



# **SAGE Analytical Environment User Survey: Results Report**

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**Policy Wise**  
for Children & Families

# 1. Introduction

The SAGE Analytic Environment (SAGE AE) user survey consisted of 6 Likert response scales of various aspects of the SAGE AE and the effects that SAGE had on users’ overall skillset as a researcher. The Likert responses were ordered from 1 to 5, with 5 meaning ‘very satisfied’ or ‘strongly agree’ depending on the context of the question. There were also a number of comment fields attached to each question where users could provide more detail on their responses.

The survey was sent to all fifteen users of SAGE AE. Of these, ten users sent a response to the survey resulting in a response rate of 66%.

# 2. Results & Discussion

This analysis has broken the Likert responses into 2 graphs. The first set deals with the users’ assessment of the actual SAGE AE. The second set of graphs relates to users perceptions of SAGE within the research context and how SAGE has helped them as a researcher. In terms of the user comments, various themes within the responses could appear in more than one question’s answers. So rather than summarize each question’s comments separately, comments were tallied according to theme.

## 2.1. SAGE AE Experience

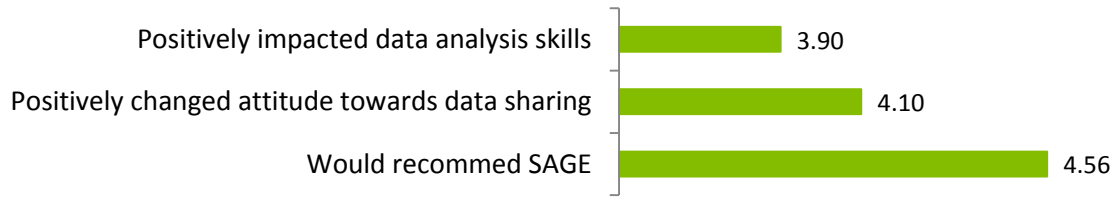


Based on the users’ responses there was an overall rating of SAGE of 4 out of 5. The experience of using the analytic environment was rated 3.89 out of 5. This was attributed to various aspects of the analytic environment. Based on user comments this could be attributed to:

- 30% of users appreciated the ability to be able to perform analysis at a distance and not be tied to a computer lab.
- 30% of respondents reported that the environment was sometimes slow.
- 20% of respondents wished they had more control over changing passwords.
- 40% of respondents found the dual authentication login process tedious.
- 20% of respondents wanted the ability to run two statistical packages simultaneously within the analytic environment.

Lastly, SAGE users rated the customer service experience a 4.9 out of 5 – all except one respondent gave the team a 5 out of 5. Comments were attributed to the overall responsiveness of the SAGE team in handling technical questions, data access, and communicating with the SAGE users. Overall, within the comment boxes, 70% of respondents had positive things to say about the SAGE team’s customer service.

## 2.2. SAGE from a Researcher's Perspective



When asked if they would recommend SAGE to other researchers, SAGE AE users gave an average response of 4.56, with 5 being 'strongly agree'. An average response of 4.1 was given in response to SAGE positively changing their attitude towards data sharing. An average response of 3.9 was given when asked if SAGE had positively impacted users' data analysis skills.

Comments related to these questions:

- 30% of users would like to see SAGE host more datasets in the future.
- 10% (1 user) had positive things to say about the quality of the SAGE metadata.



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