



AKAIMS User Survey

Final Report

April 3, 2006



Submitted To:
State of Alaska
Division of Behavioral Health

Submitted By:
WESTAT
1650 Research Boulevard
Rockville, MD 20850

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Chapter 1 - Introduction

1.1 Background

Alaska's Automated Information System (AKAIMS) is a centrally-hosted web application that supports Alaska's Division of Behavioral Health's treatment information management. The project facilitates collaboration among agencies and is currently guided by an active AKAIMS Steering Committee.

The Substance Abuse & Mental Health Services Administration (SAMHSA) provided support and funding to Alaska to modify a base system (WITS) to meet the state's unique data requirements. Alaska was the first state to pilot the system and thus became a model for other states. The state contracted with Westat, the original developers of WITS, and Westat's subcontractor FEI, to make these modifications.

The purpose of the AKAIMS user survey was to measure the level of satisfaction among users of the system. The survey asked a series of questions related to service and satisfaction in the following areas: general information, data entry, reports, the help desk, and training. The results of the survey are summarized in this report along with recommendations for improving user satisfaction in each of these areas.

Chapter 2 - Method

2.1 Method

A survey was developed to measure user satisfaction with AKAIMS (Appendix A). The survey consisted of six sections including general information, data entry, reports, help desk, training, and overall satisfaction. The sections asked open-ended and closed-ended questions. Likert-scales were used to measure level of comfort and level of satisfaction in several of the closed-ended questions. Open-ended questions were coded and summarized.

The survey was created using WebSurveyor, an online survey software. An email with an encrypted hyperlink enabling access to the survey was distributed to 651 AKAIMS users. The survey was available for five weeks and each recipient received one reminder per week to complete the survey. Of the 651 AKAIMS users who received an email regarding the survey, 286 responded resulting in a 44% response rate.

Information regarding whether an agency is located in an urban or rural area was provided by the State of Alaska. This information was used to analyze type of internet connection and connectivity issues in relationship to satisfaction with the system.

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Survey Skip Patterns

A skip pattern was enforced on the survey in the beginning of the data entry, reports, help desk and training sections. In these sections, the first question asked whether the respondent performed data entry, utilized reports, contacted the help desk or received training. If respondents answered “no” to any of these questions, they were directed to the next section and no further questions about the appropriate section were asked. If the respondents answered “yes”, they were given the opportunity to answer the questions related to each section.

Role and Facility Type

Respondent’s role (data entry/clinician vs. administrator) and facility type (SA, MH or both) was used in a cross tab with several of the questions in sections that dealt with level of satisfaction while performing data entry, using reports and contacting the help desk. The purpose of performing these cross tabs was to analyze whether there is a difference in the level of satisfaction between the two groups.

Empirical tests were conducted to determine whether the level of satisfaction in each area of AKAIMS as surveyed varied by role or facility. Results of chi-square analyses indicated that overall role and facility type was not related to the reported level of satisfaction at traditional levels of statistical significance ($p < .05$). However, if there was a notable difference between role/facility type and level of satisfaction, a description was provided in the appropriate section.

Level of Satisfaction

Satisfaction with AKAIMS in each section of the survey was measured on a scale of one to five with one being very satisfied and five being very dissatisfied. For analysis purposes, the five point satisfaction scale was collapsed to three levels: satisfied, neither and dissatisfied.

Chapter 3 - Results

The results chapter is organized into six sections that address each area of the survey. Results of sections one through six focus on the following:

- 1) The general description and categorization of the individuals who responded including role on AKAIMS; type of clients served at their facility; and general comfort level with using a computer.
- 2) Entering data into various aspects of AKAIMS and specific modules; average length of time to enter data; and any problems related to internet connectivity.
- 3) General aspects of reports; report utilization; and report needs.
- 4) General aspects of the help desk including hours; response time and resolution of open tickets.
- 5) Training received and topics covered.
- 6) Overall aspects of AKAIMS.

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3.1 General Information

This section describes the role of each AKAIMS user, what type of clients their facility serves, and their comfort level with using a computer.

AKAIMS Role

Respondents were categorized by five different roles according to the access rights in AKAIMS. The roles were as follows: data entry/clinician; agency administrator; facility administrator; staff administrator; state reporting; and other. The five roles were collapsed into the following three categories for analysis purposes: data entry/clinician, administrator, and other. Seventy-six respondents chose “other” and several were recoded into either the data entry/clinician or administrator role; however 30 were unable to be recoded and remained in the “other” category. An “administrator” is defined as one who manages the details under the screens on the Agency menu which includes setting up facilities, programs, staff profiles and managing the code tables. A “data entry/clinician” is defined as one who has access to the client modules and is assigned to do client related work in the system. Out of the 286 respondents, 61% were data entry/clinicians, 28% were administrators, and 11% were in the other category (Figure 3.1).

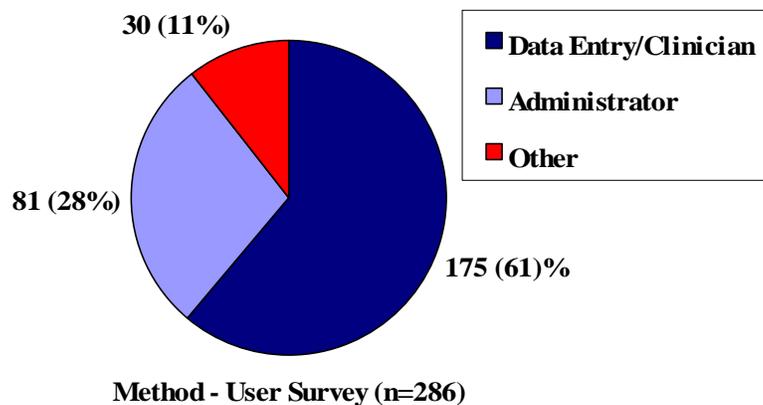


Figure 3.1 AKAIMS User Roles

Facility Type

Respondents were asked to indicate which type of clients their facility primarily serves by classifying clients into one of three groups: substance abuse; mental health; or both substance abuse and mental health. Out of 286 respondents, 65% served both substance abuse and mental health clients, 20% served substance abuse clients and 15% served mental health clients (Figure 3.2).

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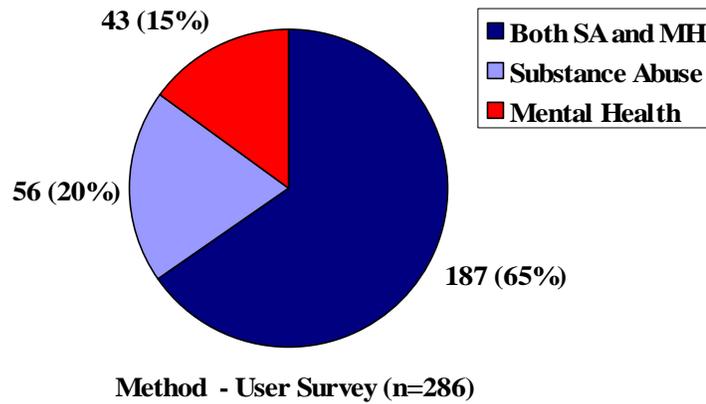


Figure 3.2 Facility Types

Facility Type by AKAIMS Role

Figure 3.3 summarizes respondent’s role on AKAIMS by type of facility. Out of the 56 respondents who served substance abuse clients, 60% were data entry personnel or clinicians, 29% were administrators, and 11% classified their role as “Other.” Out of the 43 respondents who served mental health clients, 47% were data entry personnel or clinicians, 42% were administrators, and 12% classified their role as “Other.” Of the 187 respondents who served both substance abuse and mental health clients, 65% were data entry personnel or clinicians, 25% were administrators, and 10% classified their role as “Other.”.

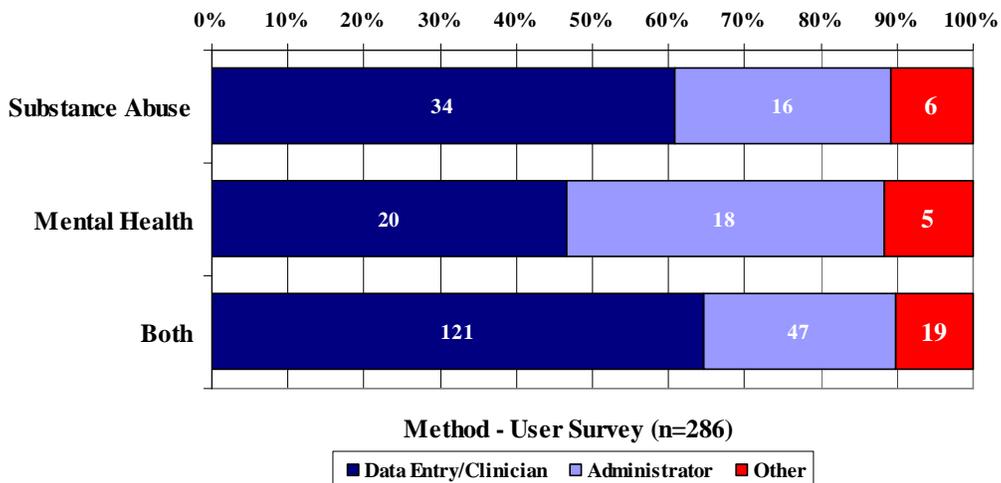


Figure 3.3 Facility Type by AKAIMS Role

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Level of Comfort with Computer Use

Level of comfort with overall computer use, not related to AKAIMS, was measured on a scale of one to five with one being very comfortable and five being very uncomfortable. Computer use was broken down into the following categories: using the computer in general; typing and creating Word documents; using data management tools like Microsoft Excel, Access, etc.; Using the Internet/World Wide Web; entering client information into a computer program; and dealing with difficulties while using a computer (troubleshooting). For analysis purposes, the scale was collapsed from five levels to three: comfortable, neutral and uncomfortable. Figure 3.4 illustrates that respondents were most comfortable with overall computer use followed by internet use, Word documents, entering data, data management tools, and troubleshooting.

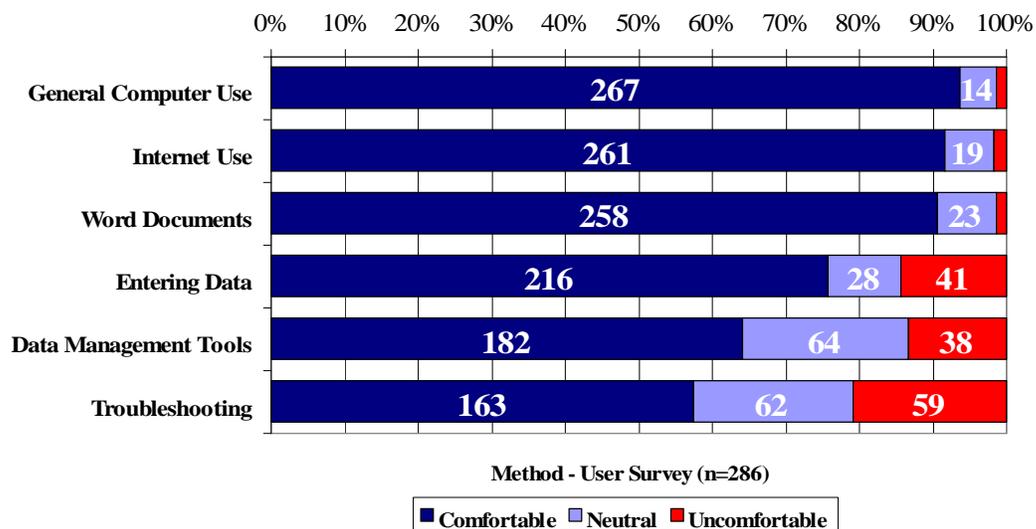


Figure 3.4 Level of Comfort with Computer Use

Results of a cross tab between level of comfort with computer use and role on AKAIMS showed there was a notable difference between roles and level of comfort for dealing with difficulties while using a computer (troubleshooting). Administrators were 14% more uncomfortable than data/entry clinicians.

