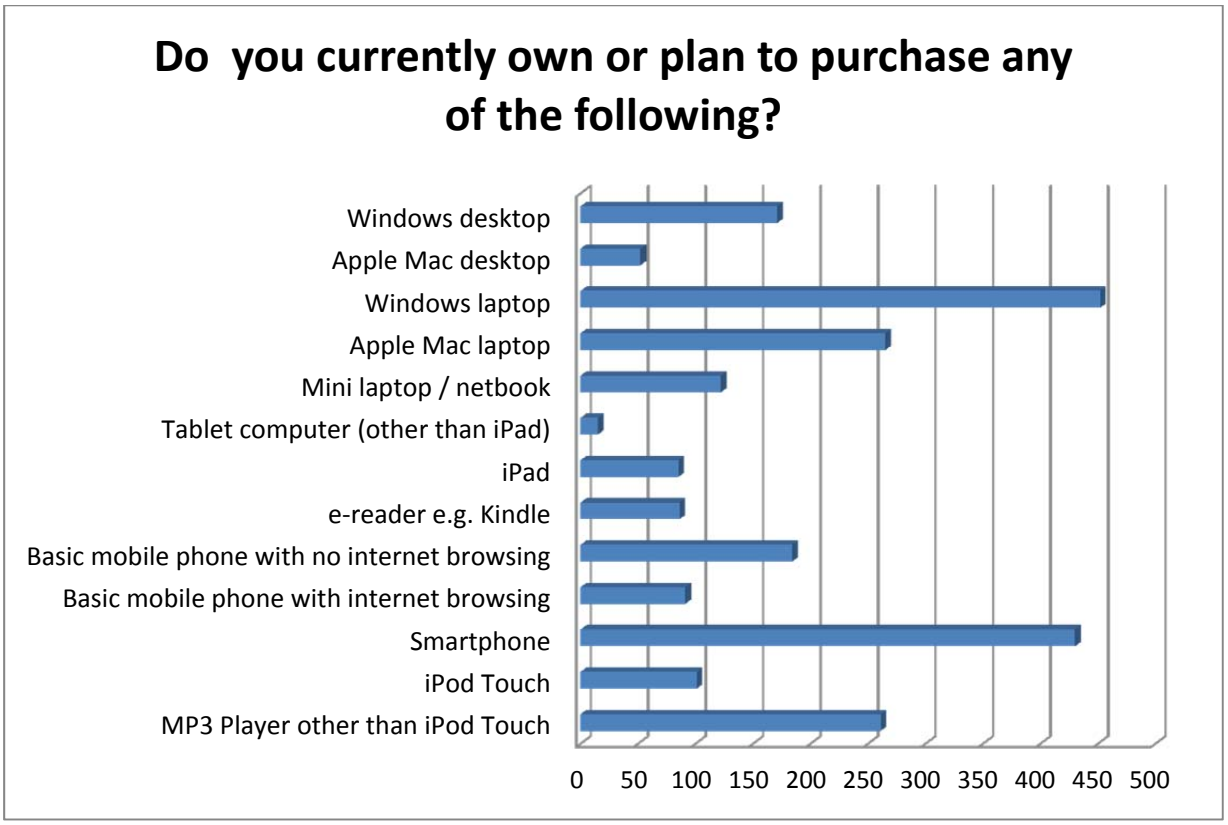
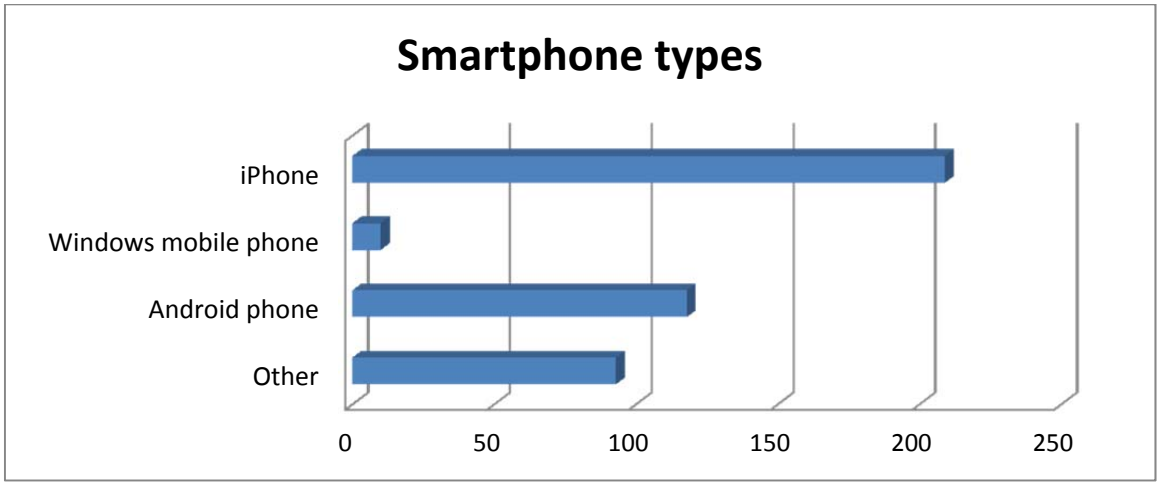
G: Computing

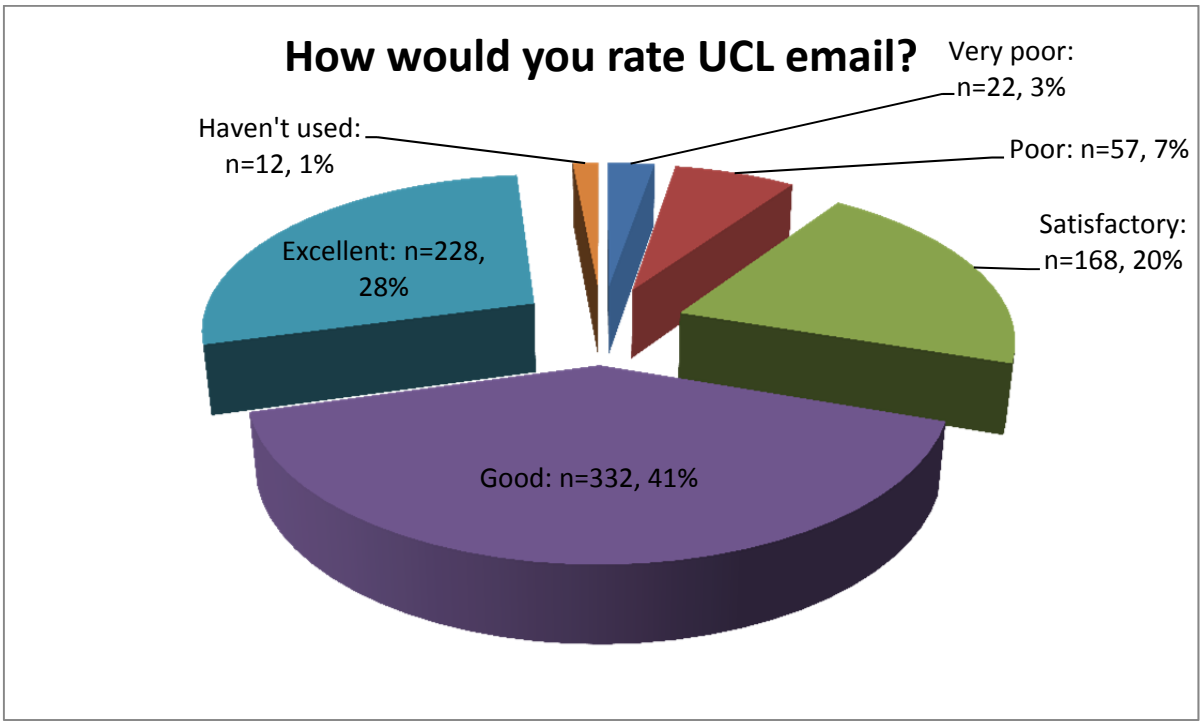
Of the 819 students questioned, a large proportion own or plan to purchase a desktop computer (223 students) and/or a laptop (717 students). Over half of respondents own a Smartphone (430 students), 362 students own an iPod Touch or other MP3 player and 100 students own an iPad or other tablet computer.

