HEIDI Stakeholder Group
Wednesday 4th March 2015
HESA, 95 Promenade, Cheltenham

Service levels, training and usage statistics   HSG/15/01/03

1. Subscriptions

HE Providers

heidi is now available to all HE Providers that are full subscribers 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 separately to heidi however to date none have done so.

Non-HE Providers

Non-HE Providers with heidi accounts as at 19 February 2015;

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

Developer API licences

We now have two developers that have signed up for a heidi API developer licence; Dynistics and Kellerton (subscribed in January 2015).
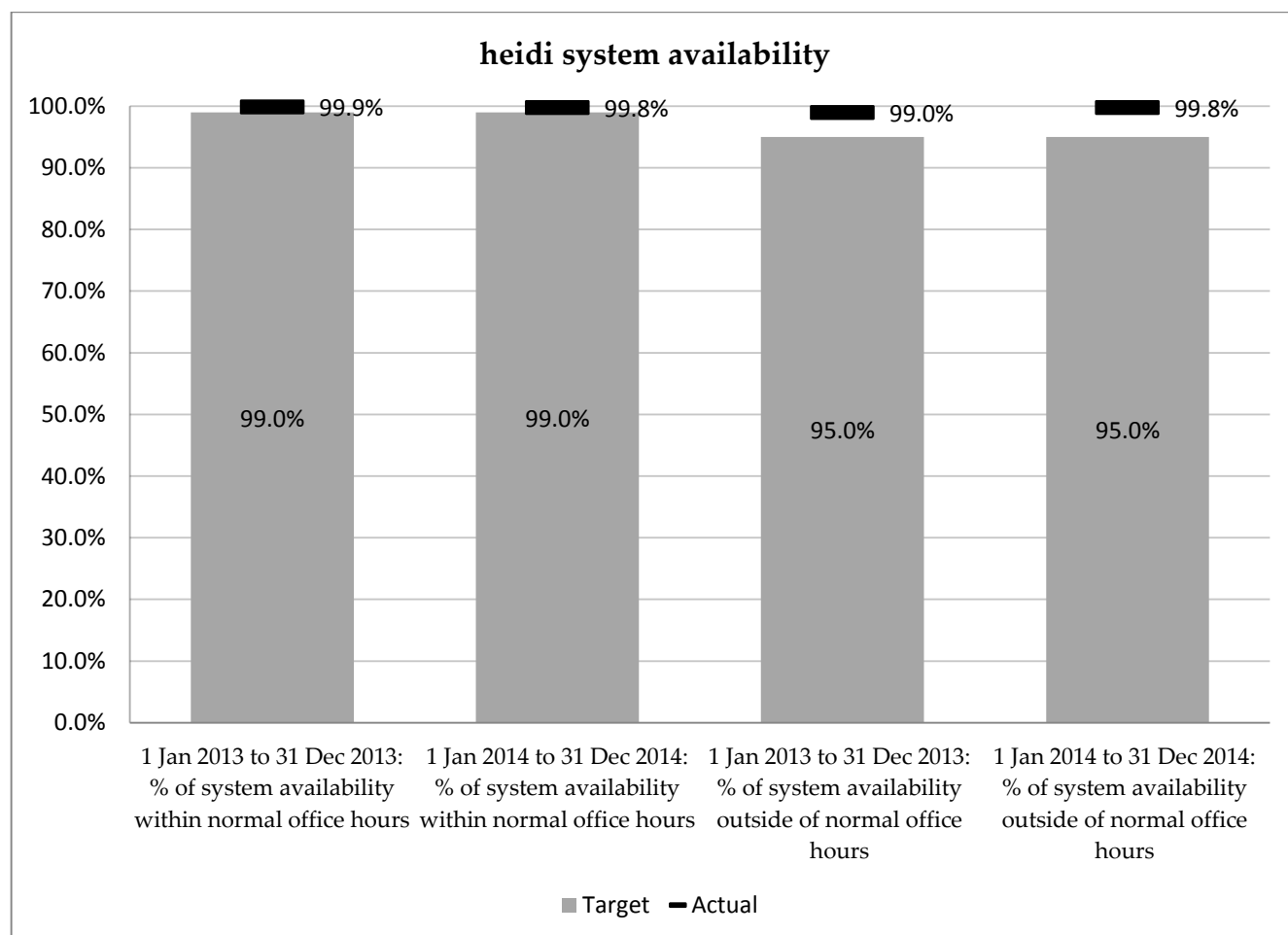
2. System usage statistics

