

SNUG 2015 Membership Survey

Q1 What do you know about SNUG?

Answered: 57 Skipped: 17

#	Responses	Date
1	Very little	4/24/2015 4:10 PM
2	National Users Group helpful in unifying user needs and direction for Springbrook.	4/22/2015 12:23 PM
3	Just a few emails that get forwarded to me periodically	4/14/2015 2:05 PM
4	SNUG is a great opportunity to share knowledge about the software and learn from others in the field.	4/13/2015 4:09 PM
5	?	4/13/2015 11:13 AM
6	They support us through networking sessions to share Springbrook knowledge. Work with Springbrook to address user concerns and coding concerns. Provide some feed back to Springbrook on Annual training seminars.	4/9/2015 4:08 PM
7	A group comprised of government staff within the region that use Springbrook that discuss their use of the software and share ideas and suggestions.	4/9/2015 2:42 PM
8	Springbrook's users group.	4/9/2015 1:44 PM
9	It is the Springbrook National User's Group.	4/9/2015 12:28 PM
10	In the event Springbrook has issues, SNUG will remain as a tool for users	4/9/2015 8:04 AM
11	Nothing	4/8/2015 3:38 PM
12	That it is the Springbrook National Users Group helping to represent SB users on a national level.	4/8/2015 1:57 PM
13	supposed to be a networking solution	4/8/2015 11:22 AM
14	Springbrook National user group	4/8/2015 10:53 AM
15	It was originally formed to ensure access to the source code if Springbrook the company no longer existed to support the users. The value has changed over time to be the networking and related knowledge transfer.	4/8/2015 10:07 AM
16	Nothing	4/8/2015 7:43 AM
17	Not very much.	4/8/2015 7:15 AM
18	Its the national user group for Springbrook customers	4/8/2015 6:31 AM
19	National Users Group and they have the code for Springbrook	4/8/2015 6:22 AM
20	Just that we get listserv questions.	4/8/2015 4:09 AM
21	user group for Springbrook that will own the source code if the company goes away.	4/7/2015 6:29 PM
22	very little	4/7/2015 4:29 PM
23	That belonging to it gives us access to source code and networking!	4/7/2015 4:15 PM
24	Springbrook National User Group-made up of Springbrook users all over the US. We meet in Shorewood for an annual (I think) meeting and we network, share tricks, ideas, review things new to Springbrook. Also there is the voting portal where you can submit ideas you want the programmers to work on or vote for the ideas posted by others.	4/7/2015 4:07 PM
25	A lot	4/7/2015 3:23 PM
26	It's a user group representing and acting as a larger voice for its members and their needs/concerns with Springbrook.	4/7/2015 3:13 PM
27	Network for support	4/7/2015 3:03 PM
28	Not much	4/7/2015 2:50 PM

