

UCREATE KB USER SURVEY 2014

76%

COMPLETED
THE TASKS THEY SET
OUT TO DO IN UCREATE

79%

SATISFIED OR VERY
SATISFIED WITH
UCREATE SERVICE

TOTAL NUMBER OF
RESPONSES

29

3% OF
OCT - NOV
USERS

MOST POPULAR TASKS

BROWSE INTERNET / EMAIL (25%)

PRINT POSTERS (22%)

SCAN IMAGES (17%)

OTHER (14%)

ADOBE CS6 (11%)

MS OFFICE (11%)

41%

AGREE THAT THE UCREATE
PRINTED MATERIALS ARE USEFUL

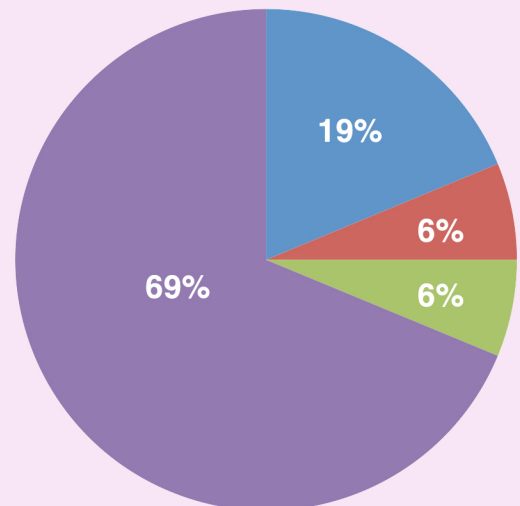
19%

DISAGREE THAT THE UCREATE
WEBSITE IS USEFUL

93%

REQUIRE NO ADDITIONAL HELP
WITH UCREATE TASKS

DID YOU SEEK FURTHER SUPPORT?



■ DID NOT SEEK FURTHER SUPPORT
■ IS HELPLINE
■ IS HELPDESK
■ OTHER

TODAY I USED...

"GUILLOTINE"

"A4 PRINTER"

OTHER COMMENTS...

"GOOD SIMPLE SERVICE,
SELF EXPLANATORY"

RECOMMENDATIONS

- PROVIDE ADDITIONAL SCANNING FACILITIES (IN PROGRESS)
- IMPROVE ADOBE SOFTWARE OFFERING BY UPGRADING TO ADOBE CC
- MAKE SUPPORT MATERIALS MORE PROMINENT ON THE UCREATE WEBSITE
- CONTINUE PROVIDING A DIY SERVICE SUPPORTED BY SELF HELP MATERIALS
- CONTINUE DEVELOPING THE UCREATE / HELPDESK SUPPORT MODEL