European University Institute

INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE

User Satisfaction Survey Report

2014

David Scott

July 2014

European University Institute
INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE

Introduction

This report summarises the outcome of the user satisfaction survey launched by the ICT Service in March 2014. 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 informed the content of the survey:

• To document where users are satisfied, as well as where they are dissatisfied.

• To find out what improvements are important to users.

• To use this data to establish priority areas for improvement, so that all users of ICT services at the EUI can continue their daily work.

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

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

Survey Methodology

The survey form was mainly based on a multiple-choice questionnaire. There was also a free-text field for additional comments.

Survey Population

• The survey solicited feedback from three user communities: faculty, students and administrators. It was addressed to more than 1300 users.

• The survey was carried out between 24 March and 14 April 2014.

• The anonymity of the users was maintained.

• The survey was based on an online form with a total of 38 questions.

• By the end 312 users had seen the form, 210 started the survey and 199 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 summarises the results of the multiple-choice questions for 2014 by comparing them with those of year 2012 (2013 not being conducted due to an ad interim management).

Participation in the survey was slightly lower this year compared with the previous survey conducted in 2012[1]. In 2012 the figures were: *completed*: 211, *started*: 214.

The results of the survey show that overall user satisfaction with the facilities and services provided by the ICT Service stands at nearly 80% with almost no real change since the last survey (77.3% in 2013 against 78.3% in 2012). Although there is still room to improve this rating, the maintenance of this level was a positive sign, in light of the ICT Service being challenged by the expansion of the campus to include Villa Salviati and Villa Paola, the move of more than 200 users/working places within the campus, and the introduction of the Helpdesk.

Judging from the positive comments that have been received, users are generally happy with the support for off-hours and for general services (namely, internet access, download speed and emailing).

Compared with the previous survey, slightly more people answered that they experienced high availability of ICT services (67 = 33.7% of respondents in 2014 compared with 63 = 29.9% in 2012).

Wi-Fi coverage and reliability across the whole of the EUI is a major area of concern.

User support is generally well regarded and the IT User Support offices have received favourable reviews overall, though there has been some criticism about the use of the Helpdesk. This service is being evaluated in a separate survey and report which is jointly commissioned by the ICT Service, Communications Service and the Real Estate and Facilities Service.

Regarding security, the majority of respondents prefer to see an increase in internet security measures implemented at the EUI, with an increase from 72 = 34.1% in 2012 to 86 = 43.2% in 2014.

The ICT Service has identified key areas of concern and intends to take the following measures in response to the issues raised by the survey feedback:

Wi-Fi

- Continue the Wi-Fi optimisation project, which is currently in progress, to extend the coverage of the service (to include more outdoor areas such as gardens and loggias as well as additional academic/research indoor areas of the EUI);
- Set up a specific User Group in the coming academic year to address any problems related to Wi-Fi for Mac/iOS;

[1] http://www.eui.eu/Documents/ServicesAdmin/ComputingService/CSSurvey2012.pdf

General

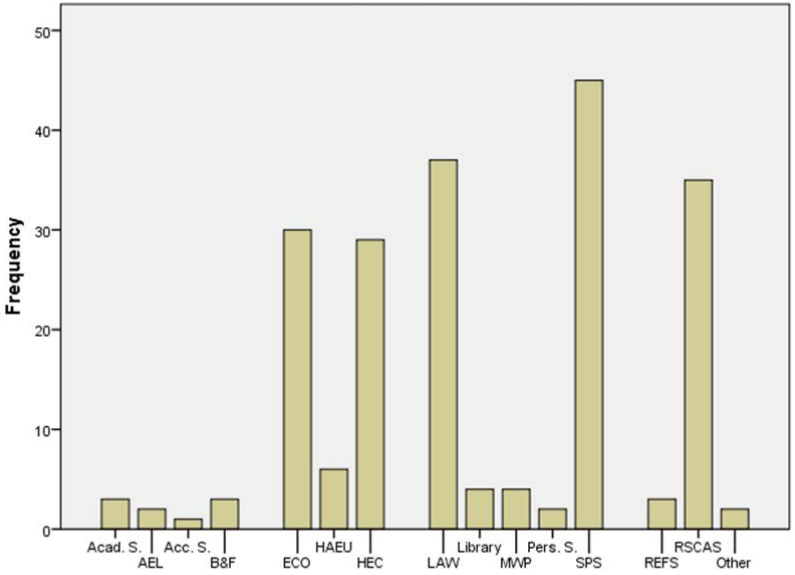
- Finalise Windows 8 and Linux (Ubuntu) configuration instructions (available in the coming academic year);
- Agree, among the ICT Service, the Library and the Researchers' Reps, a way to provide automatic log-off or locked-yet-inactive sessions;
- Investigate the possibility of providing PhD researchers with MS Office for their laptops and tablets;
- Look into the possibility of organising quick IT introductory sessions on the most common services provided (network shares, VPN, etc.).

Additionally, requests for more cleaning and power plugs in Computer Rooms and Commons, comments related to printing and scanning facilities and as well as to the Helpdesk have been passed to the Real Estate and Facilities Service.

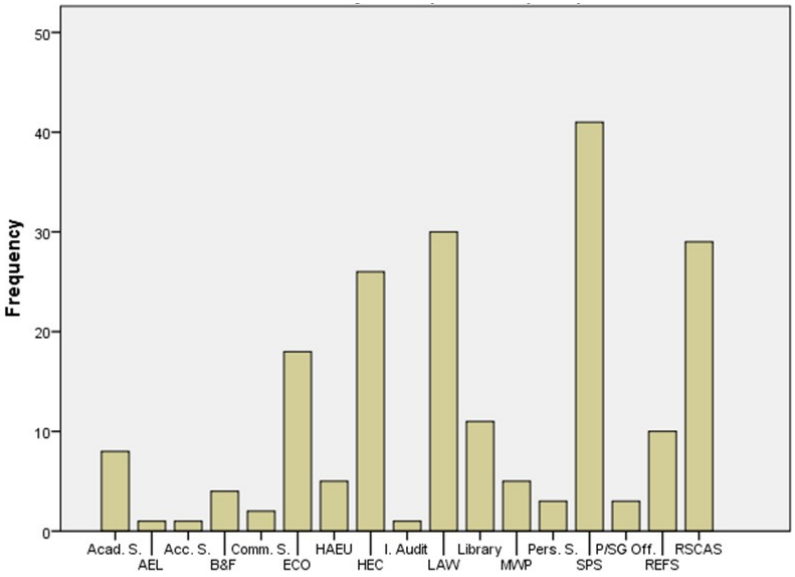
I would like to take the opportunity to thank the members of the EUI for taking the time to respond to the survey. Your comments and feedback are invaluable and will help us ensure that we can anticipate and meet the needs of the users of ICT services.

David Scott

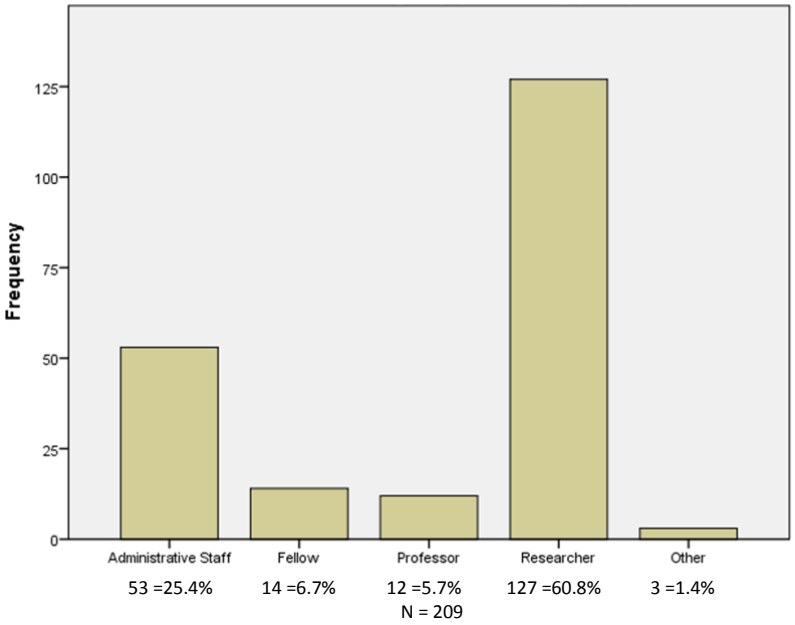
About You: Please indicate your department (2012)



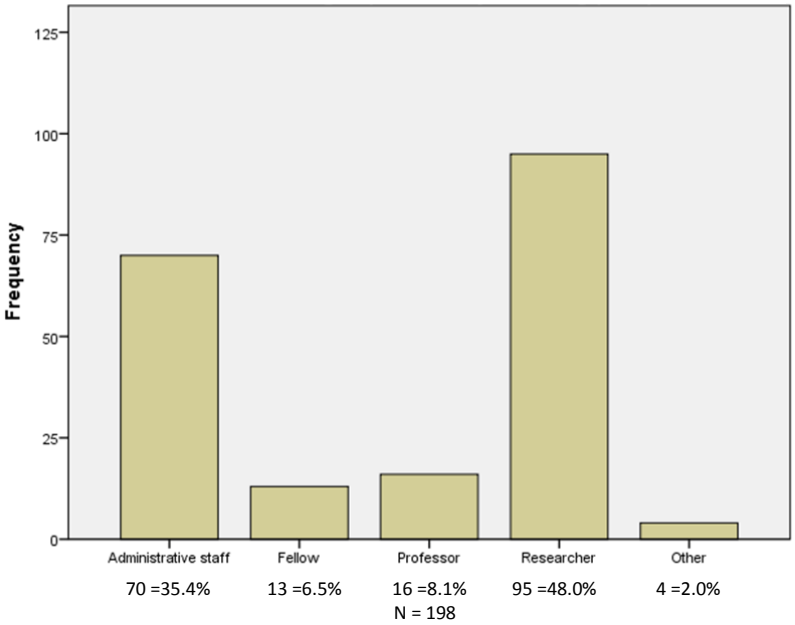
About You: Please indicate your department (2014/1)



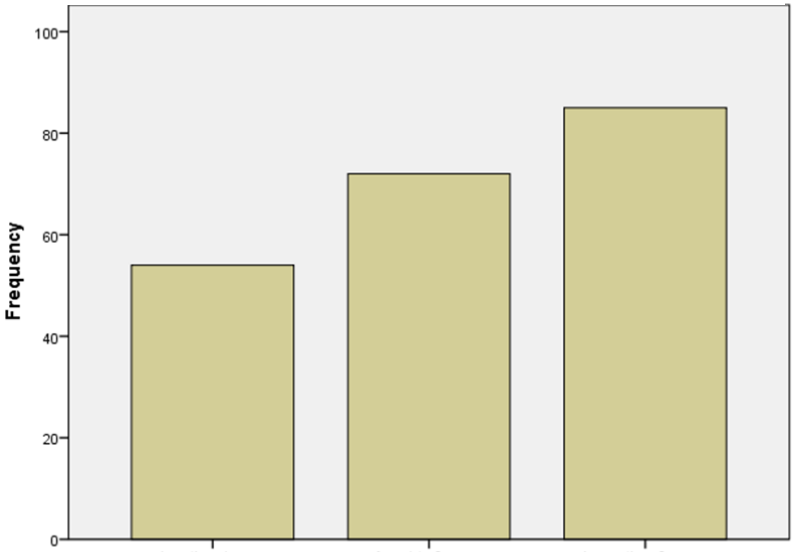
Please indicate the group to which you belong (2012)



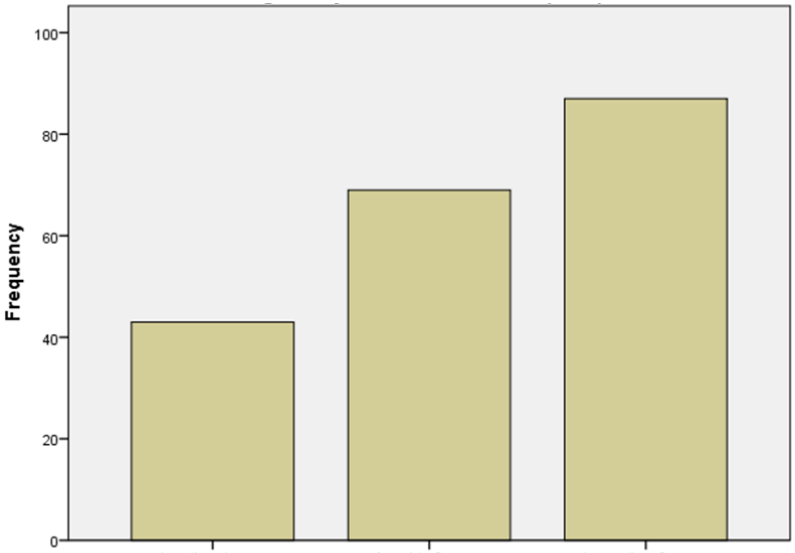
Please indicate the group to which you belong (2014/2)



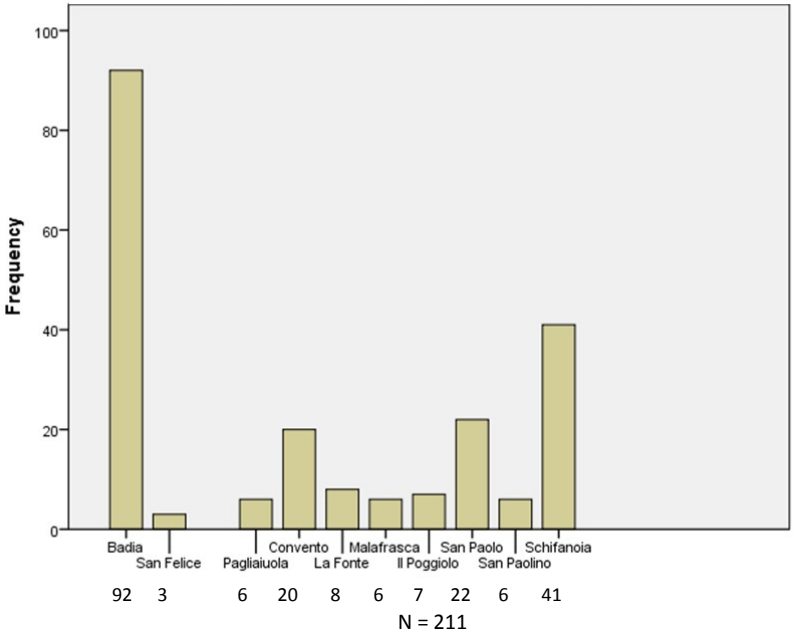
How long have you been at the EUI? (2012)



