

C2k

Post-primary Evaluation Survey

Final Report

October 2008

# Contents

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

Communication

Future Services

Conclusion

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

Communication

Future Services

Conclusion

## Objectives

The 2008 C2k Evaluation Study aimed to conduct customer satisfaction research amongst the post primary school sector across the province.

The specific objectives of the survey were to:

- identify areas of user satisfaction and dissatisfaction with both the managed and complimentary services;
- establish the reasons why users are satisfied and/or dissatisfied;
- identify aspects of the service that require improvement;
- establish a general benchmark of current performance;
- seek the views of post primary schools on the future for centrally funded managed ICT services.

## Methodology

- The survey was administered using primarily an e-survey methodology, with the option of completing via hard copy, if required. The survey was e-mailed to all post primary schools across the province (240). The fieldwork took place during the month of June of the 2008 academic year.
- A series of e-mail reminders were issued to non-respondents periodically throughout the fieldwork period. A final reminder letter was issued towards the end of the fieldwork period which contained a hard copy of the questionnaire and a pre-paid envelope to encourage participation.
- A total of 104 post primary schools completed the questionnaire, representing a response of 43%.
- 61% of respondents completed the survey online.

## Methodology – achieved sample

The 104 complete interviews were proportioned as follows:

Belfast Education & Library Board	23	%
North Eastern Education & Library Board	20	%
South Eastern Education & Library Board	14	%
Southern Education & Library Board	26	%
Western Education & Library Board	17	%
<b>Total</b>	<b>100</b>	<b>%</b>

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Help Desk

Curriculum Software/MIS Modules

Communication

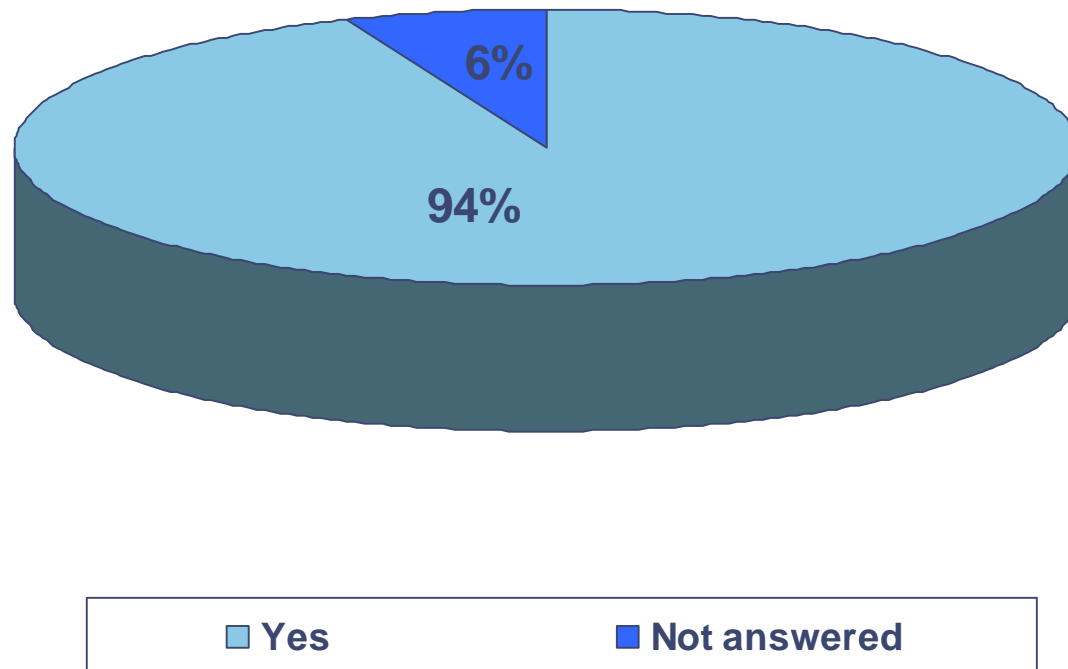
Future Services

Conclusion

## ICT provision and investment plans for 2008/09

	Average
<b>ICT Provision in Schools</b>	
No. of C2k computers in classrooms	90
No. of C2k computers in clusters or ICT suites	96
Total No. of C2k computers	186

# Has your school received the managed service laptops?



Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

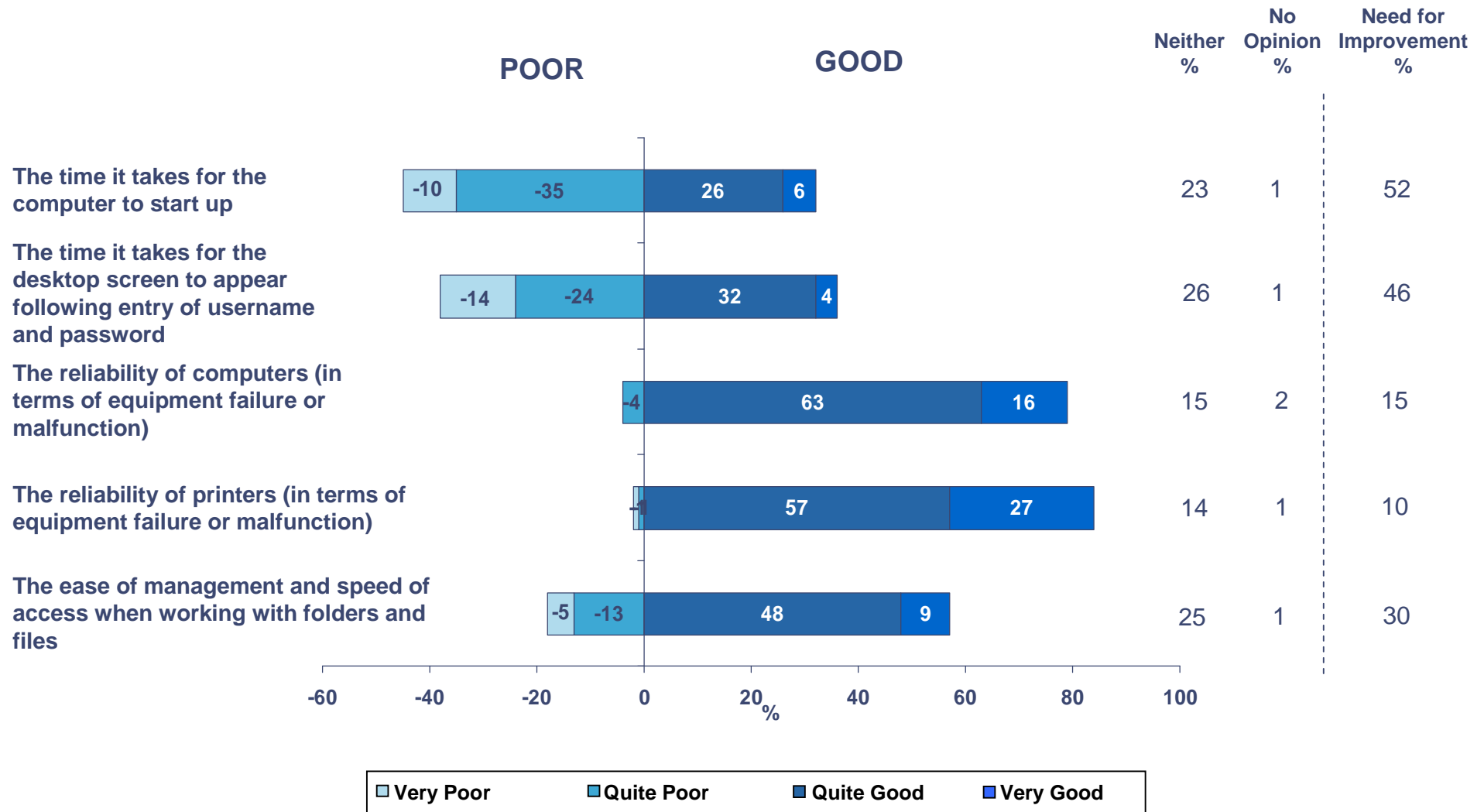
Communication

Future Services

Conclusion

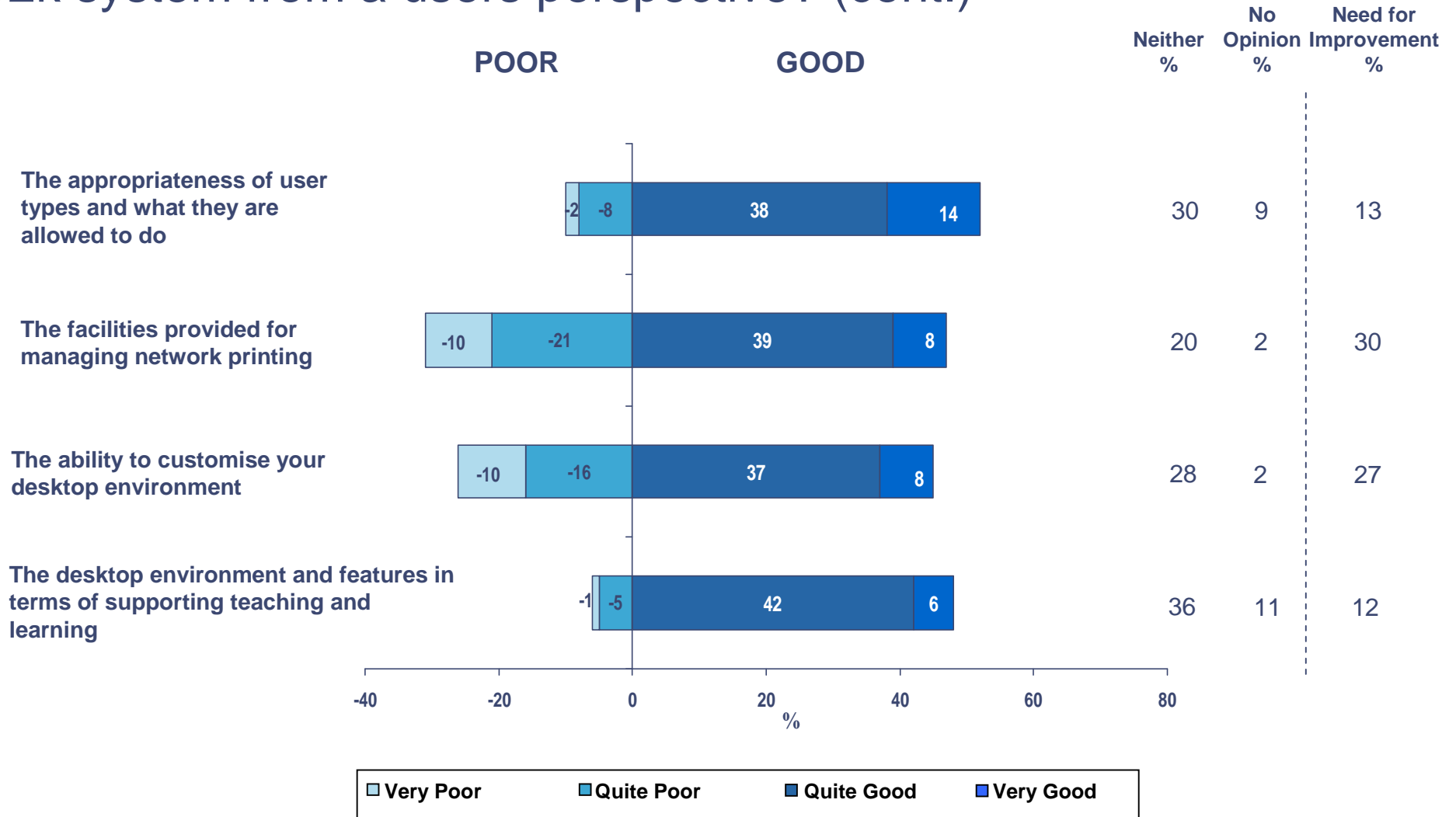
## C2k Local Area Network

# How would you rate the following aspects of the operation of the C2k system from a users perspective?



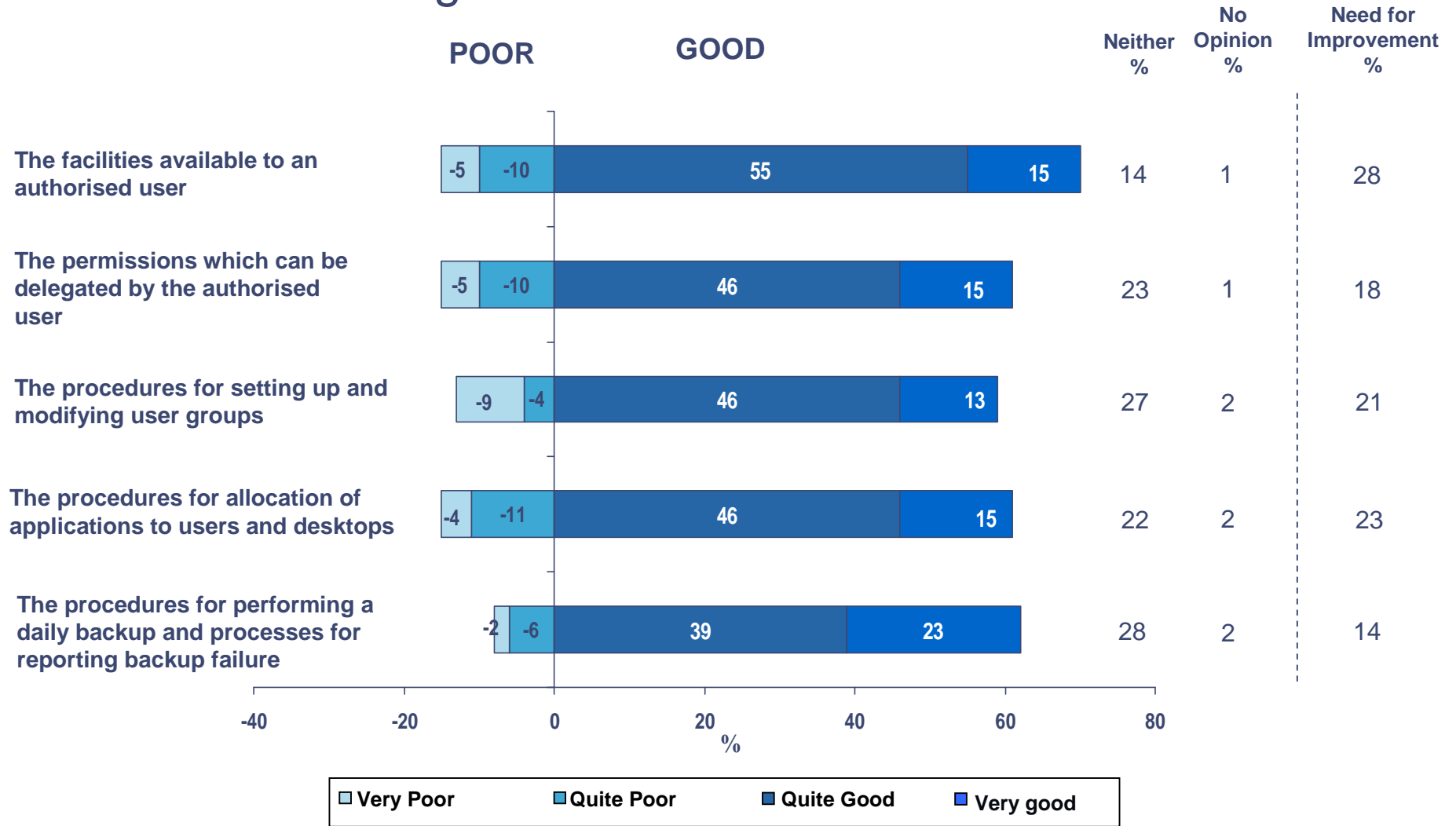
Base: All respondents (104)  
PricewaterhouseCoopers LLP

