



CHRIS  
NEWSLETTER

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C O M M E N T S

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# The Data Archives

Aimee A. Echeverri

What has happened to the CHRIS data? Some of you may be asking yourselves this question as you search in the Child Record Locator screen and notice the appearance of records with “Archived” as the County of Residence. What does “Archived” mean? In CHRIS, it signifies that the record was placed into storage (or preserved) as historical data for statewide reporting and research purposes. Records for children seven years of age or older that have not been updated for over a year were recently archived.



## The Archive

The data archive program was established in 1999 with the purpose of removing old records from the CHRIS database that were no longer being used by the FDLRS sites. Today, this program remains as an important part of our annual database maintenance.

## The Process

Beginning June 2006, CHRIS will send out an e-mail to all the FDLRS sites at the end of each school year asking them to review their records for children who are inactive (the record has not been updated within the past year) and seven years of age or older. To keep any of those records from being archived, make that record active by adding a Service Coordination event with a current date. All remaining records that meet the criteria will be archived. Archived status will be indicated by “Archived” in the



County of Residence field. This process will be conducted overnight with no user downtime. If for any reason a user would like to access an archived record, they must contact the Help Desk for further assistance.

## The Benefits

Archiving records in this way enables users to create standard tracking reports and return results that do not include old records. This is important when printing lists of children or generating counts.

This year, the CHRIS Data Archive took place during the week of June 26, 2006. Over 160,000 records were archived.

# New Features on the CHRIS Website

Aimee A. Echeverri



Are you aware that the CHRIS Project website is a valuable source of information for all of our users and affiliates? The new and improved website provides useful resources for users and administrators that would like to learn more about who we are and what we do. Our website is setup in a user friendly format to help you get the information you need quickly. The following resources are now available on the website:

- On the home page, announcements are posted at the top of the screen. Look for these messages to know what's happening with CHRIS.
- The CHRIS Citrix Portal web page can be accessed from the website. If you ever lose your shortcut to login to CHRIS *Plus*, you can always visit our website to connect.
- A list of CHRIS *Plus* program changes and updates is available to inform users of recent changes and how they affect data entry and reporting.
- A slideshow presentation of the photographs taken by the CHRIS Team is available in the Publications section of the website. This is our most recent collection of meeting and training pictures. The photographs are posted on the web to allow our users to get to know the friendly faces of other FDLRS staff members around the state. Be careful, the CHRIS camera is always nearby at our training sessions!
- The New User Access Exam is available in the Support section of the website. All new (or current) users that have not been able to attend a New User Training session are required to pass a 10 question new user exam prior to gaining access to the CHRIS program. A passing grade of 80% or greater is required to gain access to CHRIS. If you don't pass the first time, don't worry just take it again until you do pass.
- A list of CHRIS Data Facilitators is available so that users may contact the appropriate CHRIS representative at a FDLRS center. Pertinent contact information such as site ID, site name, phone number, and email address are posted for your reference. This list is frequently updated.



Please visit the CHRIS website at <http://www.chris.miami.edu> for more information about any of the topics listed above.



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## FOCUS ON RESEARCH

# User Survey Results

Christine F. Delgado, Ph.D

This past January we conducted a survey to assess user satisfaction with the CHRIS project. Two hundred and thirty-nine users were invited to take the survey. Seventy-nine users responded. Users were asked to rate 24 statements on a scale of 1 (strongly disagree) to 7 (strongly agree). Results presented indicate the percentage of respondents who agreed with the statement (i.e., rated the item as 5, 6, or 7).

Two additional Yes/No questions were also included. Blank items or responses of "Not Applicable" were not included in the analyses. Overall, most respondents were satisfied with the CHRIS project. Some aspects of the project such as the video tutorials and the demo program were not widely used but were valued by the people who did use them. Thank you to those who responded for providing this valuable input.

