

## **Customer Satisfaction Survey ICT in Schools**

During Autumn 2001 Becta conducted a survey of schools in England investigating their satisfaction with their ICT products, services and suppliers.

Government is making a substantial investment in ICT in schools through the Standards Fund Grant. It is keen to ensure that the ICT products and services offered to schools are of high quality and to improve that quality where possible.

To that end, the results of this survey are published here for the benefit of both purchasers and suppliers.

## Customer Satisfaction Survey ICT in Schools

### Internet services Introduction

We asked schools a range of questions about their main provider of internet services for curriculum use.

Seven internet service providers feature in the results. These are listed below:

BT Internet	<a href="http://www.bteducation.com">http://www.bteducation.com</a>
DIALnet	<a href="http://www.dialnet.co.uk">http://www.dialnet.co.uk</a>
Easynet	<a href="http://www.uk.easynet.net">http://www.uk.easynet.net</a>
Eclipse Internet	<a href="http://www.eclipse.net.uk">http://www.eclipse.net.uk</a>
Edex	
Ntl	<a href="http://www.ntl.co.uk">http://www.ntl.co.uk</a>
RM Internet for Learning	<a href="http://www.ifl.net">http://www.ifl.net</a>

Becta is aware that Cable and Wireless will be ceasing its current Edex service and that it has informed schools of termination arrangements.

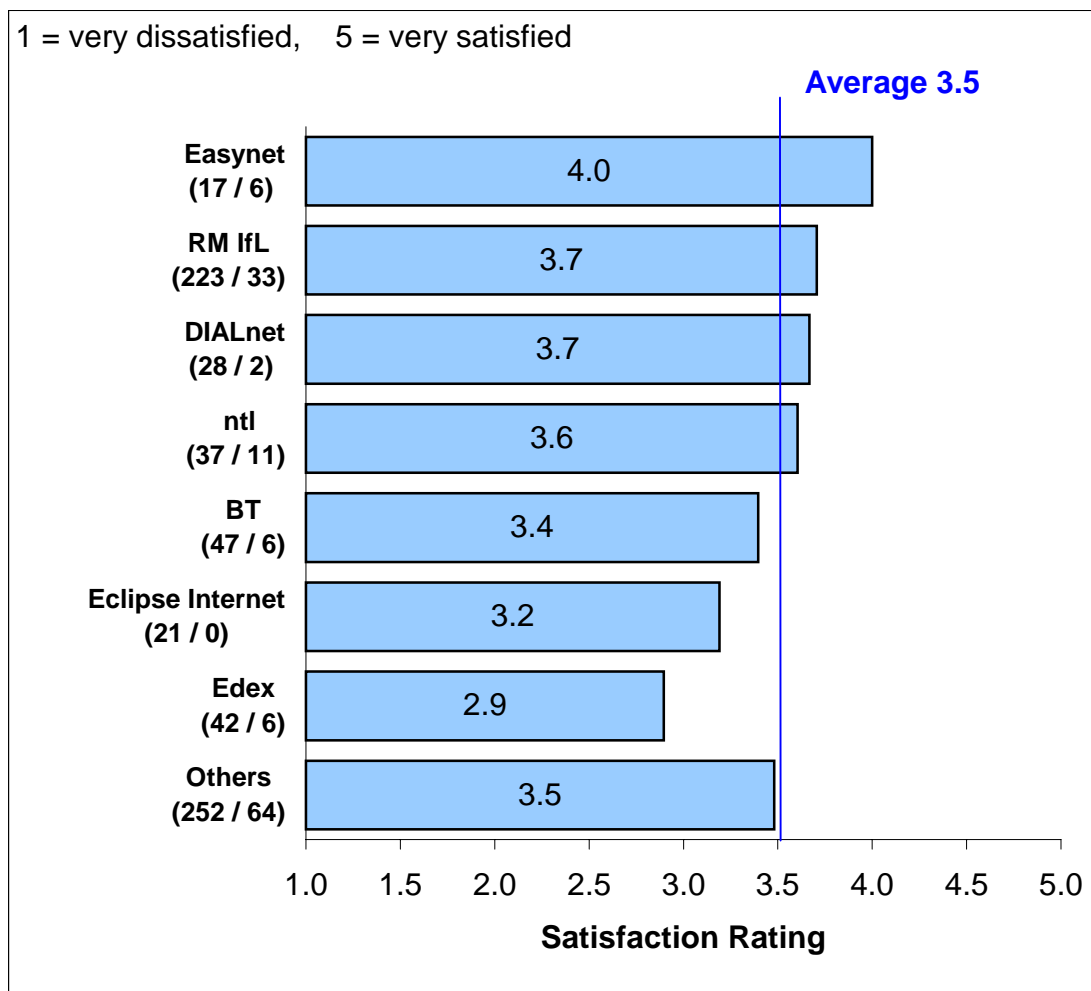
Schools were most satisfied with their internet service providers' facilities for filtering out unsuitable web content. They were least satisfied with the technical support that is provided by their internet service providers.

