

We would like to thank all who took part in our publications customer survey during November 2011. The purpose of this survey was to obtain feedback on the views and experiences of our users to help shape our future publications strategy.

The results of the survey are displayed below. Comments have been summarised and appear beneath the relevant question.

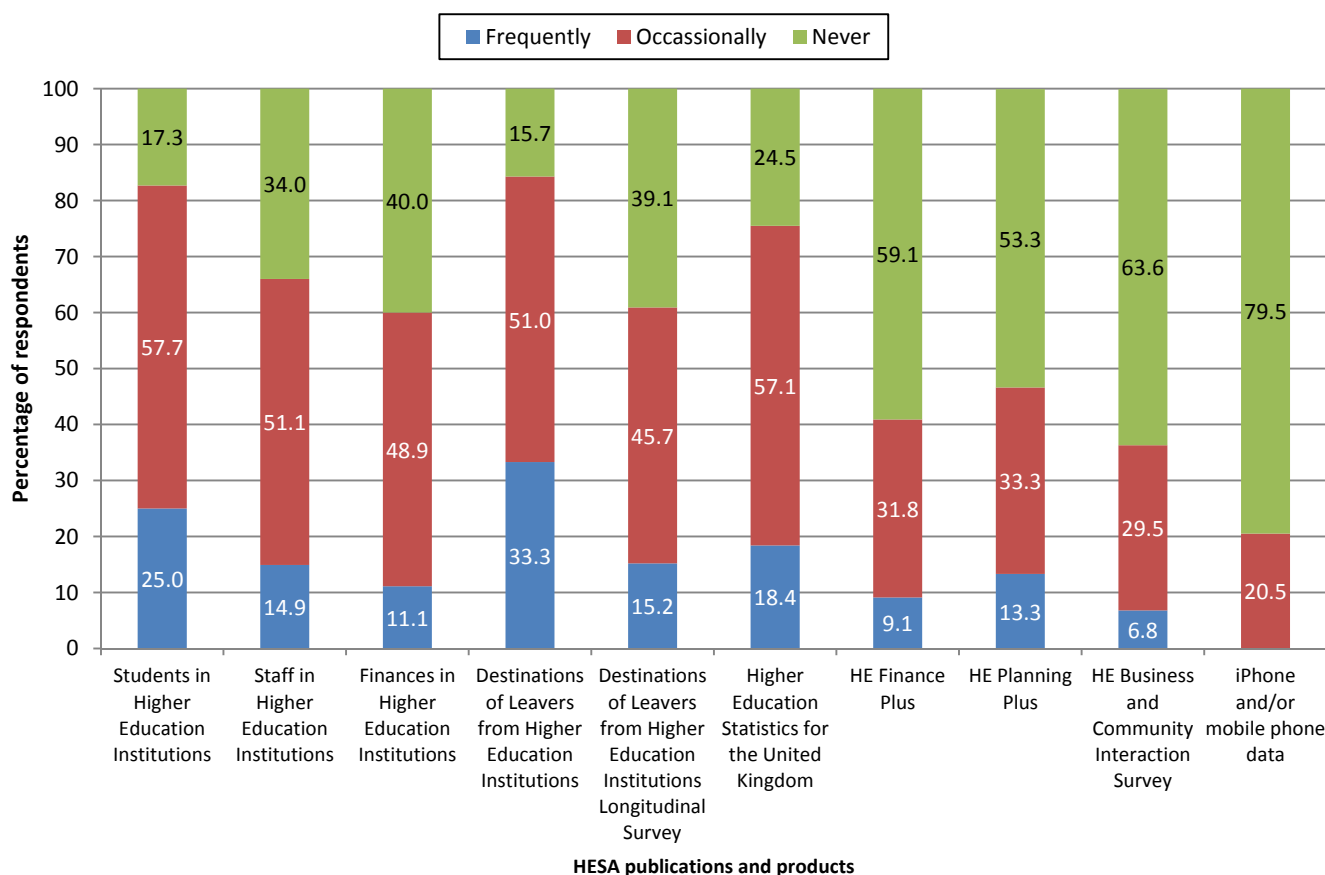
If you would like to discuss any of these results please contact Rachel Horsfall, Publishing Manager via rachel.horsfall@hesa.ac.uk