Results of a cross tab between level of comfort with computer use and facility type showed that there was a notable difference between type of facility and level of comfort with entering client information into a computer program. Substance abuse facilities were 15% more uncomfortable than mental health facilities and 7% more uncomfortable than facilities that serve both.

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3.2 Data Entry

This section describes data entry and how it is related to AKAIMS. More specifically, the following is analyzed:

- 1) Overall satisfaction with the system;
- 2) How frequently respondents enter data in AKAIMS;
- 3) Level of satisfaction with several general aspects of AKAIMS;
- 4) Level of satisfaction with specific modules;
- 5) Clinician satisfaction with the usefulness of modules to work with a client;
- 6) Average time to enter data into modules; and
- 7) Internet connectivity problems while using AKAIMS.

Out of the 286 respondents, 203 performed data entry on AKAIMS and 83 did not. Therefore, the analysis in this section was based on answers from the 203 who indicated they perform data entry on AKAIMS.

Overall Satisfaction with AKAIMS

Overall level of satisfaction with the AKAIMS was reported by respondents in the data entry section of the survey. Out of the 203 who indicated they perform data entry, 23% were satisfied, 25% were neutral, and 52% were dissatisfied (Figure 3.5).

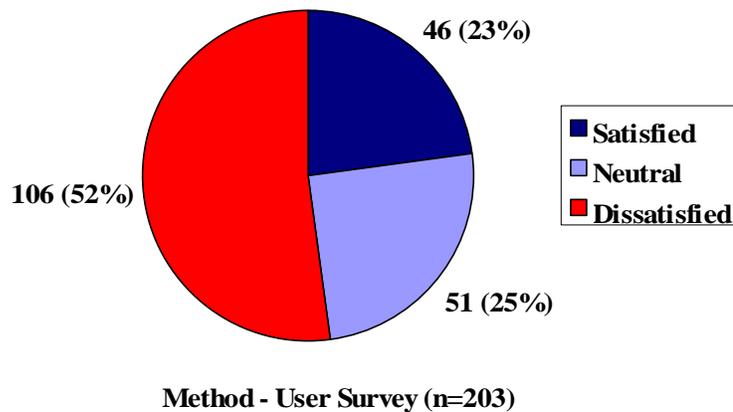


Figure 3.5 Overall Satisfaction with AKAIMS

Data Entry Frequency in AKAIMS

Respondents reported on their frequency of data entry in the following categories: daily; two to four times a week; once a week or at least once a month. The majority of respondents (37%) answered that they enter data at least once a month followed by 2-4 times a week (25%), daily (21%) and once a week (17%) as illustrated in Figure 3.6.

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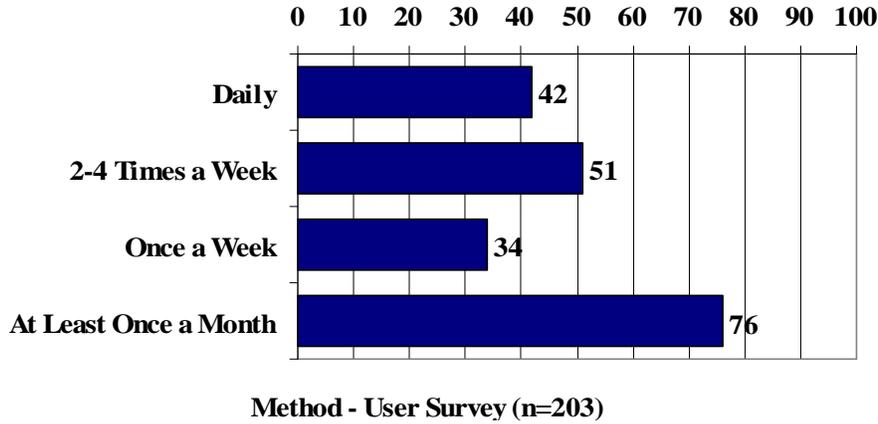


Figure 3.6 Frequency of Data Entry in AKAIMS

Overall Satisfaction with AKAIMS by Frequency of Data Entry in AKAIMS

Respondents’ reported level of overall satisfaction with AKAIMS was cross-tabulated by their frequency of data entry (Figure 3.7). Of the 42 respondents who reported entering data daily, 29% were satisfied, 24% were neutral, and 48% were dissatisfied with AKAIMS overall. Of the 51 respondents who reported entering data 2-4 times a week, 18% were satisfied, 37% were neutral, and 45% were dissatisfied with AKAIMS overall. Of the 34 respondents who reported entering data once a week, 12% were satisfied, 21% were neutral, and 68% were dissatisfied with AKAIMS overall. Of the 76 respondents who reported entering data at least once a month, 28% were satisfied, 20% were neutral, and 53% were dissatisfied with AKAIMS overall.

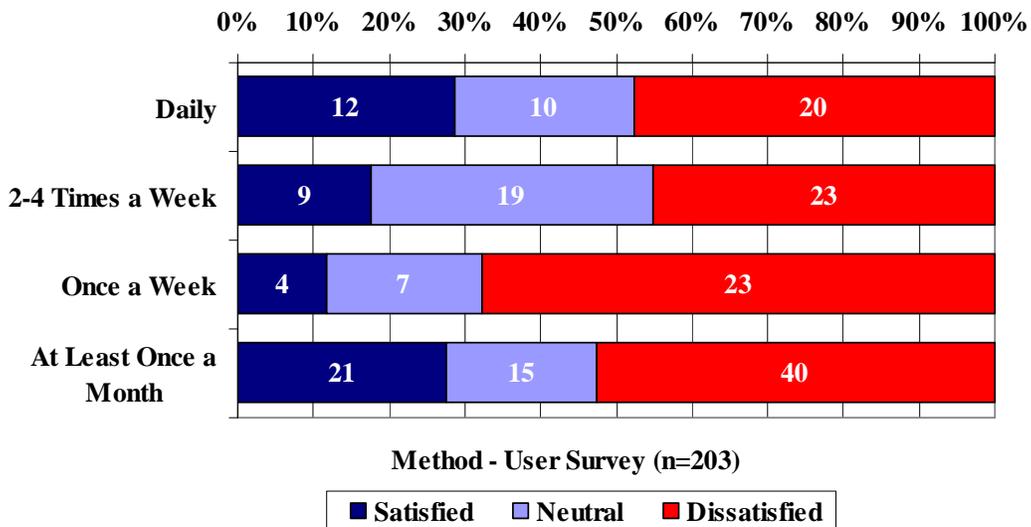


Figure 3.7 Overall Satisfaction by Frequency of Data Entry

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General Aspects of AKAIMS

Analysis of satisfaction with general aspects of AKAIMS was done using a scale of satisfied, neither, and dissatisfied. As illustrated in Figure 3.8, respondents were most satisfied with accessing AKAIMS (54%) followed by the login process (48%); security of AKAIMS (46%); layout of the client list (44%); interactive online training/modules (33%); usefulness of training manual (33%); ease of updating entered data (28%); time to enter data (26%); amount of data required to enter (26%); notification of changes to the system (26%); overall ease of entering data (23%) and ease of reviewing data (9%).

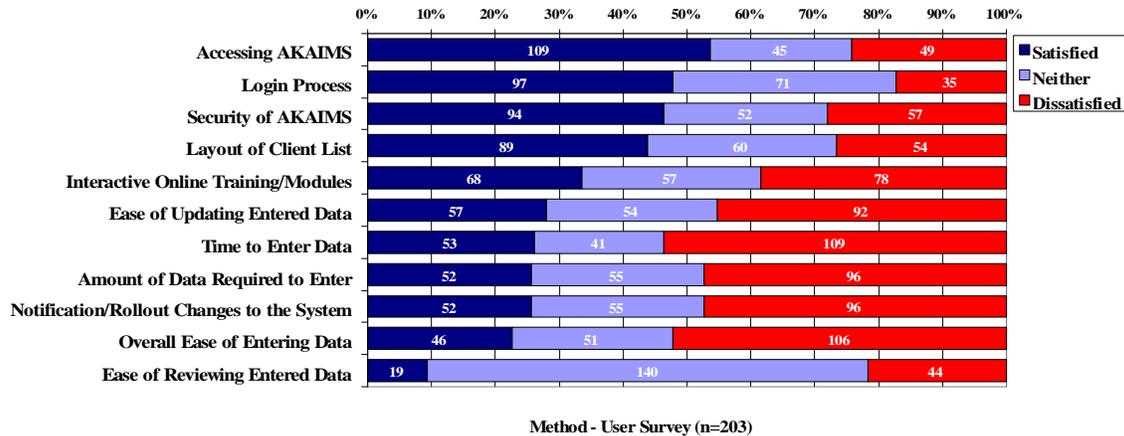


Figure 3.8 Level of Satisfaction with General Aspects of AKAIMS

Results of a cross tab between levels of satisfaction with ease of reviewing entered data and role showed a notable difference between data entry/clinician and administrators. Administrators were 13% more dissatisfied than data entry/clinicians. In addition, administrators were 13% more dissatisfied than data entry/clinicians in notification of changes to the system.

Results of a cross tab between levels of satisfaction with layout of the client list and facility type showed a notable difference between MH, SA and both. MH facilities were 16% more satisfied than SA facilities and 27% more satisfied than facilities that serve both.

In addition, there was a notable difference between levels of dissatisfaction with ease of reviewing entered data between facility types. Facilities that serve both clients were 15% more dissatisfied than SA facilities and 22% more dissatisfied than MH facilities.

Module Data Entry

Analysis of satisfaction with data entry in specific modules of AKAIMS was done using a scale of satisfied, neither, and dissatisfied. A category of “N/A” was included for modules that do not apply to the respondent. As illustrated in Figure 3.9, respondents were most satisfied with client profile (39%) followed by intake (29%), screening (28%),

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TX team (27%), admission (24%), treatment (21%), encounter notes (26%), outcomes (17%), discharge (14%), consent (13%) and referrals (13%).

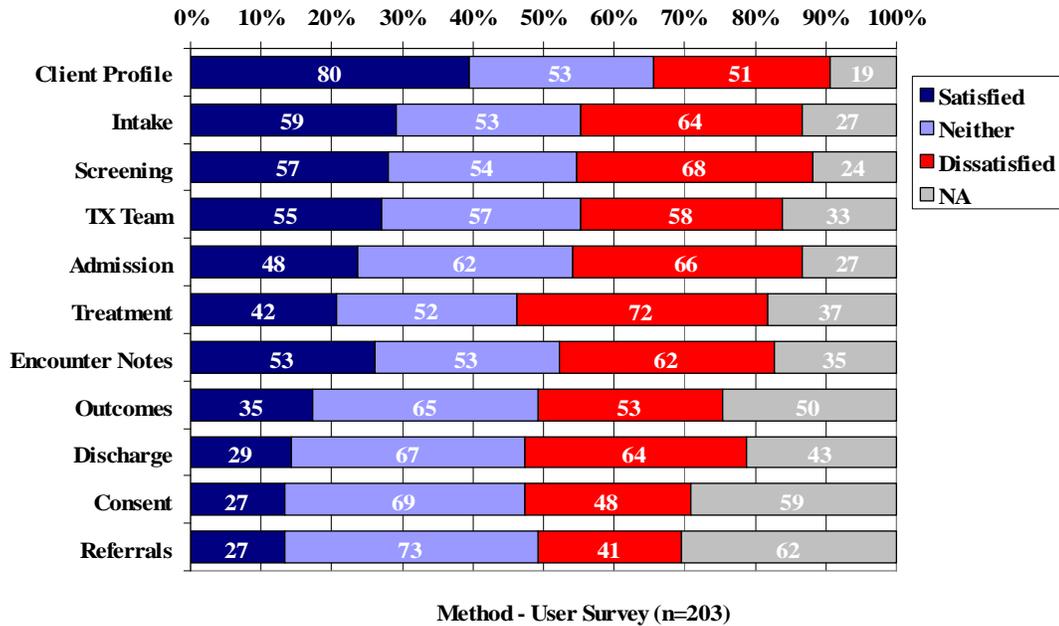


Figure 3.9 Level of Satisfaction with Data Entry by Module

Results of a cross tab between levels of dissatisfaction with entering data in the client profile and facility type showed a notable difference between MH, SA and both. Dissatisfaction was 15% higher in MH facilities than SA facilities and facilities that serve both.

