

C2k  
Special Needs Schools  
Evaluation Survey  
Final Report  
October 2008

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## Objectives

The 2008 C2k Evaluation Study aimed to conduct customer satisfaction research amongst the special needs 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 special needs 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 special needs schools across the province (48). 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 19 special needs schools completed the questionnaire, representing a response of 40%.
- 63% of respondents completed the survey online.

## Methodology – achieved sample

The 19 complete interviews were proportioned as follows:

Belfast Education & Library Board	26	%
North Eastern Education & Library Board	16	%
South Eastern Education & Library Board	11	%
Southern Education & Library Board	26	%
Western Education & Library Board	21	%
<b>Total</b>	<b>100</b>	<b>%</b>

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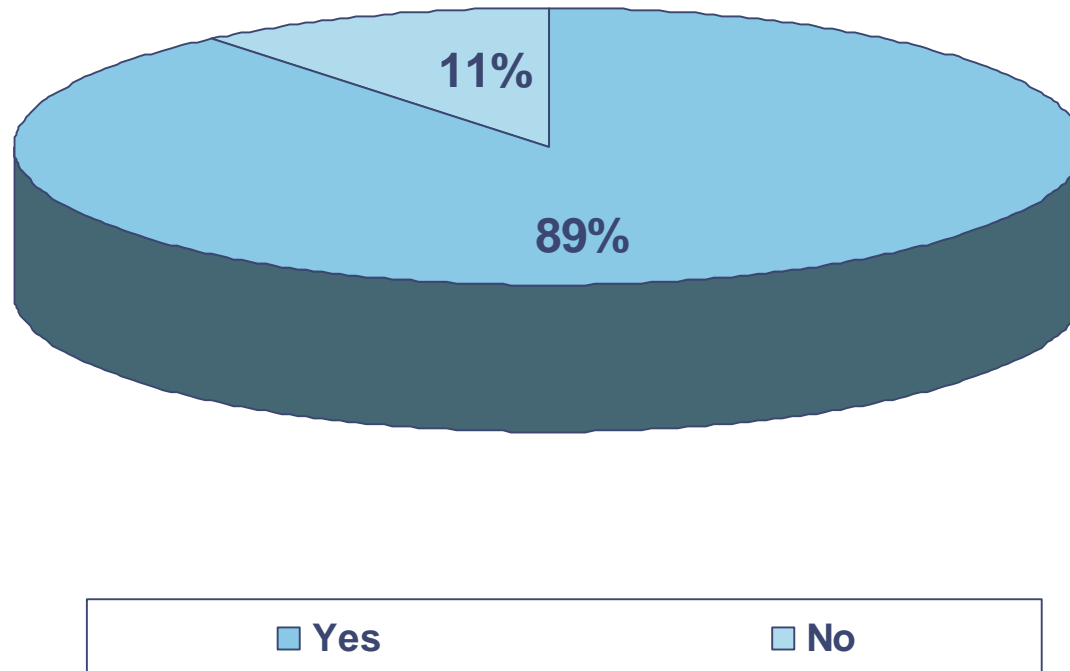
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## ICT provision and investment plans for 2008/09

	Average
<b>ICT Provision in Schools</b>	
No. of C2k computers in classrooms	39
No. of C2k computers in clusters or ICT suites	8
Total No. of C2k computers	39

# Has your school received the managed service laptops?



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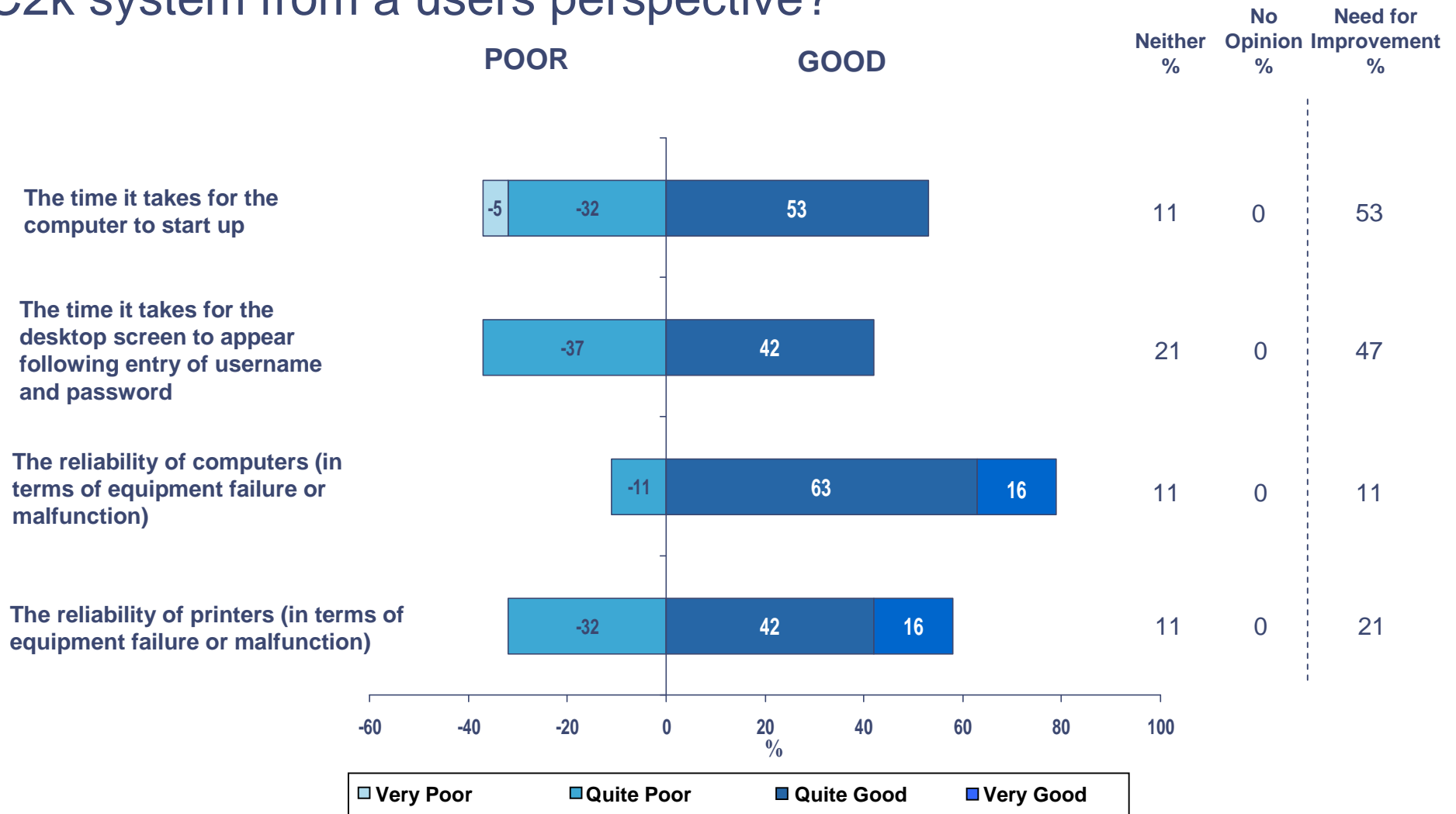
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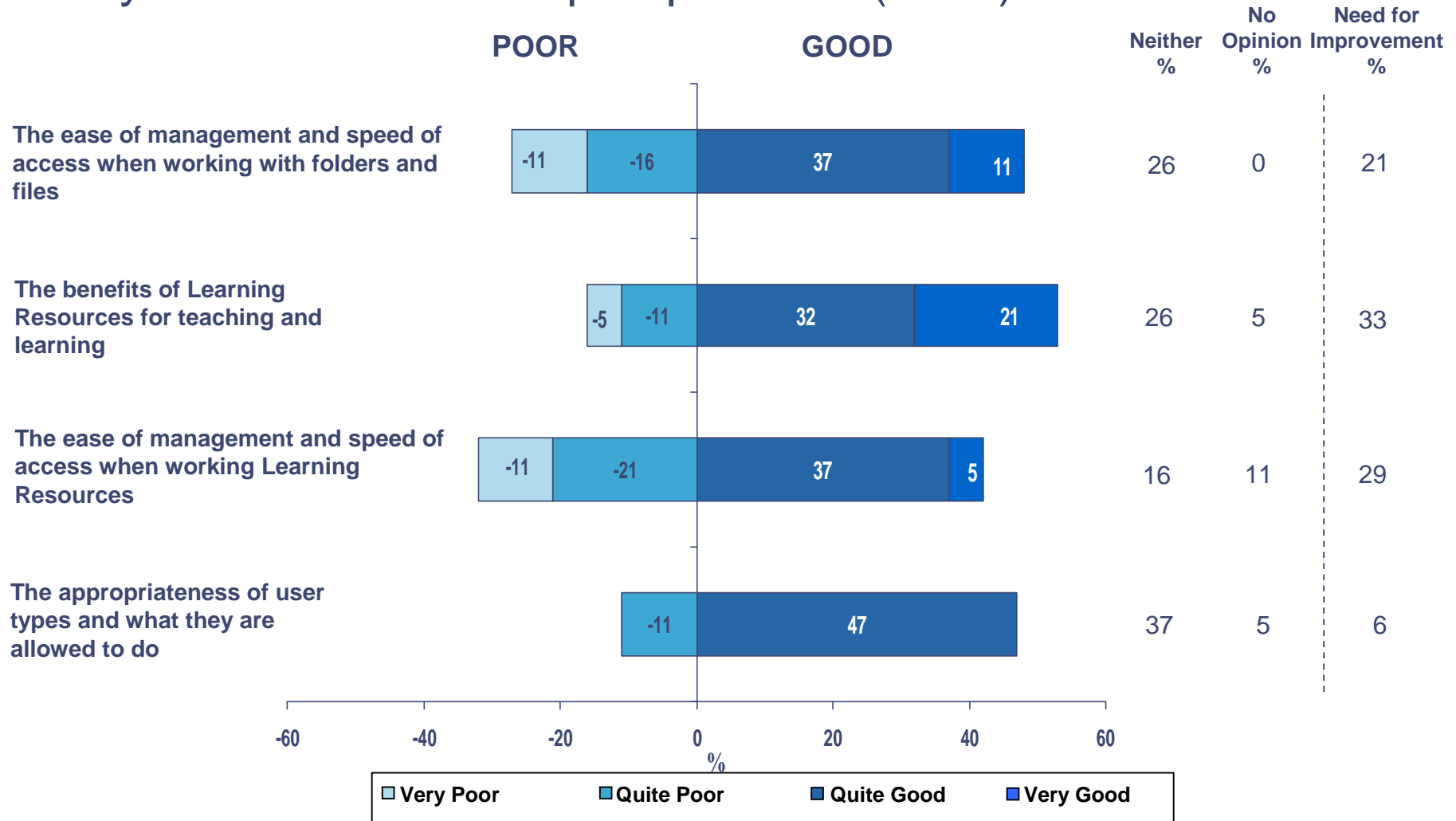
## C2k Local Area Network

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



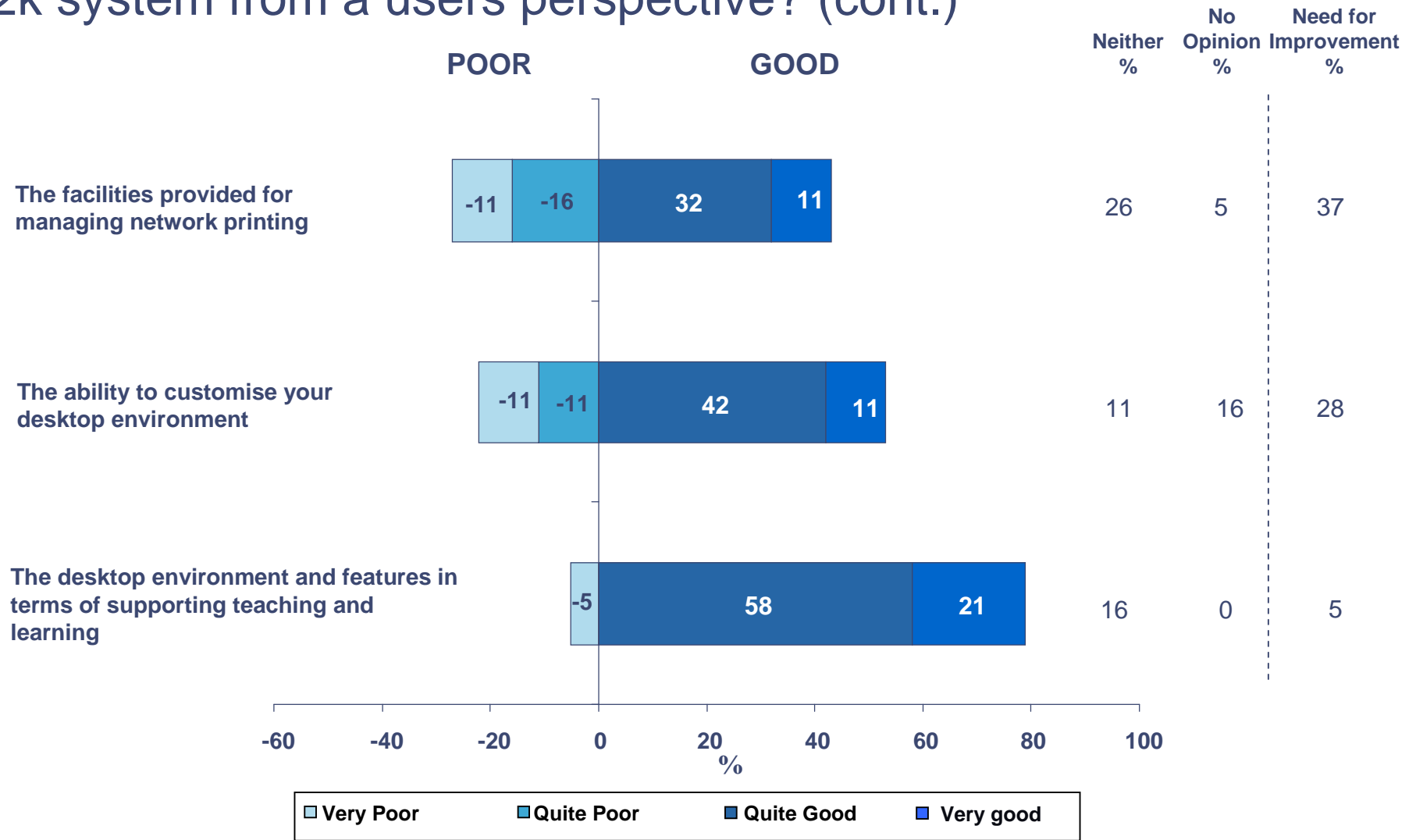
Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

