

**Information Services**  
ICT Customer Services

# **2018 Staff Survey Findings**



# INFORMATION SERVICES

## ICT Customer Services

### 2018 Staff IT Satisfaction Survey - Overall Findings

During the second semester of Academic Year 18-19, ICT Customer Services (ICTCS) released our second survey to staff inviting feedback to help the department improve the services and support offered. The data provided was anonymous, confidential and used solely for the purposes of continuous service improvement. This report provides a statistical summary of those responses and related comments from staff alongside recommendations at the end of each section which shows plans ICTCS have made as a result.

Included are some comparison statistics against our previous 2016 survey, where applicable these are usually shown in brackets. Please note we did not run a 2017 survey due to the corporate staff survey conducted at that time.

Some sections were rich in qualitative feedback and where applicable this has been shared with other service owners such as reprographics, Blackboard support colleagues and networking team. In addition, these recipients were invited to add their thoughts to the responses tables so that we could present actions in this report by way of demonstrating 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.

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

### Your feedback helps

As part of the Professional Services portfolio, Information Services are always striving to add value to the University. Please be assured that your participation is helpful to us, we very much value your comments and wish to advise that your views have directly assisted us to shape and enhance some aspects of our services in a forthcoming restructure which is due for completion in mid-2019.

### Next Steps

Survey results allow us to benchmark our services 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, comments are always welcome at any time of the year.

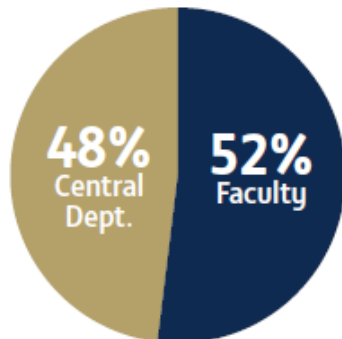
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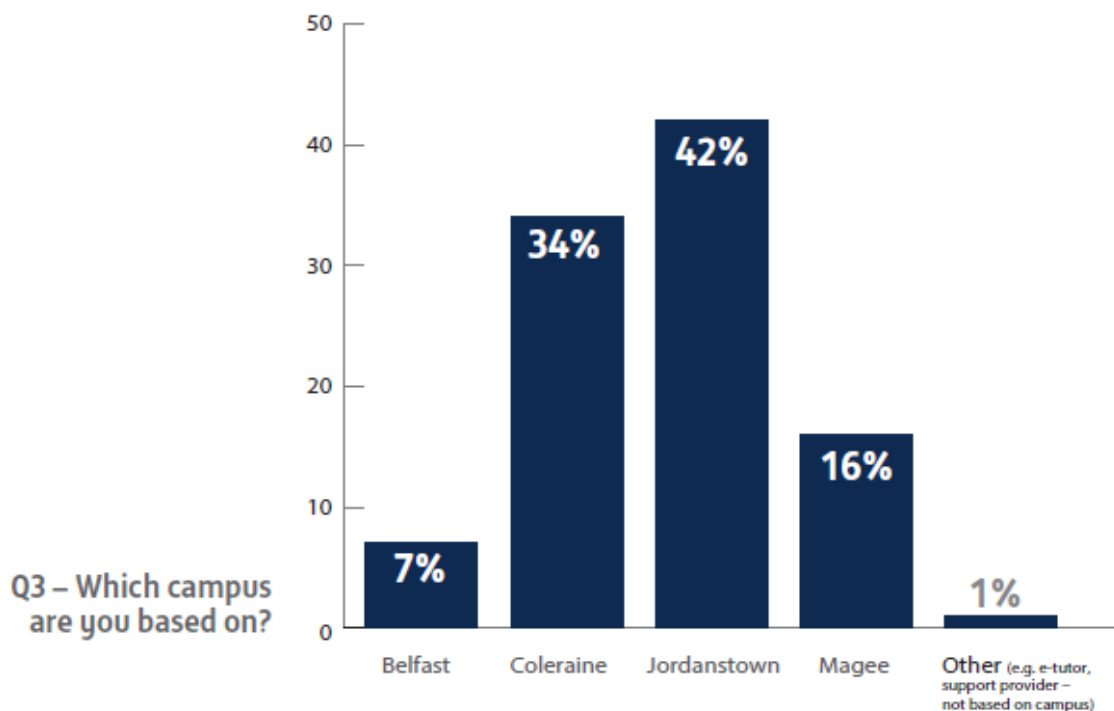
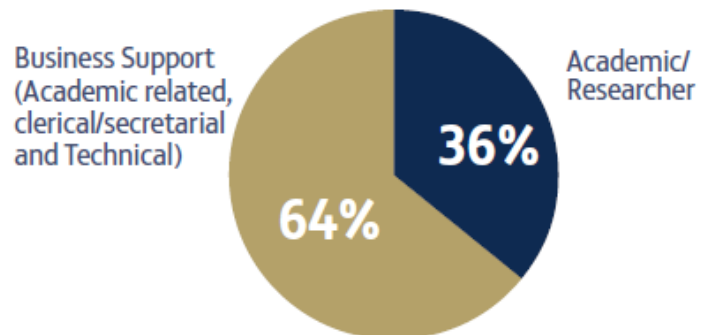
**25 February 2019**

## SURVEY DEMOGRAPHICS

Q1 – Are you a Faculty or Central Department member of staff?



Q2 – What category of staff member are you?



By comparison with our 2016 survey, we were disappointed to note a slight reduction in overall respondents from 354 to 318. We are aware this reduced response may have been due to a number of other surveys being conducted at that time.

Faculty responses reduced, with a related 5% increase in Central Department. Business Support also reduced by 5%.

We noted a decrease in Jordanstown respondents from 52% to 42%, with the other campuses increasing.

## STAFF DESKTOP SERVICES

One demographic of the survey respondents is 52% faculty and 48% central department. (47% and 53% respectively in 2016).

This may part explain the reduced use amongst respondents of SSE/Jamf Pro from 53% to 41% but it should be noted there are also 13% of respondents who said N/A – which may indicate a lack of understanding of how the question was phrased amongst some respondents. This question will be reviewed in any future survey.

69% (up from 68%) of the 142 Windows SSE respondents advised they were satisfied with the service, 13% (12%) were less than satisfied and 18% (20%) neutral.

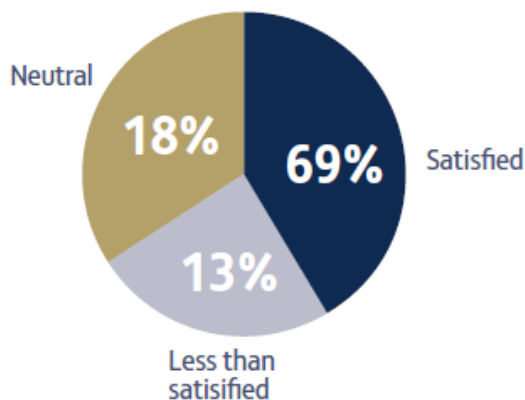
Of the 110 Apple Mac Jamf Pro users who responded, 22% (down from 50%) advised they were satisfied with the service, 48% were less than satisfied (30%) and 30% neutral (20%).

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. In light of comments, we will be reviewing our Apple Mac Jamf Pro service with a view to increasing customer satisfaction.

Q4 – Do you use an SSE or Jamf Pro enabled workstation?

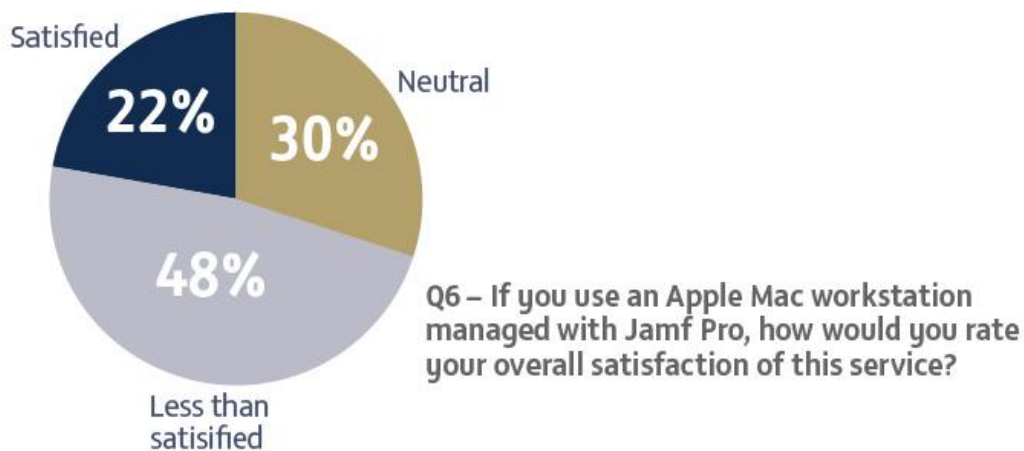


Q5 – If you use a Windows SSE workstation, how would you rate your overall satisfaction of this service?



