



Bitfocus

2024 User Training &
Satisfaction Survey Results



Thank you for those who gave feedback!

We received 102 responses!



For those who may not know-

We use these survey results to assess user satisfaction, and interest in future training opportunities to make improvements where we can to the user experience and usefulness of HMIS and end-user understanding in the coming year.

Q4 Work Plan Update



Create, Circulate
and Analyze
Annual HMIS
User Survey

Out of 1347 currently active users, we
received 102 submissions.
7.5% Response Rate

The survey contained 30 questions

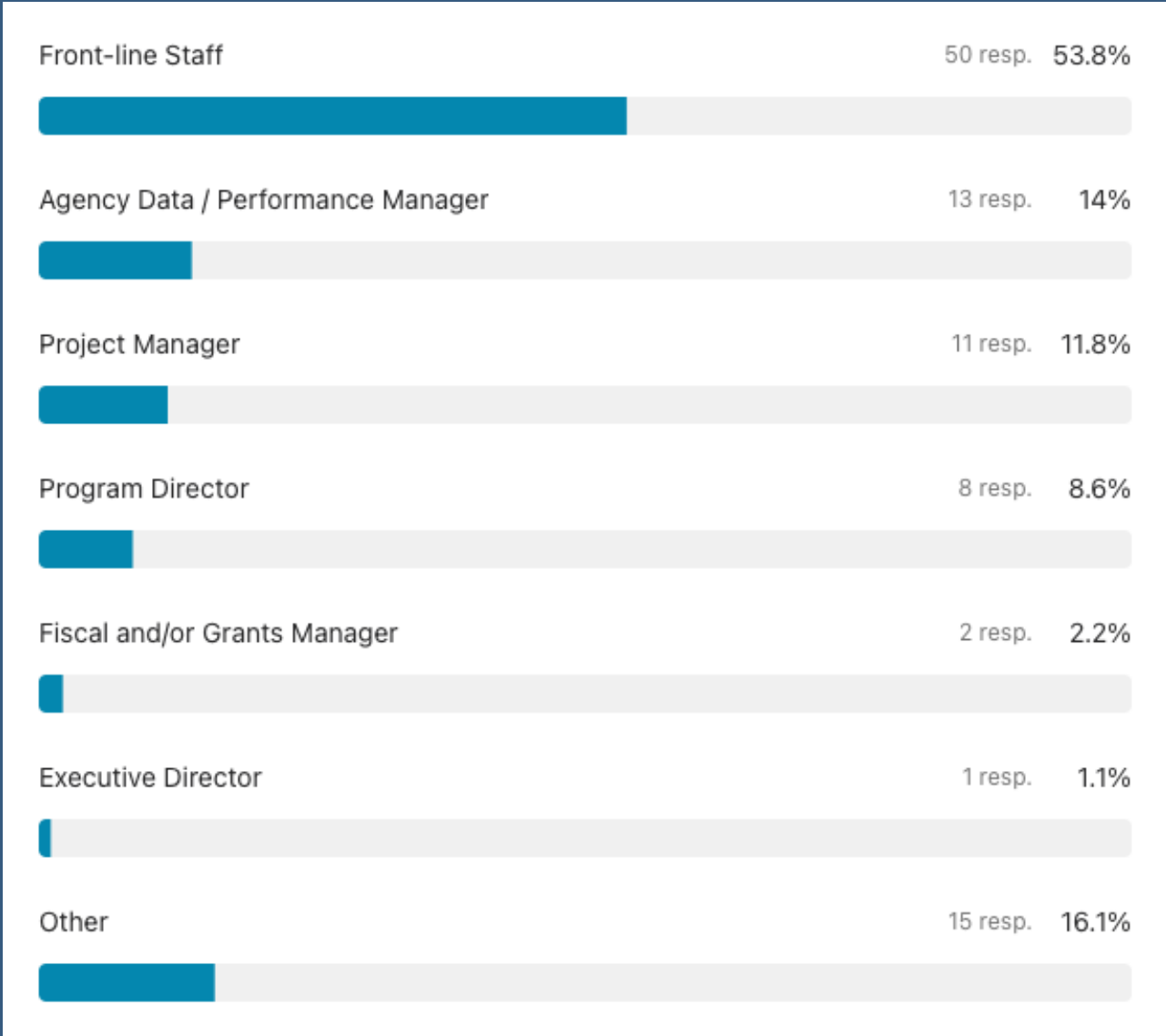
Today, we will be highlighting a few key takeaways from the survey, including:

- Who is using Clarity
- How often Clarity is used
- Software satisfaction
- Training Attendance
- Most useful trainings to users
- Trainings Topics
- Training Improvements

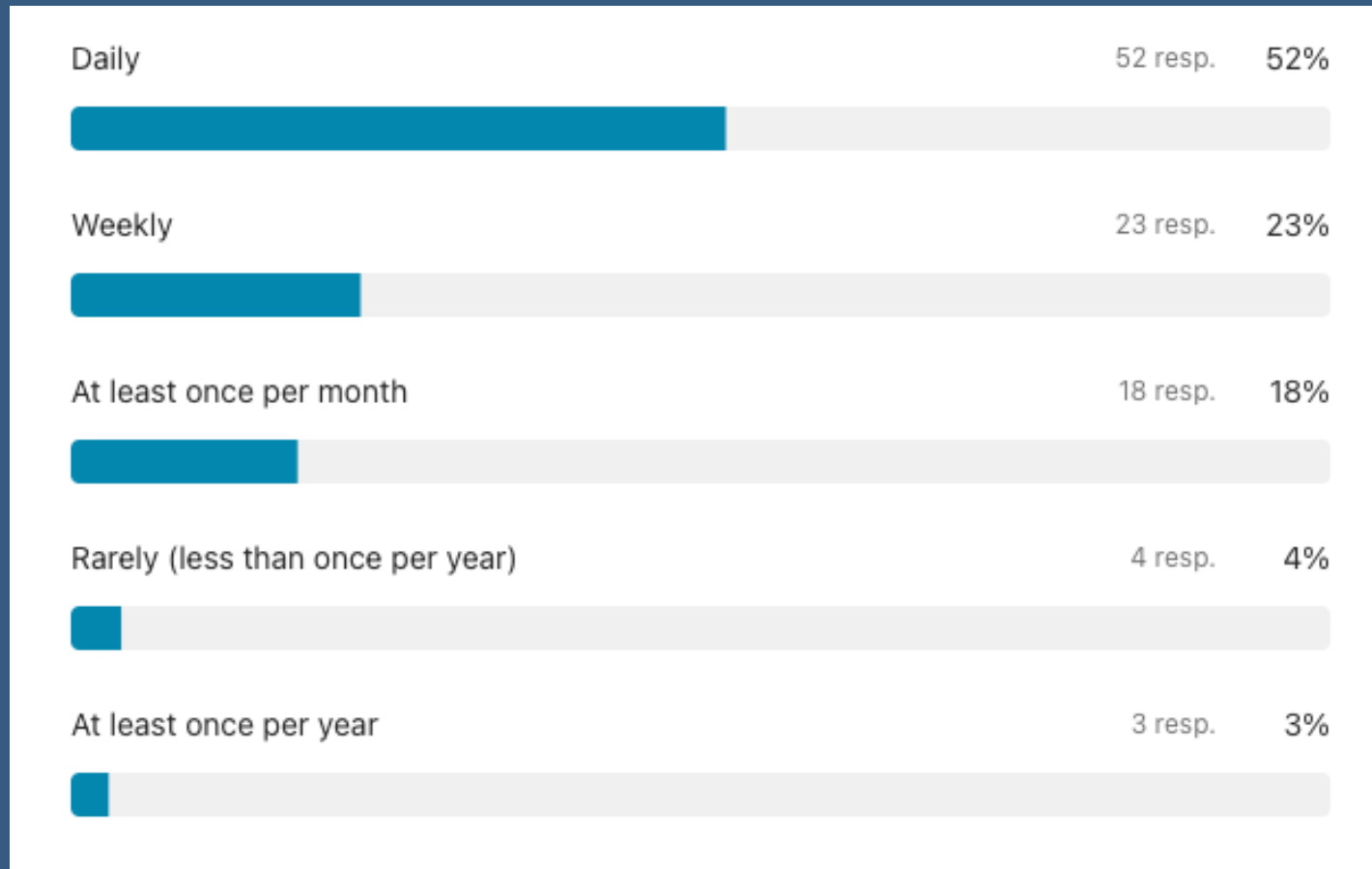


Who is using Clarity?

