

**heidi Stakeholder Group**  
Wednesday 5<sup>th</sup> March 2014  
**The George Hotel, Cheltenham**

## **Service levels, training and usage statistics**

**HSG/14/01/05**

### **1. Subscriptions**

#### **HE Institutions**

heidi is now available to all HE institutions as part of their annual HESA subscription. Please note following designation as an independent HEI, Liverpool School of Tropical Medicine now subscribes to heidi.

#### **Approved stakeholders with heidi accounts as at 6<sup>th</sup> February 2014**

1994 Group  
British Universities Finance Directors Group  
Department of Employment and Learning Northern Ireland  
ECU  
Engineering Professors Council  
EPSRC (to include Research Councils UK)  
GuildHE  
The Higher Education Academy  
HEFCE  
HEFCW  
National Union of Students  
QAA  
The Russell Group Executive  
Scottish Funding Council  
Society of College, National and University Libraries (SCONUL)  
SUMS  
UCAS  
UNIAC  
Universities UK

## 2. System usage statistics

| Statistic   | 1 Jan - 31 Mar 2008 | 1 Jan - 31 Mar 2009 | 1 Jan - 31 Mar 2010 | 1 Jan - 31 Mar 2011 | 1 Jan - 31 Mar 2012 | 1 Jan - 31 Mar 2013 | 1 Apr - 30 Jun 2013 | 1 Jul - 30 Sept 2013 | 1 Oct - 31 Dec 2013 |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------|---------------------|
| Number of HE institution owned (incl. HE institution user owned) <b>reports</b> created and saved in period** | 1588                | 2110                | 2500                | 2453                | 2831                | 2496                | 3098                | 2655                 | 2040                |
| Number of report views by HEI users in the period ( <i>distinct reports</i> ) ***                             | 19665<br>(3602)     | 24024<br>(3522)     | 26197<br>(3902)     | 23000<br>(3780)     | 22011<br>(3571)     | 23670<br>(3103)     | 29490<br>(3583)     | 24124<br>(2679)      | 21656<br>(2289)     |
| Number of report downloads by HE users to excel in the period ***   | 3245                | 4637                | 5523                | 5920                | 8991                | 9349                | 13443               | 12338                | 10633               |
| Number of report downloads by HE users to xml in the period ***   | 36                  | 31                  | 33                  | 25                  | 51                  | 38                  | 76                  | 44                   | 35                  |
| Number of HE institution owned (incl. HE institution user owned) <b>patterns charts</b> created in period *** | -                   | 178                 | 146                 | 104                 | 250                 | 272                 | 173                 | 27                   | 120                 |
| Number of HE institution owned (incl. HE institution user owned) <b>other charts</b> created in period ***    | 35                  | 47                  | 61                  | 38                  | 118                 | 33                  | 15                  | 47                   | 10                  |
| Number of HE Institution owned charts downloaded to PowerPoint in the period ( <i>distinct charts</i> )**     | 9                   | 137<br>(89)         | 127 (60)            | 73 (46)             | ****                | ****                | ****                | ****                 | 59<br>(48)          |
| Number of HE institution owned (incl. HE institution user owned) <b>groups</b> created in period              | 174                 | 232                 | 247                 | 154                 | 213                 | 149                 | 214                 | 133                  | 136                 |
| Number of HE Institution Users (administrators and normal users) created in period                            | 274                 | 253                 | 274                 | 188                 | 235                 | 240                 | 243                 | 188                  | 201                 |
| Number of HEI users active* in the period   | 533                 | 645                 | 760                 | 830                 | 1048                | 1109                | 1127                | 1074                 | 1096                |
| Number of Public users active* in the period  | 125                 | 67                  | 92                  | 126                 | 112                 | 89                  | 96                  | 99                   | 58                  |

