

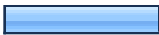
1. What sector(s) does your agency belong to? Please check all that apply.

		Response Percent	Response Count
College Sector		14.6%	12
Community-Based		68.3%	56
Laubach		9.8%	8
School Board		19.5%	16
answered question			82
skipped question			0

2. What stream does your agency represent?

		Response Percent	Response Count
Anglophone		79.3%	65
Deaf		2.4%	2
Native		19.5%	16
Francophone		2.4%	2
answered question			82
skipped question			0

3. What is your role at the agency? Please check all that apply.

		Response Percent	Response Count
Practitioner		45.1%	37
Manager		30.5%	25
Coordinator		36.6%	30
Volunteer		1.2%	1
Other (please specify)		23.2%	19
answered question			82
skipped question			0

4. What are the major challenges you have experienced with EOIS-CaMS?

	Response Count
	80
answered question	80
skipped question	2

5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

		Response Percent	Response Count
Yes		32.9%	26
No		67.1%	53

If you answered no, please provide details

60

answered question	79
skipped question	3

6. What do you like about EOIS-CaMS?

	Response Count
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70

answered question	70
skipped question	12

7. What questions do you have about EOIS-CaMS? Please try to be as specific as you can.

	Response Count
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50

answered question	50
skipped question	32

8. How much time per week (on average) does your agency spend inputting data into EOIS-CaMS. Please provide an estimate in hours.

**Response
Count**

73

answered question

73

skipped question

9

9. What types of reports would be useful for your agency to have access to? Please try to be as specific as you can.

**Response
Count**

48

answered question

48

skipped question

34

10. What topics related to EOIS-CaMS would you like additional training on?

**Response
Count**

56

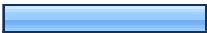
answered question

56

skipped question

26

11. What method of training do you prefer?

		Response Percent	Response Count
Face-to-face		67.1%	53
Webinar (live)		25.3%	20
Webinar (recorded)		30.4%	24
Online asynchronous module-based (interactive but available when you want to take it)		36.7%	29

Comments 17

answered question	79
skipped question	3

12. Please provide any additional comments or information you would like to share.

	Response Count
	36
answered question	36
skipped question	46

Q3. What is your role at the agency? Please check all that apply.

1	Office Assistant	Dec 12, 2012 1:32 PM
2	Service Provider Administrator	Nov 28, 2012 6:53 PM
3	Intake/Admin/go-to=gal	Nov 28, 2012 2:19 PM
4	Executive Assistant	Nov 28, 2012 8:06 AM
5	fundraising; student advocate	Nov 27, 2012 7:17 PM
6	Data entry - advisor	Nov 27, 2012 11:47 AM
7	Support Staff	Nov 27, 2012 10:35 AM
8	Administrator	Nov 27, 2012 10:00 AM
9	Office Assistant	Nov 27, 2012 7:34 AM
10	Administrative	Nov 27, 2012 12:30 AM
11	Executive Director	Nov 26, 2012 6:45 PM
12	Program Support	Nov 26, 2012 3:26 PM
13	Admin support	Nov 26, 2012 11:33 AM
14	Everything else!	Nov 26, 2012 11:07 AM
15	data entry	Nov 26, 2012 10:39 AM
16	Admin/Support - Academic Upgrading Officer	Nov 26, 2012 10:32 AM
17	Admin	Nov 26, 2012 10:25 AM
18	Support	Nov 26, 2012 10:20 AM
19	Executive Director	Nov 26, 2012 9:11 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

1	Having all the mandatory information at my disposal at the time of entry. I have to go back to the instructors via email to have corrections made to forms and information to move forward.	Dec 12, 2012 1:32 PM
2	Not sure what order to input things in. Wish there was a NEXT box at the bottom of each page. This would help us navigate through the panes. Very difficult to close a file especially if it has been opened in error. I wish the drop down menus could be catered to our program. Many of them don't apply. Under plan content, I wish the Milestones were listed so that I knew which one to click on when I want to Edit it. Now I have to guess. When I get an error message, I wish the system would automatically send me into the field that needs to be edited. I often have trouble finding out what's wrong.	Nov 29, 2012 12:58 PM
3	Learner Plans opening and closing	Nov 29, 2012 10:19 AM
4	Learning Activities should not be a Sub-goal but fall under planned activities with in the sub-goal of that competency. The detailed guidelines of the Learner Participant Form as input on CaMS, i.e. what is interrupted education? The reporting of only exited learners as oppose to the status of learner while on CaMS.	Nov 28, 2012 6:53 PM
5	It is time consuming. Too many fields to fill out. The method by which input is done is erratic. I jump from one screen to another. I get one hour per week for administrative tasks. This includes CaMS, amongst other things. Obviously, one hour a week does not cover what is required to be input, or updated in CaMS. Why am I inputting so much employment data? Why is this not left up to the employment counsellors, IF the person is looking for a job? Also, most learners can't recall when they started and stopped high school or jobs. It's a guess. Why not just use the year, instead of a date and month as well. Why can't the system handle end of month updates? We should be able to access CaMS all the time. Also, I constantly have to use the binder for CaMS when inputting data so I don't make a mistake. Therefore, I would prefer an easier software package. Why can't the learners fill in the data themselves? After all, when you apply for a social insurance card you can do it on-line. What about the rural route addresses? I've had two that don't work. I put in a fake 911 address in one and a fake address in another just to get the person inputted. What's the problem here? The time out feature is also annoying. I get interruptions whilst trying to input, or I have to stop and check that info is correct.	Nov 28, 2012 3:18 PM
6	Slow down of system from 11 to 3 . colour of screens (blah) interface not navigator-friendly terminology is ES not LBS appropriate reports - can't create own and summaries do not meet needs doesn't capture the report information required for other LSP reporting needs	Nov 28, 2012 2:19 PM
7	Slow system during peak times. This is challenging because we have a limited amount of admin for data entry and the system is often busy when they work. Screens freeze, etc.	Nov 28, 2012 12:49 PM
8	I am finding that I can't routinely get into the LBS drop down screen. The ES screen is what takes prominence and the cases are not being generated in the report #61.	Nov 28, 2012 11:54 AM
9	Not always able to get into the database Entering data is not intuitive, is very	Nov 28, 2012 11:14 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

disjointed and has no logical flow, we have to "click and find" The system signs you out too quickly We were not given enough time to sit down and learn the system, to input the data or to understand how we should use the system to the best benefit of our learners Changes, such as the learner plan generation, were made with no notice or additional training (although we do appreciate the population aspect as it cuts down on the double entry required)

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|----|--|-----------------------|
| 10 | Arbitrary changes to system without notice or explanation, NON-intuitive system including: screens, categories, commands and rules. E.G. the use of actual and expected etc. for dates - different meanings on different screens - how about using clear language? Another example why is the goal path called template and not goal path and why is that very important entry tucked away, and in French and English and easy to miss? Data dictionary and most answers to our queries subject to interpretation - we need clear rules for this type of system entry if you want it to be accurate and have everyone doing it the same way. I know agencies are making their own decisions as to how info will be entered. Consider the mandatory, non-mandatory fields for example. | Nov 28, 2012 10:55 AM |
| 11 | too many steps for each entry dates that are entered default to system dates (start date and close dates) - and it is not possible to always enter the data into system on the start date and close date of learner inconsistent availability of CaMS - very slow at times Inconsistent verbage - such as Review and Follow up and Event Initial search for name when entering client could be better - such as enter first four letters with * to make search quicker - also - if one name is entered without a capital - it goes to bottom of list and then is not in alphabetical order. In some areas of CaMS the dates are backwards (month/day day/month) Reports are not user-friendly - you have to read a very long and convoluted guide to understand - and even then it is open to interpretation. There are still items, questions, etc that are employment related - not relevant to Literacy - especially in the follow up questions - asking about 'future employment' instead of future 'next step goal' There are still many unknowns in how it is to be used - and many interpretations by ETCs and programs. If we are to use it as an ongoing plan - it is too difficult and cumbersome to delete or change competency subgoals along the way - which causes many programs to just enter complete subgoals and learning activities to save time and frustration. What is the point of having a custom basic plan item when it doesn't get counted in any way on a report? Training on this would have been nice. | Nov 28, 2012 8:20 AM |
| 12 | Knowing which data entries are mandatory. | Nov 28, 2012 8:06 AM |
| 13 | Slow access when inputting learner data to the EOIS-CaMS system during regular office hours. A further delay while waiting for learners to sign the service plan- this when they only come in once a week. Our major challenge is that we won't have all our learners entered in time for this quarter's EER deadline. In addition we have a backlog of carry-over learners who have not been entered and some have left the program prior to signing all the required forms. How can we include these learners in our annual learner total as required by our MTCU contract. | Nov 27, 2012 7:57 PM |
| 14 | Speed (lack thereof), functions that should be located under an "edit" selection, not "view"; VERY un - intuitive; useless error messages; lack of functionality (maybe this isn't the case for the EO offices it was built for). Basically, our collective feeling is that this system was launched prematurely without enough, | Nov 27, 2012 7:17 PM |

Q4. What are the major challenges you have experienced with EOIS-CaMS?

or extensive, testing. However, it would be a mistake to say that challenges are only rising from the system. This system change actually dovetails with a complete overhaul of how we deliver our literacy programs. This coincides with a reduction in funding that led to reduced hours, and even though we were asked about specific funding needed to implement changes, we couldn't ask for something we didn't have enough understanding of, in order to quantify need.

