

JISC FAM study - update

Caroline Ingram/Tony McDonald

Update on a previous presentation to the NHS-HE forum. Caroline Ingram is the project manager and Tony McDonald is representing Newcastle University and CETL4HealthNE. We also have significant contributions from Janet Wheeler (web systems at Newcastle University) and Megan Quentin-Baxter (Director of the Subject Centre for Medicine, Dentistry and Veterinary medicine) and their teams.

What are we doing?

- Extension from IAMSECT project
- Further investigating issues related to accessing online academic resources across the NHS-HE boundary (NHS-HE portal)
 - regional focus on North East (initially)
 - backed by CETL4HealthNE & JISC

IAMSECT was about inter-institutional problems with authenticated and authorised access to resources, and has been very successful. We received continuation funds from JISC to scope out some of the issues related to the *academic* interface between the NHS and HE. We are not looking at any clinical issues in this study.

We are focused on the North East initially, as we have very good relations with our SHA and the CETL4HealthNE allows us access to a wide variety of health care provision. It is our intention to share the information from the study with other SHA's and stakeholders, but we do not have adequate funding to investigate these issues in areas outside the North East.

The CETL4HealthNE, SHA North East and JISC have been extremely helpful in getting the project off the ground.

The survey

- Combination of;
 - Online survey (surveymonkey)
 - Interviews (selected, key stakeholders)
 - Dissemination event
 - SHA North East

We are taking a three-pronged approach to the gather information from our stakeholders.

1. online survey (surveymonkey, URL will be disseminated to NHS-HE forum and other stakeholders early next week). We will also be taking advantage of some responses gathered by colleagues from Cardiff and LSE, who have kindly offered to share their responses in areas where there is a definite overlap with our work.

2. telephone interviews with selected and key stakeholders. The NHS-HE forum can help considerably here by 'fingering' people who are likely to be able to contribute to the survey. These would be librarians, IT managers and other people who are involved in the (potentially) seamless flow of academic information between NHS and HE sites.

Online survey

- simple, fast, efficient
- 3 pages
 - demographics
 - use of resources/services
 - accessing resources and services
- *4th*: Getting more involved

Key points here is that we collect relevant information, quickly and efficiently - we recognise the effort involved in filling in these surveys.

1. First page is who you are and what you do
2. Second page is what use
3. Third page is how the resources are accessed (or not)
4. Fourth page is a plea to get more involved, and we have an incentive lined up...

Demographics (1/3)

- Where are you from? (*tick box*)
- What is your role? (*tick box*)
- Other (*free text entry*)

As it says, ticky-boxes to allow for rapid entry and an 'other' free-text entry box for additional information.

Use of resources & services (2/3)

- Which services do you have access to? (*tick boxes of options*);
 - *collab. tools, dial-in, email, HR, library OPAC, eJournals (BMJ, Nature etc.), VLE, web content etc.*
- Which online *academic* resources do you need for your job? (*tick box of options*)
 - *list of journals*

1. Services that you have access to is a ticky-box with an 'other' free-text entry box.

2. Very important to note that we can only discuss online *academic* resources. We simply don't have the resources to delve into the clinical area. There will also be a ticky-box for list of most likely-used journals.

Accessing resources & services (3/3)

- What is your main problem when trying to access the resources you need for your job? (*free text*)
- What would be your ideal solution to this/these problems if technology was not an issue? (*free text*)

This is free text entry. The first question is relate to the main problem the respondents have in accessing resources they need to get their job done. We are aware that there is a huge amount of corporate memory and knowledge held within the respondents and that they are just as likely to have a solution for the problem as anyone else - after all, they are at the coalface. Therefore we are very keen to hear what respondents have to say in answering this question.

Getting more involved (4/3)

- Not just information gathering
- Hope to influence the way online academic resources are accessed across the NHS/HE boundary
- Focus groups
- PRIZE DRAW! - iPod Nano



1. We're really hoping to be able to influence some of the ways that academic resources are accessed across the NHS/HE boundary.
2. We are looking for people to be involved in areas such as focus groups and in particular, those who are interested in being interviewed in more depth based on the issues presented and their responses
3. We are also offering an iPod nano as an incentive to those people who fill in the online survey and give their details (No, you don't have to be part of a focus group or in-depth interview to be included in the draw, although we'd like it if you did!)

Other questions

- Specifically for targeted groups
 - IT Managers/ATHENS administrators
 - list of questions of the form
(importance of 'X')
 - data issues that present a significant challenge

These are questions of a slightly different nature and will be targeted at people such as IT managers and ATHENS and library managers.

Thanks to Malcolm!!



Train derailed
south of
Newcastle...