Follow up actions from – "How is IT for you?"

IT Services is making the following improvements in response to the findings from the 1st yr undergraduate survey in Dec 2010, see summary report at

http://www.sussex.ac.uk/its/pdfs/surveys/2010summary.pdf

and will update this table during the year as more improvements are made.

Summary of Actions

You said	We are responding by
IT Induction, training and support	
"[There should be] "2 chances to do the induction during freshers week."	ITS will investigate with the Schools when would be a good time to repeat induction. Students who missed their ITS Induction session can catch up online, and see the three short films and also the video guides at http://www.sussex.ac.uk/its/welcome
"Maybe made some video, explaining how to certain stuff"	ITS already have video guides linked from the ITS student webpage http://www.sussex.ac.uk/its/welcome and you can see all the video guides on the IT Service You Tube channel at http://www.youtube.com/user/itssussex The current guides include: • Connecting to the internet • Installing Kasperky anti-virus software • Check your timetable on Sussex Direct • Reading your email • Changing your password

	• Saving documents • Printing documents • Logging in to Study Direct • Finding a training course and we will add more videos if we find they are popular.
"more information privided at the start of term explaining where all printers are"	The Using IT@Sussex booklet, given to all students who attend IT induction, shows all the computer clusters with the campus map on the middle pages, along with details of printers. All computer cluster rooms have black and white printers and those with colour printers are indicated in the table.
[more]."..training courses, though I wish there were more, especially for the more advanced user"	ITS currently offer 31 different training courses, with advanced courses for Word and Excel, see http://www.sussex.ac.uk/its/services/informationandsupport/training/coursedescriptions We will continue to review our courses, and if there is sufficient demand then other courses may be offered. Specific requests can be sent to its-training@sussex.ac.uk
University Computers	
"Library should have more PCs as it gets really crowded during midday." *"More computers in the library needed - also, annoying when they are needed for work and people are sitting on Facebook!"*	When the Library refurbishment is complete later this academic year there will be more PCs, with the total number increasing from 140 PCs to ~196 PCs.
"need scanner in the library computers"	**ITS installed 5 new scanners in the Library G70 ground floor computer room at the beginning of the Spring Term 2011.**
"I was totally unaware that there were	ITS is working with Estates who are improving the external and internal building

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computers available in other areas around campus. They should be better signposted." *"Need more info on exactly where the computer cluster rooms are in each building, as some of the buildings are hard to navigate around if you don't know them."*	signposting to computer rooms. **Estates have installed new sign – Pevensey 1 - on the outside of building which can be seen when walking down path from residences and IT Services.** ITS will continue to advertise the computer room locations as widely as possible: • on the ITS web pages, • in the Welcome Booklet given to all students who attended induction, • on separate map sheet • on the SussexMobile phone app.
"This plasma screen service that tells where there are free computers - where is it? Move this service to the very front of the library."	The ITS status screen displaying the list of free computers is on the ground floor opposite the doors to the Library, above the printing account banking station. ITS will work with others to position the status screens more prominently, and also to make the information more eye catching. **Status screen information display was improved in February to make more eye catching and easy to understand.** The free computer information is also on the SussexMobile phone app.
"I think that there just needs to be another one or two computer clusters on campus. At least one cluster needs to be open 24/7 as far as possible"	There are already many cluster rooms that are open 24/7 – ITS Shawcross, York House, Pevensey 1, JMS and the Library is open 24/7 during the week.
"I still don't know where to get the 24-hr keypad codes for shawcross etc from"	The 24-hr keypad codes to enter the buildings with 24/7 cluster rooms can be found on the ITS web pages, in the "quick links" section at the bottom of the ITS home web page. and this link is included in the notice on the doors. http://www.sussex.ac.uk/its This link is also displayed on the notices by the keypads at ITS Shawcross, Pevensey 1,

