



**U.S. Department of the Interior  
Office of the Chief Information Officer**

# **2014 BisonConnect Survey Results**

---

An in-depth analysis of over 5,200 responses to the 2014 BisonConnect Survey

# 2014 BisonConnect Survey Overview

---

- The 2014 BisonConnect Survey provided insight to staff satisfaction levels with DOI's cloud based email and collaboration system in the following areas:
  - Email
  - Contacts
  - Calendar
  - Drive
  - Sites
  - Resources
  - Mobility
  - Recommendations
- With over 5,200 responses, this survey identified how well staff have adapted to the new system, as well as ways DOI can improve system functionality.

# Overall Results

---



U.S. Department of the Interior  
Office of the Chief Information Officer

# Overall Results: Executive Summary

Overall, BisonConnect satisfaction has increased since the 2013 survey. This is true for almost all subsections of employees. Not only has satisfaction improved, but people are finding the various BisonConnect apps easier to use and are using the apps more frequently.

**The term Customer Satisfaction Index, CSI, is used throughout this survey results website. CSI is the weighted average ranking of the entire BisonConnect system on a scale from 1 to 5, with a 5 being the most satisfied. The overall CSI is 3.43.**

The below chart highlights some of the major differences between the most and least satisfied survey respondents.

Characteristic	Most Satisfied Employees	Least Satisfied Employees
Employee type	Scientists and mission / program staff who are not always at their desk, but instead are "in the field" and visit the office at least once a week.	Professional services (HR, IT, Budget, Finance, etc.) who are at their desk most of the day.
Use of Drive	Create and collaborate on files	Don't use drive
Use Conversation View	Yes	No
Finding emails	Keyword search	Drop down menu or scrolling through labels
Accessing email	On a computer, using a web browser (e.g. Chrome, Internet Explorer, Firefox, etc.)	On a computer, using a desktop email program (e.g. Outlook, etc.)
Top requested features	Google Maps, Voice, and Drive Sync	Outlook, Lotus Notes

Overall, there were more people who were generally satisfied than those who were not satisfied. Those employees who have embraced more advanced functionality are much more satisfied, while those who do not utilize the more advanced functions are less satisfied.



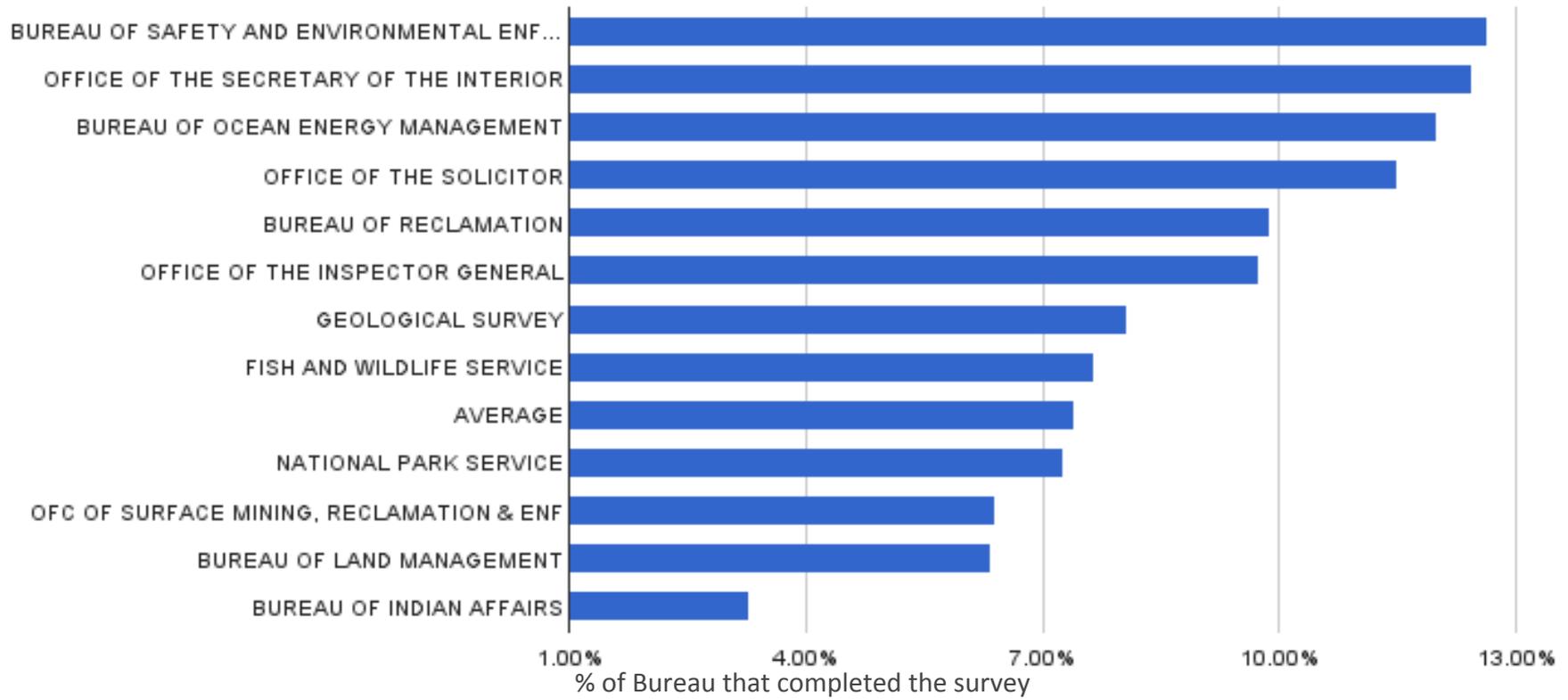
# Overall Results: Survey Participation

Total completed surveys: 5,280 (≈7.4% of DOI)

- **Statistically significant:**
  - Margin of error is ±1.72 percentage points
  - Confidence level is 99%

**Note:** This survey was anonymous.

### Survey Participation by Bureau

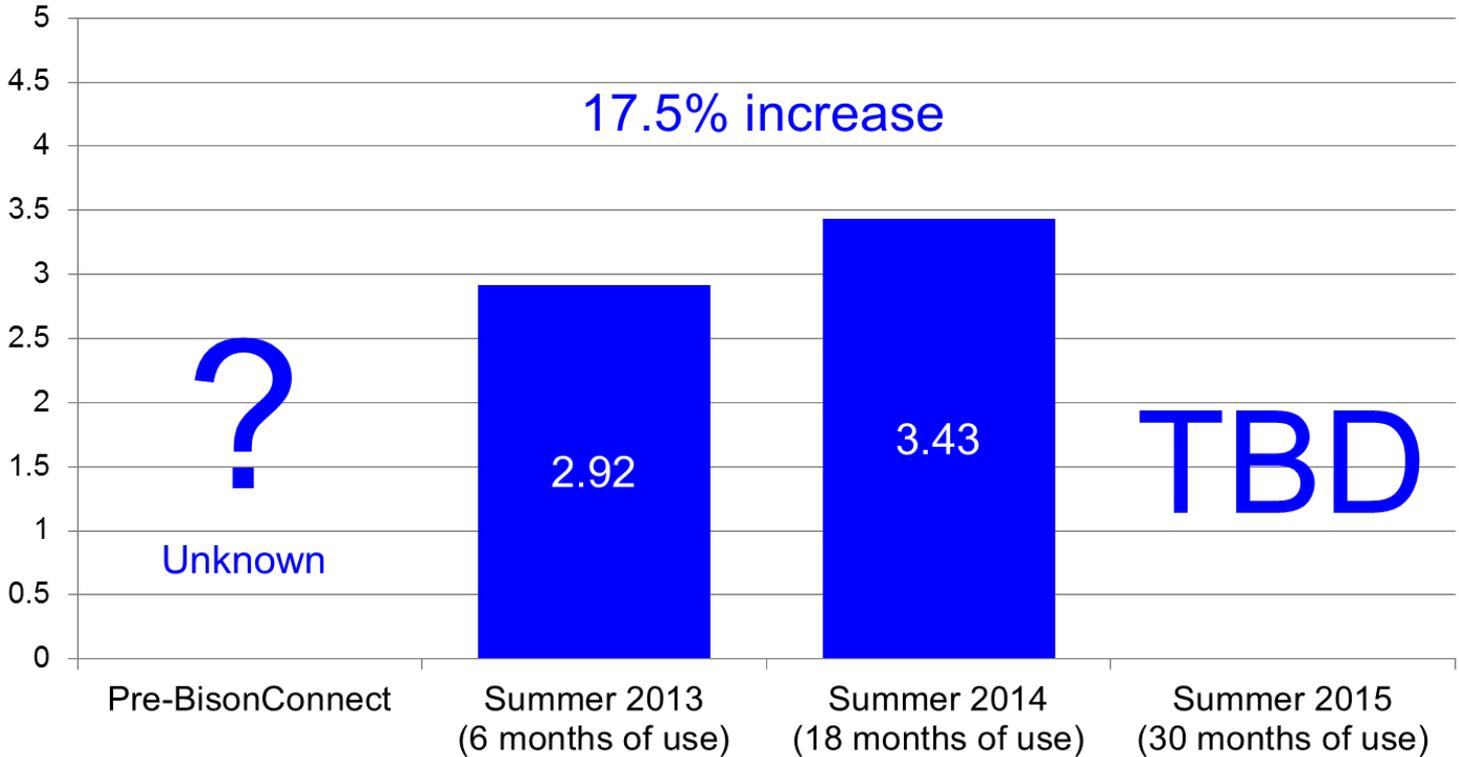


# Overall Results: Customer Satisfaction

## Satisfaction levels are expected to change over time

- Overall BisonConnect satisfaction increased 17.5% from the previous year's survey, from 2.92 to 3.43.
- Last year's 2013 survey will serve as a baseline for DOI's satisfaction with email, since there were no prior customer satisfaction surveys.

**Customer Satisfaction Index by Date**

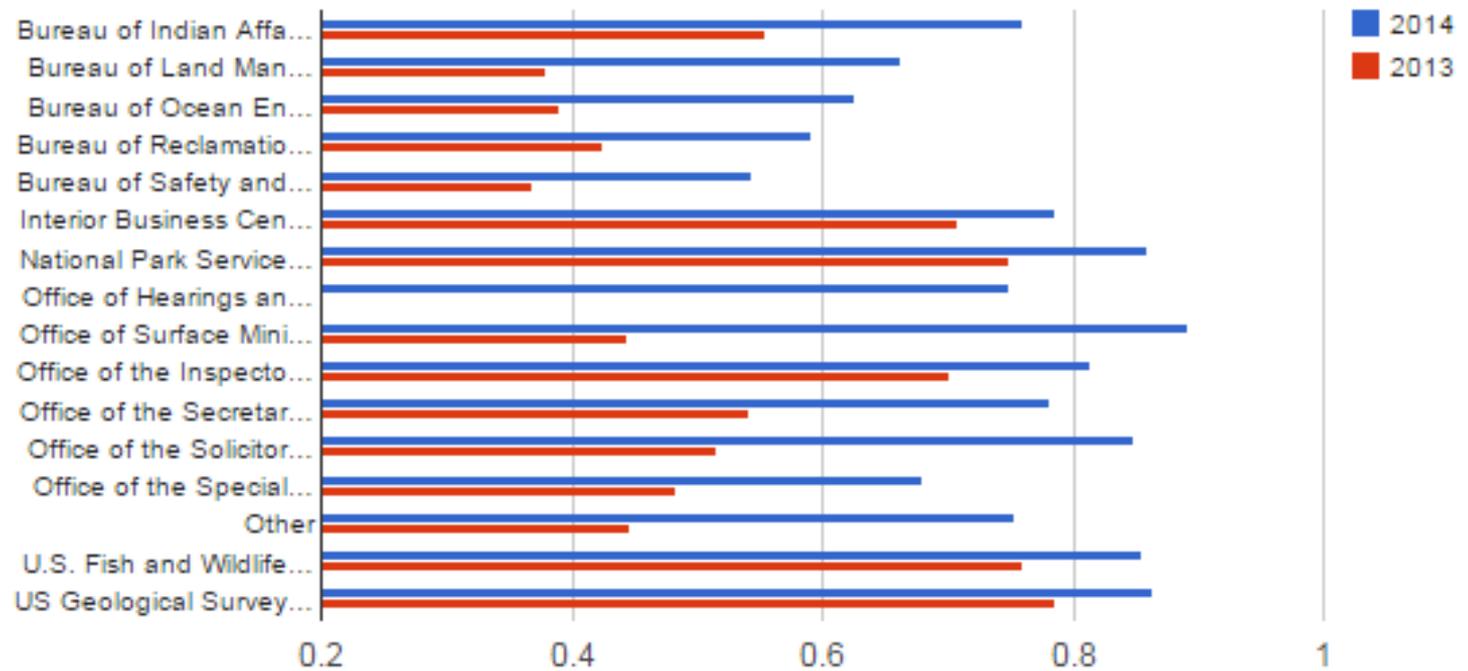


# Overall Results: Customer Satisfaction

## Satisfaction levels vary by bureau

- Every DOI bureau and Office experienced an increase in BisonConnect satisfaction, compared to the previous year.
- USGS has the highest satisfaction level at 3.71, with over 86% of USGS survey respondents rating the system a 3 or higher.
- USGS had the highest CSI in 2013 as well, at 3.39.
- OSM had the highest percent of survey respondents rating the system a 3 or higher at 89%.

