

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Student Computer Center Survey (Fall 2009) (Survey ID: 3728)
 11/09/2009 12:00 AM - 11/20/2009 11:59 AM

1. As a UNI student, you have been selected to participate in a research project regarding ITS Student Computer Centers (not college labs). The study is being conducted by ITS User Services and involves completing this web-based survey designed to assess user satisfaction with the ITS Student Computer Centers. Participation in the study will take approximately 2-5 minutes and is strictly anonymous. Your survey responses will be automatically submitted to a secure server with no personally identifying information.

The study involves no more risks than those encountered in daily life. Your participation is completely voluntary and refusal to take part in the study involves no penalty or loss of benefits to which you may be otherwise entitled. There is no compensation or direct benefit for participating in the study.

If you have any questions about the study you may contact Tom Peterson, at 319-273-6460. You may also contact the UNI Human Participants Coordinator at 319-273-6148 if you have any questions about your rights as a research participant.

I am fully aware of the nature of this project and agree to participate.

	Percentage	Responses
Yes	98.6%	351
No	1.4%	5
Total Responses:		356

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

	Percentage	Responses
Daily	19.9%	71
Weekly	47.5%	169
Monthly	10.4%	37
Less Than Monthly	22.2%	79
Total Responses:		356

3. If you answered, "Less than Monthly" in the previous question, please proceed to question 6 on page 2.

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	Pre
Which ITS SCC do you most prefer to use?	5 (1.8%)	6 (2.2%)	16 (5.7%)	15 (5.4%)	9 (3.2%)	3 (1.1%)	9 (3.2%)	7 (2.5%)	43 (15.4%)	49 (17.6%)	29 (10.4%)	3 (1.1%)	5 (1.8%)	21 (7.5%)	23 (8.2%)	0 (0.0%)	6 (2.2%)	(1

Which ITS SCC do you least prefer to use?	13 (4.8%)	2 (0.7%)	6 (2.2%)	1 (0.4%)	16 (5.9%)	5 (1.9%)	0 (0.0%)	0 (0.0%)	9 (3.3%)	9 (3.3%)	4 (1.5%)	6 (2.2%)	6 (2.2%)	3 (1.1%)	4 (1.5%)	1 (0.4%)	11 (4.1%)	(6)
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Which ITS SCC do you use most frequently?	6 (2.2%)	4 (1.5%)	21 (7.7%)	19 (6.9%)	10 (3.6%)	4 (1.5%)	9 (3.3%)	9 (3.3%)	50 (18.2%)	47 (17.2%)	27 (9.9%)	4 (1.5%)	5 (1.8%)	20 (7.3%)	21 (7.7%)	1 (0.4%)	10 (3.6%)	(2)
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Total Responses: 280

4. Rate the following:

	Excellent	Good	Fair	Poor
How would you rate the computers in the ITS Student Computer Centers?	86 (30.6%)	161 (57.3%)	31 (11.0%)	3 (1.1%)
How would you rate the service/help the ITS Student Computer Center employees provide?	87 (31.0%)	131 (46.6%)	53 (18.9%)	10 (3.6%)

Total Responses: 281

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

I never really see them much in there, but maybe asking if everything is ok sometimes would help a little.

have the lab techs be there earlier in the morning, because there is always something that runs out by 9:45am and there is no one there to replace it.

N/A

By not giving stupid looks to people all the time, by taking a more active approach to their job than sitting back and doing nothing 99.5% of the time - we needn't pay them for that - Why can't someone just go around to all the computer centers to refill paper, etc. - Why pay someone to sit there and do nothing for the vast majority of the time.

Fix things at ROTH right away.

Use terms that we'll understand or a better explanation of what is going on.

Overall I think they do a great job.

I haven't had any problems w/ lab employees, never have asked a question that I can remember.

They do a good job. It would be nice if the printers always worked, but there are always unforeseen problems it takes so long to log in and some of the computers arnt connected to the printer

Everyone does a pretty good job! Keep it up!

I generally don't need any assistance and the CSAs usually do a good job of keeping the printers filled with paper. The CSAs in Schindler are always friendly and usually tell exiting users to "have a nice day".

I don't really have any complaints.They do a good job.

Fix the printer when its not printing things off and people are standing around waiting for things to print off.

The printer in Campbell is jammed all the time and no one seems to know how to fix it.

Know what they are talking about. I know more then they do

Maybe hire more so there's less of a wait time.

Be more technologically skilled with the equipment.

They have always been great with me!

there have been times that there wasn't anyone in the lab and an issue came up. for example, the printer was out of paper.

They do a good job. Most of the time I do not need help.

I think they are already doing a good job. I have had no problems what so ever and i am completely satisfied!!

post hours lab employees are available

they're great and friendly

none

I've never seen one.

no comment

let a person know exactly if the servers are up or down when coming into the lab instead of waiting for something to print for half an hour

They do a great job!

I have not utilized the lab employees as a resource for a computer question.

I usually don't have any trouble.

I don't even know who they are.

know how to run Power Point and Excel well.

Be more polite. Some say have a nice day when you leave, others act like youre not even there.

