European University Institute

INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE

User Survey Report

Year 2012

September 2012

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Introduction

This report provides a summary of the purposes, the approach and the outcome of the user satisfaction survey launched by the EUI ICT Service in May 2012. The survey is one means through which the ICT Service can give a voice to its users. It is a systematic way of identifying what is working and what needs to be improved from the users' perspective. This survey was undertaken for the following purposes, all of which influenced the structure and design of the survey:

• To identify where users are satisfied or dissatisfied.

• To find out what improvements are important to users.

• To use this data to prioritize the continuous improvement initiatives that will make it easier for the ICT services' users to do their work.

The ultimate goal is to provide an excellent user IT experience that supports the teaching, learning, research and business needs of the EUI community.

The survey findings on the following pages provide a sound basis for determining how the ICT Service can focus its efforts to enhance the quality of the user experience at the EUI.

Survey Methodology

The survey form consisted of a multiple-choice questionnaire, with a free-text field to express opinion.

Survey Population

• The survey gathered feedback from three user communities: faculty, students and administrators. It was addressed to 1085 users.

• The survey was carried out between 10 and 25 May 2012.

• The anonymity of the users was guaranteed.

• The survey was based on an online form with 30 questions.

• By the end 308 users had seen the form, 214 started the survey and 211 had fully completed the survey.

Selection Criteria - All Communities

• Must have an email address.

Selection Criteria – Administrative

• ICT Service staff were excluded.

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Summary

The following report summarizes the results of the multiple-choice questions for 2012 by comparing them with those from the previous year (1).

Overall, 88.8% of users were satisfied/neutral with IT Services at EUI. This is an increase of 3.6% on last year's 85.2% satisfaction ratings. The users declaring to be unsatisfied dropped from 8.6 % to 4.2 %.

The actions taken according to the indication of the past survey brought a positive score regarding Internet performance and, in particular, download and e-mail speed, as well as coverage and stability of Wi-Fi.

The most significant source of dissatisfaction is the diminished number of PCs in the terminal rooms. This issue is not related to a decision made by the ICT service and so has been addressed to the relevant services.

Other aspects that shall be taken into account in planning next year’s investments are: to provide the easiest way to connect to our ICT resources from personal laptops; to provide a faster interface for high speed computing resources and seamless integration with our centralized storage; and finally, provide disk storage in the cloud.

As expected, the number of user PCs running under the new Microsoft operating system, Windows 7, is rapidly growing. The number of MAC users remained essentially constant but at the considerable level of 23.5%.

More and more people are becoming aware of the importance of IT Security, which is clear from the number of users desiring increased security measures. In light of this trend, the ICT service will focus its plans on this area accordingly.

Marco Rulent

Head of the ICT Service

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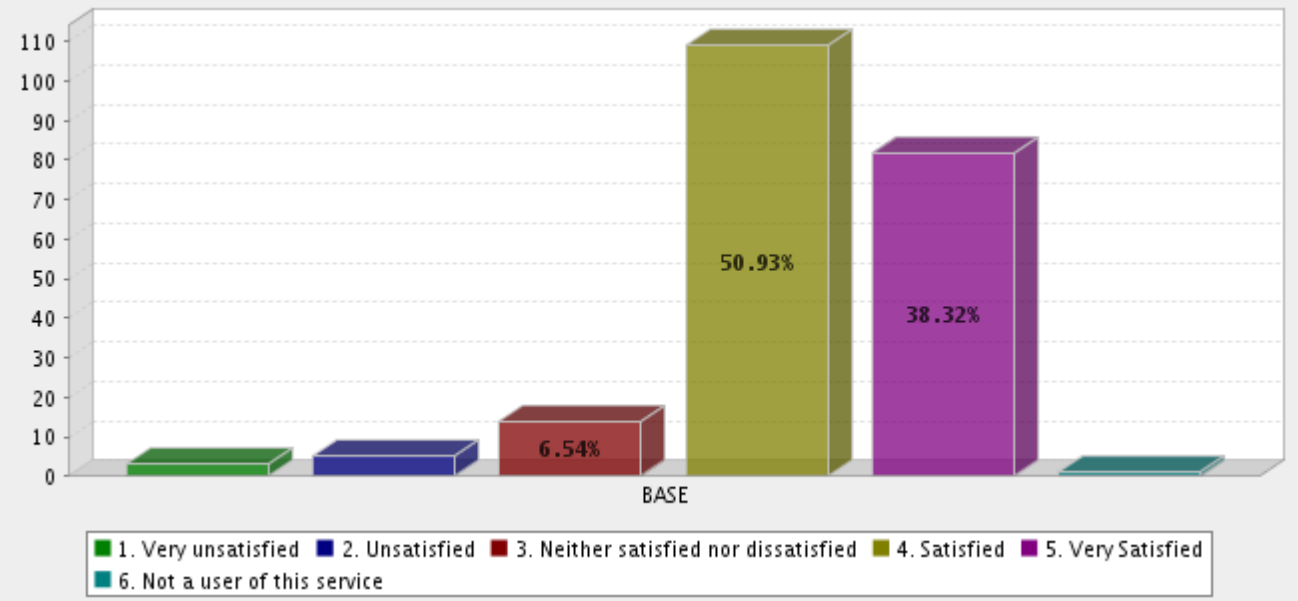
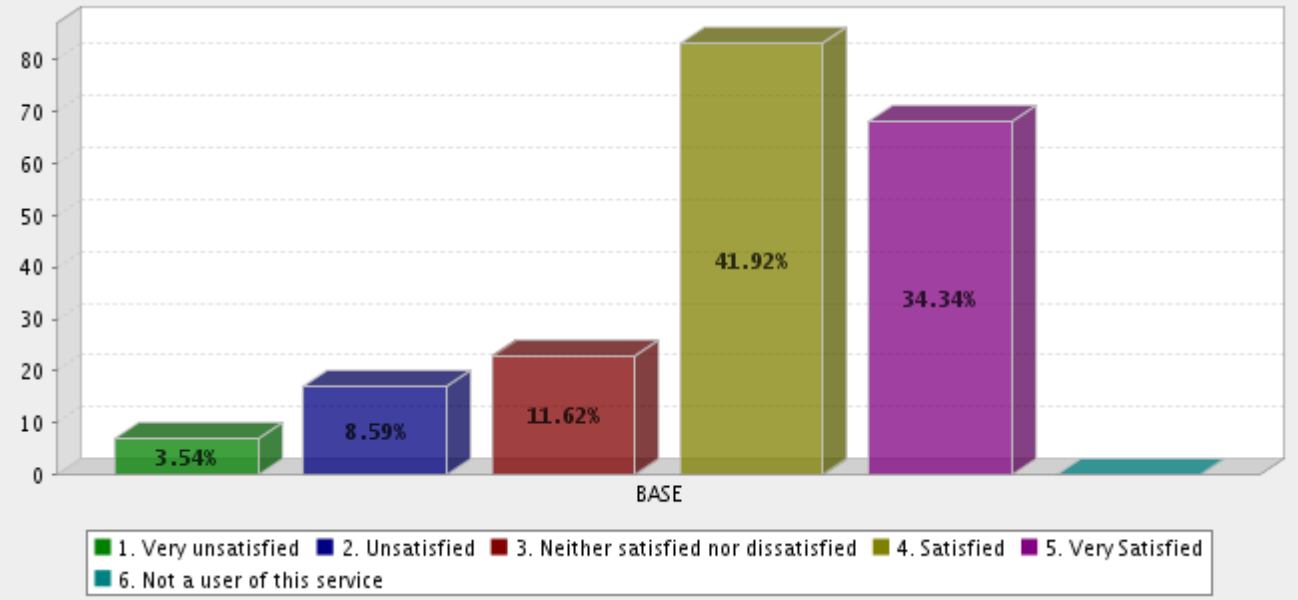
1) Please state your satisfaction with the following ICT facilities and services:

1.1) Internet Access

2012



2011



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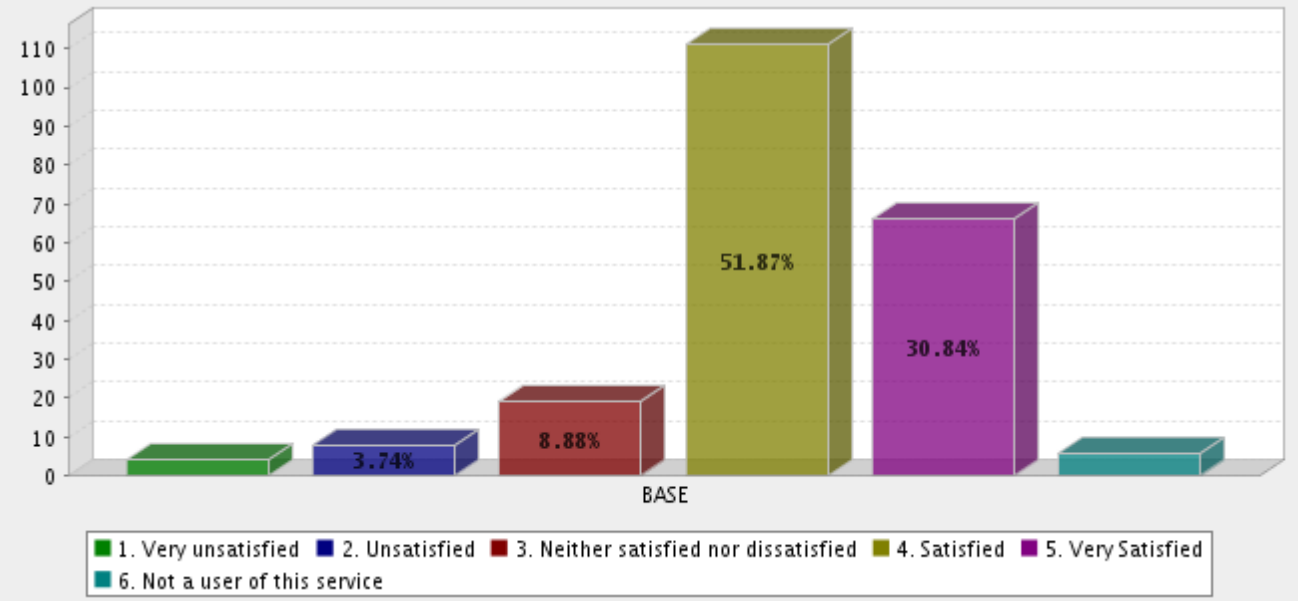
1.2) Download speed

2012



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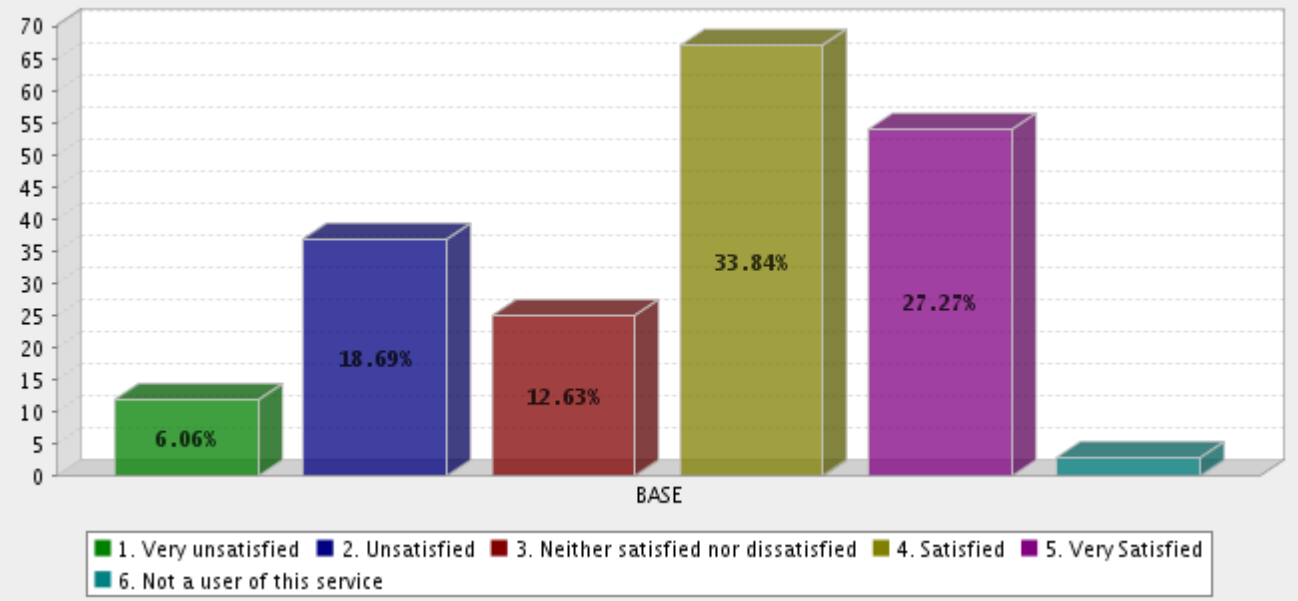

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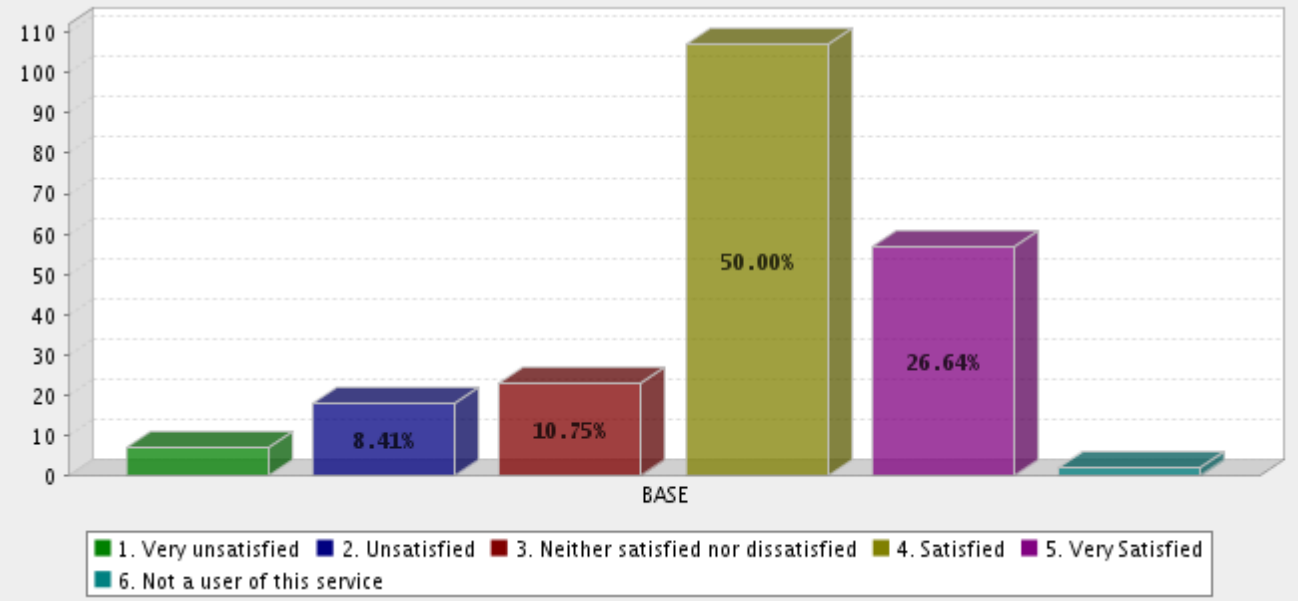
1.3) Email

2012



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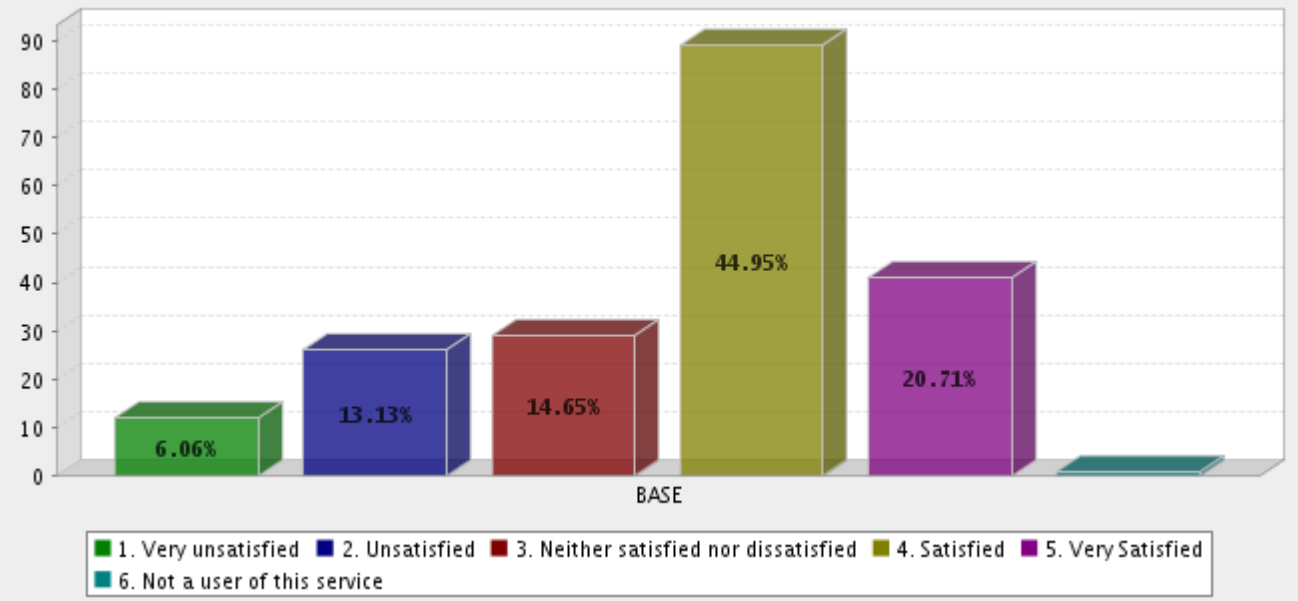

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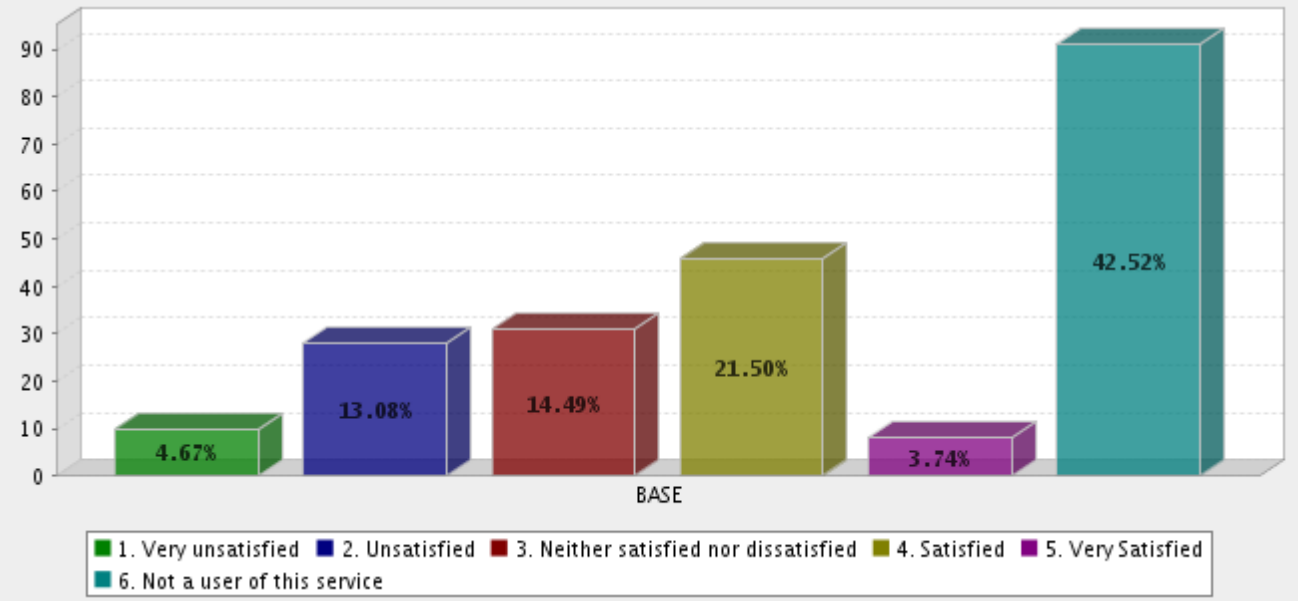
1.4) Number of PCs available in the terminal rooms

