HEIDI Stakeholder Group
Wednesday 15th October 2014
HESA, 95 Promenade, Cheltenham

Service levels, training and usage statistics   HSG/14/02/03

1. Subscriptions

HE Providers

heidi is now available to all HE Providers that are subscribed to HESA, as part of their annual HESA subscription. In addition, following the implementation of the new heidi access policy, alternative providers are now also eligible to subscribe however to date none have done so.

Non-HE Providers

We are pleased to confirm that following the latest re-subscription process, all non-HE Provider subscribers chose to re-subscribe for the 2014/15 subscription year.

In addition, UCU (University College Union) have now taken a subscription to heidi.

Non-HE Providers with heidi accounts as at 2 October 2014

British Universities Finance Directors Group
Department of Employment and Learning Northern Ireland
Engineering & Physical Sciences Research Council
Engineering Professors Council
Equality Challenge Unit
GuildHE
The Higher Education Academy
Higher Education Funding Council for England
Higher Education Funding Council for Wales
Jisc
National Union of Students
Quality Assurance Agency
The Russell Group Executive
Scottish Funding Council
Society of College, National and University Libraries (SCONUL)
Southern Universities Management Services
UNIAC
Universities UK
University College Union

Developer API licences

We currently have one developer that has signed up for a heidi API developer licence; Dynistics.

2. System usage statistics

Statistic	1 Jul - 30 Sept 2007	1 Jul - 30 Sept 2008	1 Jul – 30 Sept 2009	1 Jul – 30 Sept 2010	1 Jul – 31 Sept 2011	1 Jul – 31 Sept 2012	1 Jul – 31 Sept 2013	1 Oct – 31 Dec 2013	1 Jan – 31 Mar 2014	1 Apr – 30 Jun 2014	1 Jul – 30 Sep 2014
Number of HE institution owned (inc HE institution user owned) **reports** created and saved in period***	1202	1880	1958	2739	2106	2168	2655	2040	3651	3995	2365
Number of report views by HEI users in the period (*distinct reports*) ***	18389 (*2259*)	21326 (*3386*)	20708 (3132)	26594 (3962)	15641 (2580)	21426 (2609)	24124 (2679)	21656 (2289)	26644 (3683)	27626 (4026)	20258 (2372)
Number of report downloads by HE users to excel in the period ***	2813	3552	4282	6143	6633	8323	12338	10633	12536	13548	11209
Number of report downloads by HE users to xml in the period ***	52	30	26	25	31	29	44	35	54	45	26
Number of HE institution owned (inc HE institution user owned) **patterns charts** created in period ***	-	110	94	173	124	76	27	120	130	53	27
Number of HE institution owned (inc HE institution user owned) **other charts** created in period ***	47	20	106	30	65	14	47	10	98	29	18
Number of HE Institution owned charts downloaded to PowerPoint in the period (*distinct charts*)**/****	0	159	192 (68)	222 (152)	****	****	****	59 (48)	119 (30)	143 (37)	15 (15)
Number of HE institution owned (inc HE institution user owned) **groups** created in period	201	178	115	223	184	112	133	136	169	193	82
Number of HE Institution Users (administrators and normal users) created in period	333	221	174	216	225	190	188	201	261	258	169
Number of HEI users active* in the period	430	582	607	774	964	906	1074	1096	1247	1255	1070
Number of Public users active* in the period	47	76	74	114	102	95	99	58	39	34	37
Number of organisations with an active API key in period	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	18	25
Number of calls to the API in period *****	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1167	1804

