

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Student Computer Center Survey (Spring 2012) (Survey ID: 7376)
 04/11/2012 02:00 PM - 04/25/2012 11:59 PM

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	100.0%	94
No	0.0%	0
Total Responses:		94

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

	Percentage	Responses
Daily	27.7%	26
Weekly	45.7%	43
Monthly	12.8%	12
Less Than Monthly	13.8%	13
Total Responses:		94

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?	2 (2.4%)	7 (8.5%)	16 (19.5%)	0 (0.0%)	3 (3.7%)	2 (2.4%)	12 (14.6%)	10 (12.2%)	8 (9.8%)	0 (0.0%)	1 (1.2%)	3 (3.7%)	9 (11.0%)	0 (0.0%)	1 (1.2%)	8 (9.8%)

Which ITS SCC do you least prefer to use?	3 (3.8%)	2 (2.5%)	4 (5.0%)	2 (2.5%)	1 (1.2%)	0 (0.0%)	3 (3.8%)	2 (2.5%)	0 (0.0%)	1 (1.2%)	4 (5.0%)	1 (1.2%)	1 (1.2%)	2 (2.5%)	5 (6.2%)	49 (61.3%)
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Which ITS SCC do you use most frequently?	3 (3.7%)	6 (7.3%)	14 (17.1%)	0 (0.0%)	2 (2.4%)	4 (4.9%)	11 (13.4%)	15 (18.3%)	10 (12.2%)	0 (0.0%)	1 (1.2%)	6 (7.3%)	8 (9.8%)	0 (0.0%)	1 (1.2%)	1 (1.2%)
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Total Responses: 82

4. Rate the following:

	Excellent	Good	Fair	Poor
How would you rate the computers in the ITS Student Computer Centers?	26 (32.9%)	41 (51.9%)	12 (15.2%)	0 (0.0%)
How would you rate the service/help the ITS Student Computer Center employees provide?	18 (22.8%)	37 (46.8%)	18 (22.8%)	6 (7.6%)

Total Responses: 79

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

Find a way to have the computer fixed faster if it is not connected to the right printer instead of letting students continue to use it.

I wish they had more training on how to fix computer problems or printer issues.

Be more friendly, when ever I walk into the area I recive bad looks from them and I notice they do it to others as well. When they walk around the rooms they push in the chairs no matter if someones stuff is there or not, just something that bothers me. Also the areas aren't all that clean, there is usually trash on the floor, or the computers are dusty and dirty all the time!

keep labs open later

The printers are frequently jammed, run out of paper, or take long periods of time. Maybe a "quick print" station could also be set up for the people who don't want to take a long time to log in and open their email.

make sure it always has paper and ink

Never used before, so NA

I feel the lab employees help me out as much as I need.

Pay more attention, frequently make rounds to ensure things going well, working properly, keep people from making too much noise (i.e. no headsets, talking to others, on phones, ect)

Always test the printers before students come in to use them and post signs at entrances so that student will know before they sit down to print things.

Oftentimes when I stay late in the library computer lab, the employees choose to close the lab prior to the posted closing time. The lab is supposed to close at 1145 pm on nights when the library is open until midnight, but much of the time lab assistants seem to choose to close early (1115-1140) simply because they want to. Don't see why this is and often results in inconvenience. Why can't the lab just stay open until the time they are supposed to?

Do something, they all just sit there and most of them are ill-informed on issues that could come up.

Be more patient and nicer. They seem grumpy and disinterested.

Not do homework. Actually know what a computer is and how to operate one.

They do a great job

By actually being there

Give out candy!

Be available. I've been in the library computer lab at times when there was no staff available.

They seem to be doing a fantastic job currently.

None

They are uniformly wonderful. Congratulations.

Be in the lab more often.

Be in a more available and accessible location. I never know who the student employee is in the Redeker lab.

Sometimes its hard to find someone to talk to about the computers when I'm in Campbell

Tend to the printer right away.

refill paper more frequently

Dunno.

not let the printers run out of paper

Providing extra paper, so if there is no one on duty and the paper runs out a student can refill it

be more friendly

They are never there.

I am completely satisfied with the lab employees.