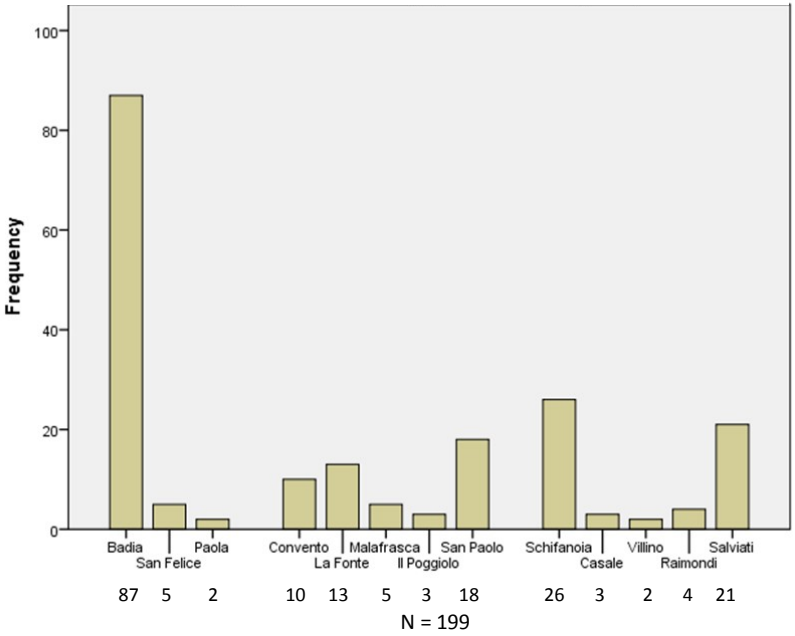
How long have you been at the EUI? (2014/3)



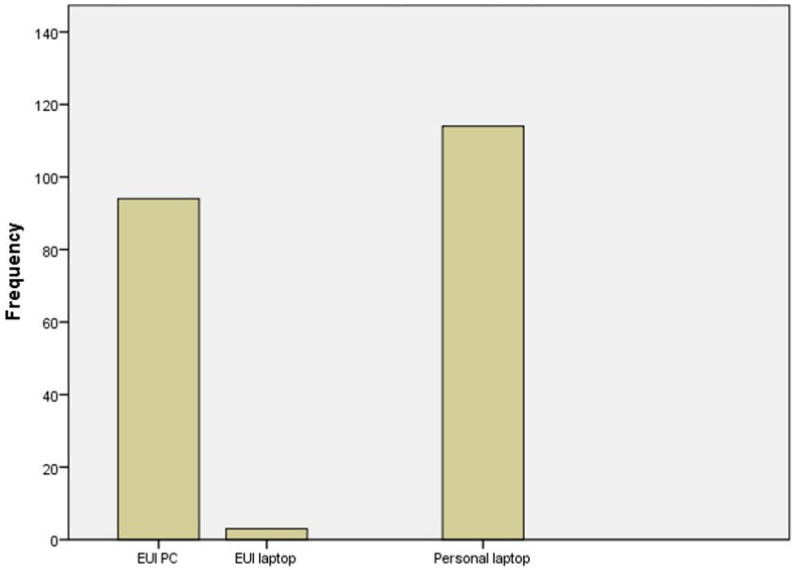
Where is your office/working space located? (2012)



Where is your office/working space located? (2014/4)

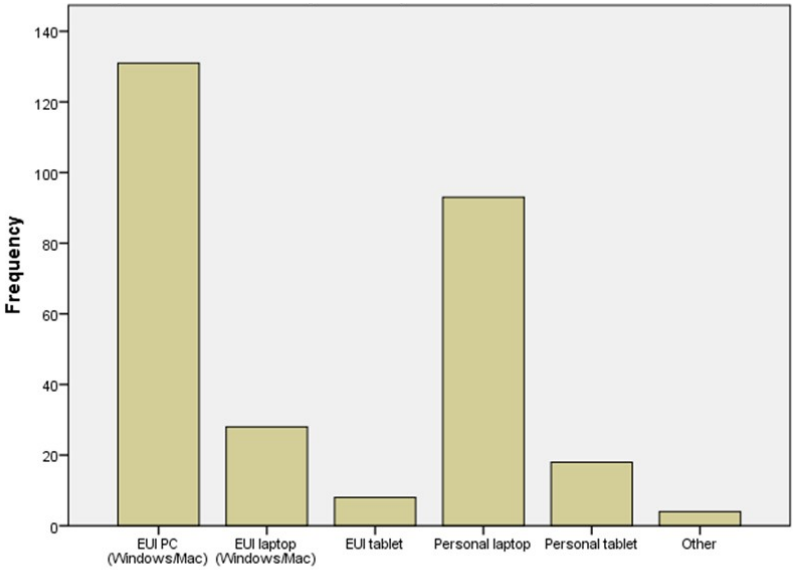


Which do you more commonly use for your everyday work/research? (2012)



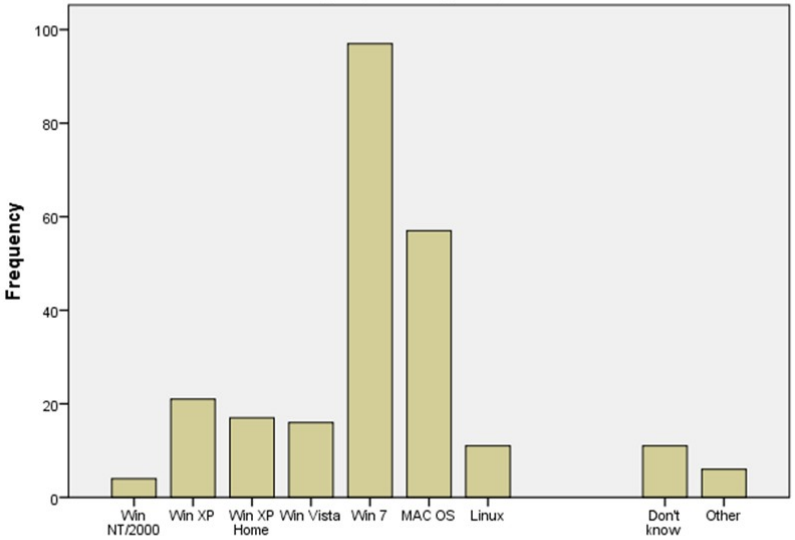
94=44.5% 3=1.4% 114=54.0% N = 211
responses (of 211 respondents)

Which do you more commonly use for your everyday work/research? (2014/5)



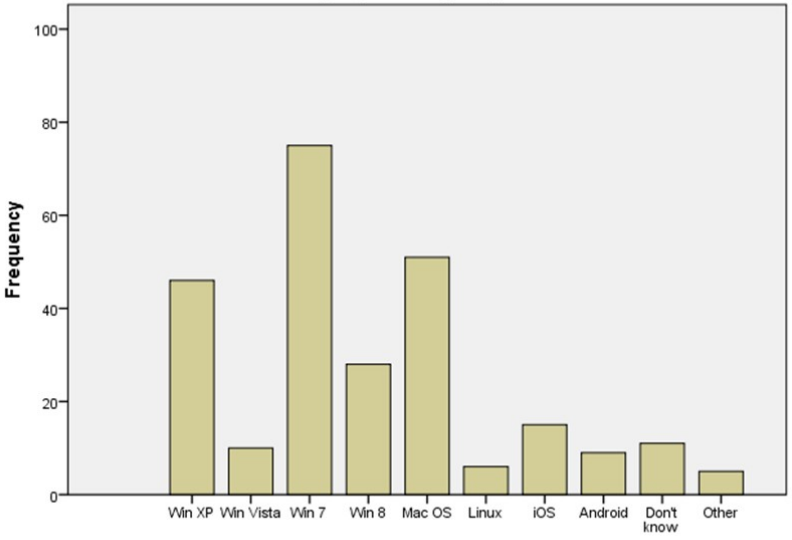
131=65.8% 28 =14.1% 8=4.0% 93 =46.7% 18=9.0% 4=2.0%
N = 282 responses (of 199 respondents)

Please choose which operating system you use most commonly for your everyday work (2012)



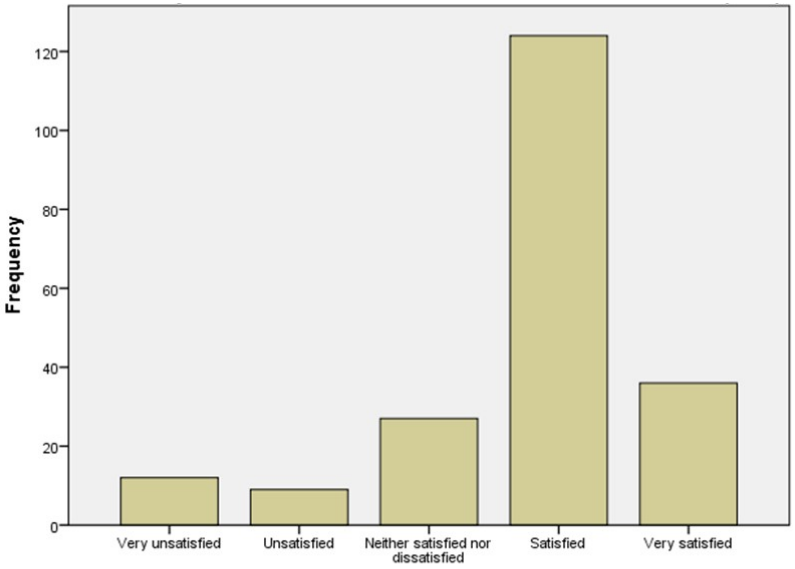
4 21 17 16 97 57 11 11 6
N = 240 responses (of 211 respondents)

Please choose which operating system you use most commonly for your everyday work (2014/6)



46 10 75 28 51 6 15 9 11 5
N = 256 responses (of 199 respondents)

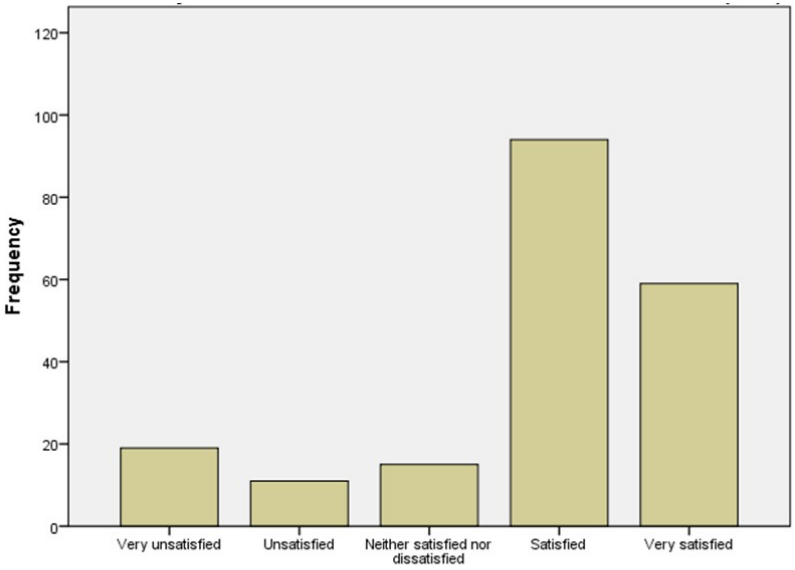
Overall Satisfaction: How satisfied are you overall with the ICT Service facilities and services? (2012)



12 = 5.8% 9 =4.3% 27 =13.0% 124 =59.6% 36 =17.3%

N = 208

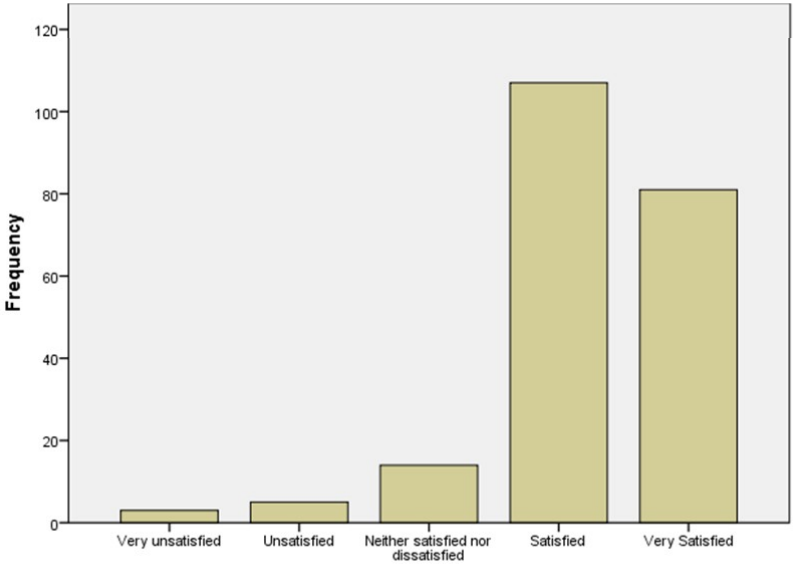
Overall Satisfaction: How satisfied are you overall with the ICT Service facilities and services? (2014/7)



19 =9.6% 11 =5.6% 15 =7.6% 94 =47.5% 59 =29.8%

N = 198

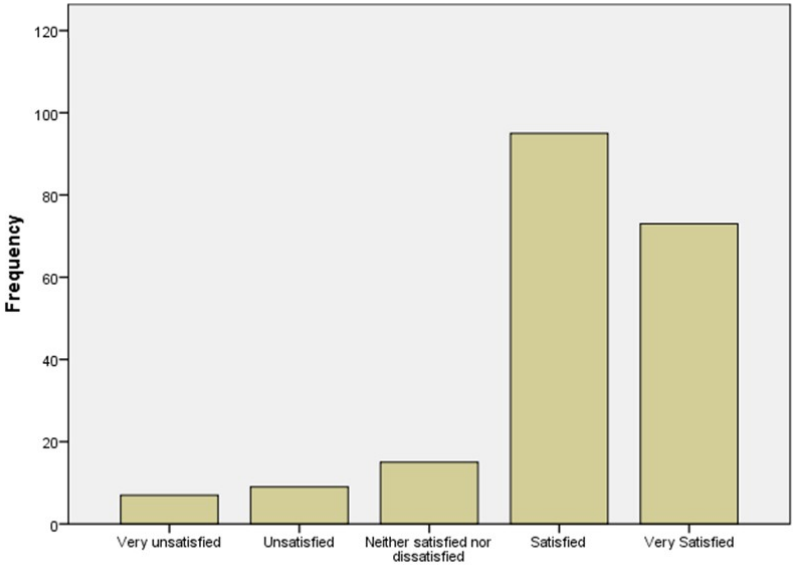
Please state your satisfaction with: Internet Access (2012)



