

~ University of Nottingham ~

A Student-Run Campaign to Raise
Awareness of Poor Quality of Service
from the University's "Information
Services" Department

Documentation of Issues & Signatories



Presented by the Students Union

Compiled September 2006

Abstract

Frustrated by a certain degree of inconsistency with the IT services provided by the University of Nottingham, a group of technically minded students set about compiling a list of the areas in which they felt Information Services could improve.

Further conscious that (in general) inquiries regarding such matters had gone unnoticed these students wanted to demonstrate that the list of issues was not merely a fabrication by a deluded few, but very real problems experienced by many of the University's student "customers".

In order to do so, a small campaign was run over the summer holiday period in 2006 which attracted the attention of the more computer literate students who bore a certain understanding of the problems experienced with Information Services.

The end result is this document: a painstakingly compiled exploration of the problems faced by all students, mainly in the academic year 2005-2006, signed by one hundred and forty-five students at the University of Nottingham, some of whom are postgraduate students and tutors at Halls of Residence.

We hope to demonstrate that the problems documented herein are grave, persistent and reproducible. Further, we ask that due consideration be given to the information we provide in ensuring that the University provides a network service of the quality that students and other residents deserve, and indeed expect, from such a reputable institution as the University of Nottingham.

Tom Lachecki
Alkis Tsapanidis
Iain Lane

Documentation of Issues

This document lists the largest problems experienced by SNS service users in recent years, particularly 2005-2006, in the hopes that they might be read and investigated upon by relevant staff where in the past complaints have fallen on deaf ears.

1. Broadgate Park
 2. Raleigh Park
 3. Inaccessibility of Web Services
 4. Student Portal
 5. Student Portal Introductory Lecture
 6. Quarantine System Upgrades
 7. Irresponsible Recommendations
 8. SNS Line Capacity
 9. Support Quality
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 11. Conclusion

 12. Appendix I: Some Further Examples of Poor Support Quality
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1. BROADGATE PARK

As reported by the EE SSCC (Electrical Engineers Staff/Student Consultative Committee) meeting and EE network administrator in 2005:

We had a day's downtime at Broadgate Park in October or November. After this, we could not access any parts of the network apart from local machines at the lower court. That's including the Groupwise and Netware servers.. for the whole year. Notified them about it a few times but they'd claim that there's no problem. Groupwise randomly connected once a month or so. The wwwcache.nottingham.ac.uk server was just about the only thing that worked.

Throughout the academic year 2005-06, the problems experienced at BGP have been more subtle and persistent. An average transfer speed of ~100kB/s to University Park compared to ~3MB/s from any other Hall show a very poor quality of service.

The lower court network is, reportedly, supposed to be connected at 100Mbit but will not connect at 100Mbit, full or half duplex, leaving users with just 10Mbit to share between them. This has even affected the decision of some prospective undergraduates as to their choice of accommodation.

2. RALEIGH PARK

Users at Raleigh Park were frequently ¹ subjected to downtime (where they could access neither the World Wide Web nor internally hosted content such as the Student Portal). This caused serious issues with activities such as using resources for work, and for finding information about important events such as examinations, or communicating with tutors or fellow students about projects.

This kind of issue can severely disrupt student working environments. The problem was acknowledged eventually, but the issue persisted right until the end of the summer semester 2006 (most crucially, throughout the exam period), continuing to cause disruption to students' access. Speeds were also highly variable, and at times it was impossible to access even the most basic websites such as www.google.com due to the poor speed of the internet connection.

Such downtime lasted at times for periods of over 24 hours, which is obviously unacceptable and hugely unhelpful, and happened on innumerable occasions. Raleigh Park caters for 1,150 undergraduate students, all of whom were affected by these issues. We presume that the average student will work five hours per single 24-hour period. That's approximately $5 \times 1150 = 5,750$ working hours lost off student study time.

At the end of February 2006, a notice was finally sent out to residents of Raleigh Park, acknowledging the issue:

As you will probably be aware we are experiencing problems with the SNS at the above locations. The problem is due to an intermittent fault on the communications link back to Jubilee Campus. Engineers from both the IS network team and the equipment manufactures have attended site on a number of occasions during the last week but due to the intermittent nature of the fault have been unable to identify the cause of the problem.

As a result of the weekends outages a number of components have been changed this morning and we are hopeful that this will resolve the problem. However, due to the intermittent nature of the fault we are not certain of this and as a result, will continue to monitor the link closely.

We apologize for the obvious inconvenience this problem is causing you and would ask for your understanding whilst we diagnose and rectify the problem.

After this promising start, no further communications were ever received and the problem still persisted throughout the remainder of the year.

¹ 1-2 per month lasting at least 24 hours; 12-15 per month lasting 5-10 minutes.

