

CHRIS User Survey

The CHRIS project would like to thank the data facilitators who completed the CHRIS User Survey in January. Your responses allow us to document user satisfaction with project activities and help us to continue to meet your needs.

Detailed survey results are available on the CHRIS website at [CHRIS Survey 2014 Results Summary](#). Survey result highlights are presented below:

- 81% of respondents used CHRIS 5 days per week or more.
- 95% of respondents were satisfied with the quality of CHRIS Gold.
- 94% of respondents were satisfied with the quality of the CHRIS training sessions and 100% of respondents were satisfied with the quality of training instructors.
- 100% of respondents were satisfied with the service provided by the CHRIS Help Desk and felt that Help Desk staff could be easily reached and provided responses/solutions in a timely manner.
- 95% of respondents were satisfied with the quality of the CHRIS website. The main reasons respondents visited the website were to view or download instructional materials, to view articles about CHRIS, or to download the Citrix client.

When compared to previous years, the survey results indicated an increase in the percentage of users who create Tracking Reports (42% in 2008 and 79% in 2013) and Custom Reports/Layouts (21% in 2008 and 75% in 2013) (see Figure 1).

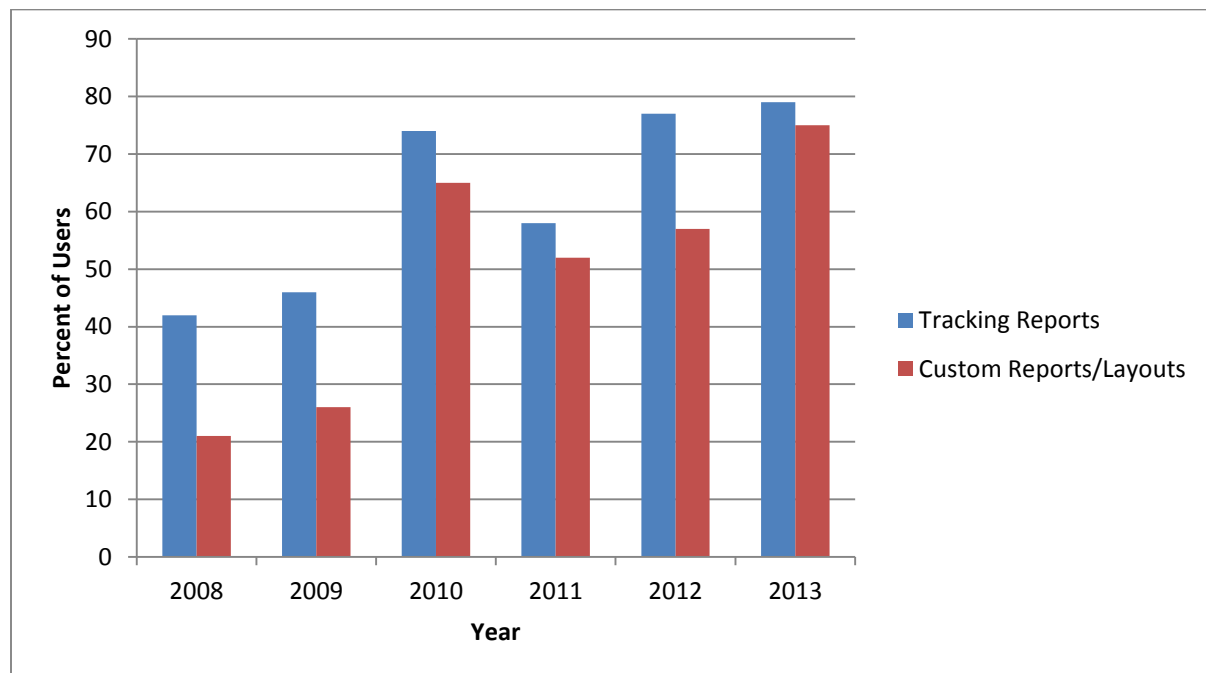


Figure 1. Creation of Tracking Reports and Custom Reports/Layouts from 2008-2013.

The frequency with which users created reports in CHRIS also increased dramatically (see Figure 2). The percent of users who create reports in CHRIS daily or weekly increased from 9% in 2008 to 45% in 2013 and the percent of users who create reports one to two times per month has decreased from 65% in 2008 to 15% in 2013.

