Example End User Application Feedback Survey

**Instructions:** Please answer the following questions as they pertain to IT’s enablement of your job function in your organization.

**Overall Satisfaction**

1. Business Enablement: How satisfied are you with IT’s ability to enable the organization to meet its overarching goals?
2. IT Communication: How satisfied are you with IT’s ability to communicate to you regarding the information you need to perform your job effectively?
3. IT Services: How satisfied are you that the services provided by IT enable you to perform your job effectively?
4. Suite of Applications: How satisfied are you that the collection of applications provided to you by IT is the appropriate set for enabling you to do your job effectively?

[ 1 - Not at all Satisfied to 10 - Fully Satisfied ]

**Business Enablement**

5. Company Innovation: How satisfied are you that IT brings innovative technology to the business to give your organization a competitive advantage?
6. IT Agility: How satisfied are you that IT is able to adapt to the changing needs of your organization?
7. Dept. Technology Enablement: How satisfied are you that employees in your department has all the necessary technology to ensure optimal job performance?

[ 1 - Not at all Satisfied to 10 - Fully Satisfied, I don't know ]

**IT Communications**

8. Training: How satisfied are you with the quality and timeliness of training that IT has provided you on the applications and IT services you use?

[ 1 - Not at all Satisfied to 10 - Fully Satisfied, I do not need training ]

9. Feedback Receptivity: How satisfied are you that IT has effective mechanisms in place to receive feedback and that it acts on that feedback effectively?

10. Professionalism: How satisfied are you that IT staff interact with end users in a respectful and professional manner?

[ 1 - Not at all Satisfied to 10 - Fully Satisfied ]

**IT Services**

11. Please rank the following IT service components from most important to least important to you in performing your job effectively:
   a. Service Desk Timeliness
   b. Service Desk Effectiveness
   c. Network resources (internet access, home access/VPN, WiFi)
   d. Devices (workstations, mobile, printers, videoconferencing, etc.)
   e. Analytics and Reporting
   f. Software Applications
   g. Policy creation, communication and enforcement

**Applications Suite**

13. For each of the software applications below, please select the option that best applies:

Note: This applications list will be customized for each department (limit 10 per department).

[ I do not use this app - Nice to have - Important to my job - Mission critical to my job ]

Salesforce.com
Microsoft SharePoint
Evernote
Microsoft Excel
Payment Processing
Billing System
AutoCAD
Workforce Management System
Payroll Accounting System
Supply Chain Management System

14. How satisfied are you with the features of the following applications:

[ 1 - Not at all Satisfied to 10 - Fully Satisfied ]
15. How satisfied are you that each of the following applications is easy to use and reliable: [ 1 - Not at all Satisfied to 10 - Fully Satisfied ]

Salesforce.com  
Microsoft SharePoint  
Evernote  
Microsoft Excel  
Payment Processing  
Billing System  
AutoCAD  
Workforce Management System  
Payroll Accounting System  
Supply Chain Management System

16. How satisfied are you that the data input to, and output from, these applications is complete, accurate and important to the business. [ 1 - Not at all Satisfied to 10 - Fully Satisfied – n/a ]

Salesforce.com  
Microsoft SharePoint  
Evernote  
Microsoft Excel  
Payment Processing  
Billing System  
AutoCAD  
Workforce Management System  
Payroll Accounting System  
Supply Chain Management System

17. (Optional) What about each of the following applications makes it most helpful or detrimental to you performing your job effectively? [open text response]

Salesforce.com  
Microsoft SharePoint  
Evernote  
Microsoft Excel  
Payment Processing  
Billing System  
AutoCAD  
Workforce Management System  
Payroll Accounting System  
Supply Chain Management System

18. What could IT provide you (e.g., applications or other technology) or improve on to make you more effective in your job? [open text response]