

# The Classroom of the Future: Improving Digital Solutions in Education

SURVEY REPORT 2019

 Windows 10

Survey Partners

 DELL EMC



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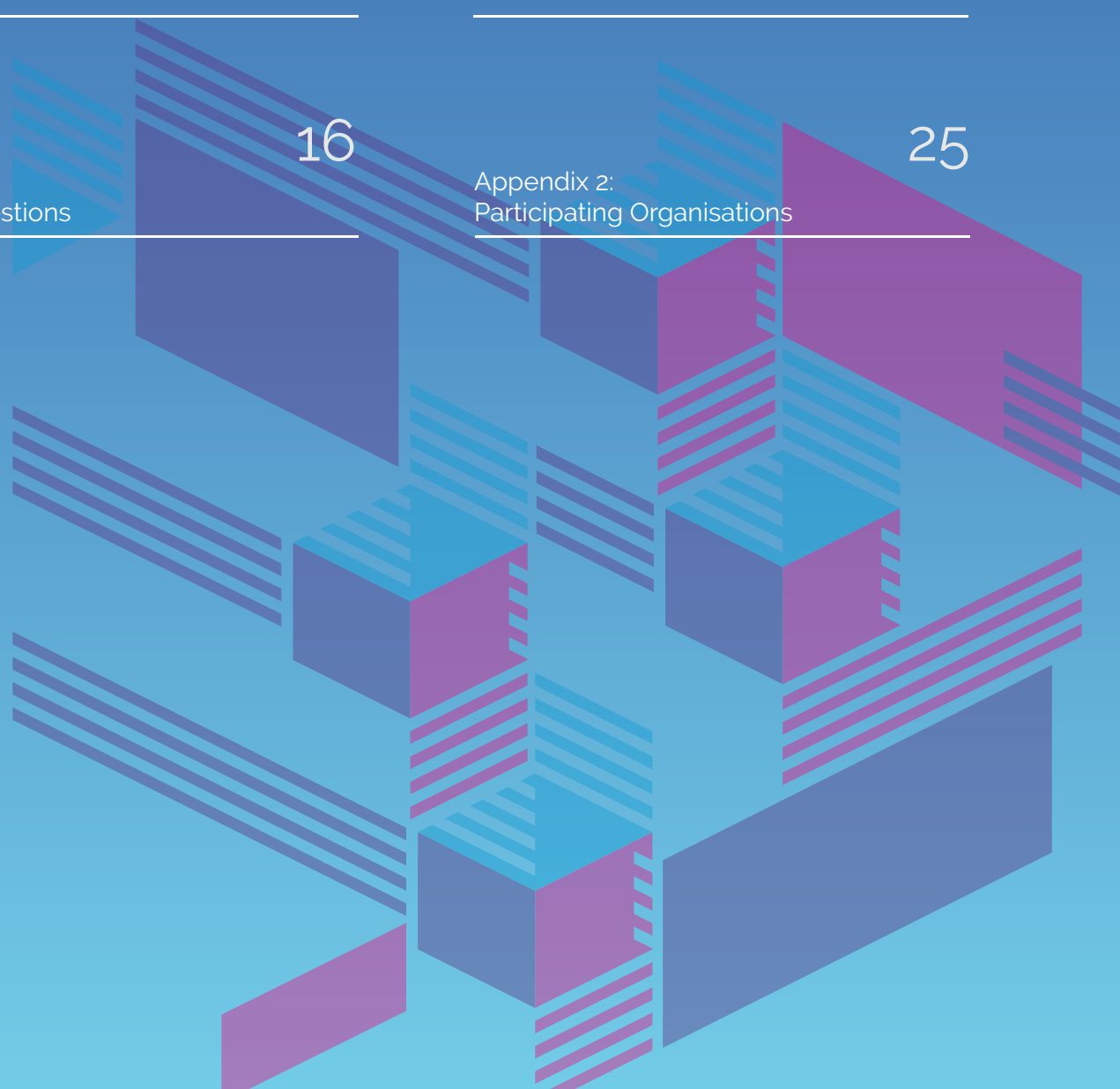
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# INTRODUCTION

Today's world is digital. We see artificial intelligence (AI) being introduced into our day-to-day lives, we store all our information in the cloud, and schools are increasingly introducing the use of tablets and smart devices into the classroom.

With this increasingly dependence on digital technology comes a fundamental shift in the way we both live and work, and the challenge is now on the education sector to ensure that the next generation is prepared. As 'digitally native' children move through education, schools and colleges across the UK must ensure they are ready for the increasingly digitally dependent society of the outside world.

The challenge now is to make the most of resources under strict budgets. Recent analysis from the Institute for Fiscal Studies found that spending per pupil in England's schools had fallen in real-terms by 8% since 2010<sup>1</sup>. This, the IFS said, was largely due to cuts to local authority and sixth form

funding and a rising number of pupils entering education. In response, Geoff Barton, the leader of the ASCL Head Teacher's union, said that as a result of the fall in spending, schools had had no choice but to cut back on what they were able to offer pupils.

At the same time, schools and colleges must be ever mindful of the increasing cybersecurity challenge and the need to safeguard children and their data. In their updated guidance following the implementation of the General Data Protection Regulation (GDPR), the Information Commissioner's Office (ICO) has released specific guidelines on the protection of school and education data, including pupil's personal information, photography in school, exam results and – crucially – considerations to take into account when implementing new technologies such as Cloud and Bring Your Own Device (BYOD)<sup>2</sup>.

Yet the role of digital technology in not only preparing students for the future, but also improving the way in which they learn, is undisputed. A recent study has found that the vast majority of teachers (a staggering 96%) believe technology has had a positive impact on the way pupils participate and learn in their lessons, and a further 56% believe these pupils are noticeably more engaged when technology is used<sup>3</sup>.

With this in mind, iGov Survey have now partnered with leading technology experts, Dell EMC and Microsoft, to examine the nature of digital technology in education and how schools and colleges are moving toward the 'Classroom of the Future'. In this report, we consider:

- the technology trends that are forming part of education strategies for the coming years;
- how confident schools and colleges are that they are prepared and able to adopt the latest developments in technology; and
- the barriers and challenges they face as they look to modernise, and crucially, the opportunities and benefits they expect to see as a result.

