

Post-activity surveys: Program description update process 2015 match year

Response rate: 18.16%
Launched: September 22, 2014

Count and percent of response

Question	Response	Total	
02. Please indicate your university below:			
	Dalhousie University	8	6%
	McGill University	7	5%
	McMaster University	7	5%
	Memorial University of Newfoundland	8	6%
	Northern Ontario School of Medicine	4	3%
	Queen's University	9	6%
	Université de Montréal	9	6%
	Université de Sherbrooke	13	9%
	Université Laval	8	6%
	University of Alberta	1	1%
	University of British Columbia	10	7%
	University of Calgary	13	9%
	University of Manitoba	10	7%
	University of Ottawa	15	11%
	University of Saskatchewan	4	3%
	University of Toronto	11	8%
	Western University	5	4%
03.1. Please indicate your program discipline below:			
	Anatomical Pathology	4	3%
	Anesthesiology	8	6%
	Cardiac Surgery	2	1%
	Dermatology	1	1%
	Diagnostic Radiology	9	6%
	Emergency Medicine	8	6%
	Family Medicine	7	5%
	Family Medicine Integrated Emergency Medicine	1	1%
	General Pathology	1	1%
	General Surgery	7	5%
	Hematological Pathology	1	1%
	Internal Medicine	7	5%
	Laboratory Medicine	2	1%
	Medical Genetics	3	2%
	Neurology	3	2%
	Neurology - Pediatric	3	2%

03.1. Please indicate your program discipline below:			
Neurosurgery	3	2%	
Nuclear Medicine	3	2%	
Obstetrics & Gynecology	7	5%	
Ophthalmology	4	3%	
Orthopedic Surgery	8	6%	
Other	1	1%	
Otolaryngology - Head & Neck Surgery	4	3%	
Pediatrics	9	6%	
Physical Medicine & Rehabilitation	5	4%	
Plastic Surgery	4	3%	
Psychiatry	9	6%	
Public Health & Preventive Medicine	4	3%	
Radiation Oncology	7	5%	
Urology	4	3%	
Vascular Surgery	3	2%	
03.2. Please indicate your program discipline below: [Other]			
PGY3 EM and PHPM	1		
04. Is this your first year using CaRMS Online for the R-1 Match-			
Yes	21	15%	
No	121	85%	
05.1. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year: [Logging into the system]			
Easy	80	56%	
Fairly Easy	42	30%	
Neutral	14	10%	
Difficult	3	2%	
Very Difficult	1	1%	
Not Applicable	2	1%	
05.2. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year: [Using the Username/Password retrieval function]			
Easy	59	42%	
Fairly Easy	30	21%	
Neutral	22	15%	
Difficult	2	1%	
Very Difficult	2	1%	
Not Applicable	27	19%	

05.3. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year:
[Accessing your program description to complete updates]

Easy	59	42%
Fairly Easy	57	40%
Neutral	16	11%
Difficult	5	4%
Very Difficult	2	1%
Not Applicable	3	2%

05.4. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year:
[Updating the individual sub-sections of the program description (excluding Supporting Documents and Citizenship/Language)]

Easy	44	31%
Fairly Easy	65	46%
Neutral	18	13%
Difficult	6	4%
Very Difficult	4	3%
Not Applicable	5	4%

05.5. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year:
[Updating your Supporting Documents requirements]

Easy	46	32%
Fairly Easy	54	38%
Neutral	21	15%
Difficult	3	2%
Very Difficult	4	3%
Not Applicable	14	10%

05.6. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year:
[Updating your Citizenship/Language requirements]

Easy	48	34%
Fairly Easy	52	37%
Neutral	20	14%
Difficult	3	2%
Very Difficult	3	2%
Not Applicable	16	11%

05.7. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year: [Reviewing your program description before submitting your program description to your PGME Office for posting]

Easy	56	39%
Fairly Easy	63	44%
Neutral	14	10%
Difficult	5	4%
Very Difficult	1	1%
Not Applicable	3	2%

05.8. Please use the scale below to evaluate the process of updating your program description in CaRMS Online for the R-1 Match this year: [Submitting your program description to your PGME Office for posting]

Easy	76	54%
Fairly Easy	39	27%
Neutral	17	12%
Difficult	5	4%
Very Difficult	3	2%
Not Applicable	2	1%

06. Please explain why “logging into the system” was difficult when updating your program description in CaRMS Online this year-

It took a few times to get the program to "highlight" so I could access the site to do the edits	1
Process is multistep and nonintuitive	1
tout est difficile	1
this system is not user-friendly at all. big mistake !	

