

**University of Northern Iowa**  
 Online Voting and Surveys Results by Question  
 Student Computer Center Survey (Copy) (Survey ID: 324)  
 03/21/2007 12:00 AM - 04/28/2007 12:00 AM

**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 Sandra Brasch, at 319-273-2427. 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%	536
No	0.6%	3
<b>Total Responses:</b>		<b>539</b>

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

	Percentage	Responses
Daily	25.4%	137
Weekly	43.0%	232
Monthly	9.5%	51
Less Than Monthly	22.1%	119
<b>Total Responses:</b>		<b>539</b>

**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?	10 (2.4%)	2 (0.5%)	21 (4.9%)	16 (3.8%)	5 (1.2%)	2 (0.5%)	24 (5.6%)	18 (4.2%)	60 (14.1%)	64 (15.1%)	42 (9.9%)	1 (0.2%)	8 (1.9%)	54 (12.7%)	33 (7.8%)	0 (0.0%)	13 (3.1%)	52 (12.2%)	
Which ITS SCC do you least prefer to use?	17 (4.1%)	6 (1.4%)	10 (2.4%)	3 (0.7%)	10 (2.4%)	4 (1.0%)	8 (1.9%)	4 (1.0%)	11 (2.6%)	12 (2.9%)	7 (1.7%)	4 (1.0%)	15 (3.6%)	3 (0.7%)	5 (1.2%)	5 (1.2%)	10 (2.4%)	285 (68.0%)	
Which ITS SCC do you use most frequently?	16 (3.8%)	4 (1.0%)	23 (5.5%)	21 (5.0%)	6 (1.4%)	2 (0.5%)	20 (4.8%)	22 (5.2%)	53 (12.6%)	73 (17.4%)	36 (8.6%)	2 (0.5%)	13 (3.1%)	56 (13.3%)	35 (8.3%)	1 (0.2%)	19 (4.5%)	18 (4.3%)	
<b>Total Responses:</b>																			<b>426</b>

**4. Rate the following:**

	Excellent	Good	Fair	Poor	
How would you rate the computers in the ITS Student Computer Centers?	137 (32.2%)	259 (60.9%)	28 (6.6%)	1 (0.2%)	
How would you rate the service/help the ITS Student Computer Center employees provide?	102 (24.0%)	218 (51.3%)	83 (19.5%)	22 (5.2%)	
<b>Total Responses:</b>					<b>426</b>

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

Be more knowledgeable on what programs on are the computer  
 Have a hole puncher and stapler there. Have paper loaded in printer.  
 Fix computers that need updates or repairs faster  
 no way in which they could  
 i don't know  
 Have a bowl of candy sitting at their desk  
 I already think they do a great job.  
 Have a stapler available and filled all the time  
 Respond when asked a question and not give an "are you stupid" look.  
 they do just fine  
 be there!  
 I haven't had many issues.  
 They do a good job.  
 Not playing games on the computers or chatting with there friends  
 Possibly check the printers jobs pending. I often can't print because someone's job they are printing didn't work and there was an error, therefore any other jobs people sent are backed up and no one else can print.

Keep paper and ink filled!!

If they typed my term papers for me.

I don't believe there are lab employees in the Campbell computer lab. It would be helpful to be able to get assistance when the printer is not working or out of paper.

i have only seen a couple workers in the labs and most seen to be working on their own things

They do a great job already! Thank you CSA's

Paper and ink are out in the printers a lot of the time so that stinks sometimes but other than that no real problems

n/a

where are they, I've never seen one in the lab?

They are doing a great job!

make sure that there is paper and ink in the printer so we dont have to search out a different lab due to these problems. be more friendly

They are adequate at what they do.

As long as they know basic troubleshooting shooting procedures with the printer, etc, I am satisfied.

Nothing that I can think of...

I think they do a good job and are well trained.

keep the machines stocked with paper

Be knowledgeable of software. Offer further assistance rather than "I don't know."

nothing

I rarely encounter lab employees. But I've never heard any complaints about them.

I have never been in a lab where there was an assistant or an assistant available for help. However, I have found that if I seek out help over email, response is very prompt. I don't feel the staff is accessible otherwise.

There have been times that I have not seen any assistants at the lab ..esp in the WRC. And sometimes the ones in the labs aren't very nice.. they act as if ur stupid. For the most part many are nice and very helpful.

I feel that they do their job well.

I use the lab in the KAB and this one wasn't on the list. They do a fine job there!!!

monitor food/drink and noise levels better.

nothing they are great!!....more paper in printers....they tend to run out!!:)

Explain things better.

They do a fine job.

Have them wear name tags to differentiate them from other students so they can be more approachable.

The bridge lab always runs out of paper (especially sunday night), so if there could be some available that would be great.

My questions are always answered and I never have any problems, so they could just keep up the good work

.  
Keep printers operational

do a better job keeping the printer stocked with paper and keeping the printer working in general

In some labs, mainly the ones in the dorms, the paper in the printer is out a lot or the printer is broken. More frequent maintenance checks would be nice.

As of right now, just fix the email collaboration. The assistants are great.

doing good

They serve perfectly.

Make sure that people know who they are and are aware of the services they can help us with.

Have an ITS Student Computer Center employee available at the Redecker Center to check on equipment, such as the printer, to make sure that all the equipment is running properly.

Do something rather than facebook

They never seem to know where to find replacement office supplies (i.e. staples), and when they do find what they're looking for, it takes them minutes to do something that should have taken a few seconds. Most act like they are being inconvenienced to have to do more than get paid to sit behind a desk and do their homework.

Be available in the Campbell lab.

By keeping on doing good

They are doing a great job.

be around more often

no one is there most of the time. Also there is no paper or ink in the print so we cant even use it. Sometimes the lab is not even getting unlocked at the right times

The fact that the computers are all disabled to only show webpages, don't allow you to open documents, etc. is really annoying. This is a university, I understand the reasoning behind it if this were high school but thank God it's not and the current configuration makes it next to impossible to accomplish anything on campus. I have a PC at home (as many students do), but if I didn't I would be more than upset that I have to walk halfway around campus to use specific labs just to open a microsoft word document or do some work that requires saving/editing internet files. Nobody is going to mess with the desktop, system configurations or anything like that. Again, this is a college university, get real.

keep paper stocked!

Always out of paper because people do not know how to print slides for notes.

I have never needed their help so I have no real opinion on this.

i think they're perfect, not bothersome but help with jams and other problems

Each time I have asked a question of the workers, they have been unable to answer me. The questions I have are usually general questions about printing or other word processing things.

I clicked on answers above by mistake, and it won't let me clear my answers.

Know the answers to our questions. Also, be nice when asked questions!

N/A

I could ask help in ITC when I have question.

No helpful ideas at this point

not be so nosy

Learn how to use the computers, scanners, and printers and how to troubleshoot problems.

Make sure paper and ink is always full.

Most of the questions that I have asked they have been able to answer.

Have more paper available in the CAC- communicative disorders department lab!

Say more things to loud students.

doing something would be a help

If there was always one on duty that would be great. I experienced a time when I needed help and the sign at the assistant's desk said "will be back shortly." I waited for 30 minutes and the assistant still had not returned. I understand if the assistants have to take a restroom break or something, but it is frustrating to wait not knowing how soon an assistant will return.

They do a good job!

i never use labs with employees so i don't know

They should be able to reset passwords themselves. Everytime I try to get my password changed whoever is in the office is not there. I haven't been able to change my password all semester.

not sure

Fill paper more often

The WRC lab runs out of paper a lot and that is frustrating for printing notes before class because nobody is on duty in the lab to take care of the problem like in the other student computer centers.

if you have a question they can generally answer it but they don't have a difficult job either, they sit at a computer for a while and get paid for it, how hard can that be?

