# Gardens & Museums IT

## Colleague Feedback Survey Autumn 2025

Throughout November 2025 the Gardens & Museum IT Team have been carrying out a Colleague Feedback Survey. We used a small number of questions to establish our colleagues' thoughts and opinions on the IT provision within the Gardens & Museums. Our aims were to discover current levels of satisfaction towards the support aspects of the service, alongside the aspects of the provision which are most valued. We also sought to identify those IT areas, services and solutions which require improvement.

This document has been split into the following 4 sections, with a Findings & Conclusions page to detail the information received, and what we have learned from the feedback. For comparison, the Survey from Summer 2024 is available to view on the Gardens & Museums IT Website: https://it.museums.ox.ac.uk/article/service-reports

- Where we are right now
- Continuous Improvement
- Service Improvement - Single Point of Contact (SPOC)
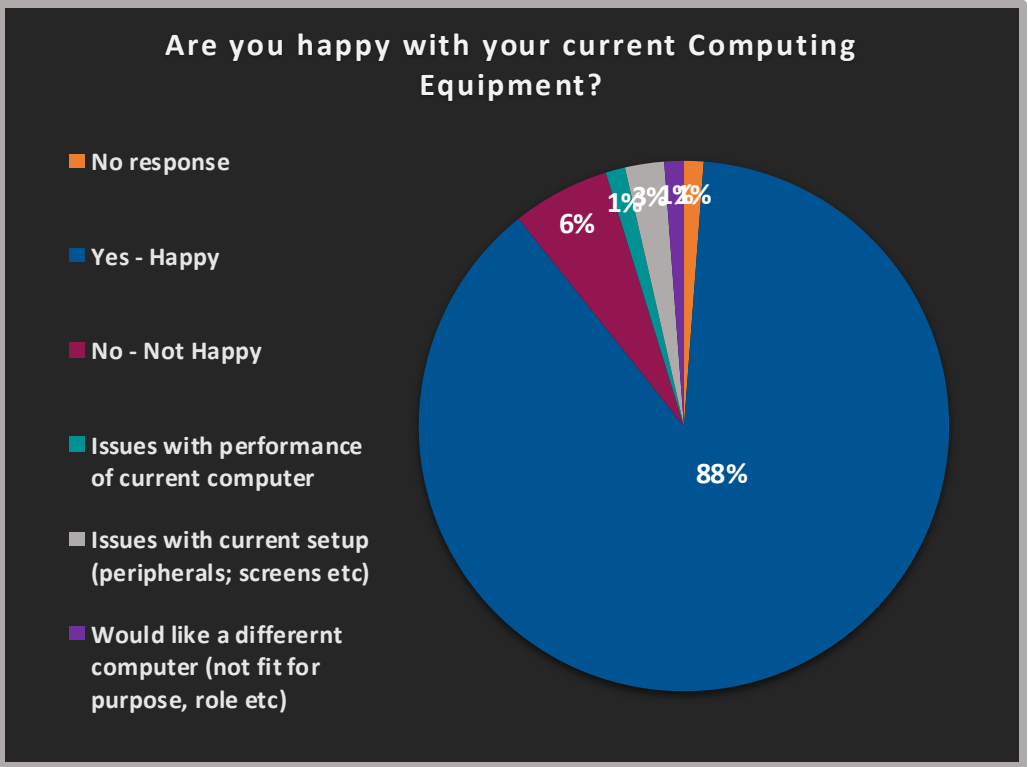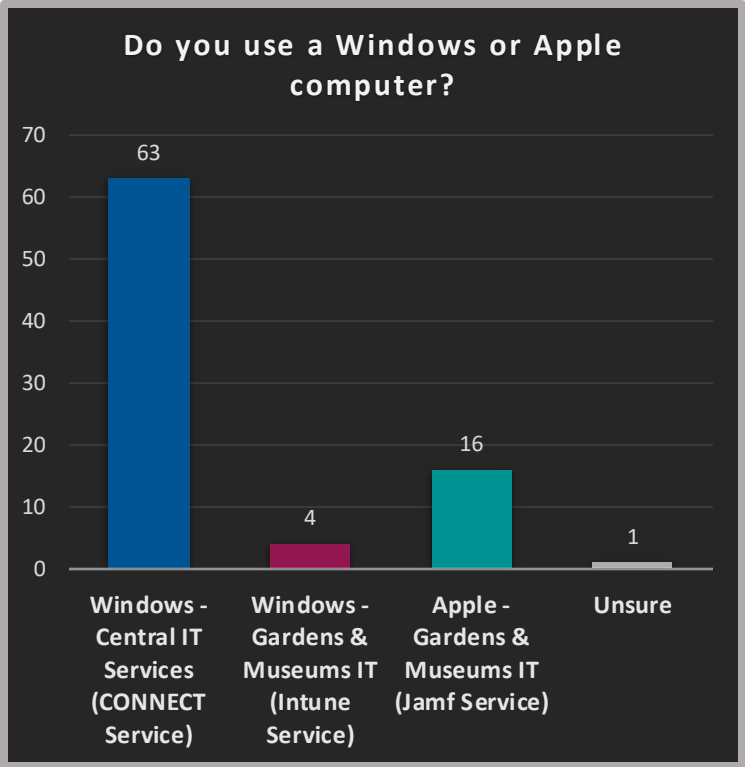- Celebrating Success

# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Where we are right now: Colleagues' thoughts on their computing equipment & setup.

We're incredibly mindful that the computer and equipment you use at work are tools to do your jobs. And although more complex than a stapler or a pair of scissors we understand the importance of ensuring you have what is needed and that it performs to expectations.

**Do you use a Windows or Apple computer?**

| Category | Value |
|---|---|
| Windows - Central IT Services (CONNECT Service) | 63 |
| Windows - Gardens & Museums IT (Intune Service) | 4 |
| Apple - Gardens & Museums IT (Jamf Service) | 16 |
| Unsure | 1 |

**Are you happy with your current Computing Equipment?**

- No response
- Yes - Happy
- No - Not Happy
- Issues with performance of current computer
- Issues with current setup (peripherals; screens etc)
- Would like a differernt computer (not fit for purpose, role etc)

Pie chart values: 88%, 6%, 1%, 3%, 1%, 1%

### What we've learned:

The responses received during the survey show that there is a good level of satisfaction towards the computing equipment which people have, and that is across the computing platforms which are available.

