

CHRIS Project Survey 2017 Results

The invitation to complete the survey was sent to 29 CHRIS data facilitators. Twenty-one of these data facilitators (or their designees) completed the survey. Most survey items were scored on a scale from 1 (Not at All/Never) to 6 (Greatly/Always).

ITEM	RESULTS
User Information	
User type (check all that apply)	
- Child find	90%
- Data entry	65%
- Data facilitator	50%
- ESE	20%
- FDLRS manager	0%
- Other	5%
How often do you use CHRIS?	
- 5 days per week or more	76%
- 3-4 days per week	10%
- 1-2 days per week	10%
- 1-3 days per month	5%
- Less than once per month	0%
Why do you use CHRIS? (check all that apply)	
- Data entry	95%
- Case management	67%
- Reporting	67%
- Service documentation	57%
CHRIS Gold Database Program	
To what extent are you satisfied with the quality of CHRIS?	95% score of 5/6
To what extent did CHRIS meet its intended objectives?	90% score of 5/6
To what extent does the CHRIS program meet the case management needs of your site/center?	94% score of 5/6
To what extent will you recommend CHRIS to others?	95% score of 5/6
To what extent will you continue to use CHRIS?	100% score of 5/6
CHRIS Help Desk	
To what extent are you satisfied with the service provided by the CHRIS Help Desk?	100% score of 5/6
To what extent did the service provided by the CHRIS Help Desk meet its intended objectives?	100% score of 5/6
To what extent can the Help Desk staff be easily reached via phone or email when you need them?	100% score of 5/6
To what extent does the Help Desk staff provide you with responses/solutions in a timely manner?	100% score of 5/6
To what extent will you recommend the services provided by the CHRIS Help Desk to others?	100% score of 5/6
To what extent will you seek the services provided by the CHRIS Help Desk again?	100% score of 5/6
CHRIS Website	
To what extent are you satisfied with the quality of the CHRIS website?	100% score of 5/6
To what extent did the CHRIS website meet its intended objectives?	94% score of 5/6
To what extent will you recommend the CHRIS website to others?	89% score of 5/6
To what extent will you continue to use the CHRIS website?	89% score of 5/6
Why have you visited the CHRIS website in the past year? (select all that apply)	
• Download the Citrix client	62%
• View articles about CHRIS	48%
• View or download informational materials (training manuals, information sheets, program updates, instructional videos)	52%
• Obtain telephone or email contact information for the CHRIS Help Desk	33%
• Review FAQs (frequently asked questions)	24%
• Obtain telephone or email contact information for a data facilitator or other user	24%
• Access information on training sessions	33%
• I have not visited the CHRIS website in the past year.	5%

ITEM	RESULTS
Training	
To what extent are you satisfied with the quality of training sessions?	100% score of 5/6
To what extent are you satisfied with the quality of training instructors?	100% score of 5/6
To what extent are the hands-on exercises conducted during the training sessions useful?	100% score of 5/6
To what extent are the training manuals and handouts distributed at each session well prepared and helpful?	100% score of 5/6
Reports	
Do you or does someone at your site/center create <u>Tracking Reports</u> in CHRIS?	89% Yes
How often do you or does someone at your site/center create <u>Tracking Reports</u> using CHRIS?	
• Daily	19%
• Weekly	6%
• Monthly	50%
• 1-2 times per year	19%
• Less than once per year	6%
• Never	0%
Do you or does someone at your site/center use Reporter to create custom reports in CHRIS?	47% Yes
How often do you or does someone at your site/center create <u>Tracking Reports</u> using CHRIS?	
• Daily	29%
• Weekly	14%
• Monthly	43%
• 1-2 times per year	14%
• Less than once per year	0%
• Never	0%
How does your site/center use CHRIS reports? (select all that apply)	
• For case management/service coordination	62%
• To determine the number of IEPs completed on or before children's third birthdays	38%
• To respond to local (site/center/district) requests for data/information	85%
• To respond to DOE requests for data/information	48%
• I do not know how my site/center uses CHRIS reports	0%
• Other	5%