Ulster University

Information Services

2018 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 on 17th April 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.

In order to facilitate the benchmarking of feedback against previous years findings, our questions remained the same. However, we added a question about our ISD Twitter channel and therefore a benchmark comparison is not available for this. At the ongoing request of Centralised Admissions Project team, we again facilitated some added questions at the end to gauge first year impressions regarding the University admissions process. These results are not part of this report but have been shared with Corporate Applications colleagues.

Response Rate

It was our hope to exceed the 2017 response rate of 1843 students. To assist in this, we again offered the incentives of a 1st prize of an iPad, 2nd prize of a £50 Amazon voucher and 3rd prize of a £25 Tesco voucher, 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.

The survey launched on 17th April, 3rd April and closed on Monday 14th May. Similar to previous surveys, promotion was conducted via our Global Mailshot service, Twitter, Corporate and UUSU marketing screens and Blackboard announcements. Reminders were sent via Twitter and Global Mailshots during this period and Library/ICTCS staff were also requested to encourage students to participate during support discussions.

Our final response rate was 1515, which is a 17.8% decrease from 2017. This may be attributable to the later launch of the 2018 survey due to operational priorities bringing the survey closer to the exam period. Additionally, an error was made in transcribing the survey link into the initial Blackboard announcement, which although resolved immediately when pointed out to Office for Digital Learning, may have affected response rates via that method.

Each student of the 1515 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.

Winners will be promoted via Twitter once survey results are approved for publication to ISD Website.

Analysis of Results

In order to aid analysis, we have grouped Highly dissatisfied, Dissatisfied and Neutral as *Less* than *satisfied* and Satisfied and Highly satisfied as *Satisfied*.

There is also 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 departments such as Library, Reprographics, Students Union, Faculties, Physical Resources, Office for Digital Learning and other ISD service owners. In addition, we invited these recipients 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 displayed in response tables at end of each section.

A brief summary has been provided under each section of the survey, see shaded text boxes.

Promotion of findings

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

ICT Service Centre faculty representatives will share our findings with their faculty colleagues 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 by again sharing our findings with UUSU Officers and advising on actions particularly where UUSU can assist us in promotional activity.

Craig Shilliday
ICT Service Analyst
**16 July 2018**

SURVEY DEMOGRAPHICS

The demographics section is included to assist us analyse results for all groups of students. For example, fully online students will not 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.

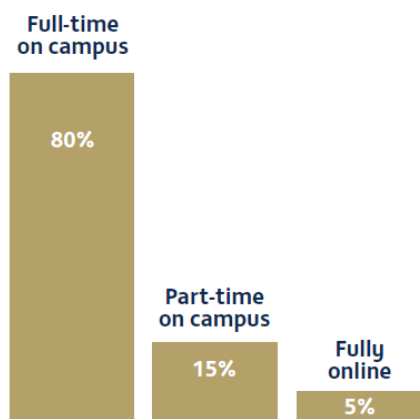Our 2017 survey demographic breakdown was as follows:

Belfast 6%, Coleraine 23%, Magee 22%, Jordanstown 43%, QAHE 1% and Fully Online 5%.

Full-time on campus: 81%, Part-time on campus 13% and Fully Online 6%.

Please indicate which Campus you attend?
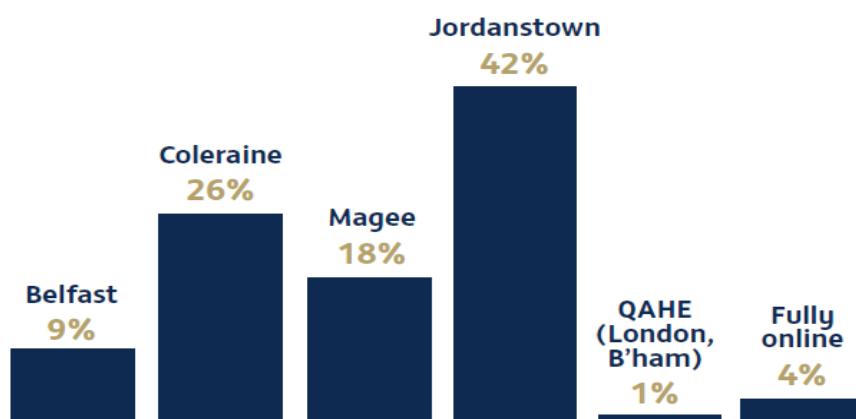

What type of student are you?
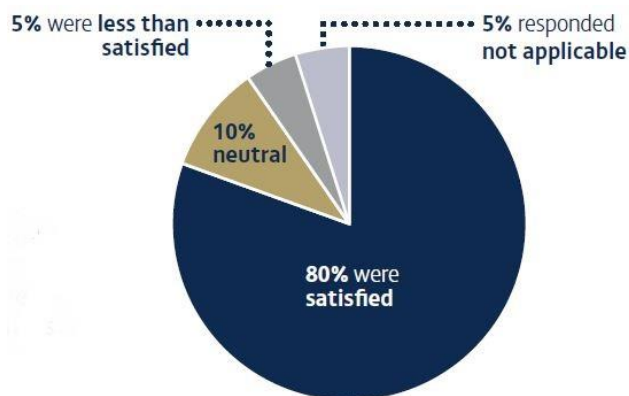
STUDENT INDUCTIONS

85% of our respondents replied they had attended induction (up from 84% in 2017), with non-attendance at 15% (down from 16%). This marginal difference is still pleasing giving the increase in part-time students responding to the survey. Non-attendance may be part explained by part-time or fully online student status. Of those who did attend, 80% were satisfied (down from 81%).

Please note that while our question specified the IT component of induction only, many responses indicated that students included comments on faculty/school inductions, welcome week activities and the application process in their responses. This will have an effect on the interpretation of the satisfaction rating, as it is not applicable to only the ISD only induction content.

Q1 – Did you attend a student induction? – 1,433 respondents

85% said **Yes**
15% said **No**
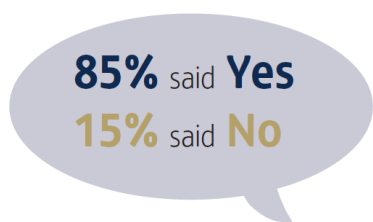
Q2 – If you attended an induction, please rate your level of satisfaction with the IT component of the induction content, (otherwise leave blank) – 1,283 respondents

5% were **less than satisfied**
5% responded **not applicable**
10% neutral
80% were satisfied

A sample of comments and/or suggested improvements from students
It was personal and addressed all my questions.
Everything was covered and explained very well.
Compact it more and make it less dragged out and repetitive.
Spread the information over a few days as it is a lot to take in. Create YouTube videos on each topic for recap purposes.
Providing clarity in differentiating services which are provided by ICT, and by Faculty IT.
It would have been more beneficial if it was more interactive but as our B00 numbers were not yet working, it was more difficult to remember everything.
I returned as a postgraduate student having studied at Ulster before. I found the induction well rounded and useful.
Like the open day, I would've liked current students helping with the induction.
Good academic introduction but still found it very hard to find my feet as I had never been to Ulster before. It is assumed you are an undergraduate here and therefore you are not told anything about how the University works, the resources available to you and how to use things like Blackboard, UIR etc.

