



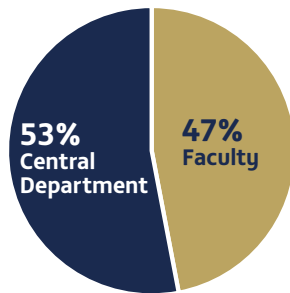
**Information Services**

# **2016 Staff IT Satisfaction Survey** Summary of Findings

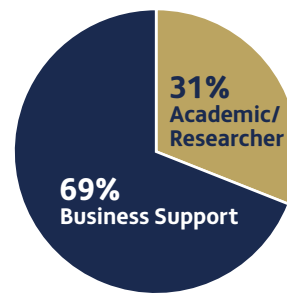


## Survey demographics

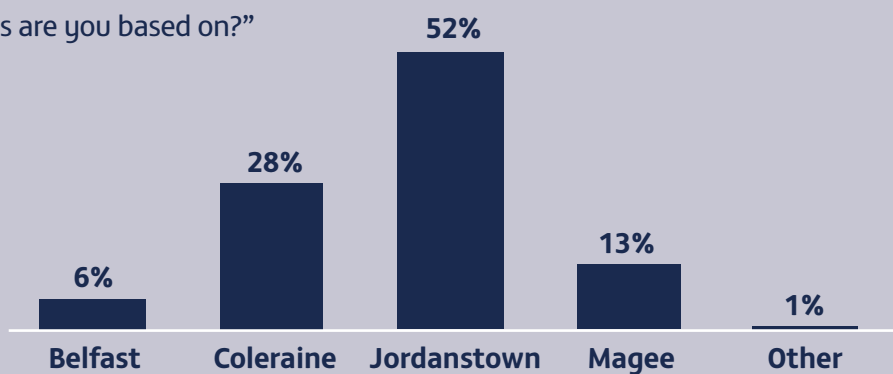
“Are you a Faculty or Central Department member of staff?”



“What category of staff member are you?”

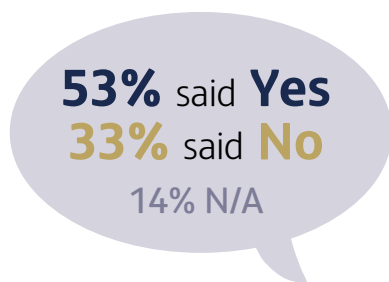


“Which campus are you based on?”

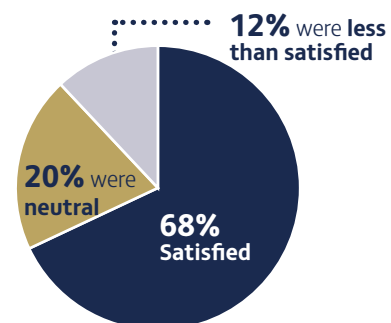


## Staff Desktop Services

“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?”