Total Responses: 32

6.

What grade would you give the Student Computer Centers overall?

	Percentage	Responses
A+	9.7%	9
A	26.9%	25
A-	19.4%	18
B+	15.1%	14
B	17.2%	16
B-	3.2%	3
C+	4.3%	4
C	3.2%	3
C-	1.1%	1
D+	0.0%	0
D	0.0%	0
D-	0.0%	0
F	0.0%	0
Total Responses:		93

7.

What grade would you give the Computer Lab Attendants overall?

	Percentage	Responses
A+	8.7%	8
A	27.2%	25
A-	10.9%	10
B+	14.1%	13
B	9.8%	9
B-	8.7%	8
C+	8.7%	8
C	3.3%	3
C-	2.2%	2
D+	3.3%	3
D	0.0%	0
D-	1.1%	1
F	2.2%	2
Total Responses:		92

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	2.5/12	1	3
Departmental Software	2.4/12	2	3
Email	2.1/12	1	3
Free Printing	1.2/12	1	3
Presentation (PowerPoint etc)	2.8/12	2	3
Programming	2.0/12	2	2
Scanning	2.6/12	2	3
Spreadsheet	0.0/12	12	0
Web Browsing	2.5/12	1	3
Webpage Design	0.0/12	12	0
Word Processing	2.2/12	1	3
Other	2.8/12	1	3
Total Responses:			94

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

consistent access to r drive. for some reason cannot access it in the library for example. It allows saving of pdf instead of hard copy printing in case one doesnt have flash drive. I try to print at home, but to be able to print is a godsend. Many will accept or even require emailed papers so it is getting better. Elearning is a semi-night mare.

bigger space and scanner

NA

safari

color printing

I have everything I need!

Adobe After Effects

Visual studio

Better printing

photoshop

Mac

Not software, but an easy link to myuniverse and elearning, or making uni.edu the homepage would make it much easier to print off assignments

APPLE!

I haven't come across anything that I need yet

I'm not sure.

ccleaner, filezilla (library)

I would LOVE to see InDesign on the computers! (Or really the whole Adobe Creative Suite. I know it's expensive, but CHAS labs aren't open 24 hours, and sometimes I need the software at strange hours

Photoshop

Educational programs for teaching majors.

I dont have a preference.

Adobe Illustrator, Indesign, and Photoshop PREZI Software for website building (for dummies)

Scanners.

FTP filezilla that curris has

Perhaps Adobe Photoshop in some of the computers, but not all of them, considering the price of it.

Total Responses: 24

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

	Desktop	Laptop	Both	None
Do you have a personal computer at your residence?	2 (2.1%)	78 (83.0%)	13 (13.8%)	1 (1.1%)
Are you planning a new PC purchase within a year?	2 (2.1%)	13 (13.8%)	1 (1.1%)	78 (83.0%)
Total Responses:				94

11. Where do you use a computer the most?

	Percentage	Responses
Home or Residence Hall	86.2%	81
ITS Student Computer Center	5.3%	5
Departmental or College Computer Lab	3.2%	3
At Work	4.3%	4
Other	1.1%	1
Other Responses:		
If I had a good battery...then I would use it everywhere		
Total Responses:		94

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

	Percentage	Responses
Need More Locations	13.8%	13
Have Enough Already	42.6%	40
Don't Use	25.5%	24
Don't Know About	18.1%	17
Total Responses:		94

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

more computer labs for graduate students that are the same level as the other computer labs.

They are good where they are.

Sabin. Also would be nice to print from them

NA

in gilchrist hall

McCollum

The Bathrooms.

every dorm and every academic building

yes. At different spots

Some are in good use, but I personally do not use them. I also live off campus so it might be cool if you had an off campus site and charged people money for it. Like a Cyber Cafe

everywhere

no

I never use this.

Campbell Lobby, Campbell Lounges, with printers (this would be very helpful if you are running late for class or a meeting and need to quickly print something without having to wait for the computer to login and load)

More around Lang hall

Total Responses: 15

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

	Percentage	Responses
Yes	72.3%	68
No	27.7%	26
Total Responses:		94

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

	Percentage	Responses
I didn't know about it	3.8%	1
I don't own a laptop	3.8%	1
I don't carry my laptop on campus	57.7%	15
Other	42.3%	11

Other Responses:

The Wi-fi is terrible

My ipod doesnt like to connect

cannot seccessfully connect to it

I dont want it to slow the connection further.

