



Building on Progress: Second Annual Luma User Feedback Survey

Brandon D Woolf, Idaho State Controller - *Executive Summary*

Thank you for your continued efforts and commitment to serving the people of Idaho. Your feedback plays a critical role in shaping improvements to Luma and strengthening how we support and listen to agencies statewide. Now in its second year, the survey provides a growing view of the Luma user experience over time, with 2,059 responses from state employees across agencies providing a meaningful snapshot of how Luma is supporting your work across the state. Through SCO's implementation of Luma, a cloud-based enterprise resource planning platform, the state has successfully transitioned from fragmented legacy processes to a unified system, consolidating more than 50 systems and pathways. This transformation is on track with industry standards, requiring 2-3 years post go-live for change management to take full effect.

Performance Trends (2025 to 2026)

To provide a clear, executive view of performance, key results from the 2025 and 2026 surveys are summarized below.

Area	Measure	2025	2026	Change	Insight
Satisfaction	User Sentiment	54%	67%	+24%	Overall experience continues to improve
Communication	Effectiveness	70%	90%	+29%	Strong gains in clarity and reach
Support	Satisfaction	19%	54%	+184%	Surged to half of users satisfied
Luma Reporting	Confidence (Report Catalog)	26%	45%	+73%	Increased trust in reporting tools
Enterprise Reporting	Confidence (Cognos)	24%	43%	+79%	Consistent gains across platforms

Opportunities for Continued Improvement

Area	2026 Result	Opportunity
Navigation	43% report difficulty	Improve usability and streamline navigation experience
User Confidence	34% low confidence	Expand targeted training and support resources
Support Engagement	38% do not use resources	Increase awareness and user acceptance of available tools
Reporting Trust	Mixed confidence trends	Continue strengthening data accuracy and user trust

Luma continues improving across the State of Idaho. Focused efforts over the past year are delivering measurable results, with gains in satisfaction, communication, reporting, and support experience. This progress confirms we are on the right path forward, but our work is not done. We remain committed to building on this momentum, with a focus on usability, training, and user confidence to further strengthen the Luma experience statewide.

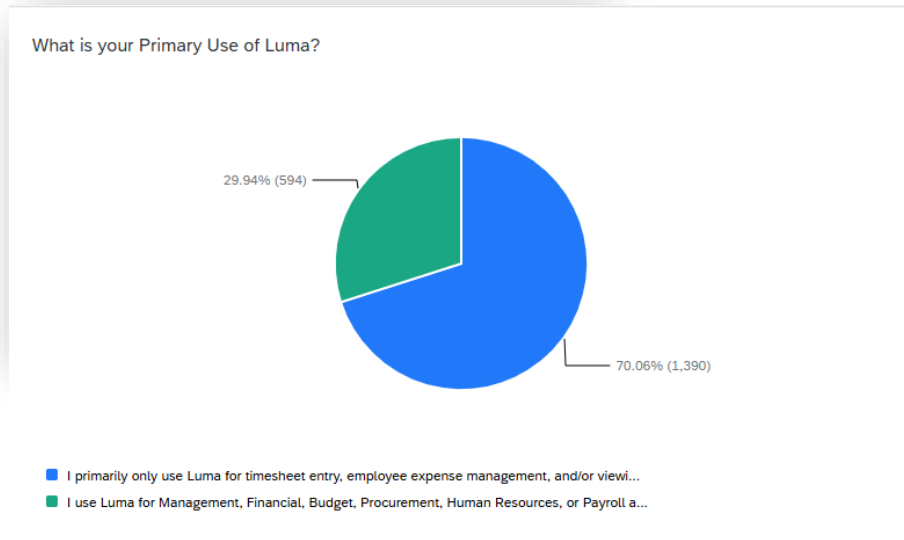
QUALIFYING INFORMATION:

To better understand how employees interact with Luma, SCO evaluated primary functions used, business activities performed, frequency of access, and reliance on systems outside of Luma. This provides context for how the system is used in day-to-day operations and where opportunities remain to improve user acceptance and efficiency.

