

### Sample Survey # 1 – Monroe Post Survey

**Monroe County, Local District of Social Services** Type: Post Survey Created by: Center for Technology in Government Administered by: Monroe County

#### Background

In June 2006, the Center for Technology in Government engaged with the NYS Office of Children and Family Services (OCFS) to assess the use of mobile technologies in child protective service work in Monroe County, New York City, and Westchester County. The aim of this assessment is to evaluate how portable technologies impact child protective service work. This post evaluation survey asks about your experiences in the pilot using the mobile technologies for CPS work. **If you have questions about this survey, please contact Tom Corbett.**

Please specify which mobile technology you are using/have used during the pilot, and the number weeks you used it: **Please check all that apply.**

Technology		Time in Weeks
#	Dragon Naturally Speaking (# Version 8 # Version 9)	
#	Digital Pen	

#### Data Input – Process Evaluation

**1) For the tables below, please estimate the work time in hours per week during the pilot period you spent on each task. If you used Dragon Naturally Speaking or a digital pen for that task, please check the appropriate box to the right of the task.**

## Appendix D: Sample Surveys

CONX Related Activities			
Task	Approximate Hours/Week	Dragon Naturally Speaking	Digital Pen
Progress Notes		#	#
Your To Do's		#	#
Event List		#	#
Searches: Person, Address, Case, Resource and Staff		#	#
Review Intake Information		#	#
Adding/Relating Person		#	#
Adding/Changing Case Worker or Planner		#	#
Demographics		#	#
Safety Assessment		#	#
Risk Assessment Profile		#	#
Reassigning a Stage		#	#
Investigating Conclusion		#	#
Create an FSI		#	#
Stage Progression to FSS		#	#
Changing Case Status		#	#
FASP		#	#
Other, Please explain		#	#

Non-CONX Related Activities			
Task	Approximate Hours/Week	Dragon Naturally Speaking	Digital Pen
Microsoft Office Applications		#	#
E-Mail		#	#
Managing an Address book (Storing Contacts)		#	#
Schedule Organizer		#	#
Network Drives (Containing your files)		#	#
Network Drives (Shared files with other users)		#	#
Online Person Searches		#	#
Online Address Searches		#	#
Other, Please explain		#	#

**2) During the pilot my progress notes have been/were about the right length.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**3) During the pilot my progress notes have been/were usually complete.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**4) During the pilot my progress notes have had/had adequate details.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**5) During the pilot my progress notes have been/were usually up to date.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**6) During the pilot I was usually able to *prepare* my progress notes while out of the office (e.g., waiting for a client, waiting at court, on the bus, etc.).**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**7) During the pilot I was usually able to *enter* my progress notes into CONX while out of the office (e.g., waiting for a client, waiting at court, on the bus, etc.).**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**8) During the pilot a mobile technology (Dragon Naturally Speaking, and Digital Pens) allowed me to enter progress notes into CONX while in the field.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**9) During the pilot I usually entered my progress notes all at one sitting.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**10) During the pilot I usually entered all my progress notes during regular working hours.**

Strongly Disagree   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Strongly Agree

**11) What were your normal working hours during the pilot?**

start: \_\_\_\_\_ am pm   end: \_\_\_\_\_ am pm

**12) During the pilot, on average how many face-to-face field contacts did you have a week?**

\_\_\_\_\_

Usefulness – Time Savings – Quality – Efficiency

**13) During the pilot how frequently did you work at home to complete your progress notes?**

☐ Daily   ☐ A few times/week   ☐ Rarely   ☐ Never

**14) During the pilot how frequently did you stay in the office after normal work hours to complete your progress notes?**

☐ Daily   ☐ A few times/week   ☐ Rarely   ☐ Never

**15) During the pilot, did you have time during your regular work day for working on progress notes outside the office (i.e., waiting for a client, waiting at court, on the bus, etc.)?**

Almost Always   ☐   ☐   ☐   ☐   ☐   ☐   ☐   Almost Never

Questions Related to Specific Mobile technologies

**16) How would you rate the EASE OF USE of each mobile technology for doing your work?**

Disagree	Strongly	Agree	Strongly
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## Appendix D: Sample Surveys

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Dragon Naturally Speaking                    ☐ ☐ ☐ ☐ ☐ ☐

