



BTOTS User Group
Thursday, November 19, 2009
10 am – 11 am
Conference Call

Participants: Chris Wnek, Lynne MacLeod, Deb Titmus, Catherine Hoelscher, Carma Mordecai, Josiah Hawks, Aihua Tong, Central, Davis, DDI VANTAGE, Jordan CDC, KOTM, KWC, PT4K, SEUHD, Summit, SUU, Up to 3, Weber, MDSC

Minutes

I. Reminders

- a. State Sync
 - i. Is back up. State IT is working on further software and hardware improvements for the State database server.
- b. Child Actions – 6 Month Review link bug
 - i. The link to begin entering a 6 month review is not appearing under 'Child Actions' until after the due date. This will be fixed in version 2.8.1. In the meantime, you can go to the IFSP tab → Reviews sub-tab to enter the Review. Click the black down arrow in the 'New' button, and select '6 Month Review'.
- c. Print Screen bug – if you get an error trying to run a Print Screen, restart BTOTS. This will be fixed in version 2.8.1.

II. BUG Survey Results

- a. Survey questions – page 2
- b. Power Point presentation – page 5 (updated with additional slides)

III. Future Updates

- a. 2.8.1
 - i. Reconciled TEDI Exit Reasons
 - ii. Bug fixes
- b. 2.9.0
 - i. Travel Reimbursement enhancement
 - ii. Auto Transfer to include IFSP Reviews

IV. Questions/Comments

- a. Application
 - i. Data entry fields marked with a * are required. You cannot save the form you are on with data in that field. Data entry fields with a ° can be left blank, and you will be allowed to save data on the form you are on. However, you will get a warning message reminding you that the field is blank, and leaving it blank will create an Alert reminding you to enter the data.
- b. Reports
 - i. Add Medical Conditions to 'Print Referral Report'.

V. Next Meeting: January 7, 2010 @ 10 am

BUG_Members_Survey_July2009

Created: July 28 2009, 3:20 PM
 Last Modified: July 28 2009, 3:20 PM
 Design Theme: Global Blue
 Language: English
 Button Options: Labels
 Disable Browser "Back" Button: True

BTOTS User Group (BUG) Survey

Page 1 - Image

BTOTS User Group (BUG) Survey



Page 1 - Question 1 - Open Ended - Comments Box







What do you think the purpose(s) of the BUG meeting is (are)?

Page 1 - Question 2 - Open Ended - Comments Box

Given your response to Question 1, who do you think are the program staff who should be participating in the BUG meetings?

Page 2 - Question 3 - Rating Scale - Matrix

How effective have following aspects of BUG meetings, as they have been conducted to date, been? Please explain.

	Very Effective	Effective	Somewhat Effective	Not Effective
Time of Day for Meetings 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of Meetings 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting via Conference Call 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting in Person as a Group 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting Handouts 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Meeting Minutes 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q&A Session During Meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting Schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 3 - Question 4 - Choice - One Answer (Bullets)

Given your involvement with and usage of BTOTS, how relevant do you find the content of the BUG meetings?

- Very relevant
- Relevant
- Somewhat relevant
- Not at all relevant
- Don't attend regularly enough to say for sure

Page 3 - Question 5 - Open Ended - Comments Box

Please add anything you would like to explain in more detail regarding Question 4.

Page 3 - Question 6 - Open Ended - Comments Box

How is information from the BUG meetings shared with others in your program who may need it?

Page 3 - Question 7 - Open Ended - Comments Box

How could BUG meetings be improved?

Page 4 - Question 8 - Rating Scale - One Answer (Horizontal)

Since the time you became involved in BUG meetings, what would you estimate your percentage of attendance to be?

100%	85%	75%	65%	50%	35%	25%	15%	5%	0%
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 4 - Question 9 - Choice - One Answer (Bullets)

How long have you been participating in BUG meetings?

- <6 months
- 6 months - 1 year
- 1-2 years
- 2-3 years
- Since the inception of BTOTS in 2006

Approximately how much time to you spend in the following activities? (Please select all that apply but do not exceed 100%.)

