

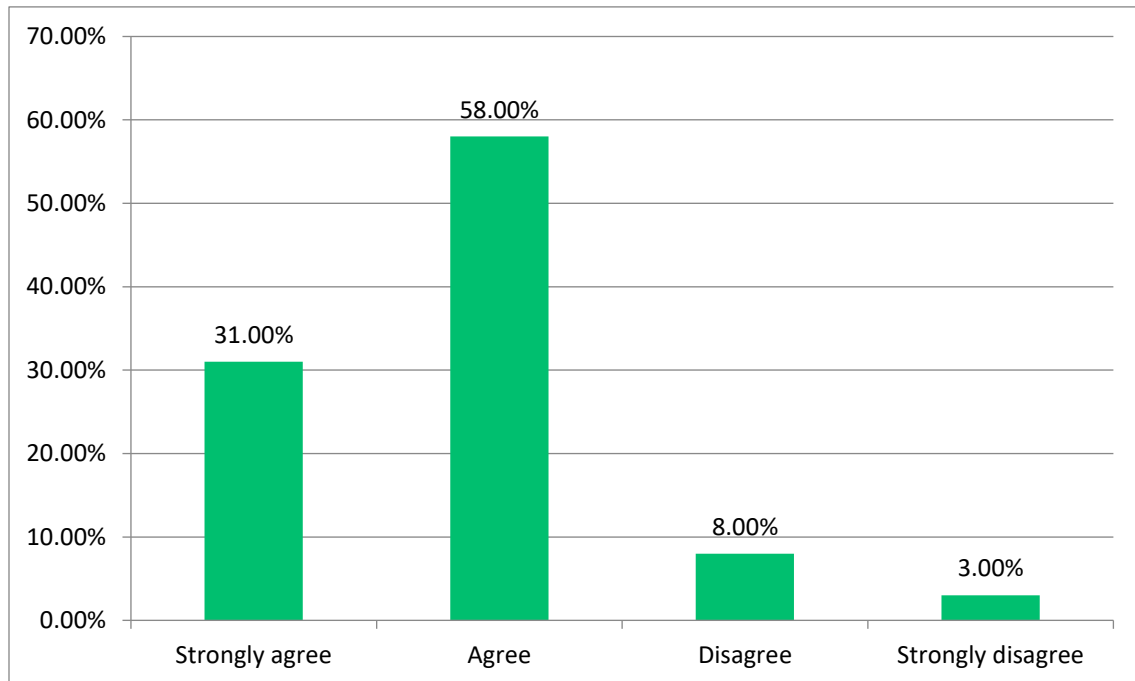


Missouri Workshop Calendar – Consumer Satisfaction Survey Report

January – June 2020

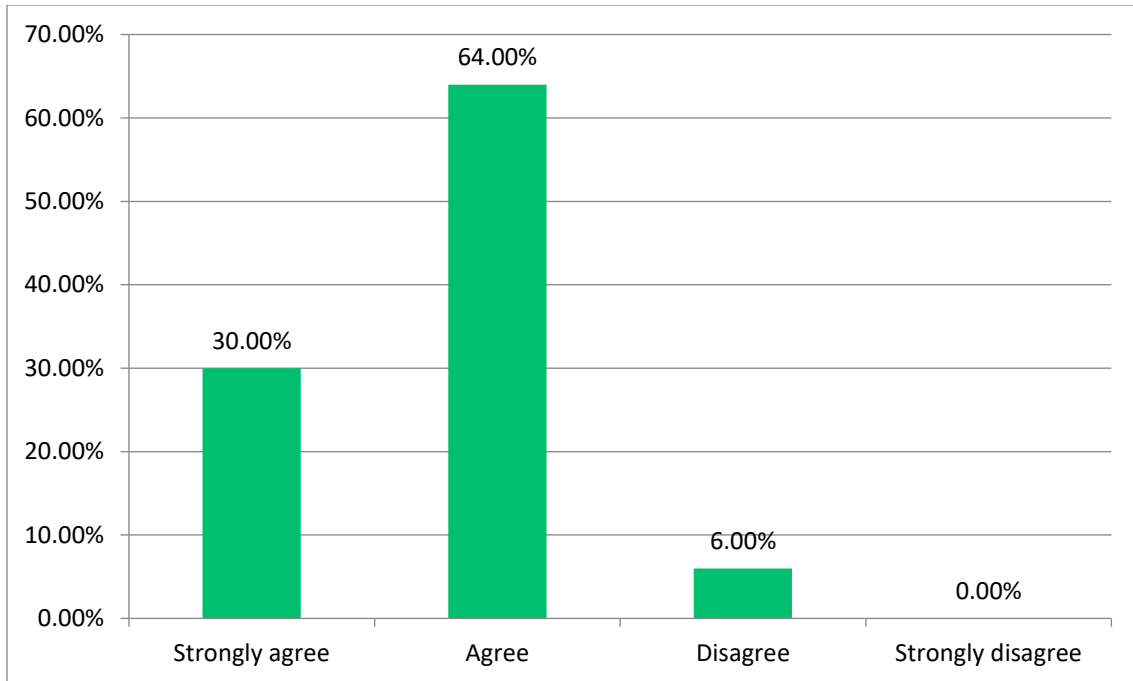
The purpose of this survey is to gauge satisfaction with the functionality of the Missouri Workshop Calendar (Calendar). The survey was sent to 5721 individuals whose training data populated an attendance report in the Toolbox January – June 2020, provided by the OPEN Initiative. Of these, 3430 (60%) opened the email with 488 (14%) completing the survey. Individuals use the Calendar’s public facing features to find clock hour training across Missouri making them the target group to ask about daily experience with Calendar functions. The following report examines responses to each question on the survey. For the calculations, all N/A (does not apply) responses were removed from the overall calculations in order to focus on agreement and disagreement for each question.

