

Changing the Support Model for Student Owned Hardware

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Today's Talk

- Loughborough University
- Background to the project
- Survey of students before designing the service
- Preparation for service launch
- Service in operation
- Lessons learnt
- Future plans

THE SUNDAY TIMES
UNIVERSITY
OF THE YEAR
2008-2009



Loughborough University

- Location – England, East Midlands
- Premier UK University for sport
- First for “Student experience”
- Student IT services – track record:
 - Network access in Halls – one of the first in the UK
 - Early adopter of wireless across campus
 - Well developed support operation via students living in Halls

THE 2006 2007 2008 2009
**BEST STUDENT
EXPERIENCE**
Times Higher Education



Background to this Project

- High rate of student ownership of computers
- Move from desktop to laptop computers
- No restriction on types of computers
- Computer is vital for study, social life and relaxation
- Requests for assistance falling outside support envelope
- Annual survey mechanism for Hall Network satisfaction



Student Survey – May 2009

- When your computer needs to be looked at, how would you prefer support to be provided?
 - 56% would prefer to bring computer to us
 - Gave us confidence to change the support model
- Questions about charges for various services
 - Gave guidance as to which services students expected to be “free” and which they would be prepared to pay for.
- Existing support arrangements were not well known



Preparation for service launch

- Established common problems to draw up job description and person specification for ITSAs (IT Support Assistants)
- Recruited and trained 10 staff – mainly University students, plus manager
- Tendering process for commercial partner
- Location and physical setup
- Marketing - restricted to freshers initially, in arrival packs
- Main lesson learnt – start sooner – it was a bit of a rush!
- But the start of term went well



Service in operation – free and paid services

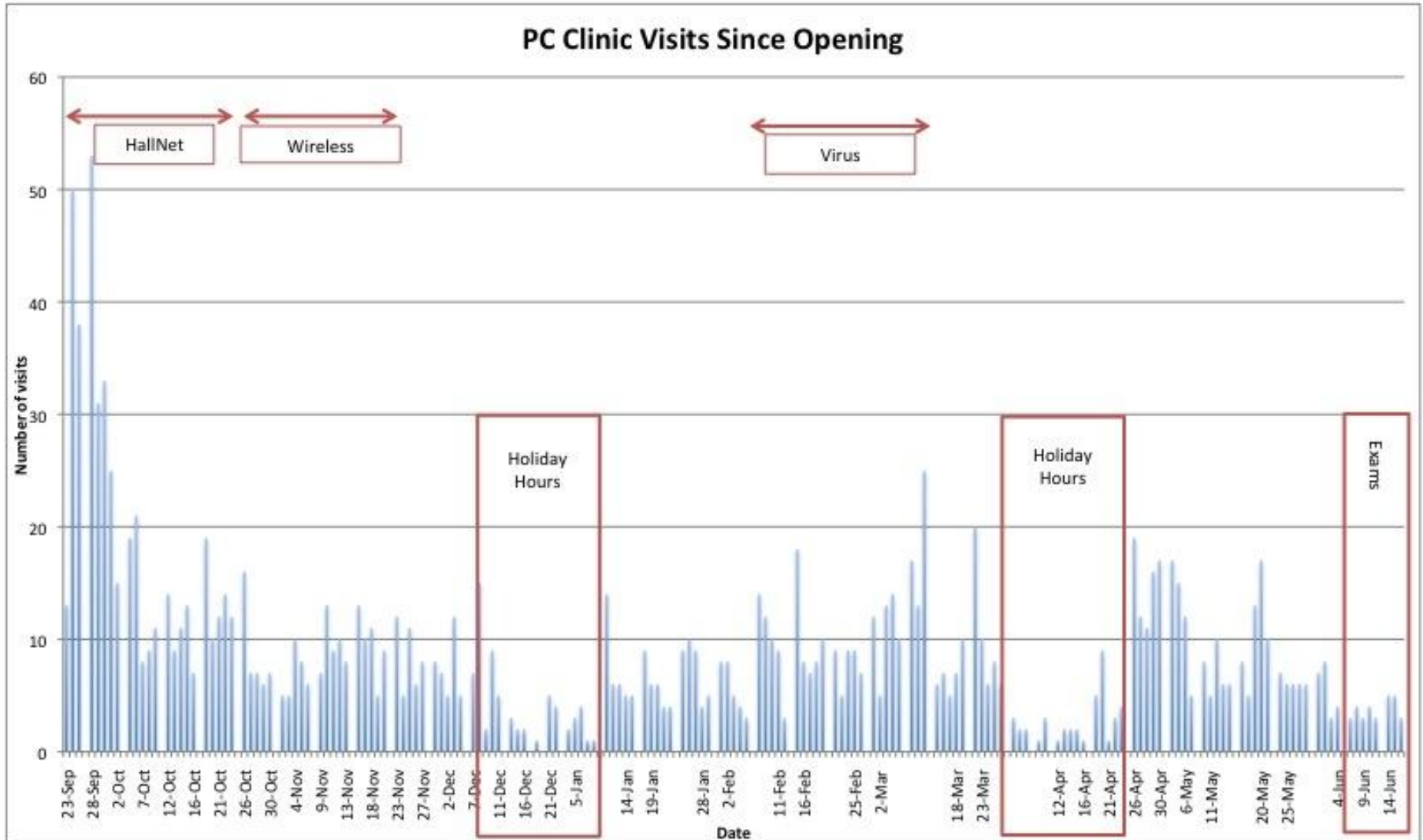
- Clear distinction drawn between free and charged services, but aims to be a seamless experience for the student
 - If Loughborough infrastructure, PC Clinic
 - If Hardware failure, IT Pit-Stop

