

C2k

Primary Evaluation Survey

Final Report

October 2008

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## Objectives

The 2008 C2k Evaluation Study aimed to conduct customer satisfaction research amongst the 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 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 primary schools across the province (867). 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 257 primary schools completed the questionnaire, representing a response of 30%.
- 38% of respondents completed the survey online.

## Methodology – achieved sample

The 257 complete interviews were proportioned as follows:

Belfast Education & Library Board	12	%
North Eastern Education & Library Board	25	%
South Eastern Education & Library Board	16	%
Southern Education & Library Board	26	%
Western Education & Library Board	22	%
<b>Total</b>	<b>100</b>	<b>%</b>

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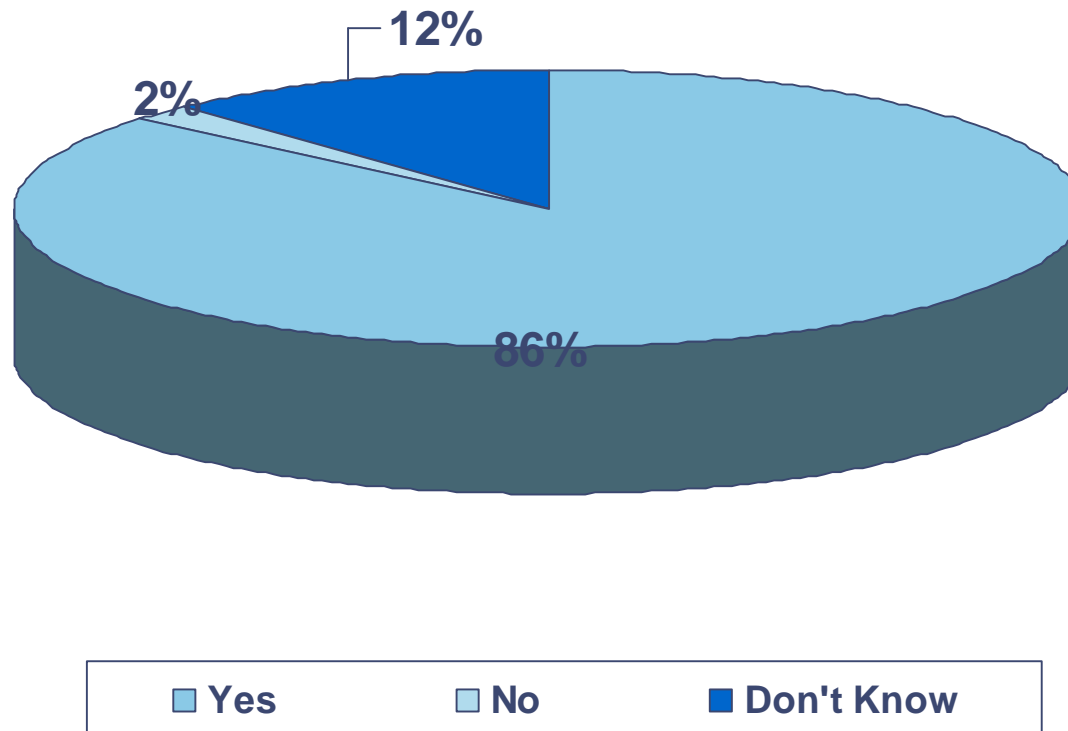
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## ICT provision and investment plans for 2008/09

	Average
<b>ICT Provision in Schools</b>	
No. of C2k computers in classrooms	21
No. of C2k computers in clusters or ICT suites	10
Total No. of C2k computers	30

# Has your school received the managed service laptops?



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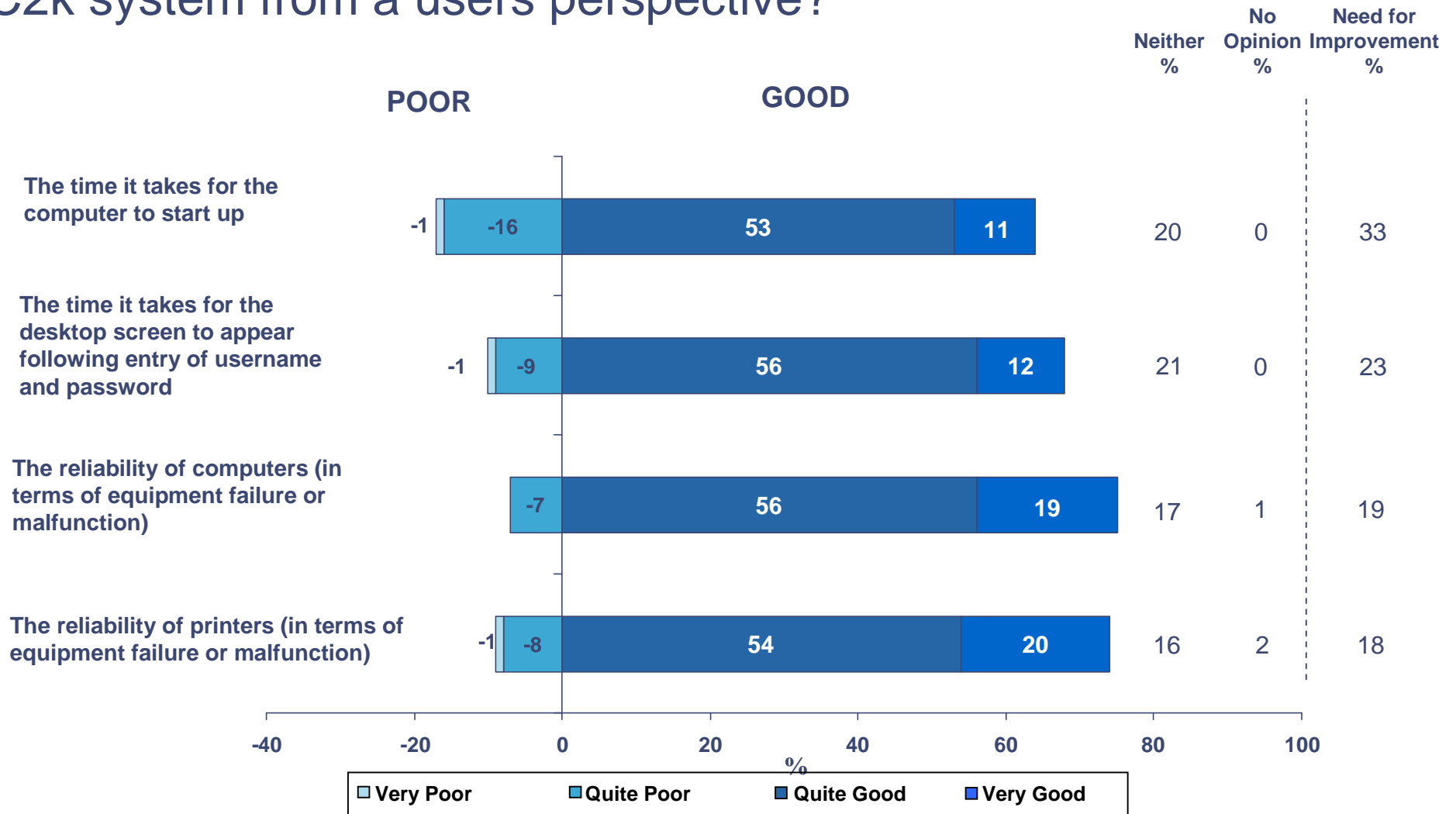
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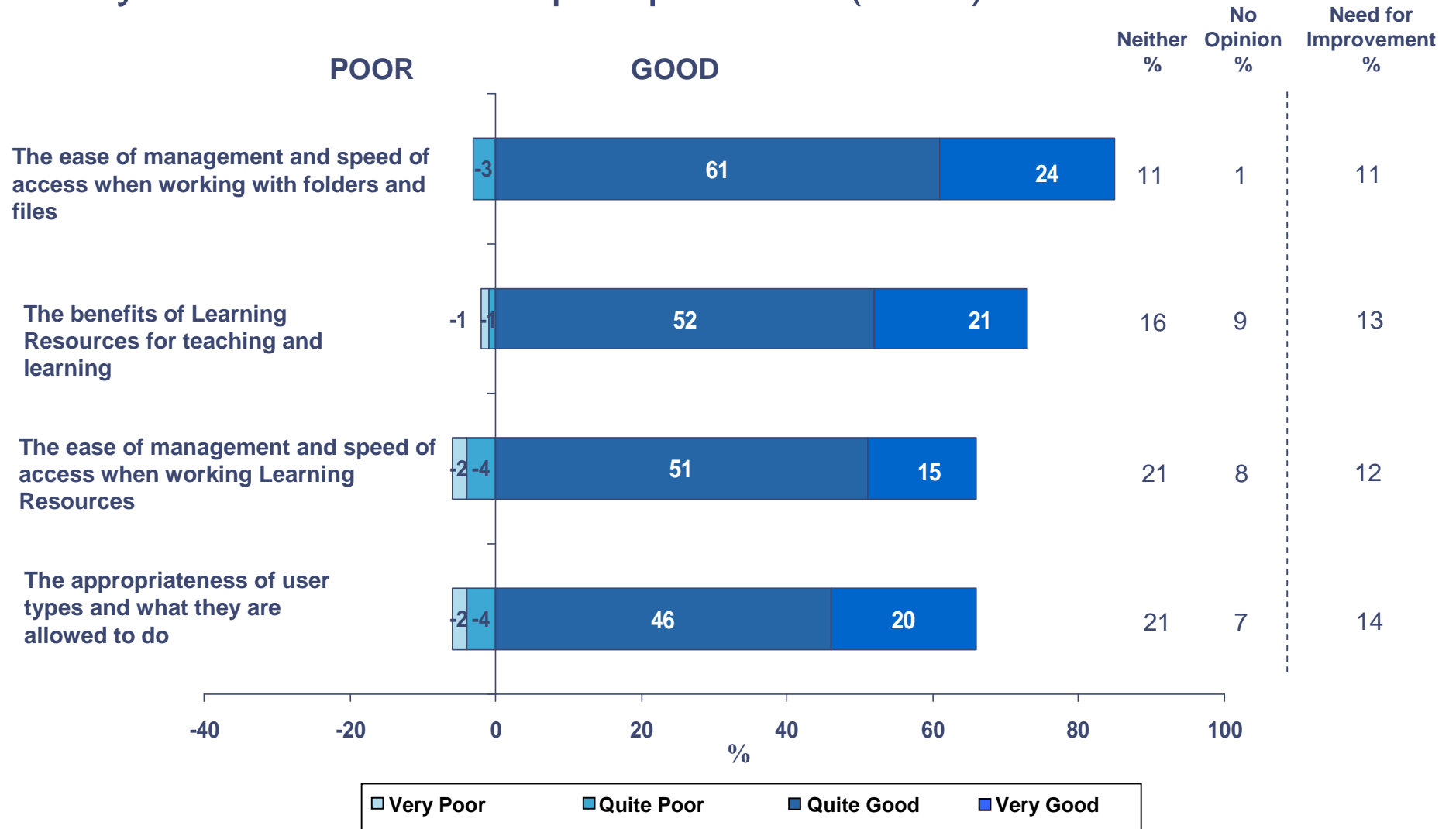
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# How would you rate the following aspects of the operation of the C2k system from a users perspective?



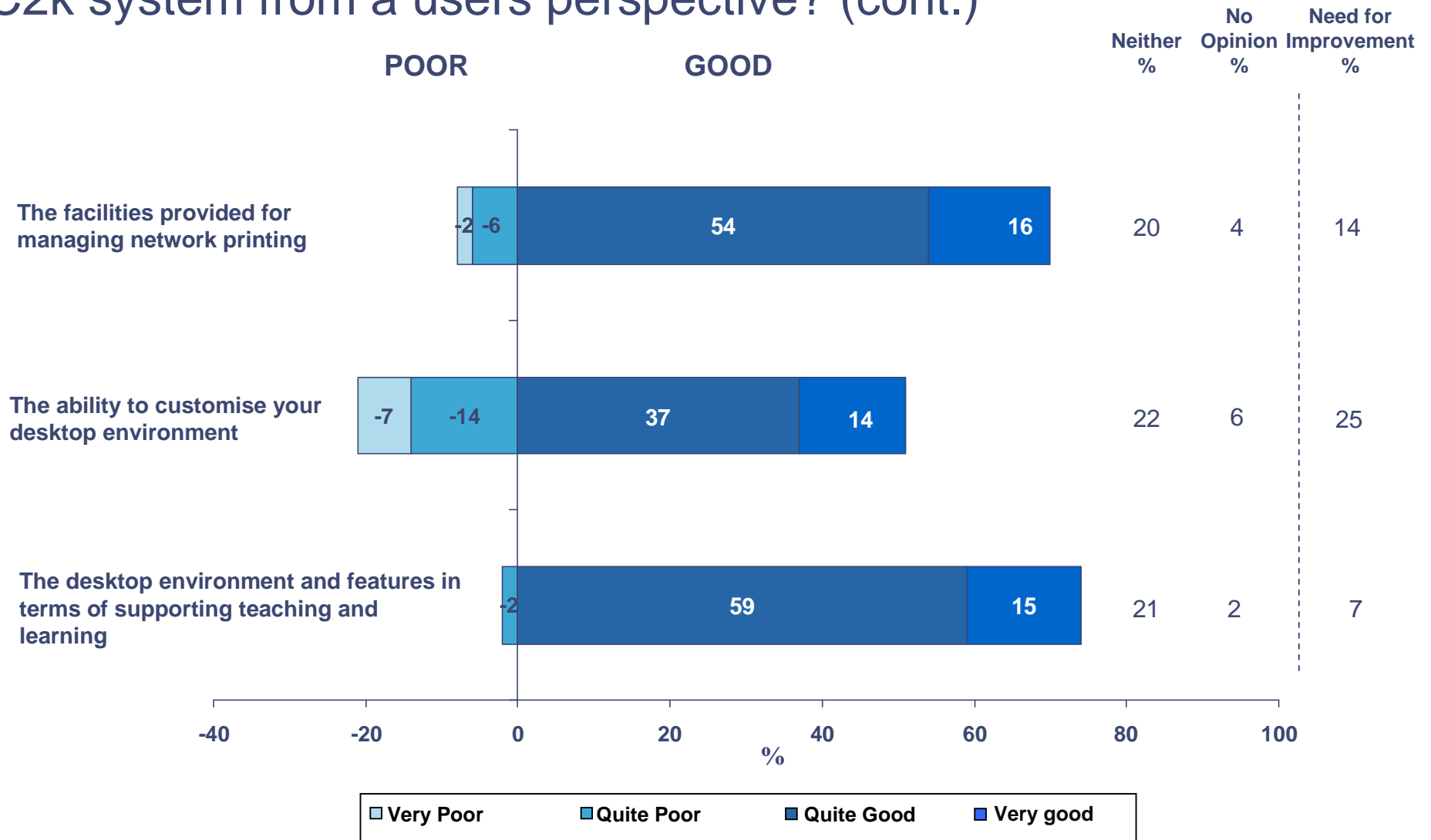
# How would you rate the following aspects of the operation of the C2k system from a users perspective? (cont.)



