

**University of Northern Iowa**  
 Online Voting and Surveys Results by Question  
 Student Computer Center Survey (Spring 2010) (Survey ID: 4695)  
 04/20/2010 12:00 AM - 04/30/2010 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	97.9%	142
No	2.1%	3
<b>Total Responses:</b>		<b>145</b>

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

	Percentage	Responses
Daily	24.1%	35
Weekly	51.0%	74
Monthly	10.3%	15
Less Than Monthly	14.5%	21
<b>Total Responses:</b>		<b>145</b>

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

**Rate the ITS SCCs.**

	Bartlett	Bridge	Campbell	Consulting Center (ITTC 36)	Lang	Lawther	Library	Maucker	Redeker	Redeker-CyberBar	ROTH	Schindler	Towers	Towers-CyberBar	Wellness	No Preference
Which ITS SCC do you most prefer to use?	1 (0.8%)	6 (4.8%)	9 (7.3%)	1 (0.8%)	1 (0.8%)	3 (2.4%)	15 (12.1%)	19 (15.3%)	19 (15.3%)	1 (0.8%)	0 (0.0%)	8 (6.5%)	24 (19.4%)	1 (0.8%)	2 (1.6%)	14 (11.3%)

Which ITS SCC do you least prefer to use?	7 (5.7%)	2 (1.6%)	1 (0.8%)	4 (3.3%)	0 (0.0%)	2 (1.6%)	5 (4.1%)	0 (0.0%)	2 (1.6%)	5 (4.1%)	3 (2.5%)	1 (0.8%)	4 (3.3%)	3 (2.5%)	3 (2.5%)	80 (65.6%)
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Which ITS SCC do you use most frequently?	2 (1.6%)	6 (4.9%)	10 (8.1%)	1 (0.8%)	2 (1.6%)	5 (4.1%)	12 (9.8%)	16 (13.0%)	25 (20.3%)	1 (0.8%)	0 (0.0%)	14 (11.4%)	25 (20.3%)	1 (0.8%)	3 (2.4%)	0 (0.0%)
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Total Responses: 125

**4. Rate the following:**

	Excellent	Good	Fair	Poor
How would you rate the computers in the ITS Student Computer Centers?	31 (25.6%)	77 (63.6%)	13 (10.7%)	0 (0.0%)
How would you rate the service/help the ITS Student Computer Center employees provide?	30 (25.4%)	63 (53.4%)	20 (16.9%)	5 (4.2%)

Total Responses: 121

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

not particularly the employees, but i think that every lab should have the big staplers that can staple like 50 pages. i have needed one on a few different occasions and cant find one.

Faster response

NA

By having enough paper available if they are not there like late at night.

keep people quiet. some talking is fine and expected but on a few occasions loud laughter and non school related conversations were distracting to those of us doing work. it wasnt that they WERE talking its that they were heard over other conversations and over music played on headphones. towers center It seems that most majors have small computer rooms that students can go to in their main buildings where most of their majors classes are held. I am one of the many in the family services major in Lathem where their is no computers and printers than are available for our use. If I needed to quick print something for class their would be no where for me to go because there is no location designated for us. I have noticed that there is a small computer lab downstairs in Lathem but only for Bio majors. We pay all this money to keep this school going and we can't even get 6 computers that would be convenient

to us. This is not only frustrating for us the students but computers and printers are a necessity and should be available to all not just certain majors in that building.

smile

They seem knowledgeable about computers, there isn't really anything they could improve on.

The lab in the towers seems to run out of paper on the weekends.

Instead of saying they don't know how something works, try to help.

They do well already.

Sometimes the keyboards feel grimy and gross, so maybe clean more often.

I've never needed assistance from lab employees. I also have never seen anyone else needing assistance.

Continually being attentive and patient

more information about them

They could be more knowledgeable on how to fix issues with the computers so that research would run more smoothly.

