

IT Skills Pathway Annual Survey Report 2018

Winter 2018

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1 Executive Summary

This is the fifth year that the IT Skills Pathway Team has sent a survey to all centres that are using the IT Skills Pathway. A total of 394 centres were invited to answer a range of questions divided into two main areas: -

- Centre Demographics
- Views on Current Performance relating to Products and Services

108 centres responded to the survey.

The results of the survey continue to demonstrate that there is both a high level of satisfaction with the products currently provided and a continued need for their provision. There is also significant interest in utilising the new products that have recently been released and showcased to centres.

In brief the survey highlighted: -

- There was an overall 93% satisfaction rate with products and services.
- 59% of respondents utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 4% of respondents stated they would be able to fund their own IT Skills programme

In a very small number of cases, respondents indicated they were dissatisfied with one or more aspects of what is provided. In each case this has been followed up with the individual and, where appropriate, processes and future practices have been modified (the details of which are included within this report).

The team are clearly very pleased with overall levels of satisfaction amongst our customers which we believe reflects our commitment to providing an excellent service. It is our intention to continue to look at ways to improve things still further, even where areas are already performing very well.

2 Introduction

In Autumn 2018, 394 centres were invited to respond to a survey asking them for their views on a range of subjects relating to the IT Skills Pathway.

These questions were generally split into two categories:

- Centre Demographics
- Views on Current Performance relating to Products and Services

The purpose of the survey was to gather data from key stakeholders that would then be used to assist the IT Skills Pathway Team with the future planning and provision of its service.

3 High Level Summary

- The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided, a strong need for their continued provision and for continued investment in new products.
- There was a **93%** satisfaction rate with products and services
- Responses were received from 108 organisations
- 59% utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 4% of respondents stated they would be able to fund their own IT Skills programme
- These results will be used to modify the services provided (where appropriate) and will also inform decisions about the development of future learning modules

4 Survey Questions

The full survey can be found at: - <http://www.smartsurvey.co.uk/s/Q7WJJ/>

9 questions were asked, these are summarised below.

Question number	Question	Purpose
1	What is your name?	Establish who the respondent was
2	What is your job role?	Establish the respondent's job role
3	Organisation Name	Establish the respondent's organisation
4	Approx. number of people you provide training services for	Establish the size of the respondent's organisation
5	Views on the services provided (broken down into 5 categories) and comments	Establish the current levels of satisfaction/dissatisfaction with the service provided and to make improvements where necessary Space for respondents to make further comments where they were dissatisfied
6	% of learners requiring training at various levels	To identify the level and quantity of future IT training in organisations
7	Learning provision methods	To identify the extent to which the IT Skills Pathway Tracking System is utilised as part of overall provision
8	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres
9	Hosting of learning content	A new question for 2018 that seeks to establish how centres host content across multiple learning platforms

5 Survey Results

Below, the survey results are broken down into sections for each of the questions posed, sometimes using tables and at other points using charts. A full [list of charts](#) is available at the end of the document.

5.1 Overall Response (Q1, Q2, Q3)

Of the 394 surveys sent out, a total of 108 responses were received (27%). Further analysis shows that the highest percentage of responses (50%) came from the most active centres.

5.2 Organisation Size (Q4)

Reponses were received from a wide variety of organisations (in terms of size) - see the table below for a full breakdown.

Organisation size	Responses
0-500	10
501-1000	5
1001-2000	8
2001-5000	47
5001-10000	29
Over 10000	6
Total Responses	105

5.3 Satisfaction with services/products provided (Q5)

The following tables display the levels of satisfaction overall and also for individual services/products. **NB All figures are rounded to the nearest whole percentage point.**

As can be seen, the levels of satisfaction are fairly consistent across all areas - where a service/product is above or below the average score for that area it is indicated in red or green, although care should be taken with these colours. For example, a red score for 'Slightly Satisfied' could be because there were a larger than average amount of respondents that were unable to comment as indicated a 'N/A' response.

We have produced a short list of how we intend to improve or maintain the level of each service offered. These appear after the tables.