1. I am satisfied with my **overall experience** using the Missouri Workshop Calendar.



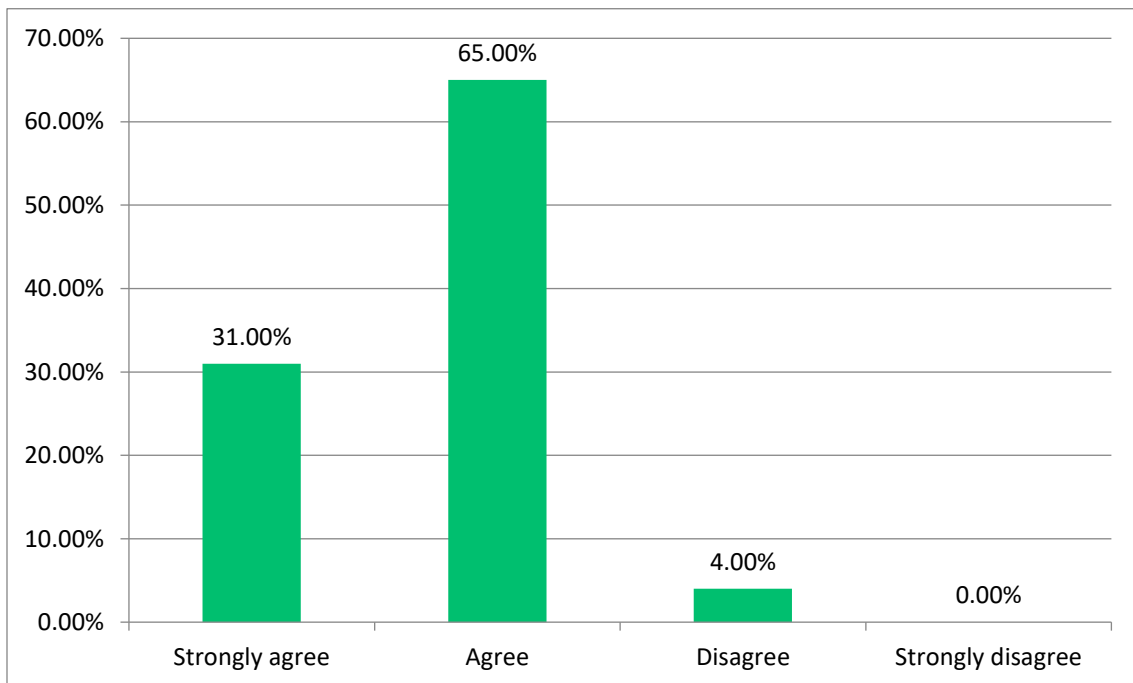
89% (401) respondents were satisfied with their overall Calendar experience while 11% (50) were not. Respondent feedback indicated a desire for a better understanding of how to use the search filters, enhancement to searching sessions by county and making the Calendar mobile and tablet friendly for those without computers. There is also a need to clarify what the Calendar does, lists approved training in Missouri and transfers attendance data, and what it does not, creates online on demand sessions or specific registration requirements. These modifications will be reviewed for possible addition to the Calendar.