	and JMS entrances.
"Having a page possibly where you can look up where free computers are before going to the actual labs."	If you have a smart phone, then this information is already available in SussexMobile ITS will make a prominent web page with this information too.
"I would like to see more iMacs in Shawcross and perhaps in other locations such as the library.."	There are currently 11 iMacs in ITS in Shawcross, (not space for any more unfortunately), and **8 iMacs were installed in the first floor computer cluster in the Library during the Autumn term 2010.**
"More stand-up terminals like the ones in Shawcross would be good" *"There should be more quick printing stations like in Shawcross"*	There are currently 2 stand up (on shelf, no chairs), short stay, < 5mins, PCs in ITS in Shawcross. ITS will investigate if there are other PCs or areas where short stay PCs could be identified. This only works if students stick to the 5 min time limit advertised on the notice by the PC.
"special area just for printing as some people use university computers for facebook etc which wastes other peoples time when all they need to do is print" *"A cluster of computers which is only for printing work and has a time limit of 10 mins to print your work and leave."* *"why not set asidea computer or two just to allow input of memory sticks to be able to print out?"*	ITS will also look to see if we can find any suitable space(s) to set up special area(s) with computers that can only be used for printing, and not for any other activity – like email, web browsing. **Unfortunately ITS in Shawcross, an obvious choice, is already crowded and so at the moment it would be difficult to add more printing computers, but did change one of the kiosks to be a short stay PC, so now 2 short stay PCs.**
"Warmer computer rooms please? Also	ITS will check with Estates about the heating and ventilation in the current computer

more computer rooms!"	rooms.

ITS will also pass on these requests to Estates to remember in their campus space planning. |
| **Printing** | |
| *"Some way of explaining how to use the printers (e.g how to print double sided)."* | General information about using the printers is included in the Using IT@Sussex booklet, given to all students who attend IT induction.

This is supplemented by the many FAQs on the ITS web pages.

FAQ 905 =
Can I print on both sides of the paper?
http://www.sussex.ac.uk/its/help/faq905 |
| *"Printing is too expensive!"*

"printing should be free but limited. For example please let each student account have 10-15 pages/month. If they use more than that they have to pay 5p/page. This would be helpful." | ITS will continue to purchase and maintain printers, paper, toner etc as efficiently as possible.

Initially ITS give each student 50p printing credit to get them started using the printers in their first term. After that Schools can purchase additional credit for their students which ITS will credit to their students' printing accounts. |
"Rework buying printing credits, a minimum of £10 is too much."	ITS will check again, but last year the minimum payment had to remain at £10 due to the transaction charge.
" it would be very useful if you could use the printers from your laptop (e.g. by logging onto study direct etc)"	ITS is working to introduce a new printing service which will include being able to print from own laptop to a charged printer.
"In shawcross, when printing, everyone's always scrabbling through the printing	ITS will investigate displaying printing information on the large screen on the wall beside the printers in Shawcross.

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pages to see which theres is coming out of: there should be a screen above them saying where each users work is going to come out. The ones on the printers are not enough and have no effect."	
Software on University Computers	
"Addition of Firefox or chrome browser"	Annual software review - Each year, ITS consults with staff and students to identify future software requirements for computers in offices and cluster rooms. See http://www.sussex.ac.uk/its/services/programsandsoftware/software/review **ITS has included this request in the current review.**
"Audible warning if pen drive still connected on logout"	ITS will investigate to see if a warning of some sort can be given. **Audible warning added to the iMac computers in IT Shawcross as a trial.**
Internet Access	
"Improve the speed of the internet, please, especially in the evening it is incredible slow" *"..the Resnet internet speed is quite slow between 5pm - 12am usually.."*	There is currently only one link from Sussex to the internet, and that is shared between the wired academic network – PC clusters, lecture/seminar rooms, staff offices, and the wired ResNet and the wireless eduroam network. A second link to the Internet has been purchased, and when that is in service there will then be two links to the Internet. It is planned to allocate the first link to the academic network and eduroam network, and the second, backup, link to ResNet. That will improve the speed of ResNet. **An improved replacement wireless network is currently being tested by ITS in Shawcross.**
"Instructions to set up connection without X-Press-Connect (for Linux, etc, where	ITS has a leaflet "Connecting to ResNet or eduroam with Ubuntu Linux" which is

