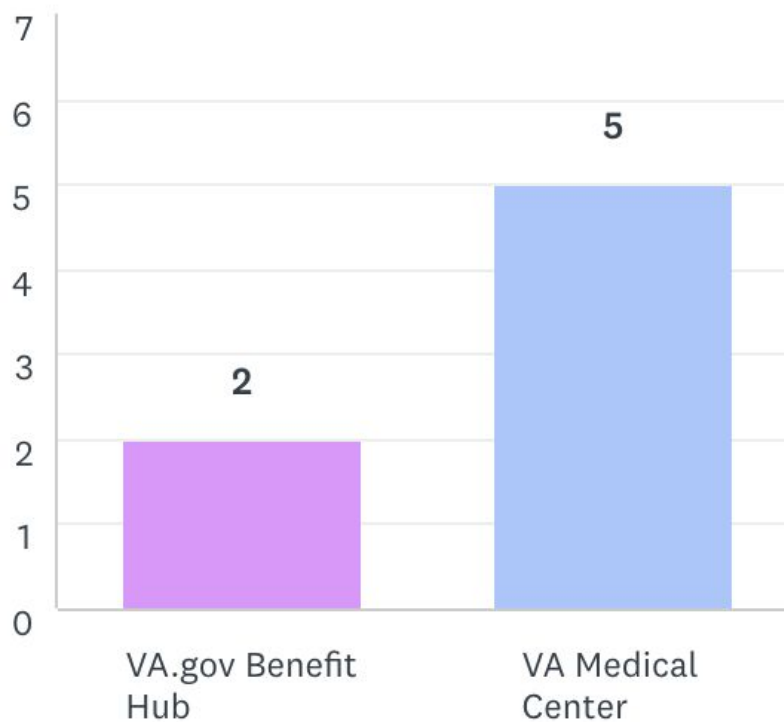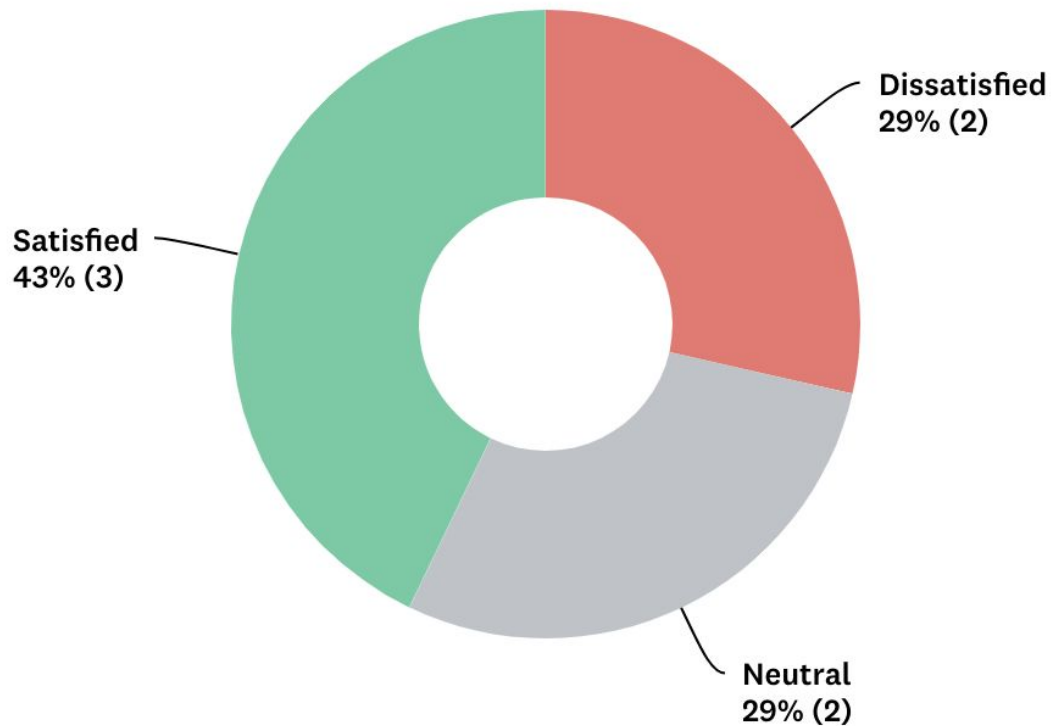# VFS-CMS