2. I am satisfied with the **monthly view** on the Calendar.



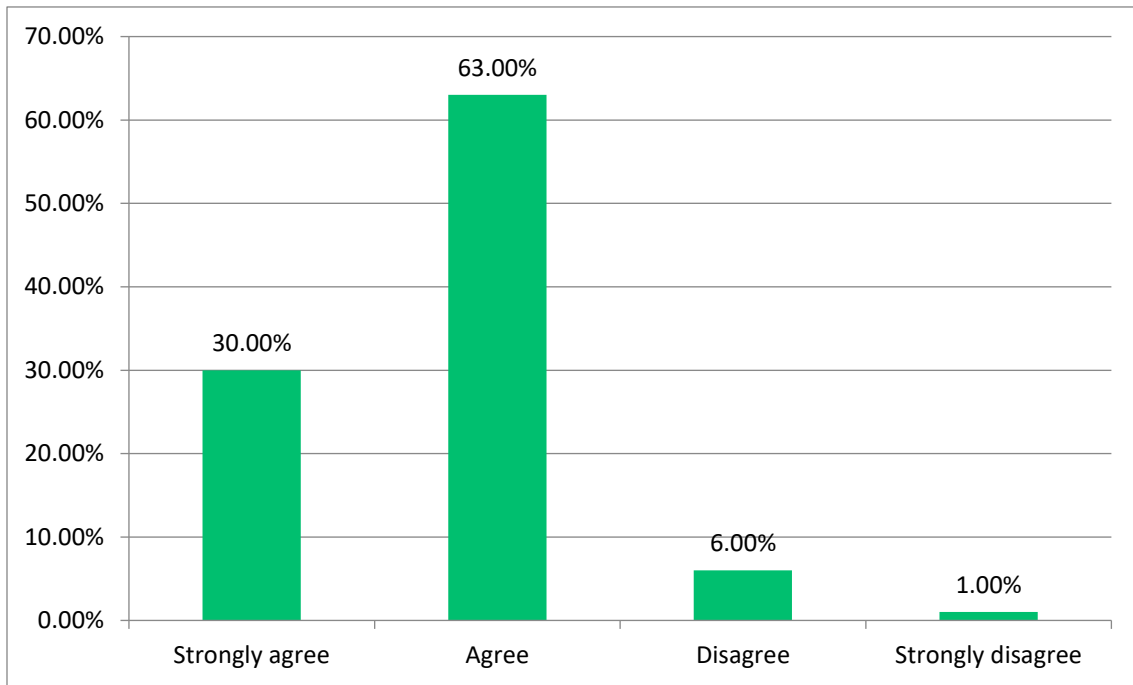
94% (502) of respondents were satisfied with the monthly view while 6% (28) were not. Specific issues revolved around the condensed view, ease of reading and making the Calendar mobile and tablet friendly.

