

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Student Computer Center Survey (Spring 2011) (Survey ID: 6075)
 04/11/2011 12:00 AM - 04/25/2011 11:59 PM

1. As a UNI student, you have been selected to participate in a research project regarding ITS Student Computer Centers. The study is being conducted by ITS-User Services and involves completing this web-based survey designed to assess user satisfaction with the ITS Student Computer Centers. Participation in the study will take approximately 5 minutes and is strictly anonymous.

Your survey responses will be automatically submitted to a secure server with no personally identifying information. The study involves no more risks than those encountered in daily life. Your participation is completely voluntary and refusal to take part in the study involves no penalty or loss of benefits to which you may be otherwise entitled. There is no compensation or direct benefit for participating in the study.

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

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

	Percentage	Responses
Yes	99.4%	313
No	0.6%	2
Total Responses:		315

2. How often do you use the ITS Student Computer Centers (SCC's)?

	Percentage	Responses
Daily	25.1%	79
Weekly	53.0%	167
Monthly	9.8%	31
Less Than Monthly	12.1%	38
Total Responses:		315

3. Rate the ITS Student Computer Centers

	Bartlett	Bridge	Campbell	Consulting Center (ITTC 36)	Lang	Lawther	Library	Maucker	Redeker	ROTH	Schindler	Towers	Wellness	No Preference
Which ITS SCC do you use most frequently?	12 (3.8%)	28 (8.9%)	31 (9.9%)	5 (1.6%)	5 (1.6%)	28 (8.9%)	50 (15.9%)	39 (12.4%)	44 (14.0%)	6 (1.9%)	17 (5.4%)	37 (11.8%)	3 (1.0%)	9 (2.9%)
Which ITS SCC do you most prefer to use?	5 (1.6%)	24 (7.7%)	25 (8.0%)	5 (1.6%)	5 (1.6%)	20 (6.4%)	60 (19.2%)	31 (9.9%)	31 (9.9%)	4 (1.3%)	16 (5.1%)	42 (13.5%)	3 (1.0%)	41 (13.1%)

Which ITS SCC do you least prefer to use?	4 (1.3%)	2 (0.6%)	7 (2.2%)	14 (4.5%)	3 (1.0%)	0 (0.0%)	8 (2.6%)	11 (3.5%)	10 (3.2%)	9 (2.9%)	5 (1.6%)	10 (3.2%)	9 (2.9%)	220 (70.5%)
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Total Responses: 314

4. Rate the following:

	Excellent	Good	Fair	Poor
How would you rate the computers in the ITS Student Computer Centers?	94 (30.0%)	184 (58.8%)	30 (9.6%)	5 (1.6%)
How would you rate the service/help the ITS Student Computer Center employees provide?	85 (27.2%)	168 (53.8%)	51 (16.3%)	8 (2.6%)

Total Responses: 314

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

I honestly haven't encountered as many this year as in previous years. I use the computer labs less than usual this year, but when I'm there, it seems like they're never staffed.

Be more knowledgeable in basic hookups (cords running between monitor and 'brain.'

maybe know what they're doing, sometimes when I ask a question they have no idea what the solution is.

an online help forum

i prefer to use the its scc in Sabin!

They are doing a wonderful job.

smile!

idk

I think they do an excellent job. They are always there and willing to help in any way that they can.

N/A

na

n/a

more friendly

Answer quickly, perhaps more assistants?

better hours

Keep printers stocked with paper

I have yet to see, meet or hear about a CSA in Bartlett Hall, and the printer is frequently out of paper when I'm in there.

Be friendlier

they are there when I need assistance, do not need further help

I don't think I have ever seen one in Lawther?

Notice when a user is having a problem and try to help, before they have to ask for help.

Be quicker at coming and fixing things that have broken down.

Generally, the Campbell printer is broken and doesn't get serviced for at least 24hrs. The RAs can only do so much. It would be beneficial for a student to check the lab's printer daily.

Make sure the staplers are full :) sometimes I do things late before class

They could tell those talking to do so quietly and not often

Sometimes I find them eating loudly or listening to music loudly, which can be distracting to the people trying to work.

KEEPING THEM OPEN LONGER

n/a

faster maintenance

N/A

get off their phone when I try to ask for help.

They should provide complimentary drinks and maybe a smoke.

make sure there is paper in the printer, and that there is the availability of a stapler because more often than not someone will need it.

Don't just sit there and do other things. Get up and help people when they walk up to the desk.

I've never had problems!

make sure other people are quiet

N/A

By helping to maintain a more quiet environment for studying and thinking. Many times the computer lab gets very loud and students are not being respectful, so if the lab employees could help with this that would be great!

Fix the computers in Campbell and buy new, working, double side printing, printers

I feel they do a great job for as much as I have been in them.

They could serve all students better by being a little more understanding with students. I for example, am not very tech-y and have a Mac as my laptop so PCs easily confuse me. I'm sure I am not the only one with this struggle.

Be there more often, most of the time I go to the computer lab there isn't anyone on duty. Don't use so much of the cleaner, it smells and is sticky on the keyboards; if I'm sitting at a computer working I don't want the computers around me to be sprayed excessively with disinfectant, it smells and makes the room uncomfortable.

