



UCD Access & Reporting Survey

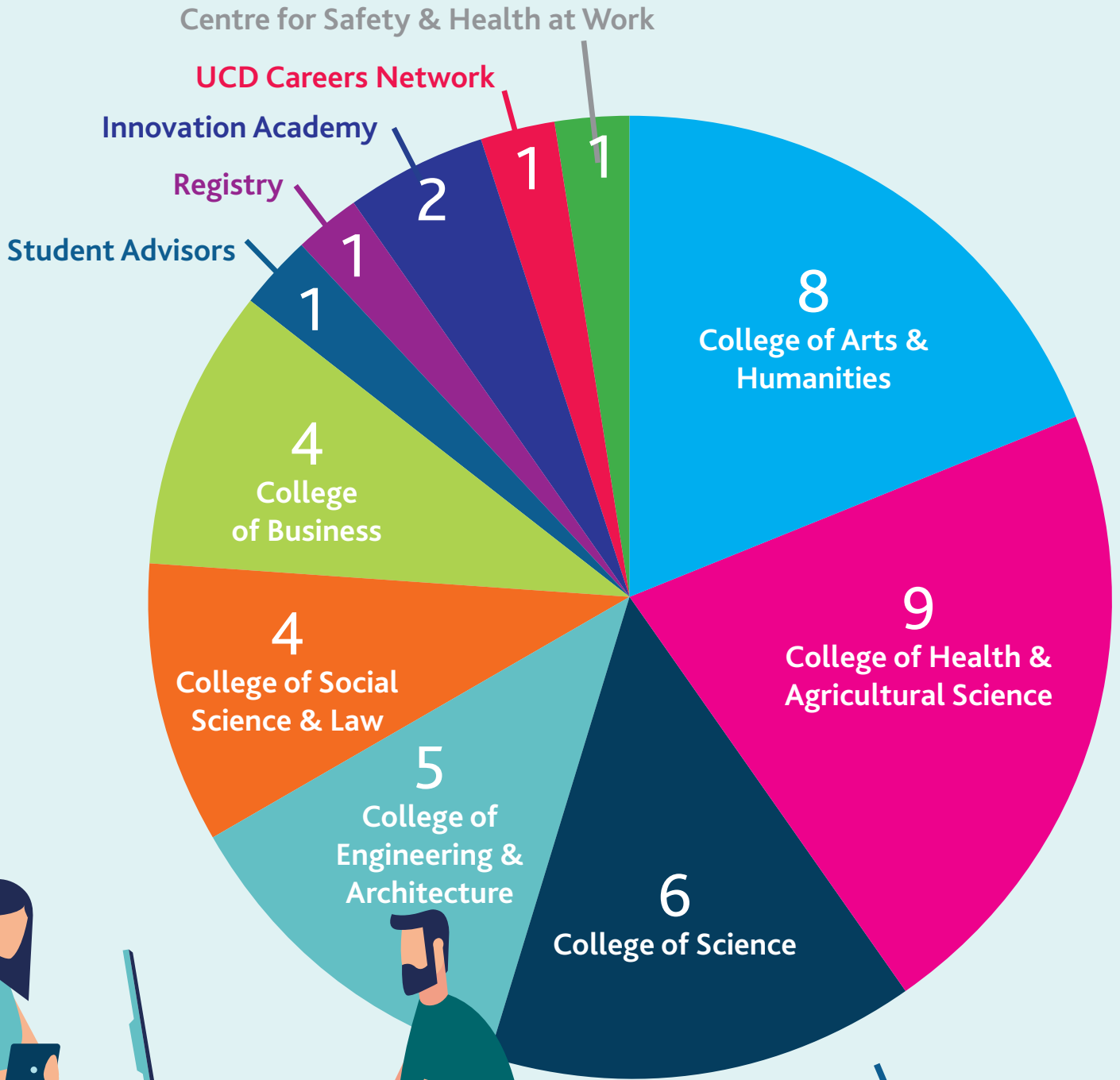
Purpose

The UCD 'Access & Reporting' Survey was carried out in July 2019 to identify trends, address challenges and to provide an opportunity to capture feedback for improvement, within this pilot project for the UCD Operations Group.



Q1

What Unit/School/College are you working in?



