

## How is IT for you?

December 2014

IT survey open to all first year undergraduates. All eligible students were invited to take part in the survey which was set up as a quiz in Study Direct. The survey was open during the last 2 weeks of the autumn term 2014.

### Total responses

563

### Participants by department

American Studies	10
Anthropology	5
Art History	5
Biochemistry	6
Biology and Environmental Science	37
Business and Management	72
Chemistry & Biochemistry	10
Economics	29
Education	3
Engineering and Design	37
English	32
Geography	13
History	21
Informatics	29
International Relations	12
Law	42
Mathematics	17
Media and Film	23
Music	2
Philosophy	8
Physics and Astronomy	21
Politics	12
Politics and Contemporary European Studies	0
Psychology	56
Science & Technology Policy Research	1
Social Work and Social Care	6
Sociology	18
Sussex Centre for Language Studies	4
Other	26

### Participants by gender

Female	304
Male	253

## Participants by origin

UK	389
Overseas	166

## How do you get information about using IT at Sussex?

(tick all that apply)

IT presentation at start of term	265
IT welcome booklet	298
ITS webpages	244
ITS Leaflets	86
ITS termly newsletter	19
Word-of-mouth	230
ITS Facebook	18
ITS Twitter	14
Other	40
None of the above	31

## I own and use the following equipment:

(tick all that apply)

PC or laptop with Windows 8	243
PC or laptop with Windows 7	158
Mac computer or laptop	188
Linux computer	13
Chromebook	3
iPad	109
Other tablet	69
Games console	73
Other	68
None	10

## If you own a laptop and/or Tablet (eg iPad) do you take it to lectures and seminars?

Yes	262
No	275
I don't own a laptop or tablet	20

## What type of mobile phone do you use?

iPhone	302
Android	202
Windows	23
Blackberry	5
Other	26
Do not have a phone	4

### **Is the University app, Sussex Mobile, useful?**

Yes	416
No	21
Do not use	126

### **How satisfied are you with the reliability and speed of wired internet connection?**

Very Satisfied	86
Satisfied	234
Do not use	141
Dissatisfied	71
Very Dissatisfied	27

### **How satisfied are you with the reliability and speed of the wi-fi?**

Very Satisfied	30
Satisfied	250
Do not use	11
Dissatisfied	194
Very Dissatisfied	75

### **How did you connect your device?**

Followed instructions	398
Asked a friend	38
Visited IT Services for assistance	114
Other	8

### **Where do you use University computers?**

(Please tick all that apply)

IT Services (Shawcross)	171
Pevensey 1	66
York House	67
JMS	19
Library	431
Jubilee	31
Richmond	49
Arts	22
Bramber House	17
Silverstone	22
Northfield	86
Park Village	27
Chrome Books in Library	16

### **How satisfied are you with the computer cluster facilities?**

Very Satisfied	148
Satisfied	355
Do not use	58
Dissatisfied	18
Very Dissatisfied	2

### **Recorded versions of my lectures are often made available**

Strongly agree	214
Agree	227
Neither Agree or Disagree	44
Disagree	43
Strongly disagree	35

### **How satisfied are you with the printing service?**

Very Satisfied	85
Satisfied	270
Do not use	116
Dissatisfied	79
Very Dissatisfied	13

### **Do you use the web printing service to print from your laptop?**

Yes	63
No	496

### **Where do you store your University course files?**

(Please tick all that apply)

University filestore	192
On my own computer	495
On the web	104
On a USB	195
As an email attachment	157
Other	15

### **How satisfied are you with the University e-mail service?**

Very Satisfied	173
Satisfied	308
Do not use	27
Dissatisfied	43
Very Dissatisfied	7

### **How would you like to communicate with IT Services?**

(Please tick all that apply)

Email	465
Telephone	112
In person	331
Facebook	65
Twitter	35
Online chat	179
Other	6

### **How satisfied are you with the face-to-face assistance and advice when you visit the IT Service Desk in Shawcross?**

Very Satisfied	158
Satisfied	119
Do not use	274
Dissatisfied	12
Very Dissatisfied	0

### **How satisfied are you with the telephone assistance and advice from IT Services?**

Very Satisfied	28
Satisfied	41
Do not use	489
Dissatisfied	3
Very Dissatisfied	0

### **How satisfied are you with the on-line assistance and advice from IT Services?**

Very Satisfied	56
Satisfied	93
Do not use	404
Dissatisfied	9
Very Dissatisfied	0

**Please tell us one thing that we should do to improve IT services at Sussex.**

"Extend your service to simple troubleshooting on personal computers"

"the wifi often disconnects and disappears for a few minutes. It would be good to stop that from happening. Also buffering is an issue at peak hours."

"to log into without typing password and username every time"

"Faster more consistent internet, through wired and wifi"

"it would be great if you could improve reliability and speed of the wi-fi"

"consistent connectivity, especially when deadlines are looming"

"Improve the Wi-Fi connection across campus"

"Improve speed of wifi (Kent House), often disconnects and can be very slow"

"N/A"

"The Wifi connection - Lancaster House"

"My wired connection does not always work. I would like to see this fixed and broadband speed increased a little more."

"Improve the intermittent signal strength of the wifi, and the intermittent speed of the cable internet."

"fix adobe photoshop its slow"

"I am unsure, perhaps have a list of all the services provided when we arrive...?"

"internet speeds in my residence (east slope) can fluctuate drastically"

"I thought it was quite unfair that wifi was not available in my room while it was available at other rooms in the same accommodation. As we pay the same amount of money, it should not be depends on luck."

"Potential later opening times"

"Create a forum where aside from asking just the IT services questions, students can also expect to get answers from anyone on the forum (students, teachers, etc.)"

"There ought to be more computers in the library, as you have to be lucky to use it in the daytime. Also, the wifi needs to be improved; probably through more routers on campus, especially in accommodation."

"improve the reliability and speed of the wifi."

"Try to boost the wifi and wired signal particularly in the accommodation areas as due to excessive use it can be quite patchy."

"Invest in a superior Internet access plan."

".pdf files crash on the university computers often."

"Cheaper printing when printing in bulk"

"Make it easier to connect to the internet"

"Faster internet connection in Northfield. Right now, it is laughably poor, especially for the amount of amount we are paying."

Allow us to connect our games console, like my PS4, to the internet."

"Should provide more IT software training sessions"

"more computers available in the library"

"The Wi-Fi in halls is atrocious. I regularly find myself having to stop writing essays in order to swap between wired and Wi-Fi because one is too slow or the other is not available"

"Potentially have an online instant chat service for resolving problems and issues."

"Internet at East Slope"

"Confusing knowing where my work in the library will be printed. Work was not printed because the 'page size' was not correct.. limited IT knowledge so couldn't print my work."

Expensive and an effort to print lecture slides but this is the best way for me to get the most of lectures."

"You could open up an online chat on Facebook in order to improve the speed at which you deal with IT issues."

"Allow us to top up less than £5 printing credit via the mobile app."

"State in the "IT at Sussex" booklet and the "Study at Sussex" presentation all the locations of computer clusters- in mine we were only told about the library and shawcross"

"To have more help setting up games consoles to wifi"

"The Wifi is very spotty in some locations."

"better wifi speed  
scanner in social centre northfield"

"Printing seems a little pricey to me. It's also frustrating that if you load printing credits from your computer (as opposed to the machines in the library) you have to have a minimum of 5 pounds charge."

"The wifi Internet speed should be better, especially during peak hours when most students use it ie from 6pm to 12 am. Also printing costs too much and should be made cheaper."

"Allow games consoles to connect to the wifi or wireless connections by registering their MAC addresses."

"the speed/ reliability of internet access and wifi"

"How to set up internet connection is really confusing and still does not work on my tablet. The computers and the library are often in very hot spaces so is hard to concentrate."

"Improve wifi access in lecture theatres such as Chichester."

"Improve wi fi signal."

"Improving the WiFi reliability and speed in residential areas. Internet can often be an issue at Stanmer Court in particular."

