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Introduction

Since 2011 all IT services and IT staff have been managed by a central department, responsible for implementing common standards, processes and policies. IT Services provides a first contact point for student support via the IT Service Desk, with central teams supporting hardware, network infrastructure, online services, software, databases, storage, high performance computing and training. Zonal teams offer local support in academic schools and Professional Services divisions and the Laptop and Mobile Clinic is available to help students with personal devices.

This student IT survey, 2014, follows on from similar surveys in 2007, 2009 and 2012 and is used by IT Services to help understand student requirements and whether they are being met with current services, facilities and support. Results will also aid in prioritising improvements to existing services, identifying trends which require future developments and benchmarking the performance of services, where there are direct comparisons to previous surveys. It will also help IT Services to understand the differences in requirements between undergraduates, taught postgraduates and research postgraduates and across faculties and schools.

This survey asked students multiple choice questions about device ownership and usage, reliance on technologies, satisfaction with and importance of services and usefulness of communications. It also asked freeform response questions about changes they would like to see and the best things about current IT provision.

The survey was carried out using the Bristol Online Survey tool, (BOS) and promoted to students via an email and announcements in MyBristol. A prize of an iPad Mini was offered to encourage responses from all people, not just from those with a particular interest in the topic. The survey ran through May 2014, (to avoid clashes with other surveys, such as the National Student Survey) and was open to all students.

Despite being surveyed during the summer assessment period, 1,985 students completed it, a 77% increase on the 2012 survey. This included 1,343 undergraduates, 271 taught postgraduates and 357 research postgraduates, a slightly higher ratio of research students than were current at the University during the 2013/14 academic year. Amongst undergraduates 583 were first years, 306 second years, 274 third years, 149 fourth years and 31 in fifth years or higher.

Having received a sample of responses from all student types in all schools we believe that this survey is fairly representative of all Bristol students.

We would like to take this opportunity to thank all those students who responded to the survey.

Neil Davey
Student IT Experience Manager
IT Services
July 2014
Student ownership of computers and mobile devices

Do you possess any of the following in Bristol?

We have been recommending that students bring a laptop to university for a few years now and this is reflected in the continuing high ownership of these, (89% of respondents have a laptop with them), particularly compared to the low ownership of desktop computers, (18%). What is especially noticeable is the far higher desktop computer ownership amongst research postgraduates, with half of this group claiming to have their own desktop computer. This difference has been shown in previous surveys and desktop computer ownership seems to have changed little amongst research postgrads since our first student IT survey in 2007, whilst fewer taught students own them each year.

Ownership of tablets, (iPads, Android tablets, etc.) has increased from around 9% in 2012 to 30% in 2014. 77% now use smartphones, compared to 64% two years ago, with higher ownership amongst undergraduates than postgraduates.

Unlike previous surveys, we have not surveyed operating system ownership, be it Microsoft, Apple, Android, Blackberry, Linux or other. Services are increasingly operating system agnostic and it is the type of device and usage which are now more interesting to us.
Device usage

What do you use the following devices for?

With students increasingly able to work on mobile devices it is interesting to compare how various devices are used for academic work. Respondents were asked whether they used desktop computers, laptops, tablets, smartphone or University computers for several different purposes. These are also not exclusive responses, students use several devices for similar purposes and we have not asked which device is used primarily for a specific function. The graphs below show device usage as a percentage of those who own each type of device.

18% of students own a desktop computer and they are well used for all of the purposes included in the question, with the obvious exception of taking them into lectures and tutorials. The 67 students who informed us that they use desktop computers in lectures and tutorials probably confused the option with ‘University computers’.

Laptops are a good all-round device owned by 89% of students and are also heavily used for the full variety of purposes listed, though what is notable is that only 38% of laptop owners bring them into lectures and tutorials. 64% use specialist software on them.

Taught postgraduates are more likely to use a laptop in a lecture or tutorial than undergraduates but a third of all students do not use any sort of computer in teaching sessions.
It may be surprising that only 77% of students own a smartphone, though this is a rise of 13% since the 2012 survey. Smartphones are highly likely to be used to read emails (94% of owners) or check timetables (74%) but not so much for other tasks.

Tables owned by 30% of students, up from 9% in 2012, and tend to be used in a similar fashion to smartphones, to check emails and timetables. They are also used for accessing course materials and a tablet owner is more likely to use it in a lecture or tutorial, (58% of owners) than a laptop owner, (43%).

They do not yet appear to be used as a replacement for a laptop or desktop computer when writing essays, working on assignments and projects or using specialist software.

