IT SERVICES
SATISFACTION
SURVEY 2018

How the College community rated IT Services at Trinity
95% of the Trinity community agree that Trinity IT systems and services are important to their work and study.

Overall 86% of Trinity staff & students were satisfied with IT Services

Overall student satisfaction increased by 13% & staff satisfaction increased by 7% since 2016.

Over 80% of staff and students were satisfied that the information on the IT Services website was both useful and up-to-date.

Over 80% of staff and students preferred we communicate with you via email.

73% of respondents were satisfied with the service provisioned by Research IT.

94% of staff & students thought IT Services at Trinity had been maintained or improved over the last year.

Staff satisfaction with the reliability of computers in the IT Services computer rooms, the reliability and ease of use of AV equipment and the range of Academic Software available to all increased in 2018.

Overall 88% of Trinity staff & students were satisfied with the service provisioned by the IT Service Desk.

Overall student satisfaction increased by 10% and staff satisfaction increased by 4% since 2016.

3162 staff and students from across Trinity Academic Faculties and Services Divisions participated in the fifth bi-annual IT Services Satisfaction Survey in January 2018. Here are some highlights of what they had to say about us:

- Overall 88% of Trinity staff & students were satisfied with the service provisioned by the IT Service Desk.
- Overall student satisfaction increased by 10% and staff satisfaction increased by 4% since 2016.
- Overall 86% of Trinity staff & students were satisfied with IT Services.
- Overall student satisfaction increased by 13% & staff satisfaction increased by 7% since 2016.
- 94% of Trinity students connect to the Trinity network.
- 81% of staff & students are satisfied with the network services available at Trinity.
- 94% of Trinity students connect to the Trinity network.
- Overall staff satisfaction with the Trinity Network increased by 10% when compared to 2016.
- Staff satisfaction with the dependability of the network fell by 3% when compared to 2016.
- Overall 94% of Trinity students connect to the Trinity network.
- Overall student satisfaction with the Trinity Network increased by 22% when compared to 2016.
- Student satisfaction with the dependability of the network increased by 15% when compared to 2016.
- Over 80% of staff and students were satisfied that the information on the IT Services website was both useful and up-to-date.
- Over 80% of staff and students preferred we communicate with you via email.
- 52% of staff are regularly using the WiFi network, up 13% from 2016.
- 79% of students agreed they understood that TCDconnect was in place to keep them and their computers or mobile devices safe online.

Dr. Jane M. Researcher
School of Computer Science

73% of respondents were satisfied with the service provisioned by Research IT.

52% of staff are regularly using the WiFi network, up 13% from 2016.

Overall staff satisfaction with the Trinity Network increased by 10% when compared to 2016.

Staff satisfaction with the dependability of the network fell by 3% when compared to 2016.

94% of staff & students thought IT Services at Trinity had been maintained or improved over the last year.

Staff satisfaction with the reliability of computers in the IT Services computer rooms, the reliability and ease of use of AV equipment and the range of Academic Software available to all increased in 2018.
A very big thank you to all those who took the time to participate in our survey! The full survey reports are available online.

(w) tcd.ie/itservices   (e) itservicedesk@tcd.ie   (p) +353 1 8962000