# 2011 Children's Services data collection tool - user guide

This year the representative fortnight is **2 August – 12 August 2011**. The data collection tool will be available for preschool services from 2 August 2011 and will stay open until 26 August 2011 to allow services time to input representative fortnight data.

This user guide has been written to reflect the screen tabs found in the data collection tool. This means that the questions in the following tables relate directly to the screen tabs you will see when you open the 'new' data collection tool. The data collection tool has five screen tabs: Service Provider Details; Service Details; Children - rep period; Staff – annual; Final Declaration.

**General hints:**
In order to navigate the data collection tool, use the screen tabs at the top to move between each screen. You will notice when you hover over each tab with your cursor the tab changes colour. Click on the screen tabs to open the relevant screen.

The tool has been set up to allow users to utilise their keyboard as much as possible, for fast data entry. You will notice when you add a child or staff member you can skip through the data items using the 'Tab' key, rather than relying on your mouse.

If you need more information (including definitions) about particular data fields in the tool, look for the ? symbol. When you click on the help symbol a new window will open to display the relevant definitions.

| **LOGGING IN** (from the 'Log In' screen) | |
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| **Process** | **Instructions and hints** |
| **Logging in** | **How do I log in?**<br>First you need to register (see instructions below). When you have registered you will receive a confirmation email.<br>Next, type the email address you used to register into the "Username" field of the Log In screen. Then enter the password that you recorded when you registered. If you forget the password then the login screen indicates how to get the password emailed to you (see below).<br><br>***HINT: more than one person (i.e. more than one email address) can be registered for each service provider and/or service specification, BUT you can only register each email address ONCE.*** |
| **Regis-tration** | **How do I register?**<br>In order to register, click on the "Register Here" link found on the Log In page. You will be taken to the Registration screen. Follow the registration steps below. When you have registered successfully you will be sent a confirmation email. |
| | **I need an identification ID and a registration code in order to register. What is my identification ID and registration code and where do I find them?**<br>▪ If your organisation administers one preschool service (or service specification) you will have service provider level access to the data collection tool (see service provider access below)<br>▪ If your organisation has more than one preschool service (or service specification) the organisation will have two levels of access to the CSP data collection tool, which will require multiple log-in numbers (see service provider and service specification access below). |

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| | Service provider access: this level of access allows the user to view all service specifications administered by the organisation. The identification ID for this level of access is the COMS service provider ID. A corresponding registration code has also been generated, and both numbers can be found in the attached letter to you service.<br>Service specification access: this level of access allows the user to view their preschool service (or service specification) only.<br>The Identification ID for this level of access is the COMS Service Specification ID. A corresponding registration code has also been generated, and both numbers can be found in the attached letter to your service.<br><br>***HINT: Keep your identification ID and your registration code handy as you will need both numbers when you do the Final Declaration before submitting your data AND to retrieve your password if you forget it.*** |
| **Password retrieval** | **I forgot my password, how do I retrieve it?**<br>From the login page click on the "recover it here" link. You will need your email address and the identification ID and registration code provided in the letter that was attached to the July 2010, CSP Communiqué. |

| **ENTERING SERVICE DETAILS** (from the 'Service Details' screen) | |
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| **Process** | **Instructions and hints** |
| **Entering service details** | **How do I edit the details of my service?**<br>Click on the grey "Edit" button that sits below the list of data fields. After you have clicked this button you can make changes to the data fields.<br><br>***HINT: make sure you click the "Update" button when you have amended your service details, to ensure the changes have been saved.*** |
| **Generating reports** | **What happens when I click on the Generate Report button?**<br>After you click on the grey "Generate Report" button that sits beside the "Edit" button, a link will appear that says "Display Report". When you click on this link a new window will open with a report. The Report contains raw and summary data about the children and staff that have already been entered into the Tool. As you add more children and staff the Report will automatically update to show the new information. |

| **ENTERING CHILD DETAILS** (from the 'Children – rep period' screen) | |
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| **Process** | **Instructions and hints** |
| **Adding a child** | **How do I add a child?**<br>In order to add a child, click on the grey "Add a Child" button. This button sits at the bottom of the Children List, so as the list grows you will need to scroll down the page to find the "Add a Child" button.<br><br>***NOTE: Community Services will not keep the child's 'Name Abbr" on record.*** |
| | **Where can I get more information about the required data fields when I am adding a child?**<br>Click on the ? symbol, at the end of each data row for more information about that data field. For further information go to the Contact Us link found in the top right corner of the data collection tool page. |
| | **Can I enter partial information for a child then come back later to complete it?**<br>Most of the fields in the "Add a Child" screen must contain information before you can click on "Add" to save changes. |