# How would you rate the following aspects of the operation of the C2k system from a users perspective? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

# How do you rate the ease of managing the desktop facilities in terms of the following...?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

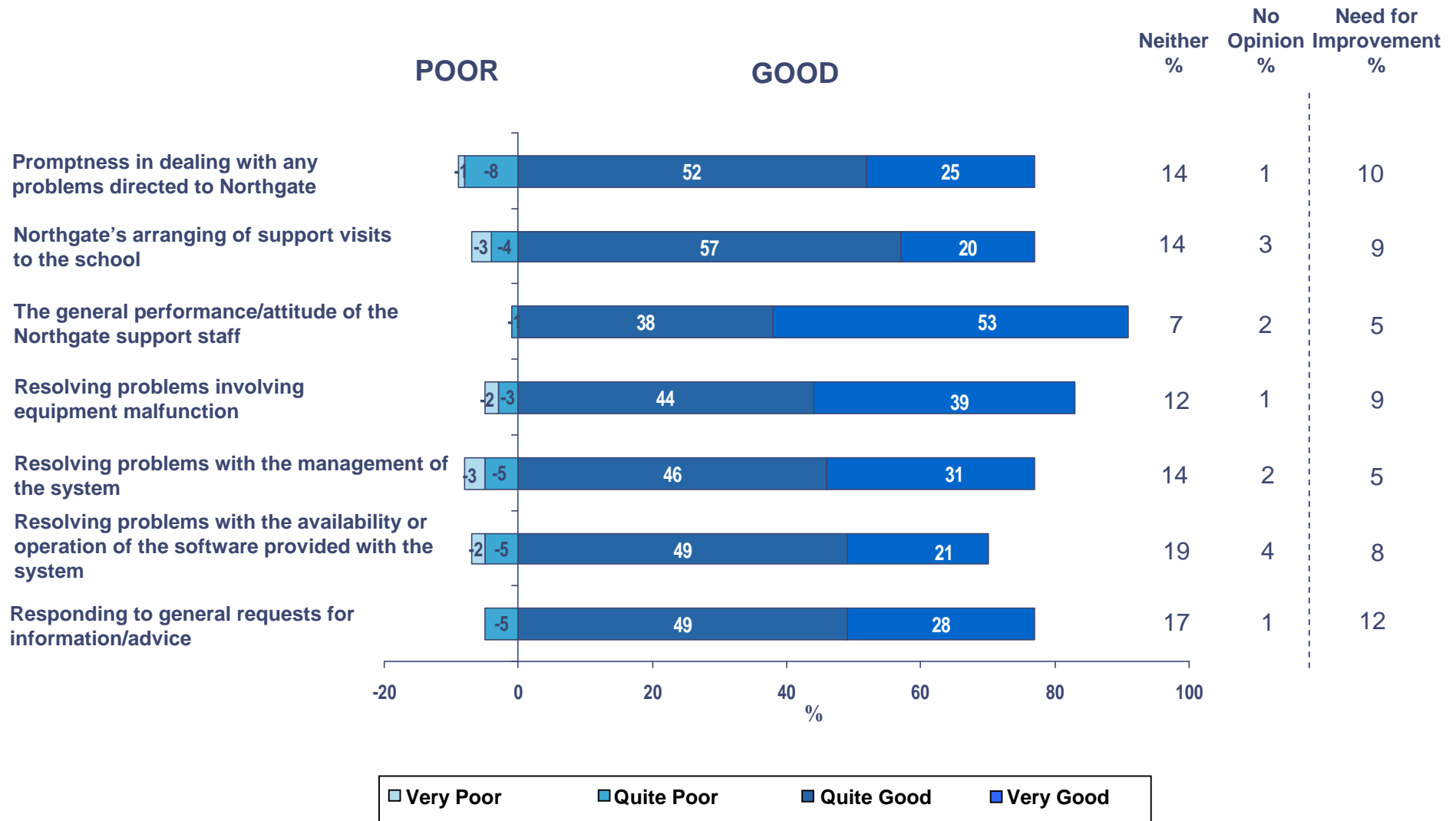
Communication

Future Services

Conclusion

## Managed Service Implementation and Training

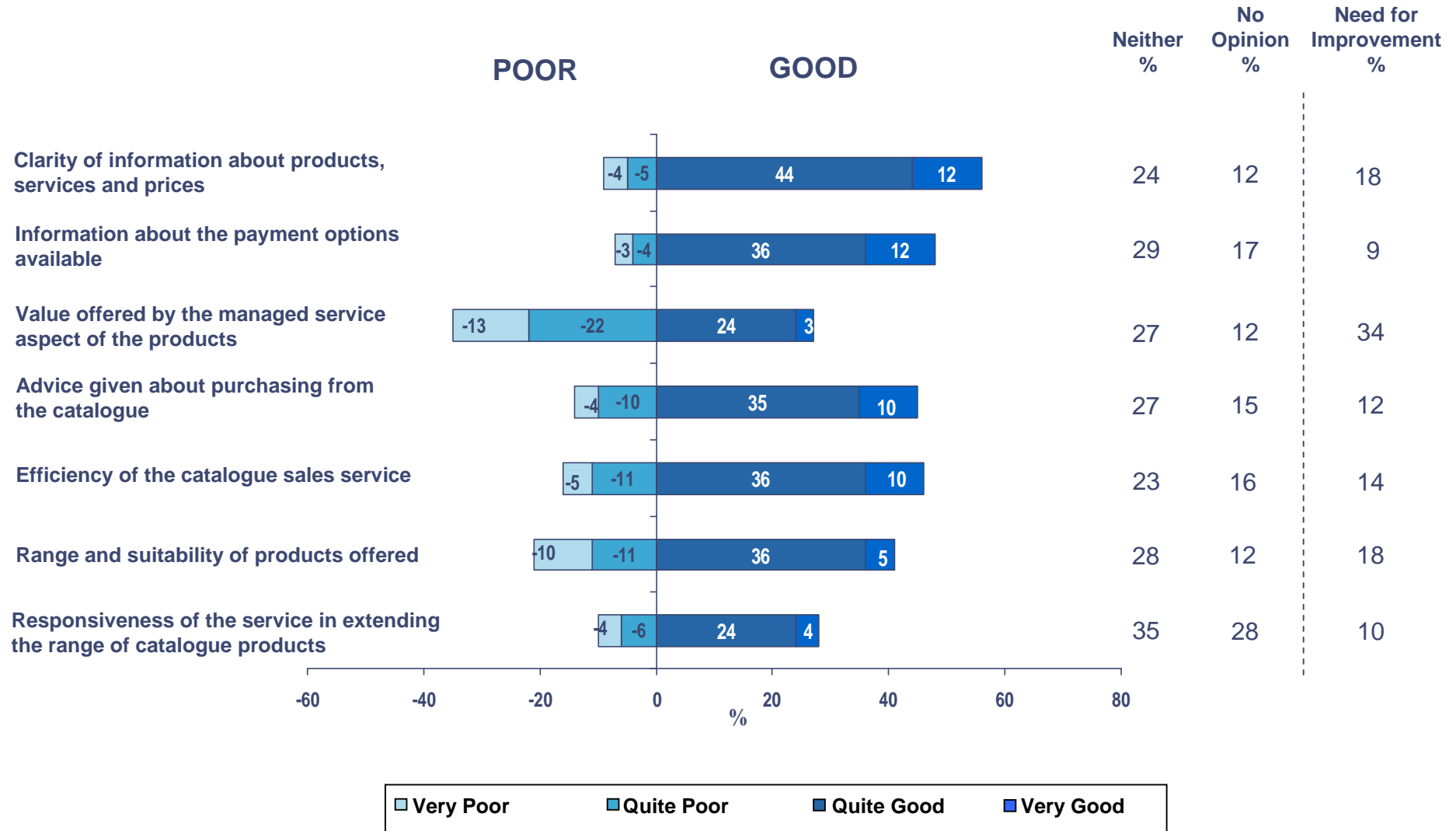
# How would you rate the level of support provided for your C2k system by Northgate in terms of the following...?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

## Managed Service Implementation and Training

# How do you rate the Northgate Managed Service Catalogue in terms of the following...?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

## Managed Service Implementation and Training

Suggestions for improving the value offered by the managed service aspect of the products.

- Reduce the cost of the managed service (84%)
- Supply the latest specification of equipment (12%)
- Offer better value for money (4%)

