

ICT Student Survey 2009

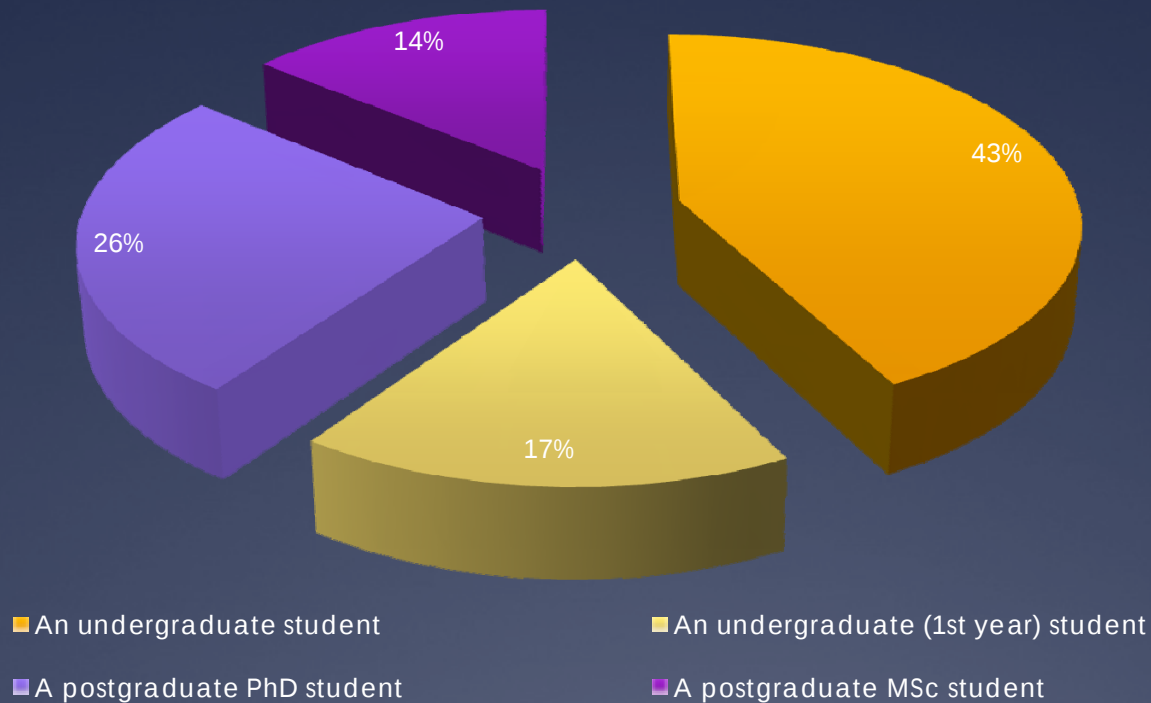
Without students there wouldn't be a university
Without ICT they wouldn't be able to work

So what do the students really think of ICT...?