Remove the process to get online

Never had a problem.

N/A

I have never really needed their help

The CSA are not critical to my usage. I think staffless labs should be considered and the salary savings passed on to the Computer Consulting Center so your not automatically put on hold when you call.

Just naturally appear more friendly. It's not that they aren't friendly, but when entering the room, a simple smile can make someone's day, along with making them feel more approachable, which is difficult to establish in a room where everyone is so concentrated.

NA

Be friendly and willing to help you. get up and be of service instead of just sitting there

They do a great job!

I think that it would be beneficial to encourage computer service assistants to engage in more helping oriented behaviors when interacting with students. Sometimes I have found that the assistants are more inclined to focus on their personal lives and concerns than on the students who may need assistance.

n/a

They do a good job.

The printer in that lab will sometimes tell you that it is jammed, but it needs to be kept full of paper. Also, you have to select the printer every time you want to print. It would be easier to use if the printer was automatically selected and the printer did not always need to be refilled.

Actually know how to solve a computer problem when asked.

None

Be friendlier when asked a question and not look annoyed

Sometimes when I go into the computer lab there is no one there to help when the printer jams. Also the paper frequently runs out and sometimes is not refilled.

They do a great job. When I have a question or need help it is always tended to.

their never there, so possibly be there?

we don't have any employees on hand at ROTH so when there are problems they go unfixed for a while.

For the most part, all of the CSA's are very attentive and helpful. In the labs that I frequent, there is never a problem with the printer or anything, and if there is, they are on top of it right away. I have only received excellent service from these labs, and I am always welcomed with a smile and a hello.

Be more willing to perform their duties with respect and diligence.

Not be on hold as long

Fix problems with slow computers.

They do a great job.

Having more of a presence in the labs outside of the library would help with quicker service.

They could walk around more and offer help.

I don't feel that some of them know english well enough to help me with any question that I may have

Having a lab employee in all labs would be helpful. Sometimes, there aren't any lab employees available in the smaller labs; and when we have troubles with the computer or the printer, it is frustrating and we don't know how to fix it.

I have never really interacted with lab employees but I have seen them be helpful to others.

Nothing really, they seem to do a good job.

Pay closer attention to what is going on so problems can be resolved as quickly as possible.

Nothing

I actually use the computer lab in Russell the most, after that I use the library the most. However, it is really frustrating that the Russell computer lab isn't open the same hours that the music building is open. What is the point of having specialized computer-music equipment and programs if the access is so restricted. Also, The lab will close for 5 minutes between classes while the student lab employees switch out shifts. There has to be a better system. Every time I need to use the lab on my way to class, it is closed. How frustrating! I do, however, appreciate the copier and free printing in the music lab. It would be nice if the copier was hooked up to the ubill/id-card scanner like at the library. (not everyone carries change)

When they ask you to do something differently, printing in particular, they need to show you how to do it more economically. If we are not already printing 2-up then as a student we probably do not know how to do it. Also, be a little bit more friendly when talking to students. I'm aware you probably don't want to be working in the lab but don't act like its a chore.

They could be there all the time. when paper runs out, there is no way to get any unless they are there. I have had things ready to print and then have to go somewhere else because there was no paper available.

They should be in the room all the time. Sometimes they are not in the lab for a long time.

They are fine the way they are.

I think they do everything possible to assist us.

The wellness center doesnt really have any assistance on hand... maybe provide one.

Know more about software.

Unsure.

Lang employee did not have answers to how to make foregin language characters

*Actively cleaning the keyboards/computer area. They are dirty when I use them.

provide headphones to listen to music

they are fine, just doing school work like I would too

If you encounter a problem, they can ask more about what you did in finding out what's wrong rather than assume you made a certain common mistake that's causing the problem.

I really haven't needed any help from them. They usually just get paid to sit there and occassionally fix the printer or add more paper to it.

The help I have gotten has be great. I wouldn't recommend anything except keep doing what they're doing!

Be more patient with those of us who are not fully computer literate.

Update computers often, make them faster.

Know how to work computers better. They don't really know much when something goes wrong.

monitor others in the room for talking, too much printing

Just by making sure that the printers are working and that people aren't printing ridiculous amounts.

Have one on hand at the WRC or have a sign in the computer lab saying where you can find an assistant

The computer lab I use doesn't have a lab employee.

Check printers in Bartlett more.

Being able to assist when needed.

they do a good job already

They do just fine.

make sure printers are working properly - promptly fix problems that arise

Really, I haven't had any issues with the lab employees.

smile more no matter what~

Be more available

Knowing what I need before I need it.

eh they are good.

Just being more knowledgeable in general....I have seen a few instances of where people with problems just got an "I'm sorry I dont know" instead of calling someone who did know.

Very Good People!

No improvement needed! The lab employees do their job well.

check the printer more frequently

NA

They could be more accessible. I tried to find where i needed to take my computer once time about could not figure it out.

They could co around and ask questions every once in awhile, or possibly stand up and see if anyone needs any help.

Maybe to clean out the printers if there are a lot of papers there for a long time.

