



Corporate Information Systems 2018

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Introduction

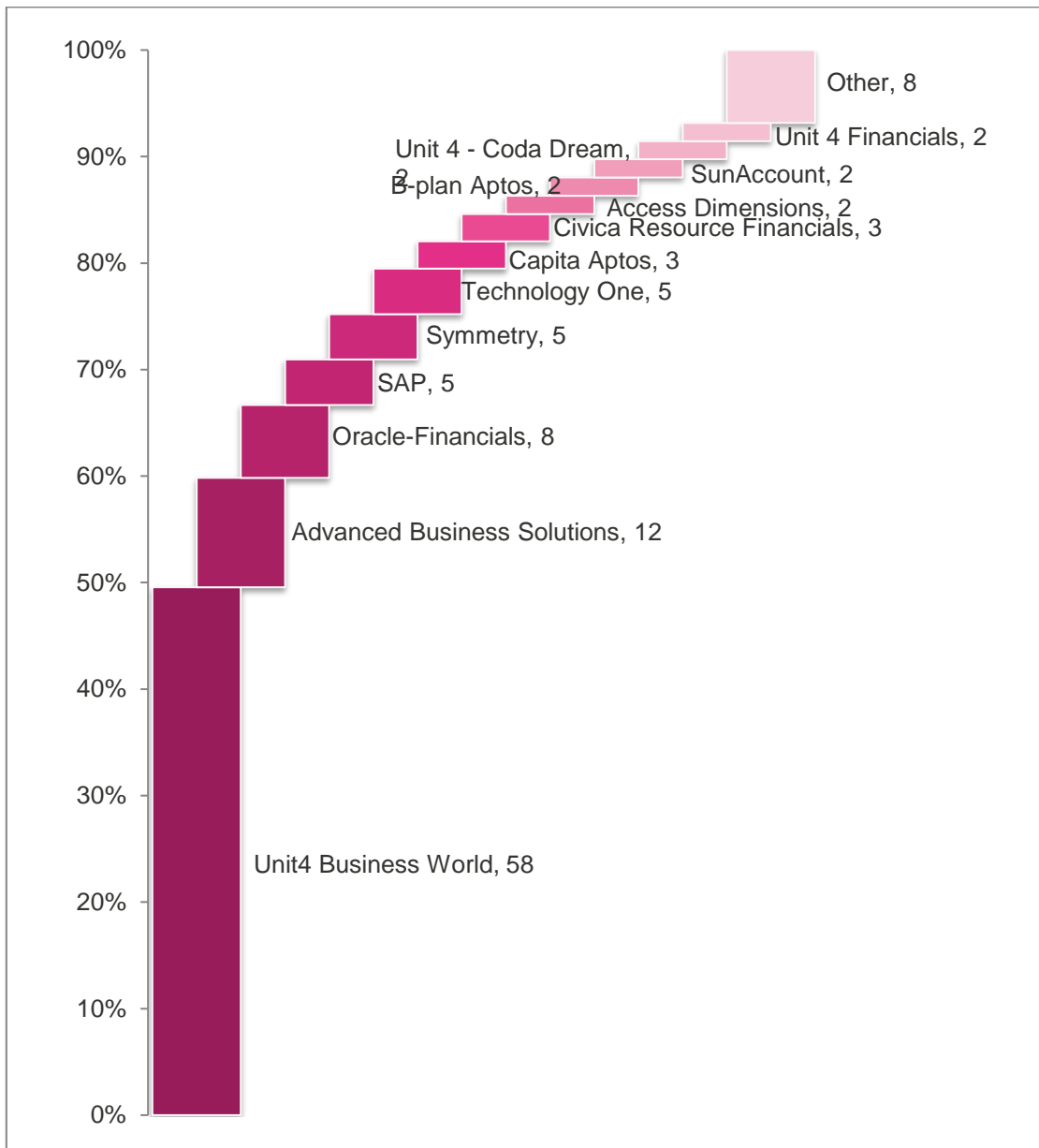
The Corporate Information Systems Group (CISG) has carried out an annual survey of all ucisa member institutions in each year since 2007. This analysis was commissioned to present charts of each question included in the 2018 survey – except for the free text responses. A total of 117 respondents submitted a return in 2018 – a fall on the 125 responding in 2017. All of the responses included here are as supplied by the responding institutions. In some cases respondents selected the ‘other’ option in a question and then supplied detail indicating one of the other categories – where possible these have been included within the relevant category rather than in ‘other’. In some cases respondents selected ‘other’ from the list of categories and then provided details of more than one system – these have generally been included within the ‘various’ category where possible. Further to this, where respondents did not select an option from the provided list but then provided details in the comments box, this will also have been included in the relevant category where possible, or included within ‘other’.

Once again this year, respondents were asked to provide details of any systems used for Attendance Monitoring, Student Engagement and Learning Analytics. These questions were free text responses this year and are not currently included here.

Percentages included in the charts and commentary are based on the total number of respondents to the individual questions, and not the overall 117 respondents to the survey – details of the number of respondents to each question are shown below the relevant chart. In some cases, respondents chose not to select a system from the list but did indicate how the relevant service is delivered – in these cases all responses are included and so the number of respondents in the method of delivery charts may differ to the number in the systems chart. Those systems selected by only one respondent will be included within the ‘other’ category in the charts for clarity – with the detail of the systems this includes noted in the commentary.

Finance

Figure 1 Finance Systems



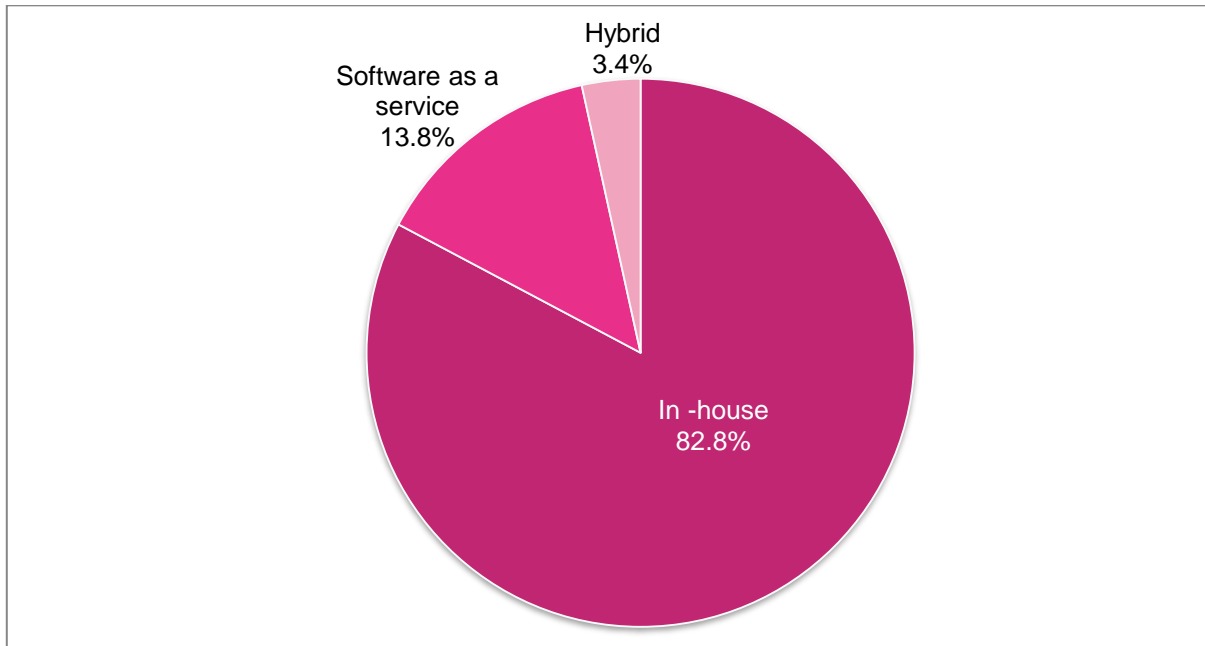
The percentages are based on the 117 respondents answering this question

Figure 1 illustrates that Unit 4 Business World continues to be the most popular Finance system in 2018, with almost half of respondents indicating that it is the system of choice at their institution. Advanced Business Solutions was the next most popular Finance system, although it was some way behind and was in use at 12 responding ucisa member institutions (10.3%). A total of three respondents indicated that an ‘other’ Finance system was in use at their institution in 2018 and these were Infor, Oracle ERP and PS Financials. In addition five systems (Deltek – Maconomy, Ellucian Banner Finance, Microsoft Dynamics NAV, Topaz Financials and Unit 4 – QLF) were each selected by just one respondent and are included within ‘other’ in Figure 1.

It is worth noting that the number of respondents indicating that they used Unit 4 Business World in 2018 includes three respondents selecting 'other' and reporting this was Agresso which is now Unit 4 Business World.

Figure 2 highlights that 83% of Finance systems were delivered in-house at responding ucisa member institutions in 2018.

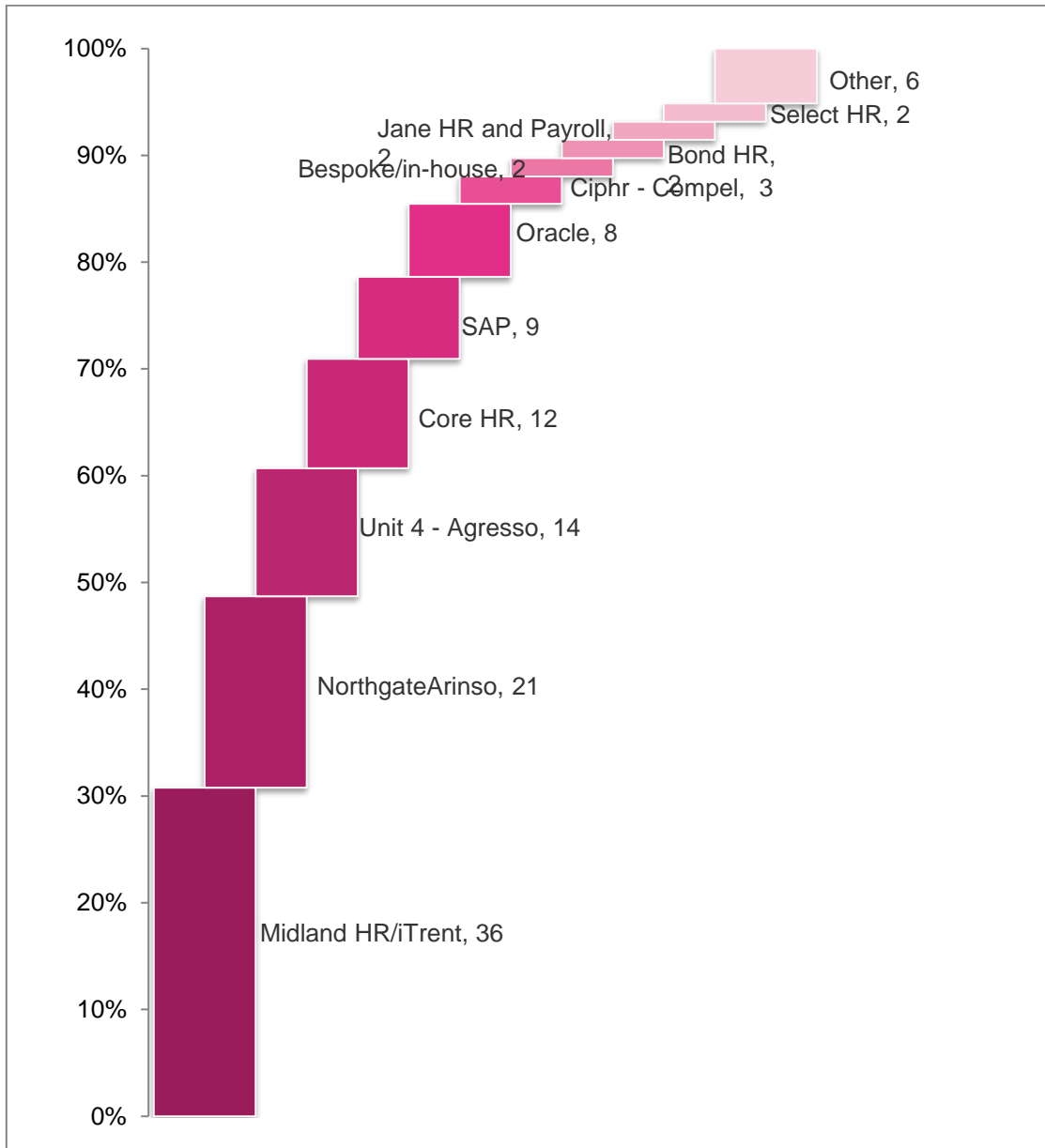
Figure 2 Method of delivery of Finance Systems



The percentages are based on the 116 respondents answering this question

HR

Figure 3 HR Systems



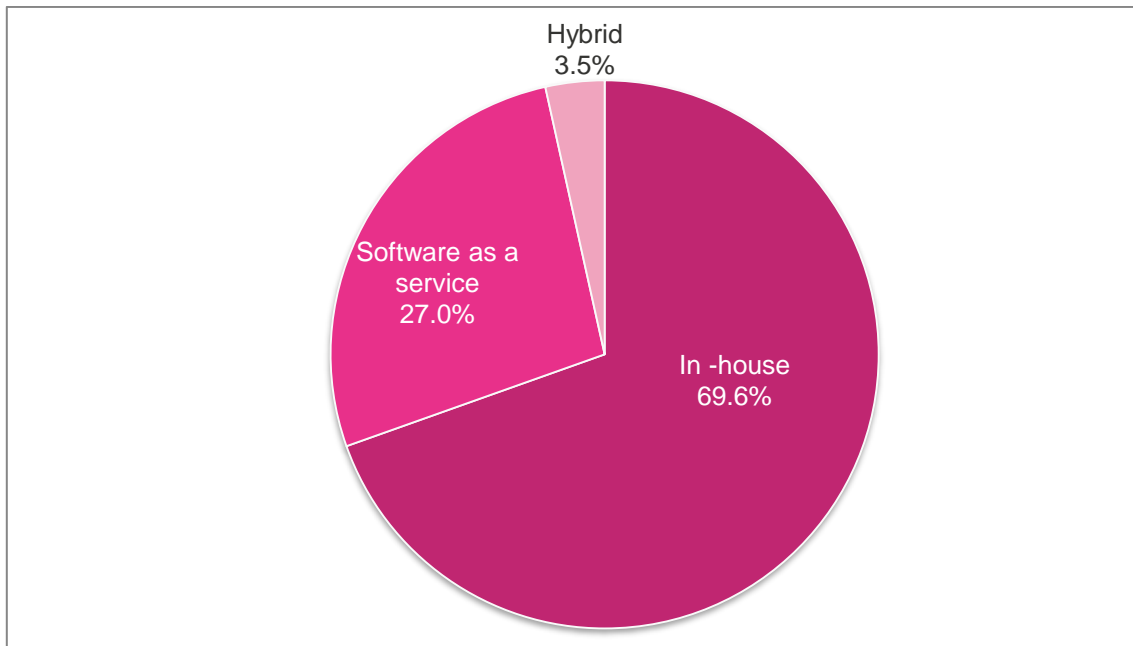
The percentages are based on the 117 respondents answering this question

For the second consecutive year Midland HR/iTrent was the most popular HR system and was in use at 36 responding ucisa member institutions (31%) in 2018, followed by NorthgateArinso which was in use at 21 responding institutions (18%). In addition, respondents were asked to indicate which NorthgateArinso package was in use at their institution and sixteen provided details, with fifteen indicating that their system was ResourceLink and one indicating that they used PS Enterprise.

One respondent selecting ‘other’ and reporting this as Unit 4 Business World has been included within Unit 4 – Agresso. Overall, two respondents indicated that an ‘other’ HR system was in use at their institution in 2018 and these were Software for People – World Service and HR.Net. Further to this, four systems (Alta HR, Deltek – Maconomy, Oracle-Peoplesoft and Sage Snowdrop) were each selected by one responding ucisa member institution and have been included within ‘other’ in Figure 3.

Overall, 70% of HR systems were delivered in-house at responding ucisa member institutions in 2018 (Figure 4).

