

Democratic Services Committee

Members ICT Survey 2015

Methodology

Councillors were given a short Survey consisting of multiple-choice questions about Council-provided ICT hardware and software, with space for written comments (see attached)

49 of 75 (65.33%) Councillors completed and returned the survey.

The main focus of the survey was to assess outcomes and experiences of Councillors' with Dell Tablets.

29 of the 49 Councillors reported that they currently have tablets, though some Councillors answered some of the questions they were asked to skip if they did not currently have a tablet. These answers have been included in the results, as they likely reflect the experiences of Councillors who used the tablets but decided not to keep them.

The answers of Councillors who retained their tablets have been analysed separately.

[Note: Total scores are given as integers (except when noted). Averages are given to the nearest decimal point. Percentages are given as integers, which may lead percentages appearing not to add up to 100.]

Summary Overview

The majority of Councillors (62% of Councillors who answered the question, and 54% of those who still had tablets) use or used them every day.

The most usable function of the tablets was accessing emails (3.9 on a scale of 1 to 5), while annotating documents was the least usable (2.7). Annotating documents was the only function that scored below the middle score of 3/5.

93% of Councillors who had a tablet at the time of the survey said that they have had to call ICT or Members Services for technical support, the most common reason by far being to reset their passwords. 89% of Councillors who had a tablet at the time of the survey called at least once for help resetting a password. On average, a Councillor who had to call for a password reset had to do so 3.9 times. Excluding one anomalous answer of "six months", Councillors could expect to be without their tablet for an average of 3.9 days because of a password reset.

The second most common problem was access to the Council's network, for which 52% of those with a tablet needed support. These Councillors called for help an average of 2.4 times. They could expect to be without their device for an average of 7.2 days.

12 of the 35 councillors who rated their experience with the tablets rated them "reasonable". 12 rate them either "good" or "very good" and 11 rated them "poor" or "very poor".

Councillors who retained their laptops or Xtreme terminals were more satisfied, with all of the features asked about receiving more “very good” and “good” ratings than “reasonable”, “poor”, or “very poor” assessments.

Most of the comments given were related to tablets. They focussed on:

- the slow performance;
- the long boot times;
- frequent technical issues that made them temporarily unusable, and
- the difficulty of connecting to the Council’s network (especially from within Council buildings).

Two Councillors mentioned that they preferred the old webmail provision to current options. When they were mentioned, ICT support staff were universally praised for their helpfulness.

Full analysis of each question, including illustrative graphs are contained in the following pages.

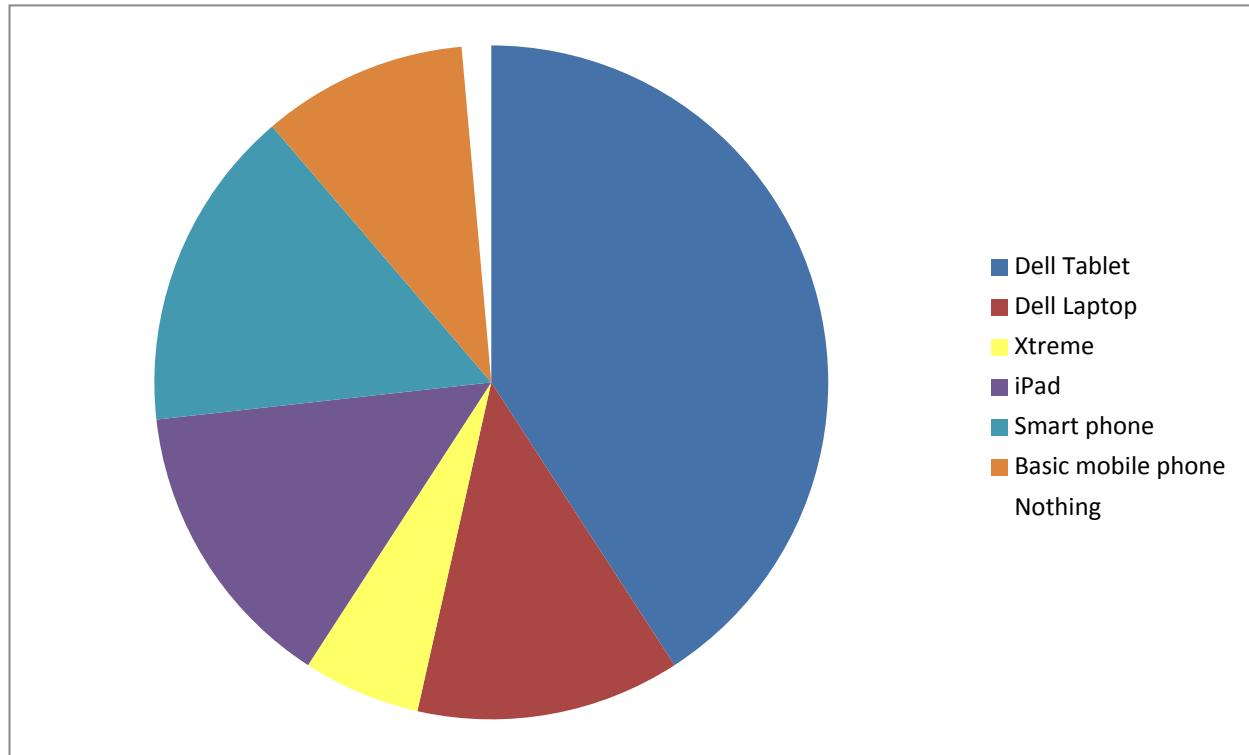
Analysis of Members' IT Survey 2015.

