**Staff Feedback 2008 – 2016**

**2008-9**

**UCL Disability IT Support Officer – Evaluation**

**(35 forms sent out – 12 returned)**

**Your name (optional)……………………………………………………………**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** |
| How was the speed with which you were contacted after OH referral? | 9 (1N/A) | 2 |  |  |  |
| Were the appointments easy to book? | 10 (1N/A) | 1 |  |  |  |
| Did you find the meeting helpful? | 9 | 3 |  |  |  |
| How was the DITSO’s manner? | 10 | 2 |  |  |  |
| How would you rate the equipment loan scheme? | 7 (3N/A) | 1 | 1 |  |  |
| Did you find the specialist equipment useful? | 7 (3N/A) | 1 | 1 |  |  |
| How would you rate the service you received from the company who supplied your specialist equipment? | 3 (7N/A) | 2 |  |  |  |

**From which company did you receive your equipment from?**

Viking, Osmond group and Iansyst

**Any other comments and suggestions:**

‘I borrowed a specialised mouse and found this extremely helpful. My department then purchased the same mouse for me as using this piece of equipment relieved my symptoms. However when borrowing the mouse there was a lack of equipment (only 2-3 mouses to choose from) and I had to return the mouse within one week so that another person could trial the equipment. I do think it would be useful if more equipment were available to test.’

*(This has since been addressed – more equipment has been purchased)*

‘I am a PhD student rather than a member of staff and was told about the service by a friend. I wish that instead I found out about it either trough my department (e.g. at induction) or through UCL, because I found the service very helpful. I have since mentioned it to a few people and none had been aware it existed, so I am not the only one.’

*(I’m now attending the Provost’s staff induction events and am going to be part of the Disability Awareness Day)*

‘I am very grateful for the all the support I have received. Michelle Farmer has been an excellent support officer, particularly in letting me borrow equipment and helping to decide which ones are best for me.’

‘I really benefited from Michelle Farmer’s suggested equipment to enable me to continue working despite a stiff & painful wrist folowing a colles fracture.with 2 bones broken. I was able to try a variety of computer-related kit & am still using 2 items which I hope to get through my DEPT. This service gave me hope that I could continue working due to aids to make using the computer manageable. I was also encouraged to learn that other people have dealt with these functioning problems. This is a very valuable service which makes me proud to be part of ucl staff.’

‘It might be helpful for an expert to visit the actual workplace of the person with problems, and make an assessment/evaluation. Also, it would be helpful to encourage companies to produce more variety in equipment (especially mouse) for smaller built females. Michelle Farmer has been extremely helpful and patient with the meetings and all the equipment trials.’

*(feedback has been given to the companies about the mice and the option of a visit is also available)*

**2009-10**

**19 returned out of the 46 seen**

**UCL Disability IT Support Officer – Evaluation**

**Your name (optional)……………………………………………………………**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 14 | 3 | 2 |  |  |  |
| Were the appointments easy to book? | 17 | 2 |  |  |  |  |
| Did you find the meeting helpful? | 15 | 4 |  |  |  |  |
| How was the DITSO’s manner? | 18 | 1 |  |  |  |  |
| How would you rate the equipment loan scheme? | 7 | 6 | 2 |  |  | 3 |
| Did you find the specialist equipment useful? | 11 | 4 | 1 |  |  | 3 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 4 | 1 |  |  |  | 11 |

**From which company did you receive your equipment from?**

Iansyst 4

Dell 2

Posturite 1

Amazon 1

JPL 1

Office Depot 1

**Any other comments and suggestions:**

‘Very good service, reassuring and has helped the situation extensively. Thanks!

‘The equipment loan scheme is a great idea.’

‘Excellent service. Great communication, very useful, clear information about possible items of equipment. This facility is extremely useful and I will certainly be publicising it to colleagues. One of the huge benefits of having an opportunity to meet with Michele Farmer has been the chance to look at preventative measures which will enhance our working practices.

‘Overall, A+ service. She deserves to be commended on her positive approach and knowledge.’

‘It is helpful to be able to try out different types of equipment in order to determine which items are most suitable. Michele has a very good working knowledge of the variety of types of equipment available so is able to provide useful advice.’

