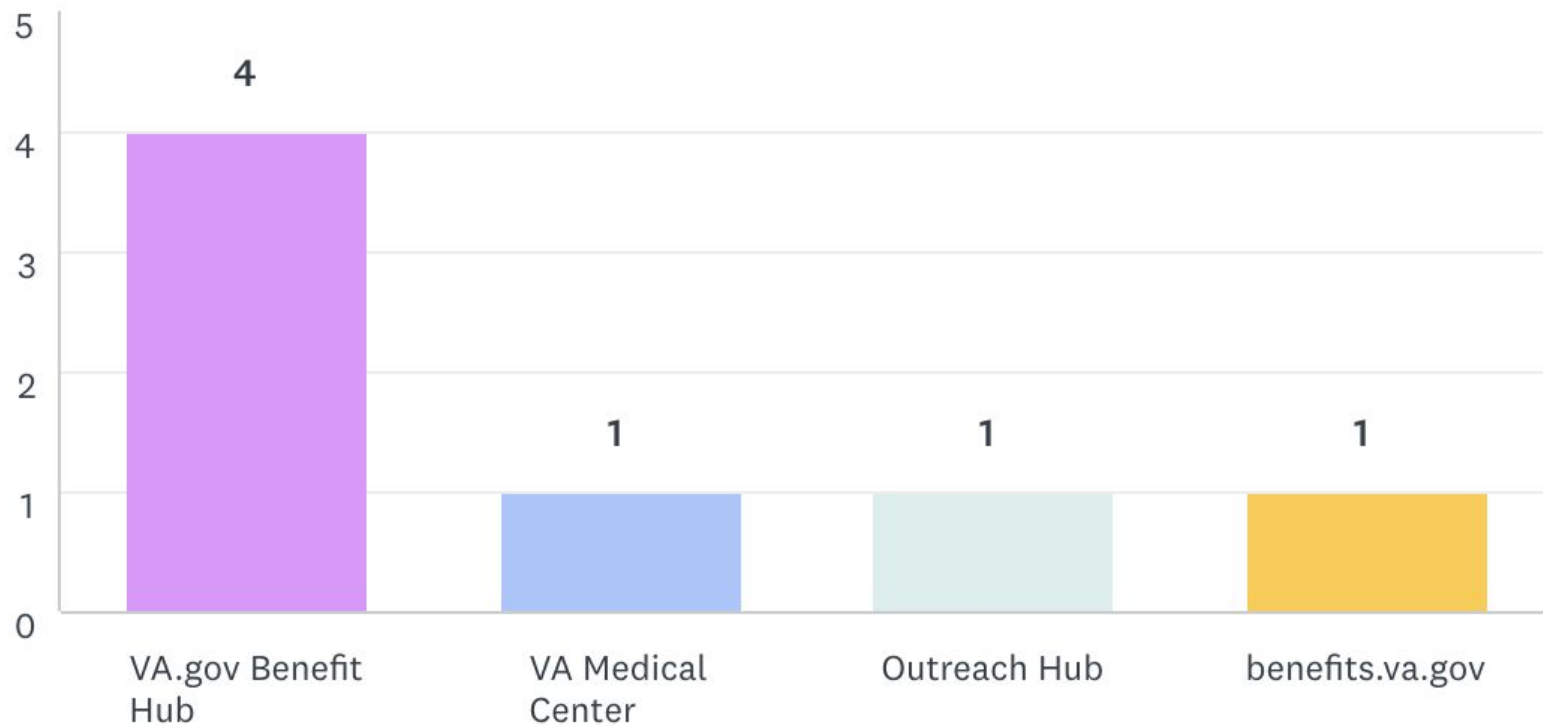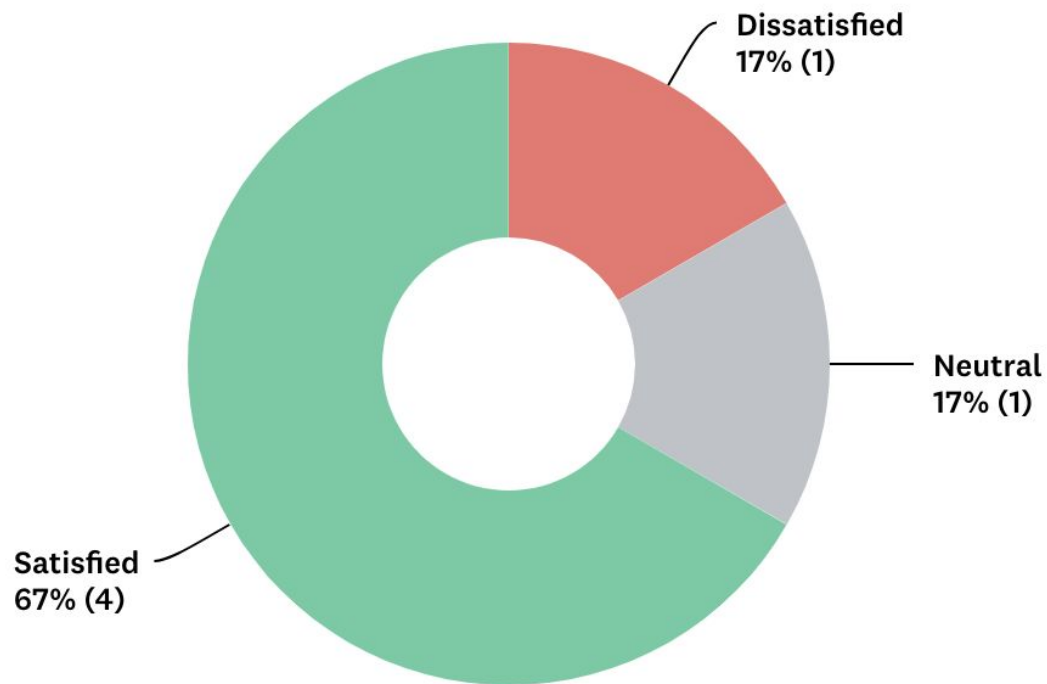# VFS-CMS

