ISC11D028

User surveys 2011

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The following report summarises the results and analysis from all the user surveys published this summer.

Introduction

Over the summer, the results from four user surveys were released and a summary of results relating to ISD services is provided in this paper. All surveys permitted respondents to add free text and from the supplied comments extrapolation of the reasons behind the results of the quantitative data is offered. Survey results feature in ISD POW planning and are used to inform and prioritise areas of work.

These annual surveys are also being included as part of the strategic KPIs providing performance measures relating to ISD services for consideration by the ISD Research Board and ISD Education Board.

- **ISD User Survey**: all users, identifies PGR students and academic staff, but does not distinguish between ATR, ATS and RA staff, identifies Faculty, but not School (see below)
- **NSS**: final year undergraduate students, identifies School (see p. 7)
- **PTES**: final year Postgraduate Taught students (see p. 10)
- **PRES**: Postgraduate Research students, identifies Faculty (see p. 11)

ISD User Survey

The **ISD survey** ran for 3 weeks in May 2011. The survey was sent to all staff, undergraduates, PGRs and PGTs and included some questions from the 2010 survey to enable us to begin to undertake some trend analysis of the data.

We received 1461 responses to the survey which equates to a response rate of 8.35% compared with 5.7% last year. This increased response rate may be due to the smaller number of questions in this year's survey. The open questions generated a total of 2683 comments from all respondents. Using data on the latest staff and student numbers available from HR (Staff Statistics January 2010) and Planning Office (UEA Student numbers 2010-11), the best response rate was from research postgraduates at 13.31% and the lowest response rate being from undergraduates at 7.25%.

Category	No. of Survey responses	Headcount	Response rate
Undergraduate	847	11689	7.25%
Taught postgraduate	168	1614	10.41%
Research postgraduate	123	924	13.31%

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Category	No. of Survey responses	Headcount	Response rate
Staff – Academic/Research/Teaching	145	1626	8.92%
Staff – Admin/Clerical/Technical	147	1642	8.95%

The analysis of both the quantitative and qualitative data from this year's survey provides useful information that should be used to inform plans of work and to may help identify service improvements and quick wins in terms of student experience and impact on end users.

Quantitative data

This summarises key findings from the in-depth analysis of the quantitative data – a separate document on the ISD User Survey 2011 providing more details was prepared by the Survey Office.

- E-journals are considered the most important resource for PGT, PGR & academic staff
- UG consider access to teaching material via BB as the most important
- IT services and the ISD web pages were rated as good or very good by less than 50% of respondents.
- Library helpdesk, Faculty Librarians, Library/Information skills sessions, Local IT support and IT helpdesk were all rated as good or very good by more than 50% of respondents
- The majority of UG students rated Library facilities as good or very good
- All students (UG & PG) wanted the Library to prioritise increasing the number of PCs available, closely followed by 24/7 access to the building. PG students also want the Library to prioritise the purchase of e-books

Qualitative data

The qualitative data has been compiled by analysing user 'free text' comments. Survey respondents were able to give free text comments in answer to four questions:

- Q5. Please give details of any other facilities or services you would like the Library to prioritise
- Q7. What one change would you make to the Library?
- Q11. What additional IT services would you like to see to support your teaching, learning, research or work at UEA?
- Q13. Are there any other comments you would like to make on any aspects of ISD services?

Q5 Library priorities

A total of 431 comments were made, the top issues mentioned were;

Topic	No. of comments	Typical issues raised	ISD response
Study spaces	144	Lack of space, more carrels, more chairs, more group study space, keys for carrels, issues with carrel booking system	Changes made to carrel booking system, greater staff presence during exam periods to deter 'reserving' of seats
Printing	59	Printing from laptops, PCs set aside for printing, more reliable printers, improved printing	Quick access Print PCs being provided & improved help sheets available at point of need by printers

Topic	No. of comments	Typical issues raised	ISD response
		system, more help with printing	
Computers	37	Improve quantity & quality of computers, reduce IT disruptions, provide MACs, block Facebook	PC availability information available on web site & plasma screens
Resources	27	More books, more copies of textbooks, re-purchasing of missing books, resources lacking in some subject areas	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Missing books budget to replace missing books.
e-resources	21	More off-campus access to resources, more e-journals	Improved Athens FAQs & new Athens query forms with 24 hour response rates available on Web.
Food/water	19	Ban eating in Library, provide water fountain, provide a vending machine	Water fountain to be installed in semester 1
Environment	17	Library too hot, Library too cold,	We are working with Estates to monitor & improve temperature in the building
Toilets	16	Poor condition of toilets, lack of male toilets	Programme of toilet refurbishment is underway
Staff	14	More staff needed, staff unhelpful	Customer care training provided to all front-line staff plus ongoing programme of training