Base: All respondents (257)  
PricewaterhouseCoopers LLP

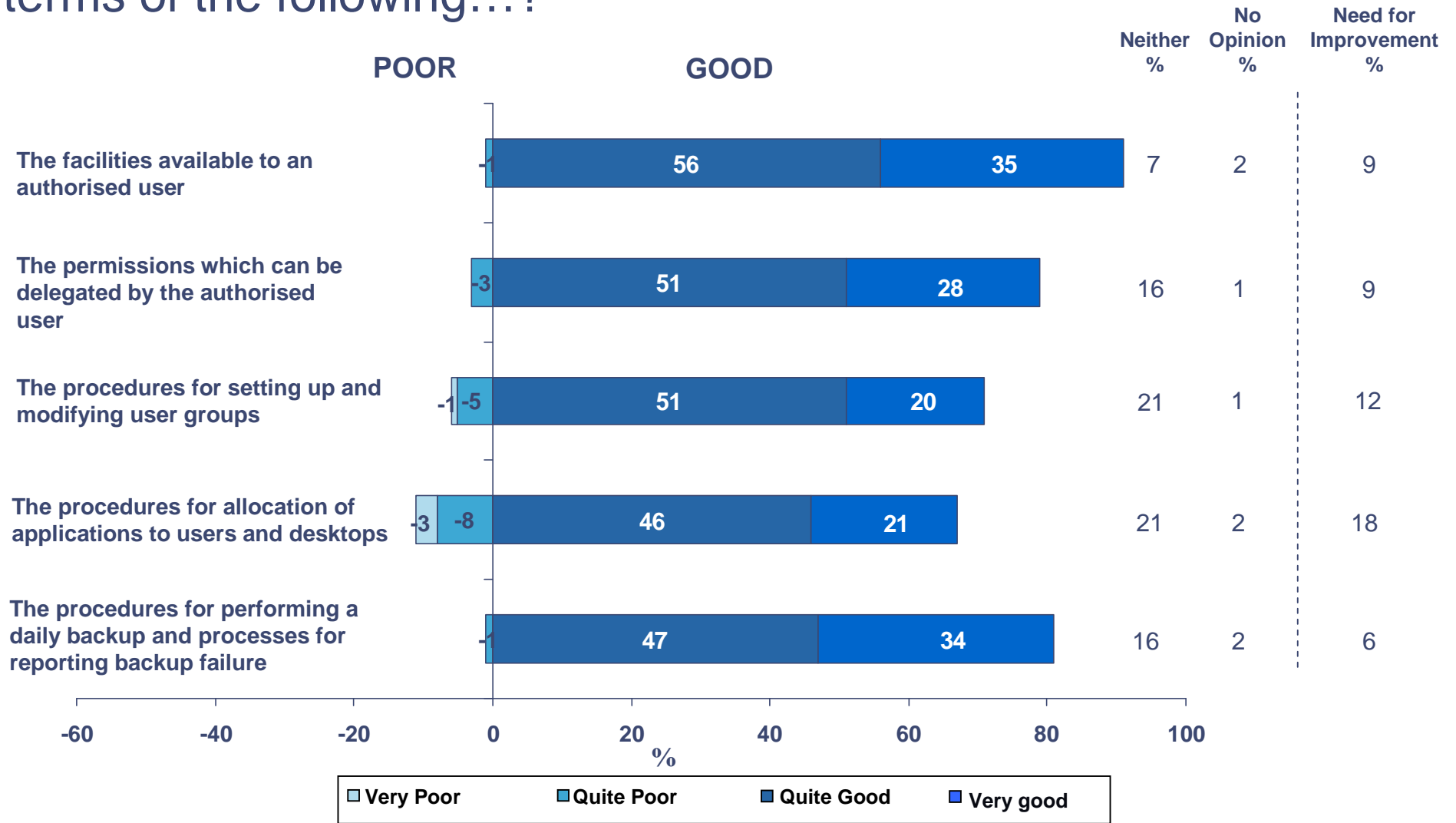
## C2k Local Area Network

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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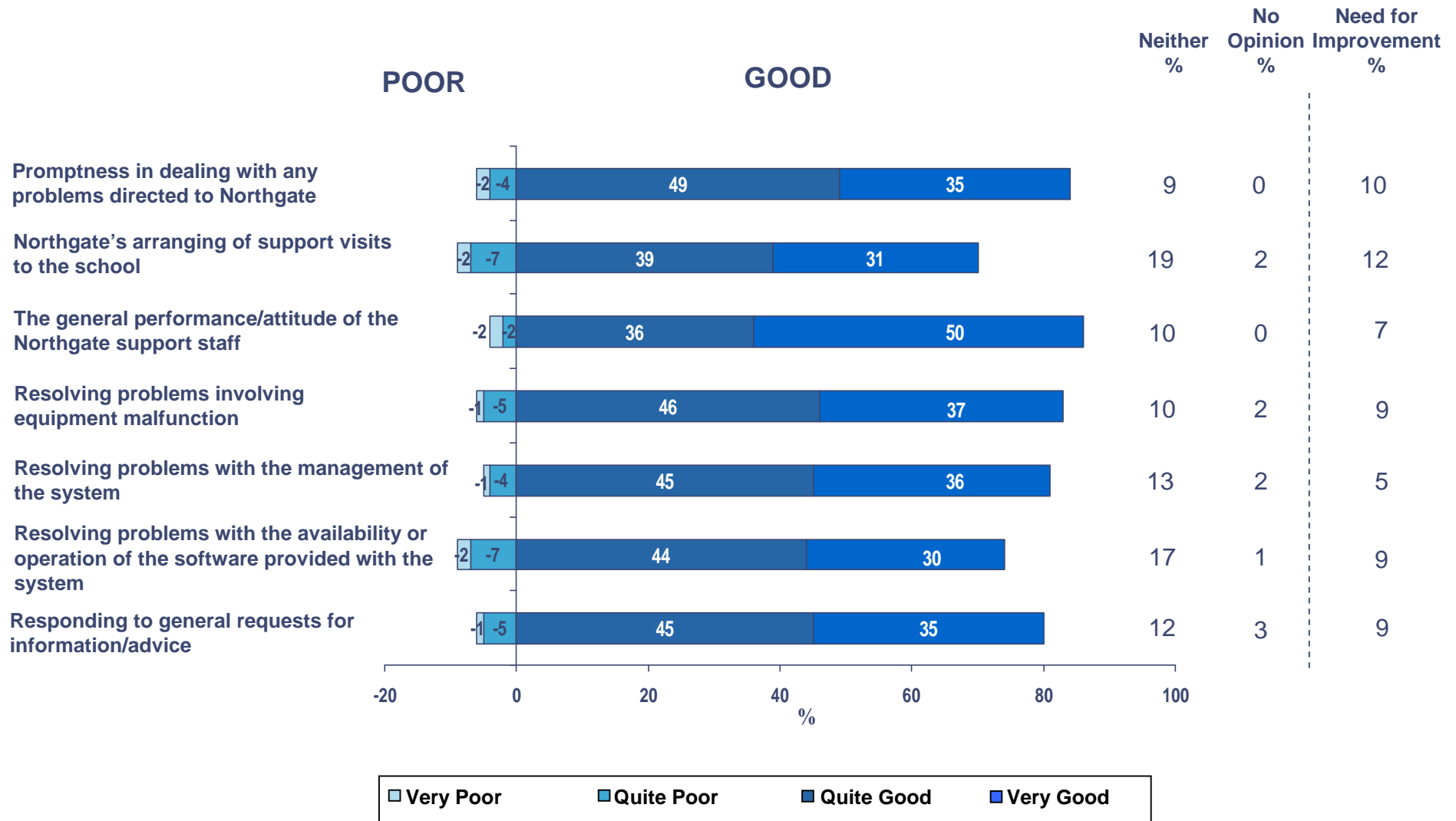
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## Managed Service Implementation and Training

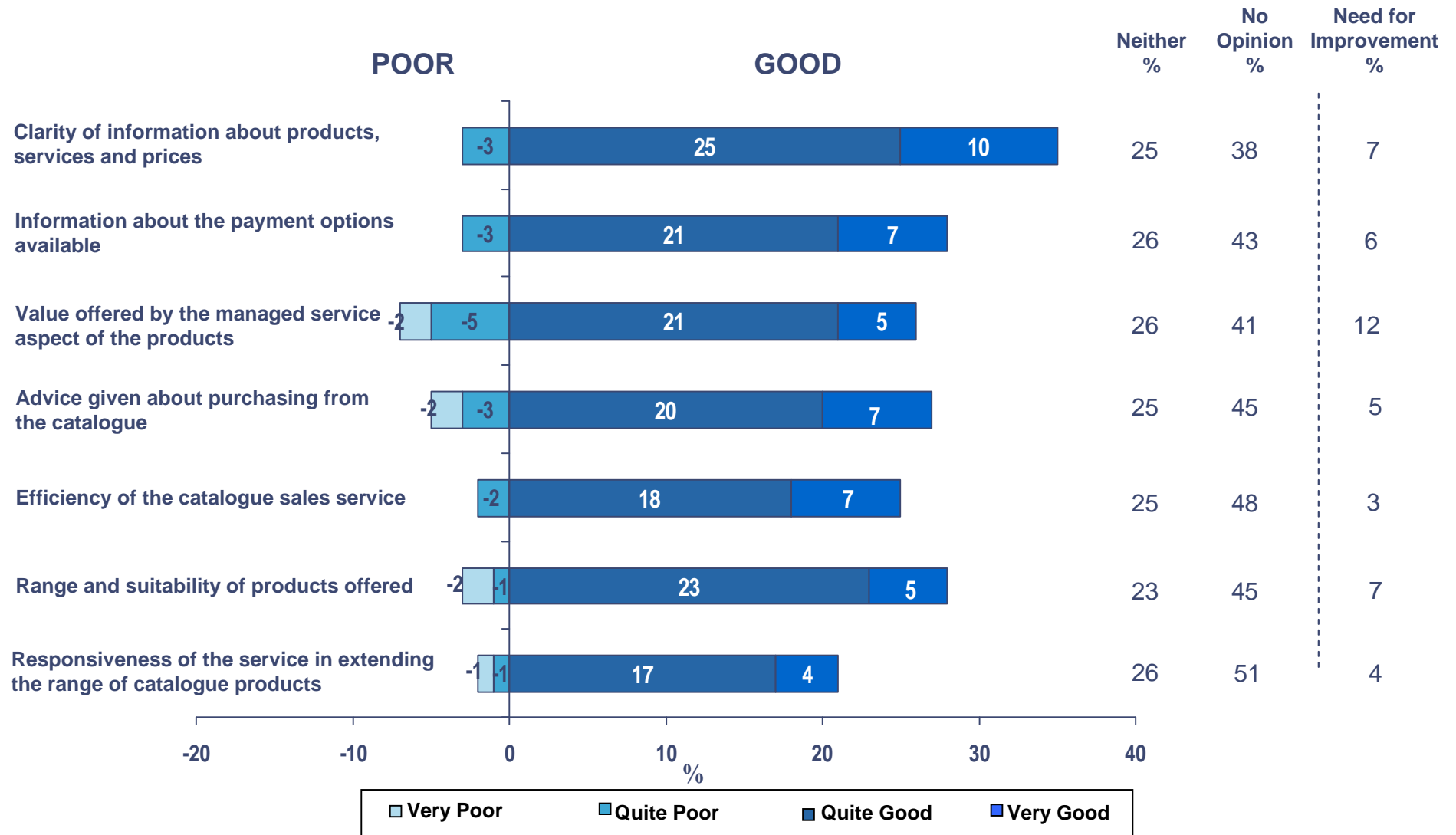
# How would you rate the level of support provided for your C2k system by Northgate in terms of the following...?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