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



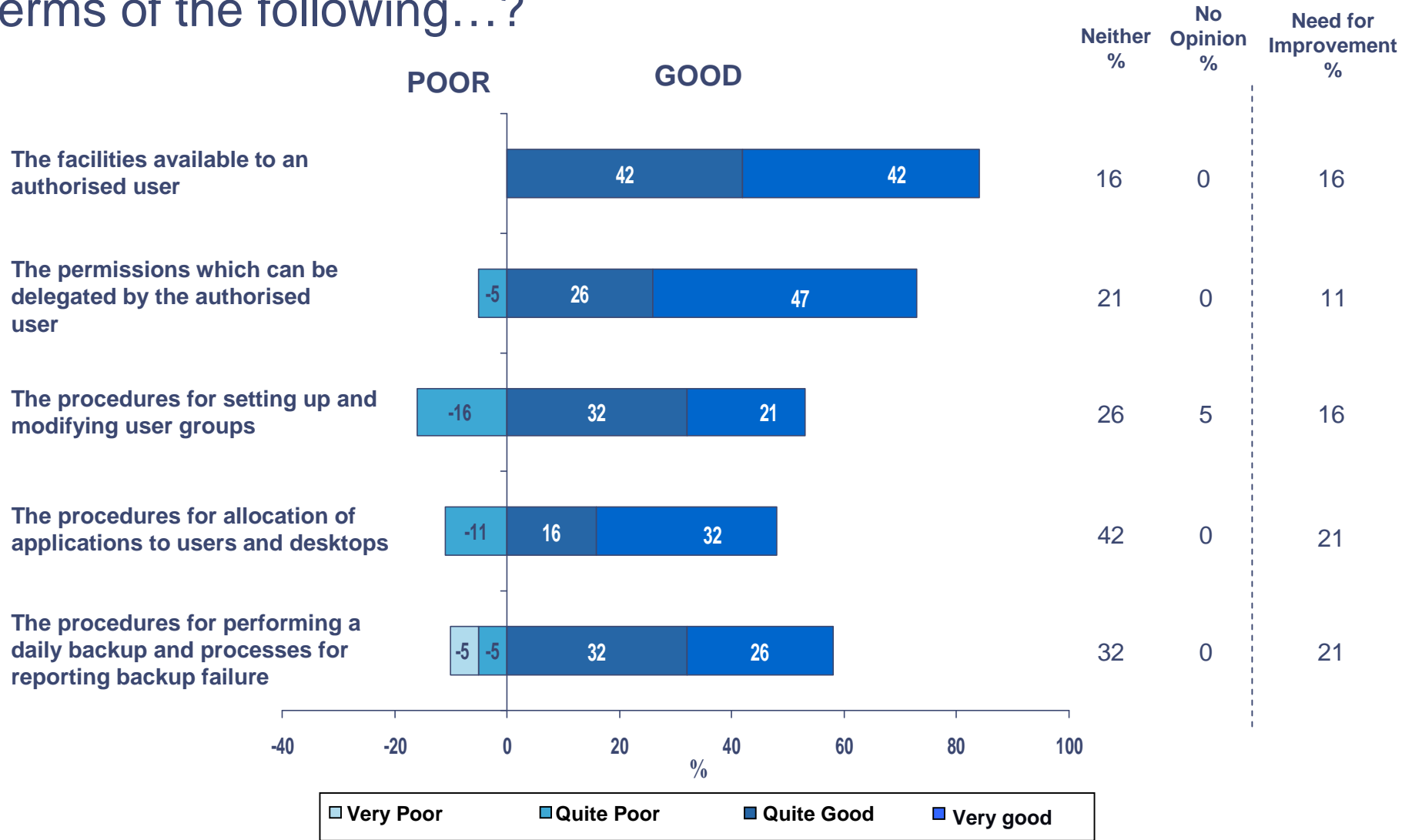
Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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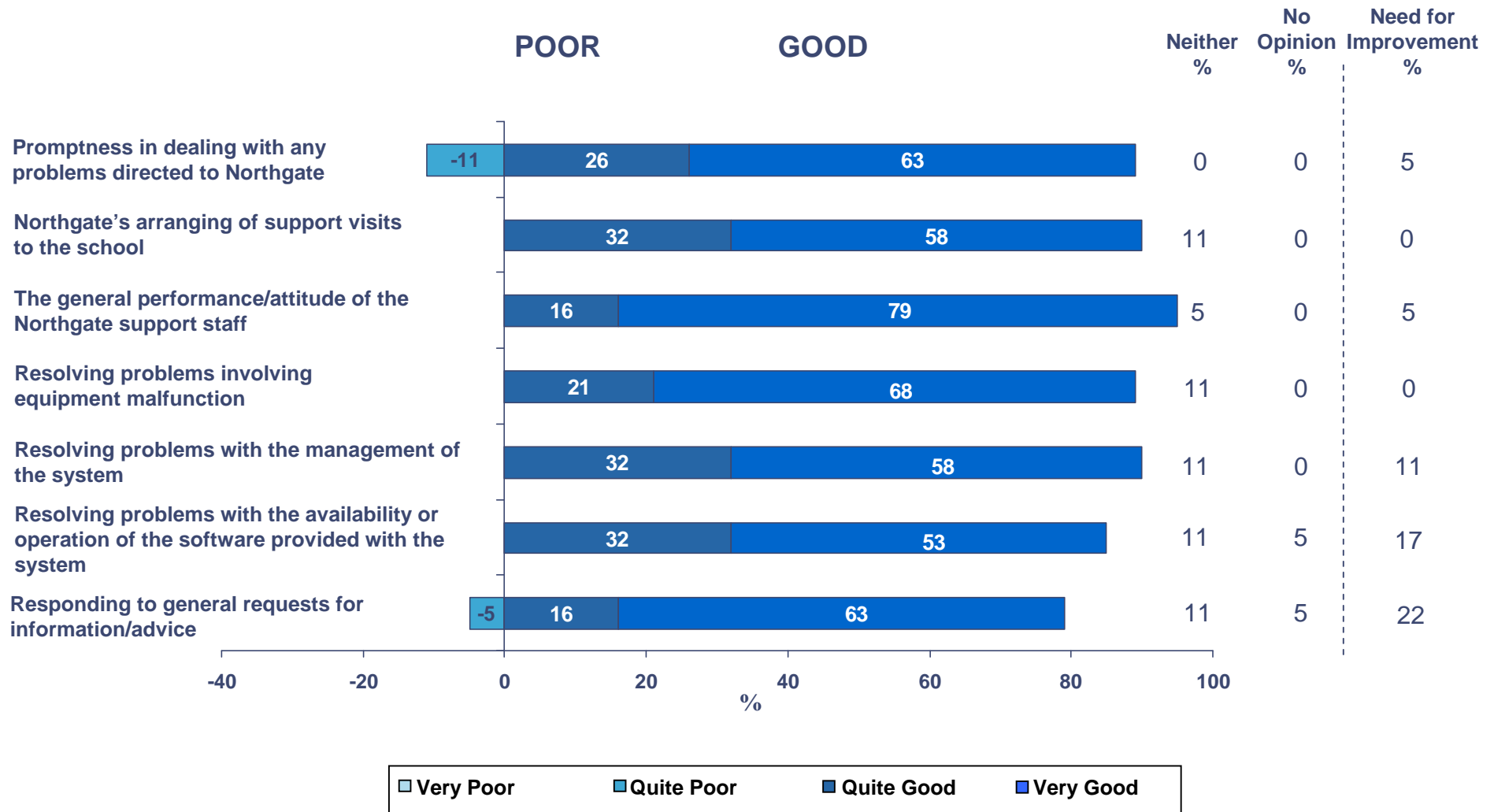
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## Managed Service Implementation and Training

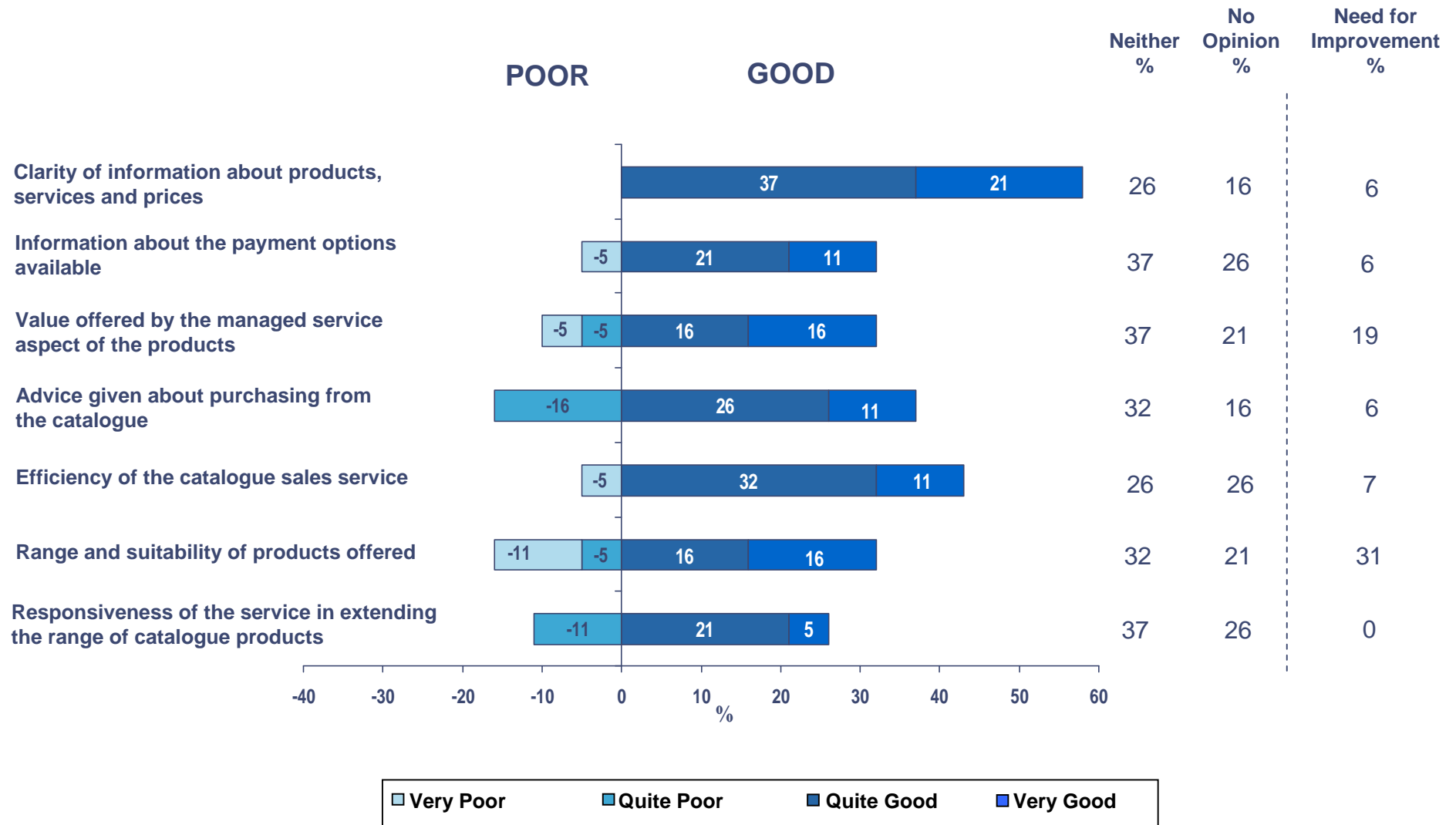
# How would you rate the level of support provided for your C2k system by Northgate in terms of the following...?