Schools showed the greatest differentiation between suppliers when saying how likely they would be to recommend their supplier to another school. However, this set of results may have been distorted by the current situation regarding Edex. Edex aside, the greatest variation was shown where schools rated the value for money offered by their internet service provider.

Schools showed the least differentiation between suppliers when rating their satisfaction with facilities for filtering out unsuitable web content, and their satisfaction with other safety facilities.

## Internet services Reliability

We asked schools how satisfied they are overall with the reliability of their internet service, aside from the reliability of the telecommunications connection.

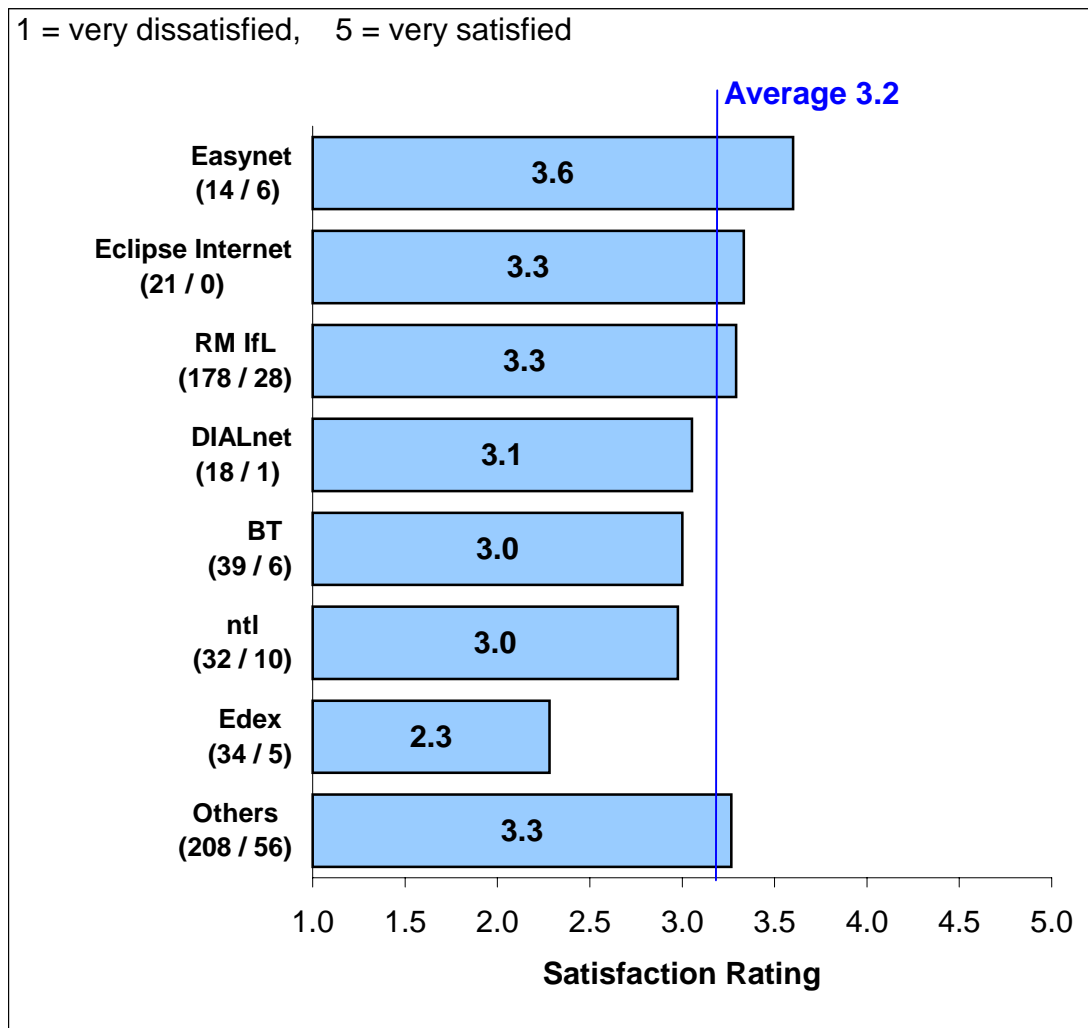


The figure (1 to 5) for each ISP gives the average satisfaction rating for all schools that gave information about that ISP, with 1 being very dissatisfied and 5 being very satisfied.

For each ISP the number of primary schools that gave a rating, followed by the number of secondary schools, is given after the name of the ISP.

## Internet services Technical support services

We asked schools how satisfied they are with the technical support that is provided by their internet service provider.

