

## **ICT proposed questions A note by the President**

- How do students want to receive information from ICT about ICT services (E-mail, text message, RSS feed, twitter, other social media, website, push notification through app etc. etc.)?
- What information about ICT services is currently not being communicated to students effectively?
- How regularly would students like to be communicated with about non-critical ICT issues (live, daily, weekly, monthly, dependent on specific service etc.)
- Of the following ICT services, about which, if any, would students wish to receive information (as opposed to seeking the information themselves online)?
  - Wireless connections on campus
  - Wired connections in hall
  - Accessing E-mails on a mobile device
  - Accessing files on a mobile device
  - VPN
  - The software shop
  - Departmental clusters
  - Library & open access clusters
  - Blackboard & the Blackboard app
  - The Imperial Mobile app
  - Username administration
  - Account permissions & authorisation
  - Desktop support for Windows & Mac
  - Support for Microsoft Office software applications
  - ICT security
  - Turnitin
  - Panopto & Echo360 lecture recordings
  - iTunes U
  - Student Laptop Hire
- General responses on ICT's ability to communicate effectively