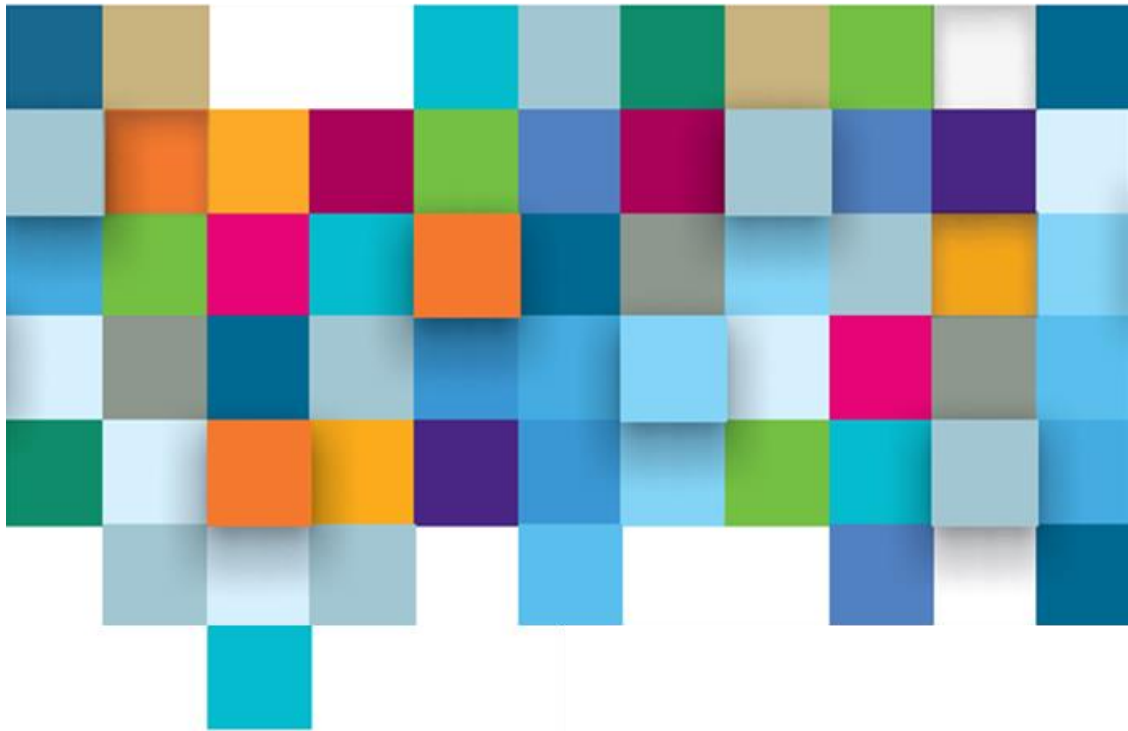




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Accredited Support



CAPITA

SIMS Accreditation Service

School Survey – FAQ & Preparation
Document

Introduction – SIMS Accreditation Scheme

A support team may become accredited if the quality of support and services provided to its schools meets the required standard. The completion of a survey by schools supported by the team is a key factor when determining if that level has been reached. Below are some frequently asked questions.

How do SIMS users benefit from the Accreditation Service?

The Accreditation Service is intended to ensure that all schools receive effective value-for-money support from their team, irrespective of its source.

How does a SIMS support team achieve accreditation?

The accreditation process is designed to inspect all aspects of SIMS support. As part of the process the SIMS support team completes a comprehensive self-evaluation. A survey of all schools supported by the team takes place in order to seek their views. Minimum response levels and scores are defined for this survey which must be reached in order for a support team to achieve accreditation.

Can the support team see the scores I give them?

Whilst the survey is active the support team can see which schools have responded and any comments that they make. At the end of the accreditation assessment the support team is provided with a complete set of results which details the scores given by each school.

What should I do if another member of staff would be better placed to answer the survey?

It is advised that the school respondent seeks the views of any relevant school staff before completion of the survey. However, if you feel that an alternative member of staff should respond, simply forward the email invitation to them.

How long does it take to do the survey?

Completing the online survey should take 10-15 minutes, particularly if you have prepared in advance. It would be useful to seek the opinions of a variety of users in your school who carry out different functional roles to ensure that your school's response is as accurate as possible.

How do I access the online survey?

Your support team provides Capita with a contact email address for each school and at the beginning of the survey an invitation is sent by email from accreditation@capita.co.uk. The email contains a unique link to the survey; you do not need a password to access your survey.

What if I don't get the invitation email?

If you know that the survey is underway but you have not received an invitation with your school's link please email accreditation@capita.co.uk. Be sure to give the names of both your school and of your support team as well as confirming which email address you would like the survey link sent to.

Do I only get one chance to complete the survey?

No. You may resubmit your school's response as many times as you like before the closing date of the survey; only the last submission by the school will be added to the overall results.

Do I have to complete the survey in one go?

You must complete all sections of the survey and submit the responses in order for your answers to be saved. You may if you wish resubmit your school's responses at any time before the close of the survey.

How long do I get to complete the survey?

The survey will be open for two weeks; your email invitation will detail the dates. You may resubmit your response at any time within this period as only the last submission will be taken. 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.

Can I go back to a previous page?

