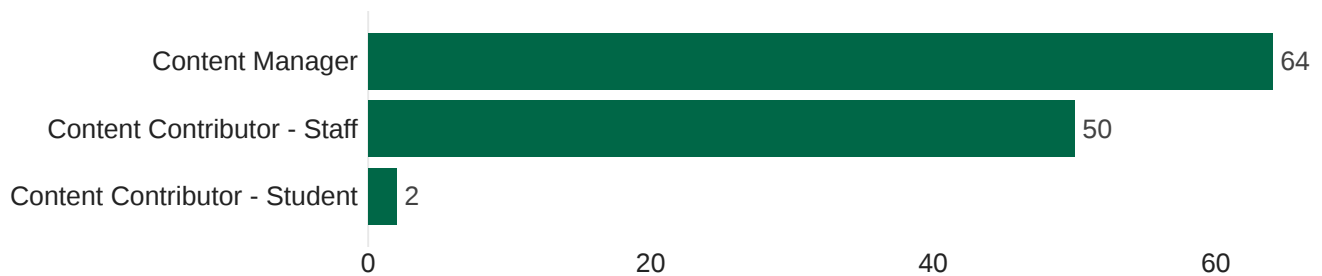


## 2022 CMS User Survey Results

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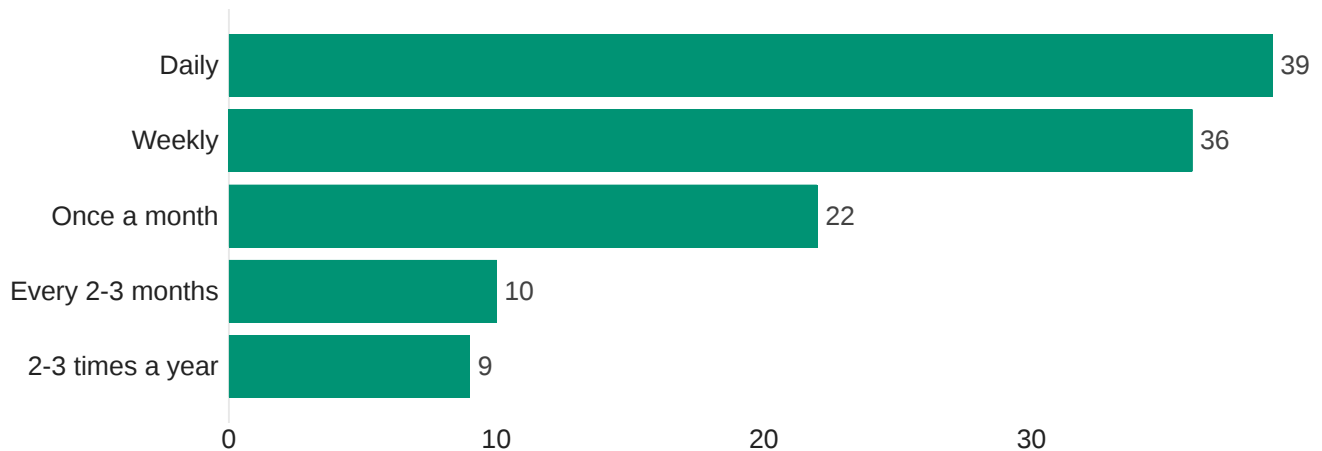
Q1 - What is your level of responsibility in the content management system (CMS)?

116 Responses



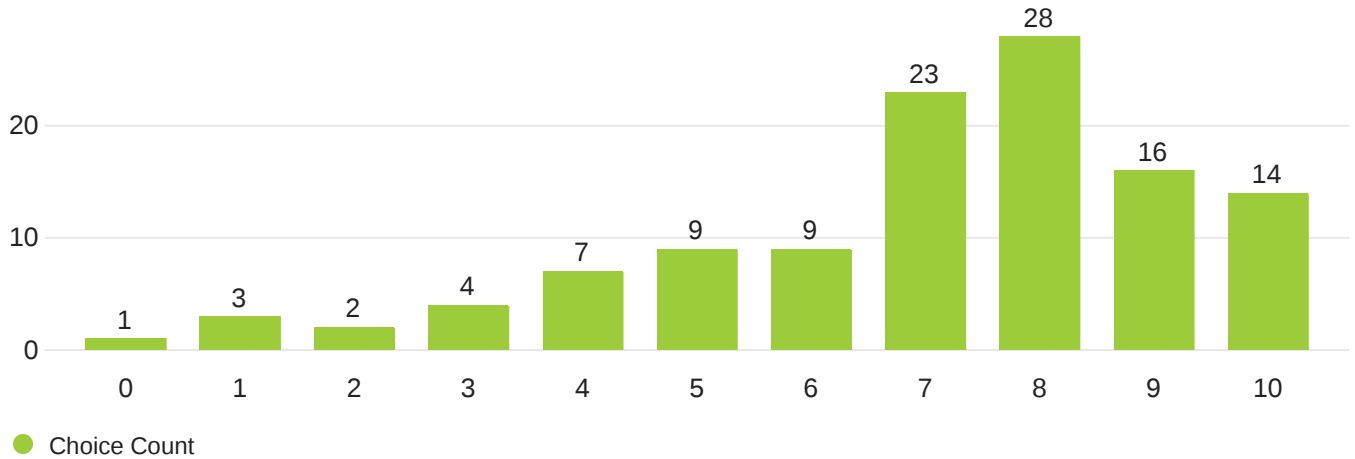
● Choice Count

Q2 - How often do you typically use the CMS?

