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2020

# Project User Satisfaction Survey Results

PTF MARKETING SUBGROUP





# AASHTOWare Strategic Plan 2020-2025

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## MISSION

Deliver software solutions through partnerships to enable transportation agencies to accomplish their mission

## STRATEGIC GOALS

- Optimize the development process and address product implementation and support issues
- Deliver relevant and innovative products and services

# Project User Satisfaction Survey

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## GOAL:

Create a feedback loop to evaluate the software, services, and overall direction of the product suite

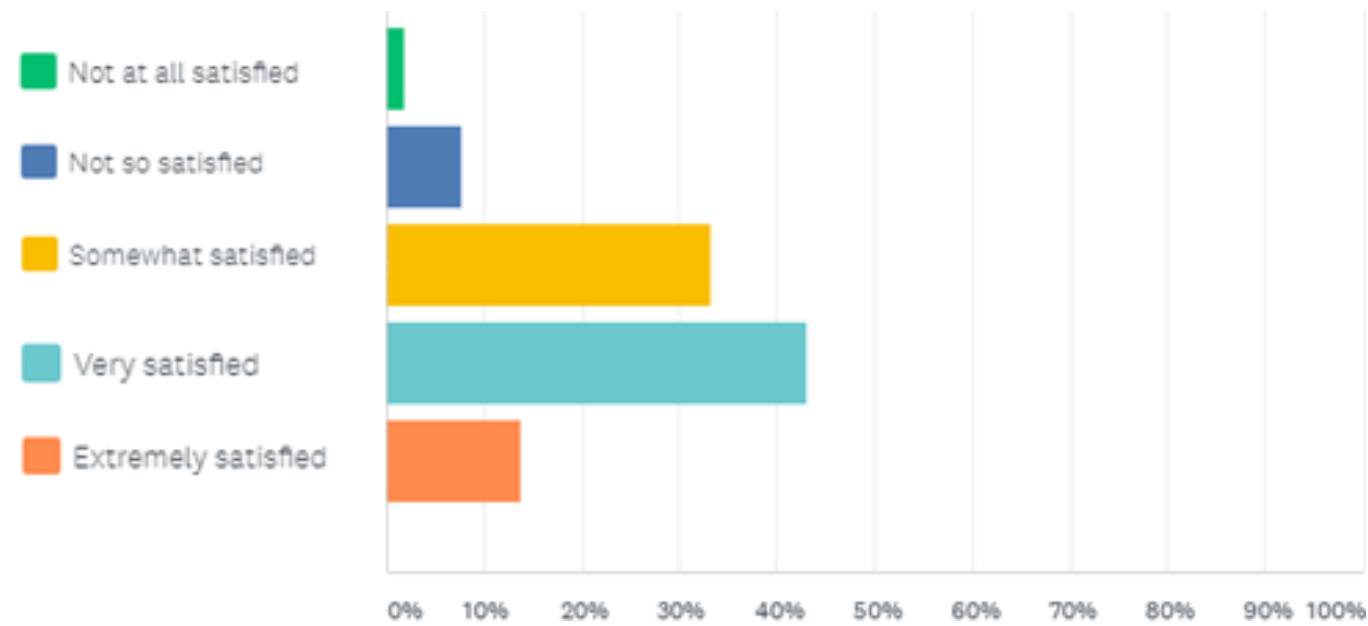
Distributed to EUDs every fall

## HOW SATISFIED ARE YOU WITH THIS SOFTWARE'S...

### EASE OF USE?

90%

USERS SATISFIED

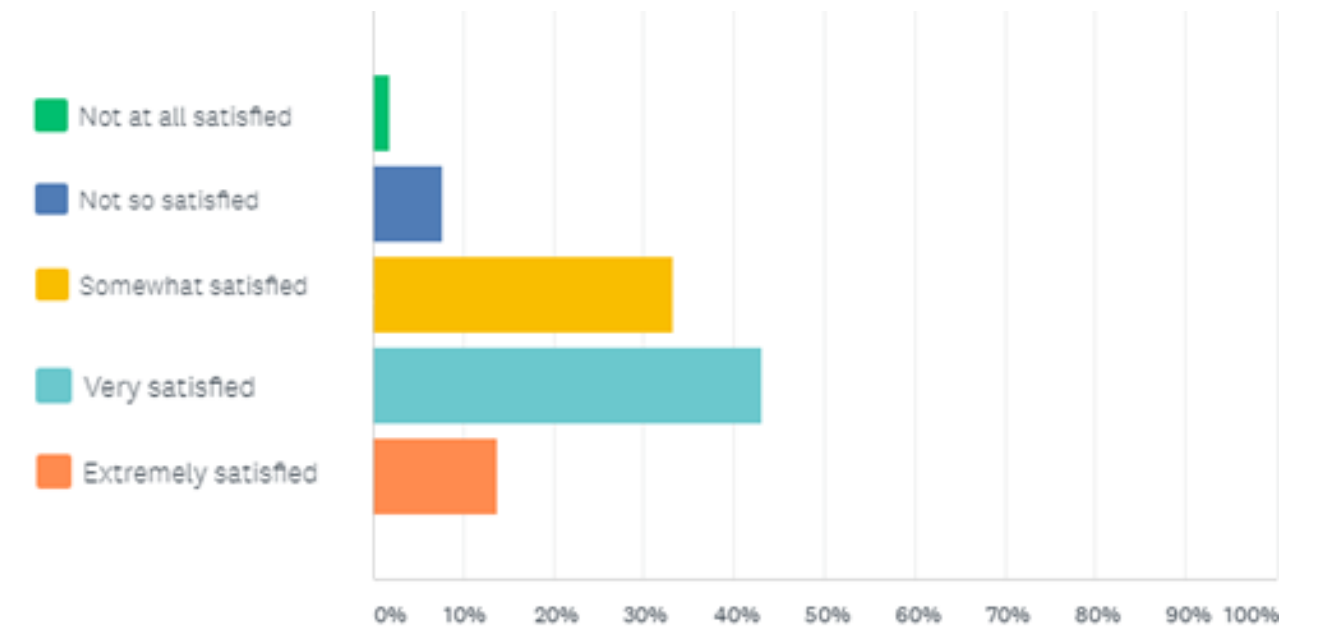


NOT AT ALL SATISFIED	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
1.96%	7.84%	33.33%	43.14%	13.73%	51	3.59
1	4	17	22	7		

