

New software survey for staff

We are planning new software for this work and want it to fit the way you really do your job. No name needed: answers are only read as team totals.

Software or project

Team

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 How much of your working week goes on the work this new software will handle?

☐ Most of it ☐ About half ☐ A few hours ☐ Rarely ☐ None

2 What do you use for this work today? (tick all that apply)

☐ Current system ☐ Spreadsheets ☐ Email ☐ Paper ☐ Another app ☐ Other

3 In a typical week, how much time do you lose to re-typing, searching or workarounds?

☐ None ☐ Under 1 hour ☐ 1-3 hours ☐ 3-5 hours ☐ Over 5 hours

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
4 I know what problem the new software should solve.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 Someone has asked me how I do this work today.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 I know which tasks will move to the new system.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 Our current records are clean enough to move across.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 I usually pick up new software for work quickly.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 I expect time to learn the new system before go-live.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

10 How would you most like to learn the new software?

☐ Hands-on class ☐ Short videos ☐ Written guide ☐ A colleague ☐ Practice copy

11 What is the one thing the new software must do well for your work?

12 What worries you most about switching to new software?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

How the work runs today

13 Which task in this work takes you longest, and why?

14 How often do you type the same information into more than one place?

☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

15 Where do delays or mistakes usually start? (tick all that apply)

☐ Missing details ☐ Re-typing ☐ Approvals ☐ Old versions ☐ Handovers ☐ Other

16 How do you get the numbers or reports you need for this work?

☐ From the system ☐ I build my own ☐ I ask someone ☐ I go without

17 What works well today that the new software must keep?

Must-haves for the new software

18 Using it on a phone or tablet is:

☐ Must have ☐ Nice to have ☐ Not needed

19 Running my own reports without help is:

☐ Must have ☐ Nice to have ☐ Not needed

20 Having my old records moved into it is:

☐ Must have ☐ Nice to have ☐ Not needed

21 Working when the internet connection drops is:

☐ Must have ☐ Nice to have ☐ Not needed

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

After a demo or trial

22 Which option would fit your work best?

- ☐ Option A ☐ Option B ☐ Option C ☐ None of them ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
23 In the demo I saw how I would do my main task.	☐	☐	☐	☐	☐

24 Could you finish your main task in the trial without help?

- ☐ Yes, easily ☐ Yes, after a while ☐ Only with help ☐ Did not try

25 What did you not see that your work needs?

Training and go-live support

26 When would training help you most?

- ☐ Weeks before ☐ The week before ☐ On go-live day ☐ The weeks after

27 How much time could you give to training in the month before go-live?

- ☐ Under 1 hour ☐ 1 to 2 hours ☐ Half a day ☐ A day or more

28 Would you like to be a go-to person (a super user) for your team?

- ☐ Yes ☐ Maybe, tell me more ☐ No thanks

29 What help do you want in the first two weeks after go-live? (tick all that apply)

- ☐ Floor support ☐ Help desk or chat ☐ Quick reference card ☐ Short videos ☐ Practice copy

30 Which dates would be the worst time for your team to switch?

Thank you. Your answers are anonymous.

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Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

About you (optional)

31 How will you use the new software?

- ☐ Every day ☐ Now and then ☐ I manage users ☐ I support systems

32 Which team or location are you in?

33 How long have you done this kind of work?

- ☐ Under a year ☐ 1 to 3 years ☐ 3 to 10 years ☐ Over 10 years

Thank you. Your answers are anonymous.

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