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 Jan – 31 Mar 2014	1 Apr – 30 Jun 2014	1 Jul – 30 Sept 2014 ******	1 Oct – 31 Dec 2014
Number of HE institution owned (incl. HE institution user owned) **reports** created and saved in period***	1588	2110	2500	2453	2831	2496	3651	3995	3105	2297
Number of report views by HEI users in the period (*distinct reports*) ***	19665 *(3602)*	24024 (3522)	26197 (3902)	23000 (3780)	22011 (3571)	23670 (3103)	26644 (3683)	27626 (4026)	26256 (3146)	20655 (2555)
Number of report downloads by HE users in Excel format in the period ***	3245	4637	5523	5920	8991	9349	12536	13548	13894	10517
Number of report downloads by HE users in XML format in the period ***	36	31	33	25	51	38	54	45	31	38
Number of HE institution owned (incl. HE institution user owned) **patterns charts** created in period ***	-	178	146	104	250	272	119	143	48	71
Number of HE institution owned (incl. HE institution user owned) **other charts** created in period ***	35	47	61	38	118	33	30	37	22	7
Number of HE Institution owned charts downloaded to PowerPoint in the period (*distinct charts*)**	9	137 (89)	127 (60)	73 (46)	****	****	130 (98)	53 (29)	30 (20)	60 (45)
Number of HE institution owned (incl. HE institution user owned) **groups** created in period	174	232	247	154	213	149	169	193	124	145
Number of HE Institution Users (administrators and normal users) created in period	274	253	274	188	235	240	261	258	210	244
Number of HEI users active* in the period	533	645	760	830	1048	1109	1247	1255	1207	1271
Number of Public users active* in the period	125	67	92	126	112	89	39	34	42	44
Number of organisations with an active API key in period	n/a	n/a	n/a	n/a	n/a	n/a	n/a	18	26	19
Number of calls to the API in period *****	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1167	2139	907

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*   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

******   Figures reported in the October stakeholder group meeting for this quarter only covered the period until 15 September 2014 in error. The figures shown have been updated to reflect the whole quarter.
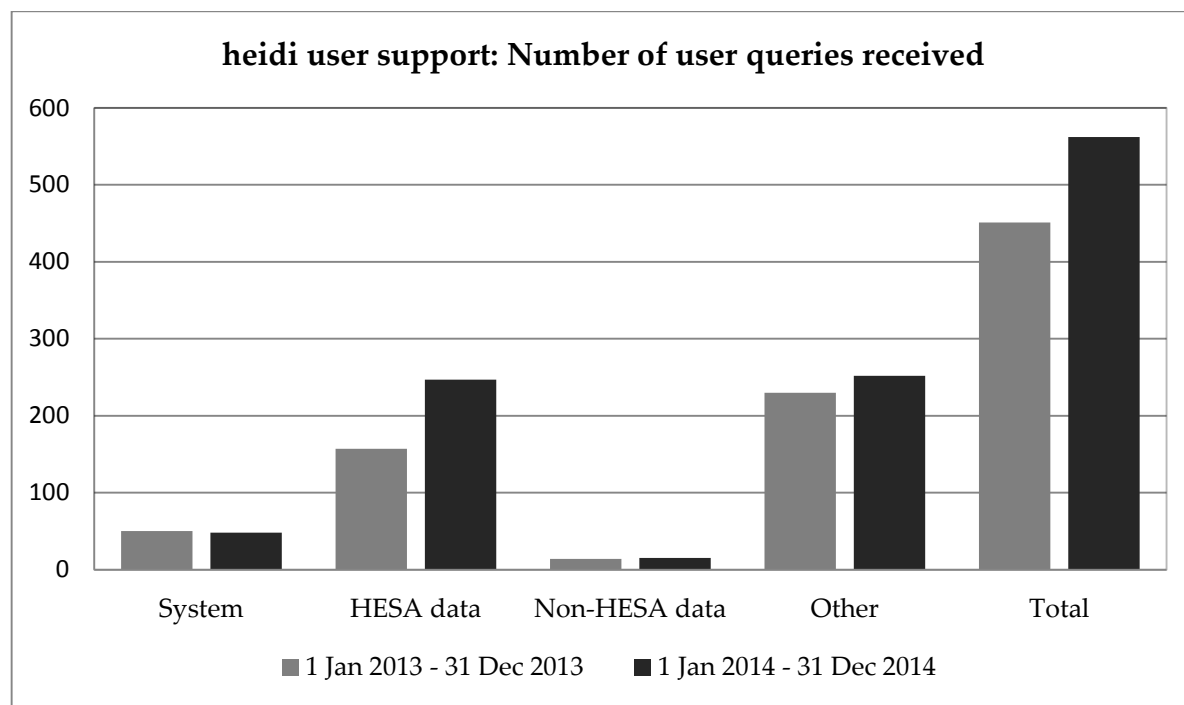
3. Performance against Service Standards

