

IT

Can you measure IT? The UK experience of TechQual+

Ian Hall, Jessica Stephens and Sarah Kennedy
University of York

22 July 2013

Background

- University of York est. 1963, around 15,000 students
- Now part of the Russell Group – group of 24 leading UK universities
- IT Services – part of the Information Directorate, a converged service comprising Library, IT and Archives
- Our services include – infrastructure, enterprise systems, network as well as IT support and training.



Why TechQual?

- Previously ran in-house IT surveys. The last one was in 2008
- Ability to tailor questions to our institution
- Time consuming to conduct and analyse results
- The Library have been using LibQUAL since 2004
- Use of standard tool for benchmarking
- Strong data analysis and reporting
- Free!



Conducting the survey

- Approved with internal Quality Group
- Agreed with University SMG
- Small project team formed
- Testing of the online survey tool
- Comparison of questions with 2008 survey
- Drafting of local questions
- Marketing
- Survey ran 28 Nov – 19 Dec 2011



www.techqual.org

DEMONSTRATION



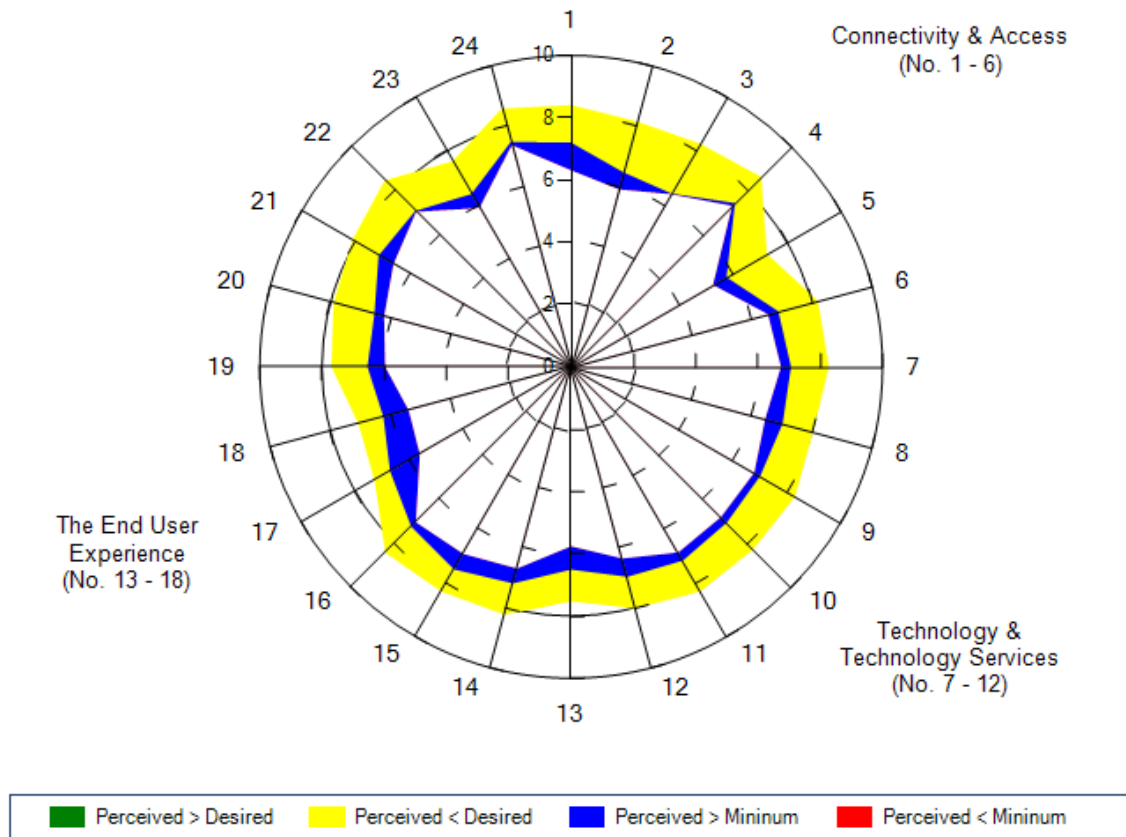
Results

- Total respondents = 1,888
- Total response rate = 10.45%
- Total comments received = 2,855

- In comparison, Library survey 2011 received 1,865 responses



Results



Analysis

- Report provided by TechQual
- Areas identified for improvement
- Areas where we are meeting user needs
- Working with Head of IT Services, produced an action plan based on results
- Benchmarking



Reflections

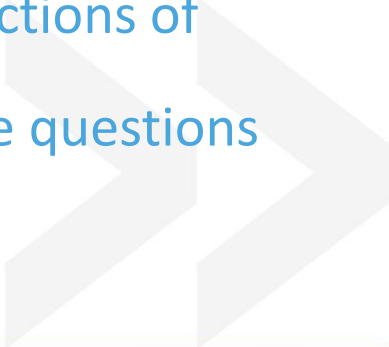
- Language used in the tool
- No department or discipline data
- Misunderstanding of some of the questions
- UK Data Protection Act requirements

“Too long and too many similar questions.”

“Thanks for asking for staff opinions.”

“I think this survey is a good idea, hopefully it can become a regular event.”

“The layout and instructions of this questionnaire are complicated, and some questions are a bit vague.”



Plans for the future

- Recent changes to the survey tool
- Plan to run the survey again in autumn this year



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Questions

ian.hall@york.ac.uk

jessica.stephens@york.ac.uk