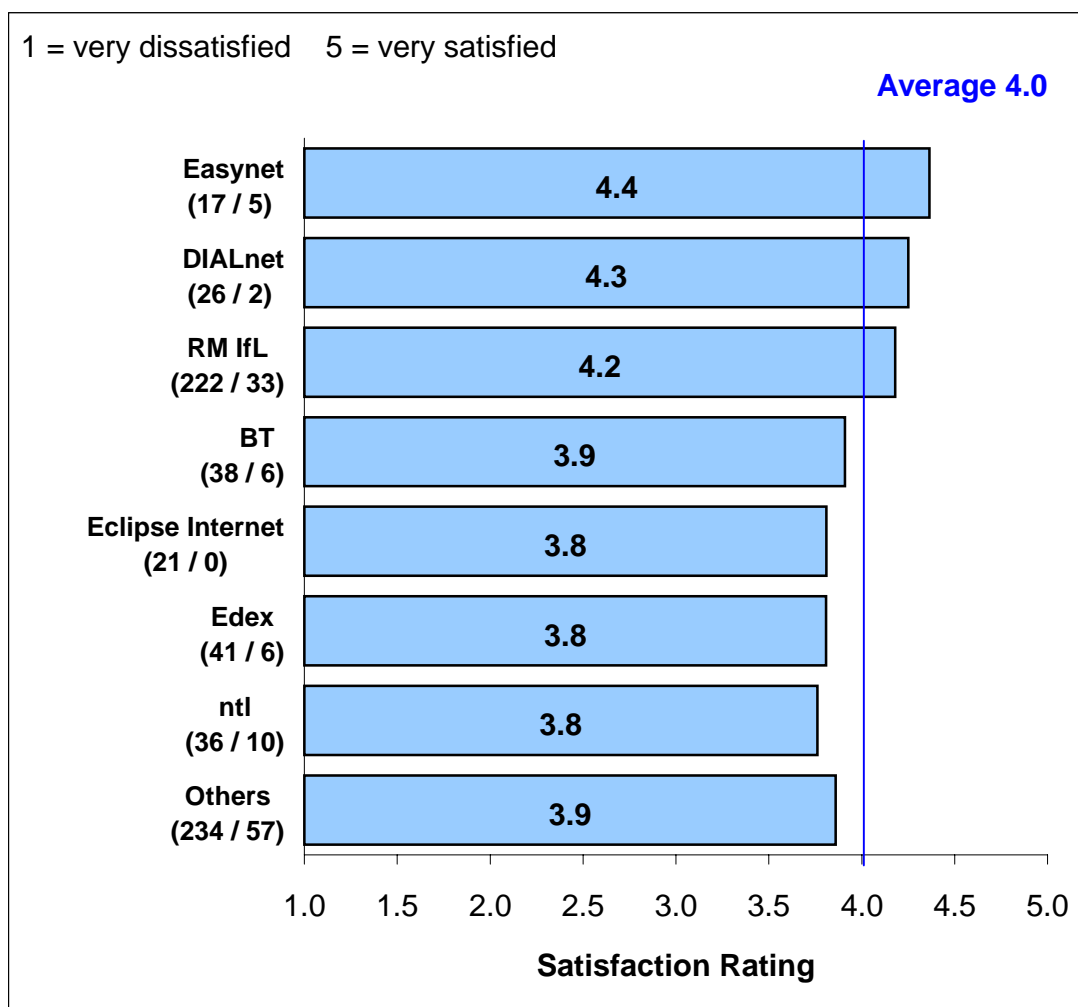


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## Internet services Filtering

We asked schools how satisfied they are with their internet service provider's facilities for filtering out unsuitable web content.

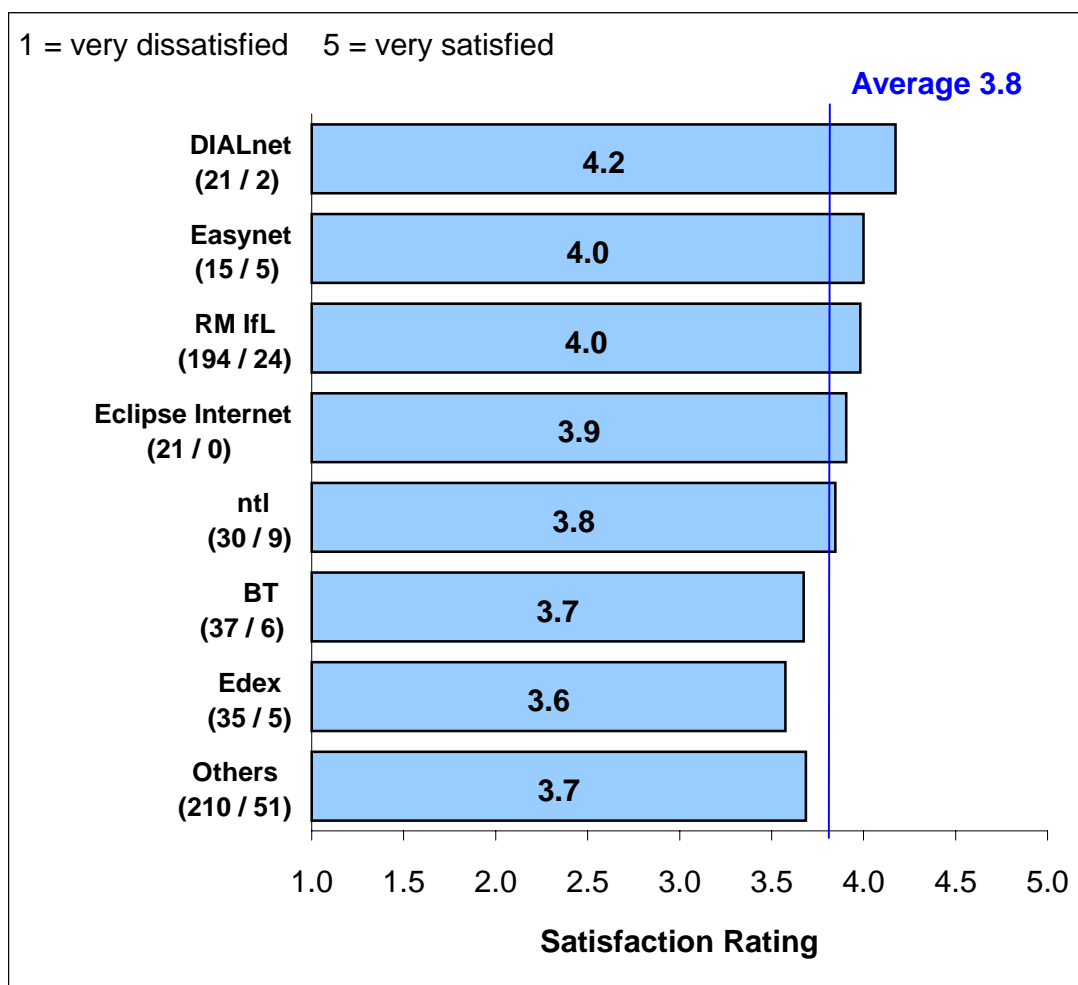


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**Internet services**  
**Other safety facilities**

We asked schools how satisfied they are with their internet service provider's other safety facilities (other than for filtering out unsuitable web content).

