



# ACORN HOUSE IT CENTRE

0845 2575946

[www.acornhouseit.co.uk](http://www.acornhouseit.co.uk)

## Training Needs Analysis

January 2008

This short questionnaire aims to determine the training needs of organisations and individuals operating within the voluntary and community sector of Milton Keynes in the use of Information and Communications Technology (ICT).

Sections 1, 2 and 3 of the questionnaire are aimed at organisations. Section 4 is aimed at individuals – i.e. staff, volunteers or clients. Please photocopy that page only and circulate it widely within your organisation so that an accurate needs analysis can be established.

This information will be used to enable appropriate computer training and services to be offered to voluntary sector organisations. .

If you need more copies, please contact our office or download an electronic version from our website at [www.acornhouseit.co.uk/tna.shtml](http://www.acornhouseit.co.uk/tna.shtml)

Please return the completed questionnaire to us by **30<sup>th</sup> January 2008** at the following address:

Acorn House IT Centre  
365 Midsummer Boulevard  
Milton Keynes  
MK9 3HP

Thank you very much for your time. Please do not hesitate to contact one of us if you have any queries concerning this matter.

Kind regards

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Acorn House IT Centre is a subsidiary of Milton Keynes Women & Work Group  
Registered Charity No. 1010038 Company Limited by Guarantee.  
Registered in England and Wales No. 2694537

**Section 1 – Your Organisation**

(Complete only 1 per organisation)

**1. Organisation**

**2. Address**

**3. Contact Name**

**4. Email address**

**5. Telephone Number**

**6. How many full time staff do you employ?**  
(35+ hours per week)

1-5	6-15	16-25	26-50	over 50
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. How many part time staff do you employ?**

1-5	6-15	16-25	26-50	over 50
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. How many volunteers work with your organisation?**

1-5	6-15	16-25	26-50	over 50
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. How many members/clients/member groups does your organisation have?**

(underline the applicable item above that applies to your organisation)

1-50	50-100	100-500	500-1000	over 1000
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. What was your organisation's total income for the past financial year:**

less than £5,000.....	<input type="checkbox"/>
£5,000 - £50,000.....	<input type="checkbox"/>
£50,001 - £200,000.....	<input type="checkbox"/>
£200,001 - £500,000.....	<input type="checkbox"/>
£500,001 - £1,000,000.....	<input type="checkbox"/>
over £1,000,000.....	<input type="checkbox"/>

**11. What type of organisation are you?**  
(Please tick all that apply.)

Constituted Group.....	<input type="checkbox"/>
Registered Charity .....	<input type="checkbox"/>
Company Limited by Guarantee .....	<input type="checkbox"/>
Community Interest Company .....	<input type="checkbox"/>
Social Enterprise.....	<input type="checkbox"/>
Other (please specify) <input type="text"/>	

**12. Are you affiliated to a national organisation?**

(Please answer these questions from the perspective of your organisation.)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

## Section 2 – Information Technology

(Complete only 1 per organisation)

**13. Does your organisation have access to a computer(s) of its own?**

Yes

complete questions 14 to 22

No

go to Section 3

**14. Are your PC's connected to a Network?**

Yes

No

**15. Are your PC's connected to the internet?**

Yes dial up

Yes broadband

No

**16. Who fixes your technical day to day IT problems?** (please tick all that apply)

Staff Member .....

Volunteer.....

Local Shop.....

Local Consultant .....

Support Company .....

Local VCS Service .....

Trouble Shooter .....

Other(please specify)

**17. If your IT is externally supported, which areas are covered?**

Desktop Hardware .....

Software.....

Server .....

Website.....

Training.....

**18. If you have IT support, are you happy with the cost?**

Yes

No

Not Applicable

**19. If you have IT support, are you happy with the quality?**

Yes

No

Not Applicable

**20. Have you experienced any problems with your current IT support?**

	Often	Some	Rarely	Never
Getting advice on the best PC's for your needs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware & software Installation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training of users.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day-to-day PC operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Updating of virus & firewall software.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable support Services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of VCS needs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**21. Roughly how much do you spend per annum on IT maintenance?**

less than £500.....	<input type="checkbox"/>
between £500 - £1,000 .....	<input type="checkbox"/>
Over £1,000 .....	<input type="checkbox"/>

**22. Roughly how much do you spend per annum on your computer purchases (hardware and software)?**

less than £1,000.....	<input type="checkbox"/>
between £1,001 - £5,000 .....	<input type="checkbox"/>
Over £5,000 .....	<input type="checkbox"/>

