

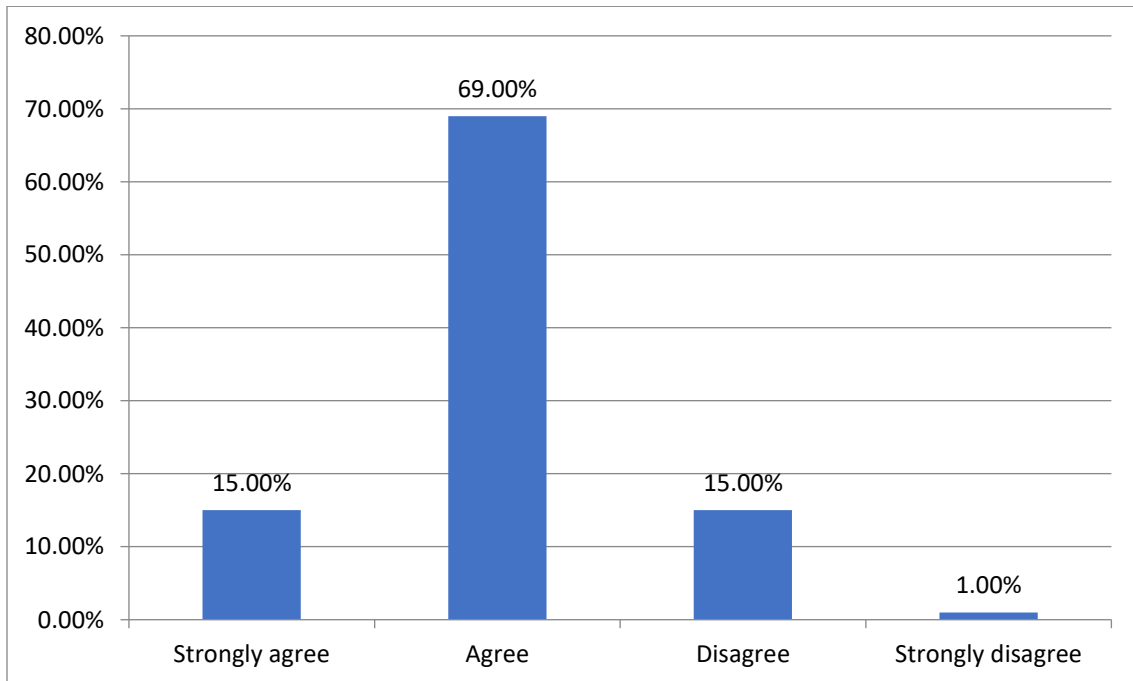


## Missouri Workshop Calendar - Technology Satisfaction Survey Report

January – June 2020

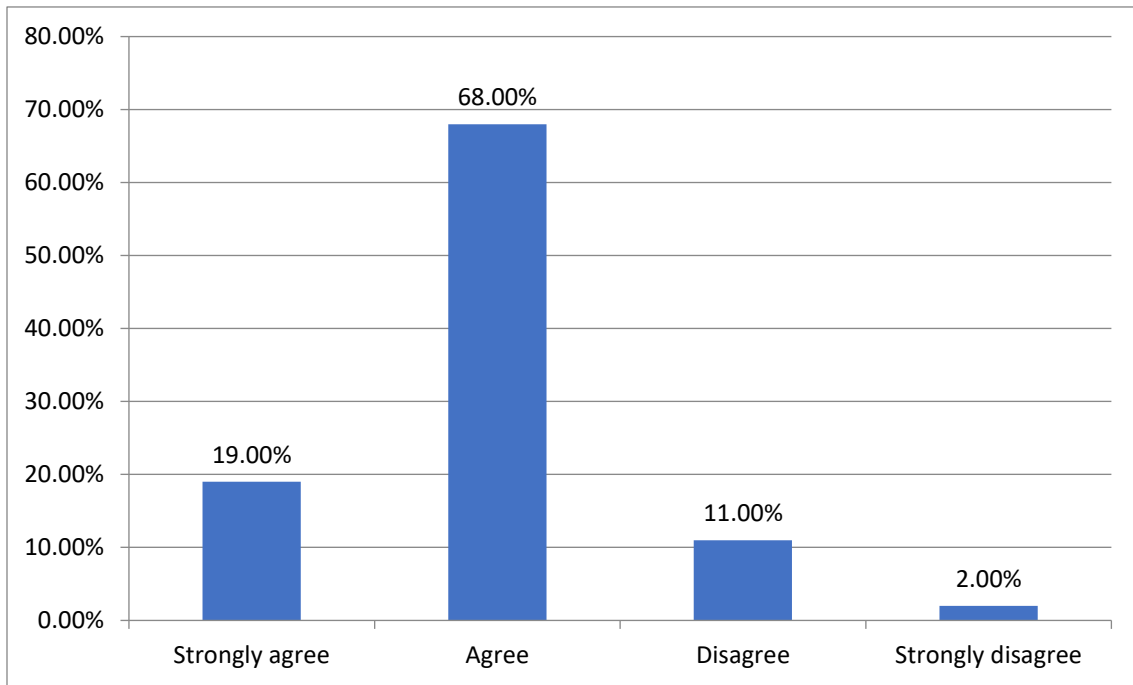
The purpose of this survey is to gauge Missouri Workshop Calendar (Calendar) user satisfaction with functions used in training approval, scheduling, attendance, and managing sessions. This survey was sent to 1077 editors and owners of training sessions who had logged in and used the Calendar from January to June 2020. 596 (55%) individuals opened the email with 166 (28%) completing the survey. The following report examines responses to each question. For the calculations, all N/A (does not apply) were removed from the overall calculations in order to focus on agreement and disagreement for each question.

