



> V5 Testing

## V5 Testing

This survey is to determine what the county thinks about the V5 testing.

Actions ▾

View: **Overview**

<b>Survey Name:</b>	V5 Testing
<b>Survey Description:</b>	This survey is to determine what the county thinks about the V5 testing.
<b>Time Created:</b>	12/4/2013 1:42 PM
<b>Number of Responses:</b>	23

- Show a graphical summary of responses
- Show all responses



> V5 Testing

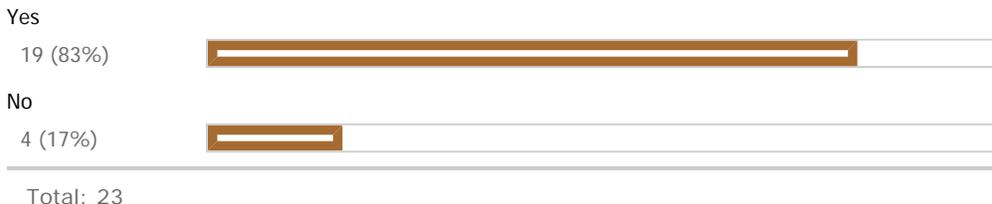
# V5 Testing

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Actions ▾

View: **Graphical Summary**

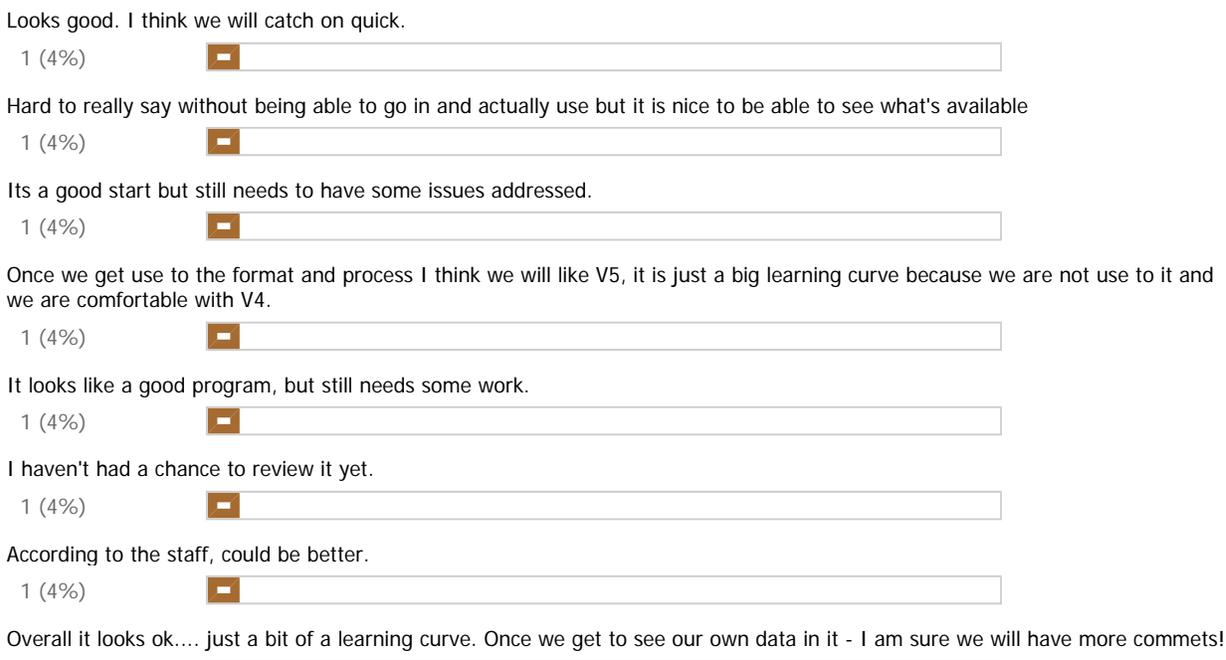
## 1. 1. Has your county had an opportunity to test the new V5 application?



## 2. 2. Have you experienced connectivity issues through Citrix?



## 3. 3. What is your overall impression of the V5 application?



1 (4%)

Mostly positive.

1 (4%)

The system's integration of different applications is a game changer. The ability to use V5 as the main appraisal tool will make the training of staff more focused in one software arena.

1 (4%)

Definitely a learning curve with V5. Positive feedback from my staff.

1 (4%)

So far so good.