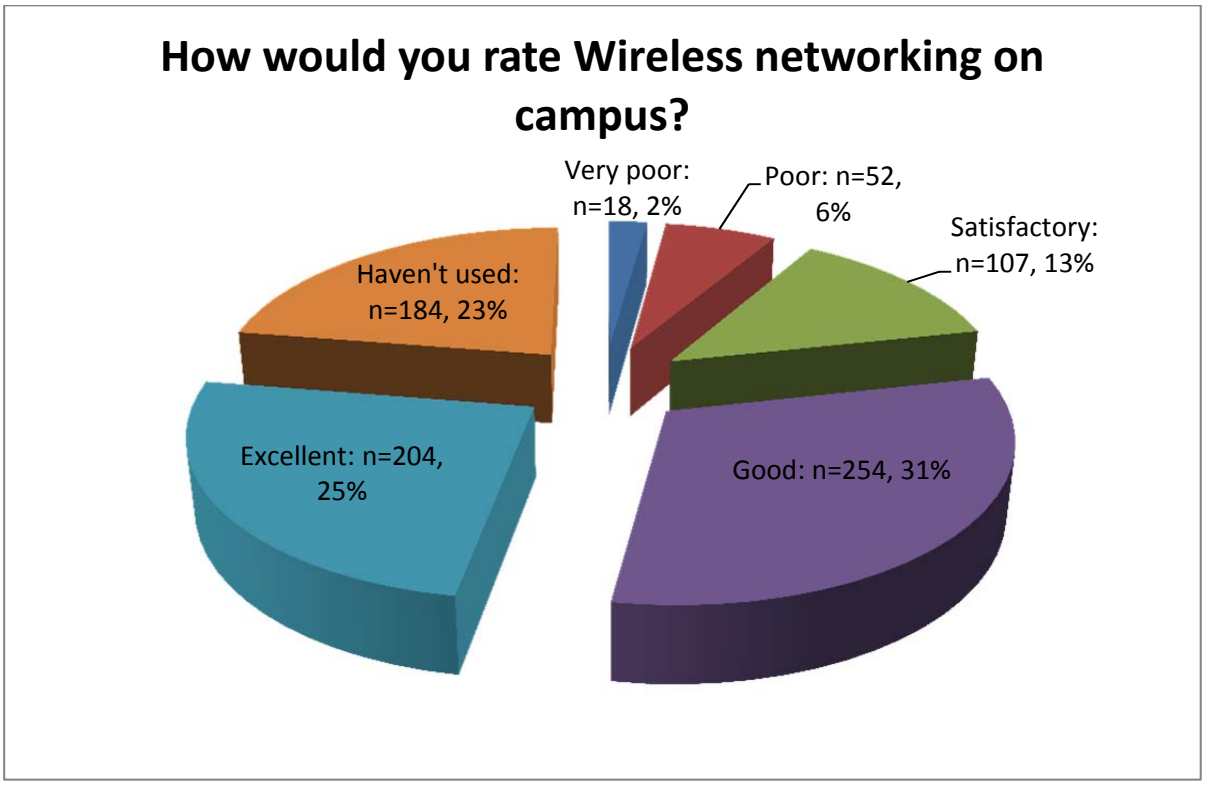


Of the 430 students who own Smartphones, just under half (203 students) own an iPhone and just over a quarter (118 students) own an Android phone.