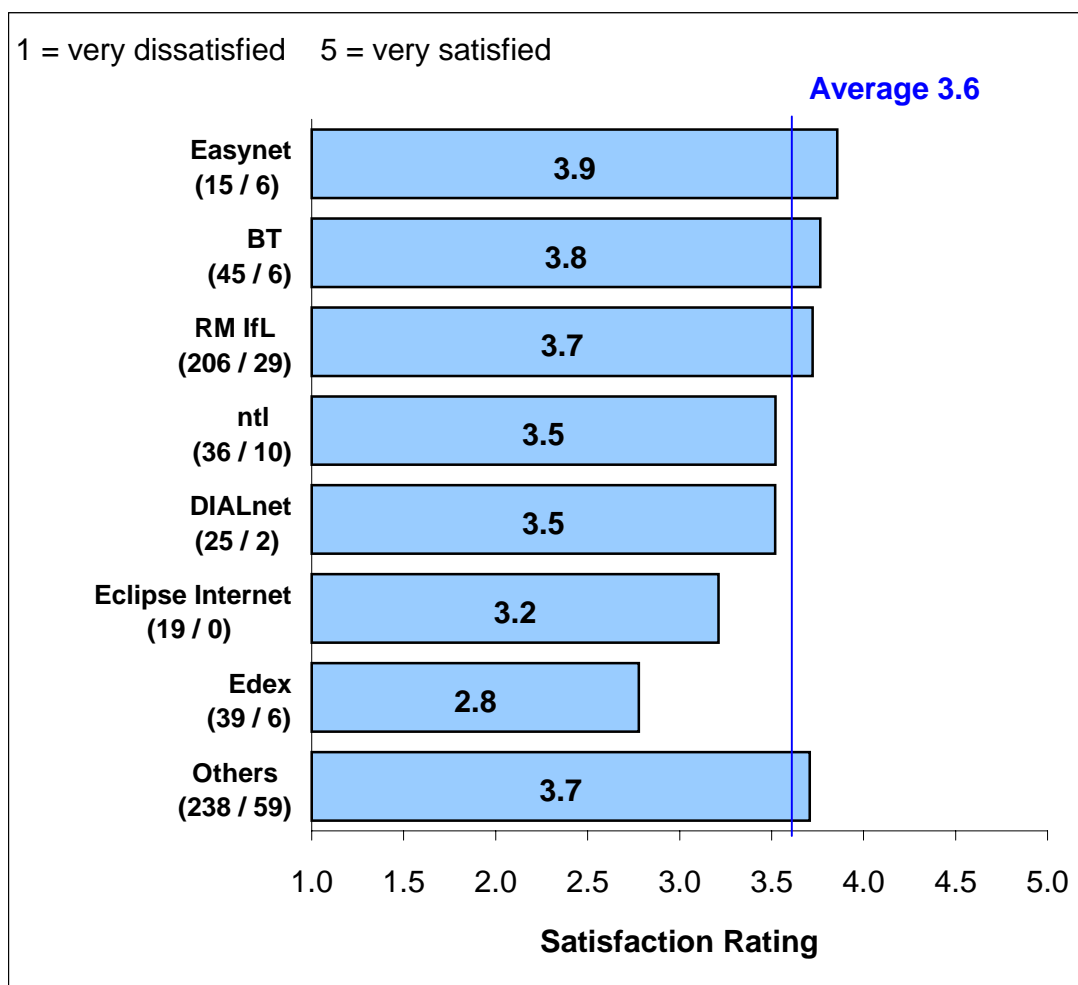


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## Internet services Range of services

We asked schools how satisfied they are with the range of internet services offered by their internet service provider.

