

# 2019 NREN Satisfaction Survey – Summary of Findings

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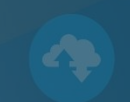
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# 2019 NREN Satisfaction Survey – Executive Summary

The 2019 National Research and Education Network (NREN) Satisfaction Survey was carried out and managed by Task 3 (Stakeholder Insights) within Work Package 3 (User and Stakeholder Engagement).

The objective of the Survey was to assess the NRENs' satisfaction with GÉANT's operations, services and activities, to help GÉANT better understand the community's needs and where to focus efforts in the future. The Survey covered the GÉANT organisation, the GN4-2/GN4-3 project, GÉANT network operations, the GÉANT service portfolio and GÉANT collaboration and community activities.

In a change from the last three years, the Survey issued only one questionnaire per NREN, i.e. the NRENs had to collate the answers within their organisation. Another difference was the addition of the five Nordic NRENs to the Survey, bringing the total number of organisations surveyed to 43 (42 NRENs + NORDUnet).

The response rate was high, with 40 – mostly complete – responses.

Overall, a high level of satisfaction was recorded throughout the Survey. Most of the time, more than 90% of NRENs rated GÉANT's operations, services and activities as being of high or very high quality. High satisfaction levels were recorded for widely used services such as GÉANT IP, GÉANT Peering, GÉANT World Service, eduGAIN and eduroam. From the responses, it is also very clear that the NRENs strongly value the various community activities organised and supported by GÉANT.

However, criticism has become apparent in some areas: with regard to GÉANT's functions, the General Assembly got a low satisfaction rating (about 70%). Also, the other items in this area (billing, promoting the NRENs' interests at the EC and with global partners, and GÉANT's information policy) were all below the 90% satisfaction mark. In addition, some aspects of the GÉANT project (GN4-2/GN4-3) got lower marks, namely the coordination of pan-European user groups and the functioning of the Partner Relations team.

Some of this was also reflected in the written comments many NRENs submitted. Recurrent themes here were:

- More transparency is needed regarding project finances, and impact of activities.
- The efficiency of the GA as a decision-making body could be improved.
- The service portfolio seems unnecessarily confusing to a number of NRENs.

The Satisfaction Survey has been followed up with several meetings with NRENs to gain further insight into the background of evaluations and detailed comments (in the process clearing up some misunderstandings). There have also been internal discussions within GÉANT regarding the Satisfaction Survey. The results have been collated into an improvement plan to allow a targeted response by GÉANT. Examples of the initiated actions are: Partner Relations discussions with individual NRENs about their criticisms, increased activity to raise awareness about the purpose and benefits of engaging with pan-European projects, increased efforts to work with the certificate provider to solve and prevent security issues, and starting a consulting process to improve the effectiveness of the GA.

# 2019 NREN Satisfaction Survey – Overview

7<sup>th</sup> annual Satisfaction Survey since 2012

Carried out by the NREN Partner Relations Team

Format: one response per NREN

Online survey, open for 3 weeks

Upfront feedback obtained from the GN4-3 Work Package Leaders, Product Management and Subject Area Experts



## Methodology

Change from last year:

- ✓ 2019: One survey response per NREN\*
- ✓ 2018 and earlier: all NREN employees were invited to respond
- ✓ 2019: Nordic NRENs were included (this increased the number from 37 to 43: 42 NRENs and NORDUnet)



## Response rates

	2017		2018		2019*	
	Count	%	Count	%	Count	%
Individual responses	73		70		40	93%
NRENs present in responses	34	87%	34	87%	39	91%



**GÉANT Association (the Organisation)**



**GÉANT Project (GN4-2/GN4-3)**



**GÉANT Network Operations**



**GÉANT Services**



**Collaboration and Community Activities**



## GÉANT Organisation



GÉANT Project (GN4-2/GN4-3)



GÉANT Network Operations

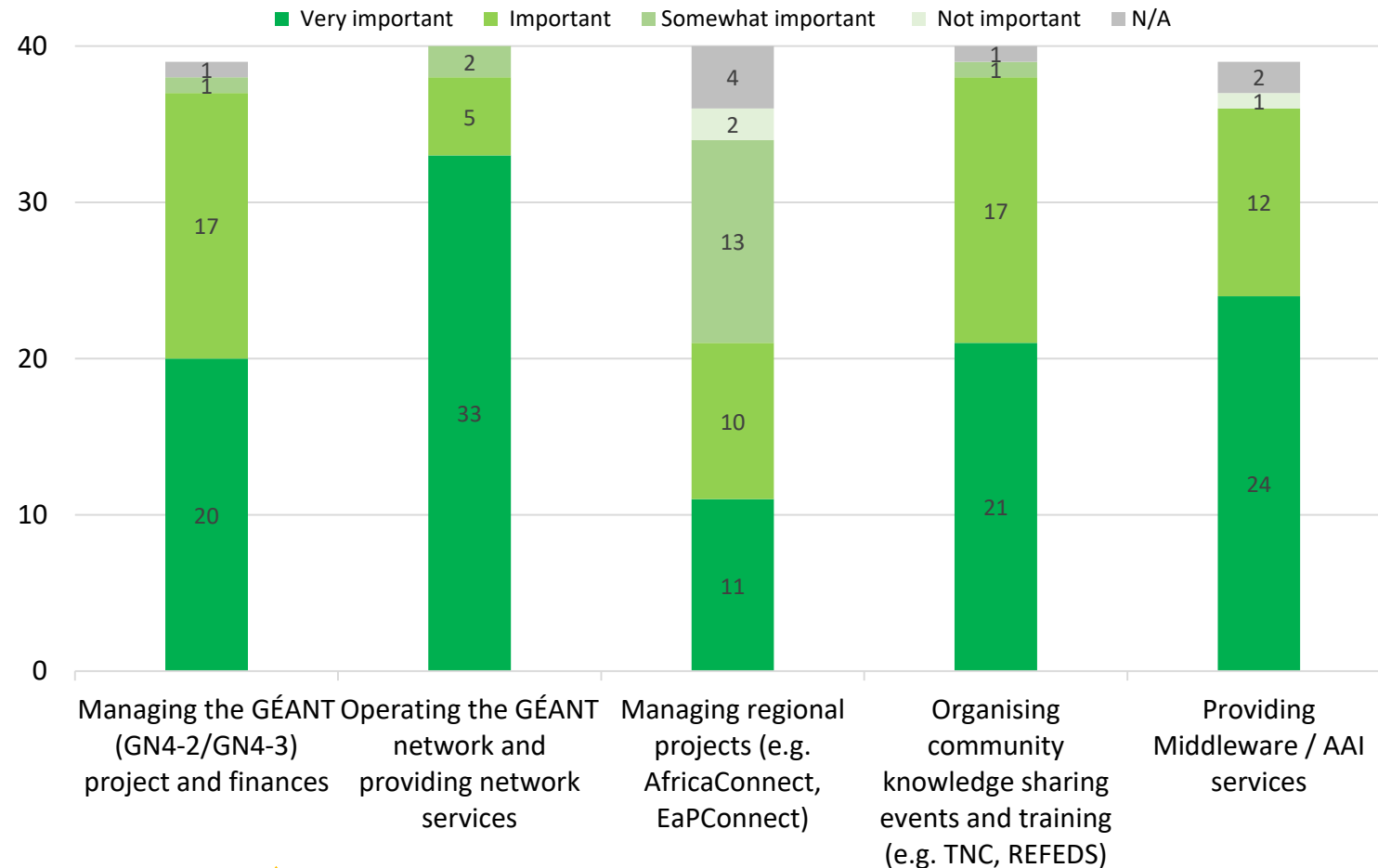


GÉANT Services



Collaboration and Community Activities

Please rate the following key activities of the GÉANT organisation:



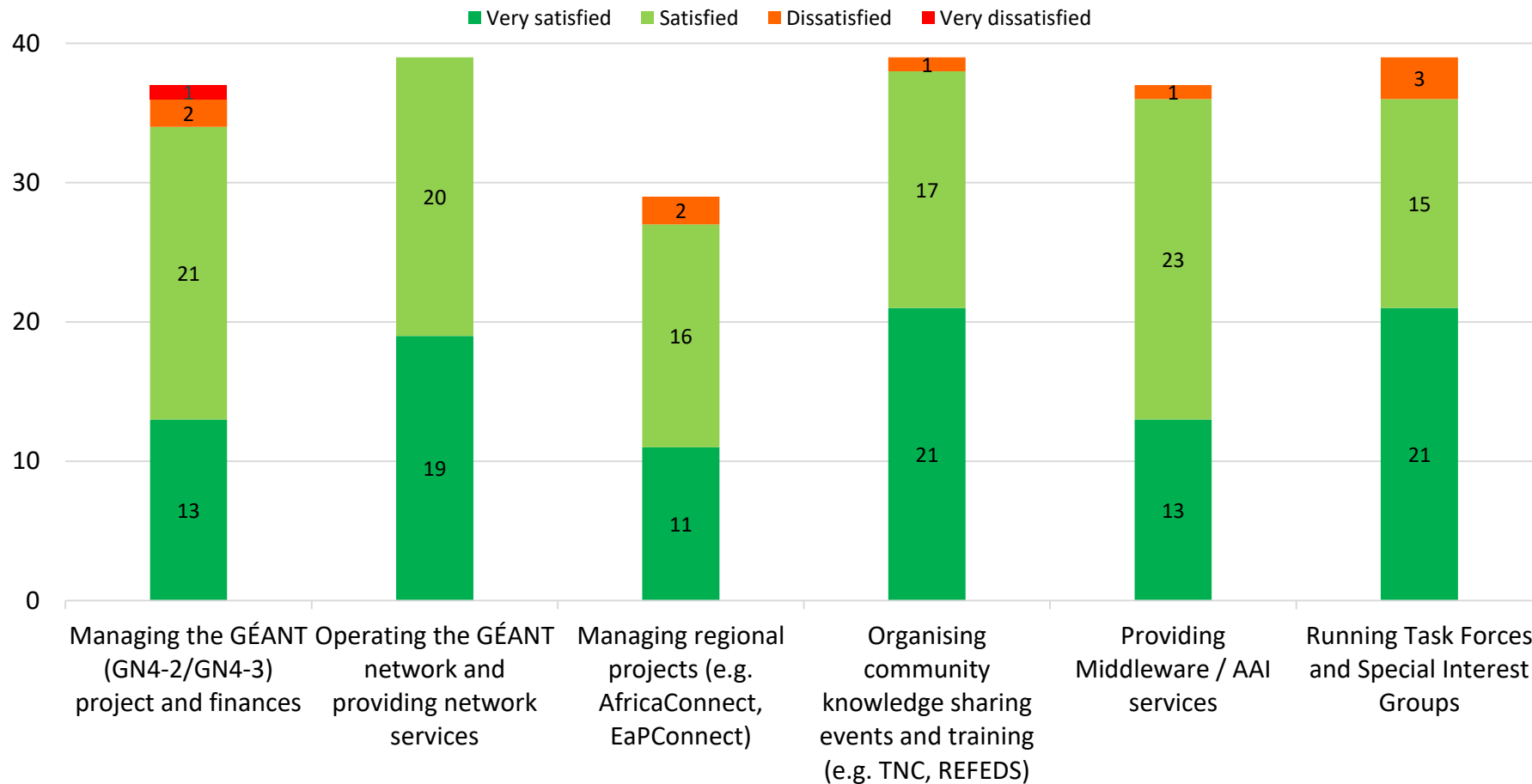
- Most key activities are considered important or very important by NRENs (90% or more)
- The exception is the management of regional projects (about 50%)

How to read these figures:

- The numbers in the columns are the number of NRENs giving this response
- Only explicit responses are shown; totals lower than 40 mean that some NRENs have not responded to this question

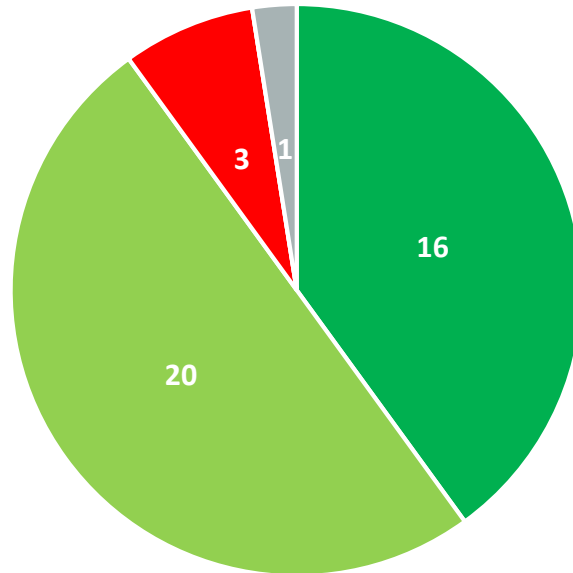


## How satisfied are you with this activity?



- The satisfaction rate is fairly high (90%+ of responding NRENs in all cases)