1 (4%)

I think it will be workable. It seems pretty busy for the first few impressions of using it. But like any changes, it will take time to get used to.

1 (4%)

Good so far. Excited to see more

1 (4%)

Its going to be a good system to work with. Once most of the bugs are worked out.

1 (4%)

Have not had time to test.

1 (4%)

Change is always a challenge; I'm sure that once we get used to the new look, we will feel more comfortable with the product.

1 (4%)

I still feel this is where we need to go. My staff was very encouraged when they watched demos at CCI conferences. However, hands-on, they have become rather discouraged.

1 (4%)

It looks great when you watch someone who understands it navigates the program. I am sure that it will be an adjustment from what we use now but I do not see it as a negative.

1 (4%)

I am excited about the V5 product. It seems a bit overwhelming at first.

1 (4%)

We are looking forward to the upgrade.

1 (4%)

na

1 (4%)

Looks pretty good. Can't wait to actually get it!

1 (4%)

Total: 23

**4. 4. Do you have specific concerns regarding the application? These comments should not address connectivity issues due to Citrix.**

NO

1 (4%)

none

1 (4%)

Oil and gas module still has several issues as per our comments left on V5 issues. Also, if we are in a testing mode, why wasn't the Wyoming specific forms available such as personal property renditions, NOV's etc so that we could test these also.

1 (4%)

Not really at this time until we have all modules (O&G; PP, SA, TRC, etc.) set up for Wyoming then maybe there will be greater concerns. Now it is just getting familiar with a new work process.

1 (4%)

The Oil & Gas Module for one has many issues that need addressed. I feel like V5 needs to be more Wyoming specific and not so much Colorado based (or other states for that matter).

1 (4%)

I haven't had a chance to review the test site yet.

1 (4%)

Staffs main concern currently are that the training videos move too fast and once they get to the V5 application they forget what was on the video.

1 (4%)

Just seems like there are still parts that are needing work - that concerns me! Oil and gas/personal property is always a huge issue. I don't like the fact that programming never seems to be DONE on any product CCI provides. The uncertainty of the company is also a huge concern for our future! There are so many 'holes' to fill with data... we seem to be the data warehouse... the more we have the more they want! I only want to "have" what I need to place value!

1 (4%)

Navigation is main stumbling block. there does not appear to be any rhyme or reason to the sorting on the canned reports. It appears there is more information on the screens for what Wyoming will not use than for what we will be using, hopefully it will look better once hidden for Wyoming default. We will need more training that's for sure.

1 (4%)

As identified on the CAMA site, the oil and gas module seems to have several unresolved issues. I would anticipate that software bugs and issues will be resolved.

1 (4%)

Concerns on Personal Property & Oil & Gas modules. Navigating through V5 is somewhat confusing.

1 (4%)

No

1 (4%)

Not at this time.

3 (13%)

no

1 (4%)

No

1 (4%)

not yet

2 (9%)

We have major concerns over the oil and gas module. In terms of real property, I feel it will be very helpful when we get a Wyoming Specific layout because it seems that every time we go in, the layout is different. This may be because many are using the same login, but it is very frustrating.

1 (4%)

Not at this time.

1 (4%)

na

1 (4%)

not specifically

1 (4%)

Total: 23

**5. 5. What aspects of the V5 product are you most anticipating?**

Being able to go into several different modules without exiting out of the current one you are in.

1 (4%)

none

1 (4%)

Being able to work in different modules at same time

1 (4%)

Having multiple modules open at once and List Builder.

1 (4%)

The ability to have several applications, or sessions open at one time.

1 (4%)

More user friendly regarding queries, etc.

1 (4%)

Per staff, unknown at this point.

1 (4%)

List builder is an amazing feature that will be a great tool!

1 (4%)

List builder and reports.

1 (4%)

The ability to work in different modules at the same time is very encouraging.

1 (4%)

List Builder and opening multiple modules.

1 (4%)

List Builder and reports

1 (4%)

Being able to have multiple screens open at the same time.

1 (4%)

List builder and reports

1 (4%)

Being able to work in different areas.

1 (4%)

List builder and being able to view multiple years, accounts, etc.

1 (4%)

Having multiple accounts open.

Not having to use Access to create queries/reports.

1 (4%)

Multiple modules may be used at the same time without exiting.