Overall Satisfaction	Score	%
N/A	2	2%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	2	2%
Slightly Dissatisfied	2	2%
Slightly Satisfied	2	2%
Fairly Satisfied	38	36%
Totally Satisfied	60	56%

How satisfied are you with Elearning	Score	%
N/A	1	1%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	3	3%
Slightly Dissatisfied	1	1%
Slightly Satisfied	1	1%
Fairly Satisfied	46	43%
Totally Satisfied	55	51%

How satisfied are you with Tracking System?	Score	%
N/A	8	7%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	2	2%
Slightly Dissatisfied	3	3%
Slightly Satisfied	1	1%
Fairly Satisfied	46	43%
Totally Satisfied	47	44%

How satisfied are you with Central Team Support?

	Score	%
N/A	7	8%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	5	5%
Fairly Satisfied	21	23%
Totally Satisfied	59	63%

How satisfied are you with Communications?

	Score	%
N/A	15	14%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	3	3%
Fairly Satisfied	26	24%
Totally Satisfied	62	57%

How satisfied are you with User Groups?

	Score	%
N/A	42	39%
Totally Dissatisfied	2	2%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	3	3%
Fairly Satisfied	17	16%
Totally Satisfied	43	40%

Whilst satisfaction with the team is currently high, we continue to seek feedback from centre users and implement service improvements wherever possible

We continue to make regular improvements to our products and services based on user feedback and feedback our responses via the “You said, we did” section of all user groups.

We continue to send out regular communications via numerous methods

Our database of contacts is constantly updated to better target communications to the correct people

The change in the way in which tickets are raised and responded aims to reduce the perceived “toing and froing” between centres and the support team

The new approach to webinars offering individual sessions to centres rather than the “one size fits all” sessions previously delivered continues to prove popular

We regularly promote the twice-yearly face to face user groups and these are delivered whenever they are considered viable.

5.4 Comments (Q6)

Respondents were invited to add text comments. The table below is a list of all the relevant comments made and the subsequent action taken.

Comment	Action Taken
<p><i>Very new user but I like what I have seen so far. Struggled a little in the beginning getting set up but once in the learning programmes I have completed was very good</i></p> <p><i>My only negative comment is that I don't find the website that easy to navigate - when you are in the training it is very good and I have learned a lot but getting to this is a bit onerous and for those who are very basic users and slow they would have trouble logging in the next time without help</i></p>	<p>It is acknowledged that a very basic user will require support to get started with the learning. As such, all centres are encouraged to ensure they can provide the necessary hands on support to get learners up and running. User has been informed</p>
<p><i>Happy with all aspects</i></p>	<p>None</p>
<p><i>No problems, great tool</i></p>	<p>None</p>
<p><i>I was assured when IT skills pathway was introduced was that it would be possible to connect 3rd party LMS to the content.</i></p> <p><i>This impacts on the uptake of the content by staff and means reporting is separate to staff training records.</i></p> <p><i>In addition format of the content (shockwave?) caused problems (I am not sure if this is still an issue)</i></p>	<p>This was discussed face to face with the individual concerned in 2017. The comments made are a repeat of what has previously made in past annual surveys</p>
<p><i>This is probably me, not your system, but I would like to be able to easily show the top ranking courses and track them over time - but I'm manually adding them to excel and adding the number of users - quite like the way the number of signups is already in excel for me to look at so looking to do something similar.</i></p> <p><i>Still waiting for an up to date SharePoint course also</i></p>	<p>22/10/2018 - Offered a 15 minute webinar "get the most out of Tracking System reports"</p>
<p><i>Please could you kindly help show how we can use the webinars more</i></p>	<p>A successful Skype webinar was held with the individual on 19th October - They were happy with the outcome and confident that they will be able to use the facility in future</p>
<p><i>It would be great if the modules were published as HTML5 rather than flash which causes more problems.</i></p>	<p>Since 2016 all our courses have been created without the need for Shockwave. Virtually every monthly bulletin mentions this. 22/10/2018</p>

