



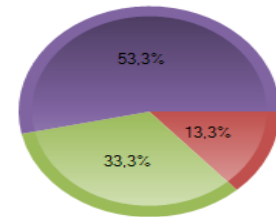
THE *KNOWLEDGE HUB*
**SUMMARY OF THE ONLINE SURVEY ON THE USE
BY PROFESSORS OF ICN BUSINESS SCHOOL**
June 2023

FACULTY AND RESEARCH DEANSHIP

A. How important is the Knowledge Hub to your research/teaching?

	Frequencies	% Obs.
Not important	0	0%
Slightly important	4	13,3%
Somewhat important	10	33,3%
Very important	16	53,3%
Total	30	100%

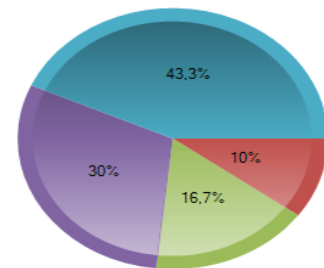
■ Slightly important
■ Somewhat important
■ Very important



B. How often do you use Knowledge Hub services?

	Frequencies	% Obs.
Never	0	0%
Rarely	3	10%
Occasionally	5	16,7%
Quite often	9	30%
Very often	13	43,3%
Total	30	100%

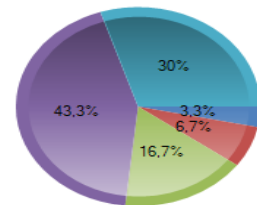
■ Rarely
■ Occasionally
■ Quite often
■ Very often



C. Access to electronic resources via the Knowledge Hub (databases, e-books, online press, etc.) is:

	Frequencies	% Obs.
Very complicated	1	3,3%
Rather difficult	2	6,7%
Requires assistance	5	16,7%
Very easy and intuitive	13	43,3%
Relatively easy	9	30%
Total	30	100%

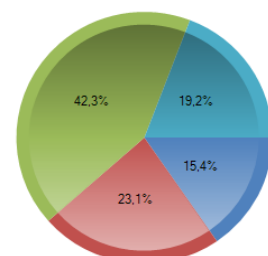
■ Very complicated
■ Rather difficult
■ Requires assistance
■ Very easy and intuitive
■ Relatively easy



D. Are the Knowledge Hub tutorials useful to you?

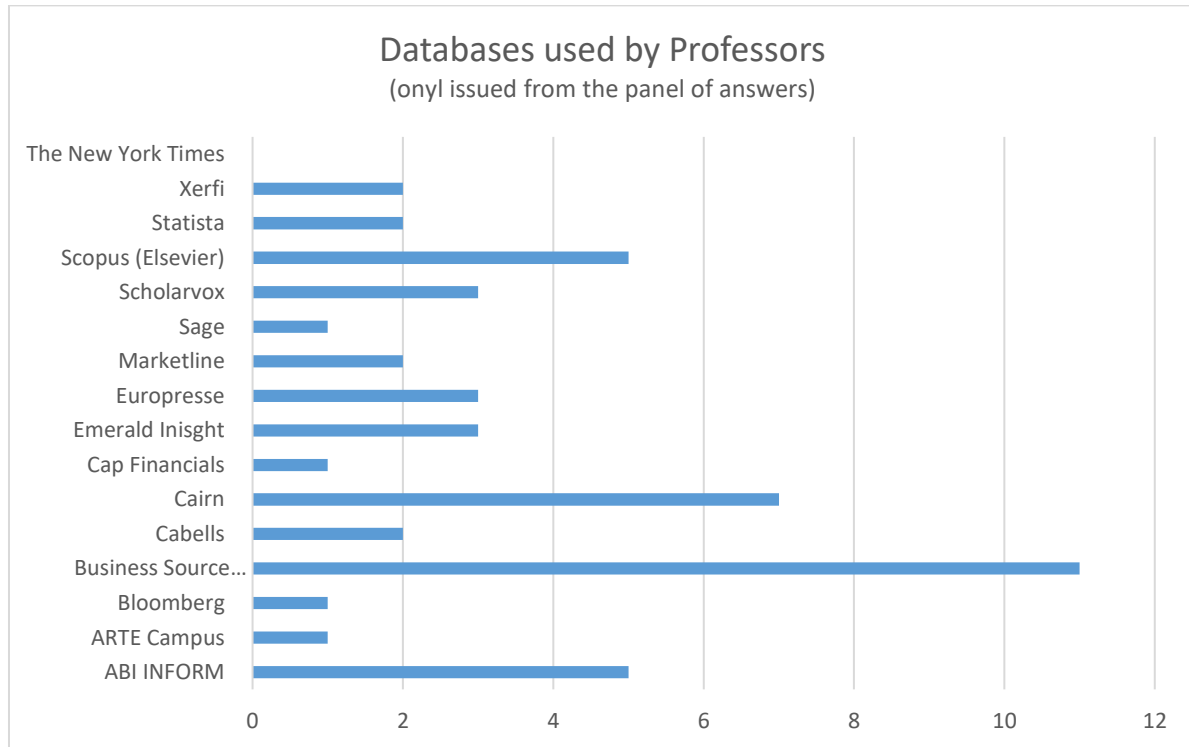
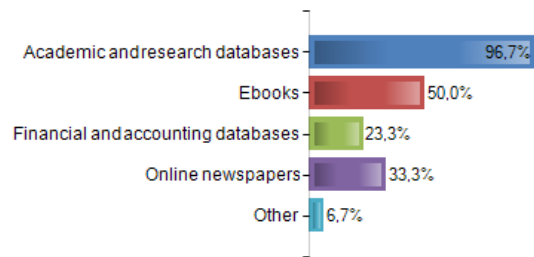
	Frequencies	% Resp.
Not at all	4	15,4%
Rather no	6	23,1%
It depends	11	42,3%
Rather yes	0	0%
Absolutely	5	19,2%
Total	26	100%