Digital Pens                                    ☐ ☐ ☐ ☐ ☐ ☐

**17) I found it quicker to enter/input/dictate my Progress Notes using the mobile technology?**

	Strongly Disagree					Strongly Agree
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18) How difficult was it to get comfortable using the mobile technology for doing your work?**

	Very Difficult					Very Easy
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19) After I was comfortable using it, the mobile technologies listed below saved me significant time:**

	Strongly Disagree					Strongly Agree
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**20) After I was comfortable using it, the mobile technologies listed below allowed me to accomplish other tasks:**

	Strongly Disagree					Strongly Agree
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If so, which tasks, please check all that apply:**

- Case openings/closings ☐
- CCRS Activity ☐
- Time spent with families ☐
- Time spent working on FASPs ☐
- None of the above, I am able to finish my work in less time ☐

Please explain your answer with as much detail and examples as possible:

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**21) To what extent do you think the mobile technology is a MORE EFFICIENT way to do work?**

	Much More Efficient					Much Less Efficient
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22) To what extent do you think the QUALITY of your work was enhanced by using the mobile technology?**

	Enhanced	Very		Enhanced	Not at all
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23) To what extent were you SATISFIED with the mobile technology?

	Satisfied	Very		Satisfied	Not at all
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24) To what extent would you RECOMMEND the mobile technology to be used for CPS

	Recommend	Strongly		Recommend	Not at all
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25) I have encountered problems with the mobile technology that were out of my control

	Disagree	Strongly		Agree	Strongly
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your answer with as much detail and examples as possible:

26) How would you rate the SIZE of the mobile technology for doing your work?

	Too Small		Too Large
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27) How would you rate the WEIGHT of the mobile technology for doing your work?

	Just Right		Too Heavy
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28) How would you rate the PORTABILITY of the mobile technology for doing your work?

	Excellent		Poor
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29) How would you rate the BATTERY LIFE of the mobile technology for doing your work?

	Excellent		Poor
Digital Pens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30) How would you rate the method of DATA ENTRY of the mobile technology for doing your work?

	Excellent		Poor
Dragon Naturally Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix D: Sample Surveys

Digital Pens ☐ ☐ ☐ ☐ ☐ ☐

**31) How would you rate the DURABILITY of the mobile technology for doing your work?**

**Durable**

**Not at all Durable**

Digital Pens ☐ ☐ ☐ ☐ ☐ ☐

Job Stress

**32) During the pilot, I normally was under a lot of work-related stress.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**33) During the pilot my open cases caused me a lot of stress.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

Data about the Technology

**34) During the pilot, I considered myself to be technically savvy :**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**For the table below, please estimate the average work time in hours per week during the pilot period you spent in each location. If you used Dragon Naturally Speaking or a digital pen in that location please record the approximate time spent using each technology.**

Location	Approximate Hours per Week		
	Doing all work activities	Using Dragon Naturally Speaking	Using a digital pen
Court			
School			
County / Private Vehicle			
Public Transportation			
Community Center			
Office			
Clients' Residence			
Facility's Residence			
Your Residence			
Other, Please explain			

Acceptance – Attitude

**35) After having used the mobile technologies, please indicate which mobile technology (Dragon Naturally Speaking, and Digital Pens) you *liked the most*, and for what reasons**

Please explain your answer with as much detail and examples as possible:

**36) After having used the mobile technologies, please indicate which mobile technology (Dragon Naturally Speaking, and Digital Pens) you *disliked the most*, and for what reasons**

Please explain your answer with as much detail and examples as possible:

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**37) After having used the mobile technologies (Dragon Naturally Speaking, and Digital, would you want to continue using it in the field?**

YES [ ]      NO [ ]

Please explain your answer with as much detail and examples as possible:

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**38) After using the mobile technologies (Dragon Naturally Speaking, and Digital Pens), would you recommend to your staff/coworkers to use it in the field?**

YES [ ]      NO [ ]

Please explain your answer with as much detail and examples as possible:

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**39) After using the mobile technologies (Dragon Naturally Speaking, and Digital Pens), are there any reasons you would hesitate to take it with you when you are in the field?**

YES [ ]      NO [ ]

Please explain your answer with as much detail and examples as possible:

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**40) After having used the mobile technologies (Dragon Naturally Speaking, and Digital Pens), what are some of the key *advantages* of the mobile technology?**

