IT Services 2016
Satisfaction Survey

Staff Response – Facts and Figures

In January 2016 IT Services launched our fourth annual Satisfaction Survey. The response to the survey was very good with a total of 2526 responses.

- 469 staff responded to the survey (13% sample of staff)
- 2057 students responded to the survey (12% sample of students)

We publish a number of survey results reports

- Results Summary includes:
  - Overall level of satisfaction with IT Services (Staff)
  - Overall level of satisfaction with IT Services (Students)
  - Ranking Results Tables
- Staff Response – Facts and Figures for satisfaction levels for each service
- Student Response – Facts and Figures for satisfaction levels for each service
- Word Clouds – What Staff and Students said in response to the Open Questions

Full reports from the survey are available on the IT Services Website.

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IT Services
IT Services 2016 Staff Satisfaction Survey Results
Response Demographic

The staff survey targeted the entire Trinity staff community, currently this is a population of 3486 members. In total 469 responses were collected which is a response rate of 13%. The highest proportion of responses was collected from the Administrative, Library and Executive Officer staff who accounted for 41% of responses. Academic staff accounted for 39%. The breakdown of the staff that responded to the survey is as follows:

What is your current status?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Staff</td>
<td>39.2%</td>
</tr>
<tr>
<td>Administrative, Library &amp; Executive Officer</td>
<td>7.6%</td>
</tr>
<tr>
<td>Technical Staff</td>
<td>7.1%</td>
</tr>
<tr>
<td>Weekly Salary Staff</td>
<td>5.2%</td>
</tr>
<tr>
<td>Other</td>
<td>40.9%</td>
</tr>
</tbody>
</table>

Which Academic Faculty or area do you belong to?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty of Arts, Humanities and Social Sciences</td>
<td>25.3%</td>
</tr>
<tr>
<td>Faculty of Engineering, Mathematics and Science</td>
<td>22.1%</td>
</tr>
<tr>
<td>Faculty of Health Sciences</td>
<td>28.0%</td>
</tr>
<tr>
<td>Provost’s Directorate/Academic Services Division/Corporate Services Division</td>
<td>24.5%</td>
</tr>
</tbody>
</table>
Satisfaction with IT Services

IT Support and Communications

IT Service Desk
The IT Service Desk is the central point of contact to seek advice and IT support in Trinity. A significant majority of staff have used the IT Service Desk (95%).

If you have used the IT Service Desk in Trinity, formerly referred to as the Helpdesk, how do you rate your level of satisfaction or dissatisfaction in terms of the following?

- Overall service offered by the IT Service Desk: 1.83
- Turnaround time to resolve your problem: 1.97
- Timeliness of initial response to your query: 1.86
- Ability to get through to a person at the IT Service Desk: 1.86

The respondents rated their overall level of satisfaction with the IT Service Desk very highly. A total of 88% responded as either ‘Satisfied’ or ‘Very Satisfied’ with this service. The most dissatisfaction aspect of service for the IT Service Desk was the turnaround time to resolve a problem.
IT Services Website

In total 93% of Trinity staff have visited the IT Services website. ‘The usefulness of Information on the website’ is rated the highest with 75% of staff being ‘Very Satisfied’ or ‘Satisfied’. This was a fall of 5% on previous survey result in this area.

If you have visited the IT Services website, http://www.tcd.ie/itservices, how do you rate your level of satisfaction or dissatisfaction in terms of the following?

![Bar chart showing satisfaction levels]

A minority of 15% are either ‘Dissatisfied’ or ‘Very Dissatisfied’ with ‘How easy it is to find the information you need?’
Email & Calendaring

The survey rated satisfaction levels for the College Email Service against five categories; ‘Reliability’, ‘Features’, ‘Speed’, ‘Ease of Use’ and ‘Overall Service’. Each of these categories achieved high levels of satisfaction. ‘Reliability’ received the highest rating again in 2016, with 86% of the respondents stating they were satisfied; this was a fall of 6% on the previous survey. The overall service satisfaction rating also received a positive response with 79% of the respondents rating their satisfaction level as either ‘Very Satisfied’ or ‘Satisfied’ but again this was a fall of 3% on overall satisfaction levels from the previous survey.

If you have used the College Email & Calendar Service, how do you rate your level of satisfaction or dissatisfaction in terms of the following?

Overall: 2.38
Ease of Use: 2.42
Speed: 2.26
Features: 2.57
Reliability: 2.21
Networks

Which point on the following scale best describes your usage of the College Network?

- 61% of staff either only or mainly use the Wired Network
- 24% of staff use both the Wired and Wi-Fi Network equally
- 15% of staff either only or mainly use the Wi-Fi Network

Wired and Wi-Fi Network - Levels of Satisfaction

1. **Reliability**
   A total of 95% of the respondents are satisfied with the reliability of the Wired network in comparison to 74% satisfied with the Wi-Fi network reliability

2. **Ease of getting connected**
   The respondents are more satisfied with the Wired network regarding ease of connection. 90% of the respondents are satisfied with Wired Network ease of connection, in comparison to 57% satisfied with ease of connection to the Wi-Fi network.

