ClockWork Survey Results:

The Clockwork survey was mostly completed by IT users. They were seven responses total.

The last question of the survey was designed for users to provide their final recommendation about the product.

The responses were the followings:

Last question: Would you recommend this software to the colleges?		
Yes: 2	Maybe: 2	No: 3

Please see the additional pages for more details about each question and response.

Question 1:

What did you think about the overall presentation of the software? What did you like or didn't like about it?

Answers:

1- I appreciated the presentation. The highlights shared can benefit several departments simultaneously while maintaining security and confidentiality, including options to text, self-made appointments, self-services, ability to keep track of MIS data, case management aspects, ability to send specific letters and reminders to students, and integration with Colleague. Since use will be based on the user's need, the design can be tailor to fit specific needs accordingly. Also, the fact that this system will help to make departments more efficient and be automated (reducing the need to rely on paper/hard copies. This is especially important for current times of being remote and future times for ease and convenience. On the other hand. it would be nice if the authentication process would allow prospective students to have access and the migration of data seem to be a tedious process.

2- Presentation was fine. A bit slow on showing more features.

3- Overall, it felt like the ClockWork software was dated in both appearance and functionality. It feels like most of the desired functionality could be accomplished with available applications.

4- I wasn't really impressed.

5- The presentation was mediocre.

6- The software seems to be duplicative of other software we already own. Data collection process and integration are lacking and undesirable. I really did not like the user interface at all. The software seems old and out of date and will certainly add labor to design the intake forms and shuttle data around. It does not address any need of single data entry and integration between systems.

7- The presentation was okay. The focus was mostly on the staff side, which had a lot of info. Probably a little bit more than need

Question 2:

What do you think about the reliability of this software?

1- I think the reliability is great! The process of keeping information secured and the fact that 2-year and 4-year institutions rely on Clockwork software for maintenance services, servers, support, etc. are some testimonials.

2- I don't think I can answer this question and I don't see too many reviews on the web. From presentation, it appeared to be a reliable product.

3- I worry about the long-term reliability and viability of this software.

4- Unsure

5- I don't have enough information to assess the reliability of the software.

6- It seems reliable but I think the process of data collection and getting data out of it and into another souce will be cumbersome.

7- It seems to be reliable

Question 3:

How satisfied are you with this software's ease of use from a staff member's point of view?

1- Very satisfied: 1
2- Somewhat satisfied: 1
3- Neither satisfied nor dissatisfied: 2
4- Somewhat dissatisfied: 2
5- Very satisfied: 1

Question 4:

What are your thoughts about the ability of students to navigate through the software?

1- I think it will be student-friendly. The student self-services will be designed with them in mind that includes easy navigation. As with all new ways of doing things, I encourage training to help students become familiar and comfortable.
2- I don't remember that if I saw a case study sample of student side and how it works.
3- The user experience (UX) felt antiquated. I feel that students will have an issue with that.
4- Not sure its too student user friendly. Did he go over ADA compliance, I don't remember or possibly missed it during the demo.
5- I don't know if it is student facing.
6- It was kind of clunky and the UI was very unappealing. I think it will be hard to incorporate this with any sense of uniformity of style with other products. I think there are issues for students who have not yet applied and don't have an account.
7- By not having a chance to see the students' side, I am not too sure about how easy it will be for them to navigate through it.

Question 5:

From a security point of view, what are your thoughts on the security of this software?

1- According to the representative, Clockwork is very secure and uses a top-notch security process, Triple DES encryption.
2- Well, apparently software can be deployed on premises or be fully on cloud managed by them. Security measures are different from place to place. With all those file attachments, I would like to see that software be hosted on the cloud by company.
3- I have concerns with any third party vendor application requiring access to our database.
4- outside of my expertise
5- I don't have enough information to assess the security of the software.
6- Unknown
7- Not too sure

Question 6:

How satisfied were you with the ability to integrate other software with this software?

1- Very satisfied: 1
2- Somewhat satisfied: 1
3- Neither satisfied nor dissatisfied: 2
4- Somewhat dissatisfied: 3
5- Very satisfied: 0

Question 7:

How satisfied were you with the account setup experience of this software?

1- Very satisfied: 1
2- Somewhat satisfied: 1
3- Neither satisfied nor dissatisfied: 2
4- Somewhat dissatisfied: 3
5- Very satisfied: 0

Question 8:

What are your thoughts about the look and feel of this software?

1- The look and feel is something that can be designed to fit user needs. Overall, this will help with ease of use and workflow.
2- Look and feel seems to be outdated. I did not see the student side.
3- The user experience (UX) felt antiquated.
4- It looks dated/old
5- Looks a bit dated. I think they said their plans are to move from a native desktop application to a web-based application, so the look and feel will probably change at some point.
6- Wow, lots of colors
7- It looks okay. It could be a little bit more modern.

Question 9:
Are you aware of any overlap this product will have with other existing software we license? If yes, please tell us more.
1- I think there is some overlap with Starfish (sending student messages integration with Colleague, ability to write notes). However, Clockwork is better because of its ability to be designed with multiple functionalities best suited for individual departments.
2- Not that I know of.
3- At a glance, I feel that many of the features and functionality provided by ClockWork could be sourced from existing applications. Further research and analysis would be warranted to confirm this though.
4- Unsure
5- Seems like there was but I don't remember the details.
6- Yes, there is clearly overlap with eTrieve.
7- Not sure

Question 10:

Please add any additional comments you would like us to review.

1- Other Clockwork qualities include the ability to be accessed externally using VPN, auditing, and tracking use, backing up data nightly, being used on different devices, ability to work for various departments who share the same student, working with Zoom for meeting appointments, creating temporary IDs, and more.
2- It appears that software lacking the ability to get data from perspective students. I am not sure if that is a show stopper or not.
3- I would not recommend this software.
4- I thought the department was also in search of a platform that would meet needs of prospective students, this didn't seem to provide that to them.
5- No additional comments.
6- None
7- It looks like many community colleges as well universities are currently using this software. It comes down to whether or not the committee wants to approve it. It seems like it will fulfill the intended needs.