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2025 User Training & Satisfaction Survey Results

Thank you for those who gave feedback!

We received 163 responses!

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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.

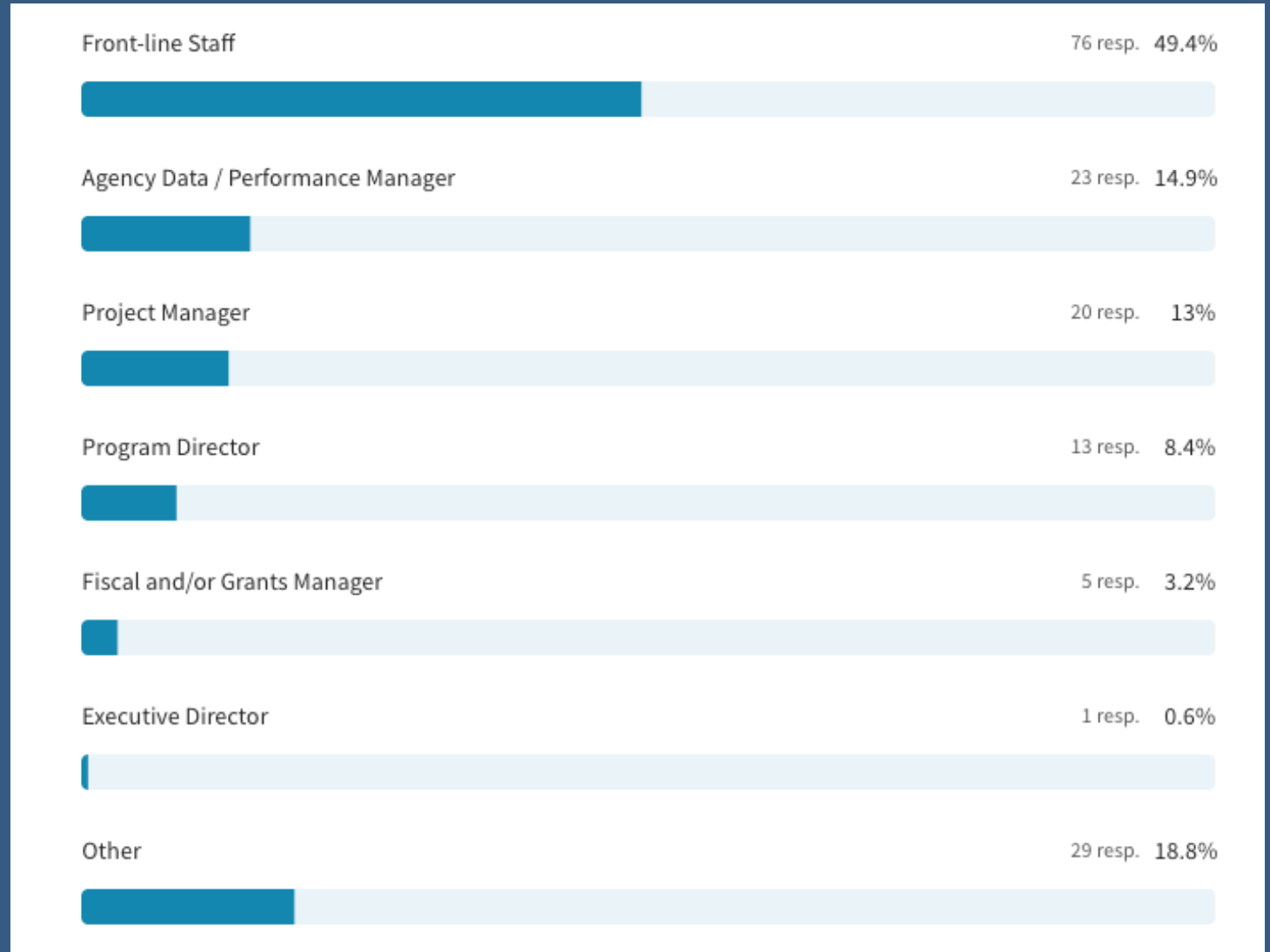Bitfocus

The survey contained 31 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
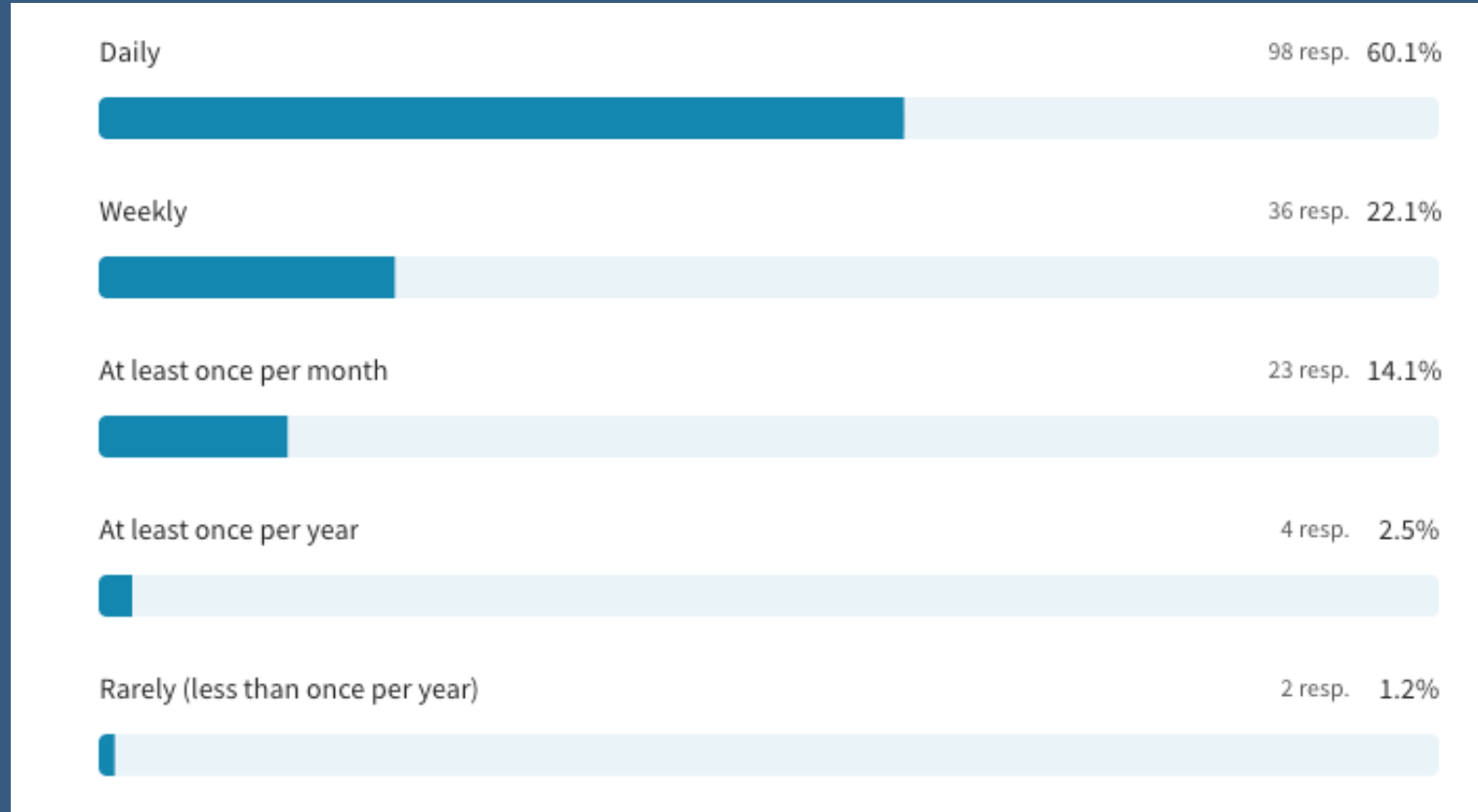
- Trainings Topics

- Training Improvements

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Who is using Clarity?

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

Front-line Staff — 76 resp. 49.4%

Agency Data / Performance Manager — 23 resp. 14.9%

Project Manager — 20 resp. 13%

Program Director — 13 resp. 8.4%

Fiscal and/or Grants Manager — 5 resp. 3.2%

Executive Director — 1 resp. 0.6%

Other — 29 resp. 18.8%

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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	5.5%	8.6%	19%	45.4%	21.5%
I am often able to easily find what I am looking for within the software	5.5%	11%	14.7%	49.1%	19.6%
I feel confident about the quality of data I collect and/or report within the software	4.3%	6.1%	21.5%	46%	22.1%
I'm able to use the software confidently without constantly needing to reference training manuals or contact customer support	4.9%	7.4%	14.7%	43.6%	29.4%
I experience minimal technical difficulties with the software	6.1%	8%	12.9%	43.6%	29.4%
I experience minimal crashes of the software. (I.e. software closes unexpectedly)	6.7%	3.1%	9.2%	39.9%	41.1%
I am satisfied with the service and responsiveness of the HMIS Help Desk	5.5%	1.2%	12.3%	33.7%	47.2%