## CHRIS SURVEY 2006

*Displayed below are the items from the survey and the percentage of respondents who agreed with each item.*

### I. CHRIS Plus Program

1. The CHRIS program meets my case management needs. 87%
2. I am satisfied with the functionality of the CHRIS program. 83%

### II. Citrix/Statewide Master Database

1. Installation of the Citrix Client to access the statewide database is simple. 81%
2. Citrix gives me the ability to access the statewide database from my office and other off-site locations. 81%
3. I am satisfied that the Help Desk staff is responsible for the Nightly Update and data backups. 86%

### III. Technical Support

1. The Help Desk staff can be easily reached via phone or email when I need them. 91%
2. The Help Desk staff provides me with responses/solutions in a timely manner. 91%
3. I am satisfied with the quality of responses/solutions provided by the Help Desk staff. 89%
4. I am satisfied with the quality of assistance I receive with custom reporting. 88%

### IV. Training and Documentation

1. The number of training sessions available during the year is appropriate. 87%
2. I am satisfied with the quality of training sessions. 93%
3. I am satisfied with the quality of training instructors. 90%
4. Hands-on exercises conducted during the trainings are very useful. 91%
5. Training manuals and handouts distributed at each session are well prepared and helpful. 92%
6. I have watched one or more of the video tutorials available from the Website. (Yes) 13%
7. I find the video tutorials available from the Website useful. (Indicated Yes for item 6) 100%
8. I would like to have more interactive, web-based training options. 60%

### V. Publications

1. I am satisfied with the overall quality of CHRIS publications. 90%
2. CHRIS Comments newsletter articles are informative and useful. 92%
3. I am satisfied with the presentation and distribution of the newsletter. 91%
4. I like receiving information about research conducted with CHRIS data. 90%
5. The CHRIS Website is well organized and provides useful information. 89%
6. I am satisfied with the overall content and quality of the CHRIS Website. 89%

### VI. Other

1. Have you accessed or recommended that someone else access the CHRIS Demo program from the Website? (Yes) 9%
2. The CHRIS Demo program is a useful tool for guests to learn about CHRIS. (Indicated Yes for item 1) 100%
3. I find participation in the CHRIS Points program worthwhile. 71%

## NEWS BRIEFS

### Are You Interested in Online Reporter Training?

Cory Beermann

Be one of the next CHRIS users to sing the praises of our new Online Reporter Training. Since March, we have conducted seven Reporter training sessions. Users have given the training sessions high marks for usefulness and commented on how it made them appreciate this valuable tool. As a result, the creation of custom reports in CHRIS has greatly increased. Users are creating layouts and running reports to accomplish tasks they never thought were possible with CHRIS.

Any CHRIS user with a firm grasp of FileMaker and the CHRIS program (users must have attended a New User Training session) can register for Online Reporter Training. This four hour training session is designed to be conducted remotely; utilizing our ability to see and interact with any user's CHRIS session from our offices in Miami. The trainer and trainee(s) will communicate via the telephone and will be able to watch the other person's actions via their respective monitors.

Specific custom report requests can also be addressed during the training.



If you are interested in learning how to create your own reports and layouts and in realizing the potential of the CHRIS *Plus* Reporter program, please contact the Help Desk at 800.231.5747 or email me at [cory@miami.edu](mailto:cory@miami.edu) to set up an appointment.

## ANNOUNCEMENTS

### CHRIS Training Sessions

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

#### New User Training

September 8, 2006

FDLRS/Action Associate Center, Orange County

September 15, 2006

FDLRS/Suncoast Associate Center, Sarasota County



#### 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.

#### Data Facilitator Training

Available upon request.



### Share a CHRIS story and earn CHRIS Points!

Do you have an interesting CHRIS story that you would like to share with everyone? If so, please email Aimee Echeverri at [aimee@miami.edu](mailto:aimee@miami.edu).

### Do you want to be on the CHRIS mailing list?

If you are interested in receiving an email announcing new editions of the quarterly CHRIS Comments Newsletter, send us your email address at [chris.um@miami.edu](mailto:chris.um@miami.edu). You will receive a link to our website ([www.chris.miami.edu/publications/newsletter.htm](http://www.chris.miami.edu/publications/newsletter.htm)) where the newsletter is available in Adobe PDF format. Newsletters can be downloaded and saved onto your local computer. If you cannot open the PDF files, go to [www.adobe.com](http://www.adobe.com) and download a free copy of the Adobe Acrobat Reader.



### Contact the CHRIS Help Desk

If you or someone at your site have any questions regarding CHRIS, please contact the Help Desk at 1.800.231.5747 or email us at [chris.um@miami.edu](mailto:chris.um@miami.edu). You can also visit our webpage [www.chris.miami.edu/Technical\\_Support.htm](http://www.chris.miami.edu/Technical_Support.htm) for more information.