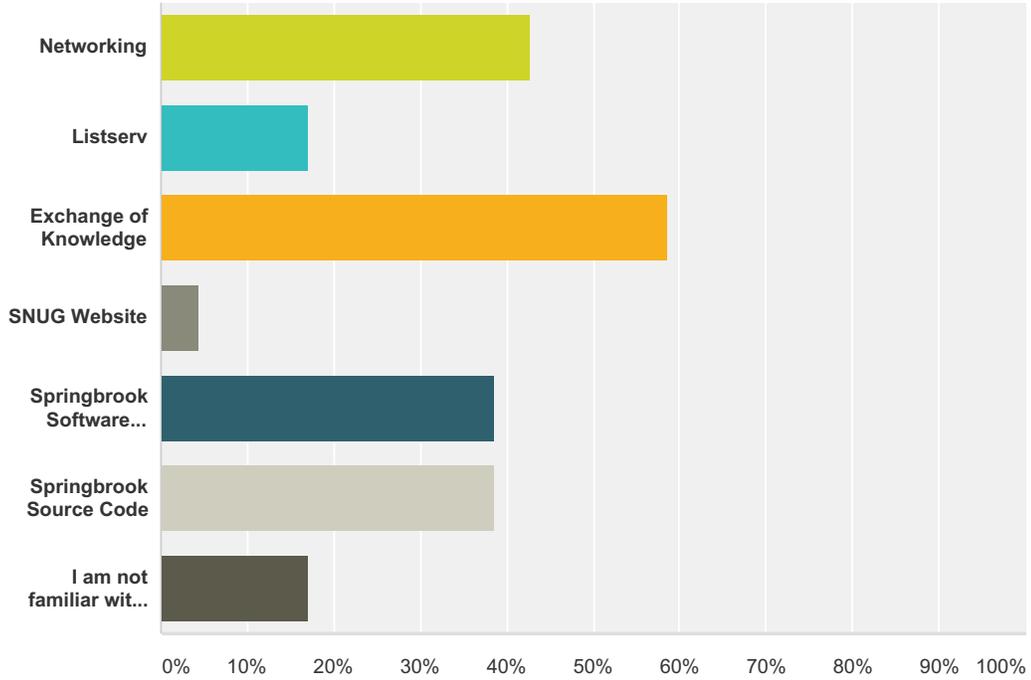
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29	It is a user group where we can share information.	4/7/2015 2:32 PM
30	Support group for Springbrook Users	4/7/2015 9:03 AM
31	Just what the title stands for	4/7/2015 8:09 AM
32	that you are a National users group for Springbrook	4/3/2015 3:50 PM
33	SNUG is a great resource of Springbrook knowledge.	4/1/2015 9:33 AM
34	Springbrook National User Grop	4/1/2015 8:06 AM
35	That it is the Springbrook National User Group and if we are a member and pay our dues we have a right to the code if Springbrook folds	4/1/2015 4:38 AM
36	Its a great opportunity for finding out information about Springbrook and use cases.	3/31/2015 4:37 PM
37	A group created for users of Springbrook software. It provides a list server and sponsors part of the conference every year.	3/31/2015 4:25 PM
38	I know that this is the National User Group and that I can email questions and provide input on Springbrook's performance via email as well.	3/31/2015 3:26 PM
39	I know it is an organization comprised and operated by the end-users/organizations of SpringBrook Software. It offers the ability to obtain the source code of SprBrk software should that company ever be dissolved for any reason. It also offers opportunities to share ideas, information, tips and tricks, and knowledge with other end-users.	3/31/2015 3:17 PM
40	Not much.	3/31/2015 2:56 PM
41	It's a user group that helps unite regional Springbrook users in disseminating new info. & problem-solves together.	3/31/2015 2:44 PM
42	Very little except that there is a conference discount and supposedly we will received access to the source code if Springbrook should close shop. How does that work?	3/31/2015 2:41 PM
43	nothing	3/31/2015 2:40 PM
44	It's a membership we pay to be a part of, but have not received any information/benefit from.	3/31/2015 2:38 PM
45	Springbrook National Users Group - forum formed for users to share ideas, suggestions & problem solving recommendations for Springbrook software.	3/31/2015 2:36 PM
46	Nothing	3/31/2015 2:33 PM
47	It's a great users group.	3/31/2015 2:23 PM
48	They are the user group for springbrook, they work together to help spread knowledge and support.	3/31/2015 2:18 PM
49	Springbrook National Users Group, of which we are a member. Access to listserv and source code for Springbrook provided as part of our membership.	3/31/2015 2:18 PM
50	It is a great sounding board for fellow users.	3/31/2015 2:02 PM
51	It is a Springbrook User's Group	3/31/2015 2:01 PM
52	Very little; have not received any official communication once joining.	3/31/2015 1:49 PM
53	I know it's a forum for springbrook users to network, seek help, and share solutions to problems.	3/31/2015 1:48 PM
54	Springbrook user group	3/31/2015 1:46 PM
55	Belonging allows us access to source code if something were to happen to Springbrook. Also, there is power in numbers when requesting upgrades to the software.	3/31/2015 1:45 PM
56	Not much	3/31/2015 1:44 PM
57	That it is a user group for Springbrook	3/31/2015 1:42 PM

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Q2 What is the biggest benefit of being a SNUG member to your organization? Please check all the below that apply:

Answered: 70 Skipped: 4



Answer Choices	Responses
Networking	42.86% 30
Listserv	17.14% 12
Exchange of Knowledge	58.57% 41
SNUG Website	4.29% 3
Springbrook Software Conference registration discount	38.57% 27
Springbrook Source Code	38.57% 27
I am not familiar with any of these benefits and would like the SNUG office to send me more information (Please include name and email at the end of the survey).	17.14% 12
Total Respondents: 70	

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Q3 What would your organization like SNUG to be doing to enhance member value?