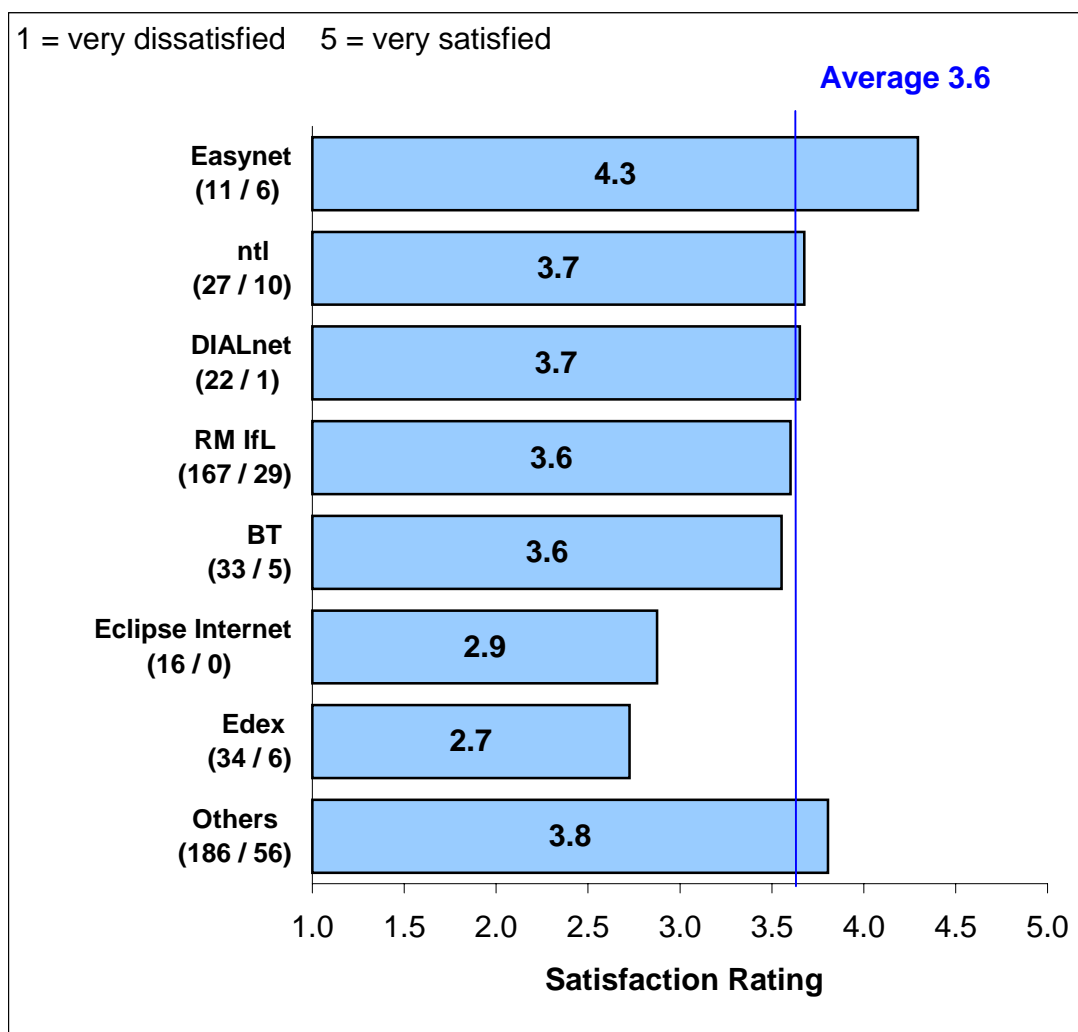


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For each ISP the number of primary schools that gave a rating, followed by the number of secondary schools, is given after the name of the ISP.

## Internet services Value for money

We asked schools how satisfied they are with the value for money offered by their internet service provider, where they know the price paid.