70% of students use University computers and whilst they are used in lectures or tutorials by 17%, they are more likely to be used for personal study and for similar purposes to personal desktop computers. 68% use specialist software on University computers.

Research postgraduates are more likely to read emails on a University computer, compared to taught students. A third of research postgraduates do not need to check timetables or access course materials, on any device.
Reliance on technology

Which statements best describe your use of technology for your academic studies?

A new question in this year’s survey, intended to help us understand how confident students are with technology and whether they just need the basics or require something more advanced. It will also show us where students are reliant upon us providing them with specialist software or computers. Respondents could choose more than one option.

There appears to be little difference between undergraduates and taught postgraduates, who mostly use their own devices. However, research postgraduates are much more dependent upon the University providing them with specialist software and hardware, (70%) and far less likely to be using their own laptop or tablet, (35% compared to 66% for taught students). They have more confidence in their own abilities, (the bottom two categories suggest this) and perhaps feel more IT capable than taught students. Research postgraduates are less likely to use open access computers, (10%) because they are more likely to have an office computer to use.

39% of undergraduates don’t need much more than a web browser, email and Microsoft Office; compared to 45% who are reliant upon the University providing specialist software and hardware. 12% are confident enough to hack something together to give them the functionality that existing systems haven’t.
Overall, how satisfied are you with IT at the University?

Whilst this and previous Student IT Surveys have asked how satisfied students are with specific services, we have not previously asked this question about overall satisfaction. The five-point scale here follows the design of questions in the National Student Survey and fewer than 20% of respondents chose the neutral option. This question will be used in future surveys to benchmark the overall reputation of IT Services with students.

70% of undergraduates and 73% of taught postgraduates consider themselves satisfied with IT at the University, whilst 11% of undergraduates and 9% of taught postgraduates are dissatisfied. There is some variation across the University, with undergraduates in Biological Sciences and Law and taught postgraduates in the Graduate Schools of Education, Engineering and Arts and Humanities being the most satisfied whilst undergraduates in Engineering are the least satisfied.

Only 42% of research postgraduates are satisfied with IT as a whole, with 36% stating that they are unsatisfied. The difference between satisfaction amongst taught students and research students can be seen right across the University but those in Economics, Finance and Management scored highest whilst Engineering, Physics and Biological Sciences scored lowest.

Results for this question are in contrast to the generally high satisfaction with individual services and facilities, as shown in the next question. Students are, on the whole, more satisfied with our core services than is reflected in this overall question. However, it does appear that the overall reputation of IT Services has been affected by various issues; such as problems with the MyFiles service in April, which would have been fresh in respondent’s minds as they completed this survey in May.
Satisfaction with services and facilities

Please rate your experiences of the following services and facilities?

![Graph showing satisfaction ratings for various services and facilities]

The graph above excludes those who answered ‘Never used/don’t know’.

More than 80% of respondents scored most services as either excellent or good. The Gmail email service is rated highest, with 96% of students stating that it is good or excellent and this is the first IT survey since all students started using it. Google Apps, the suite of applications that Google provide along with their email service, (such as Calendar, Drive, Docs and Talk), was surveyed for the first time and 89% rate it positively. Undergraduates are more satisfied than postgraduates with Google email, though research postgraduates are happier with Google Apps than taught students.

84.2% of students think that Eduroam (wireless internet) is good or excellent, though undergraduates are more likely to have used the service and be happy with it than postgraduates.

81% of taught students stated a preference for open access computers, with 85% agreeing that they are good or excellent. In contrast only 56% of research postgraduates expressed an opinion, with 77.2% of this group thinking that open access computers are satisfactory.

Several of the services were rated better by taught students than by research students and both MyBristol, (the Portal) and Blackboard are good examples of that. 87.5% of taught students who gave a preference think that MyBristol is good/excellent compared to 77.2% of research postgraduates. For Blackboard these are 81.9% for taught students and 64.6% for research postgraduates.

Serious problems affecting MyFiles in the month before this survey will have influenced the 68% who offered an opinion on the service, with only 61.8% of taught students thinking that it is good or excellent. Only 35.9% of research postgraduates, (79% response) consider MyFiles to be excellent or good.
Printing and Photocopying (71% satisfaction) and the Remote Desktop service (67%) scored poorly, though almost 30% have never used the Remote Desktop, or could not rate it.