Great

Sometimes people sit at the scanner computer when they're obviously not scanning anything, so the people who really need to use it can't. I wish the student assistants would be better about kicking those students off. I haven't ever needed the scanner, personally, but one day this kid was sitting at it, checking his Facebook, and a student who had obviously asked the student assistant how to scan something - they both came down and the student assistant saw the Facebook kid sitting there, obviously not using the scanner, and he told the student who needed the scanner that she'd have to go over to the library or somewhere else instead of kicking that kid off like he should have.

Check printers prior to problem.

I think they all do a fine job and I have no complaint against their performance.

Be more attentive

Fix any issues that arise with the technology as soon as possible.

by being more knowledgeable about softwares and troubleshooting

The only time you need help is if there's a problem with the printer, and half the time they don't know what to do to fix it. For getting help on issues you have with a computer, well, I've seen people ask but it always end up with the assistant not knowing what to do, I think searching on Google is probably faster help. Sounds like an awesome job to have too, sit and chat on Facebook or do homework while getting paid.

Some employees need training in serving. At the beginning of the year (August '09) I got a hello when i walked in. Now most student employees don't even appear to try to answer questions, fix printers, or clean up the areas.

Knowing how to fix the printer problem that seems to occur daily in the Campbell lab

They're not much for them to do, so I don't see how they could improve service. I've never had to use their help before, but I also work at the CCC (Hi Tom).

Computers and printers are left unfixed for too long. There are signs posted saying out of service for over a month.

The line is always busy and it's nearly impossible for customer service assistants to answer in a friendly and patient manner.

Being available to help students more on weekends.

It would be nice if they did not act like they are being inconvenienced to help a student. Many are so involved in their own facebook or homeowrk that they rarely assist students.

There isn't always someone there to help.

by getting everything working better

If the printers would work, they would have a lot easier job!!!!

make sure printer has paper/is working. make sure stapler has staples.

Know computer consulting to help solve the problem.

They could actually be able to help.

Walk around and see if any students need help. A lot of students are too scared to go up to the person in the lab.

as the system works fine that is the best serivce

Be around more

Attend better to the ITS SCC's - I feel like there could be a better proactive effort rather than reactive.

Maybe talk to people on cell phones more and asking them to leave if they need to be on their phone, because it can be really distracting when I'm working on something.

There are some problems that arise in which they can't help. I have a hard time getting on eLearning a lot. I wish they knew more of how to help in those situations.

Have a lab employee there more often.

They could seem more approachable. They're mostly preoccupied with their own work/facebook.

I never usually need their help, but I always tend to forget my USB port, and they are always helpful with that (holding onto it with a note saying it's mine, or they email me). If they could keep doing that, I know it would help me out (I know I'll forget it again) and I'm sure it would help students out as well.

Be more friendly

N/A

They don't really know how to answer your questions about computer problems. The only ones that do are the ones in the CCC.

no comment

Make sure that the paper trays are filled

I typically only use the lab for its printing services, and they seem well trained to assist when something goes wrong with the printer.

They don't always know how to fix problems that come up with the computers, but I don't really expect them to.

...Honestly, I have never actually interacted with a lab employee so I don't really know.

Make sure computer areas are clean. I have seen the same food wrappers or papers in certain labs for extended periods of time.

NA

keep stapler full

Keep paper stocked. Have an on-call number so that when the paper runs out and the lab is unstaffed we can still get things printed.

always being in the labs

Leave extra paper out when no one is on duty, so the paper supply doesn't run out :)

attend to printers more often.

the maucker lab is always really cold. they could turn up the temp!

Color printer!!

n/a

They do a really great job!

More willing to drop what they are working on to help

help with forgotten passwords.

Lab employees are fine, technology and speed are lagging.

I think the lab employees are relatively pointless

They do a good job

They can be more knowledgeable with some of the computer functions. They should also be more friendly with greetings.

be more available

Half the time I can't figure out how to reach them.

They could be better trained in some areas such as excel.

Be more receptive to questions from students using the lab

I haven't ever needed the assistance of a lab employee, so I do not know of anything that they need to improve on.

I've never needed their help

they do a good job

Pay better attention to disruptive students, and help more when people have printing issues. They are generally good though.

Know about computers and how to fix them and what some computer terms are.

No real experience with them, which is a good thing.

N/A

Nothing

When the printer is out of order it would be nice to get it fixed quickly.

I honestly don't ever see any CSAs in the computer lab in the Lawther computer lab. The printer constantly gets jammed and we have to fix it ourselves usually.

Be attentive with answers and the printer. It is often out of paper/jammed and they do not notice

They are great!

Actually be there sometimes. There is NEVER anyone in Campbell.

FIX THE CAMPBELL COMPUTERS!!!!!!

Improve the printers.

When the printer breaks, it would be nice if someone were there that knew how to fix it.

I have not really needed much help in the labs, but when I have needed help the CSAs have been excellent!

