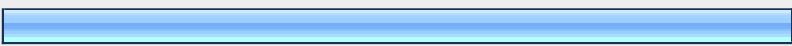
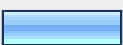



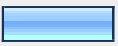

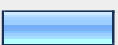
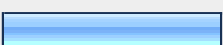
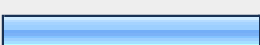
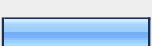
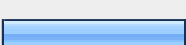
Does wireless work for you?

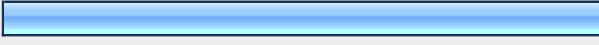
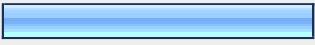
1. Choose the category that best describes you.			Response Percent	Response Count
Member of Staff			0.0%	0
Undergraduate Student			0.0%	0
Taught Post-Graduate Student			0.0%	0
Research Post-Graduate Student			100.0%	206
Other (please specify)			0.0%	0
			answered question	206
			skipped question	0



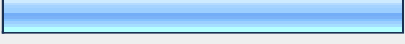
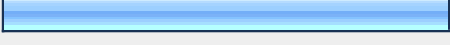
2. About computer (laptop) ownership. How old is your laptop?			Response Percent	Response Count
I don't own a laptop			4.4%	9
Under 1 year			29.1%	60
1-3 years			53.9%	111
3+ years			12.6%	26
			answered question	206
			skipped question	0

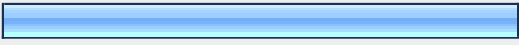
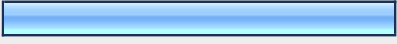
3. What operating system do you use on your laptop?			Response Percent	Response Count
Linux			3.9%	8
Windows XP			64.6%	133
Windows Vista			12.1%	25
Apple Mac OS X			14.6%	30
Don't have my own computer			1.9%	4
Other (please specify version)			2.9%	6
			answered question	206
			skipped question	0



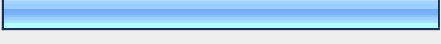
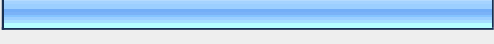


4. Have you tried to connect to the wireless network?			Response Percent	Response Count
Yes			87.3%	179
No			12.7%	26
			answered question	205
			skipped question	1

5. Why haven't you tried to connect to the wireless network?			Response Percent	Response Count
I couldn't understand instructions			4.0%	1
I couldn't find any instructions			12.0%	3
I was told it didn't work			4.0%	1
I couldn't connect where I wanted to			12.0%	3
I don't need to connect to it			24.0%	6
I didnt know it exists			28.0%	7
I don't have the right equipment			16.0%	4
Other (please specify)			20.0%	5
			answered question	25
			skipped question	181

6. Did you have any difficulty connecting to the Wireless network?			Response Percent	Response Count
Yes			65.9%	118
No			34.1%	61
			answered question	179
			skipped question	27

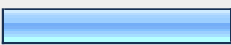

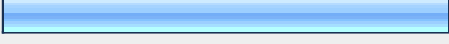
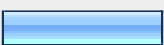
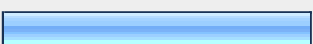
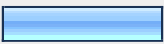
7. Why did you find it difficult?			Response Percent	Response Count
Couldn't understand the instructions given			10.3%	12
Couldn't find any instructions			10.3%	12
Couldn't get a signal			44.0%	51
Other (please specify)			49.1%	57
			answered question	116
			skipped question	90

8. Did you manage to connect to the wireless network in the end?			Response Percent	Response Count
No			56.9%	66
Yes			43.1%	50
			answered question	116
			skipped question	90

9. When you are connected to the wireless network do you connect to...			Response Percent	Response Count
Resnet			3.9%	4
Guest			2.0%	2
Eduroam			48.0%	49
Unishef			53.9%	55
Don't know			4.9%	5
Other (please specify)			3.9%	4
			answered question	102
			skipped question	104

10. In the different places you connect, do you have any of the following problems?								
	No Signal	Low Signal	Fluctuating signal	Don't use wireless here	No connection problems	N/A	Rating Average	Response Count
In offices	16.7% (17)	21.6% (22)	10.8% (11)	12.7% (13)	24.5% (25)	13.7% (14)	3.08	102
Sheffield University Residences	2.0% (2)	5.9% (6)	1.0% (1)	30.4% (31)	2.0% (2)	58.8% (60)	3.60	102
Outside at Residences	8.8% (9)	2.0% (2)	1.0% (1)	28.4% (29)	3.9% (4)	55.9% (57)	3.38	102
In Campus Buildings	5.9% (6)	8.8% (9)	19.6% (20)	10.8% (11)	33.3% (34)	21.6% (22)	3.73	102
Outside on Campus	5.9% (6)	4.9% (5)	9.8% (10)	30.4% (31)	6.9% (7)	42.2% (43)	3.47	102
University owned student houses	3.9% (4)	5.9% (6)	1.0% (1)	26.5% (27)	2.0% (2)	60.8% (62)	3.43	102
In meeting rooms	4.9% (5)	4.9% (5)	4.9% (5)	30.4% (31)	19.6% (20)	35.3% (36)	3.85	102
	answered question							102
	skipped question							104

11. If you are having problems in a specific area please give details including exact location and problem		
		Response Count
		39
	answered question	39
	skipped question	167

12. How could we improve the wireless network for you?			
		Response Percent	Response Count
Provide support for a greater range of devices		24.9%	47
Increase signal strength		55.6%	105
Expand area covered on campus		49.2%	93
Expand area covered in halls/student residences		17.5%	33
Give better information on how to connect		33.9%	64
Other (please specify)		17.5%	33
	answered question		189
	skipped question		17

13. How would you like us to update you or give you information on the wireless network?			Response Percent	Response Count
Induction Sessions			9.7%	18
Face to Face support			15.1%	28
A Leaflet			23.2%	43
Website			76.2%	141
Training Sessions			8.6%	16
Ask a member of staff			10.8%	20
Noticeboards			11.4%	21
Helpdesk			28.6%	53
Other (please specify)			15.7%	29
		answered question		185
		skipped question		21

14. Please use the box below to tell us anything else you want to say about the wireless network.			Response Count
			45
		answered question	45
		skipped question	161

15. Finally, thank you for filling in this questionnaire. If you'd like to be informed what we are doing as a result of your feedback or would consider exploring the issue further please fill in your choices and email below.			Response Percent	Response Count
Please inform me of the results of this questionnaire			78.4%	76
I would attend a focus group to discuss this further			11.3%	11
You can contact me to clarify any points			48.5%	47
		Email Address		78
		answered question		97
		skipped question		109