

# IT Skills Pathway Annual Survey Report 2016

Winter 2016

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## 1 Executive Summary

This is the fourth year that the IT Skills Pathway Team has sent a survey to all centres that are using the IT Skills Pathway. A total of 422 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

102 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 significant need for their continued 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 97% satisfaction rate with products and services (52% of respondents were totally satisfied across all areas).
- 64% 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 2016, 422 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 **97%** satisfaction rate with products and services
- Responses were received from 102 organisations
- 64% 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: - <https://www.surveymonkey.co.uk/r/YHH9RKD>

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 422 surveys sent out, a total of 102 responses were received (24%). Further analysis shows that the highest percentage of responses (53%) 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	3
1001-2000	10
2001-5000	40
5001-10000	30
Over 10000	9
<b>Total Responses</b>	<b>102</b>

### 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	0	0%
Totally Dissatisfied	2	2%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	1	1%
Fairly Satisfied	43	45%
Totally Satisfied	49	52%

**How satisfied are you with Diagnostic Assessments**

	Score	%
N/A	11	12%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	4	4%
Fairly Satisfied	42	44%
Totally Satisfied	36	38%

New HTML 5.0 materials will remove some issues associated with assessments  
 Extensive communications sent to all centres to emphasise the technical specifications required to ensure the smooth running of the materials

**How satisfied are you with Videos**

	Score	%
N/A	19	20%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	4	4%
Fairly Satisfied	29	31%
Totally Satisfied	41	44%

Videos are not being utilised as much as anticipated  
 More communications re link with Knowledge Bank will be produced to emphasise the usefulness of videos

**How satisfied are you with Elearning**

	Score	%
N/A	3	3%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	3	3%
Fairly Satisfied	40	42%
Totally Satisfied	48	51%

New HTML 5.0 materials will remove some issues with learning  
 Extensive communications sent to all centres to emphasise the technical specifications required to ensure the smooth running of the materials

**How satisfied are you with the Knowledge Bank**

	Score	%
N/A	23	24%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	2	2%
Fairly Satisfied	26	27%
Totally Satisfied	43	45%

More communications will be produced to emphasise the effectiveness of the Knowledge Bank



**How satisfied are you with Post Learning Assessments**

	Score	%
N/A	9	10%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	5	5%
Fairly Satisfied	38	40%
Totally Satisfied	39	41%

New HTML 5.0 materials will remove some issues associated with assessments  
 Extensive communications sent to all centres to emphasise the technical specifications required to ensure the smooth running of the materials

**How satisfied are you with IT Skills Website**

	Score	%
N/A	4	4%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	5	5%
Fairly Satisfied	38	40%
Totally Satisfied	45	47%

A website refresh is planned for January-March 2017

**How satisfied are you with Tracking System?**

	Score	%
N/A	2	2%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	6%
Fairly Satisfied	44	46%
Totally Satisfied	42	44%

We continue to make regular improvements to the Tracking System based on user feedback

**How satisfied are you with User Groups?**

	Score	%
N/A	31	33%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	8	8%
Fairly Satisfied	23	24%
Totally Satisfied	31	33%

We regularly promote the twice yearly face to face user groups and these are delivered whenever they are considered viable. Bespoke meetings have also been arranged for the South West, Scotland and Northern Ireland

**How satisfied are you with Central Team Support?**

	Score	%
N/A	9	10%
Totally Dissatisfied	2	2%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	1	1%
Fairly Satisfied	31	33%
Totally Satisfied	50	53%

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

**How satisfied are you with Webinars?**

	Score	%
N/A	23	24%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	5	5%
Fairly Satisfied	28	30%
Totally Satisfied	38	40%

We have recently adopted a new approach to webinars offering individual sessions to centres rather than the “one size fits all” sessions previously delivered

**How satisfied are you with Morecambe Bay?**

	Score	%
N/A	34	36%
Totally Dissatisfied	1	1%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	5	5%
Fairly Satisfied	23	24%
Totally Satisfied	29	31%

We are currently making changes to the way in which tickets are raised and responded to. The main intention of this it to reduce the perceived “toing and froing” between centres and the support team

**How satisfied are you with Communications?**

	Score	%
N/A	1	1%
Totally Dissatisfied	2	2%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	1	1%
Fairly Satisfied	43	45%
Totally Satisfied	49	51%

We continue to send out regular communications via numerous methods  
Our database of contacts is being revised to better target communications to the correct people