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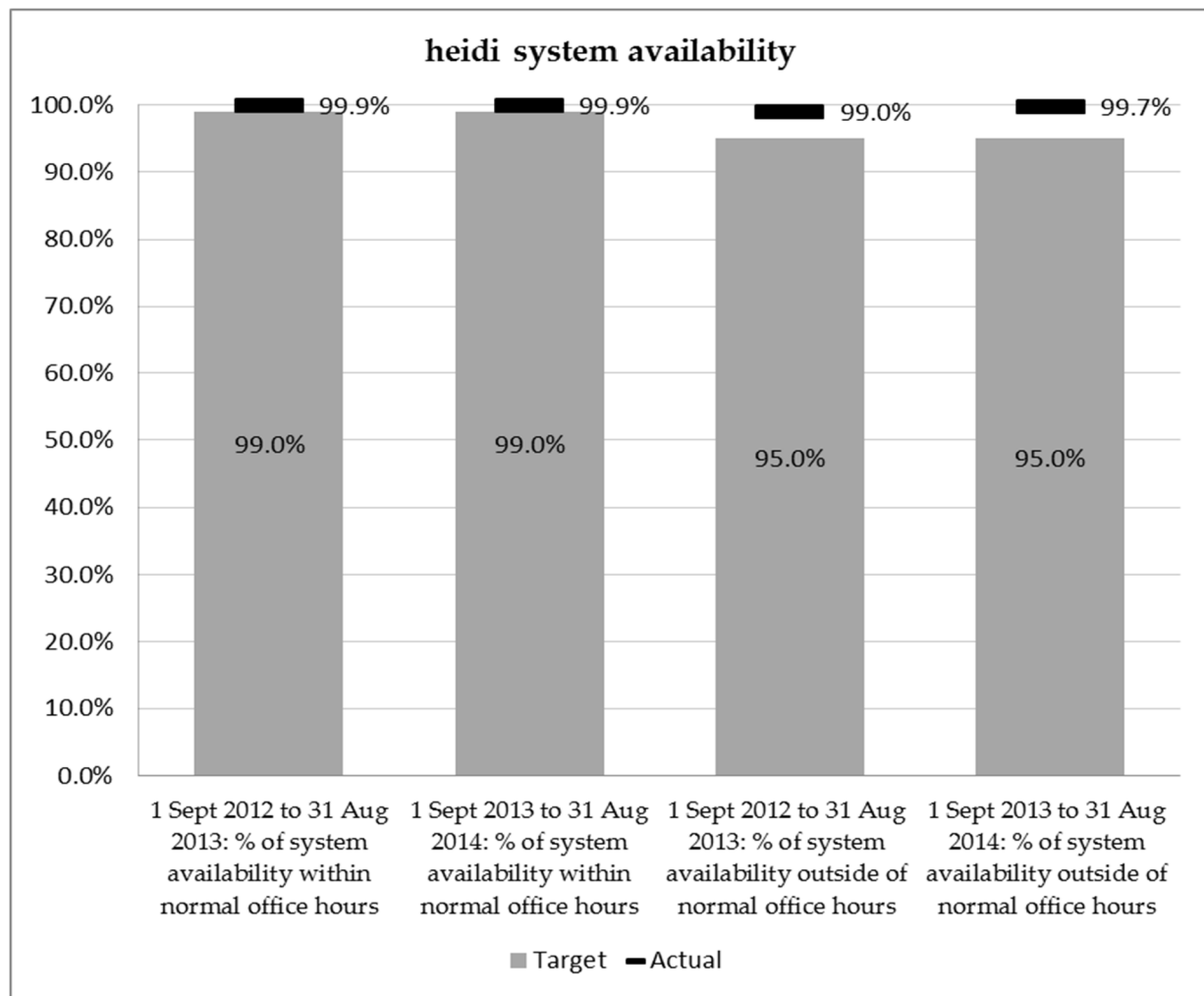
****   There was an issue with the recording of chart downloads to PowerPoint between late January and mid-August 2013

*****   An API call is classed as a request to return data from the heidi API. Calls by the same organisation on the same date with the same data request have only been counted once in the figures above.