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

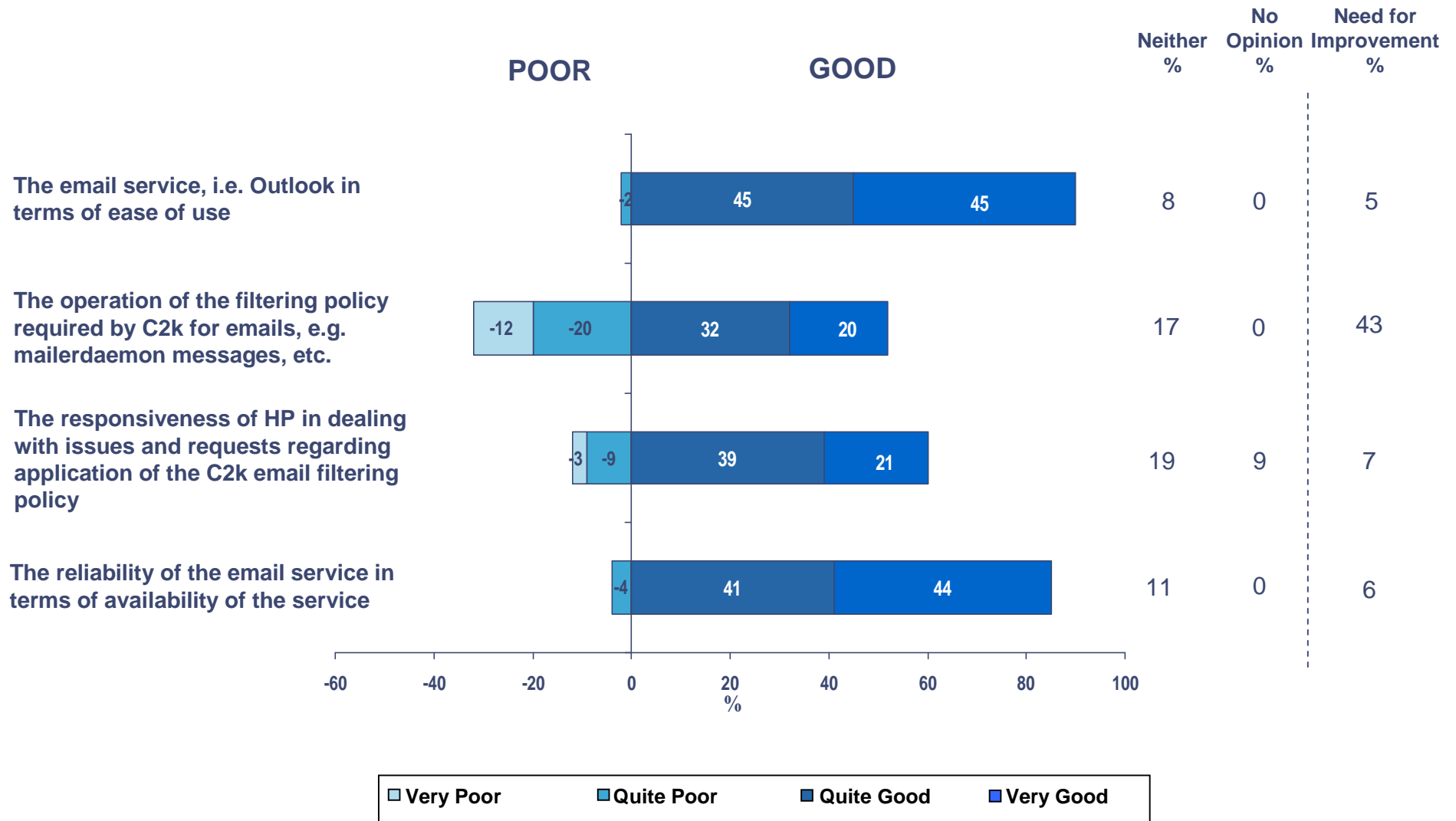
Communication

Future Services

Conclusion

Wide Area Network

# How do you rate each of the following aspects of the Wide Area Network (WAN) email service?



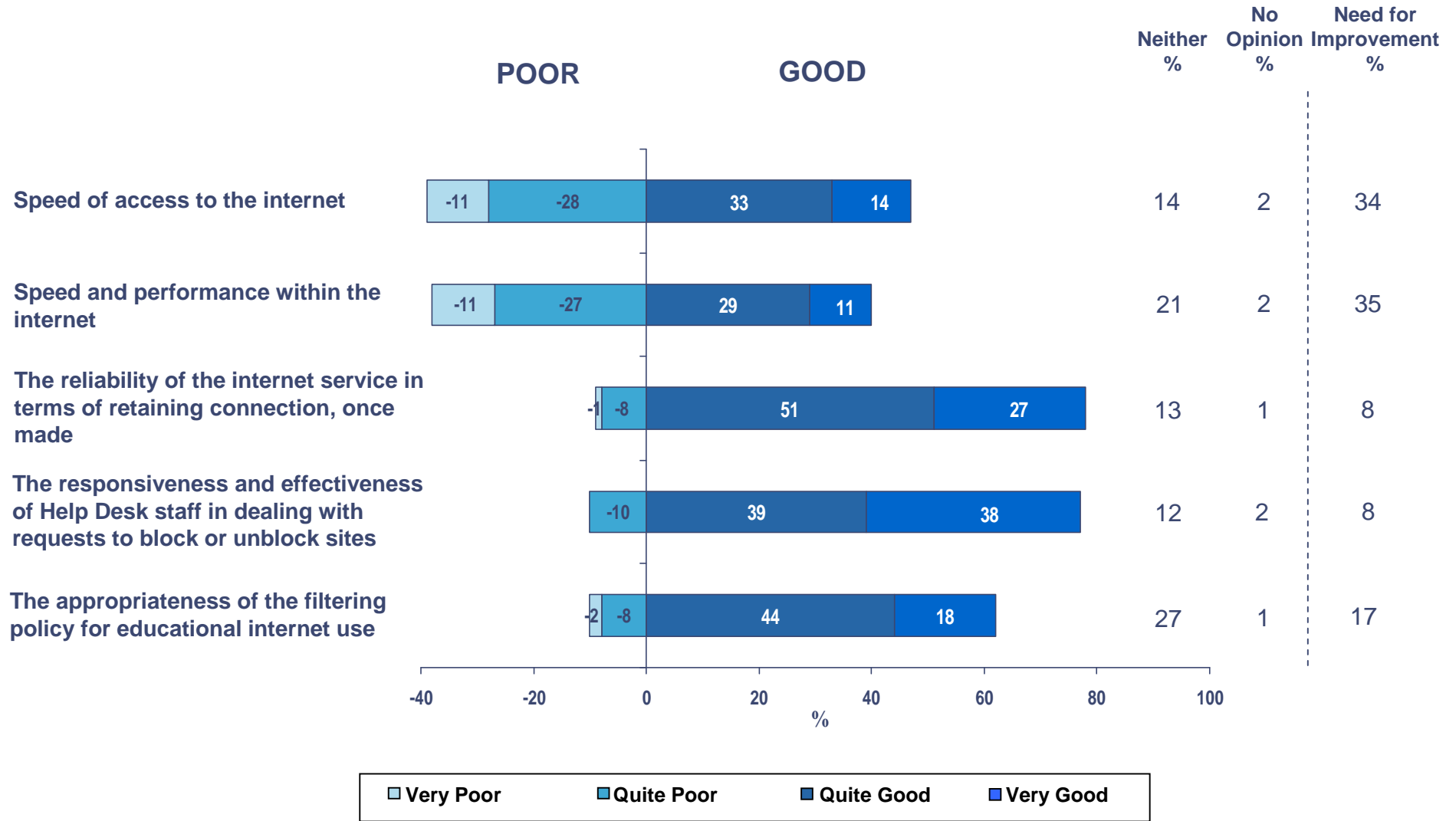
Base: All respondents (104)  
PricewaterhouseCoopers LLP

## Suggestions for improving the operation of the filtering policy required by C2k for emails

- Less strict filtering as too much material blocked (51%)
- Provide access for any member of staff (22%)
- Improve on filtering of junk mail (7%)
- Make filter process more user friendly/ efficient (7%)
- Provide an additional mail manager (4%)

Wide Area Network

# How do you rate each of the following aspects of the C2k WAN internet service?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

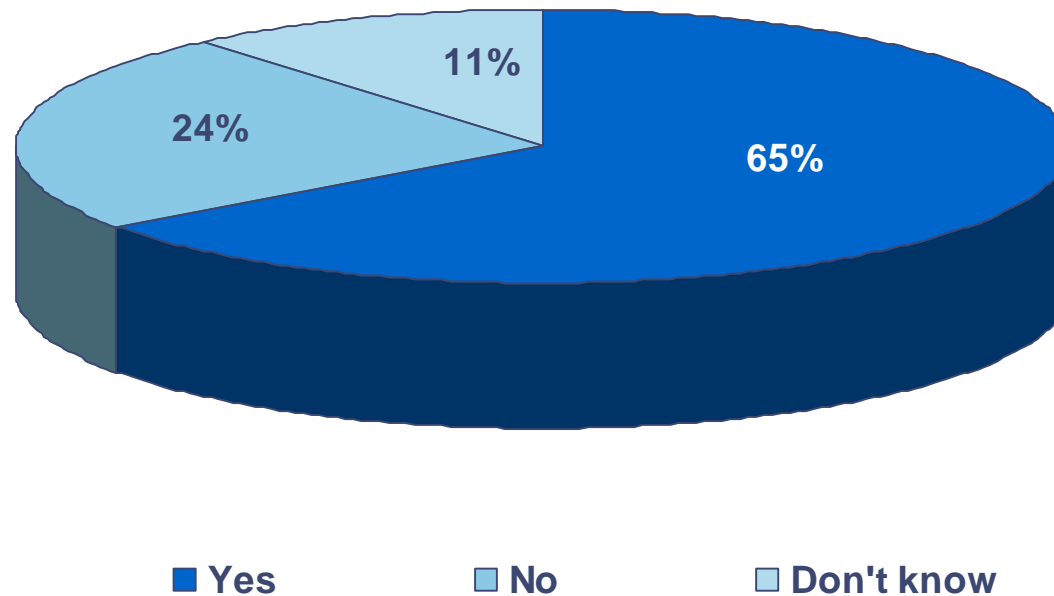
Curriculum Software/MIS Modules

Communication

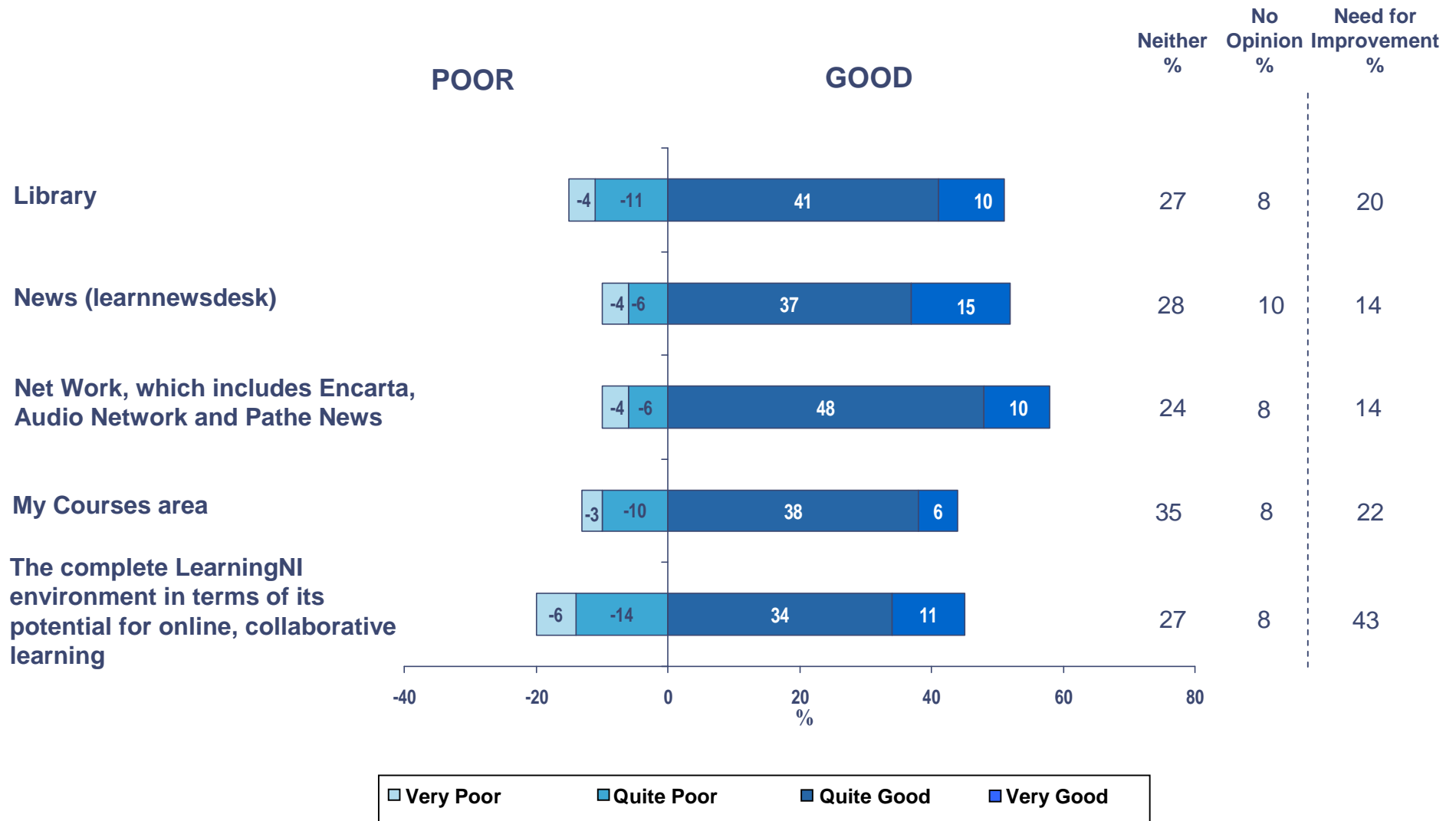
Future Services

Conclusion

Have any members of your staff started to use LearningNI which is provided as part of the Wide Area Service?



