



Information Services

2016 Staff IT Satisfaction Survey Overall Findings



INFORMATION SERVICES

ICT Customer Services

2016 Staff IT Satisfaction Survey - Overall Findings

As part of the Service Desk Development Plan, ICT Customer Services released a survey to staff inviting them 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 summarise statistical analysis, we have grouped Highly dissatisfied and Dissatisfied as **Less than satisfied** and Satisfied and Highly satisfied as **Satisfied**.

Some sections were rich in qualitative feedback and where applicable this has been shared with other ISD service owners such as reprographics, systems integration and networking colleagues. In addition, these recipients were invited to add their comments to the responses tables so that we could present actions in this report by way of showing continual service improvements. These are shown at the end of each section.

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

Next Steps

The recommendations at the end of each section show the plans ICT Customer Services have made as a result of the valuable staff feedback.

The survey will be repeated annually and comparisons made to allow us to benchmark ourselves while looking for areas of improvement.

Our aim is to ensure staff have the ability to utilise effective IT resources to carry out their duties, we need feedback from you to ensure that we succeed. So, comments are always welcome at any time of the year.

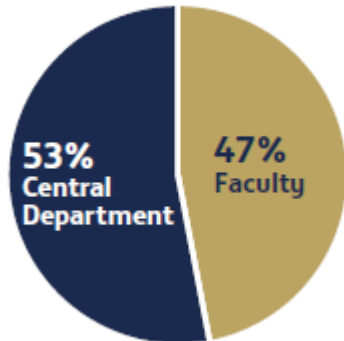
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8th November 2016

SURVEY DEMOGRAPHICS

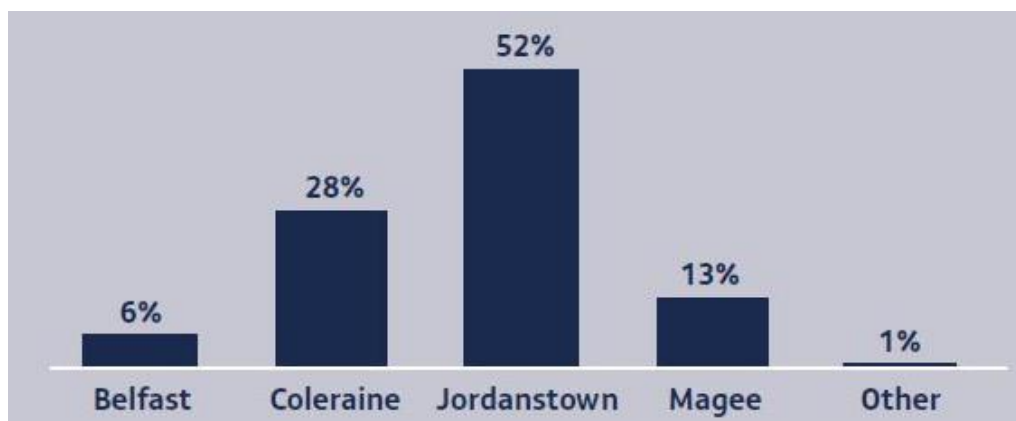
Are you a Faculty or Central Department member of staff?



What category of staff member are you?



Which campus are you based on?



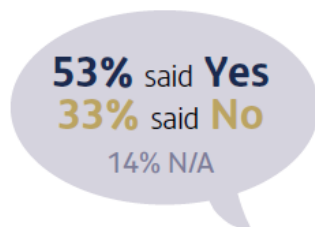
STAFF DESKTOP SERVICES

The demographics of the survey respondents (47% faculty and 53% central department) are reflective of expectations regarding the use of Supported Staff Environment (SSE) or Casper-enabled workstations, this figure was also 53%.

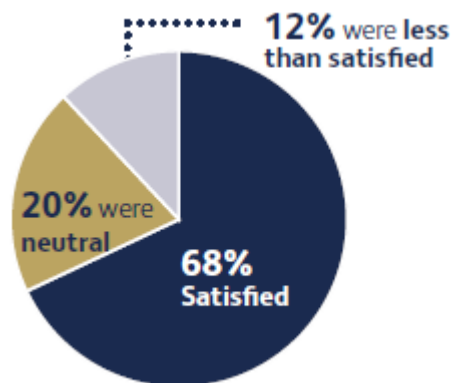
68% of the 193 Windows 7 SSE users advised they were satisfied with the service, 12% were less than satisfied and 20% neutral.

For the 20 Apple Mac Casper users who responded, 50% advised they were satisfied with the service, 30% were less than satisfied, 20% neutral. It should be noted that the procurement of many Mac devices has been outside the control of ISD, which may be reflective of some comments received regarding this particular service.

Do you use a SSE or Casper enabled workstation?



If you use a Windows 7 SSE workstation, how would you rate your overall satisfaction of this service?



A sample of comments on satisfaction of the Windows 7 SSE service

Everything works fine

A lot of housekeeping of systems needs to be done by the individual with minimal or no training

Can be slow at times

Very satisfactory

Causes machine to run very slowly

A bit slow at times

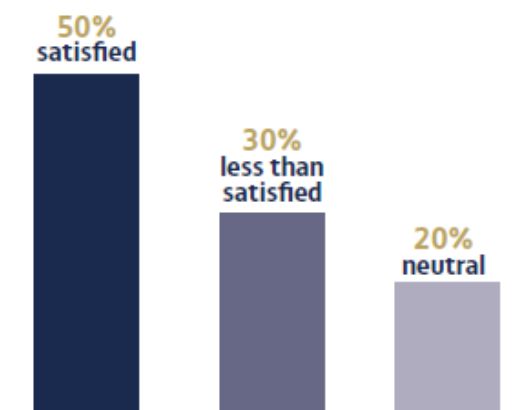
This works well but can be a nuisance when some software doesn't automatically update and then a call to the service desk is required

PC too slow

No issues to report. Services are generally very reliable

Rarely any issues and if arise dealt with promptly
Can be slow to log on in the morning, maybe NAC?
It is irritating to be unable to delete desktop or toolbar shortcuts that I don't use. Likewise, to be unable to make minor changes to settings that are locked as admin-only
Basic tasks need administrator passwords. Very frustrating
Can't save to desktop, had problems backing up my portable hard drive
Sometimes there is lack of co-ordination between business processes and installations of new or upgraded software in terms of testing the impact of changes
All systems run slowly
I don't like the fact that you cannot change the screensaver as I find the windows logo distracting
System is so slow and technicians are based on another campus
Slow. Poorly supported - nothing works as well as it did before it was changed over
Can be limiting because so tightly 'tied down' required admin access to make minor changes
Due to inconvenience of not being able to download various helpful tools to my pc. I always have to go via the ISD helpdesk
Any issues I have logged with IT User Services Helpdesk have been promptly addressed Thank you
As I know there is malware on my machine I'm not convinced I have 100% protection from viruses etc. This was identified by a free trial I had of Malwarebytes, which has since been removed from my computer
It can be slow at times between different screens especially in the afternoons. Dislike that you're unable to have a different wallpaper
Good
Programs sometimes freeze and are slow to respond.
I have never experienced any issues requiring downtime
Too restrictive to carry out my tasks
Very poor
Rubbish system
The computer is hamstrung by the excessively restrictive group policies
It is ridiculous to have to get support in order to install needed updates to programs already installed on the computer. The system is too tightly locked down
Very Good

If you use an Apple Mac workstation managed with Casper, how would you rate your overall satisfaction of this service



A sample of comments on satisfaction of the Mac Casper service

Lack of Administrator access to install software
I was provided with a low spec Mac. Casper has made the Mac even slower. I am now not able to run multiple applications at the same time. It is also frustrating that you cannot customise your home page and other tools because of the limitations of Casper
Slow, poorly supported, nothing works as well as it did before it was changed over
Has been very slow painfully slow since Casper installed
Very difficult migration process
It slows the machine down considerably. It crashes the programs, especially key programs such as the email. I no longer can turn my machine off as if I get have to reset settings every time I turn it on. Overall I don't consider it to reliable and although it may secure the data, it has made key and important features of my machine obsolete

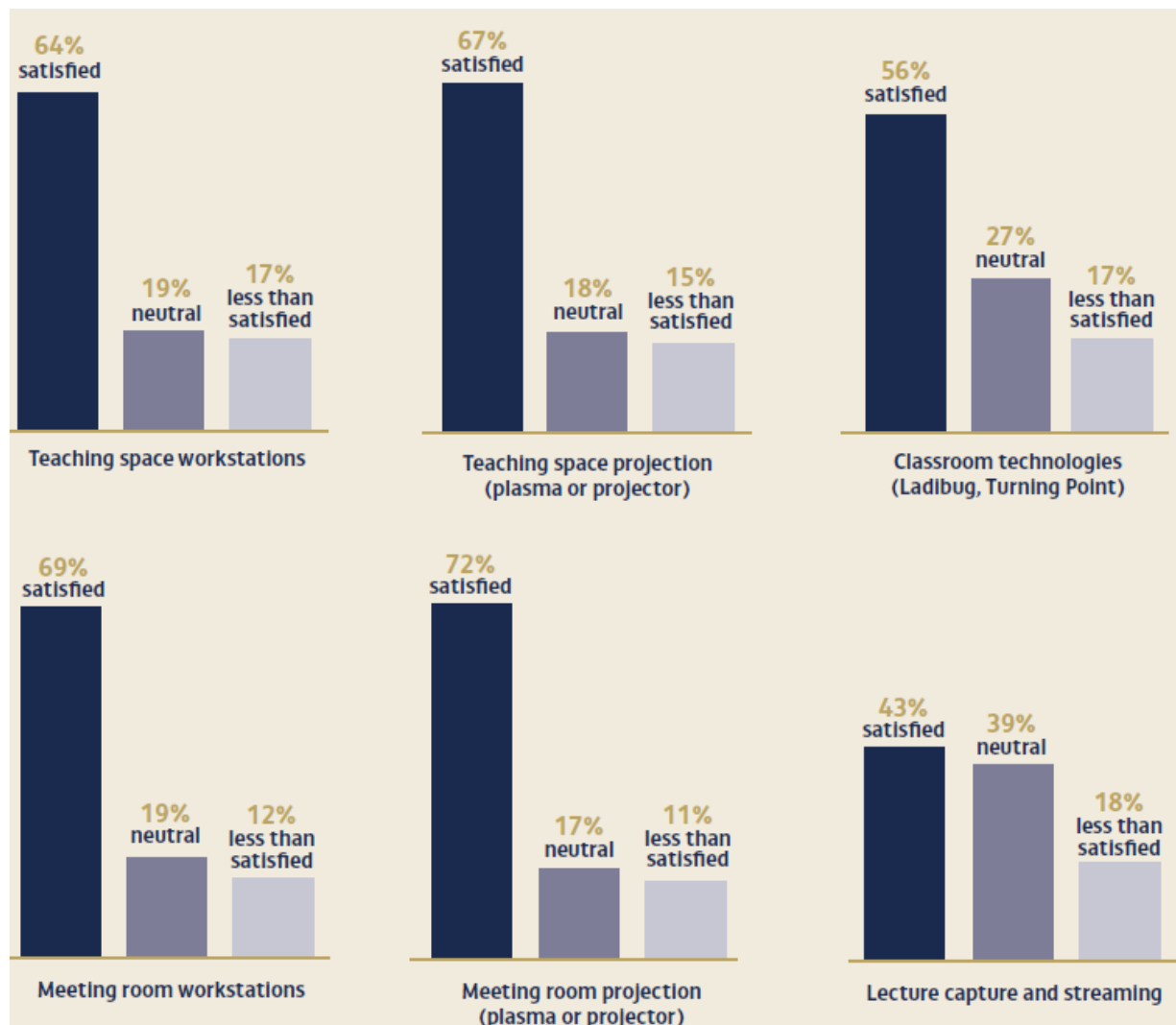
ICTCS responses and recommendations	Target date
<p>A project led approach for the deployment of further SSE and Casper machines is planned. This will commence with lessons learnt from previous deployments, a reviewed terms of reference, enhanced communications plan, training and revised promotion to users. Specific comments from respondents focussed on:</p> <ul style="list-style-type: none"> • Restrictive policies – feedback regarding inability to make changes, add software and restrict users will be encompassed within the SSE project mentioned above. • Housekeeping and Training – will be incorporated fully within further deployments. • Mac Casper – Casper is annually reviewed to confirm it meets business needs. Configuration policies have been reviewed and adjusted in light of user feedback. • Non ISD supplied devices – University owned machines can be added to SSE by the Service Centre or Faculty Technical Staff. • Procurement of devices - It would be helpful to review the overall procurement procedures of devices (e.g.) Faculties and Departments purchasing their own hardware especially without prior consultation and/or advice from ISD. However, its noted this is a larger University agenda item and not part of this survey action. 	<p>December 2016</p>
<p>Slowness – It can be assumed that respondents attribute speed issues directly to SSE/Casper, but there could be a number of contributing factors, e.g. age of machine, hardware driver issue, multiple application processes, user behaviour and/or perception. To explore further, staff should be encouraged to raise a service desk call to enable campus teams to perform relevant checks.</p> <p>In light of user feedback, benchmarks will be published on the Service Catalogue to demonstrate the effect of SSE on standard machine types and annually reviewed.</p>	<p>Ongoing Activity</p>