For entering data in the intake module, dissatisfaction was 17% higher in MH facilities and 5% higher in facilities that serve both than SA facilities.

Dissatisfaction with entering data in the admission module was 18% higher in MH facilities and facilities that serve both clients.

Clinician Satisfaction with Modules to Work with Clients

Analysis of satisfaction with modules to work with clients for clinicians were done using a scale of satisfied, neither, and dissatisfied. A category of “N/A” was included for modules that do not apply to the respondent. Overall, clinicians were more dissatisfied than satisfied with the modules. In addition, a high percentage of clinicians reported modules were not applicable to their work with clients. Figure 3.10 summarizes clinician satisfaction with modules to work with clients.

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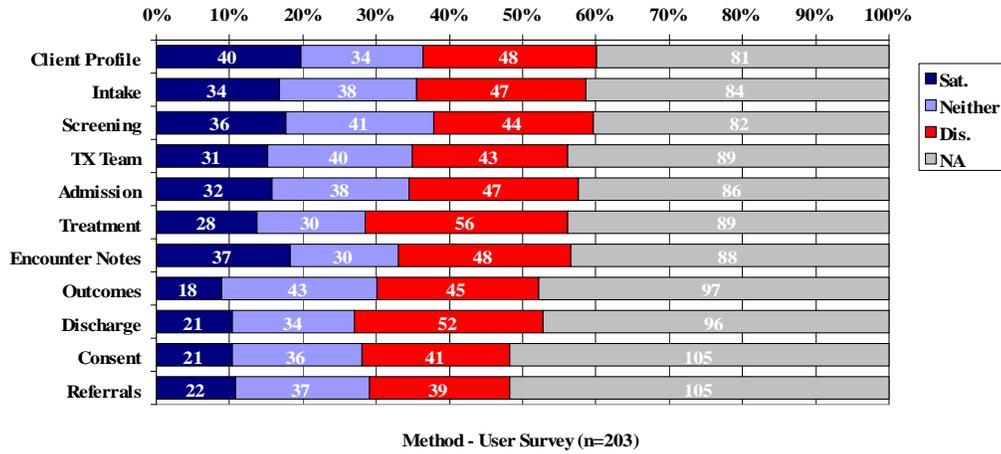


Figure 3.10 Clinician Level of Satisfaction with Modules to Work with Clients

Satisfaction with Client Profile Module by User Role

Figure 3.11 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the client profile module by their user role. Of the 135 data entry or clinician respondents, 21% were satisfied, 21% were neutral, and 58% were dissatisfied with the client profile module. Of the 54 administrator respondents, 19% were satisfied, 6% were neutral, and 76% were dissatisfied with the client profile module. Of the 14 respondents who reported their role as “Other”, 7% were satisfied, 21% were neutral, and 71% were dissatisfied with the client profile module.

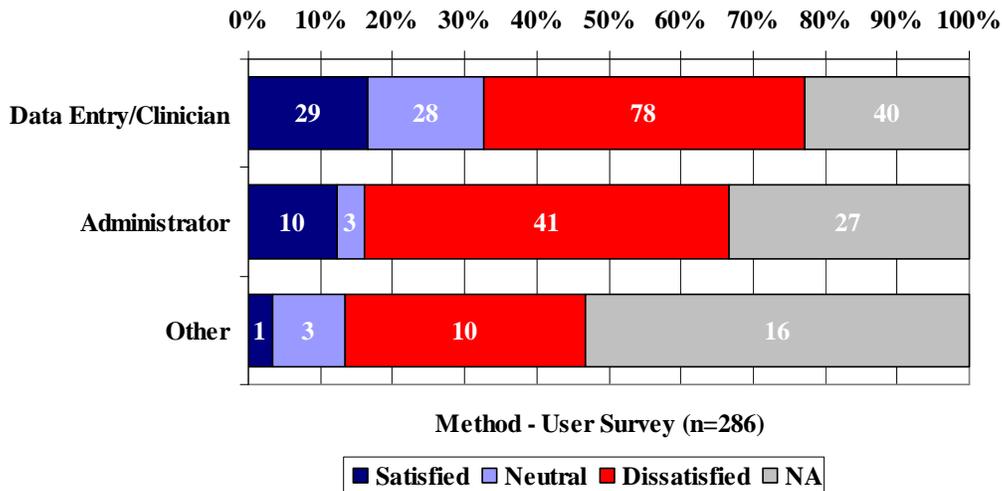


Figure 3.11 Level of Satisfaction with Client Profile Module by User Role

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Satisfaction with the Intake Module by User Role

Figure 3.12 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the intake module by their user role. Of the 135 data entry or clinician respondents, 18% were satisfied, 22% were neutral, and 60% were dissatisfied with the intake module. Of the 54 administrator respondents, 15% were satisfied, 11% were neutral, and 74% were dissatisfied with the intake module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 14% were neutral, and 71% were dissatisfied with the intake module.

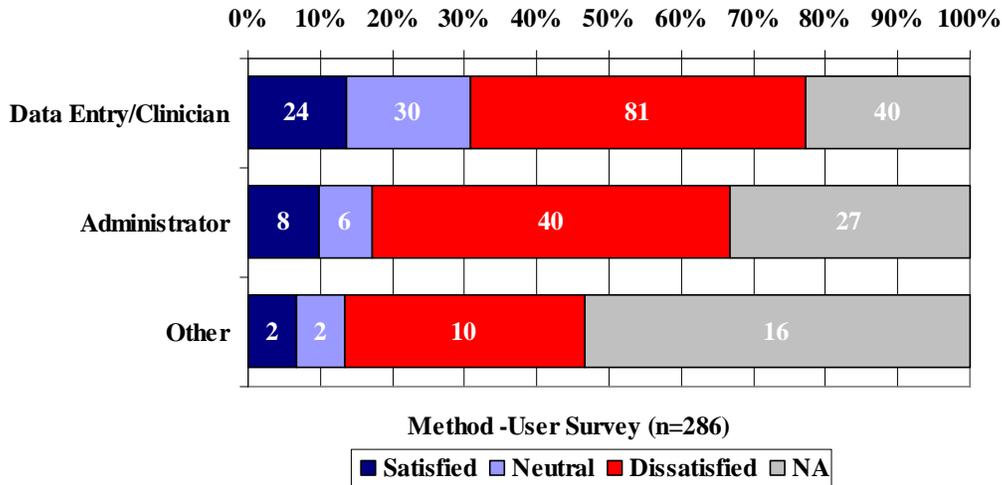


Figure 3.12 Level of Satisfaction with Intake Module by User Role

Satisfaction with the Screening Module by User Role

Figure 3.13 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the screening module by their user role. Of the 135 data entry or clinician respondents, 17% were satisfied, 25% were neutral, and 58% were dissatisfied with the screening module. Of the 54 administrators who responded, 20% were satisfied, 9% were neutral, and 70% were dissatisfied with the screening module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 14% were neutral, and 71% were dissatisfied with the screening module.

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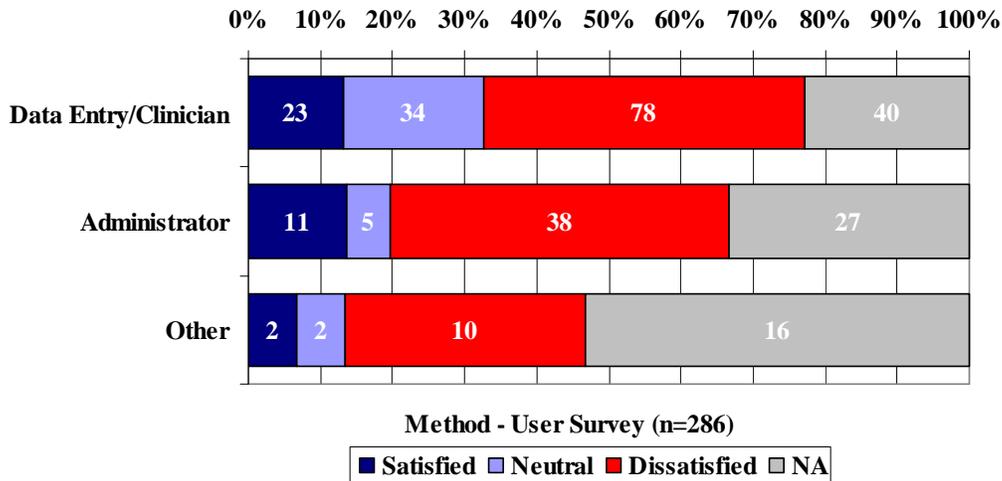


Figure 3.13 Level of Satisfaction with Screening Module by User Role

Satisfaction with the Treatment Team Module by User Role

Figure 3.14 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the treatment team module by their user role. Of the 135 data entry or clinician respondents, 16% were satisfied, 24% were neutral, and 59% were dissatisfied with the treatment team module. Of the 54 administrators who responded, 13% were satisfied, 11% were neutral, and 76% were dissatisfied with the treatment team module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 7% were neutral, and 79% were dissatisfied with the treatment team module.

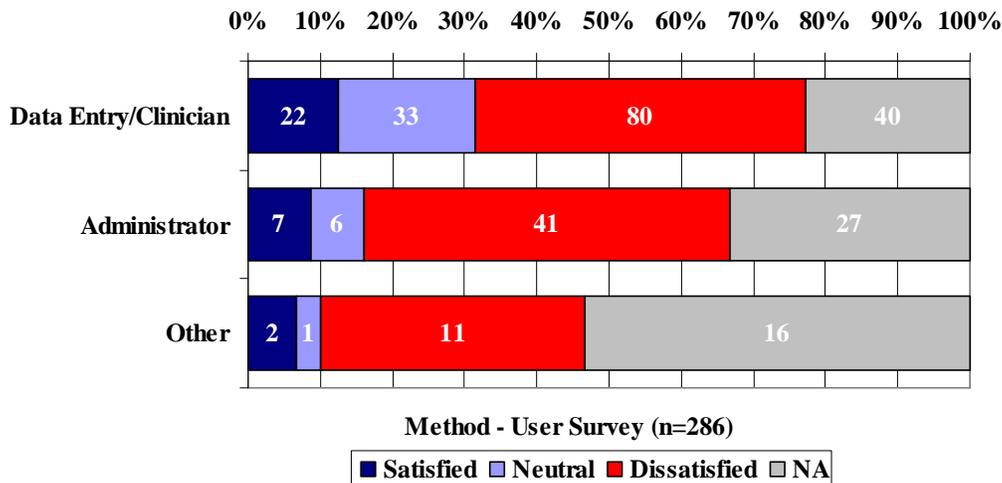


Figure 3.14 Level of Satisfaction with Treatment Team Module by User Role

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Satisfaction with Admission Module by User Role

Figure 3.15 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the admissions module by their user role. Of the 135 data entry or clinician respondents, 16% were satisfied, 22% were neutral, and 62% were dissatisfied with the admissions module. Of the 54 administrators who responded, 17% were satisfied, 11% were neutral, and 72% were dissatisfied with the admissions module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 14% were neutral, and 71% were dissatisfied with the admissions module.