"The wifi in rooms (north field) are very slow in the evenings particularly"

"An email sent out at the start of term for first years, with information about what computers are available, if you have to book any to use, where to go for help, laptops to borrow, and how to print things off in the library."

"More detailed guide in the fresher pack on how to connect a mac to ethernet"

"Better wifi connection in the library"

"Update the Sussex direct website like the study direct one.  
Make the entire ITS website more user friendly.  
The wireless in the library is awful."

"bring in more computers because when there are a lot of students in the library there are hardly any computers to use."

"Improve Speed of the wifi and/or wired connections. Its quite soow or inaccessible at some parts of the uni"



"there is a notable lack of computers in certain buildings especially richmond and shawcross. Seeing as a large percentage of students are studying or are soon to be studying engineering and the rooms with computers are constantly full leading a large amount of hours spent searching for computers and causing many students to travel back to university after hours to find somewhere to work there should be an increase in the availability of machines."

"the maths forum posts for my for my course are clogging up my inbox making it hard to see important emails.  
"

"The wi-fi sometimes has difficulty connecting to my iPhone, this could do with improving."

"If the stabler can be use during weekend or holiday, this will be prefect."

"Internet speeds faster as quality when streaming videos is terrible at peak times.  
Improve internet speed/quality between 6-11pm."

"Have had a chance to use it but let more student know about it."

"Improve the connection and speed of the wi-fi."

"Less than half of history lectures are recorded, and I can't seem to see a reason for this. Also WIFI is very slow"

"Have a larger percentage of PCs and macs have assistive software. Non disabled students can choose weather to use a Mac or PC. The same choice should be available to disabled students."

"Speed of connection in campus accommodation"

"Enable use of wireless printers within residences by creating unique wi-fi passwords for each user."

"More efficient in responding"

"the speed of wired connection and wifi is slow"

"Wifi keeps on disconnecting every 10 minutes, would be nice if it didnt. also allow the use of Game consoles to be connected to wifi"

"More Macs for editing in Silverstone, please.  
Faster Wi-fi, please.

Unfortunately, Overseas students can rarely connect to wi-fi upon arrival and have to wait 4 hours in queues at IT services."

"allow for personal printers to use the wifi to print"

"Make information for connecting iphones to wifi available. I had to do a few internet searches in order to connect as the information provided by IT services was not sufficient."

"Reduce printing costs, more reliable wifi connection, frequent checks to replace/fix broken university computers-keyboards"

"wifi isnt exactly everywhere around campus. weak at some points which is only logical. printing should be a bit cheaper"

"The wifi range all over campus especially so mobile devices can connect easily.

Don't know why but pdf's always seem to have trouble and crash?

"

"Maybe try to make the email page for Sussex a little bit more appealing/nicer to look at, but I can't think of anything else."

"You have to improve wi-fi signal. I live in park village and the signal is very bad!"

"The speed of using wifi"

"Make it clearer that "@sussex.ac.uk" is needed on the end of username to log into wifi"

"During peak times the internet connection, both WiFi and wireless, can be slow and pages timing out."

"Possibly provide IT services and facilities seminars/tutorials during freshers week to show off and explain everything to those that wish to attend."

"wifi speed and stability in residential area should be improved. also, when i open a pdf file in university computer, it often didn't run smoothly which is annoying sometime."

"Make the wifi work better- it doesn't work very well in our flat"

"Having a place where you can send or make requests for certain bits of software to go on the system."

"WiFi could be made faster and more efficient (sometimes it is so and not always reliable)"

"Wireless Internet in the Library is often very slow due to the high volumes of people connected."

"The sussex email could have the option to redirect the messages received to another email address so I wouldn't need to check more than one address."

"Improve wi fi reliability."

"Offer more PCs in the library."

"free or cheaper printing service"

"In Park Village, this seems to be a problem. Both wifi and wired connection is unstable, especially wireless connection. However, I am not certain of how to improve it. The speed is acceptable, though I expect it to be a lot faster.

Regarding computer cluster facilities, I suggest a computer or two are provided just for printing purpose. This is due to the fact that most of the computers are usually occupied by those who are doing research and such whereas some people just need to print a few papers."

"improve speed of the wi-fi"

"The wifi is sometimes intermittent"

"I think students may need more computers (i.e. in the library). There are months where it's impossible to find a computer available between 13.30 and 16.30 pm!"

"Give a demonstration of how to connect laptops etc. to the internet at the start of the year in the presentations because there were initial problems when I first tried to connect."

"Insert more computers in the library as on busy days there are hardly any free to use. Or spread more awareness about alternative computer facilities across campus. Plus, the environment for some of the computer cluster rooms (particularly in the library) are extremely hot and hard to work in so measures could be taken to improve this."

"The speed of the wifi"

"Provide videos to show how to connect to the internet. More information on how to connect for windows 8 and new versions for mac software"

"improve PC cluster hardware performance, probably install SSDs to boot and run the systems, though that might just be too expensive to be practical"

"more computers in pevency 2 need to have programmes such as maple, mathematica and excel installed on them"

"More computers, often find it hard to find a PC in the library and shawcross."

"Nothing."

"N/A"

"Some sort of system by which you can already target students who need help as many of my flatmates and friends on my course had no idea how to set up both their wired and wireless connections. This could be introduced in the pre-arrival questionnaires - i.e. 'are you likely to need help with IT'. This will be helpful because initially many students may have no idea about the IT services and so will be stuck without internet connections for weeks."

"I believe it would be beneficial if the IT services of the University of Sussex set you up with a higher printing balance to start with upon arrival at university."

"The speed of the internet."

"Speed up internet connection or makes obvious designated wifi zones"

"Make sure that new students know how to connect to the system and are familiar with study and Sussex direct"

"make printing free"

"Faster wifi. "

"More computers in library, as often not enough for busy times."

"please make the wifi more widely accessible across campus and for it to be faster."

"make connecting easier"

"Strongest Wi-Fi  
Free printing services"

"The email site on the computer is not very clear... my emails are not in order and I can never find anything. Thankfully I could solve the problem by setting it up in Thunderbird. There everything is alright :) If i want to check my emails at university, i use the sussex app which is alright... even though you cant download anything form it, which is so annoying. why have the app and go to sussex direct, see new stuff uploaded and then have to go to a normal browser on the tablet and do everything all over... Not very handy, is it? ... I didnt read the reason why one cant download stuff through the app... nevertheless, i really dont like it."

"wifi and also ethernet cable are both very slow and when in the library or northfield the internet can be very very slow. This makes completing work take longer than it should do."

"It would be great if they could keep a record of each time a particular student needed help, perhaps by their account number. This way they can see how

they were helped last time, review other methods of solving issues and make the process more efficient."

"Make an option to use the wired internet on updated MacBooks.  
Speed up the wireless internet. "

"Make it easier to connect to the internet at sussex university."

"On emails, allows us to find the addresses of other students."

"Improve the wifi in Northfield!"

"Pretty good all round - the only thing I can think of that could be improved is the wifi connection. Sometimes at peak times, the connection will lag and or even just disconnect altogether. This can be frustrating when trying to watch recorded lectures or download seminar notes."

"Make the wifi simpler"

"Faster/more reliable wi-fi"

"Reduce/stop printing charges"

"The reliability and speed of the wireless internet can be very slow and unreliable, especially when using my iphone."

"Improved usability in relation to the Sussex Mobile app"

"Reduce printing costs"

"Wifi connection"

"allow users to download external programs onto their accounts"

"more wifi around campus (squares, open areas etc)"

"Make the wireless faster, have a larger range (outside buildings) and more reliable."

"It would be nice to be able to borrow equipment for up to 72 hours, rather than just 48."

"There should be more Scanners available to use by students."

"The wifi"

"The wifi network in Swanborough is weak."

"Mobile internet connection could improve around campus"

"it is not easy to get the password of the door of IT service"

"The internet (wire or wi-fi) should be improved"

"Wifi speed/reliability."

"It would be nice if there were more computers available in the Library, although recently I haven't had much trouble getting one. I think it would also be useful to have a silent area computer cluster as I do not take my laptop into University as it crashes when connected to the wifi."