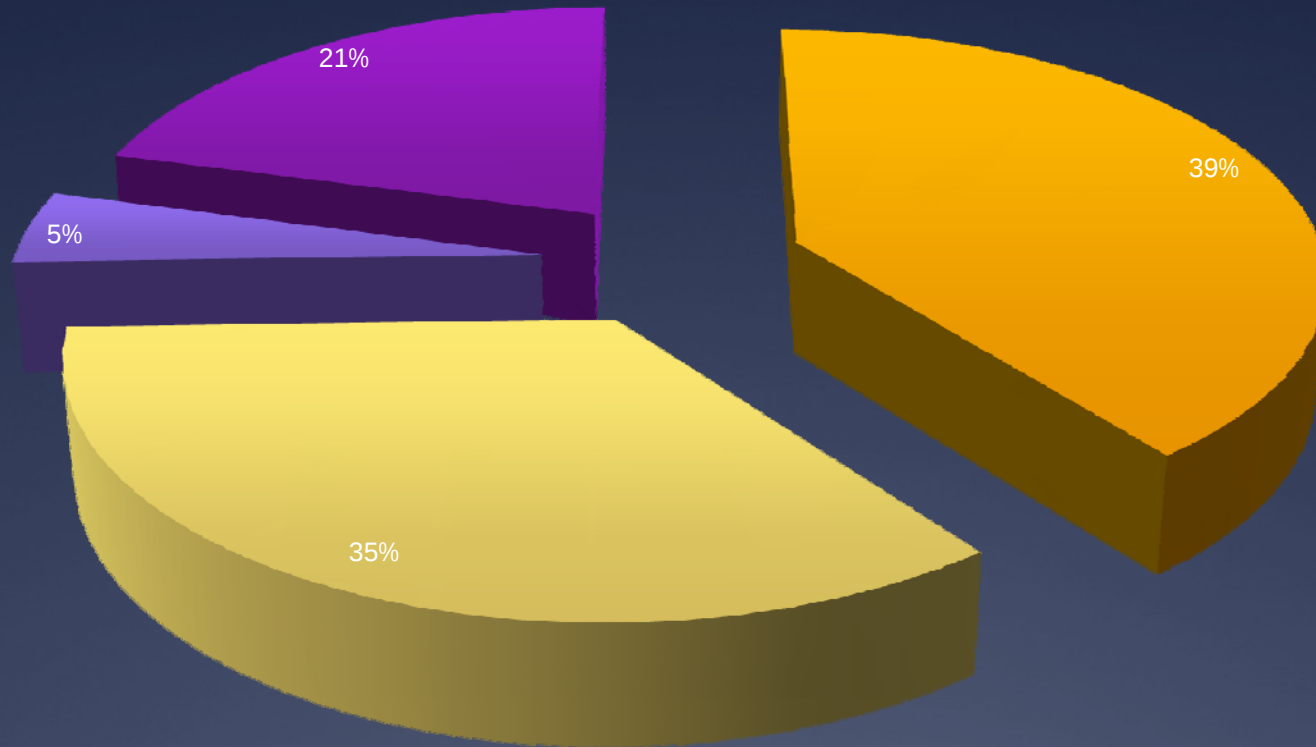
Success of the Survey

- * Over 2,000 responses
- * Over 55,000 words of free text, creating over 4,500 comments and suggestions
- * An impressively positive overall satisfaction with ICT

