

Analysis of HallNet 2011 Survey

The annual survey of HallNet users took place from mid-May to early June. Advertising was by the monthly newsletter (HallNet News); a targeted email to HallNet users; notification on the PC Clinic Facebook Page; and digital signage in the ground floor of Haslegrave.

The response rate was 7.4% (408/5500), down slightly on last years 9%¹ (although up on 2009, 4%). The questions were changed, in structure, wording, and order this year, so direct comparison with 2010 survey was not possible.

Summary

The 2011 HallNet Survey revealed that awareness of the PC Clinic has improved this year, a result of moving to the ground floor in Haslegrave between the IT Services and CS flagship labs.

Generally the HallNet service received good reviews, and the assistance provided by the Clinic, ServiceDesk and Pit-Stop resolves all of the student problems. Mention was made by some students on the excellent speed of fixing ports.

There were a number of areas identified as requiring work:

Wireless: inability to deliver a wireless service in all halls, as promised to students this year, caused a negative impression of IT Services. There was also concern with stability in high volume areas (library and EHB).

Wired: stability was better in 2011, however the slow network during peak times came in for extensive criticism. Although IT Services are increasing the bandwidth in 2011/12, this may turn out to be a band-aid solution. Discussions with NetSec on how to manage bandwidth will be required.

Wifi Setup: this year, with CloudPath, has been much easier, but there were considerable problems with Blackberry and Android phones.

Printing: stability during peak demand, and awareness of remote printing (eg from halls, wifi) was poor

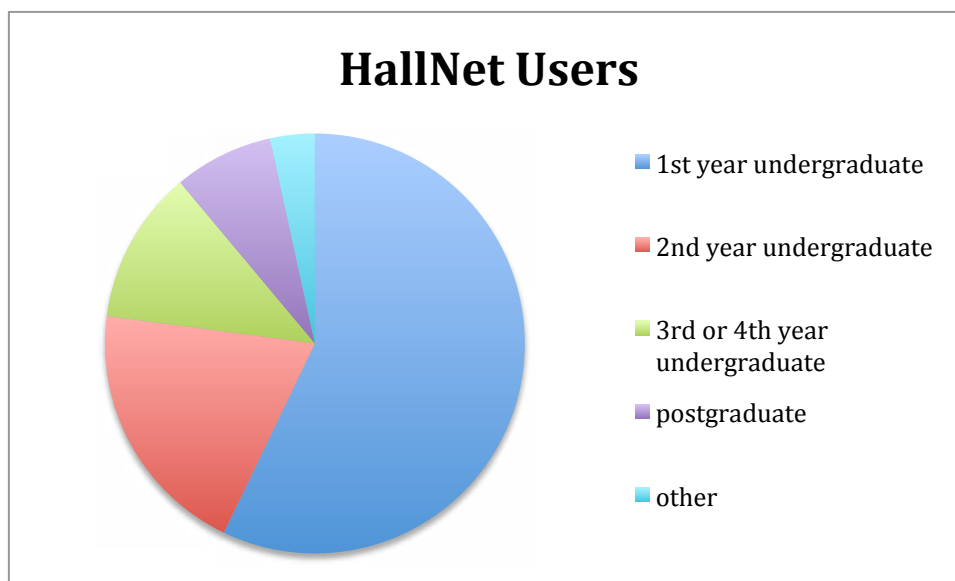
Software: high demand for MatLab, AutoCAD, and some Adobe products

Pit-Stop: concerns over speed and delivery of services

Hours: demand for weekends, particularly during peak periods, including exams

¹ Last years response rate (546/4700) may not have reflected the number of beds available in HallNet, which according to the Accommodation Service is 5500.

