

How is IT for you? – 2nd Year survey

Online survey of 2nd yr undergraduates - June 2011

Purpose of survey

ITS invited all 2nd yr undergraduates to complete an online survey at the end of their summer term at university to get feedback on their ongoing experiences of using IT.

This was the first year we had run the survey for 2nd year undergraduates, we have now run 3 surveys of 1st year students in December,

<http://www.sussex.ac.uk/its/about/surveys>

and following the most useful feedback from previous surveys, we have extended the survey to gauge the ongoing experiences of students use of IT at Sussex, with similar, but updated where appropriate, questions.

The online survey using Study Direct, consisted of 37 questions followed by 2 free text questions for additional negative and positive comments.

Advertising survey

An email, containing a direct link for filling in the survey, was sent to all 2nd yr undergraduates. As an incentive/thank you we offered 50p printing credit to each student who completed the survey, and we highlighted this in our email and advertising.

The survey was advertised in the student newspaper – the Badger, on the university student web pages, ITS web pages and Latest News, ITS status screens. Students also saw the survey when they logged in to Study Direct.

The survey opened on Friday 27th May 2011 and closed on the last day of term, Friday July 1st and **220** out of possible 2682 students had completed survey, so **8%** response.

As with previous surveys we followed the replies as they came in, and noticed that after the first 100 the pattern of their responses was similar, with no great change as more replies were received, so we consider 220 replies gives us good representative feedback.

(This compares with 640 out of possible 3670 students, 17% in Dec 2009, when this cohort completed their 1st year survey)

Publishing feedback from survey and actions proposed

A summary report is published on the ITS web pages at

<http://www.sussex.ac.uk/its/pdfs/surveys/2011yr2summary.pdf>

This includes links to the full **220** replies, (names removed), which are published as PDF files on the ITS web pages at

<http://www.sussex.ac.uk/its/downloads/surveys/2011yr2replies.xlsx>

The list of comments given are published on the ITS web pages at

<http://www.sussex.ac.uk/its/downloads/surveys/2011yr2comments.xlsx>

The list of proposed actions to be taken by ITS, and passed on to other groups, will be published on the ITS web pages at

<http://www.sussex.ac.uk/its/about/surveys>

Summary

The following comments are grouped by topic picking up responses and comments from different parts of the survey, so this does not follow the order of the questions in the survey.

Not all % add up to 100% as it was not compulsory for students to enter a response for each question.

The main figures for this survey are shown in bold, with figures for their 1st year response, Dec 2009, included in italics if a similar question had been asked.

Number of responses

There was a fairly good response, considering that students were taking exams, **8%**, of all 2nd yr ugs, **220** out of a possible 2682, (*17%, 640 out of 3670 completed this survey in their 1st year*).

There were a few more responses from female students (**55%**, *60%*) than male students, and again responses from students in all departments.

Using IT Services

Slightly more students **54%** (*53%*) were satisfied with the face-to-face assistance and advice they received at the ITS Service Desk. As in their first year, a high proportion **39%** (*41%*) said that they did not visit the ITS Service Desk. There were many comments on the helpfulness of the staff, although **6%** (*4%*) were dissatisfied.

This year, 2010/2011, ITS extended the opening hours of the IT Service desk into the evenings during week days, and students were asked how satisfied they were with this service enhancement, **46%** said they were satisfied, but **50%** said they did not use.

78% (85%) of students said that they did not use telephone, and **62%** (66%) online/email, assistance from the ITS Helpdesk, but **30%** (29%) had and were satisfied with the advice.

Own computers

Most students owned and used computing equipment. Fractionally less than previously surveyed **0.5%**, (1%) had neither a computer or web enabled mobile phone.

These students again owned more PCs than Macs, **202** compared with **58** (569 v 103) this shows an increase in Mac ownership, **22%** (15%), **15** (22) owned a netbook, **8** iPad, **48** (89) owned a games console and **160** (160) owned web enabled mobile phones.

Laptops

96% (95%) of students owned a laptop, netbook or iPad

The majority of students still do not take their laptops into lectures, although slightly less do than they did when last surveyed, **76%**, (74%).

The most common reasons given for not taking their laptops to lectures are summarised as:

- *"No need to, lectures aren't geared towards them"*
- *"I don't want to damage it"*
- *"No power points, I prefer to hand write notes"*
- *"Easier to hand write notes. A bit too heavy to always carry on campus"*
- *"To big and no wireless signal in most lecture rooms"*
- *"Its too much of a distraction and most lecturers prefer it if you do not bring one in because it distracts others"*
- *"Short battery life. And a bit pointless. And the typing sound is annoying when other people bring theirs."*
- *"inconvenience, wifi issues, nowhere to charge laptop, which has a short battery life."*
- *"One of the lecturers for Business specifically made it clear during some of the lectures, that we were not allowed to do so. Hence, people in Business stopped taking laptops to lectures."*

Mobile Phones

All students owned a mobile phone, of which **70%** had internet enabled phones. The most popular phones were iPhones **21%** and Blackberry **16%**, these were followed by Samsung **11%** then Nokia and HTC both at **8%**. The most popular providers were O2 **25%** Orange **20%** Vodafone **18%** and T-Mobile **13%**

69% of students were satisfied with the mobile voice and text reception on campus although **17%** were dissatisfied, and **9%** did not use.