3. INACCESSIBILITY OF WEB SERVICES

Access to the World Wide Web (i.e. HTTP traffic usually over port 80) is provided through wwwcache to the JANET national educational network. Connections to this service are incredibly swift. However, in 2004-05 access would be inexplicably lost 2-3 times a day.

In the academic year 2005-06, the wwwcache server was observed to be inaccessible every two or three days, at precisely 12:03am (midnight) for the duration of 15-30 minutes. This was observed by hundreds of students on distinct machines using distinct network sockets. Several reports were made to IS by several students, but unfortunately we were unable to rally a significant enough body of students to complain such that IS would take the reports seriously.

As such, towards the end of the year, students were routinely expecting the internet to be unavailable at this time. Despite the admirably adaptive nature of students at this University, this is clearly an unacceptable problem, especially during exam times. Most frustrating is that, to our knowledge, neither IS or their subsidiary SNS has ever admitted to the problem or made any attempts to investigate it.

The only way around this issue was to temporarily alter proxy settings so that HTTP traffic was not routed by web browsers to the wwwcache server, but instead to the generic SNS line provided by ntl. However this line is unsuitable for any sort of real traffic (as further discussed below), and the vast majority of students do not have the technical expertise or finesse to perform this workaround.

(This is especially true given the disappointing lack of documentation about specific proxy settings. Enquiry was met with, "just set it to automatic [*sic*] - thats all you need!!!!!" and no further responses.)

One reply was received from SNS Support about the issue:

SNS, 01/03/2006:

well let me assure you that we do not have any scheduled reboots or server down times atthat [*sic*] time of the day - no one works here after 1030pm until 0800 in the morning, it would seem that there is a bug in the system somewhere that is causing it.

No further replies were received on the matter and the situation did not change.

If this is in fact a scheduled outage, why can it not be at 4am? At midnight many students are still working online and the inaccessibility of the World Wide Web is a major inconvenience for these people in particular.

4. STUDENT PORTAL

The student portal has been well known to be inaccessible at the most crucial times, specifically during exam times when students require access to timetables. We believe IS is aware of this problem and that it might be due to load balancing issues at peak demand. However, exam time is not the only instance of problems with the portal.

When such massive importance is given to the Portal for University-wide communication and co-ordination, an uptime record lower than 95% is insufficient. For the Portal to be accessible for an apparent mere ~50-60% of the time during examination periods is frightening.

5. STUDENT PORTAL INTRODUCTORY LECTURE

Students remarked that the Portal Introductory lecture at the start of the year was far too detailed, trying to illicit appreciation for technical process rather than presenting summary information that couldn't otherwise be obtained through exploration of the portal.

Although hardly a matter as critical as the others discussed in this document, we feel this might also be an appropriate place to give feedback on what is still a developing system.

6. QUARANTINE SYSTEM UPGRADES

We believe the Quarantine System to be a conceptually sound way of ensuring viruses and unwanted traffic are kept off the University network. That said, it is not without its problems.

a. Poor Timing, and Insufficient Notice and Technical Faults

IS/SNS underwent an upgrade to this system progressively throughout the year, rolling out upgrades at different Halls at different times. At Derby Hall in particular, the upgrades were made during examination periods. Quite why this time would be chosen to disrupt student access to crucial internet services (for which payment has been made) especially in the cases where the less technically adept may temporarily struggle to pass quarantine, goes without explanation. Logic dictates that during such a crucial time significant efforts should be made to ensure the stability of the service, not in making untested changes.

Further, there are some problems with access to the internet in the short period after a machine has left quarantine. On numerous reported occasions, SNS network routers and web browsers have cached the temporary mood of the DNS to redirect all web requests to the Quarantine gateway. After the machines affected have left quarantine, subsequent requests are still redirected to the gateway, even though the quarantine process has finished and the gateway no longer accepts requests. The effect is that the internet appears inaccessible until the cache clears.

Although clearing browser and system cache would appear to be the first course of action, if a process requires technical know-how and further user intervention to do so, then the process ought to be reviewed.

Many students have noted that the popular anti-spyware program "Spybot: Search and Destroy"² has not been included in the list of acceptable software to pass Quarantine. Adding Spybot to the list would help many people who have a further unnecessary install/uninstall to perform during their time in Quarantine.

b. Un-authorized Alteration to System Configuration

In addition, the new Quarantine System made changes in the Windows registry of users' machines, greying out all the Auto-Update options in the Control Panel such that they could no longer be altered. This is a fairly fundamental system change that restricts users' control of their own PCs, and can only be reversed by those with knowledge of the internals of the Windows registry.

Basically, it's unauthorised alteration to configuration, and amounts to a violation of access rights at best.

One student in particular came forward to us and provided transcripts of his communication with IS regarding the issue.

Student:

Since Lincoln Hall was changed over to the new SNS registration systems, and in light of the problems that other halls have had with the internet, especially with no notice whatsoever, unlike Lincoln:

I have just noticed that my Automatic Update settings are set to automatically download/install updates at 03:00, and are greyed out, meaning I can't change them. Was this a result of the new system, and if so, could you inform me if it only applies when connected to the University network, or not?