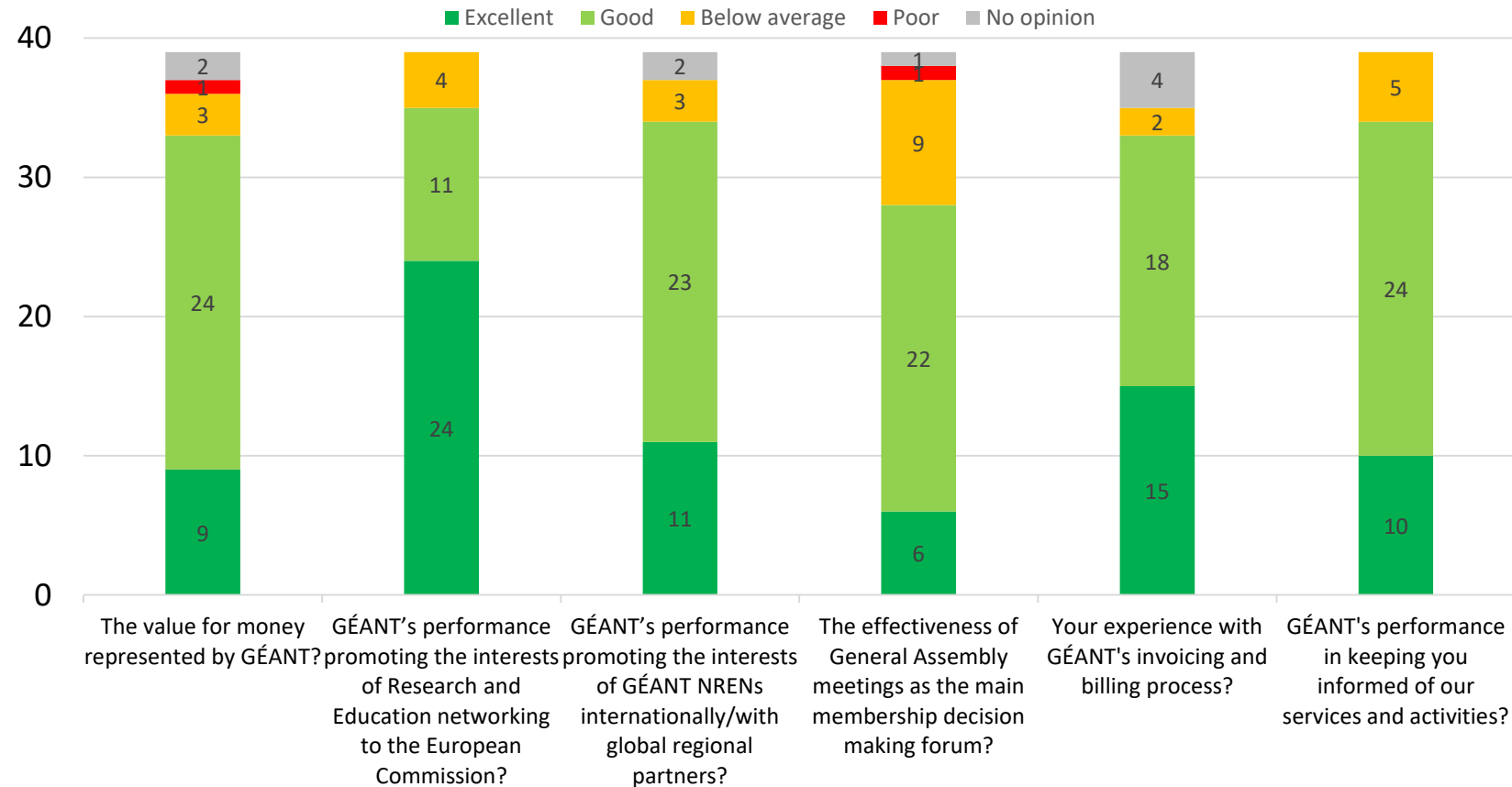
## I am confident in GÉANT's ability to serve its members in the best possible way



■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree ■ No opinion

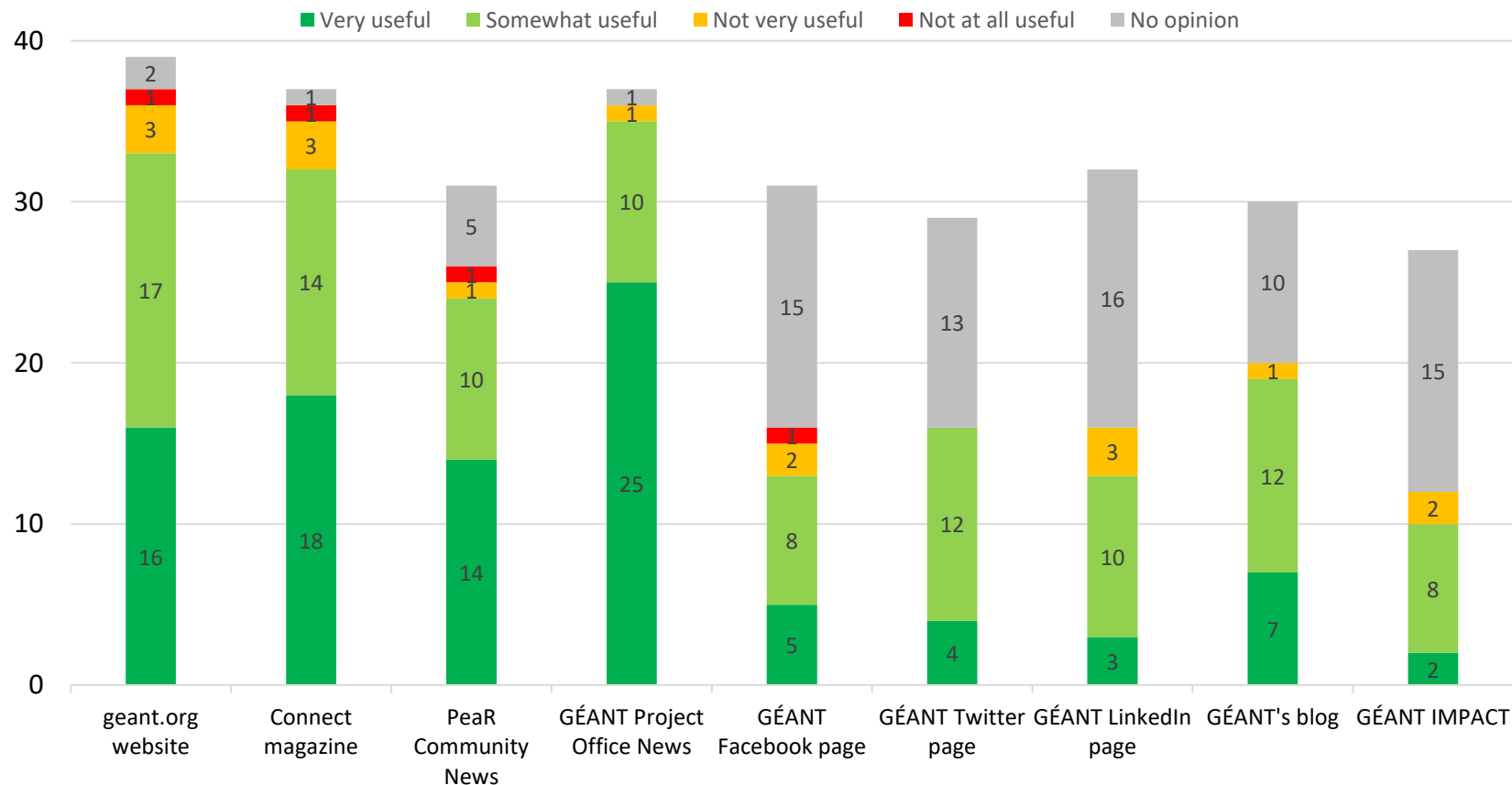
- The confidence in GÉANT is high, but 3 NRENs strongly disagreed with the statement
  - These have been approached individually
- This question allowed the NRENs to leave free-text comments to provide background
  - The comments received covered a number of aspects, but did not crystallise around a single issue, reflecting the diversity of needs of a diverse community

