



Computing Service

Survey report

Year 2011

Introduction

This report provides a summary of the purposes, the approach and the outcome of the user satisfaction survey sponsored by the EUI Computing Service in May 2011. The survey is one means through which the CS can give a voice to its users. It is a systematic way to identify what is working and what needs to be improved from the users' vantage point. This survey was undertaken for the following purposes, all of which guided the construct and design of the survey:

- To document where users are satisfied along with where they are 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 IT 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 CS can focus its efforts to augment the quality of the user experience at EUI.

Survey Methodology

The survey form was mainly based on a multiple-choice questionnaire. However, one free-text field to express opinion was also present.

Survey Population

- The survey solicited feedback from three user communities: faculty, students and administrators. It was addressed to 1164 users.
- The survey was carried out between 15 and 27 May 2011.
- The anonymity of the users was guaranteed.
- The survey was based on an online form with 30 questions.
- By the end 286 users had seen the form, 198 started the survey and 196 had fully completed the survey.

Selection Criteria - All Communities

- Must have an email address.

Selection Criteria – Administrative

- IT Services staff were excluded.

Summary

The following report summarizes the results of the multiple-choice questions for 2011 by comparing them with those from the previous year ⁽¹⁾.

Overall, 85,2% of users were satisfied/neutral with IT Services at EUI. This is an increase of 8,43% on last year's 76,73% satisfaction ratings. The users declaring to be unsatisfied dropped from 18% to 8%; this is a decrease of 10%.

Analysis of the results show that the positive trend is due to the past year's implementation of the bandwidth upgrade, resulting in much higher satisfaction with the EUI network, and the implementation of increased G: space quotas, following last year's survey. The good level of stability and availability of the system, already appearing in the past year's results, is also confirmed by an increase in the positive feedback on this matter.

The most significant sources of dissatisfaction are PC obsolescence and poor WiFi connectivity. The CS has already begun to address these issues and over the coming months, we'll identify the areas in which we can develop and improve our services.

¹ In 2010 the figures were: completed: 232, started: 235.

Other aspects that shall be taken into account in planning next year's investments are:

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 rate of 22%.

The satisfaction with downloading has improved but not as we would have expected given the higher bandwidth (never saturated). We wonder whether users' dissatisfaction could be specifically linked to the download speed offered by the Library's providers. The CS will work with the Library to better qualify the issue and solve it.

Awareness about the IT Security topic is growing. In this context, the number of users desiring higher security is also growing.

Satisfaction with CS documentation available on the WEB has slightly improved, while the number of users declaring to be very unsatisfied has significantly dropped. This encourages investing in a deeper and continuous effort to reach a higher level of satisfaction.

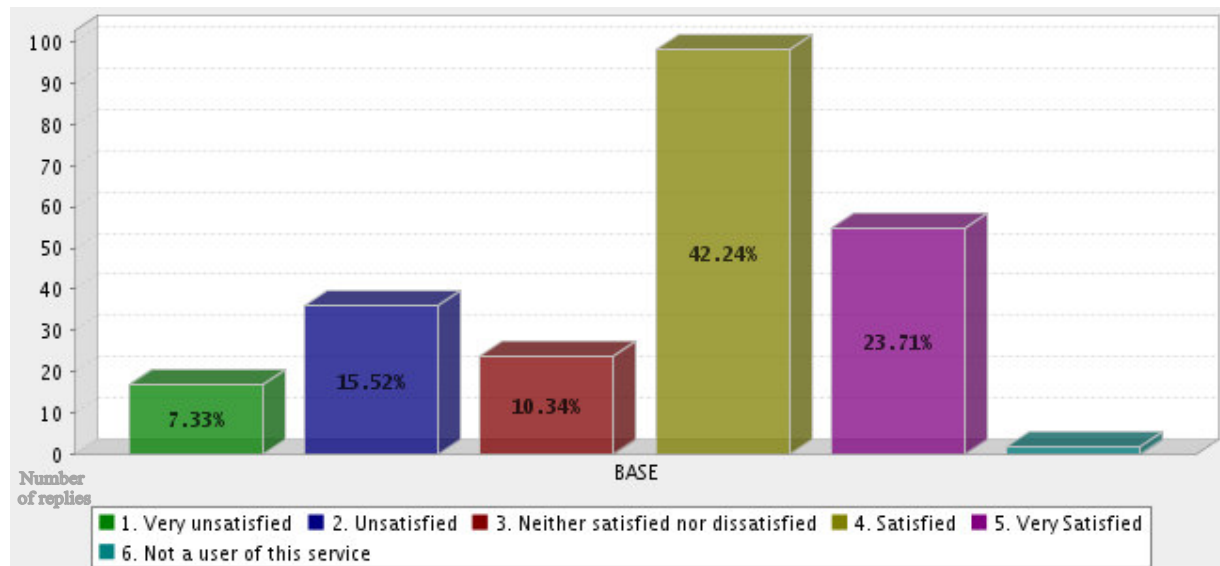
Marco Rulent

Multi-choice answers

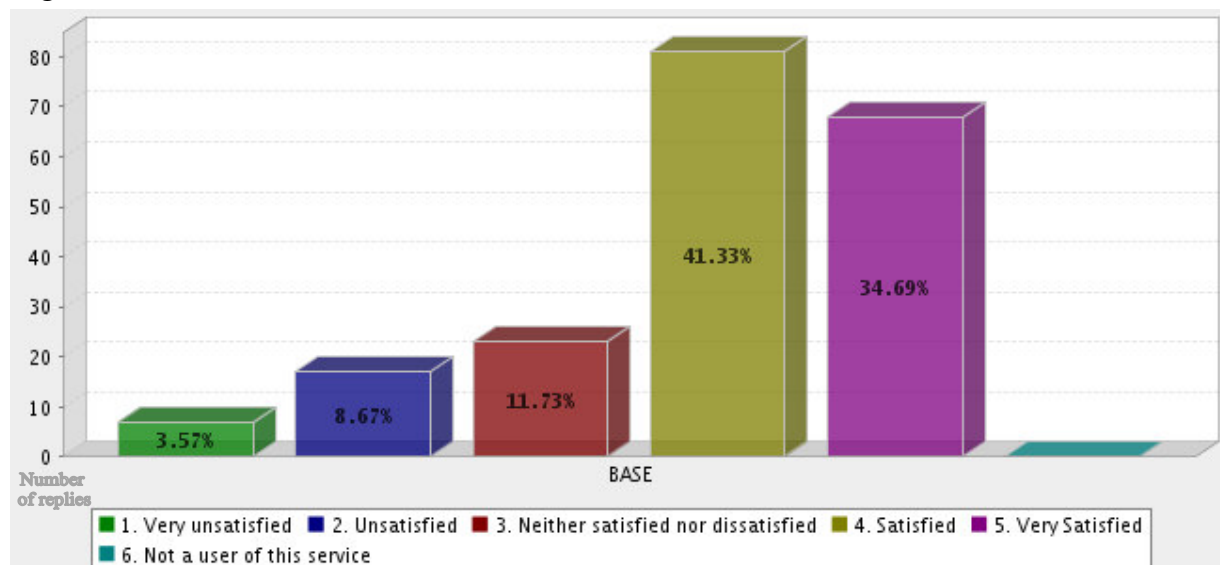
1) Please state your satisfaction with the following CS facilities and services:

1.1) Internet Access

2010

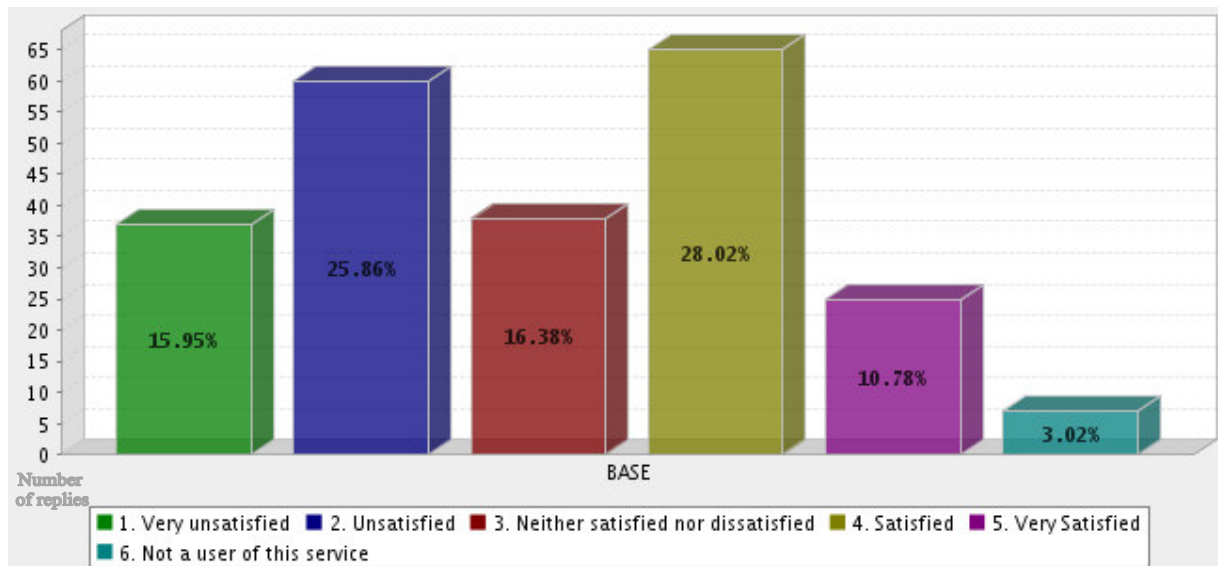


2011

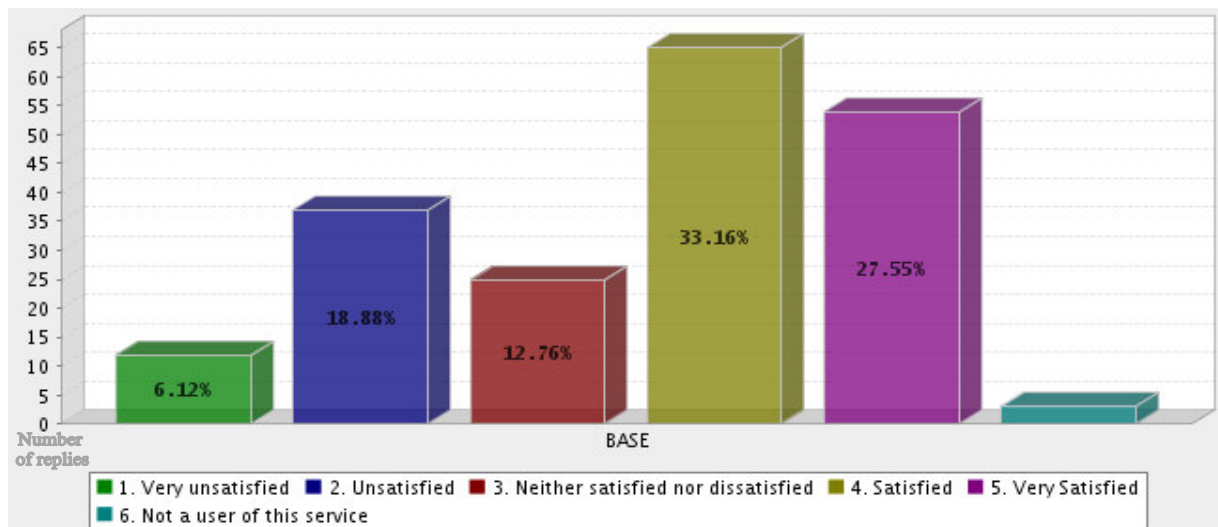


1.2) Download speed

2010

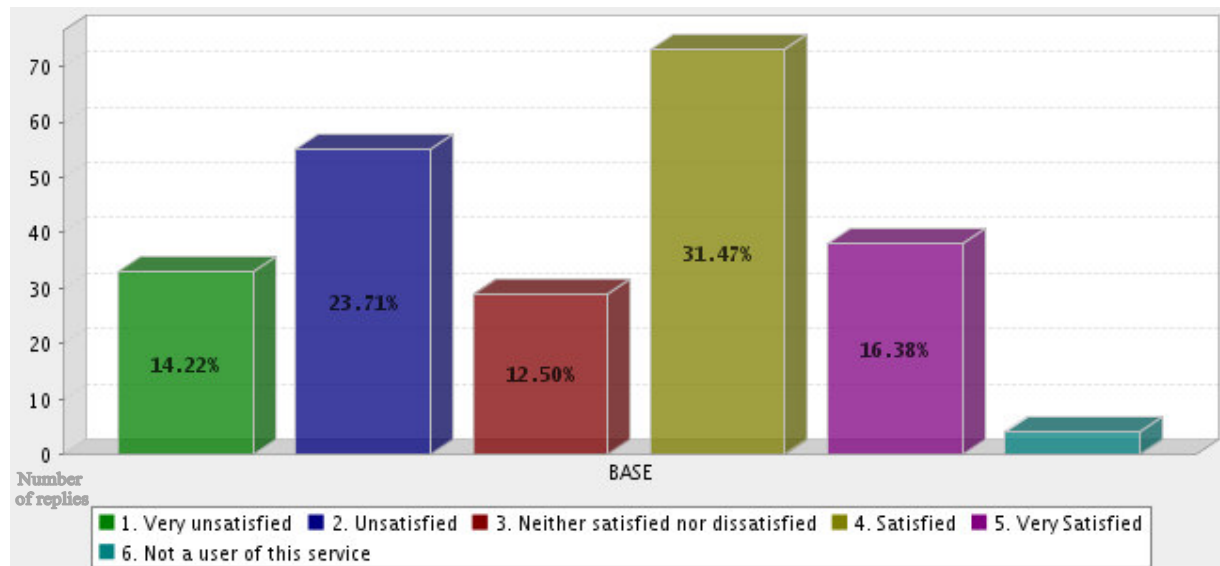


2011

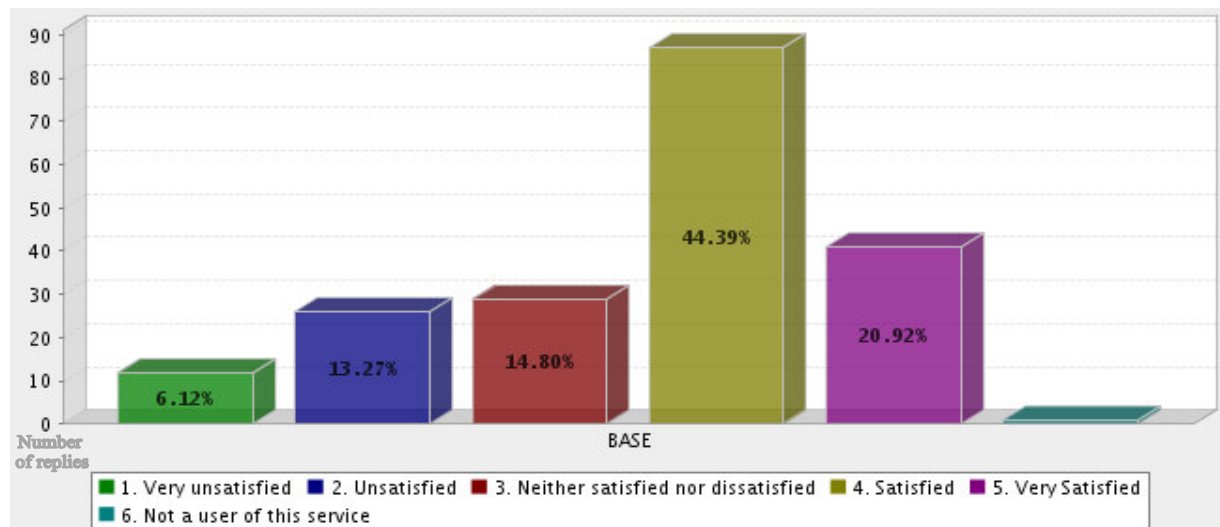


1.3) Email

2010

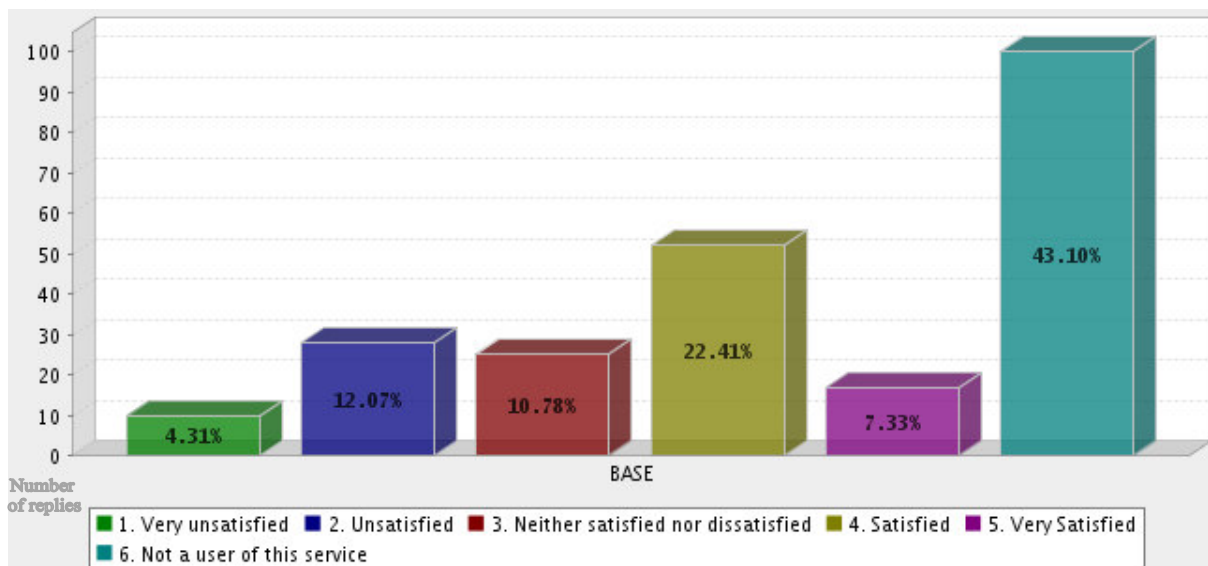


2011

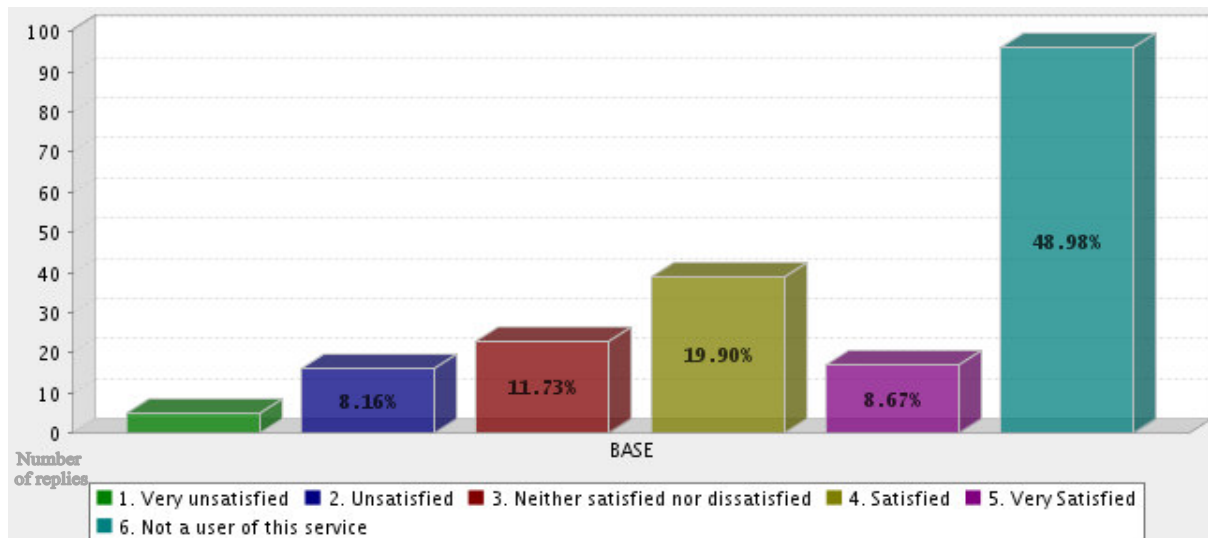


1.4) Number of PCs available in the terminal rooms

2010

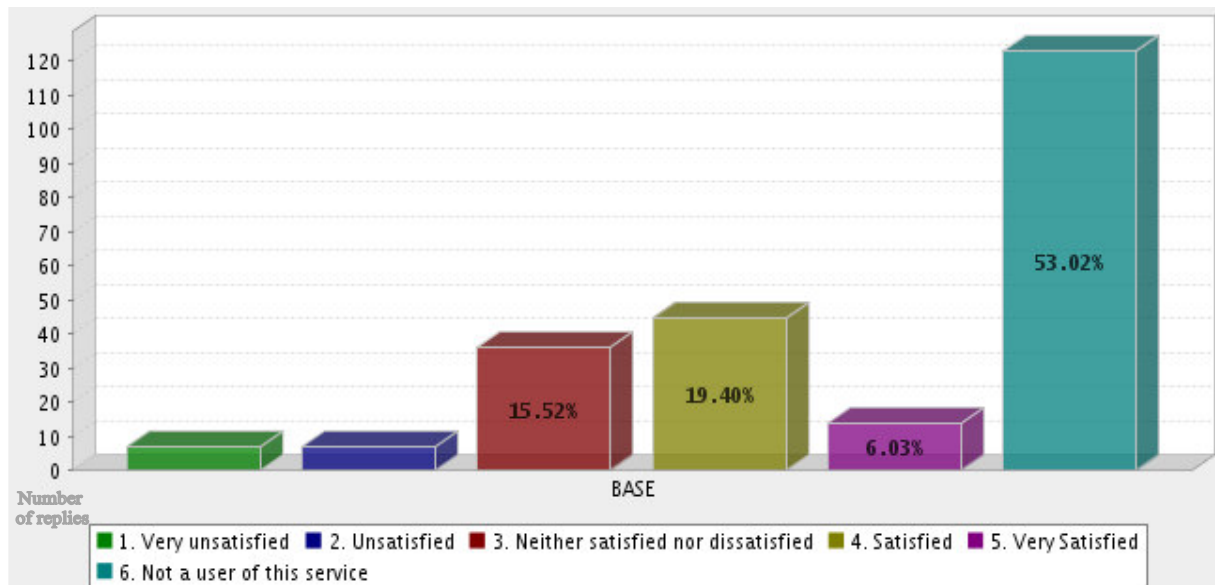


2011

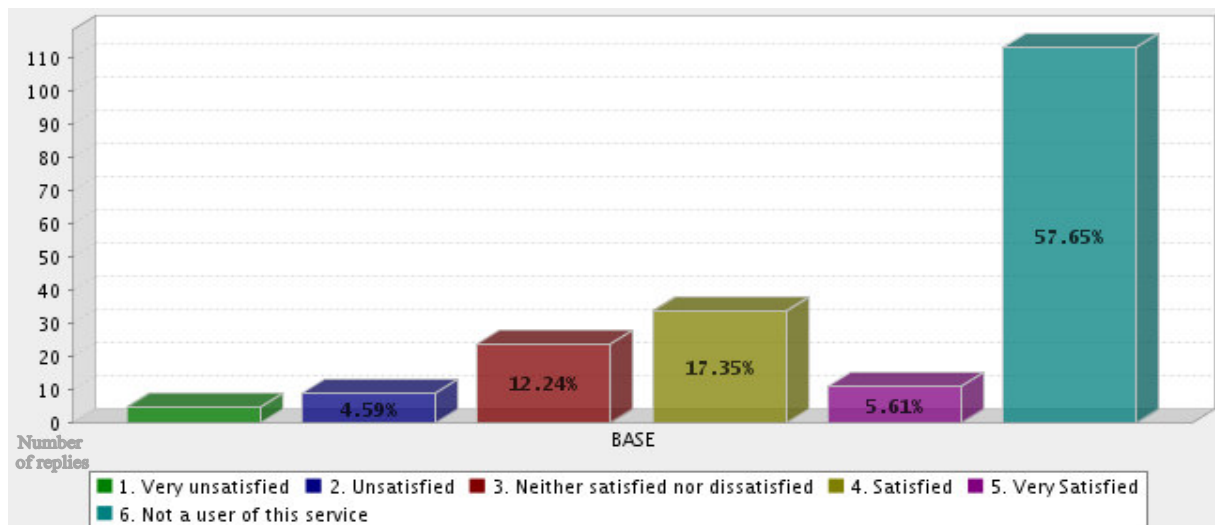


1.5) Research software available in the terminal room

2010

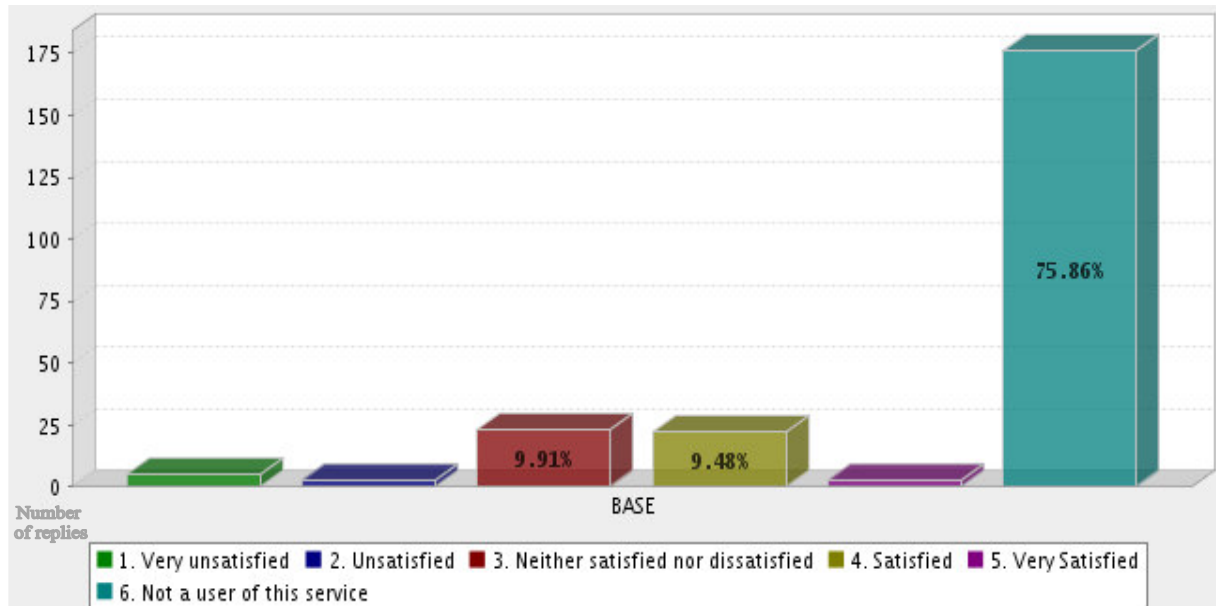


2011

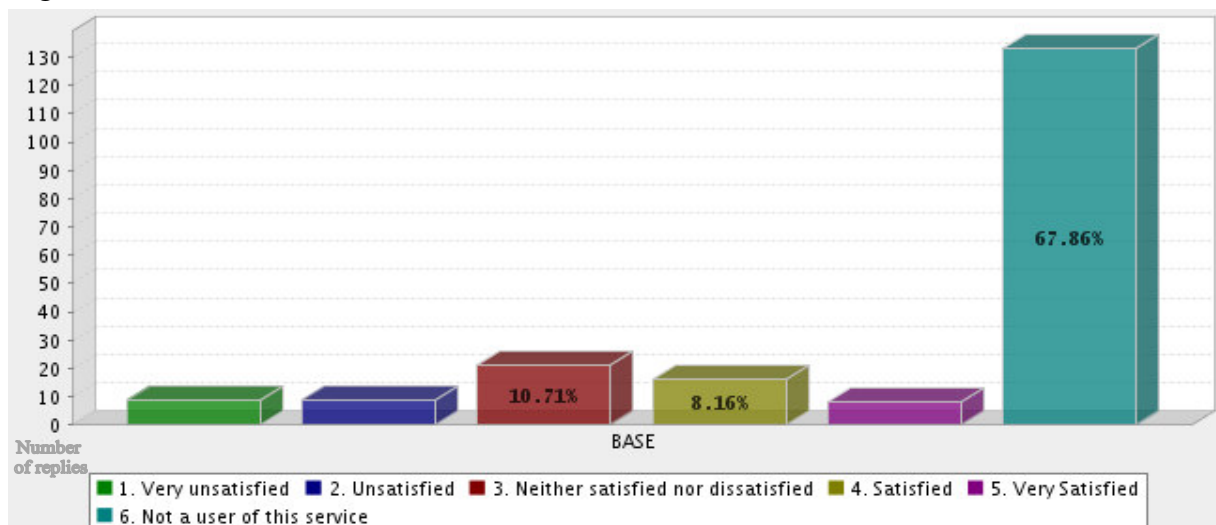


1.6) High speed computing resources (Citrix or CASPUR)