Survey Results

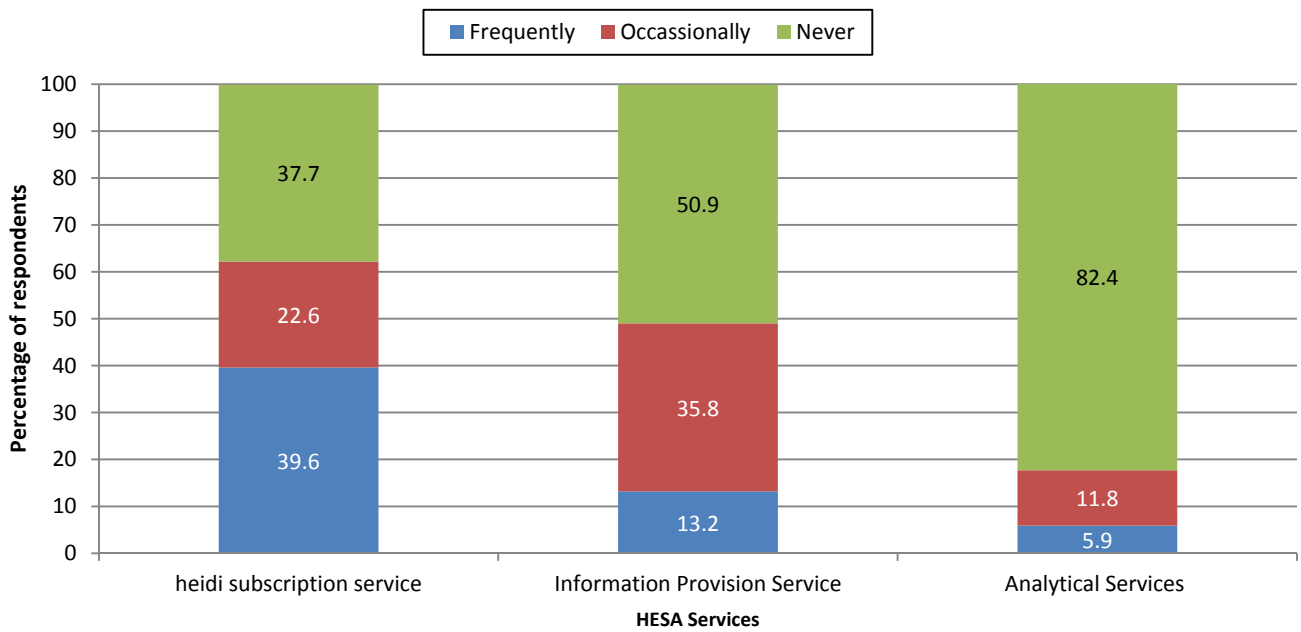
Number of respondents: 60
 Total survey population: 836
 Response rate: 7.2%
 Launch date: 03 November 2011
 Close date: 25 November 2011

