IT Services 2016
Satisfaction Survey

Student 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.

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

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)
  - Service Ranking Results Tables
- Student Response – Facts and Figures for the satisfaction levels for each service
- Staff Response – Facts and Figures for the 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
IS Services 2016 Student Satisfaction Survey Results

Response Demographic

The survey targeted the entire student body which currently has a population of 17,514 members. In total 2057 responses were collected which achieved a response rate of 12% of the student body responding to the survey. The majority of responses were from the Faculty of Arts, Humanities and Social Sciences (42.5%), 36% were from the Faculty of Engineering, Mathematics and Science with 18% from the Faculty of Health Sciences.

![Pie chart showing the distribution of academic faculties]

<table>
<thead>
<tr>
<th>Current Status</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postgraduate</td>
<td>27%</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>73%</td>
</tr>
</tbody>
</table>
Satisfaction with IT Services

IT Service Desk

The IT Service Desk is the central point of contact to seek advice and IT support in College. 88% of students who responded to the survey have used the IT Service Desk over the last year, compared to 67% in 2014 & 48% in 2013.

Student responses were positive across all categories surveyed, with 77% of students rating the overall service as ‘Very Satisfactory’ or ‘Satisfactory’. This is up approximately 10 percentage points from 2014 survey results.
IT Services Website

A total 74% of College students have visited the IT Services website, 75% were either ‘Very Satisfied or Satisfied’ with ‘The usefulness of the information on the website’.

The only category with a sizeable dissatisfaction was ‘How easy it is to find the information you need’ with 14% being either ‘Dissatisfied’ or ‘Very Dissatisfied’.
Email & Calendaring

Email Stations
Two thirds of students (66%) use the email stations placed around College - this is a fall of 11% from the 2014 survey. Email stations are used less regularly by students, with only 49% using them either ‘once per day’, ‘Once or twice a week’ or ‘once or twice a month’.

How often do you use the stand-up email stations (computers placed around College outside of the Lecture Theatres and in Building Foyers)?

- Never 34%
- Once or twice a week 19%
- Once or twice a year 18%
- Once a Day 6%
- Once or twice a month 23%

How would you rate your level of satisfaction with the stand-up email stations in College?

- Location of email stations: 2.2
- Reliability of email stations: 3.0
- Number of email stations available: 2.1
The level of satisfaction with Email Stations is very positive with 80% of the students stating they are satisfied with the number of email stations available and 78% are satisfied with the location of the Email Stations. The level of satisfaction in the category of the reliability of the email stations is not as positive with only 48% satisfied overall and 35% dissatisfied with this area.
MyZone Email Service

The satisfaction for the MyZone Email Service was measured against four categories and it is clear to see that the service provided is extremely satisfactory.

The four categories (Reliability, Speed and Ease of Use) were all well rated when combining ‘very satisfied’ and ‘satisfied’ results. Reliability was scored the highest at 95%, Ease of use was 92%, Speed was 89% and Features also scored very highly with 87% being either ‘very satisfied’ or ‘satisfied’. The overall level of dissatisfaction with the MyZone service amounts to only 2%.
Networks

<table>
<thead>
<tr>
<th>Do you connect your own computer/mobile device to the College network?</th>
<th>2016</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>93.2%</td>
<td>88.02%</td>
</tr>
<tr>
<td>No</td>
<td>6.8%</td>
<td>11.98%</td>
</tr>
</tbody>
</table>

The vast majority (93%) of students connect their own mobile device/ computer to the College network. From the 7% that haven’t connected 44% ‘Tried but failed to connect’.

The pie-chart of why students do not connect to the College network shows a majority of 44% of students tried to connect but failed, 22% didn’t attempt to connect because they thought it would be too complicated and that 29% had no need of connecting to the College network.
College Network Usage

The largest group of the respondents (75%) said they use the Wi-Fi network only – which was a 29% increase on 2014 survey results. Overall 89% of the respondents said they mainly or only use the Wi-Fi network, an increase of 21% from 2014 and only 4% overall said they mainly or only use the Wired network.