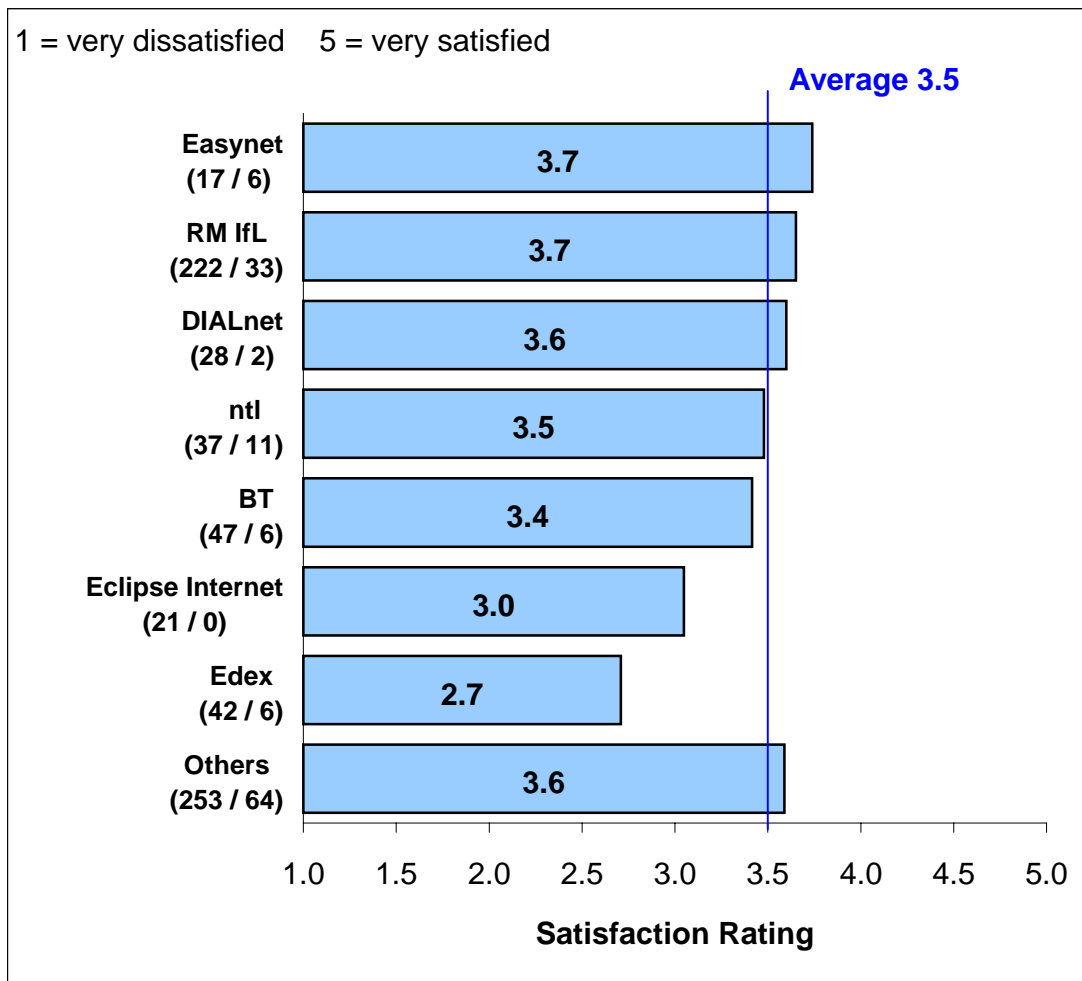


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**Internet services**  
**Overall satisfaction**

We asked schools how satisfied they are overall with their internet service provider.