Make sure the printers are working and filled with paper, especially in the Bartlett one.

Seem a little more excited to be there!

being more friendly

They could look more approachable, and walk around more so you don't feel like you are bothering them when you have a question about a computer problem. It's also really stupid that in Lathem on the lab computers they block out facebook. Sometimes that's the only access to a computer all day, and we're in college, personally paying for useage of those labs, and we can decide how to use our time since we're adults. Treating college students like their in junior high isn't necessary.

Being in the room when the printer jams, making sure it has paper, and making sure the stapler works.

I don't know I think they are doing just fine.

Make sure the printers are always working. Observe the student when they walk by, such as saying hi, goodbye, etc.

get the computers in the lab next to Hagemann to print!

Reduce the wait time when calling in.

I don't know

Sometimes people are loud in the labs but they never say anything to them. Also there has been times when the paper is out and they take forever to fill them back up.

I haven't had too many problems

They really do not do much. I am sick of the no cell phone rule not being enforced at all. I go in a lab to work in quiet and that never happens because people are always on their phones talking so loud and not being told to take their phone call else where. Also, I work at Biscotti's in Redeker, and we CONSTANTLY get people coming in asking us for paper, change the ink etc. We do NOT have paper or the means to change ink. Someone needs to be available to get plenty of paper, or whatever else people need. Biscotti's and whoever else in the Redeker is not in charge of that. Also, I would like it if the ITS people would be available on the phone once in awhile so I could actually reset my password in a timely manner. It is quite annoying waiting 45 minutes to an hour for someone to guide me through resetting my password and I do not have that kind of time.

Lawther doesn't have one at all, so I don't know what they do in the first place.

Check the computers in the Bartlett Lab more often because usually only one or two is working or the printer isn't working.

They need to keep the paper in the printers stocked better.

It seems like whenever the printer is not working there isn't anyone there to help

The only thing that would help would be for some of the labs to be open a lot later. The Bridge lab closes at 9 pm and I usually don't even start my homework until then!

help keep the volume down when people come in and start talking or someone has loud music so those using the computers can concentrate better.

They Are doing a great job

They are nice, quick, and friendly, i've never had any problems

Have extra paper near the printers.

Throughout the semester, mostly in the bridge computer lab there would be issues with the computer not being able to find a printer, it would have been helpful if the lab employees were able to fix this problem or have someone fix it faster than it took.

Printing seems to be a big issue in the Campbell Hall SCC. Helping with the printer and issues it has would be great.

Be more available. Computer problems happen at inconvenient times not during regular staff hours. Have some employees on call like RA's.

have them be more aware of what is going on, they sit there and act like they are to good to talk to, yet they arent aware of certain problems.

actually look interested while they are working and not have headphones in while working

n/a

Be more available.

One time they said they would call me back to fix my computer. They never called me back.

Lab employees often aren't present during computer hours to assist students or help with paper jams.

**Total Responses: 47**

**6.**

**What grade would you give the Student Computer Centers overall?**

	<b>Percentage</b>	<b>Responses</b>
A+	6.2%	9
A	29.9%	43
A-	19.4%	28
B+	22.2%	32
B	10.4%	15
B-	4.2%	6
C+	2.1%	3
C	2.1%	3
C-	1.4%	2
D+	0.7%	1
D	1.4%	2
D-	0.0%	0
F	0.0%	0
	<b>Total Responses:</b>	<b>144</b>

**7.**

**What grade would you give the Computer Lab Attendants overall?**

	Percentage	Responses
A+	8.6%	12
A	22.9%	32
A-	17.1%	24
B+	13.6%	19
B	16.4%	23
B-	6.4%	9
C+	4.3%	6
C	5.0%	7
C-	1.4%	2
D+	2.1%	3
D	2.1%	3
D-	0.0%	0
F	0.0%	0
<b>Total Responses:</b>		<b>140</b>