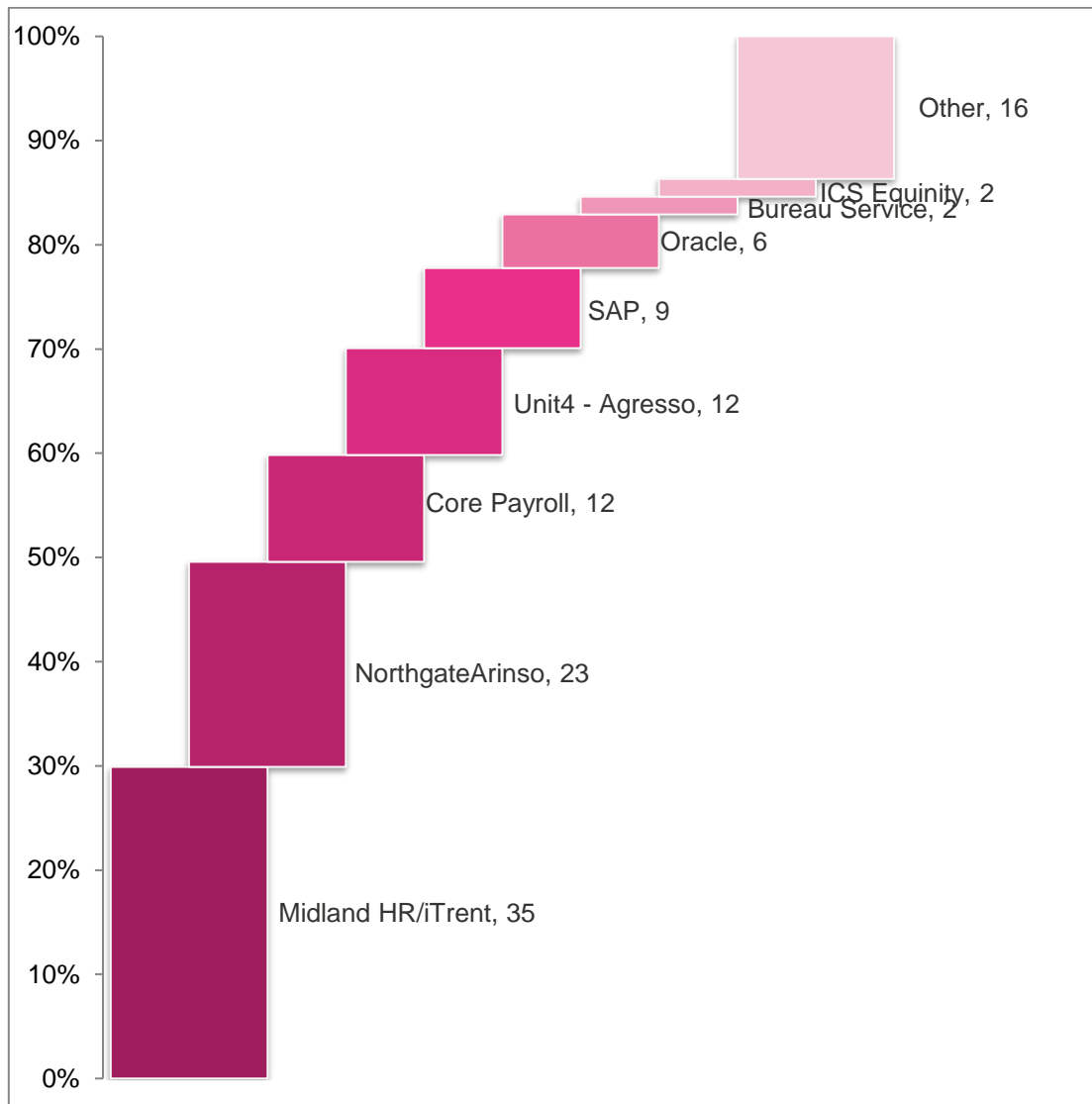
Figure 4 Method of delivery of HR Systems



The percentages are based on the 115 respondents answering this question

Payroll

Figure 5 Payroll Systems



The percentages are based on the 117 respondents answering this question

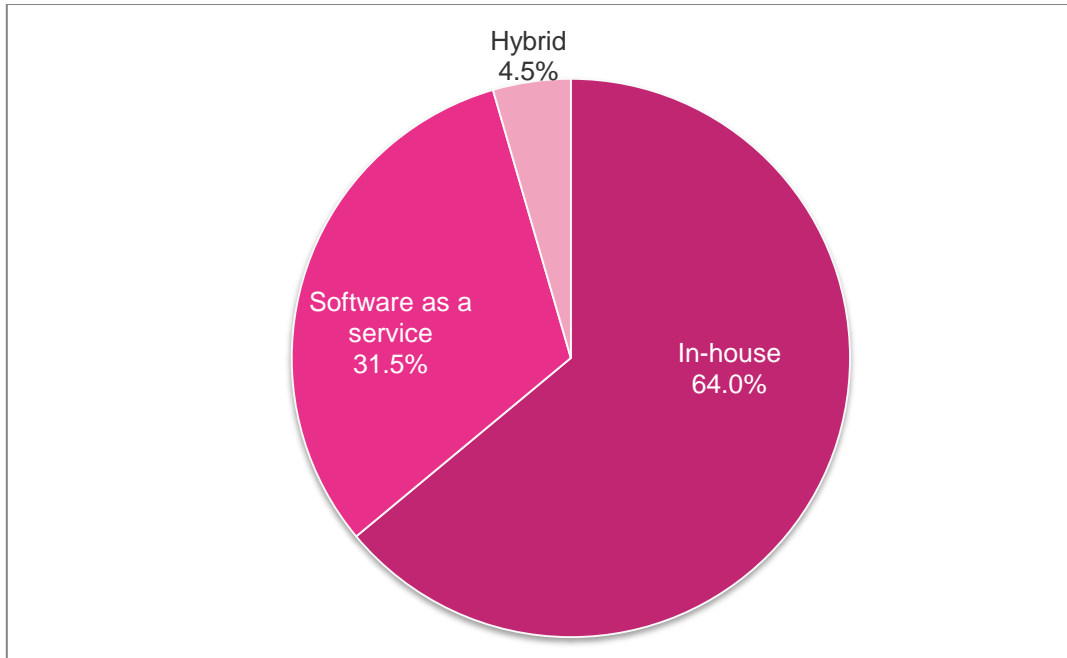
As with HR, Midland HR/iTrent was the most popular Payroll system in 2018 and was the system in use at 35 responding ucisa member institutions (30%). NorthgateArinso was the next most popular Payroll system and was in use at 23 responding institutions (20%) in 2018. Respondents were asked to indicate which particular NorthgateArinso package was in use at their institution and sixteen provided detail, with fifteen indicating that they were using ResourceLink and one indicating that their institution used PSEnterprise.

It is interesting to note that all but one institution indicating that Midland HR/iTrent was the HR system in use at their institution in 2018, also used Midland HR/iTrent for their Payroll system. The remaining respondent using Midland HR/iTrent for HR indicated that their institution used ALBACS for Payroll. Similarly, all respondents indicating that NorthgateArinso was the HR system in use at their institution in 2018 also used NorthgateArinso for Payroll.

One respondent selecting ‘other’ and reporting this as Unit 4 Business World has been included within Unit 4 – Agresso. Nine respondents indicated that an ‘other’ Payroll system was in use at their institution in 2018 and these included Cintra, Pegasus and ALBACS. In addition, seven systems (Access Select Payroll, Alta HR, Bespoke/in-house, Bond HR, Ceredian/Centrefile, Earnie IQ and Jane HR and Payroll) were each selected by just one respondent and are included within ‘other’ in Figure 5.

In 2018 64% of Payroll systems were delivered in-house, with 32 delivered as software as a service (Figure 6).

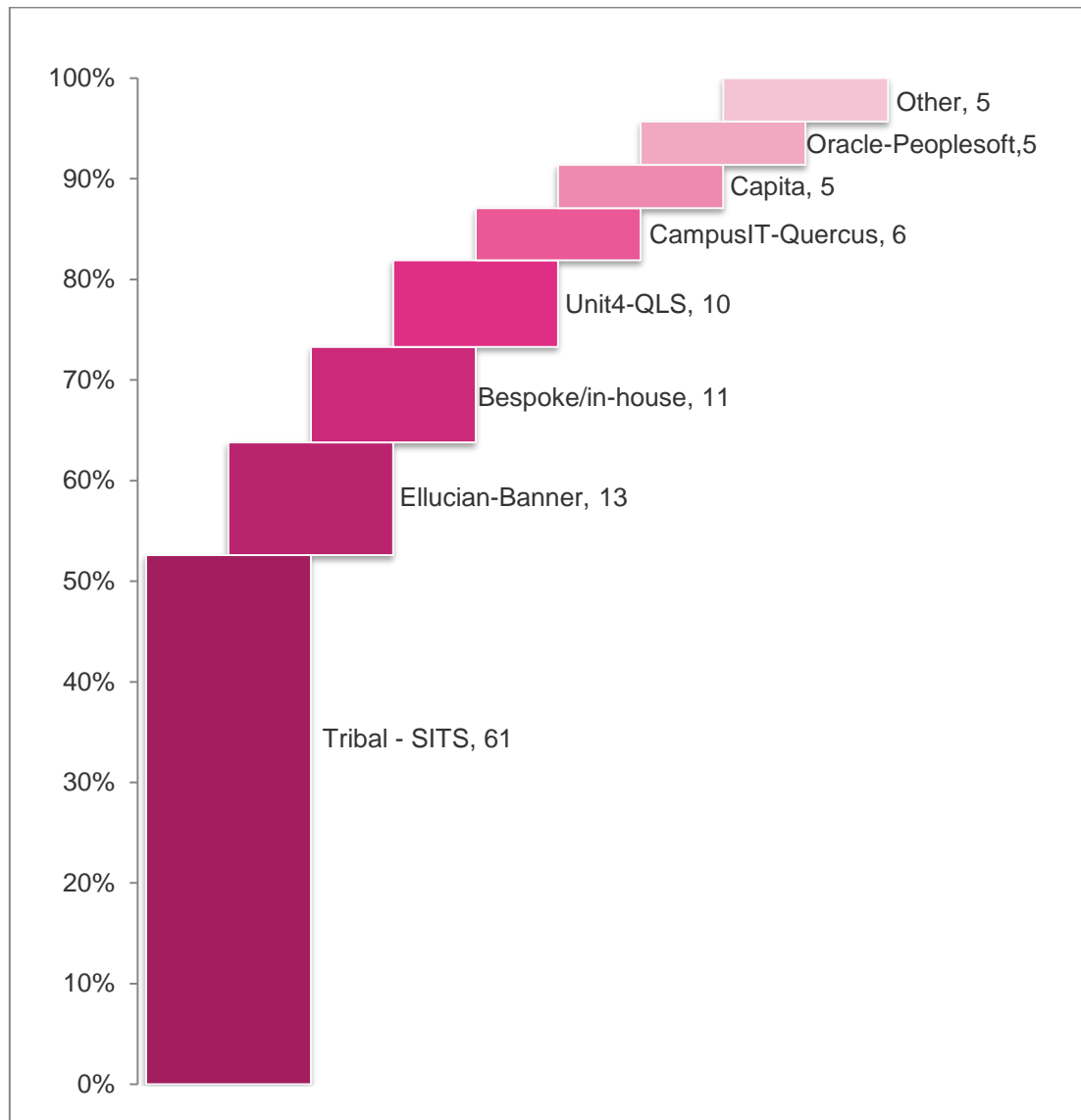
Figure 6 Method of delivery of Payroll Systems



The percentages are based on the 111 respondents answering this question

Student Records

Figure 7 Student Records Systems

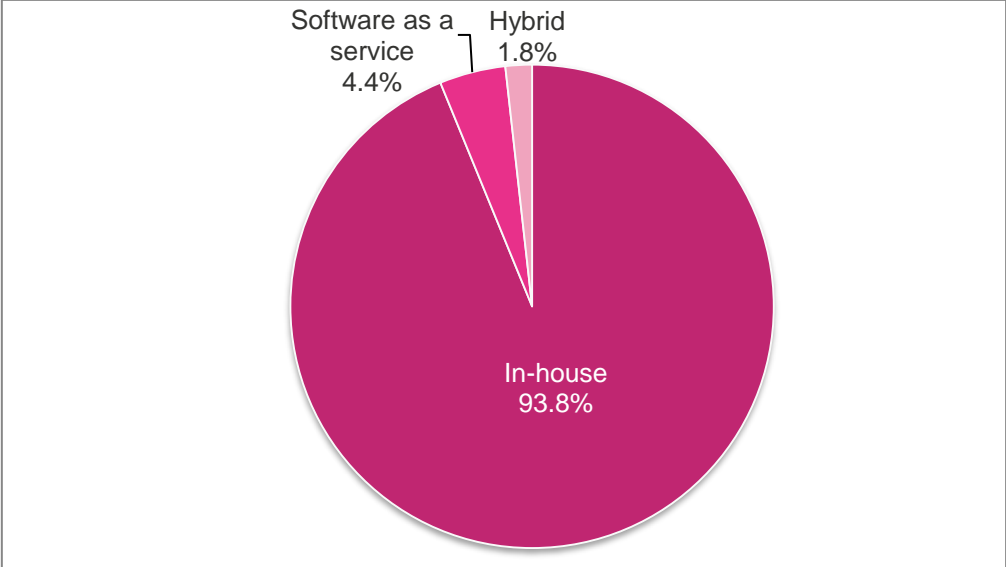


The percentages are based on the 116 respondents answering this question

More than half of responding ucisa member institutions indicated that Tribal – SITS was the Student Records system in use at their institution in 2018. This was followed by Ellucian – Banner, although it is some way behind and was in use at thirteen responding ucisa member institutions (11.2%) in 2018. One respondent selected that an ‘other’ Student Records system was in use at their institution in 2018 (Civica – REMS), with four systems (Ellucian-PowerCampus, ITS (Integrated Tertiary Software), SAP and Tribal-eps) each selected by just one respondent and are included within ‘other’ in Figure 7.

Overall, 94% of Student Record systems were delivered in-house during 2018 (Figure 8).

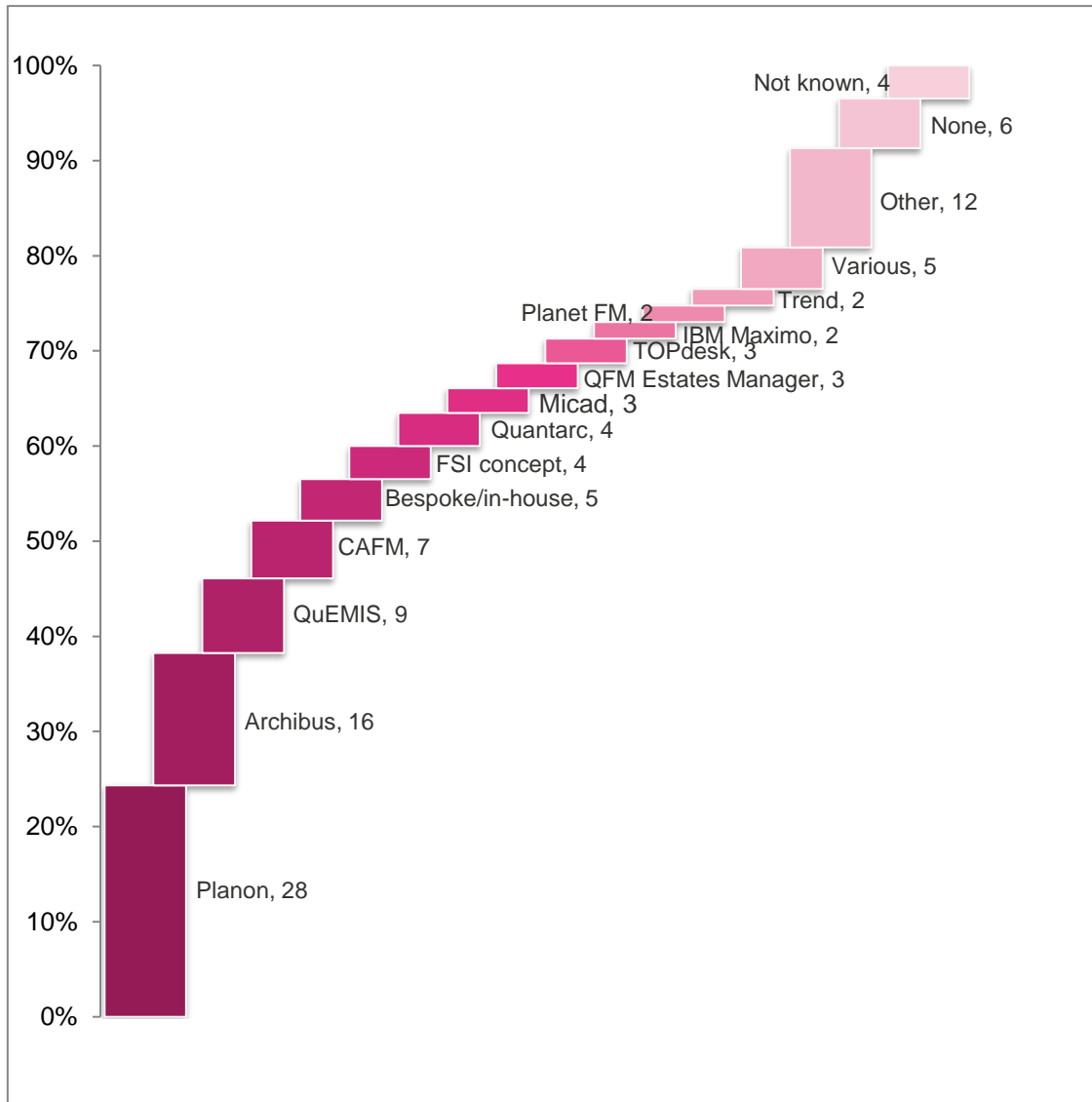
Figure 8 Method of delivery of Student Records Systems



The percentages are based on the 113 respondents answering this question

Estates

Figure 9 Estates Systems

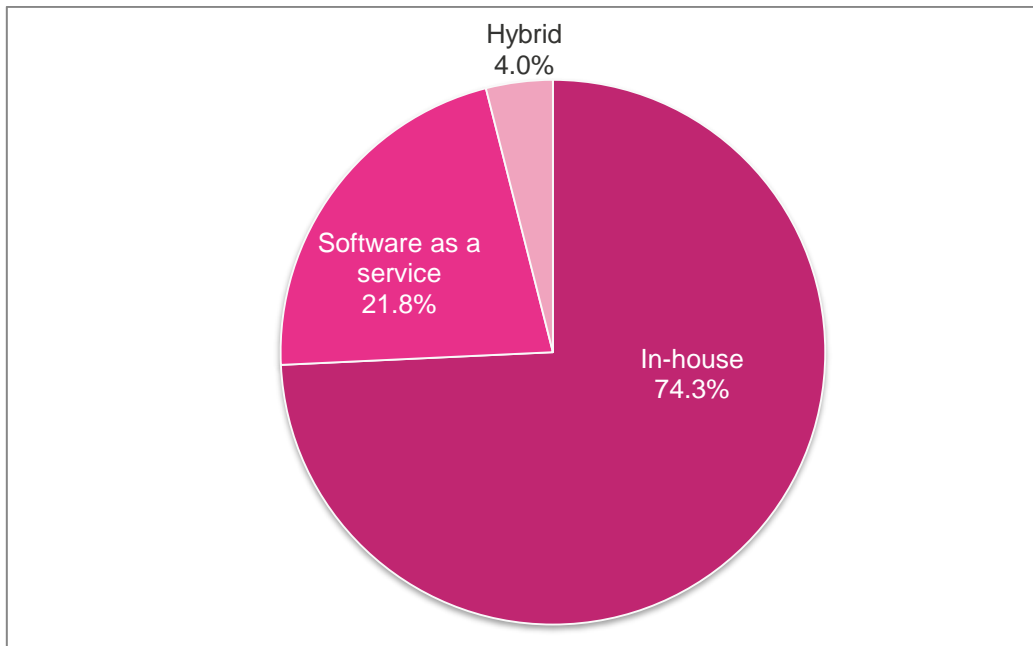


The percentages are based on the 115 respondents answering this question

Figure 9 highlights the wide range of Estates systems in use at responding ucisa member institutions in 2018, with Planon proving the most popular with 28 respondents (24%) indicating that it was used at their institution. Archibus was the next most popular system and was in use at 16 responding institutions (13.9%) in 2018. Three respondents indicated that they used an ‘other’ Estates system in 2018 and these were Unit4 Agresso FieldForce, Cardax access control and Hornbill. In addition, nine systems (Honeywell BMS, Manhattan, Pirana, Q5, ServiceNow, SiteHelpDesk, SysAid-Estates Helpdesk, Tribal-K2 and Tririga) were each selected by just one respondent and are included within ‘other’ in Figure 9.