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

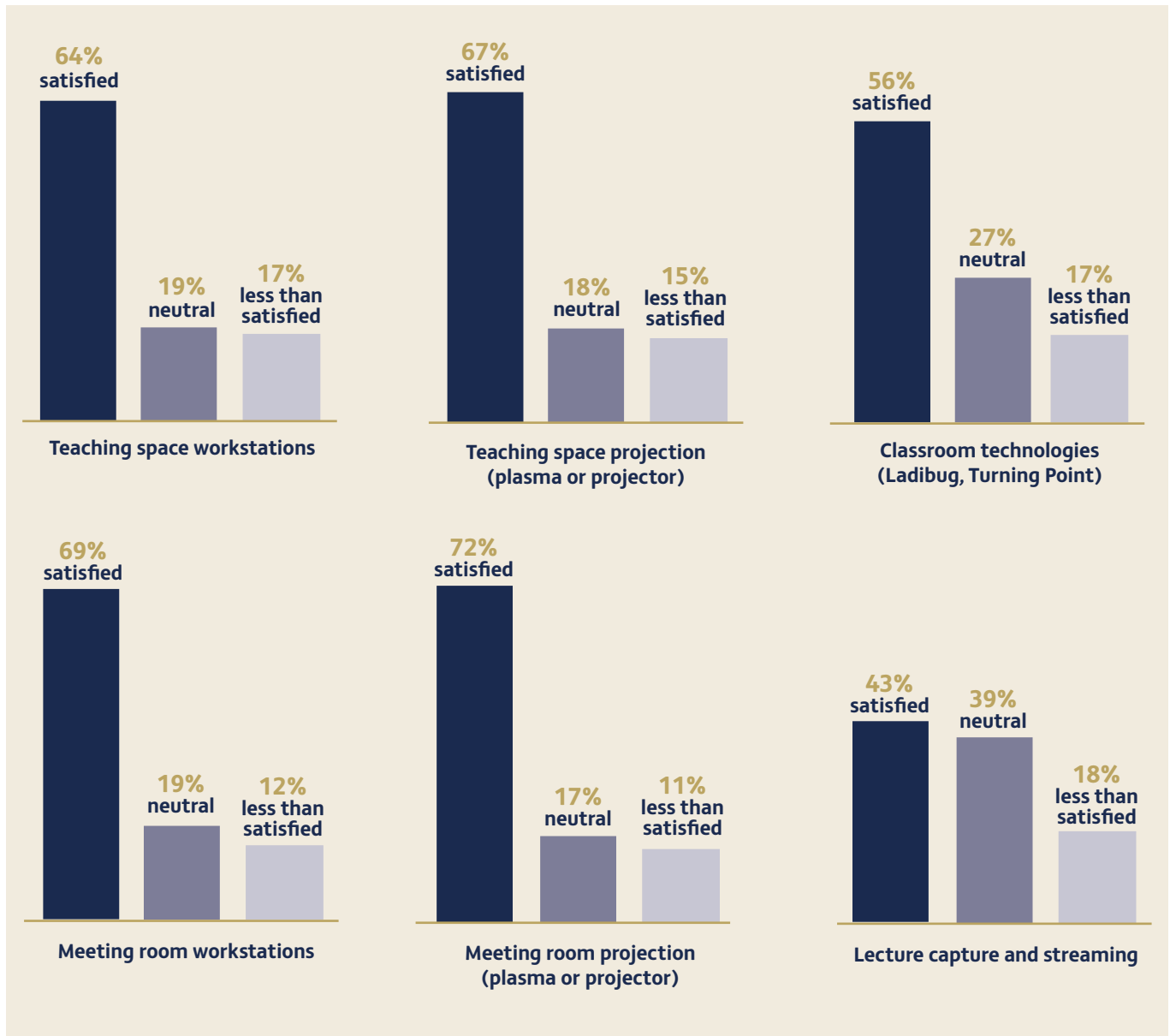


**What we will do:**

- encompass feedback within SSE/Casper project for further deployments
- enhance training to users
- revise promotion of service

## Learning, teaching & meeting room IT facilities

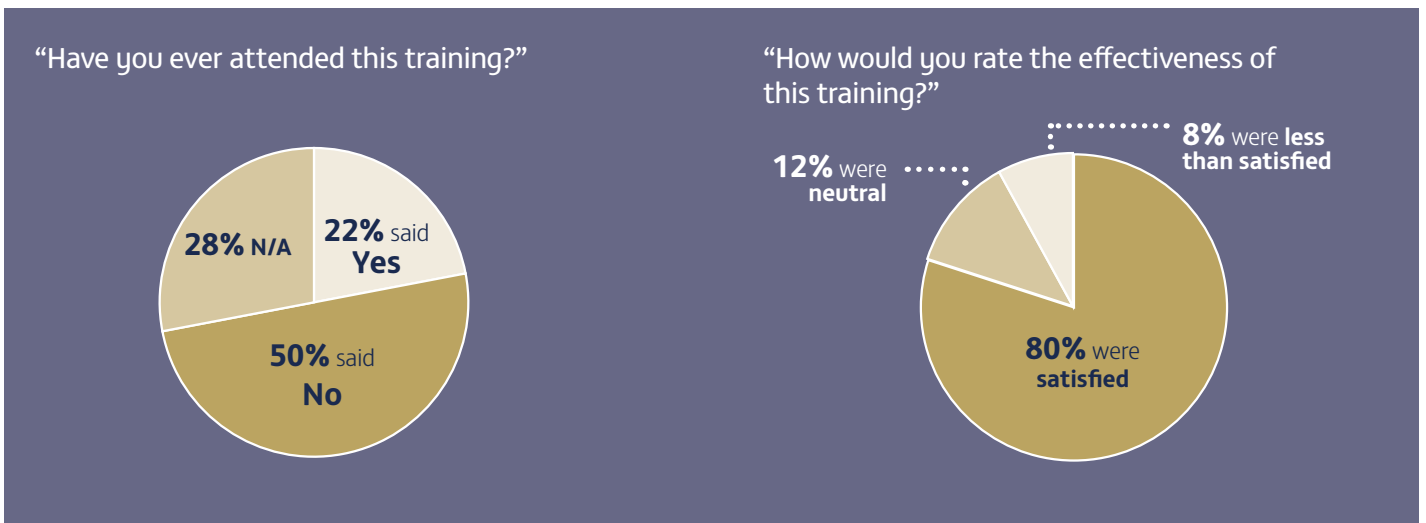
“Please rate any of the following services you have used or experienced”