Base: All respondents answering the question (19)

## Managed Service Implementation and Training

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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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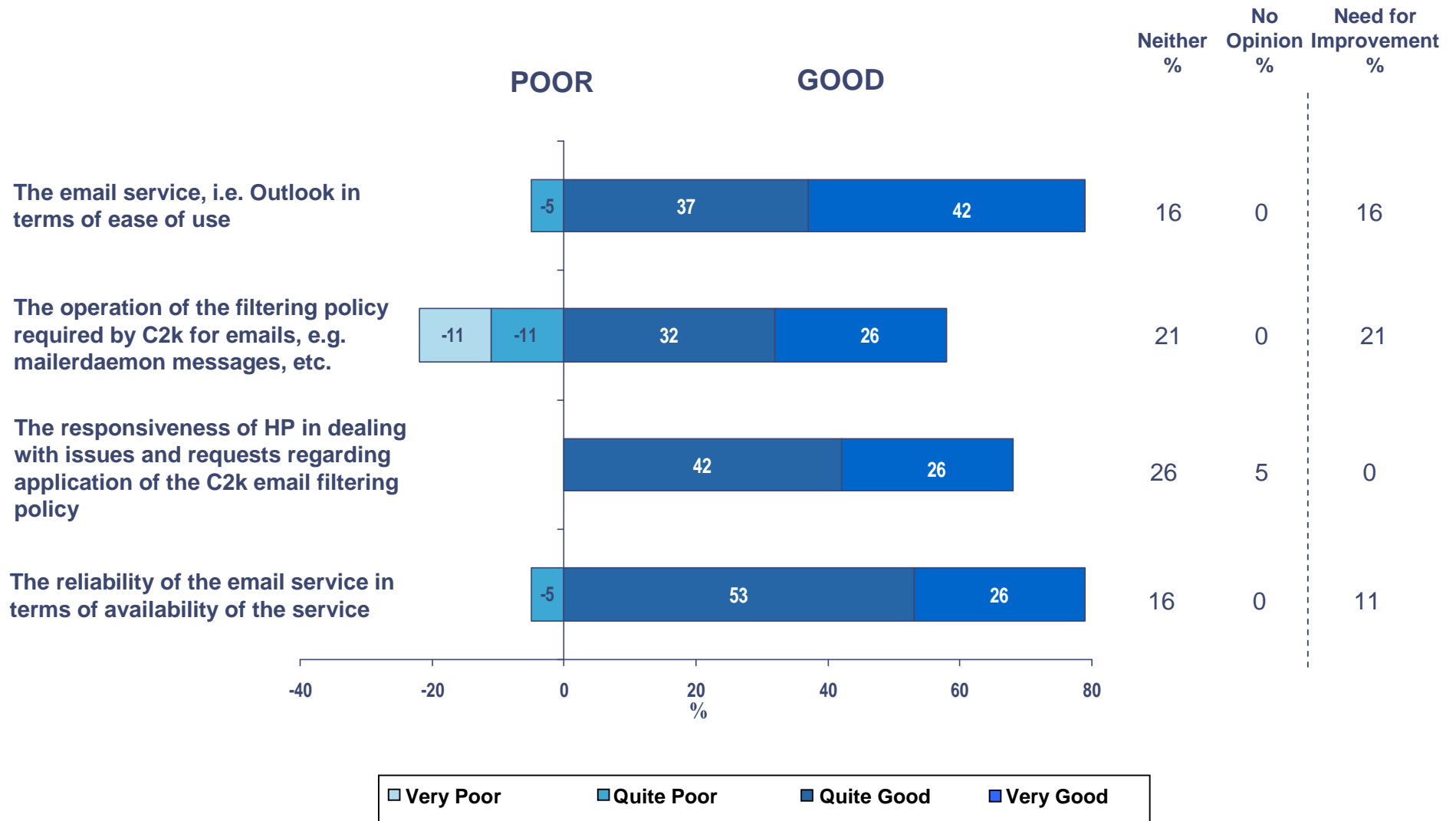
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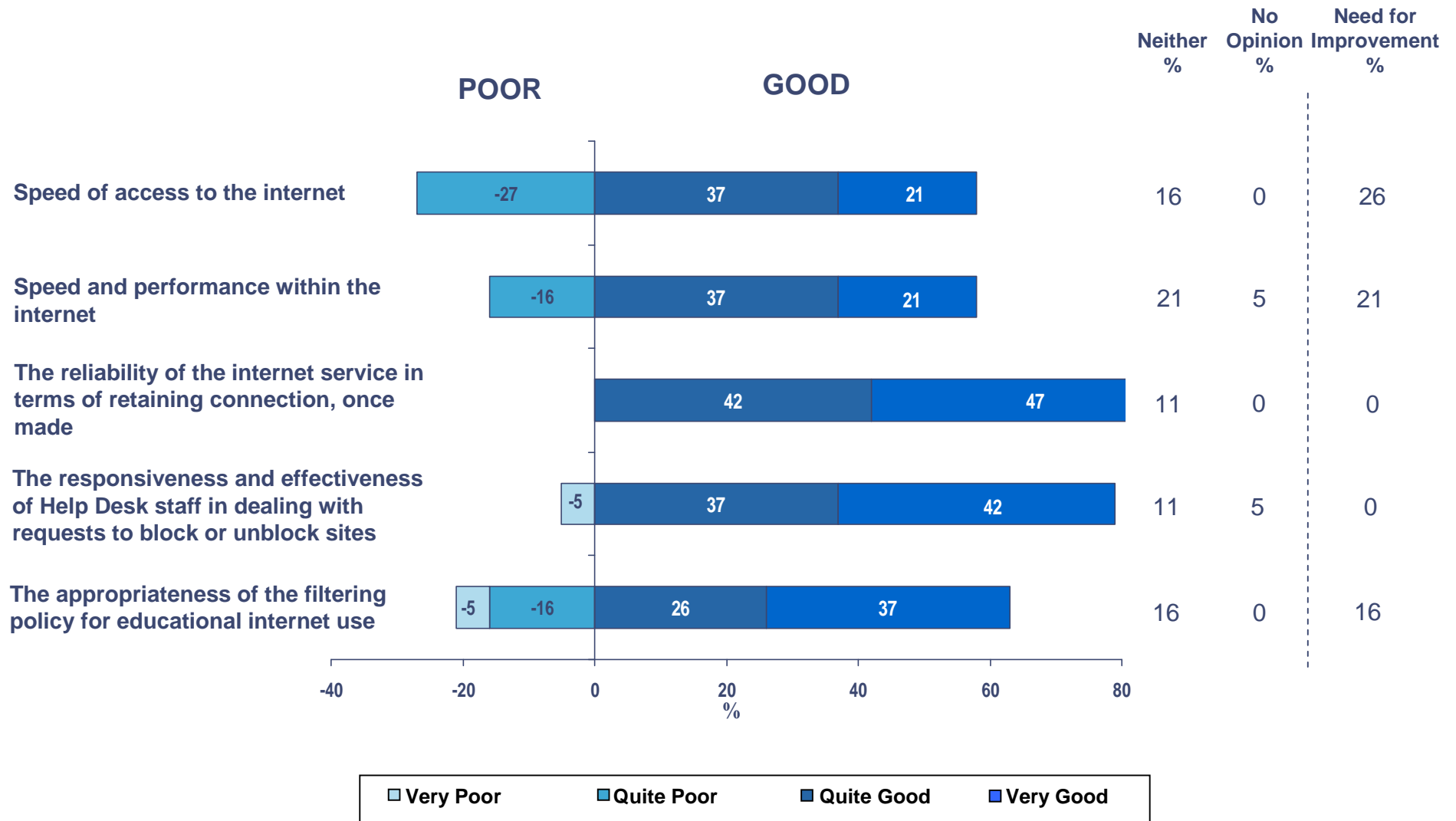
# How do you rate each of the following aspects of the Wide Area Network (WAN) email service?



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

Wide Area Network

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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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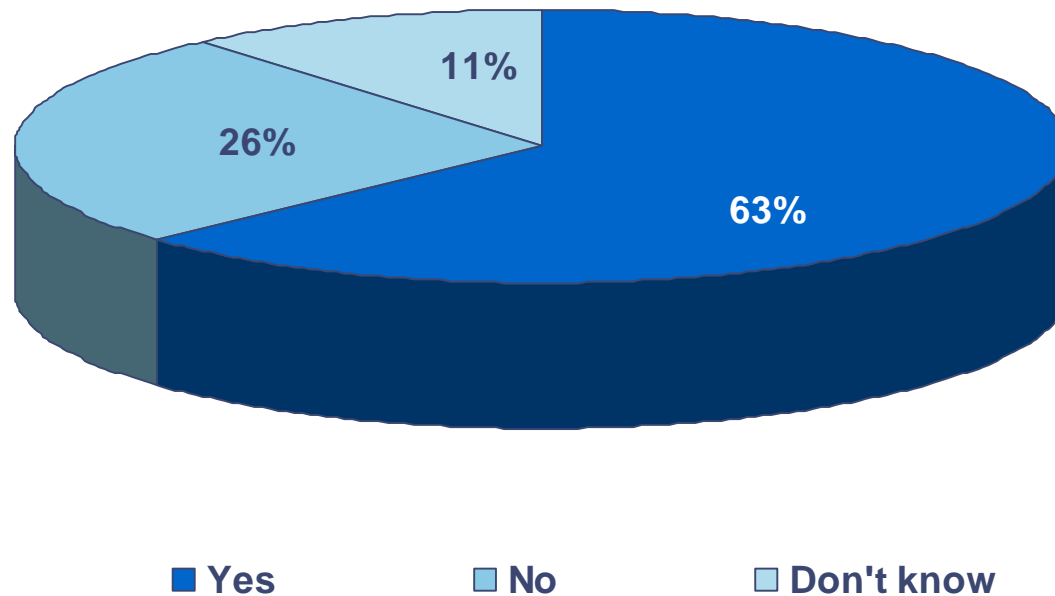
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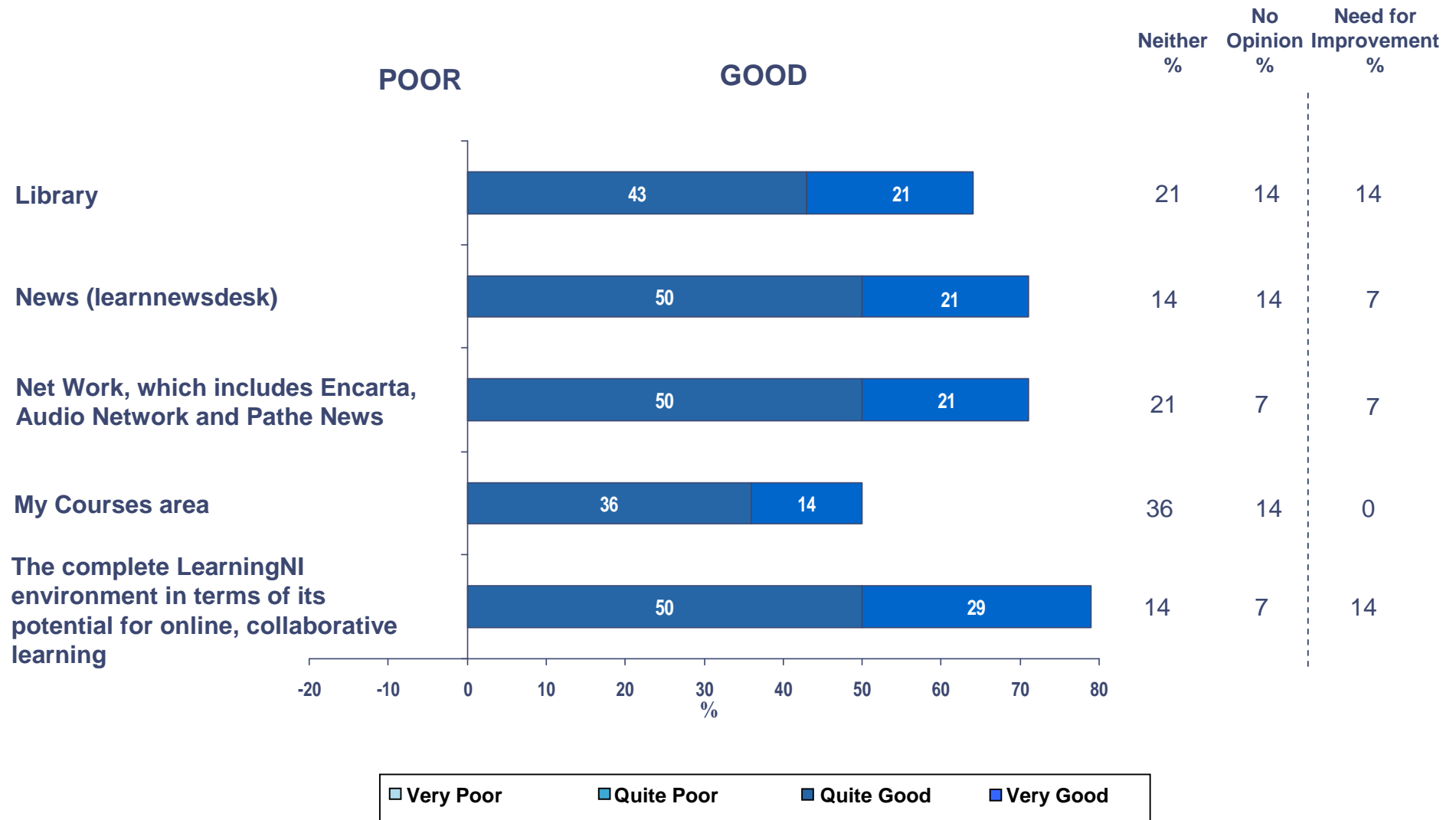
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Have any members of your staff started to use LearningNI which is provided as part of the Wide Area Service?