**Bureau % Rating BisonConnect a 3 or higher**



% of responses rating BisonConnect a "3" or higher on a scale from 1 to 5, with 5 being the most satisfied



# Overall Results: Other Factors

### Personal Gmail account:

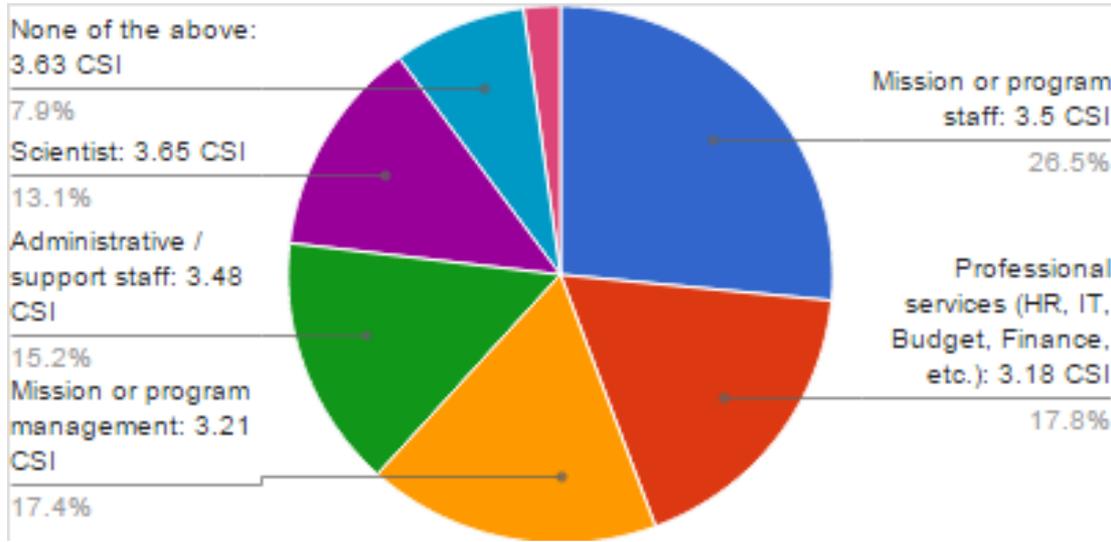
Both those who have a personal Gmail account and those who don't have a higher 2014 CSI than they did in 2013. However, those without personal Gmail accounts experienced a higher increase in CSI than those who didn't - 21% increase for those without and 17% for those with a personal Gmail account.

### Mobility:

- Work location: Those who are away from their desk most of the day, but visit an office at least once a week are most satisfied with BisonConnect.
- Access: Those who access BisonConnect through a web browser or on a mobile device have the highest CSI, while those who access BisonConnect through a desktop software program such as MS Outlook have the lowest CSI.
- Visit the [Mobility section](#) for additional analysis.

### Job function/role:

Those who consider themselves "Mission or program staff" have a CSI higher than the DOI average and comprise the largest group of respondents, at nearly 27% of survey respondents. Those who consider themselves "Professional services (HR, IT, Budget, Finance, etc.)" have the lowest CSI.



# Email

---



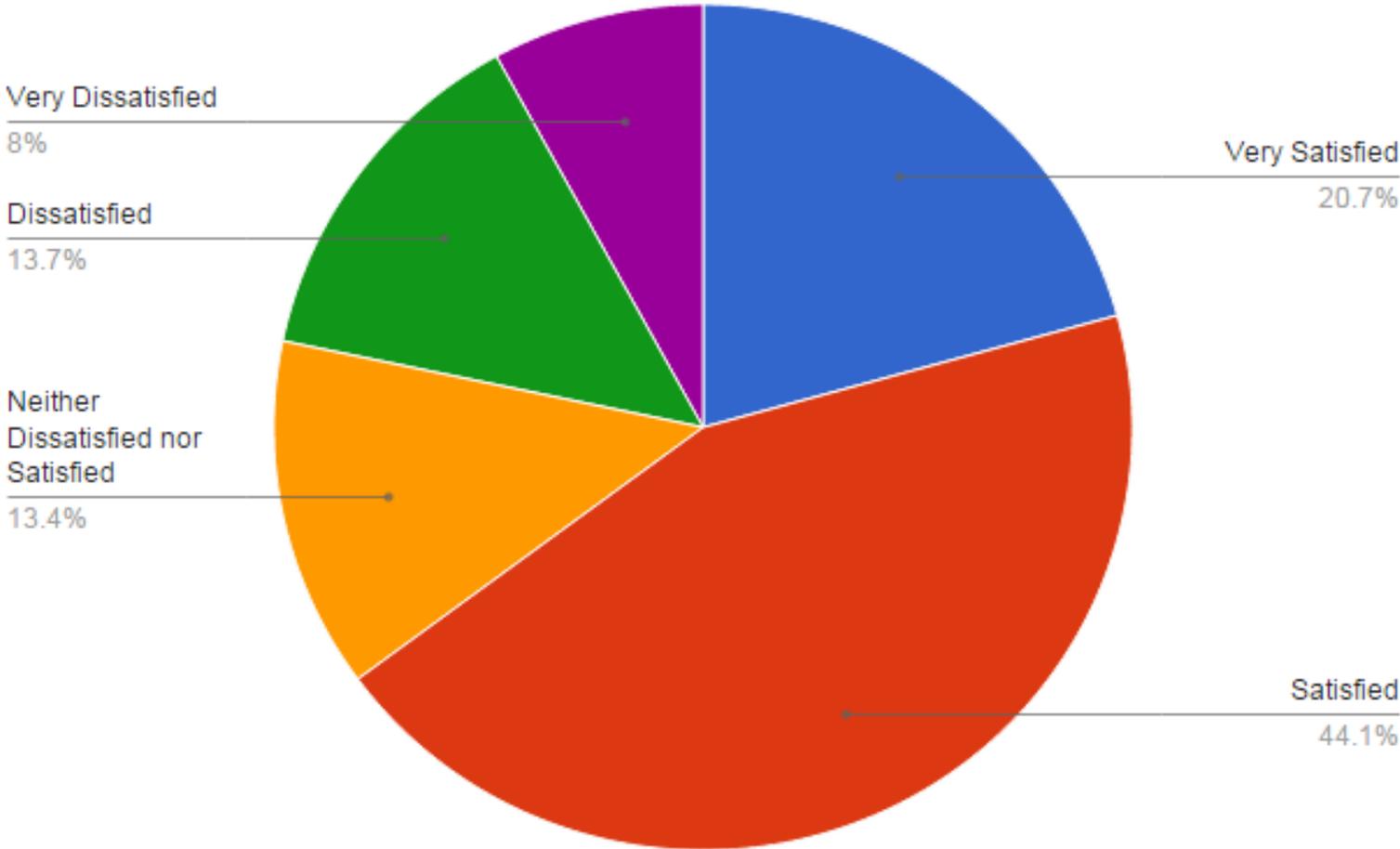
U.S. Department of the Interior  
Office of the Chief Information Officer

# Email: Overall Satisfaction

## 2014 Overall Satisfaction with Email

Nearly 65% of survey participants were either "Very Satisfied" or "Satisfied" with Email.

- **Satisfaction has greatly increased:** In last year's survey, only 48% were either "Very Satisfied" or "Satisfied" with Email.



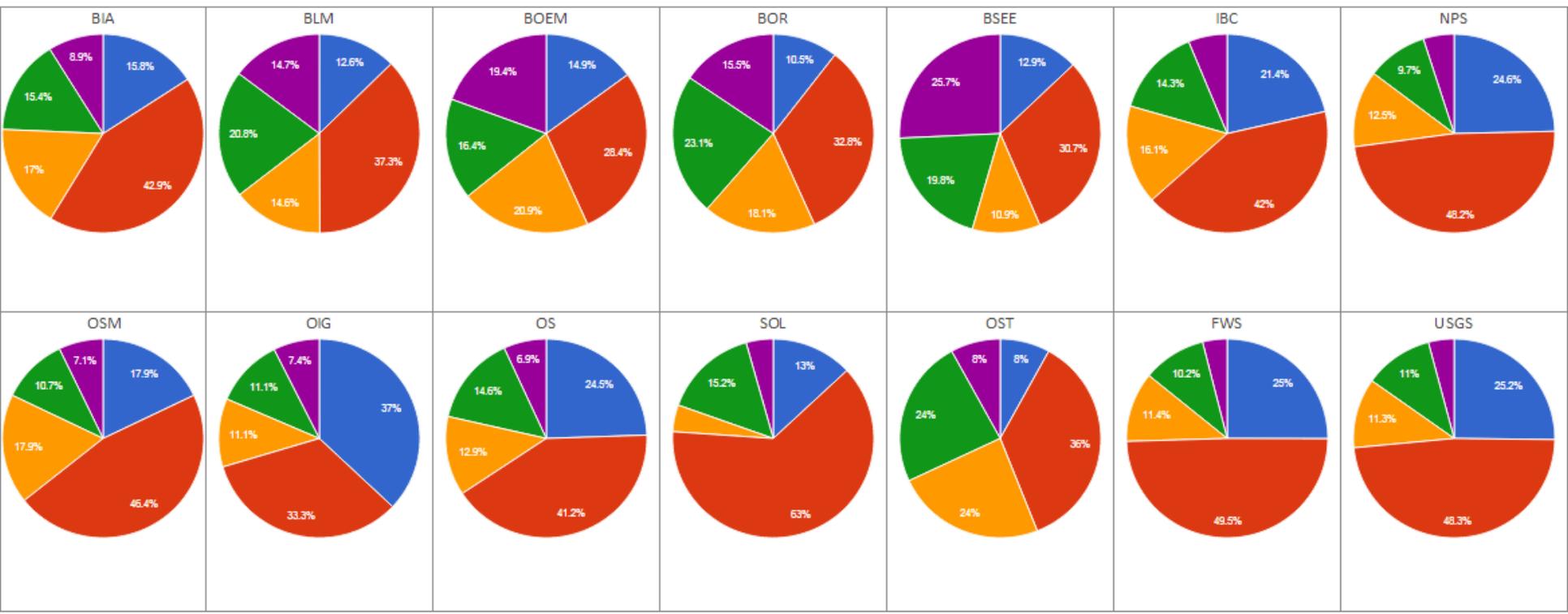
# Email: Satisfaction by Bureau

## 2014 Email Satisfaction by Bureau

- 100% of bureaus and offices had an increase in email satisfaction from 2013.
- Below is an Email Satisfaction chart for each bureau and office.