## Managed Service Implementation and Training

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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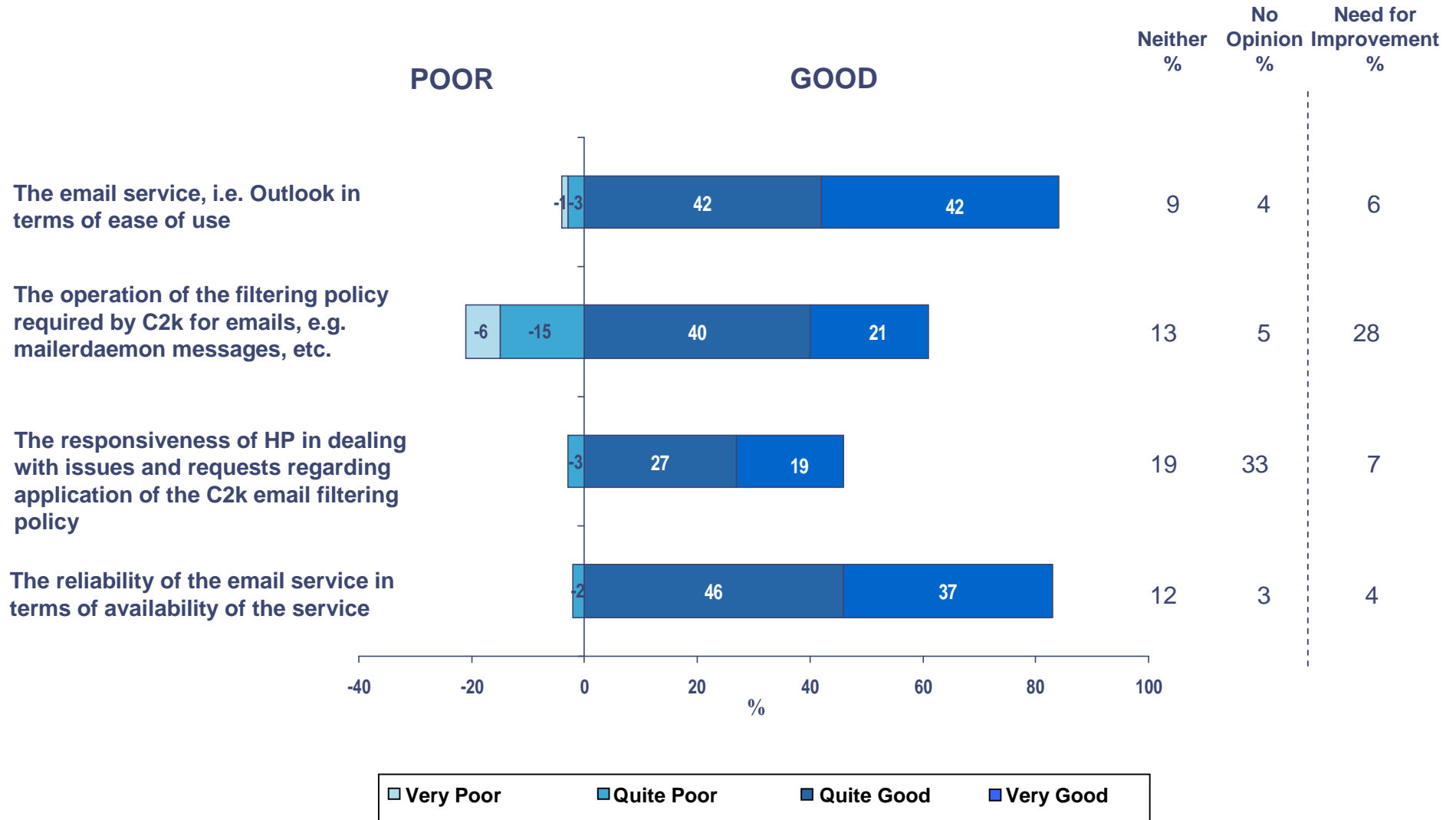
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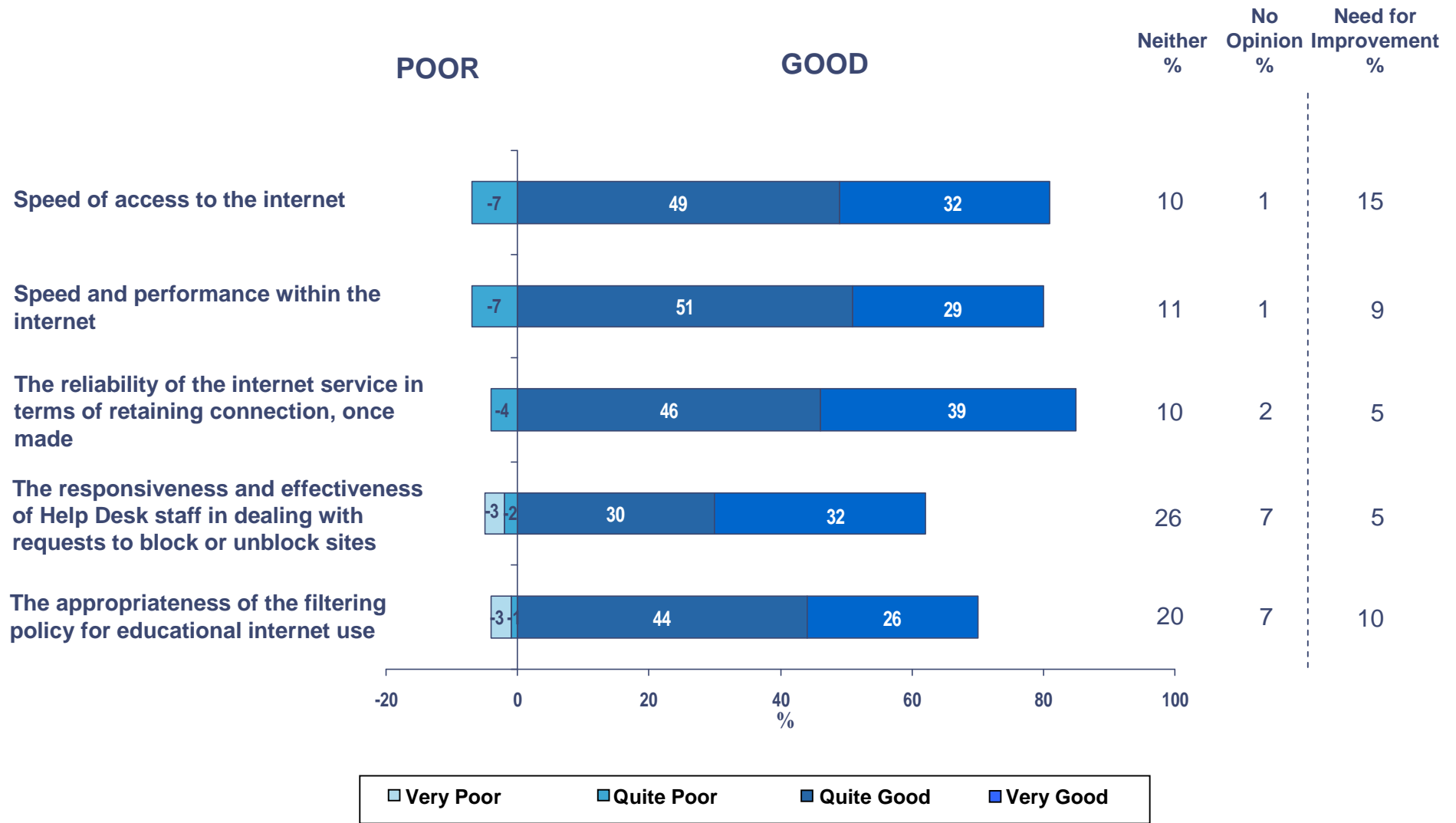
# How do you rate each of the following aspects of the Wide Area Network (WAN) email service?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

Wide Area Network

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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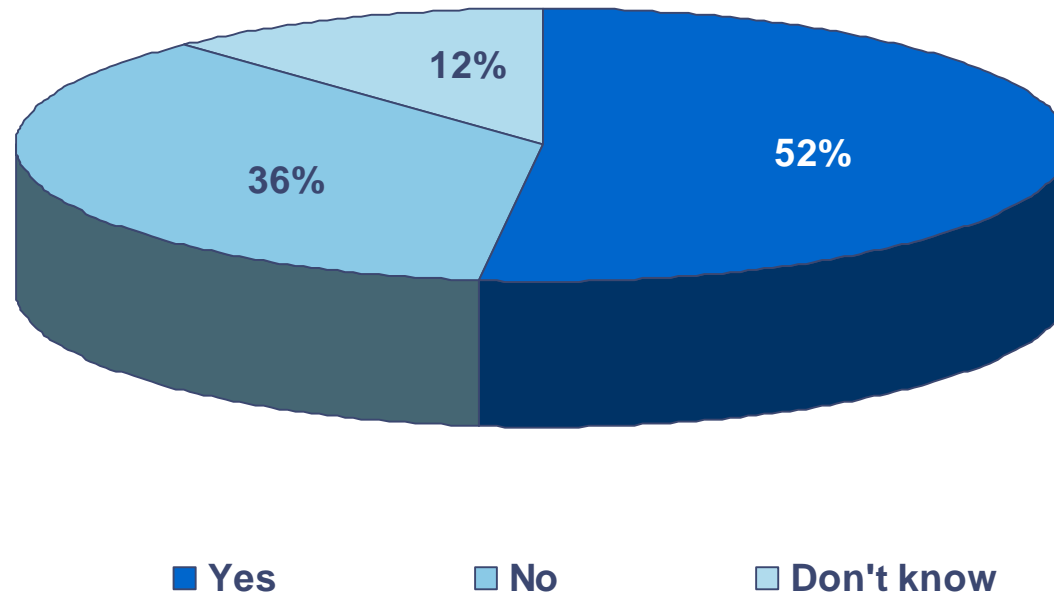
Curriculum Software/MIS Modules

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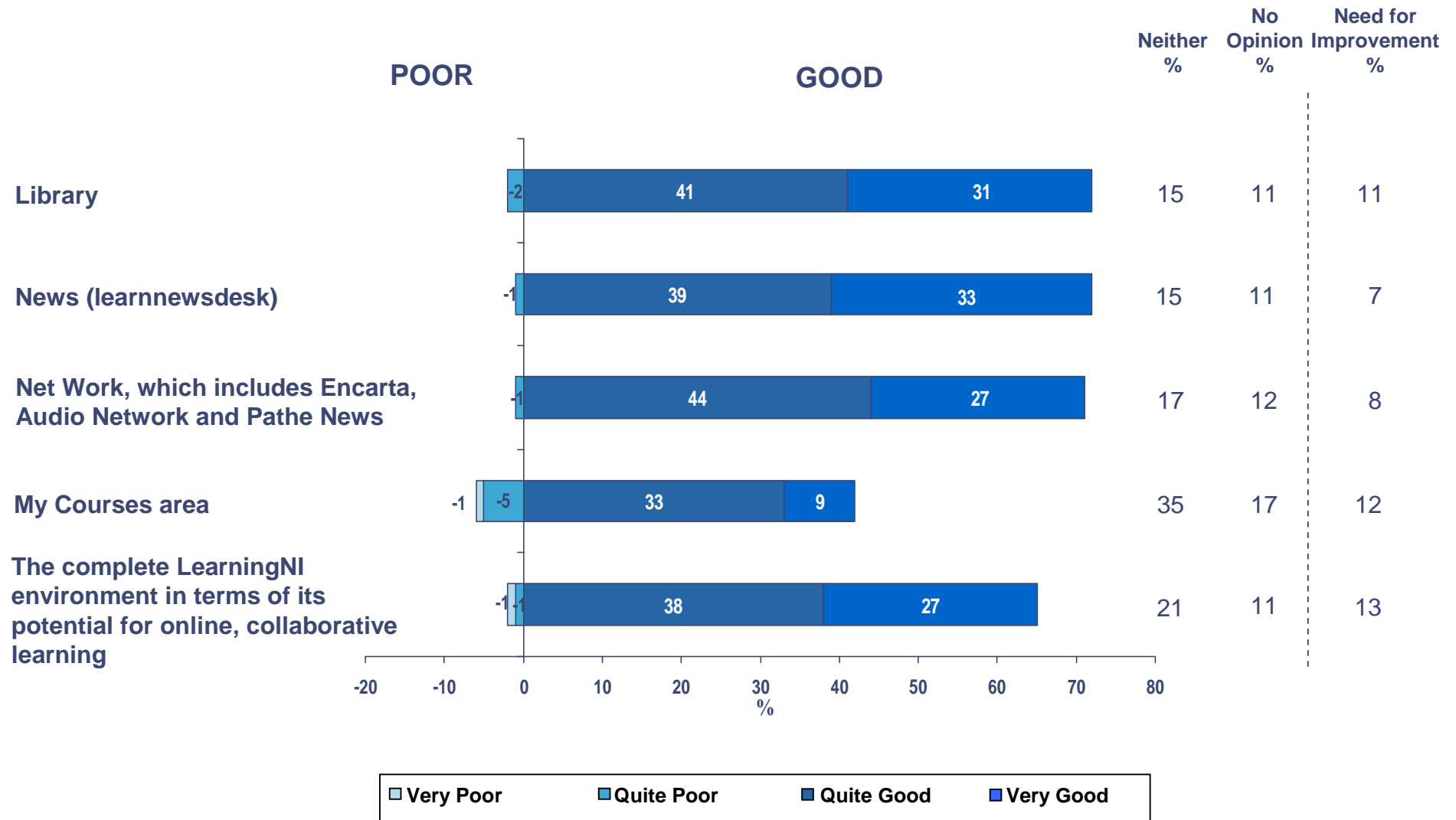
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Have any members of your staff started to use LearningNI which is provided as part of the Wide Area Service?