1 (4%)	<input type="checkbox"/>	
List builder and the reports		
1 (4%)	<input type="checkbox"/>	
The ability to have multiple screens open at once.		
1 (4%)	<input type="checkbox"/>	
Multiple screens. It will be wonderfull not to have to close one application to take care incoming counter or phone traffic.		
1 (4%)	<input type="checkbox"/>	
na		
1 (4%)	<input type="checkbox"/>	
Having multiple tabs/modules open and able to use at once.		
1 (4%)	<input type="checkbox"/>	
<hr/>		
Total: 23		

**6. 6. Were the training videos provided via the CAMA website useful? Please comment.**

Yes, It was very well explained		
1 (4%)	<input type="checkbox"/>	
Haven't viewed yet		
1 (4%)	<input type="checkbox"/>	
Yes		
3 (13%)	<input checked="" type="checkbox"/>	
yes, every office has set procedures for different processes, so learning those same steps in V5 will be a task for every office, HOWEVER if we have a basic from CCI as what HAS to be done to get value, I think that is the place to start, then each county can add as needed.		
1 (4%)	<input type="checkbox"/>	
Still watching them. Useful.		
1 (4%)	<input type="checkbox"/>	
Per staff, not really. Staff hopes there will be a training manual and hands-on training with actual trainers in the future.		
1 (4%)	<input type="checkbox"/>	
Yes, they are a good source. I will make sure my staff sees all of them before they actually go in and use it.		
1 (4%)	<input type="checkbox"/>	
Somewhat, rather abbreviated and disjointed. Passed over some things quickly.		
1 (4%)	<input type="checkbox"/>	
The videos are a great <u>start</u> to training.		
1 (4%)	<input type="checkbox"/>	
Somewhat. Main complaint is not remembering details from the videos when viewing/working in V5.		
1 (4%)	<input type="checkbox"/>	
Yes especially when you have dual screens		
1 (4%)	<input type="checkbox"/>	
I think they help. Nothing will be as good as hands on.		
1 (4%)	<input type="checkbox"/>	
They are useful. Will be better the more familiar we are with V5		
1 (4%)	<input type="checkbox"/>	

Have only watched one.



We have only been able to watch 3 of them. I have watched the first one several times - just need time to work in the test site.



They were useful. But again, the instructors spent too much valuable time moving fields into visible locations. If those locations were defaulted, we could have had more training exposure during the allotted period and we would be able to find things during actual testing. For clarification, I'm not suggesting that we have no ability to move things, but the randomness of the location of the data for trying to learn is frustrating.



we have watched them and they move fast! Its hard for a beginner to understand the concept without watching the video multiple times.



Yes.



Yes they were. It showed how and why areas open the way they do.



na



Yes. They covered the basics relatively well.



Total: 23

**7. 7. Do you feel your county has had adequate time to test?**

Yes



No



Total: 23

**8. 8. How long would you like to see the V5 test site remain operational?**

1 Month



4 Months



1 Year



Until Go Live



Total: 23

**9. 9. Outside of the videos already provided, is there any additional training issues that you would like to see addressed for testing?**

State assessed always concerns me.

1 (4%)



none

1 (4%)



I feel that the Wyoming specific forms such as NOV - personal property renditions, etc need to be tested. The issues that various counties have posted on the website need to be addressed also. I don't feel that working with sales ratios was adequately addressed either. That is probably due to not having sales information to test.

1 (4%)



Training on basic day to day uses. Things the staff will be using to do taxpayer look-ups, etc. As we get into the different modules we'll find more areas we need help on as well. I think each module needs a 'must do' training scenario so we don't miss something important.

1 (4%)



Maybe touch a bit more on state assessed, and sales ratios.

1 (4%)



Not yet

1 (4%)



Unknown at this time.

1 (4%)



I think the one on one in a classroom situation is always helpful because you learn from others ideas. They may think of things I never did...etc.

1 (4%)



There needs to be admin training for the procedures that you couldn't do via citrix. NOV tax roll TRC vets exemptions, special districts account adjustments. etc. More on batch and mass. Never saw anything on market model building. SF144 sales reports still need to have correct stats on them. More on reports and list builder. Mostly these items not data entry.

1 (4%)



More Admin training... Tax Roll, NOV, NOD, etc.

1 (4%)



Admin training and on-line manuals; specifics on what must be done in each module.

1 (4%)



None of the administrative portion has been tested. NOV'S declarations etc...

1 (4%)



It never seems like we get enough pre-training after we hit the go live date.

1 (4%)



Administrative module

1 (4%)



Administrative

1 (4%)



Not sure until we have time to watch and test.

