



scottish social services
learning network north

Results of the Scottish Social Services Learning Network North Online Access Audit

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Background

Between May and August 2007, the [Scottish Social Services Learning Network North](#) released a survey asking people working in the social services sector in the North of Scotland what access they had to online resources and what they would be interested in having access to. The survey could be accessed online and was also available in paper format.

The survey was intended to help identify how use of the online environment could support the learning and development needs of people working in the social services sector in the North of Scotland. The short questionnaire asked for information on access to technology, prior experience of using online facilities, as well as what online provisions the respondents would like to have access to.

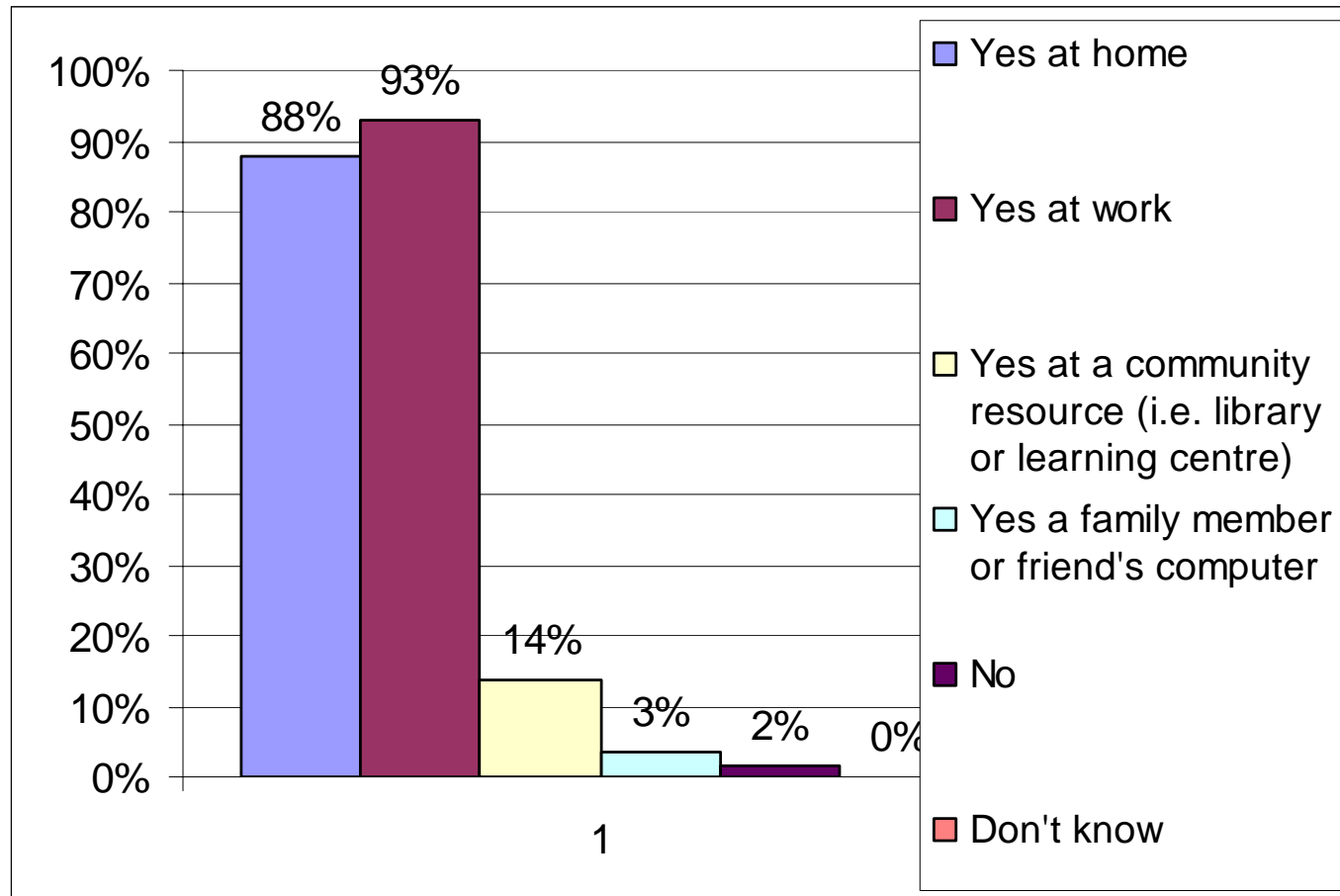
The feedback has since been used to shape how the Scottish Social Services Learning Network North supports their members in the use of the online environment for teaching and learning, virtual communities of practice and online group work.

The results of the survey have been collated and are presented here.