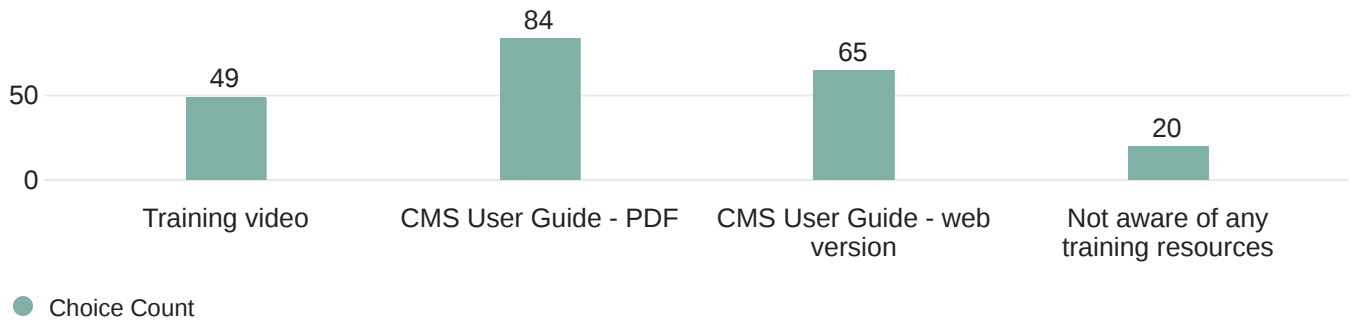


● Choice Count

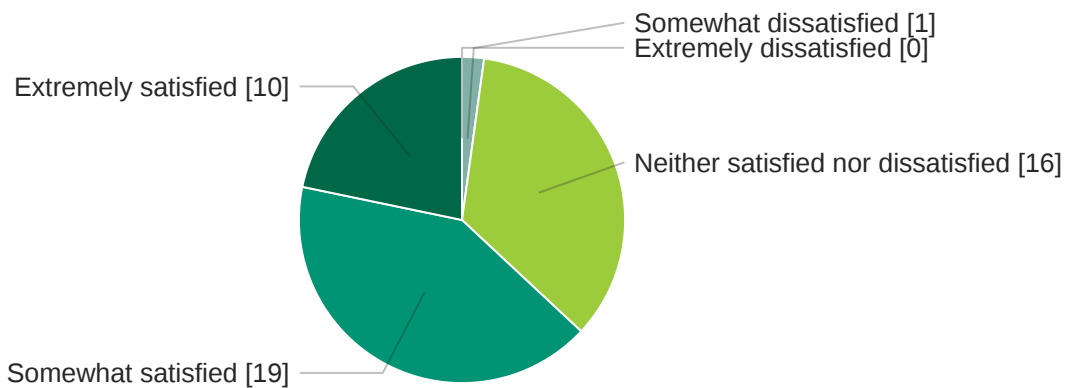
### Q3 - What is your overall confidence level using the CMS?



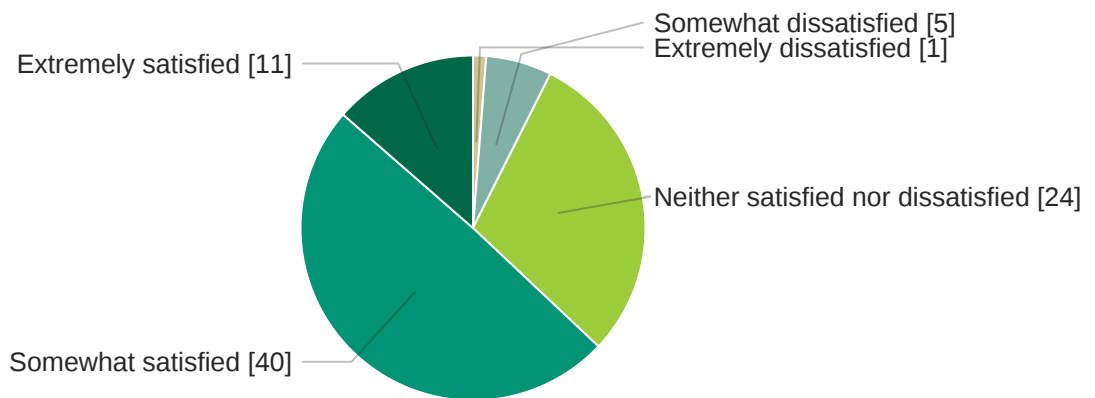
### Q4 - What CMS support resource(s) are you aware of? (Check all that apply)



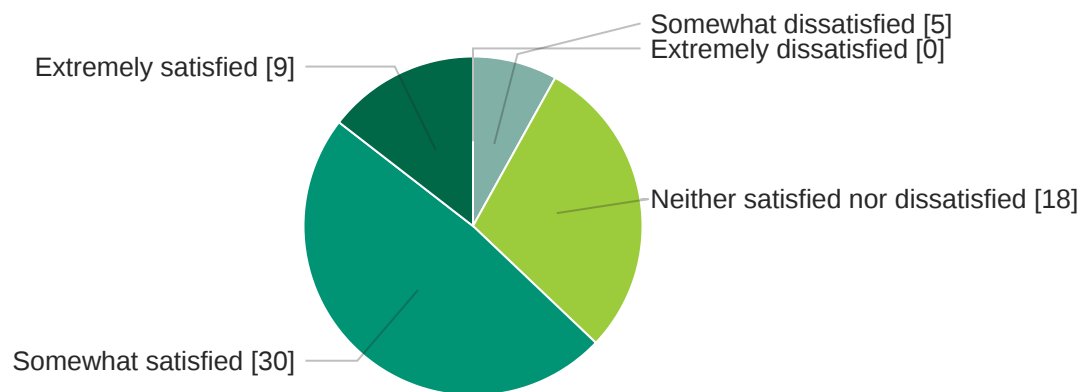
### Q5 - What is your level of satisfaction with the training video?