Learning, Teaching and Meeting Room IT Facilities

Facilities in this question are grouped into three areas: workstations, projection and technologies. Projection was regarded best with 67% satisfied in Classrooms increasing to 72% in Meeting rooms, perhaps this rise is due to majority of Meeting Spaces having plasma screens which suit these smaller environments. Both Teaching Space and Meeting Room workstations have 64% and 69% satisfaction rates.

When looking at technologies, a reduced number of staff answered which suggests there are still a high number just using standard facilities in our spaces. 120 staff responded as having used or experienced Classroom Technologies such as Ladibug and Turning Point with 56% satisfied. Regarding Lecture Capture and Streaming, 43% were satisfied. Interestingly, 39% selected neutral which may suggest they are still new to the technology or have not fully embraced it yet.

Please rate any of the following services you have used or experienced.



A sample of comments for Learning, Teaching and Meeting Room IT Facilities

Need more promotion of lecture capture services and classroom technologies as a lot of staff aren't aware of what is available

Generally, OK. I have little opportunity to use some aspects.

More support on learning staff to set up services

Streaming was impossible. On machines but no mic's. Brought mic's but it would not capture boards. Bought Ladibug but no software. Got software but streaming down - result - term over and no streaming. No mics on 3 machines in 3 rooms that I tried

Plasma screens in some rooms are too small

The projectors in both teaching rooms and meeting rooms are often not sharp, even when focussed, have a low resolution and are not bright enough. Audio cables are also missing on occasion

In my view all services need to be updated. My experience this year has been that either projector or PC in teaching rooms were not working properly on almost every teaching session. Plasma screens in many of the small teaching rooms are too small. In general equipment needs to be updated and support needs to be more proactive than reactive (as it currently is)

Sound problems and problems accessing online content like YouTube clips in class is problematic

On the odd occasion I have encountered difficulty with the internet connection (internet explorer), so links to multimedia clips within a presentation have failed

Lecture capture and streaming is a brilliant idea, but the lecture theatres don't have mics to record. I have to bring my own, these should be provided along with some instructions

Wi-Fi is very poor in many rooms. Also PCs in some teaching rooms are poorly positioned!

The teaching space workstations are fine but take ages to log in. Also a HDMI projector would be useful for modern laptops

Projectors of a poor quality - low resolution

Cables for laptops in teaching rooms too short. Switches for turning on and off the projector difficult to operate

In some rooms you cannot get your laptop in a suitable position, or lead to screen/project is too short or doesn't work e.g. MD111, BA-03-019

Lecture capture currently very complex and cumbersome in my department, and conflicts with other provision

Teaching Space workstations are hamstrung by group policy application during the login process. These machines consume excessive time from start of lectures just to load to desktop after logging in to AD. Meeting room technology is mostly appropriate, however the camera technology can cause issues where parties in other campuses cannot discern the identities of meeting members in other locations

The PCs in teaching spaces are low spec and generally useless for running anything other than office applications and Internet explorer. God forbid if I wanted to run anything else. Also, some of the rooms (MS020) do not have a monitor present so I have took over my shoulder at the display to see the presentation when lecturing

Temporary arrangement for 9F03 were poor and in place for too long. Some PCs in teaching spaces particularly block 4 & 5 were tampered with - leads swapped around and unplugged by previous users, particularly where laptops etc. had been used. Arrangements for laptops etc. in these spaces could be improved. (trailing cables end up in a mess)

My only issue is the placing of some of the workstations but I understand this is not easily solved. It would also be good if we did not need network support that we could use PowerPoint without having to logon. Your staff are always very prompt and very helpful. I would also like the flexibility of using Miracast on the data projectors

Poor rooms and poor equipment with useless VGA resolutions

The Lecture Capture service is not as simple as it could be. The ability to record and publish directly to Blackboard is not intuitive and necessitates including a CRN number in the comments box when using TechSmith Relay. I'd prefer something a little more considered - one button recording and publishing
Teaching space workstation in MM221, not good, much too low for presenting to classes. Teaching space projection in MM221, far too small for size of room
It is extremely inconvenient having to log in every pc in the morning in our IT Suite in the Library at Coleraine to enable students to use Vision software. Also, each year when the pcs re re-ghosted Vision is left off and we have to ring the helpdesk to have it added again
Whilst I have not personally used the lecture capture and streaming facilities members of my team have and found it useful
Missing connections for mac, poor projection and sound quality. Not adequate facilities for VC and Skype meetings in all rooms
Octagon Projection v poor for large groups due to lighting level probably, the screen cannot be seen
Lecture capture and streaming workshop was excellent and the resources after the session were very helpful
Projection and logging into the UU system is impossible when the network is down, which makes impossible to show lecture notes using the desktop computers in lecture rooms. Some provision to enable access when network is down should be implemented
Workstations now have a poor specification. In one room I had great difficulty in getting the portable projector supplied to work properly
Projector in U123 was very poor despite being reported many times during 2015/16. It was very distracting for students. The workstation in U123 is difficult to use if trying to use a tablet and write on it at the same time, especially if your practice is to stand while lecturing. Using the small temporary lectern helped, but the microphone was then too far away to pick up and there was not enough room on the lectern for both laptop and microphone. A lapel microphone would help but I think this all underlines a design flaw!
Always excellent
Teaching Space Projection is hit or miss - in some rooms (particularly smaller rooms) it is fine - in U123 there are long-standing intermittent projection issues which totally unacceptable and a tragic situation given this is a major room used for internal teaching activities and external events
Very poor service
Not happy with service provided for teaching - poor quality rooms and technology
Difficulty identifying appropriate resources to buy to record lectures in office - guidance regarding specification of head set and camera would be useful
Good service
Great variation in the quality of provision
Streaming abilities needs to be improved upon
All teaching space workstations must feature active screen to write on with a stylus. Still using chalk on a board is shameful for a 21st century university. Turning Point receivers must be present in all teaching rooms with a fixed projector. Ladibug is a very useful alternative for those colleagues who are not comfortable with an active screen - must become ubiquitous in all teaching rooms with a fixed projector
On one occasion - while using a meeting room workstation and projector for a Board of External Examiners' meeting - it was embarrassing and frustrating when, during the course of the meeting the workstation restarted to install updates leaving no facility for projection for around 5 minutes

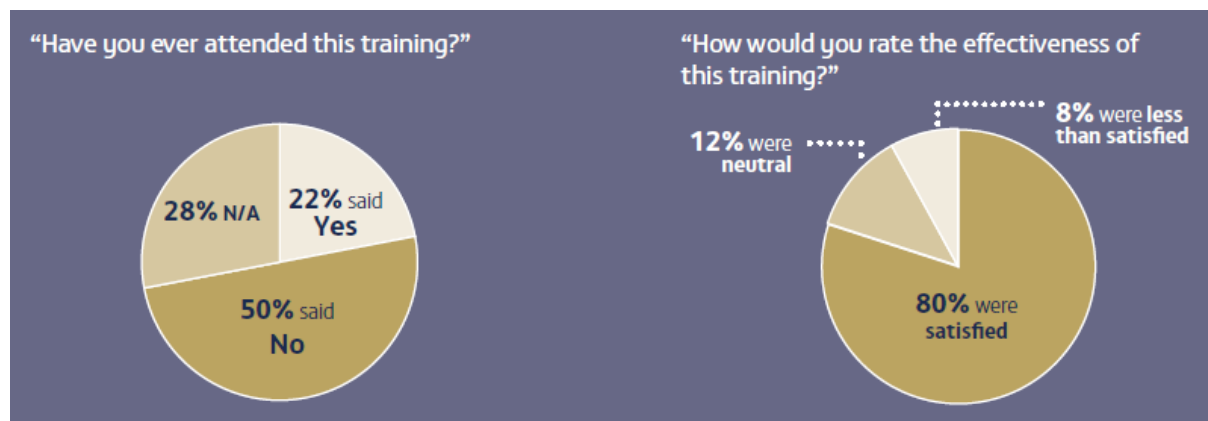
ICTCS responses and recommendations	Target date
<p>Classroom technologies – ISD offer annual training workshops for staff to outline the use of technologies common to all teaching rooms. Many academic staff also use specific tools within their teaching, two of the main systems in use are TurningPoint audience response software and Techsmith Relay lecture capture software.</p> <p>TurningPoint training - offered to all staff for a number of years through campus workshops and through bespoke training for Schools or Faculties on request. As TurningPoint has been updated this year, a series of training workshops were presented on each campus in September 2016 and organised and promoted through CHERP. All of the ISD licences for the new software and ResponseWare App are now in use with academic staff.</p> <p>TurningPoint licencing - all staff who used TurningPoint on an ISD PC within a teaching room were contacted in June 2016 to highlight the new software upgrade and to determine whether they would like to continue using TurningPoint and attend training. Academic staff who were asked to participate in training were allocated a licence for TurningPoint and ResponseWare for 200 participants.</p>	<p>Complete - Sept 2016</p> <p>Complete - Sept 2016</p>
<p>Lecture Capture/Streaming – CHERP workshops, hosted by ISD and ODL, helped staff to learn to use the capture and streaming tools before utilising them to record their teaching. These took place on all campuses in September 2016 and were attended by more than 150 staff. ODL colleagues continue to monitor recordings for minor problems. Academics who wish to use capture or streaming are assisted to download and install the software and guided on how to record media by ISD and ODL.</p> <p>To help staff who were unable to attend training or who wished to learn more on a range of aspects of capture and streaming, a WIKI was created by ODL and contains recordings and text outlining the main features of Relay and ShareStream systems.</p>	<p>Complete - September 2016</p> <p>Complete - September 2016</p>
<p>Limited mics available – ISD bought a small pool of microphones to facilitate pilot recordings with staff and these were in high demand. No rooms were fitted with fixed microphones because lecture capture was still being piloted to confirm it worked and the infrastructure could cope with the amount of media being sent through the network.</p> <p>All staff who participated in training were asked either to contact ISD to borrow a microphone or use a webcam/microphone of their own. Academics who recorded without a microphone were contacted by ODL to find out why their recording had no sound and to help staff correct the problem.</p> <p>ISD has ordered 20 new microphones for fixed teaching rooms and 10 microphones made available for loan to academics who wish to record. All new document cameras in teaching rooms include a fixed microphone and staff are also encouraged to use their laptop or MacBook microphones when teaching.</p>	<p>Complete - September 2016</p> <p>AY 2016-17</p>