Q7 Library changes

A total of 1536 comments were made (some respondents listed more than one change they would like to see). The top issues mentioned were;

Topic	No. of comments	Typical issues raised	ISD response
Study spaces	440	Lack of study space at busy times,	Changes made to carrel booking system, greater staff presence during exam periods to deter 'reserving' of seats
Computers	227	More computers needed, improve the quality of IT, improve computer availability, limit use of Facebook in some labs	PC availability information available on web site & plasma screens
Opening hours	145	24/7 opening, increased access to whole library not just IT area, extend term time hours for longer in the summer, earlier opening at weekends	Costed proposal for 24/7 opening being presented to ETl

Topic	No. of comments	Typical issues raised	ISD response
Resources	102	More books, more printed journals, more textbooks, more resources for specific subject areas	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists.
Printing	89	Better printing facilities, more help, quick access PCs just for printing	Quick access Print PCs being provided & improved help sheets available at point of need by printers
Noise	73	Monitor quiet and silent areas, introduce a silent IT area, more silent areas	Greater staff presence on reading floors particularly during busy assessment period
Environment	63	Too cold in winter, draughty windows, better ventilation, change the revolving door, blinds on south-facing windows, reduce the temperature on top floors	We are working with Estates to monitor & improve temperature in the building
Staff	61	Extend the helpdesk hours, more staff especially at busy times, improve customer service, reduce queues, some staff unhelpful	Customer care training provided to all front-line staff plus ongoing programme of training
E-resources	53	More e-books, more e-journals, loan e-book readers, improve the system for online access to resources	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Improved Athens FAQs and a review of benefits of moving to Open Athens
Food/water	51	More eating areas, introduce a drinking fountain/café/vending machine, restrict food & drink in 24 hour area	Water fountain to be installed in semester 1
Toilets	44	More toilets, more male toilets, improve facilities	Programme of toilet refurbishment is underway by Estates
Signage	36	Better signage by subject areas/bookshelves, Improved navigation, help with locating items	Working group set up to look at ways of improving signage in the building

Q11 Additional IT services

A total of 716 comments were made (with some respondents listing a number of comments). The top issues mentioned were;

Topic	No. of comments	Typical issues raised	ISD response
Support	144	Quicker response, need for more staff (particularly at busy times), Mac support, effective	AIP integrated Faculty IT support teams within ISD. This provides an opportunity for more flexible

Topic	No. of comments	Typical issues raised	ISD response
		communications (especially around system failure), lack of customer relationship skills	delivery and a wider portfolio of support ISD Problem Management Group set up Customer care training provided to all front-line staff
Email	101	Problems with student email (reliability, time outs), quota increases, frustrations with CAPTCHA check on login	All UG students now have MS Outlook email accounts
Printing	94	Problems with availability, reliability, more printers, more computers for printing, cost of printing too high	Quick access Print PCs being provided & improves help sheets available at point of need by printers
Computers	71	Availability of computers, more computers, fix broken computers more quickly, faster computers	PC availability information presented on website and plasma screens
Network	56	Problems with reliability and speed, speed improvements for wifi, wifi available in student residences	Some comments on networking issues related to problems experienced at Christmas 2010 A review of the wireless infrastructure will be undertaken with a view to identifying gaps, utilisation, and potential provision in residences
E-resources	51	More e-resources (journals and books), more help with finding articles, easier off site access	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Improved Athens FAQs and a review of benefits of moving to Open Athens
General	47	Fix current services before introducing new ones	Strategic priority on service availability
Desktop	38	More software availability, school specific software in IT labs, fewer restrictions on access to software such as controls on Admin rights	Problem Management Group set up to draw together helpdesk, IT technician and IT specialists
Training	24	More training on software (Office, ArcGIS, Stats, web design, R, Python, Endnote), introduction to intranet and email	
E-learning	20	Improvements to Blackboard (more content, larger quotas, search facility, wider use by teaching staff)	Blackboard was upgraded summer 2011 An ISD education strategy and POW is being considered by the ISD Education Board

Topic	No. of comments	Typical issues raised	ISD response
Software	16	Wider choice of software on IT lab PCs (Firefox, SPSS), more advice and guidance on software (Security Essentials for AV)	
Storage	14	Easier remote access to files (via Portal), larger quota	