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 2014 to 31 December 2014, with the previous year's performance provided for comparison purposes;

3.1 System availability

heidi system availability

Legend: ■ Target — Actual

Bar chart data:
- 1 Jan 2013 to 31 Dec 2013: % of system availability within normal office hours — Target 99.0%, Actual 99.9%
- 1 Jan 2014 to 31 Dec 2014: % of system availability within normal office hours — Target 99.0%, Actual 99.8%
- 1 Jan 2013 to 31 Dec 2013: % of system availability outside of normal office hours — Target 95.0%, Actual 99.0%
- 1 Jan 2014 to 31 Dec 2014: % of system availability outside of normal office hours — Target 95.0%, Actual 99.8%

3.2 User support

heidi user support: Number of user queries received
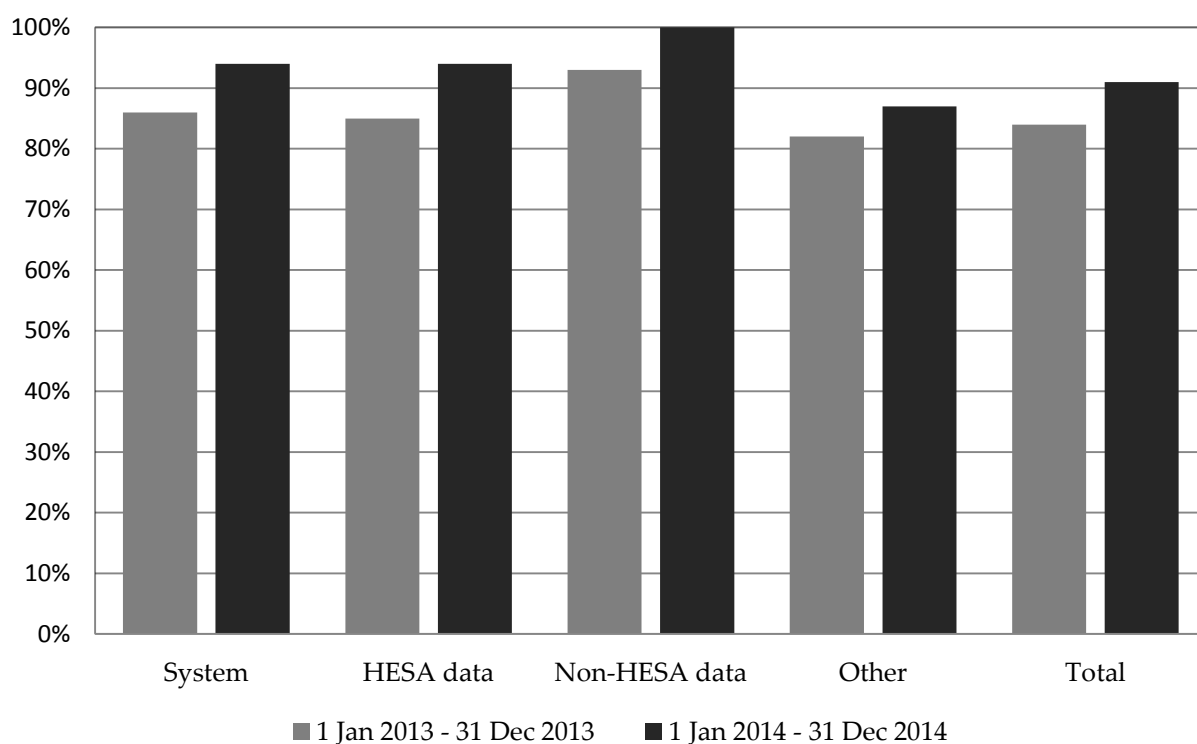
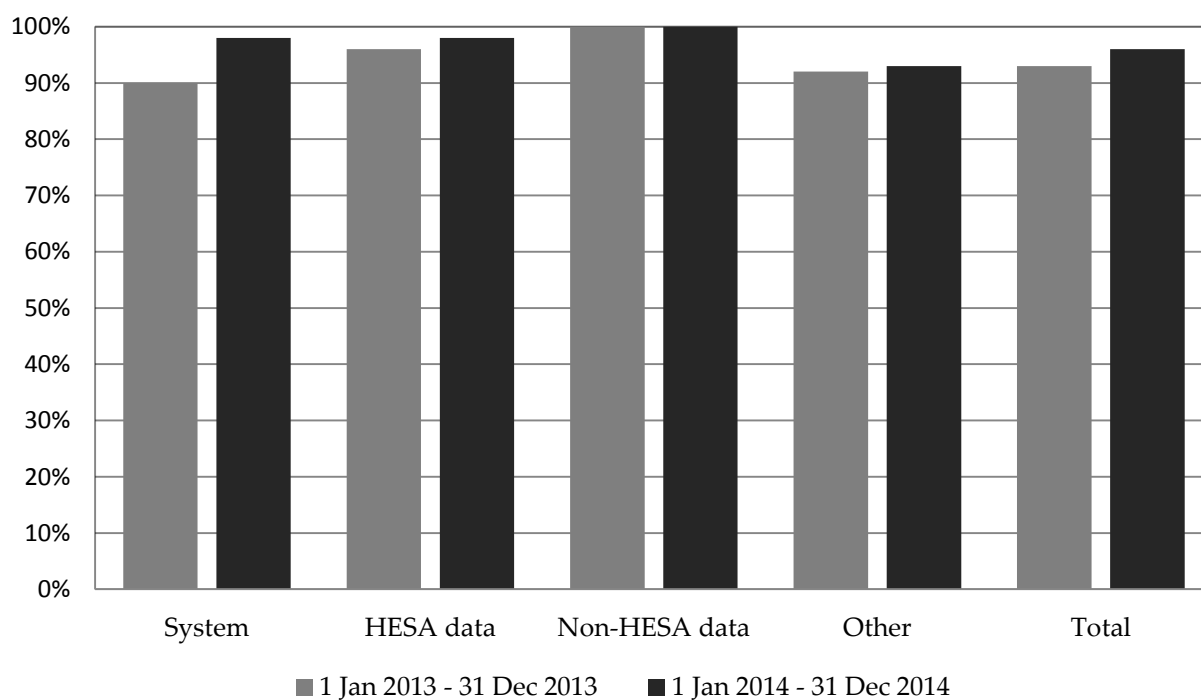