Answered: 43 Skipped: 31

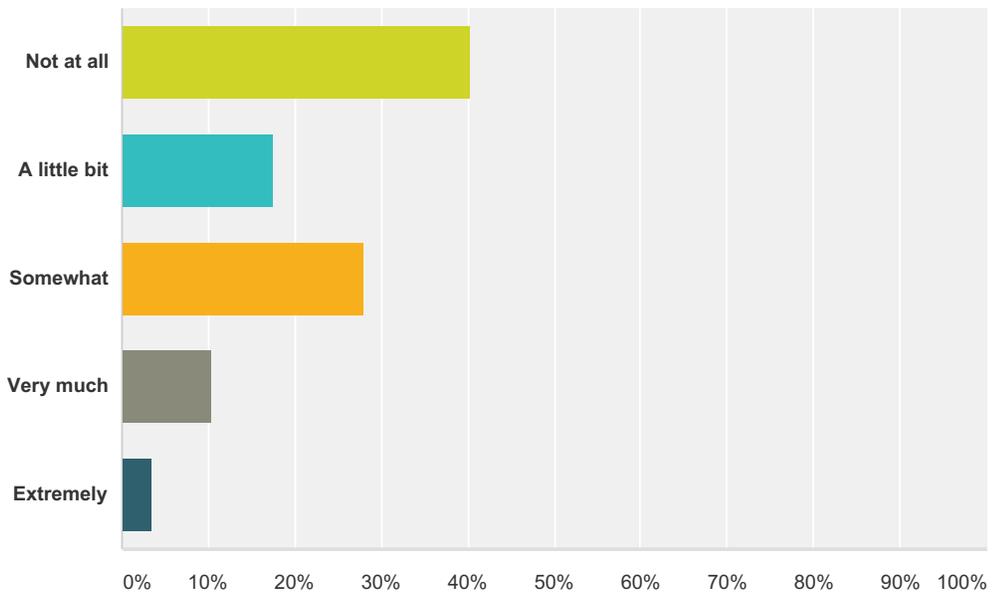
#	Responses	Date
1	We need to become more active and submit our ideas. Take a strong stand on the Accella/Springbrook integration. We use both software applications.	4/22/2015 12:23 PM
2	Being an advocate for organizations who have made an investment in a Springbrook system	4/14/2015 2:05 PM
3	?	4/13/2015 11:13 AM
4	Our organization hasn't participated in many events the past several months. We haven't received via e-mail recent goings on.	4/9/2015 2:42 PM
5	Promoting that when items are identified as defects they should not require a poll to have them corrected. Also, because the users are scattered across the country assisting with developing regional or state user groups/chapters of SNUG. Possible that could be how the national board would get populated (i.e. representation from various regions/states). Seems to be heavily weighted toward the Western States Users currently.	4/9/2015 12:28 PM
6	Find a way to network without getting inundated with emails that don't pertain to us.	4/8/2015 11:22 AM
7	website up and running-blogs/chats for issues with software/etc	4/8/2015 10:53 AM
8	Knowledge transfer. With a huge number of senior staff across the US quickly approaching retirement those of us left behind would appreciate any knowledge you can bestow upon us. I would suggest leveraging the website more, such as maybe more than one Listserv to help narrow the bandwidth a bit or away the question go outs but not every response hits my inbox? I understand the limits of the current system but I have noticed several people voice frustration.	4/8/2015 10:07 AM
9	Promote improvements to the functionality of the software.	4/8/2015 9:21 AM
10	Push module development and expedited enhancements.	4/8/2015 7:15 AM
11	More interaction from members	4/8/2015 6:31 AM
12	More things in Central US like Minnesota - I have tried to volunteer for board but get ignored.	4/8/2015 6:22 AM
13	Show a stronger force to make Springbrook address problems.	4/7/2015 5:09 PM
14	Have an opt out per email string	4/7/2015 4:54 PM
15	Find a way to ask and receive answers, without flooding the in box.	4/7/2015 4:29 PM
16	???	4/7/2015 4:15 PM
17	I would like a compiled list of members, with e-mails, and the name and title of the members. This way, if my community has a quick question, instead of me calling around, we can create a quick e-mail group and help eachother out. I know there is a solutions user group, but there we are e-mailing blindly, to a bunch of people, without knowing titles, positions, etc. A list would help us send our question to the correct target.	4/7/2015 4:07 PM
18	Send out a monthly/quarterly newsletter OR spam out the minutes as well as the meeting times and dates	4/7/2015 3:23 PM
19	No suggestions.	4/7/2015 3:13 PM
20	nothing in particular	4/7/2015 2:50 PM
21	No ideas	4/7/2015 9:03 AM
22	anything	4/7/2015 8:09 AM
23	Nothing. Think it's a great resource as is.	4/3/2015 3:50 PM