\* An active user is a user that has logged into heidi at least once

\*\* One download may contain multiple charts

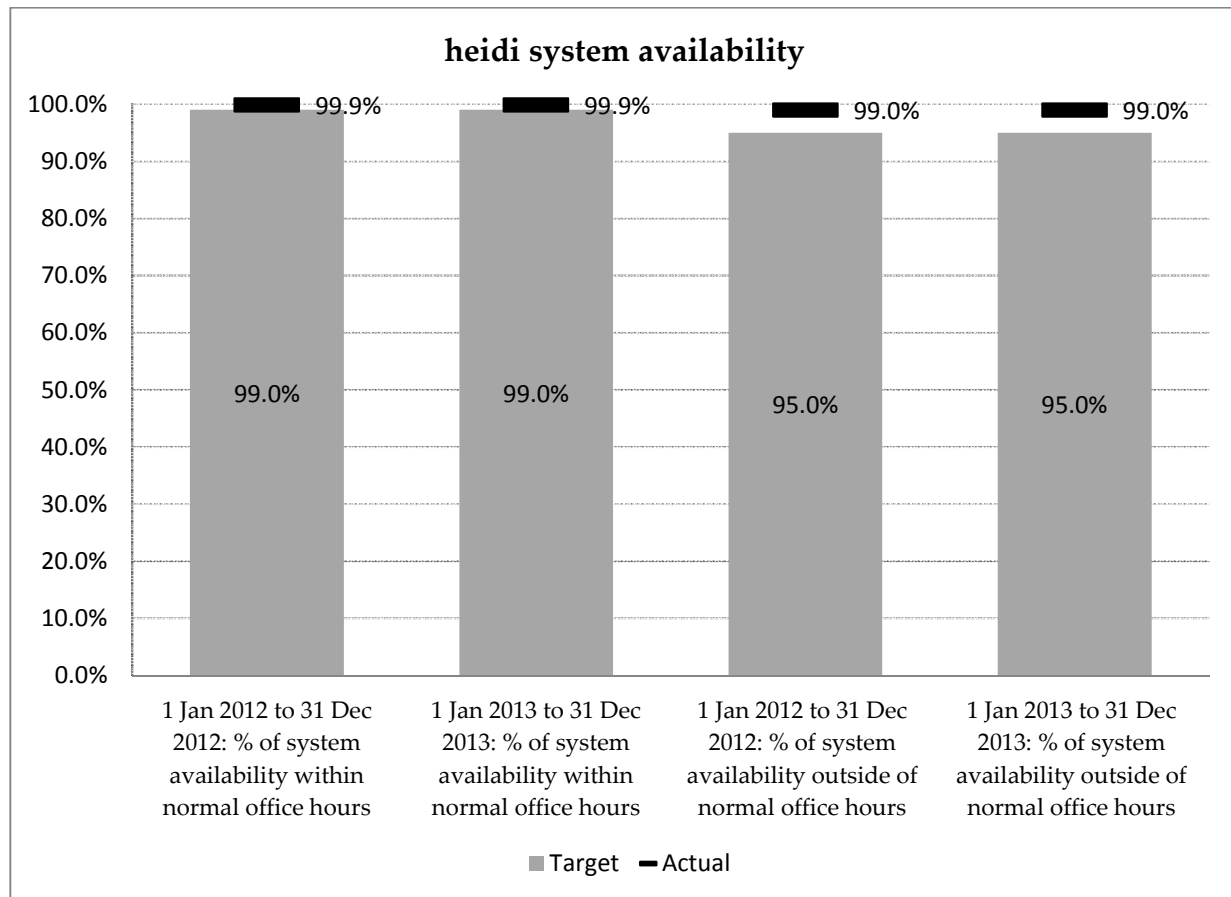
\*\*\* Following the release of heidi 4 it is now possible to view and download reports and charts without saving them first. Reports that are viewed and not saved are excluded from these figures from 7 March 2011 onwards

\*\*\*\* There was an issue with the recording of chart downloads to PowerPoint between late January and mid-August 2013