3 =1.4% 5 =2.4% 14 =6.6% 107 =51.0% 81 =38.6%

N = 210

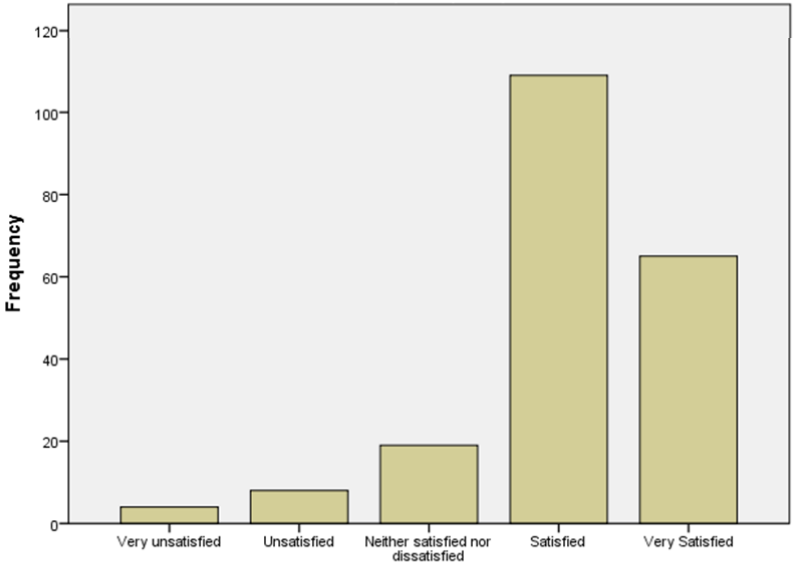
Please state your satisfaction with: Internet Access (2014/8)



7 =3.5% 9 =4.5% 15 =7.5% 95 =47.7% 73 =36.7%

N = 199

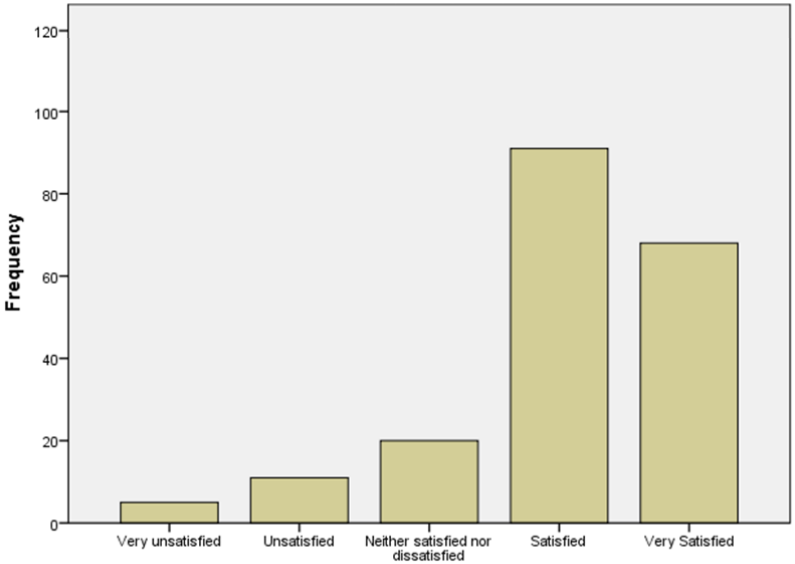
Please state your satisfaction with: Download Speed (2012)



4 =2.0% 8 =3.9% 19 =9.3% 109=53.2% 65=31.7%

N = 205

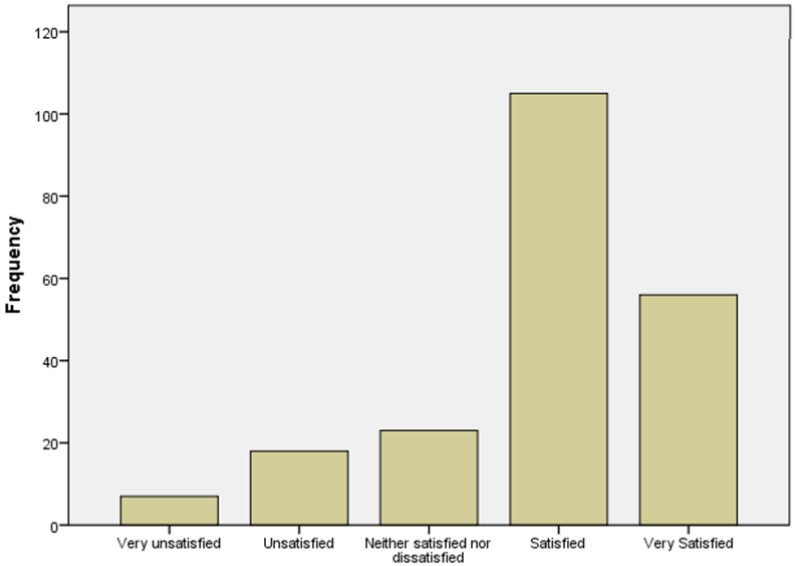
Please state your satisfaction with: Download Speed (2014/9)



5=2.6% 11=5.6% 20=10.3% 91=46.7% 68=34.9%

N = 195

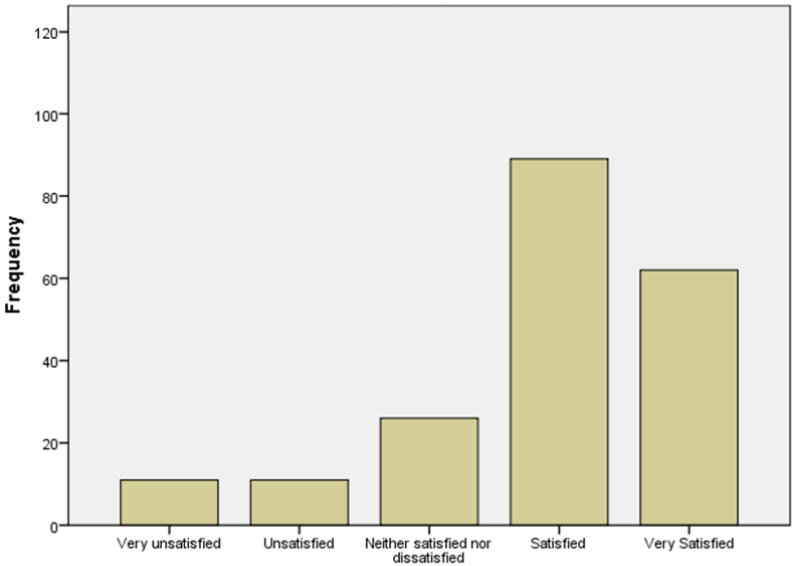
Please state your satisfaction with: Email (2012)



7=3.3% 18=8.6% 23=11.0% 105=50.2% 56=26.8%

N = 209

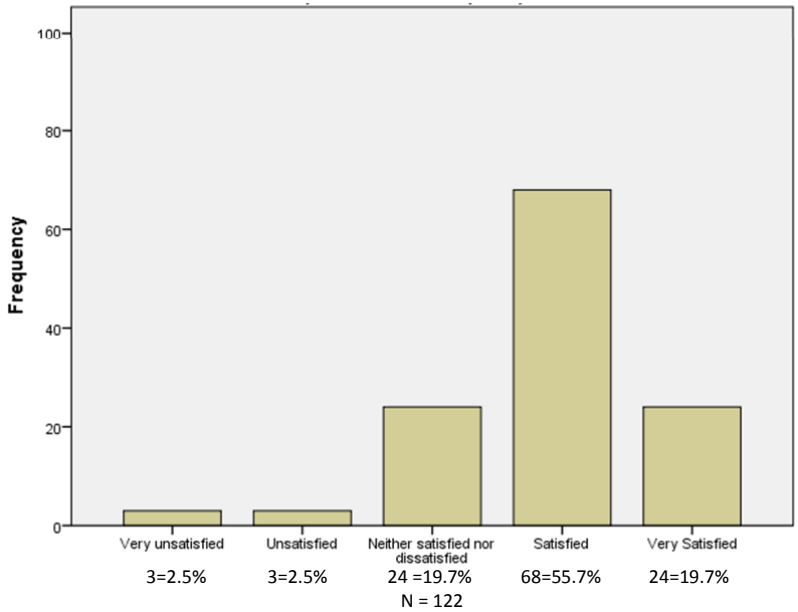
Please state your satisfaction with: Email (2014/10)



11=5.5% 11=5.5% 26=13.1% 89=44.7% 62=31.2%

N = 199

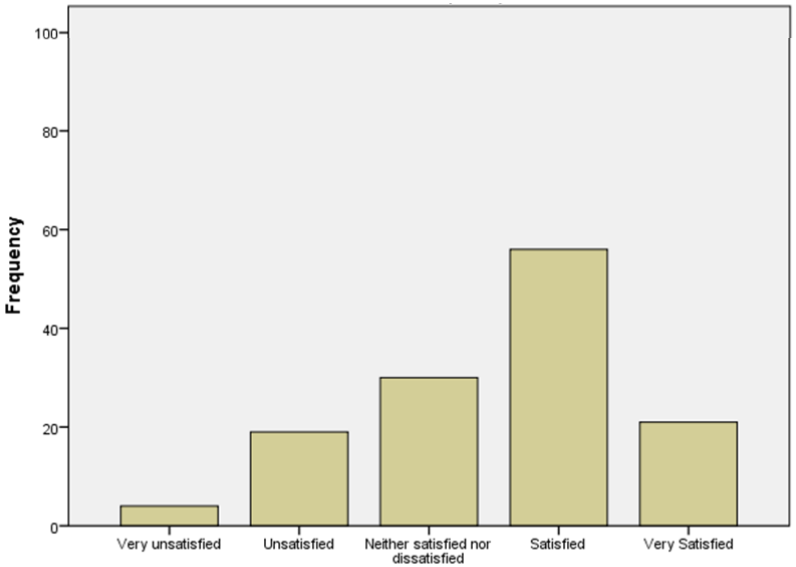
Please state your satisfaction with: Telephone Service (2014/11)



3=2.5% 3=2.5% 24 =19.7% 68=55.7% 24=19.7%

N = 122

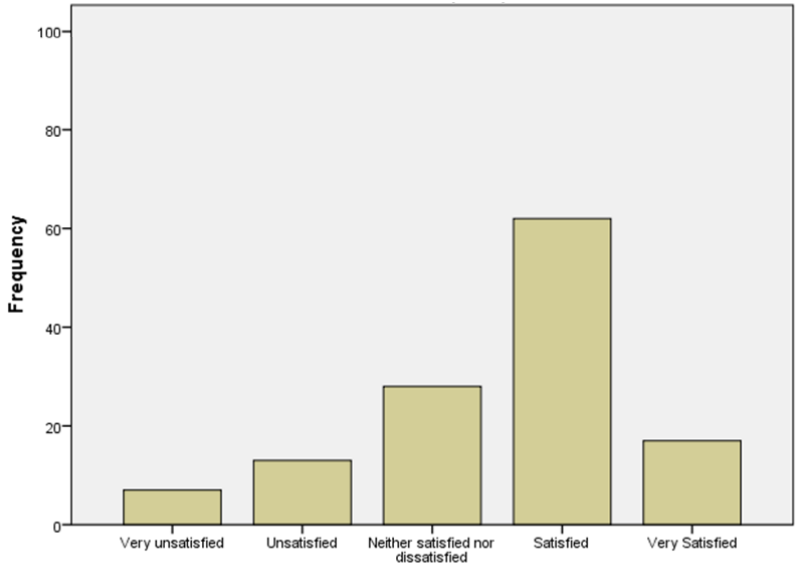
Please state your satisfaction with: VPN connection (2012)



4=3.1% 19=14.6% 30=23.1% 56=43.1% 21=16.2%

N = 130

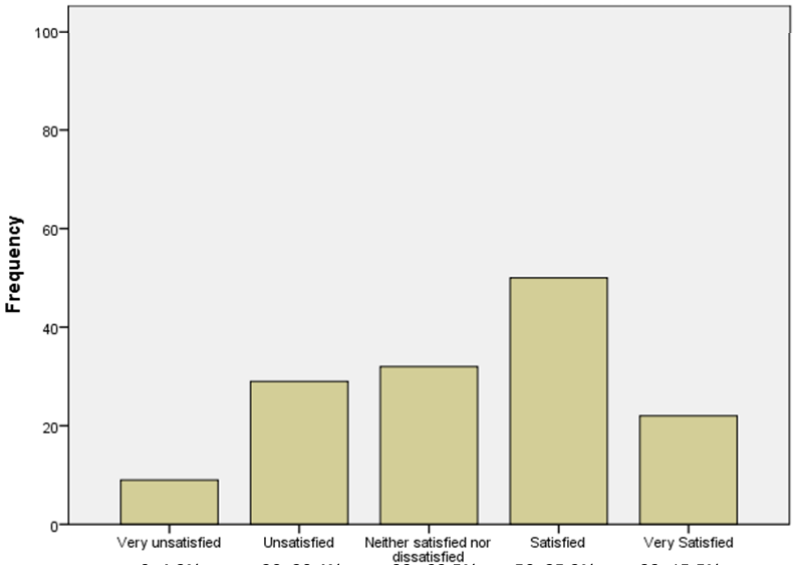
Please state your satisfaction with: VPN connection (2014/12)



