



## 2008 - 2009 End of Year Survey

### Results

In June 2009, the IMS Central Processing Center made available an on-line survey for data entry personnel. Any person who is involved in IMS data entry in any capacity was asked to complete the survey. The survey site was opened from June 1 – 12, 2009.

Nineteen (19) people, representing 10 of the 10 AEAs, completed the survey. The following are the questions and comments that were submitted as well as the demographics of the people who completed the survey:

#### **1. In regard to the CPC's services or the IMS or web IEP application, what do you like most about it?**

- I liked the fact that Web 5 went MUCH smoother than I thought it would.
- They are online and easy to navigate - like the web-based reports with "live" data
- Teachers submit & web IEP catches many errors for them.
- I like the updated announcements.
- ??????
- "Knowing" the people at the other end of the network.
- It's usually pretty easy to navigate from one section to another.
- I like that fact that the IMS & Web IEP are web based and easily accessible.
- For the most part, it seems to work well.
- Great tech support.
- I like the help that is always available when we are having problems, and I like the ICN meetings which keep us updated.
- Everything seems pretty user friendly for the most part.
- it works...most of the time
- Keely Ruby - IMS Guru - she's wonderful.
- The systems are excellent to operate. In time, they will only be better.
- I like the way we can flip back and forth between the Web and IMS by using the F9 key. That makes it easy to move back and forth, enter, and compare data.
- The good job of communicating changes and teaching us.

## 2. In regard to the CPC's services or the IMS or web IEP application, what has frustrated you the most or you would like to see changed?

- New Students are a mess I hope the new process will make that nicer.
- Tweak Web reports so we no longer have to use FoxPro and make Medicaid forms fillable online.
- Faster
- When closing out of it sometimes it closes out other things I may have open.
- that they do not "talk to each other"
- That the Web IEP is only updating things the government wants changed this year. I understand that the Web IFSP is important, also, but we need to get the Web IEP kinks worked out, and make that a priority.
- Having to go to the student list to check what has been uploaded to the Associated Files
- Printing the Web IEP is much more time-consuming than it should be, as it is now, I have to click more than 30 times for each IEP (including summary sheet & extra forms, choosing to print double sided) Many days, I've had over 30 IEPs to print. Carpal tunnel in my index finger may be in store for me.
- FoxPro reports are a huge issue. None of the reports pull the data that I need. We utilize the Web reports most of the time because it is live data and because it appears to pull more accurate data (when comparing the data) and of course we don't have to wait for the overnight download.
- It seems that anytime I need data I have to compare information to make sure it is accurate before sharing. It would be nice to have web based reports that actually pull the data AEs & LEAs need.
- The fact that the SAR and ESY forms are not part of the state forms and must be uploaded
- The impossible--sometimes it is slow due to so many people on at once.
- When an ID number is incorrect and the WEB IEP's don't match up with the IMS records. Also - I wish we could use apostrophes in names. If it's entered on IMS with an apostrophe they don't seem to match up with the WEB.
- The slowness of the IMS system - at times, it is hard to tell what screens saved b/c they take a long time to save changes. It would be great to also have the Duplicates students report back, so we wouldn't have to bother Kirby all the time with duplicate students problems.
- printing-the fact you have to hit print multiple times before it actually prints is irritating.
- The Early Access Entry - probably because I'm still learning it.
- There are different levels of knowledge among either the "data entry" staff and/or the "systems operators". It is very frustrating sometimes to have to wait for the simplest questions to be asked and answered. And they usually are answered. The tougher, harder questions are responded to with "deer in the headlights" looks and no answers. And when the answer comes, it is NOT an answer. Many of the tougher questions asked are not even understood by the data entry staff. They are just confused. It would be nice to get the one-on-one relationship back with the programmers. They understand what we are saying, as systems operators, and sometimes, we can clear up mysteries for them, because we have been here longer. This is the most frustrating part about the CPC.
- In the Web, it is frustrating to have to click out of the student's submitted IEP, go back to his student record and enter his IEP Overview screen to see if the FBA, BIP, or ESY forms have been uploaded or not. Then we have to return to the submitted IEP to return to author (RTA) if any of those forms are missing.
- Updating of FoxPro reports.

### 3. For which type of educational organization do you work?

AEA	17	89%
Local School District	2	11%
<b>Total</b>	19	100%

### 4. How many years have you entered data into IMS?

New (one year or less)	1	5%
One to three years	6	32%
Four to six years	2	11%
Seven or more years	10	53%
<b>Total</b>	19	100%

### 5. In what AEA does your organization reside?

Keystone AEA	4	21%
AEA 267	1	5%
Prairie Lakes AEA	2	11%
Mississippi Bend AEA	1	5%
Grant Wood AEA	1	5%
Heartland AEA	4	21%
Northwest AEA	1	5%
Loess Hills AEA	1	5%
Green Valley AEA	1	5%
Great Prairie AEA	3	16%
<b>Total</b>	19	100%

## Actions

As a result of the input provided from the respondents, the CPC proposes the following actions:

1. Request data entry personnel notify the CPC when the system is running slowly so system can be monitored during problematic times.
2. Now that a new server has been put in service, monitor the system speed.
3. Incorporate user interface improvements into interim versions of the web IEP.
4. Recommend to the governance committee that the rewrite of IMS begin when the first version of the web IFSP is stable and relatively bug free.