### Legend:

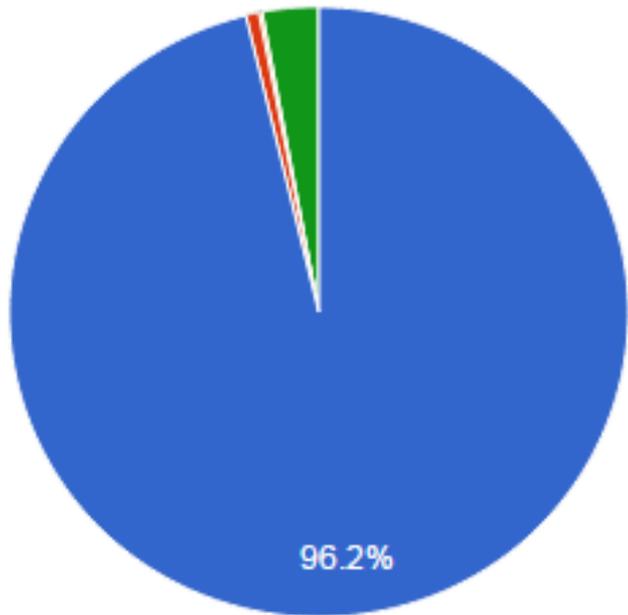
- Very Satisfied
- Satisfied
- Neither Dissatisfied nor Satisfied
- Dissatisfied
- Very Dissatisfied



# Email: Frequency and Ease of Use

## Frequency of use

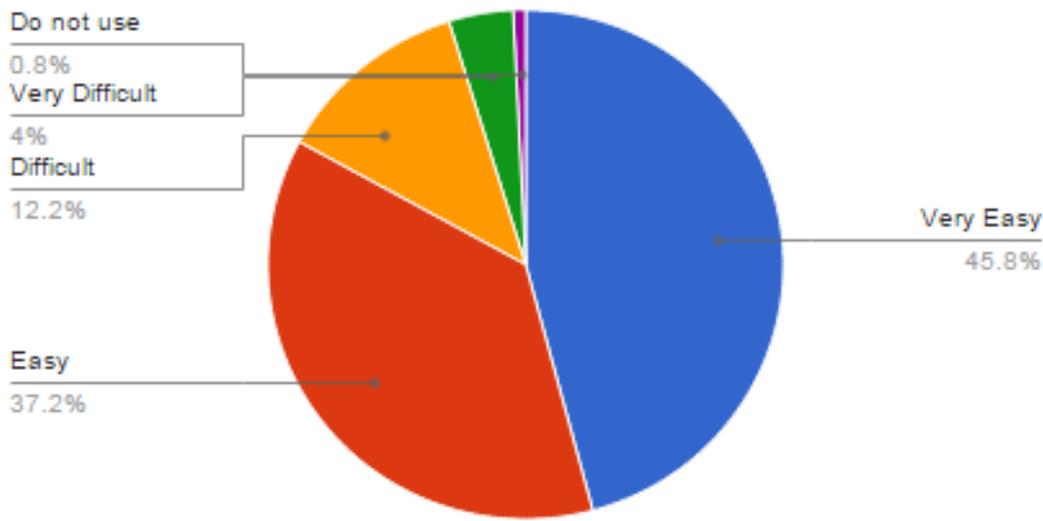
- 96.2% of those responding to the survey use mail Daily.
  - This is essentially unchanged since the 2013 survey.



■ Daily ■ Less than once a month ■ Monthly ■ Weekly

## Ease of use

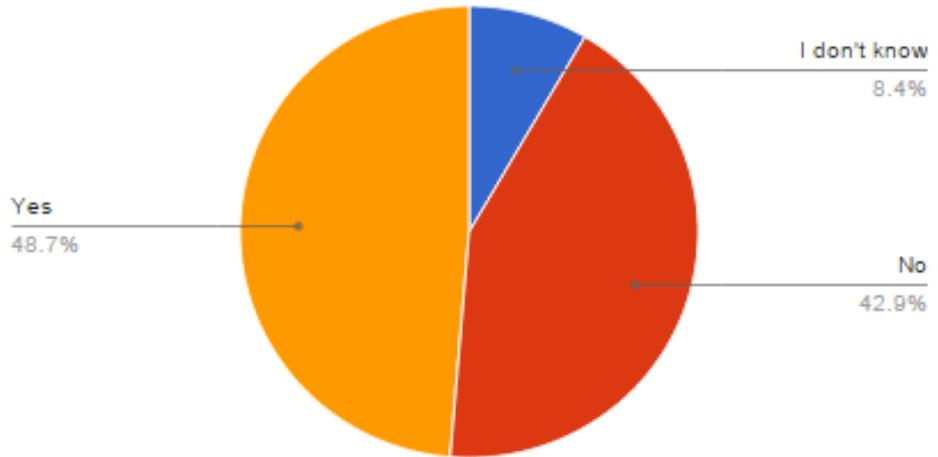
- Most people find Mail easy to use, with 83% 69% responding either "Very Easy" or "Easy" to use
  - Ease of use has greatly increased: In last year's survey, only 69% responded that Email either "Very Easy" or "Easy" to use.
- Only 16% responded they found Mail "Very Difficult" or "Difficult" to use, compared to 31% in last year's survey.



# Email: Conversation View / Organization

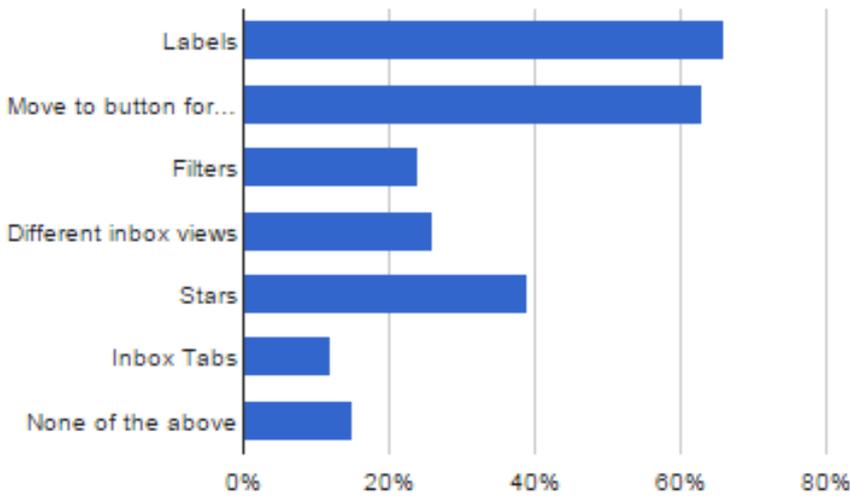
## Conversation view

- 49% of those responding to the survey use "Conversation View"
  - This is was not measured in the 2013 survey.
- Those who use "Conversation View" were more satisfied with BisonConnect than those who do not use "Conversation View" - 3.68 CSI vs 3.16 CSI.
  - Those who do not know if they use conversation view are also more satisfied than those who do not use it - 3.39 CSI vs 3.16 CSI.



## Organizing your email

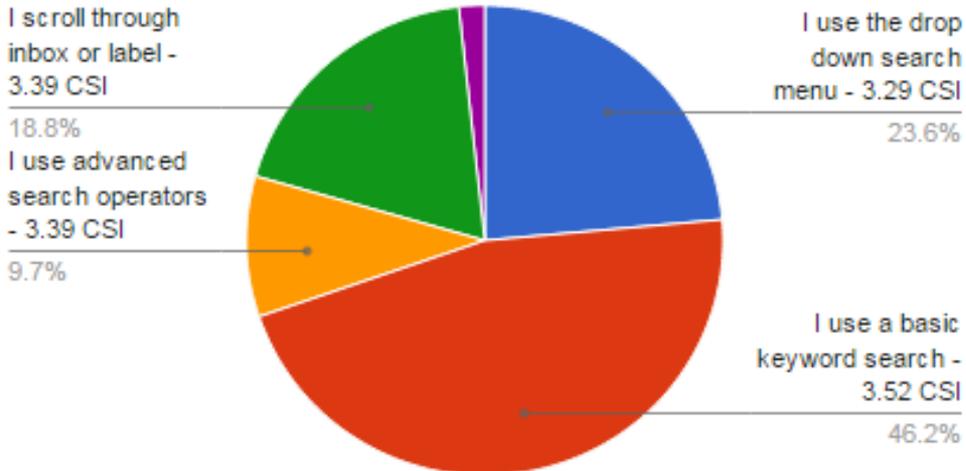
- 85% of those responding to the survey use at least one tool to organize their emails, with Labels being the most commonly used tool.
  - This is was not measured in the 2013 survey.
- Those who did not use any tools were less satisfied with BisonConnect than those who use tools to organize their emails - 3.14 CSI vs 3.48 CSI.



# Email: Finding Email / Personal Use

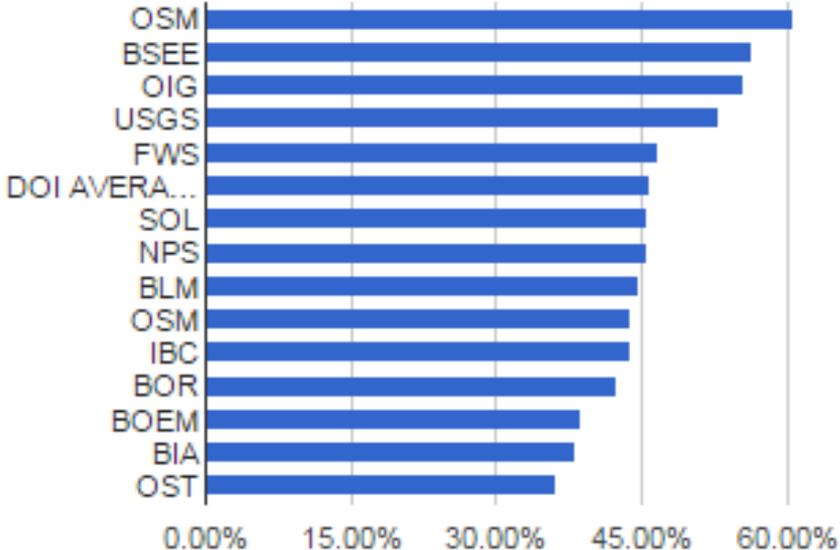
## Finding emails

- At 46%, the most frequently used way of finding emails is a "Basic Keyword Search".
  - A "Basic Keyword Search" also results in the highest CSI of all ways users can find emails (3.52).
  - This is was not measured in the 2013 survey.



## Personal Gmail Use impacts Satisfaction

- 46% of those responding to the survey use Gmail as their primary personal email program.
  - This is essentially unchanged since the 2013 survey.
- Those with personal Gmail accounts are more satisfied with BisonConnect than those who do not use Gmail for their personal email: 3.72 CSI vs 3.19 CSI.



