How is IT for you?

Online survey of 1st yr undergraduates - Dec 2008

IT Services emailed all 1st yr undergraduates on Dec 4th inviting them to complete an online survey to give us feedback on their first experiences of using IT at Sussex.

As a thank you we gave 50p printing credit to each student who completed the survey, and we promoted this in our email and advertising.

The survey closed on the last day of term, Friday Dec 12th and by then 1088 out of a possible 3223 students had completed survey, so a good response of over 33%.

The online survey, on Study Direct, consisted of 30 questions followed by two free text questions for additional negative and positive comments. Most students filled in their comments along with many constructive suggestions for improvements.

Survey findings and follow up actions

This summary report, including the replies to questions 3-30, is published on the ITS web pages at

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

The follow up actions in response to the survey findings is published at

http://www.sussex.ac.uk/its/cs/documents/survey-actions.pdf

The full **1088** replies, (names removed), are also published separately as PDF files on the ITS web pages at
Questions 3-30   (6 pages)
http://www.sussex.ac.uk/its/cs/documents/question3-30.pdf

Question 31 negative aspects (36 pages)
http://www.sussex.ac.uk/its/cs/documents/question31_negative.pdf

Question 32_positive aspects (23 pages)
http://www.sussex.ac.uk/its/cs/documents/question32_positive.pdf

Summary of findings

Number of responses
34% response rate (1088 out of a possible 3223) from across all departments.
79% of the responses were from UK students, 21% from overseas students.

Introduction to using IT
78% had found it straightforward to obtain their computing account as part of online registration.

The printed leaflets were the most popular resource for getting information, followed by "word-of-mouth", Sussex Direct and the ITS web pages.

44% had not used the ITS Enquiries or Helpdesk, 47% were satisfied with the face-to-face assistance and advice, but 5% were dissatisfied.

There were many comments on the helpfulness of the ITS staff.

Student owned computers
Only 1% did not own and use a computer.
Most students, 94%, owned a laptop, with more students owning PCs (966) than Macs (152).
10% did not use anti-virus software.

Resnet and Wireless
Many students liked being able to access the Internet from their bedrooms, and the wide coverage of the wireless network across campus.

However 29% were dissatisfied with the reliability and speed of Resnet and/or Wireless, and there were also 353 comments about the unreliability of their connection to the Internet.

Configuring own computer to connect to Internet
Students read the ITS leaflets (63%) or other information (11%) to help them configure their laptops to connect to the internet, and they also helped each other (22%).

22% came to ITS for help, initially to a group workshop and then some for further one-to-one assistance at the ITS helpdesk.

There were 114 comments about the complexity/difficulty of setting up their own laptop to connect to the internet.

Computer clusters
The most popular place for working on computers was the Library, (71%) followed by ITS, (36%) then Pevensey (12%).

The cluster in JMS, which also offers 24 hr access, was only used by 5% with Bramber House lower still at 3%.

80% were satisfied with the computer clusters, although 13% did not use them at all.

71% liked having 24 hr access to computer clusters, although 25% did not make use of this facility.

In the comments section 82 students said there were not enough PCs, or they had difficulty finding a free PC, or finding the PC clusters. However other students said there were plenty of computers.

Many students requested more PCs in the Library.

Lecture and Seminar Rooms

Over 80% thought the teaching environments were well supported with projectors, smartboards and other audio visual equipment.

Sussex Direct and Study Direct

83% agreed/strongly agreed that Sussex Direct was useful for finding information, and that Study Direct helped support their learning and was easy to use.

External web sites

Facebook (86%), and YouTube (71%) were the most popular external sites that students used regularly, followed by Googledocs (12%).

27% used Skype.

Printing

22% had not used the printing service.
62% were satisfied with the printing service itself and the system to credit their printing accounts.

However there were 88 comments that the cost of printing was too expensive, and that they should not have to print so many pages of lecture notes/course material themselves.

Many thought the minimum online printing credit amount, £10, was too high.

File Storage

43% had not used their N:drive for storing their files, but the rest are satisfied with their file space.

Email Service

Only 2% had not used their Sussex email, with 82% satisfied, but 14% dissatisfied.

50 students made negative comments about email, mostly saying out of date or difficult to use or slow.