2010

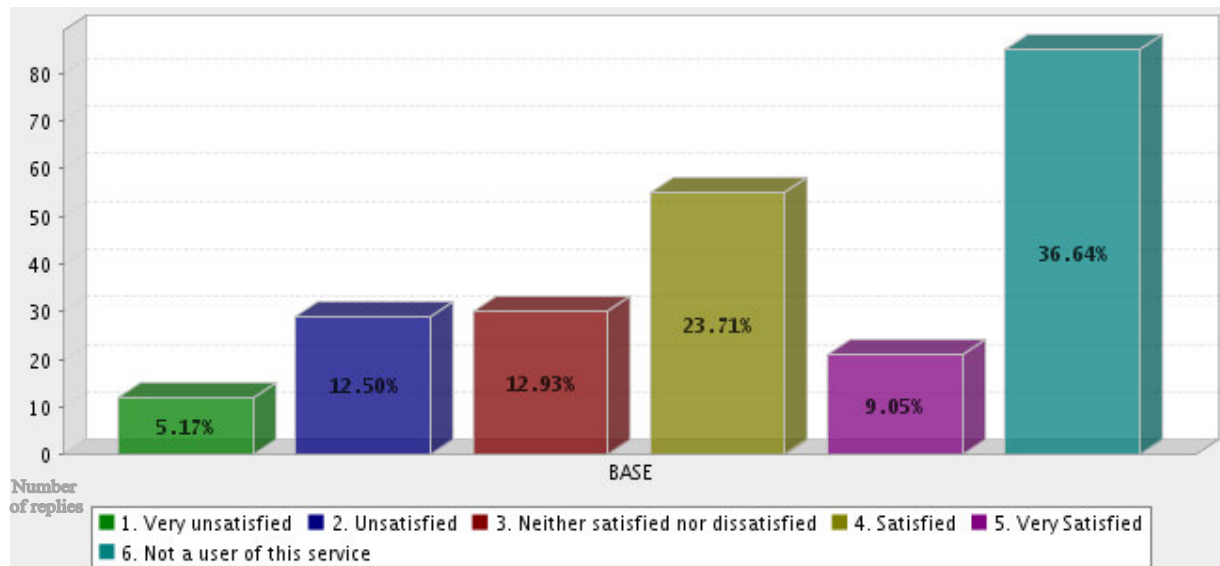


2011

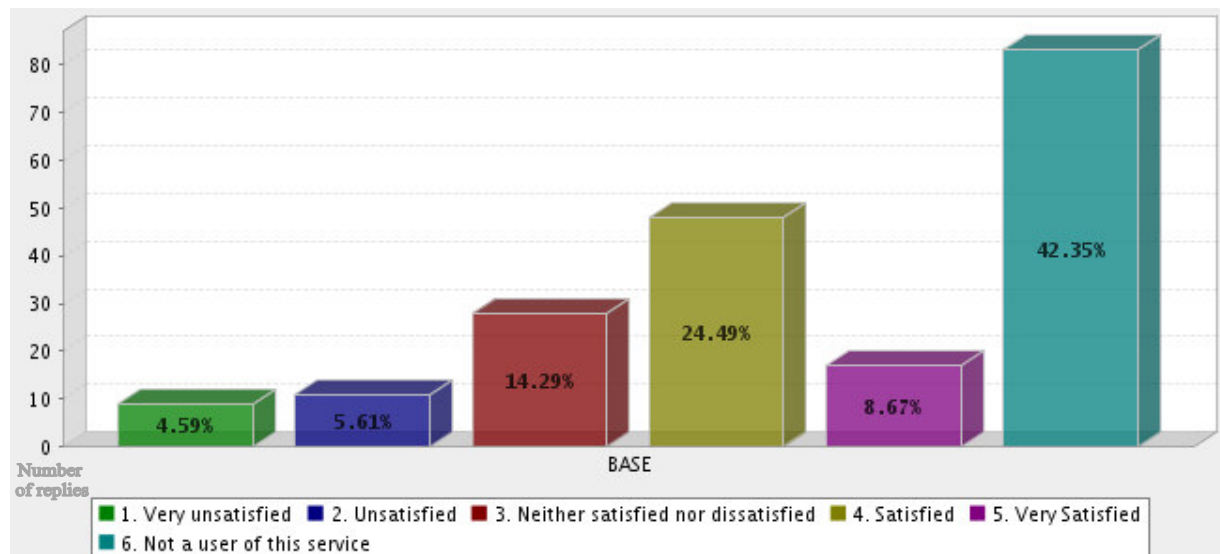


1.7) VPN connection

2010

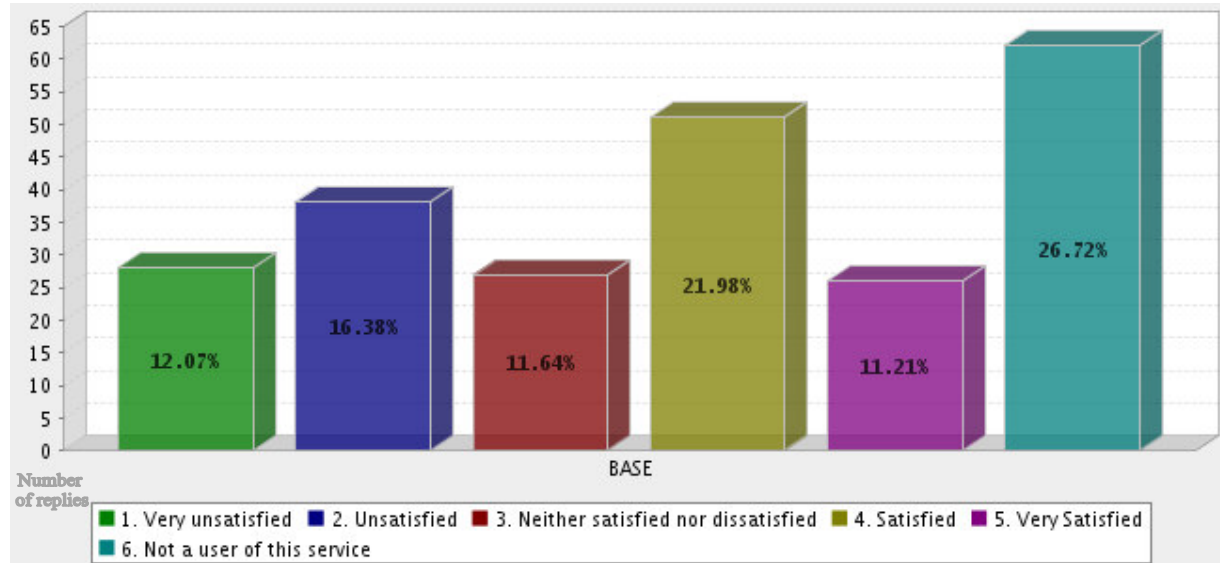


2011

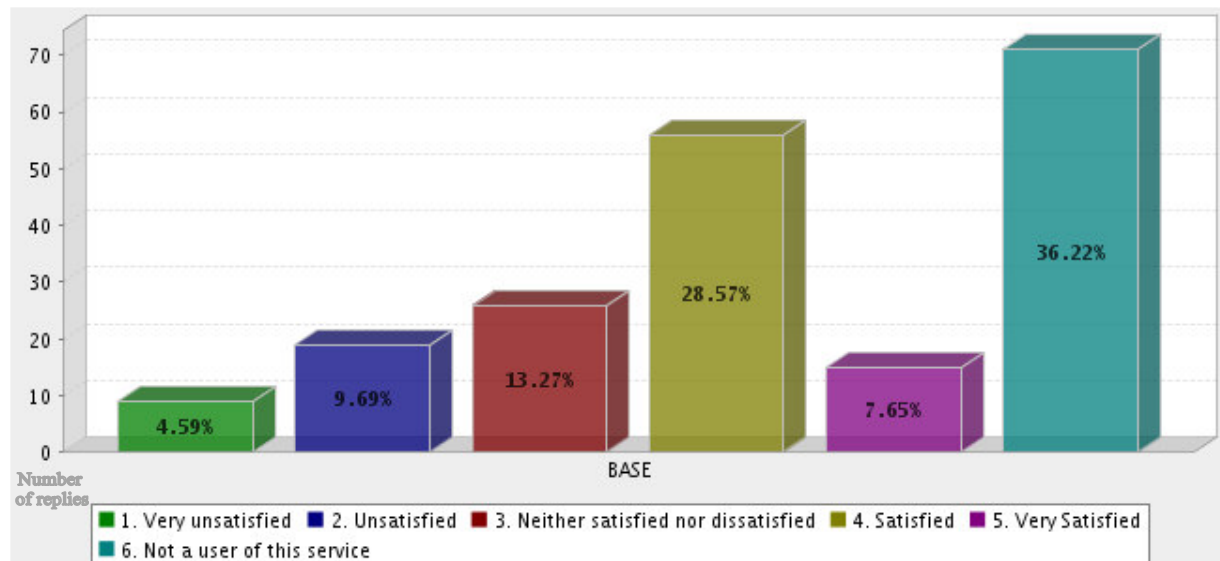


1.8) Easiness to connect to shared network drives (G:drive, etc.) from your laptop PC

2010

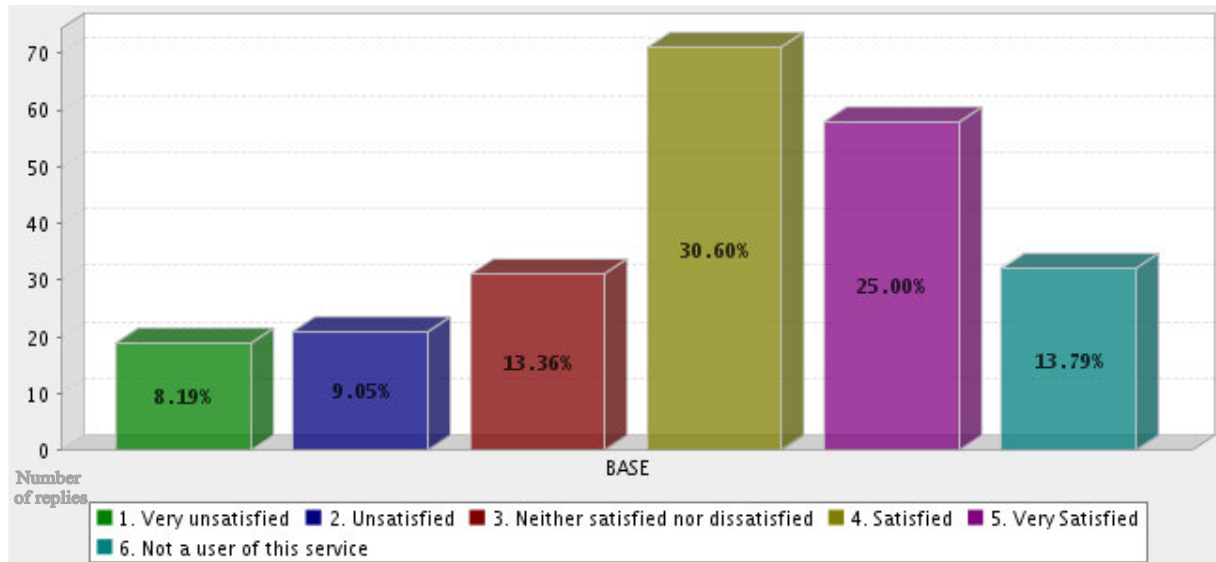


2011

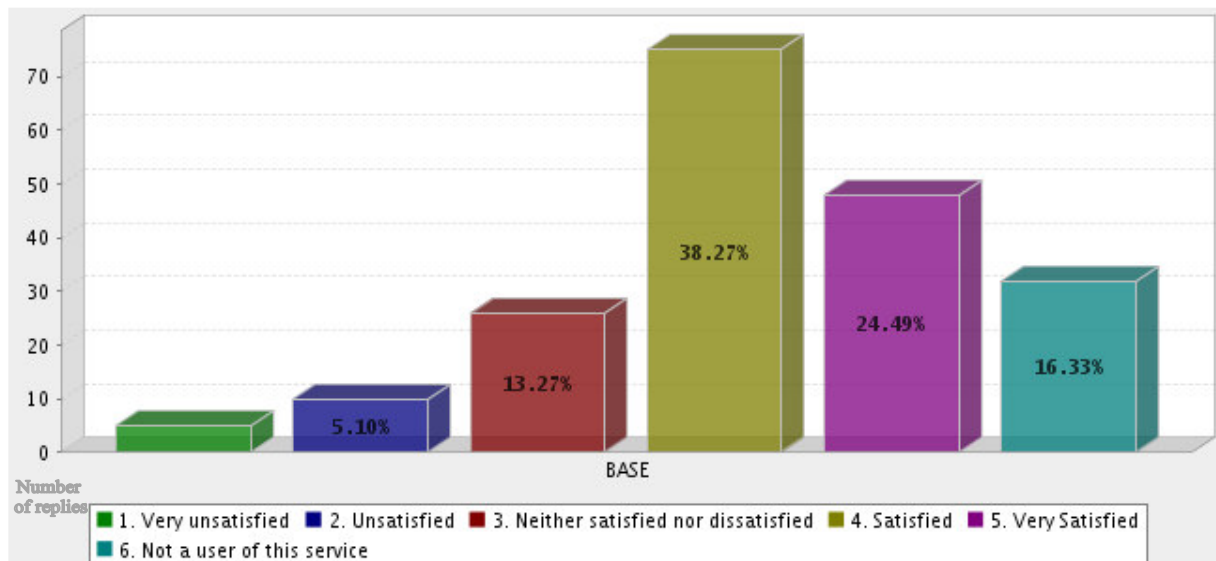


1.9) User Support (Site Office)