**Section 3 – IT Services**  
(Complete only 1 per organisation)

**23. Would you use the following services?**  
(Please tick all that apply)

Online toolkit.....	<input type="checkbox"/>
Helpline.....	<input type="checkbox"/>
Troubleshooter.....	<input type="checkbox"/>
Staff Training.....	<input type="checkbox"/>
Other (please specify) <input type="text"/>	

**24. What types of support service would be most useful to your organisation?**

(Please tick all that apply)

Getting value for money hardware.....	<input type="checkbox"/>
Installing & configuring hardware & software.....	<input type="checkbox"/>
Training/ advice on making most of your IT .....	<input type="checkbox"/>
Technical audit of IT systems.....	<input type="checkbox"/>
Troubleshooter.....	<input type="checkbox"/>
Affordable helpline.....	<input type="checkbox"/>
Regular PC health check visits.....	<input type="checkbox"/>

**25. Would your organisation find IT training helpful?**

	Yes	No
Hardware	<input type="checkbox"/>	<input type="checkbox"/>
Software	<input type="checkbox"/>	<input type="checkbox"/>
Both	<input type="checkbox"/>	<input type="checkbox"/>

**26. Roughly how much do you spend per annum on computer related training?**

less than £1,000.....	<input type="checkbox"/>
between £1,001 - £5,000 .....	<input type="checkbox"/>
Over £5,000 .....	<input type="checkbox"/>

**27. Please indicate what is affordable to your organisation for chargeable IT training .**

(Please enter your figures for each type of session )

	Cost per delegate
2 Hour training session.....	<input type="text" value="£"/>
3 Hour training session.....	<input type="text" value="£"/>
4 Hour training session.....	<input type="text" value="£"/>
Full day training session.....	<input type="text" value="£"/>

**28. Does your organisation have its own website?**

Yes  
 Please go question 29

No  
 Please go question 32

**29. Do you update all /some of your website inhouse?**

All	Some	None
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**30. Roughly how much do you spend on web support per annum?**

Up to £1,000 .....	<input type="checkbox"/>
£1,001 - £2,000.....	<input type="checkbox"/>
Over £2,000 .....	<input type="checkbox"/>

**31. Are you happy with your web support?**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**32. Would you like support to maintain and update information on your own website?**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

## Section 4 – Your Training Needs

(Please photocopy this page and get as many staff / clients / volunteers to complete 1 per individual)

### 1. Contact Name

### 2. Organisation

### 3. What are the 3 most common activities that you currently use a computer for? Also indicate what activity you would like to use a computer for in the future?

(Please enter a number from 1 to 3 where 1 indicates the most common activity)

	Now	Future
Communicating using email	<input type="checkbox"/>	<input type="checkbox"/>
Typing Letters / Reports	<input type="checkbox"/>	<input type="checkbox"/>
Creating Leaflets / Posters / Newsletters	<input type="checkbox"/>	<input type="checkbox"/>
Using the Internet to find information	<input type="checkbox"/>	<input type="checkbox"/>
Creating Slideshows / Presentations	<input type="checkbox"/>	<input type="checkbox"/>
Creating and updating website	<input type="checkbox"/>	<input type="checkbox"/>
Using Spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>
Using a database	<input type="checkbox"/>	<input type="checkbox"/>
For Accounting purposes	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>	

### 4. What sort of accreditation of your computer skills would you be interested in?

(Please tick one)

European Computer Driving License (ECDL).....

A certificate of attendance.....

None.....

Other (Please specify)

### 5. What methods of learning do you like the most?

(Please rank from 1 to 6 in order of preference starting with 1 for your most desired)

Face-to-face training delivered by tutor.....

One-to-one training from a work colleague or tutor..

Support and advice via telephone and/or email.....

Paper workbooks to work through alone, with access to tutor if needed .....

Electronic workbooks / Online learning on my own, with access to tutor if needed.....

Drop-in workshops to get help on specific topics.....

Other (Please specify)

### 6. Where would you prefer to learn more about computers?

(Please enter a number from 1 to 3 in order of preference starting with 1 for your most desired)

At our workplace.....

At home.....

Online using the internet.....

At a dedicated IT Training Centre.....

A local venue near to our workplace.....

Other (Please specify)

### 7. What timings do you prefer for training?

(Please tick one)

Weekdays (morning / afternoon) *Underline your preference*

Weekday Evenings.....

Weekends.....

### 8. Please provide details of any IT training that would benefit you or your organisation. Also add any other comments you wish to make.

*Thank you for taking the time to complete this questionnaire*