Just please make sure that everything is in working order all the time, and know who to get in contact with to fix things if they can't do it themselvs.

Total Responses: 110

6.

What grade would you give the Student Computer Centers overall?

	Percentage	Responses
A+	4.5%	16
A	29.3%	103
A-	22.7%	80
B+	19.3%	68
B	16.5%	58
B-	1.7%	6
C+	1.7%	6
C	2.0%	7
C-	1.7%	6
D+	0.3%	1
D	0.3%	1
D-	0.0%	0
F	0.0%	0
Total Responses:		352

7.

What grade would you give the Computer Lab Attendants overall?

	Percentage	Responses
A+	10.6%	37
A	27.0%	94
A-	18.7%	65
B+	13.2%	46
B	15.2%	53
B-	4.6%	16
C+	2.9%	10
C	2.9%	10
C-	2.3%	8
D+	0.9%	3
D	0.9%	3
D-	0.3%	1
F	0.6%	2

Total Responses: 348

8. How do you use the ITS SCCs? (Please rank your top 3: e.g. 1=most used, 2=second, etc)

	Avg Rank	Min Rank	Max Rank
Database	2.2/12	1	3
Departmental Software	2.1/12	1	3
Email	1.9/12	1	3
Free Printing	1.4/12	1	3
Presentation (PowerPoint etc)	2.6/12	2	3
Programming	2.0/12	1	3
Scanning	2.5/12	1	3
Spreadsheet	2.5/12	1	3
Web Browsing	2.4/12	1	3
Webpage Design	2.4/12	1	3
Word Processing	2.4/12	1	3
Other	2.3/12	1	3
Total Responses:			356

9. What software would you like to see in the student computer centers that is not already there?

snag it

Everything is good.

None - And by none, I mean don't spend our money on any more unnecessary things - Please Don't!!!

Microsoft Publisher

Final Cut Pro

Kidspiration

More Mac labs with mac programs

I would love to see a computer or two devoted to fast printing. Often I have a document on my jump drive or e-mail that I just need to quickly print off for class and it would be great to not have to spend three minutes logging on and such.

An updated version of G Power for statistical work

CAD software

none

no comment

They do already have enough software

color printing option McCollum Science Hall Needs more Dells! more computers overall and more chairs!

Visio; OneNote; Publisher

Could you maybe put in a couple more copiers/scanners? that would be more helpful!! :) otherwise i think that is it. Oh i heard my roommate talking about how she can only go to one lab because there is a program on there for interior design and she complains how only one lab has this certain program. But i dont know what the program is called.

scanners

I'm content with the software provided

Adobe Products

none

ps

Photo editing

None

adobe cs4

Photoshop in all labs

N/A

I'm happy w/ the software.

None

Finale

I don't use even my own computer enough to really have a preference for anything other than what they already have. I just use what's given on my own computer and there.

Adobe Suite

I don't really use the computer centers for software, so I have no opinion.

nothing. :)

I really like word and the internet. If we had more I think students would spend too much time on there and not everyone would get to use them.

N/A

n/a

Photoshop.

none

N/A

Windows 7 probably for next year

viso

Quickbooks

N/a

The student computer centers have all the software I need.

All the software I use is available.

Office for every computer (some in the library don't have them) and maybe inspiration/kidspiration.

None

Adobe CS4

Adobe Premier

a scanner

Video editing software. Adobe Creative Suite.

None

None. The spaces could be better utilized. I think the money invested in hardware and software could be better utilized to purchase laptops for students.

Snipping Tool

n/a

Inspiration

Photoshop

Google Chrome

None

Satisfied with current software.

Color printer

Can't think of anything right now.

maple on all scc computers

Photoshop

Pro/Engineer

messenger

n/a

Final Draft

Being able to open most CDRoms

Adobe InDesign

Visio

ArcGIS

N/A

sibelius and PDF maker. More scanners would be nice too.

Finale and Sibelius and Garageband

There is none that I can think of.

Adobe Indesign

Auto CAD

I don't remember if there are scanners...if there aren't, it would probably be nice.

Windows 7

none

Double-sided printing in the bridge lab.

Adobe software, such as photoshop, flash, etc.

Adobe Creative Suite Package

The computer centers have great software. Some satellite, department, classrooms areas are missing software from time to time. (like players, or updates)

Adobe InDesign

N/A

inspiration

copy machines

Double-sided printers in all the labs

All the programs that I acquire are already implemented on the computers.

Access to things that are exclusive to the business building now in the library and maybe Union centers at least.

I would like the option of being able to check out microphones and handheld recorders for in lab use, instead of having to go to the IRTS lab for everything.

NA

n/a

none i can think of

Maybe some music programs, but you already have all of the major ones.