## How would you rate . . .



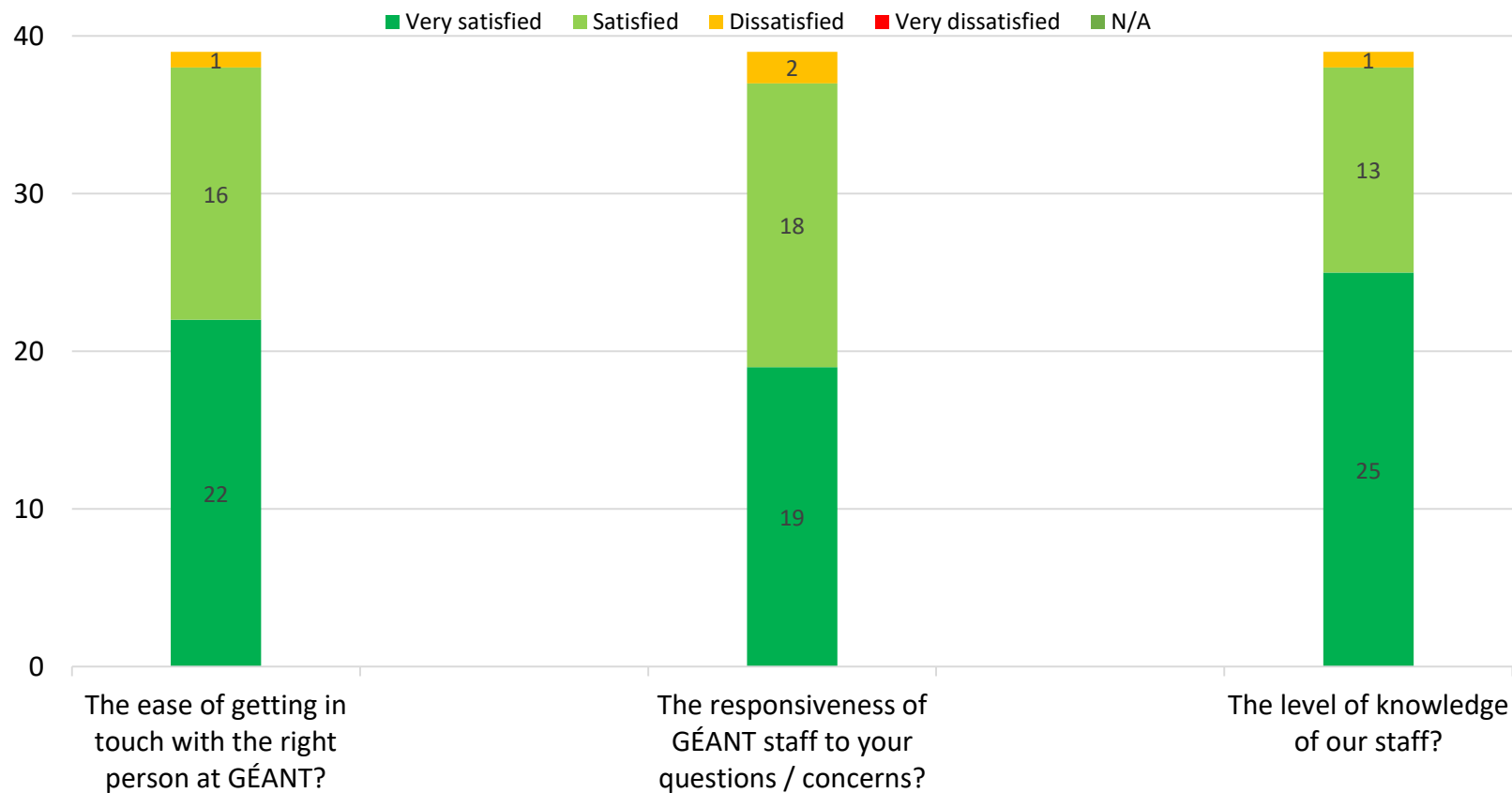
- Satisfaction levels generally are high (80% or more) for all items but one, though each has a significant number of discontented NRENs
- The functioning of the GA received considerable criticism

## How well do the following communication tools meet your needs?



- The Project Office News, created to address feedback from previous Satisfaction Surveys, is currently the communication tool with the best reach, followed by the GÉANT website
- However, note that the Survey asked for the “official” NREN position and cannot account for the media use of individuals (see [Appendix: Notes on Methodology](#))

