

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Student Computer Center Survey (Fall 2007) (Survey ID: 784)
 10/29/2007 12:00 AM - 12/07/2007 11:59 PM

1. As a UNI student, you have been selected to participate in a research project regarding ITS Student Computer Centers. The study is being conducted by ITS User Services and involves completing this web-based survey designed to assess user satisfaction with the ITS Student Computer Centers. Participation in the study will take approximately 2-5 minutes and is strictly anonymous. Your survey responses will be automatically submitted to a secure server with no personally identifying information.
The study involves no more risks than those encountered in daily life. Your participation is completely voluntary and refusal to take part in the study involves no penalty or loss of benefits to which you may be otherwise entitled. There is no compensation or direct benefit for participating in the study.
If you have any questions about the study you may contact Tom Peterson, at 319-273-6460. You may also contact the UNI Human Participants Coordinator at 319-273-6148 if you have any questions about your rights as a research participant.
I am fully aware of the nature of this project and agree to participate.

	Percentage	Responses
Yes	99.4%	634
No	0.6%	4
Total Responses:		638

2. How often do you use the ITS Student Computer Centers?

	Percentage	Responses
Daily	24.0%	153
Weekly	51.3%	327
Monthly	9.1%	58
Less Than Monthly	15.7%	100
Total Responses:		638

3. If you answered, "Less than Monthly" in the previous question, please proceed to question six on page three.

Rate the ITS SCCs.

	Bartlett	Bender	Bridge	Campbell	Consulting Center (ITTC 36)	Dancer	Lang	Lawther	Library	Maucker	Redeker	Redeker-CyberBar	ROTH	Schindler	Towers	Towers-CyberBar	Wellness	No Preference	
Which ITS SCC do you most prefer to use?	15 (2.7%)	11 (2.0%)	28 (5.1%)	36 (6.6%)	9 (1.6%)	12 (2.2%)	21 (3.8%)	40 (7.3%)	64 (11.7%)	57 (10.4%)	101 (18.4%)	9 (1.6%)	4 (0.7%)	26 (4.7%)	56 (10.2%)	1 (0.2%)	11 (2.0%)	47 (8.6%)	
Which ITS SCC do you least prefer to use?	22 (4.1%)	7 (1.3%)	20 (3.7%)	11 (2.0%)	15 (2.8%)	9 (1.7%)	2 (0.4%)	4 (0.7%)	14 (2.6%)	20 (3.7%)	9 (1.7%)	15 (2.8%)	18 (3.4%)	5 (0.9%)	10 (1.9%)	5 (0.9%)	15 (2.8%)	336 (62.6%)	
Which ITS SCC do you use most frequently?	20 (3.7%)	11 (2.0%)	27 (4.9%)	49 (9.0%)	6 (1.1%)	12 (2.2%)	12 (2.2%)	43 (7.9%)	64 (11.7%)	61 (11.2%)	111 (20.3%)	8 (1.5%)	6 (1.1%)	30 (5.5%)	58 (10.6%)	0 (0.0%)	16 (2.9%)	13 (2.4%)	
Total Responses:																			549

4. Rate the following:

	Excellent	Good	Fair	Poor
How would you rate the computers in the ITS Student Computer Centers?	172 (31.4%)	332 (60.7%)	42 (7.7%)	1 (0.2%)
How would you rate the service/help the ITS Student Computer Center employees provide?	122 (22.6%)	263 (48.6%)	136 (25.1%)	20 (3.7%)
Total Responses:				547

5. How could lab employees (Customer Service Assistants) serve you better?

I have only actually seen a customer service assistant twice since I've been at UNI this year.
 They could be more polite. My only verbal encounters with them have been them being slightly rude. Often, it is because I have personally made a computer lab faux pas, but I think I could still be spoken to more respectfully (this "rudeness usually occurs in the Library lab)
 chek the paper more frequently
 not waiting on hold to talk to someone when calling in with a question
 I have a problem with the original login on the first day. I think it is confusing and it has never worked for me. For the past 2 years, whenever I need to print something off, I have to log in as my friend's login because mine doesn't work. Why can't we just put in our username and password (like we use for email and myuniverse) the first time? That would be a lot easier.
 I haven't needed anything from them yet. One day both printers were down in the maucker lab and I had an assignment to print. It would be nice to have both printers running again.
 i understand this is dumb but i find it hard to get ahold of people somtimes like after 5 pm..
 I haven't seen that many there but I haven't had to ask any questions yet so I don't know if they know computers well or not.
 They do an overall excellent job! The only improvement would be ability to respond to a computer problem and making sure the printers have plenty of paper.
 ?
 post assisstant's hours
 Be nicer and make sure the printers are always working.

They are doing an excellent job.

Make sure that there is always paper in the printers or near the printer so I can put it in.

Making sure the printers work, because there is always somebody who prints a bunch of stuff and ends up breaking the printer

Don't look so bored to be there

I think they serve students just fine. I really do not need any help with anything when I go.

Don't be so rude when you have a question to ask them, look like you actually enjoy your job and don't hate the fact that you have to be there. Walk around once in a while, say hi to people and see if everything is going ok instead of just sitting there looking bored and doing nothing

know how to fix the printers, as the printers are constantly jammed, with nobody to fix them when students need them to.

make sure the printer is running effectively. don't kick you out 20 minutes before it is supposed to be closing (bridge lab) don't have it close at 9pm..

change hours back to midnight.

make sure there is paper in the printers and that they work

More printer paper.

I think they do a good job

They are always very helpful to me. I thank them for that

I've never needed them for anything so there is nothing more they could do for me at this point.

Write my papers for me

Campbell Hall needs more than 8 computers. Towers Center has that huge lab for 2 buildings where Campbell has 8 for all of our 400+ students. They are almost constantly full. Sometimes the printer takes too long to be repaired. When Campbell is out of paper it sometimes takes days before we get some more. Things need to be fixed in a timely manner. The guy that works in the SEC Irts Lab (not sure if he works for you guys) knows less about working a scanner than I do. That's a problem.

be around more

they are good...and helpfull already

actually be sitting there and available when there is a computer problem or a printer problem. also, most of the attendents never know how to fix or help me with whatever my problem seems to be.

They could provide pens/pencils/highlighters to borrow along with having the staplers filled.

I never really know who is on duty, if there is one. The printer seems to jam a lot, and nothing is done about it for at least a day. It can be a hassle.

they could be more attentive with computer problems

art building lab open more hours!!!

The last several times the staff has not been very friendly or helpful.

maintain printers to acceptable standards

Have more people to help if u have a problem.

in lawther there are no assistants but when i was in the library they were very helpful. the only reason why i say fair is because there are none in any of the hall its computer centers

Have paper more readily available.

make sure printer has paper and ink at all times

By having a permanently attached 3 hole punch and stapler so that we can still use them when they are not in the room and so that they are not stolen.

Be more attentive to students needing assistance, and take more initiative in finding answers to student's questions, instead of simply saying "i don't know."

Keep printers working

Keep printers filled with paper.

n/a

Have the bridge computer lab open during the weekends.

I never see them in there?

Printer in WRC has been out of service for awhile now. Why not have TWO printers in that lab?

They could make sure they have at least a stapler out for people to use so you don't have to ask them. If there's no one on duty, we're SOL. What would be MOST helpful is a copier in all the labs, especially Redeker.

Be more proactive and see when someone might need help.

Be there more often, not just sit behind there computer but actually walk around checking the computers for problems, and making sure that the printer is working properly. All they normally do is sit at the computer doing homework or playing games.

The Redeker lab never has a stapler and always runs out of paper. Sometimes there is no one in there to help. I have to go to the Department of Residence office to tell them that it's out of paper or to use a stapler.

Have a better knowledge of what is actually on the computers. For example, SPSS is on the library computers, and a student was told that it was not.

I think they do a great job already. So they don't need to do anymore :)

just by helping any questions i may have

There are some times when there is nobody there. It is hard when the three-hole punch or the stapler are not there for student use. It would also be nice to have some scissors available as well. Otherwise they do a great job at staying on top of the paper situation with the printer and being available for assistance when needed.

be in charge of changing the paper so that we don't have to wait for someone to come down from another office and do it!