15	It is annoying when it shuts down in so short a time. It makes it difficult to use while students are there.	Nov 27, 2012 5:57 PM
16	It was a bit of a learning curve at first, but now I'm finding it easier to navigate. One of the things that I still find challenging, however, is knowing what NOCS and NAICS codes to use.	Nov 27, 2012 3:00 PM
17	1. Slow access to the system. By mid-morning it's often impossible to enter any data. 2. Need for follow-up training - initial training was in March 2012, by the time we started using the system we had forgotten much of the material! 3. We opted to implement with new learners only and now have no easy way to include those who completed their training in April and May. 4. Having sign-offs at several stages of the data entry process	Nov 27, 2012 1:53 PM
18	delays with heavy traffic, getting bounced out, huge amount of time per client	Nov 27, 2012 1:43 PM
19	Time. Need for duplicate information should be eliminated.	Nov 27, 2012 1:31 PM
20	I think you should not have to look for your next step you should just see thing step by step	Nov 27, 2012 1:05 PM
21	I would like to be able to recall 'exited' learners. I would also like to print off the page at the conclusion of entering these clients, like we were able to initially. It showed the areas that were 'in progress'.	Nov 27, 2012 12:33 PM
22	I have been unable to access the system at various times during the day. Not sure if the server is too busy or overloaded.	Nov 27, 2012 11:50 AM
23	-ambiguous terminology -intrusive questions which potential students aren't comfortable answering -providing a SIN - do we or don't we? -	Nov 27, 2012 11:47 AM
24	Time consuming. Not really sure what some of the terminology means. For example, what does start date mean on the 3 month review?? Is it the date you started calling and emailing for followup info?? We have many practitioners, but one person does the CaMS data entry. If I try to enter the client under each practitioner's name, the file disappears from my log in account. These clients don't show up on my "Pending Reviews" page. I don't have access to reports for each practitioner, so it is easy to lose track of their status. This makes it trickier for 3, 6, 12 month followups. We have ended up putting all case files under one person name - not really the best for the long term, it would be nice to be able to sort by practitioner or by site location.	Nov 27, 2012 11:20 AM
25	Incredible amount of time needed for data entry. No way to capture progress in level 1 learners along the continuum i.e. as learners progress from 73-125. We work with many low level learners who will never be able to complete a milestone let-along a culminating task. Reports are incredibly cumbersome and	Nov 27, 2012 11:14 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

	difficult to manage.	
26	Major Challenges have been the multiple steps involved in entering each client. Also the reports do not always appear to accurately reveal client records. Lastly, being able to access / correct data for individual client files involves a one option only process which can often be challenging to determine.	Nov 27, 2012 10:37 AM
27	Unable to access Cams frequently. Entering addresses using Canada Post is very frustrating So many steps involved for data entry	Nov 27, 2012 10:35 AM
28	If two instructors are working with the same client on different goals, only one of them can access and record the client's progress.	Nov 27, 2012 10:27 AM
29	manipulation of screens to put in data	Nov 27, 2012 10:03 AM
30	When I have to do the module on-line training before going to the actual hands-on training. The module wasn't set-up for the LBS version. Getting kicked out from the system if not entering information after few minutes because you had to answer the phone or etc.	Nov 27, 2012 10:00 AM
31	System is not in LBS language and so difficult to interpret Time to work on the system to keep up input --time consuming--it kicks you out before I can get anything done Allowing time to train practioners and time to have them input--small chunks of time do not work Information from reports for business planning not sufficient	Nov 27, 2012 9:52 AM
32	- not user-friendly or intuitive at all -cumbersome to navigate and to complete anything - the process to get from first entry to "in progress" very cumbersome - process to close requires the same information to be entered in too many places	Nov 27, 2012 9:45 AM
33	Difficuly troubleshooting Especially as a manager/coordinator. A practitioner must spend a lot of time on the database to begin to get comfortable and understand the ins and outs. Managers don't have this luxury and then when a staff leaves or there is troubleshooting to be done they are trying to figure it out in a timely fashion without the familiarity of a daily user. Some of the manuals were outdated or skipped a step so sometimes a lot of time was spent "playing with it" to figure out what was needed to be able to enter something and move on. I sure this frustrates staff when they come to us with issues/problems. I am glad that we can access out ETC's (who often know less than us but are great about getting the message up to the help desk or higher powers to try and get an answer ASAP) My ETC has been very helpful. Also, Being unable to get in or onto the database at certain times is a real issue for my proctitioners. They only have so much time (very little, and that has had to be shaved off of teaching hours) to get the job done.	Nov 27, 2012 9:16 AM
34	- unable to really plan data entry time as CAMS has been very slow or not accessible at all some of the time; - having to train ourselves on how to use many of the features - no trained support staff to provide answers; expected to consult other users for answers and have therefore received quite a bit of mis-information; and do not receive answers in a timely manner; have put out 2 requests for info to the field have received no replies, as all are swamped with heavy admin burden - have entered people with name & dob to do a search, get a no-match result, but as I set them up it says, this person already exists: this is	Nov 27, 2012 9:14 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

	a time-waster... - Gantt view: would be very useful to see what level each item is at and possibly the associated Milestone; if learner has more than one milestone for the same plan item one has to click all until the correct milestone is found when recording outcomes	
35	Reporting process is difficult and no training has been provided to date. Moving around in CaMS is difficult and sometimes the links take you around in circles. You can't get to the information you need without going around and around. It's a very time consuming process that takes away from the learners learning time without adequate resources such as staff, funding and training.	Nov 27, 2012 9:06 AM
36	1. CaMS will constantly kick you off for no reason, and then forcing you to wait in order to log back in. 2. It seems to have been developed with no thought towards people who use it. Items are hard to locate, and hoops must be jumped through for the most basic tasks. 3. Creating an account was a long drawn out process that could have been much simpler.	Nov 27, 2012 8:56 AM
37	It is Neither user-friendly, Nor intuitive. Its search capabilities are inadequate for field use. It is still far too oriented toward employment goals, and was rushed into use far too quickly and in too short a time frame(see #5) along with other major new initiatives such as OALCFI. I no longer have time as a program coordinator to meaningfully interact with my students because of EOIS-CaMS and other administrative work.	Nov 27, 2012 8:27 AM
38	It seems a bit difficult to navigate. The benchmarks do not align to the assessment tool we use.	Nov 27, 2012 12:30 AM
39	Extremely slow access - often unable to access at all. Service Plan listing of Students should be alphabetical - very very difficult with over 100 learners to find the person. Married and Common Law fields are one in the same - dont like that. Should be able to print the Learner Plans - this is ridiculous to have to do on paper/pen.	Nov 26, 2012 6:45 PM
40	Some of the columns on the charts are mislabeled (E.g. # of milestones is really # of competencies) The initial monthly report recorded open, active, closed and approved learners. Later reports only list active and closed with at least one competency, which must have a start date or it doesn't count in the learner total, even though the status shows active, so you think it has counted! It's difficult to hide or sort columns because the totals can get hidden at the same time. Too many steps to get to a plan summary! The Gant chart is too cumbersome when trying to decide which plan item to click on when wanting to do an update or record a milestone. If a learner has 3 levels of a plan item listed, it's a guess to see which is which on the Gant chart without actually clicking on each one. Learning activities don't count as a competency so the learner doesn't get included in learner totals.	Nov 26, 2012 6:26 PM
41	Learning to navigate CaMS Finding the time to learn to navigate CaMS Finding the time to input information on a regular basis	Nov 26, 2012 5:27 PM
42	Terminology did not match with OALCF curriculum we were working with (Sub Goal vs. Competency, Plan Item Name vs. Task Group). Some mandatory fields are not highlighted (eg. Postal Code) Not enough categories of Learning Activities; too specific (eg. learning related to workplace math) On one page, the	Nov 26, 2012 5:23 PM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

date the case was entered into CaMS is called the "Creation Date". On another page it is called the "Registration Date"; which is confusing, as the "Registration Date" on yet, another page, is the date the client registered with the organization. Too many pages to navigate through to find information.

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| 43 | The interface is not user friendly or intuitive and certainly does not reflect the learning curve of online operating systems that are currently being distributed to the public. When I described CaMS to major international internet companies in both Winnipeg and Toronto with the desire to contract some services both replied that they used front loaded internet systems and neither was interested in working along side CaMS. CaMS does not reflect the TCU made OALCF language and process and quite often this leads to confusion in entering data. Good one-to-one training using I tell you, I show you, you tell me, you show me principles would have gone a long way in helping. A one day overview wasn't even a good try. The hidden back ground performance indicators being extrapolated from the data carry a heavy 'big brother' and a definite feel of 'quota's' which seem very inappropriate for the adult literacy field. | Nov 26, 2012 4:30 PM |
| 44 | Understanding implication of choices - for example - assigning a learning activity versus assigning a competency to a service plan Having updates and explanations buried in documentation which I can't always get to | Nov 26, 2012 3:31 PM |
| 45 | It has been a challenge to input all of the required data into CaMS for each learner, as it is very time consuming. It takes a considerable amount of time to input milestones especially. | Nov 26, 2012 3:26 PM |
| 46 | The major challenges have been familiarizing myself with the various inputting screens on CaMS. The sequencing of the screens was quite confusing during the initial learning period. With the volumes of reference material provided it was challenging to find answers to specific inputting questions & situations. | Nov 26, 2012 2:43 PM |
| 47 | Receiving information regarding changes to the site in a timely fashion to allow for change in procedures at the council. Navigating through the site - it is not user friendly by any stretch of anybody's imagination, not intuitive, difficult to train on a casual basis, therefore cannot utilize other staff to do data input. | Nov 26, 2012 2:42 PM |
| 48 | Obviously time issue (it takes an enormous amount of time to do any kind of task on CAMS) Reports - we have no training to find where the information we need for reports i.e qsar so essentially the reports are meaningless Reports are printed on poster size - we don't have funds to be purchasing that paper - we can't delete colums and reconfigure reports so they are usable to us We have no way to do queries i.e how many learners self-identify as disabled We had no training on how to input referrals, training supports, - still can't find where to input learning styles NOCS and NAICS should not be our responsibility - we are not employment counsellors and do not have the time to do this | Nov 26, 2012 2:17 PM |
| 49 | It is rather inconvenient to have to go in and out of a number of "blocks", numerous times for information that is recorded on a single page. Why information for the same page cannot be visible all at once, is a mystery to me. It is so disjointed. I would prefer that none of the dates are automatically entered for me. If I enter information for a new learner from a previous date, it records it as if I am issuing the document in the present. So, if I forget to check, it is recorded automatically as the wrong initiation date. If it wasn't automatically | Nov 26, 2012 1:32 PM |

Q4. What are the major challenges you have experienced with EOIS-CaMS?

	recorded, one would have to be sure to enter all dates before saving the page. I'm sure that this could be a real bother for a college with many classes of students to be entered into the system, by one person. Most likely they cannot enter everyone on the actual date of entry.	
50	Very poorly written. Not at all user friendly. No help screens.	Nov 26, 2012 12:57 PM
51	The system is not instinctual. It feels as if LBS was plugged into the Employment Services framework without great regard for LBS language.	Nov 26, 2012 12:27 PM
52	Finding exact NOCS and NAICS matches and having CaMS accept the codes. I don't understand the importance of having both codes. Too time consuming. The system is VERY slow in the afternoon.	Nov 26, 2012 12:20 PM
53	Not being able to get in. Freezing while using it. Having to click three or four times to get back to a spot and having to do it over and over because I want to keep adding info. Spending so much time inputting information and gathering stats.	Nov 26, 2012 12:11 PM
54	- uncertainty about what the dates (expected and actual start and end dates) really mean and when I can ignore them, for instance with follow-ups? - not accepting some NOC and NAIC codes - so much detail is needed	Nov 26, 2012 12:03 PM
55	Training, slow, take too much time to enter the information, sometimes the system is down, and too many other challenges	Nov 26, 2012 11:57 AM
56	- Do not like having to log in after 15 minutes have lapsed. - too many layers (3 home pages). I find it confusing and too easy to make a mistake. - A LOT of admin work... entering milestones, learning activities, expected dates, actual dates. I get very little else done in the day. - Too many people involved. Instructors enter some data, admin enter other data. Nobody knows where we are at with students and their milestones, learning activities.	Nov 26, 2012 11:33 AM
57	Busy and hard to get work done. It stalls if too many are on the system. It kicks you out if you have to leave it for a short time. Not in Literacy language	Nov 26, 2012 11:07 AM
58	- the need to navigate through multiple screens to enter the same data eg. entering "ATTAINED" milestones, I need to use 2 different screens	Nov 26, 2012 11:06 AM
59	carry over and not all learners on the files.	Nov 26, 2012 10:55 AM
60	(1) The form to database transition (i.e the input) does not correlate at all well. LBS terms are not replicated on the system. (2) Constant jumping back and forward between windows, when all input should be tabular. (3) 15 minute log-off time is not workable in a busy work environment. (4) Has added more administrative time to the work in LBS when budgets are tight. (5) ETCs and LBS networks are not familiar with the LBS section of CaMs. (6) System slows down on a Friday and towards end of month.	Nov 26, 2012 10:48 AM
61	reading/understanding the reports	Nov 26, 2012 10:41 AM
62	1. Time out setting should be adjusted to give users more time, as there can be many interruptions while working and having to log back in is time consuming. 2.	Nov 26, 2012 10:39 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