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Comment	Action Taken
	email sent to centre with full list of HTML5.0 courses
<i>It would be great to have the courses you can split down to one subject (which you can do) but without showing the other sections of the course to the viewer</i>	Training Issue - user is still trialling the Tracking System and CMS will be explained in due course
<i>It would be nice to have the user forum meetings back in Leeds again.</i>	They never went away! Organised on the same basis as all other regional user groups. The individual booked in 2016 and then DNA'd. Booked 2017 attended. 22/10/2018 - sent individual email inviting to Leeds Autumn Group.
<i>Are the group meetings also available by Webinar? My Trust will not reimburse me for a train ticket.</i>	We have done national webinars for about 8 years for those unable to travel. Personal invite sent to user on 22/10/2018 in addition to 2 previous invites to all centre managers
<i>We also have access to other eLearning programmes. We do advertise your content but not recently. Unfortunately, I do not have time currently to promote your site but would happily do so if you create a pdf flyer of some kind why our staff should access.</i>	New updated are in the process of being produced. User has been informed
<i>I would have liked a rating between "fairly satisfied" and "totallysatisfied". I think that there is always room for improvement. I think the main things for us would be to keep adding new courses - particularly at higher levels (e.g. Advanced Excel, Excel BI Tools / PowerPivot).</i>	We are not able to add these courses. They are unfortunately only relevant to a small number of staff and cannot be justified on the basis of cost/resource. Individual has been informed of this
<i>I've had a problem reported by my users relating to password reset. This seemed to bounce around for a while without being resolved.</i>	This has not been resolved as we require the issue to be raised by a service ticket. Despite several requests via email, the user has not done this
<i>I have close links with you guys and am completely satisfied at the mo. I'm new to the centre manager role so it will take time to learn how this might affect how I use the Pathway in the future.</i>	None
<i>At the moment our team uses the IT Skills Pathway just to set people up to do Microsoft e-learning. This is very valuable for us, as we are a small team and most of our training is on the hospital's clinical system. We don't currently use your tracking services to check on the progress of our users, but I hope in the future to start using your system more fully.</i>	None
<i>We do find staff having difficulty accessing video content still. Some give up. I'd like to see some more advanced features in Excel and Word developed to upgrade people's skills particularly in tools useful for data analysis and formatting longer documents.</i>	We believe that these are already included in the Level 2/3 materials. User has been contacted with this information
<i>I find the system very easy to use, both as a learner and administrator.</i>	None

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Comment	Action Taken
<i>With Windows 7 official MS support being discontinued, there is a current change to Windows 10. A W10 overview would be useful, especially for novice users who have concerns about change.</i>	This course already exists and a customised course can be created from the Digital Skills course - email sent to user to explain this
<i>It would be of great benefit especially to business support departments of the NHS if your course coverage included the below Microsoft Office applications: Ms Publisher Ms Project Ms Visio</i>	These courses were considered but rejected by our steering group as they are not utilised by a sufficiently large portion of the general workforce and the cost/resource involved cannot therefore be justified. Email sent to user to explain this
<i>We had issues with Java script in our Trust when we first signed up to the programme, but these issues have now been resolved.</i>	None
<i>It would be helpful for the ITSP central team to be able to provide more support when issues occur. We were sent on a wild goose chase the last issue we experienced with the central support team telling us one thing and our national PASupplier telling us another. Experienced significant issues with the courses available on the National Catalogue through the Trust's ESR. ITSP were unable to advise of any solutions, instead insisting that the Trust's local L&D team should resolve the issues. L&D have no control over courses published on the National Catalogue. We have had to implement a completely new process to ensure that users can access the learning and still have their progress recorded on their staff record. This is involving a significant increase in administration time.</i>	We have contacted a member of the respondent's team (who uses our system on a regular basis) and they are happy with the current position and understand the reasons why there is a disconnect between ESR and our system. We hope that a better solution can be found in time
<i>Poor font graphics on training material</i>	Contacted individual and requested specific examples as this has not been raised by any other user in the past 8 years
<i>The only problems we have been having are with courses showing or not showing as complete on the tracking system. This has made it difficult to show an accurate reflection of the users who have completed modules to our external stakeholders. Support has been excellent in resolving this and we have implemented various fixes to workaround this issue.</i>	None
<i>All happy with the changes that have been made and the options and more courses that are available. We are a happy customer.</i>	None
<i>We are very satisfied with the courses and their content, and the new learners Portal is a real bonus and certainly makes it easier for learners to access their training. I have raised tickets when I have had occasional issues and found response times very quick and the</i>	None