Key Findings

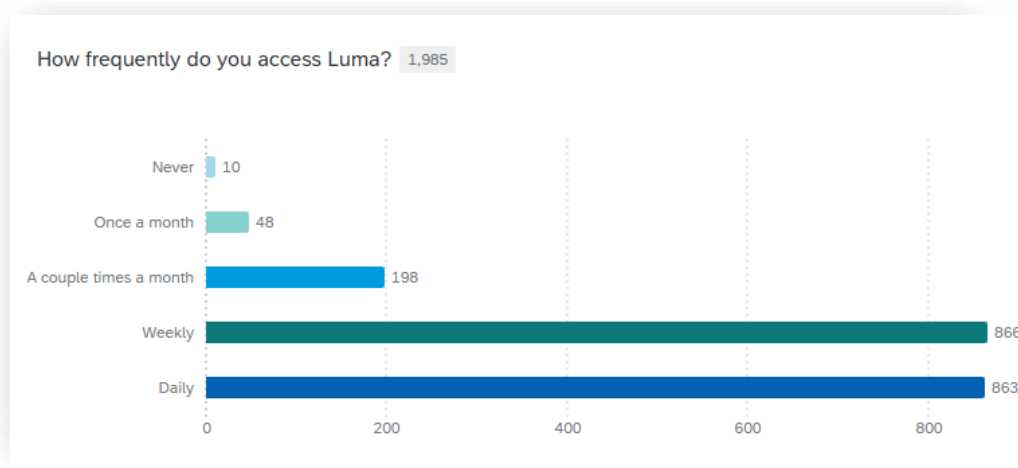
System Functions:

- **70% Basic Functions:** Primarily use Luma for timesheets and employee profile information
- **30% Advanced Functions:** Use features including Financials, Payroll, Human Resources, Procurement, and Budget activities



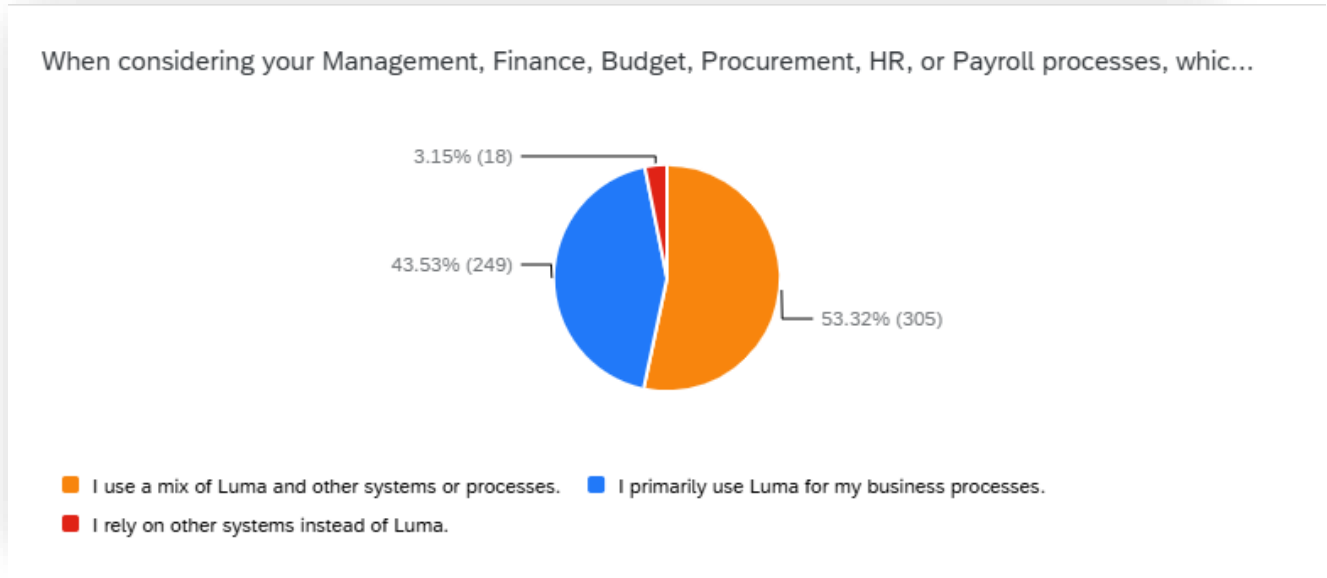
Access Frequency:

- **43% Daily Use:** Access Luma each day
- **44% Weekly Use:** Log in on a weekly basis
- **13% Infrequent Use:** 256 respondents use the system infrequently, including 10 who report never accessing it



Luma System Usage:

- **53% Hybrid Use:** Operate in both Luma and other systems to complete business
- **44% Luma Primary:** Rely primarily on Luma
- **3% Alternative Systems:** Predominantly use other systems, likely reflecting agencies not fully onboarded to Luma



Conclusion – Qualifying Information

- **High Engagement:** 87% of users access Luma at least weekly, demonstrating consistent statewide utilization
- **Power User Segment:** The 30% of advanced users drive the majority of complex system activity and represent key stakeholders for system optimization
- **Hybrid Environment Insight:** Continued use of multiple systems suggests either gaps in meeting all business needs or the practical use of complementary tools (e.g., Excel); however, an ERP is not intended to replace every business function
- **Opportunity:** Increasing adoption of advanced functionality and reducing reliance on external systems will be key to maximizing the value of Luma

GENERAL SATISFACTION & USABILITY

General satisfaction and usability are key indicators of system confidence and user sentiment. The initial Luma assessment was conducted approximately 18 months after go-live (July 2023), with this second assessment capturing feedback nearly three years post-implementation (February 2026). This comparison provides insight into how user experience has evolved over time.