### What we will do:

- review and increase preventative maintenance checks
- further investigate reported issues regarding PC slowness and projection quality
- promote the services available and provide appropriate training

## Classroom technology training

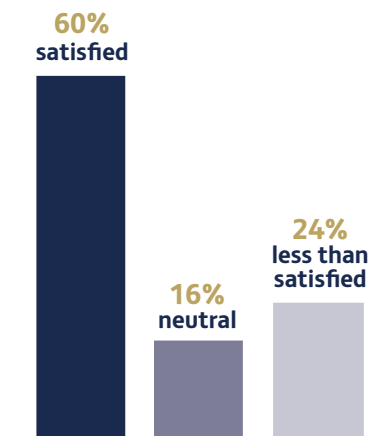


**What we will do:**

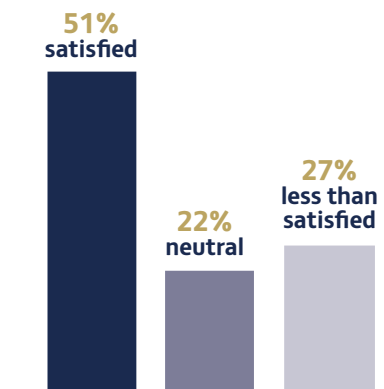
- target users of particular equipment and tailor training to their specific needs
- improve promotion of training to all staff categories
- provide alternative training methods, e.g. online video clips

## Wireless service

“How would you rate the performance of Eduroam?”



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

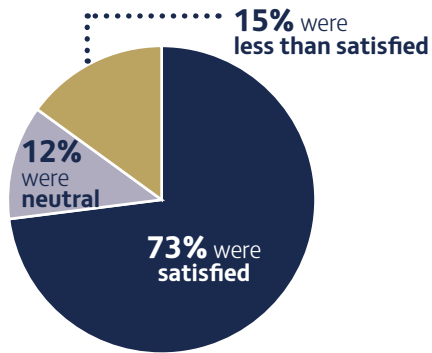


**What we will do:**

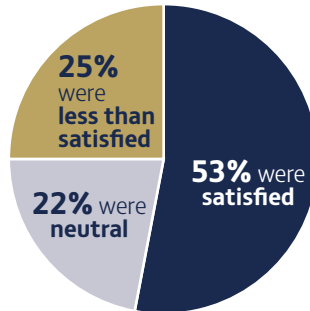
- further investigate issues regarding signal strength and speed
- provide enhanced support at the start of term and more proactive assistance during the academic year via wireless clinics and roving help
- create simplified user guides