	100%	75%	50%	25%	0%
Program Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Administration (BWEI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BTOTS Program Development (MDSC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for taking this survey!




(Standard - Zoomerang branding)

(Standard - Zoomerang branding)



(Standard - Zoomerang branding)

(Standard - Zoomerang branding)




BUG Survey Results

November 2009


BUG Survey Purpose

- Survey focus: evaluate efficacy of BUG meetings from perspective of BUG listserv participants
- Part of a larger effort to review all support systems currently in place for BTOTS users and solicit feedback for improvements in preparation for going web-based

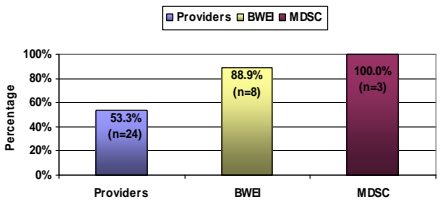


BUG Survey Sample and Content


- Survey sample: all BUG listserv participants
 - 45 staff across the 15 providers
 - 9 BWEI staff
 - 3 MDSC staff
- Content of survey:
 - Meeting purpose, how meetings are conducted
 - Who should participate in meetings
 - Relevance of meetings
 - How and with whom meeting content is shared
 - Suggestions for improvements



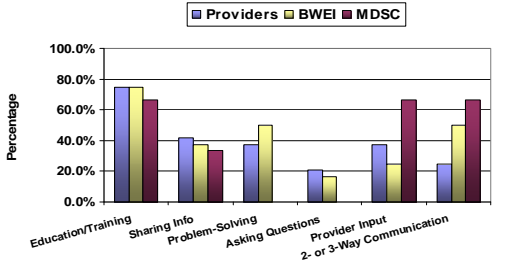
Who Responded




(Thirteen of 15 providers were represented in the survey)



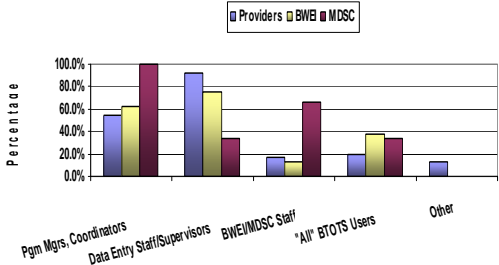
Purpose(s) of BUG Meeting



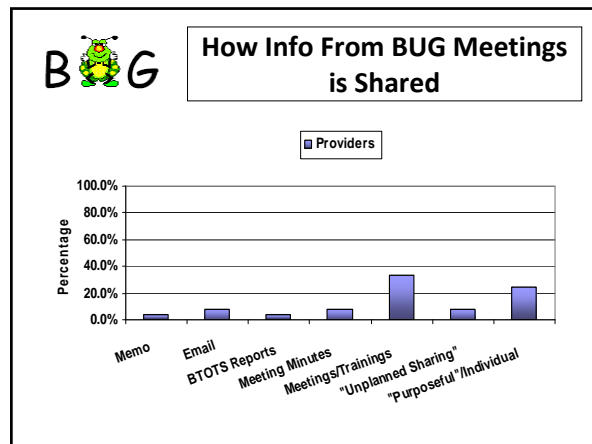
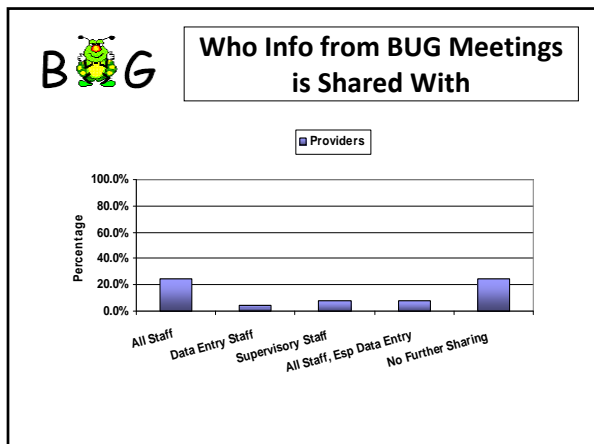
Purpose	Providers (%)	BWEI (%)	MDSC (%)
Education/Training	~75%	~75%	~65%
Sharing Info	~40%	~35%	~35%
Problem-Solving	~40%	~50%	~0%
Asking Questions	~20%	~15%	~0%
Provider Input	~40%	~25%	~65%
2- or 3-Way Communication	~25%	~50%	~65%