‘It was disappointing not to be able to try out the equipment and the voice-activated software. I was told that recent IT department changes had made the system inoperable (or something like that)’ – (*This was due to her PC being a managed one and not able to support the assistive technology.)*

‘Advertise the service more widely throughout UCL to make people more aware of the help and advice that is available’

‘A very helpful and practical service. The only criticism I would have is of the visibility. I wouldn’t have been aware of the service without a recommendation from a colleague’

‘It would have been better if I had been referred immediately to Michelle, rather than having to see another advisor first. I felt the initial meeting mainly ran over points that were clear from my manager’s referral. But perhaps this is legal procedure.’ *- (this is University referral procedure and is not possible to be changed.)*

**2010-11**

**UCL Disability IT Support Officer – Evaluation**

**Your name (optional) Out of 66 staff 17 forms were returned.**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 12 | 4 |  |  |  | 1 |
| Were the appointments easy to book? | 11 | 6 |  |  |  |  |
| Did you find the meeting helpful? | 11 | 4 |  |  |  |  |
| How was the DITSO’s manner? | 16 | 1 |  |  |  |  |
| How would you rate the equipment loan scheme? | 15 | 2 |  |  |  |  |
| Did you find the specialist equipment useful? | 12 | 3 |  |  |  | 1 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 6 | 3 |  |  |  | 7 |

**From which company did you receive your equipment from?**

Posturite, Gordon Morris, Euroffice,

**Any other comments and suggestions:**

(The following are all the comments found on the forms)

‘I was able to try a few products during this time, but also loaned a few things to try over a longer period of time, which helped me choose the right product and reduced the possibility of buying something that wasn’t right, which would have been a waste of money.’

‘Michele is very knowledgeable and has a great customer service approach. She spent time understanding the issues I presented and tried to offer a number of solutions to give me some options. I hope this valuable service continues.’

‘Michele provides a very useful service. Thanks to the equipment loan scheme I have been able to find a suitable product that has improved the condition and pain that I was experiencing due to my work.’

‘very good service – excellent idea (and cost effective and efficient) to have the opportunity to trial various equip prior to purchasing – esp as this equip is personal to the individual. Please keep this service going – invaluable.

Michele Farmer is fantastic, knowledgeable and pleasant. Thank you for your help.’

‘I was advised to loan a number of ergonomic mice and try these for a few days each before ordering the one I liked best. Since then, my department has bought the mouse of my choice and it has significantly reduced the symptoms of RSI for me.’

‘Michele was extremely supportive and gave me a lot of hope in working with a condition that I thought nothing could be done for. The equipment loaned out was very good and its great that Michele allowed plenty of time to test various hardware until I found the right thing. Not having the pressure to return the equipment quickly meant that I found the best equipment out there for me. Michele is obviously very knowledgeable in this area and was able to offer lots of very good advice. Coupled with the fact that Michele is genuinely concerned about her clients, meant that you really did feel that you were being looked after.

Thank you Michele for all your support.’

**2011-12**

**UCL Disability IT Support Officer – Evaluation**

**Your name (optional)………… Out of 88 staff 28 returned the form**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 21 | 5 | 1 |  |  | 1 |
| Were the appointments easy to book? | 24 | 3 | 1 |  |  |  |
| Did you find the meeting helpful? | 25 | 3 |  |  |  |  |
| How was the DITSO’s manner? | 28 |  |  |  |  |  |
| How would you rate the equipment loan scheme? | 19 | 4 | 1 |  | 1 | 3 |
| Did you find the specialist equipment useful? | 16 | 7 |  | 2 | 2 | 1 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 13 | 4 | 4 | 1 |  | 6 |

**From which company did you receive your equipment from?**

Posturite, Insight, Logitech, 4Tech

**Any other comments and suggestions (just a small selection from the comments received)**

**Pros:**

**On the service:** ‘All aspects of help I received was first class’, ‘This service was very helpful, friendly and efficient’, ‘Thanks for being so helpful’ ‘Michele is very helpful, friendly, and knowledgeable in the equipment she has to loan…. would strongly recommend to colleagues’. ‘The service was excellent all round’. ‘Item I trialled on loan is now obsolete. Michele Farmer excellently sought the solution of offering me the item from her loan stock.’

**On the loan scheme:** ‘The opportunity to trial out equipment on a loan basis was excellent since it gave me an opportunity to decide which equipment was right for me.’, ‘The equipment loan scheme is an extremely helpful resource. The cost of this type of equipment makes it prohibitively expensive to trial otherwise.’