7=5.5% 13=10.2% 28=22.0% 62=48.8% 17=13.4%

N = 127

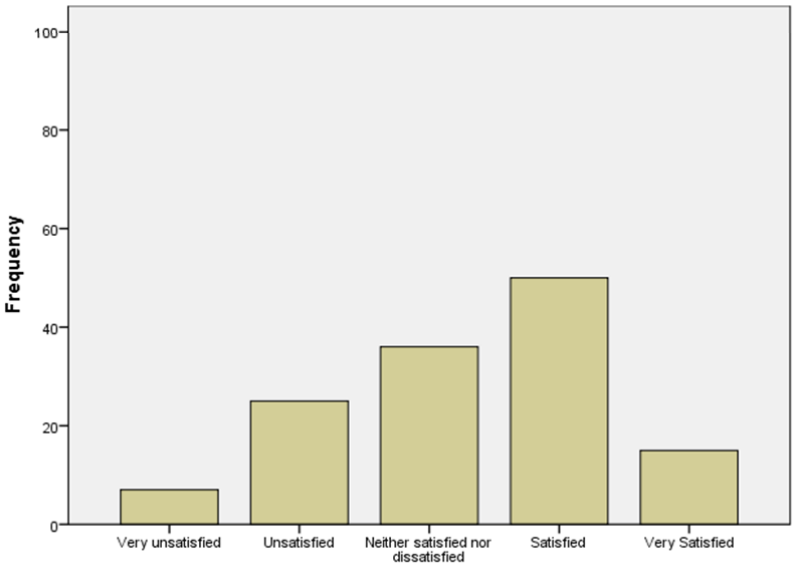
Please state your satisfaction with: Ease of connection to network drives (G: drives, …) from laptop (2012)



9=4.3% 29=20.4% 32 =22.5% 50=35.2% 22=15.5%

N = 142

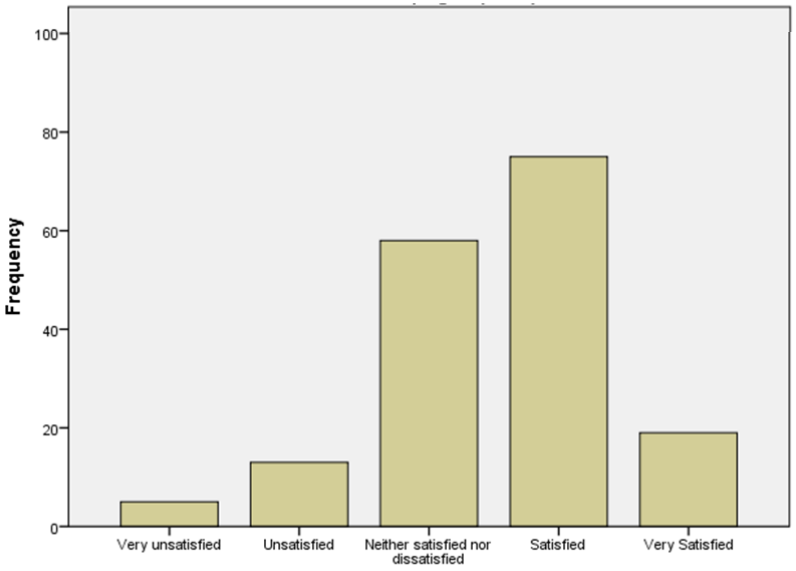
Please state your satisfaction with: Ease of connection to network drives (G: drives, …) from laptop (2014/13)



7=5.3% 25=18.8% 36=27.1% 50=37.6% 15=11.3%

N = 133

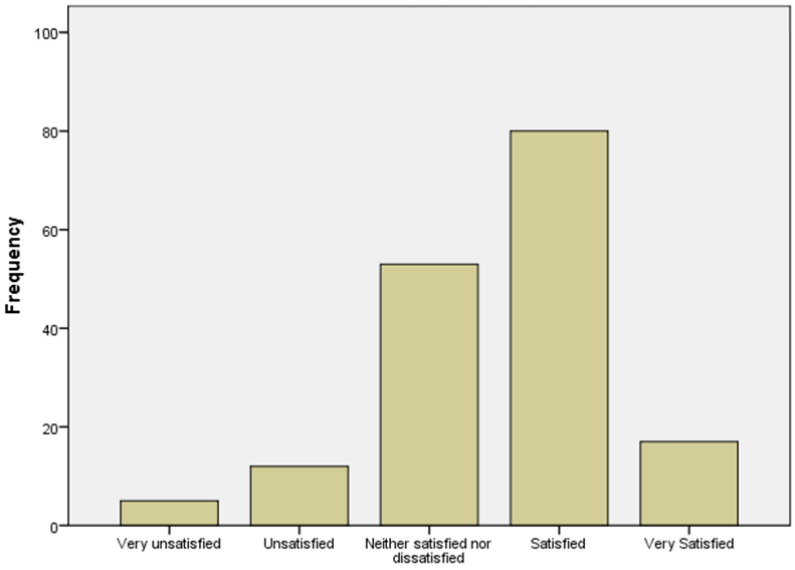
Please state your satisfaction with: ICT Service web pages (2012)



5=2.9% 13=7.6% 58=34.1% 75=44.1% 19=11.2%

N = 170

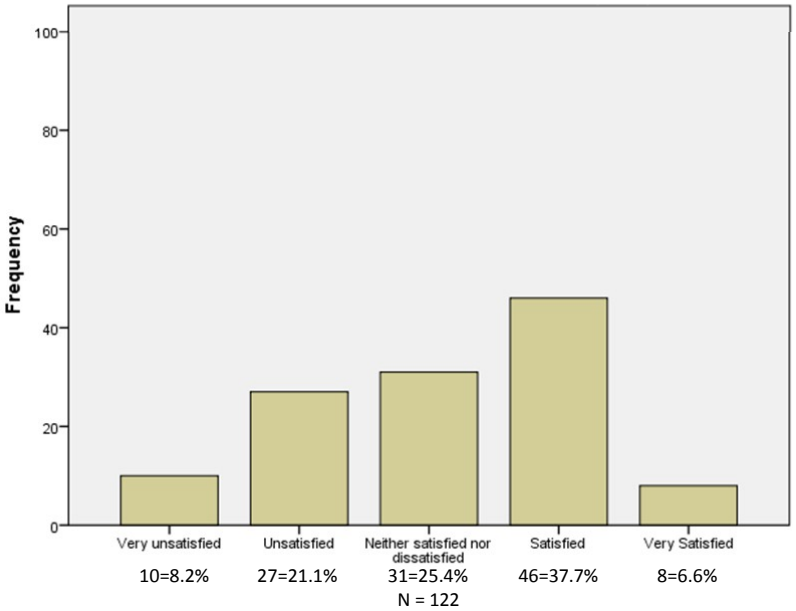
Please state your satisfaction with: ICT Service web pages (2014/14)



5=3.0% 12=7.2% 53=31.7% 80=47.9% 17=10.2%

N = 167

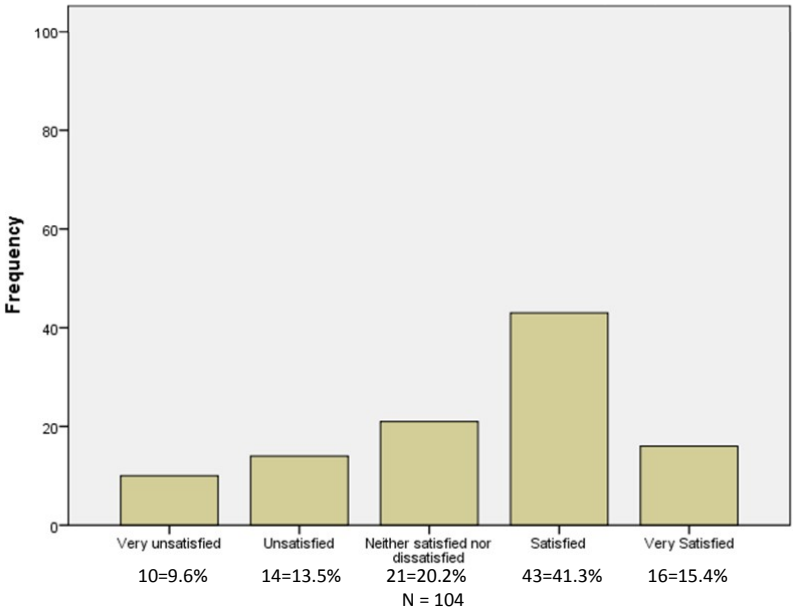
Please state your satisfaction with: Number of PCs in computer rooms (2012)



10=8.2% 27=21.1% 31=25.4% 46=37.7% 8=6.6%

N = 122

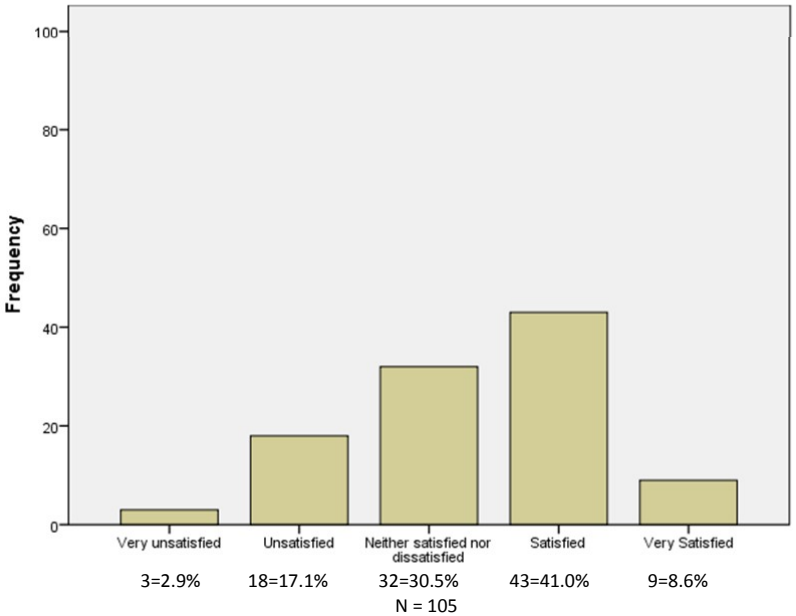
Please state your satisfaction with: Number of PCs in computer rooms (2014/15)



10=9.6% 14=13.5% 21=20.2% 43=41.3% 16=15.4%

N = 104

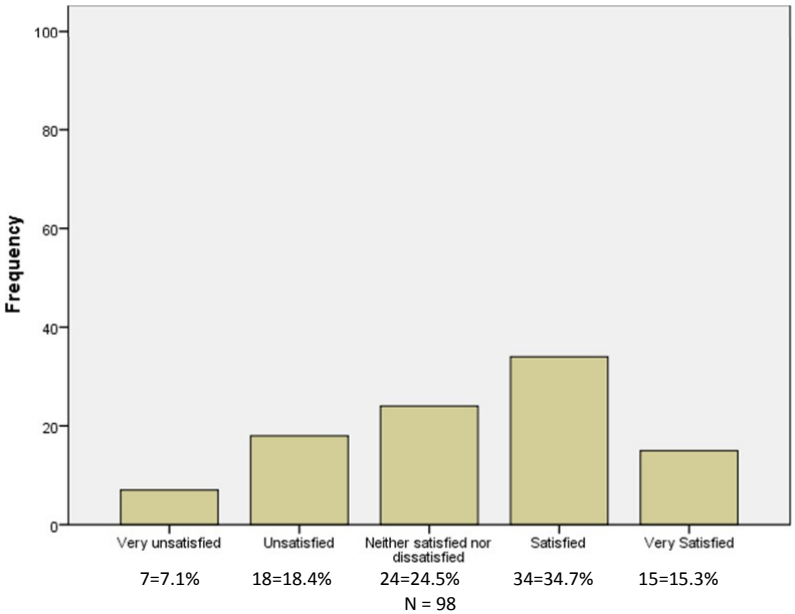
Please state your satisfaction with: Software available in computer rooms (2012)



3=2.9% 18=17.1% 32=30.5% 43=41.0% 9=8.6%

N = 105

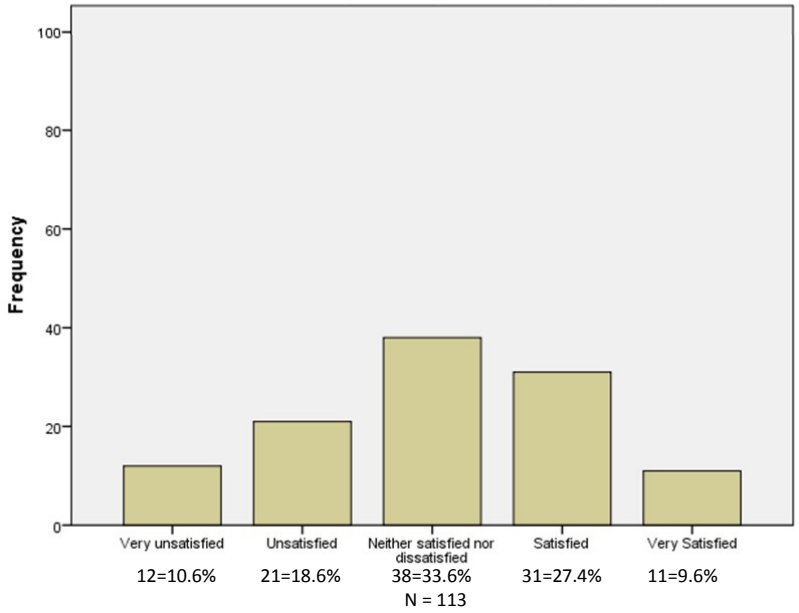
Please state your satisfaction with: Software available in computer rooms (2014/16)



7=7.1% 18=18.4% 24=24.5% 34=34.7% 15=15.3%

N = 98

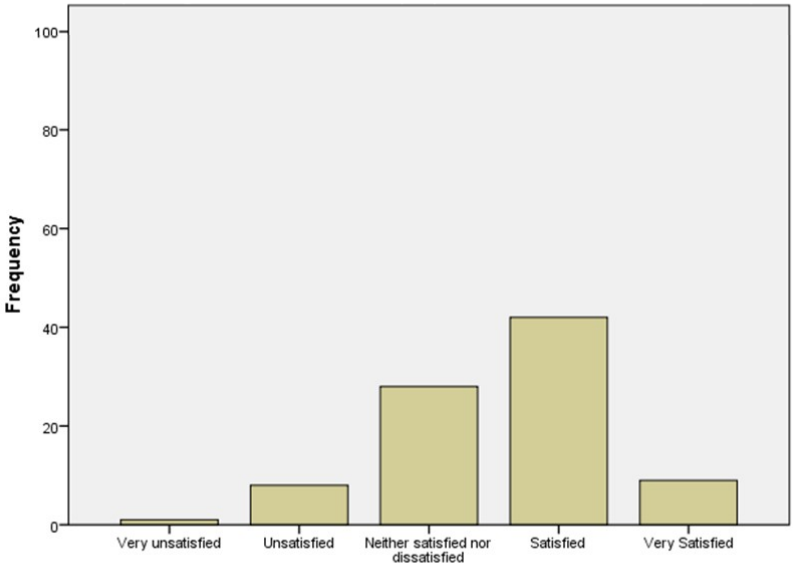
Please state your satisfaction with: Software available for personally owned laptops (2014/17)