## Q6 - What is your level of satisfaction with the CMS User Guide - PDF?



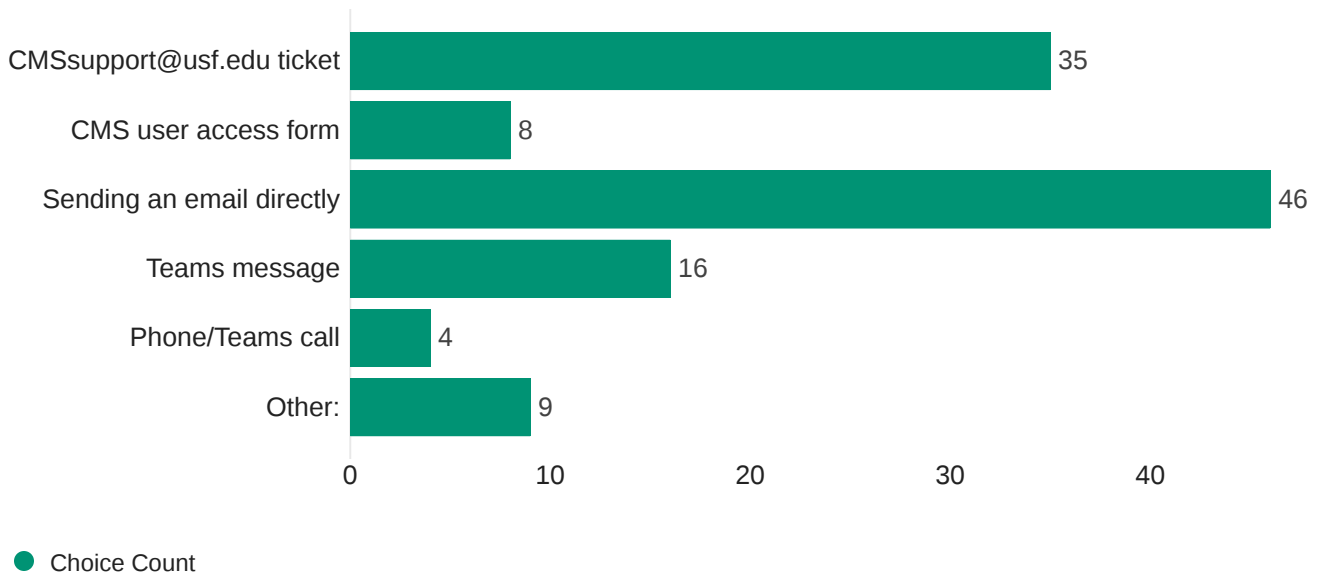
## Q7 - What is your level of satisfaction with the CMS User Guide - web version?



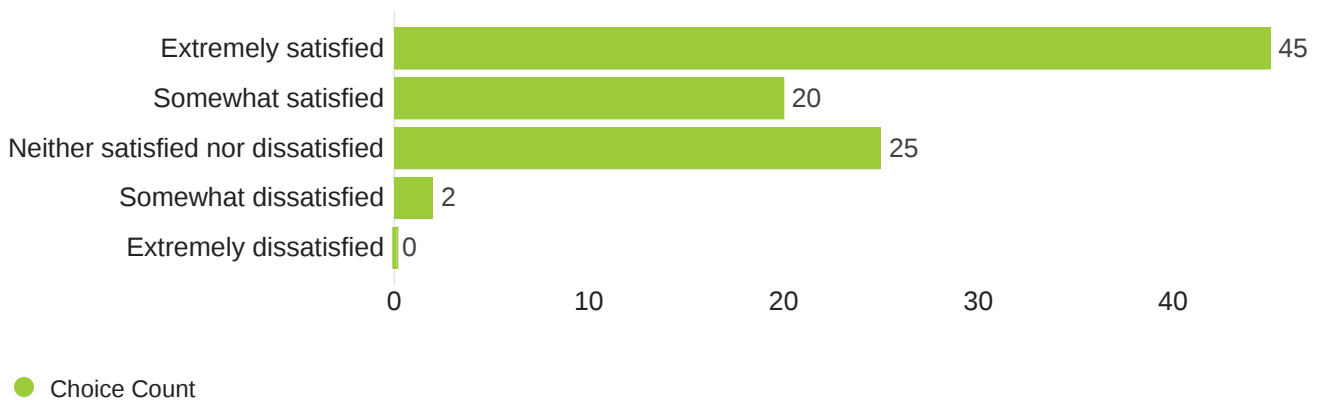
## Q8 - Have you ever contacted CMS support staff for help with the CMS?