To evaluate satisfaction, the survey measured overall satisfaction, confidence in completing tasks, and ease of navigation within the system.

Key Findings

Overall Satisfaction with Luma:

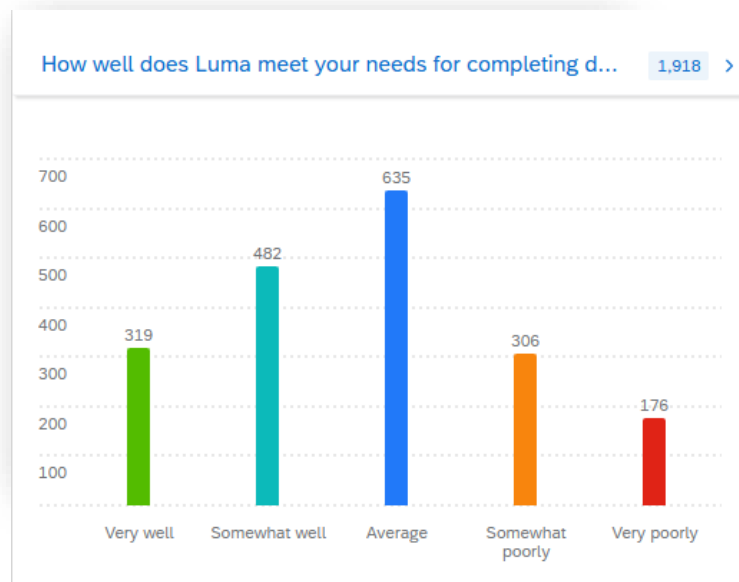
Change Summary

User Group	2025 (Neutral + Positive)	2026 (Neutral + Positive)	Change
All Users	54%	67%	+24%
Basic Users (Timesheet/Profile Only)	59%	70%	+19%
Advanced Users (Financial, HR, Procurement, Budget)	44%	57%	+30%

- **Improvement Across All Groups:** Users reported significant gains in satisfaction and usability compared to 2025
- **Strongest Gains:** Positive satisfaction increased by double digits for both basic and advanced users
- **Most Engaged Users Improving:** Advanced users showed notable reductions in negative satisfaction, reflecting improved experience among heavy system users

Meeting Needs for Completing Day-to-Day Business Activities:

- **42% Positive Fit:** Report Luma meets their needs “Very Well” or “Somewhat Well,” indicating generally positive sentiment
- **33% Average Rating:** Selected “Average,” suggesting the system is functional for many users
- **25% Poor Fit:** Report Luma meets their needs “Somewhat Poorly” (16%) or “Very Poorly” (9%)



Prior Year Survey Results (2025):

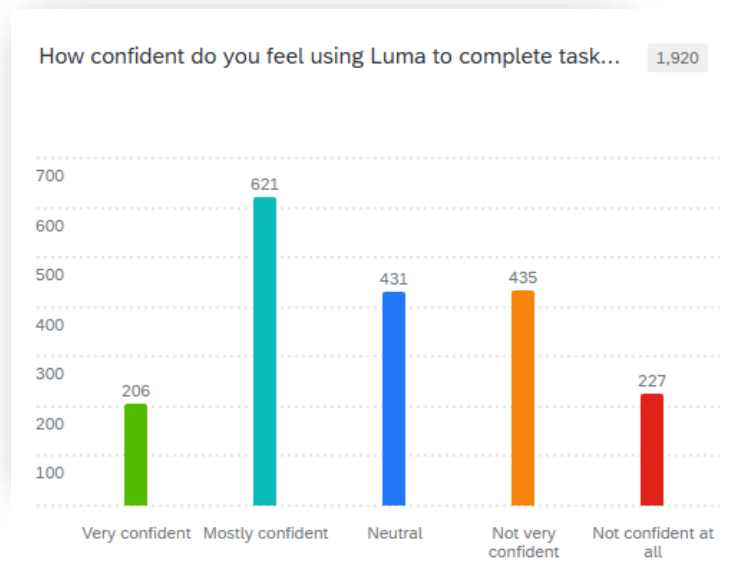
Users reported mixed experiences in how well Luma supports day-to-day business activities, with 48% of users indicating negative satisfaction.

2026 Results:

42% of users report Luma meets their needs well (147% improvement), while 33% indicate an average experience and 25% report the system does not meet their needs effectively, highlighting continued opportunity to improve usability and alignment with business processes.