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

| Only use Wi-Fi Network | 75.1% |
| Mainly use Wi-Fi Network | 14.1% |
| Use Wired and Wi-Fi Networks equally | 4.4% |
| Mainly use the Wired Network | 2.8% |
| Only use the Wired Network | 6.6% |

Levels of Satisfaction with the Wi-Fi and Wired Network

Overall Satisfaction
- 66% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wired Network
- 57% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi Network

Reliability
- 69% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wired Network
- 57% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi Network

Ease of Connection
- 61% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wired Network
- 40% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi Network

Support from the Network Clinics
- 60% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wired Network
- 55% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi Network

Documentation and Website Information
- 60% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wired Network
- 59% of the students were either ‘Very Satisfied’ or ‘Satisfied’ with the Wi-Fi Network
Levels of Dissatisfaction with the Wi-Fi and Wired Network

Dissatisfaction was low across all of the areas for the Wired Network at 5% or less for Reliability, Support from Network Clinics and Documentation and Website information. The highest level of dissatisfaction was 9% for ease of connecting to the Wired Network.

Dissatisfaction was higher overall across all areas for the Wi-Fi Network. The lowest levels of dissatisfaction were 12% for Support from Network Clinics and 13% for Documentation and Website Information for the Wired Network. Dissatisfaction with the service overall was 25% and for reliability of the Wi-Fi was 29%. The area where dissatisfaction is highest is 43% dissatisfied with ease of connecting to the Wi-Fi network.
Comparing with 2014 survey results

- 'Satisfied' or 'Very Satisfied' has fallen by 8% for the reliability of the Wired network
- 'Satisfied' or 'Very Satisfied' with the ease of connecting to the Wired network has remained the same
- There is a 13% fail in the level of 'Satisfied' or 'Very Satisfied' overall with the WiFi.
- An increase of 10% on those 'Dissatisfied' or 'Very Dissatisfied' with the ‘Ease of connecting’ to the Wi-Fi network.
IT Services Computer Rooms in College

Students were asked how often they used the IT Services computer rooms. Combining the students who use the rooms ‘every day’ and ‘once a week’ totals 41%. A 10% fall from the 2014 survey result. While 24%, a rise of 6% on 2014, said they had never used the computer rooms. 21% and 14% respectively then stated they used the computer rooms irregularly either once or twice a month or year.

How often do you use the IT Services Computer rooms across Trinity College (These rooms are at locations including Ussher Library, Hamilton, 1937 Reading Room, Arts Building, East End and...)

Over five areas of service in the computer rooms, the two areas with the highest level of satisfaction are the 'Availability of Windows workstations' and ‘Reliability of the workstations’. The 'Quantity of 24 hour rooms' had the highest dissatisfaction.

If you have used the IT Services computer rooms, how would you rate your level of satisfaction?

Room Environment (Temperature, Lighting, Condition of the furnishings)
Number of 24 hour rooms
Reliability of the workstations
Availability of Mac workstations
Availability of Windows workstations
The area of this service with a low overall level of satisfaction and high levels of dissatisfaction was the Number of 24 hour rooms available with only 48% of students rating this as satisfactory and 23% rating this as dissatisfactory. Another area notable for the high level of dissatisfaction was the Room Environment which was rated at 18% overall dissatisfaction.
College Printing, Copying and Scanning Service

On average 71% of students use the College printing, copying and scanning service provisioned by Datapac.

The Print Quality was the most satisfactory aspect of the service with 81% of service users rating this as overall satisfactory. The second highest rating for overall satisfaction was for the Instructions available for how to use the service with 59% of students rating this as satisfactory. The Cost of Printing had the lowest overall satisfaction rating with only 49% of students rating this area as overall satisfactory.

The following areas had the highest levels of overall dissatisfaction:

- 30% overall dissatisfied with the Ease of Use of the service
- 28% overall dissatisfied with the Reliability of the Print, Copy and Scan machines
- 27% overall dissatisfied with the Number of Print, Copy and Scan machines available in College
Research IT
Only 14.5% of survey respondents had used the services of Research IT (formerly known as the High Performance and Research Computing Unit), and 61% rated their level of satisfaction with the service as very satisfied or satisfied and 6% rated their overall dissatisfaction with the services.