2017 IQCS User Survey
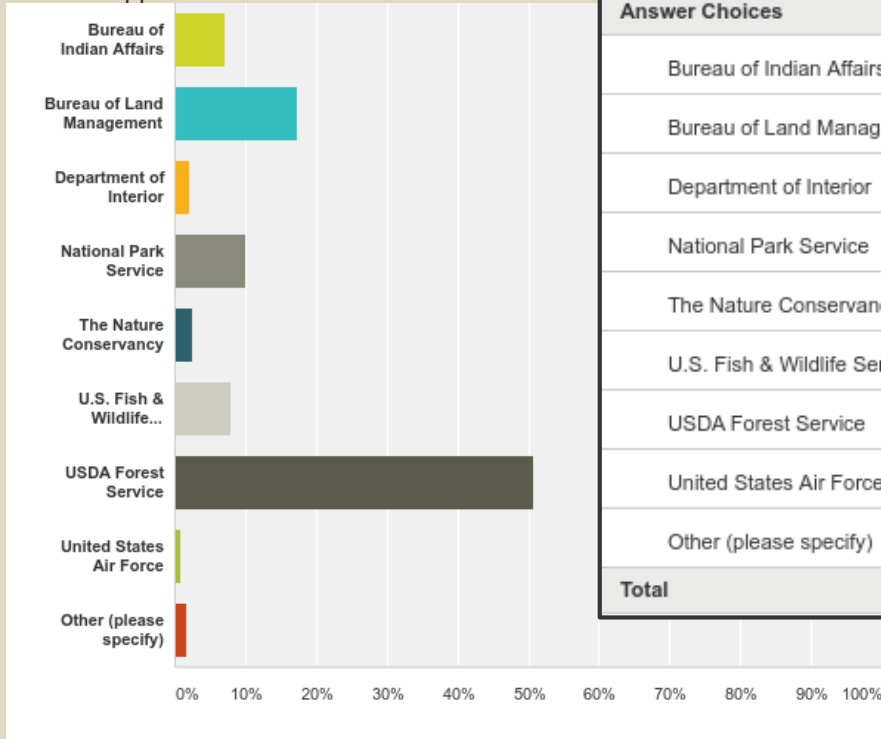
Monday, June 19, 2017

Q1: What Agency are you employed by?

Answered: 242   Skipped: 0

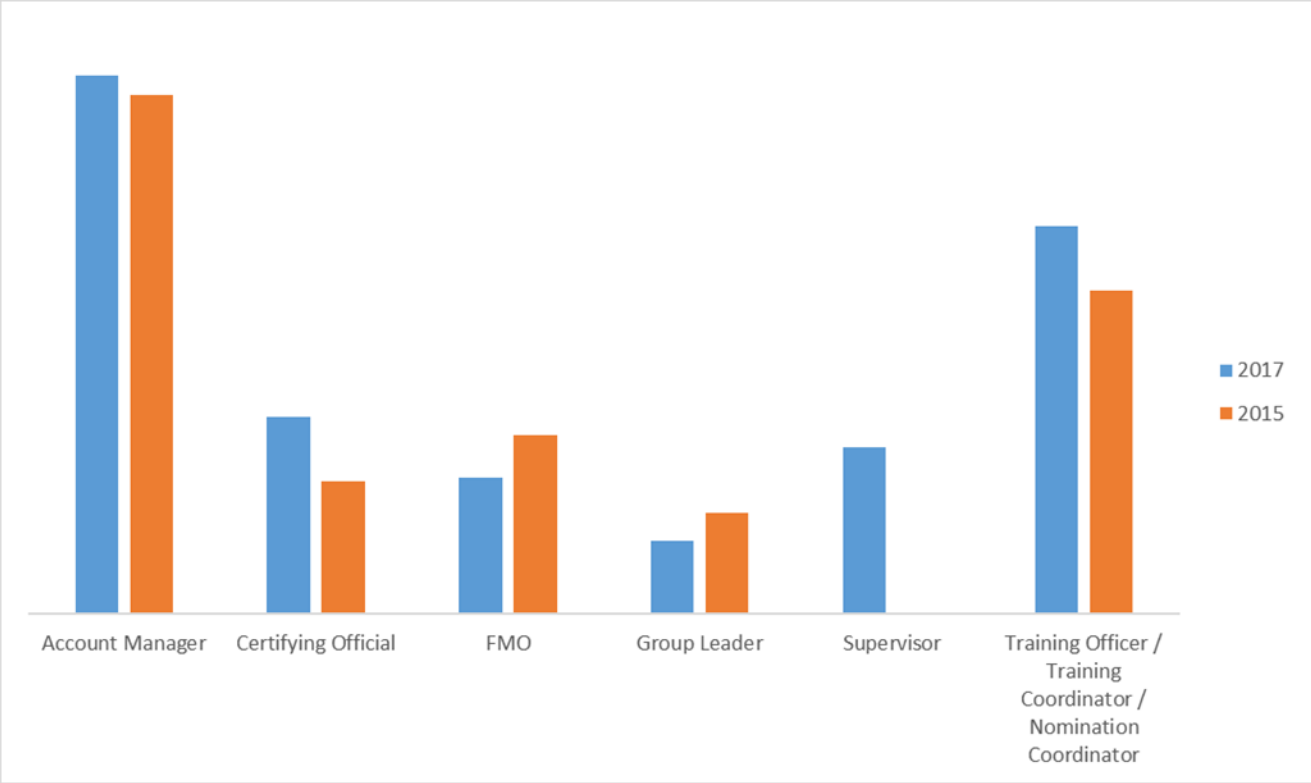| Answer Choices	Responses	
Bureau of Indian Affairs	7.02%	17
Bureau of Land Management	17.36%	42
Department of Interior	2.07%	5
National Park Service	9.92%	24
The Nature Conservancy	2.48%	6
U.S. Fish & Wildlife Service	7.85%	19
USDA Forest Service	50.83%	123
United States Air Force	0.83%	2
Other (please specify)	1.65%	4
Total		242

Q2: What IQCS User Roles are assigned to you? (Select all that apply)
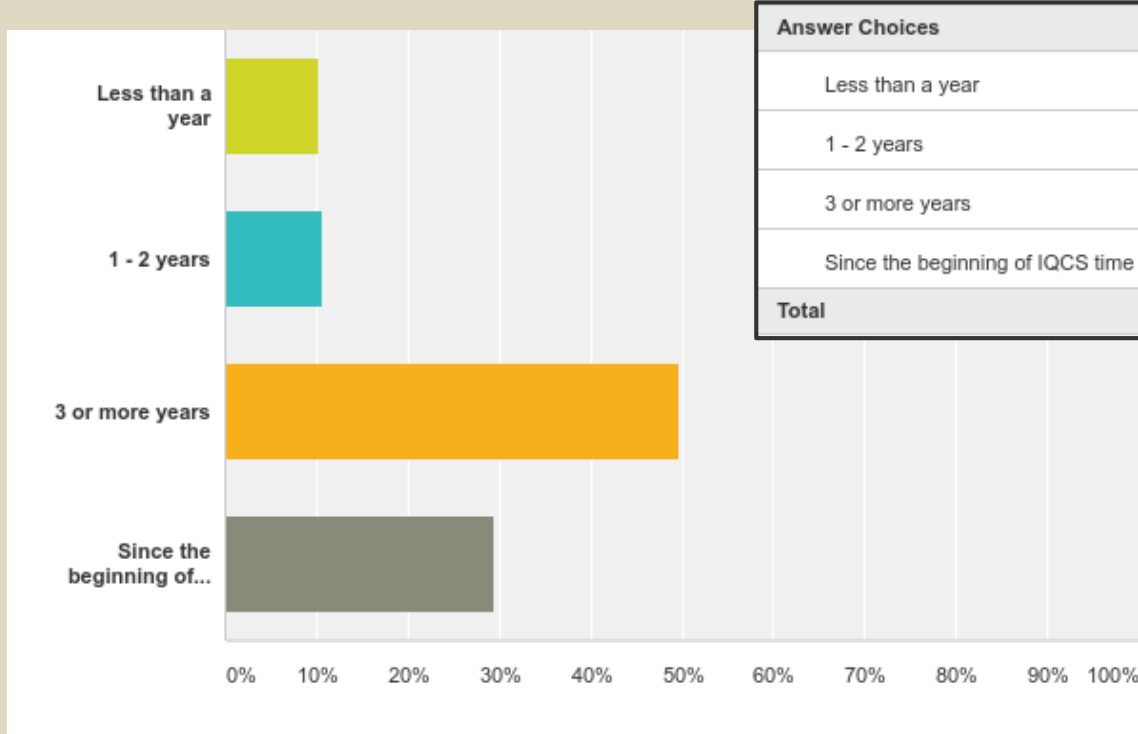
Answered: 242   Skipped: 0
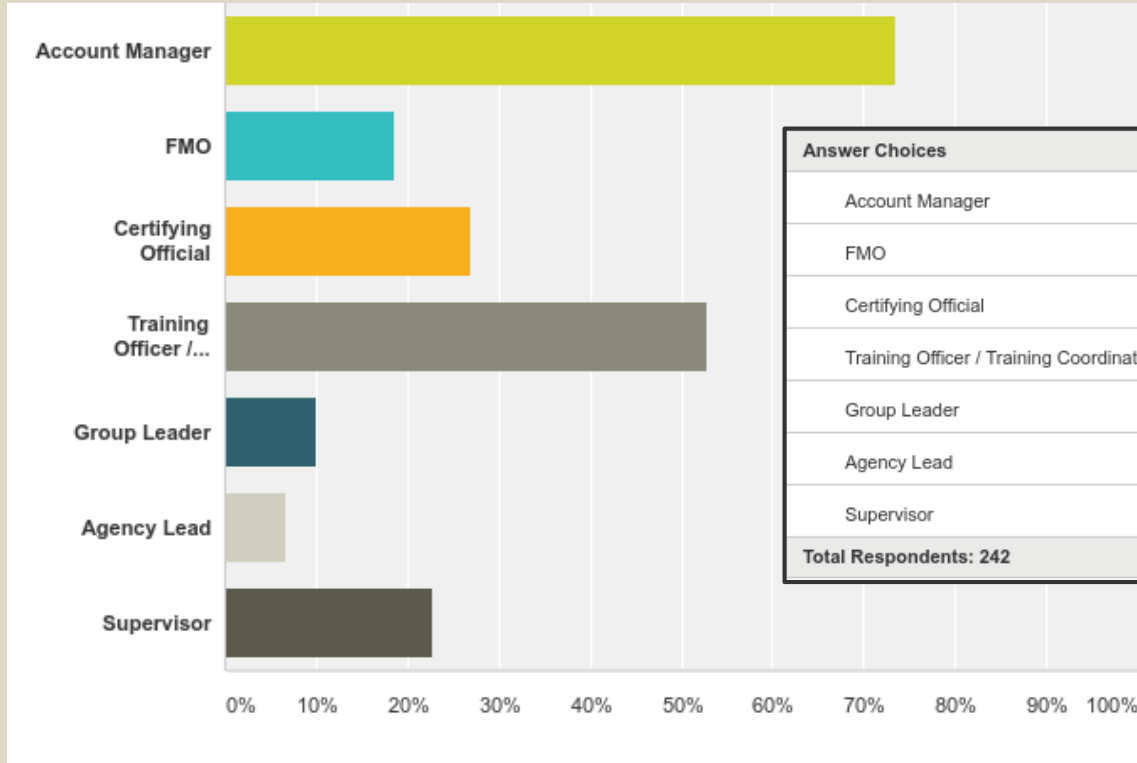
Answer Choices	Responses	
Account Manager	**73.55%**	178
FMO	**18.60%**	45
Certifying Official	**26.86%**	65
Training Officer / Training Coordinator / Nomination Coordinator	**52.89%**	128
Group Leader	**9.92%**	24
Agency Lead	**6.61%**	16
Supervisor	**22.73%**	55
Total Respondents: 242		

Q2: 2017/2015 Comparison

Q3: How long have you been a user of IQCS?