I've noticed that in the bridge computer lab, a lot of the time, there is no lab employee present.

stay on top of when the printer runs out of paper

Be more courteous

I think they do great.

being on time and leaving a return notice on desk

Notify that they are the ones working there because they blend in with the other students.

I have never really needed help in the labs.

Available more

Be more social. Ask more frequently if help is needed.

being more approachable

NA

offer more help, clean computer areas better

I have really had very little experience with customer service assistants.

Lawther printer is ALWAYS broken. you should either replace it, or be on top of fixing it at all times.

Know who to contact when there are problems

Greet people and smile. Create a welcoming environment. I am too worried I'll interrupt their homework time if I ask them a question...

visit the centers more frequently to fix any problems

By being knowledgeable and polite. Most are rude and pretty uptight.

Total Responses: 136

6.

What grade would you give the Student Computer Centers overall?

	Percentage	Responses
A+	7.7%	24
A	27.5%	86
A-	20.1%	63
B+	20.8%	65
B	13.4%	42
B-	4.8%	15
C+	1.0%	3
C	2.9%	9
C-	1.3%	4

D+	0.3%	1
D	0.0%	0
D-	0.3%	1
F	0.0%	0
Total Responses:		313

7.

What grade would you give the Computer Lab Attendants (ITS employees) overall?

	Percentage	Responses
A+	7.7%	24
A	29.3%	91
A-	18.3%	57
B+	15.4%	48
B	12.2%	38
B-	3.9%	12
C+	5.8%	18
C	4.2%	13
C-	1.3%	4
D+	0.3%	1
D	1.3%	4
D-	0.3%	1
F	0.0%	0
Total Responses:		311

8. How do you use the ITS Computer Centers? (Please rank your top 3)
1 = most used, 2 = second used, 3 = third used

	Avg Rank	Min Rank	Max Rank
Database	2.0/12	1	3
Departmental Software	2.5/12	1	3
Email	2.1/12	1	3
Free Printing	1.3/12	1	3
Presentation (PowerPoint etc)	2.5/12	2	3
Programming	2.0/12	1	3
Scanning	2.5/12	2	3
Spreadsheet	2.0/12	1	3
Web Browsing	2.3/12	1	3
Webpage Design	3.0/12	3	3
Word Processing	2.4/12	1	3
Other	2.4/12	1	3
Total Responses:			315

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

N/A

Inspiration/ Kidspiration in the Lawther computer lab.

Quickbooks

Inspiration in more than the IRTS lab

N/A

photoshop

none

SPSS, solitaire

Inspiration

meets my needs

NA

Adobe suite

none that i can think of.

I would just like to see consistent software on every computer, especially with programs like Microsoft Office, which is a necessity to college students!

Kidspiration and Inspiration (required for Ed. Tech. And Design Classes

Skype

Photoshop would be nice.

Everything I need is there. Though I wish there was double-sided printing at everywhere, instead of just the library.

None

A photo editing option

n/a

I'm not entirely sure if a scanner to email option is present. If there is one, I have yet to find it.

photo shop

Pay color printing. Scanner.

not sure

Maple, LaTeX

webpage design

something that will mix music and make videos easily

More labs with Adobe suites

n/a

I like the software :)

Adobe CS, MS Visio

n/a--everything I need is there.

Garage band

Audacity is a good program.

Auto CAD

Boardmaker for Education Majors

Boardmaker-provide copies to be downloaded for students-maybe get a grant for this.

Minitab needs to be put on ALL computers on campus. Even in WRT, there's only one computer that has Minitab installed! That's crazy!

Regression in Excel.

NA

There is a good mix of software available.

Adobe & Photoshop

Starcraft2

Scanners

Allow us to connect to the printer with our laptop.

None

na

Quit deleting Firefox on the computers

Photoshop.

I would like older versions of Word and Excel to remain on the computers.

Double Sided Printing

I know that Inspiration and Kidspiration software is at the Schindler Lab, but it would also be nice to have it at the Library. Hardware: need more options for color printing!!!

Firefox instead of Internet Explorer on the Library computers.

Inspiration/Kidspiration

some of the software used for smartboards

google chrome, video editors of any kind (other than win dvd), music mixer.

OneNote.

n/a

More programs for education

Google Chrome

I don't really know much about computer software to answer this question.

N/A

N/A

s plus, pro E

skype

Photoshop on all the computers

OpenOffice.org because that is what I prefer to use for typing up documents and such.

Adobe software that are on the MAC computers.

indesign and other design programs in all labs. Same with SPSS

idk

photoshop

programming software

None

Indesign- as an art student, it's nice to have Adobe Illustrator and Photoshop on the computers, especially when the Kamerick Mac lab closes at 11pm. It would just be convenient and nice to have Indesign installed, as well.

Software that is able to add graphic arts to new documents in a word document or excel spreadsheet.

color printer!

webcams?

Have double sided printers in all centers.

photoshop and illustrator

Nothing

n/a

photoshop

Prezi

inspiration and kidspiration

NA

COLOR PRINTING IN ALL LABS.

Possibly Google Earth

inspiration, microsoft publisher

Programming software is currently only installed in select computer labs, would like to see that installed on more.

na

none

I appreciate all of the current software they have installed. I can't think of anything else, but I'm not a very tech savvy individual.

