Information Services
Study Bedroom Service Annual Survey 2014/2015
Report and Analysis

Executive Summary

4,864 study bedrooms were occupied at the time of the survey. The 644 completed questionnaires represent 13% of all residents – doubling the number respondents taking part in the survey this year. This year has also seen a doubling of comments sharing feedback and identifying improvement opportunities.

The extension to the wireless network into study bedrooms in 2012 resulted in a fall in registered devices for that year a trend that has continued with fewer than half of students taking part in the survey stating they have used the wired connection. 99% on the other hand say they have accessed the wireless network from their bedroom. Around three quarters said they had pre-configured their device to work on the wireless network prior to arrival (using the information provided).

Satisfaction with this year’s documentation has increased with nearly 90% of students rating clarity 7 or above.

Peer support, the web pages and the service desks proving popular as a means of addressing study bedroom issues.

Students who have requested feedback are being contacted direct by the SBS team.
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1. **Background**
   The annual Study Bedroom Service (SBS) survey is now in its twelfth year.

2. **Overview**
   The annual survey invites feedback from students living in study bedrooms in various locations around the Canterbury campus – questions principally address SBS support services.
3. **Objective**
The annual survey is an integral part of the continuous quality monitoring process undertaken by IS. Feedback helps shape change in working practices by focusing attention on the current demands and expectations of study bedroom customers. Results and action plans are used to help bring about improvements to both the management of services and their delivery.

4. **Methodology**
The survey is web-based using the Bristol Online Survey (BOS) software. Although paperless, students needing help to complete the survey are encouraged to telephone Helpdesk.

5. **Communication**
SBS email listings and on-line announcements are used to promote the survey.

6. **Incentive**
Students happy to submit their names are entered into a draw to win one of two book tokens to the value of £20 each.

7. **Responses**
644 students completed questionnaires this year (last year 330) which included 1,052 comments (last year 524). For many years high response rates were seen as an important indicator of survey quality. Studies conducted in recent years are challenging these presumptions. Examples include a study by Holbrook et al. (2005) which assessed whether lower response rates are representative of a sample by examining the results of 81 national surveys with response rates varying from 5% to 54%; they concluded that surveys with much lower response rates were only minimally less accurate. Visser et al. 1996 notes there are some striking instances in which notably lower response rate surveys were more accurate than much higher response rate competitors.

8. **Main Themes**
   I. Performance
   II. Documentation
   III. Support services
   IV. General and specific feedback

9. **Data Type**
   I. Demographic (name of residence)
   II. Numerical rating scales – user ascribed
   III. Closed questions (yes/no)

10. **Survey Characteristics**
    I. Launch 26 January, closed 8 February 2015
    II. Questions build on previous survey data for comparison. Students invited to share their opinions in optional comment boxes
    III. Students invited to identify improvement opportunities
    IV. Students can request feedback on specific comments
11. **Ranking**
Ratings represent the ‘mean ranking’ (generated by the BOS software). The rankings help IS to monitor any improvement or deterioration in satisfaction levels year-on-year.

<table>
<thead>
<tr>
<th>Question</th>
<th>Ranking 2011/12</th>
<th>Ranking 2012/13</th>
<th>Ranking 2013/14</th>
<th>Ranking 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied are you overall with the service provided by SBS network?</td>
<td>8.1</td>
<td>8.0</td>
<td>8.0</td>
<td>7.8 (↓)</td>
</tr>
<tr>
<td>Satisfaction with SBS wired connection speeds</td>
<td>7.9</td>
<td>8.1</td>
<td>8.3</td>
<td>8.0 (↓)</td>
</tr>
<tr>
<td>Satisfaction with SBS wireless connection speeds</td>
<td></td>
<td>7.1</td>
<td>7.2</td>
<td>7.0 (↓)</td>
</tr>
<tr>
<td>Get Connected (Canterbury 2012/13)</td>
<td>7.7</td>
<td>8.1</td>
<td>8.2</td>
<td>8.3 (↑)</td>
</tr>
<tr>
<td>Clarity of instructions helping to connect</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Satisfaction with wired games console service (new question 2014/15)</td>
<td></td>
<td></td>
<td></td>
<td>7.5</td>
</tr>
</tbody>
</table>

12. **Analysis**
4,864 study bedrooms (last year 4,655) were occupied at the time of the survey. The 644 completed questionnaires (last year 330) represent 13% of the residents. 734 active wired devices are registered on the network this year (down from 917 last year and 2,979 devices the year before) – this figure includes 106 game consoles (75 last year). This means the trend that was seen last year with the installation of wireless into study bedrooms continues with the majority of devices connecting via the wireless network.