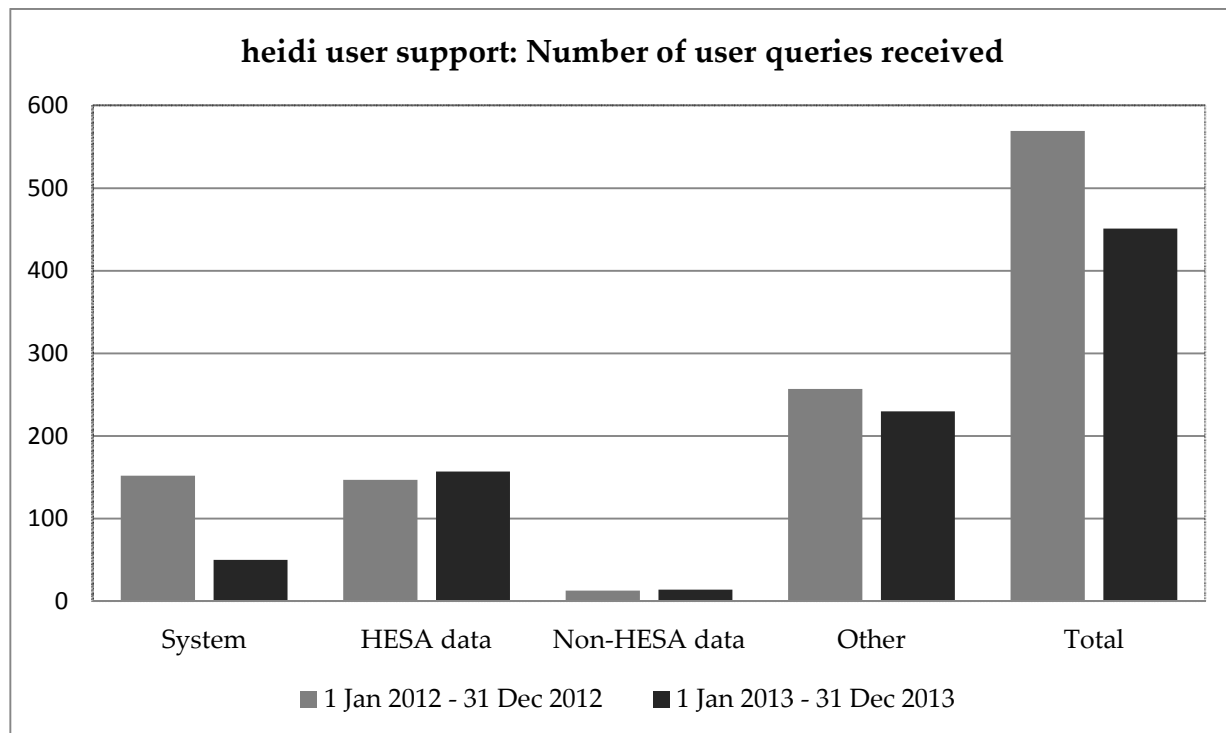
### 3. Performance against Service Standards

The heidi Service level agreement contains a number of performance standards. This section reports on progress against these standards for the rolling year 1 January 2013 to 31 December 2013, with the previous year's performance provided for comparison purposes;