Well it would be nice if there was one in ROTH, for starters.

Ensure that the toner is full.

Be more friendly.

Know more about computers

Sometimes there are gaps between Schindler lab employees and I need to use the three hole punch or stapler and it locked up. I just have to go up stairs and use the resource lab equipment, it's not that big of deal, but inconvenient when in a hurry.

n/a

Know more about the software on the computers and be able to reset passwords after 5:00

being able to reset/look-up passwords

They do a good job already!

Make sure the printers stay full of paper and don't break down.

Clen up around teh computers better, there is sticky stuff and dirty computer desks.

Sometimes I'm in the SCC and there's not an Assistant present. This is usually when there's no more paper in the printer or it's out of ink, and the supplies are locked in a cabinet.

They could make themselves known to the students.

Have a better knowledge of computers.

Make sure the printers are always working and that they have enough extra paper on hand.

Actually know how to fix the printers and such

I think that they are doing a great job as it is.

I live in Hagemann and there is never anyone in the Bridge Computer Center. It is more convenient for me to go there rather than to Redeker, but I feel better going to Redeker because if I were to have a problem, I would at least have someone to ask.

It would be nice to have some people to phone if something don't work like 24 hours a day because i lost my datas once because i could not save them on a cd!! and there should be a better information about restrictions or what you are able to do on the computers or be allowed to because for people who is this the only source it is sometimes quite hard to store things - like on the incident with my datas!! otherwise they are trying to help you.

Be more friendly.

They could be a bit more available.

Provide staplers and 3 hole punch in every one or at least have it where we can access it.

Know what they're doing, have knowledge of computers so they can help when you have a problem not involving the printer.

They are always helpful. I wouldn't change anything.

By setting up a "forgotten password system" that you can reset on your own, without calling them to reset it for you. I always need in MyUniverse at random times, I forget my password, and the computer center is closed.

Maybe having the office materials out and available even when not there. Could chain to table or something... It's inconvenient when you really need a stapler and the lab employee is not there and the equipment is locked up.

I don't even have a computer in my room so I'm not sure of there services or what they could do to better serve me. I do wish that Visual Basic Programming 2005 was downloaded so I could finish my project here without having to walk all the way to wright hall.

Be there all the time when the printers fail/run out of paper.

Sometimes CSAs micromanage. For instance, a girl in my class needed to print a paper but didn't know her password, so I told her to come use the computer that I was logged into. The CSA had been listening and told us that we couldn't do that. I don't understand why it's unacceptable to help a friend print a paper under my login while I'm sitting right there, and I find being chastised for that by a CSA to be rude and unhelpful.

I would like there to always be a stapler and hole punch out.

Clean the computers and the computer stations!

They arent there very often when I'm in there so I guess just being there more often.

they do a great job

By having greater computer expertise.

be more social

Be trained in how to fix printer problems. To be honest, I have fixed lab printers myself on multiple occasions.

They do what they are there to do, if I ever have a question, they help me out, and they replace the paper. I can't ask for much for I suppose.

not close so early and to always have the printer working and with paper.

more computers

I have never seen them assist anyone.

They could make sure the stapler and three hole punch are always there and working properly.

They do a pretty good job, but they can't always fix printer issues.

Everything is fine.

Be more attentive. All they do is their homework.

Create some way to change your password or email it to yourself if you forget it without having to contact the ITS lab.

Refill the Campbell printer more often.

I have never asked them a question so I don't know

keep the paper in the printers stocked

they are doing fine... maybe not stare at you so much when you print a lot of sheets of paper. Sometimes we have to print lectures from professors and they take up lots of paper! We don't need to be stared at. We know it's loud and wasting paper, but we can't help that.

Try not to be so stoned.

Making sure the paper in the printer in completely filled before leaving for the night. It makes me angry when I go to print a paper and I can't because the machine is out of paper. This is an inconvenience and has happened on several occasions.

Making sure that the printer is always full of paper.

There's none at the Redeker Center, so it'd be nice to have one around in case something happens.

Look more open to answering questions

Theyre great, but sometimes it just seems they dont know the answers... which is understandable... it just is inconvenient and irritating sometimes.

They could actually know answers to questions asked of them (about computers)

I've never seen one around the lab.

If the printer is out make note of it when people enter, and direct to the nearest printer that does work, and don't tell students "if they run out of paper there, just come back over so you can take more from here, we have plenty." Why can't they take care of that themselves?

Respond to printer issues quicker

To make sure all printers work

They could be more knowledgeable. And the wellness lab could have an employee in there more often

They could fill the paper in the printers more often. I have gone in and the printer is printing from tray 3 or something like that even though there is a worker there. I have gone to the lab at Redeker in the morning and there has not been paper in the printer and a lot of people trying to print.

On Tuesday in the wellness lab the printer went out. When i checked again on Thursday it was still out. It should not be more than a 4 hour period before this matter is taken care of. We are now in the middle of finishing papers and it is hard running from lab to lab. I also understand that it takes time to get to things when it is unexpected. Otherwise you are doing a great job.

They do a pretty good job

very nice...but the printers break down too often

More computer knowledge

There are many time you are in the lab and there are problems and threr isnt anyone to assist!

If the computer could work a little bit faster in loading things.

Be a little friendly to their work

I would like to see someone take care of the computer lab in McCollum Science hall because its always a mess, always out of ink or always out of paper.

I would love to not have to unjam the Lawther printer every four printed pages.

Overall good, maybe a little more friendly.

When the printer runs out of toner go get it right away instead of saying that they will get it in about half and hour. People who are in the computer lab and need to print things off more than often need those things right away and don't have time to wait around.

they are great

Someone easy to connect to with printing issues. They are always super friendly...just frustrating if the printers don't work and no one is there!! The phone numbers to call don't really help:)

be friendly

Keep printers full even during off-hours

They do a pretty good job serving me.

N/A

IF someone isn't on duty there should be paper out in case the paper runs out in the printer. And if there is a call send someone asap and not like and hour later, some people need to print things off before they go to class.

Only make changes to the system during the winter and summer breaks, also to allow the passwords to last throughout the semester and not just 3 months of it.

Nothing, they are doing an excellent job.

By having all of the computer labs have the software needed. I say this because I am an industrial tech. major and we need to use the CAD program daily, but there is only one computer center with that software which is in the industrial tech. building. Which has the most out-dated dell computers on campus as well. I live in Dancer and there is no computer lab with the CAD software by me, and with my other classes and not having a computer of my own I do not have time to walk all the way across campus to the industrial tech. building to just be able to use the CAD program. I believe that you should have all programs for all majors in every computer lab.

answer phones more frequently

They do a good job

no

The printer seems to be down frequently. Getting them running faster

nothing

Actually keep the printer working. More times that not the printer doesn't work or its out of paper in Bartlett Hall. Its really sad actually.

They are doing great. Always very helpful and knowledgeable. Thank you for pushing in chairs!

Do not act as if we are imposing on you when we ask for help.

Employees could be more readily available to fix problems with the printer or tell other users to be more quiet while using the lab.

They could walk around the room more often and be more convenient to ask questions

It would be nice if they were closer so when there is a problem you could find someone to help. How about a phone in there to call down to the other office for help. I don't feel comfortable leaving all my things there so go find help when there's no paper or printer is jammed beyond help

They are much better than last year - they seem to be more responsive and communicate better with their superiors. The superiors seem to fix the problems more quickly.

They could better monitor the bridge lab in the evenings.

Enforce the rules of the lab, such as noise level and group projects only in certain areas.

Monitor behavior such as loud people in the labs.

none

they really don't know much about a machine when it has broken down on you.

There are no problems with the lab employees

Most of the people are not very intelligent and can not help out very much. The gentlemen that is bald and married is great, pretty much everyone else is no help at all.