They need to know more about how computers work. Some of them are very knowledgeable and others are plane ignorant. Perhaps a test of computer skills should be given and if not passed either placed in a class or removed from the position.

they couldn't. they do a great job.

no comment

If they were more knowledgeable of things which could go wrong, or in the union lab if they were more knowledgeable about the scanner and could help students use it.

Bartlett needs a new printer, because it often breaks and the residents go without a printer for days.

Smile and act like they are enjoying their jobs and happy to help you.

Personal training on site. more service on printers. The printer settings need to be checked more often so our papers are not sent to other labs. Many students do not know where their papers are, and personal information is often

in campbell there is never any one around to help, it would be nice to have the name of some one to call or go to for help

I've never talked to one.

Actually enforce lab "rules". In Maucker it seems to be more of a problem then other labs but people are always talking loudly in there, sometimes on their phones, or eating.

Talk to people!

Actually look interested like they want to be there. I am in Redeker a lot and the girl that's usually there doesn't even look up when you're trying to get her attention. Then she acts rude like you've interrupted her or something.

Be more willing to help, put out a sign and let the people in the room know that there is a assistant and they are willing to help with problems. I think the service is horrible and most of the time when I need help they are not willing. Make sure they are qualified to help with the programs on the computer.

Be there more often so the printer isnt out of paper when I need it the most!!!

n/a

by having more people on staff when email or system changes occur in the UNI sysem

just to clarify a question on the next page printing is not free it is included in our fees.

My main complaint is not the lab staff but the computers themselves. However, the computers throughout the library no longer allow you to enter a pen drive and print off documents or download documents to a pen drive. One of the main reasons I use the library labs is to locate research material through the electronic research sources and print or save the appropriate documents. This no longer seems to be possible. I have noticed in particular that PDFs no longer print.

They have always treated me well and were always helpful.

Not seem so disinterested when they are helping you.

Work more often in the Redeker lab, as there is almost always something wrong (printers out of paper, etc) and rarely is there anyone working to take care of the problem.

By always having someone there to help!

Honestly, I was not aware that there were CSA's in the labs. I mean, they certainly aren't a constant presence in the labs I frequent. It might be a nice feature if there was a certain time each day when a CSA was physically present in the lab so that if a student is technically challenged (like me) they know that there will be a knowledgeable CSA to help them. For example, every MWF from 10-2 there will be a CSA present in the Lawther Hall pc Lab. In Redeker, they could fill the printer paper more often and keep a stapler in the lab.

Inforce the quiet rule in the labs. It is very anyoing to have someo one talk in the labs wheather they are working in groups or talking on their phones.

The signs in the lab that incourage no talking are easily ignored. I think that the Lab attendents should be more comfortable saying something to incourage keeping it quiet. And for that matter be incouraged to keep quiet themselves.

i think they do goo dnow

Possibly, have more equipment like glue sticks or scissors available.

not have thier friends come in and talk to them during thier work period. If we are required to whisper I think they should too

Make sure the printers are actually working in all the labs.

They could know how to reset a password for someone within the lab instead of making the person go to the office to have their passwords reset.

I think the assistants help as needed, but a lot of times it seems that they don't know some of the technical issues that can be occurring

Having a smile on their face and acting like they are not bored out of their minds!

Always try to be positive. Also understand that we aren't all technology majors and don't understand all the jargon.

make sure there is always paper out when there are not employees there, or fill the printer as they leave.

Keep paper available when they are not.

By not closing the labs earlier than they are suppose to be open.

When you ask a question actually answer it and try to help that student.

They are very helpful

They could be there. no one is ever there.

They do a good job

extended hours so when things happen later at night, like paper runs out or the printer jams, someone would be there to help.

I have run into very frustrating situations with not remembering the password to log in as a student and have had no help from the employees working at the time. When there is a quick need to use a computer and a password has been forgotten, students should still be able to access a computer with the help of the employee. Especially with four different passwords having to be remembered (email, myUniverse, etc), looming deadlines of projects and other stressors, having to walk across campus to reconfigure a password is more than an inconvenience. I realize the importance of the protection of students' identity and other information. However, all students should be able to have access to computers when necessary. For off-campus, full-time working students who have classes at night, it is very difficult to do the "run-around" of reconfiguring passwords when UNI offices close around 5pm or earlier. Thank you for taking this message into consideration.

I think they are good. But I don't know where to resort to when I have some technical questions- like how to design a web questionnaire- which is very important to course works- like research, post secondary assessment, etc.

I think it would be beneficial to have an assistant in the lab at all times it is open. I have gone into the computer lab many times to print something off and there is always NO paper in the printer. This is very frustrating because I pay for this facility so it should be accessible to me whenever I need it.

Nothing, they're great

instant messaging to employees in lab

If they were trained to handle problems with the computers and printers better. The printer problems seem to happen quite a bit in Schindler.

n/a

no comment

Find out why I can't send e-mail from my home computer since the switch over.  
 Have a better background on what to do in situations.  
 pay more attention to whats going on in the lab. half the time they are so wrapped up in their own work that they dont even notice whats going on in the lab. sometimes there are no staplers/punchers when they should be out, when paper is out they should be quicker to jump on it, etc.

-

Most of the times I use the computers there isn't an assistant  
 The printers run out of paper to much.  
 First off, they should be setting a good example, they are louder talking to their friends then the rest of the room. Also, I always have problems with the computers. No one knows anything about computers besides how to reset your password. All they ever tell you is to switch computers.  
 they have always helped me when assistance was needed.  
 Be there more often and make sure the printers have enough ink and paper.  
 They could not talk on their cell phones and wait until the next lab employee arrives before leaving the lab.  
 I think there should always be an assistant.  
 Make sure they have the staplers out and try to keep the paper stocked with paper.  
 be able to solve password problems themselves  
 More knowledge about the system  
 I feel that the computers could be cleaner, alot of different people use the computers, and some labs have dirtier than others. In the 24hr labs the attendants leave their shift without refilling the printer and there is no way to print  
 There isn't an assistant in the Campbell computer lounge.  
 if they knew what they were doing. They know how to change the paper in the printer and that is about it, they need to know how to troubleshoot issues that arise with individual computers.  
 Always have the stapler and hole punch there, and keep the printer full of toner.  
 They do well enough now.  
 I've asked for help with the scanners a couple of times and the lab employees could not provide much guidance.  
 Keep better track of the printers  
 ?  
 I have no complaints, except on one occassion the employee was in the lab painting her nails, which smelled up the computer lab so bad, and as you know there really isnt much circulation of air in the labs anyway. I found it really inappropriate.  
 I think they do fine  
 Some people are intimidated and do not want to ask for help, so I think it would be beneficial if the assistants walked around more often in case somebody wanted help.