Note: 'Other' includes queries relating to free trials, subscriptions, contact amendments etc.

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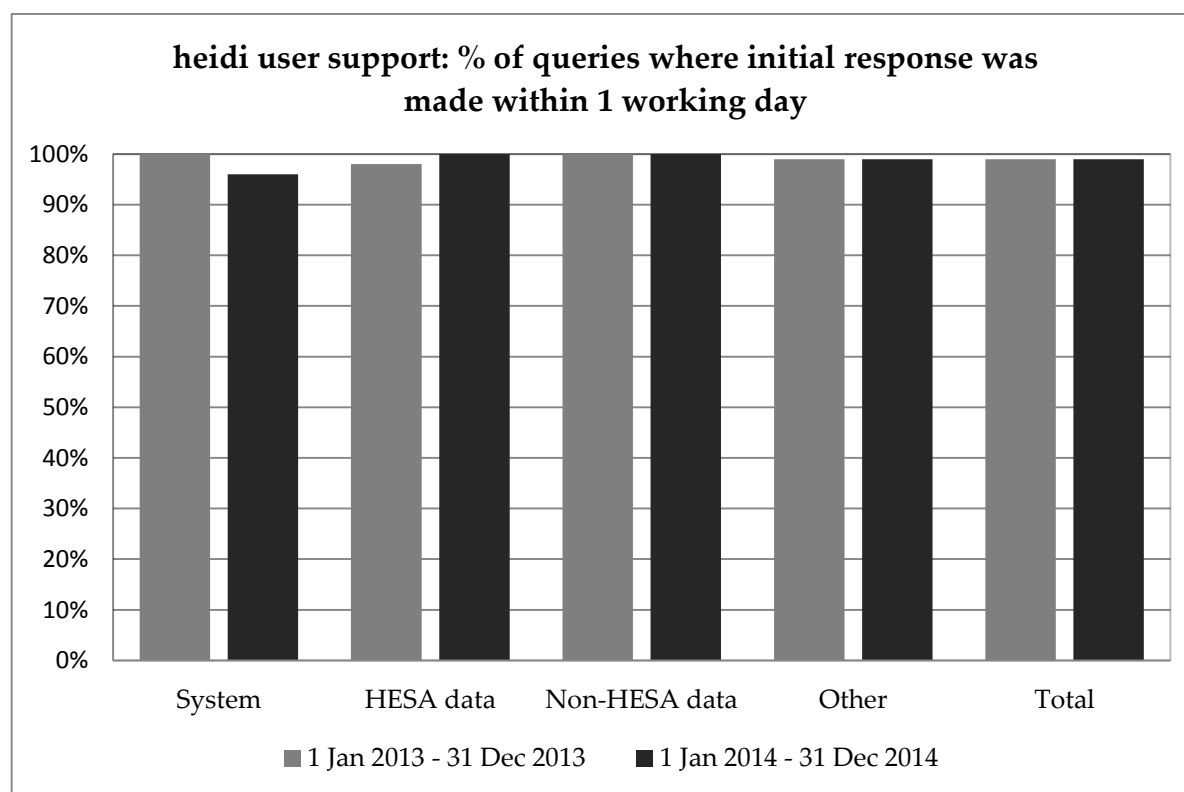
heidi user support: % of queries that were resolved within 2 working days