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



Base: All respondents (165)  
PricewaterhouseCoopers LLP

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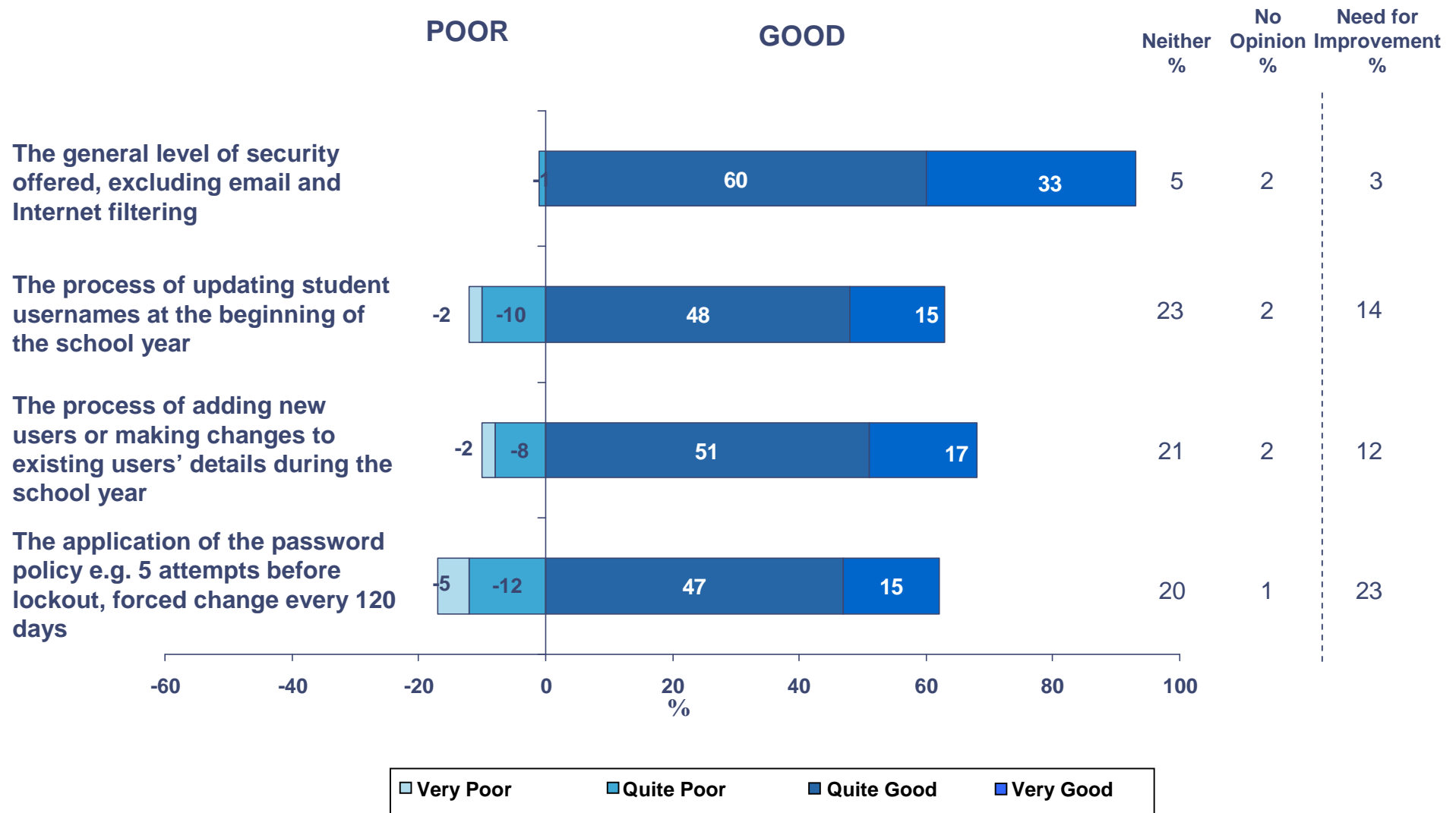
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## C2k Security

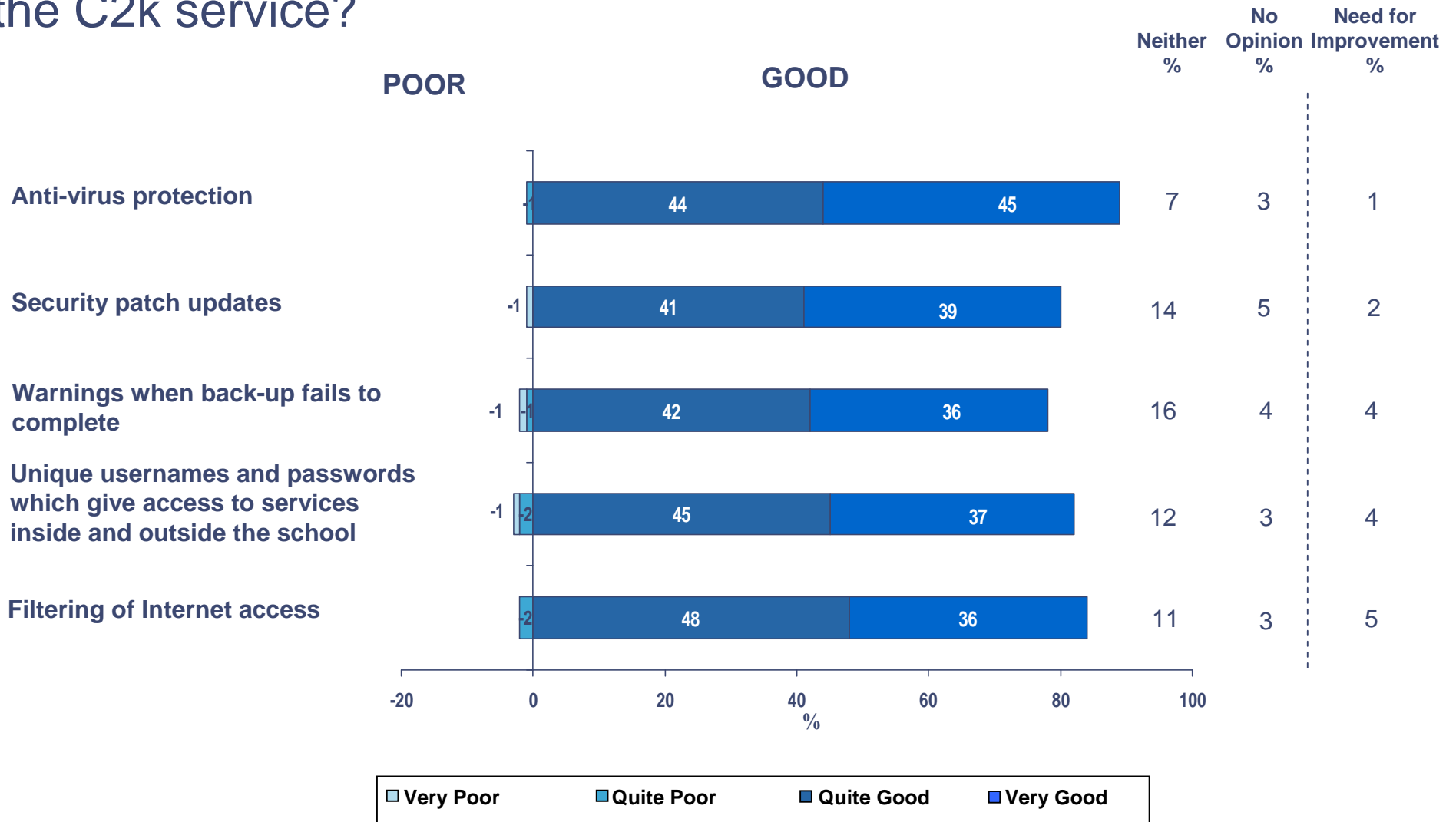
# How do you rate each of the following security aspects of the C2k WAN service?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

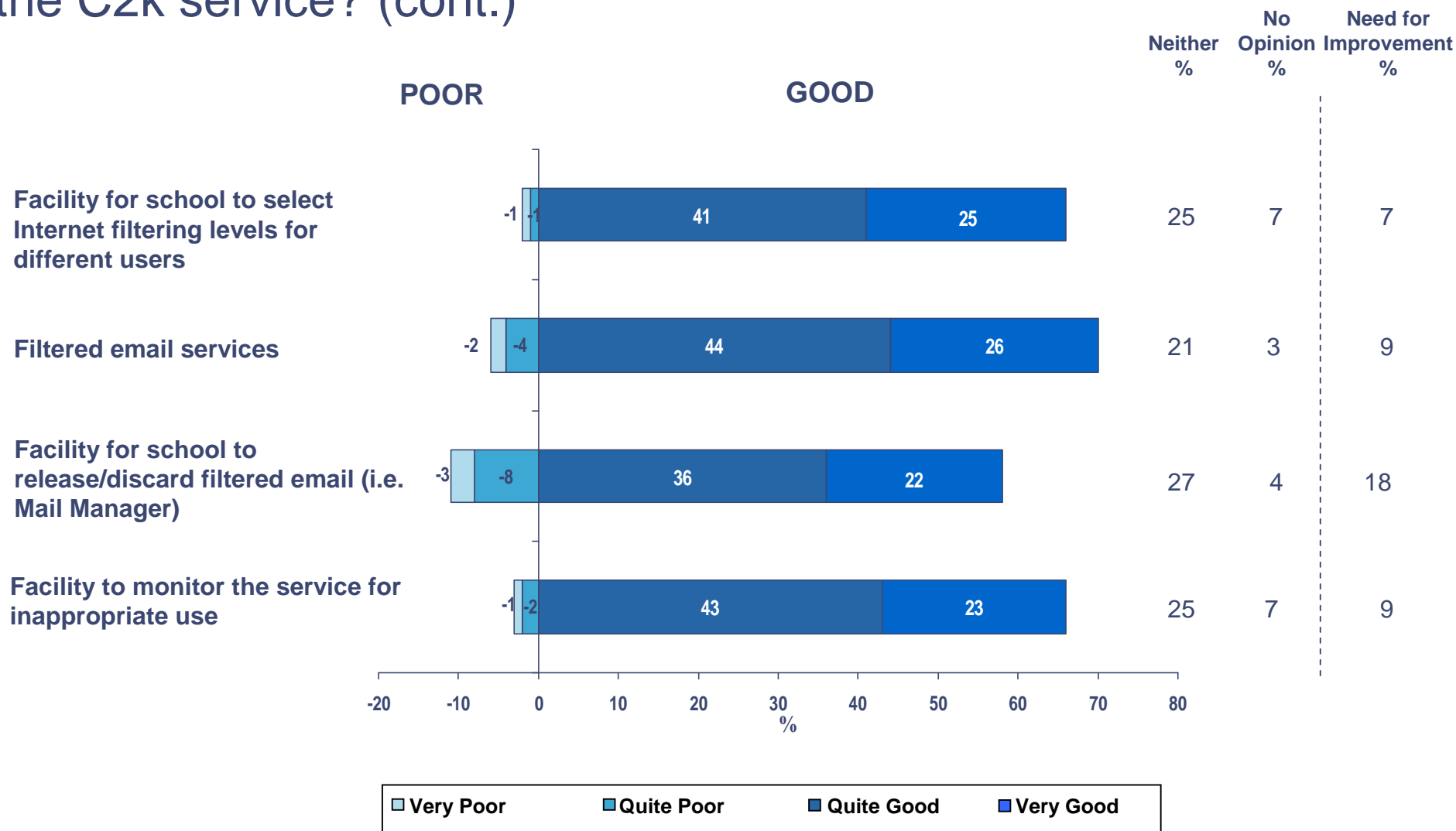
## C2k Security

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 (257)  
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 (257)  
PricewaterhouseCoopers LLP

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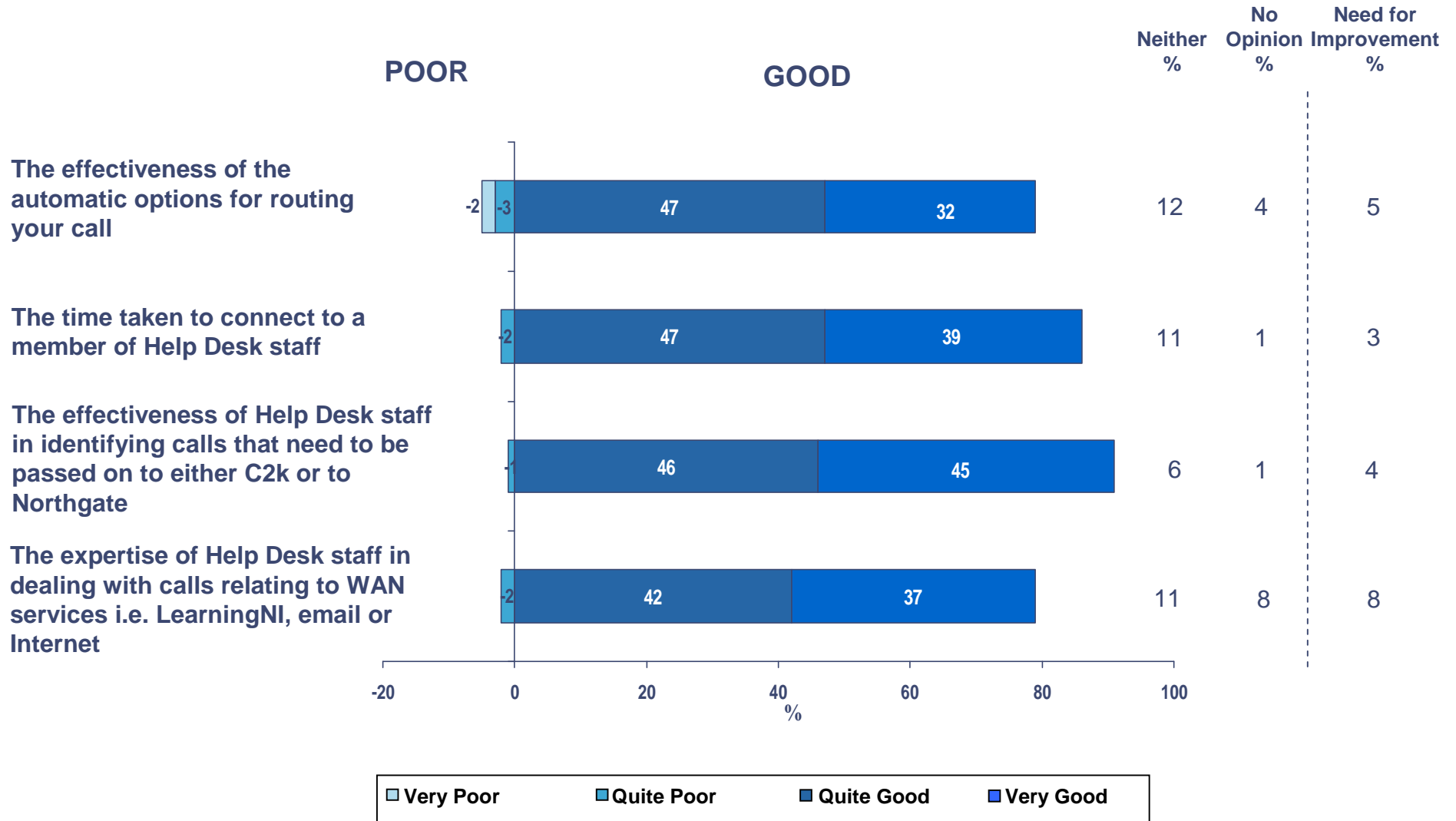
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# C2k Helpdesk