**Total Responses: 160**

**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	1.5/12	1	3
E-mail	2.1/12	1	3
Scanning	2.6/12	1	3
Web Browsing	2.4/12	1	3
Spreadsheet	2.1/12	1	3
Programming	2.4/12	1	3
Database	2.5/12	2	3
Departmental Software	2.2/12	1	3
Webpage Design	2.8/12	2	3
Presentation	2.3/12	1	3
Other	2.4/12	1	3
<b>Total Responses:</b>			<b>539</b>

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

	Desktop	Laptop	Both	None
Do you have a personal computer at your residence?	209 (38.8%)	244 (45.3%)	76 (14.1%)	10 (1.9%)
Are you planning a new PC purchase within a year?	31 (5.8%)	81 (15.0%)	9 (1.7%)	418 (77.6%)
<b>Total Responses:</b>			<b>539</b>	

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

	Avg Rank	Min Rank	Max Rank
Home/Dorm	1.4/4	1	4
ITS Student Computer Center	2.7/4	1	4
Departmental/College Computer Lab	2.8/4	1	4
At Work	3.1/4	1	4
<b>Total Responses:</b>			<b>539</b>

**9. How often do you use MyUNiverse (My.UNI.edu)?**

	Percentage	Responses
Daily	42.1%	227
Weekly	46.4%	250
Monthly	8.9%	48
Less Than Monthly	1.1%	6
Only when required	1.5%	8
<b>Total Responses:</b>		<b>539</b>

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

	Percentage	Responses
Need More Locations	16.7%	90
Have Enough Already	39.0%	210
Don't Use	37.5%	202
Don't Know About	6.9%	37
<b>Total Responses:</b>		<b>539</b>

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

no  
 Union  
 More in certain areas (ie Curris, Lang, etc) where there are only a few and possibly some in 23rd Street Market, McCollum Science Hall  
 it would be nice to have at least one in every building, for instance Seerly Hall  
 They need to be eaisier to use/access.  
 McCollum  
 main floor student lounge in CBB  
 no  
 none more needed  
 Just more computers in those locations  
 Same areas, just more computers  
 We have enough but they often aren't working. So we ones that run better.  
 None  
 Lang Hall  
 no  
 Student Lounges  
 wrc main hallway and business building  
 one on every floor in buildings. Not including the dorms  
 Don't know  
 the union  
 no  
 In the union!!!  
 I am using the one between the KAB and CAC. These are fine.  
 Don't need them at all in my opinion. Labs are everywhere the kiosks are.  
 Everywhere  
 I don't think we need more.  
 Maucker Union  
 The locations are good, but more computer at each location. 3 instead of 2 or something.  
 All entrances of Maucker  
 more in the union  
 Sabin (there is only one and it's always in use)  
 I don't care where you put them. I just don't care to go in labs take everything off to sit in uncomfortable chairs to check for emails from professors when I could have stopped at a computer in the hall for two seconds and been on my way.  
 In more of the classroom buildings.  
 not necessarily more places, but more computers in each kiosk  
 "Hot" spots such as Maucker, Redeker, and other high travel areas. They are always busy.  
 a couple more in the business building, they are usually full.  
 In the lobby of buildings and get faster comps. and more of them  
 I would love to see at least 1 email kiosk on every floor of all of the non-residential building. Many times a student NEEDS to check email from professors between classes but does not have time to run to the closest kiosk, and does not have time to go to a computer lab. A conveniently located kiosk on every floor would solve this problem.  
 More free standing in the union.  
 GET RID OF THEM!  
 everywhere, maucker for start  
 WRC  
 Seerly  
 Sabin Hall  
 In just about every building around the entrances  
 in the academic buildings  
 Sabin, all levels. SEC near the left side of the area.  
 Need to replace existing slow computers.  
 I think we have enough considering the number of locations of computer labs around...  
 The ground floor of curris needs some e-mail computers and the top floor of curris needs some e-mail computers.  
 WRC  
 every building  
 each floor of each building  
 Schindler  
 Everywhere-throughout the hallways, especially in the Union...  
 idk  
 the wrc, maybe even just fix the few that we do have so that more students can use them.  
 the center of the union, lang hall, curris and McColluum science center  
 I have never used a computer on the UNI campus EVER. It was not an option to answer this way on the first question of this survey. I have been charged a computer fee and NEVER used a computer on campus!  
 The union, buildings that only have one in main hallway (Latham, for example)  
 no  
 Need to replace the gateway kiosks!  
 GBPAC, Wright Hall  
 the union sabin wright seerley  
 more in ever building

we need some in mccollum  
 The Union and Lang  
 Sabin  
 More in Maucker would be nice so its easier to access one  
 In Wright Hall and CEEE  
 In the same places, just more in them.  
 i don't know  
 Sabin, maucker  
 I feel that there are enough kiosks; however, most of them don't work half the time... it really frustrates me when usually one of the computers right behind the welcome desk in the WRC doesn't work.  
 Lang  
 MSH, WRC  
 every floor of all buildings  
 mccullom  
 McCollum Science Hall, Seerley  
 It would be nice to have a working kiosk in Gallager Bluedorn.  
 more at 23rd street market  
 More in the union and a few more in the library, more spread around.  
 at CS department.  
 Seerley  
 -  
 Dancer and Bender  
 union  
 in seerly and in mccollum  
 no\ comment  
 latham hall. the top floor could use one. there is one in the lounge room, but it is always broken.  
 union  
 No.  
 Maybe a couple more in mauker... one down lower below chats.  
 no  
 Anywhere  
 If you had at least one computer per floor in each building I think that that would be an awesome selling point for the university. Such as in Lang for example were there is computers on 2nd and 3rd floors but not on 1st or lower level floors.  
 I dont use them, they run WAY too slow in most cases.  
 More in CBB  
 na

**Total Responses: 99**

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

	Percentage	Responses
Yes	15.8%	85
No	84.2%	454
<b>Total Responses:</b>		<b>539</b>

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

	Percentage	Responses
I didn't know about it	17.0%	81
I don't own a laptop	39.0%	186
I don't carry my laptop on campus	31.0%	148
Other	13.0%	62

**Other Responses:**

haven't signed up for it  
 I plan to use it next semester  
 Haven't had a chance to get it registered  
 Too much hassle to sign up year after year  
 didnt set up my laptop yet!  
 No Wifi in WRC, I'm in leisure service program  
 I haven't activated my laptop yet  
 Cant get on wireless network in Curris  
 I don't live on campus  
 have internet at home in apartment  
 My computer won't connect to it for some reason  
 Cannot make it to the office to have it regestered. Also since its a Apple, I shouldn't have to...  
 It is absolutely horrendous, no connectivity anywhere, it's not worth my time trying to connect  
 password was changed and I don't know it  
 the stupid over-protection (I did all of the setup myself except giving you my MAC)  
 to much of a hassle to get it set up  
 Haven't gotten around to it  
 i can't get it to work!!)  
 living at home  
 too hard to set-up  
 i live off campus  
 Too lazy to go to ITT to get it setup  
 I don't live on campus and own a desktop  
 I tried to set it up, but when I went to use it it wouldn't connect, so I stopped trying.  
 I don't have the password to get in!  
 Bad connectivity... Never could get a connection to last, so I didn't bother getting set-up again  
 UNI requires too many things to be installed on the computer.  
 I don't know where to go to make my computer able to use Wifi  
 have not signed up for it

I just got wireless on my laptop  
 It doesn't work well. It kept asking for passwords I don't know.  
 Poor Connectivity  
 UNRELIABLE SERVICE. You claim IP address changes on your list. I am tired of coming in to reconfig  
 i dont have wireless ability  
 i dont have wireless on my computer  
 Couldn't figure out where to go to get connected  
 horrible reception in the quads  
 Because they are too busy with the email switch to register my computer  
 i don't live on campus  
 I have not had my laptop configured for this at ITC.  
 i can't get it at the WRC  
 I haven't set up my wireless because I don't know how to  
 The ITTC people claim I don't have the right wireless card even though I have the RIGHT one!!  
 WiFi signal in CBB is horrible, in the lounge area.  
 I can't access it  
 It SUCKS big time  
 Haven't set up my laptop yet.  
 I have a palm pilot that takes too much work to get uni's wireless on it. It costs too much  
 don't want to go through the work of bringing my laptop in to get signed up for campus wireless  
 Just haven't gone gone over to have it set up for wireless.  
 Can't get it on my laptop.  
 My laptop doesnt have wireless  
 Password unknown  
 I do not know how to connect to it.  
 don't use it  
 I had trouble setting it up  
 it doesn't work in the WRC  
 My Wireless Card is not compatable with the WiFi network for some reason  
 Haven't had the chance to take my computer to classes  
 it's unprotected  
 I don't know how.  
 I don't know how to get signed up for it.