## ABOUT DELL EMC

Dell EMC and Microsoft helps drive education transformation, from developing the vision to enabling the transformative process. Whether support is needed end to end, or with specific elements along the way, Dell EMC and Microsoft provide the educational products and services to help schools improve student outcomes.

Digital Transformation isn't just about technology, it's about empowering learning in ways never before imagined.

**Visit:** [www.dell EMC.com/gb/school](http://www.dell EMC.com/gb/school)

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 **Windows 10**

1. <https://www.bbc.co.uk/news/education-44794205>

2. <https://ico.org.uk/for-organisations/education/>

3. <https://edtechnology.co.uk/Article/g6-of-teachers-say-tech-has-a-positive-impact-on-education/>

# SURVEY METHODOLOGIES AND RESPONDENTS' PROFILE

This survey was conducted by iGov Survey in partnership with Dell EMC and Microsoft. The project ran from Tuesday 13 November 2018 to Thursday 7 December 2018.

Survey respondents represented a broad cross-section of roles across the education sector. This included: Business Development, Business Management, Chief Executive/Deputy, Customer Services, Digital, Education, Education, E-Government, Finance Management, General Manager, Head teacher, Head teacher, IT Management, IT Technical Lead, Marketing Communications, Operations, Public Relations, Quality Assurance, Senior Manager, Strategy, Technical Services, Technical Services, and Training.

166 individuals took part in our survey, representing 158 unique organisations across education. There was no inducement to take part in the survey, and Dell EMC and Microsoft were not introduced as the survey partners.

The results displayed throughout this report are based on those who fully completed the questionnaire and are displayed as a percentage of this group, unless explicitly stated otherwise.

# KEY FINDINGS

## 1. Improving student outcomes

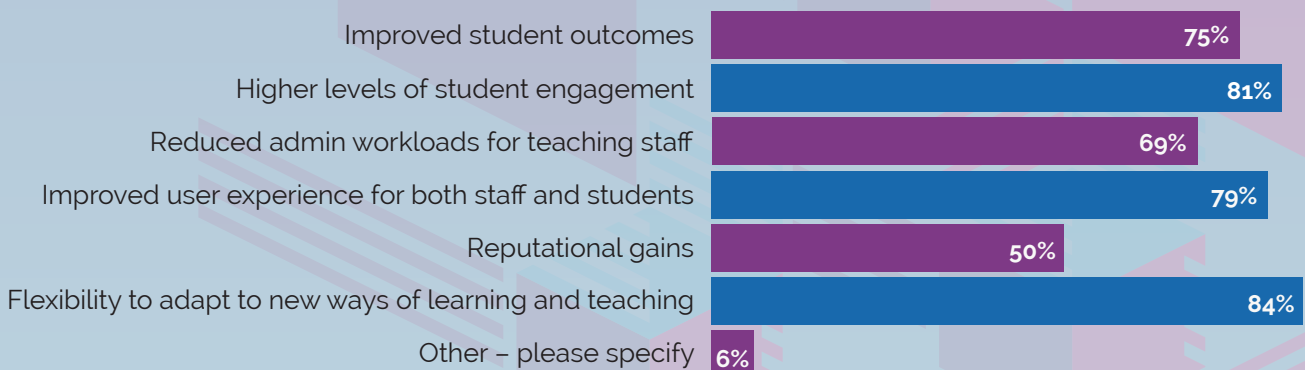
### 1.1 Three-quarters of participants believe they can improve student outcomes by embracing newer, more modern digital technology in the classroom

There is a clear understanding across the education sector of the role that digital technology plays in improving student outcomes. When asked what benefits such technology could bring to their institutions, participants selected a wide variety of

different areas they believe would be improved, including the flexibility to adapt to new ways of learning and teaching, higher levels of student engagement (81%), and an improved user experience for both staff and students (79%).

**Figure 1:**

**What benefits do you believe your school could achieve by embracing newer, more modern digital technology in the classroom?**

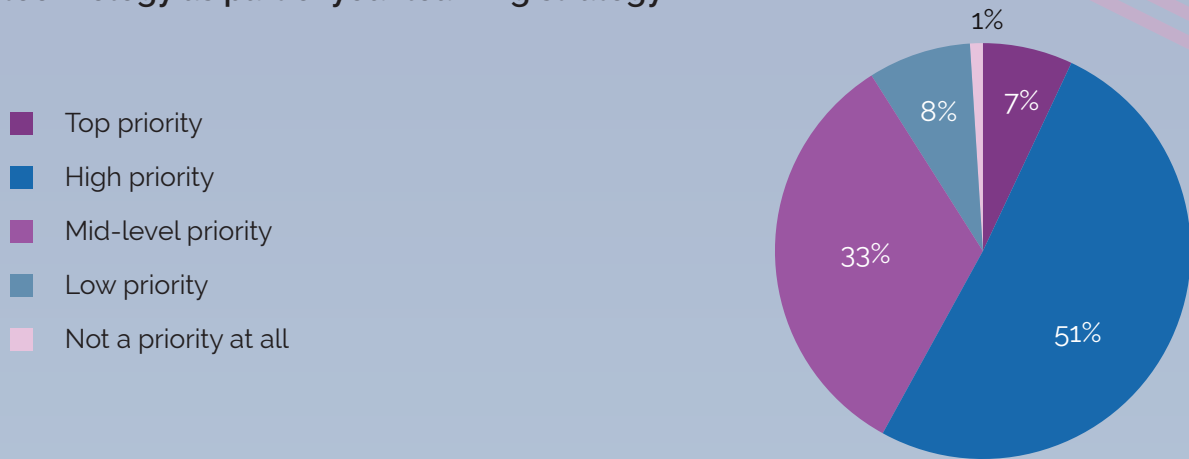


It is encouraging to see participants aware of such a diverse range of benefits that come hand in hand with the use of digital technology in the classroom, and even more so to note that these findings are further supported by 58% of

participants who report that the use of IT and digital technology with their learning strategies is of either a top priority or high priority. Moreover, an additional 33% rank it as a mid-level priority.

Figure 2:

What level of priority is placed in your school on the use of IT and digital technology as part of your learning strategy?



