



Information Services

2017 Student IT Satisfaction Survey Overall Findings



Introduction

As part of the Service Desk Development Plan, ICT Customer Services released our annual Student IT Satisfaction survey at the beginning of April 2017 inviting Students to help the department improve the services and support offered. The data provided was anonymous, confidential and used solely for the purposes of our Development plan.

As this is the second annual survey, it was planned to benchmark feedback against last years findings and for this reason, questions remained the same. Two non-service related questions were added to give an indication of student demographics, comparisons therefore cannot be made in this area. At request of Centralised Admissions Project team, a request was facilitated to have some questions added at the end to gauge first year Student impressions regarding the University admissions process, these results are not part of this report but have been passed to Corporate Applications colleagues.

Increased Response Rate

An agreed target from last years IT Strategy members was to seek an increase in the number of respondents by 35%. In order to meet this target, we tested the market to see what other survey owners offered as incentives and as predicted, better prizes always induced a better return rate. With this in mind, a 1st prize of an iPad Mini, 2nd prize of a £50 Amazon voucher and 3rd prize of a £25 Tesco voucher were offered as part of an optional draw. Students who responded and wished to be included in this draw could identify themselves through provision of an email address.

Our goal was successfully achieved as the overall return was 1,843 students, this equates to a 500% increase from the 307 responses received last year and is largely attributable to enhanced incentives, supported by increased promotional activity. Whilst this is extremely positive, care must be taken regarding benchmarking and any direct statistical comparison of findings, due to the significant increase in respondents between the two years.

The survey launched on 3rd April 2017 with a 5-week turnaround period, closing on Friday 12th May. Similar to the 2016 survey, promotion was conducted via our global mailshot service, Twitter, Corporate and UUSU marketing screens. In addition to these efforts, this year we also used posters, Blackboard announcements and roving/popup support from ICTCS staff on all campuses, this successfully engaged students and encouraged completion. Reminders were also sent via Twitter and global mailshot service during this period.

Each student of the 1766 who provided an email address for the optional draw were automatically allocated a number by the survey software. We used an online random number generator to pick numbers from that range to draw the winners.

Analysis of Results

In order to aid analysis, we have grouped Highly dis-satisfied and Dis-satisfied as **Less than satisfied** and Satisfied and Highly satisfied as **Satisfied**.

For the 2017 survey we added a "Not applicable" option to assist in breakdown of Neutral responses between those respondents who used the service and chose to answer with Neutral and those who may not have used the service and therefore could not rate it other than the median answer.

Some sections were rich in qualitative feedback and where applicable this has been shared with relevant depts. such as Library, Reprographics, Students Union, Faculties, Physical Resources, Office for Digital Learning and other ISD service owners. In addition, these recipients were invited to provide their comments to the student feedback to allow us to present in this report by way of showing continual service improvements. Where received, these are shown in response tables at end of each section.

A brief summary has been provided under each section of the survey, see shaded text boxes. A copy of the full survey questions is available in appendix A.

Promotion of findings

All results will be published online on our web and a graphical summary is also available for students which will allow them to see an overview of main findings. We will announce results via further publicity, outlining how we intend to respond to improve services.

ICT Service Centre colleagues have been nominated to act as faculty representatives and these staff will liaise with respective teams to build upon existing relationships and improve communications. It is envisaged this report will be shared at these forums, to allow our academic population insight into the continual service improvements we strive to deliver.

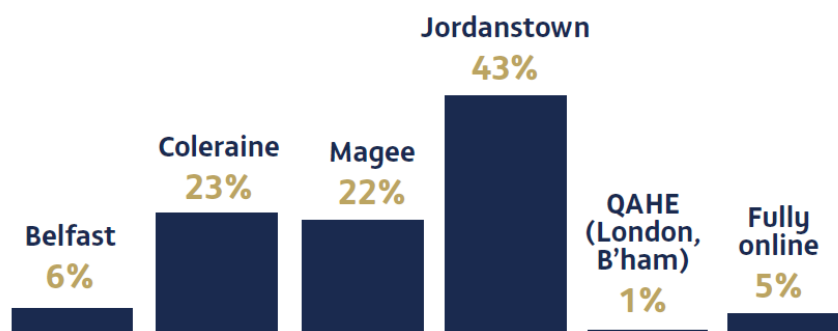
In addition, we have an excellent relationship with our Students Union. We will continue to build upon this during the changeover in elected officers prior to AY17/18 by sharing our findings and advising on actions particularly where UUSU can assist in promotional activity.

Ann McSherry
ICT Service Centre Manager
14 August 2017

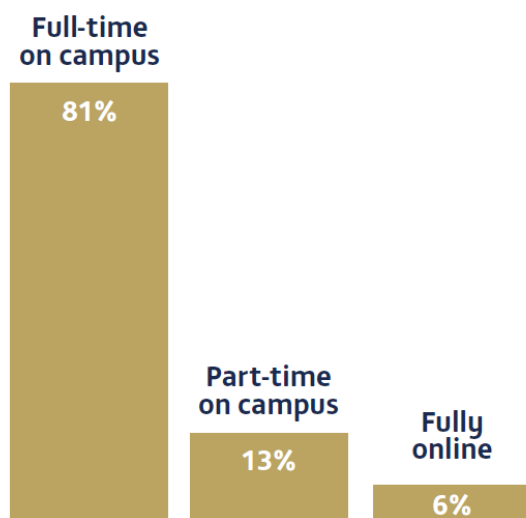
SURVEY DEMOGRAPHICS

Additional this year in our survey is a demographics section, which was included to assist us analyse results for all groups of students. For example, fully online students cannot answer questions related to on-campus services such as Student Hubs. We also used this section to look for trends in particular groups of students, e.g. further analysis by Campus or type of student may allow us to recognise a better approach to provision of services.

Please indicate which Campus you attend?



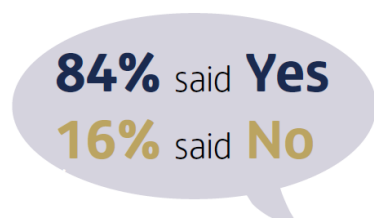
What type of student are you?



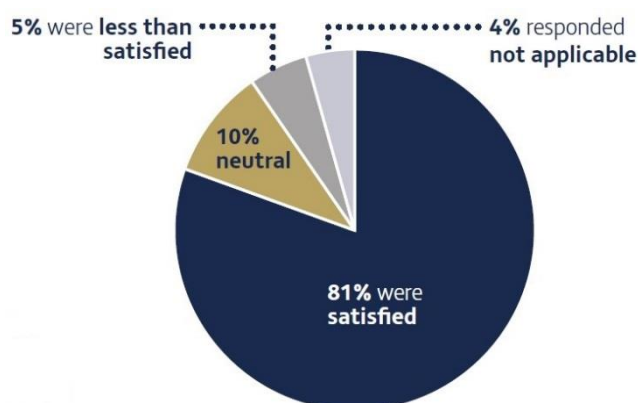
STUDENT INDUCTIONS

84% of our respondents replied they had attended induction (up from 81% in 2016), with non-attendance at 16% (down from 19%). Non-attendance may also be explained by part-time or fully online student status. Of those who did attend, 81% were satisfied (up from 74%).