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

Would like more local admin rights.
For the sort of work I do the SSE is quite satisfactory.
Newer machine and screen provided on a regular basis to keep it up to date. The networked services, robust software and troubleshooting / fixing by ICT staff is excellent.
Really no issues - I like it
It's a bit restrictive in not being able to readily download and install simple programmes such as Notepad++ or be able to set Chrome as default browser, for example.
I have now got used to this system, but some of the restrictions in terms of the management of my workstation, and the need to ask a technician/administrator every time there is even the simplest of problems can be quite irritating and time-consuming.
It is VERY unhelpful not to be able to place shortcuts on the desktop. other than that it is ok to use
Some updates are pushed out that affect users but no warning as to what has been updated
Locked down - no flexibility :(
The SSE works efficiently, but I was happier having an individual workstation (not managed) as now it is more cumbersome to use certain features (e.g. dropbox).
Very good indeed
Faculty support in severely limited.
Very rarely have issues with the OS



**A sample of comments on satisfaction of the Jamf Pro service**

I feel that it slows the system down in comparison to other personal Apple computers.
From my machine was Jamf Pro'd I have had more problems than ever before with my computer. E.g. very slow to start in morning. Outlook software always crashes on first opening & has to do a restart. Can take a good 10mins for computer to start & 5mins to shut down in evening.
Nothing network related works properly, Onedrive falls over all the time, the machine has been rebuilt and rejoined to AD 3 times. I have to manually join the NAC every day and outlook disconnects at least twice a week.
It greatly slows the machine down, quite frustrating

ICTCS responses and recommendations	Target date
<p>A new Staff Windows 10 Support Staff Environment was launched in December 2018. A Self-Service Application Catalogue has been provided with enables customers to install from a range of common applications.</p> <p>The majority of customer feedback has been received on the previous SSE Windows 7 service, it is anticipated the new Windows 10 service will address most of these comments.</p>	December 2019
<p><b>Slowness</b> – It can be assumed that respondents attribute speed issues directly to SSE/JAMF, 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.</p> <p>Benchmarks have been completed on JAMF enabled Apple computers which demonstrates that other factors are normally associated with reduction. Performance tests are reviewed periodically.</p> <p>To explore areas of dissatisfaction further, staff are encouraged to raise a service desk call to enable campus teams to perform relevant checks.</p>	Ongoing Activity

## Learning, Teaching and Meeting Room IT Facilities

Facilities in this question are grouped into three areas: workstations, projection and technologies.

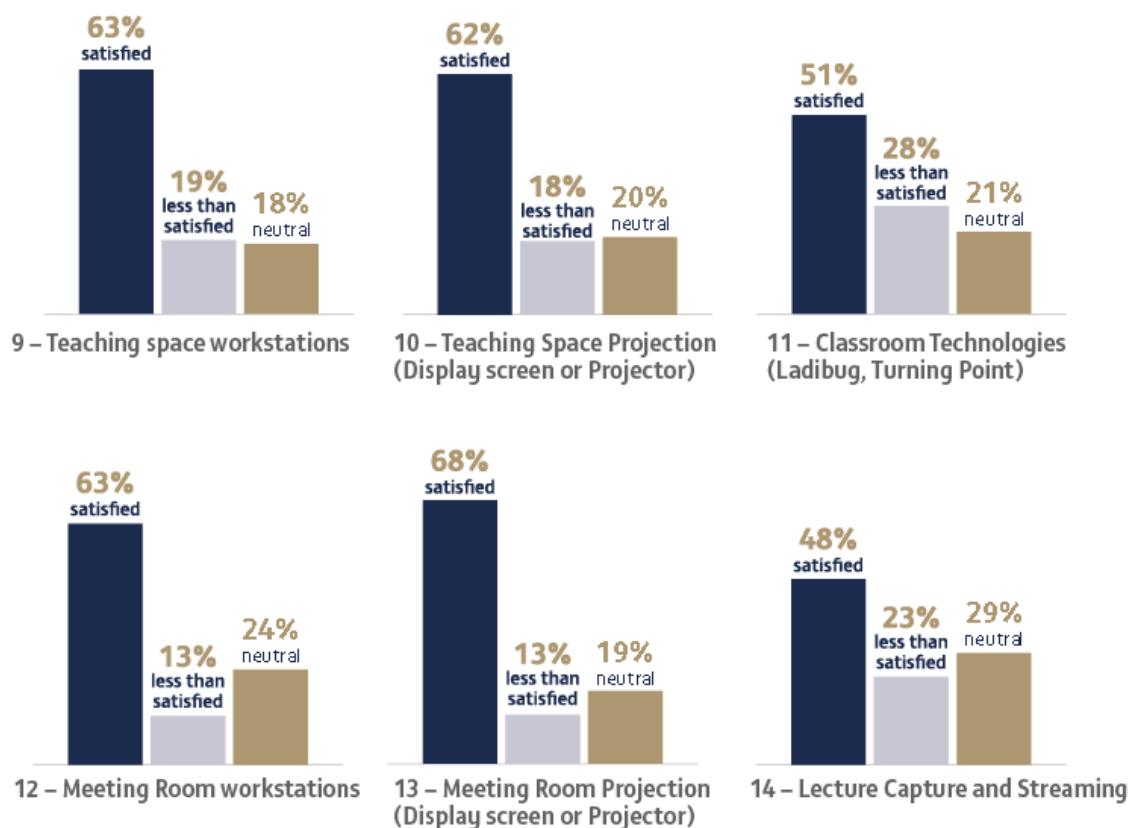
Projection satisfaction has reduced to 62% satisfied in Classrooms (67% in 2016), with 68% in Meeting rooms (72%). In both cases this is explained by increases in neutral responses as opposed to dissatisfied.

Similarly, both Teaching Space and Meeting Room workstations both have 63% satisfaction rates, down from 64% and 69% respectively, however the decrease can also be attributed to an increase in neutral responses.

Our planned investment in some technologies within the Jordanstown campus decreased as a result of our GBD move and this may have been a factor in the above.

For Classroom technologies, a reduced number of staff answered which suggests there are still a high number just using standard facilities in our spaces. 102 staff responded as having used or experienced Classroom Technologies such as Ladibug and Turning Point with 51% (down from 56%) satisfied. This again is attributable to an increase in neutral responses. Regarding Lecture Capture and Streaming, 48% were satisfied which is a pleasing increase (43% in 2016). A high rate of 29% 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**

Issues with old Video Conference rooms should we not just get rid of

Provision in meeting rooms seems good but often doesn't work with no obvious reason why not i.e. linking laptop with screen etc.

Projectors are not as reliable as workstations. Very frustrating when they don't work, especially if training scheduled

Sometimes teaching equipment does not work effectively -for example speakers, loss of internet connection, sound quality, desktops very slow to warm up and use.

All usage by me has been trouble free. Setup in new Magee teaching block -MU - is great and may get me to try using Ladibug and TurningPoint.

In the large lecture halls, the projected image does not fit on the screen; some of the slide is always cut off

It is often difficult to connect your laptop up to the projection screens in the meeting rooms - the connection leads are very short so you need to sit under the screen to be able to connect it up

Generally happy with teaching space projection, but U123 is a very difficult room to lecture in when trying to look around at the screen from where the PC is positioned

Overall my experience is that the teaching equipment is limited. Free-standing data projectors in some rooms, taking up space and a trip hazard, persistent sound difficulties in some rooms, poor sound proofing poor, no modern systems in the room I use, wires everywhere, difficulty accessing computer for desks etc

We had quite a bit of difficulty accessing Turning Point receivers for our programme. It would be great if there were some available to ALL programmes should they require their use, as this is imperative to our attendance taking

This may not be relevant here but... there is a classroom I taught in this semester and every week I had to re-establish leads (monitor, PC, projector). The first few weeks I had to call the help desk and I was very impressed by the speed at which someone came to help. I then tried to work out how to do this myself. A suggestion might be:

Instructions and/or labels on the various leads provided in classrooms so that a lecturer can work out him/herself how to get the computer and projector to sync

Alternatively or in addition, an instruction notice in the classroom requesting people to leave the leads etc. as they found them for the benefit of the next person using the room.

Learning space workstations are very slow. Meeting room projection not always working / difficult to get set up.

Staff very helpful with borrowing equipment, and easy to set up.

Some rooms are very effective but others are problematic and the response time to address issues is not always fast enough to deal with issues at the time they occur.

I know it is not the fault of ICT, but many teaching workstations are unusable at the start of lectures, as other staff have disconnected them in order to use laptops etc. Is there any way that this issue might be addressed?

Many times I find them 'unworkable'. I am not sure if it is the person before me using a laptop and pulling out cables or 'vandalism'. I always have to allow lots of time to ensure that the equipment is working

Have had to call for assistance as always seem to have an issue linking my laptop to the screen in the Board Room in Belfast - but when support arrives very good service and the problem resolved quickly.

The projector in the Conor Lecture Theatre was marked to be replaced early in the semester but we were faced with having to make do with the poorly performing, exiting system for the remainder of the year.

Ladibug was not reliable, sometimes videos disappeared. Made teaching difficult and cost a lot of precious time. Had to revert to phones and tablets.