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24	(1) Be an advocate for the users by better understand user needs and relaying those needs to Springbrook, (2) help Springbrook develop an appropriate balance among (i) adding new features, (ii) make the software more user friendly, and (iii) fixing what is still broken, and (3) be a respository for users developed customized reports and ODBC queries so we users don't have to continue to pay Springbrook for each special report we want.	4/1/2015 8:06 AM
25	better communication. Maybe a newsletter to share tip and tricks, recipes, what's happening with other users...a membership directory would also be night	4/1/2015 4:38 AM
26	Hold Springbrook more accountable for their lack of knowledge and consistency	3/31/2015 3:26 PM
27	I have only begun to use more of the full extent of SNUG offers. It is really great.	3/31/2015 3:17 PM
28	Improving the Springbrook software. Right now, it's like everything was bandaged together with add ons rather than a thoughtful enterprise solution.	3/31/2015 3:06 PM
29	???	3/31/2015 2:56 PM
30	Have a website where we can post job openings where the Springbrook system is utilized, and view openings with other City's (nationally, by region, etc)	3/31/2015 2:47 PM
31	I haven't heard of a meeting in the last several months. Can you email us a list of the upcoming meetings?	3/31/2015 2:44 PM
32	Add a message board for other SNUG members to access with Springbrook related queries and report formatts	3/31/2015 2:42 PM
33	There needs to be better interaction. I initiated the membership process for our organization but I am really not sure anymore what I am getting.	3/31/2015 2:41 PM
34	communicate	3/31/2015 2:40 PM
35	Send communication, perhaps quarterly newsletter, via email. Have an email distribution list delivered to members to network with each other.	3/31/2015 2:38 PM
36	More local meetings for forum discussions & sharing.	3/31/2015 2:36 PM
37	website with everyones info- software using, experiences with vendors, workarounds, etc	3/31/2015 2:18 PM
38	Clean up the listserv process so we don't get inundated with the email chain. Let the requester summarize the responses and send them out to the listserv like CSMFO does.	3/31/2015 2:18 PM
39	Put out a newsletter	3/31/2015 2:02 PM
40	We need to educate ourselves as to what is available.	3/31/2015 2:01 PM
41	Provide list serve to assist with answering questions; Advocate for improvement of module functionality based on member feedback	3/31/2015 1:49 PM
42	I think that similar to the listserve, there should actually be like a message board repository for information. Users could go to a message board and find archived questions and answers; some message boards I've seen email daily digests of activity to their users, so they don't get spammed.	3/31/2015 1:48 PM
43	More networking opportunities to share use knowledge.	3/31/2015 1:42 PM

Q4 How effective has the user voter portal been for your organization?

Answered: 57 Skipped: 17



Answer Choices	Responses
Not at all	40.35% 23
A little bit	17.54% 10
Somewhat	28.07% 16
Very much	10.53% 6
Extremely	3.51% 2
Total	57

#	Other/Comment	Date
1	I believe that many times items are referred to user voting that are not enhancements, but rather defects in the program that should not require a poll to correct.	4/9/2015 12:29 PM
2	I keep forgetting to use it	4/8/2015 10:12 AM
3	We're still on V6 so we haven't used it.	4/8/2015 9:39 AM
4	Not aware of this feature.	4/8/2015 7:16 AM
5	Never used	4/7/2015 4:30 PM
6	Haven't seen much movement on the things that most interest us!	4/7/2015 4:18 PM
7	It's ridiculous	4/7/2015 2:34 PM
8	Except I think we should be give more votes to use and I think it should be monitored more to remove duplications. Also, it would be nice to know the progress on the suggestions.	4/3/2015 3:55 PM
9	will be better once we upgrade to version 7	4/1/2015 4:41 AM