Despite this there is a small level of displeasure (3%) in the current setups and peripherals which people have. And although we're unable to identify the people who have reported such instances, this could be easily remedied, so surfacing who they are will be an advantageous exercise.

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Much happier this year as the glitches were sorted with a new laptop in 2024.

No as laptop keys do not work but IT have ordered me a new laptop. Keyboard in office and set up is great just issue when working from home.

Yes, I'm very happy that my computer does everything that I need it to.

I am very happy; my Mac was recently replaced due to my old machine being end of life. Carl was very helpful in discussing with me what I needed for my role at the Museum and advised me of the options. I am now able to work from home if I need to which I wasn't able to do before..

I'm reasonably happy with my current computing equipment, although it would be ideal (but not necessary) to have two screens the same size, and it would be useful to know how to get access to a shared laptop, for volunteers or emergencies.

Yep, it turns on and off :)

It's been great to have a MacBook Pro for editing film, 3D models and digital design needs. Having a laptop has also been great for remote working.
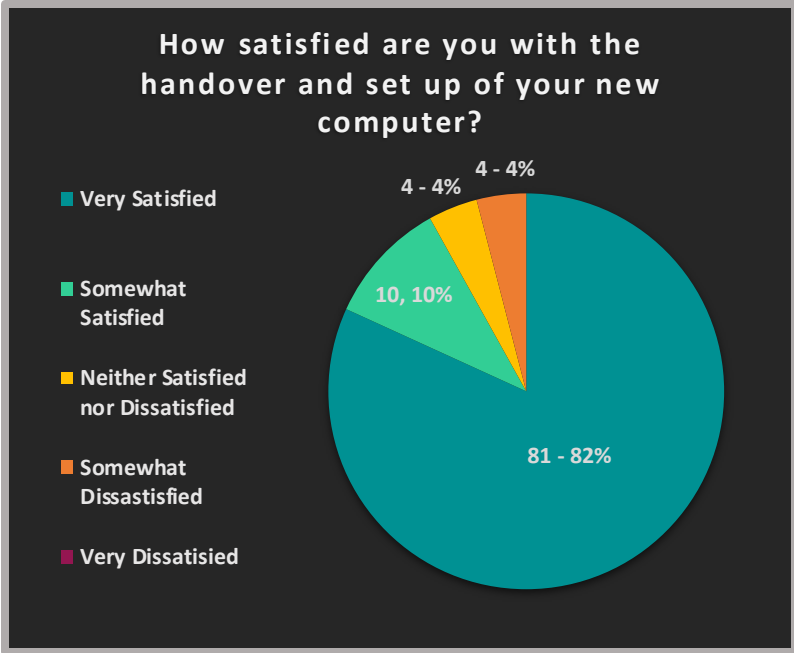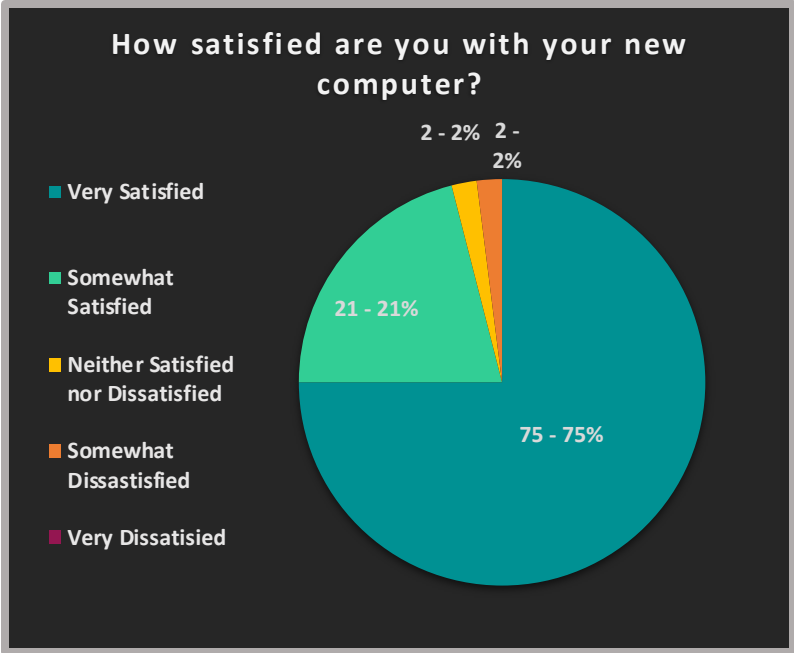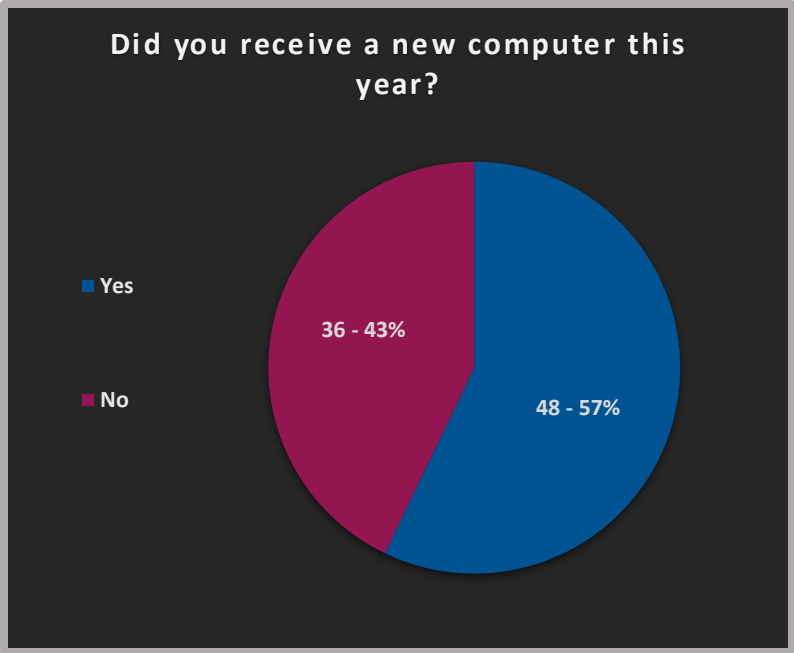
# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Where we are right now: Aged Computer Replacement Project

During 2025, and after considerable work on inventory and the consolidation of computer numbers, a project was carried out al ongside Central IT Services to capture computer requirements and replace the older CONNECT computers which were in use across the Gardens & Museums, with new and fit for pur pose setups.

