



CHRIS
NEWSLETTER

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TEAM MEMBER, MARSHA

CHRIS Survey 2007: The Results Are in...

Dr. Christine Delgado
Project Director, CHRIS

The CHRIS project would like to thank those of you who completed the 2007 CHRIS User Survey in March. Your responses allow us to document user satisfaction with project activities and help us to continue to meet the needs of our users.

This year, 75 CHRIS users completed the survey. Respondents indicated that CHRIS was a valuable tool with logical navigation that meets their case management needs. Most respondents were aware that CHRIS can be accessed from off-site locations such as a school, screening location, hotel, or home. However, few of the respondents currently utilize this feature. To assist users in accessing CHRIS remotely, page 3 of this edition of the CHRIS Comments newsletter contains information on how to configure computers in remote locations to access CHRIS.

Help Desk staff received exceptionally high ratings for the technical support they provide.

Training sessions and materials were also rated very highly. Users indicated a clear preference for in person, live training sessions over other forms of training. As a result, the CHRIS team will continue to focus training efforts, particularly for new users, on hands-on training sessions.

Respondents were very satisfied with the CHRIS Comments newsletter and other project publications. Over two-thirds of the respondents had visited the CHRIS website in the past 6 months. They indicated that the website was well-organized and useful. The website was visited for a variety of reasons, the most common being to download the newsletter.

Detailed survey results are available on the CHRIS website at <http://www.chris.miami.edu>. Click on the [CHRIS User Survey 2007 Results](#) link at the top of the page under announcements.

CHRIS Reports Survey

If you create reports in CHRIS, please take the time to complete the CHRIS Reports Survey. Your input will help us develop the reporting features for CHRIS Gold that best meet your needs.

To access the survey, go to the following link: http://darwinism.psy.miami.edu/fmliiwp/res/iwp_auth.html?sid=024A69790C48CE96126935FD

Then,

- Click on "Reports Survey" in the upper left hand corner of the screen.
- Enter the following username and password:
Username: chris
Password: chris
- Click the Login button to begin the survey.

The last day to complete the survey is 05/23/2007.

TAWG Meeting Update

The Technical Assistance Work Group (TAWG) Advisory Board Meeting was held at the Hampton Inn Orlando Airport Hotel on May 4th, 2007. This was the first Advisory Board meeting without Rachael Spanjer at the helm. We welcomed Cathy Bishop as the DOE representative for the meeting.

As we move towards the introduction of the next version of the CHRIS program, CHRIS Gold, the CHRIS project would like to thank the Advisory Board for all of their hard work. They have been instrumental in communicating user requests and making critical decisions.



The status of CHRIS Gold was showcased at the meeting. Attendees got a first hand look at some benefits of utilizing this new version, including faster finds and a dramatic reduction in the number of files to open in CHRIS Gold.

A complete list of the TAWG Advisory and Executive Board members is available online at www.chris.miami.edu. Meeting agendas, minutes, and presentations are also available from our website.

New CHRIS Headquarters



The CHRIS project is moving! We will remain on the University of Miami Coral Gables campus, but will now be located in the Behavioral Medicine Research Building near the center of campus.

Our move is currently scheduled for June 22-24. During the move, access to CHRIS will be provided through our backup site at the Polk County Technology Center. We will be in contact with the

FDLRS sites soon regarding network changes necessary to access CHRIS from our new location.

All University of Miami training sessions will continue to be conducted at the Flipse building. In addition, our contact information (mailing address, telephone numbers, fax number, and email addresses) will remain the same.



*Behavioral Medicine Research Building
University of Miami, Coral Gables Campus*



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CHRIS Comments
Newsletter Schedule for 2006-2007
August, November, February, May

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CHRIS Anywhere

The Help Desk would like to remind you that CHRIS provides users with the ability to access data from remote locations such as a school, screening location, hotel, or home. CHRIS can be accessed from any computer that has an Internet connection. The instructions for configuring a PC are provided below. If you would like to access CHRIS remotely using a Macintosh computer, please contact the Help Desk at (800)231-5747 for assistance.

To set up a remote PC computer to access CHRIS, complete the following steps:

Identify the Operating System

- Make sure that your computer is connected to the Internet.
- Identify the version of Windows your computer runs on. To do this, click “Start”>”My Computer”. On the left hand side of the “My Computer” screen under “System Tasks”, click on “View System Information”. The version of Windows your computer is running will be listed at the top of the page. To install the Citrix Web Client with the Screwdriver Printer driver on your computer it must be running Windows 2000 or newer (Windows 2000, ME, XP, or Vista). If your computer is running Windows 98 or Windows 95, please call the Help Desk for assistance.

Access the CHRIS Website

- Once you have determined that you are running an appropriate operating system, you need to open a web browser, (Internet Explorer, Firefox, Mozilla, etc.).
- Once you have opened a web browser, type the following address into the address bar at the top of the

window: www.chris.miami.edu.