# Contacts

---

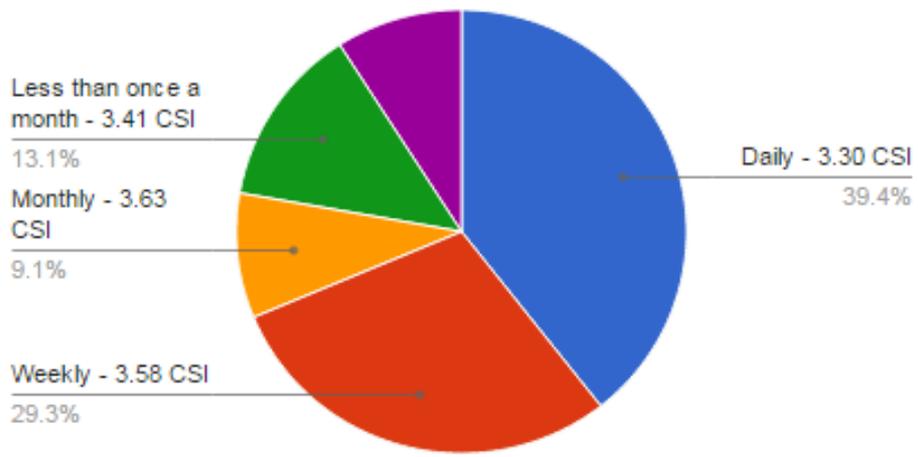


U.S. Department of the Interior  
Office of the Chief Information Officer

# Contacts: Using Contacts & MyAccount

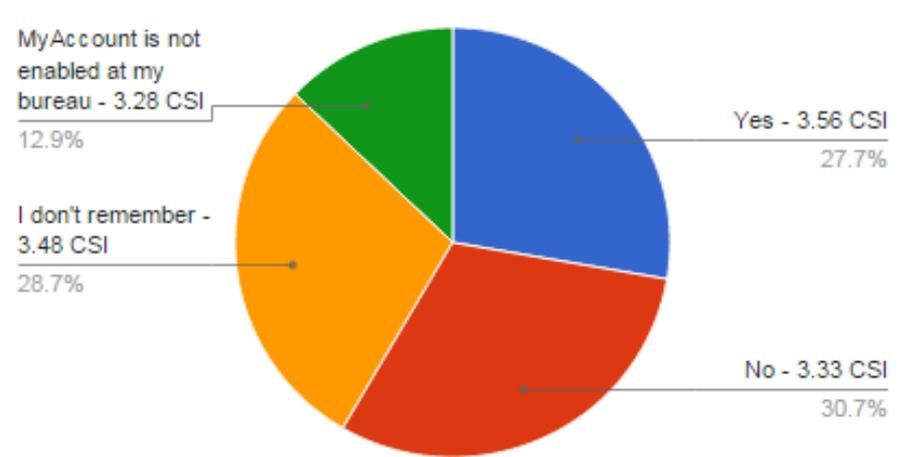
## Using Contacts

- 39% of those responding to the survey use Contacts daily.
  - While this group may use Contacts daily, they are the least satisfied group with a 3.3 CSI.
  - This is was not measured in the 2013 survey.



## Using MyAccount

- 30.7% of those responding to the survey have not used MyAccount to update their directory contact information or email distribution lists to make it easier for others to locate and contact you.
  - Those who have used MyAccount are the most satisfied with BisonConnect, having a 3.56 CSI.
  - This is was not measured in the 2013 survey.



# Calendar

---



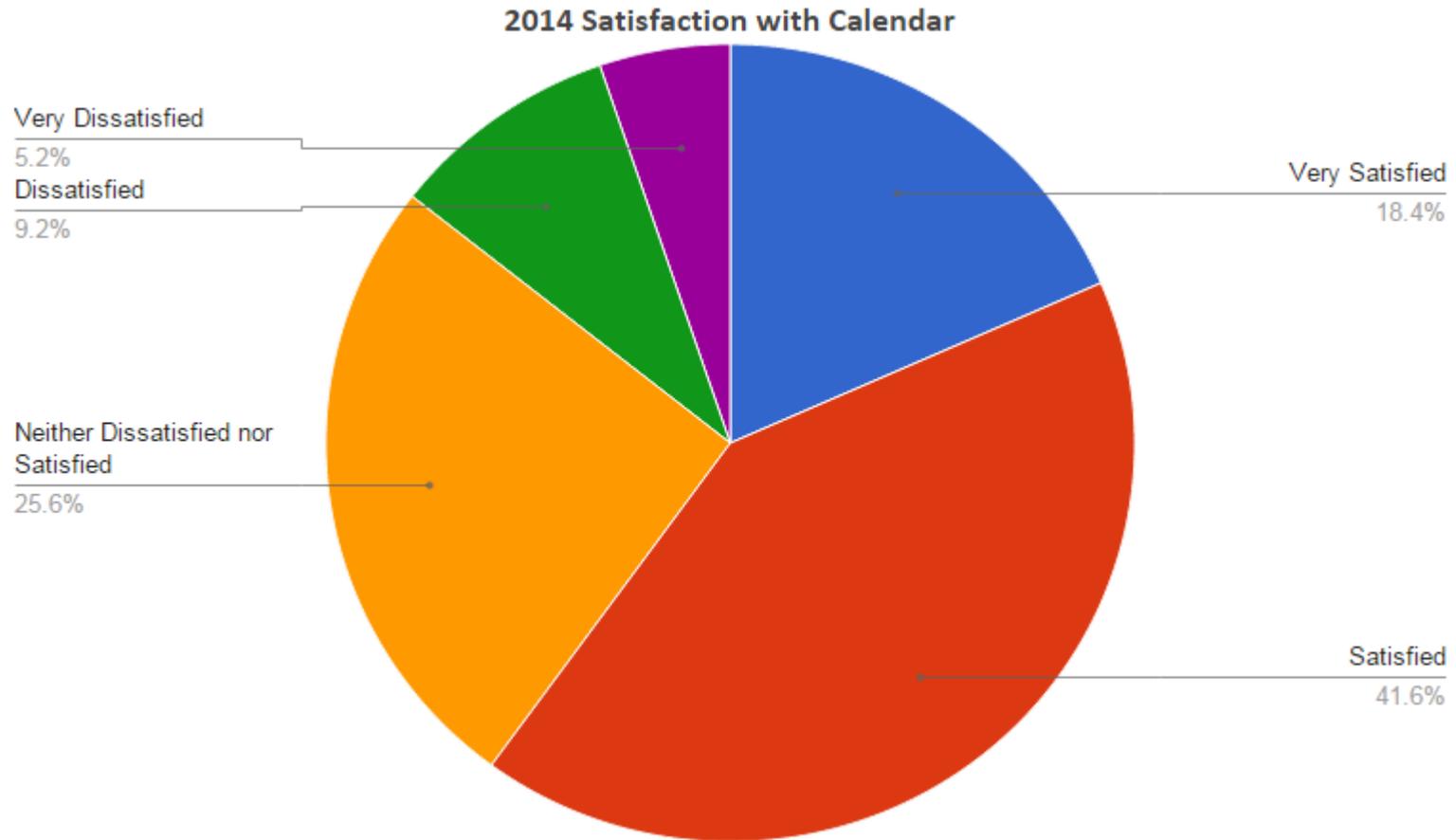
U.S. Department of the Interior  
Office of the Chief Information Officer

# Calendar: Overall Satisfaction

## Overall Calendar Satisfaction

60% of survey participants were either "Very Satisfied" or "Satisfied" with Calendar.

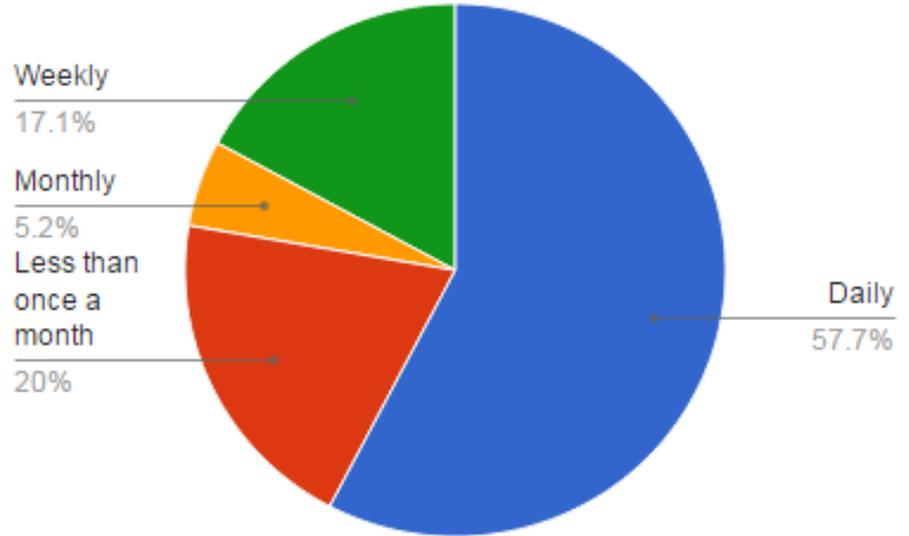
- **Satisfaction has greatly increased:** In last year's survey, only 47.2% were either "Very Satisfied" or "Satisfied" with Calendar.



# Calendar: Frequency and Ease of Use

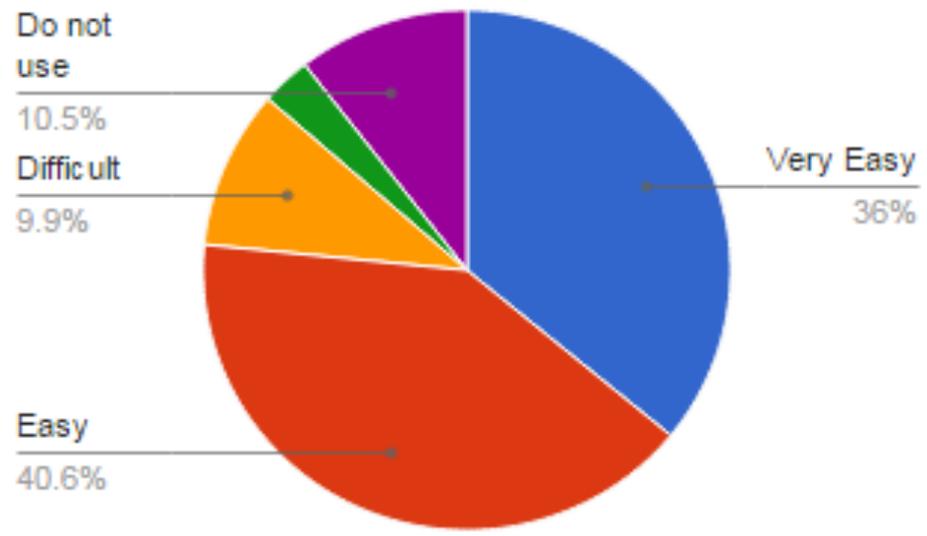
## Frequency of Use

- Nearly 58% of those responding to the survey use Calendar Daily.
  - This is essentially unchanged since the 2013 survey.
- The most frequent users, with over 75% using Calendar Daily, come from SOL, OIG, BOEM, BSEE, OSM, OSM, BOR.



## Ease of Use

- Most people find Calendar easy to use, with over 75% responding either "Very Easy" or "Easy" to use.
  - **Ease of use has greatly increased:** In last year's survey, only 57% responded that Calendar was either "Very Easy" or "Easy" to use.
- Only 13% responded they found Calendar "Very Difficult" or "Difficult" to use.



