

Fall 2008 SCC Survey Comments

Q5: How could the lab employees serve you better?

Respond more quickly to emails in order to provide more effective service

I honestly do not see them on a frequent business. When I have interacted with them, they have been quite friendly and helpful.

customer service is fine.

I have never seen any lab employees in the bridge computer lab!

keep more paper stocked in the labs in the residence halls

Bartlett needs constant monitoring of its printer and paper. Many times students go in to print papers or notes and the printer is completely out of paper; and students do not have access or permission to refill and restock. Therefore, Bartlett and other small labs should be checked more often so that these problems do not arise.

i have no clue

With information and computer help

There should always be a lab employee around when the lab is open.

making sure that the UBS ports work properly and the printers work well. It's not fun when you can't use the lab for printing when that is primarily what they are used for...

Through paying more attention when I do need help with something and getting over to help me with my problem sooner.

be more knowledgeable

Have paper available for when the printer runs out.

make sure there is paper in the printers, and make sure there is someone in the lab in the wrc

Being present, there is no one in the Bartlett Lab.

Stay on top of printing problems

By being more approachable.

I often know more about computers than the Assistance I need for help. My questions are generally about programs available on the computers, services at other computer center locations, or help with printing/removing flash drive problems.

Lab employees are very helpful and resourceful.

Just know more about the programs

I have not had any problems!

be nicer

Nothing, they do everything great. I think they should be rewarded

integrate ITS password with CatID

n/a

N/A

I've had trouble with printing things off of my WebCT and that person was not able to help me

Have more employees working so if a printer runs out of paper they can refill it.

possibly checking the printers more often to make sure there is enough paper in the trays

Be online when someone is using the chat feature and it shows that an employee is online.

They are very good already.

Make sure they are able to load paper in the printer at all times.

Be around more frequently

I think they do a good job

Offer technical support, like how to export a document to another format

there was a paper jam in the printer once, and the employee didn't know how to fix it, so a couple of us students in the lab had to figure it out ourselves so everyone else could print out stuff.

I think they do a great job. Especially in the library. There is a CSA that greets me every time I come in when she works. She's very friendly! I know I can come to her if I need help.

They could offer headphones for checkout.

make sure there is paper in all computer labs on campus. I find when I am in some labs that the paper is out when I go to print things off. Especially in the labs in land 212 and the other two in the building.

I have not had any bad experiences with any of the lab employees working customer service.

Sometimes they don't know how to do things.

They do a fine job. I haven't required any help yet.

changing passwords is difficult when no one answers the phone when they try calling. very annoying. at least give us a temporary user name we can use as a guest- we have paid to use the computers even if we have forgotten our password (that needs to be changed way too often)

no comment

Be more friendly, like saying hello when we enter.

They do their job, but there doesn't really seem much to their job.

Make sure Bartlett Computer lab has paper in printer. it makes me RAGGEEE when there isn't.

help us more on work

It would be better if some of them knew more about thier jobs.

they are doing a great job. I only need them when I ask for help.

make sure someone is there because one day there was no paper in the printer and no one was there to fix it. I had to end up saving my paper and going to another lab to print the paper off.

They do a good job.

Be more helpful in telling us whats going on.

They are good enough.

Be more friendly!!

The employees are all very helpful.

N/A

They could make sure that everything (paper, staples, etc) are filled when they leave for the night or till the next person comes in.

The computer in the WRC should have someone on staff often just as the other labs provives

i think the Customer service assistants are very helpful, every time i have a problem they do everything in their power solve it...or they point me in the direction of someone can fix it.

They are doing a wonderful job. They are always willing to help everyone out. The labs are always neat and tidy. Thanks!

My only issue is how slow the computers are starting up. There's so many network setups and security programs running in the background it's amazing they run at all.

They do a pretty good job right now.

Well from what I understand there should be an assistant that stops by everyday to keep the paper supply up and other issues that come up but it sounds like they only come a few times a week and the hall secretary/desk assistants have to come fill up the printer paper multiple times because it's not filled up each day. I don't feel like this should be the desk assistants job if someone is paid to come do it each day.

clean the desks more often...they are pretty dusty

Monday mornings the printers need to be checked that there is paper available for printing, several times in the Noehren bridge lab. It makes fully completing homework difficult.

