

Service levels, training and usage statistics

HSG/15/02/03

1. Subscriptions

HE Providers

heidi is 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.

Non-HE Providers

Non-HE Providers with heidi accounts as at 29 September 2015 (*denotes organisations whom have newly subscribed to heidi since the last stakeholder meeting);

Audit-Scotland*

British Universities Finance Directors Group (SC)

Chartered Association of Business Schools*

Department of Employment and Learning Northern Ireland (SC)

Engineering & Physical Sciences Research Council (SC)

Engineering Professors Council

Equality Challenge Unit

GSM London*

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

Universities UK

University College Union

Developer API licences

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

2. System usage statistics

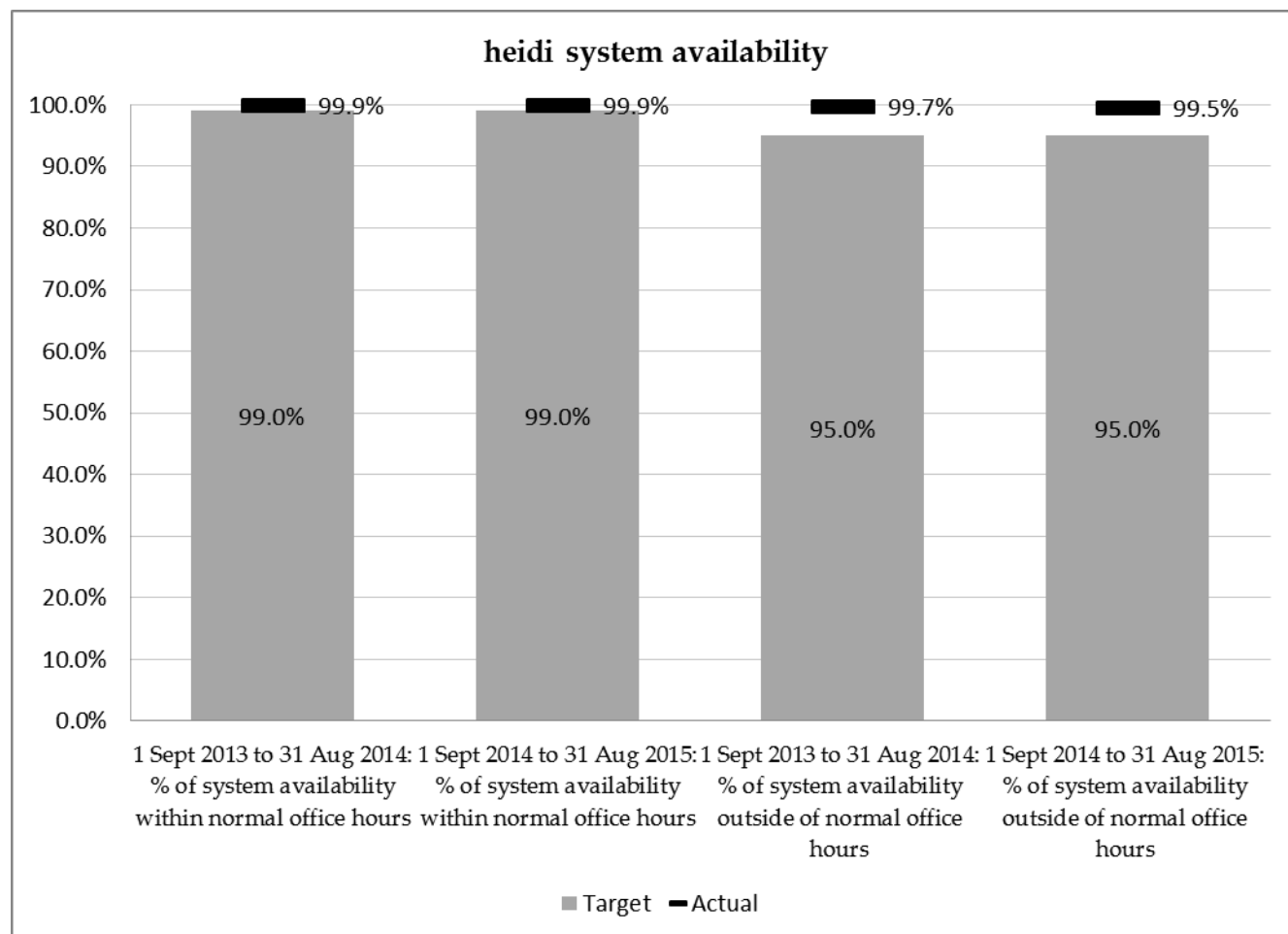
Statistic	1 Jul - 30 Sept 2008	1 Jul - 30 Sept 2009	1 Jul - 30 Sept 2010	1 Jul - 30 Sept 2011	1 Jul - 30 Sept 2012	1 Jul - 30 Sept 2013	1 Jul - 30 Sept 2014	1 Oct - 31 Dec 2014	1 Jan - 31 Mar 2015	1 Apr - 30 Jun 2015	1 Jul - 30 Sep 2015
Number of HE institution owned (inc HE institution user owned) reports created and saved in period***	1880	1958	2739	2106	2168	2655	3105	2297	2934	3092	2347
Number of report views by HEI users in the period (<i>distinct reports</i>) ***	21326 (3386)	20708 (3132)	26594 (3962)	15641 (2580)	21426 (2609)	24124 (2679)	26256 (3146)	20655 (2555)	25246 (3199)	24907 (3046)	20302 (2566)
