

2007 Policy Library Survey Report

Introduction:

The data in this report is based on analysis of the responses to the 2007 University of Canterbury Policy Library Survey which was collected by a web based survey from August 24 - September 17, 2007. Responses were not anonymous, although a small percentage retained autonomy.

There were 157 responses received and utilised for this report. One in five respondents came from the College of Engineering, with the other Colleges being well represented in the remainder of replies.

The 2007 UC Policy Library Survey presents information concerning University awareness of the Policy Library, its use across the wider UC community and general questions relating to the functionality and capability of the UCPL interface on the web. The 2007 survey analysis will provide the foundation for enhancements moving forward. Future surveys will be reviewed by comparison to the 2007 feedback to ascertain the effectiveness of improvements made to the UCPL.

Summary of Data Analysis:

Of the 157 respondents, just over 80% indicated they used the Policy Library. Of some concern was that almost 20% used it not at all. (Please refer to Recommendations in this report).

The Policy Library covers numerous categories, and by far the categories accessed most by users are Academic, HR, Student Administration, IT and Research. (Please refer to Recommendations in this report).

Of the respondents that answered the question relating to the Policy Library meeting their needs, almost 80% indicated that they were happy with the outcome.

Three search engines are available for users to identify policies. Nearly half of respondents use the Title Keyword search. An overwhelming theme flowed through the survey indicating that search engine functionality needs to be enhanced not just for the UC Policy Library, but across the UC internet site. In discussions with ICTS, we will imbed a new search engine in 2008 similar to the one used for the NZFVC site. With nearly 40% of respondents struggling to find what they're looking for, addressing the key word search functionality will be a priority this year. (Please refer Recommendation 3 in this report).

An overwhelming majority (90%) expected to answer a policy related issue via an electronic resource. Feedback verified there were still hard copies of policies, as well as copies of policies 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.

Nearly 60% of respondents were unfamiliar with the process of having their documents approved for inclusion in the Policy Library. We will address this in the annual seminars but will also rename the Policy Process Diagram link in the side bar inclusion (SSI) to Policy Approval Process.

One in four respondents indicated their frustration in moving around the Policy Library. We will address this issue as a priority in discussions with ICTS and the Web Team in order to create a more user-friendly environment for users. We will also ask respondents/seminar attendees for input into this process.

Of the 157 respondents, almost 50% said that nothing could be done to enhance the website useability, although it was clear from the majority of respondents who did give an example, that a better search facility was far and away the most common issue. As mentioned above, imbedding a new and improved key word search will go a long way to alleviating this frustration.

The survey asked respondents to comment on what they would expect to see on the Policy Library site that wasn't there already. Nearly 70% replied with a combination of "Nothing" and "Not Applicable". Of the respondents that did indicate a suggestion, 7% said they would like to see a 'full text search' and 6% indicated that they would like to see more contact details. In addressing the 7%, the new search engine will make accessing policies more effective. To comment on the 6% who indicated more contact details would be desirable, while the contact title is on the policy itself and not the specific name, there is an extension number listed on the policy. One of the main reasons for not having individual names is that changes to positions by individuals do not affect the policy.

Only 30% of respondents answered 'Yes' to the helpfulness of the Frequently Asked Questions. (Please refer to Recommendations 5 in this report).

Over 80% of respondents were happy with word/pdf options for accessing policies with 10% preferring html. In the future, an html option will be considered further for the Policy Library, but this is not an immediate priority.

Over half of respondents said they would use a Help facility. An Ask Live option or perhaps utilising Microsoft Live Messenger for quick time answers to queries could be a possibility to enhance the help functionality of the UCPL.

An overwhelming 60% of respondents indicated they wished to be informed on UC Policy Updates and information via email with just over 25% of respondents already accessing the information via the General Notices in the UC Diary. (Please refer Recommendation 6 in this report).

95% of respondents had not attended a policy library information seminar. We will continue to offer UCPL information seminars throughout the year, and other targeted seminars on request.

The response to the survey question relating to the knowledge of who administers the Policy Library was a high 58% of 'No's'. Priority has already been given to this, and contact details are now listed on the UCPL Home Page.

Around 90% of respondents reported that no PC compatibility or IT access issues with the UCPL which was heartening.

Recommendations:

1. To add another search function called “All Title Summary” under Browse. This will return a list of every policy in the policy library in alphabetical order.
2. To rename ‘All’ in the A-Z Browse section to ‘All Title Detail’ as a separate link. This returns a full list of every policy in the library with a brief paragraph describing the policy.
3. To create a new category link in the Search By Category section called “UC Calendar Regulations’ that will be a sub-section of ‘Academic’.
4. To rename “UPDATES” to “WHAT’S NEW”.
5. To imbed a Version Control Table in new policies from 2008, and add to current policies as they come up for review. This will advise whether the policy has been through an annual review, or just modified during the year.
6. To address the issue of awareness and the 20% of staff who were unfamiliar with the Policy Library, we will hold another UC Policy Library Seminar early in the New Year.
7. To take the top 5 categories accessed most, and discuss with ICTS the possibility of creating a live link to the Policy Library from the related departmental websites (i.e. live link to Policy Library from Academic Quality Assurance Unit, HR, Student Administration and IT sites)
8. In collaboration with ICTS and the Web Team, to enhance the UCPL search function similar to that found on the [New Zealand Family Violence Clearinghouse](#) site.
9. To continue to offer annual UCPL information seminars through the year as well as other targeted seminars on request.
10. To revise the Frequently Asked Questions to incorporate some of the troubleshooting ideas that came out of the survey results and rename the link - “General Information”
11. To investigate options regarding an Ask Live or Microsoft Live Messenger function to enhance the help functionality of the UCPL.
12. To create a ‘UCPL Distribution List’ which will include those respondents from the survey who acknowledged they wanted to be notified of UCPL information via email. We will advertise this distribution list in the UC Diary, with an invitation to anyone else who would like to be included.
13. To rename NZ Legislation under Related Links to Relevant Legislation which will link the user to a pdf list of the 20 most common legislation most relevant to the UC. We will imbed a link in this pdf document directing the user to the formal NZ Legislation website.
14. To liaise with HR to discuss the possibility of presenting the Policy Library to HR Advisors in the Colleges/Schools.

15. To rename the current Policy Process Diagram link in the SSI to the Policy Approval Process.
16. To enhance UCPL Administration contact details on the UCPL homepage (already actioned).

As a living electronic policy library, [new documents are being added all the time](#). Those planned for the [near future](#) are listed separately. If, in the meantime, you can not find what you are looking for, please do not hesitate to contact the Jacqui Lyttle, Policy and Risk Manager, Extn 6831, or Marie Menzies, Policy and Risk Officer, Extn 6204, Planning, Information and Reporting Unit (PIRU).

Thank you very much for your responses. We certainly valued your time and comments.

<http://www.canterbury.ac.nz/ucpolicy/>