

OCFS MOBILE TECHNOLOGY PROJECT

Summary Results of iPad User Survey 10-16-12

68 out of 132 pilot participants responded = 52% return rate

Respondents work for:

LDSS – 49%

VA – 51%

Key Findings (see below for detailed data):

- Staff found it easy to learn to use the iPad to perform work functions.
- The wireless keyboard is useful; the lack of it is a deficit.
- Most staff use their iPads 1-6 hours/week; nearly 30% use it > 7 hours/week.
- The iPad is most frequently used for progress notes (either directly into CONX or via a notepad).
- Staff also use iPads to work on FASPs, PHRs, perform searches and maintain person data.
- Staff regularly use the iPad to access email, the internet, calendars, GPS and local agency apps.
- Almost all staff use the iPad at home. They also use it in court and the community as well as in a private vehicle. They tend not to use it on public transportation or in clients homes.
- The iPads are having positive impacts on staff feeling they are more productive, getting progress notes done more timely and feeling less stressed. The iPads are not perceived as affecting quality of work or helping staff feel more organized.
- Staff either don't know or are not happy using the copy/paste function on the on board notepad. Several workers are seeking better word processing support, which they apparently don not know they can download for free.
- The touchscreen interface is a challenge for several staff; they find it difficult click small data fields or navigating without a mouse.
- The small size of the screen is also reported as a problem using the CONX application and entering narratives.
- Several staff reported concerns about the risk of losing an iPad or having it stolen (and being a target). This explains the reluctance to use the iPad on public transportation.
- What staff like best about the iPads is their portability, ability to do case notes at any time/anyplace and to access their email.
- What staff like least is the touchscreen interface, difficulty accessing or logging into CONX, and using Citrix Receiver.

Suggested Follow-Up

- Provide key findings to OCFS leadership and a summary for Weekly
- Provide these results to all participants, LAN Administrators and program leads in the participating agencies
- In that transmittal, clarify a few misconceptions on log-in, copy/paste, etc.

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Detailed Findings:

% of Respondents that Strongly Agreed or Agreed with the following statements:

I found it relatively easy to learn how to use the iPad to perform work functions	99%
I can comfortably use the iPad to do most things I want to do on it	90%
The wireless keyboard in the iPad case is helpful in doing my work (of those so equipped)	96%
The on-screen keyboard is helpful in doing my work	69%

Average hours/week use iPad for work:

< 1 hour	15%
1-3 hours	28%
4-6 hours	29%
7-9 hours	15%
10+hours	13%

% of Respondents that Frequently or Occasionally Performed the following CONX functions:

<u>Function</u>	<u>Frequently</u>	<u>Occasionally</u>
Progress Notes	41%	40%
Draft Notes/notepad	34%	29%
FASP	22%	46%
PHR	15%	31%
Searches	19%	38%
Maintain Demos	24%	18%

% of Respondents that Frequently or Occasionally Performed the following non-CONX functions:

<u>Function</u>	<u>Frequently</u>	<u>Occasionally</u>
Email	68%	19%
Research/web	54%	24%
Calendar	44%	18%
GPS	32%	24%
Other agency apps	21%	27%

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% of Respondents that Frequently or Occasionally use the iPad:

<u>Location</u>	<u>Frequently</u>	<u>Occasionally</u>
Home	65%	19%
Court	41%	29%
Community	35%	31%
Vehicle	25%	31%
Office	10%	38%
Public Transportation	10%	19% (never – 49%)
Family/FP Residence	16%	29% (never – 37%)

% of Respondents that reported the following impacts:

<u>Impact Area</u>	<u>Positive/Agree</u>	<u>Neutral</u>	<u>Negative/Disagree</u>
PN – entered sooner	68%	29%	03%
PN – more up to date	57%	38%	04%
PN – more detailed	34%	50%	16%
More organized	44%	47%	09%
More productive	72%	25%	03%
Less stressed	59%	35%	06%

Are there any CONX work activities that you wanted to perform but were unable to on the iPad?

- No – 79%
- Yes – 21%
 - Progress Notes – too difficult – 4
 - Copy and paste from notepad into CONX – 4
 - Print – 2
 - Use touchscreen with CONX

Are there any Non-CONX work activities that you wanted to perform but were unable to on the iPad?

- No – 85%
- Yes – 15%
 - Writing longer narratives – 6
 - Access network files, county email - 2

Are there any reasons why you would hesitate to take the iPad into the field?

- No – 59%
- Yes – 41%
 - Risk of being stolen, being a target – 22
 - A distraction with kids, clients (using at their homes) – 5
 - Difficult to get connectivity – 3

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Have you had any particular problems using the iPad for work activities?

No – 63%

Yes – 37%

- Difficult to get connectivity, finding hot spots – 8
- Screen too small, can't navigate, select wrong checkboxes – 4
- Log-in, long time to connect – 3
- Accessing CONX (must use the Safari path) – 3
- Lack of remote keypad makes longer narratives difficult, navigation – 3

What is the iPad feature that you like best?

- Size, portability, convenience, ability to work from home – 17
- CONX (case notes, searches) – 16
- Email – 9
- Multiple features mentioned (all of it) – 7
- Internet – 5
- Note Pad – 4
- Intuitive interface, user friendly – 3 GPS – 2
- Keypad – 3
- Calendar, Contacts

What is the iPad feature that you like least?

- Touch screen interface (small screen size, sensitivity of screen, lack of mouse, lots of errors entering log-in or data into fields) – 16
- Difficult to get to CONX, Citrix Receiver – 2
- Difficulty connecting, starting up – 5
- System freezes – 2
- Lack of wireless keyboard – 3
- Inability to print – 3
- Can't copy/paste into CONX – 2
- Not good for longer narratives
- Small keyboard

What application or program would you most want added to the iPad?

- MS Word, word app – 12
- Network drives, agency email, files – 4
- Trip planner, map quest, subway maps – 3
- Local newspaper app
- OCFS news
- LTS
- Auto correction for CONX
- Kids games