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**41) After having used the mobile technologies (Dragon Naturally Speaking, and Digital Pens), what are some of the key *disadvantages* of the mobile technology?**

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Expectations of the Technology

**42) What is your opinion about the *functionality* (capabilities, features, how it would be used to do your job...etc.) of Dragon Naturally Speaking?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

Please explain your answer with as much detail and examples as possible:

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**43) What is your opinion about the *functionality* (capabilities, features, how it would be used to do your job...etc.) of the Digital Pens?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

Please explain your answer with as much detail and examples as possible:

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**44) What is your opinion about the *ease of use* of Dragon Naturally Speaking?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

Please explain your answer with as much detail and examples as possible:

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**45) What is your opinion about the *ease of use* of the Digital Pens??**

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## Appendix D: Sample Surveys

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High ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Low ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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### 46) What is your overall assessment of Dragon Naturally Speaking for your work?

High ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Low ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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### 47) What is your overall assessment of the Digital Pens for your work?

High ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Low ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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### 48) Please specify which of the following mobile technologies you have used during the pilot to perform your job and explain your answer with as much detail and examples as possible:

#### a) Dragon Naturally Speaking:

YES ☐ NO ☐

Pros

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Cons

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#### b) Digital Pens:

YES ☐ NO ☐

Pros

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Cons

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If there is anything else you would like to add or let us know regarding this survey or Child Protective Services, please feel free to do so by attaching additional sheets to this survey with your comments.

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Name: \_\_\_\_\_ Date : \_\_\_\_\_ / \_\_\_\_\_ 2006

Title: \_\_\_\_\_ Position: \_\_\_\_\_

Thank you. The survey is now complete.

## Sample Survey #2 – Westchester Baseline Survey

**Westchester County, Local District of Social Services** Type: Baseline Survey Created by: Center for Technology in Government Administered by: Westchester County

### I. Background



In June 2006, the Center for Technology in Government (CTG) engaged with the NYS Office of Children and Family Services (OCFS) to conduct an assessment of the use of mobile technologies in child protective service work. Westchester is one of three districts in NYS participating in this assessment, the others are New York City, and Monroe County. The aim of this assessment is to evaluate how portable technologies impact the work involved in child protective service investigations. This baseline survey – to be filled out only one time per person, will gather data about experiences and expectations with mobile technologies and CPS work.

### II. Data Input

**1) For each task below that you normally perform, please record the approximate number of hours per week you spent on it prior to using the mobile device:**

## Appendix D: Sample Surveys

CONX – Related Activities		
Activity	Approximate hours/week	Don't normally perform
Progress Notes		#
Your To Do's		#
Event List		#
Searches: Person, Address, Case, Resource and Staff		#
Review Intake Information		#
Adding/Relating Person		#
Adding/Changing Case Worker or Planner		#
Demographics		#
Safety Assessment		#
Risk Assessment Profile		#
Reassigning a Stage		#
Investigating Conclusion		#
Create an FSI		#
Stage Progression to FSS		#
Changing Case Status		#
FASP		#
Other, Please explain		
Non-CONX Related Activities		
Activity	Approximate hours/week	Don't normally perform
ACRSPLUS		#
CRIMCHECK		#
E-Mail		#
LTS (Legal Tracking system)		#
PROMIS (Preventive Organizations Management Information System)		#
PTS (Placement Tracking System)		#
Network Drive containing		#

your files		
Network Drive shared with other users		#
Other, Please explain		

**2) Prior to the pilot my progress notes were about the right length.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**3) Prior to the pilot my progress notes were usually complete.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**4) Prior to the pilot my progress notes had adequate details.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**5) Prior to the pilot my progress notes were usually up to date.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**6) Prior to the pilot I was usually able to *prepare* my progress notes during down time.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**7) Prior to the pilot I was usually able to use my downtimes to *enter* my progress notes into CONX:**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**8) Prior to the pilot I believed a mobile device would allow me to enter progress notes into CONX while in the field.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**9) Prior to the pilot I usually entered my progress notes all at one sitting.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**10) Prior to the pilot I usually entered all my progress notes during regular working hours:**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**11) What were your normal working hours prior to the pilot:**