Answered: 242   Skipped: 0
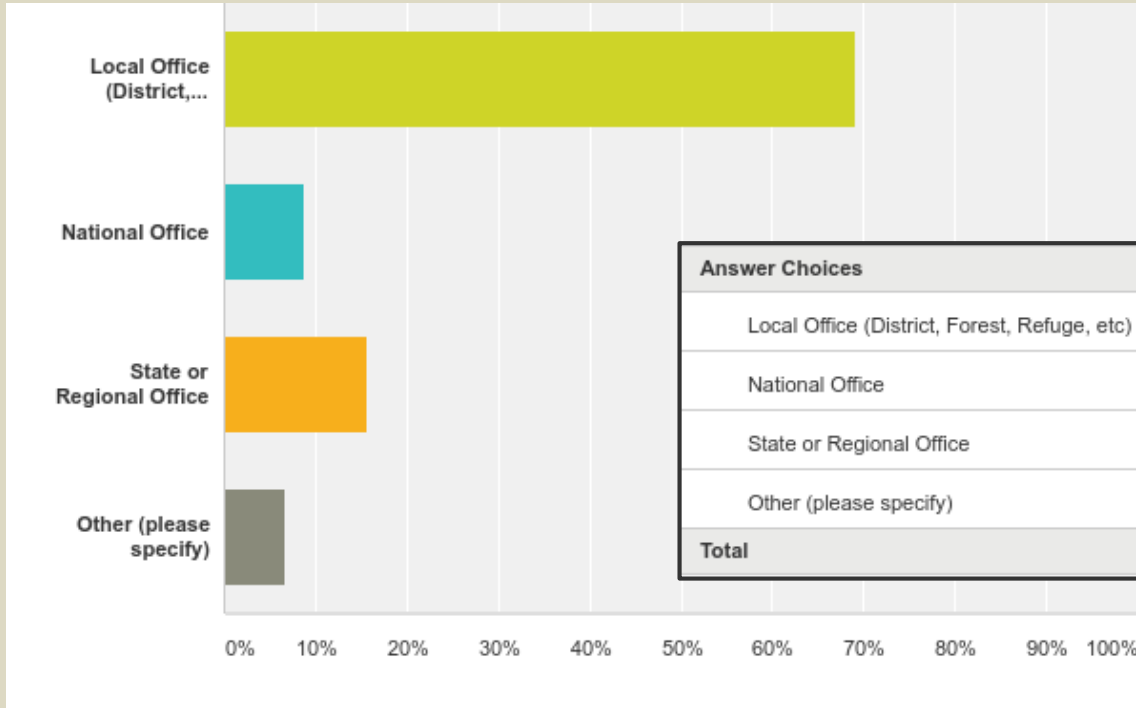

Answer Choices	Responses	
Less than a year	10.33%	25
1 - 2 years	10.74%	26
3 or more years	49.59%	120
Since the beginning of IQCS time	29.34%	71
Total		242

Q3: 2017/2015 Comparison
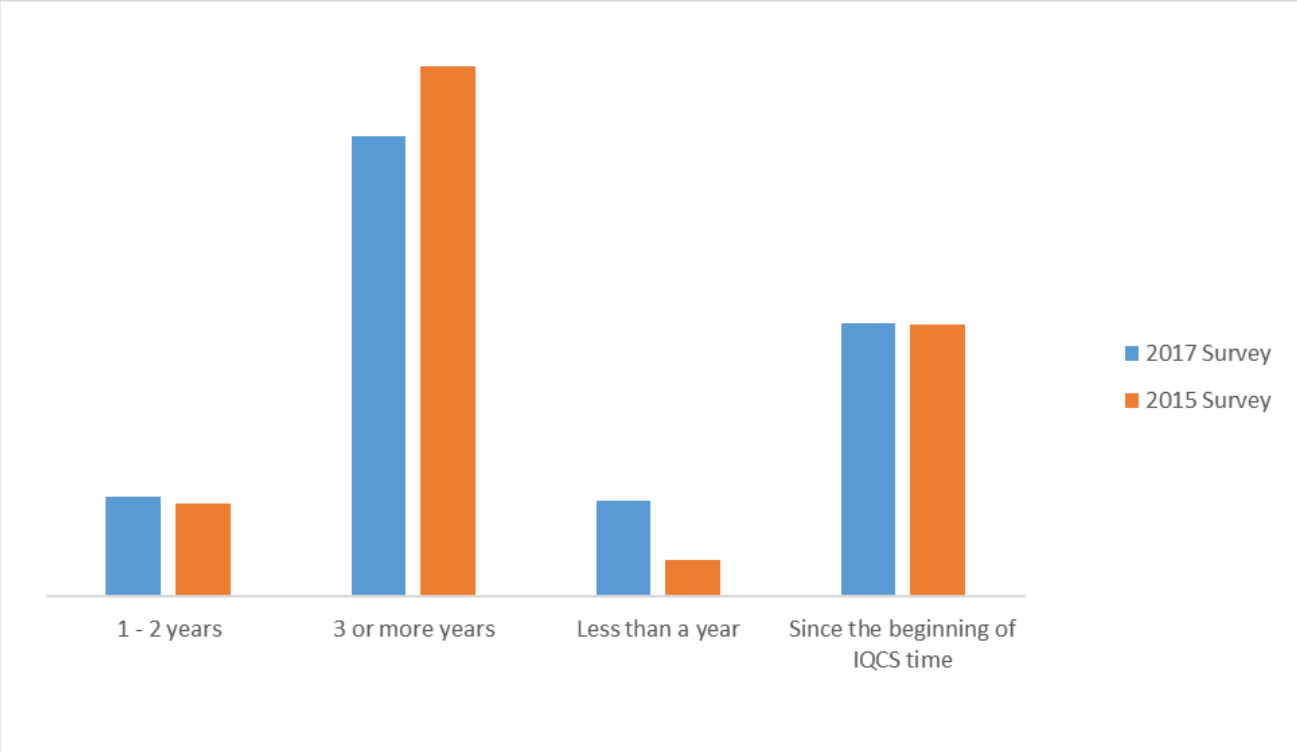
Q4: Which of the following best describes your office?

Answered: 242   Skipped: 0

Answer Choices	Responses	
Local Office (District, Forest, Refuge, etc)	69.01%	167
National Office	8.68%	21
State or Regional Office	15.70%	38
Other (please specify)	6.61%	16
Total		242

Q4: 2017/2015 Comparison
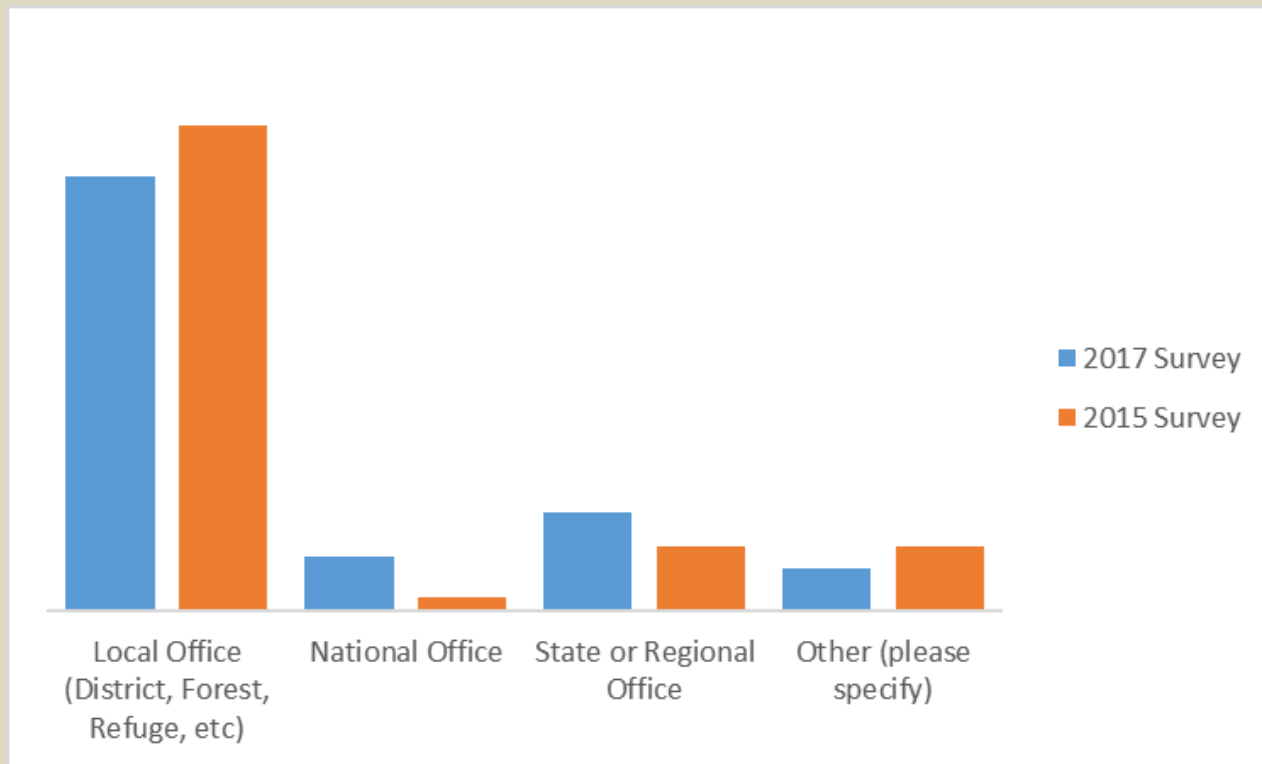
Q5: How would you rank your skill level as an IQCS user?

Answered: 242   Skipped: 0
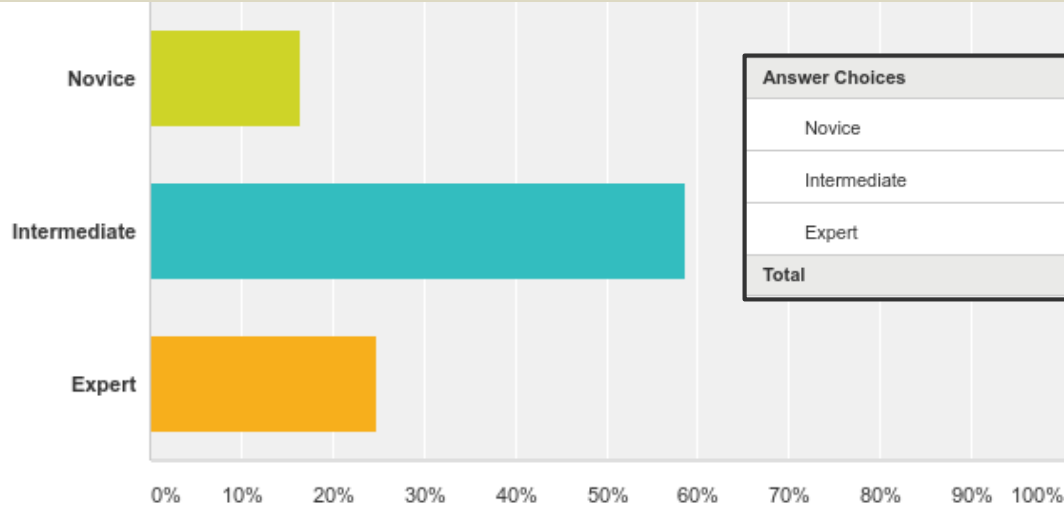
Answer Choices	Responses	
Novice	16.53%	40
Intermediate	58.68%	142
Expert	24.79%	60
Total		242