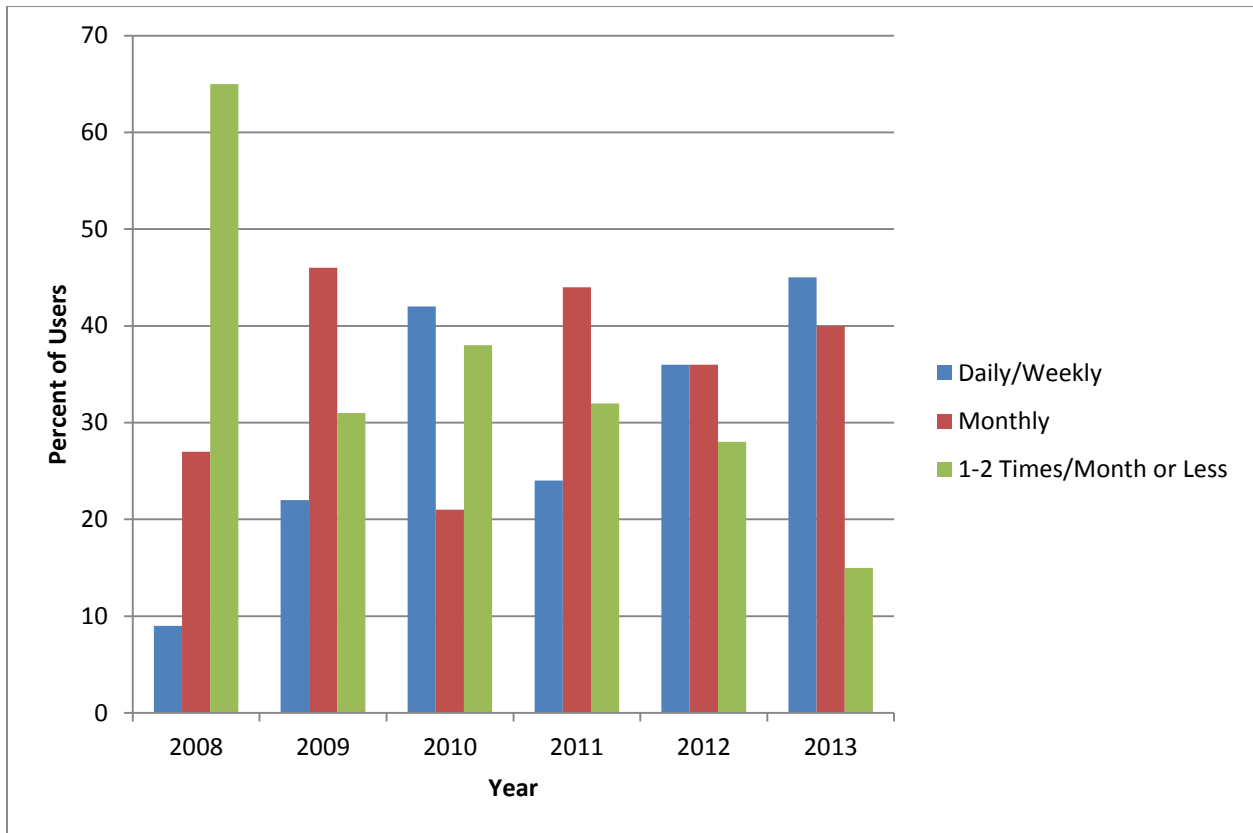


Figure 2. Frequency of report use in CHRIS for 2008-2013.

CHRIS contains a variety of reporting options useful for case management, service coordination, problem solving, and specific data needs such as determining the number of IEPs completed prior to children’s third birthdays and 60-day rule compliance. The most common reasons that sites/centers create reports are:

- for case management/service coordination (81%)
- to respond to local requests for data/information (71%)
- to respond to DOE requests for data/information (71%)
- to determine the number of IEPs completed on or before children’s third birthdays (57%)

If you would like more information on creating reports in CHRIS, contact the Help Desk to schedule a training session. CHRIS offers two training sessions on reporting. The Reports training session provides users with an introduction to reporting in CHRIS. The Advanced Reports training session provides more experienced users with information on how to create custom reports in CHRIS. Both of these training sessions are conducted one-on-one over the telephone and are customized to meet the individual needs of the user. The CHRIS staff are committed to helping all of our users benefit from the reporting capabilities of CHRIS.