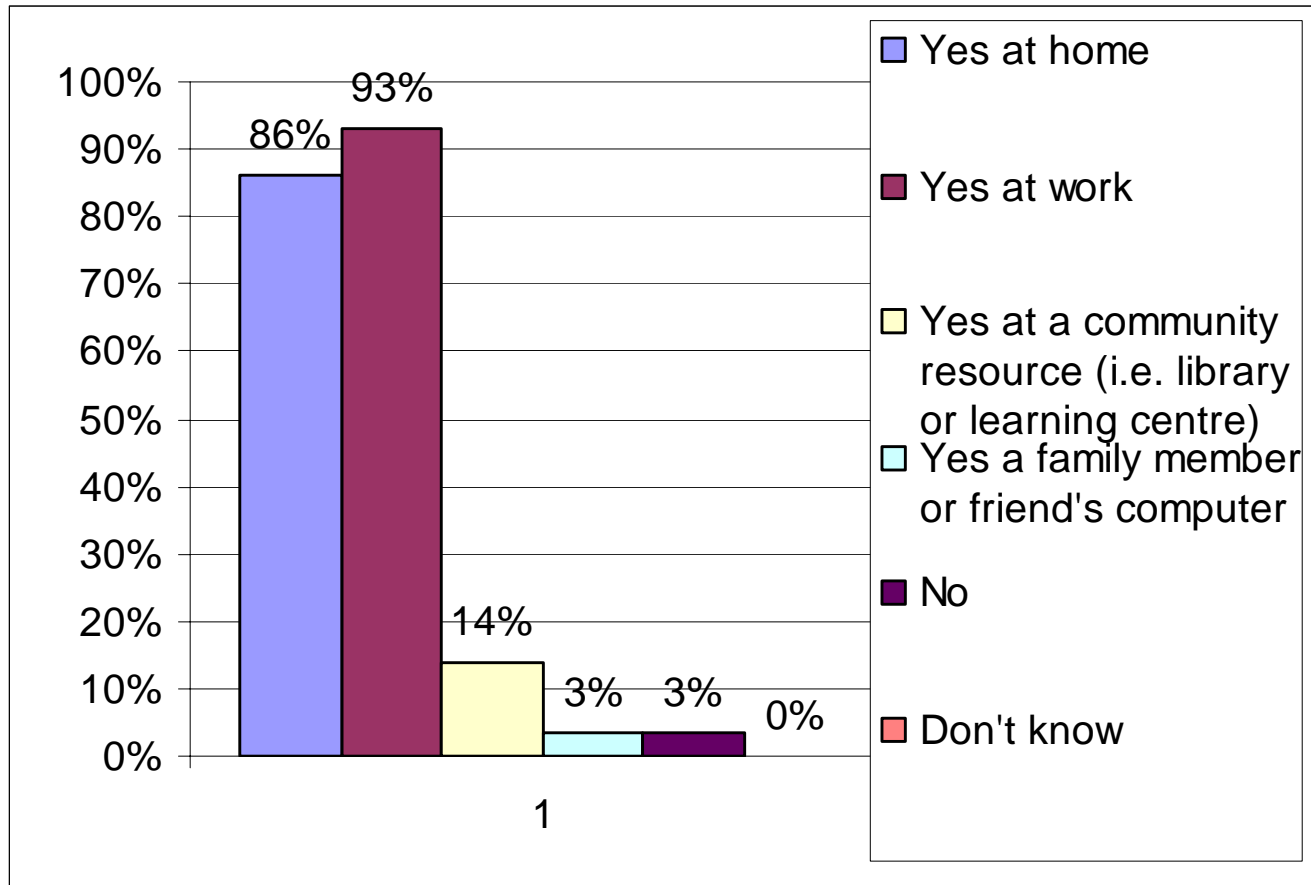
Respondents

- 58 responses
 - Across North of Scotland from following Local Authority areas:
 - Western Isles
 - Orkney
 - Highland
 - Moray
 - Aberdeenshire
 - Aberdeen City
- Also responses from:
- Dundee
 - Edinburgh
 - Glasgow
- Range of respondents – senior managers, home carers, training team managers etc from voluntary organisations, private agencies and Local Authorities.

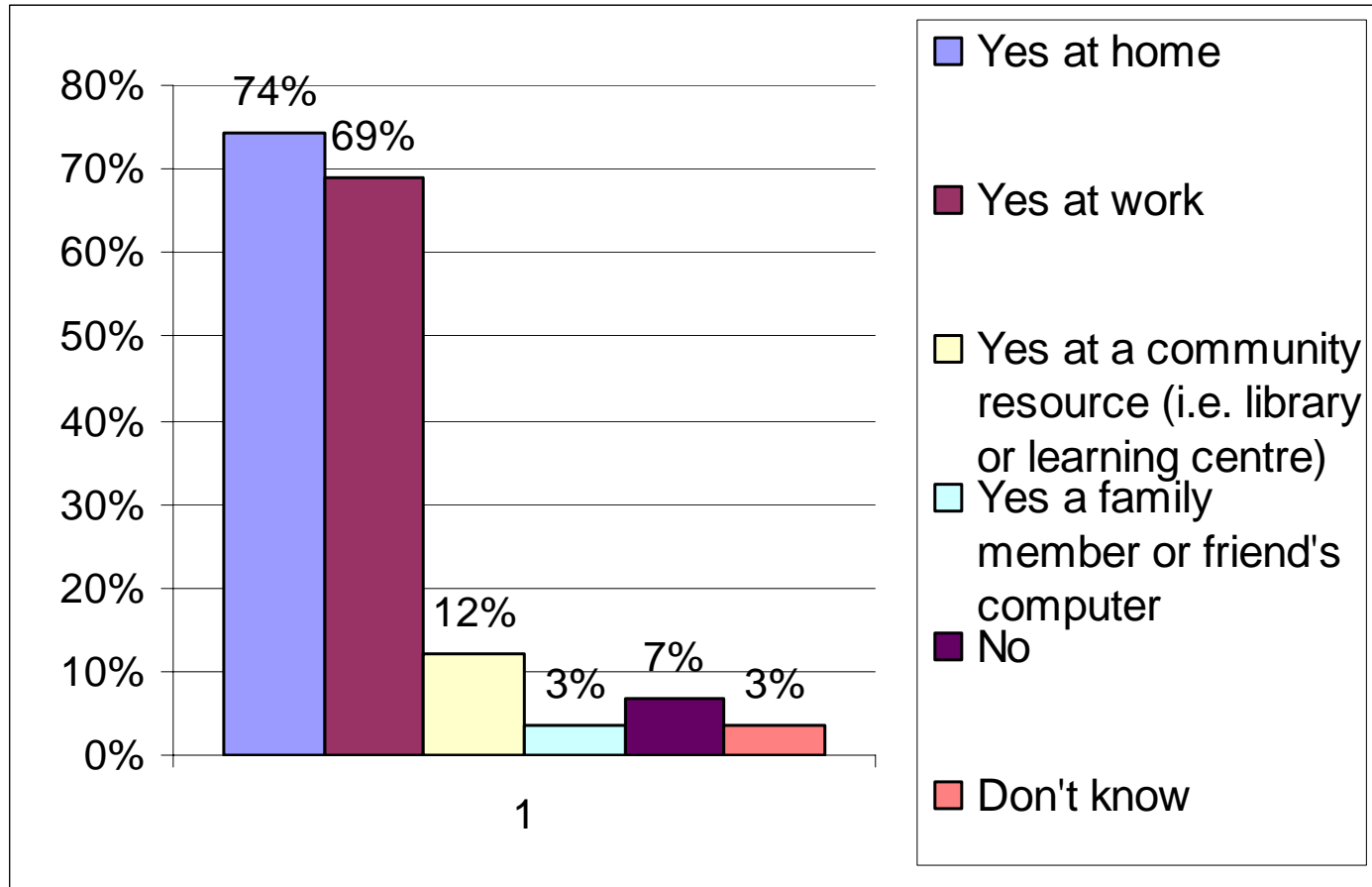
Do you have access to a computer?