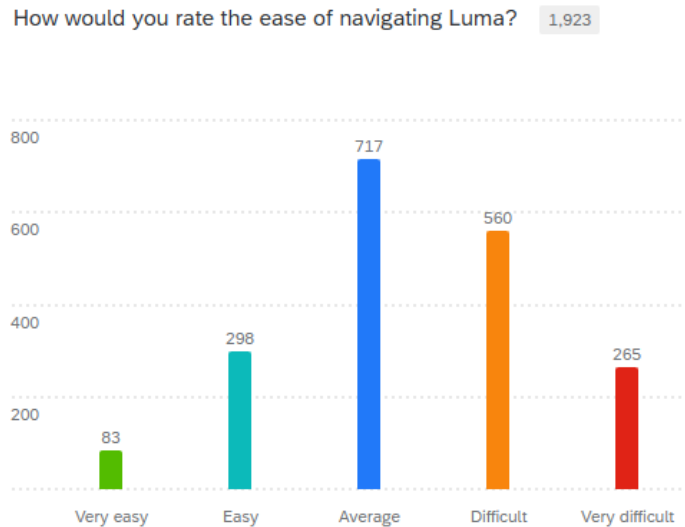
Confidence Completing Tasks:

- **43% Confident:** Feel “Very Confident” or “Mostly Confident” completing tasks without additional help
- **22% Neutral:** Reflect mixed confidence, reinforcing opportunity to strengthen user confidence
- **34% Low Confidence:** Feel “Not Very Confident” or “Not Confident at All,” indicating a key area for improvement



Ease of Navigation:

- **20% Easy Navigation:** Report Luma navigation as “Very Easy” or “Easy”
- **37% Average Navigation:** Indicate the system is usable for completing tasks but could be improved
- **43% Difficult Navigation:** Report navigation as “Difficult” or “Very Difficult,” highlighting a clear area of opportunity



Prior Year Survey Results (2025):

Users reported challenges navigating Luma, with 53% of respondents indicating the system was difficult to use for completing tasks efficiently.

2026 Results:

20% of users report navigation as easy, while 37% indicate an average experience and 43% report difficulty navigating the system. The 2026 navigation responses were a notable improvement over 2025 however, navigation continues to be a primary opportunity for improvement.

Conclusion- General Satisfaction and Usability

- **67% Neutral or Positive Satisfaction:** Represents a 13% increase from 2025, with advanced users reaching 70%
- **Sustained Progress:** Gains are likely driven by increased training, improved communication, and greater user familiarity over time
- **Navigation:** Remains a focus area for improvement with continued emphasis on the user experience
- **Confidence Opportunity:** With 34% reporting low confidence, targeted training and support remain critical
- **Next Phase Focus:** Improve navigation, increase user confidence, and continue reinforcing system understanding to sustain user satisfaction

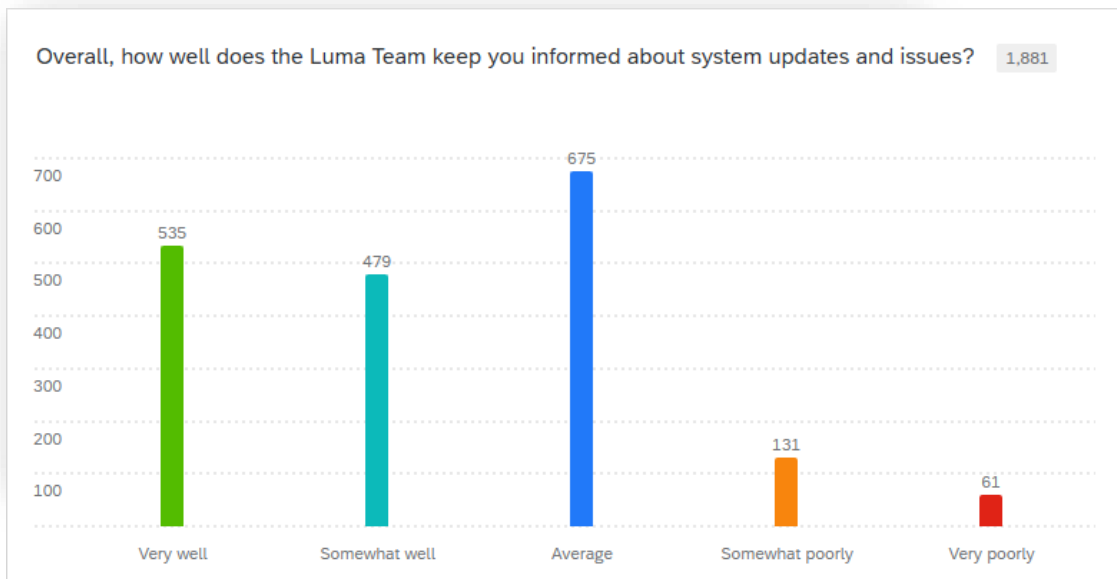
COMMUNICATION & TRANSPARENCY

This section evaluated user experience with support services, including the ability to find self-help resources, the perceived usefulness of those resources, satisfaction with support interactions, and how often issues are fully resolved. These insights help assess how effectively SCO supports users beyond the system itself.