**Total Responses: 445**

**14. Which program do you use most for E-mail?**

	Percentage	Responses
Thunderbird	23.9%	129
MailMan	45.3%	244
MS Outlook	5.8%	31
Other (Hotmail, Gmail, Yahoo, etc.)	25.0%	135
<b>Total Responses:</b>		<b>539</b>

**15. Please rate your E-mail Program?**

	Percentage	Responses
Excellent	32.8%	177
Good	44.5%	240
Fair	17.6%	95
Poor	5.0%	27
<b>Total Responses:</b>		<b>539</b>

**16. Please specify your Secondary E-mail Program.**

	Percentage	Responses
Thunderbird	7.6%	41
MailMan	29.5%	159
MS Outlook	3.2%	17
Other (Hotmail, Gmail, Yahoo, etc.)	57.9%	312
<b>Total Responses:</b>		<b>529</b>

**17. Please rate your Secondary E-mail Program.**

	Percentage	Responses
Excellent	24.7%	133
Good	46.0%	248
Fair	19.1%	103
Poor	8.3%	45
<b>Total Responses:</b>		<b>529</b>

**18. Would you use color printing in the public labs if offered?**

	Percentage	Responses
Yes	81.6%	440
No	18.4%	99
<b>Total Responses:</b>		<b>539</b>

**19. If you answered "Yes" above, what is the maximum you would be willing to pay per color printed sheet?**

	Percentage	Responses
only if \$1.00 per sheet or less	1.7%	9
only if \$0.75 per sheet or less	2.8%	15
only if \$0.50 per sheet or less	18.9%	102
only if \$0.25 per sheet or less	60.3%	325
<b>Total Responses:</b>		<b>451</b>

**20. To conserve paper, how many FREE black and white sheets should each student be allowed to print per semester before being charged?**

	Percentage	Responses
Less than 500 free sheets	15.8%	85
Less than 1000	22.4%	121
Less than 2000	12.1%	65
Less than 3000	4.6%	25
Less than 4000	21.2%	114
Keep unlimited, just raise the computer fee	23.9%	129
	<b>Total Responses:</b>	<b>539</b>

## 21. Suggestions on how we might improve?

make the temperature in the labs more acceptable.

Improve the amount of time required to load windowns when logging in. It takes too long most of the time.

penalize heavy heavy users

the printer in the schindler lab can be backed up and troublesome when trying to print out something from a disk provided by a class, and I have had jobs frequently cancelled by the attendant because they said was taking too long...I stopped going there because of this and dont know if a new printer has been installed or not...perhaps creating two zones in that lab with two printers or a larger printer like the reference dept uses in the library would be helpful

In regards to question 20 - no student is going to NOT attend UNI due to the computer fee. If raising the fee is necessary to keep printing unlimited, so be it. It will just encourage more students to use the labs since they pay for them.

Make everything free this is our school we pay to go here use the money we give you toward us! We shouldn't have to pay to print off an assignment that is required for a class we are college students we don't have very much money the way it is!

Professor should teach student how to print out the power point slides. Some student do not know how. Also, I think printing both page should be default.

Printing out article for research or class notes sometime useful in both side. If it is necessary (such as assignment paper), student can choose option to print out with one-side. I see a lot of student just print our but leave it or throw away tons of paper. I think it would save paper and money.

The e-mail system needs to be improved. I get a lot of junk mail that slips through the filter that the university has installed.

You already charge enough thanks. I don't use them, why should I have to pay? Stop wasting money on the horrible email system nobody likes to use anyway. Color ink cartridges wouldn't even cost as much as ".25" cents a page. Thanks :)

The password system is irritating. I have to have different passwords for everything and never can remember what is used for what. I rarely use computers on campus because it is such a pain to log on and constantly being asked to change my passwords. I understand security issues, but it seems like there could be a more universal system that would be easier to use.

Color printers.

If you would give students a certain number of pages, then what happens when the printer spews out a messed up page? I don't believe the printers in the labs are reliable enough to be able 'count' per student. It would also help if more of the computer lab's printers were double-sided, because it would save a lot more paper, as in the IRTS Lab in SEC.

If you do not want people printing multiple copies of the same thing, I would install copiers in the computer labs.

It would be convenient if the some of the computers in the resident's halls had programs such as auto cadd and adobe Photoshop.

I think their should be a limit on how many pages can be printed at once. I see people printing out 100 page .pdf files when all I need is my paper printed out. I don't think you should be able to print more than 10 pages at a time without notifying the CSA on duty. Kind of like in the CBB computer lab you have to tell the CSA that you want to print in color. I also don't think people should be able to print more than 3 or 4 of something at once because that is why paper is wasted so much. Yes, I do use the computer lab quite a bit and I print out all of my assignments in the lab. It would be hard to monitor this because some students need to print out a lot of stuff. I am in InfoSys Dev and we probably need to print out about 500 sheets throughout the semester in FINAL copies for a binder. So I know it would be hard to limit the printing but I think their are definitely ways that it can be improved.

make students bring their own paper

It's hard to maintain a certain amount of pages for students to be able to print for free due to printing for classes and printing handouts from WebCT and such. We already pay tuition and computer fees. These pages will be printed if it's by students or faculty, why continue to charge us for something we can't control. Talk to professors about printing papers (not to say that homework should be abolished), research, articles, and handouts. Maybe conduct more homework via the Internet to conserve paper, instead of continually printing off multiple drafts or multiple handouts.

na

Keep paper in printers full

I understand that limiting the amount of printing students use is an issue, but it is also necessary to realize that in many classes, students are asked to print off various reading materials, study guides, assignments, and papers. The amount of pages required for this can add up very quickly and should be considered before making a final decision.

Make all printers be able to print back to back. Much paper could be saved that way.

I think that if there were more hours it would be convenient. Schindler closes at 10 on weeknights and early on Sunday. It would be nice to be able to work on something until 11 or 12 in Schindler sometimes. Other than that, everything is great. I like the labs here and there is a sufficient number of computers on campus. Hopefully we can get a few more Mac labs.

it would be unfair to people that hardly use the labs for printing to be charged more computer fees. Only this semester I have been making use of the computer labs and for 4 years I have paid those fees. If the printing fees were separate as for over so many we would charge that would be more appropriate. CLEANING the computer areas and monitors, mouse and keyboards will make it alot more attractive to users!

keep free black/white printing but pay 25 cents if need to print off in color in labs

In the email have sent messages viewable. Increase the speed some how. Campus computers are slow, typically.

monitor the printing....have it be more for graduate students....if you have a limit

If a student has to print something off because a teacher makes them Eg. 30 black and white sheets for all the students once every week they should be allowed.

RECYCLE

Don't make the labs so intimidating to use.

Labs are GREAT in my opinion. Workers are friendly. Keep up the great work

Think that there should be monitoring of the printing especially if someone offer prints over 25 pages at a time. Also fix all the broken printers in a timely manner. There could be laptops offered to students when entering campus. (I know other schools do that)

make myuniverse have one password for everything especially for webct and email

We need to have staff more available to fix the printers when there's an error. Sometimes something may be wrong and it just starts printing junk and then before we know it, 2 reems of paper has been wasted. I definitely don't think the computer fee should be raised because there are plenty of students, like myself, who don't use the computer labs for work or printing unless told to by a professor for class!!