"improve computer systems in labs"

"The strength of the wifi around the whole of campus"

"I use my own lap top and the only problem that I have is that there are places within the library and campus where the WIFI is not working or the signal is too weak that I often do not have connection to the internet and I have to move to a different part of the campus in order to do my assignments."

"Wi-fi connection greatly varies in speed in different locations, could be improved"

"better wifi coverage"

"Improve Wi-Fi - it works well in the library and in other computer areas but laptops frequently struggle."

"Wireless connection throughout Northfield blocks, for example in my flat we cannot get internet in the kitchen, incredibly frustrating as it is also our social space."

"The Wifi system"

"enable printers to connect to the same wifi service as mac's"

"We should be able to connect to our own printers using wifi"

"Have a session during Fresher's week where everyone is required to attend and set up their printing account and the wifi on their laptops/tablets/phones."

"I think that the speed of wi-fi and its connection, especially in the rooms is sometimes poor, and it makes it hard to work.  
I also consider that the printing facilities are very expensive"

"\_"

"Printing is too expensive, since we pay 9000 £ every year i think that everyone on campus should be able to print for free."

"Improve wifi connection."

"wifi in the end of the library "

"more computers and laptops to borrow in the library, cheaper/free printing"

"wifi signal doesn't work everywhere on campus!"

"I am unsure how to connect my email address to my iPhone. Also find the wi-fi can be slow at times especially in the library."

"Faster internet "

"I do not think that there is something to improve in relation with the IT services at Sussex, maybe, the connection of the Wifi because sometimes my connection fails when I am trying to connect my device on campus"

"Have staff become more educated/helpful when it comes to connecting games consoles to the internet here. I asked a member of staff how to connect my xbox, and they said it wasn't possible, but other students helped me to do it in the end so it is possible and I feel there wasn't enough help from IT in this area."

"The wi-fi connection in Lewes Court is terrible... keeps disconnecting and the internet is slow and unreliable."

"improve the speed of wifi"

"more introduction"

"Access to help with WIFI issues"

"I find the internet connection (wired and wireless) can vary a lot in speed. Maybe making it more consistently fast would be a good improvement"

"Lower cost of printing"

"Improved format of the Webmail service to truly delete emails and therefore retain what limited space there is."

"Ensure wifi at accommodation is fast enough to stream"

"Printing at Stanmer Court. It is annoying having to walk five to ten minutes to get to a printer and then walk five to ten minutes back."

"1. The map option on the mobile device. When I select a specific building to find, it shows me where it is but no names on surrounding structures, so difficult to orientate and find.

2. Not all desks have a socket in close range to charge devices, not helpful when all computers are taken which is often the case.

3. It would be nice to pay for fines online"

"Make it easier to connect to wifi!"

"I have a problem with my timetable which i have informed IT about, however they emailed each other and i was sent a copy but the issue has not been rectified. It is a minor inconvenience (it is telling me i am in the wrong week) however these things should be dealt with to insure ongoing training for your employees"

"For students like myself that at the moment haven't got a laptop, a laptop loaning service would be extremely helpful as I don't live on campus, so to use a laptop I have to come into the library"

"Cannot open documents from study direct on the app - have to go onto browser to open them. However on previous iPhone, I was able to open everything."

"Improve Wifi connection in Northfield!!!"

"Don't know if it's possible or not but make the wifi available for games consoles."

"Faster internet"

"I know that it isn't simple, but perhaps the introduction of a separate wifi system for residential areas which doesn't have as severe an encryption, seems a bit ridiculous that me and many of my friends can't connect games consoles to the net in residential blocks that some pay 5.5 thousand pounds a year for."

"ensure a better wifi coverage on campus"

"More computers and printers( bw & col) in other buildings and in lecture rooms to help make things quicker and to reduce rush on the library and showcross"

"As a first year student. I find it incredibly difficult to find a computer to work on! The computers are always packed. The signs on the door which say whether a computer room is being used or not is often wrong and many a time I have walked into a class because there was no sign on the door!"

"Despite the number of computers available on campus, it is always busy and packed. Perhaps opening more rooms with computer spaces available or increasing the number of computers on campus?"

"The IT Labs ought to have a strict penalty fining scheme (e.g GBP 5-10) for people discourteous enough to bring food, snacks and drinks, whilst being a general nuisance to other users."



"The WiFi in Chichester NEVER works properly, but that's not really a big deal. What would be amazing if the access points didn't use enterprise level encryptions so we could connect things like Chromecast, Amazon Fire TV and games consoles to the Wifi or wired connections."

"Make it easier to set up, and not have to go to IT services to do."

"dial-in facilities for real-time 'virtual attendance' of lectures rather than only recordings after the event."

"Better mailing service  
Faster US mobile app"

"I am unable to connect my console (ps4) to the sussex network, i have spoken to many of my peers inside an outside the uni who also believe this is a huge flaw in the IT service."

"Possible video available tutorial on how to connect to the wifi or wired internet service for freshers to join. I had to personally connect a lot of peoples network as they were confused and didn't understand."

"Try to maintain connection speed of wifi"

"I hope you can improve the wifi network in block1 northfield, it seems most of the time cannot connected to it or very weak signal."

"better wifi or more routers as in my halls my room is far from a router so the wifi is slow"

"Nothing."

"Wifi in Northfield is sometimes very slow plus sometimes cant get it in the kitchen."

"The wifi in the library can be a bit temperamental when you're on your laptop so it would be good if you were able to connect your personal laptop to with a pink cable to get better internet, so essentially internet slots near the charging plugs so we can plug our laptops in."

"that in the silent areas people speak anyway and then I cannot concentrate"

"Have remote access to University desktop from home computer for students. Already available to staff."

"Upload more recorded lectures,"

"The email system could be made to be more modern"

"Increase the internet speeds especially in the Stanmere Court area as it seems like everyone has forgotten about it."

"Wifi connection"

"Faster internet speeds - Maybe separate broadband services for accommodations. 30kb/s a second on some downloads is just dreadful!"

"free printing, would encourage more people to print their readings off, which I feel is a much better learning environment"

"Improve wifi in halls, occasionally laptop keeps disconnecting from wifi every 10 seconds"

"Improve internet speed and reliability. I have had pings of 5-17 with 170 megabits download speed, other times at the super off peak times (4AM-5AM), I have had 415 ping and 0.24 megabits download with a 0.40 megabits upload speed. Pretty shoddy. I have screenshots if you would like to see"

"Can't think of one at the moment..."

"The wi-fi speed is often slow at peak time and often disconnects after a while, which means going through the whole process to connect again."

"A faster network."

"Please bolster the signal strength of wireless, which sometimes seems patchy at peak hours."

"Make sure wifi works well all over campus. In several occasions I was not able to connect with my phone in certain buildings such as residences"

"Wifi speed drops significantly at seemingly random times."

"Accessing study direct from windows phone is hard and you cannot download documents onto phone as it keeps asking you to log in. The timetable etc does work well."

"More stable Wi-Fi  
Faster speeds"

"Make e-mail easier to use. I find the icons on it sometimes confusing, maybe change or add little text to them."

"The Internet Connection(Wi-Fi signal, etc.) could be stronger as it is relatively slow when connected with Android phones or even laptops which are not Mac (Apple)."

"Improving wifi connection outside the buildings."

"Access to more computer during peak times."

"Stop the Wi-Fi from going down as much"

"Larger computer clusters so there's always space during busy times."

"The wifi speed should be increased throughout the university. Also some of the PCs are very slow, these should be upgraded."

"Perhaps having more accessible recorded lectures although I think it's just English that has a lack of these."

"Can not think of any problems right now. Thought it would be nice to be more informed about the places where we can use computers to do work, as it is often very crowded in the library."

"The WiFi connection in some of the lecture halls (Chichester 1; Fulton) is unreliable. Many times it will say that I am unable to connect despite there being an available network."

"cheaper costs for printing, more pc s in library"

"Connecting to the internet is always an issue, especially in the library. Even when connected to the internet the strength and the reliability of the connection varies. Also connecting new devices to the network proved impossible for me to do even though I followed the steps."