It won't work at all with my laptop

I didn't have time or desire to go the ITTC first to set up my laptop.

Does not work on my computer

Too slow

Haven't registered my mobile phone yet.

Live in Bartlett which doesn't have it.
It's unreliable and very spotty.

Total Responses: 26

16. Suggestions on how we might improve?

Extend wireless coverage throughout campus and allow for easier accessibility for other wireless devices.

You have to go to the ITTC to get it set up to use it in the union and other places.

Connectivity is very inconsistent.

It's pretty so much of the time. Please improve the quality I guess

sometimes need to revisit ccc to reestablish connection

More bandwidth. So slow and unreliable. Randomly shuts off and lags so badly

I always have to disconnect and reconnect every time I go to a different building, change that please.

Notify users somehow when there is down time?

Somewhat off topic, but I am starting a business as a student here and it would be nice to have an inexpensive web development service on campus for entrepreneurs, but supervised by full time staff to make sure the projects are fully functional. Thanks for all your work!

Less restrictions, sometimes its hard to connect using Linux

I wouldn't even know how to get wireless if I chose to bring my lap top to school

FASTER

faster, ability to use outside, more reliable

needs to be faster and not so slow

More consistant service and faster processing time

better connection across campus

On the first page of the survey I indicated that I would give the SCC's a B, reason being that when they are working they're great but it seems to take a REALLY long time for the computers to get fixe3d when there are maintenience issues. Maybe this isn't true across the entire campus but I use the ROTH SCC most often and the computers in our lab always seem to take a long time to get fixed if they go down.

No

Easier set up for electronic gaming things like Wii

stronger servers to improve speed of internet

the area covered by WIFI-UNI is not that big. There are some dead spots in the union, lang hall, in some fields, and near the quads.

The Wi-Fi is weak on the third and fourth floors of the library on the south side.

Usually it is very hot in the labs, which isn't good for the software. Maybe we could get ceiling fans? Also, I would love to see more mac computers around.

They're faster and more useful than regular PCs

Allow students to connect wirelessly just through their username and password, not require the initial setup in the ITTC.

Increase the limit at high traffic times (especially at night)

I have problems connecting, especially when I come back from a break. I keep my ether net cord in my dorm knowing the WiFi is not consistent.

Make it better.

Allow game systems,like the Wii

The wireless is extremely inconsistent. I can connect in my dorm, but not in the union, the library, or Russell Hall. I can connect with my iPod in all of these places, but not with my laptop.

There are some dead spots around campus, fix those. And make WiFi available in all classrooms and buildings.
 practically perfect and thank you. elearning looks bad in comparison
 it cuts out ALL OF THE TIME

Have the proper, well-trained staff that is available to successfully connect wireless devices

Improve the speed on video programs such as youtube, hulu, and Skype

Increase bandwidth, stop limiting resources during the day for UNI operations. Actually put wifi in all buildings to the point were there is a strong signal everywhere. Don't require every device to be registered before it can be used.

Faster speeds

uni wifi does not work on my phone. you guys should find out the problem and work on it. I have been to ittc with the problem coupleof times already

Make the computer labs seem less like a lab and more like a cafe. An experiment at New Mexico State University set up one of their labs into a wireless internet cafe with lounge chairs and a comfortable atmosphere.

Easier to access Wifi with out registering device.

Stronger WIFI it sucks

It's way too slow at both peak and non peak times! Biggest downfall.

More routers. The internet is very slow with skype in the evening hours.

Fix the connection problems. It seems like sometimes the wi-fi isn't working for unknown reasons.