Key Findings

Communication Effectiveness for Updates and Issues:

- **54% Effective Communication:** Report updates and issues are communicated “Very Well” or “Somewhat Well”
- **36% Average Communication:** Indicate communications are adequate but could be improved
- **10% Ineffective Communication:** Report updates are communicated “Somewhat Poorly” or “Very Poorly”



Prior Year Survey Results (2025):

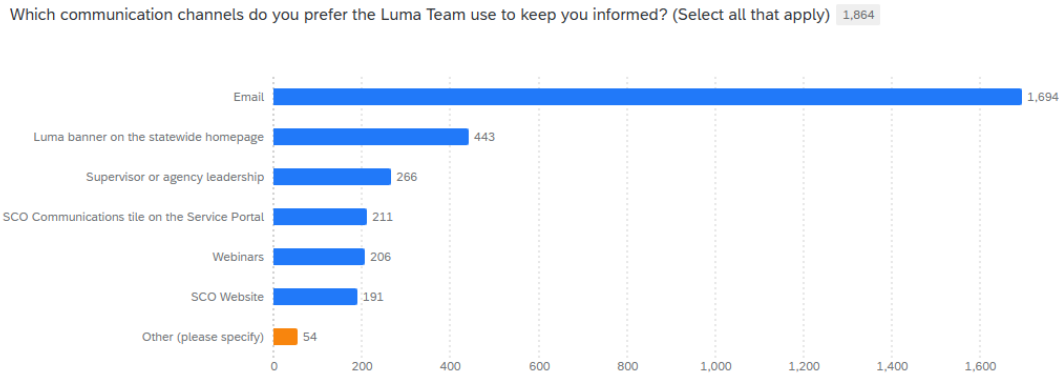
Communication effectiveness was reported at **70%**, reflecting generally positive but variable experiences across users.

2026 Results:

Communication effectiveness increased to **90%**, representing a **29% increase**, with the majority of users reporting updates and issues communicated effectively.

Preferred Communication Channels:

- **91% Prefer Email:** This is the most preferred and most utilized method of communication
- **24% Luma Homepage Banner:** Announcement updates posted on the Luma homepage
- **14% Agency Updates:** Receiving Luma updates from their agency leadership or direct supervisor



Conclusion – Communication and Transparency

- **90% Effective Communication:** Report updates and issues are communicated “Very Well,” “Somewhat Well,” or “Average,” a 20% increase from 2025
- **Strong Foundation:** Communication performance reflects sustained focus and improvement over the past year
- **Preferred Channel:** 91% of users prefer email, with website and banner updates serving as supporting methods
- **Opportunity:** Continue refining clarity and targeting to improve effectiveness for the 10% reporting challenges
- **Next Phase Focus:** Maintain strong communication performance while enhancing clarity, targeting, and multi-channel delivery to ensure continued visibility and user engagement

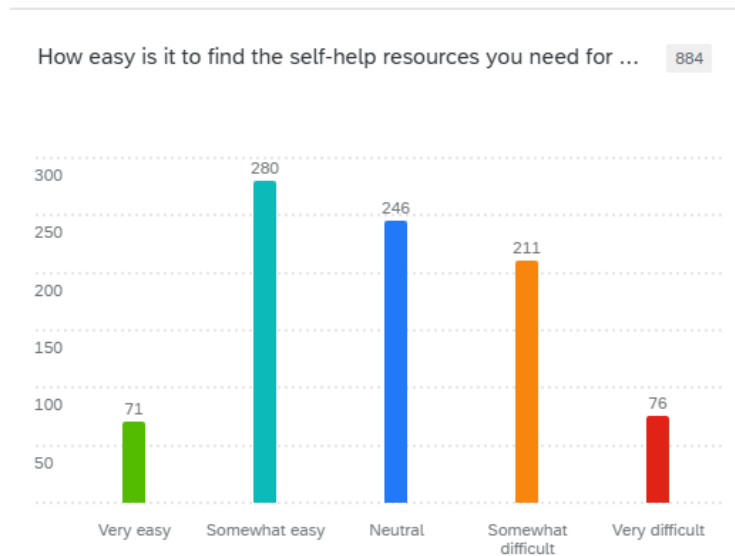
CUSTOMER SERVICE & SUPPORT

This section evaluated user experience with support services, including the ability to find self-help resources, the perceived usefulness of those resources, satisfaction with support interactions, and how often issues are fully resolved. These insights help assess how effectively SCO supports users beyond the system itself.