Yes. You may navigate to the previous section by clicking on the relevant arrow at the top of the page however you will not be able to move to the next section of the survey until all questions in the current section have been answered. In order to submit your school's survey all sections must be completed.

Prize draw for participating schools

All schools who complete the survey before the closing date will be automatically entered into a draw for which the prize is a 7" tablet.

What comments can I make?

Comments should be relevant to your support team and the services it provides.

If I have problems, who do I get in touch with?

Enquiries about any aspect of the survey or its completion should be addressed to your support team or emailed to accreditation@capita.co.uk.

I cannot access the survey – what should I do?

Occasionally a school's pop-up blocker or firewall might prevent users from accessing the survey. If you find you cannot access the survey link we suggest you try the following:

- Ask your IT department to check if your pop-up blocker and/or firewall are preventing you from accessing the survey
- Try accessing the link from a tablet/ipad or mobile phone that is not connected to the school system
- Check that you are using Internet Explorer to access the survey

If you still experience problems after trying the above advice please contact the Accreditation team on accreditation@capita.co.uk.

I received an error message when I submitted the survey

Sometimes an error message is received when submitting the survey. If this occurs please do not complete the survey again but contact accreditation@capita.co.uk for confirmation that your survey responses have been received.

GDPR Compliance

Capita guarantees that the email address provided by your support team will only be used by the Accreditation team for the purposes of sending out the school survey and not for any other purpose.

School Survey Preparation Document

The following document contains all of the questions to which your school will be asked to respond. The purpose of this document is 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

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 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 your 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 until you have responded 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	<input type="radio"/>	<input type="radio"/>
	Has your school made use of the more advanced reporting features such as macros	<input type="radio"/>	<input type="radio"/>
Does your school use Behaviour Management in SIMS to record and track behaviour incidents and achievement	Does your school use Behaviour Management in SIMS to record and track behaviour incidents and achievement	<input type="radio"/>	<input type="radio"/>
	Does your school use Behaviour Management in SIMS to record and organise detentions and report cards	<input type="radio"/>	<input type="radio"/>
Does your school record SEN data in SIMS	Does your school record SEN data in SIMS	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
Does your school use SIMS for electronic registration	Does your school use SIMS for electronic registration	<input type="radio"/>	<input type="radio"/>
If no, does your school use another system to record attendance electronically	If no, does your school use another system to record attendance electronically	<input type="radio"/>	<input type="radio"/>
	Is attendance recorded at a session level	<input type="radio"/>	<input type="radio"/>
	Is attendance recorded at a lesson level	<input type="radio"/>	<input type="radio"/>

Curriculum and Assessment

Primary	Secondary	Yes	No
	Does your school use Nova and SIMS to generate the timetable	<input type="radio"/>	<input type="radio"/>
Does your school use SIMS to record assessment	Does your school use SIMS to record assessment	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
Does your school make use of tracking grids	Does your school make use of tracking grids	<input type="radio"/>	<input type="radio"/>
	Does your school utilise assessment data in SIMS to analyse and track student or groups of students' progress and improvement	<input type="radio"/>	<input type="radio"/>
Does your school currently use Discover If no	Does your school currently use Discover If no	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
	Does your school use SIMS to enter students for exams	<input type="radio"/>	<input type="radio"/>
	Does your school use SIMS to analyse exam results	<input type="radio"/>	<input type="radio"/>

School Business Function

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	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
Does your school use SIMS Dinner Money	Does your school use FMS for the maintenance of the school's financial data and processes	<input type="radio"/>	<input type="radio"/>

Value Added

Primary	Secondary	Yes	No
Does your school use online parental reporting through SIMS Learning Gateway	Does your school use online parental reporting through SIMS Learning Gateway	<input type="radio"/>	<input type="radio"/>
If no: Does your school use an alternative provider to report online to parents	If no: Does your school use an alternative provider to report online to parents	<input type="radio"/>	<input type="radio"/>
Does your school use SIMS InTouch to communicate with parents	Does your school use SIMS InTouch to communicate with parents	<input type="radio"/>	<input type="radio"/>
Do teachers have access to SIMS in the class room	Do teachers have access to SIMS in the class room	<input type="radio"/>	<input type="radio"/>
Does your school use SIMS to communicate internally for example using alerts and the diary	Does your school use SIMS to communicate internally for example using alerts and the diary	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>

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 covered in a separate section. If contact with the helpdesk 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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initial response time to your query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the helpdesk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of the case resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of helpdesk services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Training and 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.

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of training delivery, the presentation of the course and knowledge of the trainer (delivered at your school or as a scheduled course)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The suitability of the training facilities (accessibility and location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course administration (such as timeliness of course publication, booking and confirmation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite consultancy services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money of training and consultancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of the training and consultancy service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of technical services available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Technical advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Response time to requests for technical support (via telephone, remote access or onsite)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Overall quality of technical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Onsite Visits

Now you are asked to assess the quality of any onsite visits your school has 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 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 relate 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User group meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and guidance material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and information regarding the SIMS upgrade releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of communications from the support team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Score

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

(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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate your support team's overall level of customer service in terms of politeness, helpfulness and approachability of team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money of your SIMS support service; please judge this against the quality of all aspects of your SIMS support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of your SIMS support service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Please add any further comments that you wish to make 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 record any further information regarding the support service your school receives

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 7" tablet. The winner of the prize will be announced by your support team.