07. Please explain why “Using the Username/Password retrieval function” was difficult when updating your program description in CaRMS Online this year.

Didn't find it	1
It is very difficult to get access to the system. Even if we answer right to the security questions	1
It seemed to take ages to get my username/password set up and required several levels of emails being sent around	1

08. Please explain why “Accessing your program description to complete updates” was difficult when updating your program description in CaRMS Online this year.

Bonjour, 1

Je complète un sondage pour lequel je n'ai pas accès aux fiches des résidents et pour les modifications au programme je fais parvenir le tout via courriel.

Didn't have access 1

it was hard because it did not give me access to the description of my program. I am deeply disappointed.

It's not intuitive. Getting easier every year due to experience. 1

La nouvelle plateforme n'est pas assez conviviale. 1

Takes too many steps. Hard to figure out next steps. 1

09. Please explain why “Updating the individual sub-sections of the program description” was difficult when updating your program description in CaRMS Online this year.

Didn't have access 1

It's not intuitive. Getting easier every year due to experience. 1

Process is multistep and nonintuitive 1

Takes too many steps. Hard to figure out next steps. 1

I worked in google chrome as we are exper 1

I found that it was very time consuming to 1

Found it difficult to update the sub section 1

10. Please explain why “Updating your Supporting Documents requirements” was difficult when updating your program description in CaRMS Online this year.

Didn't have access 1

It's not intuitive. Getting easier every year due to experience. 1

Please see comment from #9 1

10. Please explain why “Updating your Supporting Documents requirements” was difficult when updating your program description in	Takes too many steps. Hard to figure out next steps.	1
	the NAC OSCE is now a required support	1
11. Please explain why “Updating your Citizenship/Language requirements” was difficult when updating your program description in CaRMS Online this year.		
	Didn't have access	1
	It's not intuitive. Getting easier every year due to experience.	1
	Please see comment from #9	1
	Takes too many steps. Hard to figure out next steps.	1
12. Please explain why “Reviewing your program description before submitting your program description to your PGME Office for posting” was difficult when updating your program description in CaRMS Online this year.		
	Didn't have access	1
	It's not intuitive. Getting easier every year due to experience.	1
	La nouvelle plateforme n'est pas assez conviviale.	1
	Takes too many steps. Hard to figure out next steps.	1
13. Please explain why “Submitting your program description to your PGME Office for posting” was difficult when updating your program description in CaRMS Online this year.		
	Didn't have access	1
	does this thing work?	1
	Does this work?	1
	It's not intuitive. Getting easier every year due to experience.	1
	Takes too many steps. Hard to figure out next steps.	1
	Une fois que la description mise à jour a été soumise, on reçoit toujours un courriel nous indiquant qu'on doit y apporter une modification, alors que tout est à jour.	1
14. Are you aware the postgraduate office is responsible for posting quota information on your program description-		

14. Are you aware the postgraduate office is responsible for posting quota	Yes	108	76%	
	No	34	24%	
15. Are you aware that changes to program directors must be provided to CaRMS by the postgraduate office-	Yes	89	63%	
	No	53	37%	
16. Are you aware that if changes to your program description need to be made after you have submitted it for approval or after it has been approved, you must contact your postgraduate office to request the description be returned to you for additional revisions-	Yes	115	81%	
	No	27	19%	
17. Are you aware that the public will not see any updates made to a program description until the description has been approved and only after the match year has started for applicants-	Yes	116	82%	
	No	26	18%	
18.1. Did you use any of the following resources to assist you in completing your program description updates: [Technical Guide]	Yes	27	19%	
	No	115	81%	
18.2. Did you use any of the following resources to assist you in completing your program description updates: [YouTube instructional videos]	Yes	33	23%	
	No	109	77%	
18.3. Did you use any of the following resources to assist you in completing your program description updates: [Program-dedicated phone line (1.866.656.5667)]	Yes	23	16%	
	No	119	84%	
18.4. Did you use any of the following resources to assist you in completing your program description updates: [General help line (1.877.227.6742)]	Yes	20	14%	
	No	122	86%	
18.5. Did you use any of the following resources to assist you in completing your program description updates: [CaRMS Webinar training]	Yes	22	15%	