1 (4%)



Videos are great because they can be watched numerous times and there is not the travel expense. A manual would be helpful. Live training is good if there are a limited number in the class.

1 (4%)



Administrative items! We will better take advantage of our training time (which has not been heavily used) after there is a fixed Wyoming layout. Also, it might help if we had full days available, but less frequently. Then we could each try to plan a couple of hours on the system on that day. Not sure if that would help other counties though...



1 (4%)

We need lots of administrative training! understanding NOV, Tax Roll. vet exemptions, account adjustments, batch, mass and what about SF 144 requirements? Anything administrative.

1 (4%)

Not at this time.

1 (4%)

Not Yet

1 (4%)

no

1 (4%)

No.

1 (4%)

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Total: 23



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This survey is to determine what the county thinks about the V5 testing.

Actions ▾			View: <b>All Responses</b>
View Response	Created By	Modified	Completed
<a href="#">View Response #1</a>	Lori Perkins	12/4/2013 2:28 PM	Yes
<a href="#">View Response #2</a>	Debbie Larson	12/4/2013 2:41 PM	Yes
<a href="#">View Response #3</a>	Pat Drinkle	12/4/2013 3:59 PM	Yes
<a href="#">View Response #4</a>	Dixie Huxtable	12/5/2013 8:11 AM	Yes
<a href="#">View Response #5</a>	Troy Clements	12/5/2013 8:14 AM	Yes
<a href="#">View Response #6</a>	Shelley Deromedi	12/5/2013 9:43 AM	Yes
<a href="#">View Response #7</a>	Susan DeWitt	12/5/2013 9:47 AM	Yes
<a href="#">View Response #8</a>	Debbi Surratt	12/6/2013 9:50 AM	Yes
<a href="#">View Response #9</a>	Kathy Treanor	12/9/2013 9:56 AM	Yes
<a href="#">View Response #10</a>	Ken Guille	12/9/2013 11:02 AM	Yes
<a href="#">View Response #11</a>	Tina Conklin	12/10/2013 10:01 AM	Yes
<a href="#">View Response #12</a>	Pat Meyer	12/10/2013 2:28 PM	Yes
<a href="#">View Response #13</a>	Paul Fall	12/10/2013 3:11 PM	Yes
<a href="#">View Response #14</a>	Gina Anderson	12/10/2013 4:41 PM	Yes
<a href="#">View Response #15</a>	Lisa Fletcher	12/13/2013 10:36 AM	Yes
<a href="#">View Response #16</a>	Cheryl Ross	12/19/2013 2:08 PM	Yes
<a href="#">View Response #17</a>	Elaine Griffith	12/19/2013 4:00 PM	Yes
<a href="#">View Response #18</a>	Jeness Saxton	12/20/2013 8:56 AM	Yes
<a href="#">View Response #19</a>	Cindy Rogers	12/20/2013 4:32 PM	Yes
<a href="#">View Response #20</a>	Tara Berg	12/26/2013 1:53 PM	Yes
<a href="#">View Response #21</a>	Grant Showacre	12/26/2013 3:28 PM	Yes
<a href="#">View Response #22</a>	Al Wright	12/27/2013 9:26 AM	Yes
<a href="#">View Response #23</a>	Dawn Johnson	1/6/2014 11:00 AM	Yes

Survey Name: V5 Testing  
 Survey Description: This survey is to determine what the county thinks about the V5 testing.  
 Time Created: 12/4/2013 13:42  
 Number of Responses: 23