Q5: 2017/2015 Comparison
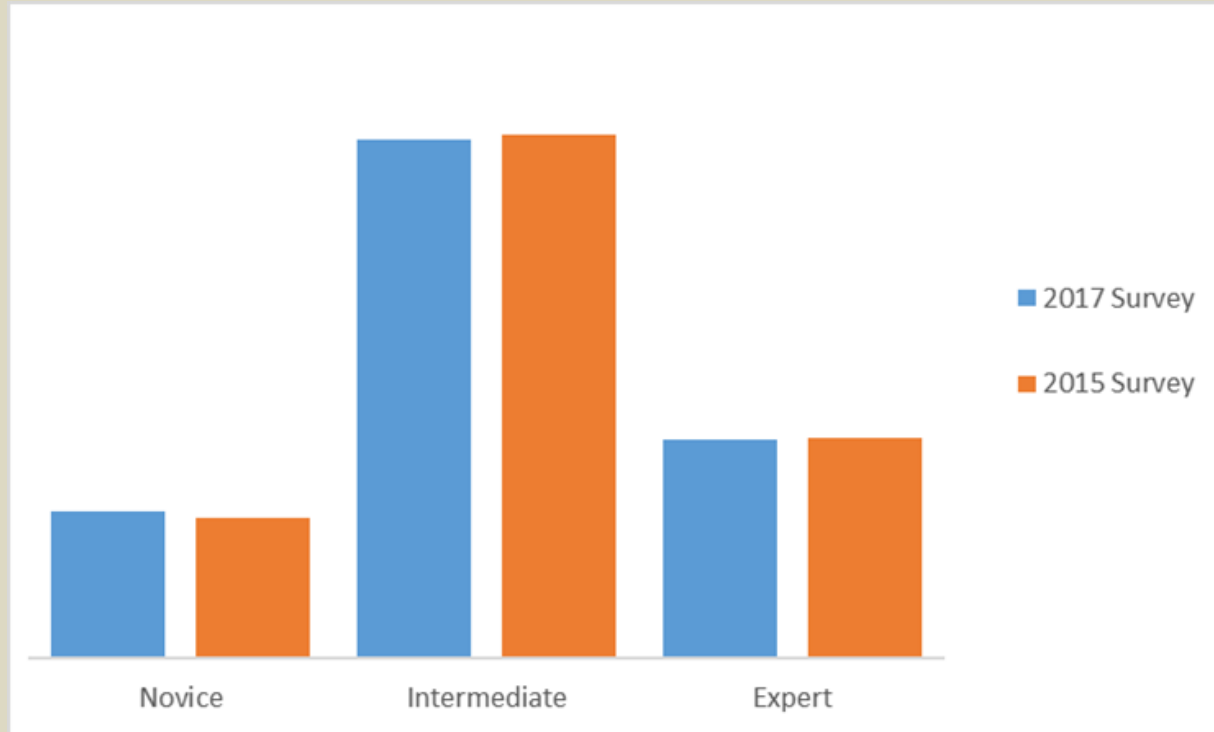
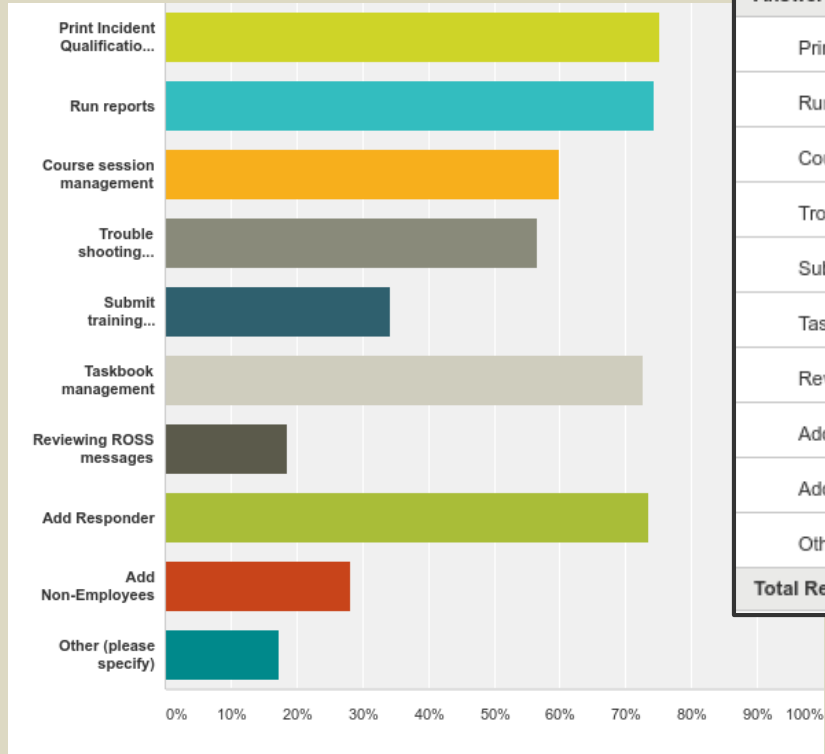# Q6: Of the choices below, what features/pages do you use on a regular basis? (select all that apply)

Answered: 242   Skipped: 0

Answer Choices	Responses	
Print Incident Qualification Cards	**75.21%**	182
Run reports	**74.38%**	180
Course session management	**59.92%**	145
Trouble shooting qualifications	**56.61%**	137
Submit training nominations	**34.30%**	83
Taskbook management	**72.73%**	176
Reviewing ROSS messages	**18.60%**	45
Add Responder	**73.55%**	178
Add Non-Employees	**28.10%**	68
Other (please specify)	**17.36%**	42
Total Respondents: 242		

Q6: 2017/2015 Comparison
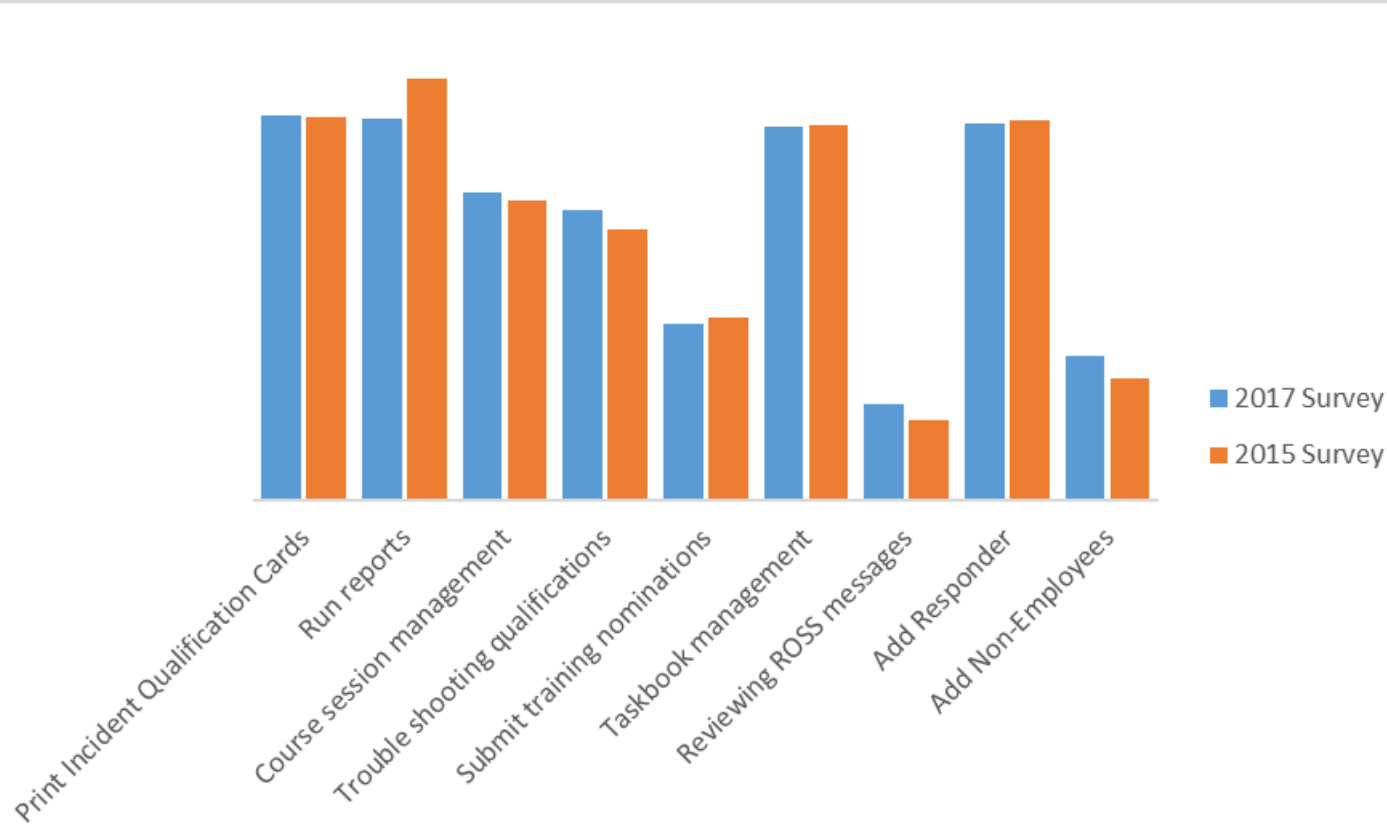
Q7: What is your overall satisfaction with the IQCS application?

Answered: 232   Skipped: 10

Overall Satisfaction with IQCS

	Very Satisfied	Satisfied	Somewhat Satisfied	Unsatisfied	Very Unsatisfied	Total	Weighted Average
(no label)	17.67% 41	54.74% 127	22.41% 52	3.88% 9	1.29% 3	232	2.16
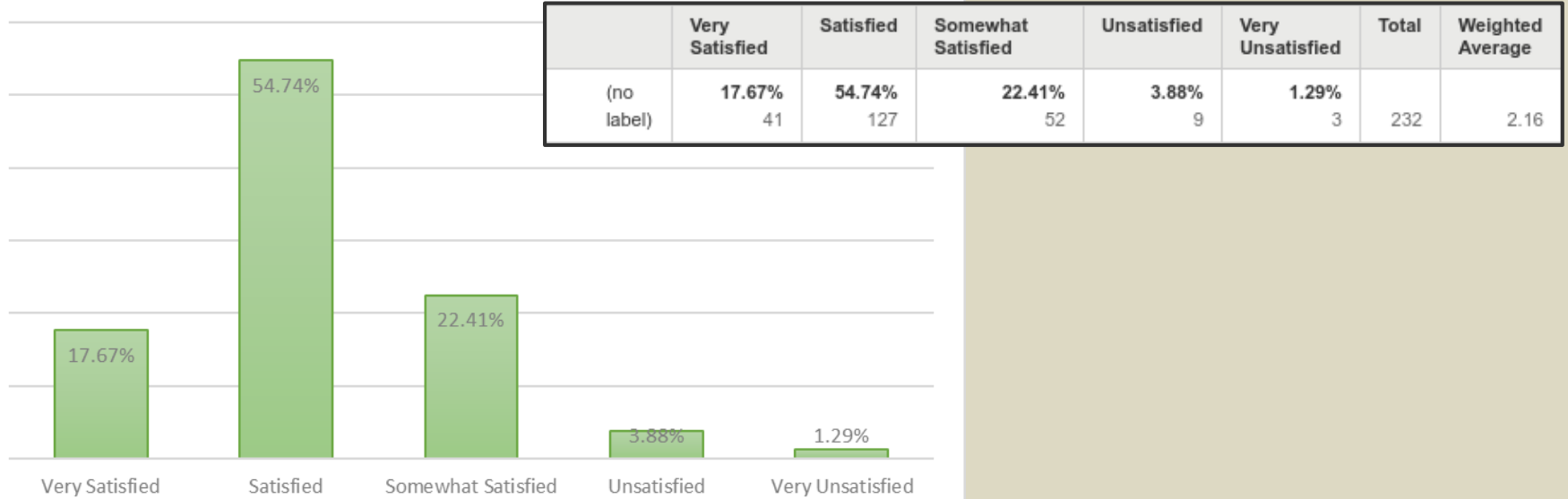
Q7: 2017/2015 Comparison
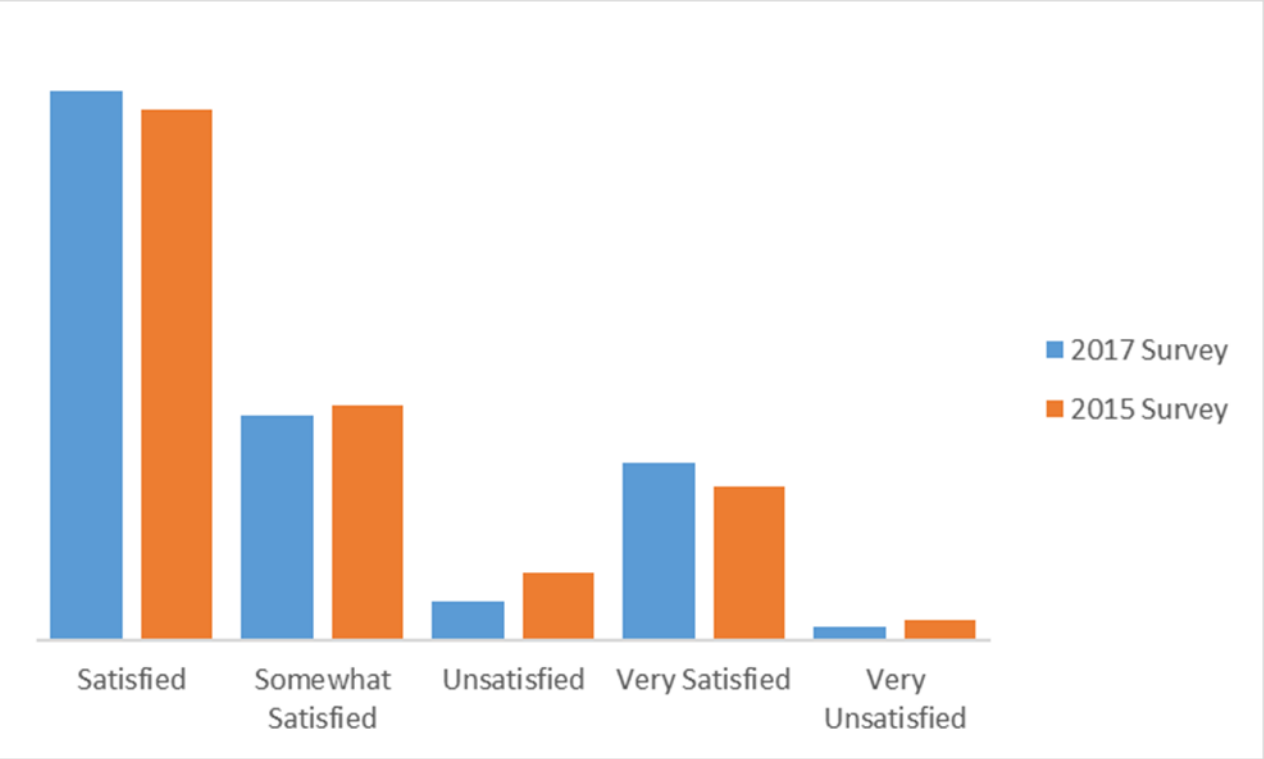
Q8: How convenient is IQCS to use?