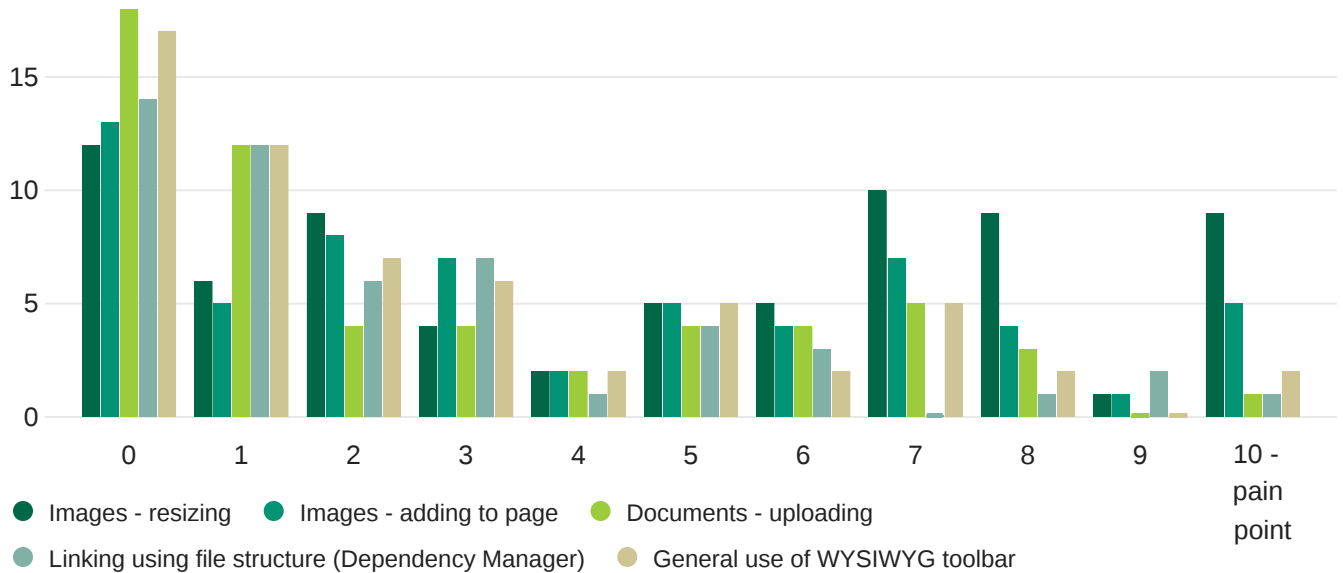
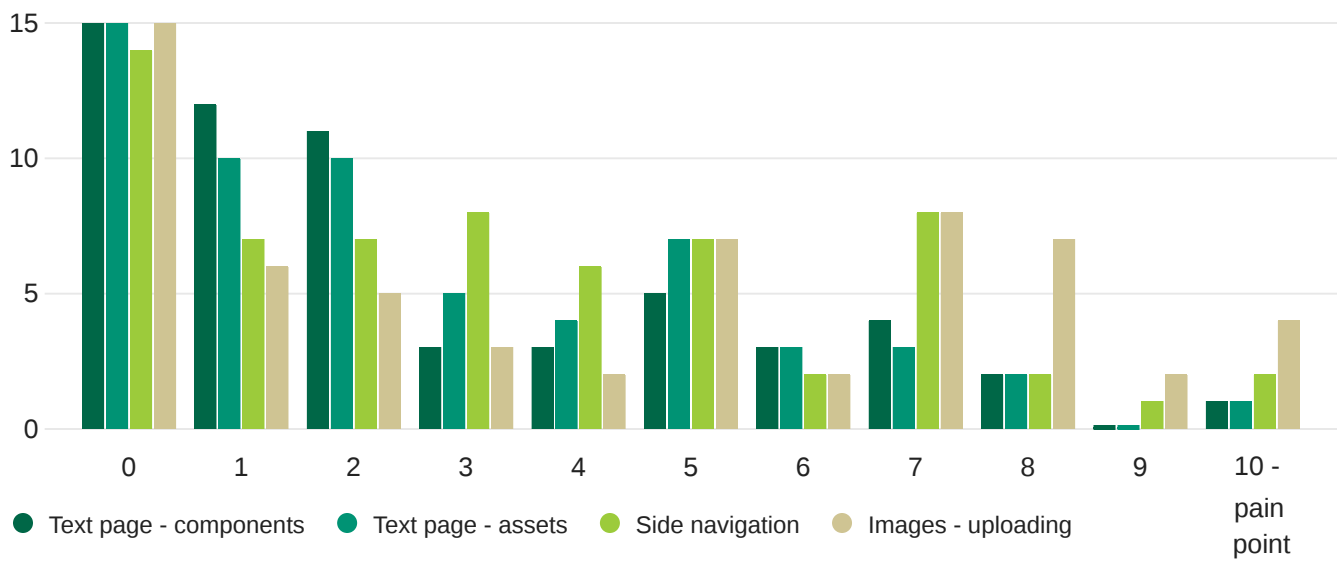
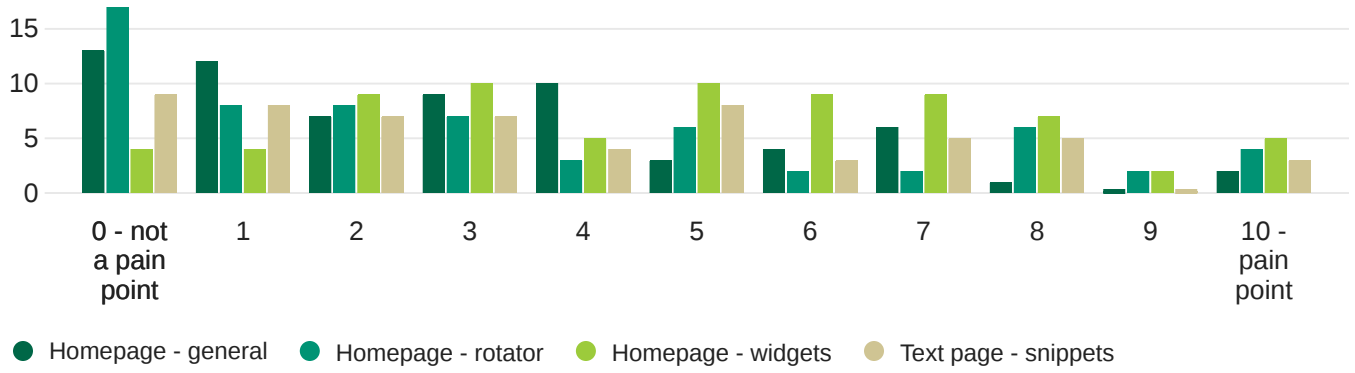
## Q9 - How do you contact the CMS support staff? (Check all that apply) - Selected Choice