Almost three-quarters of Estates systems were delivered in-house in 2018, with 22% delivered as software as a service.

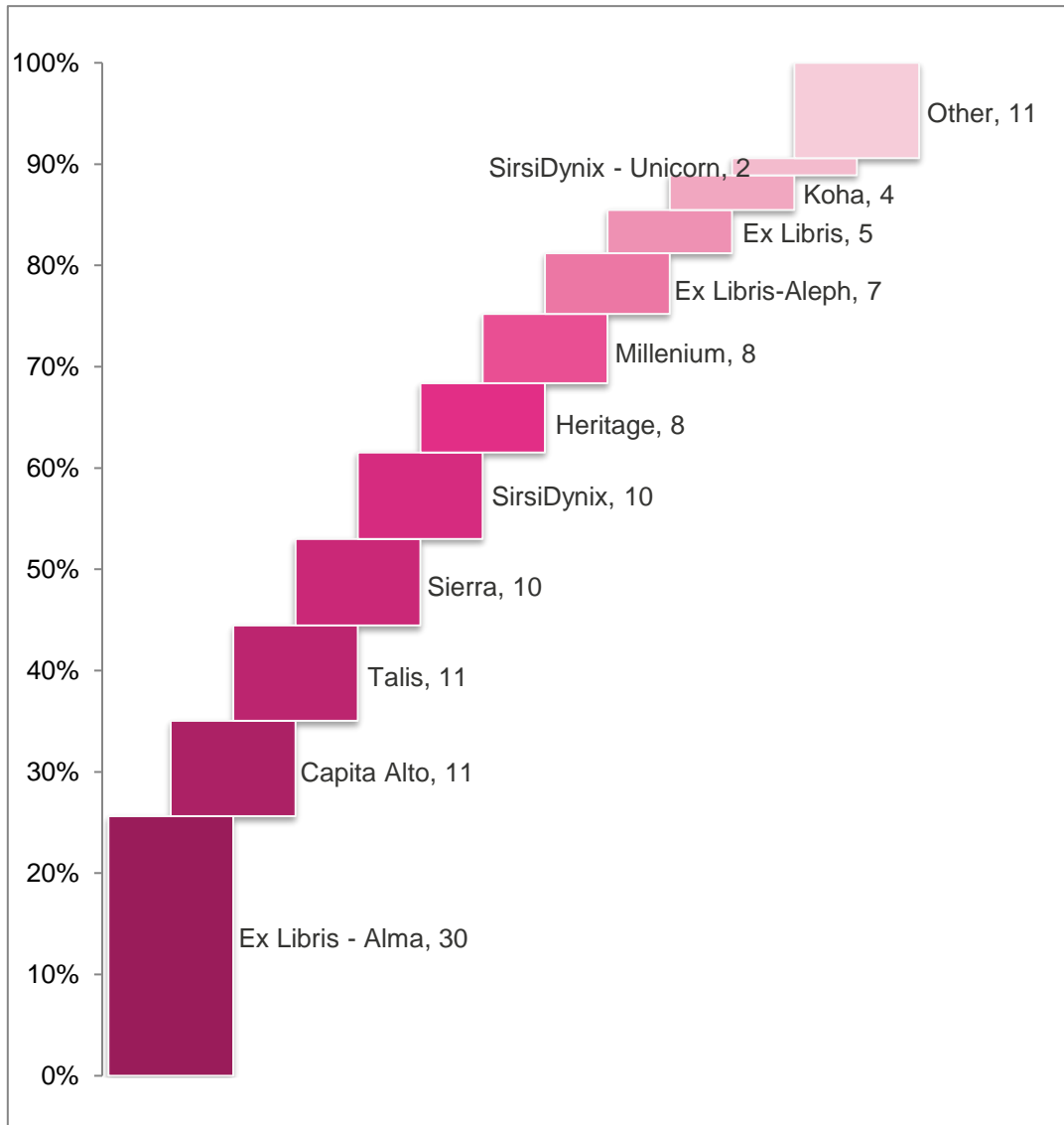
Figure 10 Method of delivery of Estates Systems



The percentages are based on the 101 respondents answering this question

Library

Figure 11 Library Systems

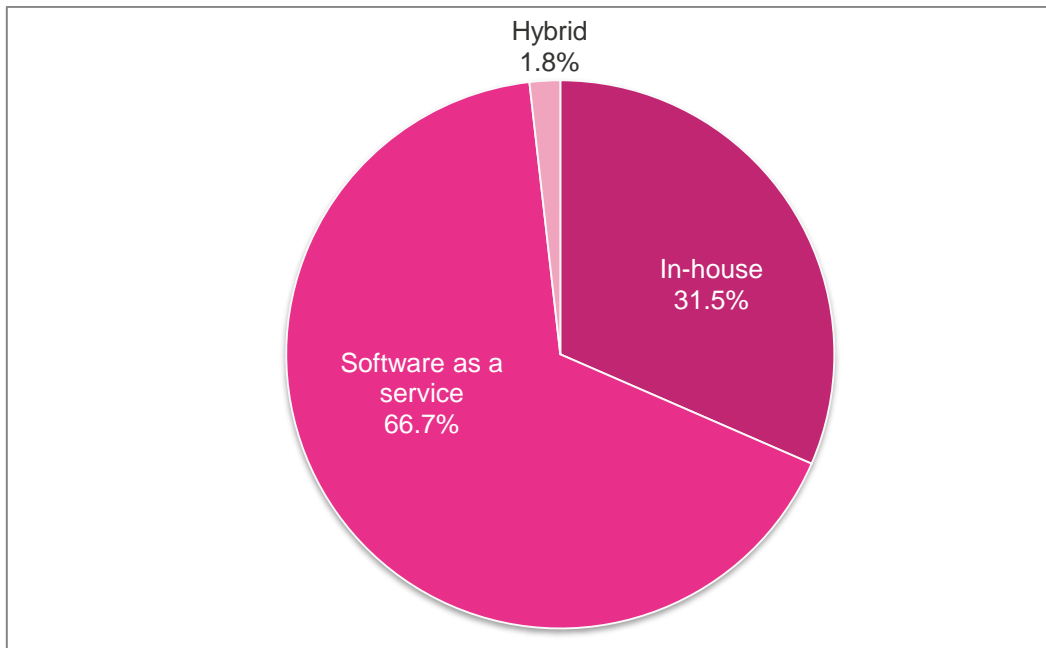


The percentages are based on the 117 respondents answering this question

Ex Libris Alma continues to be the most popular Library system and was in use at 30 responding ucisa member institutions (26%) in 2018. This was followed by Capita Alto and Talis – each in use at eleven responding institutions (9.4%) and Sierra and SirsiDynix which were each selected by ten responding institutions (8.5%) in 2018. Overall eight respondents indicated that an ‘other’ Library system was used at their institution in 2018, with seven providing details including Capita Prism, OCLC and Softlink-Liberty. Three systems (Ex Libris-Voyager, Horizon and Vubis Smart) were each in use at just one responding institution in 2018 and are included within ‘other’ in Figure 11.

Overall, two-thirds of Library systems were delivered as software as a service in 2018, with 32% delivered in-house (Figure 12).

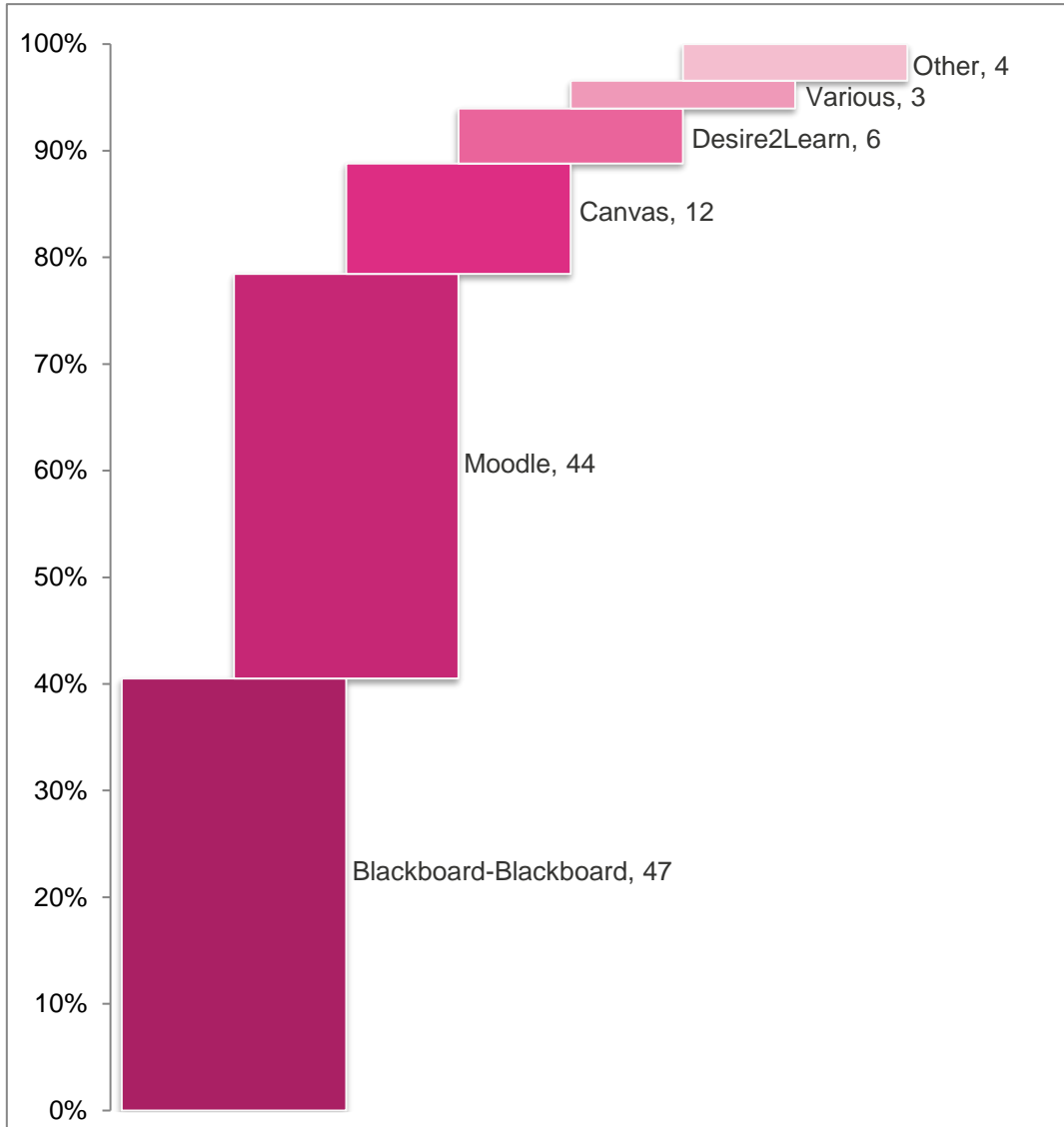
Figure 12 Method of delivery of Library Systems



The percentages are based on the 111 respondents answering this question

VLE

Figure 13 VLE Systems

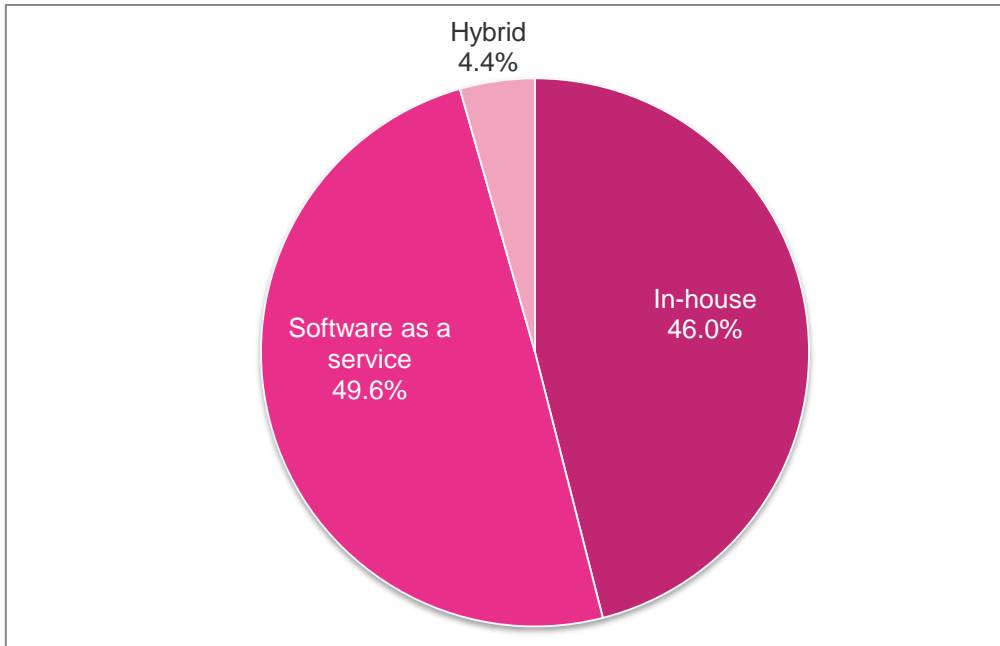


The percentages are based on the 116 respondents answering this question

Figure 13 illustrates that the two most popular VLE systems in 2018 were Blackboard-Blackboard (47 respondents, 41%) and Moodle (44 respondents, 38%) and together they were in use at more than three-quarters of responding institutions. This is a slight change over 2017 when Moodle was the most popular VLE system, followed by Blackboard-Blackboard, and when we consider the 99 institutions responding in both years, we see that 41 (41%) indicated that Moodle was the VLE system they used in 2017, compared to 38 respondents (38%) in 2018. Further to this, out of the 99 institutions responding in both 2017 and 2018, 40 (40%) indicated that their institution used Blackboard-Blackboard in 2017, compared to 41 (41%) in 2018.

Overall, two respondents indicated that an ‘other’ VLE system was in use at their institution in 2018 (Blackboard-Moodlerooms and Google Classroom), with two systems (Sakai and SharePoint) each selected by just one respondent and are included within ‘other’ in Figure 13. Figure 14 illustrates that VLE systems were delivered as software as a service at almost half of responding ucisa member institutions in 2018, with 46% delivered in-house.

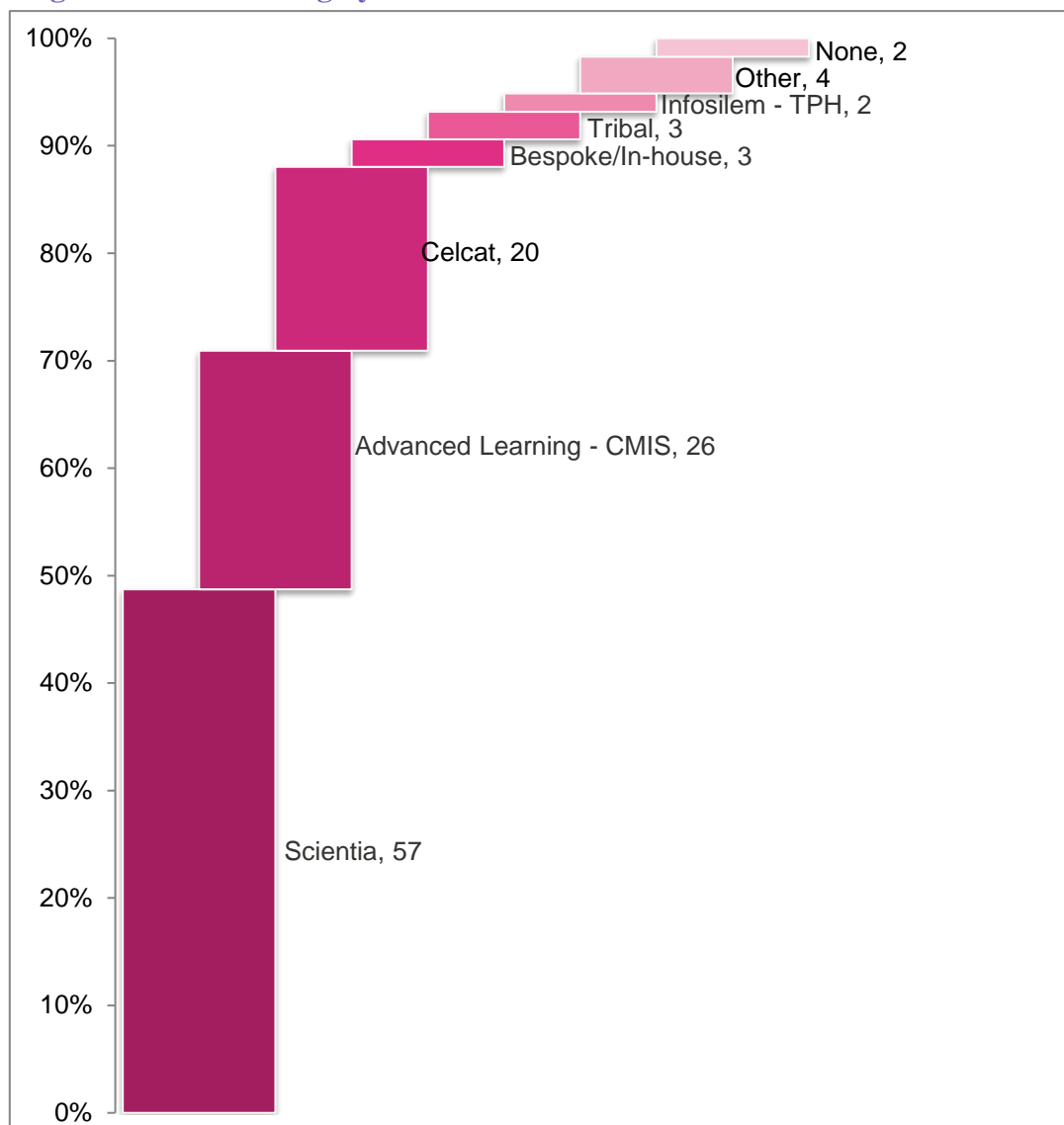
Figure 14 Method of delivery of VLE Systems