Key Findings

Locating Self-Help Resources in Service Portal:

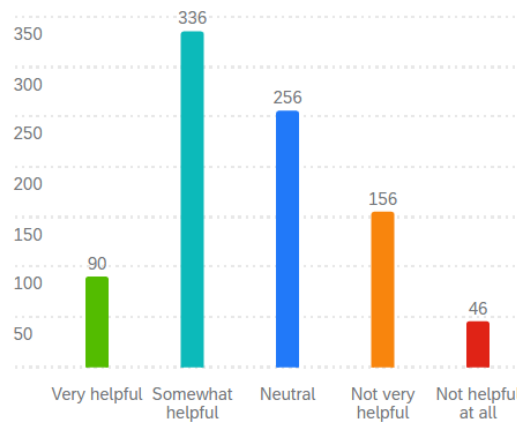
- **40% Easy Access:** Report finding self-help resources in the Service Portal is “Very Easy” or “Somewhat Easy”
- **28% Neutral Experience:** Indicate mixed ease in locating resources
- **32% Difficult Access:** Report finding resources is “Somewhat Difficult” or “Very Difficult,” highlighting an opportunity to improve awareness and navigation
- **Opportunity:** Increase visibility and ease of navigation to existing self-help resources in the Service Portal



How Helpful Are Service Portal Resources:

- **48% Helpful Resources:** Report Service Portal resources are “Very Helpful” (10%) or “Somewhat Helpful” (38%)
- **29% Neutral Helpfulness:** Indicate mixed perceptions of resource value
- **23% Not Helpful:** Report resources are “Not Very Helpful” or “Not Helpful at All,” highlighting an opportunity to improve usefulness and relevance

How helpful are Luma's self-help resour... 884

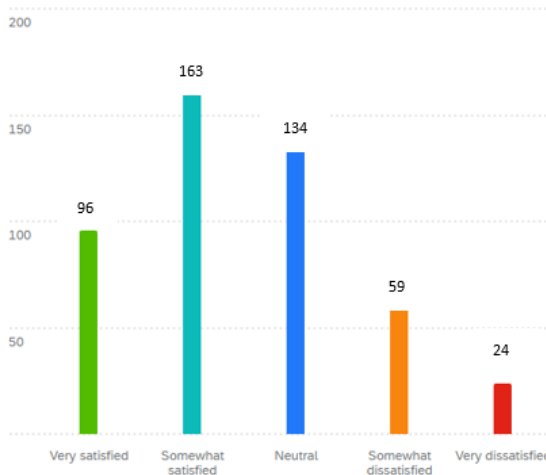


Support Satisfaction:

- **54% Satisfied:** Report being “Very Satisfied” or “Somewhat Satisfied” with support received
- **28% Neutral Satisfaction:** Indicate a balanced experience with support
- **17% Dissatisfied:** Report being “Somewhat Dissatisfied” or “Very Dissatisfied,” highlighting an opportunity to improve support experience

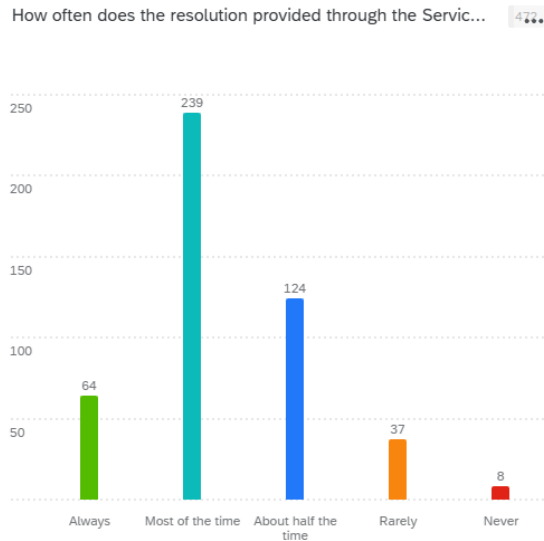
Prior Year Survey Results (2025): Users reported 19% positive satisfaction of support and 15% reported negative satisfaction of support offered. Users reported a **184% increase** in positive satisfaction of support in 2026.

Overall, how satisfied are you with the support you receive... 476



Fully Resolved Issue:

- **64% Fully Resolved:** Report issues are resolved “Always” or “Most of the Time”
- **26% Partially Resolved:** Report issues are resolved about half of the time
- **10% Rarely Resolved:** Report issues are “Rarely” or “Never” fully resolved, indicating an opportunity for improvement



Conclusion – Customer Service and Support

- **62% Resource Utilization:** Users engage with Service Portal, QRGs, or training, while 38% remain unengaged
- **Positive Experience Trend:** Most users report neutral to somewhat satisfied experiences, with continued improvement from 2025
- **Resolution Strength:** A majority of issues are resolved consistently, reinforcing overall support effectiveness
- **Awareness of Support:** Increasing awareness and use of existing resources remains a key gap
- **QRG Value:** Quick Reference Guides are widely used and preferred, emphasizing the need to maintain clear, current documentation
- **Next Phase Focus:** Increase visibility and usability of support resources, improve resource effectiveness, and continue enhancing resolution quality and user experience

