SIMS Accreditation Service

School Survey Preparation Document

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The following document contains all of the questions to which your school will be asked to respond. The purpose of this document is you to help you prepare answers and seek the views of other SIMS users in school in advance of the survey completion. You may print this document and complete it in advance of accessing the online survey.

The survey

When you click the link in the invitation email you will be asked to complete the following sections

This page asks for your details:

Name of respondent:	Free text, forename and surname
Job role:	Select from list or select other and type your job role

Click Start Survey to save this information and move on.

Scoring

When asked to score a question you will be asked to choose very poor, poor, needs improvement, good, very good or excellent.

Navigation

You may navigate to the next section by clicking the Next Section button at the bottom of the page; you will not be able to navigate to the next section until you have completed all responses in the current one. It will not be possible to submit your school's survey until all sections have been completed. You must complete the whole survey in order for your school's responses to be saved. If your survey is inactive for 20 minutes then it will time out and you will lose any responses that you have already provided so please ensure that you have time to complete all responses in one session.

Your use of SIMS

All the following questions relate to the use of SIMS; please answer Yes or No to each. You will not be able to continue to the next survey question unless you respond to each of the below.

Maintaining Student Data

If your school is a primary (or deemed primary) you will be asked to respond to the questions in the left hand column. If you are a secondary school you will see the right hand column.

Primary	Secondary	Yes	No
Does your school use SIMS to write reports, for example data collection sheets, address and contact lists	Does your school use SIMS to write reports, for example data collection sheets, address and contact lists	○	○
	Has your school made use of the more advanced reporting features such as macros	○	○
Does your school use Behaviour Management in SIMS to record and track behaviour incidences and achievement	Does your school use Behaviour Management in SIMS to record and track behaviour incidences and achievement	○	○
	Does your school use Behaviour Management in SIMS to record and organise detentions and report cards	○	○
Does your school record SEN data in SIMS	Does your school record SEN data in SIMS	○	○
Does your school use SEN data recorded in SIMS to report, track and write letters	Does your school use SEN data recorded in SIMS to report, track and write letters	○	○
Does your school use SIMS for electronic registration	Does your school use SIMS for electronic registration	○	○
If no, does your school use another system to record attendance electronically	If no, does your school use another system to record attendance electronically	○	○
	Is attendance recorded at a session level	○	○
	Is attendance recorded at a lesson level	○	○

Curriculum and Assessment

Primary	Secondary	Yes	No
	Does your school use Nova and SIMS to generate the timetable	○	○
Does your school use SIMS to record assessment	Does your school use SIMS to record assessment	○	○
Does your school use the assessment data in SIMS to generate pupil reports	Does your school use the assessment data in SIMS to generate student reports	○	○
Does your school make use of tracking grids	Does your school make use of tracking grids		
	Does your school utilise assessment data in SIMS to analyse and track student or groups of students' progress and improvement	○	○
Does your school currently use Discover	Does your school currently use Discover		
If no	If no		
Does your school have plans to implement Discover in the current academic year	Does your school have plans to implement Discover in the current academic year	○	○
	Does your school use SIMS to enter students for exams		
	Does your school use SIMS to analyse exam results	○	○

School business functions

Primary	Secondary	Yes	No
Does your school use SIMS to maintain personal, professional and contractual information for school staff	Does your school use SIMS to maintain personal, professional and contractual information for school staff	○	○
Does your school use FMS for the maintenance of the school's financial data and processes	Does your school use Cover to record and make provision for teaching staff absence	○	○
Does your school use SIMS Dinner Money	Does your school use FMS for the maintenance of the school's financial data and processes	○	○

Value added

Primary	Secondary	Yes	No
Primary	**Secondary**		
Does your school use online parental reporting through SIMS Learning Gateway	Does your school use online parental reporting through SIMS Learning Gateway	○	○
If no:	If no:		
Does your school use an alternative provider to report online to parents	Does your school use an alternative provider to report online to parents	○	○
Does your school use SIMS InTouch to communicate with parents	Does your school use SIMS InTouch to communicate with parents	○	○
Do teachers have access to SIMS in the class room	Do teachers have access to SIMS in the class room	○	○
Does your school use SIMS to communicate internally such as using alerts and the diary	Does your school use SIMS to communicate internally such as using alerts and the diary	○	○
Does your school customise the home page to display a whole school view	Does your school customise the home page to display a whole school view	○	○
Does your school use the pupil view as a single point of reference	Does your school use the student view as a single point of reference	○	○
Does your school use the linked documents functionality for electronic storage of documents	Does your school use the linked documents functionality for electronic storage of documents	○	○

Helpdesk

This section concerns the service received from the support team's helpdesk during the last 12 months. This is likely to be advice obtained by telephone or email. Onsite visits and remote support will be dealt with separately. If contact with the help desk has not been required in the previous 12 months, click **No** and move onto the next section.

If **Yes** is selected:

Please assess the following aspects of Helpdesk support.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent
Helpdesk opening times (term time)	○	○	○	○	○	○
Initial response time to your query	○	○	○	○	○	○
Knowledge of the helpdesk staff	○	○	○	○	○	○
Effectiveness of the case resolution	○	○	○	○	○	○
Overall quality of helpdesk services	○	○	○	○	○	○

Training & Consultancy

This section asks you to assess the training provided by your support team in the last 12 months. If your school has not received this service in that period, please click **No** and answer the following.

