

Training and Capacity Building Working Group Meeting

July 18, 2017

Adobe Connect: <https://cdp.adobeconnect.com/theboardroom/>

Teleconference: 1.888.271.3643

Attendance:

- Aaron Mulcaster (Niagara)
- Amandine Martel (Northern Ontario)
- Jennifer McKeown (Northern Ontario)
- Heath Priston (Toronto)
- Jasmine Ing (Calgary)
- Sian Jones (Calgary)
- Laurie Dixon (Kingston)
- Olga Belanovskaya (Simcoe)
- Ted Hildebrandt (Halton)
- Scott Lewin (Nova Scotia)
- Lorri Kerrigan (Erie St. Clair)
- Natalie Hui (York)
- Katherine Scott (CCSD)
- Michael Ditor (CCSD-CDP)
- Julie Lam (CCSD-CDP)

The meeting agenda will cover:

- Training and Capacity Building action plan
- DIY Infographics
- Data Access map
- Capacity Building for Power Users (DATA PARTIES!)
- Webinar Series
- Other business
- Next meeting

Action Items

- Provide feedback on the catalogue Search (and the website more broadly) with the aim of contributing to the next round of the website refresh (due: August 18, 2017) - **WG members**
- Set date (Doodle) for orientation webinar, to be delivered in the Fall (due: August 18, 2017)– **CDP team**
- Create a series of short videos, breaking up orientation topics, with the goal of making it easier to navigate orientations and find help on topics more easily – **CDP team**

- Data parties: Identify next few products that could be the subject of a data party. Coordinate data party for shortly after product release date and animate the party – **CDP team**
- Webinar series: Identify topics for upcoming webinars (due: August 18, 2017 and ongoing) – **CDP and WG members**
- Next meeting: send out Doodle poll to identify meeting date/time during week of September 18, 2017 (responses due: August 4, 2017) – **CDP team**

Overview:

Members in this group are a resource, not as engaged as the DPAWG. We can change this, each year we are trying to ramp up TCBWG, it's the part of the program that has a large potential to grow. We want users to get the most out of the program. Not just about the data, want to be a program that brings data literacy to the community.

Quickly go through the action plan and decide if we need more involvement and meetings.

Classified users into 3 categories, based on download history. There are a lot of people who are signed up on the program and are modest capacity users – they need more help getting to the site, downloading and using the data. A lot of this working group's mandate is targeted at helping this group of users.

We have some 5-year priorities. One involves redesigning the website. Another is to create a document and put on the website, as a resource for people to go for technical support or commonly asked questions. Perhaps we can improve notes in the catalogue, so users can help themselves.

Regarding program orientation and workshops, this will depend on how useful people find it. Not so much feedback given so far. For things like membership agreement forms, we are starting to collect this from leads. Trying to manage the users for organizations will have a cost (administrative services) – we want to make this as easy as possible.

Would be great to get feedback from this group, how do you manage the administrative burden this program puts on you? We want to minimize this for you.

Program orientations, we give this out regularly. We want to make sure that people know that our services are available. Give refresh, reconnect with members, etc. Some of these resources we put into a video, also an FAQ section will help with this. Are videos sufficient? Do we need to be offering more orientations to the membership? Part of the webinar series, we can just have refresher orientation. But if you don't want to watch a video, we can set up an orientation.

Jennifer McKeown: when doing something annually, for any new users, we have been redirecting to the resource page, but they keep coming back to see if they can have more. It would be very beneficial to have webinars. We have many members who are not using the program because they find it daunting. Having orientations would be something of interest.

Thank you for that. For new members, good to know about MOA and have refresher or new orientation (intro to CDP). It is good to know what specific parts of the website they find daunting – we are trying to

make the website easy to use. We are trying to set aside a budget for website refresh. We need to find a way to address the catalogue, or directory.

Jennifer McKeown: to do something at various levels would be good, not only build confidence of the members, it's also a selling feature of the program. Even though you don't have no experience in data, we can build that experience through this help and videos.

Laurie Dixon: users are overwhelmed and don't know where to start. If you did an open webinar, we would be very interested in joining.

Logistics-wise, we need to get a good date, perhaps in the fall, to get maximum coverage. We can figure this out with a doodle poll. There are certain components of the orientation, history, what are the data sets, what people do with it, then review the website in general. We go into how to surf the catalogue and how to download data. That takes quite a bit of time. Then have a session on how to use Beyond 20/20, which can take some time as well (with examples). We often point to Jasmine's great orientation that she gave at the end of the Banff meeting – very clear, answered questions and went into good detail about how to use Beyond 20/20. All those steps from that orientation should meet most users needs.

Laurie Dixon: Recommend having an introduction orientation, then have intermediate one. It's better this way to split it up. Need to get familiar with the basics first.

Jennifer McKeown: yes, I agree. Some members ask how to log in.

Laurie Dixon: many of them just go, "I will ask Laurie". Right off the bat, it's too much information. Perhaps like part 1 and part 2.

