

C2k

Post Primary Evaluation

September 2005

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Section one

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Objectives

- to identify areas of user satisfaction and dissatisfaction with both the managed and complementary services;
- to establish the reasons why users are satisfied and/or dissatisfied;
- to identify aspects of the service that require improvement; and
- to establish the current performance levels and quality of service provided within the post-primary sector.

This presentation has been prepared for and only for C2k in accordance with the terms of our engagement letter and for no other purpose. We do not accept or assume any liability or duty of care for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing."

Methodology

The survey was targeted at the post-primary school sector and involved users of both the managed services and the complementary services provided by C2k.

The questionnaire contained 2 main types of question:

- Closed 'scaling' questions where respondents were asked to rate performance on a scale of very good – very poor.
- Open questions where respondents were asked to expand on their opinions and provide suggestions for improvement.

Methodology (continued)

The self-completion questionnaire was administered to schools by post and via e-mail:

- The pilot questionnaire was issued to 10 schools during the month of May in the final term of the academic year 2004/2005.
- The final survey was then issued to 221 schools in June of the 2004/2005 academic year.

A total of 158 completed questionnaires were returned. This represents a response rate of **71%** for the survey.

Methodology (continued)

The self-completion questionnaire was returned to PwC by post and via e-mail:

- 53% of schools returned the postal copy of the questionnaire.
- 28% of schools returned the electronic copy of the questionnaire by e-mail.
- 16% of schools printed the electronic copy of the questionnaire, completed it by hand and returned it in the post.
- 3% of schools completed the electronic copy of the questionnaire, printed it out and returned it in the post.

Methodology (continued)

The overall results were analysed using SPSS, the industry standard for market research.

In addition to the overall analysis, the data was also analysed by Education and Library Board and by Management Type, which were obtained using the individual DE number of each school.

All open ended questions contained a multitude of responses, which in many cases, were specific to the individual school. Where possible these responses have been collated together to provide a generic response for analysis purposes. A full document detailing all verbatim responses will be supplied.

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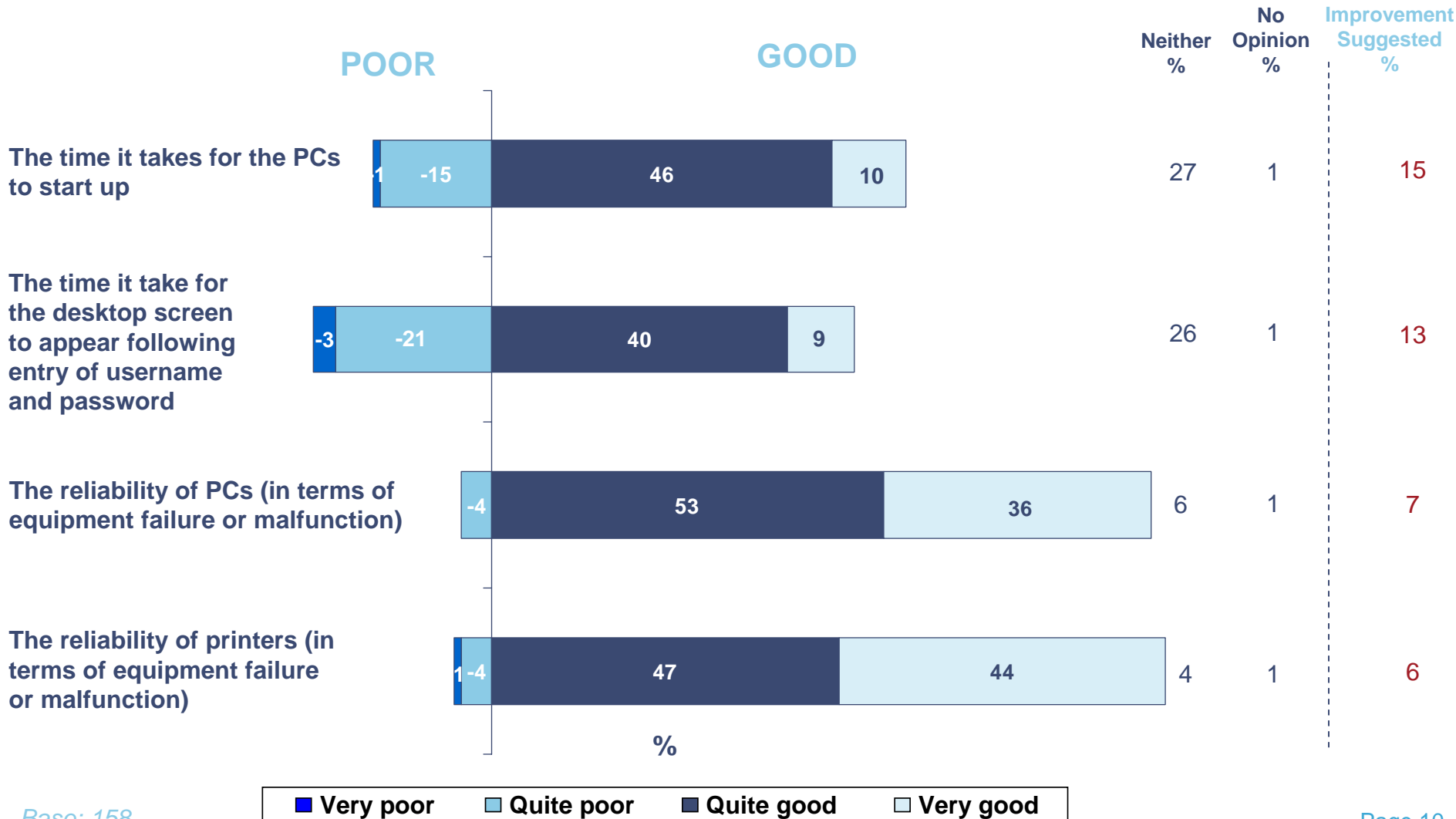
C2k Curriculum Software

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Benefits and Suggestions for Improvements

How do you rate each of the following aspects of the operation of your CC3 LAN (Local Area Network) from a user's perspective?



Base: 158

The time it takes for the PCs to start up (i.e from switch on until logon screen is displayed)

Improvements Suggested:

- Improve speed of PC's (18)
- Higher specifications of equipment (2)
- Other (4)

The time it takes for the desktop screen to appear following entry of username and password

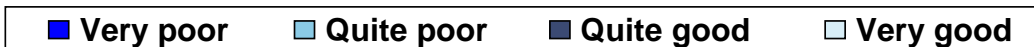
Improvements Suggested:

- Speed up the process (17)
- Improve consistency of performance (2)
- Other (4)

How do you rate each of the following aspects of the operation of your CC3 LAN (Local Area Network) from a user's perspective?



Base: 158



The benefits of Learning Resources for teaching and learning

Improvements Suggested:

- Structure can be improved to become more user friendly (5)
- Raise the level of awareness (5)
- More training required (4)
- Increase reliability (4)
- Ensure pupils can get access (4)
- Improve speed of up-loading of learning resources (3)
- Require more time to develop the system (2)
- Other (5)

Ease of management and speed of access when working with Learning Resources

Improvements Suggested:

- Improve access speed (20)
- Improve reliability (6)
- Make system more user friendly (5)
- Improve software functions (3)
- Other (3)

Appropriateness of the user types (e.g Advanced Pupil, Teacher...) and what they are allowed to do

Improvements Suggested:

- More control given to the schools (10)
- More access given to those that have completed appropriate training (6)
- All staff allocated internet and system access (4)
- Provision of listings of user entitlements (2)
- Provision of more in-depth instructions (2)
- Other (3)

How do you rate each of the following aspects of the operation of your CC3 LAN (Local Area Network) from a user's perspective?



Base: 158



Facilities provided for managing network printing

Improvements Suggested:

- Improve flexibility with print credits (7)
- Provide a facility to monitor what is printed (7)
- Provide managed printer access (5)
- Improve allocation process (4)
- Improve ability to clear printer queues and log jams (3)
- Improve speed (2)
- Allow schools to have more control over the installation process (2)
- Provide cheaper or more cost effective equipment (2)
- Other (9)

School Managed Side (local side) – usefulness

Improvements Suggested:

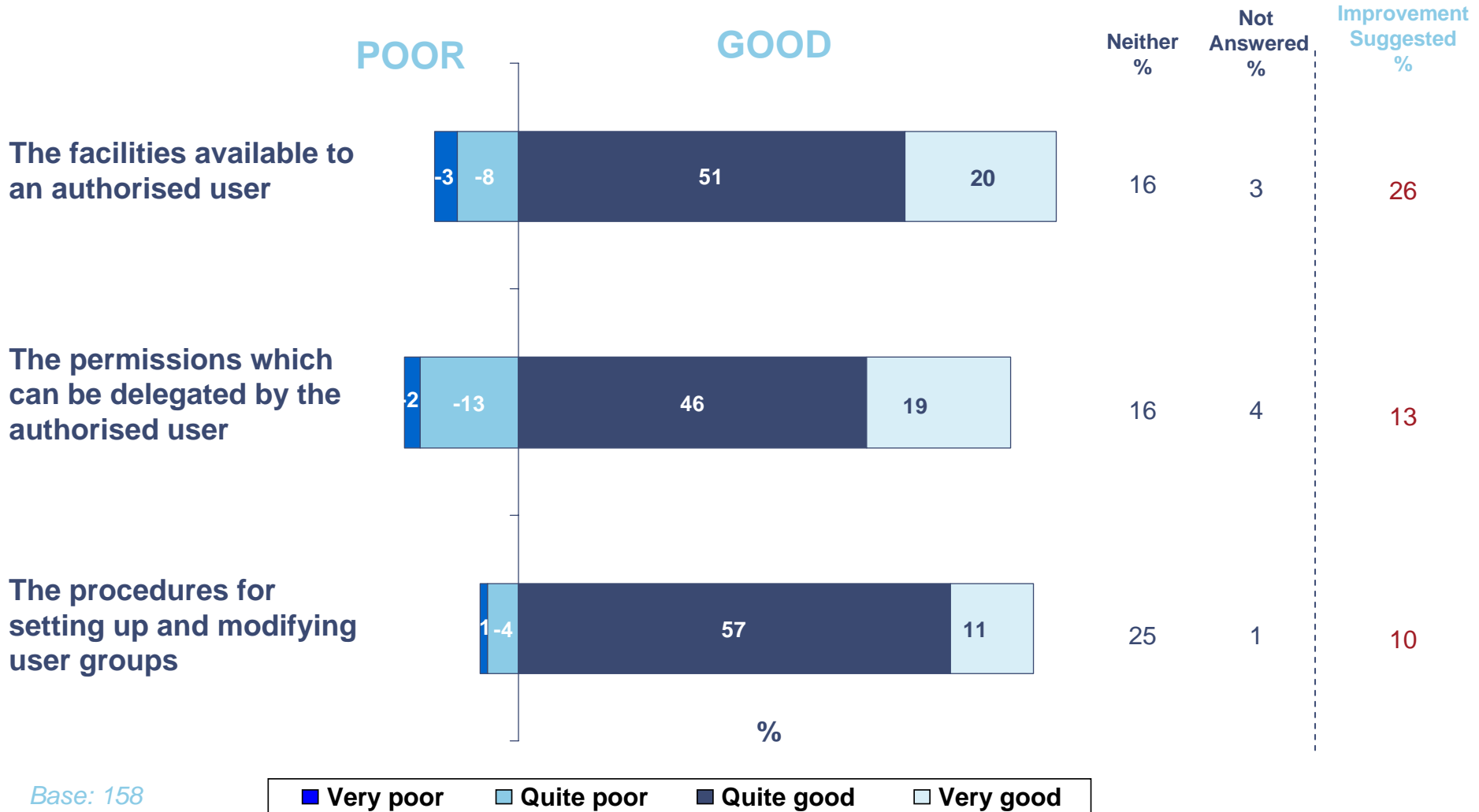
- Increase hard disk space (9)
- Provide more software packages that are applicable to the school (3)
- Reduce level of restrictions (2)
- Ability to up-load software to all stations (2)
- Facilitating switching between managed side without log on/off (2)
- Other (9)

Laptop connection – in terms of benefits and ease of use

Improvements Suggested:

- Need to improve speed of laptops (8)
- Synchronisation process needs to be improved and simplified to become more user friendly (6)
- Improve laptop reliability (5)
- Up-date laptop models (4)
- Ensure network connections are operational (4)
- Simplify the process (3)
- Ensure availability of internet and ISP connections (2)
- Other (3)

How do you rate the ease of managing the desktop facilities (the CC3 system), in terms of the following?



Base: 158



The facilities available to an authorised user

Improvements Suggested:

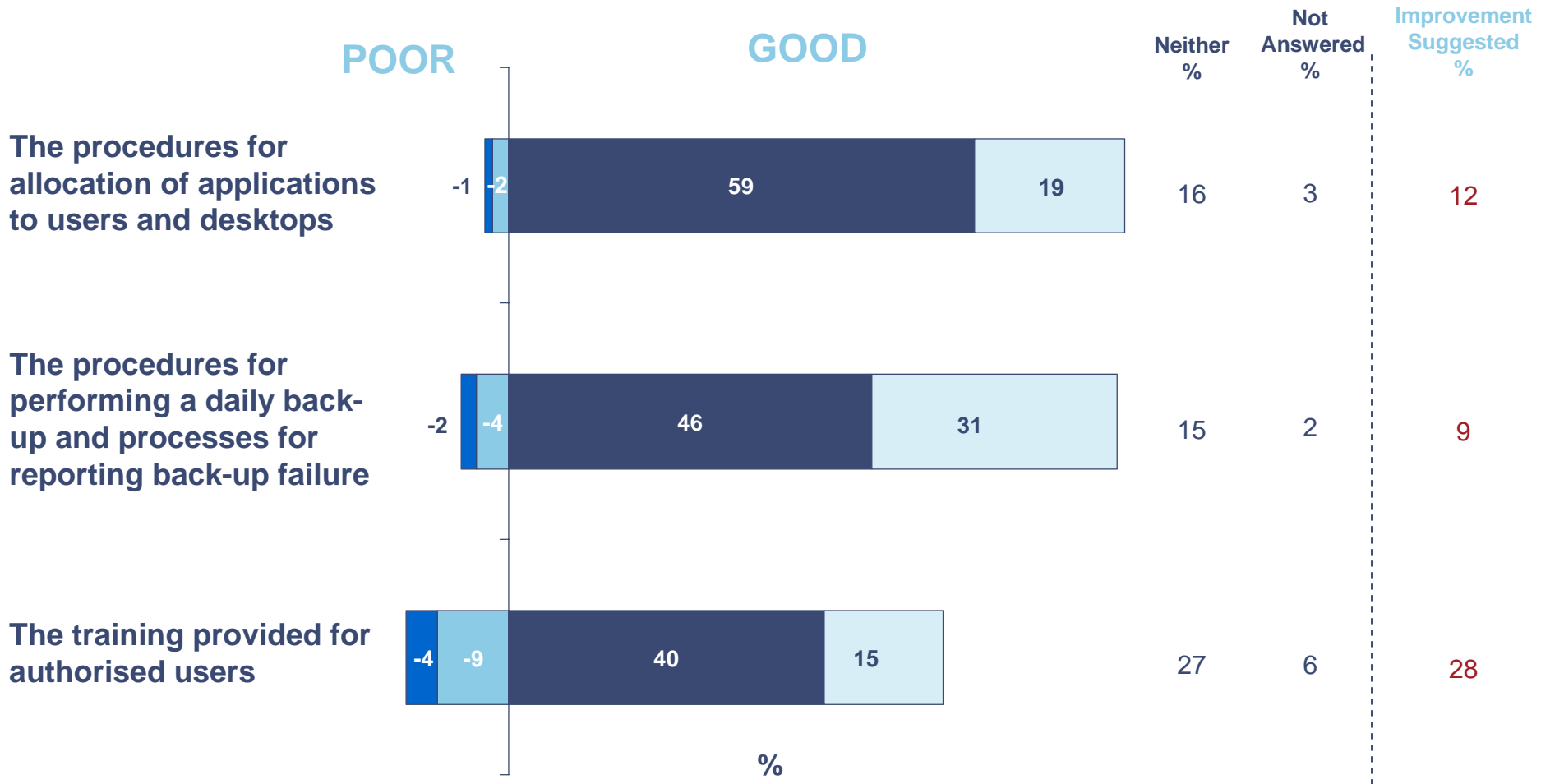
- More access for school administrators and staff (16)
- Provision of more control (10)
- Ability to observe all workstations (5)
- Improve speed of the management console and facilities (4)
- Install remote access (3)
- Install printers and scanners (2)
- Provide more control of print credits (2)
- Other (8)

The permission which can be delegated by the authorised user

Improvements Suggested:

- More control given to the schools (13)
- Provide more access (6)
- Provision of in-depth documentation (2)
- Other (4)

How do you rate the ease of managing the desktop facilities (the CC3 system), in terms of the following?



