

Help us improve the WIOA State Plan Portal

We're interested in learning about your experience on the WIOA State Plan Portal. Your responses are anonymous and will help us evaluate how the portal is performing and where we can make improvements. No personally identifying information is collected. The survey should take about **5-10 minutes** to complete.

Reference: OMB Control Number 1880-[MMJ1] XXXX

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...

* Required

1. How often do you use the portal? *

- ☐ Weekly
- ☐ Monthly
- ☐ Every few months
- ☐ Once or twice a year
- ☐ Every few years
- ☐ First time!

2. Do you work for the State or Federal government? *

- ☐ I am a State Employee
- ☐ I am a Federal Employee

3. How easy do you find the portal to use? *

- ☐ Extremely easy
- ☐ Somewhat easy
- ☐ Neutral
- ☐ A little difficult
- ☐ Extremely difficult
- ☐ Not sure

4. How confident do you feel using the portal? *

- ☐ Extremely confident
- ☐ Moderately confident
- ☐ Neutral
- ☐ Only a little confident
- ☐ Not confident at all

☐ Not sure

☐ Extremely easy

☐ Somewhat easy

☐ Neutral

☐ Somewhat difficult

☐ Extremely difficult

☐ Not sure

- ☐ Extremely easy
- ☐ Somewhat easy
- ☐ Neutral
- ☐ Somewhat difficult
- ☐ Extremely difficult
- ☐ Not sure

How seamless was it to complete these tasks in the portal? *

	Completely seamless	Moderately seamless	Acceptable	Moderately confusing	Totally confusing	Not Applicable
Entering content (text, images, links, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating the status of a narrative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Viewing and applying the feedback from the Federal team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with my team to complete the plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How seamless was it to complete these tasks in the portal? *

[illegible]



9. (Optional) If you utilized the Portal's search tools, how easy was it use?

- ☐ Extremely easy
- ☐ Somewhat easy
- ☐ Neutral
- ☐ Somewhat difficult
- ☐ Extremely difficult
- ☐ Not sure

10. (Optional) If you contacted the WIOA Help Desk, was your question/issue quickly resolved?

- ☐ Very quickly
- ☐ Somewhat quickly
- ☐ Slowly
- ☐ Way too slowly
- ☐ Not sure

11. (Optional) What changes or improvements would you make to the portal?

Enter your answer

12. (Optional) Email the WIOA SPP help desk at wioaspp-ctr@bixal.com if you would like to be INCLUDED or EXCLUDED from future user research and surveys.

Enter your answer

Next

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