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10	Never used it - not enough information	3/31/2015 4:26 PM
11	only after constant complaining	3/31/2015 3:45 PM
12	Not enough votes	3/31/2015 3:00 PM
13	lots of ideas not much happens with them unless you upgrade	3/31/2015 2:49 PM
14	I personally have not used it much lately due to other pressing matters.	3/31/2015 2:49 PM
15	not sure what this is (is this the one through Springbrook Support?)	3/31/2015 2:45 PM
16	Have tried to get in but can not	3/31/2015 2:41 PM
17	too busy to make time to vote on issues	3/31/2015 2:38 PM
18	My feeling is that "fixing" a problem with Springbrook is not something to be voted on.	3/31/2015 2:14 PM
19	It's our fault that we don't use it often.	3/31/2015 1:46 PM

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Q5 What direction/vision/changes does your organization desire for the Springbrook software product?

Answered: 43 Skipped: 31

#	Responses	Date
1	Better interface with Accella	4/22/2015 12:26 PM
2	A well documented API for better interoperability with other systems.	4/14/2015 3:05 PM
3	Continued improvement with automatic bill pay, and reliability of Merchant Transact. Increased training opportunities for staff.	4/9/2015 2:48 PM
4	To incorporate a Land Records Management component into the product for Assessment, tax bills etc.	4/9/2015 12:29 PM
5	Special Assessments. Currently have, but it needs work	4/9/2015 8:07 AM
6	we are upgrading from 6.06 to 7.15 so not sure what the options are yet.	4/8/2015 3:40 PM
7	They just made a huge one by selling to a product that offers property/land management solutions. That will help us greatly because of custom interfaces that were developed for us.	4/8/2015 11:26 AM
8	I would like a more robust cloud product that can accommodate meter import / export and CR imports, and similar technically "custom" but absolutely necessary for us to do business efficiently.	4/8/2015 10:12 AM
9	More reporting and drill down capabilities.	4/8/2015 9:39 AM
10	Dashboard type glimpses into status of key figures important to Management .	4/8/2015 9:25 AM
11	Improved time keeping, license and permit, building permit and inspections, laserfische interface, and other module improvements	4/8/2015 7:16 AM
12	To add some enhancements that are "no brainers"	4/8/2015 6:32 AM
13	Enhancements to help us keep up with technology	4/8/2015 6:23 AM
14	better reporting tools	4/7/2015 6:30 PM
15	Open A/R to online payments, add mobile technology like service requests, help agencies become paperless	4/7/2015 5:11 PM
16	More user intuitive	4/7/2015 4:30 PM
17	the more user friendly, the better	4/7/2015 4:18 PM
18	We wish for Springbrook to have a more robust Build. Dept. module (for inspections/permits, etc.) and a better business licensing module.	4/7/2015 4:09 PM
19	Further enhancements should include more use of apps and internet use for utility/permit/license customers. Online license renewal, etc. would be appreciated. A lot of municipalities are already using features like this and it seems odd that we don't have these features available. Also, the Employee Self Service product could use a lot of work to be more user friendly, especially the employee time entry.	4/7/2015 3:28 PM
20	better customer service, and less "glitches"	4/7/2015 2:51 PM
21	Better online access to products.	4/7/2015 2:34 PM
22	Fix the problems in a more timely manner and stop calling everything an enhancement.	4/7/2015 8:18 AM
23	Which some of the modules were more user friendly in that it seems like some of the modules may have been established for a particular entity and then offer to the rest of the world with features primarily developed for the original entity.	4/3/2015 3:55 PM
24	Free upgrades. We are still on version 6	4/1/2015 9:28 AM