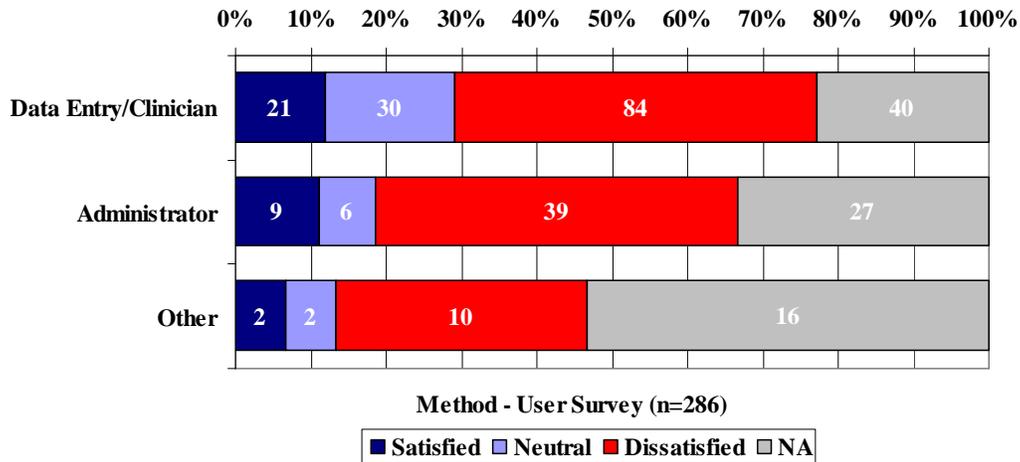


Figure 3.15 Level of Satisfaction with Admission Module by User Role

Satisfaction with Treatment Module by User Role

Figure 3.16 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the treatment module by their user role. Of the 135 data entry or clinician respondents, 15% were satisfied, 17% were neutral, and 68% were dissatisfied with the treatment module. Of the 54 administrators who responded, 11% were satisfied, 11% were neutral, and 78% were dissatisfied with the treatment module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 7% were neutral, and 79% were dissatisfied with the treatment module.

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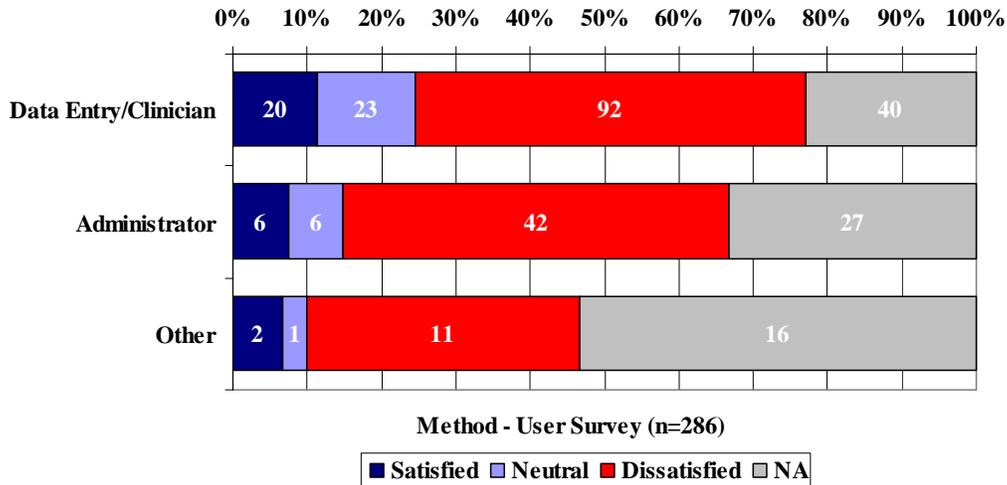


Figure 3.16 Level of Satisfaction with Treatment Module by User Role

Satisfaction with Encounter Module by User Role

Figure 3.17 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the encounter module by their user role. Of the 135 data entry or clinician respondents, 19% were satisfied, 16% were neutral, and 65% were dissatisfied with the encounter module. Of the 54 administrators who responded, 17% were satisfied, 13% were neutral, and 70% were dissatisfied with the encounter module. Of the 14 respondents who reported their role as “Other”, 14% were satisfied, 14% were neutral, and 71% were dissatisfied with the encounter module.

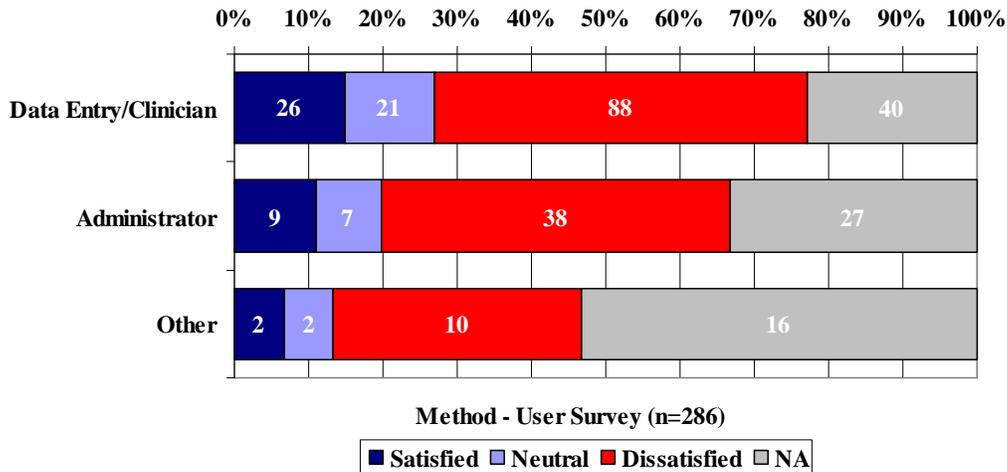


Figure 3.17 Level of Satisfaction with Encounter Module by User Role

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Satisfaction with Outcomes Module by User Role

Figure 3.18 illustrates a cross-tabulation of respondents' reported level of satisfaction with the outcomes module by their user role. Of the 135 data entry or clinician respondents, 10% were satisfied, 25% were neutral, and 65% were dissatisfied with the outcomes module. Of the 54 administrators who responded, 9% were satisfied, 11% were neutral, and 80% were dissatisfied with the outcomes module. Of the 14 respondents who reported their role as "Other", 0% was satisfied, 21% were neutral, and 79% were dissatisfied with the outcomes module.

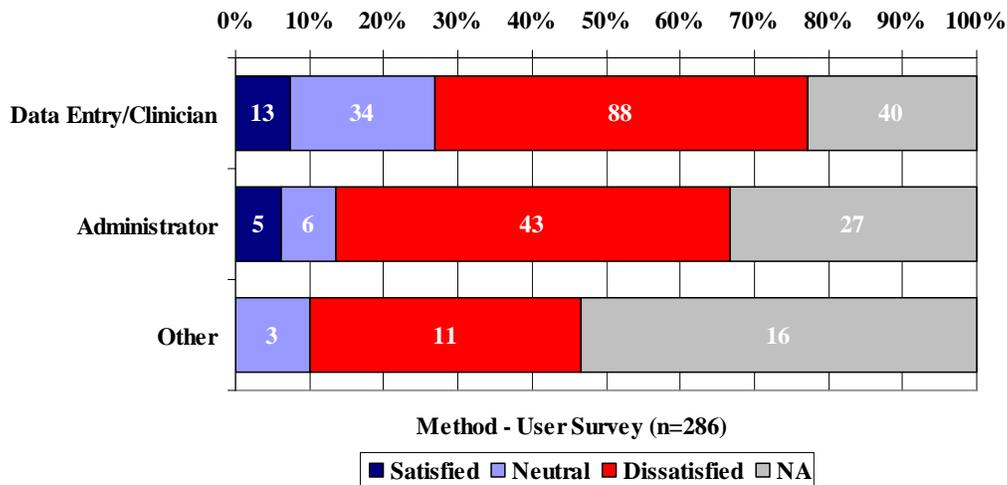


Figure 3.18 Level of Satisfaction with Outcomes Module by User Role

Satisfaction with Discharge Module by User Role

Figure 3.19 illustrates a cross-tabulation of respondents' reported level of satisfaction with the discharge module by their user role. Of the 135 data entry or clinician respondents, 12% were satisfied, 20% were neutral, and 68% were dissatisfied with the discharge module. Of the 54 administrators who responded, 7% were satisfied, 7% were neutral, and 85% were dissatisfied with the discharge module. Of the 14 respondents who reported their role as "Other", 7% were satisfied, 21% were neutral, and 71% were dissatisfied with the discharge module.

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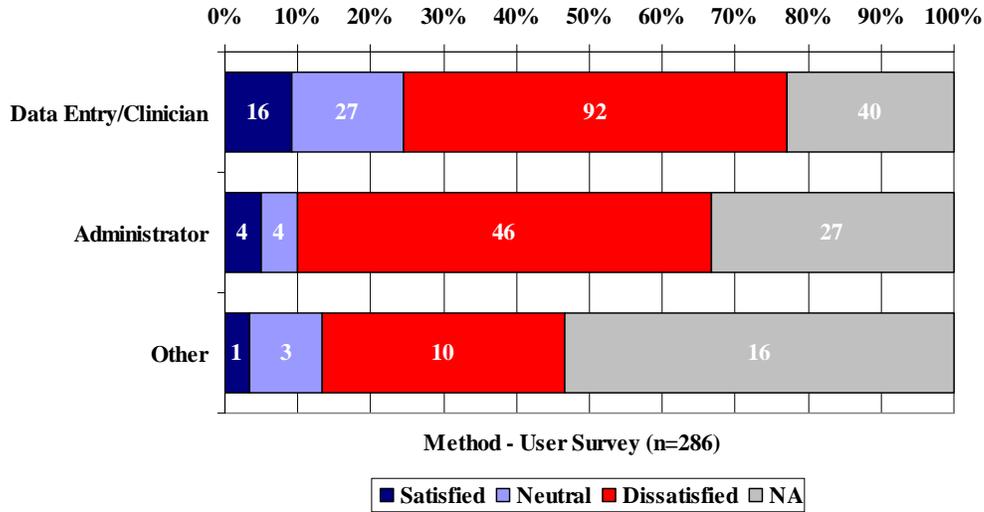


Figure 3.19 Level of Satisfaction with Discharge Module by User Role

Satisfaction with Consent Module by User Role

Figure 3.20 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the consent module by their user role. Of the 135 data entry or clinician respondents, 11% were satisfied, 19% were neutral, and 70% were dissatisfied with the consent module. Of the 54 administrators who responded, 9% were satisfied, 13% were neutral, and 78% were dissatisfied with the consent module. Of the 14 respondents who reported their role as “Other”, 7% was satisfied, 21% were neutral, and 71% were dissatisfied with the consent module.

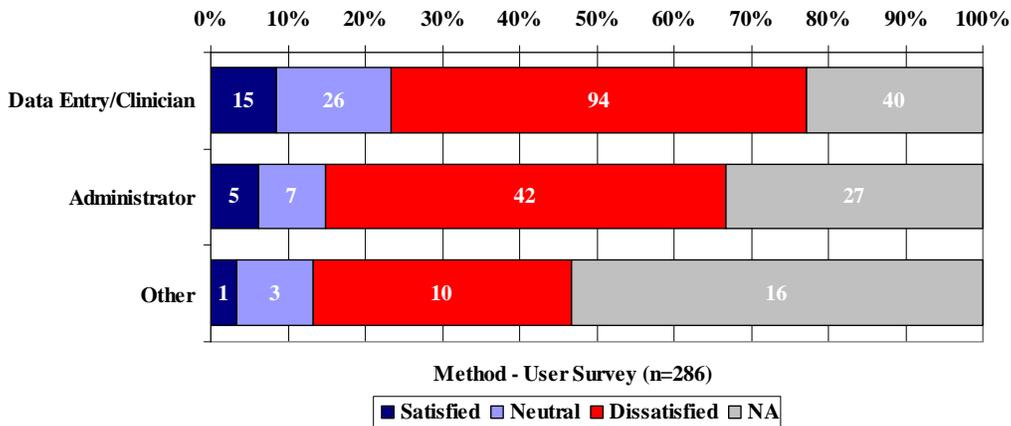


Figure 3.20 Level of Satisfaction with Consent Module by User Role

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Satisfaction with Referral Module by User Role

Figure 3.21 illustrates a cross-tabulation of respondents’ reported level of satisfaction with the referrals module by their user role. Of the 135 data entry or clinician respondents, 11% were satisfied, 21% were neutral, and 68% were dissatisfied with the referrals module. Of the 54 administrators who responded, 11% were satisfied, 11% were neutral, and 78% were dissatisfied with the referrals module. Of the 14 respondents who reported their role as “Other”, 7% were satisfied, 21% were neutral, and 71% were dissatisfied with the referrals module.