# How do you rate each of the following aspects of LearningNI?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

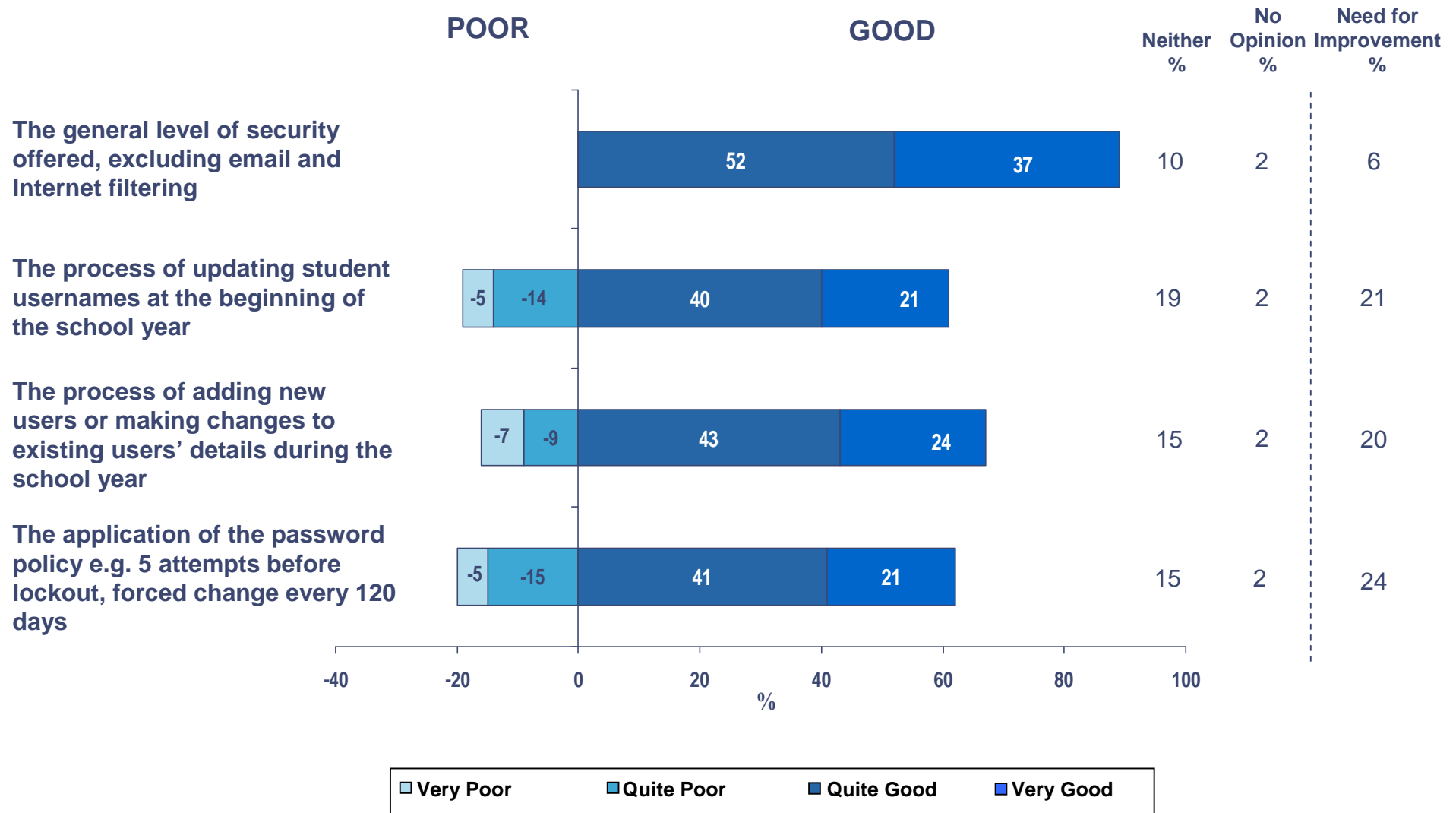
Communication

Future Services

Conclusion

## C2k Security

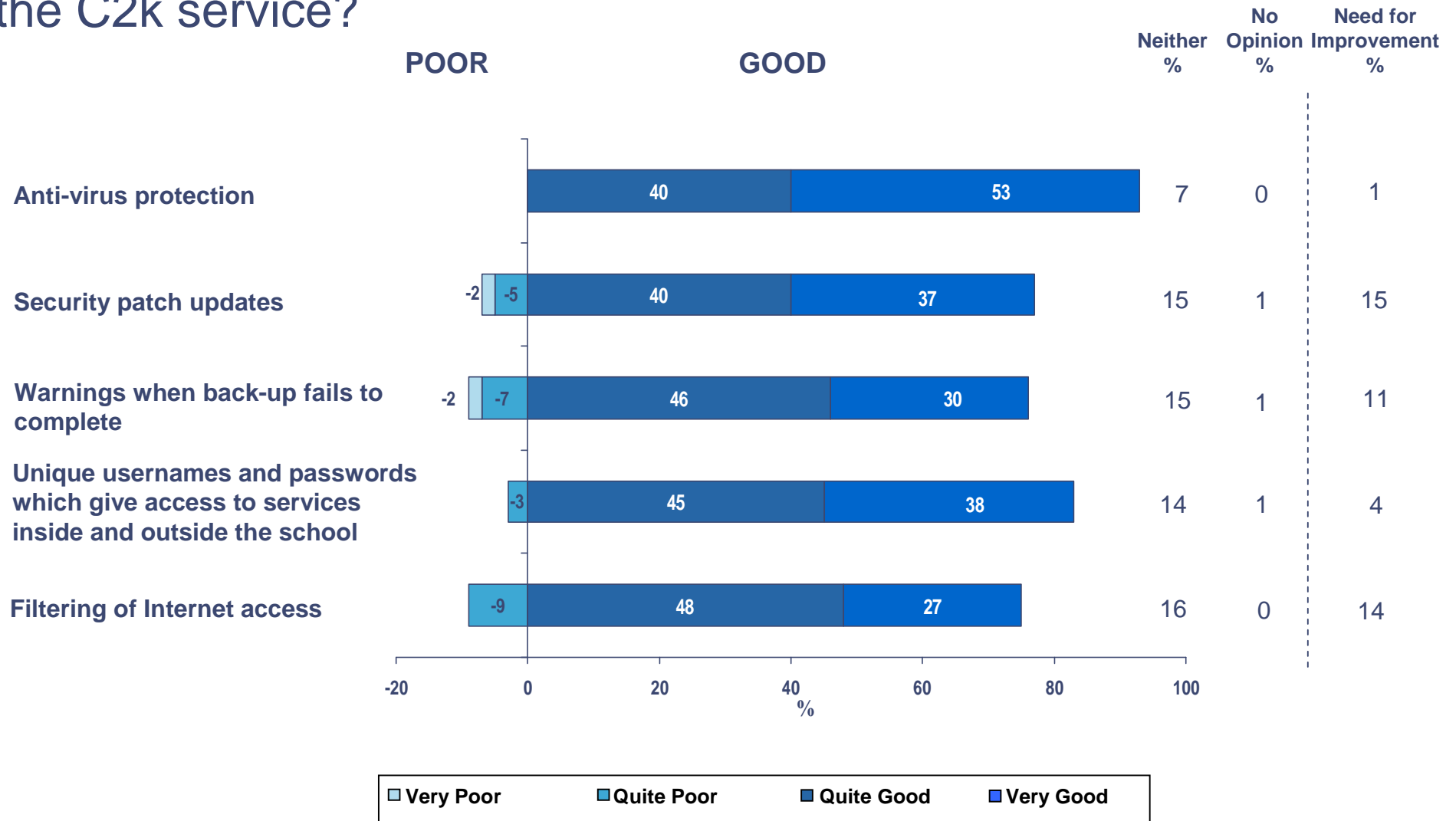
# How do you rate each of the following security aspects of the C2k WAN service?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

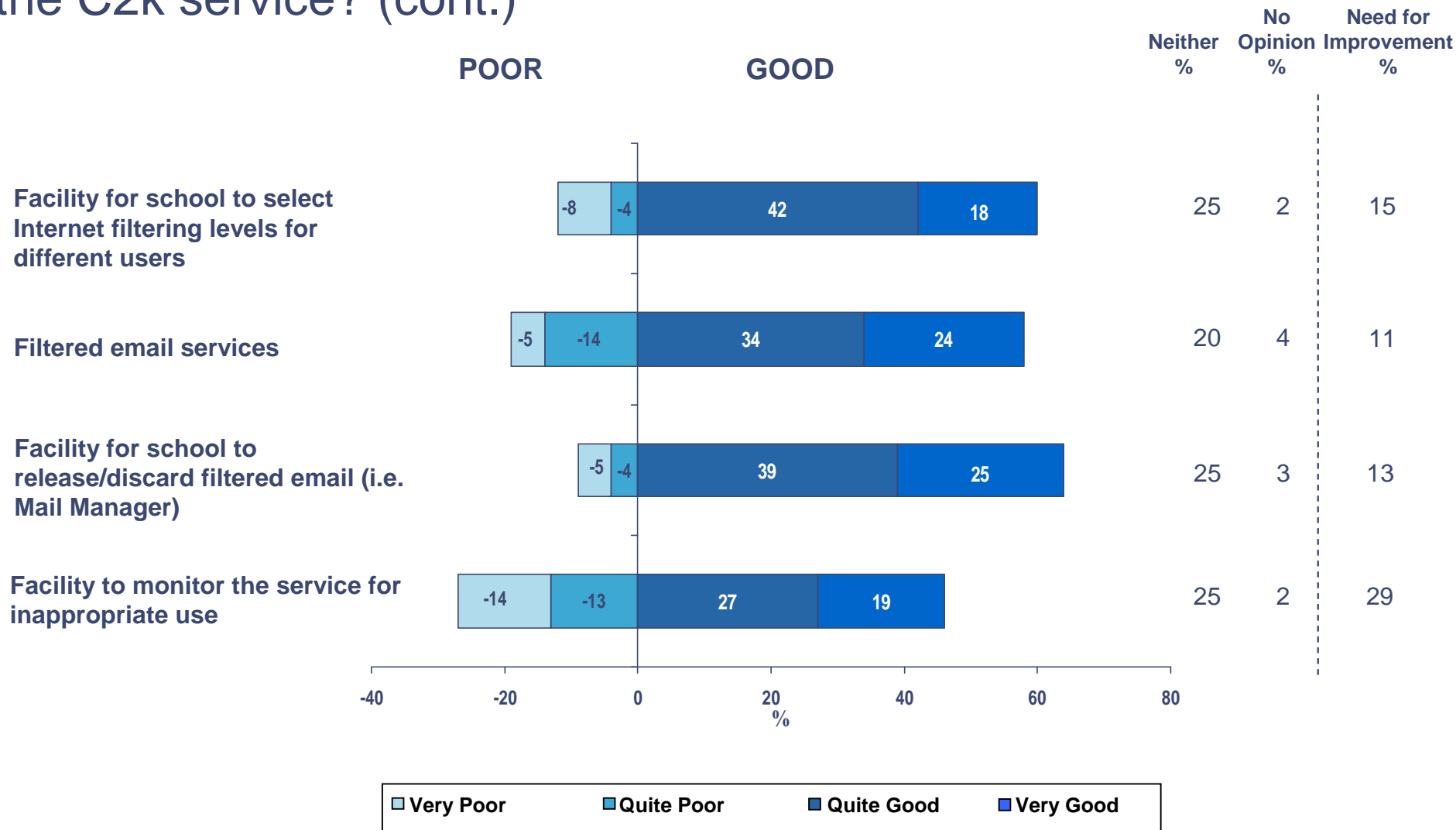
## C2k Security

How do you rate the appropriateness of the policies and procedures which have been defined for the following aspects of the C2k service?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

# How do you rate the appropriateness of the policies and procedures which have been defined for the following aspects of the C2k service? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

