Providing your digital campus

This presentation highlights service delivery and key developments achieved by IT Services for the 2016/17 academic year.

Statistics are measured from 1 October 2016 to 30 September 2017, unless stated otherwise.
Our highlights.
89% of students agreed that:

“The IT resources and facilities provided have supported my learning well”

Question 18 ranking: 11th

Up 5 places from 16th (2016 NSS Q17).
Improved facilities for digital signage, events and outdoor teaching

We installed a new LED wall at the Pergola on Square 2 to replace old projection equipment that didn’t perform well in bright daylight. Users will soon be able to connect to the screen wirelessly to stream content from their mobile devices.
We worked with Communications and External Relations to create a new television studio for connecting University experts to broadcasters around the world.

The new facility is operated in partnership with world-leading broadcast technology company Globelynx.
Following a successful trial, we replaced the projectors in all ground floor teaching rooms with dual 79” TV screens. This solution alleviates line of sight problems caused by low ceilings and short-throw projectors.

New speakers, whiteboards and lecture capture hardware was also installed.
Promoting flexible teaching spaces

We set up a pilot room in the TRTC using node chairs to encourage group learning and also to improve line of sight issues.

Overall feedback has been positive and students tell us they would like to see more of these types of rooms.
We contributed to new teaching facilities for healthcare students

**AV and lecture capture in The Ward**
Installed video cameras and microphones in the ceiling above each bed so Listen Again can record beds individually.

**Cord reels in 5S.3.7**
Fitted retractable power and data points in the ceiling so the floor can remain sealed, hazard free and can be completely cleared.

**Consultation Rooms**
Set up video cameras on tripods in each of the six consultation rooms so assessments can be centrally recorded.

**Other rooms**
We installed a teaching PC and TV screen in The Flat, and equipped another teaching room with video conferencing facilities.
We’re loaning out more equipment

Total bookings for AV and media equipment loans.

46% increase from 2015/16

Popular loan items

- Portable TV screens
- PA systems
- Laptops
- Skype Kits
- Filming equipment

1,353 Media Centre bookings
1,788 AV bookings
We’re Service Desk qualified!

All of our first and second line support staff successfully completed a Service Desk qualification from the Service Desk Institute (SDI).

SDI are globally recognised for setting the industry standard for best practice in IT service and support.
Our busiest year yet for IT support

36,242
IT support requests logged in 2016/17

71%
increase in support requests logged (comparing 2015/16 to 2016/17)

67%
of support requests resolved at first line by the IT Helpdesk.

Key reasons for big 71% increase
- More demand for IT support due to growing number of students, staff and services.
- We’re logging more requests thanks to ‘one steps’ which enables us to quickly log common requests with a single mouse click.
- More support teams are logging support requests in our IT Service Management Software (Cherwell).
94% ...of students said the level of service they received from the IT Helpdesk was good to excellent.

(based on feedback from our yearly first year UG student IT survey)
We ran campaigns to raise awareness around phishing scams and mobile device security.

We also held an ‘Information Matters’ event which featured a variety of stallholders and speakers to showcase the many ways in which information is important to us.
We published a new section on our website to help staff and students learn more about information security and assurance. 

www.essex.ac.uk/it/services/information-security
We installed a specialist acoustic glass window between the Gallery and Studio 2 so operators can make eye contact with people in the studio.

We also upgraded infrastructure to allow multi-track audio recordings.
Expanding our filming services

This summer, our Media Centre staff went on location to film The Great East Swim. This is the second occasion that The Great Run Company have hired our services.

Our aim is to eventually have film and journalism students supporting Media Centre staff with these projects to gain experience in working for clients and to build a portfolio.
New IT facilities at Loughton Campus

New Library and IT Centre opened to students

The space includes East 15’s full library collection, 26 student Lab PCs, and a ‘snug’ area featuring a DVD/Blu-Ray player, flat screen TV, and wireless headphones.