## 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
<i>Dealing with faults is poor. Questions not understood or addressed. Request for further information sometimes seems just routine rather than aimed at solving the problem.</i>	<ul style="list-style-type: none"> <li>• Morecambe Bay</li> </ul>	Several communications have been sent over the past year advising centres of the information that the service desk require for incident reporting - unfortunately this information is still frequently missing from tickets raised. To remedy this, we are currently implementing a new method of reporting incidents via our ticket system that will require centres to populate boxes with the information required by the service desk. It is anticipated that this will greatly reduce the perceived “toing a froing” of ticket comments currently experienced.
<i>Nothing major, I just find the site a bit clunky to navigate around in general, which to be honest is more of a personal preference than anything particularly wrong with it.</i>	<ul style="list-style-type: none"> <li>• Tracking System</li> </ul>	Any specific suggestion to improve the efficiency of the Tracking System is considered via our suggestions log.
<i>Frustrated with responses when tickets raised with MBay. Feels like I'm asked for lots of information going back and forth.</i>	<ul style="list-style-type: none"> <li>• Morecambe Bay</li> </ul>	Several communications have been sent over the past year advising centres of the information that the service desk require for incident reporting - unfortunately this information is still frequently missing from tickets raised. To remedy this, we are currently implementing a new method of reporting incidents via our ticket system that will require centres to populate boxes with the information required by the service desk. It is anticipated that this will greatly reduce the perceived “toing a froing” of ticket comments currently experienced.
<i>We were assured at the outset that we would be able to connect our LMS but this didn't happen. Also issues with running Shockwave on modern browsers.</i>	<ul style="list-style-type: none"> <li>• Tracking System</li> <li>• Learning Materials</li> </ul>	The LMS in question is Kallidus. We have held a number of WebEx meetings with the centres in the South West concerned and the provider. We are currently waiting on a response from Kallidus as to whether APIs now work on their system (we believe that they do) before we can make further progress.

Comment	Category	Action Taken
		It has been explained to the centre that we have now released a number of courses that don't require Adobe Shockwave and that all future courses will utilise HTML5.0. This has also been communicated in our monthly bulletins whenever a new course has been published.
<i>The main improvement we'd like is to be able to customise assessments to match customised courses</i>	<ul style="list-style-type: none"> <li>• Post Learning Assessments</li> </ul>	This is resolved by use of the new CMS system. A WebEx has been arranged with the centre in question to provide training that will remedy this.
<p><i>Generally a very good service and good website. However the tracking system area of the website can sometimes log you out without prior warning even if you have been constantly working on it.</i></p> <p><i>We have an ongoing issue with some of our learners in areas of North Shropshire who simply can't access anything on the programme. It was eventually concluded that it was down to slow internet/broadband speeds as it was not saving progress or could not load learning/diagnostics/post learning assessments at all</i></p>	<ul style="list-style-type: none"> <li>• Tracking System</li> </ul>	It is unfortunate that some remote parts of the country still experience problems with lack of adequate broadband access. The Department for Culture, Media and Sport is addressing this issue via its Superfast Broadband Programme <sup>1</sup> .
<i>It is a shame that we cannot have a local user group due to numbers - although I fully appreciate that this is down to the training leads rather than yourselves.</i>	<ul style="list-style-type: none"> <li>• User Groups</li> </ul>	We agree it is unfortunate that the lack of attendees have made user groups unviable in some areas. We will continue to schedule user groups in these areas and wherever tenable they will be delivered.
<i>The post learning assessments could be revamped a little. The feedback is poor</i>	<ul style="list-style-type: none"> <li>• Post Learning Assessments</li> </ul>	This relates to a specific Excel question and we provided the centre in question with a video demonstration of how to correctly complete the assessment.

<sup>1</sup> More details available at [www.gov.uk/guidance/broadband-delivery-uk](http://www.gov.uk/guidance/broadband-delivery-uk)

## 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 (4875 staff<sup>2</sup>) 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 Entry Level

	Score	%
0-10%	43	48%
11-25%	30	33%
26-50%	10	11%
51-75%	4	4%
76-90%	1	1%
91-100%	2	2%

### What % of the learners you are responsible for training still require training at Level 2

	Score	%
0-10%	14	15%
11-25%	16	18%
26-50%	27	30%
51-75%	23	25%
76-90%	8	9%
91-100%	3	3%