Who Should Participate in BUG Meetings



Participant Group	Providers (%)	BWEI (%)	MDSC (%)
Pgm Mgrs, Coordinators	~55%	~60%	~100%
Data Entry Staff/Supervisors	~90%	~75%	~35%
BWEI/MDSC Staff	~15%	~15%	~65%
"All" BTOTS Users	~15%	~40%	~35%
Other	~15%	~0%	~0%



Time of Day	VE or E	SE or NE	NR
Frequency	88.6%	5.7%	5.7%
Calls	60.0%	37.1%	2.9%
In-Person	60.0%	31.4%	8.6%
Handouts	77.1%	17.1%	5.7%
Minutes	68.6%	28.6%	2.9%
Q&A Session	77.1%	14.3%	8.6%
Schedule	80.0%	8.6%	11.4%

"VE"="Very effective," "E"="Effective," "SE"="Somewhat Effective", "NE"="Not Effective,"
"NR"="No Response"

-
- Time works! (n=7)
 - Having a set time is a good idea (n=1)
 - Can't make a time work for everyone (n=1)
 - Meetings scheduled in a timely manner (n=1)
 - Schedule either early a.m. or late p.m. (n=2)

-
- OK as meetings have occurred to date (n=6)
 - Lack of a set schedule may impact participation (n=3)
 - Doesn't need to be monthly (n=3)

-
- Not effective as currently conducted (n=4)
 - Need to offer a screen share/visual option (n=4)
 - Works as is (n=2)
 - OK if materials distributed in advance (n=1)
 - Travel expensive and/or inconvenient (n=2)
 - Participation better in person (n=2)
 - Participation better if an offsite option is available (n=1)

BUG **Comments: Meet in Person**

- More effective in person (n=7)
 - Possible periodic in-person meetings? (n=1)
- Problems with meeting in person:
 - Parking at CSHCN (n=2)
 - Travel time (n=1)
 - Likes staying put for meeting (n=1)
 - Couldn't always attend if meeting was only in person (n=2)

BUG **Comments: Handouts**

- Handouts have been helpful (n=5)
- Handouts have been infrequently used in past (n=2)
- Handouts have been inadequate (n=2) in past but have improved lately (n=1)
- Nuisance assisting late callers as to whereabouts of handouts (n=1)

BUG **Comments: Minutes**

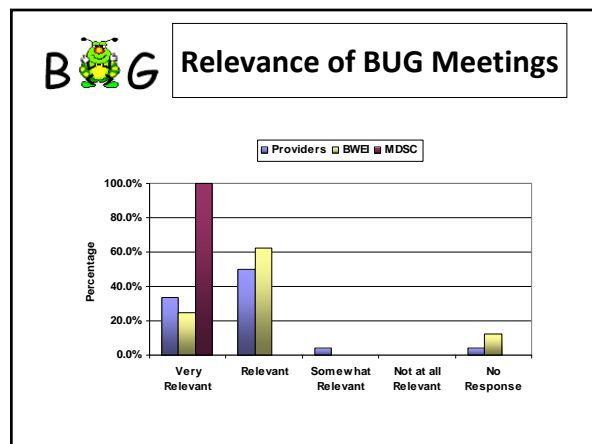
- Usefulness? (n=4)
- Never use them, take own notes (n=4)
- File for future reference (n=1)
- "Tells me what I should have learned" (n=1)

BUG **Comments: Q & A Session**

- Doesn't work (n=6)
 - Some hesitant to speak (n=1)
 - Some unprepared to ask questions (n=1)
 - Off topic questions (n=1)
 - Individual questions not relevant to all (n=3)
- Works (n=2)
 - Every program gets to ask questions (n=1)

BUG **Comments: Schedule**

- OK as is (n=5)
- Make schedule more regular/consistent (n=4)
- Mix up meeting mode (some calls, some in person) (n=3)