The Laptop and Mobile Clinic is a service which is only used when personal devices fail and so was only rated by 26% of students but 88.5% of those think that it is good or excellent. Access to online library resources also scored well, with 90% rating it as excellent or good. IT training scored 71.8%, from a 29% response rate.

The response rate for the IT Service Desk varied greatest between the three student groupings, with 36% of undergraduates, 62% of taught postgraduates and 84.9% of research postgraduates offering opinions. Those opinions differed little between undergraduates and taught postgraduates, 84.3% of whom thought that the service is good or excellent but only 66.1% of research postgraduates agreed with them.

Finally, 84% of students agree that specialist software and facilities are good or excellent.

Changes in satisfaction

The wording of the options have changed from previous surveys, which had ‘Excellent’, ‘Good’, ‘Satisfactory’ and ‘Poor’ to choose from. This new options of ‘Excellent’, ‘Good’, ‘Poor’ and ‘Awful’ were intended to force people to decide whether they consider a service to be performing well or not, with no possible middle ground as ‘Satisfactory’ could suggest. This will slightly affect direct comparisons between this survey and the 2012 survey and we expected to see a rise in the percentage choosing ‘Good’ or ‘Poor’. However, overall there was a 2.4% increase in the percentage choosing ‘Excellent’ and a 6.2% increase in those choosing the lowest option so the two sets of data stand up to comparison.
Since the 2012 survey IT Services has prioritised investments to improve services which scored poorly in the survey and has appointed a Student IT Experience Manager to lead on this. Improvements to email involved a partnership with a global leader in Google, who also supply us with a new suite of apps. Satisfaction (those that think a service is good or excellent) for email alone has risen from 44% with the old University legacy email to 96% with Gmail.

We have increased coverage of wireless in student areas so that all study spaces, lecture theatres and rooms in University managed halls of residence are included and we have merged ResNet Wireless into Eduroam to make it more convenient for students to connect to the internet on the campus or in halls of residence. Satisfaction with Eduroam has risen by 19%.

All open access computers that were older than 5 years were replaced in 2012 and again in 2013 and 2014, to ensure good standards of hardware in all study spaces. Much standardisation of software has been introduced in the last two years and here those stating that computers are good or excellent have risen by 32%.

MyBristol was upgraded in 2013, with a new design directly influenced by student feedback, resulting in an increase in those thinking that it is good or excellent from 67% to 86%. Likewise Blackboard was upgraded in 2013 and a new design introduced and this coupled with investment in more resilient hardware has led to a 22% increase in satisfaction with the service.

MyFiles is the one service where the percentage thinking that it is good or excellent has dropped, by 1%.

The introduction of Print Release to the larger multi-function printer/copier/scanners in libraries, central study spaces and a few other locations has helped satisfaction increase by 19% with printers and photocopying.

The number of students considering that the Remote Desktop is good or excellent have increased by 6%, the third lowest change. Meanwhile the numbers who are satisfied with the Student Laptop and Mobile Clinic has increased by 24%, with 89% happy with that service, which now also assists with tablet and smartphone problems and has longer opening hours.

19% more now agree that access to online library resources is good or excellent, whilst IT training is the one service which scored the same as last time. An additional 9% are satisfied with the IT Service Desk, since 2012. Course specific software or facilities was measured for the first time in 2014.
Importance of services and facilities

How important to you are the following services and facilities?

The results above exclude those who chose ‘No opinion’. Services are not ranked in importance and students could choose ‘very important’ for all services if they wished. Overall most of the services surveyed are considered to be important or very important. Google Apps, access to online library resources and Course specific software or facilities, (specialist software) are included in this survey for the first time whilst Smartphone/mobile device clinic has been removed as this service is now covered by the Laptop Clinic. ResNet wired and wireless have also been removed, the latter having been merged into Eduroam wireless and being the primary method for internet connections in halls of residence.

Google Email was rated as the most important service with 98% of respondents considering it to be important or very important. Eduroam wireless came second with 96%, a rise of 5% in importance since 2012, as mobile device ownership continues to increase. Access to online library resources came next with 92%, though a higher 97.4% of taught postgraduates stated that this service is important or very important to them.

The graph above shows the overall percentage of students who rated a service as important or very important but for many services there is a large variation between taught students and research postgraduates. MyBristol is considered important for 92.6% of taught students but only 62.4% of research postgraduates, whilst the Blackboard score for taught students, (95.7%) also differs greatly from research postgraduates, (48.8%). Other high scoring services include Course specific software or facilities (88%) and Printing and photocopying (87%), with 94.3% of research postgraduates stating that printing and copying is important or very important to them.
Open access computers are primarily used by taught students and are rated as important or very important by 79.4% of them, as compared to 51.6% of research students. The Remote Desktop scored 75% overall and Google Apps are important for 69% of taught students but 81.6% of research postgraduates.