Legend: 1 Jan 2013 - 31 Dec 2013 | 1 Jan 2014 - 31 Dec 2014

Categories: System | HESA data | Non-HESA data | Other | Total

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

Legend: 1 Jan 2013 - 31 Dec 2013 | 1 Jan 2014 - 31 Dec 2014

Categories: System | HESA data | Non-HESA data | Other | Total

4. Training

Seminars

Heidi seminars were removed from the outset of the 2014/15 training programme as a result of the planned move to the new BI platform. It was felt inappropriate to continue to offer dedicated heidi user seminars due to the longevity of the system.

Heidi itself continues to play a vital role in many other seminars, such as Planners Introductory which features interactive tasks using heidi. We also actively talk to delegates about heidi and encourage sector use at nearly all of our other events.

Bespoke

Whilst we had made the decision to continue to offer heidi bespoke visits to HEPs, there has been very little demand from the sector and we are yet to deliver any heidi bespoke visits as part of the current programme.

We will be considering improvements to our overall marketing approach for bespoke visits in the near future in order to ensure the sector are aware of this service. We trust these improvements will give rise to demand once heidi-plus is launched.

Heidi-plus training 2015/16

The HESA training team has a dedicated full FTE working on the HESA and Jisc Business intelligence project (with effect early 2015). Sophie Haworth will act as lead trainer, with support from fellow members of the HESA training team when required.

As part of the project, Sophie will look to develop training materials to support the sectors transition from heidi to heidi-plus using a proposed combination of webinars, workshops and user guides. There is currently ongoing investigation into the possibility of using 'Office Mix' to present webinars to the sector. Alongside these webinars, the project had originally considered large scale (free) events to demonstrate the tool post-launch, however we are now investigating the possibility of delivering half day workshops where attendees will be able to interact with the tool. The proposed workshops would need to be delivered on a cost recovery basis, but are felt to more valuable to the sector. HESA training are currently investigating possible venues, associated costs and potential dates.

HESA training will also look to develop new courses in response to the launch – it is expected at this stage that there will be a heidi-plus user equivalent course for introductory users, there are also aspirations for courses at an advanced level which are tailored made for specific users e.g. planners, estates directors, careers advisors etc.

HESA training have launched a new suite of courses aimed at data users in the past 12-18 months (Planners student, Planners introductory, Planners resources and HESA data and league tables). These courses (delivered collaboratively with HESPA) have been overwhelmingly successful in the sector and will provide an additional platform to raise the profile of heidi plus once launched.

Feedback on the following from the group would be appreciated;

1. We are investigating using 'Office Mix' to present webinars to the sector. Are there any thoughts from the group on using this tool?

