

# Results of Infoweb Survey

July 2012

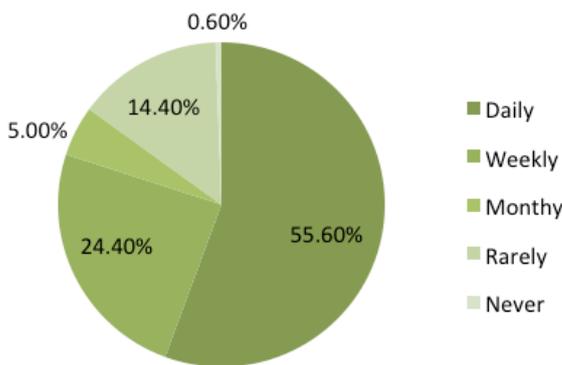


The Infoweb functions as the primary online source of information for staff including policies, procedures, corporate updates, news stories and upcoming events. The recently conducted Infoweb survey sought to find out how staff at CPIT are currently using the Infoweb and how we can improve our internal communications through this medium. We received 160 survey responses from staff throughout CPIT, summarised below.

## Current use

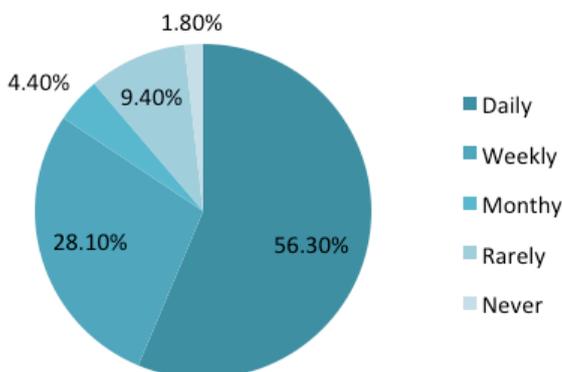
The majority of staff who responded to this survey are using the Infoweb daily or weekly to keep up to date with new information.

### Frequency of Infoweb access



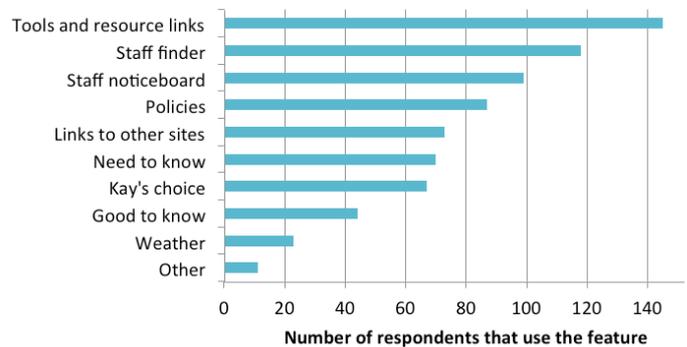
Staff are accessing the tools and resources on the Infoweb frequently, with many staff commenting that they would like to see more tools and resources for carrying out work related activities added.

### Frequency of tool/resource access



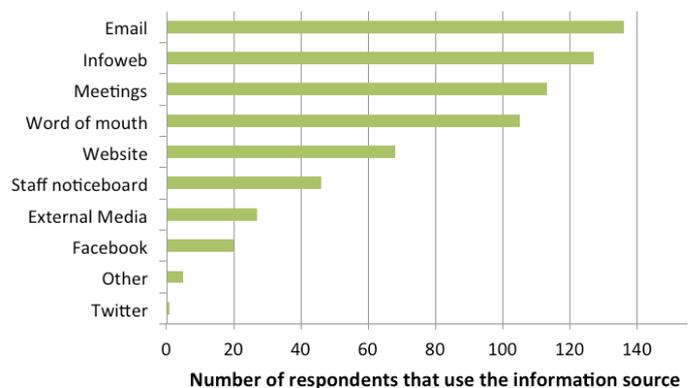
The most used Infoweb features are the tools and resources, Staff Finder, the staff noticeboard and links to policies, reflecting the request for more of this kind of information on the Infoweb. Very few staff use the weather app, with several comments calling for its removal to make better use of the space.

### Popularity of current Infoweb features



Email and Infoweb are the two most commonly used sources of information by staff, followed by meetings and word of mouth. Comments were made about how important it is to keep the information on the Infoweb up to date so that the correct information is disseminated in meetings.

### How respondents acquire CPIT information



66.3% of staff would like to see Infoweb information sent out in an alert email. Several respondents commented on the usefulness of an email alert when new information is added to the Infoweb, however some were concerned about being spammed with information. Several people called for the ability to choose the information they are alerted too, perhaps in a similar format to e-link, or via

another method. The suggestion of a flag on the Infoweb to show areas that have been updated was made by a few respondents as an alternative to alert emails.

Polymail messages were found to be a useful method of communication with only 1.9% of respondents stating that they never read Polymail messages.

## Suggestions for improvement

### Work resources:

The most commonly called for improvement was the prioritising and addition of further work related resources and links to useful websites. Staff called for the Infoweb to better help them with their jobs by providing useful up to date information, for example: branding templates, room location maps and details of key staff to contact in particular situations.

Staff Finder was mentioned often as a useful resource but respondents also pointed out that a lot of this information was out of date with respect to the new organisational structure.

Many respondents also suggested that the news and notices functions be scaled down to allow for more prominence of information that is essential to work. It was suggested several times that the Staff Noticeboard be moved to a secondary page with some guidelines for what should be posted there.

As a result of the survey more specific details will be sought from staff in the near future about resources and links that could improve the quality of information available on the Infoweb.

### CPIT information:

Many respondents requested more information about CPIT as a whole, for example the publication of EER results and updates on earthquake repair work being carried out around the campuses. An events calendar was called for by many respondents to be featured on the home page.

Staff also felt the Infoweb needed more information about what is happening in other Schools and Departments. Many staff suggested profiling staff members throughout the institution on the Infoweb.

A number of staff also asked for a Visions update on what is available in The Pantry each day.

### Layout:

Comments were made about the difficulty of finding information, in particular policies. The home page was identified as cluttered and confusing. Staff also called for a sole login for email, HR, etc.

A better search function and redesigning the navigation of the Infoweb were frequently suggested as was more multimedia.

### Communication:

Respondents frequently mentioned the desire for a forum or 'knowledge base' where staff could communicate on pertinent issues or potentially ask the leadership team and CEO questions relating to CPIT.

### Name:

Finally, several staff suggested giving the Infoweb a name with the possibility of a naming competition to encourage staff interaction.