The percentages are based on the 113 respondents answering this question

Timetabling

Figure 15 Timetabling Systems

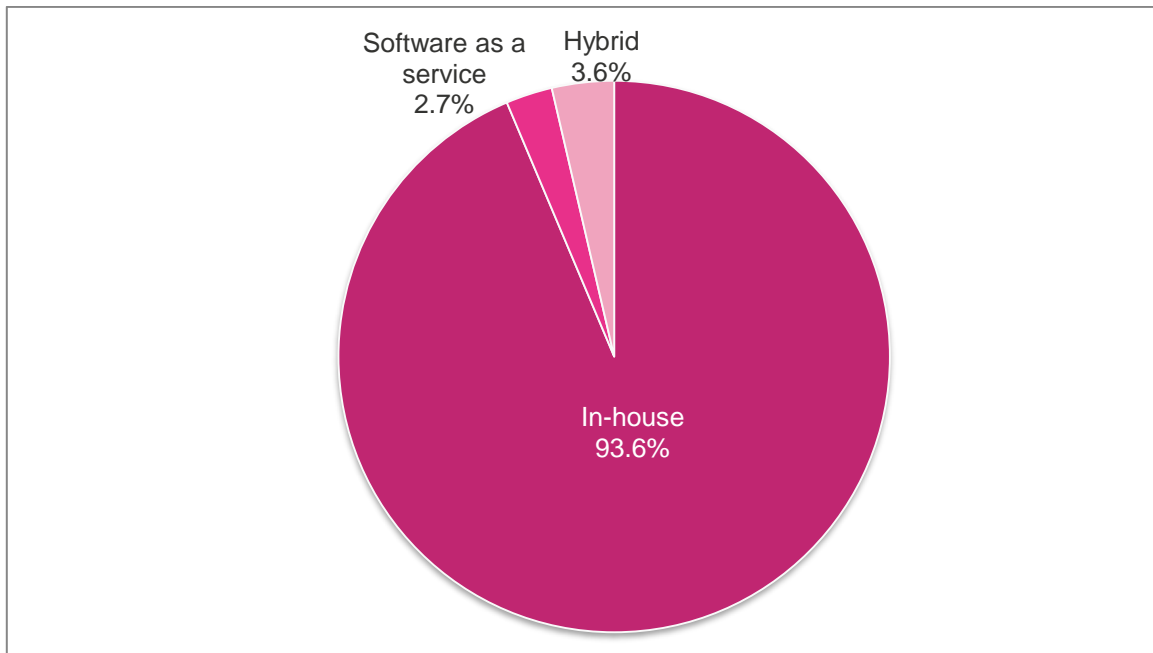


The percentages are based on the 117 respondents answering this question

Figure 15 highlights that Scientia was the most popular Timetabling system and was in use at just under half of responding ucisa member institutions in 2018. The next most popular systems were Advanced Learning – CMIS (26 respondents, 22%) and Celcat (20 respondents, 17%). Four respondents indicated that an ‘other’ Timetabling system was in use at their institution in 2018 and three provided details, with two indicating that their institution used Capita and one indicating that they used Civica-REMS. Two respondents indicated that there were no Timetabling systems in use at their institution in 2018.

Figure 16 illustrates that 94% of Timetabling systems were delivered in-house in 2018.

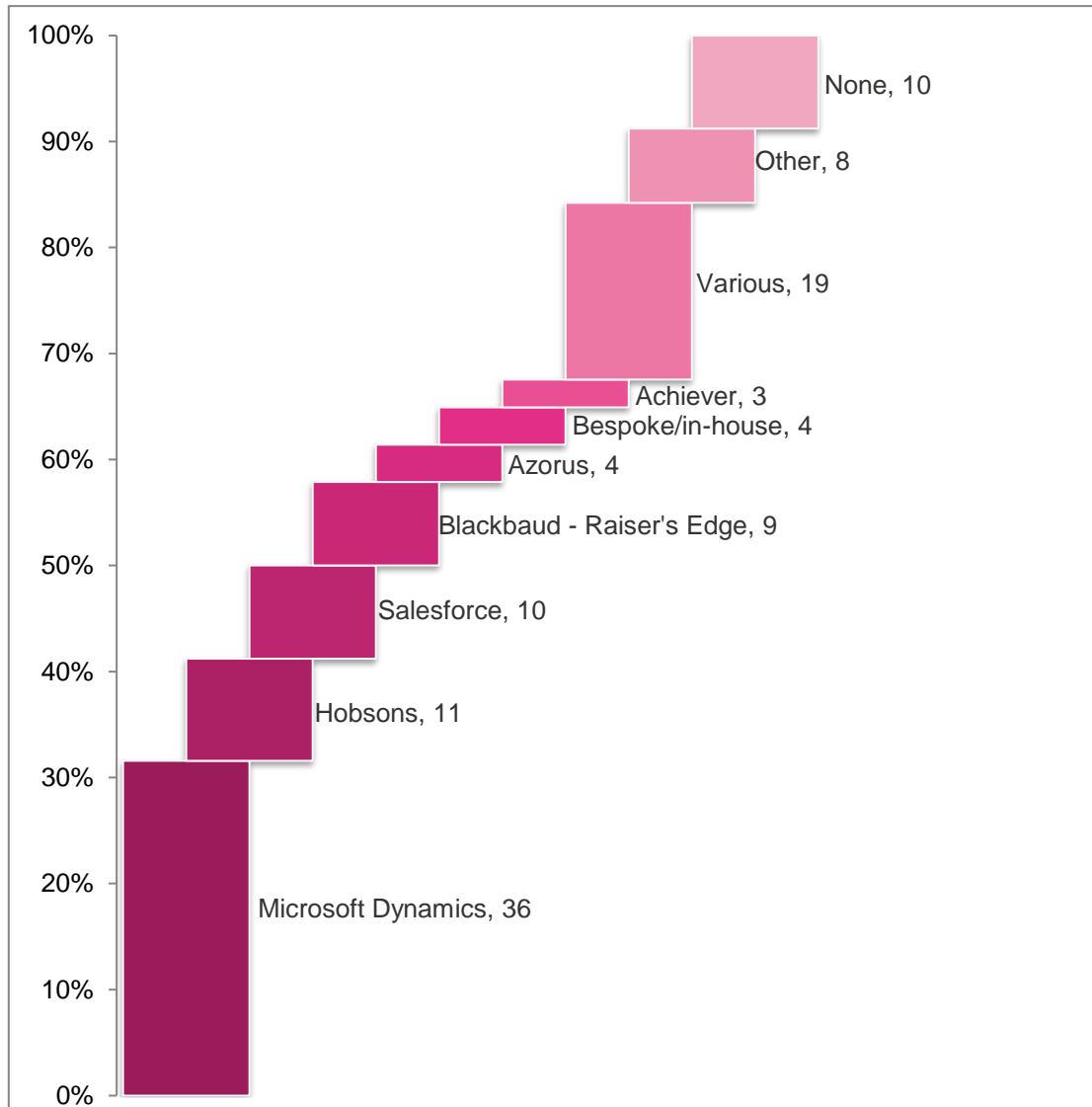
Figure 16 Method of delivery of Timetabling Systems



The percentages are based on the 110 respondents answering this question

CRM

Figure 17 CRM Systems

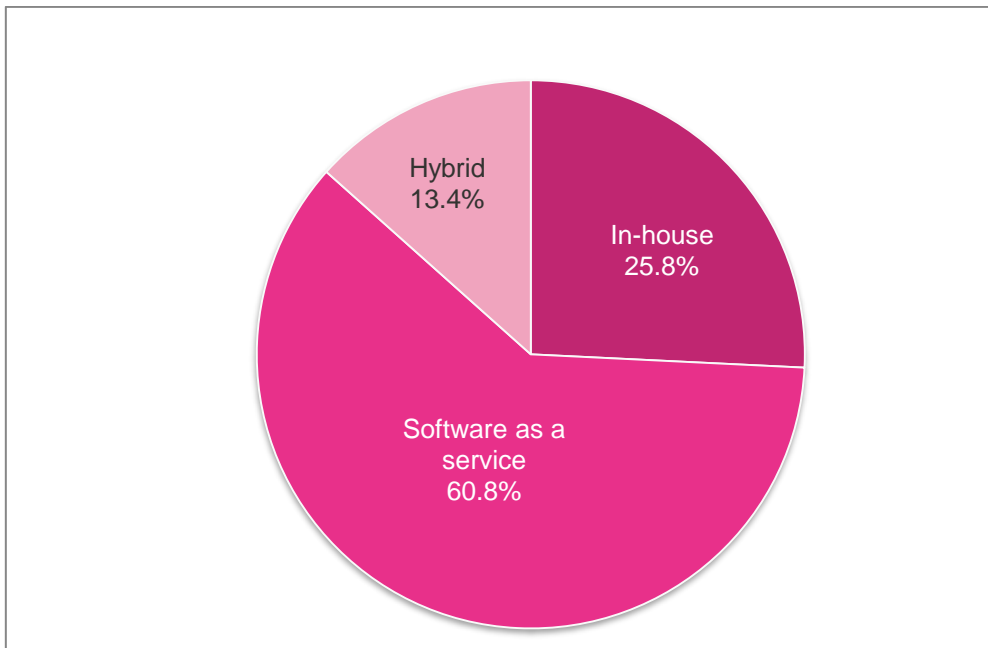


The percentages are based on the 114 respondents answering this question

Figure 17 illustrates that Microsoft Dynamics was once again the most popular CRM system in 2018 and was in use at 36 responding ucisa member institutions (32%). Overall, 19 respondents (17%) indicated that various CRM systems were in use at their institution during 2018, with a further eleven respondents (9.6%) indicating that they used Hobsons and ten respondents (8.8%) indicating that they used Salesforce in 2018. Six respondents indicated that an 'other' CRM system was in use at their institution in 2018, and these included Hubspot, Blackbaud CRM and ProEngage. Two systems (Data Harvesting and Maconomy) were each selected by just one respondent and are included within 'other' in Figure 17.

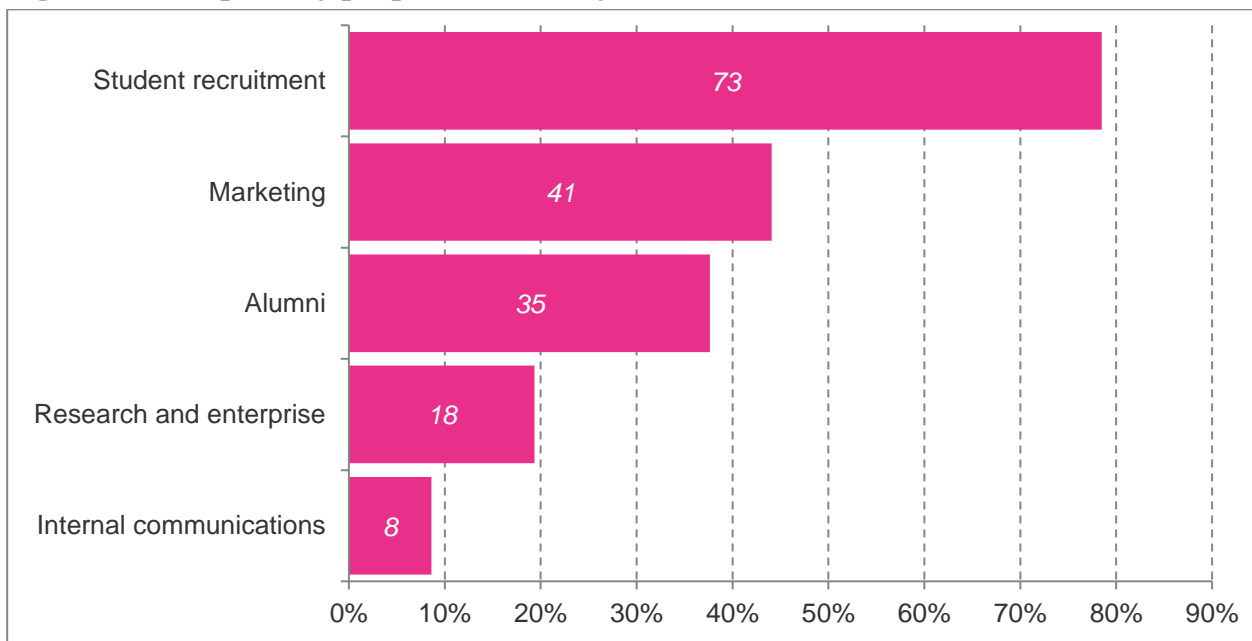
Figure 17 illustrates that 61% of CRM systems were delivered as software as a service in 2018, with 26% delivered in-house.

Figure 18 Method of delivery of CRM Systems



The percentages are based on the 97 respondents answering this question

Figure 19 The primary purpose of CRM Systems

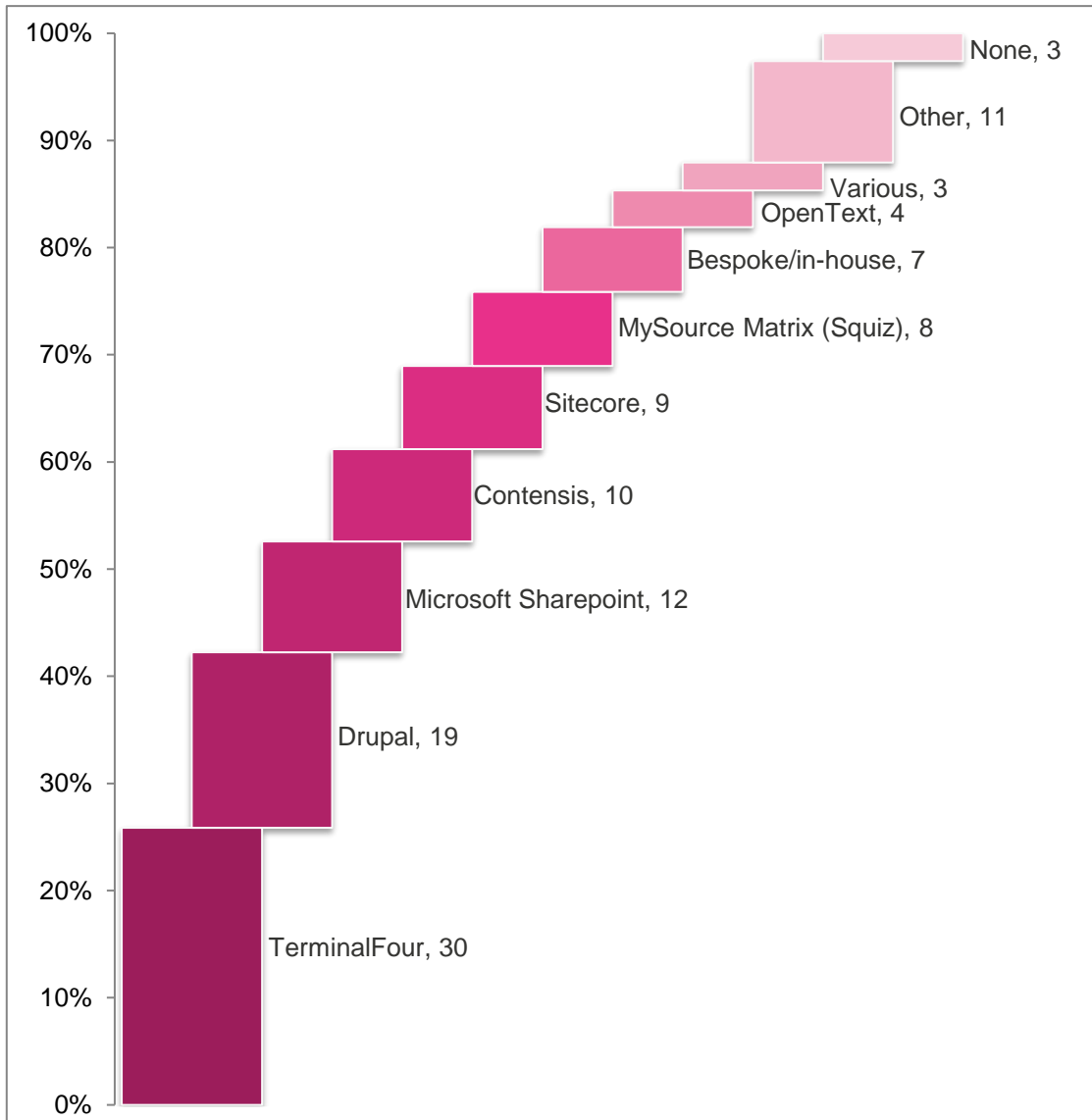


The percentages are based on the 93 respondents answering this question

Respondents were also asked to indicate the primary purpose of the CRM at their institution and 93 provided details. Figure 19 illustrates that more than three-quarters of responding ucisa member institutions noted that the purpose of the CRM at their institution was student recruitment, with just eight respondents (8.6%) indicating that the CRM was used for internal communications.

Content Management System

Figure 20 Content Management Systems

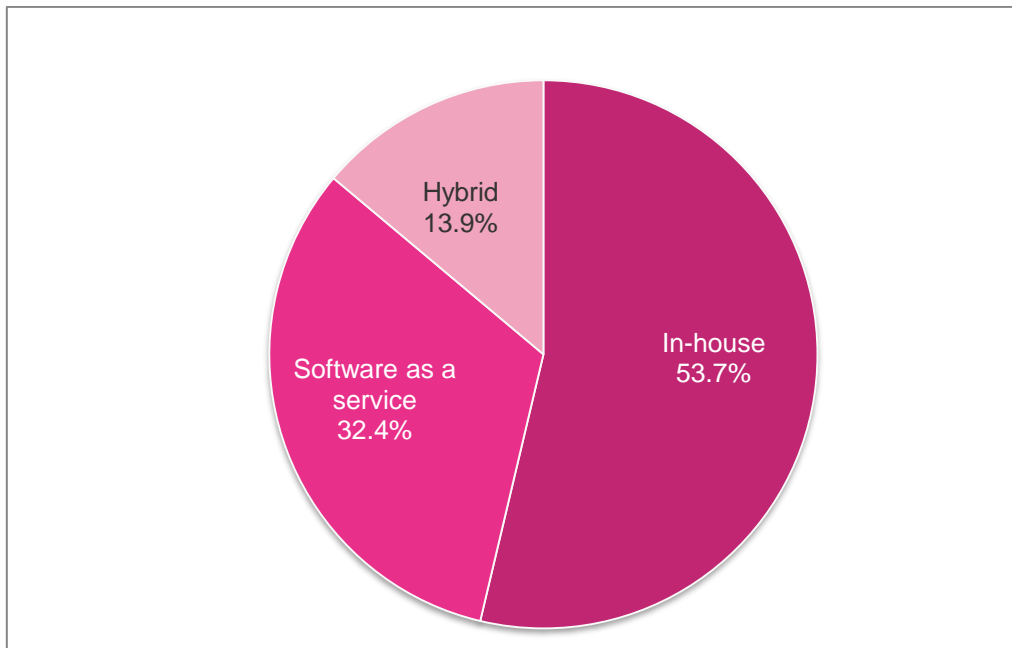


The percentages are based on the 116 respondents answering this question

TerminalFour continues to be the most popular Content Management System (Figure 20), with 30 respondents (26%) indicating that it was in use at their institution in 2018. This was followed by Drupal (19 respondents, 16%) and Microsoft Sharepoint (12 respondents, 10.3%). Six respondents indicated that an ‘other’ Content Management System was in use at their institution in 2018, and these included Celum, D Space and Wagtail. Overall, three respondents indicated that their institution did not use a core Content Management System in 2018. Five systems (Immediacy, Liferay, Orchard CMS, Plone and Polopoly) were each selected by just one respondent and are included within ‘other’ in Figure 20.

