

## Appendix O – Leeds Learning Network

### 1. Leeds Learning Network service

LLN provides Becta accredited Internet services including high speed filtered broadband connectivity and a common email service for all users. All members have access to an individual online 'My Site' and a collaborative environment to create virtual spaces for particular projects or collaborative groups. Schools also have access to a school specific Learning Environment offering the very latest Microsoft technology which aims to empower, personalise and target learning via an online environment. Other services include website hosting, video conferencing, and voice over IP (VOIP) telephony. Applications which can be accessed over the LLN connection include Infobase Schools (provided by Education Leeds) and FMS and SAP (provided by the Council)

### 2. Response rate

This question continues to have a high response rate, this year recording 112 responses from schools. The details are listed below in Table 1.

Year	Number of responses	% of Leeds Schools
2004/05	152	55.88%
2005/06	82	30.14%
2006/07	104	38.23%
2007/08	88	32.59%
2008/09	120	44.44%
2009/10	112	41.48%

Table 1 : Total number of responses by year.

### 3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2007/08, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2008/09.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Leeds Learning Network	82	104	88	120	100	12	0	112

Table 2 : Total number of responses by service provider.

Leeds Learning Network recorded a high response rate from both the primary and secondary phase schools.

### 4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg	Performance Level	Avg.	Performance Level	Avg	Performance Level	Change
Leeds Learning Network	3.24	Highly satisfactory	3.34	Highly satisfactory	2.98	Highly Satisfactory	Worse

Table 3 : Performance Level

Leeds Learning Network continues to operate at a highly satisfactory with a much improved score.

**5. Service providers – value for money**

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Leeds Learning Network	41	27	32	4	5	3	45	32	35

Table 4 : Value for money by service providers

This question provided mixed results as to whether schools felt the service provided value for money.

**6. Service providers – improvement**

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Leeds Learning Network	53	10	37	5	5	2	58	15	39

Table 5 : Expected improvement by service providers

Schools in both phases expect the service to improve.

The full list of unedited comments is available in [Annex O](#)

## Annex O – Leeds Learning Network

### 1. Please explain why you rate the service provider this way?

#### Positive responses

- Always very helpful. Esp good with video conferencing this year.
- Overall service is good however we feel that when we report issues they sometimes can take a while to be restored.
- System works effectively. Advice sought has always been dealt with instantly.
- My dealings with LLN are not extensive but when I have requested help this has always been provided quickly and efficiently.
- I think the service has improved a lot. My calls are dealt with much quicker and telephone support are friendly and helpful.
- Technical support has been good by telephone/email. Always a quick response. I've been more disappointed with ops to VC esp to our link in India which hasn't been possible on LLN. Platform training has been very limited across the authority.
- Satisfactory service but expensive.
- Better than it used to be, but not always user friendly.
- On the whole LLN provide a good service.
- No problems to report.
- Keeps changing so can be difficult to find things. The connection has got much better. Very helpful when phone up.
- No problems to note.
- Greater variety of curriculum materials for pupils and teachers. More user friendly Infobase.
- H/T Forum have requested index for quick codes.
- Much improved service.
- The learning network is good and works well. I have a problem with the passivity of it in that they don't seem to feel that they need to help schools develop or to sell their services to us in any way. I find this frustrating. I think it could be a lot better. I'm not sure if it is good value as I have no way of comparing it to anything else.
- Good overall.
- Always polite and show patience to those less than ICT literate.
- Learning platform useful and my site increasingly used to facilitate staff forums.
- The system must work quite well, we tend not to have to contact LLN very often. When they have been contacted we have received a good service.
- Much better service over the last 2 years. Again an expensive service.
- Generally very good.
- Difficult to compare service when there is only one provider.
- Often cuts off at lunchtime! Infobase very hard to negotiate.
- Telephone and email service very good. Staff very helpful.
- Much improved reliability but can they not sort out a directory for quick codes PLEASE.
- Service offered is good. On occasion can not access LLN. Some services slow eg issue of user passwords.
- It does the job.
- Fine.
- A quick responsive service.
- Very much improved.
- Always helpful and polite and try to deal with problems quickly.
- Efficient, staff friendly.

#### Negative responses

- I don't think we use LLN to its full potential.

- The service has lots of features, however it is not very child friendly or easy to use for staff who have not got much experience.
- In the last year we have had several service problems and issues with LLN. They also seem keen to develop technologies that we are not interested in or are unsuitable while neglecting to maintain services that are main stream and useful. I feel it is time we were offered an alternative to LLN to bring about competition and value for money.
- Generally fine, but some restrictions unexplained (why no skype facility?) Initial withholding of harnessing technology grant was a source of irritation and support for the Virtual Learning Platform has been far less co-ordinated than in other local authorities.
- Still hard to find things.
- Reliability has improved however speed and accuracy of jobs to be done on request is very poor. User names have been particularly poor, sending wrong info and freezing blocks of accounts. Some support staff are helpful however others not so.
- LLN has caused us a problem this year by not allowing Orange Alarm Systems access to the internet connection in order to reset and monitor our school alarms.
- As an outstanding school for ICT I would have liked to have had closer links with LLN but have been unable to forge a relationship.
- Sometimes have difficulty in getting in touch with the correct person to help solve problems.
- Frustration that LLN passwords are still listed as the 2 pre-merger schools, after 2 years.
- Very slow. Firewall totally inadequate.
- Slow to produce tracking system and electronic communication for parents. Sense that LLN and ..... don't communicate.
- Consistently problematic. Issues not dealt with. No training provided for VLE, only marketeers who do not know the system. Significant email issues. One of the worst 'service providers' that some colleagues have worked with - they are uncontactable, slow and disingenuous. Would look to move away from service if possible. Not improved this year as yet. No real alternative so no apparent desire to improve on behalf of LLN.
- Infobase still too complicated - can we have a code overview eg D.....=. Collaboration Zone.
- Don't fully understand what LLN can offer school.
- Request work to be done but it takes a long time to be actioned.
- The helpdesk needs to understand how non technical people explain problems and respond in non technical language.
- Find the site not always user friendly, search engine could be improved.
- Low scoring due to level of service from desk service. Time consuming phone calls required before one gets to talk to an engineer. Queries are cleared when they should still be open.
- Still find it hard to find what I need on Infobase.
- It is still very expensive.
- Expensive.
- Price does not seem worth the service we receive. Would love to have the confidence to change provider (but would lack the skills to do so).
- Still find infobase hard to use.
- Crashes all the time, means telephones don't work. Slow at times, computers freeze at times.
- Poor help desk support - poor performance of the system - poor customer service.
- Its ok untill it goes wrong.
- Not happy that the VOIP number changes have to be paid for eg LLN will charge school to change their number on my phone -seems strange!?
- Still difficult to find and search for things.
- Very expensive, slow to make changes.
- Still a long way to go I feel.
- Very expensive.
- LLN is slow and we have moved away from using it as our school website supplier.
- Problems with internet passwords etc for staff - hinders induction of staff.
- Seem to spend thousands on what is essentially a website.
- Slow responses / queries. Poor management of RM training on learning platform. Too high school orientated.
- Slow internet; e-mail problems; change requests being implemented incorrectly.
- System is slow, it takes a long time to load information. Often it does its own thing.

- Communication with helpdesk is not very good. They tend to give advice in technical terms which are difficult to understand.