Base: 158



The training provided for authorised users

Improvements Suggested:

- Training should be an on-going regular process (15)
- More training is required (11)
- Provision of refresher training courses (10)
- Provision of more in-depth information and training materials (9)
- Update type and quality of training offered (3)
- Training provided on-site (2)
- On-line support facility (1)

Section three

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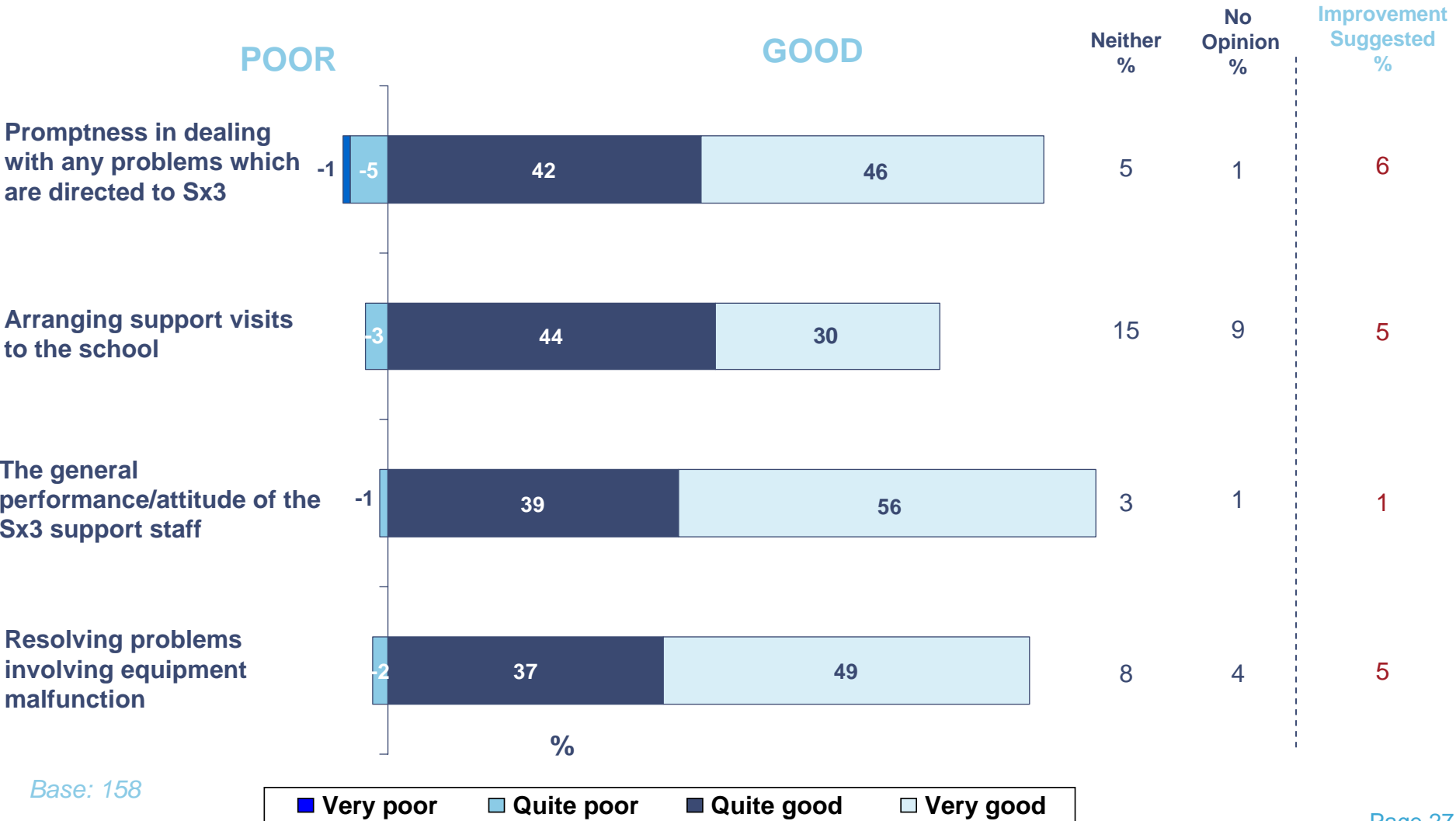
C2k Curriculum Software

MIS Performance

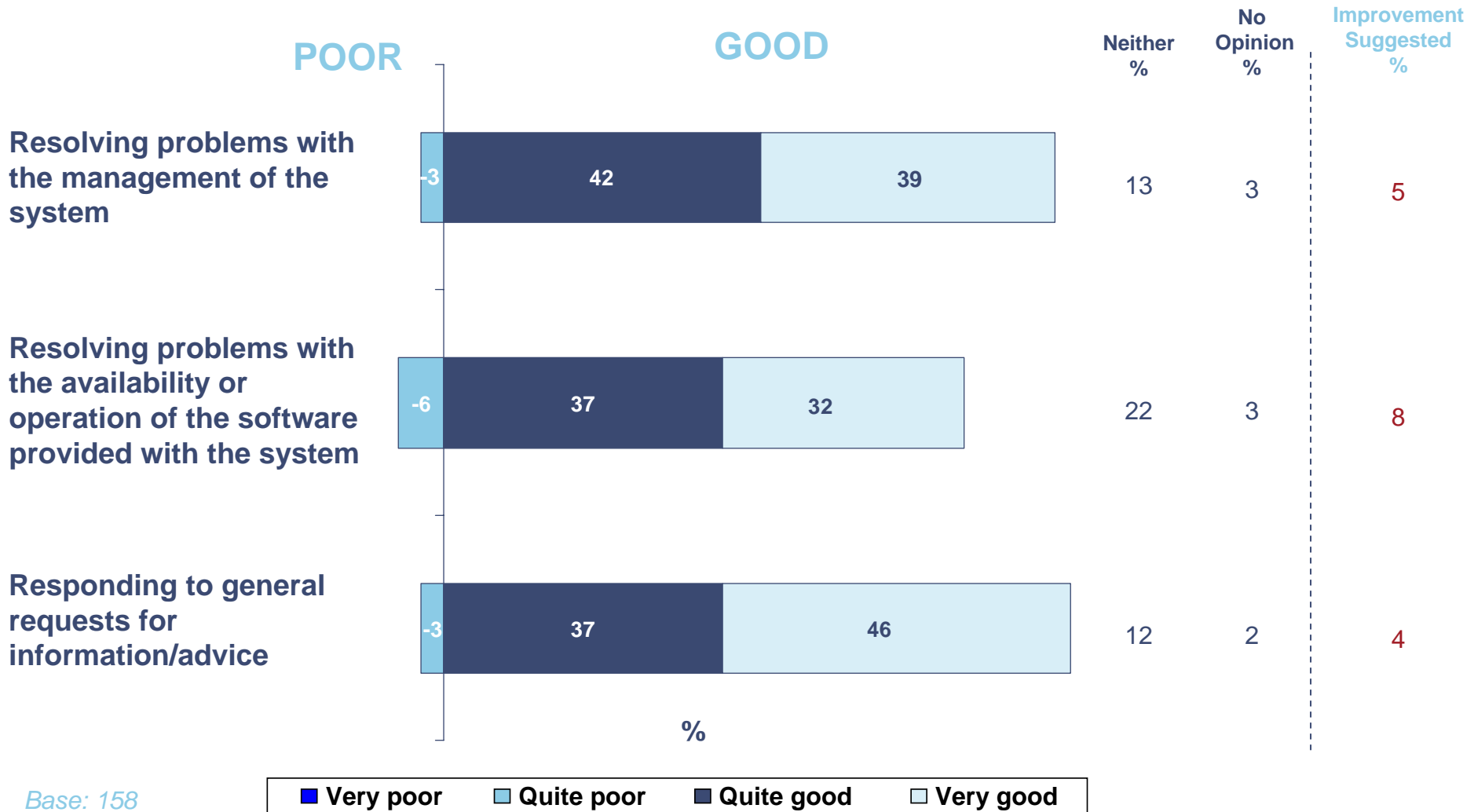
C2k and Legacy PCs

Benefits and Suggestions for Improvements

How do you rate the level of support offered by Learnserve/Sx3 in terms of the following?



How do you rate the level of support offered by Learnserve/Sx3 in terms of the following?



Base: 158



How do you rate the level of support offered by Learnserve/Sx3 Managed Service Catalogue in terms of each of the following?



Base: 158

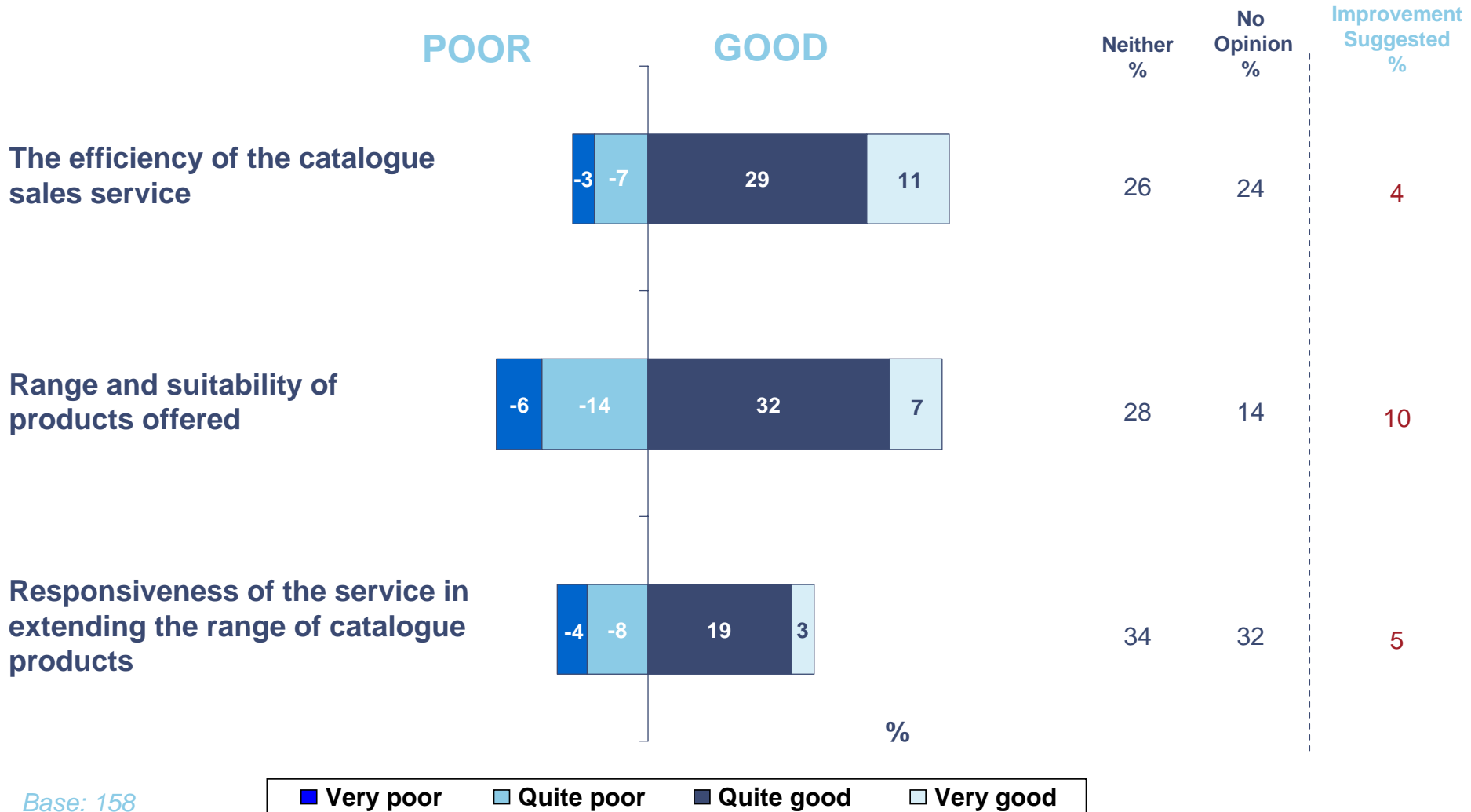


Value offered by the managed service aspect of the products

Improvements Suggested:

- Make prices more competitive and/or less expensive (22)
- To be more responsive to the needs of the schools (3)
- Other (5)

How do you rate the level of support offered by Learnserve/Sx3 in terms of the following?



Base: 158

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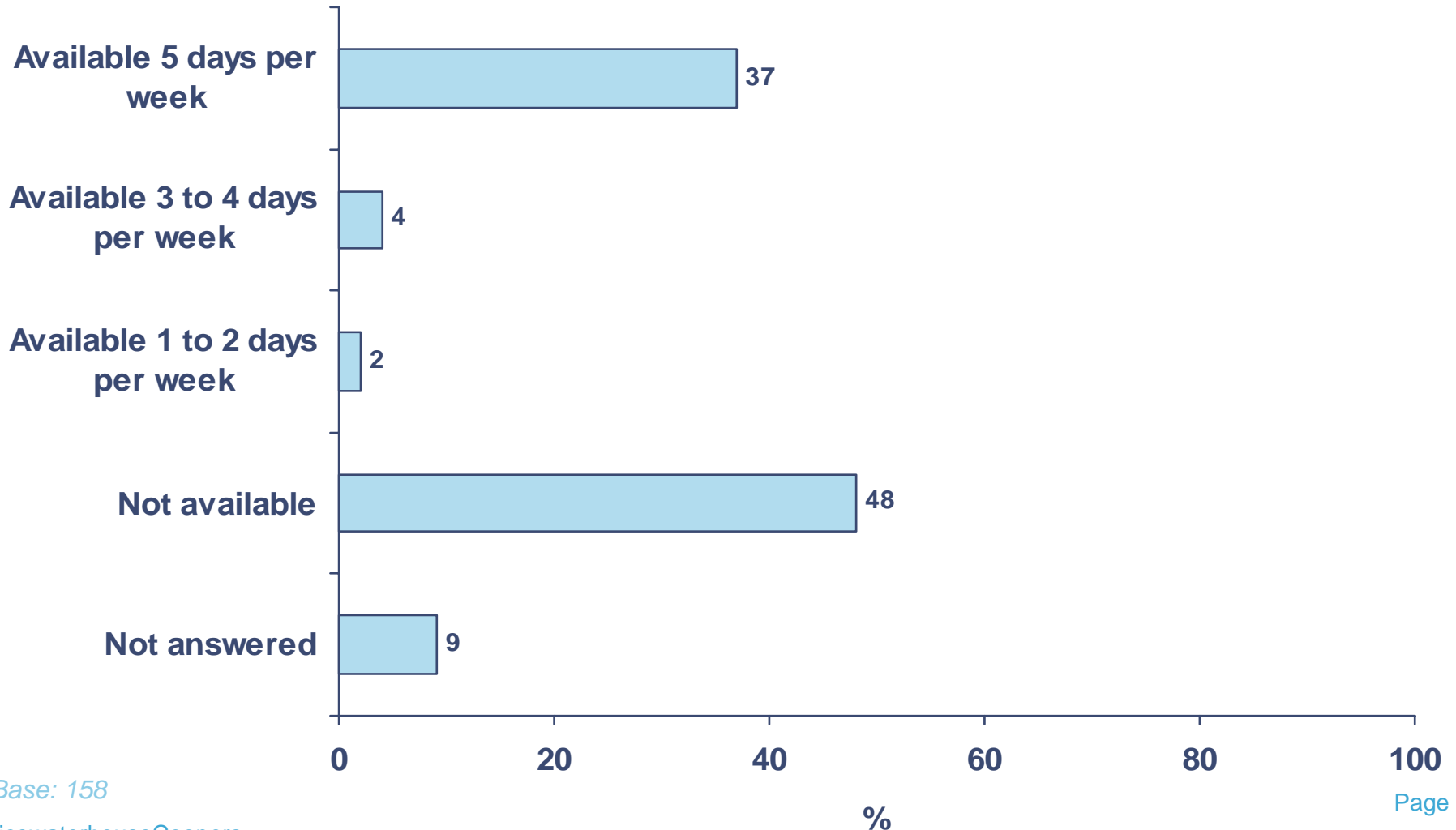
C2k Curriculum Software

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C2k and Legacy PCs

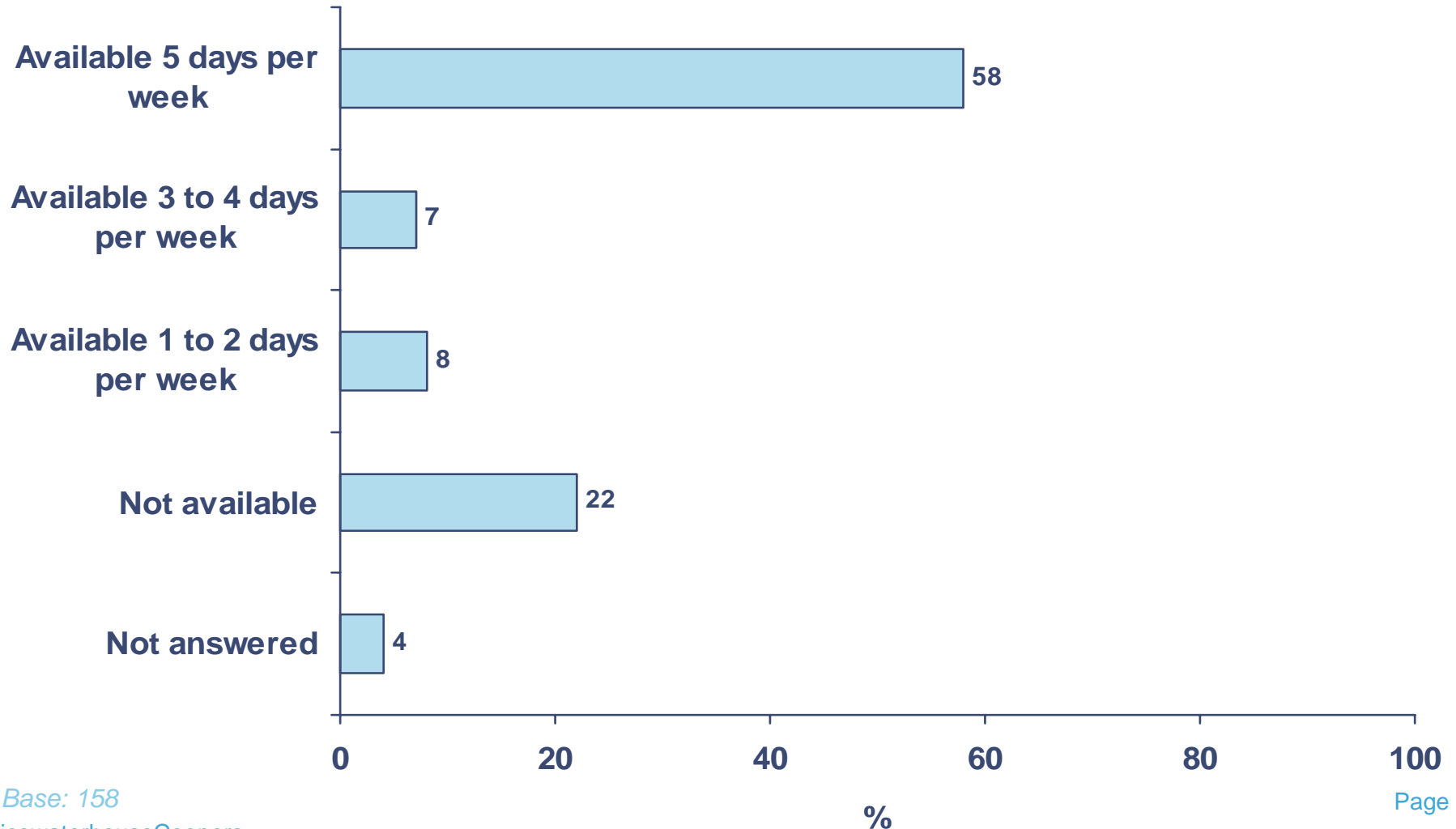
Benefits and Suggestions for Improvements