Answered: 232   Skipped: 10
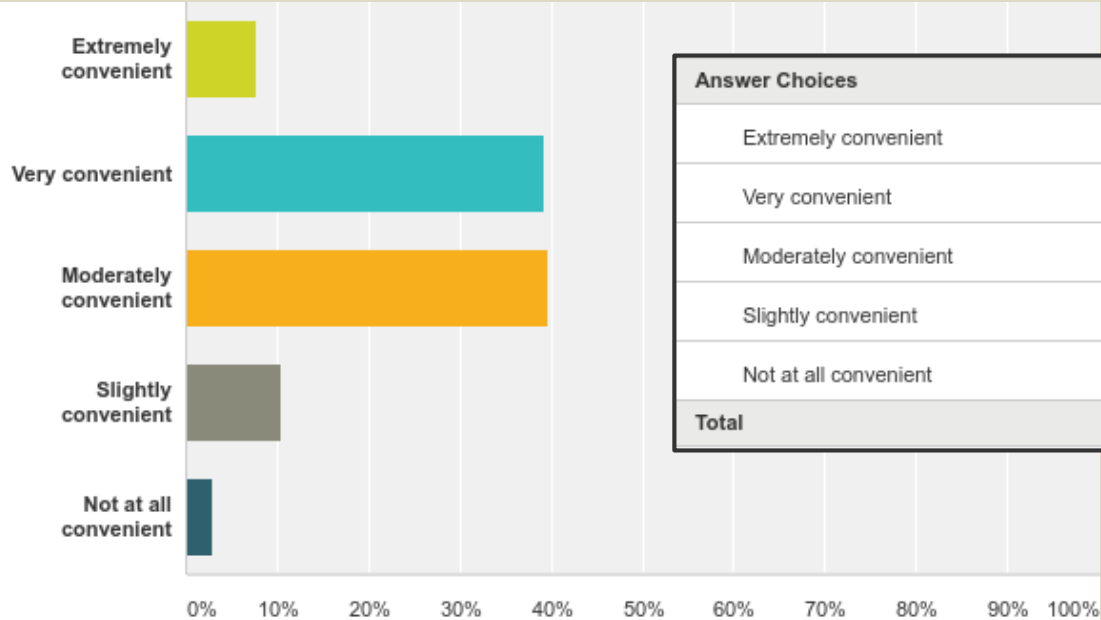
Answer Choices	Responses	
Extremely convenient	7.76%	18
Very convenient	39.22%	91
Moderately convenient	39.66%	92
Slightly convenient	10.34%	24
Not at all convenient	3.02%	7
Total		232

Q8: 2017/2015 Comparison
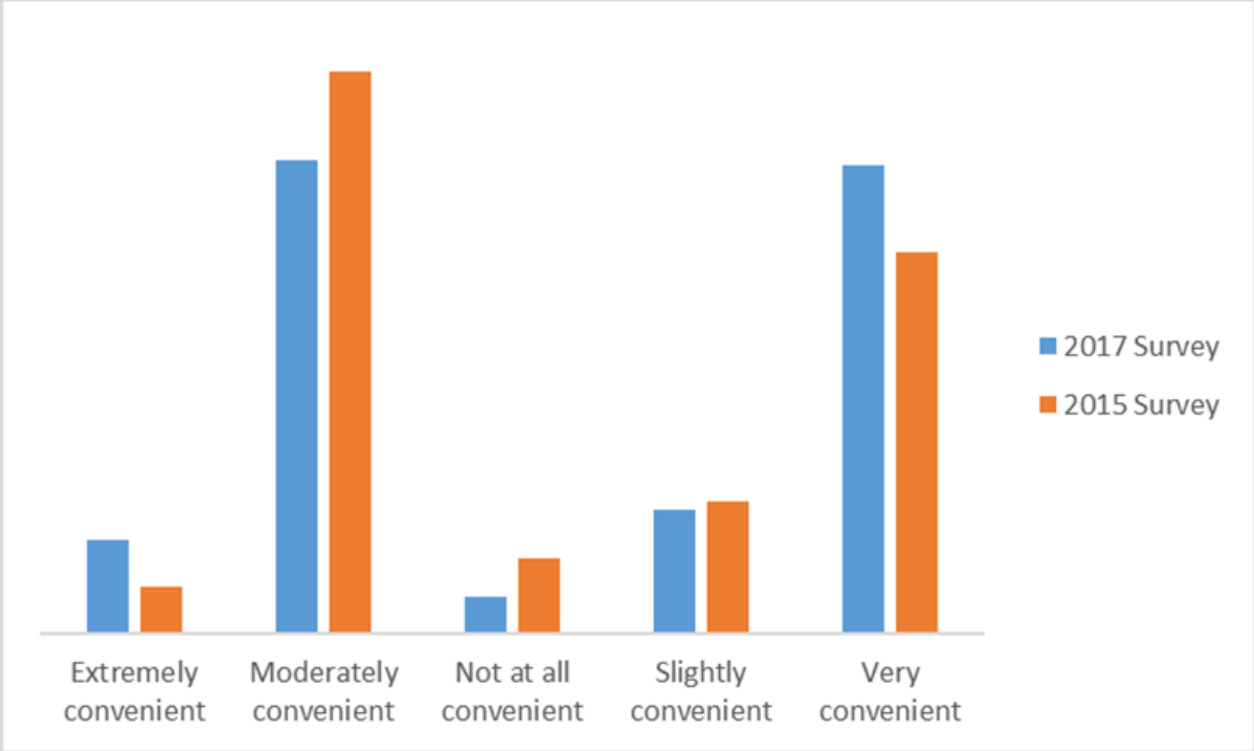
Q9: Is the IQCS application available when you need to use it?

Answered: 232   Skipped: 10
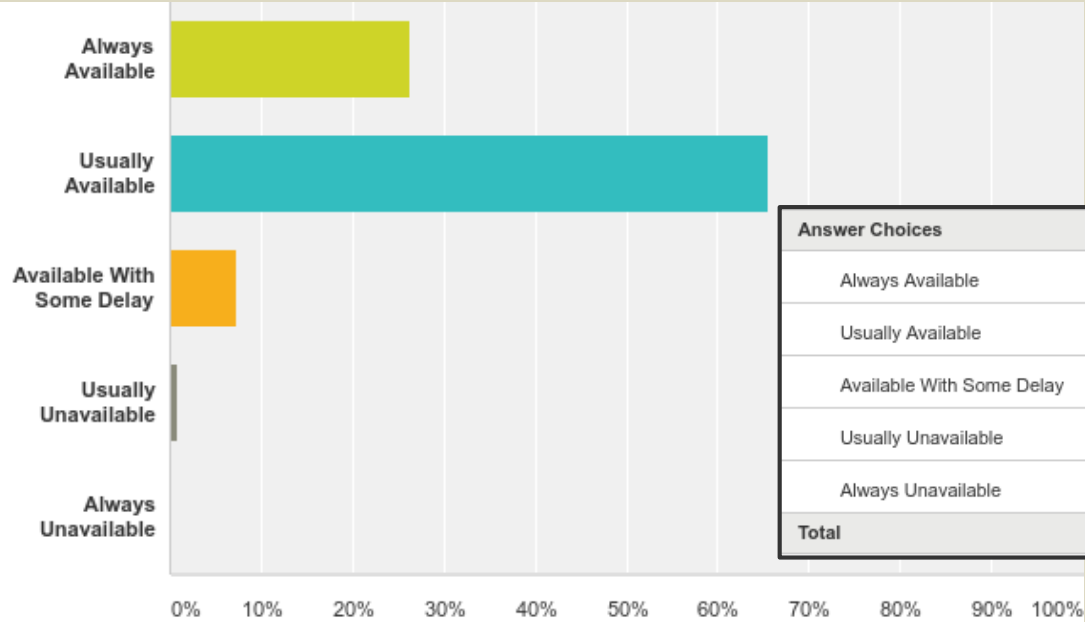
Answer Choices	Responses	
Always Available	26.29%	61
Usually Available	65.52%	152
Available With Some Delay	7.33%	17
Usually Unavailable	0.86%	2
Always Unavailable	0.00%	0
Total		232