1. I am satisfied with the **overall ease of use** of the Missouri Workshop Calendar.



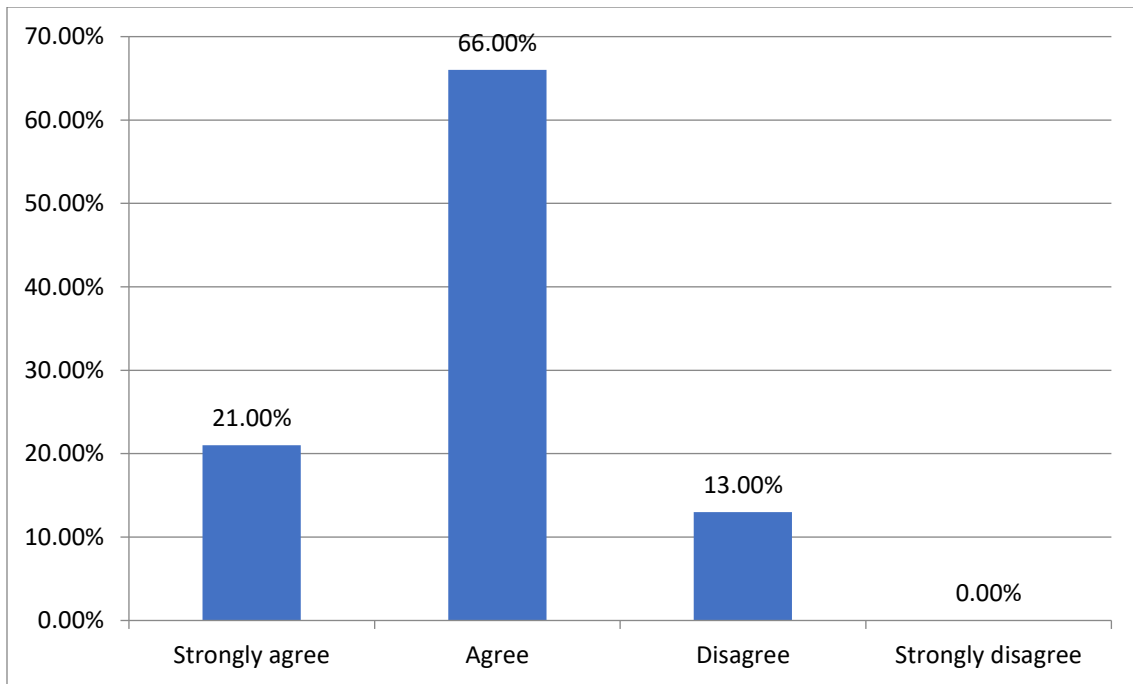
84% (138) of respondents were satisfied while 16% (27) were not. Respondent feedback indicated a desire for a better understanding of how to use the search filters, enhancement to searching sessions by trainer and sponsor and making the Calendar mobile and tablet friendly for those without computers. There is also a need to clarify what the sign-up function is for and how registration works as an independent feature for training and to revise entering attendance using the CSV file option. These modifications will be reviewed for possible addition to the Calendar.