Q1 – Did you attend a student induction? – 1,740 respondents



Q2 – If you attended an induction, please rate your level of satisfaction with the IT component of the induction content, (otherwise leave blank) – 1,534 respondents



A sample of comments and/or suggested improvements from students

More tutorials needed in order to know how to do things such as setting up printing credits etc.
No it was thorough and plenty of staff were around and willing to help no matter how small the problem.
I would have benefited more if we had been given instructions and left to complete in my own time, didn't find the step by step and waiting around on everyone to be at the same place useful nor memorable, but staff taking class were lovely, it just didn't suit my learning style
More time should be spent on IT at the beginning of the University Journey
Should be a longer period and should include practical demonstrations of how to use facilities before courses start.
A little bit more interactive sometimes it just felt like another lecture
Not really. All that students need to know was told/shown to them
Tutorial on how to print scan and copy
I would suggest once a year as the relevancy of this library induction becomes more important closer to the end of the degree
The induction covered all essential skills needed for library IT use. When discussing printing, it would be of great benefit to mention how to scan, photocopy and staple documents using the printers.
Some points about passwords were unclear.

I'm not sure if this is already available, if so I do not know about it, but I think an online version of the induction would be helpful. I received a lecturer based induction and if it was available online in a video format, I think this would be a good "go to" for when a student needs basic help. It's difficult to take in all the new information in the first week of the semester especially in first year.
The different passwords for various services given to you could be better explained for what they are for.
It was very dry and boring. I would prefer to have had an email or paper handed to me with all of the 'How-To's so I could refer to it later and do it on my own time.
Followed a sheet and done it on my own but staff were present during it, if people got stuck.
The instructions given during this induction where clear and simple to understand.
Induction was carried out quite quickly, more time could of been spent going through specific tabs and sections for older students - e.g. I struggled to get onto the e-books and e-journals in 2nd and 3rd year as I couldn't remember how to from the induction day at the start of 1st year.
It was very rushed, I fell behind and got confused. Perhaps note different people's initial computing experience
Smaller groups taken at one time. Maybe a video could be helpful for those who cannot make the induction.
A bit more straight forward for those who haven't got great experience in IT
At the induction explain how to connect devices to EduRoam Wi-Fi
Would have preferred a specific library induction, explaining where to find/search for items or use the online facilities and printing etc.
My induction was great and definitely gave me a good feel for the ICT services. I did find that my faculty ICT induction was much more informative though, however that was probably because it was so specific to my course
More induction on blackboard
We were shown the library systems but not much on the Blackboard system.

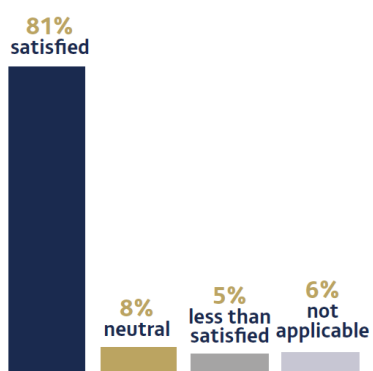
ICTCS responses and recommendations	Target date
<p>Students advised they would like a more hands on practical approach to inductions.</p> <ul style="list-style-type: none"> We have joined the "Welcome Week team" at Coleraine led by Provost Karise Hutchinson who are actively pursuing a better overall experience for our new admissions. This will involve being part of a University wide induction video and providing workshops on Wi-Fi and other ISD services. We will also liaise with Reprographics regarding potential for hands on printing clinics. <i>(Note: Coleraine Provost is leading with this initiative. It is replicated on other campuses but inconsistent. A post project lessons learned will enhance across all campuses next year).</i> We have noted that a number of comments may relate to students overall faculty induction experiences. We will pass this feedback to appropriate teams. Camtasia and Induction Videos will be refreshed which will facilitate distance learners, part time and any existing students looking to familiarise themselves. Promote this via social media, BlackBoard announcements and SU partnerships. Returning students advised they would like induction refreshers. This will be facilitated by availability by roving/popup support at start of term and videos as mentioned above. We intend to send a global email to all students at start of term pointing them to our ISD students services area on our web, such as Wi-Fi instructions, free software downloads and induction material. 	<p>Prior to AY 2017-18</p> <p>ALL ACTIONS COMPLETE</p> <p>Sept 2017</p>

COMPUTING FACILITIES

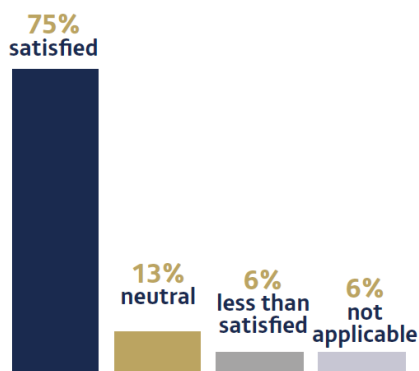
Student IT workstations have an 81% satisfaction rating (up from 77% in 2016). However, it was also clear that some responses refer to Faculty IT Labs, which ISD have no direct control. Learning and Teaching spaces have a 75% satisfaction rating (down from 77%). Student Hubs and Social Learning Environments have a rating of 57% (down from 60%). This could be due to factors such as low student awareness and the inclusion in this year's survey of a "Not Applicable" option which not available in 2016.

Q3 – Please rate your level of satisfaction with any of the following facilities that you may have used or experienced.

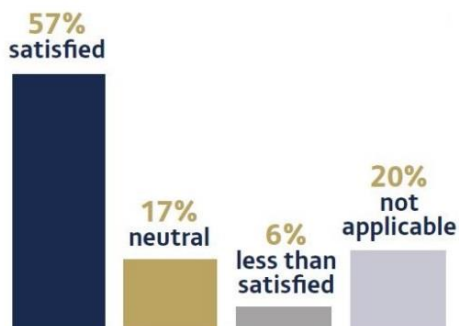
3.1 – Student workstations in the Library or IT Laboratories – 1,832



3.2 – Learning and Teaching spaces (e.g teaching rooms and lecture theatres) – 1,826



3.3 – Student Hubs/Social Learning spaces – 1,829



A sample of comments and/or suggested improvements from students

Jordanstown campus student space needs an upgrade and face lift.

Library Computers only have basic applications, with no way to access IT applications, such as Netbeans, Android Studio or Visual Basic etc. Lecture theatres, except for front row, mostly favour students who are right handed. With no tables supporting left hand use.

Most of the theatres are lovely and modern, well fitted with suitable equipment such as overheads and microphones, however U123 in particular is frequently very cold!

I feel there is not enough student hubs for students who have classes during the day but long breaks in between, but not enough time to drive back to their student housing. I think there should be more rooms regarding this for students to sit and chill out

I love the hubs just such a great space for group and individual work

24/7 computer room and referencing support with library staff is excellent.

