

**Electronic Survey Results, O October, 2014**

**Mid-Valley Special Education Cooperative**

1= Extremely Dissatisfied; 2= Dissatisfied; 3 = Neutral; 4= Satisfied; 5= Very Satisfied

	<b>Name of SIS System</b>	<b>Data Int.</b>	<b>Admin. Req.</b>	<b>Reports</b>	<b>Staff use</b>	<b>Tech supp.</b>	<b>Keep?</b>	<b>Years used</b>	<b>Staff comfort</b>
Power IEP	Skyward	5	5	5	5	5	Keep	2 years	2 months
	?	5	5	5	5	5	Keep	6 years	Weeks, easy
	eSchool	4	3	3	5	4	Keep	2 months	1.5 days
	eschool	4	3	4	4	5	Keep	3 months	Just started
	?	3	5	4	5	5	Keep	1 year	switched mid-year/no issues
	NA	5	5	4	5	5	Keep	5 years	6 months
	Skyward	5	5	5	5	5	Keep	10 years	1 day
	eSchool	4	5	4	5	5	Keep	Just started	2 months
	Tyler SIS	5	5	5	5	5	Keep	1 year	almost immediately
	Doesn't	3	5	5	5	5	Keep	6 years	1 year
		4.3	4.6	4.4	4.9	4.9			
Easy IEP	Just to create docs.	3	4	4	3	4	Keep	5 years	2 years
	Powerschool	4	4	4	4	4	Keep	10+ years	1 year + changes
	None	1	2	1	2	1	Change	7-8 years	I wasn't here
	Infinite Campus	4	4	3	5	4	Keep	3 years	1 year
	Unknown	4	4	4	4	3	Keep	10 years	2 years
			3.2	3.6	3.2	3.6	3.2		
IEP Plus	Sunguard	4	3	4	4	3	Change	5 years	Some still are not
	Sunguard	4	4	4	4	4	Keep	3 years	1 year
	eschool	3	3	4	2	4	Change	4 years	Still working on that
	eschool	3	2	2	2	3	Change	1.5 years	Not there yet
	eschool	4	4	4	4	4	Keep	7 years	2 years
			3.6	3.2	3.6	3.2	3.6		
NetIEP	Skyward, but manually	2	3	2	4	3	Change	4-5 years	Some right away; others not
	Synergy	3	4	4	5	4	Keep	7	2 years at least
	Skyward	2	4	4	4	4	Keep	4 years	3 months
	Powerschool, Illuminate and Skyward	4	2	1	4	2	Change	10+ years	1 year
			2.75	3.25	2.75	4.25	3.25		

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Filemaker/KIDS	FMP	2	3	2	3	4	Change	2 years	Established when I arrived
	AS400	5	4	5	5	3	Keep	7 years	1 year
	Tyler	2	2	2	3	4	Change	10 years	Do not know
	powerschool	5	4	4	4	5	Keep	10+ years	Very quick
		3.5	3.25	3.25	3.75	4			
Skyward	Skyward	2	1	2	1	1	Change	2 years	Still not comfortable
	Skyward	1	1	4	3	1	Change	3 years	Still not at all comfortable
		1.5	1	3	2	1			
Emerge	None	3	4	4	5	4	Keep	8-10 years	1-2 years
	None	2	3	1	4	3	Change	5 years	Unsure, was already in place
		2.5	3.5	2.5	4.5	3.5			

Data Int. = Rate your satisfaction with the data integration features of the system.

Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)

Reports = Rate your satisfaction with the system's ability to run administrative reports.

Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.

Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.

Keep? If you had the opportunity to change systems, would you change or keep the system?

Years used= How long have you used this system?

Staff comfort = How long did it take for staff members and administrative staff to feel comfortable with the system?

## **Comments: PowerIEP**

### **Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 Best IEP system we have ever purchased. We have used Emerge and SEAS and this one beats them all!
- 2 It includes a Student Information Page and the program pulls from that to auto-fill other pages.
- 3 There is not duplication in what needs to be entered within an IEP. It is easy to update and thus change what information is autofilled.
- 4 We just started PowerIEP this year and it is very easy to use.
- 5 PowerIEP worked with our IT department to accomplish the integration.
- 6 The best I've ever used.
- 7 It is a stand-alone and doesn't integrate.