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Comment	Action Taken
<p><i>responses very helpful. Thank you for providing this free online learning for our NHS staff which provides an easily accessible way for them to update their skills, or learn new ones.</i></p>	
<p><i>Happy with the service</i></p>	None
<p><i>I believe that exciting times are ahead for the IT Skills Pathway and also for us as a Trust. As a Trust we are looking to use the Pathway more and more to host our e-learning and Competency assessments and look forward to more accurate recording for our Competency Assessments and hopefully more integration with ESR if this is possible.</i></p>	None
<p><i>Rated courses just because some anomalies found with the courses and assessments such as duplication with some of the results which have not been the same for everyone. Regarding Knowledge Bank etc think this is ok but not been able due to time to fully explore yet. But as for support we have found this to be excellent for us.</i></p>	These issues are being addressed currently via service tickets and should be fully resolved with recent system fixes
<p><i>Excellent service.</i></p>	None
<p><i>Poor functionality of the platforms</i></p>	Site visit was arranged for 25/10/2018 to discuss with individual who is new to our products and services. A satisfactory solution has been implemented that the individual agrees with.
<p><i>Excellent resource; any issues resolved quickly; they are always looking to improve offerings. Look forward to the user groups to network with other training areas.</i></p>	None
<p><i>I am always happy with the service provided on IT Skills Pathway. I always have lots of questions and they are answered so quickly. thanks</i></p>	None
<p><i>The new look tracking system is much better to navigate apart from one thing. When you register a new delegate, you used to be able to see their registration number at a glance on the same page. Now you have to scroll to the appropriate letter in the list to find their code. A bit frustrating!</i></p>	Training webinar booked with individual to overcome this
<p><i>The Trust is using Office 2010, is was mentioned a long time ago that you were working on a training packing that didn't require shockwave but this hasn't happened and I believe isn't going to happen. So I am very restricted as to what training I can offer staff.</i></p>	Lack of resource means we are no longer able to back convert Office learning materials to Office 2010. User contacted and informed of this
<p><i>We are slow to update to newer versions of Office, so a lot of the newer courses are not applicable to us as they are showing beyond Windows 7</i></p>	Lack of resource means we are no longer able to back convert Office learning materials to Office 2010 or Windows 7. User contacted and informed of this
<p><i>Overall eLearning and tracking system is straight forward to use, but it would be helpful if had some additional functionality, around competency sign off. For example, if courses and learners could be put into groups, so a learner has to achieve all courses within each those groups in to complete a job specific</i></p>	These excellent suggestions form part of our current development plan for Tracking System

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Comment	Action Taken
<i>competency. It would also be preferable if these courses could be released in a set sequence, rather than all being available in one go. If this could be achieved, then we could use Skills Pathway to host in-house eLearning courses relating to clinical systems and other IT systems.</i>	improvements schedule for the next six months. User contacted
<i>Can we please update courses to Office 2016? Can we add videos to all the courses? Is it planned to have a OneNote 2016 desktop course?</i>	2016 already exists. Email sent to user to raise awareness
<i>The tracking system is a bit clunky. It is good for looking at individuals, much less good for finding out if 150 named users have completed a bit of learning.</i>	Training webinar arranged with individual to address issues raised

