Ulster University

Information Services

2018 Student IT Satisfaction Survey
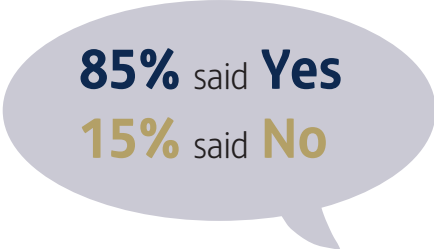
Summary of Findings
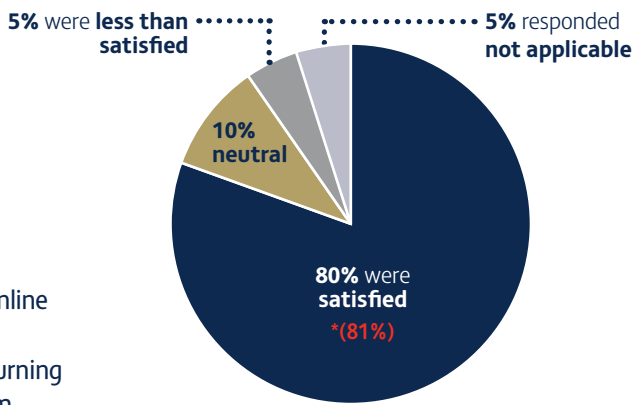
Survey demographics

Jordanstown
42%

Coleraine
26%

Magee
18%

Belfast
9%

QAHE (London, B'ham)
1%

Fully online
4%

Please indicate which campus you attend? – 1515 respondents

Full-time on campus
80%

Part-time on campus
15%

Fully online
5%

What type of student are you?
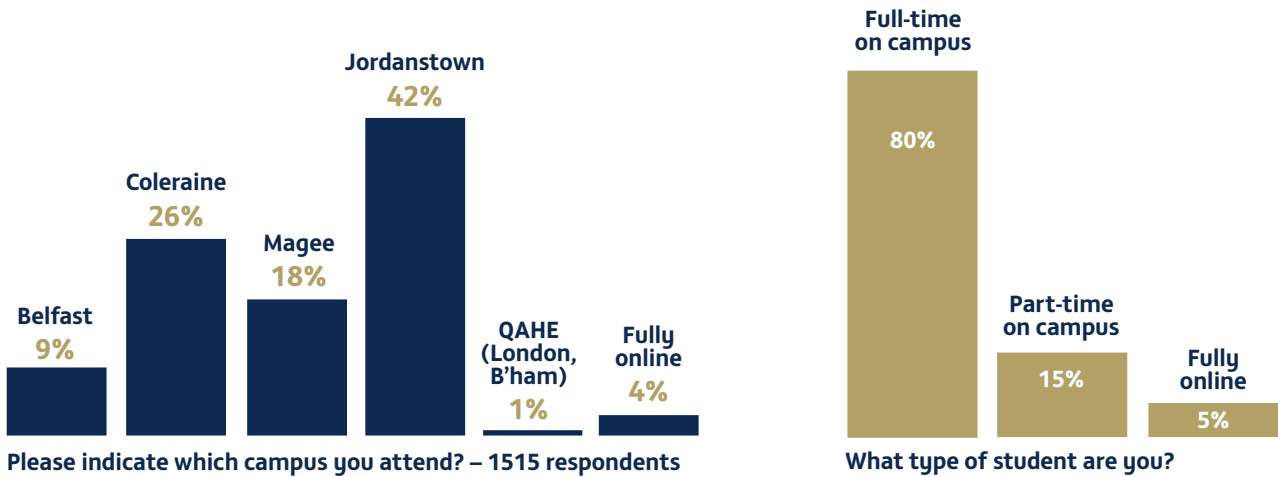
Student inductions

"Did you attend a student induction?"

85% said **Yes**
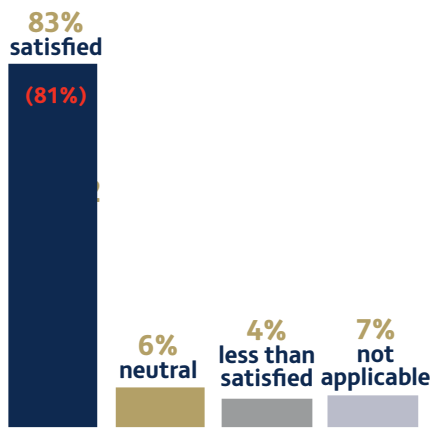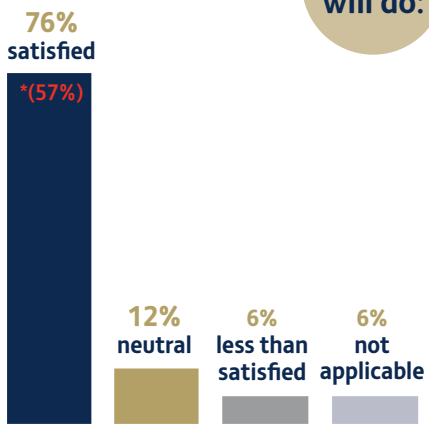**15%** said **No**

What we will do:
- Engage the 'Welcome Week' teams across campuses to promote IT services to new students
- Request stakeholders (e.g. UUSU) assist us to promote online induction content via social media and other methods
- Promote the popup support clinics, so that new and returning students are aware of the IT assistance available to them.

