

So how was IT for you?



IT Services again invited all first year undergraduates to complete an online survey in December to give us feedback on their first experiences of using IT at Sussex and 667 responded. Some of the comments received are shown below, along with details of the actions we are taking.

"There should be two chances to do induction during freshers' week"

We will discuss this with the Schools to arrange a good time to repeat induction during Welcome Week. Students who missed their ITS Induction session can also catch up online and see the three short films and video guides on our welcome page sussex.ac.uk/its/welcome.

"The Library should have more PCs as it gets really crowded during midday"

The Library refurbishment will include space for more PCs. Once complete later this academic year, there will be more PCs, with the total number increasing from 140 PCs (before work started) to almost 200.

"Improve the speed of the internet please... the ResNet internet speed is quite slow between 5pm and 12am"

We are going to increase the capacity of ResNet. The speed of ResNet connections has been suffering recently, especially at peak times when so many people are using it. Changing patterns of internet usage have also had an impact, including much greater availability of internet video and communication services such as Skype.

Up until now, there has only been one link from Sussex to the internet which has been shared by all of the campus networks. A second connection has now been purchased. Once it's installed, we will reserve one of the links entirely for ResNet, making space for a lot more traffic. We're hoping this will be in place by Easter 2011.

"More wireless in the cafés and bars"

We will install more wireless access points. We provide wireless coverage in PC cluster rooms, the Library and communal areas such as cafés. Departments can ask for additional points in their communal areas.

We have offered to work with the Student Union to identify and install a number of additional wireless access points in general student communal areas on campus that are not in departmental buildings. We will also work again with Residential Services to review the internet access for students living on campus.

"Need a scanner in the Library"

We installed 5 new scanners in the Library G70 ground floor computer room at the beginning of Spring Term 2011.

"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 and 8 additional 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"

We are currently investigating whether there are other locations where short stay PCs could be installed.

"Audible warning if pen-drive still connected on log out"

This facility is currently being piloted on the iMacs in IT Services Shawcross.