<p>Preventative Maintenance – A review of preventative maintenance actions and frequencies will be completed with ICT Service Centre teams.</p> <p>Comments in staff feedback about specific rooms have been noted and added to UniDesk to be investigated by Campus Officers.</p>	<p>AY 2016-17</p> <p>Complete</p>
<p>Slow PCs – Sporadic reports of slow performance, particularly around logins and use of group policies are received throughout an academic year. Investigations have not unearthed any underlying issues.</p> <p>Structured tests will be completed as part of preventative maintenance checks and benchmarked throughout the year.</p>	<p>AY 2016-17</p>
<p>Projection, sound, focus and quality – ICT Customer Services are committed to a cyclic replacement programme to improve audio/video quality and usability for Digital Projection and Display facilities. However, should users report issues in specific rooms not due for refresh, they will be reviewed and may be included in the refresh to address any quality issues. In summer 2016, ISD upgraded 34 spaces, 12 were as a result of Preventative Maintenance feedback from ISD staff and direct feedback, which we welcome, from academics and colleagues in other departments.</p> <p>As above, we will also review Preventative Maintenance checks.</p>	<p>AY 2016-17</p>
<p>Cabling untidy – The furniture in teaching spaces is sometimes not helping to eradicate issues relating to trailing leads and untidy layouts. ISD and PRD colleagues who complete a joint room condition survey in January each year will be asked to be attentive to the furniture housing our equipment and alerted to be observant with respect to badly placed desks, cabling and other concerns. In the meantime, visual checks in September 2016 picked up any issues which were subsequently resolved.</p> <p>The 2016 inspection found a number of rooms with trailing cables and damaged floor boxes. These concerns were raised with PRD to replace and repair unsafe components which were creating a danger. These were replaced and repaired in Summer 2016.</p>	<p>AY 2016-17</p> <p>Complete</p>
<p>WiFi coverage – further comments under wireless service.</p>	<p>-</p>

CLASSROOM TECHNOLOGY TRAINING

Only 22%, 80 of the 354 respondents, advised they had attended this training which is rated highly with 65 (80%) of the attendees advising they are satisfied.

It is perceived by most staff that classroom training is only for Academics and looking at the survey demographics, the low number can be explained by 69% of overall survey respondents being from our Business Support category.



A sample of comments for Classroom Technology training

Brief and adhoc, no notes provided

Can be very basic and quite rushed. Would like more focused and in depth training on specific features.

Trainers are more than helpful and very knowledgeable in my experience, often prepared to go above and beyond with specific queries.

I haven't been recently but the session I attended was very informative.

Everyone should attend one of these to get a refresher / update. Eliminates potential for pressing the wrong button.

Much of it is not applicable to my work

The presentations are useful, but when teaching space technology is updated these sessions are not timely to assist in the development of teaching material to utilise the technologies in 1st semester sessions.

My only issue is getting a time that fits with my schedule. But this is probably more my problem. Any that I have attended is very good.

High speed tick box exercise

I attended the training when I first joined the university however I am mindful of the need to attend the next training session to ensure I can effectively operate all the new classroom technologies.

How we teach is over simplified. All teaching rooms including labs should have Wi-Fi and projection or large screen from Mac and PC laptop facilities

Benefited from an ad hoc training session with Nicola which was excellent.

Professional and concise.

Training is always a great idea for those who need it.

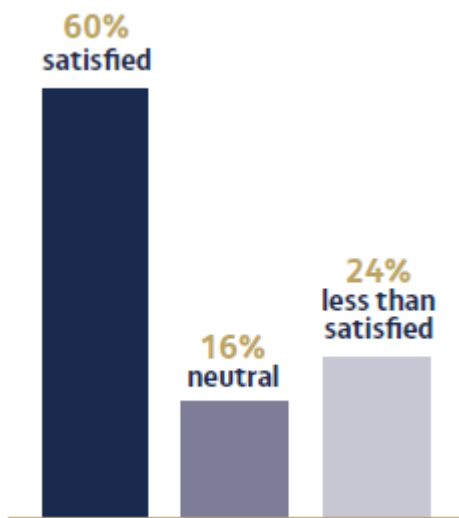
ICTCS responses and recommendations	Target date
<p>A review of classroom training commenced Academic year 2015-16 for the opening of the new Coleraine teaching block. It is recognised that increased efforts by ICT Service Centre to tailor requirements to needs will benefit individual staff regarding their knowledge. This will also help to reduce urgent calls logged via service desk. The following actions will be undertaken:</p> <ul style="list-style-type: none"> • Improved promotion - ensure all staff, especially non-academic, are made aware of training benefits • Proactive approach to targeted training – seek users of spaces with particular equipment and target them with tailored training. • Improved training materials – provide a library of byte sized training material, including video clips that can be accessed through blackboard. This can be used as a refresher in conjunction with the tailored Classroom Technology training we implemented throughout 2015/16. • Consistency - the Classroom Technology training provided will be reviewed to ensure the level of quality is consistent across campuses. 	<p style="text-align: center;">AY 2016-17</p> <p style="text-align: center;">AY 2016-17</p> <p style="text-align: center;">AY 2016-17 Sem 2</p> <p style="text-align: center;">AY 2016-17 Sem 2</p>

WIRELESS SERVICE

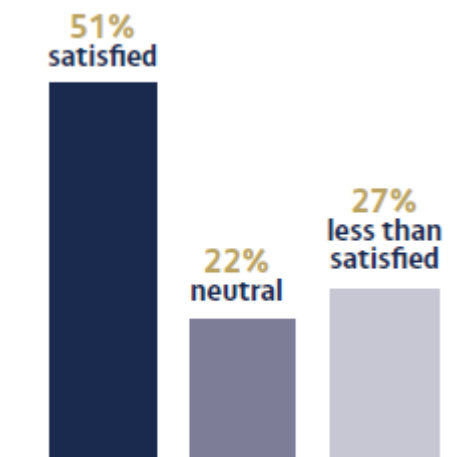
25% of our respondents selected not applicable to first question regarding performance of Eduroam, this could suggest their work patterns do not necessitate the use of portable devices. Based on users of the service, 60% were satisfied, 16% neutral and 24% less than satisfied.

With respect to support documentation and ease of access to Eduroam, the satisfaction reduced with 51% of respondents satisfied.

How would you rate the performance of Eduroam?



How would you rate the support documentation and ease of access to Eduroam?



A sample of comments for Eduroam wireless service

Most of the time this service is reliable

Setting it up can be complicated, network can be slow at times and whenever password changes it's hard to update these details

Great when I use it here, but when I travel to another university that uses it, it is a nightmare to assess. May be down to my own ignorance!!!!

Staff need more communication on how to access Eduroam

Easy to use once you find them

Does not work

Far too complicated to access and update passwords

Coverage and issues with different devices

Although Eduroam is generally easy to connect to, on occasion I cannot connect to it when going between campuses. An example on Thursday 26 May was during a meeting in the U:Drink canteen when I could connect to the Eduroam Wi-Fi on my iPad, but could not join on my laptop (MacBook)

Eduroam works a lot better in the University of Limerick than in Ulster - for some strange reason. I find it difficult to log on. Sometimes, the iPad links in straight away and other times I have to try several times

Annoying to log onto and service is variable

Very patchy in some areas of the university

I have not met any UU staff colleague who had problem free access; the staff network however is good

Eduroam works better in other institutions than my own! particularly problematic recently

I can't get it to work on my devices and the guidance in the library was very difficult to follow

I use both an iPad and a tablet. The iPad instructions are from an older OS and could do with being updated to reflect most recent iOS. The tablet instructions take some technical knowledge to follow as they are more complex. One wrong step and it can lead to problems. A simpler method of connection would make a big difference

It does not work well in MB building. The documentation seems overly complicated

Need to ensure 'Eduroam' priority over 'Staff' wireless networks

Despite using the appropriate guide, many enquiries to both Faculty and ICT staff and leaving my laptop with ICT services I have never been able to connect a MacBook pro to Eduroam. This makes visiting other institutions difficult

Written documentation could be bit easier to find on the portal/website

Wi-Fi signal strength not good enough

Too complicated to set up on smart phones and not 100% service offered on Magee Campus

Problems with Windows 10 connection make it a complete nightmare to use new Windows devices. Password changes mean that every time I try to connect using my smartphone, I have to 'forget' the network and start again. I gave up trying to get my new laptop connected because I was missing the meeting I had brought it in to help with. For new users, setup always requires following the printed booklet of directions - this is up to 15 pages long. Connection is neither intuitive nor simple and many of our students (and staff) give up

Once the initial setup of Eduroam was completed it works well with both my phone and laptop. There is an issue when using a device while walking around the university, when you pass from one access point to another sometimes connection can be dropped. This is normally corrected by refreshing the wireless connection. Inconvenient, but not hampering work

Different logins, don't help. Not easy to reconnect moving between campuses in my experience
Service Desk support for Eduroam is very helpful, but Eduroam is not robust
Very poor in block 2B and in the Belfast campus communal area
Great idea, but when a wireless device ranging from iPad, Mac Laptop or Microsoft Surface Pro 4 can't maintain a connection it renders the device useless. Particularly when we want to use more of the Cloud via OneDrive! Students have been in tears having invested in expensive kit to find they can't get it to connect. I wonder how the NAC changes will impact usage in the coming months as well
Students sometimes can't connect, even though they have followed the documentation. No hints on what to do in those cases
Insufficient wireless capacity
At certain times, connection can be hard to establish and needs repeated attempts to get access
The online Eduroam instructions were easy to follow In certain areas of the university the signal is weak i.e., poor signal
It took me 2 years to work out how to get on, the instructions are not clear
Have great difficulty in connecting with Eduroam
When can get Wi-Fi it is ok - works better in other institutions than in our own. It is very useful in terms of visiting other HEi, libraries archives etc. that have Eduroam and for academics visiting Ulster
There are problems during busy periods for users trying to get onto Eduroam - there does not always seem to be enough capacity. It also seems odd that visitors to the university can only have internet access if this has been pre-arranged when you think that on the way here on public transport they can have access or if they visited local cafes etc. and it does cause ill feeling
I keep dropping down to Visitor (i.e. no access), despite setting it to Eduroam on my MacBook Air. It holds for a while but then seem to revert to Visitor. I would prefer it to be selected once, at the beginning of the day, and to stick to it all day
Not aware of documentation
Can be difficult at times to find and follow documentation
Difficult to find the first time I needed it! (The search engine on the University home page is very poor)
Eduroam is hit or miss in terms of availability across Ulster campuses but it largely seems to work ok elsewhere - at Ulster I usually have to resort to "Staff" Wi-Fi
I use the Staff network. Eduroam service appears to be intermittent, at least initially
On occasions it has not automatically connected on Magee campus and does not automatically connect at QUB premises
Unreliable in places and several annoying glitches when you change your password (need to delete keychain files off laptops etc.). I know a number of staff have given up using it
Doesn't work seamlessly
Often when I go to a different campus it takes several attempts before Eduroam will connect
Eduroam still has too many cold spots, and coverage too uneven on Jordanstown campus. I get that the campus is being runned down in prep for a move to Belfast. However, I have not heard any statements saying that Eduroam will work better in Belfast than it does in Jordanstown
Ease of access seems to vary between campuses

