

# **USER SATISFACTION SURVEY 2025**



# Goals

Understand the results of the Annual Survey

Note changes & improvements for next year



# Survey Logistics

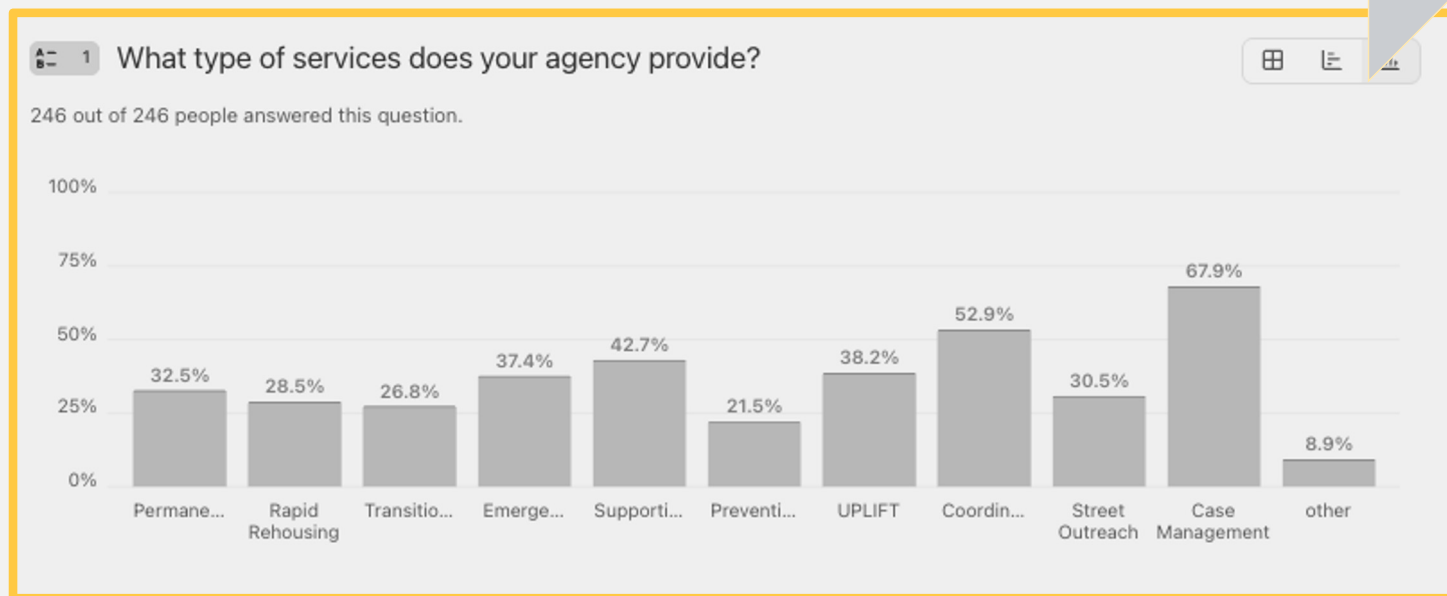


# Type of Services Agencies Provide

More than half of respondents offer Case Management