Inspiration

double sided printing

CAD

None

none just need internet explorer and word

Photoshop

Maple New Office on all computers

na

Adobe Photoshop

Photoshop

I can not think of anything.

none--they've got everything I need

msn messenger

Total Responses: 111

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

	Desktop	Laptop	Both	None
Do you have a personal computer at your residence?	34 (9.6%)	264 (74.2%)	52 (14.6%)	6 (1.7%)
Are you planning a new PC purchase within a year?	13 (3.7%)	42 (11.8%)	4 (1.1%)	297 (83.4%)

Total Responses: 356

11. Where do you use a computer the most? (Please rank 4: e.g. 1= most used, etc.)

	Avg Rank	Min Rank	Max Rank
Home/Dorm	1.3/4	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
Total Responses:			356

12.Regarding the Email kiosks (located in lobby areas such as Schindler, Curris, Maucker, etc)

	Percentage	Responses
Need More Locations	12.9%	46
Have Enough Already	37.4%	133
Don't Use	34.8%	124
Don't Know About	14.9%	53
Total Responses:		356

13. If you believe we need more Email kiosks (Lobby Computers) , where?

- on the 2nd and 3rd floors of curris
- Never Really heard of it.
- No where
- No
- Maucker Union
- Not necessarily in different locations, just need more computers in those areas because they tend to be completely full
- No
- I think they are already fairly well placed.
- I think you have enough
- Seerly
- in Schindler
- McCollum Science Hall (more Dells!)
- MSH, Lang Hall
- Wright, ITTC 3rd floor,
- None
- The union with printers attached
- Lobby of Curris
- In the science building, lang, and seerley
- I feel it is fine.
- i dont use them
- I don't know what that is.
- Some Curris computers take a long time to log on.

Enough locations, but the computers are too slow to log on and start programs.

I think one or two in every building would help. Maybe one per floor. It's not a lot, but enough that people would use them.

In the same locations, just have more there. Get smaller computers that don't take up so much room. There is all kinds out there these days!

Latham and more in Curris

Seerley, ITTC

NA

I don't know

The CEEE

I think that you need to make sure that they are working!

Maybe more in CBB

We're good.

Curris Business Building Lobby

Redeker

Have enough already. I rarely see anyone using these workstations.

More in classroom buildings, more in the Union

More in SEC, they are often all in use so adding more computers would be great!

yes, one for openly public use in every building. Not used for classes.

I would like to see more in the WRC.

In The russell Music Building Lobbies and student lounge. Also, another in the gallagher would be good. The staff tends to pile equipment in front of the one in the gallager lobby, so it is usually never accessible. Whats the point of having it if you can't get to it?

n/a

I don't even know what that is.

Russell Hall. They have a lab, but it isn't open all the time so there should be a couple of kiosks available all the time in that building.

No, because they are kind of gross and get in the way of traffic.

I think you need more kiosks in the GBPAC. I feel like the couple we have aren't enough. Most buildings have a computer lab in them and with hundreds of students in that building we could use more computers. Sometimes the line for the computer in the student lounge is 3 or 4 people waiting.

No

Better access in WRC and GBPAC

Lang Hall, Library, Maucker Union at the bars on floor 1 like they have a Piazza, More in Schlinder Bldg.

your good.

I don't use them because they are so slow (Curris) and do not get the attention other computer centers do. If these were updated and you could log on and check e-mail quickly I would use them.

No, I do not use them now.

Printers are needed in Schindler and Mauker

N/A

Bender Lobby

I have problems logging into those computer, so I don't use them.

in all public buildings, at least one station for quick things like checking email or myuniverse stuff if/when there is not a public lab nearby. Baker, MSH, Seerley, Physics building? [any place on the main floor that does not have a public lab.]

Lang!

just more computers at the kiosks

at least one in the wrc..maybe in main hailway or by the wrs office

N/A

no

Lang, Wright and MSH

scattered in more parts of the buildings

No, the ones that are available are slow to start

Total Responses: 66

14. Are you using the Campus Wireless Network (WiFi-UNI)? (If Yes, please proceed to question 13.)

	Percentage	Responses
Yes	37.6%	134
No	62.4%	222
Total Responses:		356

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

	Percentage	Responses
I didn't know about it	9.8%	21
I don't own a laptop	13.0%	28
I don't carry my laptop on campus	62.3%	134
Other	18.6%	40

Other Responses:

fee for using

I haven't gotten my laptop set up for it yet

Not enough info is distributed about it

Haven't had it put on my computer

I don't know how to get on it

Its a pain to have to set it up all the time and it doesn't support my palm pilot.

I don't know how to use it.

it's a hassle to go get it set up

They keep locking my laptop out for no reason.

I don't want to install shitmantec endpoint "protection"

I have not had my laptop okayed at the ITS yet.

Haven't had time yet.

I haven't gotten around to registering.

Not working

I don't know my access code.

doesn't work on my computer. possibly not set up right

Can not figure out how or where to use it

too much hassle to get it set up. The hours the techs are there are not when I am on campus
Wireless at my apartment
Not registered
haven't gotten around to going over there
i forgot to have it enabled.
The WiFi-UNI signal in the WRC is too weak for my laptop. I would use it otherwise.
Never had time to register
can't access it
ITC staff couldn't set up WiFi-UNI for my laptop
used to use on old laptop. New laptop not configured yet.
Don't have the login information to do so.
It's a pain to connect to it.
There was a huge wait when I wanted to get it hooked up so I never went back
had it registered but never works
hassle to take it into ITS to get it set up
I don't know how to get it.
too difficult to use.
Haven't been set up for it.
i have not set it up yet
never set it up
I usually use the desktop computers if I am anywhere but my room.
Dont have time to waste in ITTC waiting to get my laptop registered
haven't put it on yet..