Number of report downloads by HE users to excel in the period ***	3552	4282	6143	6633	8323	12338	13894	10517	12766	13212	11417
Number of report downloads by HE users to xml in the period ***	30	26	25	31	29	44	31	38	39	47	45
Number of HE institution owned (inc HE institution user owned) patterns charts created in period ***	110	94	173	124	76	27	48	71	284	101	56
Number of HE institution owned (inc HE institution user owned) other charts created in period ***	20	106	30	65	14	47	22	7	35	14	16
Number of HE Institution owned charts downloaded to PowerPoint in the period (<i>distinct charts</i>)**/****	159	192 (68)	222 (152)	****	****	****	30 (20)	60 (45)	37 (16)	53 (24)	31 (21)
Number of HE institution owned (inc HE institution user owned) groups created in period	178	115	223	184	112	133	124	145	134	138	94
Number of HE Institution Users (administrators and normal users) created in period	221	174	216	225	190	188	210	244	226	184	208
Number of HEI users active* in the period	582	607	774	964	906	1074	1207	1271	1215	1221	1232
Number of Public users active* in the period	76	74	114	102	95	99	42	44	51	51	44
Number of organisations with an active API key in period	n/a	n/a	n/a	n/a	n/a	n/a	26	19	20	20	16
Number of calls to the API in period *****	n/a	n/a	n/a	n/a	n/a	n/a	2139	907	3356	3419	772

