

# How is IT for you?

IT Services  
January 2013

IT Services' annual survey of first year undergraduates  
**December 2012**

**504**  
responses

**14%**  
response rate

**12%**  
in 2011

## Getting started

**90%** **71%**  
in 2011

attended IT welcome sessions during Fresher's induction

**52%** **40%**  
in 2011

used ITS information to connect to the internet

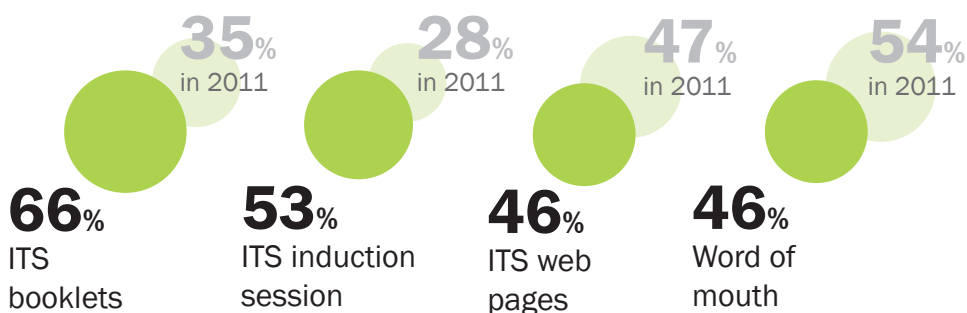
## Helpfulness of IT staff

**91%**

satisfied with IT Service Desk

**+95**  
positive comments

Where do you get information about using IT at Sussex?



## Computer rooms

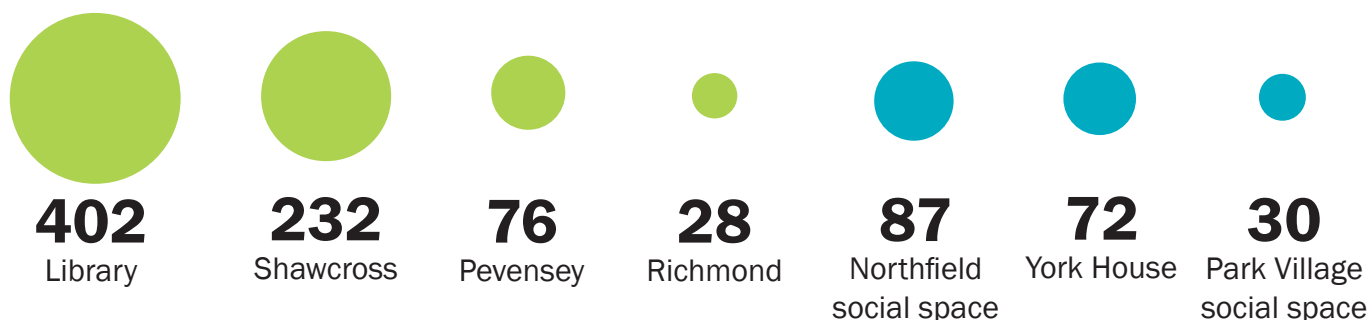
**93%** **79%**  
in 2011

satisfied with computer rooms on the campus

**81%**  
found the new web printing service useful

"The aspect I most appreciate is the webprinting...it's a nifty way of printing and [I can] pick it up next door at the Northfield Social Centre"

## Which computer rooms do you use?



Computer rooms in academic buildings



Computer rooms in residences

## Networks and mobile devices

**84%** own a phone with internet access

**72%** in 2011

**50%** use **Sussex Mobile**

**27%** in 2011

**33%** iPhone

**19%** in 2011

**10%** BlackBerry

**20%** in 2011

**51%** satisfied with wired internet

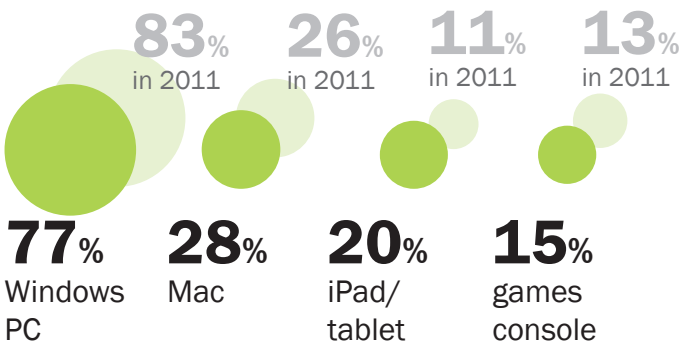
**37%** in 2011

**45%** satisfied with wi-fi

**40%** in 2011

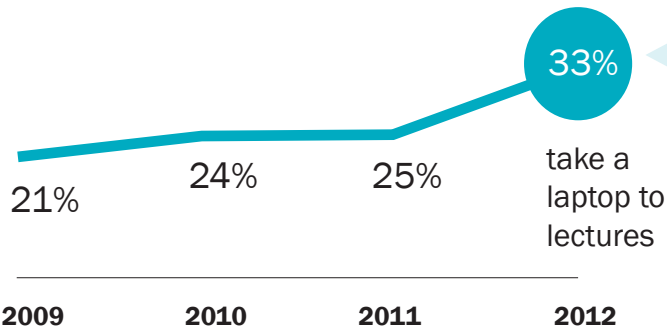
## Computing equipment

What devices do you own and use?



**95%** laptop ownership

**9%** laptops are in a language other than English



“I prefer to take handwritten notes”

“I would find the ability to use social networking sites, emails and so on distracting”

“I might bring my new laptop after Christmas”

“It would be a nuisance to other students... I would take a tablet if I owned one”

“All lectures are online and I would get distracted on my laptop”

## Personal information and learning

**92%** satisfied with **Sussex Direct** for personal information, timetables etc.

**91%** **Study Direct** supports learning...

**100%** have at least one Study Direct module

**96%** is easy to use

**98%** performs acceptably

**22%** have no modules where lecture capture is used

**35%** in 2011