12=10.6% 21=18.6% 38=33.6% 31=27.4% 11=9.6%

N = 113

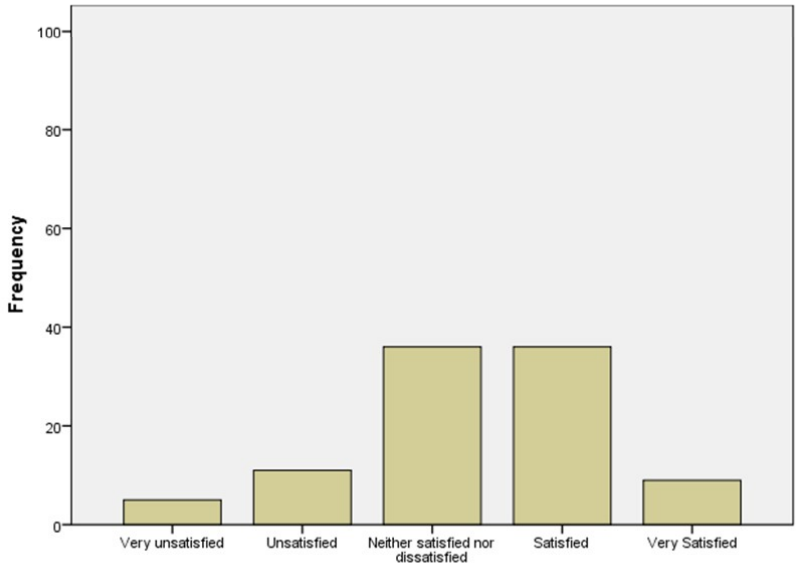
Please state your satisfaction with: Software packages available in the conference rooms (2012)



1=1.1% 8=9.1% 28=31.8% 42=47.7% 9=10.2%

N = 88

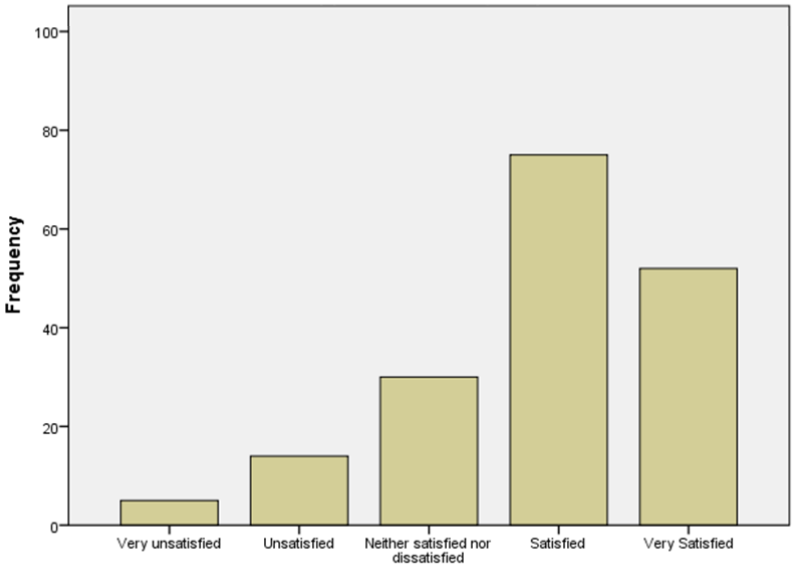
Please state your satisfaction with: Software packages available in the conference rooms (2014/18)



5=5.2% 11=11.3% 36=37.1% 36=37.1% 9=9.3%

N = 97

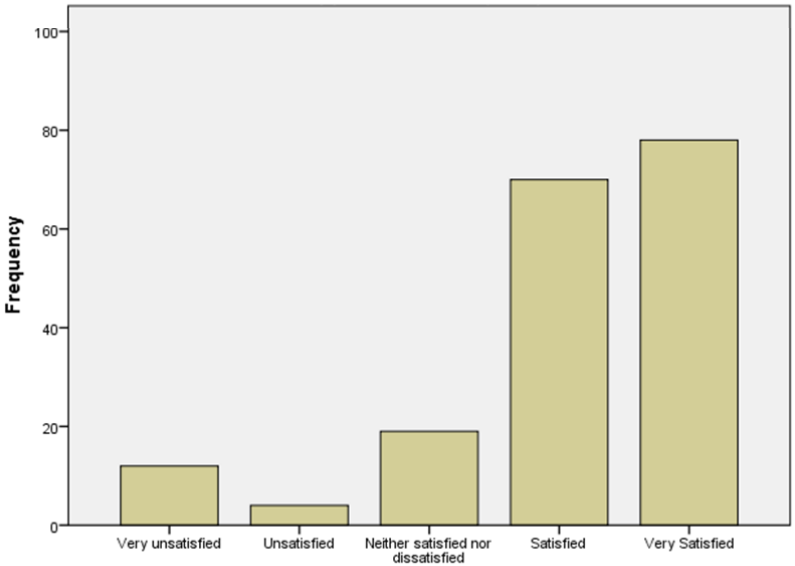
Please state your satisfaction with: User Support Office (2012)



5=2.8% 14=8.0% 30=17.6% 75=42.6% 52=29.5%

N = 176

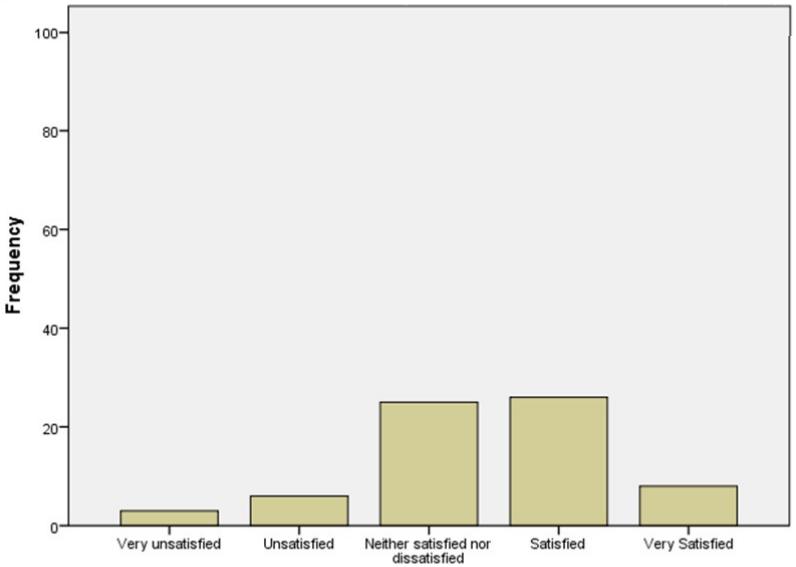
Please state your satisfaction with: User Support Office (2014/19)



12=6.6% 4=2.2% 19=10.4% 70=38.3% 78=42.6%

N = 183

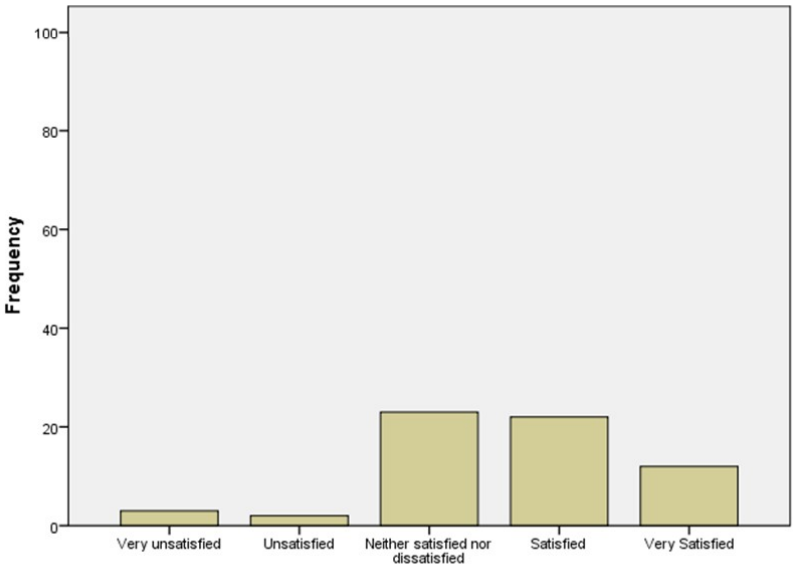
Please state your satisfaction with: Research Software Tutors (support offered for research software) (2012)



3=4.4% 6=8.8% 25=36.8% 26=38.2% 8=11.8%

N = 68

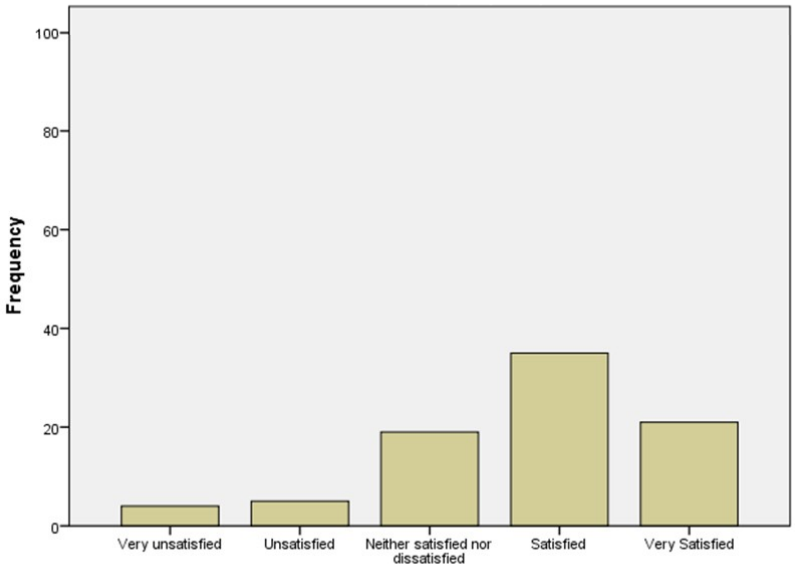
Please state your satisfaction with: Research Software Tutors (support offered for research software) (2014/20)



3=4.8% 2=3.2% 23=37.1% 22=35.56% 12=19.4%

N = 62

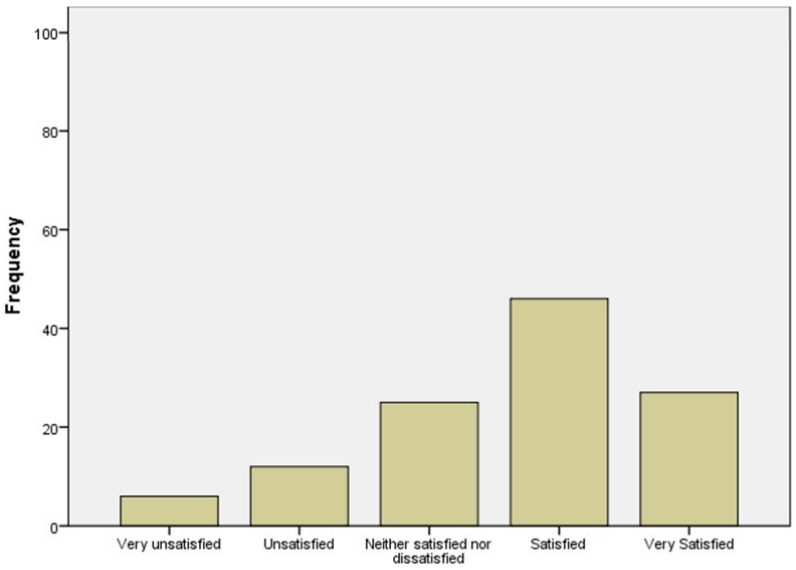
Please state your satisfaction with: Service Point for laptops (2012)



4=4.8% 5=6.0% 19=22.6% 35=41.7% 21=25.0%

N = 84

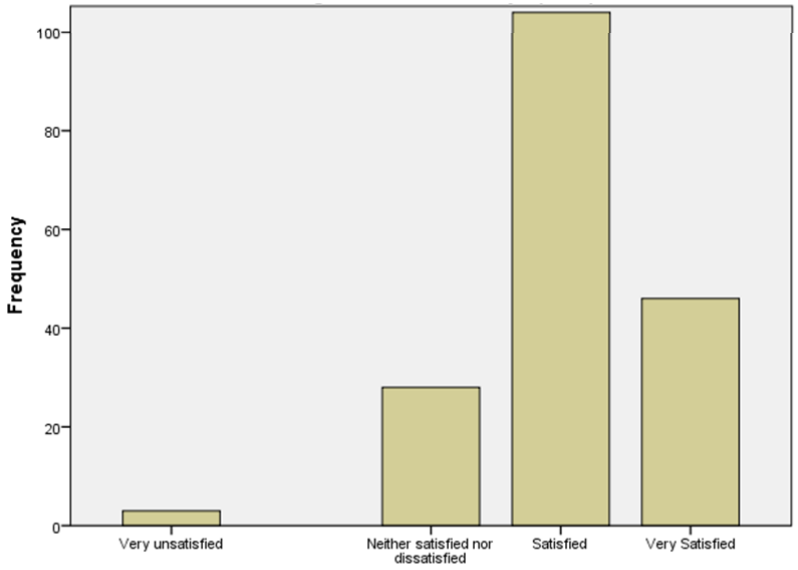
Please state your satisfaction with: Portable support for personally owned devices (2014/21)



