OMNI Survey Results
5/19/2009

1. What is your position and department?
542 Employees from
202 distinct Departments

2. How long have you used OMNI?		
3 months or less	1	0%
4 months - year	20	3%
1 to 2 years	101	17%
More than 2 years	484	79%
Don't use OMNI	5	1%
Total	611	100%

3. How frequently do you use OMNI?		
Daily	427	71%
Weekly	158	26%
Monthly	8	1%
Less than monthly	10	2%
Total	603	100%

4. Which OMNI modules do you use?			
Recruiting		241	44%
Time entry/approval		427	79%
Appointment Process - e-PAF		259	48%
Purchasing (e-Procurement, Receiving)		335	62%
Travel/Expenses		348	64%
Ability to look up budget balances		297	55%
Other		152	28%
Most Common other Modules:			
Employee Self Service	*45*		
Accounts Payable	*27*		
Asset Management	*10*		

5. For which OMNI modules have you received training?			
Recruiting		174	31%
Time entry/approval		329	59%
Appointment Processing - ePAF		197	35%
Purchasing (eProcurement, Receiving)		324	58%
Travel/Expenses		332	60%
Ability to look up budget balances		234	41%
Other		124	24%
Most Common other Modules:			
Contracts & Grants	*19*		
General Ledger	*17*		
Asset Management	*12*		
Reporting	*10*		
Accounts Payable	*9*		

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6. Please rate your satisfaction with the OMNI training you received

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Recruiting	6	8	56	144	58	272	2.9
	2%	3%	21%	53%	21%	100%	

Comments:	# Respondents
Found on-the-job training more useful than classroom training	11
Don't remember training/didn't retain information from training	6
Need for better communication of ways to further utilize the system	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Time entry/approval	3	9	61	177	118	368	3.1
	1%	2%	17%	48%	32%	100%	

Comments:	# Respondents
Found on-the-job training more useful than classroom training	9
Classroom Training and job aids are helpful	7
Departments are helpful for questions or complexities	3
Don't remember training/didn't retain information from training	3
Difficult to use	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Appointment Processing - ePAF	4	8	37	112	60	221	3.0
	2%	4%	17%	51%	27%	100%	

Comments:	# Respondents
Found on-the-job training more useful than classroom training	5
Training is helpful	3
Need additional training materials	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Purchasing (eProcurement, Receiving)	3	13	60	166	98	340	3.0
	1%	4%	18%	49%	29%	100%	

Comments:	# Respondents
Training is helpful and straight-forward	6
Training is missing key concepts and information/more hands-on experience needed	5
Need additional training materials for eMarket, Pcard, payment tracking, reporting	4
Training is too lengthy, confusing, and cumbersome	3
Found on-the-job training more useful than classroom training	3
Lack of knowledgeable trainers makes understanding concepts difficult	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Travel/Expenses	4	6	62	181	97	350	3.0
	1%	2%	18%	52%	28%	100%	

Comments:	# Respondents
Found on-the-job training more useful than classroom training	10
Training is missing key concepts and information/more hands-on experience needed/more classroom sessions are needed	7
Training is helpful and incorporates examples from current work	4

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Ability to look up budget balances	5	14	66	128	65	278	2.8
	2%	5%	24%	46%	23%	100%	

Comments:	# Respondents
Difficult to use/laborsome to find information/consolidate number of queries/too complex/need for continual communication of ways to better utilize the system/simplify processes and training	8
Lack of knowledgeable trainers makes understanding concepts difficult/found on-the-job training more useful than classroom training	6
Need for more specific, complex, detailed training materials needed	4
Training is helpful, thorough, and practical.	4

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Other	3	6	27	55	35	126	2.9
	2%	5%	21%	44%	28%	100%	

Comments:	# Respondents
Additional PCard, General Ledger, Asset Management, Grants, advanced Purchasing, eMarket training is needed	7
Training is relevant and easily accessible	5
Found on-the-job training and working with peers more informative than classroom training	4
Need additional cross-module training	3
Need additional Reporting training	3