Students are asked to rate their overall satisfaction with the study bedroom service – 83% rated satisfaction 7 and above (the same percentage as last year). The percentage of students dissatisfied (rating dissatisfaction 3 and below) 3% (the same percentage as last year). A slightly higher percentage of students rated satisfaction a 4 or 5 this year. [Overall ranking this year 7.8 - last year 8.0]

I. **General user information**

a. **Home EU and international students** – 56% of respondents identified themselves as Home (UK) students (up from 54%). 16% (down from 17%) identified themselves as Home (EU). The remaining 28% identified themselves as International students (last year 29%).

According the 2010/11 Equality and Diversity Report the proportion of students coming from overseas (non-EU) was forecast to rise by around 1% year-on-year. The same report cited Kent at the sector median although Kent had a lower proportion of International students than most 1994 Group and Russell Group institutions.

II. **Performance**
Prior to academic year 2011/12 the vast majority of students living in study bedrooms were only been able to connect to the network using a wired connection. With increasing numbers of students bringing mobile devices to University the decision was taken in 2012 to extend the wireless network to student accommodation.

a. **Study bedroom wireless connection** – 99% (last year 95%) have accessed the wireless network from their study bedroom. 70% (same...
percentage as last year) rated satisfaction with their connection speed 7 and above. Dissatisfaction is slightly up this year with 9% rating satisfaction 1, 2 or 3 (last year it was 8%).

The open comment box in this section of the survey generated over 500 responses. Many praise the service for its speed and ease of connectivity while others are unhappy about dropped connections which make using services like Skype and FaceTime difficult. [Overall ranking this year 7.0 – last year 7.2].

b. **Study bedroom wired connection** – 52% of students responding to the survey (last year 70%) say they have connected to the network using a wired connection. Among these students 84% (88% last year) rated satisfaction with their connection speed 7 and above. The open comment box in this section generated over 200 comments mostly praising the service (speed and reliability). A small proportion of students report the service not working for them. [Overall ranking this year 8.0 - last year 8.3].

### III. Documentation

a. **Clarity of instructions in booklet (Get Connected 2014/2015)** – while 87% (up from 85 % last year) rated clarity 7 or above many of the shared comments suggest the booklet is not read by everyone. Those that have read it describe it as helpful. [Overall ranking this year 8.3 - last year 8.2]

b. **Get Connected video** – 27% (up from 25%) said they had viewed the video and found it useful.

c. **Configure Kent wireless prior to arrival** – 73% (up from 56%) of respondents said they had configured their device to work on the wireless network prior to arrival.

### IV. Study bedroom support

Students needing support to connect to the network were invited to share how the help was obtained and to rate satisfaction with the help they received.

<table>
<thead>
<tr>
<th>Support type and number of students</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussed with friend x 418</td>
<td>63%</td>
<td>34%</td>
<td>3%</td>
</tr>
<tr>
<td>Telephone x 274</td>
<td>18%</td>
<td>75%</td>
<td>7%</td>
</tr>
<tr>
<td>Email x 300</td>
<td>38%</td>
<td>58%</td>
<td>4%</td>
</tr>
<tr>
<td>IT Service web pages x 350</td>
<td>58%</td>
<td>37%</td>
<td>5%</td>
</tr>
<tr>
<td>Library &amp; IT supper desk (in person) x 366</td>
<td>56%</td>
<td>40%</td>
<td>4%</td>
</tr>
<tr>
<td>Park Wood helpdesk (in person) x 264</td>
<td>21%</td>
<td>75%</td>
<td>4%</td>
</tr>
</tbody>
</table>

The students were asked to share their feedback on how support could be improved. Shared feedback included awareness that many new laptops no longer have an Ethernet port; increasing the number of ports to allow students which more than one device to connect (hand held consoles cannot connect); increasing wireless speed to facilitate Skype and FaceTime; and better promotion of network status live pages.
V. Game Console service
Around a quarter of those responding to the survey (163 students) say they are aware of the wired games console service. Of these 77 say they have connected their games console to the network using a wired connection; and 72% rated satisfaction 7 or above. Shared comments about the service include the desire to have access to more than one port to enable both gaming and internet access at the same time. [Overall ranking this year 7.5]

VI. Additional Information
a. Printers – 32% (down from 43% last year) said they are using a personal printer in their room.

b. Managing with wireless only – 46% (up from 42% last year) said they felt they could manage with just a wireless connection and 27% said they wouldn’t be able to manage (down from 36% last year) and 27% said they might be able to manage.