3. I am satisfied with the information provided **when I click on an individual training title** on the Calendar.



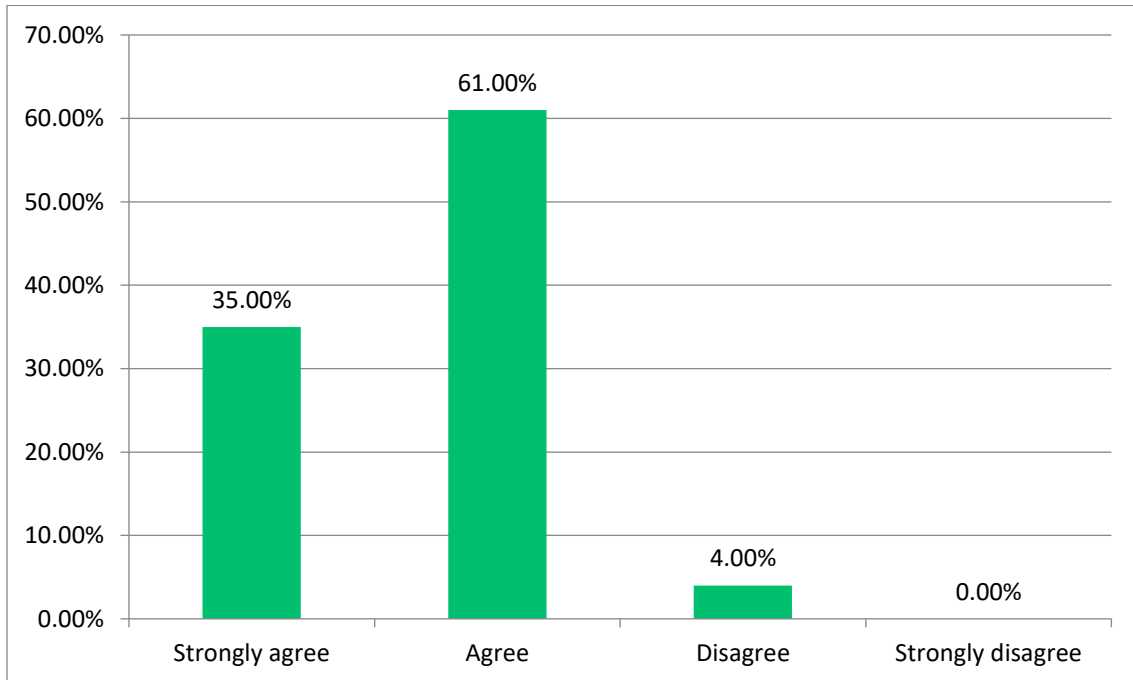
When reviewing individual training, 96% (434) of respondents felt satisfied while 4% (19) did not. The main feedback revolves around helping training entities include enough information in the registration section so it is clear for the user. This is an area we will review.

4. I am satisfied with the **ease of use of the Register/Sign Up function** associated with some trainings on the Calendar.



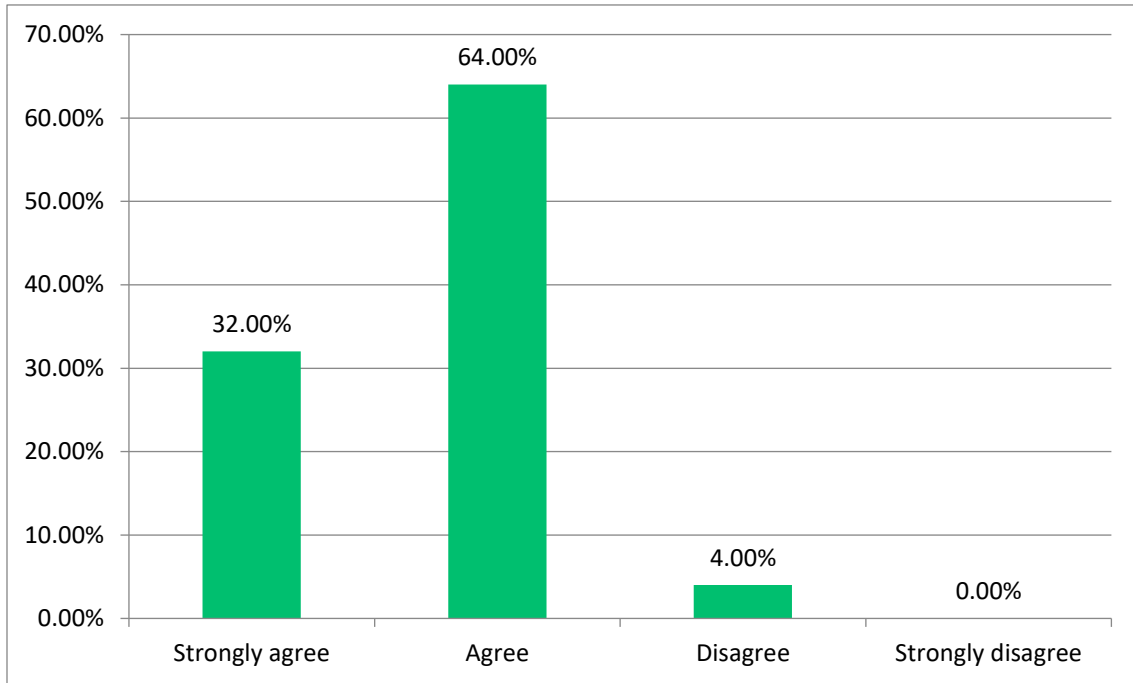
Of the respondents, 93% (393) of were satisfied with the registration/sign up feature while 7% (33) were not. There seems to be some confusion around when the sign-up button is visible or not so we will clarify this for users. Making the Calendar mobile and tablet friendly was again requested here.