Not listen to music, stop watching movies, fix the printer.

knowing more about computers, and the way to get info, when needed.

It seems something is always going wrong with the printer in ROTH right when people need it.

fill the printers with paper, on a daily basis and on the weekend.

Keep printers working.

Keeping noise levels down in the labs. ex) people listening to iPods too loud or small groups working.

They could make sure the printers have plenty of paper and are functioning correctly.

I have yet to have a question on computing so I don't really know.

I don't even know who works in the labs.

The lab employees do good work

have paper available in the wellness lab - it runs out fast

Sometimes they seem a little cranky, but they are working with people so they need to put on a happy face even if they are in a bad mood

I prefer to use the sabin lab over all of the its sccs because it is friendly and the computers are faster running than the others

Help adhere to the quiet study area policy. I often here very loud talking and group studying other than in the areas designated for them.

They can look like they enjoy their job since it is pretty easy.

Are they supposed to be in the labs for assistance? If so, I've never seen one in the WRC lab before.

Lower the temperature

They need to look approachable. Many times I feel guilty interrupting them because they look busy either doing homework or other work.

Just be nicer to people

I feel that they do a wonderful job!

Not yell at you for printing off packets that the professors want. I cannot help that I need it and that they do not put it at Copyworks or print it for us.

Take off you headphones and help people who need it, pay attention to the printer

They are nice.

make sure there is paper in the printer--often times there is not paper so I am unable to print papers, research materials, etc.

No Response

Provide color printing in all computer labs

there are not always lab employees in the bridge lab.

It would be nice if they new a little bit about how to trouble shoot and use some of the programs other than email and office

I think they do a good job!

the lab assistants are fine, but I hate being put on hold for SO LONG. I think you need to hire more workers to work the phonedlines.

One Wednesday at around 5pm, I worked on my paper in the Redeker computer lab.I don't know if this was acceptable according to the policy;the employee talked on her cell phone for a long time outside of the computer lab.Finally, she got off the phone,then I asked for help.She gave me a look as if either I was bothering her or I was asking a stupid question(which I guess it might be a stupid question for most people,but I just needed the help),I felt very uncomfortable.

They do an awesome job! They help me out everyday.

I never really see them in the Wellness Center, but there hasn't been a need for them since I've been in the Wellness Center.

Be at the Redeker Center more often

Doing my homework for me.

Pay attention!

Wearing something (like a t-shirt or name tag) that lets us know who they are. We all look like students :-)

Some employees are great and are proactive about their duties. Others sit on the computer and wait until someone complains the printer is jammed or out of paper.

It is always extremely hot in the computer labs. It's really hard to be in there for more than 15 minutes without sweating.

I don't think they could serve me any better because when I have had issues they were able to help me immediately.

Open more hours, USB drive ports working, just having some basic computer knowledge for questions

Some of them are grade A creepers, and don't even smile when I walk in.

Update and do maintain on Campbell computer lab. They are horrible, it can take up to 5 mins just for the computer to load up. Very bad

having more knowlegde about comptures and programs

they are excellent, i have no recommendations.

NA

Stop making me change my passwords at different time periods. I like to have my UNI email password and the IT login password to be the same. It would be easier to do if you don't prompt me at different times.

Printers in color would be nice.

i havnt ever needed them

Informing you if something is wrong with the computers, and being able to actually help you with a problem

LAB techs are not in all halls. Towers have one but Lawther doesnt.

I don't know who the lab employees are, or are there sometimes

Be there when i need them.

Knowing more actual computer knowledge--rather than just how to solve common Microsoft office mistakes.

Find a way to keep the rooms cooler.

could not.

Just by being more friendly. I've always been treated like an annoyance.

I think that they do a really great job, i've never had any problems, but i've seen that if someone has had a problem, they are right there to help.

they do a wonderful job-no complaints here

Q10 If you believe we need more Email kiosks, where?

I believe one or two would be appropriate in every academic building, if they aren't already.

Industrial Technology Center (ITC)

maybe one at the book store

I would love to have more computers at the current Email kiosks on campus. Definitely in Schindler and Maucker Union, possibly by the ballroom.

I don't really know where but I know we need more of them

Having one or two in the lower/ground level of different department buildings.