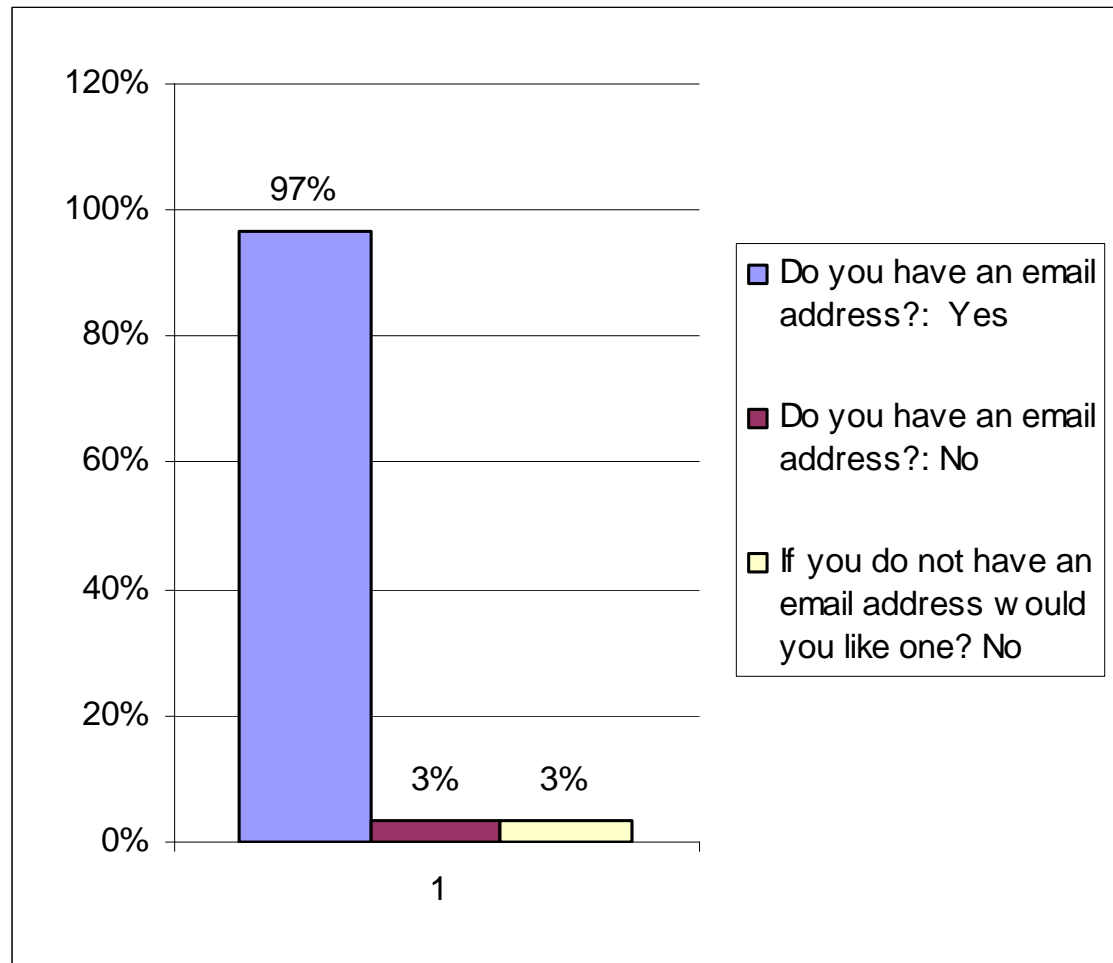
Do you have access to the internet?



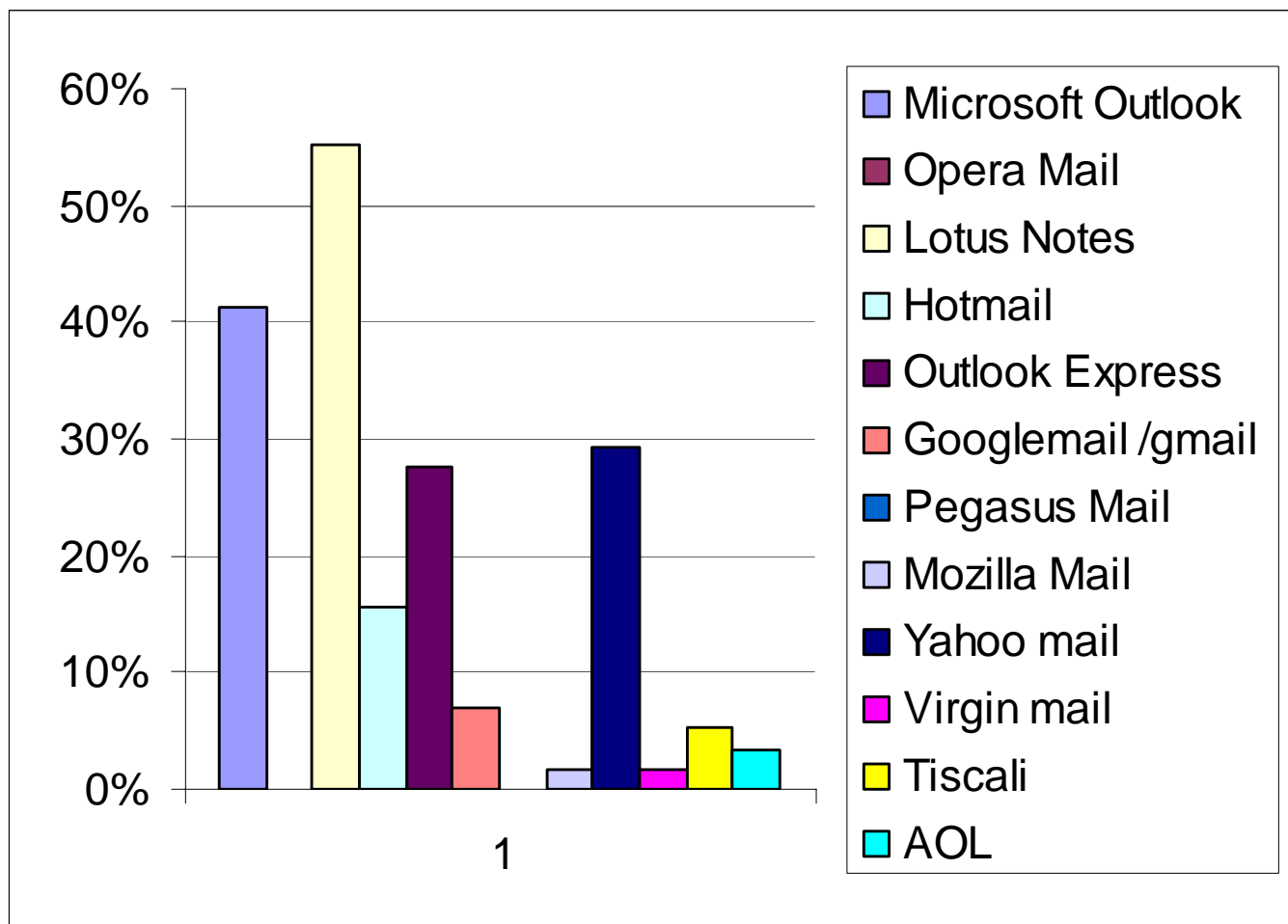
If you have access to the internet, do you have Broadband access?