6=5.2% 12=10.3% 25=21.6% 46=39.7% 27=23.3%

N = 116

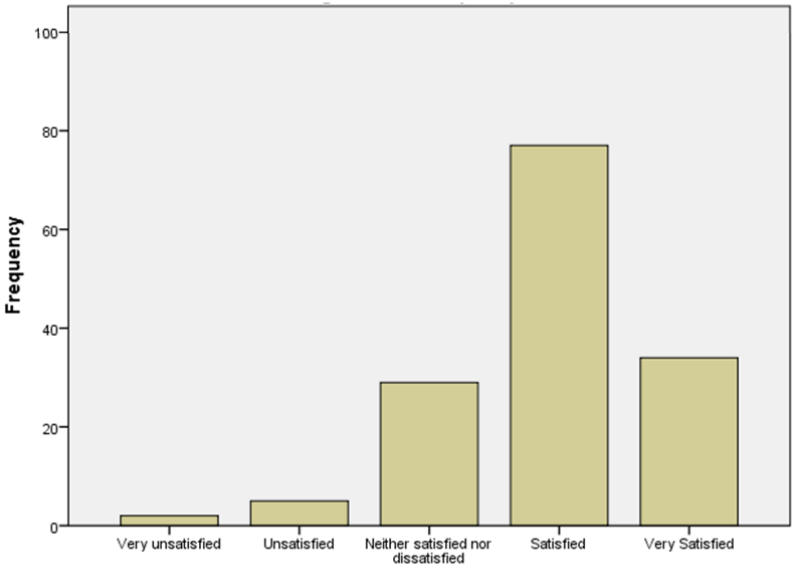
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: after working hours on week days (2012)



3=1.7% 28=15.5% 104=57.5% 46=25.4%

N = 181

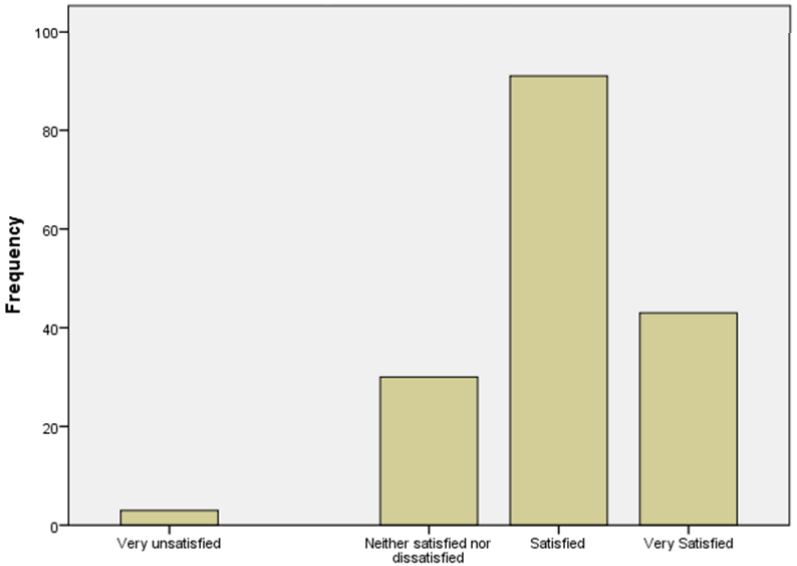
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: after working hours on week days (2014/22)



2=1.2% 5=3.0% 27=16.4% 85=51.5% 46=27.9%

N = 165

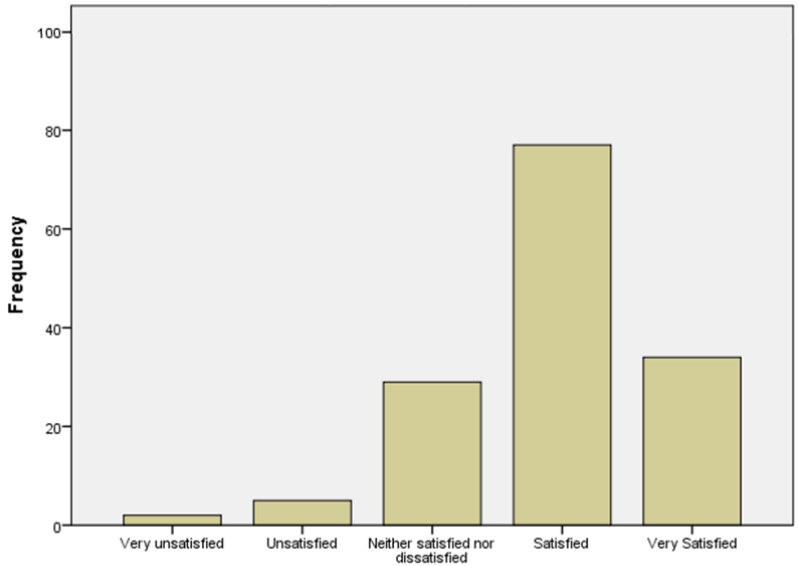
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: during weekends (2012)



3=1.8% 30=18.0% 91=54.5% 43=25.7%

N = 167

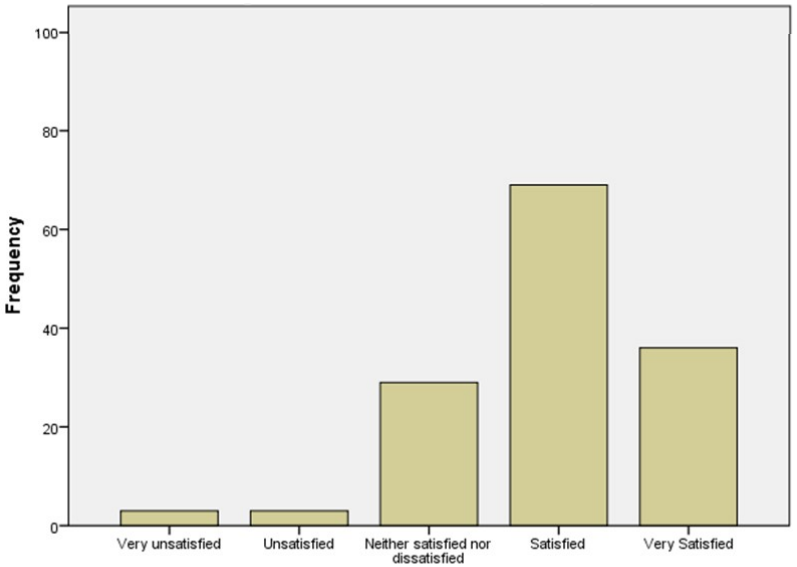
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: during weekends (2014/23)



2=1.4% 5=3.4% 29=19.6% 77=52.4% 34=23.1%

N = 147

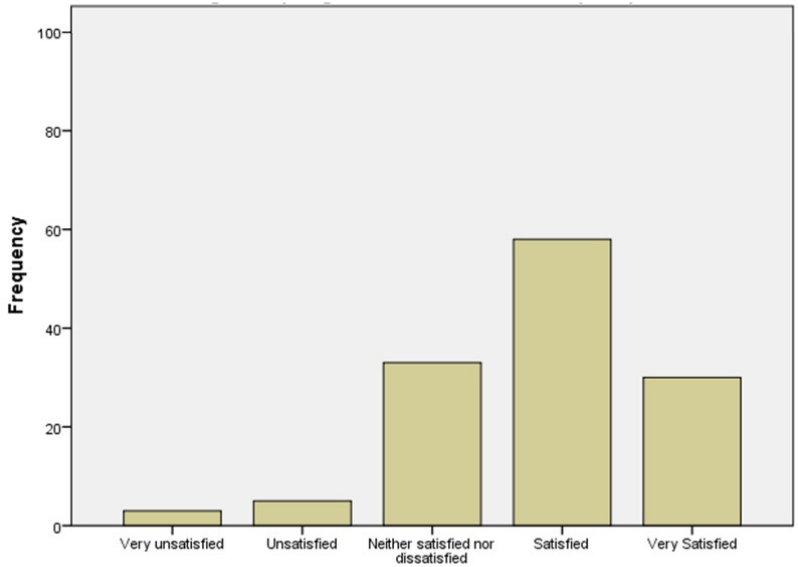
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: during EUI closures (2012)



3 =2.1% 3=2.1% 29=20.7% 69=49.3% 36=25.7%

N = 140

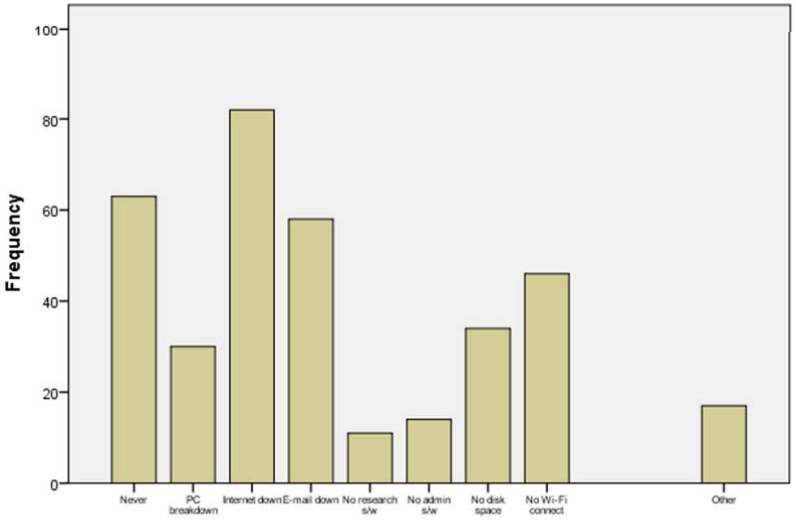
Excluding announced interruptions, over the last year, your satisfaction with availability of IT systems: during EUI closures (2014/24)



3 =2.3% 5=3.9% 33=25.6% 58=45.0% 30=23.3%

N = 129

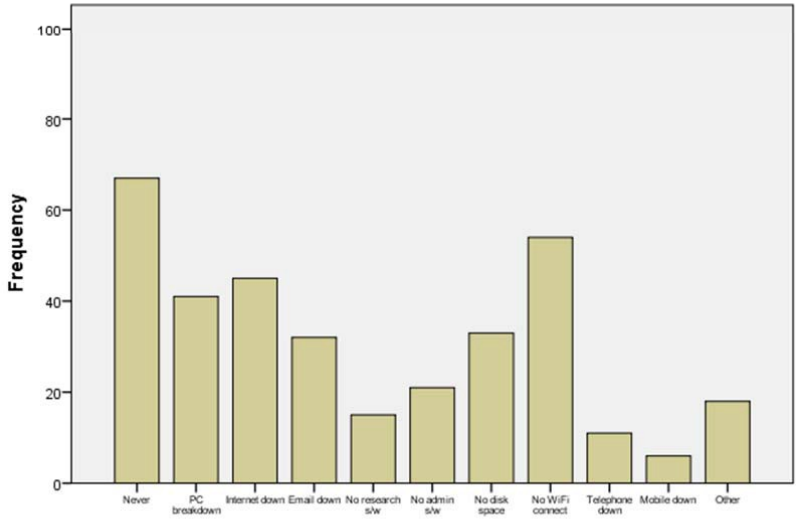
If your work was obstructed due to the unavailability of ICT service's resources, please select the nature of the obstruction (2012)



Never	PC breakdown	Internet down	E-mail down	No research s/w	No admin s/w	No disk space	No Wi-Fi connect	Other
63	30	82	58	11	14	34	46	17
29.9%	14.2%	38.9%	27.5%	5.2%	6.6%	16.1%	21.8%	8.1%

N = 355 responses (of 211 respondents)

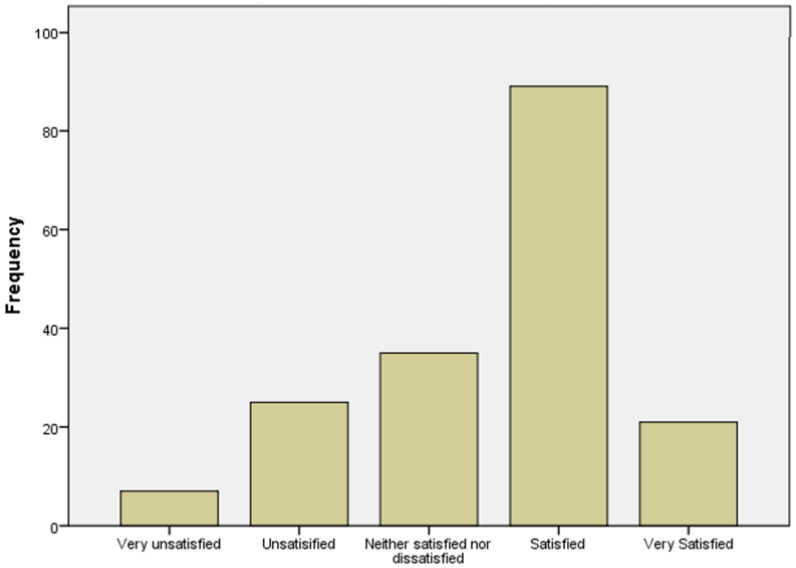
If your work was obstructed due to the unavailability of ICT service's resources, please select the nature of the obstruction (2014/25)



Never	PC breakdown	Internet down	Email down	No research s/w	No admin s/w	No disk space	No WiFi connect	Telephone down	Mobile down	Other
67	41	45	32	15	21	33	54	11	6	18
33.7%	20.6%	22.6%	16.1%	7.5%	10.6%	16.6%	27.1%	5.5%	3.0%	9.0%

N = 343 responses (of 199 respondents)

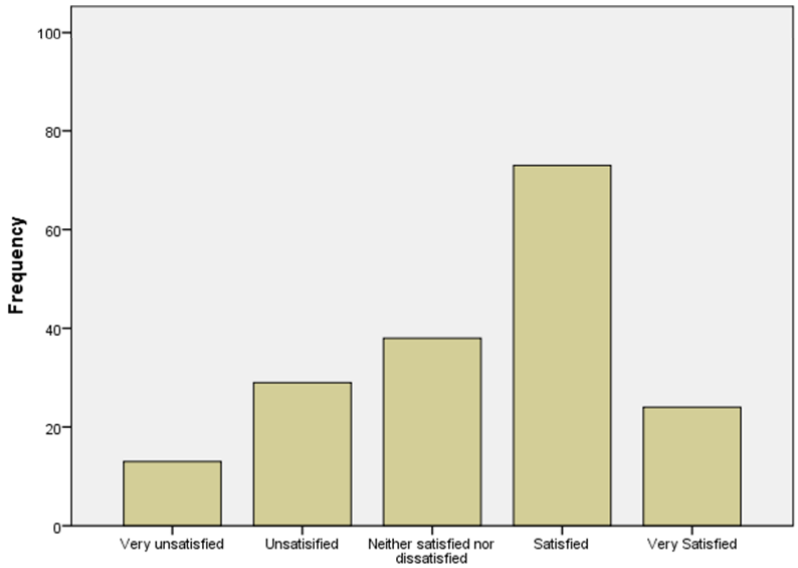
Please state your satisfaction with: Coverage of WiFi network (2012)