■ Not at all
■ Rather no
■ It depends
■ Absolutely

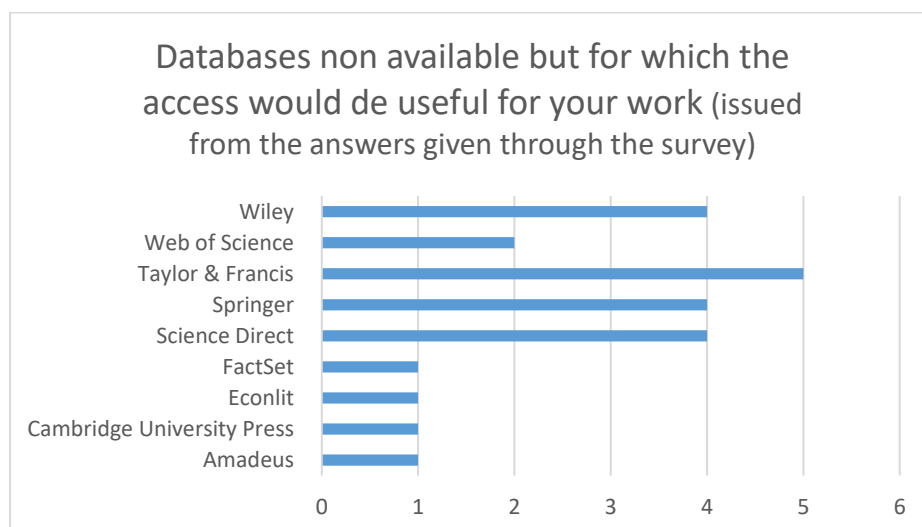


E. Which Knowledge Hub databases do you use for your research/teaching?

	Frequencies	% Obs.
Academic and research databases	29	96,7%
Ebooks	15	50%
Financial and accounting databases	7	23,3%
Online newspapers	10	33,3%
Other	2	6,7%
Total	30	



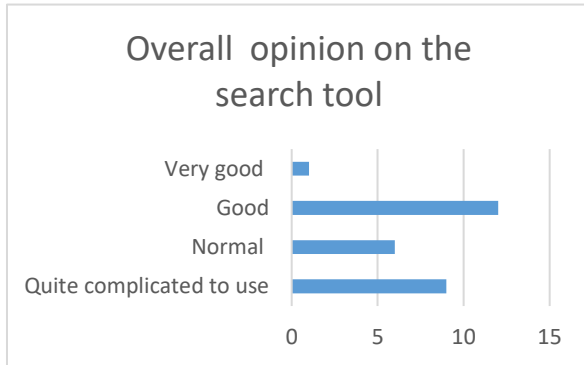
F. What databases do you not currently use but would find potentially be useful for your work ?



COMMENTS ON THIS QUESTION :

- Several of your comments indicate that the *Knowledge Hub's* databases are incomplete (for example, the absence of *Web of Science*, a precious database in management and several other disciplines -though, available through the UL).
- It is also specified that for a certain number of academic journals or newspapers, the duration of accessibility is limited, or access to a large part of the articles is not authorized and certain journals are not available (below a few examples mentioned :
 - many of the Academy of Management and Association of Information Systems journals require membership of their communities in order to consult them.
 - *ICN Business School* subscribes to EBSCO, but many articles on EBSCO remain unavailable).
 - Difficulties using *Europresse* (the search engine is not very intuitive and articles are hard to find).