Please select the option that is relevant to your school: training and consultancy has not been delivered in the last 12 months because:

None required

Your SIMS support team does not provide the service and you used another organisation ○

Your SIMS support team does provide the service but you used another organisation ○

Please use the comments section at the end of the survey to record any additional comments.

Training & Consultancy continued

If **Yes** is selected:

Please assess the following aspects of Training and Consultancy.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent
How appropriate is the training to your school's needs	○	○	○	○	○	○
The quality of training delivery, the presentation of the course and knowledge of the trainer (delivered at your school or as a scheduled course)	○	○	○	○	○	○
The quality of course materials	○	○	○	○	○	○
The suitability of the training facilities(accessibility and location)	○	○	○	○	○	○
Course administration (such as timeliness of course publication, booking and confirmation)	○	○	○	○	○	○
Onsite consultancy services	○	○	○	○	○	○
As a result of training and consultancy what is the level of impact in relation to your school's improved use of data and SIMS	○	○	○	○	○	○
Value for money of training and consultancy	○	○	○	○	○	○
Overall quality of the training and consultancy service	○	○	○	○	○	○

Technical Services

In this section you are asked to assess the technical services provided by your support team in the last 12 months. The Technical services that we would like you to rate are those that form part of your support agreement and not services purchased on an ad hoc basis.

If your school has not received any technical services in the last 12 months then please click **No** and answer the following.

Please select the option that is relevant to your school: your school has not received any technical services in the last 12 months as:

None required

Your SIMS support team does not provide the service and you used another organisation ◯

Your SIMS support team does provide the service but you used another organisation ◯

Please use the comments section at the end of the survey to record any additional comments.

If **Yes** is selected:

Please assess the following aspects of Technical Services.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent	N/A
Installation service	◯	◯	◯	◯	◯	◯	◯
Range of technical services available	◯	◯	◯	◯	◯	◯	
Technical advice	◯	◯	◯	◯	◯	◯	
Response time to requests for technical support (via telephone, remote access or onsite)	◯	◯	◯	◯	◯	◯	
Overall quality of technical services	◯	◯	◯	◯	◯	◯	

Onsite Visits

Now you are asked to assess the quality of any onsite visits your school may have received from a member of your support team in the last 12 months. The type of support team visit we would like your view on are those conducted as part of your school's SLA and not additional ad hoc services. If your school has not received a visit from a member of your support team in the last 12 months then please click **No** and answer the following.

Please select the option that is relevant to your school: your school has not received a visit from a member of your support team in the last 12 months because:

None required	◯
Was not offered	◯

If **Yes** is selected:

Please assess the following aspect in relation to Onsite Visits.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent
How helpful was this visit in relation to the school's administrative operation and the use of SIMS and data	◯	◯	◯	◯	◯	◯

Use of remote access

Please now assess the quality of service you receive when the support team, with your knowledge, remotely accesses your system to assess and rectify faults on it. Please use N\A if you have not required this service in the last 12 months.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent	N/A
Overall quality and effectiveness of remote support service	◯	◯	◯	◯	◯	◯	◯

Communication

We would like your views in relation to any other communication that you have with your SIMS Support team that has not been covered in previous sections. This may include user group meetings, advice and guidance material provided and how any complaint or praise has been dealt with. Please do not provide feedback in relation to other types of communication that relates to marketing or further service offerings. For the first two questions in this section the school may select N/A if required.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent	N/A
Dealing with feedback	◯	◯	◯	◯	◯	◯	◯
User group meetings	◯	◯	◯	◯	◯	◯	◯
Advice and guidance material	◯	◯	◯	◯	◯	◯	
Advice and information regarding the SIMS upgrade releases	◯	◯	◯	◯	◯	◯	
Overall quality of communications from the support team	◯	◯	◯	◯	◯	◯	

Overall score

This is the final section of the survey which invites you to make an overall judgement of the service you are receiving and to make any specific comments.

(Click the correct radio button)	Very poor	Poor	Needs improvement	Good	Very good	Excellent
How proactive has the support team been in furthering your school's use of SIMS and its data	◯	◯	◯	◯	◯	◯
How would you rate your support teams overall level of customer service in terms of politeness, helpfulness and approachability of team members	◯	◯	◯	◯	◯	◯
Value for money of your SIMS support service; please judge this against the quality of all aspects of your SIMS support	◯	◯	◯	◯	◯	◯
Overall quality of your SIMS support service	◯	◯	◯	◯	◯	◯

Comments

Please add any further comments that you wish in the box below to a maximum of 100 words. Whilst this box is optional, it is one of the most useful parts of the survey and we would encourage you to use it to raise any issues, particularly if they are not covered elsewhere in the survey.

Prize Draw

Thank you for taking the time to complete this survey, your feedback is valuable and integral to the accreditation process. Upon submission of this survey your school will be entered into a prize draw to win a digital camera. The winner of the prize will be announced by your support team.