

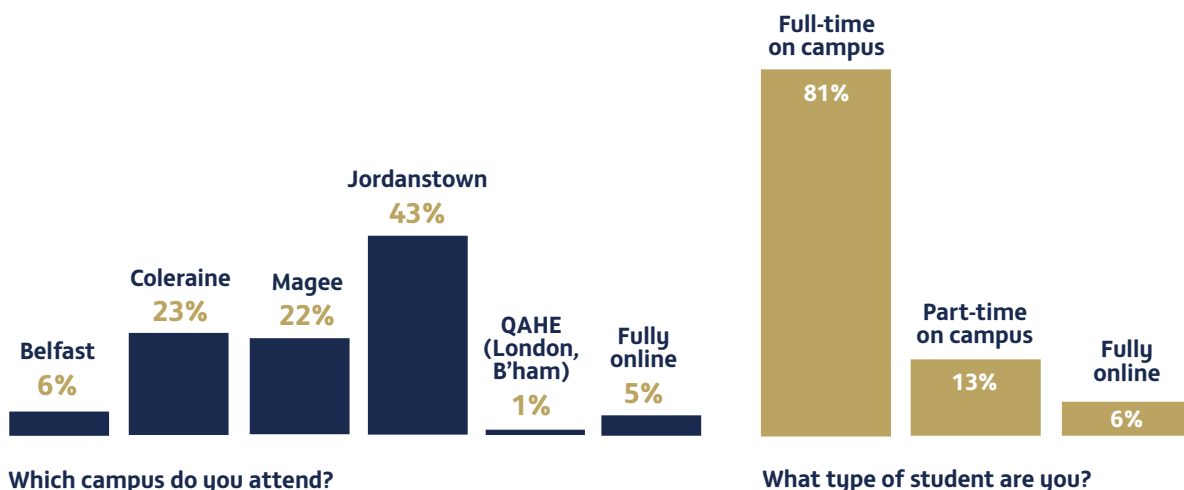


Information Services

# **2017 Student IT Satisfaction Survey** Summary of Findings

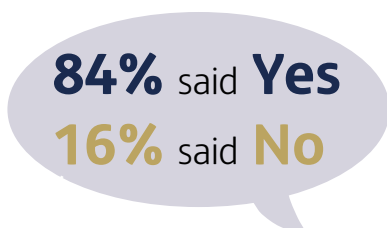


## Survey demographics

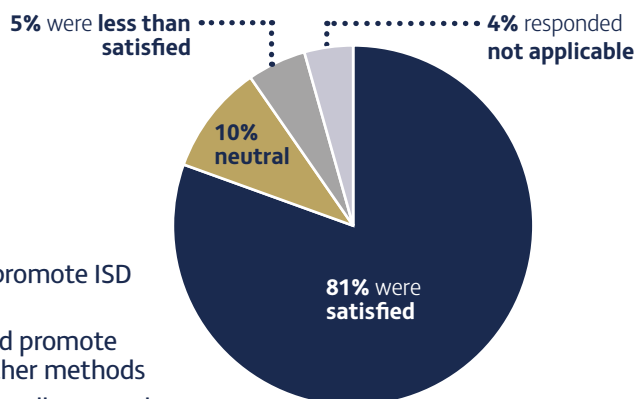


## Student inductions

“Did you attend a student induction?”



“If you attended an induction, please rate your level of satisfaction with the IT component of the induction content.”

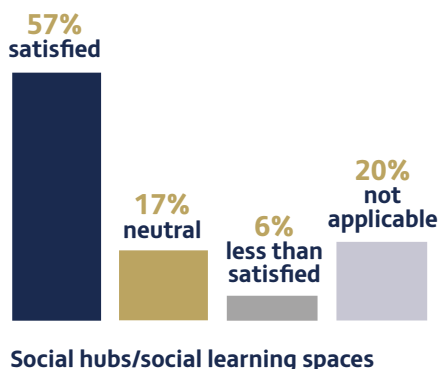
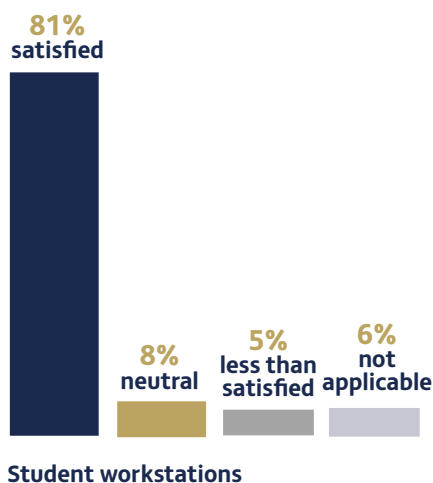


