



Social
ASSISTANCE



DRAGON: Speech Recognition Software A Summary Report

October 2017

BACKGROUND

Ontario Municipal Social Services Association (OMSSA), the Ministry of Community and Social Services (MCSS), and VocaLinks collaborated to develop resource material on Dragon in alignment with the Social Assistance Management System (SAMS) for compatibility.

The resources developed include;

- Print User Guides
- Videos
- Tips and Tricks
- Glossary of Terms
- IT Resources
- IT Checklist

To evaluate the effectiveness of the Dragon resources three (3) offices volunteered to participate in a pilot project from May 2017 to October 2017.

A feedback survey was completed; the survey results have been summarized.

KEY OBJECTIVES

1

Compatible: Users can use Dragon and other applications simultaneously making it easier for staff to coordinate daily activities.

2

Training and Education: The resources (video and print) are easy to follow.

3

Access: Users are provided an array of different types of resources to target individual learning.

4

Support System: Users are provided additional IT support for troubleshooting.

5

Comfort: Separate IT resources provided to local office IT professionals to install and configure Dragon quickly and effectively.

SURVEY RESULTS



Three (3) offices participated in completing a 25 question survey on October 11, 2017 to assess the Dragon resource material. The survey closed on October 26, 2017.

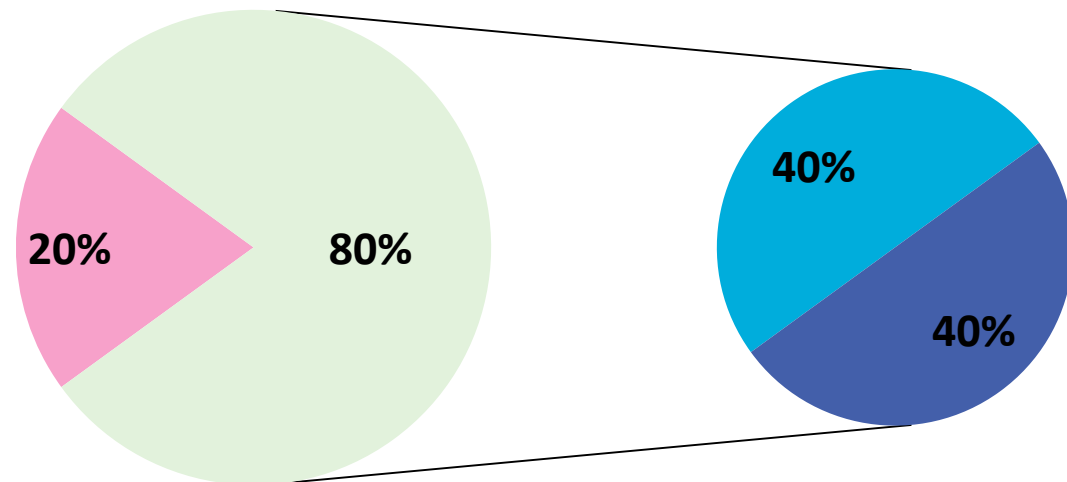
The participants include;

1. Front-line Staff
2. IT Professionals
3. Management Team

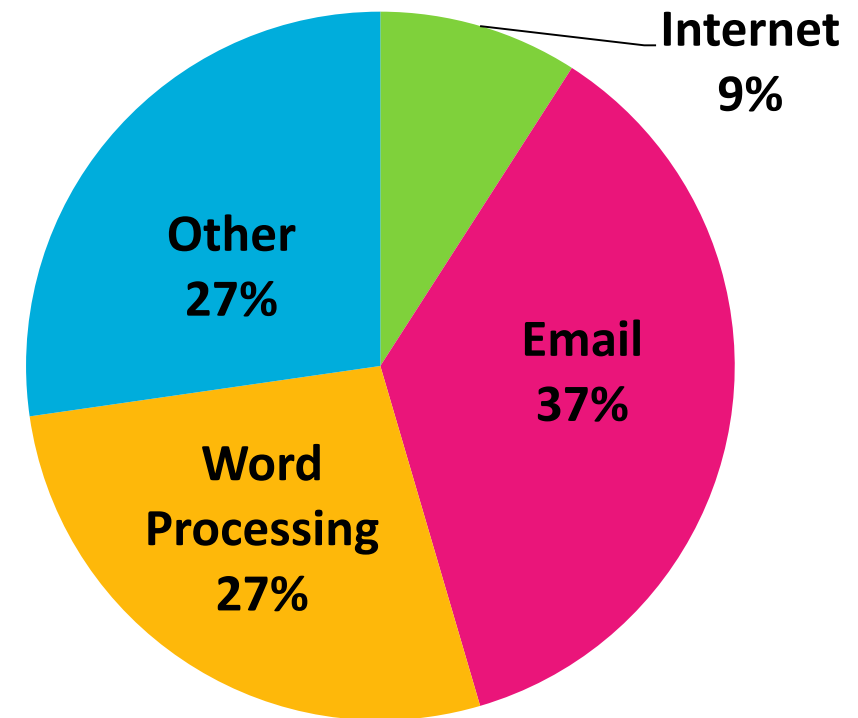
DRAGON USAGE AND COMPATIBILITY

How often are you using Dragon with SAMS?