**Did you receive a new computer this year?**

- Yes
- No

36 - 43%
48 - 57%

**How satisfied are you with your new computer?**

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissastified
- Very Dissatisied

2 - 2%   2 - 2%
21 - 21%
75 - 75%

**How satisfied are you with the handover and set up of your new computer?**

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissastified
- Very Dissatisied

4 - 4%   4 - 4%
10, 10%
81 - 82%

**What we've learned:**

Around 200 computers were replaced during the Replacement Project, and although this information doesn't capture the views of everyone it does provide a fair reflection of those who did receive new setups, and an incredibly positive one at that. As this wasn't just a simple computer swap, with many being transitioned to new ways of working, the results are even more gratifying.

I had a new pc this year and so far, its all great!

Very much so. Brand new laptop and external monitor supplied recently.

Recently replaced so looking and behaving well.

Yes, I am, now that I have been updated to a laptop and dock with a screen, its brilliant.

Very happy, the PC and accessories got replaced during the Aged Computer Replacement and all work brilliantly.

Yes - I recently got a new laptop which I can use onsite and at home. It's much speedier!

Very happy now the keyboards have been replaced.

Very - new laptop is fantastic.
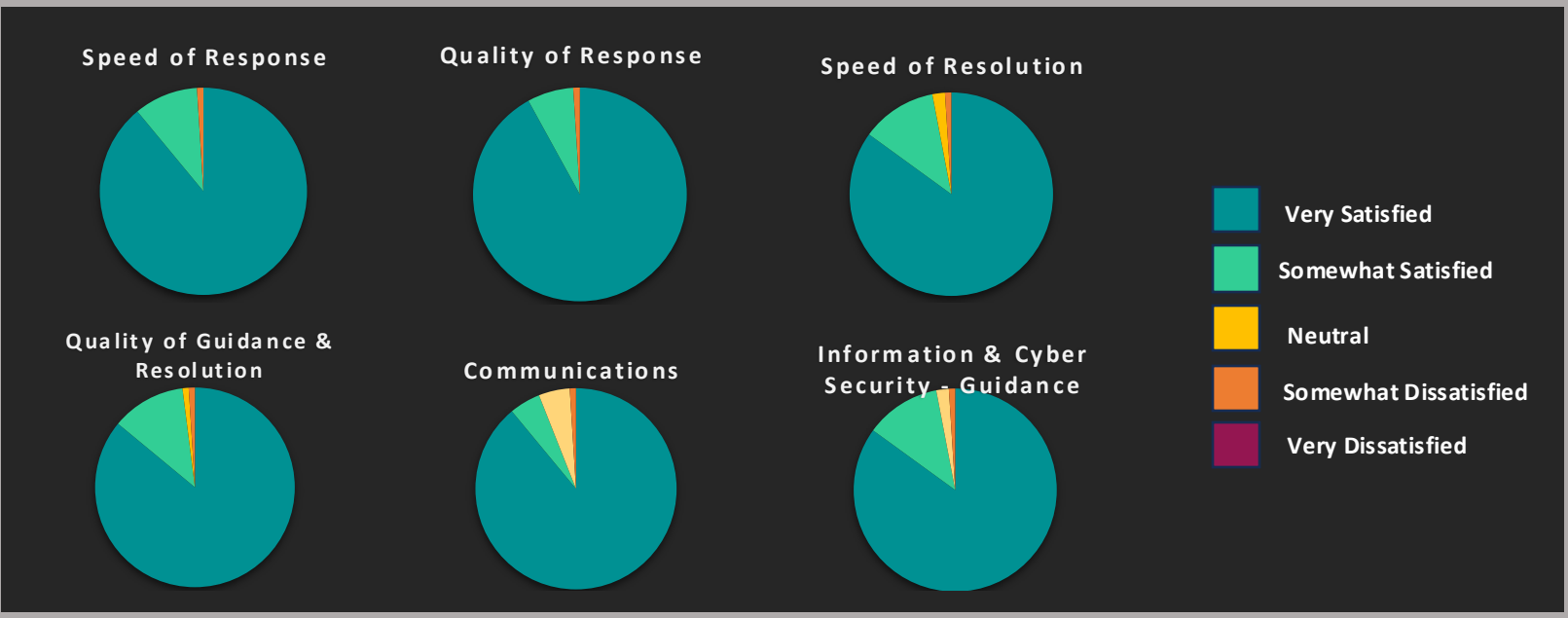
# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Where we are right now: Colleagues' satisfaction with the IT support on offer.

Customer service is a key element of our IT provision and one which we spend a lot of time on. As such, we looked to establish the level of satisfaction towards the support aspects of the IT provision.

| | Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| Speed of Response | 89% | 10% | 0% | 1% | 0% |
| Quality of Response | 92% | 7% | 0% | 1% | 0% |
| Speed of Resolution | 85% | 12% | 2% | 1% | 0% |
| Quality of Guidance and Resolution offered | 86% | 12% | 1% | 1% | 0% |
| Communications - Service Announcements, Newsletter | 89% | 5% | 5% | 1% | 0% |
| Information & Cyber Security - Guidance | 85% | 12% | 2% | 1% | 0% |



Speed of Response — Quality of Response — Speed of Resolution — Quality of Guidance & Resolution — Communications — Information & Cyber Security - Guidance

Legend: Very Satisfied, Somewhat Satisfied, Neutral, Somewhat Dissatisfied, Very Dissatisfied

**Very Satisfied - 88%**

**Somewhat Satisfied - 10%**

**Neutral – 1%**
(neither satisfied or dissatisfied)

**Somewhat Dissatisfied - 1%**

**Very Dissatisfied - 0%**

### What we've learned:

Satisfaction for those service and support-based elements of the IT provision are impressively high and show improvement on the responses from the Summer 2024 Survey (which were also high). (https://it.museums.ox.ac.uk/article/service-reports).