Lorri Kerrigan: I like the idea of basic and then going to complex parts of the website, and just looking beyond those orientation sessions, thinking about training, each segment could be chunked out. Can have login in as one short video. This way, you don't have to listen to an hour or try to fast forward in an orientation. Break these down. How to find resources, how to add a table, how to sort. All split up, so if I forget, I can just check that one video.

Adobe Connect has allowed us to make some videos. That is something we can look in to, will be a worthwhile resource.

Lorri Kerrigan: You can record for the audience and afterwards segment it, give it titles. Let people go back and review it. The length of time to sit through one hour orientations is too long.

Jennifer McKeown: many organizations do not have enough capacity, break it down will make it easier to digest.

Scott Lewin: some people come to the program cold, like I was – told just to sign up. Now trying to wrap head around it, why do I want it, what do I want to accomplish with this? Need people to see at glance what they can do with the program, then start playing around with it. When I first saw catalogue, it was a lot.

Jennifer McKeown: I have no problem redirecting people to orientation and resources, but people love asking questions and having the interaction, see what other people are asking as well.

Jasmine Ing: Adding some comments, one thing that has occurred to me, we offer training for different audiences. Some people want just technical aspect and other one using data. The biggest challenge is the catalogue itself, need to help make the catalogue easier to navigate. The learning curve is very steep, hard to address immediate. So, if we make it easier to navigate, less of a learning curve. Need additional filters, sort by years, etc. have a group of people focused on making the catalogue easier. This is not as present in the training plan this year.

The catalogue is not identified much in this plan. This is something we can discuss.

Katherine Scott: Hi, the catalogue will be revamped through the web redesign process. it is in the workplan.

We can make this an action plan to address this more readily. The catalogue is something that may need a meeting on its own, or we can start an email thread and ask members of this group to give feedback on the catalogue. Perhaps until the end of this summer (4 weeks) to collect some comments.

DIY infographics: we will have 12 more this year, with work starting in the Fall.

Data access map: we are finishing it up, errors were found and we will reload the data.

Library of resources – products, things made with data reports, community profile, best practices, etc.

Webinar series

This is a topic we can do online via email. What are good webinar topics that we can try to find? Looking to get leads and members to present on topics that are related to their expertise. We have this webinar tool that we can take advantage of. Ie. Perhaps the health organizations can get together and have a webinar on what can be done, networking, sharing results. A lot of potential here. Have Statistics Canada Census webinar follow-up, but they are very swamped and may not get into this until after last census release.

Katherine Scott: FYI: We are currently planning a webinar on the use of data in evaluation with Gillian Kerr in the Fall.

Data parties!

This seems to be popular. We need to organize these post-release dates and look at the data together. Perhaps on the release date, it will be too busy, a day after may be too soon. We just want an open floor for people to talk about the data and what they see/know. The next release is August 2, so that's something for us to do. We would essentially be playing host.

Jasmine Ing: Later in the day on the day following the census release would be better for us. We often have a deadline by noon the day following the release.

Heath Priston: Largely focused on census releases, but I would say not only for power users. We want to make use of cross tabs and share this information. When we have poverty project tables and more at custom geographies, this is also another opportunity for shared census talk. For the census releases themselves, Statistics Canada will have a lot of resources. But we don't have any guidance for our own cross tabs.

Natalie Hui: I agree with Heath's suggestions on training and exchanges on those complex custom-tabs.

The action would be to organize a time for cross tab discussions. Also got our Taxfiler data, this can also be a webinar/discussion.

Katherine Scott: We should develop a strategy to host data parties and get back to everyone shortly

Natalie Hui: Our Consortium members would be very interested in training for taxfiler data.

Katherine Scott: This will include identifying an animator to host / direct "the party"

Heath Priston: yes, very good point, Katherine

Action, we will try to identify some key tables that is high value and want to make sure its accessible to everyone.

Some of this will have to happen offline by email. There is a plan to design 12 new infographics. The work on this will get started in the Fall, will have to do with what data we have coming in. More on this to come! We will provide an update. We may need more meetings to get through this, perhaps every 2 months. Get a conversation going via email and then bring it up in the next meeting.

Regarding the data access map, still working on this. Library of resources, we may need to be more aggressive in asking for community snapshots. Another item to work on is the website redesign.

Regarding ENVISION, how many licenses do we actually need? We do have a long time agreement with them, including the PCCF.

Jasmine Ing: We support reducing/eliminating envision licenses, they are not popular in our consortium.

Evaluation and metrics

We do this every year. We do measure usage and put out a user survey to see what people's priorities are. We will do this again at the end of the calendar year.

Other business

No other business

Next meeting

Deal with some action items online by email, and then meet in the week of September 18, 2017.

Jasmine Ing: Can I ask that we try a different time for future meetings other than 1:30ET? I almost invariably have a conflict at that time. Obviously, go with what works for the group, but perhaps you can pose some options at other times of day.

We can send a doodle poll and hopefully get specifics by email. Thanks group!

Meeting finished at 2:50pm.