Which option best describes your role(s) within your organization?



How often Clarity is used



How OFTEN do you use Clarity Human Services (HMIS) in your work?

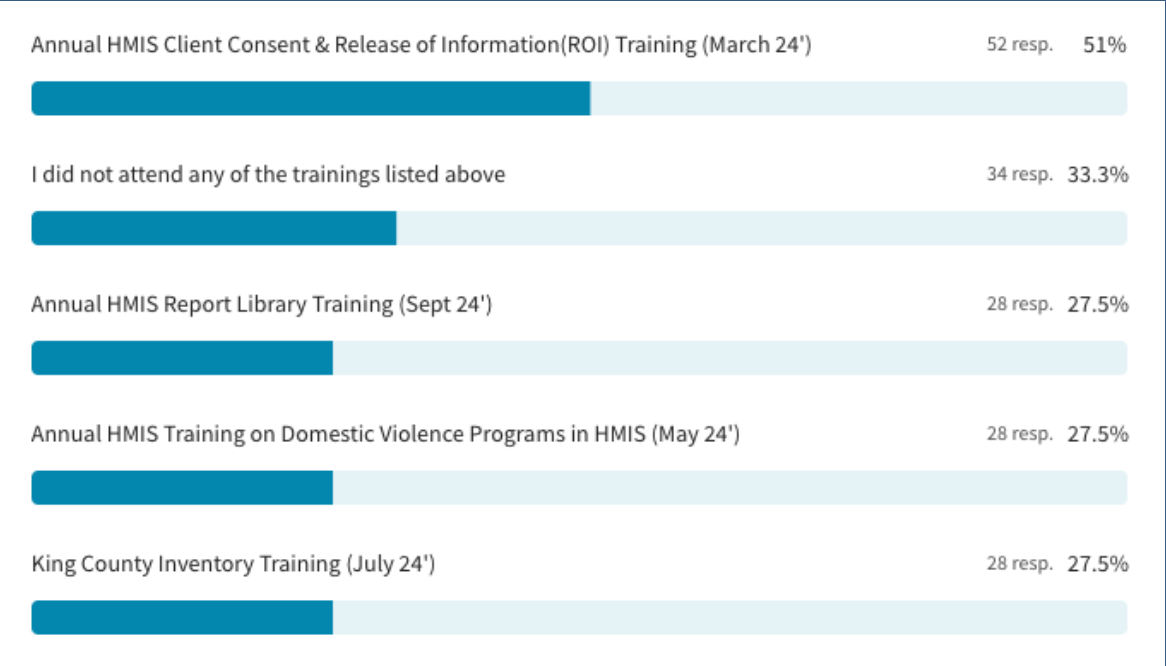
Software Satisfaction

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The software is easy to navigate and use	5.9%	7.8%	16.7%	42.2%	27.5%
I am often able to easily find what I am looking for within the software	4.9%	11.8%	12.7%	46.1%	24.5%
I feel confident about the quality of data I collect and/or report within the software	2%	3.9%	24.5%	40.2%	29.4%
I'm able to use the software confidently without constantly needing to reference training manuals or contact customer support	2.9%	6.9%	14.7%	42.2%	33.3%
I'm able to use the software confidently without constantly needing to reference training manuals or contact customer support	2.9%	9.8%	18.6%	40.2%	28.4%
I experience minimal crashes of the software. (I.e. software closes unexpectedly)	3.9%	4.9%	16.7%	42.2%	32.4%
I am satisfied with the service and responsiveness of the HMIS Help Desk	3.9%	3.9%	16.7%	31.4%	44.1%

Inventory Features

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel confident navigating the Inventory Dashboard	0%	0%	20%	60%	20%
I feel confident updating unit statuses from the Inventory Dashboard	0%	0%	20%	40%	40%
I feel confident editing unit and building attributes	0%	0%	40%	20%	40%
I feel confident updating unit configuration types	0%	0%	40%	40%	20%
I feel confident adding units to enrollments, when applicable	0%	0%	20%	20%	60%

Training Attendance



Which topic-specific King County HMIS Trainings did you attend?

