# Trinity College Dublin
### Coláiste na Tríonóide, Baile Átha Cliath
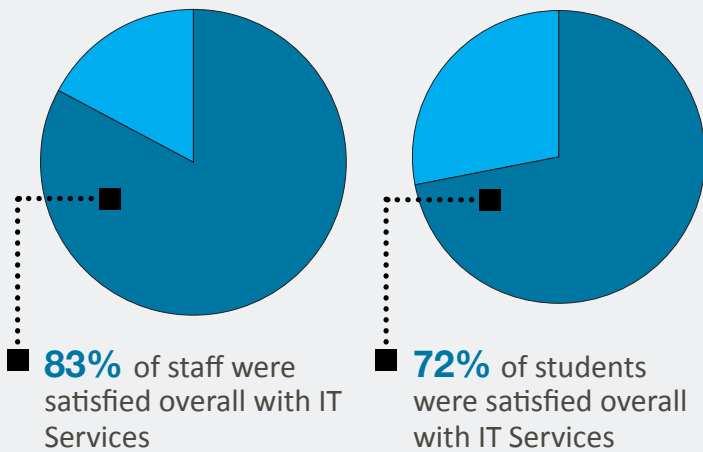#### The University of Dublin

# IT SERVICES
## SATISFACTION
## SURVEY 2016

How the College community
rated IT Services at Trinity

# IT SERVICES SATISFACTION SURVEY

In January 2016 IT Services launched our fourth annual Satisfaction Survey and over 2500 students and staff responded to tell us what you think.

## OVERALL SATISFACTION WITH IT SERVICES

**83%** of staff were satisfied overall with IT Services

**72%** of students were satisfied overall with IT Services

## WHAT IT SERVICES DID STAFF RATE MOST HIGHLY?

Staff rated the IT Service Desk most highly:

1. Overall service offered by the IT Service Desk
2. Ability to get through to a person at the IT Service Desk
3. Timeliness of initial response from IT Service Desk
4. Reliability \ Uptime of the Wired network in College
5. Turnaround time for IT Service Desk to resolve your problem
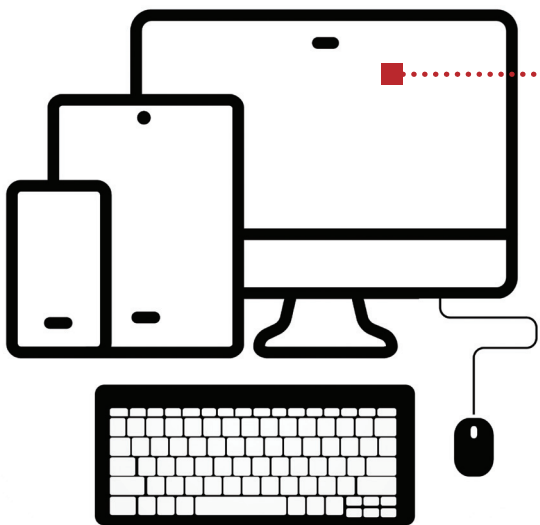
## HOW ARE YOU CONNECTING TO THE INTERNET?

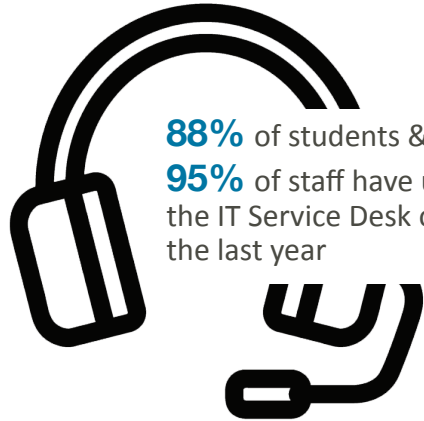**93%** of students connect to the Internet using the College network

**61%** of staff connect to the Internet each day using the Wired* network in College and **90%** rated themselves satisfied with the service