I've never seen one so maybe they should actually be noticeable.

they need to be more computer savvy.

in the towers one there is one girl who is never in there, she is always out in the hallway on her phone.. she could stay off her phone and be a little more helpful

be more available in the labs so you don't have to go find someone when there's a problem/printer out of paper/etc.

they are doing a fine job

Nothing, they are doing just fine.

more knowledgeable when questions arise

I think they do a wonderful job, I have always been helped on subjects I knew they could help me with.

stock more paper in labs in the residence halls

clean the computers once in awhile...the keyboards are always dirty, use the keyboard cleaner that you can buy at Walmart

They could make sure the people in the library don't talk so loud; its really annoying

N/A

I have never had any problems with the assistants not being able to solve any issues.

Say "Hello" to you every time you walk in the door to the computer labs. This would establish a courteous environment for people in the computer labs.

make sure that all services are available (paper punchers, staplers, ect.)

make sure computers are set up to print, make sure printers are working, fixing computers/printers quickly

Eye contact when you walk into the room. Some customer service approach would be nice, particularly if it is noticeable that a person is new to the computer center, by saying "hello. let me know if there is anything I can help you with..." or something to that effect. It can be intimidating to come into a computer center for the first time, have the help completely ignore you (probably unintentionally), and not know the exact protocol or guidelines of the place.

As a library student assistant, I have to complete worksheets every two weeks that are "continuing education." There are about 20 questions on the sheet, and I have to look for the answers. Maybe student lab employees could do something like that to increase their computer knowledge.

Friendlier service and available attendants.

usually not there and when they are there you can't really tell because they are working on their own computer

Sometimes they do not do anything productive (ie check printer paper, clean, observe people using computers,...)

I think they are doing a great job currently

I think they do a good job.

Have paper so students can print. There have been countless times - especially weekends, where printers have been broken or out of paper with no way to get it fixed in a time-effective manner.

I have never had any problems, so I do not really know! But, whenever I am in here there always seems to be some one in here - so that is always nice to know that there is always someone here to help!

they are doing great

they should be familiar with the equipment in the lab (computers, printers, etc.), and know basic maintenance and repair operations to be able to solve problems as they arise. nothing is more frustrating than going to a lab for the sole purpose of printing an assignment before class, only to find that the printer in said lab is "out of order" due to lab employee ignorance.

Know more about the computers and the programs that are available on the computers so that when problems arise they can help in a timely fashion rather than just plunk around for 10 minutes and then say they dont know how to help.

-

about half the time when I go into the labs, no one is there to help me with any problems that may occur.

I have not requested help from them.

They do a great job !!

Be more knowledgeable of different computer tasks.

The only problems that I've ever needed assistance with are with the printers. If changes were made, I would like to see more hours with a Service Assistant.

maybe walk around the room more often to see if people are having difficulties.

They could be better trained to deal with printer issues.

So far i feel they do a good job.

The printers are often out of paper or not working and it's really annoying.

They server just fine

Know more about computers

Just be friendly and calm when assisting someone who needs help.

The computer lab at the Wellness center is always either out of paper or ink. No one is ever in there to help. It it poorly run.

They could actually show up when they are supposed to work.

generally more knowledge about common issues--is there continual training of some kind or is it one-and-done?

Well, the university apts. has a computer (1)ONLY. Apparently, someone has not replaced the CPU to the other computer. But at that, only two computers for the entire complex? Maybe loaners might be considered on a weekly basis,perhaps we can also consider portable printers ? The computer that is functioning, is well received, but it only has Word viewer, which does nothing for me, when I have to work on assignments. I don't want to seem ungrateful. However,for single parents, such as myself, whom find time of the essence and money short, these things make a big difference. Another issue,information is kept at individual computers, so if I type a letter or paper on one, I cannot retrieve it on another. This proves to be somewhat problematic...especially when crunch time hits and this promotes lost (& never found)USB Drives. I guess honesty is still a virtue. Finally, is there any more times I have to enter my user id and password, I can't seem to use it enough? I hope these issues and concerns are addressed. Thank you for your time.

I think the lab employees need to do a better job of enforcing the rules in the lab. I find the labs very distracting due to groups working together, and people socializing. I also think the lab employees need more IT training as most times I have to figure out how to solve my own problem. Some assistants I have worked with are only good to fill the printer and call to reset passwords.

When the CSAs are there, they are wonderful and know a lot. The problem is that there is a lack in CSA coverage. Perhaps trying to get more CSAs to cover longer periods of time.

A lot of them don't know much about computers so if my computer at the lab is having trouble or if I lost an assignment, they don't know how to help. They just say to try to restart the computer or find another one. They are friendly though.

Answer calls more quickly, not transfer me so many times, be able to help me instead transfer back and fourth to people, respond to phone messages left. I left voice mails aprx 3-4 never got a call back. Overall I think the service is very poor.

I don't know. They do a fine job as is.

I believe the service would be better if the Customer Service Assistance knew how to troubleshoot. I have gone into a couple different labs, and the students could not help me and I had to go to a different lab. It is frustrating when a computer does not work, but it makes it worse when the Tech person has no idea either.

Hagemann is always broken

I don't really know. They really don't do much of anything. I think it would be good if they could really answer some questions that students have, but nobody can expect them to have all the answers.

Arrive to work on time to help with problems, have someone available in 24hour labs to get paper.

Replace/upgrade the printer in Hagemann lab. Start using the printers that print on both sides of the paper; those are wonderful, save lots of paper and makes it is easier to read by flipping pages over within a notebook.

In residence labs the printers always run out of paper over the weekends so, it would be helpfull to have extra paper in the labs. Also printers should be fixed in 24 hours or less. They shouldn't be out of order for two or three days or more.

Maybe have more than one person working at a time.

It would be nice if those working in the labs could fix printer problems or atleast have someone to call to fix a problem and have them walk the employee through the problem. It's frustrating when you need something printed off and you have to go to another lab to print papers off when an employee of the lab plays games or chats online with friends instead of assisting with a problem.

One in every dorm .. and with one printer

Do a better job of creating a good work environment: keeping the place free of clutter, making sure people don't play music on the computers and if they do use headphones, make sure people aren't talking on their cell phones in the lab etc.

check to make sure paper is always in the printers, UPGRADE WORD (ITS 2007 NOT 2003!!!!)

They could be there more often.. i have had many times when the printer ran out of paper but there was nobody there to refill it or fix it.

Let student know if computers have a problem as soon as they have a problem

N/A

More frequently check the status of the printers.

they're fine

help with printer problems

Make sure people don't talk on their phones in the lab or keep their voices down

just be willing to help out whoever needs it.

I think they are good and helpful when you have a problem.

if the understood computers

Make sure the printer is working.

I dont think theres much more they could do. If i have a question I usally get it answered and move on. For the most part they do there job.

making sure there are enough supplies (paper, toner, etc.) so students can print what is needed all the time.

The hardest part is getting a hold of someone. Half of the time I can never get a hold of anyone. The phones are usually busy.