Question 1: Which of the Member IT options do you have currently?

Response rate: 49/49

Dell Tablet	Dell Laptop	Xtreme	iPad	Smart phone	Basic mobile phone	Nothing
29	9	4	10	11	7	1*
59%	18%	8%	20%	22%	14%	2%

* One Councillor noted that they used their own iPad, so this has been recorded as "nothing" rather than a non-answer. Therefore, percentages for this question have been calculated by dividing the totals by 49.



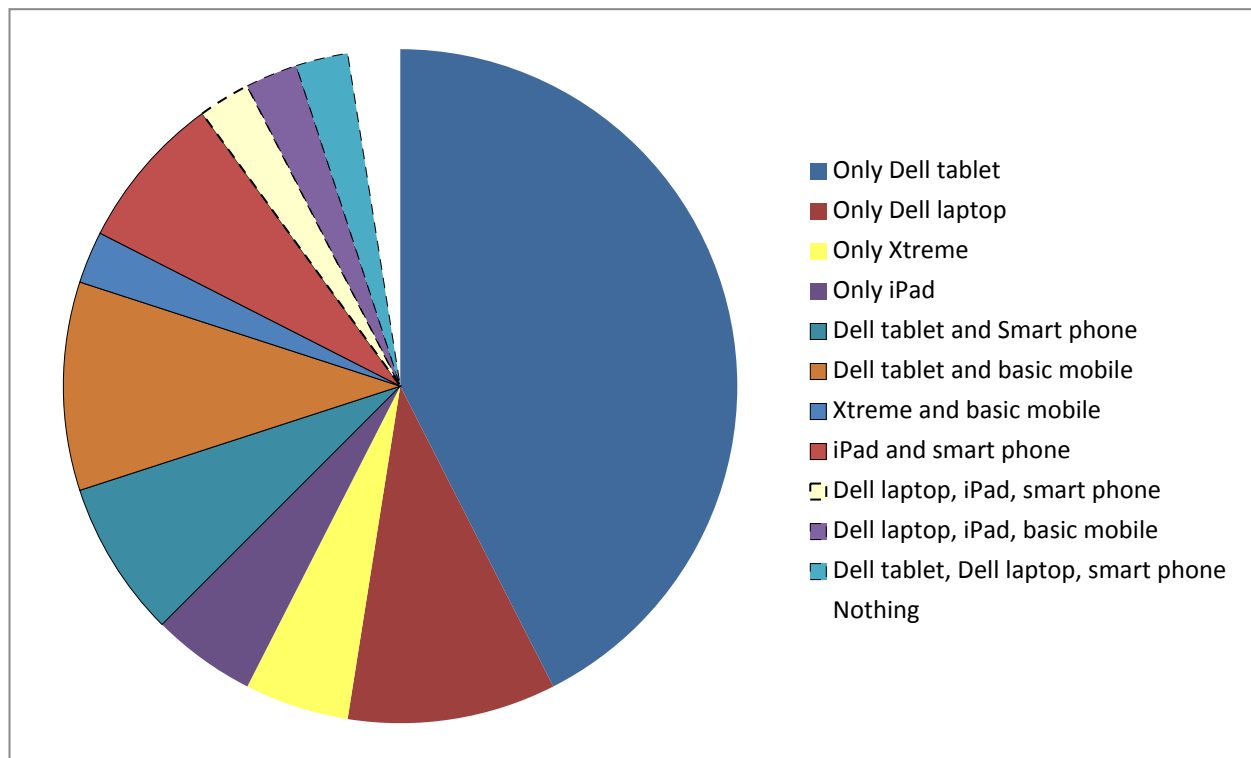
The various combinations of devices held by Councillors at the time were as follows:

Nothing
1
2%

Only Dell tablet	Only Dell laptop	Only Xtreme	Only iPad
17	4	2	2
35%	8%	4%	4%

Dell tablet and Smart phone	Dell tablet and basic mobile	Xtreme and basic mobile	iPad and smart phone
3	4	1	3
6%	8%	2%	6%

Dell laptop, iPad, smart phone	Dell laptop, iPad, basic mobile	Dell tablet, Dell laptop, smart phone
1	1	1
2%	2%	2%



* Segments with a solid outline represent two-device combinations. Segments with a dashed line represent three-device combinations.

Question 2: How often do you use your tablet?

Response rate: 34/49 (29/29 who reported that they have a Dell tablet)

2) How regularly do you use your tablet?			
Every day	2-3 days a week	4-6 days a week	Rarely/never
21	4	4	5
62%	12%	12%	15%

Some Councillors filled in this section even though they did not state that they currently had tablets. Some annotated their surveys to say that they had returned their tablets.

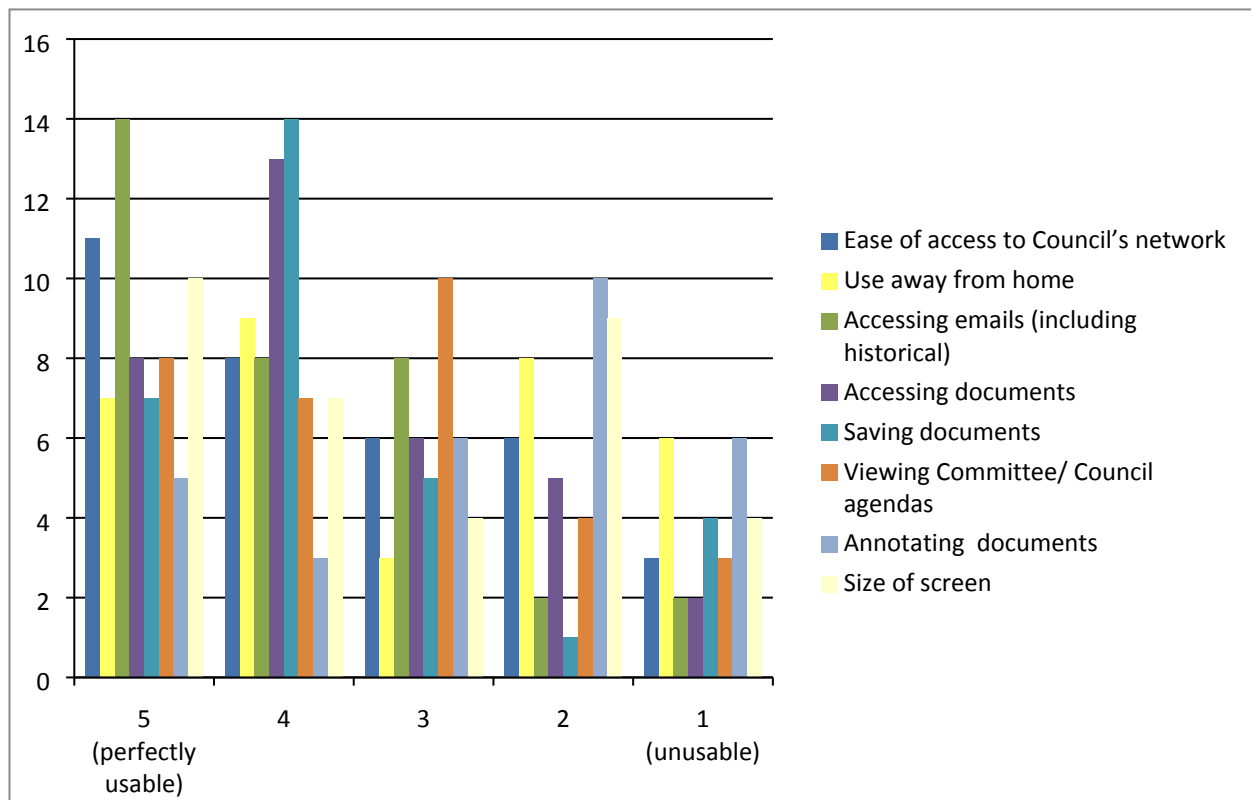
Omitting these responses, we get:

2) How regularly do you use your tablet?			
Every day	2-3 days a week	4-6 days a week	Rarely/never
14	4	4	4
54%	15%	15%	15%

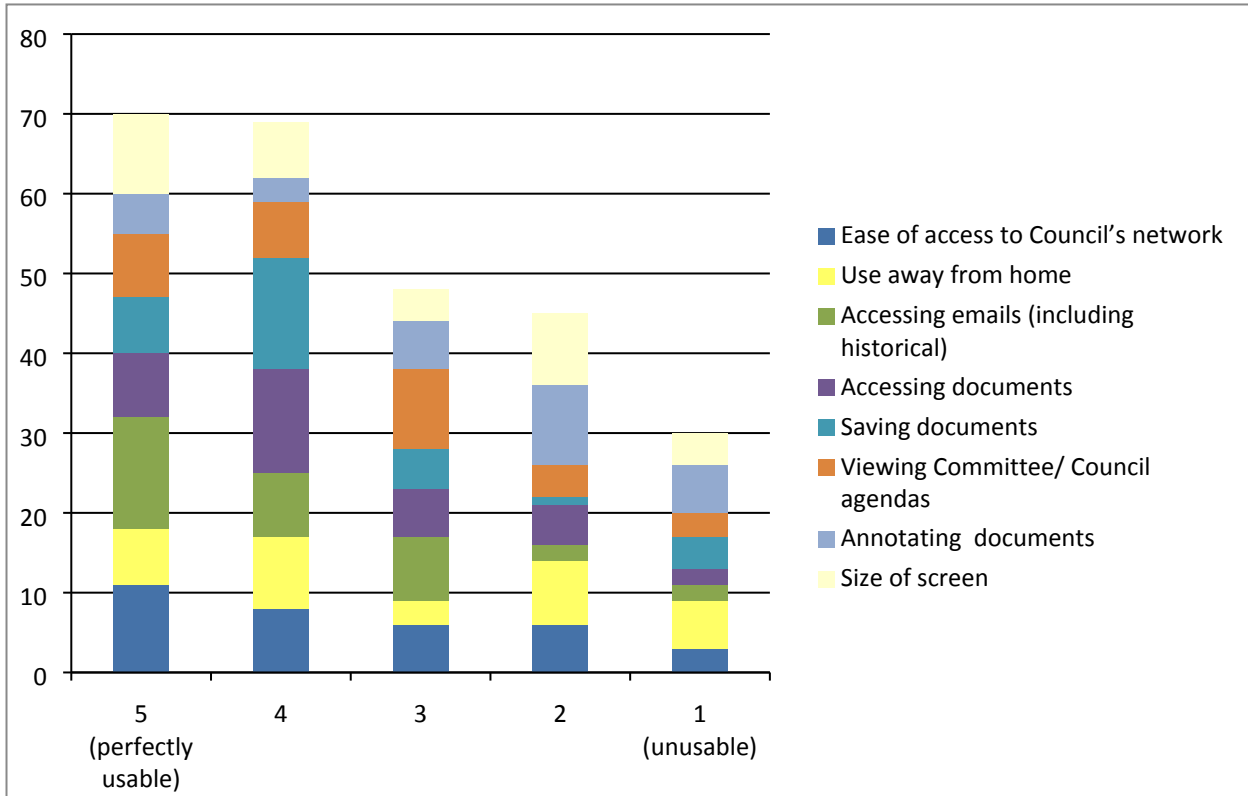
Question 3: How usable do you find the following on your tablet? (5=Perfectly usable, 1=unusable)

Response rate: 35/49 (27/29)