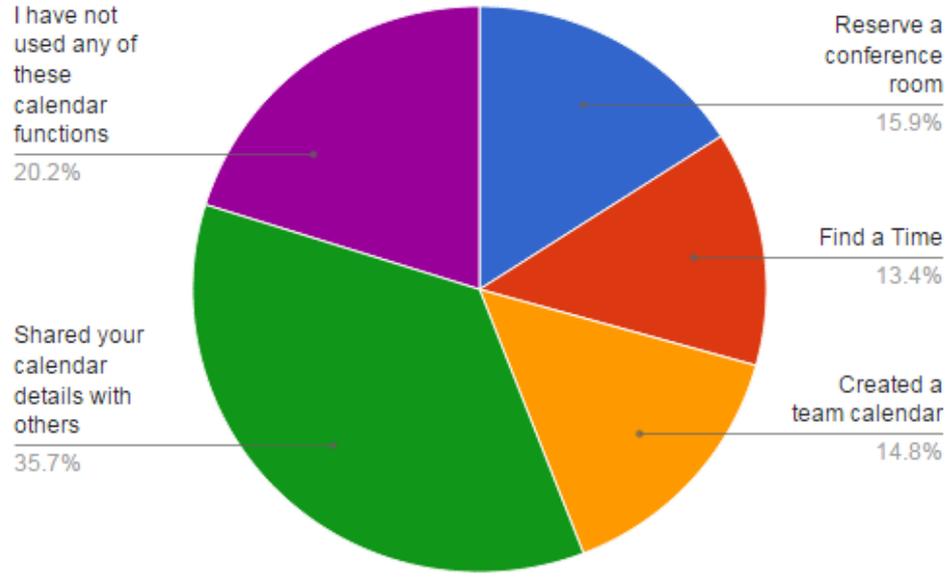
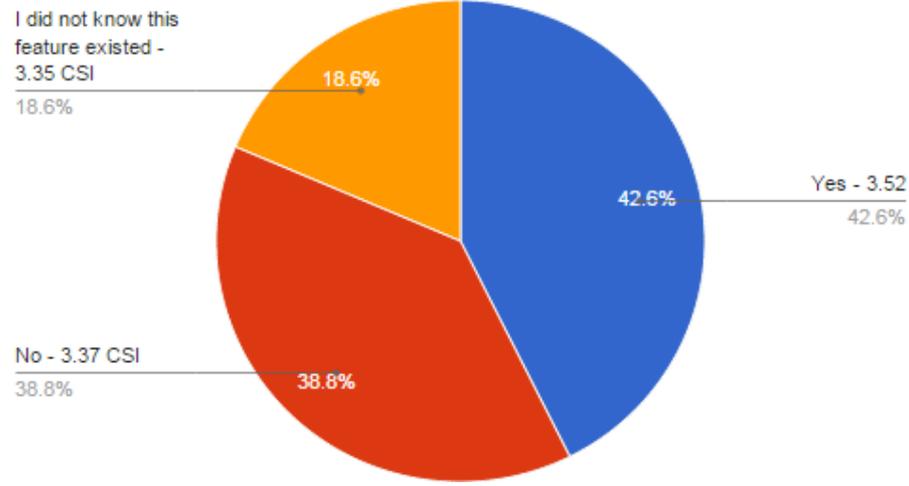
# Calendar: Utilizing Special Features

## Utilizing reminders and notifications

- Nearly 43% of those responding to the survey use reminders and notifications for their Calendar.
  - Those who use reminders and notifications have a higher CSI (3.52) than those who either don't use reminders and notifications (3.37) or didn't know those features existed (3.35).

## Using special features to increase productivity

- 80% of those responding to the survey use at least one calendar function, with most people using more than one function.
- Those who have created team calendars have the highest CSI.



# Drive

---

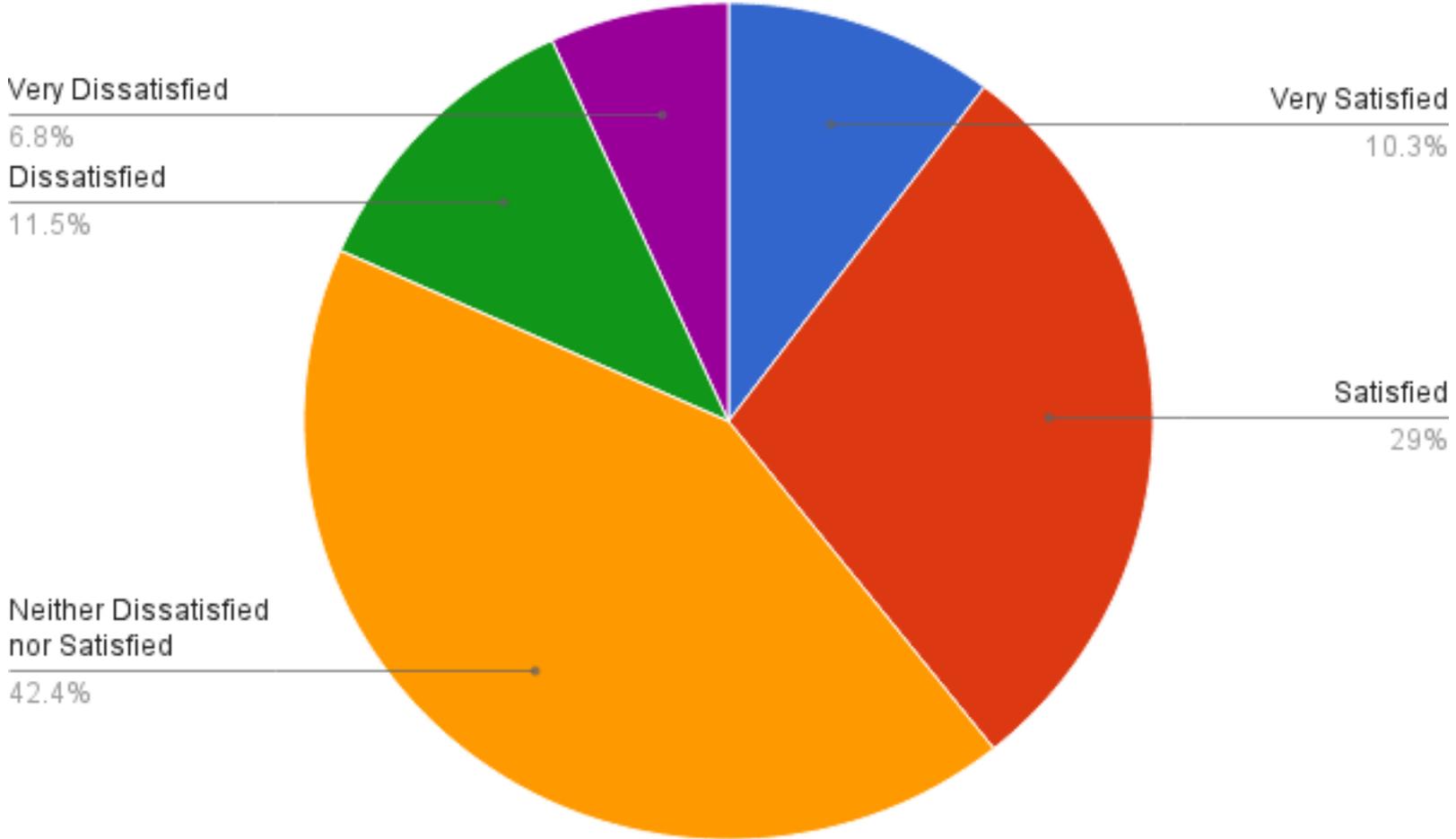


U.S. Department of the Interior  
Office of the Chief Information Officer

# Drive: Overall Satisfaction

Nearly 40% of survey participants were either "Very Satisfied" or "Satisfied" with Drive.

- **Satisfaction has greatly increased:** In last year's survey, only 29% were either "Very Satisfied" or "Satisfied" with Drive.

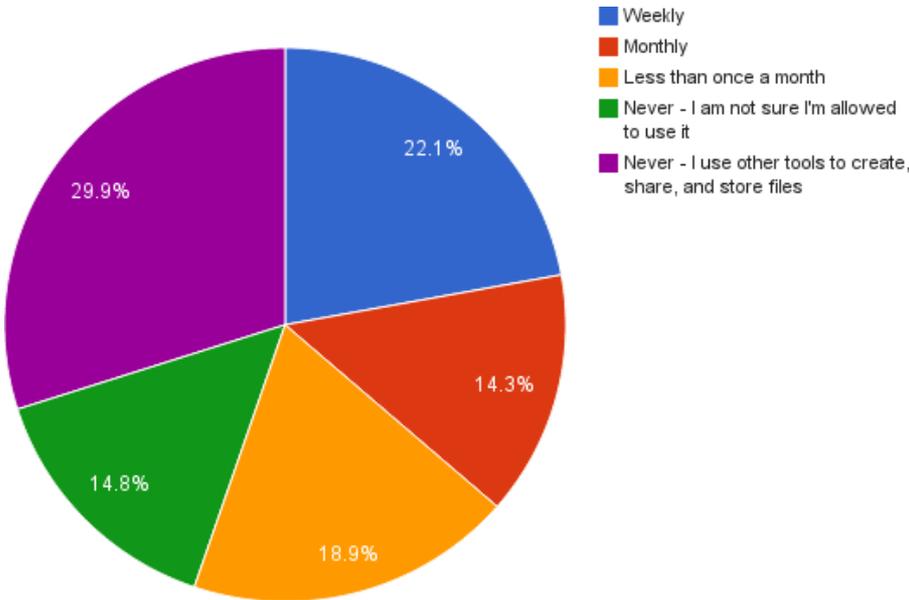


# Drive: Frequency and Ease of Use

## Frequency of Use

46% of those responding to the survey use Drive at least once a month, while nearly 38% state they never use Drive.

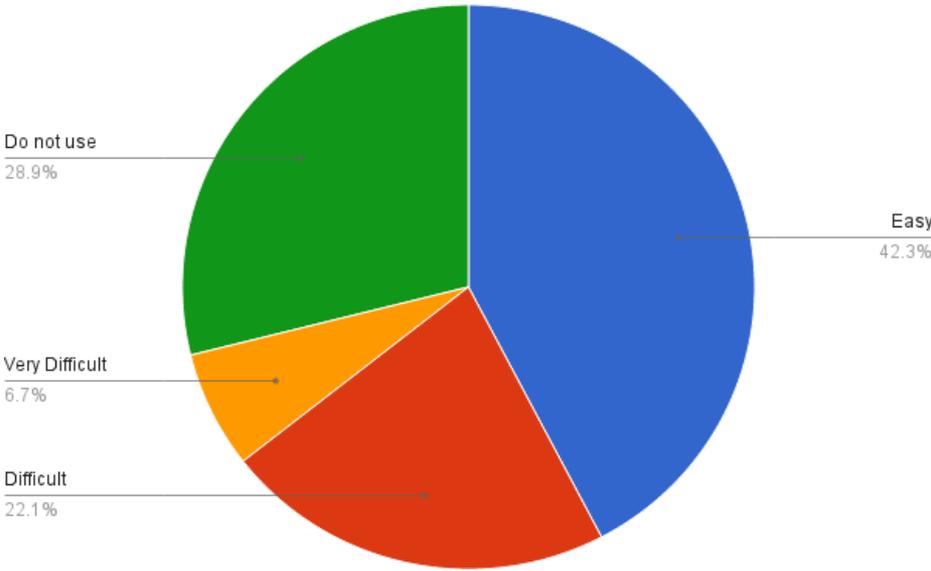
- The number of people has gone down since the 2013 survey, in which 54% reported they used Drive at least once a month.



## Ease of Use

Most people find Drive easy to use, with 54% responding either "Very Easy" or "Easy" to use.

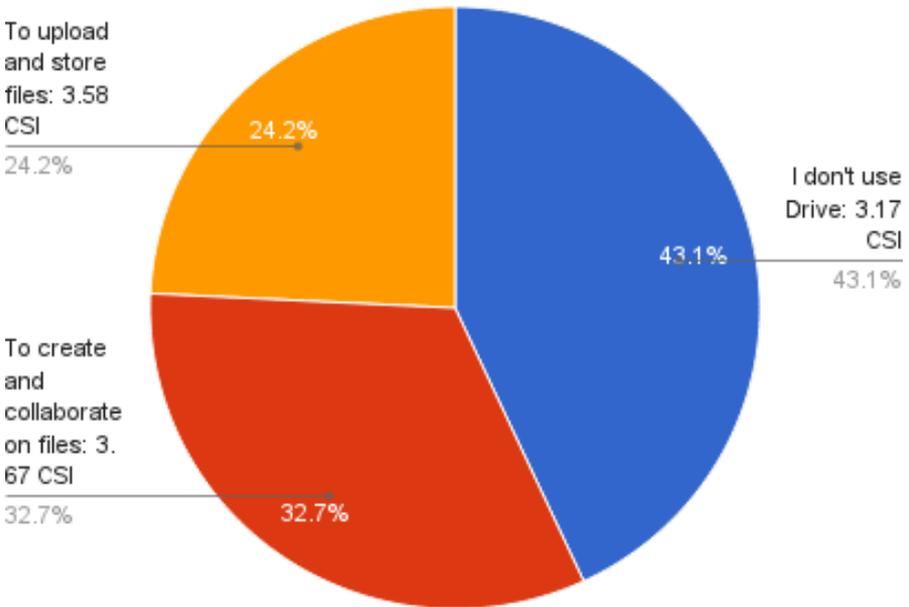
- **Ease of use has greatly increased:** In last year's survey, only 43% responded that Drive either "Very Easy" or "Easy" to use.
- When measuring only those that use Drive, 69% find it "Very Easy" or "Easy" to use (this excludes those who do not use Drive).