Q3 Satisfaction Results

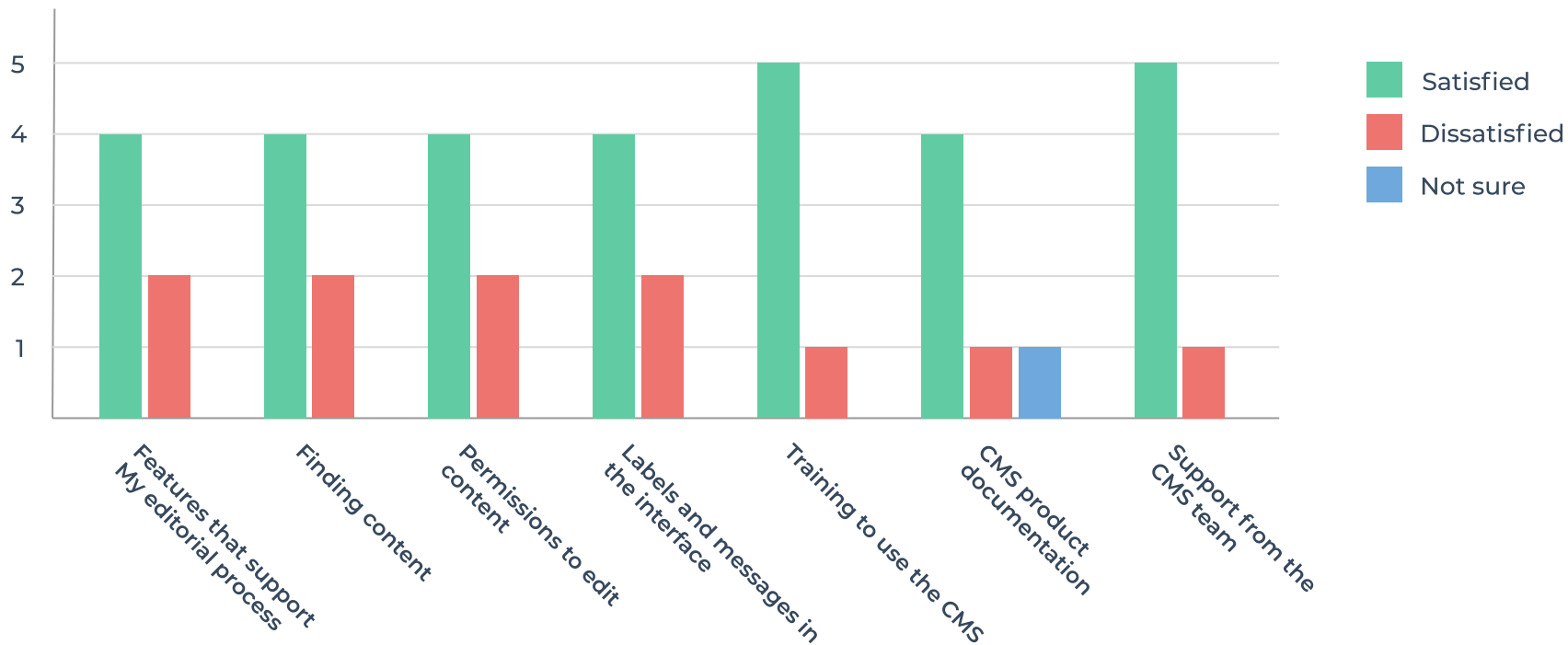# What section of va.gov do you primarily work on?

In general, how would you rate your satisfaction with the cms?

Dissatisfied
17% (1)

Neutral
17% (1)

Satisfied
67% (4)

Please rate your experience with the following aspects of the CMS that apply to your work:

Legend:
- Satisfied
- Dissatisfied
- Not sure

Categories:
- Features that support My editorial process
- Finding content
- Permissions to edit content
- Labels and messages in the interface
- Training to use the CMS
- CMS product documentation
- Support from the CMS team

Open-ended feedback

Feedback by VA.gov section

VA benefits Hub

Editorial workflow

Versioning

Content Search

VA Medical Center

Training

Content Management

UX writing - Drupal-centric labels

benefits.va.gov

Training

Actionable feedback

Editorial workflow **Versioning**

Two participants said that it was too easy to publish content accidentally.

➜ Fixed in Nov 4 ([#2912](#)). Any changes editors make must be saved as "Draft" or "In Review" state first to avoid accidental publishing.

Actionable feedback

Editorial workflow

One participant expressed that it would be helpful to be able to search by node.

➜   Epic: Search MVP ([#1196](#)).

Actionable feedback

Training

One participant mentioned that training is not available, making people guess how to use the system.

➔ The CMS team is now providing official training sessions for VAMC editors.
➔ We launched the CMS Help Center.

One participant requested video training tools for users.

➔ Create training sessions 1 and 2 videos ([#3389](#)).

Actionable feedback

Content Management

One participant brought that the CMS has caused a fundamental shift in how VAMCs interact with Veterans, Staff and Partners and has caused many headaches trying to appease all of these audiences.

➜ Product Owners are aware and proper prioritisation is being worked on.

Actionable feedback

UX writing - Drupal-centric labels

One participant mentioned that few things are labeled logically. There is a specific Drupal nomenclature that only a handful can speak.

➜   Epic: VAMC product dashboard ([#1447](#)).
➜   Epic: Resources and Support product dashboard ([#3024](#)).
➜   Epic: Improving Help Text ([#1508](#)).