Of those that had internet enabled phones **40%** were satisfied with the mobile phone internet service on campus although **15%** were dissatisfied, and **25%** did not use. **22%** of the students, that did use the internet, found the 'SussexMobile' web link useful for checking information while **33%** had not used the facility.

There were many similar comments concerning locations with unsatisfactory reception of both voice and internet reception. The main locations mentioned were the Library, Lecture rooms and Residences.

'eduroam' Wireless network

36% (32%) of students were satisfied with the reliability and speed of eduroam, although **44%** (15%) were dissatisfied, and **18%** (39%) did not use.

As with previous surveys there were many comments requesting additional wireless coverage, the most common locations mentioned were the lecture rooms, Library, Library square and Bars.

Computer clusters

The most popular place for working on computers was the Library **81%** (79%) followed by ITS **63%** (42%) then Pevensy **56%**, York House **28%** (21%). JMS had increased usage from the 1st year survey **18%** (4%).

73% (78%) students were satisfied with the computer clusters, although **5%** (11%) did not use them at all.

As with the 1st year survey we asked if the plasma screens that advertise PC availability were useful in helping to find free PCs, **42%** (40%) students said yes, and an equal amount **42%** (52%) said they did not look at them.

Lecture and Seminar Rooms

Most students **75%** (76%) thought the teaching environments were well supported with projectors, smartboards and other audio equipment.

55% (48%) of students thought the lecture capture service helped support their learning, although **30%** (36%) of students indicated that their tutors had not used the facility.

Sussex Direct and Study Direct

96% (93%) of students agreed/strongly agreed that Sussex Direct was useful for finding information and easy to use, and **91%** (88%) that Study Direct helped support their learning, and was easy to use and performance, time to load pages, was acceptable.

Web site usage

As with all previous surveys Facebook **89%** (89%) is the site that many students use regularly, followed by YouTube **68%** (66%), then Sussex webmail **57%** (66%) Only **2%** (4%) used SPLASH.

Printing

71% (66%) of students were satisfied with the printing service and **11%** (19%) did not use the printing service. (It is assumed they have printers of their own).

Last year ITS introduced a double sided printing service which **66%** (73%) said is useful.

File Storage

ITS provide 1GB of backed up file storage for students on their N: drives **72%** (64%) of students were satisfied with this, while **18%** (33%) have not used their N: drive for storing files.

Email Service

77% (86%) of students were satisfied with the webmail service provided by ITS, and **15%** (7%) were dissatisfied.

Most students do use their Sussex email, only **5%** (6%) do not.

Students were asked if they logged in directly to their Sussex email, or if they set-up forwarding to a personal email account. Over **77%** (78%) of students do login to their Sussex email, with only **20%** (20%) redirecting their mail.

Comments and Suggestions

The last two questions asked students to comment on the negative and positive aspects of IT and IT Services at Sussex.

All previous surveys have produced very valuable comments and suggestions which have been followed up by ITS. A list of actions that ITS have taken, or passed on to other departments for action, can be found online.

Negative aspects

There are some area that were repeatedly commented on by many students in decreasing order they were:

- Unreliability and speed of wifi connections 40
- Not enough computers, difficulty finding a free PC 27
- Unreliability of printing service, printers 17
- Richmond:
 - Computers and printers dated and unreliable 10
- Email service 5
- Printing – too expensive 4

Some examples of comments are:

'Make the eduroam network easier to connect to from mobile devices.'

'The wireless network coverage really needs to improve.'

'More computers! I've often had to spend half an hour waiting around for a computer to become available, especially on or around deadline days. If Pev 1B4 is being used for teaching it becomes almost impossible to find anywhere.'

'Also on my phone I've often had trouble logging in to the Sussex direct mobile site so I no longer use it.'

'Fix the problems many of the computers in the Richmond building have when attempting to log on'

Positive aspects

There were over 120 comments on the positive aspects of IT and ITS. These have not been analysed and counted in the same detail as negative comments, but the main areas that were frequently praised were:

- Study Direct
- Sussex Direct
- Helpfulness of ITS staff
- PC availability and 24hr access
- Internet speed

Some typical comments were:

'Study direct and Sussex direct are two of the best resources available to students. I know many students from other universities who do not have such readily available access to their timetables, results/progress, lecture slides/recordings and any other useful resources. Certainly one of the best aspects of IT at Sussex, so keep up the good work on that front!'

'The Shawcross IT service is really good as you can get free advice about problems you are experiencing with your PC. The print credit service is also really good as you can just add as much change as you need.'

'friendly advice in ITS and good when have laptop issues i can take it to you to get sorted. Cheers'

'24/7 clusters of computers on campus. They are very useful on the weekend when the library closes early.'

'Internet access has always been of a good speed and the expansion of computer clusters in the library is great. I think Sussex Direct and Study Direct are brilliant and do not need to be changed, they have really helped me so far at Uni.'