

**University of Northern Iowa**  
Online Voting and Surveys Results by Question  
Fall 2012 ITS Student Computer Center Survey (Survey ID: 7424)  
11/30/2012 12:00 AM - 12/14/2012 12:00 PM

- 1.** As a UNI student you have been selected to participate in a research project regarding use of and satisfaction with the ITS Student Computer Centers. This study is being conducted by ITS User Services and involves completing this web-based survey designed to assess user satisfaction with ITS services. Participation in this survey will take approximately 5 minutes and the results are strictly anonymous. Your responses are submitted to a secure server on campus and no personally identifiable information is retained to link your responses with your identity. Your participation is completely voluntary and refusal to take the survey will result in no penalty or loss of benefits. Likewise there is no compensation or direct benefit for participating in the study.

If you have questions about the study you may contact Tom Peterson, Director of ITS User Services, 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 survey and agree to participate.**

	Percentage	Responses
Yes	100.0%	114
No	0.0%	0
<b>Total Responses:</b>		<b>114</b>

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

	Percentage	Responses
Daily	31.6%	36
Weekly	43.9%	50
Monthly	11.4%	13
Less Than Monthly	13.2%	15
<b>Total Responses:</b>		<b>114</b>

- 3. How often do you receive help from the ITS Customer Service Assistants?**

	Percentage	Responses
Daily	3.5%	4
Weekly	12.3%	14
Monthly	13.2%	15
Each semester	32.5%	37
Never	38.6%	44
<b>Total Responses:</b>		<b>114</b>

- 4. Please rate the ITS Student Computer Centers on the following items.**

	Excellent	Good	Fair	Poor
Please rate the service provided by the Customer Service Assistants	53 (46.5%)	47 (41.2%)	10 (8.8%)	4 (3.5%)
Please rate the computers	47 (41.2%)	58 (50.9%)	7 (6.1%)	2 (1.8%)
Please rate the printing experience	44 (38.6%)	45 (39.5%)	22 (19.3%)	3 (2.6%)
Please rate the cleanliness of SCCs	56 (49.1%)	47 (41.2%)	10 (8.8%)	1 (0.9%)
				Total Responses: 114

**5. Please provide any additional details you'd like to give ITS regarding your ratings above.**

some of the times that I am in the labs and I ask a question some of the people at the desks are rude, but lately when i go down there i have been helped by a girl named Ashley she is really nice and a huge help on trying to figure out excel.

The 1 Copy rule sucks. Especially when we HAVE to print multiple copies for class.

Colored printing would be awesome!

Very good service

Currently I am student teaching off campus and have not been on campus since last Spring. I am basing my answers off of what I experienced last Spring semester.

When I went there It was great, I got the help that I needed even though I could of done it myself, they gave me the guidance so that I could do it myself next time.

I've never received help from ITS because I've never needed or asked for it

I've experienced that once a printer goes down then it always takes quite a while to get repaired. I feel like the turnaround time on this is somewhat slow.  
none

The CSAs are great at helping those who need assistance. They are capable of fixing many problems.

The computers do not have indesign, although they do have every other adobe application which is very upsetting and annoying because I had an assignment that needed that application.

Printers sometimes glitch out or jam, but not bad

I can hardly get internet in my room sometimes. Whenever I go in for help, they treat me like I'm stupid because I can't figure it out myself. I can't watch videos because the internet is so slow, and it takes 10 minutes of troubleshooting to get connected each time I turn on my computer.

NA

Ben Burgmeier does exceptional work. He is very polite and very SEXY.

Too often I've gone to a lab (namely the NRN-HAG lab) and the printer isn't installed on the machines

It is nice to have a person on duty in the labs in case I have a question, or my paper isn't printing.

When using the tower's computer lab, I am normally there when Ashley is working. She has always been a big help and is very good with computers. She is very friendly and always willing to help out. She a very good person to have in the labs. With the problems she has helped me with, she really knows her stuff.

For the most part the customer service assistants are very nice and knowledgeable.

I love having these labs, makes my life a lot easier.

