

Business Process
Standardization
Level 2 Workshop
Survey Summary Report
(I-OCM10 Appendix C)

Table of Contents

Executive Summary	3
Background and Objectives	4
Survey Method.....	4
Survey Results.....	5
Survey Instrument.....	9

Executive Summary

The Florida PALM Project Business Process Standardization (BPS) Track began its Level 2 analysis in early 2015. BPS Level 2 Workshops were scheduled to share the Level 2 draft process flows and narratives developed during Level 2 Workgroups with all agencies. The goal of the BPS Level 2 Workshops was to promote collaboration with State agencies through sharing information and gathering feedback. Held in June 2015, the BPS Level 2 Workshops consisted of two courses: *Payment Processing for Goods and Services (PALM 100)* and *Receipt Processing for Funds Received (PALM 200)*.

Following each PALM 100 and PALM 200 Workshop, all attendees were sent an email invitation to complete an online Workshop survey through SurveyMonkey. The survey gathered demographic information about the Workshop attendees, as well as their evaluation of the Workshop. Survey respondents were asked to indicate their level of agreement with statements about the Workshop and were also given the opportunity to provide free-response comments. Of the 240 total Workshop attendees, 158 submitted a Workshop survey resulting in a 66 percent response rate. Among the 158 survey responses received, 26 agencies were represented.

On the evaluative questions, the majority of respondents selected “Strongly Agree” or “Agree.” The percentage of respondents selecting “Disagree” was 3 percent or less for each statement, and no respondents selected “Strongly Disagree” for any statement. These high agreement levels suggest that survey respondents found the Workshops to be a positive, helpful experience. Respondent feedback was also gathered through free-response comment opportunities. Respondents generally seem to think that the presentation was very professional and informative, and the presenters were extremely knowledgeable. Adversely, respondents commented they could not read the flows on-screen or printed which hindered their ability to follow the presentation. When considered as a whole, however, the Workshop surveys reflect that respondents found the Workshops to be both a well-executed and informative experience.

The following report provides more detailed information about the background leading to the BPS Level 2 Workshops, additional discussion of the survey method, and concludes with a detailed breakdown of survey results. The Workshop survey instrument is included at the end of this report.

Background and Objectives

In spring 2015, the BPS Track conducted a series of Level 2 Workgroups by convening subject matter experts from multiple state agencies who contributed to the process designs. (For additional information about the Level 2 Workgroups, see the BPS Level 2 Workgroup Summary Report.) Following the completion of Level 2 Workgroups, all State agencies were invited to attend Level 2 Workshops. The Workshops included a presentation of the Level 2 analysis and distribution of Level 2 draft documents, as well as the distribution of the BPS Process Evaluation Questionnaires (PEQs) after all Workshops were concluded. The Workshops were held with the objective of sharing the previous analysis, and gathering additional improvement feedback and suggestions via the PEQs. The Workshops also provided visibility into all Process Areas and the proposed financial processes to be standardized statewide. Following each PALM 100 and PALM 200 Workshop, a survey was administered to gather demographic information about the Workshop attendees, as well as their evaluation of the Workshop.

Survey Method

All attendees were sent an email inviting them to complete an online Workshop survey through SurveyMonkey. The survey consisted of 13 total items: four demographic in nature, eight evaluative in nature, and one free-response item soliciting additional feedback. Of the 240 Workshop attendees, 158 submitted a Workshop survey resulting in a 66 percent response rate. The following chart illustrates a breakdown of the number of attendees, number of surveys received, and survey response rate by date and Workshop.