ICTCS responses and recommendations –	Target date
We will liaise with EduRoam service owner with a view to simplifying instructions for all devices and operating systems including password change requirements.	Prior to AY 2016-17
We will organise enhanced support for Wireless connectivity at start of each semester by offering Wireless clinics. These sessions will be for staff and students.	Complete for start of Sem 1 and Ongoing Activity
A focussed review of EduRoam support material will be undertaken and promoted when complete.	Start of AY 2016-17
We will encourage all staff to report any connectivity issues to the Service Desk for investigation.	Ongoing Activity

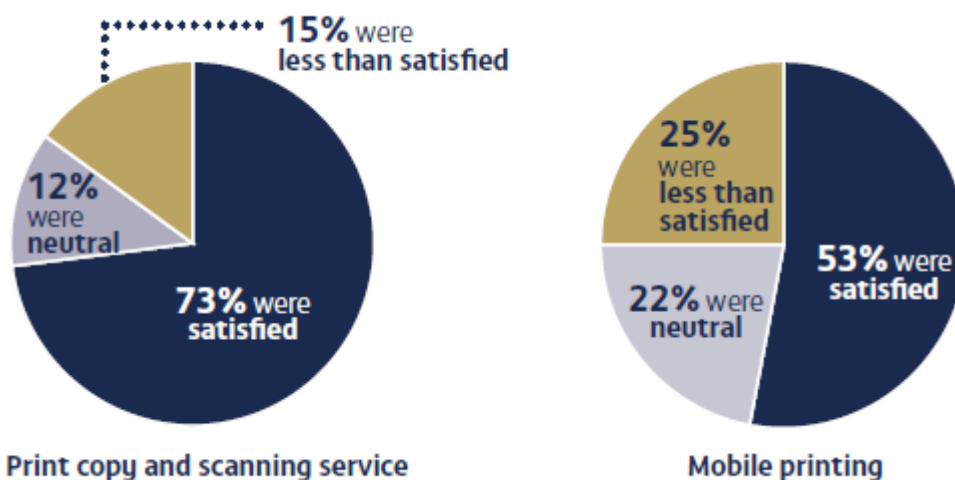
Networking response	Target date
<p>Speed - Speed is affected by number of users in the area and whether you are connected to the nearest wireless access point. Sometimes a user's wireless client sticks to a distant access point and will not switch to one closer. As the distance between the client and 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.</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>As the manufacturer of the current wireless system is withdrawing from the wireless arena. the University have no fixes for these issues on the current wireless system. A new wireless system is being purchased that will address the issues, however, it will be two years before the existing system can be fully replaced.</p>	Two year replacement program starting August 2016.
<p>Coverage - the current system was designed to give coverage and not high density usage. As the load increases, the effective wireless coverage reduces, therefore, there is not the same coverage at times of high usage. In some areas at times of high usage, the capacity of the access point may be exceeded. The current system is going to be replaced with a new system which will be designed for high density coverage and usage.</p>	Two year replacement program starting August 2016.
<p>Documentation - the existing documentation will be reviewed.</p>	Prior to AY 2016-17
<p>Windows 10 issues - this is a known issue in the client. If you change your password, you need to forget the network and enter your configuration again using the documentation. This solution will be added to the Windows 10 documentation.</p>	Prior to AY 2016-17

REPROGRAPHICS SERVICES

A high number of staff (224) selected N/A when asked about Mobile Printing, this could suggest their work patterns do not require this service. It may also be influenced by staff not fully understanding terminologies used, e.g. this service is wireless device printing rather than mobile phone printing. Staff may also think that cross campus printing is perceived as “mobile”.

Based on users of the service (130), 53% were satisfied. Overall satisfaction of the Print, copy and scanning service increased to 73% among respondents.

Please rate any of the following aspects of our MFD service that you have used.



A sample of comments for Reprographic services

Some printers aren't colour and there aren't enough around the site
Unaware of mobile print
It can be very slow, which is an issue when sharing a printer with a lot of other people - feel like you have to print stuff in bits so as not to hog the printer by doing it all in one go
Linking to printers off central campus is complicated
Do not know what mobile printing is
Its ok, sometimes its breaks down but usually they are not too bad at fixing it
Not enough devices in situ
Very satisfactory
This is a great addition especially being able to scan paper documents (e.g. evaluation forms from short courses) into a single pdf document and then having the documents in an electronic format for storing and sharing
We don't tend to have access to these services
Only one available in the entire school
The new MFD are very slow to print. Also, often there is not paper available and you then have to bring your own, while being charged the full rate for photocopying. Often, there is no instruction over where additional paper can be sourced
It is just too inconvenient. Is it truly cost effective, especially of wasted time is factored in?
The first such copiers with heavy usage seem to age now; concentration on too few machines could cause temporal loss of functionality for a school; for many lab instruments

these printers are inaccessible; walking up and down several floors to check whether a printout is ok is not very efficient
Needs more colour MFDs
Hit 'print & delete' only to discover there is no paper - perhaps more of an issue at Belfast because the paper is continually taken
MFD devices working well for the limited printing I now do. Always takes some time at the beginning of the academic year for students accounts to be set up
I'm never sure who to notify if there is a problem with a MFD. I use two different machines in Jordanstown. For a period of time one of them would only fire out blank sheets of paper instead of my printing, whereas the other printed O.K. By the time I got to question one of the service technicians why this might be happening, both machines were printing properly. When one machine fails to print, it still deletes the documents you sent to print. This means that you have to go back to the PC and resend the documents to the printer (and print on a different machine)
Didn't use mobile printing as yet (even didn't know about it!)
Printer regularly without paper, some MFD's won't allow card log on, when toner cartridge empty no-one knows anything about it. I had assumed this would have been computer linked to ISD to allow continuity of service
The printer is 10 minutes' walk from my office, frustrating if you only need to print one page
Our nearest MFD is two floors below us and it is quite tiring running up and down stairs all day
Need to ensure we have in-office access for privacy as it is not appropriate to print/scan/copy sensitive personal material for Student Support in an area shared with students i.e. Belfast campus
Locations of MFDs not ideal for staff - have to print to a lab that is often booked
Mobile printing too complicated and too much time taken going to printer location
These services should be delivered by Ulster University, not an outside contractor. The devices are unwieldy and slow for the preparation of teaching support materials
I am lucky to still have access to a personal printer, so while I am satisfied with the use of MFDs for copying and scanning, I deplore the University's plans to force all staff to use them for printing as well. The savings achieved are not likely to compensate for the inconvenience and waste of time that the ban on personal printers will cause to staff - not to mention the impact on staff morale
Still waiting on being able to print to MFD from my office
Last September 2015 staff could not log into any MFD on any campus for 1 day. Last week, 23/24 May 2016, one of the MFDs in our department would not function. I heard that the malfunction was able to be resolved by phone
Not always convenient and when colour printing is required certainly not convenient
Getting access to paper when the machine runs out. Why we can't have someone to charge the machines on a regular basis I don't know
It is ok at the moment, however the loss of our local network printers will cause inconvenience, loss of time and will may throw up confidentiality issues
Poor quality. Confidential material at risk
I understand the business need to control printing, copying and scanning but operationally and practically it is problematic and inconvenient. If the motivation is to get staff to consider printing less than I feel the project has been successful
This has been a disaster this year and no one has come up with a solution. Logged on and reported this problem. Tec support came and told me it would work- it doesn't
Reprographics provide an excellent service

Reprographics are very responsive and provide an excellent service. However, I find the cost of printing on the MFD device to be very expensive compared to a small printer with cheap toner cartridges
Reprographics service for students and staff is appalling, when problems arise (which is quite often) there is only an email for contact. The MFDs are not serviced enough by Canon and for important times of the year e.g. hand in dates or project print outs, so break down. The electronic payment system for reprographic services is the worse bit of software I have seen and show many faults with reprographics staff reluctant to accept responsibility for the faults which continually affect the service at busy times. Very bad customer service, instead of waiting for complaints and faults give the user software that works and service the machines regularly not when they have already broken down
Sometimes there is a queue of people waiting for their work to be processed which may mean a number of visits to the MFD Facility
Quality of the printing depends upon whether or not the machine has been recently serviced, have complained this semester about streaky lines on printing
Queues at printers, absolute waste of time in operations management terms, frustration with paper jams left for others to sort out, no instructions where to get paper from if you run out, who locally is responsible for the machine? No instructions, marks on the copies, quality is very poor and reminds me of the first photocopiers ever produced. Neutral re mobile printing... same issues mentioned above you're faced with on another campus
Not enough copy stations, not adequate confidentiality. Not in colour. Wastes more of my time than when used local printer. Does not facilitate visual and text research
There aren't enough printers available for staff to use especially when you are in a hurry!
Service has improved a great deal. Like the fact that I can use any MFD on home campus but would like this to be available regardless of the campus as it doesn't seem to work elsewhere
Centralised printing is terrible. When there are 4 lecturers and 3 researchers printing coursework and research proposals the system is congested. That and MFDs are unreliable
It is too hard to find and hook up to printers. They need intuitive names. I have no colour printing capacity as a result. Poor
Always very helpful and pleasant
Printer feed picks up more than one sheet, so pages are missed
No issues, service excellent
In general Reprographics provide an excellent service particularly their print services - scanning on MFD is an excellent facility but sometimes I am less than 100% satisfied with outputs from local photocopier
Poor quality, does not always work
Still can't print from my office despite seeking assistance
Couldn't get mobile printing to work despite following all instructions
The photocopy operator in the open access area could make himself more visible to the students
My first experience was horrible taking ten times longer than a standalone printer and keeping me on campus until 12:30am. there was a basic printer set up problem that was quickly resolved in the days afterwards
Appalling customer service when there are problems with MFD, denial from reprographics department that there is a problem when told about by staff, reprographics stating that students have not contacted them with any problems etc. the list goes on...
Always very helpful and efficient
I have been unable to use scan-and-email facility beyond the default settings. MFD carries a clunky menu system, in which many settings beyond default values fail to work for an unknown reason

ICTCS responses and recommendations	Target date
We will liaise with Reprographics colleagues regarding the effectiveness of current information and associated online support materials.	Complete