If it is a permanent change, then could you provide me with a method of being able to change the settings for when I am away from Nottingham? No-where in the SNS terms and conditions, or on the SNS registration pages does it say this modification is being made.

This was initially denied:

² <http://www.safer-networking.org>

SNS:

The only thing the new system does is to check your system to see if it meets the requirements as far as the windows updates are concerned and that it has an up to dat [sic] AV software which means that the system will be protected on the network from attacks from worms and viruses. It gives options for you to install various bits of software to protect your system.

Whatever the Campus Manager does it does NOT have any effect on the automatic updates schedules. The terms and conditions do also state that there wil [sic] be upgrades preformed from time to time to improve the system and this is one of them and they are always ongoing.

After trying to speak to two or three SNS helpline staff on the phone, the student managed to reach a higher level of support and received an email, included in which was the following admission:

IS:

Removing this [registry] key, and rebooting will resolve the issue.

To resolve this I have created a exe [sic] (which I have attached to this email) which implements the registry change and reboot. This is also available on request from the SNS help line.

Once again, thank you for identifying this issue and bringing it to our attention. If you wish to discuss this matter with further, please feel free to call me or email me.

IT Support Assistant
IS IT Operations Team

Thousands of students without the technical finesse to know to ask for this 'fix' are left with personal computers whose configurability and flexibility in security options have been semi-permanently restricted by the SNS and IS. No broad, informative announcement was ever made and the issue seemed to be quietly shelved.

7. IRRESPONSIBLE RECOMMENDATIONS

IS frequently makes reference to their recommendation of Microsoft products for use by students on the network. For example, IE6 SP2 is the browser "recommended for new installation" by the University's C&IT standards ³. It is a widely held opinion in the security and technical communities that internet users should be encouraged to use a new generation browser such as Mozilla Firefox or Opera ⁴.

Many security experts recommend dropping IE in favor of a different, more secure web browser. ⁵

Technically-minded students are concerned that, by recommending Internet Explorer in this way, the SNS is harmfully hindering the efforts of these experts to spread awareness. The student community -- much of which is new to networking -- is currently more prone to viruses and worms due to the recommendation of this product, regardless of how many Microsoft security patches are installed.

More damningly, the University's own School of Computer Science and Information Technology ⁶ strongly encourage its students to use Mozilla. CSIT are working at the cutting edge of research, and are therefore in a very strong position to make sensible, informed recommendations. It should be noted here that CSIT used to run the University's network.

A responsible approach would be to follow the advice of CSIT and security companies worldwide (for example the U.S. Government's Computer Emergency Readiness Team ⁷), and help ensure that users of the University network do the same.

IS is certainly not helping the case by refusing to put effort into making University websites and services cross-compatible. In some cases (e.g. WebCT) services do not work well on alternative browsers, where a little bit of development would enable cross-compatibility. Any standards-compliant service will work perfectly well on any browser.

Along similar lines, the constant recommendations on the portal to enable Javascript and Popups (in the only obvious case, to open a hidden Groupwise-related miniature browser window that seems to serve no vital purpose at all), once again hindering the efforts of experts to encourage relatively new computer users to not blindly activate these options in the interests of security.

³ <http://www.nottingham.ac.uk/education/information-for-staff/ict-support/announce.phtml?menu=announce&sub=announce#internetbrowsers1>

⁴ http://channels.lockergnome.com/news/archives/20040615_why_you_should_dump_internet_explorer.phtml

⁵ <http://netsecurity.about.com/od/readproductreviews/fr/aaprfirefox.htm>

⁶ <http://www.cs.nott.ac.uk/TSG>

⁷ <http://www.wired.com/news/infostructure/0,1377,64065,00.html>

8. SNS LINE CAPACITY

As it is understood by the student body represented by the signatures below there is a distinct internet line being used by the SNS, separate from the JANET connection. It is the one that traffic goes through if not piped to wwwcache.

Its observed maximum throughput is extremely low and it seemingly cannot handle maintaining FTP connections. In fact, some traffic shaping must be in effect because the only services that seem to work well over this line are SSH, RDP (Windows Remote Desktop) and POP3. Quite why these services have priority is unknown.

Meanwhile FTP connections, which are necessary for updating websites such as JCR and SU society sites, are untenable for no apparent reason.

The capacity of this ntl-provided line is clearly not appropriate for access by 10,000 paying students over two campuses and several self-catering residences. Not all 'useful' traffic is HTTP. Students are prohibited from accessing the superior JANET line for protocols other than HTTP by tunnelling.

9. SUPPORT QUALITY

The SNS support team has repeatedly failed to live up to expectations. Emails often go unanswered about technical issues, giving the impression that no response was even attempted.