County	Created By	1. Has your county had an opportunity to test the new V5 application?	2. Have you experienced connectivity issues through Citrix?	3. What is your overall impression of the V5 application?	4. Do you have specific concerns regarding the application? These comments should not address connectivity issues due to Citrix.	5. What aspects of the V5 product are you most anticipating?	6. Were the training videos provided via the CAMA website useful? Please comment.	7. Do you feel your county has had adequate time to test?	8. How long would you like to see the V5 test site remain operational?	9. Outside of the videos already provided, is there any additional training issues that you would like to see addressed for testing?
Uinta	Lori Perkins	Yes	Occasionally	Looks good. I think we will catch on quick.	NO	Being able to go into several different modules without exiting of the current one you are in.	Yes. It was very well explained	Yes	1 Month	State assessed always concerns me.
Lincoln	Debbie Larson	Yes	Never	Hard to really say without being able to go in and actually use it. It is nice to be able to see what's available	none	none	Haven't viewed yet	No	1 Month	none
Sweetwater	Pat Drinkle	Yes	Occasionally	Its a good start but still needs to have some issues addressed.	Oil and gas module still has several issues as per our comments left on V5 issues. Also, if we are in a testing mode, why wasn't the Wyoming specific forms available such as personal property renditions, NOV's etc so that we could test these also.	Being able to work in different modules at same time	Yes	Yes	Until Go Live	I feel that the Wyoming specific forms such as NOV - personal property renditions, etc need to be tested. The issues that various counties have posted on the website need to be addressed also. I don't feel that working with sales ratios was adequately addressed either. That is probably due to not having sales information to test.
Converse	Dixie Huxtable	Yes	Occasionally	Once we get use to the format and process I think we will like V5. It is just a big learning curve because we are not use to it and we are comfortable with V4.	Not really at this time until we have all modules (O&G; PP, SA, TRC, etc.) set up for Wyoming then maybe there will be greater concerns. Now it is just getting familiar with a new work process.	Having multiple modules open at once and List Builder.	yes, every office has set procedures for different processes, so learning those same steps in V5 will be a task for every office, HOWEVER if we have a basic from CCI as what HAS to be done to get value, I think that is the place to start, then each county can add as needed.	Yes	1 Month	Training on basic day to day uses. Things the staff will be using to do taxpayer look-ups, etc. As we get into the different modules we'll find more areas we need help on as well. I think each module needs a 'must do' training scenario so we don't miss something important.
Campbell	Troy Clements	Yes	Occasionally	It looks like a good program, but still needs some work.	The Oil & Gas Module for one has many issues that need addressed. I feel like V5 needs to be more Wyoming specific and not so much Colorado based (or other states for that matter).	The ability to have several applications, or sessions open at one time.	Yes	No	Until Go Live	Maybe touch a bit more on state assessed, and sales ratios.
Hot Springs	Shelley Deromedi	No	Never	I haven't had a chance to review it yet.	I haven't had a chance to review the test site yet.	More user friendly regarding queries, etc.	Still watching them. Useful.	No	Until Go Live	Not yet
Natrona	Susan DeWitt	Yes	Occasionally	According to the staff, could be better.	Staffs main concern currently are that the training videos move too fast and once they get to the V5 application they forget what was on the video.	Per staff, unknown at this point.	Per staff, not really. Staff hopes there will be a training manual and hands-on training with actual trainers in the future.	No	Until Go Live	Unknown at this time.
Goshen	Debbi Surratt	Yes	Occasionally	Overall it looks ok.... just a bit of a learning curve. Once we get to see our own data in it - I am sure we will have more comments	Just seems like there are still parts that are needing work - that concerns me! Oil and gas/personal property is always a huge issue. I don't like the fact that programming never seems to be DONE on any product CCI provides. The uncertainty of the company is also a huge concern for our future! There are so many 'holes' to fill with data... we seem to be the data warehouse... the more we have the more they want! I only want to "have" what I need to place value!	List builder is an amazing feature that will be a great tool!	Yes, they are a good source. I will make sure my staff sees all of them before they actually go in and use it.	No	Until Go Live	I think the one on one in a classroom situation is always helpful because you learn from others ideas. They may think of things I never did...etc.
Washakie	Kathy Treanor	Yes	Occasionally	Mostly positive.	Navigation is main stumbling block. there does not appear to be any rhyme or reason to the sorting on the canned reports. It appears there is more information on the screens for what Wyoming will not use than for what we will be using, hopefully it will look better once hidden for Wyoming default. We will need more training that's for sure.	List builder and reports.	Somewhat, rather abbreviated and disjointed. Passed over some things quickly.	No	Until Go Live	There needs to be admin training for the procedures that you couldn't do via citrix. NOV tax roll TRC vets exemptions, special districts account adjustments. etc. More on batch and mass. Never saw anything on market model building. SF144 sales reports still need to have correct stats on them. More on reports and list builder. Mostly these items not data entry.