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25	Stay relevant to the current users of the software and not grow so big that the smaller (10K-50K population cities) feel a need to switch vendors. Those organizations with lack of consistent IT support should be encouraged and maybe even get a sconversion price beak to go with the hosted service.	4/1/2015 8:24 AM
26	adding an MDM for being able to handle AMI readings	4/1/2015 4:41 AM
27	Springbrook needs to truly understand their customer's business processes so that they can build better software solutions. They also shouldn't make statements or promises about their software that just isn't true.	3/31/2015 3:45 PM
28	Can't think of any just now.	3/31/2015 3:23 PM
29	see abvoe	3/31/2015 3:06 PM
30	Customizable bills	3/31/2015 3:00 PM
31	Expanded features in the HR module with more flexibility within the functions, compiling statistical reports (hiring, salary history by employee/ department, comp study assistance, etc), ability to export/ import processes into proceEDURE manuals.	3/31/2015 2:52 PM
32	Ability to better integrate with other software. Project Management software. Improve website to have product demos.	3/31/2015 2:49 PM
33	I was told by our IT person that it costs many thousands of dollars to upgrade to the latest version. Is Springbrook working on a way to make an upgrade more cost-effective? The conference I attended in April 2013 had some great changes, but I couldn't use them when I returned because we couldn't upgrade.	3/31/2015 2:49 PM
34	Employee Self Service is a good starting point but definitely needs more work. Not sure if the Cloud is a good direction.	3/31/2015 2:45 PM
35	To become more user friendly. To have better response time for assistance & technical support...has gotten much longer than in years past.	3/31/2015 2:43 PM
36	Remember what customers needs are.	3/31/2015 2:41 PM
37	Better customer service/ CORRECT PAYROLL SOT THAT GL ENTRIES POST DIRECTLY TO THE ACTUAL FUND (SHOULD NOT HAVE TO GO THROUGH THE GENERAL FUND FOR EVERYTHING)	3/31/2015 2:38 PM
38	Better reporting, we've had to contract with a 3rd party to mine our data and allow us to interact with it because the report builders in Springbrook are so cumbersome.	3/31/2015 2:20 PM
39	Bill formatting line item changes	3/31/2015 2:03 PM
40	Continuous improvement in modules.	3/31/2015 1:57 PM
41	Improved processes for implementation; improvement of reporting functions for all modules; adaptability to a mobile environment	3/31/2015 1:52 PM
42	More reporting options. Frequently we are unable to get the information we need out of Springbrook in a format that meets our needs.	3/31/2015 1:46 PM
43	Enhancements that would be beneficial for all users	3/31/2015 1:43 PM

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Q6 What is your organizations primary concern with Springbrook?

Answered: 46 Skipped: 28

#	Responses	Date
1	Service packs were causing problems with custom software changes. We have to initiate repairs after service pack installs.	4/22/2015 12:26 PM
2	How your recent merger will play out in terms of customer service. Responsiveness of service requests and inquiries.	4/9/2015 2:48 PM
3	Ongoing support and improvements to their product.	4/9/2015 1:45 PM
4	Attention to the items that are defects and not enhancements.	4/9/2015 12:29 PM
5	Growing too large, forgetting about the small guys	4/9/2015 8:07 AM
6	we are upgrading from 6.06 to 7.15 so not sure what the options are yet.	4/8/2015 3:40 PM
7	they were growing too fast and programming wasn't fixing the stuff that they didn't do right in the first place.	4/8/2015 11:26 AM
8	Please improve the bank reconciliation module.	4/8/2015 10:12 AM
9	Very simple software that does not have the reporting capabilities to perform more data analysis, which requires a lot of manual processes.	4/8/2015 9:39 AM
10	Support	4/8/2015 9:25 AM
11	cost and slow development of module improvements	4/8/2015 7:16 AM
12	Lacking some capability that we believe are standard accounting practices	4/8/2015 6:32 AM
13	Response time and the fact that support staff does not understand how to use their own system and takes them long to find the right person	4/8/2015 6:23 AM
14	completing work orders in a timely manner.	4/7/2015 6:30 PM
15	Does not seem to be enhancing products	4/7/2015 5:11 PM
16	Not intuitive	4/7/2015 4:30 PM
17	functionality is not always consistent from module to module	4/7/2015 4:18 PM
18	Training of staff and having a staff that is older in age and not computer savvy.	4/7/2015 4:09 PM
19	The longevity of the product as well as enhancements to better suit the specific needs of a municipality are important. Springbrook needs to continue advancing its product and avoid stagnation.	4/7/2015 3:28 PM
20	Competitive reports with other governmental software	4/7/2015 3:25 PM
21	That the do not control the product any longer.	4/7/2015 3:10 PM
22	quality of software not as good as it used to be. We encounter problems that I feel should have been fixed by programming before being rolled out.	4/7/2015 2:51 PM
23	Not keeping software up to date with other companies.	4/7/2015 2:34 PM
24	Hlgh cost of everything (i.e. adding workflows)	4/7/2015 9:03 AM
25	Response time to problems. It seems that now it takes more than a day for the initial call back.	4/7/2015 8:18 AM
26	Response time for support.	4/3/2015 3:55 PM
27	Perceived lack of resources available to help entities get more out of their software, and how long it takes to get things done. Other ERP systems have a lot of third-party consultants available so you have a choice of consulting providers.	4/1/2015 8:24 AM