More quiet spaces in Coleraine for study

I love the new hub in Jordanstown as soon as you walk into the campus!
The newly refurbished student hub is great- I wish there were more/larger ones of it. Maybe include other things such as active TVs or vending machines or gaming corners, great relaxing space to talk with friends and eat lunch. Lecture theatres and classrooms are always so tidy, never any dodgy chairs or wobbly tables or scrawlings on tables. Bins are never overflowing and the projector and computer always run efficiently. The cleaners do a great job as well as whoever manages the rooms - The library hosts so many computers and desks you never have to arrive at 9am in order to secure them, the split 'soft talking and no talking' is a great idea and the librarians really install that. They are very helpful when it comes to problems faced and have no issue helping you with whatever request. I find myself working in library more than my residence room because of the comfortable and quiet space with minimal distractions
Computer facilities are all very good, if not a little slow sometimes
More screens for the ability to connect laptops to for group work
As someone who suffers from a severe peanut allergy, I am unable to use the computer workstations in the library because people regularly eat bags of peanuts while they work and I am unable to use the equipment or surfaces after this. I do think there should be a stricter policy on eating at the workstations because crumbs in the keyboard are grimy and off-putting. The hub space in Jordanstown was a good addition for the campus for friends looking for somewhere to sit and talk - however lecturers should not be able to book the hub space for seminar groups because it leaves students with nowhere to go to relax.
All workspaces have a fantastic IT facility with presentation and conference rooms however a printer (which could wirelessly connect to laptops, scan and photocopy) and a computer would be very useful for the Jordanstown Student Hub space. Cables to connect laptops to the projector would also be useful there with a lending service. (i.e. Pay £1 to borrow the cable and you get your £1 back when you return it. Make sure that this lending service takes a note of B00 numbers so you can track down students who steal these cables and fine them their full price or more as punishment.)
The HUB is a fantastic idea. However, a microwave &/or water boiler would be a great addition for students on a budget to prep their lunch. The university currently offers neither facility
I love having the Hub but if the opening hours could be extended, like the 24hr computer labs, this would be extremely helpful and beneficial
The recent student hubs have been great for extra room to study. They are very relaxed with comfortable seating and sockets for chargers are easily accessible.
Unable to find a seat on many occasions
There needs to be a quiet space for workstations in the UUJ library. It can be overwhelmingly loud. Heating is a problem in some rooms, and not having writing stations in some lecture theatres is a problem.
The keyboards and desks in the library are very dirty I bring hand sanitizer as the keyboards are so unpleasant to use
More library facilities in Jordanstown could be useful due to the massive amount of people in the library at all times. It is very difficult to regularly get a computer.
The library is constantly noisy. Group work should be carried out in designated rooms and the library silent
The reason why I selected neutral for teaching and learning spaces is because most of the time it is ok. However, there were a few instances where I had lectures with badly flickering projectors or bad colouring and this made it difficult to concentrate and hurt my eyes. I have headaches regularly if screens do not have a high refresh rate.
Sometimes connecting laptop in learning spaces is slow due to poor Wi-Fi connection
Some lecture halls do not have anywhere to write and we have subjects in there where we need to write and it's difficult to write on the knee and untidy
Some of the computers in the ICT labs are often missing their mouse or have broken keyboards

Would be better if we had more printers - 3 in the library is not suffice.
It's hard to find a computer in Jordanstown library and if you do usually there's no mouse or the monitor has frozen. The lecture rooms can differ from great to unacceptable e.g. in one lecture room the computer kept freezing on PowerPoint and it spoiled the lecture as it was an interactive PowerPoint
People are eating and drinking and leaving a mess for the next people to clean it up. Is no one managing this?
Library facilities, hub and lecture theatres great! Some teaching rooms very, very warm/uncomfortable
I find workstations are always overcrowded in the library and usually messy. I think the library as a whole should be made into a no talking zone.
Noise levels can be a distraction in the library on some occasions even in the quiet areas. Some teaching rooms i.e. MG229 don't have sufficient writing support so students end up writing on a note pad on their knee.
Student's Hub has a lack of interest and has no benefits
One of my main teaching rooms is without tables, almost promoting the idea that we do not need to take notes. I found this a massive hindrance for 2 years of my studies now.
Block 16 labs, keyboards on the G floor are not ergonomic (wrist rest) and it hurts to sit and do work in there. The only room with them C29/28 with the touch screen computers are incredibly slow.(No SSD's, our lecturer told us) for a person doing a computer based degree these things should be the standard!
Some extra installed programmes would be handy on the computers in the library
Found student hubs great for doing group assignments
There is a lack of proper lecture theatres (such as 9F03), the classrooms we use are small, stuffy and the technology often presents issues to the lecturer. Sometimes I found myself going to other classrooms to borrow a chair as there weren't enough in the classroom we had our lecture. - The student learning hubs are poor on this campus; the new hub built opposite Santander is often cold and the lights remain off even when there are people present. There needs to be a dedicated student space/building akin the Queens SU which caters for all undergraduate, and postgraduate Ulster students.
Lecture theatres etc can often be too warm/ too cold. - IT stations in library far too noisy. Hubs are brilliant . Should be more and let people work and chat if they want and keep the library quieter!
IT labs in Coleraine have really slow computers. The use of touchscreen computers isn't really necessary and won't be better invested in highly quality machines, which can cope easily with daily demands of every student. I know this won't really apply in Coleraine much longer, but hopefully helps for other campuses who have similar hardware.
There is no guidance or instruction on where to find computer labs or rooms outside the library and there is a distinct run down and maintenance of facilities in Jordanstown as they await the building of the new campus. However, as a fee payer this term the standards and facilities are below an acceptable standard for a third level institute.
U101 and U201 are useful when it comes to doing coursework or studying although not all the space is comfortable to sit with a laptop. The tables are too low and not enough plugs for charging.
There are no lab technicians in the computing labs
Nowhere near enough computers on campus. Full room of computers is hired out by a member of staff constantly which means there are only 16 computers available!!! And not everyone likes using Macs!
Computers in hub would be good
I didn't know the ones in Coleraine existed. I like the new one by the main entrance that was open this week.

I feel that the Student Hubs/Learning Environments could do with more desks in them - the new U block in Coleraine has lots of space but only a few desks and screens so finding somewhere to do group work is difficult. Better use of the space could fix this. I also found that some of the screens in the smaller study rooms didn't have USB connections for the screen so it was hard to work on group presentations without seeing the work on the main screen. I feel like these USB leads should be available in the room for students to use without more stress of not being able to see the work.
I didn't know there were any student hubs, so maybe make them more well known.
All facilities are fantastic and are very useful for students
They aren't great for someone like me with a disability
Outside of library, there are very few places with suitable Wi-Fi or plugs for use of laptops. Very few desks in library with power supply for laptop use. Down to luck really if you can get a desk near a plug
More of the laptops that are available to take out would be beneficial as they can be taken to quieter areas to work
I would recommend more silent rooms or individual cubicles were student can study quietly. At times when the library is full, it makes it difficult to concentrate.
Most lecture rooms aren't fully wheelchair accessible e.g. wheelchair users have to sit at the front of class, far from their peers
IT Laboratories are very useful, especially when deadlines are due as they are often much quieter than the library. Some lecture theatres aren't comfortable or too big when there's a small class.
The Birmingham campus has out grown its facilities books in the library are not sufficient the computers facilities are inadequate and students have resorted to taking their lunch breaks in classrooms as there is insufficient spaces in the rest areas
The keys on the MAC keyboards are filthy
Computer Lab PCs are a disgrace. Unbelievably slow compared to library PCs, which have worse specs.
Belfast Hub is fantastic, as a Jordanstown student living in Belfast I regularly visit due to it being a 24hr campus
The computers shut off at a certain time without warning, Perhaps you could add a warning notification 5 or 10 minutes before to prevent students from losing their work.
The Jordanstown Hub has been closed for refurbishment for the majority of the time I have been at Jordanstown (I'm now in final year). Although when the hub was open it was a great place to study.
More computers needed in Library
It has been very useful to have gained access to IT resources at the Financial Innovation Laboratory. Thanks to that, I have been able to complete the BMC course from Bloomberg Education Services.
With regard to the hub space in Jordanstown, it is regularly unavailable because a lecturer books it for a seminar or a similar purpose, and students have nowhere else to go. There should be more than one hub space and it shouldn't just be an extra space for people to sit when O'Briens is full.
A lecturer once wanted to record a presentation with the university lamp/camera and found that there was no program on the computer that enabled him to record a video
Stricter in the library - People bring food and are very loud and disruptive.
Use all of these regularly and find them all satisfactory.
I wasn't aware of these, maybe need more advertising.
The Hub is also a great facility for the likes of group meetings. I feel it should be explained more at inductions, etc. as it is a great facility.
Lots of space in the student hub and few desks etc. but could make better use of the space
Really easy to book group study rooms in the library

The workstations in Jordanstown are faster than my own home computer. Seriously impressive amount of facilities available across campus.
There is a real lack of hubs in the Jordanstown campus particularly for the number of students that attend, therefore the one small one does not really appeal to majority of students. It can be hard to find a computer in the library but other than that, the services are good.
The student hub in Belfast is horrible with limited facilities as well as the fact that it is often locked towards the end of the night which i believe is wrong seeing that it has access to tea and food heating facilities.
Student hub in Coleraine has very little availability of sockets for laptops