### FUNCTIONALITY?

96%

SATISFIED USERS



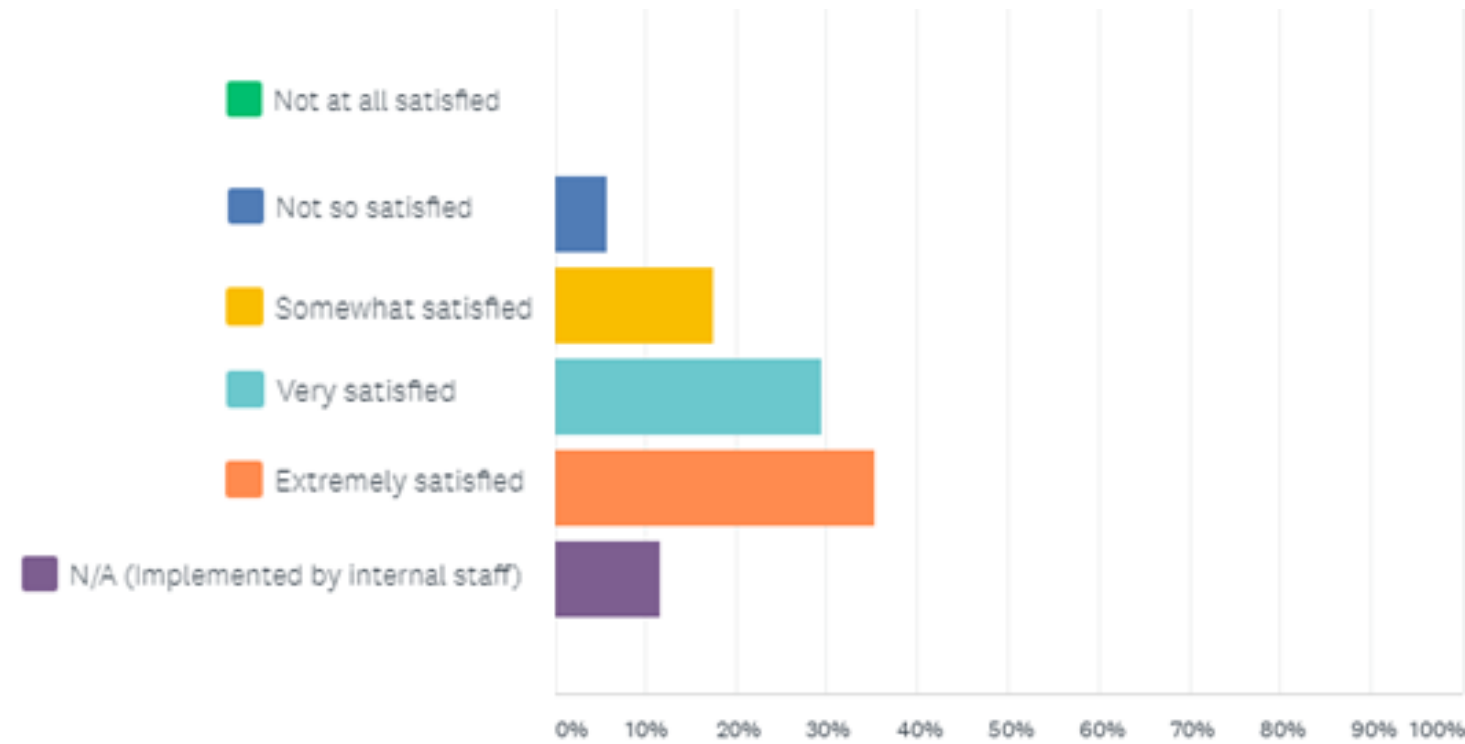
NOT AT ALL SATISFIED	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
1.96%	1.96%	47.06%	39.22%	9.80%	51	3.53
1	1	24	20	5		