Q13 Other comments on ISD services

A total of 245 other comments were made with the top issues being

Topic	No. of comments	Typical issues raised	ISD response
Computers	57	Sort out network/IT issues, improve IT reliability, more computers needed, IT support is patchy, off-campus problems, system is slow	PC availability information available on web site & plasma screens
Email	30	Problems with student email, unreliability of system	All UG students now have MS Outlook email accounts. PGR students are still to be migrated over
Printing	23	More printers, more reliable system, more help, PCs just for printing	Quick access Print PCs being provided & improved help sheets available at point of need by printers
Staff	22	More staff, improved customer service, reduce queues at Helpdesk, staff unhelpful	Customer care training provided to all front-line staff plus ongoing programme of training

Many respondents gave more information and context with their comments which will enable us to investigate further some of the issues raised such as;

- Resources lacking in particular subject areas
- Increased opening hours/access to Library facilities at exam times, weekends and beyond normal teaching
- Improvements to the study facility booking system
- Setting up PCs dedicated for printing
- Monitoring quiet and silent zones
- Increasing study spaces during exams
- Improved signage by bookshelves/roving staff
- Training for staff
- Loan lengths and courtesy notices

National Student Survey (NSS)

The **National Student Survey** ran from January to April 2011 and generated a total of 154 open comments relating to:

- Q 16: "The library resources and services are good enough for my needs"
- Q 17: "I have been able to access general IT resources when I needed to"
- Q18: "I have been able to access specialised equipment, facilities or rooms when I needed to"

Quantitative data

Comparing results for 2011 with 2010:

- Q16: 2011: 84% satisfaction[1]   2010: 85% satisfaction – a drop of 1 percent
- Q17: 2011: 74% satisfaction   2010: 84% satisfaction – a drop of 10 percent
- Q18: 2011: 77% satisfaction   2010: 82% satisfaction – a drop of 5 percent

A further breakdown of the responses to Q17 is offered to help identify areas where satisfaction levels in IT services have particularly declined.

Faculty	School	2011 score	2010 score	Change	No. of respondents
HUM	AMS	70	78	-8	57
	ART	88	87	1	35
	DRA	83	94	-11	
	FTV	76	78	-2	41
	HIS	72	76	-4	127
	LCS	82	87	-5	38
	LIT	69	86	-17	135
	MUS	79	79	0	24
	PHI	80	86	-3	41
	PSI	56	78	-22	98
FMH	AHP	81	90	-9	74
	MED	74	80	-6	103
	NAM	74	81	-7	116
SSF	DEV	68	88	-20	50

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[1] The satisfaction score is calculated by totalling the number of respondents selecting 'Definitely Agree' or 'Mostly Agree' with the statement expressed as a percentage of the number of responses.

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Faculty	School	2011 score	2010 score	Change	No. of respondents
	ECO	73	77	-4	86
	EDU[2]	79	63	16	43
	LAW	67	87	-20	82
	NBS	74	84	-10	171
	SWP	83	90	-12	96
SCI	BIO	75	90	-15	114
	CHE	84	93	-9	43
	CMP	94	94	0	54
	ENV	60	86	-26	108
	MTH	79	80	-1	39
	PHA	93	90	3	64
Overall		74	84	-10	

In particular, ENV, PSI, DEV, LAW, LIT, BIO, SWP, DRA, and NBS all showed drops in satisfaction of 10% or more. It is unclear why specific schools were particularly inconvenienced by problems with IT services, and a suggestion that this is likely to be due to printing problems close to submission deadlines is offered.

Comparing UEA's position for Q17 scores with peers:

- In 2011, UEA is rated 10% lower than the average for the 1994 Group and 11% lower than the League Table Group.
- In 2010, UEA was rated 4% higher than the average for the 1994 Group, but 3% lower than the League Table Group.

Qualitative data

Respondents to the survey are asked to express their degree of agreement with a number of statements. They also can leave free text comments on any subject in a single text box. The Survey Office used a software tool (Leximancer) to assist the analysis of the free text comments. This software identifies significant keywords, and picked out 'Library', 'Resources' and 'Printers'.

There were 154 comments relating to the Library & facilities and services offered within the building.

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[2] EDU is unusual in offering a significant increase in satisfaction levels in IT in 2011 compared to 2010. This is attributable to there being a low starting point in 2010.