Q9: 2017/2015 Comparison
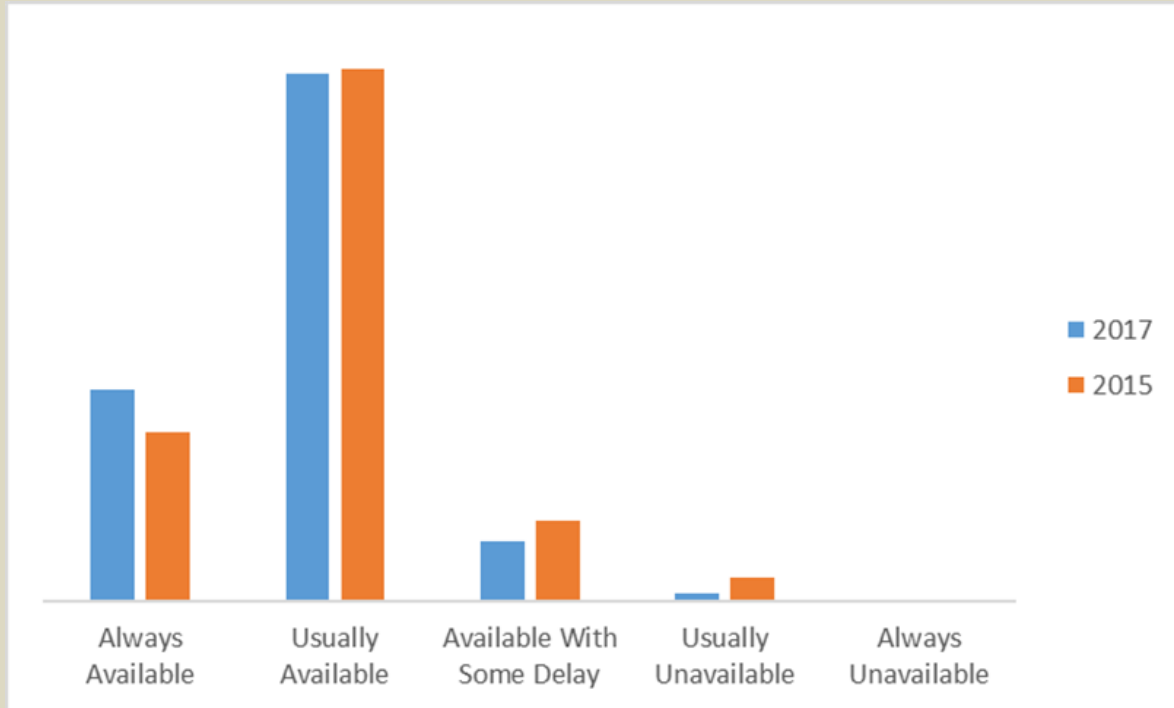
Q10: Does IQCS reflect training and qualification requirements?

Answered: 232   Skipped: 10
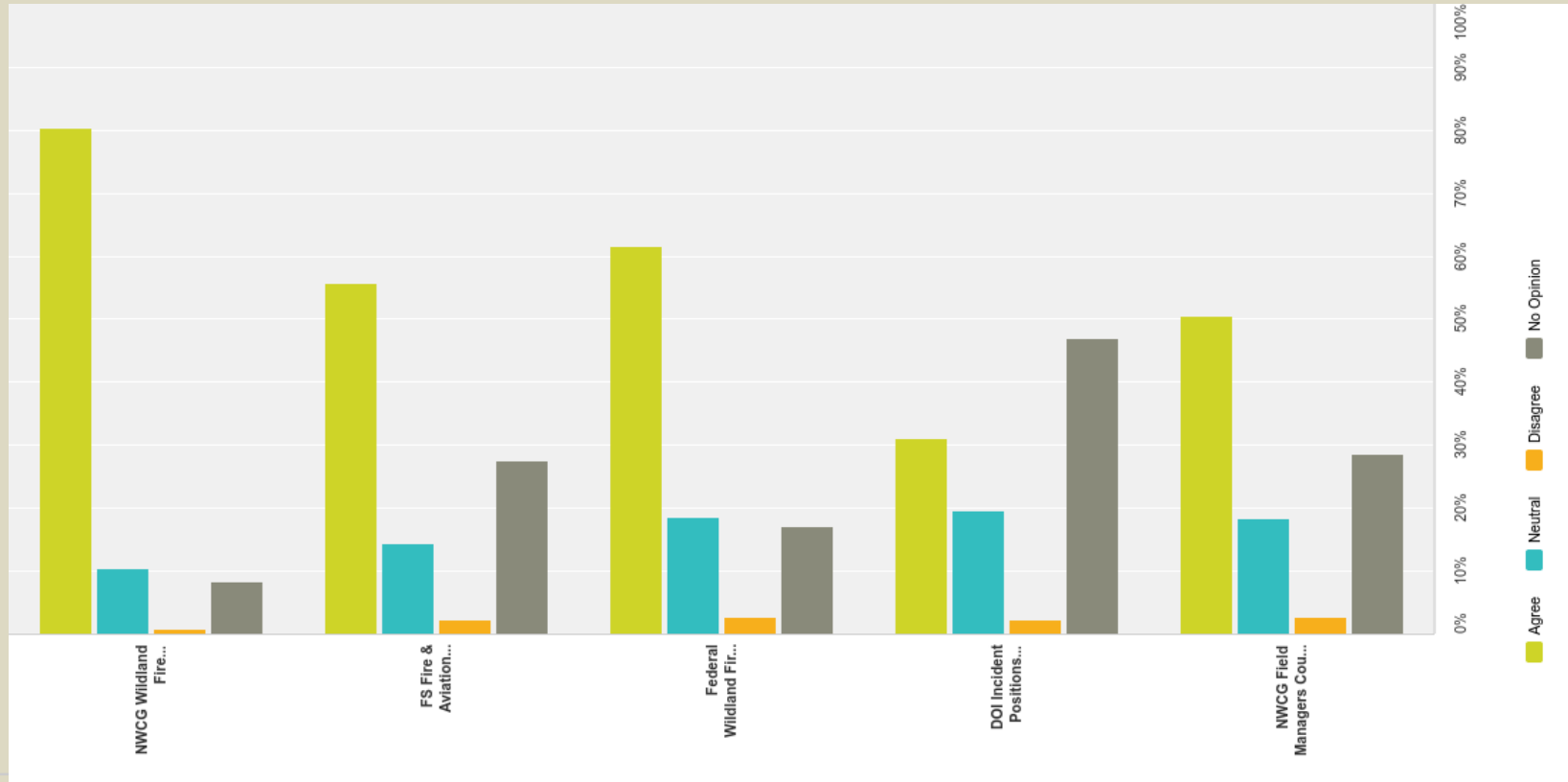
Q10: Does IQCS reflect training and qualification requirements? (Cont.)

Answered: 232   Skipped: 10

	Agree	Neutral	Disagree	No Opinion	Total
NWCG Wildland Fire Qualification System Guide, PMS 310-1	80.43% 185	10.43% 24	0.87% 2	8.26% 19	230
FS Fire & Aviation Qualification Guide (FSFAQG)	55.70% 127	14.47% 33	2.19% 5	27.63% 63	228
Federal Wildland Fire Qualifications Supplement	61.67% 140	18.50% 42	2.64% 6	17.18% 39	227
DOI Incident Positions Qualification Guide (IPQG)	31.05% 68	19.63% 43	2.28% 5	47.03% 103	219
NWCG Field Managers Course Guide (FMCG), PMS 901-1	50.45% 113	18.30% 41	2.68% 6	28.57% 64	224

Q10: 2017/2015 Comparison
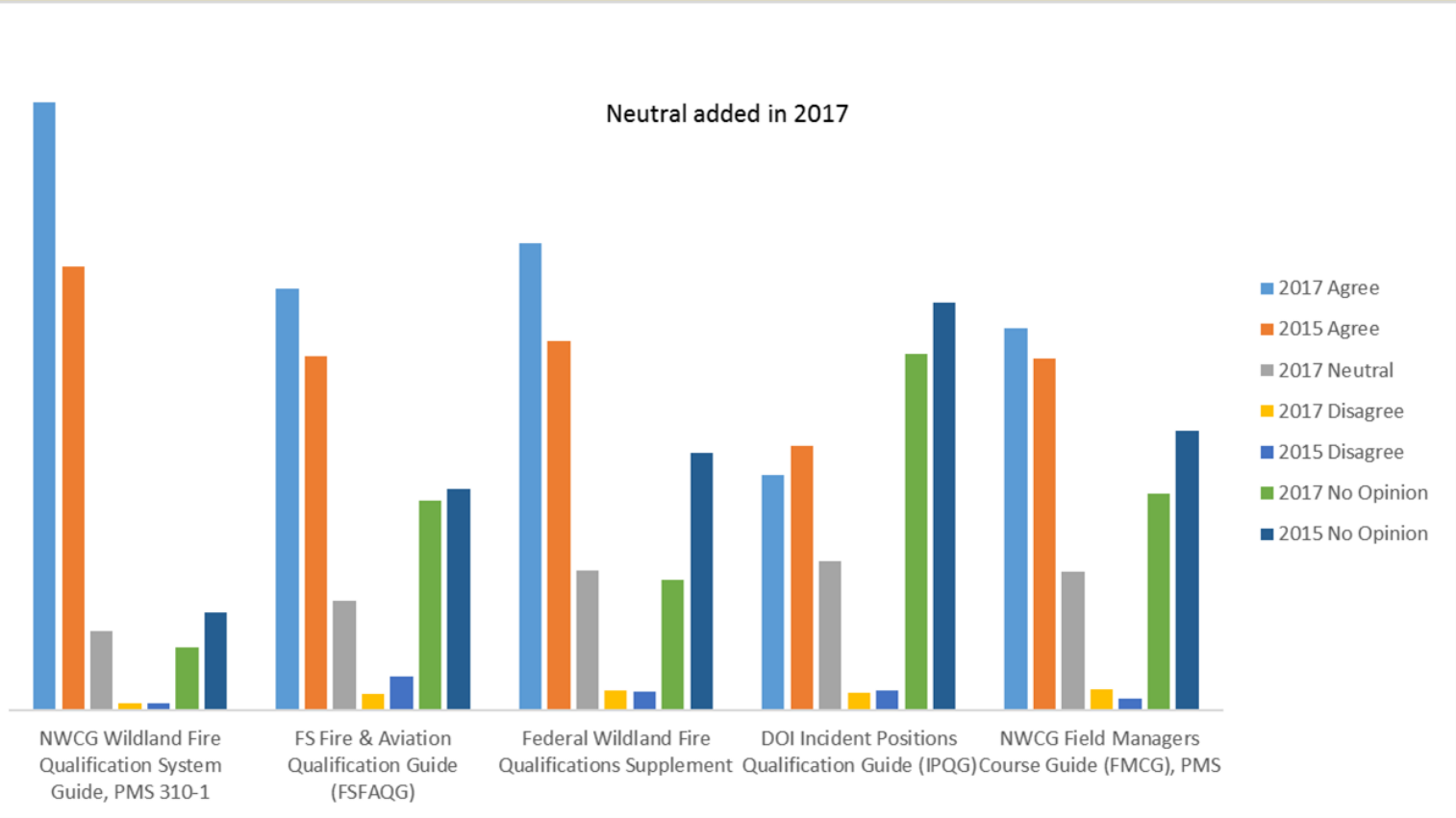
Q11: What is your satisfaction with the following functions in IQCS?