## Reprographic Services

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



Print copy and scanning service



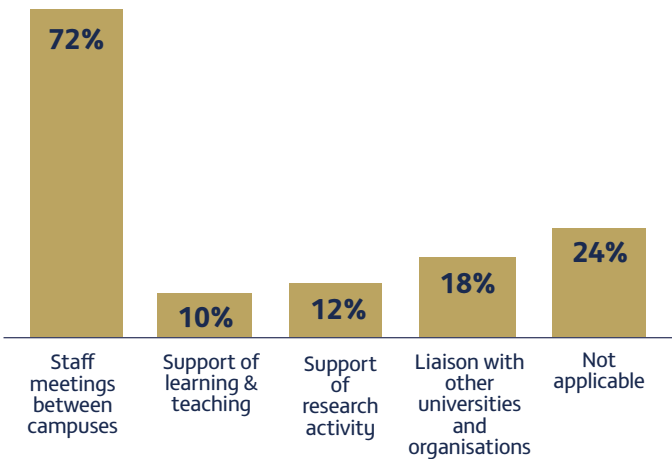
Mobile printing

**What we will do:**

- review support documentation
- promote Reprographic Services

## Video Conferencing Service

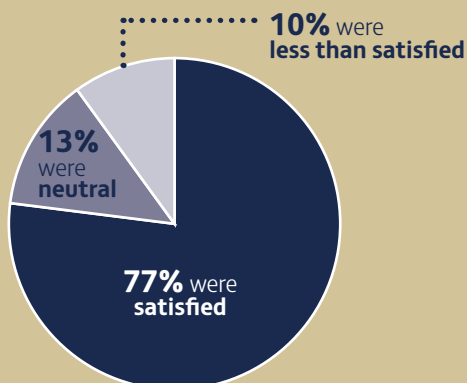
“Have you used video conferencing for any of the following purposes?”



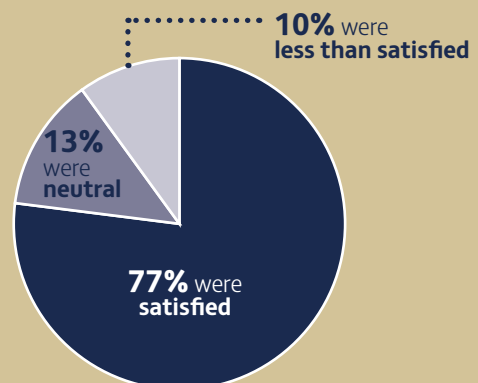
**What we will do:**

- review training and instructions

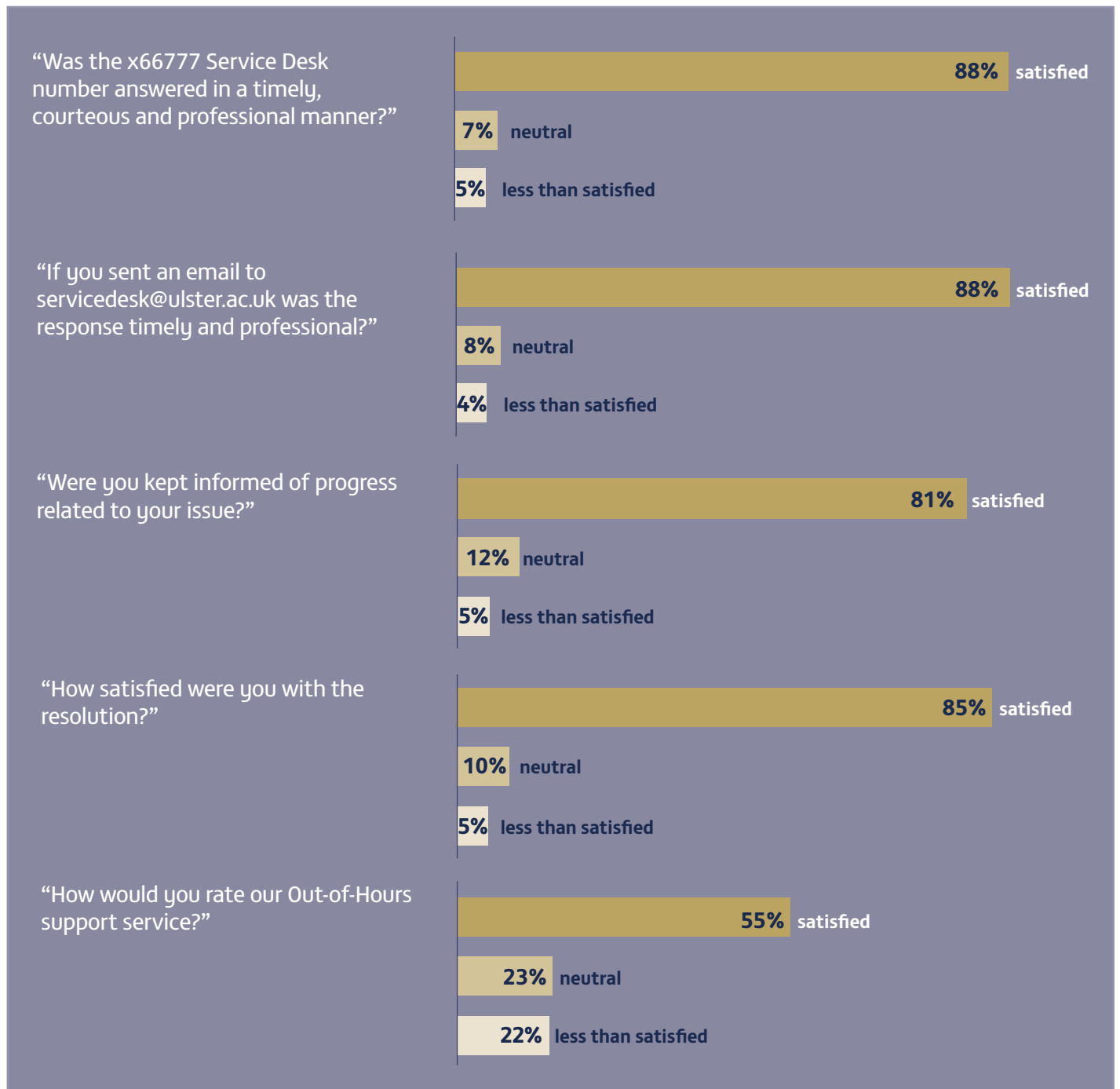
“How would you rate the video conference booking system?”