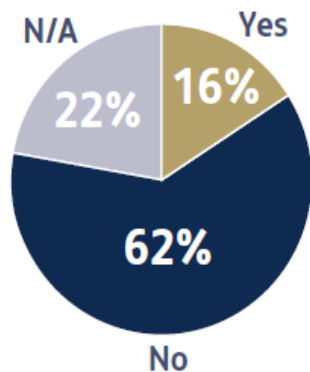
ICTCS responses and recommendations	Target date
<p><b>Classroom technologies</b> – ISD offer annual training workshops for staff to outline the use of technologies common to all teaching rooms. Many academic staff also use specific tools within their teaching, two of the main systems in use are TurningPoint audience response software and the new Panopto Video Creation / Streaming service.</p> <p><b>TurningPoint training</b> - 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 organised on each campus in September 2018.</p>	<p>Ongoing Activity</p> <p>Complete September 2018</p>
<p><b>Video Creation/Streaming</b> - in Summer 2018, Information Services Directorate (ISD) in partnership with the Office of Digital Learning introduced Panopto, a video platform designed specifically for Education. The solution was procured to replace Ulster’s existing system (TechSmith Relay and Sharestream) and is fully integrated with Blackboard Learn.</p> <p>Panopto is now the default video solution for both capture in physical teaching spaces and for at-desk content creation. Panopto also replaces Sharestream video assessment submission within Blackboard.</p>	<p>Complete February 2019</p>
<p><b>Limited mics available</b> – 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 if 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>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>A pool of USB boundary microphones made available for loan to academics who wish to record mics are available. Staff are being advised to contact the Service Desk to book.</p>	<p>Complete summer 2018</p>
<p><b>Preventative Maintenance</b> – 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>Ongoing Activity</p>

<p><b>Projection, sound, focus and quality</b> – ISD are committed to a cyclic replacement programme to improve audio/video quality and usability for Digital Projection and Display facilities. The number of teaching spaces and the extended use of Jordanstown Campus, has meant it has not been feasible to replace all analogue cabling in every room at once, however we have increased capital input to help address this. We also encourage users to report issues in specific rooms and we endeavour to include these spaces in the summer refresh even if not due for replacement.</p> <p>ISD have:</p> <ul style="list-style-type: none"> <li>• provided the specification for all teaching spaces within the new Magee teaching block.</li> <li>• upgraded an additional 18 teaching spaces, including the Conor Lecture Theatre, mentioned in the survey responses.</li> <li>• 8 others were also as a result of Preventative Maintenance feedback from ISD staff and direct feedback from users</li> <li>• upgraded all radio microphone systems across campuses and provided a high quality, professional portable audio system for all campuses to support events in areas with non-fixed equipment after a successful trial at Magee.</li> <li>• completed a full review of teaching spaces at Jordanstown, and committed to upgrading facilities and spaces, including the Assembly Hall which will improve these ahead of our new GBD move schedule.</li> </ul> <p>We will share feedback received with colleagues in Estates Services who provide and maintain the teaching room furniture and other non-IT/AV elements within teaching spaces.</p> <p>As above, we will also review Preventative Maintenance checks.</p>	<p>Complete Sept 2018</p>
<p><b>Cabling untidy</b> – The furniture in teaching spaces is sometimes not helping to eradicate issues relating to trailing leads and untidy layouts.</p> <p>ISD and Estates colleagues who complete a joint room condition survey in January each year are 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.</p> <p>Previous inspections found a number of rooms with trailing cables and damaged floor boxes. These concerns were raised with Estates to replace and repair unsafe components which were creating a danger and this work was subsequently completed.</p> <p>Funding has been earmarked under Digital Classrooms to purchase cabinets for some spaces in Belfast in need of tidy up, their installation should eradicate some of the issues outlined.</p>	<p>Ongoing Activity</p>
<p><b>WiFi coverage</b> – further comments under wireless service.</p>	<p>-</p>

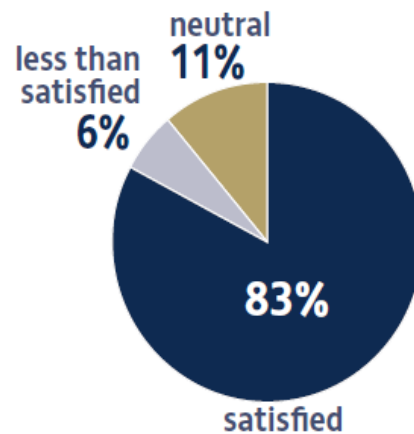
## CLASSROOM TECHNOLOGY TRAINING

50 of the 318 respondents advised they had attended this training which is rated highly with 43 (83%) of the attendees advising they are satisfied. This is an increase from 80% in our previous survey.

It is perceived by some staff that classroom training is only for Academics and looking at the survey demographics, the low number may be explained by 64% of the overall survey respondents being from our Business Support category.



Q16 – Have you ever attended this training?



Q17 – If yes, how would you rate the effectiveness of this training?

### A sample of comments for Classroom Technology training

Useful to attend for refresher and to learn about any new technologies in the rooms

Same tired script, box ticking exercise

I always attend each academic year to get updates in procedures so that I can be confident of delivering a class. Good introduction to the new technology in MU this semester.

I attended this training some time ago, but it was very useful

Staff were very helpful and knowledgeable

Never heard of this training

Always good quality but frequently for unavailable technology!

Things can seem very straightforward in a course, but it's only when you're in a classroom and the technology fails, you have a class of students and no technician available to help.

Most helpful staff very approachable. Never made to feel 'stupid'.

This was presented too swiftly and gave no hands on opportunities for staff to try to operate the equipment.

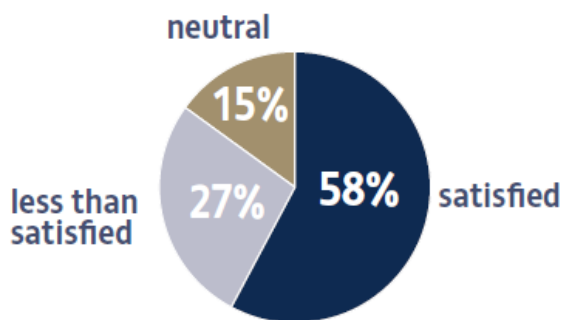


## WIRELESS SERVICE

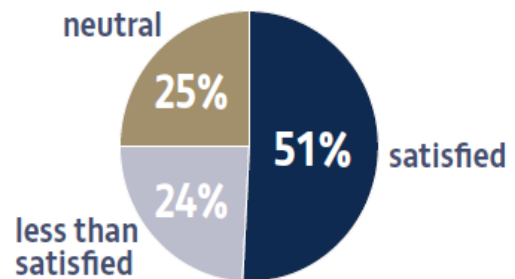
50 of 318 total respondents selected not applicable to our first question regarding performance of Eduroam, this could suggest their work patterns do not necessitate the use of portable devices. Based on active users of the service, 58% were satisfied (down from 60% on our previous survey), 15% neutral (down from 16%) and 27% less than satisfied (up from 24%).

With respect to support documentation and ease of access to Eduroam, the satisfaction reduced with 51% of respondents satisfied. Our previous survey also had a 51% satisfaction, however we now have 25% neutral responses (up from 22%), and 24% less than satisfied (down from 27%).

Q19 – How would you rate the performance of Eduroam?



Q20 - How would you rate the support documentation and ease of access to Eduroam?



### A sample of comments for Eduroam wireless service

It is always really awkward to find the information which details how to update your Eduroam password when you have had to change your network password.
Difficult to find the information on how to connect other/new devices on the webpage
There are parts of the building where the signal is very faint or non existent which is a problem when trying to use an iPad for work.
Most of the time you can't connect to it at Jordanstown and the instructions for changing your password in the Windows 10 leaflet are wrong. Also there's no mechanism for a Linux box to connect wirelessly to Eduroam.
Poor wifi service. Drops continually and unable to reconnect devices
I try to log onto Eduroam but was only successful once or twice and have now given up and use the "staff" connection. Again, how do I know where to go/who to contact for support?
Usually never disconnects and easy to set up instructions for the wifi.
It is weak at times and thus download and access can be slow.
I didn't know there was some and I have to say the wireless in our block is shocking and most time doesn't work
I can attach my own laptop, mobile phone and UU equipment such as an iPad to Eduroam easily. The on-line documentation is good as is easy to follow instructions for many devices. The laminated print-outs /handouts provided at the Magee Library Information Point are great when sitting with a student.
The initial set up can be tricky for some users . I know of quite a few people who are unaware of the fact that when you change your password to log on to your computer you will have to update Eduroam which again is not that straight forward.
Service can be patchy, with wireless devices often disconnecting on campus. Have experienced difficulties connecting in new teaching block.

Eduroam service is better than many other institutions
I work between campuses and its very poor/weak in Jordanstown. I often cant get any signal on multiple devices. Or it requires me to sign in when I'm in another campus
It has got better since first introduced and is now useable, almost reliable. its a bit annoying when we have to change our University password, which then means updating Eduroam - normally under pressure at a meeting
Never actually used it, but wifi is poor in this building in general.
Its patchy and the documentation is not simple to follow
Cumbersome and there are issues on a daily basis connecting to laptops and tablet devices. It turns your device into a brick. Little chance of syncing with OneDrive where your files could be located. Try doing your job with this level of service. Impossible!
Eduroam has a unique username login ....WHY??? It also drops out all the time
I generally find Eduroam configures easily while visiting other universities; I would note that we still seem to have network capacity issues within Ulster which require us to alternately try Staff or Eduroam with a view to connecting successfully.
This is a superb service.
Patchy across campuses and support material is not clear

<b>ICTCS responses and recommendations –</b>	<b>Target date</b>
We will continue to provide enhanced support for Wireless connectivity at start of each semester by offering Wireless clinics. These sessions will be for staff and students.	Complete start of AY 18-19  Ongoing Activity
A focused review of EduRoam support material will be undertaken and promoted when complete at start of each academic year, or when a significant operating system update requires a review.	Complete Start of AY 2018-19
We will encourage all staff to report any connectivity issues to the Service Desk for investigation.	Ongoing Activity