Do you have an email address?

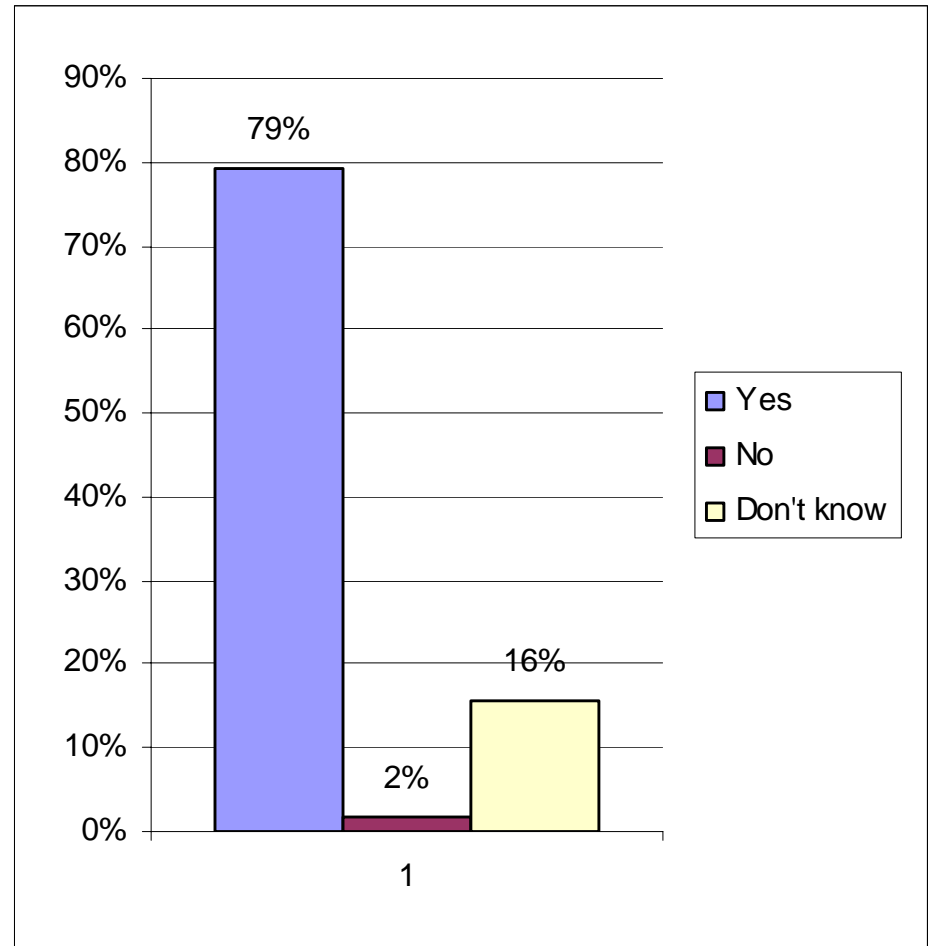


Which email client do you use (i.e. Microsoft Outlook, Lotus Notes)



Does your email client accept emails with HTML formatting

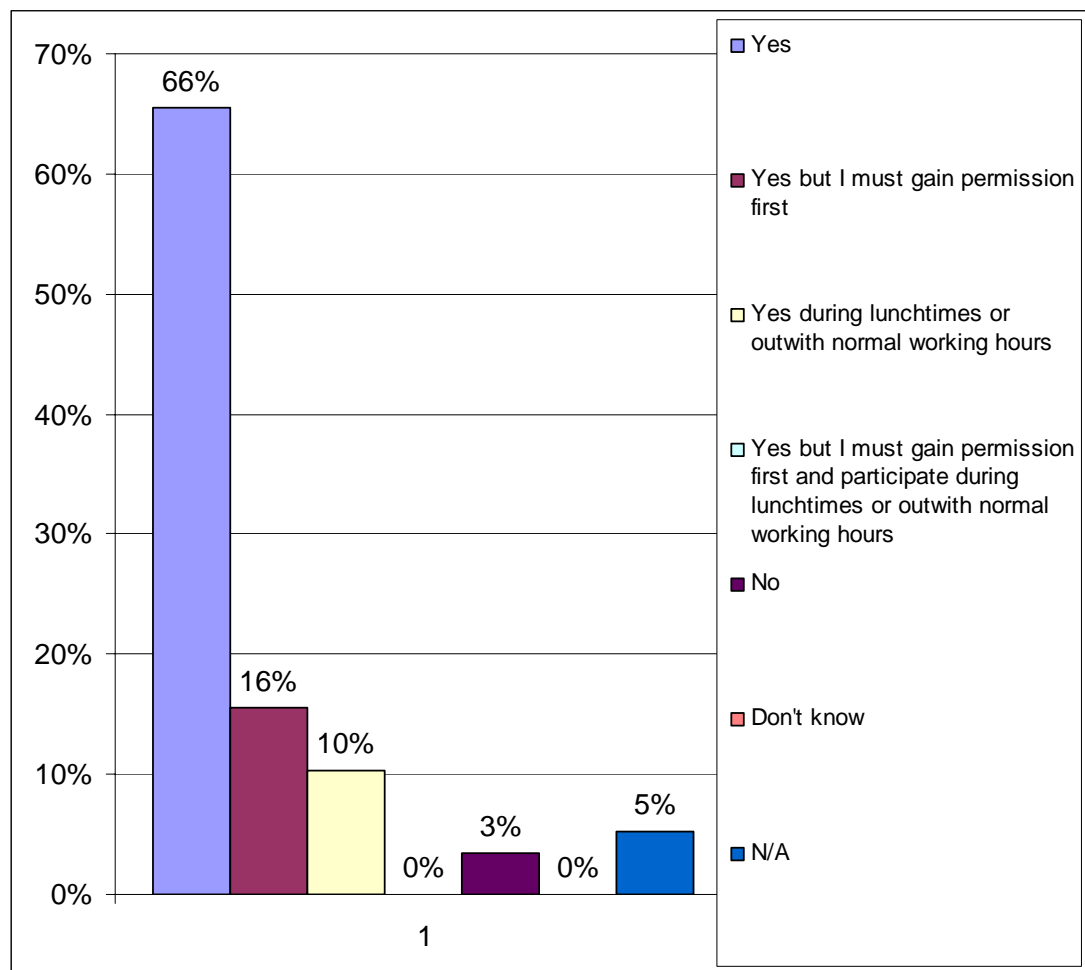
i.e. can you create or read emails which have formatting such as coloured text, bold, lists etc)