Maucker could use another garbage can and have garbage vs. recycle clearly marked.

I dont like the 40 page restrictions. I had a couple projects that were longer than 40 pages and it was inconvenient to have to print it in two sections.

Overall everything is handled really well. The employees seem to know how to help me when I have a question, the labs seem clean at least the majority of the time, and the new printers have really worked well.

CSA's do not lookup or greet students like they are supposed to. Many of them are wearing headphones which in past years has been not allowed.

The SCCs at UNI are MUCH better than at my undergraduate institution, particularly the hardware.

Some of the new printers do not connect to all the computers yet. The Log in process takes a long time to initiate.

The customer service is always great. The person on duty always tries to help regardless if they initially know how. Always very friendly.

Printing has improved for me because now Lawther has a printer that will print on both sides. I did a happy dance when I found out.

It's very convenient having the labs on campus. It really helps the students.

It would be nice to be able to print more than one copy of a document. I can see not wanting us to print 50 copies, but when we only need a handful of copies for something, it's a hassle to have to go somewhere to get copies made.

Total Responses: 30

## 6. Please grade your satisfaction with the Student Computer Centers overall.

	Percentage	Responses
A	50.0%	57
B	43.9%	50
C	4.4%	5
D	0.9%	1
F	0.9%	1
<b>Total Responses:</b>		<b>114</b>

## 7. What do you most often use the Student Computer Centers for?

	Percentage	Responses
Printing	98.2%	112
Access to licensed or specialized software	20.2%	23
Writing papers	43.0%	49
Web browsing	33.3%	38
Email	52.6%	60
Programming	2.6%	3
Scanning	17.5%	20
Web design	2.6%	3
Presentation design	9.6%	11
Statistical work	2.6%	3
Multimedia work (images, photos, movies, etc)	5.3%	6
Other	0.9%	1
<b>Other Responses:</b>		
Quiet, great environment to get work done		

Total Responses: **114**

#### 8. What additional software titles might you like to see ITS include on the computers in the Student Computer Centers?

Photoshop, and video editing software

Working with PDF better

Photo Editing

photoshop

Google Earth

office 2013

I love that we have Adobe. So I'm happy.

Kidspiration

none

Copiers.

Indesign.

They have got a good selection now

NA

Photoshop

I don't even know what this means.

Sigma Plot

photoshop

photoshop

Programs that the College of Business labs have

After effects.

Visual Studio 2010

Adobe InDesign, Premiere, and After Affects please  
Photoshop?  
Microsoft Outlook

Total Responses: 24

**9. What additional services or technologies might you like to see ITS include in the Student Computer Centers?**

nothing  
Working with PDF better  
none.  
webcameras  
Colored printing!  
Plotter to print large presentations  
WEBCAMS  
A computer lab in the Library again.  
colored printing  
More generous hours in more labs.  
SCANNING! Please.  
Scanning capability  
None needed  
NA  
Well I broke my iPhone screen...  
A photocopier or scanner would be helpful.  
tablet technology availability. the use of applications via nexus, android, apple etc.  
A computer lab in the Library  
Scanner or copier  
Fax Machine, Scanner  
Color printing (I understand we might have to charge this to our Ubill)  
Group workspace or workstations. Ability to print from my laptop to a printer in a lab.  
I wish that the search function on the Windows 7 start menu were enabled. I am used to just hitting the windows key, typing 'word', and pressing enter to get to MS word, and am frequently having to stop myself from doing that in the SSC.  
Possibly colored printing, at a cost at least. That is one thing I struggle with finding a place to do this service.  
More Mac labs

Total Responses: 25

**10. Please rate your satisfaction with the following services.**

	Excellent	Good	Fair	Poor	Doesn't Apply
Google Apps for Edu (Gmail, Calendar, Docs, Etc)	52 (45.6%)	49 (43.0%)	6 (5.3%)	1 (0.9%)	6 (5.3%)
Lynda.com Online Video Training	23 (20.2%)	20 (17.5%)	3 (2.6%)	2 (1.8%)	66 (57.9%)
WiFi-UNI wireless network	19 (16.7%)	40 (35.1%)	39 (34.2%)	11 (9.6%)	5 (4.4%)
Student File Storage Service (R Drive as it shows up in computer labs)	36 (31.6%)	34 (29.8%)	4 (3.5%)	2 (1.8%)	38 (33.3%)

