



University of East Anglia

Information Services Directorate

The Library  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
United Kingdom

Email: [foi@uea.ac.uk](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 593 523  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

15 September 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-208)**

We have now considered your request of 18 August 2017 for information relating to student surveys.

Our response is on page 2 of this letter, together with a copy of your request.

On this occasion, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information relevant to question 1 of your request. None of the summarised information from the THE surveys in our possession contain any specific reference to the provision of IT services.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_17-208)

*1. Please could you supply any results of THE Student Satisfaction Surveys for the last five years in respect of the provision and availability of IT Services and Support at UEA.*

### **[Information not held - s.1(1)(a), Freedom of Information Act]**

This information is not held for the reasons noted in the above letter.

*2. Please could you supply any results of the UEA's own Student Satisfaction Surveys, conducted I believe by the UEA/ISD/Library, for the last five years in respect of the provision and availability of IT Services and Support at UEA.*

*If any part of this information is already accessible in the public, or UEA Staff, domains then please redirect me with guidance as to how I can access it.*

There have been two ISD surveys conducted within the last five years; 2013 and 2014. The results of the surveys are available on the BIU Blackboard site. To access the BIU Blackboard site, go to the Portal homepage and click on the Blackboard button. Under "My Organisations" click on the Business Intelligence Unit link. Navigate to Data by Theme / Information Services /

A Non-academic survey was conducted in 2016 which includes a section on IT provision. The results of the survey are available on the BIU Blackboard site. To access the BIU Blackboard site, go to the Portal homepage and click on the Blackboard button. Under "My Organisations" click on the Business Intelligence Unit link. Navigate to Data by Theme / Student Experience / Non Academic Experience Survey.