2012



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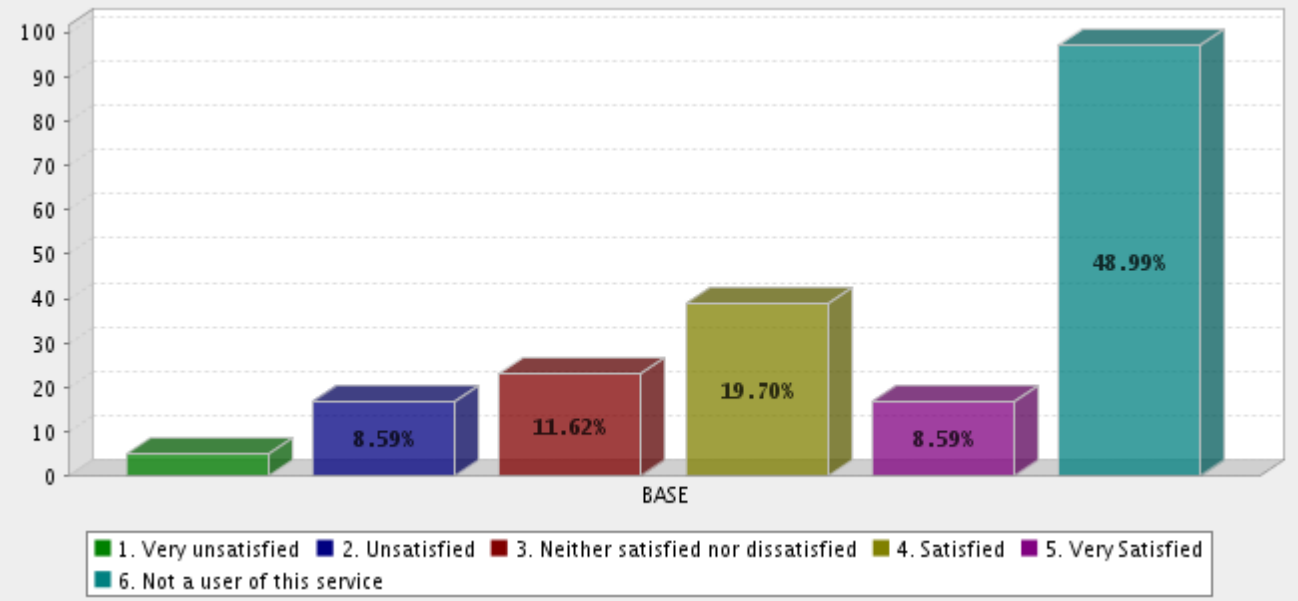

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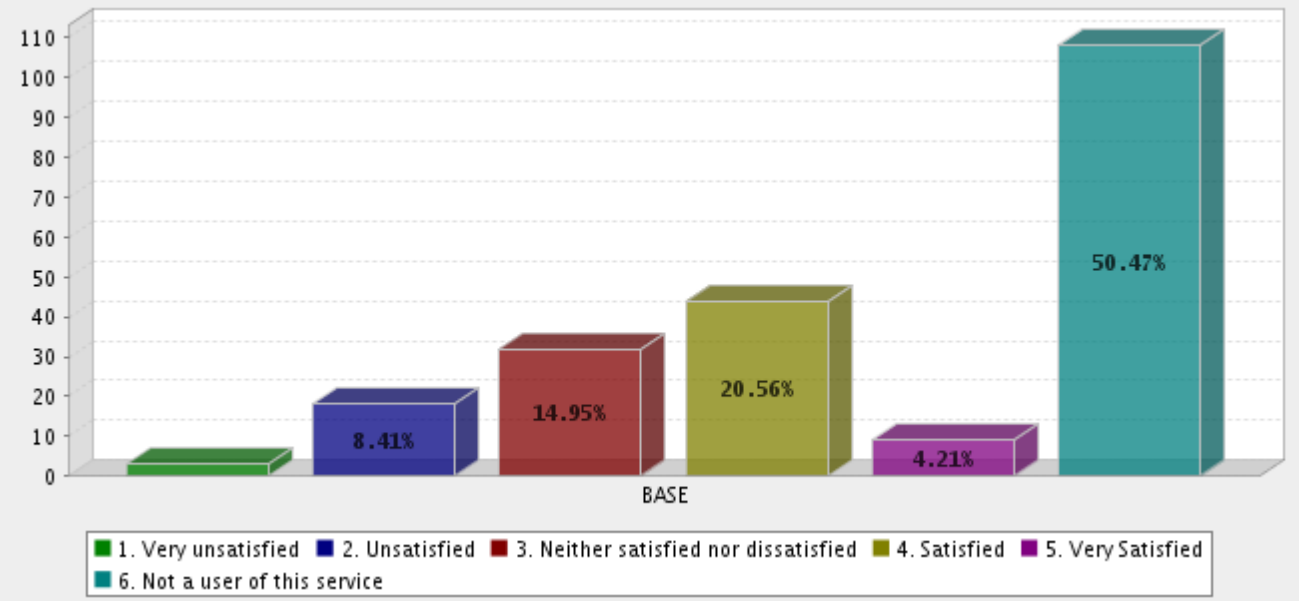
1.5) Research software available in the terminal rooms

2012



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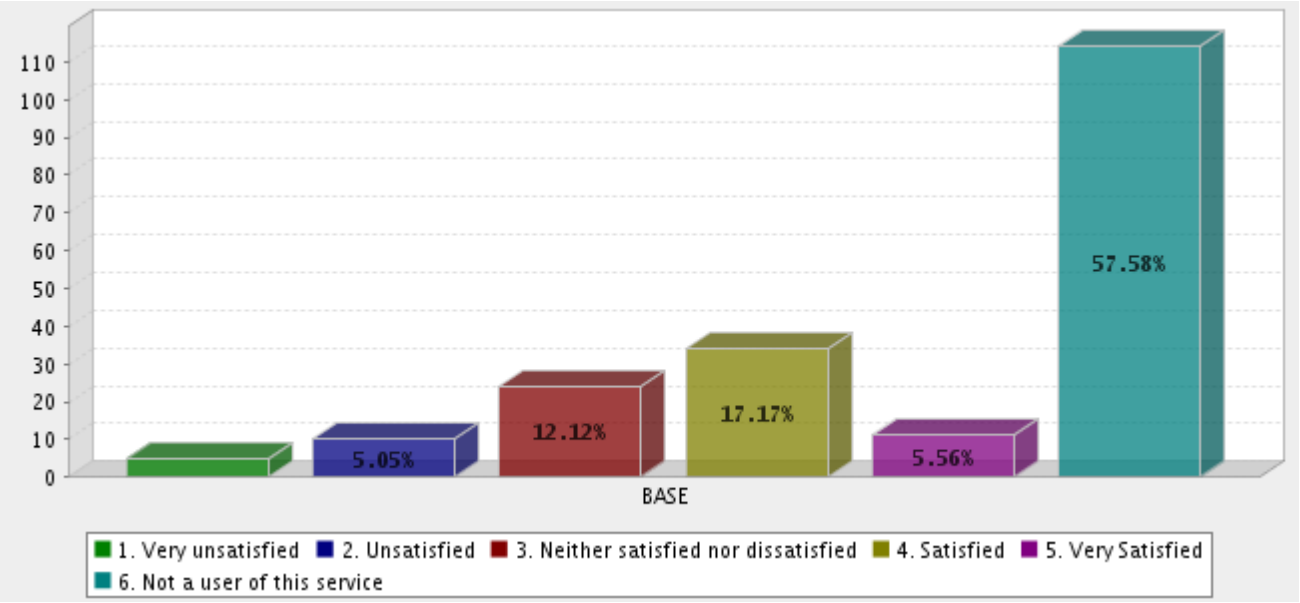

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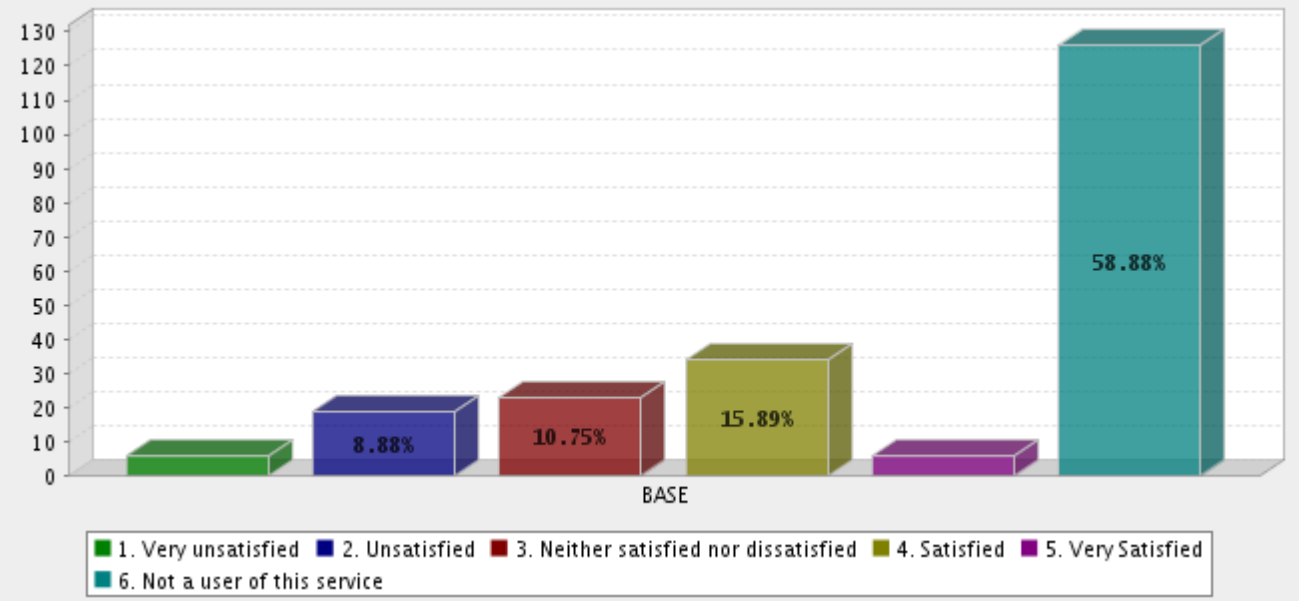
1.6) High speed computing resources (Citrix or CASPUR)

2012



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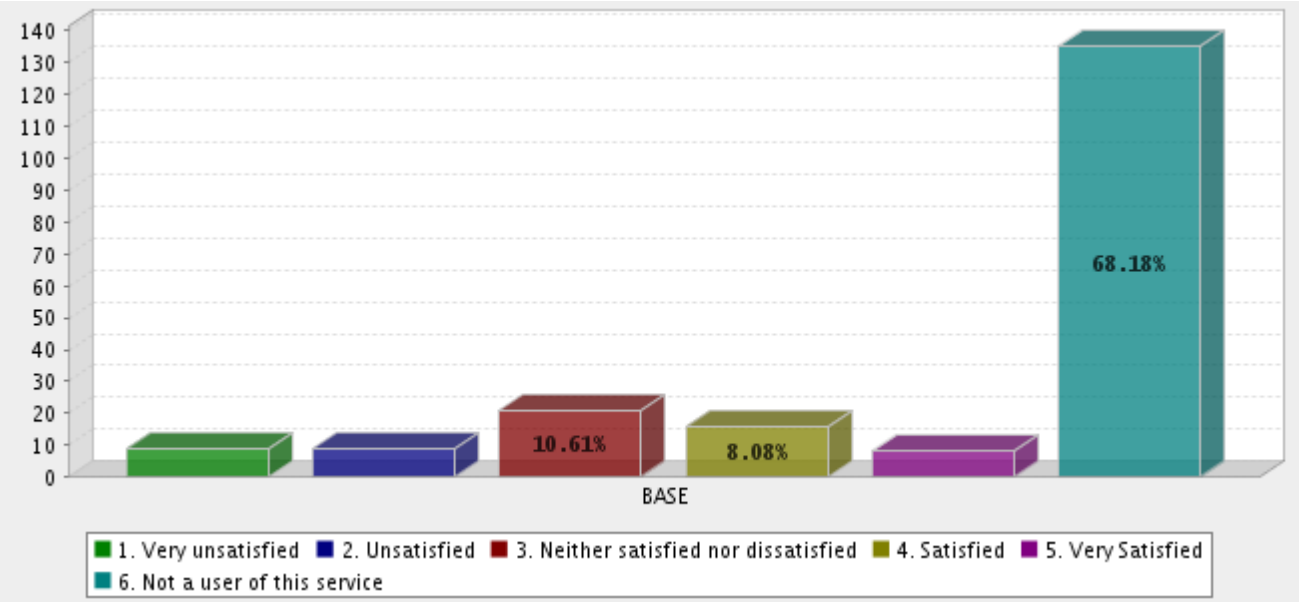

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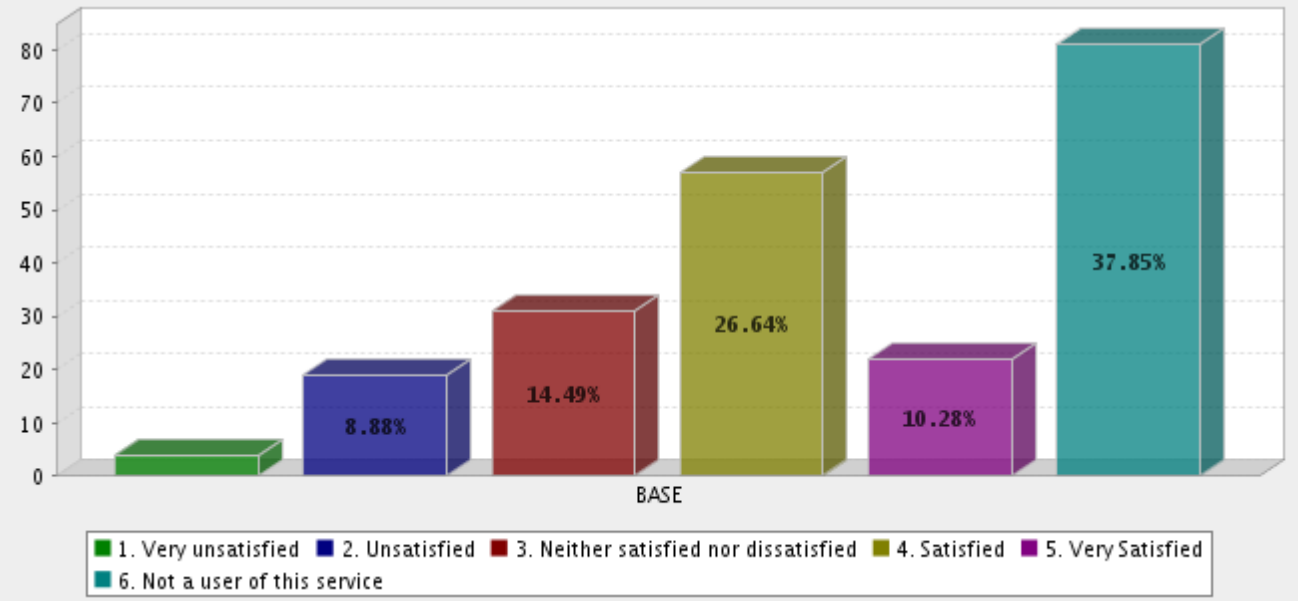
1.7) VPN connection

2012



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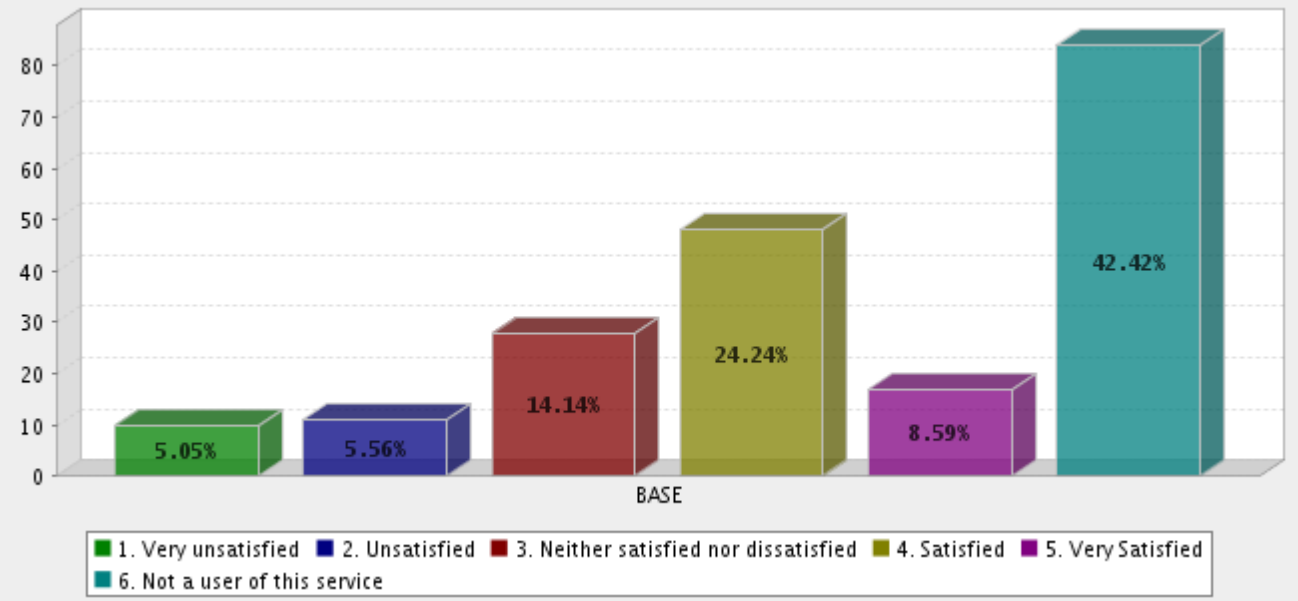