Total Responses: 234

6. How do you use the ITS SCCs? (Rank 3, 1 being the most used, 2 second, etc)

	Avg Rank	Min Rank	Max Rank
Word Processing	2.1/12	1	3
Free Printing	1.4/12	1	3
E-mail	2.3/12	1	3
Scanning	2.3/12	1	3
Web Browsing	2.5/12	1	3
Spreadsheet	2.4/12	1	3
Webpage Design	1.9/12	1	3
Presentation (PowerPoint etc)	2.5/12	1	3
Programming	2.3/12	1	3
Database	2.1/12	1	3
Departmental Software	2.4/12	1	3
Other	2.5/12	1	3
Total Responses:			638

7. Please answer the following questions in regard to personal computers.

	Desktop	Laptop	Both	None
Do you have a personal computer at your residence?	162 (25.4%)	386 (60.5%)	68 (10.7%)	22 (3.4%)
Are you planning a new PC purchase within a year?	30 (4.7%)	68 (10.7%)	5 (0.8%)	535 (83.9%)

Total Responses: 638

8. Where do you use a computer the most? (Rank 4, 1 being the most used)

	Avg Rank	Min Rank	Max Rank
Home/Dorm	1.3/4	1	4
ITS Student Computer Center	2.6/4	1	4
Departmental/College Computer Lab	2.9/4	1	4
At Work	3.2/4	1	4
Total Responses:			638

9. Regarding the E-mail kiosks (located in lobby areas such as Schindler, Curris, Maucker, etc)

	Percentage	Responses
Need More Locations	18.7%	119
Have Enough Already	41.4%	264
Don't Use	28.8%	184
Don't Know About	11.1%	71
Total Responses:		638

10. If you believe we need more E-mail kiosks, where?

just more
 maucker, in the "administration' building/offices' area's in the hallway or lounge...so we can check email if we need to.
 computer labs in every building!!! CEEE needs a computer lab because the past few years it is being used as a temporary location of classes. Also a computer lab would be useful in the PAC and a large computer lab in the MSH.
 ITTC building
 Lang hall, mauker union, schindler
 Wright Hall
 no
 Maucker.
 not sure
 In the CEEE, please
 In Seerley hall, and Sabin.
 Wright, Sabin or McCollum
 yes need more in the union up stairs part, in the cbb lounge area too
 First floor of Lang Hall
 In Maucker, they are typically full when I go and try and use them
 There needs to be more in Maucker. There is not enough at certain times of the day.
 In maucker.
 back in the Hemishphere lounge in Maucker Union... or more in the hallways by the lockers
 In the dorms
 Sabin
 No, I think what we have is great.
 It would be nice to have a couple more in the union, possibly near the bathrooms. Some kiosks in Lang would also be nice.
 question 6 is really badly organised.
 Each building on campus- such as McCulom
 n/a
 more computers at each kiosks
 No
 mauker
 Maucker
 I think there should be a few in the buildings around Maucker, like Seerley and Lang. And a few more in Maucker Union itself would be nice because even though there is a computer lab its nice to have those easily accesible ones to just stop at quick...but they are always busy.
 In all buildings
 in the art building
 I'm not sure, but More is needed, especially in Maucker due to the heavy flow of people.
 na
 More in the Curris Business building.
 Think that it would be beneficial to have a few more in the union.
 More in Maucker
 It would be nice to have more in the union because they are usually full when I'm in there.
 I think there are enough e-mail kiosks for the amount of students who actually use them.
 hmmm... i would say put more up in the Union/Prexy's area.
 Sabin...certain buildings where I have yet to find at least one, in case you don't want to leave that building and it is the only one you have classes in that day back to back and you need to check on something quick in between.
 at least information about it!
 I believe they need to be more known about so the ones available can be taken advantage of.
 i dont exactly know where you should put them but when i need to use them there are always people using them.
 Main floors of classroom buildings. More in mauker.
 Opposite ends of large floor buildings (WRC close to dome, etc.)
 More in the Union.
 nowhere
 In side all the bulidings
 NA
 Is that those little random computers set up everywhere? I love those, they are really nice when you need to figure something out real quick, but don't want to run down to the lab.
 towers center
 I could not say.

Dont waste the money, they are fine. Spend it on making the campus more wireless and fixing the universal login bugs.
I don't know what e-mail kiosks are.
more of the hallways in buildings
Nope
I don't think we need any. If people can't wait 15 minutes to get to a computer lab or their dorm they should have a laptop to check their e-mail. Or a lower opinion on their importance. These kiosks waste electricity by being on all the time even if they are in sleep mode. There are better allocations of money available.
More in Maucker and Lang
Maybe just add more stations to existing locations.
throughout maucker
i do not know what email kiosks is?
Other building around campus such as the WRC, Lang, etc.
Lobbies of the towers.
Maucker, CEEE
I don't think you need more but I do think it would be nice to have one that will load faster than a lab. If I am in a hurry and just want to check my mail, then i should be able to do that in less time than it would for me to log onto a lab computer.
If possible in the WRC!!
laundry room
more spots throughout McCullum Science Hall would be nice
art buildings (KAB)
Another set in the Union because people always take way to long on them so no one can use them.
I have no complaint, but a couple in Seerley would be nice.
In the Union, they are almost always in use
the kiosks in the union are always full...need more!, especially around lunch time!!
in Mauker for sure -
The bottom floor of Lang does not have any E-mail kiosks. There are quite a few English classes in this area, and it has a high number of students passing though.
All the department buildings and other places where students meet
Maucker Union
1 extra @ each area behind Chat's
not really
maucker
It takes FOREVER to long on and use those!!
a few more in the union would be nice
WRC
Evaluate high-traffic areas. Those seem to be where the majority of kiosks are currently located- but some locations are overlooked. Perhaps add more kiosks to higher traffic areas.
PAC
More in Schindler and Maucker
It's nice to have them in the union, but it seems like they're always full. so maybe a few more in there.
No
ITTC, more in maucker, Wright
sabin, wright, msh
downstairs Curris, baker study areas, in the top of the ITTC lounge
I don't know because I have never used one before.
curris on the thrid floor.
No, b/c I feel people don't use them alot -- more aren't need -- just keep the one we have in places we have them. I mainly use or see the ones in the CBB used sometimes but not all the time.
No, the area is to public, If I'm checking assignments and working on homework I don't want people watching over my shoulder
Maucker
Maybe just add some computers to the areas that you already have them located at, more more units. I really enjoy being able to go anywhere on campus and using a computer to check email, or send myself a project by using my USB, then to go back home and get a paper copy.
Was glad to see you finally upgraded in Sabin. I like the options that are in CBB As well.
more in lang and union.
A couple more in Schindler would be great - in the lobby
In the lobby of all buildings
More in the CBB building because there are only 4 and they are always occupied. More in the Maucker Union would be extremely helpful also.
Wellness center
Curris Business Building
Gallagher Bluedorn Performing Arts Center
Perhaps one towards the middle of the ground floor in Lang. One somewhere on the ground level/first floor of Schindler.
I don't use them much, but i see that most of the time they are all full, so I would think that we maybe need some more. as to where, i don't know.
in the hallways of most buildings
Curris could use a few more. Maybe if you could put one or two on the second and third floors.
CEEE, GBPAC (the existing one doesn't work)
more in the union
We just need more where there are already computers
I think there are enough although they can get crowded sometimes.
I have no idea. Maybe make them an option in every building. I'm not sure how expensive that would be though.
Another one in GBPAC would be helpful. One in CEEE, and Russle when it's open. In general, the main entry area of every building should have one to allow for a quick check between classes to see if classes have been canceled or lesson times moved. Some people have back to back classes all day and it would be helpful to have quick access to email no matter where you are on campus.
I don't know about them.
fine
Hemisphere lounge
I like the locations they're in right now, but it would be helpful to have more computers at these locations and perhaps a printer as well

