

## HEIDI STAKEHOLDER GROUP

TUESDAY 28TH FEBRUARY 2017 11:00 – 2:30PM  
HESA, 95 PROMENADE, CHELTENHAM

HSG\_17\_01\_02

## HEIDI PLUS USER SURVEY (AMENDED TO REFLECT CHANGES AGREED AT MEETING)

The last heidi User Survey took place in June 2015. Heidi Plus has now been live for 14 months, with 85% of higher education providers now actively using the service. It is timely to now undertake the first survey for the new service to acquire feedback on its impact, usage and how the service can be improved.

A draft survey has been prepared. This aims to cover some questions from the last survey for comparative purposes (shown with a \* below) in addition to a range of new questions gathering information on how the service could be improved.

We would invite the group to comment on this draft, in addition to suggesting any new questions that could be added. We are aiming for the survey to be sent to current Heidi Plus user's week commencing 27 March 2017.

## HEIDI PLUS USER SURVEY 2017

### WELCOME

Welcome to the Heidi Plus User Survey 2017. As a Heidi Plus user we would be grateful if you could take time to complete our short survey to evaluate customer satisfaction of the Heidi Plus service and to seek your feedback on the future development of the service.

The survey will take no more than 10 minutes to complete and none of the questions are mandatory.

Results from the survey will be published on the HESA website in May 2017.

### ABOUT YOU

To help us analyse the data collected within this survey, please could you answer the following questions about yourself.

#### 1. Which organisation do you work for? \*

**2. What department do you work in at your organisation? \***

- |   |  |
|---|--|
| <input type="checkbox"/> An academic department | <input type="checkbox"/> Information services          |
| <input type="checkbox"/> Admissions             | <input type="checkbox"/> Marketing                     |
| <input type="checkbox"/> Careers                | <input type="checkbox"/> Planning                      |
| <input type="checkbox"/> Development            | <input type="checkbox"/> Registry                      |
| <input type="checkbox"/> Estates                | <input type="checkbox"/> Research services             |
| <input type="checkbox"/> Finance                | <input type="checkbox"/> Student services              |
| <input type="checkbox"/> General administration | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Human resources        |  |

**3. What is your Heidi Plus role?**

- ☐ Gold ☐ Silver ☐ Bronze ☐ Lead Contact ☐ Don't know

**4. If you are a Lead Contact, how many hours per month do you spend supporting users? \***

- ☐ 3 hours or less  
☐ 3-6 hours  
☐ 6-10 hours  
☐ 10 hours or more

**5. If you are not a Lead Contact do you know the contact details of at least one of the Lead Contacts at your organisation? \***

- ☐ Yes ☐ No ☐ Don't know

**6. Would you consider yourself a data specialist? \***

- ☐ Yes ☐ No ☐ Don't know

**7. Were you a user of heidi (the service that is being replaced by Heidi Plus)?**

- ☐ Yes ☐ No ☐ Don't know

**YOUR USE OF HEIDI PLUS**

This next section looks at how you use Heidi Plus within your current role.

**8. On average, how many times a month do you use Heidi Plus? \***

- ☐ Less than once  
☐ 1-5 times  
☐ 6-10 times  
☐ More than 10 times

**9. How do you feel about the following statements? \***

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	N/A
1. I think Heidi Plus is intuitive to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Using Heidi Plus saves me time sourcing and analysing data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. By using Heidi Plus my knowledge and understanding of HE statistics has increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Heidi Plus has reduced my requirement for HESA publications or bespoke data requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I would recommend Heidi Plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Heidi Plus is an improvement on the previous heidi service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. What do you predominantly use Heidi Plus for? (pick up to three options) \***

- ☐ Academic research
- ☐ Financial benchmarking
- ☐ General research for my Organisations
- ☐ Internal Quality Assurance
- ☐ Market research
- ☐ Performance benchmarking
- ☐ Other (please specify):

## 11. Which of the following areas of Heidi Plus functionality do you use?

		Frequency			
		Frequently	Occasionally	Never	Don't know about it
a.	HESA Dashboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Content within the Support Centre (such as the Release Schedule and training materials)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Using the Shared workbook area to exchange work between yourself and colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Creating your own data tabulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Creating your own visualisations or dashboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Blending two or more data sources within a workbook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Creating your own calculated fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 12. Is there any functionality not currently available within Heidi Plus that you think would improve your use of the service?

## 13. What do you think are the most significant benefits that Heidi Plus delivers for your organisation?

## HEIDI PLUS DATA

This next section looks at your use of Heidi Plus data.

## 14. Which of the following datasets in Heidi Plus do you use? \*

		Frequency			
		Frequently	Occasionally	Never	Don't know about it
h.	HESA Student	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	HESA Student Qualifiers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	HESA Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	HESA Destination of Leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	HESA Finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- |                                   |                          |                          |                          |                          |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| m. HESA Key Financial Indicators  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. HESA HE-BCI Survey             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. HESA Estates Management Record | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p. HESA Performance Indicators    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| q. HESA Student Staff Ratios      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| r. Institutional Profile data     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**15. What improvements would you like to see to any of the above datasets? \***

**16. What datasets (HESA or non-HESA) not currently available in Heidi Plus would you find useful to be included? \***

**17. Do you use a Business Intelligence system in addition to, or alongside Heidi Plus, and if so what type? (select all that apply) \***

- ☐ Custom built application
- ☐ Dynistics Active Dashboards
- ☐ IBM Cognos
- ☐ Kellerton
- ☐ Microsoft Power BI
- ☐ Qlikview
- ☐ SAP
- ☐ SAS
- ☐ Tableau
- ☐ Not applicable
- ☐ Other (please specify):

## HEIDI PLUS API

The predecessor of Heidi Plus (heidi) included an Application Programming Interface (API). Such a service is yet to be developed for Heidi Plus.

**18. Do you have a requirement for an automated data transfer from Heidi Plus?**

- ☐ Yes ☐ No ☐ Don't know

## SUPPORT AND TRAINING

The next section asks questions about the support you have received from HESA, and Heidi Plus training.

**19. If you have contacted the Heidi Plus support service at HESA, please provide your view of the following statement: “I am satisfied with the response(s) received in relation to the...” \***

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	N/A
1. Timeliness of initial response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Helpfulness of the HESA contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Overall outcome of your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**20. How could the Heidi Plus support service be improved?**

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	N/A
1. More training exercises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstration videos showing how to use key functionality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. More guidance on how to use specific data sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Other (please specify)						

**21. How could the Heidi Plus service appeal to a wider range of staff roles at your organisation? \***

**22. In relation to your work are there any business questions you would like to be able to answer using Heidi Plus, which you currently cannot? If so, please write the business question/s below? \***

**23. Would you be interested in playing a part in Analytics Lab? Formerly named Heidi Labs, it's a collaborative project with Jisc, HESA and HE-provider-based colleagues. Teams spend three months creating new data dashboards to answer pressing business questions, drawing on HESA and other data sources. If you'd like to find out more, please enter your name and email address below: \***

**24. Are there any further comments you would like to make regarding Heidi Plus? \***

Thank you for taking the time to complete this survey.