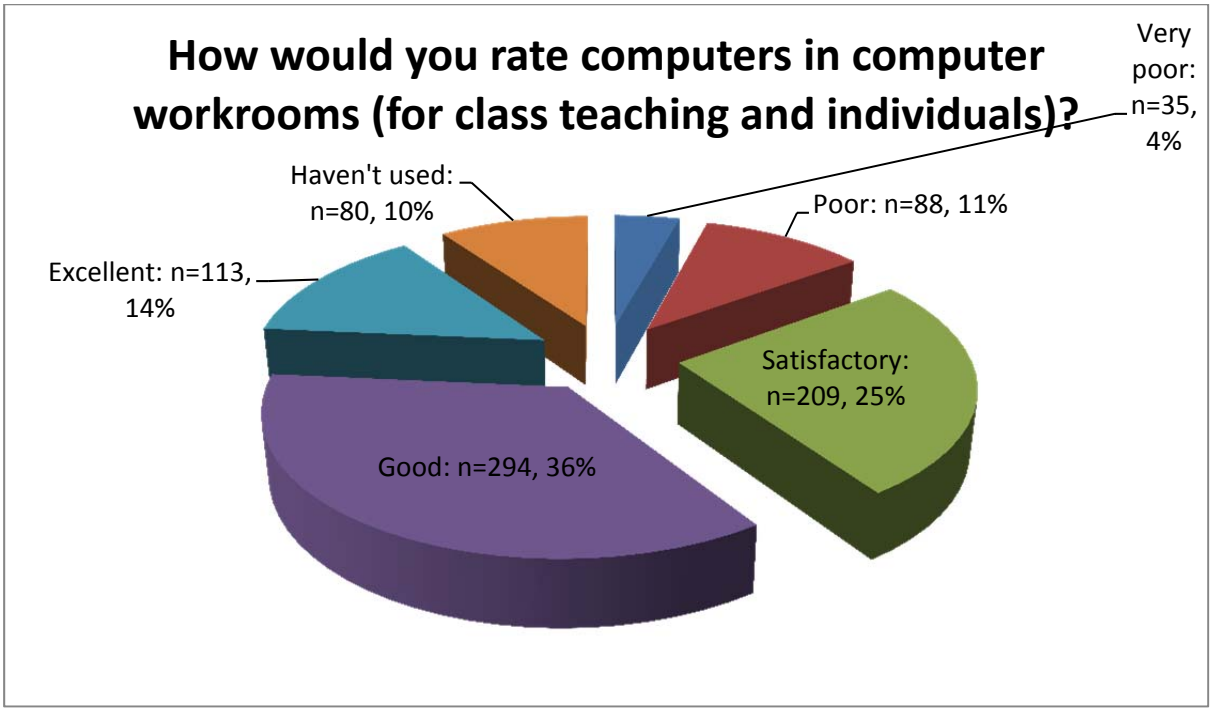


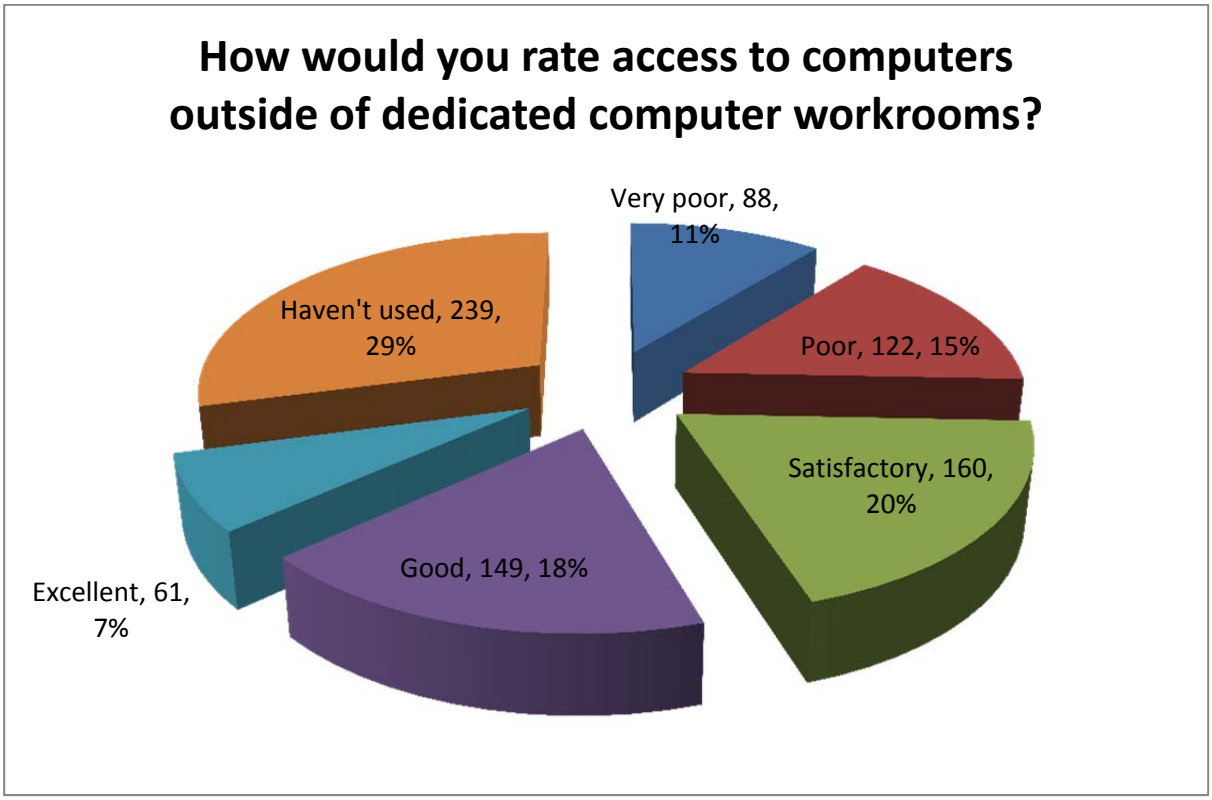
The majority of students (89%) rated UCL's email service as 'Satisfactory' or better and 69% of respondents rate UCL's Wireless networking on campus as 'Satisfactory or better, with 23% of students never having tried it.



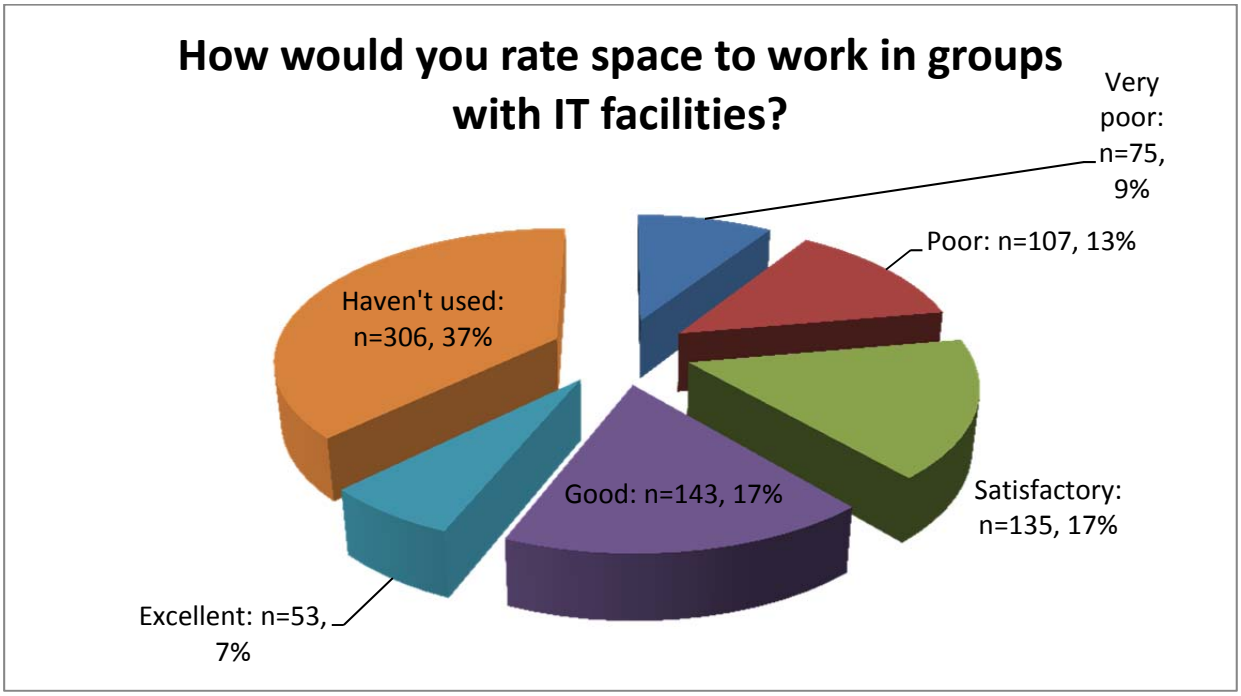


The majority of students (75%) rated UCL's computers in computer workrooms for teaching as 'Satisfactory' or better, with 10% never having used them. Only 45% of respondents rated access to UCL's computers outside of dedicated computer rooms as 'Satisfactory' or better, 26% percent felt access to these computers were 'Poor' or 'Very poor', and 29% hadn't tried to use computers outside of dedicated rooms.