	The process for login is too long, should be faster access to files.	
63	Validity Reliability Funding agents giving very different answers from site to site causing a lack of standardization between sites in how information is even being inputted to begin with!	Nov 26, 2012 10:34 AM
64	It is not intuitive. OK, once someone has worked with it enough. The 3 home pages are difficult to keep track of. Same with the different statuses assignment to the different home pages: Employmeny Ontario, Person, Service Plan. Hard to track follow up events; system doesn't prompt, so we track through Outlook. Often the User Guide doesn't match what is in the system and CaMS User Guide is different again with respect to the Learner Plan Guide. Especially true with Learning Activities.	Nov 26, 2012 10:32 AM
65	I find the system changes. How you entered data today is not necessarily the same procedure you follwo to enter the data next week. The error messages are not descriptive enough. Can the program take you back to the page that needs to be adjusted and have the error highlighted? This would save time. Or how about a system that flows from one page to the next in the sequence needed? It is very time consuming to enter the data and look up the NOC etc. I find that I have less time to actually spend with the learner or we are spending more time on entering information into CAMS then we are actually spending with a learner.	Nov 26, 2012 10:29 AM
66	Exiting Students	Nov 26, 2012 10:26 AM
67	Too time consuming. Paper work needed per learner to fill out eois-cams completely To many steps to complete one learner. To many windows open just to complete a learner. Sub-goals tedious	Nov 26, 2012 10:25 AM
68	1. We can't always log in and at times it is very slow. 2. Need some additional reports but I am assuming that they will be available eventually (ie. a report that will add up number of learners by age range, source of income, etc.)	Nov 26, 2012 10:20 AM
69	It is not stream-lined. You can miss entering information because it is all over the place. I would think it should have been set up more like a form. Enter tombstone information and hit next... Enter education and employment history and hit next...	Nov 26, 2012 10:18 AM
70	-system very slow -can't always get on to CaMS	Nov 26, 2012 10:10 AM
71	time to input information...more extensive than IMS no extra funding learning by ourselves How to interpret data and pull it off the system	Nov 26, 2012 10:06 AM
72	inconsistent access to the system difficulties logging in - different screens pop up during the log in process that are not part of usual log in - results in lack of confidence in the security of the system reports not being accurate	Nov 26, 2012 10:03 AM
73	high learning curve, alot of info to input	Nov 26, 2012 10:02 AM
74	Following specific steps so the the CAMS take it. making simple changes, ie: dates registering follow ups making sure the data entry is correct and gives the proper information	Nov 26, 2012 10:02 AM

Q4. What are the major challenges you have experienced with EOIS-CaMS?

75	Poor training given by MTCU Time required to input data Agencies interpreting the fields differently and, therefore, making the roll up data invalid (for example: start date of Milestone - is it when the learner actually does the Milestone or begins working towards it?)	Nov 26, 2012 9:52 AM
76	Not available always. Logs you out if you answer phone-interruptions. Wish we had a help desk.	Nov 26, 2012 9:50 AM
77	Learning Activities - limited choice and doesn't capture acquisition of skills training; task-based approach is not a stand-alone teaching approach, as academic/skills need to be inclusive also. Reports - interpreting and analyzing reports, need training Input - CaMS is down quite often and is very slow	Nov 26, 2012 9:46 AM
78	It is terribly time consuming. Perhaps the most challenging (time-consuming) is exiting learners. It seems odd to me that you have to exit each plan item when indicating that the plan item is completed.This entails a significant amount of screen navigation and if one step is missed it has to be repeated over again. If a step is missed, it is also difficult to find since the error messages just say that something is missing (the error messages are useless to help identify what is missing.) The Service Plans are also needlessly complicated to approve.	Nov 26, 2012 9:31 AM
79	Not able to access system when needed - i.e. system down or not functioning; extremely cumbersome and difficult to navigate; added admin burden is leading to staff burnout	Nov 26, 2012 9:27 AM
80	The menu choices are foreign to LBS agencies. For example: Learner Gains Scores. Apprentice. There has been no training on how to close files for clients who did not complete the program - very common at community based LBS.ETC says use the Opened in Error - that is not accurate. If a client has many competencies, the system expects them to complete a MILESTONE per competency.	Nov 26, 2012 9:11 AM

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

1	Not recieving responses to emails.	Dec 12, 2012 1:32 PM
2	Online training was only slightly helpful. Learning on the fly was easier. Face - to - face training would be better.	Nov 29, 2012 12:58 PM
3	Some what	Nov 29, 2012 10:19 AM
4	I believe there are areas that are so abiquous yet that input and interpretation is greatly varied. There has been no training on the inputting of referrals: formal or informal.	Nov 28, 2012 6:53 PM
5	Give us a tech hotline phone no. Give us more training. Instead, staff try to help each other and no one seems to know for sure what's going on. Problems don't always get resolved.	Nov 28, 2012 3:18 PM
6	Yeaaaaaaah	Nov 28, 2012 2:19 PM
7	The face to face training session was very poorly delivered. Internet access was down for more than one hour during the session. The facilitator had no program knowledge, only database knowledge, and even that was limited.	Nov 28, 2012 12:49 PM
8	My consultant very generously has provided me with the assistance of someone who only does the Cams function. The difference is that no two computer networks operate the same way (ie. community and school board can be different) and firewall issues do make a difference. It would have been helpful to also have had the "sandbox" that was used for the training, extended as well.	Nov 28, 2012 11:54 AM
9	Very limited training for only 2 people Training only included entering a learner and making a learner plan No training on recording R&I, info sessions, follow ups, very little about closing a file The support materials are not made for LBS users We supplied correct directions to our ETC for entering R&I because they were incorrect!	Nov 28, 2012 11:14 AM
10	Initial and only (2 hr) training rushed and done long before we had a chance to get into Eois Cams, so almost useless. Our subsequent questions are answered with "look it up on EOPG" - another site that is difficult to navigate	Nov 28, 2012 10:55 AM
11	Training came too late - updated guides are not available on time - and too hard to find on EOPG. We have been using it for 7 months without training on the reports. We are being monitored on our report data - but have not been trained to understand what data is reported on - and how it is weighed.	Nov 28, 2012 8:20 AM
12	Training was provide in March which was too far in advance of implementation. A refresher would have helped us to get a faster start. We have had to feel our way.	Nov 27, 2012 7:57 PM
13	Absolutely not. The reps cannot access the system without having a specific case to look at. Questions of a general nature cannot be handled without a specific case. As sympathetic as we may be toward our reps for the position they are in, we do not find solutions in a standard answer of 'this is a transition year'. It is unheard of that such a large change in system functionality combined with a massive impact on all business processes is handled on a "let's see how it goes"	Nov 27, 2012 7:17 PM

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

mentality. There is no help desk help - questions go to a field rep (who does not have access or at least a mirror image of the system) and not a technician. I had a system glitch for three months, until a rep actually asked a tech what they thought it may have been - needless to say, if I had access to a tech, the problem would have been solved inside of an hour instead of 3 months of never ending emails and screen shots. The training before launch was based on the EO system (both the mandatory on line training, followed by the in class) and there wasn't further opportunity for training once a sense of familiarity would have been place shortly after using the system. There still hasn't been an offer of further 'refresh' training. We frequently feel that we are training our reps on the system, and generally, that MTCU is using this first phase as the previously missing testing. The method of communication from MTCU is not well thought out - clearly not vetted, and clearly left hand, right hand syndrome. Updates to chapters are not hilited. Errors in manuals. Lack of sincronization. Memos or instructions that come out simply refer to the EOPG - rather than adding a link to the pertinent area. It really feels like someone has done their job in isolation and not thought about application in the field.

14	Since the training in March there has been no easily accessible help	Nov 27, 2012 1:53 PM
15	Note: however, should be noted that our agency also provides EO funded employment programming and that team has been tremendously helpful.	Nov 27, 2012 1:31 PM
16	just think there should be more training all together....	Nov 27, 2012 1:05 PM
17	In depth training now would be beneficial. We've had a chance to work with CaMS and have more questions now than before we had a chance to get to use it.	Nov 27, 2012 11:47 AM
18	Have had access to training consultant when needed	Nov 27, 2012 11:20 AM
19	One day of training that didn't even scratch the surface of what needs to be known e.g. no training on reports. The system is very different from what we learned on in in-class training. Just don't have the time to keep up with all of the changes.	Nov 27, 2012 11:14 AM
20	Ongoing support needs to be easily accessed i.e. an online or telephone accessed system so agencies can within a very short time (within a few hours maximum) have their questions answered.	Nov 27, 2012 10:37 AM
21	For the most part yes, however I am also an ES Site so I am very familiar with it from working with it for a significantly longer time than sole LBS agencies I feel that when we're looking for answers from MTCU - the answers are not always readily available	Nov 27, 2012 10:35 AM
22	I started working over 4 months ago and I have not receive much training. I have been reading most of the materials provided, however I wish there was a training site available.	Nov 27, 2012 10:27 AM
23	The training provided was primarily EO focused. This felt off. I would like some on the site help--this has not been provided as yet.--a roving help person!!	Nov 27, 2012 9:52 AM

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

24	- the hands-on training that was provided in January was excellent -the period from January to April provided no opportunity for practice, so it was almost back to square one again	Nov 27, 2012 9:45 AM
25	Obviously this is all "still in process" so we are doing our best to take it one step at a time, but being able to understand how to utilize, summarize data and report information would be a good area to expand training in. Perhaps that is planned as the Learner gains piece will roll out??	Nov 27, 2012 9:16 AM
26	-were only shown how to set up a learner; no training on what other data is to be entered, no training/info on when info should be entered by - our one and only training session covered a lot of ground and was delivered weeks before the system was available, so there was no opportunity to practice what was learned; no sandbox was available to explore prior to launch - we are still at times 'playing around' and entering data just to see what happens as we have no idea how some pieces fit together or how it impacts the monthly reports	Nov 27, 2012 9:14 AM
27	More training is required on the reporting process and how to get the information you need.	Nov 27, 2012 9:06 AM
28	It honestly feels like we are flying by the seats of our pants. Each attempt at training has experienced problems themselves leading to more confusion. When the people training you cannot get the program to work for a public demonstration, how can it be expected that we will learn anything.	Nov 27, 2012 8:56 AM
29	Training was too short to allow adequate practice and took place at too long an interval before actual use, so much of the training was forgotten. Training was too limited--all practitioners in an agency ought to have been trained in case of illness or other eventuality, not just managers and SPRAs. The training materials are voluminous and many practitioners don't have time to both run their agencies and read through the materials. Our ETC has been as supportive as she can be, but was no better trained than a field practitioner.	Nov 27, 2012 8:27 AM
30	I think the user tools developed are complex and intimidating. It takes practice to get acquainted with the system and the initial impressions are intimidating and can lead people to give up. I witnessed this in the initial training groups and know this from my experience.	Nov 27, 2012 12:30 AM
31	It feels like months of trying to figure things out and TCU can't see the actual reports that we do so they don't always have a good answer. Our network support would be the perfect ones to help out but they don't have access to EOIS Cams.	Nov 26, 2012 6:26 PM
32	The first training was done by Employment Services persons, who do not work with the same pages as Literacy, and couldn't answer Literacy specific questions. The second training was done solely using slides as visuals, not the program itself. After that, I had to figure it out by myself, reading the manual. Training in CaMS needs to include "hands-on" entries. It needs a computer 'playground' where people learning the system can enter "mock" clients - where they can make mistakes and learn from them without fear of messing up the 'real world' There needed to be more training in co-ordinating the information on the Registration Form to the information in CaMS (what goes where, what is this	Nov 26, 2012 5:23 PM

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

date as opposed to that date? which reference number is which?)