At the very beginning of the academic year 2005-06, one corridor in Newark Hall was without network access for at least an entire week. New students had no point of contact other than the SNS Helpline telephone number given which, when called, yielded a long wait-time followed by a promise to send someone to fix it. This was a major inconvenience for the thirty or so students affected in the very first week of their University life.

In one case in Southwell Hall, a study room network socket was non-responsive throughout the year. Despite contacting SNS repeatedly, no engineers came to investigate the problem and the student subsequently gave up, refusing to pay the £70 flat rate.

Two students noticed in early 2006 that SSH traffic was being shaped. The problem was not resolved until Technical Services were contacted. They denied any shaping but the service mysteriously got better. Misleading paying customers is hardly a highly regarded business practice.

10. SUPPORT QUALITY - AN EXAMPLE

In particular, one line of communication ended in the matter being escalated to higher IS staff, which subsequently began ignoring all emails on the matter. The situation was that the domain deep-space-5.org, used by one student for private emails and websites, was inaccessible through the SNS line. Although not a problem for HTTP traffic which went over JANET, this meant FTP and POP3 connections were impossible.

Although workarounds are possible via external proxy servers, the help received from SNS/IS support was less than satisfactory. With the help of the server administrators in the States where deep-space-5.org is hosted, it was determined that packets of information were never reaching the remote server.

However, IS insisted the packets were leaving the University's network, and came to the final conclusion that the backbones sat on by the NTL line owned by the University were not bonded with those sat on by NVhost, the server hosts. The fact that the domain is accessible from at least six separate ntl accounts owned by friends of the student involved was ignored by SNS staff and no further help was provided. The student was subsequently cut off from many of his online resources throughout the year.

Student, 19/10/2005:

Any further updates on this matter?

SNS:

Nothing to add.

The problem is the routing between ISPs - specifically cogentco and everyone.net (which hosts the student's server). The JANET connection takes a completely different route over the Internet.

This is out of our hands and I regard this matter as closed.

(The claim about specific routing between cogentco and the server in question has subsequently been proven untrue by traceroute from working locations which routed through the same ISPs.)

SNS:

FINAL RESPONSE.

A great deal of effort has been put into researching this problem and trying to find a workable solution - to the detriment of other development projects. Ultimately the user needs to contact everyone.net directly to ask them to look at the problem. It is their responsibility to ensure that their customers have the necessary level of access.

If they cannot or will not resolve the problem the user may need to consider plans to move to another provider.

THERE IS NOTHING MORE WE CAN DO.

This student found the claim about responsibility to access levels to be ironic, and the tone of the SNS representative to be rude, disparaging, reproachful and entirely uncalled for.

Although not an academic issue, the way in which IS was unwilling to help a student customer in his first year of University was disturbing. With a residential internet connection service, one expects technical issues to be given equal weight, no matter what the use might be.

The refusal of the SNS to look into problems or listen to reports from paying customers is a common theme in complaints ringing around the student community, *especially* when services such as the Transcript channel and Exam Timetable are so frequently rendered unavailable despite the high emphasis placed on the importance of their use by the University.

See Appendix I for further examples of poor support quality

11. CONCLUSION

All of the above problems have been reported by more than one individual on machines including PCs running Windows XP, Windows 2000, Macs running OSX and *nix machines. So far complaints have all resulted in disbelief and no action being taken.

Complainants are asked to "bring in" their machines for inspection, when in most cases this would alter the test conditions completely. These users are often more than capable of noticing a network problem and distinguishing it from a local machine problem, but we recognise that there is no way for the SNS to be certain of this. Still, a simple long-time observation of router traffic across the network would be sufficient for proof in most cases. Competent technically-minded students are not going to haul their machines across campuses to rule out error, especially when the problems are clearly experienced by so many.

Collectively, those students reporting such problems in such technical detail are well aware of the variety of proxy settings recommended by the SNS and which ones to use when.

These issues show that IS is not meeting industry standards. Far better service is possible from outside the University, but there is only one network provider inside the University. Monopoly power is being abused on the basis that poor service is met only by complaints from students and staff who have no choice of service at all.

We would, as a body, appreciate if the above concerns would be taken seriously and investigated as a matter of importance to the University.

APPENDIX I: SOME FURTHER EXAMPLES OF POOR SUPPORT QUALITY

- **Host Blocked, 10/10/2005**

Student:

If you blocked the host `****_*****.**` [cut] for whatever reason from the webcache please be assured it is a legal, valid website and there is no real reason to censor it!

SNS:

I dont think this is blocked at all!!!!

Student: (quoting)

While trying to retrieve the URL: `http://www.****_*****.**/`

The following error was encountered:

* Access Denied.

Access control configuration prevents your request from being allowed at this time. Please contact your service provider if you feel this is incorrect.

SNS:

I am getting that too from the uni computer labs so I think its [sic] a issue at there [sic] end!!!!