Either address it properly or not at all. 15 minutes for the amount students rely on IT isn't adequate.
More on the printing and computer lab services.
Just need more time to aid students individually.
An email covering everything on the induction.
I was very pleased with the induction, no real improvements to mention, the lady taking our induction was polite and well spoken so it was easy to understand.
It was rushed and I didn't understand anything until the library staff helped me out.
Good job but more help with connecting devices to wifi and printers would be more helpful. The leaflets are helpful to an extent.
Make the PowerPoint used for the induction available online to download.
Returned to ask more questions, I thought the induction should have been more simple especially as it is not straightforward to access a few things.
Perhaps providing a more in depth induction through students experiences.
It would be better to run the referencing class of the induction later in the semester when it is more relevant for assignments.
Blackboard Learn could be better explained. Many of my classmates found it difficult.
I believe that the IT Induction should be high priority as I had already accessed computers and experienced difficulties in doing so prior to the induction training.
Gradual inductions instead of a one-off that bombards you with info.
It was very rushed and for people that ICT isn't a strong skill, it can leave them quite stressed.
The induction I received in 1st year was perfectly fine, the people in charge were courteous and pleasant and answered any question I may have had.
I had an induction in the first couple of weeks in first year and then nothing since then, I know a lot of students don't bother going at all but if it were possible to get a refresher again in second year it would've been great. I use the library and portal/blackboard much more this year and had forgotten how to use some of it.
There was a presentation but it should also be on blackboard.

| ICTCS responses and recommendations	Target date
• ICTCS colleagues are engaging with "Welcome Week Working Groups" across all campuses, with the remit of actively pursuing a better overall experience for our new admissions. This will again involve being part of a University wide induction video and providing workshops on Wi-Fi and other ISD services. • We have again noted that a number of comments may relate to students overall welcome week/faculty induction experiences. We have shared this feedback with colleagues in the Welcome Week Working Groups. • We will review ICTCS self-help and induction videos over summer 2018 and will promote these heavily online via social media, BlackBoard announcements and SU partnerships. This will particularly help to facilitate distance learners, part time and any existing students looking to familiarise themselves, as these may be in the 15% of respondents who have never received an induction. • Returning students advised they would like induction refreshers. This will be facilitated by availability of videos as mentioned above. • ISD sent one global "Getting Started" global mailshot to all students at start of A/Y 17-18 pointing them to our ISD website for services such as Wi-Fi instructions, free software downloads and induction material. It was clear this email was missed by many, or "too much too soon" so we intend to follow this with a number of separate service specific "Do you know how to….?" mailshots over the first few weeks of term. e.g. *Do you know how to connect to WiFi? Do you know how to connect your email to your phone? Do you know how to download the free software?*	Prior to AY 2018-19

COMPUTING FACILITIES

Student IT workstations have an 83% satisfaction rating (up from 81% in 2017). However, this year it was again also clear that some responses refer to Faculty IT Labs e.g. Block 16 Jordanstown CEBE labs, over which ISD have no direct control despite the survey question attempting to clarify this point. Learning and Teaching spaces have a 76% satisfaction rating (up from 75%).
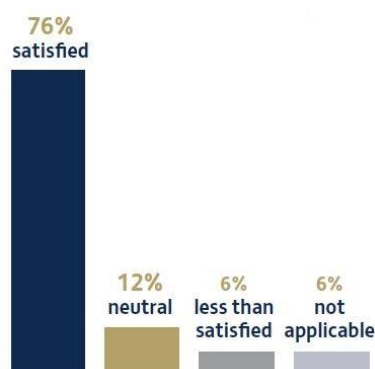
Student Hubs and Social Learning Environments have a rating of 58% (up from 57%). This could be due to factors such as low student awareness and the high "Neutral" and "Not Applicable" scores that part-time and fully-online students would be expected to answer for this question.

Q3 – Please rate your level of satisfaction with any of the following facilities that you may have used or experienced.
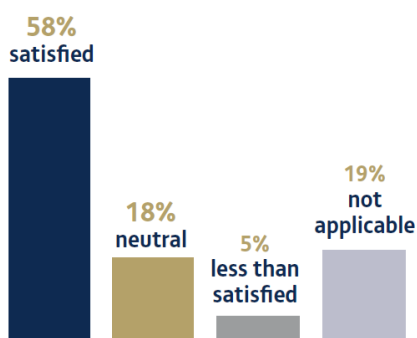
3.1 – Student workstations in the Library or IT Laboratories – 1,509

83% satisfied
6% neutral
4% less than satisfied
7% not applicable
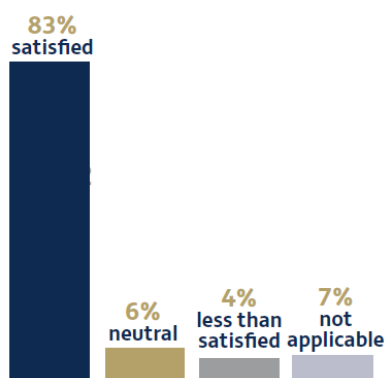
3.2 – Learning and Teaching spaces (e.g teaching rooms and lecture theatres) – 1,501

76% satisfied
12% neutral
6% less than satisfied
6% not applicable

3.3 – Student Hubs/Social Learning spaces – 1,501

58% satisfied
18% neutral
5% less than satisfied
19% not applicable

A sample of comments and/or suggested improvements from students
Student hubs could benefit from having more seating areas for large group projects.
The library workstations are dirty and the security systems in place make using the mice a nightmare.
The computers in the Library need to have the same software as in the labs, in free time it's hard to find a free lab and we can't use the Library computer because they don't have the software.
No student access to electrical sockets for laptop chargers in many lecture/teaching rooms.
Some of the teaching spaces (lecture halls) need to be fitted out with a few desks as it can sometimes be a little impractical when making notes.
Although you have introduced student hubs, they are only located in one part of the uni. The student spaces in the library also seem quite compact
New facilities in Coleraine (U block) are well laid out and fit for their purpose

IT labs have made my years at university ten times easier.

Would be more beneficial if the IT laboratories were made a quiet place like the reading rooms. Moreover there is not enough seats in the majority of lecture theatres to hold my classes.

There are lots of areas for students nicely spaced out so you can concentrate and not get distracted, comfortable aswell and nicely decorated to give a nice atmosphere.

The quiet area in the Jordanstown library only has a number of plugs to the sides, therefore there are only a handful of desks that can be used by laptop users. There should also be more computers available in the quiet are given the lack of access to plugs and the noise levels of the general library area.

Possibly more advertisement about them.

Every type of working environment was provided for within the library and ICT suites with spaces for group, casual and intense work eg. Room to work in a group, alone and reaxed environments

The library would be better if there was laptops to borrow so that work could be done in the quiet area. If you have forgot your laptop you have to go into the louder area and use a computer.

Student hubs are great, but lots of technical difficulties in lectures.

Like that there are screens for putting up group work and working together and also quiet spaces to go to for personal work.

I have had to move a number of times once settled at a pc as the area was too noisy. This is embarrassing and an inconvenience.

There are not enough computers in the library. If it is busy it can be difficult to get a computer.

The silent IT study rooms in the library are often completely packed out. Workstations are, however, extremely well maintained and accessible even at peak times.

Never really been made aware of student hubs/social learning environments. Rooms and lecture theatres are good however, there have been a number of issues during lectures surround the IT side which hasn't always worked correctly.

Engineering students cannot access facilities like matlab outside the engineering labs. These labs often have classes in them. Give us the resources we need throughout the university. Thank you.

A main problem at Jordanstown Library is that there are not enough workstations with plugs in them. The computer areas are always too loud to work in, but when you bring a laptop you are not guaranteed a seat near a plug.

More student hubs are needed as the library is already small and it can be hard to find a suitable space to work.

Very satisfied with the speed of the computers in the library. Printers are also excellent.

The new library area and hub is a fantastic area that evening part time students finally have a nice area to use

In Jordanstown the student hubs/union are terrible. No atmosphere to work or have fun in them.

There can be a lack of computers available in the library at certain times. The steady wifi signal in most of the main building is very useful and reliable for the most part.