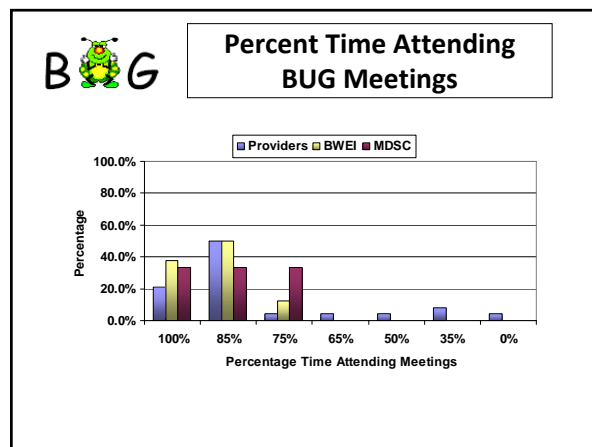
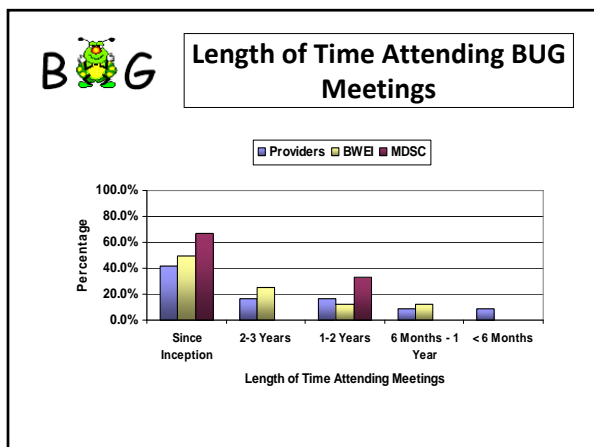
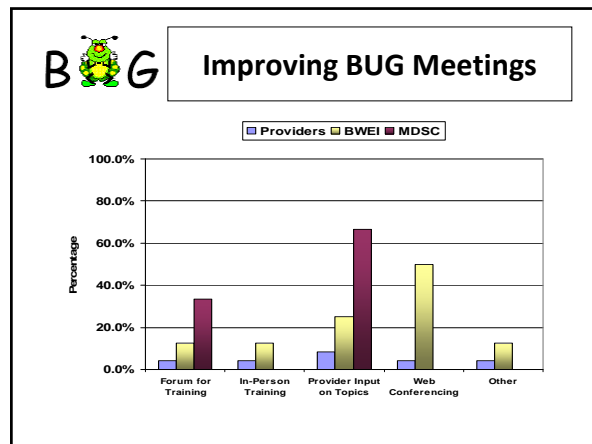
BUG **Comments about BUG Meeting Relevance**

Positive

- Get users' feedback and help understand their perspectives
- Time efficient
- Increase awareness of BTOTS changes
- Let users know that BWEI/MDSC is aware of problems/issues and is addressing them

Negative

- Other resources available (HELP line)
- Too much time on individual questions
- Questions arise only *after* using new features



BUG **Conclusions**

- 75% of respondents attend meetings regularly
- Only 37% have been attending two years or less
- BUG meetings are perceived by majority of respondents from all three groups as a forum for training and discussing BTOTS changes
 - Less well used for how to enter data, BTOTS program management
- Main target audiences perceived to be data entry staff and program managers
 - Meetings not so pertinent for general BTOTS users

BUG **Conclusions**

- Meeting time, frequency, schedule OK
- Preference for in-person meetings vs. conference calls but constraints prohibitive
 - GoToMeeting appears a good compromise?
- Handouts OK, less interest in minutes
 - Should we discontinue minutes?
- Q&A session needs to be managed better
 - Questions related to topics covered vs. general questions



BUG Meetings in 2010

- Continue using GoToMeeting format
- Set schedule (posted on BWEI website)
- Monthly meetings
- Solicit input from providers on their topics of interest
- Review of existing reports for use and usefulness
- Share field-by-field operational definitions, as they are available



**Thank you for
participating in this
survey and sharing
your ideas!**

**If you have questions or comments, please contact Lynne or Brent
at BWEI.**