Overall, 54% of responding ucisa member institutions indicated that their Content Management System was delivered in-house during 2018, with 32% indicating that their Content Management System was delivered as software as a service (Figure 21).

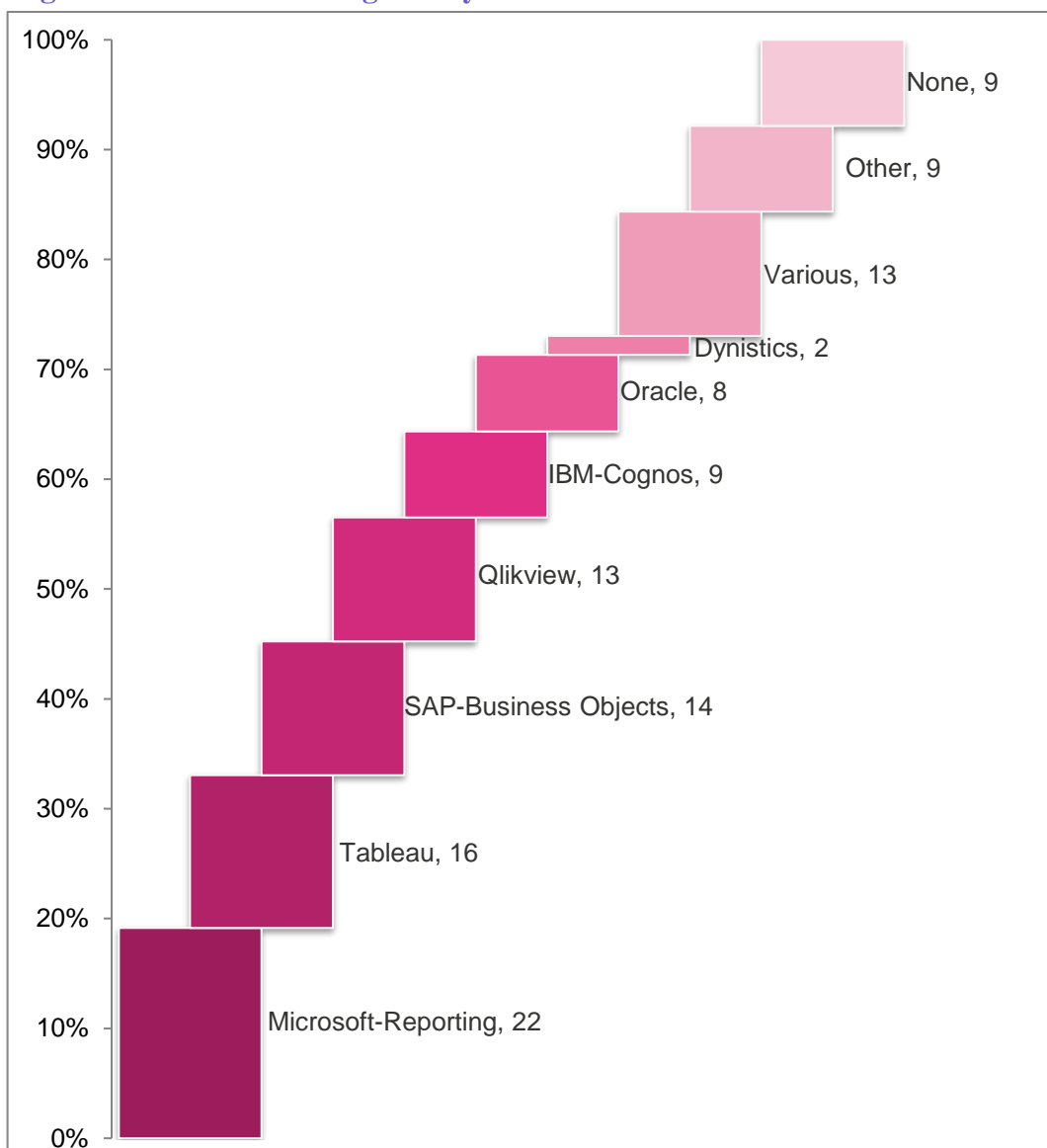
Figure 21 Method of delivery of Content Management Systems



The percentages are based on the 108 respondents answering this question

Business Intelligence

Figure 22 Business Intelligence Systems

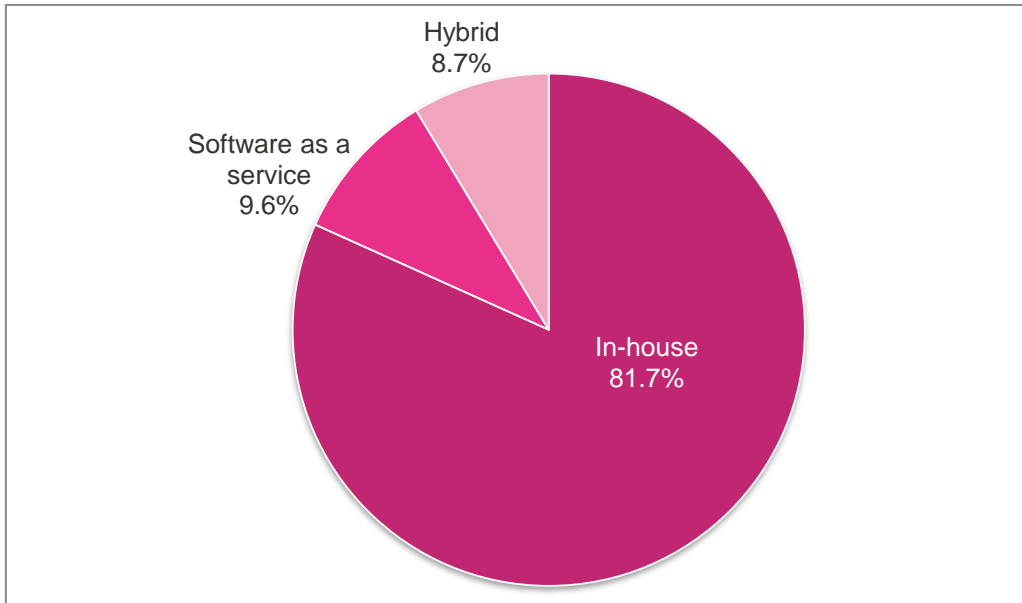


The percentages are based on the 115 respondents answering this question

Figure 22 highlights the wide range of Business Intelligence systems in use at responding ucisa member institutions in 2018, with Microsoft-Reporting once again the most popular and was in use at 22 responding institutions (19%). Tableau was the next most popular Business Intelligence system and was in use at 16 responding institutions (13.9%), followed by SAP-Business Objects (14 respondents, 12.2%) and Qlikview (13 respondents, 11.3%). Six respondents indicated that an ‘other’ Business Intelligence system was in use at their institution in 2018 and these included Microsoft Power BI (selected by three respondents), Logix4 and InPhase. In addition, three systems (a bespoke/in-house system, Microsoft - Performance Point and SAS) were each selected by just one respondent and are included within ‘other’ in Figure 22. Overall, nine respondents indicated that their institution did not use a core Business Intelligence system in 2018.

In 2018, 82% of Business Intelligence systems were delivered in-house at responding ucisa member institutions (Figure 23).

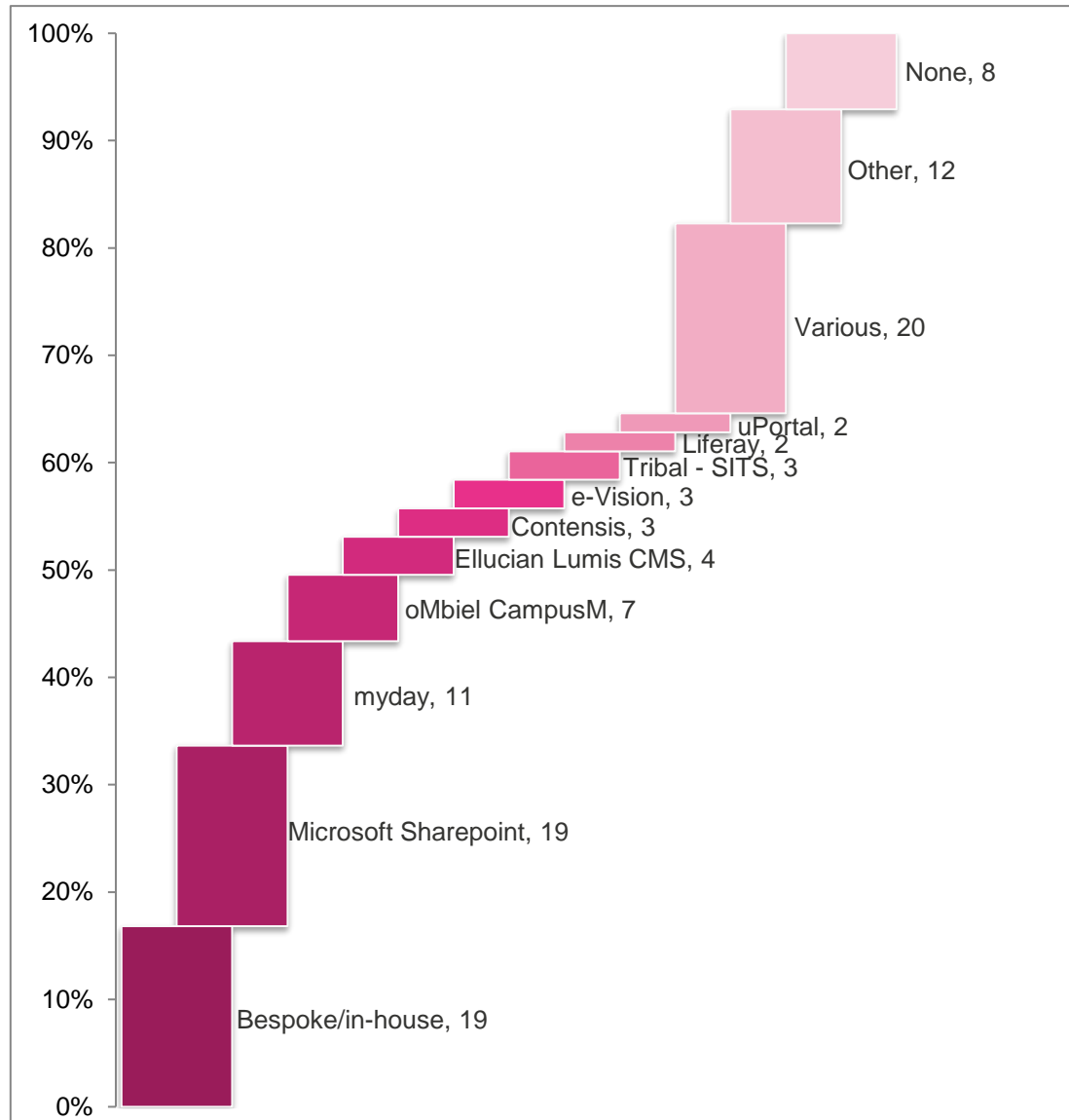
Figure 23 Method of delivery of Business Intelligence Systems



The percentages are based on the 104 respondents answering this question

Enterprise Web Portal

Figure 24 Enterprise Web Portal Systems

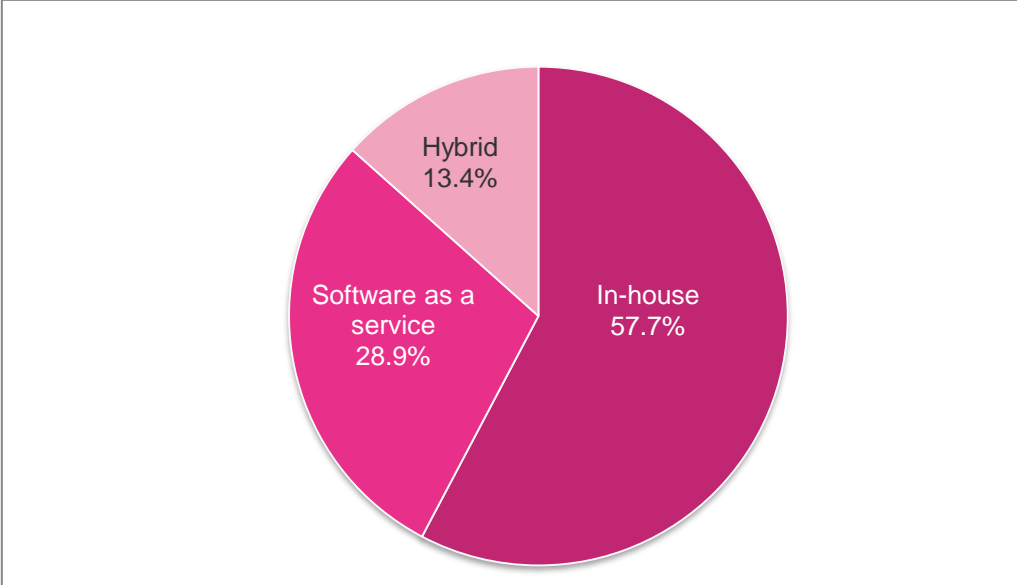


The percentages are based on the 113 respondents answering this question

Figure 24 highlights the wide range of Enterprise Web Portal systems in use at responding ucisa member institutions in 2018. Overall, 20 respondents (18%) indicated that various Enterprise Web Portal systems were used at their institution, with Microsoft Sharepoint and a bespoke/in-house system each in use at 19 responding institutions (17%). Eight respondents (7.1%) indicated that there were no core Enterprise Web portal systems in use at their institution in 2018, with seven respondents indicating that they used an ‘other’ Enterprise Web Portal system and these included Sitecore (selected by two respondents) and JADU. Five systems (Blackboard, Microsoft UAG, Moodle, MySource Matrix (Quiz) and Orchard CMS) were each selected by just one respondent and are included within ‘other’ in Figure 24.

Figure 25 illustrates that 58% of Enterprise Web Portal systems were delivered in-house in 2018.

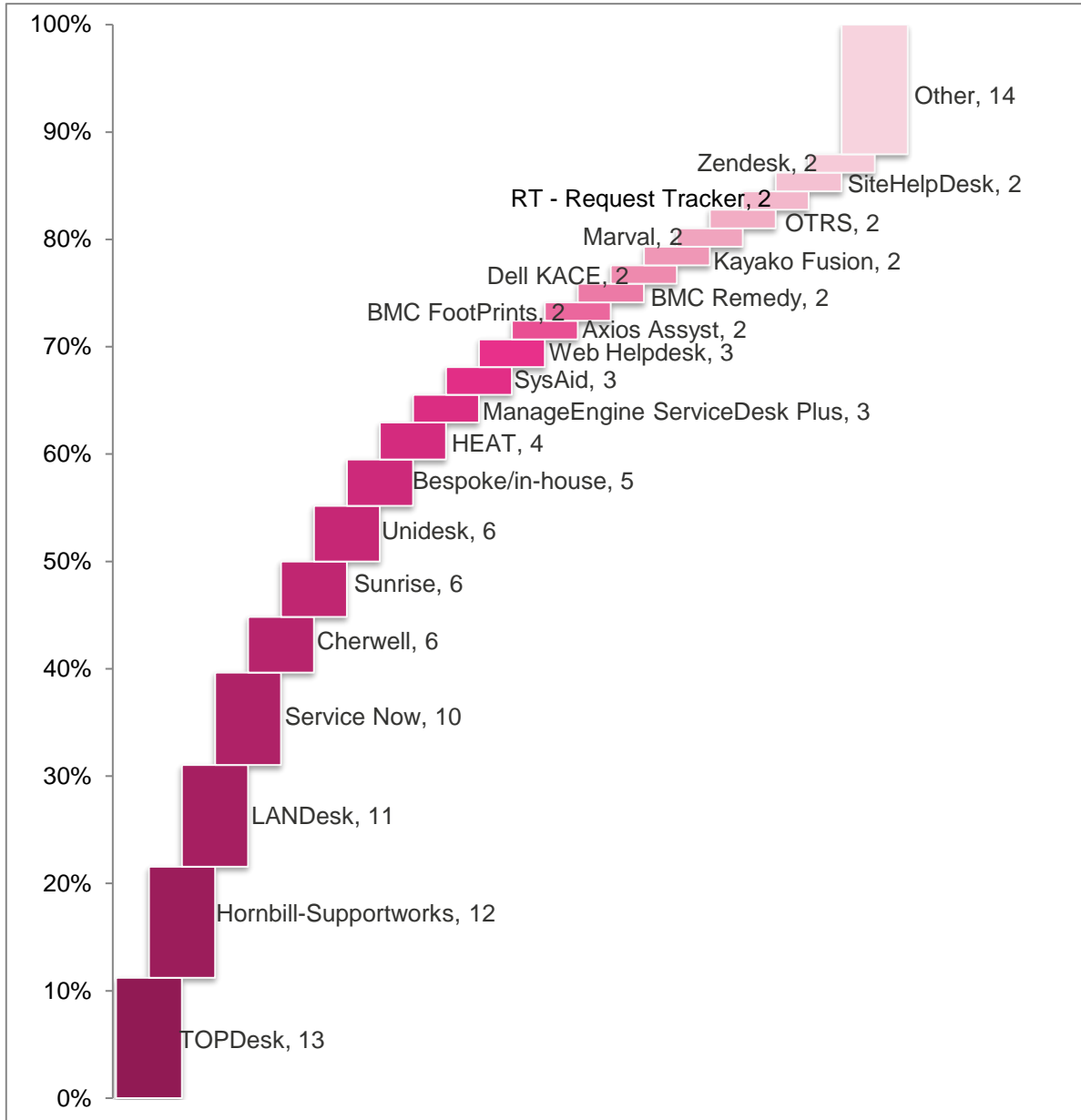
Figure 25 Method of delivery of Web Enterprise Portal Systems