Total Responses: 215

16. Suggestions on how we might improve?

Make the password the same as the CATID password for WiFi-UNI
offer wireless for free (Kirkwood does). Make it easier to change passwords when you need to call in (if the ITS center can't be trusted with blocked directory information, why should we trust them with regular directory information?). If directory information is unblocked, anyone can pretend to be you because everyone can see it (HELLO!!). I highly doubt anyone is going to call in pretending to be another student who has blocked directory information and actually knows the other student's ID and how to correctly spell his/her name. If this is such a BIG deal, then there should be a "security question" students choose that the ITS people have access to, that if they answer correctly, their passwords get changed. Why would someone call in pretending to be another student?!?! It is extremely irritating to have monkeys sitting behind a desk not getting logic.
I set up my wireless through the ITTC building and about a month and a half later my wireless just stopped working. I haven't went back to get it checked out but if I set it up once it should stay usable the whole year.
Well I think that it is weird that you can call in to do some things but if you go in you have to have you ID ... it doesn't make any sense
Nothing to really improve I heard about it I just never took action on it.
allow wireless access in the dorms.
Distribute more info about it
Allow WiFi-UNI access throughout dorms as well as classroom buildings. I believe this would be more convenient for students.
Make the process of how to make computers wireless on campus more available.
Thanks for awesome service!

I have a hard time keeping up with all of my passwords, I would like my myuniverse password to be the same as my password to sign onto computers in labs. I don't use the labs all that often, and when I try to I find that my password has to be reset because I didn't use it so I wasn't warned to change it, there needs to be less need to change passwords. You should be allowed to keep your current password longer

Stop using apple computers and get gateway!

Use it in the dorms!!!!

more computers in McCollum Science Hall

The computers in the labs are rather slow. I don't know if there is anything you can do about that, but I don't like it. They sometimes take forever to log in.

The computers that the ITS provides are extremely slow most of the time.

email kiosks need to have a faster long-in email kiosks shouldn't have programs that allow for more than checking email (dreamweaver/photoshop/etc)

because people end up using them as workstations and don't use them for last minute email checks or quick editing

Faster computer speed is always better and please don't nix free printing or dramatically cut back on how much we can print. Thanks!

Computers are very slow to log in

I think more computers throughout campus.

Overall you do a fine job. I don't really have a problem with how you run things. I don't know enough about technology to have any strong complaints.

Offer wi-fi in the dorms.

Allow all students to access wireless without having to go get our computers configured for it

You should allow us to use wireless net work at any place of UNI properties.

I havent had any problems with it :)

in the residence halls!!

The few times that I have used the computer centers, it was for printing, and the computer center in Bartlett Hall, at least, has continually had issues with printing, likely because the computers said they couldn't find the printer or that the printer was disconnected. Other students I spoke to were having the same problem. It'd be nice if it could be addressed.

Stop locking my computer out.

The WiFi network is extremely congested many times during the day and the service is very slow. There is definitely room for improvement with regards to the wireless network. I would also like to have a printer added to the computer station at the university apartments office for those of us who live on the far end of campus and don't have easy access to printing later in the evening.

Train the staff more in what do when people are having problems with the computers and printers not working. Make some of the computers faster, at times they are very slow and take a long time to load, even if no one or not many people are using the ones nearby or in the room. Also, have people answer the phones at the office. I waited on 2 different occasions at least 20 mins. then decided to hang up because no one answered, it wasn't even at the beginning of the school year.

Make it easier to access

the labs that have csa4 programs need to be opened at more convient times

none

Have coverage everywhere on campus and in the dorms. The other state schools do, I can't believe that UNI doesn't not. I shows that we are very technogically behind here, which is true.

no comment

Advertise it more.

No

Have an easier way to register your computer for wireless or more locations to do this at.

none

More wireless locations. It'd ridiculous not to have WIFI in the dorms. Seriously.

I have been very happy with the computer services available to students at UNI, and appreciate knowledgeable ITS staff such as Dana Peiffer. Thanks.

Wireless in the dorms and not require laptops to have to be brought to ITTC to have wireless work in the union and other buildings. I understand it's for internet security reasons, but that is just ridiculous. I think there could be an easier way.

wireless internet in the dorms

Educate the students on WiFi and have it in the dorms, even at least dorm lobby

Have less icons on the desktop on the computers in the labs. They are really slow to load due to this fact. I go there because I just want to print something. I shouldn't spend 30 min trying to print a paper. :(The computers are really slow.

You don't really want us to rank the uses on questions 8 and 11. You want your answers to be the ones given.

I think we need wireless in the residence halls. It is obnoxious that we do not have that already, especially in ROTH where we have so many students in one living space.