## How satisfied were you with the interactions with GÉANT?



- Satisfaction levels are high. This is also reflected in the comments



GÉANT Organisation



## **GÉANT Project (GN4-2/GN4-3)**



GÉANT Network Operations



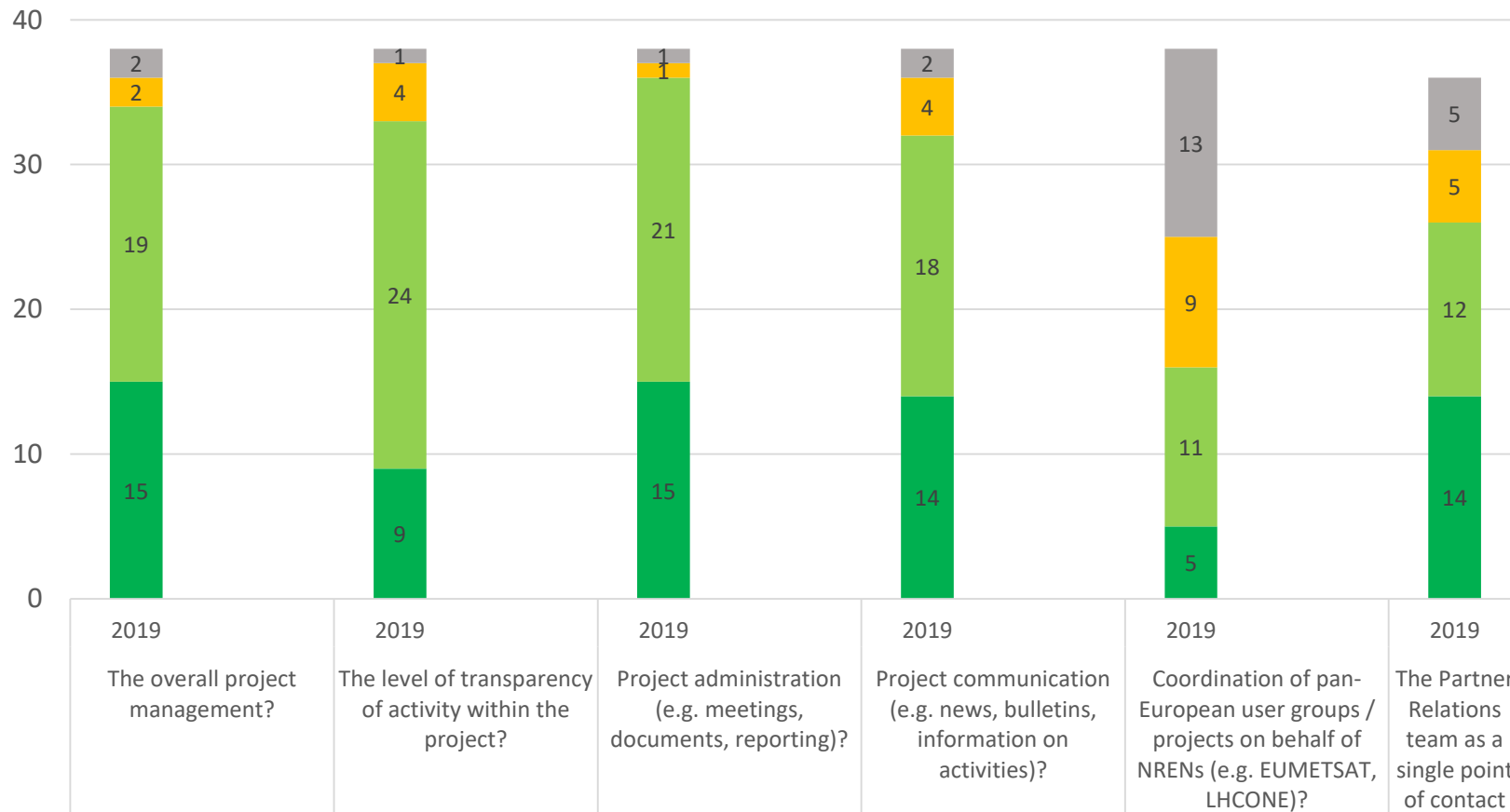
GÉANT Services



Collaboration and Community Activities

## How would you rate the following relating to the GN4-2/GN4-3 project?

■ Excellent 
 ■ Good 
 ■ Below average 
 ■ Poor 
 ■ No opinion



- Satisfaction levels in this section are generally high but with two notable exceptions
- All feedback has been followed up by the Partner Relations team and the pan-European user groups team, and an improvement plan has been put together



GÉANT Organisation



GÉANT Project (GN4-2/GN4-3)



## **GÉANT Network Operations**



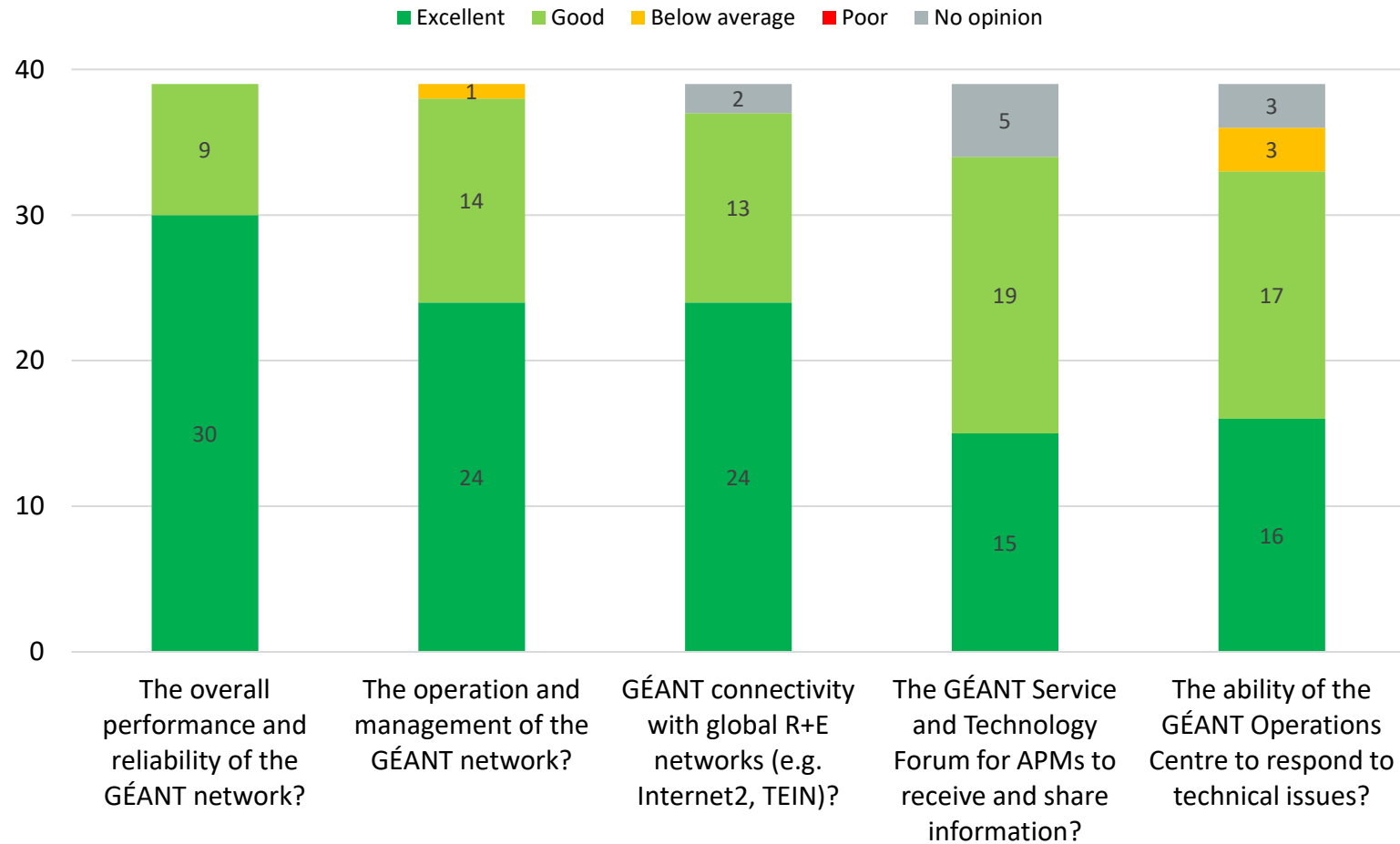
GÉANT Services



Collaboration and Community Activities

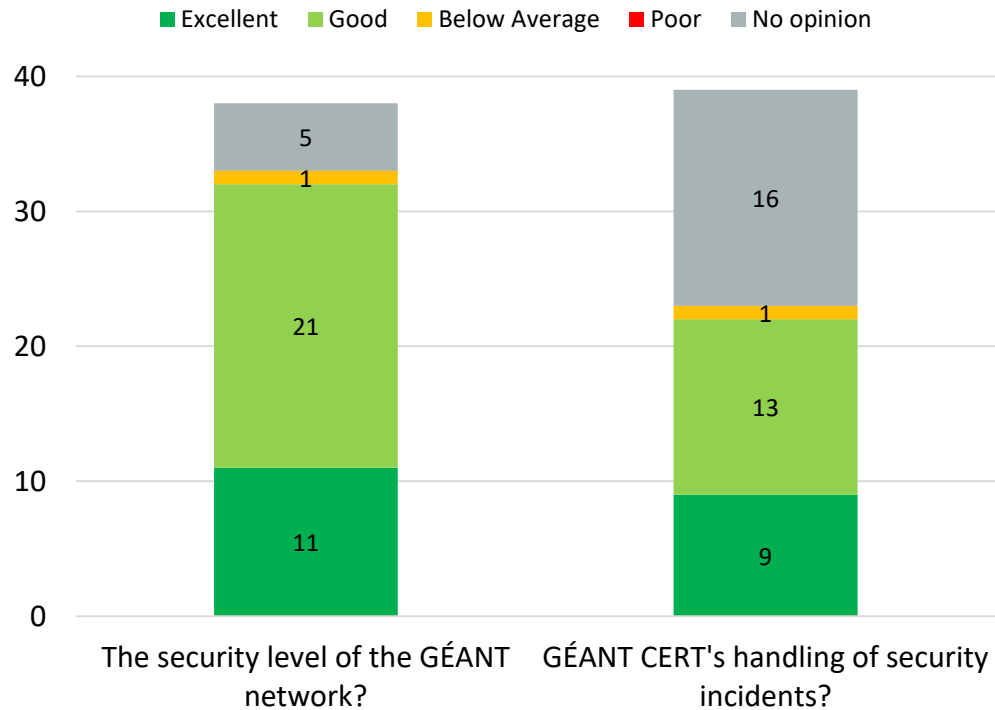


## How would you rate the following relating to the GÉANT network?



- “Excellent” and “Good” dominate the ratings
- The concerns expressed regarding the GÉANT OC’s response to technical issues have already been addressed directly in the operational context where they originated