**Site licenced software:** ‘Thank you for the Insp 9 and Read and Write software, they are very useful’. (*I have had quite a bit of good feedback on this facility*)

**Cons:** ‘The only issues has been getting my unit to order me the equipment recommended’, ‘Voice recognition software is fantastic, screen reader a bit less helpful, still it’s been a great help all round’. ‘I had an assessment as part of the ISD office move to Central House (*external assessors*) and there was some delay in the follow-up (I imagine due to backlog/workload) though as I was free to arrange earlier apt. myself this was not a problem.’ ‘Only that the order took a while’. ‘It would be nice if a wider range of products were available from your suppliers.’ *( I have now added new suppliers to our list*)

‘The software suggested incompatible with my usual working environment (linux) (*This is a problem with assistive technology in general sadly*)‘The problems I had with Posturite were just about a confusion about where to deliver the items I ordered, which resulted in a delayed delivery.’ (*I have worked out a different system with them to deal with this*)

**2012-13**

**UCL Disability IT Support Officer – Evaluation (40 returned out of a possible 96)**

**Your name (optional)……………………………………………………………**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 34 | 3 | 2 |  | 1 |  |
| Were the appointments easy to book? | 36 | 4 |  |  |  |  |
| Did you find the meeting helpful? | 39 | 1 |  |  |  |  |
| How was the DITSO’s manner? | 40 |  |  |  |  |  |
| How would you rate the equipment loan scheme? | 27 | 5 | 2 |  |  | 6 |
| Did you find the specialist equipment useful? | 27 | 7 | 1 |  |  | 5 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 14 | 8 | 4 | 1 |  | 11 |

**From which company did you receive your equipment from?**

Posturite, Sight and Sound, JPA, Misco.

**Any other comments and suggestions:**

**Pros:**

‘entire service is brilliant…. Michele is fantastically helpful and knowledgeable and very supportive. The service is great!’.

‘Michelle was very helpful. She took time in showing me the different keyboards and mouse available. I had time to “test drive “the keyboards before ordering the actual one that suited me. Appointment booking was very easy. She explained each keyboard and the various uses which I found to be very useful.’

‘I think this is a very good service, especially given so many staff and

students work with computers. I think it was particularly helpful the

manner that Michele was able to assess the individual user’s needs.’

‘A very good service to thanks to all involved here!’

‘I found Michele very empathic, encouraging and solution focused. She was also very efficient.’

‘Michele is fantastic and provided brilliant follow up support!’

**Cons:**

‘Unfortunately the mouse I’ve been using doesn’t seem to work, Posturite have given me a new one once already (very promptly) but I have to return it again. This appears to be a fault of the mouse manufacturer (it’s penclic), rather than the supplier or anyone else.’ *(I liaised with the company on the staff member’s behalf and we have now discovered it was a faulty batch and this issue has now been resolved).*

‘Posturite have been friendly and accommodating, but there have been communication issues trying to find the right chair for me and when I reported significant early pain with a first loan chair I think a quicker resolution should have been actioned – I am still trialling a 2nd loan chair more than 3 months in! It is also worth noting that coordinating UCL facilities and Posturite was not easy for our office manager and it did take quite a while to install my desk / chair post-delivery during which I was experiencing discomfort with the standard equipment’

*(These issues have been taken up with the account manager of the company and a new procedure has been put into place)*

‘Longer time to loan the equipment would have been good.’

*(More equipment has been purchased to allow for this when possible, although we do have some storage and cost issues.)*

**‘**As a PhD student I fall within Student and Staff services. I wish that I had known about this service sooner, as I have been struggling with my work station and conditions for a long time. I wonder how many other PhD students there are who could potentially need the help that I have received but don’t know about the service.’

*(We need more advertising – resource issue here)*

‘Maybe publicise the service more (hmm might open the floodgates!). I happened to hear about it though someone else who had had an assessment.’

*(The service is now advertised via HR, Occ Health, Safety Services, my website and the new staff inductions but there are still issues with reaching other areas. I also meet with new workstation assessors when possible to make them aware of what is available)*

‘I have asked my DITSO for an ergonomic chair loan (since I have not received my chair for 2 months), but the answer was negative. This means that I was left with no option but to wait for the equipment and stay with the bad posture chair (which worsens my back problems). Overall, very low efficiency when it comes to bridging the waiting time. My health suffers, but there seem not to be quick solutions.