Laramie	Ken Guille	Yes	Occasionally	The system's integration of different applications is a game changer. The ability to use V5 as the main appraisal tool will make the training of staff more focused in one software arena.	As identified on the CAMA site, the oil and gas module seems to have several unresolved issues. I would anticipate that software bugs and issues will be resolved.	The ability to work in different modules at the same time is very encouraging.	The videos are a great start to training.	Yes	Until Go Live	More Admin training... Tax Roll, NOV, NOD, etc.
Weston	Tina Conklin	Yes	Occasionally	Definitely a learning curve with V5. Positive feedback from my staff.	Concerns on Personal Property & Oil & Gas modules. Navigating through V5 is somewhat confusing.	List Builder and opening multiple modules.	Somewhat. Main complaint is not remembering details from the videos when viewing/working in V5.	No	Until Go Live	Admin training and on-line manuals; specifics on what must be done in each module.
Park	Pat Meyer	Yes	Occasionally	So far so good.	No	List Builder and reports	Yes especially when you have dual screens	Yes	Until Go Live	None of the administrative portion has been tested. NOV'S declarations etc...
Sheridan	Paul Fall	Yes	Occasionally	I think it will be workable. It seems pretty busy for the first few impressions of using it. But like any changes, it will take time to get used to.	Not at this time.	Being able to have multiple screens open at the same time.	I think they help. Nothing will be as good as hands on.	Yes	Until Go Live	It never seems like we get enough pre-training after we hit the go live date.
Big Horn	Gina Anderson	Yes	Occasionally	Good so far. Excited to see more	no	List builder and reports	They are useful. Will be better the more familiar we are with V5	No	Until Go Live	Administrative module
Crok	Lisa Fletcher	Yes	Occasionally	Its going to be a good system to work with. Once most of the bugs are worked out.	No	Being able to work in different areas.	Yes	Yes	Until Go Live	Administrative
Carbon	Cheryl Ross	No	Never	Have not had time to test.	not yet	List builder and being able to view multiple years, accounts, etc.	Have only watched one.	No	Until Go Live	Not sure until we have time to watch and test.
Niobrara	Elaine Griffith	Yes	Never	Change is always a challenge; I'm sure that once we get used to the new look, we will feel more comfortable with the product.	Not at this time.	Having multiple accounts open. Not having to use Access to create queries/reports.	We have only been able to watch 3 of them. I have watched the first one several times - just need time to work in the test site.	No	Until Go Live	Videos are great because they can be watched numerous times and there is not the travel expense. A manual would be helpful. Live training is good if there are a limited number in the class.
Sublette	Jeness Saxton	Yes	Occasionally	I still feel this is where we need to go. My staff was very encouraged when they watched demos at CCI conferences. However, hands-on, they have become rather discouraged.	We have major concerns over the oil and gas module. In terms of real property, I feel it will be very helpful when we get a Wyoming Specific layout because it seems that every time we go in, the layout is different. This may be because many are using the same login, but it is very frustrating.	Multiple modules may be used at the same time without exiting.	They were useful. But again, the instructors spent too much valuable time moving fields into visible locations. If those locations were defaulted, we could have had more training exposure during the allotted period and we would be able to find things during actual testing. For clarification, I'm not suggesting that we have no ability to move things, but the randomness of the location of the data for trying to learn is frustrating.	Yes	Until Go Live	Administrative items! We will better take advantage of our training time (which has not been heavily used) after there is a fixed Wyoming layout. Also, it might help if we had full days available, but less frequently. Then we could each try to plan a couple of hours on the system on that day. Not sure if that would help other counties though...
Johnson	Cindy Rogers	No	Never	It looks great when you watch someone who understands it navigates the program. I am sure that it will be an adjustment from what we use now but I do not see it as a negative.	Not at this time.	List builder and the reports	we have watched them and they move fast! Its hard for a beginner to understand the concept without watching the video multiple times.	No	Until Go Live	We need lots of administrative training! understanding NOV, Tax Roll, vet exemptions, account adjustments, batch, mass and what about SF 144 requirements? Anything administrative
Fremont	Tara Berg	Yes	Frequently	I am excited about the V5 product. It seems a bit overwhelming at first.	Not at this time.	The ability to have multiple screens open at once.	Yes.	Yes	Until Go Live	Not at this time.
Albany	Grant Showacre	Yes	Occasionally	We are looking forward to the upgrade.	not yet	Multiple screens. It will be wonderful not to have to close one application to take care incoming counter or phone traffic.	Yes they were. It showed how and why areas open the way they do.	Yes	Until Go Live	Not Yet
Platte	Al Wright	No	Never	na	na	na	na	No	Until Go Live	no
Teton	Dawn Johnson	Yes	Occasionally	Looks pretty good. Can't wait to actually get it!	not specifically	Having multiple tabs/modules open and able to use at once.	Yes. They covered the basics relatively well.	No	Until Go Live	No.