## Q10 - What is your level of satisfaction with the speed of resolved tickets/inquiries?



# Q11 - What are your biggest pain points when using the CMS?

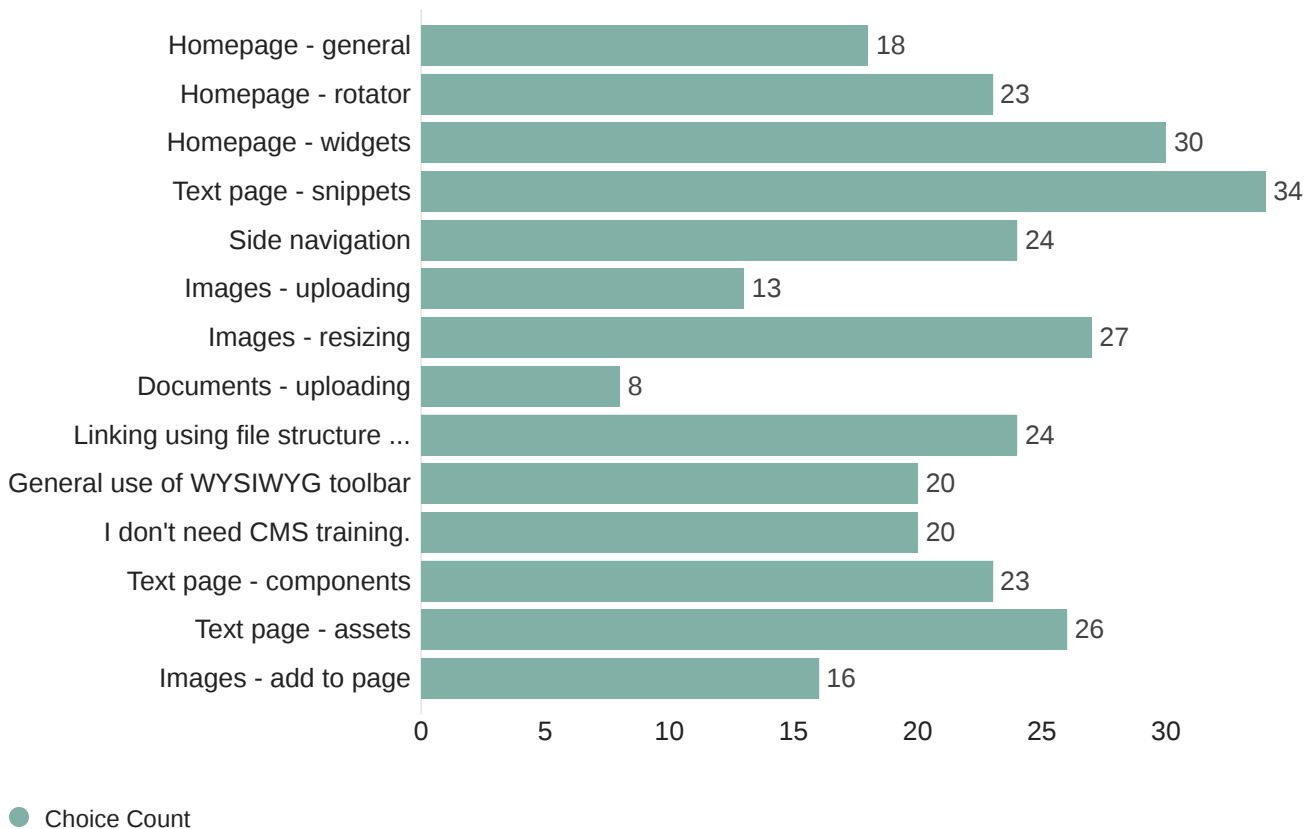


## Q11 - Pain Point Submissions

Documentation is dated	Unpublishing page	Full screen width editing
File naming: no uppercase or spaces	<b>Organizing content (images/widgets)</b>	Intuitiveness
<b>Improvements to mobile layout</b>	<b>Images/widgets not in department folders</b>	Moving a page/editing file name
Video utilization/options	Lack of an automatically advancing calendar system	<b>Unable to copy/paste items without losing the formats</b>
<b>Lack of HTML coding option, only WYSIWYG interface</b>	Adding charts for text/images	Inability to change order of rotator entries
<b>Lack of formatting text pages</b>	Lack of component options	Approval process
Spacing/float near snippets	More dynamic content on pages	Tables and spacing issues
Required to resize so small that image quality is poor	Search bar pulling up outdated content	

**Note:** Bold content was listed more than once.

## Q12 - What area(s) in the CMS do you feel you need more training in? - Selected Choice

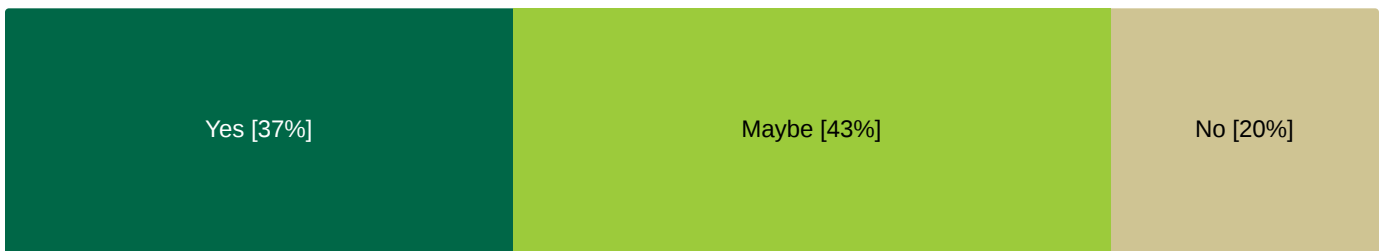


## Q12 - Other training needs

General CMS training	CMS Updates	Deleting old images/pages
<b>Tips &amp; tricks to using templates</b>	More documentation on snippets and components	Optimizing USF search to ensure relevant One USF content appears first.
Creating formatted tables	Google Analytics/SEO/Search engine optimization	Integrated and automatic calendar widget

