IT Skills Pathway Annual Survey Report 2015

Winter 2015

Contents

1 Executive Summary

This is the third year that the IT Skills Development Team has sent a survey to all centres using the IT Skills Pathway. A total of 370 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

119 centres responded to the survey.

The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided and a significant need for their continued provision. There is also significant interest in utilising the new products currently being developed.

In brief the survey highlighted:-

- There was an overall <u>97% satisfaction rate</u> with products and services (54% of respondents were totally satisfied across all areas).
- 57% of respondents utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 3% 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 2015, 370 centres were invited to respond to a survey asking them for their views on a range of subjects relating to the NHS 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 which 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 and also a strong need for their continued provision, and for continued investment in new products.
- There was a **97%** satisfaction rate with products and services
- Responses were received from 119 organisations
- 57% utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 3% 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: - https://www.surveymonkey.com/r/9SBCKLY

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 12 categories)	Establish the current levels of satisfaction/dissatisfaction with the service provided and to make improvements where necessary
6	Comments on question 5	Space for respondents to make further comments where they were dissatisfied
7	% of learners requiring training at various levels	To identify the level and quantity of future IT training in organisations
8	Learning provision methods	To identify the extent to which the IT Skills Pathway Tracking System is utilised as part of overall provision
9	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres

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 370 surveys sent out, a total of 119 responses were received (32%). Further analysis shows that the highest percentage of responses (65%) 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 full breakdown.

Organisation size	Responses
0-500	13
501-1000	7
1001-2000	11
2001-5000	52
5001-10000	28
Over 10000	8
Total Responses	**119**

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 'Fairly' or 'Totally Satisfied'.

We have produced a short list of how we intend to improve or maintain the level of each service offered. These appear after the table for each product/service area.

Overall Satisfaction	Score	%
N/A	3	3%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	4	4%
Fairly Satisfied	44	40%
Totally Satisfied	60	54%

How satisfied are you with Diagnostic Assessments?	Score	%
N/A	12	11%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	1	1%
Slightly Satisfied	5	4%
Fairly Satisfied	47	42%
Totally Satisfied	47	42%

How satisfied are you with Videos?	Score	%
N/A	28	25%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	7	6%
Fairly Satisfied	34	30%
Totally Satisfied	43	38%

- Videos will continue to be produced for future learning materials
- Video ratings will be reviewed on a regular basis. Where they are scoring below average they will be replaced with better examples

How satisfied are you with Elearning?	Score	%
N/A	2	2%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	4	4%
Fairly Satisfied	43	38%
Totally Satisfied	63	56%

How satisfied are you with the Knowledge Bank?	Score	%
N/A	24	21%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	2	2%
Fairly Satisfied	38	34%
Totally Satisfied	47	42%

- Further promotion and case studies will be produced to highlight the effectiveness of the Knowledge Bank

How satisfied are you with Post Learning Assessments?	Score	%
N/A	11	10%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	8	7%
Fairly Satisfied	37	33%
Totally Satisfied	56	50%

How satisfied are you with IT Skills Website?	Score	%
N/A	6	5%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	7	6%
Fairly Satisfied	43	38%
Totally Satisfied	55	49%

- Website refresh recently undertaken
- Monthly reviews of website are scheduled

How satisfied are you with Tracking System?	Score	%
N/A	5	4%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	1	1%
Slightly Satisfied	11	10%
Fairly Satisfied	37	33%
Totally Satisfied	58	51%

- Monthly training webinars for centres administrators are publicised in monthly bulletin
- Training Videos for administrators have been produced and are have been added to the Resources Tab within the Tracking System

How satisfied are you with User Groups?	Score	%
N/A	46	41%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	5%
Fairly Satisfied	27	24%
Totally Satisfied	34	30%

- User Group meetings continue to be delivered where there is sufficient demand
- Option of User Groups for Scotland and Northern Ireland continue to be offered

How satisfied are you with Central Team Support?

	Score	%
N/A	13	12%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	5	4%
Fairly Satisfied	37	33%
Totally Satisfied	58	51%

- Monthly review meetings looks at the service provided and new suggestions/comments are reviewed and actioned as appropriate
- Monthly service planning meetings with supplier continue
- "You said, We did…." now a regular feature at user group meetings

How satisfied are you with Webinars?

	Score	%
N/A	29	26%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	4	4%
Fairly Satisfied	28	25%
Totally Satisfied	50	44%

- WebEx software instructions are available for all centres prior to attending sessions
- Where there are difficulties accessing, one to one mini test sessions are offered

How satisfied are you with Morecambe Bay?

	Score	%
N/A	47	42%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	4	4%
Slightly Satisfied	2	2%
Fairly Satisfied	26	23%
Totally Satisfied	31	28%

- Central team monitor the Service Ticket system so additional support can be offered where appropriate
- Monthly service planning meetings with supplier continue
- "You said, We did…." now a regular feature at user group meetings

How satisfied are you with Communications?