The percentages are based on the 97 respondents answering this question

IT Service Management Systems (Service Desk)

Figure 26 IT Service Management Systems

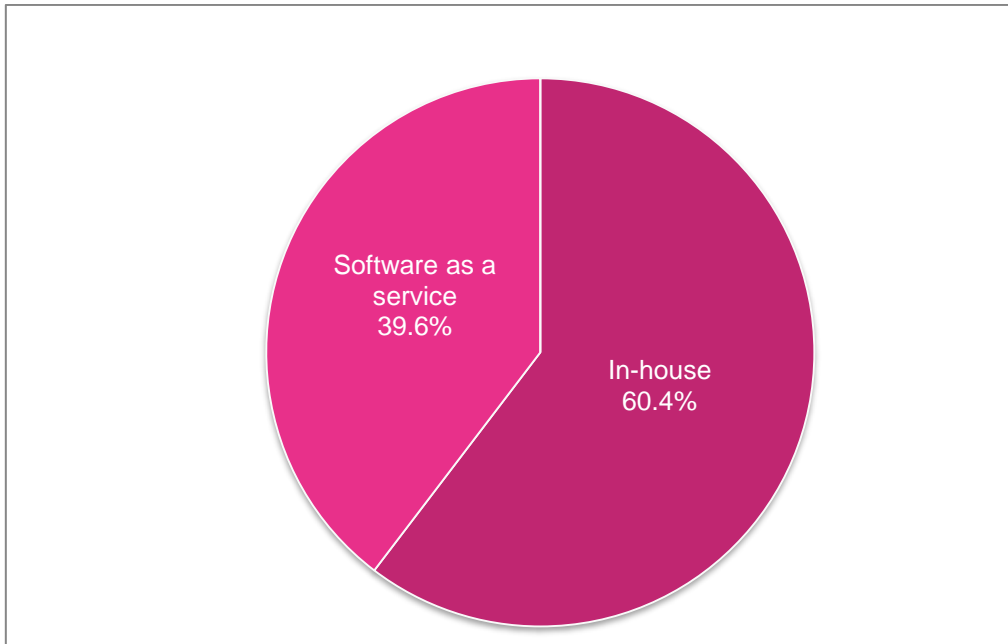


The percentages are based on the 116 respondents answering this question

Figure 26 highlights the large number of IT Service Management Systems available to ucisa member institutions in 2018, with TOPDesk the most popular and in use at thirteen responding institutions (11.2%). The next most popular IT Service Management Systems were Hornbill-Supportworks (12 respondents, 10.3%), LANDesk (11 respondents, 9.5%) and ServiceNow (10 respondents, 8.6%). It should be noted that three respondents selecting 'other' and indicating that this was Ivanti have been included within LANDesk. Overall, seven respondents selected 'other' and these included POB and Samanage. Further to this, seven systems (iTop, Microsoft System Centre Service Manager, Richmond SupportDesk, RMS, SIT, Tribal and VMware Service Manager) were each selected by just one respondent and are included within 'other' in Figure 26.

Overall, 60% of IT Service Management Systems were delivered in-house in 2018, with 40% delivered as software as a service (Figure 27).

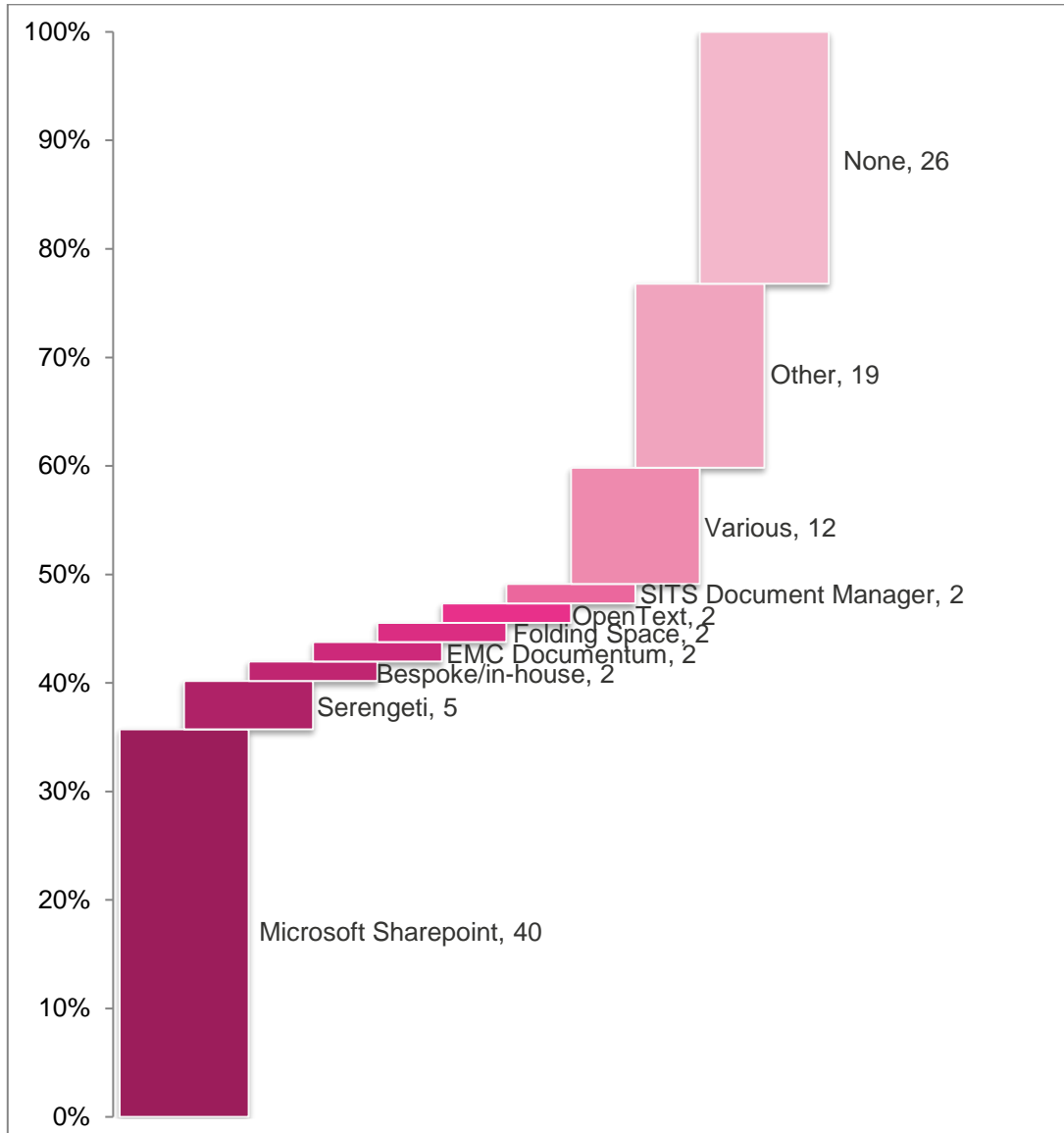
Figure 27 Method of delivery of IT Service Management Systems



The percentages are based on the 111 respondents answering this question

Electronic Document Management and Records Management System (EDRMS)

Figure 28 Electronic Document Management and Records Management Systems

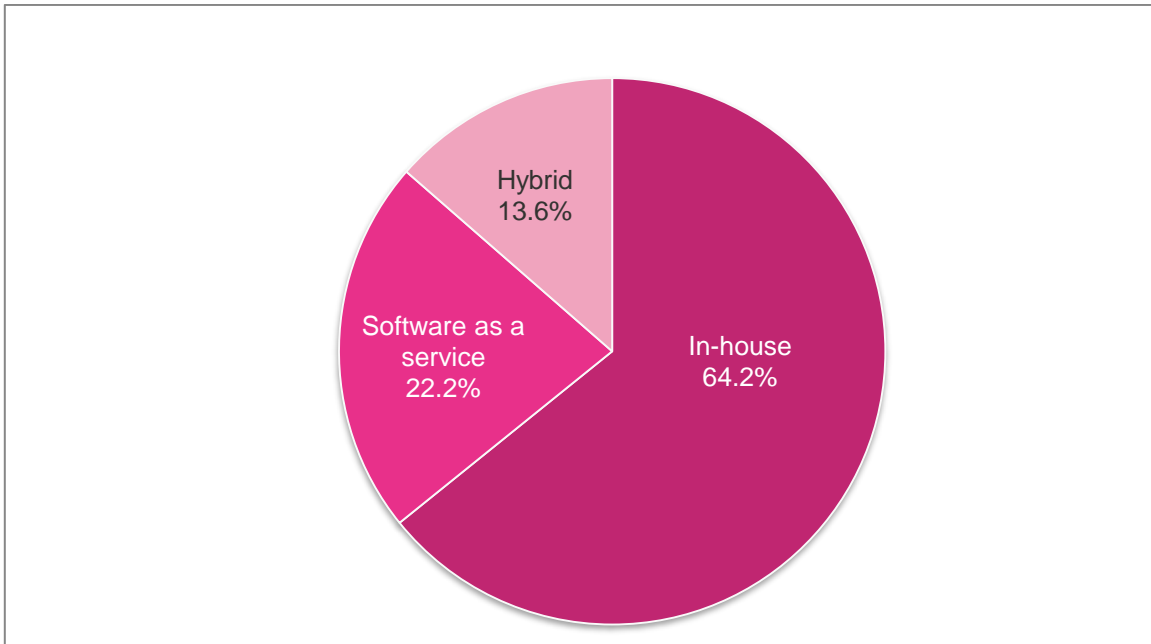


The percentages are based on the 112 respondents answering this question

Microsoft Sharepoint continues to be the most popular EDRMS, with 40 responding ucisa member institutions (36%) indicating that it was the system they used in 2018. Serengeti was the next most popular EDRMS in 2018, although this was some way behind and was in use at only five responding institutions (4.5%). Twelve respondents (10.7%) indicated that various EDRMS were used at their institution, whilst 26 respondents (23%) indicated that their institution did not use a core EDRMS in 2018. Ten respondents indicated that their institution used an ‘other’ EDRMS and these included Box (selected by two respondents), Wisdom and D Space. Further to this, nine systems (Alfresco, Document Logistiix, DocuWare, Invu, Objective, Oracle UCM, VersionOne, WinDIP and Xerox DocuShare) were each selected by just one respondent and are included within ‘other’ in Figure 28.

In 2018, 64% of EDRMS were delivered in-house with 22% delivered as software as a service (Figure 29).

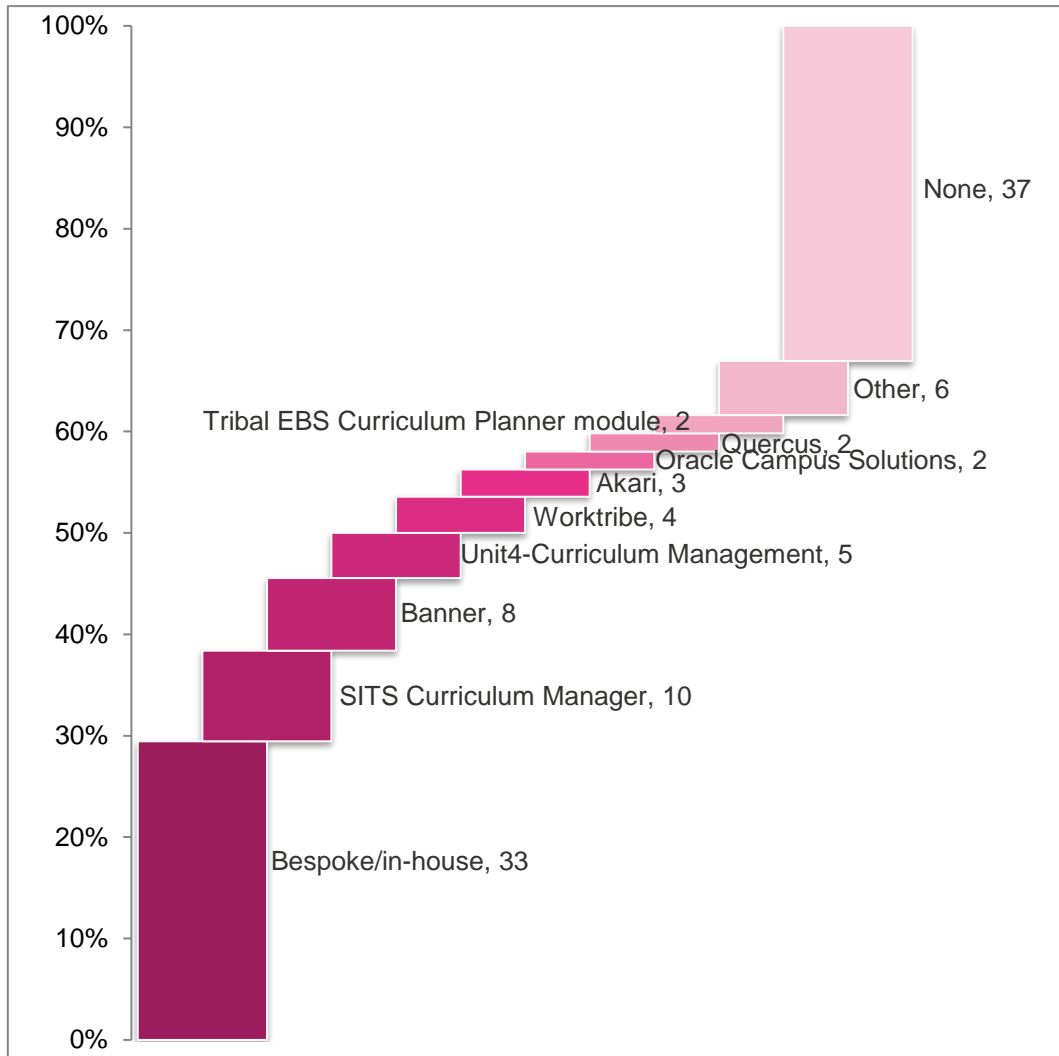
Figure 29 Method of delivery of EDRMS



The percentages are based on the 81 respondents answering this question

Curriculum Management (Programme Planning)

Figure 30 Curriculum Management Systems

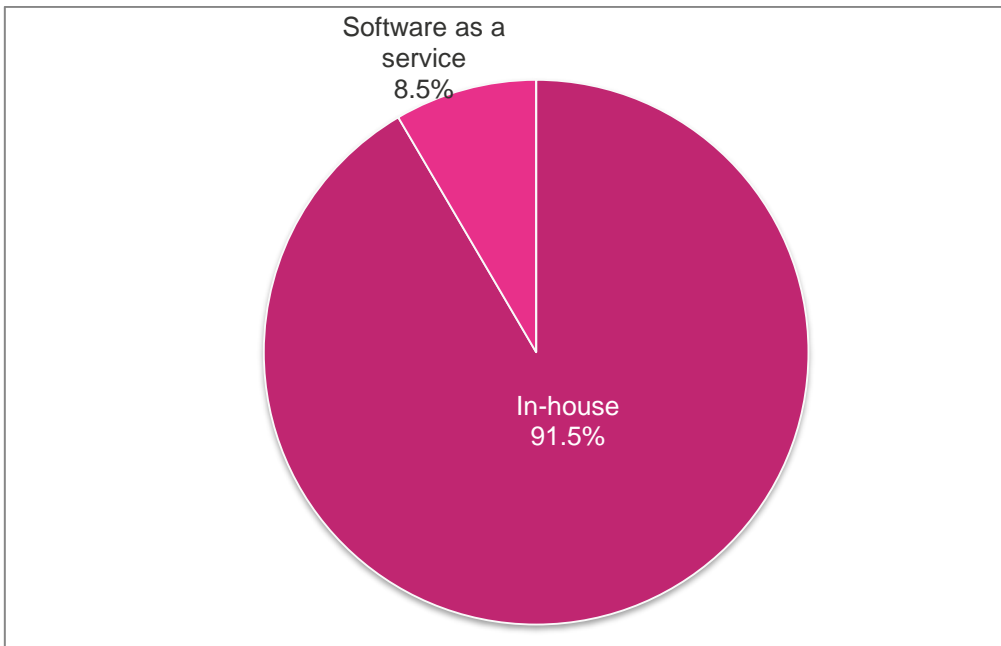


The percentages are based on the 112 respondents answering this question

Figure 30 illustrates that a bespoke/in-house system was the most popular Curriculum Management (Programme Planning) system in 2018, with 33 respondents (29%) indicating that it was the system of choice at their institution. This was followed by SITS Curriculum Manager (10 respondents, 8.9%) and Banner (8 respondents, 7.1%). In contrast to this, 37 respondents (33%) indicated that their institution did not use a core Curriculum Management (Programme Planning) system in 2018. Five respondents indicated that an 'other' Curriculum Management (Programme Planning) system was in use at their institution, and these included SAP and Syllabus Plus. In addition, just one respondent indicated that Sharepoint was in use at their institution in 2018 and they are included within 'other' in Figure 30.

Figure 31 highlights that almost 92% of Curriculum Management (Programme Planning) systems were delivered in-house in 2018.