On average, 98% of responses are either Very Satisfied or Somewhat Satisfied. And as we have a service driven approach, receiving these responses is incredibly gratifying and rewarding, and help to justify our approach to IT and technology service delivery.

# Gardens & Museums IT Colleague Feedback Survey

## Autumn 2025

### Where we are right now: Colleagues' thoughts on the current IT provision
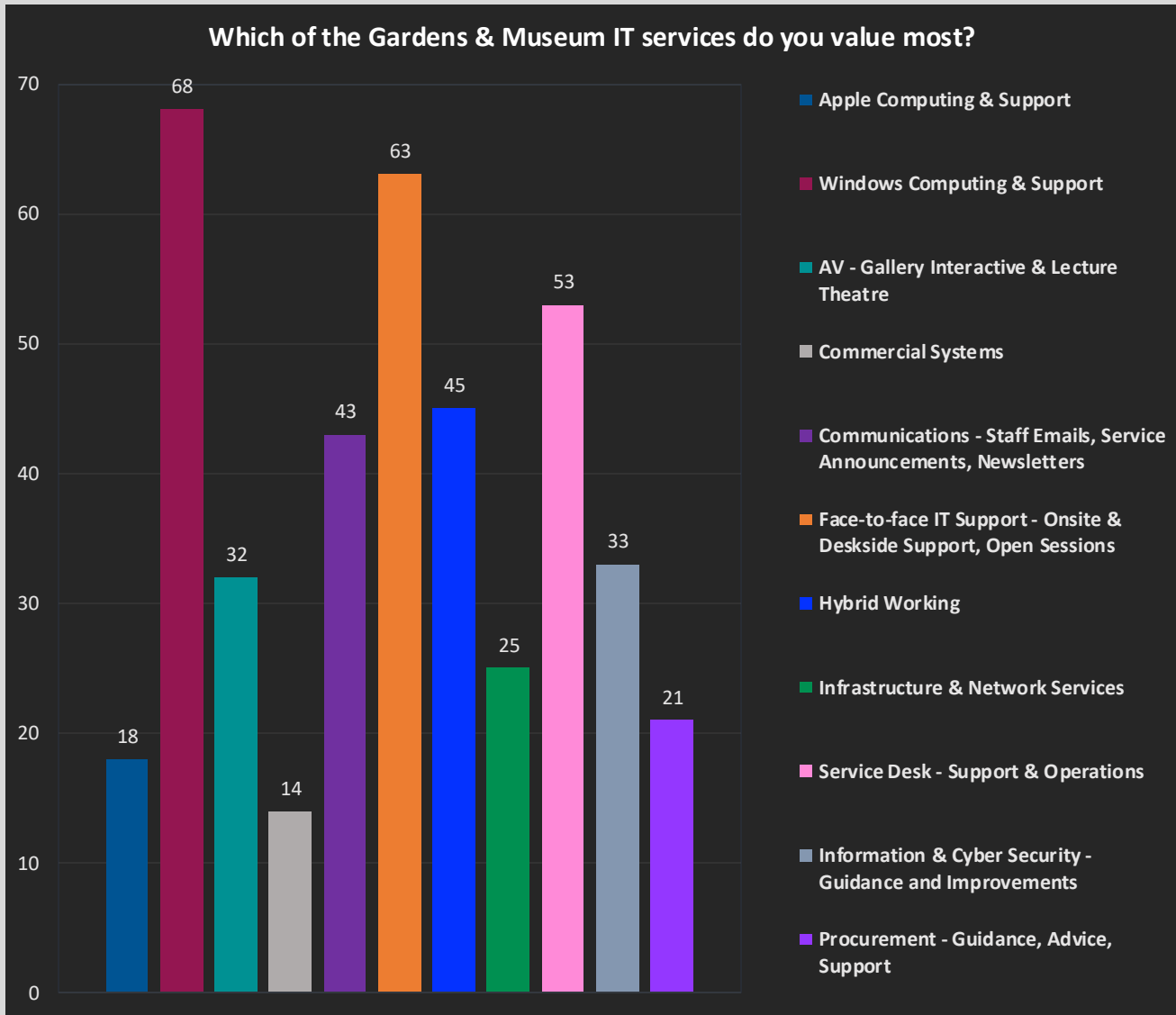
We offer a varied range of IT services, but we understand it's important to ensure that these services, systems and solutions continually meet expectations and needs.

| Service Area | No. of votes |
|---|---|
| Apple Computing & Support | 18 |
| Windows Computing & Support | 68 |
| AV - Gallery Interactive & Lecture Theatre | 32 |
| Commercial Systems | 14 |
| Communications - Staff Emails, Service Announcements, Newsletters | 43 |
| Face-to-face IT Support - Onsite & Deskside Support, Open Sessions | 63 |
| Hybrid Working | 45 |
| Infrastructure & Network Services | 25 |
| Service Desk - Support & Operations | 53 |
| Information & Cyber Security - Guidance and Improvements | 33 |
| Procurement - Guidance, Advice, Support | 21 |

**What we've learned:**

Many of the IT solutions provided across the Gardens & Museums are popular, with those elements which are day-to-day and frequently utilised being valued the most (Windows Computing & Support; Face-to face IT Support (Onsite & Deskside Support, Open Sessions); Service Desk - Support & Operations; Hybrid Working.