5.5 Training Needs (Q7)

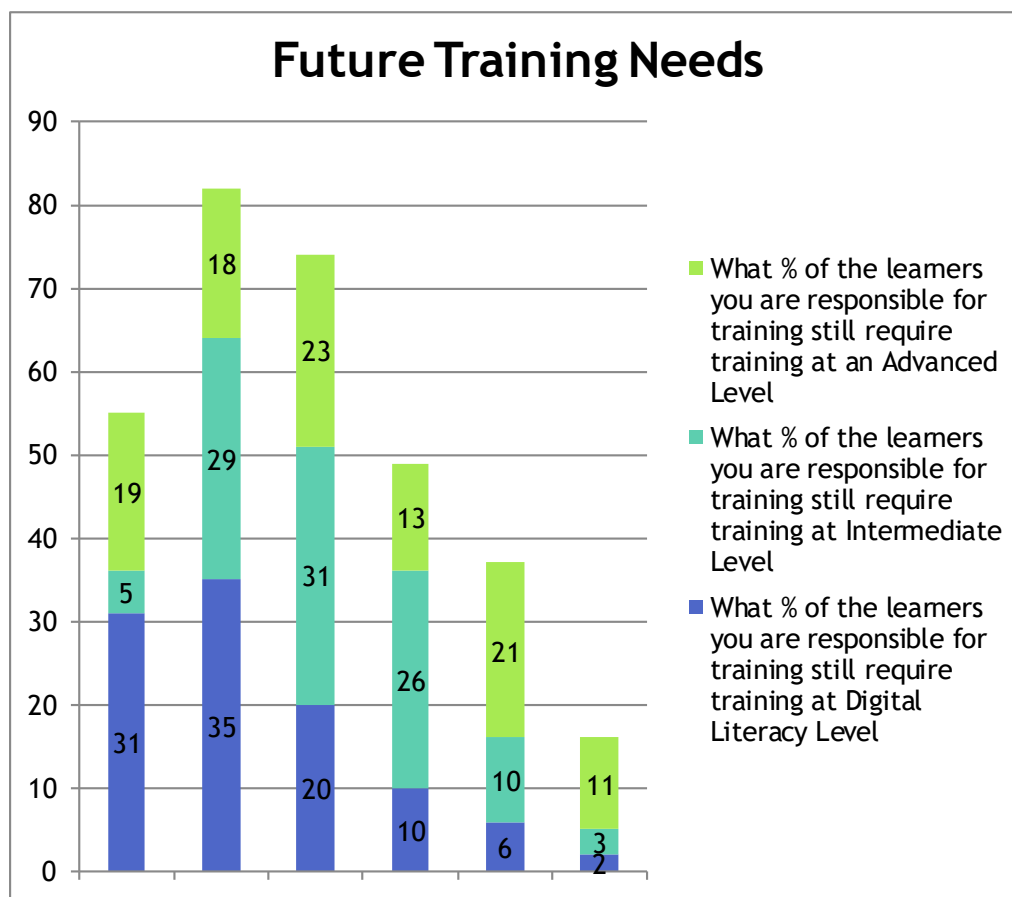
Respondents were given the option of choosing a percentage level of their staff that **still require training** for each IT skill level. Based on the average size of the organisations that responded to the survey (4526 staff¹) almost 500,000 staff have been identified that require further IT skills at one level or another.

The results breakdown is shown below.

What % of the learners you are responsible for training still require training at Digital Literacy Level	Score	%	What % of the learners you are responsible for training still require training at Intermediate Level	Score	%
0-10%	31	30%	0-10%	5	5%
11-25%	35	34%	11-25%	29	28%
26-50%	20	19%	26-50%	31	30%
51-75%	10	10%	51-75%	26	25%
76-90%	6	6%	76-90%	10	10%
91-100%	2	2%	91-100%	3	3%

What % of the learners you are responsible for training still require training at Advanced Level	Score	%
0-10%	19	18%
11-25%	18	17%
26-50%	23	22%
51-75%	13	12%
76-90%	21	20%
91-100%	11	10%

¹ Average based on 105 organisations with a combined total of 475,250 staff (at mid-point on each scale) = 4526 staff per organisation.