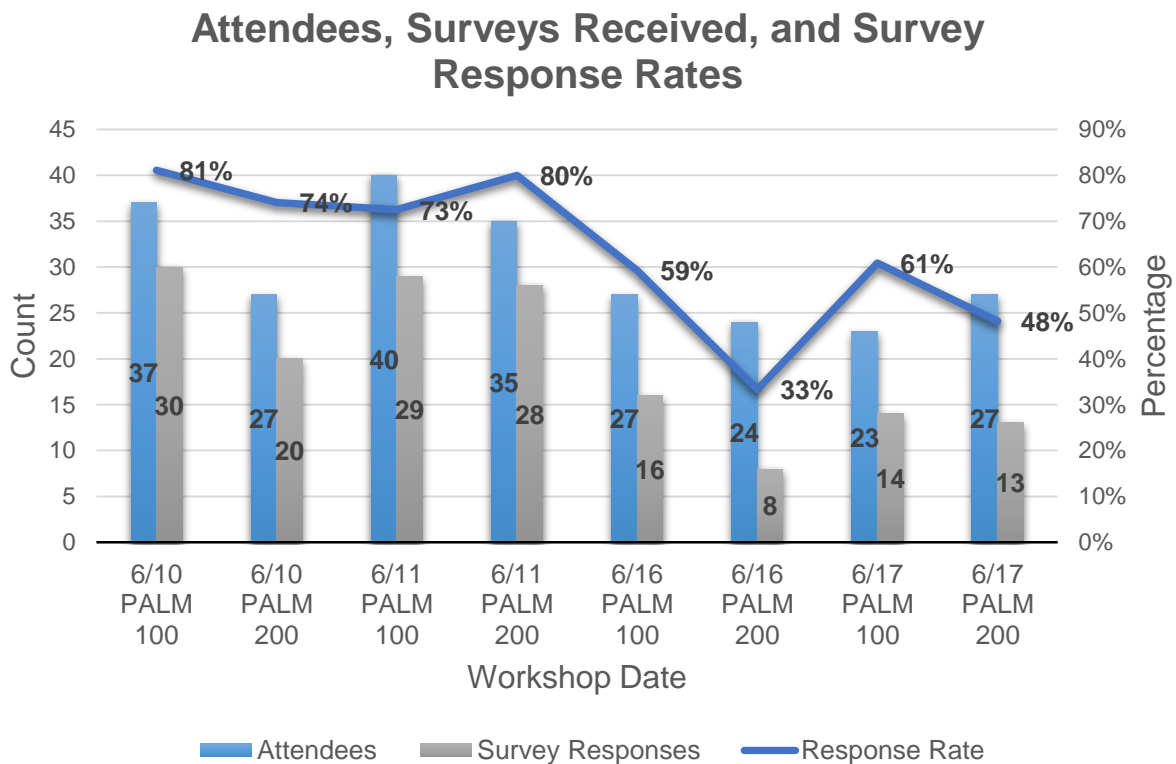


Figure 1: Attendees, Surveys Received, and Survey Response Rates for Level 2 Workshops

Survey Results

The survey began by establishing demographic/background information about each respondent including, but not limited to, agency represented, how many years the respondent had worked with FLAIR, and how frequently the respondent uses FLAIR. Among the 158 survey responses received, 26 agencies were represented. The largest survey participation came from the Department of Financial Services (15 percent), Florida Department of Transportation (15 percent), and Department of Economic Opportunity (12 percent). Nearly half (49 percent) of respondents reported 15 or more years of experience working with FLAIR, while 16 percent reported 10 to 15 years of FLAIR experience, and 20 percent reported five to 10 years. In addition, more than two-thirds of survey respondents use FLAIR every day as part of their current responsibilities.

Table 1: Count and Percentage of Agencies Represented

Agency	Count	Percent
DFS	24	15%
FDOT	23	15%
DEO	19	12%
DOL	11	7%
DEP	9	6%
DJJ	9	6%
DOR	8	5%
DACS	6	4%
DLA	5	3%
AST	4	3%
DBPR	4	3%
DCF	4	3%
DMS	4	3%
EOG	4	3%
FDLE	4	3%
DMA	3	2%
FDVA	3	2%
SC	3	2%
DOH	2	1%
LEG	2	1%
PSC	2	1%
DC	1	1%
DHSMV	1	1%
DOE	1	1%
FWC	1	1%
JAC	1	1%
Total	158	100%