## How would you rate . . .



## Perceived quality

- GÉANT's network security is generally perceived as "Good" or "Excellent" (though not without an exception)
- The same is true for the handling of security incidents, although a large number of NRENs have "No opinion"



GÉANT Organisation



GÉANT Project (GN4-2/GN4-3)



GÉANT Network Operations

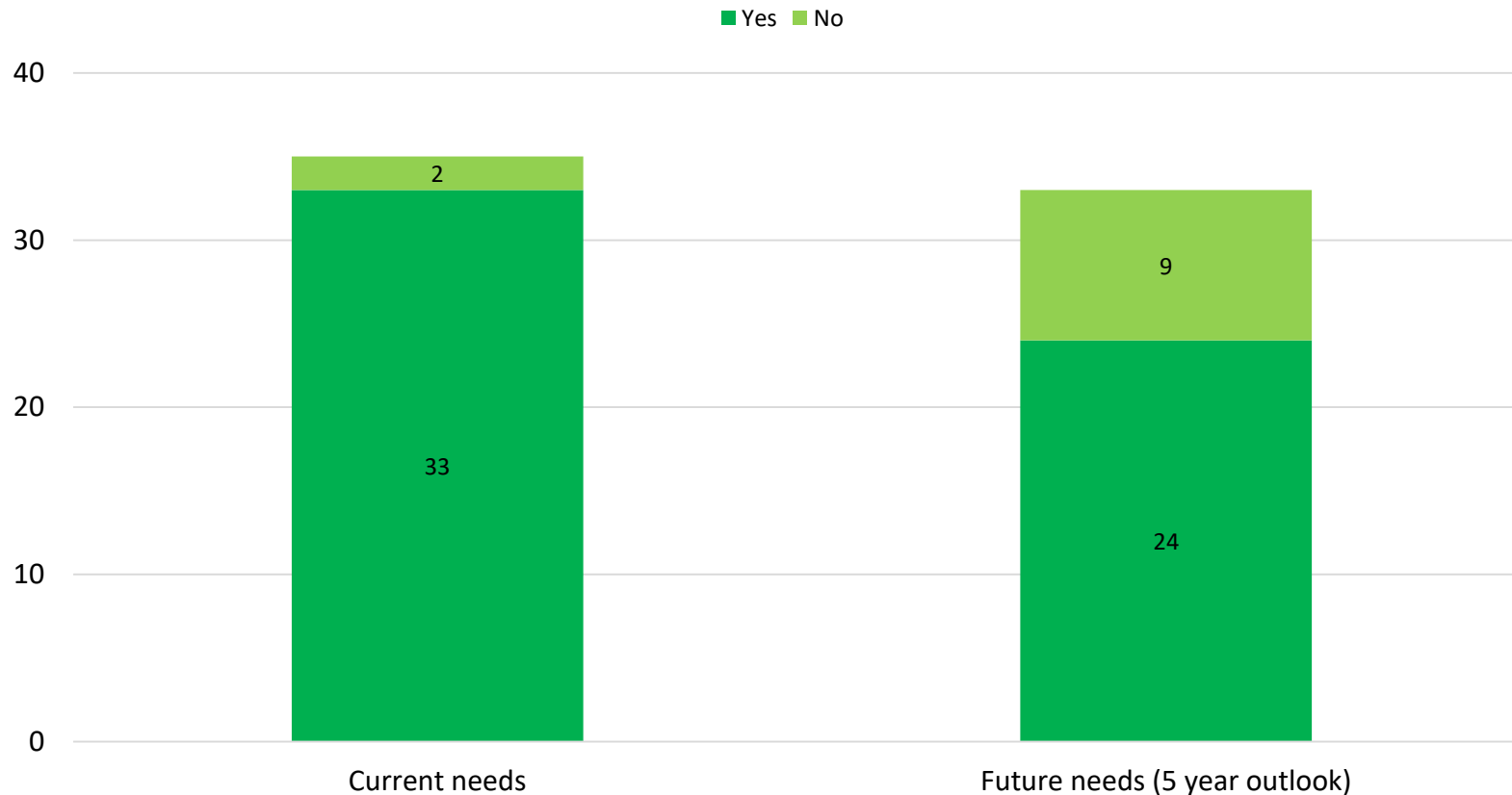


## **GÉANT Service Portfolio**



Collaboration and Community Activities

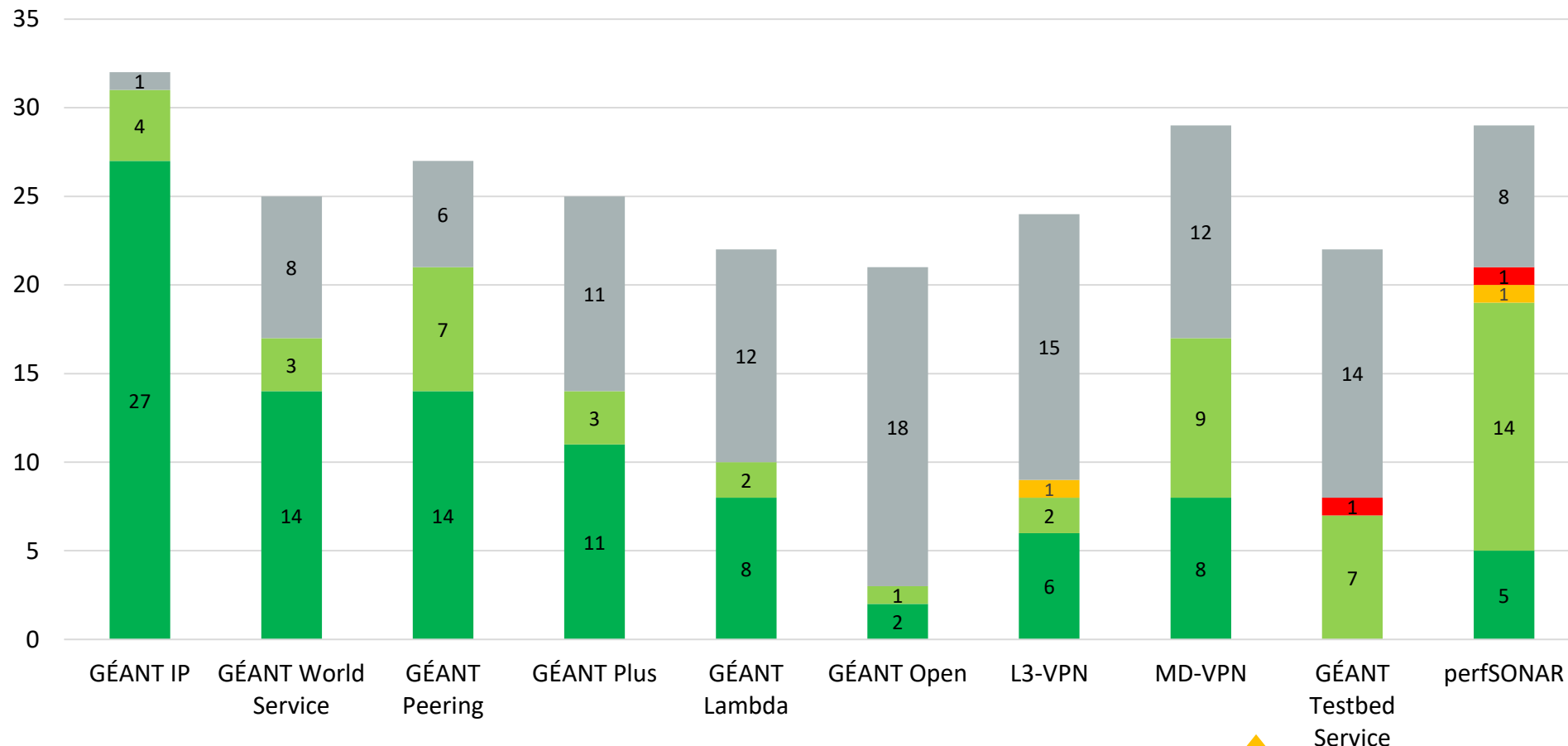
## Does GÉANT's service portfolio meet your NREN's needs?