Lang, Sabin, Seerley

Try a few more in the lounge area. This will allow more people the opportunity to check email and access a computer.

Same places just more

no

WRC

More in Curris

Union, Schidler

I'm not sure, as I'm still getting familiar with the campus.

Would be nice to have printing available at Kiosks.

In Sabin, Business Building, definitely more computers with Word in the library

Maucker Union

education buildings

all floors in lang, not just the second, all buildings should really have them because there have been times I need to access my e-mail to find important information and there is no computers around or they are being used.

I think we have enough email kiosks.

In all buildings on all floors in one location.

don't know

this is a note for number 6 - printing is not free. we pay tuition.

McCollum Science Hall

Rialto

no

dont know what that is

union, curris; always busy now

Seerley

More locations in the union would be great. Also if there is a way to make them a little quicker it would help because often times I need to check my e-mail quick on the way to class, but it takes forever to boot up and load.

They need a faster start up time, especially in Maucker Union.

More in the union.

GBPAC

I think that printers would be beneficial at the kiosks.

no

If every individual building (academic building) doesn't already have a kiosk, then I would maybe recommend in the entry way or near the main office of that bldg, but I think most all buildings already do and seems sufficient. Maybe a few more in the Union since so many people use those.

Union/Tunnel

Business Building

I think there needs to be more in Latham Hall and McCollum

Maucker Union, Lang Hall

It would be nice if you would be able to print stuff off at the email kiosks but i understand that is probably not going to happen.

Sabin, seerley.

KAB, SAB

The top of the ITT!!!!!! (In the Lounge)!!!!!! Yay!!!!!!!Please!!!!!!

Not enough computers when you just need to check something quickly.

more in the union, more in lang

i think it'd be nice if there were different keyboards, so they could be cleaned easier and more often. whenever i have to use them, I feel like I'm acquiring diseases

There needs to be more in Curris lobby, there are only two and they are usually full...I would also say more or put some in lang..

All over. The more the better.

not outside the library lab

Not that I know of now

In other classroom buildings, because of the classes that I take I am not familiar with all buildings, but it would be nice if they were available in them all

I think there are enough kiosks. They are busy during passing times, but otherwise they are readily available.

Sabin and Latham

Laundry Room in the University Apartments, and another in the WRC Hall of Excellence room.

More in the union

Russell Hall. Music students often spend hours back-to-back in this building, but the computer lab there is not always open. If we need to check email between classes or rehearsals, we have to walk over to the Redeker SCC. Often there is not enough time to do this, and this is a point of frustration for us.

In the union

More in Maucker would be helpful because the ones that are already there are always being used.

none.

no

More in Maucker, maybe the tunnel. Could put some in the lobbies of residence halls.

Union

Seerly

I think that every lounge should have at least 1 email kiosk.

No, we have enough and I rarely see anyone use them.

Curriss Business Building 3rd floor.

I really like the email kiosks and i think there is enough, but more wouldn't hurt.

just more available even in those spaces.

I would put more in Maucker Union in the dining area.

No there are enough.

Q12 If you don't use the Campus Wireless Network, why not

lack of staff after 5 to set up my laptop to use on campus

can't be used in residence halls!

Will not connect to the internet.

My computer isn't set up for it.

I can't get it to work!

I don't know where to get it registered

can't use it in dorms

I get tired of every year I have to sign up again to use it.

It never worked when I got it hooked up

I haven't gotten it hooked up and don't think I'll ever use it on campus

Haven't gone to get it set up yet

I don't know how to get on.

I can't get it to work.

laptop isn't registered

use the ethernet

Not enough area covered

the process seems confusing

last year i went in to get it put on my computer and it never worked

I haven't gotten my computer set up for it yet.

because there is no way to set up wireless on my laptop.

It won't work even though I've been to ITTC

I don't know how to sign up for it

haven't registered yet

i tried once and it didn't work for me

I haven't found the time to take my laptop to the office to get it registered.

My computer won't let me connect

Not convenient to set it up

It was a hassle to set it up last year.

to much work to just set it up! When I want to study, I spend more time trying to set it up

I haven't set it up to work on my laptop yet.

Always seemed like a hassle to get laptop registered. (I bought my laptop before the ITTC was open)

i was informed that my laptop was incompatible with the Campus Wireless Network
seems too complicated to get it all set up.