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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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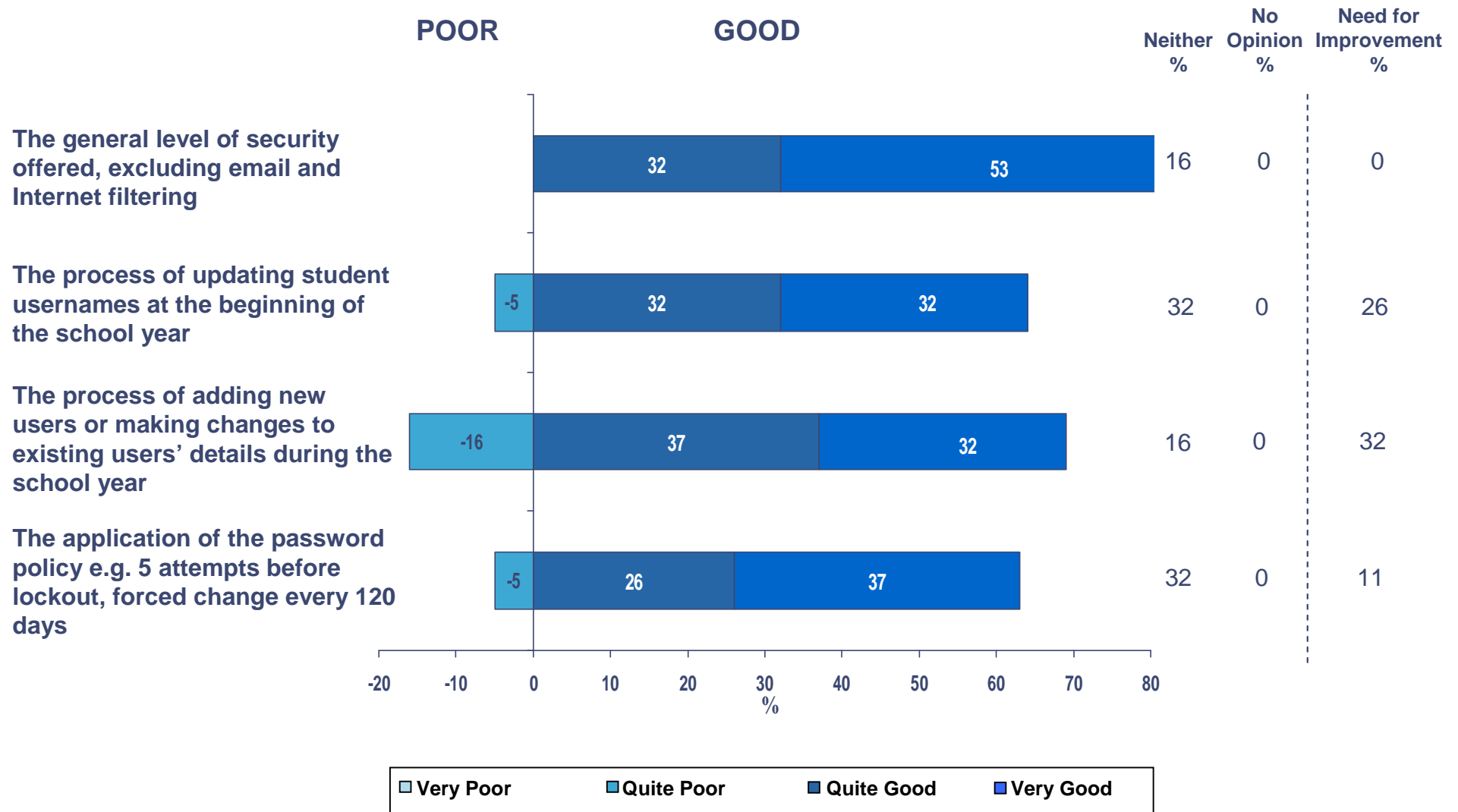
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## C2k Security

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

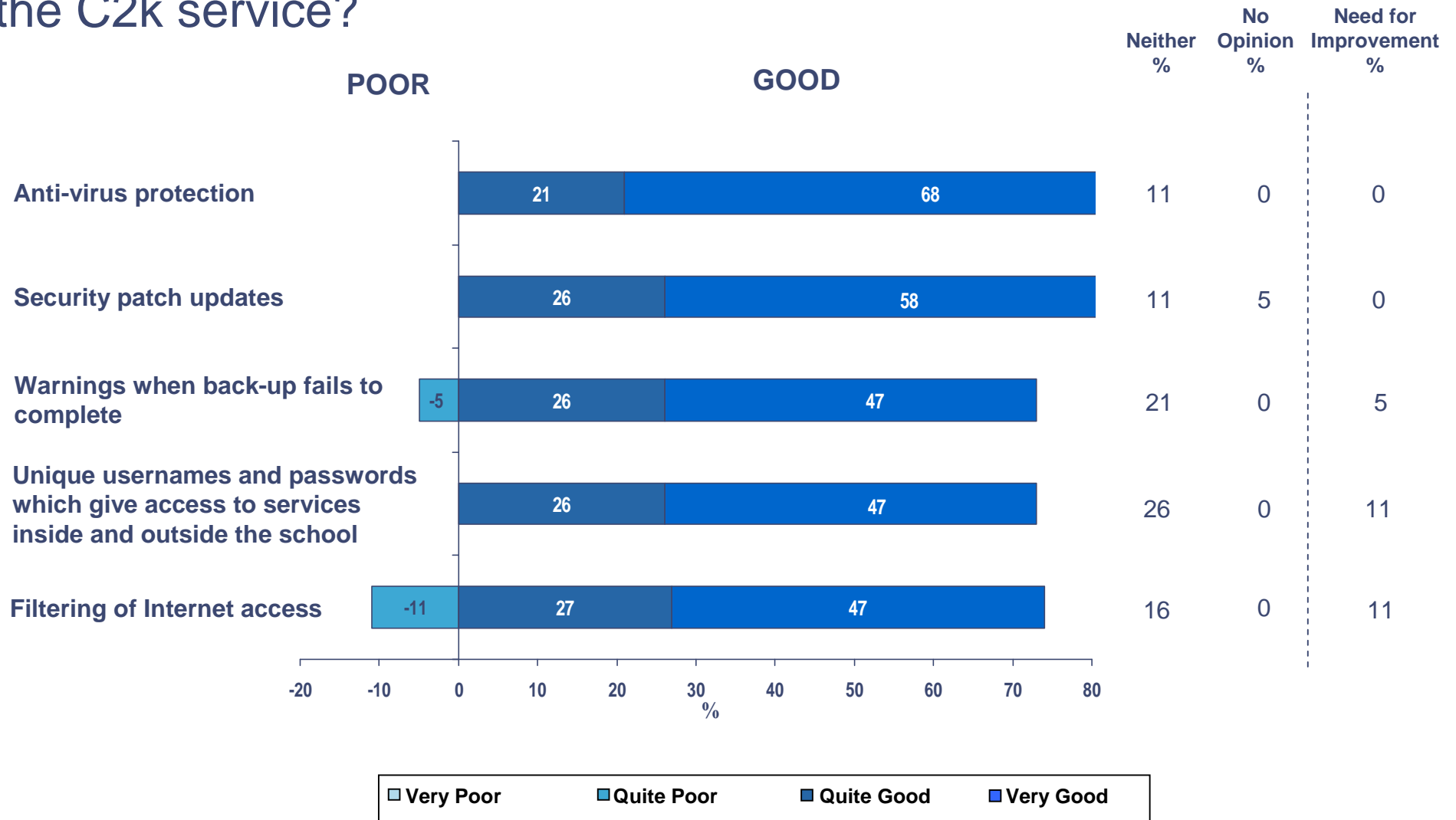


Base: All respondents answering the question (19)

PricewaterhouseCoopers LLP

## C2k Security

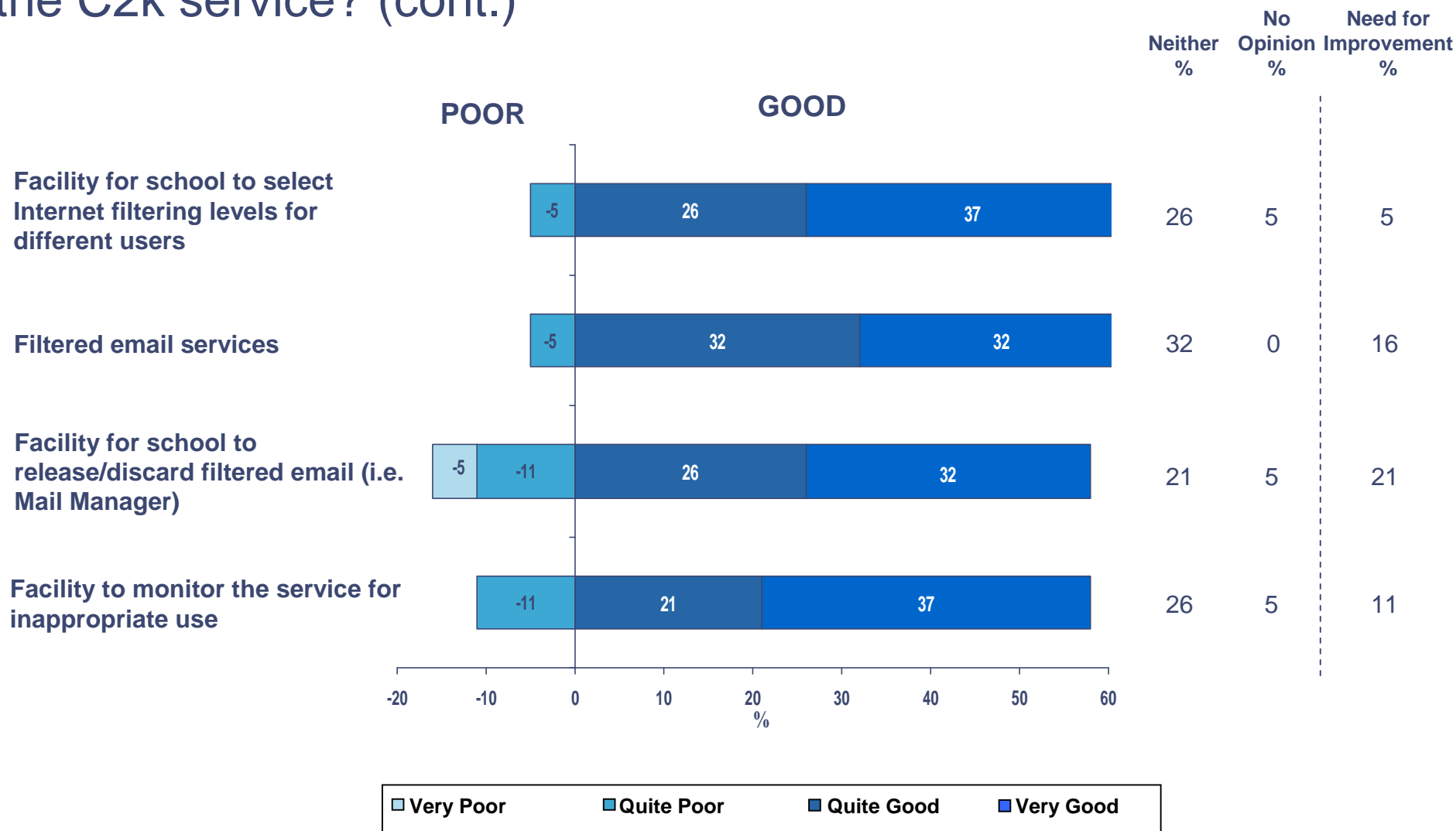
How do you rate the appropriateness of the policies and procedures which have been defined for the following aspects of the C2k service?



Base: All respondents answering the question (19)  
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? (cont.)



Base: All respondents answering the question (19)

