

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

IT Services have made the following improvements in response to the findings from the 1<sup>st</sup> yr undergraduate survey in Dec 2009, see summary report at

<http://www.sussex.ac.uk/its/cs/documents/survey2009-summary.pdf>

### **Summary of Actions**

<b>You said</b>	<b>We are responding by</b>
<b>IT Induction and Freshers' Week</b>	
“have IT induction earlier in freshers week than friday as have to already be using it and sorted by then but no worries wasnt difficult and theres obviously alot of people.”	IT Services offers 45min practical induction to all new students (3500+ students) during Freshers Week.  ITS, with co-operation from the Schools/departments, will review Freshers' Week timetable next Autumn, to see if more IT induction sessions can be offered near the beginning of the week, (but will be limited by other School welcome events and availability of rooms).  ITS will also investigate making some online induction material, advertised and linked from online registration.

<p>“More staff in the first freshers week of term for the drop-in centre; I was sent away twice.”</p> <p>“Provide each student with a time slot to sort out computer queries at some point at start of term as IT services was too busy to be seen.”</p>	<p>ITS will review staffing, and associated space needed, for drop in sessions for 3500+ new students during Freshers Week. Hopefully next year, with Xpress Connect the simpler connection instructions, more students will be able to connect to the internet by themselves and not need to come to a drop in session.</p> <p>Students can also make a 30 min appointment with an ITS Helpdesk Advisor, if they need extra help after following the instruction leaflets themselves.</p>
<p><b>Computers and printers</b></p>	
<p>“I wish I had a printed off sheet telling me which rooms are clusters and which have what sort of printer. If this is online, I can't find it.”</p> <p>“Tell us more about where to find PCs and also printers - leaflets given out at beginning of term? or available in ITS services front desk so we know for future reference where to find a computer when we badly need one... also leaflet for how to top up printing credits”</p>	<p>There is a map showing all computer rooms on inside cover of ITS Welcome CD which was given out at all the IT induction sessions. Any students who missed their IT induction should collect their Welcome CD from ITS Enquiries.</p> <p>ITS will also make separate leaflet with this map, available from ITS Enquiries</p> <p>There is online information listing all rooms, no of computers, types of printers, on ITS web page  <a href="http://www.sussex.ac.uk/its/facilities/pc/pcclusters.php">http://www.sussex.ac.uk/its/facilities/pc/pcclusters.php</a></p> <p>ITS will make this easier to find this in the new ITS web pages</p> <p><b>ITS has updated the “paying for printing on IT Services PCs” postcard and stacks are available at ITS Enquiries.</b></p>
<p>“I think the plasmas that tell you the computer availability should be updated more regularly, at the beginning of term at 2pm 10am was still showing on a number of days.”</p>	<p>ITS will check more frequently that the plasma screens are displaying information correctly, and will also investigate automatic alert if not working.</p> <p>The information about where to find a free PC should update every 10 mins.</p>

<p>“Provide more Macs..”</p>	<p>ITS will investigate providing more Macs.</p>
<p>“... and make the computers in ITS available from 8am.”</p>	<p>The computers in ITS Shawcross are open 24 hr all year (except over Christmas). In the evenings and at weekends access is controlled by numeric keypads on the entrance door. The entry codes for these are available online, see the ITS web pages.  <a href="http://www.sussex.ac.uk/its/facilities/pc/pcclusters.php#24hour">http://www.sussex.ac.uk/its/facilities/pc/pcclusters.php#24hour</a></p> <p>(There are many 24 hr access computers – Library, Pevensey, Bramber House, John Maynard Smith and York House.)</p>
<p>“A more obviously link for finding entry codes for computer clusters would be helpful.”</p>	<p>This can be found on the ITS web page under “facilities”, but ITS will bear this in mind when designing the new ITS web pages.</p>
<p>“make it clearer where you can go to get help for computers.for example i tried using a computer but the mouse was broken and i didn't know who or where to go to get help.”</p>	<p>ITS will check that all the computer rooms still have notices saying how to report faults with equipment - ring ITS Enquiries ext 8090 or via online web form at  <a href="http://www.sussex.ac.uk/its/help/">http://www.sussex.ac.uk/its/help/</a></p>
<p><b>Office 2007</b></p>	
<p>“common microsoft office on ALL computers; it’s annoying when word 2007 radmonly is not there”</p>	<p><b>Office 2007 now installed on all ITS computer rooms, Jan 2009, except for on some PCs in the Arts postgrad rooms.</b></p>
<p>“Raise aweness of free software packages that students have access to.”</p>	<p>ITS will investigate more ways of advertising this software.</p> <p>There is a web page  <a href="http://www.sussex.ac.uk/its/facilities/software/">http://www.sussex.ac.uk/its/facilities/software/</a></p> <p>but ITS will bear this in mind when designing the new ITS web pages.</p>