Get more areas hooked up for WiFi.

Wi-Fi in the dorms

better coverage in more area

When logging into the computers, make it faster. It takes about 5 minutes to finally log into the computer.

maybe educate a little more about the services you offer.

N/A

GENERAL: Students need more influence in how technology fees are spent. MyUNiverse is slow and UNI Email is pathetic. SPECIFIC: Review your survey.

Q14 about wireless says to proceed to Q13 if you enter yes, but you can not proceed to a previous questions, and question 13 pertains to email kiosks.

Creating a stronger signal throughout the Rod Library and Maucker Union (especially in the Northern Iowan Office). Otherwise, I'm pretty satisfied with the Campus Wireless Network.

make it so all students can log on to campus computers without having to go through anything

Make sure there is paper in the printers in every SCC daily

If we could get wireless internet in the halls that would be awesome because some room set up require a rather long ethernet cord to be able to use a lab top all around the room. Also this would make hooking up a wii or other game console much easier.

I have had some trouble with speed and even connection lately, but I don't know that you can control that regularly.

Double check your survey questions IE #14. And it took longer for these pages to load then it did to complete the survey.

Wireless coverage is very poor, as is signal strength. You can not get a signal in many parts of the music building(classrooms) as well as in the gallagher bludorn complex

Why cant it be accessible in the dorms? It would be nice if I could move around in my dorm room without tripping over my cord.

none

Better support for Linux. I had to manually find the correct security certificate. Took me weeks to figure it out

free wireless computers..

Share log-in information better... expand network to work in other areas on campus.

A brief overview of computer services could be emailed to new students, especially non traditional students.

Doing a good job.

WiFi connectivity is frequently difficult on different types of devices

In reference to the wireless access. I think that if you have a login for the desktop computers then you shouldn't have to take your laptop in to the computer center to grant it access to the wifi network. Also because my computer ran significantly slower when I took my last laptop in to be set up for wifi. I'm not sure if that was just chance, but that's why I have a new one now because the old laptop was getting more and more screwed up from the moment I had it set up for

wifi.

Post the UNI guest log in information on UNiverse.

Make it freely available so we don't have to go through the rigamarole of signing up and constantly updating our passwords. Or make the accounts easier to sign up for, similar to the Cedar Falls Public Library's wifi system.

N/A

The temperature in the Mauker lab is extremely cold. Thats all:)

Make WiFi-Uni easier to access. I wish we just put in a password and could access it with out having to go to the consulting center. When I went to have my set up it took like half an hour and only worked part of the time.

Have more places with Word and more printing areas

As long as a student is a student at UNI, don't make them change their passwords to where it will interfere with their WiFi. It seems that everytime I change my password, I have to go into ITS in order to be able to use WiFi again. This is aggravating. It is especially annoying when one of the student workers says, "You have to come in to our office." This is ridiculous.

Access to wireless is sporadic. Please improve coverage to all areas of campus and strengthen the signal.

just make it open WiFi

More coverage! As Provost Gibson has said, it is appalling that we do not have campus-wide wireless. This shouldn't be an issue if we are striving to be the premier undergraduate institution in the state and upper-Midwest.

We NEED wifi all across campus. One main reason I decided not to use WiFi-UNI is because it's incredibly spotty and not very reliable. The process of getting wifi for use on campus is absolutely ridiculous, and it's too complex. Simplify. Expand. Improve. Stop sucking.

N/A

Wireless in the dorms

More coverage with WiFi.

put WiFi in the dorms!!!

It takes a long time to log on to the computers in the Student Centers. If we could make it faster that would be really nice.

wireless campus (in dorms)

The time between logging in and the computer pulling up the desktop and being ready to use is way too long. There's got to be a faster way to process log in information.

More areas on campus to get the connection.

make dorms wireless

Adding more computers in lang as its a communications building. Also a lab in latham!!!

I believe that wireless should be available in all the dorms, it is a hassle sometimes when you have cables running over your room, numerous times I have fallen because my foot got caught on a cable.

Fix your survey...question 14 told me to proceed to question 13 which in no way can happen as the the word proceed means to come after...and that would be before...yeah before. Have a good day.

The only "complaint" i have is the maucker unions lab, (it was the best lab on campus, spacious etc)...now its freezing and cramped. I consider it unusable. that's the only thing i can think to improve.

More wireless hotspots.