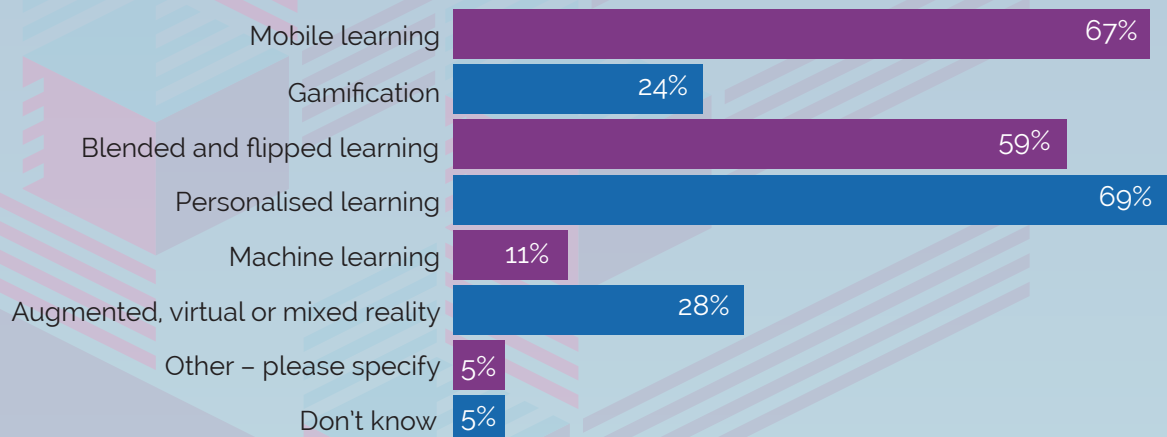
## 1.2 Schools are adopting various new technology trends as a means of modernising their education strategies

Over two-thirds of our participants (69%) are looking at introducing more personalised learning through technology, closely followed by a further 67% who aim to embrace mobile learning.

Blended and flipped learning is also a highly ranked trend across participants (59%), whilst areas such as gamification (24%) and machine learning (11%) rank much lower.

Figure 3:

Of the following list, what technology trends currently form part of your education strategy? Please tick all that apply.



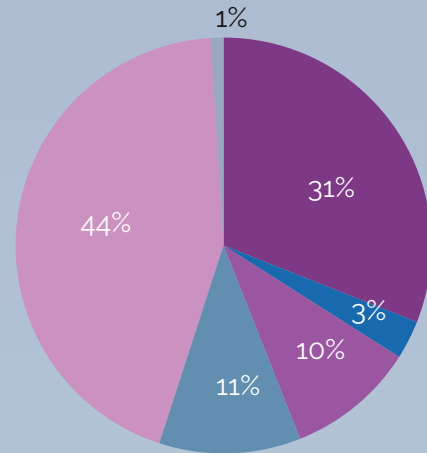
Interestingly, despite the focus on mobile learning, it seems that many participants aren't prioritising a Bring Your Own Device (BYOD) policy. Just 31% operate a policy

for both staff and students, with just 3% operating a policy for staff and 10% a policy for students.

Figure 4:

Does your school currently operate a Bring Your Own Device (BYOD) policy?

- Yes, for both staff and students
- Yes, for staff only
- Yes, for students only
- No, though we will be implementing a policy soon
- No plans to introduce
- Don't know



### 1.3 Collaboration is key area of focus for the majority of our survey participants, though many are still using more traditional methods

Collaboration amongst teaching staff is adopted almost universally across our survey participants (97%), closely followed by student collaboration (80%) and administration staff (72%). Whilst this is good to note, when we look

at the ways in which this is being achieved, many are still using more traditional methods, such as email (87%). In fact, just 32% are using digitally enabled study rooms, whilst just 29% have adopted online forums or webinars, or live video chat sessions.

Figure 5:

For which of the following groups do you provide technology to enable collaboration?

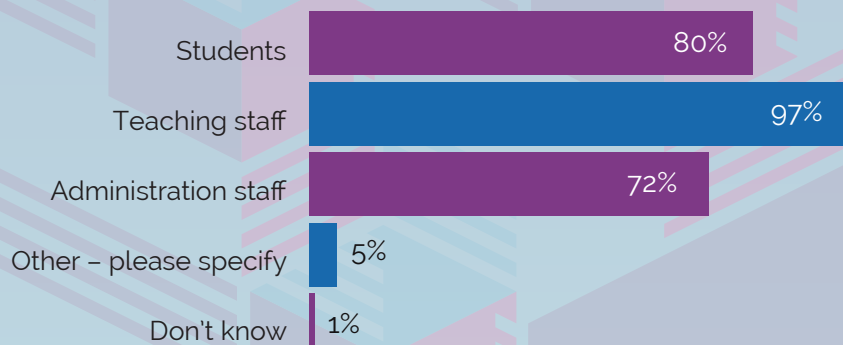
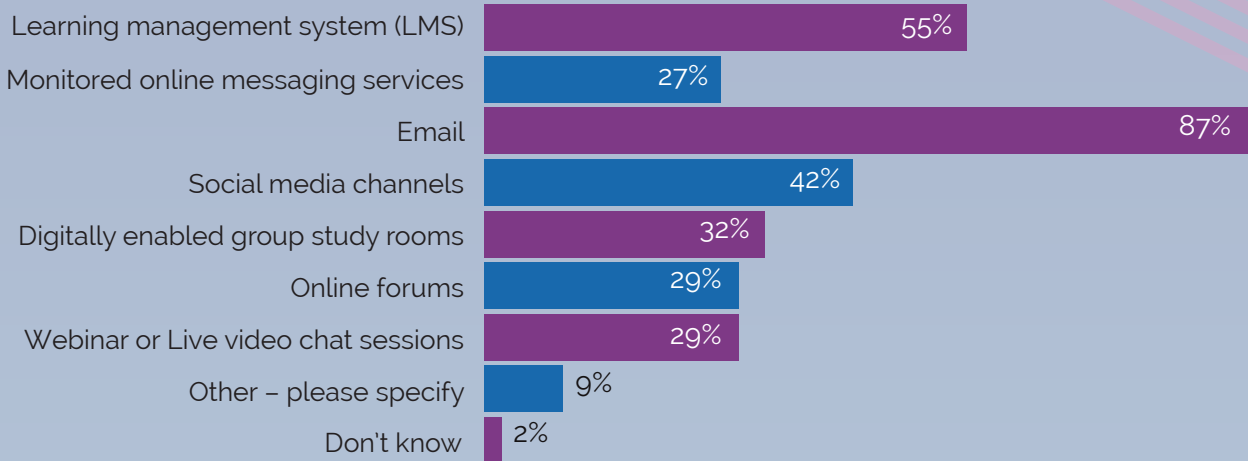




Figure 6:

In which of the following ways do you currently enable collaboration? Please tick all that apply.