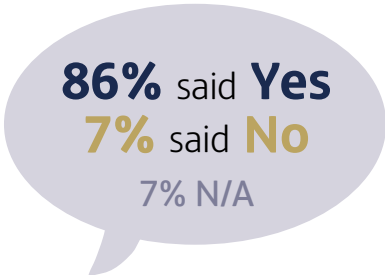
“How would you rate the video conference operationally?”



## Service Desk



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



**What we will do:**

- address issues related to inconsistent responses
- review Out of Hours support capability
- improve customer service skills
- promote support mechanisms

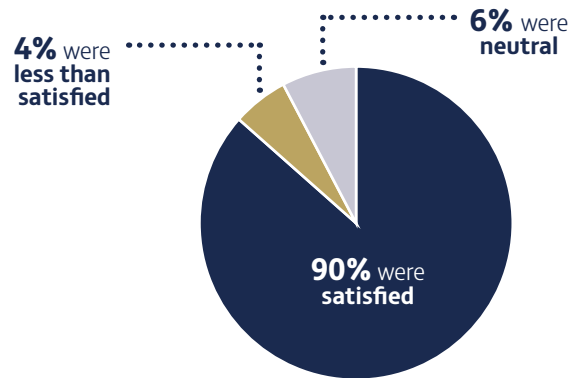
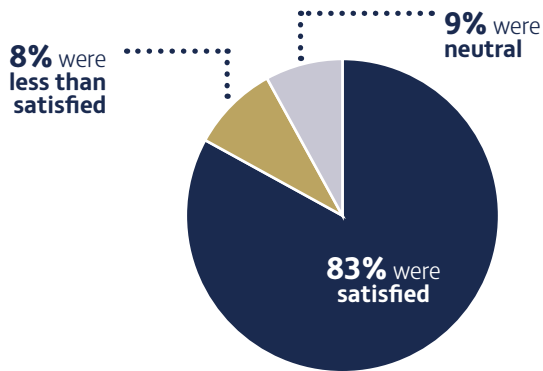
## Hands-on technical support

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

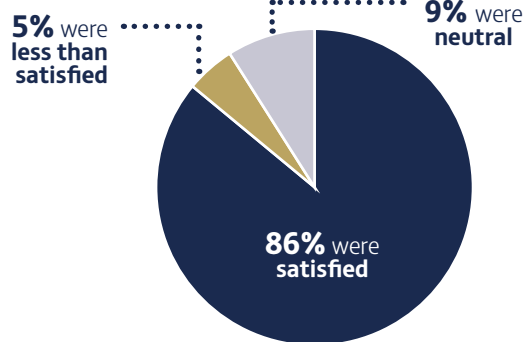
### Support for Staff Desktop Services (SSE and Mac Casper)

“How timely was the support provided?”

“Was the staff member professional?”