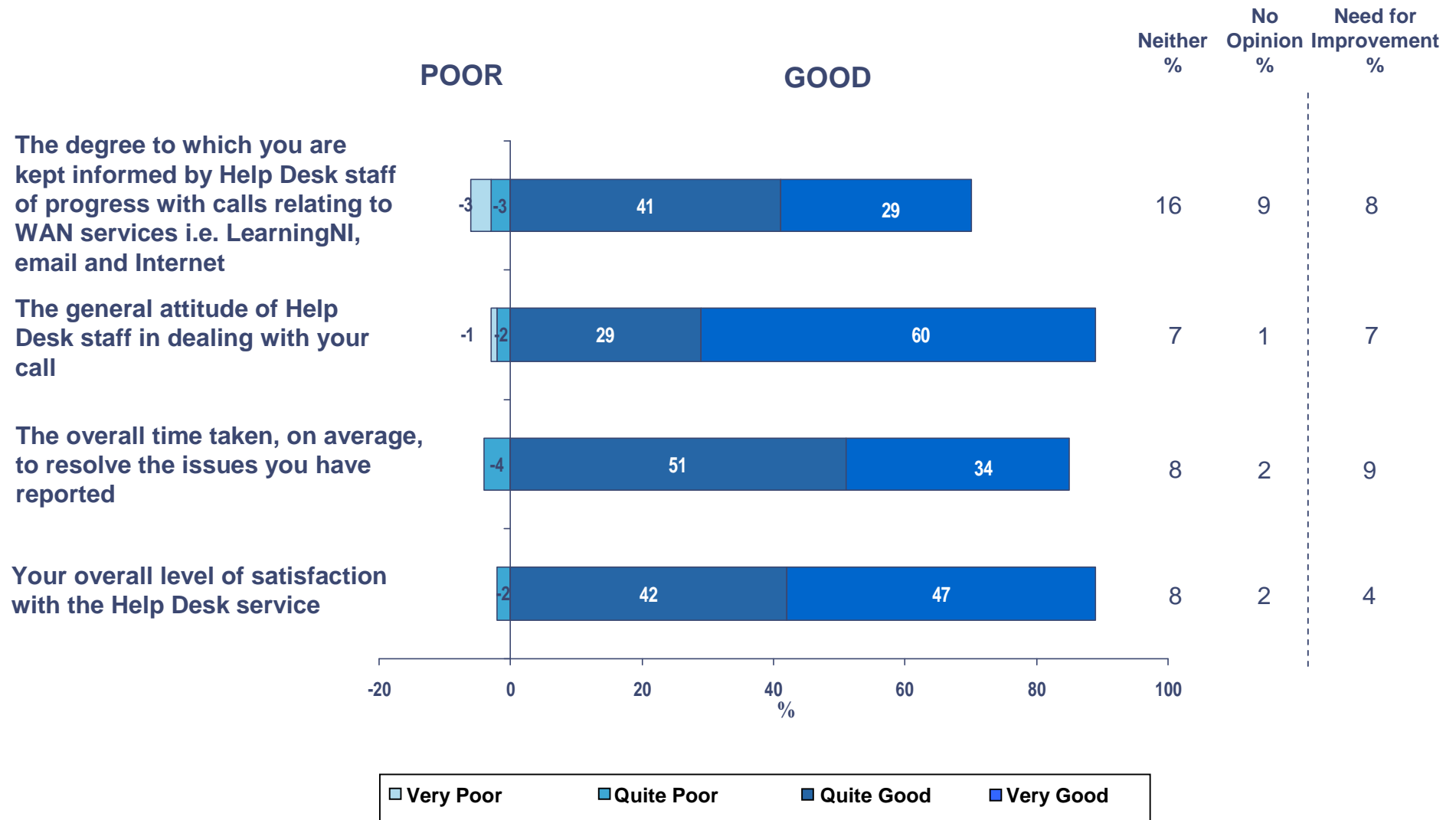
## How do you rate the following aspects of support offered by the C2k frontline Help Desk?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

C2k Helpdesk

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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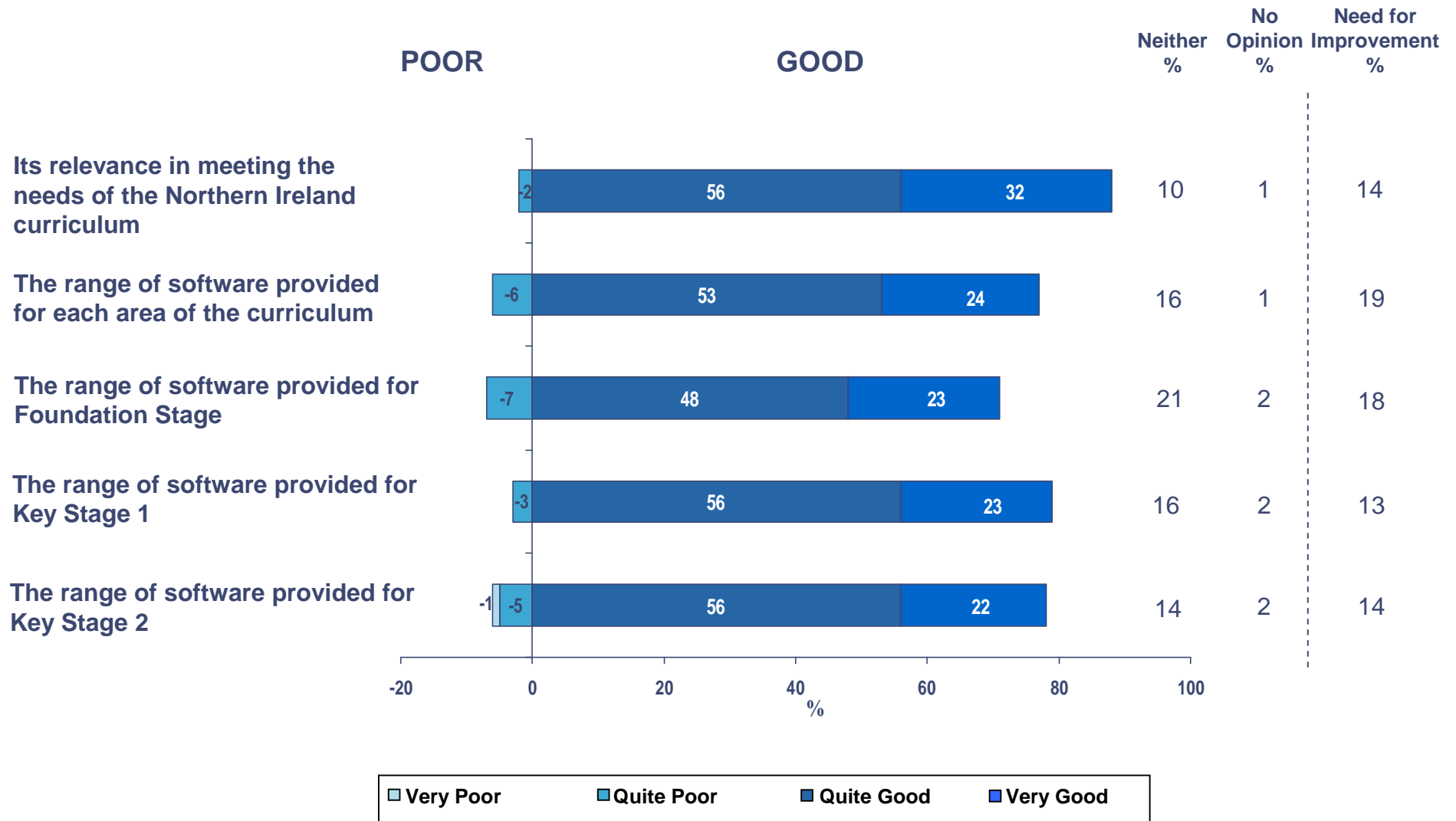
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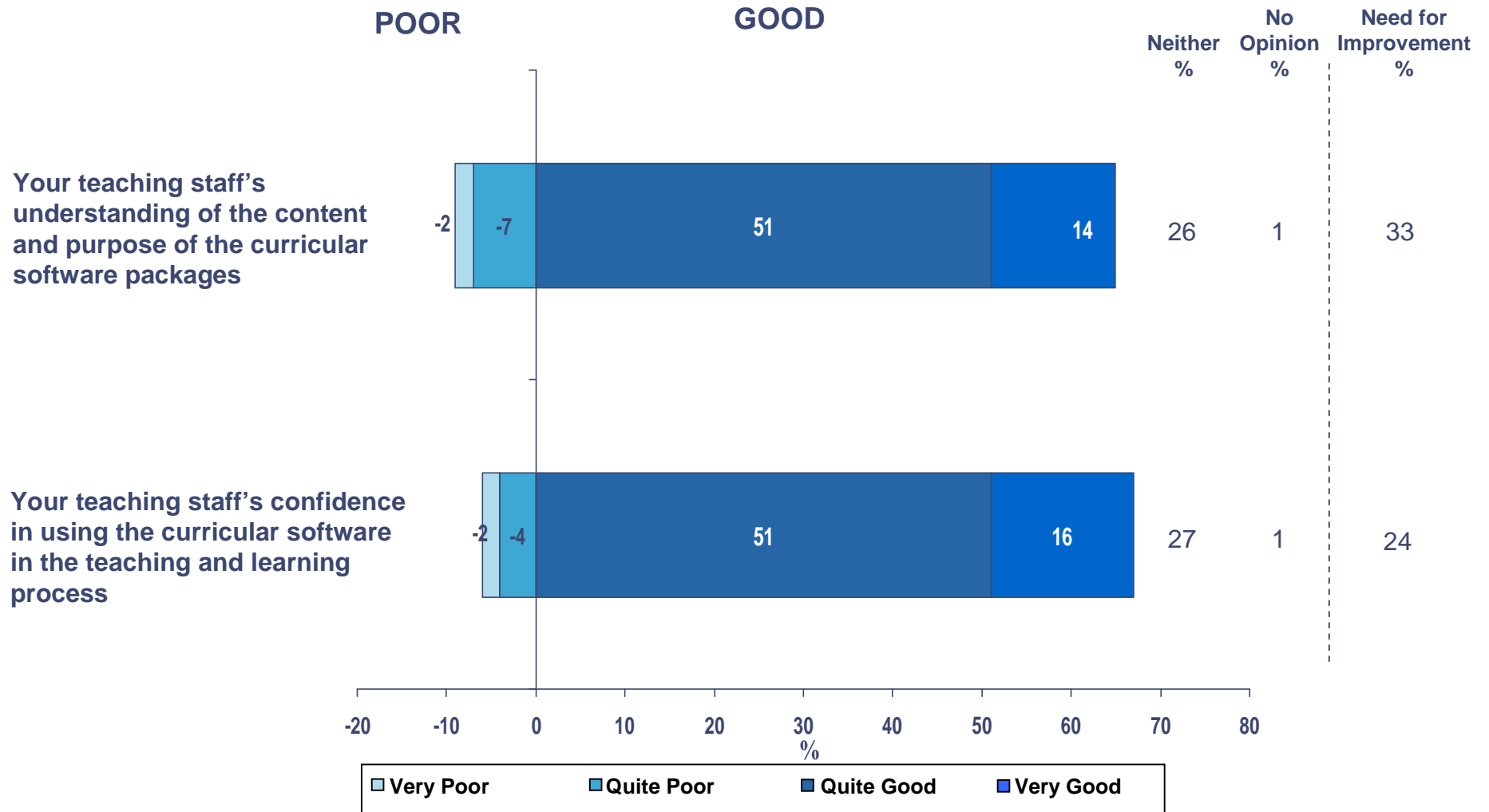
# How do you rate the curriculum software provided with your C2k system in terms of the following?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