Q4 Satisfaction Snapshot
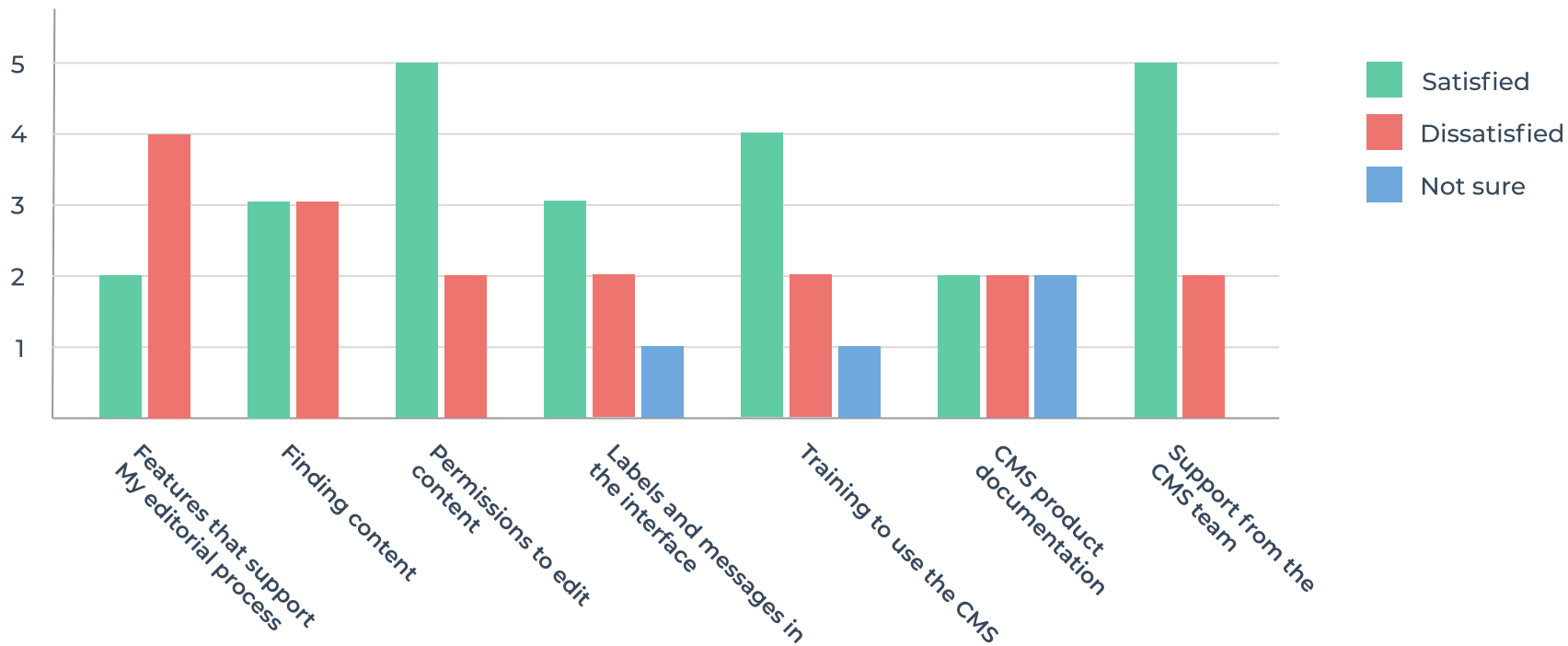
What section of va.gov do you primarily work on?

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

Dissatisfied
29% (2)

Satisfied
43% (3)

Neutral
29% (2)

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

VA Medical Center

Training

Support

Content search

Menu organization

Navigation

Actionable feedback

Editorial workflow **Versioning**

Two participants expressed the desire to prevent content edits from being published before intended and to be able to revert when this situation happens.

➜ The Parallel Revision feature is on the radar although it is not yet prioritized.
➜ CMS Team will review the EWA workflow design in Q2 2021 to incorporate learnings from 2020.

There is a latent need to increase awareness of content being edited by multiple editors when it is set to be published.

➜ CMS Team will do a Spike to understand ways to improve awareness before content is published.

Actionable feedback

Content search	Menu organization	Navigation

Two participants reported difficulties with menus, navigation through pages and performing content searches.

- ➔ GitHub issue #3545 - Improve select experience for VAMC content.
- ➔ Fixing the order of systems in each VISN is on the books.
- ➔ The CMS Team is planning to kick off a navigation redesign effort in the coming weeks.

Actionable feedback

Training   **Support**

One participant praised training and support, whereas another participant expressed that they could be improved.

➔ The training team is designing a round of post-training interviews to gather in-depth feedback from participants.

Thanks!