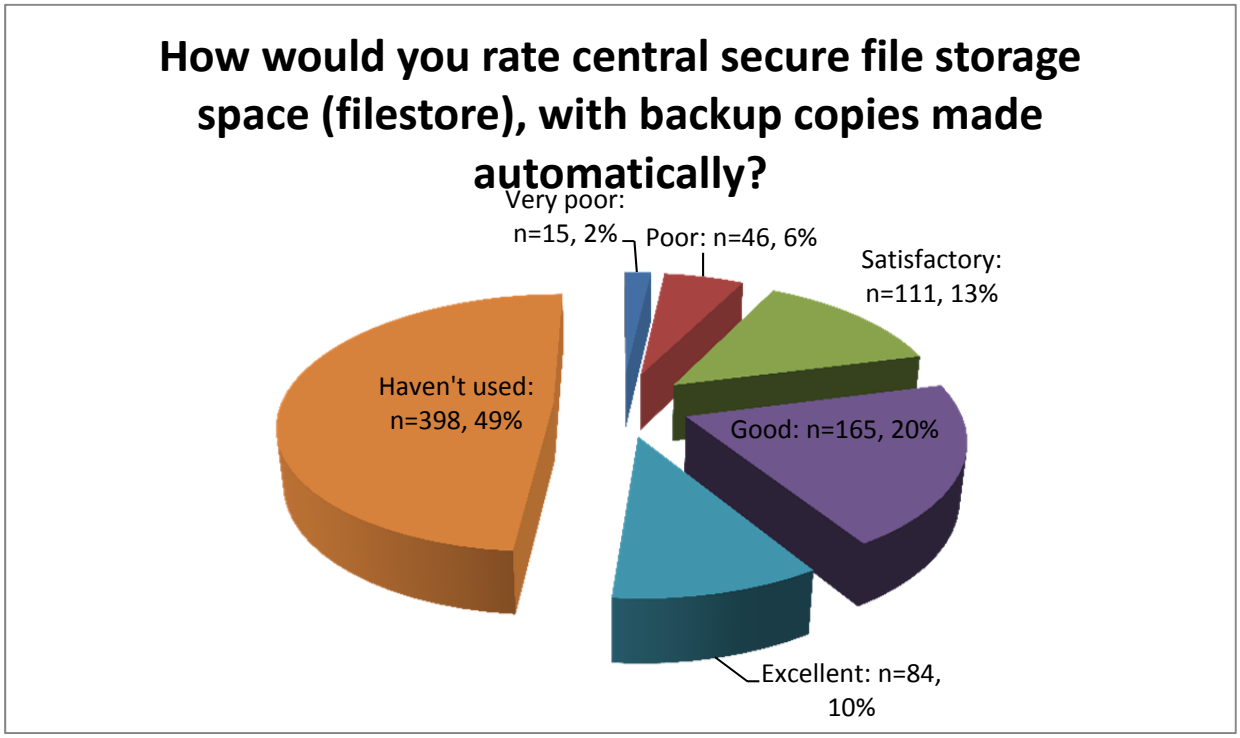




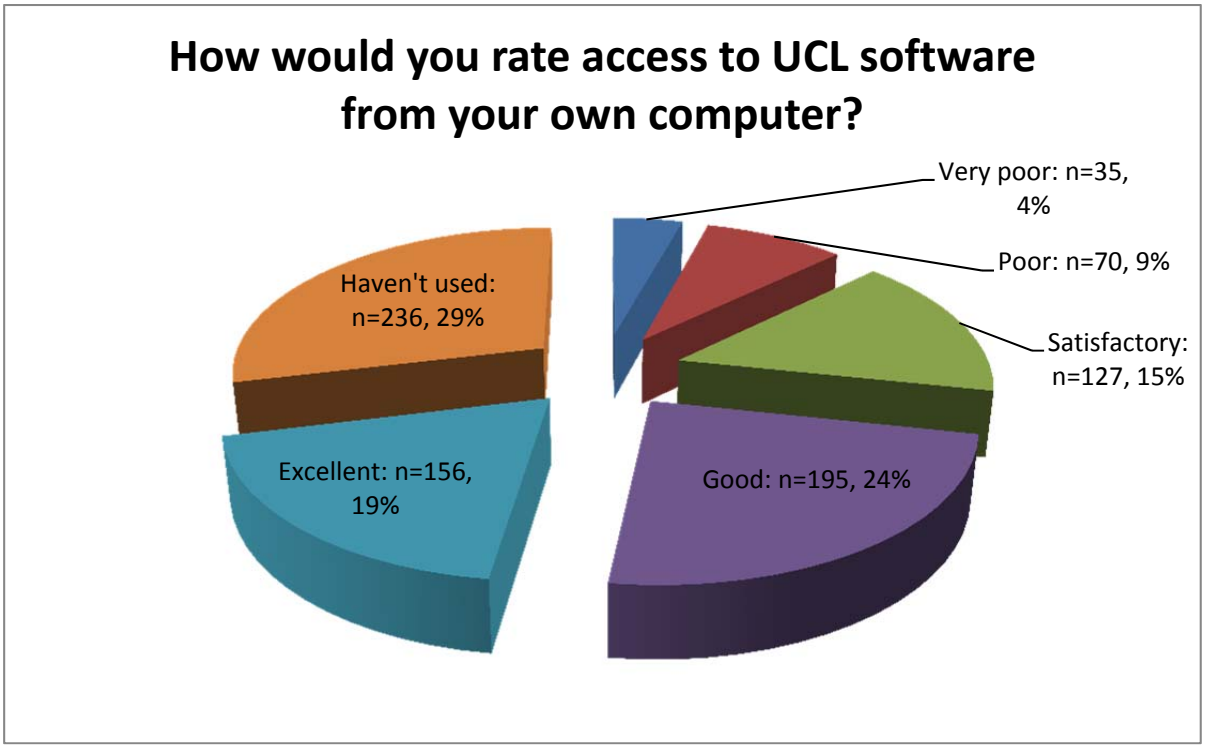
41% of respondents rated the space to work in groups with IT Facilities as 'Satisfactory' or better, with 37% never having used such space.