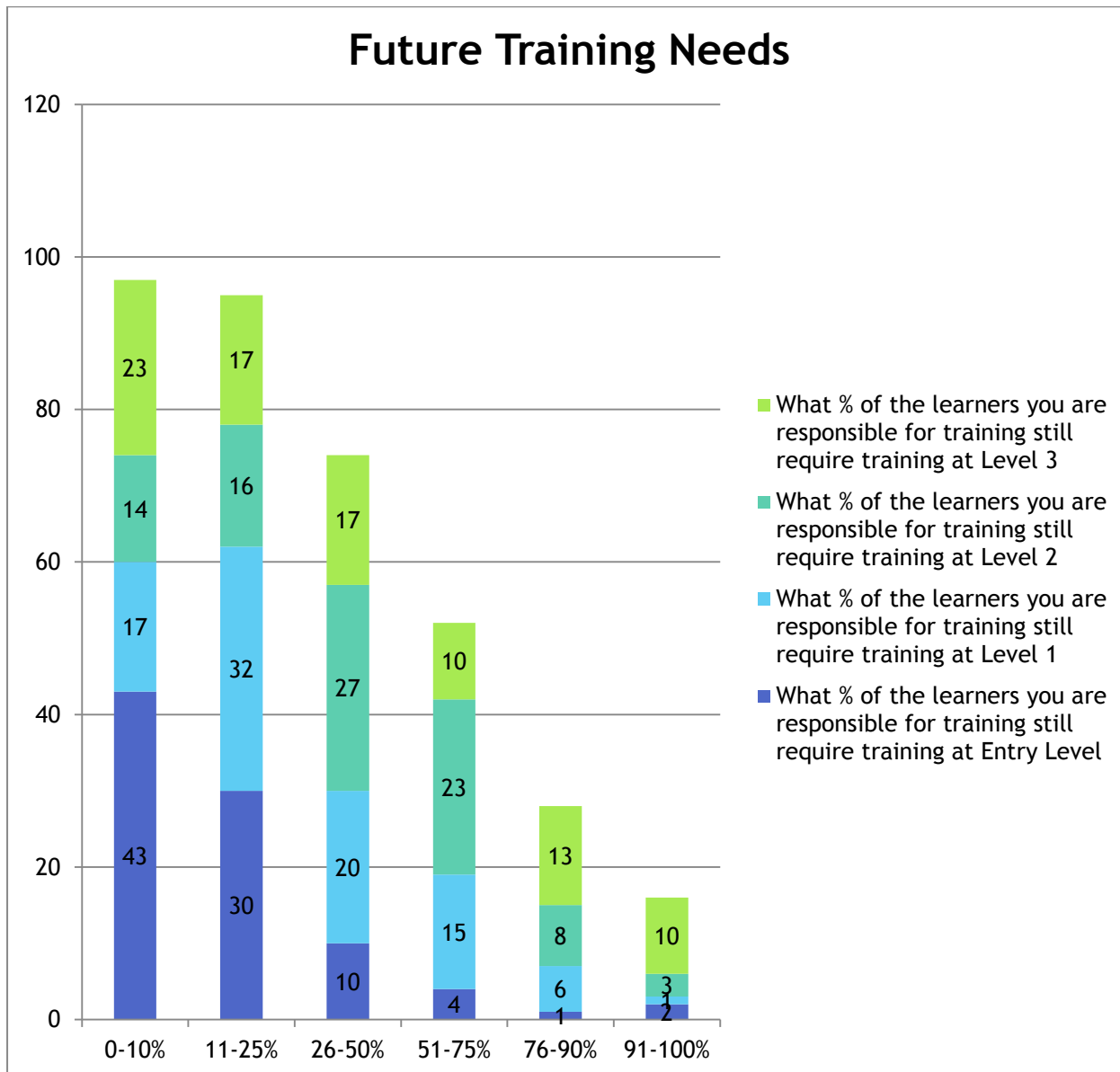
### What % of the learners you are responsible for training still require training at Level 1

	Score	%
0-10%	17	19%
11-25%	32	35%
26-50%	20	22%
51-75%	15	16%
76-90%	6	7%
91-100%	1	1%

### What % of the learners you are responsible for training still require training at Level 3

	Score	%
0-10%	23	26%
11-25%	17	19%
26-50%	17	19%
51-75%	10	11%
76-90%	13	14%
91-100%	10	11%

<sup>2</sup> Average based on 102 organisations with a combined total of 497,250 staff (at mid-point on each scale) = 4875 staff per organisation.