"Wifi is not covered all over campus"

"Having more clear instructions on how to connect to the wifi and have a guest wifi for family/friends who come visit and can't connect to eduroam."

"Wi-Fi doesn't work on my phone anymore :("

"The speed of wired in accommodation is very weak, and the WiFi is also. I hope it can be improved, because I don't want to disconnect the Internet when I am doing the online test again."

"it perfect"

"Faster Wifi"

"PCs take a long time to load up and log in, sometimes more than 5 minutes, maybe pcs can be optimised"

"More recorded lectures if possible "

"I do not know"

"Have more computer clusters in the library if possible. Also, the speed and reliability of the Wi-Fi on my windows 8 laptop is very poor - it often disconnects and is very slow. Perhaps try and improve this?"

"The email service seems quite dated. In comparison to gmail it's very basic but usable. Also can't send large files over the Sussex email. Wifi keeps disconnecting then says unable to reconnect unless you pretend to connect to a different one then go back to reconnect to eduroam (like no wait! im just kidding, dont leave me! sort of thing)."

"Sharpen up the Sussex app, particularly the feature where if you press back it will send you back to the home screen and not back to the previous page, this is particularly frustrating looking at emails."

"The Wifi may not work suddenly, it needs to reconnect again and may take a few minutes. The version of the sussex web mail seems out dated, i think the gmail version is better and it may also connect to the google doc. function which may better for us to share documents to each other, especially when doing a group presentation"

"The webmail is effective enough at sending emails, but it's difficult to delete and file emails, and the overall interface is not very intuitive. I assume it's through a 3rd party though so that might not actually be relevant to the IT services."

"Better information where students are able to use computers as I only knew about the library, I.T. services and Richmond."

"The Sussex Mobile app, while fantastic - very buggy. Sometimes refuses to load at all or loads incorrectly.  
Would also like to be able to remotely access the unis servers! I live in Brighton and would like to be able to have access to the informatics specific documents and material."

"Ensure all modules students are currently studying are accessible through the links on the My Course page in Study Direct."

"There was occasional instances when the wired internet would only redirect me to the 'setup' page and I can sometimes not access my online banking because the connection is not private."

"when sussex emails are set up to forward to another email account i.e. gmail they shouldn't be deleted from the sussex email account."

"Adobe Reader always crashes on Microsoft computers."

"When using wifi computer can often drop out and then i have to reconnect it to the wifi again"

"Make printing cheaper, and give more options for web printing (eg. if you want to print more than one page on one piece of paper)."

"the induction talk/video at the beginning of term was a bit long and I feel that parts of it were a kind of common-sense"

"Make printing cheaper  
more silent computers in the library"

"games console setup"

"Improve reliability of Wi-Fi. Have to keep installing and setting up the connection every few days."

"Perhaps need more printers during the assessment submission period. The WiFi speed might need to be quicker since sometimes too slow."

"Make people aware of the web printing service"

"More macs"

"Printing should be free"

"Make it clear what to do when your laptop disconnects from the Ethernet connection, sometimes it says it does not recognise the connection"

"Stronger wi-fi around campus maybe"

"Nothing."

"There could be more two-screen workstations in the campus, since they are often crowded but very useful."

"the printing should be free.at least the students should bring their own paper."

"more reliable wireless"

"If there is a way to improve wi-fi speed and reliability on the eduroam network, that would be helpful as sometimes the network crashes."

"Recorded lectures should be implemented more often (their quality is excellent). I am unsure how to permanently delete emails and think this should be clearer."

"Be able to have internet speeds higher than 1mbps during peak hours."

"make an IT chat line more readily available."

"Speed of wifi, very slow connection at Lewes Court"

"Make possible to connect nintendo devise as 3DS on the network"

"Wifi is very unreliable, does it quite reach my room in East slope"

"Enable consoles to connect to the network rather than using PCs to share the connection. The validation process is not available on consoles."

"Better wifi stability and connection for Android users"

"More computer room in different building.  
The speed of Wi-Fi should improve!!"

"The Wi-Fi flickers in and out on android devices"

"provide a vending machine for water and develop the windows computers at IT services because sometimes it does not respond when we read PDF files ."

"Faster internet please!"

"Initial connection to the school network (wifi and wired) was really hard with non-ubuntu linux, perhaps simplify the process if possible?"

"I can't think of anything really, maybe more computers in the library? But that is difficult I suppose."

"Wifi speed & reliability"

"Ease of connecting to wi-fi/wired.  
Significant improvements in consistency, even at the cost of less speed, more consistency.  
Allow email unsubscrition, I cannot use my webmail because its clustered from forums I can't unsubscribe from."

"The email service does not delete emails from the inbox."

"The speed of the internet all around the campus specialy dorms"

"The wifi is currently very slow at night, causing websites that i need for work and essays to load in like 10 minutes. This needs to change!!!!"

"During busy periods it can often be difficult to find a computer in the library."

"Improve the reliability of the wi-fi, it cuts out randomly on laptop, tablet, and phone, but is particularly bad on the phone where I get connection barely anywhere on campus."

"nothing :)"

"enable wi-fi in all areas of campus"

"WiFi (and sometimes even wired internet) is often slow."

"Make spare Ethernet cables available and the printing from laptop services clearer"

"Possibly work on the internet connection in Northfield as many people get no phone signal so Wi-Fi is essential for contacting others"

"Fix Adobe Reader - It always stops responding."

"takes time to connect to the uni network"

"Wired and wireless internet drop out for around 5 minutes every hour or so on campus(park village), this makes it impossible to play online games and is extremely frustrating when trying to do work. Also the sussex mobile app drains a lot of battery is left open in background."

"n/a"

"The only small problem that I have noticed so far is that sometimes computers simply stop working, they block especially when using PDF files and go to print a file. Maybe you should have a look at this. In rest I am completely satisfied with the IT services and I do not find anything that should be improved, because everything was above my expectations anyway."

"More 24 hour access to computers and printing."

"Free/cheaper printing!"

"longer hours"

"Increase the internet speeds for wi-fi and wired. They're often really slow and cut off in the library and in dorms at peak use times."

"Wifi speed, even when next to router, still very slow"

More obvious and clear info on how to print from own laptop"

"set up more computers with scanner and connected to printer"

"Improve the wifi speed and just generally the wifi"

"easier wifi connection. faster internet speeds."

"Instructions for connectivity for tablets that are less well used arent great."

"Check that Wifi is working in every on-campus residence before advertising the residence as coming with 'wifi included' because i currently have to pay an extra £40 a month to Vodafone for 4G so i can hotspot my Mac to my iPhone to use internet in my kitchen or bathroom."

"Nothing, they have been more than helpful for me. The only thing that may need work is the wifi signal sometimes dropping, but it usually reconnects quickly."

"I can't think of anything."

"The cost of printing could be lower."

"Faster wifi at Swanborough Accommodation"

"I have had lots of problems staying connected to the wifi from my laptop in the library. Im not sure if this is my laptop or the wifi but it only happens in the library and some of my friends have had the same problem. On more than one occasion this has made it difficult for me to do work and i've had to work from my flat."

"Quicker wifi And free printing"

"Wi-Fi connection around Uni campus - some places have such low coverage. Sussex internet is quite slow."

"better wifi would be nice for computer and phones"

"You should improve the connection with the wifi via laptops as sometimes it fails down."

"Wifi is very unstable and slow whenever there are more flatmates stay in, which suggests that it is not enough to support all of us if we all stay in."

"Send an email at the beginning of term explaining where ALL the computer facilities are to new students."

"Make WiFi accessible in all parts of the household "

"Not much really. Maybe advertise the web printing a little bit more, as I didn't previously know that it was available."

"make connecting to wired internet less complicated"

"WiFi in accommodation. Free (or at least cheaper) Printing. Or initial print credits free"

"Wifi that allows you to connect with games consoles. Paying £9,000 a year not to play FIFA Ultimate Team online is a joke."

"I would suggest that there would be more mac computers available in the Library and in Shawcross as many people use them and in busy hours its hard to find one."