How about you use the same system Iowa has. MyUNlverse would track # of printed pgs, then once you go over 50 sheets you have to contribute some cash via U-Bill (I think they charged something like 5 cents a copy, but you had to add printing in 5\$ increments that would roll over into the next semester as well).

Place more information on the web site. Offer more training to students and faculty.

NONE

I feel as though we pay enough for college tuition and all other add-on costs, so I dont believe that we should be charged for paper that we use in the labs. If we are using too much, then maybe most classes should just be ran through WebCT, where we can submit assignments and not waste paper. Professors could also require less word processed work from their students.

Don't make us change our passwords so much

allow students to log onto college networks in all labs in the building, i.e. in Lang I can only log onto Project on Mercury on the 2nd floor labs and there are often classes being held there. For Jake Thompson's Rhetorical Studies class I must log into this daily, and it is very difficult to attempt this around other class schedules, aside from my own schedule.

When you send email with attachment to an uni@ from other accounts like yahoo,hotmail..., it take for ever. You might want to work on this.

Regarding the WiFi. I would like to use it if I could get the password for signing onto the network and thats it. Seems like all the "hardware" you make us install on our laptops is unnecessary.

Your survey is rigged. Have students write in cost per sheet and max sheets. Now, people will say 25/sheet and 4000 freebies! You may want to meet with the marketing dept. to learn how to write non-biased surveys.

it is hard to set a number of black and white sheets because most of my classes require multiple page hand out each week or class notes to print out for class.

The people that help keep the computers working correctly do not know what they are doing and are often unwilling to help.

In all actuality, all printing should be free at the University. We get socked with so many "additional" fees for things we never use as it is that we should be compensated for it in some way. As an English major, I believe I have only gone through more than a ream of paper (500 sheets) during one semester. Limiting people on printing could drum up complaints from any student who is not capable of editing their work looking at a computer screen. A lot of editing can be done by reading aloud, but since every lab has something about keeping noise to a minimum or taking it to the hallway, that really isn't an option either.

no

Don't ask people to change passwords so often and make it easier to change a forgotten password

Where to begin... the fact we're paying already raised tuition and you're trying to gage how much you can charge us students for black/white printing now is pathetic. Also, I'm tired of being in the library and doing work on the computer when this "professor" is holding a class of some kind right there and talking loudly. I don't know who he is, it's nothing personal, but throughout the four years I've been going to school here he always shows up and starts showing a student how to do something online and conversing. It's the library, the students all seem to respect that, but this guy has personally driven me out of the library through sheer annoyance about ten times now. (I try clearing my throat, looking around suspiciously, etc.) in hopes he will get the point but apparently not. I don't know if he has a hearing problem or is just literally trying to be a nuisance, but it's got to stop.

have a better process for getting students reset on their passwords. I forgot my password last spring so I never bothered getting that fixed. I am usually on in need of the labs at night when I cannot get my password reset. I use the labs that don't require a login. I noticed from talking to dozens that they also do not know their password for those computers so this seems to be a problem. I think you folks should allow the ITS people on site to reset the passwords for you easily. Or allow us to do it online or something. Need a new process.

Have the printers checked DAILY to make sure they have enough ink, and are working properly.

At my undergraduate school, they instituted my last year a page limit. We would have to scan our student I.D.s which would say how many copies we had left. If we wanted more copies, then we could pay for them by adding money to our card. I think that would help here, since so many people waste so much paper. I am amazed.

Have better questions; I don't use the ITS SCCs, so mandatory ranking of my uses for it is invalid and futile. Also, allow an entry clearing option.

Keep printing unlimited for Graduate students, as they have a much higher demand for printing. Make it easier for students to connect to the wireless network. The process is confusing, why can't it be as simple as connecting to other wireless networks?

It'd be nice to have SCCs in some of the other buildings on campus. McCollum, Latham, ITTC, and Baker are the ones that particularly come to mind.

The Lang Hall lab feels like it's got too much crowded into the space; there's not enough room to spread out when working on research papers and other paper-resource intensive tasks. The Wi-Fi network is working better than last year. However, it's annoying to have to re-register computers in person every year. It'd be nice if we could just type in our MAC addresses to a page thru MyUNiverse rather than having to go to the CCC.

If you are proposing a paper conservation limit, I would suggest that you keep professors updated on these decisions. I use the SCC's to print the occasional paper, but I am mostly printing mandatory class notes or powerpoints specified by professors. I don't feel like we should have to pay extra to print all of this material if we are already paying both the computer fee AND class tuition as well. I would suggest that if this limit was instated, professors should either have all copies printed off for their students or not require that so much material be printed off.

I would like to ask you If you could provide international student a catalogue how to get acceso to every thing because some student do not understand english as how you do guys who work in ITC.

make sure the email system works!

Teach the css employees something about the computers or at least try to find some people eager to help. I always get blank stares when I ask for assistance. It's extremely annoying. Also, never change email servers in the middle of the semester ever again!

make all usernames for all computer labs and programs the same

no comments

I don't like the fact that you call it FREE black and white printing because we are paying for this fee each semester so the way I see it we can print what we want and if the fee goes up more we can print more if we want too. That is how I see the whole FREE printing thing unless I miss understood the computer fee. As far as hours and they programs that are offered they are good..

Don't charge for color printing. We pay enough already for computer access. Do not change it!!!!

I like the system as it is but it would be really nice to have the option of being able to print in color rather than being forced to take my documents to copy works. Even if the color option was only allowed in the library or a couple locations that would be better and more convenient than none at all.

Some classes do require more printing than others, w/ class notes, or files professors ask students to print in lab instead of printing them for students. I don't think students should be charged for classes with higher printing needs.

Charge the PEOPLE who use your services FOR you services. It is unfair to charge EVERYONE for services they don't utilize.

It balances out because some people never print and some people print a lot.

no improvements printing is fine as far as i know

I think we pay enough for the paper as it is. It evens out because some people use it more than others. It would be unfair to make us stop receiving a service we rightfully pay for.

If printing is tracked, limit at the average to stop the few that are excessively printing. Helping NISG with textbook list. Improve existing WiFi, Signal is very weak in CBB student lounge.

I think color printing option for a fee would be a great asset. The fee would prevent abuse, but it would be expedient for the students to have a color printer linked to the internet readily available. I would use it for things such as pitures to put on the elmo for presentations. I hate trying to show everyone a black and white photo; it looks sloppy.

Well if you have to print off slides and such for classes you can't help that. Maybe cut down on printing that is not related to school!

We should be able to use our MyUNiverse logins for the email kiosks and computing centers. I've always had trouble with my password, even after having it reset, so I never use the ITS student computing centers or the kiosks. I would like to utilize these areas, but I can only use the departmental labs that do not require passwords to log in.

When you see somebody excessively using the printer and do not have a legit reason, then ask them to stop

don't raise the computer fee because it is not fair to people that do not use the computer labs at school.

Get rid of the labs because they are not useful for most of the students here on campus. Students only use the computer labs for 'down time' between classes. Numerous students have printers and computers these days and I see the labs as a waste of my money.

One copy is kind of unrealistic. We use the computer for free printing. Maybe limit to 10 copies or something.

a little more desk space

nope

Don't require the password to be changed so often. I don't use the computers on campus because I don't keep up with changing my password as often as necessary. You could possibly use our new CatID and password or our MyUNiverse ID and password for the on campus computers.

none

idk

Don't raise the computer fee.