<b>Printing</b>	
Reduce amount of course material that has to be printed by students	ITS will continue to discuss this with Teaching and Learning Development Unit and lecturers. Electronic submission may help, however may be a requirement to submit a hard copy as well.
Double sided printing	<b>Double sided printing now available on all ITS PC computer rooms, Jan 2009 except for some PCs in the Arts postgrad rooms. All ITS printers now support double sided printing.</b>
“ability to print from my laptop would be very useful and not have to wait a long time for a free computer”	ITS will be replacing the current printing account system next year, and will add this to the requirements list when evaluating the different new systems.
“Printing is also very expensive(hence why i am doing this questionnaire!)”	ITS will continue to purchase and maintain printers, paper, toner etc as efficiently as possible. ITS will be replacing the current printing system next year, and cost will be one of the evaluation criteria.
“Be able to put in less than £10 to my printer account online”	ITS will check again, but last year the minimum payment had to remain at £10 due to the transaction charge.
“I think we should be told when our printing account is empty when we are trying to print something, because currently it looks as if the order to print just did not get through”	ITS will be replacing the current printing account system next year, and will add this to the requirements list when evaluating the different new systems.
“i think that there could be a reward scheme with printing credit-as being a first year i have already spent £25+ on printing credit, maybe you could get points on the credit you use and the point could be used in the book store or coffee shop or something, as we're spending a lot of money.”	ITS will follow this up with the Commercial Operations Manager in Residential, Sport and Trading Services, and also with the bookshop.

<p>“printers sometimes are very dirty and being jams”</p>	<p>ITS have a system that remotely monitor the printers which sends an alert whenever there is a jam, or printer running out of paper or toner. ITS then send someone to fix the problem, they do not have to wait for the problem to be reported. All printers are cleaned twice a year</p>
<p><b>Lecture Capture</b></p>	
<p>“it would be better if all lecture theatres were able to record the lectures”</p>	<p>Lecture capture is currently available in Arts A1, Arts A2, Arts C133, Pevensey 1A6, Pevensey 1A7, Chichester (CLT), Shawcross AS2, Silverstone 121, and will be installed in lecture theatres in the new buildings, see</p> <p><a href="http://www.sussex.ac.uk/its/helpdesk/faq1603">http://www.sussex.ac.uk/its/helpdesk/faq1603</a></p>
<p>“I think that the IT services need to make sure that lecturers know how to use the capture thing in their lectures.”</p>	<p>ITS will continue to advertise the weekly Friday lunchtime training/updating sessions for lecturers about the use of AV in the lecture theatres, which includes lecture capture.</p>
<p><b>Sussex Direct and Study Direct</b></p>	
<p>“An easy guide to read on how to use sussex direct and study direct.”</p> <p>“Sussex Direct is too complicated and could be simplified - there is so much on there but I don't know how to access it all!</p>	<p>Study Direct - There is already the leaflet “Study Direct for students” which is available from ITS Enquiries, and also online introductory guide at</p> <p><a href="http://www.sussex.ac.uk/its/help/guides/studydirect.shtml">http://www.sussex.ac.uk/its/help/guides/studydirect.shtml</a></p> <p>ITS are also planning, with TLDU, a short video about Study Direct with student input suitable for induction.</p> <p>Sussex Direct – ITS will look into making an introductory guide for students.</p>
<p>“Sussex direct still possesses some issues</p>	<p>ITS will investigate this.</p>