"1. increase in internet speed"



## 2. easier registering process"

"In some accommodations wi-fi works extremely badly. For example in swanborough 10(b)."

"Remove the annoyance of having to set up the connection every time - have never been able to figure out why every time I open my laptop it brings up the wifi set up window and doesn't just remember to connect to eduroam - really annoying - scratch drive is unclear how to use and doesn't show up everywhere annoyingly"

"Maybe providing information on how to set up the sussex webmail onto the mailbox for smartphones, so that any mail that is received can be notified in the mailbox on the phone and the student does not have to go through sussex mobile app (as it does not notify on a regular basis).

Also, IT services could 'UStream' orchestral concerts (for example) held by Sussex university so that family and friends who couldn't attend the occasion can still view the concert live.

What would be pretty cool but maybe a much lower priority is interactive information hubs which are basically screens that prospective students and parents, or first year students can use to understand the university better; very much like those screens that are in museums when people don't know what they are looking at. For example, if entering the library, an interactive screen that can show the layout of the library and its history, why it is built the way it is etc, can be used."

"fast wired connection"

"Ensure reuters are constantly working in the residencies."

"Improve the wi-fi connection"

"Improved WiFi in student accommodation, sometimes it can be reluctant to connect or disconnect and not re connect."

"allow user to have open NAT"

"Could give students a number of free prints at the start of term.  
Can only view a limited amount of emails - make all past emails available to see."

"the number of the computers"

"Allow personal printers to connect to the WiFi for wireless printing."

"Boost the Wi-Fi range even more as when walking around campus I do tend to hit black spots."

"All lectures should be recorded - International Relations and Sociology!!!!  
Better wifi needed!!!!"

"Add the ability to actually delete emails from the Webmail, currently you can move them to the trash but can't actually remove them completely"

"Could we please have faster internet services in Northfield. Sometimes at night after clubbing it's really hard getting take away."

"The email system is hard to use.  
My email gets full of maths forums posts making it hard to see legit emails."

"Higher internet speed connection in the residence buildings. I am an international student, I need high speed access in order to make FaceTime/Skype calls on my iphone"

"Wifi"

"One of my friends laptops broke and she needed to borrow a laptop but they weren't enough a couple of times she went. Maybe some more laptops rather than the small netbook she struggled to work on?"

"Lower printing costs"

"Wifi is poor at the furthest ends of Northfield, please extend the signal."

"Windows 7/8 laptop rent in the library as computers often being used, and lots of software can't be run on a Chromebook."

"The printing facilities are a bit messy, people keep stealing my prints, there should be a way to make sure that the documents the person take is from their account"

"easier to print from personal laptops"

"The printing is very expensive and the email is annoying in that you can only scroll down to a certain point!"

"Would be great if you could make the wifi work faster, as for example in lectures theaters, when we are all asked to find something online, wifi often crashes. Also, I'm not sure if that issue affects any other MacBook user on campus, but each time I start my laptop, it automatically wants to connect with Sussex Wifi (as if I wasn't already signed up) instead of Eduroam. Maybe it's possible to make Sussex Wifi remember IT numbers of devices in order to avoid this connection popping up all the time?"

"Making sure all lectures are recorded and uploaded to Study Direct"

"Improve wifi connection over areas not in the library."

"Printing services"

"use 4G."

"Being able to connect games consoles to the WiFi or Ethernet connection. Yes this is a place of learning but we also live here and should be able to have some down time on a games console. The speed and connectivity are also big issues that need to be sorted out....."

"The only negative point I can think about is the fact that the programs used on the computers usually run slow or crash, this is most likely due to the computer's hardware.

However, it can be very expensive to upgrade all the computers."

"Make the wi-fi more reliable and faster! I am getting half the speed I get at home.

The ability to use wireless printers would also be amazing."

"The internet is the only major fall back, it takes a while to connect both my iPhone and laptop, i experience continuous loss of connection even when doing work, and when the wifi is working properly it is still extremely slow. I live in northfield and everyone is complaining of the same issues."

"Improve wifi speeds and connections. Can be very slow at times, and not work at all on others.

More computers in the library, in the last half of term it's too busy in there to get one."

"internet speed and reliability"

"Perhaps a forum for people to report/talk about any issues they are facing"

"Give an option to change username and or password"

"Computers not crashing my loading up PDF's from study direct."

"Speed is often very slow, especially in Northfield accommodation and when using a wired connection it takes me a very long time to get on as the registration page often appears at least 3 - 5 times before it has realised that I have registered before."

"Faster wi-fi connections."

"Getting wi-fi connect to phone. Still have problems getting wi-fi to my phone, even though the it is a registered device."

"Improve the Sussex app as it doesn't always work."

"-Wireless network coverage improvement. ( There are some places on campus where wifi is unavailable). "

"The Sussex mobile app could be advertised more."

"You could try to do something about the android mobile phones that cannot be connected to eduroam wifi."

"Speed of the internet wirelessly could benefit from being faster."

"n/a"

"Have an integrated saving system which allows students to access their University filestore on their personal computers by using sussex direct."

"Make it easier to connect an iPhone to the network."

"More computers in the library and free printing"

"Cheaper printing"

"The email system is not great- when i click to delete an email it just goes grey and doesn't disappear from my inbox. Trying to use attachments is also unclear, very difficult to actually attach an item as it looks as though it is saying that it failed when it has been successful. Not sure what the buttons mean, they should say the words "reply" etc to make this clear. Also, the "send now" button is at the bottom and is not highlighted, it took me a while to find it."

"It would be helpful to have possibilities to repair minor damages on laptops/computers/smartphones."

"I do not like the formatting of the University's email programme, as when you delete emails they continue to stay in your inbox and it becomes cluttered"

"It is often quite difficult to find a free computer to do work, especially at peak times. Often people leave their computer logged on away from their desk for long periods of time. Perhaps more computers or time restrictions."

"Make the university email easier to use and able to notify when messages come through."

"Connecting to wired network with Mac - instructions did not originally work for me, perhaps need revising."

"The wired connection can slow down quite a bit in the evenings, but it is still a reasonable speed."

"Faster Wi-Fi."

Better connection, as sometimes Wi-Fi cuts out, especially in university residences."

"Speed up the internet, at times it can be too slow to watch lecture recordings."

"Improve wifi service especially in university residences"

"Improve reliability of wifi. Connection often falls off and is sometimes very slow. Also can be very slow in different areas of the flat."

"make the wifi more reliable"

"during the evenings sometimes the connection can be quite slow probably because there are so many using the connection."

"Try and improve the speed of the internet, which i know is hard but it can always be improved"

"Easier access to university managed file storage; like allowing to access through sftp (secure file transfer protocol) personal directory without the need of any web browser addons or 3rd party software (e.g. no winscp)."

"Improve network liability and speed"

"Free printing, faster and more reliable internet. AND please provide hard wire ethernet cord for free in accommodation that actually works! Mine doesn't fit to my computer."

"Email- not clear how to delete messages, even when deleted still can see them in your box, not sure why? also new messages are not appearing at the top, they seem to be between those that I have already deleted, unless I use drop box and choose -unread messages."

"Improve WiFi coverage and connection speeds"

"The wifi is sometimes very slow or doesn't work. I end up not using it sometimes and running off of my phone 4g which uses my allowance a lot."

"Have instructions up on the walls next to the Ethernet connection in rooms. faster internet would be useful."

"Improve wifi connection quality in residences. My phone gets no signal in my flat and as such I rely on the wifi to send messages when I'm at home. The connection is continually dropping making it very frustrating when trying to facetime or send messages."

"You should probably make the WiFi connection much faster."

"increase wifi coverage across campus, it is not excellent"

"The Wi Fi in the library is sometimes not accessible or very very slow which means that you cannot print. I don't know much about it but maybe it can be made stronger"

"The wifi in my residence is extremely temperamental so am forced to use wired connection most of the time. Also, sporadically find myself having to set the connection up again (the page where it asks you whether you are guest or student)"

"make the WiFi faster"

"The reliability of the internet when using it from a laptop could be improved. It often cuts out or wont connect"

"The wifi is extremely unreliable, especially in the library where it should work at all times, and I often end up sharing the mobile network from my phone. It is often impossible to find a computer to use, and I can't afford a more portable laptop at the moment. The email is difficult to use - I can never remember which button represents "send"!"

