Appendix 4

Harrow Council Members
IT Training Needs Analysis 2011

Date: November 2011

Contents

1. Introduction

As part of the on-going Harrow members development programme it was decided to survey members to ascertain their 'Information Technology (IT)' needs around those major office packages used in the Council. That is:

- Microsoft Excel.
- Microsoft PowerPoint.
- Microsoft Outlook.
- Microsoft Word.

As well as requesting if they have any other additional needs.

This report discusses the responses given and proposes next steps to meet the needs identified in the survey. Note that in the analysis the questions asked have been coded to indicate the need as a basic or intermediate IT need.

Overall the survey elicited 23 actual responses that can be analysed, while there were 2 non responses. This represents a 36% response rate from the 63 Harrow members.

In completing the survey not all members completed every question as some only indicated where they had a genuine need. Therefore their null responses have been ignored and will not be commented on in the analysis.

The analysis has been separated in to sections covering each of the packages and additional requirements listed in a separate section.

2. Excel Needs

Analysis of the Excel needs indicates two separate groups of members. That is:

- Group 1 – Basic needs – 10 Members

- Group 2 – Intermediate needs – 13 Members

Members in Group 1 are also including themselves in Group 2 by needing the intermediate skills as well as the basics.

Additionally, 4 Members have indicated minor needs that could be developed using a 'coaching' approach rather than a training event.

3. Outlook Needs

Analysis of Outlook needs also indicates two separate groups of members. A basic needs group and an intermediate needs group.

- Group 1 – Basic needs – 8 Members

- Group 2 – Intermediate needs – 19 Members

Members in Group 1 are also including themselves in Group 2 by needing the intermediate skills as well as the basic.

Members are far more interested in learning the advanced features of Excel than the basic functionality.

The Council is investing in E-Learning for Outlook and an assessment is required that determines what training needs indicated here can be completed using this method prior to agreeing to put on any Outlook training events.

4. PowerPoint Needs

Analysis of PowerPoint also needs indicates two separate groups of members. That is:

- Group 1 – Basic needs – 15 Members

- Group 2 – Intermediate needs – 14 Members

Noting: Those members in Group 1 are also including themselves in Group 2 by needing the intermediate skills as well as the basics.

One member has indicated minor PowerPoint needs that could be better coached as opposed to being completed in a training event.

5. Word Needs

Analysis of Word requirement again indicates two distinct groups of members. A basic needs group and an intermediate needs group.

Members in Group 1 are also including themselves in Group 2 by needing the intermediate skills as well as the basics.

- Group 1 – Basic needs – 12 Members

- Group 2 – Intermediate needs – 18 Members

At an intermediate level, there is a greater need, particularly in the areas of creating cover pages, tables of contents and mail merging.

6. Additional Needs

When asked the additional question of needs outside the Microsoft Office package the following were indicated:

- 1 Member – Publisher
- 1 Member – Remote Logging On
- 1 Member – Sharepoint, Office Communicator and Live Meeting
- 1 Member – Publisher
- 1 Member – Access
- 1 Member – Web Navigation
- 1 Member – Windows Ultimate

7. Next Steps

The following next steps need to be completed to commence the development of members IT skills with the agreement of the Member Development Panel.

1. Obtain provider of Microsoft Office training and arrange an agreed timetable of events (Excel, PowerPoint and Word) for members.
2. Allocate Members to events.
3. Review Outlook E-learning available on the Harrow Learning site. If suitable signpost members to learning as the roll out and use of Outlook is completed in the Council.
4. Organise an IT coach who can attend a set number of evenings/Member sessions to coach individuals on their bespoke needs as well as be available to other Members post events for one to one sessions.

Given the current training timetable and activities for members it would seem pertinent to plan this activity from April 2012.