"If you attended an induction, please rate your level of satisfaction with the IT component of the induction content, (otherwise leave blank)."

5% were **less than satisfied**

5% responded **not applicable**

10% neutral

80% were **satisfied**
***(81%)**

Computing facilities

"Please rate your level of satisfaction with any of the following facilities that you may have used or experienced."
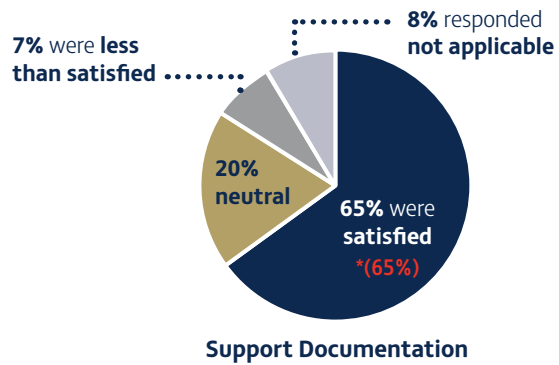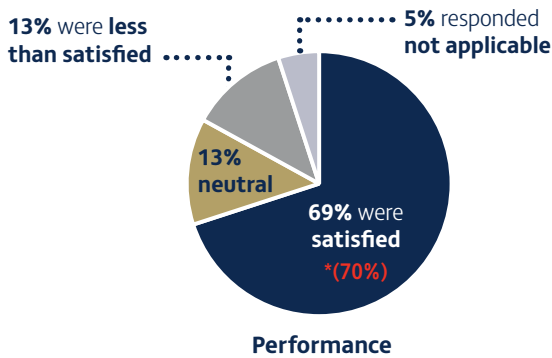
What we will do:
- Discuss issues reported with Faculty-owned labs with relevant colleagues and request clarification to students of support arrangements
- Discuss concerns regarding noise and cleanliness with Library colleagues. Increase preventative maintenance in these spaces
- Promote awareness of student hubs/ social learning spaces, including during Welcome Week activities
- Advise relevant stakeholders of issues related to availability of power sockets for student personal devices
- Ensure students are aware of ISD labs to aid extra availability of student PCs during peak library usage periods.

83% satisfied
(81%)

6% neutral

4% less than satisfied

7% not applicable

Student workstations in the Library or IT Laboratories

76% satisfied
***(57%)**

12% neutral

6% less than satisfied

6% not applicable

Learning and Teaching spaces (e.g teaching rooms and lecture theatres)

*Satisfaction level for year 2016-2017

Wireless

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

13% were **less than satisfied** ......

5% responded **not applicable**

13% neutral

69% were **satisfied** *(70%)

Performance

7% were **less than satisfied** ....

8% responded **not applicable**

20% neutral

65% were **satisfied** *(65%)
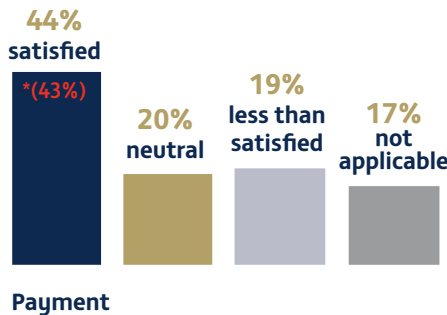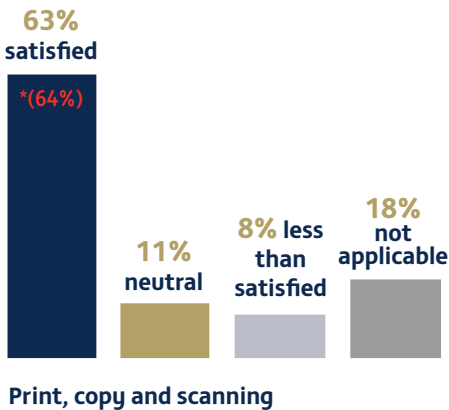
Support Documentation

What we will do:

- New wireless system will positively impact speed and signal strength issues. Due to be implemented during 2018-19.
- Wireless clinics at start of term will offer enhanced support to our wireless users and will be promoted during Welcome Week
- 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."

63% satisfied *(64%)

11% neutral

8% less than satisfied

18% not applicable

Print, copy and scanning

44% satisfied *(43%)

20% neutral

19% less than satisfied

17% not applicable

Payment

What we will do:

- Request Welcome Week Tours - to include printer locations
- 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?"