7. Please rate your experience with entering information into OMNI.

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Recruiting	9	34	65	151	48	307	2.6
	3%	11%	21%	49%	16%	100%	
Comments:	# Respondents						
Difficult to use/non-user-friendly/laborsome/too complex	22						
Difficult to retrieving data/cannot view data simultaneously as needed	8						
Cumbersome process for applicants/difficult to update an application/desire to print applications for applicants	7						
Departments have been valuable aid	4						
Time entry/approval	3	11	65	214	135	428	3.1
	1%	3%	15%	50%	32%	100%	
Comments:	# Respondents						
Satsified with module/straight-forward/intuitive/efficient improvements with upgrade have made entering information easier	10						
Not user-friendly/laborsome/too many drill downs/counter intuitive	9						
Difficult due to lack of view-all employees or payperiod options for Dept Reps	7						
Cannot approve in bulk	5						
Inconsistency between Departments processes and employees entry	4						
Appointment Processing - ePAF	5	4	51	135	58	253	2.9
	2%	2%	20%	53%	23%	100%	
Comments:	# Respondents						
Satsified with module/straight-forward/intuitive/efficient improvements with upgrade have made entering information easier	7						
Enable ePafs to be done for all employees/instead of Ppaf	4						
Not user-friendly/cumbersome/processes are confusing	3						
Purchasing (eProcurement, Receiving)	2	25	64	168	76	335	2.9
	1%	7%	19%	50%	23%	100%	
Comments:	# Respondents						
Not user-friendly/laborsome/too many drill downs/counter intuitive	14						
Satsified with module/straight-forward/intuitive/efficient improvements with upgrade have made entering information easier	9						
Module does not meet the specific needs of my Department	3						
Travel/Expenses	2	17	66	190	72	347	2.9
	1%	5%	19%	55%	21%	100%	
Comments:	# Respondents						
Not user-friendly/laborsome/tedious/counter intuitive processes	8						
Satsified with module/straight-forward/intuitive/efficient improvements with upgrade	5						
Confusing business process/too many workarounds	5						
Ability to look up budget balances	5	17	60	137	62	281	2.8
	2%	6%	21%	49%	22%	100%	
Comments:	# Respondents						
Not user-friendly/laborsome/tedious/counter intuitive processes	4						
Difficult to retrieve data/consolidate number of queries/difficult navigation	4						
Satsified with reporting tools/OBI is a helpful	3						
Other	3	6	19	49	24	101	2.8
	3%	6%	19%	49%	24%	100%	
Comments:	# Respondents						
Slow processing speed	4						

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8. Please rate your experience with extracting information/data from OMNI.

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Recruiting	15 / 5%	38 / 12%	100 / 33%	126 / 41%	27 / 9%	306 / 100%	2.4

Comments:	# Respondents
Time-consuming process/counter intuitive/difficult navigation	18
Difficulty retrieving data/cannot view data simultaneously as needed	15
Cumbersome process for applicants	9
Limited views available	8
Need for increased tracking and reporting capabilities	6
Difficult to view and print cover letters, applications, and resumes	6

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Time entry/approval	2 / 0%	16 / 4%	88 / 21%	200 / 49%	106 / 26%	412 / 100%	3.0

Comments:	# Respondents
Satsified with module/straight-forward/ intuitive/efficient improvements with upgrade have made extracting data easier	8
OBI is a helpful tool for extracting data	4

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Appointment Processing - ePAF	2 / 1%	20 / 8%	62 / 24%	127 / 49%	49 / 19%	260 / 100%	2.8

Comments:	# Respondents
Limited views available	10
Need for enhanced reporting capabilities/allow users to customize reports	4
Satsified with module/efficient improvements with upgrade have made extracting data easier	4
Need ability to re-appoint in ePaf/enter multiple ePafs for same employee/enter ePaf for <100% FTE	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Purchasing (eProcurement, Receiving)	4 / 1%	35 / 10%	86 / 25%	155 / 44%	71 / 20%	351 / 100%	2.7

Comments:	# Respondents
Limited views available	9
Difficult to extract PO information	5
Need for increased reporting capabilities/allow users to customize reports	4
Counter intuitive/cumbersome processes	4
Difficult to identify budget information	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Travel/Expenses	2 / 1%	26 / 7%	75 / 21%	188 / 52%	74 / 20%	365 / 100%	2.8

Comments:	# Respondents
Not user-friendly/laborsome/tedious/counter intuitive processes	7
Satsified with module/straight-forward/intuitive/efficient improvements with upgrade have made extracting data easier	5
Need for increased reporting capabilities/allow users to customize reports	4
Limited views available	3
Difficulty retrieving data/need to retrieve information in bulk for all travelers	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Ability to look up budget balances	10 / 3%	30 / 10%	63 / 21%	134 / 45%	61 / 20%	298 / 100%	2.7

Comments:	# Respondents
Unable to use reporting features as desired for specific needs within Departments	11
Satsified overall with reporting tools/OBI	9
Difficult to decipher budget details/expenses	8
Difficult to retrieve data/consolidate number of queries/difficult navigation	7
Cumbersome process/many involve guesswork/must run running multiple reports to view all information	7

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Other	2 / 2%	12 / 11%	19 / 17%	54 / 49%	24 / 22%	111 / 100%	2.8

Comments:	# Respondents
Overall OMNI is greatly improved & time-efficient	5
Flaws in Asset Management, Grants, General Ledger, Commitment Control, and Accounts Payable modules make data extraction difficult	4
Appreciate new features of OMNI	4
Dissatsified with OMNI/cannot use OMNI to meet my needs	3

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9. Please rate the reliability of the information/data you retrieve from OMNI.

