SNAP-Ed National PEARS

User Experience Feedback Program and Community Preview

Training Session

August 22, 2023

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Disclaimer

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Agenda

1. Goals of UEF and CP
2. Not-Goals of UEF and CP
3. Timeline
4. System Access & Use
5. Feedback Surveys
6. Support
7. Next Steps
8. Questions

Goals of UEF and CP Programs

1. Beta-test SNAP-Ed National PEARS annual report component
2. Gather feedback on user experience and interface
3. Identify particular training and documentation needs

Not Goals of UEF and CP Programs

1. Gather feedback on content of annual report component
2. Gather feedback on the State plan component of N-PEARS
3. Adjust system to all state-specific workflows
4. Provide comprehensive training on system

Timeline

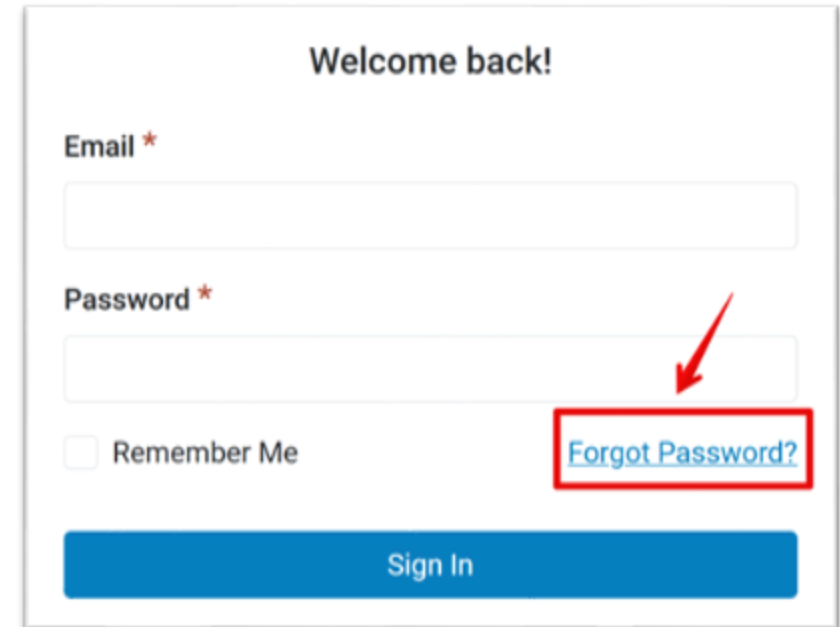| Activity	Timeframe
User Experience Feedback (UEF) and Community Preview (CP) Programs Begin	**August 21, 2023**
Participants Granted Access to "Practice" System	August 21
Feedback Surveys Open	August 21
UEF and CP Training	August 22
Q&A Session #1	August 24
Q&A Session #2	August 30
Q&A Session #3	September 6
User Experience Feedback (UEF) and Community Preview (CP) Programs End	**September 8**
SA and IA Access to "Practice" System Ends	September 8
Feedback Surveys Close	September 8
Summarize UEF/CP Feedback and Suggested Changes	September 11 – September 15
Send Summary to FNS	September 18, 2023

System Access & Use

1. "Practice" N-PEARS site (https://preview.national.pears.io/)

2. Access granted on August 21, 2023

3. Report completion

4. System in beta status

5. Features not yet available

Login Instructions

1. Open the "practice" N-PEARS site:
   https://preview.national.pears.io/

2. Click the "Forgot Password" button and reset your password.

3. Check your inbox for a Password Reset email.
   * If you do not see the email in your inbox or spam folder, please reach out to N-PEARS Support for assistance (support@pears.io, 785-789-3199).

4. After updating your password, return to the login page and sign in to the "practice" site.

Welcome back!

Email *

Password *

Remember Me   Forgot Password?

Sign In

Feedback

1. Module surveys (7)

2. Comprehensive survey (1)

3. Each person completes their own survey

Please rate your level of agreement with the following statements about the **Coordination and Collaboration** module:

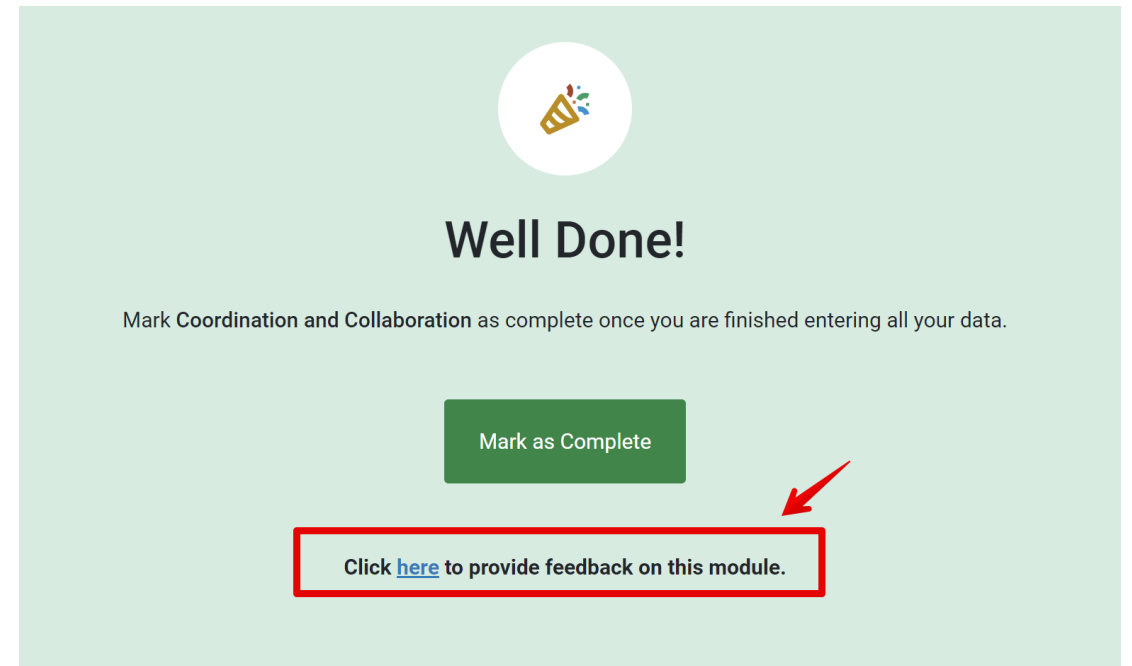|	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I was able to complete this module without any technical difficulties.	○	○	○	○	○	○	○
The help text in this module was clear	○	○	○	○	○	○	○

Feedback Survey Locations

1. **Module surveys**
   Located in the "Mark as Complete" section at the end of each module.

2. **Comprehensive survey**
   Available when submitting the report.

Well Done!

Mark **Coordination and Collaboration** as complete once you are finished entering all your data.

Mark as Complete

Click here to provide feedback on this module.

Support

1. **System Questions:** Canopy's N-PEARS Support Team
   - Email (support@pears.io)
   - Phone (785-789-3199)

2. **Content Questions:** Please contact your Regional Office

3. **Weekly Q&A Sessions**
   - Thursday, August 24th, 1:30pm – 2:30pm (ET)
   - Wednesday, August 30th, 11:00am – 12:00pm (ET)
   - Wednesday, September 6th, 12:00pm – 1:00pm (ET)

Next Steps

1. Log in to the "practice" site and reset your password: https://preview.national.pears.io/

2. Reach out to N-PEARS Support with any login issues:
   - Email (support@pears.io)
   - Phone (785-789-3199)

3. Enter "practice" data and complete feedback surveys.

Questions?