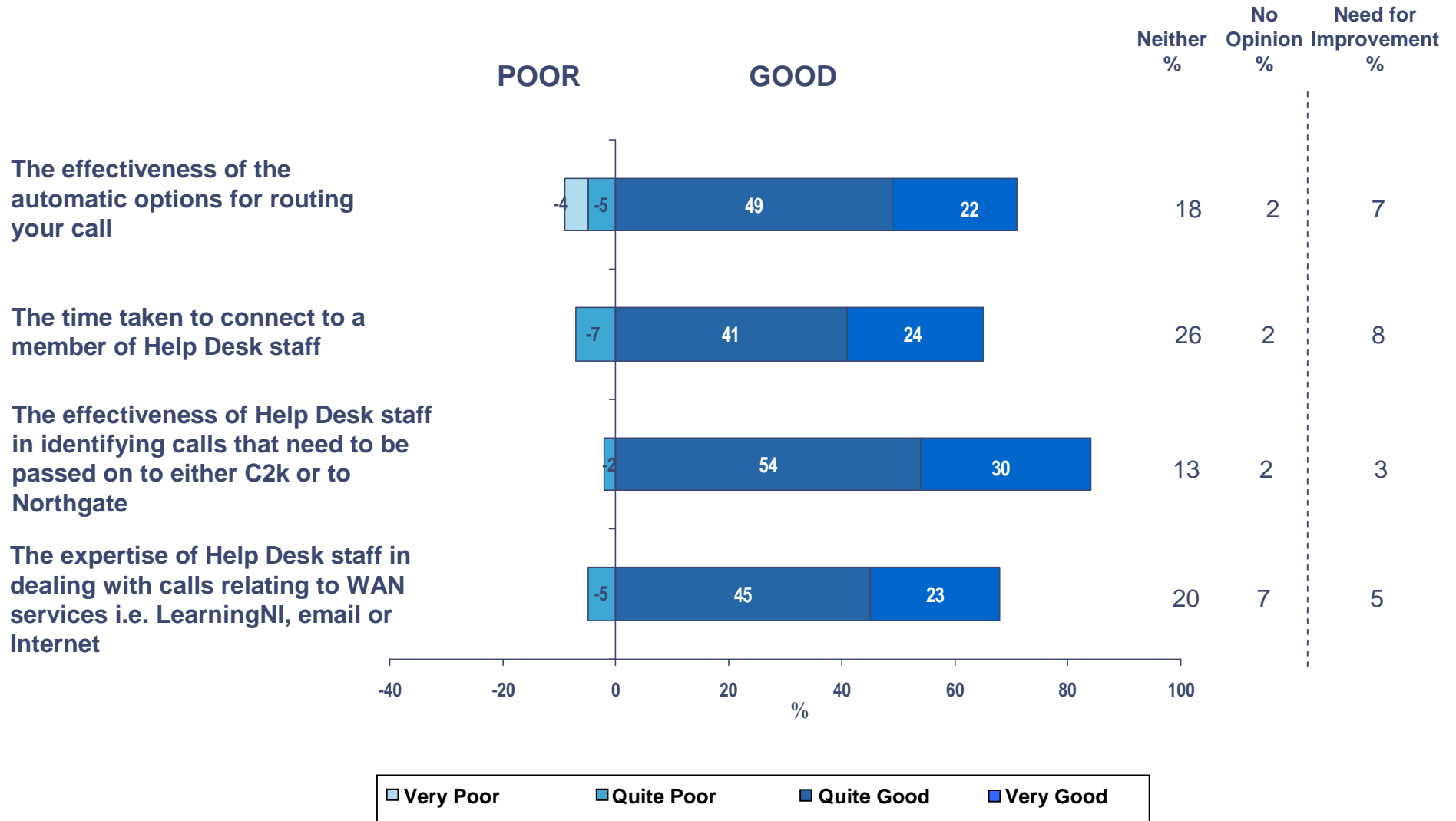
Communication

Future Services

Conclusion

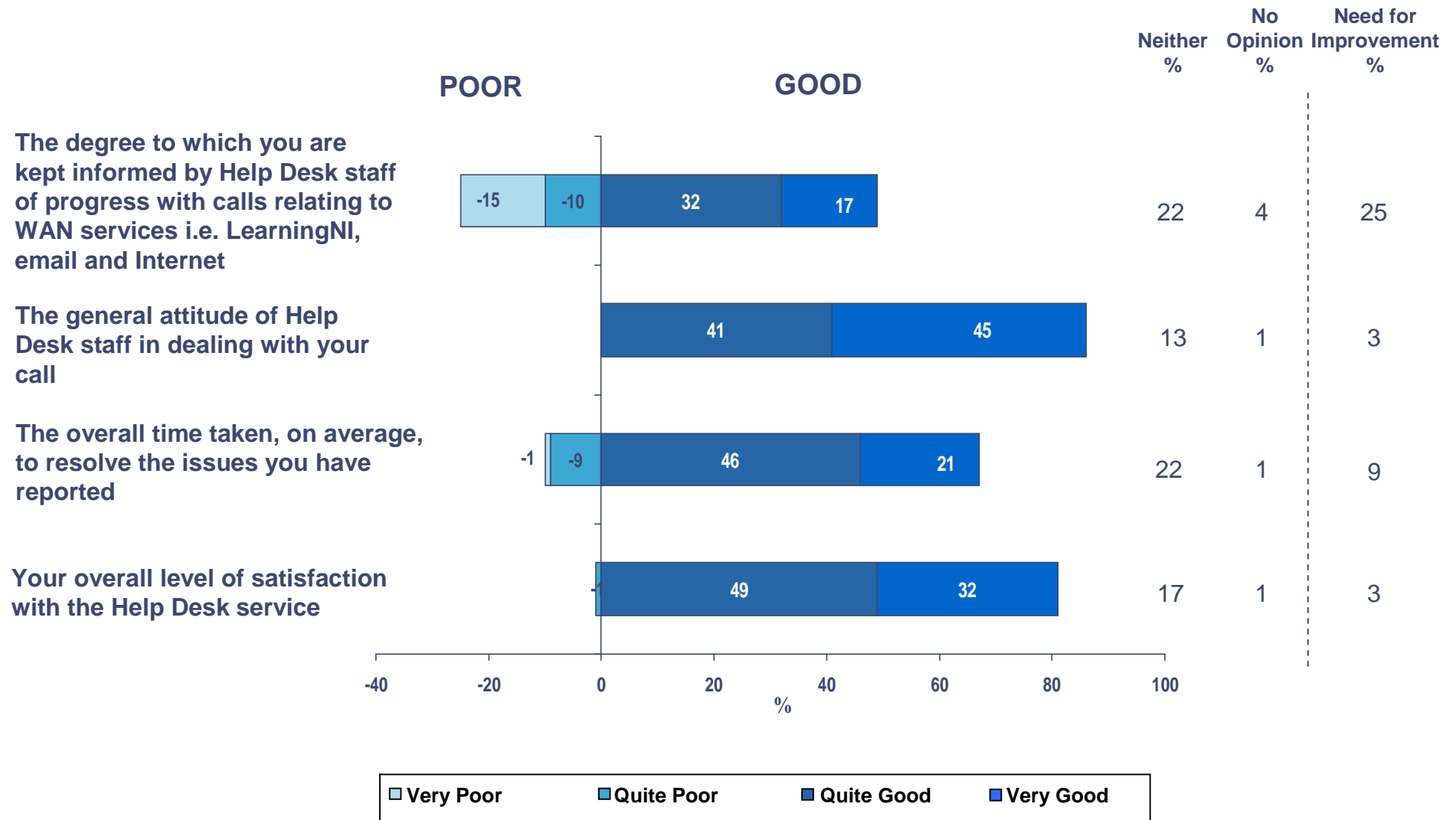
## C2k Helpdesk

# How do you rate the following aspects of support offered by the C2k frontline Help Desk?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

# How do you rate the following aspects of support offered by the C2k frontline Help Desk (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

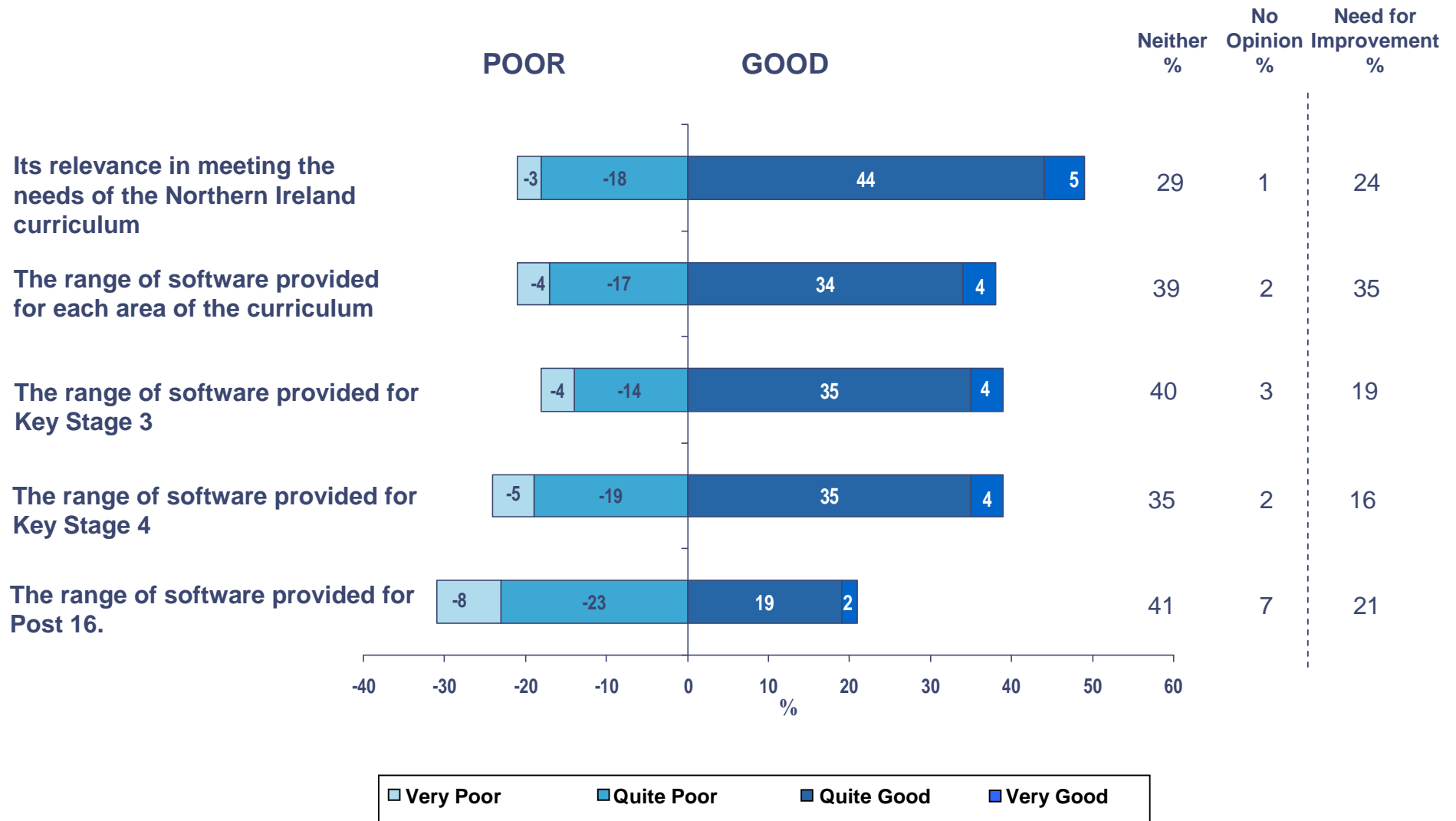
Curriculum Software/MIS Modules

Communication

Future Services

Conclusion

# How do you rate the curriculum software provided with your C2k system in terms of the following?

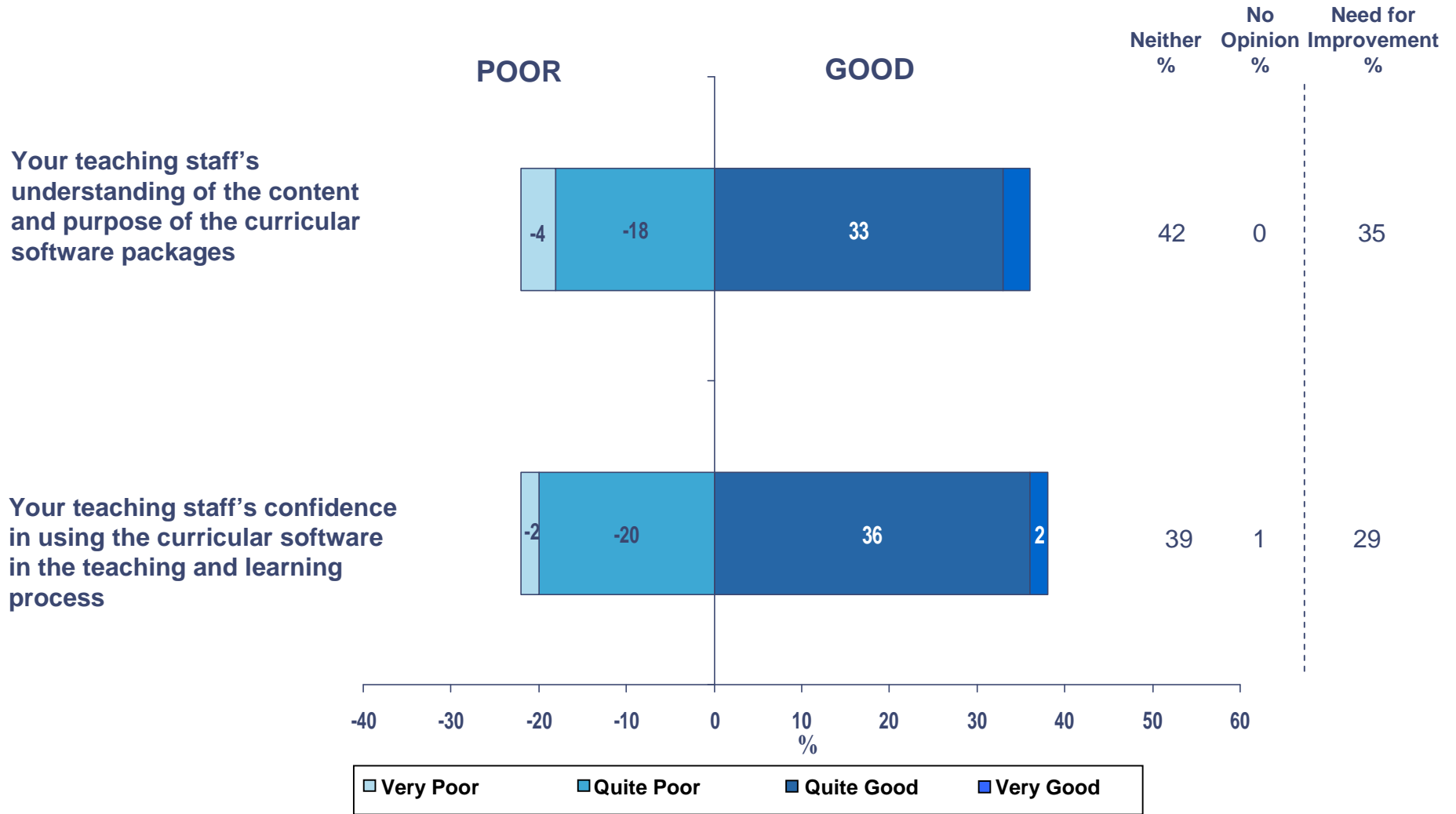


Base: All respondents (104)  
PricewaterhouseCoopers LLP

Suggestions for improving the range of software provided for each area of the curriculum.

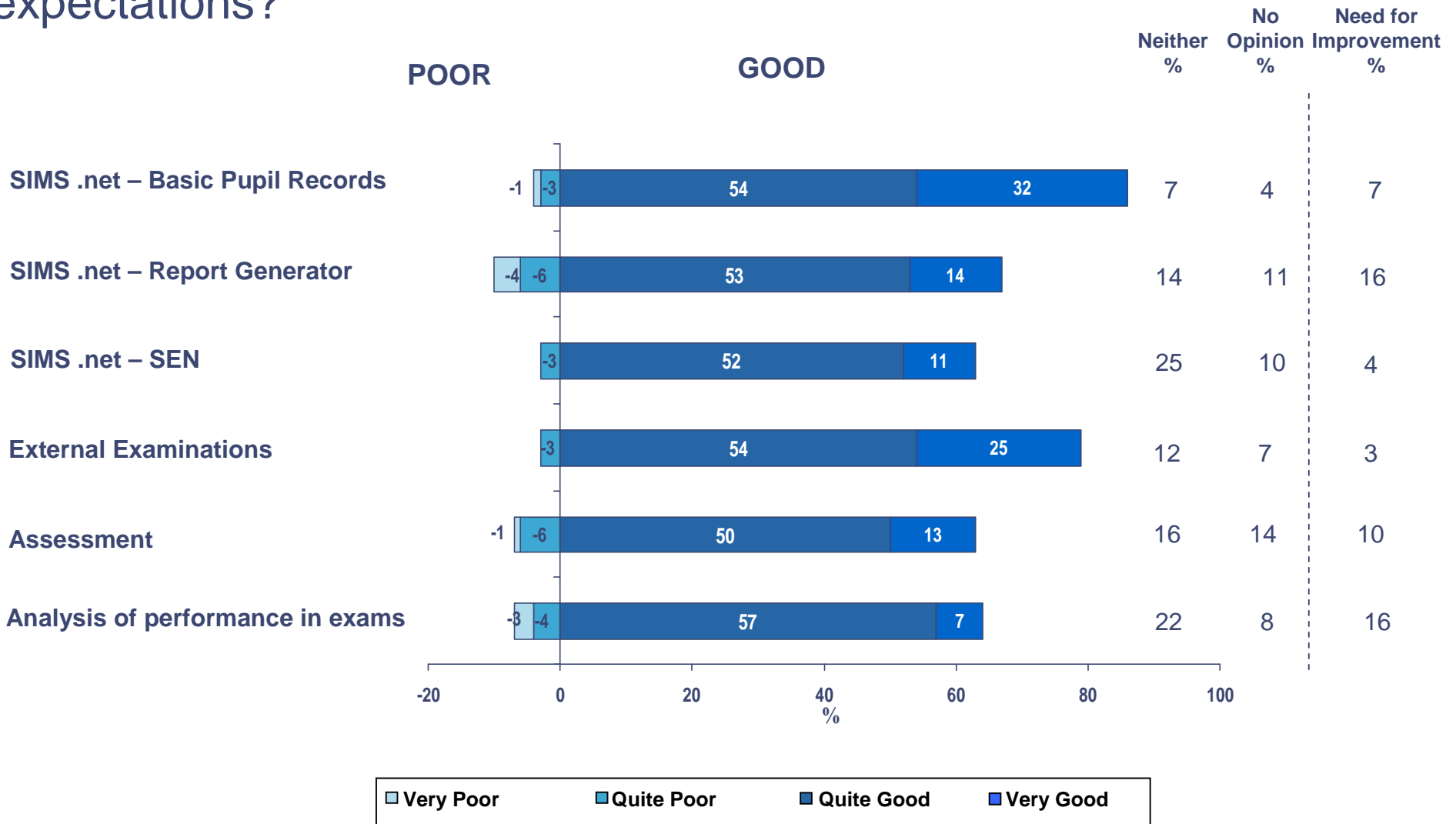
- New updated software required (43%)
- Improve range of software provided (33%)
- Simplify the uploading process (8%)
- Supply up to date information about all titles available (8%)
- Provide more software over a range of subjects (8%)

How do you rate the following, in relation to the C2k provision of the curriculum software to enhance teaching and learning?