It is also positive to see that elements which are non-standard across the University, including Communications, are also well received.
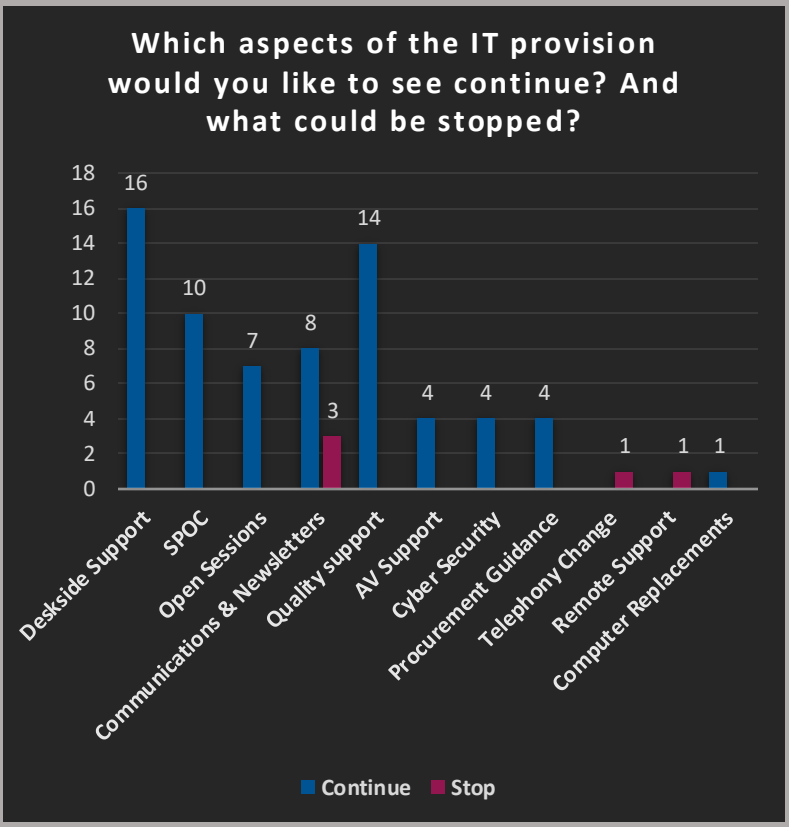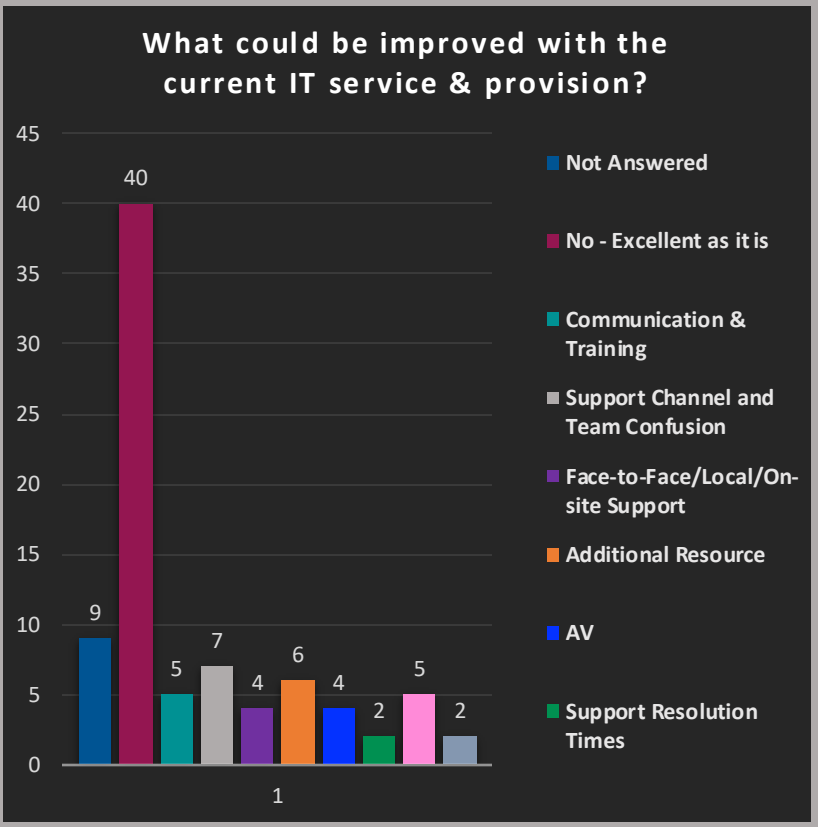


Which of the Gardens & Museum IT services do you value most?

- Apple Computing & Support
- Windows Computing & Support
- AV - Gallery Interactive & Lecture Theatre
- Commercial Systems
- Communications - Staff Emails, Service Announcements, Newsletters
- Face-to-face IT Support - Onsite & Deskside Support, Open Sessions
- Hybrid Working
- Infrastructure & Network Services
- Service Desk - Support & Operations
- Information & Cyber Security - Guidance and Improvements
- Procurement - Guidance, Advice, Support

# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Continuous Improvement: How can the Gardens & Museums IT provision be improved?

Continuous Improvement is an important aspect in what we do, and we are always looking for ways and means to make improvements. We asked colleagues whether there was anything that could be improved with the current IT service and provision. And what aspects they would like to see continue, and any they thought could be stopped.

**What could be improved with the current IT service & provision?**

(Bar chart values)
- Not Answered: 9
- No - Excellent as it is: 40
- Communication & Training: 5
- Support Channel and Team Confusion: 7
- Face-to-Face/Local/On-site Support: 4
- Additional Resource: 6
- AV: 4
- Support Resolution Times: 2
- (pink bar): 5
- (grey bar): 2
- (labelled 1 below axis): 1

**Which aspects of the IT provision would you like to see continue? And what could be stopped?**

(Bar chart — Continue / Stop)
- Deskside Support: 16
- SPOC: 10
- Open Sessions: 7
- Communications & Newsletters: 8 (Continue), 3 (Stop)
- Quality support: 14
- AV Support: 4
- Cyber Security: 4
- Procurement Guidance: 4
- Telephony Change: 1
- Remote Support: 1
- Computer Replacements: 1