Student:

But the message is being generated by the cache, it lists the Nottingham cache address and asks visitors to send an email to `cachemaster@nottingham.ac.uk` -- `****_*****` cannot be generating this message!

SNS:

The telecoms team will investigate further for you!!!!

Student:

OK thankyou, any idea how long it might be likely to take?

SNS:

no idea, its [sic] a senior management decision!!!!

- **A Message from SNS, 12/10/2005**

After an attempted discussion regarding connectivity problems,

SNS:

It has always been my view that the way we present the SNS to students makes many of them think that they are getting a full ISP and expect that level of service and support. I think this is as much a perception issue as a policy one.

Apparently the SNS are ignorant of the fact that they in fact serve as first and last port of call for the connectivity of thousands of students for entire academic years at a time, in an increasingly internet-driven society.

- **Administration Issue**

A member of University staff approached front desk in Cripps Computing Centre at the start of the academic year 2005-06, with some ideas about making out-of-term-time internet provisions more reliable and secure.

He was told to send an email to a Support Assistant, which he did but received no response.

After chasing it up a few months later, he received a short reply.

Customer:

I sent this a few weeks back but did not receive a response. If you think someone else should be dealing with this, could you please pass the message along or otherwise let me know?

IS:

I have passed it on to the senior manager who is dealing with it at the moment.

***** * **** [*cut*]

IT Support Assistant
The University of Nottingham

No subsequent replies were received.

Since the suggestions this member of staff had to offer were to benefit the integrity of IS' provisions, he did not waste any more time trying to get through to them.

The "senior manager" has still not been heard from since.

~ **END of Documentation** ~

Signatories

We, the undersigned, ask the University of Nottingham managerial body to consider the important issues that have been raised in this document, and to investigate how the Information Services provided by the University could be improved for the benefit of all its undergraduate and postgraduate students, its teaching body and its staff.

1	Tom Lachecki	Newark	Very anxious to see improvements in the service.
2	Antony Gardner	Newark	These issues need to be sorted!
3	Alkis Tsapanidis	-	First year Electrical and Electronic Engineering student Rep, faced with issues other students were having with the network. Saw Used to live in BGP Lower Court in 2004/05. Personally encountered many of the issues listed on this petition in the 04/05 and 05/06 academic years.
4	Duncan Bradshaw	Broadgate Park	Internet was terribly unreliable, extremely slow when compared to campus and scheduling maintenance in the middle of exam revision is totally unacceptable
5	Yi Ning Chin	Southwell Hall	
6	Tim Glass	Southwell	Hoping to see improvements on many of the problems encountered in the 05/06 years, in this coming academic year.
7	Iakovos Papanikolaou	Raleigh Park	
8	Andrew Shovel	Newark	
9	David	Lincoln Hall	Provision for IS was unacceptable. The internet was available to everyone, regardless of who paid, and the internet would frequently fail at random times, especially in the minutes after midnight, which can be the most critical!

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10	Tom Shardlow	Lincoln	Couldn't access the portal the day before an exam, hindering my preparation This was just one problem amongst many, including extensive periods where the internet was completely down or too slow to be useful
11	Craig Thomson	Florence Boot	
12	Mark Challoner	Southwell Hall	FTP was particularly slow rarely rising above 5k - the QOS limitation seemed extreme. Internet access went down every night around midnight. The SNS failed to fix a friend's network port despite repeated requests.
13	Cat Clarkson	Raleigh Park	Constant downtime at crucial times, unhelpful staff that seemed little informed of the situation.
14	Laolu Olagunju	Raleigh Park	The connection just went off at the worst times (Research Time!!!).
15	Kat Crane	Southwell	It's too expensive, the support isn't very good, there should be wireless and its unreliable!
16	Alex Alvarez	Newark	Constant downtime at crucial times, unhelpful staff that seemed little informed of the situation. All in all, not very good. Also, wireless connections in the halls would be ideal.
17	Benjamin White	Florence Boot	The computers provided in the IS room were wildly out of date, and the printer provided still cost the same amount of money per side as the library ones even though we had to use our own paper.
18	Mark Pomeroy	Southwell Hall	
19	Stuart Wilson	Rutland	Why oh why does the internet get disconnected every night between about 12 and 1?
20	Dane Poyzer	Southwell	Please fix the midnight issue + the crappy NTL Line!
21	Matt Shanks	Raleigh Park	