Total Responses: 114

**11. Please provide any additional explanation for your ratings above or any additional feedback on the above named services.**

wifi sometimes not work on kindle

Sometimes the UNI WIFI does not work in the union or the signal is weak

Gmail isn't my favorite, but it's better than what we had. Lynda.com is a good service and I've used it a little bit. The WiFi has gotten exponentially better. I didn't know there was a student storage system or R drive.

I dont use the first two listed, I wish it was easier to connect to the Wifi, and I have never used the student storage.

never used most of those things, and I usually plug in my computer, not wifi

Wifi is just slow and connection varies on and off. Its a work in progress but its only good when you get connected. Speed is fine

Professors don't really know how to use google docs properly. Students also don't realize the formatting errors that occur between word and google docs. It should be standardized.

WiFi-UNI is always causing problems with my computer and phone. Never connects correctly and the signal is low in important building (such as the WRC and Lang).

The wireless network is pretty slow sometimes. On my iPod, I constantly have to go change the server.

Wifi is very hit and miss.... Can be EXTREMELY slow at the most inconvenient times.

I have a hard time with the wireless Internet. I either don't have full bars, or it kicks me off and I have to login time and again. This usually only happens to me in the dorms.

WiFi doesn't work on my phone. Have sent logs in the past.

It is annoying to have to constantly do the WiFi-UNI setup anytime the password changes. I would much rather have a login screen that I had to login to each time I used the wireless. Also, there isn't much student file storage space.

Please keep Lynda, it's amazing

I have never used Lynda.com or the R drive. My experiences with the student file storage option at my undergrad school was very poor, so I haven't even bothered to try UNI's.

The WiFi network has some hiccups that doesn't always allow connection to it. Takes multiple tries sometimes.

none

When I go to ROTH, I seem to have to redo the whole process to get my computer online. Download that program, log in, etc.

I find the R drive to be very useful for storing files. I think more students should be aware that we do have our own storage service in the computer labs.

The WiFi-UNI wireless network has not worked well for me in the past. Plus it seems like such a hassle to even get signed up. I wish there was an easier way to get your computer signed up to use the wifi without having to physically go into the office to register your computer.

Lynda is one of those things I probably should have made time for, but usually if I'm in the lab I'm trying to get my work done as fast as I can.

The wifi takes a long time to connect to my macbook pro.

I don't know what the student file storage service is, but it sounds like it might be useful??!!

Love using the google apps.

I did not know we had an R drive until recently, but I think it is a great thing to have for students.

WiFi-UNI is so spotty. Wish it was more reliable.

Wifi UNI wireless network doesn't work that well. Mostly it doesn't work on phones or even on computers. Most of the time it was at the Towers sometimes also in Lawther that is then annoying.

Did have some trouble at times connecting to wifi.

lynda.com is mostly useless and hard to replicate without constant pausing.

WiFi-UNI is absolutely awful.

I have never heard of Lynda.com or used Student file storage service

wifi is a little sketchy in our dorms still

Wifi is slow and rarely works!!!!!!!!!!!!!!!!!!!!!!

It takes forever to get hooked up to the internet. It is so slow.

NA

WiFi is slow and difficult to connect (beginning of the Semester and after Thanksgiving break).

Total Responses: 37

**12. Do you experience any hassles pertaining to your use of technology on campus? If so, please tell us about them and how we could move towards solving the hassle.**

Occasionally there are some computers in a given lab that will not connect to the printer.

I wish I could get help using the applications I need to use for class on a one-on-one basis with someone who can help and knows what they are talking about.

Yes, the Wifi. Sometimes it won't connect.