### **Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

- 1 A phone call is never answered automatically - you always get an actual person. And they always have an answer.
- 2 Very user friendly. PowerIEP is simple to use, the setup was very simple and didn't take much time.
- 3 Excellent! The best I've ever used. Very easy to use. Simple.

### **Reports = Rate your satisfaction with the system's ability to run administrative reports.**

- 1 It has the ability to run a number of reports, including incomplete IEPs, accommodations, service/placement, IEP minutes vs. billed minutes, annual review dates, upcoming evals, etc.
- 2 Still learning as this is our first school year with this program but it seems to have more capabilities than am used to--I just have to learn.
- 3 Many different reports are available for different purposes!
- 4 Great reports

### **Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

- 1 I have been directly involved with training staff for the past two systems we have used before Power. This system was met with the same distrust from staff as the other two. The staff quickly saw how easy and uncomplicated this system was and have actually expressed this to us at the district level.
- 2 Every spring, we get feedback from the special education teachers that we "are NOT going to take away PowerIEP, are we?" They report that it is easy to learn and easy to use, and teachers recognize that.
- 3 It is a process getting everyone used to this new program but I think it will just take time and once people are used to it, staff will use the program with ease.
- 4 The system is simple and intuitive. There are videos to help and staff LOVE it.
- 5 Very easy transition for my staff.

Comments continued: PowerIEP

**Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.**

- 1 Gus Brecht, the organization's owner is visible and active. He attends the IAASE board meetings, taking notes about changes coming so he can integrate the needed reporting details into the software. When you email/phone their staff for assistance, they are friendly and prompt in their responses. When NWSE first adopted PowerIEP, they sent a representative out to train us. It was very easy to use and we have since taken over the annual IEP training for new staff.
- 2 A person always answer the phone and immediately follows up if you have a question.
- 3 The BEST customer service EVER!
- 4 Truly EXCELLENT! Gux Brecht and his team are amazing in their technical support! They answer the phone when you call and give you immediate assistance! They have a 15 minute max on a question sent to them via email. Any special requests that I have asked for in regards to forms, etc., have almost immediately been corrected or amended. Their customer service cannot be matched!

**Anything else you would like to share about the system?**

- 1 They also offer additional components of their program, including PowerRtl, PowerEval, 504, and attendance programs. We do not
- 2 currently subscribe to any of them, but have seen demos of some; they appear very well-constructed, too.
- 3 Great customer service!
- 4 This is the best, most simple system there is with the best customer service and the best value for the price.
- 5 I have worked with Gux Brecht, president of the company, for years. They have a quality product, the best customer service and they also have systems for PowerRtl, and Power Direct Billing that integrates together.
- 6 Great customer service, user friendly for staff. A nice feature is if a student that moves in from a district with PowerIEP, the digital file can be picked up and moved to your district so all electronic info is in one place.
- 7 Customer service, customer service, customer service is stellar with PowerIEP! We had My Service Tracker for several years. Customer service was poor. Long wait times to receive assistance. My Service Tracker Medicaid rates were 8%. Brecht Database Solutions charges 5% of net reimbursements for "fee for service" claims. Cost per IEP student for PowerIEP was \$15 a student. We also purchased PowerRtl and Power 504 system. PowerRtl is a great tool to warehouse your Rtl plans, data, etc., for purposes of building IEP if needed. Their new Power Eval (teacher evaluation warehouse database) is phenomenal as well and we are looking at adopting this software as well to help the district warehouse and facilitate teacher evaluation processes.
- 8 Very easy for staff in the field to get comfortable with the system. The support is excellent.

**Comments: Easy IEP**

**Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 We do not use the system to share data
- 2 We only had one time where we had to upload students. After that, all of our feeder schools use EAsyleEP so they are able to transfer files electronically.

**Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

No comments.

**Reports = Rate your satisfaction with the system's ability to run administrative reports.**

We just purchased the advanced reporting feature so I have not had the chance to use it very much.

**Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

The system continues to require oversight as various staff have various levels of expertise with accurately completing documents.

**Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.**

**Anything else you would like to share about the system?**

- 1 I would change, but the process of getting everyone re-acclimated to a new system is too daunting.
- 2 As this system is so widely used, information on students transferring into the district is easily obtained.
- 3 I would change to an easire program, but only if it has an archival component. It is important to our organization to have electronic acces to previous IEPs.

**Comments: IEP Plus**

**Data Int. = Rate your satisfaction with the data integration features of the system.**

I am in the middle right now, somewhere between satisfied and dissatisfied. IEP Plus is such a challenging system to work with.

**Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

Although I am new to this system, I'm a pretty quick learner and I have yet to find a way to run the reports I need.

**Reports = Rate your satisfaction with the system's ability to run administrative reports.**

No comments.

**Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

Many staff members complain about this system. It is not very "user friendly".

**Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.**

No comments.

**Anything else you would like to share about the system?**

1 Overall, it is complex.

2 I'm not sure how much a change would freak people out, but I am convinced there are better systems out there. In my previous district, we used NewIEP, and while I didn't love it, it was far better than this.

## **Comments: NetIEP**

### **Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 I think it's more our Synergy system that is causing issues with integration.
- 2 As we are new to Skyward, we are uncertain and have not clearly examined the integration process and features. NetIEP on-demand does a nice job interfacing with our 6 member districts' SIS systems.

### **Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

- 1 LEASE controls administrative access. We can input data, create new IEPs, etc. However, when new IEP is accidentally started, we have to contact LEASE to roll it back and start over. Also, LEASE controls the locking of IEPs, so if there is an issue, we have to contact our coordinator to unlock documents. Depending on their availability, it could happen right away or we may have to wait 24-48 hours.
- 2 We are pleased with NetIEP.
- 3 Struggling with a dated system, getting changes made has been cumbersome.

### **Reports = Rate your satisfaction with the system's ability to run administrative reports.**

- 1 There are not many reports that we have access to run that are useful to us, specifically as a district. LEASE runs some reports and then emails us. If we want something specific in a report, we have to request a custom report which involves going through several channels, so you have to plan well in advance. If your administrators want something tomorrow, it's not going to happen.
- 2 NetIEP reports are very easy to generate. Again, our newness to Skyward affects our productivity with the system.
- 3 This feature has never worked for CASE. Netchemia has worked on this for years. No accurate reports are generated.

### **Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

It took us a year to transition from NetIEP custom to NetIEP on demand. Now, it seems most are please with the system.

### **Tech Supp = Rate your staisfaction with technical support and/or training offered from this company.**

- 1 Most glitches are taken care of within a 48 hour time period. We have had problems with information saving properly, when we reported it, the technology person just kept saying that it didn't save so there is no record.
- 2 Much delay in response back; never know if fixed.

Comments NetIEP continued

**Anything else you would like to share about the system?**

- 1 We have been using it for years and it has been beneficial. Sometimes, when NetIEP is changing something on their end, it slows things down for us which creates a big issue with our multiple users. Otherwise, they do offer networking meetings 4 times a year as well as network support daily when needed. (Carla's note: I have tried to attend those meetings, but we are not included because we're customized.)
- 2 I have interest in using PowerIEP. We are taking this year to investigate. However, getting some resistance from several member districts. Want to use the state system or something else.
- 3 We've trialed PowerIEP and really liked it. Others who are using it report positive results.



**Comments: FMP**

**Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 Dissatisfied with Fil-Maker Pro. It is outdated. I am hopeful the Aspen system will work much better.
- 2 We have a tech staff member who has been able to customize Filemaker to provide a variety of features that have been instrumental for us. For example, we have a customized report as to when a student changes program to ensure we are provided with notice. We have an email system where administrators/deans/related services are emailed when a student receives a behavior referral with suspension, and many other reports.
- 3 We are examining other IEP systems currently.
- 4 Hal is very responsive to adjust and change forms.

**Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

The system is not web-based and it is not user friendly. Reports are difficult to generate.

**Reports = Rate your satisfaction with the system's ability to run administrative reports.**

Highly customizable.

Reports are difficult to generate and does not sync well with our SIS.

**Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

We have been able to put in some features such as when a PARCC code is entered (text to speech) it is automatically taken to the supporting guidance document.

**Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.**

All of our training has been in-house.

**Anything else you would like to share about the system?**

- 1 We are in the process of developing our own systems. This has been a 1.5 year process with our tech department, but should interface with SIS, since it's a part of SIS, very well. We are also able to customize and build our own features.
- 2 Love the IEP system but the student information system leaves much to be desired.

**Comments: Skyward**

**Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 Very user un-friendly.
- 2 I DISLIKE Skyward and would dump it in a second if it wasn't here already when I got here. My previous district used Infinite Campus and I LOVED it. I wish I could have it here. :(

**Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

The two systems don't work together. You have to create your own data system.

**Reports = Rate your satisfaction with the system's ability to run administrative reports.**

Difficult to understand.

**Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

Staff have daily issues.

**Tech Supp = Rate your satisfaction with technical support and/or training offered from this company.**

- 1 Training is just beginning and everything is at an additional cost.
- 2 They charge "an arm and a leg" to support their software, after we spent \$\$\$\$ to buy the software!!! And, when they hold conferences, and want us to buy more parts of their software, they charge us to go to their conference!!

**Anything else you would like to share about the system?**

Would trade in a heartbeat.

I would change in a second.

## Comments: Emerge

### **Data Int. = Rate your satisfaction with the data integration features of the system.**

- 1 NA. Does not intergrate with a data system at this time. They could probably do so, BUT, until this year, we did not use a SIS. We have now purchased Skyward.
- 2 Our area has long used this system. Its capabilities are limited to form completion and limited warnings to incomplete information. There is no connection to data to Skyward, our student management information system.

### **Admin. Req. = Rate your satisfaction with the administrative requirements of the system (data input, creating user lists, etc.)**

It's fairly straight-forward.

### **Reports = Rate your satisfaction with the system's ability to run administrative reports.**

- 1 There has been little call for administrative reports. I think it is an underused feature of the program.
- 2 It cannot run reports and is by far the largest frustration held with the system.

### **Staff Use = Rate your satisfaction with the special education staff's ability to use the system accurately.**

- 1 User satisfaction surveys have shown strong satisfaction with the program over the last 8-9 years.
- 2 It's been around a while and they can use it. They are, however, seeking a different system.

### **Tech Supp = Rate your staisfaction with technical support and/or training offered from this company.**

- 1 Perhaps even more than satisfied these days, but the last tech support person assigned to us (before this one) was not as good.
- 2 We are satisfied with the training provided by our cooperative.

### **Anything else you would like to share about the system?**

- 1 Healex is an intervantion company that does various technology work for different entities around the US and the world, e.g., the Wyoming Department of Education. Their IEP porgram is one of many things they do. Their home office is located in Wilmington Delaware, our tech person lives in Scotland. They have been quite responsive over the years. Work hard to fix glitches pretty quickly. Mamber districts feel free to express their concerns about thisngs but the level of complaints about Emerge has been remarkably low. This year, we had a "slow printing" issue the company is installing a faster server to fix the problem. During the first year or two, we had a problem in the Spring with the huge system work load due to finishing IEPs before year's end. The fix--they doubled the servers. They've been willing to fix things even if it's expensive for them. And, our fee has not gone up since day one. We

have state-mandated forms, the rest are customized.

2 Only that the dissatisfaction is with the limitations of the product. Our cooperative makes the best use and training possible with the system as it currently stands. I think it is only fair to state that we are the only district in the cooperative as this point that seems to want a produce that is more diverse in its data collection, analysis and reporting capabilities. We are not the majority in our cooperative. ive. The product appears to meet the needs of the smaller districts in our area.