



# User Survey For Requirements Metrics

A WHITE PAPER PROVIDED BY ASPE

# User Survey for Requirements Metrics

## Training Questions

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1. Did you receive training on the updated or new Systems? (Yes or No)
2. If no, do you feel training is needed to get the full value of the system? (Yes or No)
3. Rate the overall effectiveness of the training you received on the deployment? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent

## Productivity Questions

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1. Rate your increase/decrease in job/functional specific productivity based on this new system or system update? More than 5% decrease, 5% to 1% decrease, no change, 1% to 5% increase, 6% to 10% increase, 11% to 15% increase, more than 15% increase
2. Rate your task time increase/ decrease based on this new system or system update? More than 5% increase, 5% to 1% increase, no change, 1% to 5% decrease, 6% to 10% decrease, 11% to 15% decrease, more than 15% decrease
3. Rate system errors based on this new system or system update? More than 5% increase, 5% to 1% increase, no change, 1% to 5% decrease, 6% to 10% decrease, 11% to 15% decrease, more than 15% decrease
4. Do the enhancements on the current system or the new system meet your needs based on your day-to-day function? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent
5. Were your job needs met with the enhancements to the current system or deployment of the new system? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent
6. Rate the percentage of your needs that were meet with this deployment? 100%, 99% to 90%, 89% to 80%, 79% to 70%, 69% to 60%, 59% or lower
7. Did you know what the main functional changes/needs were for this deployment? (Yes or No)
8. If yes, how close did the actual functional changes/needs meet the requested functional changes/needs? 100%, 99% to 90%, 89% to 80%, 79% to 70%, 69% to 60%, 59% or lower
9. Rate your overall productivity increase/decrease based on this deployment? More than 5% decrease, 5% to 1% decrease, no change, 1% to 5% increase, 6% to 10% increase, 11% to 15% increase, more than 15% increase

## Usability Questions

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1. Rate the increase/decrease in easy of use of the new system or system update? More than 5% decrease, 5% to 1% decrease, no change, 1% to 5% increase, 6% to 10% increase, 11% to 15% increase, more than 15% increase
2. Rate the user interface of the new system or system update? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent
3. Rate the user friendliness of the new system or system update based on intuitive design and function? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent
4. Rate the increase/decrease in the number of errors you commit on the new system? More than 5% increase, 5% to 1% increase, no change, 1% to 5% decrease, 6% to 10% decrease, 11% to 15% decrease, more than 15% decrease

## Communication

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1. Were you asked about your needs before deployment? (Yes or No)
2. If no, to your knowledge was someone on your team asked about team needs before deployment? (Yes or No)
3. If no, to your knowledge how was your team's needs acquired before deployment?  
Open ended answer
4. If yes, rate the quality of the session that was held to gather your needs before deployment? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent
5. Post-deployment have you had the opportunity to provide detailed functionality feedback on the deployment? (Yes or No)
6. If yes, how well was your feedback handled? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent

## Overall

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1. Rate the quality of the deployment? 1 – poor, 2 – fair, 3 – good, 4 – very good, 5 – excellent