# Drive: Using Drive / Storing Files

## Using Drive

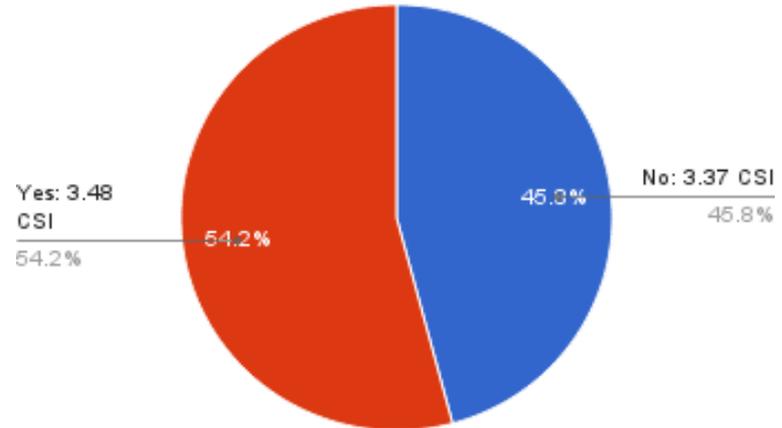
43% of survey respondents do not use Drive; however, they have a lower overall BisonConnect CSI than those who use Drive for either storage or collaboration.



## Storing Files

Only 54% of survey respondents were aware that Drive can be used to store many different types of information, including government data that is traditionally stored on SharePoint or a network drive.

- Good news - Drive can be used to store most DOI data and information.
- Those who are aware that they can use Drive to store information are more satisfied than those who were not aware.



**Note:** Since Drive is backed up through data replication in five data centers across the U.S., data stored on Drive has little risk of accidental loss and is compliant with Federal record management requirements. However, an individual user can permanently delete items stored in Drive by first deleting the file from the folder, and then deleting it a second time from trash (a two step process).

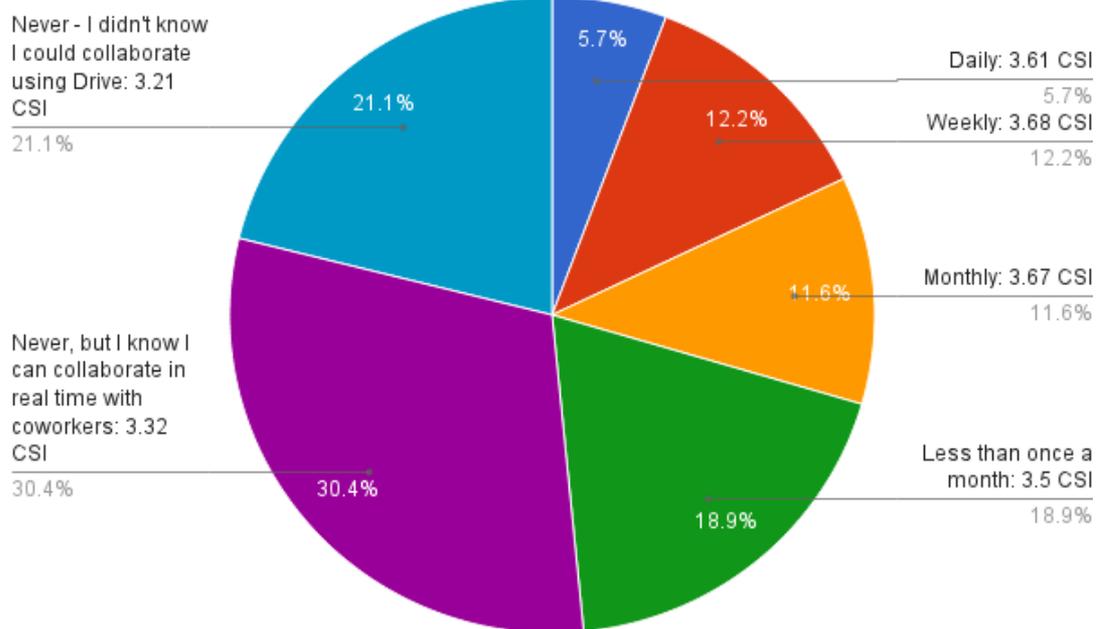


# Drive: Collaboration / Creating Forms

## Collaborating using Drive

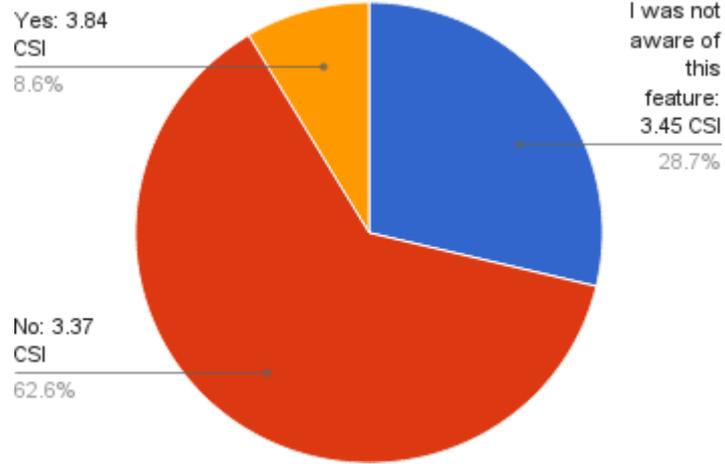
While only 30% of those responding to the survey collaborate on files using Drive at least once a month, these are the most satisfied BisonConnect users.

- If you didn't know you can use Drive to collaborate on files, YOU CAN! And, the more you use Drive, the more satisfied you will be with BisonConnect as a whole. Click [here](#) to learn how to get started with Drive and start collaborating today.



## Creating Forms

- 63% of survey respondents have not used the Forms app.
- As with other Drive features, those who use Forms have a higher overall satisfaction with BisonConnect than those who do not take advantage of Drive tools.
  - Information about creating Forms is available by clicking [here](#).



# Sites

---

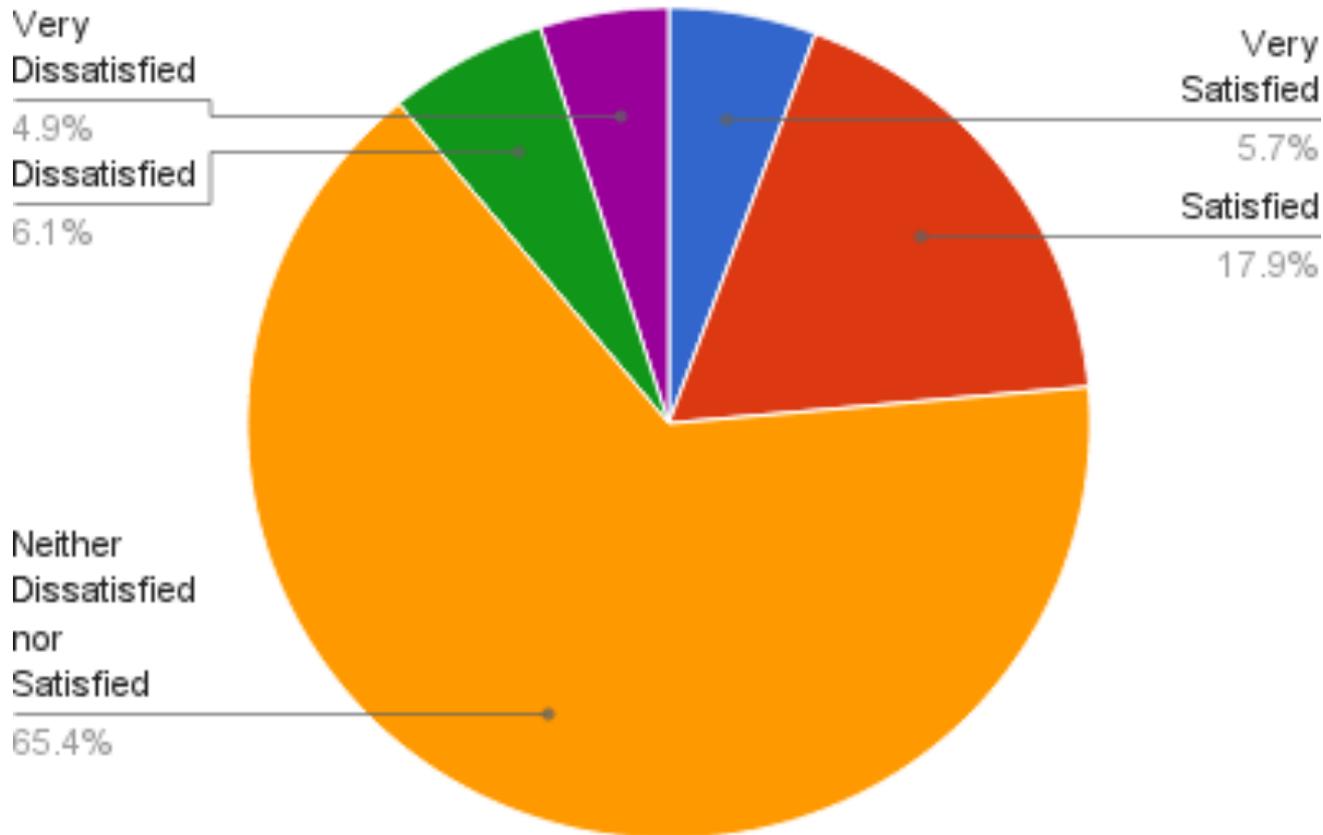


**U.S. Department of the Interior**  
**Office of the Chief Information Officer**

# Sites: Overall Satisfaction

Nearly 65% of survey participants were "Neither Dissatisfied nor Satisfied" with Sites.

- **Satisfaction has changed minimally:** In last year's survey, 64% were "Neither Dissatisfied nor Satisfied" with Sites, however, those who were either "Very Satisfied" or "Satisfied" increased from 17.5% in 2013 to 23.6% in 2014.

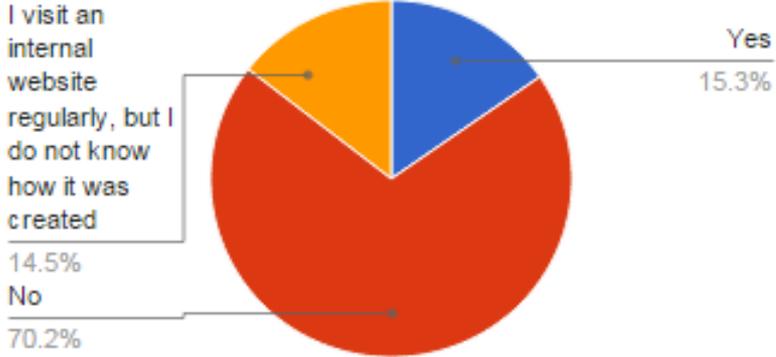


# Sites: Frequency and Ease of Use

## Visited a website using Sites

- 15% of survey respondents indicate they have visited a website created with BisonConnect Sites.
- **DID YOU KNOW?** This website was created using BisonConnect Sites. If you previously hadn't visited a website created with BisonConnect Sites, now you have.

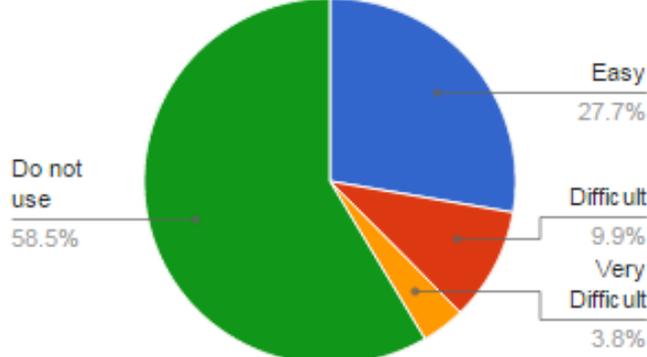
Visited a Site created with BisonConnect



## Ease of Use

- 37% of survey respondents find Sites either "Very Easy" or "Easy" to use. For those who use sites, 75% find Sites either "Very Easy" or "Easy" to use.
  - **Ease of use has increased:** In last year's survey, only 30% responded that Email either "Very Easy" or "Easy" to use.
- Only 12% responded they found Sites "Very Difficult" or "Difficult" to use, compared to 15.9% in last year's survey.
- Usage of Sites has increased slightly, with only 51% indicating they do not use Sites this year, compared to 54% in 2013.