I think in the library it would be brilliant to have plugs and USB ports for electronic devices in the study area of the library. I like to do my work on my laptop in there because it is quiet but when my laptop runs out of power I have to go back out into the main area of the library where it is noisy

Belfast Hub is small, and there's not a lot of comfortable chairs

Lecture theatres need bigger desks - can't even put a notebook down to write on them or put a laptop on the desk and have it sitting fully on it apart from in U123

As we require certain software applications, the library should have software applications relating to student studies such as visual basic, notepad++ etc

Additional work stations in silent part of the library

All the facilities are great except some of the lecture rooms have glitches with audio or projectors

Library too noisy! Lecture theaters old and dated

Very slow to log in on all terminals.

Possibly more advertisement about them

Hub isn't quiet for work. Room 15g02 is far too uncomfortable for learning and too warm for thinking

Not large enough, need more space

During some of the lectures when students are taking notes, they run out of power on laptops. Maybe a few extra plugs for power?

ICTCS responses and recommendations	Target date
Faculty owned lab (e.g. Block 16 CEBE labs) feedback in this survey continues a theme from previous surveys. Where faculty-specific issues are clearly identifiable, we will share this feedback with our Faculty 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. This promotion may need to consider the inclusion of rationale for why not all faculty-based software can be included into the core Student IT Lab images supported by ISD. UUSU will be requested to endorse this promotion, via Class Reps induction.	Prior to AY 2018-19
Comments related to noise, quiet study, eating/drinking and general cleanliness within the Library is an ongoing discussion with colleagues. However, in Library/ISD liaison meetings with UUSU it was agreed that the non-eating policy was not being enforced. It is clear some students are not aware of this, and it may need communicated with the support of UUSU. PC cleaning will be conducted in Library and Quiet Study rooms during Summer 2019. We will increase preventative maintenance checks to monitor cleanliness and missing hardware, in response to feedback on PC availability due to missing keyboards and mice. Library staff will be also encouraged to report issues to the Service Desk as soon as they are aware of issues.	Prior to AY 2018-19
In response to feedback that indicates some students are not aware of IT Labs, Student Hubs & Social Learning environments, we will continue to be promote these via inductions and social media – requesting UUSU endorse this. We will request Welcome Week Working Groups to ensure that these facilities are included in Campus Tours. The need for more electrical sockets in student areas has again arisen in this year's survey and will be discussed with relevant colleagues.	BAU Prior to AY 2018-19

WIRELESS

Wireless support documentation and ease of access rated similarly regarding satisfaction with 65% (static at 65% from 2017) and 68% (up from 66%) responses. There was also a marginal decrease in performance satisfaction to 69% (down from 70%).

From the widely varying range of responses, it is clear again that satisfaction was impacted adversely by some factors beyond direct ISD control. For example, connection issues caused by respondent devices and attention to detail following instructions. It is also clear there is a gap between some user's expectations of a corporate wireless service compared to what can be operationally achievable (e.g. WiFi coverage in car parks).

Some communications work within existing online WiFi support documentation to explain these issues may be beneficial to all stakeholders. The very similar feedback from previous years also supports this assertion.
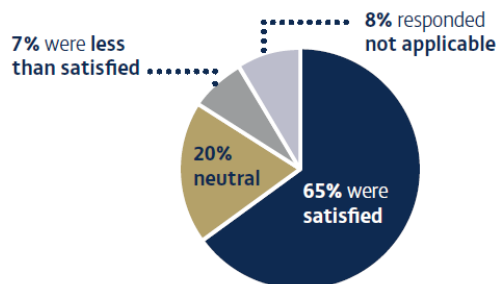
As Aruba wireless infrastructure is implemented more widely across campuses, it is hoped that satisfaction rating will increase for next year.

Q4 – Please rate your level of satisfaction with the following aspects of our wireless service
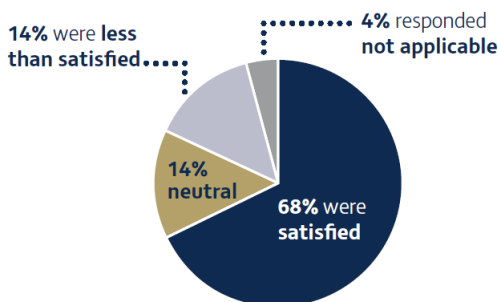
4.1 – Performance – 1,509
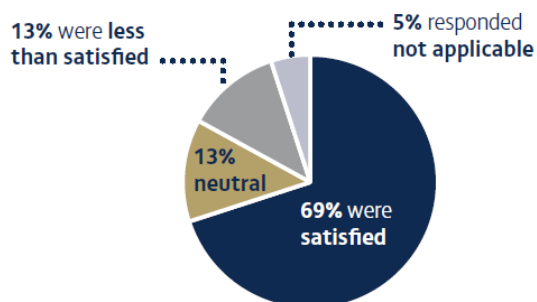
4.2 – Support documentation – 1,502

4.3 – Ease of access – 1,506

A sample of comments and/or suggested improvements from students
I don't know where any support documentation is.
Very fast internet and very easy to access!
Wifi works fine on my phone and worked on my laptop at the beginning of the year, but now won't connect properly and I can't use it in university which is quite annoying.
Easy accessible. And staff prepared to help those that found difficulty in accessing it.
There are a lot of places on campus where the wireless cuts out or is slow.

Hard to first set up but once done it is perfect.

Connection can sometimes be limited and slow forcing me to turn wifi off to access 3G on my phone instead. In computer suites its generally quite good.

Eduroam connection can be hit or miss depending where you are in uni, also clearer instructions on how to first get connected would be useful!

Explanations on how to connect to WiFi are not great. Performance isn't too bad but depends on where you are in University and the service can be hard to get onto.

I think the wireless should work while outside within the campus, an example would be waking from and too different buildings.

The communication about the wifi could be easier to understand, at the current time it is laid out in a hard to read fashion. Also, having another log in for the wifi on top of the banner log in is unnecessarily confusing.

It is good, however it can sometimes be quite slow, and disconnects regularly

Sometimes problems with the wireless service but it has greatly improved over the years!

Sometimes WiFi doesn't work on laptops in certain rooms such as the study group rooms

It's grand really, probably a bit slow compared to most wifi in the home, but a lot of people on it so it certainly does the job

I didn't know you could access wireless services

Cannot connect all the time and is extremely slow. My course designs for the internet and I cannot do so when on campus. I end up having to use my own 4G

This worked fine in 2016/17, but has never worked in 2017/18.

This is an excellent service and once again library staff were extremely helpful

It's not explained well how to get online. A lot of people needed to ask to figure it out.

Obviously cannot expect it to be super fast, but it took a while to get connected sometimes when there were a lot of students in a LT. Also, eduroam seems be to working only within or near the buildings and lost it's connections outside (e.g. Carpark).

Update info for more recent devices

Wifi is near to impossible to access, I spent 2 hours trying to connect my laptop in the library.

Brilliant system, never had any issues with it. Very handy whether on a laptop or smartphone. I find it beneficial as since I care for my mum, I am able to keep in contact with her via it whenever I am on campus as well as using it for university work.

Initially connecting to the wireless network was a little difficult and the information on how to do so could have been more available for new students but since connecting I've had no difficulty.

The wireless network during the year 2017/2018 was horrible. My devices would constantly disconnect or be unable to connect at all stating the username/password being wrong when it was repeatedly typed in correctly. Some days it would work better than others. Disappointed as it had a negative impact on my learning.

Major improvement on past years

It will be good if students can make and receive WhatsApp calls while using eduroam. This is because some rooms don't have mobile signals and the wireless internet is about the only means of voice communications for those without office/dedicated office telephones.

