

## April 14, 2023 - CT HMIS Website Survey Results

The CT HMIS website was first launched in 2016 and since that time there have been many changes with CT HMIS. In an effort to continually improve the user experience and provide helpful information a survey was created to gather feedback. The website survey was sent to all users on March 16, 2023. The survey was also posted on cthmis.com and reminders were sent to users from the CT HMIS newsletter.

The survey was sent to approximately 1700 email addresses with 1391 reported as successful deliveries. Of the successful deliveries, 20% (293) of the emails were viewed by campaign recipients. The total number of survey responses received was twenty which is approximately 7% of the total emails that were viewed by recipients. Due to the small sample size, some questionnaire responses were combined to provide more meaningful data.

The goal of the survey was to determine how to improve the CT HMIS website for a better user experience. Below is a summary of the survey results. Link to [CT HMIS Website Survey](#)

### 1) How often do you visit the CTHMIS.com website?

- 70% visit at least once a week or more
- 30% visit once a month or less

### 2) "What was your purpose in visiting www.CTHMIS.com?" (multiple responses possible per respondent)

- 70% of respondents chose the three following reasons:
  - 35% - Knowledge Base
  - 23% - Launch HMIS
  - 12% - Needed a Form (ex. Intake, Discharge, ROI)
- 30% of the respondents chose the following reasons - all of which statistically had equal value
  - Release Notes
  - Research Program Information
  - Submit a Form (ex: Merge Request, DOA Form)
  - Access the Get Support page

### 3) The next survey section asked respondents "if they agreed or disagreed that the website was helpful, provided relevant, clear and easy to understand content, and that the content was easily and quickly found".

- 80% of respondents agreed with the above statement
- 20% of respondents disagreed with the above statement

### 4) Of the respondents that strongly disagreed with item three above and respondents that reported they had trouble finding something on the website (15%), the below descriptive comments were provided:

- Website is often slow and glitchy, information difficult to find for infrequent HMIS users such as PSH providers
- It is not an intuitive website
- I often look for instructions on how to find the right reports in HMIS but the search doesn't find anything. There

are so many reports that are retired, I'm often confused as to which one I should use.

- Specific information about clients involved with my program.

#### 5) The next section of the survey focused on the website Knowledge Base (KB)

- 75% of respondents use the KB and 25% did not know what it was
- 73% of respondents reporting to use the KB found it very useful
- 27% of the respondents reporting to use the KB reported it had the information needed, but it could be improved
- Areas of suggested improvements for the KB:
  - The knowledge base can be presented under the various types of programs so it's easy to navigate and read only relevant info.
  - I think it needs to be redesigned with more clearly defined sections instead of just a long list of hyperlinks. With the history of HMIS in CT so vast, I think some things should be archived.
  - Can there be a section for common new user questions, issues, or pitfalls with links to the relevant parts of the database. One for quality issues too.

#### 6) The final section of the survey asked respondents to provide descriptive comments on how to improve the website.

- 3 respondents suggested: improving search capabilities and indexing
- 1 respondent suggested: more relevant forms that are used should be on the site
- 1 respondent suggested: make it intuitive

The survey results have been incorporated into our plan to improve the CT HMIS website. Many areas were already on the list of improvements and we have prioritized items based on respondent feedback. The next steps to improve the website are in progress with a target launch date of July 1, 2023. Here is what you can expect to see with the improved website:

- We will be upgrading the website from an Expression Engine platform to a Wordpress platform. This will allow us to develop a more intuitive website with improved overall functionality, ease of use and search capabilities.
- The updated website will have a redesigned layout for program information with organized sections.
- All forms will be reviewed, updated and categorized.
- Sections will be added to provide more information on data quality and frequently used reports.
- The Knowledge Base design will be reviewed to improve navigation and relevance of content.