Are any PCs on your C2k LAN accessible to students outside normal school hours? - Before School



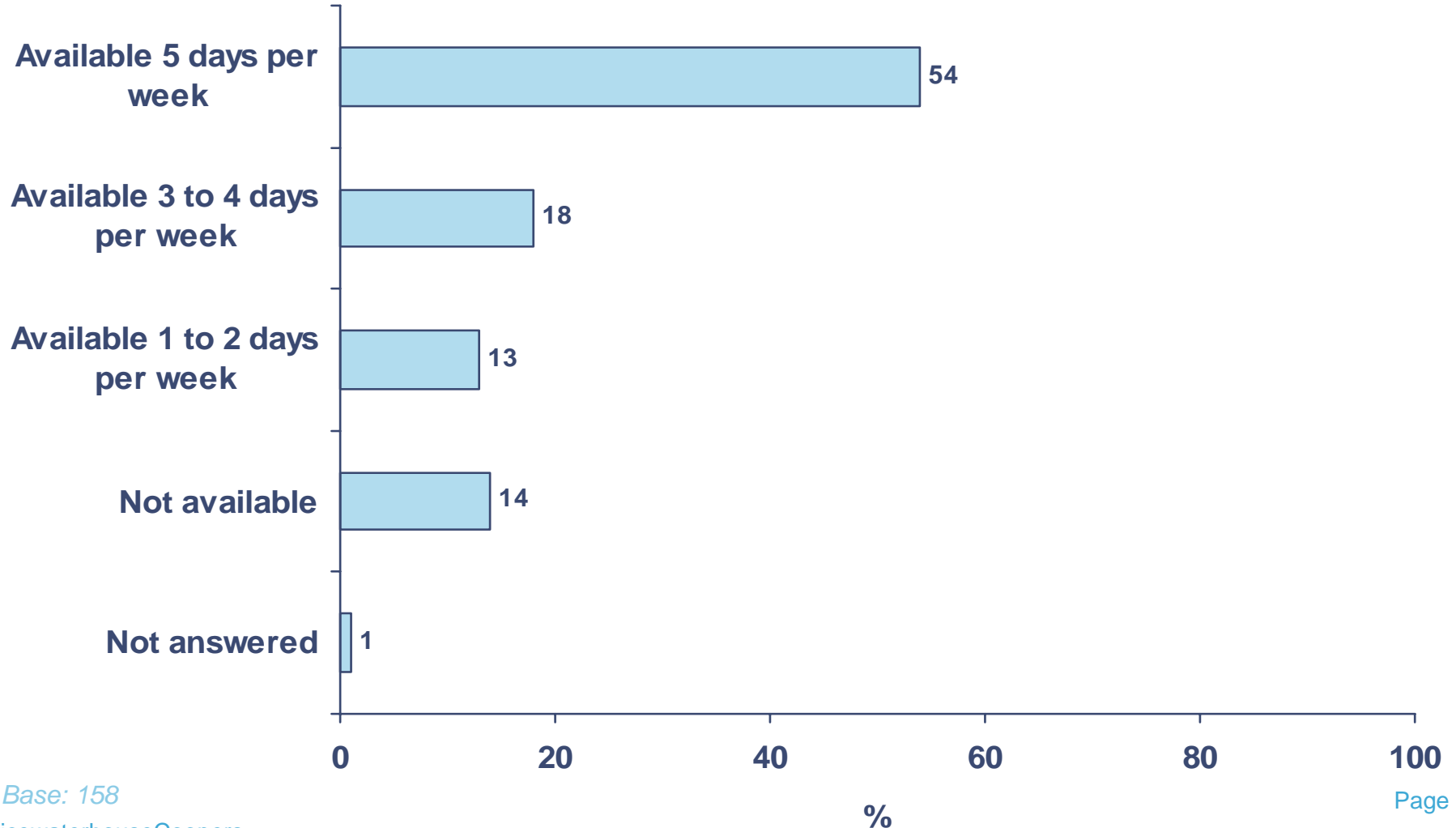
Base: 158

Are any PCs on your C2k LAN accessible to students outside normal school hours? - Lunch Time



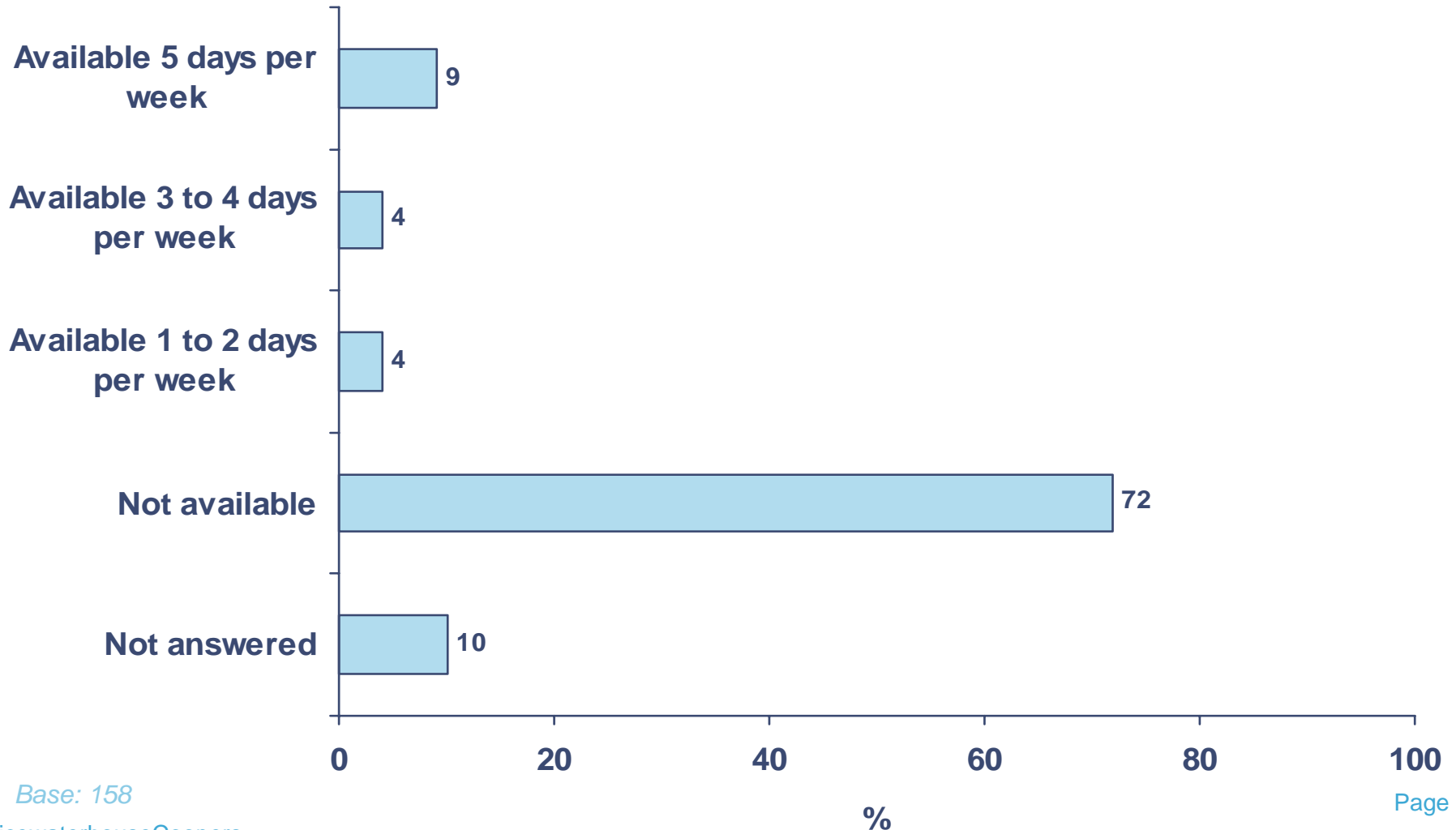
Base: 158

Are any PCs on your C2k LAN accessible to students outside normal school hours? (After school-afternoon)



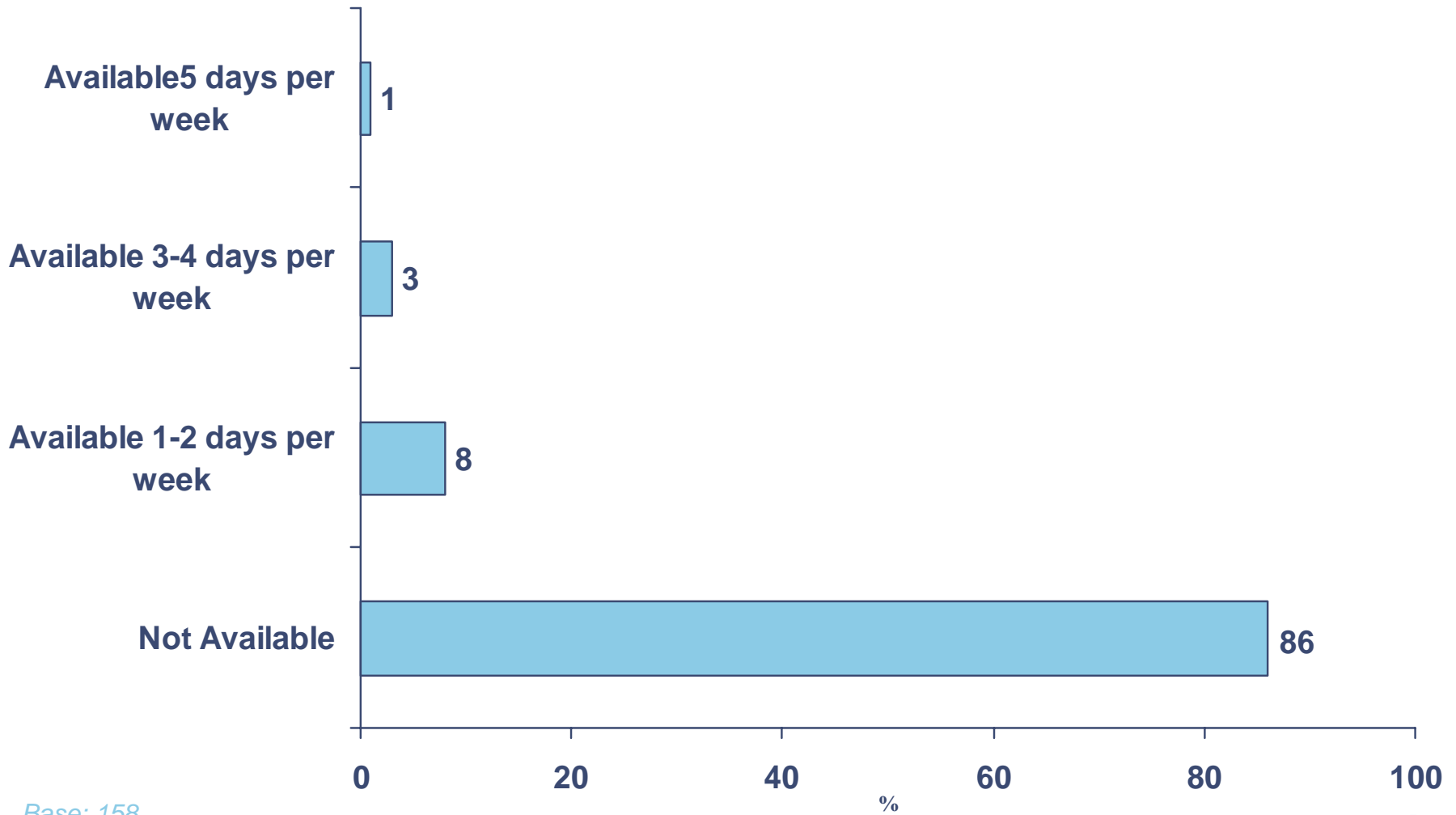
Base: 158

Are any PCs on your C2k LAN accessible to students outside normal school hours? (After school-evening)



Base: 158

Are any PCs on your C2k LAN accessible for community use in the evening time (Monday to Friday)?



Base: 158

Are any PCs on your C2k LAN accessible for use at the weekends?

- 5% are accessible to students at the weekend
- 1% are accessible to the community at the weekend

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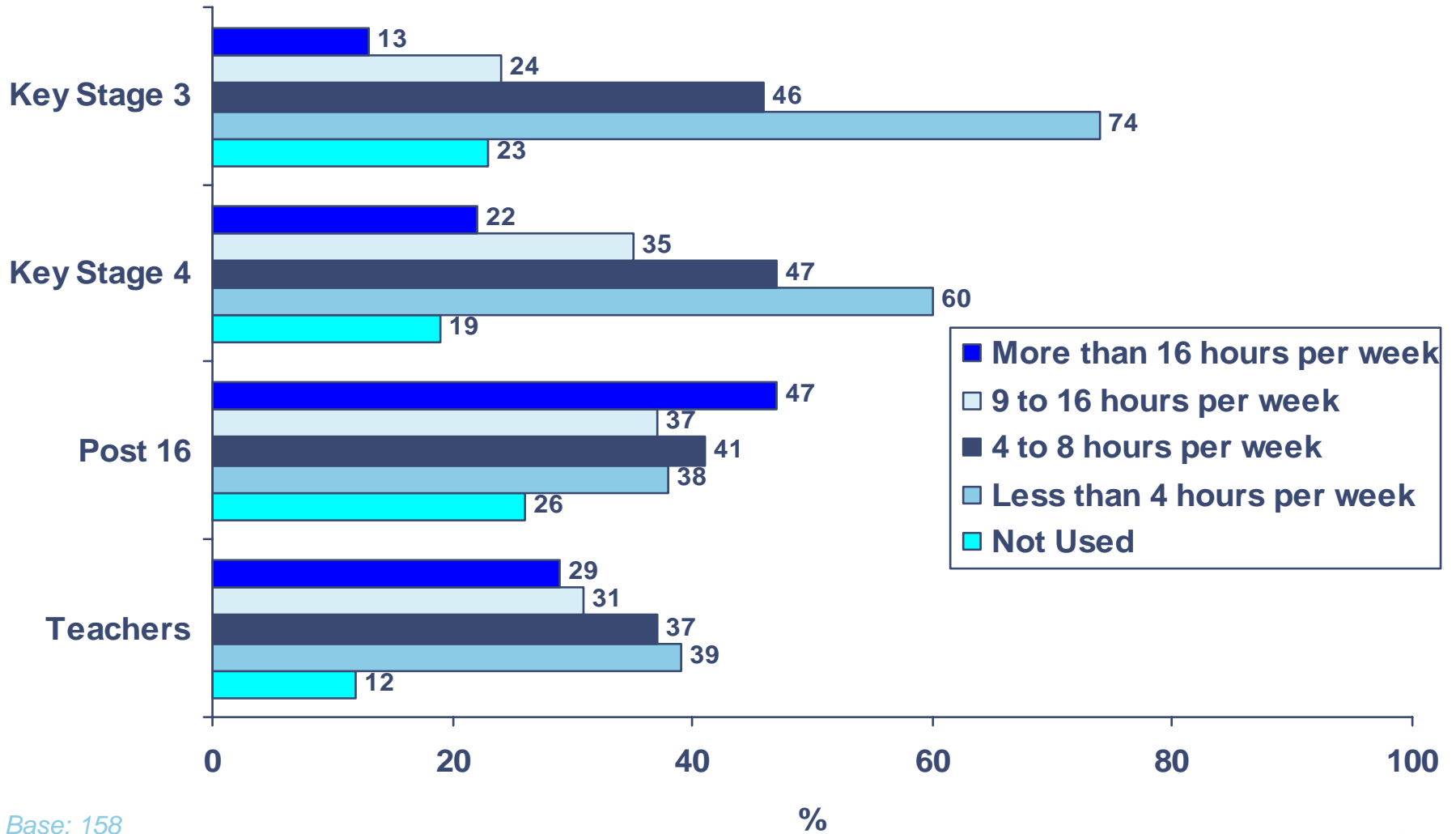
C2k Curriculum Software

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Benefits and Suggestions for Improvements

Estimated usage of the C2k system (average percentages)



Base: 158

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Benefits and Suggestions for Improvements

How do you rate the following aspects of the Wide Area Network (WAN) e-mail service?