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 September 2013 to 31 August 2014, with the previous year's performance provided for comparison purposes;
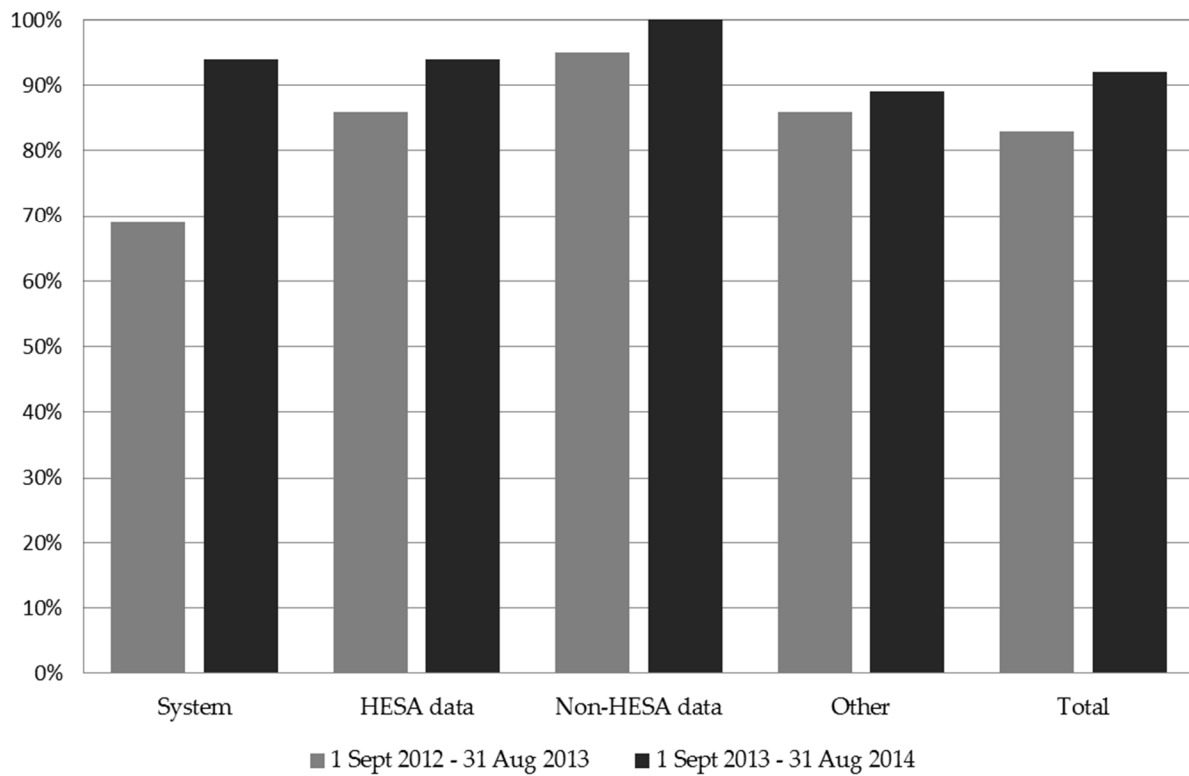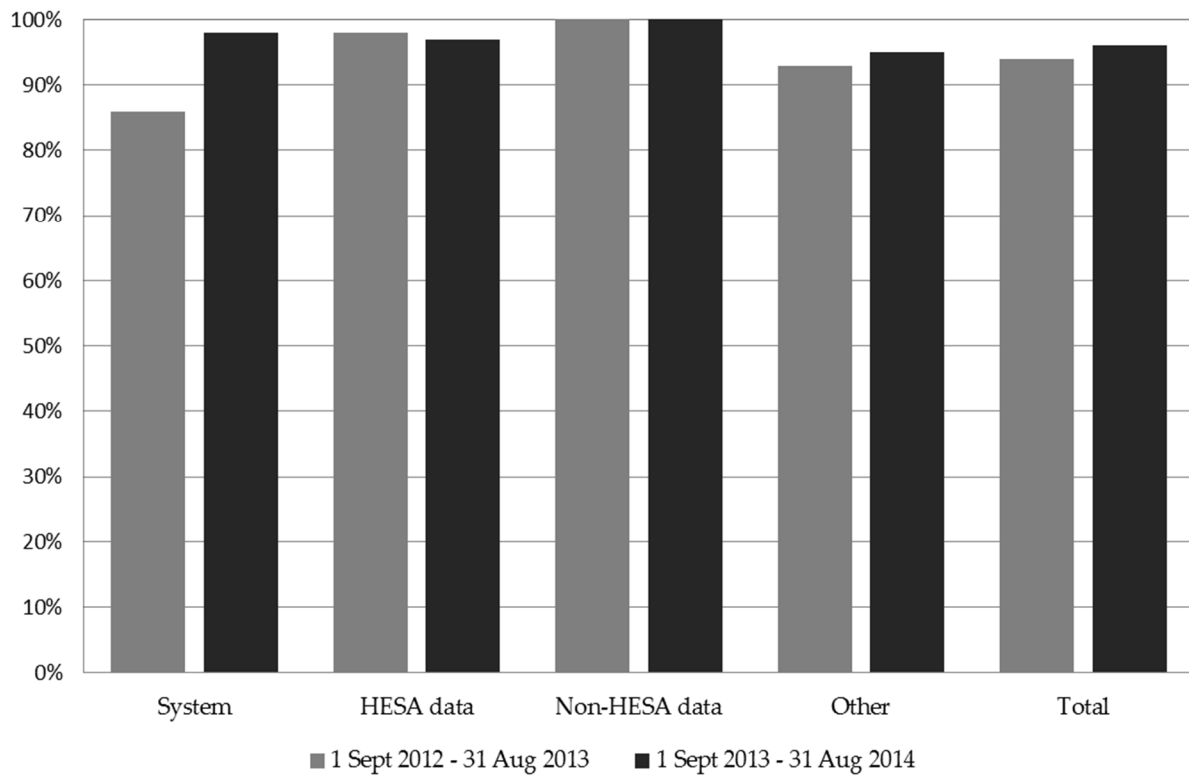
3.1 System availability

heidi system availability

Category	Target	Actual
1 Sept 2012 to 31 Aug 2013: % of system availability within normal office hours	99.0%	99.9%
1 Sept 2013 to 31 Aug 2014: % of system availability within normal office hours	99.0%	99.9%
1 Sept 2012 to 31 Aug 2013: % of system availability outside of normal office hours	95.0%	99.0%
1 Sept 2013 to 31 Aug 2014: % of system availability outside of normal office hours	95.0%	99.7%