Make wireless access available in dorms

if someone has a computer connected to resnet already you should be able to make those computers and devices able to connect to UNI WiFi. Also, like granting Apple iPods wireless, should set up Nintendo DSi's

make all of campus wireless - dorms too clean keyboards/ mouse more often - dust & sanitize

na

Signal is especially weak in the library and I encounter many problems each time I try to use it.

make it faster

its fine how it is now

Total Responses: 103

Demographics Summary

Classification	Percentage	Respondents
Freshman	18.8%	67
Sophomore	19.1%	68
Junior	25.3%	90
Senior	25.0%	89
Graduate (0-30 Hr)	8.4%	30
Graduate (31+ Hr)	1.7%	6
Advanced Graduate	1.7%	6

Gender	Percentage	Respondents
Male	28.1%	100
Female	71.9%	256

Major College 1	Percentage	Respondents
Business	19.9%	71
Education	19.9%	71
General (Preprofess,Undecided)	6.5%	23
Humanities And Fine Arts	20.5%	73
Natural Sciences	18.5%	66
No Specific Coll (Gen Studies)	0.6%	2
Social And Behavioral Sciences	14.0%	50

Major College 2	Percentage	Respondents
Business	88.2%	314
Education	3.4%	12
Humanities And Fine Arts	4.2%	15
Natural Sciences	1.4%	5
Social And Behavioral Sciences	0.8%	3
	2.0%	7

Major College 3	Percentage	Respondents
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100.0% 356

Major Code 1	Percentage	Respondents
ACCOUNTING (152)	7.0%	25
ACCOUNTING-INTEGRATED PROGRAM (15E)	0.3%	1
ALL SCIENCE TEACHING (82A)	0.8%	3
ANTHROPOLOGY (990)	0.3%	1
APPLIED PHYSICS (88A)	0.6%	2
APPLIED PHYSICS/ENGINEERING (888)	0.6%	2
ART (600)	0.3%	1
ART: STUDIO EMPHASIS (60S)	1.1%	4
ATHLETIC TRAINING (42A)	0.8%	3
BIOCHEMISTRY (86C)	0.3%	1
BIOCHEMISTRY (86D)	0.3%	1
BIOLOGY (84A)	0.3%	1
BIOLOGY (84K)	5.6%	20
BIOLOGY: BIOMEDICAL (84M)	0.8%	3
BIOLOGY: ECOLOGY & SYSTEMATICS (84C)	0.3%	1
BIOLOGY: MICROBIOLOGY (84I)	0.3%	1
BUSINESS ADMINISTRATION (157)	0.3%	1
BUSINESS TEACHING (143)	0.3%	1
CHEMISTRY (865)	0.8%	3
CHEMISTRY (86G)	0.3%	1
COMM STUDIES: GENERAL COMMNCTN (483)	0.6%	2
COMM STUDIES:PERFRMNCE STUDIES (489)	0.3%	1
COMMUNICATION/ELECTRONIC MEDIA (48E)	3.1%	11
COMMUNICATION/GENERAL COMM (48G)	1.7%	6
COMMUNICATION/INTRPRSONAL COMM (48I)	0.3%	1
COMMUNICATION/ORGNZTNAL COMM (48O)	0.3%	1
COMMUNICATION/PUBLIC RELATIONS (48P)	1.7%	6
COMMUNICATIVE DISORDERS (510)	2.5%	9
COMPUTER SCIENCE (810)	0.8%	3
COMPUTER SCIENCE (81S)	0.6%	2
CRIMINOLOGY (982)	1.4%	5
DECIDING (000)	5.9%	21
EARTH SCIENCE-INTRP NATURALIST (87N)	0.3%	1
EDUC PSYCH - SCHOOL PSYCH (293)	0.3%	1
EDUCATION (CURR & INSTR) (201)	0.3%	1
EDUCATION (LEADERSHIP) (206)	0.3%	1
ELECTRICAL ENG TECHNOLOGY(EET) (35G)	0.3%	1

ELEMENTARY EDUCATION (212)	10.4%	37
ENGLISH (620)	3.4%	12
ENGLISH: LITERATURE (62L)	0.3%	1
ENVIRONMENTAL SCIENCE (83S)	0.3%	1
FAMILY SERVICES (31F)	0.6%	2
FINANCE: FINANCIAL MANAGEMENT (16F)	1.1%	4
FINANCE: FINANCIAL SERVICES (16S)	1.1%	4
FINANCE: INVESTMENTS (16I)	0.8%	3
FRENCH (72G)	0.3%	1
GENERAL STUDIES (018)	0.3%	1
GEOGRAPHY (97G)	0.3%	1
GEOGRAPHY: ENVIRONMENTAL (971)	0.3%	1
GERMAN (74G)	0.3%	1
GERONTOLOGY: LONG TERM CARE (31L)	0.3%	1
GRAPHIC COMMUNICATIONS (33G)	0.6%	2
HISTORY (960)	2.0%	7
HLTH ED: COMMUNITY HEALTH EDUC (417)	0.6%	2
HLTH PRMTN: HEALTH PROMOTION (41P)	0.3%	1
HLTH PRMTN:SCI INTNSV-ENV HLTH (41E)	0.3%	1
HLTH PROMOTION: WOMEN'S HEALTH (41H)	0.3%	1
INTERIOR DESIGN (32I)	0.3%	1
LEIS/YTH/HMN SRV: YOUTH SERVCS (43W)	0.3%	1
LEIS/YTH/HMN SRV:THERAPUTC REC (43U)	0.3%	1
LEISURE SERVICES (43X)	0.3%	1
MANAGEMENT (150)	0.6%	2
MANAGEMENT INFORMATION SYSTEMS (141)	1.7%	6
MANAGEMENT: BUSINESS ADMIN (15D)	3.1%	11
MARKETING: ADVERTISING (13E)	1.1%	4
MARKETING: MANAGEMENT (13B)	0.8%	3
MARKETING: SALES & ADVERTISING (13D)	0.6%	2
MARKETING: SALES (13L)	0.6%	2
MATH FOR THE MIDDLE GRADES 4-8 (80A)	0.3%	1
MATH: STATISTICS&ACTUARIAL SCI (80D)	0.3%	1
MATHEMATICS (800)	2.0%	7
MATHEMATICS (80B)	0.6%	2
MENTAL HEALTH COUNSELING (288)	0.3%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21D)	0.3%	1
MIDDLE/JR HIGH SCHOOL SCIENCE (82J)	0.3%	1
MODERN LANG: SPANISH/FRENCH (70V)	0.3%	1
MUSIC EDUCATION: INSTRUMENTAL (52B)	0.8%	3