<b>Networking response</b>	<b>Target date</b>
The existing wireless system is end of sale and has not yet been upgraded or replaced. The campuses are therefore still suffering from the issues that were highlighted last year. Those issues being,  Speed - Speed is affected by number of users in the area and whether you are connected to the nearest wireless access point. Sometimes a user's wireless client sticks to a distant access point and will not switch to one closer. As the distance between the client and the access point affects the speed, this results in a slower connection for the user. Also, because wireless is a shared medium, a slow or bad client will affect all users on that access point as all users will in effect drop to match the speed of the slow client.	Planned replacement program 2019  Belfast campus complete – access points trebled

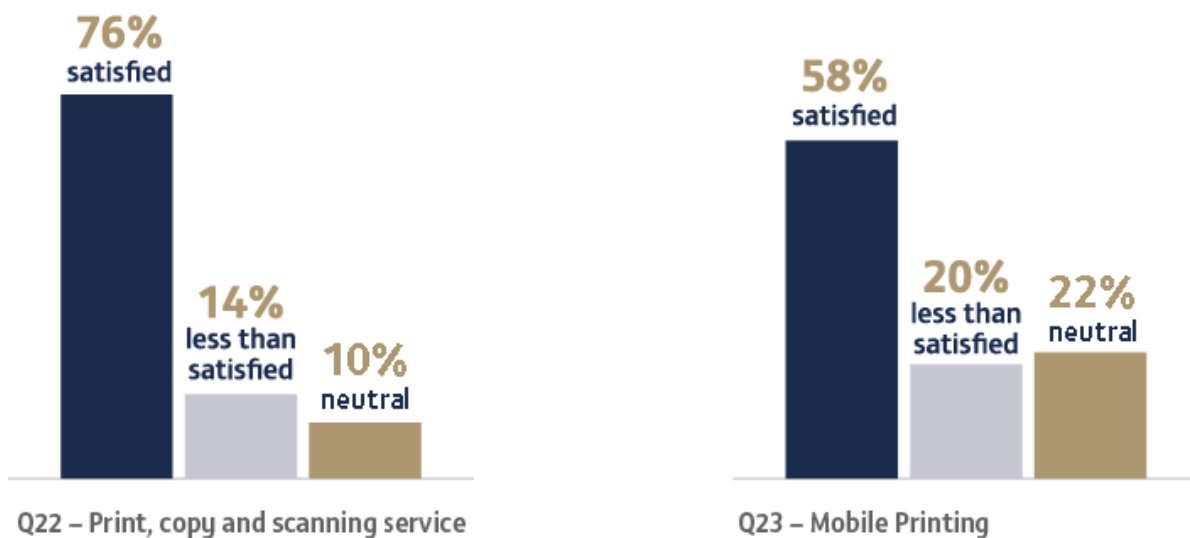
<p>Capacity will also have an effect on speed. As wireless is a shared medium all users are contesting for the same bandwidth. The more attached clients, the less bandwidth to each user.</p> <p>A new wireless system was tender for during 2016 and the first phase of the equipment was delivered early 2017. This first phase of replacement equipment will upgrade the wireless infrastructure on the Belfast campus. The new system will provide higher speeds, increased capacity and band steering to ensure that users will get a better experience when using wireless. Phase two of the programme will replace the wireless infrastructure during 2017/2018 on the Magee campus, Coleraine campus and LRC areas of the Jordanstown campus.</p>	<p>Coleraine and Magee complete – again resulting in increased access points</p> <p>Ongoing plan to replace Juniper points with Aruba which will improve quality and speed.</p>
<p>Part of the current issue is to do with coverage. The current system provides good coverage on the 2.4Ghz radio and Limited coverage on the 5Ghz radio. Modern wireless client's preferences are to connect to 5Ghz radio over the 2.4Ghz radio. Wireless clients are therefore connecting to weak 5Ghz signals instead of the stronger 2.4Ghz signals. This leads to a bad user experience.</p> <p>The new system will provide increased high density 5Ghz coverage and usage.</p>	<p>Further access points are to be installed Summer 2019</p>
<p>Passwords and Authentication : the existing wireless system requires students to log in with <a href="mailto:username@sd.ulster.ac.uk">username@sd.ulster.ac.uk</a>. The new Aruba wireless system will support the existing authentication and usernames with the new format of <a href="mailto:username@ulster.ac.uk">username@ulster.ac.uk</a>. This should simplify logins, students will be able to use the same usernames on wireless that matches their email and system logins.</p>	

## REPROGRAPHICS SERVICES

A high number of staff (169, 53% of the total respondents) 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 the active responses to the service (149), 58% were satisfied (up from 53% in our last survey). Overall satisfaction of the Print, Copy and Scanning service increased to 76% (up from 73%).

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



### A sample of comments for Reprographic services

Very good customer service and support

There's a printer in 16E28 where print jobs disappear and only a certain amount of pages get printed.

Mobile printing works but you can't specify formats and sometimes the only machine available is colour when you don't need colour. There are practically no machines I can access as most are behind locked doors (i.e. locked with keys). Either enable WFID entry or put machines in places where people can get at them. It would be helpful to do a mapping survey to ensure all staff know where the nearest device is and that it is accessible

A pleasure to use , Staff helpful .

Single point of failure, as not alternative replacement if machine is broken, or internet is unavailable. For confidential information to be printed involves visiting different department, which is inappropriate and highly frustrating for staff involved

No one has ever told me how to do wireless printing. Would love to know how to do that from my own Mac laptop that I bring to work.

The photocopying facilities at Magee campus are very poor there is one main photocopier between many staff (20) and no colour available-no central point or stocking of paper and often issues with trying to scan documents



Printer often out of paper, mobile print useful but reduces print layout options which is problematic
I can rarely get this to work without some minor drama and having to ask someone else to help
Any time I have used the above facilities they have worked very well
Still can't get it to work so bought a stand-alone printer.
Print costs arrive two months afterwards. Unaware of wireless printing and how we can avail of this
No issues with those provided however access to multi campus MFDs when travelling to other campuses would be a great addition.
Regularly lose the print queue, need to start over, extremely unproductive.
There are sometimes problems with who maintains the MFD printers in central spaces, so often they do not have ink / paper supplies to enable you to print or photocopy
The amount of time I waste using the MFDs (rather than a desktop printer) for printing is highly unsatisfactory - not least because I often have to log in manually: my card refuses to work with the nearest printer some 70-80% of the time.
Mobile print will only print certain types of docs, which can be problematic. Printer breakdown common, and the hidden expense of staff time spent running to one of two printers serving many people and standing in line often is depressing.
Reprographic Services queries answered by helpful staff.
Other than a walk to print satisfied with service
You go to a MFD. There is a queue. A member of staff is going to be a while. You go to another MFD and there is a queue there as well. It is very time consuming and frustrating, especially, if you have only one or two pages or a deadline. it would be better if each office had a basic printer, copier and scanner. Make it mandatory that they all have to be the same make ordered throughout the University and have a central source look after the cartridges. Before MFD, there was too much waste.
I have found the service excellent
Before my office was taken away from me, the printer was two flights and a stroll away from my office. My FitBit loved it!
MFD machines frequently out of order on Belfast Campus
Very quick and easy to use, but sometimes have long queues.
I got no instruction on this. Where can I access info on it?
Excellent, high quality services, which are easy to use
MFD autodeletes when printing. The service assumes that the printer will successfully print what is requested every time. When it fails to do so e.g. runs out of paper, toner, or auto logs out on a large print run, the user is left with half a printed document and gets to enjoy a long walk back to their PC to send the new print run to the MFD again. There is never spare toner or paper beside a MFD

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

Reprographics response and recommendations	Target date
<p><b>Printing Service</b> – The current multi-function printer fleet has been in operation for nearly six years and is long overdue upgrading. We are waiting on a tender to be processed and a new supplier to be awarded. The specification within the tender will offer Ulster a better range of printing solutions and smarter services that will support SharePoint, home working and mobile devices. Once we have a supplier awarded they will be tasked to engage with Ulster staff and students to map out requirements that will support our business needs but also allow greater flexibility for future services as our business changes.</p>	<p>Expected date for award of new tender is April-May 2019</p>
<p><b>Quality and more colour printing</b> – The new tender will see the upgrading of the entire fleet with a range of solutions from draft/basic office quality through to photographic quality and 3D printing. The tender requires the new supplier to liaise with staff and students to look at specific requirements.</p>	
<p><b>Instructions provided</b> – The new supplier will have to provide a range of supporting products from on-device help, printed materials and instruction/how to videos. We understand that access to system from home will require instructions to be clear and immediately on hand when a user needs them. We see YouTube and a dedicated portal as the best products to be supported by the new supplier.</p>	