Double sided printing in labs other than library

good enough, don't want my tuition and fees to go up

InDesign on more computers; Dragon or screen-reading software for students with disabilities

Auto CAD

none. all provided for what suits my needs

InDesign

Copy machines that they have in the basement of the library. that machine is AMAZING.

google chrome. its faster and better and just generally more awesome.

Total Responses: 101

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

	Desktop	Laptop	Both Laptop and Desktop	Netbook	None
Do you have a personal computer at your residence?	21 (6.7%)	251 (79.7%)	30 (9.5%)	8 (2.5%)	5 (1.6%)

Are you planning a new PC purchase within a year?	11 (3.5%)	45 (14.3%)	2 (0.6%)	5 (1.6%)	252 (80.0%)
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Total Responses: 315

11. Where do you use a computer the most? (Please rank 4)

1 = most used, 2 = second used, etc.

	Avg Rank	Min Rank	Max Rank
Home/Dorm	1.2/4	1	4
ITS Student Computer Center	2.6/4	1	4
Departmental/College Computer Lab	2.9/4	1	4
At Work	3.3/4	1	4
Total Responses:			315

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

	Percentage	Responses
Need More Locations	19.0%	60
Have Enough Already	34.6%	109
Don't Use	33.7%	106
Don't Know About	12.7%	40
Total Responses:		315

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

- N/A
- In Schindler and Maucker Union
- Barely enough in union and curris, try at the enterances, by stairs
- N/A
- Maybe places like Lang Hall and other Halls.
- in all buildings
- in the same areas, just more of them
- In McCollum
- Lobbies of all classes
- Don't need more, I prefer to use the labs for email.
- Seerley, Sabin
- In more building and on more floors, such as in Sabin since their labs always has classes

Seerley

Russell and the Performing Arts Center

everywhere

Yes, I believe we need more, but kiosks should function like the library (Non-ITS lab). No log in required. The point of a kiosk should be to check whether class has been canceled, send a quick e-mail or check Facebook in between classes. If students wanted to do extensive word processing, send long e-mails, or print they'd go next door to the computer labs to sit down and log in.

not sure

Seerley

SEC: outside advising offices in the basement

n/a

same places, just more of them

I get my email on my BlackBerry, so I don't use them.

Mauker.. Closer to entrances

Not at this moment on campus, I feel there is plenty of access to computers.

Somewhere in McCollum

In every single class building. It's 2011. Computers are cheap. There's no reason that quick-access computers shouldn't be set up in Every! Single! Building! by now. I don't mean an entire computer lab, I mean the ones that don't even have chairs - you have to stand up to use them and they're only for very brief, necessary access.

NA

maybe in the Wright Hall

Put more computers in the union, put computers in the market and just add more.

No

na

On each floor in buildings such as Lang, etc.

I think they have enough except for in Sabin, it would be nice if there was a computer kiosk in there.

In the Union

I don't think this is absolutely necessary. There seem to be enough. Also, a lot of students are beginning to get smart phones, so they probably wouldn't use the computers unless there was also a printer with it.

Need more computers in the upstairs Union by Chats

Baker Lobby. Although I think we have a lot of computers already.

SEC and WRC

1st floor lounge in curris.

more in schindler on the bottom floor

No comment

Health center waiting room, resident hall lounges, open area's in building on campus like in Sabin

I think there are a seficient number.

huh

More in Maucker, and Sabin.

Resident halls and CAC (Communication Art Center)

ground floor of Lang, seerley

Useless, and terrible. You use them if you're on the go right? Well too bad that you have to stand there for 10 minutes for it to start. Oh you want to open up internet explorer? That will be two more minutes. Just replace them with those library computers that are always logged on no matter what. What's the risk in that? Those library computers are just as open to the public.

Yes - in Schindler especially. I spend the majority of my time in that building and there are hardly any computers open when i need one and I end up having to use the lab quickly before classes start. There also should be more in Seerley. There are none in that building.

No

In Latham and McCollum

every building

McCollum Science Hall

Redeker, and Towers center

I think you are good.

I would like to see more in the Union

Union Tunnel, HPC

I do not see a lot of people using it. But maybe put printers next to those computers, that would make me use them more

WRC

-

Maybe one at the front of every building, or in the middle of a building.

Science center and perhaps a small printer for student emergencies

I think we have enough, but I think the password system should be the same as the CatID passwords. Its confusing to have so many different passwords to remember.

Total Responses: 63

14. Are you using the Campus Wireless Network (WiFi-UNI)? (If Yes, please proceed to question 16.)

	Percentage	Responses
Yes	54.3%	171
No	45.7%	144
Total Responses:		315

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

	Percentage	Responses
I didn't know about it	7.3%	10
I don't own a laptop	12.4%	17
I don't carry my laptop on campus	69.3%	95
Other	16.8%	23

Other Responses:

Wifi is not set up

It's a hassle to register my laptop.

Too much of a hassle to bring my laptop in.

