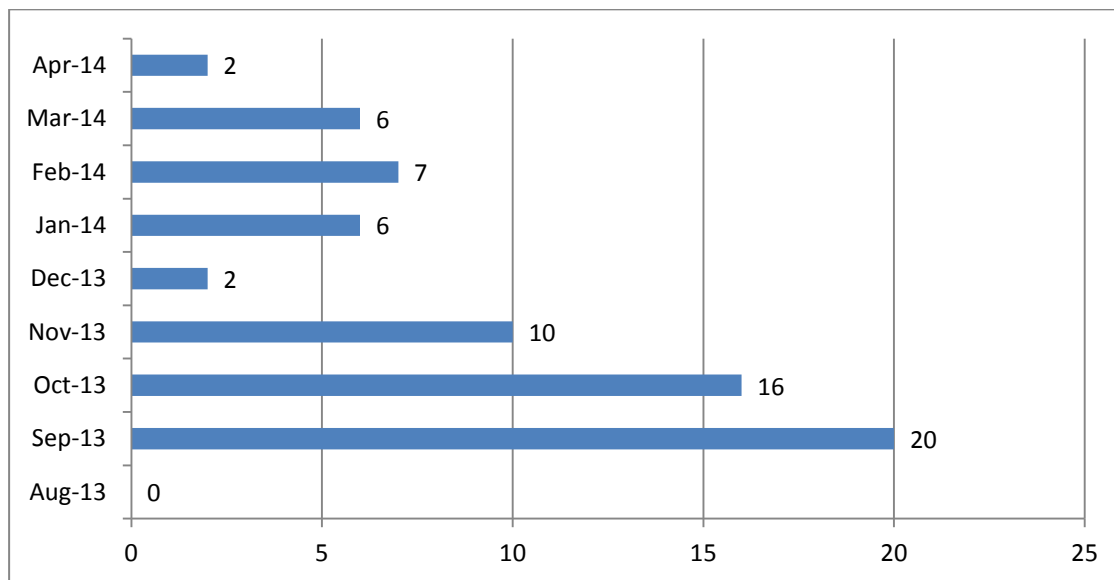


# IT Feedback

1<sup>st</sup> August 2013 to 30<sup>th</sup> April 2014

It.feedback@uea.ac.uk received 69 comments between 1<sup>st</sup> August 2013 and 30<sup>th</sup> April 2014.

All comments receive an individual response within 5 working days although this is usually much quicker. Most are replied to by the Head of IT Support. Most comments were received between September and November.



## The top issues were:

- Lack of Wi-Fi in residences – 20 comments
- Printing: requests for printers on all floors and double sided printing - 8 comments

Other issues raised include comments about a lack of scanning facilities (2 comments), the problems accessing help (4) and comments about lack of scanning facilities (2).

## Actions taken in response to comments received

- Wi-Fi is being installed in all UEA student residences for September 2014.
- UEA PrintPlus+ service will greatly enhance student printing, copying and scanning facilities from the summer of 2014.
- The threshold for adding print credit has been reduced from £5 to £1.
- IT Helpdesk and IT Support services are under constant review to improve service delivery.

## Positive feedback

19 positive comments were received between August and April.

## Negative feedback

7 negative comments were received between August and April.