Total Responses: 120

11. Are you using the Campus Wireless Network (WiFi-UNI)?

	Percentage	Responses
Yes	23.4%	149
No	76.6%	489
Total Responses:		638

12. If you don't use the Campus Wireless Network (WiFi-UNI), why not?

	Percentage	Responses
I didn't know about it	13.7%	72
I don't own a laptop	28.5%	150
I don't carry my laptop on campus	42.8%	225
Other	15.0%	79
Other Responses:		
can't get it to work		
Laptop is not set up for wireless.		
I tried, but it seldom worked, so I gave up		
don't have it hooked up		
My laptop's not compatible w/ UNI's WiFi		
I'm too lazy and haven't gone to get it done yet		
I also cannot get it to work		
i dont have wifi capability		
I get no signal in the WRC		
I haven't brought it to the ITTC		
Lounges in residence halls don't have it.		
My laptop does not work with WiFi		
I don't know where to go to activate it.		
I have not gotten it set up		
don't know how long it would take to get computer set up, so have never taken the time to do it		
I have a cord for living on campus		
I never got it set up		
haven't programmed it yet.		
Haven't gotten around to registering yet.		
It is not in ALL buildings		
Don't have the resources to purchase necessary equipment.		
I have no idea how to use it. I do have a laptop with me on campus at times.		
I just haven't gotten it set up yet. Not sure where to go to do that.		
don't trust ITC's insistence on the installation of one particular security software.		
Always lose signal and also I don't know what areas are covered		
no access in the dorms, which is ridiculous		
It is time consuming to have to go and get the wireless checked in. I am not around that building		
They put it on my laptop and it messed up my laptop and it had to be reformatted		
I'm not in a position to use my laptop when on campus.		
I don't know how to use it.		
I can't get my laptop to work with it		
have registered laptop twice, and still doesn't work.		
I haven't gotten my computer registered yet.		
To lazy to walk over and set it up		
you guys make it harder than hell to get on the network		
Don't know how to connect to it		
I'm not sure how to hook it up		
i haven't installed it		
haven't carried laptop over yet		
ITS can't get my computer working to be hooked up to the wireless network- I have been there 3 times		
Have gone to ITS yet wifi refuses to work		
It's not broad enough.		
i can't get it to work because of a password change		
Too lazy to get it activated		
I've gone in 3 times to get it set up and each time it doesnt work		
I occasionally do use it but mostly I just use resnet		
It's not available everywhere on campus, like in my dorm room, so I don't bother with it.		
I have been meaning to get it set up. I just haven't yet.		
haven't had the chance to get it installed.		
My PDA and iPod Touch do not support the encryption method used on campus.		
As I understand it, it's not available in the WRC or other places I've tried		
I have it enabled on my computer but I don't know how to access it in Mauker Union		
Haven't taken the time to go in and set it up		
I don't know how to use it		
I do not know what it is.		
difficult to set up, unfriendly help from student workers at the CCC		
don't know how to get certified		
Don't know how to register for it		
No access at all places		
i was last year but haven't had it re-installed yet.		
ITS not open at convenient time to register laptop		
It doesn't work		
Don't know how to use WiFi		
I have not set up an account since i just bought my laptop		
Haven't gotten it yet.		
I had it installed but haven't been able to access it numerous times on campus.		
haven't had it put on my laptop yet.		
the wireless connection is not strong enough		
not available in the places that I frequent on campus		
only when my friend lends me her laptop.		
It does not always work for me		

I haven't gotten it registered yet this year
 Haven't had the chance to get a wireless card from the ITS
 I don't know where to get it programmed onto my computer
 I don't want the provided anti-virus software because it slows down my computer.
 didn't want to bring it in to get connected
 It cost money and time to instal the wireless chip
 Not worth the work of getting it programmed
 dont know how to get connected

Total Responses: 487

13. Would you use color printing in the public labs if offered with a fee per sheet?

	Percentage	Responses
Yes	48.1%	307
No	51.9%	331
Total Responses:		638

14. Suggestions on how we might improve?

In regards to Departmental Computer Labs, the biggest problem I am facing is lack of computer lab attendants available to keep the labs open to student use and also the lack of departmental specific software (examples: AutoCad, Autodesk Inventor) on all department computers. I would also like to see more computers move to Office 2007, so that my documents would become compatible without saving them as an previous version files.
 WIFI in all buildings and classrooms.
 Printers by the Kiosk would be nice
 when someone gets the wifi put onto their computer they should be told the login and password in case it gets deleted so that they don't have to keep bringing it in because their system won't save it
 Printer malfunctions can get annoying, but I think overall Public Labs are great.
 don't charge a computer fee!
 DEFINITELY GET COLOR PRINTERS! Education majors have limited options for projects and activities if they have to be in color.
 keep the printers functioning properly, longer hours for the bridge lab
 easier accessible usb ports on computers (maybe on monitors instead)
 The only thing I had a problem with is this survey. Particularly questions 6 and 8. I had to rank things I've never used and couldn't rank things I have used.
 Add more people to your call center. It takes a significant amount of time to get student questions (password changes, etc) answered.
 have some free color printing in some areas. could increase fees slightly perhaps. otherwise for graphic design the cost per page is way too high. also, if you could have photoshop in more than one lab, have photoshop and illustrator on all computers that have a scanner hooked up. one in cbb lab does not have all the adobe programs which makes having the scanner there a little less useful.
 clean the public kiasks computers more often...they get sticky!
 Keep the printers functioning at all times. They are "unavailable" too much of the time.
 Just make sure the printers work because people always break them
 Have color printing as an option in the labs
 No improvement needed. Everything that I have used has been great!
 Don't put a limit on printing, people have to print certain papers that are longer sometimes
 Have color printing more easily available around campus
 Have more printers in certain labs that are used the most to eliminate congestion.
 The computers in the study area of curris (accross from commodities) are very slow to sign on. It's very frustrating.
 See my previous comment on the first login procedure.
 More apple computers
 No suggestions. Your employees who regularly work at redeker center at night are very helpful.
 Better Wifi knowledge to the public and more places with Wifi
 If the fee wasn't to much then I would probably use color printing, even though I have a color printer in my room.
 By not attempting to charge for printing! I do enough printing at home on a personal printer that uses expensive ink cartridges that I spend about \$70-80 per semester (2 black, 1 color, 4 packs of paper) on my printer. If the university decides to charge for the printing, I will double if not triple my expenses. I feel that I should not have to take out more loans just to print journal articles for my papers.
 Have Microsoft office on some of the library computers. It is harder to write papers when you have to check-out books and take them to another computer lab. Having more printers print on both sides like in the library would save on paper usage. Don't make it mandatory to change passwords so often.
 Enforce the policy that groups should work in an area where they won't interfere with others. Sometimes the labs feel a little too warm.
 Color printing would be great!
 Everything seems good to me
 color printers definitely
 Make thunderbird work, I love how you guys are always pushing student to use thunderbird but it doesn't work on any of the computers...yeah this new email system was really worth all that work
 question 6 annoyed me
 i don't know
 provide the lab attendant with mangagement over the thermostat. If i go to the lab, I am typically there for numerous hours to work on large projects and hate how the temperature is never comfortable.
 Many campuses provide CAMPUS-WIDE WiFi internet. If this was done, many more people would bring their labtops and reduce the strain on current computer labs. Also, should not have to bring computer to IT dept. to be able to use laptop on campus. I am a graduate student and this is my 3rd university I have been to. Both of the other universities had campus-wide wireless internet available. AND you could simply log on with the same username and password that is used to log on to campus computers. Need ideas on how to do this? Contact other universities that are ahead in technology.
 Post rules on cell phone use. Occassionally, someone is in the nice, quiet lab and all of a sudden thinks they have to broadcast their drama for everyone to hear when the phone rings. It's rude and distracting.
 Do not try to centralize everything into ITS. Let the departments have their own computer systems when it is needed. Handouts and literature or online help on how to use wireless access on campus.
 Care more about student's needs - hire more staff at beginning of semesters to accommodate greater need, not dissimilar to retail stores hiring seasonal staff or DOR hiring welcome/move-in staff in dorms. Do not advertise ways to contact you if you will not check those inboxes - especially email. I sent an email at the beginning of the semester asking for assistance, because your website advertised the email address as a way to contact you. I received no reply for several days, and when I called and mentioned my frustration with not receiving a response, I was given an extremely rude answer by the assistant speaking with me. If there was any other way to access and utilize campus and university technology, I would avoid your "services" completely.
 Dells are cheap, but I have a mac and would like to see more mac labs since I prefer them.
 be open longer hours
 Improve range and signal strength of WiFi-UNI

Have the same password and username for the computer labs as My UNiverse. I haven't known my password since the beginning of my sophomore year and I am now a senior. The requirements were too crazy and hard to remember. It just wasn't worth the hassle of getting it reset when I have my own computer.

Free printing and copying should be free campus-wide because it is already included in our tuition. This includes free copying in the library--especially for students who are doing research papers and music majors. It is expensive to continually copy papers that are necessary for conducting adequate research. To prevent abuse/misuse of this proposed change, the student could be required to swipe their student ID and have a certain number of copies allowed per semester. This would give the student the ability to make free copies and simultaneously reduce any extra fees incurred by the library or location.