Publications

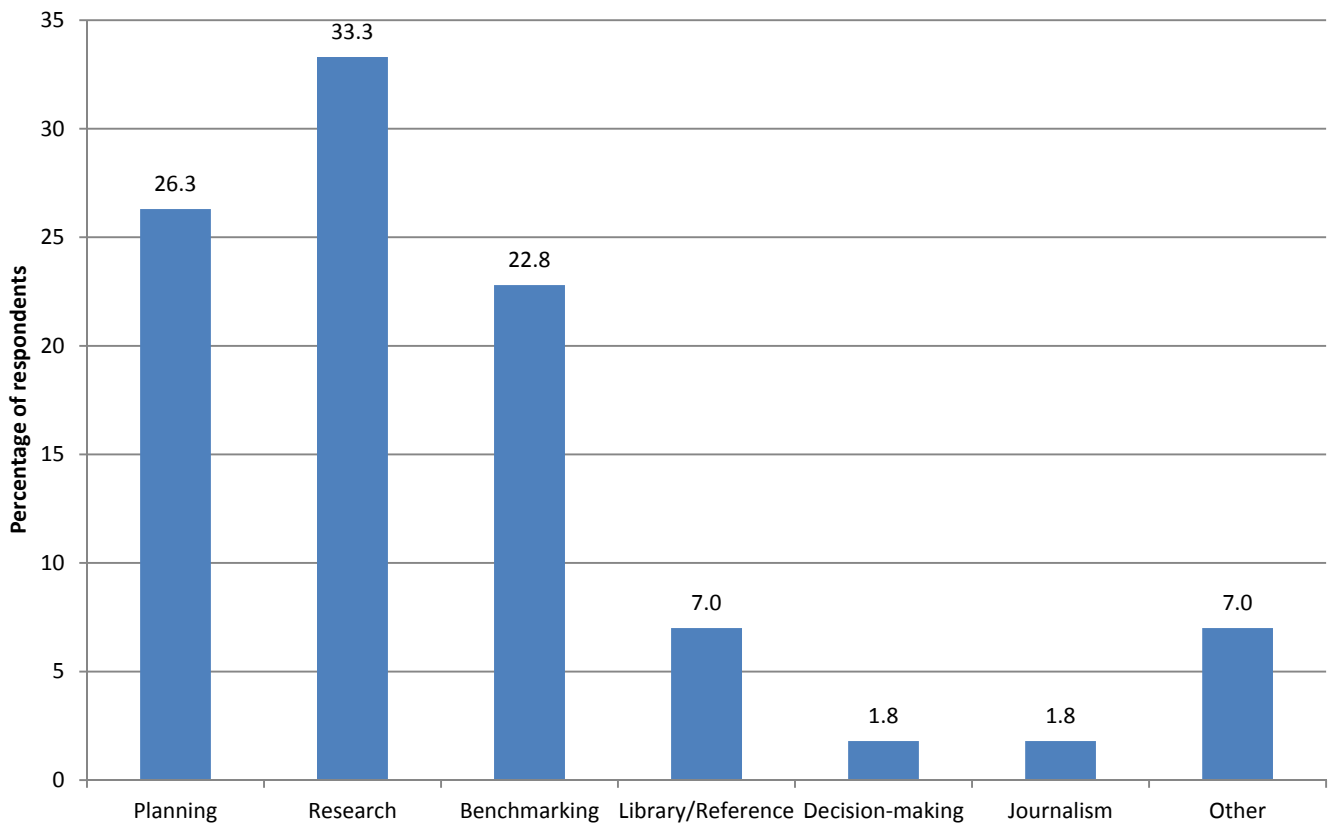
1. Which HESA publications and products do you use and how often? (Tick all that apply)