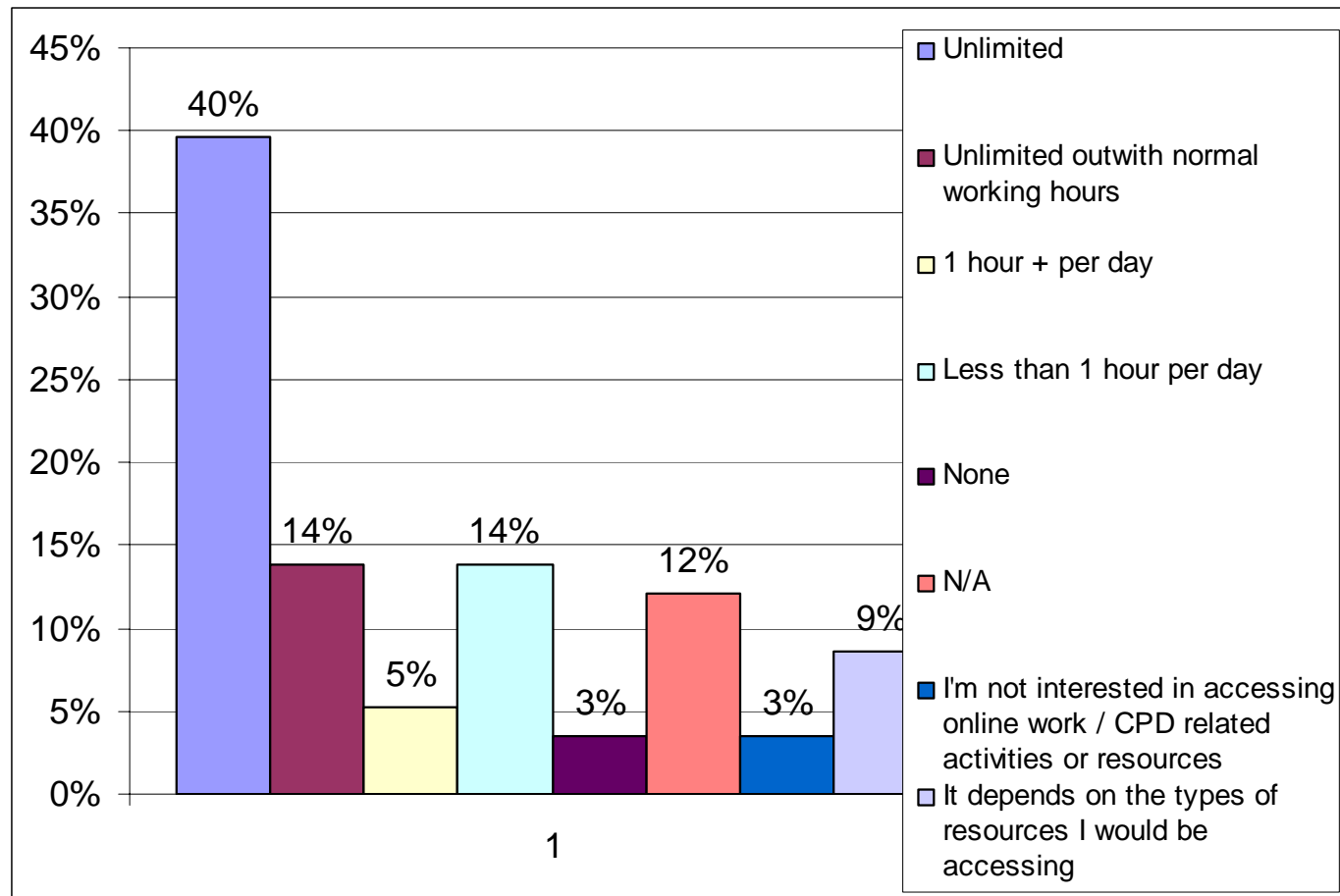
Access to online CPD activities or resources

Does your organisation allow you time to access online activities or resources which are work or CPD related but are not part of your daily responsibilities? I.e.

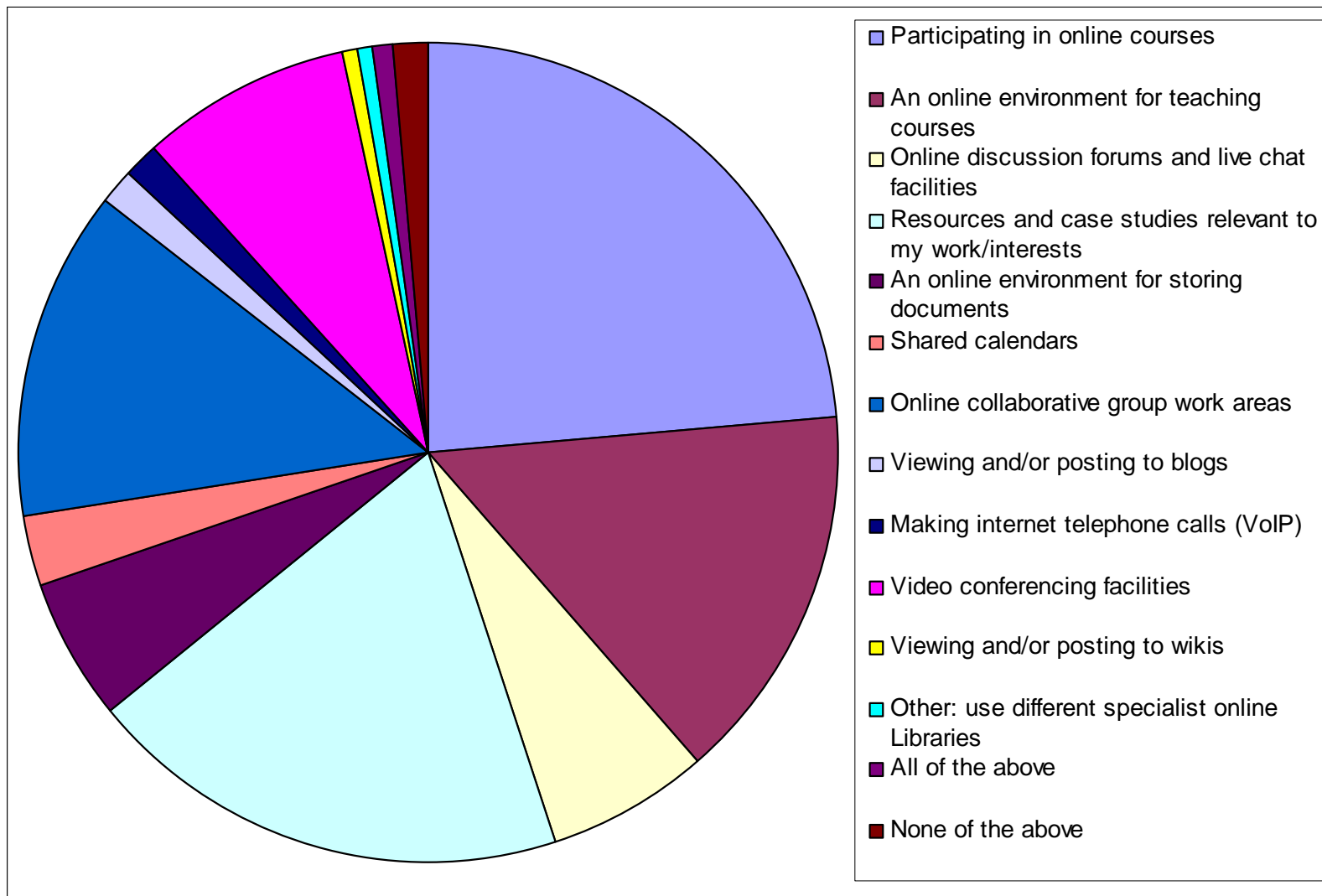
- journal articles
- subject specific discussion forums etc.