Who Responded? – Student Status



Who Responded? - Faculties



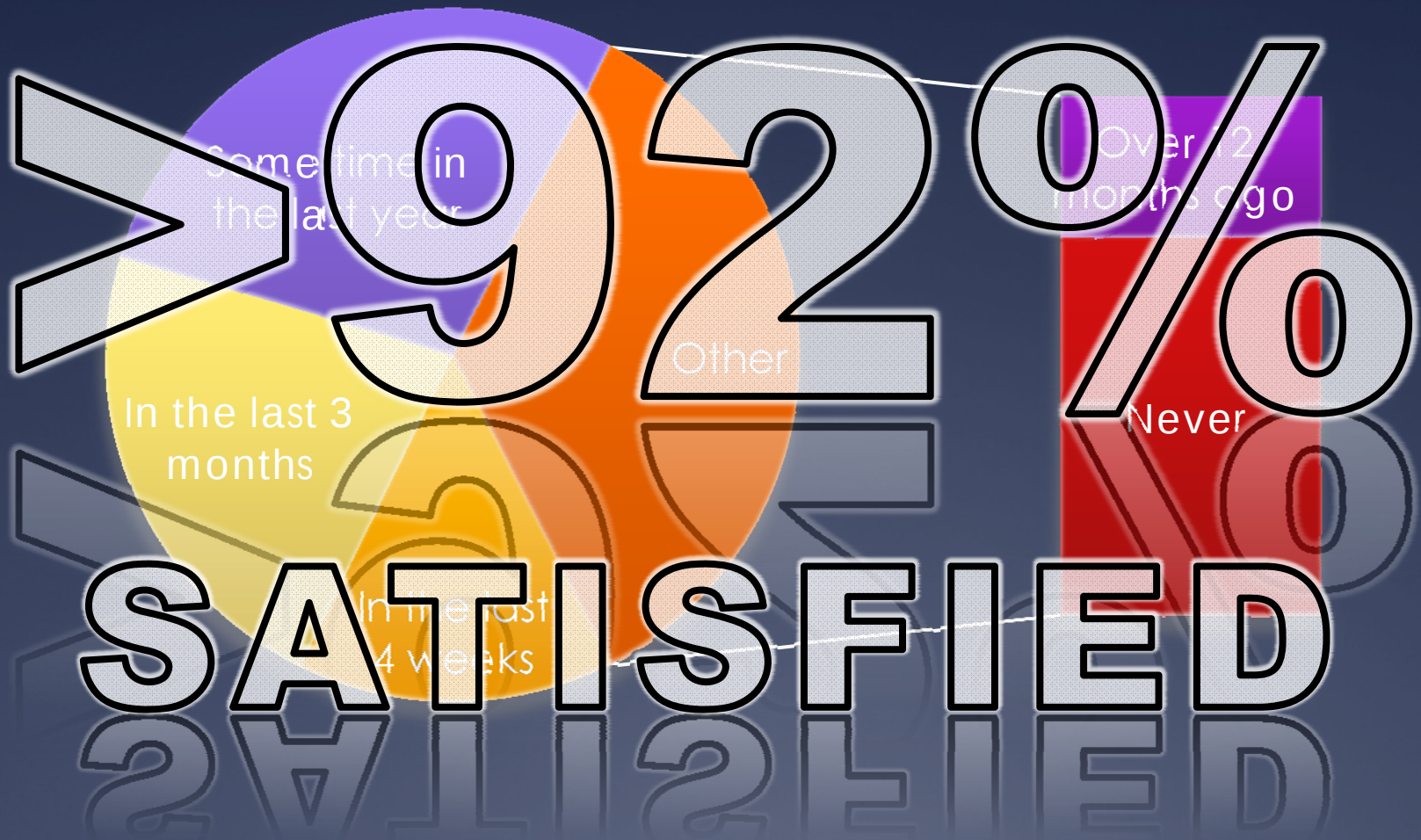
■ Engineering

■ Natural Sciences

