CMS Feedback Survey Results

121 people responded to this survey

How often do you typically use the CMS?

- Daily: 22%
- Weekly: 50%
- Once a month: 20%
- Every 2-3 months: 5%
- 2-3 times a year: 3%

Please rate your overall satisfaction with the CMS

- Extremely Satisfied: 13%
- Very Satisfied: 32%
- Somewhat Satisfied: 50%
- Unsatisfied: 3%
- Very Unsatisfied: 2%
What are your favorite things about the CMS? (choose all that apply)

Other: The majority of the respondents said that consistency and the standardized format of the CMS were their most favorite things.

What are your least favorite things about the CMS? (choose all that apply)

Other: The majority of the respondents said that lack of training/workshops and lack of flexibility and customization were their least favorite things.
Have you ever contacted UCM for help with the CMS?

Very Satisfied: 47%
Satisfied: 34%
Neutral: 13%
Dissatisfied: 4%
Very Dissatisfied: 2%

Overall, how satisfied are you with the amount of contact between you/your department and the UCM staff?
Based on your experience with the current CMS, is it better, the same or worse than any other CMS’s you have worked with?

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much Better</td>
<td>10%</td>
</tr>
<tr>
<td>Better</td>
<td>20%</td>
</tr>
<tr>
<td>About the Same</td>
<td>43%</td>
</tr>
<tr>
<td>Worse</td>
<td>20%</td>
</tr>
<tr>
<td>Much Worse</td>
<td>7%</td>
</tr>
</tbody>
</table>

What improvements would you like to see made to the CMS?

1. **Form Builder**
2. **More Training**
3. **More Features**

Other miscellaneous improvements mentioned:

- More descriptive and organized user guide
- Ability to insert a gallery of pictures into a page
- Blog feature
- Quick reference guide
- Events registrations
- Newsletter option
- More template options
- Video tutorials
- Calendar

*Thank you for participating!*