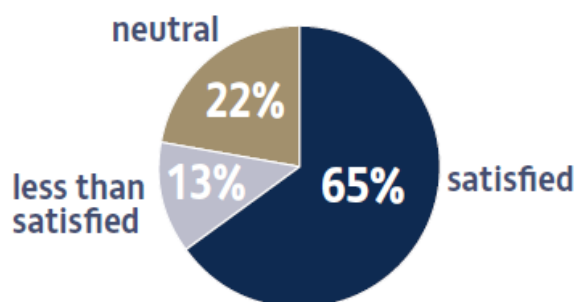
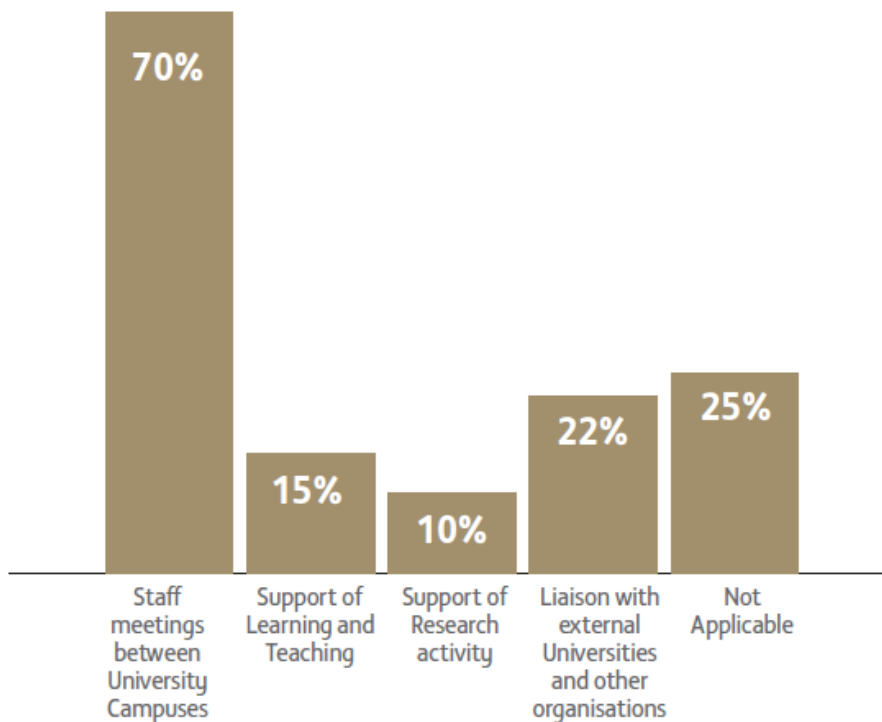
## VIDEO CONFERENCING SERVICE

70% of colleagues responding use Video conferencing for staff meetings between University Campuses, with 56% satisfied with its usability (down from 77% in our previous survey). A rating of 65% applied to satisfaction for the booking system (down from 77%).

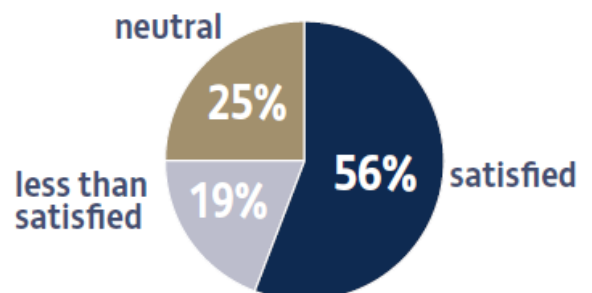
A high number of staff (107) selected N/A when asked about the Video Conference booking system, this could suggest booking is completed on their behalf by business support colleagues.

It is interesting to note significant negative comments relating to the booking system which has subsequently been simplified. We have also undertaken major work to improve the operational service. Please see our response section below.

**Q25 – Have you used Video Conferencing for any of the following purposes? (this question allowed selection of all that apply)**



Q26 – How would you rate the Video Conference booking system?



Q27 – How would you rate the Video Conference operationally?

**A sample of comments for Video Conferencing service**

Issues with not hearing staff on other campuses, no technical support available

Sometimes difficult to connect to meetings. Instructions not always clear about how to access an arranged conference call/meeting.

Very confusing to book & ensure it's all connected correctly etc

Magee needs more good quality bookable rooms. I have often had to travel to Coleraine as nothing is free in Magee. Also most staff do not have webcams - perhaps these could be provided so that VC could be an option from one's office when the central rooms aren't free. MD008a is usually excellent but most of the other rooms have an alienating affect which prevents me from participating fully in meetings

Not enough training provided to Business Support staff

Video conferencing does not always work appropriately and takes time to set up initially, even when just using for inter-campus meetings. I find Zoom is more useful and reliable

Problem with your survey...do you mean a specific type of video conferencing from a specific room or do you mean videoconferencing through Skype or GoTo meetings. This survey is not written for the non-technical crowd. I've had problems with Skype for Business...again no orientation about how it functions...seems you can only connect within the university system.

Again, it is good when it works but doesn't always. The self-service booking system on PlanOn is very misleading. You think you have booked V/C rooms only to discover that you have only booked the room, not V/C.

It is frustrating to have to use room bookings and ISD system for some rooms. It needs to be all ISD system on outlook calendar which is easy to use

Dual system in operation - VC rooms between ISD and Physical Resources.

There were problems recently in connecting with an external university. I was unable to connect and share the screen with them. ISD provided a lot of support with this and did a lot of testing which was appreciated, but the functionality did not allow the sharing of the screens which would have been really useful.

It's very variable - so satisfied in some instances (immersive suites) and dissatisfied in others e.g. 12g02 tiny TV

Unfortunately systems are not simple and intuitive and probably at least 1 in 10 VCs requires a helpdesk call. ISD are always very helpful and provide great support

The booking system is very user unfriendly! This needs set up in the same way as the meeting room booking system

There have been a number of issues over the past year with video conferencing (connection, sound,etc) which adds to the anxiety over chairing a meeting. Slightly improved as the year has progressed.

I find the newer immersive suites to be so much more reliable and easier to participate in meetings, especially when taking notes/minutes

Video conferencing usually works well, however the booking system is quite complicated, no longer as intuitive. Also little notification of any changes.

I have been using the immersive suites recently, that booking process is very straightforward

A lot of pain for not a lot of gain. Invariably things don't work, and if they do, the quality of the service is poor.

Had a few hiccups at the start but once you know the system it is great

Sound and vision quality isn't great

When it works, it is very effective and of high quality, but, at least in the meetings I've attended, it has sometimes broken down or disconnected.

New system is 8H09 in Jordanstown seems very good - huge improvement

The booking system is complicated; one has to book both the venue and then the video, and many people forget one or the other. Too often meetings begin late because of problems getting the set up right. When it is booked and works then it is great.

It would be advantageous to have more video-conference suites of the specification of the immersive suites, or, at the very least, upgrade the audio quality in many of the meeting rooms via multiple microphones and/or other acoustic treatment; using videoconferences in some of the smaller meeting rooms, there are often problems with room sound and diffuse audio

For immersive suites and more modern VC rooms (eg MD008A, MD122, 16E26) the service is superb, I couldn't fault it and the support from ISD is great. For others (eg MC114) it is a nightmare. Having to book the room and VC call separately is a real nuisance (and easily forgotten), getting connected is a hassle, the equipment is unreliable and with only one screen you can't have a proper shared experience as it is impossible to share slides and the view of the other room at the same time. To make matters worse, for these less reliable rooms it is harder to get support as there seems to be a division of responsibility that no one has ever fully explained to me.

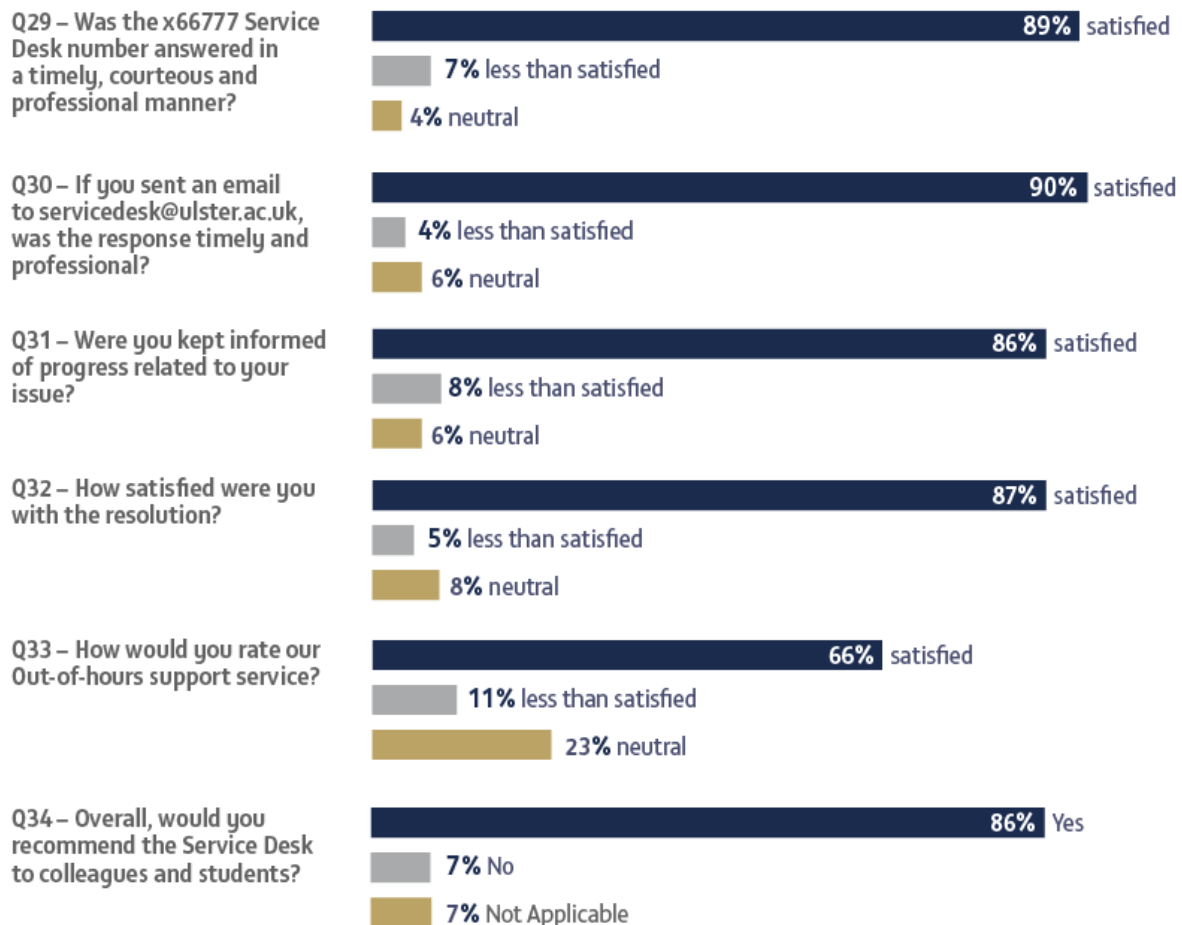
ICTCS responses and recommendations	Target date
<b>Booking system</b> – following customer feedback Estates Services released all but one (BA-02-008) room from the Planon Room Booking process. This has resulted in a vastly simplified one stage booking process through Office 365 / Outlook Calendaring.	Complete September 2018
<b>Support availability</b> – 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 a specific request for technical support at the time of booking.	Ongoing Activity
<b>Breakdowns and unreliability</b> – During Summer 2018, the majority of the older room units were replaced with new units with a speaker tracking capability. This has improved the reliability of the overall service.	Complete September 2018
<b>Poor audio in spaces</b> – This was completed through the delivery of an Immersive Telepresence Suite and Belfast, Magee and Coleraine, and a enhanced speaker tracking unit in Jordanstown in 2017.	Complete
<b>Lack of training and instructions</b> – ISD offer Video Conferencing training to all staff as part of our Classroom Technology training. We will continue this and increase its promotion throughout the year. In addition, we will provide training material in video format. Preventative Maintenance processes will be reviewed to ensure all training material already provided in Video Conference rooms is available and prominent.	AY 2018-19