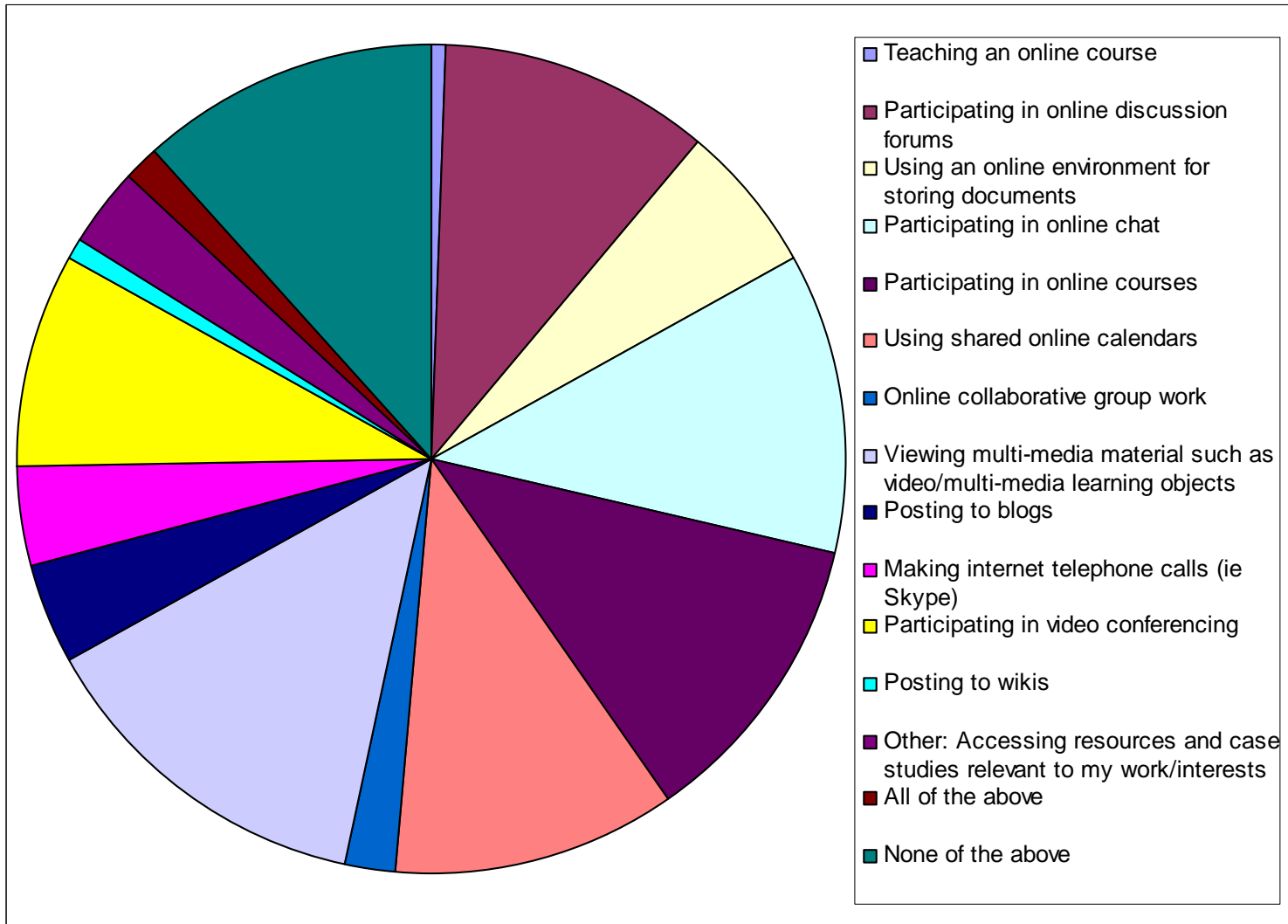
How much time does your organisation allow you to access these online activities or resources?



What online provisions would you be interested in having access to or participating in?