ICTCS responses and recommendations	Target date
Matters relating to Faculty labs, e.g Block 16 PC performance and specific software queries will be addressed with our colleagues at their Faculty Executive meetings. We will promote the locations of faculty specific software and clarify support arrangements for these labs via Inductions and social media.	Prior to AY 2017-18
Discuss Library comments with colleagues regarding noise, quiet study, eating/drinking and general cleanliness. In relation to feedback on PC availability due to missing keyboards and mice, we will increase schedules for preventative maintenance checks to monitor cleanliness and missing hardware.	Prior to AY 2017-18
Existing Student hub/Social Learning environments will continue to be promoted via inductions and social media. Discuss comments regarding student hubs being used for teaching with our Estates timetabling colleagues. In addition, we will raise the issue of the need for more electrical sockets in these areas.	BAU Prior to AY 2017-18

WIRELESS

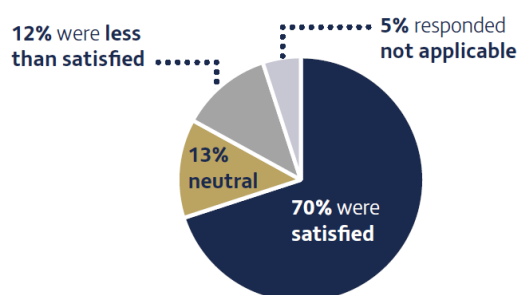
Wireless support documentation and ease of access rated similarly regarding satisfaction with 65% (up from 59% in 2016) and 66% (up from 57%) responses. This increased for performance satisfaction to 70% (up from 64%).

It is noted from the widely varying range of comments that satisfaction ratings could also be adversely impacted by connection issues caused by respondent devices and attention to detail following instructions.

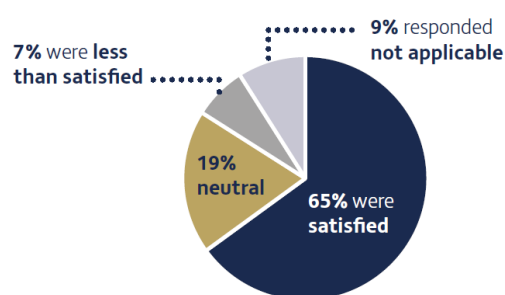
It is very positive to note we have an increase in satisfaction for these areas given the significant increase in responses from our 2016 survey.

Q4 – Please rate your level of satisfaction with the following aspects of our wireless service

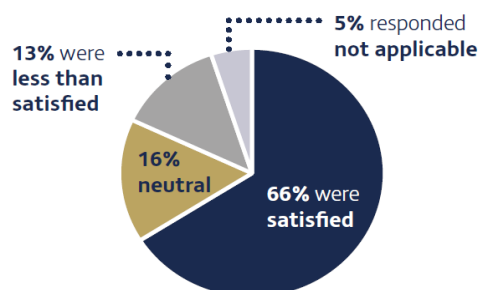
4.1 – Performance – 1,837



4.2 – Support documentation – 1,825



4.3 – Ease of access – 1,825



A sample of comments and/or suggested improvements from students

Connection lapses sometimes as you walk about. Finding how to connect to the service could also be made a lot easier.

Using your username and password should be sufficient rather than the @sd.ulster.ac.uk and it was one of my class members that told several of us how to access it

Poor and unreliable connectivity

Initially I had difficulties signing in, but once passed that service was very good and reliable!

Could be easier to find instructions to access

The wireless system is highly satisfying

Sometimes disconnects for no reason

I have devices connected to the wireless on campus however it was our VP who told me how to do that. Other than that, I've tried to help my friends figure it out, look it up on line and on your website and can't find the information again. It is really difficult to find it when you don't exactly know what you're looking for- maybe have it as its own section? Or a 'tip' on portal?
Can be difficult to get connected in particular areas of the building
Eduroam service is not available throughout the university. I encountered areas on campus where I could not connect. I think there was support documentation available in the library.
A lot of people struggle to work out how to connect to the Wi-Fi.
There are many areas within the university that Wi-Fi has not been available and some in which the Wi-Fi is so slow that it's better to use your own 4G
Instructions on how to access Wi-Fi is only available online, signal is usually bad and students cannot connect to internet without Wi-Fi - very irritating
Excellent. Signal and service consistently strong
Wi-Fi is quite slow can take a while to connect to devices and finding out how to connect devices is difficult
I always found the Wi-Fi difficult to connect to on my laptop and smartphone. Sometimes I couldn't connect altogether, which made it difficult to work on my laptop in the university.
Easy to access, but there needs to be more support on how to connect and improve the performance as it has dropped out from me several times randomly.
Had to go searching for how to get access to the network however once connected it is usually satisfactory
Sometimes the eduroam network can be hard to access and can drop off. Also the connection can sometimes be slow
Better tutorials needed for connecting to the wireless system
Never had to reconnect over three years of study. Always working and fast
library give help and information on how to connect so this made it a lot easier
Set-up documentation could be clearer and updated regularly to keep up with the advancements in technology. It's also not obvious where the set-up guide is available I.e. It takes a bit of navigating and searching to find it if you're unfamiliar with the university's online site etc.
The Wi-Fi is generally not up to standard. The lower floors of block 16 (the computing block) particularly have terrible Wi-Fi signal, which is important for students of a computing faculty.
Eduroam in Ulster works very well. The support materials are easy to follow but the only issue is, they are hard to find.
The performance is great most of the time, however there are occasions when some mobile apps won't work on eduroam but work fine on own 4g.
It cuts out occasionally, probably due to the amount of people using it, but can become annoying when trying to use it for work
Cuts out, and can't get joined sometimes, however the docs are all there to get started
I have never been able to log on to the eduroam system
Eduroam is not that reliable, you have to continually reboot your Wi-Fi and wait for it to connect, disconnects very easily.
My Macbook does not connect to Eduroam at all. Meaning I either have to use computers in the busy, noisy library or prepare to work solely offline whilst in university.
I have been at the campus for 2 years now and have never been able to access the wireless system.
It's difficult to connect laptops to the wireless systems. However, IT support was very helpful.
I feel like an induction into how to connect various devices could be useful, especially for new students and sometimes the connection would be slow/cut out in different areas, such as down in the labs and then you can't get in contact with other students etc.

Obviously would prefer it to be faster but I understand that due to the number of users, this would be hard.
I have been unable to access the student Wi-Fi on my phone
No Linux advice to use internet and use eduroam -
Instructions to connect not clear enough, very difficult to connect. However, once connected it was fine.
It would be very helpful, especially for new students, if it was more popularly advertised how to connect to the eduroam system!
Brilliant coverage across campus, easily followed instructions to get connected and internet speed is fantastic, especially considering the number of users and devices at any given time.
Several areas of university with dodgy signal, makes signing into lectures difficult reducing attendance
The Eduroam instructions are so easy to read
The Wifi has improved over my years of study, making working from my laptop a lot easier
I would have expected it to be accessible from any place in the Campus. There are places, even within the Library, where access to the Wi-Fi network is unavailable.
The wireless is pathetic (due to volume of students accessing) and the documentation is not great.
I've found around the social seating area in block 16G (Jordanstown) there is limited to no access to the Wi-Fi with many mobile devices and laptops failing to secure a reliable connection.
I can't connect to Wi-Fi anywhere on campus on any of my devices but this isn't annoying as usually I can access a computer when needed
Concerning access, it is counterintuitive by way of successfully logging onto the wireless network since the sequence and format of credentials needed to login are not consistent with how other logins would be carried out to gain access to normal workstation devices on campus. I myself find it very hard to remember what information must be entered without continuously referring to the EDUROAM guide .PDF file. This should be examined by the network administrators and those who configure the login for the wireless system.
Can be tricky to find how to set up but once set up its fine.
Support Docs should be easily accessed on Blackboard
Automatic connection far better improvement from previous years!
Eduroam takes a while to set up and, as a few other students have noted, seems intimidating at first. The fact that I can use the same Wi-Fi system at every UU campus and Queen's is fantastic, and I have every device I own linked to it.
Difficult and lengthy process to connect to initially however following this it is easy