61% said **Yes**
39% said **No**

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

43% responded not applicable

50% were **satisfied** *(47%)

3% were **less than satisfied** ....

4% were **neutral**

What we will do:

- Review, update and promote offers and download instructions during Welcome Week and start of term via social media and all other methods
- Verify all download instructions for currency, and clarify known compatibility issues
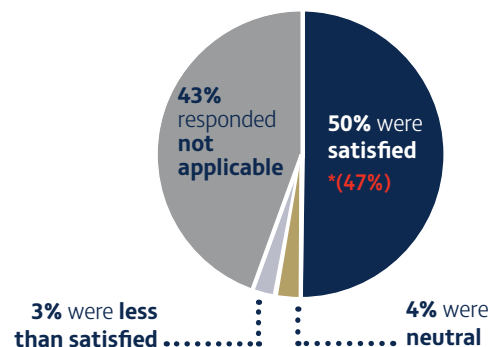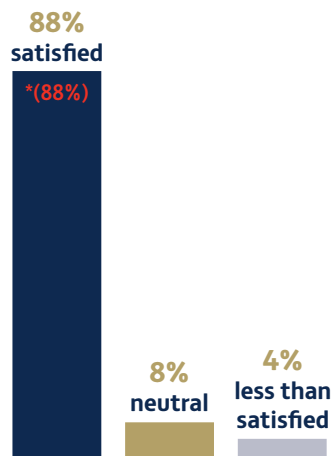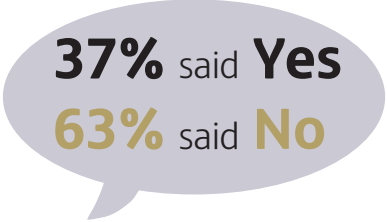
*Satisfaction level for year 2016-2017

Office 365

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

88%
satisfied

*(88%)

8%
neutral

4%
less than satisfied

Office 365 email service

"Did you download your own free copy of Office 365 ProPlus?"
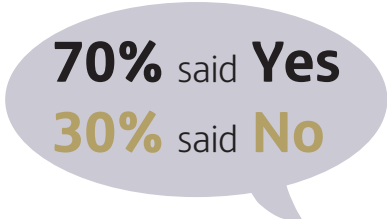
37% said **Yes**
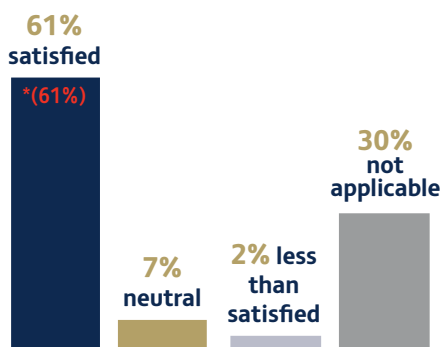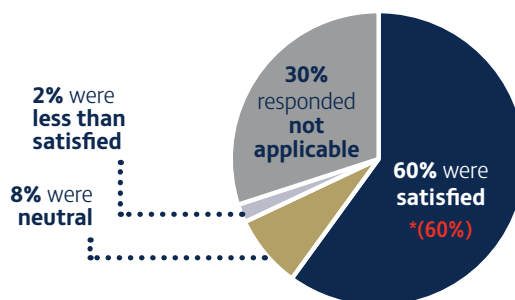**63%** said **No**

What we will do:
- Publicise full Office 365 services (Email, OneDrive and ProPlus) during Welcome Week and Induction
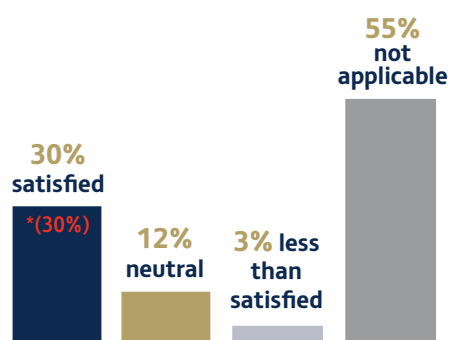
Getting help

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

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

61%
satisfied

*(61%)

7%
neutral

2% less than satisfied

30%
not applicable

Level of satisfaction with **Self Service Portal**

Level of satisfaction with **Service Desk**

2% were less than satisfied

8% were neutral

30% responded **not applicable**

60% were **satisfied**
*(60%)

55%
not applicable

30%
satisfied

*(30%)

12%
neutral

3% less than satisfied

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

What we will do:
- Advertise how to get help via Welcome Week, Induction, Wireless Clinics and online support material at beginning and throughout semesters - particularly during known peak periods
- Advocate the use of the enhanced Unidesk Self-Service Portal and associated online Knowledge Base to better facilitate 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

*Satisfaction level for year 2016-2017