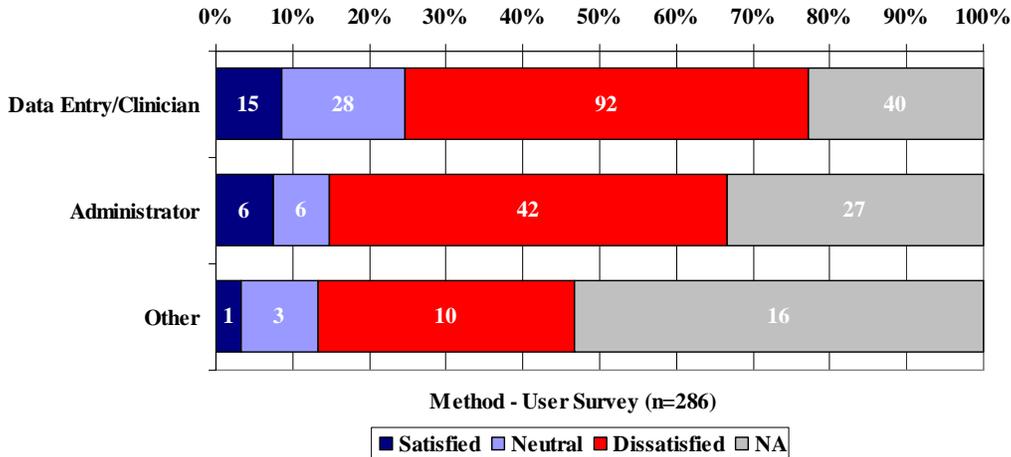


Figure 3.21 Level of Satisfaction with Referral Module by User Role

Average Data Entry Time by Module

Average time to enter data in modules was measured in increments of 0-15 minutes, 16-30 minutes, 31-60 minutes, and more than 60 minutes. A measure of “N/A” was also included for modules that did not apply to a respondent. Modules were broken down into the following categories: client profile; intake; screening; treatment team; admission; treatment; encounter notes; outcomes; discharge; consent; and referrals. Of the respondents who answered the question (Figure 3.22), the majority took 0-30 minutes to enter a module. Client profile takes the least amount of time to enter, while treatment is the most time intensive. Consent and referral had the highest percentage of respondents indicate the modules are not applicable to them.

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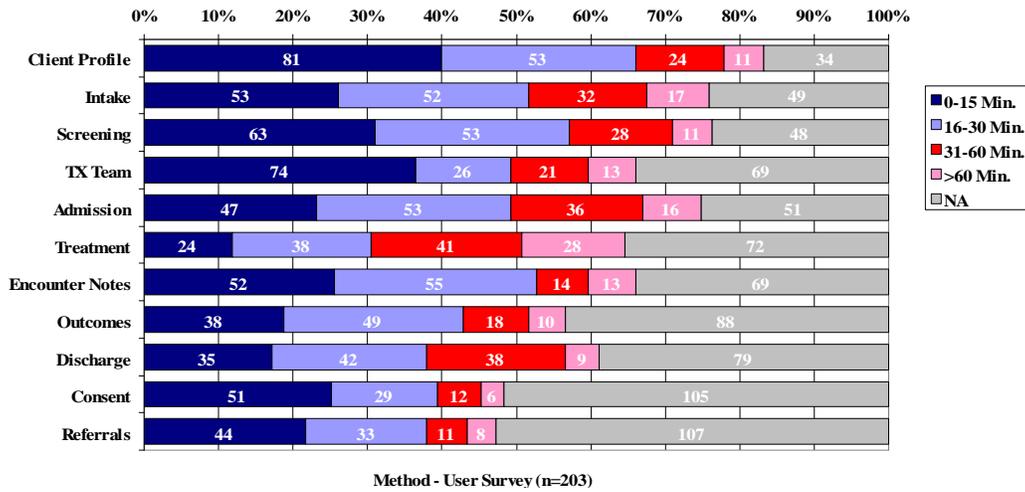


Figure 3.22 Average Data Entry Time by Module

Internet Connectivity

Several questions regarding internet connectivity were asked that were related to how often respondents experienced connection problems, what type of access they have and whether they are located in an urban or rural area.

Internet Connection Problems

Out of the 203 respondents who reported they perform data entry on AKAIMS, 133 reported they have internet connection problems and 70 did not. However, out of the 203 who reported internet connectivity problems, only 131 reported on how often they experience these problems. Figure 3.23 indicates that out of the respondents who experienced problems 10% reported having problems daily, 14% two to four times a week, 24% once a week and 52% at least once a month.

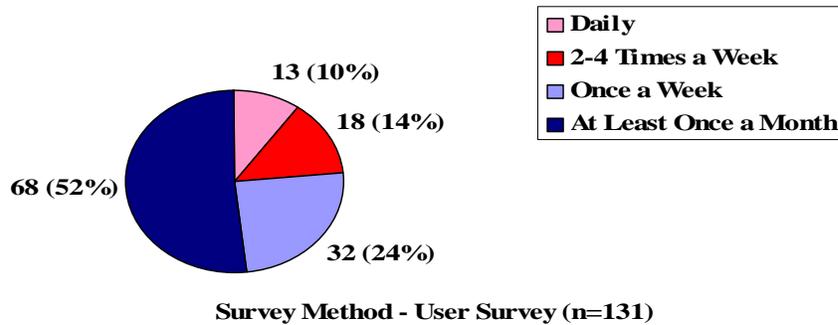


Figure 3.23 Frequency of Internet Connectivity Problems

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Type of Internet Access

Out of the 203 respondents who reported they perform data entry on AKAIMS, 126 reported their type of internet access. Respondents were asked to indicate whether they have a cable modem, DSL, dial up, or T1 access. Thirty respondents answered “other”, however these were recoded into one of the categories listed above. These five categories were collapsed into three: high speed, dial up and unknown. Several respondents indicated in the “other” category that they were not aware of their type of internet access. Out of the 126 respondents, 102 have high speed, 8 have dial up and 16 were unknown.

Results of a cross tab between type of internet access and frequency of internet connectivity problems (Figure 3.24) show that 22% of respondents experience problems daily or 2-4 times a week. Out of the 22% who experience problems, 74% have high speed access.

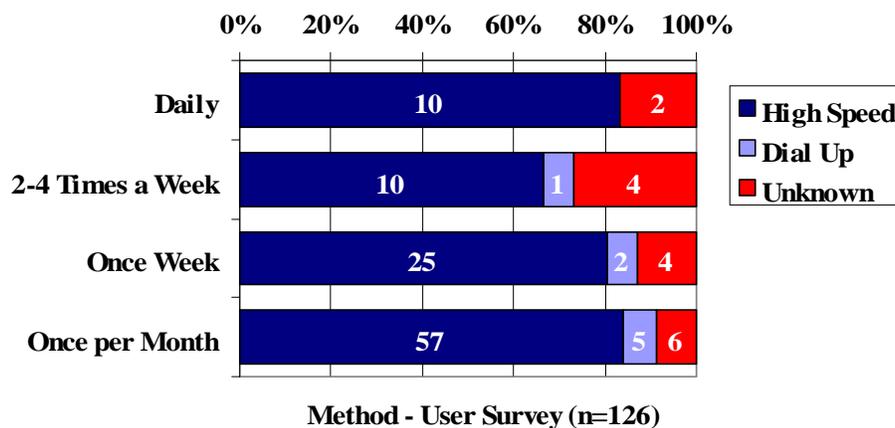


Figure 3.24 Type of Internet Access by Internet Connectivity Problems

Community Type

Results of cross tab between community type and type of internet access (Figure 3.25) indicate that over 80% of respondents said they use high speed access regardless of whether their facility resides in a rural or urban area.

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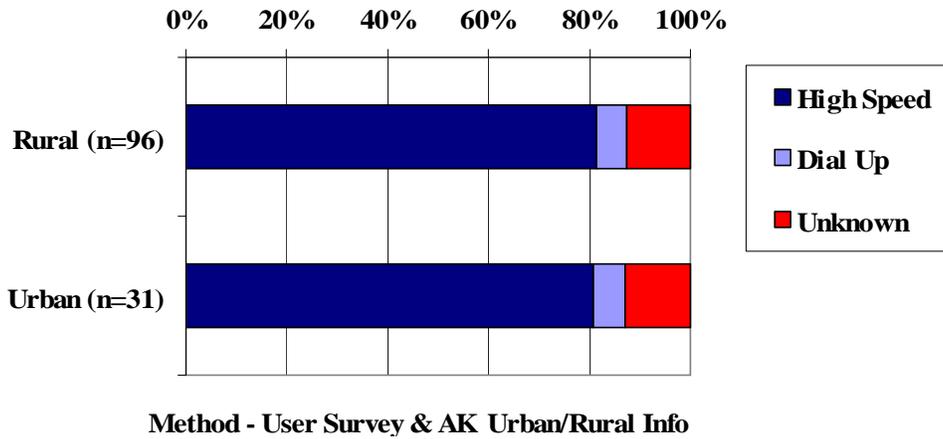


Figure 3.25 Type of Internet Access by Community Type

3.3 Reports

This section describes satisfaction with several aspects of reports including their use. Open-ended questions were also asked regarding most frequently run reports and reports the respondents would like in the system that are currently not available. Out of the 286 respondents, 82 use reports in AKAIMS and 204 do not. Therefore, the analysis in this section was based on answers from the 82 who indicated they perform data entry on AKAIMS.

Aspects of Available Reports

Analysis of satisfaction with available reports was done using a scale of satisfied, neither, and dissatisfied. Aspects of reports were broken down into the following categories: type of reports available; ease of running reports; and ease of printing reports. Figure 3.26 shows that there was not a high level of satisfaction or dissatisfaction in each area.

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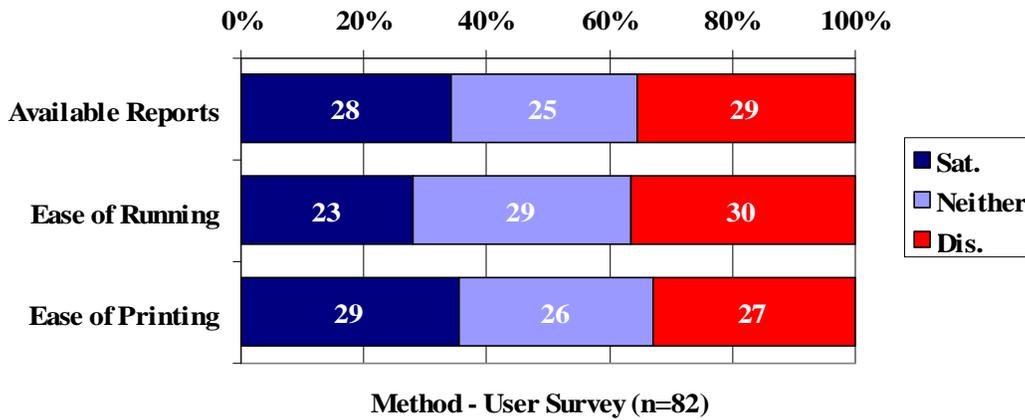


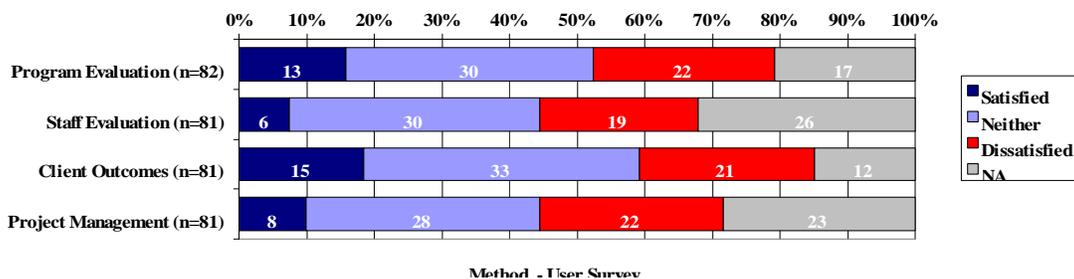
Figure 3.26 Level of Satisfaction with Aspects of Reports

Results of a cross tab between levels of satisfaction with ease of running reports and role indicated a notable difference between data entry/clinicians and administrators. Administrators were 10% more satisfied than data entry/clinicians. In addition, there was a notable difference between dissatisfaction for ease of printing reports. Administrators were 17 % more dissatisfied than data entry/clinicians.