	Score	%
N/A	7	6%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	4	3%
Fairly Satisfied	44	38%
Totally Satisfied	60	52%

- Communications Tracker in operation

5.4 Comments (Q6)

Where any respondent scored an area as any degree of dissatisfied, they were invited to explain this by way of a text comment. The table below is a list of all the relevant comments made, the area of concern and the subsequent action taken.

Comment	Category	Action Taken
Recently queries have not been answered. Seem to be asked the same things over again and issue not addressed	• Morecambe Bay	The centre manager has been contacted and the issues addressed. These related to a period of transition within the team at Morecambe Bay and it was agreed that things have now improved.
This may be more to do with the way we set our system up at the beginning.	• IT Skills Website • Tracking System	The centre manager has been contacted and the issues relate to the IP address range of the organisation. Advised to raise a ticket with the service desk to resolve the matter.
Problem with diagnostic assessment not registering, no feedback It would be nice to be able to speak to Becky as sometimes when tickets are raised they take a while for an answer which is frustrating at times. Also Post learning assessment 'Using functions' I cannot see some of the Green or Red dots as they disappear too quickly, especially on the IF function	• Morecambe Bay • Diagnostic Assessments	The centre manager has been contacted. It has been established that this is a local technical issue which is now being addressed via our support ticket system.
Tracking system although works cannot be used via our own LMS	• Tracking System • Webinars	Work continues to create the appropriate "connectors" between the local LMS in question and our own Tracking System. This requires considerable time/effort from the development team but has been scheduled alongside other work. Local centre has been contacted and kept up to date with progress.

Comment	Category	Action Taken
Reporting completions could be a lot easier, it seems to be a difficult task as you have to go into each individual course set up. Would be handier to have one report for all	• General Comment – no category marked as dissatisfied	Despite repeated attempts to contact the centre manager via phone and email we have been unable to clarify the issue raised.
A little difficult to fully assess, as an organization we need to use system more. But experience to date has been good	• Webinars • Communications	Centre manager contacted. The issue relates to how delegates access the training. Options discussed and advised to contact us again if further help needed.
It would be helpful if the diagnostic assessments didn't display how long they will take as this is often misleading as it is a cut down of the full course and staff get put off doing them.	• Diagnostic Assessments	Added to suggestions log for action by developers.

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 (4344 staff[1]) over 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 Entry Level?	Score	%	What % of the learners you are responsible for training still require training at Level 2?	Score	%
0-10%	37	35%		4	4%
11-25%	44	42%		21	20%
26-50%	12	11%		30	29%
51-75%	9	9%		27	26%
76-90%	3	3%		16	15%
91-100%	0	0%		6	6%

What % of the learners you are responsible for training still require training at Level 1?	Score	%	What % of the learners you are responsible for training still require training at Level 3?	Score	%
0-10%	8	8%		16	16%
11-25%	33	32%		17	17%
26-50%	37	36%		14	14%
51-75%	18	17%		11	11%
76-90%	6	6%		24	24%
91-100%	2	2%		19	19%

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[1] Average based on 119 organisations with a combined total of 517,000 staff (at mid-point on each scale) = 4344 staff per organisation.

Future Training Needs

Legend:
- What % of the learners you are responsible for training still require training at Level 3
- What % of the learners you are responsible for training still require training at Level 2
- What % of the learners you are responsible for training still require training at Level 1
- What % of the learners you are responsible for training still require training at Entry Level

Category	0-10%	11-25%	26-50%	51-75%	76-90%	91-100%
Level 3	16	17	14	11	24	19
Level 2	4	21	30	27	16	6
Level 1	8	33	37	18	6	2
Entry Level	37	44	12	9	3	0

The above chart demonstrates that there is still a considerable need to provide staff with basic, entry level skills and that the need has not diminished in the past year (see below). There is also still a **significant need** for higher level skills training at levels 1, 2 & 3.