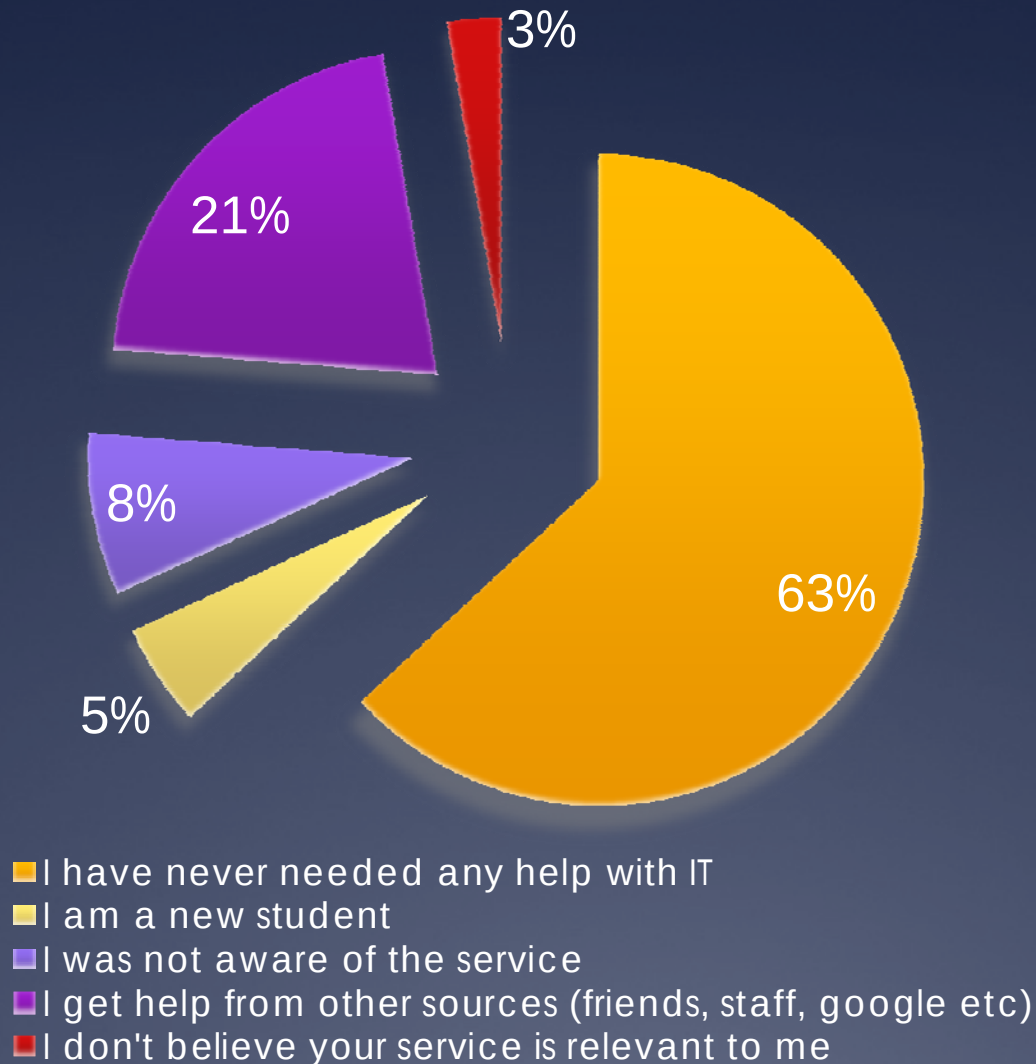
■ The Business School

■ Medicine

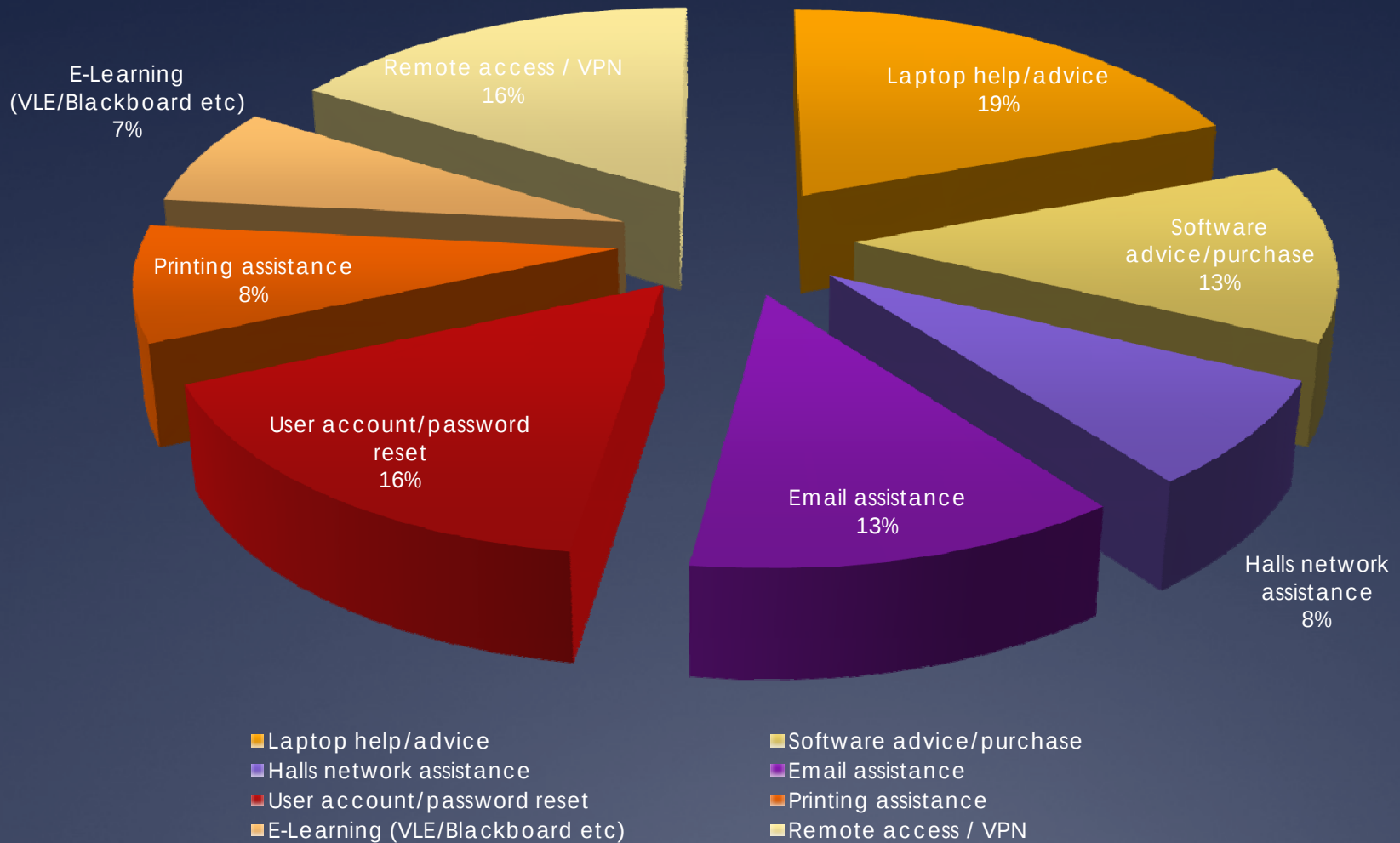
Do all students use ICT?