Base: 158

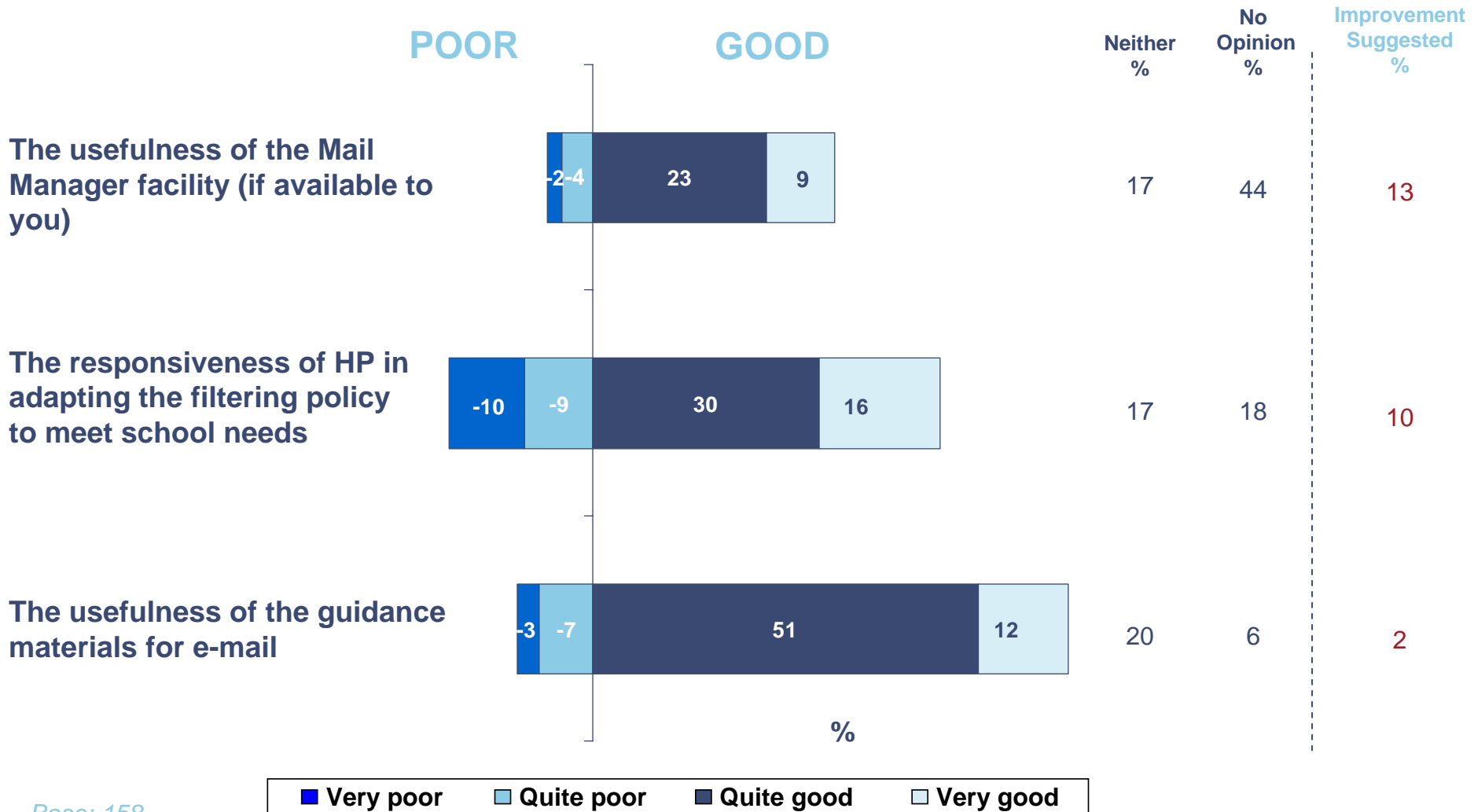


The e-mail filtering policy, in terms of appropriateness and practical application

Improvements Suggested:

- Improve filtering process (24)
- Easier access required (9)
- Allow schools to unblock websites and e-mail (6)
- Tailor filter policy to fit schools needs (6)
- Less user restrictions for staff (3)
- Provide a block of spam material (3)
- Other (9)

How do you rate the following aspects of the Wide Area Network (WAN) e-mail service?



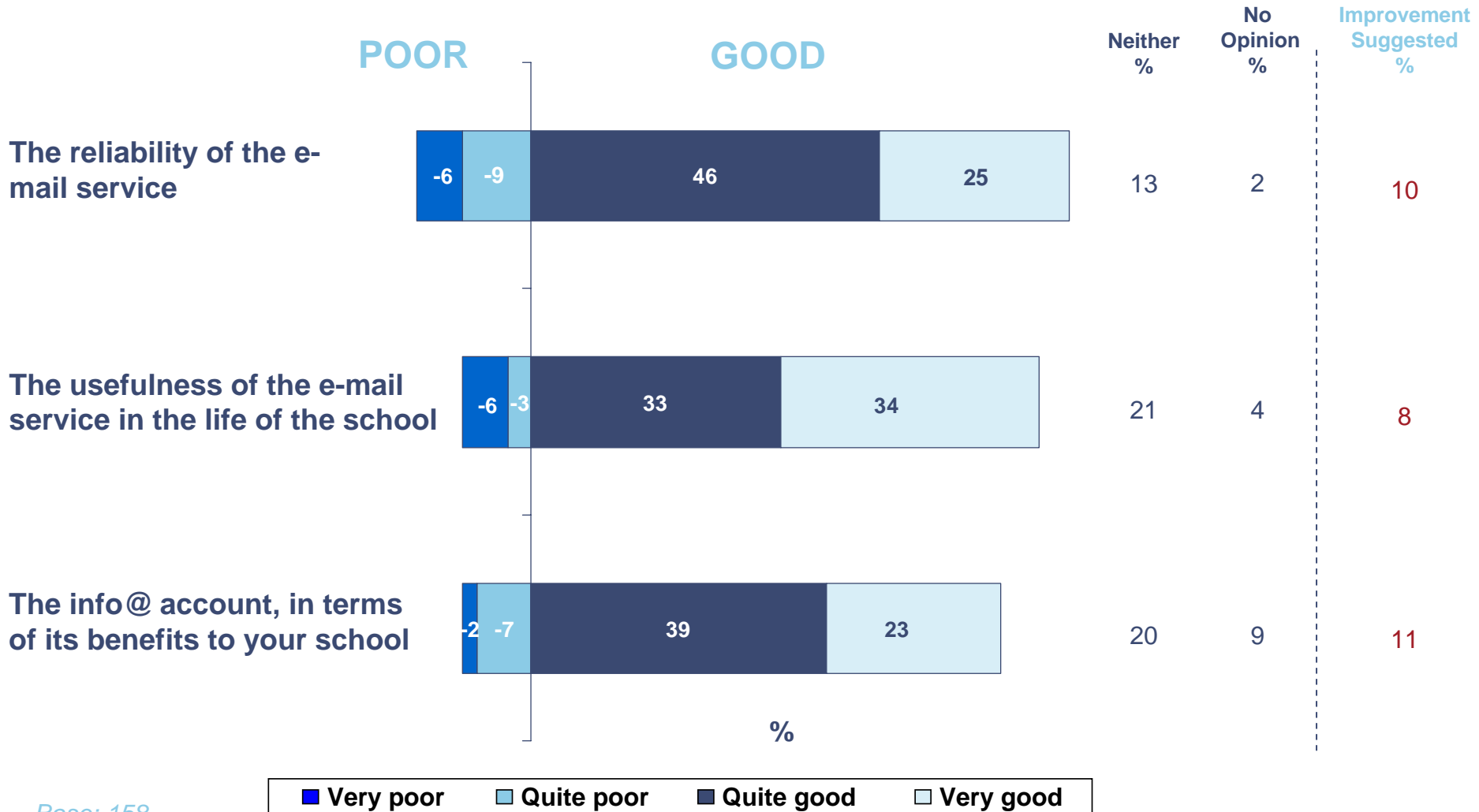
Base: 158

The usefulness of the Mail Manager facility (if available)

Improvements Suggested:

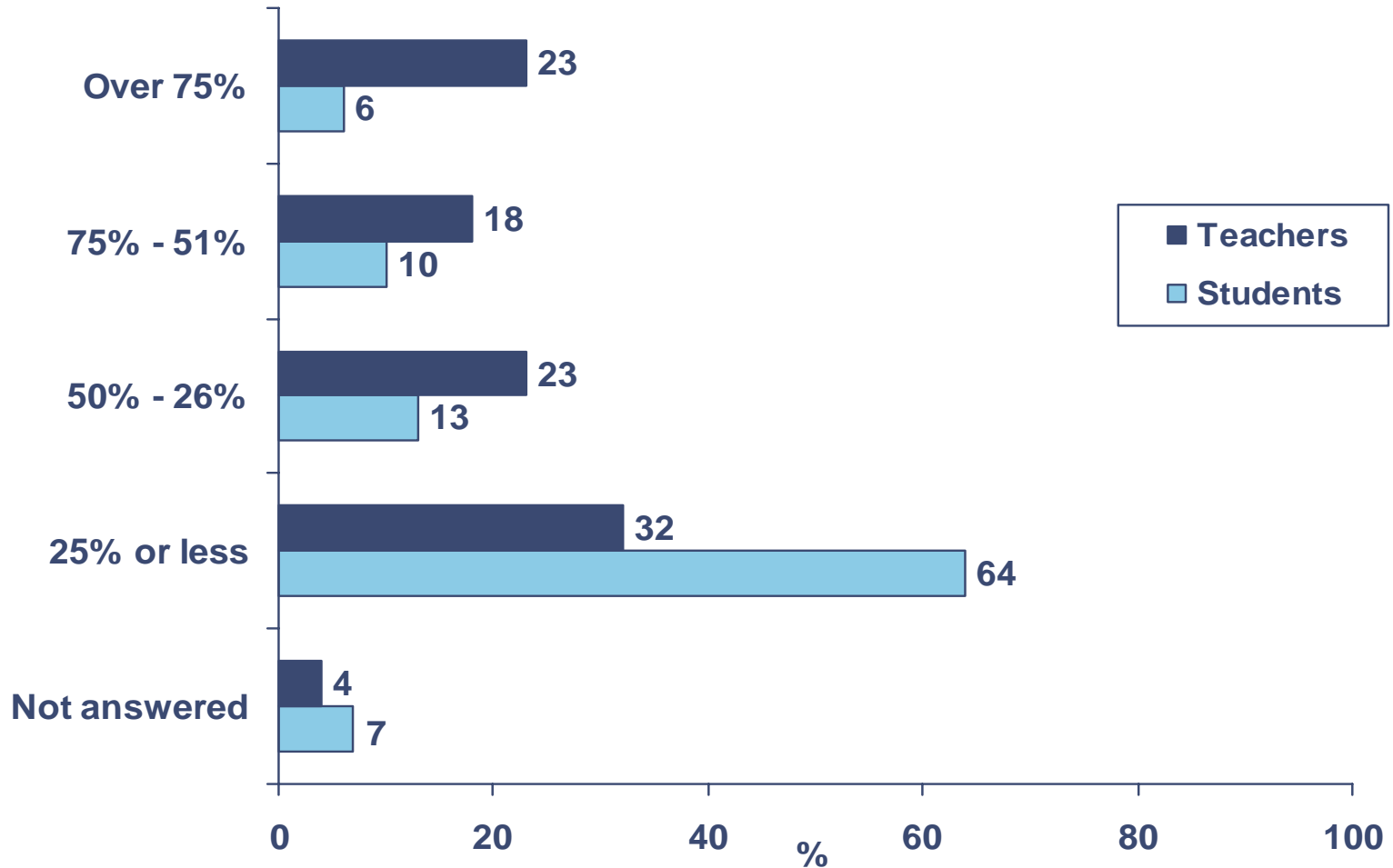
- Make message management easier to use (5)
- To be given access to or training in the use of Mail Manager (5)
- Improve connection speed (3)
- Improve filtering process within Mail Manager (2)
- Other (6)

How do you rate the following aspects of the Wide Area Network (WAN) e-mail service?



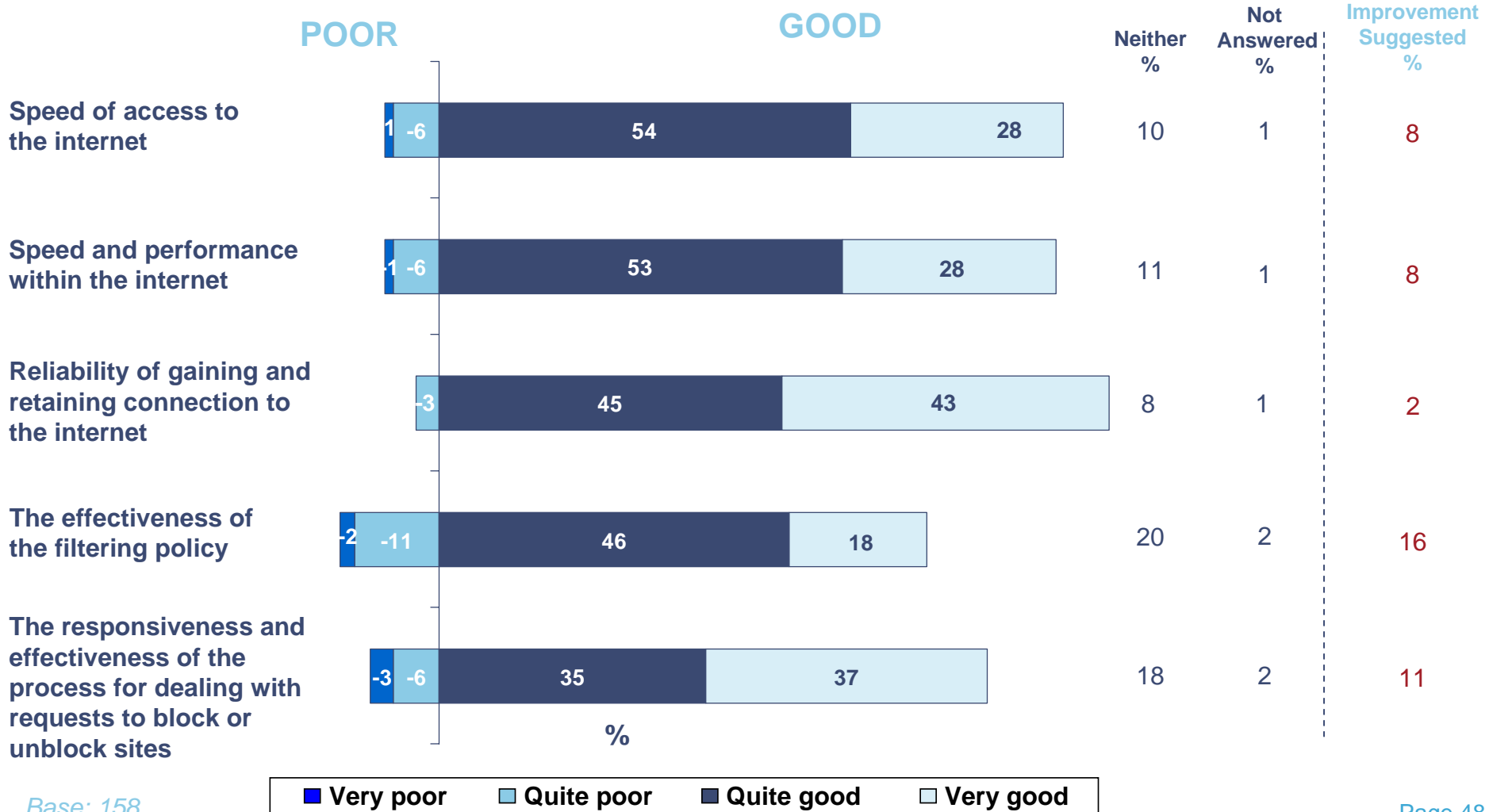
Base: 158

Percentage of teachers and students who use the C2k e-mail system

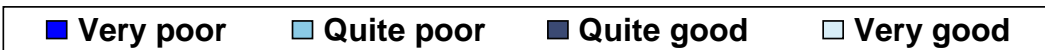


Base: 158

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



Base: 158



The effectiveness of the filtering policy (including the Red, Amber and Green categorisation)

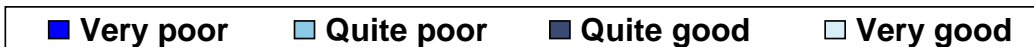
Improvements Suggested:

- Less restrictions on some sites (11)
- Allow schools to have more control of the filtering process (5)
- Provide greater information on the filtering policy (2)
- Improve filtering process (2)
- Ensure schools are consulted before the blocking or unblocking of any sites (2)
- Other (4)

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



Base: 158



The process of updating student usernames at the beginning of the school year

Improvements Suggested:

- Ensure service is ready for the start of the school year (13)
- Ensure the service is faster (10)
- Simplify the process (7)
- Allow schools to have more control over the process (3)
- Allow school administrators completing tasks to have greater access (2)
- Offer facility to allow transfer of student names from primary to secondary school (2)
- Other (4)

The process of adding new users or making changes to existing users' details during the school year

Improvements Suggested:

- Ensure the service is faster (22)
- Simplify the process (5)
- Allow schools to have more control over the process (4)
- Carryout this process as and when requested (4)
- Allow school administrators completing tasks to have greater access (2)
- Ensure updates are in place by the end of the year (2)
- Other (4)

The password policy in terms of the need to maintain login security (5 attempts before lockout)

Improvements Suggested:

- Reduce the level of security and make the system more accessible (15)
- Increase the number of attempts to over 10 (13)
- Increase level of password security (2)
- Ensure students getting locked out does not disrupt classes (2)
- Reduce the amount of time taken up by the password policy (2)
- Other (2)

The password policy in terms of the need to maintain password security (forced change every 120 days)

Improvements Suggested:

- Increase period of time between password changes (20)
- Simplify the process (10)
- Reduce the amount of time taken by the password policy (6)
- Reduce the level of security and make the system more accessible (6)
- Ensure the service is faster (3)
- Allow schools to have more control over the process (2)
- Other (3)

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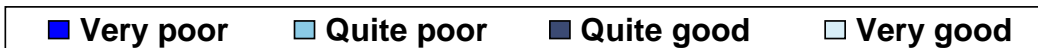
C2k and Legacy PCs