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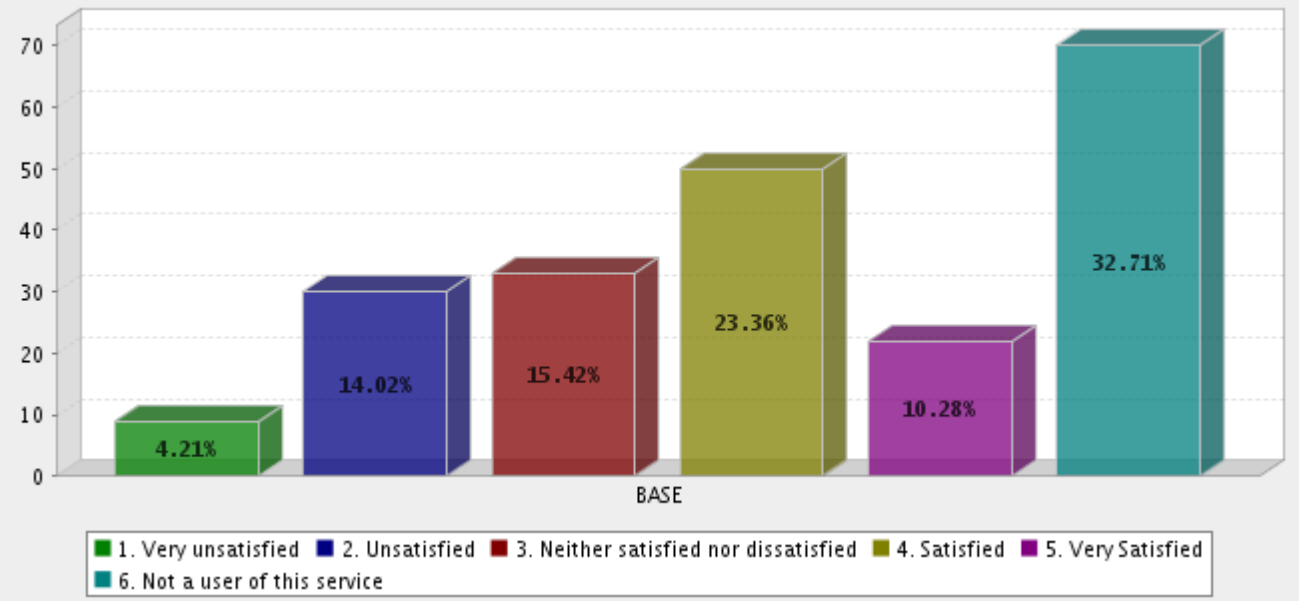
1.8) Ease of connection to network drives (G:drive, etc.) from laptop

2012



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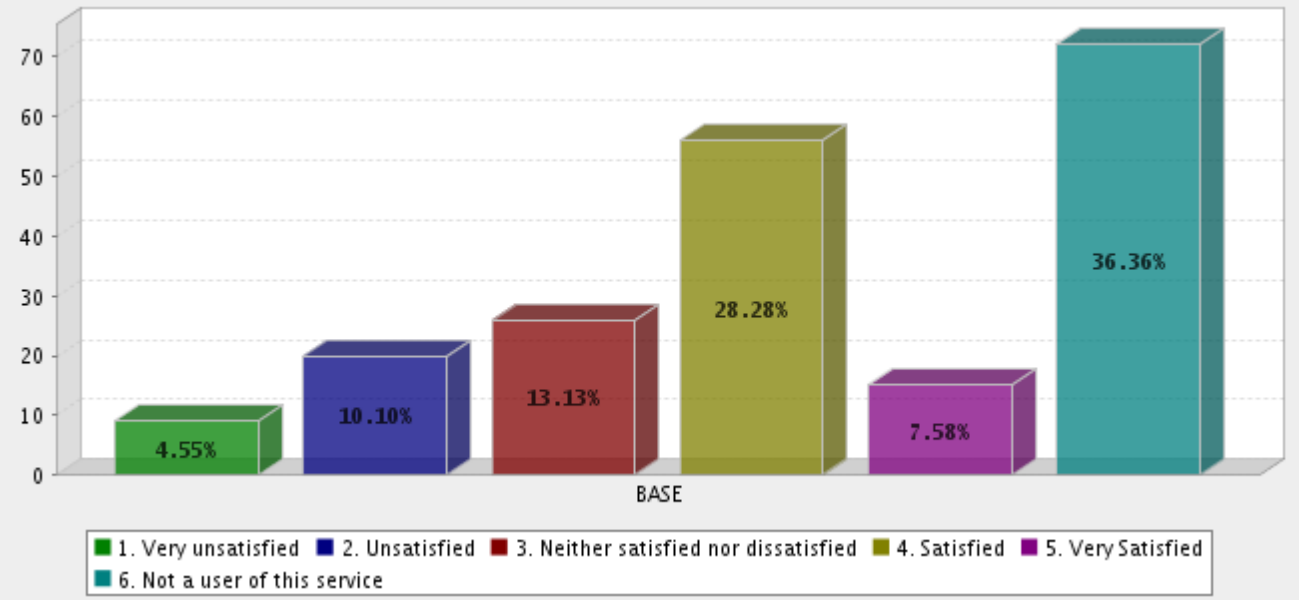

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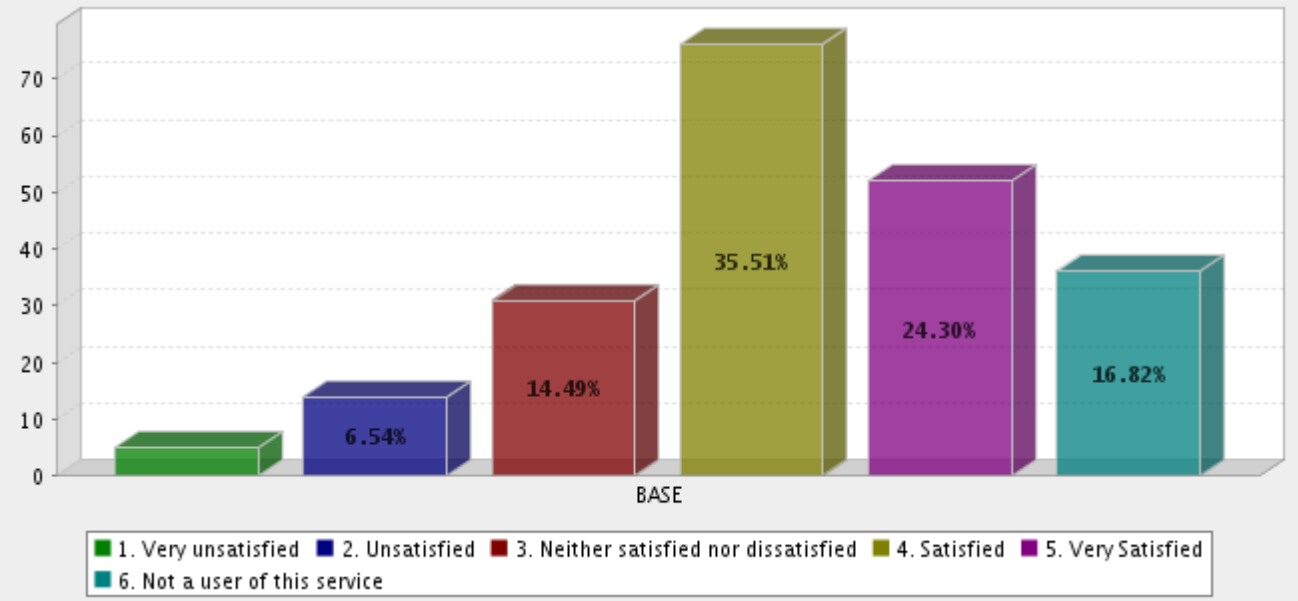
1.9) User Support (Site Office)

2012



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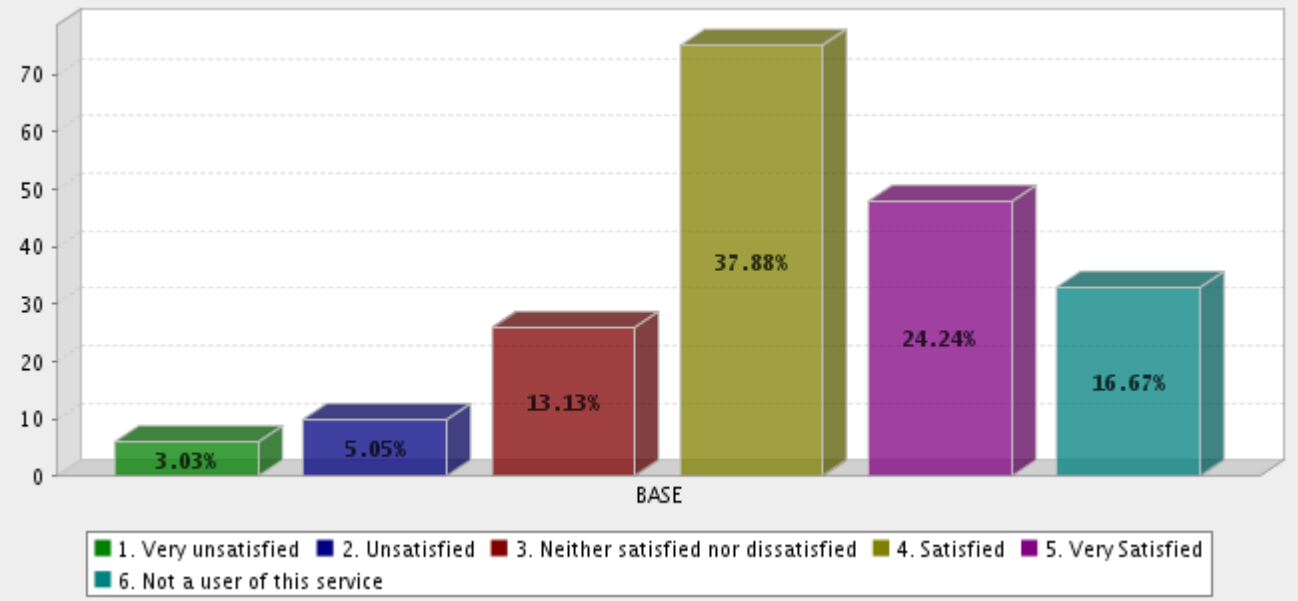
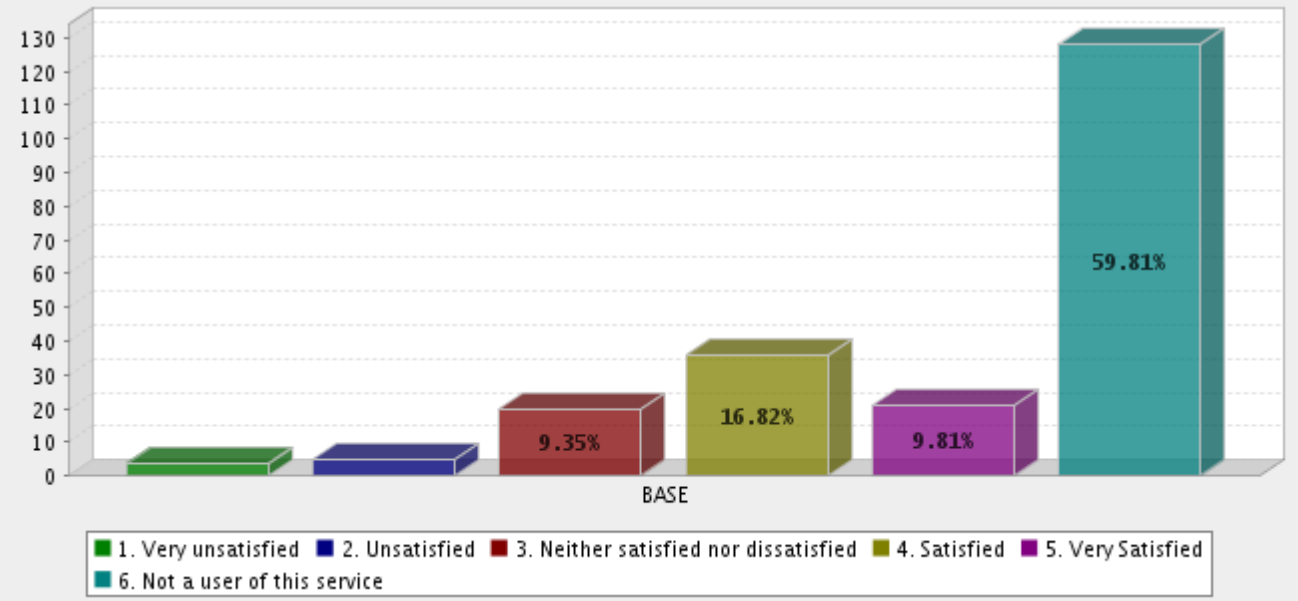


1.10) Service Point for laptops

2012



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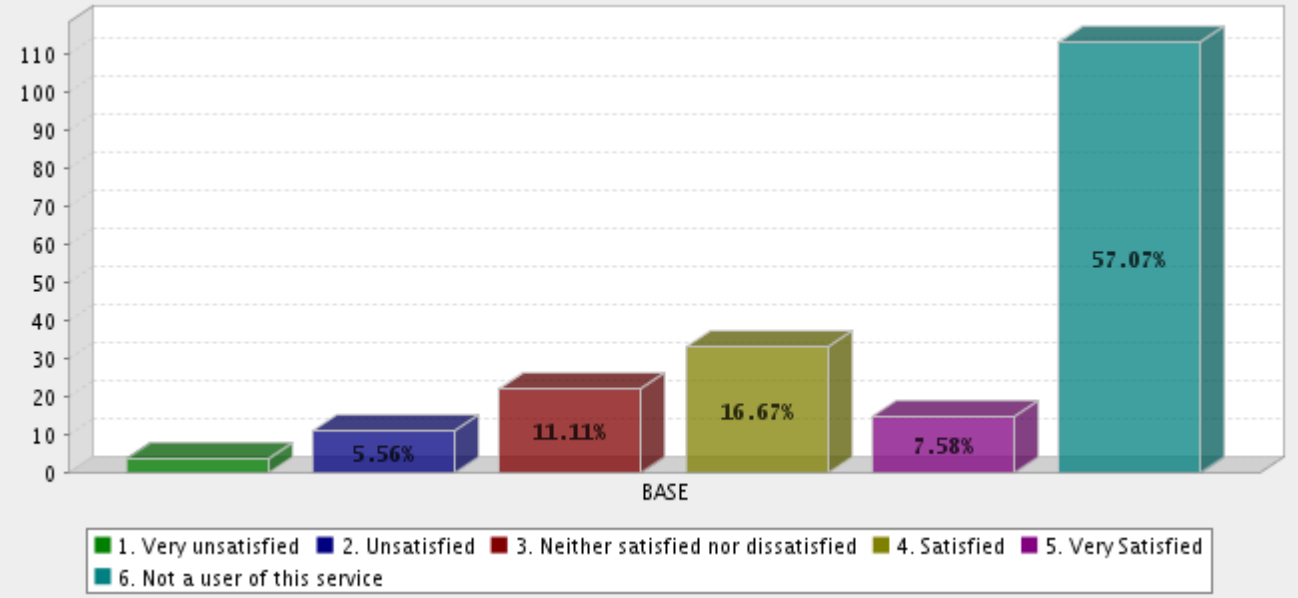

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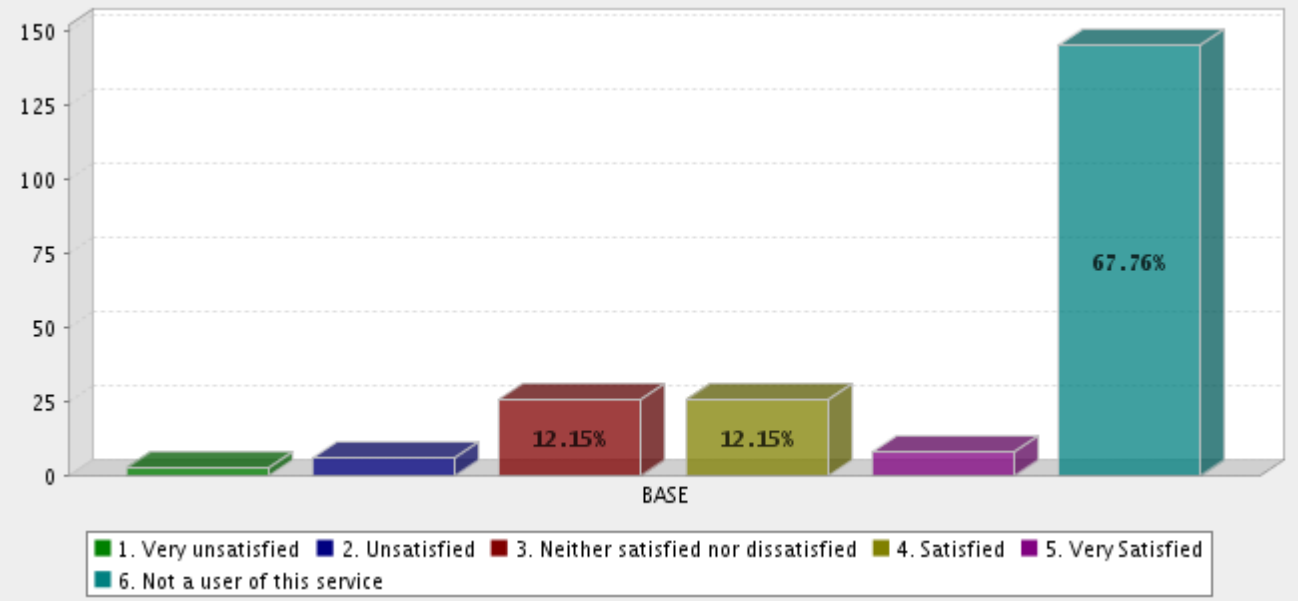
1.11) Support for Research software offered by the Research Software Tutors

2012



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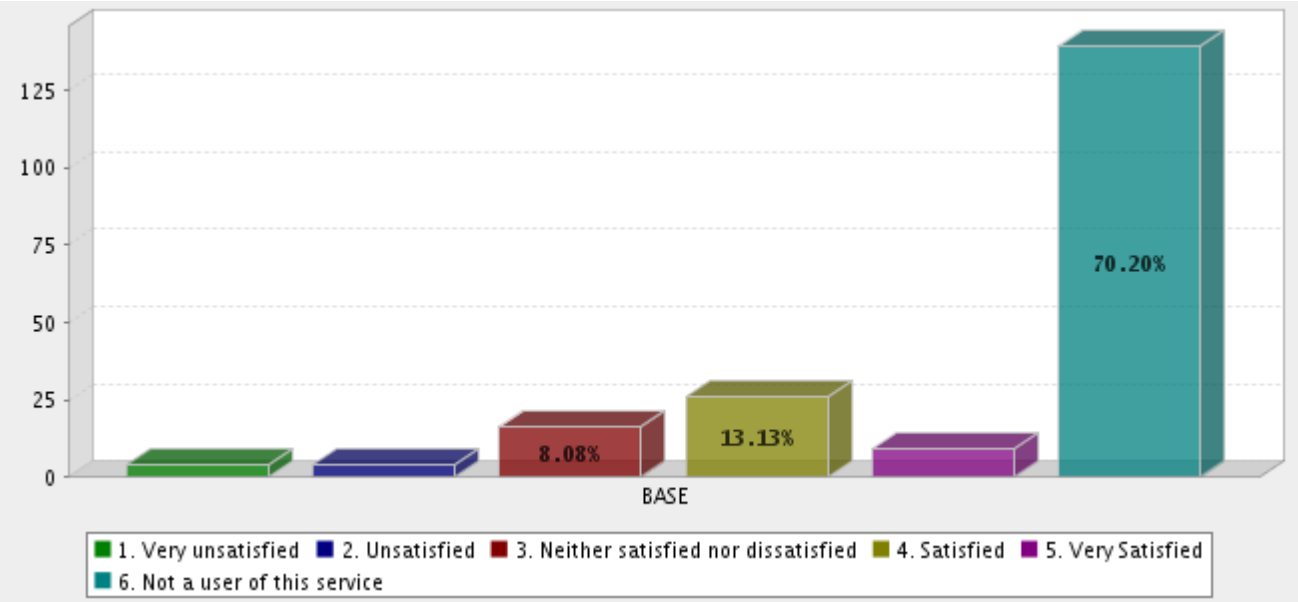