"- Lower the price for printing

- Organise more workshops on software usage (eg. Excel, the Uni drive, online storage, introducing useful software/apps for studying)"

"Allow for videogame console support across the university internet - it's not even possible to run consoles online whilst using an ethernet cable. Also, general server instability when playing a multitude of PC games."

"improve the speed and sometimes there is a case of losing connections so this needs improving."

"Speed up the connection if possible and extend wifi connection because in some areas it does not work"

"More PC's in library."

"Need more clusters in the Library. From Noon till 4pm, it is virtually impossible to get a computer."

I found the Jubilee Building's cluster room always has printing problems. There should be regular checks of that cluster room's printing capacity.

Opening PDF files on PCs in cluster rooms cause serious issues. The computer tends to freeze periodically while PDFs are open. This occurs EVERYTIME I open a PDF; it is not an isolated incident."

"Connection onto Internet outside of buildings"

"Allow more devices to connect to to the wifi."

"Improve the possibility to print from our own laptop"

"Online chat, I think that is a great solution for step by step guidance"

"The connectivity of the wireless. The wired connection is great however when connected to wireless my devices always fall off the internet around campus and sometimes even have trouble connecting."

"Better Wi-Fi"

"I'm not sure about the rest of campus but the wi-fi in Northfield especially where I am in block 3 is very poor. I was therefore using cabled internet and that was good generally until it suddenly went down yesterday and hasn't come back up. If these two things worked better it would be very helpful."

"Improve internet service on campus"

"more printers made available and make the 24/7 access code more known to students"

"Sometimes the internet is a bit slow, that could maybe be improved."

"General internet speed is slow but obviously very expensive to upgrade."

"Maybe expand past just connecting to Sussex wifi, I would have thought an IT department would be more comprehensive. Also if the machine could accept change lower than 50p that would be fab."

"Internet speed is fast very quite unstable. A lot of time I have to refresh a webpage because it isn't loading"

"My former college lent out I pads to its students as well as laptops and had pc clusters. I believe this would be useful for many students at Sussex"

"wife connections between buildings."

"enable unread emails from sussex address to show on the phone without going onto your emails"

"Make the Wi-Fi able to accept game consoles and other devices as it has limited the use of my items. Also, if Wi-Fi is included in the rent it should work on all devices."

"faster speed of wi-fi"

"no idea"

"More computer facilities for group work such as presentations."

"Wireless and wired internet speed consistency"

"The wifi needs to be improved, especially so it is available in all areas of campus. I cannot connect to it in my room in Norwich House which limits me to a cable connection and no use of it on my phone."

"Make it clear that you'll probably need assistance when connecting wifi to a laptop. Most of the people I know struggled to do so."

"make the eduroam wifi service easier to connect to,"

"Using a more advanced email system."

"The speed of the wifi."

"Cheaper printing - very expensive  
More computers - sometimes not one available"

"Make connection to the WiFi easier."

"More PCs in the library"

"The school wifi connection is very poor in Northfield. I hope you guys can do something with it :)"

"Nothing. I'm very satisfied"



## **Please tell us the best thing about IT at Sussex**

"Its there"

"IT support is very friendly and helpful."

"Wifi all over campus, reasonably priced and easily accessible printing, podcasts of lectures."

"wired connection is good and the IT people are nice and will help even with what must be the silliest problems really"

"The ease of getting assistance if needed (e.g. Shawcross)"

"guess the people are quite friendly and always willing to help as much as they can with the limited equipment they have."

"Availability."

"It is available."

"Very well organized and all instructions are easy to follow. User-friendly IT services online."

"The number of computers across campus."

"easy to connect,wifi works well in lectures"

"Always reliable, fast computers available to use."

"can connect at other universities"

"Internet is stable in my residence. I do find it slower than cluster rooms, but it is manageable. Staff seem kind and willing to help (witnessing, I have never had the need to ask for help yet)."

"Their active services (e.g. computers, software, and ease of printing)."

"Very helpful in shawcross and lots of information and help available"

"Service was very quick and friendly when face to face."

"SussexMobile and 24/7 computers"

"Wifi is available almost everywhere on campus- very useful"

"Wired connection speed is good"

"Easy connectivity and access, quick internet and so far very reliable."

"Available all over campus (when it works)"

"Unix server allowing me to run things such as MATLAB meaning I save money having to purchasing licenses."

"Help service at shawcross.  
Good internet speed and signal, but very unstable"

"They're very helpful and informative despite a lot of issues not necessarily being down to them."

"Lots of information online"

"The Fact that it is convenient to use as you can access it all around the campus"

"You have always been able to answer my questions."

"Easy to connect to"

"Computers are everywhere."

"The website's design is accessible and easy to use."

"Good coverage of wifi and sufficient pc centres."

"good wired internet connection"

"Availability of computers"

"Every worker is very kind and accessible, they are always able to fix your problem"

"Wifi always works in lectures and seminars"

"staff are always easily approachable and always help with problems."

"Sussex and Study direct are extremely useful"

"How easy it is to find and use a computer for anything on campus"

"Excellent help pages online."

"Computers available 24/7"

"Round the clock availability."

"Good and helpful staff"

"printing service is really great with high consistency. great job !!"

decent quality of computer provided in the uni. 24/7 is also a great feature and so convenient to us as a student."

"Choice of mac or PC and are open 24/7 in various places without needing to find your student card."

"helpful staff"

"It's great that there are people to help with specific problems/"

"the availability of the computers"

"I like how there is an option to connect over wifi but also wired, as it is quicker."

"never been without access to internet"

"N/A"

"The assistance."

"I think that the best part was how easy it was to log into the wi-fi system when I arrived and the fact that wi-fi is available almost everywhere on campus"

"Email reminders to return books."

The app"

"Service is great."

"application jukebox is very useful and the computers provided are not slow"

"Printing service"

"Speed and the availability across campus."

"good service from staff when you need help"

"There always seems to be someone to help at Shawcross. The mobile app is a little confusing (you can't skip weeks but have to flick through all of them etc.) but does its job."

"Shawcross is open 24hrs :D"

"the app is really good"

"24/7 access"

"Flexibility and versatility"

"Friendly and always has the solution"

"The strong availability of wifi around campus and the easy use/access of email."

"Very help IT Assisstants"

"Access everywhere (when it works)"

"n/a"

"n/a"

"There is a building dedicated to IT help (Shawcross)."

"large desk space"

"always helpful and have never turned me away"

"Other than the wifi everything else is good, staff at the IT desk couldn't be more helpful."

"Wired and wireless connection in my room"

"Computers are always available when needed."

"the app is excellent."

"Speedy wifi!"

"They are always there to help in the IT building and it is not a long wait to be helped."

"Mobile app"

"The way lectures and materials are readily available online through Sussex and Study direct."

"Lots of computer clusters, wifi is good in most places around campus"

"The 24/7 access to clusters of computers is superb."

"University App is very useful and is generally reliable, it does need updating to fit with iOS8 though"

"It exists."

"Accessible internet across campus"

"High speed internet  
Excellent devices and printers  
24/7 "

"The printing service is quick and easy to use"

"We can use both Mac and Microsoft computers."

"Really reliable and helpful :)"

"Study direct, very useful for being updated about and changes to the timetable and accessing course material."

"friendly staff who are well trained in that area."

"the iPhone app."

"Wi-Fi on laptop works v well"

"Wifi is mostly consistent across campus"

"The recorded lectures are very very useful!"

"very helpful and qualified staff to give advice"

"Very reliable services"

"Most of the area is covered"

"Internet download speed; it's the fastest I've experienced."

"friendly staff especially when i'm stressed - thank you and sorry!"

"Lots of printers"

"Its great that there are so many computers available in the language learning centre. I spend all my free time there to study. Also, the monitors are so huuuuuge :D thats really great.