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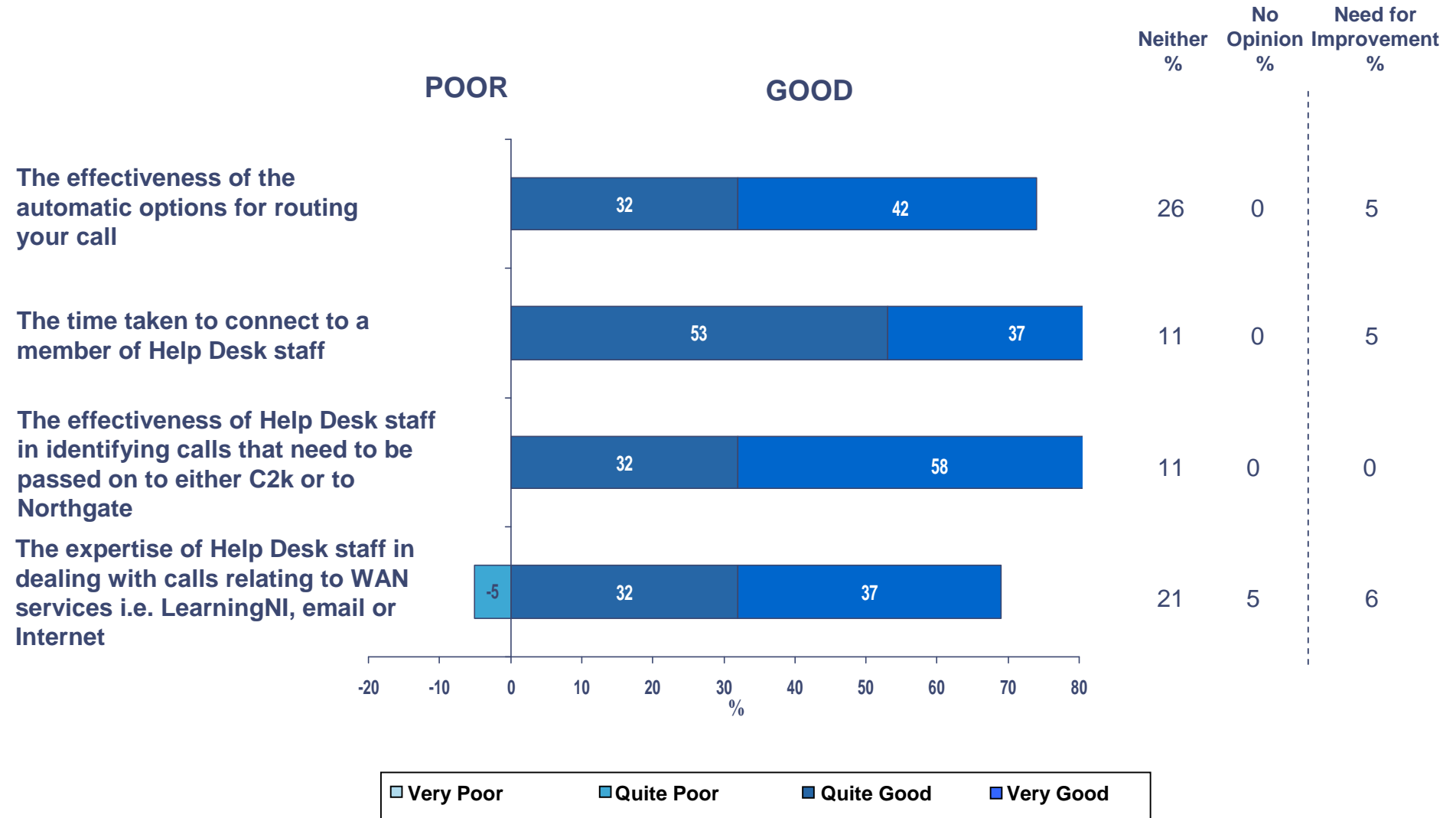
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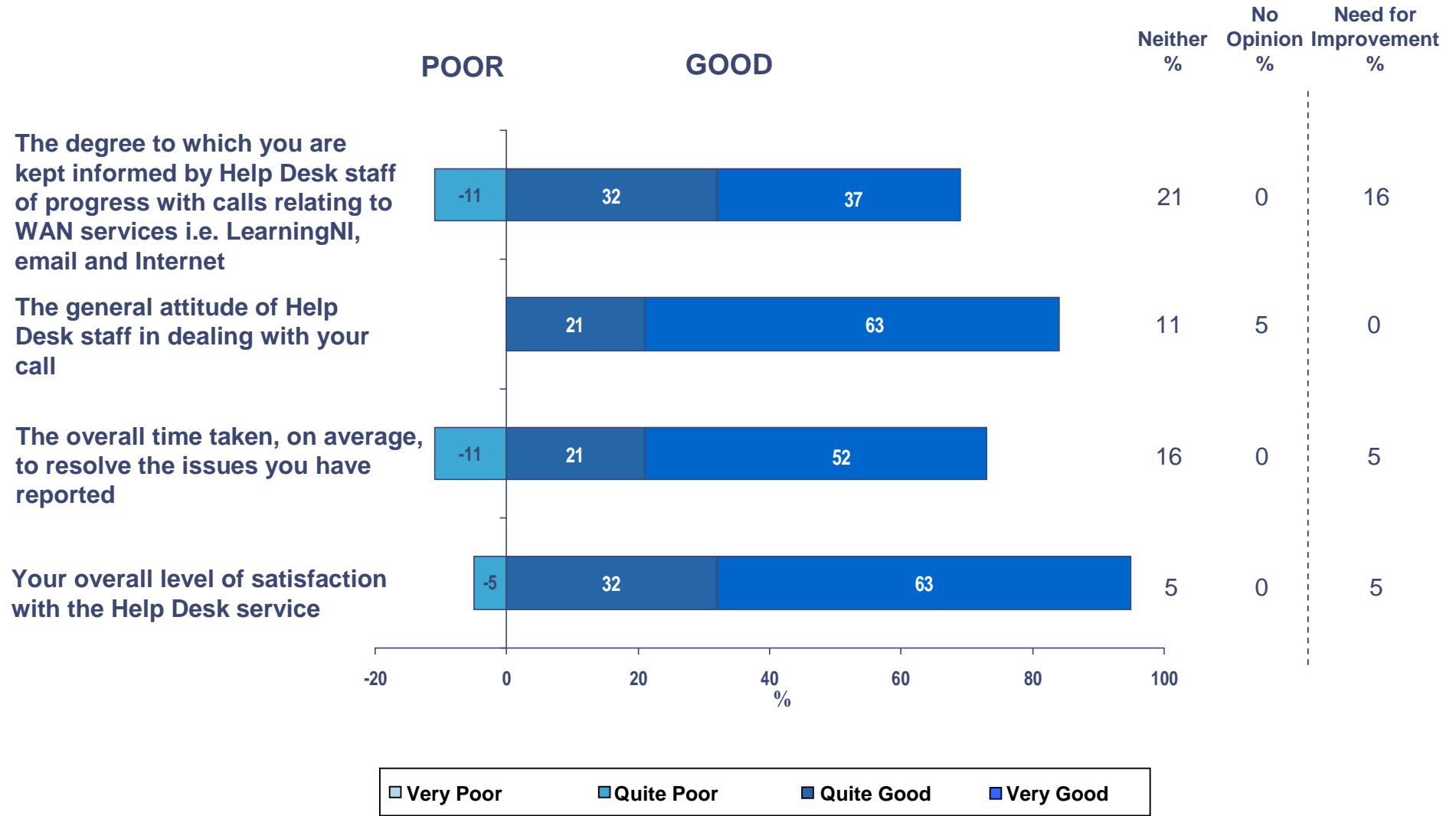
## C2k Helpdesk

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



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

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



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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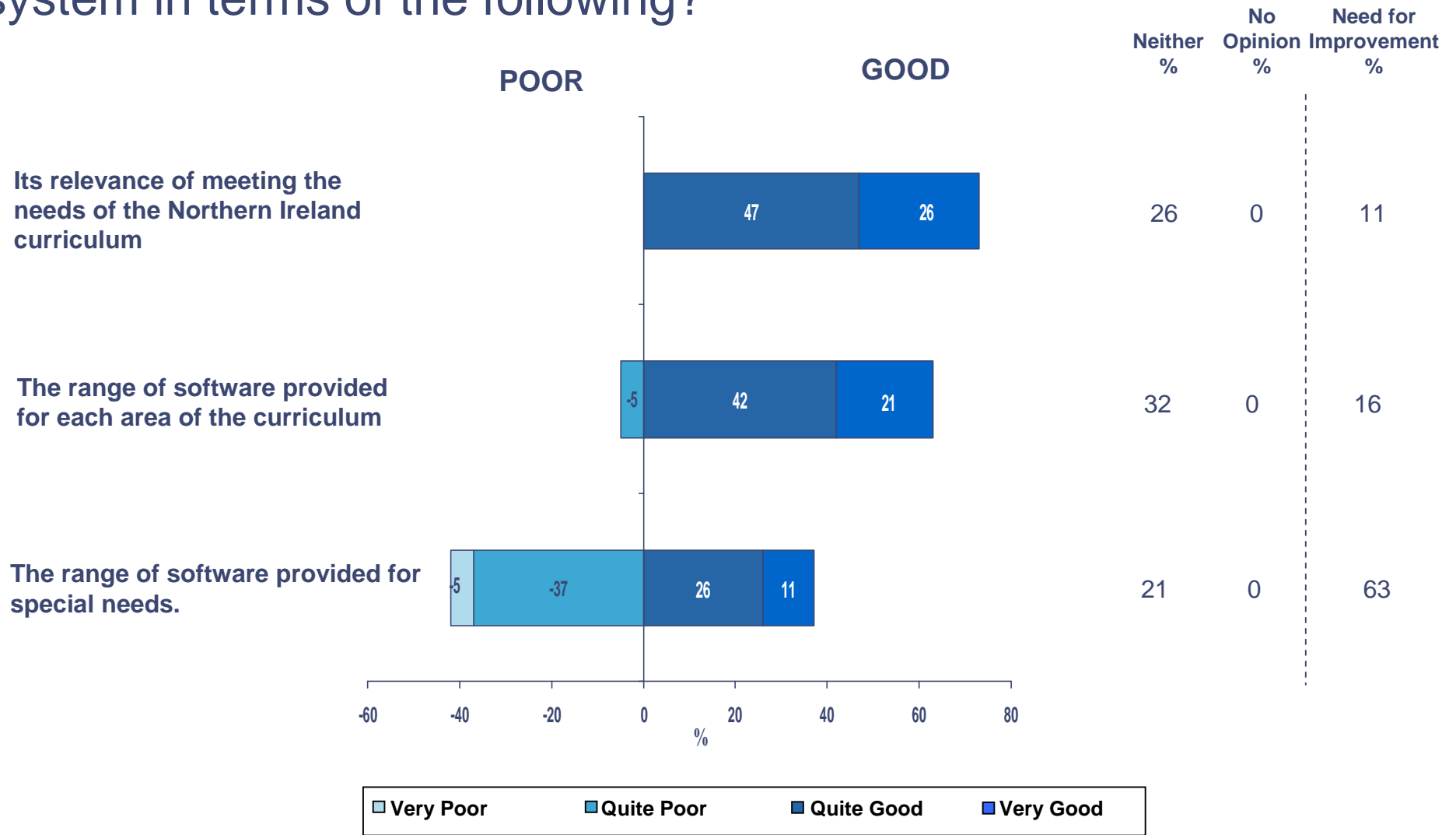
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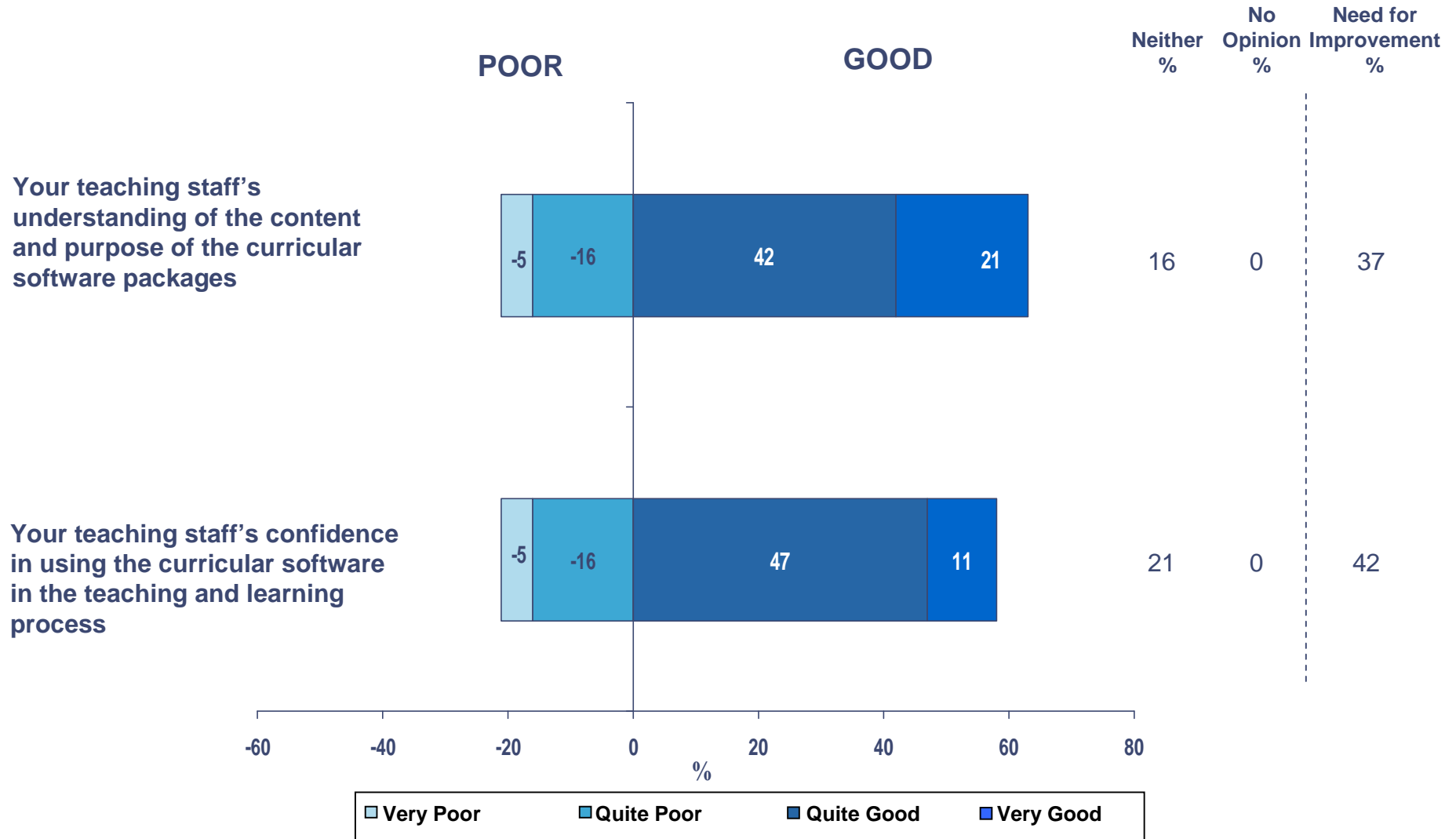
# How do you rate the curriculum software provided with your C2k system in terms of the following?