**Note:** Bold content was listed more than once.

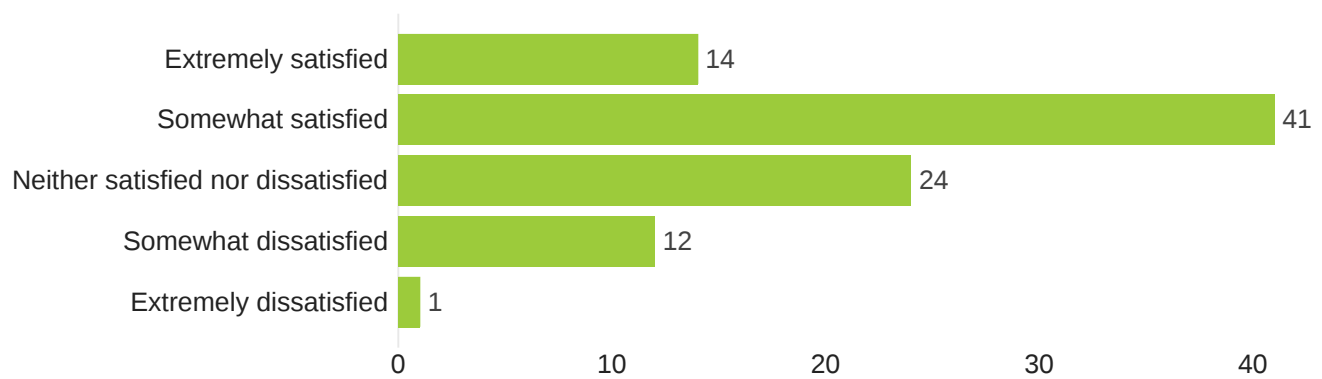
## Q13 - Would you be interested in office hours (drop-in for general questions) hosted by CMS support staff if offered?