File storage service MyFiles appears to be used more by research postgraduates, (82.2% importance) than taught students, (68.7%). The IT Service Desk is also more important to research students, (93.7%) than undergraduates and taught postgraduates, (73.4%).

Under half stated their opinion of the Student Laptop and Mobile Clinic, it being a service which students tend to consider only when they have problems with their laptops or mobile devices. 72.4% of taught postgraduates feel that it is important, compared to 62.4% of undergraduates and 52.3% of research postgraduates.

Only IT Training scored below 50% overall, though under half of all students gave a response to this option. 61.1% of postgraduates, (taught and research) rated this as important or very important compared to 45.9% of undergraduates.

Changes in importance

Students rated all of our services as less important in 2014 than in 2012, some services by more than others. We do not have a clear understanding of why this might be the case; there is no evidence that they are all being used any less. The question was asked in the same way as previous years, with the same options to choose from. As per previous surveys we asked about satisfaction with services before asking about importance of services. It may be that as students are happier with services they perceive them as less important than if there were problems with them. However, in that case the problems with MyFiles shortly before this survey should be reflected by a rise, rather than a drop, in importance.

The increase in free or cheap online alternatives may affect perception of importance with the University’s own provision. Google Drive and other alternatives might account for a drop in the importance of MyFiles but all students arrive in Bristol with an email account so Google email would also have dropped in importance. This could also not explain the drop in perceived importance of the IT Service Desk or Laptop and Mobile Clinic, where there is no cheaper alternative.

Ultimately we are more interested in the changes in relative importance of services, which differ between taught students, (undergraduates and taught postgraduates) and research postgraduates. For taught students email, Eduroam, Blackboard and MyBristol remain the most important, with access to online library resources and specialist software new to the survey and relatively next most important. Printing and photocopying and open access computers are relatively less important than two years ago, whilst the remote desktop is relatively more important, suggesting some changes in working patterns.
Taught students – Relative importance of services

<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>2014 Service</th>
<th>2014 Rank</th>
<th>2014 Service</th>
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<tbody>
<tr>
<td>1</td>
<td>1 Google email</td>
<td>1</td>
<td>1 Google email</td>
</tr>
<tr>
<td>2</td>
<td>2 Eduroam</td>
<td>2</td>
<td>2 Eduroam</td>
</tr>
<tr>
<td>3</td>
<td>4 Blackboard</td>
<td>4</td>
<td>6 MyBristol</td>
</tr>
<tr>
<td>4</td>
<td>- Access to online library resources</td>
<td>6</td>
<td>- Specialist software or facilities</td>
</tr>
<tr>
<td>7</td>
<td>3 Printing and photocopying</td>
<td>5</td>
<td>5 Open Access computers</td>
</tr>
<tr>
<td>8</td>
<td>11 Remote Desktop</td>
<td>9</td>
<td>8 IT Service Desk</td>
</tr>
<tr>
<td>10</td>
<td>- Google Apps (Calendar, Drive, etc.)</td>
<td>11</td>
<td>- MyFiles (student filestore)</td>
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<tr>
<td>12</td>
<td>10 Student Laptop &amp; Mobile Clinic</td>
<td>13</td>
<td>10 Student Laptop &amp; Mobile Clinic</td>
</tr>
<tr>
<td>14</td>
<td>9 Blackboard</td>
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</tbody>
</table>

A dash in the 2012 column indicates that a service was first surveyed in 2014

Research postgraduates equally need email and wireless but compared to taught students they rely more on the University providing them with printing and photocopying, file storage (MyFiles) and the IT Service Desk. They have far less use for open access computers and Blackboard but do need Google Apps and IT training.