This response is in reference to question 13: I would rarely use color printing. It would come in handy for some projects, but I don't think it is a necessity. Color printing should be free if it is going to be offered. We pay a student computer fee AND student activity fee for these reasons!!!!!!!

larger computer centers with more computers and assistants in all of the centers. In ROTH it is ridiculous to just get paper put in the printer or a toner cartridge replaced and it should not be the RA's job. Not to mention the printer and computers out there need to be upgraded and serviced. There are also not enough computers in the ROTH computer area or in the CBB business building computer center. There are frequently people waiting to use a computer, it is ridiculous.

Tell me how to use the wireless... i hate having a cord on my computer!!!

Printers in BRC and Mccollum should actually print as opposed to just sitting there wasting power for weeks on end.

I am so thankful for the computer centers all over campus. My internet is extremely slow at my house and my printer is broken. With all of the handouts and things that professors expect us to print out to them, it is hard to do when the resources are not available to you, especially on a college budget. THANK YOU THANK YOU THANK YOU for making this something that is available to students free of charge. I appreciate it more than you know!

Offer free computer classes for Power Point, Word and Excel. Please fix the air conditioning system in the Bartlett, Maucker, and Redeker...it is EXTREMELY hot in there and very uncomfortable.

I've always been very pleased with the computer labs when I've used them. I've not been on campus much this semester because I'm doing graduate research hours.

None, nice job.

NA

Color printing!

SCC does a great job! It's very convenient for all students.

Make logging in a little faster. Put printers in all the areas. I would like a printer in Bender so I don't have to walk all the way to the towers.

Make all of campus wireless

A responsible person for every computer lab! also in the Dorms and no closing times like on the Labour Day weekend for people without a laptop this is very circuitous.

Improve the wireless. Maybe grant guest logging onto the system in Schindler and Mauker.

color printers! I will pay per sheet! this is a need for me!

Clean the computers! Offer color printing for a small fee.

More staff available to help in the computer centers. The printer in the Bridge has some weird problems: maintain the equipment better in all areas. There have been several times that I have run out of paper in the middle of printing something. By having more staff available to assist people in the computer centers, there would at least be a way to get more paper without having to walk somewhere else (which may or may not be completely out of the way) just to print something.

Have a means of resetting a ITS-AD password through MyUNiverse. Just last week I had to log into a lab computer just so I could change my expiring password so I could keep logging into wireless. It's a pain to have to go to a lab to maintain a wireless service that's never in a lab. Please try to think about the users utilizing each specific service individually. It's not guaranteed that each is being used at the same time.

Late night printing paper access in computer labs. and CatID password resets WITHOUT calling the computer center.

Don't be so anal about security with the laptops. Why not make a simple how-to website for setting up your own wireless settings for compatibility on UNI campus network. Better yet- make a web-portal where you enter your CatID and Password and get access like when you go to Panara Bread and use their free WiFi. That would be sweet.

Allow free copying in the library.

Perhaps offer faster computers to help those who are in a hurry to get from place to place.

A note on printing: I studied in Denmark and they provided 300 prints/semester. If you used a color printer it counted as 3 b/w prints. That was a pretty good system, but 300 may be too few unless students can share them.

need to be able to print more than one copy of something, shouldn't have to pay for a copy machine

Easier way to change password at computer.

Please allow wireless devices such as PDAs and, iPod Touch, and iPhone access to the wireless network. As a student, I pay for the service so I would like to access it with any device I own.

A computer lab or kiosks in the CEEE would be fantastic.

Have better monitoring of labs. MSH printers are always out of whack or jamming, maybe need better printers there.

Color printing is not needed at the public labs. There are other places to go for color copies. The computers in the labs run slow considering how few programs they have on them.

make the wireless area bigger! It's a small campus, it should cover at least all the core buildings, and it's too complicated to use.

Not really

clean out the keyboards, the underside of the mouse, and the USB plug-ins, they collect crud and it isn't enjoyable to use.

Wireless coverage.

more wireless access on campus

be able to have directions how to change layouts and set ups of our WebCT, MyUniverse, etc. be more available, But in all in all not bad. maybe an address we can email questions to, if there is not one

offer wireless in the lounge areas of each departmental area

Please improve the dorm printers. And the computer centers in Bartlett and Campbell are very unattractive and very humid.

Make Wireless Network available all over campus, especially in dorm rooms; it's nice to be able to move around.

As far as the color copy it would be great. It is too bad that things have to come with a price. In doing some of my work it would help me just to have different color papers when working on special projects. Powerpoint presentation looks great when in color. Once again you are doing a great job.

better printers at mcccullum science hall they are always broken or not working properly, maybe actually have someone service them during the day frequently.

Set up a station like the scanner station.

More student operators when calling for computer consultation! I am always on hold for a long time, no matter the time of day.

Please allow more than one copy to be printed off. Some classes require 2-3 copies to be made to do an in-class proofreading session.

Easy wireless connection...too confusing for me:)

The email kiosks are cluttered and un-professional feeling. Icons are modified to a "cartoony" look, as is the taskbar (some variant of the Windows XP Media center task bar?). Instructions that are printed on towers of these kiosks are wrong, and confusing.

expand wi-fi to the residence halls, including ROTH and University Apts

No suggestions. Keep up the good work:)

I would like to take the free computer classes, but in the 3 years I have been here, the classes never fit my schedule. I would like to see a little advertising about where the labs are located in the newspaper. Many students do not find the open labs until a year or two later, about the time they are graduating.

Quest 6 & 8 shouldn't force you to rank all the items. I don't use all the items I listed because I had to fill it out or it wouldn't accept the answers at all. You're going to throw the statistics off from responses that aren't accurate

Make making copies accessible and do not charge. We are required to make copies for a lot of class projects and I do not think it is fair that we have to split up our group and print off several at the computer labs instead of just using an efficient copy machine. (Or waste our printer ink at home.) We will still find a way to make copies on the printer, so you just as well make a copier available to our use in the Business Building. Also, we need word and main programs on the library computers (not just labs). I understand it costs more, but we live in the 21st century. Come on people!!

phase out crt monitors in the library. consider slightly less restrictive settings on the computers. i.e. let people change the resolution on the screen.

More paper available in the labs. They run out too often.

Provide better support at the consulting center by implementing remote viewer software and hiring higher qualified candidates for positions. The campus wireless should not use PEAP, it is unnecessary, yet the wireless should stay encrypted with wpa, a common password would be the best choice. This allows for more devices to be connected yet activity can still be monitored via mac addresses.

I do not even know what Wifi-UNI is.

Printers that work would be great. I think half the time I go to print it jams up or something ridiculous.

For one thing, allow student organizations to simply use the computer to use the labs for fliers. Going to Copyworks works for fliers is too expensive, it's much cheaper to do it in the labs. As a tuition paying student and taxpayer, I am opposed to unnecessary costs and waste that is reflected in my student bills at UNI.

Allow free color printing on school related projects. I'm pretty satisfied with how labs are run, I go in and do what I need to do. Some labs (library, maucker) do not have printers that offer dual side printing.. this would save a lot of paper!

It would be really cool to have wifi in the dorms, however, I understand the logistical nightmare and that could entail.

In the labs sometimes people play music really loud from the computers or talk loudly for an extended period of time. It is mostly the foreign exchange students. No offense to the foreign exchange students, but they are the only ones that ever do it.

have microphones able to check out to students for class projects. Have headphones for the computers

Color printing would help us save on our own printers. It needs to be free. Same with copy machines.

Clean the lab areas more frequently because there is dust all over the computers and it sets a bad example for cleanliness.

Having open lab hours and extended lab hours in Latham. I am a Textile and Apparel student, and I have little time to complete my projects due to the lack of support that our computer lab receives. I am required to use a program called U4ia, and Sabin is the only other lab that has this program, but Latham is easier for me to use, and more Textile students use this lab, so if I have questions I can ask them, rather than the people at sabin that know nothing about this program. I am also aware that this lab is not funded by the school, which also makes me upset, because this is the lab that has to do with my major. We could also use a new or another color printer in this lab. Becoming a Color Analyst is hard with a poor color printer. More computers, better printers, extended hours are my suggestions.

