

LIBRARY IT AREA

Library IT area
King Alfred's College
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King Alfred's College

www.kingalfreds.ac.uk

IT Centre Survey

The IT Centre Survey is an annual survey to find out what students think about the IT provision and the service you receive in the IT Areas.

From your responses, recommendations are made on how to improve the service the ITCS Department provides.

Make sure you have your say!

Opening Times – Term Time

Library IT Centre

Monday to Thursday	8.15am to 8.45pm
Friday	8.15am to 8.00pm
Saturday	9.00am to 4.45pm
Sunday	1.00pm to 4.45pm

Kenneth Kettle Building

Monday to Thursday	9.00am to 7.15pm
Friday	9.00am to 4.45pm

The above times are open access times. Outside of these times access is by Proximity Card only. Please see the leaflet *Kenneth Kettle Building: A Guide to 24 Hour Opening*.

HAVE YOUR SAY

How to contact us

Introduction



Information Technology & Communication Services (ITCS) provides Information Technology and associated services to staff and students at King Alfred's College.

The IT Helpdesk and User Support teams ensure users with IT problems and queries have a single point of contact from which to get help and training. The Intranet project team develops ways of improving communications throughout the College using web pages and

similar technologies. The department provides a wide range of IT facilities to students through the IT Areas.

The Kenneth Kettle Building (KKB) provides over 100 open access PCs with printing facilities. The Library IT Area has 130 open access PCs, over half with CD ROM and ZIP Drives, and permanent helpdesk support. Both IT Areas provide students with free internet and email access, scanning and CD-writing facilities, and over 50 applications to choose from.

Students also have access to a wide range of audio visual equipment including audio/video editing, digital photography and a soundstage - support for these services is largely provided via the Media Centre. Printing, photocopying and binding services are available from the Reprographics department with colour printing accessible in the IT Centre.

ITCS like to have feedback, to see if you are happy with the services provided, or to deal with any comments, suggestions or grievances you may have. This leaflet tells you how to contact us.

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Suggestion Book



You will find a Suggestion Book in the Kenneth Kettle Building. You are welcome to use the Suggestion Book to make any sensible suggestions for improvements to the IT Service provided at King Alfred's College or air any grievances you might have.

The Suggestion Book is read weekly, and your suggestions or complaints will be dealt with by the IT Centre Supervisor in the first instance, or passed on to another member of staff who may be better qualified to help.

Your comments will be dealt with in confidence, and you do not have to provide your name or any other information if you wish to remain anonymous. However, if you are making a complaint, the ITCS department would like to be able to contact the complainant to try to rectify the situation.

On-Line

If you feel that you have any suggestions or comments about the way the IT Centres are run, or if you think there is room for improvement, you can contact us on-line through the Intranet.



From the Staff and Student Intranet, click on KAC Pages and select ITCS Intranet. This is a separate Intranet where you can find out things about the ITCS Department at King Alfred's College.

Click on Contact Us, and you will see a link that says, "[Click here](#) if you wish to make suggestions or comments regarding the IT Centres".

Fill in the form and click on submit and your comments will be forwarded to the IT Centre Supervisor who will respond, or will pass your comments on to someone else who will be able to help you better.

Complaints Procedure



The College welcomes comments from students on the services that are provided and ideas on how services can be improved. Where a student has legitimate grounds for dissatisfaction, the College will be keen to address issues as quickly as possible.

The College has separate procedures for considering complaints from students against members of staff, and complaints by students of a more general nature.

The College seeks to resolve complaints, informally, at a local level. All complaints will be dealt with in confidence and without recrimination.

Full details are contained in the Student Grievance Procedures; Section B12 of the College Regulations and these can be obtained from Registry.

In the first instance, please use the suggestion book in the KKB, on-line, in person, or send an email to IT Centre Staff (itcentrestaff@wkac.ac.uk) and you will be contacted as soon as possible.

Student User Group

The Student User Group consists of students who are interested in putting their point of view across in a meeting which is held approximately once a semester.

All students are welcome to attend the meetings which will be held in Main Building, Room 1 this year on the following dates:

Tuesday 2nd December 2003 – 2.00pm to 3.30pm

Tuesday 2nd March 2004 – 2.00pm to 3.30pm

Tuesday 8th June 2004 – 2.00pm to 3.30pm



If you would like to take part, please see the IT Centre Supervisor in the Library IT Area. If you are interested in hearing what participants have to say, a report will be published after every meeting.

Please watch the College Wide Message Board on the Staff and Student Intranet for further information about dates, times and locations.