Having a spare ergonomic chair for a loan in this situation would make a huge difference.’ *(Sadly we can only make recommendations for the staff to the relevant department and then it is their decision to purchase or not. Chair loan is not possible at present due to lack of storage space, logistics and funding.)*

‘I found it a bit frustrating that so many different people/departments were involved in my getting this equipment but everyone was helpful and the equipment is great’

*(Sadly this is a University process and nothing we can change despite streamlining the service offered)*

**2013-14**

**UCL Disability IT Support Analyst – Evaluation – ( 22 returned out of a possible 108)**

**Your name (optional)……………………………………………………………**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 19 |  | 1 |  |  | 2 |
| Were the appointments easy to book? | 19 | 2 | 1 |  |  |  |
| Did you find the meeting helpful? | 21 | 1 |  |  |  |  |
| How was the DITSA’s manner? | 21 | 1 |  |  |  |  |
| How would you rate the equipment loan scheme? | 13 | 1 | 1 |  |  | 6 |
| Did you find the specialist equipment useful? | 12 | 4 |  |  |  | 5 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 6 | 2 | 1 | 1 | 2 | 11 |

**From which company did you receive your equipment from?**

………………………………………………………………………………………….

**Any other comments and suggestions:**……………………………………..

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

**Pros:**

‘DITSO is a great service, thank you. I am still in the process of trying various appropriate mice and keyboards. Michele is very knowledgeable about the different options available and DSE in general.’

‘I didn’t even know that this department existed; the meeting with Michele open[ed] my eyes! The service I received was excellent, Michele was extremely knowledgeable and her experience helped me a lot. ‘

‘Michele was both incredibly helpful and supportive when I went to speak with her with concerns regarding my dyslexia.’

‘Overall brilliant service. Michele was very friendly and helpful and spoke to me in a way which helped me feel more “normal” and not ashamed of my difficulties. She had lots of good ideas, some of which I have used to good effect e.g. Workrave, activity scheduling in Outlook. Others I still need to explore. Only improvement would be to offer more “Michele time”, i.e. more Micheles!’

‘Michele was so supportive, positive and encouraging at a very stressful time for me, and made a real difference. Her approach is practical and helpful, without any stuffiness or obstacles, and after feeling very undermined by my manager’s approach, Michele helped me feel valued again. Thank you Michele.’

‘This was a completely new area to me and I’m very pleased to see that UCL supports initiatives such as these. This is an essential service for both students and staff.

The chair “fitting” service from Posturite was excellent. I scored the last 2 items as “2” not because there was any problem but because the service was “good” and as it should be. Quotes were available, ordering and delivery were straightforward.’

‘The help made a great difference, many thanks!’

‘Ms Farmer was very helpful and accommodating and it was a pleasure to have such support in trying to find the best keyboard [for] me to use. I was really impressed by the service and recommended [it] to my colleague and we both now have new keyboards and she has no joint pain in her hand!’

‘Extremely happy with the service. It helped me a great deal – thank you! Couldn’t ask for more.’

**Cons:**

‘My only suggestion is that maybe this department could be advertised a bit more; I think staff (and students) have the right to know that support exists – certain issues could be resolved very easily by booking an appointment and speaking to knowledgeable staff.’

‘Think service not widely publicised though as I was here for about 18 months before I found out about it.’

‘Both were ordered from Posturite, who only delivered the mouse. (Microsoft had stopped making the keyboard.) Posturite had mislabelled 2 in their warehouse and supplied incorrect products on two occasions, generating lots of paperwork. Office Depot eventually delivered an approximate equivalent.’

‘There were issues with the equipment being sent to the wrong person which caused significant delays.’

‘They didn’t initially respond and I had to contact several times – I think the contact you have for Posturite probably no longer works there.’

