

Follow up actions from – “How is IT for you?”

IT Services have made the following improvements in response to the findings from the 1st yr undergraduate survey in Dec 2008, see summary report at

<http://www.sussex.ac.uk/its/cs/documents/survey-summary.pdf>

Summary of Actions

You said	We are responding by
Access to Internet	
Increase speed of ResNet connection	<p>Reviewed the speed of the ResNet connections to the Internet. ResNet speed doubled to 4 Mb/sec for Autumn Term 2009.</p> <p>Continuing to make students aware that if they use certain types of peer-to-peer file sharing software then their network connection is automatically slowed down. See FAQ 1217 “My ResNet connection seems really slow - why is this?” http://www.sussex.ac.uk/its/helpdesk/faq1217</p> <p>Updating the automatic network moderating system so that an email alert will be sent to the student when their network connection is slowed down due to peer-to-peer file sharing.</p> <p>An article about this is in the Spring Term 2009 ITS News. http://www.sussex.ac.uk/its/newsletter/2009spring/</p> <p>A new ITS leaflet on how to set up Skype correctly was produced in Jan 2009, (in addition to the existing FAQ 1478 http://sussex.ac.uk/its/helpdesk/faq1478</p>
Improve reliability of ResNet	Testing and deploying new technology to prevent rogue DHCP servers, so if students misconfigure their computers they will not disrupt network service for others.

	<p>Kings Road residence in Brighton – MetraNet installed new equipment on Sussex Heights tower in Brighton to improve connection, and transferred ResNet traffic to a new radio link on March 16th.</p>
Improve reliability of Wireless network	<p>Installed ~85 new wireless basestations, supporting the upgraded wireless network “eduroam” over Summer vacation 2009.</p>
Simplify connecting own computer to ResNet	<p>Reviewed procedures and instructions.</p> <p>ITS provided “pink cables” in all student bedrooms for beginning of Autumn Term 2009, along with simple “pink sheet” instructions for connecting to ResNet. – Sept 2009</p> <p>ITS purchased a configuration application called Xpress Connect which has been set up with correct Sussex settings so that, rather than manually changing settings, just run the application program.</p> <p>Xpress Connect added to the Sussex Network Support site so when register to use Resnet or eduroam then just click on the Xpress Connect button to set up Sussex settings on your computer.</p> <p>This has also speeded up one-to-one set ups at the ITS Helpdesk for most computers.</p> <p>Updated ResNet leaflet – Sept 2009</p>
Simplify connecting own computer to Wireless network	<p>Reviewed procedures and instructions.</p> <p>Simplifying so only one wireless network “eduroam”. The older wireless networks “roaming” and “sussexroam” will be withdrawn on Dec 1st so instructions will be simpler</p> <p>Simplified “green sheet” instructions for connecting to “eduroam” using Xpress Connect – Oct 2009</p> <p>Updated Eduroam leaflet – Sept 2009, so all new students connect to eduroam</p>

Printing	
Reduce cost of printing	Testing double side printing, which if robust will be made available on student PCs.. Double sided printing now available in some PC clusters, Sept 2009 and will be rolled out to all PC clusters. Costs are 8p per double sided black and white A4 page. (compared with 2 sides of 5p) – Oct 2009.
More PABS machines	Investigating installing an additional PABS machine in York House, (in addition to PABS in Library and ITS (24hr)). Further promotion of the online printing credit system via Sussex Direct has increased use so now 35% printing credit is online, with use of PABS reducing and now 65%. Existing PABS machines will remain.
Reduce minimum online credit payment (£10)	Investigating the cost of reducing the minimum credit payment. Minimum payment has to remain at £10 due to transaction charge.
Reduce amount of course material that has to be printed by students	Discussing with Teaching and Learning Development Unit and lecturers
Computer clusters	
Increase numbers of computers, (especially in Library)	Discussed with Library as part of the Library Refurbishment project, and by end of project should be ~50 more computers.
Make it easier to find free PC	Continuing to make students aware of the 3 displays screens showing where to find a free PC. Added 2 further display screens outside Pevensey 1B4 and Dhaba Café. Added 1 screen of static information to the Library display screens
Make it easier to find PC clusters	Discussed with Estates signposting to PC clusters both outside and inside buildings, along with opening times of the building. New campus signage for buildings being installed by Estates to match new campus maps. Oct 2009
Student Owned computers	
10% not using virus protection software	Continuing to advertise the Kaspersky anti virus software. Raised awareness of importance in the “Staying Safe Online” week in March.

	Welcome CD 2009/2010 has the Kaspersky software.
Sussex Direct	
“Get the [Sussex Direct] timetables to show for following Monday during a weekend (not the monday a week ago)”	ITS updated Sussex Direct in early March so can now see timetables for following week at the weekend.
Email	
<p>“Silky mail is slow and dated.”</p> <p>“Sussex email is very difficult to use and get around.”</p> <p>“The silkymail e-mail is extremely basic.”</p> <p>“I find the emailing system a little confusing. e.g how to simply reply or, to create files as with hotmail etc.”</p> <p>“The email system (silkymail) is difficultt to use.”</p>	<p>Launched new webmail service (RoundCube) as alternative to Silkymail on May 18th</p> <p>https://www.sussex.ac.uk/roundcube</p> <p>RoundCube became default Sussex webmail service on July 1st.</p> <p>https://webmail.sussex.ac.uk</p> <p>(Silkymail withdrawn on Sept 15th).</p>
The email service seems very outdated and, having missed the freshers induction, I didn't notice the teeny tiny link at the top of the page in sussex direct for weeks...	<p>Investigating making link from Sussex Direct to the webmail service most prominent.</p> <p>Email link also now added to top of the university student web pages</p> <p>http://www.sussex.ac.uk/students/</p>