Very unsatisfied	Unsatisified	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied
7=4.0%	25=14.1%	35=19.8%	89=50.3%	21=11.9%

N = 177

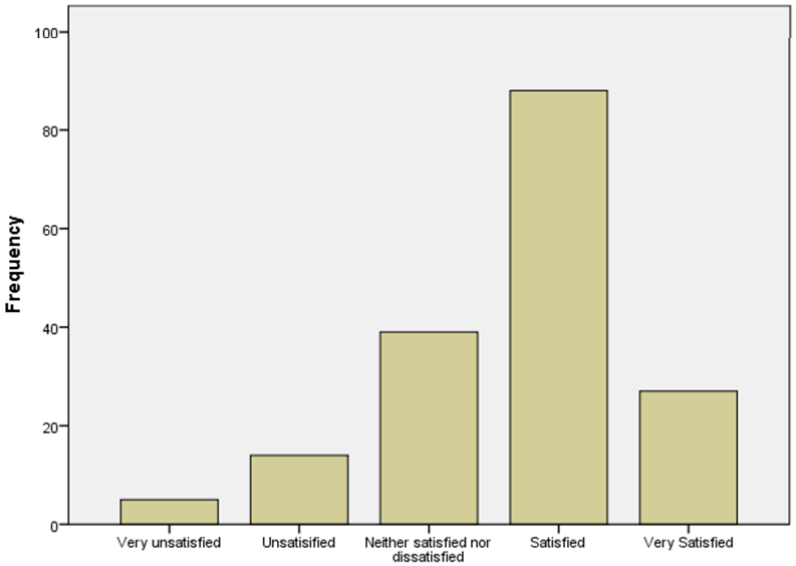
Please state your satisfaction with: Coverage of WiFi network (2014/26)



Very unsatisfied	Unsatisified	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied
13=7.3%	29=16.4%	38=21.5%	73=41.2%	24=13.6%

N = 177

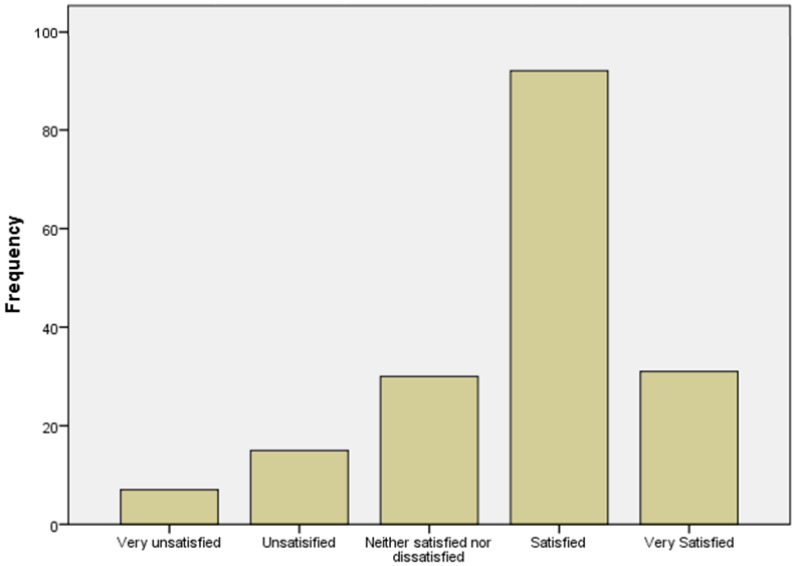
Please state your satisfaction with: Speed of WiFi network (2012)



5=2.9% 14=8.1% 39=22.5% 88=50.9% 27=15.7%

N = 173

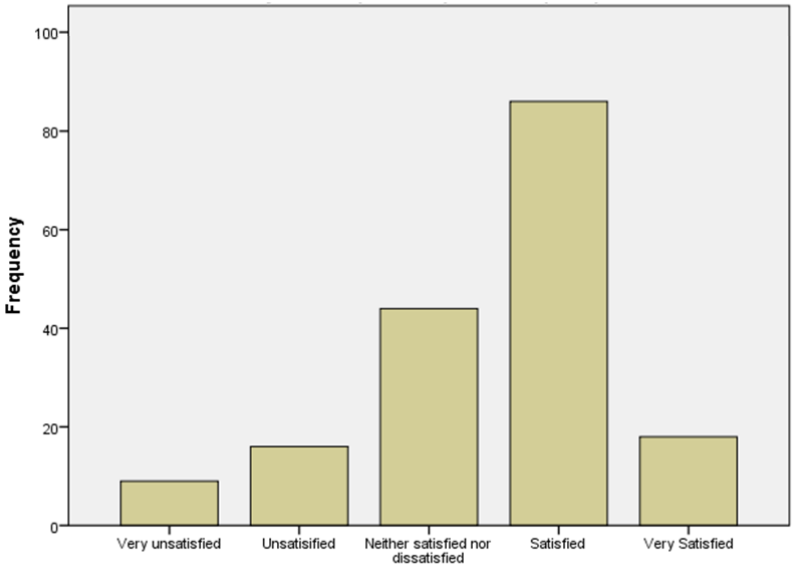
Please state your satisfaction with: Speed of WiFi network (2014/27)



7=4.0% 15=8.6% 30=17.1% 92=52.6% 31=17.7%

N = 175

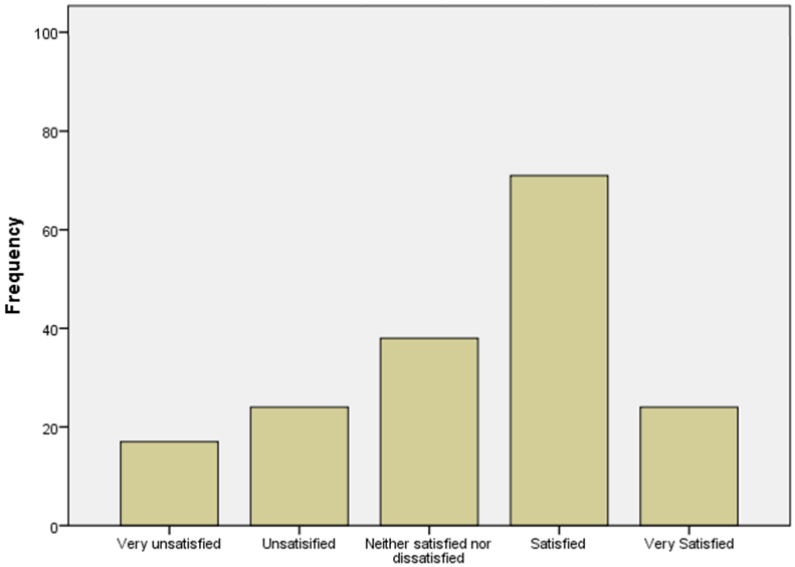
Please state your satisfaction with: Reliability of WiFi network (2012)



9=5.2% 16=9.6% 44=25.4% 86=49.7% 18=10.4%

N = 173

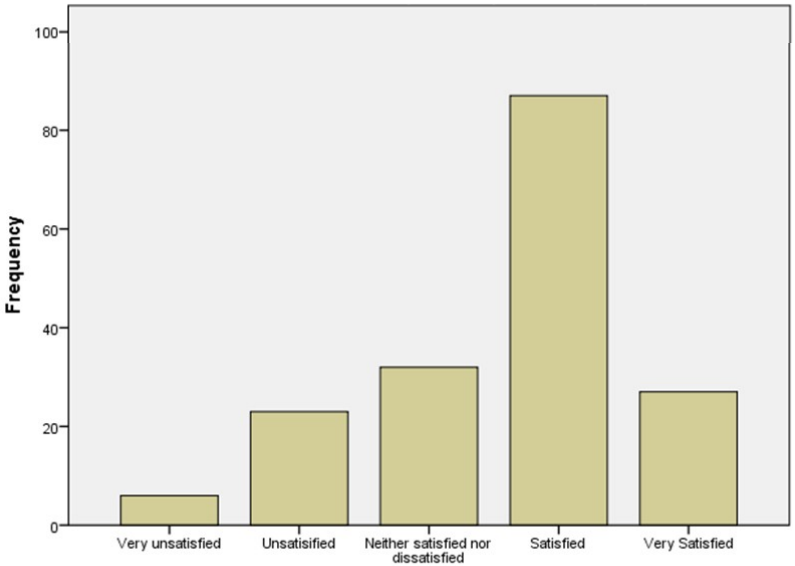
Please state your satisfaction with: Reliability of WiFi network (2014/28)



17=9.8% 24=13.8% 38=21.8% 71=40.8% 24=13.8%

N = 174

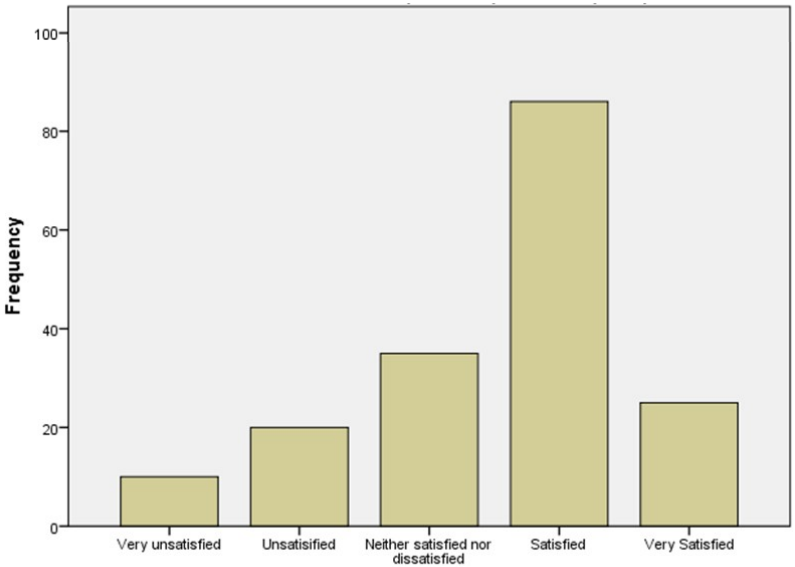
Please state your satisfaction with: Ease of connection to WiFi network (2012)



6=3.4% 23=13.1% 32=18.3% 87=49.7% 27=15.4%

N = 175

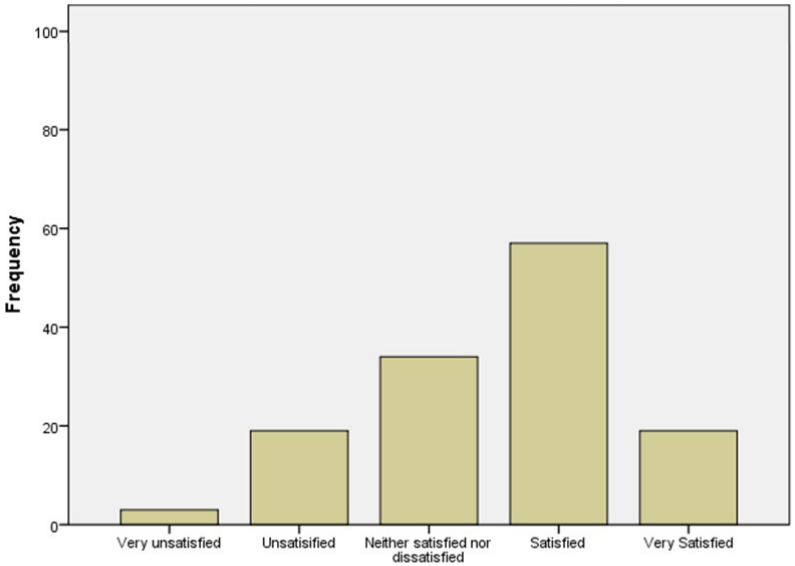
Please state your satisfaction with: Ease of connection to WiFi network (2014/29)



10=5.7% 20=11.4% 35=19.9% 86=48.9% 25=14.2%

N = 176

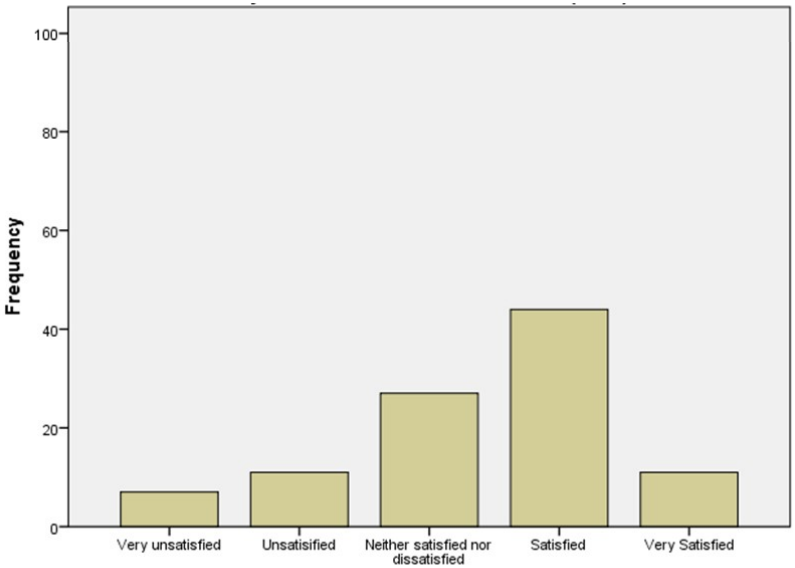
Please state your satisfaction with: Availability of sockets for WIRED network (2012)