*Still issues with advertising service but am looking at new avenues to deal with this. Have been given funding to take on two students for extra hours to help support the growing demand for the service.*

*The issues with Posturite have been reported to the account manager and things have improved. Also new suppliers added to the system in case of future issues.*

**2014-15**

**UCL Disability IT Support Analyst – Evaluation**

**Your name (optional)……………………29 returned**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 22 | 3 | 1 | 0 | 1 | 2 |
| Were the appointments easy to book? | 25 | 1 | 2 | 0 | 0 | 1 |
| Did you find the meeting helpful? | 25 | 2 | 1 | 0 | 0 | 1 |
| How was the DITSA’s manner? | 27 | 1 | 0 | 0 | 0 | 1 |
| How would you rate the equipment loan scheme? | 21 | 2 | 0 | 0 | 1 | 5 |
| Did you find the specialist equipment useful? | 22 | 2 | 1 | 1 | 0 | 2 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 10 | 2 | 7 | 0 | 0 | 9 |
|  |  |  |  |  |  |  |

**From which company did you receive your equipment from?**

Posturite, Iansyst, Blazie, JPA, Amazon

**Any other comments and suggestions:**

**Pros:**

‘Michele was extremely friendly and helpful, showing me a whole range of chairs and giving advice for my height and needs. She also showed me a range of other items that might further improve my workstation comfort and allowed me to try these out in my own time.‘

‘I have received great support – Michele gave me a few different sets of mouse and keyboards to try out, and I did feel that all of them were very well suited for my particular wrist problem. She also provided me with additional information behind why a certain mouse/keyboard might be suitable for me which I found very useful (and interesting) and gave me additional advice on how to get referred to Occupational Health in case my wrist doesn’t get better (which is something that I struggled with arranging previously through my department). Everything was easy and quite quick to arrange. I really appreciate all the help that I got from Michele!’

‘Michele was very helpful and approachable. She was very quick to

respond to my e-mails and always spoke in a very professional

manner. I truly appreciate her effort in trying to help me.’

‘Michelle was very friendly and very helpful and allowed me to borrow the equipment until my own was delivered which was great. Thanks for all your assistance!’

‘I found Michele extremely warm, kind, supportive and helpful. Thank you very much!’

‘Would just like to say that I felt very taken care of by Michelle. Very personable, and knowledgeable about all the different ergonomic equipment you can get for the office. Felt very flexible and not at all like a burden borrowing all that stuff! Thanks.’

‘Great to be able to trial things before buying.’

‘Michele Farmer was great to work with and extremely helpful in testing and finding the right supportive chair for my lower back. I found her to be really helpful. She also went out of her way to show me a number options – including the adjustable desk, which another UCL employee had in their office.’

‘The service was extremely helpful to me, thanks again!’

‘I really appreciated the attention I received from Michele Farmer and from occupational health services. All my questions were answered and I found them very helpful. ‘

‘Michele was very friendly, knowledgeable and helpful. The changes she has suggested has really improved my working life and well being.’

‘Michele’s advice was very helpful. It was great to be able to trial the equipment and I was able to order a new keyboard and mouse very promptly’

‘The equipment loan scheme is an excellent idea, and it was extremely helpful to be able to try out a variety of items before committing to something. Michele’s was great and her help in identifying suitable equipment was very much appreciated.’

‘This is a very useful service from which I have benefitted a couple of times.’

**Cons:**

**‘**I am still awaiting departmental confirmation for funding for a chair from Posturite.’

‘I tried various equipments by LogiTec but they were not suitable to my condition. However, this is by no means a criticism on the service I

received, and I am not sure if there is an equpment available in the

market which can specifically help me with the discomfort I am

currently experiencing on my finger.’

‘The SENIT Suite is small, cramped, and far from ideal for the provision of this service in particular (or indeed any other services). A better space would be beneficial’

‘Company – Posturite. (But purchased partly on Amazon using office account as it was cheaper than quote given by the supplier. )’

‘DITSO office and Michele need a lot much more space than they are presently being allocated. Seeing that DITSO is a key function the space provided unfortunately seems way too inadequate for everything including storage, meetings and conduction of examinations.’

‘It took 15 months to sort out my ICT support but eventually, most things have been resolved by ICS support staff. I think this form could perhaps do with some clearer questions.’

(*This also included several other services as I was invited to become involved in this particular case quite late on*)

‘Getting the desk working was bit of a nightmare, as it had to rebuilt more than once! Also, my new chair has never been particularly comfortable. Its prime function is to remind me to stand at my desk, which it achieves by hurting my back’

(*The user was informed that the chair could be returned for a refund as they all have a trial period of 14 days but they didn’t wish to pursue this option so I was unable to do anything more*)

‘The first electric motor installed had a defect and had to be replaced.

the device works very well, and has been very helpful.’