Results of a cross tab between levels of satisfaction with type of reports available and facility type indicated a notable difference between SA, MH and facilities that serve both. Mental health facilities were 18% more satisfied than SA and 12% more satisfied than facilities that serve both.

Use of Reports

Analysis of satisfaction with available reports was done using a scale of satisfied, neither, and dissatisfied. Use of reports was broken down into the following categories: program evaluation; staff evaluation; client outcomes; and project management. Figure 3.27 indicates respondents were most satisfied with client outcomes (19%), followed by program evaluation (16%), project management (10%), and staff evaluation (7%). However, a large portion of respondents indicated they were neither satisfied nor dissatisfied or completely dissatisfied in all areas.



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Figure 3.27 Level of Satisfaction in Use of Reports

Results of a cross tab between levels of satisfaction with all areas in use of reports indicated a notable difference between facility types. The list below shows each area and how levels of satisfaction or dissatisfaction differed.

- 1) Program evaluation: SA facilities were 24% more dissatisfied than MH and 14% more dissatisfied than both SA and MH. In addition, SA facilities did not experience any satisfaction in this area.
- 2) Staff evaluation: SA facilities were 28% more dissatisfied than MH and 21% more dissatisfied than both SA and MH. In addition, SA and MH facilities did not experience any satisfaction in this area.
- 3) Client outcomes: MH facilities were 20% more satisfied than SA and 7% more satisfied than both SA and MH.
- 4) Project management: MH facilities were 18% more satisfied than SA and 7% more satisfied than both SA and MH. In addition, SA did not experience satisfaction in this area.

Most Frequently Run Reports

An open-ended question regarding the reports that each respondent runs most frequently was offered on the survey. Usable data consisted of 56 responses as indicated in Figure 3.28. The most frequently run reports are encounter notes/treatment plan (32%) followed by client list/data dump (25%), assessment/screening (18%), outcomes (13%), program management (7%) and quarterly reports information (5%). It is also notable that several respondents took the time to answer the question (15) but their answer was not applicable or not appropriate. These data are not included in the figure below.

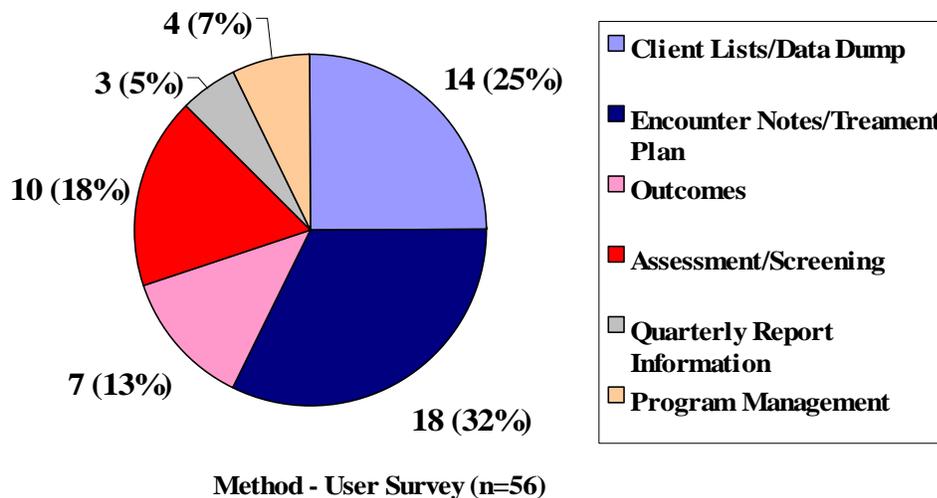


Figure 3.28 Most Frequently Run Reports

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Desired Reports

An open-ended question regarding the reports that each respondent would prefer that are not available in the system was asked on the survey. Usable data consisted of 23 responses as indicated in Figure 3.29. Screening/Assessments/Follow-up and aggregate outcomes were the most desired reports (22% each) followed by quarterly reports (17%), encounter data dump with filter capabilities and the ability to filter data (13% each), caseload details (9%) and insurance reports (4%). It is also notable that several respondents took the time to answer the question, however 26 were not applicable. These data are not included in the figure below.

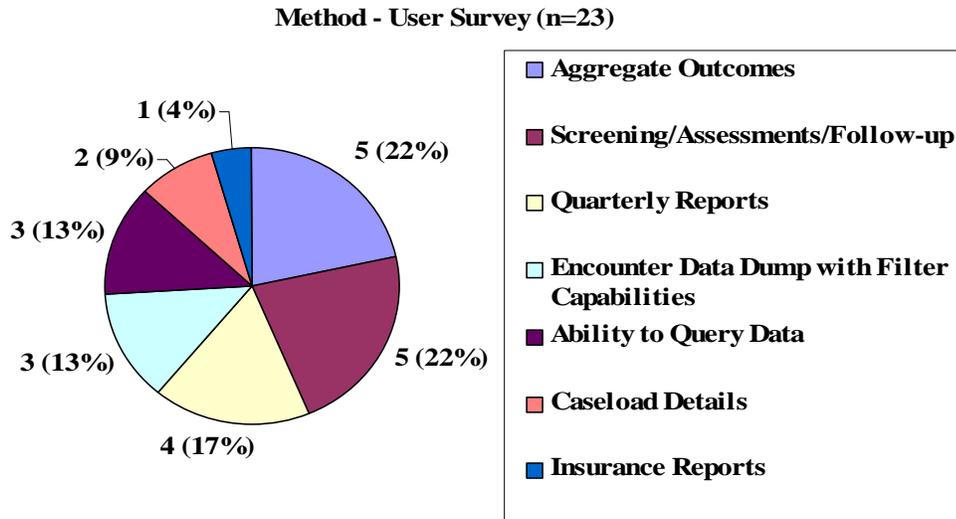


Figure 3.29 AKAIMS Desired Reports

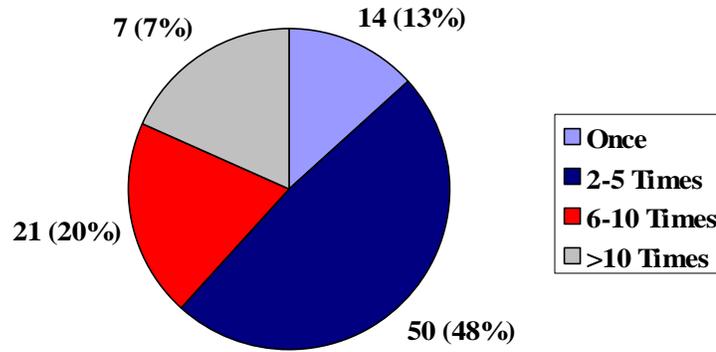
3.4 Help Desk

This section describes how many times a respondent contacted the help desk and their satisfaction with various aspects and the services they received. Out of the 286 respondents, 104 contacted the help desk and 182 did not. Therefore, the analysis on this section was based on answers from the 104 who indicated they utilized the help desk.

Help Desk Contacts

The number of times respondents contacted the help desk was measured in the following increments: once, 2-5 times, 6-10 times, 10-15 times, and more than 15 times. For analysis purposes, the 10-15 and more than 15 times categories were collapsed into one category named more than 10 times. Figure 3.30 illustrates 61% of respondents only contacted the help desk less than 5 times while 27% made contact more than 6 times.

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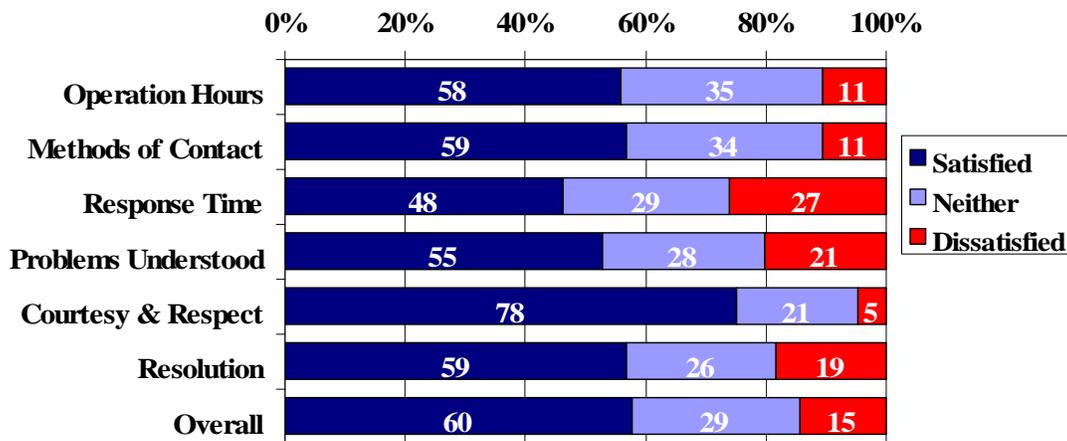


Method - User Survey (n=104)

Figure 3.30 Number of Times Help Desk Contacted

Aspects of Help Desk

Analysis of satisfaction with various aspects of the help desk was done using a scale of satisfied, neither, and dissatisfied. All 104 respondents who indicated they utilize the help desk indicated their level of satisfaction with each aspect. As illustrated in Figure 3.31, general level of satisfaction was higher than dissatisfaction. Courtesy and respect received the highest level of satisfaction (75%), followed by overall satisfaction (58%), methods of contact and resolution (both 57%), operation hours (56%), problems understood (53%) and response time (46%).



Method - User Survey (n=104)

Figure 3.31 Level of Satisfaction with the Help Desk

Results of a cross tab between levels of satisfaction with resolution received and role indicated a notable difference between data entry/clinicians and administrators. Administrators were 20% more dissatisfied than data entry/clinicians.

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Most Liked Aspects of Help Desk

An open-ended question was asked on the survey regarding what each respondent liked most about the help desk. The 104 respondents who indicated they use the help desk provided 76 usable comments as indicated in Figure 3.32. Over half (54%) of the responses indicated that users were most satisfied with response time and friendliness/patience of the help desk staff. Satisfaction in other areas was as follows: resolving issues (18%); knowledge of the system and human interaction (both 9%); accessibility (8%); and user friendliness and email messages (both 1%). It is notable that 12 comments were “N/A” or unusable, however this data is not included in the figure below.