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28	Communicating changes in personnel and in the organization other than during the conference. We get a few emails on some things. Hoping for more improvement on the online bill payments	4/1/2015 4:41 AM
29	None	3/31/2015 4:26 PM
30	Staff is lacking in knowledge and customer service. Cannot get an org chart to know who to escalate to.	3/31/2015 3:45 PM
31	Mine would personally be Finance - mostly AP and GL - but really liking the new AR module. the other half of business is only concerned with UB.	3/31/2015 3:23 PM
32	see above	3/31/2015 3:06 PM
33	Not flexible enough. For example, the workflow process for new hires does not let you save and come back to the process. It's complete now or cancel.	3/31/2015 2:52 PM
34	Decline in customer service Changes to our system when we did not know there were changed being made (we are not on the cloud), release notes not clear when service packs are installed.	3/31/2015 2:49 PM
35	My own concern with Springbrook are "hidden" changes that occur within Sprgbrk that I think may be the result of small changes within the program that interact with modifications Sprgbrk has made just for our organization.	3/31/2015 2:49 PM
36	Recently support has not been performing at the same level. The amount of time it takes to resolve what appear to be routine issues has increase exponentially.	3/31/2015 2:45 PM
37	Prompt technical support & easier processes/user friendly. Availability of data for State mandated reports. Difficulty in building reports - QBE!	3/31/2015 2:43 PM
38	Poor follow through	3/31/2015 2:41 PM
39	"Right hand does not talk to left hand"; too many customers scattered around the country creating poor customer service	3/31/2015 2:38 PM
40	Reporting	3/31/2015 2:20 PM
41	That with continued growth Springbrook will not be able to keep up with support or improvements.	3/31/2015 2:06 PM
42	Now that they have merged. Support calls are not returned nearly as fast.	3/31/2015 2:03 PM
43	Quality of available reports	3/31/2015 1:57 PM
44	Springbrook representative does not seem to be able to take a "big picture" approach to our needs. Various modules for our entity have been implemented and used incorrectly and we need a global approach for how to improve what we are using. Other than hiring a consultant, I get the impression this will not happen with Springbrook.	3/31/2015 1:52 PM
45	High Costs of On-line services	3/31/2015 1:48 PM
46	Same as above	3/31/2015 1:46 PM

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Q7 What do you think is the best feature of the Springbrook product and why?