Legend: Continue, Stop

**What we've learned:**

We asked our colleagues for information on where they felt improvements could be made to the current IT provision. And although most responses said it was excellent as it is, and that they would like to see the provision continue as it is, there was some useful information obtained on new initiatives or developments which could be beneficial.
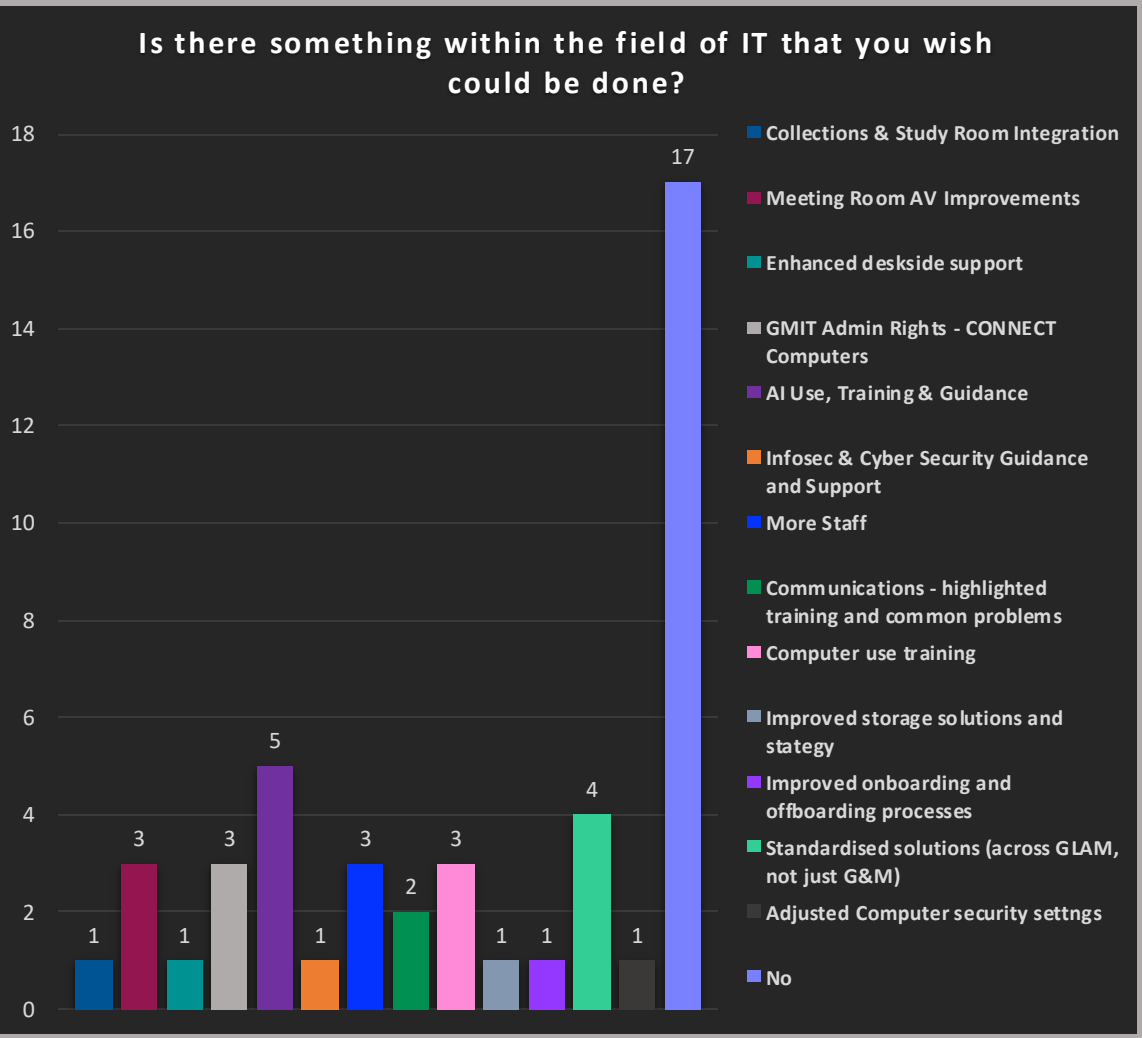
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I genuinely struggle to think of ways in which the current provision/service could be improved. I speak on behalf a team in saying that the support we received is always fast, efficient and also, when asking for advice, we always received the most cost-effective solution to our problem.

Thank you for the newsletter which I do read, a true reflection of all the work a relatively small team is able to achieve.

I think the IT team do great work, they probably just need more support, and resources so aren't so overworked.

Please keep being that single point of contact for IT issues, it really does help.

More info about information/cyber security would be welcome

More staff on the team to make things less stressful from your point of view. I value one to one support very highly indeed, and it is clear that this is a strain on your resources. Please ensure sufficient staff are kept on the team to make sure this excellent service can be maintained.

Excellent customer service with supporting working IT equipment – you do this already, so long may it last!

It's lovely to know that the in-person sessions exist, especially for anything smaller/less urgent.

# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Continuous Improvement: How can the Gardens & Museums IT provision be improved?

We are also always looking for ways and means to explore new opportunities and to establish new ways to improve the IT provision and offering within the Gardens & Museums.

**Is there something within the field of IT that you wish could be done?**

Chart values (bars):
- Collections & Study Room Integration: 1
- Meeting Room AV Improvements: 3
- Enhanced deskside support: 1
- GMIT Admin Rights - CONNECT Computers: 3
- AI Use, Training & Guidance: 5
- Infosec & Cyber Security Guidance and Support: 1
- More Staff: 3
- Communications - highlighted training and common problems: 2
- Computer use training: 3
- Improved storage solutions and stategy: 1
- Improved onboarding and offboarding processes: 1
- Standardised solutions (across GLAM, not just G&M): 4
- Adjusted Computer security settngs: 1
- No: 17

The GMIT Team having admin access to CONNECT computers would be really helpful. On many occasions they've had the skills and knowledge to assist but not the accesses to do so, which has really delayed resolution times.

I think advice about the pros, cons and potential for use of AI in Museums could be useful.

AI please - I signed up for the central IT training, but ended up more confused, so clearly, I need more help - I am not sure I even understand when I might be able to use AI.

Improvement of sound systems in the HLT, for more professional delivery of events. More information or guidance on the hearing loop systems used in the Ashmolean Museum and HLT specifically, as it is not clear when it is working or out of service, and it changes the ability to enjoy or participate in events for many Members.

It would be incredibly beneficial for our IT support team to have admin access rights to ensure any software installation can be completed as part of their service. Waiting for remote access form central IT can take weeks, so is not ideal. In house support provide resolutions on the same day where possible and are much faster.

Have more staff so you are all less overworked.

Maybe more all-staff email information about current common problems (e.g. now with the teething problems of the Windows 10 to 11 change), like freezing outlook, freezing desktop etc., and what is in the process of being solved and by when?