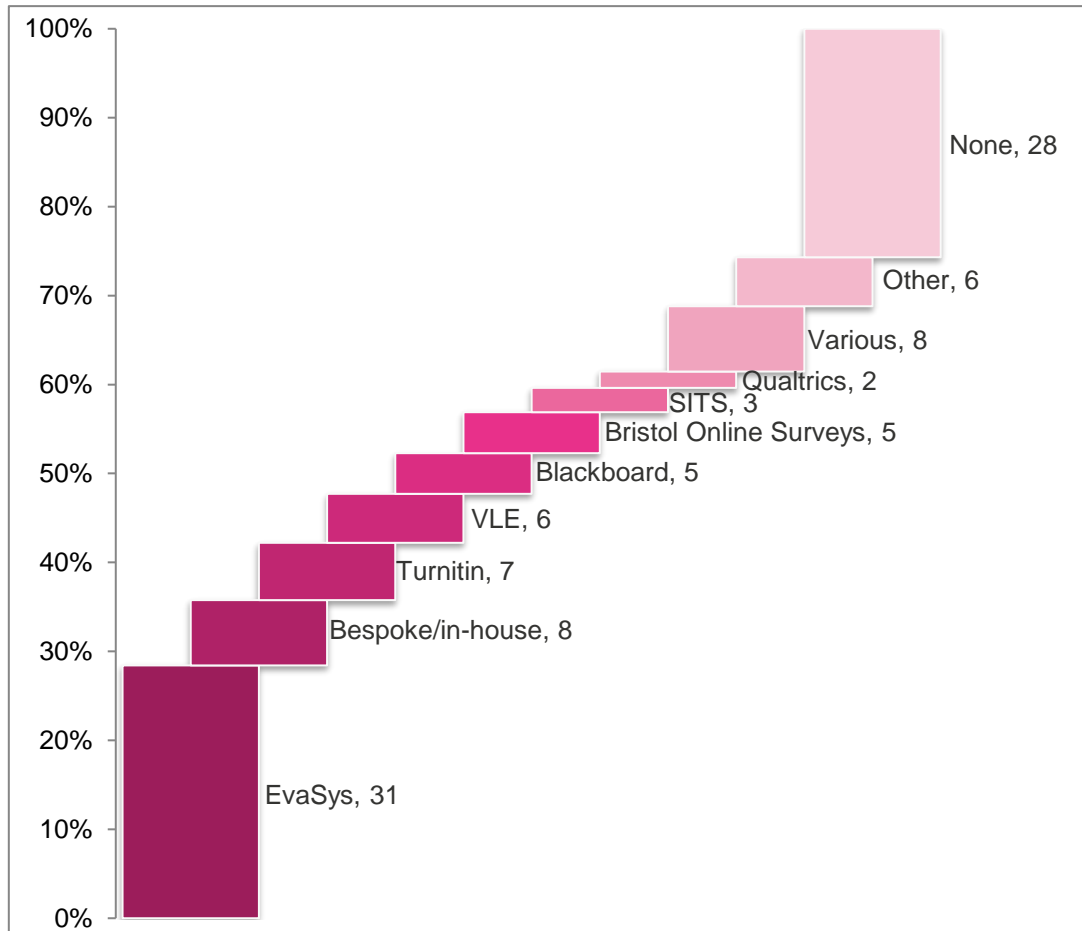
Figure 31 Method of delivery of Curriculum Management Systems



The percentages are based on the 71 respondents answering this question

Student Evaluation of Teaching Software

Figure 32 Student Evaluation Systems

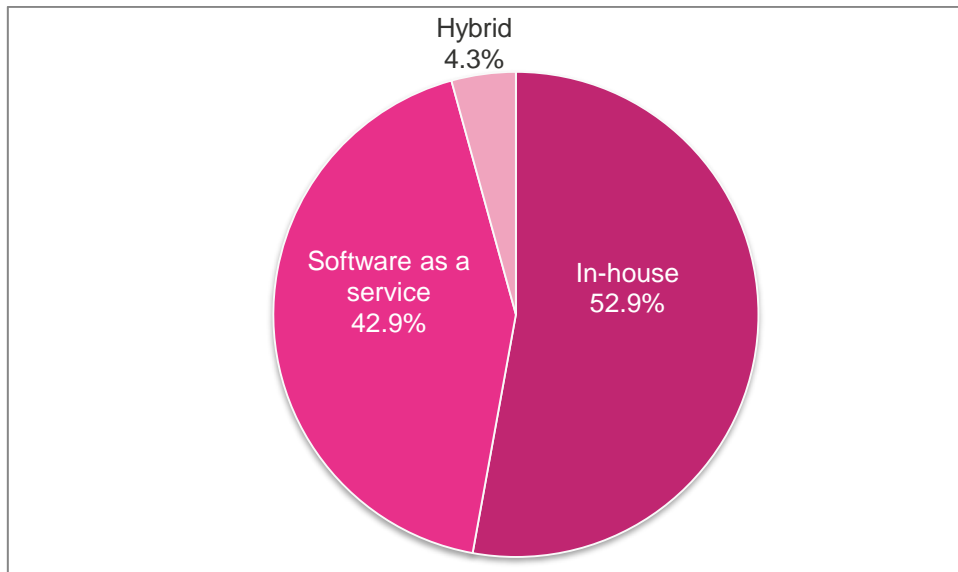


The percentages are based on the 109 respondents answering this question

EvaSys was the most popular Student Evaluation of Teaching Software at responding ucisa member institutions in 2018, and was in use at 31 institutions (28%), followed by a bespoke/in-house system (8 respondents, 7.3%). In addition, eight respondents (7.3%) indicated that they used various Student Evaluation of Teaching Software at their institution, and 28 respondents (26%) indicated that no core Student Evaluation of Teaching Software was in use at their institution in 2018. Four respondents indicated that ‘other’ Student Evaluation of Teaching Software was in use at their institution in 2018, and these included Questionmark Perception. Two systems (ReMark and SnapSurveys) were each selected by just one respondent and are included within ‘other’ in Figure 32.

Figure 33 illustrates that 53% of Student Evaluation of Teaching Software were delivered in-house at responding ucisa member institutions in 2018, with 43% delivered as software as a service.

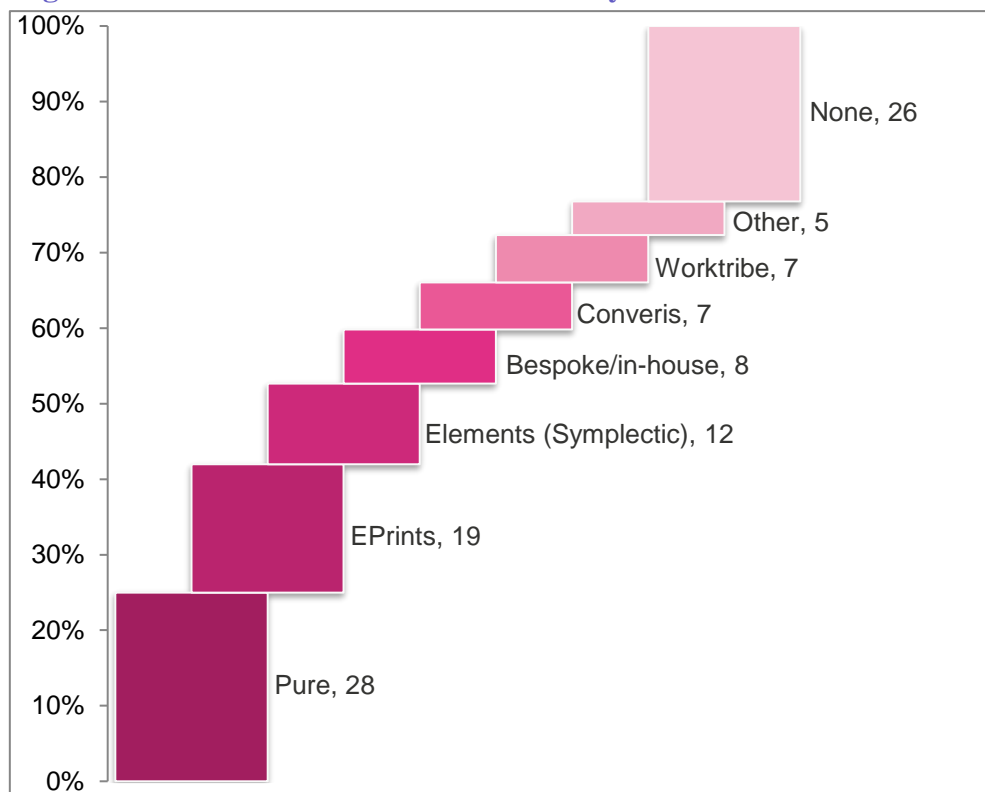
Figure 33 Method of delivery of Student Evaluation Systems



The percentages are based on the 70 respondents answering this question

Current Research Information System (CRIS)

Figure 34 Current Research Information Systems

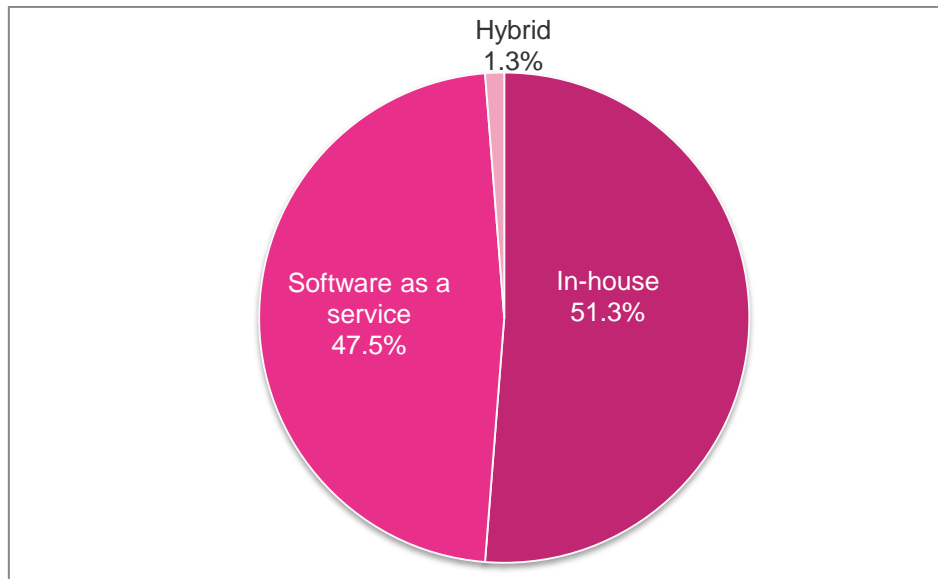


The percentages are based on the 112 respondents answering this question

Figure 34 highlights that Pure was the Current Research Information System in use at one-quarter of responding ucisa member institutions in 2018, with EPrints (19 respondents, 17%) and Elements (Symplectic) (12 respondents, 10.7%) the next most popular systems. Overall 26 respondents (23%) indicated that there were no Current Research Information Systems in use at their institution in 2018. Three respondents indicated that an 'other' Current Research Information System was in use at their institution in 2018, and these included Haplo. In addition, two systems (Radar and Vidatum) were each selected by just one respondent and are included within 'other' in Figure 34.

Figure 35 highlights that just over half of Current Research Information Systems were delivered in-house in 2018 at responding ucisa member institutions.

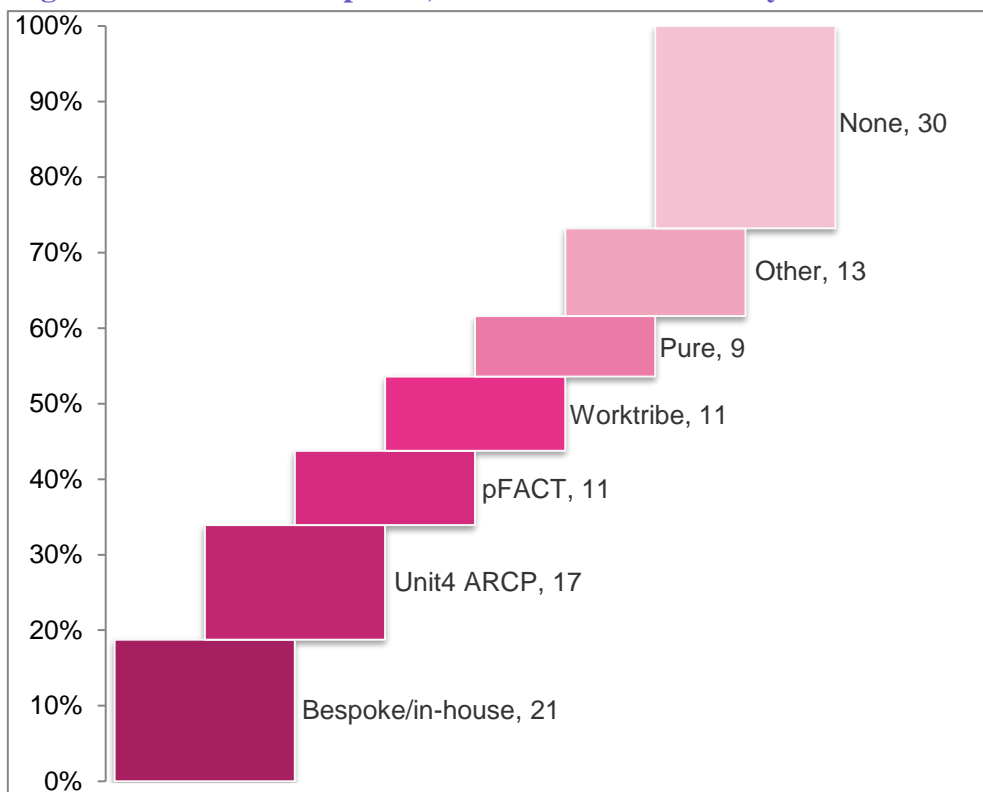
Figure 35 Method of delivery of Current Research Information Systems



The percentages are based on the 80 respondents answering this question

Research Proposals, Grants and Contracts

Figure 36 Research Proposals, Grants and Contracts Systems

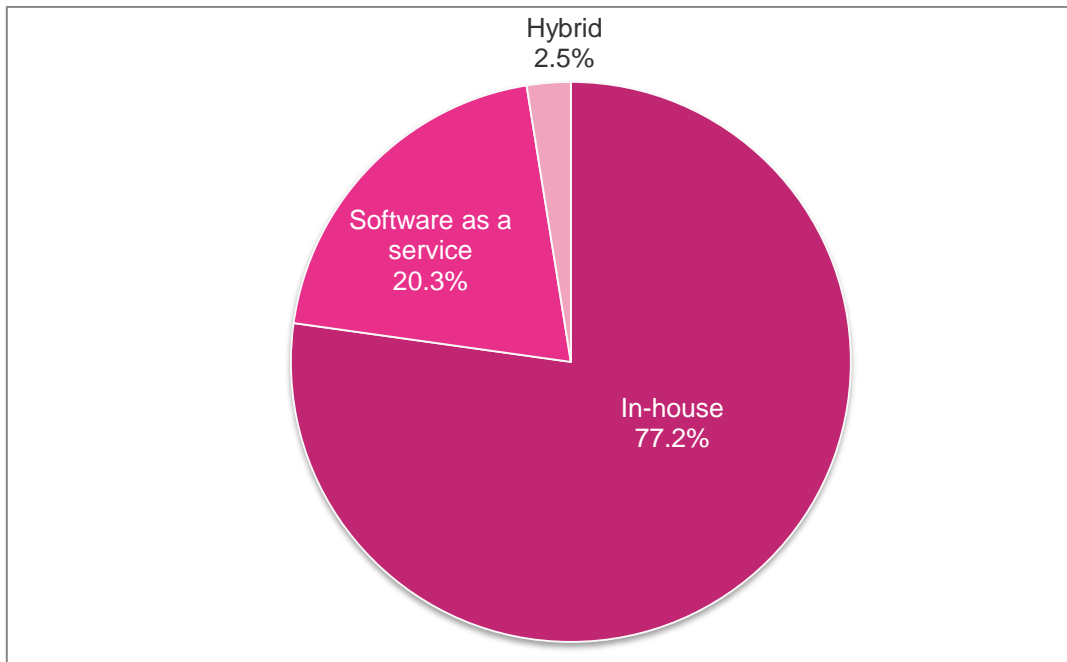


The percentages are based on the 112 respondents answering this question

A bespoke/in-house system was the most popular Research Proposals, Grants and Contracts system at responding ucisa member institutions in 2018, and was the system of choice in 21 responding institutions (19%). The next most popular system was Unit 4 ARCP (17 respondents, 15%), followed by pFACT and Worktribe which were each selected by 11 respondents (9.8%). Thirty respondents (27%) indicated that there were no core Research Proposals, Grants and Contracts systems in use at their institution in 2018. Ten respondents indicated that an ‘other’ Research Proposals, Grants and Contracts system was in use at their institution and these included Haplo and Unit 4 PCB, with three systems (Radar, Tribal Ideate and Unit 4 X5) each selected by just one respondent and are included within ‘other’ in Figure 36.

Figure 37 highlights that just over three-quarters of Research Proposals, Grants and Contracts systems were delivered in-house at responding ucisa member institutions in 2018, with 20% delivered as software as a service.

