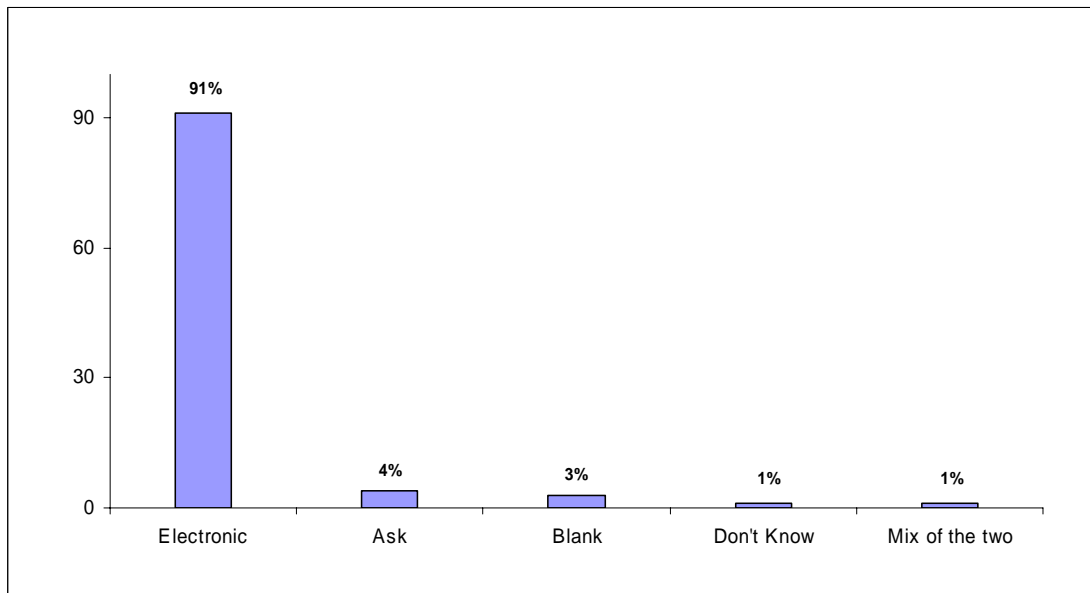


End-User

Q6. If you have a policy issue/question, do you first think of going to an electronic resource (e.g. Policy Library) to find an answer, or do you look for a hard copy first?

Electronic	91%
Ask	3%
Blank	3%
Mix of the Two	1%
Don't Know	1%



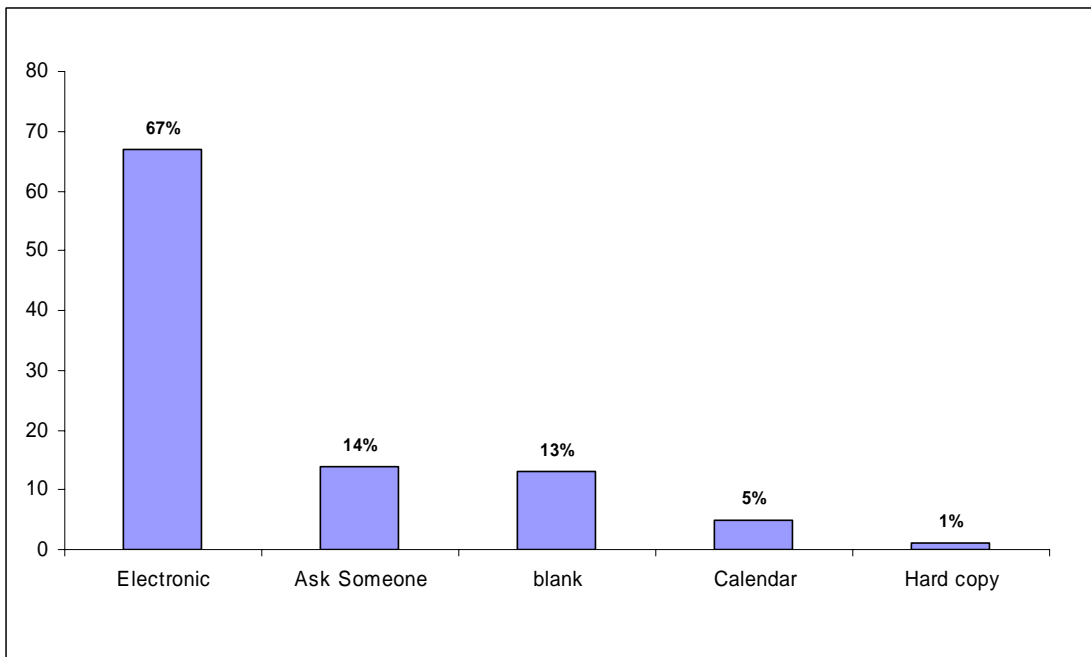
Comment

An overwhelming majority (90%) expect to answer a policy related issue via an electronic resource. Feedback verified there were still hard copies of policies, as well as copies of the policy being loaded onto various departmental websites. The issue here is that changes to policies are often made mid-review, and therefore with no live link to the policy library document, these various 'copies' are quickly outdated. Annual seminars highlighting the need to link to the live policy library document from departmental websites will hopefully solve this issue.