- * 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

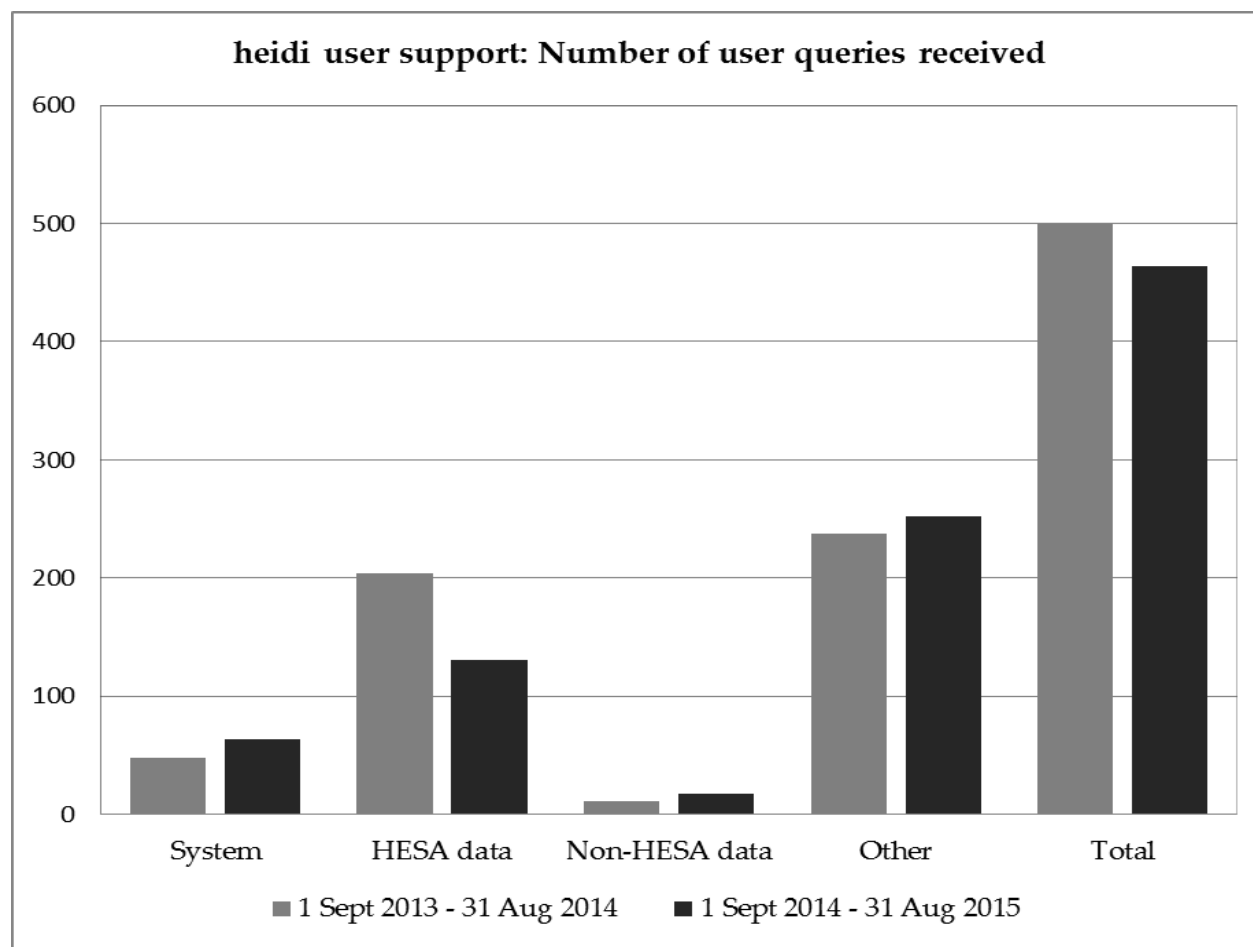
3. Performance against Service Standards

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 2014 to 31 August 2015, with the previous year's performance provided for comparison purposes;