Benefits and Suggestions for Improvements

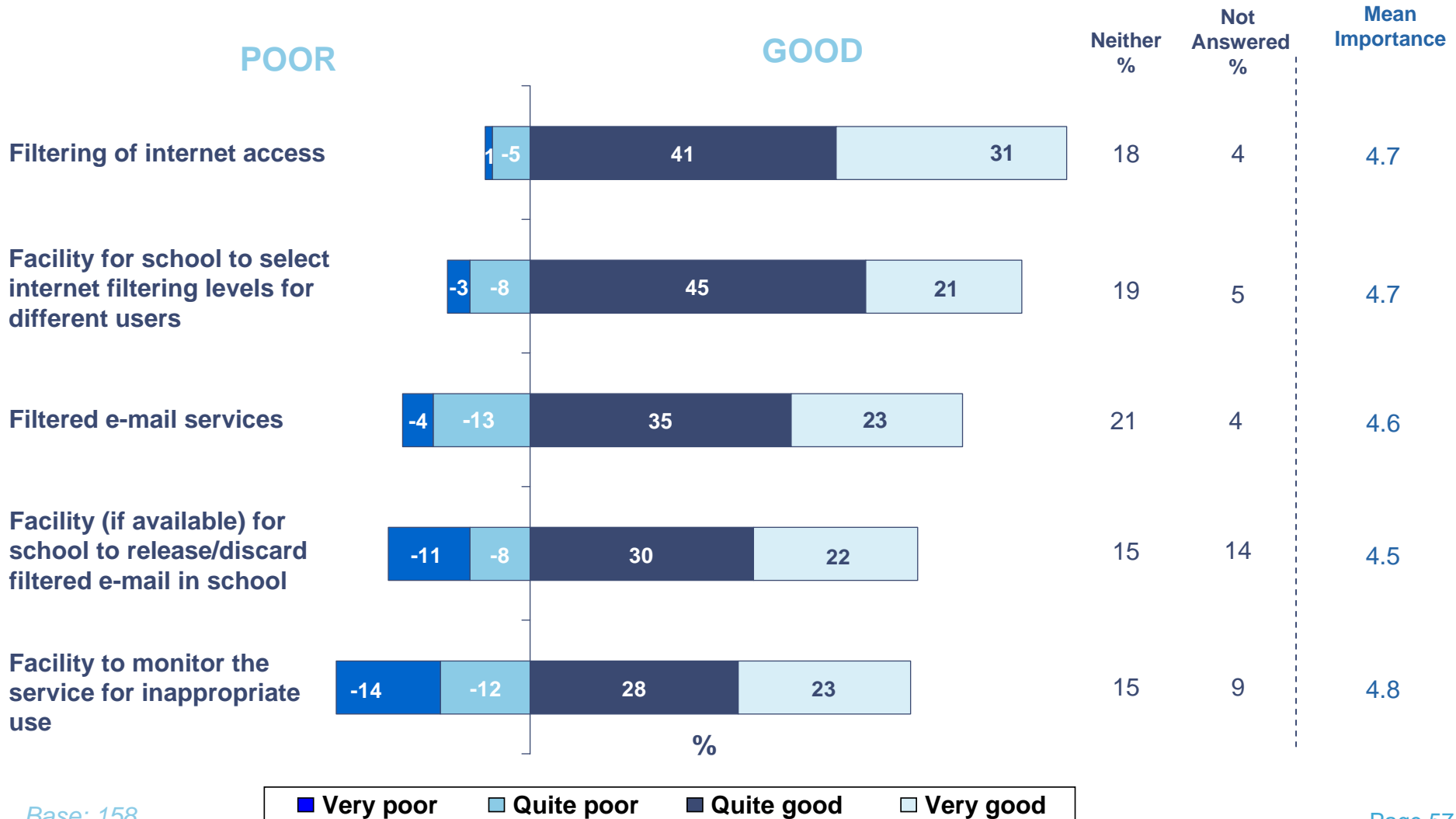
How do you rate the C2k service, in terms of the following security related aspects?



Base: 158



How do you rate the C2k service, in terms of the following security related aspects?



Base: 158

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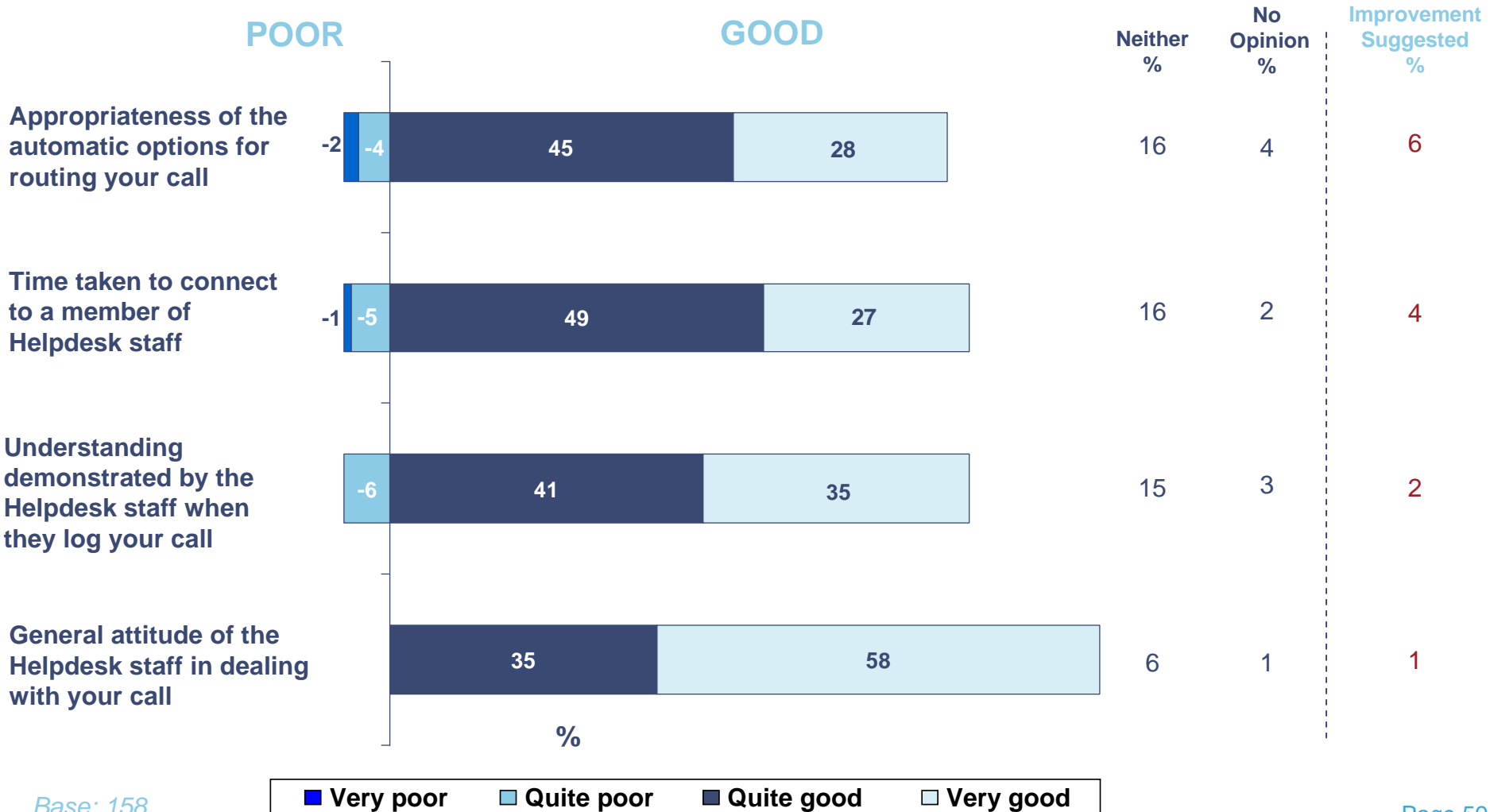
C2k Curriculum Software

MIS Performance

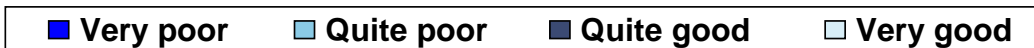
C2k and Legacy PCs

Benefits and Suggestions for Improvements

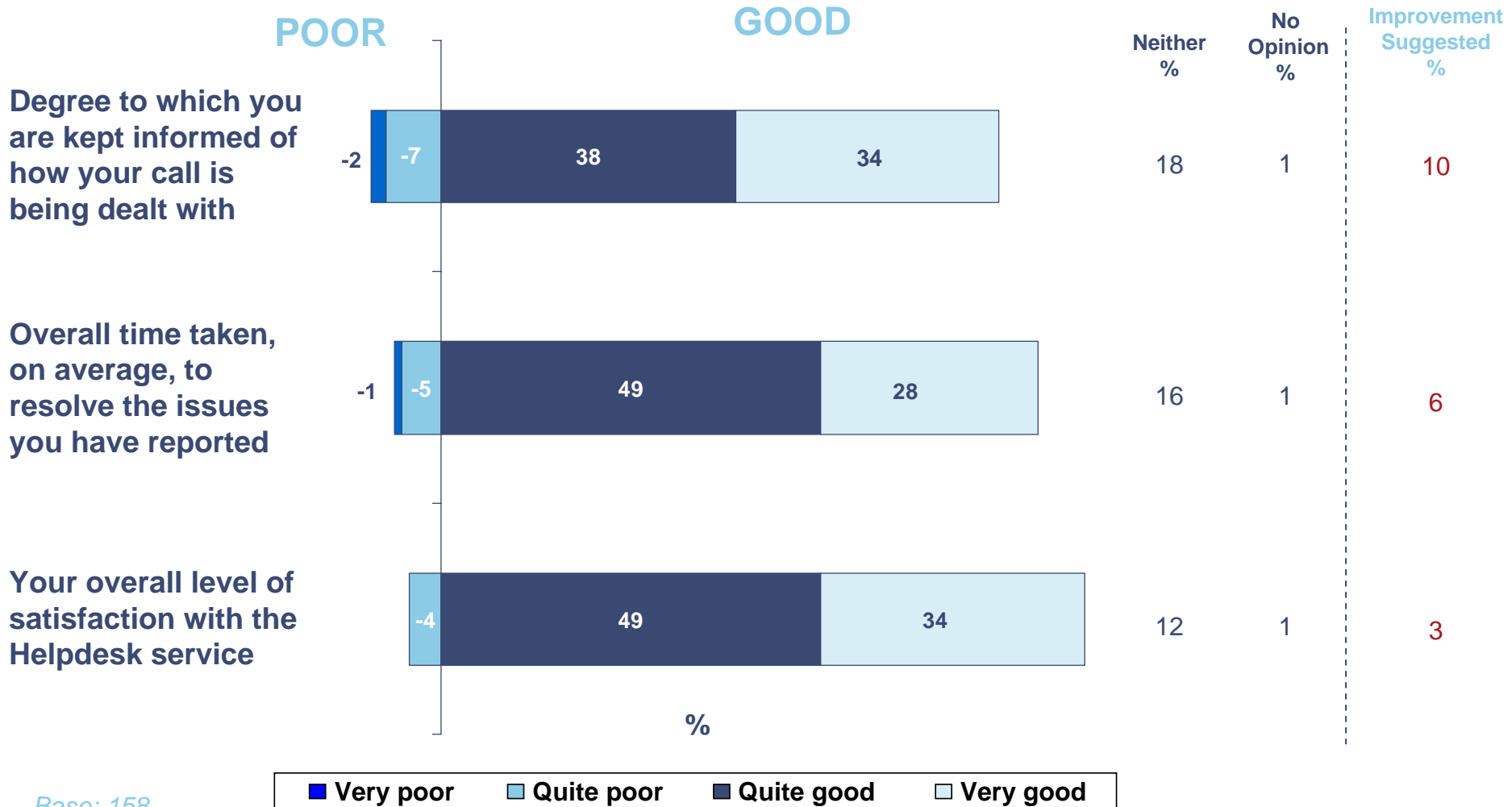
How do you rate the level of support offered by the C2k Helpdesk? All aspects include MIS and C2k manager.



Base: 158



How do you rate the level of support offered by the C2k Helpdesk? All aspects include MIS and C2k manager.



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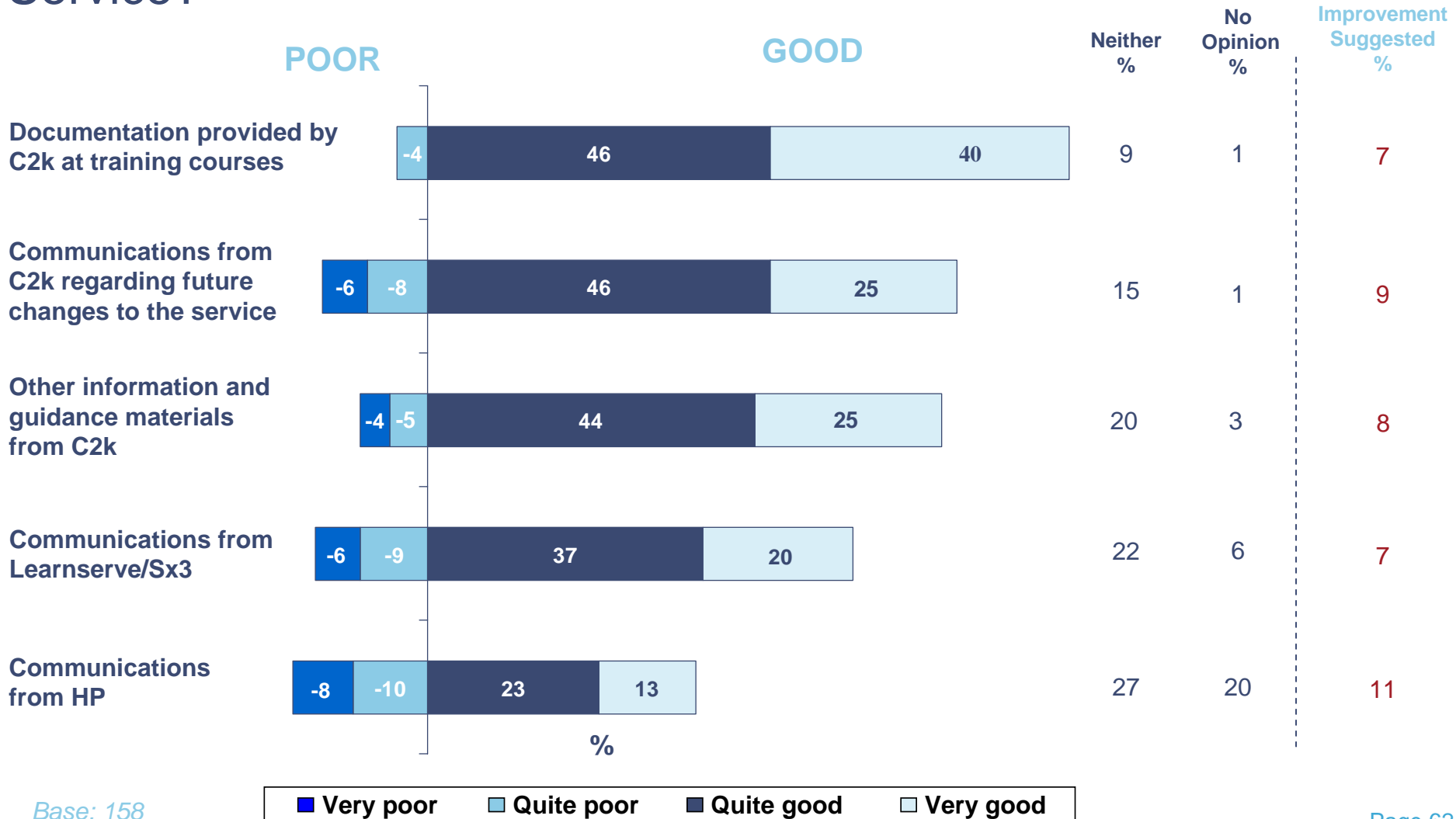
C2k Curriculum Software

MIS Performance

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Benefits and Suggestions for Improvements

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



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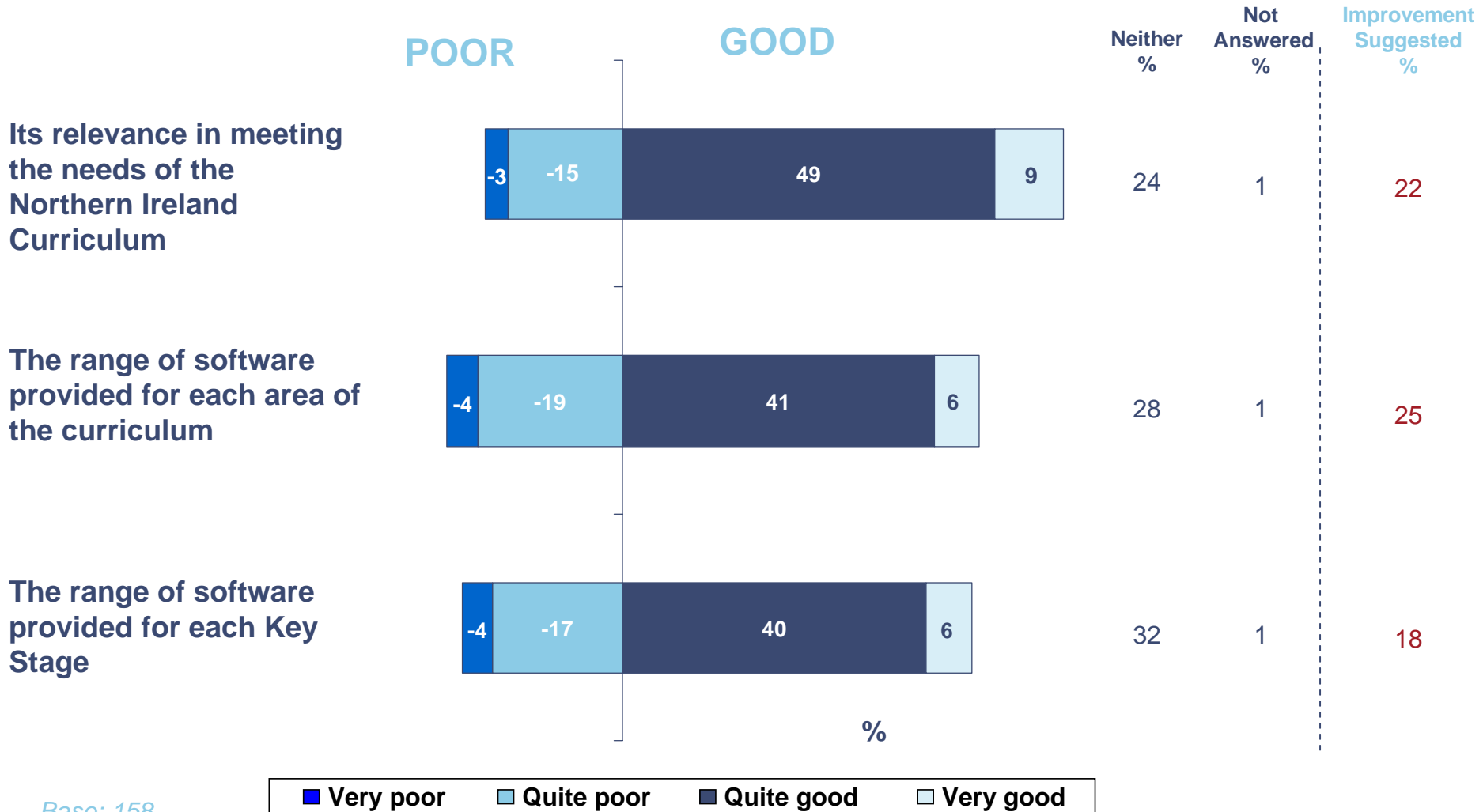
C2k Curriculum Software