I don't understand how to use it.

Have not got around to it

i don't want to go get it set up

It is not compatible with UNI's wifi and I haven't had a chance to bring it on campus to access it.

my laptop no compatible

it has not worked when I tried it. Plus there are computers everywhere on campus. Laptop battery bad

I have a desktop at my apartment

I just haven't gotten it installed yet.

Its inconvenient that I have to visit your office to connect

It's not available in the WRC

Avoid distraction on campus when I use my laptop for homework

haven't gotten it set up yet

Couldn't remember password/wouldn't work

don't trust ITS to competently secure wireless network.

And I haven't made it to ITS

I don't know where to go to register my computer for it.

I would if people in the dorms could use wireless, but it's just a hassle to carry my computer with

Laptop not registered on ResNet

I only use it when I bring my laptop to campus, which isn't but maybe once a month or so.

I don't know how to get connected to use it.

Have not got around to it yet

i haven't registered my laptop yet

It doesn't work

I don't go to campus

i tried it didnt work

At this time, I do not own a lap top, but by January 2009, I plan on having a new lap top.

Didn't/never set it up/ figured it ou

because mine is not fully set up yet.

Q14: Suggestions on how we might improve?

If a color printing fee were implemented, I would want to be able to charge it to my U-Bill.

You are doing a nice job.

Question I don't know the answer to: I am in Lang Hall, wireless comes up, but I cannot access it. I am a non-trad grad student and I would appreciate it if I received a basic brochure/email perhaps once a year at the beginning that wold explain wifi coverage and access on campus. Thank you.

I think all is well! Thanks for all that you do!

It seems as though some computers have different software available in different labs on the desktop than others. it would be nice to have commonly used apps. such as Thunderbird, Word, Excel, and Internet Explorer all on all the desktops on all computers in all labs, so I dont have to mess around looking for where they are at. I'm also dissatisfied with the way Internet explorer loads on some computers. Especially in the ITC labs, I.E. goes to the "welcome to I.E." page instead of the UNI homepage.

figure out why the computers delete papers/files from my usb drive when i use them on your computers. keep more paper available for the printers in the residence halls. possibly put a larger paper tray on the printers in the residence halls.

make color printing free this school this expensive enough.

Offer colored printing.

maybe get mac labs available to people too

Allow us to authenticate wireless connections online...it is a MAJOR pain to have to take your computer to the ITTC to register every year.

If you are going to charge for color printing maybe make it \$0.25 instead because that would sound a little more reasonable to people.

More Printers and free scanning machines

color printing on campus. Less than \$.50 would be great considering how much we already pay in fees and tuition to the school.

Color printing should be free. It really helps when we need colored pictures for projects.

More Copiers

Note on #13: I would use color printing, but rarely. Maybe one or two times a semester for specific projects.

I would like more Macs available. I needed them for a class last semester and it was extremely difficult to find them at convenient, regular hours.

24 hour access to computer labs

None

Wireless networks in the dorms

Fine as is

Make color printing free. especially for art students!

The computers always seem to be running slowly. I'm not sure how to improve the speed, but it's an inconvenience.

Faster connection and don't lose thing on your jump drive when you stick it into the computer to print something off, it disappears from my jump drive. Im not the only one it has happened to.

We pay a fee for lab usage, why should we have to pay for color printing? Why should we not be able to print multiple copies and why are you so tight with paper and ink/toner. We all pay for this anyway, why is it such a big deal???

remodel labs, make them more inviting and appealing

overall I think it is pretty good.

If the speed of the computers were updated, that would be most appreciated.

Allow printing on the WiFi-UNI network from personal computers. Especially in the library it is tough e-mailing work, then running to lab to print.

Some of the labs are very nice - in the Business Building and Sabin. However, some are very noisy, crowded, and dirty (the Library one). I always have allergy there, and it is hard to concentrate there, because usually it is overcrowded. We need more computers with Microsoft Office in the library, not just in the lab downstairs.

Faster computers.

Offer free color printing.

i came in here one night at 3 am, and none of the computers let me sign in. i tried for a half hour, and then randomly selected a computer, and it worked. it says it's a 24 hour lab, so they should make sure all computers are available 24/7.