Once your connected for the most part it works well... getting connected initially is slightly more complicated, especially when you're starting it's another thing to overwhelm you

Ive never had any issue with the WIFI on site

Librarians very helpful in accessing wifi and documentation straight forward and easy

I found that initial connection difficult to gain access to but once on it was great

It is somewhat difficult to connect a personal device to the WiFi, and connection is sometimes poor. Set up instructions could be a lot clearer

It's good because whenever I go to some other university I get an access to internet through eduroam of ulster.

Wireless system is great. Accessing it is easy and the coverage is great. Never have any problems with disconnecting.

Inexplicably, eduroam seems to lose connection on certain devices in certain areas of the Jordanstown campus - for example, a 2nd generation iPad can stay connected on the top floor of Block 17, but a 2017 Sony Xperia drops off.
However, the benefits of Eduroam far outweigh this minor issue.

Has definitely improved since my first year at university overall good connection

ICTCS responses and recommendations	Target date
We will review all Wireless instructions to ensure currency in partnership with the service owner. We will promote these instructions heavily at start of term via ISD website, global mailshot, social media and Blackboard hosting. We will make physical copies of Wireless instructions available for loan at prominent "high volume" locations e.g. campus reception desks in addition to current Library locations, subject to agreement with stakeholders.	Prior to AY 2017-18
We will organise enhanced support for Wireless connectivity at start of each semester by offering Wireless clinics on each campus. At these, we will be able to proactively advise our students how to avoid some of the symptoms expressed, following this up with online guidance (e.g. self-service portal knowledge)	Start of AY 2017-18

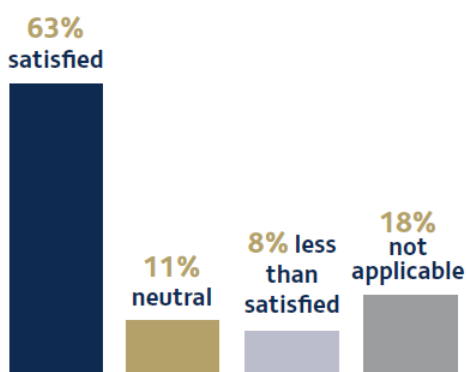| Networking response	Target date
The existing wireless system is end of sale and has not yet been upgraded or replaced. The campuses are therefore still suffering from the issues that were highlighted last year. Those issues being, Speed - Speed is affected by number of users in the area and whether you are connected to the nearest wireless access point. Sometimes a user's 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 for the user. 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. 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. A new wireless system was tender for 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 campus, Coleraine campus and LRC areas of the Jordanstown campus.	Planned replacement program Belfast campus system replaced by January 2018 Coleraine campus, Magee campus and LRC areas on Jordanstown campus to be replaced by September 2018
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. The new system will provide increased high density 5Ghz coverage and usage.	Replacement program on Coleraine, Magee and Belfast to be complete by September 2018
Passwords and Authentication : the existing wireless system requires students to log in with username@sd.ulster.ac.uk. The new Aruba 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.	Replacement program on Coleraine, Magee and Belfast to be complete by September 2018

REPROGRAPHICS SERVICES

Levels of satisfaction for payment and mobile printing remain less than 50% with ratings of 44% (up from 43% in 2016) and 27% (up from 24%) respectively.

While "Neutral" and "Not Applicable" also account for a significant percentage of responses, particularly related to Mobile Printing, these are still areas of concern.
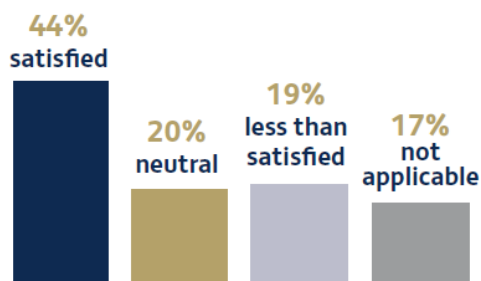
Overall satisfaction of the Print, copy and scanning service decreased slightly to 63% (down from 64%) among respondents, which can be attributed to the related increase in "Not applicable", which in turn could be attributed to a slight change in survey demographics with increased part-time and fully-online responses compared to 2016.

Q5 – Please rate your level of satisfaction with any of the MFD services you have used
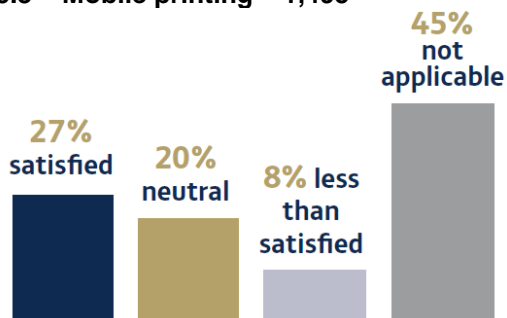
5.1 – Print, copy and scanning – 1,500

5.2 – Payment – 1,497

63% satisfied
11% neutral
8% less than satisfied
18% not applicable

44% satisfied
20% neutral
19% less than satisfied
17% not applicable

5.3 – Mobile printing – 1,495

27% satisfied
20% neutral
8% less than satisfied
45% not applicable

A sample of comments and/or suggested improvements from students
Payment for printing credits at times can be extremely slow
Affordable and high quality
I did not realise wireless printing existed - this could be better presented to the students
Once set up the printing and scanning etc is easy, however getting the payment through can be hard
Sometimes the paper jams or doesn't print but you still get charged
I find the payment system quite confusing and not the easiest of services to use, it would benefit from becoming more user friendly
When putting money onto your account it would be better if it was faster as 15 minutes is a long time to wait when you are in a rush to print something before or during a lecture

The cost of printing is high considering the amount of lecture notes students may wish to print
I don't believe we should have to pay to print considering we pay over £4K a year to attend the university.
Easy access with supportive staff.
The printers do not have a notice to tell us that they automatically print double sided, which causes us to waste credits
The only problem I have is when you're running low an automated email sends for every page and you get a large amount of emails building up
I do majority of printing on the Jordanstown campus and couldn't fault it however the uniflow payment service is a torture. One morning a number of my classmates and I noticed that because we were all trying to top up our accounts at once it was taking longer for the funds to come through and took us over half an hour to get all our assignments printed. I wasn't aware until now that we have wireless printing so more advertising on it would be a possible suggestion as that would be a very handy service.
I could not access my account from my house and minimum credit was too much
Lovely staff would do anything for you, even when they couldn't help me out due to large number of printing work they gave me good advice and materials I could use elsewhere
I am very happy with the Reprographics Service that I am provided with. I am able to use the MFD's without any problems. As for the Mobile Printing, I was unaware of this service.
Quite good system if the prices weren't so high. Very convenient that the printers are not just found in the IT services but also around the campus
Why not have cards which can be topped-up with cash?
I find the printing service complicated and difficult to register for and then use. Documentation provision is limited and also not very simplistic.
The system itself is great and easy to use through not only the library but the labs as well
Need more information on how to top up print credits
Topping up printing credits can be a very long process and it would be easier if this could be done outside of campus.
Very pleased with printing services available. Topping up my budget is a smooth and hassle free process.
We only have one colour printer in the university, printing with the coloured printer often takes ages to the point that there is a long queue of people waiting to use it. System doesn't always accurately send print data to printer, but charges you for it anyway. System takes a long time to send print data to the printer. The printer spends a long time 'processing' and 'receiving' instead of actually printing with ease. A bit ridiculous to pay for printing when tuition fees are high enough and should cover such costs.
Would be better to implement a pay as you go in terms of the student card acts as a top up card
Again, just like in the Wireless Services the MFD has been quite efficient and rather satisfactory, thank you ever so much
Currently I don't do any printing in the university, however from those I have spoken to it seems to work very well for them. I plan to use this more next year. I was unaware of wireless printing, I will have to check this out
Printer paper sometimes out and nobody knows who is responsible to refill. (non-library printers)
More printers would be great for leading up to deadlines. There is only one colour printer in the library and it's impossible to get near it towards the end of the year, even with leaving lots of time to try and help with it.
An easy system to use once accustomed to, however, finding out how to use it was extremely counterintuitive and very confusing at first, particularly the auto-generated email code which serves as a unique identifier reference for gaining printing access for the first time. The email contained no content whatsoever, therefore, when I first tried to print an item, I took well over an hour re-examining the materials provided on the university portal for the MFD printing guide to no avail, as it did not make reference to each student receiving an auto-generated ID/reference via email. Without any context in the email supplied or header message which would indicate the purpose of the email, I needlessly wasted much time stressing by trying to setup something as simple as printing off a page of paper. Again, a matter the IT staff should review and address with urgency.