**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	2.6/12	1	3
Email	2.1/12	1	3
Free Printing	1.2/12	1	3
Presentation (PowerPoint etc)	2.6/12	2	3
Programming	2.0/12	2	2
Scanning	2.5/12	1	3
Spreadsheet	2.0/12	2	2
Web Browsing	2.5/12	1	3
Webpage Design	3.0/12	3	3
Word Processing	2.4/12	1	3
Other	2.7/12	1	3
<b>Total Responses:</b>		<b>145</b>	

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

Adobe Creative Suite 5 Master Collection  
 photoshop  
 BoardMaker  
 kidsperation/inspiration  
 Windows 2007 OS  
 Adobe Creative Suites on all computers  
 I'm not sure.  
 Faster log-in and operating speeds  
 Photoshop!

paint shop pro, haha

n/a

not sure

activinspire

None

itunes

a scanner

Adobe Acrobat

windows movie maker

Adobe Illustrator

adobe photoshop

I don't know of any other software that would be needed.

Google chrome

Maya

photoshop

Not all the computers have AutoCAD and photoshop, and there are lots of design students on campus who need them.

Geometry Sketchpad

Windows 7 on all computers.

Microsoft Publisher

Maybe some type of photo editor. Maybe there is one already I don't know about but if there isn't, getting one would be pretty cool.

Photoshop

Inspiration on all computer lab computers

Adobe After Effects, Adobe Flash, Adobe Dreamweaver, and Adobe InDesign.

Good and high quality computers. The computers on this campus are not good. It also shouldn't take 5 minutes to log in every time. Also, maybe add some scanners.

cad

none

N/A

I'm not sure if some of them already have it or if all of them do, but I'd like to see Photoshop Elements available outside the SEC.

Can't think of one.

Games (ha ha) Firefox extensions VLC media player (can run virtually any media) CCleaner (deletes files securely, fixes registry errors, clears internet history and temporary application data, and other things. Generally can make a computer run faster.)

Compatible Adobe programs

n/a

Adobe CS4 collection, as well as minitab

Microsoft Office 2003

Sibelius or Finale

Total Responses: **44**

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

	Desktop	Laptop	Both	None
Do you have a personal computer at your residence?	20 (13.8%)	111 (76.6%)	11 (7.6%)	3 (2.1%)
Are you planning a new PC purchase within a year?	6 (4.1%)	17 (11.7%)	0 (0.0%)	122 (84.1%)

Total Responses: **145**

**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	2.6/4	1	4
Departmental/College Computer Lab	2.9/4	1	4
At Work	3.2/4	1	4
<b>Total Responses:</b>			<b>145</b>

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

	Percentage	Responses
Need More Locations	20.0%	29
Have Enough Already	37.2%	54
Don't Use	31.0%	45
Don't Know About	11.7%	17
<b>Total Responses:</b>		<b>145</b>

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

CBB, More in union, WRT, lang,

Curris and Seerly

Lathem

ITC and CAC buildings

curris, maucker

i just think that if you have printers with them it would be easier or have them connected to a close printer would be better.

Art Building

maybe 2nd and 3rd levels of the curris business building

Schindler

more computers that work throughout buildings

Lang

All of the Halls

maybe, but they are VERY slow so its easier just to go to a lab

No, It is just as easy to walk into the labs and it sucks standing there while everyone walking around can see what you are looking at

We do not need any more kiosks but they do need to be checked and cleaned regularly.

The Union, near where they are now. Other buildings if there is room, in a small out cove for one or two. It also would be nice to have some sort of seat for the ones in the Union, especially those by Chats.

I feel that the ones in the library are always full so maybe more on the first floor.

WRC

A few more in the business building

WRC lounge

Put more in Lang hall.

No they'd probably load slower than they already do.

For question 12 should have been a rarely use answer. I have used them, but rarely.

no

There are no computers in wright hall, seerly hall, and I don't know what the plan is for Sabin hall after it's remodeled. Baker hall also needs kiosks.

