Information Technology - Feedback Survey

279 Responses
13:48 Average time to complete
Closed Status

1. Which of the following best describes your role?

- Academic: 77
- Administrative/Support: 66
- Management/Professional: 89
- Operation and Facilities Support: 18
- Technical Support: 22
- Other: 7

2. How would you rate the overall service provided by IT?

279 Responses
3.52 Average Rating

3. What is your preferred method to report issues, or request services from IT?
4. How satisfied are you with IT’s response to requests?

- Initial time to respond to your request
- Ability to fulfil your request quickly
- Total time to fulfil your request
- Communication while working on request
- Overall response to requests

5. Comments and feedback on IT response to requests

149 Responses

Latest responses
"Some rude responses"

6. How satisfied are you with IT’s response to incidents & issues?
7. Comments and feedback on IT response to incidents

Latest responses

126 Responses

"Usually very good for urgent issues but often reluctance to deal with th..."
8. Communication and Documentation

- Very Dissatisfied
- Dissatisfied
- Satisfied

Don't Use

- Documentation on IT web site & Knowledge Base
- Information about services IT provide (Service Catalogue)
- Communication about IT issues & incidents
- Communication about new services available
- Communication about planned work affecting services

9. Where do you mostly get your IT updates from?

- IT web page (http://www.reading.ac.uk):
  - 93
- IT Blog (http://blogs.reading.ac.uk):
  - 14
- IT Twitter (https://twitter.com/)
  - 11
- IT Forum. Termly briefing session:
  - 2
- Main University Staff Portal
  - 157
- In Brief monthly e-mail newsletter:
  - 98
- Other
  - 33
10. Comments and feedback on Communication and Documentation

87 Responses

Latest responses

"Could be better"

"Don't usually have time to be looking at web pages, etc. Assume that if …

11. Desktop Support

Very Dissatisfied  Dissatisfied  Satisfied

Don't Use

New computer installation

Standard Windows installation for Staff provided by IT

New software installation

Support for Microsoft Windows computers

Support for Linux computers

Support for mobile devices (Phones & Tablets)

12. Comments and feedback on Desktop Support

68 Responses

Latest responses

"Generally excellent"

"Good knowledge and helpful"

13. Data Storage

Very Dissatisfied  Dissatisfied  Satisfied

Don't use
14. Comments and feedback on Data Storage

Latest responses

79 Responses

"More support/information required for onedrive and a general push tow…
"Not really very clear on where best to store my own documents."
15. How does IT meet your needs on the following

- Lecture Theatre IT & AV facilities
- PC teaching lab facilities
- Software provision
- Printing
- Video Conferencing
- Meeting room IT & AV facilities
- Collaboration tools

16. Overall service provided by IT
Quality and reliability of service

Delivery of promised services in a timely basis

Help provided in using technology effectively

IT services provided are appropriate and valuable to your work

Ability to provide new or enhanced services when required

17. Comments and feedback on overall service provided by IT

Latest responses

93 Responses

"Thank you for all your hard work"

"Re using technology effectively; I tend to muddle through and am sure t…

18. Which of the following hardware do you use at work?

19. Which of the following operating systems do you use at work?
20. Any further comments, feedback or suggestions?

**Latest responses**

72

"More support required for setting outlook up on mobile devices"

"Training in the use of the iPad"

21. Are you aware of the following services offered by IT?

IT web page www.reading.ac.uk/it

IT service desk https://uor.topdesk.net

Office 365 - OneDrive, Forms, Delve, Sway https://www.office.com

Skype for Business http://www.reading.ac.uk/internal/its/services/skype.aspx
22. Would you be happy for IT to contact you to discuss any issues you have raised? If so, please enter your e-mail address below

95 Responses