- | | | |
|----|---|-----------------------|
| 33 | As noted, a one day overview for managers was not even a good try at training. Learning CaMS on the job, on the fly, with OALCF documents in one hand and 5 suggested short cut sheets in the other isn't even humorous. Employment Service agencies had suggested a 6 month preparation and hands on training. The expectation to go live after managers returned from a one day overview to train staff and then not to have access until the fiscal year started was a very poor decision. ETC's who use CaMS were unprepared for the difficulties and complications that the LBS sector would have. | Nov 26, 2012 4:30 PM |
| 34 | The initial training provided a good introduction but without having immediate access to the system, it was difficult to remember the various input screens once we went live. I think a follow up training session would have been useful once the system was installed. | Nov 26, 2012 2:43 PM |
| 35 | The training provided in February was very simplistic. However it was sufficient. When the changes happened around the learner plan, the ministry did not notify us until a good 2 weeks after the implementation of the change. This was quite upsetting, as we did not know what we were supposed to do with the new plan. There was nowhere any notification telling those not involved in the pilot to just disregard. Very annoying. Cannot decipher a number of the reports. | Nov 26, 2012 2:42 PM |
| 36 | the training material was too general it is difficult to find the answers on the online training | Nov 26, 2012 2:17 PM |
| 37 | Changes keep occurring and I suppose it is to help with ease of use, but it is sometimes disconcerting. Training new staff is cumbersome and it would be good to have a really good set of steps to follow for the new people. | Nov 26, 2012 1:32 PM |
| 38 | Although, I have had the training, there is way too much to remember and far too many screens to input. | Nov 26, 2012 12:57 PM |
| 39 | Many users of the system have to learn on their own. Initial training was not adequate and much is open to interpretation. | Nov 26, 2012 12:27 PM |
| 40 | I would very much appreciate more training around the generation and analysis of the reports from CaMS. | Nov 26, 2012 12:20 PM |
| 41 | I feel that I trained myself better once I started working with CaMS than the training provided | Nov 26, 2012 11:57 AM |
| 42 | Webinars? That was the only training I received. We did some in-house training that was adequate. | Nov 26, 2012 11:33 AM |
| 43 | The initial training was a joke and had inadequate computer/internet usage so many could not use the system. the trainers knew nothing about literacy or how we would want to use the system. | Nov 26, 2012 11:07 AM |
| 44 | Not really..... tell me to read the book but need someone to come and explain why not working. They don't see our mistakes only see from their end. | Nov 26, 2012 10:55 AM |
| 45 | There was one training session on such a complicated system. | Nov 26, 2012 10:48 AM |

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

46	We have had no real training, and as we hear from other sites it is becoming clear that what is inputted, how, etc. is not standard between funding sites as funding agents in various areas are giving VERY different answers for the same inputs. ***This is a major issue in validity for any information generated through this site AND if many 'rulers' are being used yet we are all being judged...it is again NOT reliable data being generated.	Nov 26, 2012 10:34 AM
47	Not really sure though as it's probably too soon to tell. We do have one on-going issue where the system says a plan is closed (and it is), but it also says the plan is open and no one can find it, including MTCU staff. Other tech./system issues have been dealt with swiftly.	Nov 26, 2012 10:32 AM
48	As I said above, the system seems to change from time to time and we are not notified of a change.	Nov 26, 2012 10:29 AM
49	I feel that the training will only get so far, then I'm stuck again	Nov 26, 2012 10:26 AM
50	Not enough training on closing and follow-ups.	Nov 26, 2012 10:20 AM
51	That being said...too much information has been provided. I have the practitioners entering information for the students. It would be helpful to have a guide with just the step by step and screen shots rather than explanations of everything.	Nov 26, 2012 10:18 AM
52	I would feel more comfortable with more training	Nov 26, 2012 10:10 AM
53	learning by ourselves How to interpret data and pull info off the system	Nov 26, 2012 10:06 AM
54	there should have been centralized training, from MTCU, on how to use the system we should have had access before April 1 to use test accounts to get familiar with the system regular conference calls (like we have with the ELP) to talk about what is working and not, shortcuts in the system, how to interpret different fields... the start up has left practitioners with a feeling that they could/should be just "making up" a process since there isn't anything articulated by MTCU information is spread over many, many sources - have to continually cross-reference documents to ensure nothing has changed - very time consuming to feel like one is staying current	Nov 26, 2012 10:03 AM
55	more training about the following steps; learning plans, modification on the plans, follow ups (revisions) closing a file and reading the weekly and monthly reports. using the reports in another excel file!	Nov 26, 2012 10:02 AM
56	See number 4. ETCs are not familiar with CaMS and networks do not have access, so we are really on our own. Agencies really require a dedicated CaMS entry staff position.	Nov 26, 2012 9:52 AM
57	No trouble inputing data-however beleive more training regarding reports.	Nov 26, 2012 9:50 AM
58	The initial training was focused simply on 'how to use' the system. Follow-up training would be helpful, now that I know how to input the data (to a certain degree), to integrate the whole process, including milestones.	Nov 26, 2012 9:31 AM
59	Not all materials we have currently reflect changes to the system. We need	Nov 26, 2012 9:27 AM

Q5. Do you feel you have adequate support (training already provided, training materials available, ongoing support from MTCU) to effectively and efficiently utilize EOIS-CaMS to capture data for your agency?

ongoing training to offer to staff that are being on-boarded. Reports generated are huge and very difficult to piece together, let alone interpret.

60	We had one session that dealt with How to open a service plan. Nothing at all on how to close files, or report Exit data. There has been no training on how to use the Reporting section either.	Nov 26, 2012 9:11 AM
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Q6. What do you like about EOIS-CaMS?

1	When all the information is a hand, it is a very comprehensive tracking tool.	Dec 12, 2012 1:32 PM
2	The plan summary printout is excellent.	Nov 29, 2012 12:58 PM
3	do not like it	Nov 29, 2012 10:19 AM
4	It's a method of collecting data. Data collection is important. It helps with decision making on a going forward basis for literacy. However, the problem here is the method of data collection. CaMS is not an easy database to use. My primary job is literacy, not data entry, so I get frustrated doing data entry on unpaid time.	Nov 28, 2012 3:18 PM
5	I get extra hours of pay.	Nov 28, 2012 2:19 PM
6	Ability to enter data from anywhere. Access to reports (although limited functionality) on an ongoing basis.	Nov 28, 2012 12:49 PM
7	The EOIS serves the purpose of generating reports, though I think LBS is about much more than just reports	Nov 28, 2012 11:54 AM
8	Emphasis on progress (can still be improved) Good to be able to show referrals	Nov 28, 2012 11:14 AM
9	That: at some point in the future it will work and make our jobs easier. So far it has made our jobs much more difficult due to the lack of timely responses from Ministry.	Nov 28, 2012 10:55 AM
10	I like the concept of a fully functioning database with reports. I like that it is shared with ES.	Nov 28, 2012 8:20 AM
11	That it is Province wide for all ES providers. The user manual with screen shots has been very helpful.	Nov 27, 2012 7:57 PM
12	Eventually, that it will be a seamless reflection of the entire life of a student's time with us.	Nov 27, 2012 7:17 PM
13	Very good tracking of students. Added incentive to achieve.	Nov 27, 2012 5:57 PM
14	It's a good organizational system.	Nov 27, 2012 3:00 PM
15	I find the User Manual, with its annotated screen shots, has been a big help in navigating the system	Nov 27, 2012 1:53 PM
16	we like the flow of registration form to data entry. like drop down menus. like the validate button	Nov 27, 2012 1:43 PM
17	Great source of info/data Ability to provide professional looking Learner Plan Template to learners	Nov 27, 2012 1:31 PM
18	that is good	Nov 27, 2012 1:05 PM
19	It appears to be a great tracking system.	Nov 27, 2012 12:33 PM
20	Not too much. It's not user friendly. Confusing and restrictive.	Nov 27, 2012 11:50 AM

Q6. What do you like about EOIS-CaMS?