| 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. We will request Welcome Week Working Groups ensure that locations of Multi-Function Devices are included in Campus Tours. In addition, we will support the proposed use of videos to demonstrate use of MFDs and top up accounts.	Prior to AY 2018-19
We will promote Reprographics services and materials during semester particularly at known high demand periods, e.g. assignment hand in dates.	BAU

| Reprographics response	Target date
Cost of printing – The cost of printing for students has not increased in 13 years, despite increases in paper cost. We are looking to refresh the printer fleet this year and we are looking at the possibility of adding high quality and low quality devices that will suit budgets and support draft printing through to photographic requirements.	2018/19
Payment system – As part of the printer fleet upgrade we will also be upgrading the print payment system. We will improve UniFlow during this summer to improve that service while we wait for the new contractor to establish their service. We have learned a lot about students requirements over the last five year with UniFlow and it is dated and needs replaced. One of the biggest requirements is instant fund top-up and access to the top-up service from any device. Both of these are in the pending tender.	Update August 2018 Complete replacement 2018/19
Quality and more colour printing – The entire printer fleet is due for renewal and we have a tender document waiting to go to market. This will see the upgrading of the entire fleet with a range of solutions from draft/basic office quality through to photographic quality and 3D printing. The tender require the new supplier to liaise with the Students' Union and campus teams to look at specific requirements.	2018/19
Instructions provided – The new supplier will have to provide a range of supporting products from on-device help, printed materials and instruction/how to videos. We understand that access to system from home will require instructions to be clear and immediately on hand when a user needs them. We see YouTube and a dedicated portal as the best products to be supported by the new supplier.	2018/19

SOFTWARE DOWNLOADS AND STUDENT OFFERS

There was a pleasing increase to 61% of respondents who were aware of this service (up from 56% in 2017). However, this still leaves 39% not aware of the service. This is disappointing since it is specifically included in IT/Library inductions (N.B: 85% responded yes to induction attendance) and via various other promotional mechanisms e.g. tweets and campus screens.

While 50% were satisfied (up from 47%), .it should be noted that a significant number of respondents (43%) selected "Not Applicable" with only 3% "Less than Satisfied" – indicating a positive overall result. Issues related to the need for extra 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? – 1,515

61% said **Yes**
39% said **No**
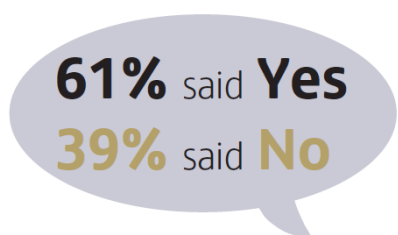
Q7 – If you have used this free software download, please rate your level of satisfaction with its ease of use – 1,392 respondents

43% responded **not applicable**

50% were **satisfied**

3% were **less than satisfied**

4% were **neutral**
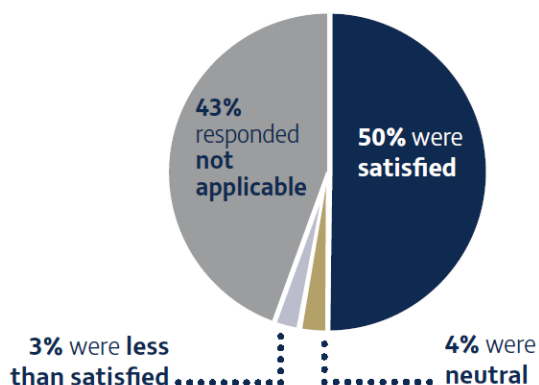
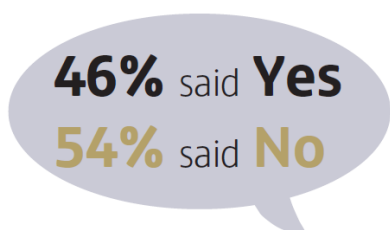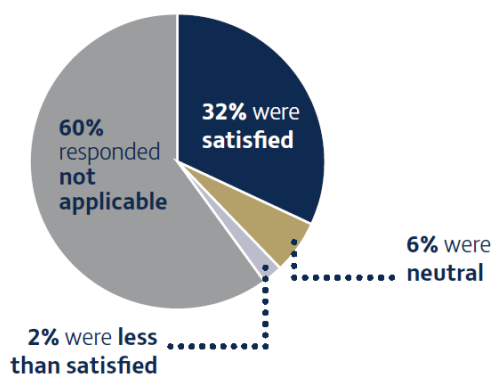| A sample of comments and/or suggested improvements from students |
| --- |
| I downloaded Nvivo from the portal onto a new Windows 10 laptop and it updated all .net services on my hard-drive to a previous version, destabilizing Windows and forcing a system restore. The OS has never worked properly since. |
| I think more awareness can be made that students have access to free software |
| I wasn't aware of it, introduce this during IT induction |
| The free use of essential software was invaluable in completing assignments |
| This is an excellent service which saves students money on vital applications |
| The software offered is very good. Some students are still not aware of SPSS and Office 365 licenses are available through the university |
| Should be introduced in the introduction day |

Sometimes this is not obvious to online/distance learners - i learned about it from another student. Great options.
McAfee Anti-virus is not safe for the computer and cause problems
Very useful software, especially Microsoft Office and free antivirus. Saves a lot of money, and means I don't have to use a public computer to do university work.
I just bought a laptop so will definitely be availing of this! Such a good thing to offer
The download service is fine as it is, and shouldn't be changed.
I have downloaded Microsoft Office and SPSS, both had easy to follow download instructions. This was essential software for my course, so I am grateful that it was provided.
Did not work easily and was out of date
The process of downloading using the steps provided is cumbersome. It should be simplified
Very easy and very fast. I've benefited a lot from the free services I get from the University
Anti virus seems out dated doesn't work well with windows 10
Not a clear user guide/hard to follow instructions
McAfee download is the basic version. I can download a more comprehensive antivirus system free. I downloaded Office from your site and found it really good.
It was an easy process, no hassle
SPSS in particular was very easy to download and exceptionally helpful as it meant not having to pay for the programme when downloading online.
Downloading of SPSS for my Research methods class was easy and concise after asking for help in the library!
Getting a free Microsoft Word download has saved me a lot of money and is used on an almost daily basis on my laptop- very grateful.
Only disappointment was I am now finishing my degree and we only just got MATLAB fully free as it was a program we used fairly frequently
Services didn't work for myself and most 1st year students I talked with.
Useful software to use, especially when I have to use my laptop within Uni grounds to print and scan documents.