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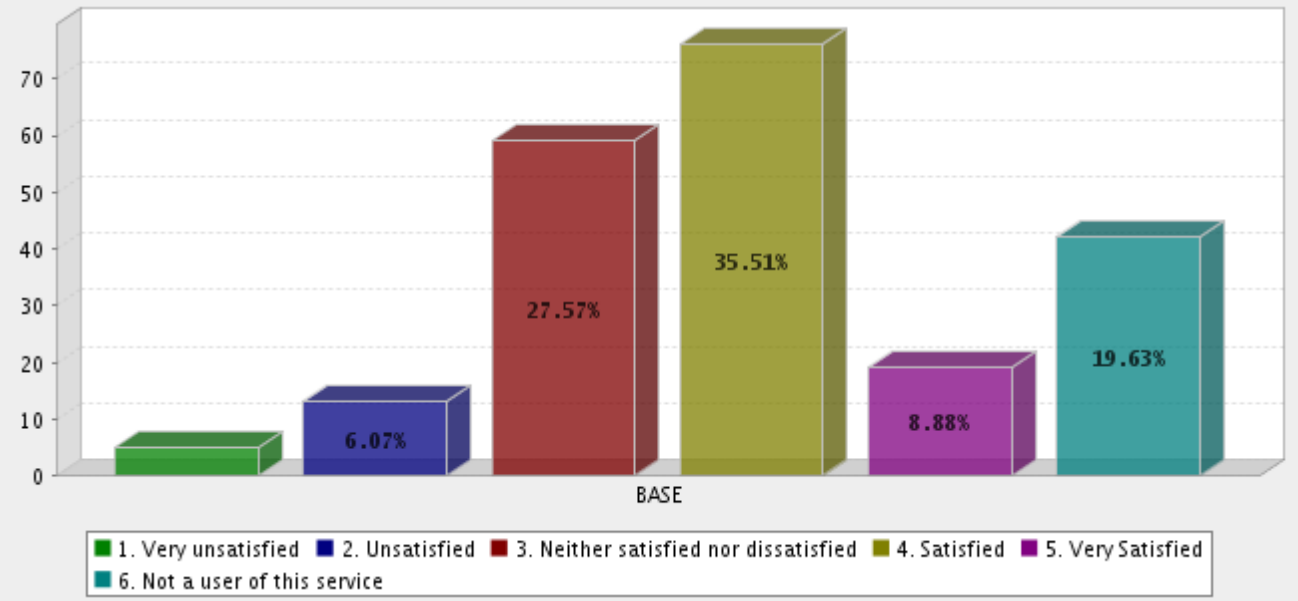
1.12) ICT Service web pages

2012



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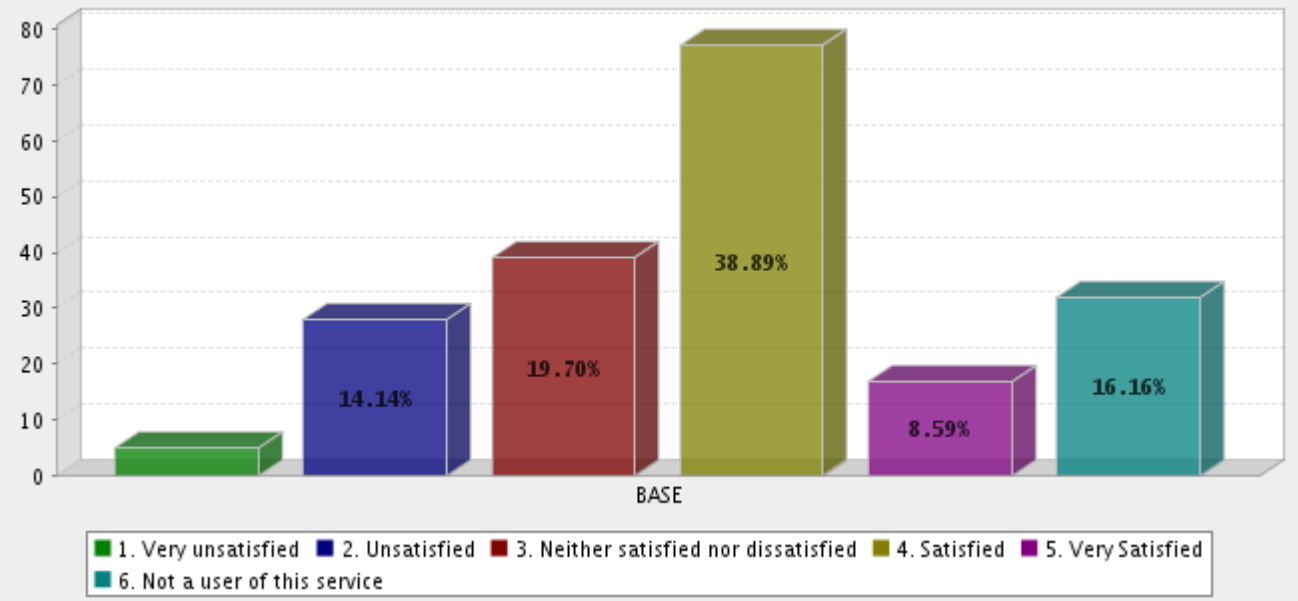

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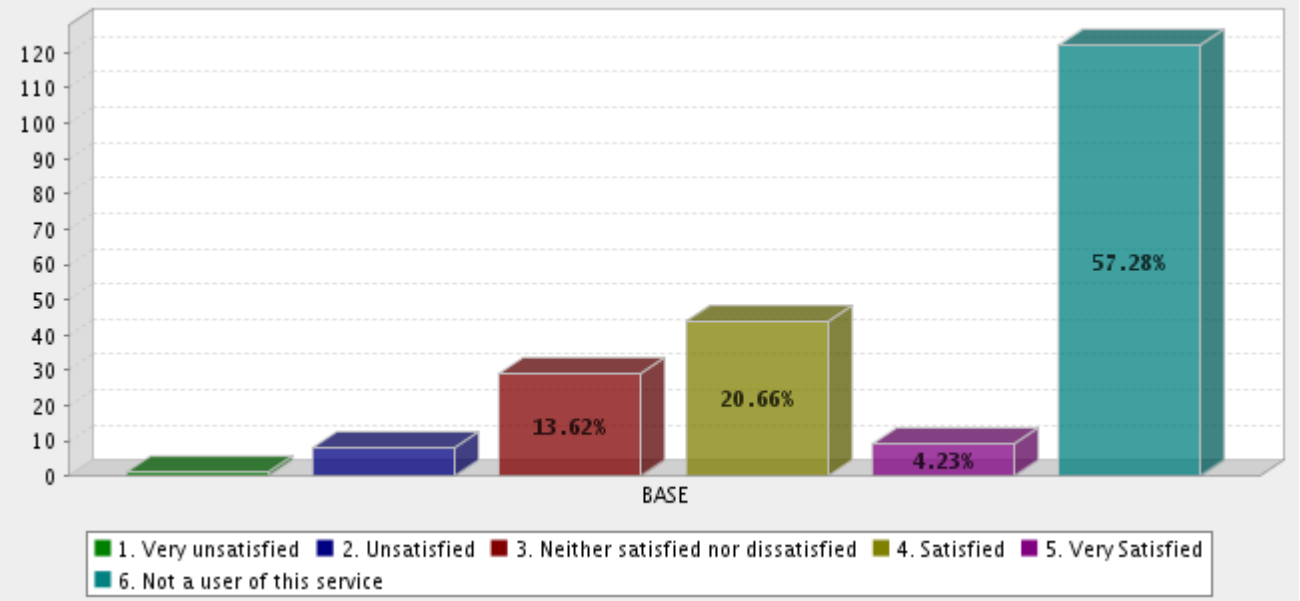
1.13) Software packages available on the laptop in the conference rooms

2012



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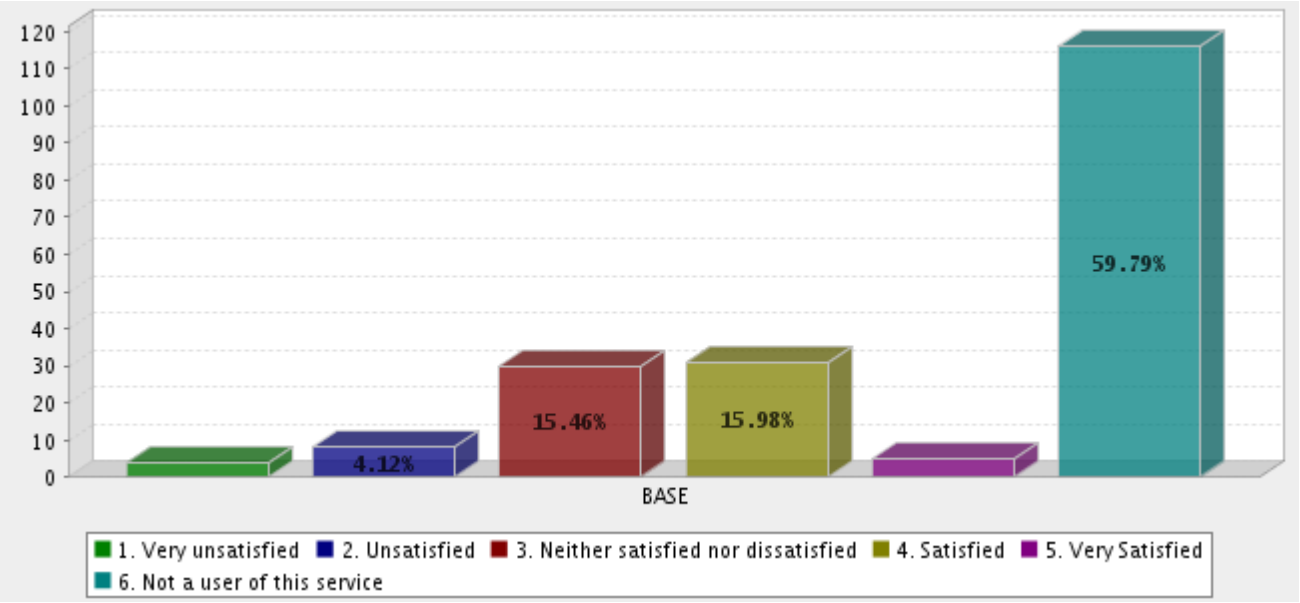
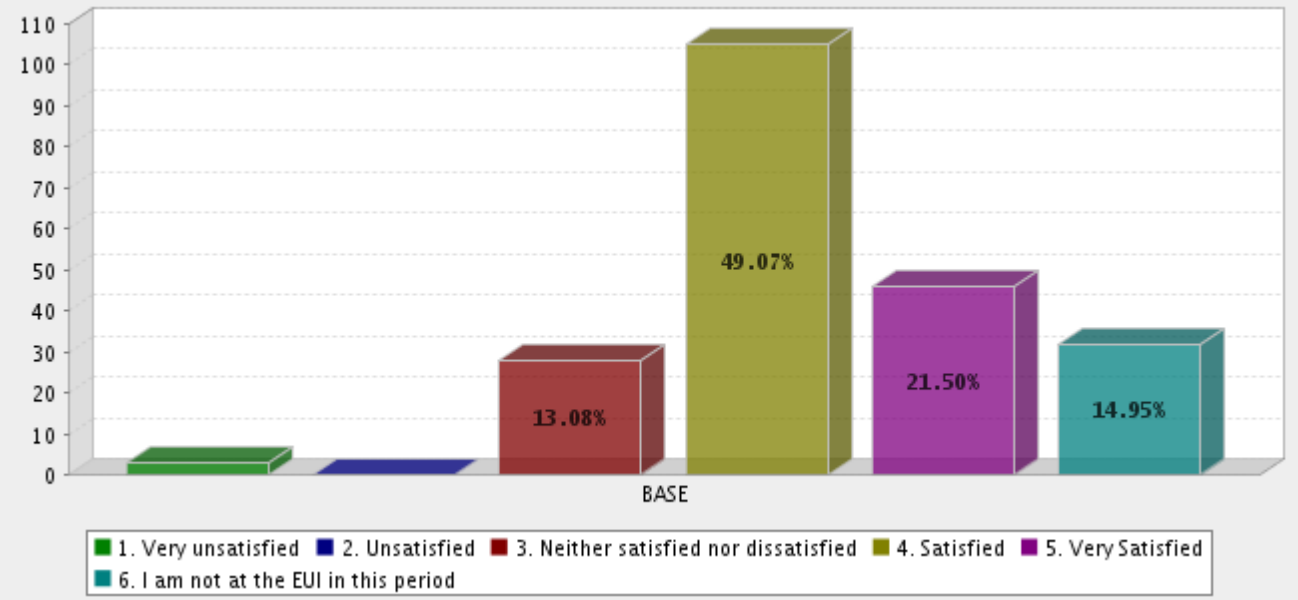


2) Excluding announced interruptions for upgrading the IT systems, over the last year, please state your satisfaction with the availability of the IT systems:

2.1) After working hours on week days

2012



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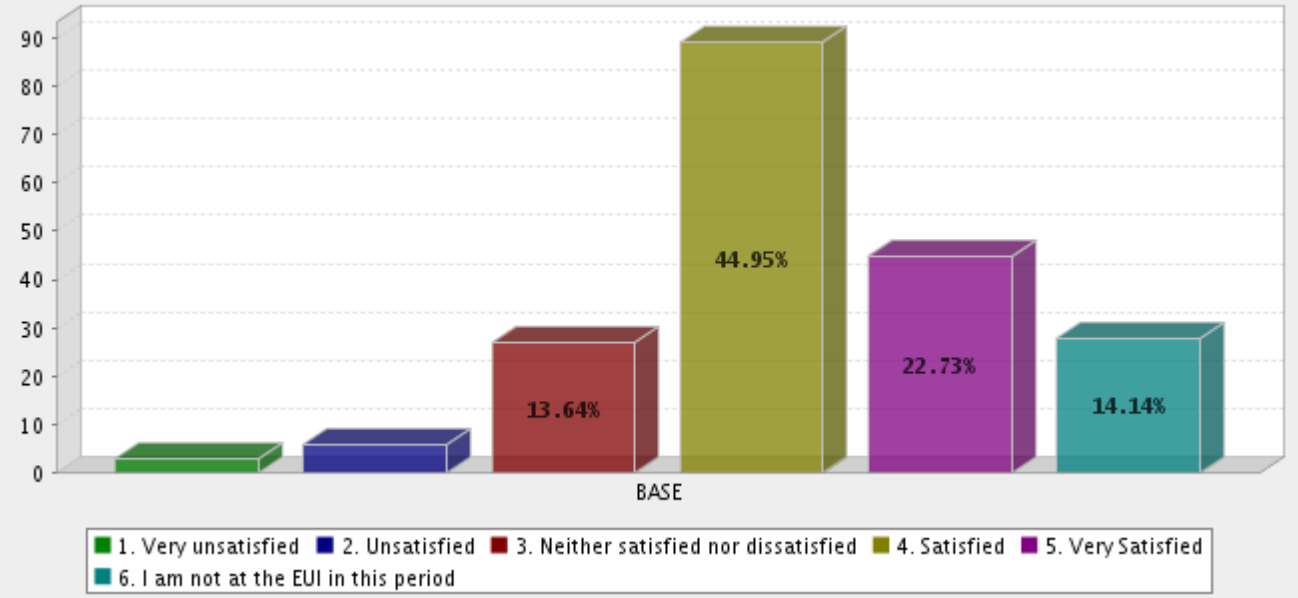

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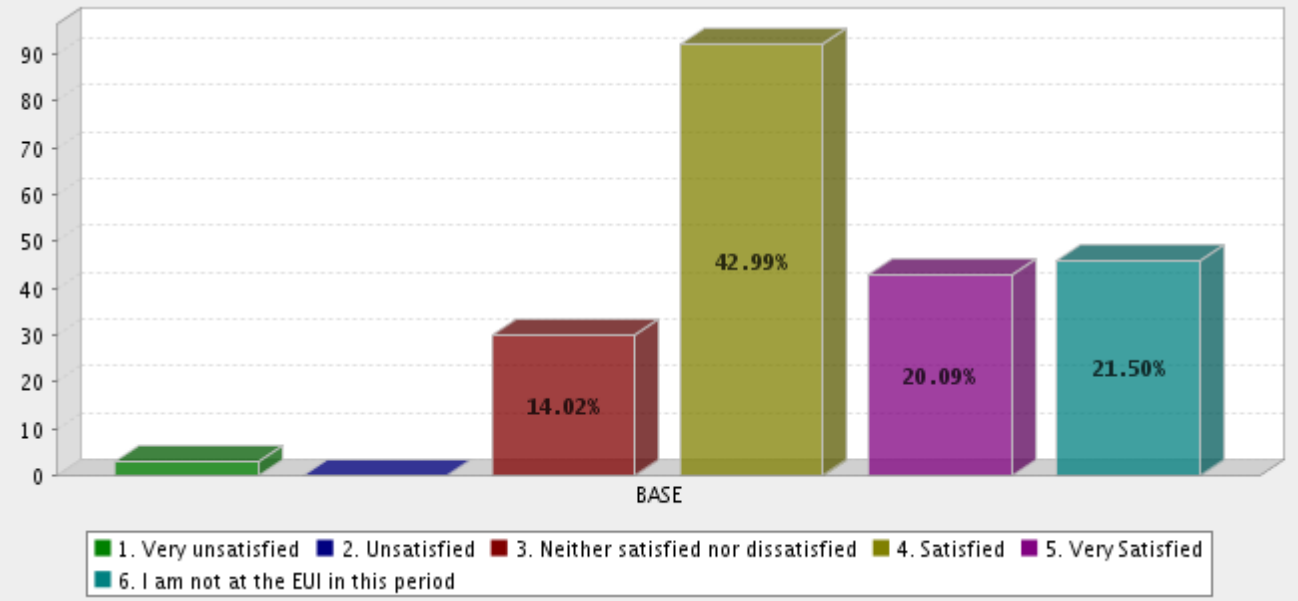
2.2) During Week-Ends