Curriculum Software/MIS Modules

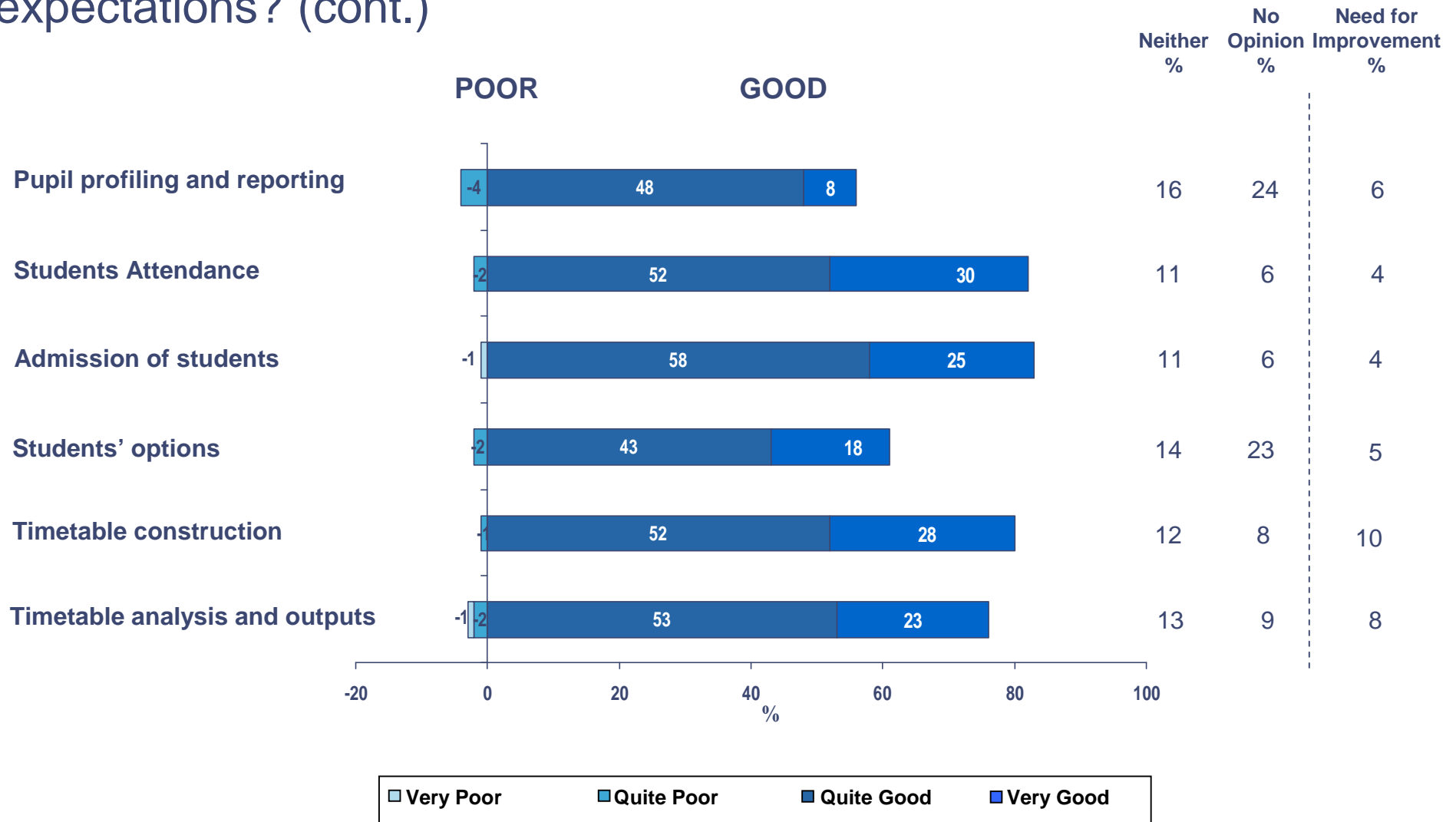
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

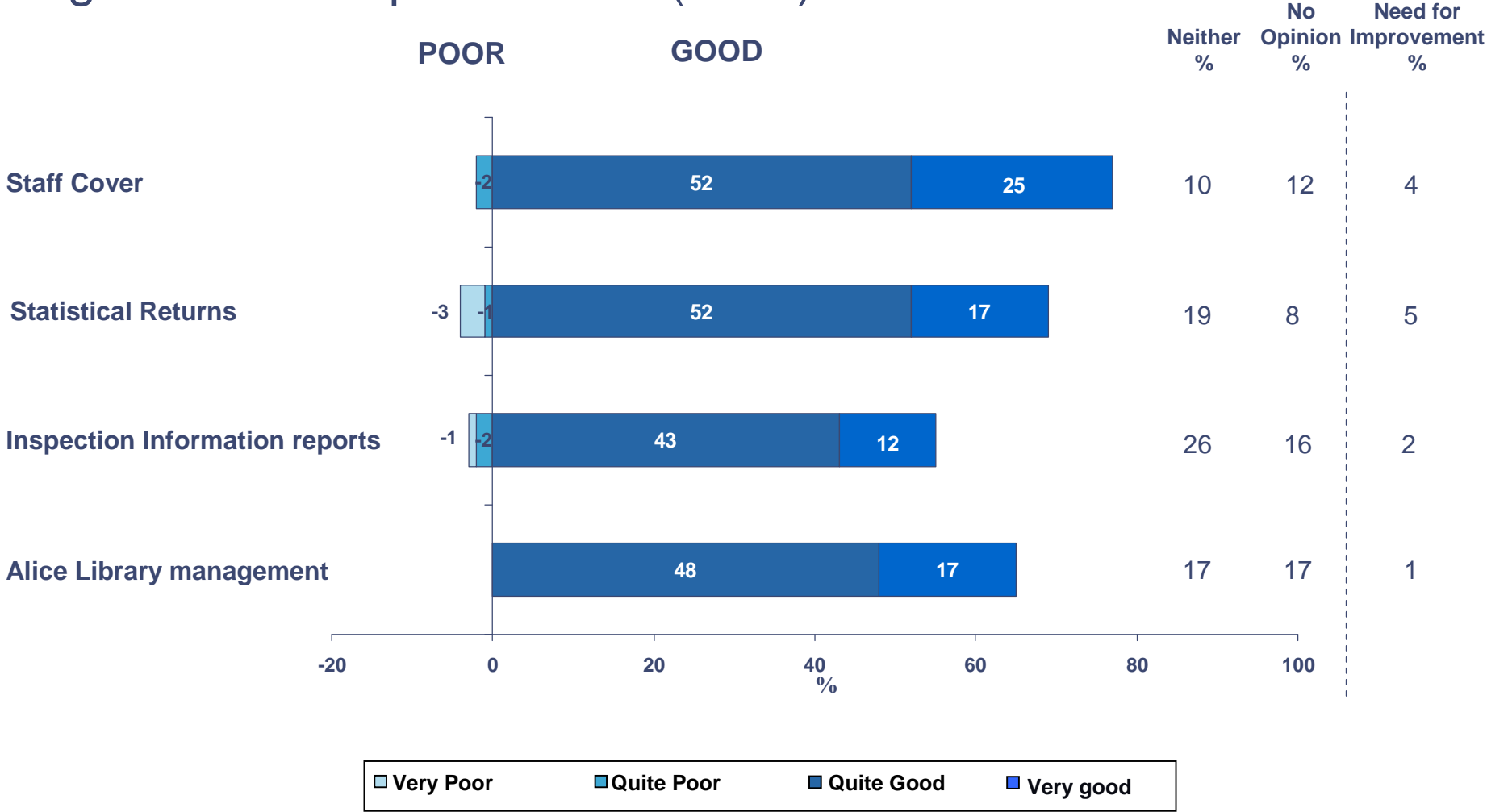
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

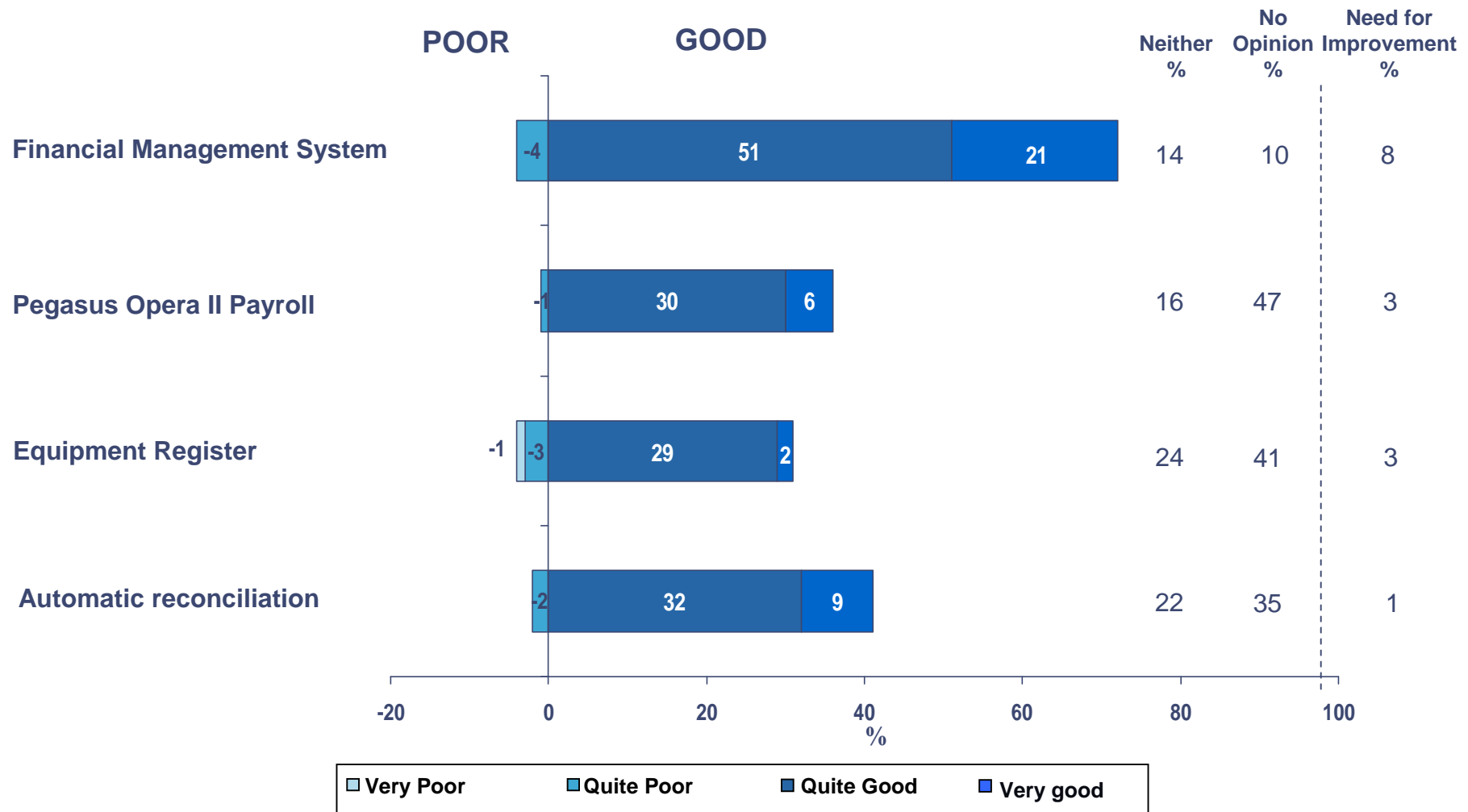
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

## Curriculum Software/MIS Modules

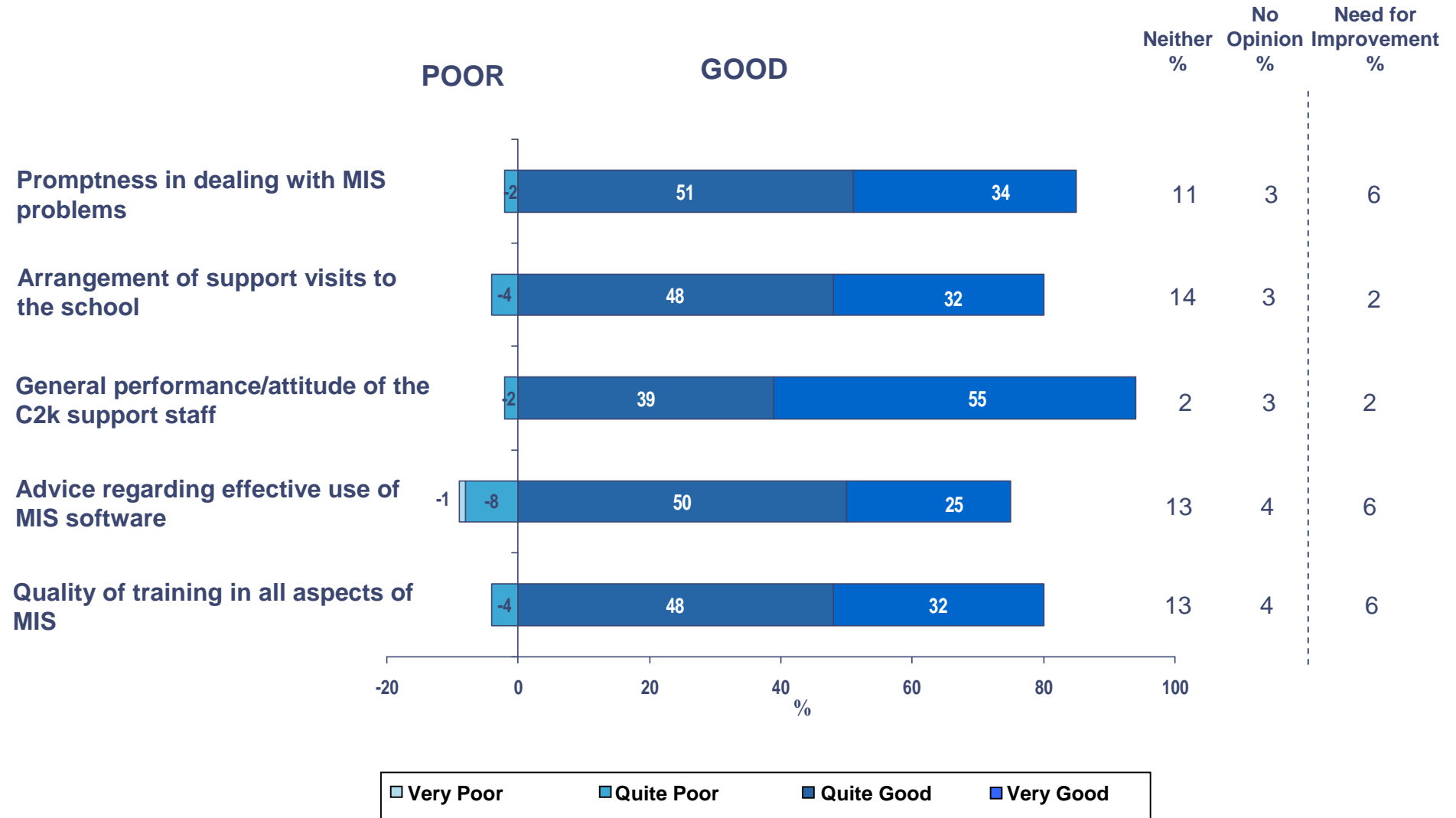
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