42
respondants



Q2

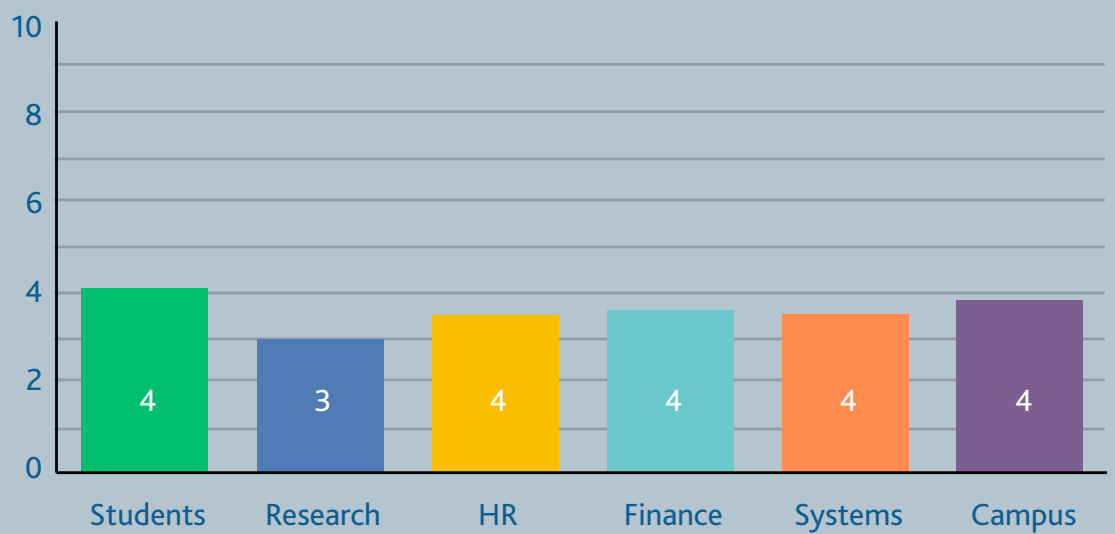
What reports do you find particularly useful in your current role?

The most popular reporting areas are divided into the following themes:



Q3

There are many reports available under different categories in Infohub. Please rate the reports available within each category below.



Average Score

3.61

across 6 reporting categories, which Students, HR & Finance surpassed

Poorest Rated categories for reporting were

HR & Systems

Highest Score (rating 'Very Useful')
over 40%
for the Students category

50%
of staff stated Research as 'N/A' to their roles

Lowest Score for reporting as a category was
Research



Q4

Is there anything you would like to be able to report on or report further on?

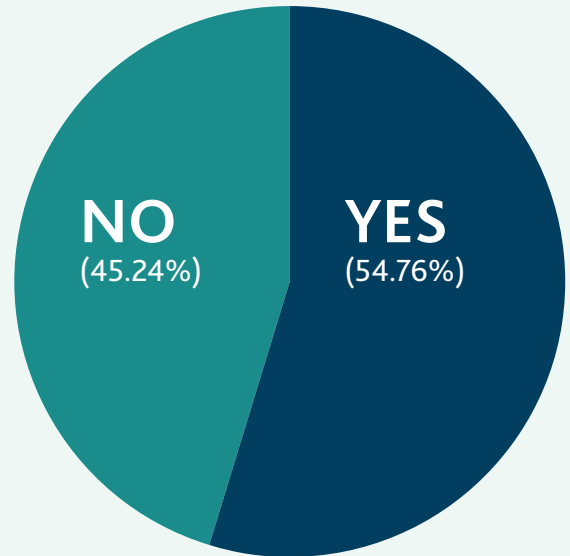
Respondents identified the following under reporting themes:



Q5

Have you experienced any issues gaining access to the reports you need for your current role?

- » Technical Issues
- » Unaware reports available
- » Data Issues i.e. non-existent fields, manual generation
- » Delay in Access
- » Incorrect Access
- » Holding multiple roles issues
- » Changing roles issues
- » Lack of information
- » Missing reports during role set up
- » Reporting disappeared i.e. removed/ lapsed
- » Reports not specific enough
- » Reports approval process
- » Insufficient new reports



I came from another School and although I gained access to my current school's reports, I was still seeing my previous school's reports for several months.

Difficult to know how to get access approved; from whom formal permission is required to be granted access; and who can then action the request!

Again as banner has lost certain reporting functions Infohub needs to fill the gap and as of yet there is not one inclusive report that is sufficient. (Student full registered name, nationality, registration, fee status etc)