Reprographics response	Target date
<p>Quality and more colour printing – The current equipment is due for renewal and we are going out to tender this autumn. Once a supplier is selected they will be asked to review our estate and provision of resources in line with print policies and operational needs. The supplier will be tasked with auditing and communicating with Ulster staff and students during this process.</p>	Starting Spring 2017
<p>Locations and Availability of devices</p> <ul style="list-style-type: none"> - Selected locations poor – a lot of the buildings do not lend themselves to open access devices due to narrow corridors (Jordanstown). Consultation has already begun regarding the new Belfast campus and device provision that should improve access. - Not available to everyone – we have 120+ devices across the four sites. We will publish the locations online to allow staff to see what is available in their location. - Not enough devices - we have 120+ devices across the four sites. We will publish the locations online to allow staff to see what is available in their location. 	Ongoing September 2016
<p>Slow printing – devices are all rated at 25 or 35 pages per minute which is much faster than most desktop printers. In areas of high use, it may be required to increase the device speed but this will be reviewed with the new supplier.</p>	-
<p>Wireless/mobile printing not promoted enough – several global emails have been sent to staff and students and we have an online user guide. Another notice can be distributed using various communication channels at the start of the academic year.</p>	October 2016

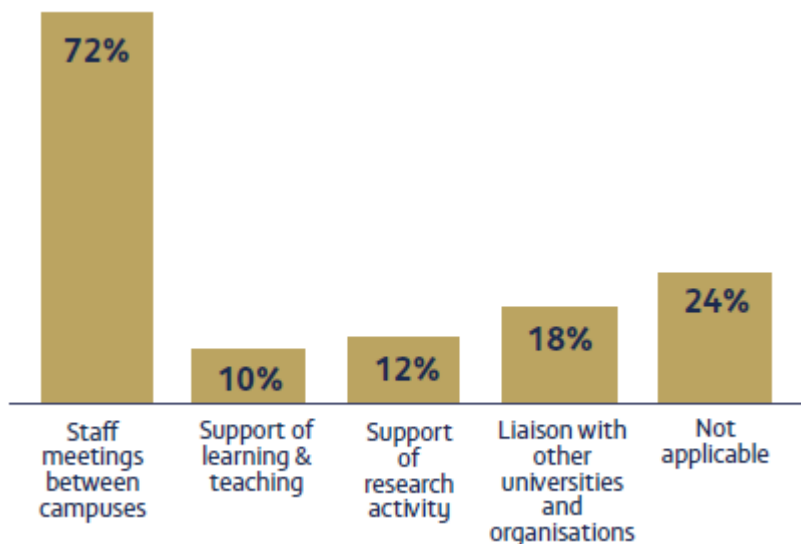
VIDEO CONFERENCING SERVICE

72% of colleagues responding use Video conferencing for staff meetings between University Campuses, with 77% satisfied with its usability. The same rating of 77% applied to satisfaction for the booking system.

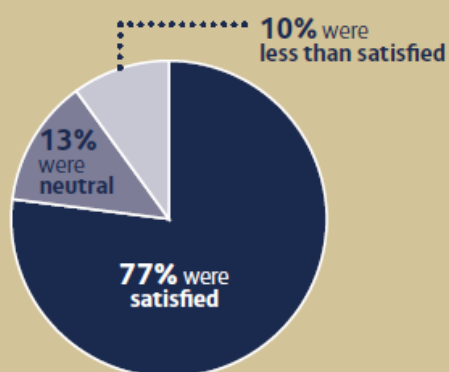
A high number of staff (120) selected N/A when asked about the Video Conference booking system, this could suggest booking is completed on their behalf by business support colleagues.

It is interesting to note some comments stated the requirement for additional fixed videoconferencing facilities which conflicted with others who are aware of VC capability using Skype for Business at their workstations.

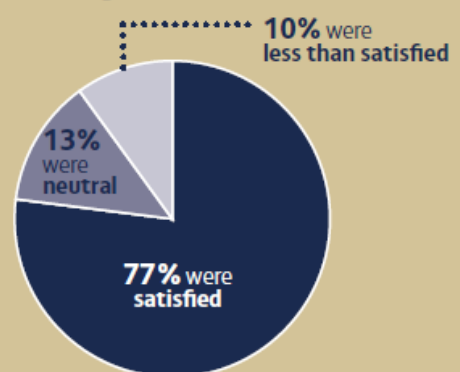
Have you used Video Conferencing for any of the following purposes? (this question allowed selection of all that apply)



“How would you rate the video conference booking system?”



“How would you rate the video conference operationally?”



A sample of comments for Video Conferencing service

Support is excellent

Seems quite complex

In the past it was a 50/50 rate of working when it came to connecting all campuses and using a PowerPoint at 1. Maybe this has been improved, not sure

Works well and saves on travelling

There seem to be some technical problems around VC. Sometimes it's all fine, and other times, not

Again there are too many break downs

Sound a problem in the block 7 video conference room on multiple occasions

Seems to work very well

More videoconferencing suites required with better AV support at each

For a long time half of the faculty meeting time was spent to fix the connection; this may have got fixed recently

Unable to connect a couple of times

Often problematic, and I don't think there is enough advice in rooms. Everyone afraid to touch the remote!

The booking system is a bit long and complicated with having to book spaces, remember reference numbers and then book the video conference, particularly over four campuses

With Skype of Business available on the Staff PCs does this mean than we could use Skype video calls / conferences between team members on different campuses? Need to add a video camera to next PC screens?

Videoconferencing stifles discussion, especially when it is multi-campus

OK as long as the connection doesn't disappear

Never used UU facility, for meetings with external project partners we usually use WebEx

The facilities are let down by poor audio caused by lack of microphones or speakers or poor rooms rather than the equipment

Where is this? We just use skype

Seems to be hard to book due to demands on it. Not always available when required.

Sound quality not always good

Difficulty in hearing conversations from other campuses unless the person speaking is quite close to the microphone

The strict on-off timing can cut off the end of meetings/seminars. There needs to be (a) a warning given when time is nearly up, and (b) an easy system to add some time when no one else has booked the room immediately after a meeting. (I've only been in the 'main' room for such meetings, but I imagine colleagues in other campuses feel second class participants in some seminars due to being cut off near the end)

There needs to be someone there at the start to get it running properly

Video conferencing has improved compared to 12 months ago

Sound is often poor The picture quality can be bad depending on the room and often external noise from outside the various VCF locations

Would be useful to have instructions in the room regarding the use of the remote control and functions

Booking video conference space is too bureaucratic. If a meeting runs overtime for participants to be cut off is not conducive to concluding the business of the meeting. This hinders working practice significantly

When the system works, it works very well - but it is not always as dependable as one might wish and expect

I use faculty staff to help with bookings, but generally find it a bit difficult especially for learning and teaching, difficult to know if these rooms can be centrally timetabled

More admin!

The booking is so poor it is unbelievable!! - The system is not fit for purpose !
It is rare that I have attended a video conference where there has not been a usability issue, whether it is poor lighting, sound or connectivity issues. Having said that, the new VC rooms do function well when the software and hardware co-operate
I think the new VC Services are really good and easy to use however there are some meetings that will require personal f2f either when discussing sensitive matters and/or creating/developing new programmes
VC services in the past have been cancelled or not available on Belfast campus
Sound is often poor and it is difficult to make out speakers on other campuses. Sound is sometimes out of synch with video
Needs to be in more rooms. It is not 'special' any more, should be standard
System would benefit from an automatic link via the room booking system rather than having to fill in a separate form and wait for confirmation
Sometimes sound is very poor and I find SKYPE often works better
Perhaps a short podcast or similar to explain how to zoom, centre, mute etc. as many staff seem not to use the remote control effectively which causes delay at the start of meetings
Sound system need improving
Finding the two rooms was not easy to see at that time in the way it was presented
A course on the use of video conferencing and how to set up a meeting using the facilities would be useful
Can take a long time from ringing 66777 to the service is resumed
Again, videoconferencing appears hit or miss - connections between campuses are often unstable and have been at numerous Faculty/University meetings where the hardwired systems have failed
It's not a great service
Doesn't always work where you can see people at other campuses
Rubbish system
Using video conference facilities and having the meeting cut short due to the prescriptive booking system
For internal communications, service is good. Skype or Google Hangouts will be used for all external partner or student tutorials
Issues with connecting with other campuses
Worked fine
Videoconferencing suites not always suitable, should be better options for videoconferencing across large groups

ICTCS responses and recommendations	Target date
Booking system - to be reviewed in conjunction with Physical Resources colleagues due to the necessity for staff to book the room and videoconference facility separately.	During AY 2016-17
Support availability – Video conferencing is a standalone service and whilst every booking cannot have a pro-active physical presence, it is monitored and supported centrally by Service Centre colleagues. There are phones in all VC fixed rooms to allow users to call for support, with direct contact details to our dedicated extended hours VC support for evening conferences. Staff can also make specific request for technical support at the time of booking.	Ongoing Activity

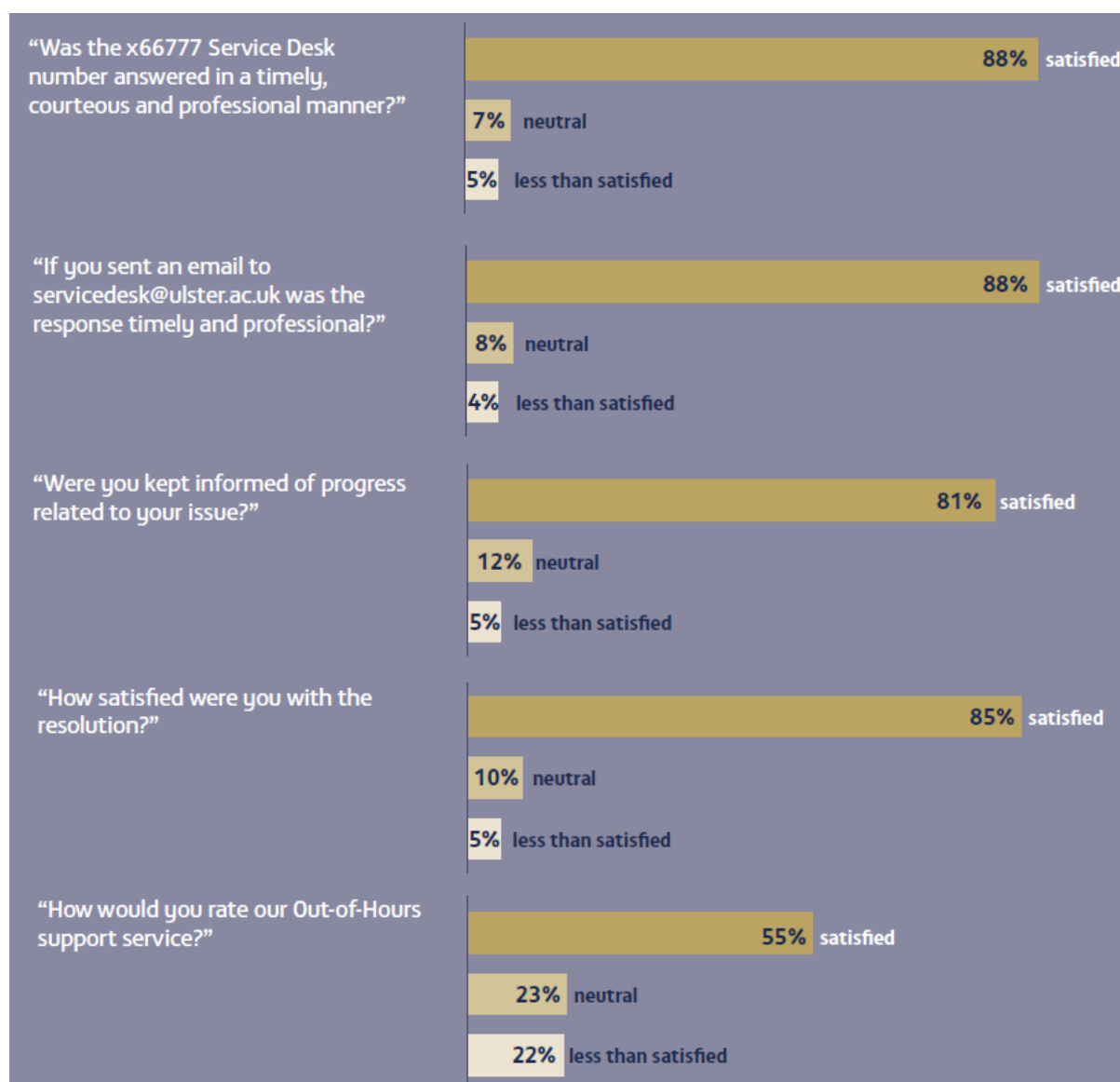
<p>Breakdowns and unreliability – Video conferencing updates will be carried out during low volume periods, such as Easter and Christmas to help reduce the risk to conferences. ISD have purchased further licences for our Vscene system to allow us to reduce Licence resource issues. User training, offered this year as part of our Media Technology training programme, will be better promoted allowing us to educate users and reduce the number of disconnections due to user error.</p>	<p>Ongoing Activity</p>
<p>Poor audio in spaces – ISD plans to create a very high quality videoconference suite in each campus during 2016/2017. Audio in existing rooms will be reviewed and an audio/visual contractor engaged to provide remediation where required.</p>	<p>March 2017</p>
<p>Lack of training and instructions – ISD offered Video Conferencing training to all staff as part of our Classroom Technology training this year for the first time. We will continue this and increase its promotion throughout the year. In addition, we will provide training material in video form. Preventative Maintenance processes will be reviewed to ensure all training material already provided in Video Conference rooms is available and prominent.</p>	<p>AY 2016-2017</p>
<p>Need more rooms with fixed VC – Videoconferencing Room provision will be reduced as the Skype for Business Project rolls out. The Videoconferencing Service will focus on providing high quality room experiences for larger meetings. Smaller meetings will ultimately be catered for by Skype for Business.</p>	<p>Ongoing Activity</p>