## Q14 - Would you be interested in workshops (trainings on specific topics) hosted by CMS support staff if offered?

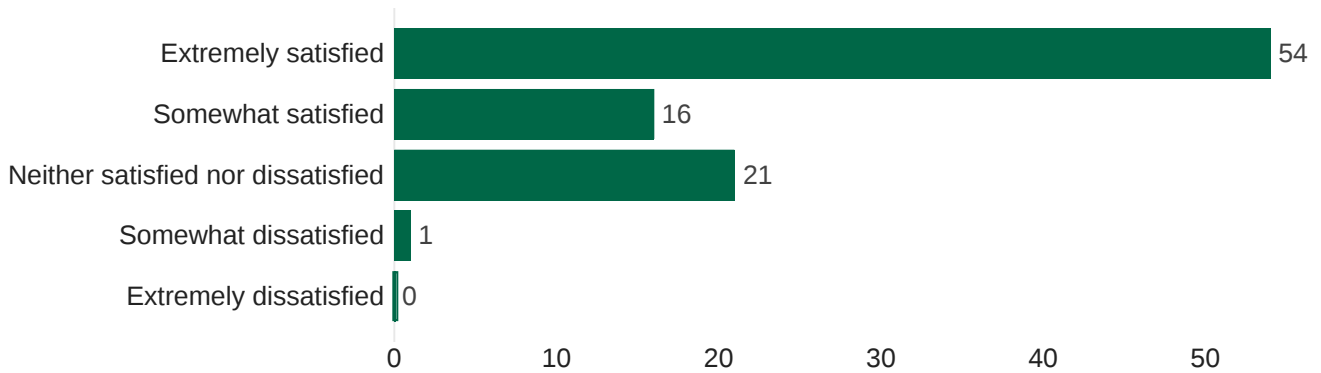


## Q15 - Overall, how satisfied are you with the CMS?



● Choice Count

## Q16 - Overall, how satisfied are you with the CMS support staff?



● Choice Count

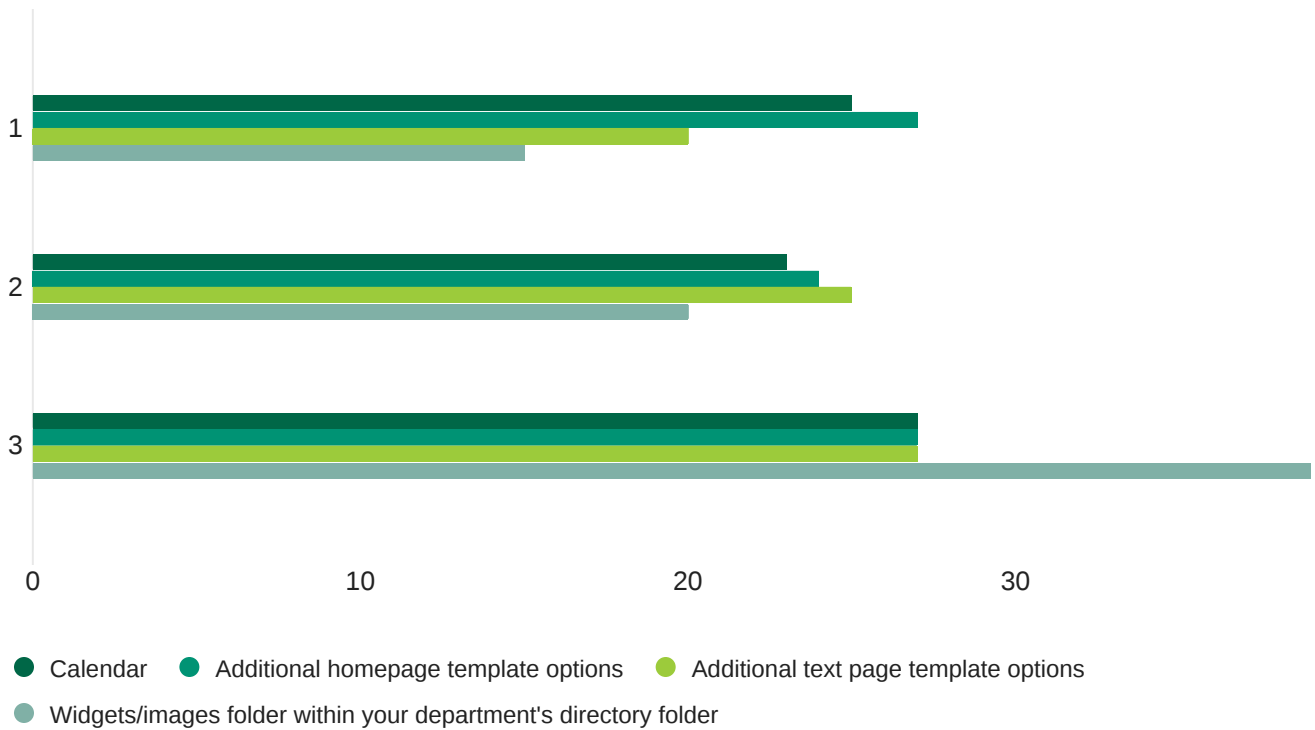
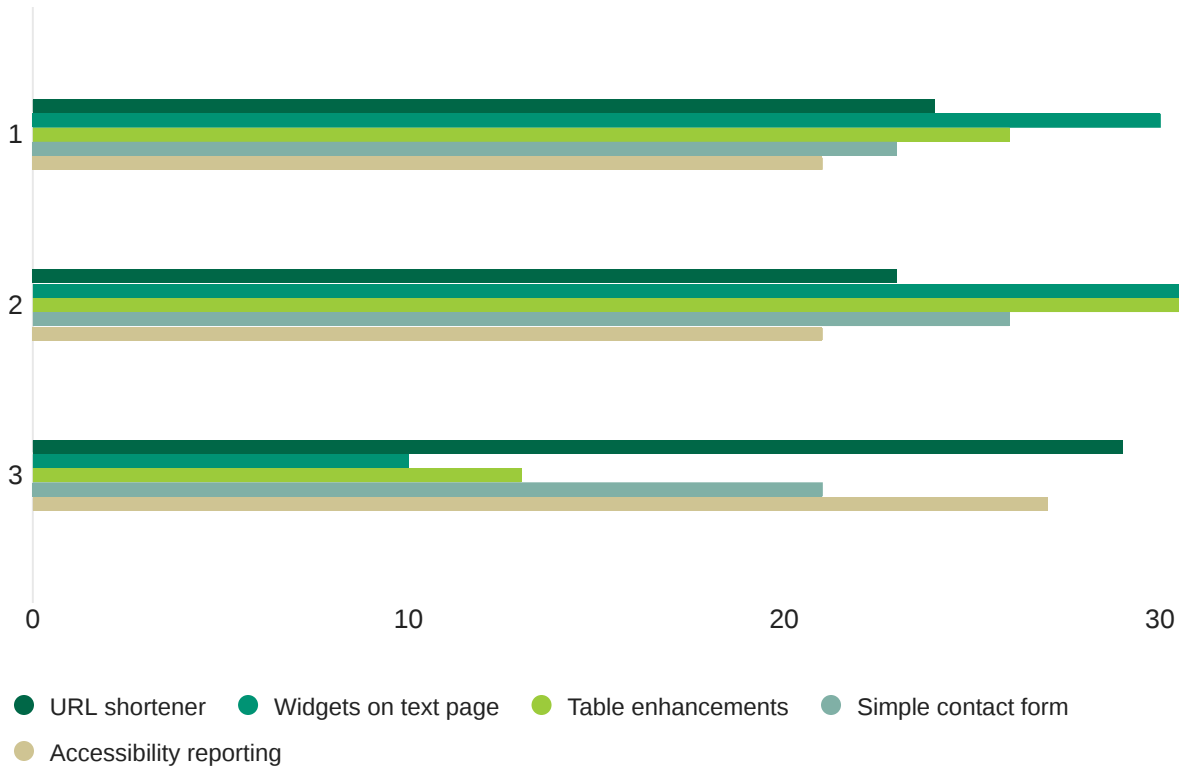
## Q17 - How would you rate the following potential future features/functionality...



● Automatic image resizing    ● Custom design opportunities    ● More dynamic page elements on scroll  
 ● Broken link report    ● Better integration with course catalog



## Q17 - How would you rate the following potential future features/functionality...



## Q17 - Other feature/functionality request

Webpage analytics	<b>HTML editor</b>	Ability to edit page after approval submission
<b>Form integration</b>	<b>Additional formatting options</b>	URL optimization
Mobile-friendlier templates	More script options	Chat feature
Improve search feature	<b>Rotator enhancements</b>	Additional main navigation links
<b>More customization</b>	<b>Fast exit button (security feature)</b>	SSO integration
<b>Dynamic Image gallery</b>	Calendar icons	Copy/paste tables

**Note:** Bold content was listed more than once.

## Q18 - Please include any additional comments, questions, or feedback.

I'd like to learn more about webpage analytics and tracking page usage. I love the idea of CMS workshops on various topics!

Your materials and staff are very helpful. I do not get enough practice so feel I am relearning and stumbling through each time.

The file structure is not always clear when I am on the pages and trying to add documents/images and edit pages but this is partly my unfamiliarity with process. Also my fear of creating issues/problems on our website.

Learning how to set a link so it opens in a new window - revelatory!!