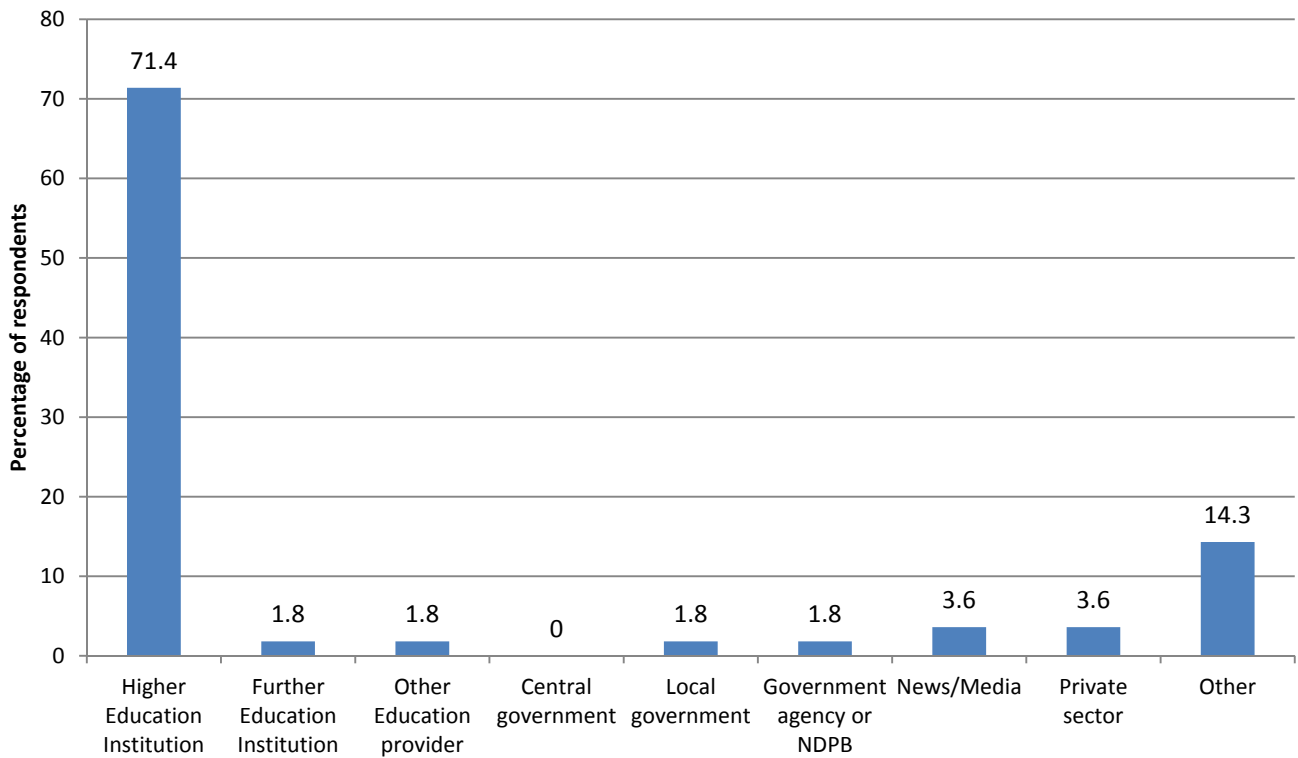
2. Do you use any of the following HESA services? (Tick all that apply)



3. What do you mainly use HESA statistics for?



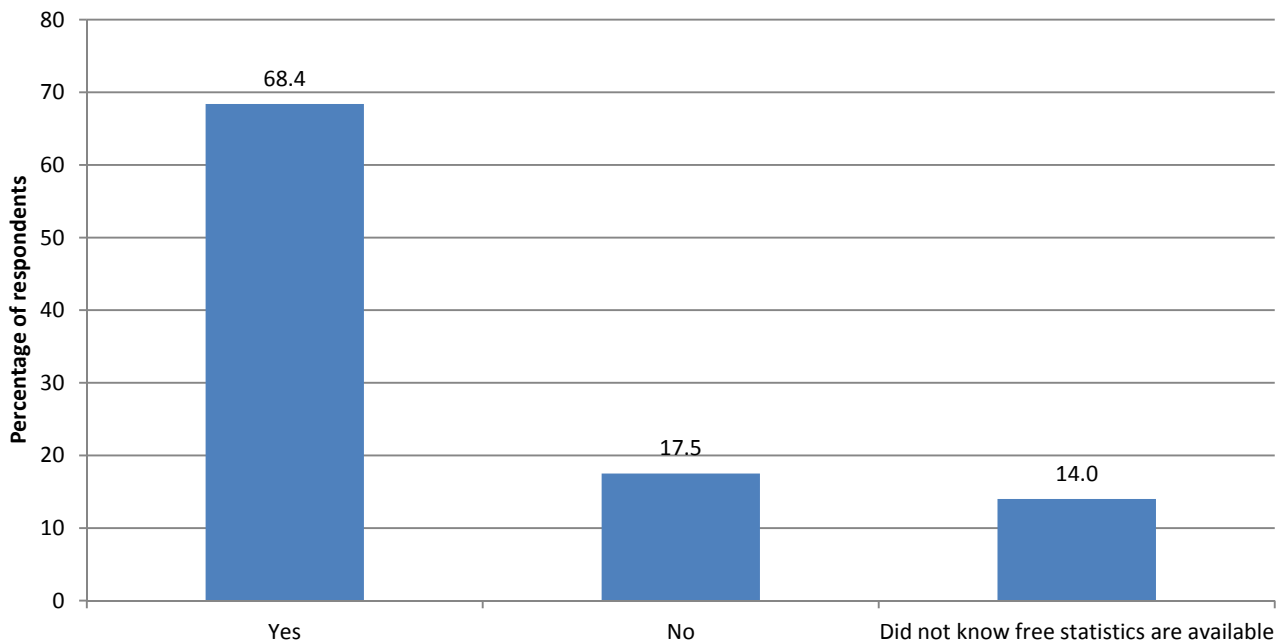
4. What type of organisation do you represent?