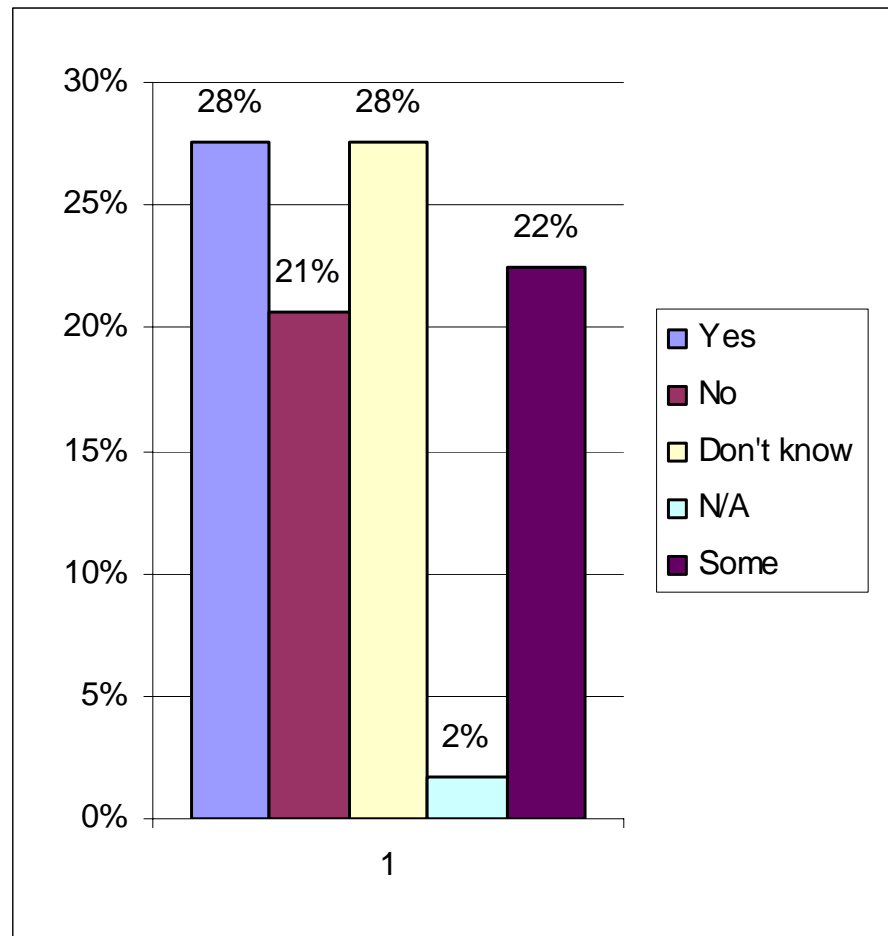


Which of the following you have previous experience of?

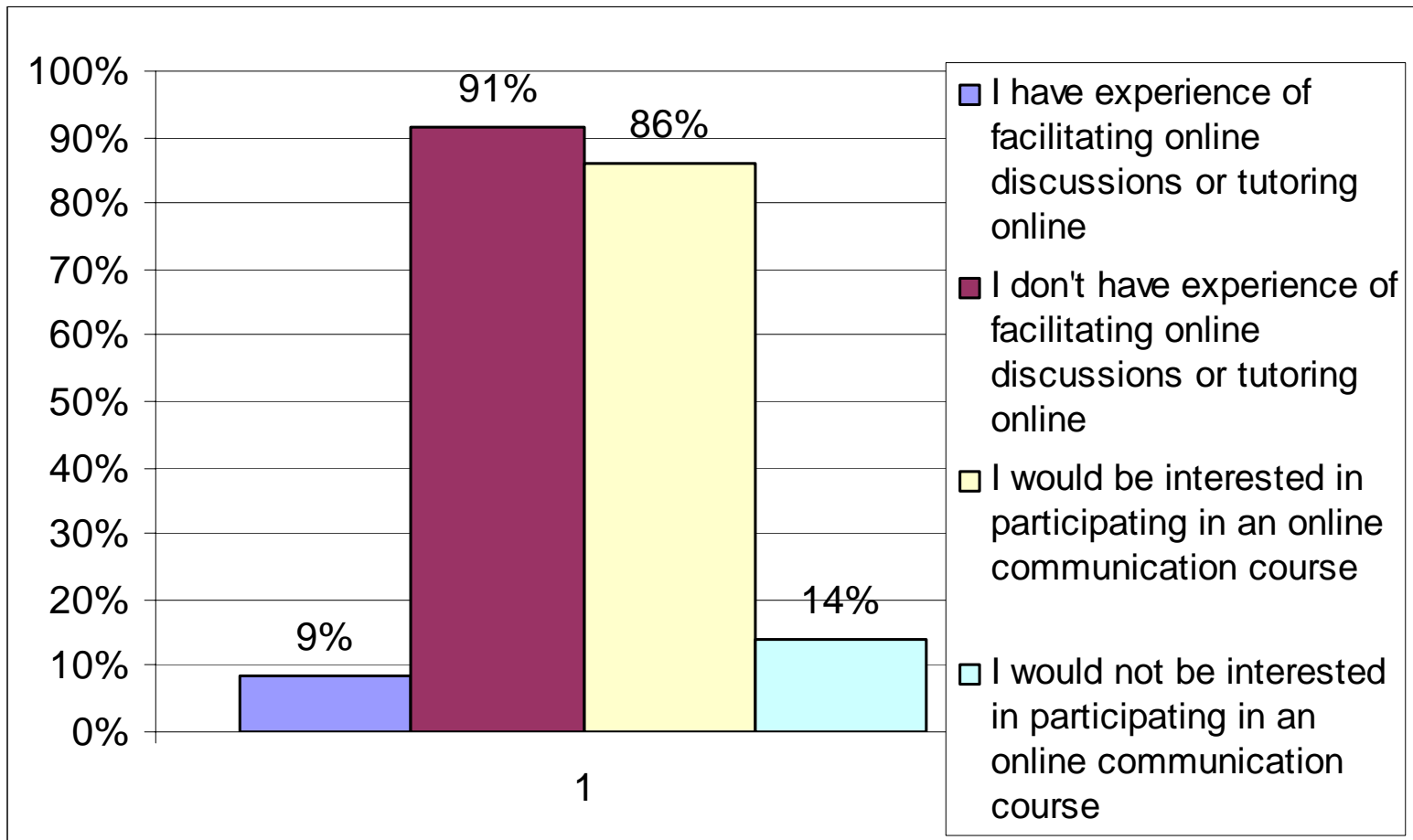


Are you able or allowed to download plug-ins to access certain types of web content