Furthermore, just 36% of participants are actively putting plans in place to redesign learning spaces with technology to enable collaborative learning within their schools. This suggests that many are

missing out on a more effective and collaborative approach to teaching, with 52% not considering plans and a further 12% unsure.

Figure 7:

Does your school have any plans to redesign learning spaces with technology to enable collaborative learning?

**36%**

Yes

**52%**

No

**12%**

Don't know

## 2. Meeting the challenge of security and budget

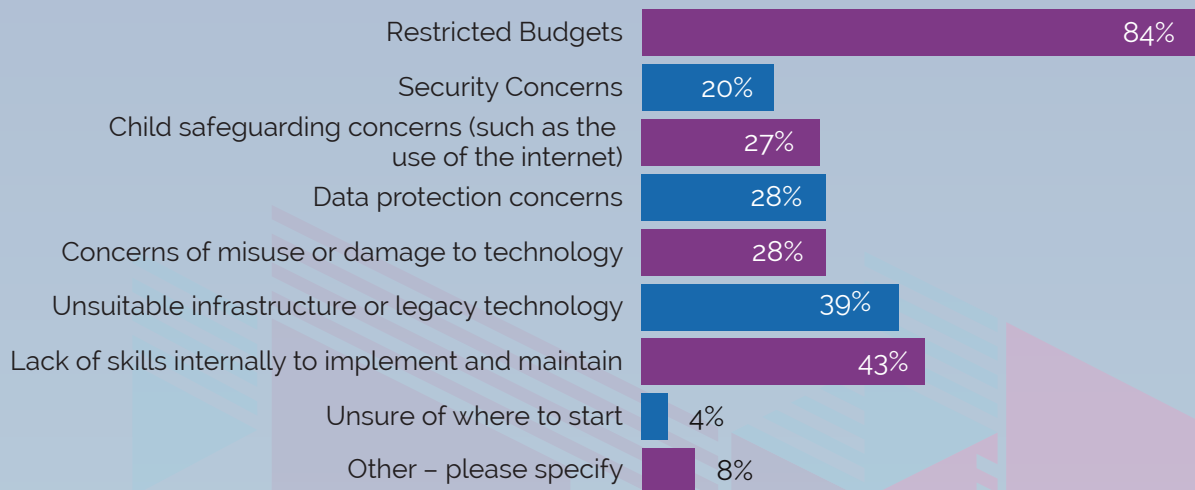
### 2.1 Budgets remain a key concern for those looking to embrace digital technology in the classroom

It is really no surprise that 84% of those who took part in the survey say that restricted budget is the main problem they are facing when it comes to digital technology being introduced into the classroom. Moreover,

almost half (43%) record a lack of skills internally is a main concern, which suggests a need across the sector to look at training and recruitment needs when it comes to modernising their learning environments.

Figure 8:

Is your school experiencing any barriers to increasing the use of digital technology in the classroom? Please tick all that apply.

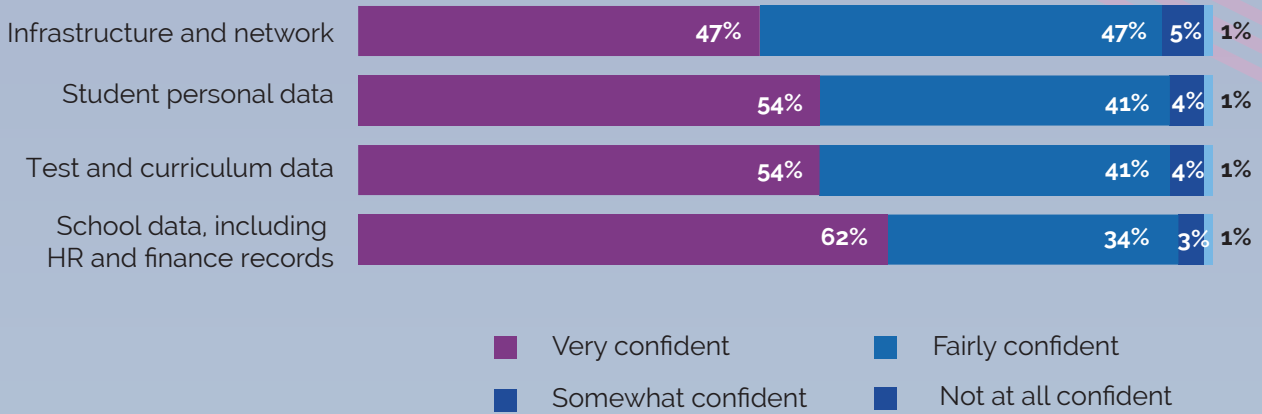


### 2.2 Just half of survey participants are confident that their sensitive data is secure

When we asked participants about their level of confidence when it comes to cyber security and their ability to effectively protect their data, less than half (47%) report that they are confident their data is safe. While it is

good to see that 54% are very confident that student personal data is safe, this means that 46% are unsure. In fact, participants are most confident when it comes to school data, including HR and finance records (62%).

**Figure 9: How confident are you that your school's data protection and cyber security strategy is able to effectively protect the following?**



Interestingly, thinking about the way in which participants can improve data security, just over a third (35%) are thinking of adopting or migrating their solutions to the cloud. This is

despite industry experts suggesting that school data could be moved to the cloud as a means of reducing the risk of data theft or hacking.

**Figure 10:**

**For which of the following reasons is your school considering adopting or migrating to Cloud technology?**



### 3. Preparing for the 'Classroom of the Future'

#### 3.1 Schools are not confident that their infrastructure is prepared for the classroom of the future

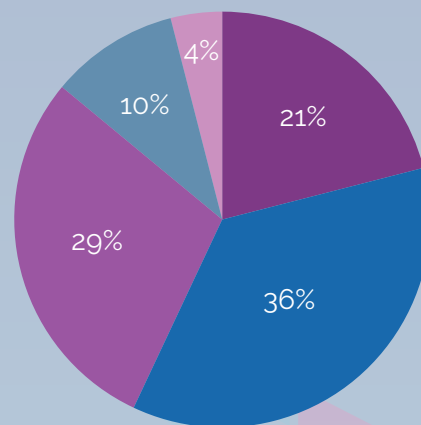
Given an awareness across the sector regarding the importance of digital technology in the classroom, it is perhaps surprising to note that just 21% of participants strongly agree that their school's

infrastructure is prepared to deliver tomorrow's technologies. 43% either disagree with this statement or are unsure of their school's preparation.