The second highest offered was Coordinated Entry

8.9% responded as "Other" down .2% from last year

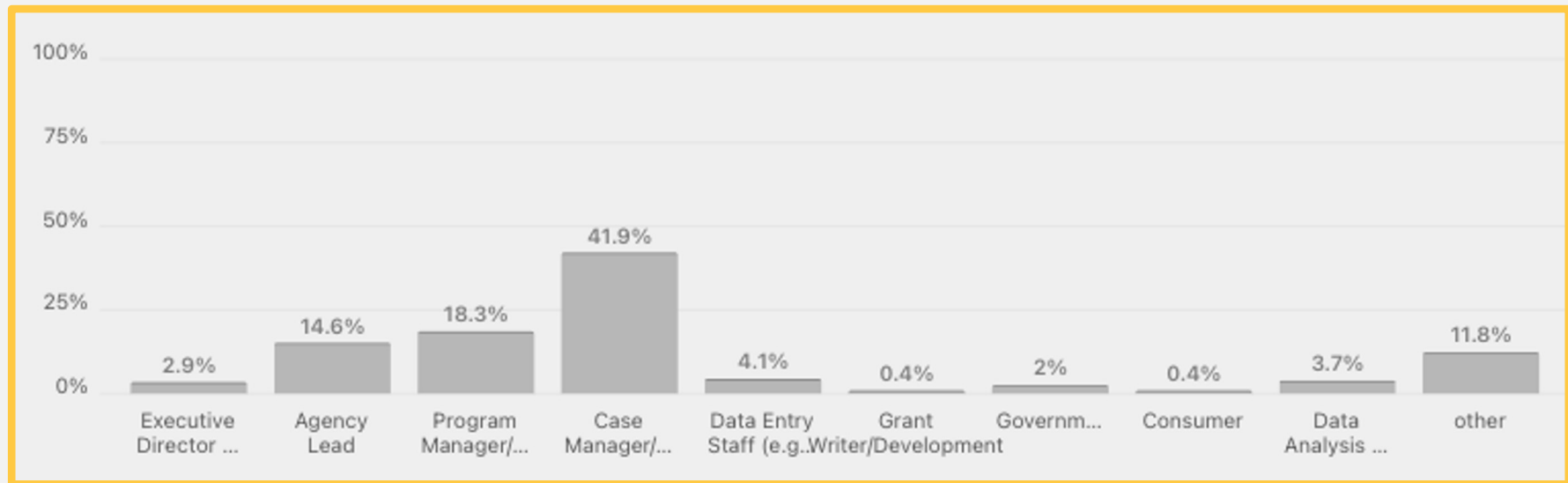


# Primary Role

Case Manager/Client Services (VI-SPDATs, entering any Services or Enrollments)

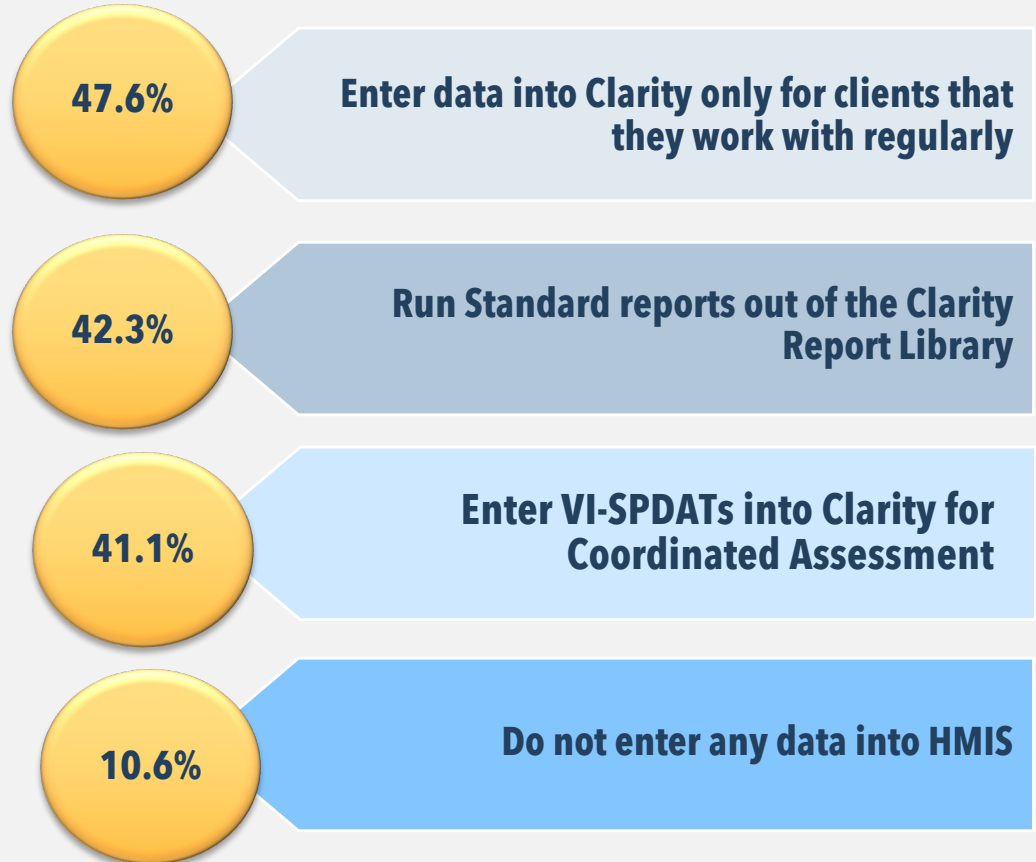
Program Manager/Director/Supervisor were the next highest