2. I am satisfied with the **Training Application** process.



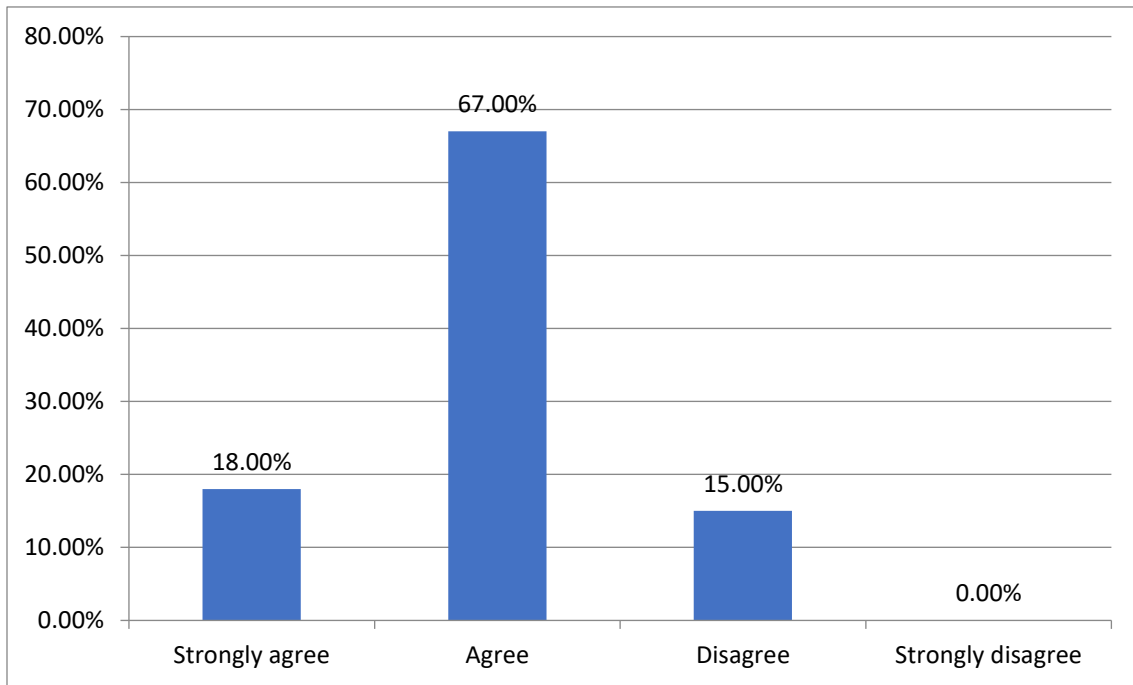
87% (125) of respondents felt satisfied while 13% (22) did not. Specific issues included clarification between applying for online on demand sessions and online in real time training, explaining how Core Competencies are used and how to choose which relate to a session. Respondents also asked if in person and online applications could be submitted from the same application.