ICTCS responses and recommendations	Target date
We will liaise with Edu Roam service owner to review all Wireless instructions to incorporate service changes e.g. authentication as mentioned in Network response below.	Prior to AY 2017-18
Regarding signal strength and speed issues, we will proactively advise our students at wireless clinics, roving and popup support, twitter and web how to avoid some of the symptoms expressed.	AY 2017-18
We will organise enhanced support for Wireless connectivity at start of each semester by offering Wireless clinics on each campus.	Start of AY 2017-18
Discussions have already taken place regarding scheduled wireless workshops at Coleraine Welcome Week being organised by Provost Dr Karise Hutchinson.	

Networking response – received 30/5/17 from HY	Target date
<p>The existing wireless system hardware has been discontinued and has not yet been upgraded or replaced. The campuses are therefore still suffering from the issues that were highlighted last year. Those issues being:</p> <p>Speed - Speed is affected by number of users in the area and whether you are connected to the nearest wireless access point. Sometimes a users wireless client sticks to a distant access point and will not switch to one closer. As the distance between the client and the access point affects the speed, this results in a slower connection. Also, because wireless is a shared medium, a slow or bad client will affect all users on that access point as all users will in effect drop to match the speed of the slow client.</p> <p>Capacity will also have an effect on speed. As wireless is a shared medium all users are contesting for the same bandwidth. The more attached clients, the less bandwidth to each user.</p> <p>A new wireless system tender was instigated during 2016 and the first phase of the equipment was delivered early 2017. This first phase of replacement equipment will upgrade the wireless infrastructure on the Belfast campus. The new system will provide higher speeds, increased capacity and band steering to ensure that users will get a better experience when using wireless. Phase two of the programme will replace the wireless infrastructure during 2017/2018 on the Magee, Coleraine and areas of the Jordanstown campuses.</p>	<p>Planned replacement program</p> <p>Belfast campus system replaced by September 2017</p> <p>Coleraine campus and Magee campus systems replaced by September 2018</p> <p>High density areas at Jordanstown campus replaced by September 2018</p>
<p>Part of the current issue is to do with coverage. The current system provides good coverage on the 2.4Ghz radio and Limited coverage on the 5Ghz radio. Modern wireless client's preferences are to connect to 5Ghz radio over the 2.4Ghz radio. Wireless clients are therefore connecting to weak 5Ghz signals instead of the stronger 2.4Ghz signals. This leads to a bad user experience.</p> <p>The new system will provide increased high density 5Ghz coverage and usage.</p>	<p>Replacement program to be complete by September 2017</p>
<p>Passwords and Authentication: the existing wireless system requires students to log in with username@sd.ulster.ac.uk. The new wireless system will support the existing authentication and usernames with the new format of username@ulster.ac.uk. This should simplify logins, students will be able to use the same usernames on wireless that matches their email and system logins.</p>	<p>Replacement program to be complete by September 2017</p>

REPROGRAPHICS SERVICES

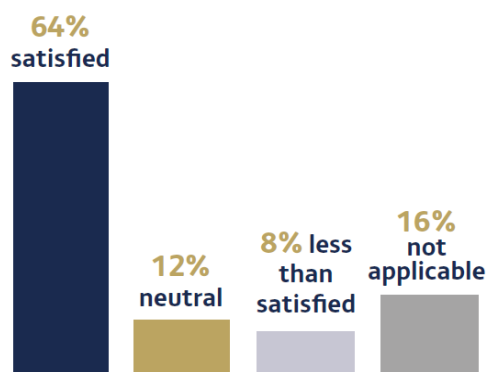
Levels of satisfaction for payment and mobile printing were less than 50% with ratings of 43% (down from 49% in 2016) and 24% (down from 31%) respectively.

While some of these reductions could be attributed to the new “Not Applicable” option being selected, these are still areas of concern.

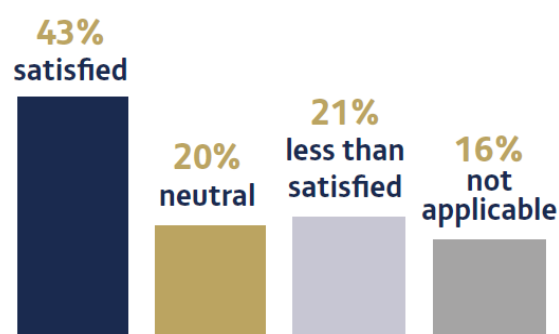
Overall satisfaction of the Print, copy and scanning service decreased slightly to 64% (down from 65%) among respondents.

Q5 – Please rate your level of satisfaction with any of the MFD services you have used

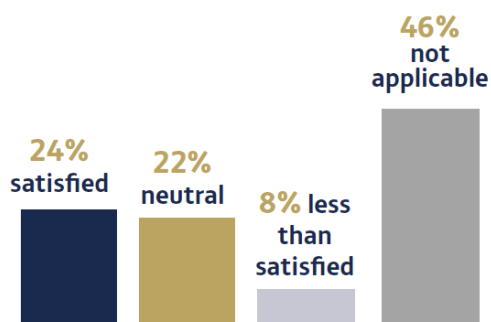
5.1 – Print, copy and scanning – 1,822



5.2 – Payment – 1,808



5.3 – Mobile printing – 1,817



A sample of comments and/or suggested improvements from students

More info needed in regards to wireless printing.

Have put money onto my printing account several times and have been charged but never received printing credits

Didn't even know that the university offered wireless printing

It takes too long for the money to register on your account

The payment was easy with the help of library staff

Although difficult the first time, adding a payment and scanning and printing, it becomes easier the more you do it, plus the brochures and posters hanging around are always there to remind you

Topping up my student card is a nightmare. I would change this log in to the standard university log in

I haven't used wireless printing yet but I hope to avail of it in the future. The payment process is easy to use and the prices are very reasonable. I have recently learnt how to staple documents in the printer and had I known this sooner, I wouldn't have invested in a stapler at the start of the year.
Payments are annoying because the least you can put in is £5 when sometimes I only want to top up £2 to print a few pages
Printers never have paper
Payment takes 15 min, slow - Wireless printing doesn't have all the options (binding, double-page)
While not dissatisfied, I found the system a little awkward to get used to. Can it not be linked to your student no and password rather than starting with a separate password/code
Very useful and cheap service.
Great facilities, payment/top up method could be improved i.e. minimum amount payable, length of time for initial set up
I wish smaller amounts than £5 could be added to the printing service as I am in final year and I know I will not use £5 worth of printing etc. between now and the end of the semester but I need to print a couple of pages and my balance is low. I wish mobile printing was a little better explained. I don't know how to do this, but I would use it if I knew how (I end up sending documents I need to print from my laptop to a Uni computer and then printing).
Only being able to add money to your account when in the university can be very awkward
Printing should be free due to the sum demanded from tuition fees. Some courses require you to print out material for their lecture which isn't optional and students have other priorities regarding their money expenditure.
Efficient services but costly printing
Printing can be expensive when students need to print large journal article documents, e.g. 40-60 pages.
It would be beneficial if students could top up their account from their own laptop.
Still expensive enough, but it works well and is easy to use the leaflets around the library helped at the beginning and registering payment was easy too.
Printers sometimes out of service
Paying for scanning? I have been to quite a few universities all over the world and this is the first time I have experienced that, and it is a nonsense!
It would be nicer to have the ability to print larger than A3
Make it more obvious that you have to have money already loaded into your account at least half an hour before you want to print a document.
Printing services at UU are top quality
Fine. More machines would be useful
The option of paying via internet without being in the library would be helpful.
The printers are expensive and it is so annoying when you print something and then say the printer runs out of paper, you lose your money on the pages that have not yet been printed. Make the money only come out when the pages are actually printed.
I have 2 learning disabilities and I found it difficult to use the payment system. I did ask for help a few times from the lib desk. I ended up just printing from home. I have messaged the service desk a few times for help but no response.
Printers had no paper or low on ink on occasion, there is only 2 coloured printers in an Art college. That's an absolute joke! Printing costs are far too high! Wireless printing does work but it does not print at the requirements of the document, sometimes it prints a4 size in black and white, instead of A3 colour
Printer service was dodgy at best. Would rethink canon service for a In-house solution
I only use the library's printers, and feel that the ability to scan your student card to see pending documents is an incredibly handy system. It took some time to set up my account for payment, although the ability to use PayPal made up for the hassle.