Most useful trainings and resource formats for users

	Not at all useful	Slightly useful	Neutral	Moderately useful	Very useful
Live Webinar – Topic Specific	2.2%	3.2%	31.2%	28%	35.5%
Recordings – Topic Specific	3.2%	3.2%	28.4%	26.3%	38.9%
Pre-Recorded – Topic Specific, and “Refreshers”	3.2%	2.1%	28.4%	29.5%	36.8%
Monthly Newsletters	6.7%	2.2%	45.6%	17.8%	27.8%
Pre-Recorded General Clarity Training	6.5%	2.2%	27.2%	33.7%	30.4%
Clarity Help Center Articles	4.4%	2.2%	40%	26.7%	26.7%
Quarterly Leads and CE Trainer Meetings	6.9%	3.4%	47.1%	19.5%	23%
Inventory Office Hours	8%	2.3%	45.5%	20.5%	23.9%
Federal Reporting Office Hours	8%	2.3%	52.9%	17.2%	19.5%

How interested are you in the following HMIS Training Topics for 2025:

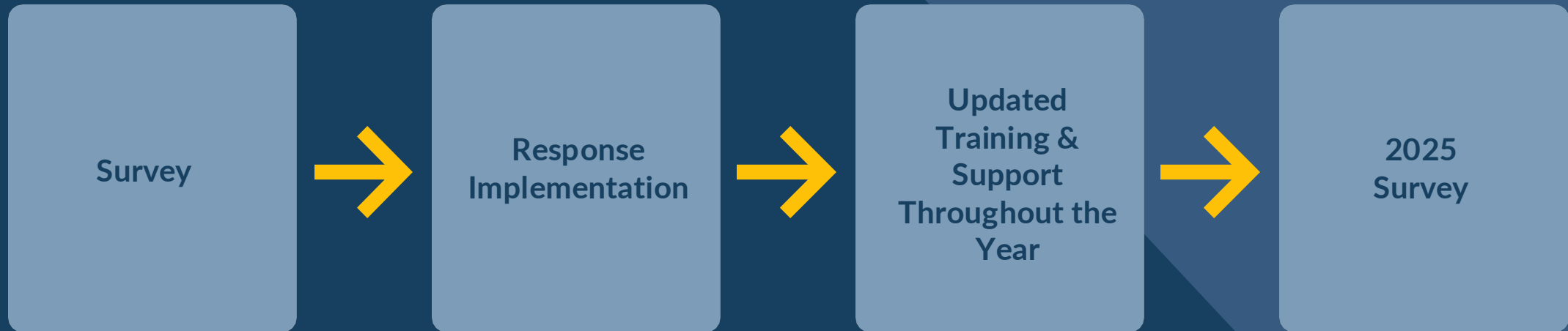
	Not at all interested	Not very interested	Neutral	Somewhat interested	Very interested
Client Centered Approach to Data Collection in the HMIS	2%	7.8%	26.5%	26.5%	37.3%
Chronic Homelessness and HMIS	2%	5.9%	22.5%	23.5%	46.1%
Rapid Rehousing and HMIS	2%	5.9%	27.5%	21.6%	43.1%
Youth Serving Agencies and HMIS	6.9%	14.7%	32.4%	14.7%	31.4%
Domestic Violence Program and HMIS	3.9%	8.8%	22.5%	19.6%	45.1%
Improving your Data Quality in HMIS	2%	6.9%	28.4%	25.5%	37.3%
Running and Reviewing HMIS Reports	3.9%	7.8%	25.5%	27.5%	35.3%
Release of Information and Client Consent in HMIS	4.9%	9.8%	31.4%	25.5%	28.4%
Coordinated Entry and HMIS	2%	3.9%	27.5%	25.5%	41.2%
Outreach Module and HMIS	8.8%	8.8%	32.4%	20.6%	29.4%
Inventory Management in the HMIS	7.8%	5.9%	29.4%	23.5%	33.3%

Please list any other HMIS training topic(s) that you would like to see offered in the future:

- Looker/Data Analysis
- Household Management
- HMIS Policies and Procedures
- Housing Navigation

What will Bitfocus do with this data?

Now that we have a better understanding of what users need, we can begin to implement the suggestions into our 2025 workplan!



Thank you, all!