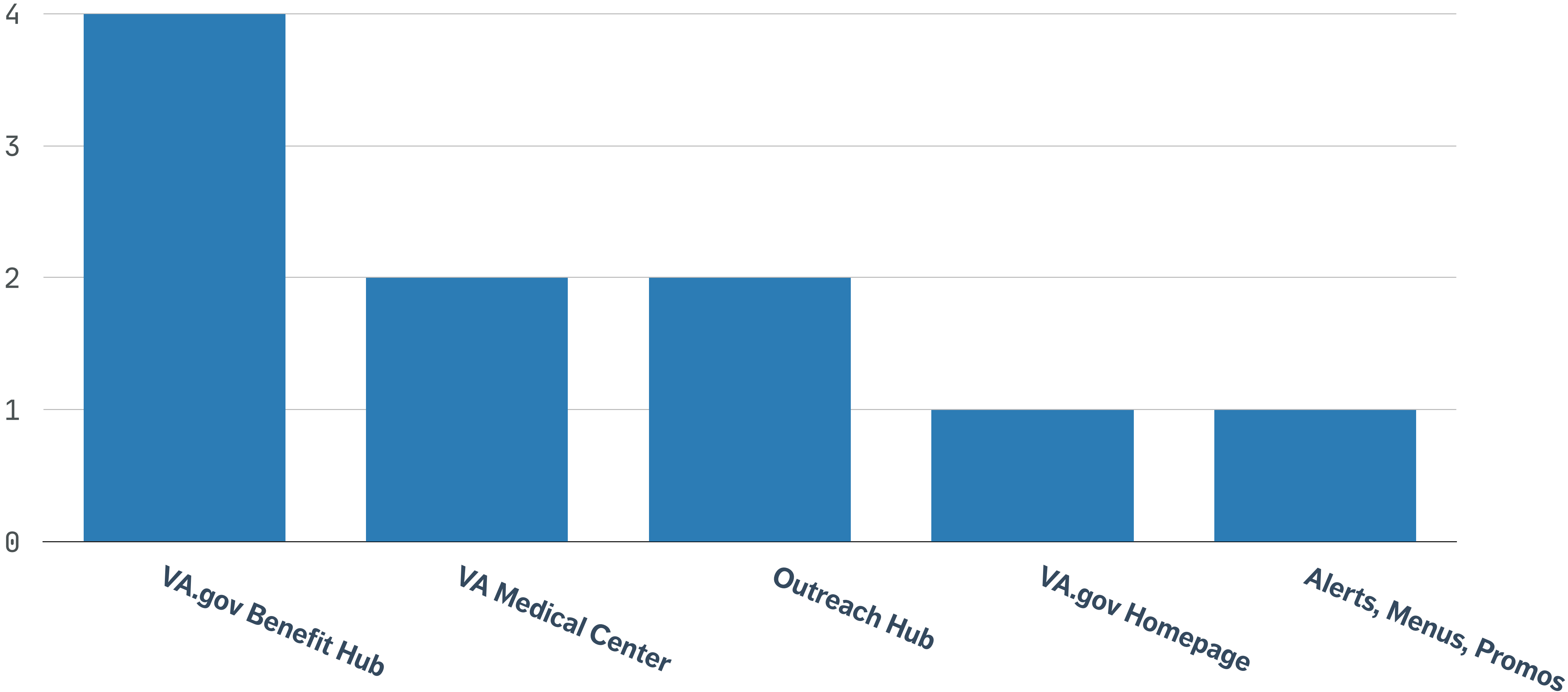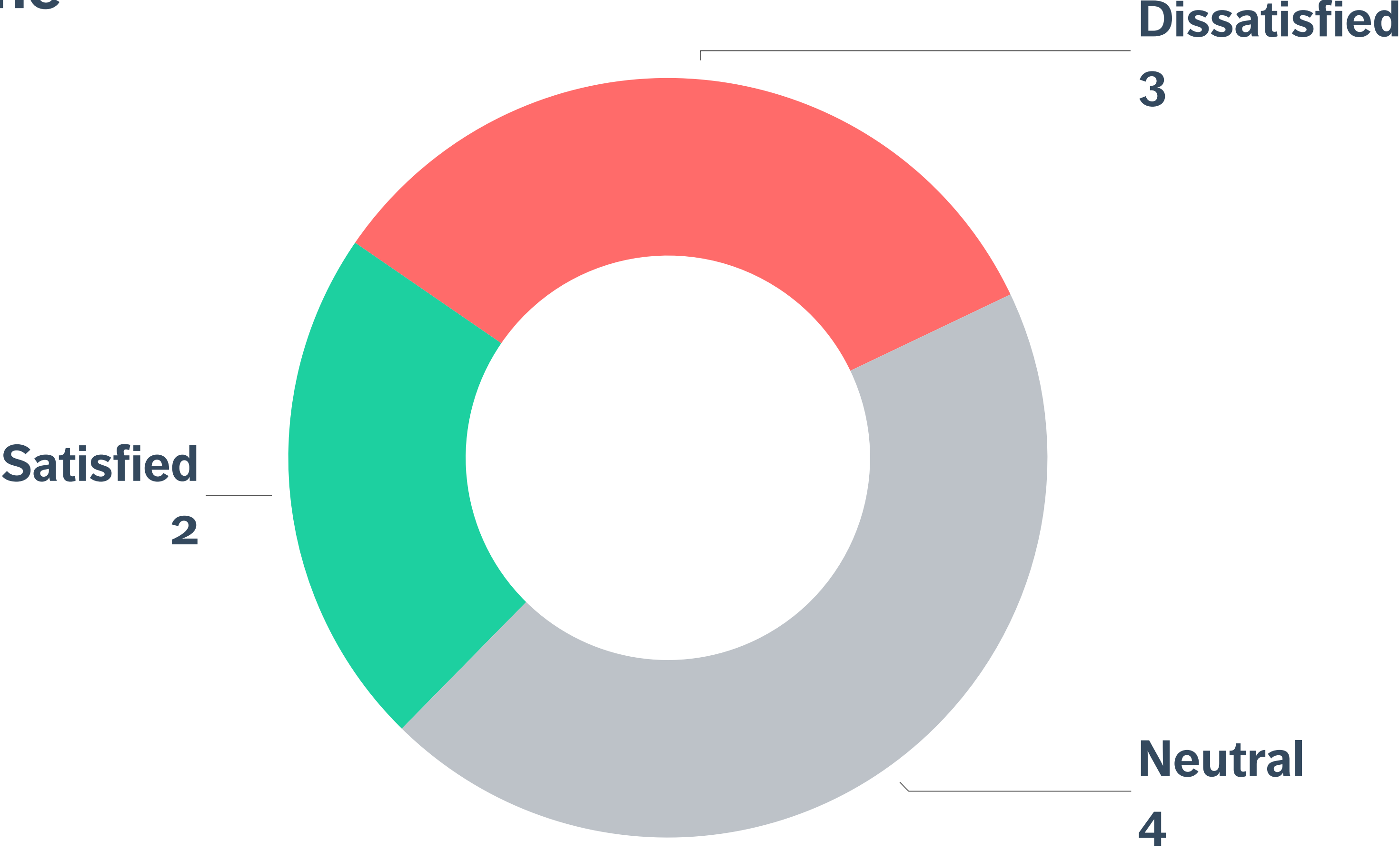# VFS-CMS