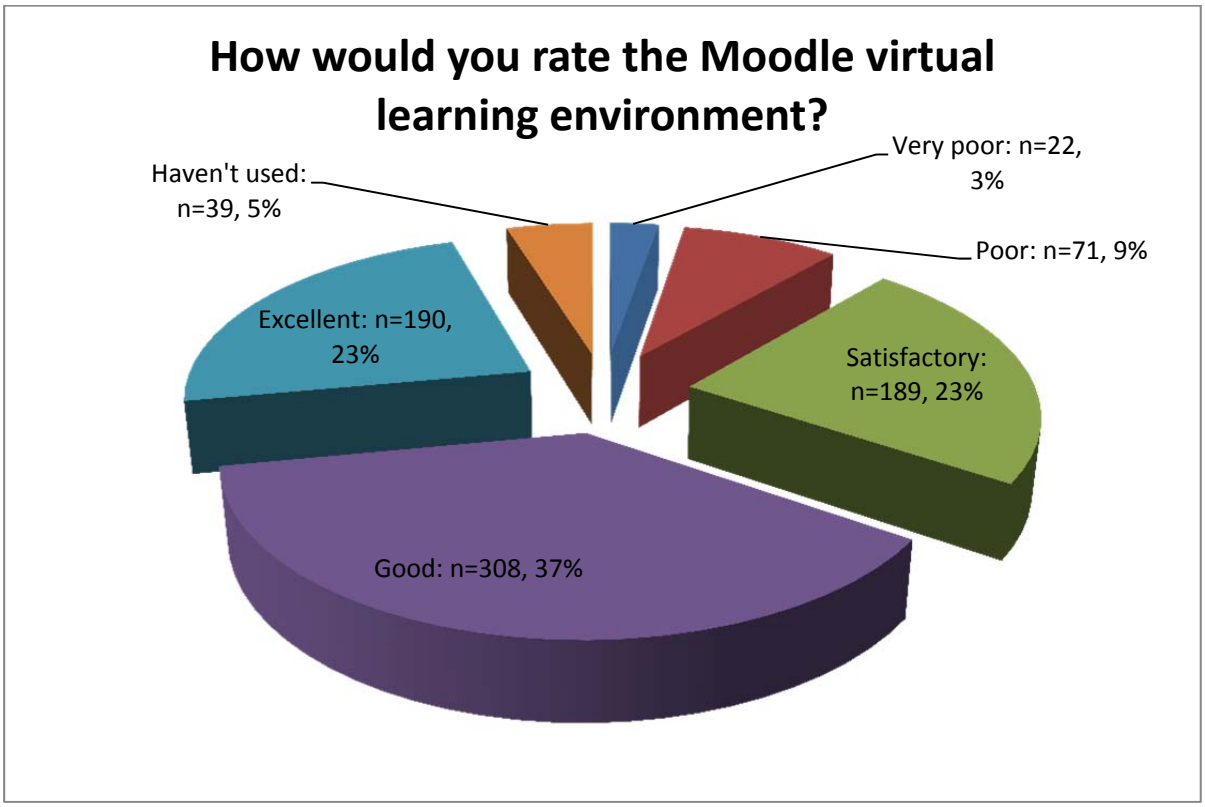


Just over half of respondents (51%) used UCL's central secure file storage space. Of those who did use this facility, nearly all respondents rated it as 'Satisfactory' or better.

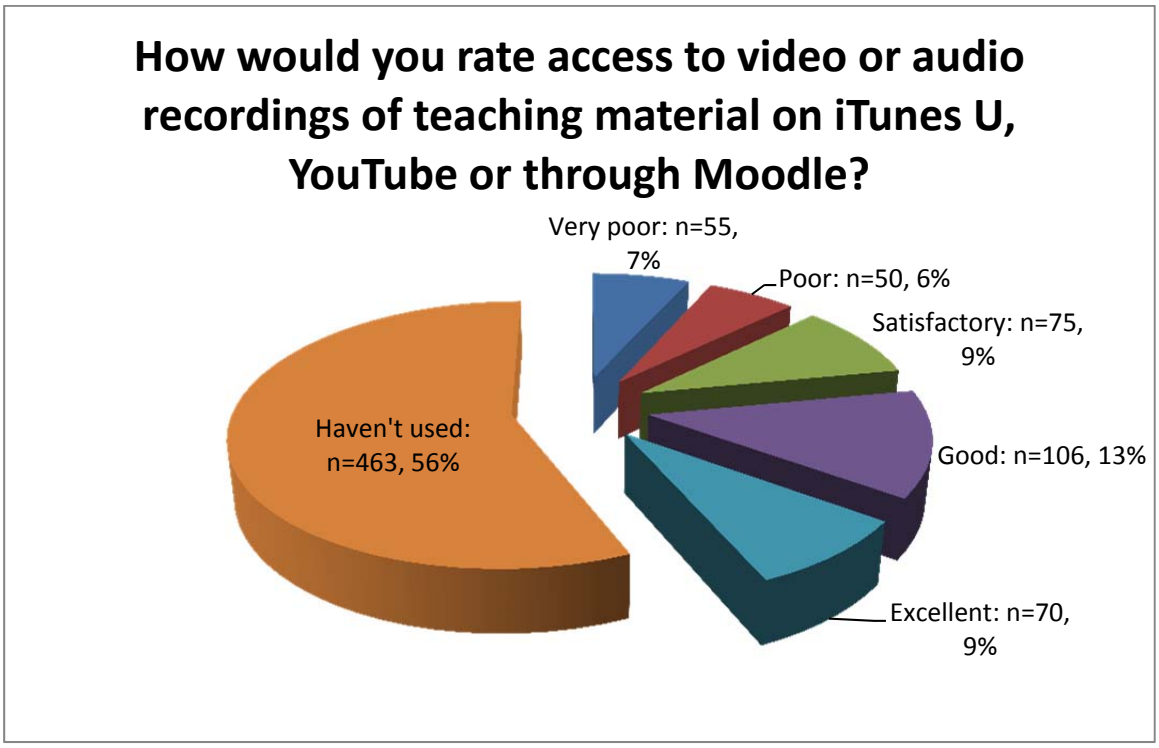


Over half of respondents (58%) rated access to UCL's software from their own computer as 'Satisfactory' or better, where as 29% of students had never used it. The majority of respondents (83%) rated the Moodle learning environment as 'Satisfactory' or better.