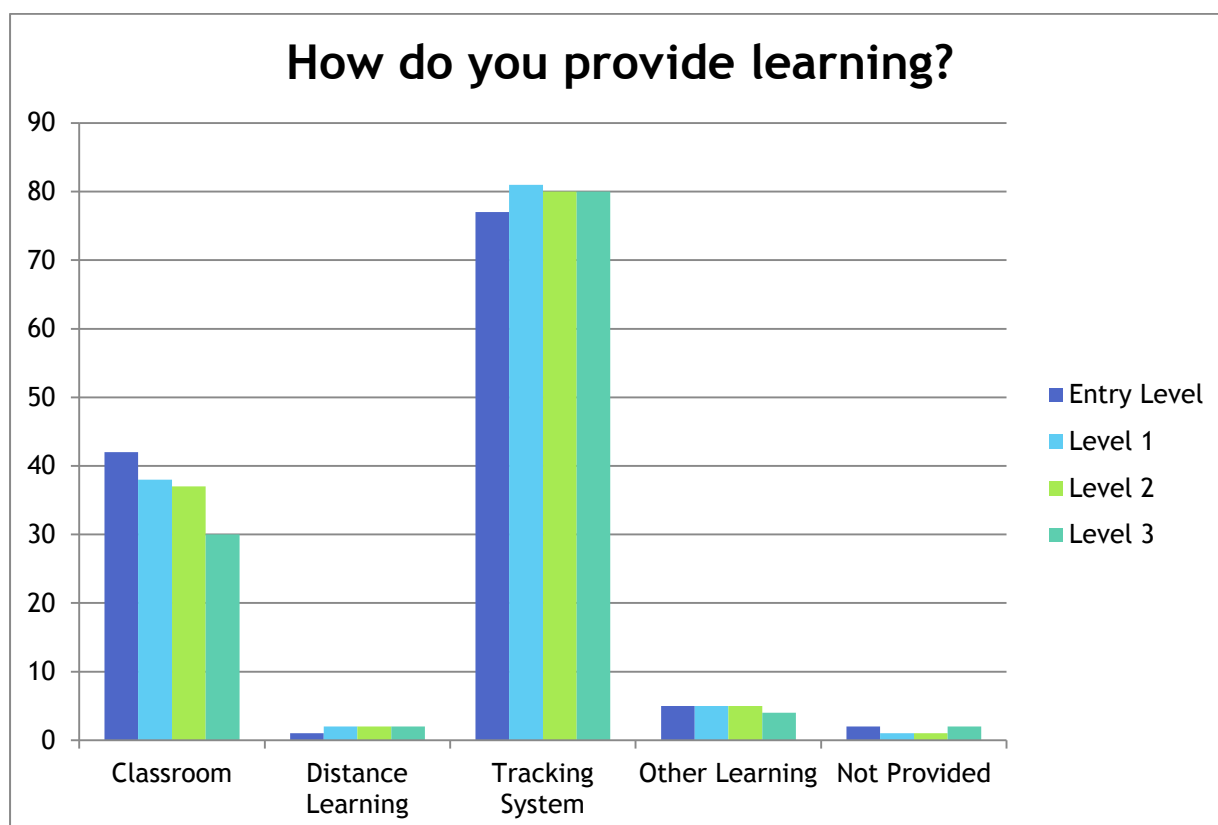


The above chart demonstrates that there is still a considerable need to provide staff with basic, digital literacy level skills. Although the need has diminished slightly in the past year, it should be noted that most of these responses come from organisations that have been using our products for a 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 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 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 - more face to face for entry level learning being the slight exception.





## 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>	27
<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>	51
<i>My organisation provide me with funding for external elearning development for MS Office and essential IT Skills</i>	4
<i>We would be interested in hosting existing elearning on the Tracking System</i>	26
<i>My organisation does not provide any funding for developing our own elearning provision for MS Office and essential IT Skills</i>	56
<i>We would be interested in developing new elearning that could be hosted on the Tracking System</i>	29
<i>Having a central team to assist us with the use of the IT Skills Pathway products is essential</i>	67
<i>Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it</i>	61
<i>My organisation would not fund an alternative IT training programme</i>	48
<i>Being able to network with other centres is important</i>	54
<i>If there was no central provision, we would fund our own programme instead</i>	8
<i>We like knowing that we work to a national standard</i>	75
<i>Local standards are more important than 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>	37
<i>We would like to know more about the Content Management System (CMS) for hosting our own elearning</i>	27
<i>We would like to know more about the Content Creator elearning application for developing our own elearning</i>	42

## 6 Appendix 1