- From the CHRIS home page, click on the “Support” link in the middle of the page. The “Technical Support” page will now be displayed.

Install Citrix with Screwdriver Client

- At the end of the first paragraph, click on the “Citrix with Screwdriver Client” link.
- Click “Run” or “Open” on the next window that appears. If you see another prompt asking you to run the software, please click “Run” to display the Citrix Metaframe Installation Wizard.
- Click the “Next” button at the bottom of the window to display the license agreement.
- Select “I accept.”
- Click “Next”.
- Accept the default setting by clicking “Next” to display the installation summary page.
- Click “Next” again to install the Citrix Client.
- Wait until the window indicating that the client was successfully installed displays and then click the “Finished” button.

Install Printers

- Close the web browser and open your control panel. To do this click “Start”>”Settings”>”Control Panel”, or “Start”>”Control Panel”.
- From the Control Panel window, locate the “Screwdriver Client v4” icon and double click on it to display the Screwdriver set up window.
- Click on the “Printers” tab and your installed printers will be displayed in the box on the left side of the window.
- Locate the printers you use with CHRIS and click on the one you use

the most. Once you have selected this printer, click the “Add” button to add that printer to the “Preferred Printers” list.

- Repeat these steps until you have added all of the printers you will be using with CHRIS to the Preferred Printers list.
- Add the remaining printers you do not use with CHRIS to the “Denied Printers” list. This will help speed up your CHRIS experience.
- Once you have assigned all printers to either the Preferred or Denied Printers lists, click the “Apply” button and then click the “Query Printers” button.
- Once you receive the “Query was Successful” message, click “Close”>”OK” and then close the Control Panel.

Set up the CHRIS Shortcut

- Open another web browser and enter the following address exactly as shown: <http://129.171.236.102/citrix/metaframexp>
- Press “Enter” on the keyboard to display the Citrix Portal Login Screen for CHRIS. Size the browser window so that you can see a portion of your desktop.
- Left click on the icon directly to the left of the address bar on the web browser where you just typed the web address. Drag this icon to the desktop and drop it. This will automatically create a new shortcut to the CHRIS logon page.
- You can now use the open logon portal to login to CHRIS like you normally would in your office.

If you experience difficulties setting up remote access to CHRIS, please contact the Help Desk for assistance.

Welcome Marsha!

Marsha Francois

Hello, Hola, and Bonjour to all! My name is Marsha Francois and as of May 7, 2007 I am the newest member of the CHRIS team. As a Technical Support and Publications Specialist, my mission is to proactively support the CHRIS project by providing consistent delivery of superior assistance to all.

I began my career path as a customer service representative at Best Buy. There I learned the value of customer centricity. A year later I was employed with Barry University as a Financial Aid Processor, specializing in Verification. The Department of Education used the verification process to confirm that the information that

the student and/or parent(s) provided on the Free Application for Federal Student Aid was accurate. This is how the DOE ensures each applicant receives the right type and amount of Title IV Aid.

My educational background includes obtaining my Associates of Arts Degree at Miami-Dade College. Currently, I am in junior standing at Barry University majoring in Business Management with a minor in Education.

My position with CHRIS will allow me to utilize my previous experience and education to assist the members of FDLRS as they support exceptional student education.

I look forward to interact-



ing with everyone and want to thank all the members of the CHRIS team for making me feel at home! You can email me at: mfrancois@psy.miami.edu.

ANNOUNCEMENTS

CHRIS Training Sessions

If you would like to request a New User, Data Facilitator, or online Reporter Training, please send an e-mail to Cory Beermann at cory@miami.edu. You can also visit the Training web page at www.chris.miami.edu/training.htm or call the Help Desk for more information.

Tentative Training Schedule

New User Training

June, Date TBA, University of Miami, Coral Gables, FL



Reporter Training

CHRIS users must contact the Help Desk to schedule a training session. Training sessions last 4-5 hours and users can request the development of specific custom reports. For more information, go to www.chris.miami.edu.

Data Facilitator Training

To schedule a training, please call the Help Desk.

Hurricane Season Preparation

As sudden as it may seem, another year of lightning, tropical storms, and (of course) hurricanes is rapidly approaching. All CHRIS users should take the necessary precautions to protect their computer systems. Remember to back up your hard drive and protect your equipment against power surges.

Data Archive

The next archive is scheduled for June 15, 2007. Please remember that children born prior to July 1, 2000 with no Service Coordination activity within the last year will be archived. If you have any records you would like to maintain in your active database, please enter a Service Coordination event prior to June 14, 2007.

Do you want to be on the CHRIS Mailing List?

Send us your e-mail address at chris.um@miami.edu. Newsletters are distributed quarterly and can be downloaded from www.chris.miami.edu.