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? – 1,497

46% said **Yes**
54% said **No**

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) – 1,301 respondents

60% responded **not applicable**
32% were **satisfied**
6% were **neutral**
2% were **less than satisfied**

| A sample of comments and/or suggested improvements from students |
|---|
| Use of discount codes is good. The Student Laptop Purchase scheme through Studentstore offers a really poor selection of devices - most far above the price and spec of student requirements. |
| Never used it because the software range is poor |
| Have clicked onto the Apple one for example and had a look at the prices etc, will most likely use it in the near future. |
| More advertisement of these offers needed to make people more aware |
| I received Apple discount on an iMac |
| I have looked at the Apple Discount but have not heard about Software4students |
| The links were easy to find and instructions easy to follow |
| I got the Apple discount through Unidays |
| The student autoCAD software was useful, I'm currently using this on my placement year in London |
| Should have been talked about more, should say how much is available to the students |
| I bought a Macbook through this discount. Buying it outside would have been difficult |
| These are pretty good deals. |
| It's not really discounted, often cheaper elsewhere. |
| Great discounts for applicable hardware and software. |
| Apple discount was great |
| Aware these exist but have not needed to use them. |

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. Where there are 'known issues' (such as Operating System compatibility issues or download pre-requisites) these will be highlighted within the instructions.	Prior to AY 2018-19
In order to ensure that newly joining students are aware of the available downloads and offers at the earliest opportunity, we will liaise with the Working Week Working Groups and Centralised Admissions to ensure this information is promoted via joining instructions and Welcome Week website.	Prior to AY 2018-19
We will undertake a focussed promotion of Software Downloads and Student Offers during start of term via global mailshot, social media, Blackboard announcement, during student engagement at wireless clinics and via Library and UUSU stakeholders.	Start of AY 2017-18
When new or updated software has been made available, this will be promoted via global mailshot and social media.	BAU

OFFICE 365

Awareness of the Office365 email service has increased significantly to 92 (up from 87% in 2017), which is pleasing. It remains very well received with a 91% satisfaction rating (up from 88% in 2017). This is particularly pleasing given the migration to the Ulster tenancy during the 17/18 academic year. Satisfaction is reduced to 78% (up from 72%) for OneDrive, however a 19% neutral rating implies a significant number of students may choose not to use it as opposed to "Less than Satisfied".
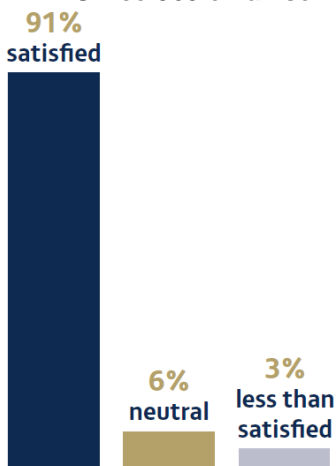
Where 46% (up from 37%) of students have downloaded Office 365 Pro Plus, their experience has been positive. Further promotion is required to increase its use as this still leaves 54% (down from 63%) of our respondents who did not avail of the service, which may be attributed to a lack of awareness of the free download – but it should also be noted they may have equivalent software already.

Q10 – Are you aware of this service? – 1,515
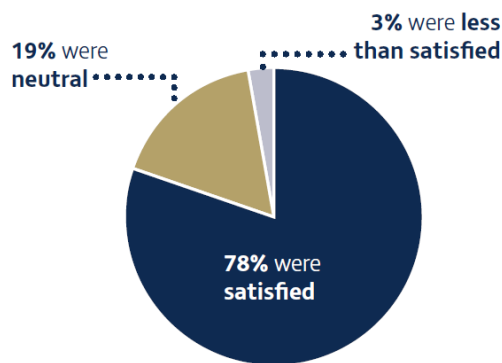
92% said **Yes**
8% said **No**
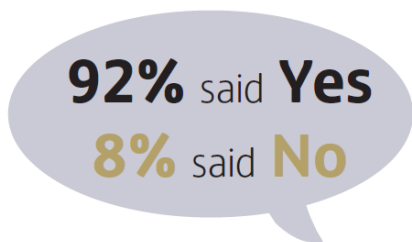
Q11 – If you have used either of these Microsoft services, please rate your level of satisfaction with the service, (otherwise leave blank) – 1,422
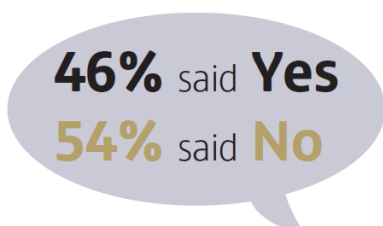
11.1 – Office 365 email service – 1,419

91% satisfied

6% neutral

3% less than satisfied

11.2 – OneDrive Cloud Service – 1,352

19% were neutral

3% were less than satisfied

78% were satisfied

Q12 – Did you download your own free copy of Office 365 ProPlus? – 1,515

46% said **Yes**
54% said **No**

A sample of comments and/or suggested improvements from students
High quality as well as easy to download / access for students on many devices!
Have to login in every time from link in portal link which is annoying as it never used to do that
I have it at home - Didn't need it
I find the OneDrive software fantastic
Very good service, was really satisfied
Would be nice to be able to save from computer straight to one drive rather than having to upload
Office 365 is great, I have a family account so have not had to use university software
More explanation about one drive would be helpful
I am concerned that when i finish my course i will no longer have access to all my saved information
I used to use OneDrive but there were major syncing problems between different computers including my office computer so I had to stop using it. Constantly getting asked to input passwords for every program I try to open in 365. Also find it difficult to save directly to OneDrive so just save normally
It's great that this is offered to students I would not have the service without it which is vital for my coursework
I really like the Office 365 service, I back up all my files here and find its a lot easier to find students/staff I need to email by just typing their names in
The interface is poor, very poor documentation by university on how to use it.
Email is very good, handy to have it on my phone as well,
Did not know you could download this onto your own devices
The change of e-mails for students caused some problem but i hope that this is resolving
Great service for students, was very handy and I always used it
There is not much information advertised in regards to the availability of downloading office 365 on personal computers. I fell that students would utilise this if they knew it existed - I certainly would
The office 365 service was very beneficial for me, especially as I have a MacBook and didn't have any of the office packages
The ability to work from home and upload documents to the OneDrive to be printed later is essential to my course and crucial to assignments.
Very useful - I had bought a new laptop before beginning and it was extremely helpful to be able to download and use this. It made everything a lot easier for me, since I didn't have Office as I had been out of school for over 2 years before beginning university.
Never knew this was possible I bought MS office to cover me for 4 years and it's so expensive
I really appreciate the free cloud space and the use of office on my laptop, its really helped my studies.
The email service was very useful but I didn't use the rest of the software
Definitely the most useful part of the online services available.
Incredible. I obviously benefited a lot from Microsoft word and PowerPoint for my assignments.
The university doesn't seem to know how to manage Office 365, simple tasks like merging user accounts from one tenant ID to another, they failed to do it. Also the migration from mail.ulster.ac.uk to ulster.ac.uk for students was messed up, some emails were not migrated
Knew about the email service, I don't know how you work the cloud so haven't used it and didn't know I could download Microsoft
I do enjoy the updated Office 365, at first I wasn't sure seeing as it required me to change my email address but once I did this, it was smooth sailing and was very much the same as the old office email if I'm telling the truth. It is for this reason that I must keep my opinion neutral, it didn't change much, except the display but besides this everything was relatively normal.
I am very pleased with this service as I can save all my documents from Microsoft on to one drive from office 365 and continue work on another device anywhere
Used it for Microsoft Access. I bought MS Office and Antivirus software for my new computer. I really do wish you told us before we started the course, as most people buy computers and software before.