## SERVICE DESK

Satisfaction of our Service Desk facilities rates highly with scores between 86% and 90% with the exception of our out of hours support service. Satisfaction for telephone is 89% (up from 88%) and email is 90% (up from 88%). This is pleasing given the increasing high demand.

In this section, the number of respondents remained fairly high except for Out of Hours Service (OOH). Of the 129 respondents who said they used OOH, 66% were satisfied, which is a significant increase from 55%. This increase may be attributed to service improvements allowing a better first time fix rate, combined with an increased user understanding of what service the OOH can provide.

This section was rich in qualitative responses with some mixed reactions to support in this area, however overall satisfaction with the Service Desk remained the same as in our previous survey at 86%.



**A sample of comments for any aspect of the Service Desk**

Staff are usually friendly which makes all the difference.

Because it's the only option to resolve issues. I also don't want the staff to be represented unfairly by my comments - I'd say it's the lack of resource for the organisations' demands that cause dissatisfaction, not the delivery via staff itself etc

ICT person needed in Library daily .

Always a good service

When newly employed HR needs to walk people through what ICT means/does at this university. People need orientation and to be taught how to look for/find support and what kind of support they can expect. I still have no idea about what I can/can't ask for.

No probs with the service desk - always professional, courteous and helpful.

Issues are referred to faculty/school technicians who end up dealing with the issue, so why bother with the service desk

I think the staff have been incredibly helpful and supportive and go out of their way to solve problems.

Sorry but have to say no. I work for a Senior officer and at the minute it is impossible to get through the service desk quickly. During working hours there is no need for the long recorded message - you should be able to get straight through to someone.

It is good that this service is provided by UU staff , who you can meet on campus etc., rather than being provided by some privatized off campus company. You can be confident that the information you are given or give to the Service desk is kept confidentially and is not at risk of being used for marketing or data capture or other purposes - unlike the Facebook record capture we found out about in 2018

I have always had excellent assistance and my students report the same

Any time I have used if, my problem has been resolved

I sent email I did not get a response back.

Again any issues raised are always dealt with in a timely manner by friendly and professional staff.

Yes, excellent. Better than any other workplace I've been in

I have found all Service Desk staff to be very friendly and supportive in resolving my issues in a timely and professional manner

Have frequently had problems with Blackboard and with Online research journal access - out of hours. Often got a quick series of responses - not always able to solve problem but we tried

Overall the service is great, although through staff shortages the reply can be slow

An information training session about the help IT provides/covers would be useful for new staff.

Polite and friendly staff, not particularly equipped to respond to issues regarding operating systems such as Apple Mac etc

Issues referred to faculty technicians are often marked as resolved when in fact they are not. The linkages between ICT service desk and faculty technicians are unclear and leave many issues unresolved

There is no option but to recommend Service Desk to colleagues.

For standard queries, Service Desk is very quick to respond: "Please contact your faculty technician." It would be helpful when making this response, for the agent to direct to customer to the faculty technician by name.

For standard queries, where it can be proved ISD need to deal with it, Service Desk is efficient.

For non-standard queries, there is usually a long drawn out process of multiple comments and pleads for escalation until resolution.

There are some team members providing excellent service and putting in stacks of effort when working with service desk, and the system could be improved to empower them.

ICTCS responses and recommendations	Target date
<p><b>Call handling</b> – It is pleasing to note the multiple positive comments related to the professional and friendly approach of our staff. We will continue to develop staff and reinforce best practice in handling customer queries and issues via Unidesk.</p> <p><b>Dedicated Service Team</b> - we plan to move to a dedicated Service Desk team, who will focus on first line responses to our customers. This move has been partly influenced by feedback from our previous staff and student surveys and brings us in line with best practice. It is planned to relaunch the Service Desk and raise awareness of this new team which is hoped will reinforce procedures and mechanisms for help.</p> <p><b>Faculty Liaison</b> – it is recognised that until all Faculties and Professional Services Departments are restructured in line with PS5&amp;50, there continues to be some grey areas regarding IT support responsibilities. We will endeavour to continue to assist areas outside our current portfolio where resources permit.</p>	Ongoing Activity
<p><b>Unidesk Self Service Portal (SSP)</b> – we will continue to promote the SSP as a means for customers to review a knowledge base of known issues, and if needs be to log and track their own calls. Increased use of SSP, particularly for non-urgent issues, will free our Service Desk resources to deal with priority issues more efficiently. Please see further comments in the 'Getting Online Help' section.</p>	Ongoing Activity
<p><b>Out of hours' support</b> – increased satisfaction from 55% to 66% can be attributed to new systems providing an opportunity for simpler support processes alongside increased systems access for OOH colleagues. We will continue to engage with the provider in order to share mutually beneficial knowledge and we hope this will lead to further increased satisfaction.</p>	<p>Service Review meeting held Feb 19</p> <p>Ongoing Activity</p>



## HANDS-ON TECHNICAL SUPPORT

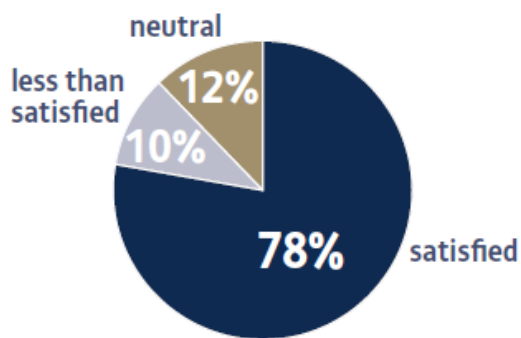
Satisfaction of our Hands on Technical support reduced slightly from our previous survey with rates between 78% and 89% (previously ranged between 83% and 94%). This may be indicative of the increasing demand upon our services during a period of organisational change.

Respondents for Support for SSE and Jamf Pro respondents was circa 176. This increased to 186 for Video conferencing and circa 137 for both Teaching Room and Event support. This would be expected when looking at survey demographics and assumed users of these services e.g. an increased response rate from Academic colleagues.

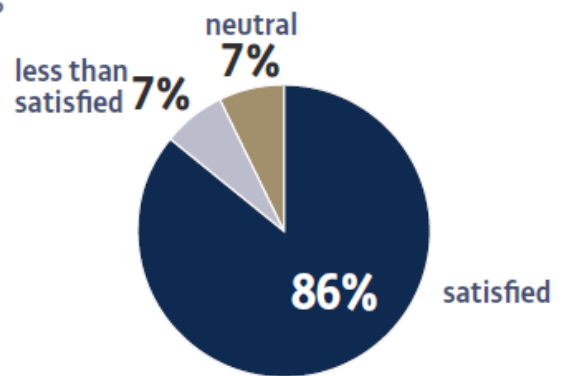
With a few exceptions, support is seen as being regarded as positive in the areas surveyed.

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

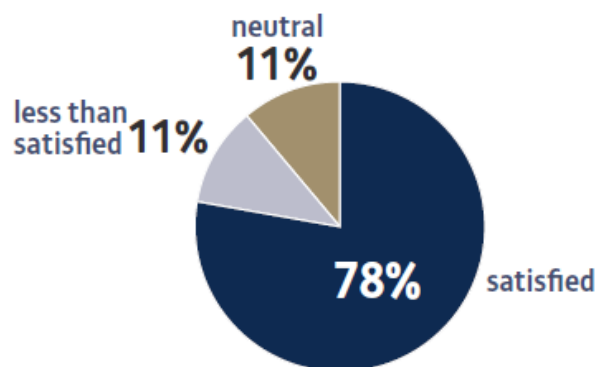
Q36 – Support for Staff Desktop Services - SSE and Mac Jamf Pro?