You need to keep the printer fixed to only one lab. Many times we find/lose unclaimed paper printouts because they printed out in another lab. Also, need more headsets with microphones. It would be nice to have some pc & mac's in each lab, so one would not need to go running around to another lab to find one. It would be nice to have a couple of study rooms in Rod Lib with macs.

Generally, the Redeker Center printer is either out of paper or out of ink. Need to keep a closer eye on monitoring this please.

I like the idea of color printing but black and white works 90% of the time.

we pay enough tuition, so why in the hell do we need to pay to print stuff off when our classes require us to print sheets off? that is ridiculous and the reason why I feel this school is bullshit. All you guys care about is money, screw the students and their welfare and financial situations.

charge anyone who uses more than 500 sheets each month.

Fees are already high enough. There is no free black and white sheets we pay for them, so keep them unlimited. Some students do not print anything while others are required to print a lot. Tell students to keep it school related and not to print off basketball scores and other non-related items. Tuition and fees are already high enough in a state where salaries are already low. You should already be getting enough money to pay for the nominal cost of paper. I have a hard time believing that there isn't enough money for this.

First color copies can be purchased from Copyworks for much cheaper. Once again your survey will not work, any economist will tell you that people do not tell their true willingness to pay, especially on a survey. As for charging for computer paper, I think we pay way too much for tuition and other charges for you to start charging for paper, not everyone uses their estimated amount of paper each year so the people that use a lot just make up for it. Not only is it inconvenient but you will start losing people to Copyworks and other printing services. We are at a University not a community college, we pay enough already just let it go.

DO NOT allow unlimited printing for non-UNI patrons at the library, because massive abuse has been seen in the printing services and would save money (I work in the library [for 4 years] and see it all the time).

I agree that students should be limited to the number of sheets printer. However, I also find that MANY students print but NEVER pickup documents. Please STRONGLY consider manual print spool release for the printers. Requiring a person to first print normally from the printer, then once they physically arrive at a printer they can select their print job and release it to be printed. This would also be useful if you could print to any printer on campus this way. I could be in my dorm, but have a presentation in the CBB. I could print to the CBB then once I arrive I could go to the printer and select my print job from an attached terminal. Or if the print jobs were restricted locally to labs then I could just walk to the printer in lab and release my print job from the printer's interface (or have the lab tech retrieve it if needed). Print jobs would have to be stored either under my student ID or student username. (Student IDs may be easier as I could just type them in, but they also preserve some amount of anonymity). Although a user/pass prompt would be ideal.

By offering a choice of paying for unlimited or limited paper fees

make labs available more often, it seems like they're always locked.

I think students should be allowed to print as many free black and white sheets as they want. We already pay an arm and a leg to go to school here. It doesn't make sense to charge students to print. We pay a computer fee. The free printing should cover the fee we pay. I don't see what else it would cover?? The only computer fee that I use is printing, which involves paper and ink.

Provide more printers with dual side printing options

Not give survey's

Making us change our password all the time when in a computer lab is really annoying, because I am normally in a hurry using one of the computers and I am told to change my password AGAIN I hurry and type something in then I can't remember what it was next time.

Well some majors have to print lots of things, and I don't feel it is right that I can only print one copy when the University wants 8!

I think everything is fine how it is.

Have a way for students to contact an assistant if equipment is not working and no one is on duty

none

Having a certain amount of paper for each person to be able to print I think is unfair because sometimes things happen with the computer or the printer that that papers print out wrong or print out blank so I don't think those pages should be counted.

If we are paying a fee to print, we should be allowed to print as much as we need. I am printing off journal articles for my research. Journal articles are long and this can easily add up. I am not abusing the access to free printing. I would not mind paying a higher fee although there are many students who are printing off irrelevant items in the labs. I also wouldn't be against setting a limit and paying a fee afterwards, however, the limit should be on the higher side. We are required to do this work and if I need to come in and print off ten journal articles and they are each 25 pages, I should be allowed to do so.

Have the computer labs in Curris open for longer hours, especially early in the morning.

Make CBA network available from all labs. Make universal passwords for MyUNiverse, email and labs.

I generally use the computer labs to print, but I had to use them as my primary computer I would be annoyed by the people that play videos and music on the computer. I think it would be helpful if noise were more heavily regulated. Also, I think it would be nice if they had Microsoft Publisher installed on the computers and the ability to add fonts.

We are waiting for the color printing.

I think the free printing is great. At my undergrad college, all printing and copying pages were on our student ID. When we printed or copied, it would take off pages accordingly. Then, once we were out of free pages, we could put money onto our student ID specifically for printing and copying purposes. A system similar to that would be convenient and keep the student population more aware of their paper usage. We could even reload our print and copy money at the library.

Keep printers better maintained.

Always have a consultant in the computer labs. Things break and there's no one there to fix it.

Have the labs open until they are supposed to instead of the room monitors closing up before they are supposed to.

Keep staff in the Wellness lab to diagnose common printer issues (no paper, jam, etc.)

Install Firefox 2.

stop charging so much money...isn't that what tuition is for?

UNI webpage should be on blackboard, see www.ASU.edu for example. There are too many different sites and programs that require different passwords on the UNI site.

more people in the computer labs, fix the printers on the biology floor in McCollum

You are excellent. The email is now changed. When every thing settles, I am sure it will be ok! I think I need more black and white printing.

It would be a money and energy saver if you could set the computers to turn off, or at least go to a power saving hibernation when not used for so long. Half of a 24 hour computer lab could be shut down with the low traffic at night. Possibly not during finals week.... And could we suggest some bookmarks to be added to all of the computers?

Maybe get a wider variety of programs on the computers. (i.e Microsoft Publisher)

Don't charge a computer fee for printing. Have students pay for printing by the sheets they print because not all students use the labs and not all students print. Thus they are charged for paper they are not using.

Make sure there is always paper available for the printers. Don't have a limit on the number of papers we can print; some classes require that you print off notes, templates, and other things for the class. We shouldn't be penalized for that.

In the labs that don't have a lab assistant, it would be VERY nice if regular users could get into the printing queue and cancel jobs. Sometimes a large job will cause a printing error, and then no one else is able to print their papers. (And usually, the person who printed the problem paper leaves, so all the paper and toner just gets wasted.) Also, when these labs run out of paper, the printing jobs keep racking up in the queue, so when paper finally gets put in the printer, it runs for 5 minutes straight catching up on all the jobs that aren't even going to be used. If we could get into the queue before loading the paper, we could save a lot of paper and ink. (This all comes from the perspective of the Campbell lab. If you can't give regular users access to the queue, you should at least provide the Campbell Office and RA's with a password that enables them to get in and change this.)

Some teachers require more than one copy of papers to be turned in, so the "one copy" rule in some computer labs should be modified.

keep free unlimited paper. Costs are already too high for computer fees.

We already pay enough for computer fees. It's not fair to make every student pay these fees when not every student uses them.

To make it a lot easier to sign into the computer labs on campus, cant the log in and password just be the same as students login for email? Because it seems like I can never get into the computers because of the log in information. its frustrating and i know a lot of other people who have this problem. Its because we have too many passwords to get into things and its hard to keep them straight, and it seems like we have to keep changing them too.

no comment

As of now, I've been on the campus for almost a solid school year. The one thing that has been frustrating to me is the lack of wireless internet access around campus and in the dorms. It'd be much easier for students to use their WI-FI, if it was more readily available.