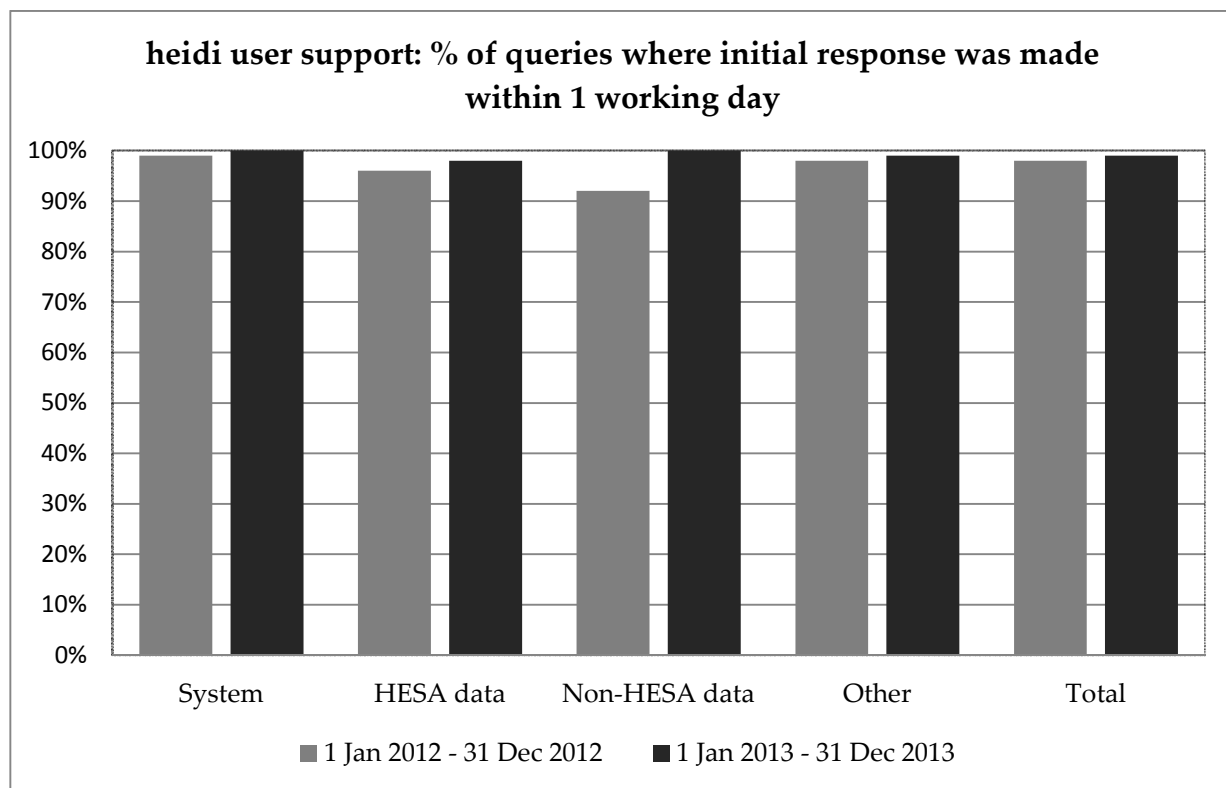
#### 3.1 System availability



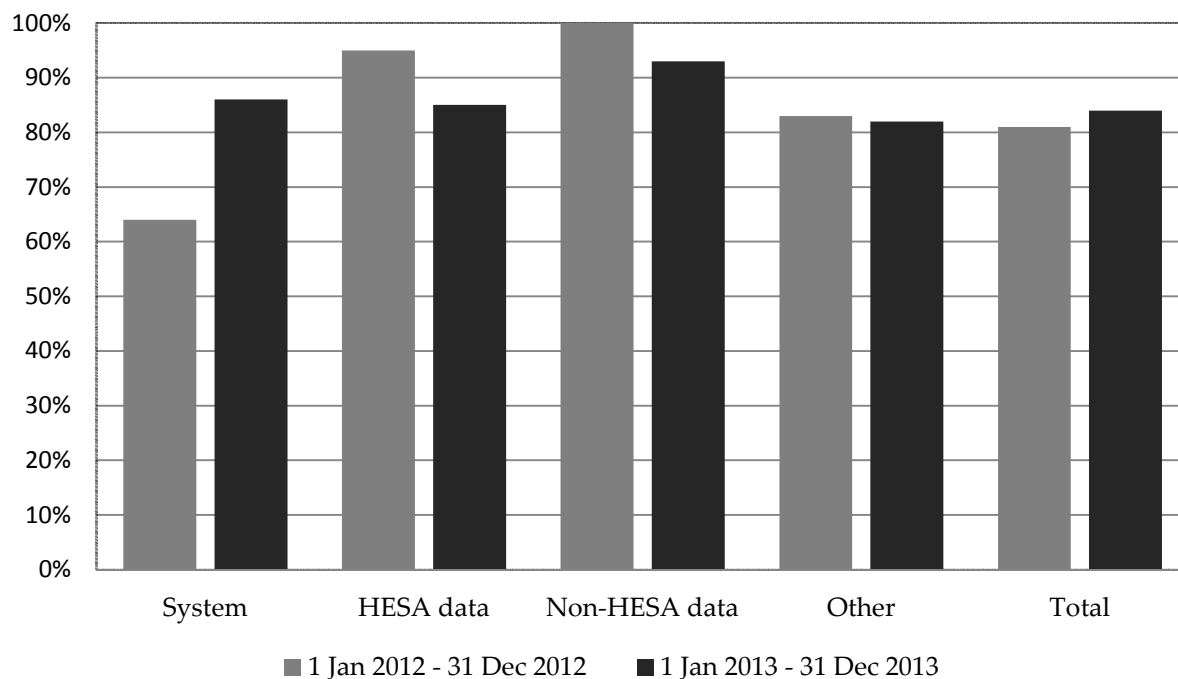
### 3.2 User support



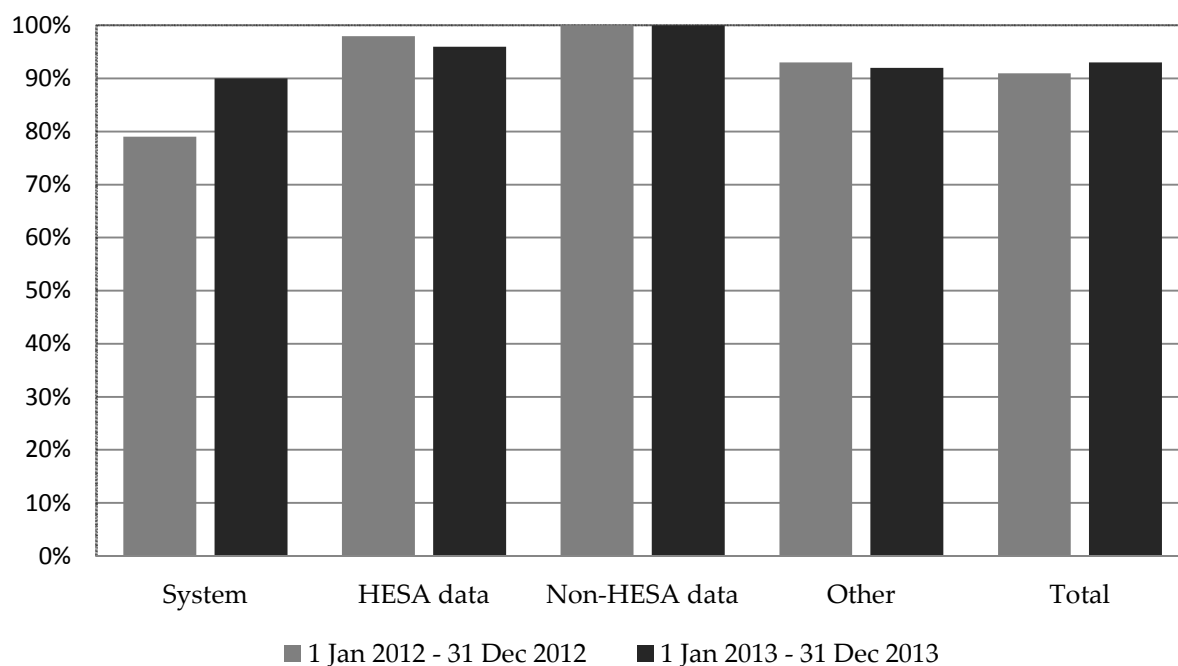
Note: 'Other' includes queries relating to free trials, subscriptions, contact amendments etc.  
Note: heidi 4.2 and 4.3 were released during 2012 which increased system support enquiries.



**heidi user support: % of queries that were resolved within 2 working days**



**heidi user support: % of queries that were resolved within 10 working days**



## **4. Training**

### **Seminars**

HESA training is pleased to report record numbers of training seminars and attendees for heidi in the current training programme (2013/14). The increase in demand has undoubtedly been helped by delivering heidi training in London and Edinburgh over the course of the programme.

Since the start of the 2013/14 training programme we have delivered 7 events and trained 113 delegates on heidi user. There are also plans to deliver one final seminar within the current programme as a waiting list currently exists. It should also be noted that heidi training is included within over hands-on training seminars such as 'Planners Introductory' and 'Working with Equality data'. Such events represent over 100 additional delegates who have received training on the system.

### **Details of seminars**

| <b>Location</b> | <b>Date</b> | <b>Number of Delegates</b> |
|-----------------|-------------|----------------------------|
| London          | 23/10/2013  | 10                         |
| London          | 23/10/2013  | 13                         |
| London          | 13/11/2013  | 22                         |
| London          | 23/01/2014  | 23                         |
| London          | 27/02/2014  | 15                         |
| Edinburgh       | 14/03/2014  | 10                         |
| London          | 02/04/2014  | 20                         |

### **Bespoke visits**

We have started to promote heidi bespoke visits as an alternative to a mainstream seminar to institutions, especially in the cases of multiple bookings from a single institution. Most institutions recognise that this is a cost efficient way of receiving training on heidi and it also offers a more personalised experience, as the specific nature of that institution is taken into account in terms of the content and exercises. We hope to continue to promote this service during seminars and through the standard e-mail which advertises the mainstream events. HESA to date have had visit bookings for 4 organisations.

### **Heidi training 2014/15**

Looking forward to the next training programme 2014/15 we hope to continue to support the training needs of the sector through continued heidi user seminars with more regional locations. Our provisional plans are to deliver a heidi seminar every quarter in London and one seminar in both Edinburgh and Manchester. If demand in London is greater we hope to be able to support this. There is resource in the team to support any additional events as required as there are now three competent trainers who can deliver these events independently which allows us to be more reactive to the needs of the sector.

