

Flashline Satisfaction Survey Summary

November 24, 2015

Overview

The purpose of the Flashline Satisfaction Survey was to:

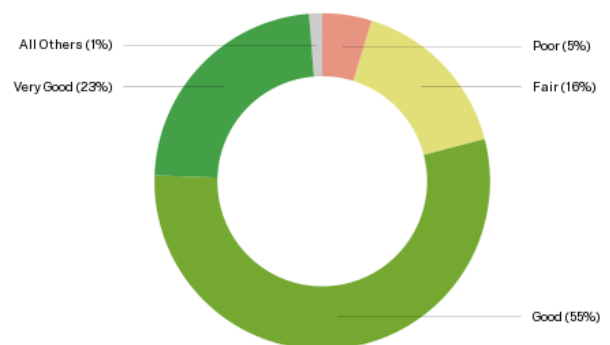
- learn top tasks users attempt to complete using Flashline (by role)
- assess strengths and weaknesses of the Flashline experience
- benchmark satisfaction for future comparison (post redesign)

Findings Summary

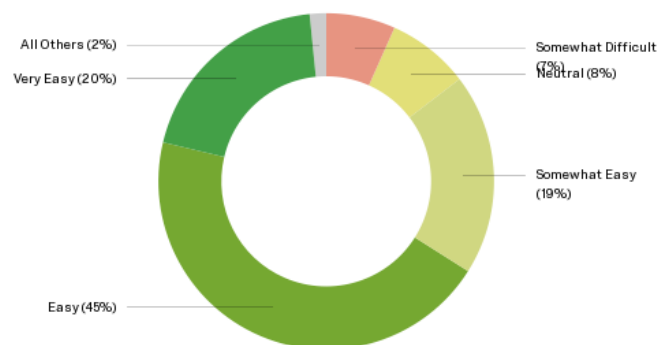
316 responses were collected in 24 hours. Incomplete surveys were removed.

1. Although findings suggest that Flashline users seem satisfied with the existing experience and generally find it easy to use, there is room for improvement.

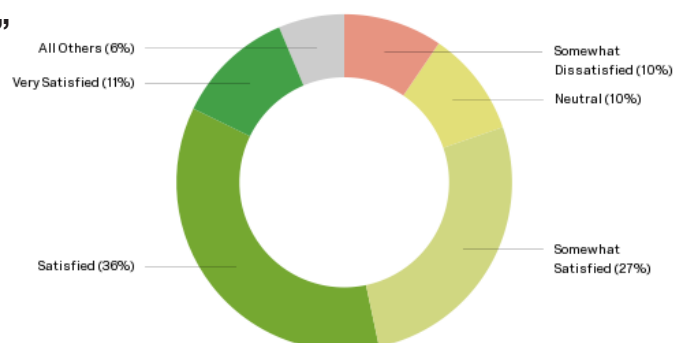
When asked how participants would rate Flashline, **78%** responded **“Good” or better**.



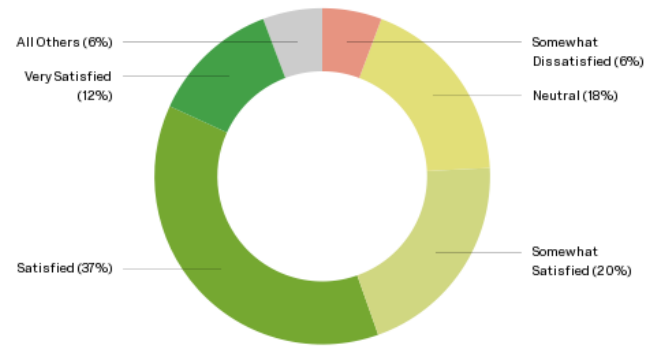
65% of respondents said Flashline was **“Easy” or better** in terms of ease of use.



47% of respondents said they were **“Satisfied” or better** with the ease of finding information in Flashline.



49% of participants responded they were **“Satisfied” or better** with the current Flashline interface.



2. Flashline users feel problems exist with the current organization, frequent time outs and logging into email.

What do you like best about Flashline?

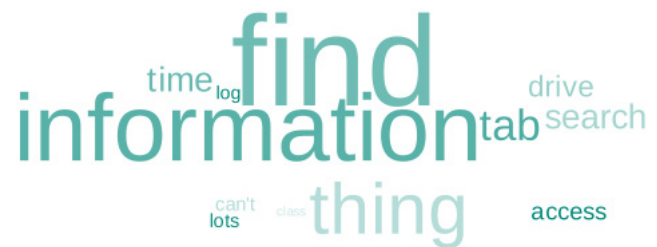
Users appreciate the ease of access to all the information they need in one place, including access to email and Blackboard.



What do you find most frustrating about Flashline?

Inability to find information was the biggest complaint about Flashline. Among the **100** responses, **30** indicated that **findability/interface** was the most frustrating issue. Time outs, crashes and logging into email were also frequently reported issues mentioned in response to this question:

- **13** reported **time outs/crashes**
- **5** mentioned **logging into email**



3. The most common reasons for logging into Flashline are:

Email
Blackboard
Schedule classes
GPS Audit
Financial Aid
HR

4. Many students shared ideas of what they wish Flashline did or had that it currently does not. Common themes include:

- Search bar
- Customization based on personal needs including tabs, content, calendars, sports & weather widgets

- Improved organization/layout
- Up-to-date news, events and social media feeds
- Better Blackboard integration
- Open Blackboard/email/Drive in new tab, instead of new window
- Remain logged in longer