Comments and Suggestions

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

821 students completed these questions.

Negative aspects

The most common areas mentioned, in decreasing order, were:

- Unreliability of their connection to the Internet – mainly Resnet   353
- Complexity/difficulty connecting own computer to the Internet   114
- Printing – too expensive, having to print online course material, Minimum online credit payment (£10) too high   88
- Not enough computers, Difficulty finding a free PC or finding the PC cluster rooms   82
- Email service   50
- ITS staff   41
- Sussex Direct   31
- Unreliability of printing service, printers   26
- Study Direct   22

- Other   132

Some typical comments were:

"The internet services here is overly complicated and often unreliable. Going back and forth between wireless and wired is a pain. The internet service provided at my home institution is much more convenient and easy to use so it was frustrating using the sussex system."

"There aren't enough computers in the library. One often has to wait up to 20mins for a computer"

"My courses require a lot of printing as only lecture notes for 1 lecture average about 7-10 pages. This eats a lot of credit which always needs to be topped up. I suggest printing cost per sheet could be cheaper."

Positive aspects

There were over 800 comments on the positive aspects of IT and ITS. The areas most frequently praised were

- Sussex Direct
- Study Direct
- 24 hr availability of PCs
- Wireless coverage
- Internet access from bedrooms
- Helpfulness of ITS staff

Some typical comments were:

"Lots of computers, 24 hour access, wireless available, and all rooms having internet access"

"Study Direct and Sussex Direct are fantastic for online contact with tutors and other students. Also for downloading course documents and access to the library and other electronic resources"

"Very helpful assistance – polite and efficient. Very impressed – being a mature student who came back to study from a career in IT!"

Some of these positive comments contradicted comments made by other students Maybe these students had attended their IT induction session in Freshers' Week so were more aware of the services and information provided to help them.

"I like the screens that show PC availability – it saves lots of time searching for a free computer"

Responses to Questions 3-30

(The free text additional information for question 12 is omitted from this summary)

3.) Select your Academic Department

- American Studies: ■ 20 (1.84 %)
- Anthropology: ■ 33 (3.03 %)
- Art History: ■ 17 (1.56 %)
- Biochemistry: ■ 27 (2.48 %)
- Biology and Environmental Science: ■ 71 (6.53 %)
- Business and Management Studies: ■ 40 (3.68 %)
- Centre for Continuing Education (CCE):   ▮ 3 (0.28 %)
- Chemistry: ■ 23 (2.11 %)
- Chemistry and Biochemistry: ■ 11 (1.01 %)
- Computing (Informatics):   ■ 14 (1.29 %)
- Contemporary European Studies: ■ 0
- Cultural Studies: ▮ 4 (0.37 %)
- Development Studies: ■ 15 (1.38 %)
- Drama (see English):   ▮ 6 (0.55 %)
- Economics: ■ 54 (4.96 %)
- Education: ▮ 5 (0.46 %)
- Engineering and Design: ■ 31 (2.85 %)
- English: ■ 75 (6.89 %)
- European Humanities: ▮ 4 (0.37 %)
- European Languages: ▮ 6 (0.55 %)
- Gender Studies: . 2 (0.18 %)
- Geography: ■ 41 (3.77 %)
- Graduate Centre in the School of Humanities: . 0
- History: ■ 80 (7.35 %)
- Informatics: ■ 45 (4.14 %)
- International Relations: ■ 32 (2.94 %)
- Law: ■ 71 (6.53 %)
- Linguistics and English Language: ■ 15 (1.38 %)
- Mathematics: ■ 28 (2.57 %)
- Media and Film: ■ 51 (4.69 %)
- Music: ■ 9 (0.83 %)
- Philosophy: ■ 29 (2.67 %)
- Physics and Astronomy: ■ 13 (1.19 %)

- Politics and Contemporary European Studies:	34 (3.13 %)
- Psychology:	121 (11.12 %)
- Social and Political Thought:	5 (0.46 %)
- Social Work and Social Care:	6 (0.55 %)
- Sociology:	28 (2.57 %)
- Sussex European Institute:	1 (0.09 %)
- Sussex Language Institute:	11 (1.01 %)

4.) Please select your gender:

- Female:	702 (64.52 %)
- Male:	380 (34.93 %)

5.) Please select your registration status:

- Home (UK) Student:	859 (78.95 %)
- Overseas Student:	223 (20.50 %)

6.) I own and use the following equipment:

- PC or laptop with Windows XP:	375 (34.47 %)
- PC or laptop with Windows VISTA:	591 (54.32 %)
- MAC computer or laptop:	152 (13.97 %)
- Web enabled mobile phone:	160 (14.71 %)
- Games console:	137 (12.59 %)
- Other:	26 (2.39 %)
- None:	12 (1.10 %)

7.) If you own a laptop do you take it to lectures and seminars?

- Yes:	71 (6.53 %)
- No:	919 (84.47 %)
- I don't own a laptop:	63 (5.79 %)

8.) How were you helped to get connected to the internet (ResNet and/or wireless) at Sussex

- By yourself (using the ITS leaflet):	690 (63.42 %)
- By yourself (using other information):	125 (11.49 %)
- Peer assistance:	238 (21.88 %)
- ITS group workshop:	96 (8.82 %)
- ITS one to one session:	157 (14.43 %)
- Other:	56 (5.15 %)

9.) How do you get information about using IT at Sussex

- ITS Leaflets:	548 (50.37 %)
- ITS newsletter:	14 (1.29 %)
- ITS webpages:	237 (21.78 %)

- Sussex Direct: 365 (33.55 %)
- Word-of-mouth: 484 (44.49 %)
- Other: 46 (4.23 %)
- None of the above: 61 (5.61 %)

10.) Which computer clusters do you use?

- IT Services (Engineering 1):   397 (36.49 %)
- Library: 783 (71.97 %)
- Pevensey: 127 (11.67 %)
- Arts: 74 (6.80 %)
- JMS: 59 (5.42 %)
- Bramber House: 38 (3.49 %)
- York House: 225 (20.68 %)
- Other: 91 (8.36 %)

11.) Which of the following sites do you use regularly ?

- Facebook: 942 (86.58 %)
- MySpace: 87 (8.00 %)
- Bebo: 11 (1.01 %)
- Flickr photo sharing: 25 (2.30 %)
- YouTube: 777 (71.42 %)
- Skype: 300 (27.57 %)
- Googledocs: 125 (11.49 %)
- Secondlife: 3 (0.28 %)
- Del.icio.us: 3 (0.28 %)
- SPLASH: 7 (0.64 %)
- Twitter: 11 (1.01 %)
- Blogs: 84 (7.72 %)
- Podcasts: 77 (7.08 %)
- Other: 142 (13.05 %)

12.) If you have ticked 'Other' for any of the questions 7-12, please give details

13.) Obtaining my computing account as part of online registration, before arriving at Sussex was straightforward

- Strongly Agree: 305 (28.03 %)
- Agree: 544 (50.00 %)
- Neutral: 141 (12.96 %)
- Disagree: 73 (6.71 %)
- Strongly Disagree: 17 (1.56 %)

14.) I found the ITS induction session in Fresher\'s week useful

- Strongly Agree: 100 (9.19 %)
- Agree: 316 (29.04 %)
- Neutral: 487 (44.76 %)
- Disagree: 110 (10.11 %)
- Strongly Disagree: 56 (5.15 %)

15.) Teaching environments are well supported by modern technology (e.g. projectors, smartboards, and other audio visual equipment.

- Strongly Agree: 272 (25.00 %)
- Agree: 611 (56.16 %)
- Neutral: 139 (12.78 %)
- Disagree: 49 (4.50 %)
- Strongly Disagree: 8 (0.74 %)

16.) Indicate which anti-virus software you use on your own computer.