Drop-in sessions are useful, and I've been very impressed by response time and the quality of the help I've received.
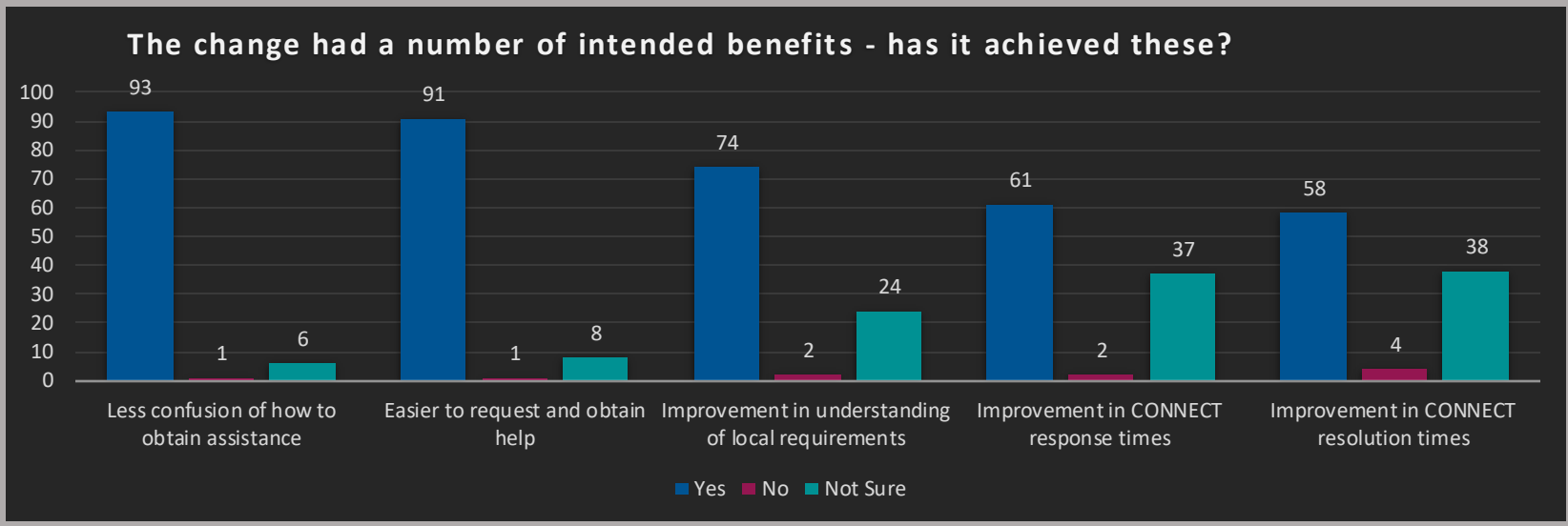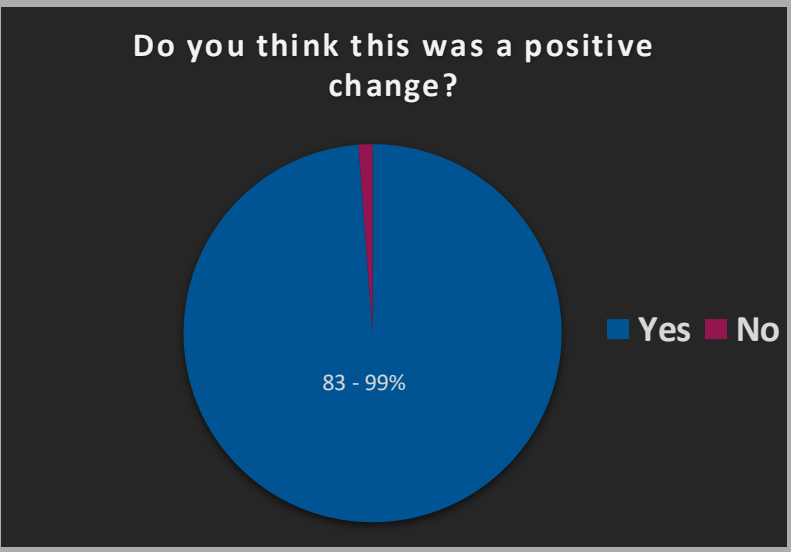
**What we've learned:**

The need for training and guidance on the use of Artificial Intelligence (AI) was the technical area which received the most interest. This was anticipated due to the University recently making ChatGPT available to all staff and students.

# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025

### Service Improvement - Single Point of Contact (SPOC)

In 2025 we introduced Single Point of Contact. This was in relation to comments and data obtained through previous feedback activities which detailed the complexities of a dual-support mechanism and the frustrations this was causing. As this was a significant change to support delivery, we are keen to understand how this change has been received, and whether it is realising its aims.

**Do you think this was a positive change?**



Pie chart: 83 - 99% Yes, No

**The change had a number of intended benefits - has it achieved these?**



Bar chart (Yes / No / Not Sure):
- Less confusion of how to obtain assistance: Yes 93, No 1, Not Sure 6
- Easier to request and obtain help: Yes 91, No 1, Not Sure 8
- Improvement in understanding of local requirements: Yes 74, No 2, Not Sure 24
- Improvement in CONNECT response times: Yes 61, No 2, Not Sure 37
- Improvement in CONNECT resolution times: Yes 58, No 4, Not Sure 38

**What we've learned:**

The response to the implementation of Single Point of Contact has been incredibly positive, both in the quantitative data and qualitative responses.

There is still work to do, but the positive reception to this, alongside Central IT Services and us being in mutual agreement as to its value, provides evidence to exploring other similar initiatives, and closer working.

As an end-user, it's often not easy to know where the problem actually lies. It seems to work much better for the GLAM team to triage everything. I haven't noticed any delays as a result - the opposite in fact. Plus, we get help from a team who know us.

This is great from a user perspective as there's now no confusion about who to contact about what! Our local IT team will have a better understanding of how to word problems to central IT about issues we're having with our tech, which I feel has reduced the amount of time it's taken to get things resolved.

Every time I had a query I would have to dig out the email instructions - and even then, wasn't always sure who I was supposed to contact (because I was hotdesking on different computers - life much easier now I have a laptop). Much easier just to have a single email address - and the response is always speedy.

Simplification has helped enormously as I never knew which service to choose.

# Gardens & Museums IT Colleague Feedback Survey
## Summer 2024

## Celebrating Success: What have we done well?

We are always keen to surface and celebrate those moments where our colleagues have received an excellent IT experience. As such we asked, "Can you tell us about a positive IT or customer support experience you've had over the last year?" and here are some of the responses.