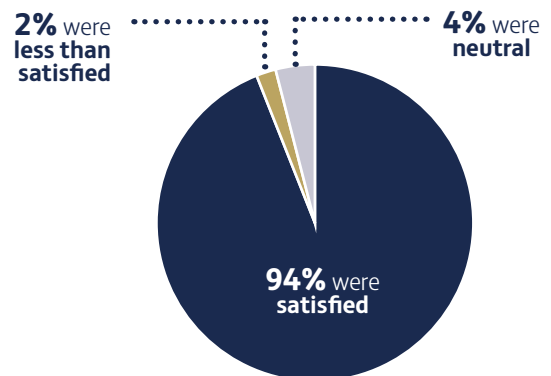
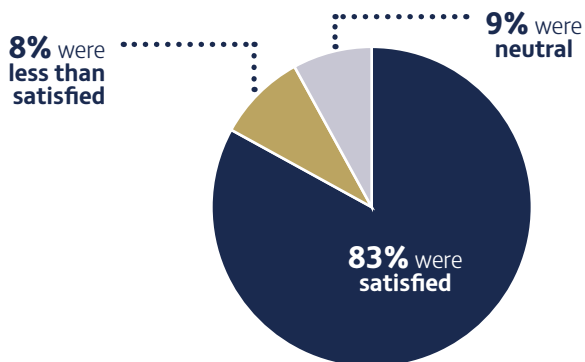
“Was your issue satisfactorily resolved?”



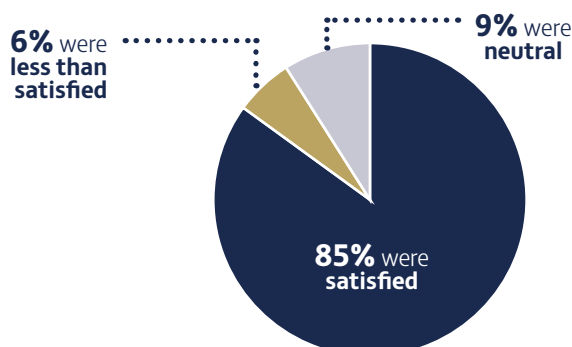
### Support for teaching room spaces

“How timely was was the support provided?”

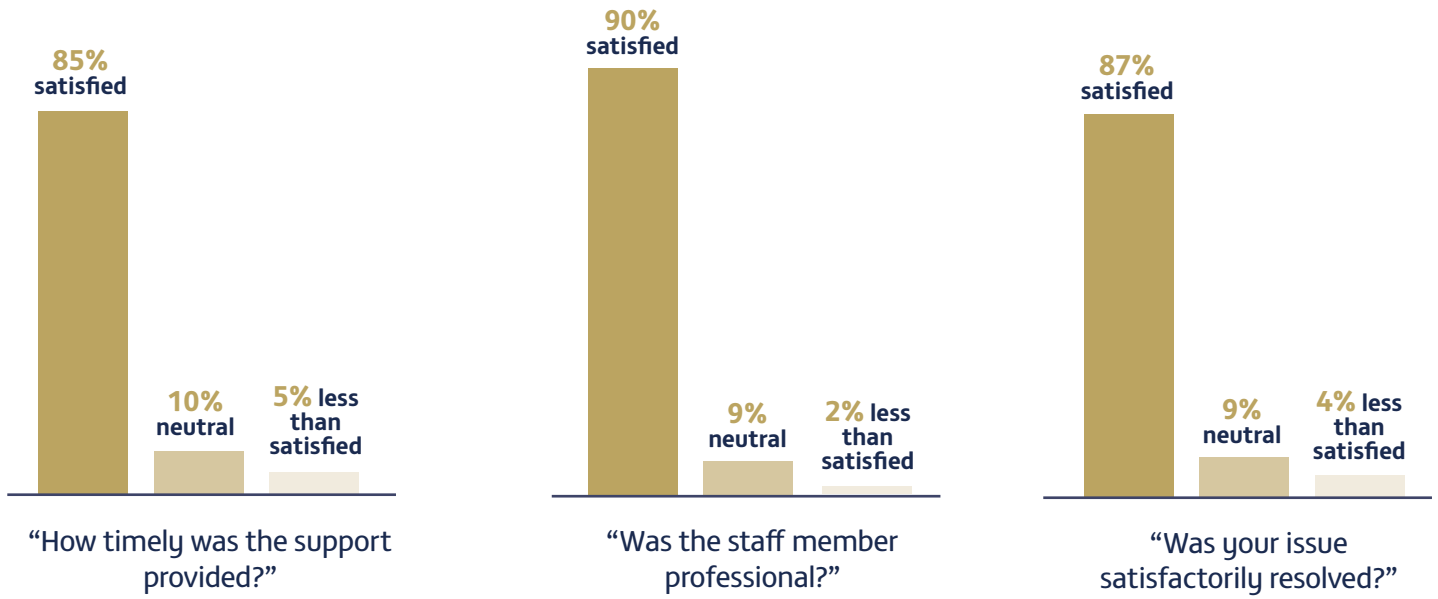
“Was the staff member professional?”