\_\_\_\_\_ am to \_\_\_\_\_ pm

**12) Prior to the pilot, on average how many face-to-face field contacts did you have a week?**

\_\_\_\_\_

### III. Usefulness – Time Savings

**13) Prior to the pilot how frequently did you work at home to complete your progress notes?**

☐ Daily ☐ A few times/week ☐ Rarely ☐ Never

**14) Prior to the pilot how frequently did you stay in the office after normal work hours to complete your progress notes?**

☐ Daily ☐ A few times/week ☐ Rarely ☐ Never

### IV. Expectation of Specific Mobile Devices

**15) Prior to the pilot I thought a transcription service would work well for progress notes.**

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ Strongly Agree

**16) Prior to the pilot I wanted to transcribe my progress notes in Spanish**

Strongly Disagree [ ] [ ] [ ] [ ] [ ] [ ] [ ] Strongly Agree

V. Job Stress

**17) Prior to the pilot, I normally was under a lot of work-related stress:**

Strongly Disagree [ ] [ ] [ ] [ ] [ ] [ ] [ ] Strongly Agree

**18) Prior to the pilot my open cases caused me a lot of stress.**

Strongly Disagree [ ] [ ] [ ] [ ] [ ] [ ] [ ] Strongly Agree

VI. Data about the Technology

**19) Prior to the pilot, I considered myself to be technically savvy :**

Strongly Disagree [ ] [ ] [ ] [ ] [ ] [ ] [ ] Strongly Agree

**20) Please record below the location and approximate amount of down time you had, on average, prior to the pilot.**

**21)**

Location	Minutes/day
Court	
School	
Community Center	
ACS Office	
Clients' Residence	
Facility's Residence	
Other Residence	
Other – Please explain	

VII. Expectations of Technology

**22) What was your opinion about Santrax *functionality* (capabilities, features, how it would be used to do your job...etc.) prior to the pilot?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

Please explain your answer with as much detail and examples as possible:

**23) What was your opinion about laptop *functionality* (capabilities, features, how it would be used to do your job...etc.) prior to the pilot?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

Please explain your answer with as much detail and examples as possible:

**24) What was your opinion about Santrax *connectivity* (connecting from cell phone/land-line to Santrax, accessing Santrax from the web...etc.) prior to the pilot?**

High [ ] [ ] [ ] [ ] [ ] [ ] [ ] Low [ ] no opinion

## Appendix D: Sample Surveys

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Please explain your answer with as much detail and examples as possible:

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**25) What was your opinion about laptop *connectivity* (wireless connectivity, connecting to the Internet and other online applications...etc.) prior to the pilot?**

High    ☐    ☐    ☐    ☐    ☐    ☐    ☐    Low        ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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**26) What was your opinion about Santrax ease of use for your work prior to the pilot?**

High    ☐    ☐    ☐    ☐    ☐    ☐    ☐    Low        ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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**27) What was your opinion about laptop ease of use for your work prior to the pilot?**

High    ☐    ☐    ☐    ☐    ☐    ☐    ☐    Low        ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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**28) What was your overall opinion about Santrax for your work prior to the pilot?**

High    ☐    ☐    ☐    ☐    ☐    ☐    ☐    Low        ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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**29) What was your overall opinion about laptops for your work prior to the pilot?**

High    ☐    ☐    ☐    ☐    ☐    ☐    ☐    Low        ☐ no opinion

Please explain your answer with as much detail and examples as possible:

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### VIII. Past Experiences with Mobile Technologies

**30) Have you used Dragon Naturally Speaking in your work?**    YES ☐        NO ☐

If yes, for what tasks? \_\_\_\_\_

What do you like about using it? \_\_\_\_\_

What do you not like about using it? \_\_\_\_\_

**31) Have you used a digital voice recorder in your work?**    YES ☐        NO ☐

If yes, for what tasks? \_\_\_\_\_

What do you like about using it? \_\_\_\_\_

What do you not like about using it? \_\_\_\_\_

**32) Have you used a laptop in your work?**    YES ☐        NO ☐

If yes, for what tasks? \_\_\_\_\_

What do you like about using it? \_\_\_\_\_

What do you not like about using it? \_\_\_\_\_

**33) What other mobile technology have you used in your work?**

Other mobile technology \_\_\_\_\_

For what tasks? \_\_\_\_\_

**34) Are you currently using Santrax? YES [ ] NO [ ]**

Name: \_\_\_\_\_ Date : \_\_\_\_\_ / \_\_\_\_\_ 2006

Title: \_\_\_\_\_ Position: \_\_\_\_\_

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