### What we will do:

- Join ‘Welcome Week’ teams across campuses to promote ISD Services, improving new student experiences
- Refresh induction content, in particular videos and promote heavily at start of term via social media and all other methods
- Popup and roving support planned which will assist all new and returning students

## Computing facilities

“Please rate your level of satisfaction with any of the following facilities that you may have used or experienced.”

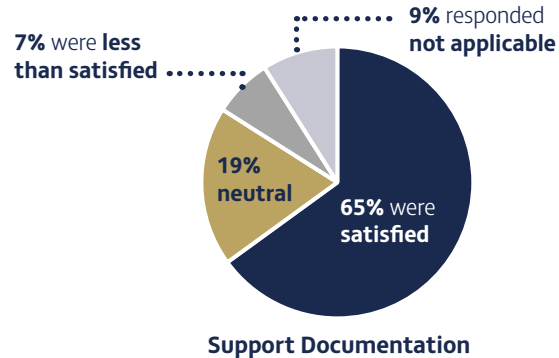
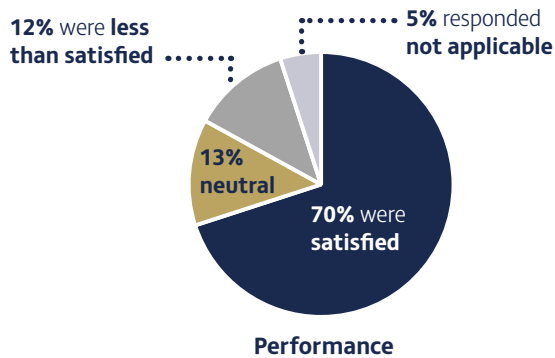


### What we will do:

- Liaise with faculty IT colleagues to clarify support arrangements for their IT spaces
- Discuss concerns regarding noise and cleanliness with Library colleagues. Increase preventative maintenance in these spaces
- Speak to Room booking colleagues regarding feedback on student hubs/social learning environments being occasionally used for teaching
- Purchase additional portable power hubs for use in our social learning environments
- Promote campus PC availability system and spaces ISD manage

## Wireless

"Please rate your level of satisfaction with the following aspects of our wireless service."

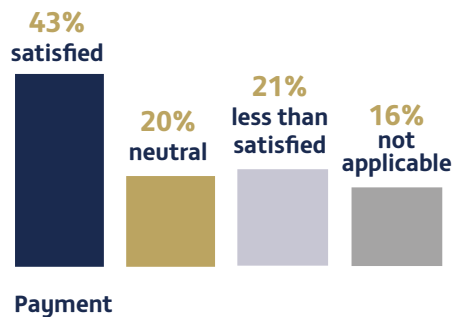
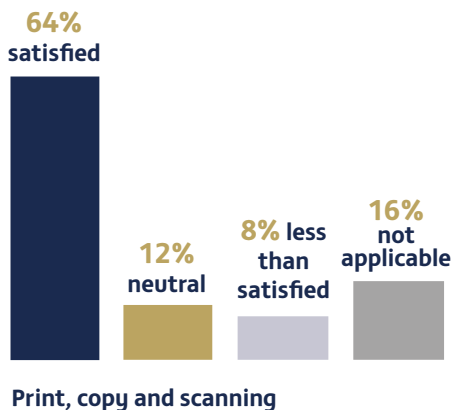


### What we will do:

- New wireless system will positively impact speed and signal strength issues
- Wireless clinics, roving and popup support at beginning and throughout semesters will offer enhanced support to our wireless users
- Review, update and promote Wireless user guides heavily at start of term via social media and all other methods

## Reprographic Services

"Please rate your level of satisfaction with any of the MFD services you have used."