I pay for a wireless modem
should be available in the dorms
Enabling it on my laptop would be way too distracting while writing papers
Too lazy to set it up.
haven't set it up...
never have time to take it into IT to get it registered.
I haven't gone to the ITTC to register for WiFi.
It has never been able to work on my Mac
Dont feel need access to wireless network when the programs I need for classes are on uni computers
My password never works
need to take my laptop in to ITS
dorm building doesn't have WiFi
Tried setting it up, but wifi here SUCKS, tried calling for help... should b completely open for use
you must go get it set up to use it
Don't want to take the time to take in my laptop and have it set up.
I know about it but do not know how to get it and don't really see a need for it most of the time
It doesn't stay on my computer and is annoying to keep getting my laptop registered.
I don't like having to get it a new password each semester
My computer isn't registered for WiFi.
not sure how to log on using wi-fi on my own computer

Total Responses: 137

16. Suggestions on how we might improve the Student Computer Centers?

make broadband more widely accessible.
Faster internet. Faster start up time after logging in.
Comfier chairs and cleaned keyboards
By making sure the environment is cleaner and quieter.
Have WiFi in the dorms.
Often students are working together, or otherwise being noisy. I find this distracting and would like for groups of students to use the group computer areas instead.
Make sure the software is up to date and keep the internet moving.
Copiers
Update software, make the computers faster.
NA
Improve the signal strength. More times than not, I lose the signal and have to constantly reconnect. Very annoying! I haven't had many problems in the library, but Maucker, SEC, CAC, and SAB and CBB are all horrible!
Have WiFi campus wide and not just in the lounges because there is never a good signal through there. Also it would be beneficial to have that in ROTH because there is a lot more living space and having WiFi would be nice to have in the rooms.
scanner in maucker does not ever work when i log in and nobody can fix it. double sided printing at each center would be nice.
All computers take an extremely long time to log in. Also, I don't think there has been a time when I have not had a problem with a computer when I have used them on campus.
Have WiFi in the dorms.

The computers are so incredibly slow it's ridiculous. It takes MINUTES for them to log on! Also, if I go to click the clock in the taskbar, the message comes up that I'm not allowed to change the settings. I'm not trying to change anything, I just want to look at the calendar! And when there are updates that need to be downloaded (Java, Flash...etc.) it's so annoying that we're not allowed to install them. The worst thing, though, is how slow the computers are - that needs to be fixed ASAP. It's unacceptable. Also, keyboard protectors would be nice so the keyboards aren't so filled with crumbs. Also, wireless keyboards and mice would be nice, but I'm sure some goon would probably end up stealing them so I doubt that's gonna happen, is it?

Systems seem a bit slow, especially when logging in to the network.

Fix the constant printing errors that occur daily at the Campbell computer center

Better connections - maybe access in the residence halls.

they are sometimes very busy because our internet in our dorms is unreliable and slow so you should improve that!

Sometimes the line to the printers is really long. I'd like to see more printers and more room for the computer labs as they can become pretty crowded and busy at times.

Make the dorm rooms wireless also because I feel like I have enough cords going throughout my room without the ethernet cord also. Thank you!

Printers that print on both sides would be fabulous.

more wifi areas!!! especially in the quad courtyard, that way students can sit outside and be on the internet.

To save money and hassle, perhaps get rid of student monitors, and buy three printers for each lab. The chance of all three failing in a day is minimal. Then have one person go around every now and then fixing printers that have been detected as either broken/jammed/not-been-used-in-a-while. The more popular computer labs have gross keyboards and mice a lot of the time, definitely need to be cleaned way more often.

faster login times in Maucker

Have color printers in more than 1 location. Maybe in Schindler, since that is where the Education majors are and they tend to need to print in color.

The wireless network is sub-par and I think the library needs a few more computers.

have wireless accessible on the top of the Union

Wi-fi doesn't always work/it goes way too slow

it is hard to print adobe files on the computers. some of my professors only send adobe files so it would be awesome if we could print those.

WiFi is good when i buy a laptop i will use it.

n/a

If you could make wifi available all over campus, that would be wonderful.

Bring it to the dorms

Sometimes my settings on computers don't stay after I log off. This hasn't been an issue until this semester though. I usually change some settings and put my favorite websites on the bookmark bar, so it's inconvenient when I have to do it again when I come back later. Also, Google Chrome.

I think you are good.

Wi-Fi in the dorms especially in Hagemann

I use the WiFi on my ipod touch, and I frequently have problems connecting to the network. When asked for the password, I provide the correct password, and sometimes it still won't connect. Sometimes, the WiFi networks appear in my list of area networks, but won't even let me connect at all.

Connect more computers to the scanner in the Towers computer lab, or at least label the only one that is connected that it should only be used for scanning purposes. Art students have to scan some of their journal pages and print them to turn them in to their professors for grading. Hard to do when someone is sitting at the only computer that is attached to the scanner and not even to scan anything!

I try to use the Library and Schindler computer labs for printing because they have the ability to print double sided. I wish all of the computer labs were able to do this.

na

The Login times are extremley long. It's hard to check for important emails between classes because it takes forever for the system to log a person in.