Agency Lead

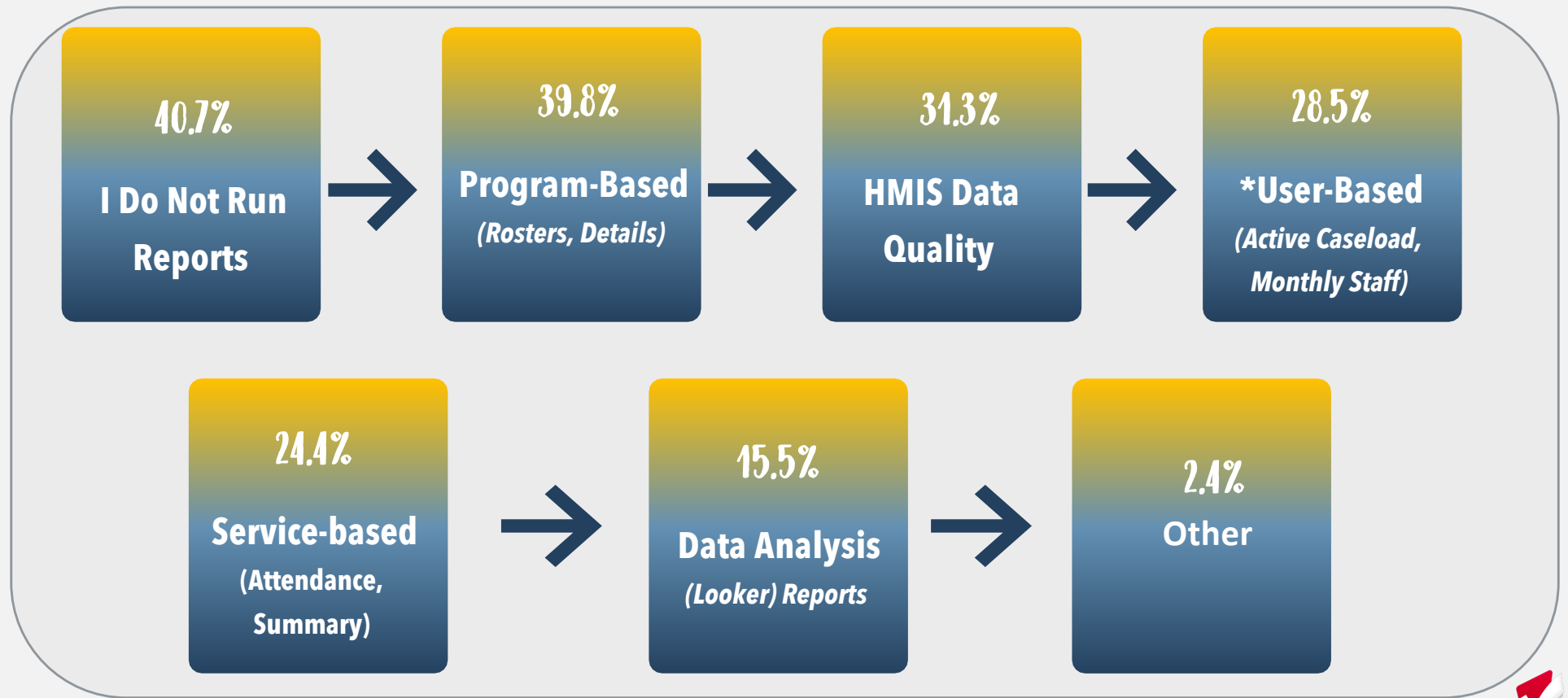


# Using Clarity

Choices	Responses	Percentages
Enter data into Clarity for one or more programs at my agency, regardless of how closely I work with the clients served	77	31.3%
Enter data into Clarity only for clients that I work with regularly	117	47.6%
Enter VI-SPDATs into Clarity for Coordinated Assessment	101	41.1%
Run Standard reports out of the Clarity Report Library	104	42.3%
Review standard reports from the Clarity Report Library	74	30.1%
Run specialized, custom reports for program planning or evaluation (i.e. Looker)	54	22%
Don't enter any data into HMIS	26	10.6%



