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To: Heads of Computing/IT Services at selected institutions in Further, Higher Education and Research Councils sites

17 November 2003

Ref: Unit/Annual-1/2003

Dear Colleague,

Re: JISC Monitoring Unit Annual Survey of Network Infrastructure Services (2003)

The JISC Monitoring Unit undertakes annual surveys of the JISC-funded network infrastructure services (the JANET network and other ancillary services provided by UKERNA, and JISCmail), inviting approximately one third of Higher and Further Education institutions, and the Research Council sites, to participate each year.

Your institution has been randomly selected for participation this year and it is vital that the views of your institution are recorded. Feedback from this survey is used by the JISC and the JISC Committee for Networking (JCN) to shape future development of the network infrastructure services.

We would appreciate your assistance in completing a questionnaire and returning it by Friday 19 December 2003.

Downloadable copies of the survey can be found on our website. We would, however, appreciate that where possible you use the online survey facility that has been provided. Further information, and downloads, are available at <http://www.mu.jisc.ac.uk/surveys/>, where a link to the online survey web site can also found. Please contact us should you prefer to receive a printed copy of the questionnaire.

While we are aware that in many institutions senior staff will need to delegate completion of the separate sections of this survey, we would appreciate your help in collating such responses before submitting them to us.

Confidentiality: Please note that neither you, nor your institution, will be named in any reports or documentation arising from the survey without your permission. All data will be held in compliance with the Data Protection Act (1998).

Completed downloaded surveys may be returned to us electronically via email to:

mu-survey@kent.ac.uk

Alternatively, printed copies may be posted to us at:

JISC Monitoring Unit (surveys)
Templeman Library
University of Kent
Canterbury
Kent
CT2 7NU

Reports on user surveys from the Monitoring Unit are made available on the Unit's web pages where possible.

Yours faithfully,

Dr Ian Cooper
Manager, JISC Monitoring Unit