2012



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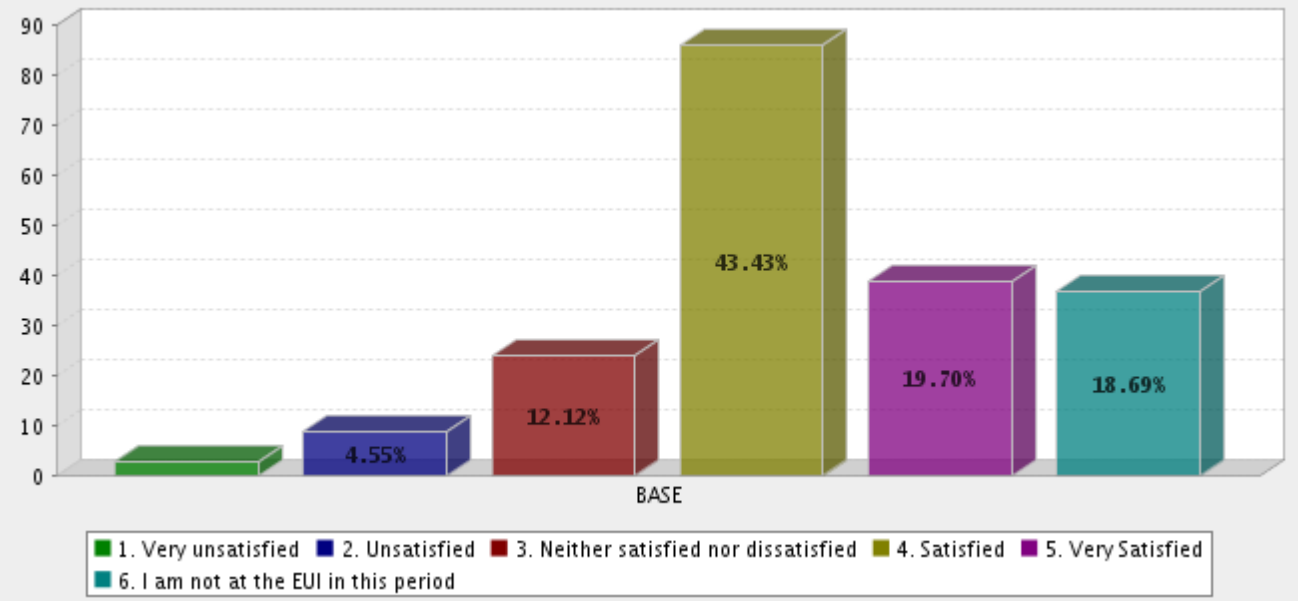
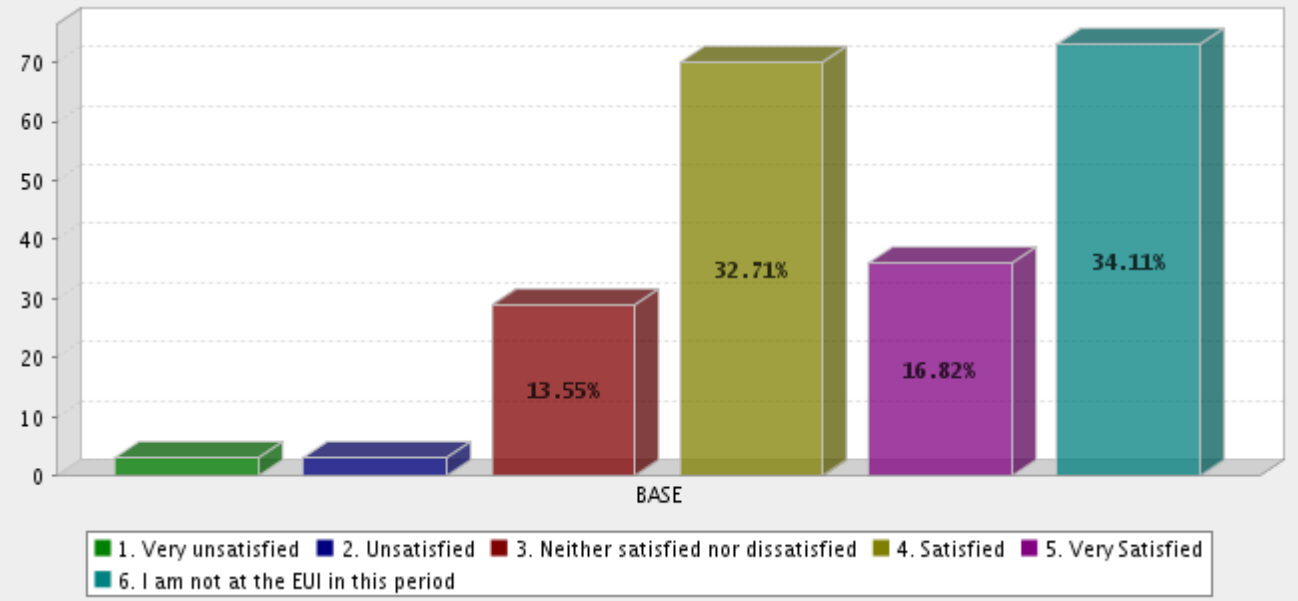


2.3) During EUI Summer/Easter closure

2012



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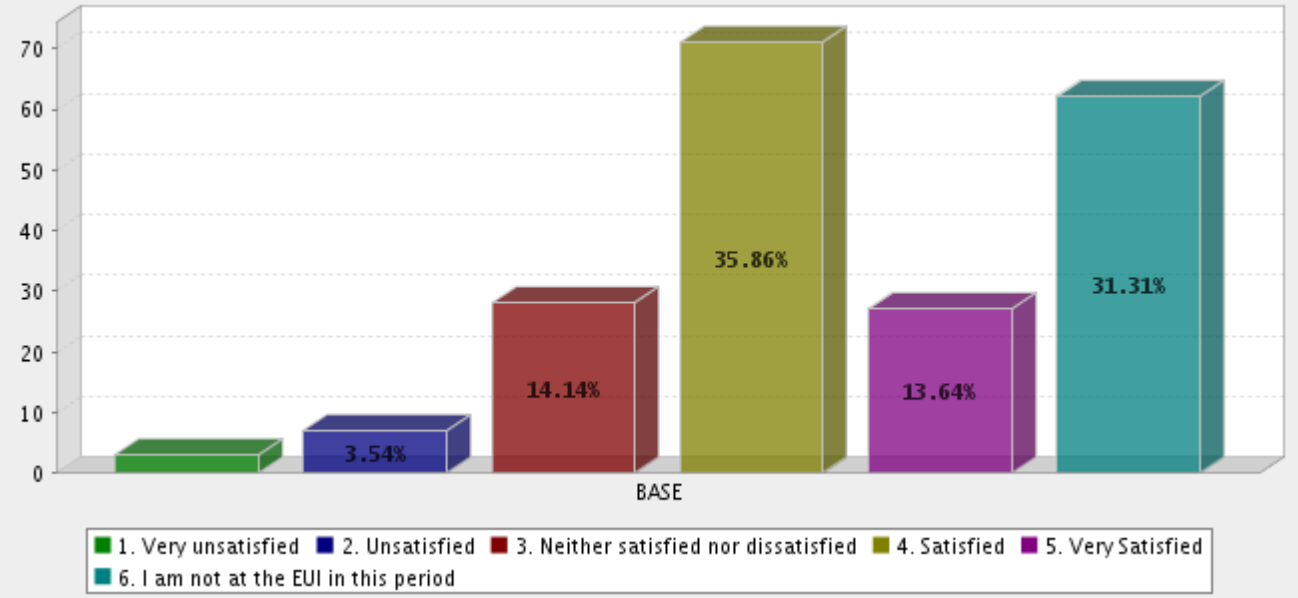

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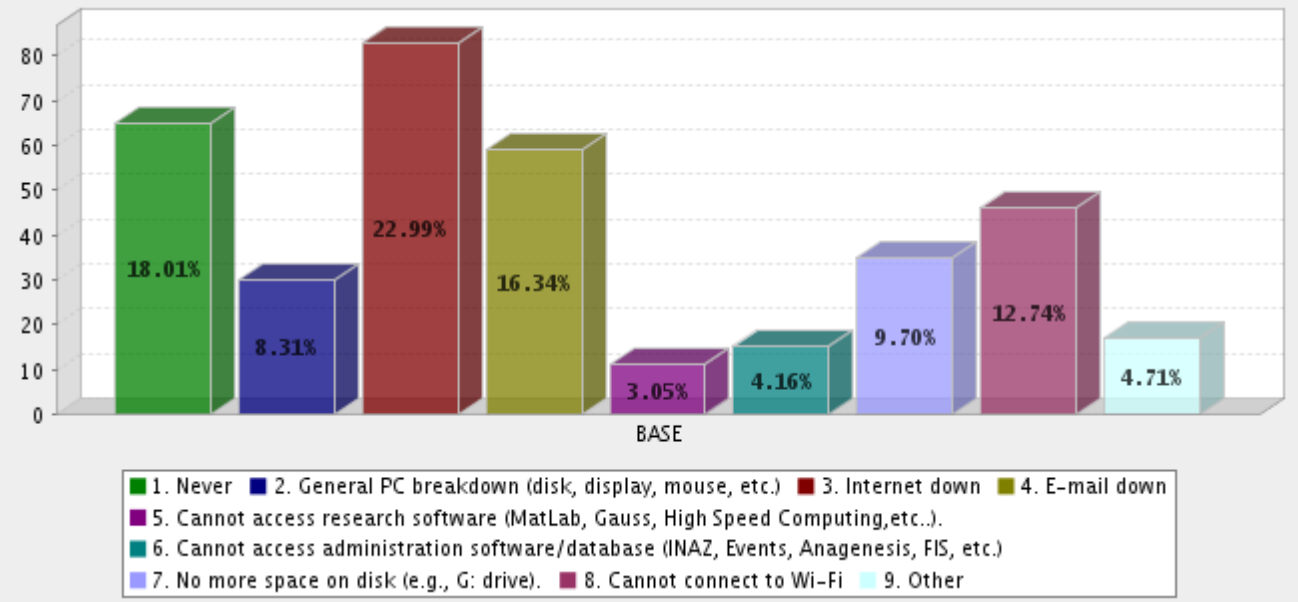
3) If your work was obstructed due to the unavailability of ICT Service's resources please select the nature of the obstruction?

2012



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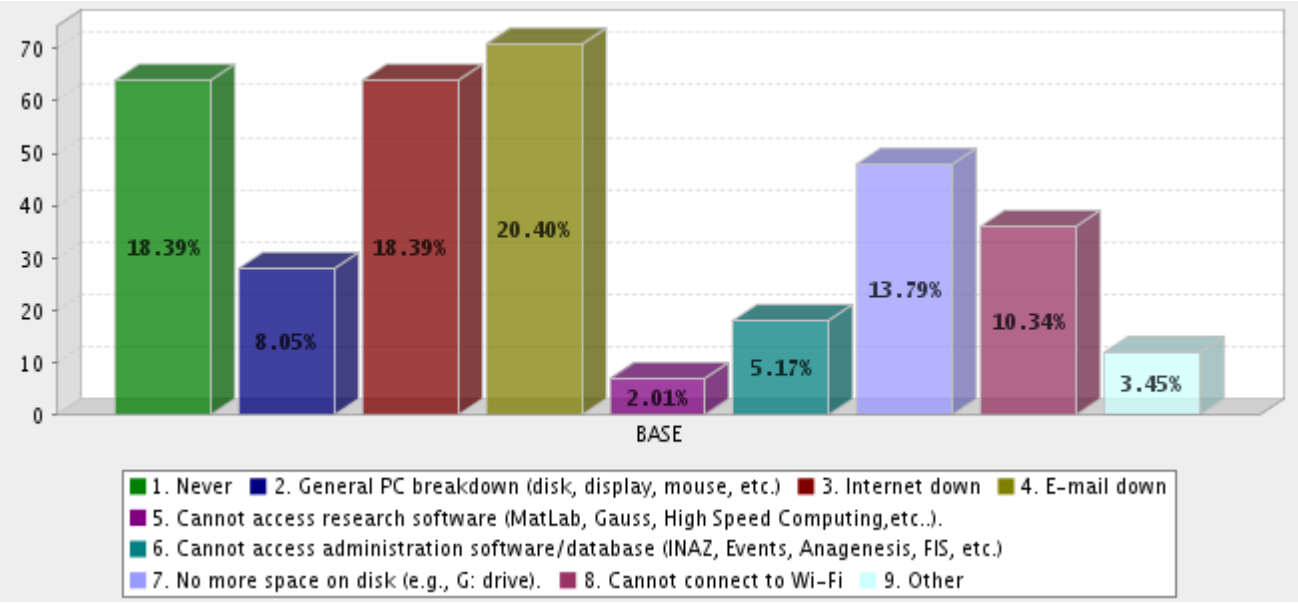

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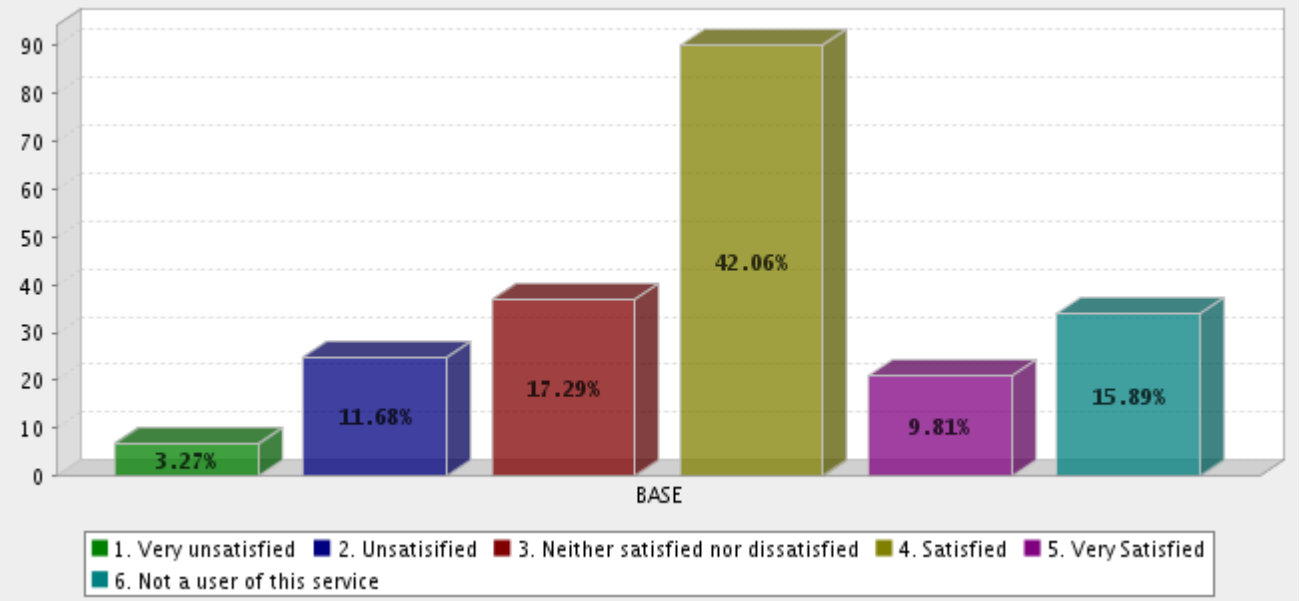
4) Please state how satisfied you are with the following aspects of the EUI Network infrastructure:

4.1) Coverage of WIFI(wireless) network

2012



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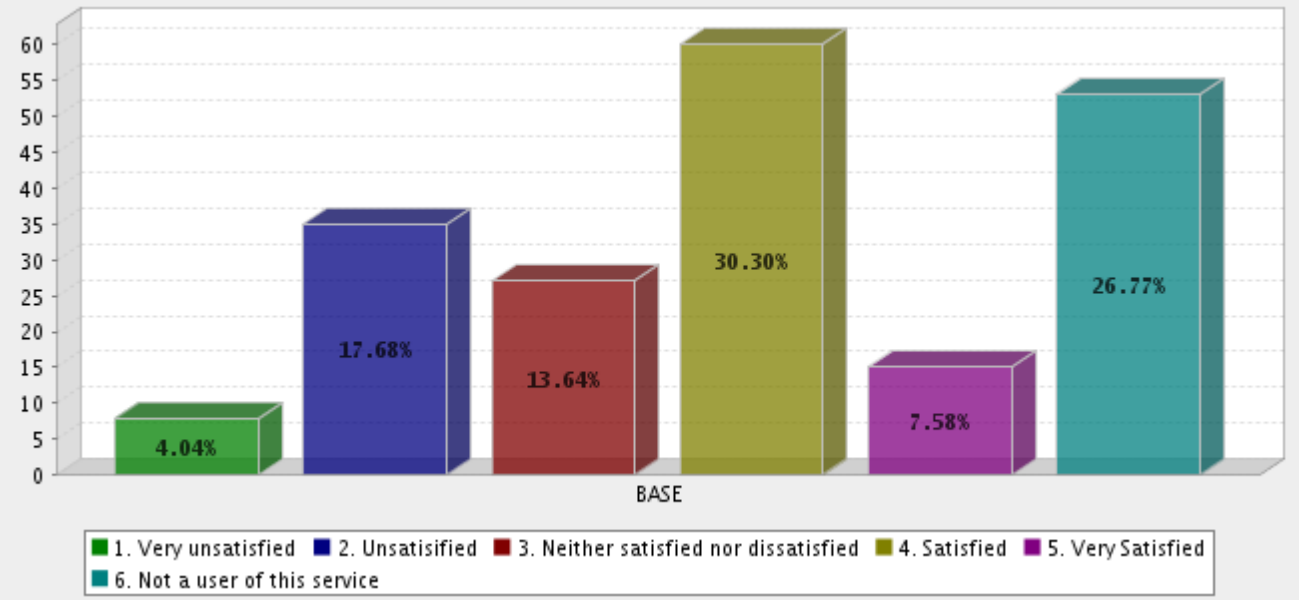

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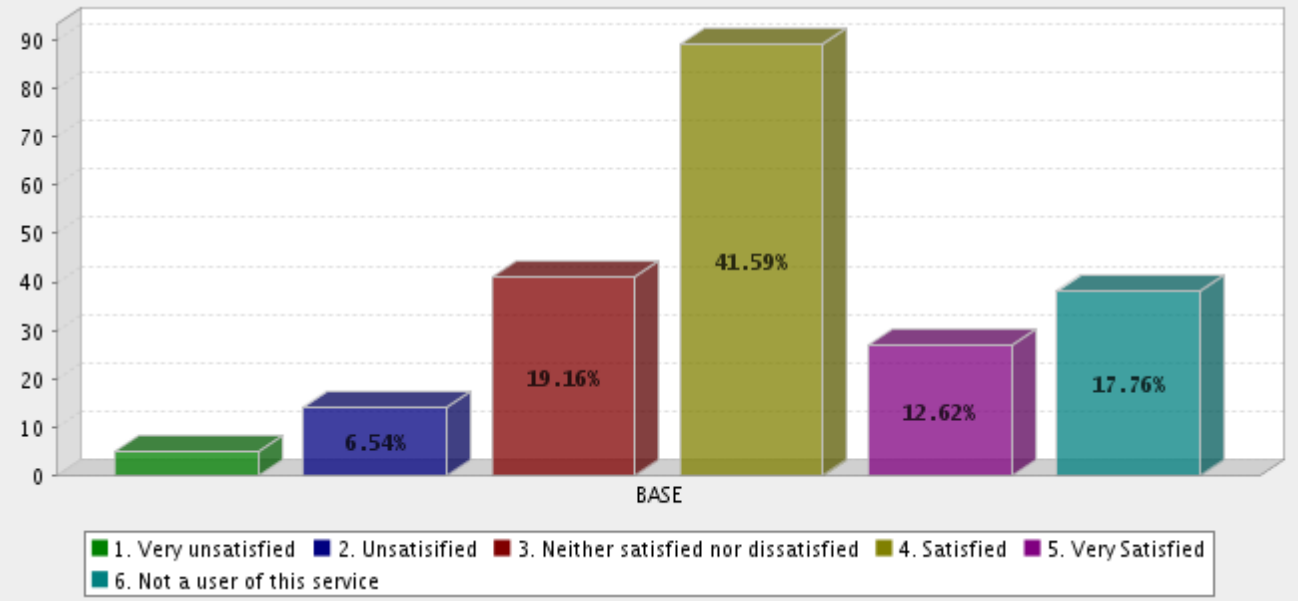
4.2) Speed of WIFI (wireless) network