21	It's comprehensive and relatively easier to navigate through.	Nov 27, 2012 11:47 AM
22	Auto fill screens - ie) the way the postal code leads to address info	Nov 27, 2012 11:20 AM
23	It is centralized.	Nov 27, 2012 11:14 AM
24	A record of other agencies a client has been registered with can be viewed. Follow up notices are given to agencies to signal contact necessary to clients. Individual components to service plans are recorded.	Nov 27, 2012 10:37 AM
25	Probably the fact that you can see a client's history of what services they have accessed	Nov 27, 2012 10:35 AM
26	I like the drop down menus.	Nov 27, 2012 10:27 AM
27	all information is generated in the learner plan	Nov 27, 2012 10:03 AM
28	Once the client's profile information is in CaMS you don't have to re-enter this information if they have moved from another town or city.	Nov 27, 2012 10:00 AM
29	I like the fact that you can come back to it and continue your progress with a learner--and that you can move around in the system --it is not as fragile as I once assumed.(I hope)	Nov 27, 2012 9:52 AM
30	Not much	Nov 27, 2012 9:45 AM
31	- reports - history of learner involvement	Nov 27, 2012 9:14 AM
32	The ability get more information which I suspect will be the case once training is received for the reporting process. Being able to track student progress in more detail at any time.	Nov 27, 2012 9:06 AM
33	Being able to follow the progress of our learners.	Nov 27, 2012 8:56 AM
34	It has a spiffy interface. I like the idea of a web-based db that is not dependent on the software being in a given computer--in the event of a breakdown, I can access the db from any computer. This is a plus.	Nov 27, 2012 8:27 AM
35	It does seem useful to have an overall database so a client can transition from program to program with all records following them. I like that it allows service providers an insight into the other programs and services a client may have accessed and allow them to tailor their support accordingly.	Nov 27, 2012 12:30 AM
36	I like it.	Nov 26, 2012 6:45 PM
37	Online and current; easy to see what other services the client uses; easy to setup another service plan	Nov 26, 2012 6:26 PM
38	I'm not sure.	Nov 26, 2012 5:27 PM
39	I like that the Learner Plan will soon be linked to CaMS (hopefully), so I won't need to re-enter all the data again.	Nov 26, 2012 5:23 PM
40	I like that it is hosted somewhere else and some other agency has to worry	Nov 26, 2012 4:30 PM

Q6. What do you like about EOIS-CaMS?

	about the IT problems. I don't like that it is hosted somewhere else and dependent on local internet service provider technology.	
41	Navigation is logical	Nov 26, 2012 3:31 PM
42	I like the system because it provides a vast amount of data about our learners. In addition, it provides an organized methodology for tracking our learners' progress.	Nov 26, 2012 2:43 PM
43	I like the idea. I am not impressed with the resultant program - it is not well designed.	Nov 26, 2012 2:42 PM
44	-it tells you when to do follow-ups	Nov 26, 2012 2:17 PM
45	We can see what else the learner is involved in, in the community.	Nov 26, 2012 1:32 PM
46	I honestly can't think of anything	Nov 26, 2012 12:57 PM
47	I like the fact we are truly tracking progress now. Learners seem to appreciate the milestones and culminating tasks and feel they are accomplishing more. Inputting of sub-goals and plan items is pretty straight-forward.	Nov 26, 2012 12:27 PM
48	Once you understand what you are doing it is fairly straightforward to enter the data.	Nov 26, 2012 12:20 PM
49	- that it's online and I can work on it from other locations	Nov 26, 2012 12:03 PM
50	I like the new enhance learner plan... being able to upload/download makes it much easier. No need to have a separate word document.	Nov 26, 2012 11:33 AM
51	You can have more than one screen open at a time and can move freely between screens.	Nov 26, 2012 11:07 AM
52	- is more user friendly than IMS -Because I was involved with CaMS from the beginning, the source of the data is more easily understood than the sources of IMS data	Nov 26, 2012 11:06 AM
53	Don't like any of it	Nov 26, 2012 10:55 AM
54	once you know the system it is easy to input information	Nov 26, 2012 10:41 AM
55	I can see all my students and update their plans easily	Nov 26, 2012 10:34 AM
56	Case Activity Report	Nov 26, 2012 10:32 AM
57	I like to see what other programs the learner may be involved that is not revealed when you speak with the learner.	Nov 26, 2012 10:29 AM
58	Not much Captures information for us, but then someone always wants us to pull that info and forward it out again but in another format.	Nov 26, 2012 10:25 AM
59	It captures most of the data that we are likely to ever need, except for case notes.	Nov 26, 2012 10:20 AM

Q6. What do you like about EOIS-CaMS?

60	I like that I don't have to worry about backups and the student's information will be there even if disaster strikes. I like the reports.	Nov 26, 2012 10:18 AM
61	The paperwork provided matches perfectly to the CaMS system	Nov 26, 2012 10:10 AM
62	easier to use	Nov 26, 2012 10:06 AM
63	access to reports, when they are accurate	Nov 26, 2012 10:03 AM
64	All the reports, when they work! The fact that we can finally use the learning plans in our files. The security that it offers. The fact that we can use it from anyplace because it is on the net.	Nov 26, 2012 10:02 AM
65	Not sure we really like anything about the system. Good that it's tied to ES since full integration is	Nov 26, 2012 9:52 AM
66	universal, accessible any where -compiles exit survey feedback -secure- contains lots of information about learner	Nov 26, 2012 9:50 AM
67	analysis of reports for program improvement strategies	Nov 26, 2012 9:46 AM
68	The reports are 'self-generating'	Nov 26, 2012 9:31 AM
69	Ability to verify that they are with another program	Nov 26, 2012 9:27 AM
70	It has the potential to provide very accurate demographics and learner success data.	Nov 26, 2012 9:11 AM

Q7. What questions do you have about EOIS-CaMS? Please try to be as specific as you can.

1	Why do we upload electronic learner plans if all the information does not get changed in CaMS automatically? Waste of time when we need the time to enter data anyway.	Dec 12, 2012 1:32 PM
2	More training should have been available and not just ! day.	Nov 29, 2012 10:19 AM
3	Submitted questions at the Fall PD day with Tri-County Literacy. Please contact Andrea Dickenson for a copy.	Nov 28, 2012 6:53 PM
4	Why do I input employment data? The database's design seems out of date. Was this database originally intended for literacy? Will CaMS be undergoing any modifications to make it efficient and less time consuming to use?	Nov 28, 2012 3:18 PM
5	It would be useful to be able to expect predicability when using the system. It times out very quickly which can be a problem during the daytime with constant interruptions. It would be helpful to have an on "hold" ability which clears the screen so as not to have to go through the one key process routinely during the timing out process.	Nov 28, 2012 11:54 AM
6	Why are all ETCs not providing the same information (not on the same page)? Why are phone and email inquiries no longer "valid" for R&I? This is a major aspect of the work that we do and our inability to get "credit" for it is negating its value. Why can we not get "credit" for assessing individuals who (for whatever reason) do not end up attending our programs? This service is valuable within the EO system (refer client to the correct service, helps clients to make decisions) which takes a lot of time. When we can't count this work for "credit" it illustrates that little value is seen in a big part of what we do.	Nov 28, 2012 11:14 AM
7	Is there not some way to make the participant registration forms mirror the cams data entry screens - we have to flip back and forth all over the place to find information...e.g on the PR form it is last name/ first name - on the exit it is first name/last name - no consistency in convention of forms. When are you releasing the learner plan currently in a pilot project, but also visible to some of us? Left to us to surmise what we were seeing, and some agencies not part of the pilot are using that form due to lack of information. Follow up forms are 3 pages LONG - total waste of paper, surely you can refine them.	Nov 28, 2012 10:55 AM
8	Referred In by word of mouth is a very common referral source - but is not counted in any way in the Data Service Quality Report. Why is this?	Nov 28, 2012 8:20 AM
9	1) What date do we enter for training support "actual start date" and "actual end date"? When the learning started (for example could be 6-7 years ago), or when EOIS-CaMS came into effect on April 1, 2012? 2) Why do reports generate different information each time they are printed?	Nov 28, 2012 8:06 AM
10	The most popular NOC & NAIC codes should be in a drop-down menu to speed up input. Who can give us advice? Will MTCU provide additional funding for staff? We are relying on a tech-savvy volunteer. Many additional staff hours are required to manage the application process and to follow-up on learner information and service plans.	Nov 27, 2012 7:57 PM
11	We have had many, many questions about cams, all of which are in the hands of our rep to answer.	Nov 27, 2012 7:17 PM

Q7. What questions do you have about EOIS-CaMS? Please try to be as specific as you can.

12	Is there some easy way of accessing NOC and NAICS codes while entering learner data in CAMS?	Nov 27, 2012 1:53 PM
13	I would like to see expectations from the 'government' as to what an ideal learner would accomplish.	Nov 27, 2012 12:33 PM
14	Why is it that I cannot add a task without indicating a Milestone number?	Nov 27, 2012 11:50 AM
15	Is the student's answer sufficient for confirmation of service coordination or does confirmation have to come from the agency receiving the referral? Do completed learning activities carry the same weight as completed milestones? Why would the number of Learners Served decrease with subsequent reports?	Nov 27, 2012 11:47 AM
16	Is it possible to make closing a file a little simpler? It seems like a lot of screens to open and close individually to exit a client. Could the screens just open automatically in soem sequence when the closed button is clicked - something to make it faster, something to make sure you have not missed a screen on your way out.	Nov 27, 2012 11:20 AM
17	While learning activities are more general accomplishments compared to milestones, can they be of equal weight / importance in client's records?	Nov 27, 2012 10:37 AM
18	Scenario: Two teachers are teaching the same client and working on different goals. How can two teachers gain access to the same student's file and record progress? How often should we update the info if there are no milestones to record or enter/ modify new client's info?	Nov 27, 2012 10:27 AM
19	Why isn't the address changed in CaMS if a client has moved from one city to another?	Nov 27, 2012 10:00 AM
20	HOw do I close all the Learners who just leave us?	Nov 27, 2012 9:52 AM
21	- tried to enter aggregate Information & referral; screen shots in manual do not agree with what I get when I am in CAMS so cannot follow the instructions from the manual - can we have some training that will tell us where the info in the various reports is taken from? - why do I have to log in twice once my session has expired - even when I hit the 'confirm log-out' button? - is there a way for the system to automatically close the various windows? I often have 6 or more tabs open, even when I have logged out - seems to me that would be a security issue. - we have 'lost' some learners from out total when the system was switched recently	Nov 27, 2012 9:14 AM
22	When will we be receiving some training on the reporting process? Will we be receiving any financial support to assist with the CaMS system and the added workload?	Nov 27, 2012 9:06 AM
23	Why was the db created without field input?	Nov 27, 2012 8:27 AM
24	How realistic are the learner targets in the Schedule B if the numbers keep changing in the system.	Nov 26, 2012 6:26 PM
25	None at this time.	Nov 26, 2012 5:27 PM
26	What makes a case inactive? Is this something to be concerned about at a	Nov 26, 2012 3:31 PM

Q7. What questions do you have about EOIS-CaMS? Please try to be as specific as you can.