## Curriculum Software/MIS Modules

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

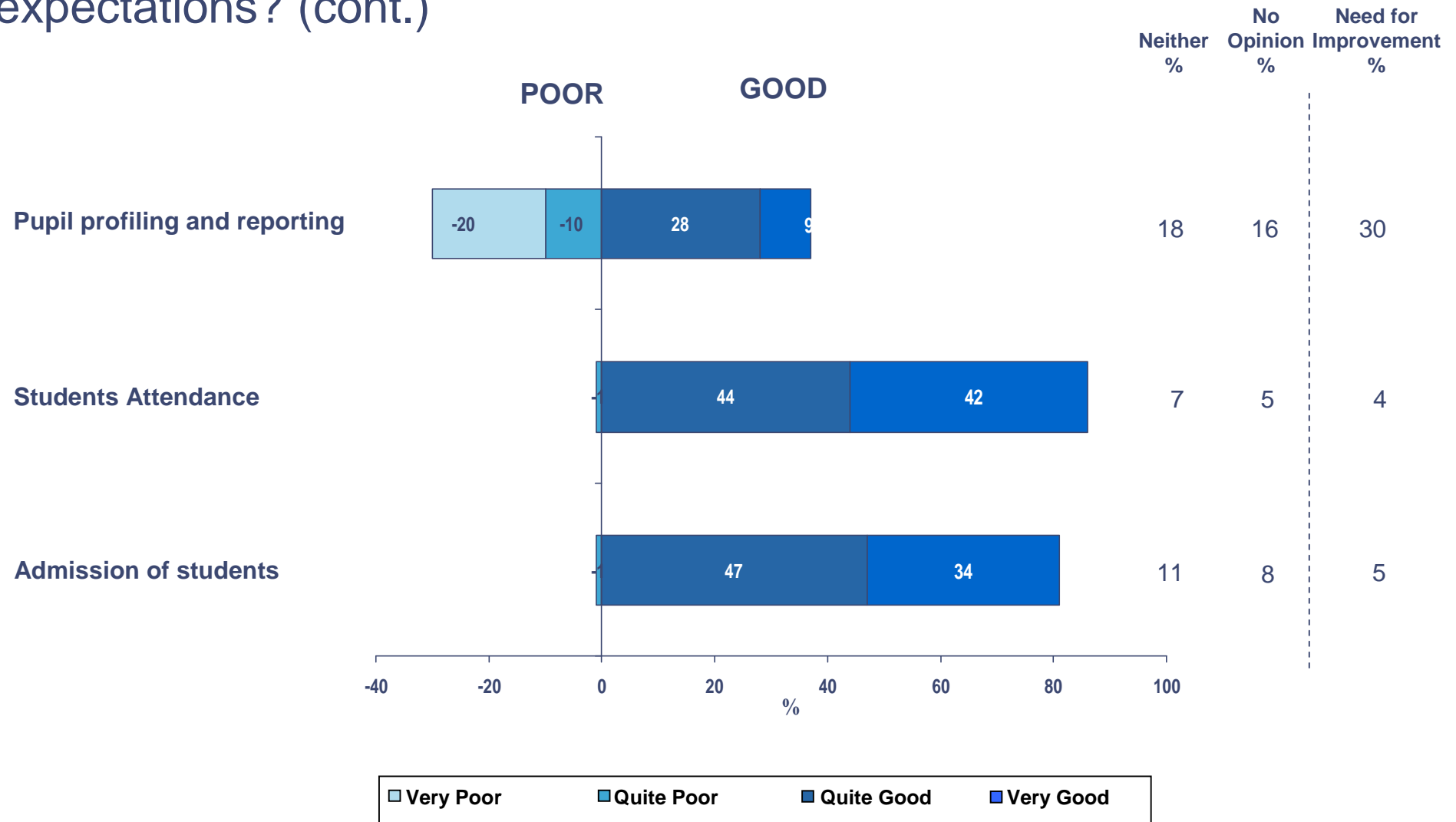
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

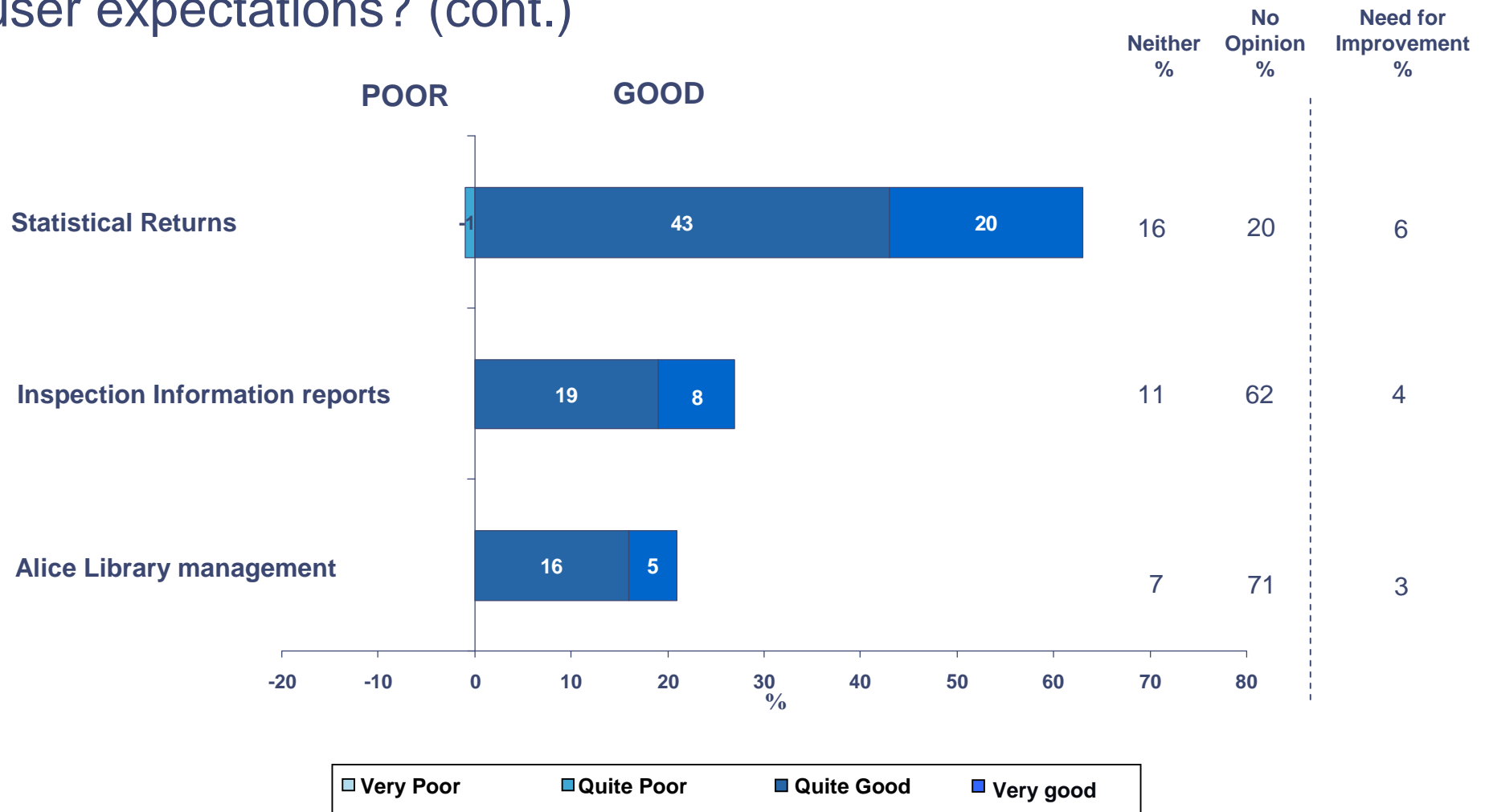
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (257)  
PricewaterhouseCoopers LLP

## Curriculum Software/MIS Modules

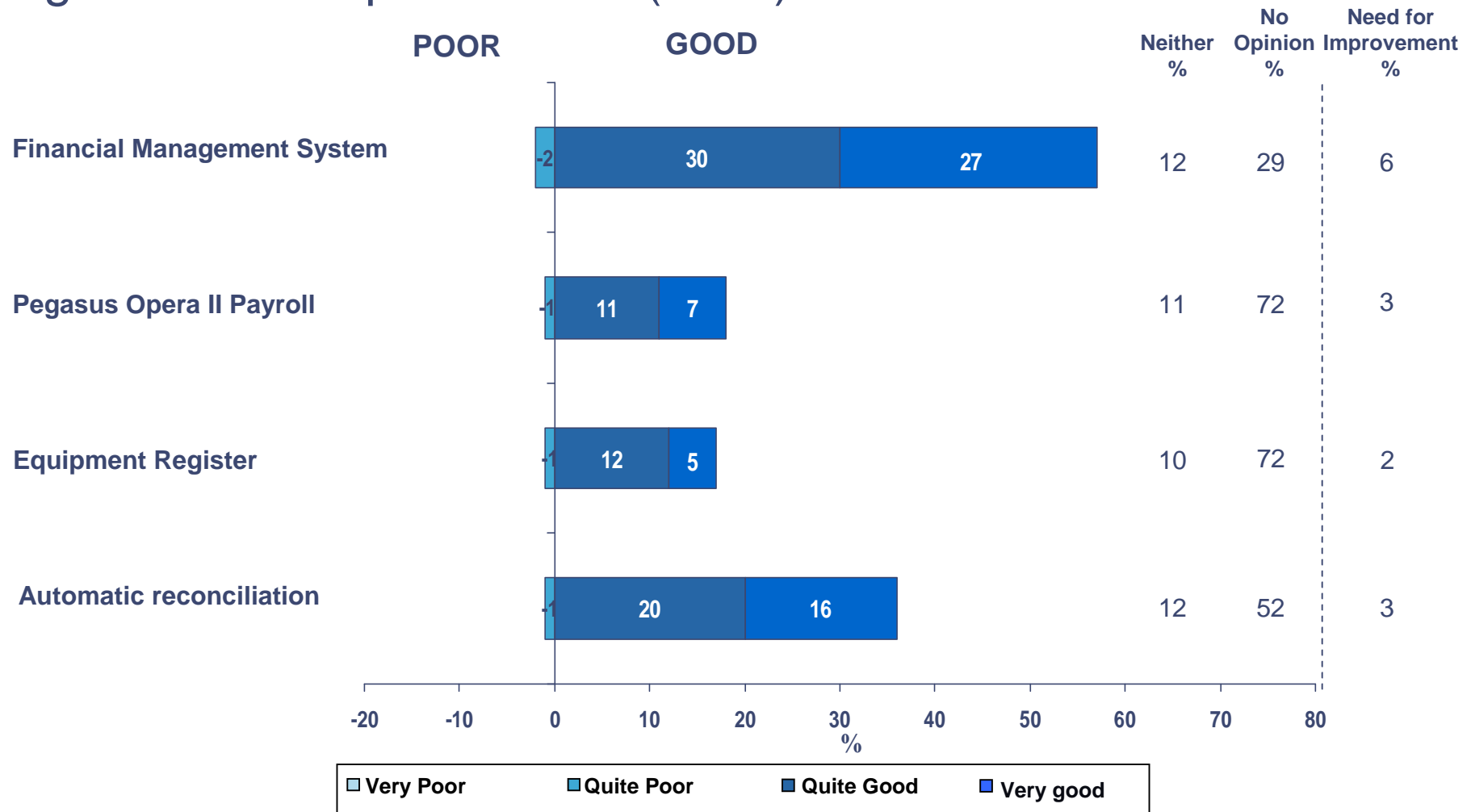
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (257)  
PricewaterhouseCoopers LLP

## Curriculum Software/MIS Modules

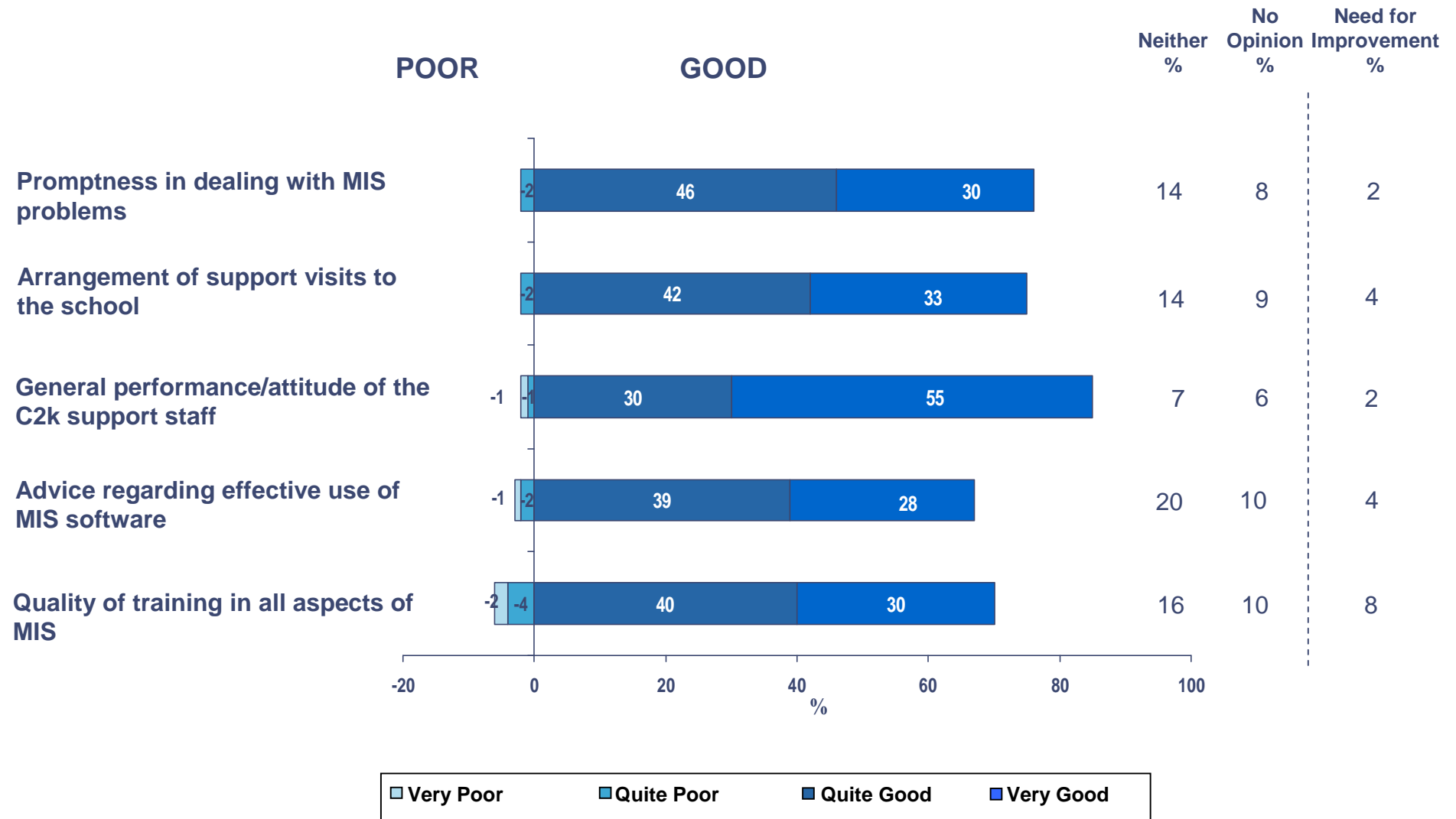
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents (257)  
PricewaterhouseCoopers LLP