5. I am satisfied with the **Online On Demand tab Options A and B.**



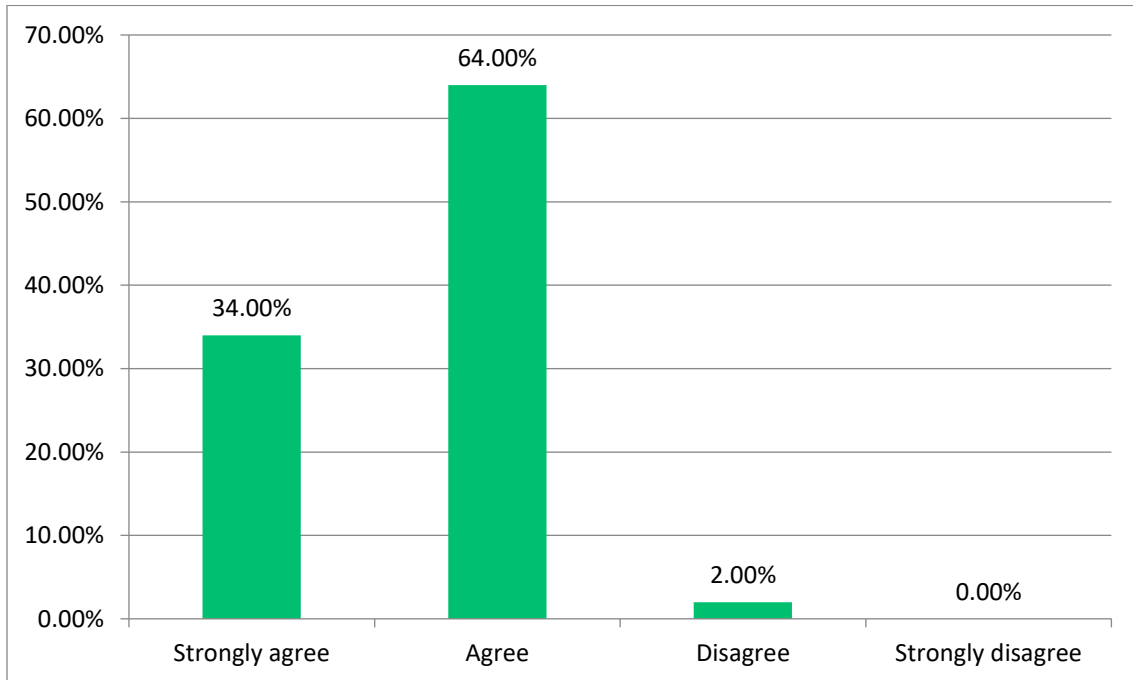
96% (363) of respondents felt satisfied while 4% (21) did not. While there is overall satisfaction with the upload function for certificates in Option B, there is a desire for more clarity around sessions offered by entities in Option A. Clarifying the lists of approved sessions and how to use them to access training is a feature that will be reviewed.