Answered: 232   Skipped: 10

Satisfaction with IQCS Functions

- Satisfied
- Somewhat Satisfied
- Unsatisfied
- N/A
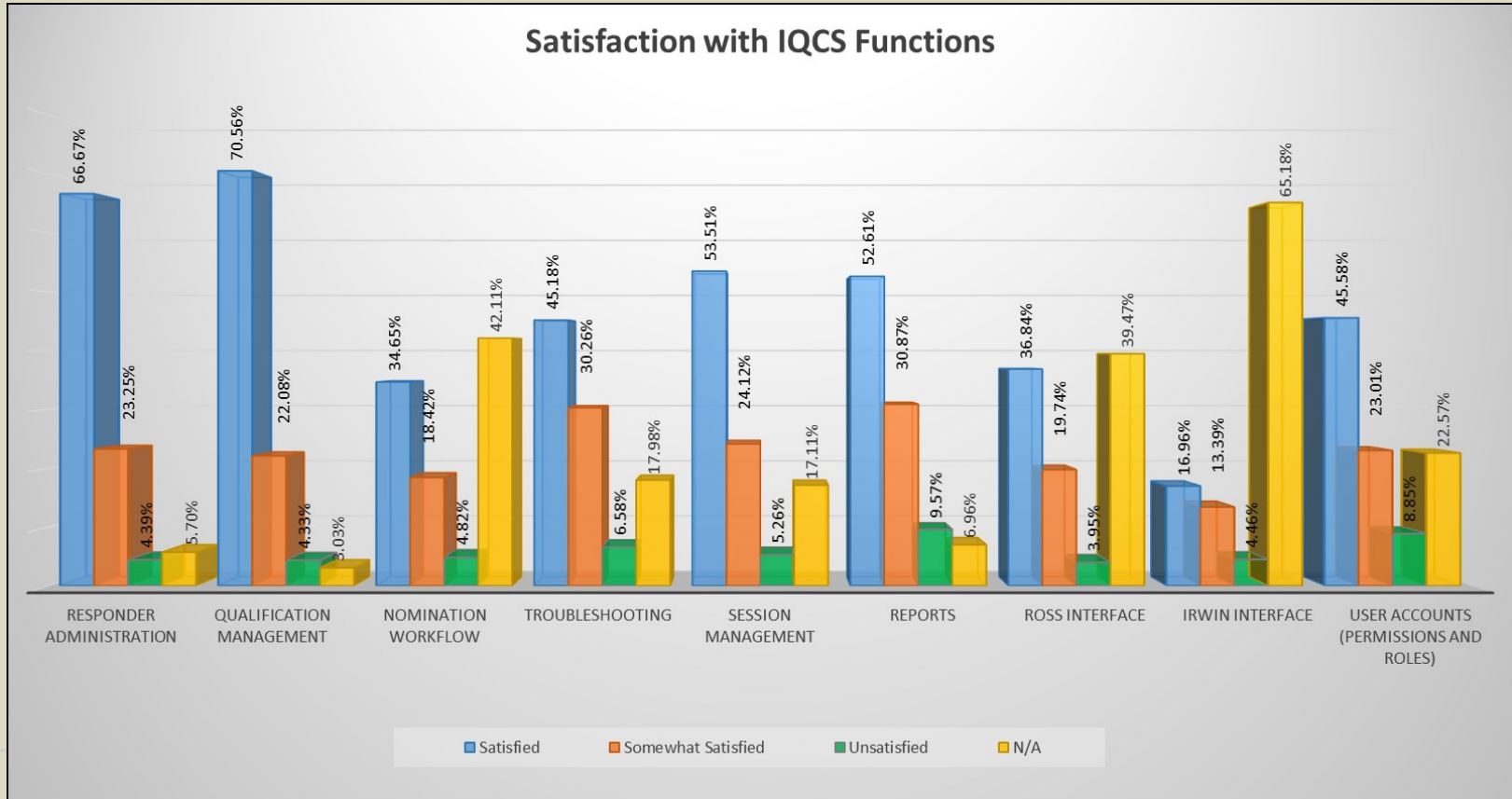
Q11: What is your satisfaction with the following functions in IQCS? (Cont.)

	Satisfied	Somewhat Satisfied	Unsatisfied	N/A	Total	Weighted Average
Responder Administration	66.67% 152	23.25% 53	4.39% 10	5.70% 13	228	2.34
Qualification Management	70.56% 163	22.08% 51	4.33% 10	3.03% 7	231	2.32
Nomination Workflow	34.65% 79	18.42% 42	4.82% 11	42.11% 96	228	2.48
Troubleshooting	45.18% 103	30.26% 69	6.58% 15	17.98% 41	228	2.53
Session Management	53.51% 122	24.12% 55	5.26% 12	17.11% 39	228	2.42
Reports	52.61% 121	30.87% 71	9.57% 22	6.96% 16	230	2.54
ROSS interface	36.84% 84	19.74% 45	3.95% 9	39.47% 90	228	2.46
IRWIN interface	16.96% 38	13.39% 30	4.46% 10	65.18% 146	224	2.64
User Accounts (permissions and roles)	45.58% 103	23.01% 52	8.85% 20	22.57% 51	226	2.53

Q11: 2017/2015 Comparison
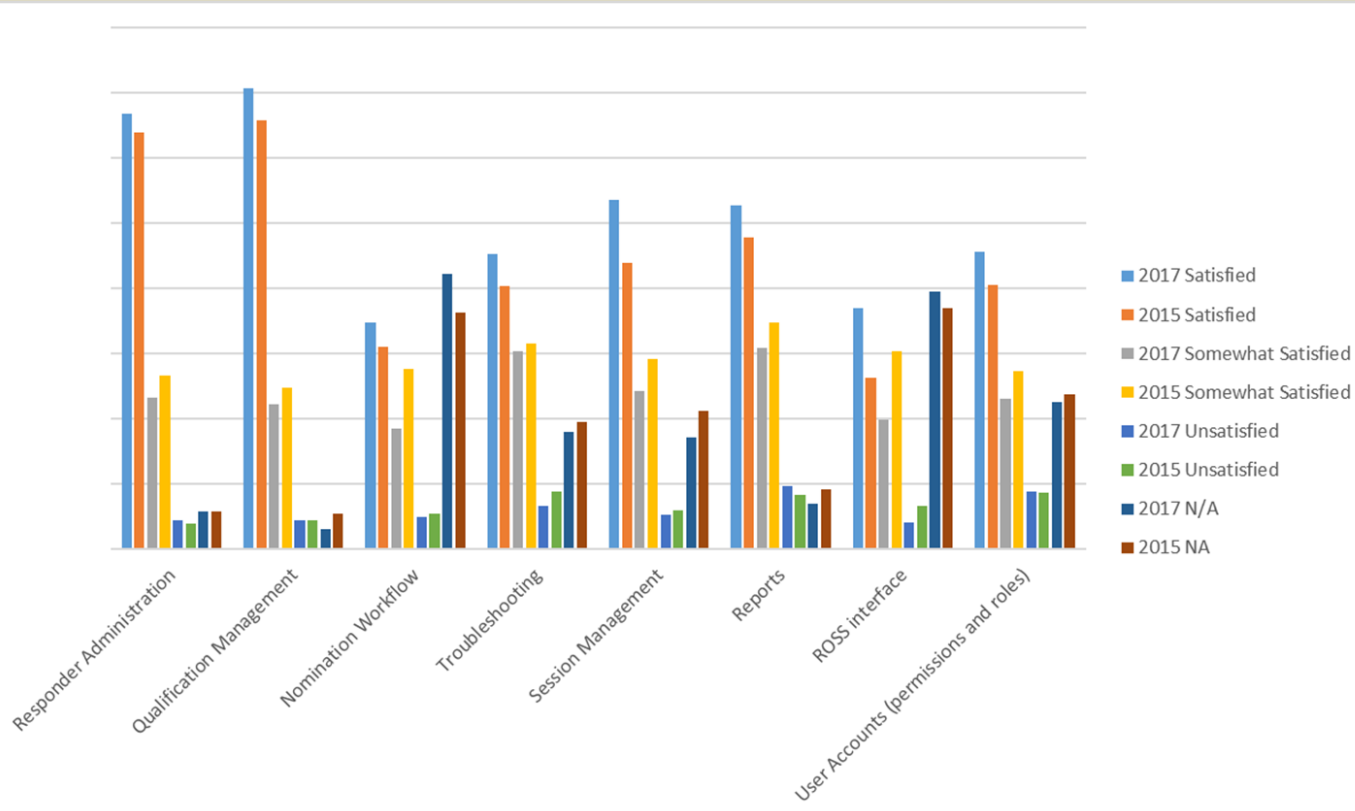
Q12: Where do you typically go for IQCS support? (select all that apply)

Answered: 230   Skipped: 12
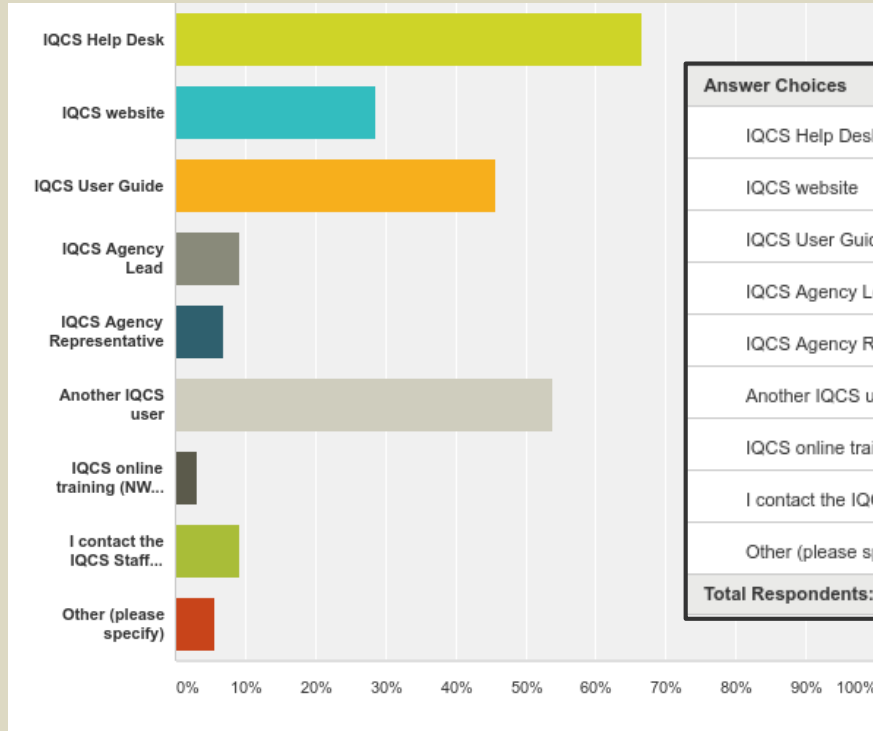
Answer Choices	Responses	
IQCS Help Desk	66.52%	153
IQCS website	28.70%	66
IQCS User Guide	45.65%	105
IQCS Agency Lead	9.13%	21
IQCS Agency Representative	6.96%	16
Another IQCS user	53.91%	124
IQCS online training (NWCG Courses for IQCS Certificates)	3.04%	7
I contact the IQCS Staff directly	9.13%	21
Other (please specify)	5.65%	13
Total Respondents: 230		

Q12: 2017/2015 Comparison
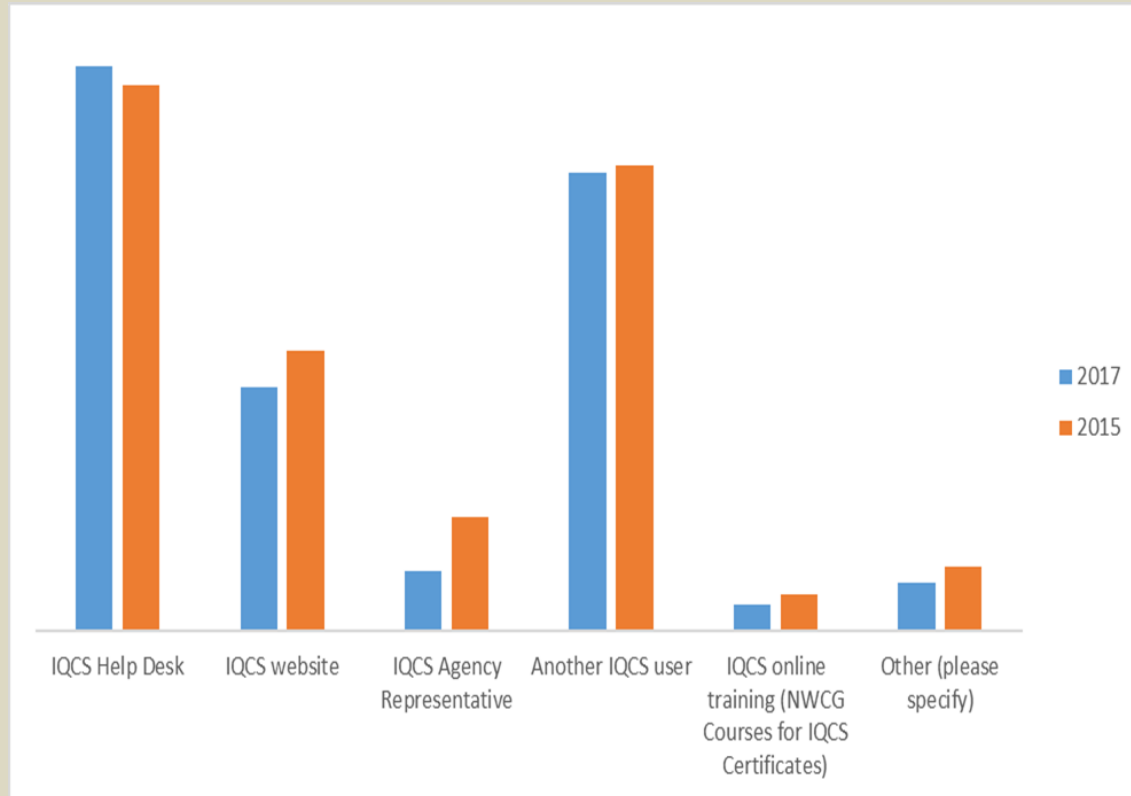
Q13: Which of the following best describes your level of satisfaction with the IQCS Help Desk?

