

Below are sample end user survey questions that may be used to complete RW Task 524-Complete and Submit End User Readiness Survey Analysis.

### **General Information Questions**

1. I have worked for the state for:
  - 0 – 5 years
  - 6 – 10 years
  - 11 – 15 years
  - 15+ years
  
2. I have worked for my agency for:
  - 1 – 5 years
  - 6 – 10 years
  - 11 – 15 years
  - 15+ years
  
3. I have held my current job for:
  - 0 – 5 years
  - 6 – 10 years
  - 11 – 15 years
  - 15+ years
  
4. I am a member of my agency's Change Champion Network.
  - Yes
  - No
  
5. I have an active role in my agency's transition to Florida PALM (e.g., attending Florida PALM meetings, serving as a Subject Matter Expert).
  - Yes
  - No
  
6. I am a manager/supervisor.
  - Yes
  - No
  
7. I perform one or more of the following business functions.  
*Refer to the [Business Process Groupings Descriptions](#) for more information.*
  - Account Management and Financial Reporting
  - Budget Management and Cash Control
  - Disbursements Management
  - Accounts Receivable
  - Revenue Accounting
  - Inter/IntraUnit Transactions
  - Banking
  - Asset Accounting and Management
  - Project Management
  - Grants Management

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- Contracts Management
  - Payroll Management
  - Systems Access and Controls
8. I work in the following section/unit/Program/location:
- Agency to customize
9. I understand my current job functions and why I do them.
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree

**Questions to gauge awareness of Florida PALM.**

10. I have heard about Florida PALM.
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
11. I know why Florida PALM is being implemented.
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
12. I am aware that the Florida PALM implementation in January 2026 will replace Departmental FLAIR, Central FLAIR, PYRL and the IW for all agencies.
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree

**Questions to gauge understanding of Florida PALM readiness activities within your agency.**

13. I know who I can contact in my agency to learn about how my agency is preparing for Florida PALM.
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree

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14. I understand how my agency is getting ready for the Florida PALM implementation.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

15. I know the people and resources who can help me prepare to use Florida PALM.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**Questions to gauge acceptance that Florida PALM will impact jobs at your agency.**

16. I recognize that Florida PALM will change how I perform financial processes.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

17. I understand the Chart of Accounts is changing, which means the 29-digit FLAIR code is going away.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

18. I am aware that I will need to learn how to use a new financial management system to complete my job.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**Questions to gauge commitment to participate in the change and learn how to complete job duties in Florida PALM.**

19. I actively seek answers to my questions about Florida PALM.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

- Strongly disagree

20. I believe the transition to Florida PALM will benefit the State of Florida.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

21. I would like to be more involved in preparing my agency for Florida PALM.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**Free text/Comment**

22. Please use the space below to provide any additional comments.