New Print-Copy-Scan facilities are due to be ready for the start of the Spring Term.
Southend Campus updates

- Upgraded all 42 computers in the Forum’s Open Study Space.
- Restructured the IT Southend team leading to two new IT Helpdesk Assistant Analysts covering first line support.
- Extended IT Helpdesk opening hours to 8.30am to 6.00pm Monday to Friday (was 9.00am to 5.00pm).
- Made improvements to Multi-Campus Videoconferencing rooms.
- Delivered Welcome Talks for all new students on the basics of IT and tailored hour-long sessions for EBS, HSC and PPS students.
Learning technology updates

**Moodle**
- Boosted Moodle’s page loading times by nearly 25%.
- Made the service easier to maintain by improving server infrastructure and monitoring.

**FASER v.2**
In response to staff and student feedback, we’re about to launch a new and improved version of FASER that streamlines many common tasks.

**Listen Again**
We worked to increase the number of staff recorded by Listen Again.

**Percentage of staff recorded by Listen Again**

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>81.0%</td>
</tr>
<tr>
<td>2016/17</td>
<td>86.4%</td>
</tr>
<tr>
<td>2017/18</td>
<td>97.3%</td>
</tr>
</tbody>
</table>

To help cover this growth we added more processing power and increased storage capacity.
Learning technology milestones

Moodle
Now hosts nearly 6,500 courses.
The first ever Moodle course to be added was ‘CC255 Operating Systems’.

FASER
Over 1 million coursework submissions
made to FASER since its adoption by IT Services in 2005/6.

Listen Again
787,468 listens by students
268,000 teaching hours recorded
since Listen Again’s introduction in 2012/13.
Email stats for October 2017

6.89 million total emails sent and received

126% Increase in total emails sent and received compared to October 2015

200k Spam filtered

1.5M Unread

5.37M Sent and read
How we helped with the new University website

Our Web Development Team carried out important work behind the scenes to get the new University website up and running.

- Set up ways to manage requests between new www and old www1 web pages.
- Re-skinned old web pages that weren’t part of the phase 1 update, in particular online payments systems.
- Helped design the server architecture to host the new content management system.
- Provided technical support and guidance throughout the project.
Efficiency savings thanks to new Electronic Document System (EDS)

Our CIS Admissions Team developed a new system to revolutionise letter generation in Undergraduate Admissions.

Previously, over 20,000 letters a year would be printed and posted to applicants.

Now letters are either sent as emails or displayed via the Applicant Portal.

This saves a huge amount of staff time as the admin team is no longer spending several hours a week posting letters.

Documents are made available immediately after generation, reducing phone calls from applicants asking when they will receive their documents.

Streamlined document approval and verification process reduces time spent generating documents and improves overall document accuracy.
We used the Tier4 Batch Printing Software for the first time for a real audit.

It was highly successful, producing hundreds of paper files for audit in a mere few hours.

Previously this had been a manual process taking weeks and many staff.
We helped complete the University-wide roll out of the MyTutor System to all academic departments.

The system, which is built in SharePoint, allows personal tutors and other staff to make notes of their meetings with students and share them via MyEssex.
“Digital Deep Dive” with the School of Law

IT Services, TEL and the Library teamed up to conduct a series of interviews with staff and students from the School of Law to better understand their IT training needs.

Using techniques gained from user experience training, we’re exploring how the department works and how they feel about Essex, to find ways in which technology can help support or improve their work.
We’re undertaking a project that will have a significant impact on the efficiency of IT service delivery and form a clearer business relationship between IT and other university departments.

**The key aims of the project are to:**

1. Measure levels of incidents and problems and provide regular reports for analysis.
2. Ensure customers know how we can and can’t support them.
3. Ensure IT support is meeting the needs of the institution.
4. Ensure everyone has access to the relevant information they need.
5. Ensure customers feel looked after from start to finish.
6. Provide information to managers on customer satisfaction and service level achievements.
Providing your digital campus

IT Services