# Recent developments in IT services for students

October 2015

# Help and support for students



## FIND A FREE PC

Our award-winning PC Finder app shows students which PCs are free, how many, for how long and how to find them. This application has been invaluable particularly at busy times of the year for our students. The app uses GPS to show the nearest computer and gives directions to get to it. Filters can be used to show where groups of adjacent PCs are available, where there is an accessible work station and where subject specific software is pre-installed.

## UNIVERSITY WELCOME WEEK

During Welcome Week we provide drop-in centres to support all new students through their academic registration, setting up their computing accounts and getting laptops and mobiles connected.

This year, the academic visa registration service was also co-located with an appointments system, reducing queueing and stress for international students. We also have staff based out at the Halls of Residence during arrival weekend to help get students connected.

During Welcome Week 2015/16 we assisted approximately 2,000 students who visited the Student Registration Drop-in Centre for help with completing their academic registration and with getting started with the University's IT services.
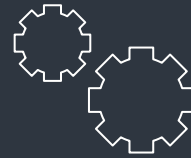
## HALLS APP

The Halls App is a health and safety mobile app designed for iPad. The app is used by staff to reduce the amount of time it takes to create and follow-up health and safety checks for student accommodation which are done on a room-by-room basis.

If there are issues, students receive a full, detailed, report outlining any problems with images attached. Maintenance issues can be much more easily flagged, which results in a quicker turnaround time for problems to be resolved.

## ONGOING HELP AND SUPPORT

We have various mechanisms in place for students to contact the department. These include email, telephone support (24/7), online chat, and video phone facility at the library. Laptop and mobile clinics are regularly held to help students access University services on their own devices. Our "pop-up service desks" also enable us to take support directly to students in areas such as the Guild and academic departments during key times throughout the academic year.

We have recently released a new online portal to raise and track queries and issues. The portal offers a knowledge base for students to self-help, complementing general information on our website. We also provide regular news and updates through Twitter.

## SMART CARD

Previously students had a number of different access cards. In 2013 we introduced the unified Smart Card which combined the use of a number of University services into a single card.



Students can use their card to enter buildings, car parks, the Sports Centre, the Libraries and to use the printing and photocopying services. We plan to introduce a pre-payment feature which will enable students to purchase food and drink at Campus outlets using their smart card.

### WI-FI

All main areas of the campus with a high student footfall have Wi-Fi coverage: this includes new student residences at Crown Place and Vine Court. Over 46,000 different devices have connected to the University's Wi-Fi service over the last 12 months.

### PC CENTRES

There are 72 PC Centres across campus with over 2,200 computers available for students to use.

### DISABILITY SUPPORT

We provide a range of software to support students with disabilities including Claroread, Jaws, Supernova and Zoom Text, and Dragon NaturallySpeaking. We also provide accessible workstations in PC Centres, accessible Multi-Function Device printers and scanners and audio loops in Lecture Theatres.

## PRINT ANYWHERE / MANAGED PRINT SERV

Print Anywhere allows students to print to the University's printers from their own tablet, mobile or computer just by using a web browser or sending an email. This means they don't have to be on a University computer to print giving them increased flexibility on or off campus.

The Managed Print Service gives students free scanning and greater control of what they print and when and where they print it.

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## SOFTWARE DOWNLOADS

A wide range of general and subject-specific software is available, free of charge, to support students with their learning.

They can download software packages to install on to their individual devices, including SPSS, NVivo, Corel Graphics Suite and Sigmaplot.

## PROVISION OF PCs

In 2013, feedback from the annual CSD survey and the NSS told us that some students felt that access to IT facilities was limited at times. We increased the number of PCs within the libraries by 200 to 963 out of a total of 2,237 PCs across campus, and now also provide additional PCs to research students. A laptop loan scheme with 80 laptops was introduced and the number of available laptops was then increased to 192 during 2014/15 alongside the introduction of a new self-service function to make them available to students 24/7.

## APPS ANYWHERE

Apps Anywhere provides access to a wide range of software without having to install it. Students can run the software they need through a web browser on their own computer. Apps Anywhere is hugely popular with students; 6,060 have made use of the service over the last year.

## MICROSOFT OFFICE FOR FREE

All students (and staff) are entitled to use the latest version of the Microsoft Office Suite on their own computers, tablets and mobiles for free. Students can download and install Office on up to five separate devices.

Students can release their printing simply by swiping their Smart Card on any machine. If they send something to print and then decide they no longer need it, they don't need to print it out – potentially saving significant waste and cost.

Specialised print services are also available for producing academic and research (large format) posters. Guidance is provided to students to help them make an impact with their poster and prepare it for printing.

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## OPEN DAY APP

The Open Day app provides prospective students with an interactive guide for University Open Days. Prospective students can register, view events, check-in on the day, build their own itinerary and view campus maps (which are linked to the events).