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Inventory Features

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel confident navigating the Inventory Dashboard	0%	0%	7.1%	71.4%	21.4%
I feel confident updating unit statuses from the Inventory Dashboard	0%	7.1%	14.3%	57.1%	21.4%
I feel confident editing unit and building attributes	0%	14.3%	28.6%	35.7%	21.4%
I feel confident updating unit configuration types	7.1%	0%	35.7%	35.7%	21.4%
I feel confident adding units to enrollments, when applicable	0%	7.1%	14.3%	42.9%	35.7%

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Training Attendance

Which topic-specific King County HMIS Trainings did you attend?
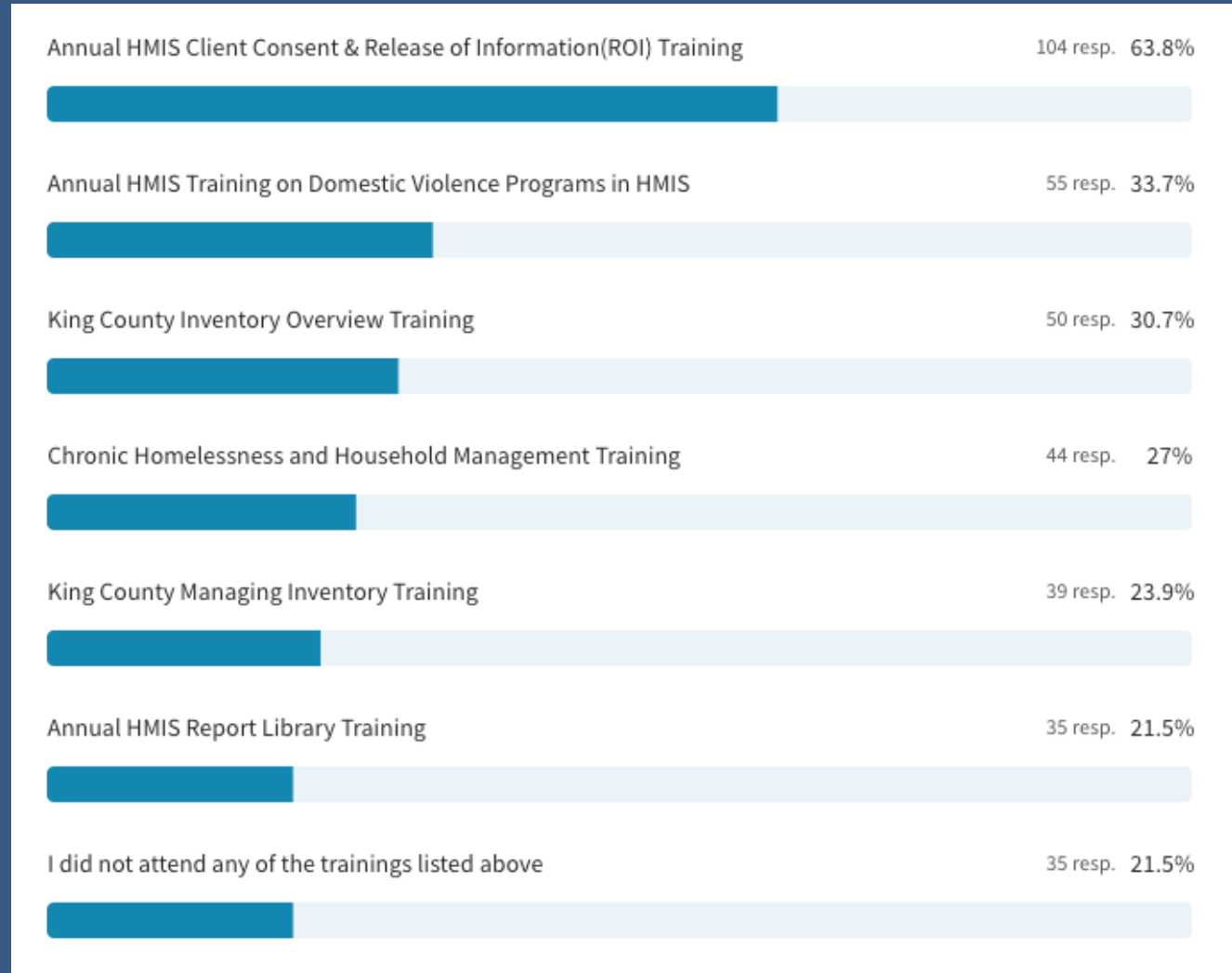
Most useful trainings and resource formats for users