2012



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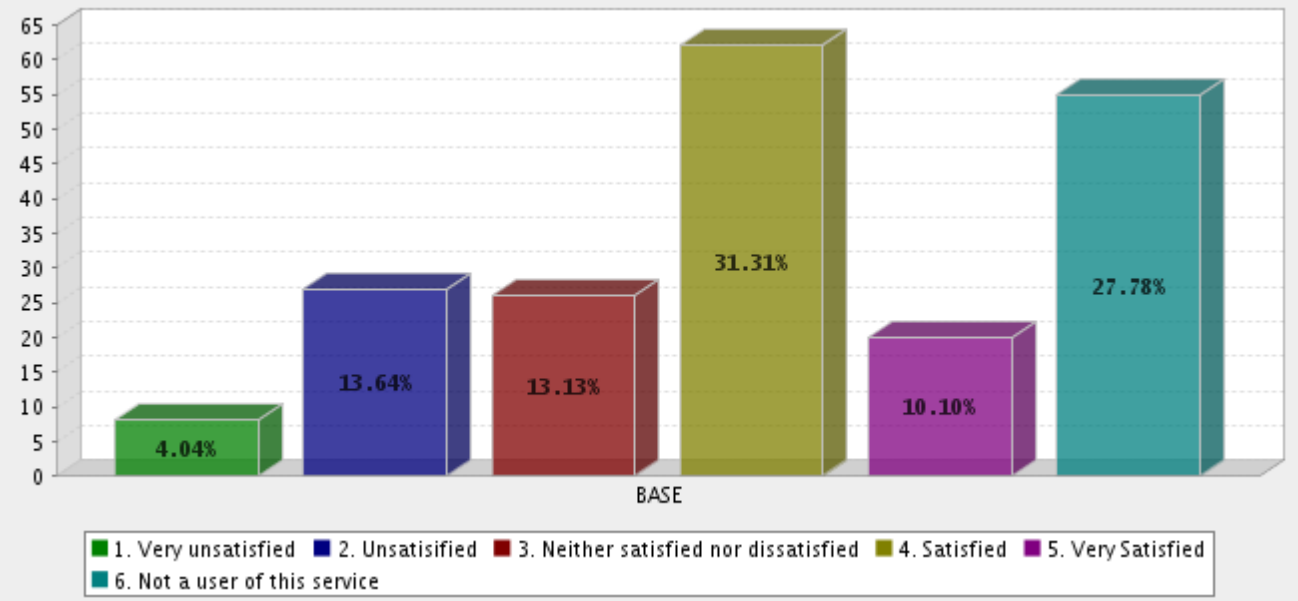

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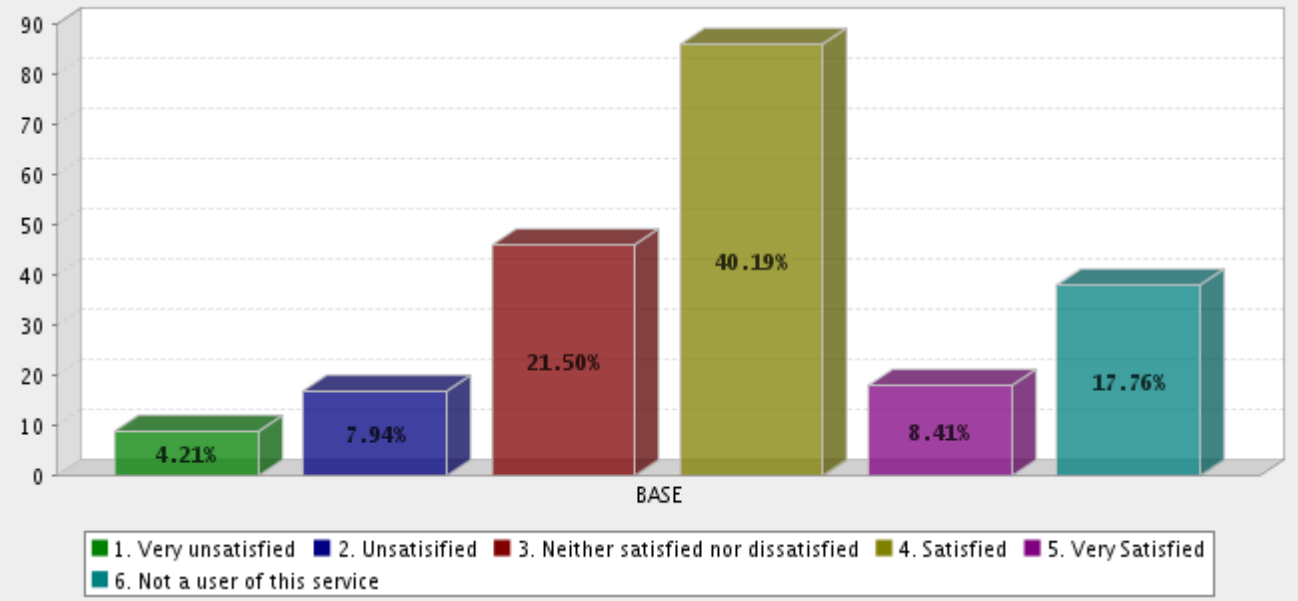
4.3) Reliability of WIFI (wireless) network

2012



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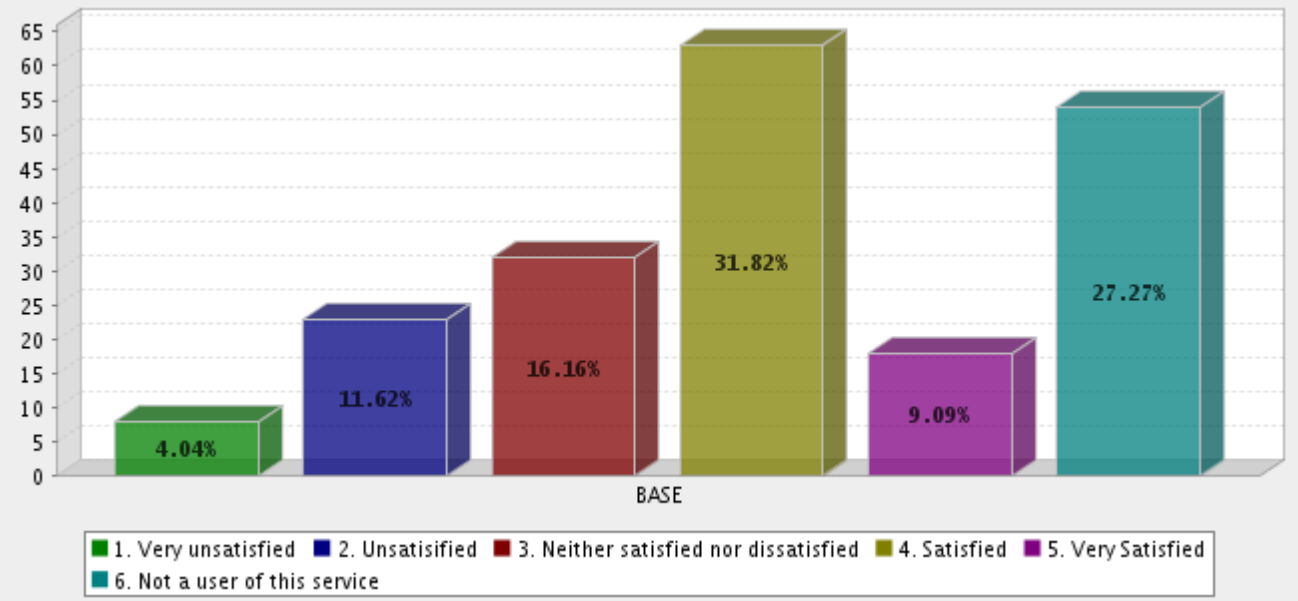
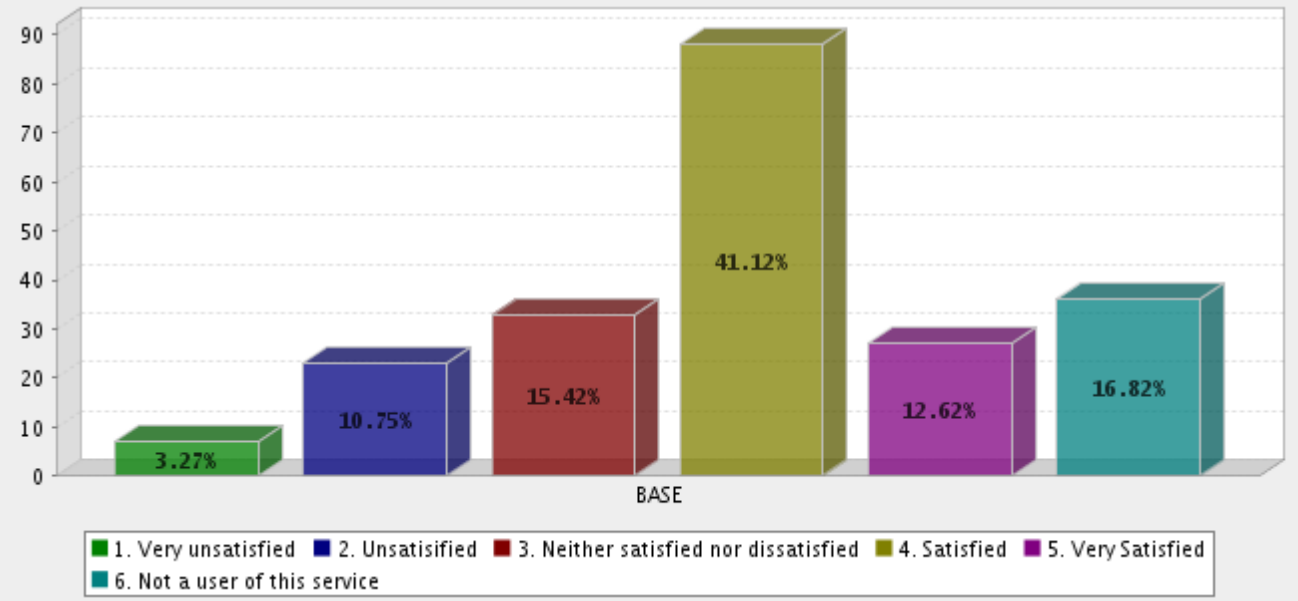


4.4) Ease of connection to WIFI (wireless) network

2012



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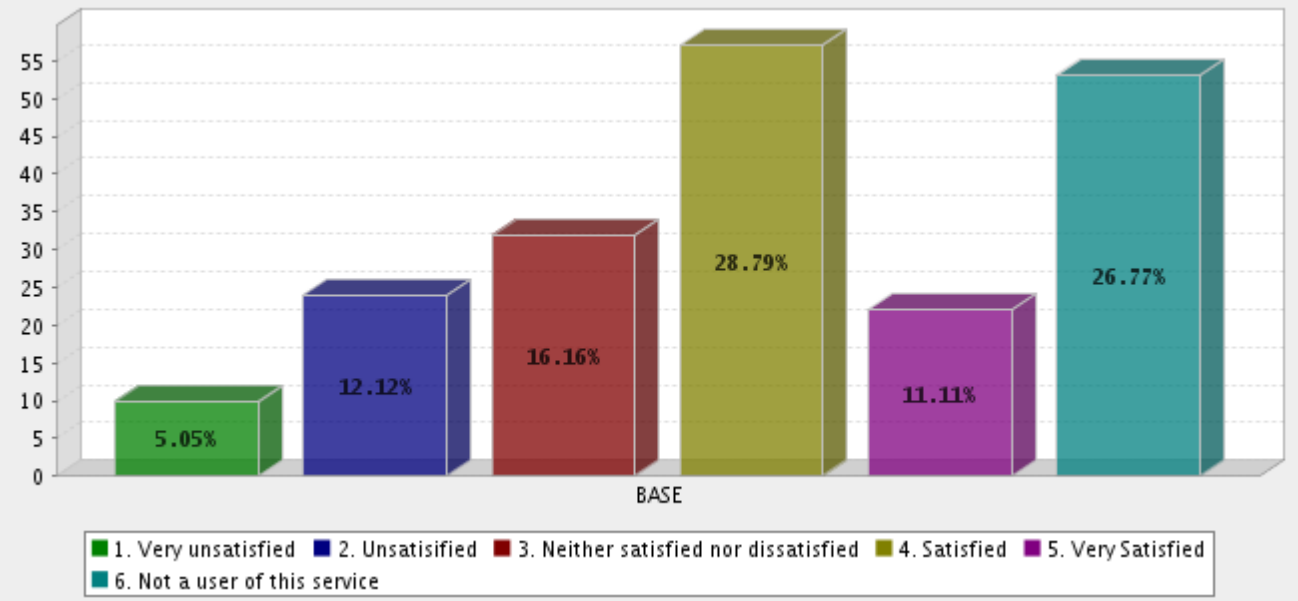
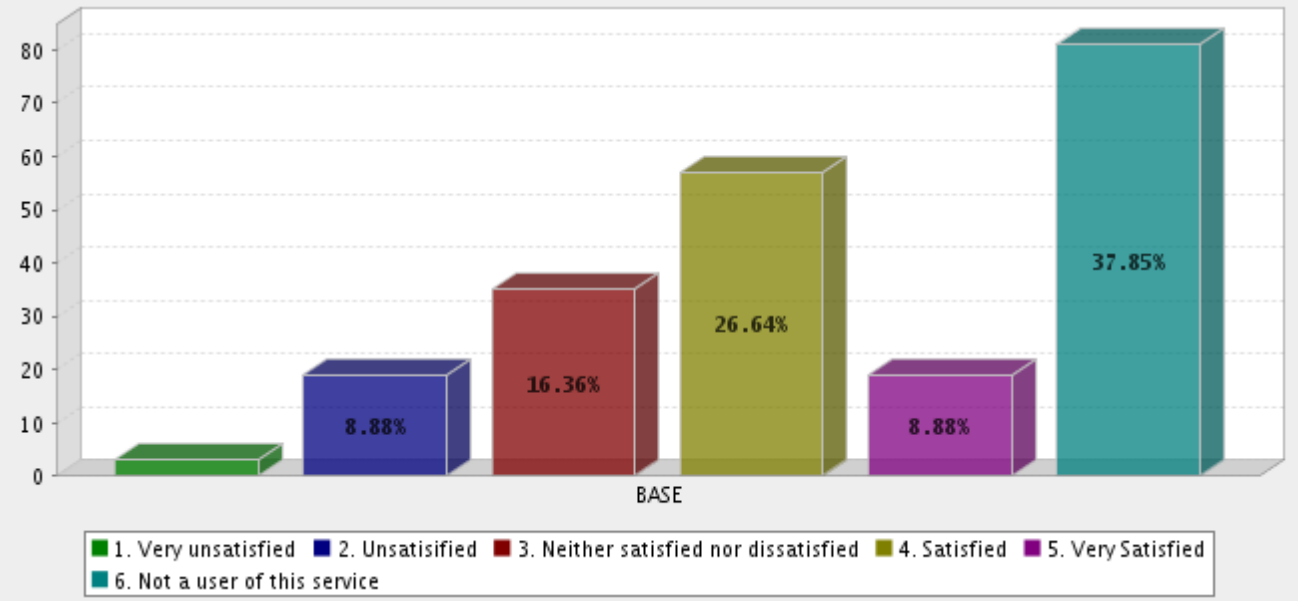
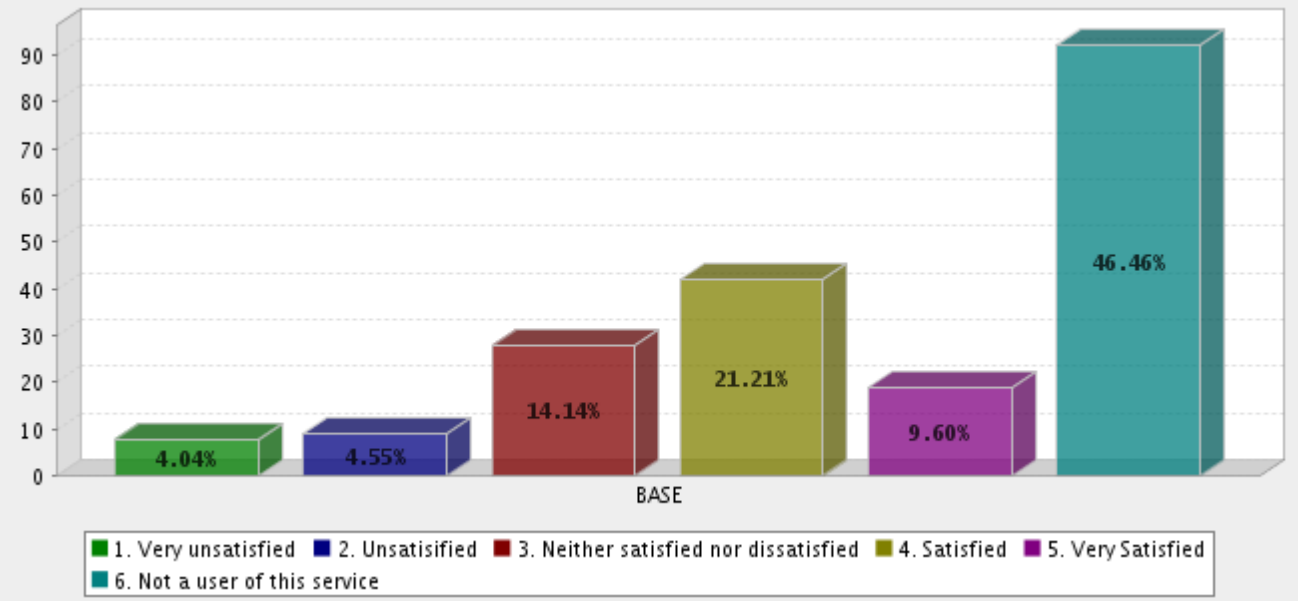