SERVICE DESK

Satisfaction of our Service Desk facilities rates highly between 81% and 88% with the exception of our out of hours support service. The satisfaction for both 66777 and email are both 88% which may suggest they are the most recognised form of support available despite promotion of other services such as self-service portal.

In this section, the number of respondents remained fairly high except for Out of Hours Service. Of the 122 who said they used out of hours service, 55% are satisfied.

This section was rich in qualitative responses with mixed reactions to support in this area.



Overall, would you recommend the Service Desk to colleagues and students?



A sample of comments for any aspect of the Service Desk
Issues are always fixed quickly and the ICT staff are always cheerful and well mannered - the opposite of what I have encountered in other organisations
In the absence of an alternative - response times slow e.g. half days to come up and resolve issues
One word.....appalling
Service Desk is an excellent service
Very long winded message re the 66777. using the email can be quite interesting if your computer doesn't work. We don't generally get an update you have to go on with the system. A lot of times it can be resolved but at times you feel you are being pushed between various people without resolution
ISD have excellent staff throughout the department and the Service Desk in particular are very courteous and helpful
Very prompt response to all requests
Some issues were resolved very quickly, and others are still pending
Staff were always willing and professional. However, to have to wait through a long recorded message when in need of urgent help at the start of a teaching session is not acceptable
On the phone great - sometimes the technician who comes to the classroom though quite stressed and it feels like you are bothering him
One comment I would have is that the Service Desk has in the past been in my opinion very unhelpful - this is about two years ago so may no longer be applicable but I called with a problem at 4.50 and was told it was "ten to five, no one will be able to come help as we finish at 5"
Terrible level of ICT support in the business school. Almost non-existent and have to wait for days to get someone who can't fix most problems
Follow-up time can be a bit slow sometimes
What are the alternatives?
The only reason satisfaction is lower is because of technical issues that might not have been entirely resolved in the past. The staff in ISD have been extremely helpful and professional over the years
Service desk colleagues in Coleraine are extremely helpful
The FAQ section is excellent and solves many problems without having to escalate to a service call. Proliferation of different places to go for help may get confusing e.g. there is a trial of a "Library Chat" service. Many of the issues that cause access to literature search databases etc. are IT related?
I log on to my computer before the Service Desk opens. If there is an issue with my PC or laptop it is rarely resolved on the same day (and certainly never before 9am)
Out of hours' service does not work - in most cases it is referred to ISD staff who work normal office hours. Measurable lack of skills with a number of ISD staff
I understand it is the only route to solve any our IT-related problems anyway
The staff do an excellent job

Any contact with SD was professionally and promptly dealt with. Excellent service
Ironically, my school has its own ICT support person. But when my computer become frozen (due to detecting malware) the x66777 number appeared on-screen as the contact point. In fact, for my school, there should have been a different number to direct me to our own support. Despite that, the response via x66777 was prompt and efficient
Only recommend as no other option in library JN
Not much support offered out of core hours
When calling ISD service desk responses to queries can be inconsistent, although over the last few months this has got better. The big improvement for Belfast campus staff is the presence of ISD Technician Chris Paul on the campus, and his courteous and highly professional response to ICT issues that come up. This proves the point that having an ISD staff member situated on and dedicated to a campus is hugely important. Prior to this IT support, as experienced by Belfast based academics was barely 'fit for purpose'. If I was completing this questionnaire seven months ago I would not be recommending 'Yes' to question 16
When you get talking to a person at the help desk they are immensely helpful in dealing with any particular situation. The use of the reporting system and blackboard is an unnecessary level of bureaucracy for the user
Is there another way of resolving an issue other than the service desk?
On the whole, I have always been treated well
Response time not consistent - sometimes excellent and others slow
Would recommend as its only option. I don't always feel that the knowledge is there to help correct some of the problems and incorrect colleagues are contacted to try and resolve. Some business processes IT functionality need better co-ordination with the service desk 'service'
What other choices are there ?
They have no other choice!
By the time one contacts the service desk they have probably tried lots of other options and then having to listen to the recorded message just raises stress levels
The Service Desk is excellent for Tier 1 issues, when the problem is escalated elsewhere in ISD the communication quality reduces. I find the Service Desk staff professional and helpful but the responsiveness is not reflected elsewhere in the ISD portfolio
Really helpful staff when it comes to resolving email issues
Again appalling customer service from this desk, numerous times I have got students to ring this service only to have the person on the other end of the phone behave in a discourteous and unprofessional manner. I have had many students in tears because this service has been so unhelpful and stressful
Service desk often fails to appreciate the urgency of situations. The out of hours service is much more helpful, taking time to listen and talking through the problem
Only option available
I have found all the IT Service Desk Team members to be consistently prompt, polite and professional in their response to any requests for help I have made over the last 10 years Please keep up this excellent standard of professional support service
I refer students to the service desk because there is very little other frontline support from specialist IT staff. So it a needs must referral rather than referral by choice
Yes, because no option. Staff helpful but problems are logged out when not resolved. Expectation academics are at their desks 9-5 not realistic. We get on with our jobs while waiting for help. Need more help with macs and on B campus
If people are having problems there is no other option but to refer them to the service desk but there have been times that the response has been less than ideal

Much improved system. Knowledge base is excellent so perhaps staff could be made more aware of it? Perhaps using plain non-IT language? e.g. Got an IT question? It could be answered here....
Their stock response is to bounce you down to an overworked single faculty technician. The system is miles behind other places I've worked
Not knowledgeable regarding CMS
Very helpful and accommodating staff for the support I have had required at the time
Always pleasant and helpful
Out of hours just logs the fault, cannot do anything might as well be an answering machine
Definitely would recommend the use of the Service Desk but sometimes the resolution comes a bit too late (e.g. projection in Lecture Theatre didn't work and had to do class without it). Also have reported issues with U123 on multiple occasions but problems persist
If you have any problems they need to be recorded on the service desk
Again QoS is very poor
Everyone is helpful, there are however not enough staff on the Belfast Campus to help
In general, the Service Desk is useful, and responsive. Recently however I encountered an issue which is not being resolved and the level of communication and /or information pertaining to a solution is below usual standards
Out of hours not available for classrooms after 5pm
ICT and Library are two most effective support services I have encountered
Service desk staff seemed to be understaffed. Depending on who answers the service desk sometimes depends on the level of service you receive
Email on call closure pretty meaningless. Needs improvement
I would like to work for them if there are any future openings so let me know thanks.
Too many problems with this service to list, unhelpful, very slow, discourteous, arrogant attitudes from staff over the phone, excuses.....
There is no option but to use the service desk so whether or not I would recommend it is irrelevant. My opinion on the response/service/resolution can be dependent on who answers the phone. I have had some excellent experiences and some - not so much

ICTCS responses and recommendations	Target date
Call handling - As it seems satisfaction depends on who deals with reported issues, inconsistent responses need to be addressed via further training and developmental appraisals.	Ongoing Activity
Service Desk review to take place Semester 1, AY 2016-17.	Ongoing
Review the Service Desk recorded message	Complete
Out of hours' support – support is restricted in some cases due to lack of administrative rights to support systems. Following a review meeting with provider, a recommendation to permit additional systems access will address this issue and increased satisfaction is anticipated as a result.	Part complete
Poor customer service skills – liaise with staff development regarding a customer services course specifically tailored for the ICT Service Desk. This needs to involve 1 st and 2 nd line duties.	AY 2016-17

HANDS-ON TECHNICAL SUPPORT

Satisfaction of our Hands on Technical support did better than our Service Desk facilities with rates between 83% and 94%. This evidence would suggest colleagues perform better in this role compared to Service Desk duties.

It was encouraging to note that % of those unsatisfied in all areas of support were single figures ranging from 2% to 8%.

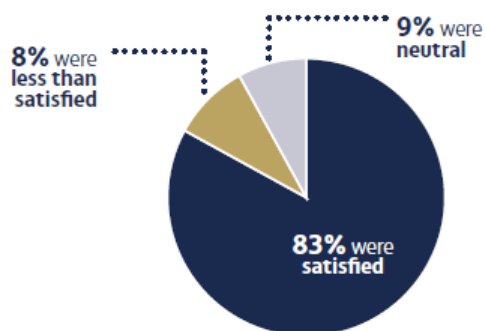
Respondents for Support for SSE and Casper Respondents was circa 230. This reduced to 192 for Video conferencing and circa 130 for both Teaching room and event support which is in line with survey demographics and users of these services.

With a few exceptions, support is seen as being regarded as positive in the areas surveyed.

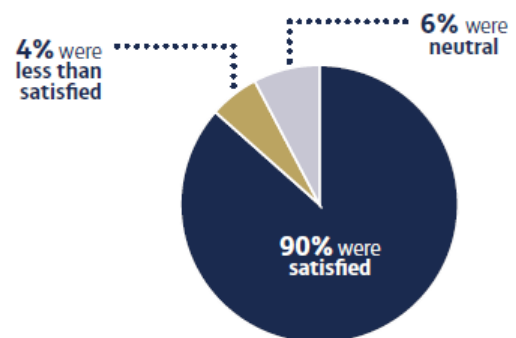
Please rate the following aspects of the service in your experience of contact with ICT Customer Services support staff.