2. We are looking for venues to hold training events. Does your organisation have IT labs/suites available to hire?

Appendix A

Numbers of heidi active users (i.e. logged in at least once in period) by HEI 2012, 2013 and 2014

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
Aberystwyth University	8	29	17	▲	▼
Anglia Ruskin University	10	15	17	▲	▲
Aston University	12	14	16	▲	▲
Bangor University	8	5	10	▼	▲
Bath Spa University	12	9	17	▼	▲
Birkbeck College	3	8	9	▲	▲
Birmingham City University	10	10	17	▬	▲
Bishop Grosseteste University	3	6	5	▲	▼
Bournemouth University	8	11	8	▲	▼
Brunel University	19	15	23	▼	▲
Buckinghamshire New University	4	7	8	▲	▲
Canterbury Christ Church University	4	3	5	▼	▲
Cardiff Metropolitan University	9	8	11	▼	▲
Cardiff University	31	44	40	▲	▼
Central School of Speech and Drama	2	4	4	▲	▬
Conservatoire for Dance and Drama	0	2	2	▲	▬
Courtauld Institute of Art	0	1	2	▲	▲
Coventry University	14	15	20	▲	▲
Cranfield University	0	3	5	▲	▲
De Montfort University	15	12	27	▼	▲
Edge Hill University	7	2	9	▼	▲
Edinburgh Napier University	6	9	10	▲	▲
Falmouth University	9	7	7	▼	▬
Glasgow Caledonian University	9	11	10	▲	▼
Glasgow School of Art	1	2	2	▲	▬
Glyndŵr University	7	5	7	▼	▲
Goldsmiths College	3	4	8	▲	▲
Guildhall School of Music and Drama	0	2	0	▲	▼
Harper Adams University	2	12	9	▲	▼
Heriot-Watt University	13	11	10	▼	▼
Heythrop College	3	0	0	▼	▬

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
Imperial College of Science, Technology and Medicine	17	22	30	▲	▲
Institute of Education	10	10	7	–	▼
King's College London	21	32	34	▲	▲
Kingston University	17	20	26	▲	▲
Leeds Beckett University	21	15	20	▼	▲
Leeds College of Art	0	2	4	▲	▲
Leeds Trinity University	2	1	3	▼	▲
Liverpool Hope University	4	11	9	▲	▼
Liverpool John Moores University	9	5	8	▼	▲
Liverpool School of Tropical Medicine	0	0	8	–	▲
London Business School	0	1	2	▲	▲
London Metropolitan University	3	9	5	▲	▼
London School of Economics and Political Science	16	16	21	–	▲
London School of Hygiene and Tropical Medicine	3	3	7	–	▲
London South Bank University	13	9	27	▼	▲
Loughborough University	14	18	19	▲	▲
Middlesex University	10	13	18	▲	▲
Newman University	3	4	6	▲	▲
Norwich University of the Arts	5	3	4	▼	▲
Oxford Brookes University	22	24	19	▲	▼
Queen Margaret University, Edinburgh	5	3	4	▼	▲
Queen Mary University of London	12	12	20	–	▲
Ravensbourne	5	1	1	▼	–
Roehampton University	12	11	13	▼	▲
Rose Bruford College	3	1	1	▼	–
Royal Academy of Music	5	4	4	▼	–
Royal Agricultural University	8	10	8	▲	▼
Royal College of Art	3	2	2	▼	–
Royal College of Music	2	2	3	–	▲
Royal Conservatoire of Scotland	1	3	3	▲	–
Royal Holloway and Bedford New College	9	9	19	–	▲
Royal Northern College of Music	0	1	3	▲	▲
SRUC	0	0	3	–	▲
Sheffield Hallam University	20	16	22	▼	▲
Southampton Solent University	11	11	11	–	–
St George's Hospital Medical School	4	4	3	–	▼
St Mary's University College	1	2	2	▲	–
St Mary's University College, Twickenham	9	8	9	▼	▲
Staffordshire University	5	7	8	▲	▲
Stranmillis University College	2	1	0	▼	▼
Swansea Metropolitan University	4	3	2	▼	▼