3. I am satisfied with the process used to **Scheduling a Session**.



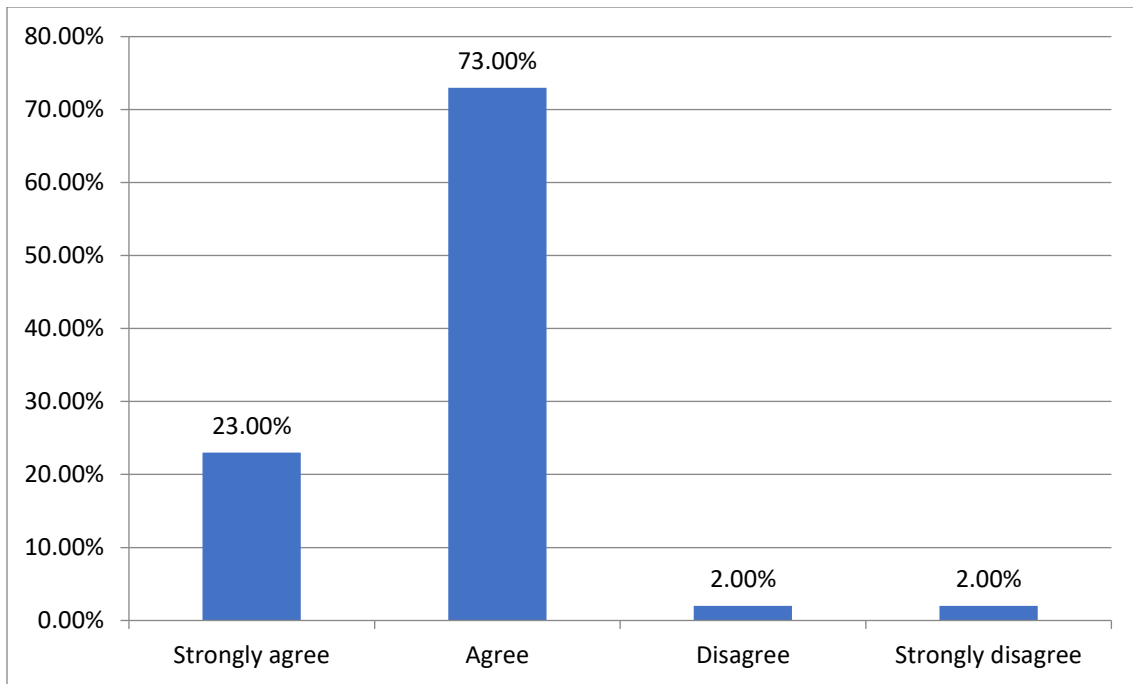
87% (132) of respondents were satisfied with the scheduling function while 22% (16) were not. Feedback requested a more streamlined, logical flow to the scheduling section. Clarification of specific terms adding scheduling a session to My Library were also mentioned as areas of refinement. These suggestions will be reviewed.