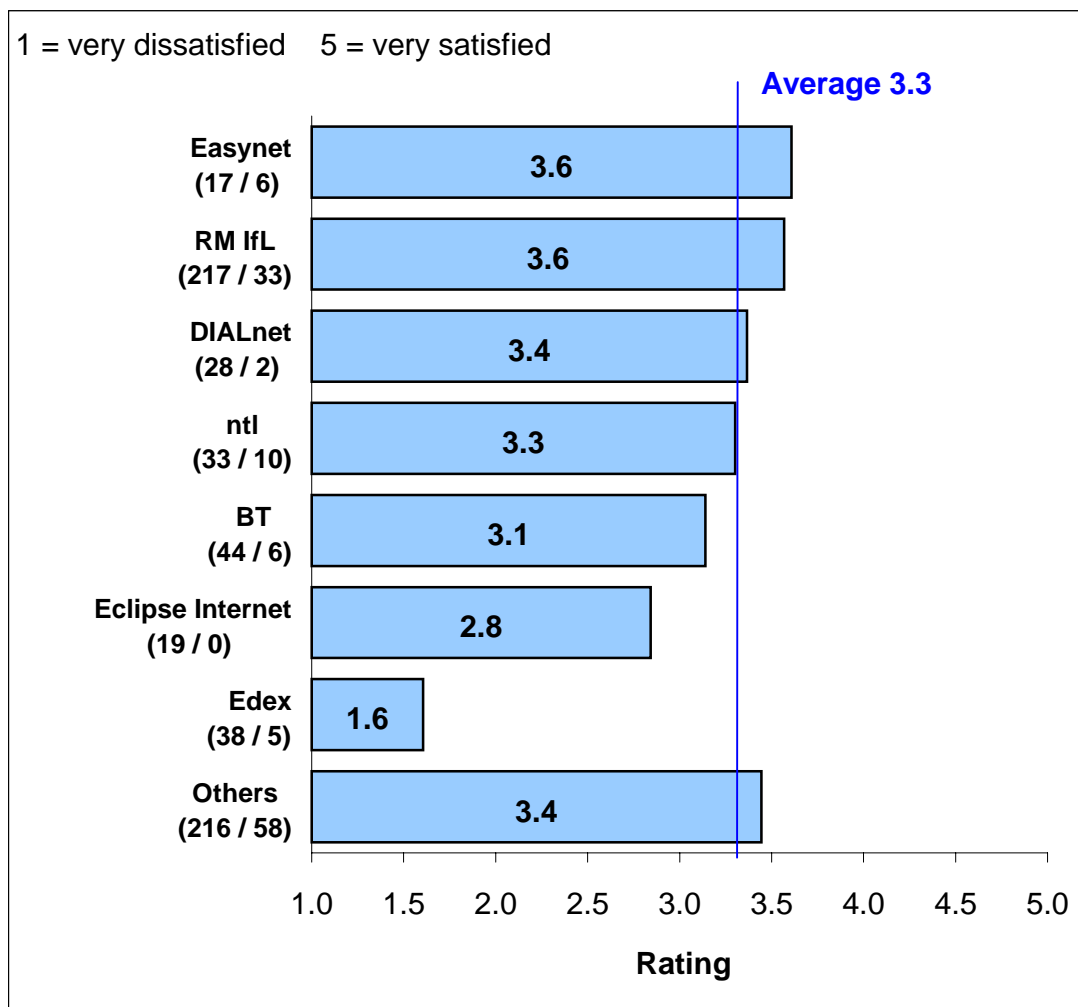


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For each ISP the number of primary schools that gave a rating, followed by the number of secondary schools, is given after the name of the ISP.

**Internet services**  
**Would you recommend?**

We asked schools how likely they would be to recommend their internet service provider to another school.



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## Internet services Summary

The following table provides a summary of schools' satisfaction with the various aspects of their internet service provision that we asked about.

Portable	Reliability of service (excluding telecom connection)	Technical support	Filtering web content	Safety for internet services	Value for money	Range of services	Overall satisfaction	Would you recommend?	Number of responses
BT	3.40	3.00	3.91	3.67	3.55	3.76	3.42	3.14	53
DIALnet	3.67	3.05	4.25	4.17	3.65	3.52	3.60	3.37	30
Easynet	4.00	3.60	4.36	4.00	4.29	3.86	3.74	3.61	23
Eclipse Internet	3.19	3.33	3.81	3.90	2.88	3.21	3.05	2.84	21
Edex	2.90	2.28	3.81	3.58	2.73	2.78	2.71	1.60	48
ntl	3.60	2.98	3.76	3.85	3.68	3.52	3.48	3.30	48
RM/IFL	3.72	3.30	4.17	3.99	3.61	3.72	3.65	3.57	257
Others	3.48	3.26	3.87	3.69	3.79	3.71	3.59	3.45	320
<b>Average</b>	<b>3.51</b>	<b>3.18</b>	<b>4.00</b>	<b>3.81</b>	<b>3.63</b>	<b>3.63</b>	<b>3.52</b>	<b>3.34</b>	

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The number of responses here is the total number of schools that provided answers regarding a particular ISP. This may vary from the number on a particular chart, as a small number have given answers of 'Don't know' to individual questions.