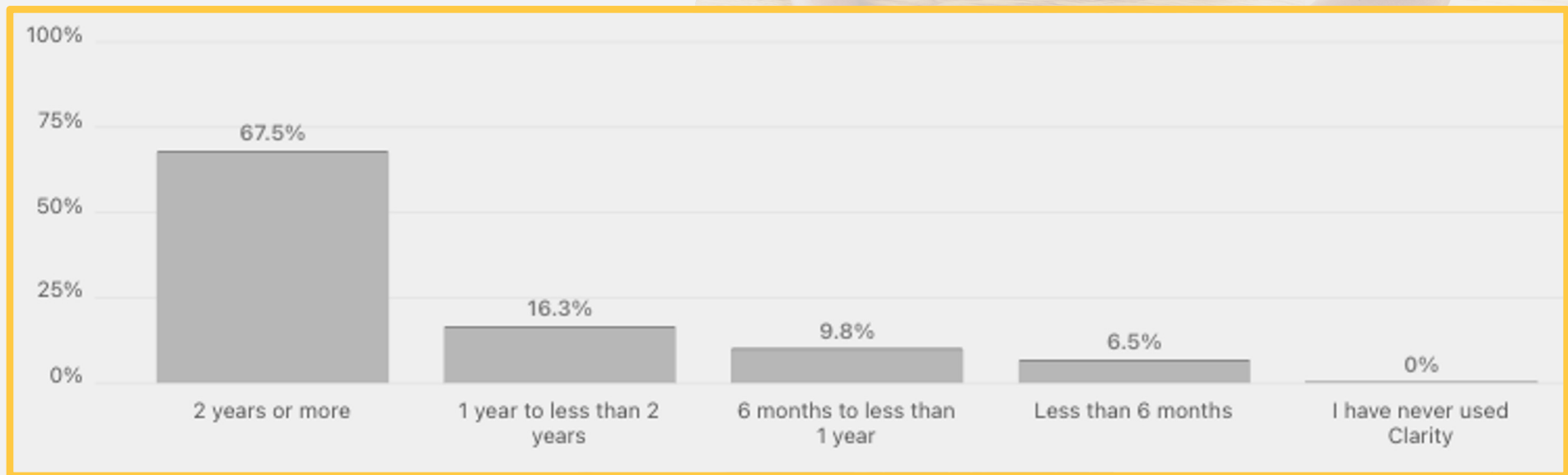
# Frequently Run Reports



*HUD Reports was the main answer in "Other".*



# Clarity End User Experience



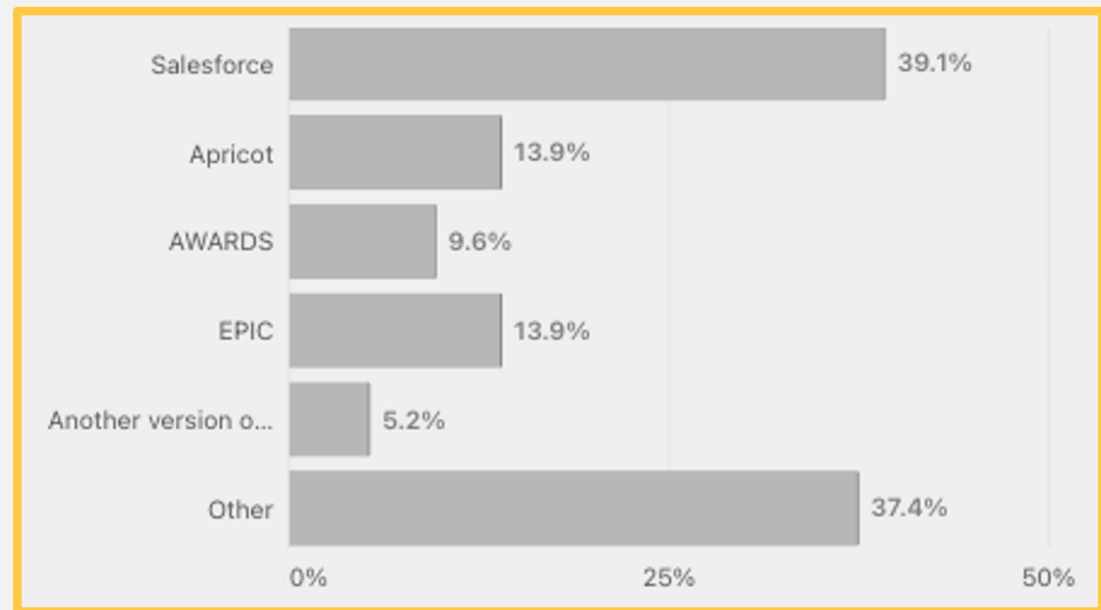
# "Does your agency use *another* Data Management System?"