6. I am satisfied with the information featured on the **First Aid/CPR** tab.



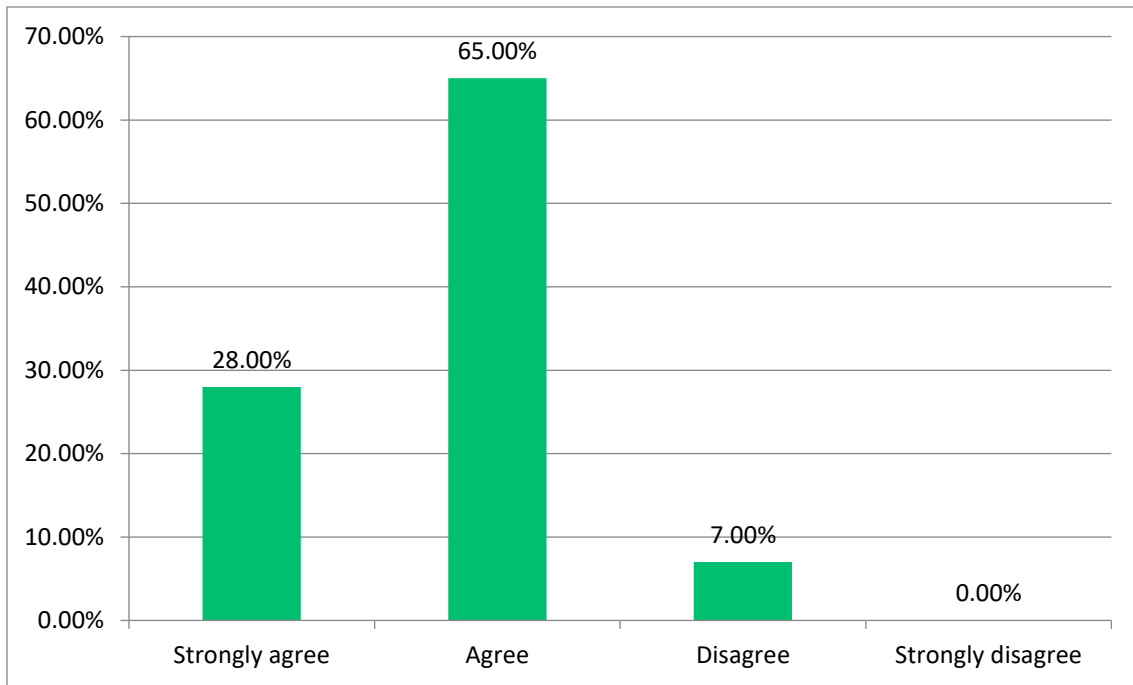
96% (339) of respondents felt satisfied with the information on the First Aid/CPR tab while 4% (15) did not. This tab is a free marketing tool for those individuals and entities that wish to promote their services across the state. Making the service known to more across Missouri and adding information about hybrid classes were suggestions for the tab.

