

Employee technology survey

Tell us how the technology you use at work really performs. Leave your name off this form: IT sees team totals only.

Team _____

Location _____

Date _____

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

1 Overall, how would you rate the technology and IT support you get at work?

Very poor ☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Excellent

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 My computer is fast enough for the work I do.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
3 The software my job depends on works reliably.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
4 I can reach my files and systems from any location.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
5 Video calls and team chat work without trouble.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
6 I know how to get help when technology stops me.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
7 IT responds quickly when I ask for help.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
8 IT staff explain things in words I understand.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
9 Problems I report to IT stay fixed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					

10 In a typical week, how much work time do technology problems cost you, including redone work?

☐ None ☐ Under 30 minutes ☐ 30 to 60 minutes ☐ 1 to 3 hours ☐ More than 3 hours

11 Which change would help your work the most?

☐ A faster computer ☐ Fewer sign-ins ☐ Quicker IT help ☐ Better training ☐ Easier remote access

12 Which technology problem have you learned to work around instead of reporting?

Thank you. Your answers are anonymous.

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Optional questions (1 of 3)

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

After a support request

13 How did you contact IT this time?

- ☐ Portal or form ☐ Email ☐ Phone ☐ Chat ☐ In person

14 How many people or teams handled it before it was fixed?

- ☐ One ☐ Two ☐ Three ☐ Four or more ☐ Not fixed yet

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
15 I was kept up to date while I waited.	1	2	3	4	5
16 IT understood my problem quickly.	1	2	3	4	5
17 About how much work time did this problem cost you?					
☐ Under 15 minutes ☐ 15 to 60 minutes ☐ 1 to 4 hours ☐ Half a day or more					

18 What one thing would have made this request easier?

Computers, phones and equipment

19 Which device do you do most of your work on?

- ☐ Company laptop ☐ Company desktop ☐ My own computer ☐ Phone or tablet
☐ Shared computer

20 How old is the computer you use most?

- ☐ Under 1 year ☐ 1 to 2 years ☐ 3 to 4 years ☐ 5 years or more ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
21 My headset and camera work well on calls.	1	2	3	4	5
22 A broken device gets replaced quickly.	1	2	3	4	5
23 My work phone does everything my job needs.	1	2	3	4	5

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Optional questions (2 of 3)

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

Working from home or on the road

24 Where do you do most of your work?

☐ On site every day ☐ Mostly on site ☐ Half and half ☐ Mostly remote ☐ Fully remote

25 What slows you down when you work away from the office? (tick all that apply)

☐ VPN or sign-in ☐ Home internet ☐ One screen only ☐ Files out of reach ☐ Printing ☐ Nothing

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
26 My tools work as well at home as on site.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
27 Remote help from IT works as well as help in person.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Sign-ins and security steps

28 How many passwords do you use for work?

☐ One ☐ 2 to 3 ☐ 4 to 6 ☐ 7 or more ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 Extra sign-in checks rarely get in my way.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
30 I know how to report a suspicious email.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
31 Our rules for using technology at work are clear.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Training and new tools

32 How do you like to learn a new work tool? (tick all that apply)

☐ Videos ☐ Live class ☐ A colleague ☐ Written guide ☐ On my own

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
33 I was trained before the last new tool went live.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
34 People like me are asked before new tools are chosen.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

35 Which tool would you like to be better at using?

Optional questions (3 of 3)

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

About you (optional)

36 Which part of the organization do you work in?

☐ Sales and service ☐ Operations ☐ Finance and admin ☐ Technical ☐ Other

37 How many times have you asked IT for help in the last year?

☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 times or more

38 When something stops working, what do you usually do first?

☐ Fix it myself ☐ Try, then ask ☐ Ask right away ☐ Wait for help

Thank you. Your answers are anonymous.

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