IT SERVICES
SATISFACTION SURVEY 2016

How the College community rated IT Services at Trinity
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
- 93% of students use the WiFi network in College to connect to the Internet and 57% rated themselves satisfied with the service.
- 61% of staff connect to the Internet each day using the Wired* network in College and 90% 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.*
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
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)

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

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

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)

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)

Easier access to network for College guests. (Staff)

IT SERVICES, TRINITY COLLEGE DUBLIN

The full survey reports are available online. Please visit our IT Services Survey webpage for the 2016 results and links to previous surveys.

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