User Experience Survey Results: Round 1
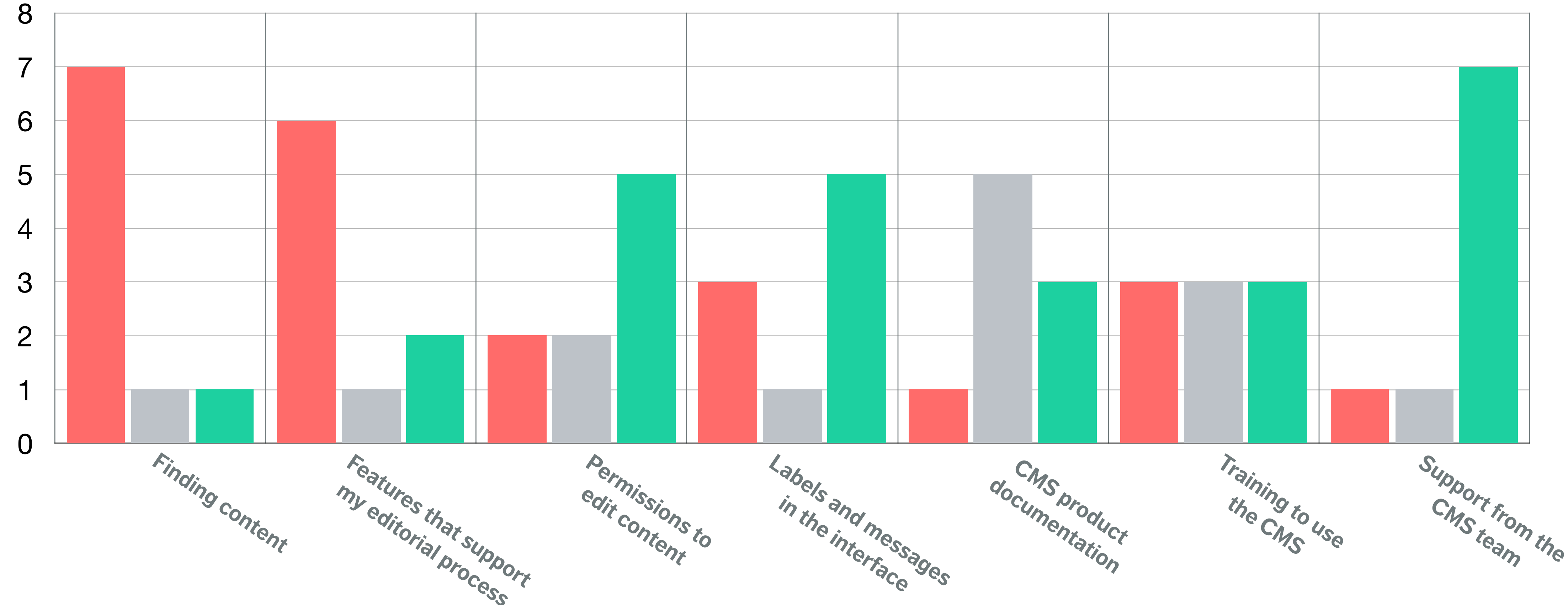
What section of VA.gov do you primarily work on?