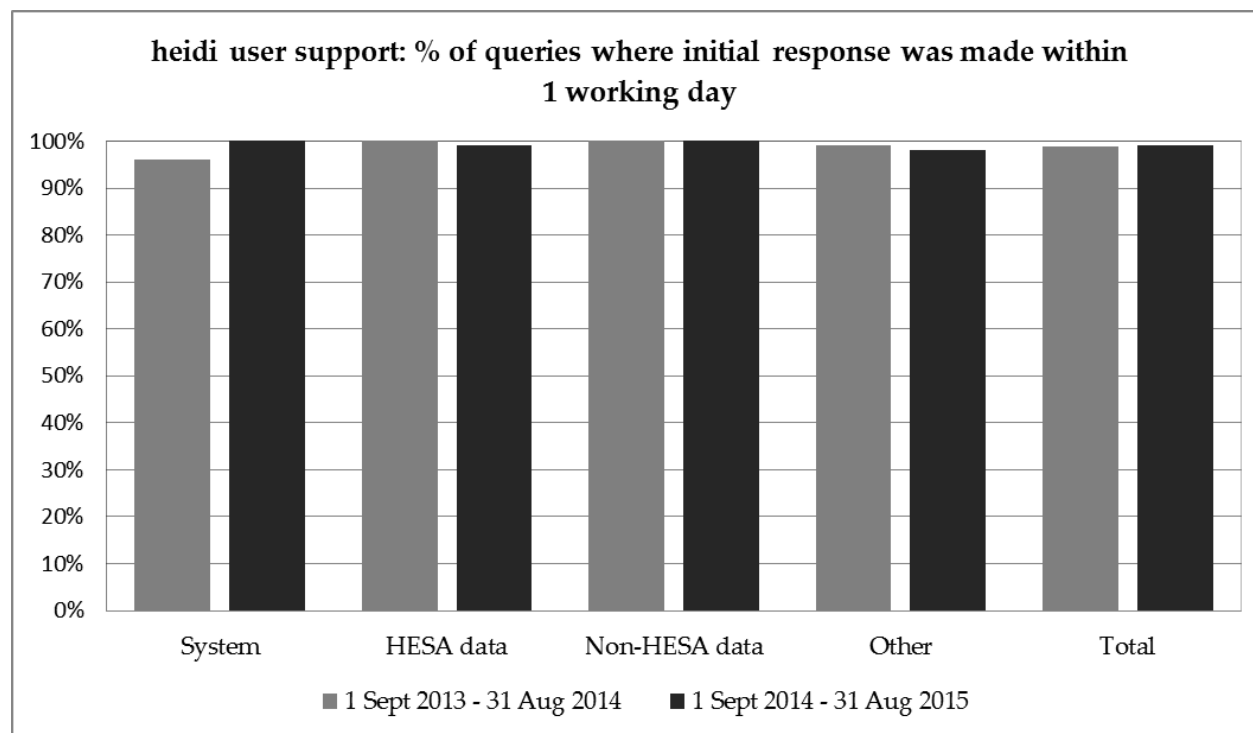
3.1 System availability



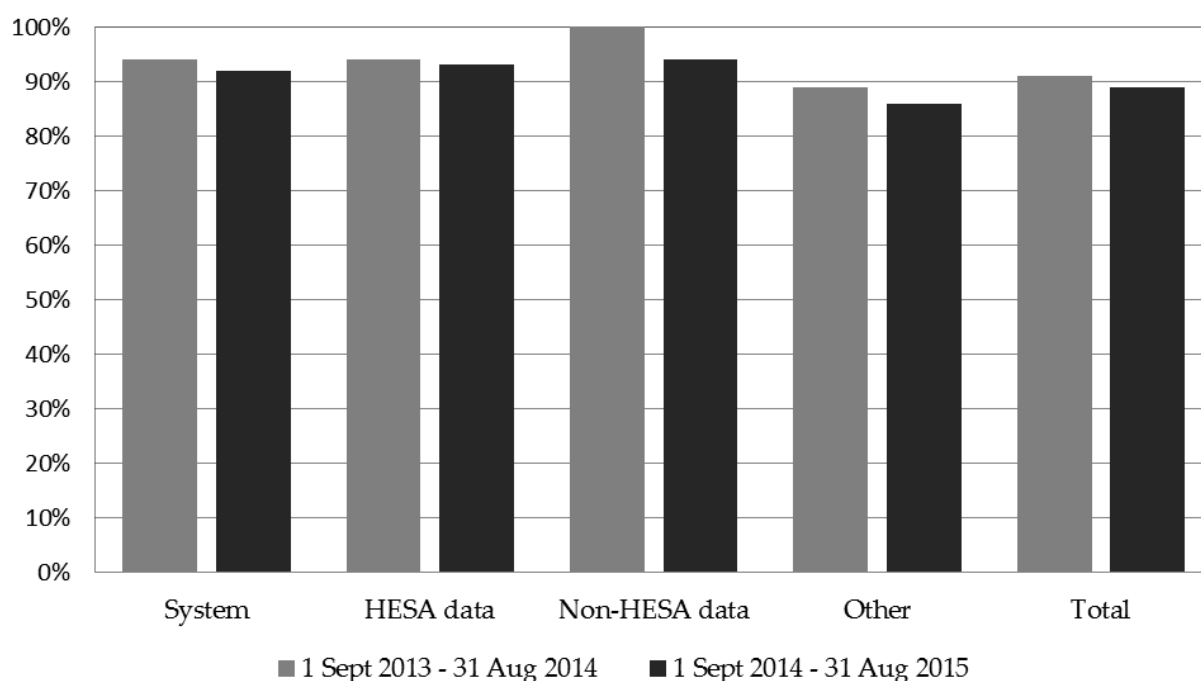
3.2 User support



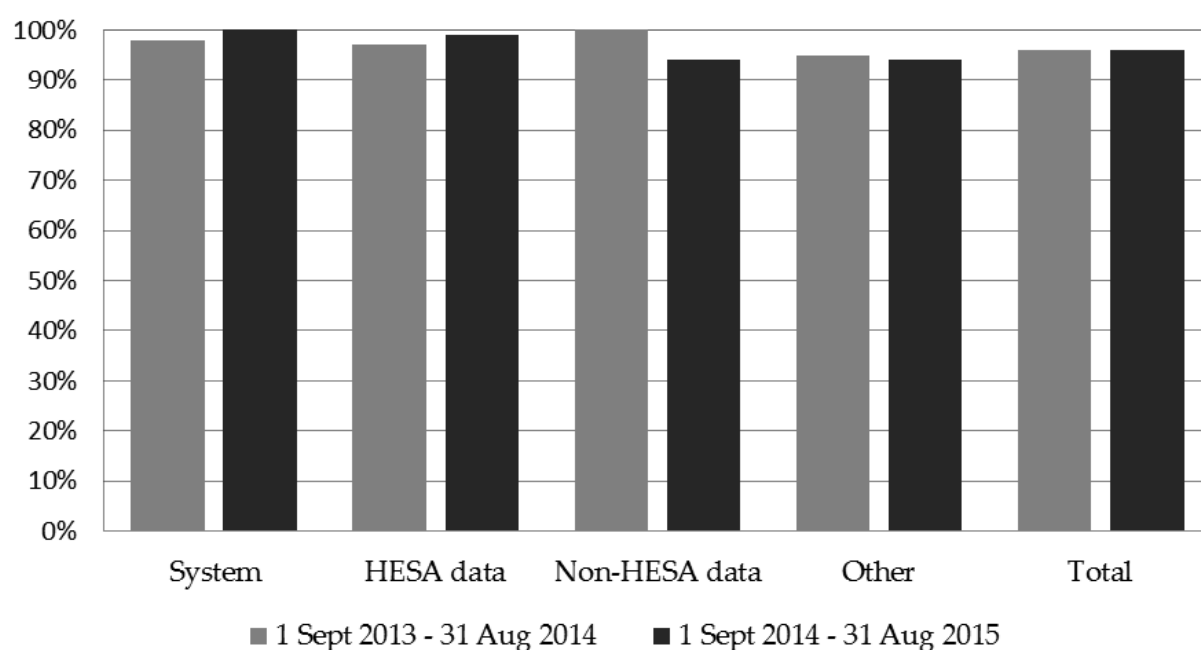
Note: 'Other' includes queries relating to free trials, subscriptions, contact amendments etc.



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

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.

Further details of the new training offering for Heidi Plus were presented earlier in the meeting.

Appendix A

Numbers of heidi active users (i.e. logged in at least once in period) by HEP 2012, 2013 and 2014 (this will be updated annually for the March Stakeholder Group)

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	▲	▼

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
Heriot-Watt University	13	11	10	▼	▼
Heythrop College	3	0	0	▼	—
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	▲	▲

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
Stranmillis University College	2	1	0	▼	▼
Swansea Metropolitan University	4	3	2	▼	▼
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	▲	▲

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
The University of Lincoln	12	17	20	▲	▲
The University of Liverpool	30	30	28	—	▼
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	▲	▲

HEP	Active Users in 2012	Active Users in 2013	Active Users in 2014	Change (2012-2013)	Change (2013-2014)
University of Gloucestershire	12	10	13	▼	▲
University of Hertfordshire	15	11	6	▼	▼
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	▲	▼