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

## Curriculum Software/MIS Modules

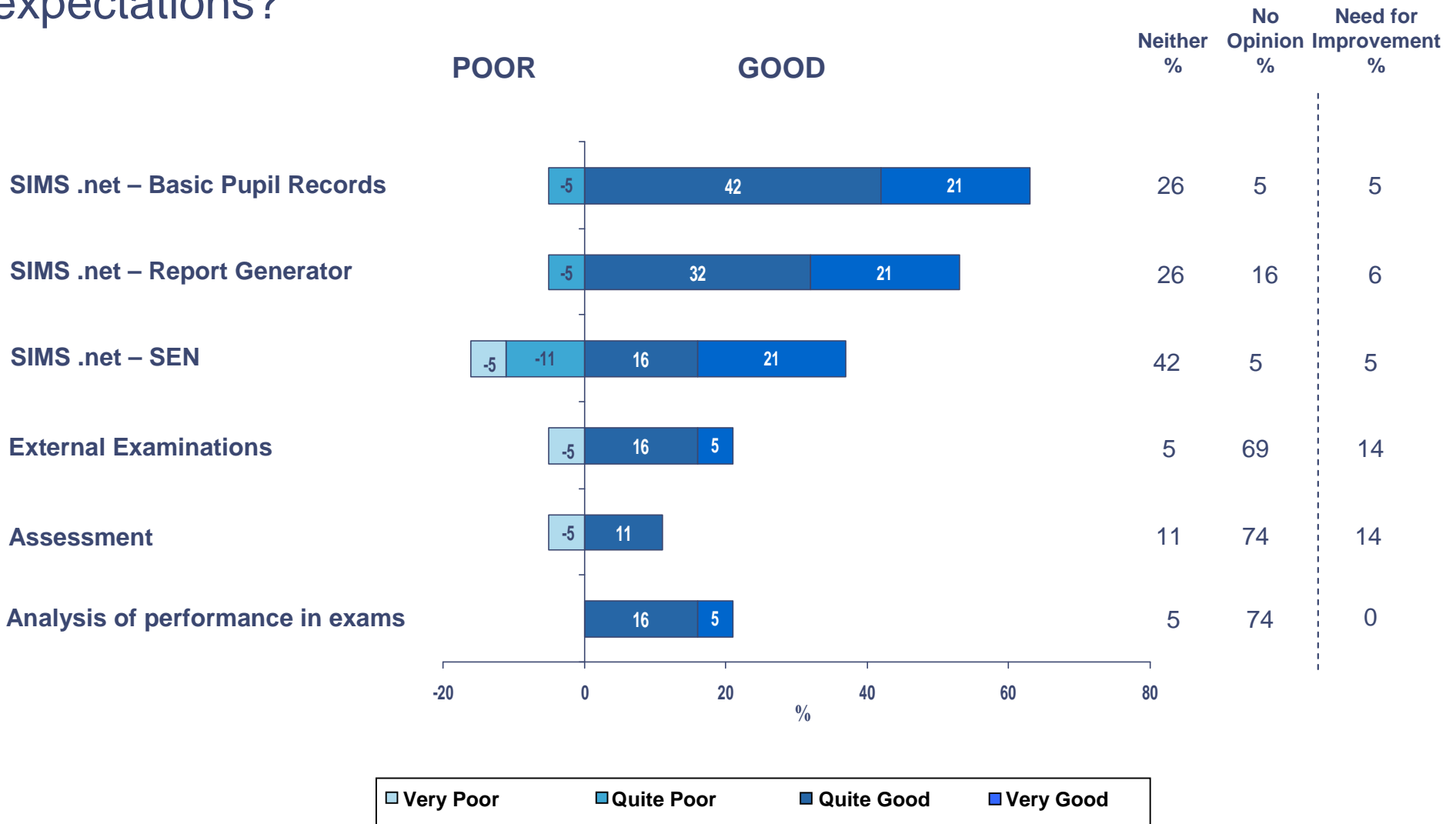
How do you rate the following, in relation to the C2k provision of the curriculum software to enhance teaching and learning?



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

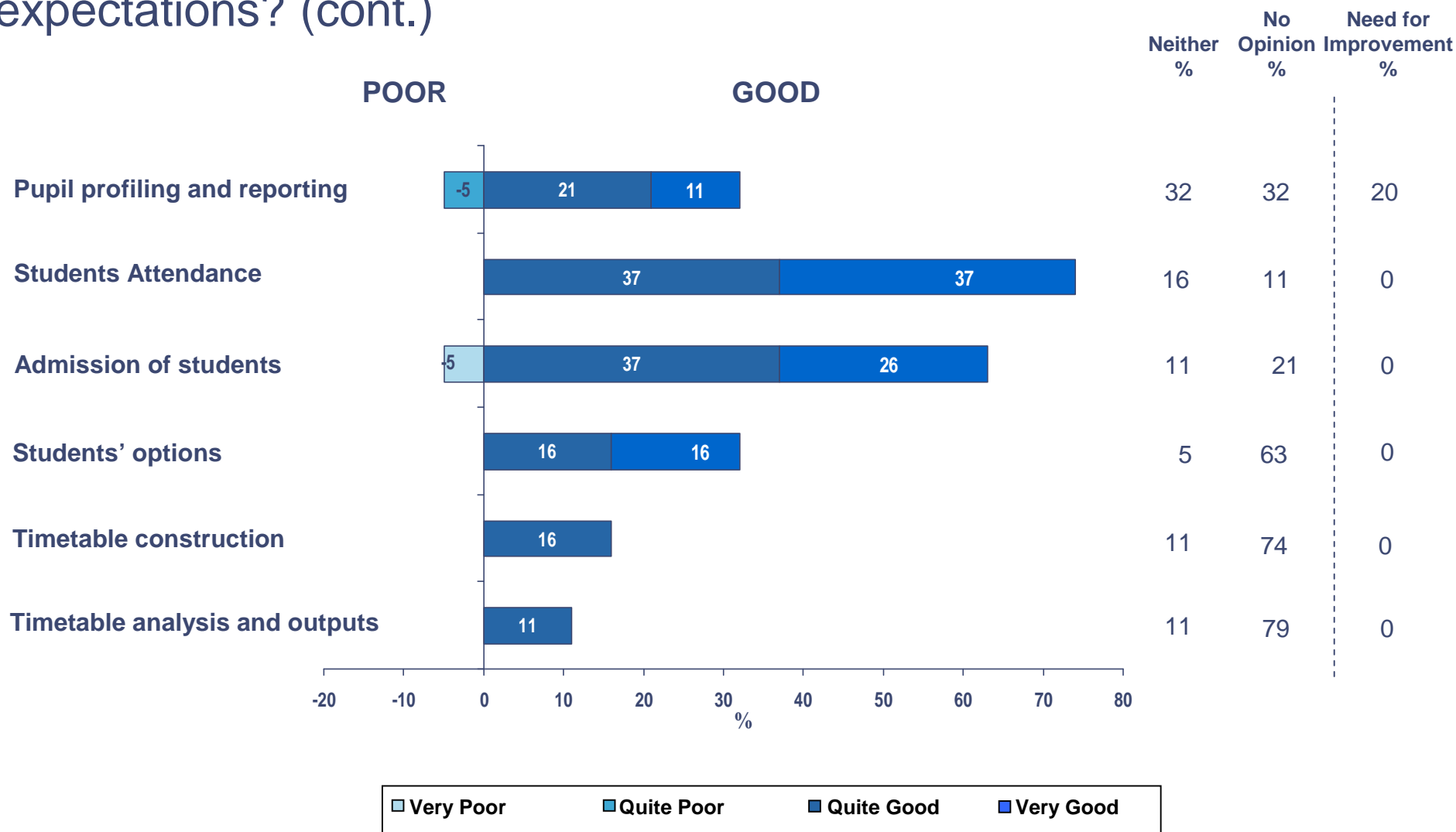
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations?



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

Curriculum Software/MIS Modules

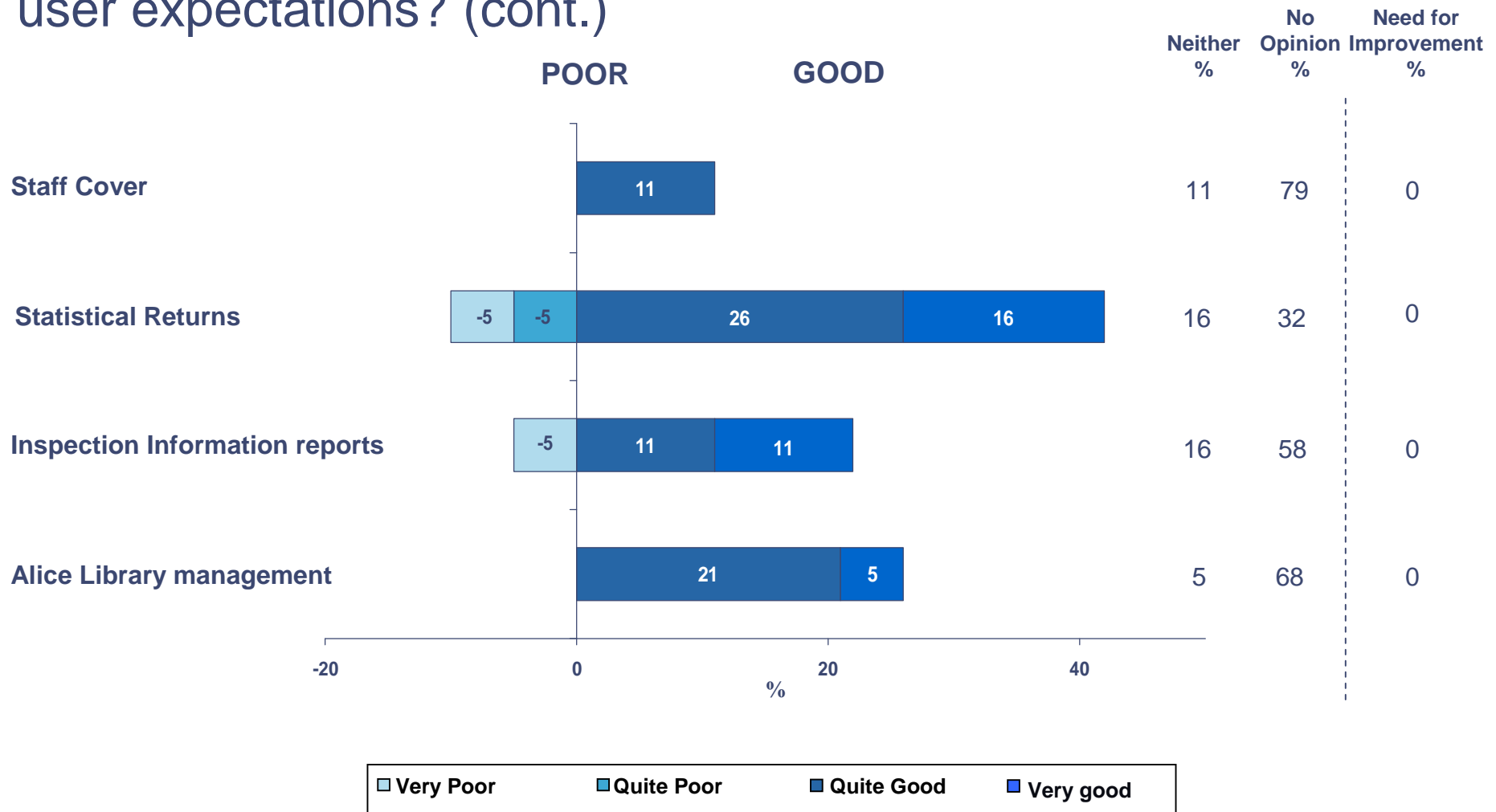
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents answering the question (19)

## Curriculum Software/MIS Modules

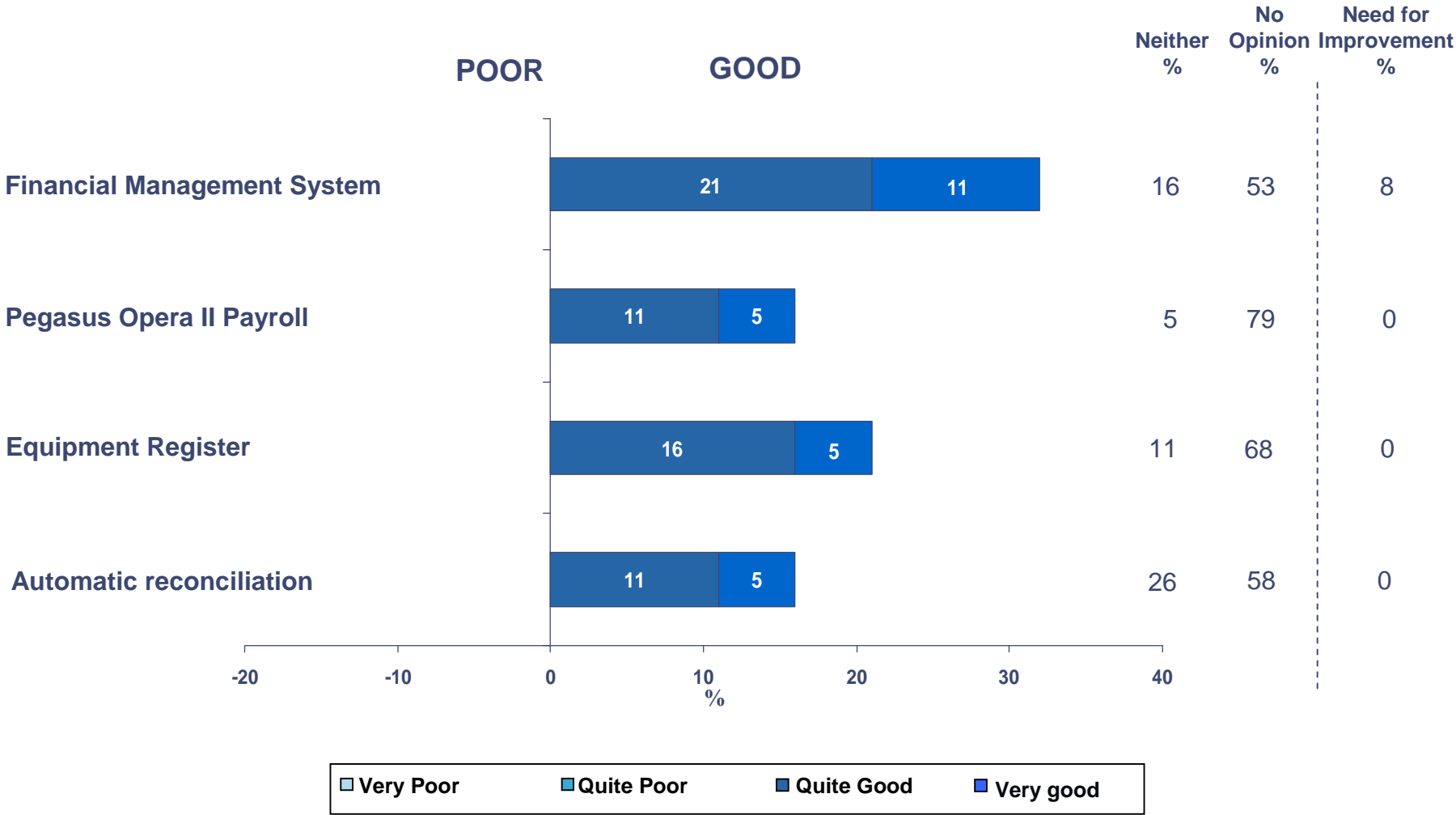
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