When logging on, the welcome screen takes several minutes sometimes. This is a big issue when I'm going in there to print one thing, and I spend the majority of that time in there waiting for my computer to log on so I can print. Not sure if that's something that can be fixed, but it's very frustrating for many different students.

no but give the dorms faster internet. It's pathetic compared to how much faster the rest of the universities computers are able to go. And don't give me the bullshit of how "there's more people on dorm connections!" well split up the connections then. It's not difficult. And it doesn't even cost one student's tuition to set up. Seriously, we're like 60 miles from an internet backbone, we get about 50mb/s in the labs and we struggle to see 3mb/s downloads in the dorm rooms. You know what sucks? Streaming video in 240p at 2:00am and having it be laggy. For a public university, are you serious bro? Get rid of the message pigeons and get some internet into the dorm rooms. You know it's bad when my smartphone gives me the option to take the wifi network available from some rooms and I say no thanks, I'll stick to the faster 3g coverage.

Make it available in dorms.

Upgrade computers or make them faster

having it in the Dorms or allow wireless routers in the dorm rooms without complications. I purchased a mac router and was not allowed to use it. Now I have a different brand, but still it shouldn't matter.

Have 2-sided printing available (it would save a lot of paper). Also, let users know that if they are printing powerpoints, they can print more than one slide per page (this also wastes a lot of paper, and a lot of users do not know that printing multiple slides to one sheet is an option).

They need to be cleaned more, they are always gross.

Allow printing from our own computers. (Google Print)

Wireless everywhere!

Fix Campell's printer! It never works. Or, even better, but a new one!!!!!!!!!!!!

advertise them more to incoming freshman

I think a fast WIFI would be better.

WIFI EVERYWHERE (DORMS INCLUDED!)

I don't have any suggestions, I feel that the WiFi I get on my laptop is very adequate. However, I tried using it on my iTouch this morning before class, and it wouldn't let me sign on. I tried three different passwords. I feel that the password protection, if it doesn't already, should follow the password that the student currently uses for their email, myuniverse, and elearning.

better explain how to use the wireless if you have a laptop

-Lawther printer is ALWAYS broken. -wifi in dorms

Need more computers in ROTH, always busy, not enough computers for the ratio of people that live in ROTH

Strengthen connection.

wireless in the dorms! other colleges have it...why can't we?

I think just getting the computers to run faster. They take a long time to boot up.

More electrical outlets.

Open at later times.

get more wifi so we are able to use the computers outside!

get new printers or service them so they don't break all of the time. It is very inconvenient.

Need more computers, sometimes library is so crowded that no computers are available.

make the passwords automatically be the same as the MyUniverse so we don't have to keep changing the password to match. It is hard to remember all of these passwords and to try and keep track when to change them

Nothing

Get WiFi in the dorms.

Make photoshop available on all computers, and have lab assistants present during busy lab times

Have Wifi in dorms, double sided printing

slow logon. email kiosk are a waste of time, why not have them be already logged on, a free user type of computer like in the library.

It's extremely slow and weak signal in the Union

Allowing WiFi to work in the lounges of the dorms

Make printing available on both sides of the paper in all labs. If possible, set up a 3 hour laptop checkout for the union like the library does for the library

It would be nice to have printers that didn't break daily (Campbell) and to have a system that lets you know when computers are in use and not in use, like laundry.

have wireless in the dorms.

Keep the printers stocked with paper

it would be really great to have WiFi-UNI in the dorms.

Add more printers in the SCC's within residence halls. Also, make wifi available within the residence halls.

Have more scanners and more printers that can print front and back

Sanitize and clean them if you don't already.

have better printers or service existing ones more often

Have wireless in the dorms

nicer computers that don't take as long to load as well.

The WIFI is TERRIBLE. Please switch back to CFU since Mediacom has pathetic internet service. It takes forever to watch movies for classes streamed online and to do any simple tasks involving media. I am very dissatisfied with with the WIFI here.

Extend Wi-Fi to the dorms and University apartments.

Stop making me take these surveys, what with your pop-ups every time I use a computer. It's not really optional if you keep pestering me about it . . .

make sure everything works, and fix it in a timely manner. Campbell Hall's printer has been broken for almost a week, and it's a big hassle. Also maybe set up some print only stations where computers are always logged into an account and only allow people to print with them.

A student who is able to glean office and visit with student at a particular place on campus.

Make Wifi more readily available in buildings

more computers

I have searched the ITS site and cannot find what the hours are for Mac Labs on campus and where they are located.

I would say that the more options and possibilities to internet access and programs overall for our computers and for the campus' would always improve things.

idk.its nice how it is. i would use them more but id rather just do everything in my room

Make the wireless internet know of to students sooner (as freshman), I didn't hear about it till later in my years.

computers are very slow in some locations

More color printing options! (Even if a fee is sent to your u-bill.)

have wireless in the dorms

The computers and printers break down a lot. I don't know if you can fix that or at least fix it sooner than it is being done.

slightly unrelated: more classroom computers should have Skype so professionals can talk to classes using the Elmo camera.

I think they are doing great!

In the Maucker lab, it is always really cold and there are fans blowing down that make your hands freezing! If there wasn't that I would be satisfied.