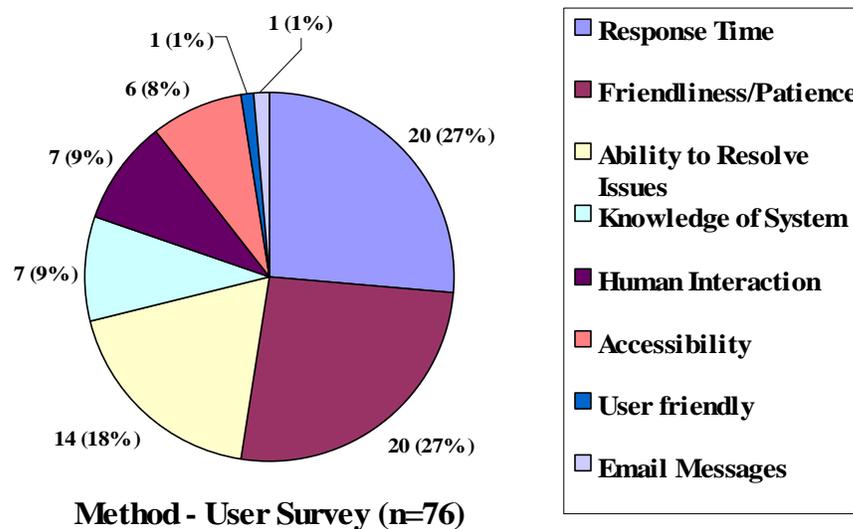


Figure 3.32 Most Liked Aspects of the Help Desk

Suggested Help Desk Improvements

Two open-ended questions were asked on the survey in regard to help desk improvements that covered the following topics:

- 1) Suggestions for items that should be offered that are currently not; and
- 2) Suggestions for improving the help desk to better meet user needs.

Suggested Items that Could be Offered by the Help Desk

The 104 respondents who contacted the help desk provided 28 useable comments recommending items to be offered by the help desk. As illustrated in Figure 3.33, the most recommended item was increase response time (32%) followed by increase knowledge of the system (25%), increase hours (18%), increase staff support, improve direct phone line, improve online help function (all 7%) and provide AKAIMS security

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documentation (1%). It is also notable that though several respondents took the time to answer the question 33 of the comments were not applicable or unusable. These data are not included in the figure below.

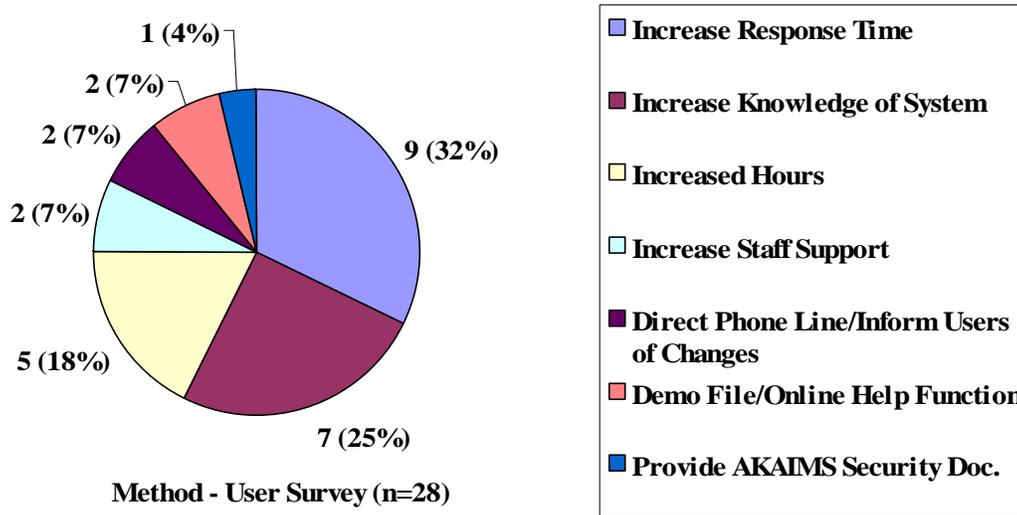


Figure 3.33 Suggested Items that could be offered by the Help Desk

Suggests for Improving the Help Desk to Better Meet User Needs

The 104 respondents who have contacted the help desk provided 24 useable comments regarding ways to improve the help desk to better meet user needs. As illustrated in Figure 3.34, the most suggested item was increase help desk knowledge of business practices (30%) followed by increase response time (21%), increase help desk knowledge of the system (21%), increase staff, increase access to help desk, increase response time (all 8%) and provide clearer responses (4%). Although several respondents took the time to answer the question 29, their comments were not applicable or unusable. These data are not included in the figure below.

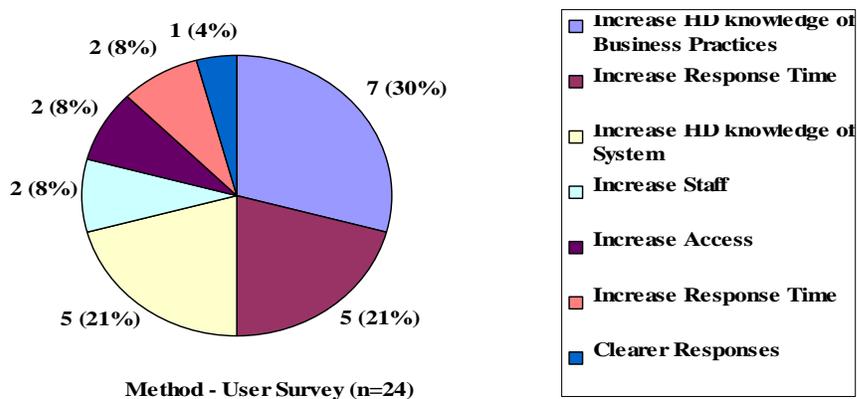


Figure 3.34 Suggestions for Improving the Help Desk to Better Meet User Needs

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3.5 Training

This section describes how many respondents received training on the help desk, who administered their training, topics covered during training, whether they possess a user manual, and their satisfaction with the training. Out of the 286 respondents, 212 received training and 74 did not. Therefore, the analysis on this section was based on answers from the 212 who indicated they received training.

Training Topics/Tools

Persons who Performed Training

Out of the 212 who indicated they received training on AKAIMS, 210 specified who performed their training. The following is a breakdown of who performed training for these respondents: 55% received training from a staff member from the state office; 39% received training from a member of their agency; and 6% received training from FEI/Westat.

Topics Covered During Training

Respondents were asked to indicate which topics were covered during the training they received. Topics covered were accessing AKAIMS, login process, agency/facility/program set up, data entry by module, and running reports. This was closed ended question, however more than one answer could be selected. As illustrated in Figure 3.35, the majority of the respondents received training on accessing AKAIMS (97%) followed by the login process (93%), data entry by module (81%), agency/facility/program setup (65%) and running reports (23%).

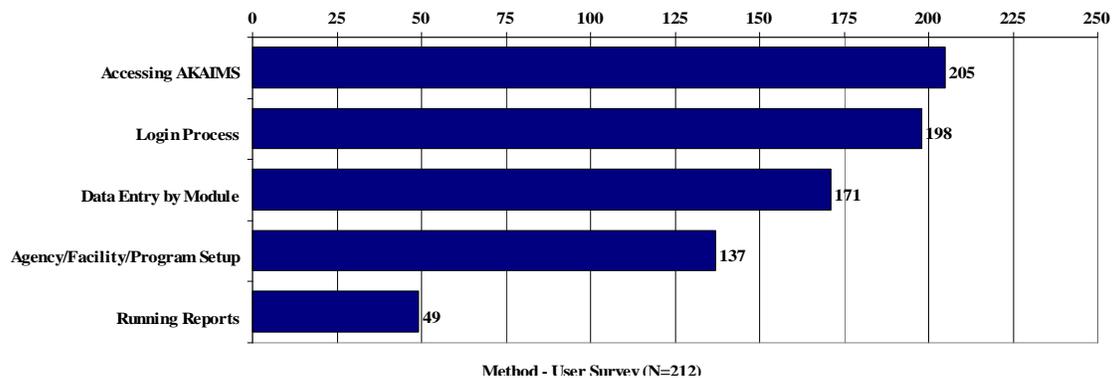
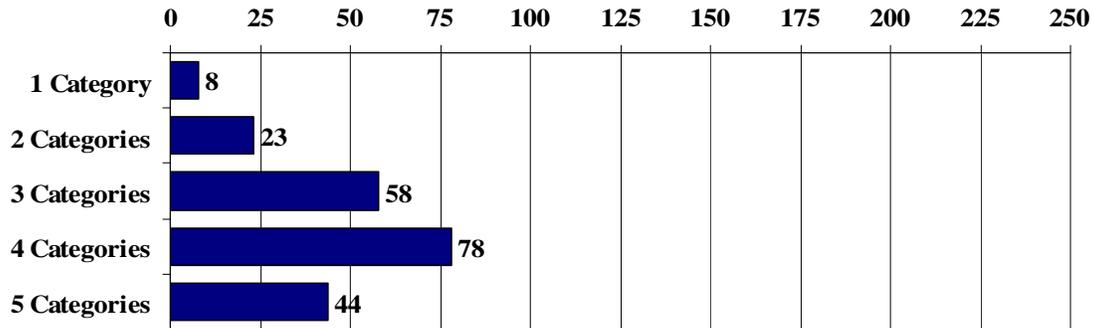


Figure 3.35 Topics Covered During Training

Figure 3.36 summarizes the number of categories checked regarding topics covered during training. Out of the 211 respondents who answered the question, 3% checked one

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category, 11% checked two categories, 27% checked three categories, 37% checked four categories and 21 checked five categories.



Method - User Survey (n=211)

Figure 3.36 Number of Categories Checked for Topics Covered During Training

Access to Training Manual

Out of the 212 who indicated they received training on AKAIMS, 211 indicated whether they possess a training manual. Seventy-two percent indicate they received a training manual while 28% said they do not.

Most Helpful Training

Out of the 212 respondents who indicated that they received training on AKAIMS, 210 provided information on what training they thought is most helpful. In person training was most helpful (86%) followed by CD format (7%), manual only (4%) and WebEx (3%).

Satisfaction with Training

Out of the 212 who indicated their level of satisfaction with training, 41% indicated they were satisfied, 34% indicated they were neither satisfied nor dissatisfied and 25% were dissatisfied.

Level of overall satisfaction was compared to the person who performed training for the respondent. As illustrated in Figure 3.37, 94% were trained by agency or state office staff. Of those trained by agency or state office staff, 42% were satisfied, 35% were neutral, and 23% were dissatisfied.

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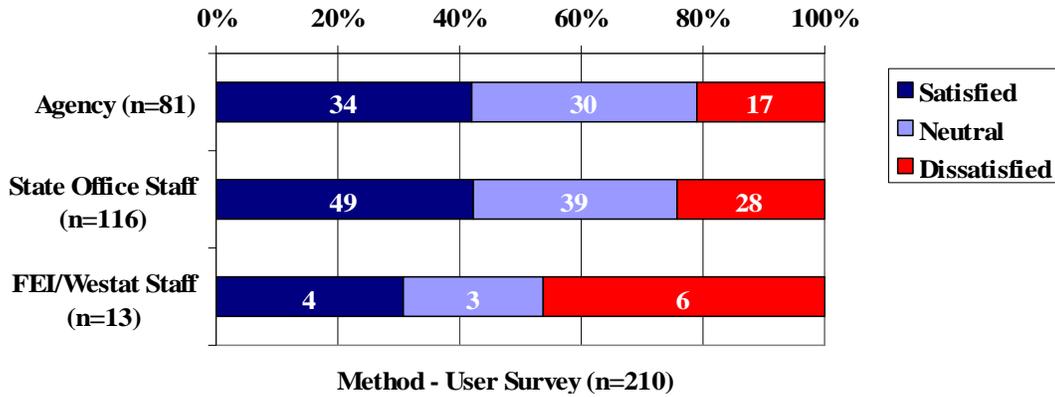


Figure 3.37 Level of Satisfaction by Persons who Performed Training

3.6 Overall

This section describes information regarding overall aspects of AKAIMS. The following three topics were addressed in open ended questions:

- 1) Most like aspects of AKAIMS
- 2) Suggested Enhancements
- 3) Suggested Improvements

Most Liked Aspects of AKAIMS

The 286 respondents provided 131 usable comments for most liked aspects of AKAIMS. As illustrated in Figure 3.38, the most liked aspect was logical record keeping/speed of technology (33%) followed by accessibility, ease of look and feel (both 18%), reports (16%), and central database for state record keeping (15%). It is also notable to mention that several respondents took the time to answer the question, however 93 comments were not applicable or unusable. These data are not included in the figure below.