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 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 – the notable exception being the obvious need for more face to face for entry level learning.
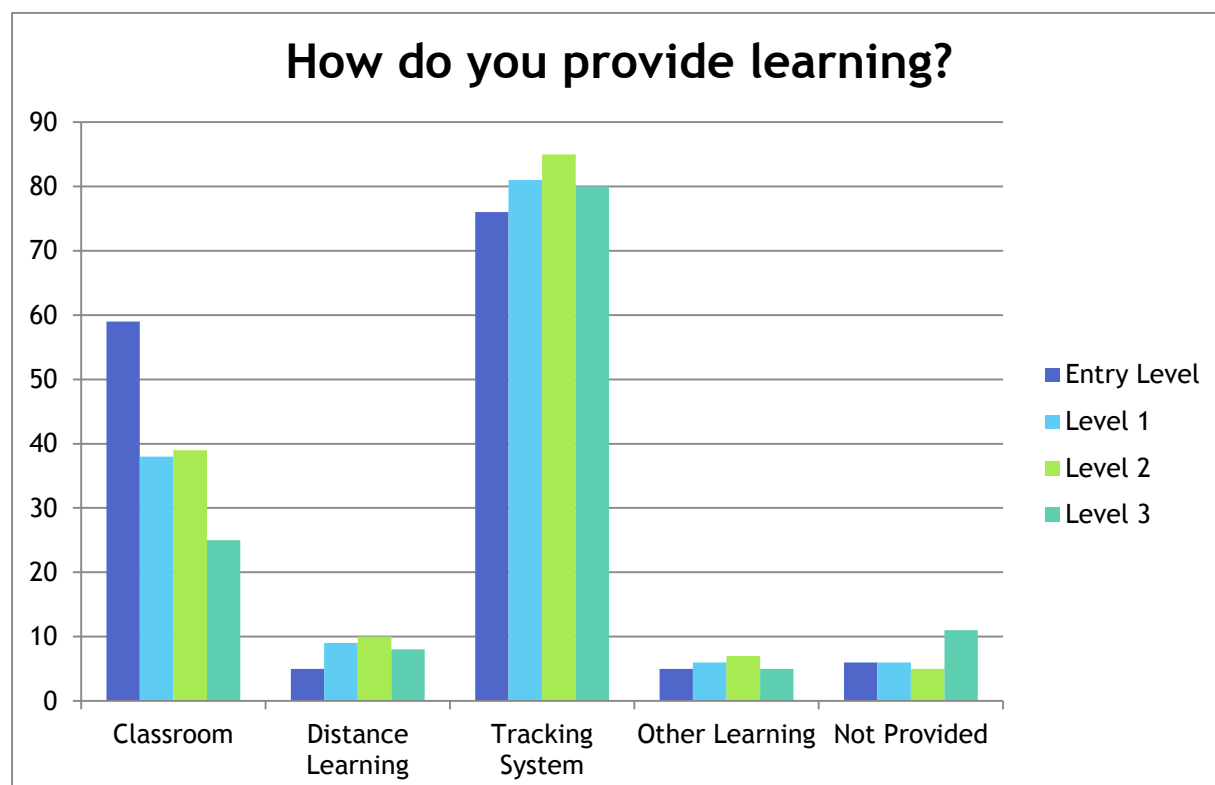
5.7 **Organisational Training Capability (Q9)**

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.

Which of the following statements do you agree with?	Responses
My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	28
My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT Skills	68
My organisation provide me with funding for external elearning development for MS Office and essential IT Skills	5
We would be interested in hosting existing elearning on the Tracking System	27
My organisation does not provide any funding for developing our own elearning provision for MS Office and essential IT Skills	65
We would be interested in developing new elearning that could be hosted on the Tracking System	26
Having a central team to assist us with the use of the IT Skills Pathway products is essential	84
Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it	74
My organisation would not fund an alternative IT training programme	59
Being able to network with other centres is important	60
If there was no central provision, we would fund our own programme instead	3
We like knowing that we work to a national standard	90
Local standards are more important that national standards	4
I would not be able to offer training to the same standard if central team didn't exist	65
We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training	46

6 Appendix 1

Organisation Size

Category	Responses
0-500	13
501-1000	7
1001-2000	11
2001-5000	52
5001-10000	28
Over 10000	8

Response Breakdown

Category	Responses
Top 100 Centres	65
101-200 Centres	32
201-300 Centres	15
301-373 Centres	7

Overall Satisfaction

How satisfied are you with Diagnostic Assessments

How satisfied are you with Elearning

How satisfied are you with Post Learning Assessments

How satisfied are you with Videos

How satisfied are you with the Knowledge Bank

How satisfied are you with IT Skills Website

Bar chart showing satisfaction levels. Legend: How satisfied are you with IT Skills Website

Y-axis: 0% to 60% in 10% increments
X-axis categories: N/A, Totally Dissatisfied, Fairly Dissatisfied, Slightly Dissatisfied, Slightly Satisfied, Fairly Satisfied, Totally Satisfied

How satisfied are you with Tracking System?

Bar chart showing satisfaction levels. Legend: How satisfied are you with Tracking System?

Y-axis: 0% to 60% in 10% increments
X-axis categories: N/A, Totally Dissatisfied, Fairly Dissatisfied, Slightly Dissatisfied, Slightly Satisfied, Fairly Satisfied, Totally Satisfied

How satisfied are you with Central Team Support?

How satisfied are you with Morecambe Bay?

How satisfied are you with User Groups?

How satisfied are you with Webinars?

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How satisfied are you with Communications?

Legend: ■ How satisfied are you with Communications?

X-axis: N/A, Totally Dissatisfied, Fairly Dissatisfied, Slightly Dissatisfied, Slightly Satisfied, Fairly Satisfied, Totally Satisfied

Future Training Needs

Category	0-10%	11-25%	26-50%	51-75%	76-90%	91-100%
What % of the learners you are responsible for training still require training at Level 3	16	17	14	11	24	19
What % of the learners you are responsible for training still require training at Level 2	4	21	30	27	16	6
What % of the learners you are responsible for training still require training at Level 1	8	33	37	18	6	6
What % of the learners you are responsible for training still require training at Entry Level	37	44	12	9	3	0

How do you provide learning?

Legend: Entry Level, Level 1, Level 2, Level 3

Categories: Classroom, Distance Learning, Tracking System, Other Learning, Not Provided

Which of the following statements do you agree with?