- Most NRENs consider their current needs to be met by GÉANT's service portfolio
- Future needs were subject to a number of comments. These have been channelled to the various parts of GÉANT relevant to each issue and will help to inform their further work

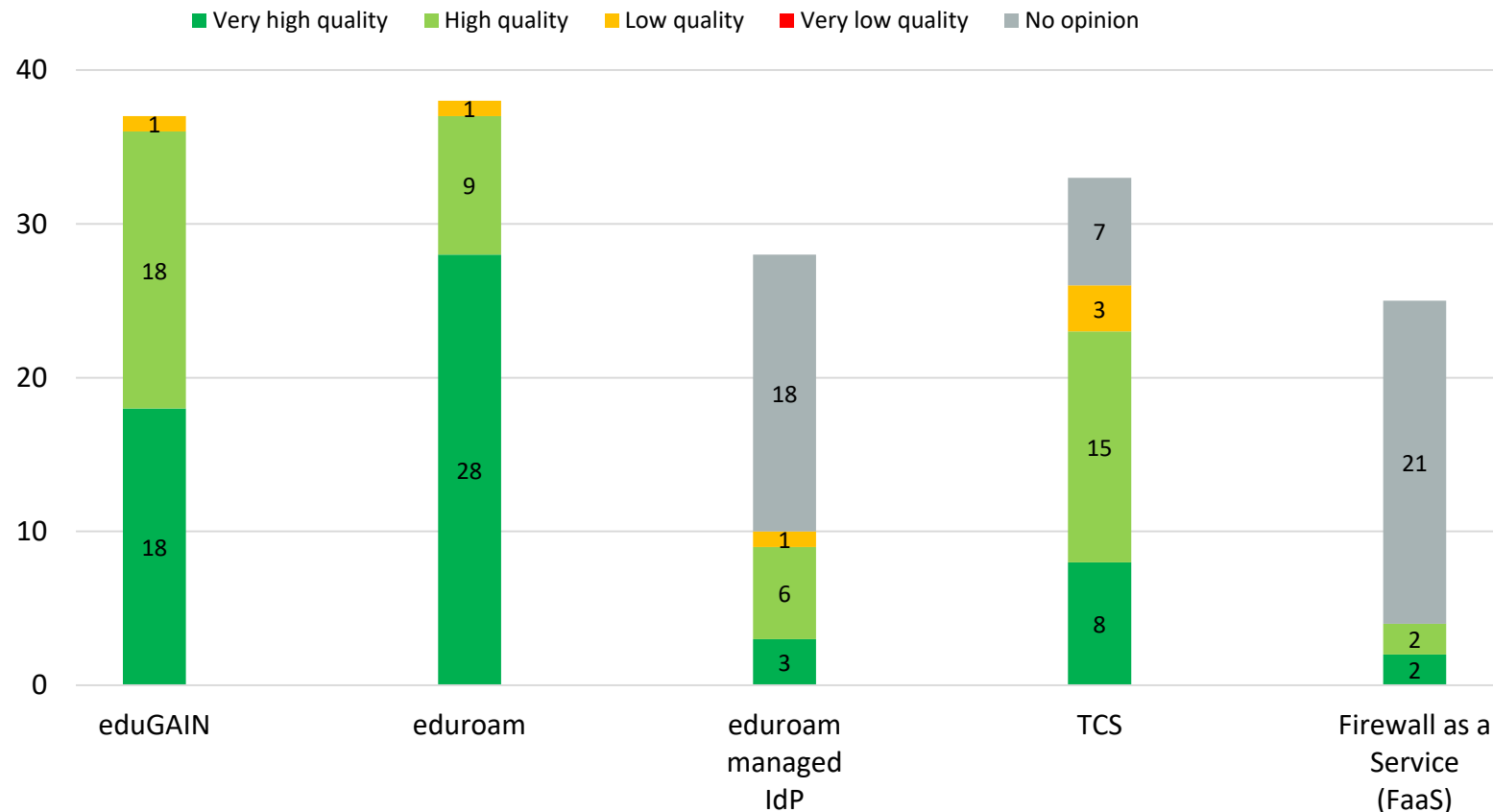
## Regarding GÉANT's network-based services . . . Quality

■ Very high quality 
 ■ High quality 
 ■ Low quality 
 ■ Very low quality 
 ■ No opinion



- Generally, network-based services are perceived to be high quality
- However, the number of users of some services is very small and were therefore rated by fewer NRENs

## How would you rate the quality of each service?



- Reassuring: the most important services also have the highest satisfaction levels
- The niche character of Federation as a Service (FaaS) and eduroam managed IdP (and presumably the latter's novelty) are reflected in the large number of "No opinion" responses

## How would you rate the quality of each service?



- The relatively high number of non-responders and “No opinion” responses reflects the high numbers of NRENs that have not (yet) adopted these services
- Quality has been rated mainly by NRENs that use the services – hence the comparatively low numbers
- Satisfaction rate is high among the users



GÉANT Organisation



GÉANT Project (GN4-2/GN4-3)



