

Heidi user survey

HSG/15/01/01

As discussed at the October 2015 meeting, it was agreed that the group would be asked for their feedback on the draft 2015 heidi User Survey.

Background

The last heidi user survey took place in 2011 (summary results are available on the heidi information website: https://heidihelp.hesa.ac.uk/wp-content/uploads/2011/05/2011_heidi_User_Survey_Results.pdf).

HESA has delayed the undertaking of a new survey until the future strategic direction of heidi had been agreed. With work commencing on the HESA and Jisc Business intelligence Project, it is now an opportune time to undertake a final survey of the existing heidi service, with the additional purpose of providing a base-line for assessing the success of heidi-plus.

The draft questions for the survey are provided below, and comments are welcomed from the Group. Please note that questions marked with “*” were included in the 2011 survey (and some also in the 2009 survey) and therefore will allow for some comparisons to be made between the results of the 2009, 2011 and 2015 surveys.

We would also welcome the Group’s advice on the timing of this survey to achieve an optimum response rate. Currently we are planning to release the survey in late March 2015.

heidi User Survey 2015

Welcome

Welcome to the heidi User Survey 2015. As a heidi user we would be grateful if you could take time to complete our short survey to evaluate customer satisfaction of heidi and to seek your feedback on the future development of the system.

The survey will take only 10 minutes to complete and none of the questions are mandatory.

Results from the survey will be published on the heidi information website in May 2015.

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? *

- ☐ An academic department
- ☐ Admissions
- ☐ Careers
- ☐ Development
- ☐ Estates
- ☐ Finance
- ☐ General administration
- ☐ Human resources
- ☐ Information services
- ☐ Planning
- ☐ Research services
- ☐ Student services
- ☐ Other (please specify):

heidi and my job

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

3. On average, how many times a month do you use heidi? *

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

4. Are you a heidi local administrator? *

- ☐ Yes ☐ No ☐ Don't know

5. If you are a local administrator, how many hours per month do you spend supporting users?*

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

6. If you are not a local administrator do you know the contact details of at least one of your organisations local administrators at your organisation?*

- ☐ Yes ☐ No ☐ Don't know

7. Would you consider yourself a data specialist? *

☐Yes ☐No ☐Don't know

8. How do you feel about the following statements? *

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
a. I think heidi is intuitive to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Using heidi saves me time locating and collating data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. By using heidi my knowledge and understanding of HE statistics has increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. heidi has reduced my requirement for HESA ad-hoc data requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. heidi has reduced my requirement HESA Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Using heidi has enhanced my perception of HESA services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Do you use a Business Intelligence system in addition to or with heidi and if so what type? (select all that apply) *

- ☐Business Objects
☐IBM Cognos
☐Qlikview
☐SAP
☐Tableau
☐Oracle
☐Bespoke system
☐Not applicable
☐Other (please specify):

10. How widely do you feel heidi is used within your organisation?

- ☐Very widely
☐Reasonably widely
☐Not widely at all

11. Do you feel these usage levels reflect an effective deployment of heidi at your organisation?

☐Yes ☐No ☐Don't know

heidi functionality

The next section asks questions about the functionality available in heidi.

12. Do you know about the introduction of heidi's Application Programming interface (API)? (if not answering yes, please proceed to question 16)

☐Yes ☐No ☐Don't know

13. If yes, and you have used it, do you use a connector?

☐No
☐Yes, developed in house
☐Yes, other (please specify):

14. If yes, do you regard the API as a practical method of getting heidi data into your own systems?

☐Yes ☐No ☐Don't know

15. Overall do you believe the introduction of heidi's Application Programming interface (API) has been useful to your organisation?

☐Yes ☐No ☐Don't know

16. Are there any chart types that are currently not available in heidi that you would like to see included? *

17. How appealing would the following be as a heidi user?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Expanded field groupings within the data to choose from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A wider selection of data available to select in fewer operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The ability to calculate own measures such as average tariff or own SSR's	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next section asks questions about your use of data in heidi.

18. Which of the following data sets in heidi do you use? *

		Frequency			
	Frequently	Occasionally	Never	Don't know about it	
a. HESA Student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
b. HESA Student Qualifiers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
c. HESA Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
d. HESA Destination of Leavers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
e. HESA Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
f. HESA Key Financial Indicators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
g. HESA HE-BCI Survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
h. HESA Performance Indicators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
i. HESA Student Staff Ratios	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
j. SCONUL Library Management Statistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
k. UUK Pattern data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
l. UCAS (University and Colleges Admissions Service) applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
m. CUKAS (Conservatoires UK admissions service) applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
n. GTTR (Graduate Teacher Training Registry) applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
o. EMR (Estate Management Record)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
p. National Student Survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
q. REF (Research Excellence Framework)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
r. Institutional Profile data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

19. What other data not available in heidi (if any) would you find useful?*

Support

The next section asks questions about the support you have received from HESA.

20. If you have contacted the heidi team at HESA, please provide your view of the following statement: I am satisfied with the response(s) received in relation to... *

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
a. Timeliness of initial response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Helpfulness of the HESA contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Overall outcome of your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. How useful do you find the heidi Information site (www.heidi.ac.uk)?

- ☐ Useful
- ☐ Not Useful
- ☐ Didn't know about it
- ☐ Other (please specify)

Future heidi development

The next section asks questions about the future development of heidi

22. Are you aware of the HESA and Jisc Business Intelligence Project, which aims to replace the current heidi service? A project website has been established at www.business-intelligence.ac.uk

- ☐ Yes ☐ No ☐ Don't know

23. In relation to the department you work in, are there any business questions you like to be able to use heidi to answer which you currently cannot? How would the answers to such questions assist you in your work and what data might be needed to do this?

24. Are there any further comments that you would like to make regarding heidi?

Thank you for taking the time to complete this survey.