I wish there was more colour printers about.
Accessing the payment service for the first time was very difficult. The PDF guides did not explain clearly or in easily followed steps how to do so and did not allude to the fact that each student must set up a payment to their account through an email sent at the beginning of the academic year - which had no heading, content or instructions with the exception of a random generated code. I would suggest allowing a service wherein a student can pay to top-up their printing credits at the library desk, so they don't have to rely solely upon an online payment system.
Many problems with sending pages to printing and printer not knowing it's out of paper and attempting to print
payment system is awkward, not sure if you can do it at the library desk but would be good if you could just scan your student card and then use a debit card/cash to pay
I can staple multiple pages together and print everything in one go; I've saved so much ink in my house by adding a mere £10 onto my account in uni.
Printing is easy and great!
The printing system is quite good but payment should be instant.

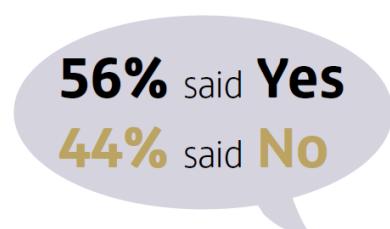
ICTCS responses and recommendations	Target date
We will liaise with Reprographics colleagues regarding the effectiveness of current information provided during inductions and associated online support materials. In addition, we will support the proposed use of videos to demonstrate multi function devices and how to top up accounts.	Prior to AY 2017-18
We will promote Reprographics services and materials during semester particularly at known high demand periods, e.g. assignment hand in dates.	BAU

Reprographics response – received 29 th May	Target date
Cost of printing - The cost of printing for students has not increased in 13 years, despite increases in paper cost.	AY 2017-18
Payment system - The system offers users control over their budget using a range of online payment options. The University and Students' Union have been looking at options to move other services onto the ID card and allow money linked to the card to be used not only for printing. Ability to pay at home – The ability to print and top up accounts from home is part of the new printer tender (due to be awarded this year) and will be delivered by the new contractor once awarded.	Feedback included in requirements outlined in new print tender. It is envisaged, issues identified will be incorporated in delivery solution.
Quality and more colour printing – The new tender will not only provide new equipment but also greater access to colour and other printers such as wide format etc. Full consultation is required of the new supplier and they will have to meet and review the student requirements on a yearly basis.	
Instructions provided – A range of supporting material is available but we will plan for a greater range of support material once we have awarded a new supplier. We will look at step by step online video resource to help users especially out of hours.	

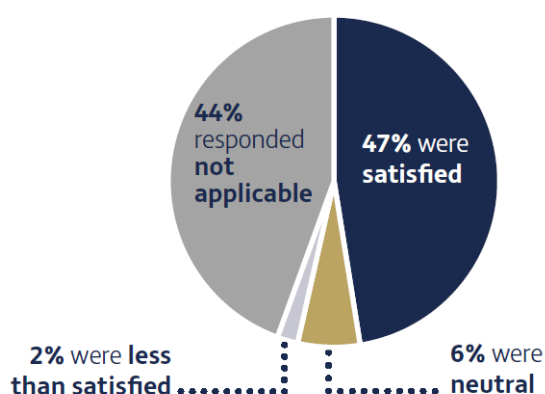
SOFTWARE DOWNLOADS AND STUDENT OFFERS

There was a slight increase in the 56% respondents who were aware of this service (up from 53% in 2016). 47% of those who had availed of the service were satisfied (down from 66%). It is assumed this decrease is likely to be attributable to the significant number of respondents (44%) who selected the new option of "Not Applicable" rather than a major increase in "Less than Satisfied", compared to 2016. Issues related to software compatibility and promotional activity are noted.

Q6 – Our Department provides a set of free software applications that can be downloaded via our website (e.g. McAfee anti-virus software, SPSS statistical software etc.), are you aware of this service? – 1,843



Q7 – If you have used this free software download, please rate your level of satisfaction with its ease of use – 1,660 respondents



A sample of comments and/or suggested improvements from students

I wasn't aware of this service prior to university so had bought most programmes, however I downloaded SPSS towards end of semester 1, would have been more useful I had known of it sooner, however great once I knew about it's availability, easy to download.

The free MS Word was great. It saved me a lot of money

I know about it I just haven't used it cause I already had anti-virus and Microsoft in my laptop

Very easy to download and use as normal, great service that maybe isn't advertised as much as it should be

I was unable to download McAfee on a new laptop because McAfee was not compatible with Windows 10

It's great that this is offered to students. I have made use of SPSS & Microsoft packages

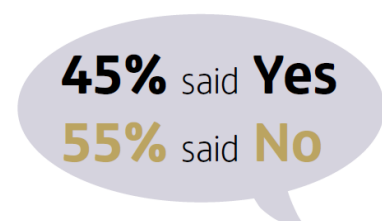
I haven't been made aware of this but now that I know of it I will look into how it could benefit me!

I was not aware of the ability to download SPSS software until I needed to obtain it for my research paper findings in March of final year. I think there needs to be more awareness of this.

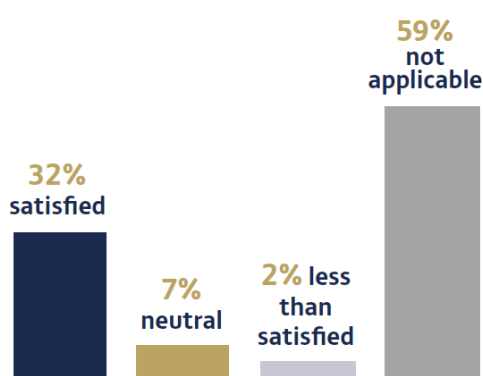
Guides and user interface in acquiring downloads is easy to follow.