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| | *HINT: make sure you have all the required information on hand when you start entering child data* |
| | **I have 130 children attending my service, how can I speed up the data entry process?**<br>The Tool has been developed to allow speedy data entry. Instead of wasting time with your mouse clicking on each field, try using the "Tab" key on your keyboard to move between fields.<br><br>***HINTS:***<br>▪ ***to avoid using your mouse for drop down lists, you can use the up and down arrows on your keyboard to scroll through***<br>▪ ***if you need to go back to the previous field, hold down the "Shift" button then press the "Tab" button on your keyboard, this will activate the last field you were in.*** |
| **Editing a child record** | **How do I make changes to or delete a child record from the Tool?**<br>Use the "Edit" or "Delete" links found at the end of each Child Record row.<br><br>***HINT: remember to click the "Update" button to save any changes to an edited record.*** |

| **ENTERING STAFF DETAILS** (from the 'Staff – Annual' screen) | |
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| **Process** | **Instructions and hints** |
| **Adding staff** | **How do I add a staff member?**<br>In order to add staff, click on the grey "Add a Staff Member" button. This button sits at the bottom of the Staff List, so as the list grows you will need to scroll down the page to find the "Add a Staff Member" button. |
| | **Where can I get more information about the required data fields when I am adding staff?**<br>Click on the symbol, at the end of each data row for more information about that data field. For further information go to the Contact Us link found in the top right corner of the data collection tool page. |
| | **Can I complete part of the information for a staff member then come back later to complete it?**<br>Most of the fields in the "Add a Staff Member" screen must contain information before you can click on "Add" to save changes.<br><br>***HINT: make sure you have all the required information on hand when you start entering staff data*** |
| | **How can I speed up the data entry process?**<br>Use the same principles described under "Adding a Child" (above) to speed up data entry. |
| | **I work across a number of services in our organisation, how should I account for the time?**<br>Staff working across services will need to be added to each separate service specification in the Tool:<br>▪ When calculating percentages for 'Type of Work', consider each service you work at separately. The 100% refers to the total hours you spend at that particular service – not your accumulated hours across each service.<br>▪ When calculating the hours for 'Typical Paid Hours Per Week', consider each service you work at separately. Only enter the typical hours you are paid for at that particular service. |
| | **What is the difference between 'Role' and 'Type of Work'?**<br>The Role is the title of the position you hold at the service in which you work. Choose the role that best reflects your position.<br>The Type of Work is a description of the work you do, and allows you to break down the percentage of time you spend doing different duties. |

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| | Remember, the 100% refers to the total hours you spend at that particular service – <u>not</u> your accumulated hours across each service |
| **Editing a staff member record** | **How do I make changes to or delete a staff member record from the tool?**<br>Use the "Edit" or "Delete" links found at the end of each Staff Member Record row.<br><br>***HINT: remember to click the "Update" button to save any changes to an edited record.*** |

| **ENTERING SERVICE PROVIDER DETAILS*** (from the 'Service Provider Details' screen) | |
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| **Process** | **Instructions and hints** |
| **Generating reports** | **How is this report different from the report generated from the Service Details screen tab?**<br>The report generated from this screen contains information about ALL service specifications administered by the organisation. The report generated in the Service Details screen only has information about the service specification (or preschool) that is currently being viewed. |
| **Sorting services** | **How can I quickly see which services in the organisation have completed and submitted their data?**<br>The Services List can be sorted by any column heading. Click on a heading once and it sorts in one direction. Click again and it sorts in the reverse order. The sorted column is in a slightly darker column as a reminder. |
| | **How can I view the data for a particular service specification?**<br>You can click on the operating names in the services list which will take you directly to the service details of that service specification.<br>***NOTE:*** *A search can be done by clicking CTRF F and then entering the item to be searched. This is a standard function of the browser.* |

***Note: this screen tab can only be accessed by users that have Service Provider level access***

| **MAKING FINAL DECLARATION** (from the 'Final Declaration' screen) | |
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| **Process** | **Instructions and Hints** |
| **Declaration** | **Who is authorised to declare that the data entry is correct?**<br>A registered user for that service or the registered service provider of that service. |
| | **How can I get a copy of the final data set that was submitted?**<br>When you have entered in your details and clicked on the submit button an email will be sent to all registered users with a PDF copy of the final report. |
| | **Can I make changes after the data has been submitted?**<br>Once you have submitted your data the edit capability of the tool is removed, but the user can still view their report, which will then have the word "Completed" beside the name of the service.<br>If you do identify an error in your data before the closing date (26 August 2011) please send an email to economics@community.nsw.gov.au with information about the error. |

**For more help with the CSP data collection tool email economics@community.nsw.gov.au or call 1800 503 736**