## HOW SATISFIED ARE YOU WITH INFOTECH'S..

### IMPLEMENTATION SUPPORT?

82%

USERS SATISFIED

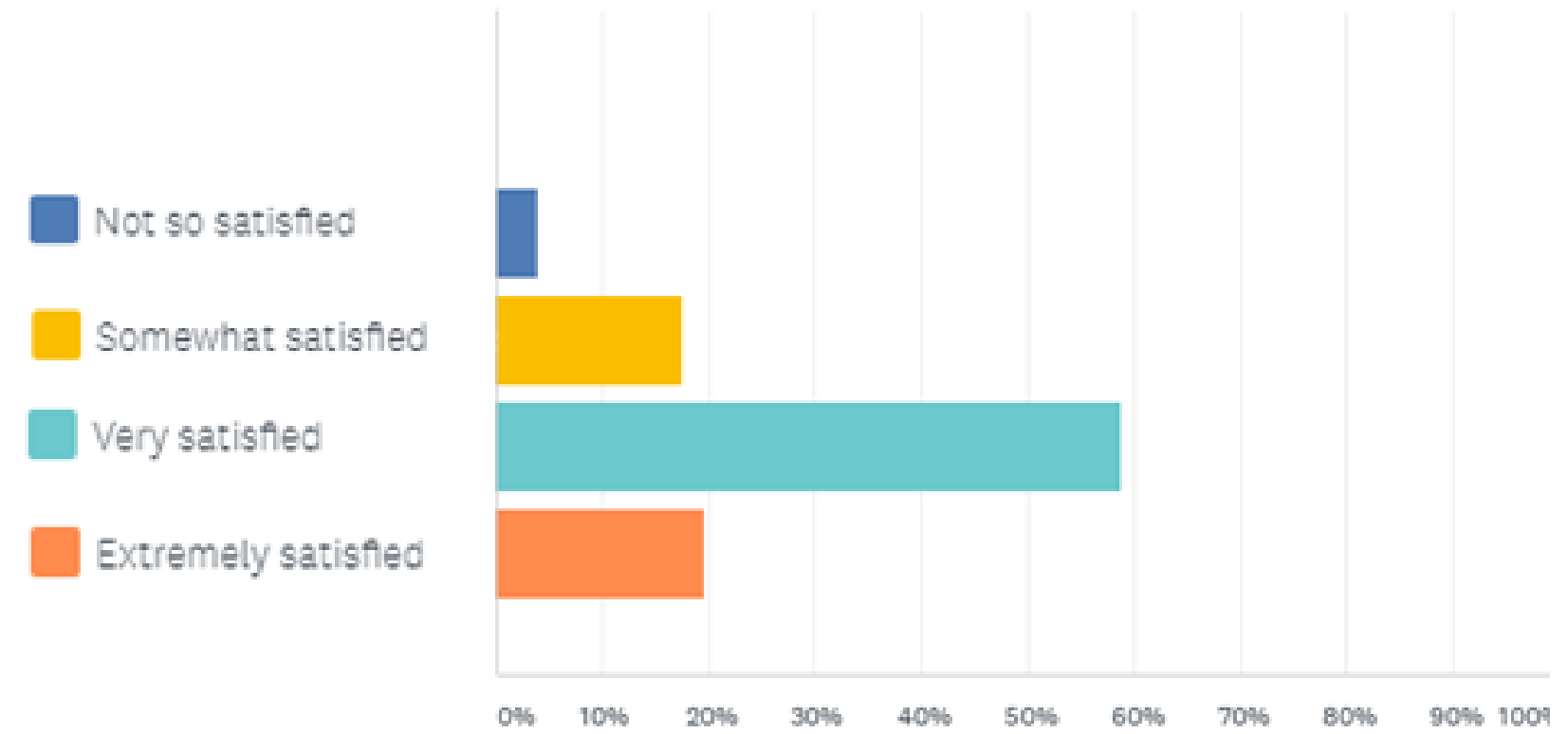


NOT AT ALL SATISFIED	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	N/A (IMPLEMENTED BY INTERNAL STAFF)	TOTAL
0.00%	5.88%	17.65%	29.41%	35.29%	11.76%	51
0	3	9	15	18	6	

