



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

# IT SERVICES SATISFACTION SURVEY 2018

How the College community rated  
IT Services at Trinity



# IT SERVICES SATISFACTION SURVEY 2018

**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:



**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

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

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.

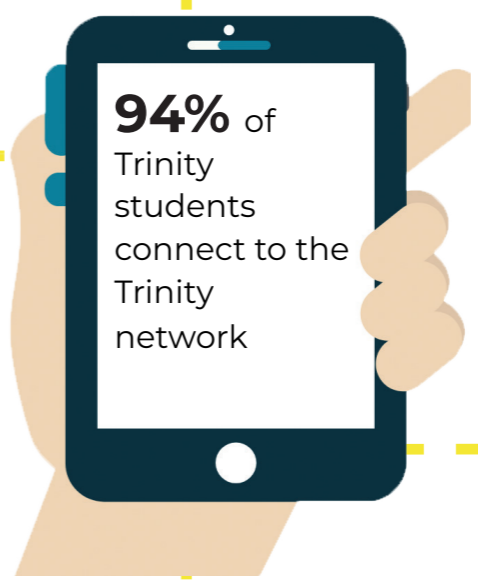
**94%** of staff & students thought IT Services at Trinity had been maintained or improved over the last year

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

## 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



**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

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 **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

# THE IT SERVICES RANKED MOST HIGHLY

## BY STUDENTS

1. MyZone Email & Google Services
2. Office365 ProPlus
3. How the IT Service Desk resolves queries
4. Overall satisfaction with the IT Service Desk
5. Answering queries in a professional manner at the IT Service Desk

## BY STAFF

1. Answering queries in a professional manner at the IT Service Desk
2. How the IT Service Desk resolves queries
3. Overall satisfaction with the IT Service Desk
4. Keeping you updated on your queries at the IT Service Desk
5. Support for the Trinity Network from the IT Service Desk

**94%** of students are satisfied with MyZone Email & Google services

**87%** of staff are satisfied with the IT Security Information and advice

**75%** of staff are satisfied with IT Training courses and resources

**84%** of staff are satisfied with Office 365 Email & Calendar Services

**81%** of students are satisfied with the IT Computer Rooms at Trinity

**87%** of students are satisfied with Office 365 ProPlus



IT SERVICES, TRINITY COLLEGE DUBLIN

A very big thank you to all those who took the time to participate in our survey! The full survey reports are available online.

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