In January 2016 IT Services launched our fourth annual Satisfaction Survey. To analyse the responses to the open questions we created Word Clouds, which are also sometimes referred to as Tag Clouds. A word cloud is a weighted list in a visual design and is typically used to visualise free-form text. The frequency with which a word occurs in the free text determines its importance and is shown in the visualisation with increasing font size to illustrate its importance. This format has been useful to allow us to perceive the most prominent terms.

Following each Word Cloud we have also selected a range of the responses to the open questions as a representative sample of the sentiments expressed by the survey participants.
Comments from Students

- In general, quite a good job done by the IT Services team
- The wifi service on campus has definitely improved over the past year. Keep up the good work!
- Thank you for you 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.
- I am a mature student and the training we received in the pre term was invaluable.
- Staff is always very friendly and helpful. Thank you.
- Since the new term, the reliability of the wifi network has improved significantly, although disconnections do occur. Overall I am satisfied with the IT services on campus. Thanks for all your work.
Recommendation that would most improve the IT services offered to Trinity students

• Make it easier to connect and make the wifi quicker
• Find a new way to combine TCD portal, my zone, blackboard, because there are too many password and platforms to connect from
• More print stations, make the printers compatible with iOS operating systems
• Cheaper printing costs, ensuring Wi-Fi is always up and running, faster Wi-Fi, ensuring all computers in the computers rooms work up to standard.
• I would like that faulty machines, be they computers for general student, or printers be repaired in a timely manner.
• Wifi network needs serious improving. Impossible to stay connected on my phone or tablet.
• Introduce more IT rooms that are available all day and not used for teaching purposes
• Reliability of the wifi and repairs to stand up email stations in arts block as many do not work regularly
Comments from Staff

- My experience of IT services has always been excellent. Everything dealt with promptly and staff are always very pleasant and helpful.
- 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.
- 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!
- IT services offer a fantastic service, and the staff on the helpdesk are extremely friendly and helpful, almost always going the extra mile to help out.
- Staff in IT Services are always helpful and professional. Always a pleasure doing business with them.
Recommendation that would most improve the IT services offered to Trinity staff

- Hire more staff. Allow a little flexibility about how much time first-line staff can spend on a problem. Provide better support for privately-owned devices, which are in practice used for vital College work.
- It seems like things that would be commonly needed, such as connecting to the wifi or getting access to external servers should be easier to do than they currently are.
- Easier access to network for College guests.
- I have found members of staff seemed annoyed and were very unhelpful when my dept contacted them about getting new systems in place.
- Some issues are more serious than others and need to be expedited to a priorities list where 3-5 working days is just not acceptable.
- Email system has much too little storage, especially in the age of cloud computing.
- ...it would be wonderful if opening hours on helpdesk were extended both earlier in the morning and later in the evening.