MIS Performance

C2k and Legacy PCs

Benefits and Suggestions for Improvements

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



Base: 158



Its relevance in meeting the needs of the Northern Ireland Curriculum

Improvements Suggested:

- Documentation needs to be provided (12)
- Individual schools to have greater say over what is put on or removed from software packages (11)
- More up-to-date software required (8)
- Further work is required (2)
- Provision of materials in the Irish language (2)
- C2k to be proactive in identifying and meeting the needs of teachers (2)
- Other (9)

The range of software provided for each area of the curriculum

Improvements Suggested:

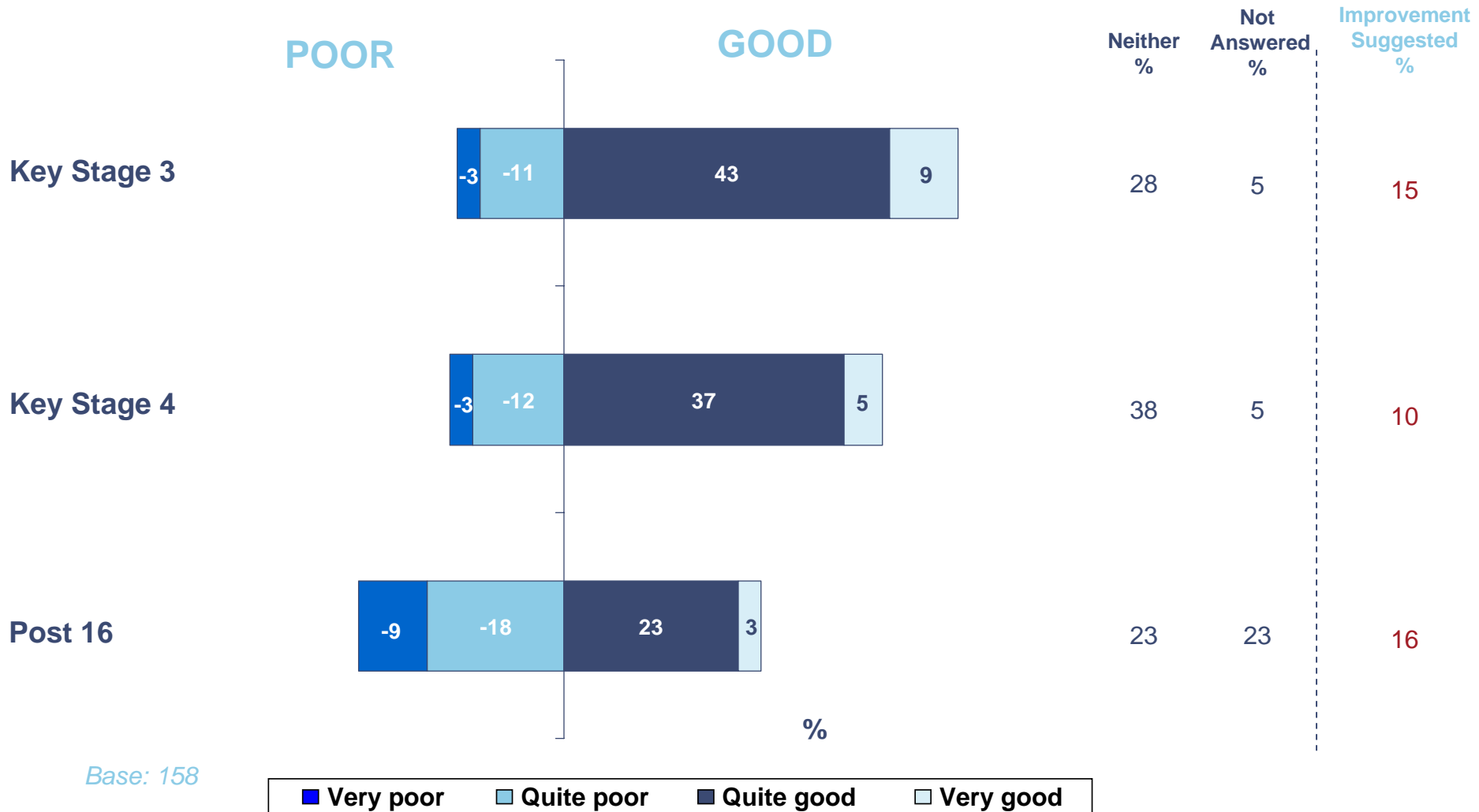
- Provision of lesson specific and age group specific materials and software (19)
- More up-to-date software required (13)
- Individual schools to have greater say over what is put on or removed from software packages (10)
- Improve quality of software across all subjects (5)
- Other (12)

The range of software provided for each Key Stage

Improvements Suggested:

- Provision of lesson specific and age group specific materials and software (13)
- Individual schools to have greater say over what is put on or removed from software packages (8)
- More up-to-date software required (6)
- Improve quality of software across all subjects (3)
- Other (9)

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



Key Stage 3

Improvements Suggested:

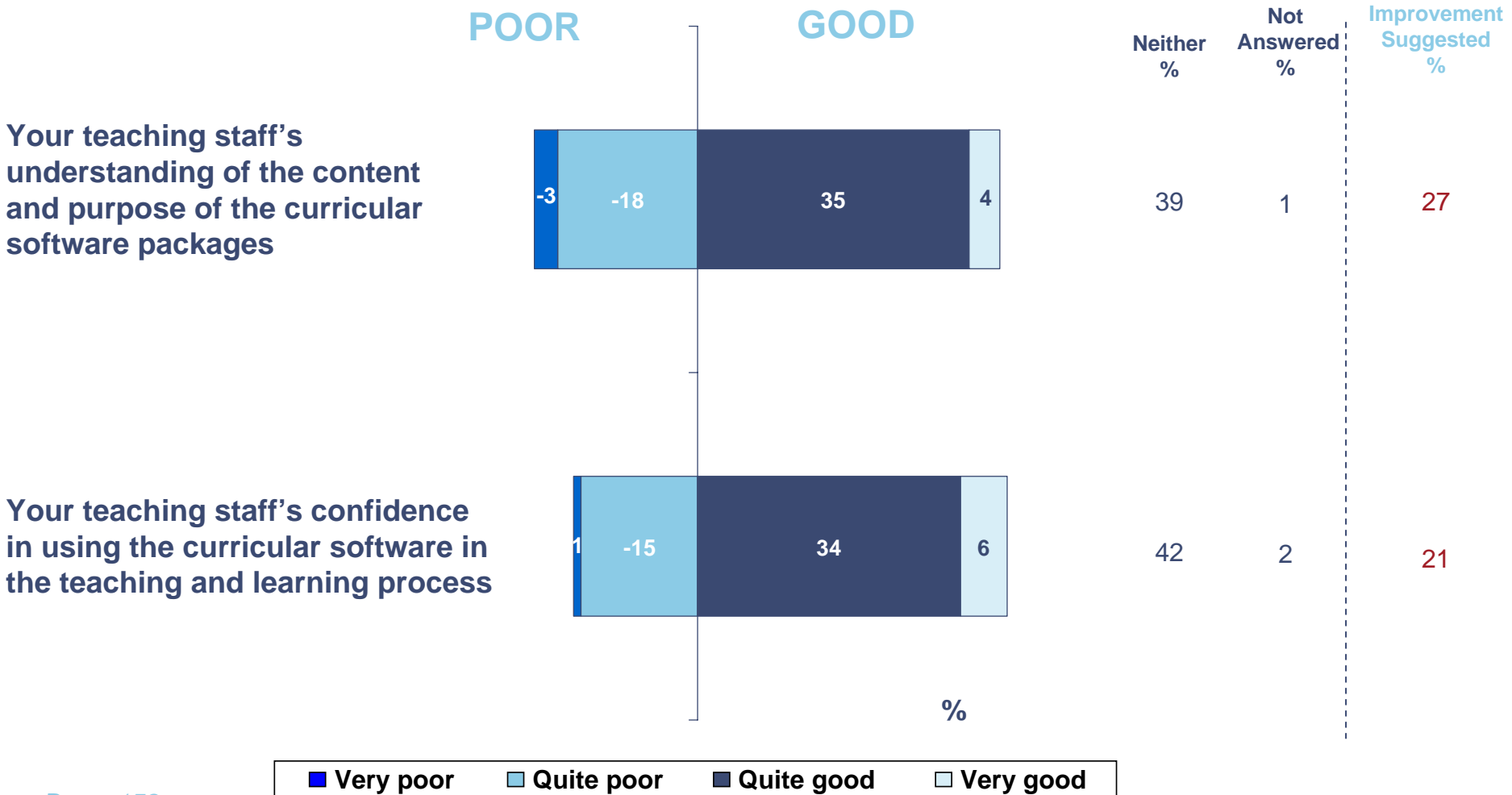
- Teachers should have an input as to what software is selected (6)
- Provide higher standard of software (6)
- More provision of subject specific software (6)
- Ensure high standard of software is of the same level across all subjects (5)
- Provide alternative software option (3)
- Teachers need more training (3)
- Provide easier access (2)
- Other (4)

Post 16

Improvements Suggested:

- More provision of more subject specific software (12)
- Schools should be allowed freedom of choice as to what software is selected (6)
- Provide higher quality and standard of software (6)
- Provide a greater range of software options to suit each educational level (4)
- Other (4)

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



Base: 158

Your teaching staff's understanding of the content and purpose of the curricular software packages

Improvements Suggested:

- Further training is required (29)
- Provide manuals and teaching materials for each software package (11)
- Further information required to increase staff awareness (10)
- A need for greater support from CASS (6)
- Development of more appropriate subject specific software packages (4)
- Demonstrations to show capability and fitness of purpose of the software packages (4)
- Other (5)

Your teaching staff's confidence in using the curricular software in the teaching and learning process

Improvements Suggested:

- Further training is required (21)
- Provide manuals and teaching materials for each software package (10)
- Further information required to increase staff awareness (6)
- Demonstrations to show capability and fitness of purpose of the software packages (5)
- Allow more time for staff to learn system and develop confidence in it and integrate it into the system (3)
- Other (7)

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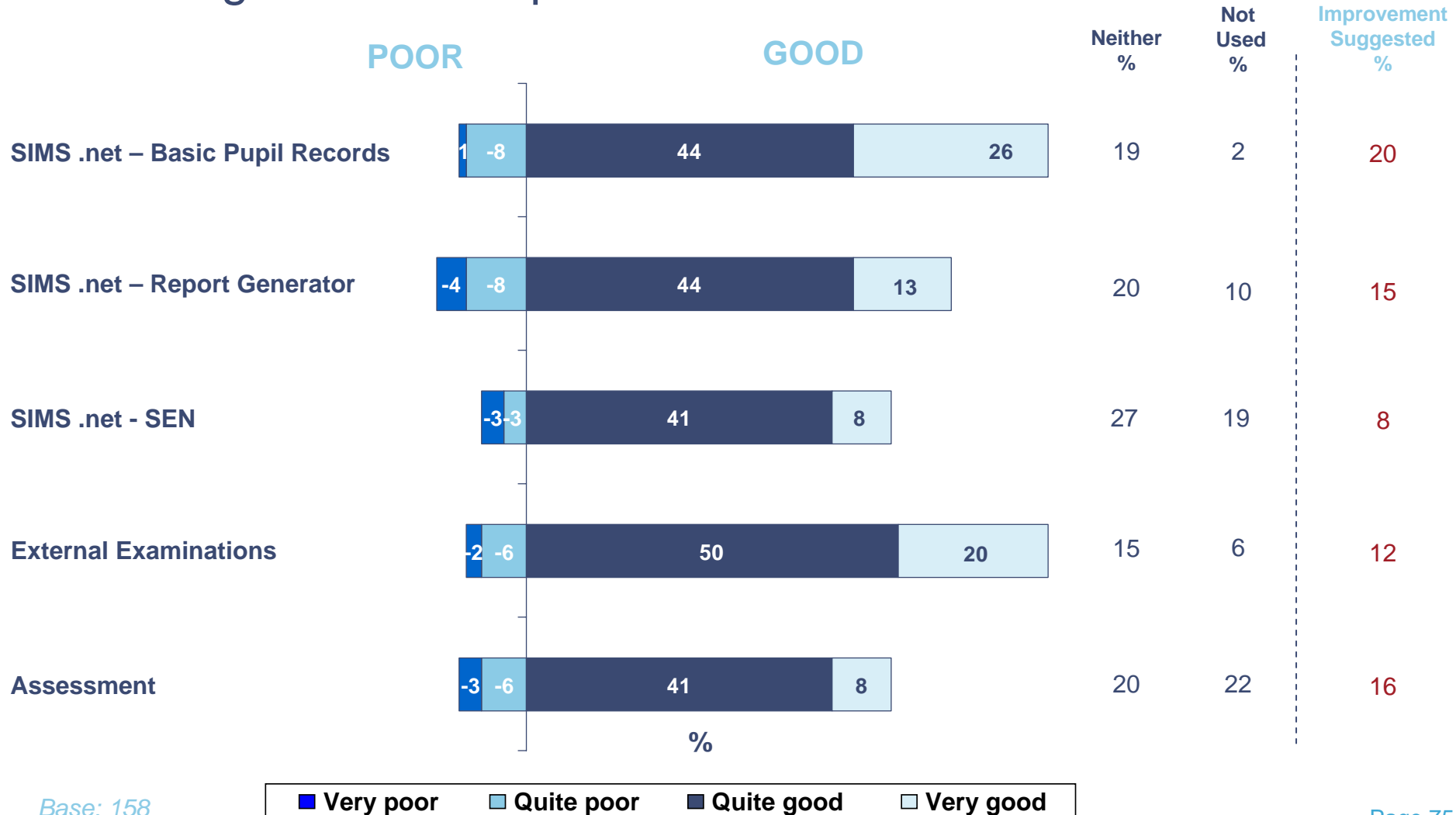
MIS Performance

C2k and Legacy PCs

Benefits and Suggestions for Improvements

MIS performance

How satisfied are you with the performance of the MIS modules, in terms of scope of functionality, usability and how well it delivers against user expectations?



Base: 158

SIMS .net – Basic Pupil Records

Improvements Suggested:

- Improve user friendliness (17)
- Alter format and layout of software (8)
- Improve the software application (3)
- Improve the speed (3)
- Allow individual schools to develop bespoke system (2)
- Other (3)

SIMS .net – Report Generator

Improvements Suggested:

- Needs to be simplified (10)
- Ability to receive reports and printout class lists as in the past with the old system (3)
- More in-depth training required (3)
- Make report generator accessible to all that require it (3)
- Greater software applications and availability (3)
- Other (5)

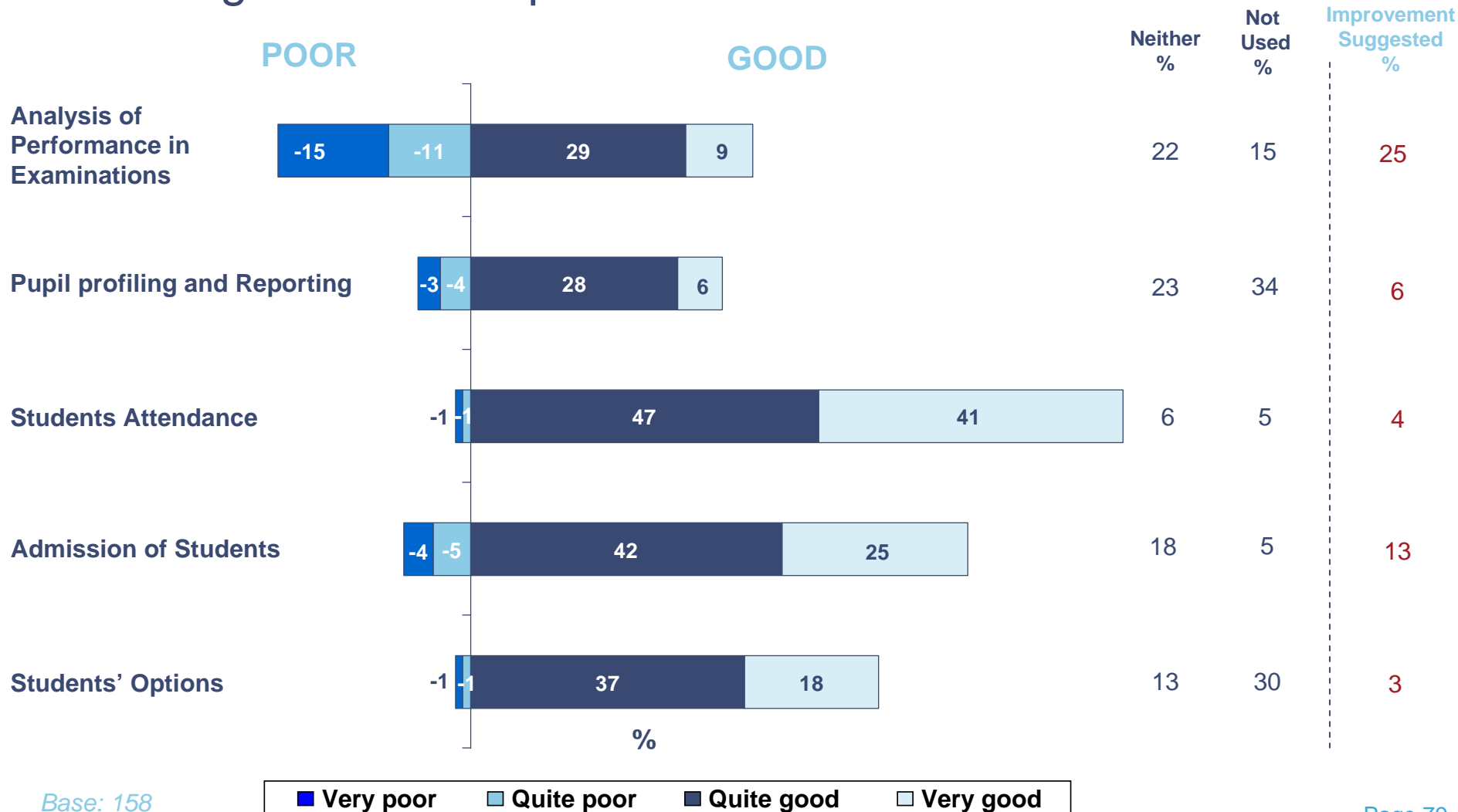
Assessment

Improvements Suggested:

- More training and user information needed (6)
- Software needs to be fully developed, tested and debugged before release (5)
- Software needs to be made more user friendly (5)
- Allocate space for feedback comments (3)
- Offer more applications with the software (2)
- Simplify the process (2)
- Other (3)

MIS performance

How satisfied are you with the performance of the MIS modules, in terms of scope of functionality, usability and how well it delivers against user expectations?