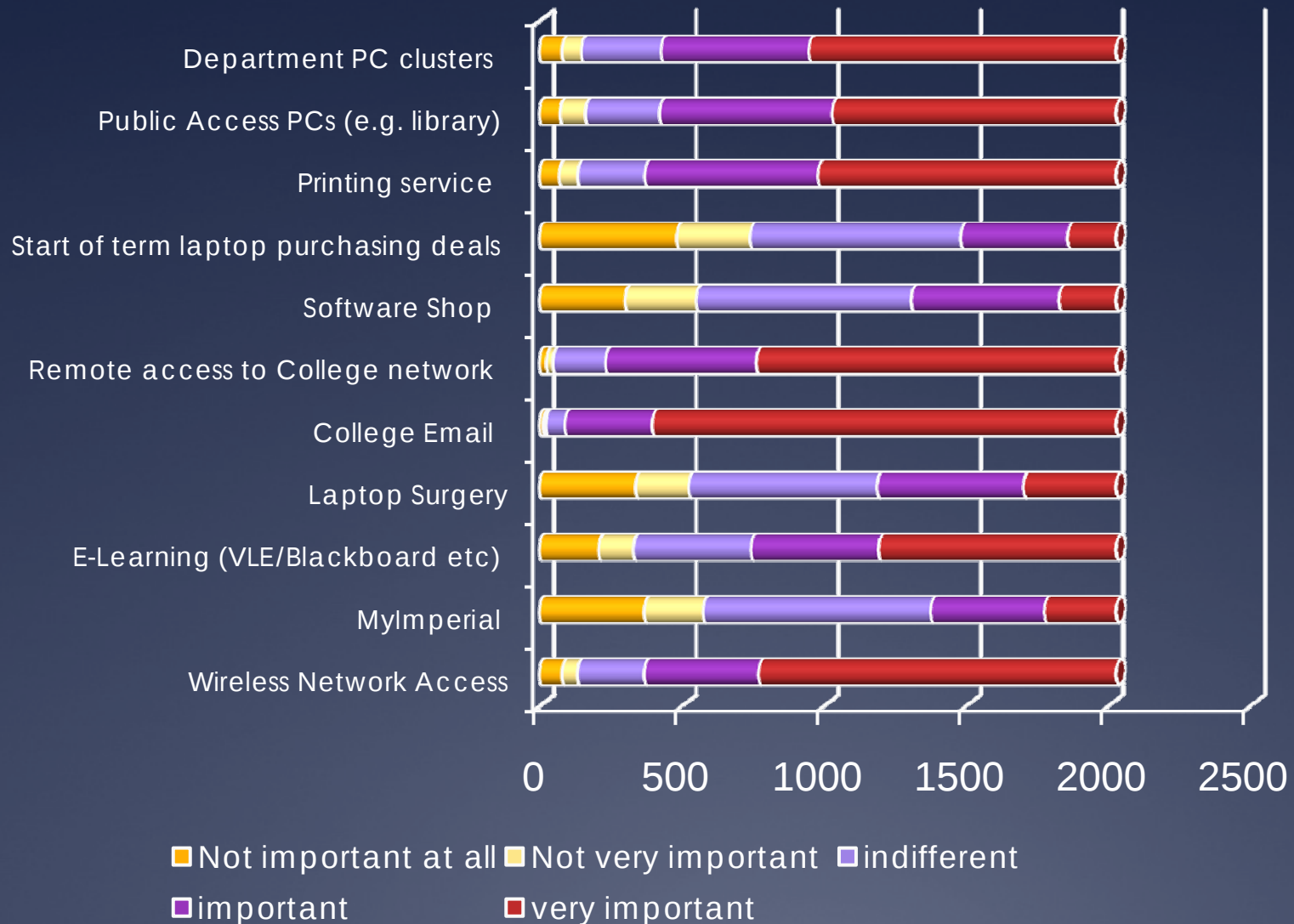
Why haven't some used ICT?