- 1 - 2 times per day
- 1 - 2 times per week
- 3 - 5 times per week



Are you able to use Dragon with any other daily tasks outside of SAMS?



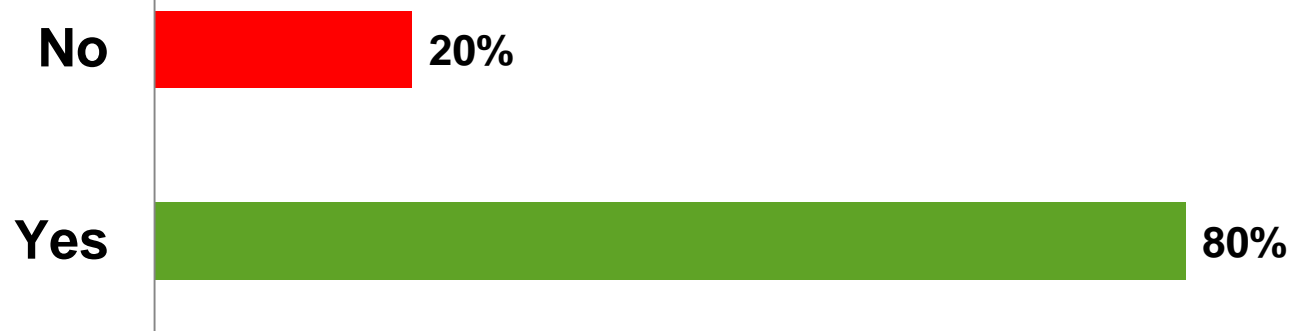
A large amount of the users were able to use Dragon with other applications. **80% of the users** access Dragon 1-2 or 3-5 times per week.

LEARNING DRAGON



100% of staff were able to learn and practice the concepts while completing **daily activities**.

Did you have dedicated time outside of your regular daily activities to review the Dragon resources?



80% of staff received **dedicated time** outside of regular daily activities to **review the Dragon resources** to be fully equipped with the software.

ACCESS TO DRAGON RESOURCES

The resources developed included; videos, PDF documents, and Tips and Tricks checklist. 100% of users preferred all learning resources



100% of users
agreed the
resources are:

Helpful

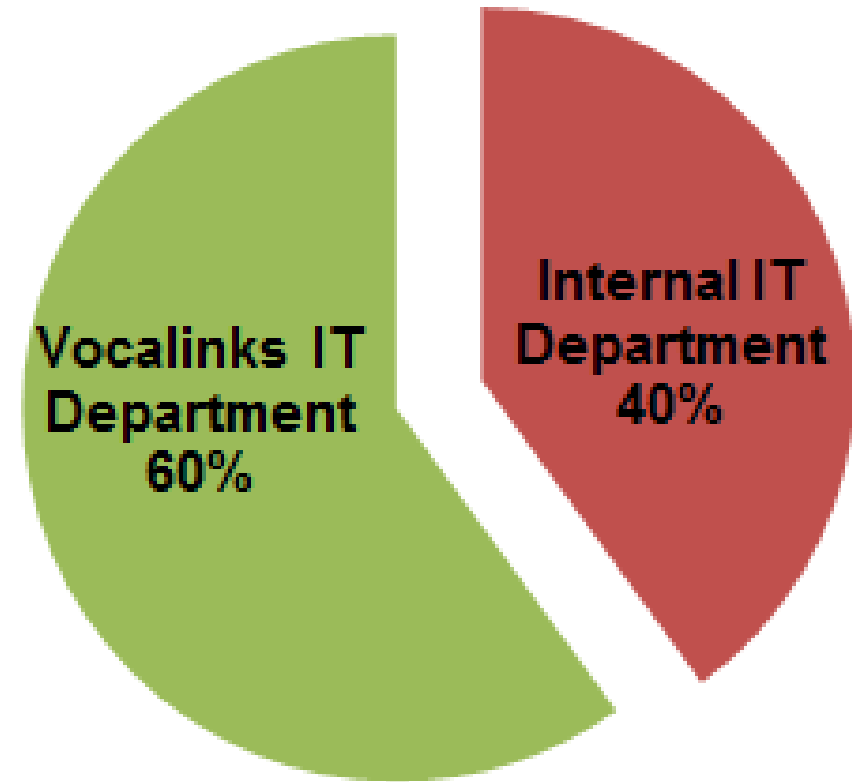
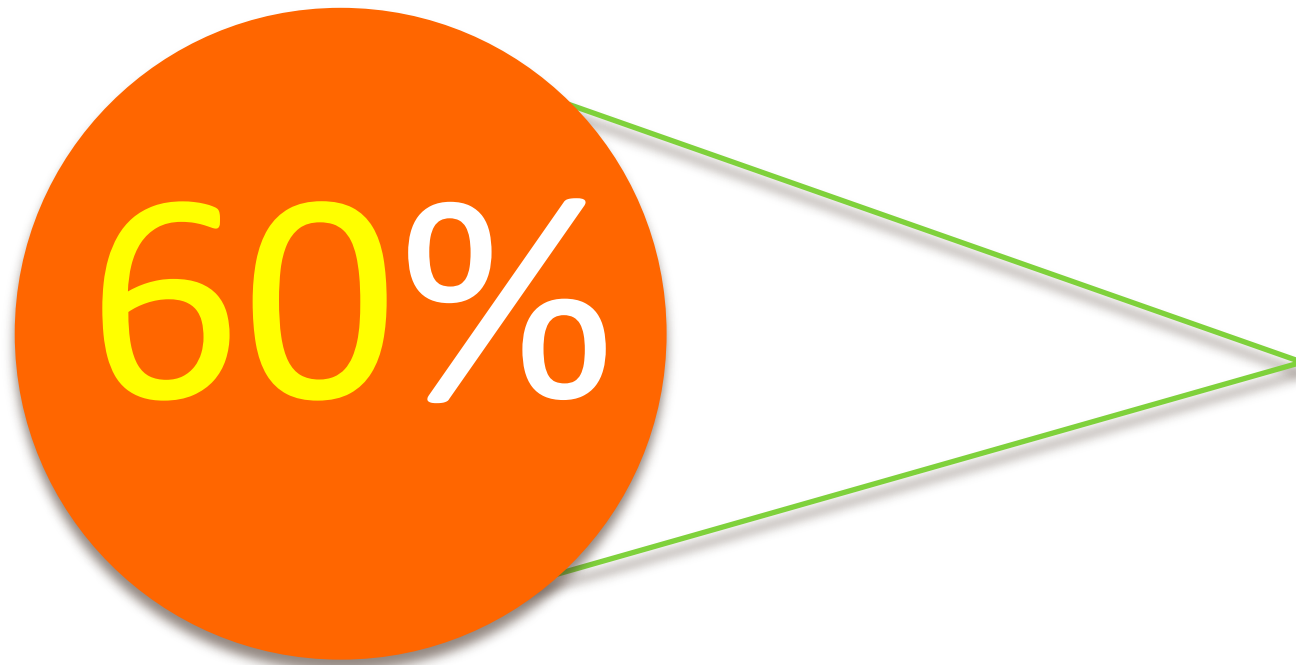
Organized

**Easy to Follow &
Understand**

Clear & Simple

Complimentary

ADDITIONAL SUPPORT



60% of users contact support for assistance with the materials.

60% of the users contact **VocaLinks IT Support Helpline.**

DRAGON IT RESOURCES



Technical Support

100%

100% of users **effectively installed** and **configured** Dragon using the resources.

100%

100% of users felt the IT resources helped them **do their job better**.

100%

100% of users agreed the content was **valuable** as a "**how to**" and **reference resource**.

100%

100% of users were able to **resolve** the issue for the employee **using the resources**.

50%

50% of users required **additional support** for **installation** and **configuration**.

WHAT DID USERS HAVE TO SAY?

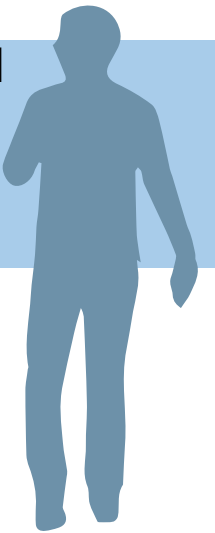
The survey included a section for users to provide comments. Below are a few comments about the use of Dragon and the resources (Print and Video).



“I feel that I am much better equipped to support our staff with Dragon and SAMS after taking part in this pilot.”



“Training materials are well laid out and easy to follow.”



“It is not always feasible in time to complete all tasks in SAMS by voice”



“Difficult to use Dragon and SAMS with a bilingual caseload.”



“Music introduction for each video module is quite long Training material is well laid out and easy to understand.”



WHAT WE LEARNED

- To help prepare for Dragon installation the following strategies could be implemented:
 - Provide a dedicated IT person
 - Provide local IT personnel Dragon training
 - Provide all users with personalized Dragon training
 - Review resources thoroughly
- The pilot sites experienced little problems with the installation and configuration of Dragon software and the resources were helpful.

ARE YOU INTERESTED INSTALLING DRAGON?

If you are interested in Dragon, please contact VocaLinks directly at:

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For general inquiries, you may contact OMSSA at:

Email	<u>education@omssa.com</u>
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