Analysis of performance in examinations

Improvements Suggested:

- Needs to be more user friendly (11)
- More training and user information needed (6)
- Software package and templates need to be improved (6)
- Simplify the process (6)
- Software is inadequate and unsuitable for task (5)
- There is a need to reinstate the use of comparative statistics (4)
- Ability to provide all types of reports available on old system (4)
- System needs to actually work and be available to use (4)
- Other (5)

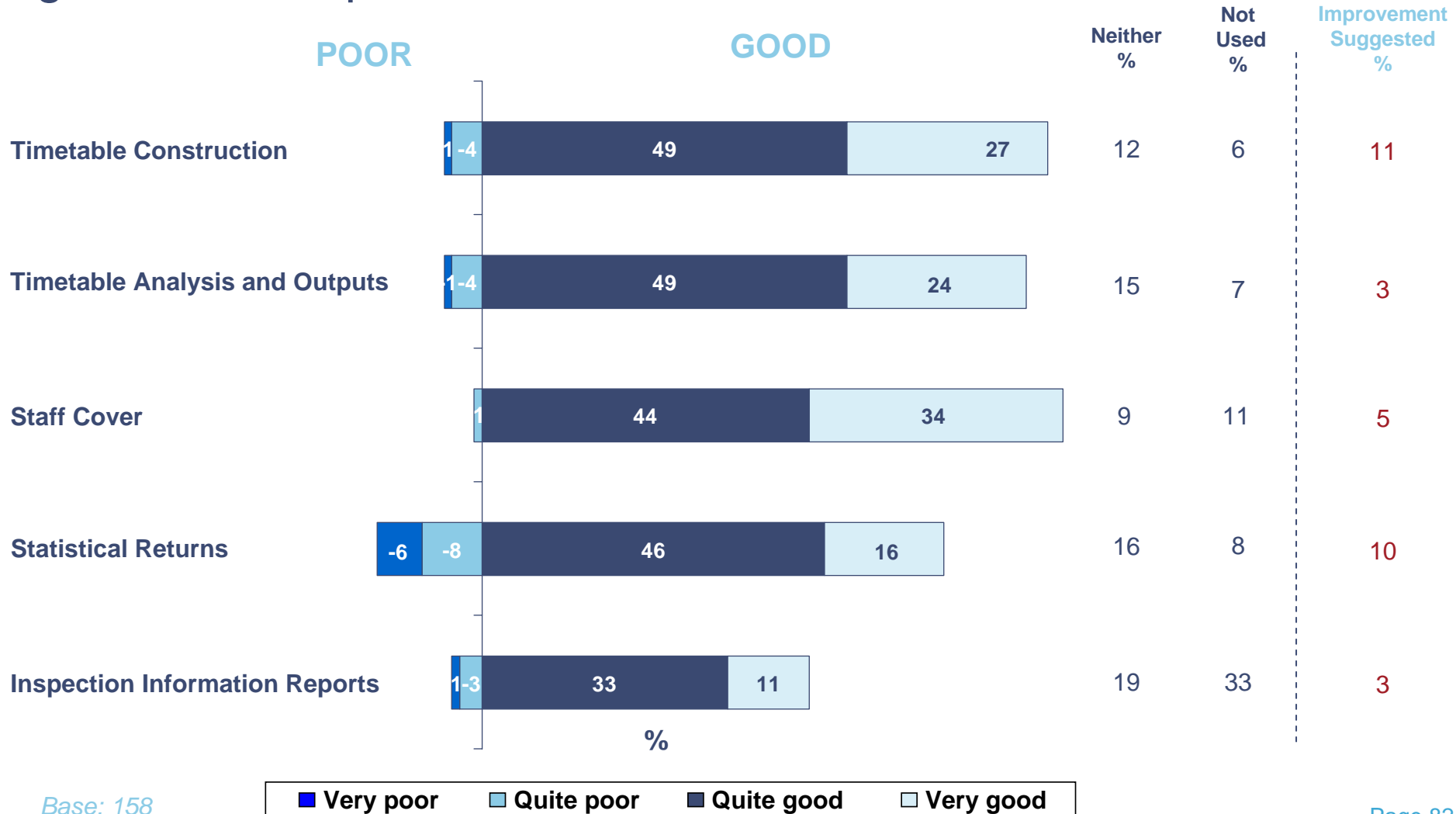
Admission of students

Improvements Suggested:

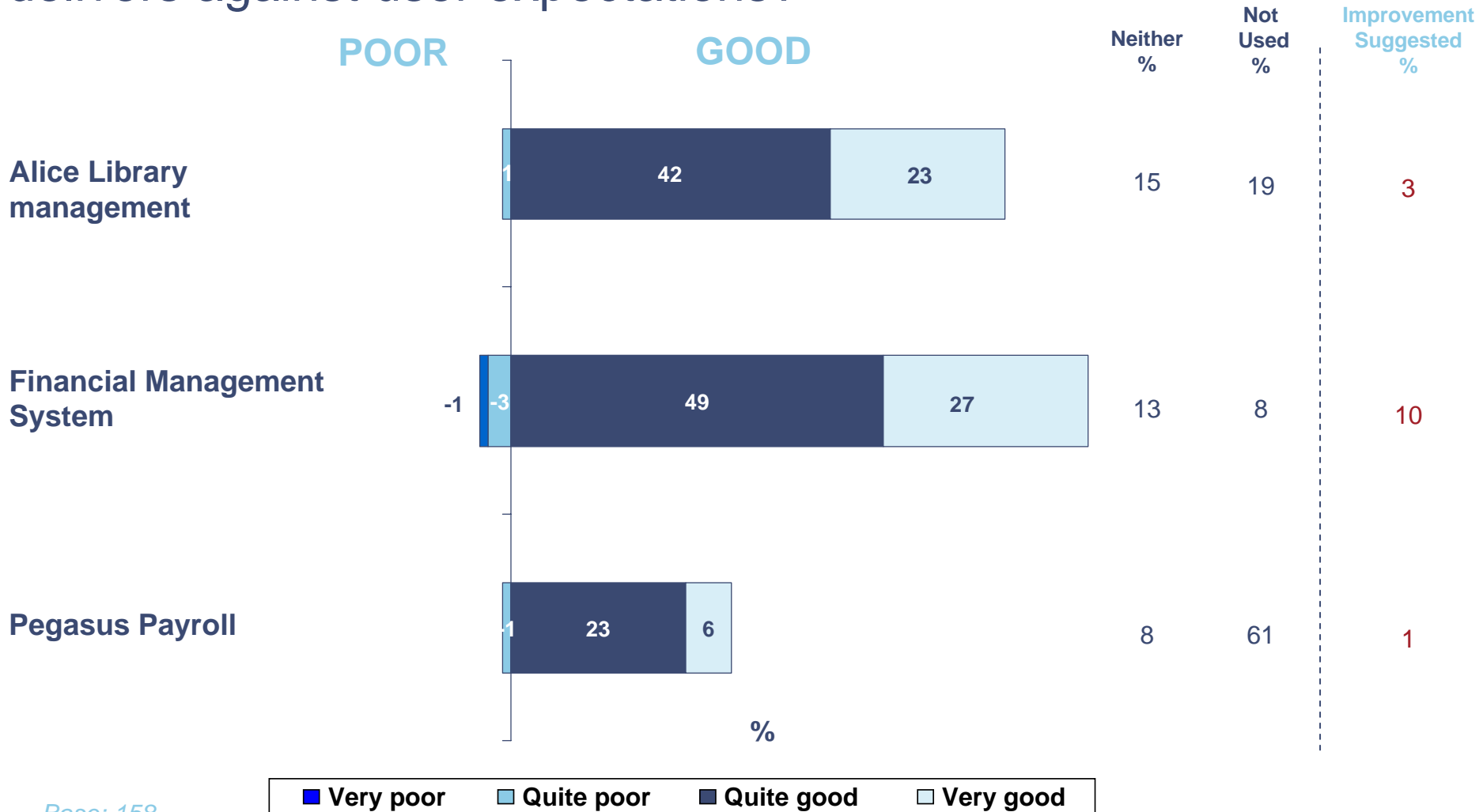
- Needs to be more user friendly (11)
- Simplify the assignment process (9)
- Improve speed of system (5)
- Other (7)

MIS performance

How satisfied are you with the performance of the MIS modules, in terms of scope of functionality, usability and how well it delivers against user expectations?

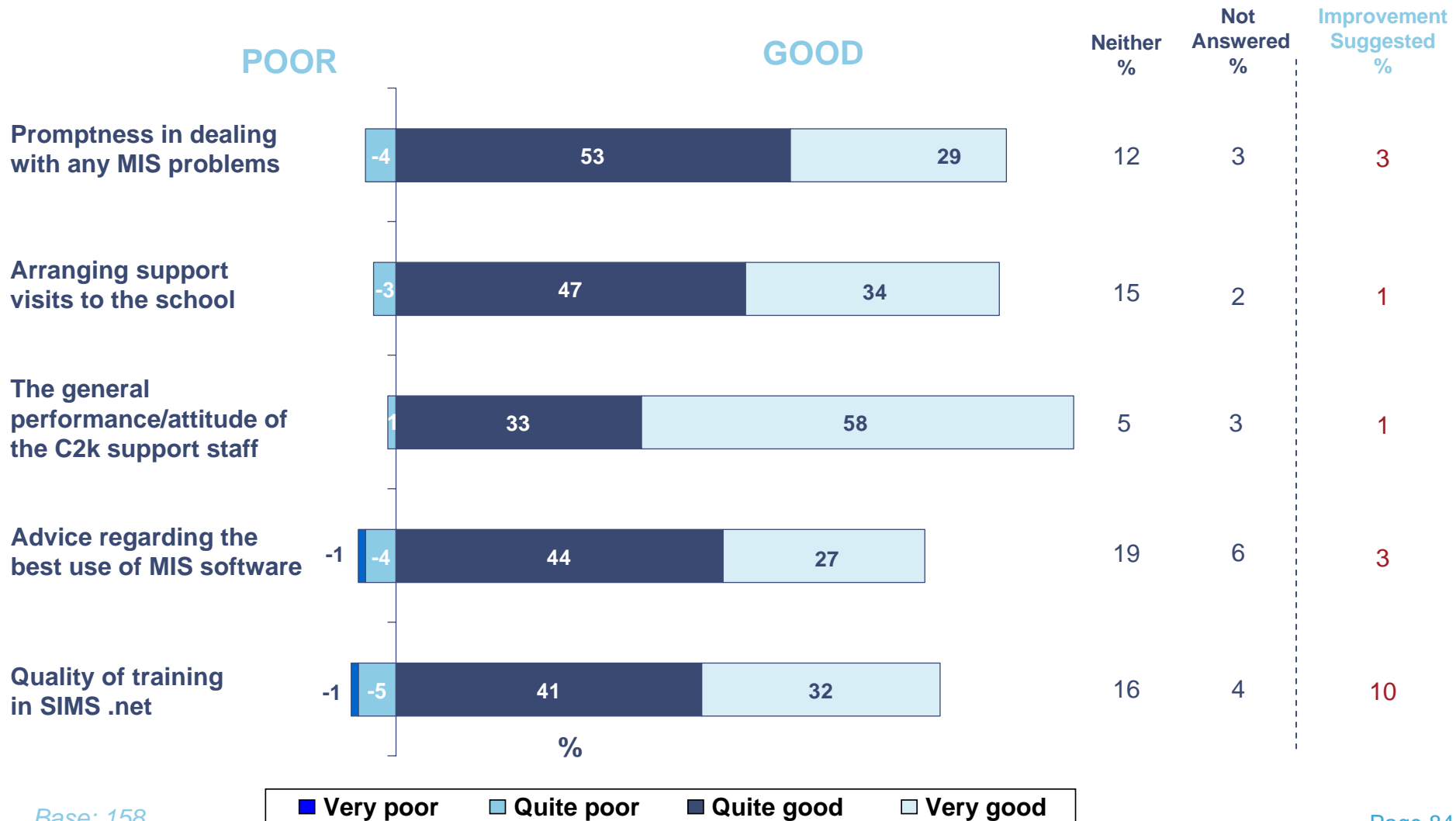


How satisfied are you with the performance of the MIS modules, in terms of scope of functionality, usability and how well it delivers against user expectations?