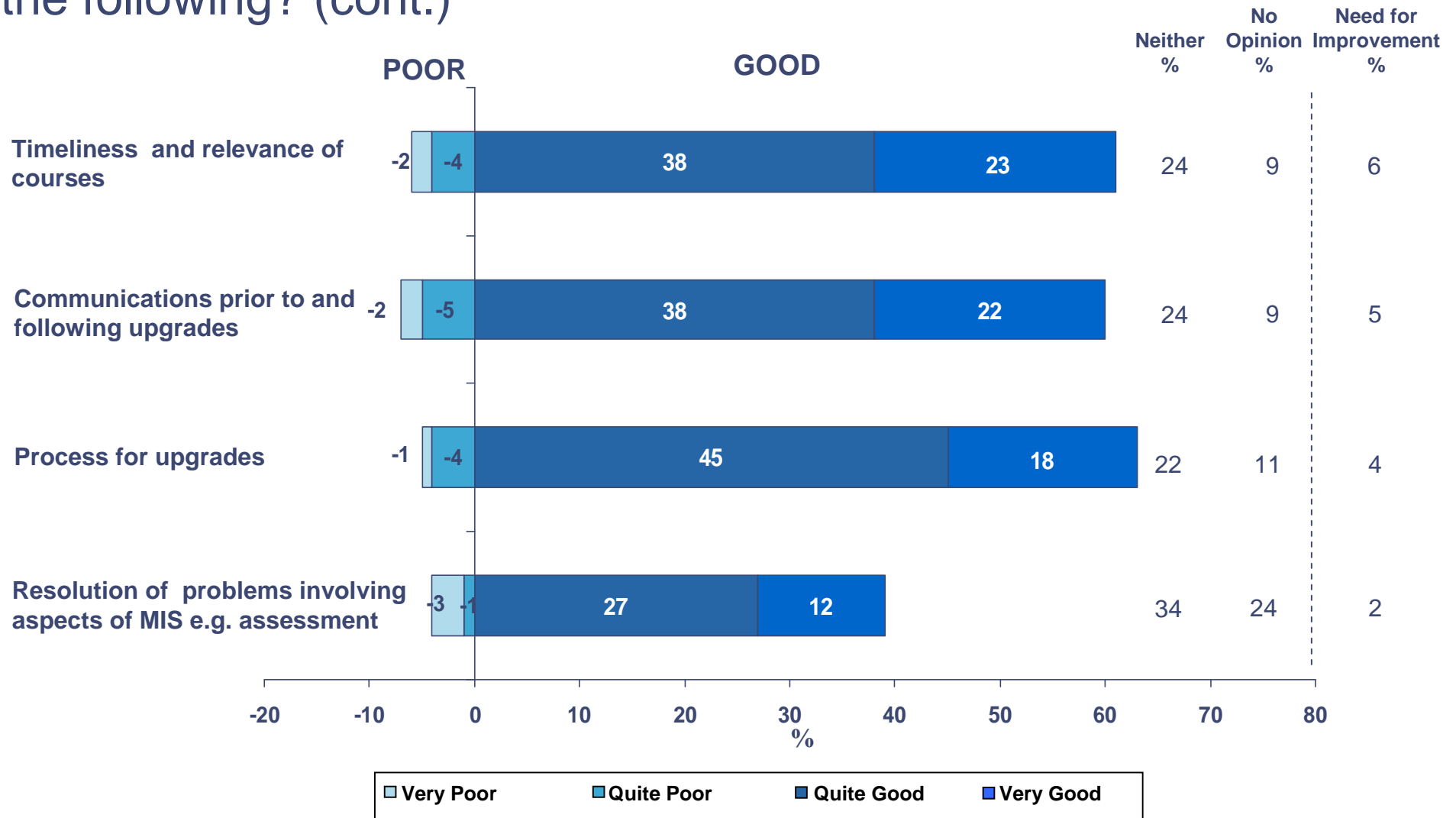
Curriculum Software/MIS Modules

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



Base: All respondents (257)  
PricewaterhouseCoopers LLP

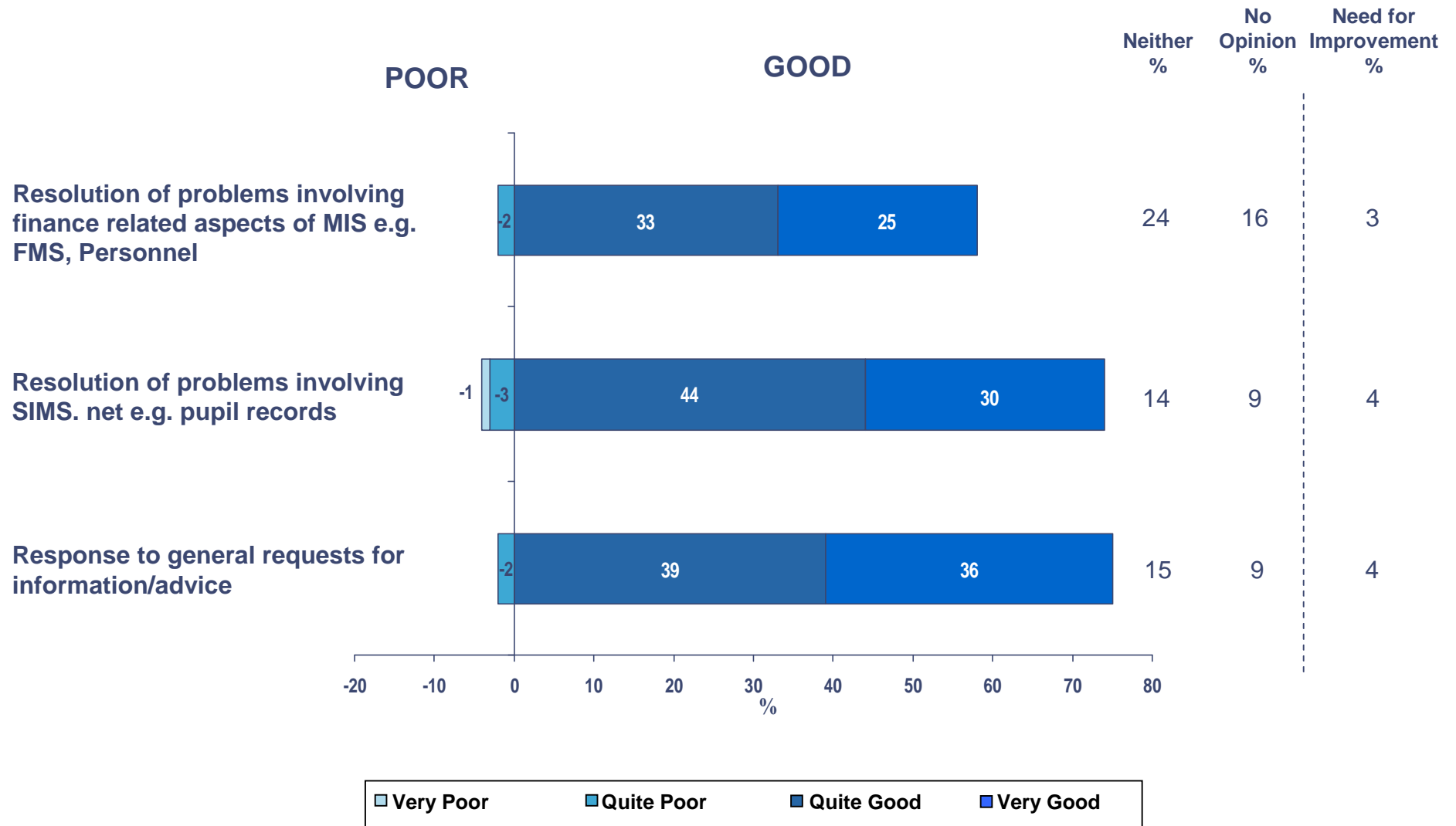
# How do you rate the level of support offered for MIS in terms of the following? (cont.)



Base: All respondents (257)  
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 (257)  
PricewaterhouseCoopers LLP