2010

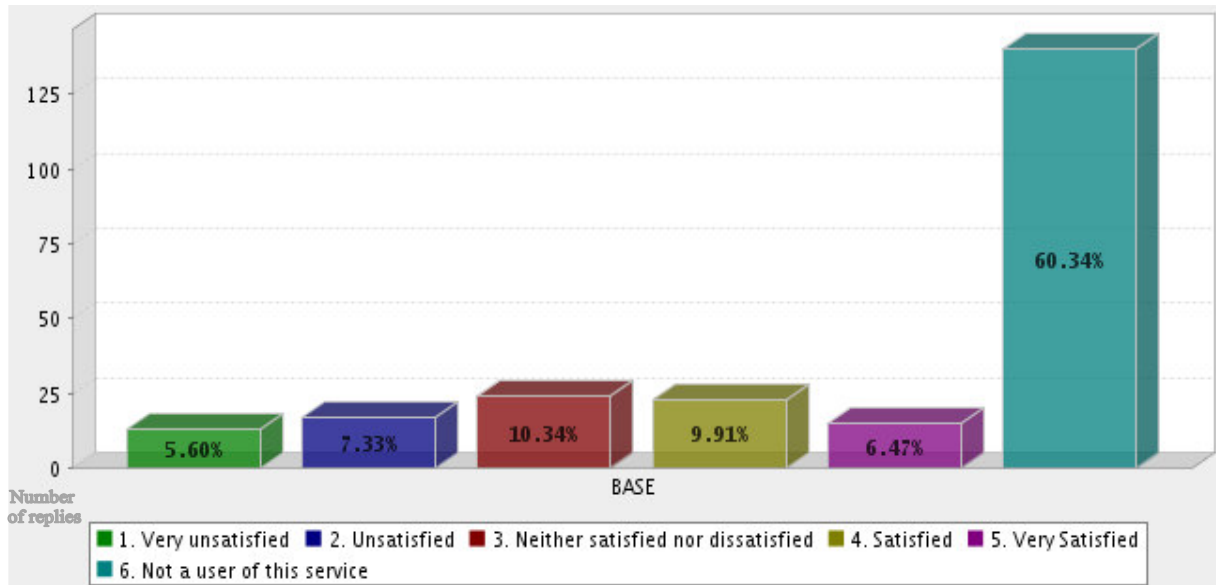


2011

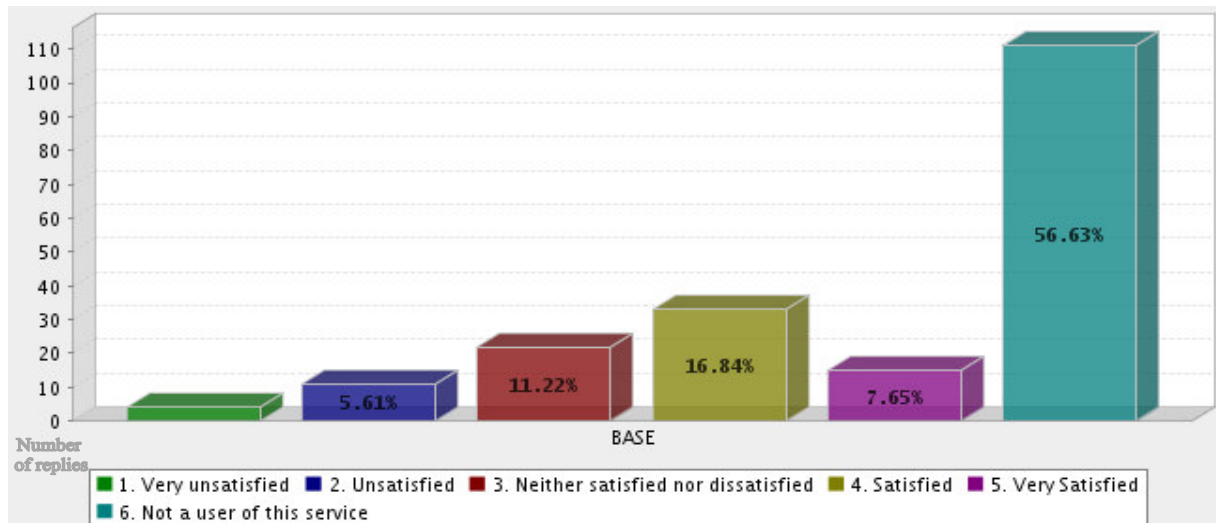


1.10) Service Point for laptops

2010

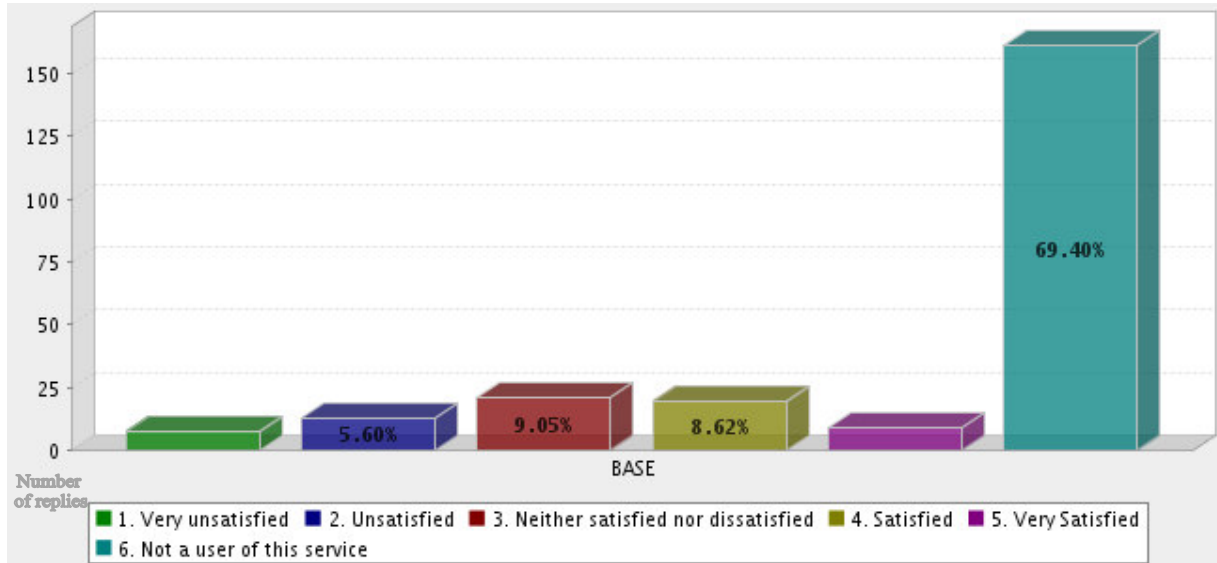


2011

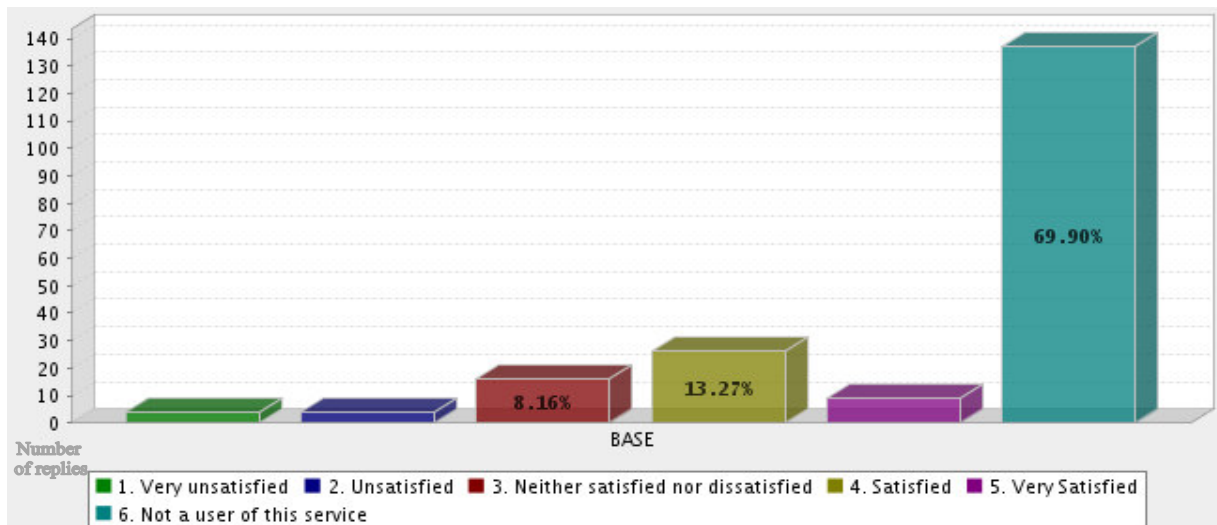


1.11) Support for Research software offered by the Research Software Tutors

2010

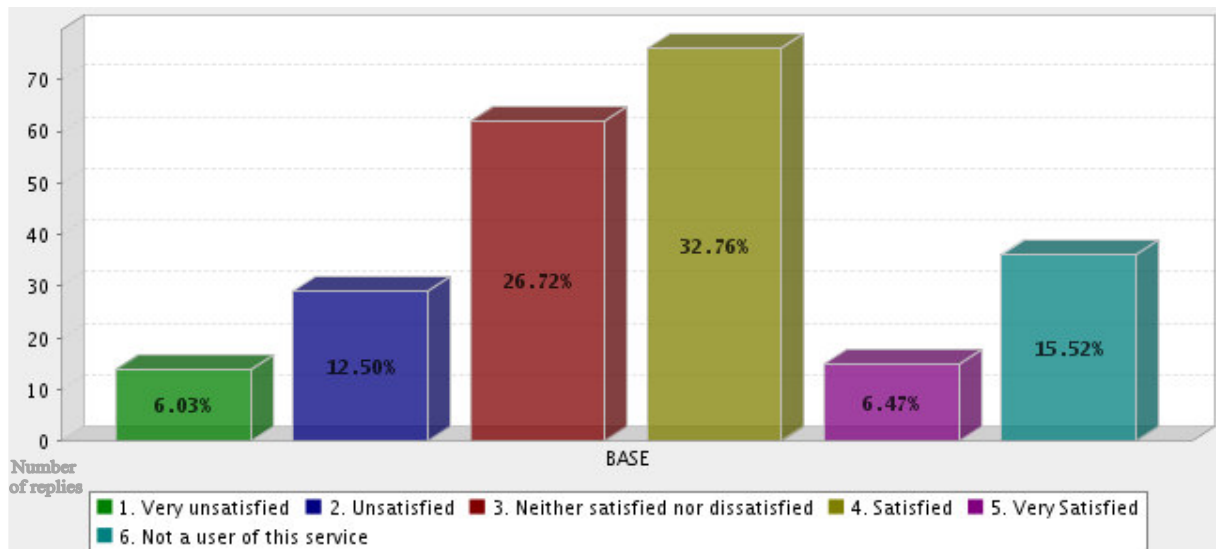


2011

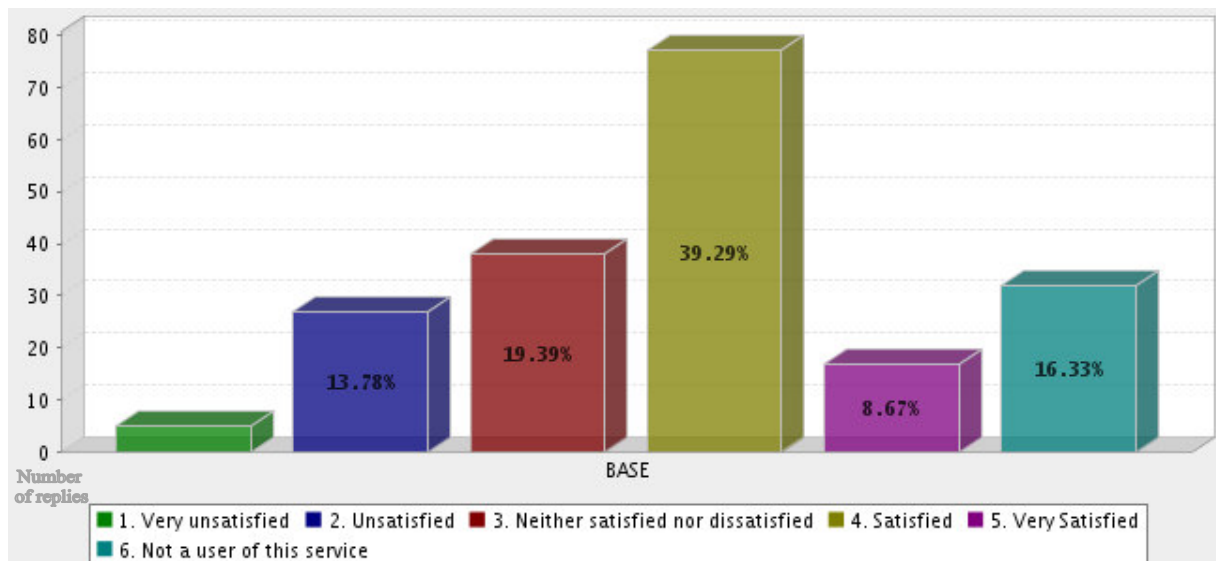


1.12) Computing service web pages

2010

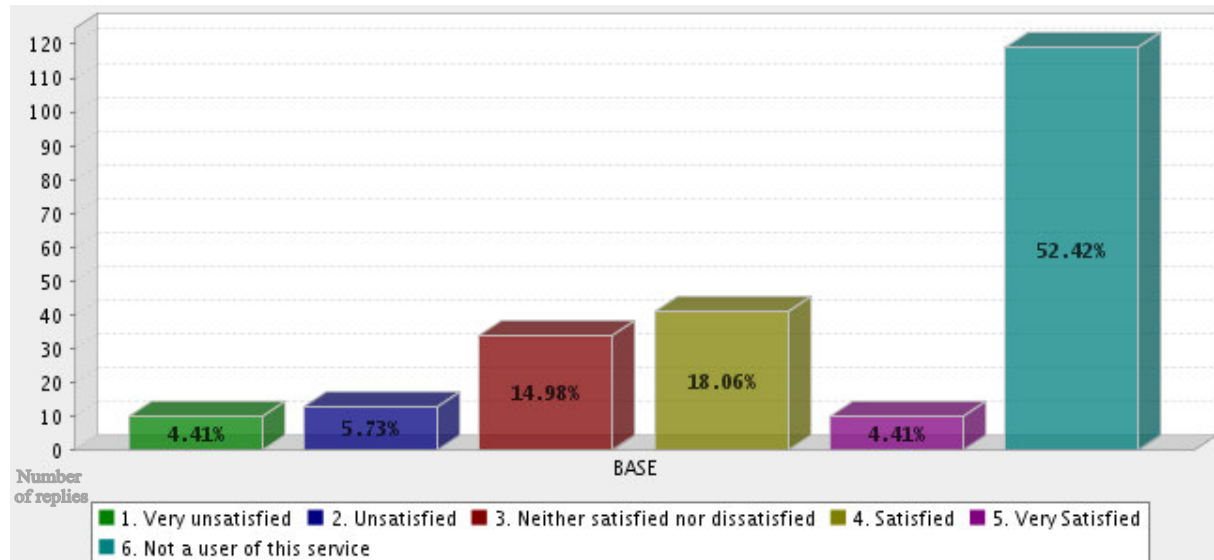


2011

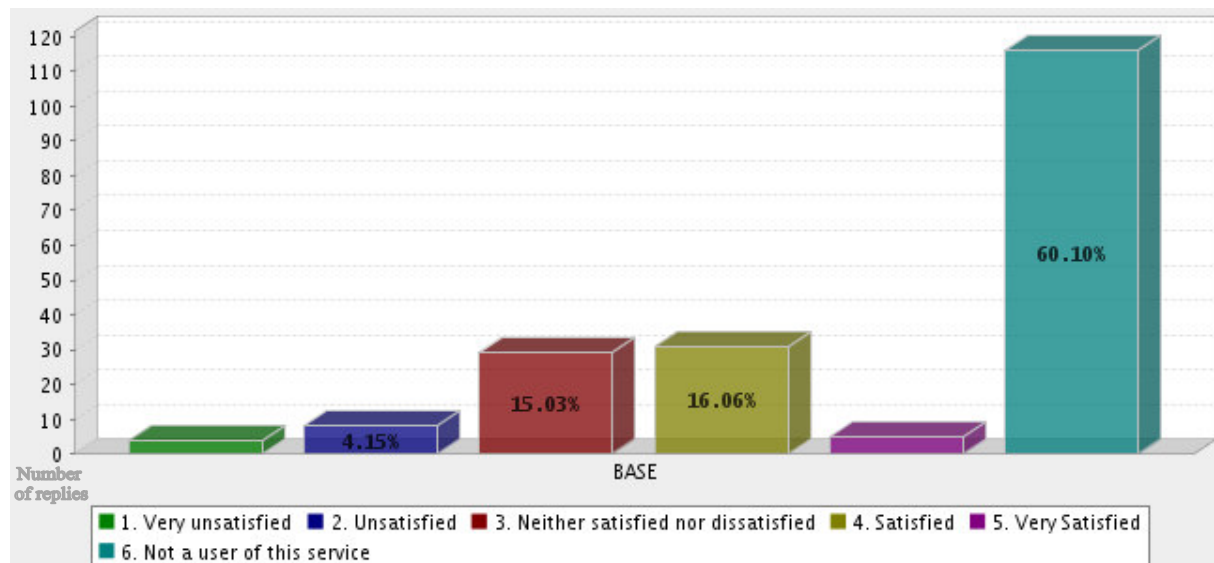


1.13) Software packages available in the laptop equipping the conferences room

2010



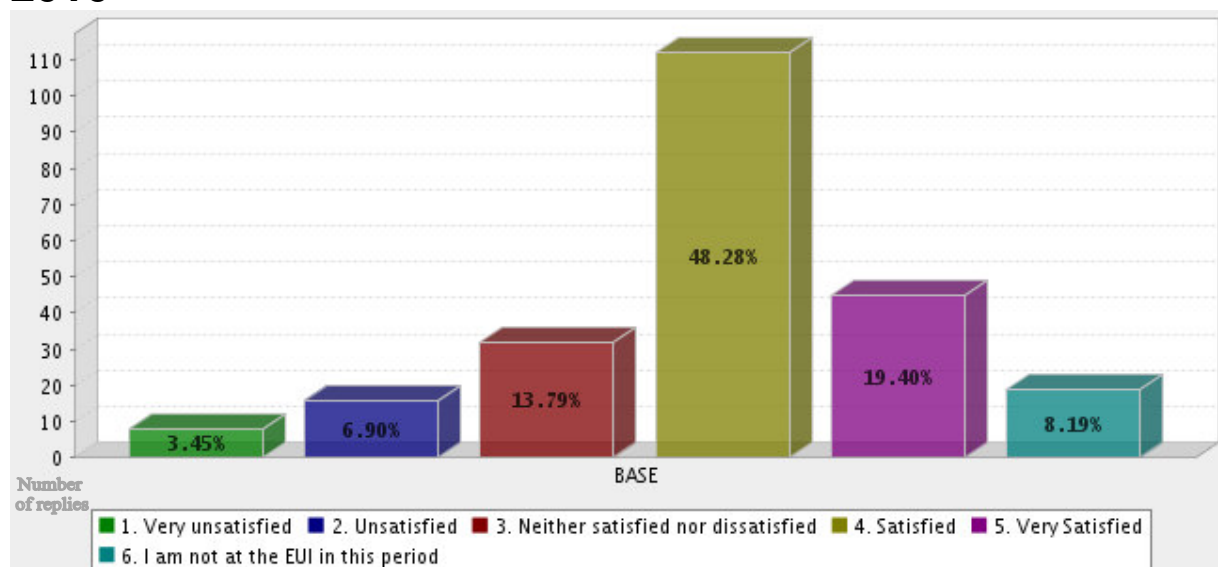
2011



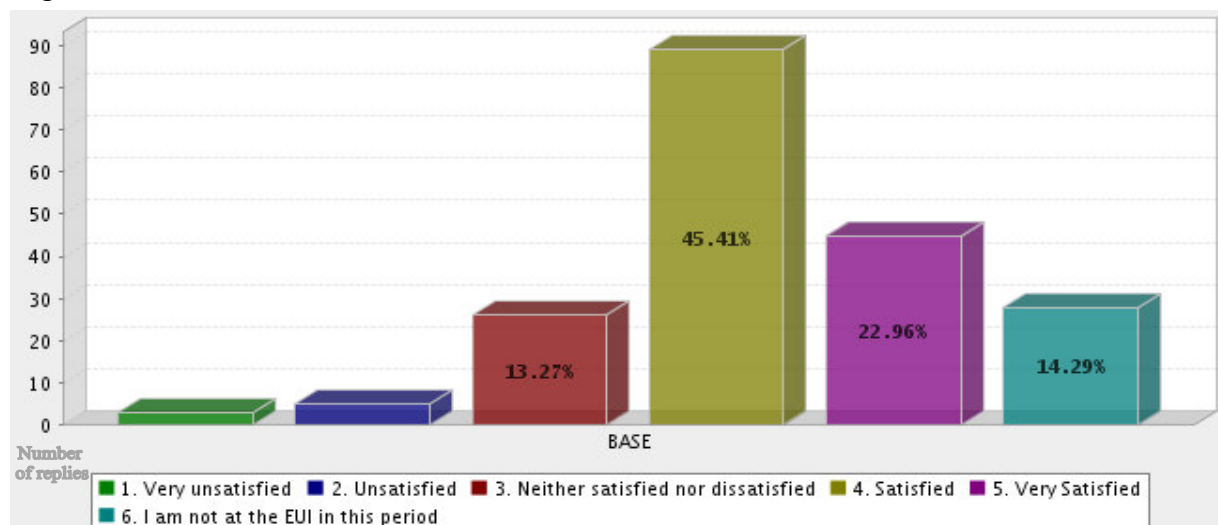
2) Excluding announced interruptions for upgrading the IT systems, over the last year, please state your satisfaction with the availability of the IT systems:

2.1) After working hours during the week

2010

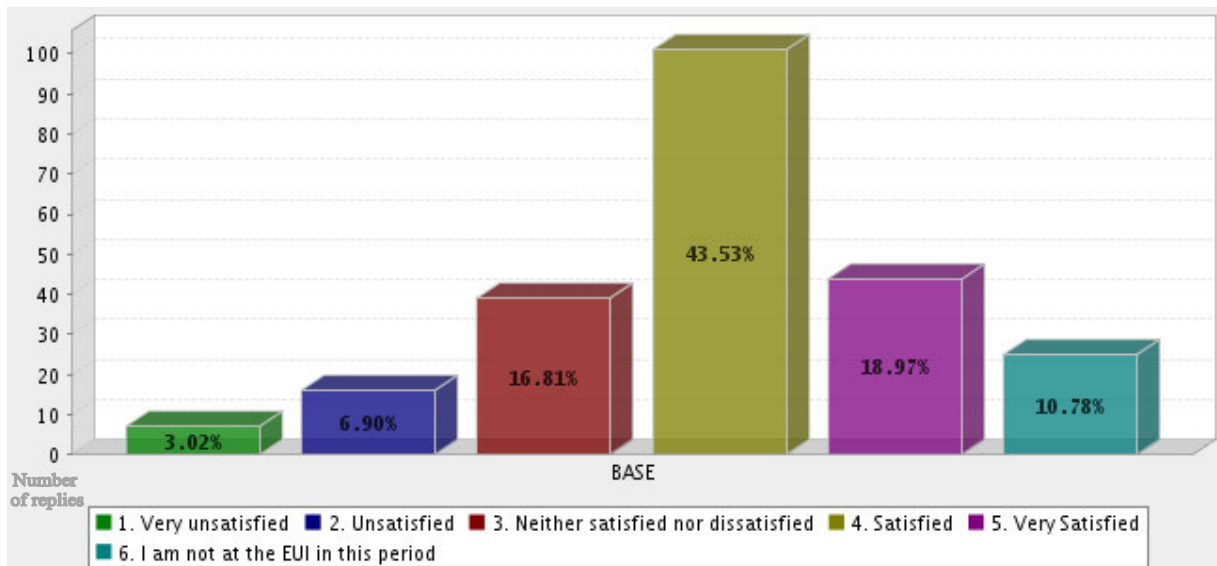


2011

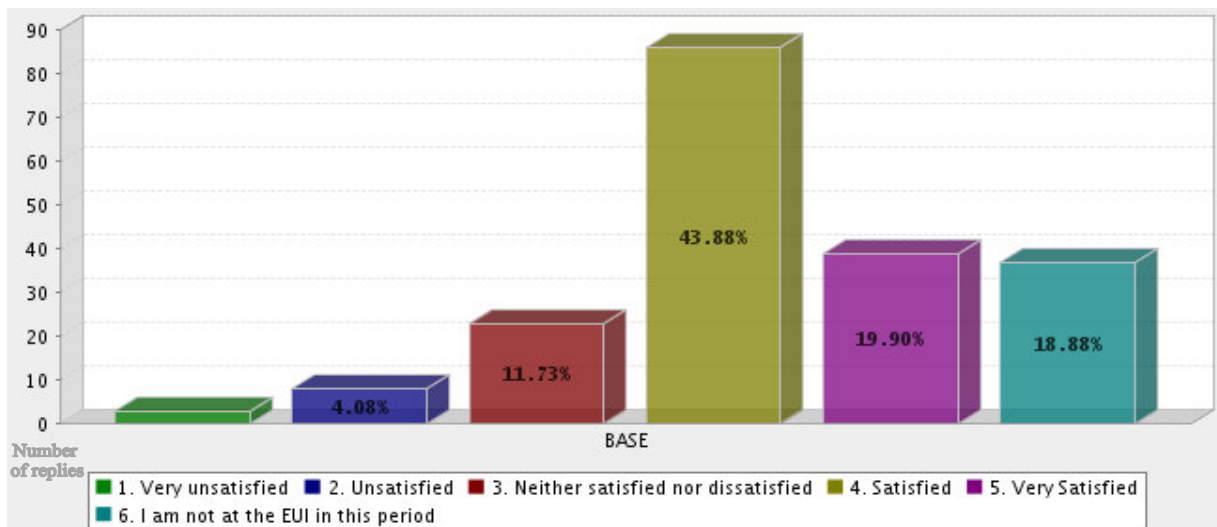


2.2) During Week-Ends

2010

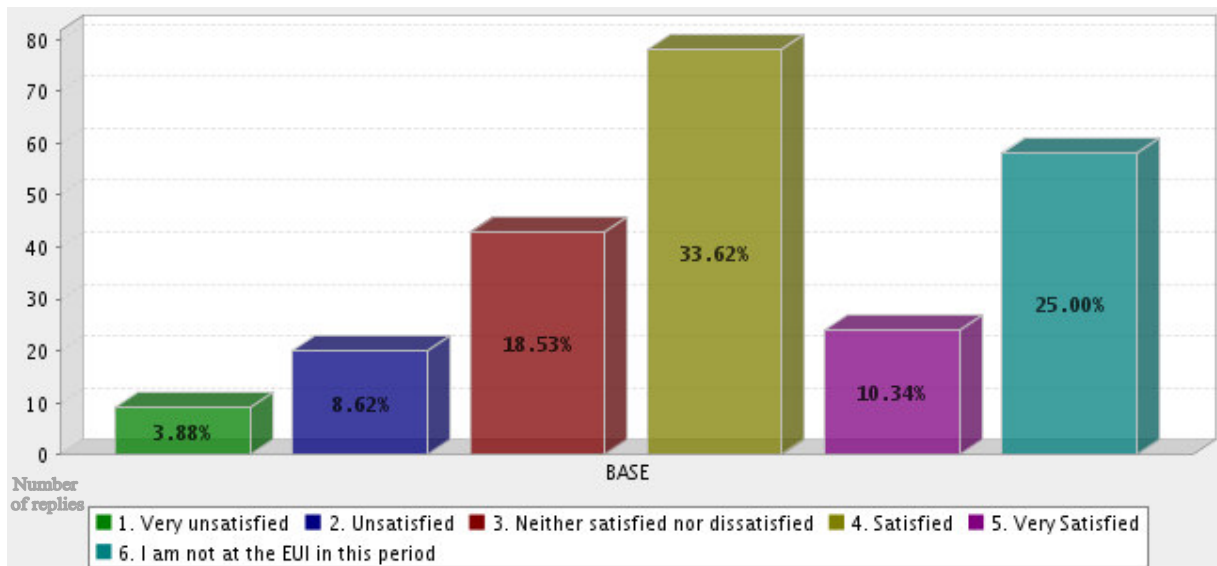


2011

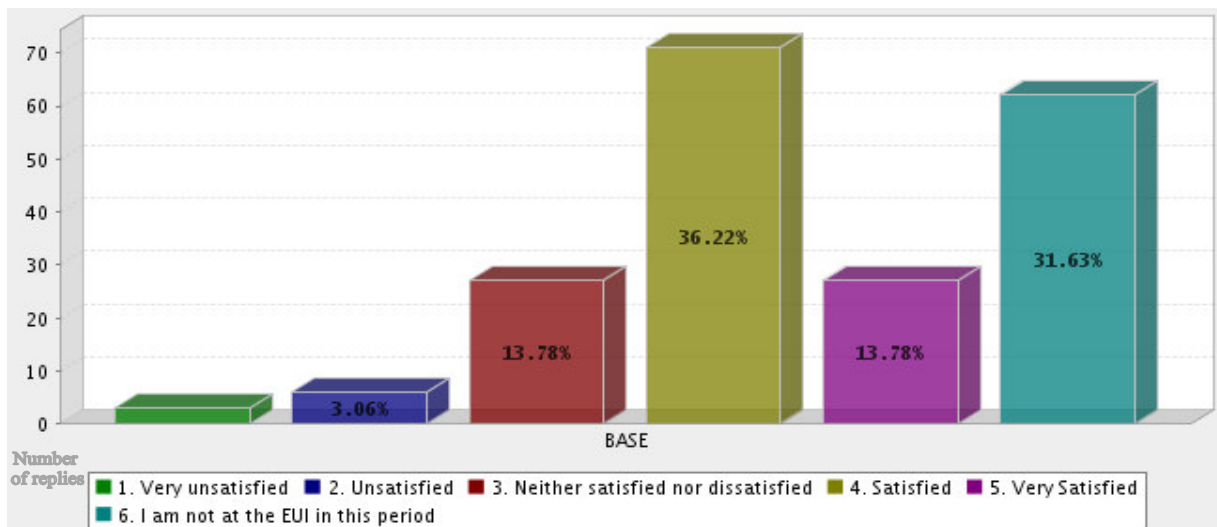


2.3) During EUI Summer/Easter closure

2010

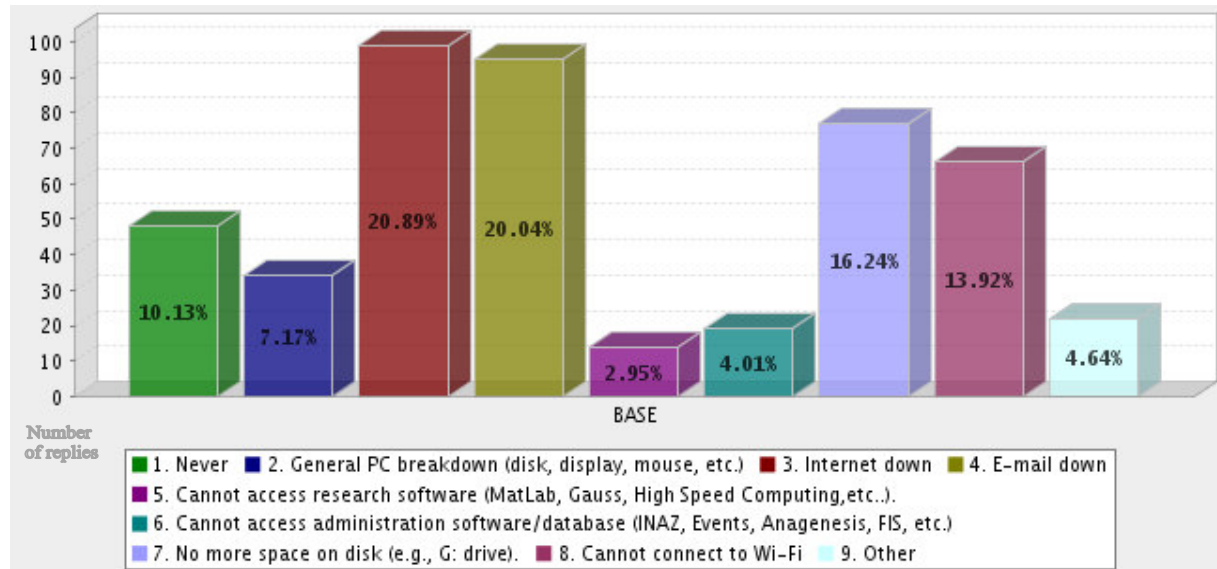


2011

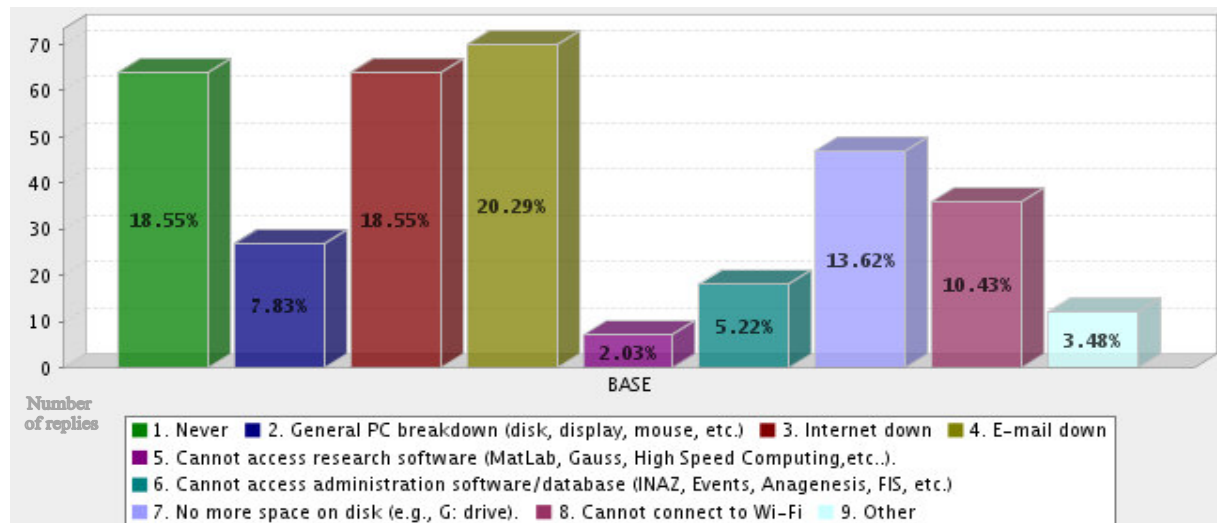


3) If your work was obstructed due to the unavailability of Computing Services resources please select the nature of the obstruction?

2010



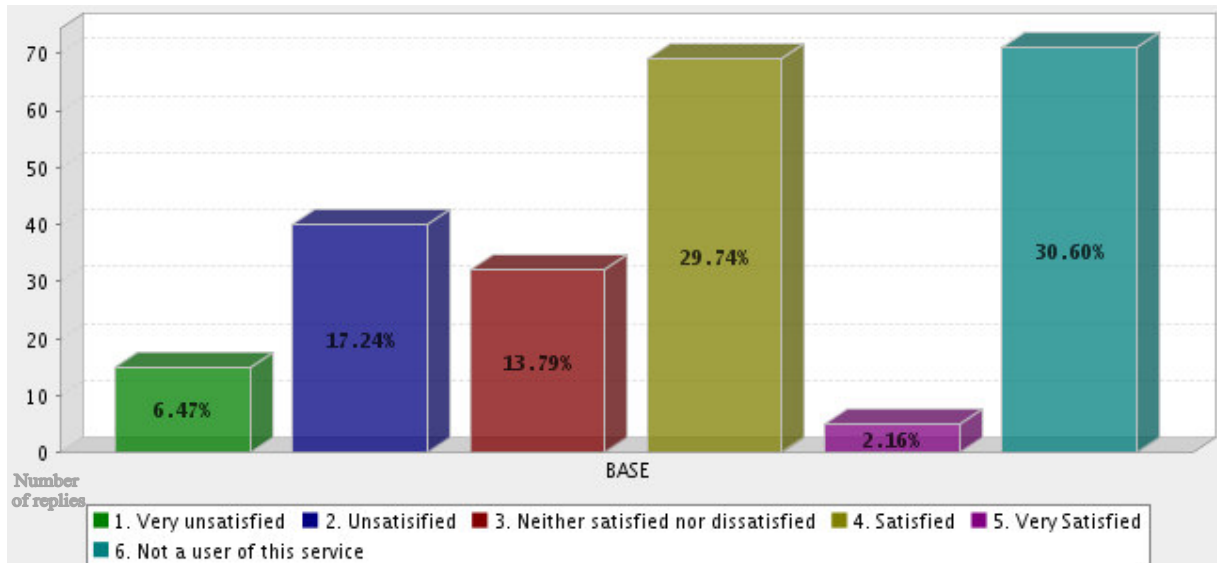
2011



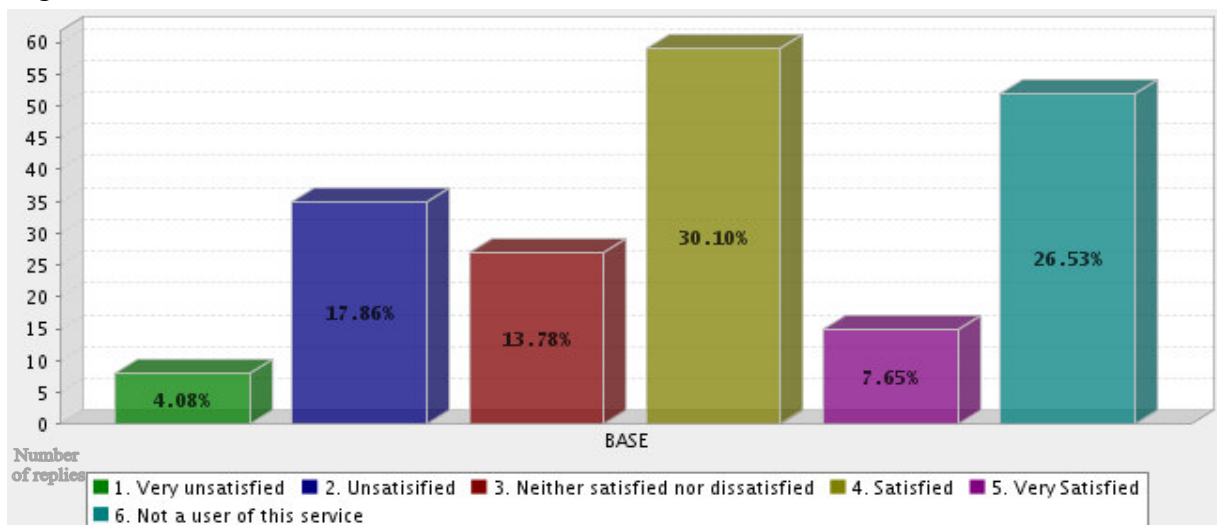
4) Please state how satisfied you are with the following aspects of the EUI Network infrastructure:

4.1) Coverage of WIFI(wireless) network

2010

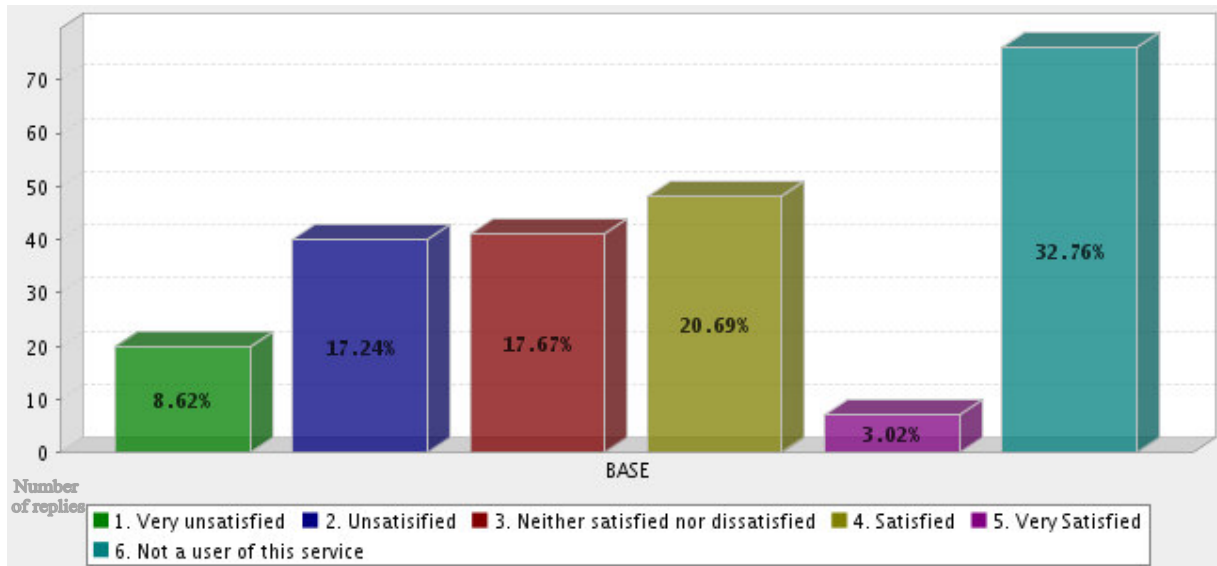


2011

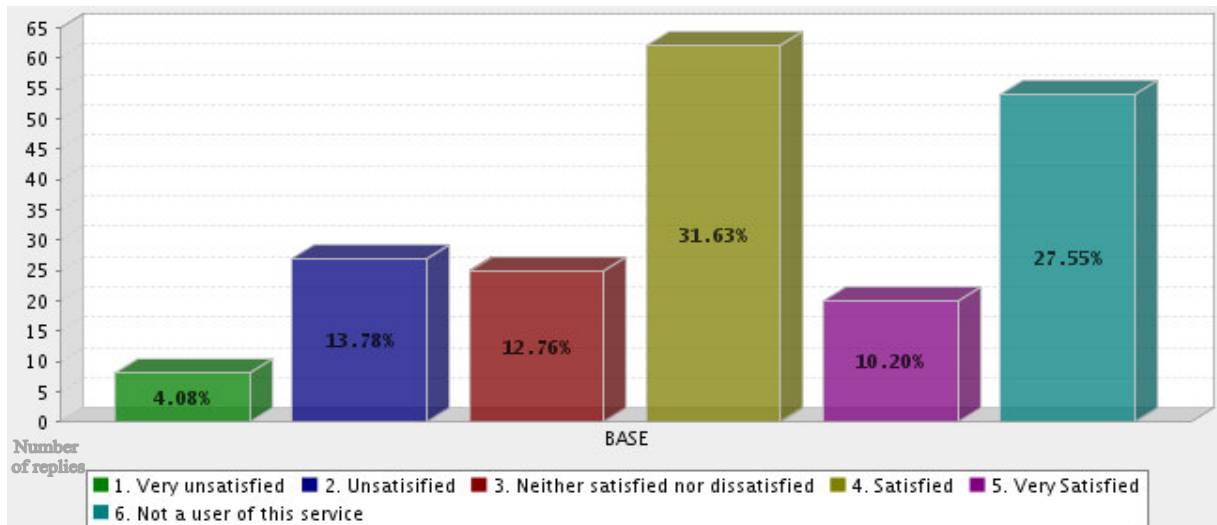


4.2) Speed of WIFI (wireless) network

2010

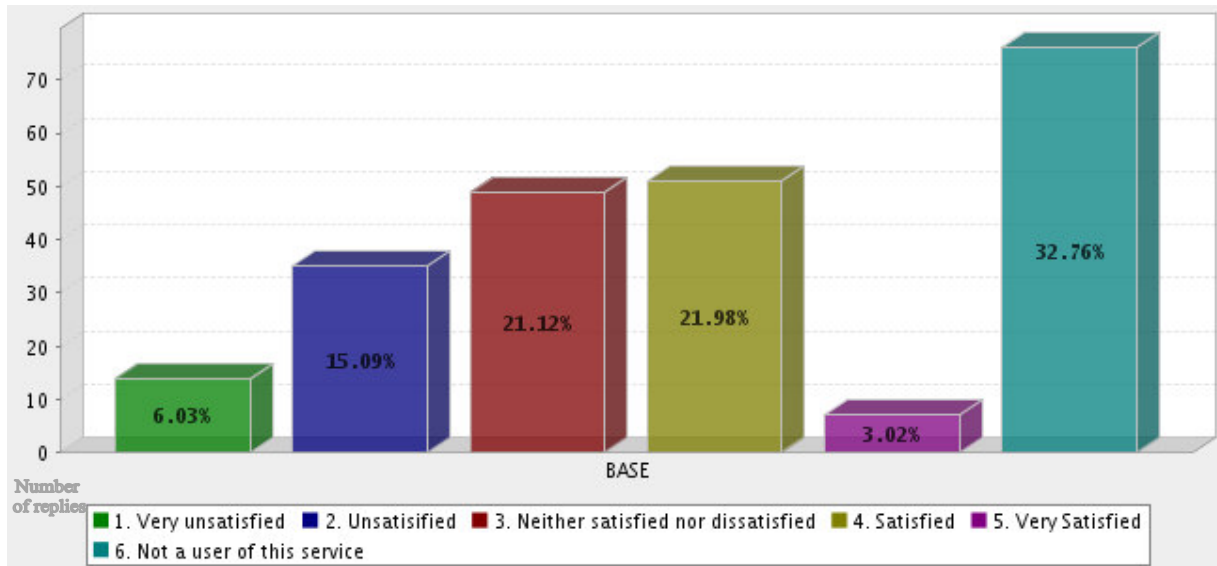


2011

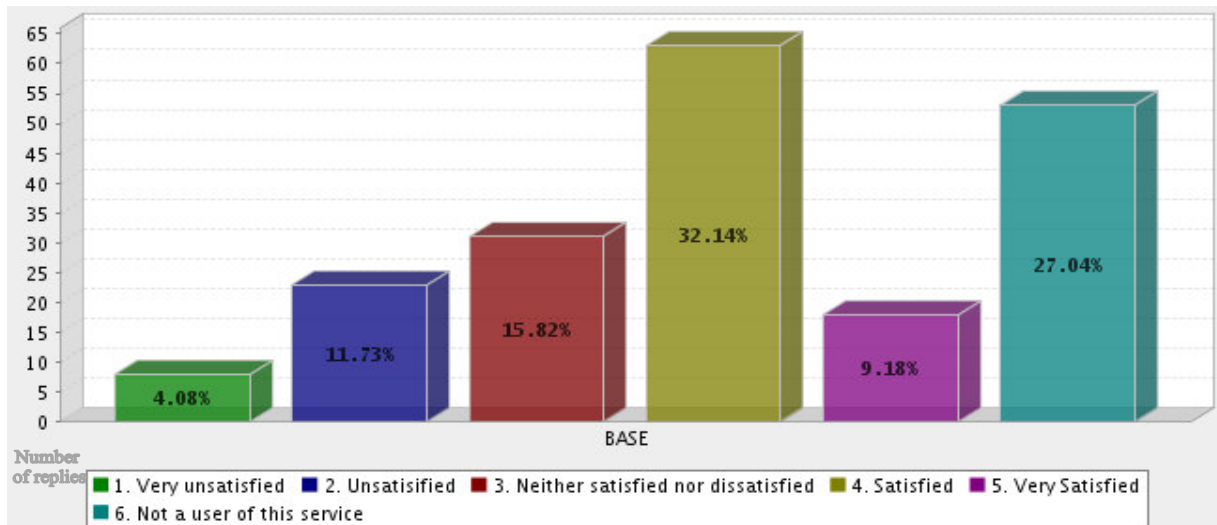


4.3) Reliability of WIFI (wireless) network

2010

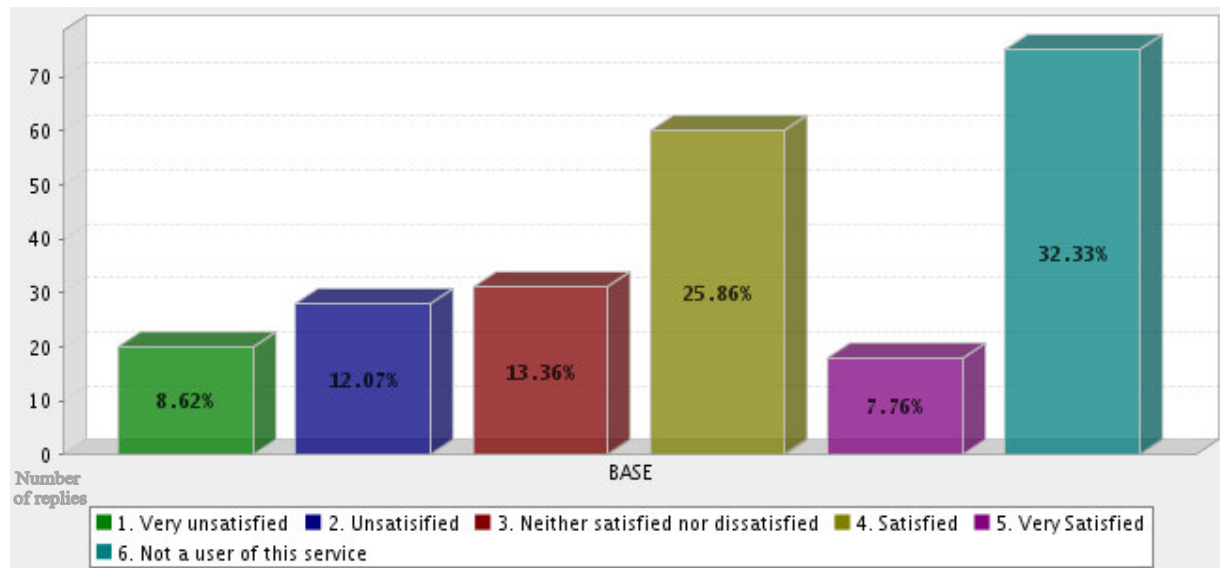


2011

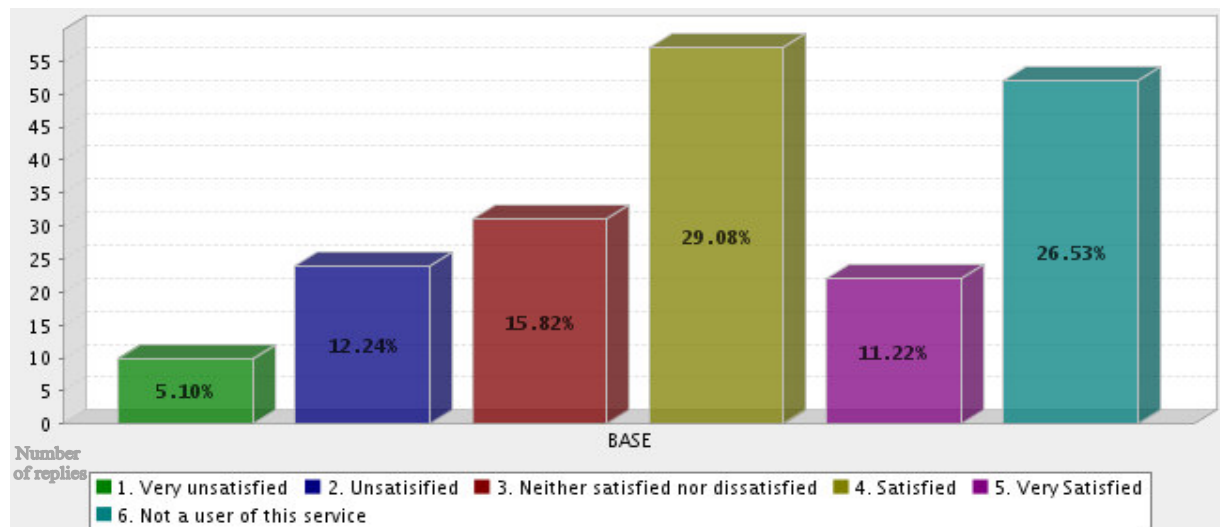


4.4) Easiness to connect to WIFI (wireless) network

2010

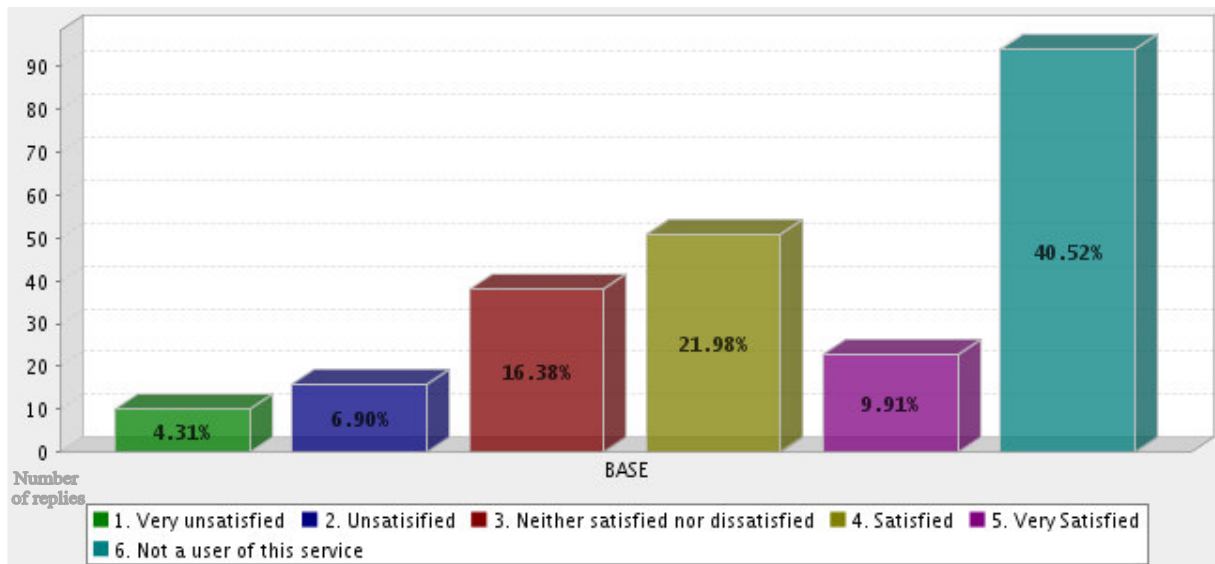


2011

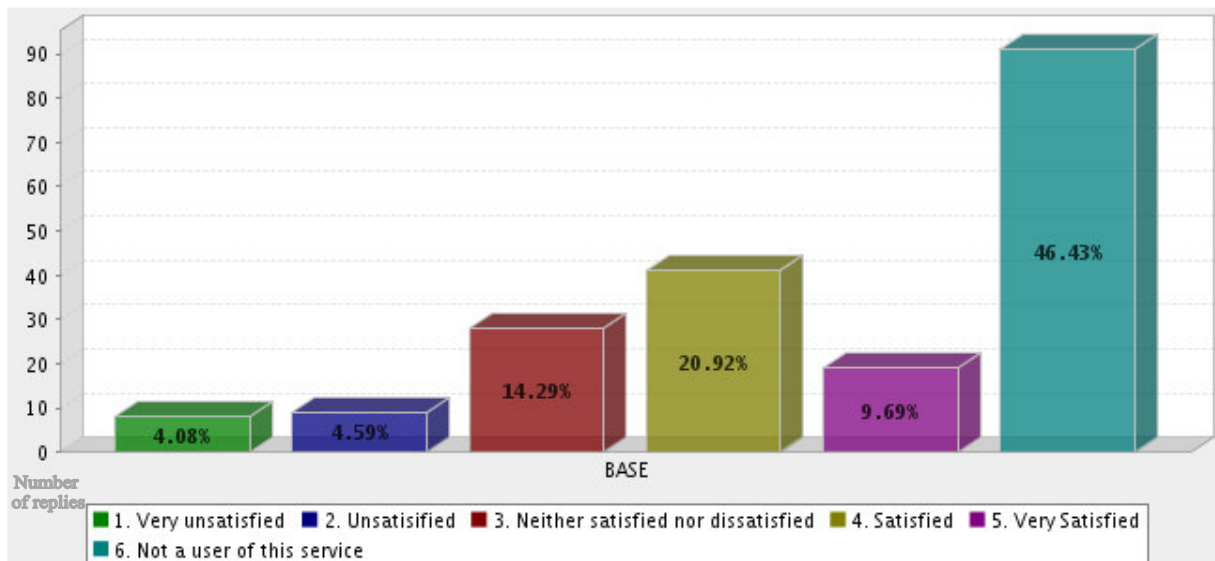


4.5) Availability of sockets for WIRED network

2010

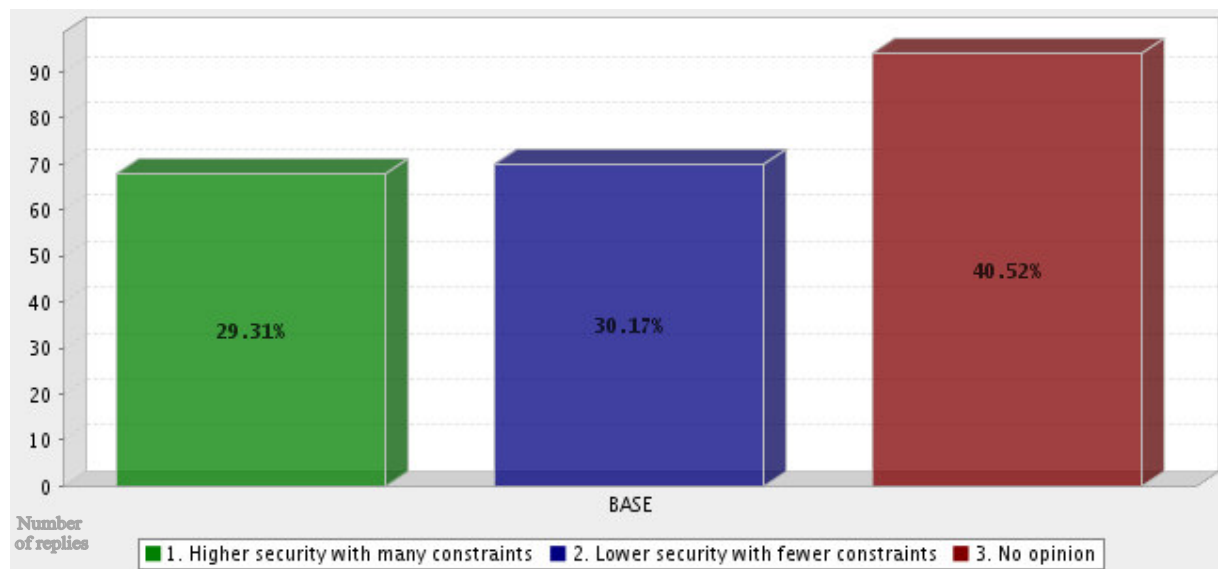


2011

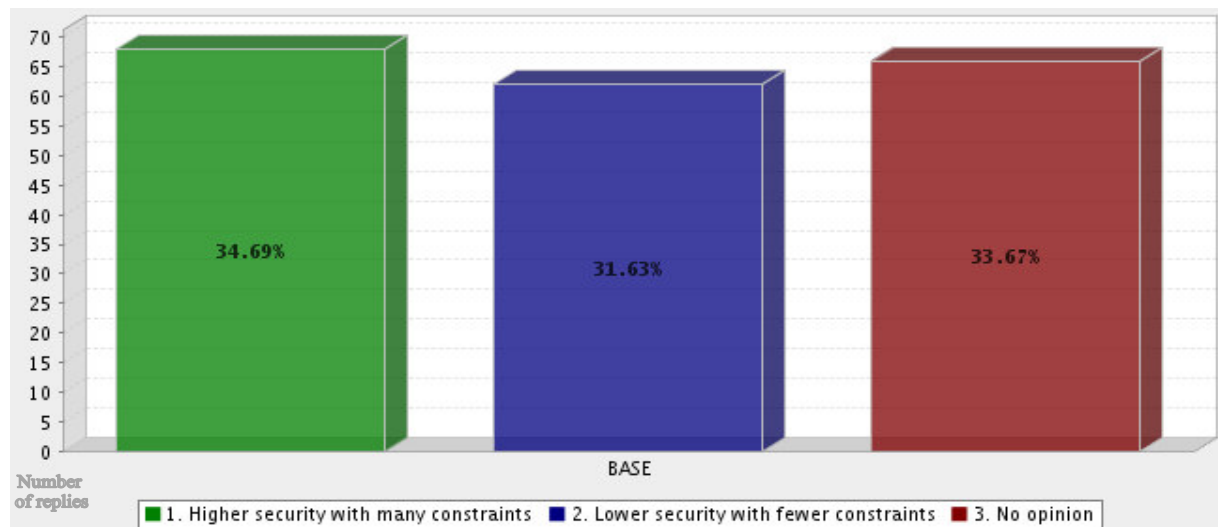


5) The EUI and the CS in particular have put constraints in place to assure data protection and security. What is your preference?