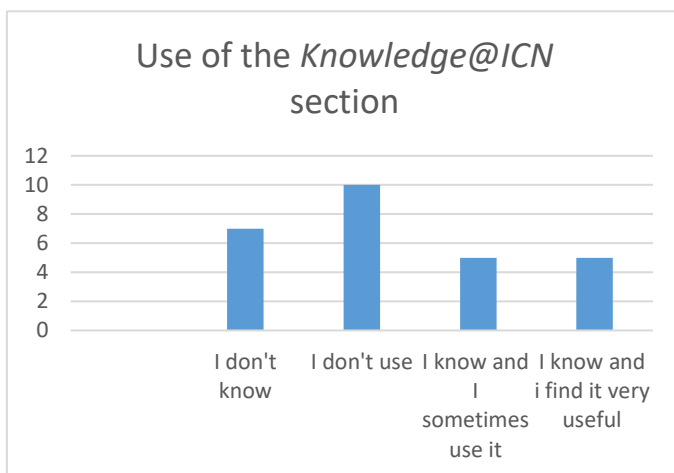
G. What is your opinion about the Knowledge Hub search tool ?



COMMENTS :

- In your answers, it appears that the *Knowledge Hub* search engine could be improved (many of you choose alternative access modes to the *Knowledge Hub* to access company searches), in order to :
 - Make it more practical and easier to use.
 - Improve search results (for example: it's not always easy to find the ebooks available in the *ICN Business School* collections).
 - Solve access and display problems that differ from browser to browser (fewer problems with *Firefox*).

H. Do you use Knowledge@ICN ?



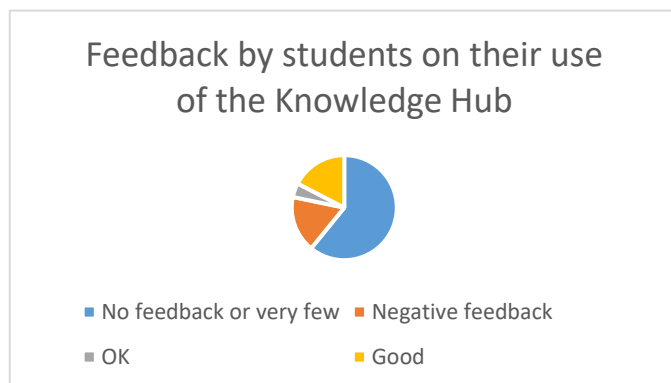
ADDITIONAL COMMENTS IN RESPONSE TO THIS QUESTION:

- Perhaps too much information.
- Intuitive, well-stocked page providing information on publication policies and scientific events.

I. What is the feedback of your students on their use of the Knowledge Hub ?

YOUR COMMENTS :

- Some of you report having received little feedback from students on their use of the Knowledge Hub, no doubt partly because it appears that students use it very little.
- Students also don't understand why they can't download or access certain references on the Knowledge Hub.
- You identify a communication challenge (understanding that this tool can be useful), as well as a training challenge (knowing how to use it). It is suggested that this culture be further developed within the School (proposal made: provide training for all newcomers, depending on their level).
- Information mentioned: the Knowledge Hub is a very good tool for EMBA students, as it is used intensively for all modules.



- A question was raised about the number of simultaneous accesses to *Europresse* (restrictive access does not allow use during a course).

J. What is your overall opinion on the Knowledge Hub ?

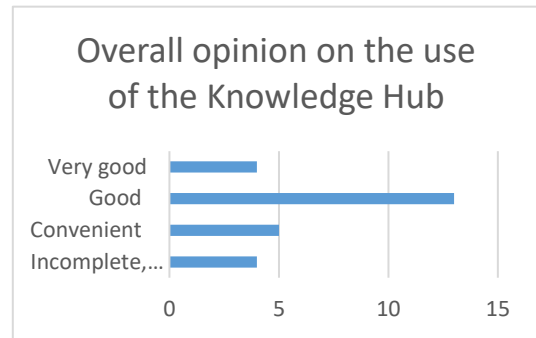
- It is suggested that the Knowledge Hub would be further differentiated from the University of Lorraine's digital resources (the range of resources available via the UL is more extensive). For CEREFIGE members, who have access to UL databases, the use of the *Knowledge Hub* is limited. As the *Knowledge Hub* does not include all references, Professors who use it may have to duplicate their searches.

- It is reported that there is no access via the *Knowledge Hub* to many of the journals in which Professors are required to publish.

- The design of the *Knowledge Hub* should be improved and made more intuitive.

- Connection and access problems depending on the browser used should be improved.

- Recurring access problems for part-time professors are highlighted.



K. Do you have any other comments or suggestions ?

SUGGESTIONS :

- Please simplify access to information.

- Review the design of the *Knowledge Hub* page and make it more ergonomic.

- Organize training courses on how to use the platform (especially for language teachers, to introduce them to the various resources available).

- Offer wider access to EBSCO databases and *Science Direct*.

- Increase the number of simultaneous licenses for *Europresse*.

Thanks again for the answers to this survey !



TOP 1%

des Business Schools
dans le monde

triple accréditées

AMBA + EQUIS + AACSB



ICN BUSINESS SCHOOL

TRIPLE ACCRÉDITÉE



SI LE MONDE
N'A ABSOLUMENT
AUCUN SENS,
QUI NOUS EMPÊCHE
D'EN INVENTER UN ?

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