

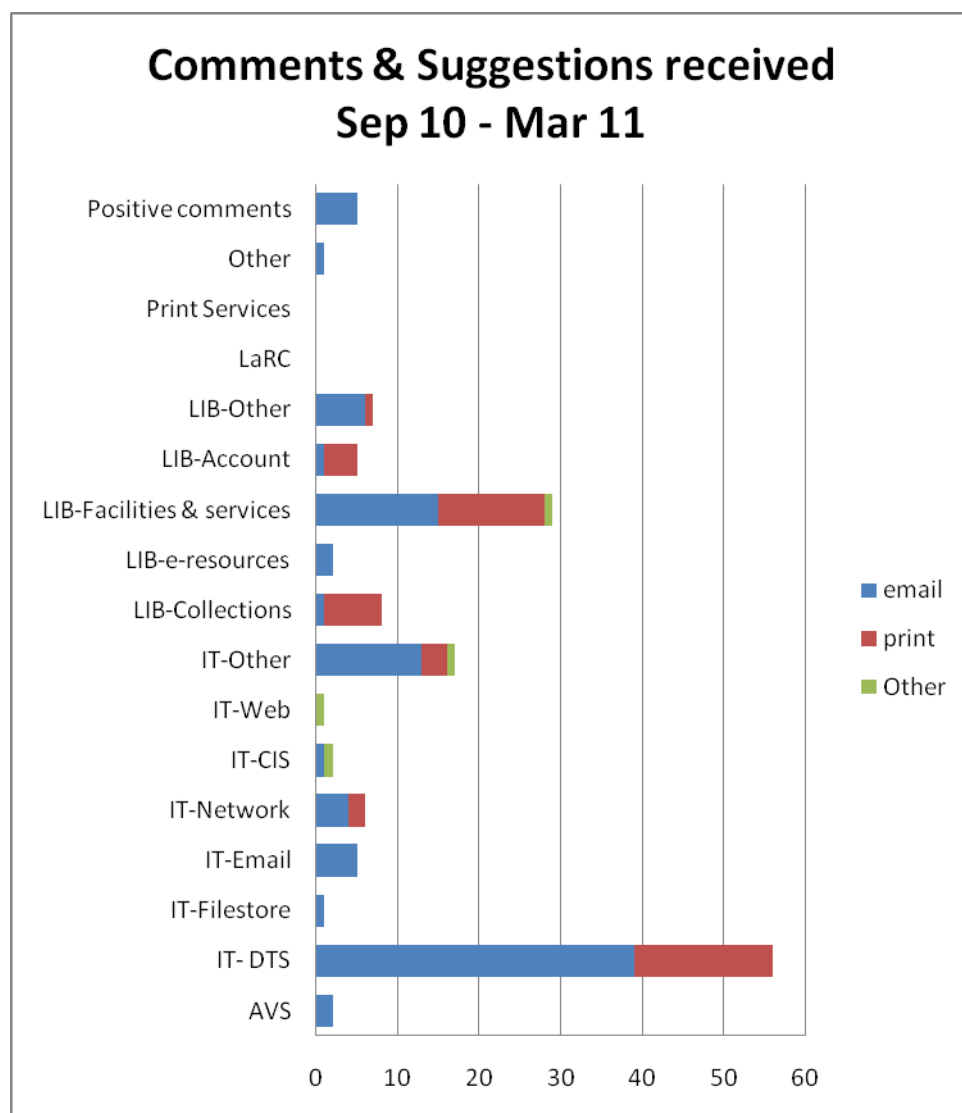
Comments & Suggestions

September 2010 – March 2011



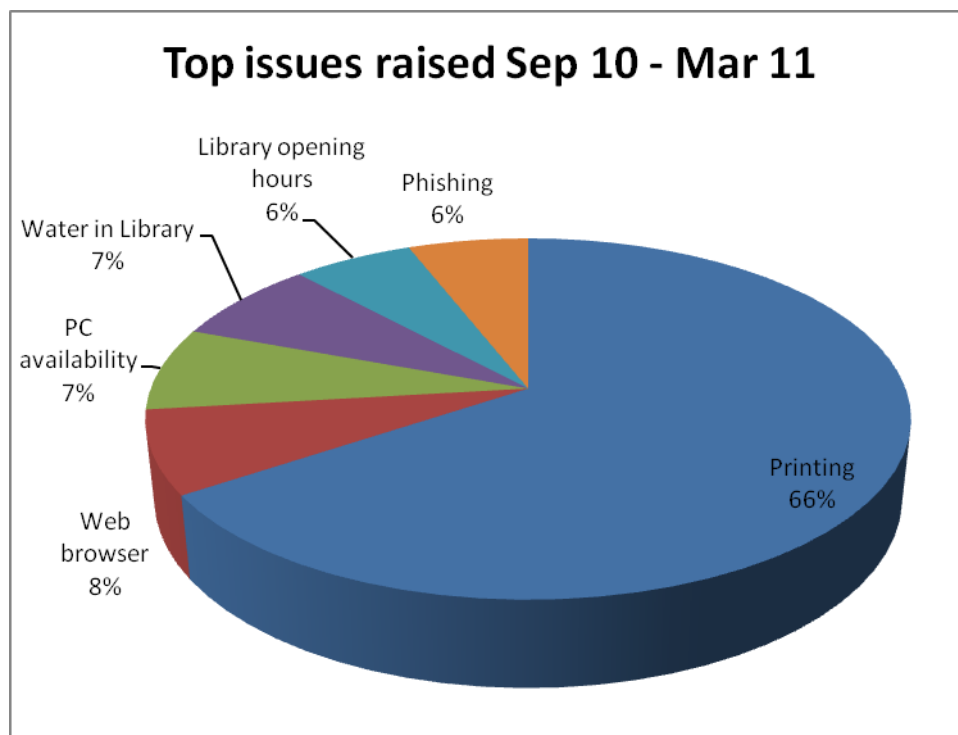
ISD received a total of 147 comments & suggestions between September 2010 and March 2011. Of these the majority, 96, came via the online web form, with 47 on paper and 4 by other means (such as feedback from the Introductory Staff Conference). In most instances, a holding response is sent by User Services and the comment passed on to the most appropriate ISD Head of Service for a response. The Head of Service is asked either to reply directly or to provide a draft response to User Services which can then be used to respond to any similar comments received.

ISDMT receives a detailed report every two months, highlighting the number and nature of the comments received, and where appropriate, the action taken. Wherever possible this information is also made available on the 'You said, We did' page on the ISD website www.uea.ac.uk/is/yousaidwedid



The top issues were

- Student network printing (44 comments)
- Concerns with the web browser (5 Comments)
- Availability of PCs/Faulty PCs & equipment (5 comments)
- Availability of water in the Library (5 comments)
- Library opening hours (4 comments)
- University response to phishing attacks (4 comments)



Other issues raised include;

Slowness of the wireless network, location of some specific items in the Library, renewals limits, fines, availability of specific resources, lack of locks on study carrels, storage facilities in the Library, problems accessing Broadview, visitor access to UEA network, hold music at the ITHD, availability of timetables for IT teaching rooms, compatibility with Open office across campus, cost of computer carrels, email spam filtering, access to certain e-journals, and delays in receiving campus cards for new staff.