After log-in, boot time is very slow compared to last year even on the newer machines. Kiosk computers do not seem to be getting software updates (Firefox, etc).

The bridge lab print doesn't work -- 2 whole resident halls use that. That print is just bad -- It took my 45mins to print 15 pages of material !!!!!

I am happy with the computer lab services

There needs to be a printer in the Bender Hall lab, and it would be great if there were word processing programs on ALL computers.

Replace the older computers with newer models. One more printer in the library computer room?

just get better!

better lab employee training!

need choice in KAB, not just mac in lounge

It would depend on the cost per sheet of colored paper. I do not think you should put a fee on print outs due to the fact that we already pay a fee to use the labs even if we never used them we still have to pay the fee so i do not feel we should be charged anymore for copies or printouts.

color printing

As mentioned early, keep the printers working or allow students to have a way to keep the printers working.

the computers in the labs and library areas are really slow--especially when logging in and opening new applications..perhaps update or improve hard drive

Email kiosk comps seem to run a bit slowly. It'd be great to speed those up, especially when students check quickly between classes. It takes too long to load.

We pay enough to the school. Stop making us pay for every little thing like faxing a sheet of paper.

Update Windows so things transfer the same from my computer to the labs.

Faster logging in on computers in computer labs.

more wifi spots with better coverage of class rooms. and more spots in the union.

Overall, I feel fortunate in having the tools on campus to help me succeed.

This survey is badly worded! Especially #6 and #8. Writing the instructions better or giving better options might be more efficient!

Free Color printing!

I think it is kind of annoying when you are trying to study in the labs and the lab assistants are saying hi and goodbye to everyone that enters and leaves the lab. I wish they were quieter.

Please make sure the printers are working, more often than not there's something wrong with them such as being out of paper or jammed.

Allow more than one copy to print in the labs

The lab in the bridge is ridiculously hot. Also, I think that the programs that are on the school computers should be available for the students computers.

I think restrictions on printing need to be removed. I also think color printing needs to be available in all labs.

NONE

The computer lab in McCullum Science Hall is not looked after well at all. Work on that?

The services offered are good however the consultants are always busy once i was on hold for 25 minutes, I leave messages and never get a phone call back, they have reset my passwords wrong before I had to call back and still hold for another 20 minutes or so. Sorry, but we are all busy these days I have no time to hold approx an hour until someone actually gets it right. Thanks

The lab in the basement of SEC. Another printer would be great. It gets so crowded in there.

it's fine right now:)

So far everything for me has been fine as far as the computers go so i don't see a problem.

I think your are doing a good job.

more locations, color printing

add color printing

Keep up the good work

?

keep the printers updated and working.

Check status of printers (maintenance, etc.)

more workers, and better printers, possibly color ink as well

Over all I'm happy with the computer labs. The only problem I have is it seems like every time a paper is due the printer is broken, out of toner, etc. I think maybe being more on top of order supplies is the biggest thing.

Total Responses: 150

Demographics Summary

Classification	Percentage	Respondents
Unclassified	0.5%	3
Freshman	34.3%	219
Sophomore	18.7%	119
Junior	17.7%	113
Senior	22.3%	142
Graduate (0-30 Hr)	5.2%	33
Graduate (31+ Hr)	0.5%	3
Advanced Graduate	0.9%	6
Gender	Percentage	Respondents
Male	33.9%	216
Female	66.1%	422
Major College 1	Percentage	Respondents
Business	0.3%	2
Education	17.6%	112
General (Preprofess,Undecided)	20.7%	132
Humanities And Fine Arts	7.7%	49
Natural Sciences	18.5%	118
No Specific Coll (Gen Studies)	18.0%	115
Social And Behavioral Sciences	1.1%	7
	16.1%	103
Major College 2	Percentage	Respondents
Business	86.2%	550
Education	3.0%	19
Humanities And Fine Arts	5.6%	36
Natural Sciences	1.9%	12
Social And Behavioral Sciences	1.7%	11
	1.6%	10
Major College 3	Percentage	Respondents
Natural Sciences	99.8%	637
	0.2%	1
Major Code 1	Percentage	Respondents
ACCOUNTING (152)	0.3%	2
ACCOUNTING (158)	5.8%	37
ALL SCIENCE TEACHING (82A)	0.5%	3
ANTHROPOLOGY (990)	0.5%	3
ART (600)	0.2%	1
ART: HISTORY EMPHASIS (60H)	0.2%	1
ART: STUDIO EMPHASIS (60S)	1.7%	11
ATHLETIC TRAINING (42A)	0.8%	5
ATHLETIC TRAINING (42N)	0.5%	3
BIOCHEMISTRY (86C)	0.2%	1
BIOINFORMATICS (81B)	0.2%	1
BIOLOGY (844)	0.3%	2
BIOLOGY (84A)	0.2%	1
BIOLOGY (84K)	1.7%	11
BIOLOGY: BIOMEDCL-HONORS RESCH (84U)	0.2%	1
BIOLOGY: BIOMEDICAL (84M)	4.2%	27
BIOLOGY: ECOLOGY & SYSTEMATICS (84C)	0.5%	3
BIOLOGY: MICROBIOLOGY (84I)	0.2%	1
BIOTECHNOLOGY (848)	0.2%	1
BUSINESS - POTENTIAL (15X)	1.4%	9
BUSINESS ADMINISTRATION (157)	0.3%	2
BUSINESS TEACHING (143)	0.2%	1
CHEMISTRY (865)	0.6%	4
CHEMISTRY - MARKETING (862)	0.2%	1
CHEMISTRY: BIOCHEMISTRY (86B)	0.3%	2
COMM LEISURE SRVCS PROGRAMMING (44C)	0.2%	1
COMMUNCATN & THEATRE ARTS 7-12 (48T)	0.6%	4
COMMUNICATION STUDIES (480)	0.3%	2
COMMUNICATION/ELECTRONIC MEDIA (48E)	1.3%	8
COMMUNICATION/GENERAL COMM (48G)	0.6%	4
COMMUNICATION/INTRPRSONAL COMM (48I)	0.3%	2
COMMUNICATION/ORGNZTNAL COMM (48O)	0.3%	2
COMMUNICATION/PUBLIC RELATIONS (48P)	0.9%	6
COMMUNICATIVE DISORDERS (510)	0.8%	5
COMPUTER SCIENCE (810)	0.5%	3
COMPUTER SCIENCE (81S)	0.6%	4
CONDUCTING (527)	0.2%	1
CONSTRUCTION MANAGEMENT (33S)	0.2%	1
CRIMINOLOGY (982)	1.6%	10
DECIDING (000)	6.1%	39