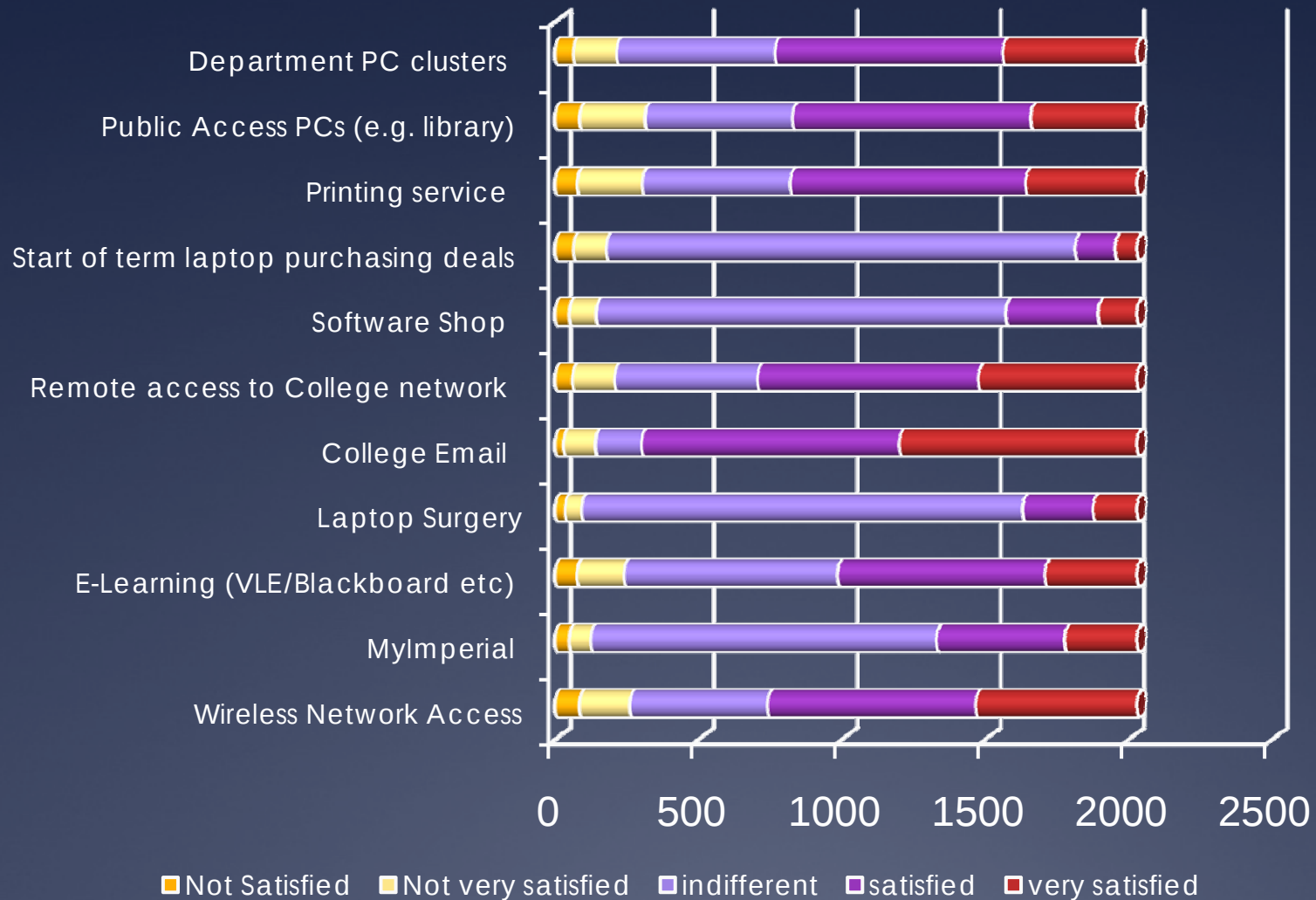
Why contact ICT?



Importance of ICT Services



Satisfaction with ICT Services



Top 3 – importance/satisfaction

* MOST Important

- * College Email
- * Wireless Access
- * Printing Service

* MOST satisfied with...

- * College Email
- * Remote Access/VPN
- * Wireless Access

* LEAST important

- * Laptop Purchasing Deals
- * MyImperial
- * Software Shop

* LEAST satisfied with...

- * Public Access PCs
- * Print Service
- * Wireless Access