Figure 11:

Thinking about the way in which your school use digital technology to create the 'classroom of the future', to what extent do you agree with the following statement: I believe that our school's infrastructure is prepared to deliver tomorrow's technologies

- Strongly agree
- Disagree
- Agree
- Strongly disagree
- Don't Know

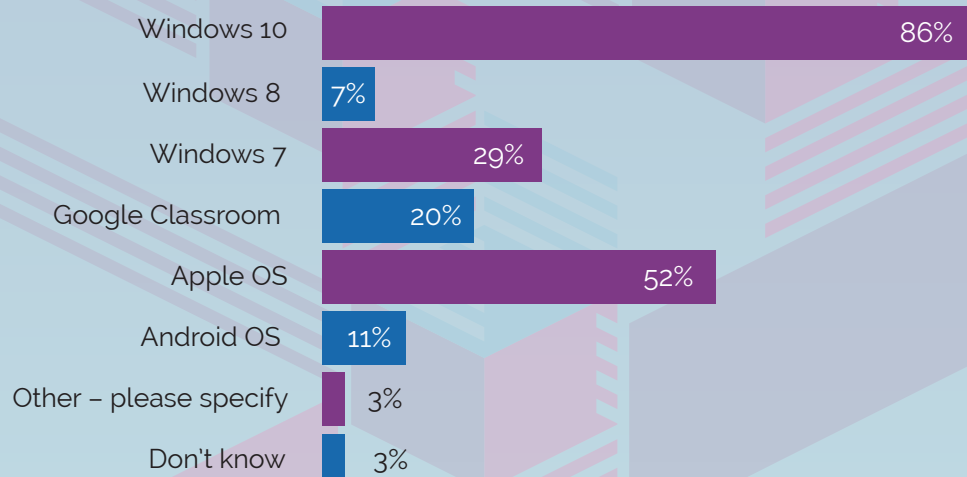


Surprisingly, just 29% of participants state that they were currently using Windows 7 within their school, with the vast majority reporting that they use Windows 10 (86%). Whilst this is encouraging to see, it has been suggested by industry experts including Microsoft that the

percentage of those still dependent on legacy operating systems such as Windows 7 is much higher than this, which in turn runs the risk of increased vulnerability to hacking as well as increased operational costs.

FIGURE 12:

Currently, which of the following operating systems does your school use? Please tick all that apply.



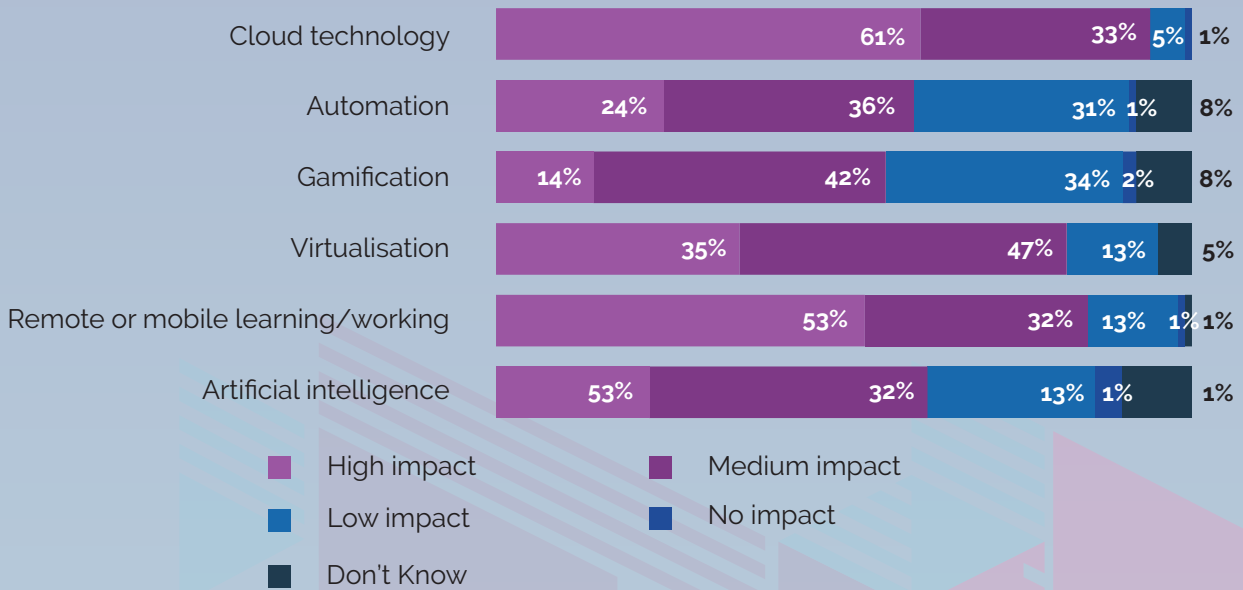
### 3.2 Cloud technology is seen as having the highest impact on schools of the future

When asked about the new technology they feel will have the largest impact on schools in the future, cloud technology is seen as being the most crucial – 61% believe this will have a high impact in the sector, with a further third (33%) stating there will be a

mid-level impact. Interestingly, following this closely is remote and mobile learning or working, with 53% expecting a high-level impact and a further 32% a mid-level impact.

Figure 13:

Looking at the adoption of new technologies across the education sector, how much of an impact do you believe the following technologies will have on schools?