Sites Ease of Use

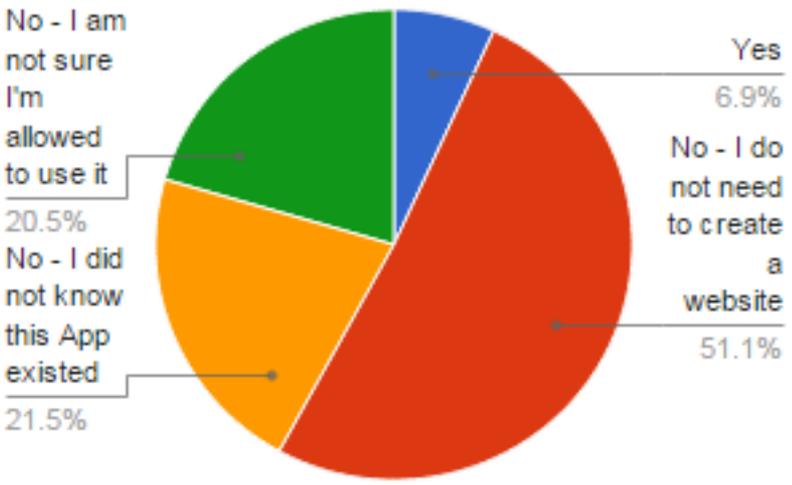


# Sites: Creating a Site

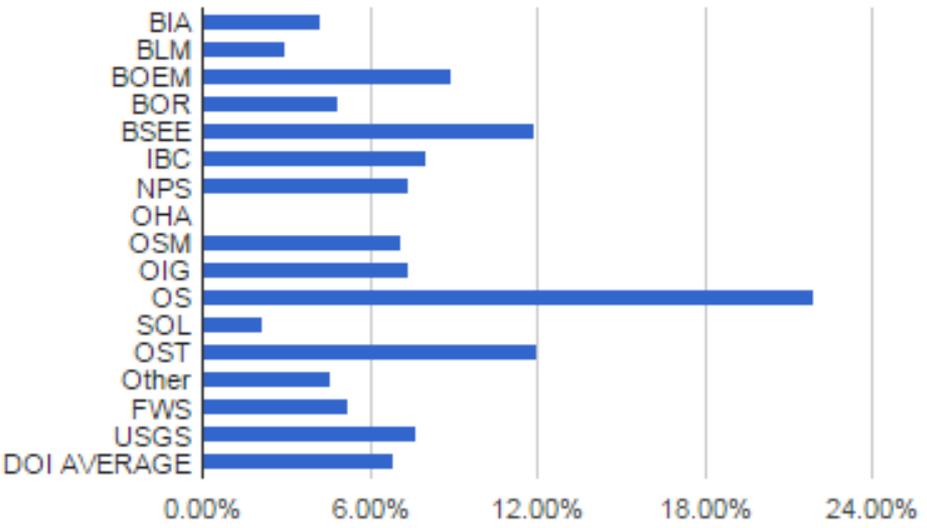
- While only 7% of those responding to the survey have used Sites to create a website, 51% of survey respondents have no need to create a website.
- For those who may need to create a website but haven't used Sites, 21% didn't know the Sites app existed and another 21% weren't aware if they could use it within their bureau.

- Some bureaus have created more sites than others.
  - Most websites created as a % of employees taking the survey: 22% for Office of the Secretary
  - Most total websites created: 130 created within National Park Service

## Created a website using Sites



## % of Bureau Respondents that have Created a Site



# Resources

---



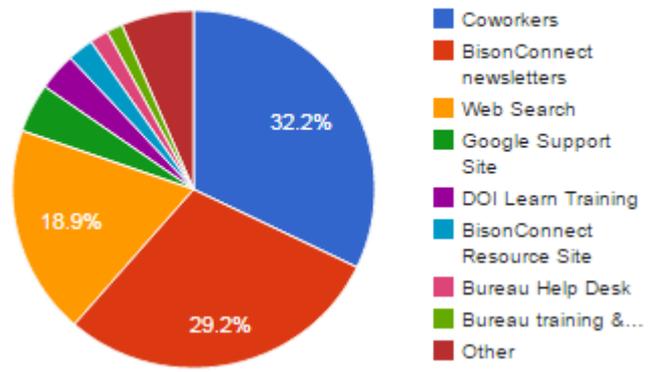
U.S. Department of the Interior  
Office of the Chief Information Officer

# Resources: Resources and Training

## Learning how to use BisonConnect

- Coworkers were the top source for learning BisonConnect functions.
- Survey respondents who selected BisonConnect Newsletters had the highest overall satisfaction with BisonConnect (3.70 CSI).
- "Trial and Error" or being "Self-taught" were the top "Other" ways people learn to use BisonConnect.

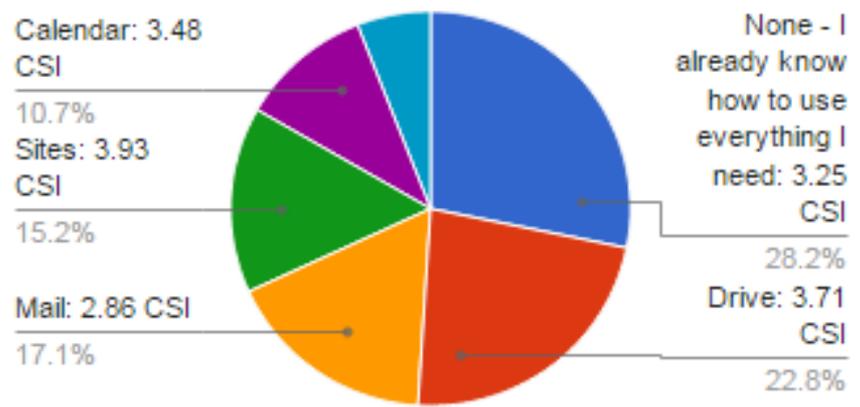
Top resource for learning how to use BisonConnect



## Using Apps more effectively

- 28% of survey respondents indicated they don't need to know how to use any app more effectively.
- Survey respondents who want to learn to use Drive and Sites more effectively have much higher satisfaction, while those who requested additional training on Mail have the lowest overall satisfaction.

Additional training requested by App

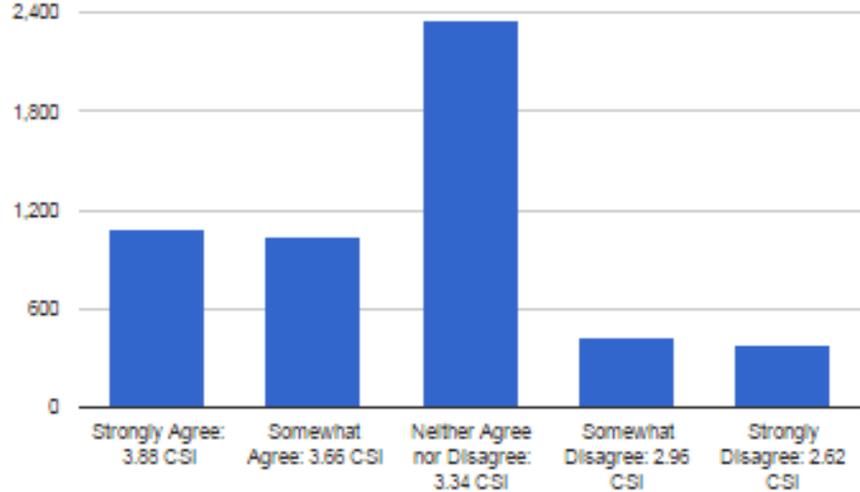


# Resources: IT Support

## Overall Satisfaction with IT Staff

- 45% of those responding to the survey "Neither Agree nor Disagree with the statement "Overall, I am very satisfied with the way my IT support staff helps me solve BisonConnect issues".

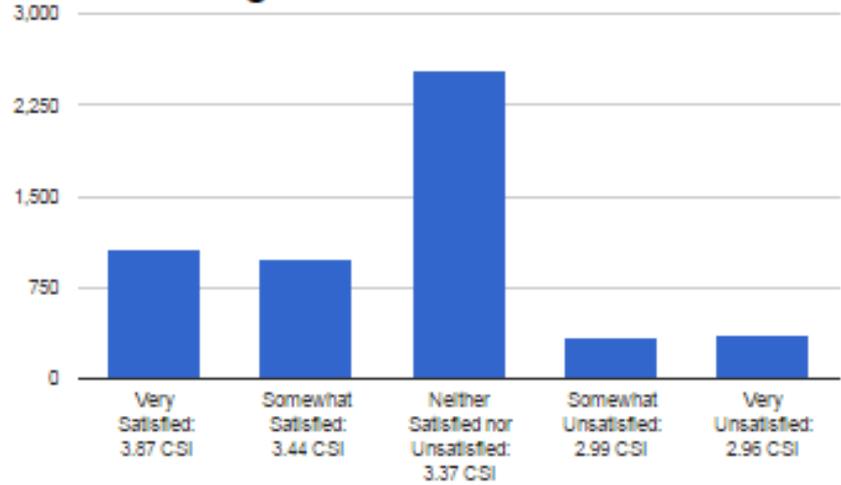
**Satisfaction with the way IT support staff helps solve BisonConnect issues**



## Satisfaction with IT Staff's BisonConnect Product Knowledge

- 48% of those responding to the survey were "Neither Satisfied nor Unsatisfied" with IT Staff's BisonConnect Product Knowledge.

**IT Staff's BisonConnect Product Knowledge**



# Mobility

---



U.S. Department of the Interior  
Office of the Chief Information Officer

# Mobility: Daily Work / Mobile Devices

The survey respondents who are away from their desks most of the day and aren't constantly using email aren't the largest groups, but they are the most satisfied with BisonConnect.

Those who are at a desk, in front of a computer most of the day makeup the majority of BisonConnect users, but are less satisfied with BisonConnect than those who may be considered "in the field."

## Daily Work Environment

- At 65%, the majority of survey respondents are at their desk most of the day and their office is located in a city or they telework from home.
  - This group has the lowest overall satisfaction with BisonConnect at only 3.32.
- Survey respondents who are away from their desks most of the day are the most satisfied with BisonConnect, with a 3.86 CSI for those who visit an office at least once a week and 3.77 CSI for those who visit an office less than once a week.

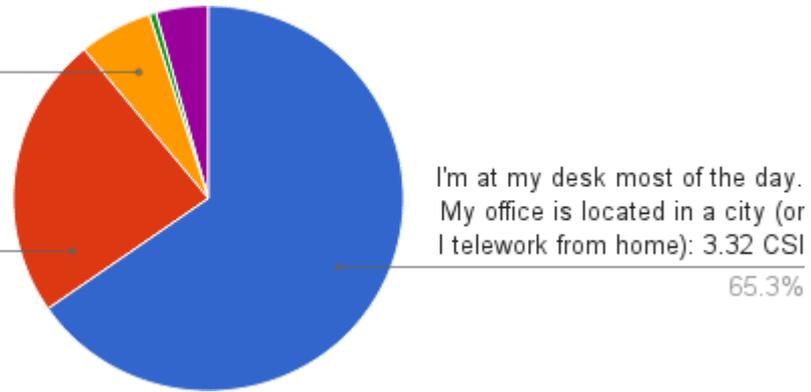
## Time spent connected

- At 79%, the majority of survey respondents are "constantly" on a computer or mobile device for work purposes
  - This group has the lowest overall satisfaction with BisonConnect at only 3.36.
- Survey respondents who are on their computer or mobile device "once a day" are the most satisfied with BisonConnect, with a 3.88 CSI.