### ONGOING SUPPORT?

96%

SATISFIED USERS

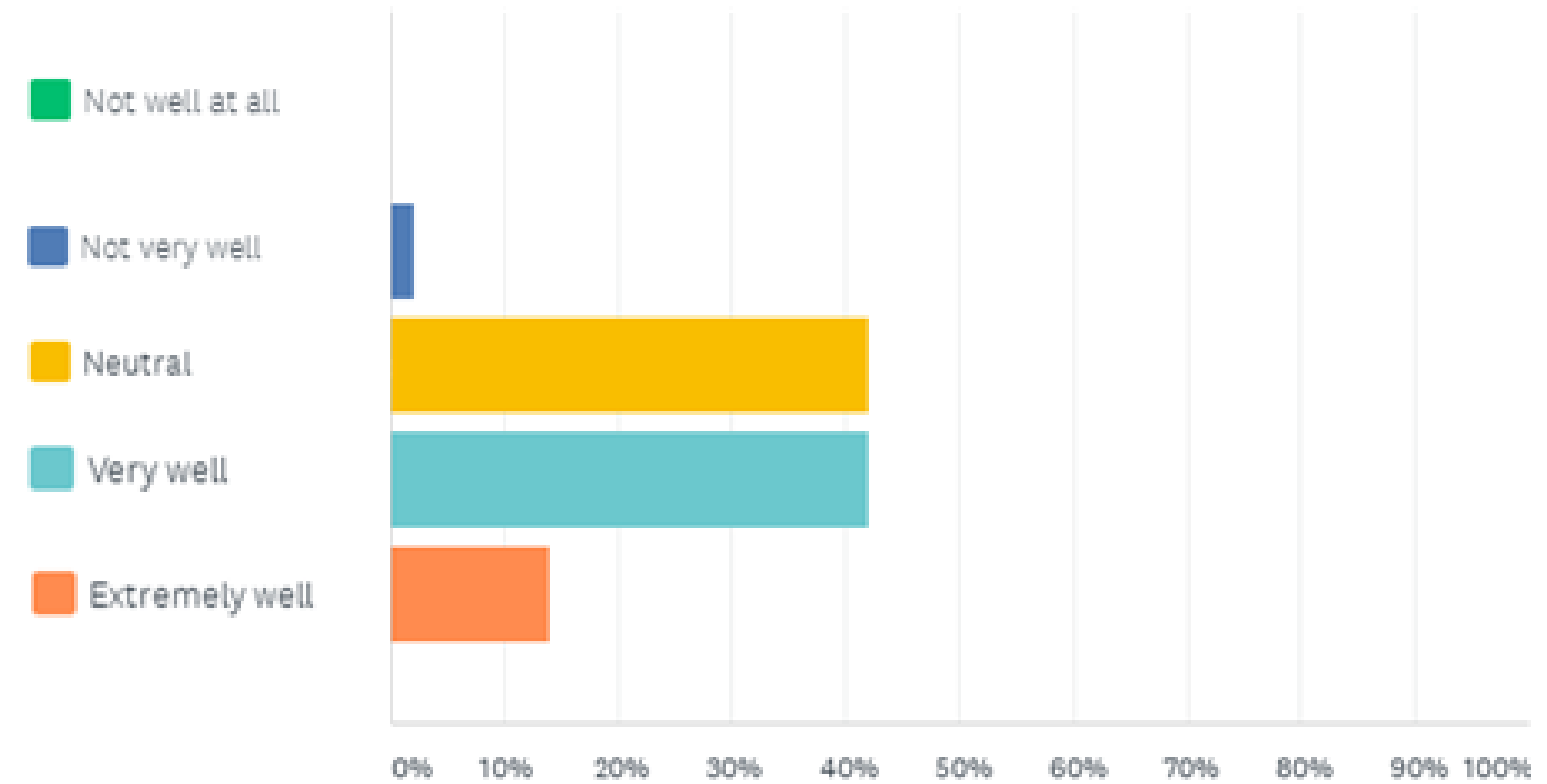


NOT AT ALL SATISFIED	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
0.00%	3.92%	17.65%	58.82%	19.61%	51	3.94
0	2	9	30	10		

# HOW WELL DOES THE AASHTOWARE PROJECT TASK FORCE (PTF) ALIGN THE SOFTWARE TO MEET YOUR NEEDS?

56%

USERS THINKS PTF ALIGNS WITH THEIR NEEDS



NOT WELL AT ALL	NOT VERY WELL	NEUTRAL	VERY WELL	EXTREMELY WELL	TOTAL	WEIGHTED AVERAGE
0.00%	2.00%	42.00%	42.00%	14.00%	50	3.68
0	1	21	21	7		

# Connect with us!



## LINKEDIN

Provides  
AASHTOWare  
updates!



## AASHTOWAREPROJECT.ORG

All AASHTOWare Project resources!



## USER GROUP MEETINGS

Share your feedback with  
the PTF and connect with  
your users!



## EMAIL THE PTF

Drop us an email  
anytime at  
PTF@ashtoware.org