EARLY CHILDHOOD EDUCATION (210)	1.3%	8
ECONOMICS: BUSINESS ANALYSIS (923)	0.3%	2
ED PSY: CNTXT & TCHNQS ASSMNT (296)	0.3%	2
EDUC PSYCH - SCHOOL PSYCH (293)	0.2%	1
EDUCATION (CURR & INSTR) (201)	0.3%	2
ELECT/INFO ENG TECHNOLOGY(EIET) (35T)	0.2%	1
ELEMENTARY EDUCATION (212)	13.0%	83
ENGLISH (620)	3.3%	21
ENGLISH: CREATIVE WRITING (62C)	0.2%	1
ENGLISH: LITERATURE (62L)	0.3%	2
FAMILY SERVICES (31F)	0.5%	3
FINANCE (165)	0.5%	3
FINANCE - POTENTIAL (16P)	0.3%	2
FINANCE: FINANCIAL MANAGEMENT (16F)	1.3%	8
FINANCE: FINANCIAL SERVICES (16S)	0.3%	2
FINANCE: INVESTMENTS (16I)	0.5%	3
FRENCH STUDIES: LIBERAL ARTS (72L)	0.2%	1
GENERAL STUDIES (011)	0.2%	1
GENERAL STUDIES (013)	0.2%	1
GENERAL STUDIES (015)	0.2%	1
GENERAL STUDIES (018)	0.2%	1
GEOGRAPHY (970)	0.3%	2
GEOGRAPHY (97G)	0.2%	1
GEOLOGY (872)	0.2%	1
GERMAN (74L)	0.2%	1
GERONTOLOGY: SOCIAL SCIENCES (31S)	0.3%	2
GRAPHIC COMMUNICATIONS (33G)	1.1%	7
HEALTH EDUCATION (411)	0.2%	1
HEALTH EDUCATION (415)	0.2%	1
HISTORY (960)	2.5%	16
HLTH PRMTN: HEALTH PROMOTION (41P)	0.5%	3
HLTH PROMOTION: WOMEN'S HEALTH (41H)	0.2%	1
HUMANITIES (680)	0.2%	1
INDSTRM MATH COMPTING/MODELING (80E)	0.2%	1
INDSTRM TECH: MNFCTRNG PRCS DV (33L)	0.2%	1
INTERIOR DESIGN (32I)	0.3%	2
LEIS/YTH/HMN SRV: OUTDOOR REC (43G)	0.2%	1
LEIS/YTH/HMN SRV:PRGMG SVC ADM (43H)	0.5%	3
LEIS/YTH/HMN SRV:THERAPUTC REC (43U)	0.3%	2
LEISURE,YOUTH & HUMAN SERVICES (44H)	0.3%	2
MANAGEMENT (150)	0.8%	5
MANAGEMENT INFORMATION SYSTEMS (141)	0.8%	5
MANAGEMENT: BUSINESS ADMIN (15D)	0.8%	5
MANAGEMENT: HUMAN RESOURCE (15C)	0.8%	5
MANAGEMENT:SUPPLY CHAIN & OPER (15S)	0.2%	1
MARKETING: GENERAL (13A)	1.3%	8
MARKETING: MANAGEMENT (13B)	0.5%	3
MARKETING: SALES & ADVERTISING (13D)	0.8%	5
MATH: STATISTICS&ACTUARIAL SCI (80D)	0.8%	5
MATHEMATICS (800)	2.7%	17
MATHEMATICS (80B)	0.5%	3
MENTAL HEALTH COUNSELING (288)	0.3%	2
MFG TECHNOLOGY: MFG DESIGN (34H)	0.3%	2
MODERN LANGUAGE: FRENCH/GERMAN (70K)	0.2%	1
MODRN LANG: SPANISH/PORTUGUESE (70S)	0.2%	1
MUSIC (520)	0.6%	4
MUSIC EDUCATION: INSTRUMENTAL (52B)	0.9%	6
MUSIC EDUCATION:CHORAL/GENERAL (52A)	1.3%	8
MUSIC PERFORMANCE:TRACKA(INST) (52H)	0.2%	1
MVMNT & EXRC SCI: EXERCISE SCI (42F)	0.6%	4
MVMNT & EXRCS SCI: SPORT PSYCH (42H)	0.2%	1
NETWORKING & SYSTEM ADMINISTRN (81N)	0.2%	1
NON-DEGREE (090)	0.5%	3
NURSING (NUR)	1.4%	9
PERFORMANCE & TRAINING TECHNGY (27P)	0.2%	1
PERFORMANCE (524)	0.2%	1
PHILOSOPHY (650)	0.2%	1
PHYSICAL EDUCATION (420)	0.2%	1
POLITICAL COMMUNICATION (94C)	0.2%	1
POLITICAL SCIENCE (940)	1.7%	11
POST-SEC ED: STUDENT AFFAIRS (170)	0.3%	2
PSYCHOLOGY (400)	3.8%	24
PUBLIC ADMIN: COMM & REGNL DEV (94G)	0.3%	2
PUBLIC ADMIN: ECON & FINANCE (94E)	0.2%	1
PUBLIC POLICY (950)	0.5%	3
RADIOLOGIC TECHNOLOGY (RAD)	0.2%	1
REAL ESTATE (166)	0.5%	3
SCHOOL COUNSELING (285)	0.3%	2
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	0.8%	5

SOC SCI TCHG-PLAN A SPECIALIST (90A)	0.2%	1
SOCIAL WORK (450)	0.9%	6
SOCIAL WORK: ADV STANDING PRGM (453)	0.2%	1
SOCIOLOGY (980)	0.9%	6
SPANISH (780)	1.1%	7
TCHG ENG TO SPKRS OF OTHR LANG (629)	0.2%	1
TCHG ENG TO SPKRS OF OTHR LANG (62T)	0.2%	1
TECH ED & TRAINING - TEACHING (33N)	0.3%	2
TECHNOLOGY EDUCATION (33T)	0.2%	1
TECHNOLOGY MANAGEMENT (34T)	0.3%	2
TECHNOLOGY MANAGEMENT (34U)	0.6%	4
TESOL/SPANISH (698)	0.3%	2
TEXTILE AND APPAREL (32T)	0.5%	3
THE STUDY OF RELIGION (641)	0.3%	2
THEATRE (490)	0.8%	5
THEATRE: DESIGN & PRODUCTION (49P)	0.2%	1
THEATRE: PERFORMANCE--ACTING (49A)	0.2%	1
WOMEN'S AND GENDER STUDIES (686)	0.2%	1

Major Code 2

	Percentage	Respondents
	86.2%	550
(210)	2.4%	15
(84M)	0.2%	1
ACCOUNTING (152)	0.5%	3
ANTHROPOLOGY (990)	0.2%	1
BIOLOGY (84A)	0.2%	1
BIOLOGY (84K)	0.2%	1
BIOTECHNOLOGY (848)	0.2%	1
CHEMISTRY (863)	0.2%	1
COMPUTER SCIENCE (810)	0.5%	3
CRIMINOLOGY (982)	0.2%	1
ECONOMICS: GENERAL ECONOMICS (921)	0.2%	1
ECONOMICS: QUANTITATIVE TCHNQS (922)	0.2%	1
ELEMENTARY EDUCATION (208)	0.2%	1
ENGLISH (620)	0.2%	1
ENGLISH: CREATIVE WRITING (62C)	0.2%	1
FINANCE - POTENTIAL (16P)	0.2%	1
FINANCE: FINANCIAL MANAGEMENT (16F)	0.3%	2
FINANCE: FINANCIAL SERVICES (16S)	0.2%	1
GEOGRAPHY: GEOGRAPHIC INFO SCI (972)	0.2%	1
GRAPHIC COMMUNICATIONS (33G)	0.2%	1
HISTORY (960)	0.5%	3
LEIS/YTH/HMN SRV: YOUTH SERVCS (43W)	0.2%	1
LEIS/YTH/HMN SRV:NONPRFT YT AD (43J)	0.2%	1
MANAGEMENT: HUMAN RESOURCE (15C)	0.2%	1
MARKETING: GENERAL (13A)	0.2%	1
MARKETING: SALES & ADVERTISING (13D)	0.2%	1
MFG TECH:AUTOMATION&PRODUCTION (34F)	0.2%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21D)	2.7%	17
MVMNT & EXRC SCI: EXERCISE SCI (42F)	0.2%	1
POLITICAL SCIENCE (940)	0.3%	2
PSYCHOLOGY (400)	0.2%	1
REAL ESTATE (166)	1.1%	7
SOCIOLOGY (980)	0.2%	1
SPANISH (780)	1.1%	7
TECHNOLOGY MANAGEMENT (34T)	0.2%	1
TESOL/SPANISH (698)	0.2%	1
THE STUDY OF RELIGION (641)	0.2%	1
THEATRE: DESIGN & PRODUCTION (49P)	0.2%	1

Major Code 3

	Percentage	Respondents
	99.8%	637
TECH ED & TRAINING - TRAINING (33R)	0.2%	1

Residence Code

	Percentage	Respondents
Iowa resident	93.1%	594
Non-Iowa resident	6.9%	44