WYSIWYG: Allow copying and pasting of links. Even from OUCampus page to page, pasting text removes all links.

Also, editing content often results in page jumps. For example, copying and pasting text in a particular spot on a text page makes the window jump to the top of the page. Same with adding images via the snippets. And when searching and exiting the search. This example would be using CTRL+F to find a word on the page. The search goes to the location, but when you close the search bar the window jumps to the top.

Finally, allowing more image sizes within pages/news articles. Having a ~350px image would be nice. The medium 500px is too wide sometimes and the small 100 x 100 is not very practical. Contributors after provide portrait shaped images that would look good as 350px wide by 500px+ tall.

I don't have any issues with CMS whatsoever. It is the college's managing/handling of their 'training' departments to do the work that makes this less appealing to want to do and more challenging to find time to do it in. Quite often the central office staff do not have time to dedicate to our department webpages but we are expected to update them with approval from the communications department within the college. This college has a webmaster for the college's site.

Since central office staff do not touch the pages on a frequent basis, remembering the steps becomes back burner at best. This does not bode well when updates are needed for the department's website.

I hope that this message will be communicated in a positive way to all colleges.

The CMS's limited page layout options and features make it difficult to create compelling pages that visitors find engaging. Additional page design and feature options would enable us to attract and sustain visitors. The limited number of current options have frequently prevented us from generating the best possible online content.

It was a pain point in the survey, but uploading images/resizing through the CMS is not user-friendly. File management can be cumbersome as can file naming.

Would like to be able to copy/paste an entire table/table contents. Maybe I just don't know how to do this, but I've always had to copy information cell by cell into a new table in a different section.

My biggest pain point regarding the website is its incompatibility with mobile devices and tablets. The interface looks horrible on a phone. Prospective students have come into our office and complained that the website is clunky, that image sizes are messed up, and they can't find information on their phone. It's 2022 and the fact that the website looks terrible on a phone is embarrassing to a university that boasts their status constantly. We are so behind other institutions.

The second pain point is the search bar - what a useless feature. It consistently pulls up webpages from years ago, rather than recently updated pages. When I have to advise students to search "USF..." on google rather than trying to search the actual website, you know it's bad. One example - when I search Week of Welcome, webpages from 2019 appear on the list BEFORE the 2022 pages. Are pages not being archived? How is this helpful to anyone?

I wish there were an easier way to contact USF CMS, as myself or my direct supervisor often have questions on accomplishing certain tasks that we need higher authority to complete, and getting easier access to that assistance would be very well appreciated. Maybe a function/form on the CMS homepage for assistance, rather than having to find an email?

Overall, the CMS editor gets the job done, but there are some quirks you need to be aware of. It would be great if we could toggle to HTML editor, so we could manually code in line breaks, formatting, etc. Sometimes that doesn't 'stick' in the WYSIWIG. Thanks!

I am the director of a Center and have a staff person who manages our website. This means that some of the questions were not relevant to how I interact with CMS because this person handles that for me. The last questions (with the 1, 2, and 3) I just filled out so that I could move on with the survey. I did fill this survey out because I wanted to make two points: a) CMS support is excellent and of a better quality/response than other entities at USF that do/should provide support, and b) we want a more simplified template where we do not have to use widgets. The people accessing our website will not care about USFs schedule or other things we could put on the widgets. We put filler there because we have to use them, and they make the page busy. We need a VERY paired-down template.

I am not editing/creating content everyday so when I do login I find this CMS a bit clunky and not very intuitive. I often spend a lot of time trying to troubleshoot what I need or remember how I did it the last time. The proposed future features are very exciting as it is all related to constructive criticisms I have with the system. I have not reached out to the training/ support team (except for during early implementation time at which they were very helpful) and I am sure they do a fantastic job. My feedback is based solely on the CMS and not the support staff.

As a new hire, I think it would be very beneficial for there to be more communication and direction in the beginning. A kind of kick-off meeting with contacts in the CMS team and a folder of directional materials would help.

It would be nice to get a fix for the autoplay of the rotator/slider on home pages.

It would be nice to be able to create contact forms that users use to send submissions by email.

It would be nice to be able to use scripts, such as JS, embed code, and/or other coding functionality (such as is available with other scripting languages like PHP).

What your team has done with the website is beautiful and support is always quick and friendly. It just takes awhile to learn how to upload to it (I'm constantly referencing a pdf how-to my coworker created that's specific to my team) because there are so many folder names to remember to find and then layers to click through. It's also a shame that we have these high quality photos to use and then the resizing requirements for text pages often make them look a bit pixelated.

Overall, OU/Modern is a great platform but the rate in which we upgrade can be a bit slow. Hopefully, feature roll outs or requests for upgrades can operate on normal cadence, with the opportunity to come together to discuss as a whole some common needs/wants. Also ideally, having a set look should be defined for a period of time, however enhancements such as different features or modern UI/UX adjustments could be rolled out faster if given the opportunity. (Read: funding, planning)

Finally, having a group of power users that can funnel up the needs or concerns to create an open feedback loop could be a positive way in not only allowing UCM to rely on its partners to communicate best practices and to reinforce UX/UI best experiences down but also allowing the CM/CCs from all areas to have at least a way to voice up.

The biggest frustration I have is how to resize images and placement of images when designing a web page. It seems to be hit and miss requiring several attempts to get the right size image in the right location on the page.

The other issue for me is to locate a photo file that is easier to access when uploading a photo. The process is just not very intuitive in how to upload and access a photo.

Overall it seems the portal is very outdated, and not user friendly. There could be a better integration of technology and/or a system to use

This is a minor thing so I didn't feel like it was worth listing in the previous page, but a way for the news pages to automatically feature the newest articles would be nice.

We would like a different theme for CAS

As a web developer, I find the CMS tool very limiting.