	Not at all useful	Slightly useful	Neutral	Moderately useful	Very useful
Live Webinar – Topic Specific	1.4%	3.4%	26.7%	31.5%	37%
Recordings – Topic Specific Trainings	0%	2.9%	25.9%	33.1%	38.1%
Monthly Newsletter Articles	2.8%	11.2%	35%	25.2%	25.9%
Clarity Help Center Articles	2.1%	5.7%	40%	25.7%	26.4%
Quarterly Leads and CE Trainer Meetings	5.1%	7.2%	34.8%	27.5%	25.4%
Data Quality Dashboard – Office Hours	5.9%	3.7%	44.9%	23.5%	22.1%

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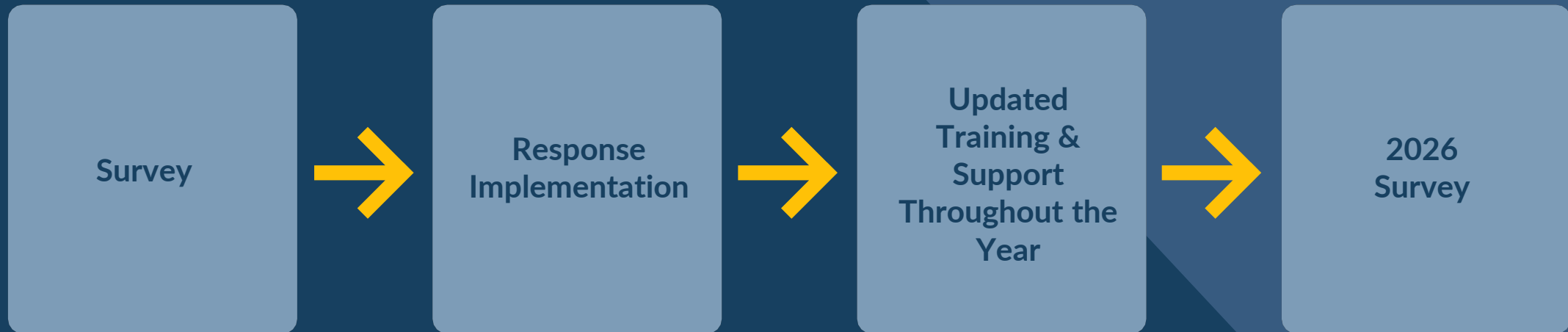# How interested are you in the following HMIS Training Topics for 2026:

	Not at all interested	Not very interested	Neutral	Somewhat interested	Very interested
Client Centered Approach to Data Collection in the HMIS	2.5%	4.3%	27.6%	28.8%	36.8%
Chronic Homelessness and HMIS	3.1%	2.5%	18.4%	28.8%	47.2%
Rapid Rehousing and HMIS	4.3%	6.7%	17.8%	23.3%	47.9%
Youth Serving Agencies and HMIS	16.6%	8%	27%	17.2%	31.3%
Domestic Violence Program and HMIS	4.3%	3.1%	20.9%	26.4%	45.4%
Improving your Data Quality in HMIS	2.5%	4.3%	21.5%	22.7%	49.1%
Running and Reviewing HMIS Reports	5.5%	6.1%	22.7%	27%	38.7%
Release of Information and Client Consent in HMIS	3.7%	6.1%	27.6%	25.2%	37.4%
Coordinated Entry and HMIS	4.9%	3.1%	22.7%	22.7%	46.6%
Outreach Module and HMIS	9.8%	5.5%	33.7%	19.6%	31.3%
Inventory Management in the HMIS	9.8%	6.1%	27.6%	20.9%	35.6%

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

- Referrals in HMIS

- Targeted training for case managers

- Troubleshooting & Support

- Report library training/DA

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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 2026 workplan!

Survey → **Response Implementation** → **Updated Training & Support Throughout the Year** → **2026 Survey**

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Thank you, all!

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