One on ground floor of Dancer in the rec room would be nice.

They are too slow!

We don't because they are the slowest and most poorly maintained computers on campus.

In buildings such as Lang

**Total Responses: 29**

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

	Percentage	Responses
Yes	37.9%	55
No	62.1%	90
<b>Total Responses:</b>		<b>145</b>

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

	Percentage	Responses
I didn't know about it	14.8%	13
I don't own a laptop	17.0%	15
I don't carry my laptop on campus	60.2%	53
Other	15.9%	14

**Other Responses:**

- Don't know how to access it
- Does not work in the dorms
- I haven't had my laptop set up for it.
- Wireless network never works on my laptop
- I haven't set it up after getting my computer reconfigured.
- I just recently was told that I have to take my computer to ITS to get it to work, how annoying.
- Never got it registered
- I have a cable connection
- Live at home and use CFU cable.
- I don't have it on my laptop.
- my wireless is broken
- Doesn't always let me connect even after I went to the ITC and had it registered.
- it is set up incorrectly on my laptop and no one will fix it.
- I haven't gotten around to registering my cell phone.

**Total Responses: 88**

**16. Suggestions on how we might improve?**

- I have registered my iPod Touch twice, and it still does not work on the UNI WiFi. I don't know why; this might not be your fault, but it happened to my roommate too. It would be nice to have working.
- Stop telling me that I didn't come to you and have you install things. I have come 3 separate times and I finally just gave up on having wireless internet on campus. Maybe...learn some manners?
- Is there anyway to make it more reliable, sometimes I have a hard time getting the signal to work.
- Computers in bridge are down a lot and when it closes redker is very bussy and difficult to find a place to sit. In addition, it is difficult to print when it is so busy.
- Make things easier for students, allow us to access wi-fi without configuring our laptops. Make people more available to help us. IMPROVE!
- Have an employee in the computer labs at all times. Sometimes I need to print and the printer has a problem with it, its irritating.
- Customer service is very slow at responding to my issues. Should not have to wait days for a response. Most of the time I have to leave a message because no one answers the phone.
- Make it easier to connect to and more locations, in all dorms.
- WiFi in the dorms!
- The computers in the library are frustrating. They don't all have the word program so documents can't be opened on all the floors and you have you jump from floor to floor trying to view/print out your document. If all the computers in the library could have the same programs things would be perfect!
- stronger signal so I can connect further away in places like the lawn outside of the towers
- Wireless in dorms... as the cable running from the desk, across the floor, over the door and to the hookup is rather annoying
- set up email kiosks to use the same password as catID

The labs are quite warm and make working difficult on hot days

allowing wireless in the dorms would be helpful when doing group projects when more than one individual will be working on one laptop.

WIFI IN THE DORMS! Let's live in the 21st century here people! It can't be that hard to do it, the other 4 colleges I've gone to have managed it.

Make it available in all the dorms. I get it in my room in Campbell, but I'm right above the computer lab. Make it so we can get rid of the annoying ethernet cables. Also, make the signal stronger.

Wireless in the dorms would be awesome.

more wifi. availability is terrible compared with other college campuses.

Placing WiFi in the dorms so internet can be used in the lounges.

I think it would be very helpful if there was a way to check the availability of the Residence Hall computer centers, similar to eSuds. I often walk up to the Campbell SCC and find all the computers taken and have to either wait or come back repeatedly just to print a one or two page document. It would be great if I could check on my laptop if there were any computers available instead of going all the way to the lab.

All the computers in the bridge need to be hooked up to the printer. It is annoying getting on one and being ready to print and then having to switch computers and get everything started up again just to print out a single paper.

make it available in the dorms and EVERYWHERE

WiFi in the residence halls

just get a big stapler and i will be satisfied

make all of campus wireless!!