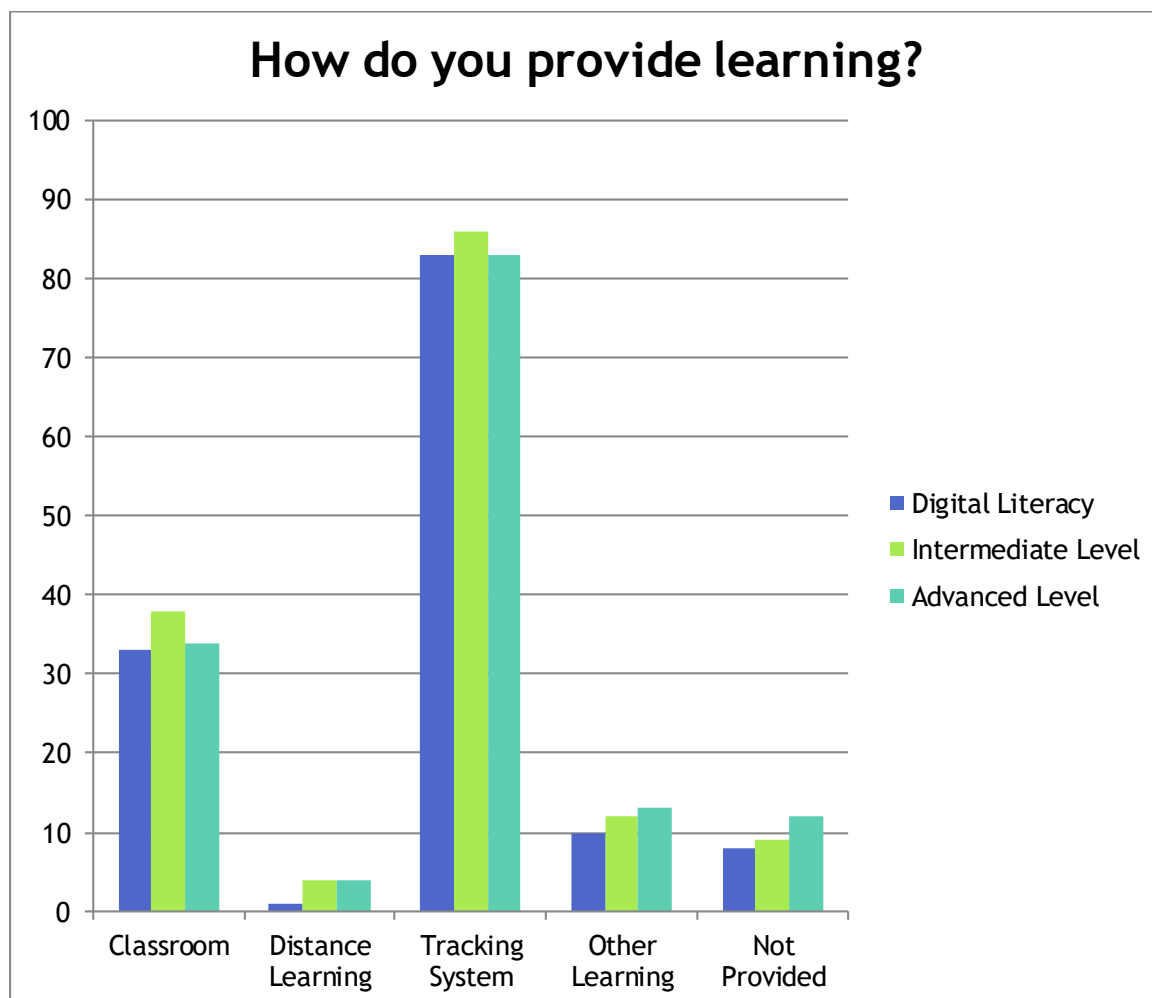


The above chart demonstrates that there is still a considerable need to provide staff with basic, digital literacy level skills and that the need has not significantly diminished in the past year. It should be noted that most of these responses come from organisations that have been using our products for a number of years and we would therefore expect the skills of their workforce to be higher. However, there remains a **significant need** for higher level skills training.

The amount of staff requiring entry level skills is likely to remain high for some considerable time. As we engage more with Social Care organisations we are discovering that the general levels of IT literacy are low with many only just commencing the process of implementing technology based reporting solutions.

5.6 Training Methods (Q8)

Training is provided to staff using a range of methods with significantly more organisations utilising the IT Skills Pathway Tracking System than any other individual learning method. The training methods adopted are roughly equal across the learning levels.



5.7 Organisational Training Capability (Q9)

The respondents were provided with a balanced range of positive and negative statements regarding national standards, central funding, central learning provision and central support.

As can be seen, the positive statements about central standards, funding, provision and support **far outweigh** the other statements. There is also significant interest from centres in finding out more about the new products recently released and showcased. We will be following up on this interest with each of the centres.

Which of the following statements do you agree with?	Responses
<i>My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills</i>	37
<i>My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills</i>	53
<i>My organisation provide me with funding for external elearning development for MS Office and essential IT Skills</i>	7
<i>We would be interested in hosting existing elearning on the Tracking System</i>	16
<i>My organisation does not provide any funding for developing our own elearning provision for MS Office and essential IT Skills</i>	53
<i>We would be interested in developing new elearning that could be hosted on the Tracking System</i>	25
<i>Having a central team to assist us with the use of the IT Skills Pathway products is essential</i>	62
<i>Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it</i>	48
<i>My organisation would not fund an alternative IT training programme</i>	44
<i>Being able to network with other centres is important</i>	58
<i>If there was no central provision, we would fund our own programme instead</i>	4
<i>We like knowing that we work to a national standard</i>	73
<i>Local standards are more important that national standards</i>	5
<i>I would not be able to offer training to the same standard if central team didn't exist</i>	45
<i>We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training</i>	38
<i>We would like to know more about the Content Management System (CMS) for hosting our own elearning</i>	17
<i>We would like to know more about the Content Creator elearning application for developing our own elearning</i>	21

6 Appendix 1