	agency performance level?	
27	Recently, I have noticed that response time is slow when updating & creating learner's records. Is there a field on CaMS to record a learner's learning style?	Nov 26, 2012 2:43 PM
28	Is a redesign planned?	Nov 26, 2012 2:42 PM
29	When will queries be developed that will give the providers information that we need? I continue to hear that we should be running another database on the side to capture information that the Ministry expects us to have but that CAMS does not do. When will the funding be provided for that? We continue to hear about case management - will CAMS be able to do this?	Nov 26, 2012 2:17 PM
30	Why do we need the NAICS and NOCS?	Nov 26, 2012 1:32 PM
31	When will proper help screens become available? Why is the system so slow? When are decent Milestones going to be available.	Nov 26, 2012 12:57 PM
32	Will there be more upcoming training for system use (step by step) and interpretation of the reports?	Nov 26, 2012 12:27 PM
33	Please see #5 above.	Nov 26, 2012 12:20 PM
34	Why do we have to specify "country"? More areas could be set up already for us. Also, more blank spots could be left in drop down menus so that we could type something in.	Nov 26, 2012 12:11 PM
35	- how much will making mistakes in entering data affect our performance review in this transition year?	Nov 26, 2012 12:03 PM
36	How do we (more easily) unlock the statistics we need? Why wasn't a Literacy Policy Manual available to accompany the CaMS launch?	Nov 26, 2012 11:06 AM
37	Well.... One is carry over.. two... is how can it be in active three why is it so hard to find things when you can teach so simple. four need more training.	Nov 26, 2012 10:55 AM
38	Will CaMs be tailored more to LBS in the future?	Nov 26, 2012 10:48 AM
39	How is it being justified to measure accountability and efficiency when the validity is ridiculous with the site to site variances????	Nov 26, 2012 10:34 AM
40	Is it possible to have the NOC and NAIS in a drop down menu?	Nov 26, 2012 10:29 AM
41	The proper steps taken to exit a student	Nov 26, 2012 10:26 AM
42	Not sure until I am sitting and doing it.	Nov 26, 2012 10:25 AM
43	Is there a way to view the list of service plans alphabetically by surname?	Nov 26, 2012 10:20 AM
44	How to interpret data and pull info off the system	Nov 26, 2012 10:06 AM
45	will there be reports that capture the demographic data we were asked for in our LSP plans, or will we have to continue to maintain duplicate systems with this additional information required by MTCU (i.e. not just for our own planning	Nov 26, 2012 10:03 AM

Q7. What questions do you have about EOIS-CaMS? Please try to be as specific as you can.

	purposes)	
46	What are we exactly evaluated about? The datas, the closed data, the milestones, ??	Nov 26, 2012 10:02 AM
47	Why the NOC and NAICS codes? Very time intensive and doesn't serve the learner or program.	Nov 26, 2012 9:52 AM
48	Hopefully questions regarding reporting will be answered at the next training.	Nov 26, 2012 9:50 AM
49	Why can we create individualized plan items (which definitely makes sense in the context of low-level learners) but not be able to exit them as being goal completed without a milestone? The whole point is 'individualized' learning in this context. They have designed the Milestones, however, to show how these utilize transferable skills. Fundamentally, it seems to me, the Ministry is facing a contradiction; either they recognize that individualized, task-based learning is the goal of their programs; or, they recognize that in some context (ie. for individualized plan items) that goal completion may be outside the context of a milestone.	Nov 26, 2012 9:31 AM
50	If a client abandons the program without completing the necessary steps, how can that be reflected truthfully without a negative on the QSAR?	Nov 26, 2012 9:11 AM

Q8. How much time per week (on average) does your agency spend inputting data into EOIS-CaMS. Please provide an estimate in hours.

1	5	Nov 29, 2012 12:58 PM
2	12	Nov 29, 2012 10:19 AM
3	2	Nov 28, 2012 6:53 PM
4	2	Nov 28, 2012 3:18 PM
5	5	Nov 28, 2012 2:19 PM
6	3	Nov 28, 2012 12:49 PM
7	15	Nov 28, 2012 11:54 AM
8	11	Nov 28, 2012 11:14 AM
9	25	Nov 28, 2012 10:55 AM
10	8	Nov 28, 2012 8:20 AM
11	7	Nov 28, 2012 8:06 AM
12	5	Nov 27, 2012 7:57 PM
13	10	Nov 27, 2012 5:57 PM
14	5	Nov 27, 2012 3:00 PM
15	7	Nov 27, 2012 1:53 PM
16	30	Nov 27, 2012 1:43 PM
17	3	Nov 27, 2012 1:31 PM
18	1	Nov 27, 2012 12:33 PM
19	3	Nov 27, 2012 11:50 AM
20	15	Nov 27, 2012 11:47 AM
21	3	Nov 27, 2012 11:20 AM
22	35	Nov 27, 2012 11:14 AM
23	2	Nov 27, 2012 10:37 AM
24	8	Nov 27, 2012 10:35 AM
25	1	Nov 27, 2012 10:27 AM
26	5	Nov 27, 2012 10:03 AM
27	3	Nov 27, 2012 10:00 AM

Q8. How much time per week (on average) does your agency spend inputting data into EOIS-CaMS. Please provide an estimate in hours.

28	5	Nov 27, 2012 9:52 AM
29	6	Nov 27, 2012 9:45 AM
30	6	Nov 27, 2012 9:16 AM
31	7	Nov 27, 2012 9:14 AM
32	10	Nov 27, 2012 9:06 AM
33	4	Nov 27, 2012 8:56 AM
34	20	Nov 27, 2012 8:27 AM
35	20	Nov 27, 2012 7:34 AM
36	3	Nov 27, 2012 12:30 AM
37	18	Nov 26, 2012 6:45 PM
38	20	Nov 26, 2012 6:26 PM
39	8	Nov 26, 2012 5:23 PM
40	7	Nov 26, 2012 4:30 PM
41	8	Nov 26, 2012 3:31 PM
42	35	Nov 26, 2012 3:26 PM
43	10	Nov 26, 2012 2:43 PM
44	7	Nov 26, 2012 2:42 PM
45	5	Nov 26, 2012 2:17 PM
46	10	Nov 26, 2012 1:32 PM
47	30	Nov 26, 2012 12:57 PM
48	7	Nov 26, 2012 12:27 PM
49	3	Nov 26, 2012 12:20 PM
50	1	Nov 26, 2012 12:03 PM
51	12	Nov 26, 2012 11:57 AM
52	20	Nov 26, 2012 11:33 AM
53	1	Nov 26, 2012 11:07 AM
54	6	Nov 26, 2012 11:06 AM

Q8. How much time per week (on average) does your agency spend inputting data into EOIS-CaMS. Please provide an estimate in hours.

55	8	Nov 26, 2012 10:55 AM
56	28	Nov 26, 2012 10:48 AM
57	3	Nov 26, 2012 10:41 AM
58	7	Nov 26, 2012 10:39 AM
59	15	Nov 26, 2012 10:34 AM
60	10	Nov 26, 2012 10:32 AM
61	6	Nov 26, 2012 10:29 AM
62	3	Nov 26, 2012 10:26 AM
63	0	Nov 26, 2012 10:25 AM
64	2	Nov 26, 2012 10:20 AM
65	30	Nov 26, 2012 10:10 AM
66	4	Nov 26, 2012 10:06 AM
67	3	Nov 26, 2012 10:02 AM
68	3	Nov 26, 2012 10:02 AM
69	3	Nov 26, 2012 9:52 AM
70	15	Nov 26, 2012 9:50 AM
71	2	Nov 26, 2012 9:46 AM
72	10	Nov 26, 2012 9:27 AM
73	5	Nov 26, 2012 9:11 AM

Q9. What types of reports would be useful for your agency to have access to? Please try to be as specific as you can.

1	Training on Quarterly Reports	Nov 29, 2012 10:19 AM
2	How much time we are spending in CaMS. Graphs to show changes in data over time. Anything related to literacy that could lead to delivery improvements.	Nov 28, 2012 3:18 PM
3	Reports similar to those generated monthly by IMS. What we really, really want is the ability to generate our own reports from our own data!	Nov 28, 2012 2:19 PM
4	specific demographics -e.g. female/male, age ranges reports by goal path reports that mirror requests made for both service planning data and business planning data	Nov 28, 2012 12:49 PM
5	The IMS was particularly useful for generating the demographic information ie. what was collected for the Service Provider Site Level Data Collection that had to be done manually. That process was labor intensive and could have been alleviated if EOIS had the same processing features as the IMS.	Nov 28, 2012 11:54 AM
6	it is hard to say at present as we haven't had time to really understand the reports that are currently available.	Nov 28, 2012 11:14 AM
7	not sure	Nov 28, 2012 10:55 AM
8	A report that aligns with the data MTCU wants us to collect - such as the LSP data collection report for LSP planning. There is no report in CaMS that matched up with this data. We had to use the Case Activity Report and then manually add up (or if we are experts in Excel - create our own formulas) the numbers. The IMS monthly report was easy to read - the data was already added up - whereas the LBS Case Activity report is far too cumbersome to read, understand, use. Something similar in nature to the IMS Monthly Report. Also, have the ability to add or delete our own parameters for running such a report for our own purposes.	Nov 28, 2012 8:20 AM
9	A list of learners with registration tracking. A list of learners who have signed-off and been accepted into CaMS	Nov 27, 2012 7:57 PM
10	Some of the information required for reporting was more efficiently obtained from IMS.	Nov 27, 2012 7:17 PM
11	Progress of students compared to other Literacy groups.	Nov 27, 2012 5:57 PM
12	A simple list of our learners that have been -registered -service plans completed -service plans signed off for tracking purposes	Nov 27, 2012 1:53 PM
13	Data entry person needs access to reports so she can determine if her entries are accurate and complete.	Nov 27, 2012 1:43 PM
14	NA for my role	Nov 27, 2012 1:31 PM
15	A progress report coming from all our entries on CaMS, that could be used as a tracking report, thus eliminating an additional "Learner Report".	Nov 27, 2012 12:33 PM
16	I am satisfied with the reports we now have.	Nov 27, 2012 11:47 AM

Q9. What types of reports would be useful for your agency to have access to? Please try to be as specific as you can.

17	By practitioner As data entry (not manager) I have little access to reports	Nov 27, 2012 11:20 AM
18	Not sure at this point.	Nov 27, 2012 10:35 AM
19	Previous assessments performed.	Nov 27, 2012 10:27 AM
20	- registration by goal path -age groups	Nov 27, 2012 9:45 AM
21	Can we have the current literacy levels of the students in CaMS displayed? Maybe it is somewhere? It would also be useful if the #64 report displayed all the effectiveness data, i.e. under suitability, for the students currently enrolled- not just when they leave. This would give a much better picture of what a program is actually doing in these areas. Some of our students (low levels 1 &2 are in the program for a few years so none of this info will show when in reality we have over 90% of our learners meeting the suitability criteria in more than one area. The same with completing learning activities , milestones etc. if this type of info is going to be used to measure program success and for gains scores it would be important to have it tracked while the learner is in the program, not just showing when they leave 1 or2 years later.	Nov 27, 2012 9:16 AM
22	- since I do not fully understand what the reports actually tell me, I am not too sure - we hear that only closed plans generate stats: stats in what report? - it is often unclear how totals in various reports are arrived at	Nov 27, 2012 9:14 AM
23	Reports that coincide with Ministry required reporting would be very useful...QSAR, Training Supports, EER, Business Planning etc.... Being able to access all information at one time in a spreadsheet and to be able to manipulate the data to get the information I need quickly and efficiently. Currently we have to refer to many reports to obtain the data/information we need....such as date of births, male or females, goals, income...etc...	Nov 27, 2012 9:06 AM
24	I need to know aggregate ages, genders, Aboriginal affiliation (e.g: Metis), of my students in a given month and year because other agencies, notably Ontario Federation of Indian Friendship Centres, want this information. It would be helpful to be able to log transportation supports for each student in a month/year, as well as be able to view an aggregate expenditure.	Nov 27, 2012 8:27 AM
25	A monthly report that would provide an overview of all data put in during that month, as well as an annual report summarizing that data and totaling it.	Nov 27, 2012 12:30 AM
26	An extra report listing active and closed learners	Nov 26, 2012 6:26 PM
27	not sure - have not had a chance to check them all out	Nov 26, 2012 3:31 PM
28	Number of learners per goal path, calculated monthly.	Nov 26, 2012 3:26 PM
29	A summary report of active and closed students showing a summary of start dates, end dates, milestones and goalpaths.	Nov 26, 2012 2:43 PM
30	I do not have access to summary reports that tell me what learners are set up under my name. The reports that detail the learning plans require that I crossreference numbers to names, so I have to run two reports and match names up so I can figure out what is going on with my learners.	Nov 26, 2012 2:42 PM

Q9. What types of reports would be useful for your agency to have access to? Please try to be as specific as you can.