Answered: 45 Skipped: 29

#	Responses	Date
1	Interfaces, Our software modules work very well together.	4/22/2015 12:26 PM
2	Ease of finding account information	4/9/2015 2:48 PM
3	Utility billing is very robust and functional.	4/9/2015 1:45 PM
4	I believe the fact the company seems to care about their users and their product. Ease of use.	4/9/2015 12:29 PM
5	Cash receipts, works well and produces what we need.	4/9/2015 8:07 AM
6	we are upgrading from 6.06 to 7.15 so not sure what the options are yet.	4/8/2015 3:40 PM
7	Readability and usability.	4/8/2015 1:58 PM
8	There are a lot of great features. Sliding a process to your desktop, the online help, the overall flexibility of what and how you see your data grids.	4/8/2015 11:26 AM
9	Utility Billing continues to be the strongest and most robust module.	4/8/2015 10:12 AM
10	The price - we can't afford to move away from it but want to.	4/8/2015 9:39 AM
11	Support	4/8/2015 9:25 AM
12	The interconnectivity between the modules	4/8/2015 7:46 AM
13	integrates former ad hoc databases and modules	4/8/2015 7:16 AM
14	Very user friendly, good reporting	4/8/2015 6:32 AM
15	It is very powerful if they would only show the users advanced classes that were affordable outside of the west coast.	4/8/2015 6:23 AM
16	ease of use.	4/7/2015 6:30 PM
17	I used to think it was the support, but that has gotten really BAD	4/7/2015 5:11 PM
18	Many good features	4/7/2015 4:30 PM
19	not really sure!!!	4/7/2015 4:18 PM
20	Reports. They show so much information and information is so valuable for so many purposes.	4/7/2015 4:09 PM
21	The staff is the best feature of Springbrook. They always seem helpful and upbeat, even in tough situations.	4/7/2015 3:28 PM
22	Customer Service	4/7/2015 3:25 PM
23	exporting to excel. Easy way to manipulate data for various needs.	4/7/2015 2:51 PM
24	Ease of use	4/7/2015 8:18 AM
25	If I think back to having to do things manually back in the early 80's, any software that makes my work less complex is a blessing.	4/3/2015 3:55 PM
26	ODBC functionality. I am hopeful that the dashboard module will help us better communicate with our internal customers into the future.	4/1/2015 8:24 AM
27	Springbrook's notes and attachment features are of great value.	4/1/2015 4:41 AM
28	I think that Springbrook has the potential to be great but sadly the leadership and employees are lacking.	3/31/2015 3:45 PM
29	General Ledger - due to the ability to design so many reports in various options not readily available with other software.	3/31/2015 3:23 PM

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30	nothing seems to be state of the art	3/31/2015 3:06 PM
31	Love the online training sessions to discover unknown features	3/31/2015 3:00 PM
32	The support from staff, real results from the voter portal, the annual conference (fun and informative!)	3/31/2015 2:52 PM
33	the way the finance package integrates so well	3/31/2015 2:49 PM
34	I need more time to think about this.	3/31/2015 2:49 PM
35	Integration of different modules, makes work of financial personnel very easy.	3/31/2015 2:45 PM
36	Friendly & helpful staff! Response time is slower, but always willing to help once we get them!!! Reliability.	3/31/2015 2:43 PM
37	multiple modules allow central access of database	3/31/2015 2:38 PM
38	Flexibility and responsiveness to our unique needs via customization if necessary.	3/31/2015 2:20 PM
39	The ability to integrate modules in a user friendly way.	3/31/2015 2:14 PM
40	Being able to click on columns in to put in alpha or numerical order simplifies many instances.	3/31/2015 2:06 PM
41	User friendly	3/31/2015 2:03 PM
42	Ability to export to excel; allows versatile uses.	3/31/2015 1:57 PM
43	Fairly easy to navigate around the menus.	3/31/2015 1:52 PM
44	Flexibility in almost everything but reporting.	3/31/2015 1:46 PM
45	User friendly	3/31/2015 1:43 PM

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Q8 Thanks again for taking the time to provide your valuable feedback. If you have any additional thoughts you want to share with your Board, the space below is your opportunity. If you would like someone to contact you back regarding this question or any other part of this survey, please provide your contact info as well.

Answered: 7 Skipped: 67

#	Responses	Date
1	Heidi Starks Manager, Finance and Customer Service West Slope Water District	4/8/2015 10:13 AM
2	I am very concerned about this new Springbrook announcement. There have always been good communication between the users and the company. With a new company purchasing Springbrook I have my doubts that it will continue.	4/7/2015 3:11 PM
3	Dave DeGroot, Finance Director City of Fife 253-896-8614 ddegroot@cityoffife.org	4/1/2015 8:25 AM
4	Please read the bios on the springbrook website. Management claims to know what their customers want but that is not true. They need to take the time to find out what their actual reputation is amongst their customers.	3/31/2015 3:47 PM
5	Support center is very good. Love the Log Me In 123 and ticket center for follow up.	3/31/2015 3:01 PM
6	Hubert Wenzel Accountant Vera Water and Power hwenzel@verawaterandpower.com (509) 924-3800	3/31/2015 2:46 PM
7	Utility reporting options are weak - several listserv comments confirm that consumption reports do not provide adequate information for making utility rate decisions. Payroll entries for employees working in the enterprise funds should not run through the general fund (the last software company I worked with did the same thing and they listened to us and corrected the software to hit the proper funds with all payroll GL entries - get up to date!!)	3/31/2015 2:41 PM