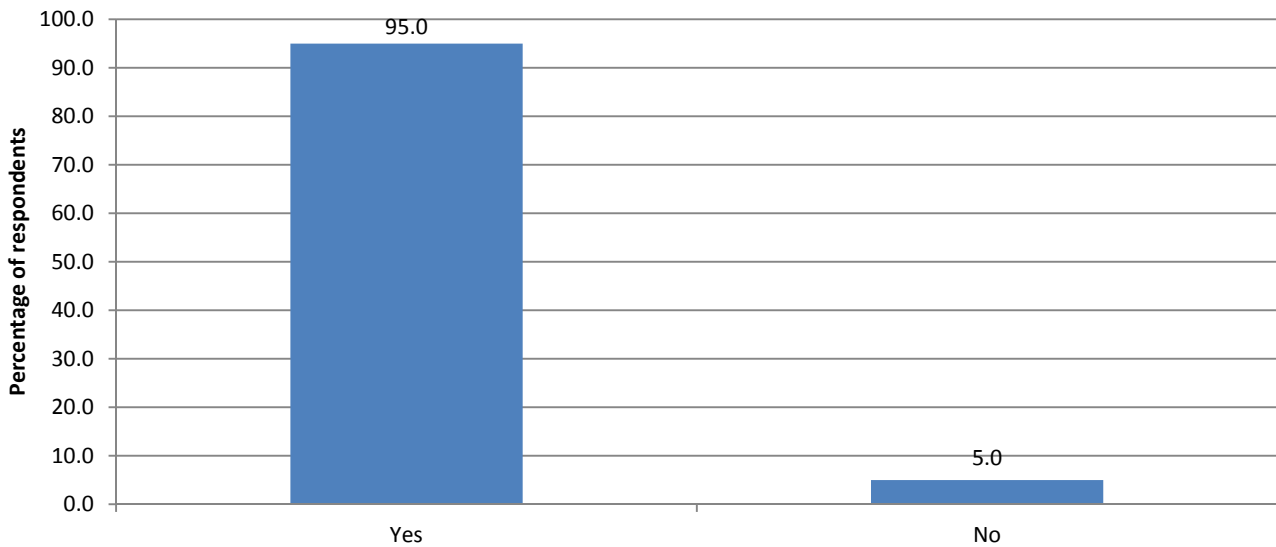
Other responses:

- Educational charity
- Publishing
- Trade union

5. Do you use the HESA website to access free statistical data (<http://www.hesa.ac.uk/stats>)?



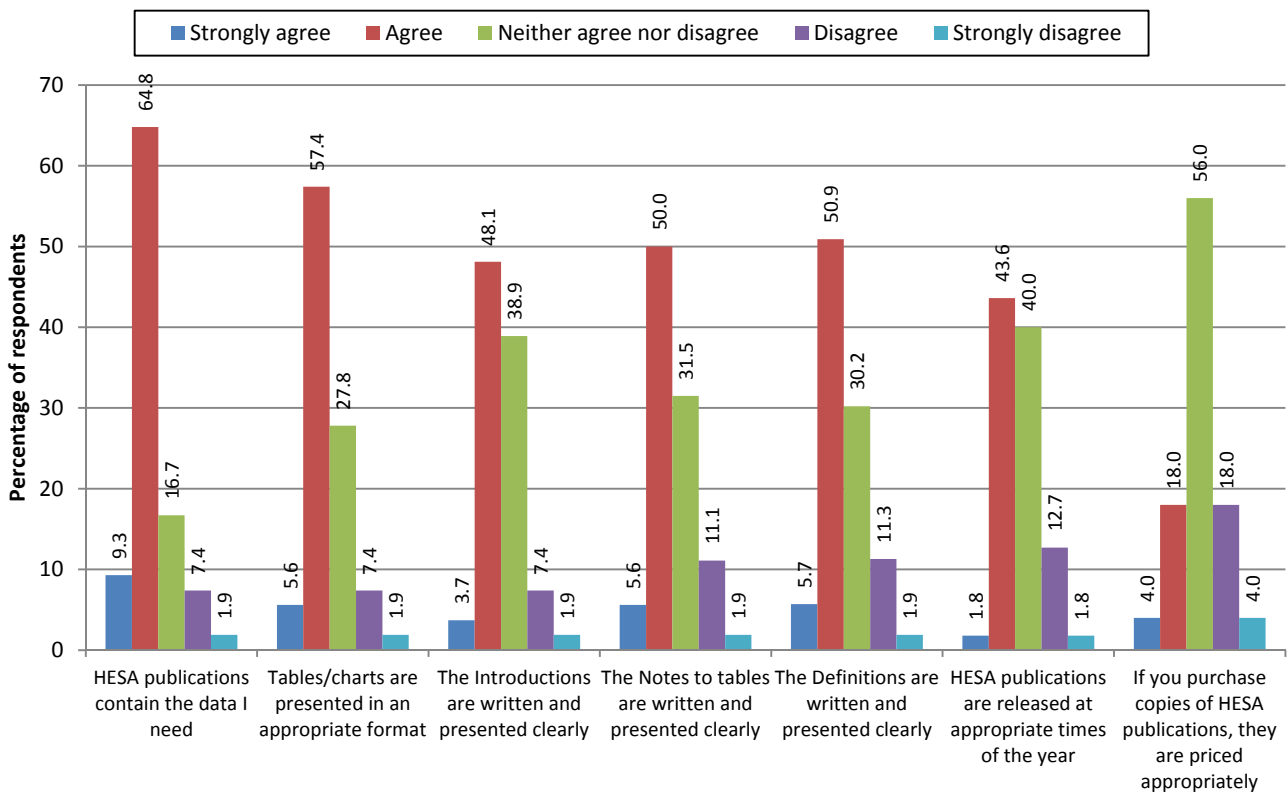
6. If yes, are the free statistics useful?



a. Are there any ways in which you would like to see them improved? (Summary of comments)

- To be able to download excel data as pivot tables.
- Would like all data on destinations to be made publicly available.
- Would like more statistics to be free!