In terms of the material, this has already been progressed in the current programme to extend to strategic thinking behind the use of the data (which mirrors the concept of our new 'HESA for Planners' courses). This has been well received and there are plans to develop the Heidi user seminar content again in the next programme to incorporate this approach more extensively.



## Appendix A

Numbers of heidi active users (i.e. logged in at least once in period) by HEI 2012 to 2013

| HEI  | Active Users<br>in 2012 | Active Users<br>in 2013 | % Change |
|--|-------------------------|-------------------------|----------|
| Aberystwyth University                               | 10                      | 31                      | 210%     |
| Anglia Ruskin University                             | 11                      | 16                      | 45%      |
| Aston University                                     | 13                      | 15                      | 15%      |
| Bangor University                                    | 9                       | 6                       | -33%     |
| Bath Spa University                                  | 13                      | 10                      | -23%     |
| Birkbeck College                                     | 4                       | 10                      | 150%     |
| Birmingham City University                           | 10                      | 10                      | 0%       |
| Bishop Grosseteste University                        | 5                       | 10                      | 100%     |
| Bournemouth University                               | 8                       | 11                      | 38%      |
| Brunel University                                    | 20                      | 16                      | -20%     |
| Buckinghamshire New University                       | 4                       | 7                       | 75%      |
| Canterbury Christ Church University                  | 4                       | 3                       | -25%     |
| Cardiff Metropolitan University                      | 9                       | 8                       | -11%     |
| Cardiff University                                   | 31                      | 44                      | 42%      |
| Central School of Speech and Drama                   | 2                       | 4                       | 100%     |
| Conservatoire for Dance and Drama                    | 0                       | 4                       | Increase |
| Courtauld Institute of Art                           | 0                       | 1                       | Increase |
| Coventry University                                  | 14                      | 16                      | 14%      |
| Cranfield University                                 | 0                       | 3                       | Increase |
| De Montfort University                               | 16                      | 12                      | -25%     |
| Edge Hill University                                 | 7                       | 2                       | -71%     |
| Edinburgh College of Art                             | 1                       | 0                       | -100%    |
| Edinburgh Napier University                          | 6                       | 9                       | 50%      |
| Falmouth University                                  | 10                      | 10                      | 0%       |
| Glasgow Caledonian University                        | 10                      | 13                      | 30%      |
| Glasgow School of Art                                | 1                       | 2                       | 100%     |
| Glyndŵr University                                   | 7                       | 5                       | -29%     |
| Goldsmiths College                                   | 7                       | 7                       | 0%       |
| Guildhall School of Music and Drama                  | 0                       | 2                       | Increase |
| Harper Adams University (Prior to 2012/13)           | 3                       | 13                      | 333%     |
| Heriot-Watt University                               | 13                      | 11                      | -15%     |
| Heythrop College                                     | 3                       | 0                       | -100%    |
| Imperial College of Science, Technology and Medicine | 16                      | 21                      | 31%      |
| Institute of Education                               | 10                      | 10                      | 0%       |
| King's College London                                | 21                      | 32                      | 52%      |
| Kingston University                                  | 19                      | 21                      | 11%      |
| Leeds College of Art                                 | 0                       | 2                       | Increase |