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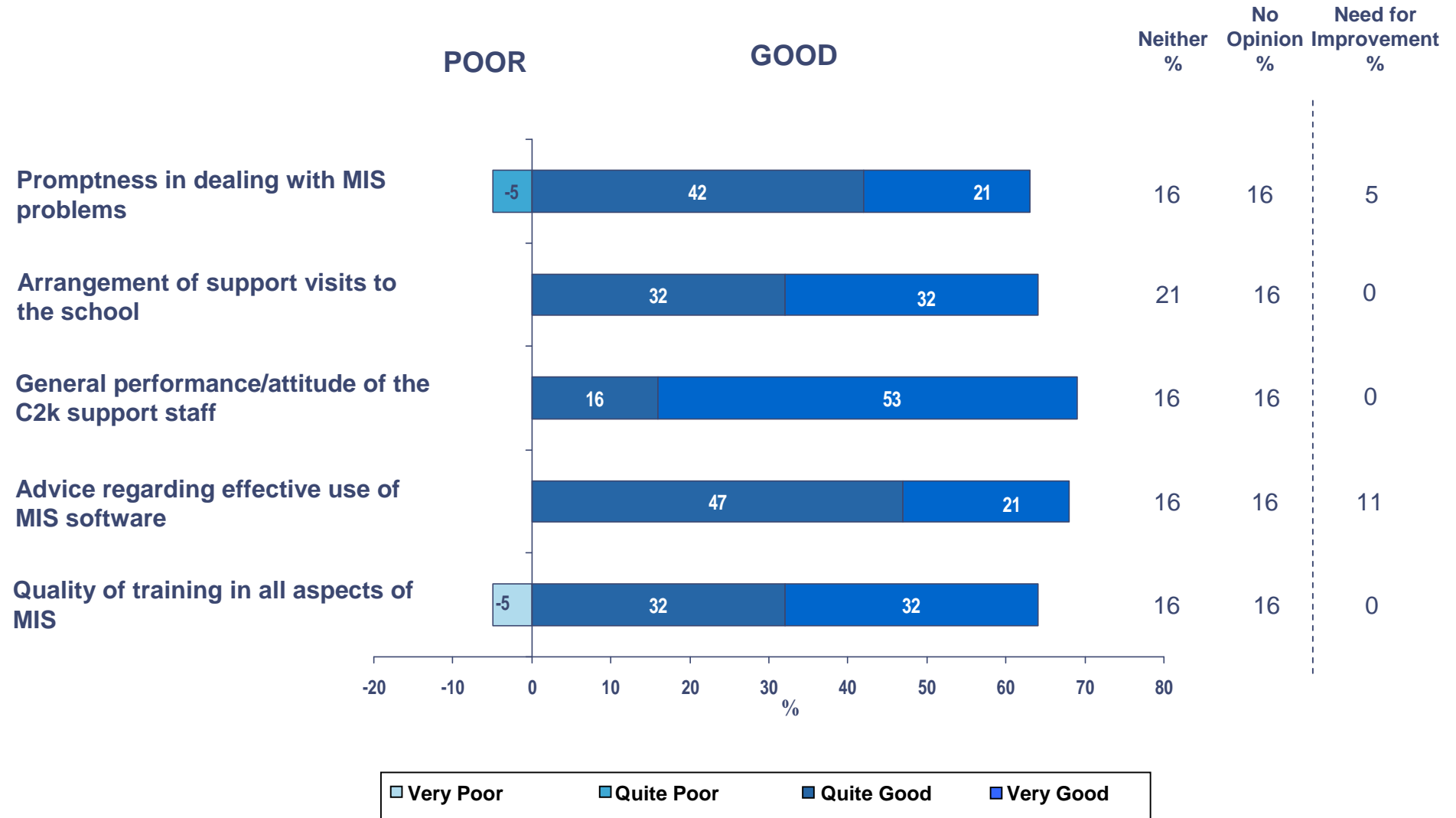
How do you rate the performance of the MIS modules, in terms of scope of functionality, usability and how well they deliver against user expectations? (cont.)



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

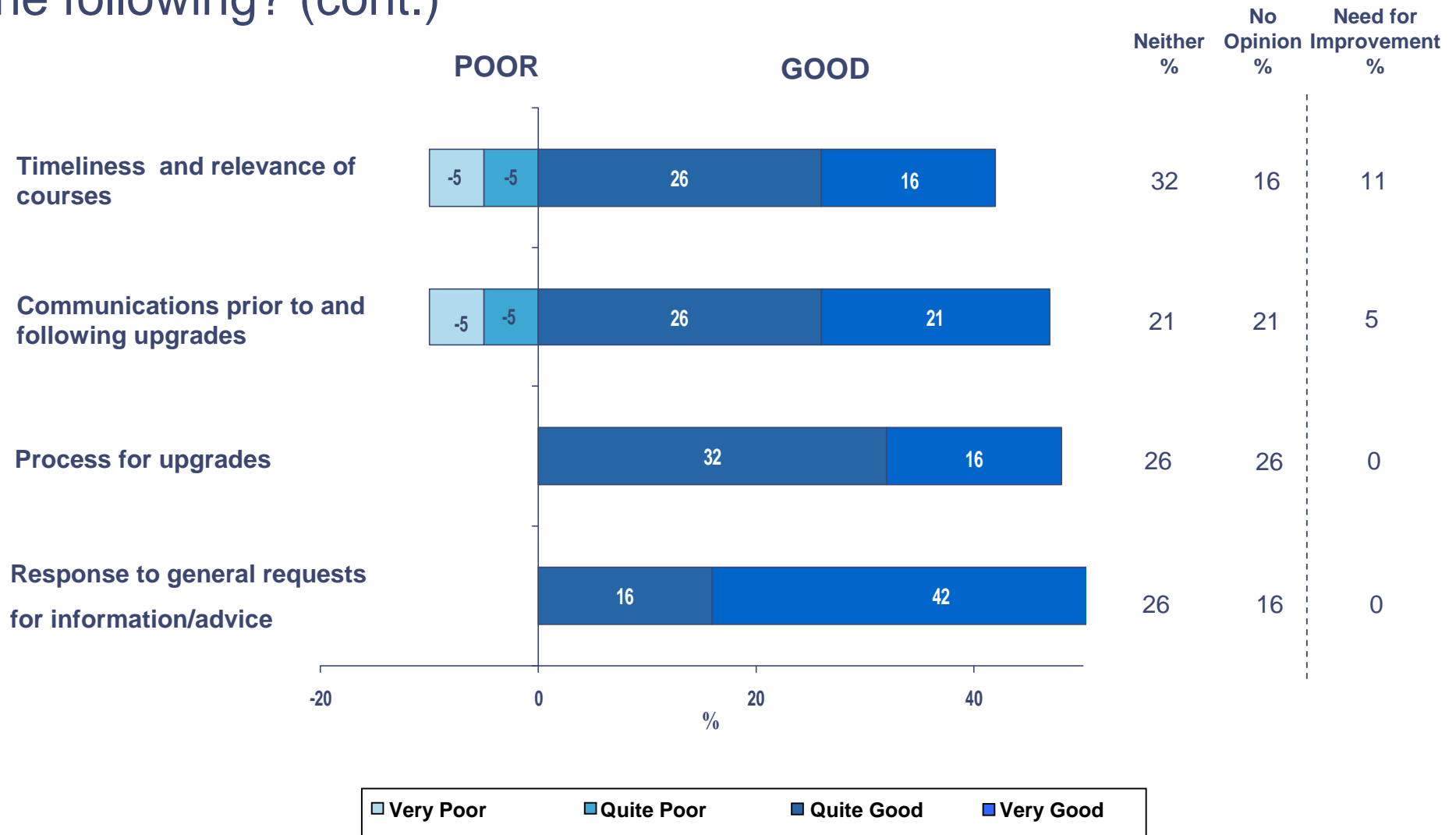
Curriculum Software/MIS Modules

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



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

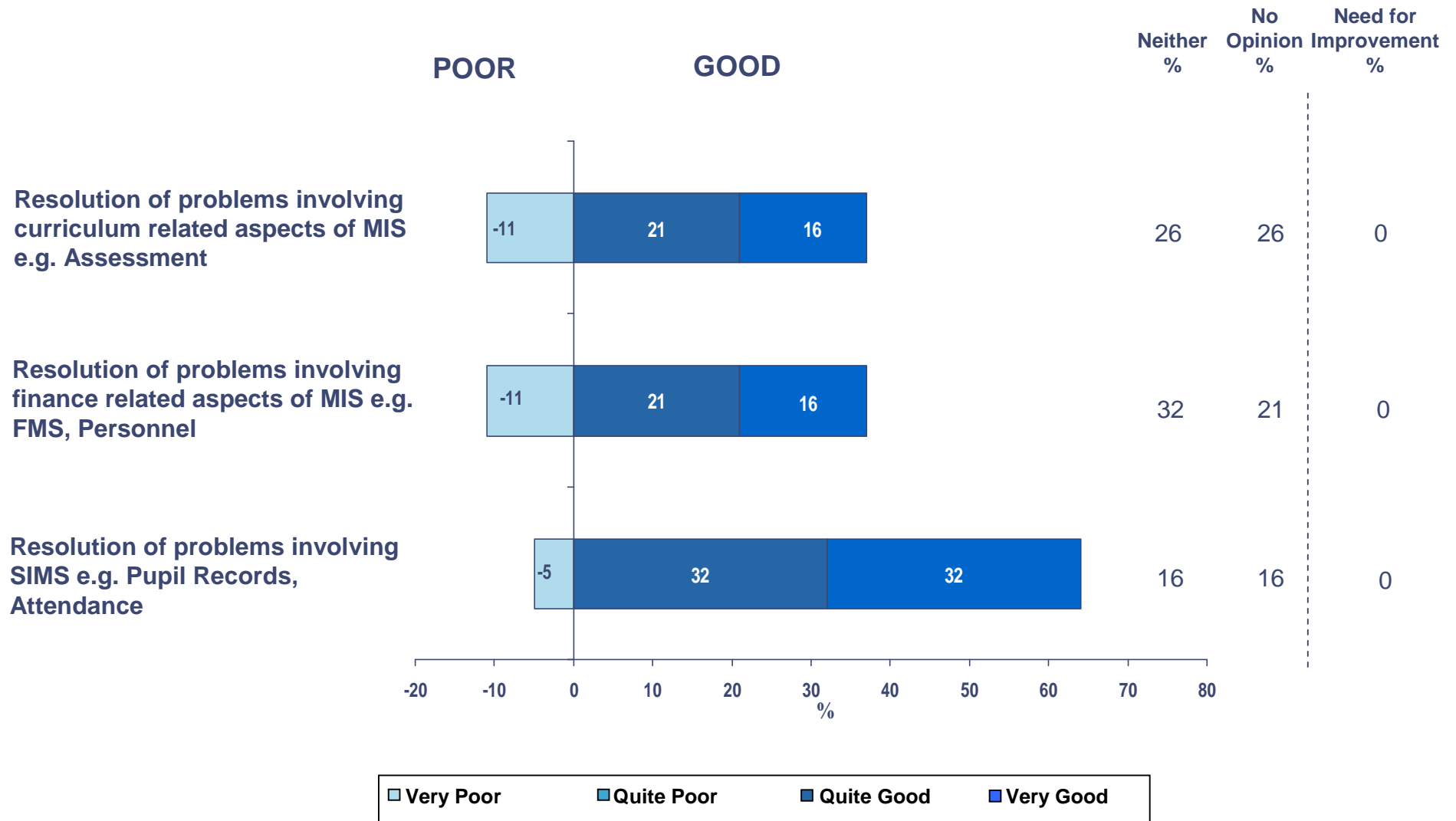
# How do you rate the level of support offered for MIS in terms of the following? (cont.)