<p>with the scroll bar disappearing periodically from my browser (firefox) which does not happen on any other site. If this bug could be fixed then sussex direct would be superb. “</p>	
<p><b>Email</b></p>	
<p>“I think it would be a good idea for students to not receive as many 'unhelpful' emails. I currently get alot of emails and many of them are not directly related to my course, or anything that applies to me.”</p>	<p>If university staff and students followed the “Guidance on the use of email” from the university press and communications office this would reduce the number of “unhelpful” emails sent within the university  <a href="http://www.sussex.ac.uk/pressandcomms/1-3-13.html">http://www.sussex.ac.uk/pressandcomms/1-3-13.html</a></p>
<p>“emails to all students regarding important closures/maintanence that will affect access.”</p>	<p>Rather than emailing all students,(which some students might consider as “unhelpful” emails, see above), ITS has a mailing list Latest News which anyone can subscribe to, and receive an email automatically a new item is added to the ITS Latest News page which advertises all closures/maintenance. See bottom of web page  <a href="http://www.sussex.ac.uk/its/news/">http://www.sussex.ac.uk/its/news/</a></p>
<p>“.. the email system only has icons with no text to explane so you waste time clicking on everything just to find how you reply, forward or create a new folder”.</p>	<p>ITS will investigate whether this feature can be added to the webmail system.</p>
<p>“Automatic e-mail address recognition in the "to" field when entering e-mail addresses that you have previously e-mailed.”</p>	<p>ITS will write an FAQ explaining how this can be done.</p>

<p>“email account is not that clear. I would like to know how to set up groups with addresses in for seminars and don't know how to do it.”</p>	<p>IT Services provides a central mailing list facility for staff and students. So you could set up a specific mailing list for a seminar group, (if it does not already exist.)  <a href="http://www.sussex.ac.uk/its/email/lists/">http://www.sussex.ac.uk/its/email/lists/</a></p> <p>The discussion forums in Study Direct could also be used.</p>
<p><b>Student Owned computers</b></p>	
<p>11% students not using virus protection software</p> <p>“For people with viruses, which to remedy need to use software that involves them having to bring their computer to ITS services, there should be some secure area where you could leave your computer and have not wait for several hours with it, as many people do not have the time to do so.”</p>	<p>ITS will continue to encourage students to use anti-virus software.</p> <p>ITS will continue to advertise the Kaspersky anti virus software which people can download to a memory stick (using an ITS PC), and install on their own computer themselves. Kasperksy is also on the ITS Welcome CD.</p> <p>If they need help removing viruses they can make a 30 min appointment with an ITS Helpdesk Advisor at a time that suits them.</p>
<p><b>ResNet</b></p>	
<p>"I feel that calls to the IT Centre from your room on campus should be free, as it is with inbound calls to other rooms within your building. This is so IT issues with your connection to the internet can be resolved quickly over the phone, instead of having to physically go to the IT building..”</p>	<p><b>ITS followed this up with Residential Services and Estates.</b></p> <p><b>Students living on campus can now ring IT Services Enquiries, ext 8090, from their rooms free of charge.</b></p> <p><b>ITS Enquiries is open Monday - Friday from 9:00 - 17:00</b></p>
<p>Increase speed/performance of ResNet connection</p>	<p>The ResNet speed was doubled to upto 4 Mb/sec per user for Autumn Term 2009.</p>

	<p>ITS occasionally receive comments about the performance on ResNet. ResNet is using more than 200Mbs of the University's 1000Mbs connection to JANET. Much of this 200Mbps is peer to peer file sharing though there is growing load from YouTube. A typical YouTube stream uses between 0.5Mbps and 1.0Mbps so if 200 to 400 streams are being viewed from ResNet, all bandwidth to that network is exhausted. Whilst this is rare, it's entirely possible with 3500 ResNet users and servers to demonstrate that a shared resource has its limits. ITS are investigating better ways of detecting peer to peer file sharing and exploring increasing the capacity of our network link.</p> <p>Sometimes network performance problems are caused by a series of denial of service attacks (deliberate attempts to a thid party to prevent the proper use of a data network). Such attacks can be a deliberate act by a user or can result from a computer system being compromised and then used to attack others without the knowledge of the machines's owner. Machines can be compromised by downloading items from "dodgy" site on the Internet and sometimes by not applying regular security updates to the virus scanner and operation system. ITS are continuing to monitor and track such attacks, to identify any machines on campus which appear to be causing the problems, and to contact their owners to provide appropriate assistance.</p> <p>ITS will be 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>"Allow channel 4onDemand to work."</p>	<p>This affects other organisations too (HE institutions, T-Mobile Wi-Fi hotspots) and is a result of a technical problem with the 4oD player not being able to determine which country we are in. ITS opened a case with 4oD sometime ago and recently reminded them of the problem.</p>
<p>Enable Play Station and similar devices to use ResNet</p> <p>"support for xbox live, or online gaming in general would be quite helpful"</p>	<p>These do not support the network authentication model used for ResNet. It would be possible for ITS to develop facilities to allow these to connect, but this is not appropriate given the primary purpose of ResNet is to support academic work.</p> <p>ITS will make purpose of ResNet, to support academic work, clearer.</p>



