

# Intranet Survey Questionnaire

We are developing a comprehensive Road Map to providing strategic, visual and technical direction for a new intranet portal. This effort will encompass a conversion and expansion of the existing intranet to accommodate future growth and evolution into a robust portal for the company. We would like your input to help guide this design and development effort.

Section / Question	Choices	Type
<b>About You</b>		
What is your location?	<list of company locations>	Dropdown
What is your department?	<list of company departments>	Dropdown
What is your job role?	<list of company job roles or levels>	Dropdown
May we contact you for further questions? If so, please provide your Name and Email.	Name Email	Textbox
<b>General intranet</b>		
How much time do you spend on the intranet :: Frequency? Time per session?	<ul style="list-style-type: none"> <li>• Daily, weekly, monthly</li> <li>• 0 – 15 min</li> <li>• 15 – 60 min</li> <li>• 1 – 2 hours</li> <li>• More than 2 hours</li> </ul>	Dropdown
Rate the following about use of the intranet	<ol style="list-style-type: none"> <li>1. I have a good understanding of what is available on the intranet</li> <li>2. I can easily/quickly get to the information I need on the intranet</li> <li>3. The intranet menus help me find the information I need</li> <li>4. The intranet search function helps me find the information I need</li> </ol>	Rating (radio buttons for each) <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Not sure</li> <li>• Disagree</li> <li>• Strongly Disagree</li> </ul>



Real results. Every time.

## SAMPLE Intranet Survey

Section / Question	Choices	Type
<h3>Company-wide Information</h3>		
<p>Rate the following features and information in terms of your intranet experience</p>	<p><i>Select what makes sense for your project.</i></p> <ul style="list-style-type: none"> <li>Company news, press releases</li> <li>Company events</li> <li>Our customers</li> <li>Our products/services</li> <li>Our suppliers</li> <li>Organizational charts, etc.</li> <li>Acronym, abbreviation glossary finder</li> <li>Find people and contact information</li> <li>Direction to Facilities</li> <li>Job Opportunities</li> <li>HR Benefits</li> <li>Learning and Development</li> <li>AP &amp; Payroll Information</li> <li>Marketing Information</li> <li>IT support</li> <li>Regulatory / Quality Assurance Information</li> <li>Safety</li> <li>SOP and Best practice guides</li> <li>Technical manuals</li> <li>Calendars</li> <li>Blogs</li> <li>Discussion forums</li> <li>Knowledge sharing</li> <li>Access to business applications</li> <li>Access to external websites</li> <li>Access to new employee onboarding</li> </ul>	<p>Rating (radio buttons for each)</p> <ul style="list-style-type: none"> <li>• Like it and use it</li> <li>• Like it but wish it was better</li> <li>• Don't care/don't use</li> <li>• Not there, wish it was</li> </ul> <p>Text box</p>



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What is the most common way that you find out about what is happening in the organization?	<ul style="list-style-type: none"> <li>• Colleagues</li> <li>• Print</li> <li>• Emails</li> <li>• intranet</li> <li>• External Sources</li> </ul>	Radio button
Describe your overall sense of information on the current intranet  Comments	<ol style="list-style-type: none"> <li>1. Content on the intranet is accurate</li> <li>2. Content on the intranet is up to date</li> <li>3. Content is useful and relevant</li> </ol>	Rating (radio buttons for each) <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Not sure</li> <li>• Disagree</li> <li>• Strongly Disagree</li> </ul> Textbox
Rate the qualities that are most important to you on an intranet	<ul style="list-style-type: none"> <li>• Simple Navigation</li> <li>• Looks Good</li> <li>• Solves a Particular Business Problem</li> <li>• Information is Easy to Find</li> <li>• Personalization/Customization Capability</li> <li>• Shared Communication</li> <li>• Event and Project Calendars</li> <li>• Document Management</li> <li>• Relevant Search Results</li> <li>• Integration with Other Application</li> </ul>	(1 – most important, 10 = least important)
Do you feel that the organization effectively communicates important strategic issues to you?  If no, how can this improve?	Yes/No	Radio button  Textbox
Please add your thoughts and suggestions about how we can improve the company-wide intranet		Text box



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Section / Question	Choices	Type
<h3>Within Your Department</h3>		
What is primary method of communication within your department?	<ul style="list-style-type: none"><li>• Colleagues</li><li>• Print</li><li>• Emails</li><li>• intranet</li><li>• External Sources</li></ul>	Dropdown
How much time do you spend responding to requests for information from other staff and/or customers?	<ul style="list-style-type: none"><li>• Less than 1 hour</li><li>• 1-2 hours</li><li>• More than 2 hours</li></ul>	Dropdown
How many of these responses do you feel could be delivered in a more formal, repeatable manner?	<ul style="list-style-type: none"><li>• Most</li><li>• All</li><li>• Few</li><li>• Don't know</li></ul>	Dropdown
The new intranet portal will have ability to provide public (to the company) and secured features, functions and information. With that in mind, if you had a magic button for the intranet, what would it do?		Textbox