3.2 User support

heidi user support: Number of user queries received

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

heidi user support: % of queries where initial response was made within 1 working day
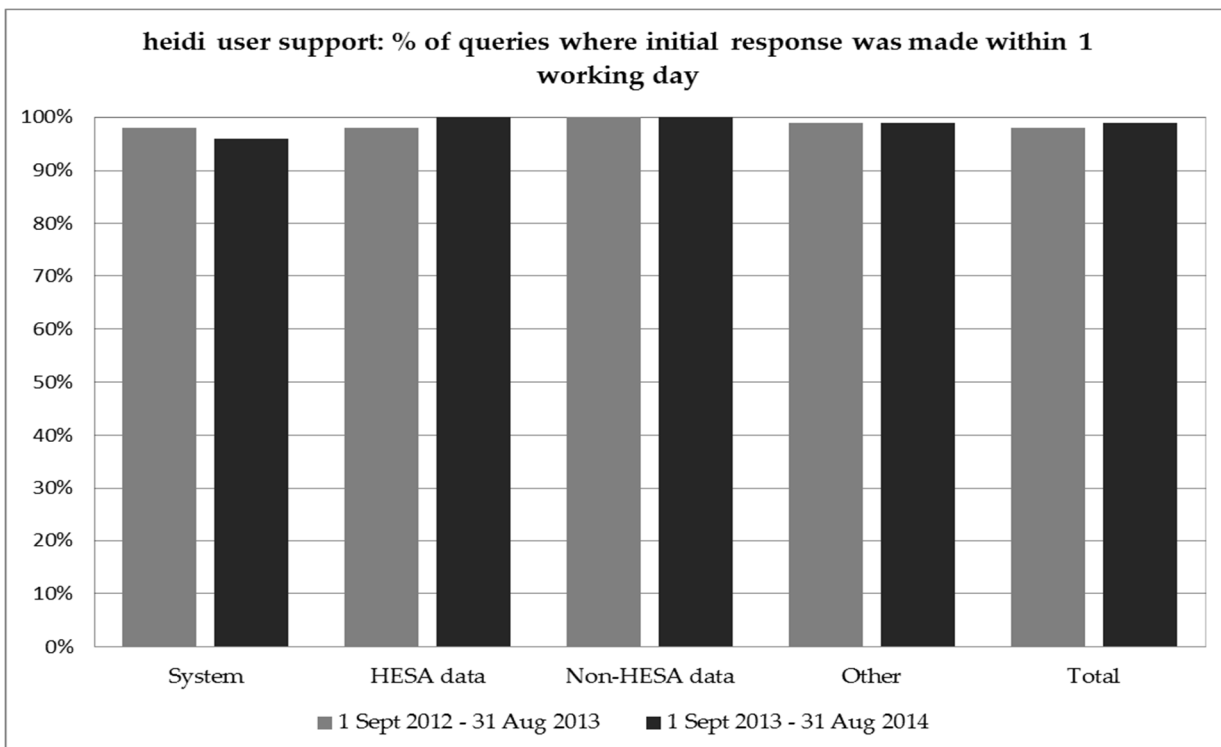
heidi user support: % of queries that were resolved within 2 working days

■ 1 Sept 2012 - 31 Aug 2013   ■ 1 Sept 2013 - 31 Aug 2014

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

■ 1 Sept 2012 - 31 Aug 2013   ■ 1 Sept 2013 - 31 Aug 2014

4. Training

Seminars

As part of the 2013/14 training programme we have delivered 7 events in London to over 100+ delegates.

Bespoke

A total of 5 separate bespoke visits were also delivered as part of the 2013/14 training programme.

Heidi training 2014/15

In light of the future development of the heidi system, and the need to offer greater flexibility and regularity to users, HESA have moved from a scheduled to a request based approach to training. This approach works by us responding to users who request training by linking them up with other organisations and users in their area in order for us to deliver a collective event at an organisation in their locality. Given that the current heidi system now has a lifespan we are reluctant to actively market training, and the adopted approach will prevent delegates having to travel and/or wait for long periods of time before receiving training. As part of HESA's long-term commitment to offer relevant and timely training solutions on the heidi system, the training team will be boosted by a heidi-specific trainer starting in the new year on a fixed term contract. This trainer will be involved in the roll-out of the system and providing UK-wide training to new and existing users on the likely much changed interface.

Appendix A

Numbers of heidi active users (i.e. logged in at least once in period) by HEI 2012 to 2013 (this will be updated annually for the March Stakeholder Group)

HEP	Active Users in 2012	Active Users 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

HEP	Active Users in 2012	Active Users 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%

HEP	Active Users in 2012	Active Users 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%

HEP	Active Users in 2012	Active Users 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%

HEP	Active Users in 2012	Active Users 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%
Total	**1839**	**2084**	**13%**