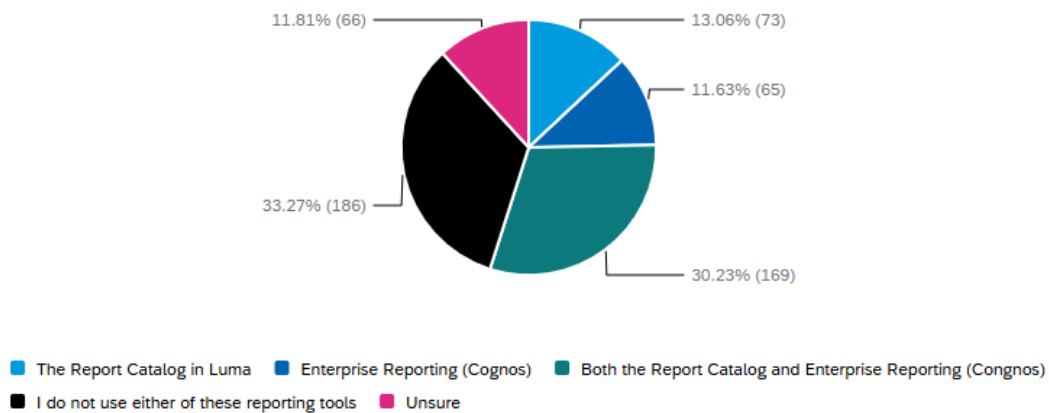
REPORTING

Reporting has historically been one of the more complex and challenging areas of Luma. This section evaluated usage patterns and user confidence in data quality across both Report Catalog (Luma) and Enterprise Reporting (Cognos). These questions were targeted at users performing Financial, Expense, Human Resources, Procurement, or Budget activities, where reporting plays a critical role in decision-making.

Key Findings

Usage Frequency:

Which Luma reporting tools do you currently use? 559



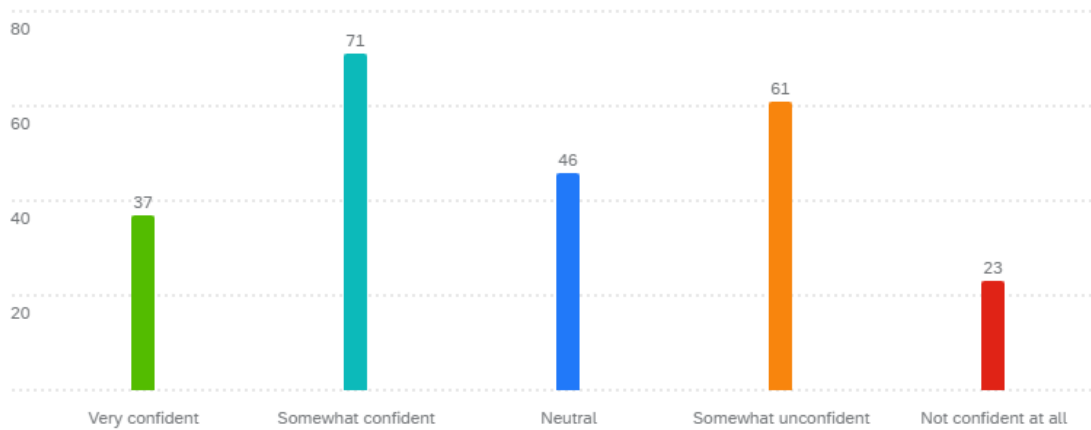
- **30% Dual Use:** Use both Report Catalog (Luma) and Enterprise Reporting (Cognos)
- **13% Report Catalog (Luma):** Use Report Catalog only
- **12% Enterprise Reporting (Cognos):** Use Cognos only
- **33% No Reporting Tools:** Do not use either reporting tool
- **12% Unsure:** Do not know which reporting tool(s) they use

Data Quality Perception:

Report Catalog (Luma)

Measure	2025	2026	Change
Confident (Very or Somewhat)	26%	45%	+73%
Unconfident	33%	35%	+6%
Neutral	40%	19%	-53%

How confident are you in the accuracy and data quality of the reports in the Luma Report Catalog? 238



Prior Year Survey Results (2025):

Users reported **26% confidence** in Luma Report Catalog data quality, indicating limited trust in reporting outputs.