Topic	No. of comments	Typical issues raised	ISD response
Resources	41	More books, lack of availability of books from reading lists, everybody needs the same resources at the same time , Library resources are minimal	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Continued development of our e-books collection to ensure greater availability of books at peak times.
Positive comments	35	Library resources very good, Library is really good and staff are friendly	
IT-general	25	IT facilities do not always work, Equipment failure with IT facilities, Poor IT facilities, No compensation when IT support fails	IT Problem Management Group set up
Computers	16	More computers needed in Library, Lack of computers, Never enough computers	PC availability information available on web site & plasma screens
Printing	14	Better printing facilities, Printing resources have been very bad more help, Printers not working	Quick access Print PCs being provided & improved help sheets available at point of need by printers
Space	6	Library too busy, Insufficient study spaces	Changes made to carrel booking system, greater staff presence during exam periods to deter 'reserving' of seats
IT Network	6	Poor wireless network, Internet on campus is slow and unreliable	A review of the wireless infrastructure will be undertaken with a view to identifying gaps, utilisation, and potential provision in residences
Other	11	A water dispenser in the Library would be useful, problems accessing e-resources through Athens, book loan lengths not long enough	Water fountain to be installed in semester 1

The comments offer a possible explanation for the large drop in satisfaction levels in IT services (Q17). In particular, sources of frustration for students related to:

- Not being able to find a free computer
- Not being able to print work
- And to a lesser degree, the performance of the IT network

Postgraduate Taught Experience Survey (PTES)

The **Postgraduate Taught Experience Survey** ran from Feb to May 2011. Final year PGT students are asked to express their agreement with a series of statements. In 2011, the learning resources questions 16(a) to 16(f) are relevant to services offered by ISD. (Note that in 2010, Q11(a)-(f) related to learning resources.)

- Q16(a): "The library resources and services are good enough for my needs"
- Q16(b): "The library resources and services are easily accessible"
- Q16(c): "I have been able to access general IT resources when I needed to"
- Q16(d): "I have been able to access social learning spaces (e.g. for group working) on campus when I needed to"
- Q16(e): "I have been able to access specialised equipment, facilities, or rooms when I needed them"
- Q16(f): "I am satisfied with the quality of learning materials available to me (Print, online material, DVDs etc.)"

Quantitative data

- Q16(a): 2011: 67% satisfaction   2010: 69% satisfaction – a drop of 2 percent
- Q16(b): 2011: 71% satisfaction   2010: 72% satisfaction – a drop of 1 percent
- Q16(c): 2011: 64% satisfaction   2010: 75% satisfaction – a drop of 11 percent
- Q16(d): 2011: 55% satisfaction   2010: 59% satisfaction – a drop of 4 percent
- Q16(e): 2011: 50% satisfaction   2010: 55% satisfaction – a drop of 5 percent
- Q16(f): 2011: 71% satisfaction   2010: 71% satisfaction – no change

Levels of satisfaction in IT service (Q16(c)) expressed in this survey mirror that expressed in the other surveys summarised in this report.

Also of note are the particularly low satisfaction scores for the provision of group working spaces (Q16(d)), specialised equipment and rooms (Q16(e)).

Qualitative data

There were 75 comments received relating to the Library and IT facilities:

Topic	No. of comments	Typical issues raised	ISD response
Resources	18	Not enough books, resources too old to be relevant, books unavailable when needed	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Continued development of our e-books collection to ensure greater availability of books at peak times. Tighter focus on withdrawing books that are too old to be relevant.
IT-general	17	IT facilities are not satisfactory, consistent & ongoing IT	Strategic priority is service availability

Topic	No. of comments	Typical issues raised	ISD response
		problems, Net connection is slow and unreliable	
Printing	16	Printers often broken, printers inaccessible at busy times, frequent problems with printing system	Quick access Print PCs being provided & improved help sheets available at point of need by printers
Positive comments	6	Useful resources from the library, Automated library resources.	
Computers	5	More computers needed, Computers needed in the Postgraduate Study Room , 35 minute wait for a computer is annoying	PC availability information available on website and on plasma screens
Other	13	Some books have 2 locations after reclassification, not enough carrels for private study, Library does not open until 11am at weekends, Library is too noisy	Working group set up to look at ways of improving signage in the building. Changes made to carrel booking system

The free text comments help provide an explanation for the level of satisfaction expressed in IT services. There is again a call for improvements in:

- Reliability of IT services
- Speed of the IT network
- Availability of printing
- Availability of computers

Postgraduate Research Experience Survey (PRES)

The **Postgraduate Research Experience Survey** ran from March to May 2011. PGR students are asked to express their agreement with a series of statements. In 2011, the infrastructure questions in section 3 (Q3(a), (b), (d), (e) and (f)) are relevant to services offered by ISD. (Q3(c) concerns research funding.)