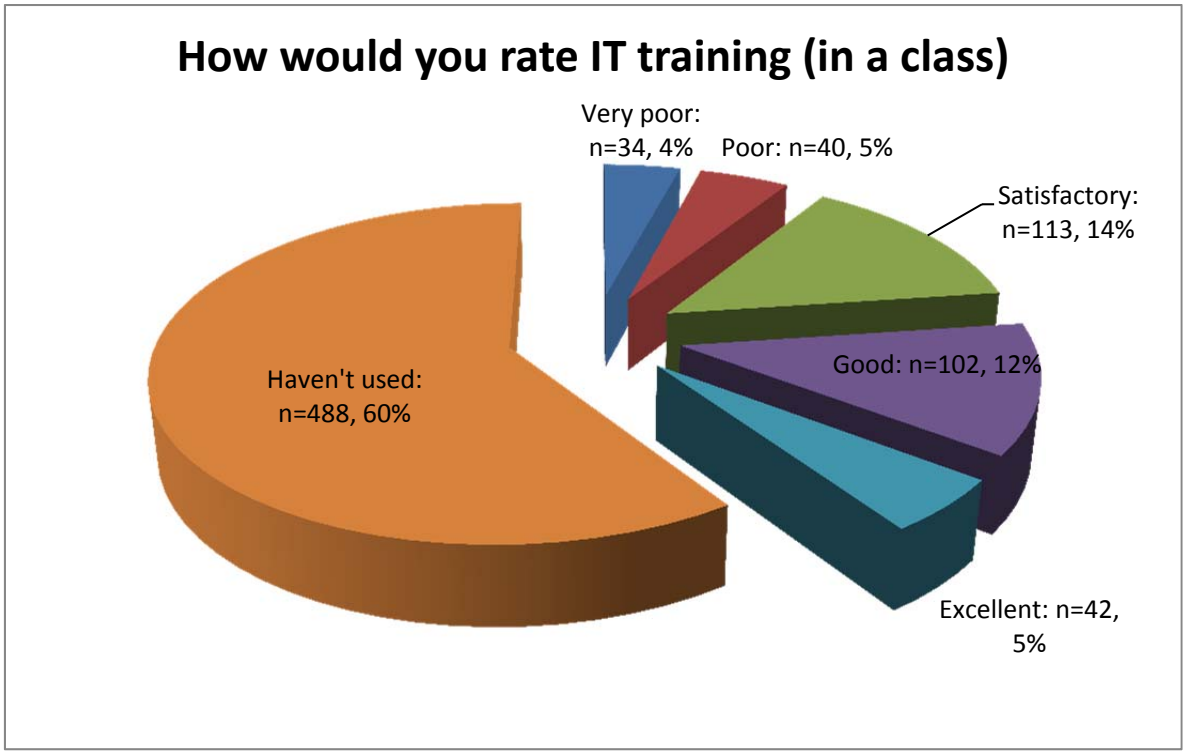


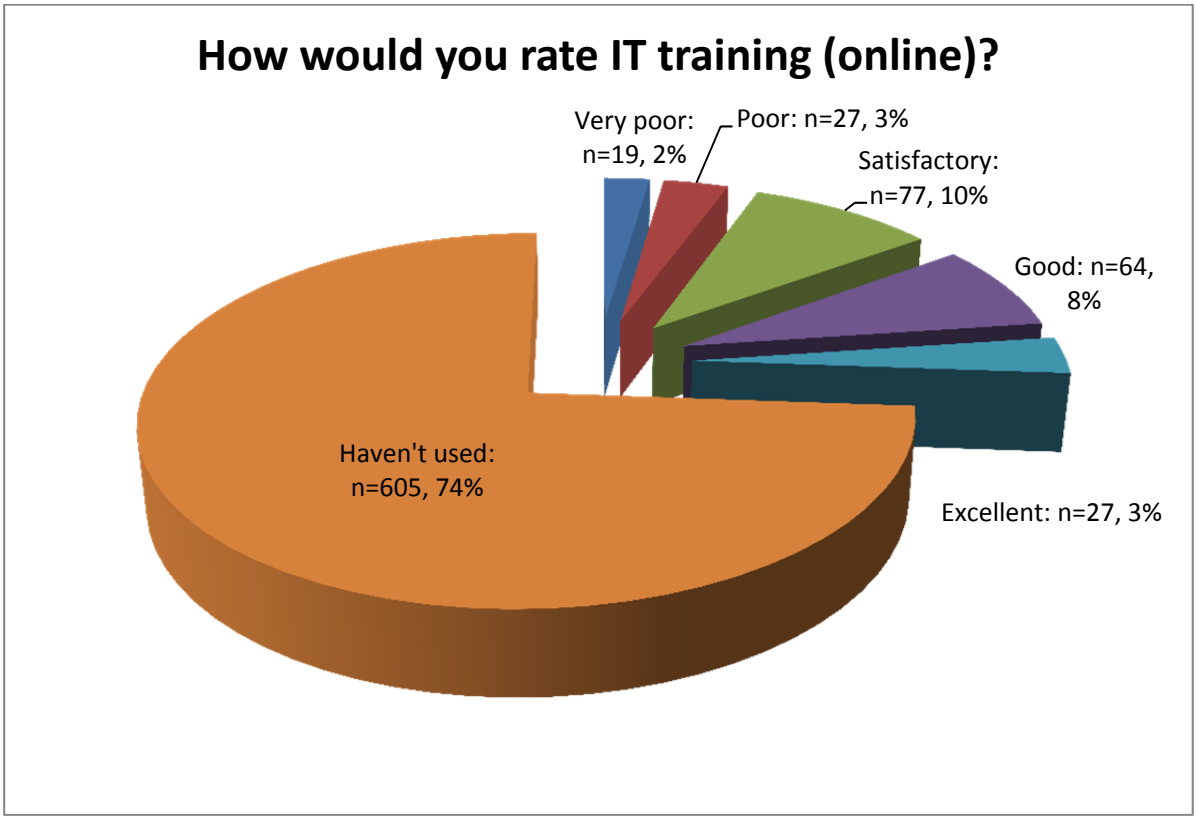


Although the majority of respondents had not used video or audio recordings of classes and other teaching materials on iTunes U, YouTube or through Moodle (56%), of those who did a high proportion rated these as 'Satisfactory' or better.