In general, its also great that study direct and sussex direct exist and acutally work really well."

"Easy to contact someone for assistance!"

"The university app is really helpful and it is good that generally wifi service and computers are easy to access"

"personal assistance when problems with the connection"

"The mobile app is very useful, as are study and sussex direct, they're very simple to use. Lots of IT information online."

"outstanding wifi everywhere.  
very easy to connect once set up."

"Good service"

"The connection at the library (on the library computers) is really wonderful, wifi works superquickly and is reliable. I also love the printing feature, printers work so quickly I often have my documents ready before I can say "let me just grab my papers"."

"the wired internet connection"

"Online information and Android app"

"The mobile app"

"do your work really fast"

"The web printing service."

"You don't have to pay extra for it (although the university does place adverts on most websites that are accessed through the university's WiFi [outbrain.com])."

"Troubleshooting problems were quickly resolved"

"its fast"

"The instructions on the webpage are very easy to follow."

"Very quick response, the internet service is fairly good comparing how big the network is."

"It's vast scale because it allows students to study at their own convenience"

"Friendly staff"

"Sussex direct, very helpful and clear."

"Friendly when answering to questions and solve problems quickly"

"Study direct is well designed and works well"

"learning outcomes"

"the support and advice!"

"Quick service, friendly people who are willing to help"

"Having the chance of winning an ipad."

"Variety of resources, friendly staff"

"Can print paper in northfield"

"the wired connection is very satisfied. but the wifi in the university is poor"

"Fast, easy connection."

"The wifi on campus is really good and usually works fine both with a computer and mobile."

"The wifi is available around most of the campus"

"There is always somewhere to use a computer"

"The ability to borrow equipment and it is easy to go in and ask for assistance about wifi, etc."

"Appropriate hardware is used for computers used by informatics"

"it is accessible most of the time"

"User friendly. Lectures online and other module information is very helpful, particularly the UoS app."

"computer clusters"

"It is very well organised and helpful"

"smooth and fast most of the time"

"Had I used it, the fact that IT is open so late would have been helpful."

"Its consistent in my experience"

"Simple to use"

"The ease of use, there's no unnecessary procedures to use the laptop, and I feel if help is needed it would given and would be very useful for me"

"Fast and well-equipped computers."

"Wifi everywhere !"

"easily accessible should they be needed"

"Generally internet speed is good and wifi is reliable."

"Amount of good information available online (and in other formats)."

"There are lots of computers around the university if there is a need for one. And the web printing is a good idea."

"Exceed on Demand has been the most useful part of IT services as being an engineer, having high end software available at home is very important."

"The online access- e.g. the app and how easy webmail and the app are to use."

"The fact that coverage exists in all relevant buildings."

"The app is very useful."

"24/7 PC clusters"

"large amount of computer spread all around campus"

"It's spread out so where ever I am I can connect"

"Good range of facilities situated all around campus"

"Sussex/ Study Direct are good services, along with the email."

"The availability of resources in many different places"

"Very willing to help when in need"

"The personal help at Shawcross if we have any problem that was really useful"

"I went to get help from the IT services and the problem was solved quickly and effectively"

"PCs are powerful and can run cpu intensive software like photoshop smoothly"

"Its simple and accessible throughout the campus. Computers are widely available."

"Helpful service"

"able to access work from any computer"

"Helpful and informative"

"so many computers and locations to use IT"

"Quick Wifi on my Android"



"24/7 computer service"

"a lot of computer i can use and i can have a discussion with my groupmate with the computer."

"Easy to use and understand."

"How easy it was to connect to the wifi and that i have not had connections problems so far, although it could be faster"

"The staff are friendly and helpful."

"Fast speeds, when it's actually working."

"It has almost always worked for me"

"The mobile app. It's so useful for checking my timetable/email/library info. Also putting all lecture resources online makes it much easier to keep on top of course content."

"sussex direct app / website is very good resource"

"There are computers when you need it, just need to find them."

"The wifi is generally quite good and well spread"

"Support services if you have internet problems etc"

"The variety of computers"

"Computer facilities are fantastic."

"the wifi is great!"

"I thought the in-person assistance the first week when I arrived was very very helpful. I had trouble setting up wifi on my phone and computer and they walked me through the steps so I knew how to do it myself in the future. Very helpful and patient."

"Fast Internet."

"I like how there are many computer spaces to choose from. The wifi is always working and the websites are never down. I'm excited about the fact sussex students will be offered Microsoft office packages to use with their studies. I also love how they let you borrow laptops from the library but dislike the fact it is only for a few hours would be more convenient if it was for one day."

"the app is great"

"Friendly, open, inclined to help. Possibilities to use technology without actually owning any."

"chromebook service in the library"

"It is easy to use"

"I find the app so useful but the whole study direct website service is incredibly easy to use and works to great effect."

"Help you with problem you are having with your laptop or mac."

"Great quality and availability of services is extremely useful for my studies!"

"Services available round the clock and staff always friendly and helpful."

"Very friendly and helpful when I have questions"

"The app is good"

"the Wifi is free aswell as services for infection and viruses on laptops are free. Shawcross is open long hours making it very accessible."

"always somewhere with computers free"

"E-mail service and app on iPhone"

"Being able to connect to internet anywhere on campus"

"How easy it is to get a problem solved"

"I've never encountered a problem using the University computers. Everything works as supposed to."

"Printing service is really good"

"The cable internet was a good alternative to the free wifi until it went down."

"How easy it is to set up and the connection is incredible."

"Being able to check out laptops."

"Recorded lectures"

"Very willing to help and very knowledgeable"

"Being able to drop in and get assistance."

"The accessibility of Wifi is really good, I find even when im not in a building I am still able to access wifi in some areas"

"There are a great deal of pcs and macs all around the campus, which has helped me a lot when I want to study on campus."

"Good printing service"

"Very polite and helpful staff"

"Lots of 24/7 PC Clusters"

"Computers everywhere"

"Very easily accessible through a range of different communication points."

"the help from the IT with setting up the internet on phones/ ipods/ laptops"

"That there are always some computer areas which are made available 24/7 (excluding the library)."

"seeing a friendly face when you have no idea how to use your own laptop!"

"Free to use; WiFi anywhere; University computers anywhere."

"I think that the best thing about IT at Sussex is the App for the mobile phone, because it has all the necessary services that I need."

"Computer clusters available most of the time."

"The quickness and efficiency of the center when I have a problem is very much appreciated. Most everyone that works there is very friendly."

"very reliable."

"very convenient to contact the it service."

"it opens 24/7"

"Availability of computers, the programs and resources available."

"Efficiency. Accessibility"

"Very reliable and always help available"

"Computers are up to date so easy to use"

"Study direct, the amount of content that is available online is really helpful"

"always very helpful and able to sort any problem"

"the printing service"

"The sussex uni app is incredibly useful for checking timetables etc."

"The fact that WiFi is across campus. I can be anywhere and use WiFi, and also that it's (sometimes) incredibly fast!"

"Once I've connected to the internet, it appears to work well."

"The advice and help at the students disposal is very impressive considering the vast number that study and sussex"

"Staff always happy to help  
Comfortable atmosphere"

"Very reliable."

"It's easy to use and well explained."

"Quick support"

"The responsive staff"

"Connection almost everywhere on campus! Works better in Library and Lecture/seminar halls than accommodation."

"I like that there are computer clusters in a lot of places although there could always be more!"

"easy access."

"The staff is hands on and always ready to help, there are computer clusters at many places so makes it comfortable."

"Able to use all around campus"

"The hours that IT help is available."

"Eduroam Network"

"Very helpful at Shawcross; they have a lot of time for students."

"easy to get any problem fixed quickly"

"Volume of computers available."

"The readily available I.T. help if there is something wrong."

"24/7 access to computers."

"Readily available wi-fi"

"Printers and computer clusters are pretty much available everywhere."

"I like the central documents folder, that I can access from everywhere."

"The best thing is computers provided are of mac and windows, which satisfy both types of computer system user."