56.7%  
2024

**51.6%** responded **YES**,  
they do use another data  
management system

43.3%  
2023

**48.4%** responded **NO**,  
they do not use another data  
management system



*Recommendation to add a follow up for "Other"*



# Reasons for Additional Data Management System

## 2024

Choices	Responses	Percentages
Required by Funding Agency	53	34.9%
Need to capture more data than available in Clarity	80	52.6%
Used for billing	30	19.7%
Need specific reports	53	34.9%
Provides functionality not available in Clarity (Please select Other and describe in Comment)	42	27.6%
Other	50	32.9%

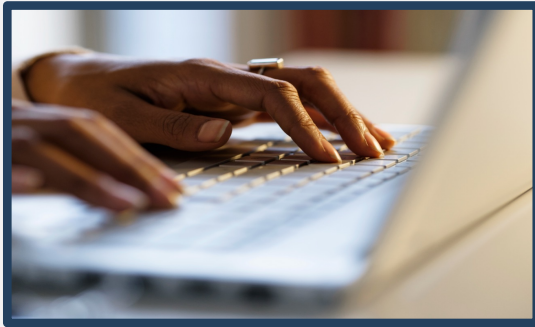
## 2025

Choices	Responses	Percentages
Required by Funding Agency	37	30.8%
Need to capture more data than available in Clarity	64	53.3%
Used for billing	30	25%
Need specific reports	44	36.7%
Provides functionality not available in Clarity (Please select Other and describe in Comment)	35	29.2%
Other	33	27.5%



# Data Quality (Scores Based 1-5)

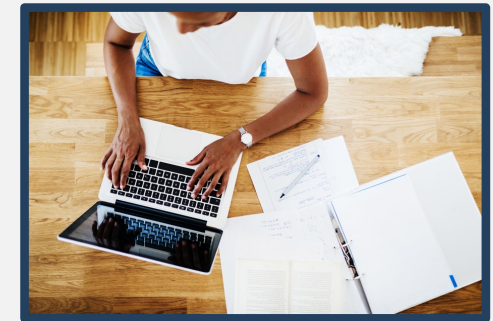
[1 being the lowest & 5 highest]



Respondents feel confident about the data being entered by their agency (4.1) but less confident of other agencies (3.5)



Data quality is a high priority for end users (4.5)



Respondents feel it's easy to enter client-level data into Clarity (3.9)