| HEI  | Active Users<br>in 2012 | Active Users<br>in 2013 | % Change |
|--|-------------------------|-------------------------|----------|
| Leeds Metropolitan University                    | 21                      | 15                      | -29%     |
| Leeds Trinity University                         | 4                       | 3                       | -25%     |
| Liverpool Hope University                        | 4                       | 11                      | 175%     |
| Liverpool John Moores University                 | 9                       | 5                       | -44%     |
| Liverpool School of Tropical Medicine            | 0                       | 0                       | Increase |
| London Business School                           | 0                       | 1                       | Increase |
| London Metropolitan University                   | 3                       | 9                       | 200%     |
| London School of Economics and Political Science | 16                      | 16                      | 0%       |
| London School of Hygiene and Tropical Medicine   | 4                       | 3                       | -25%     |
| London South Bank University                     | 13                      | 9                       | -31%     |
| Loughborough University                          | 16                      | 20                      | 25%      |
| Middlesex University                             | 10                      | 14                      | 40%      |
| Newman University                                | 3                       | 4                       | 33%      |
| Norwich University of the Arts                   | 5                       | 3                       | -40%     |
| Oxford Brookes University                        | 22                      | 24                      | 9%       |
| Queen Margaret University, Edinburgh             | 5                       | 3                       | -40%     |
| Queen Mary University of London                  | 13                      | 14                      | 8%       |
| Ravensbourne                                     | 5                       | 1                       | -80%     |
| Roehampton University                            | 13                      | 12                      | -8%      |
| Rose Bruford College                             | 3                       | 1                       | -67%     |
| Royal Academy of Music                           | 5                       | 4                       | -20%     |
| Royal Agricultural University                    | 8                       | 10                      | 25%      |
| Royal College of Art                             | 4                       | 3                       | -25%     |
| Royal College of Music                           | 3                       | 2                       | -33%     |
| Royal Conservatoire of Scotland                  | 1                       | 3                       | 200%     |
| Royal Holloway and Bedford New College           | 11                      | 10                      | -9%      |
| Royal Northern College of Music                  | 0                       | 1                       | Increase |
| SRUC   | 0                       | 0                       | Increase |
| Sheffield Hallam University                      | 20                      | 16                      | -20%     |
| Southampton Solent University                    | 11                      | 12                      | 9%       |
| St George's Hospital Medical School              | 4                       | 6                       | 50%      |
| St Mary's University College                     | 1                       | 2                       | 100%     |
| St Mary's University College, Twickenham         | 9                       | 8                       | -11%     |
| Staffordshire University                         | 5                       | 7                       | 40%      |
| Stranmillis University College                   | 2                       | 1                       | -50%     |
| Swansea Metropolitan University                  | 4                       | 3                       | -25%     |
| Swansea University                               | 20                      | 13                      | -35%     |
| Teesside University                              | 15                      | 12                      | -20%     |
| The Arts University Bournemouth                  | 4                       | 3                       | -25%     |
| The City University                              | 17                      | 17                      | 0%       |

| HEI   | Active Users<br>in 2012 | Active Users<br>in 2013 | % Change |
|---|-------------------------|-------------------------|----------|
| The Liverpool Institute for Performing Arts | 1                       | 1                       | 0%       |
| The Manchester Metropolitan University      | 18                      | 20                      | 11%      |
| The Nottingham Trent University             | 6                       | 10                      | 67%      |
| The Open University                         | 26                      | 31                      | 19%      |
| The Queen's University of Belfast           | 17                      | 14                      | -18%     |
| The Robert Gordon University                | 13                      | 13                      | 0%       |
| The Royal Veterinary College                | 3                       | 4                       | 33%      |
| The School of Oriental and African Studies  | 5                       | 13                      | 160%     |
| The University of Aberdeen                  | 8                       | 17                      | 113%     |
| The University of Bath                      | 22                      | 32                      | 45%      |
| The University of Birmingham                | 29                      | 37                      | 28%      |
| The University of Bolton                    | 4                       | 6                       | 50%      |
| The University of Bradford                  | 19                      | 18                      | -5%      |
| The University of Brighton                  | 15                      | 21                      | 40%      |
| The University of Bristol                   | 25                      | 28                      | 12%      |
| The University of Buckingham                | 0                       | 1                       | Increase |
| The University of Cambridge                 | 16                      | 25                      | 56%      |
| The University of Central Lancashire        | 12                      | 16                      | 33%      |
| The University of Chichester                | 11                      | 11                      | 0%       |
| The University of Dundee                    | 10                      | 8                       | -20%     |
| The University of East Anglia               | 16                      | 16                      | 0%       |
| The University of East London               | 13                      | 13                      | 0%       |
| The University of Edinburgh                 | 37                      | 38                      | 3%       |
| The University of Essex                     | 18                      | 25                      | 39%      |
| The University of Exeter                    | 19                      | 30                      | 58%      |
| The University of Glasgow                   | 19                      | 30                      | 58%      |
| The University of Greenwich                 | 41                      | 18                      | -56%     |
| The University of Huddersfield              | 16                      | 13                      | -19%     |
| The University of Hull                      | 18                      | 23                      | 28%      |
| The University of Keele                     | 14                      | 10                      | -29%     |
| The University of Kent                      | 15                      | 20                      | 33%      |
| The University of Lancaster                 | 19                      | 24                      | 26%      |
| The University of Leeds                     | 26                      | 36                      | 38%      |
| The University of Leicester                 | 20                      | 23                      | 15%      |
| The University of Lincoln                   | 13                      | 18                      | 38%      |
| The University of Liverpool                 | 31                      | 30                      | -3%      |
| The University of Manchester                | 21                      | 28                      | 33%      |
| The University of Newcastle-upon-Tyne       | 22                      | 34                      | 55%      |
| The University of Northampton               | 12                      | 11                      | -8%      |
| The University of Northumbria at Newcastle  | 30                      | 37                      | 23%      |