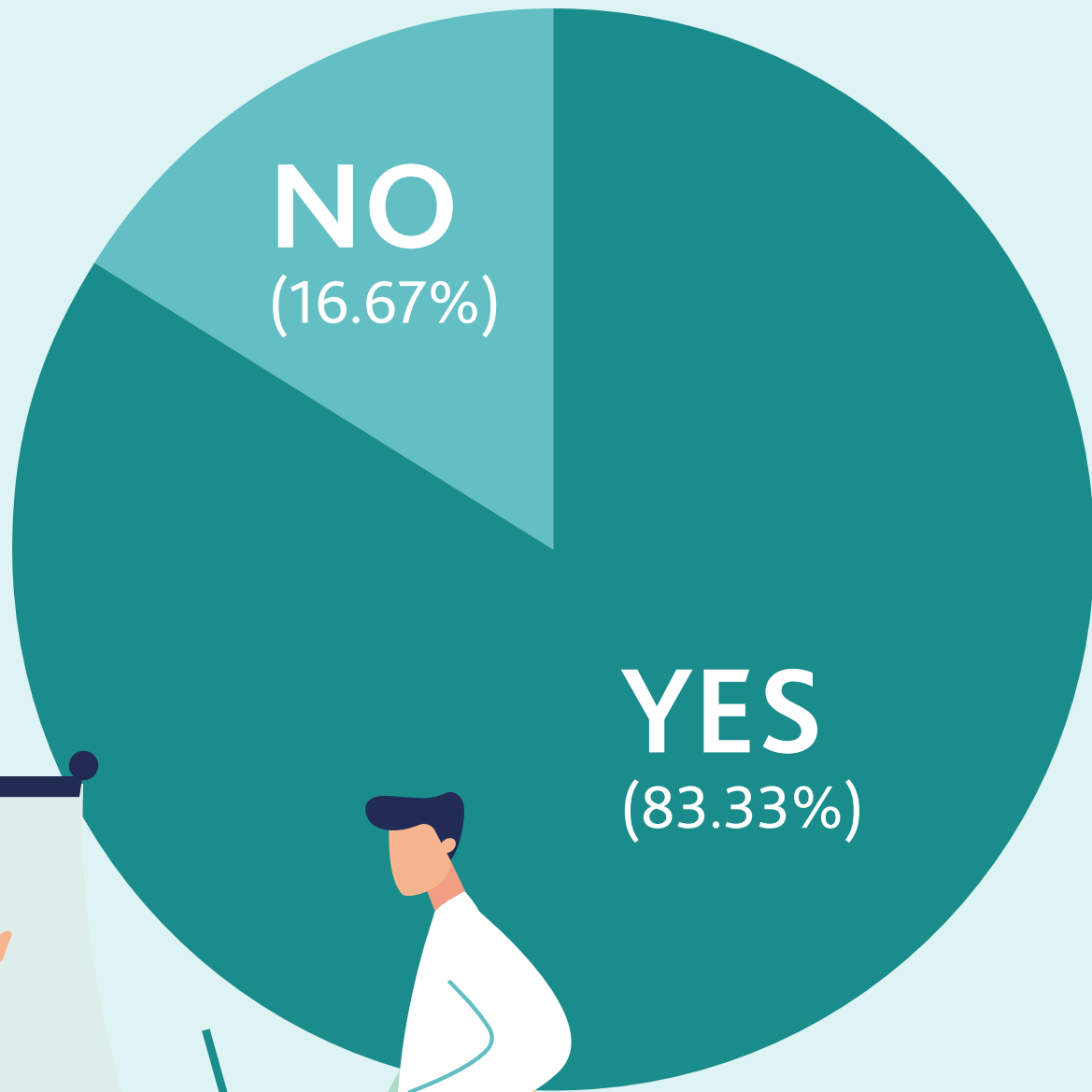
Have to gain permissions to access reports. Some reports are only available for one year and then access need to be granted again.

Not gaining access as such, just not enough flexibility to produce specific reports requested



Q6

Would you be interested in attending an information session on how to access and use reports?



Q7

Do you have any thoughts on how you would like to engage or communicate with us in future (email, face to face, workshops etc)?



Workshops



Email & Workshops



All 3 (Email, F2F & Workshops)



Email



F2F & Workshops



F2F



Email & Surveys



Email & F2F



Email, Surveys & Workshops



Forum



F2F, Workshops & Focus Groups

'Workshops are always a good way to try out things hands-on and it allows us to meet people from other units and see what they do/how they do things'

'Email is best - we don't always get time to go to workshops!'

'Any of the above, particularly if there is duplication of reporting into systems and what staff are already doing.'

'Face to face is always best especially initially'



Reporting Survey Outcomes

Knowledge Sharing

X4 Interactive Information sessions for staff were held with the units of Admissions, Curriculum Management, UCD Global, Finance & HR to address reporting needs identified.

Webpage Published Findings

Open access resources are available for all staff on our webpage for those who could not attend the various training sessions but wish to be included for learning & support.

Communication

An official group email account was created as the preferred method of disseminating project updates, findings and to provide a space for ideas sharing, whilst also raising awareness for upcoming events for F2F interaction.

External Consultation

Research was carried out with several organisations operations groups to promote innovation, expertise & best practice lessons for integration and implemented within UCD.

Opportunities for Improvement Feedback

Participants had the chance to provide their feedback after each information session, with units acknowledging priorities & steps for improvement.

Community Consultation

A brainstorming workshop was held to discuss and capture various viewpoints from the UCD administrative community.

Thank You.

Thank you to all respondents who contributed to the Access & Reporting survey and participated in the various workshops. We look forward to working with you in the future and encourage staff to submit their ideas, opinions, and initiatives for ongoing review by the Operations Group.