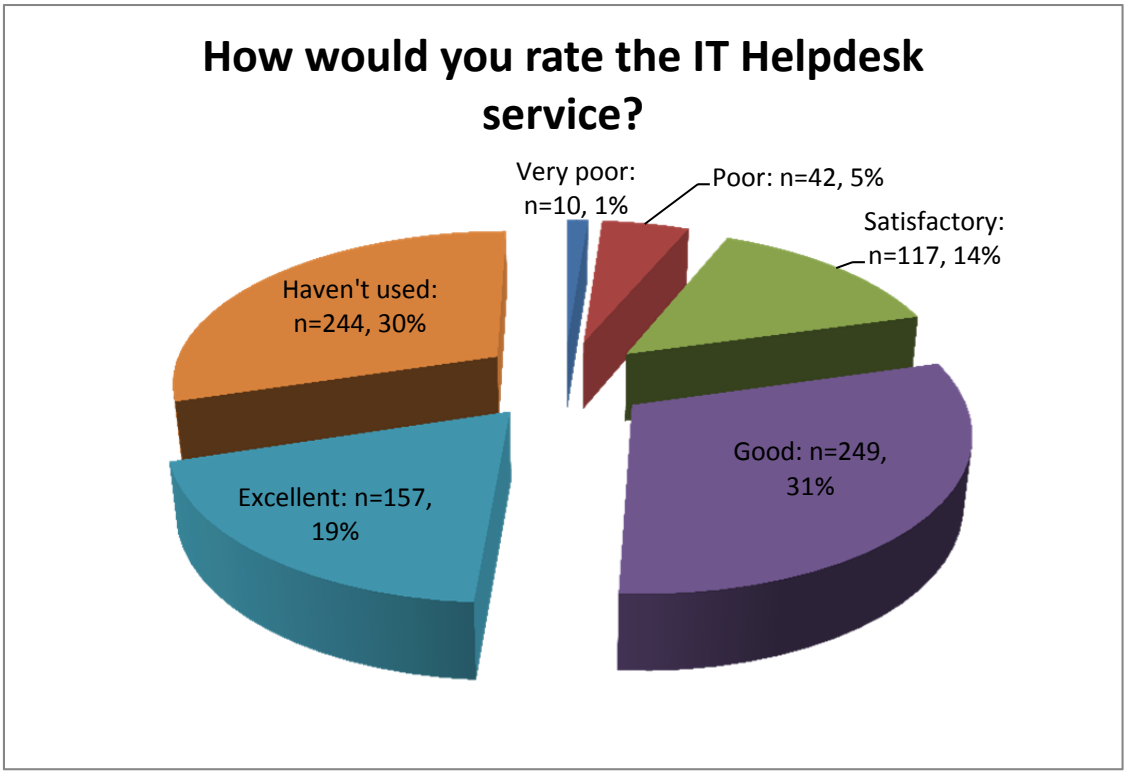


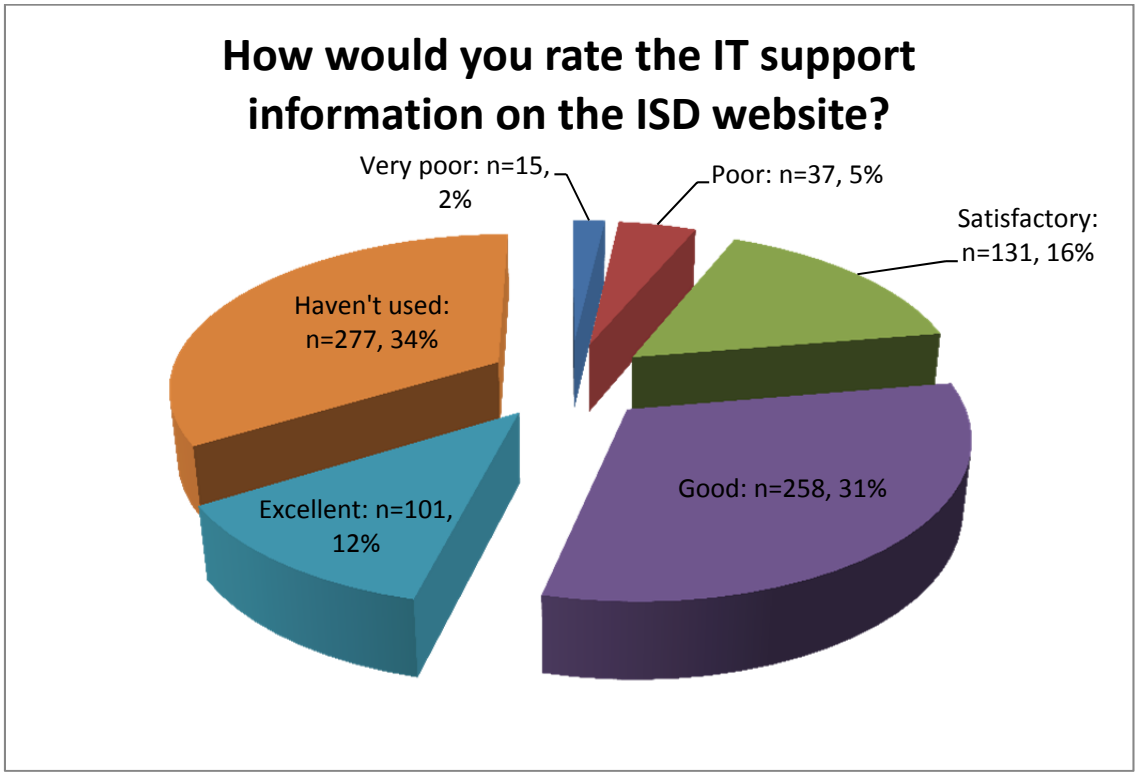
Only 40% of respondents attended IT training in a class , but the vast majority of those who attended rated this as 'Satisfactory' or better. Similarly, of respondents who participated in IT training online, the majority rated this as 'Satisfactory' or better.



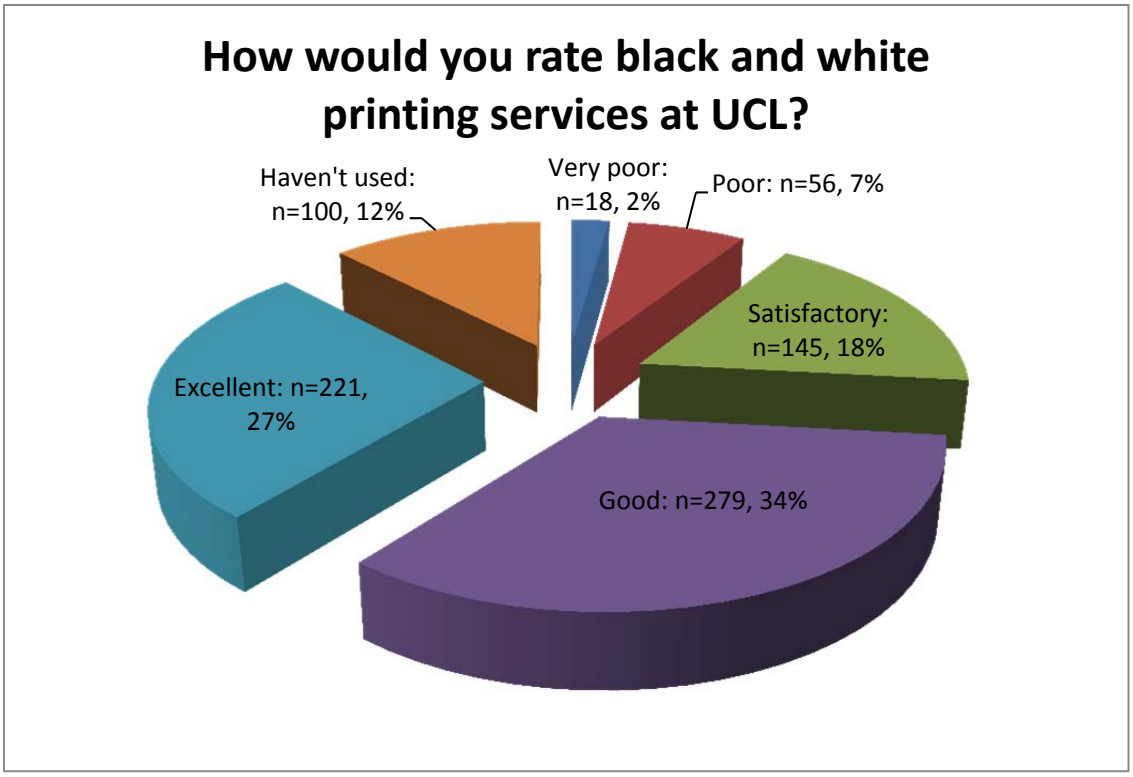


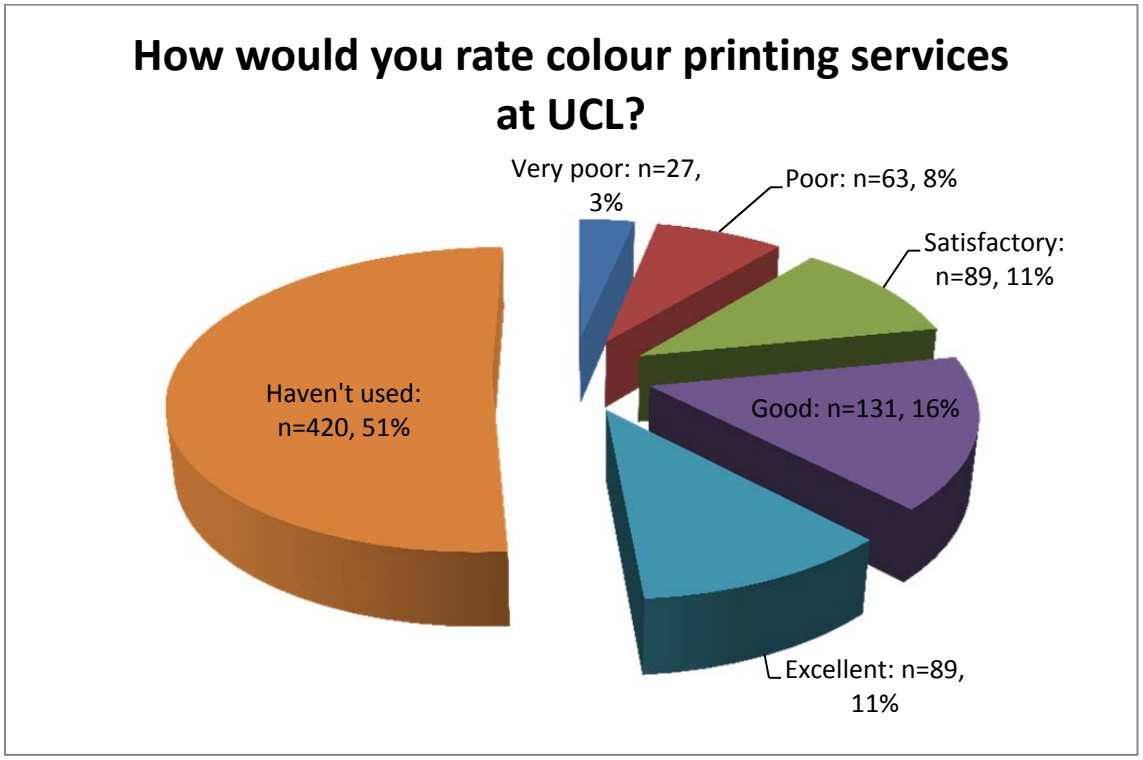
The majority of respondents (64%) rated the IT Helpdesk service as 'Satisfactory' or better, with 30% of students never having used it. A similarly high proportion of respondents (59%) rated the IT support information on the ISD website as 'Satisfactory' or better, with 34% of students never having used it.