"Accessibility of  
Computers"

"i never had any problem with the connectivity during on-line tests or courseworks"

"On campus computers are very good, nice screens, fast computers. Sussex mobile app is very good (PLEASE fix battery issue though!)"

"there is wifi anywhere on the campus."

"The app is very useful and the when PCs are available to service is very good."

"The assistance at Shawcross is very good."

"The easy access in most areas of the campus."

"Able to connect from most places"

"The facilities."

"Jubilee computer room"

"Availability"

"Reliable service with good speed."

"very easy to add new devices"

"Fast log-in of computer"

"The instructions are easy to follow in the handbooks, and any questions can be answered by just visiting the site."

"Speed is good.

Access for informatics students is good. (Chichester labs)"

"Fast and easy set-up to get online"

"Helpful"

"Can access recordings of lectures"

"The 24/7 computer rooms."

"They are very helpful and speedy in their reply, which is very helpful for students at Sussex especially new students who these services are new to."

"People in the IT service was helpful when I came to them"

"The computers have all the necessary software to complete work and print efficiently."

"Quantity of computers & email service."

"They help you immediately"

"The Wired connection is fast. Really fast."

"Wifi is available pretty much everywhere"

"The people in the IT department seem competent"

"The Chromebooks in the library; I found laptop-lending to be a very cool idea"

"there is always help if you need it"

"app"

"The access to the university's wifi."

"Lots of computers available on campus for people who do not live on campus and do not bring a laptop."

"Wi-fi on campus."

"Computer access on campus is good."

"The extent of the availability of computers in the library and computer cluster rooms"

"Good number of computer rooms all over campus."

"up to date with everything and concerned about people's feedback"

"Excellent internet connection, and good standard pc's."

"The email and the assistance"

"the wifi is everywhere and very quick"

"both Windows and Mac are available"

"lots of resources and lots of computers to use for work"

"very helpful and quick responsive staff"

"Always accessible, particularly to the lecturers who rely on technology!"

"Easy access to computers in library or Shawcross."

"When I manage to find a computer actually printing my work and putting money on my account is very easy."

"open 24 hours"

"Computer rooms"

"24/7 IT clusters"

"it's easy, you can use it anywhere"

"The amount of computers and how near they are to the books"

"Listening to the student's and trying to improve the quality of our life at university."

"I really love the App, so useful and convenient for checking everything, anywhere and any time! so great!"

"Always a way to help solve the problem"

"good wifi connection in northfield"

"the wifi works all over campus. so useful."

"The websites are very useful"

"Wifi is everywhere"

"The internet has never stopped working for a long period of time so is reliable."

"Its reliable and understands where needs need to be meet to maintain and strong level of sucess"

"That you can receive wi-fi all over campus"

"speeds in labs at silverstone are excellent and very well organised and love that there are so many great programmes installed"

"wifi in every building is very useful"

"24/7"

"The Sussex app is amazing! Honestly, great job!!"

"Lots of computers available throughout campus.  
Offer different types of computers i.e. window 7 / 8 pcs and Macs  
Laptops available to loan"

"How helpful and friendly the staff are."

"In one word 'accessability' always being able to access a computer at any time every day of the week."

"FTP access to files off campus"

"The best thing about IT services is that I can access my work from any computer, even from home, so that is very useful that I am not dependent on a computer, which makes things more portable, by just using an account, but not a PC or laptop that you have to carry with you all the time."

"In depth information and fast and easy to speak to someone face to face"

"Can ask face-to-face in IT services and solved problems immediately."

"the staff are very friendly"

"Lots of computers available"

"Printing"

"Good connections most of the time"

"The wifi around campus is generally pretty reliable and useful when I'm on the move."

"Best thing is the face-to-face assistance! People are always available and pleased to help us with any problem we have."

"I was fully satisfied with the service in Shawcross."

"Free programs to download."

"The ability for students to read about and watch particular lectures and to get most of their weekly readings online."



"People are friendly at Shawcross and helped me connect my phone and mac."

"wireless on campus"

"It is mostly 95 percent reliable."

"Ethernet cable in every room."

"Consistent and reliable. Allows me to leave my laptop at home, so I do not have to carry it around."

"The app for students is very useful!"

"The availability and the quality of the computers and software provided"

"Easy to print, to scan, speed wireless."

"the wifi being all over campus"

"How many resources are available online."

"-The sussex uni app."

"Very helpful staff!"

"simple to use and good help resources online"

"Very simple to set-up and connect to the internet."

"One of the best things is the speed via the wired connection, although wifi is some what limited the wired connection allows a clean smooth connection to the internet."

"library being open almost 24/7"

"The webmail is very good, as well as the availability of computers in the library."

"The wifi works almost anywhere on campus"

"very good wifi , speed and connection everywhere."

"It's free. The app is really good"

"The mobile app is organised, reliable and an essential part of my academic life at Sussex."

"Good quality of information provided on the website"

"Lots of computers."

"Connection speed is usually fast"

"Everything is accessible online"

"The availability of podcasts of lectures and the update tab which allows you to make sure you are up to date with work."

"Wifi is available everywhere but not always reliable"

"Having help available at the desk."

"the best thing is that I can access the same desktop from any computer on campus and that facilities are open 24/7"

"Help"

"customer service"

"all place in university can use internet service"

"The Wi-Fi has so far been very fast and reliable and there are always friendly staff available to help with problems."

"The computers in the library/Richmond/Arts are abundant and of high quality."

"Its very simple to get used to and instructions and help is clear"

"The app that I can use on my phone."

"the wireless connnection"

"The library"

"Staff is extremely helpful"

"5 minute use computers for printing"

"Provides everything needed, e.g. email, study direct, sussex direct etc."

"Very accessible everywhere on campus and easy to connect."

"The computers are modern and the buildings are warm and friendly places to be."

"Help is readily available if needed"

"Wifi is almost everywhere :)"

"the quiet zone helps a lot especially when you need to concentrate on an assignment ."

"The wired connection is surprisingly fast and study direct is very helpful and very well implemented."

"It exists, and is free!"

"Avaliability of wired and wifi internet. Good access to printers."

"The fact that they take IT issues very seriously and are genuinely enthusiastic to help resolve your issues!"

"It is very easy to set up and navigate around"

"The app"

"There are plenty of computers everywhere to use, never been stuck finding one"

"Internet connection across all of campus is good. after initial set up it is easy to use a connect wherever you are."

"Email"

"The email service, I receive emails often telling me about different experiences and guest speakers attending the university."

"24 hour access to computer clusters "

"The Front desk is always prepared to help with any problems that we might have. Although not always possible to solve them."

"The staff are very friendly, attentive and supportive. Also, the training workshops they run for students to better use the vast array of specialty software (Maple, Mathematica, SPSS, Minitab, Stata, E-Views etc.) in Shawcross and the Library is an added boon, not to mention the really fast response time they have to e-mail queries (less than 15 mins, usually), and the Internet service that never fails to meet very high standards of provision (academic, entertainment, uncapped bandwidth throughput and speed all of stellar quality)."

"there is wi-fi almost everywhere on campus"

"Always very helpful and patient when I've needed assistance in person and seem very keen to improve the already good job they're doing!"

"Lectures being uploaded"

"The speed of Mac in Shawcross are quick."

"I love using the Sussex Mobile app."

"The staff is incredibly helpful and nice. They could fix the problem with my laptop even though it was in Hungarian."

"Large number of computers are available"

"The wifi in my flat (east slope) always works extremely well."

"the computers work!"

"Great wired connection. Helpful webpages."

"The Sussex app and Webmail is incredibly useful"

"many computers available to use"

"Study direct"

"Good customer support especially the help desk clerks are kind and reliable"

"chichester labs are extremely useful!

wifi is also very handy!"

"the service I received when my laptop wouldn't connect to the wifi at Shawcross was amazing, the guy there didn't make me feel stupid, he was really helpful and we had a nice chat :)"

"The number of PC was good for everyone to use."

"The Sussex app- extremely useful and fast way of finding information"

"Recorded lectures. Very helpful at IT desk."

"IT services at shawcross is very well set out and the staff are very friendly, and they actually know what they're doing."