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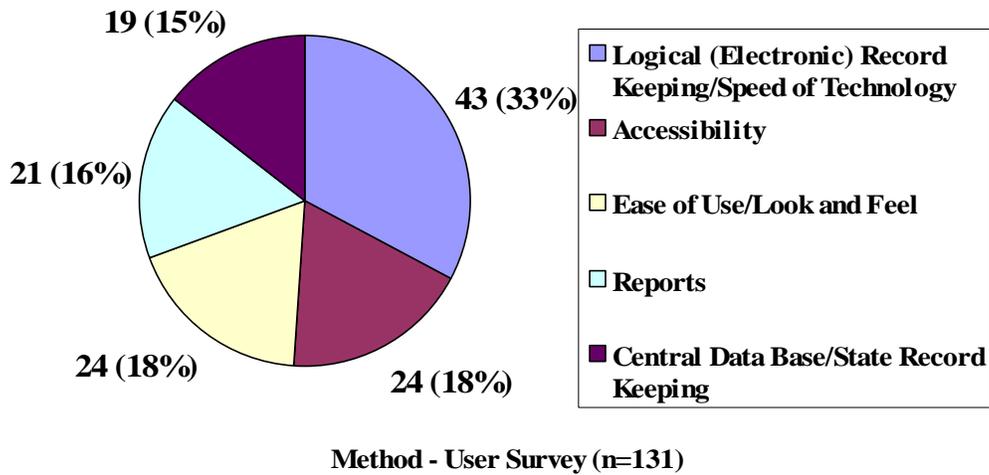


Figure 3.38 Most Liked Aspects of AKAIMS

Suggested AKAIMS Enhancements/Improvements

Responses for the following questions were combined into one graph:

- 1) What would you like AKAIMS to do that it does not currently do?
- 2) How would you improve AKAIMS to better meet your needs?

The 286 respondents provided 324 usable comments regarding the questions above. The following is a summary of comments provided as illustrated in Figure 3.39:

- 1) Provide module or screen changes/fixes (29%)
- 2) Increase system user friendliness/less time to enter data (18%)
- 3) Resolve connection/accessing/outage/speed issues (12%)
- 4) Increase/improve training (9%)
- 5) Guarantee confidentiality of data (8%)
- 6) Change required fields/match required field to other sources (7%)
- 7) Improve reports (6%)
- 8) Improve printouts (6%)
- 9) Add spell check (3%)
- 10) Meet expectations/system work as they think it should (1%)
- 11) Coordinate information exchange between agencies (.05%)
- 12) Improve Help Desk function on screen (.05%)

Though several respondents took the time to answer the question, 114 of their comments were not applicable or unusable. These data are not included in the figure below.

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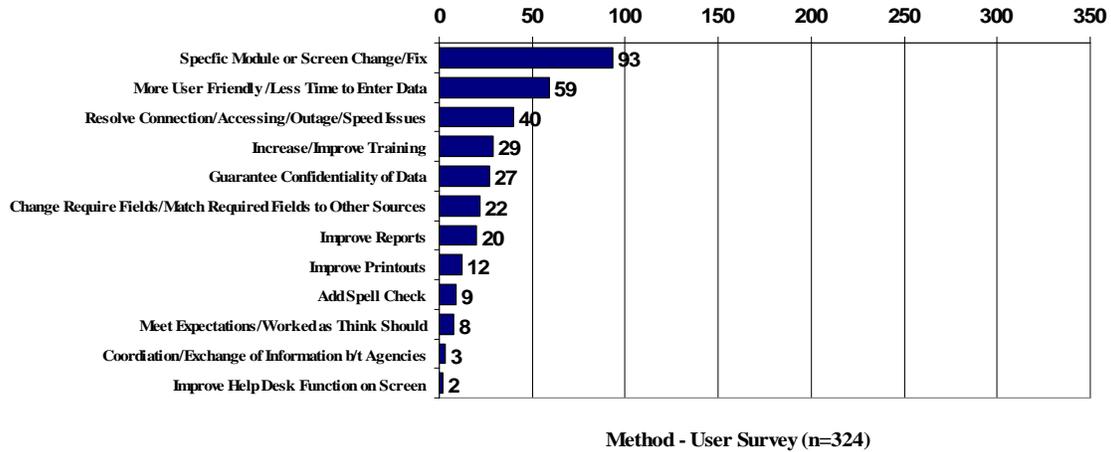


Figure 3.39 Suggested Enhancements/Improvements to AKAIMS

Chapter 4 - Discussion/Recommendations

4.1 Discussion

The AKAIMS user survey measured the level of satisfaction among users of the system. The findings of this study show that users are generally comfortable with using computers, however they experience a relatively mixed satisfaction with AKAIMS. The results of this study are intended to be a precursor to levels of satisfaction and aid in identifying areas for improvement within AKAIMS.

AKAIMS user satisfaction may be affected by several circumstances such as access to a computer, resistance to learning new computer systems, internet connectivity issues and whether they received training. In addition, AKAIMS is utilized by a wide range of professions across substance abuse, mental health and behavioral health fields. Professional background and expertise could also affect levels of satisfaction.

Data entry results revealed type of internet access and experience with internet problems is an area for further examination. Results indicated that out of the respondents who experience problems 2 - 4 times week, 74% of them have high speed access. These findings suggest there may be another reason for experiencing problems other than speed of connectivity.

Results from the reports section revealed 40% of respondents did not comment or provide information on use of reports. For those who did provide comments, many contributed responses that were not applicable. The lack of usable data in this section suggests users are not familiar with reports or may not be using them.

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Users were generally more satisfied with the help desk than other areas. However a low number of respondents indicated they don't use the help desk. Of the individuals who indicated they used the help desk, 85% provided comments on their satisfaction or suggestions for improvement. Further investigation may be necessary to understand if users feel they don't need the help desk or simply do not use it.

The low rates of overall satisfaction with AKAIMS could be attributed to the number of people who have not been trained on the system or do not have a user manual. Thirty-five percent of those who answered the survey said they have not been trained. Twenty-eight percent who said they have been trained do not have a manual. Further investigation regarding factors that lead to low levels of training such as staff turnover and lack of trainers is warranted.

4.2 Recommendations

It is recommended that the results of this survey be shared with users of the system while seeking guidance in areas of low satisfaction. After changes or enhancements are implemented, a follow up survey would indicate if levels of satisfaction have improved.

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Appendix A AKAIMS User Satisfaction Survey

Section 1- General Information

1. Please indicate which role best describes your role on AKAIMS:

- | | |
|---|--|
| <input type="checkbox"/> Data Entry/Clinician | <input type="checkbox"/> Staff Administrator |
| <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> State Reporting |
| <input type="checkbox"/> Facility Administrator | <input type="checkbox"/> Other, |
- specify _____

2. Please indicate which type of clients your facility primarily serves:

- Substance Abuse
 Mental Health
 Both Substance Abuse and Mental Health

3. Please tell us how comfortable you are doing the following:

	Very Comfortable	Comfortable	Neutral	Un-comfortable	Very Un- comfortable
a. Using the computer in general	<input type="checkbox"/>				
b. Typing and creating Word documents	<input type="checkbox"/>				
c. Using data management tools like Microsoft Excel, Access, etc.	<input type="checkbox"/>				
d. Using the internet / world wide web	<input type="checkbox"/>				
e. Entering client information into a computer program	<input type="checkbox"/>				
f. Dealing with difficulties while using a computer (lost documents, saving and finding documents, finding alternative ways of doing things, etc.)	<input type="checkbox"/>				

Section 2- Data Entry

Do you perform data entry on AKAIMS?

- Yes
 No

(If answered “no”, skip to Section 3)

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1. Please indicate how frequently you enter data into AKAIMS.

- Daily
- 2-4 times a week
- Once a week
- At least once a month

2. How satisfied are you with the following aspects of AKAIMS:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Accessing AKAIMS (connecting to the AKAIMS site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Login process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Security of AKAIMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Layout of the Client List	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall ease of entering data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of reviewing entered data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Ease to update entered data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Time to enter data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Amount of data required to enter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Usefulness of the training manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Notification/rollout of changes to the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Interactive online training/modules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Overall , satisfaction with the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How satisfied are you with entering data into the following modules:

	N/A	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Client Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Intake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. TX team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Admission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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g. Encounter Notes	<input type="checkbox"/>					
g. Outcomes	<input type="checkbox"/>					
h. Discharge	<input type="checkbox"/>					
i. Consent	<input type="checkbox"/>					
j. Referrals	<input type="checkbox"/>					

4. If you are a clinician, how satisfied are you with the usefulness of each of the following modules to your work with a client:

	N/A	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Client Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Intake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. TX team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Admission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Encounter Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Consent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please indicate on average how long it takes you to enter data for each of the modules:

	N/A	0-15 min.	16-30 min.	31-60 min.	More than 60 min.
a. Client Profile	<input type="checkbox"/>				
b. Intake	<input type="checkbox"/>				
c. Screening	<input type="checkbox"/>				
d. TX team	<input type="checkbox"/>				
e. Admission	<input type="checkbox"/>				
f. Treatment	<input type="checkbox"/>				
g. Encounter Notes	<input type="checkbox"/>				
h. Outcomes	<input type="checkbox"/>				

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i. Discharge	<input type="checkbox"/>				
j. Consent	<input type="checkbox"/>				
k. Referrals	<input type="checkbox"/>				

6. While using AKAIMS have you experienced problems with your Internet connection?

- Yes No (If no, skip to Section 3)

7. Please indicate how often you experience Internet connection problems:

- Daily
 2-4 times a week
 Once a week
 At least once a month

8. Please indicate which type of Internet access you use when using AKAIMS?

- Cable Modem
 DSL
 Dial Up
 T1
 Other, specify _____

Section 3- AKAIMS Reports

Do you use reports on AKAIMS?

- Yes
 No

(If answered “no”, skip to Section 4)

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1. How satisfied are you with the following aspects of the reports available on AKAIMS:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Type of reports available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of running reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of printing reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How satisfied are you with using the reports for any of following:

	N/A	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Program Evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Staff Evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Client Outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Project Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other, specify - _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What reports do you run most frequently?

4. What reports would you like to have that are not currently available?

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Section 4- AKAIMS Help Desk/ Support

Do you use the AKAIMS Help Desk?

- Yes
- No

(If answered “no”, skip to Section 5)

1. Approximately how many times have you contacted the Help Desk?

- Once
- 2-5 times
- 6-10
- 10-15
- More than 15 times

2. How satisfied are you with the following aspects of the Help Desk:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Operation hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Methods available to contact the Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Response time of the Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. How well the Help Desk staff understood the problem for which you were seeking help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Level of courtesy and respect you received from the Help Desk staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Resolution you received for your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall , satisfaction with the Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What do you like most about the Help Desk?

4. Is there anything you would like the Help Desk to offer that it does not currently?

5. How would you improve the Help Desk to better meet your needs?

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Section 5- AKAMS Training

Did you receive training on the use of AKAIMS?

- Yes No (if no, skip to section 6)

1. Who trained you on using AKAIMS:

- Staff member at your agency
 Staff member from the state office
 Staff member from FEI or Westat

2. Please indicate which topics the training you received covered (please check all that apply):

- Accessing AKAIMS
 Login process
 Agency/Facility/ Program Setup
 Data Entry by module
 Running Reports

3. Do you have an AKAIMS Training Manual available to you?

- Yes No

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4. How satisfied are you with the training you received on AKAIMS?

- Very Satisfied
- Satisfied
- Neither Satisfied Nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

5. What type of training do you think is most helpful?

- In person training
- Training using WebEx
- Training using training manual only
- Training CD

Section 6- Overall AKAIMS

1. What do you like most about AKAIMS?

2. What would you like AKAIMS to do that it does not currently do?

3. How would you improve AKAIMS to better meet your needs?

Thank you for taking the time to complete this survey.