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22	Roland Eteri	South well hall jubilee campus	It's a joke. Extremely unreliable
23	David Gosling	Ancaster	Frustratingly unreliable in our hall, sometimes had to wait three hours before service resumes.
24	Alice Rooney	Southwell Hall	
25	Daniel Wong	Newark	Constant downtime at midnight for 30-45 mins is annoying, especially during exam period...
26	Chris Dowsett	Roddice Court, Raleigh Park	Give me back my money. There is absolutely no way you can call SNS a service
27	Laura Wainwright	Newark Hall	Noticed problems especially towards the end - trying to revise from notes posted on Blackboard and it kept crashing
28	Hannah Smith	Newark	
29	David Collier	Newark Hall	
30	Jonathan Lish	Sherwood Hall	Very temperamental, and I don't see how you can justify charging everyone seventy quid for what most universities get for free.
31	Alexander Morrison	Newark Hall	Noticed serious downtime, often at crucial times (during exams) meaning could not get information of the portal!
32	Kanchana Mallawathantri	Newark	Well I did experience a lot of problems due to network failures and having no access to the internet etc...
33	Jun Lyn Kok	Newark Hall/Jubilee Campus	
34	Michael Maher	Southwell	

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			It was disgusting, especially since it was advertised as a 'broadband' connection. I have had better connections over a 56k... at least that remained constantly connected.
35	Nick Anderson	Newark Hall	
36	Chris Holt	Newark	Absolutely useless service compared to other Universities' offerings, and it's gotten worse each term for the last 3 years.
37	Ismail Qazi	Newark	Too expensive and never worked!
38	Edward Keene	Newark	Expensive. Too expensive. Also slow after 12 midnight.
39	Alex Langhorn	Newark	slowness of service makes it difficult to access athens and westlaw which are essential tools for my degree
40	Christopher Gallant	Hugh Stewart Hall	The sheer amount of time that the Portal was down or inaccessible last year, for the large sum of money that we paid, is just unacceptable.
41	Lily Harris	Ancaster	Mine was impossible to set up each term, always had to have someone round to fix it
42	Rebecca Livermore	Broadgate Park	Continuously slow internet and often complete disconnection for a period of time while on a webpage
43	Evelyn Pang	Newark hall	
44	Christine Lejeune	Broadgate Park	Internet was constantly slow or sometimes not working
45	Richard Potts	Cavendish	
46	Tom Spelling	Willoughby	Login unreliable, e-mail shockingly so (although I know you're replacing it with Outlook). Support almost non-existent.

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47	Jason Zhao	Hu Stu
48	Tom Manuel	Raleigh Park
	The internet regularly went down and was often not working for at least an hour every two days. Once I had no internet for 3 days.	
49	Ben Tatlow	Ancaster
50	Robert Barham	Hugh Stewart
51	R Kathuria	Broadgate Park
	Completely unreliable most of the time. Network would go down without warning and the support team would provide useless information that never solved problems!	
52	Phil Johnston	Willoughby
	The speed was very inconsistent	
53	Dominic Thomas	Cavendish Hall (Specifically Hardwick Block)
	The inequality between the areas of Cavendish Hall was unacceptable with some areas of the hall having much faster connection speeds than others despite the connection fee being the same for all.	
54	Martin J Leow-Clifford	Raleigh Park
	I think that our hall had it worst off, being that far away from the campus, as we always had the majority of the problems , being disconnected more than enough times .	
55	Tom Pullin	
56	James Clifford	Hugh Stewart
	Helpline difficult to access. Too slow at weekends.	
57	Matthew Banyard	Broadgate Park in 2004/05
	Had various problems, especially over the exam period accessing the internet and journals. I know that the exam period is the networks busiest time, but they must realise it is our most important time and poor service affects our grades.	

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58	Kylie Prosser	Rutland Hall
59	Leila Bishop	Lincoln
60	Iain Lane	Cripps
61	Emma Fitzsimons	Lincoln
62	Basil Adamo	Broadgate Park
	Problems with the network going offline at certain times in the year and the system in the Hallward library was not working before the deadline for some of my January coursework which would have been docked marks for a late submission if I hadn't been able to find a friend with a printer.	
63	Matt Wildman	Lincoln Hall
	The SNS was awful, it was often a complete battle to download e-mails and not a chance was there of downloading any large files.	
64	Jason Garfitt	Hugh Stewart
	The portal being down during exam time left me with no access to past papers. Also the internet connection would inexplicably cut off every night at midnight. It's disgraceful that with the amount they charge that they cannot provide a proper service.	
65	Alex Pinkney	Hugh Stewart
66	April McKeown	Newark
67	Andy Wright	n/a
	Although not a paying customer in hall, connection from computer rooms and the down time of the portal and such affected studies etc.	
68	Eric Young	Ancaster Hall
	Highly unreliable and too expensive	

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69	Anthony Allen	Raleigh Park	Internet crashed without fail around midnight for around half an hour at least; internet became sluggish and crashed usually always around exam periods.
70	John Irving	Sherwood	
71	William Walters	Newark	Plenty of irritating problems with browsers on my Unix based system and no internet when I needed it.
72	Richard Jackson	Lenton and Wortley	
73	James Bullock	Cripps	
74	Robert Harward	Broadgate Park	
75	Edi Wright	Rutland	Didn't feel the seventy quid I paid (or whatever it was) was worth what I got in return over the net.
76	Vikas Aggarwal	Raleigh park	Absolutely rubbish! So many times when it crashed and needed it for work. Takes the mick considering we have to pay seventy quid for it!
77	Jackie Chick	Newark Hall	most of the times the internet is very slow and it should be a lot quicker
78	Emma Key	Newark Hall	
79	Richard Newson	Newark Hall	
80	Ashish Choudhary	Newark Hall	The internet was quite slow a number of times and I faced great difficulties when I most needed it. I hope the university could take steps to improve the service so the future residents of halls and the people in libraries don't face any problems.