Give students the option to print duplex. (Front and back on the same page). The only two places I know that do at this time are the Library and Curris. If I am in the Union or Schindler I do not want to have to walk all the way across campus to print duplex. I understand that sometimes, printing off a final draft of a paper you may not need the duplex feature, but it should be allowed for each student to choose as an option. Maybe for the first two months when students print they can be prompted to duplex. It would cut down on the paper use and it would be much more convenient for students across campus.

Get wireless internet into the dorm rooms.

Quit limiting the free printing. We pay a computer fee even if we live off campus. If the instructor requires five copies would should be able to provide him with five copies and not be bullied about it!

have wifi in dorms!

The computers in SEC lobby are always slow maybe they need to be upgraded because I don't have time in between classes to wait for a slow computer.

n/a

make wireless availability easier to use.

wireless internet in dorms

We need to continue to encourage CSA's to be helpful and offer more incentives to our employees. Teaching the CSA's excellent social skills will have immense benefits as well. Also, our CSA's should continued to be informed about updates and common problems that often arise. More spot checks should be in place as well.

make it a wireless network in the dorms.

Have it automatically update passwords

There was a computer in CBB that was messed up for a month before anyone got around to fixing it.

The computer lab in the Maucker Union is always freezing which makes it really hard to concentrate!

Campus wide WiFi

**Total Responses: 40**

**Demographics Summary**

<b>Classification</b>	<b>Percentage</b>	<b>Respondents</b>
Freshman	15.9%	23
Sophomore	32.4%	47
Junior	26.9%	39
Senior	20.0%	29
Graduate (0-30 Hr)	3.4%	5
Advanced Graduate	1.4%	2

<b>Gender</b>	<b>Percentage</b>	<b>Respondents</b>
Male	22.8%	33
Female	77.2%	112

<b>Major College 1</b>	<b>Percentage</b>	<b>Respondents</b>
Business	20.0%	29
Education	26.9%	39
General (Preprofess,Undecided)	4.1%	6
Humanities And Fine Arts	15.9%	23
Natural Sciences	13.1%	19
Social And Behavioral Sciences	20.0%	29

<b>Major College 2</b>	<b>Percentage</b>	<b>Respondents</b>
	83.4%	121
Business	4.1%	6
Education	7.6%	11
Humanities And Fine Arts	0.7%	1
Natural Sciences	1.4%	2
Social And Behavioral Sciences	2.8%	4

<b>Major College 3</b>	<b>Percentage</b>	<b>Respondents</b>
	100.0%	145

<b>Major Code 1</b>	<b>Percentage</b>	<b>Respondents</b>
ACCOUNTING (152)	6.9%	10
ALL SCIENCE TEACHING (82A)	0.7%	1
APPLIED PHYSICS/ENGINEERING (888)	0.7%	1
ART (600)	0.7%	1
ART: STUDIO EMPHASIS (60S)	2.8%	4
ATHLETIC TRAINING (42A)	1.4%	2
BIOCHEMISTRY (86C)	0.7%	1

