SUS User Satisfaction Survey 2018
Published results

Published March 2019
Executive summary

Overview
During November and December of 2018, we invited users of the SUS+ portal to participate in a SUS user satisfaction survey. This is the second of a planned annual activity, and as such builds a baseline for the SUS service as is, which enables the ability to compare annual survey results to monitor and track our progress towards delivering an excellent service. We received feedback from 20 users, out of a total pool of circa 200 portal users, which is an uptake of roughly 10%.

Findings
We posed the statement ‘I am satisfied with the following areas of SUS’ before offering a choice of replies from ‘Strongly Agree to Disagree Strongly’, and applied this to the following high-level areas of SUS to form an overview;

- SUS+ user support
- SUS+ operation
- Submitting data to SUS+
- SUS+ portal
- SUS+ stakeholder engagement

Each of these areas contained more detailed survey questions but for practicality, this has not been included in this summary report.
SUS+ user support

- Strongly agree: 32%
- Agree: 44%
- Disagree: 7%
- Strongly disagree: 9%
- Not applicable: 8%
- Not Answered: 0%

SUS+ operation

- Strongly agree: 41%
- Agree: 38%
- Disagree: 15%
- Strongly disagree: 4%
- Not applicable: 2%
- Not Answered: 0%
Overall comparison year on year

Q1  Overall are you satisfied with the SUS service?
Q2  SUS user support
Q3  SUS portal
Q4  SUS stakeholder engagement

Strongly agree or agree responses over the years

- 2016 strongly agree or agree
- 2017 strongly agree or agree
- 2018 strongly agree or agree