**Reflections on outcome of Client Services Survey**

**Information Services**

Survey responses to the ten statements were broadly in line with expectation and were all clustered between a mean of 3.68 and 4 indicating a reasonable high-level of consistency in service provision.

Unsurprisingly the highest ranking statement was that the service is very important to the respondents’ own work activities. What was perhaps a little surprising was that 20 out of the 328 respondents disagreed with this statement – so they either do not use any IT or Library services or they are unaware that most of what they do is probably underpinned by IT infrastructure services.

The lowest mean score was achieved for the service being good at consulting and engaging with customers though, interestingly, the customer focus shown by our staff was rated significantly higher (3.81 c.f. 3.68). Since IT and Library converged into a single service we have been focusing on developing our engagement with customers and we have had some very positive unsolicited comments from individual members of staff, both academic and in other service areas, who have noticed an improvement in our liaison and consultation work. The forthcoming restructuring within the department will further demonstrate our commitment in this area as we strive to place IT closer to colleagues outwith the department.

 While responses from across the main campuses are generally of a high level and consistent, the report suggests that those respondents who were located at other campuses, including Craighouse, or who did not select a home campus are less approving of our services.

Consistent lower levels of approval from staff at Craighouse are perhaps not surprising as both IT and Library services have been withdrawn, or significantly reduced, from that campus leaving those who are left behind with a markedly reduced service and no immediate access to support. What is encouraging from the IS perspective is the relatively high level of scores that pertain at Craighouse which, perhaps, shows that staff there can still see the bigger picture.

There is no doubt that lack of immediate access to technician and library support has been an issue for a number of staff for a considerable period of time. It is hoped that staff relocation from smaller sites as a result of the Merchiston Co-location Project will herald an improvement in scores the next time the survey is held.

With regard to the summary of general comments in the report there is much to be pleased about. Perhaps the most often expressed negative comment is around the helpfulness or otherwise of the IT Helpdesk. This is an issue we are aware of and are addressing though, in mitigation, this has been an area of reduced staffing for a considerable period. The issue of support for “non-standard” Apple Macs is raised and, again, is one we are dealing with in terms of training and development.

While generally pleased with the outcome of the survey we are far from complacent and will address all of the issues raised in our Action Plan.

Chris Pinder

February 18th 2013

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| **PROFESSIONAL SERVICES ACTION PLAN** |  |  |  |
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| **FOR PERIOD OF: CALENDAR YEAR 2013** | **AREA: INFORMATION SERVICES** |
|  |  |  |  |  |
| **ACTION** | **PRIORITY** | **TO BE ACTIONED BY** | **DEADLINE DATE** | **REVIEW (impact of effectiveness of actions)** |
| **Communication** |  |  |  |  |
| We will become more proactive in using a range of communication channels for both staff and student. This will apply to the range of resources and services we offer | High | IS Senior Management Team | September 2013 | Through using a number of channels for communication we will reach a wider University audience who will hence, be more aware of our services. |
| We will improve communication about resource and service developments through enhanced and more focussed publicity. | Medium | IS Senior Management Team | September 2013 | Specific groups of customers will benefit from an improved focus and targeting of our communications. |
| **Processes & Procedures** |  |  |  |  |
| We will discuss the new start process with HR with the aim of improving process e.g. establishing a standard new staff implementation. We will also be more proactive in offering alternative, interim resources e.g. laptop pcs, pending full implementation of IT services for new staff. | High | Head of Customer Support Services | July 2013 | Our service offering to new University staff will improve and, where necessary, we will provide alternative means of access to networked services. |
| **Moodle** |  |  |  |  |
| We will work with Faculty Learning Technologists to improve support mechanisms for Moodle queries and, as a result, improve communication to academic staff over who to alert when support is required. Ideas such as a Virtual Forum for pooling ideas and sharing problems will be explored. | High | Academic & Business Relationship Manager | September 2013 | Academic staff and ultimately, their students will benefit from a more “joined-up” approach to support for Moodle.  |
| **Helpdesk- inconsistency of service** |  |  |  |  |
| We will focus on raising the standard of service provided by the Helpdesk and in particular, we want to ensure there is clarity and understanding over call handling and resolution. For example, where calls are passed to other teams we want a standard procedure re responsibility for solving the issue and communicating this back to the person who made the call.**ACTION** | High**PRIORITY** | Head of Customer Services Support**TO BE ACTIONED BY** | December 2013**DEADLINE DATE** | Feedback from customers on the service they receive from the Helpdesk improves.**REVIEW (impact of effectiveness of actions)** |
| **Non- standard services** |  |  |  |  |
| We will better promote the sessions we run for academics going overseas so they receive a consistent message to pass on to their students re access to IT and Library resources. | High | Head of Customer Support Services, Academic & Business Relationship Manager | September 2013 | Academic staff who go overseas will have an improved understanding of the IT and Library services available to them and their students.  |
| We will consider the development of Service Level Agreements in which service standards and expectation will be set out. | Medium | IS Senior Management Team, Head of Customer Support Services | December 2013 | SLAs with a range of “non-standard” customers will define the level of service offered to particular customer groups.  |
| **Staff- customer service** |  |  |  |  |
| Our CSE award indicates the importance in which we hold customer service and we will strive continually through both formal and informal methods to improve our effectiveness in this area | High | IS Senior Management Team | October 2013 | The customer service culture throughout IS improves and this is evidenced by feedback though e.g. the Client Services Survey. |
| **Web Pages Intranet** |  |  |  |  |
| We will assess the usability and presentation of our webpages as a project in the near future. Our aim is to create content that is fit for purpose and this will be tested against customer feedback. We will also ensure our pages contain basic information about primary contacts for particular issues. | Medium | IS Senior Management Team, Head of Customer Service Support, Head of Applications | September 2013 | Content is better presented and fit for purpose and details of key contacts will be displayed. Customer feedback will be monitored.  |
| We need to improve our information about the limitations of support available for many of the commonly available web based applications e.g. Drop box | Medium | Head of Applications & Customer Support Services Staff | October 2013 | Guidance on a range of commonly available applications and level of support expected will be available.  |