|  |  |  |  |
| --- | --- | --- | --- |
| **System/Project:** |  | **Date written:** |  |
| **Questionnaire No.:** |  | **Date returned:** |  |
| **Job title:** |  | **Length of time at this job:** |  |

# General questions

|  |  |  |
| --- | --- | --- |
| # | Criteria | Grade (5 Exelent, 0 Insufficent) |
|  | Are you satisfied with overall system operation? |  |
|  | Does the system fulfill your requirements as described in the Analysis document? |  |
|  | How useful is the system in your day-to-day work? |  |
|  | Are you satisfied with the system’s user-friendliness? |  |
|  | How do you rate the system’s response time? |  |
|  | Are you satisfied with the training you received? |  |
|  | Are you satisfied with the service from the help desk? |  |

# Additional questions (for experienced users)

|  |  |  |
| --- | --- | --- |
| # | Criteria | Grade (5 Exelent, 0 Insufficent) |
|  | How do you rate the system’s availability and stability? |  |
|  | How do you rate the system’s reliability (the trustworthiness of the data)? |  |
|  | If the system development and operation were outsourced, how do you rate the level of service and help provided? |  |
|  | How do you rate the system’s data security? |  |
|  | How well are bugs handled, repairs performed, and changes managed? |  |
|  | Is the system open and flexible, accommodating changes and improvements? |  |
|  | Is the users’ forum active and involved? |  |