4. I am satisfied with the process to **Enter Attendance** for sessions.



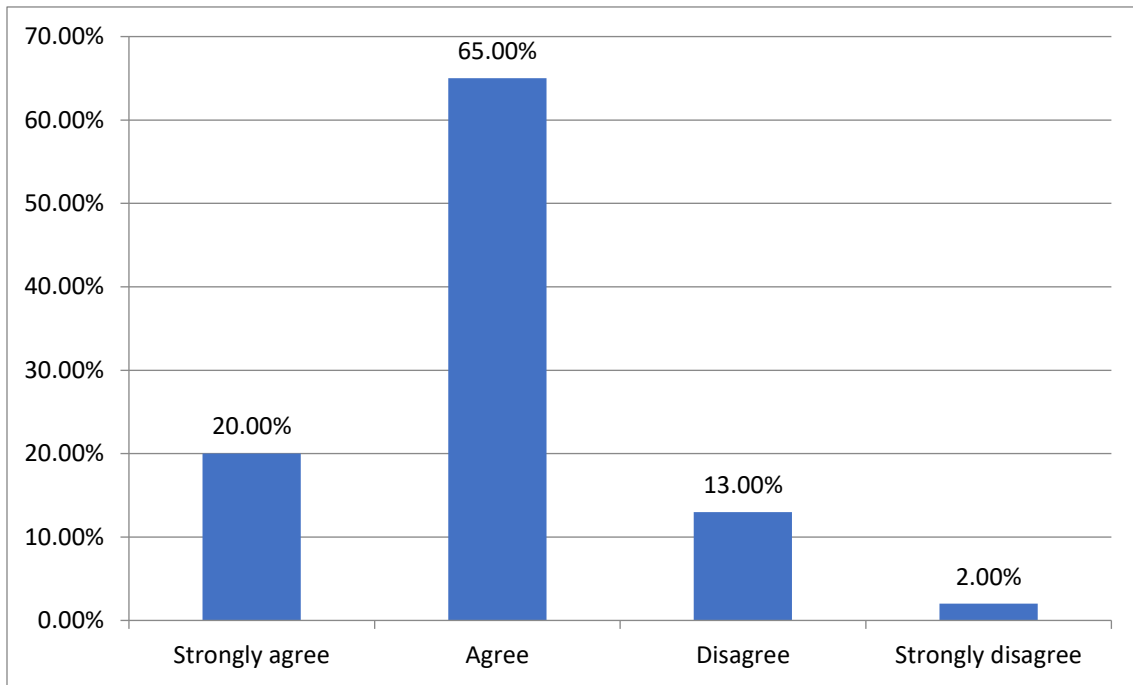
85% (122) of respondents felt satisfied with the enter attendance feature and 15% (23) did not. Of the suggestions offered, entering more than 10 MOPD IDS at a time and better explaining why and how to use the CSV file upload feature were most cited. Respondents also asked for a specified button for no attendance at a session. All ideas will be reviewed.

5. I am satisfied with the **Conference Application processes Steps 1 & 2**.



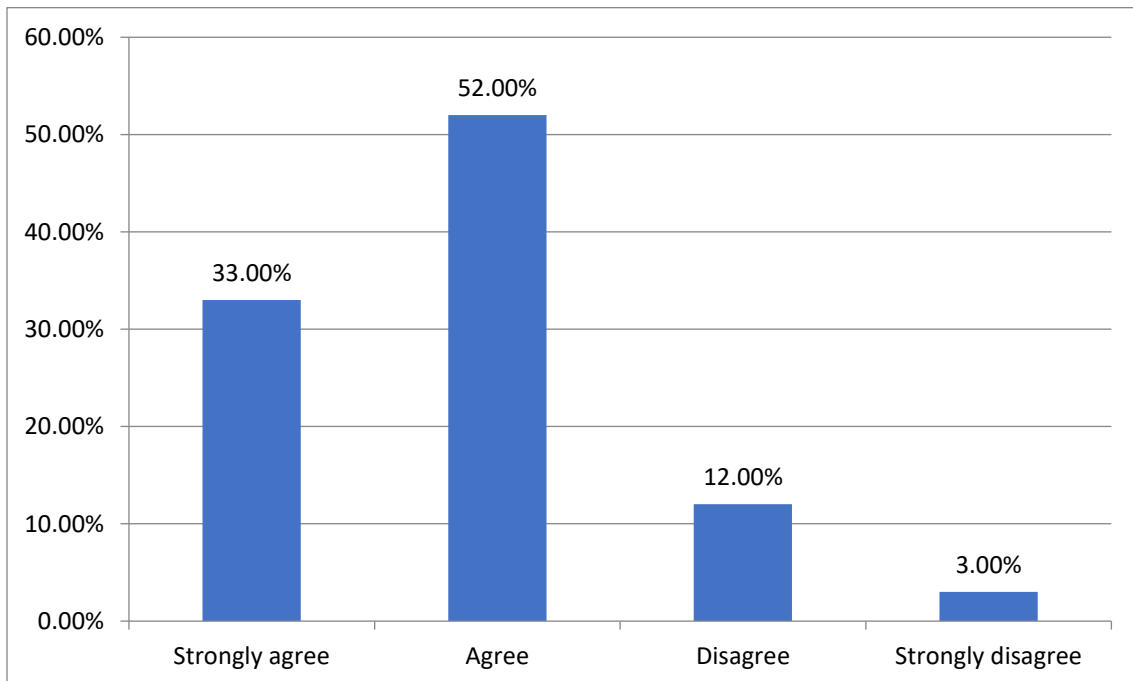
96% (50) of respondents felt satisfied with the conference application process while 4% (2) were not. Not as widely used as regular training sessions, it is important that those holding conferences find the Calendar easy to use. No specific modifications were listed for conferences this time but revisions are always considered to streamline the experience.