3. **Documentation**
   79% of the respondents rated ‘Documentation and website information for the Wired network as satisfactory, in comparison to 60% for the Wi-Fi network.

4. **User Support**
   Respondents are relatively satisfied with the on-going support provided with the Wired network with 90% either ‘Very Satisfied’ or ‘Satisfied’. In total 70% of staff were satisfied with support for the Wi-Fi Network.

5. **Overall**
   Overall 90% of staff was either ‘Very Satisfied’ or ‘Satisfied’ with the Wired network and 63% were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi network.

The Wi-Fi network satisfaction ratings are not as positive in comparison to the Wired network. The Wired network has an overall satisfaction rating of 2.18 versus the Wi-Fi network of 2.73.
Wi-Fi Network – Levels of Satisfaction

If you use your computer or mobile devices on the Wi-Fi network in College, how do you rate your level of satisfaction or dissatisfaction in relation to the following?

![Bar chart showing levels of satisfaction for various factors]

- Overall
- Documentation and Website information
- Support from IT Service Desk
- Ease of connecting
- Reliability/Uptime of the network

![Horizontal bar chart comparing satisfaction levels across different categories]

- Very Satisfied
- Satisfied
- Neither satisfied nor...
- Dissatisfied
- Very Dissatisfied

Legend:
- Reliability/Uptime of the network
- Ease of connecting
- Support from IT Service Desk
- Documentation and Website information
- Overall
If you use your computer on the WIRED network (where you use a cable to connect your computer to the College Network), how do you rate your level of satisfaction or dissatisfaction in relation to the following?

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall</th>
<th>Documentation &amp; website information</th>
<th>Support from IT Service Desk</th>
<th>Ease of connecting</th>
<th>Reliability/Uptime of the network</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.00</td>
<td>2.50</td>
<td>2.00</td>
<td>1.50</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Bar chart showing satisfaction levels for various aspects:

- **Reliability/Uptime of the network**
- **Support from IT Service Desk**
- **Documentation & website information**
- **Ease of connecting**
- **Overall**
Audio Visual Equipment & Computer Rooms in College

This section of the survey established the satisfaction levels with the Audio Visual services (e.g. Data Projectors, Microphones, Document Cameras, etc.) provided and supported by IT Services in non-School owned Lecture Theatres and Seminar Rooms. The service was rated against six categories and survey respondents provided the following ratings.

<table>
<thead>
<tr>
<th>Levels of Satisfaction with Audio Visual Kit in non-School owned Lecture Theatres and Seminar Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Services for Audio Visual equipment</td>
</tr>
<tr>
<td>Ease of use of Lecture Capture</td>
</tr>
<tr>
<td>Availability of Video Conferencing</td>
</tr>
<tr>
<td>Reliability of Audio Visual equipment</td>
</tr>
<tr>
<td>Ease of use of Audio Visual equipment</td>
</tr>
<tr>
<td>Availability of Audio Visual equipment</td>
</tr>
</tbody>
</table>

A large proportion of staff are either ‘Very Satisfied’ or ‘Satisfied in relation to the ‘Availability, Reliability and Ease of Use of AV’.
College Computer Rooms for Teaching & Learning

This section of the survey established the satisfaction levels with the College Computer Room service. The service was rated against six categories with only 15% of the survey respondents having experience of this service. The majority (85%) of staff do not use the computer rooms for teaching and of the minority that do use the service they mainly only use it ‘Once or Twice a year’ (9%).

Do you use the IT Services Computer rooms for teaching?

How do you rate your level of satisfaction or dissatisfaction for the IT Services Computer Rooms?

- Room Environment (Temperature, Lighting, Condition of the furnishings)
- Ease of requesting additions to the software portfolio
- Range of software installed
- Reliability of the workstations
- Availability of Mac workstations - where and when you need them
- Availability of Windows workstations - where and when you need them
Ease of requesting software and Availability of Apple Macs are the two categories where there is a level of dissatisfaction.

**Research IT**

Only 10% of survey respondents had used the services of Research IT (formerly known as the High Performance and Research Computing Unit), and 77% rated their level of satisfaction with the service as very satisfied or satisfied and only 4% rating a level of dissatisfaction.
**Telephones**

From the 1st October 2015 IT Services assumed responsibility for a wide range of telephone services at Trinity. We included telephone services for the first time in our annual survey and asked staff if they used these facilities and services, to indicate their level of satisfaction with the following:

- Turnaround time to request a new telephone extension or change to an extension
- Turnaround time to resolve telephone extension faults
- Reliability of telephone services in Trinity
- Ease of use of Trinity’s VoiceMail Service
- Ease of use of the Directories at Trinity to find a telephone extension
- Reliability of the information in the Directories at Trinity
- Mobile Phone ordering is straightforward
- Monthly invoice format is adequate for billing
- Overall, how satisfied are you with the telephone services offered by Trinity

The most highly ranked aspect of the telephone service is the Reliability of telephone services in Trinity. The most dissatisfaction was noted in regard to how easy it is to use the Directories at Trinity to find a telephone extension number and how reliable the information is in the Directories when you do find an extension number.