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
Swansea University	19	12	15	▼	▲
Teesside University	14	12	18	▼	▲
The Arts University Bournemouth	4	3	3	▼	▬
The City University	17	16	25	▼	▲
The Institute of Cancer Research	5	5	7	▬	▲
The Liverpool Institute for Performing Arts	1	1	1	▬	▬
The Manchester Metropolitan University	18	20	23	▲	▲
The Nottingham Trent University	6	10	18	▲	▲
The Open University	24	28	29	▲	▲
The Queen's University of Belfast	17	14	23	▼	▲
The Robert Gordon University	13	13	17	▬	▲
The Royal Veterinary College	3	4	4	▲	▬
The School of Oriental and African Studies	5	11	14	▲	▲
The University of Aberdeen	8	16	19	▲	▲
The University of Bath	21	31	26	▲	▼
The University of Birmingham	29	36	32	▲	▼
The University of Bolton	4	6	7	▲	▲
The University of Bradford	16	18	20	▲	▲
The University of Brighton	15	21	24	▲	▲
The University of Bristol	25	28	27	▲	▼
The University of Buckingham	0	1	1	▲	▬
The University of Cambridge	16	25	30	▲	▲
The University of Central Lancashire	12	16	16	▲	▬
The University of Chichester	11	11	9	▬	▼
The University of Dundee	10	8	15	▼	▲
The University of East Anglia	15	13	16	▼	▲
The University of East London	13	13	20	▬	▲
The University of Edinburgh	36	38	54	▲	▲
The University of Essex	18	23	29	▲	▲
The University of Exeter	19	30	31	▲	▲
The University of Glasgow	17	28	33	▲	▲
The University of Greenwich	38	17	23	▼	▲
The University of Huddersfield	16	13	21	▼	▲
The University of Hull	15	20	26	▲	▲
The University of Keele	14	10	15	▼	▲
The University of Kent	15	20	18	▲	▼
The University of Lancaster	19	24	26	▲	▲
The University of Leeds	26	36	33	▲	▼
The University of Leicester	20	23	29	▲	▲
The University of Lincoln	12	17	20	▲	▲
The University of Liverpool	30	30	28	▬	▼

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
The University of Manchester	20	27	34	▲	▲
The University of Newcastle-upon-Tyne	21	29	35	▲	▲
The University of Northampton	12	11	10	▼	▼
The University of Northumbria at Newcastle	29	35	48	▲	▲
The University of Nottingham	17	11	17	▼	▲
The University of Oxford	43	39	44	▼	▲
The University of Plymouth	21	23	22	▲	▼
The University of Portsmouth	10	11	13	▲	▲
The University of Reading	12	11	13	▼	▲
The University of Salford	12	18	20	▲	▲
The University of Sheffield	27	31	26	▲	▼
The University of Southampton	13	13	13	—	—
The University of St Andrews	12	11	16	▼	▲
The University of Stirling	10	16	24	▲	▲
The University of Strathclyde	15	26	20	▲	▼
The University of Sunderland	10	15	16	▲	▲
The University of Surrey	19	20	19	▲	▼
The University of Sussex	6	15	16	▲	▲
The University of Wales (central functions)	0	4	0	▲	▼
The University of Wales, Newport	5	3	0	▼	▼
The University of Warwick	26	21	37	▼	▲
The University of West London	3	7	4	▲	▼
The University of Westminster	6	8	8	▲	—
The University of Winchester	0	3	4	▲	▲
The University of Wolverhampton	21	16	22	▼	▲
The University of Worcester	3	3	5	—	▲
The University of York	15	19	16	▲	▼
The University of the West of Scotland	7	6	15	▼	▲
Trinity Laban Conservatoire of Music and Dance	2	2	4	—	▲
University Campus Suffolk	3	5	5	▲	—
University College Birmingham	0	1	3	▲	▲
University College London	17	24	19	▲	▼
University for the Creative Arts	11	7	7	▼	—
University of Abertay Dundee	3	1	5	▼	▲
University of Bedfordshire	9	9	16	—	▲
University of Chester	11	11	10	—	▼
University of Cumbria	6	5	8	▼	▲
University of Derby	10	13	17	▲	▲
University of Durham	18	23	33	▲	▲
University of Gloucestershire	12	10	13	▼	▲
University of Hertfordshire	15	11	6	▼	▼

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
University of London (Institutes and activities)	1	1	4	—	▲
University of South Wales	15	17	18	▲	▲
University of St Mark and St John (Prior to 2012/13)	1	2	2	▲	—
University of Ulster	9	11	20	▲	▲
University of Wales Trinity Saint David	2	0	6	▼	▲
University of the Arts, London	11	15	14	▲	▼
University of the Highlands and Islands	5	7	5	▲	▼
University of the West of England, Bristol	12	13	14	▲	▲
Writtle College	3	2	1	▼	▼
York St John University	4	6	4	▲	▼

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