	5 (perfectly usable)	4	3	2	1 (unusable)
Ease of access to Council's network	11	8	6	6	3
Use away from home	7	9	3	8	6
Accessing emails (including historical)	14	8	8	2	2
Accessing documents	8	13	6	5	2
Saving documents	7	14	5	1	4
Viewing Committee/ Council agendas	8	7	10	4	3
Annotating documents	5	3	6	10	6
Size of screen	10	7	4	9	4
Total	70	69	48	45	30

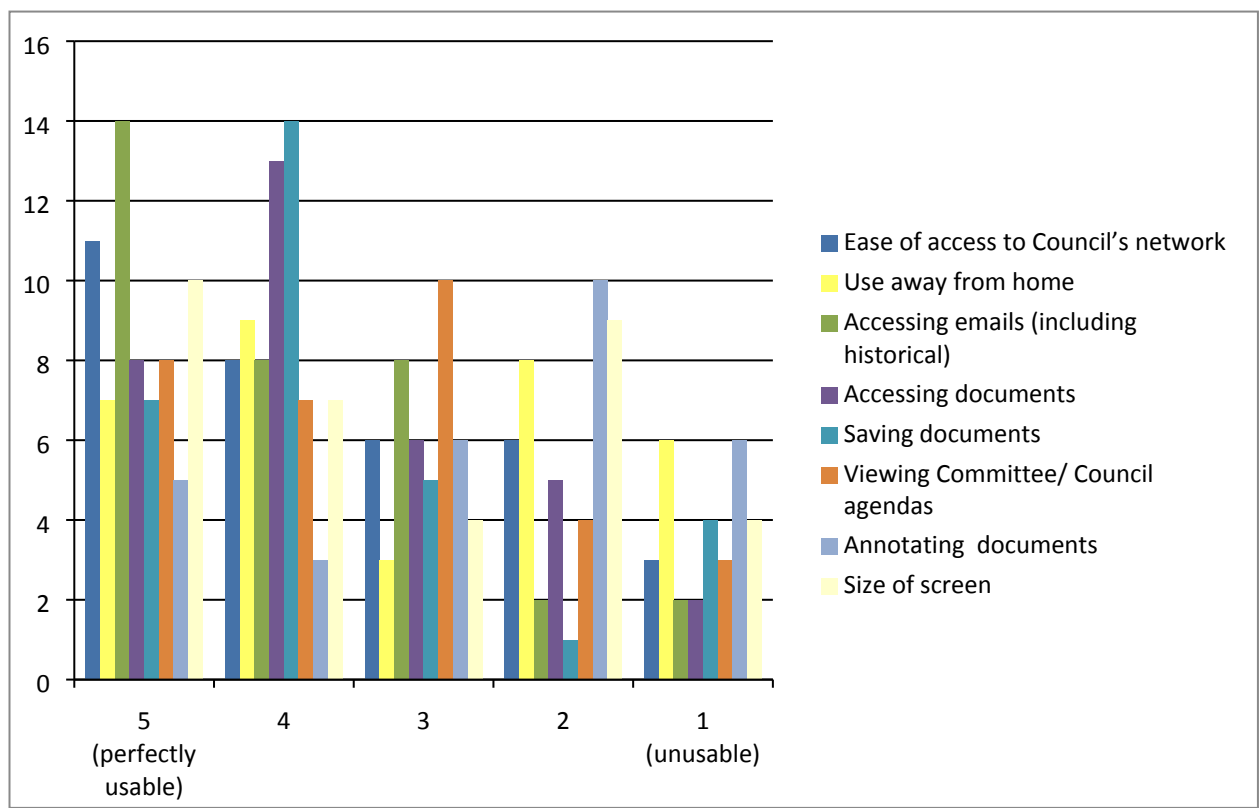


Total scores

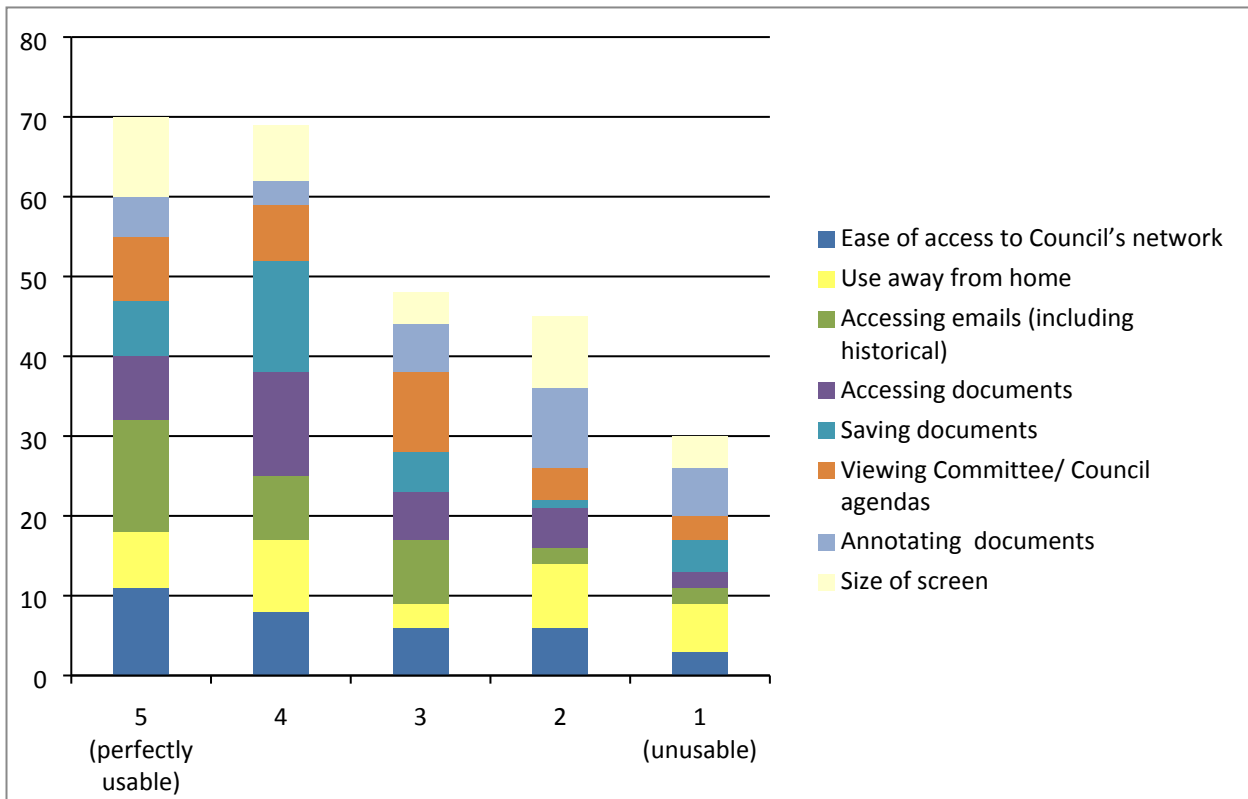


Omitting scores given by Councillors who don't report having tablets:

	5 (perfectly usable)	4	3	2	1 (unusable)
Ease of access to Council's network	9	7	5	3	2
Use away from home	4	7	3	6	5
Accessing emails (including historical)	11	7	5	2	2
Accessing documents	6	10	5	4	2
Saving documents	6	12	3	1	3
Viewing Committee/ Council agendas	7	6	6	4	2
Annotating documents	3	2	6	9	3
Size of screen	6	6	4	8	2
Total	52	57	37	37	21



Total scores



4: Have you contacted IT/Members Services for:

Response rate: 36/49 (27/29)

	Total	Percentage*
Password reset	33	92%
Access to Council's network	18	50%
Microsoft upgrades	13	36%
Rebuilds because of hardware fault	18	50%
Other (please specify)	6	17%

Omitting scores given by Councillors who don't report having tablets:

	Total	Percentage
Password reset	24	89%
Access to Council's network	14	52%
Microsoft upgrades	11	41%
Rebuilds because of hardware fault	15	56%
Other (please specify)	3	11%

Percentages here, as with other percentages in this report, are of those who gave an answer to this question. An improvement to future studies would be to give an opportunity for Councillors to state that they have not ever called for support. This would allow us to distinguish between Councillors who haven't sought technical support and Councillors who have just skipped the question.

4b: How often have you contacted IT/Members Services for?

Response rate: 17/49 (15/29)

	Average	Total
Password reset	3.5	46
Access to Council's network	2.4	16.5*
Microsoft upgrades	1.0	5
Rebuilds because of hardware fault	1.0	8
Other (please specify)	1.0	1

*One Councillor answered "2 or 3 times" so this answer was averaged.