| ICTCS responses and recommendations	Target date
A focused promotion of Office 365 Pro Plus and other downloads will be undertaken during induction period and start of term via social media, Blackboard announcement and engagement with Library, UUSU colleagues. We will also engage with students during wireless clinics to ensure they are aware of this service while resolving connection issues.	Start of AY 2018-19
In order to ensure that newly joining students are aware of the available downloads and offers at the earliest opportunity, we will liaise with the Working Week Working Groups and Centralised Admissions to ensure this information is promoted via joining instructions and the Welcome Week website.	Prior to AY 2018-19
Comments related to difficulties with syncing and authentication timeouts are noted. These are extremely likely to be specific device related issues, so students should be encouraged to contact the Service Desk to provide an opportunity to troubleshoot issues. This aspect will be encompassed in regular promotion of Service Desk and "Getting Help" areas.	BAU
In response to lower than hoped uptake of OneDrive storage and concerns on how intuitive it is for some students, ISD colleagues are investigating the possibility of automatically mapping the OneDrive upon login to a SITL PC as the "O" drive. If this enhancement is deliverable, we would predict a positive effect on future satisfaction ratings. This change would have no negative user impact, so would be easy to promote via our normal channels once ready to implement.	During AY 18-19

GETTING HELP

Overall awareness of the support mechanisms has increased to 74% (up from 70% in 2017).

Of the six support mechanisms listed on the survey, Service Desk at 60% (same as 2017) and Library Information Points at 65% (up from 63% in 2017) remain as the most popular in terms of effectiveness, when also factoring in their lower "Not Applicable" scores compared to other mechanisms.

The Self Service Portal had a slight increase of 62% (up from 61% in 2017) but it should be noted that 39% of respondents have selected "Not Applicable". This trend is also outlined in the Out of hours rating which shows a reduction to 28% satisfaction (down from 30% in 2017) but also has a significant 57% percent of "Not Applicable". The Online Support Knowledge base scored 48% (down from 49%) and Service Catalogue on our web scored 51% (up from 50%), reflecting again a high percentage of "Not Applicable" responses.
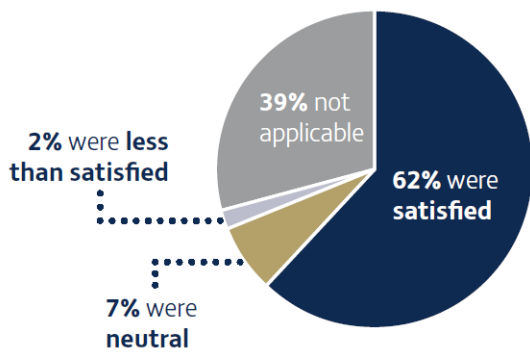
It is clear that these areas would benefit from some Continual Service Improvement and promotional activity, in conjunction with development of the v7 Self-Service Portal.

Q13 – Are you aware that this range of support is available? – 1,515
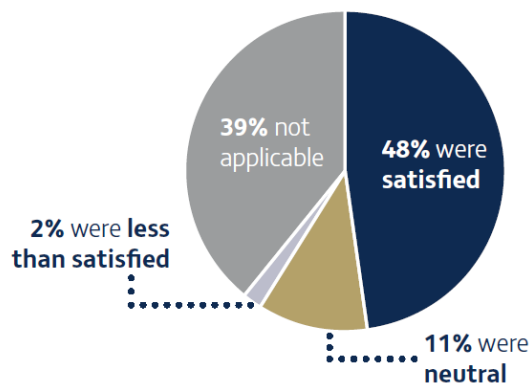
74% said **Yes**
26% said **No**
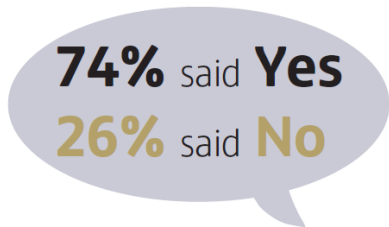
Q14 – If you have used any of the methods listed below to seek assistance from Ulster University ICTCS, please rate your level of satisfaction with their effectiveness, (otherwise leave blank)
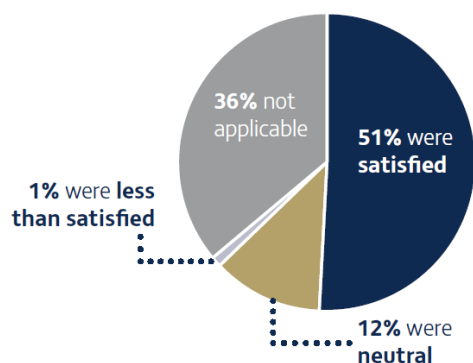
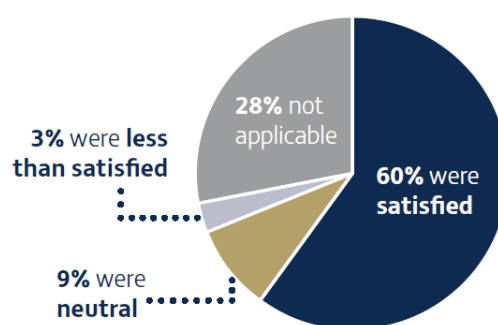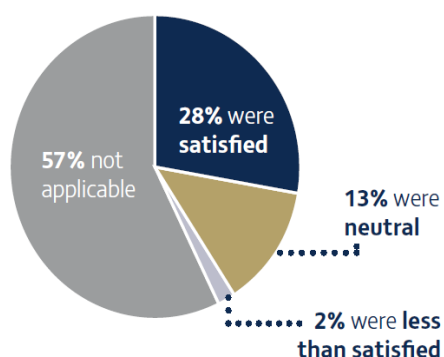**14.1 – Self Service Portal – 1,428**   **14.2 – Online support knowledgebase – 1,409**

39% not applicable
2% were less than satisfied
62% were satisfied
7% were neutral

39% not applicable
48% were satisfied
2% were less than satisfied
11% were neutral

14.3 – Service Catalogue on our web – 1,412

51% were satisfied
12% were neutral
1% were less than satisfied
36% not applicable

14.4 – Service Desk – 1,422

60% were satisfied
9% were neutral
3% were less than satisfied
28% not applicable

14.5 – Out of Hours support – 1,406

28% were satisfied
13% were neutral
2% were less than satisfied
57% not applicable

14.6 – Library Information Point – 1,426

65% were satisfied
7% were neutral
2% were less than satisfied
26% not applicable
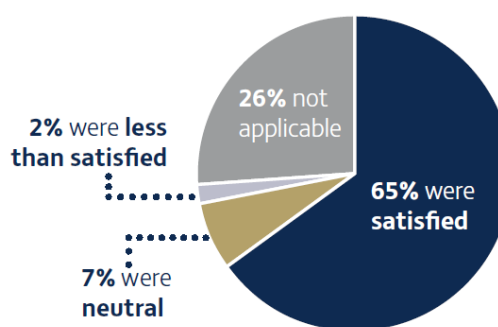
Further comments/suggestions from students on how ICT Customer Services can improve its services.
Overall, even with first years or anyone new, need to spend more time explaining what's there and what's available to you. I didn't know anything and had to learn myself.
You're doing a great job... but I think with changing emails this year it has probably been more confusing than usual
I have always received a first class service from it customer service, staff will always go above and beyond
Major overall is needed, the print services is really poorly implemented and doesn't need to be, the support is a joke and the structure has been cobbled together rather than purpose built
ICT service is generally very good and personally I have not had any issue regarding this
Maybe make students more aware of the facilities you have to offer?
Can you please provide seminars routinely during the semester
The information and guidance provided was thorough and informative and the personal support was very much appreciated.
It's always been good and useful when I've required support.
If eduroam is improved then a lot of issues can be solved
None at all, apart from the topping up card for printing. Everything else is really good
Make students more aware of the support it offers
I have found any of the staff to be excellent in helping to resolve any problems I have had and at all hours! Thanks
More connection with students is needed, so issues and errors can be resolved quickly
A phone number to directly contact them if we cannot reach them via email.
Better introduction to the services available when registering/ poster containing information on campus or on portal