2010

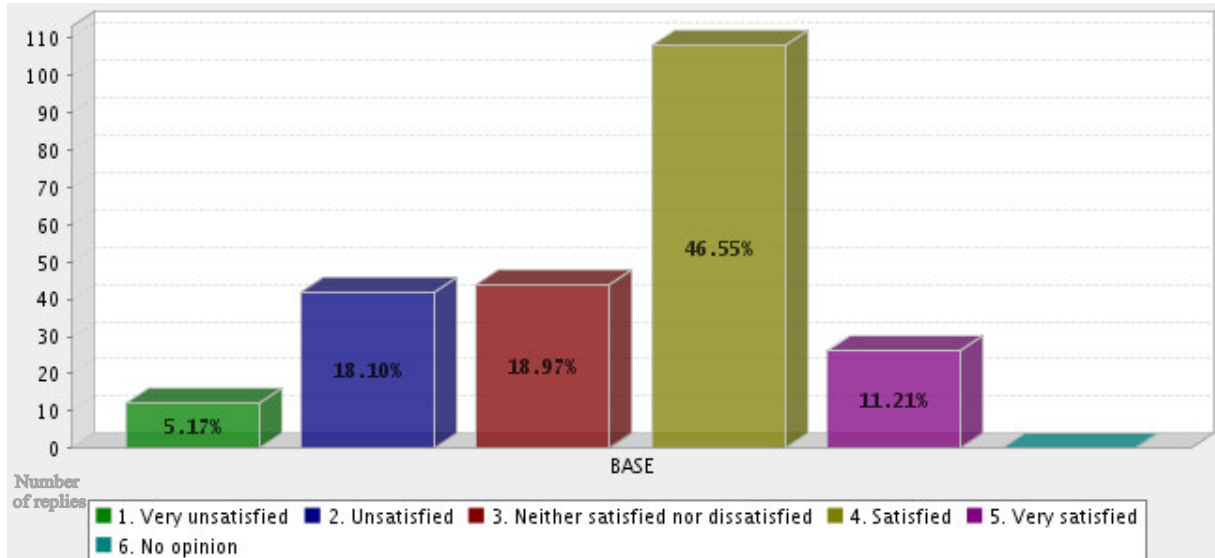


2011

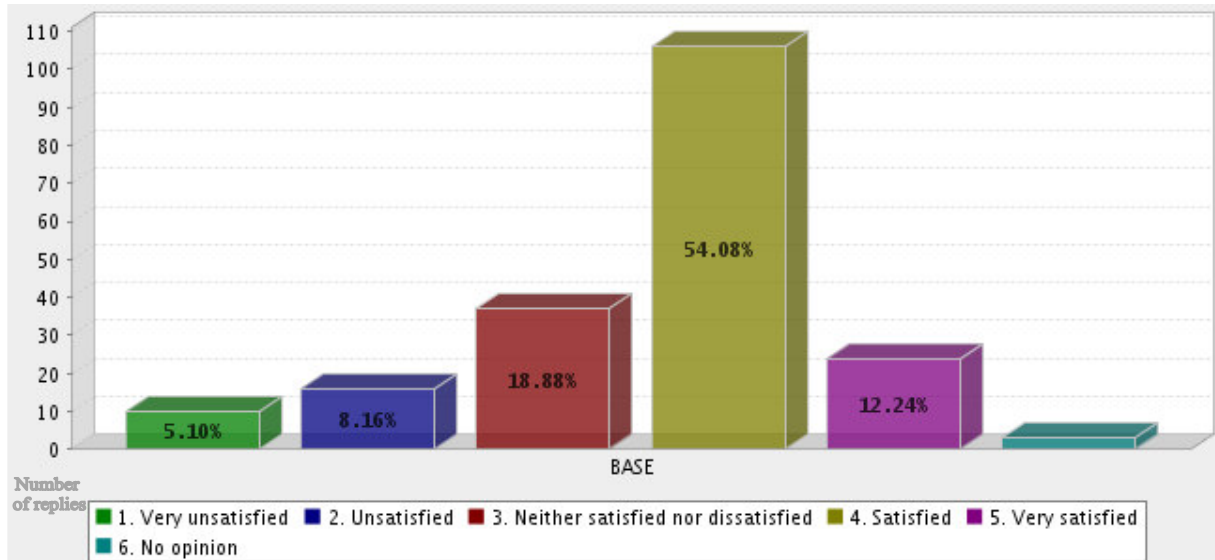


6) How satisfied are you overall with the Computing Service facilities and services?

2010



2011

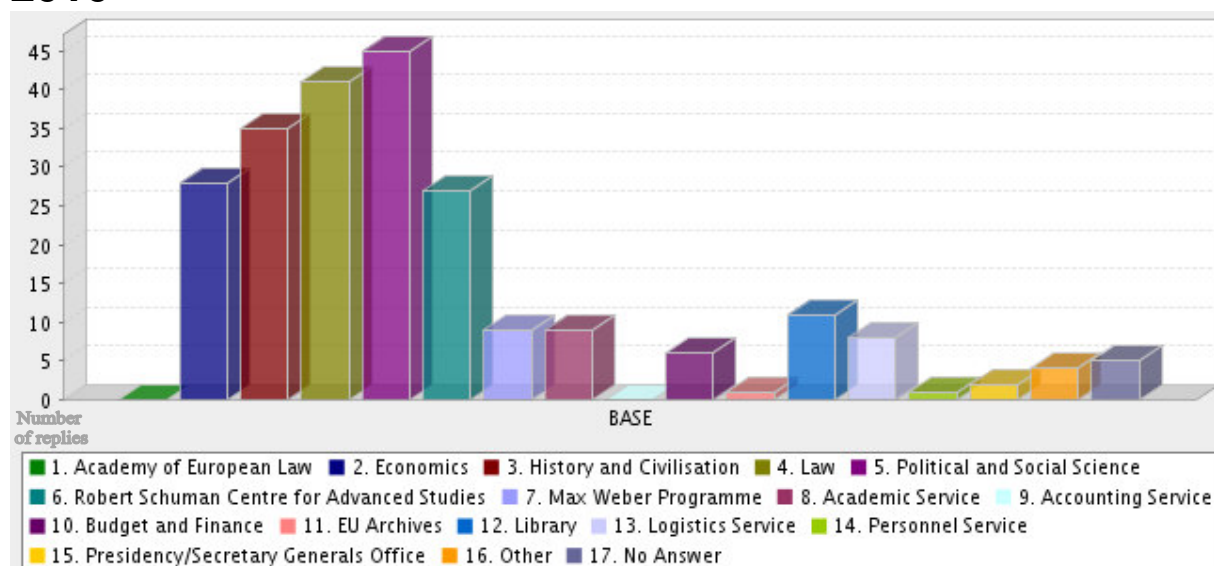


A further segmentation analysis of the overall satisfaction result for 2011 is shown in the table below:

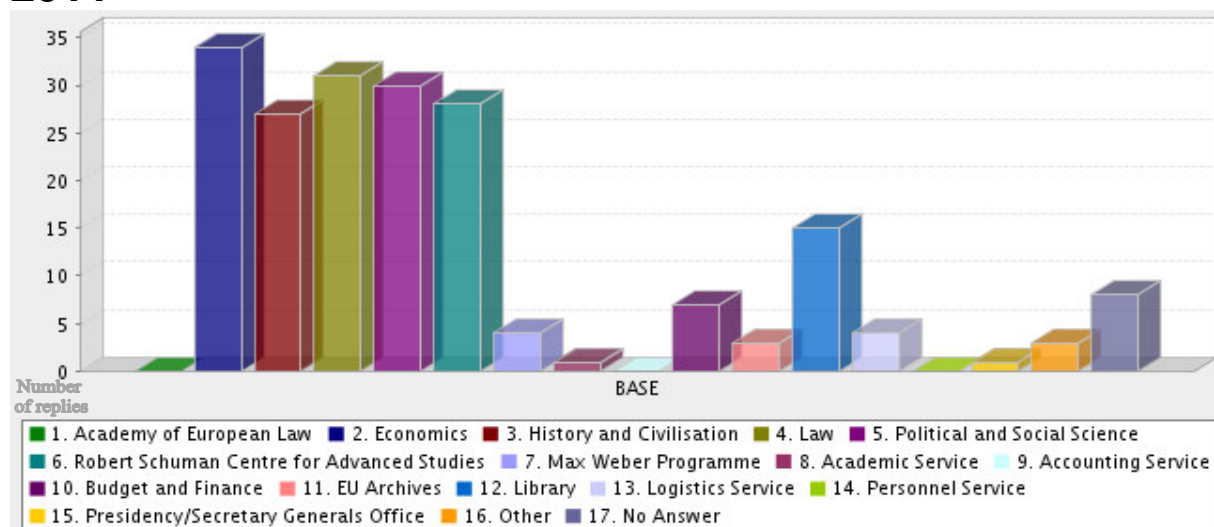
Data Table		Researcher		Professors		Administrative Staff	
1	Very unsatisfied	5	4.46%	1	9.09%	4	5.33%
2	Unsatisfied	8	7.14%	1	9.09%	8	10.67%
3	Neither satisfied nor dissatisfied	18	16.07%	3	27.27%	16	21.33%
4	Satisfied	65	58.04%	6	54.55%	36	48.00%
5	Very satisfied	14	12.50%	0	0.00%	10	13.33%
6	No opinion	2	1.79%	0	0.00%	1	1.33%
	Total	112	100%	11	100%	75	100%

7) Please indicate your department:

2010

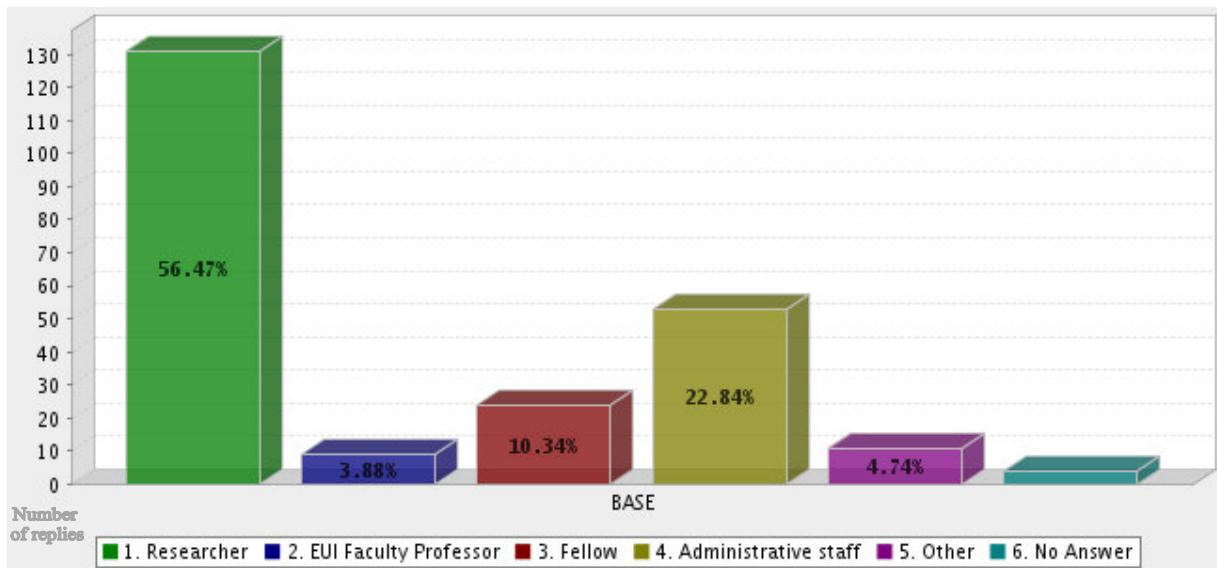


2011

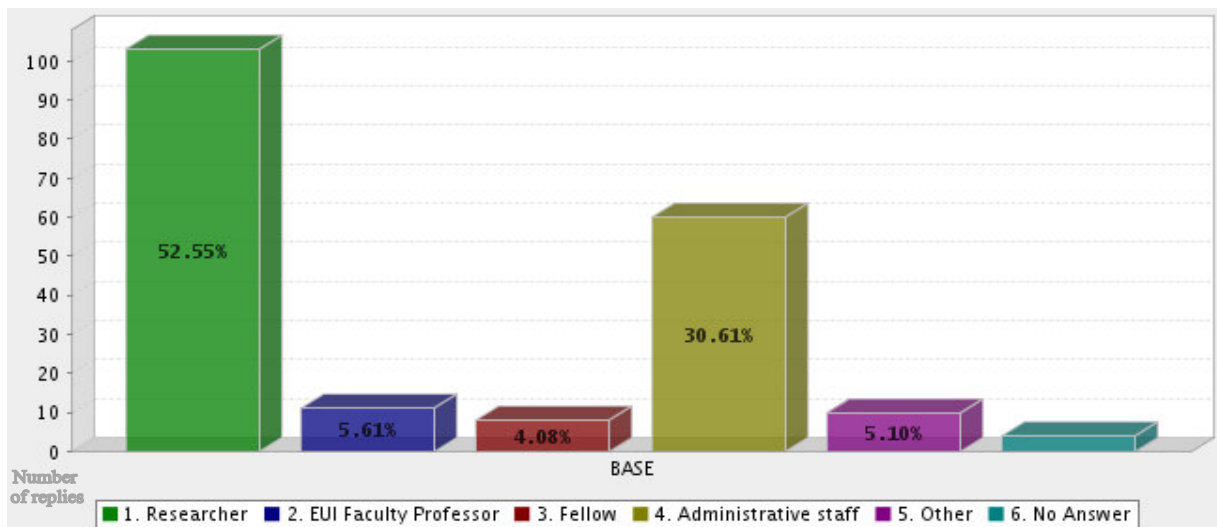


8) Please indicate to which group you belong

2010

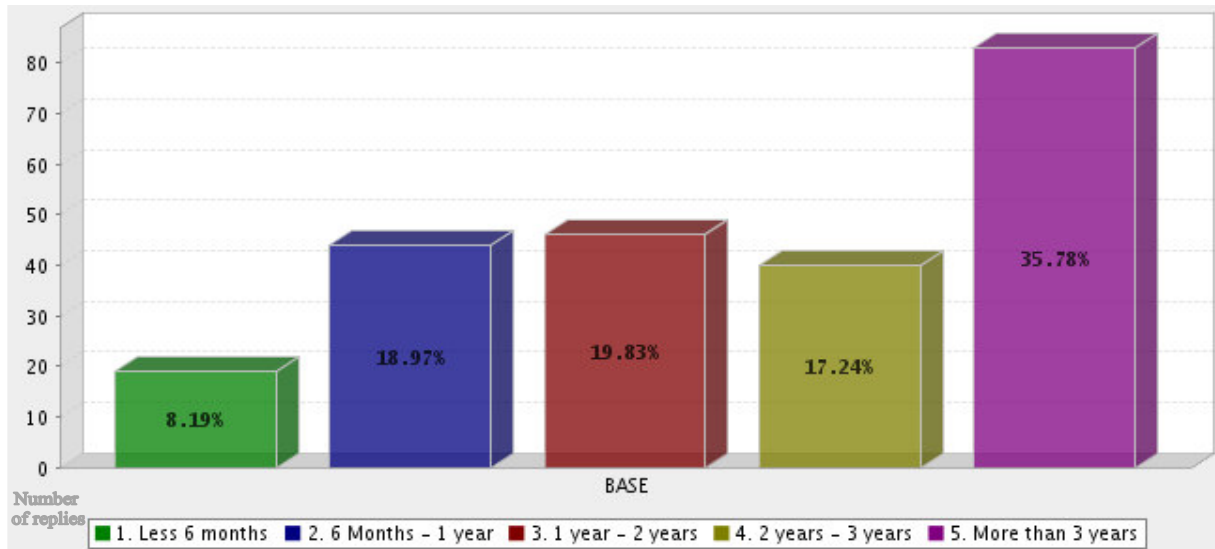


2011

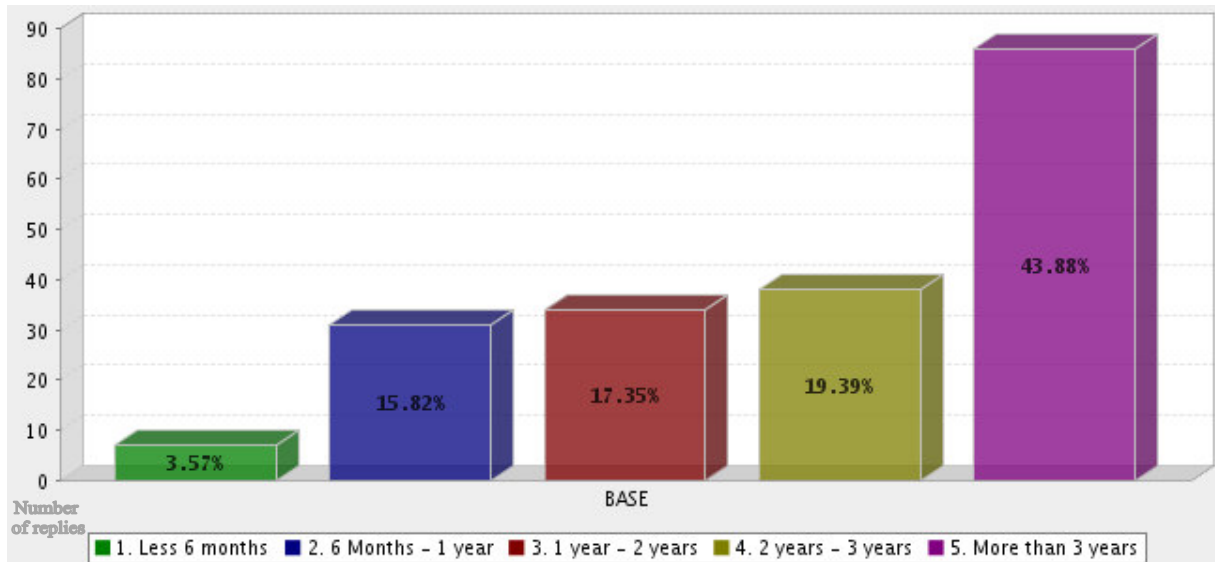


9) How long have you been at the EUI?

2010

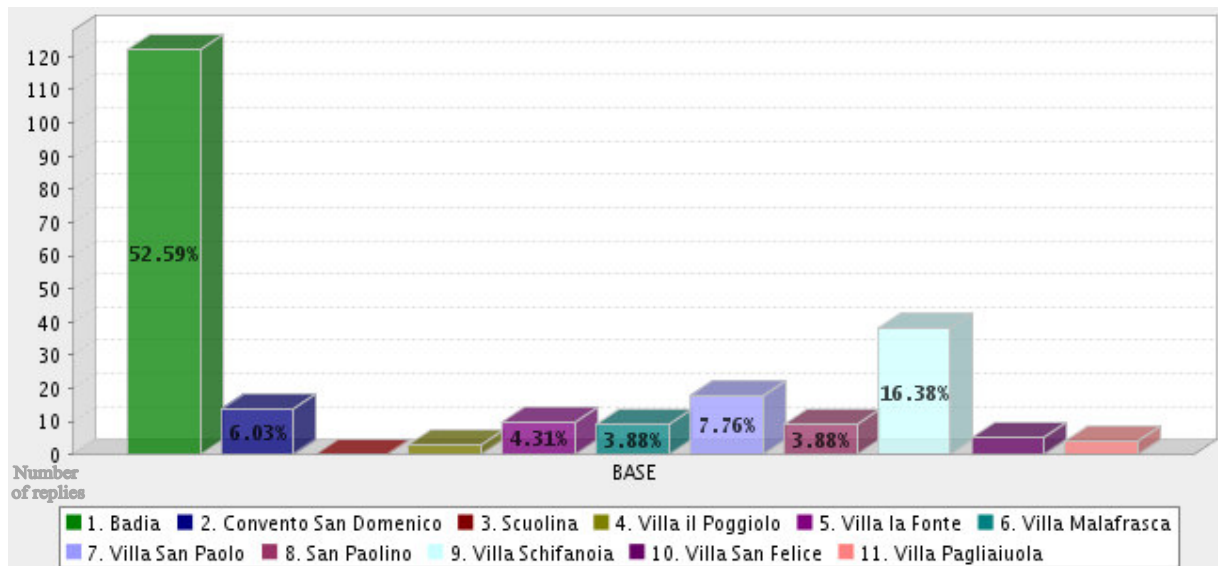


2011

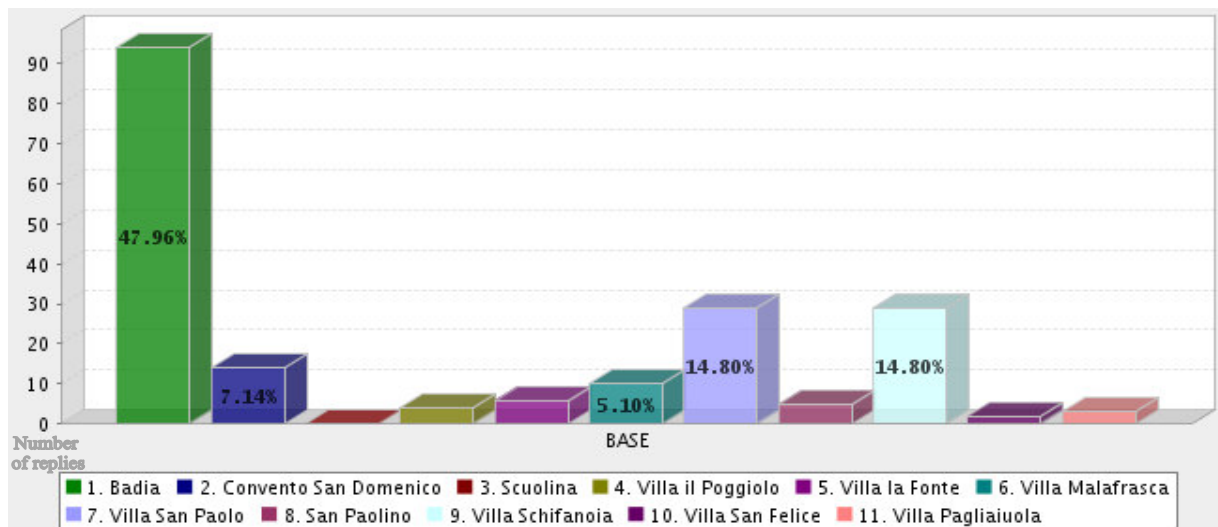


10) Where is your office/working space located?

2010

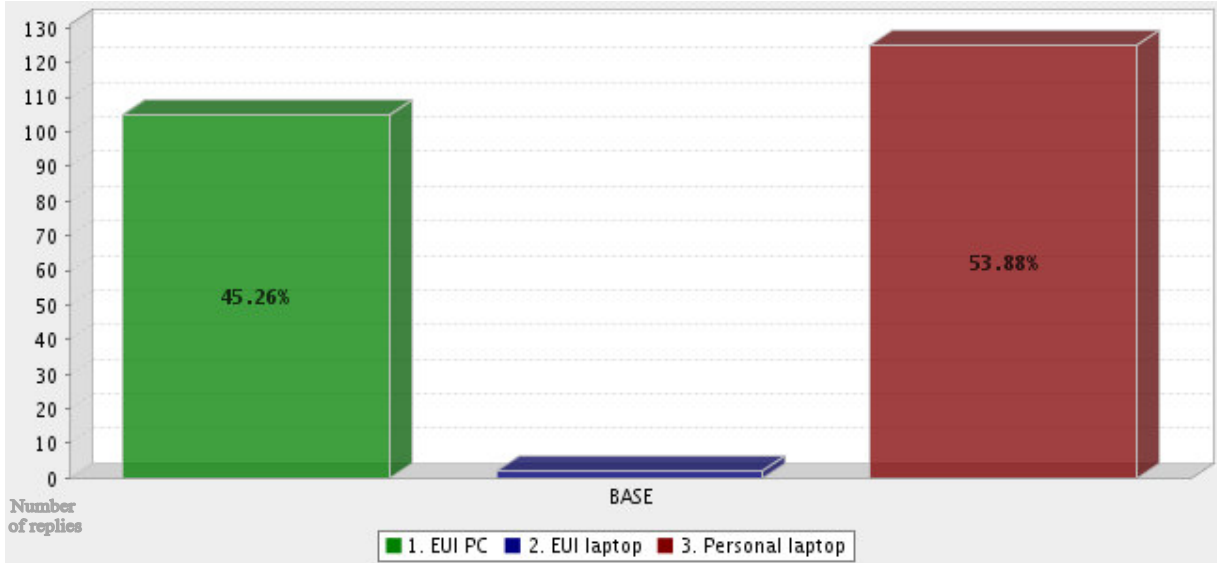


2011

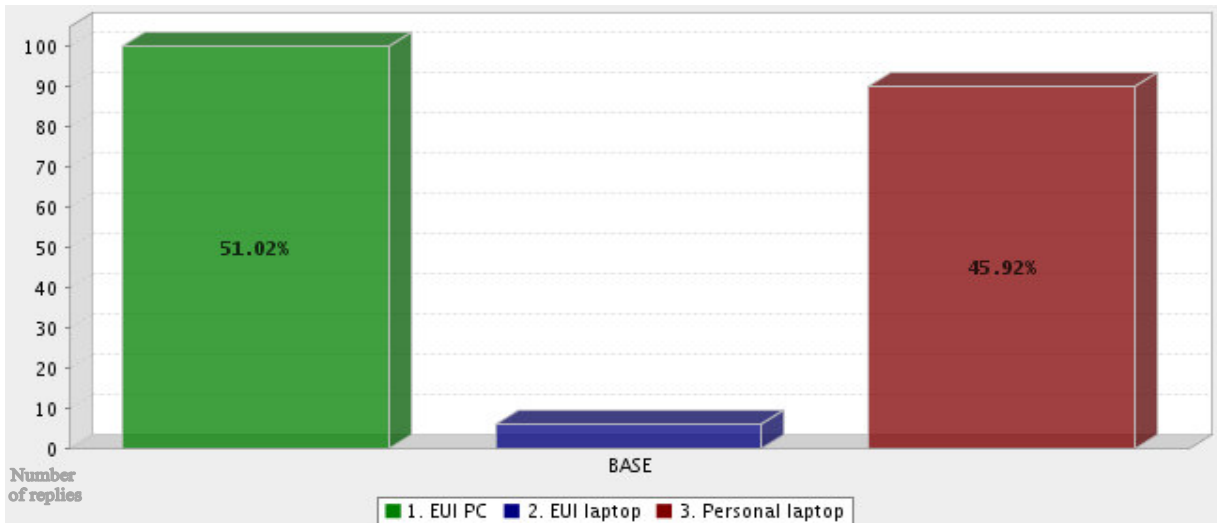


11) Which do you more commonly use for your everyday work/research?

2010

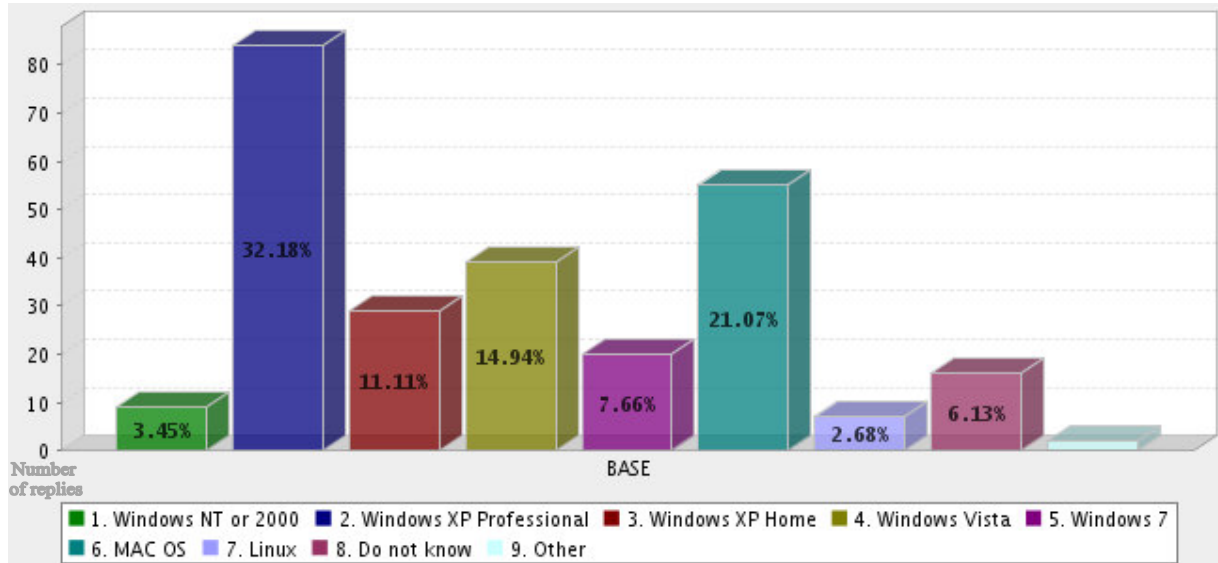


2011



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

2010



2011