Love to data privacy and cyber security reminders around Black Friday and Christmas. Really appreciate the customer focused attitude of the team.

The whole team are brilliant. Particular shout out to Carl and Adrian - both super stars.

Help with selecting a new laptop - it has revolutionised working from home where I was using my personal computer (which kept disconnecting from the internet!).

My requests are usually very simple - last one was about a shared workspace monitor, and this was responded to within an hour and fixed. Callum was a pleasure to work with.

Carl was incredibly responsive and helpful when I requested information and quotes for purchasing equipment for the DiSSCo UK funding application, and he rapidly replaced my PC when it was unexpectedly locked due to the lack of a windows 11 upgrade, on an extremely busy day! Jona has done an amazing job fixing collections system issues and I've really appreciated how he has smoothed communication between Oxford teams and with suppliers!

Provision of new laptop was super smooth and easy. Previously the care I received when the old laptop was playing up was amazing - Adrian was very supportive and even stayed late in the day to try and resolve problems I was having. All in all, I've had extremely positive interactions from the whole IT team.

1 in particular no, but there so many things which the IT Team do which should be celebrated. They're a great and incredibly supportive team.

The provision of, and on-going support for, our Teams Room (HSM Seminar Room) from Aidan has been amazing. Nothing was too much trouble for him and the outcome is a new piece of technology that is well used and much appreciated by all staff.

Director's iPad was smashed the day before he was going to New York. The SAME morning, I reported it, Amanda Clark had brought up a replacement and helped the Director get all his emails and meetings onto it ready for his trip. Jona Young appeared from a completely separate building as if by magic when I reported the projector in the Lecture Theatre not turning on or projecting right before a very senior meeting that required the device, he sorted within 5 mins very calmly. Both Daniel Pull and Calum Smythe saved us multiple times this year us at the start of the Board meetings (along with other members of the team pulling all the stops out to get us immediate help during a technical emergency in the HLT. They all recognise when there is an urgent situation and unlike more central University teams, they prioritise us when they're in the middle of their own deadlines. Amazing team!

We are a team of 16 and most of the Department had fairly old machines. Several member of staff were lamenting that their computers were very slow and struggled to do their work at time because of processing time. The IT team was able to replace most of the Departmental machines this year. This has brought an operational benefit to the Museum and the Department, but it has also made the team feel valued and generally very happy. The IT Team delivered this complex task very quickly and efficiently and we are truly grateful for their time and support.

The whole laptop replacement process was really great - having been asked some basic questions around requirements, you got some choice in stipulating which laptop you wanted - and from there a proper in-person appointment was booked to make sure everything was set up well, including transfer of any apps/ bookmarks etc. Was really good to have prompts from a real person for this, as I'm not sure I would have remembered/ worked out what I needed to do by myself straight away. And I know there were so many replacements to do: I want to say a big thank you again to the team for providing this above-and-beyond level of service!

# Gardens & Museums IT Colleague Feedback Survey
## Autumn 2025
## Report Findings & Conclusion

| | |
|---|---|
| **Overview** | |
| The 2025 Colleague Feedback Survey, has been an incredibly positive activity. The data and comments has been overwhelmingly positive, confirming that the Gardens & Museums IT team is highly valued, responsive, and integral to the daily operations of the departments it serves. The responses received have shown a deep appreciation for our helpfulness, expertise, dedication, and customer-focused approach - with satisfaction being high across all measured categories. The information captured in the survey has been helpful in determining areas of success and needs for improvement with particular instances detailed in greater context below. | |
| **Single Point of Contact (SPOC)** | The move and transition to a Single Point of Contact model for IT support requests has been a huge success. And although we are only 9 months into this service change, the responses and feedback received demonstrate the positive values that this has offered. SPOC has helped to eliminate the confusion which our colleagues experienced when needing to decide who was the correct support provider between G&M IT and Central IT Services. This implementation has greatly simplified and streamlined the help process, and it is incredibly gratifying to see how well this has been received. |
| **Aged Computer Replacement** | The age of CONNECT hardware was highlighted as a concern and obstacle during the 2024 Colleague Feedback Survey, and this data helped to quantify and qualify the needs for the funding of new computers. The Aged Computer replacement Project allowed for this problem to be addressed, with around 200 computers being replaced between March and November 2025. This workstream has been highlighted as a major success, and although not all colleagues have completed this survey, around half of those who did, received a new computer this year and expressed high satisfaction with both the improved equipment and the handover process. |
| **Quality Service & Support** | Providing a quality, responsive, user-focussed IT service has always been one of our key drivers as a team, and is a major factor in our operations, improvement activities and strategy. The responses received during this survey show that our approach to IT service delivery is highly appreciated, with the availability of face-to-face, desk-side support frequently identified as positives. This in-person presence is considered critical for the swift and effective resolution of problems, whilst affording our colleagues the ability to get to know the team |
| **Training & Guidance** | The need for IT Training has been frequently mentioned throughout the survey, and in particular Artificial Intelligence (AI) has been referenced a number of times. Equally some comments and feedback has detailed a requirement for GLAM specific advice and guidance across a variety of subjects, including AI, file storage and general computer use. Although there are significant training options and materials within the University of Oxford this feedback highlights a need for this to be better surfaced, or specifically beneficial training and guidance to be better identified or sign posted - perhaps through existing communications methods. There is also the opportunity, with consideration for capacity, to develop internal training resources. |
| **Audio Visual Services & Solutions** | Throughout the survey the Audio Visual setups in key meeting rooms has been mentioned as requiring improvement, and in particular the Headley Lecture Theatre (HLT) and the Boardroom of the Ashmolean Museum. The AV provision across the Gardens & Museums is always being reviewed, and this feedback and subsequent suggestions for how it can be improved will be considered, with potential solutions identified and proposed. |
| **In Conclusion** | |
| In summary, the survey has been an incredibly useful exercise. We are incredibly grateful to those who took the time to complete the survey, and the kind comments given. And not only has it helped to confirm the dedication, effectiveness, and positive values offered by the Gardens & Museums IT team and the IT service more generally, it has also helped to identify success stories and potential areas for improvement, exploration and engagement. | |