Base: All respondents answering the question (19)  
 PricewaterhouseCoopers LLP

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



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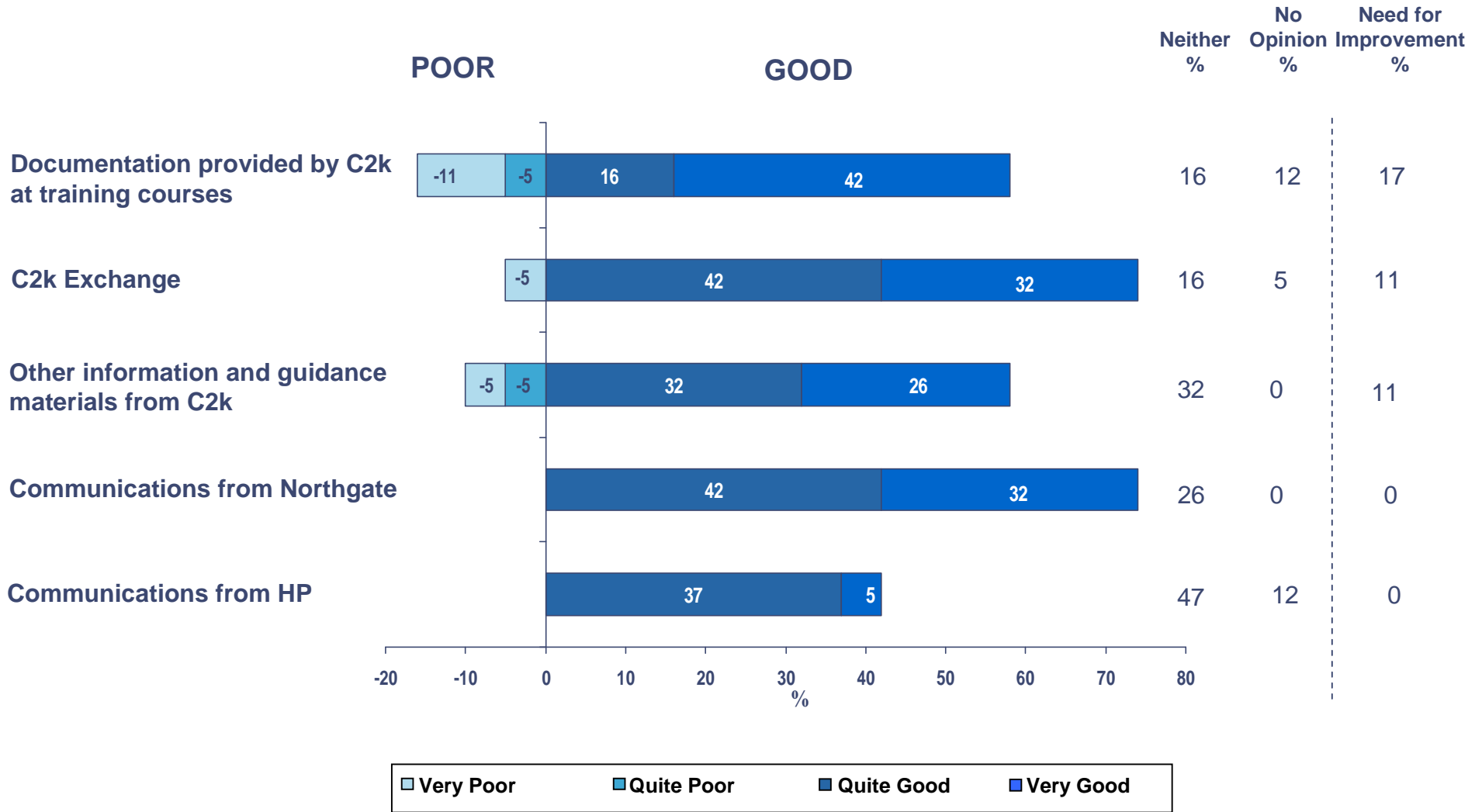
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How do you rate communications with your school and the documentation provided to support the use of the Managed Service?



Base: All respondents answering the question (19)  
PricewaterhouseCoopers LLP

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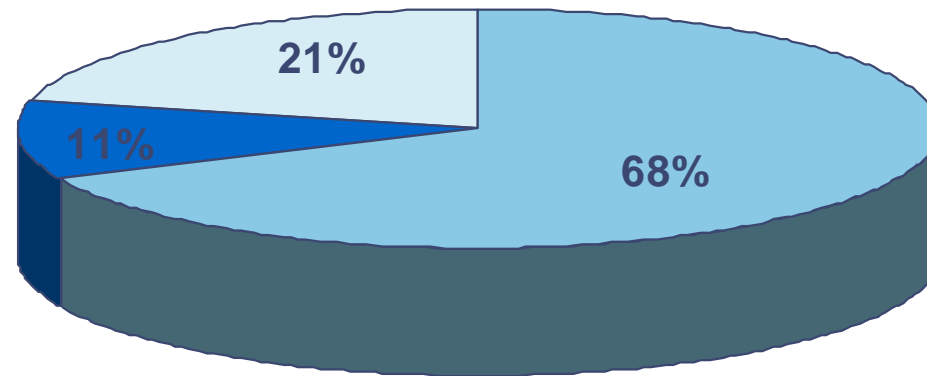
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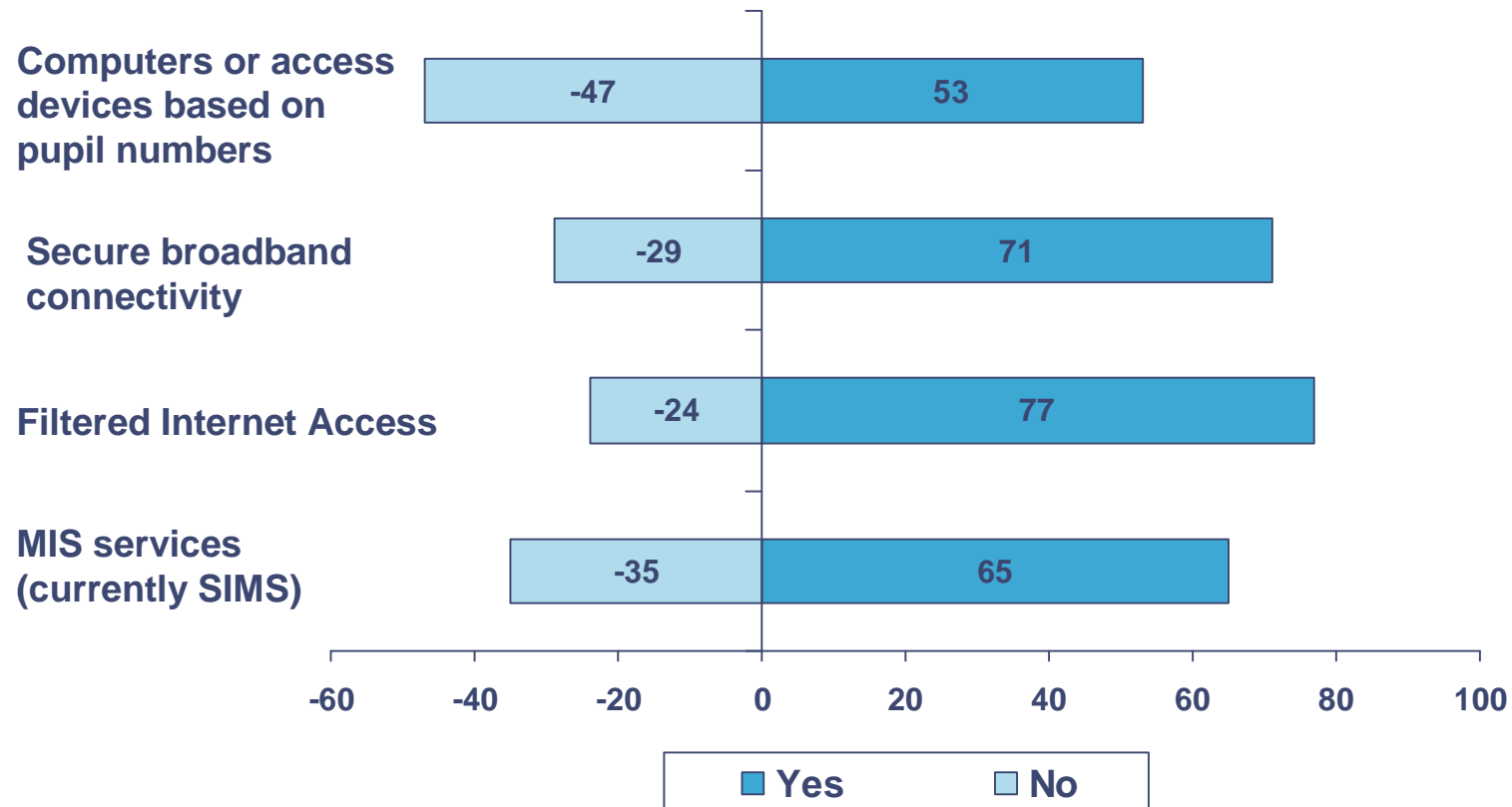
## Future services

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



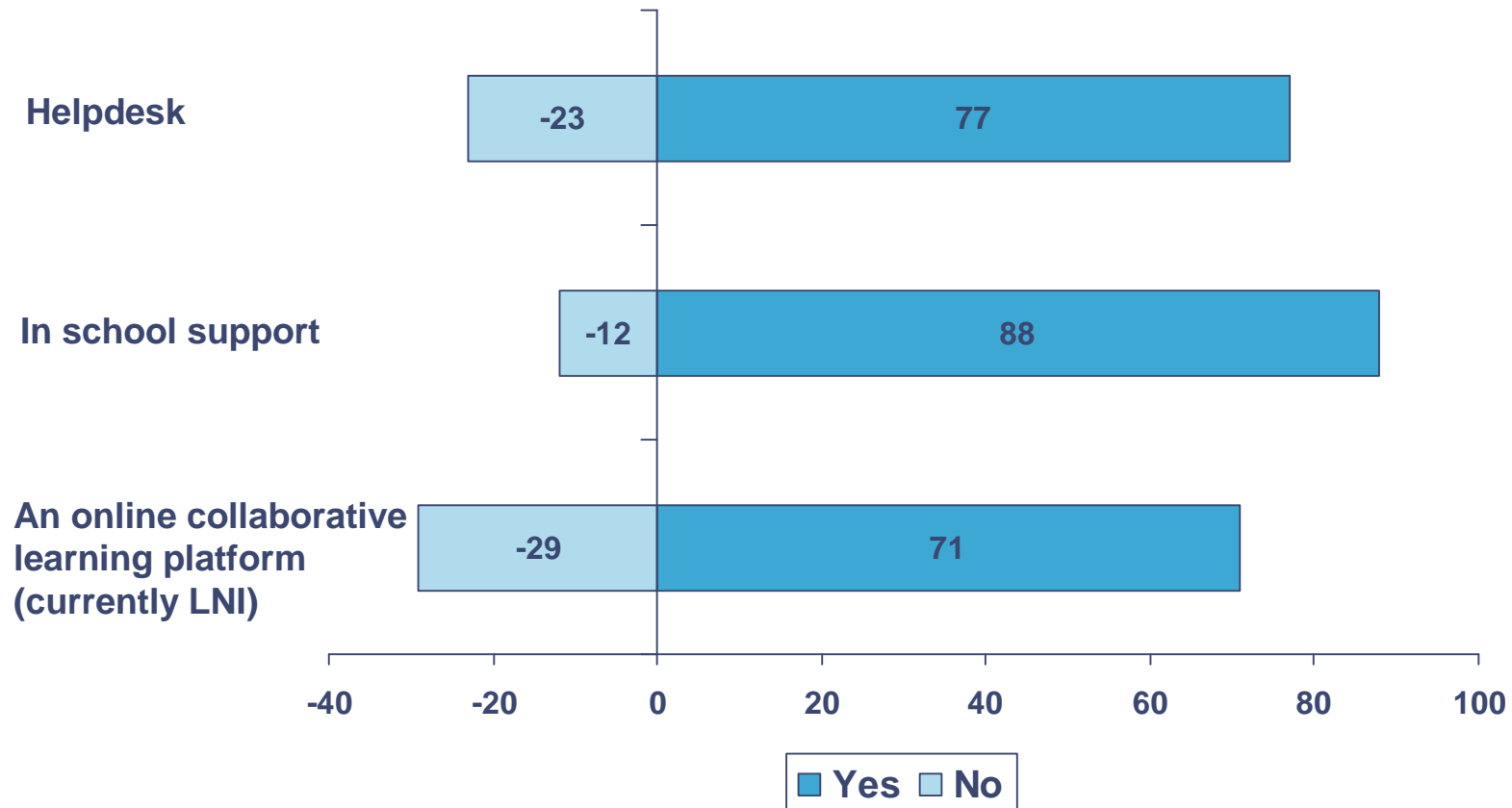
## Future services

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



## Future services

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



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### **Overall Summary**

With a response rate of 40% this year, the response rate was lower than expected and may be attributable to a shorter field period.

The main areas that schools wished to see improved within the LAN included the time it takes for the computer to start up and the time it takes for the desktop screen to appear following entry of username and password.

The level of support provided by Northgate was perceived to be high among special needs schools.

Most schools were happy with the wide area network (WAN) email service. However one fifth wished to see the operation of the filtering policy improved.

There were mixed views on the curriculum software provided.

The majority of special needs schools 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 services were identified as needing improvement by special needs schools:

- 53% wished to see an improvement in the time it takes for the computer to start up;
- 47% wanted the time it takes for the desktop screen to appear following entry of username and password to be improved;
- 37% wished to see an improvement in the facilities provided for managing network printing
- One third (33%) wanted the benefits of Learning Resources for teaching and learning to be improved.

Main improvement suggestions included new hardware and software upgrades.

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

The level of support provided by Northgate was perceived to be high among special needs schools.

Views of the managed catalogue were also mainly positive. However, nearly one third (31%) of schools wish to see an improvement in the range and suitability of the products offered.

### **Wide area network**

Most schools were happy with the wide area network (WAN) email service. Over one fifth (21%) however wished to see the operation of the filtering policy improved.

Over one quarter of special needs schools (26%) would like the speed of access to the internet improved and a further 21% wanted an improvement in the speed and performance within the internet.

## **LearningNI**

63% of schools had used LearningNI.

No aspects of LearningNI were rated negatively by special needs schools.

## **C2k Security**

C2k security for the WAN was rated positively by the majority of schools. However, nearly one third (32%) of schools felt that they would like to see an improvement in the process of adding new users or making changes to existing users' details during the school year.

## Conclusions

### **C2k Helpdesk**

Support offered by the C2k Help Desk was rated highly.

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

There were mixed views on the curriculum software provided. While the relevance and range of software provided for each area of the curriculum were regarded highly by most schools, the range of software provided for special needs was rated less highly, with 63% of schools indicating that they would like to see an improvement in this aspect of curriculum software.

Other areas that were identified by a significant minority of schools as needing improvement included:

- Teaching staffs' understanding of the content and purpose of the curricular software packages; and
- Teaching staffs' confidence in using the curricular software in the teaching and learning process.

## **Communication**

The majority of special needs schools gave positive opinions on communications received as part of the managed service.

## **Future services**

68% of special needs schools felt that ICT services should continue to be fully supported through managed service contracts which are centrally funded.

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