Wireless in dorms, especially in lounge areas

Make them cleaner by cleaning off the mouse and keyboard because they are sticky and gross feeling.

Total Responses: 107

Demographics Summary

Classification	Percentage	Respondents
Unclassified	0.3%	1
Freshman	17.8%	56
Sophomore	26.0%	82
Junior	28.3%	89
Senior	22.5%	71
Graduate (0-30 Hr)	3.8%	12
Graduate (31+ Hr)	1.0%	3
Advanced Graduate	0.3%	1

Gender	Percentage	Respondents
Male	23.8%	75
Female	76.2%	240

Major College 1	Percentage	Respondents
	0.3%	1
Business	17.8%	56
Education	20.3%	64
General (Preprofess,Undecided)	1.9%	6
Humanities And Fine Arts	21.0%	66
Natural Sciences	18.4%	58
No Specific Coll (Gen Studies)	1.3%	4
Social And Behavioral Sciences	19.0%	60

Major College 2	Percentage	Respondents
	83.8%	264
Business	2.2%	7
Education	7.3%	23
Humanities And Fine Arts	1.6%	5
Natural Sciences	2.2%	7
No Specific Coll (Gen Studies)	0.3%	1
Social And Behavioral Sciences	2.5%	8

Major College 3	Percentage	Respondents
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	99.7%	314
Humanities And Fine Arts	0.3%	1

Major Code 1	Percentage	Respondents
(7WA)	0.3%	1
ACCOUNTING (152)	0.3%	1
ACCOUNTING (158)	5.7%	18
ALL SCIENCE TEACHING (82A)	0.3%	1
ANTHROPOLOGY (990)	0.6%	2
APPLIED CHEMISTRY/BIOCHEMISTRY (867)	1.0%	3
ART (600)	0.3%	1
ART: STUDIO EMPHASIS (60S)	1.6%	5
ATHLETIC TRAINING (42A)	1.9%	6
BIOCHEMISTRY (86D)	1.0%	3
BIOLOGY (844)	0.6%	2
BIOLOGY (84A)	0.3%	1
BIOLOGY (84K)	1.0%	3
BIOLOGY (84S)	1.6%	5
BIOLOGY - HONORS RESEARCH (84H)	0.3%	1
BIOLOGY-HONORS RESEARCH (84R)	0.3%	1
BIOLOGY: BIOMEDICAL (84M)	1.9%	6
BIOLOGY: ECOLOGY & SYSTEMATICS (84C)	1.0%	3
BIOLOGY: MICROBIOLOGY (84I)	0.3%	1
BUSINESS - POTENTIAL (15X)	1.0%	3
BUSINESS TEACHING (143)	0.6%	2
C&I: INSTRUCTIONAL TECHNOLOGY (279)	0.3%	1
CHEMISTRY (865)	0.6%	2
COMM STUDIES: GENERAL COMMNCTN (484)	0.6%	2
COMMUNICATION (48V)	0.6%	2
COMMUNICATION/ELECTRONIC MEDIA (48E)	0.6%	2
COMMUNICATION/PUBLIC RELATIONS (48P)	2.2%	7
COMMUNICATIVE DISORDERS (510)	2.9%	9
COMPOSITION - THEORY (522)	0.3%	1
COMPUTER SCIENCE (810)	1.0%	3
COMPUTER SCIENCE (81S)	0.6%	2
CONSTRUCTION MANAGEMENT (33S)	1.0%	3
CRIMINOLOGY (982)	1.3%	4
DECIDING (000)	1.6%	5
EARLY CHILDHOOD EDUCATION (210)	0.6%	2

ECONOMICS: BUSINESS ECONOMICS (925)	0.3%	1
EDUCATION (LEADERSHIP) (206)	0.3%	1
ELEMENTARY EDUCATION (212)	14.3%	45
ENGLISH (620)	3.2%	10
FAMILY SERVICES (31F)	1.0%	3
FINANCE: FINANCIAL MANAGEMENT (16F)	0.6%	2
FINANCE: FINANCIAL SERVICES (16S)	0.3%	1
FINANCE: INVESTMENTS (16I)	0.3%	1
GENERAL STUDIES (005)	0.3%	1
GENERAL STUDIES (018)	0.6%	2
GEOG - GIS: ECON GEOG & BUS (97C)	0.3%	1
GEOGRAPHY: ENVIRONMENTAL SYS (973)	0.3%	1
GEOLOGY (871)	0.3%	1
GERMAN (74G)	0.3%	1
GERONTOLOGY: LONG TERM CARE (31L)	0.6%	2
GRAPHIC COMMUNICATIONS (33G)	0.3%	1
GRAPHIC TECHNOLOGIES (3GT)	0.3%	1
HISTORY (960)	2.2%	7
HLTH PROMOTION: WOMEN'S HEALTH (41H)	0.6%	2
INDIVIDUAL STUDIES (001)	0.3%	1
INTERIOR DESIGN (32I)	0.6%	2
LEIS/YTH/HMN SRV:PRGMG SVC ADM (43H)	0.3%	1
LEIS/YTH/HMN SRV:THERAPUTC REC (43U)	0.3%	1
LEISURE, YOUTH & HUMAN SERVICES (43L)	1.3%	4
LEISURE, YOUTH & HUMAN SERVICES (44G)	0.3%	1
MANAGEMENT (150)	0.3%	1
MANAGEMENT INFORMATION SYSTEMS (141)	2.2%	7
MANAGEMENT: BUSINESS ADMIN (15D)	2.5%	8
MANAGEMENT: HUMAN RESOURCE (15C)	0.3%	1
MANAGEMENT:SUPPLY CHAIN & OPER (15S)	0.3%	1
MARKETING: ADVERTISING (13E)	1.6%	5
MARKETING: MANAGEMENT (13B)	0.3%	1
MARKETING: SALES (13L)	1.0%	3
MATHEMATICS (800)	3.2%	10
MATHEMATICS (80B)	1.0%	3
MATHEMATICS: MATH EMPHASIS (80M)	0.3%	1
MFG TECHNOLOGY: MFG DESIGN (34H)	0.3%	1
MUSIC (520)	0.3%	1
MUSIC EDUCATION: INSTRUMENTAL (52B)	1.0%	3
MUSIC EDUCATION:CHORAL/GENERAL (52A)	0.3%	1