Total Responses: 43

Demographics Summary

Classification	Percentage	Respondents
Graduate	5.3%	5
Freshman	11.7%	11
Sophomore	25.5%	24
Junior	26.6%	25
Senior	30.9%	29

Gender	Percentage	Respondents
Male	29.8%	28
Female	70.2%	66

Major College 1	Percentage	Respondents
Business Administration	22.3%	21
Education	7.4%	7
Humanities Arts and Sciences	19.1%	18
Social and Behavioral Sciences	29.8%	28
	21.3%	20

Major College 2	Percentage	Respondents
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	81.9%	77
Business Administration	2.1%	2
Education	5.3%	5
Humanities Arts and Sciences	5.3%	5
Social and Behavioral Sciences	5.3%	5

Major College 3	Percentage	Respondents
	97.9%	92
Humanities Arts and Sciences	2.1%	2

Major Code 1	Percentage	Respondents
	22.3%	21
Anthropology (990BA)	1.1%	1
Art: Studio Emphasis (60SBA)	1.1%	1
Biochemistry (86CBS)	1.1%	1
Biology (84ABS)	1.1%	1
Biology (84KBA)	1.1%	1
Biology - Honors Research (84HBS)	1.1%	1
Biology: Biomedical (84MBA)	2.1%	2
C&I: Instructional Technology (279MA)	1.1%	1
Communcatn & Theatre Arts 7-12 (48TBAT)	1.1%	1
Communication (48VBA)	1.1%	1
Communication/General Comm (48GBA)	1.1%	1
Communicative Disorders (510BA)	2.1%	2
Computer Science (81SBS)	1.1%	1
Construction Management (33SBS)	1.1%	1
Criminology (982BA)	5.3%	5
Early Childhood Education (210BAT)	3.2%	3
Economics: General Economics (921BA)	1.1%	1
Economics: Quantitative Tchnqs (922BA)	1.1%	1
Electrical Eng Technology(EET) (35GBS)	1.1%	1
Elementary Education (212BAT)	13.8%	13
English (620BA)	1.1%	1
English (620BAT)	1.1%	1
English: Literature (62LMA)	1.1%	1
Family Services (31FBA)	2.1%	2
Finance: Financial Management (16FBA)	1.1%	1
Finance: Investments (16IBA)	1.1%	1
Geography: Environmental Sys (973BA)	1.1%	1
History (960BA)	2.1%	2

History (960BAT)	1.1%	1
Management Information Systems (141BA)	1.1%	1
Management: Business Admin (15DBA)	1.1%	1
Marketing: Management (13BBA)	1.1%	1
Mathematics (800BAT)	4.3%	4
Mfg Technology: Mfg Design (34HBS)	1.1%	1
Music Education: Instrumental (52BBMT)	1.1%	1
Music Education:Choral/General (52ABMT)	1.1%	1
Music: Performing Arts Mgmt (5T4BA)	1.1%	1
Political Science (940BA)	2.1%	2
Post-Sec Ed: Student Affairs (170MAE)	1.1%	1
Psychology (400BA)	2.1%	2
Public Policy (950MPP)	1.1%	1
Soc Sci Tch-Plan B All Soc Sci (90BBAT)	1.1%	1
Social Work (450BA)	2.1%	2
Spanish (780BA)	1.1%	1
Spanish (780BAT)	1.1%	1

Major Code 2

	Percentage	Respondents
	81.9%	77
Biology: Biomedical (84MBA)	1.1%	1
Criminology (982BA)	1.1%	1
Early Childhood Education (210BAT)	2.1%	2
Family Services (31FBA)	1.1%	1
History (960BA)	1.1%	1
Management Information Systems (141BA)	1.1%	1
Management: Business Admin (15DBA)	1.1%	1
Middle Level Education Dual (21VBAT)	3.2%	3
Music:General Studies in Music (5T1BA)	1.1%	1
Psychology (400BA)	1.1%	1
Sociology (980BA)	1.1%	1
Spanish (780BA)	1.1%	1
WL&C - Dual: Spanish/German (7WWBAT)	1.1%	1
WL&C - French: Liberal Arts (7FLBA)	1.1%	1

Major Code 3

	Percentage	Respondents
	97.9%	92
Physics (880BA)	1.1%	1
WL&C - German: Liberal Arts (7GLBA)	1.1%	1

Residence Code	Percentage	Respondents
Iowa resident	86.2%	81
Non-Iowa resident	6.4%	6
Not determined	7.4%	7