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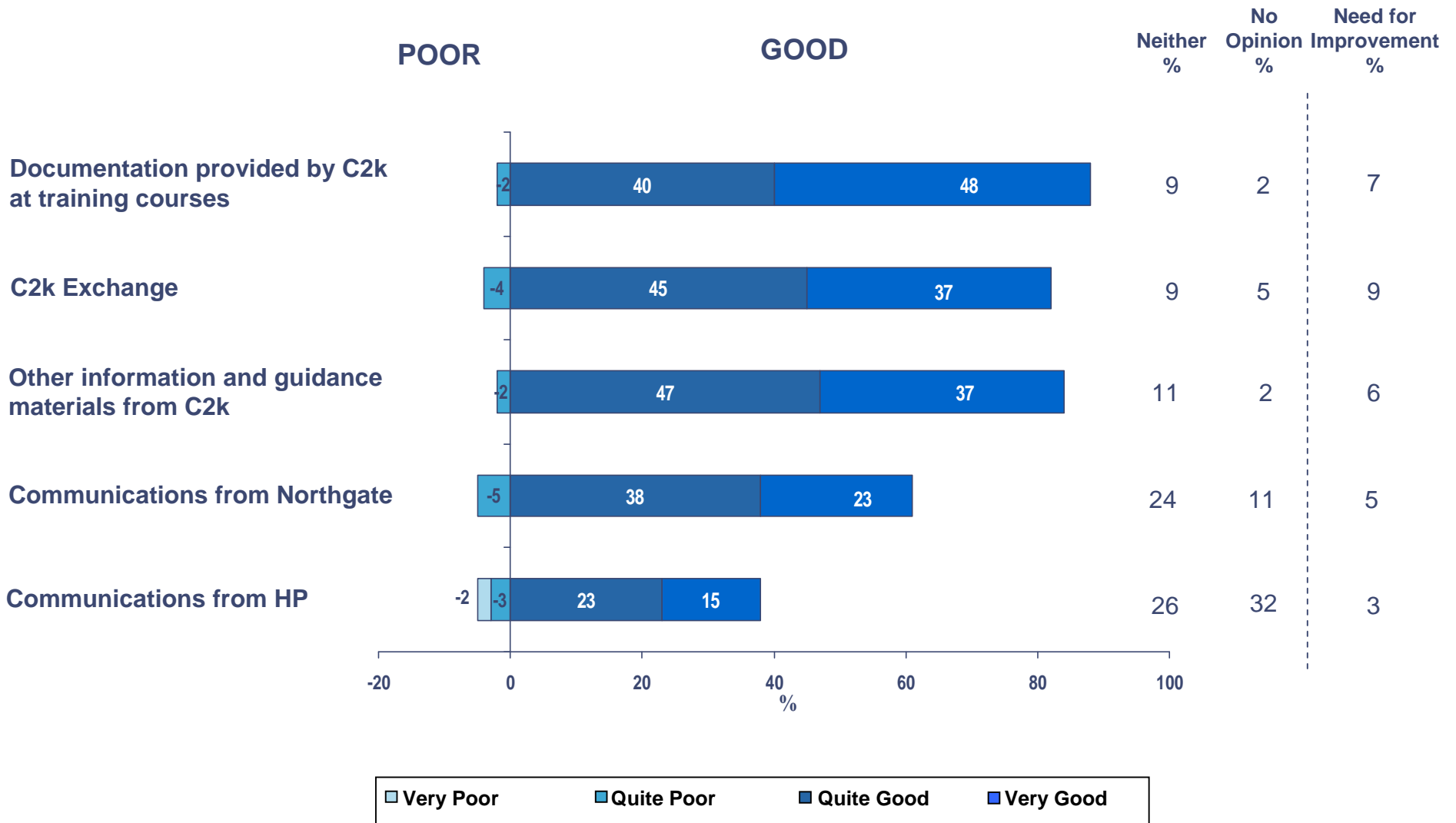
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# How do you rate communications with your school and the documentation provided to support the use of the Managed Service?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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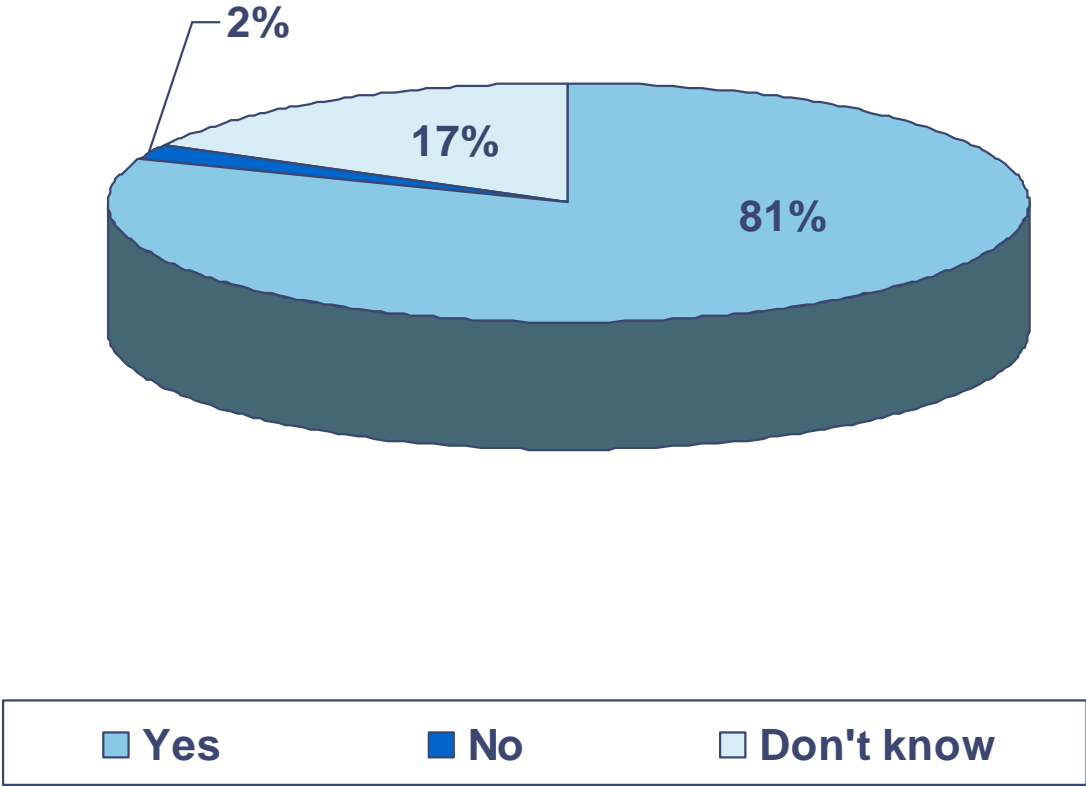
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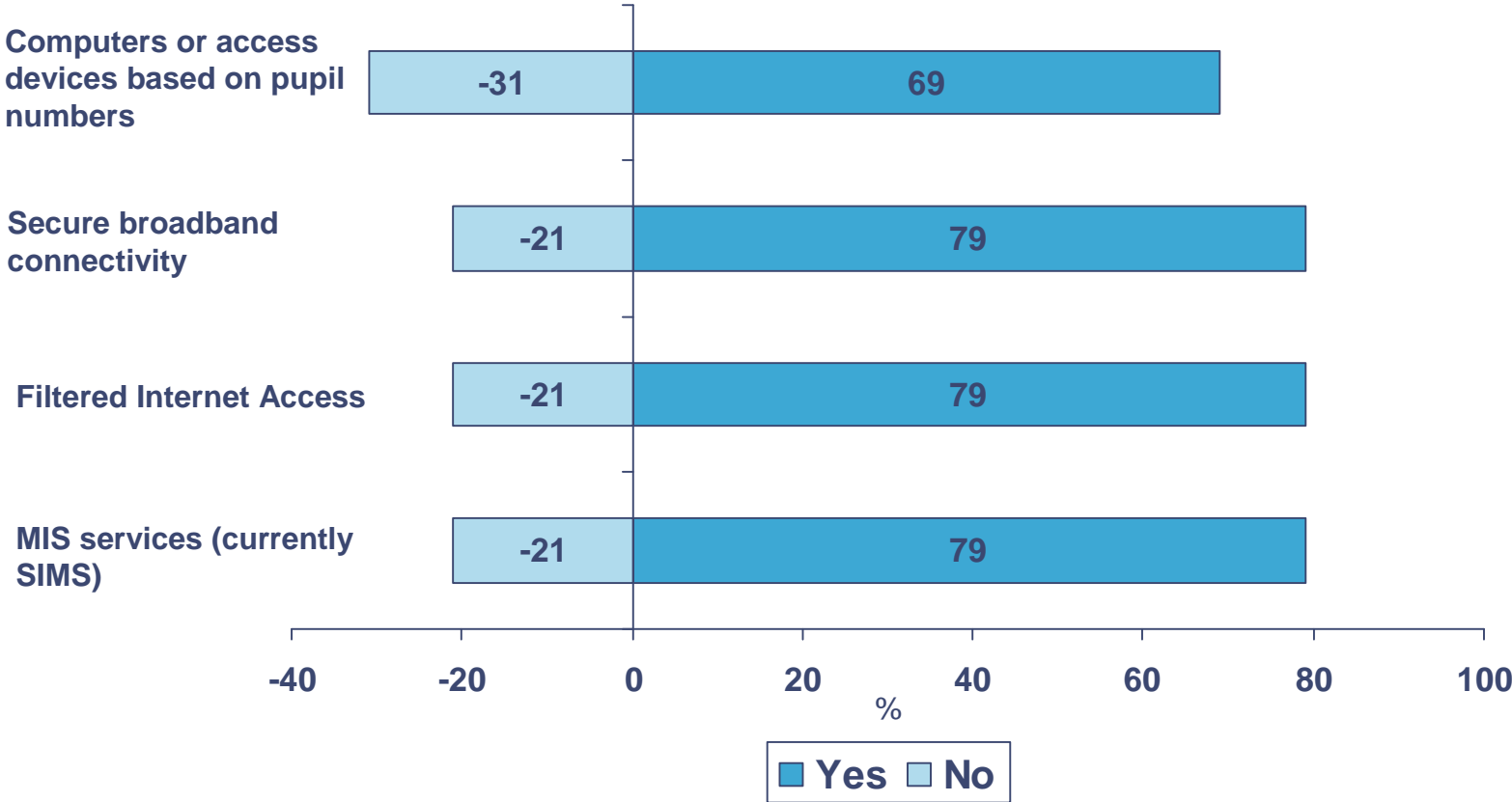
Future services

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

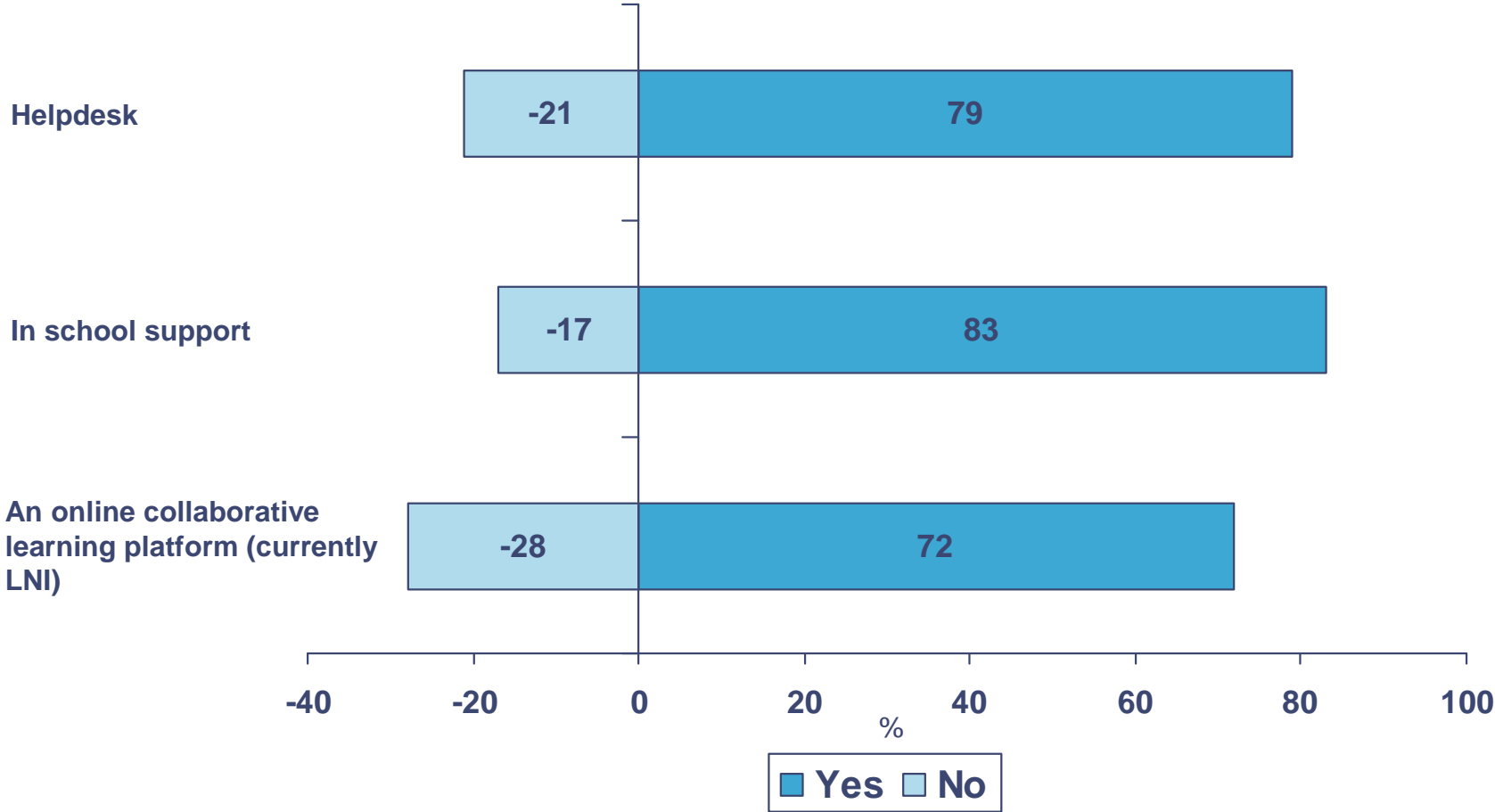
Which of the following services should be part of a service provided centrally to all schools in any new contract?



Base: All respondents (257)  
PricewaterhouseCoopers LLP

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 (257)  
PricewaterhouseCoopers LLP

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### **Overall Summary**

With a response rate of 30% this year, the response rate was lower than expected. This may be attributable to a shorter field period.

Issues of speed with the LAN were noted by schools. Specifically, schools wished to see an improvement in the time it takes for the computer to start up and increased speed between logging on and the desktop screen appearing.

Over a quarter of schools (28%) felt that the operation of the filtering policy for emails needed improvement.

The majority of schools (81%) felt that managed service contracts should continue to be centrally funded in the future.

## Conclusions

### **C2k local area network**

- Satisfaction with the LAN has improved from last years results, however some levels of dissatisfaction were in evidence:
  - One third (33%) of schools felt the time it takes for the computer to start up needed improved;
  - A quarter (25%) of respondents wanted improvements in the ability to customise the desktop environment;
  - Nearly a quarter (23%) felt the time it takes for the desktop screen to appear following entry of usernames and passwords needed improved.

## Conclusions

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

- Amongst respondents, the majority indicated that they were happy with the level of support provided by Northgate.
- The area that respondents felt needed most improvement was Northgate's arranging support visits to the school. The main suggestions for improvement included-
  - Increasing visits to schools; and
  - More notice being given to schools prior to a visit.
- Of those who expressed an opinion, only a minority felt that the Northgate managed service catalogue was either poor or very poor.

## Conclusions

### **Wide area network**

- The email service, in terms of ease of use and reliability were highly rated.
- Over one quarter (28%) of respondents however felt that the operation of the filtering policy required by C2k for emails needed improvement. A stricter filtering policy to reduce 'junk' mail was requested by over half (51%) of schools who wished to see an improvement in this area.
- There were high levels of satisfaction with the speed of access and speed and performance within the internet.

### **Learning NI**

- Over half (52%) of primary schools have used LearningNI.
- Little dissatisfaction was expressed with any aspects of LearningNI.

## Conclusions

### **C2k security**

- Most schools were happy with the security aspects of C2k security for both the managed service and the WAN.
- Key areas in which a minority of schools indicated that they would like to see improvements included:
  - The application of the password policy (23%); and
  - A facility for school to release/discard filtered email (18%).

### **C2k helpdesk**

- High levels of satisfaction were displayed for all aspects of the C2k helpdesk.

### **Curriculum software**

- Most schools were satisfied with the curriculum software provided with the C2k system. The main suggestions for improvements related to enhancing the range of curriculum software.
- Those who indicated an opinion were positive about the MIS modules in terms of the scope of functionality, usability and how well they delivered against user expectations. Satisfaction with the support offered for MIS was also high.

## Conclusions

### **Communication**

- High levels of satisfaction were displayed for all aspects of communication and support documentation.
- 30% of schools however wished to see an improvement in pupil profiling and reporting, with suggestions for improvement including provision for more simplified and user friendly system applications and improvement in the process to ensure that it was less time consuming for users.

### **Future of the managed service**

- The majority of schools (81%) felt that managed service contracts should continue to be centrally funded in the future.

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