



## **Championing the student IT experience at Bristol**

This exemplar is relevant to Digital Student challenges:

***Develop coherent policies for 'Bring Your Own'***

***Engage students in dialogue about their digital experience***

The role of Student IT Experience Manager at the University of Bristol was created in 2012 to be an advocate for student users of IT services and facilities. Student feedback through surveys, focus groups and online data collection is used to direct the role's priorities and the projects which stem from it. These have included leading on IT developments for new study centres and improvements to existing open access facilities, ensuring that computers and printing services meet student requirements.

Developing policies and practices in support of the trend to 'Bring Your Own Device' has been an ongoing priority, with 90% laptop ownership and tablet ownership trebling in the last 2 years. A survey of students' preferred study locations has led to wifi enhancement in all the heavily used areas, which include libraries and computer labs but also common rooms and canteens, atriums and gardens. An existing laptop clinic has been expanded to also offer free support for students using their own tablets and smartphones, and to help with connections and faults. The MyBristol mobile portal gives students ready access to course materials, timetables and email. Finally, many students complained of printing problems, with frequent queues and paper jams as everyone tried to print from open access computers to the small number of printers located nearby. A new service allows them to send printing securely from their own devices, wherever they are located. Once on campus they can retrieve the printouts wherever and whenever they choose.

A recent survey of 2,000 students showed increases of up to 44% in satisfaction with individual IT services and facilities since these initiatives were undertaken.

### **How does this meet the challenge?**

- IT developments are driven by student feedback, coordinated by a single student experience champion.
- Students are assumed to require 24/7 access to university services using their own devices and reliable, robust broadband.
- IT support has been re-oriented to support students' personal devices, services and software/apps and to encourage the development of digital self-reliance.

### **Find out more**

- [Student guide to IT services](#)
- [Student IT Survey 2014](#)
- ['BYOD Adventures': presentation from University of Bristol IT Department to the UCISA conference](#)

**Contact:** Neil Davey <Neil.Davey@bristol.ac.uk>