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Human Resources	4	18	71	275	128	496	3.0
	1%	4%	14%	55%	26%	100%	

Comments:	# Respondents
Satsified with reliability of the module	5
User error and inconsistent data entry makes data unreliable	5
Inaccurate data on reports	4
Difficult to decipher data	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Financials	2	20	61	241	139	463	3.1
	0%	4%	13%	52%	30%	100%	

Comments:	# Respondents
Difficult to balance budgets exactly/must verify against other sources	5
Poor/Limited views of budget detail	4
Lengthy/untimely delays in processing time for expenditures	4
Satsified with reliability of the module	4
Difficult/cumbersome to extract data due to too much extraneous detail	4

10. How satisfied are you with the reports that can be generated from OMNI?

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Human Resources	5	27	97	200	71	400	2.8
	1%	7%	24%	50%	18%	100%	

Comments:	# Respondents
Very satsified with HR reports and recent improvements	11
Additional reports are needed to meet Departments' specific needs	8
Difficult/cumbersome to extract data due to too much extraneous detail	5
Appreciate ERP and HR cooperation	4
Difficult to identify resources/consolidate number of queries	4

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Financials	8	38	96	184	72	398	2.7
	2%	10%	24%	46%	18%	100%	

Comments:	# Respondents
Difficult/cumbersome to extract data due to too much detail/must run multiple reports to find all information	14
Satsified with FI reports and recent improvements	8
Additional reports are needed to meet Departments' specific needs	8
Poor/Limited views of budget detail (esp. for construction accounts)	6
Loss of functionality with OBI	4
Difficult to identify resources/consolidate number of queries	4

11. Please rate your overall satisfaction with OMNI?

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Human Resources	2	23	120	299	87	531	2.8
	0%	4%	23%	56%	16%	100%	

Comments:	# Respondents
Satsified with HR reports and recent improvements	7
Difficult/cumbersome to extract data due to too much extraneous detail	8
Input of daily users is needed to improve module	3
Limited views available/include more relevant detail	3

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Financials	3	33	96	263	78	473	2.8
	1%	7%	20%	56%	16%	100%	

Comments:	# Respondents
Difficult/cumbersome/not user friendly to extract data/too many screens	*8*
Satsified with FI reports and recent improvements	*7*

12. Please rate your level of satisfaction with the following:

	Extremely Dissatisfied (0)	Dissatisfied (1)	Neutral (2)	Satisfied (3)	Extremely Satisfied (4)	Total	Average Score
Services provided by Enterprise Resource Planning (ERP) when you make OMNI inquiries	**7** / **2%**	**11** / **3%**	**95** / **27%**	**147** / **42%**	**91** / **26%**	**351** / **100%**	**2.9**
Comments:	# Respondents						
Find ERP helpful	18						
Do not interact with ERP	11						
Not very responsive to special requests/not positive interactions/lack of customer service	6						
Help Desk services related to OMNI	**6** / **2%**	**23** / **6%**	**108** / **28%**	**171** / **44%**	**82** / **21%**	**390** / **100%**	**2.8**
Comments:	# Respondents						
Find Help Desk services helpful/responsive	13						
Did not know of this service/don't use	11						
Job Aids and other on-line resources	**6** / **1%**	**31** / **7%**	**127** / **30%**	**167** / **40%**	**88** / **21%**	**419** / **100%**	**2.7**
Comments:	# Respondents						
Job aids are helpful	13						
Do not find them helpful/clear/easy to use/ need improvement	6						

13. What do you like most about the OMNI System?

Quick access/ability to see and enter information in the system/integrated data and systems	112
User friendly system/serves needs/made job easier/ease of navigation	80
Convenience of on-line system/easily accessible	62
Employees performing actions for themselves (Self Service)	22
Automated workflow/streamlining processes via approvals/reduction of paperwork/email notifications	21
Accuracy of the data/real time data	21

14. What do you like the least about the OMNI System?

Ease of Use/amount of time and steps to retrieve/enter information/learning curve	132
System slowness and performance/outages	49
Challenges with reports and queries	41
Challenges with the Recruiting module	23
System timing out too quickly	16

15. Suggestions for additional modules/functions that would enhance the OMNI System.

Additional reports/easier, more simple reports containing all the information you need in one place	13
Update Recruiting module so applications can be viewed and printed easier/more intuitive/better notifications	10
General usability improvements to OMNI	7
Include student data/information in OMNI	6
Improvements to training and documentation for end users	6
Decentralized data entry (HR) and report creation for the departments	6

16. Additional comments

Think OMNI is a good tool; FSU has done well with it and continues to improve it over the years	21
Afraid of OMNI at first, but after receiving training think it's a great system/get great support from the UBA, ERP, and home team departments	5
Would like to be involved in future focus/testing groups.	5
Would like to continue to receive training on OMNI to learn more about functionality in the system that some may not know exists and continue to enhance my role	4
The travel module is excellent, but the time it takes to process from screen to screen is frustrating	3