Make sure each computer lab has a stock of paper and ink/toner at all times in case the printer runs out.

provide wi-fi in dorms/ROTH, etc

make sure that printers in all the labs always have paper.

Sometimes the computer labs get very full and some are noisy. If you could have labs where groups could work and ones that individuals can work where it is quiet. I would also like to see more computer desks that are big enough to spread work out and word process your papers with out digging stuff out of your bag every 5 minutes.

Get the e-mail situation figured out.

the lab in sabin, the computer attendant has to approve the colored printing, and they are never paying attention, takes forever to print in color because they are doing their own work/not approving. They arent very knowledgeable about some of the programs, which doesnt help anything if you are having problems. I think that departmental computerlabs need more help than the other ones around campus....for example the one in latham hall has not enough open hour times, etc.

I use the wireless network but there are constantly problems with it. I can access it but it kicks me off every 5 minutes.

color printing!!

Notify students how many sheets of paper they have used, keep a tab so that students may print papers for education classes that are required but not be charged without knowing it

Curb Printing abuse so compensation by limiting number of free prints or by increase in lab fees are no longer necessary

i don't think there should be a fee for print in black and white, because there are a number of students who NEVER use the computer that UNI offer so I would think that it would balnce out. Also maybe if the entire campus would recycle more you could get paid for all the paper we recycle and that could help off set cost for whatever.

Make sure there is paper in the printers in the early mornings. Many times I have wanted to print a paper and there is no paper and no CSAs.

None. :)

For some classes you have to print out packets so I don't think it would be fair to those students if they had to pay more just because of what the professor decided to use.

keep some of the equipment, like the scanners, updated and offer instructions for use of those pieces of equipment.

Turn down the heat! That is the number one reason I do not use the computer labs is because it is too hot and stuffy to concentrate. Most often I use the computers in the Center for Academic Achievement because it is not as warm.

many times when i use the bender computer center, they never have any paper. we already pay money for those services, so we should never run out of paper!!!! we shouldnt have to pay then if we arent getting what we paid for. and if money is an issue, get the funds from something that the university doesnt need like putting up big screen tv's in the WRC, that is in a stupid place and we dont need!!!!

na

none

I really wish Adobe indesign and similar programs were offered in more locations.

DON'T cap free printer paper use.

**Total Responses: 149**

**Demographics Summary**

**Classification**

	Percentage	Respondents
Unclassified	0.4%	2
Freshman	12.2%	66
Sophomore	17.8%	96
Junior	22.4%	121
Senior	34.7%	187
Graduate (0-30 Hr)	9.5%	51
Graduate (31+ Hr)	1.7%	9
Advanced Graduate	1.3%	7

**Gender**

	Percentage	Respondents
Male	29.7%	160
Female	70.3%	379

**Major College 1**

	Percentage	Respondents
Business	0.7%	4
Education	18.6%	100
General (Preprofess,Undecided)	28.0%	151
Humanities And Fine Arts	1.3%	7
Natural Sciences	18.2%	98
No Specific Coll (Gen Studies)	16.7%	90
Social And Behavioral Sciences	1.3%	7
	15.2%	82

**Major College 2**

	Percentage	Respondents
Business	84.4%	455
Education	2.6%	14
Humanities And Fine Arts	8.9%	48
Natural Sciences	1.1%	6
Social And Behavioral Sciences	1.3%	7
	1.7%	9

**Major College 3**

	Percentage	Respondents
Natural Sciences	99.8%	538
	0.2%	1

Major Code 1	Percentage	Respondents
ACCOUNTING (152)	0.7%	4
ACCOUNTING (158)	6.1%	33
ALL SCIENCE TEACHING (82A)	0.2%	1
ANTHROPOLOGY (990)	0.2%	1
APPLIED PHYSICS/ENGINEERING (888)	0.2%	1
ART (600)	0.6%	3
ART: STUDIO BFA (605)	0.2%	1
ART: STUDIO EMPHASIS (60S)	0.7%	4
ATHLETIC TRAINING (42A)	0.6%	3
ATHLETIC TRAINING (42N)	0.4%	2
BIOLOGY (844)	0.2%	1
BIOLOGY (84A)	0.6%	3
BIOLOGY (84K)	0.9%	5
BIOLOGY: BIOMEDICAL (84M)	4.3%	23
BIOLOGY: ECOLOGY & SYSTEMATICS (84C)	0.2%	1
BIOTECHNOLOGY (848)	0.6%	3
BUSINESS - POTENTIAL (15X)	0.6%	3
BUSINESS ADMINISTRATION (157)	0.4%	2
BUSINESS TEACHING (143)	0.2%	1
C & I: LITERACY EDUCATION (21Q)	0.4%	2
C&I: EARLY CHILDHOOD EDUCATION (21U)	0.4%	2
CHEMISTRY (863)	0.4%	2
CHEMISTRY: BIOCHEMISTRY (86B)	0.4%	2
COMM LEISURE SRVCS PROGRAMMING (44C)	0.2%	1
COMMUNICATN & THEATRE ARTS 7-12 (48T)	0.2%	1
COMMUNICATION STUDIES (480)	0.6%	3
COMMUNICATION/ELECTRONIC MEDIA (48E)	1.3%	7
COMMUNICATION/GENERAL COMM (48G)	2.8%	15
COMMUNICATION/INTRPRSONAL COMM (48I)	0.2%	1
COMMUNICATION/ORGNZTNAL COMM (48O)	0.7%	4
COMMUNICATION/PUBLIC RELATIONS (48P)	0.9%	5
COMMUNICATIVE DISORDERS (510)	1.3%	7
COMPUTER SCIENCE (810)	0.7%	4
COMPUTER SCIENCE (81S)	0.9%	5
CONSTRUCTION MANAGEMENT (33S)	0.4%	2
CPA ADVANCED STUDIES (15Y)	0.2%	1
CRIMINOLOGY (982)	0.7%	4
DECIDING (000)	1.1%	6
EARLY CHILDHOOD EDUCATION (210)	0.9%	5
EARTH SCIENCE (870)	0.6%	3
ECONOMICS: BUSINESS ANALYSIS (923)	0.2%	1
ECONOMICS: GENERAL ECONOMICS (921)	0.2%	1
ED PSY: CNTXT & TCHNQS ASSMNT (296)	0.6%	3
EDUC PSYCH - SCHOOL PSYCH (293)	0.6%	3
EDUC PSYCH: PROF DEV FOR TCHRS (298)	0.2%	1
EDUCATION (CURR & INSTR) (201)	0.4%	2
EDUCATION (LEADERSHIP) (206)	0.4%	2
ELECT/INFO ENG TECHNOLOGY(EIET) (35T)	0.6%	3
ELEMENTARY EDUCATION (212)	15.4%	83
ENGLISH (620)	2.6%	14
ENGLISH: CREATIVE WRITING (62C)	0.4%	2
ENGLISH: LITERATURE (62L)	0.2%	1
ENVIRONMENTAL SCIENCE (83S)	0.2%	1
FAMILY SERVICES (31F)	1.5%	8
FINANCE (165)	1.7%	9
FINANCE: FINANCIAL MANAGEMENT (16F)	0.4%	2
FINANCE: FINANCIAL SERVICES (16S)	0.2%	1
FINANCE: INVESTMENTS (16I)	0.7%	4
FRENCH (72G)	0.2%	1
FRENCH STUDIES (72T)	0.2%	1
FRENCH STUDIES: LIBERAL ARTS (72L)	0.4%	2
GENERAL STUDIES (011)	0.2%	1
GENERAL STUDIES (012)	0.2%	1
GENERAL STUDIES (015)	0.6%	3
GENERAL STUDIES (017)	0.2%	1
GEOGRAPHY (970)	0.2%	1
GRAPHIC COMMUNICATIONS (33G)	0.6%	3
HEALTH EDUCATION (415)	0.2%	1
HEALTH PROMOTION: WELLNESS (41W)	0.2%	1
HEALTH PROMOTION: WORKSITE (41S)	0.2%	1
HISTORY (960)	1.7%	9
HISTORY (96G)	0.2%	1
HLTH PRMTN: HEALTH PROMOTION (41P)	0.2%	1
INTERIOR DESIGN (32I)	0.4%	2
LEIS/YTH/HMN SRV: OUTDOOR REC (43G)	0.7%	4
LEIS/YTH/HMN SRV: TOURISM (43E)	0.2%	1