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81	Ivan Tomasevic	Newark
82	Jamie Briggs	Newark Hall
	Unbearably slow trying to get anything done using the internet.	
83	Bruna Di Napoli	Newark Hall
84	Martyn Afford	Byron, Raleigh Park
	<p>Raleigh Park suffered frequent connection problems, some at noticeable and inconvenient times. Likewise for the Student Portal, which I recall failing me at least twice, once during the examinations. Also, the inaccessibility of web services occurred regularly at around midnight for a reasonable period of time and being an insomniac that meant I was always affected by this. FTPing was effectively impossible meaning it was awkward to update my website. The work around of tunnelling was neither simple nor encouraged. Using *nix and Firefox as my main system and browser was also not simple. A standards-compliant Student Portal would have been a marked improvement in this respect. The Quarantine System Upgrades also altered my system configuration (automatic updates) without warning and required me to spend my time researching and rectifying this and then doing so on a few other people's computers. Most had no idea it was done and even less idea how to fix it. I do not condone such actions, let alone the apparent fact that it was originally denied.</p>	
85	Kelly Handley	Newark
86	Hemal Dave	Newark
87	Katey Steven	Newark Hall
88	Guy Worley	Newark
89	Ashkan Azarkerdar	Newark Hall
	Sort it out !!!!	
90	Anna Croydon	Sherwood
	Really slow, often couldn't perform and regularly there was no access to the internet at all.	
91	Stephen Legg	Newark
	<p>Very slow and unstable internet connections for much of the time. When I have called the helpline they HAVE been useful, but I am a lecturer and resident tutor, so this may have some influence.</p>	

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92	Hannah Jarvis	Derby Hall	At times it is completely impossible to access the internet service and unfortunately this seems to happen regularly during the exams. Please fix this!
93	Lucy Fenton	Newark Hall	
94	Jonathan Coe	Sherwood	I found the system upgrades to be excessive and badly timed as well as regularly having network access become unavailable at critical moments often for prolonged periods.
95	Benjamin Jacklin	Lenton & Wortley	if you're taking away our bars and dining rooms and still raising the price by so much you could at least make the damn internet work properly
96	Luke Armstead	Raleigh Park	
97	Bijal	Newark Hall	Too slow
98	Kiran Patel	Ancaster Hall	Constantly slow if you dared contact anyone outside the immediate network, which was nothing like what I've heard from other universities such as Bristol
99	Jonny Kay	Newark Hall	
100	Bhavin Patel	Raleigh Park	After they upgraded the security and firewalls, the internet was continuously slow and a lot of time not working. very disappointing and annoying
101	Chris Sinclair	Raleigh Park	
102	Chris Roberts	Cavendish	Extremely slow connection - often took 10 minutes to just load Google up
103	Mike Pinion	Willoughby	

104	Dhruv Narang	Raleigh Park	IT HARDLY EVER BLOODY WORKED ... IT WAS GOOD WHEN IT DID THOUGH
105	Lizabeth Hicks	Hugh Stewart	Main problems I had were difficulty connecting at all especially in peak user times, and getting a response from the helpline. I was forced to install SP2 against my wishes in order to use a service I had ALREADY PAID FOR, despite explaining that the OS I was using and my hard drive would probably not support it. Needless to say, I had to buy a new PC about 2 months later due to complete system failure. Also unimpressed with slowness of response when using browsers which is probably due to the servers being rebooted infrequently.
106	Praveen Markandu	Block B Byron Place Raleigh Park	More than a few disconnections in the year. Some even lasted for the better part of the day. Even after a complaint to SNS the problems still persisted.
107	Nisha Karthigasu	Raleigh Park	
108	Julie Chee	Spindles, Broadgate Park	
109	Rajiv Perumal	Sutton Bonington Campus	
110	Adam Latner	Broadgate Park	Constant unavailability of any service, and even when we were provided with a connection, inevitably it was slow and painstaking!!
111	Michael Turner	Hu Stu	Service was good... once I set it up. the help line was useless... did not help with any of my connection problems
112	Ashley Moorman	Newark	Very Poor Support, Portal down during exams
113	Tiffany Teale	Newark Hall	