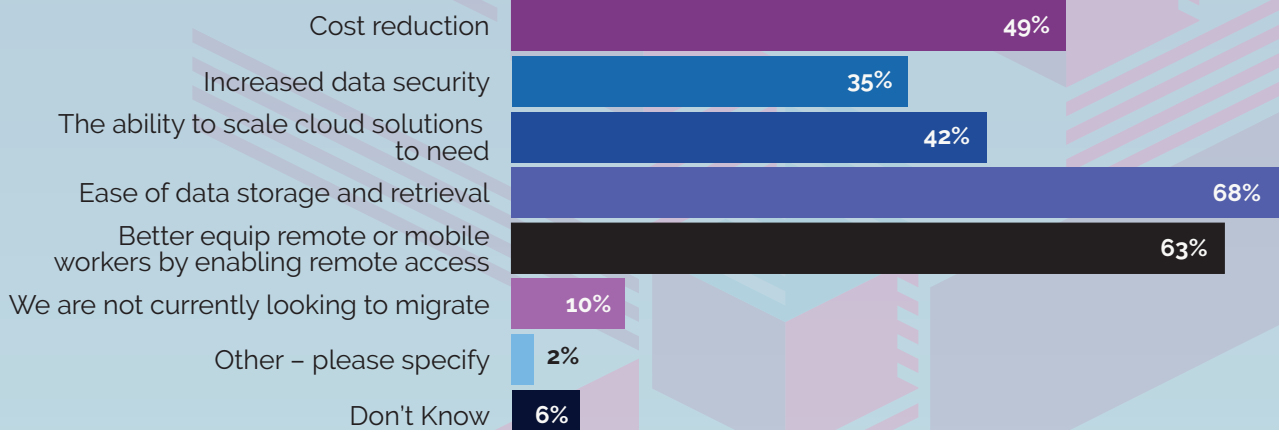


Thinking about the reasons for which schools are considering the adoption or migrating to cloud technology, the top ranked drivers are the ease of data storage and retrieval (68%)

and the ability to better equip remote or mobile workers by enabling remote access (63%). In fact, just 10% of participants are not looking to migrate to cloud technology at all.

Figure 14:

For which of the following reasons is your school considering adopting or migrating to cloud technology?



# CONCLUSION

*By Dell EMC UK Public*

Schools and colleges that adopt the latest digital technologies report an enhanced opportunity to deliver engaging learning experiences. Isn't that something we want all young people to benefit from? Other benefits included the flexibility to adapt to new ways of teaching, as well as the ability to improve the user experience for both teachers and students.

New generations should enter the workplace feeling ready to face the challenges and seize the potential of our increasingly digital world. And that starts in the classroom. The power of digital technology will only be realised when everyone is involved and, as we prepare to embrace the classroom of the future, it's never been more important to examine the role it plays in forming education strategies.

That's why educational institutions must work closely with IT leaders to build the infrastructure that's needed to deliver tomorrow's technologies. This survey found that access to modern digital technologies in the classroom boosts student engagement levels and outcomes. This is why it's essential that everyone keeps up with the rapid changes currently taking place.

Thankfully, education institutions are taking this seriously with the majority of survey respondents reporting that using IT and digital technology as part of their school's learning strategy was already a high priority.

Platforms such as Windows 10 – the most popular operating system according to the survey – provide students and teachers with a place to collaborate and explore. And although government spending cuts have at times halted progress, cloud technology continues to present a cost-effective and secure data storage solution. Almost two-thirds of respondents felt cloud technology will continue to have a 'high impact' on schools.

Overall, restricted budgets represented the biggest barrier to adoption, while an awareness of a lack skills internally confirms the need to provide teachers with the training they require to thrive in a digital learning environment. In addition, respondents who pointed to unsuitable infrastructure or legacy technology highlights the importance of keeping pace with hardware and software developments and ensuring devices are regularly updated.

There's no doubt that the technology trends we are witnessing today will require schools and colleges to adapt and modernise their approaches. This opens the door to greater collaboration between staff and students. The survey found over one-third of schools have plans to redesign learning spaces with technology to enable collaborative learning, while an overwhelming high proportion of teaching staff are currently using technology to enable collaboration.

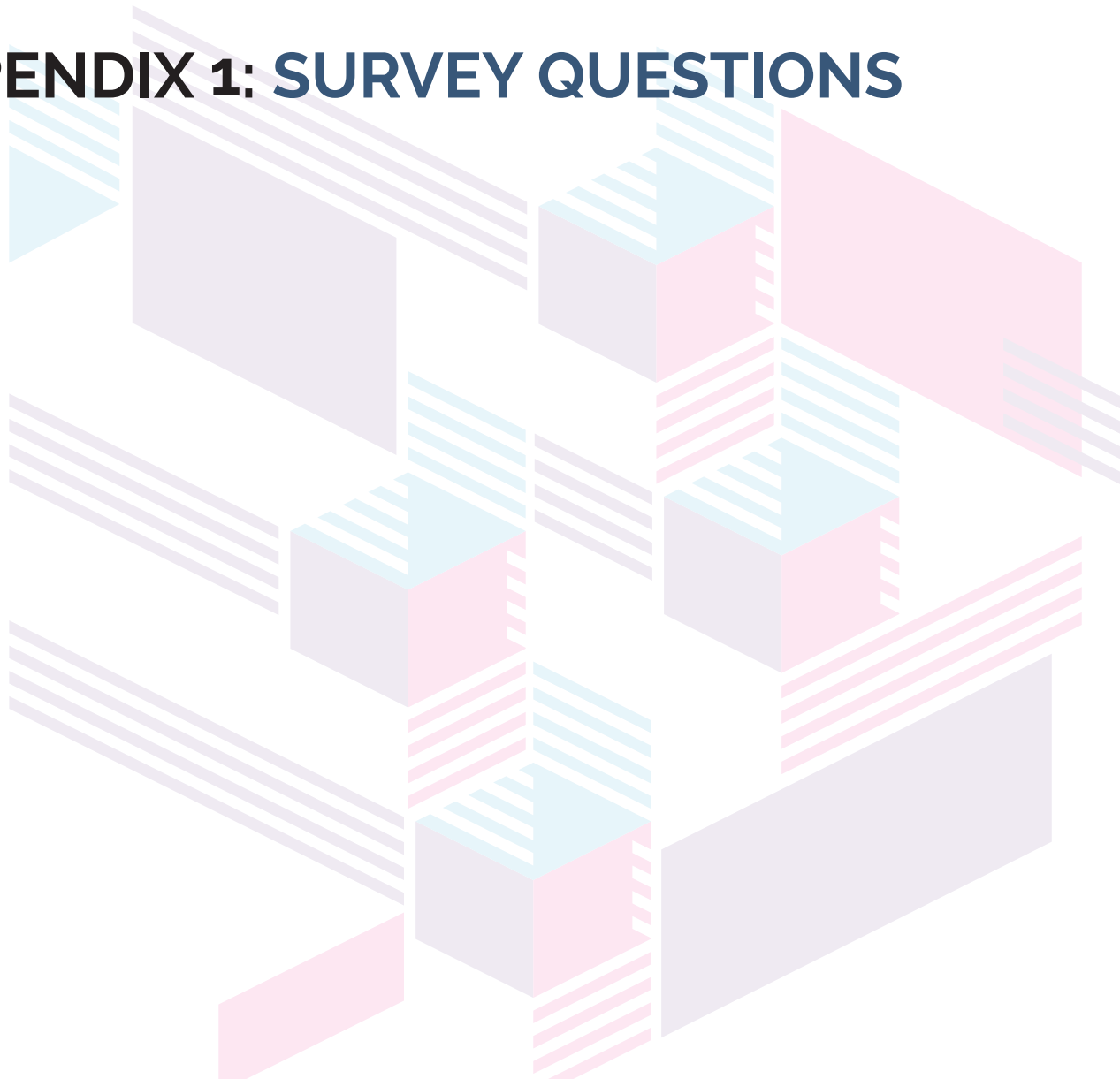
Similarly, a number of technology trends already form the basis of education strategies across the county. For example, respondents from the majority of schools and colleges we surveyed have embraced personalised and mobile learning.