6. I am satisfied with the process using CSV files to **Enter Attendance**.



85% (71) of respondents were pleased with entering attendance using the CSV function while 15% (12) were not. From feedback, we know that more clarification around what a CSV file is and how it can assist in entering attendance is needed. Assisting editors and trainers in understanding the use of CSV files, how they relate to Excel files and refining the template will make this feature easier to use.

7. I have used **Contact Us** between January and June 2020 and am satisfied with the response. am satisfied with the response time.



85% (44) of respondents felt satisfied with the response time they received using Contact Us while 15% (9) did not. The primary feedback in this area was around giving those with issues the ability to indicate their preferred method of a

response, email or phone. This will be added to the Contact Us information section. Three individuals also mentioned needing to use Contact Us more than once to resolve an issue.

8. Any **final comments** about your experience with the Missouri Workshop Calendar?

60 (36%) respondents gave us final comments. 42% (25) of the comments were positive about the user's experience with the Calendar. 20% (12) were negative comments about experience with the Calendar and 38% (23) were neutral. Some examples are featured below. Some comments were made about other parts of the Missouri Professional Development system or training entities that do not fall under the purview of the Calendar.

Positive feedback	<ul style="list-style-type: none"> <li>• The most recent improvements were great!</li> <li>• I HAVE NO COMPLAINTS. I THINK ITS A GOOD TOOL.</li> <li>• The first couple of years utilizing the system was extremely challenging but we've gotten use to how to complete the process so things are less complex now. Thank you!</li> <li>• Thank you for working to make the experience easier and more pleasant.</li> <li>• On the whole, I believe that the MOWC is getting better - fewer glitches.</li> <li>• Thank you!! I have been pleased with the assistance I have received whenever I have had a question or have been "stuck" in the process.</li> </ul>
Problems with functions	<ul style="list-style-type: none"> <li>• I am teaching an AHA CPR class. I shouldn't have to put so much information in for a program that is detailed and has very high standards.</li> <li>• It would be helpful to have pop-up "more info" tabs for more of the fields in the adding a class to the calendar feature.</li> <li>• I wish I could delete trainings that were canceled or didn't occur for whatever reason. If I can create it, I don't understand why I can't delete a training that got canceled.</li> <li>• Create a complete step by step video/document/how-to instructions on the complete registration process so that the trainers who are entering in information understand the big picture.</li> </ul>
Issues not related to the Calendar	<ul style="list-style-type: none"> <li>• I think that with the world we are living in, there needs to be some updates to the options for online trainings.</li> <li>• I do have a question about my teachers taking training from other sources and how to get those approved for credit hours. There are so many wonderful trainings available nationally and on the web and my teachers are discouraged from taking them because they don't "count" for training hours.</li> </ul>

Survey results are used to inform future updates and modifications to the Calendar and to the Missouri Professional Development system. All feedback is reviewed and considered when planning further development of the Calendar. Overall, more than 85% of all Calendar users are satisfied with functionality at this time.