7. Thinking about HESA publications in general, please indicate to what extent you agree with the following statements:



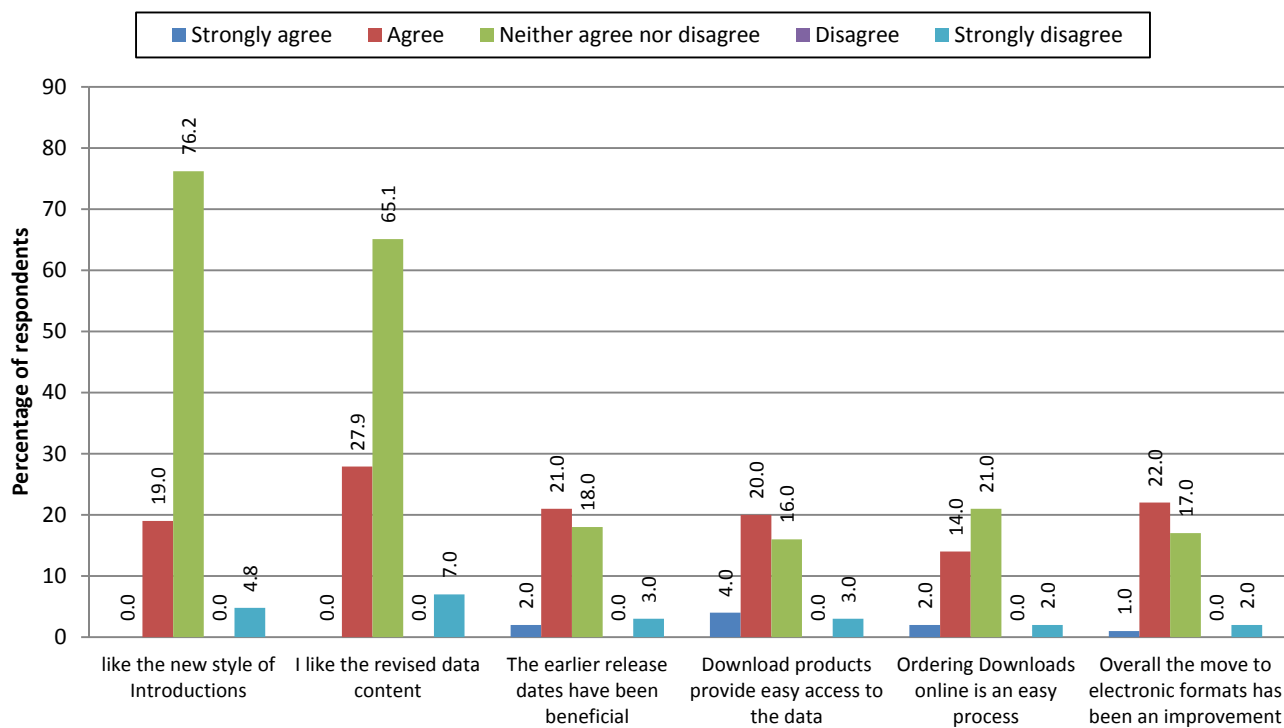
8. If you answered 'Strongly disagree' to any of the statements above, please provide more detail. (Summary of comments)

- HESA publications contain the previous years' data, with the HE market condition changing we need more up-to-date data to inform decisions
- More tables with institutional data.
- Data to be released earlier

9. Do you have any other comments in relation to question 7? (Summary of comments)

- Subsets of data cross-tabbing beyond current provision would be useful in monitoring trends.
- More free statistics.
- It would be useful if the figures were available earlier.
- Have a collective data definitions look up online facility.

10. Thinking specifically about 2011 download publications, please indicate to what extent you agree with the following statements?



11. If you answered 'Strongly disagree' to any of the statements above, please provide more detail.

(Summary of comments)

- None.

12. Do you have any other comments in relation to question 10? (Summary of comments)

- HESA should offer equivalent downloads for all their earlier publications.

13. If you had the opportunity to make three improvements to HESA publications, what would they be?

(Summary of comments)

- Make electronic versions available through HEIDI to HEIs.
- More up-to-date data.
- Open access to all data.

14. Are there any other comments you would like to make about HESA publications? (Summary of comments)

- From my experience the staff are very knowledgeable and helpful.
- On the download publications, it would be useful to have a reminder email if no downloads have been made.