Omitting scores given by Councillors who don't report having tablets:

	Average	Total
Password reset	3.75	45
Access to Council's network	1.9	11.5
Microsoft upgrades	1.0	5
Rebuilds because of hardware fault	1.0	7
Other (please specify)	1.0	1

4c: How long have you been without a device because of: (in days)

Response rate: 14/49 (13/29)

	Total	Average
Password reset	33.5*	5.6*
Access to Council's network	36	7.2
Microsoft upgrades	22	7.3
Rebuilds because of hardware fault	76	8.4
Other (please specify)	7	7.0

*This excludes one anomalous response of "six months".

Omitting scores given by Councillors who don't report having tablets:

	Total	Average
Password reset	33*	6.6*
Access to Council's network	36	7.2
Microsoft upgrades	22	7.3
Rebuilds because of hardware fault	76	8.4
Other (please specify)	7	7.0

*This excludes one anomalous response of "six months".

5: Did you participate in any of the following Member Training:

Response rate: 36/49 (28/29)

Note that these percentages are a percentage of those who answered the question. The questionnaire asked Councillors to tick a box if they had attended, so some may have skipped the question without answering "no".

	Total	Percentage
"Starting up"	14	39%
Group Sessions with IT	10	28%
1 to 1, Dem Services Officer	10	28%
1 to 1, IT Officer	22	61%
Member/Member Session, Cllr Cowan or Robson	15	42%

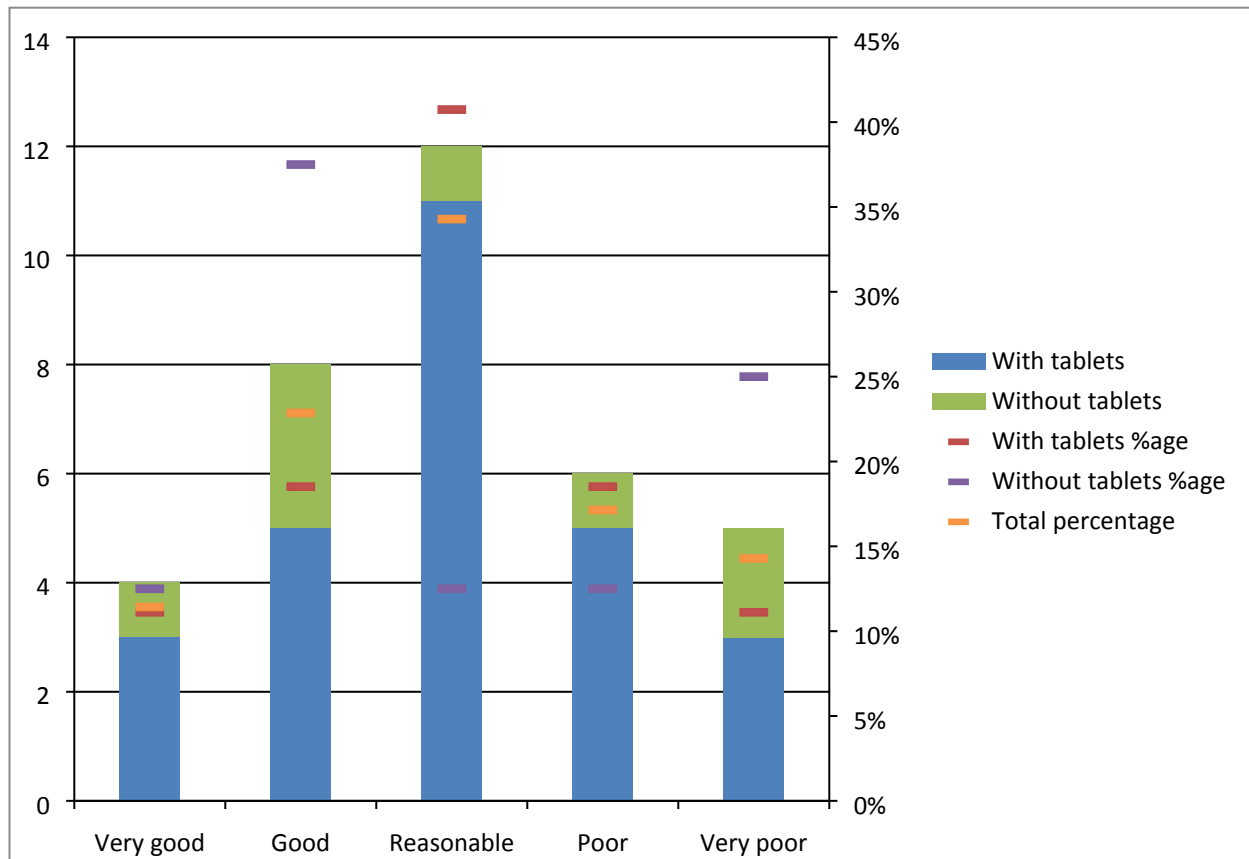
Omitting scores given by Councillors who don't report having tablets:

	Total	Percentage
"Starting up"	13	46%
Group Sessions with IT	9	32%
1 to 1, Dem Services Officer	8	29%
1 to 1, IT Officer	17	61%
Member/Member Session, Cllr Cowan or Robson	13	46%

6: How would you rate your current experience with your tablet?

Response rate: 35/49 (27/29)

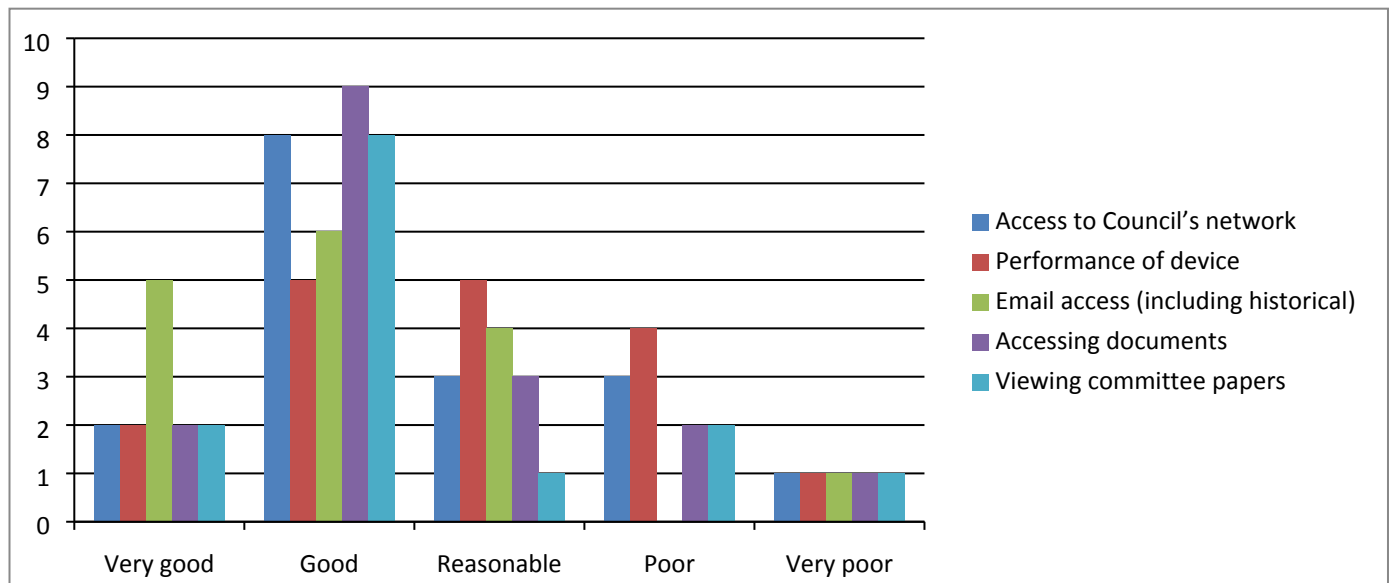
		Very good	Good	Reasonable	Poor	Very poor
With tablets	Total	3	5	11	5	3
	Percentage	11%	19%	41%	19%	11%
Without tablets	Total	2	1	1	3	1
	Percentage	25%	13%	13%	38%	13%
Total	Total	5	6	12	8	4
	Percentage	14%	17%	34%	23%	11%



7: If you have retained your Dell laptop or Xtreme Computer terminal, how do you find the following:

Response rate: 17/49

	Very good	Good	Reasonable	Poor	Very poor
Access to Council's network	2	8	3	3	1
Performance of device	2	5	5	4	1
Email access (including historical)	5	6	4	0	1
Accessing documents	2	9	3	2	1
Viewing committee papers	2	8	1	2	1
Total	13	36	16	11	5



Total scores