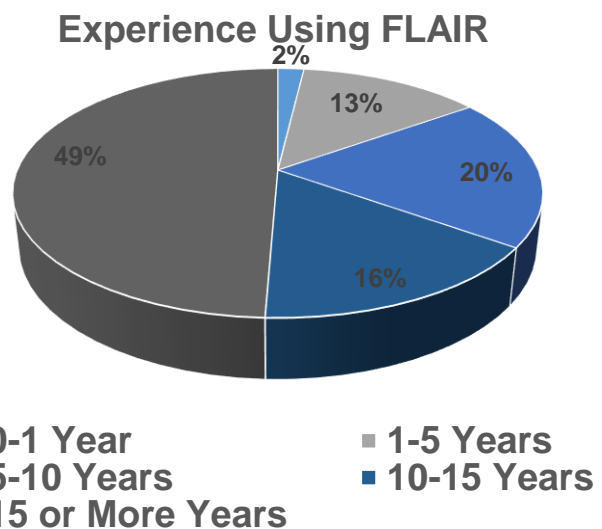


Figure 2: Number of Years Respondents Have Worked with FLAIR

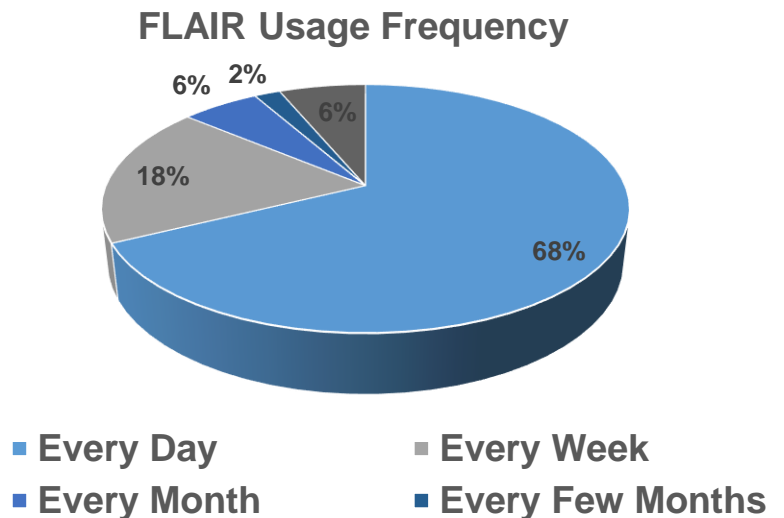


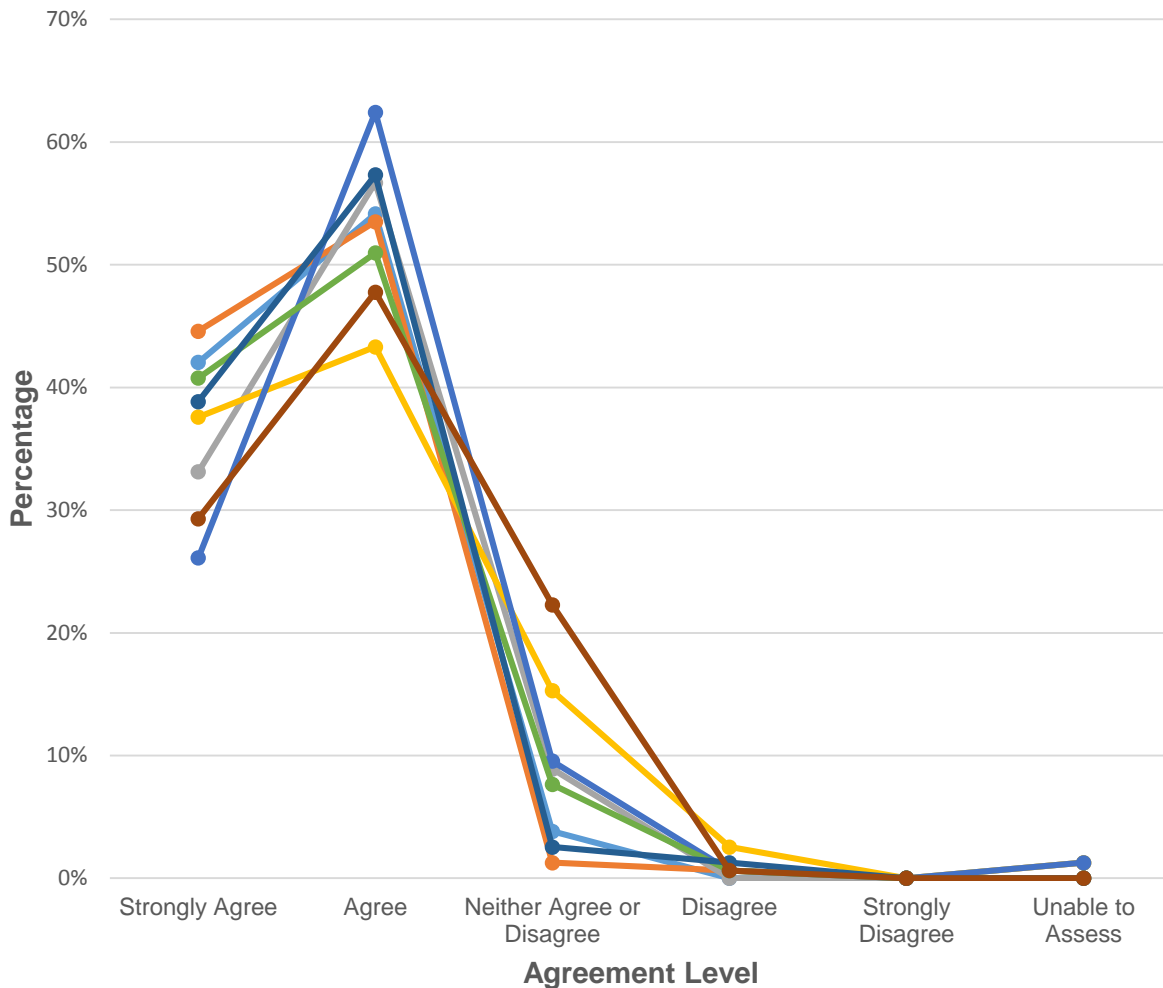
Figure 3: FLAIR Usage Frequency during Completion of Respondents Work Responsibilities