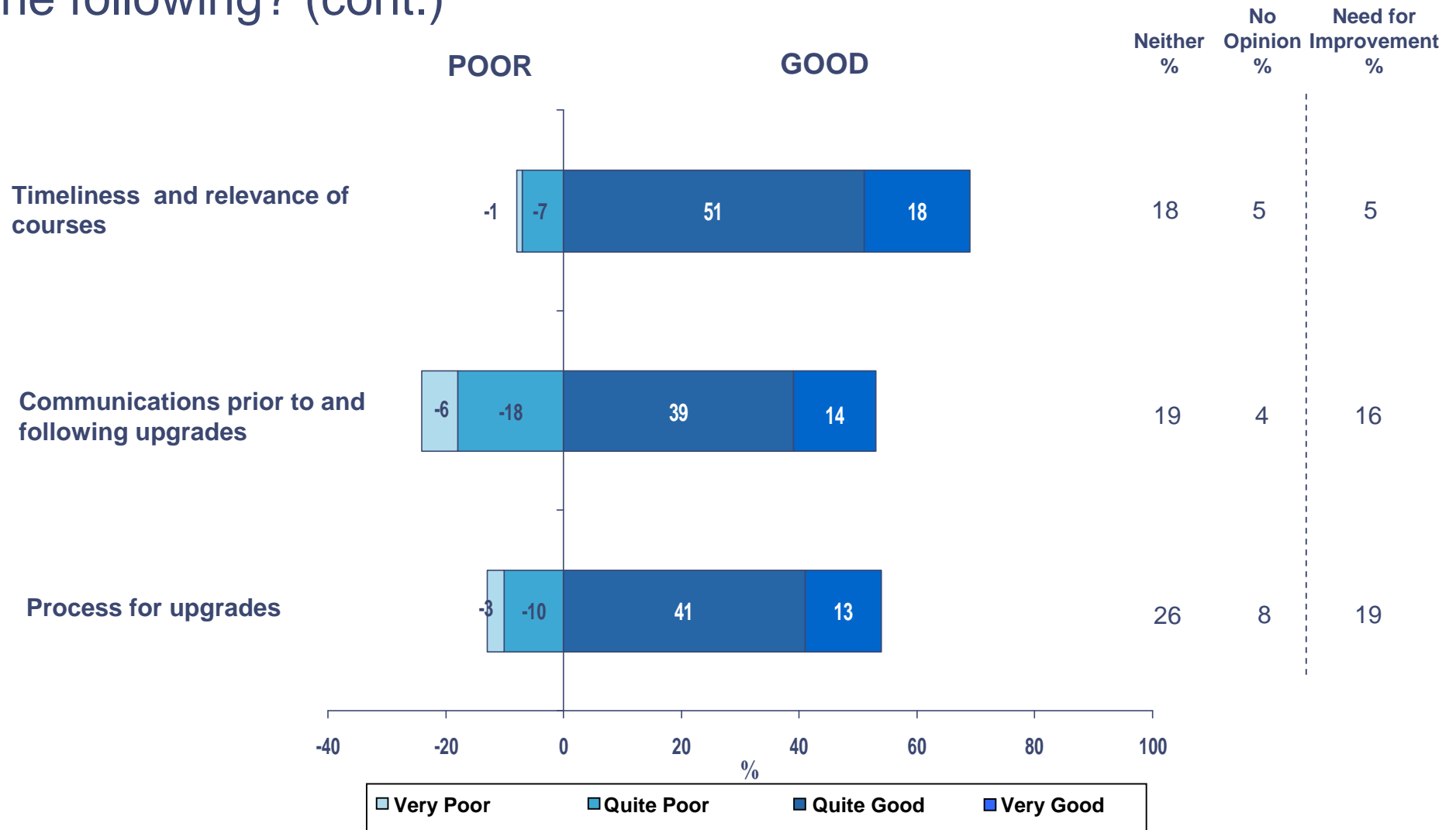
Curriculum Software/MIS Modules

How do you rate the level of support offered for MIS in terms of the following?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

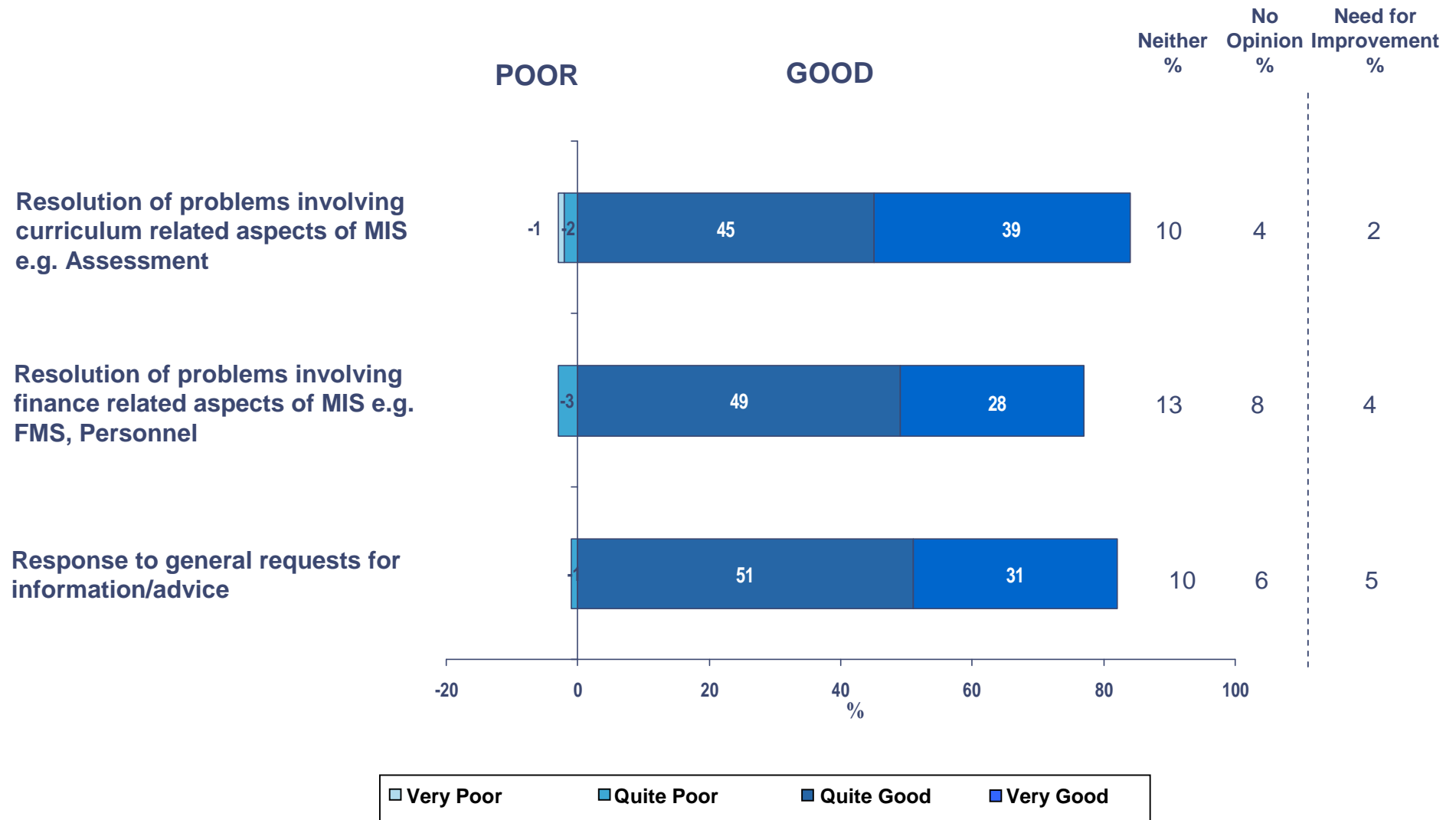
# How do you rate the level of support offered for MIS in terms of the following? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

How do you rate the level of support offered for MIS in terms of the following? (cont.)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

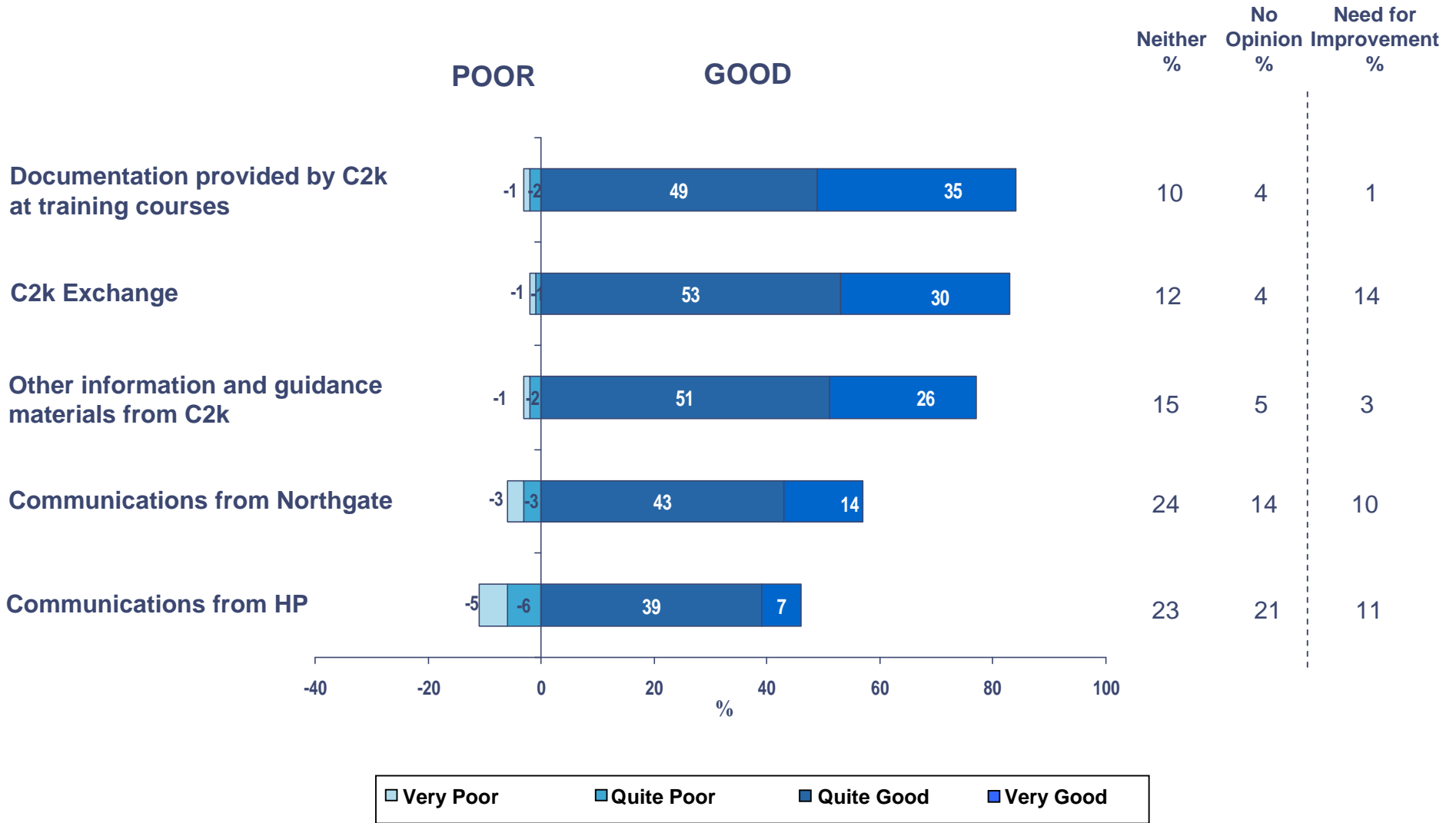
Communication

Future Services

Conclusion

Communication

# How do you rate communications with your school and the documentation provided to support the use of the Managed Service?