BIOCHEMISTRY (86D)	0.7%	1
BIOLOGY (844)	0.7%	1
BIOLOGY (84A)	0.7%	1
BIOLOGY (84K)	2.8%	4
BIOLOGY-HONORS RESEARCH (84R)	0.7%	1
BIOLOGY: BIOMEDICAL (84M)	1.4%	2
BUSINESS TEACHING (143)	1.4%	2
CHEMISTRY (863)	0.7%	1
COMM STUDIES:PERFRMNC E STUDIES (489)	0.7%	1
COMMUNICATION/ELECTRONIC MEDIA (48E)	1.4%	2
COMMUNICATION/GENERAL COMM (48G)	1.4%	2
COMMUNICATIVE DISORDERS (510)	0.7%	1
CRIMINOLOGY (982)	1.4%	2
DECIDING (000)	2.8%	4
EARLY CHILDHOOD EDUCATION (210)	0.7%	1
ECONOMICS: BUSINESS ANALYSIS (923)	0.7%	1
EDUC PSYCH - SCHOOL PSYCH (293)	0.7%	1
ELEMENTARY EDUCATION (212)	13.1%	19
ENGLISH (620)	2.8%	4
FAMILY SERVICES (31F)	1.4%	2
FINANCE: FINANCIAL SERVICES (16S)	0.7%	1
HISTORY (960)	4.1%	6
HLTH PRMTN: HEALTH PROMOTION (41P)	0.7%	1
HLTH PROMOTION: WOMEN'S HEALTH (41H)	0.7%	1
INTERIOR DESIGN (32I)	0.7%	1
LEIS/YTH/HMN SRV: OUTDOOR REC (43G)	0.7%	1
LEIS/YTH/HMN SRV: TOURISM (43E)	0.7%	1
LEIS/YTH/HMN SRV:PRGMG SVC ADM (43H)	1.4%	2
MANAGEMENT INFORMATION SYSTEMS (141)	0.7%	1
MANAGEMENT: BUSINESS ADMIN (15D)	4.1%	6
MANAGEMENT: HUMAN RESOURCE (15C)	1.4%	2
MANAGEMENT:SUPPLY CHAIN & OPER (15S)	0.7%	1
MARKETING: ADVERTISING (13E)	3.4%	5
MATHEMATICS (800)	2.8%	4
MFG TECHNOLOGY: MFG DESIGN (34H)	0.7%	1
MUSIC (520)	0.7%	1
MUSIC EDUCATION: INSTRUMENTAL (52B)	2.8%	4
MVMNT & EXRC SCI: EXERCISE SCI (42F)	2.1%	3
PHYSICAL EDUCATION (420)	2.1%	3
POLITICAL COMMUNICATION (94C)	1.4%	2

POLITICAL SCIENCE (940)	1.4%	2
PRE-PROF: NURSING (OPS)	1.4%	2
PRINCIPALSHIP (268)	0.7%	1
PSYCHOLOGY (400)	3.4%	5
RUSSIAN (770)	0.7%	1
SCHOOL COUNSELING (285)	0.7%	1
SCHOOL LIBRARY STUDIES (353)	0.7%	1
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	1.4%	2
SOC SCI TCHG-PLAN A SPECIALIST (90A)	0.7%	1
SOCIAL WORK (450)	1.4%	2
SOCIOLOGY (980)	0.7%	1
SPANISH (780)	0.7%	1
SPECIAL ED: FIELD SPCLZATION (242)	0.7%	1
TESOL/SPANISH (696)	0.7%	1
TEXTILE AND APPAREL (32T)	2.1%	3

<b>Major Code 2</b>	Percentage	Respondents
	83.4%	121
ACCOUNTING (152)	0.7%	1
ANTHROPOLOGY (990)	0.7%	1
BIOCHEMISTRY (86D)	0.7%	1
BIOLOGY (84K)	0.7%	1
CRIMINOLOGY (982)	1.4%	2
EARLY CHILDHOOD EDUCATION (210)	3.4%	5
ECONOMICS: BUSINESS ANALYSIS (923)	0.7%	1
ELEMENTARY EDUCATION (208)	0.7%	1
FINANCE: FINANCIAL SERVICES (16S)	0.7%	1
LEIS/YTH/HMN SRV: TOURISM (43E)	0.7%	1
MANAGEMENT: BUSINESS ADMIN (15D)	0.7%	1
MARKETING: ADVERTISING (13E)	0.7%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21V)	2.8%	4
REAL ESTATE (166)	0.7%	1
SOCIOLOGY (980)	0.7%	1
THE STUDY OF RELIGION (641)	0.7%	1

<b>Major Code 3</b>	Percentage	Respondents
	100.0%	145

<b>Residence Code</b>	Percentage	Respondents
Iowa resident	95.9%	139

Non-Iowa resident

4.1%

6