MUSIC: PERFORMING ARTS MGMT (5T4)	0.3%	1
MVMNT & EXRC SCI: EXERCISE SCI (42F)	0.3%	1
PERFORMANCE & TRAINING TECHNGY (27P)	0.3%	1
PHILOSOPHY (650)	0.3%	1
PHYSICS (880)	0.3%	1
PHYSICS (885)	0.3%	1
POLITICAL COMMUNICATION (94C)	1.0%	3
POLITICAL SCIENCE (940)	0.6%	2
POST-SEC ED: STUDENT AFFAIRS (170)	0.3%	1
PRE-PROF: NURSING (OPS)	0.3%	1
PSYCHOLOGY (400)	4.1%	13
PUBLIC ADMIN: COMM & REGNL DEV (94G)	0.6%	2
PUBLIC POLICY (950)	0.3%	1
RELIGION (640)	0.3%	1
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	1.3%	4
SOC SCI TCHG-PLAN A SPECIALIST (90A)	0.3%	1
SOCIAL WORK (450)	3.2%	10
SPANISH (780)	1.9%	6
TCHG ENG TO SPKRS OF OTHR LANG (62T)	0.3%	1
TECHNOLOGY: MANUFACTURING TECH (3T6)	0.3%	1
TESOL/RUSSIAN (697)	0.3%	1
TESOL/SPANISH (698)	0.3%	1
TEXTILE AND APPAREL (32T)	0.3%	1
THEATRE: PERFORMANCE--ACTING (49A)	0.3%	1
WL&C - FRENCH TEACHING (72W)	0.3%	1
WOMEN'S AND GENDER STUDIES (686)	0.3%	1

Major Code 2

	Percentage	Respondents
	83.8%	264
ACCOUNTING (152)	0.6%	2
BIOCHEMISTRY (86D)	0.3%	1
BIOLOGY (84K)	0.3%	1
BIOLOGY: BIOMEDICAL (84M)	0.3%	1
BIOLOGY: ECOLOGY & SYSTEMATICS (84C)	0.3%	1
CHEMISTRY (865)	0.3%	1
COMMUNICATIVE DISORDERS (510)	0.3%	1
CRIMINOLOGY (982)	0.3%	1
EARLY CHILDHOOD EDUCATION (210)	3.5%	11
ECONOMICS: BUSINESS ANALYSIS (923)	0.6%	2
FAMILY SERVICES (31F)	0.3%	1

FINANCE: FINANCIAL MANAGEMENT (16F)	0.3%	1
GERONTOLOGY: SOCIAL SCIENCES (31S)	0.3%	1
GLOBAL STUDIES (0GS)	0.3%	1
GRAPHIC COMMUNICATIONS (33G)	0.3%	1
HISTORY (960)	0.3%	1
HLTH PRMTN:GBL HLTH/HLTH DSPRT (41F)	0.3%	1
MANAGEMENT INFORMATION SYSTEMS (141)	0.3%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21D)	0.3%	1
MIDDLE LEVEL EDUC DUAL MAJOR (21V)	2.5%	8
MUSIC (520)	0.3%	1
MVMNT & EXRCS SCI: SPORT PSYCH (42H)	0.6%	2
PHILOSOPHY (650)	0.3%	1
PHYSICS (885)	0.3%	1
POLITICAL COMMUNICATION (94C)	0.3%	1
REAL ESTATE (166)	0.3%	1
SOC SCI TCH-PLAN B ALL SOC SCI (90B)	0.3%	1
SOCIOLOGY (980)	0.6%	2
SPANISH (780)	0.3%	1
WL&C - FRENCH: LIBERAL ARTS (7FL)	0.3%	1

Major Code 3	Percentage	Respondents
	99.7%	314
PHILOSOPHY (650)	0.3%	1

Residence Code	Percentage	Respondents
Iowa resident	92.4%	291
Non-Iowa resident	7.6%	24