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

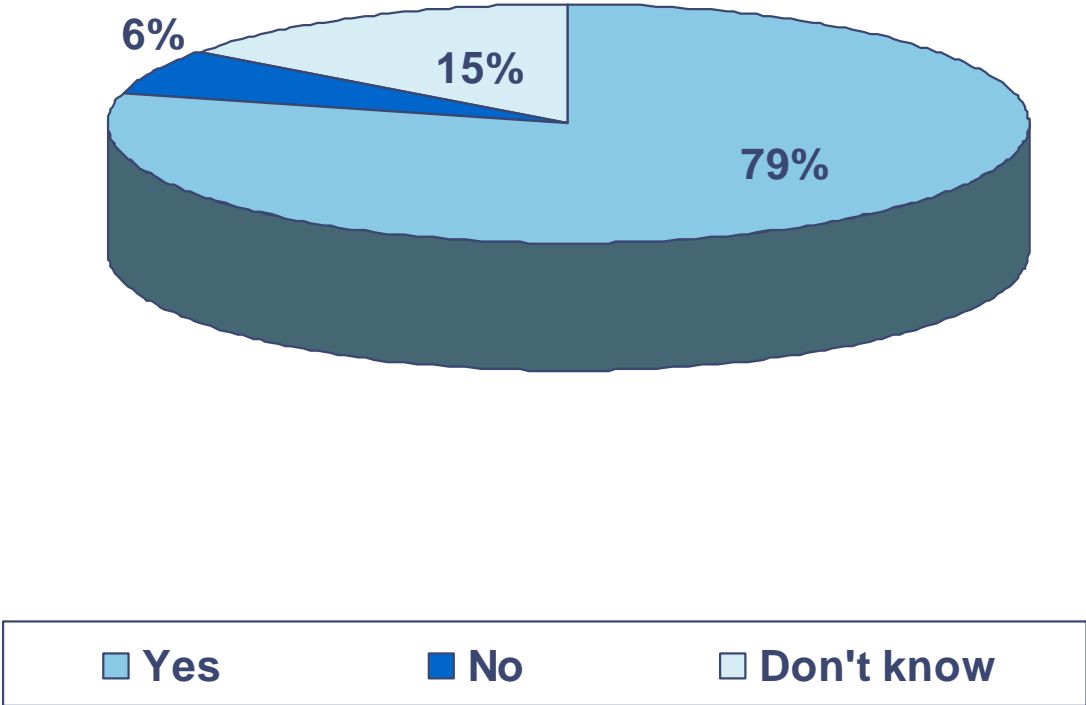
Communication

Future Services

Conclusion

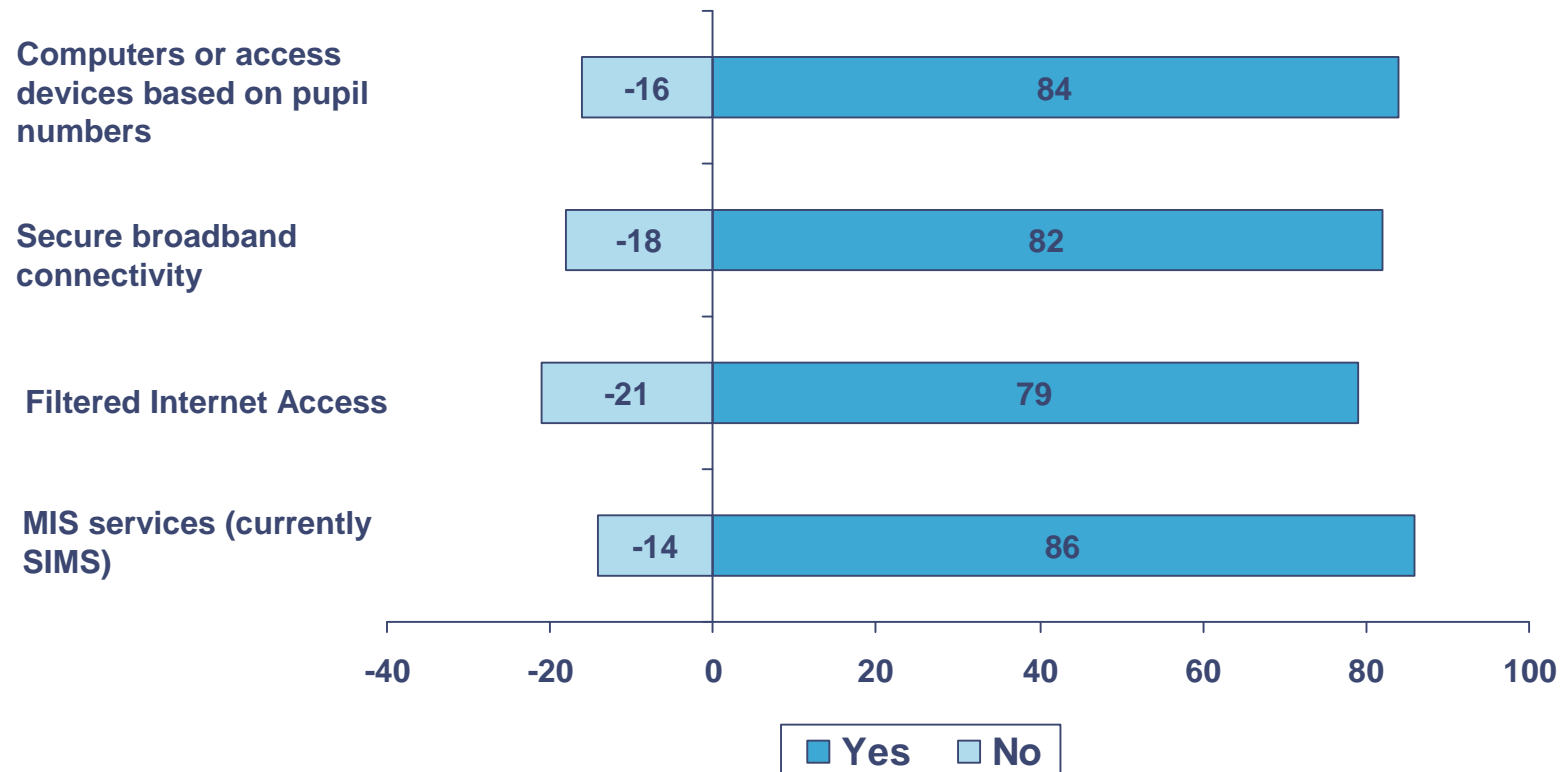
Future Services

C2k ICT services are currently provided and fully supported through managed service contracts which are centrally funded. Do you think this should continue?



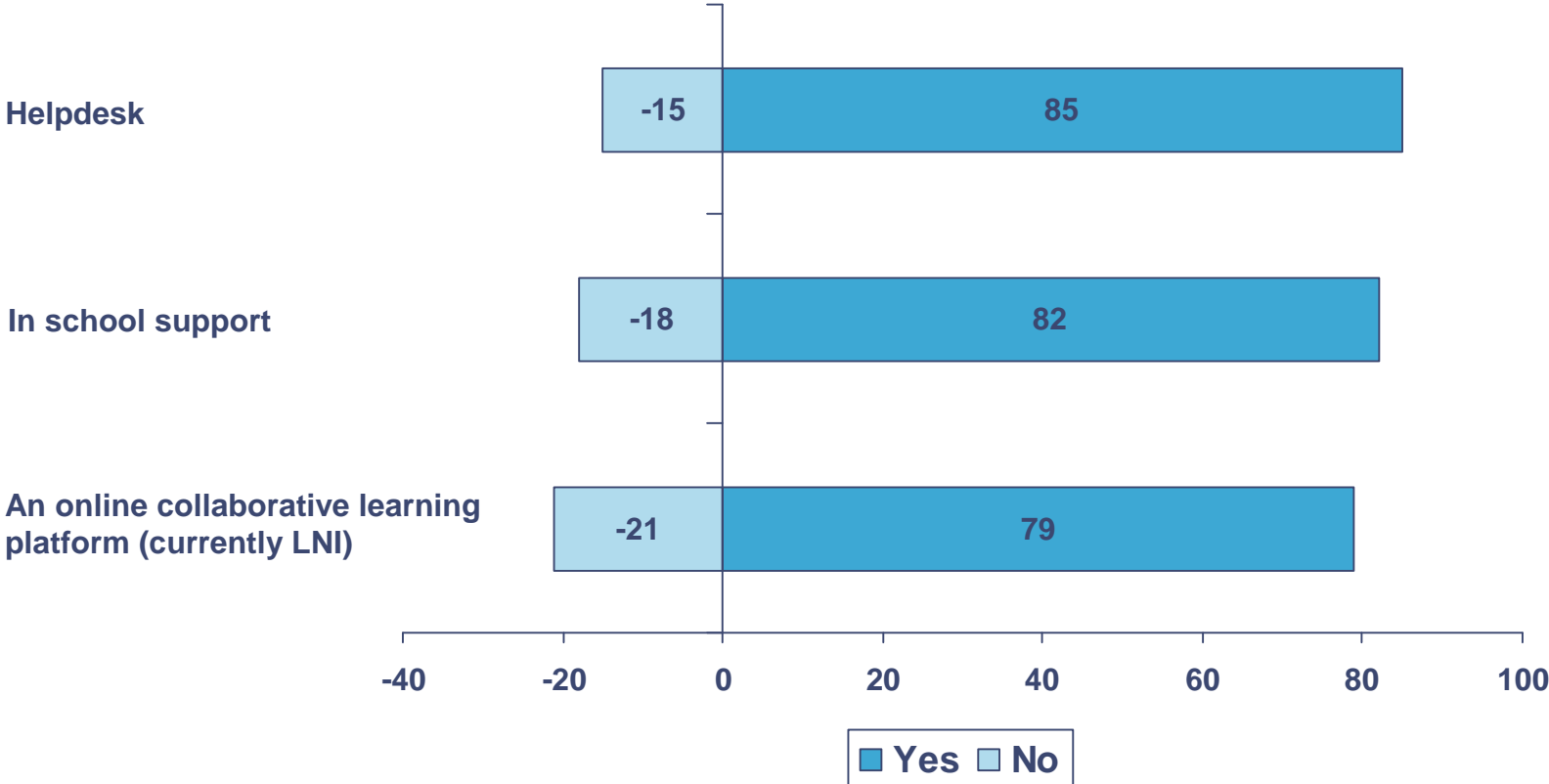
## Future Services

Which of the following services should be part of a service provided centrally to all schools in any new contract?



Future Services

Which of the following services should be part of a service provided centrally to all schools in any new contract? (cont.d)



Base: All respondents (104)  
PricewaterhouseCoopers LLP

Introduction

ICT Provision

C2k Local Area Network

Managed Service Implementation and Training

Wide Area Network

LearningNI

C2k Security

C2k Helpdesk

Curriculum Software/MIS Modules

Communication

Future Services

Conclusions

### **Overall Summary**

With a response rate of 43% this year, the response rate was lower than expected. This may be attributable to a shorter field period.

Over half of post primary schools felt that the time it takes for the computer to start up needed improved. Nearly half also felt that the time it takes for the desktop screen to appear following entry of username and password was too slow.

43% would like an improvement in the email filtering policy.

There were some mixed views on how schools rated the curriculum software provided.

The majority of schools (79%) felt that ICT services should continue to be fully supported through managed service contracts which are centrally funded.

## Conclusions

### **C2k local area network**

A number of areas of the managed service were identified as needing improvement according to a significant minority of post primary schools. These areas were:

- The time it takes for the computer to start up;
- The time it takes for the desktop screen to appear following entry of username and password;
- The ease of management and speed of access when working with folders and files;
- The facilities provided for managing network printing;
- The ability to customise your desktop environment.

In each case, over one quarter of schools indicated that improvement is required in these areas.

The main suggestions for improving the above areas included new hardware and software upgrades.

### **Managed service implementation and training**

The majority of post primary schools rated the level of support provided by Northgate as 'good' or 'very good'

Views on the managed service catalogue were more mixed with 34% of schools feeling that the value offered by the managed service aspects of the products needed improving by either reducing costs or supplying the latest specification of equipment.

### **Wide area network**

Whilst most schools are happy with their email service, 43% would like an improvement in the email filtering policy. The main suggested improvement in this area was the introduction of a less strict email filtering policy.

Over one third of schools would like to see an improvement in the speed of access to the internet and speed and performance within the internet.

## Conclusions

### **LearningNI**

65% of schools had used LearningNI.

Most aspects of LearningNI were rated positively, however 43% of schools wished to see improvements to the LearningNI environment in terms of its potential for online, collaborative learning.

### **C2k Security**

C2k security for the WAN was rated positively by the majority of schools.

One particular area that schools felt needed improved related to the facility used to monitor the service for inappropriate use. Suggestions for improvement included increasing awareness among staff of this facility and increasing the availability of the software.

### **C2k Helpdesk**

High levels of satisfaction were expressed with all aspects of the C2k helpdesk.

### **Curriculum Software/MIS Modules**

Reflecting findings from last year, there were mixed views on how schools rated the curriculum software provided.

- Over one third of schools (35%) felt that the range of software provided for each area of the curriculum could be improved;
- 24% would like to see an improvement in its relevance in meeting the needs of the Northern Ireland curriculum;
- 21% felt that the range of software provided for Post 16 could be improved.

## Conclusions

### **Communication**

Most schools gave positive opinions on communications received as part of the managed service.

Communications from C2k were more highly rated than Northgate or HP.

### **Future services**

The majority of schools (79%) felt that ICT services should continue to be fully supported through centrally funded managed service contracts.

This publication has been prepared for general guidance on matters of interest only, and does not constitute professional advice. You should not act upon the information contained in this publication without obtaining specific professional advice. No representation or warranty (express or implied) is given as to the accuracy or completeness of the information contained in this publication, and, to the extent permitted by law, PricewaterhouseCoopers LLP, its members, employees and agents accept no liability, and disclaim all responsibility, for the consequences of you or anyone else acting, or refraining to act, in reliance on the information contained in this publication or for any decision based on it.

© 2008 PricewaterhouseCoopers LLP. All rights reserved. 'PricewaterhouseCoopers' refers to PricewaterhouseCoopers LLP (a limited liability partnership in the United Kingdom) or, as the context requires, other member firms of PricewaterhouseCoopers International Limited, each of which is a separate and independent legal entity.