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

Dissatisfied 3

Neutral 4

Satisfied 2

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

OPEN-ENDED FEEDBACK

Themes Identified in Open-Ended Feedback

Product Management

Interface Design

Content Deployment

Creation & Editing Capabilities

Versioning

VAMC Taxonomy

Content Search

Themes Identified in Open-Ended Feedback by VA.gov Section

Outreach Hub

Product Management

Content Deployment

Creation & Editing Capabilities

VA Medical Center

Content Search

Interface Design

VAMC Taxonomy

Benefit Hub

Creation & Editing Capabilities

Versioning

Examples from Open-Ended Feedback

Product Management

"The transition to Drupal caused a loss of capability, compared to what was previously available."

"Current CMS is less agile and responsive to customer needs and is not intuitive. It also requires developers to make changes."

Content Deployment

"The current CMS can't deploy simple content without an entire site build process."

Examples from Open-Ended Feedback

Content Search

"It's not possible to just search for the desired content and quickly get what is needed. Search function in the taxonomy isn't helpful."

VAMC Taxonomy

"The taxonomy isn't alphabetical and doesn't help people to quickly find what they want. In Drupal, it doesn't make sense to group parent programs and separate speciality services."

Versioning

"Lacks ability to publish content without having to incorporate every change made to it."

Examples from Open-Ended Feedback

Interface Design

"Menus overlap with the area where people enter content, making it too narrow."

"The box anchored onto the health services page, making it difficult to enter content when page size is reduced."

Creation & Editing Capabilities

"More flexibility is needed to work with visual resources in fields."

"There's no auto add to calendar, email reminders, geomaps. Good start, but not user friendly."

Other Insights from Open-Ended Feedback

Bug

"When I edit my pages the updates do not take. Because of this my pages have been sitting, un-updated for months. No one has figured out why the system says I can update the pages and then the updates do not take. They can't figure it out. No one has time to do my updates. I have done a full update on all my materials three times. Each time it takes hours and each time it reverts to the old version."

General

"Too many [changes/improvements] to list."