- Q3(a): "I have adequate access to the equipment necessary for my research"
- Q3(b): "I have a suitable working space"
- Q3(d): "There is adequate provision of computing resources and facilities"
- Q3(e): "There is adequate provision of library facilities"
- Q3(f): "I have the technical support I need"

Quantitative data

- Q3(a): 2011: 74% satisfaction   2009: 67% satisfaction – an increase of 7%
- Q3(b): 2011: 67% satisfaction   2009: 63% satisfaction – an increase of 4%
- Q3(d): 2011: 69% satisfaction   2009: 68% satisfaction – an increase of 1%
- Q3(e): 2011: 73% satisfaction   2009: 70% satisfaction – an increase of 3%
- Q3(f): 2011: 66% satisfaction   2009: 61% satisfaction – an increase of 5%

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There is no significant change between surveys in the level of satisfaction expressed in IT services (Q3(d)).

Levels of satisfaction broken down by Faculty:

PRES question	HUM		SSF		FMH		SCI		JIC/IFR		Overall	
	2009	2011	2009	2011	2009	2011	2009	2011	2009	2011	2009	2011
3.a. I have adequate access to the equipment necessary for my research	70%	74%	62%	68%	62%	72%	68%	76%	77%	90%	67%	74%
3.b. I have a suitable working space	57%	69%	57%	55%	46%	55%	72%	71%	75%	90%	63%	67%
3.d. There is adequate provision of computing resources and facilities	58%	69%	57%	61%	64%	56%	79%	73%	79%	92%	68%	69%
3.e. There is adequate provision of library facilities	59%	65%	62%	64%	68%	70%	84%	80%	80%	95%	70%	73%
3.f. I have the technical support I need	48%	68%	53%	56%	58%	57%	70%	70%	77%	90%	61%	66%

Shaded boxes indicate areas where satisfaction has declined in 2011 compared to 2009.

SSF and FMH have particularly low levels of satisfaction in computing services compared to SCI (12-17% difference).

SSF and FMH also have particularly low levels of satisfaction in technical support compared to SCI (12-14% difference).

HUM, SSF and FMH have lower levels of satisfaction in library facilities compared to SCI (10-16% difference).

Levels of satisfaction compared nationally:

Faculty	HUM	SSF	FMH	SCI	JIC/IFR	UEA 2011	National 2011
3.a. I have adequate access to the equipment necessary for my research	74%	68%	72%	76%	90%	74%	75%

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Faculty	HUM	SSF	FMH	SCI	JIC/IFR	UEA 2011	National 2011
3.b. I have a suitable working space	69%	55%	55%	71%	90%	67%	72%
3.d. There is adequate provision of computing resources and facilities	69%	61%	56%	73%	92%	69%	73%
3.e. There is adequate provision of library facilities	65%	64%	70%	80%	95%	73%	76%
3.f. I have the technical support I need	68%	56%	57%	70%	90%	66%	71%

Shaded boxes indicate areas which are below the national average.

UEA scores below average nationally for all of the selection Section 3 questions. Provision is only rated above average in the JIC/IFR and for SCI (for all questions except working space and technical support, but for these question results are only marginally below average).

Qualitative data

There were 38 comments received relating to the Library and IT facilities:

Topic	No. of comments	Typical issues raised	ISD response
IT-general	9	No backup systems when IT fails, Poor access to specialist software, Accessibility of Athens and the portal remotely has been a nightmare, IT facilities unreliable	Strategic priority is service availability
Space	7	Lack of appropriate work space, Not enough seating space in the Library	Changes made to carrel booking system, greater staff presence during exam periods to deter 'reserving' of seats
Resources	6	More journal subscriptions, Better access to books and articles within my subject area, It takes too long to acquire/purchase requested books	'More Books' campaign being launched to encourage students to communicate directly with us, including a book request functionality. Reading list project to improve deposits of reading lists. Continued development of our e-books collection to ensure greater availability of books at peak times. Reviewing and

Topic	No. of comments	Typical issues raised	ISD response
			reducing processes to ensure books are available quickly and at point of need. Continuing to develop our e-book collection.
IT support	4	Additional IT support needed to install required programmes onto my computer, Slow response to IT problems.	Problem Management Group has been formed which draws together helpdesk, IT technician and IT specialist staff
Computers	3	Computers in DEV PGR space very slow	PC availability information available on web site & plasma screens
Other	9	Lack of support for part-time or off-campus students, Library opening hours, Inter Library loans, Library too noisy	Zoning in the Library allows students to select a suitable space. The Reading Room is silent study. A costed proposal for 24/7 opening of the Library building is being presented to ET

Regards IT services, the comments point to concerns about:

- Reliability of IT services
- Quality and speed of response to IT support queries