I found it very confusing and difficult to download SPSS even with the instructions, possibly a video would help or an email sent around explaining the problems however there are easily found on the website; i just had problems with the actual download
I think this is great! Definitely helps students save a few pounds. I also like the student discounts for laptops etc. It incentivises students to invest in their own laptop.
I have downloaded three editions of SPSS now, as well as ArcView and student MS Office - Very pleased that this is available to us for free. Downloading programs couldn't be easier.
Why wasn't this service or access to it emailed to each student?
I downloaded McAfee Anti Virus software which was useful as my current antivirus software had expired
I found it very difficult, once installed, to download. Still unaware if my computer has been protected.
Very difficult to install some software, even for someone computer literate.
I have downloaded McAfee, NVivo and SPSS and found all easy to install and utilise
Through completing this survey I became aware of the Software downloads and availed of them – Delighted
I found the student office download very useful
McAfee does not download. Instruction are not accurate
I have made use of the download service to get the Microsoft packages and also the SPSS package which was required for my course. This made it a lot easier to make sure I was downloading legitimate software for my work. There were also instructions which were very helpful in the download process.
No publicity for use of this service, did not know about it until now
I downloaded the Microsoft Office suite, useful. not aware of any other services, an email or other form of notification of their existence would go a long way
I love the downloads made available and think it's very easy to locate and take advantage of.
Really liked it but a lot of people I talked to didn't know about it.
Fantastic, great value, has saved me £49 each year
Extremely handy having office 365 online and available from anywhere.
Didn't know about service before Uni so had bought everything! Only programme i hadn't was SPSS, which I downloaded and it was good job
This was not easy to download, and I did not avail of this. When I tried to do so, a message appeared onscreen saying it was no longer available
Easy to find, easy to download, really great resource for students especially as it is so expensive so really minimises costs for us.
It is easy to download and the PDF instructions were very easy to follow. It's also easy to renew a licence.
Have never been made aware of this service.

Q8 – Our website also provides links to student software offers from a number of organisations such as Apple Educational Discount, Software4Students and DreamSpark. Are you aware of this service? – 1,829



Q9 – If you have availed of any of the software offers, please rate your level of satisfaction with its ease of access from our website, (otherwise leave blank) – 1,559 respondents



A sample of comments and/or suggested improvements from students
Used the Apple 10% student discount
The apple student discount is brilliant.
Students should be made more aware of these availabilities via maybe leaflets or posters around the uni
Was not aware that these offers were at my disposal.
The apple student discount is very helpful along with the free download of Microsoft and McAfee! Very very useful!
It's easy to access if you know where it's located. If you're not aware of the services it's quite easy to overlook and miss the offers as it sort of blends into the background, it's not eye catching.
I got discount off my MAC using this service. It's excellent but I feel it needs to be clearly advertised, especially to new students.
Very easy and quick, made a UniDays account and then I could avail of further discounts from other stores.
I found some of the products more expensive compared to high street retailers
Amazing offers and easy to access from the website
I have used these offers and am highly impressed by them being made available.
Capable computers are ridiculously expensive and any discount to get them is a fantastic benefit
Have not used this service, but commend University for offering this vital resource for students.
Needing a Mac for my course was made easier with the student discount
Needs to be more awareness information session on these services.
They are clearly explained and much appreciated.

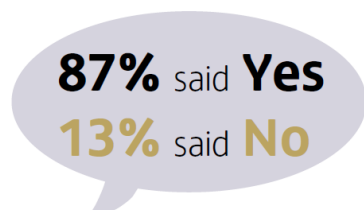
ICTCS responses and recommendations	Target date
We will complete our annual review to check the validity of download instructions for all devices and operating systems.	Prior to AY 2017-18
The issue of McAfee compatibility with Windows 10 was resolved during Dec 2016. A pre-requisite Windows 10 patch was missing from the failing student devices. This patch would normally apply automatically by Windows Update, however it was also added to the McAfee download supplied from the Portal. Students are strongly advised to ensure their devices are configured to enable automatic updates, to receive functionality and security patches.	Dec 16 (Action Complete)
A focussed promotion of Software Downloads and Student Offers will be undertaken during induction periods via social media, Library, Students Union, wireless clinics, roving and popup support.	Start of AY 2017-18

OFFICE 365

The Office365 email service is well received with an 88% satisfaction rating (up slightly from 86% in 2016). This is reduced to 72% (up from 65%) for OneDrive, however a 25% neutral rating implies a significant number of students may choose not to use it as opposed to “Less than Satisfied”.

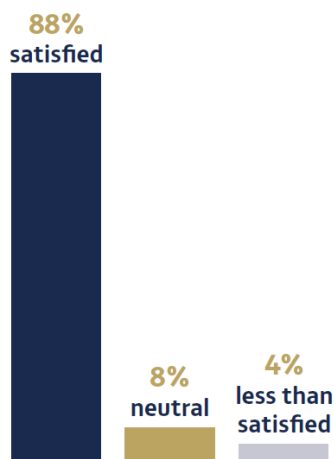
Where 37% (up from 30%) of students have downloaded Office 365 Pro Plus, their experience has been positive. Further promotion is required to increase its use as this still leaves 63% (down from 70%) of our respondents who did not avail of the service, which may be attributed to a lack of awareness of the free download.

Q10 – Are you aware of this service? – 1,843

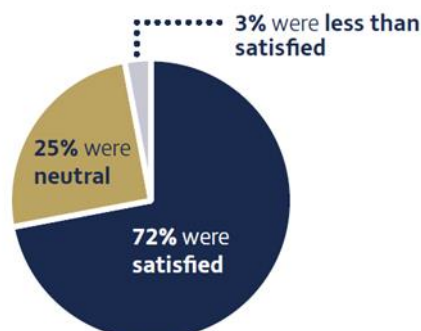


Q11 – If you have used either of these Microsoft services, please rate your level of satisfaction with the service, (otherwise leave blank) – 1,699

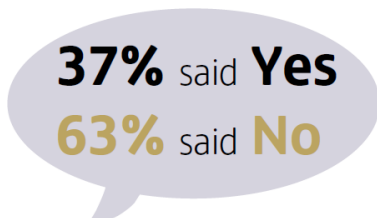
11.1 – Office 365 email service – 1,671



11.2 – OneDrive Cloud Service – 1,506



Q12 – Did you download your own free copy of Office 365 ProPlus? – 1,843



A sample of comments and/or suggested improvements from students

Saved me a lot of money

Easy to download, good service

I didn't know we had anything more than the online Office 365.

This significantly reduces the cost of software required for ICT related courses

Office 365 services are great and work really well when you're doing coursework on campus and happen to forget your USB, everything is there for you
I am thrilled with this service. I was able to download Office for free and access all of the applications I need. One Drive is a fantastic service which is much more reliable than USB sticks and an excellent backup service so I can save my documents in multiple places to reduce my risk of losing them. It is also useful as I can access it anytime anywhere from any device.
The use of cloud I found difficult at first but once I knew how to do it the once I was ok then
365 has been extremely important in making my documents accessible between campus and placement
This service is extremely useful and I rate it very highly. The price of Microsoft Office 365 to purchase is quite expensive and so the fact the University offers it as a free service is appreciated.
The new access of the office email is horrendous! I am yet to find any student who prefers the new access and it makes it extremely hard to sign in as many people including myself have been thrown out of the email service
Difficult to download, will not work on my laptop
The email system and online services offered on Office 365 are incredibly useful and helpful in University life. The OneDrive cloud service is incredibly useful and has replaced my need for a thumb drive.
Don't like the way we now have to login to outlook separately as it was better when it was already logged in when you accessed the portal
It is a lifesaver. Definitely a great help when getting a new PC half way through the semester
It was very easy to access and download, but it could be made easier for other less technical people to find.
Didn't know I could download the pro plus, I'm going to after I complete this! The 365 is perfect super useful
Hate the new email login, takes too long to complete and prefer old access from portal. Makes no sense why it was changed
A lot of junk email I find, or just email in general that does not relate to me at all. Makes it hard to find important emails sometimes
I wish it was connected to the university portal to limit the login process.
Seems unnecessarily complicated, more available than needed
It is an important part of university life using this software.
I found it very confusing to download and set up.
Excellent service which I was not expecting to being granted access to. I have greatly appreciated to have been given the possibility of installing it on more than one device.
I'm not too sure about this. I can only access my portal from my laptop. I can't gain access from the university computers. I have tried calling the help desk and email. They have never responded to my requests for help.
I regularly use the OneDrive to keep documents between my iPad and my laptop makes things so much easier. My word was purchased from my house as I have other family members need word
I am personally a fan of the email service as I can view both my personal and university email through the Outlook Android app. I also think the cloud service is a good feature, although I prefer other cloud storage services. I would often use Google Drive over OneDrive.
I wasn't aware nor told about the OneDrive cloud service.
Useful to have on multiple devices, especially when you are not in Uni & can check emails or work on the go
It was hard to install, I used Libre Office instead
Very easy to use and great asset to the course
It saved me so much money and I'm so happy for the university for providing such a great service