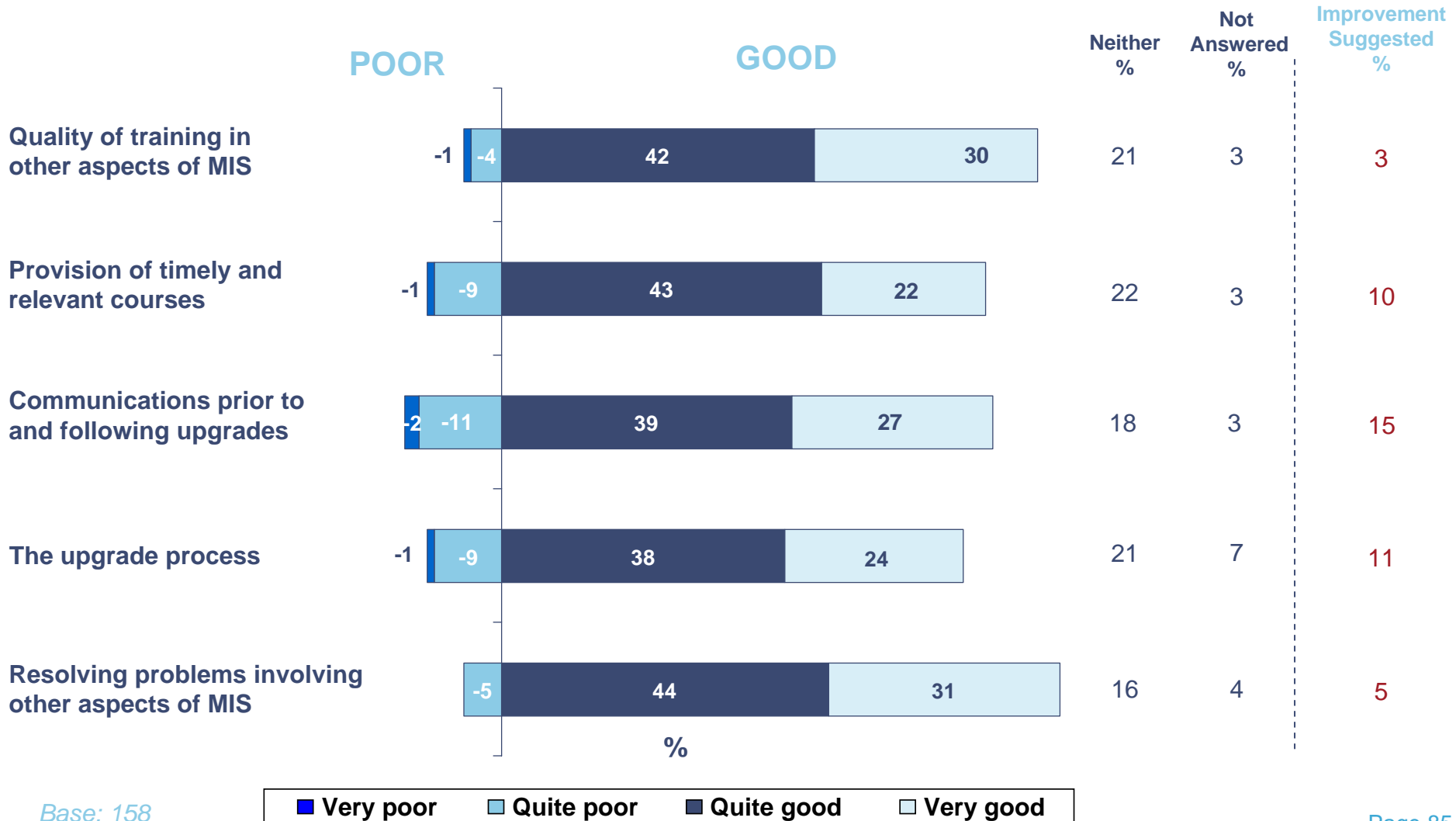
Base: 158

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

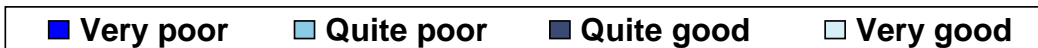


Base: 158

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



Base: 158

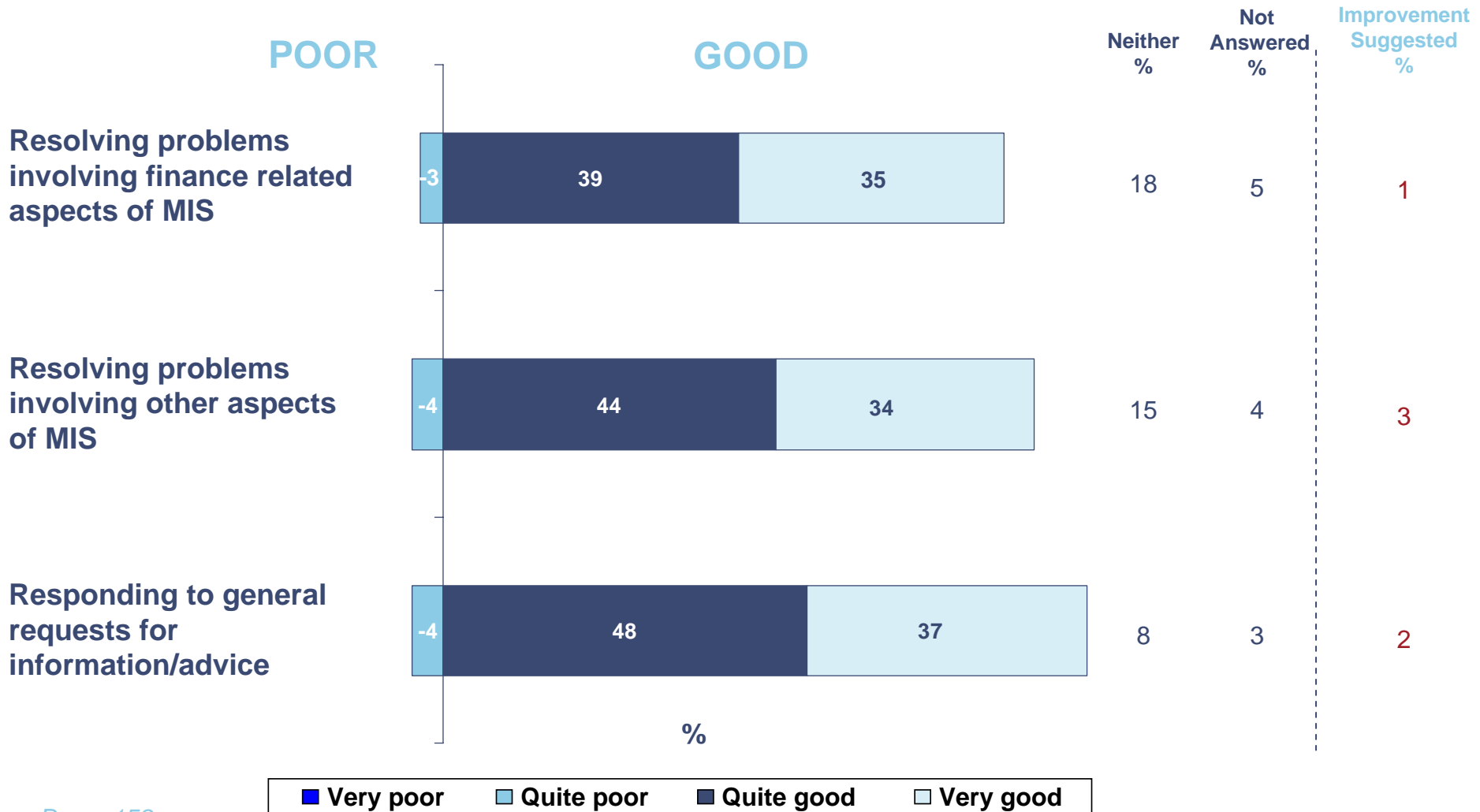


Communications prior to and following upgrades

Improvements Suggested:

- A need for more and clearer communication provision (13)
- More warnings required before upgrades take place (12)
- Use of e-mail to advise of upgrades (2)
- Other (3)

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



Base: 158

Section twelve

Introduction

CC3 Local Area Network

Learnserve/Sx3

C2k Local Area Network Accessibility

C2k System Usage

Wide Area Network

C2k Security

C2k Helpdesk

Managed Service

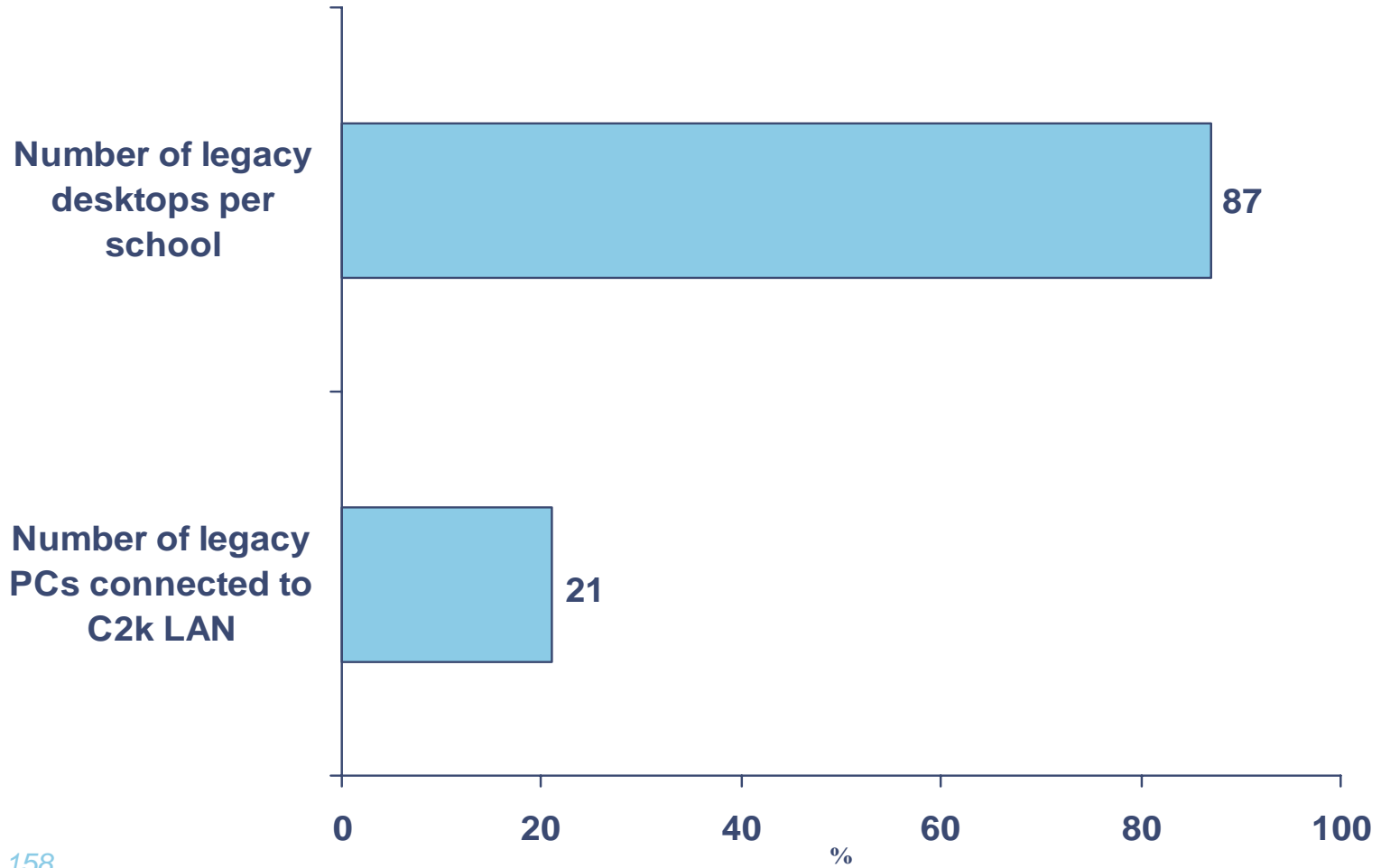
C2k Curriculum Software

MIS Performance

C2k and Legacy PCs

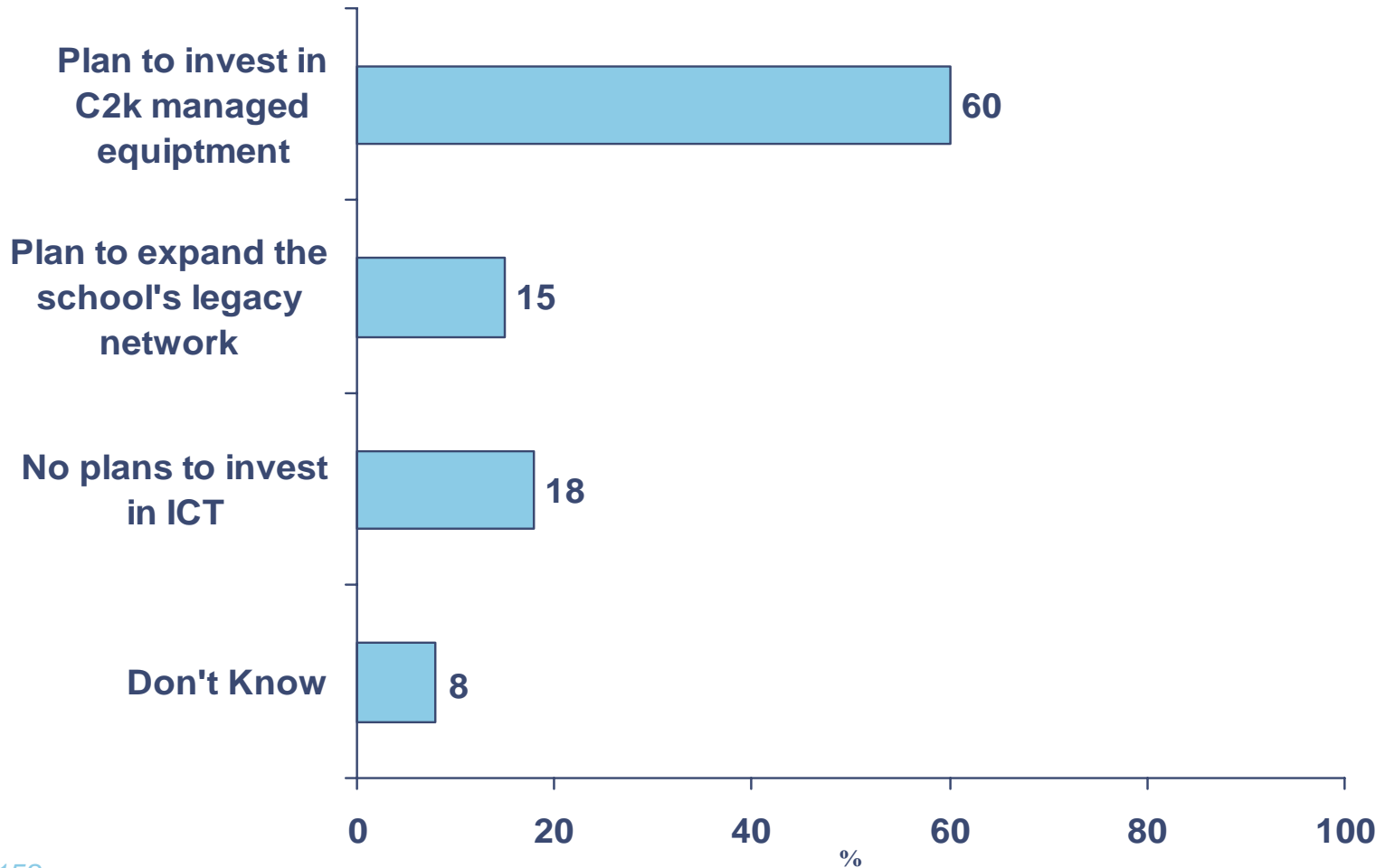
Benefits and Suggestions for Improvements

Average number of legacy desktops and average number of legacy PCs connected to C2k LAN



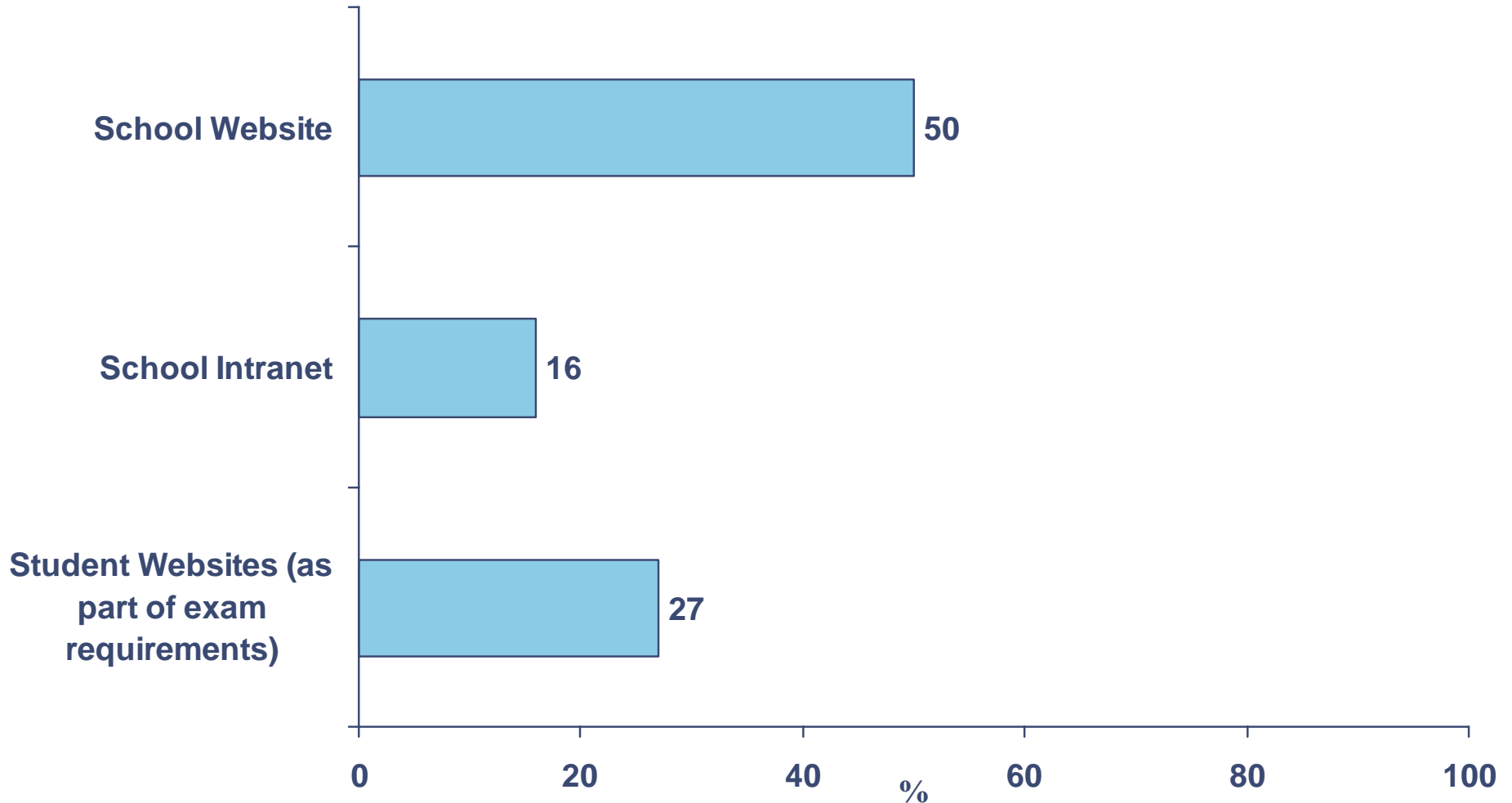
Base: 158

Within your school Development Plan, what are your plans in terms of enhancing or supplementing your C2k LAN over the next 3 years?



Base: 158

Have you developed the following facilities in your school? - % stating Yes



Section thirteen

Introduction

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Benefits and Suggestions for Improvements

What are the main benefits your school has derived from the C2k Managed Service? - Top 10 benefits

- Standardised and good quality software packages offered (28%)
- Increased availability of high quality hardware (28%)
- Increased access for all staff and pupils that require it (27%)
- Networking of system allows for ease of access (25%)
- Increased efficiency of management and administration (23%)
- Good maintenance help desk service provided (20%)
- The provision of filtered internet access (15%)
- Provision of learning resources and teaching aids (12%)
- Improved quality and standard of education or courses provided (10%)
- The provision of a secure e-mail service (10%)

What additional support or services would help to improve your schools effective use of the C2k service?

-Top 10 improvements

- Provision of relevant training and refresher courses (30%)
- Greater access to up-to-date, reliable software (13%)
- More reliable hardware (10%)
- Provision of support materials and support services (9%)
- Provision of efficient quality support services (8%)
- Greater individual school control of e-mail and internet (8%)
- Greater involvement in the software selected (6%)
- Exchange of ideas with other schools (6%)
- Improved level of communication from service provider (5%)
- Availability of system auditor and software auditing (5%)

Other comments about any aspects of the C2k service?

- Top 10 comments

- System providers are supportive and helpful (8%)
- Reduce costs of C2k system and contact costs (7%)
- Continued problems with e-mail system and network (6%)
- C2k is an excellent service, a benefit to the school (6%)
- C2k should provide better help in problem shooting (6%)
- Increased level of school control over the system (4%)
- Increase system speed (4%)
- Provision of training and refresher courses (4%)
- Ensure software is 100% reliable before installation (3%)
- Improved e-mail and filtering process (3%)

Conclusion

Overall users have rated the service very positively.

The areas that performed most positively were:

- Reliability of the PCs
- Performance of Sx3
- C2k Support staff
- Security standards

The areas highlighted for improvement were:

- The time taken for desktop screen to appear
- Local Area Network in terms of managing network printing, the managed side (usefulness and ease of use)
- E-mail filtering policy
- Updating/changing users details throughout the school year