The demographic questions were followed by eight statements intended to evaluate the Project and Workshop materials, content, and presentation. Respondents were asked to indicate their level of agreement with each statement. Levels of agreement were presented on a Likert scale from “Strongly Agree” to “Strongly Disagree,” with the additional option of “Unable to Assess.” The response rates for these eight evaluative statements are presented in both table and graph format below. Respondents selecting “Disagree” or “Strongly Disagree” to any of these statements were required to provide additional comments. The survey concluded with an open-ended question allowing respondents to provide any additional feedback not covered by the previous statements.

Table 2: Workshop Survey Response Percentages per Statement

Statement	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Unable to Assess
S1. The Workshop presentation and materials were well organized.	42%	54%	4%	0%	0%	0%
S2. The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.	45%	54%	1%	1%	0%	0%
S3. I have a better understanding of the materials and process flows as a result of attending the Workshop.	33%	57%	9%	0%	0%	1%
S4. I was able to participate in the discussion and ask clarifying questions.	38%	43%	15%	3%	0%	1%
S5. I understand my role and expectations in preparing agency responses to the Process Evaluation Questionnaire.	26%	62%	10%	1%	0%	1%
S6. I believe the agency responses will be taken into consideration when developing the State's future financial management processes.	41%	51%	8%	1%	0%	0%
S7. As a result of this Workshop, I have enhanced my overall knowledge of the Florida PALM Project's Proposed Processes.	39%	57%	3%	1%	0%	0%
S8. As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.	29%	48%	22%	1%	0%	0%

Workshop Evaluation Question Response Rates by Statement



- The workshop presentation and materials were well organized.
- The presenters were knowledgeable about their topics and addressed questions/ concerns of workshop members.
- I have a better understanding of the materials and process flows as a result of attending the workshop.
- I was able to participate in the discussion and ask clarifying questions.
- I understand my role and expectations in preparing agency responses to the Process Evaluation Questionnaire.
- I believe the agency responses will be taken into consideration when developing the State's future financial management processes.
- As a result of this workshop, I have enhanced my overall knowledge of the Florida PALM Project's Proposed Processes.
- As a result of this workshop, I feel more confident about the success of the Florida PALM Project.