I have found the online system to be very good indeed. Accessing my account is straightforward. I think software packages could be further improved. My only website comment is that the library pages are far too packed and therefore small font on the screen. Would benefit from a redesign.
Someone in library that knows how to connect laptops to Wi-Fi- a technician
The range of service and support is extensive but students are unaware. Part time students like me are even less aware as all of my lecturers are contract staff and they themselves have no awareness of services available and therefore can't signpost students to your service. Many of the support staff are not familiar with Blackboard and do not understand how to use it, this has been disappointing.
In general, I'm extremely happy with the ICT support that I've had from the University. The free download of SPSS, Office 365 and ArcGIS made my life very easy. One suggestion is to review the portal and its search engine. I find it difficult to find information and services. There is a lot on offer, but I'm sure many off-line students (including myself) miss out simple because they don't know about them. I was in my third year before I found the web of science and it's incredibly helpful!
Communication, Careers and UUSU send frequent emails and they haven't half the amount of available services as the ICT dept. more would take use of it if they were aware of it
Emailed in September with a problem and am still awaiting a response
Any time I contacted your customer services I found them to be extremely helpful. Excellent service. Keep it up.
I think the services are perfect, but you should really try to make students more aware of them, as there were a few I have never heard of. Maybe give them something physical like a card with all the info on it at their induction, as emails from the uni are usually ignored by students given the amount they receive
Access to 24h ICT labs. My friends and I were really confused on how to access these areas for weeks
You need to sit down and correctly design the requirements needed from the students. The access points are unreliable, WiFi only works about 80% of the time. Speed is ok but the problem is connecting
ICT services are generally very good. I think it would help if all info regarding ICT services, support and free software etc was much easier to find on the university website and portal. I know this is available but often have to go digging to find it.
Let us know before we start the course that you provide software, in case students buy them and then find out Ulster provides them for free. Make the new budget recharge update to the printer faster. And preferably, make it cheaper for printing. It really is quite expensive compared to other printing systems.
Have connection to Wifi posters in every building, rather than only the library

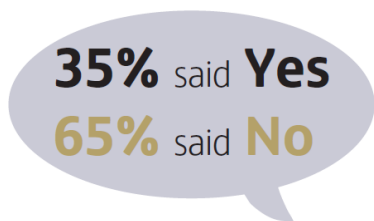| ICTCS response	Target date
Continued promotion of our overall support mechanisms (with emphasis on Unidesk Self Service Portal and Knowledgebase articles as v7 functionality is increased by adding services and related forms) will be undertaken during Welcome Week, induction periods via social media, Library, Students Union, wireless clinics, roving and popup support.	BAU
Be visible on campuses with 'pop up' desks (e.g. WiFi Clinics) during the full academic year as resources permit.	During AY 2018-19
Service Desk – continued monitoring and in-house training on support processes.	BAU
Service Catalogue on our web – it is anticipated that this area will be streamlined as a result of the parallel development of the v7 Self-Service Portal , after which focused promotion will take place.	During AY 2018-19
Out of hours support – review of performance at annual SLA meeting and analysis of knowledge articles provided to out of hours colleagues.	Prior to AY 2018-19

ISD TWITTER

This year we elected to include a question related to our use of Twitter, therefore no comparative satisfactions ratings are available.
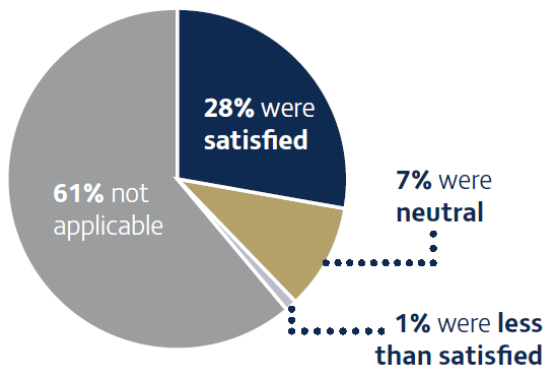
ISD had no social media presence prior to this, and it was identified as a shortfall in our portfolio of services. Twitter allows us to post alerts and news, without also becoming a fully 2-way engagement social media tool, bypassing formal Service Desk reporting mechanisms. Facebook has inherent risks, such as inability to control discussions. There is a risk that users may share incorrect/misleading/personal information outside of our control, via a method that stops recording of genuine issues within Unidesk for resolution.

The significant "Not Applicable" scores reflect Twitter use amongst students. However it is clear that of those that do engage, they view the service positively.
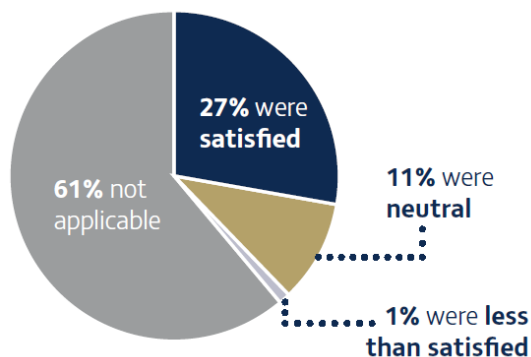
Q15 – Are you aware of our Twitter account? – 1,515

35% said **Yes**
65% said **No**

15.1 – Content – 1,214

28% were satisfied
7% were neutral
61% not applicable
1% were less than satisfied

15.2 – Frequency of information – 1,213

27% were satisfied
11% were neutral
61% not applicable
1% were less than satisfied

Please comment on our @UlsterUniISD twitter account here..
I don't have Twitter so don't see posts but am aware of it.
ICT induction made good awareness of ICTs use of Twitter to communicate. I'm not a regular user so can't comment on content.
I am aware of the Twitter account but I do not follow.
Great twitter, very handy
I'm aware of the account but wouldn't follow as I don't use Twitter often
Again more advertisement told about accessing this information.
I would use Facebook more than twitter so I was not aware of the account
It's a good service for finding out information
I have used this a few times and has always been very helpful
Although I'm aware of it, I'm not a frequent twitter user and shouldn't really comment

I do not have twitter so I cannot follow it but I am aware that there is a twitter account
I don't understand the tweets- I am not from an IT background
Great and very useful
Have not used or been made aware of before now
I only occasionally check the university Twitter however I have found the content very useful
I think this would be good to promote as would be very handy for students to quickly get answers didnt know it existed
Helpful for knowing when portal maintenance is finished
Thanks - I'm following it now.
I recently had difficulty accessing my email and found the twitter update really helpful
Really appreciate the updates on maintenance and downtime, makes it easier to work around the very occasional shortages.
I'm a frequent twitter user and I had no idea this account features!
I will follow after I complete this survey!
Was unaware of twitter account.
I'm not sure that many people use twitter anymore, Facebook has mainly taken over

ICTCS response	Target date
It is clear that a significant number of students do not use Twitter, but of those that do, they are satisfied with the service. Since the rationale behind social media use in ISD was for news and alerts, this lends itself to the "information push" nature of tweets, which is also the social media platform of choice for areas such as the Library. The very small number of support requests received via Twitter are redirected to the Service Desk for call logging. This would be significantly harder with more "interactive" social media such as Facebook. There is also a greater risk of incorrect/misleading peer comments or support advice provided via Facebook. We will continue to promote our Twitter channel, particularly during Welcome Week, inductions and start of term and will specifically include the rationale for how it fits into ISD communications and support mechanisms.	Start of AY 2018-19