Comments from recipients suggest that staff often view their own departmental website first to locate Policies. Discussions with College/School Managers about the possibility of loading the live UCPL link onto departmental websites will be a recommendation from feedback received.

Q7. If you wanted to check on UC Policies and Procedures for a specific matter, what is the first resource you would access?

Electronic	67%
Ask Someone	14%
Blank	13%
Calendar	5%
Hard Copy	1%

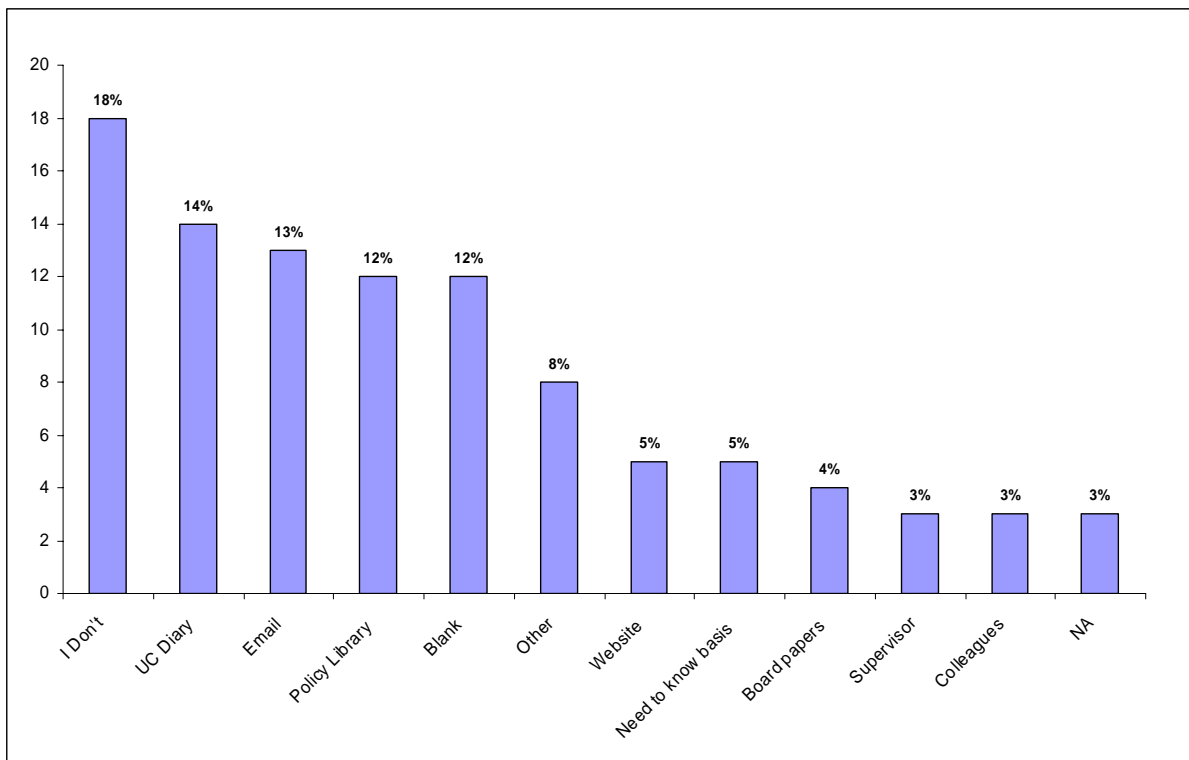


Comment

An overwhelming majority expect to answer a policy related issue via an electronic resource.

Q8. How do you keep yourself informed about new or reviewed policies?

I Don't	18%
UC Diary	14%
Email	13%
Blank	12%
Policy Library	12%
Other	8%
Need to know basis	5%
Website	5%
Board papers	4%
NA	3%
Colleagues	3%
Supervisor	3%