7. I am satisfied with the information featured on the **Safe Sleep** tab.



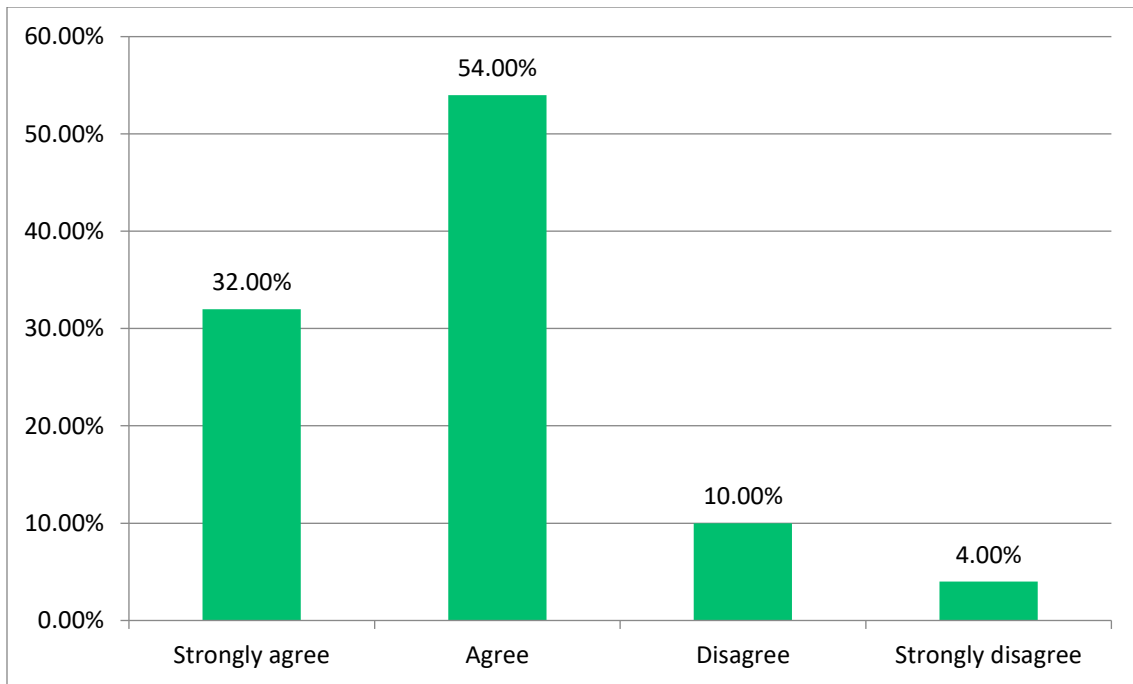
98% (380) of respondents felt satisfied with the Safe Sleep tab information while 2% (9) did not. The information on this tab is taken directly from the DHSS web site and is featured as a classification tool for users.

8. I am satisfied with the **Search** function and numerous filters.



The search function is a critical function for ease of use of the Calendar. For respondents, 93% (376) of respondents were satisfied with functionality while 7% (33) were not. Feedback included requests for more clarification on how to use the search filters with tips, Frequently Asked Questions or possibly a tutorial video. There is also a request for making the Calendar search mobile and tablet friendly.

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



86% (181) of respondents felt satisfied while 14% (32) did not. Feedback included a request for a way to indicate if the person would prefer to be contacted about their issue by an email or via phone and a best time of day to call. This information will be reviewed for addition to the Contact Us area for ease of use.

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

89 (18%) respondents made a final comment. Of these, 21 (24%) were positive feedback, 12 (13%) were negative and 56 (63%) were neutral. Some examples are featured below. Some comments were made about other parts of the Missouri Professional Development system or training entities that do not fall under the purview of the Calendar.

Positive feedback	<ul style="list-style-type: none"> • Glad we have access to this tool! Especially online on demand. • The Missouri Workshop Calendar is very user friendly. It is a sight that I use often to obtain additional clock hours. • Overall, I am happy to see the changes that have recently occurred. I still don't like the interface and think a different format could make it more user friendly, but overall, I think you guys have done a great job. Thank you for your hard work and listening to those who use it regularly. • Their Customer Service, and educational calendar is excellent. • Please make it mobile friendly! So much good information, but many people do not have home computers. Thank you!
Problems using the Calendar	<ul style="list-style-type: none"> • The most frustrating experience I ever had while looking for classes. • It would be nice if Out of State presenters were able to be on the calendar. We love Fairy Dust teaching, they have wonderful webinars and our teachers don't get credit for those trainings. • The sight seems to be out of date. I think it needs to be looked at and redesigned to meet the needs of professionals, especially since we are quarantine and mostly using online trainings.
Issues not related to the Calendar	<ul style="list-style-type: none"> • In the "Pre-Approved National" tab, I was only able to see the list when using Google Chrome. Again, perhaps there is something on the main page of the calendar that alerts users that the calendar functions best when using Google Chrome. • You need to update the training classes. The way to find the classes. Have everything easy to find. Make it all free online training. I can go on, but I said it all in the above areas! • I would like to be able to get online training approved especially now with COVID. It is not recommended to train in groups and we would like to offer more independent types of training for staff.

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