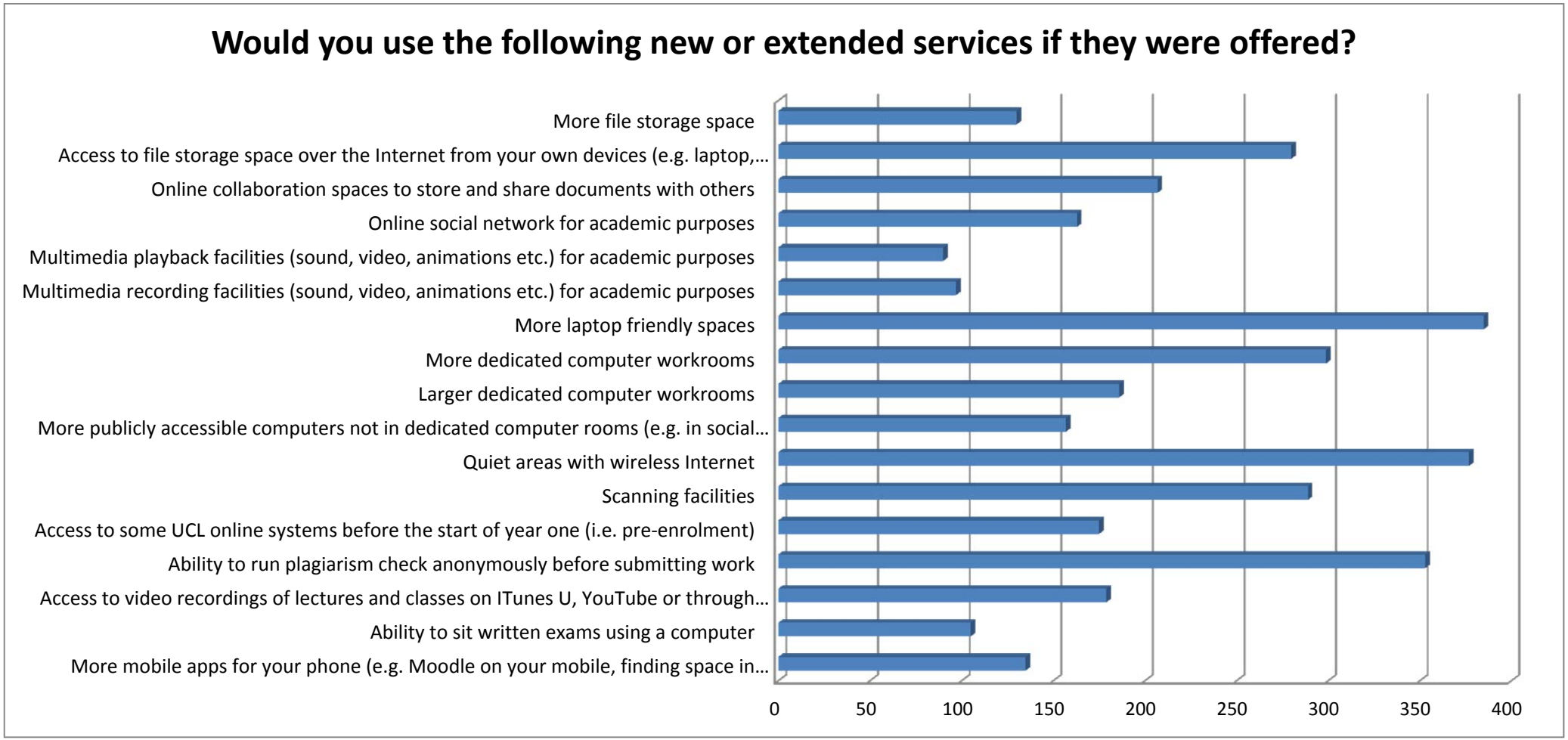


Of the 88% of respondents who use UCL's black and white printing service, the majority of respondents rated this as being 'Satisfactory' or better. Only 49% of respondents use UCL's colour printing service and again nearly as high a proportion of respondents rated this as being 'Satisfactory' or better.





When asked what new or extended services students would use, most commonly cited responses were that they would make use of more laptop friendly spaces, quiet areas with wireless internet, the ability to run anonymous plagiarism checks prior to work submission and access to file storage from personal devices.



When asked what are the best things about UCL's IT provision, student comments included:

- Dedicated clusters for certain departments / postgraduates.
- Good Wi-Fi access
- Access to Moodle, e-journals and previous examination papers
- IT help leaflets in the library (ICH library) were very useful
- Computers run at a good speed, there is good storage space and it is reassuring to have the IT help desk nearby.
- Good support / Friendly staff / Excellent helpdesk
- Availability of the Citrix system and ability to log into WTS from home
- The free antivirus F-secure
- All the free printing and efficient printers
- Availability of computers
- Ability to keep email address after graduation
- Remote access to mathematical packages

When asked what are the worst things about UCL's IT provision, student comments included:

- Not enough computers in quiet areas and in general
- Running out of network storage space
- Complicated wireless system
- A lot of outages/downtime/maintenance
- Computer clusters often being booked for classes or events
- Need many more computers in Postgraduate area
- Lack of wireless internet access in University of London housing
- The lack of working printers leading to very long queues.
- No printer accessibility from own computer.
- The computers do not seem to be totally networked
- Slow computers
- No wireless network support for linux netbooks

- IT training (course specific) not provided.
- Limited knowledge of ISD staff
- Inability of UCL computers to run a program overnight
- Bad administration and service
- Printing system can malfunction uses all your credits, but doesn't print anything
- Email system not intuitive
- Not enough plugs for laptops
- Access to journals off site can be problematic
- Some of the software accessible on computer workrooms do not use the same version as what's available through Citrix

There were a number of further comments about the UCL computing facilities. These described the cluster rooms as at times being loud and crowded, with not enough computers to meet student demand. Some students commented that computer rooms were either too hot or too cold, and others complained about printing services. One student complained that they would like computer keyboards and mice to be washed more often.