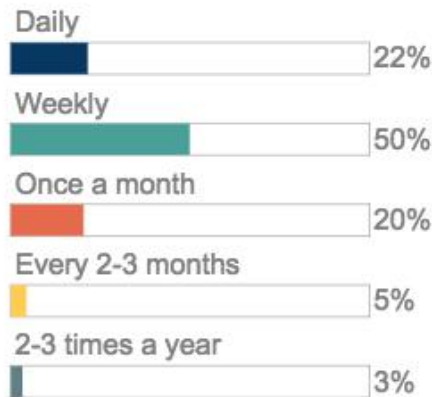
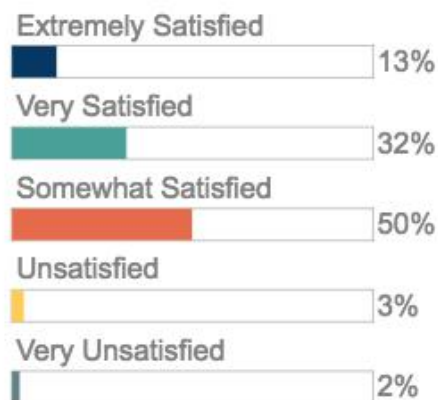


CMS Feedback Survey Results

121 people responded to this survey



How often do you typically use the CMS?



Please rate your overall satisfaction with the CMS



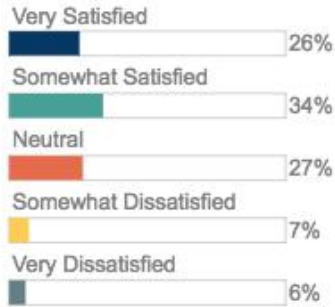
What are your favorite things about the CMS? (choose all that apply)

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

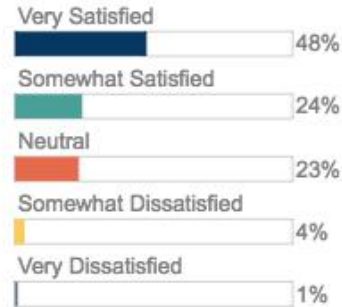


What are your least favorite things about the CMS? (choose all that apply)

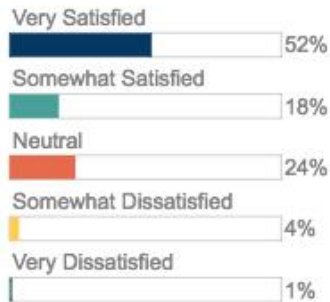
Other: The majority of the respondents said that lack of training/workshops and lack of flexibility and customization were their least favorite things.



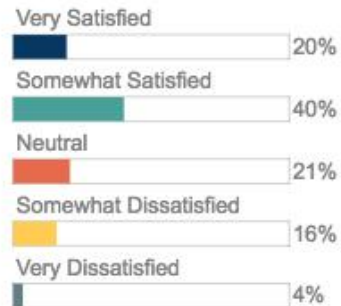
Level of satisfaction with: Quality of training provided



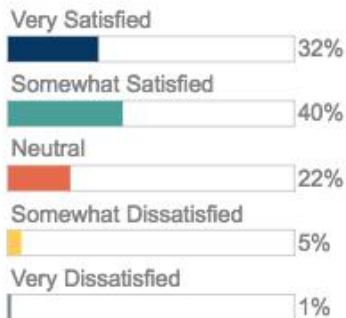
Level of satisfaction with: Quality of support from UCM



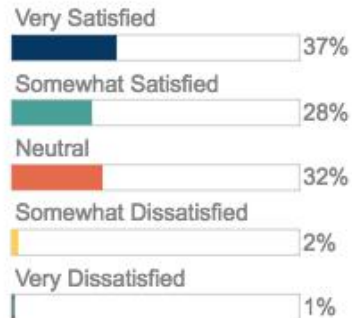
Level of satisfaction with: Knowledge of UCM staff



Level of satisfaction with: CMS User Guide



Level of satisfaction with: Delivery of service

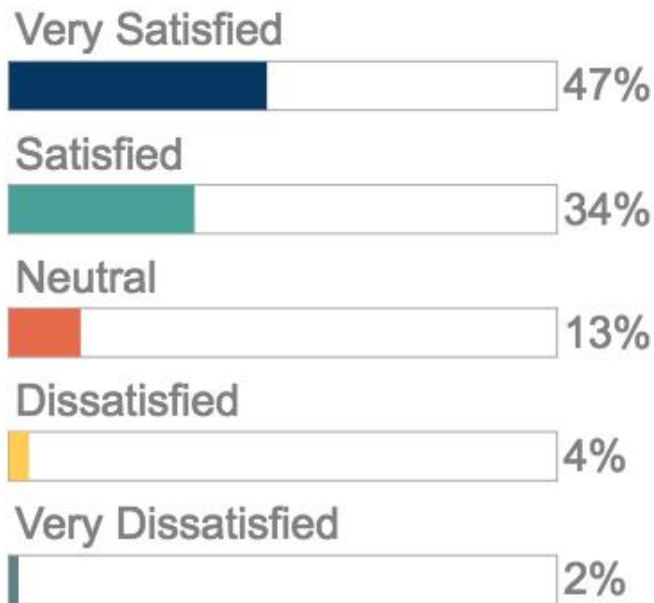


Level of satisfaction with: Migration Process

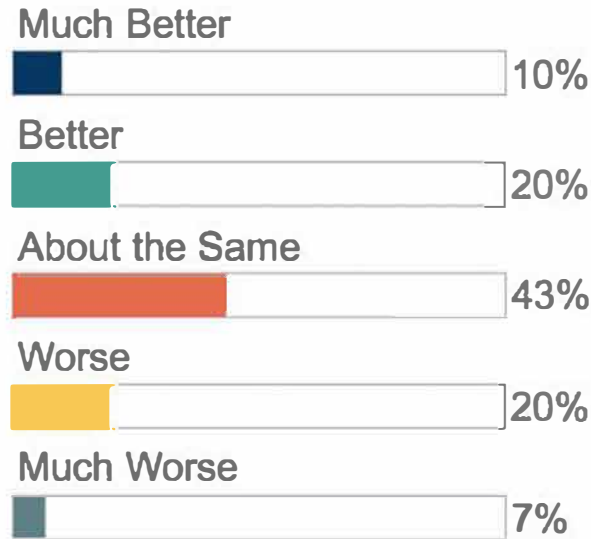


■ Yes (65.43%) ■ No (34.57%)

Have you ever contacted UCM for help with the CMS?



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?

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!