C·H·R·I·S

COMMENTS

Hi-Tech Support

Cory Beermann

In an effort to provide all users with the best possible service, the CHRIS Help Desk will soon be utilizing remote control software to provide technical support.

Currently, we are able to "shadow" users once they have logged into Citrix. Although this feature has proven far superior to the Help Desk's previous remote control software, there are still some shortcomings. At this time, the Help Desk is unable to see a user's computer settings and desktop items with the exception of the CHRIS program. For example, if a user currently experiences printing problems while trying to print from CHRIS, we can see the CHRIS screen but we are unable to see or control any other items on the user's desktop, including the printer settings. After implementing the new remote control software, we will be able to work on any user's computer as if we were sitting

there with you. This will improve the efficiency and effectiveness of CHRIS technical support.

If a CHRIS related issue is encountered, and someone at the CHRIS Help Desk determines that it would be beneficial to temporarily take control of the user's computer, the user will first be asked to navigate to a Web page and click on a link. In some cases, this link may require installation of client software, which is a simple process. Permission must be granted from the user in order for us to remotely control the computer. If for any reason during the support call the user would like to disconnect from the CHRIS Help Desk, simply closing the web browser will terminate

any access previously granted to us.

We will be sending out a system-wide e-mail to inform all users when this new Help Desk feature is available. As always, if you have any questions, please do not hesitate to contact us.

CHRIS User Survey 2009

Christine Delgado

The CHRIS project would like to thank the 82 users who completed the 2009 CHRIS User Survey in February. Your responses allow us to document user satisfaction with project activities and help us to continue to meet your needs.
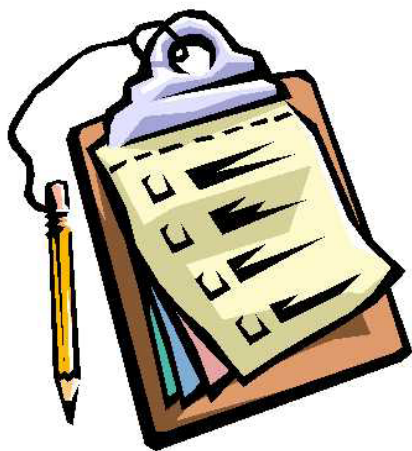
Detailed survey results are available on the CHRIS Web site at http://www.chris.miami.edu/Survey2009.pdf. Survey result highlights are presented below:

• 86% of respondents felt CHRIS was a valuable tool and met their case management needs.

• 95% of respondents were satisfied with the services provided by the Help Desk staff.

• 84% of respondents were satisfied with the quality of the training sessions.

• 87% of respondents were satisfied with the overall quality of CHRIS publications, such as the newsletters and training materials.

• 94% of respondents who had visited the CHRIS Web site in the previous 6 months felt that it was well organized and provided useful information.

Although 94% of respondents indicated that they were aware that CHRIS can be used to create reports, only 42% of respondents create Standard Reports in CHRIS and only 21% of respondents create Custom Reports in CHRIS. Additionally, over half of the respondents indicated that they create reports in CHRIS 2 times per year or less.

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. Survey respondents who create reports indicated that they used reports for the following purposes:

• 67% used reports for case management or service coordination.

• 61% used reports to respond to DOE requests for data or information.

• 45% used reports to determine the number of IEPs completed on or before children's third birthdays.

• 25% used reports to problem solve issues.

If you are not currently using CHRIS to create reports, contact the Help Desk to schedule an online reporter training session. These one-on-one training sessions are conducted over the telephone and are customized to meet the individual needs of the user. We are committed to helping all of our users benefit from the reporting options in CHRIS.

Principal Investigator & Project Director
Christine F. Delgado, Ph.D.
cdelgado@umiami.edu

Project Manager
Olga Camacho
olga@miami.edu

CHRIS Help Desk
Cory Beermann, Technical Support
cory@miami.edu

Bijan Boustani, Technical Support/Publications
bijan@miami.edu

Changes to the ESE Eligibility Event

Bijan Boustani & Olga Camacho

The **ESE Eligibility** screen (*see Figure 1*) in CHRIS Gold has recently been revised.

The names of the exceptionality categories have been changed to reflect changes at the state level.

- "Autistic" has been changed to "Autism Spectrum Disorder"

- "Educable, Trainable, and Profoundly Mentally Handicapped" has been changed to "Intellectual Disability"

- "Emotionally Handicapped" and "Severely Emotionally Disturbed" have been changed to "Emotional/Behavioral Disability"

Checkboxes to indicate that a child is receiving speech and/or language

Figure 1: ESE Eligibility Screen

therapy have been added to the related services box in the ESE Eligibility event. These options were added to document the provision of speech and/or language therapy to children transitioning from Part C who are classified as Developmentally Delayed.