18.5. Did you use any of the following resources to assist you in	No	120	85%
19. Did you have any technical issues with CaRMS Online-	Yes	14	10%
	No	128	90%
20. If yes, please explain:			
	as mentioned above the windows where you could enter your program descriptions and other sections were not viewable in their entirety	1	
	Could not log in in the beginning.	1	
	difficulty with logging in and seeing my priviledges as PD	1	
	Does this work	1	
	Does this work?	1	
	my director was not able to logon with his username and password for several days	1	
	only worked in chorme	1	
	pour rentrer dans mon compte pour modifier la description de mon programme. je n'ai toujours pas accès à la modification de mon programme. je suis extrêmement déçu !!!	1	
	printing and the appearance/setup of some of the text	1	
	Problem with my username	1	
	Screen would freeze while editing.	1	
	Scrollings issues with editing screen.	1	
	I found that there is sometimes a glitch when I view the program description page. (Match -> Set up -> Program Description) Sometimes the information is duplicated, ie. all our sites names show up twice. This is very frustrating when you already have 26 sites to update, but then everything is doubled. To get around this, I have to click out of the program description page and then go back in. It's not unmanageable, but it is annoying.	1	

21. Did you need to contact CaRMS for assistance with your technical issue-			
	Yes	5	56%
	No	4	44%
22. If yes, did you receive a timely resolution to your technical issue-			
	Timely	6	75%
	Late	2	25%
23. Overall, how would you rate the quality of your CaRMS Online experience-			
	Very user-friendly	26	18%
	User-friendly	66	46%
	Satisfactory	42	30%
	Unsatisfactory	7	5%
	Poor	1	1%
24. Additional comments:			
	Dans l'ensemble, ça va assez bien. Pour 1 les rares fois, que j'ai eu des difficultés, j'ai communiqué avec CaRMS et j'ai eu un bon service.		
	As this is my second year completing changes in our program description, it was easier than the first time, however it still took a bit of trial and error to remember what I needed to do.		
	Beau travail, très facile d'utilisation		
	Merci!!		
	Bonjour,		
	Je déplore le fait que lorsque les dossiers des candidats sont en ligne, qu'on ne peuvent imprimer pas plus de 5 candidats à la fois... c'est très long. merci.		

24. Additional comments:	<p>Bonjour,</p> <p>Que dois-je faire pour avoir les accès à cette plate-forme car seulement mon directeur de programme (Dr Stéphane Perron) peut y avoir accès?</p> <p>Merci</p> <p>Et au plaisir de pouvoir utiliser la plate-forme selon ses utilités.</p>	1
	<p>Carole Paquet</p> <p>Comparativement aux années antérieures, beaucoup plus agréable d'effectuer la mise à jour.</p> <p>Toujours reçu un excellent service que ce soit par courriel ou au téléphone.</p> <p>Merci !</p>	1
	Does this work dude?	1
	Does this work?	1
	Good program and helpful.	1
	I am just a new program director and have never worked with the system. I did not even know I had too! I will look into this in the next month when I have more time.	1
	It should just be easier, more intuitive. This site is clumsy. We hope things improve soon, especially since we've already reported the issues we've had in past years.	1
	It's fairly user friendly, except for what I noted above and using the system has improved over the years. Thanks!	1

24. Additional comments:	Much improved over last year's program description updates.	1
	My administrative agent logged in the system and made me approve the content. Did not have to log to the site myself until now. I will try it soon...	1
	My program director chooses to provide the program description updates himself.	1
	Once I realized that I required a different UN and PW for each program the use became easier. I have had other issues with CaRMS and have used the helplines which have been great.	1
	So far no issues, but as in the past, the issues always come up when the files are released for review and on Match Day.	1
	So far so good and has improved every year.	1
	Very unintuitive user interface essentially unchanged from prior years.	1
	When editing the pencil is very light and hard to see, I tried to update a few times and then realized I had to click on the pencil.	1
	I find the CaRMS Website easy to use and	1
	Just two things, in my opinion, that would	1

24. Additional comments:

This year was the first time I managed to 1
make changes without any major issues
with the online system. There have been
significant refinements made to the
system since last year, and this has
helped a great deal, with updating
essential areas using the online
system.