**93%** of students use the WiFi network in College to connect to the Internet and **57%** rated themselves satisfied with the service.
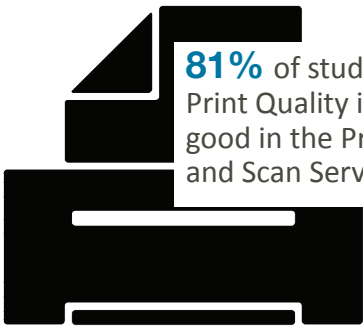
*The Wired network service in College is where you use a cable from your PC or Laptop to connect to the College Network.
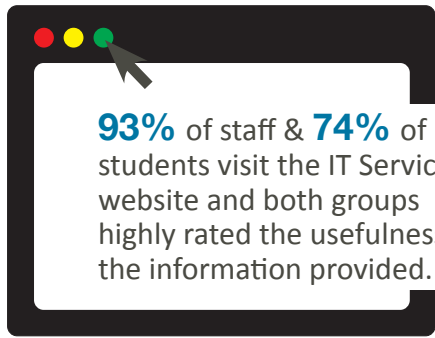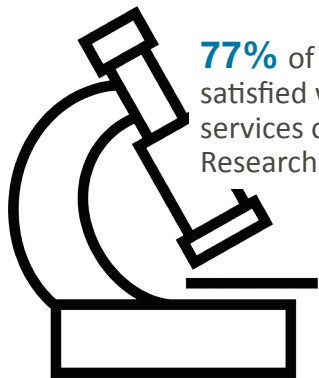
**93%** of staff & **74%** of students visit the IT Services website and both groups highly rated the usefulness of the information provided.
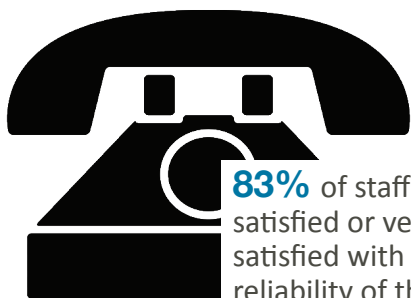
**96%** of students think email is easy to use & **92%** overall are satisfied with the services

**86%** of staff think email is easy to use & **76%** overall are satisfied with the services

**88%** of students & **95%** of staff have used the IT Service Desk over the last year

**76%** of students have used the IT Computer Rooms over the last year & are most satisfied with availability and the number of PCs available

**81%** of students think Print Quality is good in the Print, Copy and Scan Service

When asked 'how important are Trinity IT systems and services to your work and study?'

Just over **97%** of staff and students rated IT as important to their work and study at College

**77%** of staff were satisfied with the services offered by Research IT

**60%** of staff are satisfied that the Audio Visual equipment we provided in teaching spaces is easy to use, rate highly its reliability

## WHAT IT SERVICES DID STUDENTS RATE MOST HIGHLY?

Students rated MyZone email services most highly with all 5 aspects of the service rated in the IT Services top 5:

1. Reliability of the MyZone email service
2. Ease of use of the MyZone email service
3. MyZone email - overall service satisfaction
4. Speed of the MyZone email service
5. Features of the MyZone email service

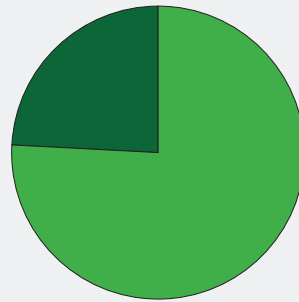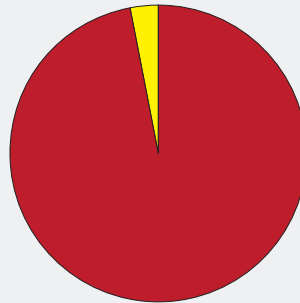**83%** of staff were satisfied or very satisfied with the reliability of the telephone services at Trinity

# WHAT YOU SAID
## SATISFACTION
## SURVEY 2016

Thank you for your service. I really appreciate the availability and relative reliability of the network and computer resource as it has been the difference between me getting college work done and not. (Student)

Overall I think college does a good job of maintaining a reliable and secure system which meets a very complex set of needs and a large number of users. (Staff)

I am a mature student and the training we received in the pre term was invaluable. (Student)

The staff in IT Services are always very friendly, polite and helpful, whether I call on the phone or in person. They also have a sense of humour, which is great! (Staff)

Find a new way to combine TCD portal, My Zone, blackboard, because there are too many password and platforms to connect from. (Student)

Email system has much too little storage, especially in the age of cloud computing. (Staff)

Easier access to network for College guests. (Staff)