GÉANT Network Operations



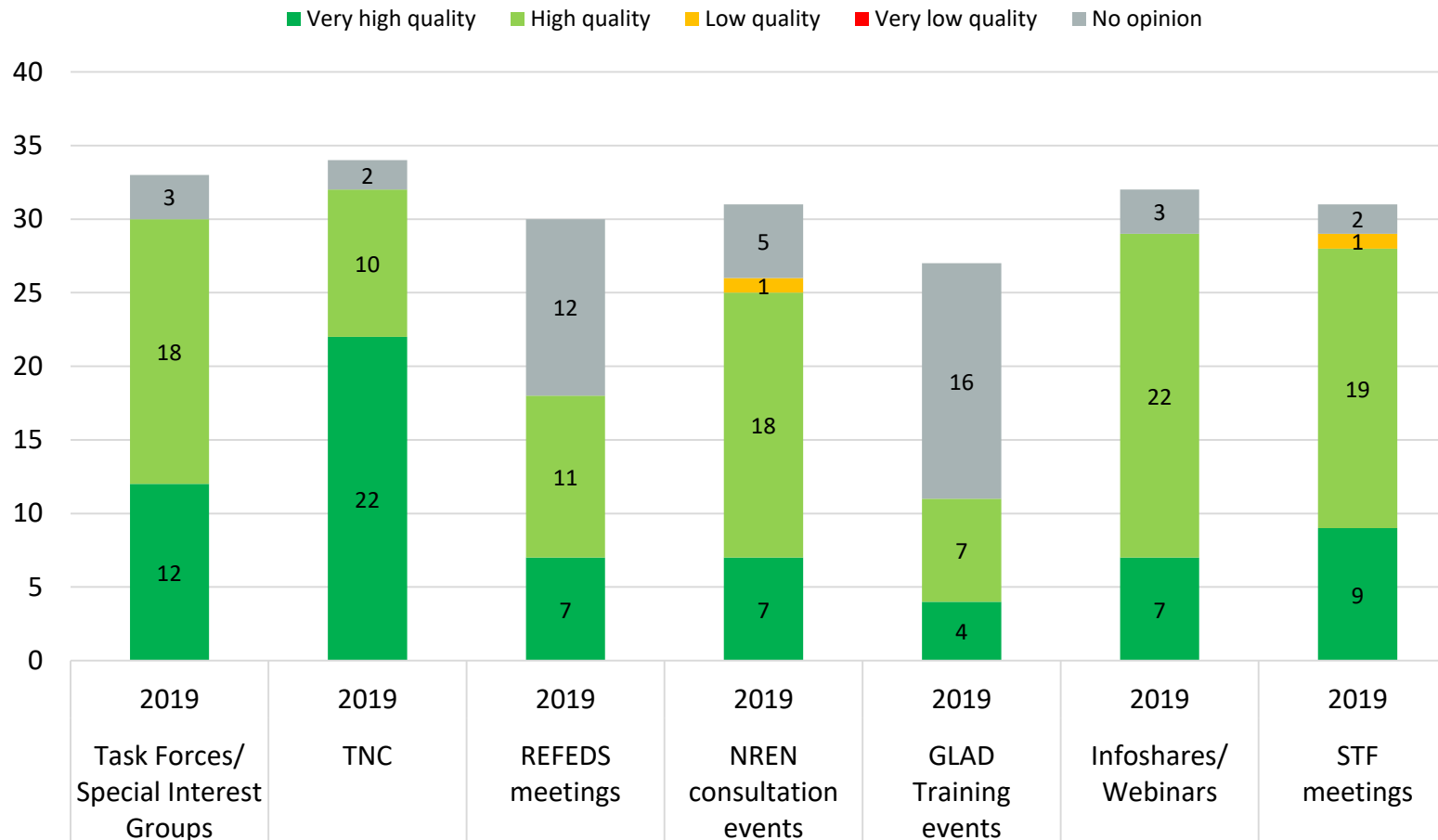
GÉANT Services



**Collaboration and Community Activities**



## How would you rate the quality of these events?



- Generally, the perceived quality is high or very high
- GÉANT Learning and Development (GLAD) keep their own records on training service usage by NREN employees and these suggest a much higher awareness of GLAD's services among NREN employees than is visible in the Satisfaction Survey (see [Appendix: Notes on Methodology](#))

## Recurring themes among the free-text comments

- NRENs left 166 comments in total
- Many of these comments concern specific needs of individual NRENs or specific services
- However, a number of themes came up repeatedly. These were counted and are presented in the table below
- Not all of these comments were critical. Some were positive remarks and many are best described as advice

	Transparency of activities and about their impact	The GA as a decision-making body	Importance of community/ collaboration	Confusing service portfolio	T&I	Transparency of extra-NREN activities	Financial transparency	Too many communication channels
Number of comments	10	7	7	6	6	5	4	2
Number of NRENs commenting	7	7	6	6	3	4	4	2

- Overall, the survey revealed high levels of satisfaction with GÉANT's functions as an organisation, the services it offers and the community events that GÉANT organises
- However, a number of questions prompted comments that merit further attention / follow-up action:
  - The way the GA is working is considered unsatisfactory by a significant number of NRENs
  - Greater transparency was asked for concerning:
    - The project finances in term of staff allocation, cost and usage of services (similar to last year)
    - The impact of GÉANT's activities and projects
  - Activities such as GÉANT's work for the EC, and for pan-European projects, were not all judged equally important by all NRENs
  - The service portfolio can be confusing (similar to last year's response)
  - Quite a few NRENs believe GÉANT's service portfolio will need to be further developed to meet their future needs
  - Requests to increase the effort in the area of T&I (similar to last year's response)

- The results have been disseminated within GÉANT to be discussed and to guide the different teams. Some actions have already been taken or have been started:
  - Partner Relations has held meetings with individual NRENs to gain further insight into the background of evaluations and detailed comments (in the process clearing up some misunderstandings – which will help to revise the survey)
  - GÉANT has started a consulting process to improve the effectiveness of the GA
- An improvement plan has been put in place to address critical voices and knowledge gaps

# Thank you

## Any questions?



© GÉANT Association on behalf of the GN4 Phase 3 project (GN4-3).  
The research leading to these results has received funding from  
the European Union's Horizon 2020 research and innovation  
programme under Grant Agreement No. 856726 (GN4-3).

- The Survey method changed in 2019 compared with the 2016–2018 Satisfaction Surveys:
  - In 2016–2018, all NREN employees could respond to the Survey, reflecting their own individual experience with GÉANT. As a consequence, most respondents only filled in the parts of the Survey they were familiar with. Also, in many cases there were several respondents from the same NREN, sometimes with differing responses
  - In 2019, only one questionnaire per NREN was sent out and it fell to the NRENs to aggregate the answers among their employees
  - Direct comparisons between the older surveys and the 2019 data are therefore not possible
- Figures:
  - The numbers in the columns are the number of NRENs giving this response
  - Only explicit responses are shown; totals lower than 40 mean that some NRENs have not responded to this question
- Individualised services:
  - WP3 thinks that the methodology used in the 2019 Survey results in better data as most of GÉANT’s services/functions are designed for use by the NREN as an organisation
  - However, there are some services that are consumed by individuals within the NRENs rather than by the NREN as an organisation and for these, the new method is less suitable. These are the communication tools (see [Slide 12](#)) and the training courses offered by the GÉANT Learning and Development team (GLAD) (see [Slide 25](#)). As an example: GLAD keep their own records on training service usage by NREN employees and they differ markedly from the usage numbers recorded by the Satisfaction Survey