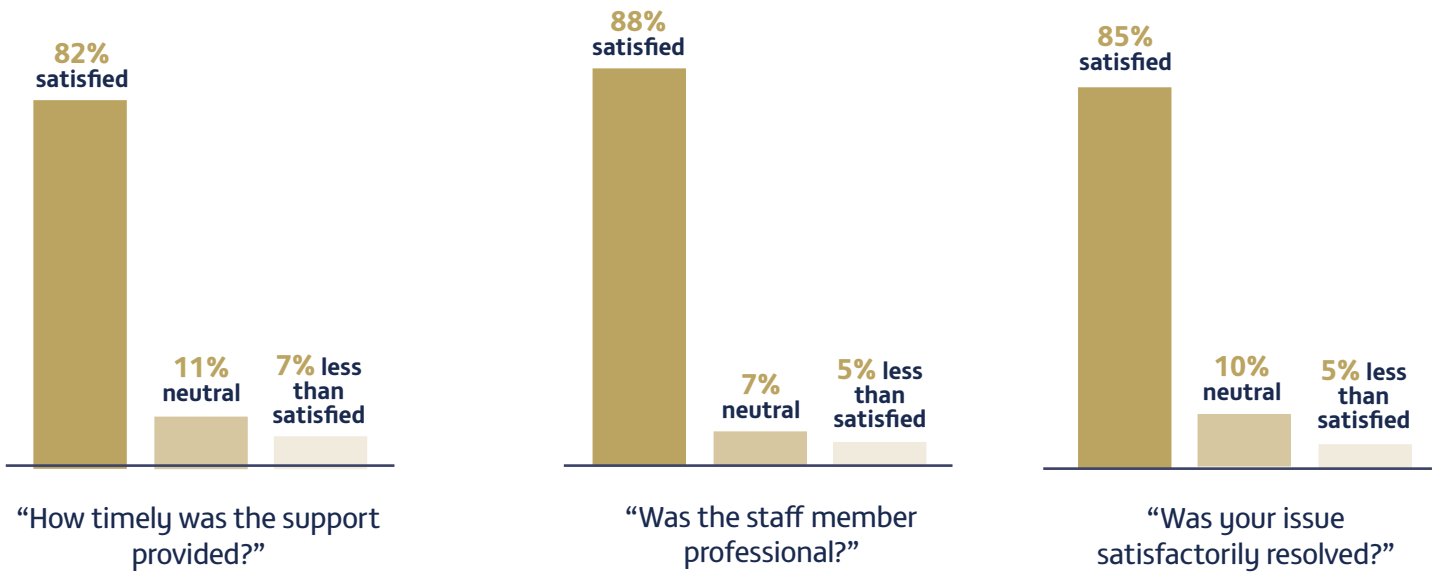
“Was your issue satisfactorily resolved?”