Support for Staff Desktop Services (SSE and Mac Casper)?

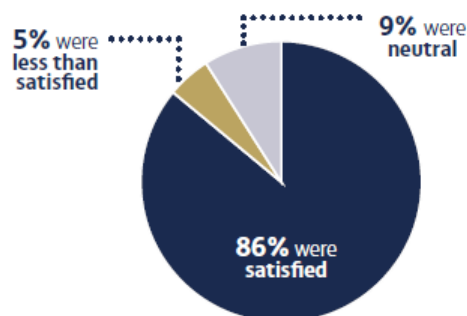
“How timely was the support provided?”



“Was the staff member professional?”

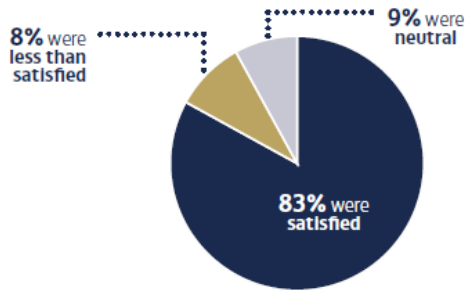


“Was your issue satisfactorily resolved?”

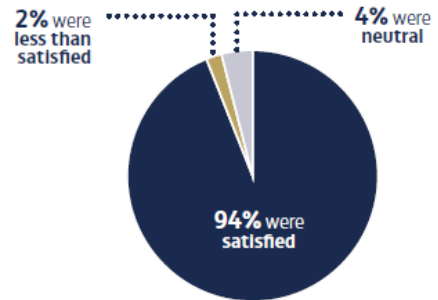


Support for Teaching Room Spaces

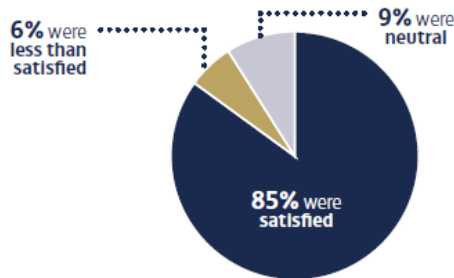
“How timely was the support provided?”



“Was the staff member professional?”



“Was your issue satisfactorily resolved?”



Support for Video Conferencing

85% satisfied

10% neutral
5% less than satisfied

“How timely was the support provided?”

90% satisfied

9% neutral
2% less than satisfied

“Was the staff member professional?”

87% satisfied

9% neutral
4% less than satisfied

“Was your issue satisfactorily resolved?”

Support for Events

82% satisfied

11% neutral
7% less than satisfied

“How timely was the support provided?”

88% satisfied

7% neutral
5% less than satisfied

“Was the staff member professional?”

85% satisfied

10% neutral
5% less than satisfied

“Was your issue satisfactorily resolved?”

A sample of comments for any aspect of this Technical Support service
Staff are very polite and efficient at resolving any issues
Support at Belfast very good
See previous comment. In regard to conferences we had to provide our own IT support at a recent event
Support for teaching rooms could be better - it feels like you are bothering them sometimes if they need to come and fix a problem
Terrible experience again about two years ago on the Belfast campus, staff member was disruptive and unhelpful
For at least the last two years running we have not received the equipment as requested for the all important open days. Without notice e.g. we were provided with projectors instead of the requested TV screens. Previously such issues were more easily resolved, because it was possible to have direct access and talk to the colleagues at their desks. Again for two years running electricians were apparently not informed in time for the preparation of such events. There seem to be coordination problems between the services that were not apparent before
I have observed one particular member of staff being grumpy/annoyed about last minute requests by guest speakers. The guest speakers also picked up on this
Support for events and conferences is sporadic. On occasions the staff member has turned up late when the event has started and issues have occurred
Never had a problem with teaching room IT. Support for conferences and events was excellent
Experience excellent support for events on all campuses
No support for out of hours which is not satisfactory
My department have a close and mutually respectful partnership working relationship with the ICT Support Team
Support for email for visiting professors, visiting scholars and emeritus staff is a problem. Wi-Fi on B campus very unreliable
Again access to internet for visitors - these people are not generally looking access to university material but to check emails etc.
Haven't needed to call ISD with computer problems since changing to desktop
Support for events is always excellent
The support provided was excellent with personnel v knowledgeable
As noted on last pages - the staff are professional and courteous, but in the case of U123 the problem persists - when video conferencing fails again it may be irretrievable
I've not needed to call on any such support this year. I've always been highly satisfied when I have in the past, though
IT support at a large event last year was exceptionally good, in Magee campus
These answers are ONLY in relation to physical help/support, not online or help desk

ICTCS response	Target date
The previous Service Desk section received feedback that is inclusive in this area as well. Actions and recommendations noted are pertinent to this section also.	Ongoing Activity

GETTING ONLINE HELP

Of the four support mechanisms listed on the survey, it was pleasing to note that Self Service Portal rated highest with a 72% satisfaction.

The remaining three areas namely Knowledgebase, Service Catalogue and FAQs scored 60%, 52% and 56% in that order.

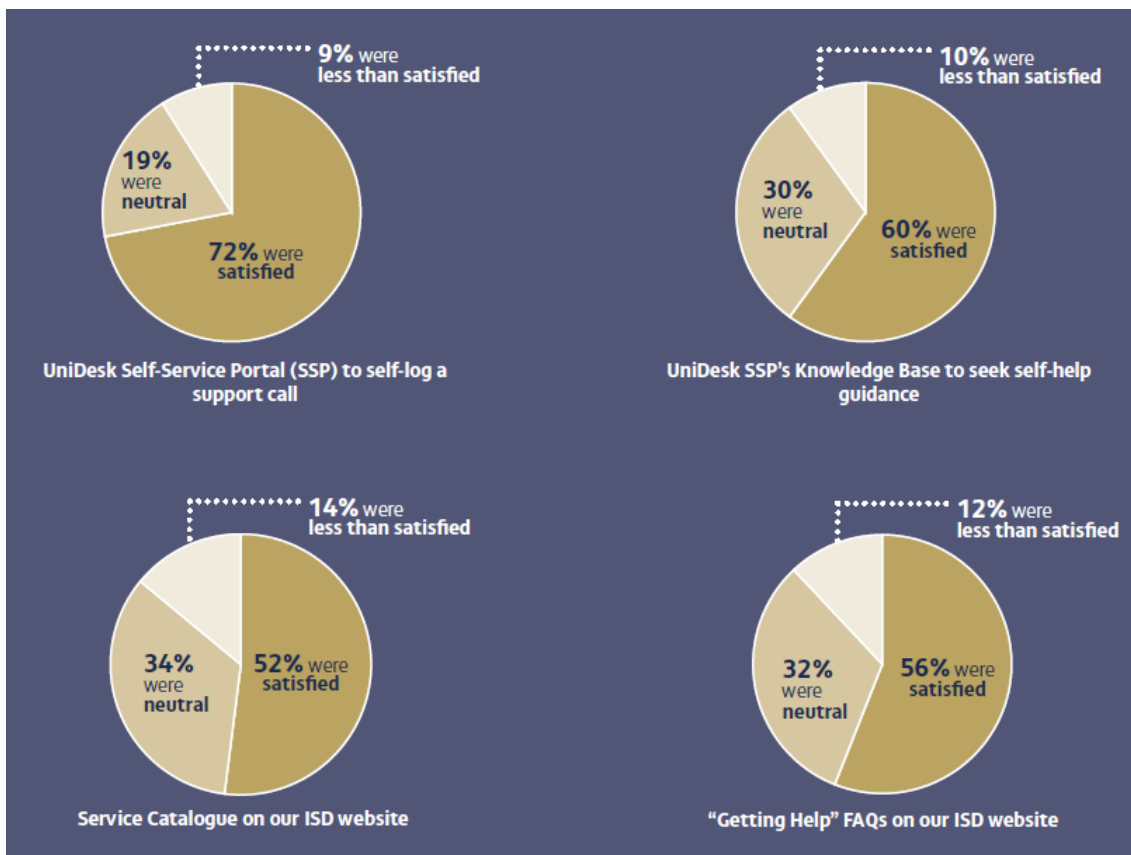
A high number of respondents selected N/A for the four areas, this is in line with patterns for responses regarding Service Desk support. It is a fair assessment to advise that our users still have a tendency to select the traditional approach to support favouring the personal touch instead of seeking help via our online methods.

It is acknowledged that these areas would benefit from some promotional work and Continual Service Improvement activity.

Ulster University ICT Customer Services offers self-help support for its IT services in a number of ways. **Are you aware that this range of self-help services are available?**



If you have used any of these methods outlined below to seek assistance, please rate their effectiveness:



A sample of comments for our online help information

The Service Catalogue is excellent

UniDesk is not intuitive very difficult to use

Better promotion needed

Some areas can be difficult to find online.

Online is only useful if your computer is working

Items could be easier to find online

Nothing can beat being able to pick up the phone and have someone sort you out there and then

Processes such as accessing Wi-Fi and updating passwords for Wi-Fi are far too complicated and instructions difficult to find

I have experienced delays in receiving feedback regarding calls placed on Unidesk

It would be ok if you had nothing much else to do all day but go through numerous pages of self-help guides

I haven't used these extensively but am aware that they are there

Difficult to find what you are looking for and missing information e.g. how to use outlook in an efficient way like available in other universities

I used the catalogue for help with Eduroam and with web based email

Excellent

Following Eduroam guidance for MacBook Air does not resolve the lack of connectivity

Scenarios of the FAQ's are never up to date

Online resources don't give the full picture, particularly for 'grey' areas like access to Library resources

In some areas of the self-help services the use of IT jargon is not helpful (unexplained acronyms, etc.)

Instructions for setting up email on android devices was poor

IT not my area of expertise, getting help requires knowing what the problem is.