- PC Clinic (free, in-house via ITSAs):
HallNet connections; Wireless connections;
Software installs/patches/antivirus; Hardware diagnosis;
Books in machines for IT Pit-Stop

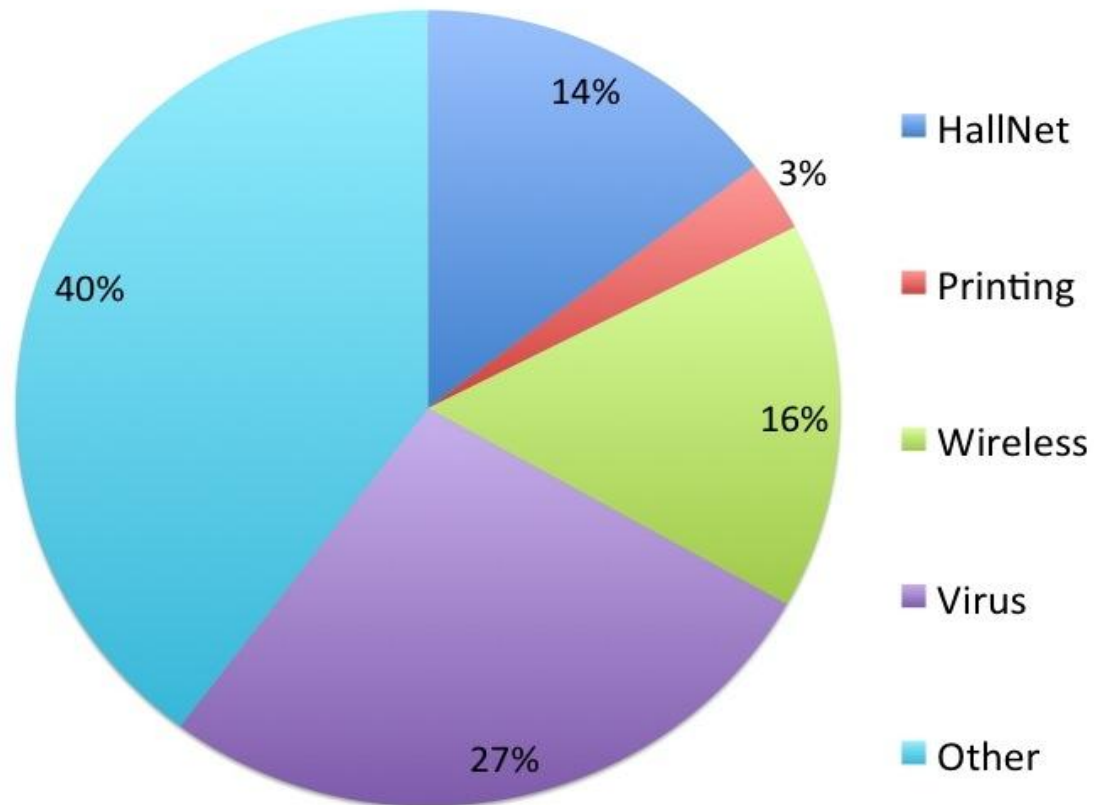
- IT Pit-Stop (charged, via partners):
Hardware problems; Backup/reformat OS;
Unsupported OSs; Warranty repairs; OS installs



Service in Operation – visits over time



Service in Operation – problem categories



Service in Operation - Marketing

- Flyers, bags and emails in Fresher's week
- Stall in the catering area
- Targeting IT staff in academic departments so that students are referred
- Occasional emails to students re common queries
- Facebook, Sandwich board
- VLE materials, link on email home page
- Word of mouth
- Also opening up to staff and alumni



Lessons Learnt

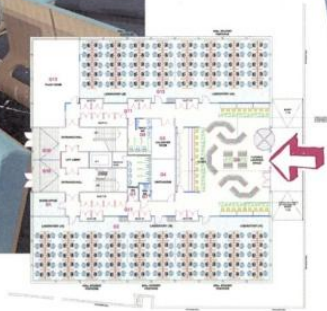
- Co-location of the two services is good but it's necessary to draw clear boundaries for the customer
- Constant dialogue with partners needed
- Queries are seasonal – we can target problems next year via emails giving information at the relevant times
- Don't underestimate the demand for the service
- Flexible staffing needed to deal with peaks and troughs
- Interpersonal skills needed as well as technical
- Relaxed, informal atmosphere
- Drop-in rather than booked appointment times
- Remains a need to visit bedrooms – for desktops, socket faults etc



Future Plans – refurbished space



Stage 2 Contractor's Proposals for
Refurbishment of Haslegrave building
19/03/2010



Section 9

view to PC Clinic

In conclusion

- We are very pleased with the way the service has developed this year
- But we are planning improvements ...

Any Questions?