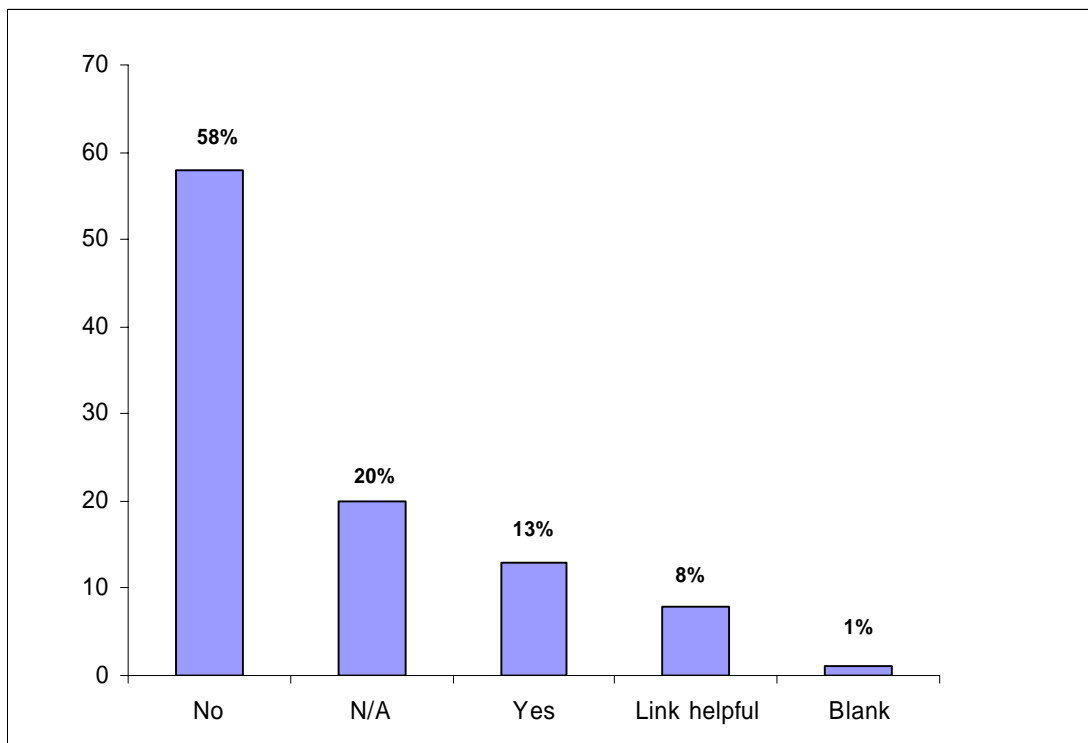
Comment

A surprising 20% of respondents do not proactively keep themselves informed about new or reviewed policies.

A regular feature in the UC Diary Policy Library Updates will be to advertise the Calendar Regulations. This will be a new sub-category of Academic on the UCPL.

Q9. Are you familiar with the process of having your documents approved for inclusion in the Policy Library?

No	58%
NA	20%
Yes	13%
Link Helpful	8%
Blank	1%

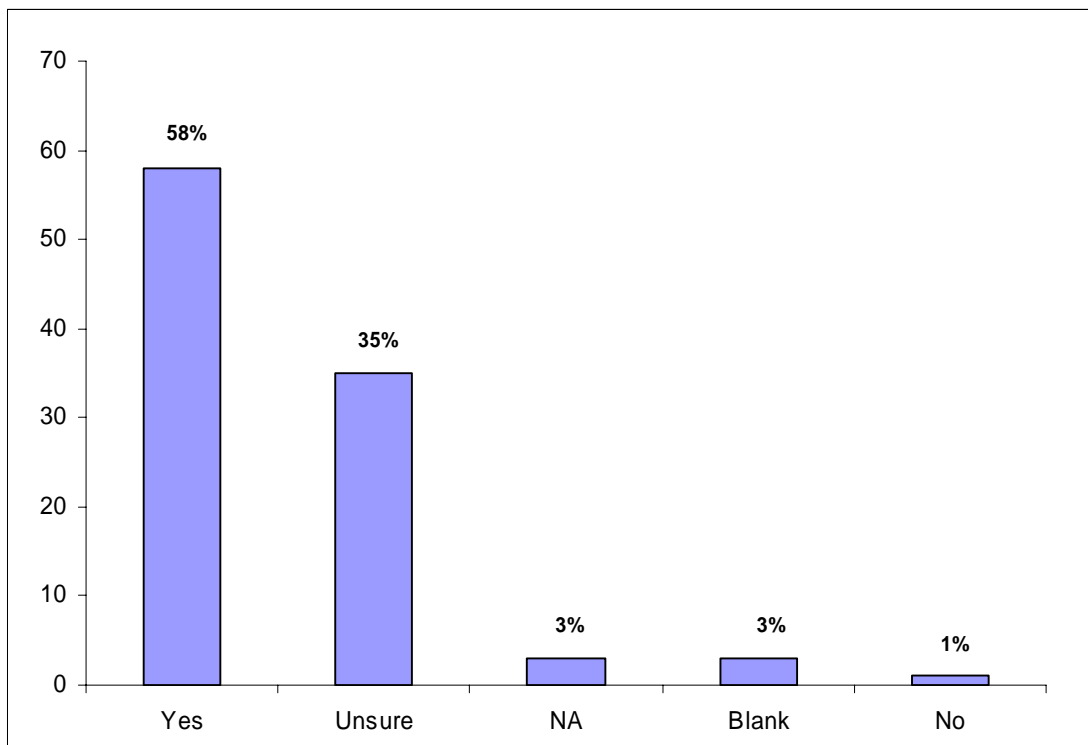


Comment

Nearly 60% of respondents were unfamiliar with the process of having their documents approved for inclusion in the Policy Library. We will address this by renaming the Policy Process Diagram link in the side bar inclusion (SSI) to Policy Approval Process. One recommendation to come out of the survey results is to emphasise with the individual policy owners the importance of wider consultation.

Q10. What is your understanding of the difference between a policy and a procedure/guideline?

Yes	58%
Unsure	35%
Blank	3%
NA	3%
No	1%



Comment

Nearly 60% knew the difference between policy and procedure and of the 35% who were unsure and had a guess, they were usually correct.