Research students – Relative importance of services

<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>2014 Service</th>
<th>2014 Rank</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>3 Google email</td>
<td>5</td>
<td>5 IT Service Desk</td>
</tr>
<tr>
<td>2</td>
<td>1 Printing and photocopying</td>
<td>2</td>
<td>2 Eduroam wireless network service</td>
</tr>
<tr>
<td>4</td>
<td>- Access to online library resources</td>
<td>6</td>
<td>- Specialist software or facilities</td>
</tr>
<tr>
<td>7</td>
<td>8 MyFiles (student filestore)</td>
<td>8</td>
<td>- Google Apps (Calendar, Drive, etc.)</td>
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<tr>
<td>9</td>
<td>11 Remote Desktop</td>
<td>11</td>
<td>10 MyBristol</td>
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<tr>
<td>10</td>
<td>13 IT Training</td>
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<tr>
<td>12</td>
<td>12 Student Laptop &amp; Mobile Clinic</td>
<td>13</td>
<td>7 Open Access computers</td>
</tr>
<tr>
<td>14</td>
<td>9 Blackboard</td>
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</tbody>
</table>

A dash in the 2012 column indicates that a service was first surveyed in 2014
Importance vs. satisfaction

Please rate your experiences of the following services and facilities?

Considering the differences in satisfaction and importance of services between taught students and research postgraduates, it is worth examining this further. In previous surveys we have compared importance against satisfaction and have prioritised investment in services which are considered very important but have low satisfaction. In 2012 this included Blackboard, open access computers and printing and photocopying and much work has been done to improve these services.

Taught students

Data excludes ‘No opinion’ or ‘Never used / don’t know’ responses.

- **Very important and high satisfaction** (*blue*) – Email, access to online library resources, MyBristol, Eduroam, Blackboard, IT Service Desk and printing/photocopying.
- **Moderate importance and high satisfaction** (*green*) – Open access computers, Specialist software and facilities, Google Apps and Laptop and Mobile Clinic.
- **Very important and low satisfaction** (*red*) – None.
- **Moderate importance and satisfaction** – Remote desktop and MyFiles.
- **Low importance and high satisfaction** – IT training.

Compared to the 2012 survey there are several key differences in importance and satisfaction of services. Overall taught students are more satisfied with services but feel that they are less important. IT training is significantly less important to taught students than the other services. The priority investments in Blackboard, open access computers and printing/copying have dramatically improved satisfaction, (22% for Blackboard, 32% for computers and 19% for printing) and there are now no services that are considered high priority but for which low satisfaction is an immediate
concern. However, satisfaction with MyFiles and the Remote Desktop services have not improved and they are still important to most taught students.

Research students

Data excludes ‘No opinion’ or ‘Never used / don’t know’ responses.

- **Very important and high satisfaction** (*blue*) – Email, access to online library resources, Google Apps, Eduroam, Course specific software or facilities, printing/photocopying and the IT Service Desk.
- **Moderate importance and high satisfaction** (*green*) – MyBristol, IT training, Laptop and Mobile Clinic, open access computers and Blackboard.
- **Very important and low satisfaction** (*red*) – MyFiles.
- **Moderate importance and satisfaction** – Remote desktop.

As with taught students there are a core of services which are very important to research postgraduates which are performing well and a cluster of services which are less important but also performing well. Blackboard, open access computers, the Laptop Clinic and MyBristol are of lesser importance to research students than taught students but IT training, Google Apps, Specialist software and facilities and the IT Service Desk are more important. MyFiles is also more important to research students and they are far less satisfied with it, most especially because they rely on it more than taught students and so would have been affected more by the April 2014 service problems.
Communications

Please rate the usefulness of any source of information listed below that you may have used to find information or to resolve an IT problem.

Data does not include those who gave no answer or chose ‘no opinion’.

Undergraduates find the IT Services website most useful, followed by the IT Service Desk, IT handbook and MyBristol announcements. However, most did not offer opinions, with only MyBristol announcements (70%) and the website (55%) receiving responses from more than half of undergraduates.

Taught postgraduates appear the most engaged group, using the website, IT Service Desk and handbook the most.

Research postgraduates seem the least engaged, though response rates were good for this question. They also use the website and IT Service Desk but are more likely to use IT training courses and less likely to use the handbook. This is also the group least likely to find useful information via the IT Services Twitter feed or Facebook page.

Generally students find information on AskIT, MyBristol announcements and via IT training courses less useful than in 2012.
If you could change one thing about IT at the University

*What would it be?*

Just over half of students responded to this question, with most informing us about more than one thing that they would change. This was a freeform question to which any response was possible, leading to a wide range of services, facilities and support being mentioned. Responses have been reviewed and categorised and the following list presents the most requested changes. Whilst absolute numbers are not significant the relative position of the categories is useful.