Q36.1 – How timely was the support provided?

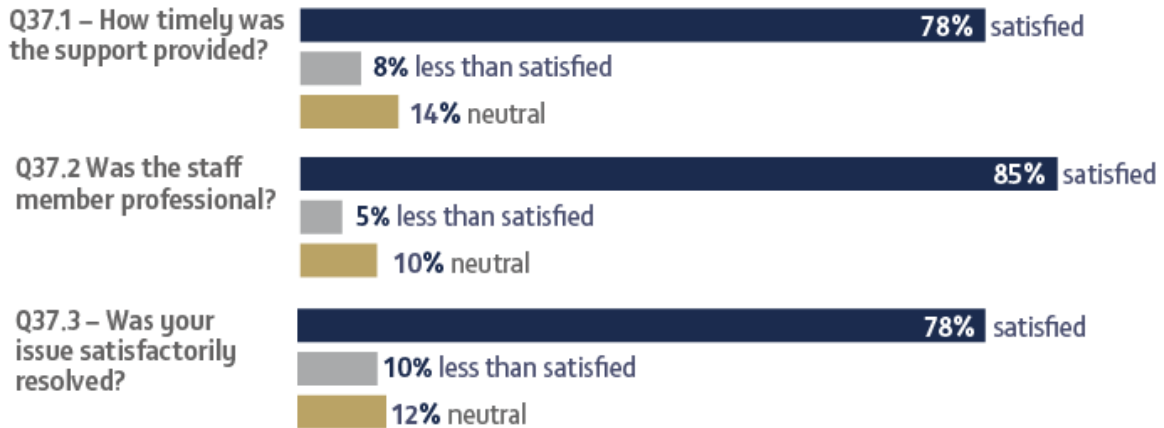


Q36.2 – Was the staff member professional?

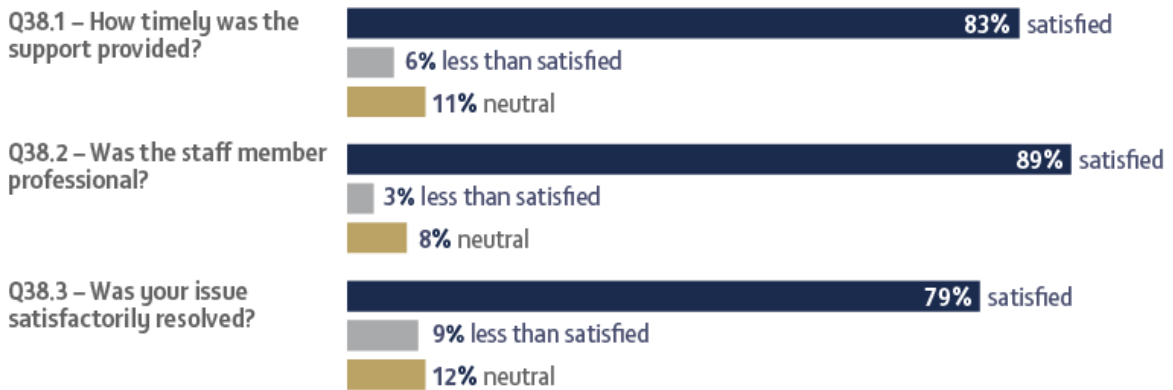


Q36.3 – Was your issue satisfactorily resolved?

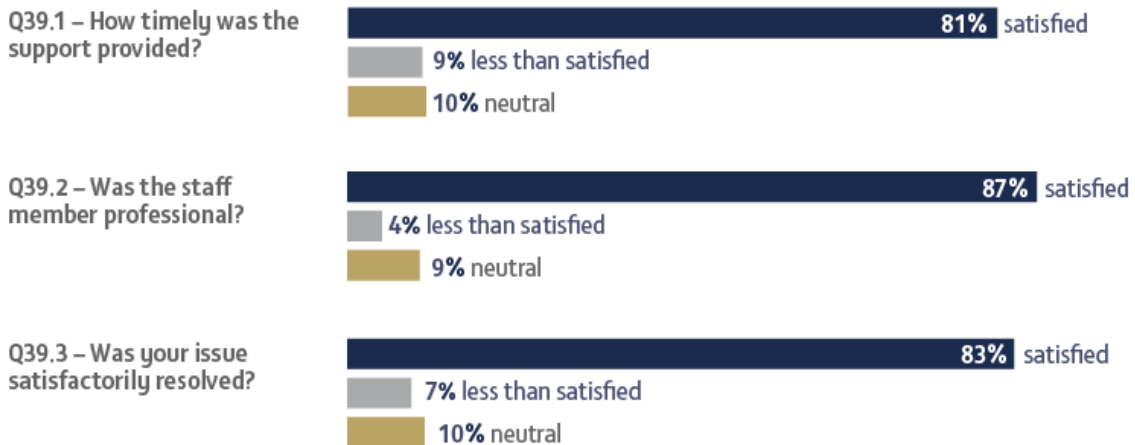
## Q37 – Support for Teaching Room Spaces



## Q38 – Support for Video Conferencing



## Q39 – Support for Events



<b>A sample of comments for any aspect of this Technical Support service</b>
Couldn't reach a staff member to resolve issues with video conferencing
Again, staff who come to the rescue can usually resolve the issue but there is always a significant time lag which is the main problem.
The availability of local UU specific staff means I be confident that the level and timing of support is excellent. We also have a Library dedicated IT specialist at Magee who, I believe, works in cooperation with the central ISD support service.
The staff are always professional and courteous and resolve any issues
I contact the support during a screening when the projector does not work, he comes 40 minutes later
When support was required for events staff were extremely helpful and offered advice and assistance on best set up options.
Many research conferences and seminars are held in Belfast - the service seems overstretched
Staff were great -they stayed on longer than necessary to double-check everything was working
The service is patchy so it's difficult to give a single satisfied or dissatisfied answer - it's inconsistent. Too often the excuse the given that 'we don't support Macs' and I strongly believe CPD should be made available to all ISD staff in this area so that we support Macs as well as PCs. It's an unacceptable excuse. But I understand that people have not necessarily had training in this area
The IT staff are professional and approachable - but there are far too few of them to cope. This is a serious issue for a university whose business relies on IT.
Support in teaching rooms with no technology is poor leaving academic staff in difficulty and trying to deliver lectures. On two occasions in the last year academic staff have been without support and students were dissatisfied with the learning experience
ICT support staff go out of their way to assist with any problems that arise when using services. We'd be lost without them!
Other than the helpdesk I don't know who to contact - this seems to keep changing
Support from ICT staff has always been excellent - prompt and professional.
MC114 issue couldn't be resolved re video conferencing

<b>ICTCS response</b>	<b>Target date</b>
<p><b>Mac Support</b> – we strive to increase our expertise in this area. We have supported Microsoft systems more predominantly as they are our core operating systems from a corporate systems compatibility perspective.</p> <p>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.</p>	Ongoing Activity

## GETTING ONLINE HELP

It is an interesting observation that apparent knowledge of self-help services seems to have dropped from 78% to 73%, despite enhanced promotion and usage of ISD services.

Of the four support mechanisms listed on the survey, it was pleasing to note that Self Service Portal rated highest with a 79% satisfaction (up from 72%).

The remaining three areas namely Knowledgebase, Service Catalogue and FAQs scored 65% (previously 65%), 58% (up from 52%) and 61% (up from 56%) in that order.

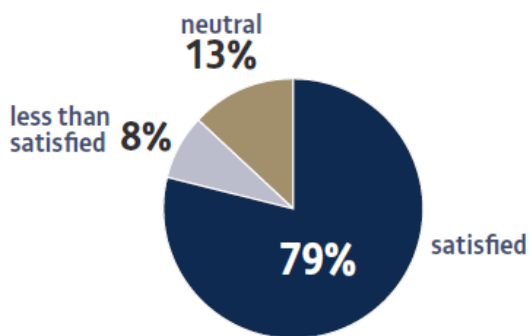
A significant number of respondents selected N/A for all four areas, matching patterns for responses regarding Service Desk support. It is a fair assessment to advise that our users still have a tendency to select the traditional approach to support favouring the personal touch instead of seeking help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

Ulster University ICT Customer Services offers self-help support for its IT services in a number of ways

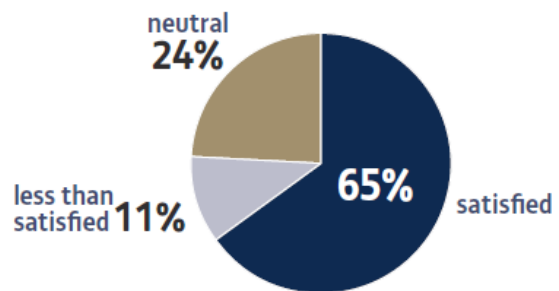
**73%** said **Yes**  
**27%** said **No**

Q41 - Are you aware that this range of self-help services are available?