- Kaspersky (free from ITS): 228 (20.96 %)
- Norton: 286 (26.29 %)
- Macafee: 131 (12.04 %)
- Sophos: 8 (0.74 %)
- F-secure: 9 (0.83 %)
- Other: 310 (28.49 %)
- None: 105 (9.65 %)

17.) I feel that Study Direct is easy to use

- Strongly Agree: 388 (35.66 %)
- Agree: 568 (52.21 %)
- Neutral: 88 (8.09 %)
- Disagree: 38 (3.49 %)
- Strongly Disagree: 1 (0.09 %)

18.) The performance of Study Direct (e.g. time to load pages) is acceptable

- Strongly Agree: 212 (19.49 %)
- Agree: 681 (62.59 %)
- Neutral: 135 (12.41 %)
- Disagree: 46 (4.23 %)
- Strongly Disagree: 9 (0.83 %)

19.) Where I\'ve used Study Direct I feel it has helped support my learning

- Strongly Agree: 345 (31.71 %)
- Agree: 566 (52.02 %)
- Neutral: 157 (14.43 %)
- Disagree: 11 (1.01 %)
- Strongly Disagree: 4 (0.37 %)

20.) Sussex Direct is useful for finding information about time tables, course progress, exam marks etc

- Strongly Agree: 664 (61.03 %)
- Agree: 358 (32.90 %)
- Neutral: 45 (4.14 %)
- Disagree: 15 (1.38 %)
- Strongly Disagree: . 1 (0.09 %)

21.) How satisfied are you with the 24 hour computer cluster facilities?

- Very Satisfied: 386 (35.48 %)
- Satisfied: 397 (36.49 %)
- Do not use: 278 (25.55 %)
- Dissatisfied: 17 (1.56 %)
- Very Dissatisfied: . 1 (0.09 %)

22.) How satisfied are you with the computer cluster facilities?

- Very Satisfied: 210 (19.30 %)
- Satisfied: 669 (61.49 %)
- Do not use: 149 (13.69 %)
- Dissatisfied: 53 (4.87 %)
- Very Dissatisfied: . 2 (0.18 %)

23.) How satisfied are you with the printing service?

- Very Satisfied: 145 (13.33 %)
- Satisfied: 536 (49.26 %)
- Do not use: 244 (22.43 %)
- Dissatisfied: 130 (11.95 %)
- Very Dissatisfied: 27 (2.48 %)

24.) How satisfied are you with the system to credit and pay for your printing services?

- Very Satisfied: 137 (12.59 %)
- Satisfied: 450 (41.36 %)
- Do not use: 238 (21.88 %)
- Dissatisfied: 204 (18.75 %)
- Very Dissatisfied: 54 (4.96 %)

25.) How satisfied are you using the N-Drive (your personal file space) to store your files?

- Very Satisfied: 153 (14.06 %)
- Satisfied: 438 (40.26 %)
- Do not use: 469 (43.11 %)
- Dissatisfied: 17 (1.56 %)

- Very Dissatisfied: 4 (0.37 %)

26.) How satisfied are you with the University e-mail service?

- Very Satisfied: 272 (25.00 %)
- Satisfied: 624 (57.35 %)
- Do not use: 32 (2.94 %)
- Dissatisfied: 124 (11.40 %)
- Very Dissatisfied: 33 (3.03 %)

27.) Are you satisfied that Resnet helps to support your studies and University experiences?

- Very Satisfied: 104 (9.56 %)
- Satisfied: 527 (48.44 %)
- Do not use: 350 (32.17 %)
- Dissatisfied: 78 (7.17 %)
- Very Dissatisfied: 20 (1.84 %)

28.) How satisfied are you with the reliability and speed of the Sussex wireless system and/or Resnet?

- Very Satisfied: 54 (4.96 %)
- Satisfied: 384 (35.29 %)
- Do not use: 210 (19.30 %)
- Dissatisfied: 312 (28.68 %)
- Very Dissatisfied: 120 (11.03 %)

29.) How satisfied are you with the telephone / on-line assistance and advice you receive from the ITS helpdesk?

- Very Satisfied: 39 (3.58 %)
- Satisfied: 193 (17.74 %)
- Do not use: 792 (72.79 %)
- Dissatisfied: 40 (3.68 %)
- Very Dissatisfied: 18 (1.65 %)

30.) How satisfied are you with the face-to-face assistance and advice you receive from the ITS Enquiries and helpdesk?

- Very Satisfied: 174 (15.99 %)
- Satisfied: 356 (32.72 %)
- Do not use: 479 (44.03 %)
- Dissatisfied: 58 (5.33 %)
- Very Dissatisfied: 15 (1.38 %)