<p>Provide longer connection cables for ResNet</p>	<p>ITS provided “pink cables” to Residential Services for all student bedrooms for beginning of Autumn Term 2009. For the few students in shared rooms, longer cables were available from ITS Enquiries.</p> <p>ITS will review, with Residential Services, the provision of pink cables.</p>
<p>Simplify connecting own computer to ResNet</p> <p>“Make pink leaflet more readable by people with less knowledge about computers as misses out some important information that I had to do myself before being able to connect to the internet”</p>	<p>ITS provided simple “pink sheet” instructions for connecting to ResNet using the new configuration application Xpress Connect – Oct/Nov 2009</p> <p>ITS will review and simplify the pink sheet instructions</p>
<p><b>Wireless</b></p>	
<p>Simplify connecting own computer to Wireless network</p>	<p>There is now only one wireless network “eduroam”. (The older wireless networks “roaming” and “sussexroam” were withdrawn on Dec 1<sup>st</sup> 2009). This has simplified the connection process.</p> <p>ITS provided simple “green sheet” instructions for connecting to “eduroam” using the new configuration application Xpress Connect – Oct/Nov 2009</p> <p>ITS will keep under review the “green sheet” instructions</p>
<p>“Make it more clear where you can use wireless internet”</p>	<p><b>ITS has created a new map showing the campus wifi hotspots</b></p> <p><a href="http://www.sussex.ac.uk/its/roaming/map">http://www.sussex.ac.uk/its/roaming/map</a></p>
<p>“Have wireless internet in the rooms.”</p>	<p>ITS will discuss with Residential services. However the layout of much of the residential space would make the installation of wireless in all residences very expensive.</p>

<b>Use of computers – Facebook etc</b>	
<p>“Stopping people from accessing Facebook in the cluster rooms, they're on their FB accounts when you need to use a computer to do work.”</p> <p>“I would prefer it if there were people checking that the computers were being used for work, not facebook and other non-academic uses.”</p>	<p>ITS will make it clearer that computers in cluster rooms are provided for academic work.</p> <p>However a student could be using Facebook, etc. for their academic work.</p> <p>To employ staff to walk round and check that computers are only being used for academic work is not one of university funded services provided by IT Services, (or the Library).</p>
<b>iPhone</b>	
<p>“Help sheet for getting iPhone connected to eduroam”</p>	<p><b>ITS created a new leaflet - connecting to eduroam for iPhone and iPod touch. – Jan 10</b></p> <p><b>Also online information at</b>  <a href="http://www.sussex.ac.uk/its/help/guides/iphone">http://www.sussex.ac.uk/its/help/guides/iphone</a>  <b>Also FAQs written. Jan 10</b></p>
<b>Linux</b>	
<p>“instructions for connecting ubuntu to the network would be nice”</p>	<p><b>Xpress Connect now works for ubuntu</b>, and ITS will update the online information.</p>
<p>Support for Linux</p>	<p>IT Services, like the Schools and other professional services departments, have been developing plans to support the institution’s restructuring programme. A key feature of the plans in IT Services is to establish two new teams; one team will support Microsoft based systems (including Windows and Exchange) and another will support Macintosh and Linux systems.</p> <p>The Linux team will be fairly small, and will only be able to support one type of Linux.</p>

Information Security and Awareness	
“as much as it raises awareness about passwords, others need to be aware of scam artist who target innocent students in many other ways.”	ITS will continue to advertise any particular current scam on the ITS Latest News web page and continue to advertise information security and awareness issues via the ITS Newsletter, ITS web pages, and the “staying safe online” web pages  <a href="http://www.sussex.ac.uk/its/security/">http://www.sussex.ac.uk/its/security/</a>