HallNet User Profile

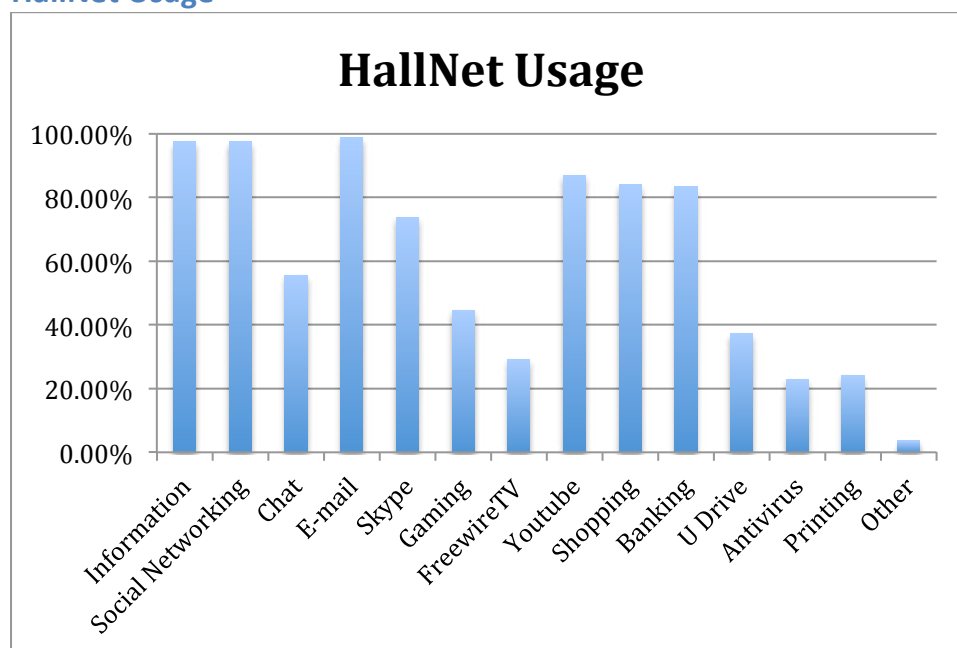


The majority of HallNet users are 1st or 2nd year undergraduates (77%), with most speaking English as their first language (84%).

Connection to HallNet was regarded as OK-very easy by 90% of users (compared to 64.9% in 2010), although knowledge of the HallNet support pages was poor (32% didn't know of them and 17% didn't use them, both are similar to 2010).

When deciding to come to Loughborough University, students do not consider the network as a major factor to stay in halls (not a factor: 44%; minor factor: 42%). These figures suggest students arrive expecting a network that is fast, stable, and 'just works'. These figures are similar to 2010.

HallNet Usage



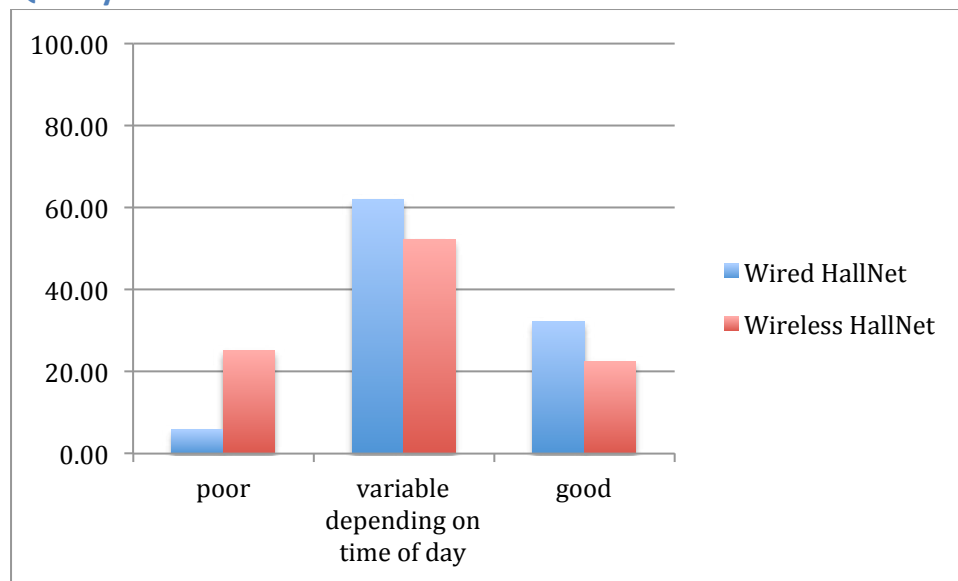
As expected, student use HallNet for social activities, study and email. We tried to push the U drive and Antivirus this year, so it is disappointing to see their low ratings (37 and

22% respectively). I'm less concerned with the antivirus, due to the high number PC Clinic visits for antivirus installation.

The 'Other' category included:

- VPN connections;
- downloading other IT software;
- gameplay (Steam, Xbox live, PS3 etc);
- torrenting;
- online backups.

Quality of Service



Most students are reasonably happy with the wired HallNet service, but the problems we've been experiencing with wireless (including rollout) is reflected in the high (25%) number of students who rated wireless as 'poor'.

Considering the wired connection, most (83%) rated the speed as average or better (86.4% in 2010).

Overall, 95% of respondents rated the HallNet service as average or better (90% in 2010).

General Comments on HallNet 2011

- Lack of wireless in some halls was annoying;
- stability of wired was better this year;
- Android wifi connection was very difficult;
- unhappy with peak time speed issues between the hours of 5pm-11pm. This was mentioned in 90% of the comments. Of the 400 respondents, 350 left comments.
- Expectation of wireless as part of their accommodation costs "There should be wireless in every hall - students pay enough for accommodation and should expect wireless as a minimum!"
- Appreciate our approach to gaming on the network "Any issues that arise are dealt with in a reliable fast way such as when the internet was completely lost earlier this semester. I also know of lots of friends at other universities who are not allowed to connect their games consoles to the internet and are limited to the amount of internet allowed per day, the fact that

Loughborough does not impose these restrictions is brilliant. The connection is very reliable and although at some times too slow for skyplayer streaming it is always fast enough for work and research. “