3=2.3% 19=14.4% 34=25.8% 57=43.2% 19=14.4%

N = 132

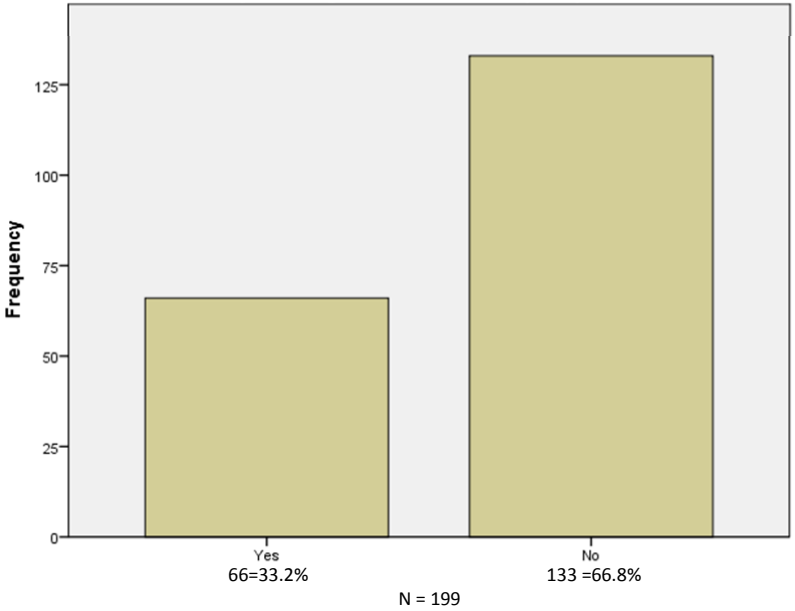
Please state your satisfaction with: Availability of sockets for WIRED network (2014/30)



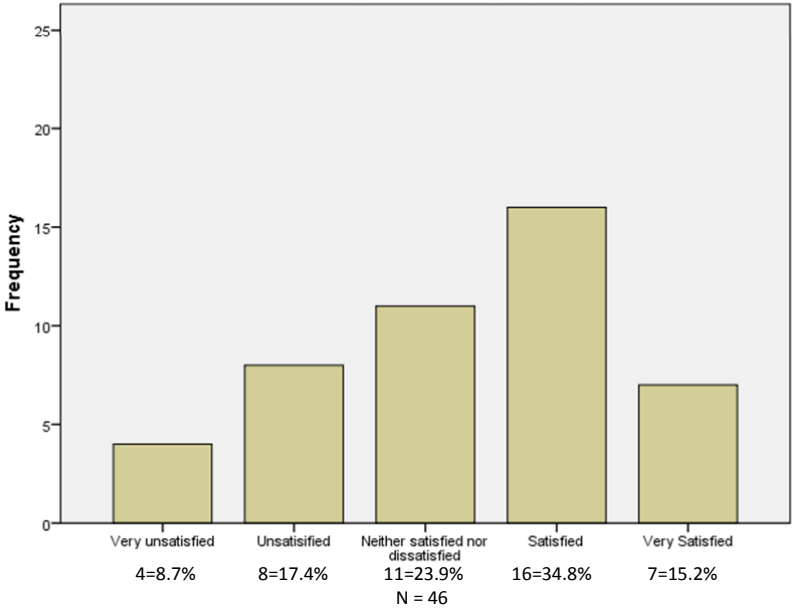
7=7.0% 11=11.0% 27=27.0% 44=44.0% 11=11.0%

N = 100

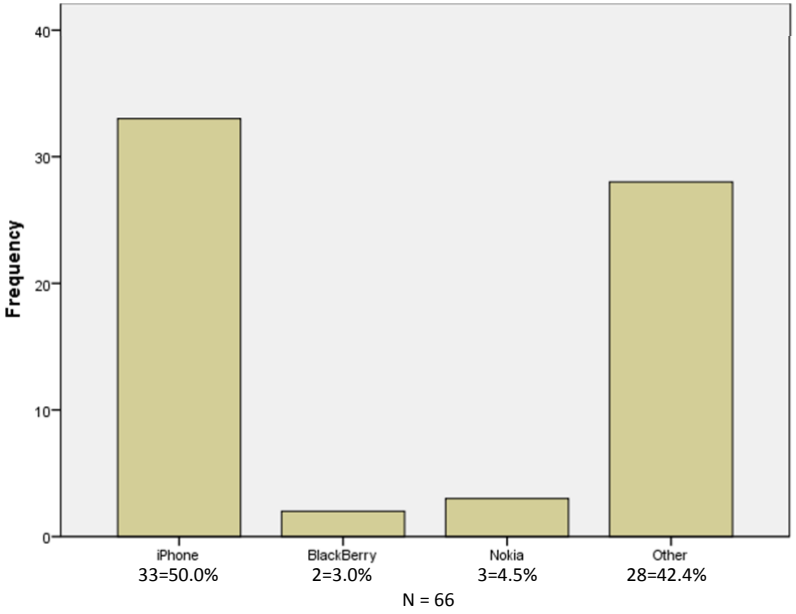
Are you using a service mobile? (2014/31)



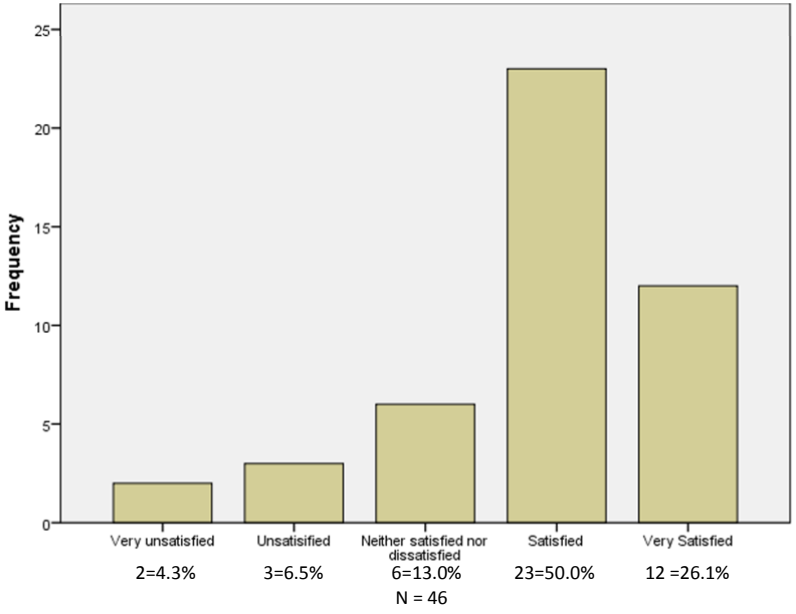
Please state your satisfaction with: mobile device hardware (2014/33)



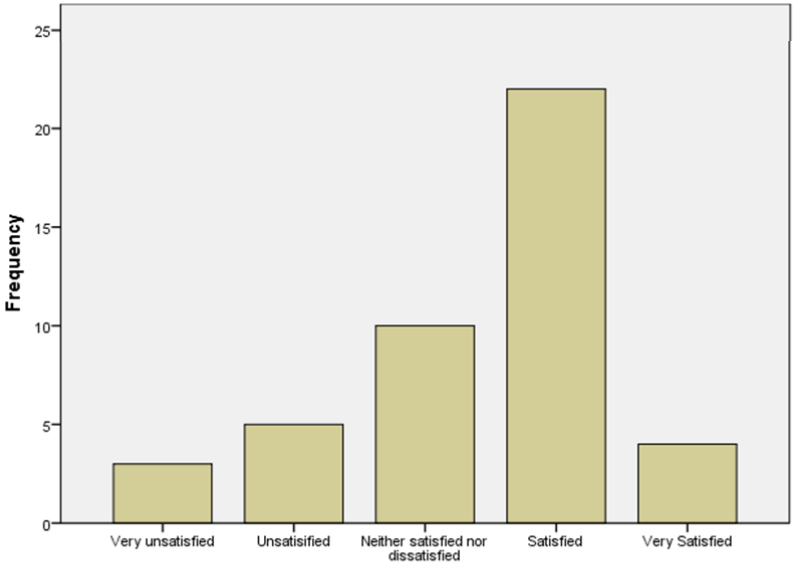
Please specify the mobile device that you are using (2014/32)



Please state your satisfaction with: ease of use of mobile device (2014/34)



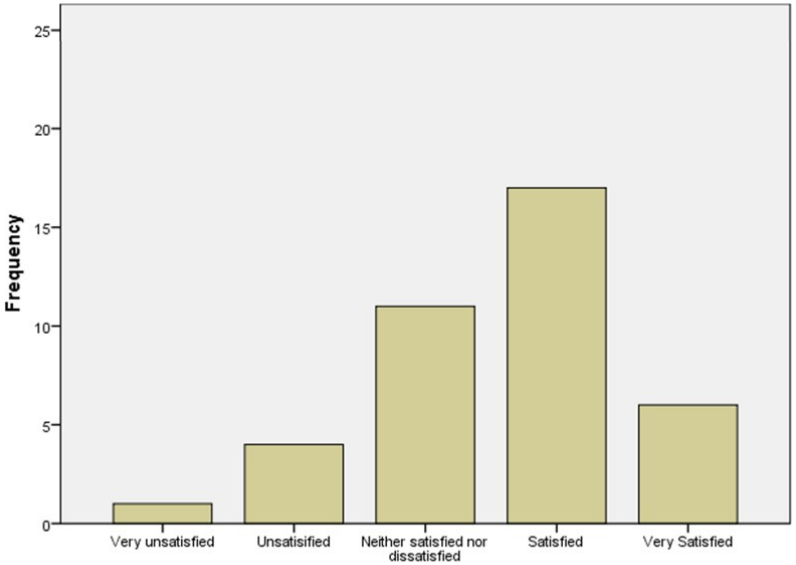
Please state your satisfaction with: voice services of mobile device (2014/35)



3=6.8% 5=11.4% 10=22.7% 22=50.0% 4 =9.1%

N = 44

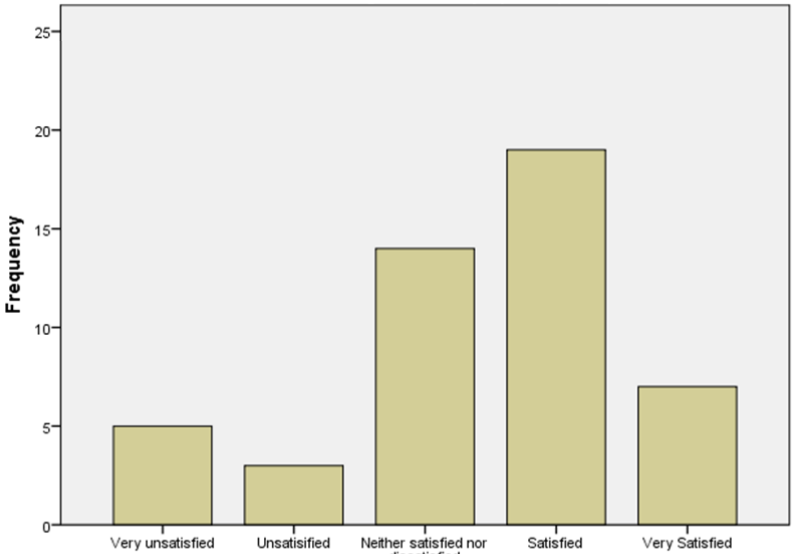
Please state your satisfaction with: TelSupport – problem solving (2014/37)



1=2.6% 4=10.3% 11=28.2% 17=43.6% 6=15.4%

N = 39

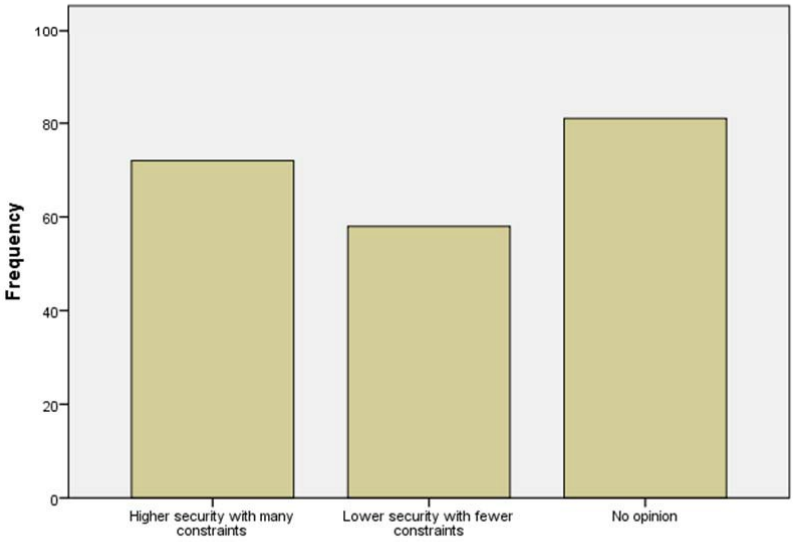
Please state your satisfaction with: data services of mobile device (2014/36)



5=10.4% 3=6.3% 14=29.2% 19=39.6% 7=14.6%

N = 48

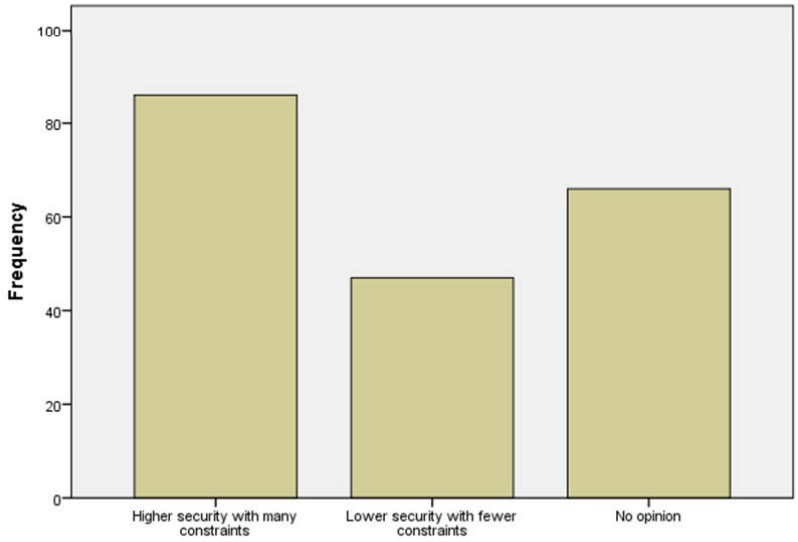
The EUI and the ICT Service in particular have put constraints in place to assure data protection and security. What is your preference? (2012)



72=34.1% 58=27.5% 81=38.4%

N = 211

The EUI and the ICT Service in particular have put constraints in place to assure data protection and security. What is your preference? (2014/38)



86=43.2% 47=23.6% 66=33.2%

N = 199