114	Ben Stone	Ancaster Hall	Soooo slow considering the rather high price you made me pay! Streaming video's and music not a possibility on SNS and the portal is also very unreliable. Basically it sucks.
115	Jessica Renison	Hugh Stewart	I had problems with SNS when trying to get through the quarantine checks. I didn't want to install new software due to very limited disk space (not everyone has the latest pc models), but was told I would have to continue. I argued that my pc would not cope, but was told I could uninstall components. When the CPU was at 100% on start-up, it was obvious I couldn't, because the pc could not function well enough to perform any tasks! This was partly due to updates attempting to run, which I couldn't turn off. There was simply too much running on start-up which I couldn't control. In safe mode, changing/removing programmes is not a valid prompt and therefore I was rendered helpless. I was forced to system wipe and re-install windows, losing all my documents. This is due to SNS ignoring me, probably thinking I was a stupid girl not knowing what I was talking about (I overheard in the background, "I expect she's got tonnes of music on it" - not true, most slimline Cdrive you've ever seen), and refusing to make any exception to their rules. Whilst I understand that people need anti-virus software, it should be their choice. I was happy with my software, it worked, and my pc was running fine. IF SOMEONE IS RUNNING A NETWORK, THEY SHOULD TAKE RESPONSIBILITY FOR THE FILTERING OF MALICIOUS FILES. My firewall had 30,000 high risk hits in the first term. That is frankly ridiculous. (And what would have happened if I had had only the standard firewall??) And the only time a virus affected my pc? When I installed Sophos. I will not be told that I need new software, when the network will not admit responsibility for a huge number of worms within the system.
116	Safwan Syed Tamim	Raleigh Park	SNS kept shutting down at 12 o'clock and Raleigh park had really bad services during my time there. Also some ports are blocked which isn't really necessary.
117	Chris Purcell	Lincoln Hall	
118	Ian Eggleton	Newark Hall	
119	Nicholas Tulp	Cripps	It just didn't work when it was needed!
120	Adam Shaw	Cripps	Timing of quarantine was often very inconvenient
121	Sim-Chung Tang	Newark	
122	Ilknur Celik	Newark	

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123	Simon Denning	Hugh Stewart
124	Katie Richards	Derby Hall
125	Matt	Hu Stu
126	Stephen Denman	Derby
127	Jonathan Richards	Newark
128	Rui Jiang SNS is not a good choice	Raleigh Park
129	Nadim Ismail Hamduley It all started well until, Raleigh Park for some reason was isolated and "internet" was only a dream. I wouldn't ask for diamonds and jewels to fall from my computer screen, just that SNS should be more in touch with their "Consumers" and actually act when they are required to. Also they should give out "network downtime" warnings so as to reduce inconvenience. As for the speed, it was sufficient enough when running normal, although improvements will be more than welcome.	Raleigh Park
130	Louise Sears I found it difficult revising for exams when my internet was so temperamental.	Lincoln Hall
131	Li Yen	Newark Hall
132	Xiaoxi Zhang Lost service at midnight. Sometimes very slow.	Raleigh Park
133	Vladislav Polyakov	Hugh Stewart
134	Daniel Godfrey	Ancaster Hall

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135	Michael Pearce	Cavendish Hall (Room 49)	The speed of the internet was far to slow even at the best of times.
136	Hamir Modhwadia	Willoughby	
137	Stephen Philip Todd	Southwell Hall	I paid for my internet, set it up etc, and the internet did not work for the first 2 months, even after I phoned a few times and had them 'fix' it, it still did not work. Then it randomly started working. I was unable to find out when half my lectures were (they kept changing) and so missed a lot of lectures.... Throughout the year, my internet would randomly not work; sometimes I would restart my pc 4-5 times before it did. Other times I was not so lucky, I had to use someone else's pc to do homework and coursework fairly often....not fun.
138	Darshan	Raleigh Park	The SNS was terrible; I remember the loss of access to the internet especially on the night before my econ essay was due. We would get slow speeds and also on top of all of this we had to pay £70 for such a poor quality service. I want a refund!!!!
139	Cheryl Low	Ancaster	
140	Paul Loy	HuStu	Service standard was pretty bad at times. And I'm pretty pissed they blocked Skype and other such programs, especially without highlighting this fact in advance!
141	Rafael Cardona	Hemlocks	Dear SNS I am trying to communicate in Skype but the firewall does not allow it to perform good, can you set this program an exception program in order to be able to work properly, or at least take any other action to allow me to talk just I used to in SKYPE Thank very much
142	John Ippiotis	Broadgate Park	
143	Kieran Channon		I have always had issues with loading various specific pieces of software and the IS lack of skill to sort it out. The email system is not up to standards either at the moment. I am still receiving emails from my school 2 or 3 days after an event has happened (introduction lectures and registration for example).... what is that?
144	James Key	Raleigh Park	no games on the connection :(crappy upload rates
145	Oliver Brightman	Sutton Bonington	

~ **END of Signatories** ~