ICTCS responses and recommendations	Target date
A focussed promotion of Office 365 Pro Plus will be undertaken during induction periods via social media, Library, Students Union, wireless clinics, roving and popup support.	Start of AY 2017-18
Regarding comments on the change from Portal Single Sign-on access to the O365 mailboxes, this was a mandatory change forced upon the University by a technical change in system architecture. We appreciate this forced change had an impact on students, demonstrated by increased requests to our Service Desk. However, this is part of a wider plan designed to improve overall IT services to students and your understanding is appreciated.	N/A

GETTING HELP

Overall awareness of the support mechanisms has increased slightly to 70% (68% in 2016).

Of the six support mechanisms listed on the survey, Service Desk and Library Information Points remain as the most popular in terms of effectiveness. It was pleasing to also note that Self Service Portal rated highly with all three in the region of 60% (down from 75% in 2016) satisfaction. This apparent drop can largely be attributable to the significant percentage of respondents who have selected the newly available “Not Applicable” option for each service.

This trend is also outlined in the Out of hours rating which shows a reduction to 30% satisfaction (down from 53% in 2016) but also has a significant 55% percent of “Not Applicable” in 2017.

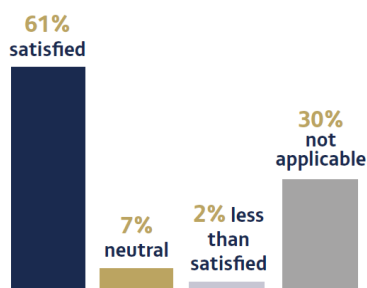
The remaining two areas namely Online Support Knowledge base and Service Catalogue on our web scored in region of 50% satisfaction with their effectiveness, again reflecting a satisfaction rating reduction from 2016 attributable to use of “Not Applicable”. It is recognised that these areas would benefit from some Continual Service Improvement and promotional activity.

Q13 – Are you aware that this range of support is available? – 1,843

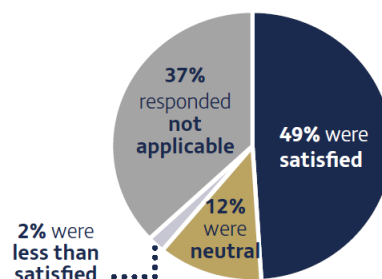
70% said **Yes**
30% said **No**

Q14 – If you have used any of the methods listed below to seek assistance from Ulster University ICTCS, please rate your level of satisfaction with their effectiveness, (otherwise leave blank)

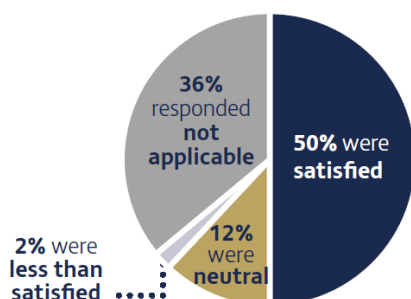
14.1 – Self Service Portal – 1,728



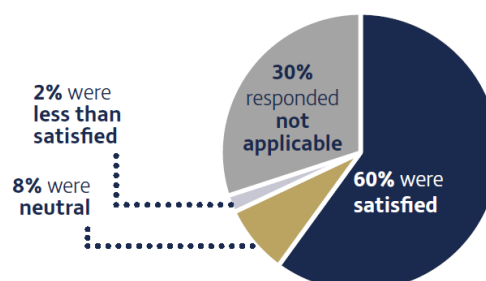
14.2 – Online support knowledgebase – 1,715



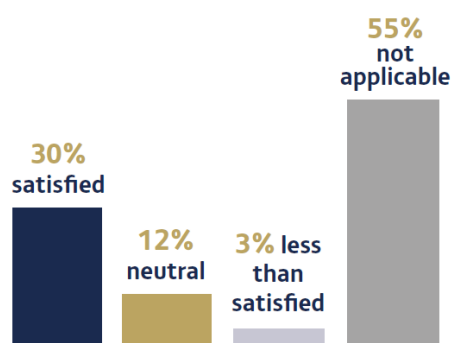
14.3 – Service Catalogue on our web – 1,710



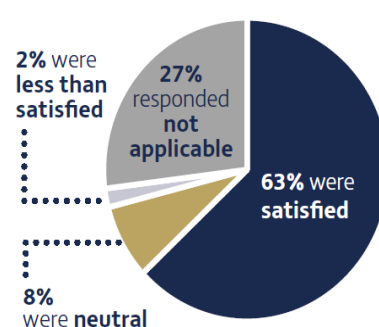
14.4 – Service Desk – 1,735



14.5 – Out of Hours support – 1,701



14.6 – Library Information Point – 1,723



Further comments/suggestions from students on how the ICT Customer Services can improve its services.

I think they need to think more about the user experience / end-product rather than quick solutions.

I think the support you offer is great and doesn't need changing

The support services are excellent in handling queries. In the past I have emailed them to help me access my blackboard outside of university grounds and I have used their telephone services to help me fix a problem with Turnitin. I have used the information desk to help me top up printing credits and show me how to photocopy documents.

It can be difficult to find the exact number you're looking for, and which helpdesk is the one you need. An explanation should be given for the difference between helpdesks and information points.

Just more information given out about services available

Make it more noticeable of your services

ICT customer support can email us how to use the services or give suggestion to students

I joined the program in 2nd year and would have like to participated in an induction - also feel that because I am a Part time student , I only discovered the student software from one of the full time students

Make links to the websites clearer and maybe have a tab that contains all items like that together

I have no understanding of how the library works and was unaware that help was provided.

Sometimes can be slow at responding to requests

Had numerous problems with my MacBook Air. ICT helped me out in the library it was great

Make it known to students that help can be in person

Very friendly staff who go to great lengths to help students. Very appreciated

More help setting up Wi-Fi or more advertisements on all the services available - I didn't know there was all this support.

Ongoing IT tutorials e.g. how to save folders in cloud vis a vis a file

Called IT support once regarding Blackboard Collaborate issues for accessing live class. Were not able to offer much help other than contact tutor. Would be helpful if IT support were able to offer more support for this service and suggest more troubleshooting ideas etc.

The service is excellent and, at this stage, I would not be able to suggest any significant improvement.

To offer student with learning disabilities an opportunity to come and visit the office and properly explain the services that are on offer. I feel I have a poor understanding.

Library staff very helpful with any IT queries. Had to contact service desk with query and found them quite rude and unhelpful

Studying online and in a different country makes contacting the UU difficult. 24 hour assistance would be useful

ICTCS response	Target date
A focussed promotion of our overall support mechanisms (with emphasis on Self Service Portal and Knowledgebase articles) will be undertaken during induction periods via social media, Library, Students Union, wireless clinics, roving and popup support.	BAU
Be more visible on campuses with our roving support and 'pop up' desks during the full academic year.	During AY 2017-18
Service Desk – continued monitoring and in-house training on processes.	BAU
Service Catalogue on our web – it is anticipated that this area will improve as a result of our annual review, after which promotion will take place.	During AY 2017-18
Out of hours support – review of performance at annual SLA meeting and analysis of knowledge articles provided to out of hours colleagues.	30 June 17