13. Comments
A. Satisfaction with wireless network (517 comments) – on a positive note speed and ease of connectivity praised but criticism about dropped connections causing problems for students trying to Skype and FaceTime friends and family.

B. Satisfaction with wired network (213 comments) – mostly praise for speed and reliability but some shared feedback from a minority of students who are unable to get a network connection.

C. ‘Getting Connected’ booklet (118 comments) – comments from those who have accessed the publication include how helpful it is, but a high proportion of students said they had not received or read the booklet.

D. Support - suggested improvements (120 comments) – shared feedback includes increasing wireless speeds (for stability) because new laptops no longer have an Ethernet port.

E. Games Console service (19 comments) – disappointment that only one Ethernet port is available limiting students to connecting only one device to the wired network at a time.

F. General feedback (65 comments) – duplication of shared comments both positive and negative as expressed in other areas of the survey.
## 14. Action plan

### Section 1: Wireless network

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eduroam Wi-Fi constantly drops out/disconnects for some users.</td>
<td>Encourage students to report frequent disconnections as and when they happen, so support staff can investigate the cause on a case by case basis. There are many reasons why frequent disconnections can occur from faulty user hardware and buggy software to electrical interference from nearby sources and these all need to be investigated and ruled out as the cause.</td>
<td>Study bedroom support</td>
<td>Ongoing</td>
<td>In Progress</td>
</tr>
<tr>
<td>Eduroam Wi-Fi is slow for some users, often reaching peak slowness during the evening from 5pm, causing particular problems for students using Skype and FaceTime style applications.</td>
<td>Investigate the cause of the slowness in the evenings by placing monitoring systems on the network near to the students.</td>
<td>Networks and Operations</td>
<td>Summer 2015</td>
<td>In Progress</td>
</tr>
</tbody>
</table>

### Section 2: Wired network

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not enough wired ports in the room to connect more than one device to the wired network.</td>
<td>Some rooms have two network sockets but we only enable one for data. Where there is a need for an extra socket we can look at enabling the second socket for data.</td>
<td>Networks</td>
<td>Summer 2015</td>
<td>Not started</td>
</tr>
</tbody>
</table>

### Section 3: Support and documentation

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile phone instructions not clear for some versions of the Android OS.</td>
<td>Check all mobile phone instructions to ensure they are still correct.</td>
<td>Study bedroom support</td>
<td>Summer 2015</td>
<td>In Progress</td>
</tr>
<tr>
<td>Self-help information on the website is lacking.</td>
<td>Review the study bedroom website to see what self-help information can be provided.</td>
<td>Study bedroom support</td>
<td>Summer 2015</td>
<td>In Progress</td>
</tr>
</tbody>
</table>
## Section 4: Games console service

<table>
<thead>
<tr>
<th>Issue</th>
<th>No</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Games consoles are not able to connect to the Wi-Fi network Eduroam.</td>
<td>4.1</td>
<td>Games console won’t connect to Eduroam due to the enterprise level encryption used on Eduroam. Where a room has two network sockets we can look at enabling both sockets for data allowing two devices to be connected at the same time to the wired network.</td>
<td>Campus Support, Operation and Networks</td>
<td>Summer 2015</td>
<td>Not started</td>
</tr>
</tbody>
</table>

## Section 5: General

<table>
<thead>
<tr>
<th>Issue</th>
<th>No</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some students are reluctant to contact us with issues and wait until the survey to raise these issues.</td>
<td>5.1</td>
<td>Send periodic communications to students during the autumn term once they are settled in, requesting feedback on the study bedroom network service. This will allow us to fix any problems earlier rather than waiting until the survey which runs at the start of the spring term. This will build on the existing communications we send around start of year and soon after, to prompt reporting of issues which we can then rectify, hopefully overcoming customer reluctance to report issues.</td>
<td>Study bedroom support</td>
<td>Autumn term 2015</td>
<td>Not started</td>
</tr>
<tr>
<td>Wireless interference can degrade service</td>
<td>5.2</td>
<td>Develop a detailed communication plan to highlight what students can do themselves to improve the service by reducing interference from various devices; encouraging peers to do so, and being aware that e.g. microwave ovens can interfere.</td>
<td>IT Service Desk manager</td>
<td>Autumn term 2015</td>
<td>In progress</td>
</tr>
</tbody>
</table>