[Insert organisation name/logo]

# ICT CONSULTATION SURVEY TEMPLATE

This survey is anonymous and is used to consult staff members on the value and outcomes of the **[insert organisation name]** ICT strategies and activities developed and implemented by the organisation. The feedback will be used to adapt and improve ICT strategies and outcomes.

**🖌Note\***

Ensure you identify clearly what the survey results will be used for, if it is anonymous, and how the results will be provided to participants.

It is also recommended to insert, delete or edit questions as necessary throughout the form.

\*Please delete all notes before finalising this form.

|  |  |
| --- | --- |
| **Date** |  |

**Place a tick in the box (☑) all that apply or that most closely reflects your view.**

1. **Current role**

**□** Management **□** Administration **□** Direct client services/client support

**□** Volunteer **□** Student **□** Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Work type**

**□** Full time **□** Part time **□** Casual

1. **Overall, how important are ICT systems and tools to your work?**

**□** Very important (I can’t do any work at all without them)

**□** Important (I do most of my work using systems and tools)

**□** Not very important (I only have a minimal use of systems and tools)

**□** Not important at all (I don't need any tools or systems to do my work)

1. **How would you rate your computer or technical skills?**

**□** Novice (I have minimal skills)

**□** Basic user (I can use emails and create documents using MS Office)

**□** Advanced user (I use multiple tools and systems comfortably)

**□** Expert (I make use of advanced functionalities, tools & systems)

1. **Overall, are you satisfied with the VARIETY of tools and systems used at [insert organisation name] (good variety means there is the right array of tools/systems to choose from, not too many and not too few)?**

**□** Very satisfied

**□** Somewhat satisfied

**□** Somewhat dissatisfied

**□** Very dissatisfied

1. **Overall, are you satisfied with the QUALITY of tools and systems used at [insert organisation name] (good quality means the tools/systems are well suited to your work and reliable)?**

**□** Very satisfied

**□** Somewhat satisfied

**□** Somewhat dissatisfied

**□** Very dissatisfied

1. **Overall, are you satisfied with the ACCESS to tools and systems used at [insert organisation name] (good access means that tools and systems are easy and fast to access)?**

**□** Very satisfied

**□** Somewhat satisfied

**□** Somewhat dissatisfied

**□** Very dissatisfied

1. **Do you know who to go to when you have a technology-related question or problem?**

**□** Yes **□** No

**□** For some specific questions or problems only

1. **How do you go about resolving a technology-related question or problem? (multiple answers possible)**

**□** I ask my colleagues or supervisor

**□** I ask the **[insert IT allocated position]**

**□** I try to solve it myself

1. **How often do you need support outside of standard working hours?**

**□** Never

**□** Occasionally (a few times a year)

**□** Frequently (once a month or more)

1. **How satisfied are you with the AVAILABILITY of training on ICT tools & systems offered (good availability means there is adequate choice of training in subjects covered, frequency and delivery methods)?**

**□** Very satisfied

**□** Somewhat satisfied

**□** Somewhat dissatisfied

**□** Very dissatisfied

1. **How satisfied are you with the QUALITY of training on ICT tools & systems offered (good quality means subjects addressed are well presented and covered, and learning objectives achieved)?**

**□** Very satisfied

**□** Somewhat satisfied

**□** Somewhat dissatisfied

**□** Very dissatisfied

1. **How well do you think current [insert organisation name] ICT tools and systems fit the strategic plan?**

**□** Very well

**□** In some areas only

**□** There is no clear correlation between ICT and our strategic

1. **In regards to the organisation strategic outcomes, please rate your response**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Do you think our current ICT tools & systems help in achieving the following strategic goals?** | **Yes** | **Partially** | **No** | **Not applicable** |
| **[Insert strategic outcome 1]** | **□** | **□** | **□** | **□** |
| **[Insert strategic outcome 2]** | **□** | **□** | **□** | **□** |
| **[Insert strategic outcome 3]** | **□** | **□** | **□** | **□** |
| **[Insert strategic outcome 4]** | **□** | **□** | **□** | **□** |
| **[Insert strategic outcome 5]** | **□** | **□** | **□** | **□** |

1. **In the table below, please tick your level of satisfaction with each of the ICT tools or systems listed:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ICT tools and organisational systems** | **Very satisfied** | **somewhat satisfied** | **somewhat dissatisfied** | **Very dissatisfied** | **Not applicable** |
| **[Insert ICT tool, i.e. internet service]** | **□** | **□** | **□** | **□** | **□** |
| **[Insert ICT tool]** | **□** | **□** | **□** | **□** | **□** |
| **[Insert ICT tool]** | **□** | **□** | **□** | **□** | **□** |
| **[Insert ICT tool]** | **□** | **□** | **□** | **□** | **□** |
| **[Insert ICT tool]** | **□** | **□** | **□** | **□** | **□** |

1. **Do you have any suggestions as to how the ICT systems and tools could be improved?**

|  |
| --- |
|  |

1. **Are there any additional resources, information needs or activities you would like to see happen as a follow-up to this ICT consultation?**

|  |
| --- |
|  |

1. **Additional comments.**

|  |
| --- |
|  |

**Thank you for your feedback, if you would like to discuss ICT issues in detail please contact [insert contact name and details].**