Answered: 230   Skipped: 12
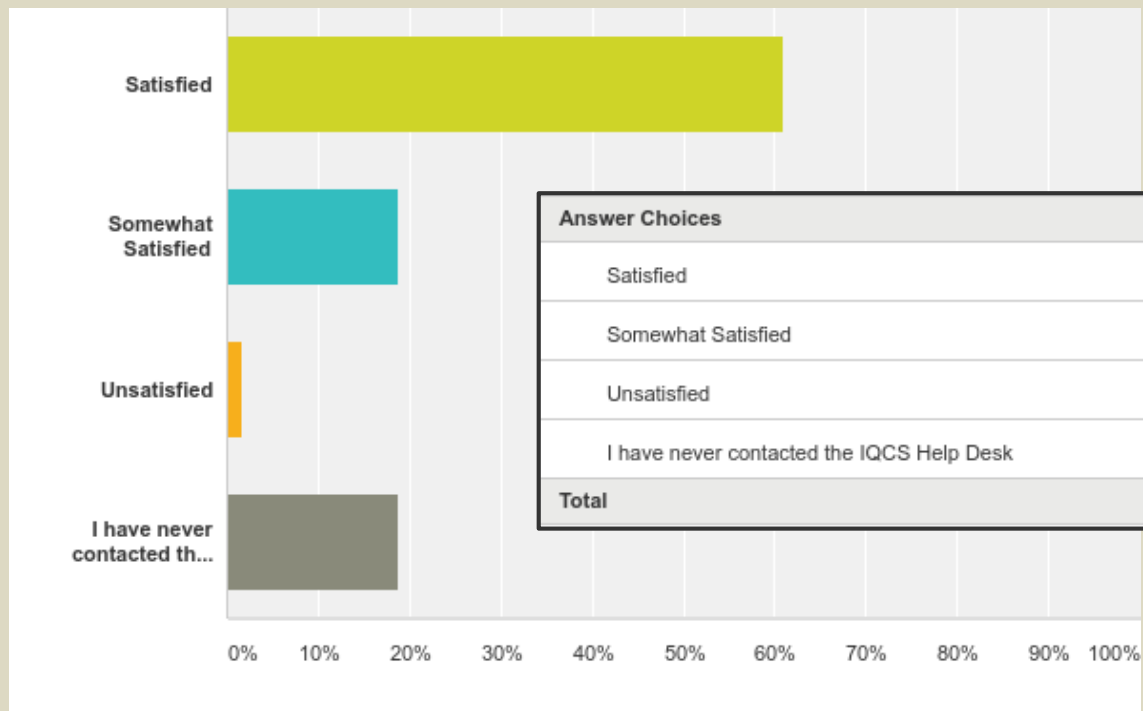
Answer Choices	Responses	
Satisfied	60.87%	140
Somewhat Satisfied	18.70%	43
Unsatisfied	1.74%	4
I have never contacted the IQCS Help Desk	18.70%	43
Total		230

Q13: 2017/2015 Comparison
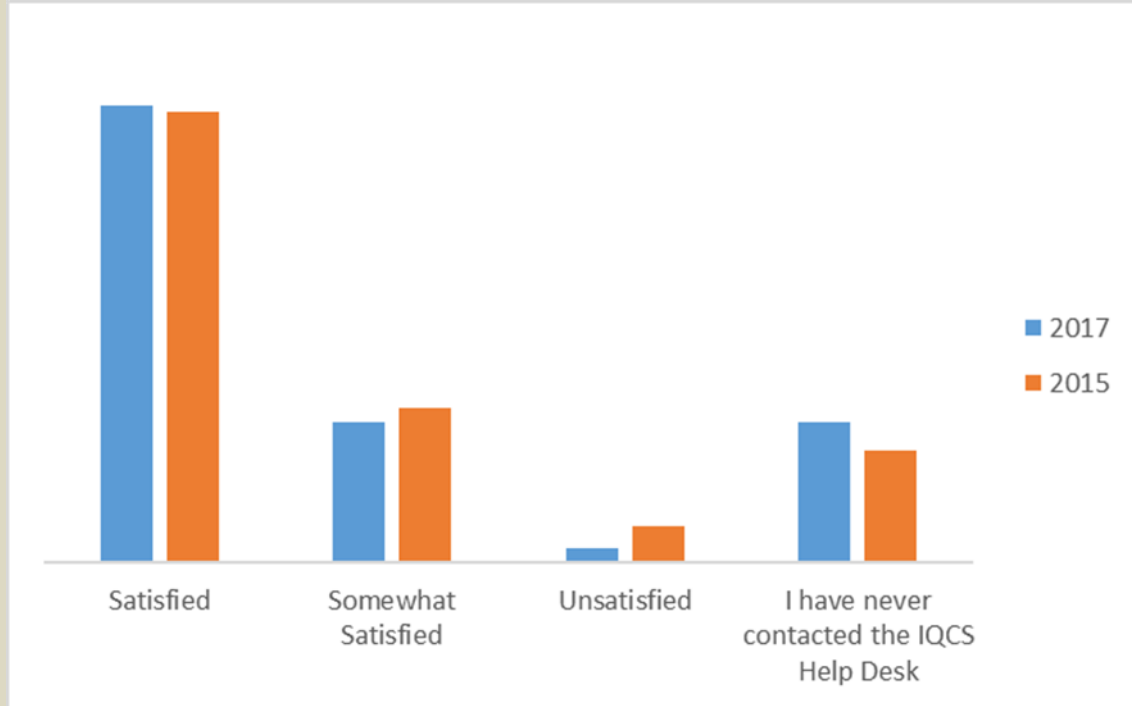
Q14: Overall, how responsive has the IQCS Help Desk been to your questions or concerns?

Answered: 230   Skipped: 12
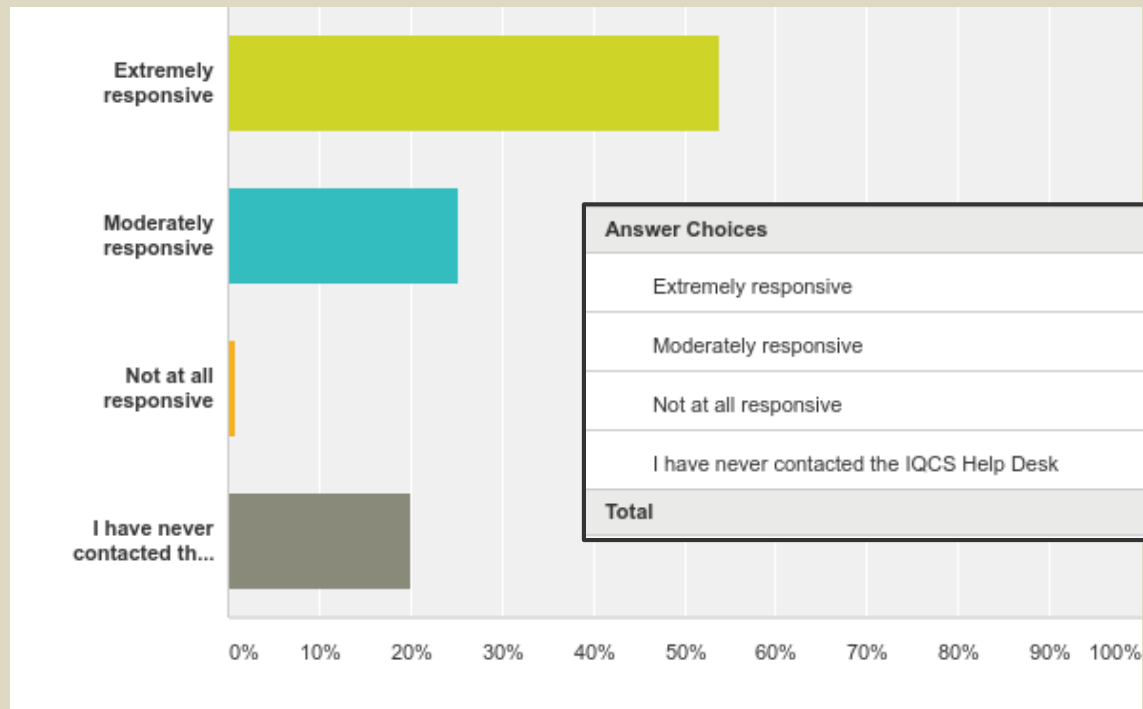
Answer Choices	Responses	
Extremely responsive	**53.91%**	124
Moderately responsive	**25.22%**	58
Not at all responsive	**0.87%**	2
I have never contacted the IQCS Help Desk	**20.00%**	46
Total		230

Q14: Overall, how responsive has the IQCS Help Desk been to your questions or concerns?

Legend:
- 2017 (blue)
- 2015 (orange)

Categories:
- Extremely responsive
- Moderately responsive
- Not at all responsive
- I have never contacted the IQCS Help Desk
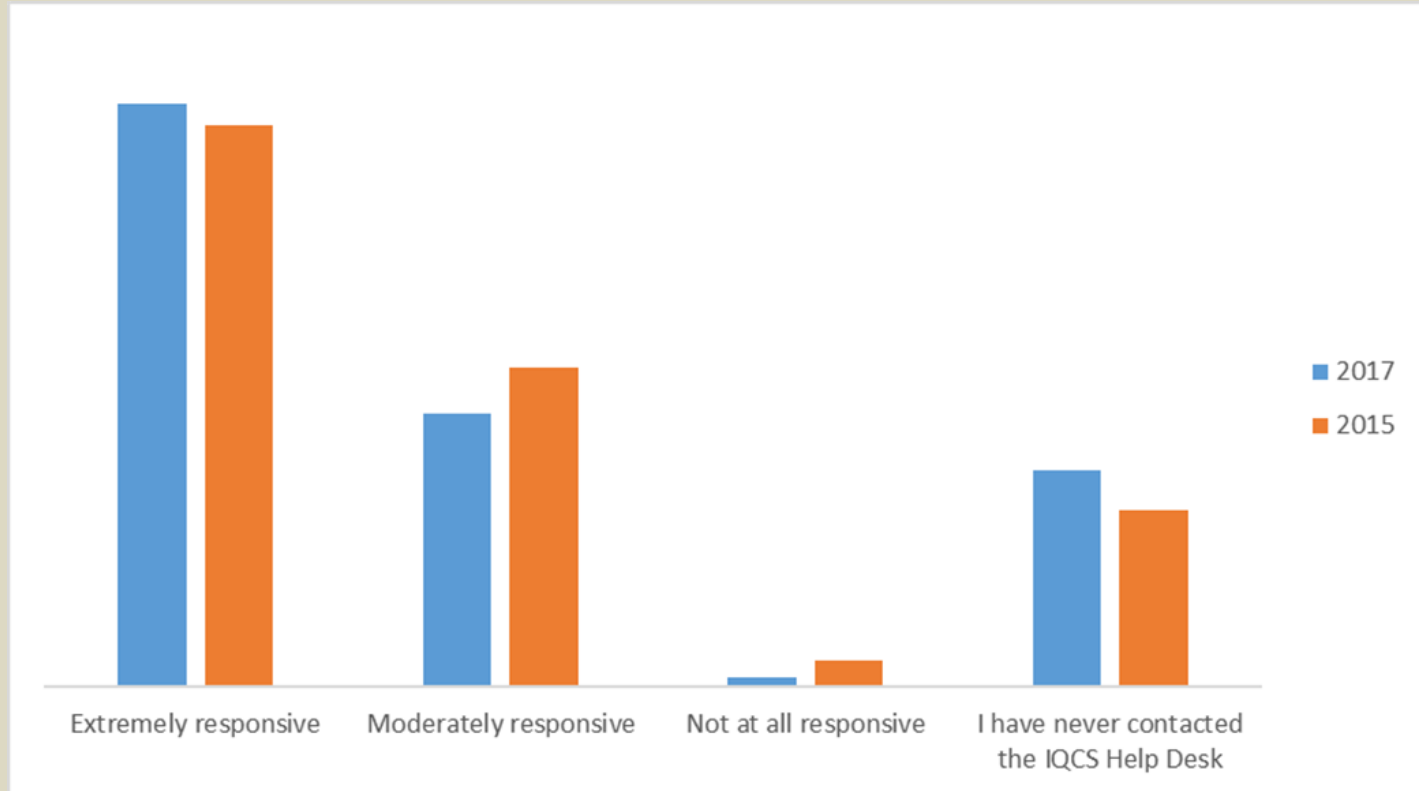
Q15: How easy is it to find what you were looking for on our website?