Figure 4: Workshop Survey Response Rates by Statement

For all eight statements, the majority of respondents selected “Strongly Agree” or “Agree.” The percentage of respondents selecting “Disagree” was 3 percent or less for each statement, and no respondents selected “Strongly Disagree” for any statement. A clear trend emerged after comparing the response to these statements on an aggregated scale. This trend is also reflected when broken down by each Workshop. The trend begins with approximately one quarter to one third of respondents selecting “Strongly Agree” to the survey statements. The trend then jumps to approximately one-third to two-thirds of respondents selecting “Agree,” followed by a sharp decline to less than five percent to one-quarter of respondents selecting “Neither Agree or Disagree.” The selections of “Disagree,” “Strongly Disagree,” and “Unable to Assess” never rose above three percent. This trend of high agreement levels suggests that survey respondents found the Workshops to be a positive, helpful experiences.

As outlined above, the quantitative survey measures evaluated the Workshop to be successful; however, qualitative data can be useful in developing a more comprehensive understanding of respondent attitudes and opinions. Respondent feedback was gathered through comments to the eight evaluative statements and final, open-ended question. Although myriad opinions were voiced in the comments, some repeated topics did emerge.

Respondents generally seemed to think that the presentation was very professional and informative, and the presenters were extremely knowledgeable. Adversely, respondents commented they could not read the flows on-screen or printed which hindered their ability to follow the presentation. Others noted there was a lot of information to be absorbed in a relatively short timeframe, causing the presentations to feel rushed at times. When considered as whole, however, the Workshop surveys reflect that respondents found the Workshops to be both a well-executed and informative experience.

Survey Instrument

The BPS Level 2 Workshop Survey consisted of the following items:

1. Please select your agency:

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Agency for State Technology
- Citizens Property Insurance
- Department of Agriculture and Consumer Services
- Department of Business and Professional Regulation
- Department of Children and Families
- Department of Citrus
- Department of Corrections
- Department of Economic Opportunity
- Department of Education
- Department of Elder Affairs
- Department of Environmental Protection
- Department of Financial Services
- Department of Health
- Department of Highway Safety and Motor Vehicles
- Department of Juvenile Justice
- Department of Lottery
- Department of Management Services
- Department of Military Affairs
- Department of Revenue
- Department of State
- Department of Transportation
- Department of Veterans' Affairs
- Division of Administrative Hearings
- Division of Emergency Management
- Executive Office of the Governor
- Fish and Wildlife Conservation Commission
- Florida Board of Governors
- Florida Department of Law Enforcement
- Florida Housing Finance Corporation
- Florida Parole Commission
- Justice Administrative Commission
- Office of Financial Regulation
- Office of Insurance Regulation
- Office of the Attorney General and Legal Affairs
- Public Service Commission
- State Board of Administration of Florida
- State Courts System
- Other (please specify)

2. Please provide the title of your role (e.g., Financial Administrator, Government Analyst):

3. Approximately how long have you worked with FLAIR?
 - 0-1 year
 - 1-5 years
 - 5-10 years
 - 10-15 years
 - 15 or more years

4. Approximately how often do you use FLAIR as part of your current responsibilities?
 - Every day
 - Every week
 - Every month
 - Every few months
 - A few times a year

5. The Workshop presentation and materials were well organized.
 - Strongly agree
 - Agree
 - Either agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: The Workshop presentation and materials were well organized.

6. The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.

7. I have a better understanding of the material and process flows as a result of attending the Workshop.
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I have a better understanding of the material and process flows as a result of attending the Workshop.

8. I was able to participate in the discussion and ask clarifying questions.
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I was able to participate in the discussion and ask clarifying questions.

9. I understand my role and expectations in preparing agency responses to the Process Evaluation Questionnaire.
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I understand my role and expectations in preparing agency responses to the Process Evaluation Questionnaire.

10. I believe that the agency responses will be taken into consideration when developing the State’s future financial management processes.
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
 - Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I believe that the agency responses will be taken into consideration when developing the State’s future financial management processes.

11. As a result of Workshop, I have enhanced my overall knowledge of the Florida PALM Project’s proposed processes.
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: As a result of this Workshop, I have enhanced my overall knowledge of the Florida PALM Project’s proposed processes.

12. As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

13. What other feedback would you like to share about today’s Workshop? If not, please click “Done” below.