2026 Results:

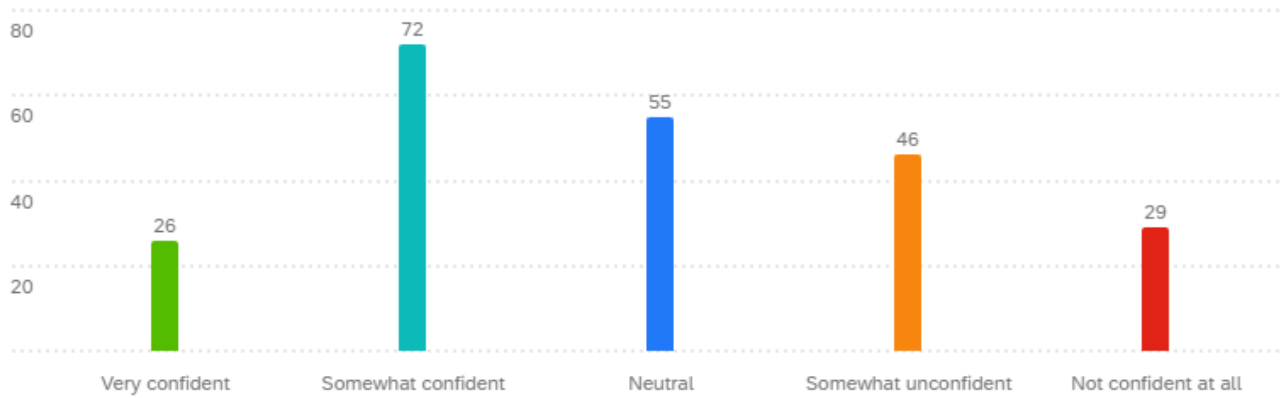
Confidence increased to 45%, representing a **73% increase**, reflecting improved usability, system enhancements, and targeted training efforts.

Data Quality Perception:

Enterprise Reporting (Cognos)

Measure	2025	2026	Change
Confident (Very or Somewhat)	24%	43%	+79%
Unconfident	42%	33%	-21%
Neutral	34%	24%	-29%

How confident are you in the accuracy and data quality of the reports in Enterprise Reporting? 228



Prior Year Survey Results (2025):

Users reported **24% confidence** in Enterprise Reporting (Cognos), indicating limited trust in reporting outputs.

2026 Results:

Confidence in the data and accuracy jumped to **43%**, representing a **79% increase**, reflecting improvements in reporting tools, accessibility, and user support.

Conclusion – Reporting

- **Significant Improvement:** Confidence and data quality perceptions improved across nearly all categories, reflecting SCO’s focus on reporting enhancements
- **Consistent Tool Experience:** Similar response patterns across both tools indicate no clear preference, with many users leveraging both
- **30% Dual Use:** Reinforces that users combine tools to meet reporting needs
- **Data Trust:** Despite improvements, users continue to express concerns about data accuracy and confidence
- **Backend Stabilized:** Data validation and system stability issues have been addressed, shifting focus to user trust and utilization
- **Training as a Lever:** Targeted, role-based training will be critical to improving confidence and effective use of reporting tools
- **Next Phase Focus:** Increase user trust in reporting data, improve accessibility, and expand training across beginner, intermediate, and advanced levels tailored to agency needs

OPEN TEXT FIELD – USER SUBMISSIONS

The State Controller’s Office appreciates all respondents who submitted their feedback! All responses were anonymous, but your feedback helps us implement changes and process improvements to our system that creates a better user experience.

Survey respondents were offered two questions to voice their opinions on items they (1) “would like to see changed in Luma” and (2) an opportunity to share any other feedback. Responses were similar for both questions and so our team reviewed all responses and aggregated feedback into the top responses.

As also expressed in our survey question responses, users shared their frustrations with navigation of the Luma system and their lack of confidence in the reporting data. These two categories remain a key priority for the State Controller’s Office to implement additional changes to help improve the user experience in Luma.

1. Navigation and User-Interface Intuitiveness

- Users reported struggles with general system navigation
- Excessive clicks to access functions
- Heavy reliance on bookmarks to expedite navigation confusion

2. Reporting Accuracy Confidence

- Users reported lacking confidence in budget data
- Report run-time slowness
- Missing legacy reports (DAFR7101)

CONCLUSION

Charting the Path Forward

Luma continues to improve across the State of Idaho. Employees are engaging with the system consistently, with most accessing Luma at least weekly and a growing share reporting neutral or positive satisfaction. These gains reflect increased familiarity over time, supported by targeted training and more effective communication, and indicate meaningful progress in overall user experience.

Focused efforts over the past year are delivering results. Communication effectiveness has improved significantly, reporting capabilities show measurable gains in user confidence, and support services continue to trend positively. Enhancements to system stability, tools, and resources are contributing to a more consistent and reliable experience for users across agencies.

Opportunities remain to further strengthen the value of Luma. Navigation continues to present challenges for some users, and confidence in completing tasks independently is still developing. While reporting has improved, building trust in data accuracy and increasing adoption of available tools and support resources will be critical next steps. Continued focus on usability, training, and user confidence will ensure Luma delivers sustained value as a modern, unified system supporting efficient, transparent, and data-informed government operations.

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