Answered: 230   Skipped: 12
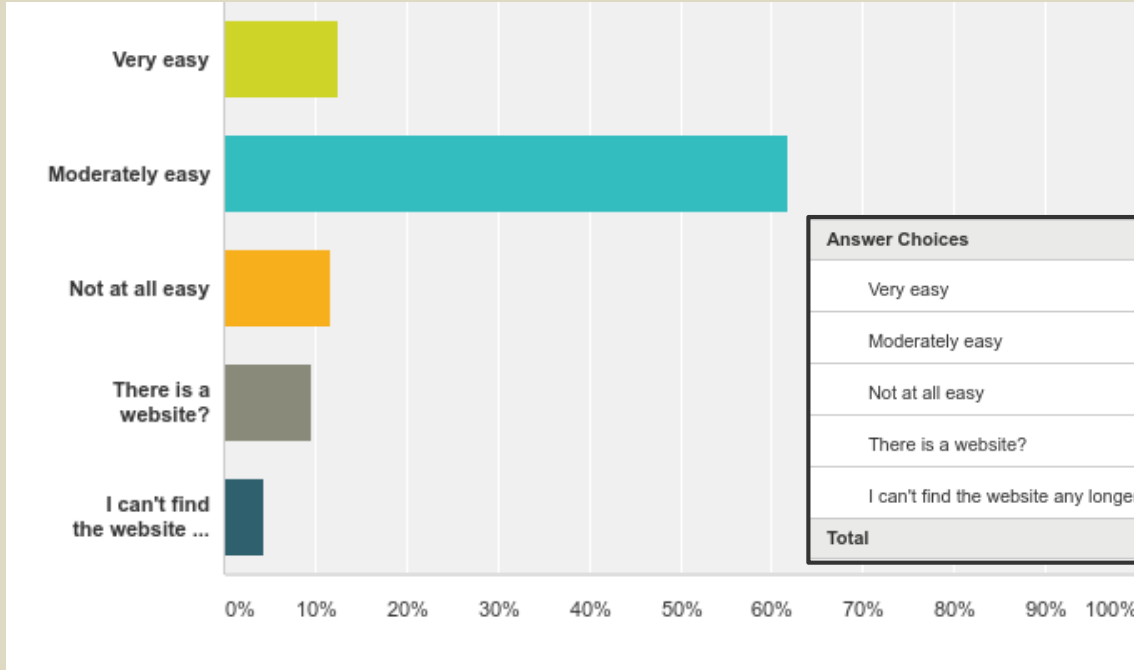
Answer Choices	Responses	
Very easy	12.61%	29
Moderately easy	61.74%	142
Not at all easy	11.74%	27
There is a website?	9.57%	22
I can't find the website any longer	4.35%	10
Total		230

Q15: 2017/2015 Comparison
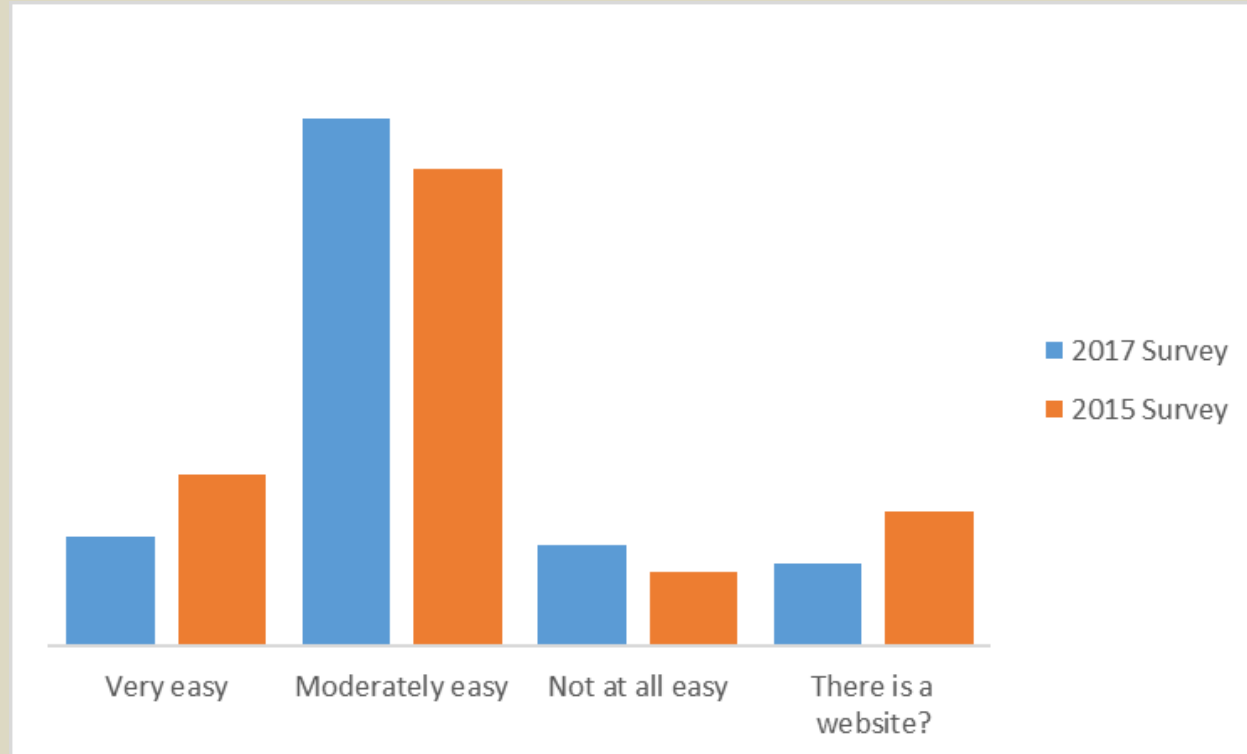
Q16: Indicate your satisfaction with the following new features.

Answered: 227   Skipped: 15

Satisfaction with the following new features

Legend: Don't have access to it | Have not used it | Hate It | It's Okay | Love It

Categories:
- Removing of fields on Job Data Page with static data(i.e. Country)
- Enforcement of licensing requirements for the Emergency Medical Service (EMS) qualifications
- Possible match notification when adding new responder
- Removal of work force planning reports
- Removal of responder medical history

Q16: Indicate your satisfaction with the following new features. Cont.

Answered: 227   Skipped: 15

Satisfaction with the following new features

Categories (top to bottom):
- Removal of responder Date of Birth
- Hiding inactive qualifications on the responder's Incident...
- Report for Org/Unit ID Mass Data
- Experience by Responder page format change
- Incident Setup page format change
- IRWIN-IQCS Interface to pull incident header data

Legend:
- Don't have access to it
- Have not used it
- Hate It
- It's Okay
- Love It

Q16: Indicate your satisfaction with the following new features. (Cont.)

Answered: 227   Skipped: 15

	Love It	It's Okay	Hate It	Have not used it	Don't have access to it	Total
IRWIN-IQCS Interface to pull incident header data	10.18% 23	14.60% 33	0.44% 1	54.42% 123	20.35% 46	226
Incident Setup page format change	16.44% 37	33.33% 75	1.33% 3	41.33% 93	7.56% 17	225
Experience by Responder page format change	27.93% 62	48.20% 107	4.50% 10	14.86% 33	4.50% 10	222
Report for Org/Unit ID Mass Data	19.28% 43	31.39% 70	1.35% 3	41.26% 92	6.73% 15	223
Hiding inactive qualifications on the responder's Incident Qual Card page	23.42% 52	37.39% 83	3.15% 7	31.08% 69	4.95% 11	222
Removal of responder Date of Birth	25.33% 57	32.44% 73	16.44% 37	21.33% 48	4.44% 10	225
Removal of responder medical history	27.56% 62	24.89% 56	4.89% 11	37.78% 85	4.89% 11	225
Removal of work force planning reports	13.06% 29	20.72% 46	3.15% 7	55.41% 123	7.66% 17	222
Possible match notification when adding new responder	39.29% 88	35.27% 79	1.79% 4	19.64% 44	4.02% 9	224
Enforcement of licensing requirements for the Emergency Medical Service (EMS) qualifications	28.00% 63	27.56% 62	2.67% 6	36.44% 82	5.33% 12	225
Removing of fields on Job Data Page with static data(i.e. Country)	32.58% 72	31.67% 70	0.90% 2	29.86% 66	4.98% 11	221

Q7 - What is your overall satisfaction with the IQCS application?

Of the 109 comments related to this question, the following represent a few of your satisfaction comments about IQCS

- The program has evolved since the beginning. The quirks were fixed and it seems to have a decent budget that allows programmer's and support personnel the opportunity to keep up with agency changes. The support personnel are experts in the program.
- The processing is a little slow
- Support/technical personnel are ALWAYS pleasant to work with
- Overall a very good program
- It is an ok program, a bit clunky at times, but I think it does well trying to keep up with all the changes we are expecting of it. Once a user gets used to it, it isn't so bad
- This is a great system, it works well and has very few glitches, and is operated by people who understand what it is being used for and what is needed
- Slowest application I use
- It can be a little convoluted sometimes and going though all the steps seems like it can be streamlined. Not very user friendly but it does what it is supposed to do.
- The continued improvements and a good help desk

Q17 – What new feature(s) would you like to see in, in support of, IQCS

Of the 73 comments entered for this question, the following represent a few of the new features you would like to see in the application.

- More options for printing/viewing/managing the qualification cards
- Ability to clean-up outdated information
- Improvements to roster a class
- Ability to upload files into the application
- Better and faster reporting
- Review wording of menu option, Training Administration being the example
- Better display of responder information from phone numbers to qualifications

Q18 - If you could change something about IQCS, what would it be?

Of the 92 comments related to this question, the following represent a few changes you would like to see

- Make it easier, more intuitive
- Make it faster
- Change the time-out period
- Help function
- Make the error messages more meaningful
- Work on an easier run control system for reports
- Easier printing of master reports
- Custom reports
- Add date of birth back
- Ability to change dispatch without having to move responder to INAC
- Move the plus button for entering experience to the far left

Q19 - Do you have any other comments, questions, or concerns?

Of the 38 comments related to this question, the following represents your final comments, questions, and concerns

- Change to the width of the experience by responder is too wide
- Smart card integration
- The Help Desk is one of the few help desks that are actually helpful.
- Alphabetize Red Cards when printing
- Wish more instructor based training for IQCS was available. The CBT courses barely enable initial use.
- Adding experience, training is very easy and user friendly. Would like to see more functions that easy to use and follow
- Would IQCS be accessible on Govt. Issued IPads in the near future?
- Have a searchable help section