31	Current learners with only relevant info showing Learners achieving milestones, culminating tasks learners accessing supports	Nov 26, 2012 2:17 PM
32	Reports are ok but WHY do they download to Excel? They are huge and unmanageable. Why not use a proper report format? When we have to report to MTCU about number of male vs female learners; this info should be calculated in the report (not have to do it manually!)	Nov 26, 2012 12:57 PM
33	Breakdown of information like IMS - goal path numbers, source of income, etc. (more straight-forward presentation of data).	Nov 26, 2012 12:27 PM
34	I have not had much experience re: the reports so don't feel I can adequately answer this question.	Nov 26, 2012 12:20 PM
35	Not sure... not involved in the reports.	Nov 26, 2012 11:33 AM
36	Reports that actually make sense. I cannot understand most of them and they are not set up for literacy reporting.	Nov 26, 2012 11:07 AM
37	Gender Goals Outstanding Milestone Summary Statistics needed by the area support networks.	Nov 26, 2012 11:06 AM
38	All of them.....	Nov 26, 2012 10:55 AM
39	As per the old IMS system, the LBS Activity Report Verification Tool was very handy for specific data searches.	Nov 26, 2012 10:39 AM
40	usual learner profile/goals/stats and progress	Nov 26, 2012 10:25 AM
41	Reports selected by date range and able to sort and total by age, income source, etc.	Nov 26, 2012 10:20 AM
42	seperating out numbers of the three locations that we serve	Nov 26, 2012 10:06 AM
43	the demographic info indicated above SQM similar to ES, that provides a summary of results	Nov 26, 2012 10:03 AM
44	Goals, ages, source of income, gender, length of time in program, etc. to be able to be pulled up separately for reports and data analysis	Nov 26, 2012 9:52 AM
45	Information pertaining to all MTCU reports	Nov 26, 2012 9:50 AM
46	statistical information - monthly attendance reports, monthly individual progress reports, demographic reports, effectiveness and customer service and efficiency % on a monthly basis, completion of goal paths % on a monthly basis, monthly learners served	Nov 26, 2012 9:46 AM
47	Simple reports that show who doesn't have a service plan set up, who does not have a milestone assigned, how many learners have completed a milestone, tally of training supports spent	Nov 26, 2012 9:27 AM
48	QSAR - reporting related to the PMS. How to collate data for reporting purposes and business planning. At a glance reports on age group % or Income Support	Nov 26, 2012 9:11 AM

Q9. What types of reports would be useful for your agency to have access to? Please try to be as specific as you can.

%. An ability to look at agency performance as they relate to the 10 eligibility criteria in the LBS guidelines.

Q10. What topics related to EOIS-CaMS would you like additional training on?

1	Learner plans and exits.	Dec 12, 2012 1:32 PM
2	Start from begining registration to closing	Nov 29, 2012 10:19 AM
3	Referral input Follow-up	Nov 28, 2012 6:53 PM
4	Time saving techniques.	Nov 28, 2012 3:18 PM
5	Learning activities,. I and R	Nov 28, 2012 2:19 PM
6	the connection between the data captured in the reports and the performance management system- a clearer understanding of actual weighting within the system	Nov 28, 2012 12:49 PM
7	The training was held on a day which was particularly noisy with construction outside and the computer system was slow. It would be useful to have training in a setting that is more condusive to learning. I think a better understanding of the differences between the LBS and ES systems would be both useful and helpful.	Nov 28, 2012 11:54 AM
8	R&I Follow up Closing service plans Learner plans	Nov 28, 2012 11:14 AM
9	More training on areas that are import to us - some don't know what the system can report on as of yet, nor the relevance of say cancelling a form...or deleting it...no clue as to how this affects our overview.	Nov 28, 2012 10:55 AM
10	Reports Consistent messaging - a training session with MTCU staff with the ability to make the decisions and have them consistent throughout regions - not just each ETC. Too many mixed messages are out there in the province right now - programs talk and help each other - but it is difficult when each ETC has a different suggestion/interpretation	Nov 28, 2012 8:20 AM
11	A complete referesher and short cuts.	Nov 27, 2012 7:57 PM
12	The overall system again. It would definitely be more beneficial now. Reports, which is not just system related, but the calculation within the system of measurement standards. We think there may still be an issue with the system misinterpreting the month/day format. This question was asked of MTCU in July.	Nov 27, 2012 7:17 PM
13	A complete refresher would be useful	Nov 27, 2012 1:53 PM
14	?	Nov 27, 2012 12:33 PM
15	Adding Learning Activities and Tasks.	Nov 27, 2012 11:50 AM
16	Data definition.	Nov 27, 2012 11:47 AM
17	Exiting and follow up - review of the screens and what the questions mean	Nov 27, 2012 11:20 AM
18	Better explanations on learning activies, milestone, culminating tasks and how and when to enter into Cams	Nov 27, 2012 10:35 AM
19	One on one training from the beginning would be an asset for this organization as both instructors are new.	Nov 27, 2012 10:27 AM

Q10. What topics related to EOIS-CaMS would you like additional training on?

20	closing and exiting learners.	Nov 27, 2012 10:03 AM
21	Since the reporting section wasn't available at the time of the LBS training in April. It would be nice to see how this works.	Nov 27, 2012 10:00 AM
22	Understanding and using the reports (e.g. # 64 etc) to help us analyze our service delivery success and directions and trends to address.	Nov 27, 2012 9:16 AM
23	1. where to enter aggregate Information & Referral 2. where/how to enter follow up information; what should be printed off as evidence that a learner has been entered in CAMS [since the plan summary feature has been disabled	Nov 27, 2012 9:14 AM
24	Reporting process and obtaining the learner data we require for reporting purposes.	Nov 27, 2012 9:06 AM
25	Inputting learners.	Nov 27, 2012 8:56 AM
26	EOIS-CaMS Reporting.	Nov 27, 2012 8:27 AM
27	It would be nice to have the initial training class provided again to the service providers. Turnover rates are high in agencies and the new staff may not have had the opportunity to partake in these types of sessions. I believe they would be invaluable for new hires. Also the initial sessions only allowed for one representative from many of the organizations it would be nice to have training opportunities for others.	Nov 27, 2012 12:30 AM
28	Evaluating reports and how the system will affect decision-making and funding.	Nov 26, 2012 6:26 PM
29	"hands-on playground"	Nov 26, 2012 5:23 PM
30	The entire LBS side of learner plans, milestones, culminating tasks, learner activities. Other organizations have found out that you can't put information under the titles that are there.	Nov 26, 2012 4:30 PM
31	implications of data entry choices - the logic behind what is being captured and how it affects the agency's performance status	Nov 26, 2012 3:31 PM
32	Follow up training sessions on returning learners with simplified step sheets of the various screens and sequencing of steps	Nov 26, 2012 2:43 PM
33	None	Nov 26, 2012 2:42 PM
34	reports	Nov 26, 2012 2:17 PM
35	Using the learning plan.	Nov 26, 2012 1:32 PM
36	Referral and information Learner plans	Nov 26, 2012 12:27 PM
37	Reports: How to generate and analyze.	Nov 26, 2012 12:20 PM
38	- what not to do in CaMs or the 10 top mistakes to be aware of	Nov 26, 2012 12:03 PM
39	The information that needs to be input into the system, such as dates. The system asks me for the expected dates, actual dates, end dates, etc. I am not	Nov 26, 2012 11:57 AM

Q10. What topics related to EOIS-CaMS would you like additional training on?

	sure what dates to enter as expected.	
40	A thorough training from someone who not only knows the system but also knows literacy and how we would use it.	Nov 26, 2012 11:07 AM
41	Until we know what additional information is needed, then we will continue to learn in house.	Nov 26, 2012 11:06 AM
42	more of reporting and how is it combine with the input....	Nov 26, 2012 10:55 AM
43	More input training.	Nov 26, 2012 10:48 AM
44	More information on what to put down for various situations -a standard answer across the province not one that depends on which funding agent you talk to [or hear from other sites what their agent says in comparison to ours]	Nov 26, 2012 10:34 AM
45	entering and tracking milestones	Nov 26, 2012 10:32 AM
46	Have another training session with entering an actual learner. Now that we have used it, I think that it would have more meaning and we would have more questions.	Nov 26, 2012 10:29 AM
47	Our initial training was not well handled. 1 1/2 late start, finished early and website was fussy and not letting us really input/see anything. But told, oh it's easy once you start doing it. Yeah Right!	Nov 26, 2012 10:25 AM
48	Closing and follow-ups	Nov 26, 2012 10:20 AM
49	-service plans -culminating tasks	Nov 26, 2012 10:10 AM
50	pulling off data	Nov 26, 2012 10:06 AM
51	most efficient ways to manoeuvre the system - sometimes there are several ways to get to screens, with some taking several clicks and others being more direct	Nov 26, 2012 10:03 AM
52	exiting learners	Nov 26, 2012 10:02 AM
53	Report analysis (DSQ reports)	Nov 26, 2012 9:52 AM
54	Reporting Resource and information	Nov 26, 2012 9:50 AM
55	GED subgoals and learning activities	Nov 26, 2012 9:46 AM
56	QSAR - reporting related to the PMS. How to collate data for reporting purposes and business planning. At a glance reports on age group % or Income Support %.	Nov 26, 2012 9:11 AM

Q11. What method of training do you prefer?