- **Computers**
  - More open access computers
  - Faster computers
  - Faster login times
  - Improved reliability
- **Support**
  - Faster response times for service requests
  - More IT staff
  - Ability for research postgraduates to install software themselves
  - Fewer emails from IT Services about service maintenance, updates or fixes
  - The ability to chat face-to-face with IT staff
- **Printing**
  - Reduced cost
  - Improved reliability
  - Easier printing from personal devices
  - Expansion of Print Release, (including to halls of residence)
  - Consumables replaced before they run out
- **Wireless**
  - Increased coverage of Eduroam
  - Better connection speeds
  - Better coverage in halls of residence
- **Remote Desktop**
  - Improved reliability
  - Improved speed
  - More course specific software available
  - Quicker logins
  - Improved reliability of software
  - Revert the operating system back to Windows 7
- **Blackboard**
  - Improved reliability
  - Improved navigation design
  - Access to lectures
  - Improvements to the mobile app
- **Software**
  - Access to course specific specialist software from home or personal devices
- Better availability of course specific specialist software around campus
- Improved reliability of software
- Quicker installation of newly requested software or the ability to install it myself

- **MyFiles**
  - Improved reliability

- **Online Library resources**
  - Easier access to online journals

- **Email**
  - Use another email service, (concerns about privacy and snooping)

- **Timetables**
  - Improved reliability
  - Easier integration with Calendar

- **Training**
  - Training on software and services during induction
  - Easier navigation of IT Services website

- **MyBristol**
  - Improve the relationship between MyBristol, Gmail and Blackboard

- **Single sign-on**
  - Single sign-on should mean signing on once for all services
What is the best thing about IT at the University?

Just under half of students responded to this question, which was a freeform question and elicited a wide range of responses. The responses have been reviewed and categorised, with the following list showing the factors most mentioned about services, facilities or support. Again, absolute numbers are not significant but the relative position of the categories is useful.

- Wireless
  - Coverage
  - Speed
  - Reliability
  - Free wireless
  - Access at other institutions
- Support
  - IT Service Desk (in particular: polite, helpful and efficient)
  - Student Laptop and Mobile Clinic
  - Quick responses
  - Dedicated staff
  - Good understanding
  - Good communications when problems arise
- Computers
  - Lots of open access computers
  - Quick
  - Reliable
  - 24 hour access
- Blackboard
  - A very useful resource
  - Availability of lecture materials
  - Good smartphone app
- Printing
  - Print Release
  - Good access to printers
  - Ability to print from own devices
- Remote desktop
  - The ability to access software, services and resources from home
- Email
  - Google
  - Integration with Google Apps
- Online Library resources
  - Access to papers and journals
  - Ease of access
- Software
  - Range of specialist software available
  - Free software for installation on personal devices
  - Up to date software
• Easy synchronisation of services to mobile devices
• MyFiles
  o Large storage allowance
  o Access from off-site
  o Normal reliability
• Single sign-on makes access to multiple services easier
• Timetables can be accessed easily
• Training
  o Postgraduate courses
  o HPC courses
Conclusion

The 2012 Student IT Survey highlighted specific services which students felt were very important to them but overall were not performing adequately. Prior to the creation of IT Services, IT software and hardware was purchased by academic departments and no organisational standards existed for these. IT Services is able to take a holistic view and set common standards for all IT equipment and services, replacing items that are too old or do not meet requirements and this investment is reflected in the improvements in satisfaction shown in this service.

It is clear that our approach of identifying areas for improvement and focusing efforts on them bears dividends and we should continue that approach. Improvements to the student printing services should continue; Print Release has been well received but is only available in certain locations, where existing hardware allows. File storage requirements need to be understood better, with MyFiles, Google Drive, RDSF and the central filestores being complemented by personal cloud storage. Requirements will differ between taught students and research students and will differ from school to school.

This survey has highlighted the differences between taught and research students, including reliance on different technologies, services and devices. Research students are also less happy with specific key services, such as MyFiles and general support but also less engaged with our communication methods. We are already making changes to support for research IT which should benefit research postgraduates but we will need to improve our engagement with them and work with the Bristol Doctoral College to understand issues.

The increase in use of mobile devices continues, particularly with smaller portable devices. By next year we expect the average student to be connecting two mobile devices to Eduroam each week, increasing demands upon our wireless network infrastructure. The rising requirement for access to services and specialist software from anywhere will mean that we are expected to provide quick reliable access to these via the Remote Desktop and other online services. Google email and Apps and MyBristol Mobile have been great additions in the last couple of years. Access to recordings of lectures will increase the flexibility for students to work wherever and whenever they wish.

We remain committed to improving existing services and delivering new services to meet student requirements. The results of this survey will help identify gaps in our provision and prioritise developments.