(*The company has been notified about these issues and are taking them up with the manufacturer*)

‘Still haven’t receive the equipment after been a few months of waiting.’

(*This is down to their dept disagreeing as to who is funding this*)

‘Posturite……- I think the contact you have for them is out of date.’

(*This has been rectified and quote form amended*)

‘The products ordered were good but delivery was a little slow.’

(*all feedback on the companies is sent to them every year followed up with a meeting with the account managers*)

**2015-16**

**UCL Disability IT Support Analyst – Evaluation**

**Your name (optional):**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

**TOTAL FORMS RETURNED: 42**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **N/A** |
| How was the speed with which you were contacted after referral? | 34 | 7 | 0 | 0 | 0 | 1 |
| Were the appointments easy to book? | 36 | 3 | 2 | 0 | 0 | 1 |
| Did you find the meeting helpful? | 39 | 2 | 0 | 0 | 0 | 1 |
| How was the DITSA’s manner? | 41 | 1 | 0 | 0 | 0 | 0 |
| How would you rate the equipment loan scheme? | 30 | 1 | 1 | 0 | 0 | 10 |
| Did you find the specialist equipment useful? | 24 | 6 | 4 | 1 | 0 | 7 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 15 | 4 | 2 | 0 | 1 | 20 |

**From which company did you receive your equipment? (For example: Posturite, JPA, etc.)**

Iansyst: 1

JPA: 1

Microsoft: 1

Posturite: 10

Read and Write: 1

Student psychological services: 1

UCL: 1

Ufficio: 1

Other responses:

* Iansyst [counted in the above tally]. I ordered the equipment in January and they invoiced twice and despite numerous emails I have not yet received a credit note for the second invoice. (*this has been chased*)
* In the end I only received a new chair but it was very useful to be able to try out different keyboards etc via the equipment loan scheme to decide I didn’t need them.
* I bought a gel band which Michele recommended straight away which has helped greatly, but I haven’t bought the mouse and keyboard yet. I’m feeling perfectly OK now, so I’m reconsidering if I’ll need to buy a different mouse or keyboard.
* I can’t remember – getting the chair set up was slow. (*Have followed this up for the user with Posturite*)
* Can’t remember their name but they were good.

**Any other comments and suggestions:**

* This is an invaluable service, and I would like to see UCL dedicate more resources to ensure all staff are able to work as effectively and as happily as possible, making adjustments for particular individual circumstances. I also want to say a big thank you – I have been using the desk lamp ever since, and it has made a big difference to my eyesight and my day to day working conditions. Thank you for being so patient and understanding, and for your excellent advice!
* Michele was excellent. She has a lot of experience with issues like mine and she’s very easy to talk to and willing to help. She replied to my emails very quickly and accommodated my schedule to meet with no problems. The only thing I’d like to see improved is that I didn’t know about Michele at all until a colleague mentioned . It’d be nice to see this information advertised somehow.
* Brilliant service, we are very fortunate to have it, turns out I could have wasted pounds buying mice that did not suit my problem. In fact, I went through around 10 before I found one that was perfect as my problem is not normal RSI or Carpal Tunnel related. Michele was wonderful, ran me through all the equipment and encouraged me to persevere with the one that I have finally gotten used to and now quite like. She also has a very holistic approach which is really useful for tracking down the origin of and pain. Would not hesitate to send anyone who needed help over. As for suggestions – as “bijou” as it is, she could REALLY use an office with more storage space for the loan equipment! (*this was before our move*)
* Michele is fabulous and has a breadth of experience with regards to experience with technology and workstation setup. She is also so patient and lovely to talk to about ways in which one can improve working at the desk. Thank you!
* Michele is knowledgeable, friendly and a pleasure to deal with. I found the equipment loan scheme excellent and was able to trial a range of specialise equipment before settling on the items that I wanted to buy. Thank you, Michele, for your time it is always a pleasure to drop by and see you.
* Excellent help from Michele Farmer, who was thorough and very supportive. It was great to be able to test out the chairs and it was great to have the company out and adjust it to your very needs. My chair has made a world of difference – so thank you.
* I really appreciated Michele’s discretion and support.
* Being able to try equipment over a significant period without making an investment until you find the right thing is amazing. I love my tools but would not have ordered them unless I was sure it worked for me. This is a fantastic service that saves everyone money and saves me worry about making the right choice. I really appreciate that piece of mind.
* Just a big thank you!
* I received a lot of equipment this time through Access to Work but although chair, central mouse and sit/stand desk are all good, the central piece, Dragon Dictate is not so far working with the Mac and database software, Sequel Pro. It seems that Dragon may only really be useful with standard software e.g. Microsoft Office on a PC. It’s disappointing that Access to Work weren’t aware of this or didn’t make us aware of it. I’m only mentioning this as it may be useful when you’re advising others. It has nothing at all do with the service I’ve received from you over the years, which has always been excellent. (*I would have advised about the limitations of Dragon had I been involved in this part of the process*)
* When I contacted my department to ask for the equipment to be ordered, I was told that the correct procedure had not been followed. This created delays in supply of the equipment, and I have only just received it. (*This procedure was an internal one within their dept and not to do with my service*)