# Overall Satisfaction – End Users are Satisfied with...

**Clarity  
Human  
Services**

**Bitfocus  
Help Desk**

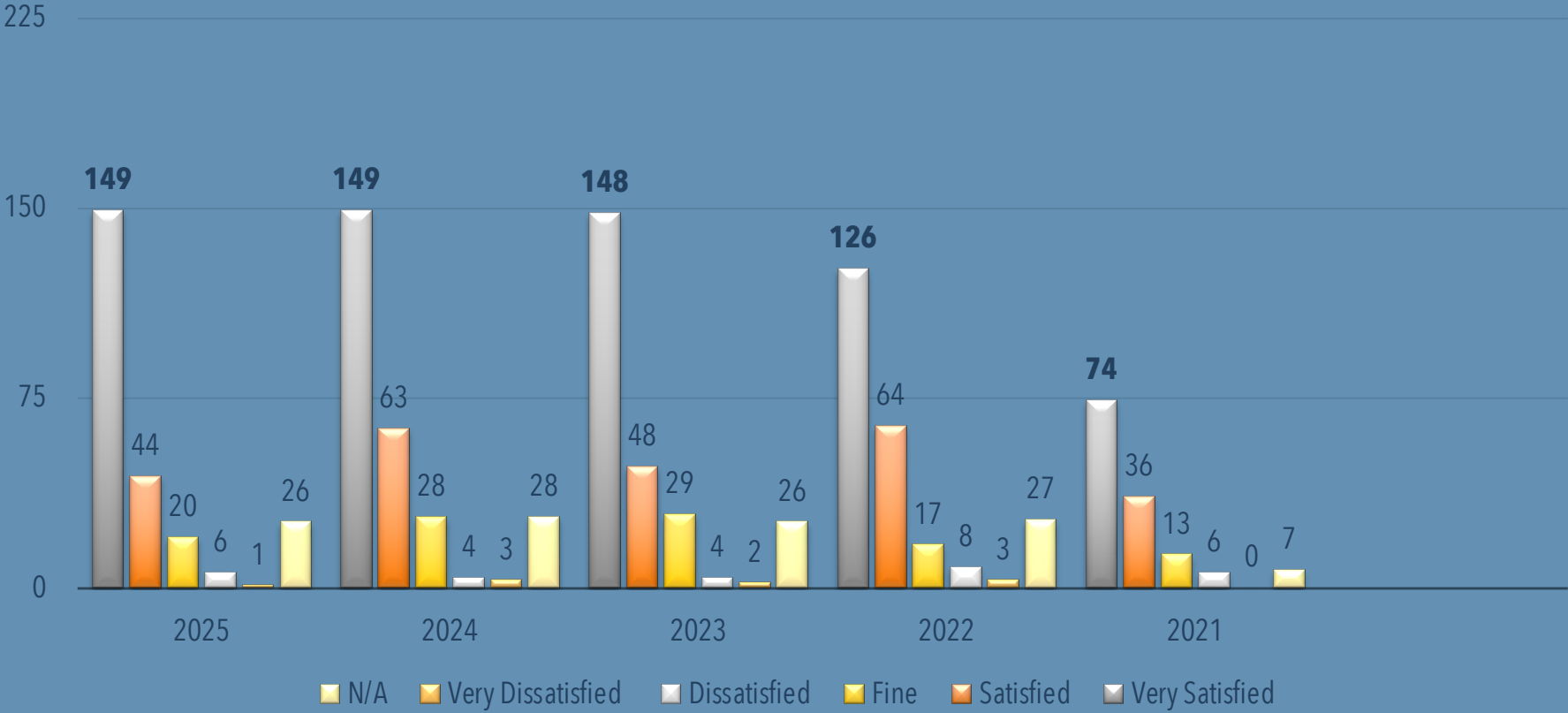
**System  
Admin. Team**

**Training  
Provided by  
Bitfocus**

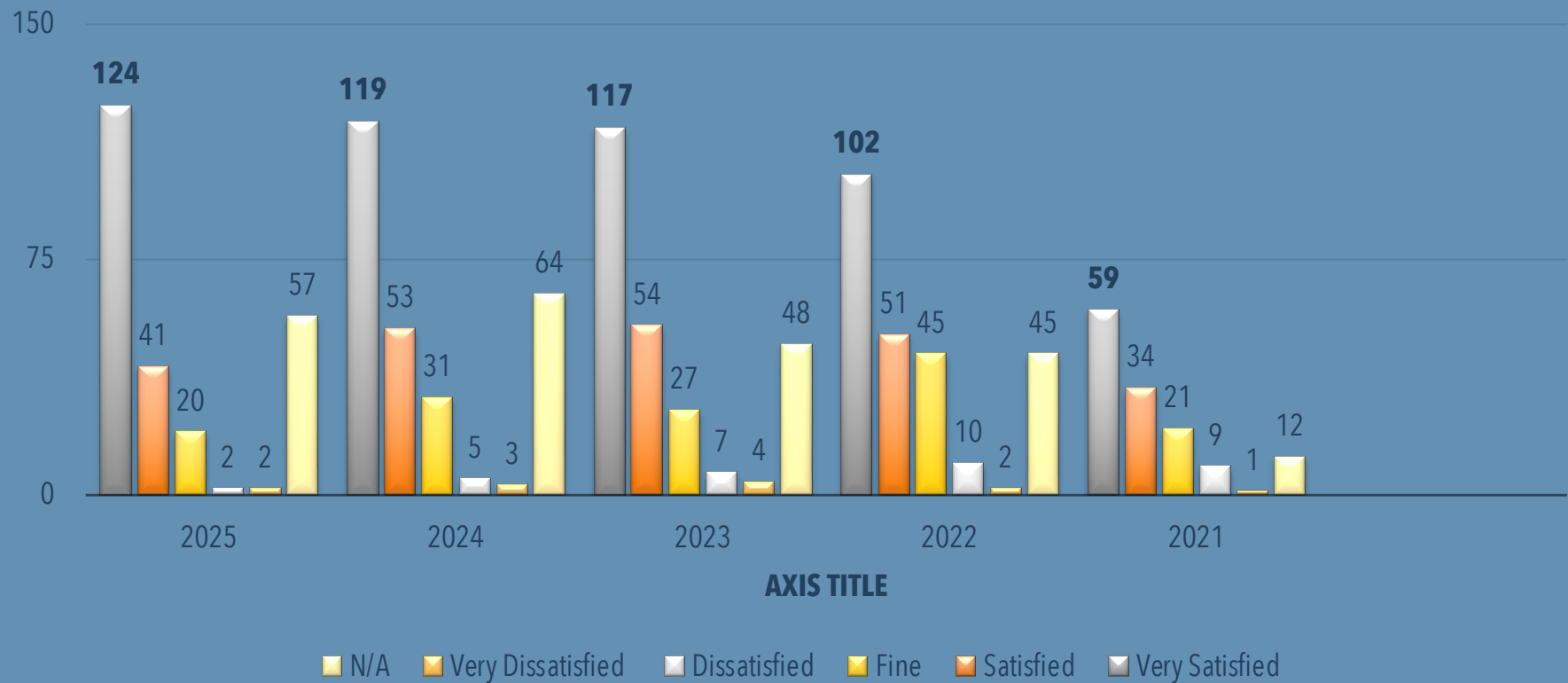
**Data  
Engagement  
Workshops**



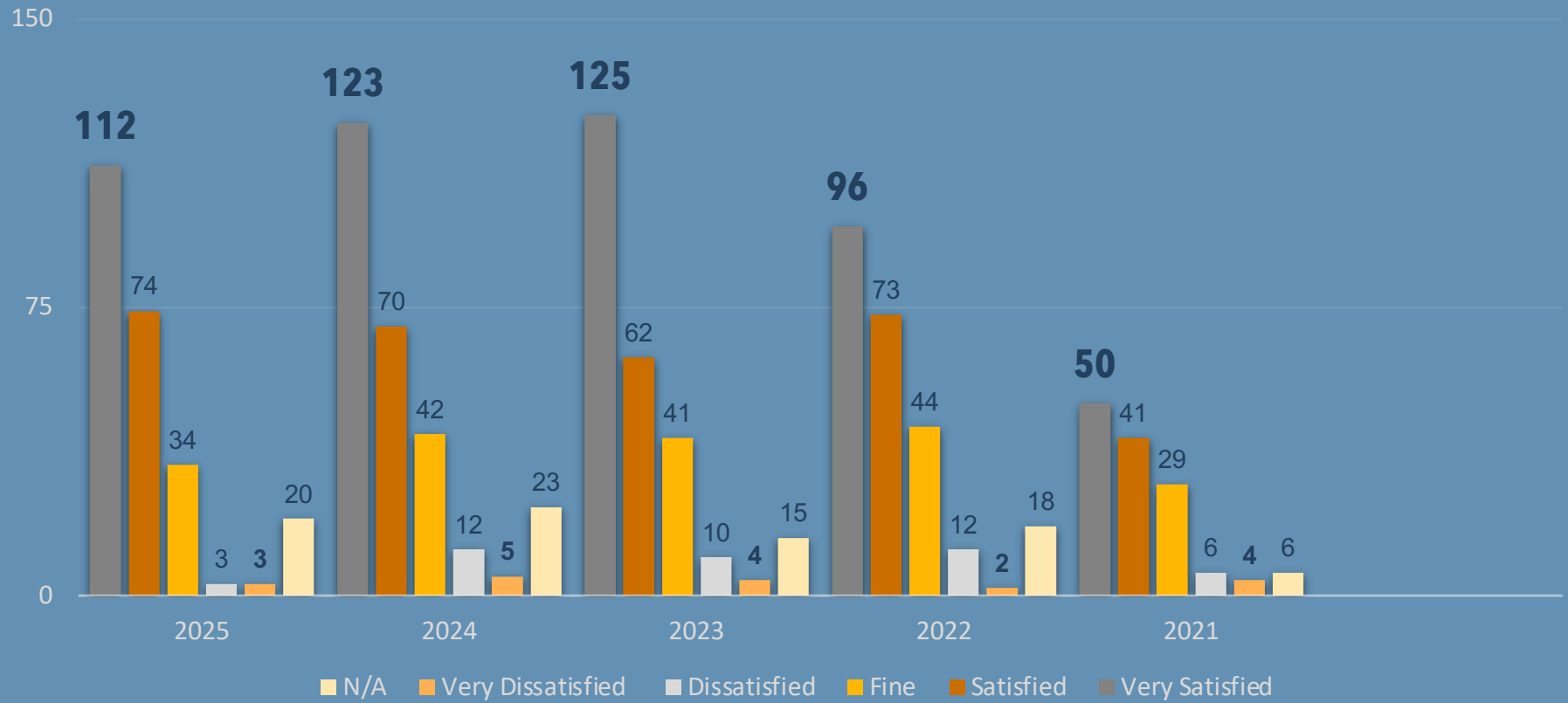
# Help Desk Satisfaction Over Time



# Bitfocus System Administration Team Satisfaction Over Time



# Clarity Training Satisfaction Over Time



## How do you think you and your team team members learn best?

Choices	Responses	Percentages
Recorded trainings that we can go back to when we need them	144	58.5%
Live virtual trainings (eg. Zoom)	151	61.4%
Live in-person trainings	131	53.3%
Handouts or Cheat Sheets	134	54.5%
other	5	2%



# Who do you go to when you need to learn something new?

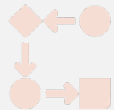
Choices	Responses	Percentages
The Agency Lead	85	34.6%
Colleagues at my agency	113	45.9%
The Bitfocus Community Administration team	90	36.6%
The Bitfocus HelpDesk team	127	51.6%
HelpCenter articles or internet search	56	22.8%