## DATANYWHERE

DatAnywhere allows our students to access their file storage from many different devices including mobiles, tablets and computers. DatAnywhere also allows for file sharing (similar to DropBox) to support collaborative working. Since the service launched in November 2014, 8,835 users have connected to DatAnywhere to access and share files from University file storage.
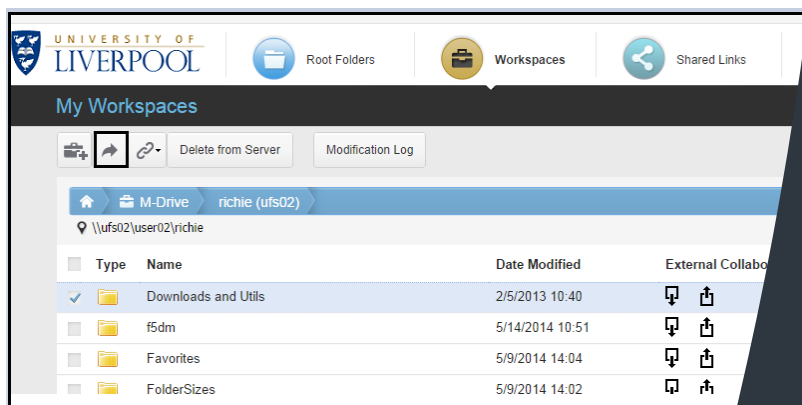
### PRINTING

440,000 pages have been printed via Print Anywhere which forms part of the overall total of 42.5 million pages printed via the Managed Print Service during the last 12 months.

### EMAIL

Over 60,000 University email accounts – using 88TB of storage – have been used to send around 330,000 emails on a typical working day during the last year. There were 14,452 mobile devices synchronized with our email service as of August 2015.

### SOFTWARE DOWNLOADS

There are 35 different applications available for students to download and install on their own PCs: during the 2014/15 academic year, there were 9,558 downloads by 5,375 individuals students.

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UNIVERSITY OF LIVERPOOL

Root Folders    Workspaces    Shared Links

My Workspaces

Delete from Server    Modification Log

M-Drive    richie (ufs02)

\\ufs02\user02\richie

| Type | Name | Date Modified | External Collabo |
|------|------|---------------|------------------|
| ✓ 📁 | Downloads and Utils | 2/5/2013 10:40 | |
| 📁 | f5dm | 5/14/2014 10:51 | |
| 📁 | Favorites | 5/9/2014 14:04 | |
| 📁 | FolderSizes | 5/9/2014 14:02 | |

# Supporting learning

## STREAM CAPTURE

Stream Capture is our locally developed lecture capture system used to capture video, audio and desktop displays. The service was launched in September 2015 and is fully integrated with academic timetables and the Virtual Learning Environment (VITAL) which means content is automatically uploaded to the relevant module in VITAL. The service is extremely popular with our students who are using the captured content to recap and for revision purposes.



## UOL MOBILE APP

The UoL Mobile app gives our students access to a range of useful resources in one place, including news, campus maps, timetables, Blackboard Mobile (VLE), the Guild of Students, PC Finder and the Library Catalogue.

The app has been installed 13,300 times on a range of mobile platforms over the last 12 months and has been used approximately 140,000 times.

We will be updating this app as a priority in consultation with our students.

## LECTURE TIMETABLES APP

This app provides quick and easy access to lecture timetables for Undergraduate and Postgraduate Taught Students. The app includes 1 day, 7 day or 28 day calendar views; module, building and room information, and access to maps for building locations.

## VIRTUAL LEARNING ENVIRONMENT (VLE) AND BLACKBOARD MOBILE LEARN

The University Virtual Learning Environment known as VITAL is provided by Blackboard – it is accessible online or through a dedicated mobile app. Through VITAL students can access course materials and other resources, complete assessments and submit assignments. They can also participate in collaborative activities such as discussion boards and group assignments.

## LIVERPOOL LIFE

Liverpool Life is the University's Student Portal through which students can easily access a wide range of information about their student record in one location. In Liverpool Life, students can view and update personal details, view programme information and register for modules, access their academic timetables and view examination timetables and results.

Liverpool Life also includes general news and announcements, and self-service features such as requesting bank letters and booking seats for graduation. Postgraduate research students can also access a PGR Toolbox to view a record of supervisory meetings and access the Researcher Development Framework, for example.

## MY LIVERPOOL

My Liverpool helps students find out about activities to enhance their employability. There are course-specific as well as more general opportunities such as volunteering, mentoring, taking an additional course, learning a new language, being a Student Representative, joining a sports club or any of the 150+ Guild societies.

## ADOBE CONNECT

Adobe Connect is used for on-line teaching and tutorials and supports a blended learning approach to enhance student experience. The tool helps students who lack the confidence to get involved in courses that are delivered in a traditional setting.

## STREAM CAPTURE

87 different lecturers have used stream capture to record 611 lectures. 495 hours, 22 minutes of lecture time has been recorded in total so far. These lectures have been watched 154,629 times by 15,295 distinct devices. Stream Capture has been rolled out to 63 teaching rooms with a further 39 to be equipped before Christmas.

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# Getting help and support

## SELF SERVICE

Students can log in to the self-service portal at servicedesk.liverpool.ac.uk to quickly:

- Search for answers to frequently asked questions
- Make a request from an expanding range of IT services
- Chat with us online, ask for help, and keep track of progress as we work to answer each enquiry

## TELEPHONE

Students can speak with someone over the phone 24/7:

- External: +44 (0)151 794 4567
- Internal: 4 4567

Calls made to the CSD Service Desk after 5:00pm, on weekends, bank holidays and University closed days, are directed to a staffed out-of-hours service.

## IN PERSON

We also, uniquely, provide a face-to-face service for students to visit us in-person with any queries they have. There are three physical Service Desks located across campus:

- CSD Brownlow Hill Building
  Building 224, map ref F7
  Open: 8:30am-5pm, Monday-Friday
- Harold Cohen Library
  Building 431, map ref D8
  Open: 9am-5pm, Monday-Friday
- Sydney Jones Library
  Building 433, map ref F3
  Open: 9am-5pm, Monday-Friday