Some printers have a double-sided page option which I find preferable because it saves paper. If that could be made as an option on more printers it would be helpful.

more 24 hour ones for off campus residents

\$.50 per sheet is rather high, I'd do it, but not very often. I would be more likely to use it often for .25 per sheet.

i would like to have free wireless in the dorms, would be very helpful, i have a laptop and a desktop so i have to switch my ethernet cable back and forth.

We pay for printing in our tuition. I don't think we should have to pay extra for the color printing. What is the difference, besides the color, if we don't pay extra for printing now when it is black and white than if we had it in our tuition, same cost, for color printing. Also, as far as wireless goes there should be a way to set up wireless on your laptop without having to go to the ITTC to have them do it. I personally do not have time to take it over there and get it set up for the wireless and get a password and username.

nothing, you guys are awesome

I think \$.50 per sheet for color printing is a little high. \$.25 sounds more reasonable.

Color printing shouldn't cost.

Increase the log-on speed of the computers.

it is so slow. include it in the dorms. the Ethernet cables are such a hassle. at least include it in the lounges.

get faster internet. make schindler 24 hours or at least extend hours. it's the only lab most ed majors use. many college students rely on coming to school to complete homework as it is easy to be productive here. Also put more computers in schindler and get another printer so there aren't tons of people lined up at the same time to pick up what they have printed off.

One place that could use some extra attention, is the ITC, I know they have like 3 lab rooms, I know of quite a few people that spend a vast majority of their day in that building and there are times in the building when either the computer labs or the EET Lab computer are being used for class so they can't be used for outside school work or the labs are locked up so there isn't any access to them.

check paper supplies in printers more often, better printer maintenance

I think the color printing thing would be a good idea

Always have paper available if a student representative isn't available in all labs. I personally have been in a lab and been out of paper and i didn't have time to wait for another rep. to come and unlock the storage door to get paper.

get wireless in dorms and maybe aval. outside? i use my ipod touch with the wireless and it loses signal very easily for some reason.

Joe Pudenz is the best! More should be like him. He greets people as they come into the labs and helps students with anything they don't understand.

make color printing free, as well.

free color printing!

Just keep the computer desks clean and always provide Germ X at labs.

\$.50 is way too much money

Faster computers in the labs, wireless in the dorms.

Make the wireless service easier to use.

Offer two sided printing.

I think that everything is great!

I have no idea I am so hungry right now

Work on keeping printers full of paper. Also making sure the printers are functioning and if there is a problem getting it fixed as soon as possible, it is very inconvenient to have the printer broken for several days.

I know in Campbell for sure the computers seem to run really slowly and often freeze up. It seems they need some maintenance.

Keep the computers updated so they are not so slow!! Also, have more printers so there is not such a line and congestion and a couple of people are printing at one time. Do the updates on the weekends so that they don't interfere with students trying to get things done for class. Try not to have so many inconveniences for students, such as so many computers being out of use, not being able to use USB drives, only having one scanner in the lab, etc.

\$.50 a sheet for a color copy is expensive, for less I would consider.

Let us print front/back!!!! The computer lab in CBB does, why can't you guys? Save some damn paper!

Make it easier to use WiFi-UNI(Registering is a pain)

This question is vague. How you would improve...? Your overall service? Wireless ideas? Color printing? I'm not sure what you are asking, however I have a suggestion. It would be marvelous if all the free printers could print front to back like the ones in the library. It would save so much paper.

Make the color printing a bit cheaper.

More paper in the printers. Bartlett always runs out.

Let me work for you!

more printers, especially in Maucker, like that in the library that separates the documents into different trays for easier access for students.

At my undergraduate institution we have the capability to save onto an "H drive." This drive corresponded to our student login and we were able to save things to it and access them from ANY university computer. It is frustrating to have to always carry a flash drive.

Fix the USB problem

Figure out why some students, like myself, cannot log into ANY PC on campus...

enforce the quiet policies

Don't freak out when someone prints a lot.

Just be nicer to people

The ROTH printer is always out of paper:

A. Bigger printer (holds more paper)

B. Make paper available to get by students

C. Add another printer

I have had to run over to the Redicker Center before to print- OUT OF MY WAY!! WASTING MY TIME THAT I NEED TO DO HOMEWORK!!