4.5) Availability of sockets for WIRED network

2012

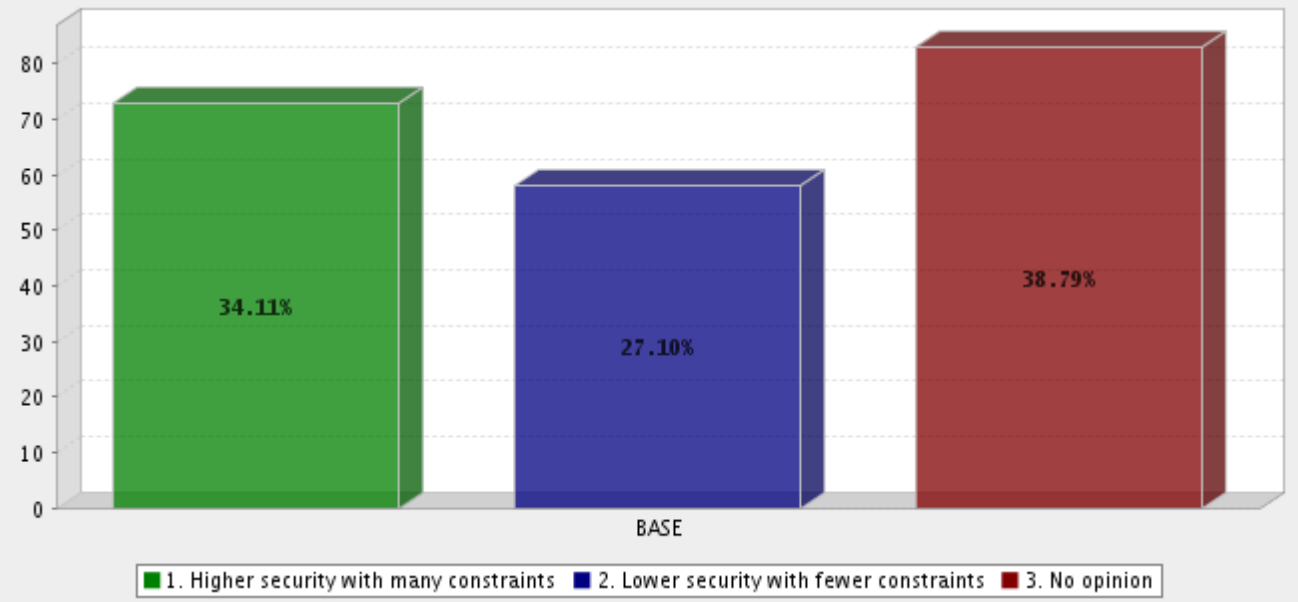


2011

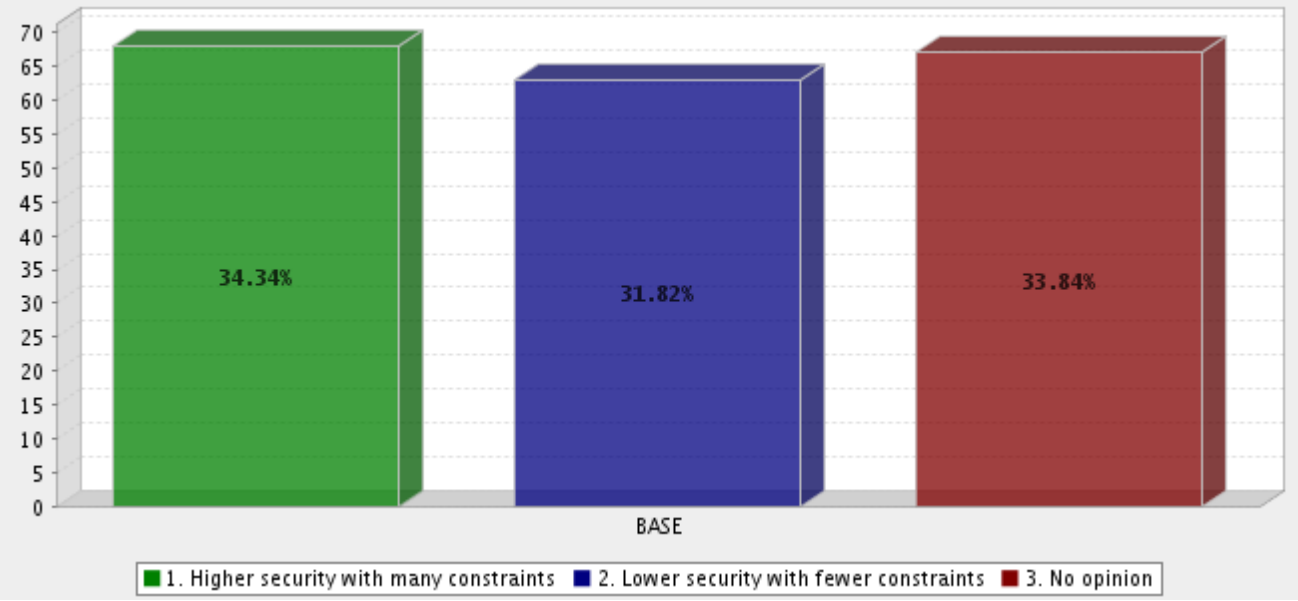


5) The EUI and the ICT Service in particular have put constraints in place to assure data protection and security. What is your preference?

2012



2011



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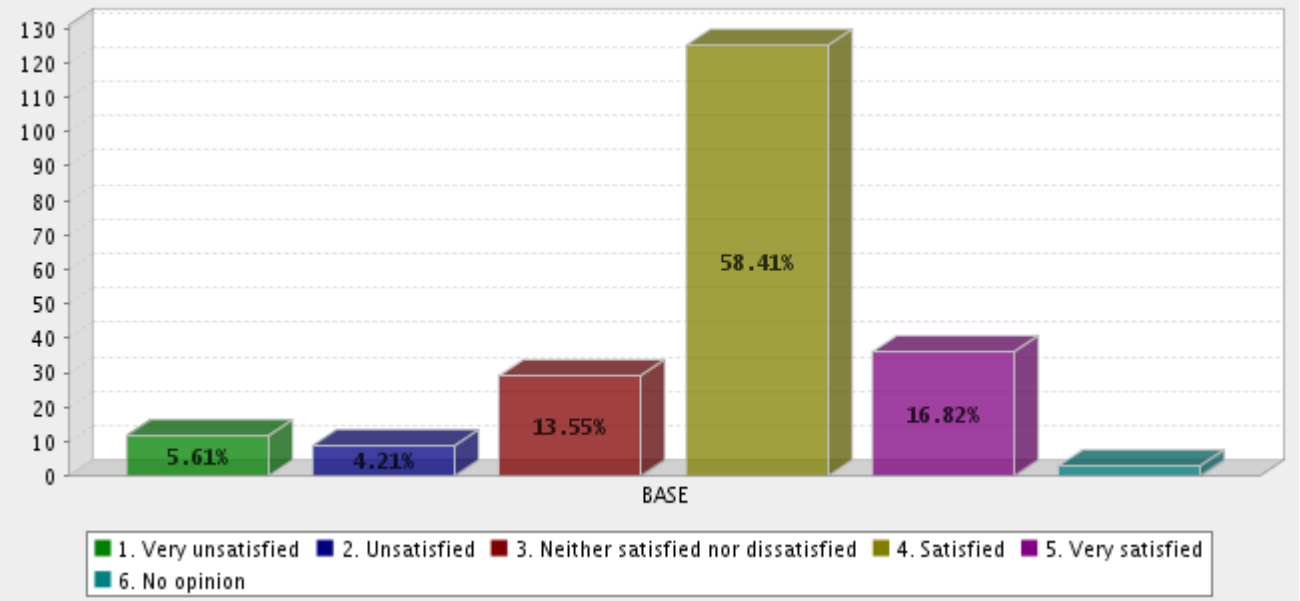
6) How satisfied are you overall with the ICT Service facilities and services?

2012



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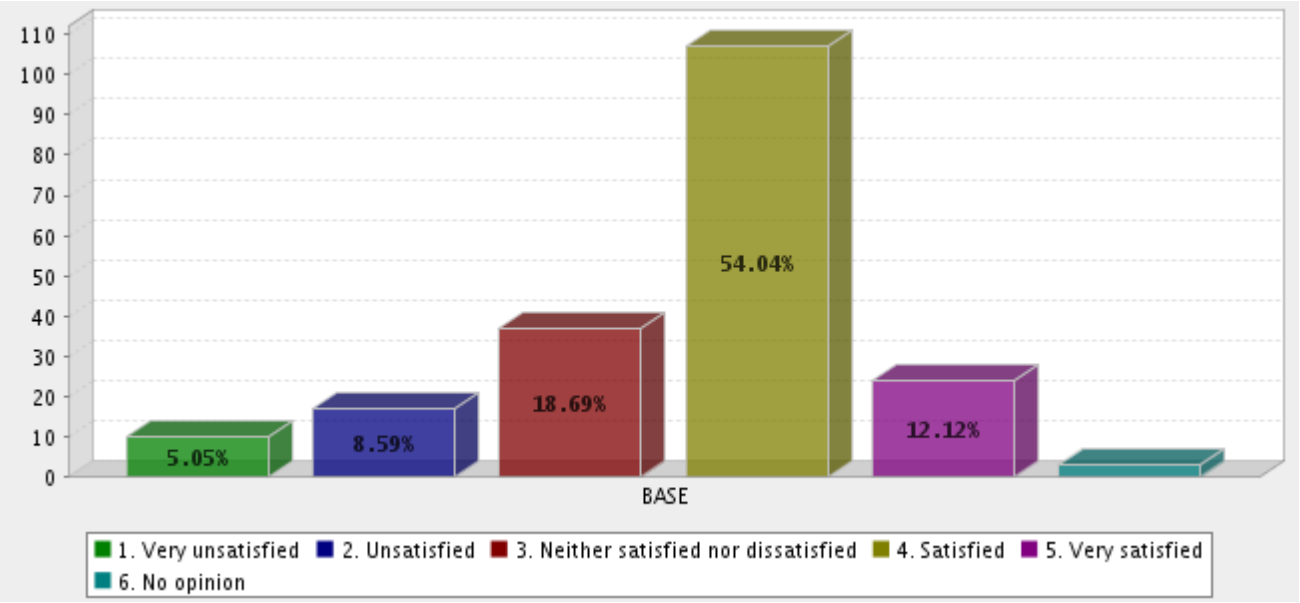

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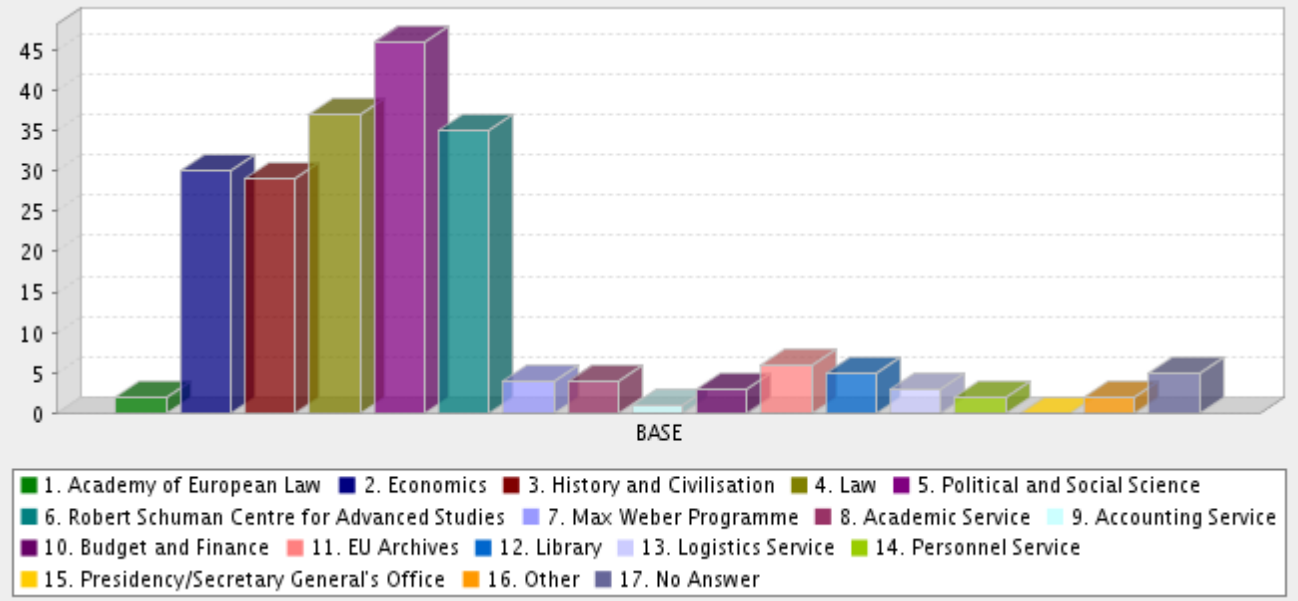
7) Please indicate your department:

2012



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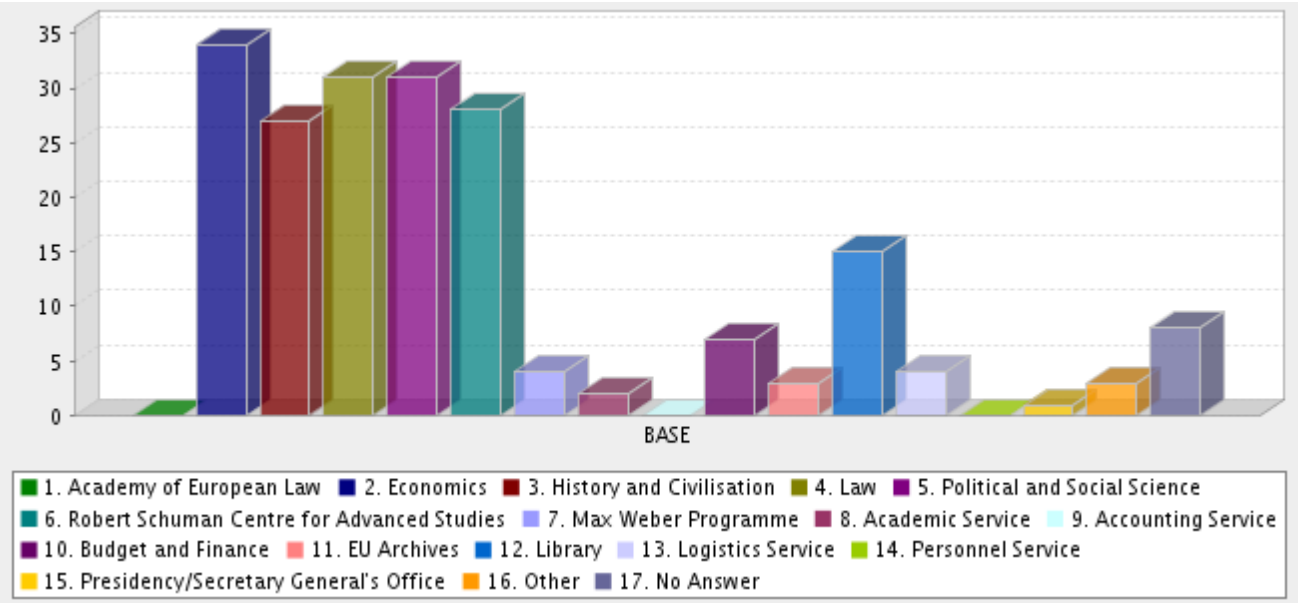

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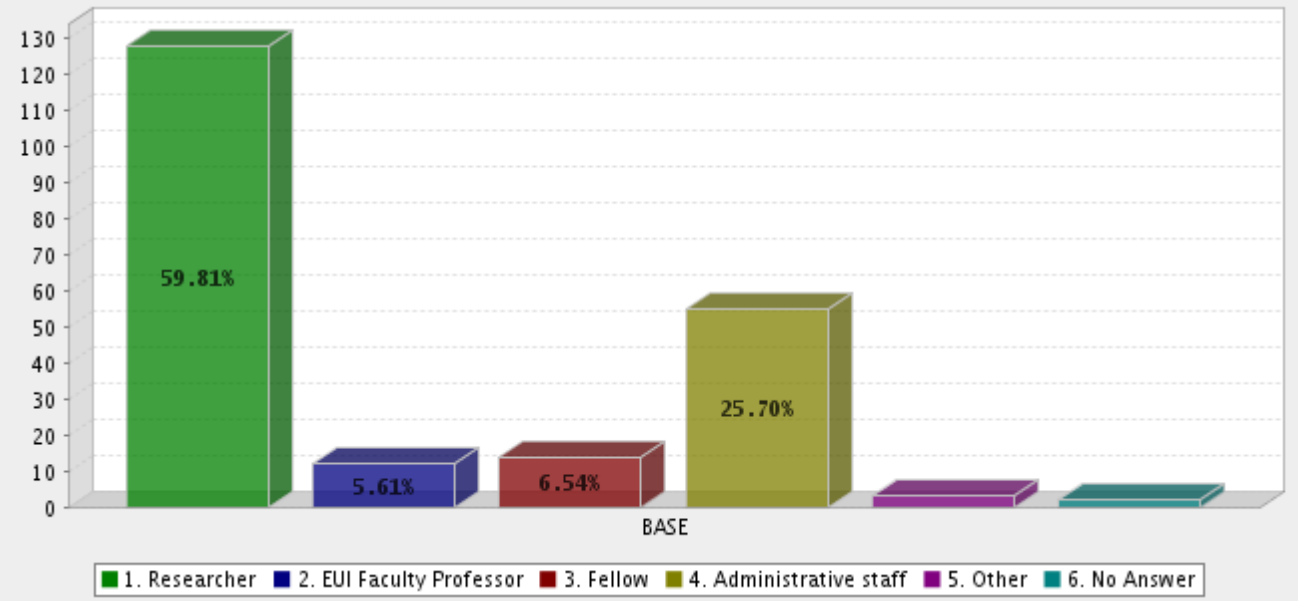
8) Please indicate to which group you belong

2012



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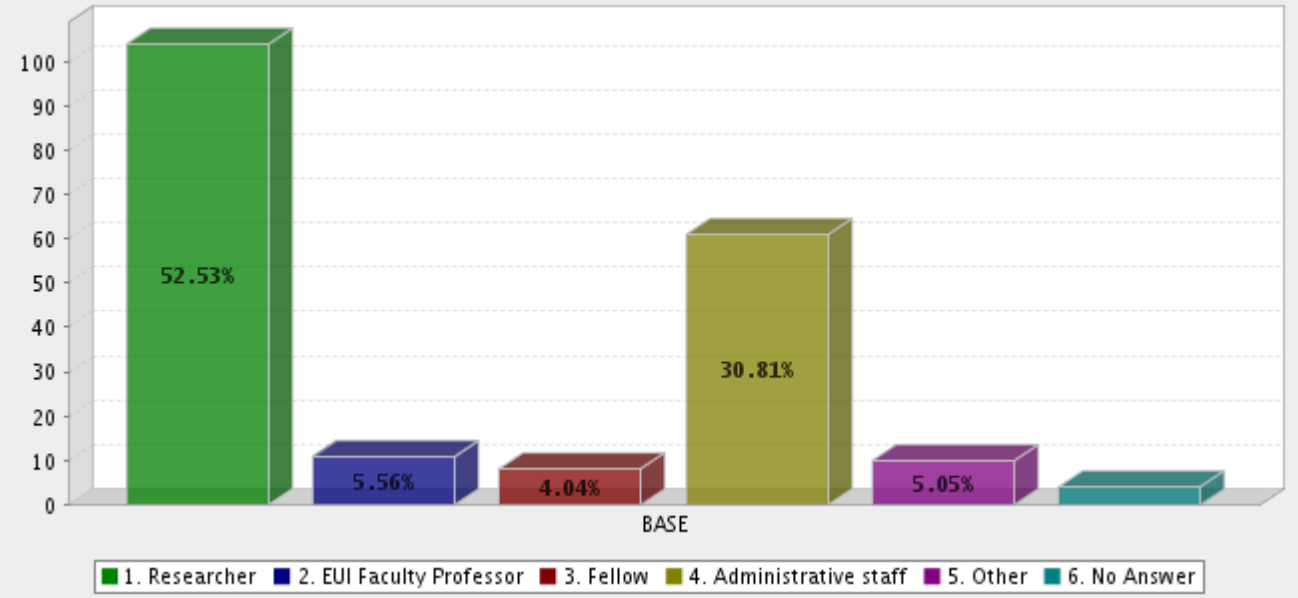
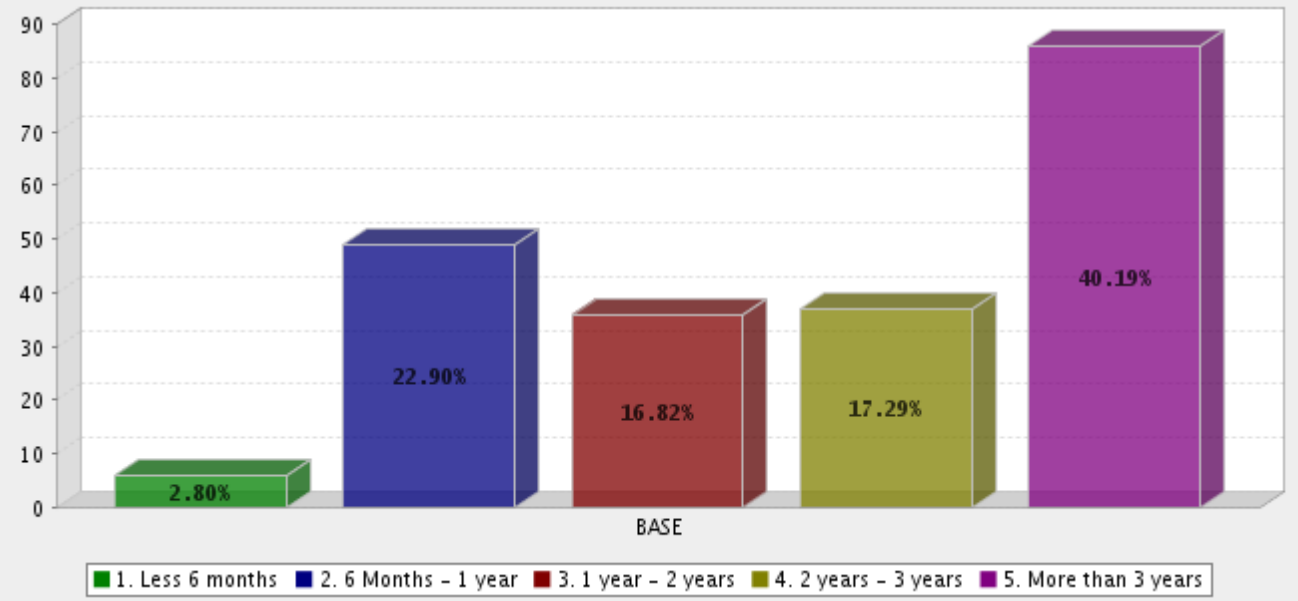


9) How long have you been at the EUI?