X-Press connected is not supported or just for people who want to know what is changed on their computer"	available from the IT Service Desk in Shawcross. This is also online at http://www.sussex.ac.uk/its/help/guide?id=107 and linked from the ITS FAQ 1380. How can I configure a computer using Linux to connect to ResNet?
"The pink cables are not always long enough."	ITS consulted Residential Services and purchased 3m pink cables for most campus bedrooms and 5m cables for the larger shared rooms. Students should go to Residential Services if they need a 5m cable and have not been given one.
Additional Wireless Coverage – Residences	
"Wireless coverage at the halls of residence would be really useful. People in my flat are constantly fighting over the single network cable in the communal area." *"In accomodation so you can connect more then one laptop to the internet and you can use your laptop in other areas of the room rather then just where the cable will reach."* *"In our rooms! Then we can use our Ipod touches etc."* *"The laundry room in Stanmer"*	The residences currently do not have wireless coverage in the bedrooms or in the communal areas. There is wireless coverage in the York House 24 hr PC cluster, and also the Park Village Social Centre, Stanmer Court Social Centre and East Slope bar, so areas nearby may get some wireless coverage, see ITS FAQ 1181 http://www.sussex.ac.uk/its/help/faq1181 IT Services will once again be working with Residential Services to investigate and review the internet access in residential areas.

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Additional Wireless Coverage – other areas	
"The Meeting House - it is a bit hit and miss in this building."	IT Services have installed a wireless access point in the Meeting House, and will check the wireless coverage there.
"Muslim Student Centre" *More in the cafes, and quicker, please?"* *"The bars."*	ITS provide wireless coverage in PC cluster rooms, the Library and communal areas such as cafes. If departments can identify suitable areas in their buildings – cafes, common rooms, then they can ask ITS to install wireless access points to cover those areas. **ITS will work with the Student Union to identify and install a number of additional wireless access points in general student communal areas on campus not in department buildings.**
Sussex Direct, Study Direct, lecture capture	
"Consolidate Sussex Direct and Study direct" *"All resources for a course module in one place"*	ITS is looking into this.
"More advice on the use of the ITS for example Sussex Direct and the Electronic Library"	IT Services will look into this, and also work with the Library on the use of the Electronic Library.
"To be honest the only "bad thing" I found on IT services is that some of the lecturers are not updating their course into study direct! I would be really happy if the lecturers are motivated somehow	IT Services offers regular Study Direct training courses and one-to-one sessions for lecturers, and will continue to work with the Teaching and Learning Development Unit to encourage them to update their material. http://www.sussex.ac.uk/its/services/informationandsupport/training/coursedescriptions

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by IT Services to update their course into study direct."	
Sussex Mobile	
"II wasnt able to use the SussexMobile application in my Nokia mobile and i didnt know why, it seems to work only for iphones but the leaflet said it was for all internet-access mobiles."	Sussex Mobile is available as a web-based app for smart phones or as an iPhone app from Apple's App Store. So using any smart phone just go to the web version at http://www.sussex.ac.uk/mobile The company Ombiel who make the CampusM mobile app that Sussex has purchased are currently working on apps for other types of phone. They say the Android app should be soon be available. They have only recently improved the web-based app.

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Students own computers, mobile phones	
"Instructions to set up connection without X-Press-Connect (for Linux, etc, where X-Press connect is not supported or just for people who want to know what is changed on their computer)."	ITS already have a leaflet "Connecting to ResNet or eduroam with Ubuntu Linux" – available from the IT Service Desk in Shawcross. Also available in the ITS online guide "Connecting to Sussex networks with Ubuntu" http://www.sussex.ac.uk/its/help/guide?id=107
"Also making it easier to connect to the Wifi sevices for my blackberry, i have tried many times to do it and i cant do it! (The xpress loading thing never works!!)"	**ITS has written FAQ 2242,** **Can I connect my Blackberry, or other type of smart phone, to the wireless eduroam network?** **Which has the Sussex settings for connecting Blackberrys, and other types of smartphone. write FAQ with details.** **http://www.sussex.ac.uk/its/help/faq2242**
"Hardware diagnostic equipment as IT servces can only diagnose software based issues."	The IT Service Desk offers help and advice to students and staff to connect their own computing equipment to the Sussex networks – ResNet and eduroam, to install anti-virus software and appropriate operating system service packs, and to use the software applications that are supported by ITS on the university computers. IT does not diagnose or repair broken or virus-compromised computers. The Union Computer shop in Falmer House, which is run by students, will diagnose and repair hardware faults for a minimal fee, see http://sussexstudent.com/unioncomputers

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