Allsites Screening Type Report

Christine Delgado & Olga Camacho

CHRIS can be used to produce a wide variety of reports at the county, site, center, or state level. One example report, the Statewide Screening Type Report, is shown in *Figure 2*.

This report indicates the number of each type of screening conducted over the past three school years. (The "Other" category includes the observation, parent conference, parent report, and professional report screening types.)

For assistance in generating this report for your county, site, or center or for assistance with the development of any other report, contact the CHRIS Help Desk.
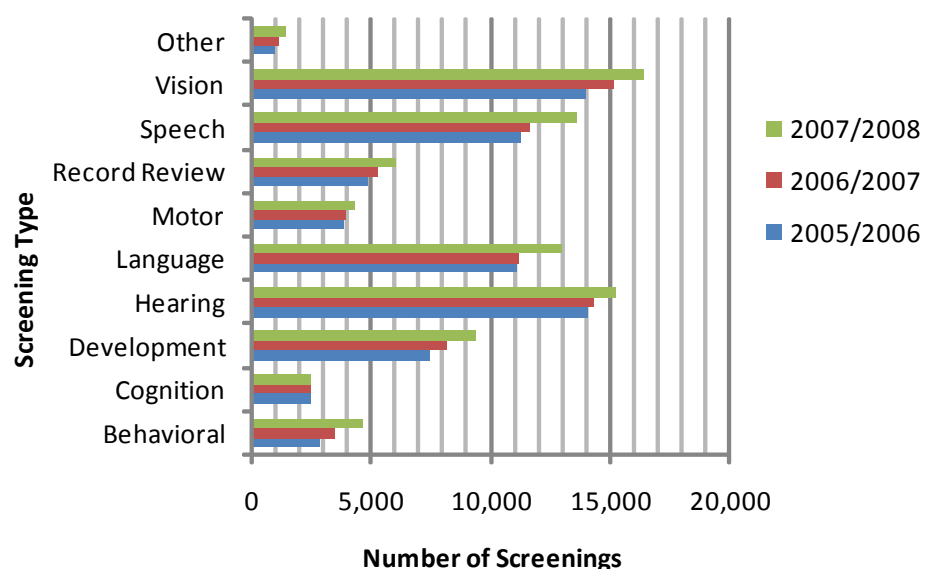
Figure 2: Statewide Screening Type Report

CHRIS Maintenance

Cory Bermann

The CHRIS Help Desk has implemented a new regularly scheduled maintenance period. Beginning in March, the CHRIS Gold database will be taken offline at 4:30 p.m. **every** Friday afternoon. It will remain offline for a minimum of a couple of hours to a maximum of early Saturday morning.

During this down time, we will perform maintenance tasks such as deletion of children's records, creation of calculated fields in Reporter, and installation of software or hardware.

Users will receive an e-mail reminding them to exit the program by 4:30 p.m. on Fridays. We thank you

for your cooperation and consideration as we strive to ensure the quality of the CHRIS database.

ANNOUNCEMENTS

Do you want to be on the CHRIS mailing list?

If you are interested in receiving the CHRIS Comments Newsletter via e-mail, or know someone who wants to be added to our mailing list, send us an e-mail at chris.um@miami.edu. Newsletters are distributed in Adobe Portable Document Format (PDF) files and can be downloaded and saved on your local computer. If you cannot open PDF files, go to www.adobe.com and download a copy of the free Adobe Reader today!

CHRIS Training

To register for any CHRIS training session, send an e-mail to Cory Beermann at cory@miami.edu or visit the Training Web page at www.chris.miami.edu/training.htm.

Inform Your Colleagues

Have you read an article that would be of interest to the Child Find community? If so, send the citation information for the article to chris.um@miami.edu. We will highlight articles in future editions of the newsletter.

Reporter Training

Contact the Help Desk at 1.800.231.5747 to schedule a training session on how to create reports using CHRIS data. The Reporter section of the CHRIS program has undergone considerable changes, and a training session is highly recommended. Sessions last 4 to 5 hours, and users may request the development of specific custom reports. For more information, go to www.chris.miami.edu.

Share a CHRIS story!

Do you have an interesting CHRIS story that you would like to share with everyone? If so, please e-mail us at chris.um@miami.edu.