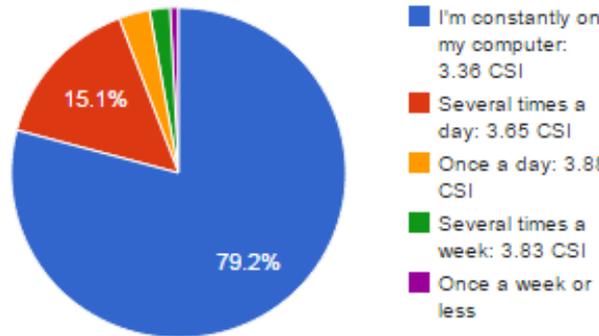
I'm away from my desk most of the day. I visit an office at least once a week: 3.86 CSI

6.1%  
I'm at my desk most of the day. My office is considered in the field (e.g. National Park, refuge, etc.): 3.58 CSI

23.7%



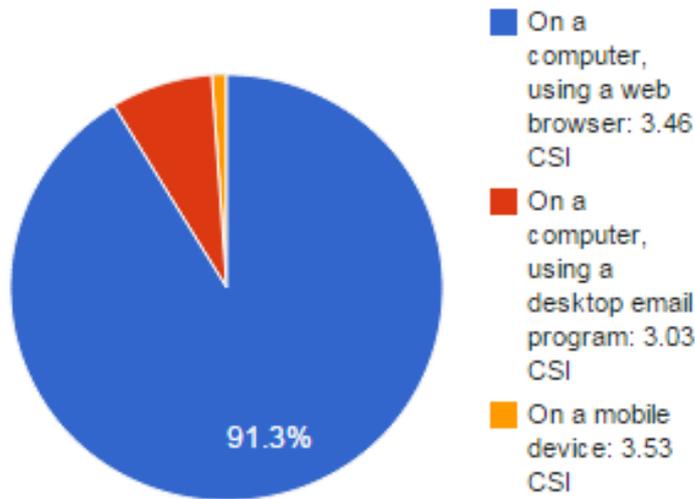
## Time spent on a computer or mobile device for work



# Mobility: Accessing BisonConnect / Apps

## Primary way to access BisonConnect

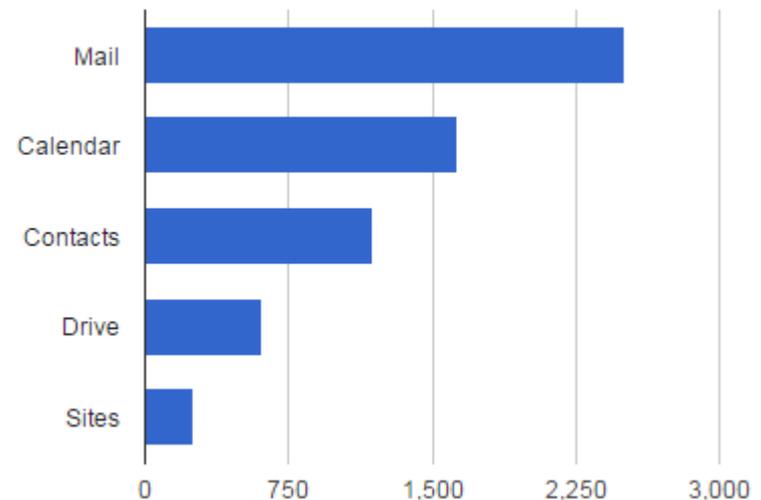
- 91% of survey respondents who access BisonConnect on a computer using a web browser.
- Survey respondents who access BisonConnect on a computer using a desktop email program such as Outlook have the lowest overall satisfaction with BisonConnect at only 3.03
  - If you are using Outlook to access your DOI email, you may be more satisfied if you move to the web-based version of BisonConnect.



## Apps used on mobile devices

- 47% of survey respondents who access BisonConnect on a mobile device use the Mail App, 31% use Calendar, 22% use Contacts, 11% use Drive, and 5% use Sites.

Apps used on mobile devices



# Recommendations

---



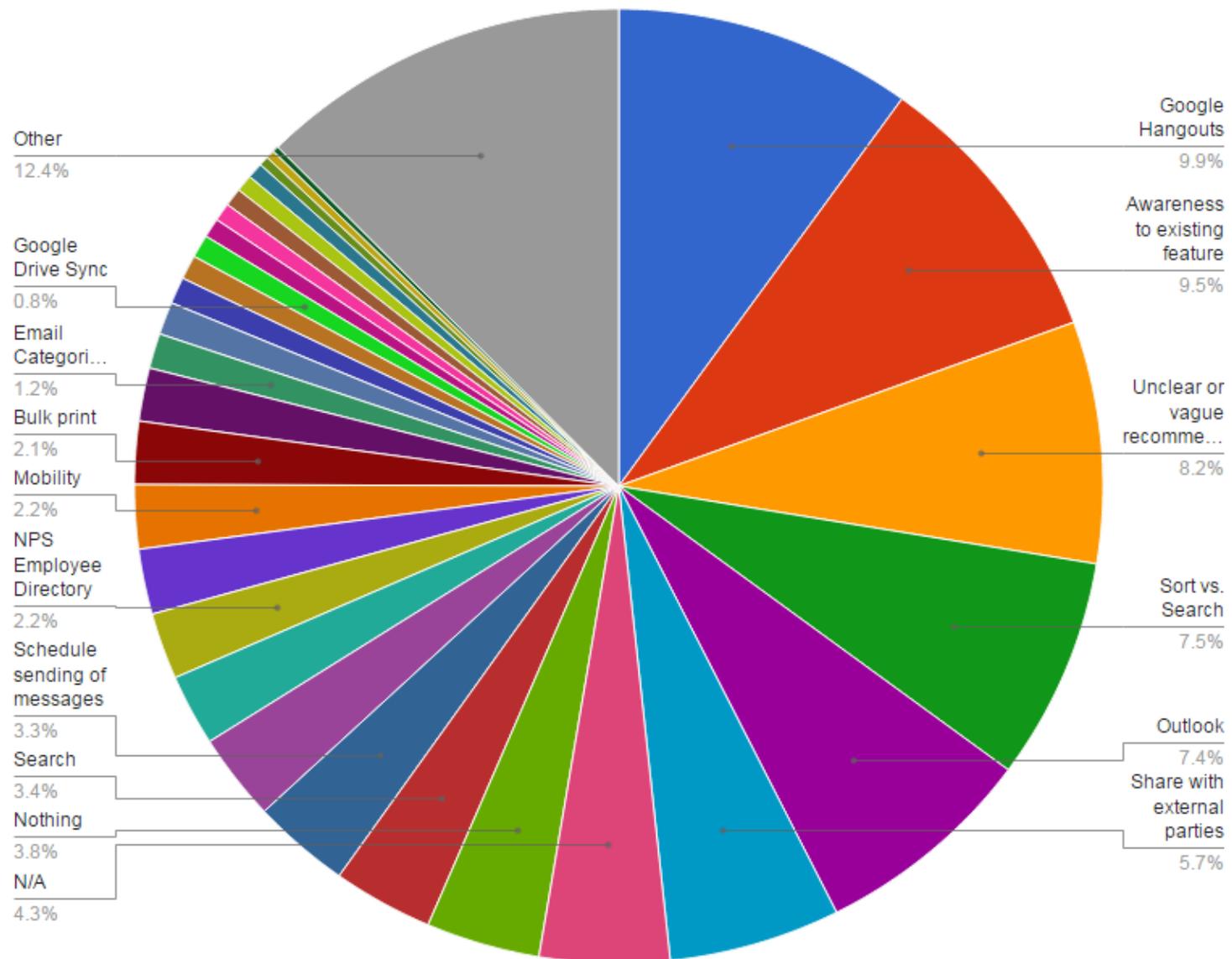
U.S. Department of the Interior  
Office of the Chief Information Officer

# Recommendations: Input from Staff

When asked an open ended question about the #1 function employees would like added to BisonConnect, we received thousands of answers. Many recommendations were similar, while others were unique. This page provides an overview of the feedback you provided.



# Recommendations: Input from Staff



# Recommendations: Additional Details

---

- **Google Hangouts:** Contains all recommendations for multi-person video conferencing, image sharing in chat, specific references to Google Hangouts, and all other functions that are provided by Google Hangouts.
- **Awareness to existing features:** Contains recommendations for new features that are actually existing BisonConnect features. For example, several people asked for "[offline access to email](#)" which is already available. Therefore, we need to increase awareness to these existing features.
- **Unclear or vague recommendation:** Contains recommendations that weren't easily understood and would require additional clarification from the person making the recommendation. For example, we received 7 recommendations that simply said "Google". Without additional context, we are not sure what this means.
- **Sort vs. Search:** Contains all comments referring to wanting increased ability to Sort emails or other topics focused on sorting vs. searching for emails.
- **Outlook:** Contains all recommendations to use Microsoft Outlook as the email program at DOI. The Customer Satisfaction Index for the group of users who made this recommendation is only 1.76, much lower than almost all other categories of BisonConnect users.
- **Share with external parties:** Contains all recommendations regarding sharing BisonConnect calendars and Drive files with external parties, such as partner universities, other Federal agencies, and personal Gmail accounts.
- **N/A:** Contains recommendations that weren't related to BisonConnect, such as "Fluffy Kittens" or "Lasers" or "Mind Control" - yes, these were real suggestions.
- **Nothing:** Contains the recommendation to "change nothing" or to not add any additional features. This is for people who indicated they don't want anything changed.
- **Search:** Contains recommendations for additional search capabilities. Many of these recommendations are already available through [Google's Advanced Search Operators](#).
- **Schedule sending of messages:** Contains all recommendations for either delayed sending of an email or scheduled sending of email messages.
- **Improved Calendar functionality:** Contains all recommendations to improve Calendar functionality. For example, we received many recommendations to add a "Propose New Time" function to the calendar.
- **Improve Contacts:** Contains all recommendations to improve Contacts functionality. For example, we received several recommendations to put the main office number before the fax number in the directory.
- **NPS Employee Directory:** Contains all recommendations for an NPS directory.

# Recommendations: Additional Details

---

- **Google Plus:** Contains specific requests for Google Plus.
- **Mobility:** Contains all requests regarding increased access to BisonConnect through mobile devices.
- **Bulk print:** Contains all requests to batch print emails or entire labels of emails to either PDF or a printer.
- **Google Tasks:** Contains all requests to improve the task manager function.
- **Email Categorization:** Contains all requests that pertain to improving the way email is categorized using Labels and Filters.
- **Security, encryption, and privacy:** Contains all requests for increased security, encryption capabilities, or comments regarding privacy.
- **Additional fonts, formatting, or emoticons:** Contains all recommendations to increase the options for fonts and formatting, along with additional emoticons for email and chat.
- **Training:** Contains all requests for additional BisonConnect training.
- **Google Drive Sync:** Contains all recommendations to allow Google Drive sync with a desktop or network drive.
- **Google Groups:** Contains specific requests for Google Groups.
- **Google Maps:** Contains specific requests for Google Groups.
- **Lotus Notes:** Contains specific requests to use Lotus Notes. The Customer Satisfaction Index for the group of users who made this recommendation is only 1.60, much lower than almost all other categories of BisonConnect users.
- **Reply / forward indicator:** Contains all recommendations that a visual indicator be added to replies or forwarded emails.
- **Read receipt:** Contains all recommendations for improvements to the "Read Receipt" function.
- **Send message as "Important":** Contains all recommendations that a visual indicator be added to emails that the sender feels are important.
- **Google Voice:** Contains specific requests for Google Plus.
- **Better accessibility options:** Contains all recommendations that BisonConnect be made more accessible for those with poor eyesight.
- **Other:** Contains all recommendations that had fewer than 10 submitted. For example, 8 people suggested a feature to "Forward multiple emails" or "Save emails in order to send as attachments".