| HEI  | Active Users<br>in 2012 | Active Users<br>in 2013 | % Change |
|--|-------------------------|-------------------------|----------|
| The University of Nottingham                         | 17                      | 11                      | -35%     |
| The University of Oxford                             | 43                      | 40                      | -7%      |
| The University of Plymouth                           | 21                      | 23                      | 10%      |
| The University of Portsmouth                         | 10                      | 11                      | 10%      |
| The University of Reading                            | 12                      | 11                      | -8%      |
| The University of Salford                            | 24                      | 27                      | 13%      |
| The University of Sheffield                          | 27                      | 31                      | 15%      |
| The University of Southampton                        | 14                      | 15                      | 7%       |
| The University of St Andrews                         | 13                      | 12                      | -8%      |
| The University of Stirling                           | 11                      | 17                      | 55%      |
| The University of Strathclyde                        | 15                      | 27                      | 80%      |
| The University of Sunderland                         | 13                      | 16                      | 23%      |
| The University of Surrey                             | 19                      | 20                      | 5%       |
| The University of Sussex                             | 6                       | 15                      | 150%     |
| The University of Wales (central functions)          | 0                       | 4                       | Increase |
| The University of Wales, Newport                     | 5                       | 3                       | -40%     |
| The University of Warwick                            | 27                      | 23                      | -15%     |
| The University of West London                        | 5                       | 9                       | 80%      |
| The University of Westminster                        | 6                       | 8                       | 33%      |
| The University of Winchester                         | 0                       | 4                       | Increase |
| The University of Wolverhampton                      | 21                      | 17                      | -19%     |
| The University of Worcester                          | 4                       | 3                       | -25%     |
| The University of York                               | 15                      | 19                      | 27%      |
| The University of the West of Scotland               | 7                       | 6                       | -14%     |
| Trinity Laban Conservatoire of Music and Dance       | 2                       | 2                       | 0%       |
| University Campus Suffolk                            | 3                       | 5                       | 67%      |
| University College Birmingham                        | 0                       | 1                       | Increase |
| University College London                            | 17                      | 24                      | 41%      |
| University for the Creative Arts                     | 11                      | 7                       | -36%     |
| University of Abertay Dundee                         | 4                       | 2                       | -50%     |
| University of Bedfordshire                           | 11                      | 10                      | -9%      |
| University of Chester                                | 11                      | 11                      | 0%       |
| University of Cumbria                                | 6                       | 6                       | 0%       |
| University of Derby                                  | 11                      | 15                      | 36%      |
| University of Durham                                 | 19                      | 24                      | 26%      |
| University of Glamorgan                              | 16                      | 19                      | 19%      |
| University of Gloucestershire                        | 12                      | 10                      | -17%     |
| University of Hertfordshire                          | 15                      | 11                      | -27%     |
| University of London (Institutes and activities)     | 2                       | 2                       | 0%       |
| University of St Mark and St John (Prior to 2012/13) | 1                       | 2                       | 100%     |

| HEI  | Active Users<br>in 2012 | Active Users<br>in 2013 | % Change   |
|--|-------------------------|-------------------------|------------|
| University of Ulster                       | 9                       | 11                      | 22%        |
| University of Wales Trinity Saint David    | 3                       | 0                       | -100%      |
| University of the Arts, London             | 12                      | 16                      | 33%        |
| University of the Highlands and Islands    | 5                       | 7                       | 40%        |
| University of the West of England, Bristol | 12                      | 13                      | 8%         |
| Writtle College                            | 3                       | 2                       | -33%       |
| York St John University                    | 4                       | 6                       | 50%        |
| <b>Total</b>                               | <b>1839</b>             | <b>2084</b>             | <b>13%</b> |