Don't require me to use a special symbol, number, capital, lowercase, whatever else in my password. Don't make me change it so often. A 20 digit password of all lowercase letters is actually more secure than 10 digits with all those silly requirements.

PCs are slow. My ipod won't connect to the WiFi anymore, even though it used to. Also, i have to log onto the WiFi on my computer every time and I didn't have to before

Connecting to wifi is terrible sometimes with laptop and iphone

no

Connecting to WiFi with my Zune.

sometimes the wireless connectivity is not very good in the library which I personally think is where it should be the best.

I would like to be able to use WiFi on my Android device, but it doesn't work.

Wireless does not work in all areas of campus

I avoid checking out laptops from the MSC in the library at all costs. More often than not, the wireless on them doesn't work (almost 100% of the time with the Apple computers). It is as if the network doesn't recognize the laptops. Also, the default printer is set to the 4th floor - hard what you expect for checking out a laptop in the basement.

The lack of color printing capabilities.

none

Cell phone coverage is terrible in the Union, the basement of course, but even the main floor

wifi network registration as stated in question 11.

Finding a color printer.

Sometimes the printers are out of paper and it's annoying. I understand that that's bound to happen sometimes though.

Sometimes the printers in the dancer lab are really slow.

The UNI website isn't the best. A lot of times it has glitches and doesn't work properly.

Wireless usually has some sort of problems

Make passwords the same for myUNIverse, Email, eLearning, WiFi, and logging into the computers. If they are all the same, it'll be A LOT easier for students and faculty to remember them.

The wifi sometimes goes out for periods of time, but it may be my device

superslow wi fi or sometimes there is no internet at all

Making sure the WiFi works on my computer is difficult. I tend to have to go to the ITTC to get it reset.

wireless is hit and miss in some areas on campus. good signal, but frequent disconnections and reauthorization.

maximum of 5 user specified mac addresses in the access list

I often find my Wireless connection slow or not working at all.

no

Slow internet

NA

When it was time to reset passwords for the wireless connection, I didn't know we had to. My wireless went out but I wasn't sure how to fix it. We then received an email about it, but I couldn't read the email on my computer because it didn't have wireless. It was just awkward. Maybe some advance notice

on password resets.

I really wish the printers would work more often...

Total Responses: 33

**13. Do you use the kiosk computers located in building lobbies across campus?**

	Percentage	Responses
Yes	60.5%	69
No	39.5%	45
Total Responses:		114

**14. Do you own a laptop computer?**

	Percentage	Responses
Windows-based Laptop (HP, Dell, Etc)	77.2%	88
Apple Laptop (MacBook Pro, MacBook Air, Etc)	21.1%	24
Linux-based Laptop	3.5%	4
No, I do not own a laptop	0.9%	1
Other	0.0%	0
Total Responses:		114

**15. Do you own a desktop computer?**

	Percentage	Responses
Windows-based Computer (HP, Dell, Etc)	14.9%	17
Apple desktop (iMac, MacMini, Etc)	1.8%	2
Linux-based Computer	0.9%	1
No, I do not own a desktop	83.3%	95
Other	0.0%	0
Total Responses:		114

**16. Do you own a tablet device?**

	Percentage	Responses
iPad (iPad, iPad mini, Etc)	15.8%	18
Android-based Tablet (Galaxy Nexus 7, Xoom, Etc)	3.5%	4
Amazon Kindle Fire	6.1%	7
No, I do not own a tablet device	69.3%	79
Other	6.1%	7

**Other Responses:**

Kobo  
Nook  
iPod Touch  
Barnes and Noble Nook, iPod  
iTouch  
Nook

**17. Do you own a cell phone device?**

	Percentage	Responses
iPhone	25.4%	29
Android-based Phone (Samsung Galaxy S3, Etc)	36.0%	41
Windows Phone (Nokia Lumia 820, 920, HTC Titan, Etc)	1.8%	2
Blackberry	2.6%	3
Feature Phone (i.e. no data plan, voice only)	32.5%	37
No, I do not own a cell phone device	4.4%	5
Other	1.8%	2

**Other Responses:**

Samsung  
Verizon Flip Phone

Total Responses: 114

**18. Are you using WiFi-UNI wireless access on campus?**

	Percentage	Responses
Yes	82.5%	94
No	17.5%	20
Total Responses: 114		

**19. If not, why not?**

Too long to set it up- you have to go through too many steps, it's not worth the trouble!