1	Actually, webinars (recorded) are great because you can watch them again. Asynchronous might be good too.	Nov 28, 2012 3:18 PM
2	2nd choice webinar recorded	Nov 28, 2012 2:19 PM
3	While face to face is ideal, it is very expensive. Any method that allows the user to go back to check on something with the provision for questions would be useful. I am curious to know if anyone else is experiencing the same difficulty were the drop down list for LBS is not always consistently able to be selected?	Nov 28, 2012 11:54 AM
4	We could also use a sandbox - why wasn't this provided? Could have answered all of our questions with no pulling out of hair.	Nov 28, 2012 10:55 AM
5	Need the ability to have the time to ask questions - online training - even webinars is difficult	Nov 28, 2012 8:20 AM
6	These can be accessed readily at any time.	Nov 27, 2012 7:57 PM
7	NOTE: this is the comment for the number of hours in CAMS - the survey would not allow it: Hard to estimate as we still put our students first, and tend to have 'blitz' sessions in cams. We don't have the luxury of just having a staff member do all of the cams administrative work.	Nov 27, 2012 7:17 PM
8	I prefer hands-on training where we actually get to work on the computer with the trainees.	Nov 27, 2012 12:33 PM
9	The training provided before the launch of CaMS was helpful but another round of training would be beneficial now that we've had a chance to use the program. It appears that interpretations vary between service providers.	Nov 27, 2012 11:47 AM
10	ideally presented in modules: example: how/where/when to entering cumulative Information & Referral; how/where to record follow up results; when & why to use Custom Plan Items option. etc.	Nov 27, 2012 9:14 AM
11	I do not have time to both access recorded/asynchronous training and run my agency.	Nov 27, 2012 8:27 AM
12	I normally learn well online but the online modules developed for Cams were very poorly done and lacked any real value. There should be a test site with false data that we could use to test out scenarios before messing up our live data.	Nov 26, 2012 12:57 PM
13	I would like to receive answers to my questions as quickly as possible.	Nov 26, 2012 11:06 AM
14	Three to one	Nov 26, 2012 10:55 AM
15	depends on the content and length of training - at some point you need someone to answer questions as they come up - either a Help Desk or a training situation where you go through the system adn have an opportunity to ask questions	Nov 26, 2012 10:03 AM
16	Travel cost -dollars needed for face to face training.	Nov 26, 2012 9:50 AM
17	This would be the best option for those that learn hands on	Nov 26, 2012 9:27 AM

Q12. Please provide any additional comments or information you would like to share.

1	I think it would be great to have an electronic registration form that can be validated so that the users know that all the information needed on the registration has been entered.	Dec 12, 2012 1:32 PM
2	While I know I am still on a learning curve with the system, I still feel as though it is difficult to navigate through. The messages that come up could be more specific so that I can fix them as I enter or update a client's information. Navigation tools would be great.	Nov 29, 2012 12:58 PM
3	I would recommend more face to face and hands on training	Nov 29, 2012 10:19 AM
4	I'm still trying to get use to it. There are areas that I'm not sure if I just haven't done it before, or if it is an option that is not available. I need more time. Also, giving definite/specific definitions of what line items mean from the Learner Participant Form which then get reported on CaMS.	Nov 28, 2012 6:53 PM
5	I've spent too much time in CaMS since April. It is one of the most frustrating data bases I have used yet. I hope improvements are on the way.	Nov 28, 2012 3:18 PM
6	Uuuuuh. I'm thinking. Oh my god. I have nothing more to say.	Nov 28, 2012 2:19 PM
7	The suggestions for having people access the program through emails where responses are recorded within 2 business days on the EOIS does not appear to be the most user friendly system. LBS was originally designed to be a program where "people" came first and the human interaction was between people, not just computers. While computers definitely have their place, what the Ministry is proposing where future learner and program connections are made through email for the purpose of recording onto the EOIS takes the focus away from the "human" voice interaction. The outcome in this regard will not always be most advantageous for the student and conversely not for the LBS Program either. While that may work for some, it isn't the norm and is too rigid. LBS learners are a group that require a lot of flexibility. Imposing uniformity doesn't always work. In our experience, it is the time spent with students, giving them the tools with which to navigate their personal issues and referrals for additional assistance where we find the most personal development. Happy students then have a clearer mind to absorb what they are learning, do exceptionally well. They often excel academically and go on to higher learner or better employment. Successful programs are ones where learners are made to feel that they are genuinely important and that their learning and life skills needs count. It would be most unfortunate if the push for further mechanization and disproportionate emphasis on the EOIS will eventually dismantle the successful LBS Program that has been carefully developed and honed over the last 20 years. While the IMS wasn't perfect, it certainly was a lot more user friendly and could definitely do things the EOIS cannot. I understand that the Ministry has developed this system based on rationalization purely from a business perspective. What would have made much more sense would have been if they had invested the dollars into being able to "properly pay the staff for the work that they do" rather than putting the LBS organizations into a fiscal position where they have had to cut funding and expect much more work out of staff for less remuneration. The transformed model is disconnected from what is truly best for the learners and those that teach and support them. Most learners require a considerable amount of time to develop the skills necessary to manage the expectations of the new curriculum. The extra effort required to do that should be recognized for the	Nov 28, 2012 11:54 AM

Q12. Please provide any additional comments or information you would like to share.

additional time commitment necessary to "grow the brains" of students so that they can successfully complete the milestones and culminating tasks and move on to their next steps. I sincerely hope that some of these comments will be helpful in the culminating process of your survey. Thank you.

8	LBS is not a good fit for EOIS-CaMS - language doesn't match or make much sense. We feel that EOIS only captures a small portion of the actual work that we do. As a result, it leaves us feeling like what we really do doesn't count for much. Regarding time spent, we are putting in 11+ hours per week on EOIS and still feeling like we are neither understanding the database nor using it to capture what we really do. With adequate training, information and support we can use the database as a tool to improve our service delivery but currently it is absolutely reducing the quality of service we are able to provide to our learners as a result of the increased administrative load.	Nov 28, 2012 11:14 AM
9	No more time left as I must do Cams entry and you never know when you will get kicked out of the system and not be able to get back in....:-)	Nov 28, 2012 10:55 AM
10	It has potential - appreciate this opportunity to share our concerns - would have liked more opportunities to do this sooner and face-to-face. Really like the Enhance Learner Plan concept - and hope it continues improving	Nov 28, 2012 8:20 AM
11	We are concerned about MTCU expectations to have all our learners entered by the end of this quarter- December 6, 2012. We know that we will not have everyone entered in time.	Nov 27, 2012 7:57 PM
12	Thank you for doing this survey. We completely understand the notion of accountability, but the roll out of this entire package of cams, combined with the OALCF, has become a very large mountain to climb. There are times it is almost impossible to stay on top of, and sort out the avalanche of communication. I'm not sure if it sounds like an exaggeration, but over the past year, it feels like we have slipped into more of a master/slave relationship with MTCU. Were our site visits always referred to as Compliance?	Nov 27, 2012 7:17 PM
13	It must have been a lot of work to develop this and it is appreciated.	Nov 27, 2012 5:57 PM
14	The process has been overwhelming, but the comfort level is improving.	Nov 27, 2012 1:43 PM
15	Technically CaMS is not as challenging as I had thought it might be. It is very time consuming and lacks efficiencies. Clients/learners are hesitant to answer extremely personal questions.	Nov 27, 2012 11:47 AM
16	A very challenging system to get comfortable with	Nov 27, 2012 10:35 AM
17	- there is much additional time needed to get files ready for CAMS data entry; we have just developed a 23 point check list to ensure all steps are completed	Nov 27, 2012 9:14 AM
18	I believe this system is 200% better than the old IMS system. However, there are areas that need to be made more user friendly and more efficient and relevant to what we are doing. It would be very useful to be able to generate reports that are specific to the reports that are required by the Ministry thus saving on resources and time that is currently required to gain information from the system the way it is currently designed. Well done! Just need to tweak a	Nov 27, 2012 9:06 AM

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few areas and we should have an awesome system that will work for all. Don't forgetthe added administrative workload will also require adequate funding to be able to maintain this ...please consider this fact when moving forward.

19	I am skeptical of TCU's willingness to actually pay attention to the field in any meaningful way, but remain open enough to fill out this survey.	Nov 27, 2012 8:27 AM
20	I like EOIS. I did not attend the one training event from TCU but managed to self teach and utilize my entry systems to my own benefit. I know others are struggling with how to organize and enter Learning Activities. My ETC was excellent with direction and suggestion so I was very lucky to understand how the aggregate works on the reports (active to closed files).	Nov 26, 2012 6:45 PM
21	So far, we like a lot about the system, but if you miss key information it can take a few months to realize your errors or missed input.	Nov 26, 2012 6:26 PM
22	I left some areas blank because I don't feel I understand this system enough to be able to answer some of the questions. I feel I had to figure out too much on my own - trial and error in an unforgiving system.	Nov 26, 2012 5:23 PM
23	- The CaMS seems to be an archaic interface compared to the ease of learning and ease of use when downloading apps off the internet. The CaMS hierarchy is difficult to understand. - The process of simplifying the bureaucracy of 17 organizations into 1 data base seems like a good idea until put into practice. All participating agencies must lose some of their identity. - No thought was put into how small 2 and 3 person organizations would be able to cope. - Putting all the new systems into place while still having to meet previous mandatory expectations has created triple or more workload on small organizations. Most of the staff have to put in overtime just to survive.	Nov 26, 2012 4:30 PM
24	As you can see, I'm not sold on the value of Cams. It seems like the type of computer program that one would have encountered 20+ years ago. Even the screens (no graphic interface at all) appear old and not at all user friendly.	Nov 26, 2012 12:57 PM
25	The reasoning behind CaMS is good but it needs to be easier to navigate ("Click and Find" right now). You must have the user guide with you at all times while inputting - hard to memorize the steps. Too much is open to interpretation and the ETCs have different answers for the same questions.	Nov 26, 2012 12:27 PM
26	Thank you in advance for looking at the training needs and hopefully helping feel more confident in the use of CaMS.	Nov 26, 2012 12:20 PM
27	We're a very small agency and the workload with managing CaMS is too heavy for us. We feel swamped. As a result, we're very behind and will have to work a lot of unpaid time in order to get caught up.	Nov 26, 2012 12:03 PM
28	This program is VERY time consuming. Seems like we are all paper-pushers, faculty included. When do they have time to teach? A lot of paper is wasted as we have to keep updating our files everytime a milestone is added or achieved.	Nov 26, 2012 11:33 AM
29	MTCU has taken a system used by agencies with many employees and dumped it onto agencies with only one or two employees and expects us to be able to be in that system daily. this is impossible! We cannot instruct, assess, network, run	Nov 26, 2012 11:07 AM

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programs to bring more bodies through the door and be administrators daily too. If MTCU wants this to happen try giving community agencies enough money to pay an admin person to daily input the data. As it is, there is not enough hours in a month to do the things asked of us!

30	I do enjoy working with CaMS. There was a definite learning curve, but support from other users have helped greatly.	Nov 26, 2012 11:06 AM
31	Try to cut down stressful on manager and coordinator.	Nov 26, 2012 10:55 AM
32	More time is now being spent on input. Almost double.	Nov 26, 2012 10:48 AM
33	I think at the moment the inconsistencies across the province make this system a poor example of quantitative data collection	Nov 26, 2012 10:34 AM
34	I was doing well with IMS but not with EOIS. Not sure why?	Nov 26, 2012 10:25 AM
35	I can see the point of CaMS but the ineffective roll-out has lead to such a negative feeling in the communities to which I am connected that it will take much longer for agencies to feel that CaMS is actually a positive tool for us to use.	Nov 26, 2012 10:03 AM
36	The program was not ready to handle LBS community based. It appears more suitable to College / Employment.	Nov 26, 2012 9:11 AM