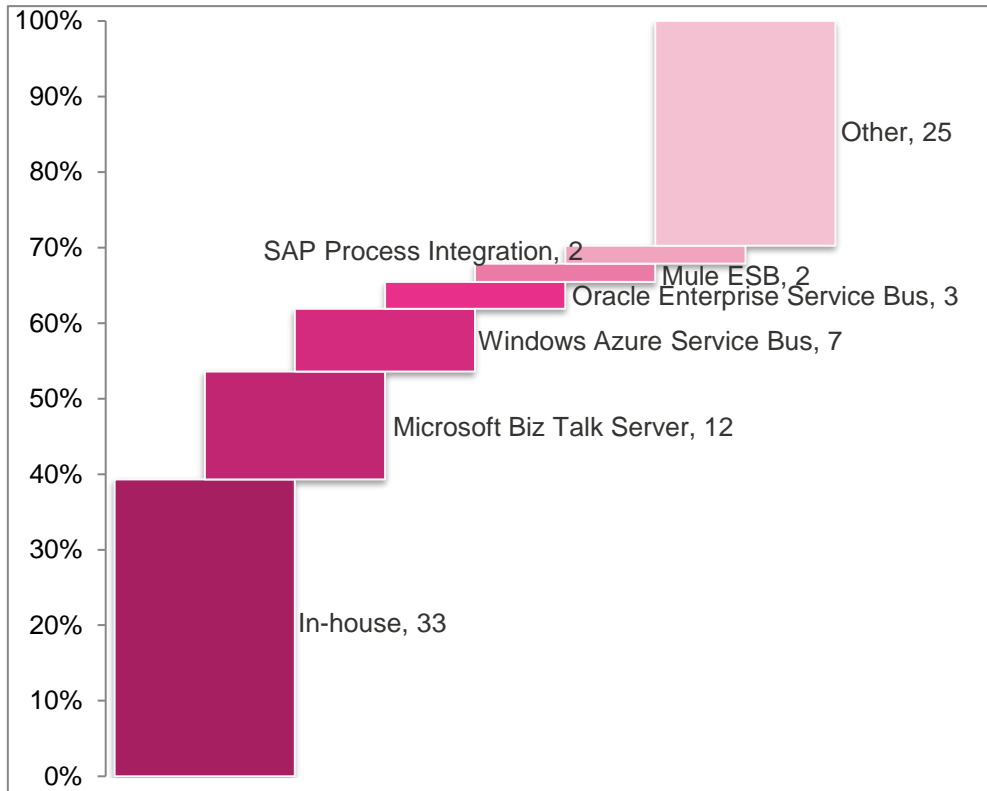
Figure 37 Method of delivery of Research Proposals, Grants and Contracts Systems



The percentages are based on the 79 respondents answering this question

Enterprise Service Bus (ESB)

Figure 38 Enterprise Service Bus (ESB)

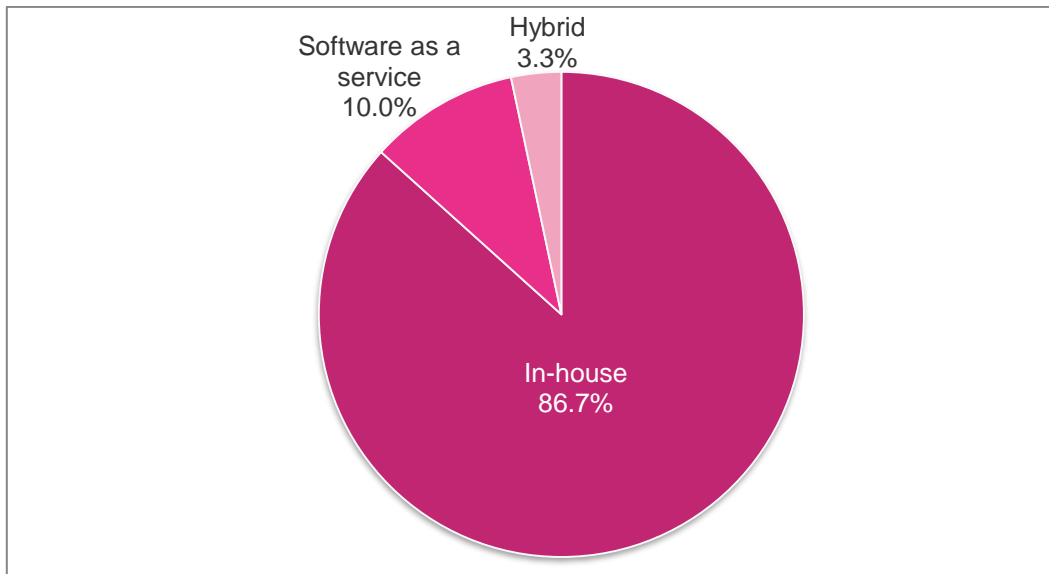


The percentages are based on the 84 respondents answering this question

For the first time this year respondents were asked to select which Enterprise Service Bus (ESB) was in use at their institution, with 33 (39%) indicating that an in-house system was the ESB of choice at their institution in 2018. This was followed by Microsoft BizTalk Server which was in use at 12 responding ucisa member institutions (14.3%). Overall, 24 respondents (29%) indicated that they used an ‘other’ Enterprise Service Bus and these included WS02, Del Boomi and 15 (18%) indicating that they did not use a core Enterprise Service Bus at their institution in 2018. In addition, three responding institutions did not select any system from the list and noted that they did not use an Enterprise Service Bus in 2018. One respondent indicated that they used WebMethods Enterprise Service Bus and they are included within ‘other’ in Figure 38.

In 2018, 87% of ESB’s were delivered in-house at responding ucisa member institutions, with 10.0% delivered as software as a service (Figure 39).

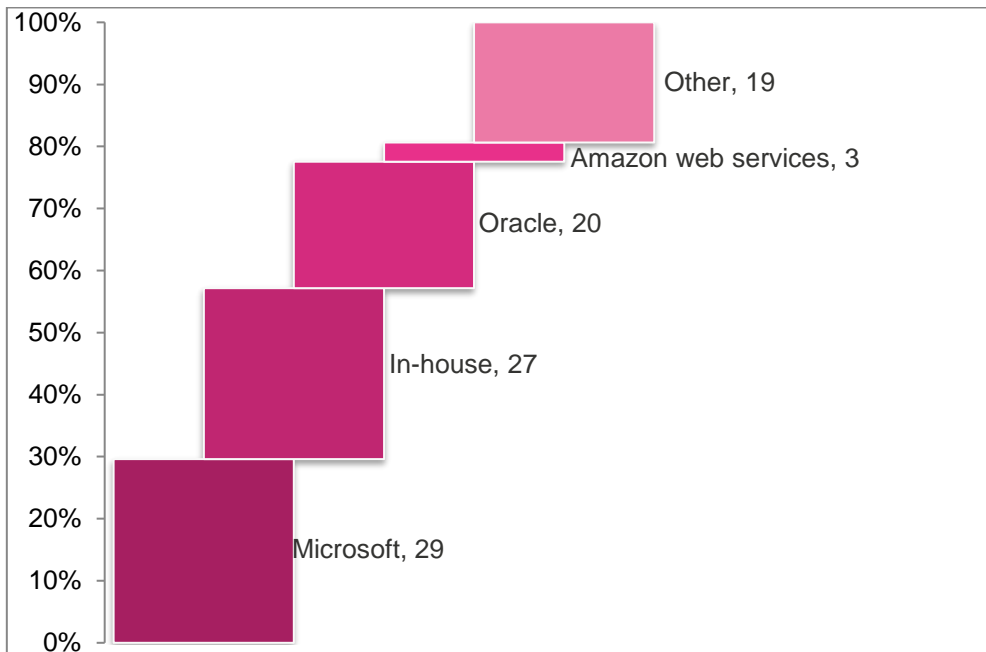
Figure 39 Method of delivery of Enterprise Service Bus (ESB)



The percentages are based on the 60 respondents answering this question

Data warehouse

Figure 40 Student Engagement Systems

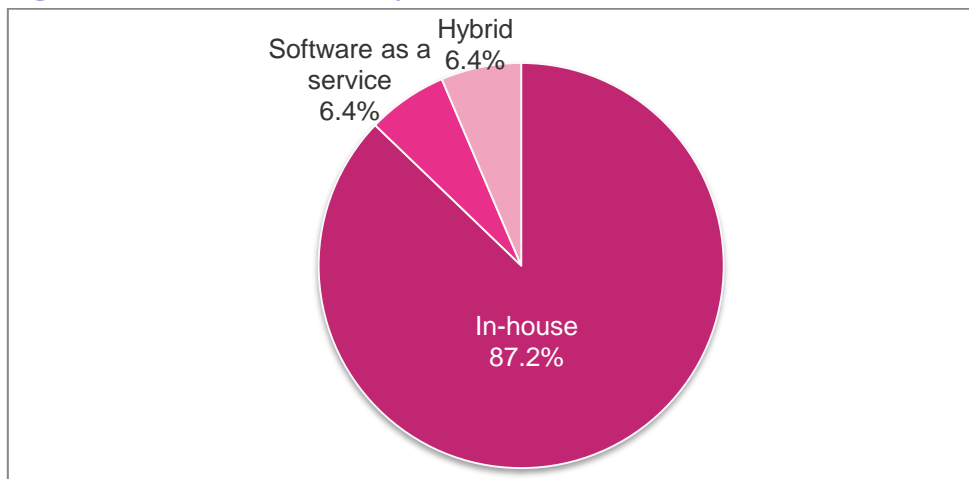


The percentages are based on the 98 respondents answering this question

For the first time respondents were asked to select the Data Warehouse system in use at their institution in 2018, with 29 respondents (30%) indicating that they used Microsoft, 27 respondents (28%) indicating that they used an in-house system and 20 respondents (20%) indicating that they used Oracle. Overall, 18 respondents (18%) indicated that they used an 'other' Data Warehouse system in 2018, and these included Wherescape and Talend, with nine respondents indicating that there were no Data Warehouse systems in use at their institution in 2018. Just one respondent selected IBM and are included within 'other' in Figure 40.

Figure 41 illustrates that 87% of Data Warehouse systems were delivered in-house at responding ucisa member institutions in 2018.

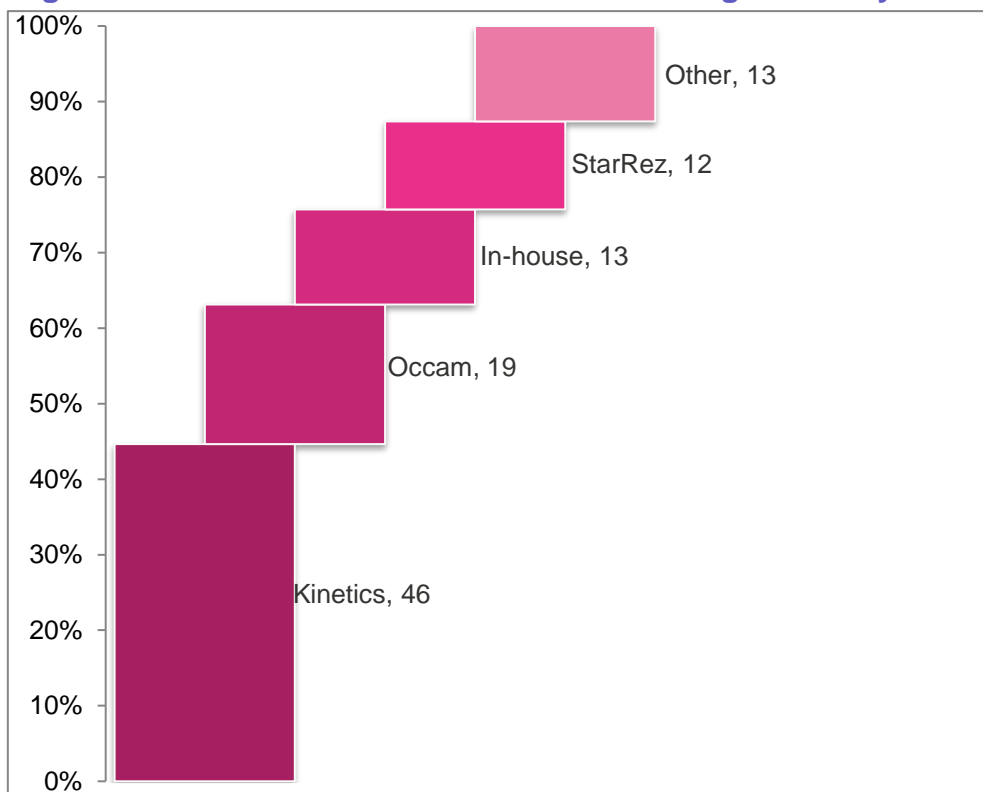
Figure 41 Method of delivery of Data warehouse



The percentages are based on the 78 respondents answering this question

Accommodation and/or conferencing events systems

Figure 42 Accommodation and/or conferencing events systems

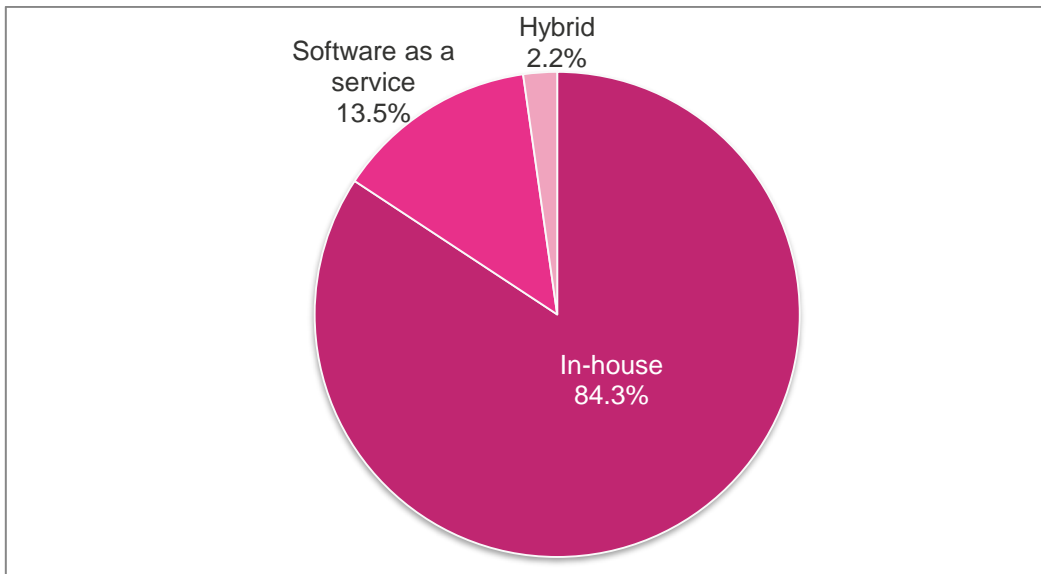


The percentages are based on the 103 respondents answering this question

Figure 42 illustrates that Kinetics was the most popular Accommodation and/or conferencing events system and was in use at 46 responding ucisa member institutions (45%) in 2018. This was followed by Occam which was the Accommodation and/or conferencing events system of choice at 19 responding institutions (18%). Twelve respondents indicated that an ‘other’ system was in use at their institution, and these included RMS (two respondents) and four respondents indicating that they did not use a core Accommodation and/or conferencing events system in 2018. Just one respondent selected that they used TCAS and are included within ‘other’ in Figure 42.

Figure 43 illustrates that 84% of respondents indicated that their Accommodation and/or conferencing events system was delivered in-house in 2018.

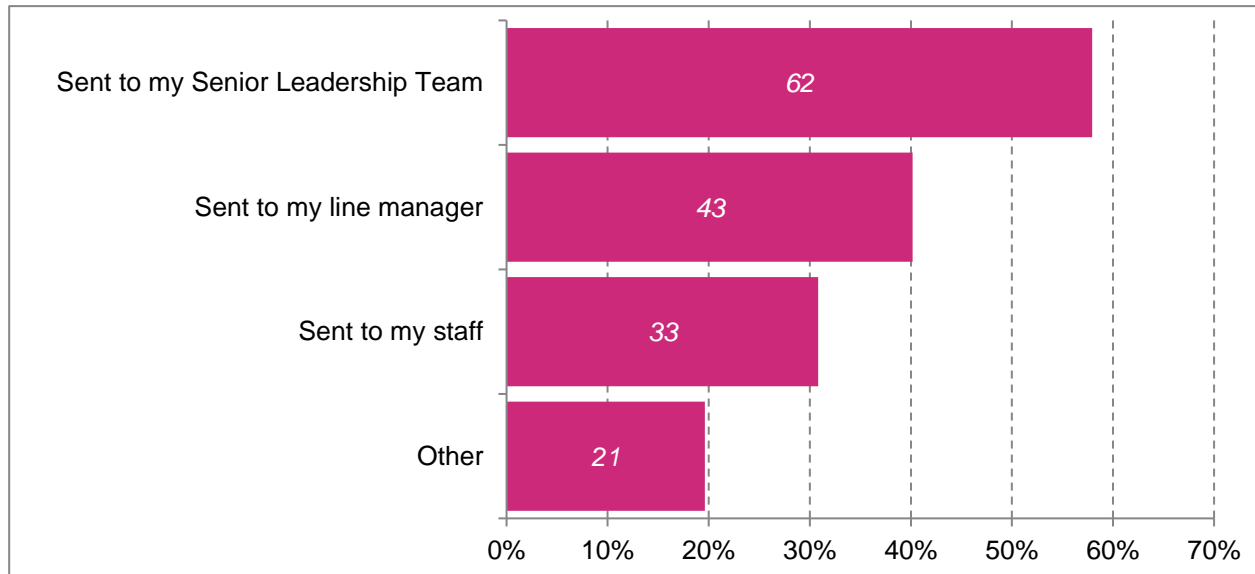
Figure 43 Method of delivery of Accommodation and/or conferencing event systems



The percentages are based on the 89 respondents answering this question

Use of the survey

Figure 44 Use of the survey

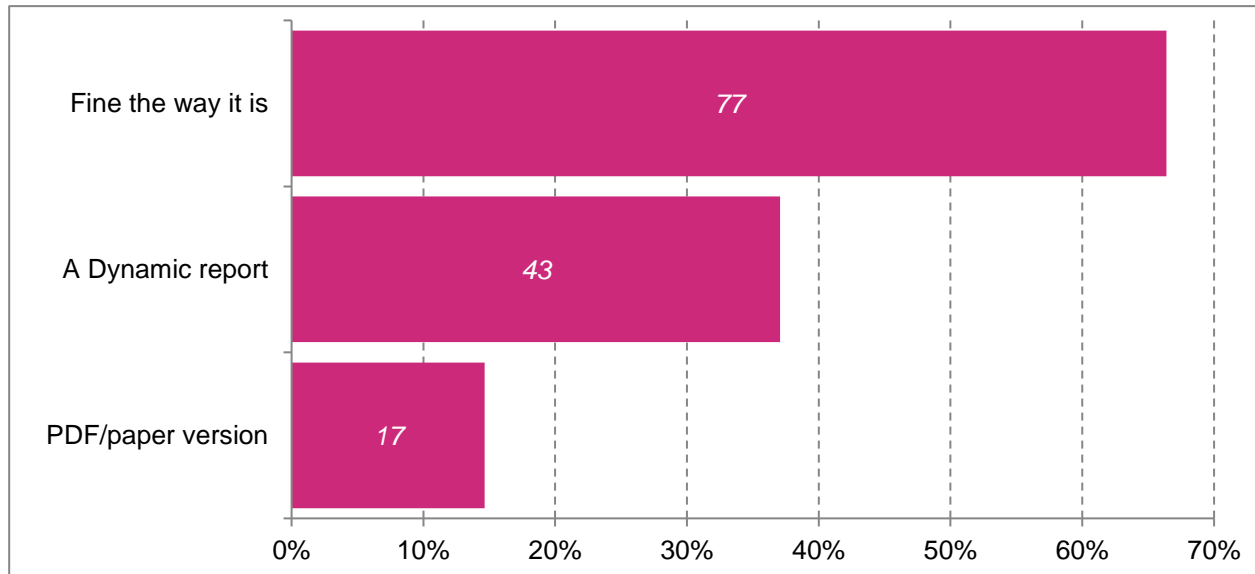


The percentages are based on the 107 respondents answering this question

In 2018 respondents were asked to select how they make use of the CISG survey and almost 60% indicated that they sent it to their Senior Leadership Team, with 40% indicating that they sent it to their line manager. Overall, twenty-one respondents (20%) indicated 'other' ways in which they use the survey and these included using it for benchmarking purposes, as a reference and to inform decision making processes.

Format of the survey

Figure 45 Format of the survey



The percentages are based on the 116 respondents answering this question

In 2018 respondents were also asked to select their preferred format for the survey, with two-thirds indicating that they are happy with the current format and 37% indicating that they would like the survey as a dynamic report.