I would suggest that any future changes
with the CaRMS online system be refined
and tested BEFORE the actual CaRMS
process commences in
November/December. I found that over
the past 2 years, the untimely number of
upgrades and modifications created
troublesome issues during the initial
CaRMS process.

After login, the process of finding the 1
location where the program description
could be edited was not intuitive. There is
some inconsistency in the way that
different categories are edited. These
were the only reasons I didn't give the
entire process a flawless rating.

24. Additional comments:

Please make the resources such as youtube and webinar accessible as early as possible, it was not available when I reviewed my program description in June and early July. 1

I have been in this position for 2 years now and realized quickly that my Postgrad office is probably responsible for most of those things that I ask and hold CaRMS accountable for.

It is an unfortunate reality that you are faced with and I thought that this year I understood who to ask for guidance and for the most part it worked well for me but the NAC osce document requirement was definitely the new thing that no one could respond to.

PS your likert scale in my opinion is not quite right: you need a "slightly difficult" option.

After all, the CaRMS platform is not difficult, it is making our lives easier and treating mountains of information, it is confounding for the ownership of data and content to enter and perhaps a bit unwieldy.

Thanks so much for investing so much

24. Additional comments:

two things that seemed to make editing the program description - 1

1. some sections/boxes you needed to click edit before you were able to make changes - while others you could just start type. needed to remember to hit save before changes took place (? consider automatic save??)
2. is there a way that IMG/CMG sections could be linked so if you made changes to one section it would automatically make them in the other??

The system works a lot better now than when it was initially launched. My problems have to do with ease of use. Because we have so many different sites to update, it takes us quite a long time to get it done. Is there a way to make it easier to update common information to all sites at one time? For example, have a page where all the site sections can be checked off if they have common information. Then only the information that is specific to each site will need to be individually updated? 1

24. Additional comments:

It would have been nice to have last years report available in a word document for review and edit from different parties, before I went into CaRMS to update. 1

The webinar was very helpful, making my updates much easier to do and faster. Would prefer a username and password that mean something to me.... current set up is impossible to remember 0 thank goodness for the computer's memory! but I wouldn't be able to log on from elsewhere...

This was my first time doing this part of the CaRMS application process. I started my role in December last year, so came into CaRMS in the middle of it already set up.

- La mise en page est difficile dans les différentes sections. Ex. : Je fais du copier-coller d'un document Word et les caractères ne sont pas uniforme (différentes grosseurs de caractères). 1

- Les questions par rapport aux exigences linguistiques se répètent dans les sections «instruction générale» et «documentation de référence».

- On aimerait visualiser les corrections qu'on vient d'apporter. Voir le résultat final d'emblée et non attendre de l'avoir soumis et approuvé par le bureau des études médicales postdoctorales.

Sondage répondu par Maryse Faucher et Dre Luce Pélissier-Simard.

24. Additional comments:

- I always find it a little confusing when logging into the CaRMS descriptions. I can log into the CaRMS website fine but I would prefer that there was a button to access the descriptions rather than clicking on the text. Alternatively, I wish the text would be in the body of the screen rather than a header. 1

- I would like to have the option to include tables to keep our information looking 'clean'

- It would be helpful to use bullets in the descriptions

- For the security questions it would be great if we could enter in our own questions. Both my manager and myself log into the account to make updates and the questions are very specific to one person. I would like to be able to tailor the questions to something a little more generic

*** The thing I would like to change the most would be with the listing of universities. When I go to the CaRMS page and look for Western, I have to collapse all the options as I go down the list. I think the list should be collapsed and then expanded when I choose the



Canadian Resident
Matching Service

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