MUSIC EDUCATION:CHORAL/GENERAL (52A)	0.6%	2
MUSIC PERFORMANCE:TRACKA(INST) (52H)	0.3%	1
MVMNT & EXRC SCI: EXERCISE SCI (42F)	0.8%	3
MVMNT & EXRCS SCI: SPORT PSYCH (42H)	0.3%	1
NON-DEGREE (090)	0.3%	1
PERFORMANCE & TRAINING TECHNGY (27P)	0.6%	2
PHY ED: SCNTFC BASES OF PHY ED (42S)	0.3%	1
PHYSICAL EDUCATION (420)	0.6%	2
PHYSICS (880)	0.3%	1
POLITICAL COMMUNICATION (94C)	0.3%	1
POLITICAL SCIENCE (940)	0.6%	2
POST-SEC ED: STUDENT AFFAIRS (170)	0.8%	3
PRE-PROF: NURSING (OPS)	0.6%	2
PRFRMNCE:WND/PRCSSN/KYBRD/STRG (52W)	0.3%	1
PSYCH: INDUSTRIAL-ORGANIZATNAL (402)	0.3%	1
PSYCHOLOGY (400)	3.7%	13
PSYCHOLOGY: CLINICAL SCIENCE (401)	0.3%	1
PUBLIC ADMIN: COMM & REGNL DEV (94G)	0.3%	1
PUBLIC POLICY (950)	0.3%	1
REAL ESTATE (166)	0.6%	2
SCHOOL COUNSELING (285)	0.3%	1
SCHOOL LIBRARY STUDIES (353)	0.8%	3
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	1.1%	4
SOCIAL WORK (450)	0.6%	2
SOCIAL WORK: ADV STANDING PRGM (453)	0.6%	2
SOCIOLOGY (980)	0.6%	2
SPANISH (780)	0.6%	2
SPANISH (78G)	0.3%	1
SPECIAL ED: FIELD SPCLZATION (242)	0.3%	1
SPECIAL EDUCATION (22S)	0.3%	1
TCHG ENG TO SPKRS OF OTHR LANG (62T)	0.6%	2
TECH ED & TRAINING - TEACHING (33N)	0.6%	2
TECHNOLOGY MANAGEMENT (34T)	0.3%	1
TECHNOLOGY: MANUFACTURING TECH (3T6)	0.3%	1
TESOL/SPANISH (698)	0.6%	2
TEXTILE AND APPAREL (32T)	0.3%	1
THEATRE (490)	0.3%	1

Major Code 2

Percentage
88.2%

Respondents
314

ACCOUNTING (152)	0.3%	1
BIOLOGY (84K)	0.6%	2
BUSINESS - POTENTIAL (15X)	0.3%	1
CHEMISTRY (865)	0.3%	1
COMMUNICATION/PUBLIC RELATIONS (48P)	0.3%	1
EARLY CHILDHOOD EDUCATION (210)	1.7%	6
ECONOMICS: BUSINESS ANALYSIS (923)	0.6%	2
ECONOMICS: QUANTITATIVE TCHNQS (922)	0.3%	1
FINANCE: FINANCIAL SERVICES (16S)	0.6%	2
FRENCH STUDIES: LIBERAL ARTS (72L)	0.3%	1
GEOGRAPHY: ENVIRONMENTAL (971)	0.3%	1
HLTH PRMTN:SCI INTNSV-ENV HLTH (41E)	0.6%	2
LEIS/YTH/HMN SRV:NONPRFT YT AD (43J)	0.3%	1
MANAGEMENT INFORMATION SYSTEMS (141)	0.6%	2
MARKETING: ADVERTISING (13E)	0.3%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21D)	0.3%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21V)	1.4%	5
POLITICAL SCIENCE (940)	0.6%	2
PSYCHOLOGY (400)	0.8%	3
REAL ESTATE (166)	0.6%	2
SOCIAL WORK (450)	0.3%	1
SPANISH (780)	0.6%	2
TESOL/SPANISH (698)	0.3%	1

Major Code 3	Percentage	Respondents
	100.0%	356

Residence Code	Percentage	Respondents
Iowa resident	92.7%	330
Non-Iowa resident	7.3%	26