### What we will do:

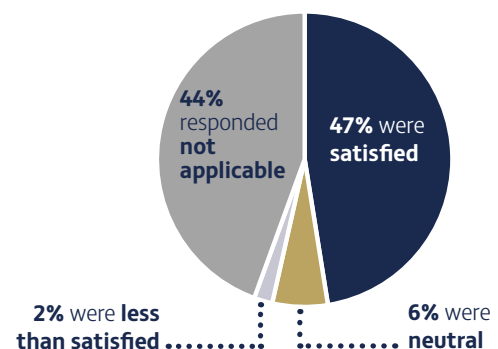
- New print system will resolve issues relating to payment and access to colour printing
- We will support Reprographics colleagues in the production and promotion of support material including videos

## Software downloads and student offers

"Our department provides a set of free software applications that can be downloaded via our website (eg McAfee, SPSS etc). Are you aware of this service?"

**56%** said **Yes**  
**44%** said **No**

"If you have used this free software download, please rate your level of satisfaction with its ease of use, (otherwise leave blank)"

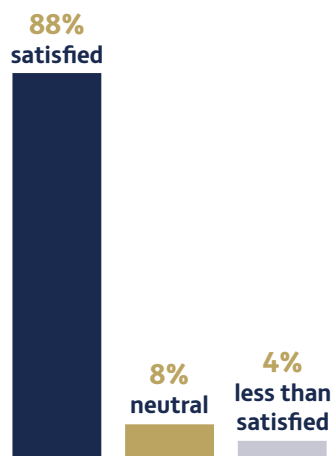


### What we will do:

- Review, update and promote offers and download instructions at start of term via social media and all other methods
- Outline any known compatibility issues in promotions

## Office 365

"If you have used either of these Microsoft services, please rate your level of satisfaction with the service, (otherwise leave blank.)"



Office 365 email service

"Did you download your own free copy of Office 365 ProPlus?"

**37%** said **Yes**  
**63%** said **No**

### What we will do:

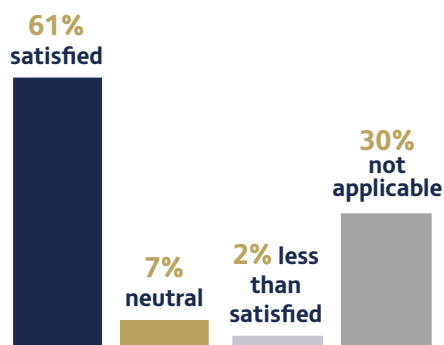
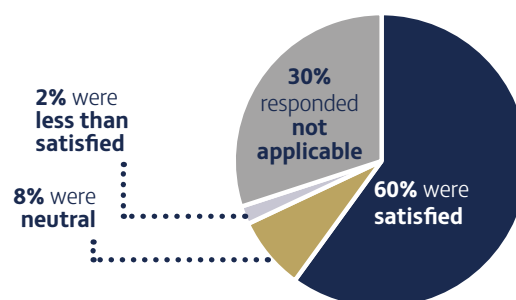
- Publicise full Office 365 services (Email, OneDrive and ProPlus) during Welcome Week and Induction

## Getting help

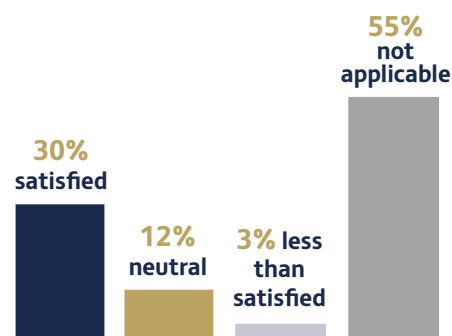
"Are you aware that a range of support is available?"

**70%** said **Yes**  
**30%** said **No**

Level of satisfaction with **Service Desk**



Level of satisfaction with **Self Service Portal**



Level of satisfaction with **Out of Hours support**

### What we will do:

- Advertise how to get help via Welcome Week, Induction, Wireless clinics, roving and popup support at beginning and throughout semesters
- Advocate the use of Self Service and online Knowledge base to enhance self support

Thanks to all students for taking the time to provide valuable feedback to us. As shown in this summary, we have outlined a number of ideas to help improve our service to you.

If you have any queries or further suggestions, please contact Ann McSherry, ICT Service Centre Manager.

E: [a.mcsherry@ulster.ac.uk](mailto:a.mcsherry@ulster.ac.uk)