other	6	2.4%



# Recommendations



**Increase number & types of training sessions in this community (Running reports, in-person/online, etc.)**



**Workflow Reconfiguration (entering data, fewer clicks, multiple at one time, etc.)**



**Create customized reports & allow for upload & auto-filling of enrollment paperwork for families instead of typing in each enrollment at a time**



**Additional options for data import and export to reduce double data entry**



**System feels too rigid for preventative programs or mental health services. Proposing a "Clinical Workgroup" to simplify these workflows.**



# Survey Responses – What Stayed the Same

## END USER EXPERIENCE

### Access Roles:

Case Manager/Program  
Manager/Data Entry

2 or more years experience

Value & prioritize DQ as being  
important (4.1 out of 5) & trust  
data being entered by other (3.5  
out of 5).

End Users remain satisfied with  
Help Desk and Admin. Team

## USING CLARITY

56% Enter data into Clarity only  
for clients that "I work with  
regularly"

Recommendation from last  
year includes more & different  
types of trainings

Users report a need for simpler  
data entry & UPLIFT process

## OTHER DATABASE

Over 50% of users continue to  
use other data management  
systems.

Salesforce remains the most  
common comparable system,  
primarily used to capture data  
points not available in Clarity.



# Survey Responses – What Changed?

## Training Preferences:

While “recorded trainings” were the top preference in 2024 (62.2%), “live virtual trainings” became the most preferred method in 2025 (61.4%).

## Shift in Service Types:

In 2024, Coordinated Entry was the most common service provided (47.3%). By 2025, Case Management moved to the top spot (67.9%), followed by Coordinated Entry (52.9%)

## Survey Engagement:

The 2024 survey had 275 responses, while the 2025 survey saw a decrease of 29 responses, totaling 246 but with fewer views and starts. The time taken to complete the survey increased significantly from 11:33 minutes in 2024 to 21:25 minutes in 2025

Also requested more and different types of training, and ability to fix errors without contacting the helpdesk



**QUESTIONS?**