- Request for RDP connections “Sometimes slow at certain times of the day. Would it be possible to get a remote desktop connection so that you can use a Uni computer from hall? I don't mean one specific computer- I mean an RDP server with a bank of virtualised desktops to allow us to use Uni software, e.g. Matlab, from hall.”
- Appreciated our username/password dissemination “been able to gain access by having passwords in the room on entry to the university was a great touch, and very useful.”
- A number of comments about the wireless dropping out during peak usage times
- Having stayed in Halls for three of the four years I have been at Loughborough. I have found this year the worst in regards to internet usage / availability. I have encountered a number of times when I have not been able to access the internet on either the wi-fi or the LAN connection. At times I have also struggled with general use in that the internet was so slow, whether this be usage or people downloading. I have decided to move out of halls next year, with this being a contributing factor.
- Failure to deliver on services was a factor eg “Our halls never had wireless set up after we were told that it should be up after Easter. This was inconvenient over the year as I could only use the internet at my desk.”
- Many students identified that the speed issues became noticeable after Christmas, and noted the variability during the day.
- Wifi connections are reported as dropping out and having to go through the whole XpressConnect system again (noted by about 20 students)
- Identified that Blackberry users had particular problems connecting to Wifi.
- Problems with wireless signal dropping in halls and library (cf James France which was good) suggesting more AP's required.
- A number of reports that HallNet would frequently drop out for 20-30 minutes, do we have any records of these?

SERVICE : PC Clinic

Awareness of the clinic has improved with 99% of respondents being aware of the Clinic. Of the 37% of HallNet users (20% in 2010) who had been to the Clinic, 85% rated the response time as OK-very good (88.1% in 2010). This is likely to include those who logged calls through the PC Clinic for port repairs.

Service by the PC Clinic was rated as average-very good by 90% of users (identical to 2010).

Interestingly we had 10 more responses to how was the response time/service provided, than numbers of students who had used the PC Clinic.

SERVICE : IT Service Desk

Most students (98%) were aware of the IT Service Desk, and 32% of them had contacted the SD. Of those who had contacted the SD, 95% rated the response time ok-very good (87.8% in 2010), and 90% (93% in 2010) rated the service as average-very good.

SERVICE: IT Pit-Stop

Most students were aware of the IT Pit-Stop, with only 15% saying they didn't know about it. This is a continuing problem of service differentiation, although the different colour t-shirts (black=PC Clinic, Green=Pit-Stop) maybe helping.

Of those who used the Pit-Stop service (n=20), 70% rated the wait time as ok-very good (75% in 2010), although a concerning 30% said they were dissatisfied or very-dissatisfied with the wait time.

The service provided by Pit-Stop was rated as average-very good by 85% of respondents (88.5% in 2010), with 15% claiming it was 'very poor' (n=20).

Hours of Availability

Most students (83%) were either happy or had no view, concerning the current hours of 830am-530pm.

Comments on availability focussed on network downtime over the weekend, and concerns around exam/coursework deadlines. The suggestion that we provide limited support during these periods is something I feel we should investigate, this could be in conjunction with the library who are open 24/7 during exams. One student raised the point that they had connection problems after arriving at Freshers on the Friday, and so had to wait until Monday for help.

Depending on cost we could also look at a limited Saturday clinic.

Other Services We Provide

Wireless configuration

Students claim to have been unaware of the Cloudpath software (47% did not use it), and 43% finding it easy or reasonably easy to use.

I suspect that students may not have realised they were using the software when they set up their wireless, or had the PC Clinic do it for them.

A significant number of students commented that Android and Blackberry phones were very hard to set up.

Software Downloads

Awareness of software provided by IT Services is reasonable, with 70% of students aware of the downloads. Only 39% said that they had used the service.

Other programs requested by HallNet users: (note: there were a significant number of requests for Mac software equivalents)

- Matlab (42)
- AutoCAD (21)
- Kaspersky AV (5)
- Simplify NX installation, and " ...it doesn't work for Win7"
- Adobe Photoshop (32 (also DW)
- Various others, including eViews

Online Print Credits & Printing

Take up for the online print credits hasn't been high. We had 56% of respondents saying it was easy or somewhat easy to use, 5% saying it was difficult, and the remainder (39%) saying they hadn't used it.

Most (80%) students are not printing from halls, this included 14% unable to configure, and 12% who didn't know the service was available.

General Free Comments section

A general, anything else you'd like to get off your chest, section. I've grouped the comments into themes.

- Print Credits: Top-up less than £5 minimum - also advertising around campus says 3rd floor Haslegrave (library, maths centre etc) (4)
- Wireless coverage is poor (11)
- Connecting to printers was difficult and unreliable – lose mapping (10)
- Android / Blackberry phone connectivity to wireless (11)
- Speed of the network (7)
- Speed of Pit-Stop poor (3)
- Stability of print service during end of coursework periods