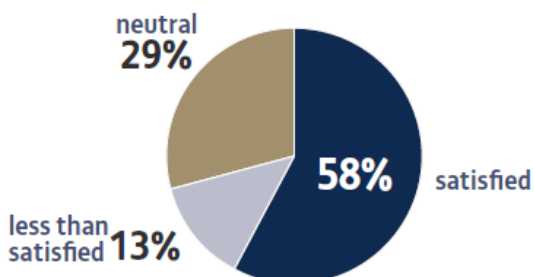
If you have used any of these methods outlined below to seek assistance, please rate their effectiveness:



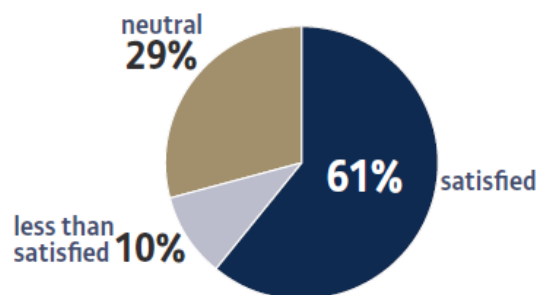
Q42 - UniDesk Self-Service Portal (SSP) to self-log a support call



Q43 - UniDesk SSP's Knowledge Base to seek self-help guidance



Q44 - Service Catalogue on our ISD website



Q45 - "Getting Help" FAQs on our ISD website

**A sample of comments for our online help information**

Self-help is no use if the internet is down, as it was recently
You have a website section? Why doesn't HR provide an orientation to working at the university? Do not expect individual offices to train new employees on this. Really, HR needs to do more
Working for a senior officer, if they have a problem they expect an immediate answer and I don't have time to look through web pages for an answer
I have used all of these - sometimes the self-help / FAQs are all I need.
I do not find the UniDesk Self-Service Portal user friendly
More self help is pointless and defeats the purpose of an IT support desk
I have never used online help. I have always had my call to 66777 answered.
I'm never sure where to look so often just send an email to the helpdesk
I prefer to contact the Service Desk directly, as I am then confident that my issue will be resolved in a timely way.
I have not had to ever use them thankfully as people always seem to be around to help me As a disabled member of staff I cannot praise everyone highly enough
FAQs can be hard to navigate.
An online helpdesk is normally not much help when you have an IT problem - how do I get online in the first place?
I wasn't aware for a long time that the University had an ISD website. Logging a support with the Unidesk isn't easily located on the portal as there is a lot of different information fitted onto the initial screen.

<b>ICTCS response</b>	<b>Target date</b>
Continue to promote our overall support mechanisms via social media and other methods.	Ongoing Activity
Enhance our visibility on campuses by providing more 'pop up' style support activities as resources permit, particularly at start of each semester.	During AY 2019-20
<b>Content review</b> – review all content being mindful of terminology used and focus on explaining information to improve end user readability. A website redesign to aid information visibility is being undertaken in conjunction with the Digital Communications Team from Marketing & Communications.	During AY 2019-20
<b>Self Service Portal (SSP)</b> – continue to promote the SSP, including the launch of new services and associated request forms to assist the logging of common issues – to aid capture of relevant information to permit more efficient call handling.	During AY 2019-20
<b>Online Support Knowledge base</b> – continue to 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 2019-20
<b>Service Catalogue</b> – it is anticipated that this area will improve as a result of our website review, after which promotion will take place.	During AY 2019-20

## ISD TWITTER

In this survey we elected to include a new question related to our use of Twitter, therefore no comparative satisfactions ratings are available.

ISD had no social media presence at the time of our last survey, and it was identified as a shortfall in our portfolio of services. Twitter allows us to post alerts and news, without also becoming a fully 2-way engagement social media tool, bypassing formal Service Desk reporting mechanisms. Facebook has inherent technical support risks, such as the inability to control discussions, leading to the risk that users may share incorrect/misleading/personal information outside of ISD direct control, via a method that inhibits the logging of genuine issues within Unidesk for resolution.

The significant “Not Applicable” score from 220 respondents reflects Twitter usage amongst staff. However it is clear that of those that do engage, the majority of them view the service positively, with only a small percentage (5%) less than satisfied.

### Are you aware of our Twitter account?



If yes, please rate your level of satisfaction with the following:



**A sample of comments for our Twitter**

I glance at the twitter account for up to date issues or concerns that I need to be aware of..

I am aware of it, but I do not follow it.

This is such a recent development that it is hard to judge how useful it is and I don't follow.

Good

I don't use Twitter but am aware the account exists

I am not inclined to publicly use any social media

<b>ICTCS response</b>	<b>Target date</b>
<p>It is clear that a significant number of staff do not use Twitter, but of those that do, they are largely satisfied with the service.</p> <p>Since the rationale behind social media use in ISD was for news and alerts, this lends itself to the “information push” nature of tweets, which is also the social media platform of choice for areas such as the Library.</p> <p>The very small number of support requests received via Twitter are redirected to the Service Desk for call logging. This would be significantly harder with more “interactive” social media such as Facebook. There is also a greater risk of incorrect/misleading peer comments or support advice provided via Facebook.</p> <p>We will continue to promote our Twitter channel and have noted a steady increase in followers since launch, particularly at the start of the academic year during Welcome Week and inductions.</p>	<p>Ongoing Activity</p>

**Further general comments regarding our services**

Good service with the current levels of investment. Still room for improvements.

I have always found ICT staff to be very helpful and supportive.

You have a good team of people who are interested in helping staff, and it's that personal connection which always comes as a relief when things go wrong. I'm sure your staff know about wonderful things we aren't aware of - how about an occasional 'show and tell'? a small example, many of my colleagues don't know how to set up a Skype meeting using Outlook. (Also many of them have no webcams!) I learned following a chance conversation with one of your team.

Excellent service- always fit for purpose. Very helpful, competent and friendly staff. 10 out of 10 Thank You

I think it needs more resources and extra for out of hours events. The staff are clearly stretched. So even tempered and good natured but clearly stretched

I have no complaints about the job done by ICT customer services and think they provide excellent support.

A bit more flexible in supporting staff

ISD do a great job and are always pleasant to work with.

In previous companies I have worked the IT support has been outsourced or IT staff have been very separate, so there has been no familiarity , relationship or camaraderie with them. In UU it feels like we're all part of the same organisation and happy to help each other, making it a lot easier to get help.

I have always found ICT Customer Services staff very courteous and helpful and quick to respond even when busy and under pressure.

It would be really helpful if they were situated in a more convenient place on campuses and had a drop in service. Regular training sessions would be useful, again on a drop in basis.

Reprographics would benefit from being able to buy casual tickets, tokens especially for staff who might need to do personal photocopying.

Overall, I think the team in ICT work extremely well, especially in recent yrs. when there seems to be staff shortages. They are professional and very efficient.

Thank you for all your hard work

It's time ISD listened to what staff need and then address those issues directly and not find a poor solution to the wrong problem.

Better transparency in what is being done.

Bring back ECDL/equivalent training for all staff! Get more technically minded people on the service desk to sort issues, not just call handlers.

Why does the tail wag the dog? Why are ISD dictating how academic staff use their ICT? ISD should support staff in all the various ways they want to deploy IT. Why are there two domains? Why is the WiFi so poor? Why is the eduroam performance so poor? Why do computers with wired connections drop off domains? Why doesn't Apple TV work on the network? Why doesn't Sonos work on the network? Why can't I login to my Mac off campus? Why doesn't the e-printing service take larger files? Why can't we run MDM on multiple devices? Why doesn't managed desktop work properly? Why does my Mac crash when I use the Casper/Jamf protocol? Why can't I use Xbox and PS3/4 on the WiFi? Why do the Windows machines in managed desktop take so long to login regardless of spec? Why is the Blackboard not responsive? Why is the portal not responsive

Overall I feel that staff could be more effectively informed and trained, and that when ICT help is needed it could be more prompt.

Normally refer IT issues directly to Faculty staff

Since 2004 I have had the most helpful efficient and courteous staff look after my needs promptly and with patience. Sometimes I have difficulty reaching cables (under desks) in lecture theatres. No one has ever been discourteous to me quite the contrary.



ICTCS response (further comments regarding our service)	Target date
<p><b>Faculty Support</b> – we will continue to liaise with Faculty technical staff and request that support mechanisms for their Faculty staff are clarified to them. It is envisaged that the impending ISD restructure, which includes a ‘hub and spoke’ support model will also have an impact in this area.</p>	Ongoing Activity
<p><b>Staff Training</b> – we have provided all staff with access to our online Staff Training Portal via LinkedIn Learning, with a wide range of online material – which is not just IT related, but includes subjects such as CPD.</p> <p>Via the work of our Digital Skills Training and Project Officer we are delivering practical classes to staff across a wide range of software most notably OneDrive, SharePoint and Video-conferencing and Skype.</p> <p>Improve promotion of ISD training resources.</p> <p>To illustrate this we have refreshed the Digital Skills Portal to reflect the most relevant on-going training and will raise staff awareness of the re-launch of Lynda.com to LinkedIn Learning.</p>	Ongoing Activity
<p><b>“Restrictions” on usage of systems</b> – ISD are required by policy and legal requirements to implement controls to protect University networks, systems and the information stored within. Some staff may feel this ‘restricts’ their functional use of IT. We would encourage any staff with such a concern to discuss this with us and in many cases we can agree alternative approaches to resolve or mitigate against this – or explain why this control is required.</p> <p>However, we must continue to protect the security of our infrastructure and systems as a priority. Our #uudigitalsafety campaign has been launched to make staff (and students) more aware of these IT Security issues and best practice.</p>	Ongoing Activity