**2016-17**

**UCL Disability IT Support Analyst – Evaluation**

**Your name (optional):**

Please fill in and complete the following using

**1** as the **highest** score and **5** as the **lowest**

**TOTAL FORMS RETURNED: 37**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1**  **excellent** | **2** | **3**  **OK** | **4** | **5**  **bad** | **n/a** |
| How was the speed with which you were contacted after referral? | 28 | 6 | 3 | 0 | 0 | 1 |
| Were the appointments easy to book? | 26 | 6 | 3 | 0 | 0 | 1 |
| Did you find the meeting helpful? | 34 | 2 | 0 | 0 | 0 | 1 |
| How was the DITSA’s manner? | 33 | 1 | 0 | 0 | 0 | 0 |
| How would you rate the equipment loan scheme? | 21 | 4 | 2 | 0 | 0 | 10 |
| Did you find the specialist equipment useful? | 24 | 4 | 1 | 0 | 1 | 7 |
| How would you rate the service you received from the company who supplied your specialist equipment? | 16 | 0 | 3 | 1 | 0 | 15 |

**From which company did you receive your equipment from?**

Amazon, Posturite, Iansyst, UCL, JPA, SOFTCAT LTD, Ufficio

**Any other comments and suggestions:**

Other responses:

* Amazon it was one quarter of the price, of the other supplier (approx £30 instead of £120!). It’s disappointing that our suppliers charge so much more than a competitive retail price. Unfortunately the track pad on the device no longer working properly, however Amazon swiftly agreed to provide a replacement.

(*This isn’t generally an option for users* *and also as most of the kit recommended is specialist equipment, it can only be purchased from certain suppliers*)

* Posturite, they were quick and efficient

**Any other comments and suggestions:**

* Might be handy to be able to see booking calendar, to see what slots are free. (*Free/ busy is available to all on our calendars*)
* Has made the world of difference to my condition.
* Michele is awesome! She is patient, has overwhelming knowledge of supportive working environments, and is efficient in responding to all inquiries. I very much appreciated her coming to visit my workstation set up so that she could make a better assessment of my current chair.
* Thanks for your help, always very useful advice and much appreciated!
* Michele Farmer was very supportive and was great when it came to recommending which chair would suit me best. My back has improved since I have had the chair.
* Thank you very much Michelle, your work is very helpful. I wish they were more people like you because you seem to have a lot of people asking for help.
* I received a very speedy and helpful service regarding my RSI. It was particularly useful to have the opportunity to try out different models of ergonomic mouse before deciding which was best for my manager to purchase. Many thanks, Michele!
* I found the service excellent. I wouldn’t be able to do my job without the Roller Mouse. Being able to borrow equipment to try out before buying was great. Michele was so helpful and came to my office to look at my chair and desk set up. Only suggestion I can think of is to advertise the service more for disabled staff members and make line managers aware of it. (*We already have a website, new staff events, well-being days and its part of the Safety Services DSE training and on their site as well as the OH site*)
* I found UCL disability support service very useful. Specially Michele was very supportive and knowledgeable about the specialist equipment.
* I think this is a good service provided by DITSA. At short notice, I was able to borrow a left-handed mouse for a few weeks, after I’d injured my right hand. I also had a good assessment when I needed a new chair. The DITSA took the time to find out my requirements and I also got to road test some chairs to find the best fit for me.
* Michele was extremely helpful, professional and has a lot of patience.