Not used these

Sometimes difficult to find what you need. Difficult to understand information at times. Microsoft training information appeared out of date

Usually email Service Desk to log calls and this is very efficient. didn't realise I could do it through the Portal

Can be quite difficult to find what you are looking for so just ring 66777

In most cases I need a quick answer and it takes too long to use this method

Only ever logged calls

Service catalogue uses completely meaningless headings and section grouping. Plain English please

Great service, and up to date with the technology

Can't use it if you can't get internet access, which is often the problem

It is still often easier to call a helpdesk over the phone than sift through the self-service menus

ICTCS response	Target date
A focussed promotion of our overall support mechanisms will be undertaken throughout the year via social media and other methods.	Ongoing Activity
Be more visible on campuses by providing 'pop up' style support activities.	During AY 2016-17
Content review – review all content being mindful of terminology used and focus on explaining information to improve end user readability.	During AY 2016-17
Self Service Portal (SSP) – with the UniDesk forms designer module becoming available, we will be able to push more service requests to self-service operations.	During AY 2016-17
Online Support Knowledge base – promote the use of knowledge articles for self support. Note: Increased use of SSP will automatically lead to more views of the online Knowledge Base	During AY 2016-17
Service Catalogue – it is anticipated that this area will improve as a result of our annual review, after which promotion will take place.	During AY 2016-17

Further general comments regarding our services

Overall the service is very good, however the x66777 services is appalling and does not reflect well on the department

Very satisfied with all aspects of service provided

We need more IT staff on the ground, sometimes it's easier to talk to someone to explain an issue

Consider increased awareness of core support services

Seems to be a pressure on the number of staff for the size of the campus. Staff are helpful

The guys are all very patient, polite and friendly. This is great as it means people don't feel they are being a nuisance by contacting them and they are not made to feel stupid if they contact them over something daft. Also it's a big bonus that they are not patronizing when they do fix something. I find all of this to be the exact opposite of what I have observed in other organisations

I know we are a big organization and it is difficult to service such a large number of staff however I spend a large amount of time archiving materials from my e-mail and trying to resolve computer difficulties which in other jobs this function was done for me freeing me up to do my actual job

Difficult for you guys with all the budget cuts. Also, we just want to walk into a room and teach with the facilities all working. As a lecturer I do not want to have to make sure all the systems are functioning. It is enough to make sure my lecture is a good as I can get it without worrying about computers, projectors, lighting, heating etc. Also I do not understand the logic behind streaming, why do it if the computer mic is not compatible and if it cannot capture anything but slides - seems very limited. I had to get our department to buy a mic and a Ladibug. Then I find out there is no software. It seems to me that streaming is a window dressing exercise. ICT can say that all the teaching rooms have streaming but you have not thought about the practicalities of using it

Service appears to be reducing and losing personal contact, getting more like a call centre in India

Always had a very speedy response from ICT which is necessary as cannot work without use of PC

WiFi availability needs to be improved, it is sporadic on different campuses and struggles when large classes try to connect at once

I'm not happy that we have had to wait more than 6 weeks for support staff to have access to the scanner from their computers in the office, our technical staff say it's because they are waiting for an IP address from ISD!

It seems to me that this area is under staffed and some (local) staff need training and staff development. There is a generally reactive approach which is often very effective but a proactive approach could have prevented the problem in the first place. Equipment (hard and software) needs to be updated proactively. For example SPSS etc. licences are often allowed to run out before a new licence is available

The service for visitors, particularly associate visitors, could be improved. Currently an academic has to sponsor an associate before arrival in a process that is complex and not user friendly. On arrival the academic accompanies the associate to HR for a staff card. Once the staff card is obtained a faculty support staff member has to contact Reprographics for visitor access to MFDs against a cost centre code. All very fussy, time consuming and prone to "gaps" in communication between all parties involved

Will a similar survey be conducted for the Telecoms section?

Need to recruit a small number of well qualified IT staff. Review and update software and hardware. Let IT look after phones as well

Better up to date information on Network problems

The new security on the network affects productivity. It takes an age to log on to the network and has stopped us connecting all research equipment that requires network access. I understand that we need security but if it stops productivity what is the point?
Satisfied with the service which meets my requirements
Please can we keep ICT services campus based and provided by University of Ulster staff. Moving support services off campus or privatised to a non-UU company would be a disaster
The staff are professional and helpful the services need to be refined, re-organised and up-dated. there needs to be more information about how to use technology to its best effect not just to work at a basic level
I think the staff are being overextended. They are now expected to carry out a greater variety of tasks, with limited resources, which means that it takes them longer to attend to calls/issues. Because I have offices on both the Coleraine and Jordanstown campuses, it is always a drama to get immediate assistance. It is even harder to arrange a time to meet IT staff when I know I will be on their campus, which is particularly frustrating when I need assistance with my laptop. The roll-out of Skype for Business in Coleraine played all sorts of havoc with my PC in Coleraine, but because I am only there once a week it was almost a month before normal service resumed and I was able to log on without any issue
Operators answering should offer advice
Move from AD domain login to Managed Desktop is a nightmare in academic environment - political sabotage, I have no other words for that! The nature of academic and research staff work is to explore unknown - attempts to put everybody in a typical desktop "template" (designed for a limited range of IT needs) will fail our work
Audio visual support needs to be more accessible on campus. It is not clear if static pcs are in rooms before you arrive e.g. e206 in Coleraine
Excellent
Happy with IT support
The library at Jordanstown needs permanent I.T. staff to help the students
Very satisfied with the service. The team are always very helpful and never make me feel that I am a bother!
MFD Printing Issues - slow to resolve and no feedback. No roving ICT support in labs. Classroom technologies out of date
The Portal is not mobile-friendly. Off campus users have extreme difficulty getting access to subscribed resources because the authentication process seems to be unstable and complex. DL students are not often aware that Portal is the recommended route to Ulster resources - they use BBL, which is limited by their lecturers' technical competence. The portal itself is far too complicated and puts off a lot of users. Ownership of certain areas is not clear and many links are dead or outdated. Conversely, the new branded Ulster webpages are too stripped out and finding information about specific departments or university functions is extremely difficult too. There are too many different routes to information. Students cannot find the Portal login button and often resort to using google to find portal.ulster.ac.uk
Linked to comment above. - With many e mail communications from ISD the use of specialised technical terms or jargon can make the e mail unreadable for the non-IT specialist. This method of communication needs to be better thought through, and with more use of 'plain English'
Excellent service, but would like to get rid of my managed desktop!
It really helps to build relationships with support staff. Call logging and automated systems can make this difficult. I understand their importance for tracking, but it is important not to lose the human touch
I think there should be better co-ordination between IT services and the business delivery. There are times projects or software etc. are selected and installed without due regard to

business requirements as its to meet a specific target set on the IT dept. Each area should be working together
Keep up the good work!
We are likely to be on this campus for years to come and the wireless service is poor
The reprographics and service desk staff need training in correct customer service. Machines and software and networks problems need to be serviced and covered at peak times of year unquestionably
There is a persistent browser issue in MM221 (and possibly other lab spaces) where users must refresh their browsers in order to get logged in to Portal. This gives rise to the perception that our web pages are not stable and (as not all users know to refresh the page - or how to do it) causes a delay until everyone is successfully logged in. Also, a significant number of users simply do not see the Portal login link at the top right of the (very good) ICT student experience page. They end up googling for the Ulster portal url
The Portal Log-in is far too small and out of the way for students to see and in my experience they more often than not Google to find the Portal Log-in screen which seems ridiculous that they find it easier to go to an external site to get logged-in to our internal portal
Please stop using IT jargon - even in this survey I have no idea what some of the acronyms mean. - no idea if I answered questions correctly so probably too many N/As. - I find ICT often assumes a high level of IT knowledge. You don't have to know my job so I shouldn't have to know yours to get help
Please improve Eduroam help on your website. Maintain currency of web page information
With so many competing demands it is difficult to keep up to date with ICT progress. It is therefore important to have people available to help as issues normally occur at pressurised times
Staff as individuals are helpful but not enough of them on B campus and help with mac very sporadic. Casper has slowed down my laptop hugely. Inability to add innocuous and much used software is not helpful. I lost my paid for and legally installed copy of Photoshop on which further upgrades were not needed and now am charged for a licence. We have less as standard than many schools
The speedy responsiveness of helpdesk colleagues is very much appreciated
The service is always good. Staff will always try to resolve any issues
The service offered has improved a lot in the last few years. Feel that some staff do not realise what is available to them so perhaps a simple flow-chart or very clear email, avoiding IT-speak, would help. E.g. Why not have 'Need help? Service desk staff will help or refer you to someone who can.' instead of 'The Service Desk team receives enquiries and manages them to successful resolution.'
P/T lecturers are simply not catered for. - (1) I've never been trained on the blackboard system despite working p/t at UUJ for 8 years. - (2) More worryingly each semester I return to UUJ to find there is a delay with my contract not coming through expeditiously from HR dept. Therefore, ICT can't log me on to the computer system. This is massively inconvenient and looks highly unprofessional to the solicitors and barristers I'm teaching on the LLM Masters programme every year, they often come from abroad and from other universities and several have complained at the 'Mickey Mouse' operation whereby the module is nearly complete before they can email me or indeed before I am even able to put my presentations on the system myself. Every semester I ring ICT and every semester I get the same old story. No-one at ICT seems to have the initiative or 'can do' attitude to solve the problem which I have reported for years now and which will be an embarrassment again in September. What sort of a system throws up the same problem year on year and no one is interested enough to try and resolve?
ISD offer absolutely terrible service with the minimal level of support. Either they are underfunded and staffed or restrictively bureaucratic

Very helpful and supportive within all aspects of the service provided
The Staff have all been extremely helpful when my computer has developed problems
I have always found the service to be first class with the help and support offered of a very high standard and the staff very knowledgeable, friendly and helpful
I've had very few ICT issues and they have always been resolved satisfactorily. I think the service is good
I can't fault any of the staff that I have encountered and my feeling is that they are often equally frustrated. Any issues with projection in lecture/meeting rooms presents major challenges for the user - while initially very patient I have been at the receiving end of students' fury about U123, and given that problems persist that puts me (and other academics) in a bad place and reflects extremely badly on this institution. Also, most of the major issues in this University relate to ICT systems that include the Curriculum Management System (CMS) and the Prospectus which are not covered by this questionnaire - I know not of a single individual who has used these two particular systems that is not completely exasperated and demoralized
When phoning the Service Desk, it is very frustrating to have to listen to the long spiel before actually getting to talk to a member of staff especially if you have a senior officer beside you with a problem. I don't see the need for the long message before actually talking to a member of staff especially during office hours. You should be able to get straight through
Need a complete change of staff and their expertise
I.T. staff presence needed in Library in term time to assist students with IT problems .
Sometimes I find it difficult to hear clearly staff members of staff speaking via the video conference at meetings - muffled voices
Please employ more actual people on the Belfast Campus and preferably a MAC specialist. Everyone is great, but overworked. That Caspar thing was really annoying and not at all smooth
Thankfully there is good support within the faculty
The support staff for Law are superb. If I ever have a technical problem the staff where I am in Rooms 1 etc. are brilliant
As mentioned previously, I recently encountered an issue re CMS access. The level of support has been below standard and quite disappointing. One might form the option that the answers simply aren't known. I have the discussed the matter with other staff and they have echoed the same frustration
Would much prefer that all labs and lecture/meeting room machines were centrally controlled, issues regularly with faculty controlled provision
I have always found the ICT staff professional, efficient and friendly.
It would be nice if the service could create a database or repository of user guides for all main functions and services, and problem or troubleshooting issues for all devices
Appalling customers service all round from ICT Services, staff seem to forget they are actually a service and should be bending over backwards to be pleasant and biddable. Reprographics and ICT should spend more time on the front line dealing with the aftermath of their bad customer services!!!!
Faculty of Arts does not provide technical support at Magee campus. Current technical officer based at Coleraine - officer visits rarely and support is ineffective
Move away from Microsoft products
For the most part, I am satisfied with ISD support; however, as I have already stated, this can be very dependent on who is the first point of contact. I do think that some changes that have been made to the service have not been beneficial to either the ISD staff who have to provide the service or those they are trying to help

ICTCS response (further comments regarding our service)	Target date
Email quota issues – this is being addressed by the Office 365 project, with staff being provided a 50GB mailbox.	Ongoing Activity
Part time staff provisioning – agreement between HR and ISD on how to streamline the process of handling e-tutor accounts should resolve the number of recurring account related issues.	During AY 2016-17
Curriculum Management System (CMS) - CMS and other specific IT systems were deemed to be too specific for the purposes of inclusion in the survey.	-