More scanning stations are needed in the computer labs, especially in either the Union or Schindler.

Reddeker lab needs to be biggerits pretty hot in there too...comps are pretty slow

let us print more than 1 copy

maybe a quarter per color copy

The Bartlett computer lab does not have SSH file transfer on them.

Improve the strength of the wireless signal. It is terrible right now.

be upto date on everything. What the hell was up with not getting word 2008 until just recently?

We students are up todate on technology and would like to see the labs compatable with our home machines.

Ashlee Streigle is amazing.

I am grateful for the free printing of work and research articles. Because of the cost, (single mom w/out child support) I am not able to keep ink in my ink jet printer at home. This is so helpful, please don't change for other students comming in the future.

I think that because we already pay for printing it's REDICULOUS to consider us to pay extra for color.

Offer color for \$0.25

Every time I go to use the Towers lab(supposedly open 24 hours) it seems to be locked. This is very annoying and inconvenient. If you are going to call it a "24 hour lab" then it should be open 24 hours a day. There have been many times this has caused a great burden on myself.

double sided printing

Tom Peterson needs a supervisor, or at the very least needs an evaluation

Everyone is doing an awesome job; keep up the good work!

not printing many copies

Have the whole university wireless including the university apartments.

use both student id and password to access computers

Russell Hall is listed on the ITS website as one of the campus locations with a WiFi-UNI signal. However, none of us who have tried have been able to locate a signal in the building. Several grad assistants have offices there, and since we haven't been given computers or an ethernet jack in any of those rooms, the only way we would be able to work in our offices would be through a WiFi connection on our personal laptops. Many of us have laptops, but the absence of a wireless signal means that we have to go to an SCC to do our assistantship work. This is usually very inconvenient, as our materials (books, CDs, pianos, etc) are all back in our offices. If you could get a wireless signal in Russell Hall (particularly in the basement, where a lot of the students spend their time), that would be very helpful! Thank you!

Could you also include OpenOffice on the ITS manged labs. I have been making use of this software since it's free, and would prefer it if I didn't have to export to a PDF when I had to print something before class and also be able to make edits with out having to export to a Word Doc.

Offer wireless printing with the WIFI.

every printer on campus should print both front and back sides of paper automatically. this would save paper and reduce costs to the students. Also, there needs to be WIFI at the WRC. Students

at the WRC in the HPELS program need the use of internet in the WRC just as much as other students in other buildings. This would help the HPELS immensely.

I would love color printing!

I don't think you should Deny people if they have a router, especially if it's not a wireless router and just a router to help connect 2 computers to 1 printer. makes it a MAJOR pain to get computer help. I have to have my dad come an hour and a half down here to fix it. NOT convenient!

none

UNI has the ability and money to have faster internet. I wish the old people that suck with computers would stop running the department. Also you need to stop hiring cute girls that know nothing about computers. I know the old dudes that are in charge like to look at them but seriously, they are not good with computers. Last time I checked this was America and we need faster internet at UNI. Thanks and have a great day.

Allow us to register for wireless without having to go to ITTC. Also, would be nice if we could have wireless in the dorms

My WiFi hasn't worked anywhere yet so I think there should be more wireless in more places.

don't charge for printing. we pay tuition which should cover stuff like colored printing

id do it the colored copies were 15 cents

Get computers that are able to load faster and not freeze so easily

Be more available - Advertise etc. so that students know about you! Also, this survey doesn't really address if students have never used you services and why that may be.... Are you on the student-radar?

Your e-mail system is terrible. Its very retarded to have to change your password every two months or so. You really need to work and your network and security.

Improve what? Be more detailed.

We could have printers at the email kiosks, too.

The Wi-Fi is not in enough areas. My graduate professors tell us to bring our lap tops (those that own one) and yet the students are not able to access the internet. I think that when I have my lap top, I should be able to access the internet any place on campus and not just in certain areas. Check out other large campuses and you will find that UNI is in the dark ages with computer technology. In fact, on many campuses, Students are given a lap top in their first year at that particular campus. UNI should be doing this and adding \$1,000 to each students bill.

I think if there is a way for people to print less or atleast recycle more.

Make computers run faster. They are very slow in Redecker.