ResNet provides internet service through hardwiring in the University Apartments.

I haven't been able to access it on my iPod touch. Not important enough that I tried to fix it.

Don't know how to get started

Not on my phone because my 3g works better

Don't have a phone to use it and I never bring my laptop to campus.

It is too slow so I prefer to plug my computer in with an ethernet cord.

I don't bring my laptop to campus.

No smart phone, no laptop. America.

Xpress Connect won't work on my Samsung Galaxy.

I don't bring my laptop to campus

There are so many computers around campus, it isn't worth it for me to lug my laptop around.

I had to reregister my computer twice last year and it posed to be a hassle. If I was coming to campus I would just bring my flash drive and use a computer here.

I don't want to set it up. It's too big of a hassle.

unreliable

don't use wifi on phone anyways --

It resets itself far too often. It's a hassle to have to go into the ITTC every time I need to get it reset.

I do not bring my lap top onto campus. I find it much more convenient to get my work done at one of the computer labs.

haven't had to

Total Responses: 19

**20. Any further suggestions, feedback, or ideas you'd like to give ITS related to technology use on campus, the Student Computer Centers, or anything else?**

It would be nice if the computer lab in the Library was reinstated. Many people go to the library for research and most of research done by college students today is done in the library. There are an insufficient amount of computers in the library. It seems illogical that the library computer lab was removed.

I wouldn't mind seeing some mac computers in the public computer labs that are open so late. It's the platform I like to use so having that as a familiar offering in the labs would be nice.

I have never really been informed about the R Drive that each student has. I found it on accident. I'd like to have more information. For example, when do the documents from that get erased?

ITS documentation needs to be improved. It's difficult to find documents and the documents that you can find are outdated. They also don't have very good wording or grammar. A nice ability would be able to see if there are a lot of people signed into a lab so I don't go and find out it's full. Printing is often abused since we have "unlimited" printing. Is there a way to limit the amount per person so that the University can save money?

A computer lab in the Library.

Bring back the computer lab in the Library. I used to study there all the time and did homework. It was a great benefit to campus. Very quiet for studious work to get accomplished.

Why did the library lab close? This was a great resource to have in central campus. The other computers in the library are often occupied when I am there and it is very frustrating.

It would be super helpful if the bridge computer center by Hagemann did not close at midnight. What is the point of its closing? The Redeker computer center is not going to be around next semester and the only 24 hour lab will be across campus, far away from the quads. That is a huge concern for me.

If it was possible, I'd love to see an online application to have your computer registered to the UNI wifi. All you'd have to do is from your computer at home is fill out the necessary information and then you would be able to use the wifi on campus without having to bring it in to the office.

I don't live in the dorms anymore, but wireless in the Dorms is needed!

Very convenient.

The WiFi can be really annoying. I'm sure you guys are probably constantly working on that though. Just thought I would let you know. I live in Lawther and it's pretty unreliable.

Great advantage to our campus!

One password for everything PLEASE!

Bringing back the computers into the library. That was the worst decision to make by pulling all those out of the library. I don't like the Union and that was a nice quiet place to work on homework even if I DID NOT print my work there. It was quiet, wish students had a say in that option instead were blindsided by the decision. Not enough computers in the library now, need the problem to be fixed.

improve wi fi

nope

I really like the CSAs in the labs. They work very hard.

Give Ben Burgmeier a raise.

please put a stapler in campbell lab, thanks

please make the wifi work better

blah

Please do something about the internet connection.

NA

Total Responses: 24

#### Demographics Summary

Classification	Percentage	Respondents
Graduate	7.0%	8
Not classified	3.5%	4
Freshman	16.7%	19
Sophomore	16.7%	19
Junior	21.1%	24
Senior	35.1%	40