LEIS/YTH/HMN SRV:NONPRFT YT AD (43J)	0.2%	1
LEIS/YTH/HMN SRV:PRGMG SVC ADM (43H)	0.4%	2
LEIS/YTH/HMN SRV:THERAPUTC REC (43U)	0.2%	1
LEISURE,YOUTH & HUMAN SERVICES (44H)	0.2%	1
MANAGEMENT (150)	0.6%	3
MANAGEMENT INFORMATION SYSTEMS (141)	1.7%	9
MANAGEMENT: BUSINESS ADMIN (15D)	2.6%	14
MANAGEMENT: HUMAN RESOURCE (15C)	0.4%	2
MANAGEMENT:SUPPLY CHAIN & OPER (15S)	0.2%	1
MARKETING: GENERAL (13A)	0.9%	5
MARKETING: MANAGEMENT (13B)	0.4%	2
MARKETING: SALES & ADVERTISING (13D)	0.9%	5
MATH: STATISTICS&ACTUARIAL SCI (80D)	0.7%	4
MATHEMATICS (800)	0.6%	3
MATHEMATICS (80B)	0.2%	1
MATHEMATICS: APPLIED (80C)	0.2%	1
MENTAL HEALTH COUNSELING (288)	0.4%	2
MFG TECHNOLOGY: METAL CASTING (34G)	0.2%	1
MFG TECHNOLOGY: MFG DESIGN (34H)	0.2%	1
MIDDLE/JR HIGH SCHOOL SCIENCE (82J)	0.2%	1
MUSIC (520)	0.4%	2
MUSIC EDUCATION: INSTRUMENTAL (52B)	0.7%	4
MUSIC EDUCATION:CHORAL/GENERAL (52A)	0.7%	4
MUSIC PERFORMANCE:TRACKA(INST) (52H)	0.2%	1
MVMNT & EXRC SCI: EXERCISE SCI (42F)	0.4%	2
MVMNT & EXRCS SCI: SPORT PSYCH (42H)	0.2%	1
NON-DEGREE (090)	0.2%	1
NURSING (NUR)	0.2%	1
PERFORMANCE & TRAINING TECHNGY (27P)	0.2%	1
PERFORMANCE (524)	0.2%	1
PERFORMANCE (52R)	0.2%	1
PHY ED: SCNTFC BASES OF PHY ED (42S)	0.4%	2
PHY ED: TEACHING/COACHING (42T)	0.2%	1
PHYSICAL ED: EXERCISE SCIENCE (42E)	0.6%	3
PHYSICAL ED: SPORT PSYCHOLOGY (42P)	0.2%	1
PHYSICAL EDUCATION (420)	0.6%	3
PHYSICS (880)	0.2%	1
PHYSICS (885)	0.4%	2
POLITICAL SCIENCE (940)	0.9%	5
POST-SEC ED: STUDENT AFFAIRS (170)	1.3%	7
PSYCHOLOGY (400)	2.6%	14
PSYCHOLOGY (40G)	0.9%	5
PUBLIC ADMIN: COMM & REGNL DEV (94G)	0.2%	1
PUBLIC ADMIN: ECON & FINANCE (94E)	0.4%	2
PUBLIC ADMIN: HUMAN RESOURCES (94H)	0.2%	1
PUBLIC POLICY (950)	0.2%	1
RUSSIAN (770)	0.2%	1
SCHOOL COUNSELING (285)	0.4%	2
SCHOOL LIBRARY MEDIA STUDIES (353)	0.2%	1
SCIENCE ED: PHYSICS EDUCATION (828)	0.2%	1
SCIENCE EDUCATION (821)	0.4%	2
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	0.6%	3
SOC SCI TCHG-PLAN A SPECIALIST (90A)	0.2%	1
SOCIAL WORK (450)	2.4%	13
SOCIAL WORK (451)	0.2%	1
SOCIAL WORK: ADV STANDING PRGM (453)	0.4%	2
SOCIAL WORK: TWO YEAR PROGRAM (452)	0.2%	1
SOCIOLOGY (980)	0.6%	3
SPANISH (780)	0.6%	3
SPECIAL ED: FIELD SPCLZATION (242)	0.2%	1
SPECIAL EDUCATION (240)	0.2%	1
SPEECH PATHOLOGY (511)	0.4%	2
TCHG ENG TO SPKRS OF OTHR LANG (629)	0.2%	1
TECH ED & TRAINING - TEACHING (33N)	0.7%	4
TECHNOLOGY MANAGEMENT (34T)	0.4%	2
TECHNOLOGY MANAGEMENT (34U)	0.6%	3
TESOL/SPANISH (698)	0.4%	2
TEXTILE AND APPAREL (32T)	0.6%	3
THEATRE (490)	0.6%	3
THEATRE: DESIGN & PRODUCTION (49P)	0.2%	1
<b>Major Code 2</b>	<b>Percentage</b>	<b>Respondents</b>
	84.4%	455
(165)	0.2%	1
(210)	4.1%	22
(21D)	3.2%	17
(34G)	0.2%	1
(84M)	0.4%	2
(886)	0.2%	1

(922)	0.2%	1
ANTHROPOLOGY (990)	0.4%	2
BIOLOGY (84A)	0.4%	2
COMMUNICATION/PUBLIC RELATIONS (48P)	0.2%	1
ECONOMICS: BUSINESS ANALYSIS (923)	0.4%	2
ELEMENTARY EDUCATION (208)	0.4%	2
FINANCE: FINANCIAL MANAGEMENT (16F)	0.2%	1
FINANCE: FINANCIAL SERVICES (16S)	0.2%	1
LEIS/YTH/HMN SRV: OUTDOOR REC (43G)	0.2%	1
LEIS/YTH/HMN SRV: TOURISM (43E)	0.2%	1
LEIS/YTH/HMN SRV:PRGMG SVC ADM (43H)	0.6%	3
LEIS/YTH/HMN SRV:THERAPUTC REC (43U)	0.2%	1
MARKETING: GENERAL (13A)	0.2%	1
MATH: STATISTICS&ACTUARIAL SCI (80D)	0.2%	1
PHILOSOPHY (650)	0.2%	1
PHYSICAL ED: SPORT PSYCHOLOGY (42P)	0.2%	1
POLITICAL SCIENCE (940)	0.2%	1
PSYCHOLOGY (400)	0.7%	4
REAL ESTATE (166)	1.3%	7
SOCIAL WORK (450)	0.2%	1
SOCIOLOGY (980)	0.2%	1
SPANISH (780)	0.6%	3
TCHG ENG TO SPKRS OF OTHR LANG (629)	0.2%	1

**Major Code 3**

Percentage	Respondents
99.8%	538
0.2%	1

(84M)

**Residence Code**

Percentage	Respondents
91.7%	494
8.3%	45

Iowa resident  
Non-Iowa resident