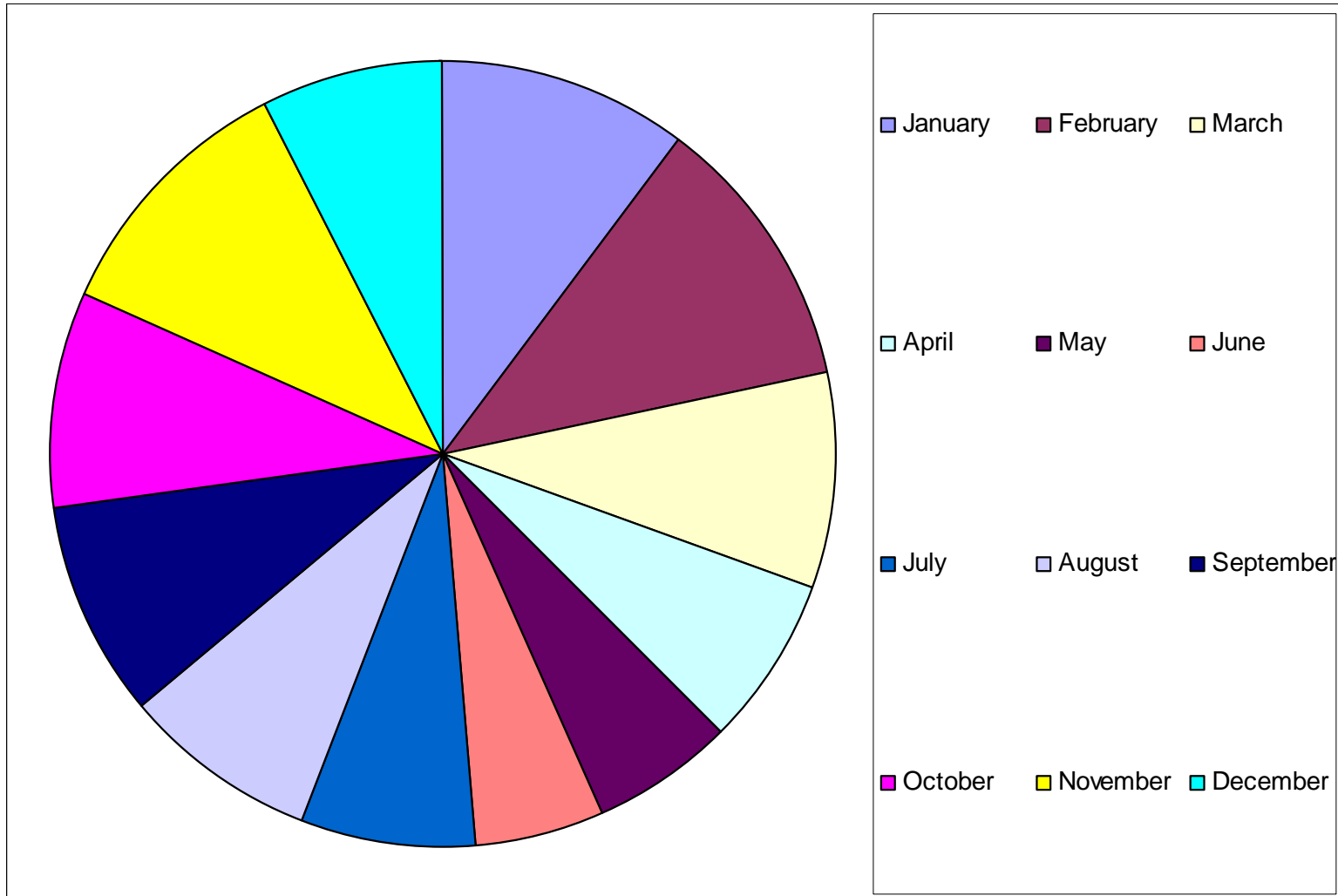
I.e. Java, Adobe Flash player, Adobe Acrobat Reader, QuickTime, Windows Media Player, Real Player, installations for Second Life.



Experience of facilitating online discussions or tutoring online and interest in an Online Communication Course

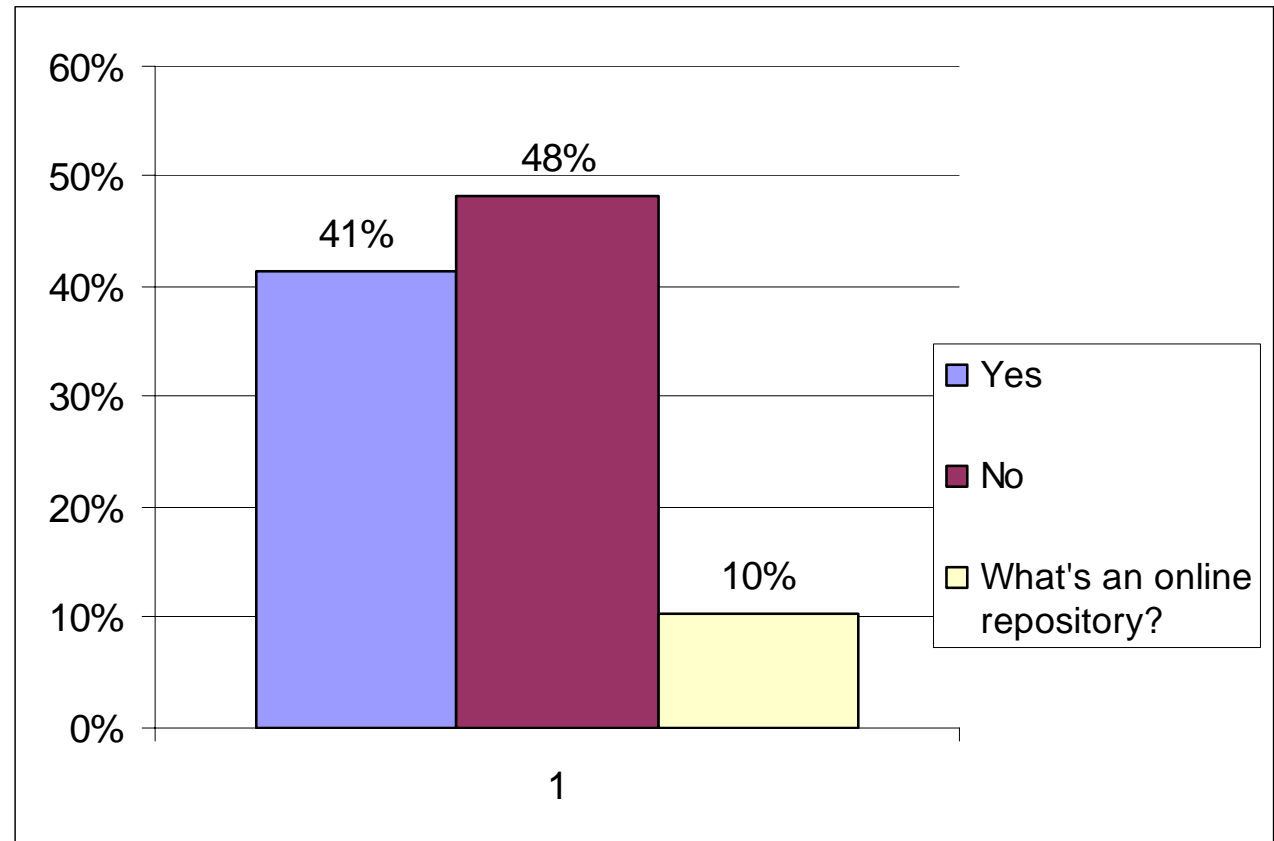


What month is convenient for you to participate in an Online Communication Course?



Have you used an online repository of learning materials before?

I.e. SIESWE
(now IRISS)
Learning
Exchange,
online library
catalogue



Notes

- The graphs in this presentation show the results from a survey undertaken between May and August 2007.
- The results from the cross-section of respondents provide some insight into:
 - What kinds of resources or activities, that are enabled through the use of technology, the respondents would like to have access to.
 - Where there may be gaps in knowledge about what is possible through the use of technologies. (When comparing the graphs of what the respondents are interested in and what they have had experience of, there appears to be a relation between what people have experienced and whether or not they are interested in them.)
 - Where awareness raising and/or training might be required to demonstrate what technologies can be used for and how and in what way they can be used to deliver efficiencies and new ways of interacting or engaging with other people and information relevant to workplace learning and development.

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