## Support for video conferencing



## Support for events



### What we will do:

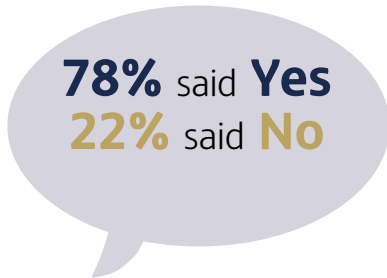
- improve Customer Service skills
- promote support mechanisms



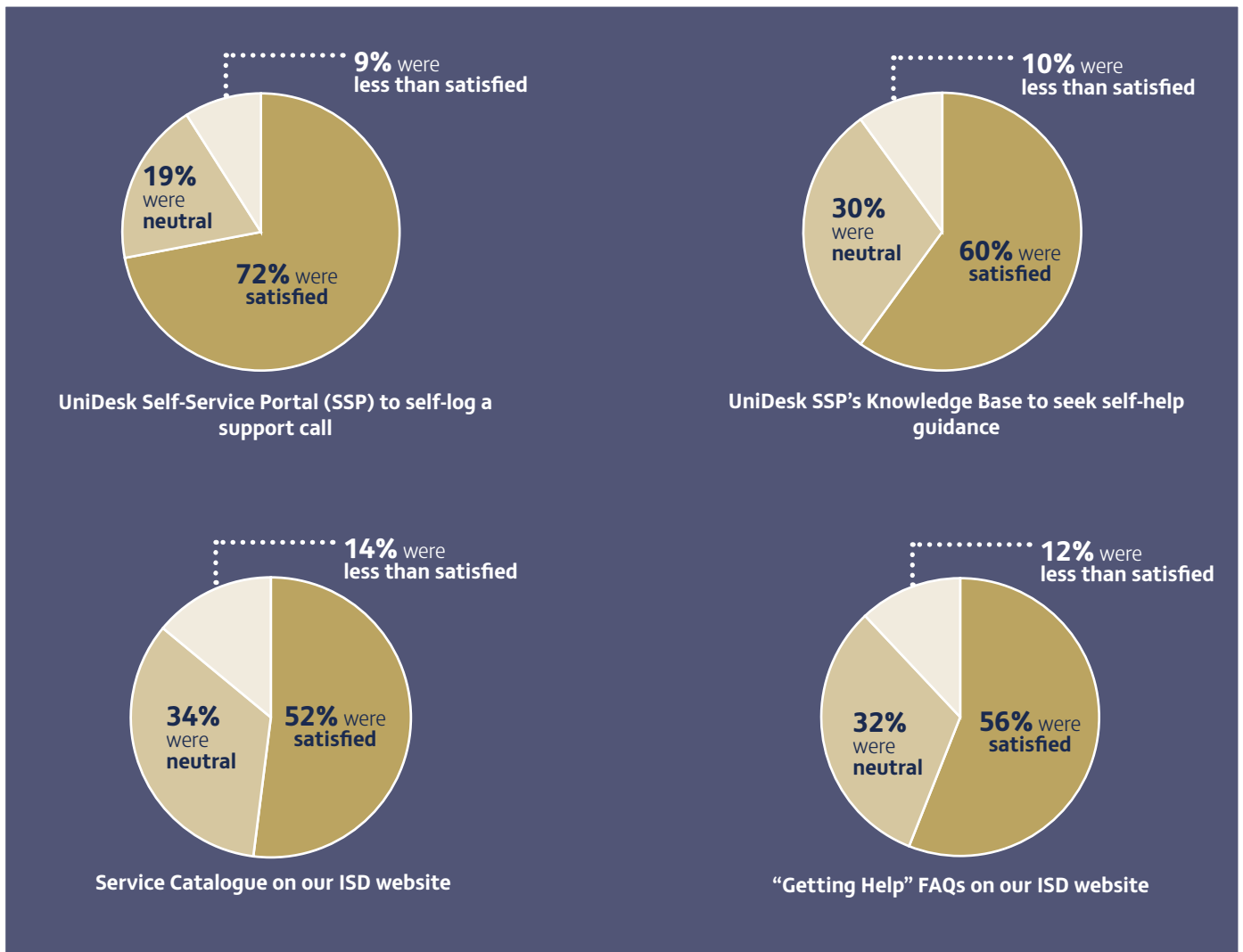
## Getting online help

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 is available?”



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



### What we will do:

- promote our services via social media and ‘pop-up’ IT information sessions
- encourage use of the self-service portal and online knowledge base to increase self support
- review all content to aid end-user readability

*Thanks to all staff for taking the time to provide valuable feedback to us. As shown in this summary, we have outlined a number of ideas to help improve our service to you.*

*If you have any queries or further suggestions, please contact Ann McSherry, ICT Service Centre Manager.*

**E: [a.mcsherry@ulster.ac.uk](mailto:a.mcsherry@ulster.ac.uk)**