Maintaining the focus on mobile learning, it's never been more important to establish policies that mitigate against the security risks introduced by BYOD practices. While 31% of those surveyed said there was a policy in place for both staff and students, an alarming 44% reported their school had no plans to introduce one.

Reviewing our survey's findings, it's clear the education sector is not immune to the seismic changes being brought about by advances in digital technology and that now is the time to review and respond to the opportunities and challenges ahead. We look forward to witnessing – and supporting – the evolution of digitally driven classrooms.



# APPENDIX 1: SURVEY QUESTIONS





### Grid

Thinking about the way in which your school uses digital technology to create the 'classroom of the future', to what extent do you agree with the following statements?

#### Question

I believe that the technology platforms our school uses will provide our students with the skills they will need in both their educational and working lives

Answer	Percent
Strongly agree	30%
Agree	52%
Disagree	14%
Strongly disagree	4%
Don't know	1%

#### Question

The technology we use ensures that we cater to the different learning styles of our students

Answer	Percent
Strongly agree	27%
Agree	55%
Disagree	12%
Strongly disagree	4%
Don't know	2%

#### Question

Our school has an effective strategy concerning the use of technology to prevent bullying

Answer	Percent
Strongly agree	31%
Agree	54%
Disagree	10%
Strongly disagree	1%
Don't know	4%

**Question**

I am confident that our school is able to protect all of our sensitive data

Answer	Percent
Strongly agree	41%
Agree	54%
Disagree	4%
Strongly disagree	0%
Don't know	1%

**Question**

I believe that our school's infrastructure is prepared to deliver tomorrow's technologies

Answer	Percent
Strongly agree	21%
Agree	36%
Disagree	29%
Strongly disagree	10%
Don't know	4%

**Grid**

Looking at the adoption of new technologies across the education sector, how much of an impact do you believe the following technologies will have on schools?

**Question**

Cloud technology

Answer	Percent
High impact	61%
Medium impact	33%
Low impact	5%
No impact	1%
Don't know	0%

### Question

#### Automation

Answer	Percent
High impact	24%
Medium impact	36%
Low impact	31%
No impact	1%
Don't know	8%

### Question

#### Gamification

Answer	Percent
High impact	14%
Medium impact	42%
Low impact	34%
No impact	2%
Don't know	8%

### Question

#### Virtualisation

Answer	Percent
High impact	35%
Medium impact	47%
Low impact	13%
No impact	0%
Don't know	5%

### Question

#### Remote or mobile learning/working

Answer	Percent
High impact	53%
Medium impact	32%
Low impact	13%
No impact	1%
Don't know	1%

**Question**

Artificial Intelligence

Answer	Percent
High impact	22%
Medium impact	40%
Low impact	24%
No impact	4%
Don't know	10%

**Question**

What level of priority is placed in your school on the use of IT and digital technology as part of your learning strategy?

Answer	Percent
Top priority	7%
High priority	51%
Mid-level priority	3%
Low priority	8%
Not a priority at all	1%
Don't know	0%

**Question**

Is your school experiencing any barriers to increasing the use of digital technology in the classroom? Please tick all that apply.

Answer	Percent
Restricted budgets	84%
Security concerns	20%
Child safeguarding concerns (such as the use of the internet)	27%
Data protection concerns	28%
Concerns of misuse or damage to technology	28%
Unsuitable infrastructure or legacy technology	39%
Lack of skills internally to implement and maintain	43%
Unsure of where to start	4%
Other - please specify	8%
Don't know	0%

### Question

What benefits do you believe your school could achieve by embracing newer, more modern digital technology in the classroom? Please tick all that apply.

Answer	Percent
Improved student outcomes	75%
Higher levels of student engagement	81%
Reduced admin workloads for teaching staff	69%
Improved user experience for both staff and students	79%
Reputational gains	50%
Flexibility to adapt to new ways of learning and teaching	84%
Other - please specify	6%
Don't know	0%

### Question

Of the following list, what technology trends currently form part of your education strategy? Please tick all that apply.

Answer	Percent
Mobile learning	67%
Gamification	24%
Blended and flipped learning	59%
Personalised learning	69%
Machine learning	11%
Augmented, Virtual or mixed reality	28%
Other - please specify	5%
Don't know	5%

### Question

Currently, which of the following operating systems does your school use? Please tick all that apply.

Answer	Percent
Windows 10	86%
Windows 8	7%
Windows 7	29%
Google Classroom	20%
Apple OS	52%
Android OS	11%
Other - please specify	3%
Don't know	3%

**Question**

Does your school currently operate a Bring Your Own Device (BYOD) policy?

Answer	Percent
Yes, for both staff and students	31%
Yes, for staff only	3%
Yes, for students only	10%
No, though we will be implementing a policy soon	11%
No plans to introduce	44%
Don't know	1%

**Question**

For which of the following groups do you provide technology to enable collaboration?  
Please tick all that apply.

Answer	Percent
Students	80%
Teaching staff	97%
Administration staff	72%
Other - please specify	5%
Don't know	1%

**Question**

In which of the following ways do you currently enable collaboration? Please tick all that apply.