2012



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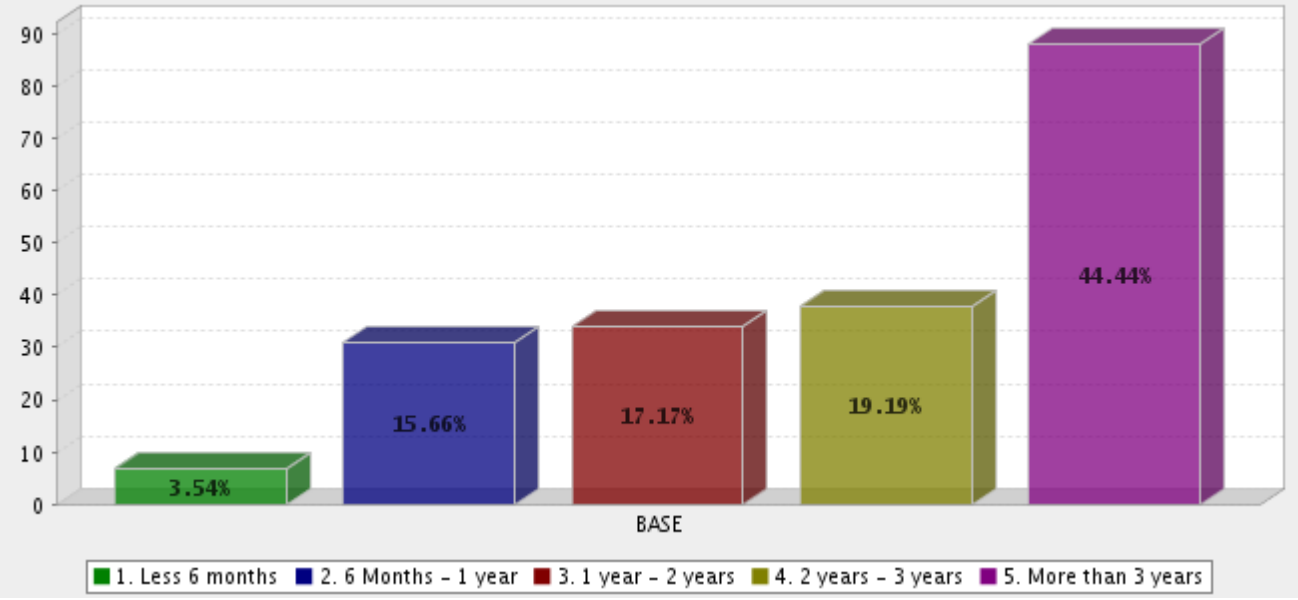

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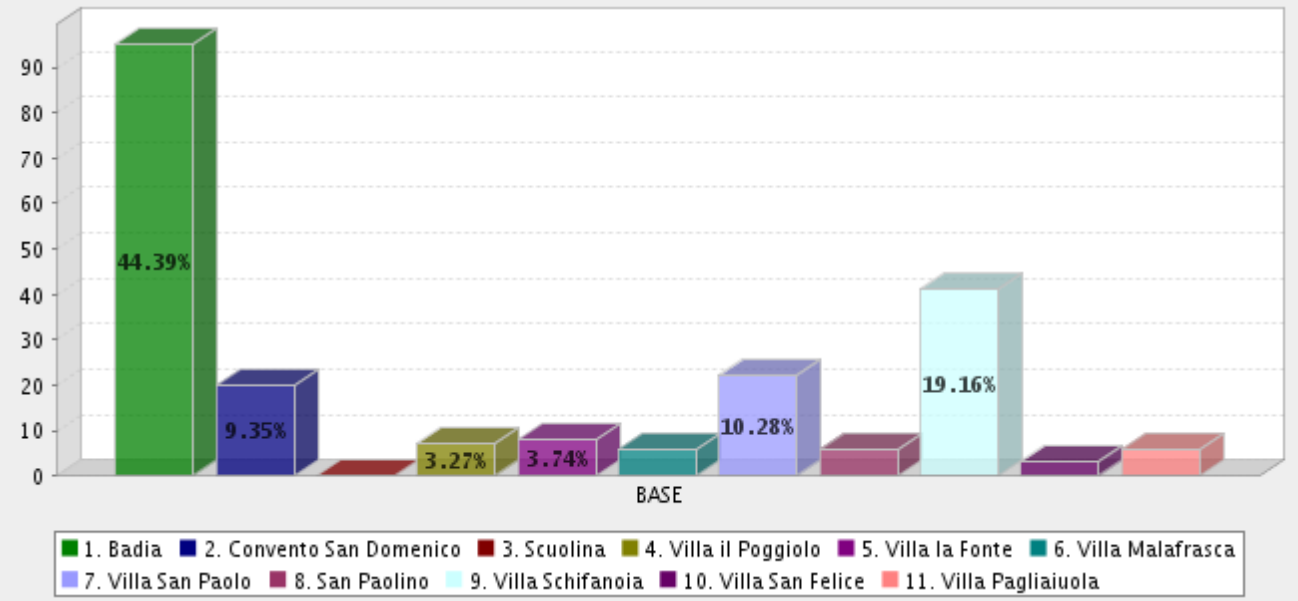
10) Where is your office/working space located?

2012



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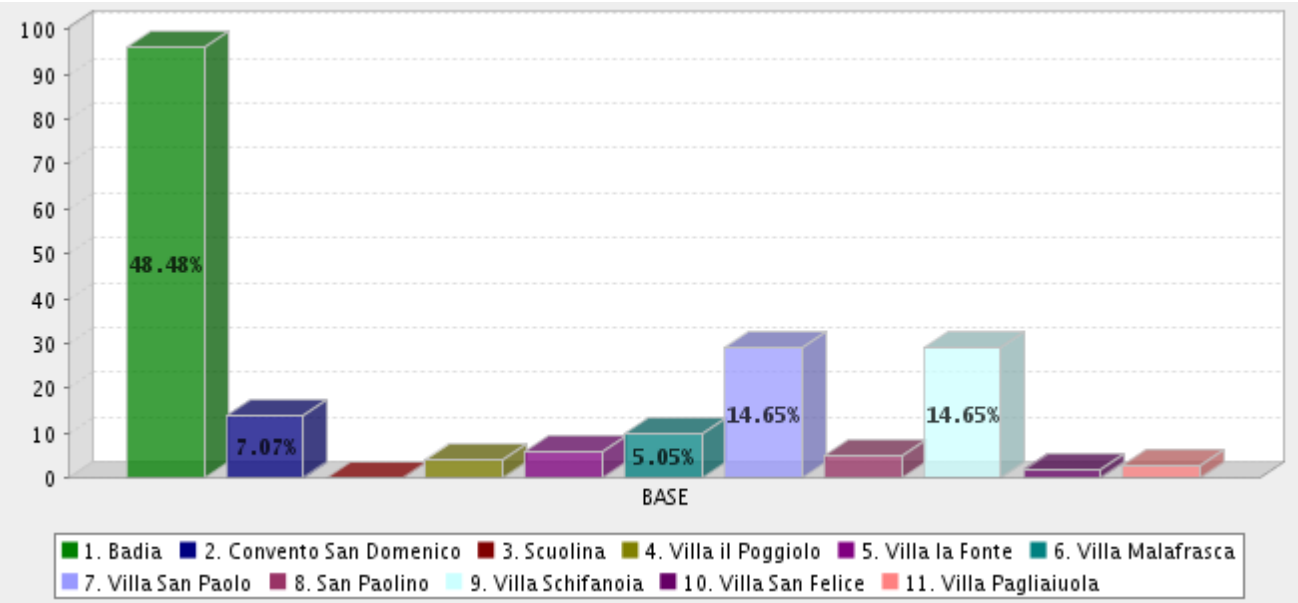

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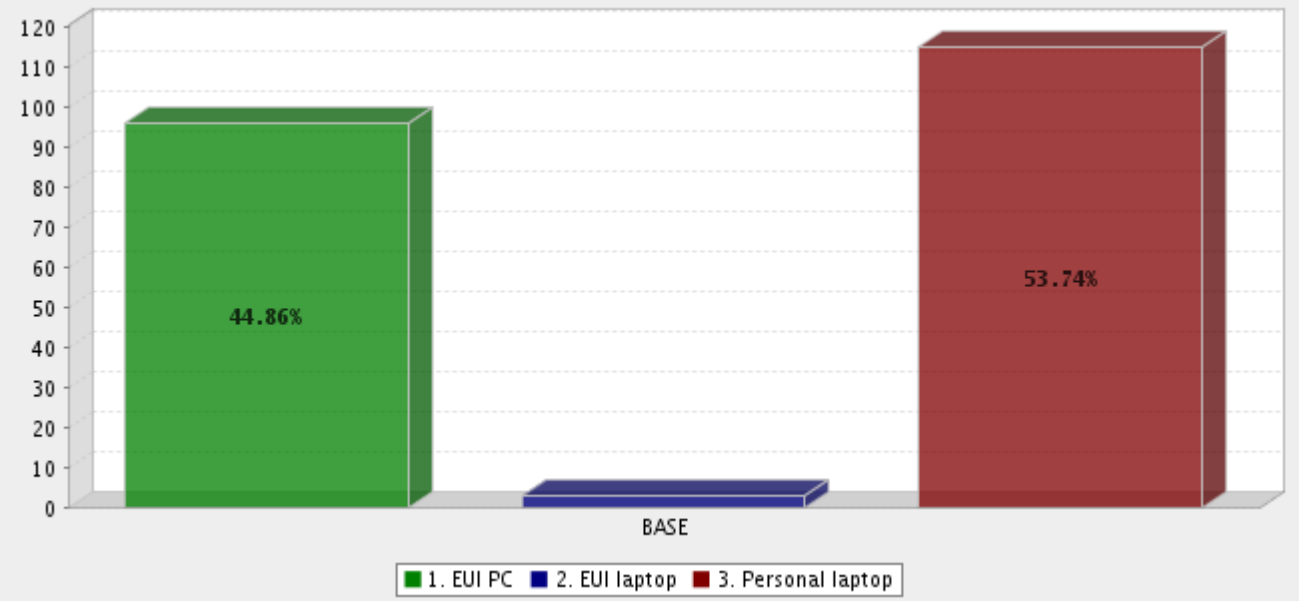
11) Which do you more commonly use for your everyday work/research?

2012



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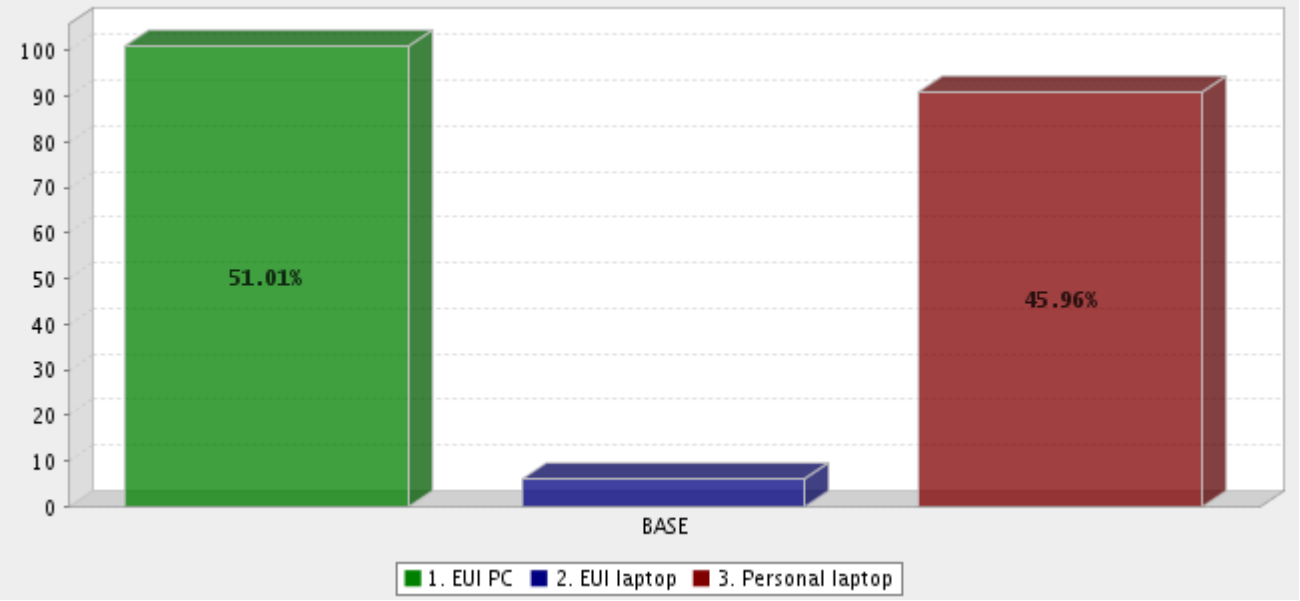

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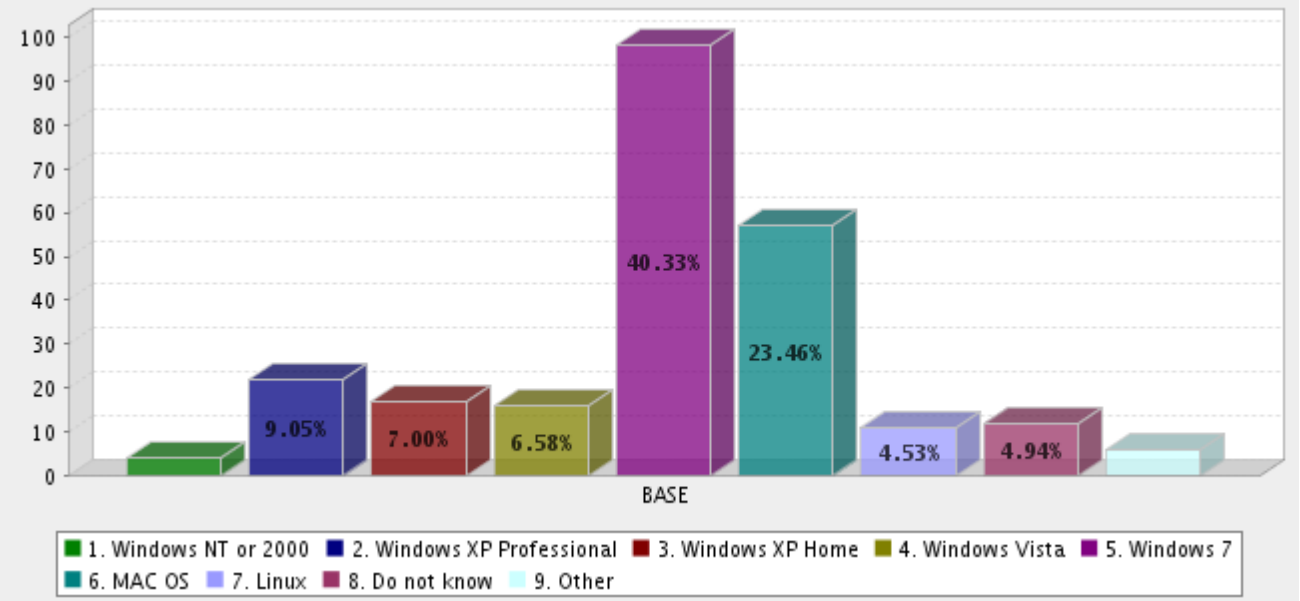
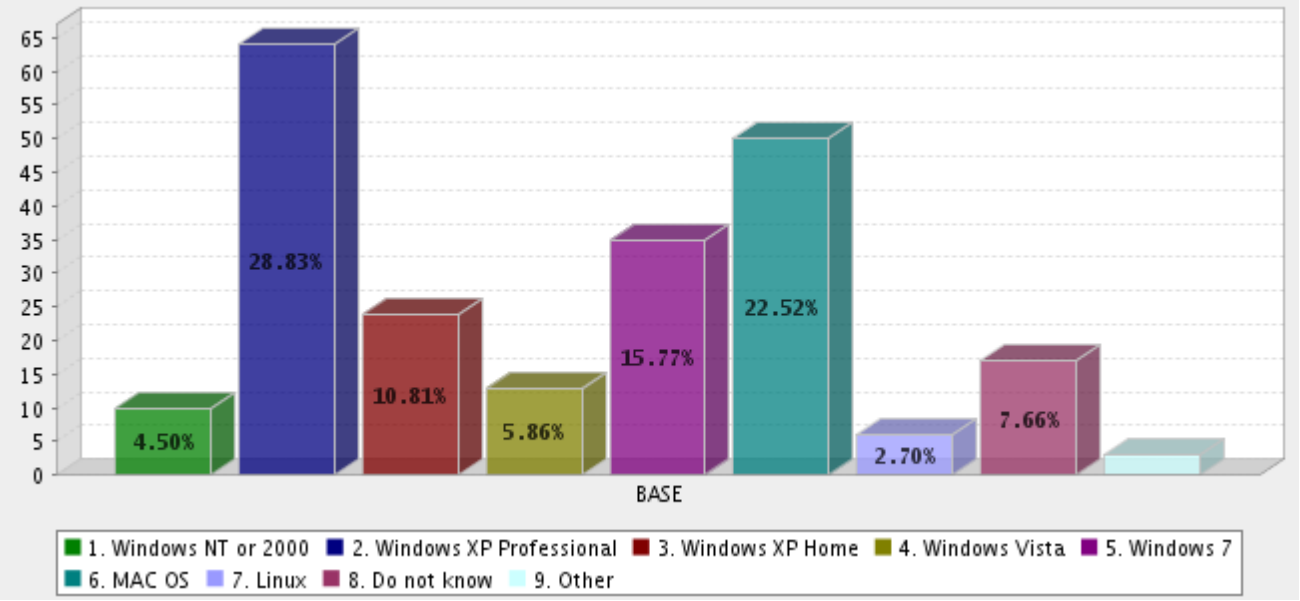
12) Please choose which operating system you use most commonly for your everyday work?

2012



2011