Answer	Percent
Learning Management System (LMS)	55%
Monitored online messaging services	27%
Email	87%
Social media channels	42%
Digitally enabled group study rooms	32%
Online forums	29%
Webinar or Live video chat sessions	29%
Other - please specify	9%
Don't know	2%

**Question**

Does your school have any plans to redesign learning spaces with technology to enable collaborative learning?

Answer	Percent
Yes	36%
No	52%
Don't know	12%

**Grid**

How confident are you that your school's data protection and cyber security strategy is able to effectively protect the following?

**Question**

Infrastructure and network

Answer	Percent
Very confident	47%
Fairly confident	47%
Somewhat confident	5%
Not at all confident	1%

**Question**

Student personal data

Answer	Percent
Very confident	54%
Fairly confident	41%
Somewhat confident	4%
Not at all confident	1%

**Question**

Test and curriculum data

Answer	Percent
Very confident	54%
Fairly confident	41%
Somewhat confident	4%
Not at all confident	1%

**Question**

School data, including HR and Finance records

Answer	Percent
Very confident	62%
Fairly confident	34%
Somewhat confident	3%
Not at all confident	1%

**Question**

For which of the following reasons is your school considering adopting or migrating to Cloud technology? Please tick all that apply.

Answer	Percent
Cost reduction	49%
Increased data security	35%
The ability to scale cloud solutions to need	42%
Ease of data storage and retrieval	68%
Better equip remote or mobile workers by enabling remote access	63%
We are not currently looking to migrate	10%
Other - please specify	2%
Don't know	6%





## **APPENDIX 2: PARTICIPATING ORGANISATIONS**



### Colleges of Further Education

Abingdon And Witney College Barnet and Southgate  
 College Bedford College  
 Birmingham Metropolitan College Blackpool and the  
 Fylde College Bridge College  
 Bridgwater & Taunton College  
 Brighton, Hove & Sussex Sixth Form College Coleg  
 Gwent  
 Coleg y Cymoedd  
 Derwentside College  
 Eastleigh College  
 Gower College Swansea  
 Heart of Worcestershire College  
 Hertford Regional College  
 Joseph Chamberlain Sixth Form College King Edward VI  
 College  
 Kingston Maurward College  
 Leyton Sixth Form College  
 Nescot  
 New College Durham  
 Newham College  
 North Warwickshire and Hinckley College North West  
 Regional College  
 Northern Regional College  
 Richard Taunton Sixth Form College Richmond Adult  
 Community College Riverside College  
 Solihull College  
 South and City College Birmingham  
 South Lanarkshire College  
 South Leicestershire College  
 Stephenson College  
 Suffolk New College  
 The Isle Of Wight College  
 The Oldham College  
 West College Scotland  
 Weston College  
 Worthing College

### Independent Schools

Alton School  
 Ashford School  
 Beechwood Park School Bickley Park School Bourne-  
 mouth Collegiate School Brooke House College Broom-  
 wood Hall School  
 Bruton School for Girls Cambridge Tutors College  
 Caterham School  
 Craigclowan School  
 Cranleigh School  
 Cranmore Preparatory School Crosfields School  
 Dean Close School  
 Denstone College  
 Ditcham Park School d'Overbroeck's College  
 Dulwich Preparatory School Giggleswick School  
 Handcross Park Preparatory School Headington School  
 Highfield School  
 Hornsby House School  
 International School of Aberdeen Kimbolton School  
 King Edward VI School  
 King Edward's School  
 King's College Taunton  
 Lincoln Minster School

Lord Wandsworth College  
 Mayfield School  
 Northampton High School  
 Norwich High School for Girls GDST Prior Park College  
 Prior's Field School  
 Reeds School  
 Sidcot School  
 St John's School  
 St Joseph's School  
 Stroud School Ltd  
 The Cavendish School  
 The Chorister School  
 The King's School  
 The Loddon School  
 Wellington College  
 Woldingham School

### Primary Schools

Acorns Primary School  
 Annesley Primary and Nursery School  
 Bickleigh Down Church of England Primary School Bursted  
 Wood Primary School  
 Coychurch (Llangrallo) Primary School Featherstone All  
 Saints CofE Academy  
 Grasmere CofE Primary School  
 Great Binfields Primary School  
 Kimbolton Primary Academy  
 Lanivet Community Primary School  
 Litchard Primary  
 Malvern Wyche CofE Primary School  
 Marden Primary School  
 Middleton-in-Teesdale Nursery and Primary School Milford  
 Junior School  
 Millbrook Community Primary School  
 Myrddin C.P. School  
 Pace  
 Presentation Primary School  
 Spon Gate Primary School  
 Springfield Community Primary School  
 St Bernadette's Catholic Primary School  
 St Mary's Catholic Primary School  
 St Mary's Catholic Primary School, Maidenhead  
 St Padarns R.C.P. School  
 St Peter's CofE Primary School  
 Staples Road Junior School  
 Tarpurley CofE Primary School Western Primary School

### Secondary Schools

Abbey Grange Church of England Academy Abraham  
 Darby Academy  
 ACE Schools Plymouth  
 Addington School  
 Belfast Boys' Model School Billing Brook Special School  
 Blenheim High School Brannel School  
 Bridgewater High School  
 Brookfield Community School  
 Chailey Heritage School  
 Cheslyn Hay Sport and Community High School Chipping  
 Sodbury School  
 Chosen Hill School Edgbarrow School  
 Grove Park School

Hall School  
Hazlehead Academy  
High Weald Academy Inverkeithing High School John  
Masefield High School Kenton School  
Lexden Springs School  
Lincoln Christ's Hospital School  
Lord Williams's School  
Lostock College  
Lumen Christi College  
Meldrum Academy  
Mont l'Abbe School  
Moulsham High School  
Northfield Academy  
Ralph Allen School  
Rossington All Saints Academy  
Skinners' Kent Academy  
St Francis Special School  
St Laurence School  
St Paul's School for Girls  
St Peter's Academy  
The Bishops' Blue Coat Church of England High School  
The Derby High School  
The Fountains High School  
The Ladies' College  
The Milestone School  
The Ockendon Academy  
The West of England School and College Thomas Mills  
High School  
Three Ways School  
Trinity Academy Halifax  
Twynham School  
Westlands School  
William Brookes School  
Wycombe High School

**Other**

E-ACT  
Treloar Trust



## ACKNOWLEDGEMENTS

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