

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Fall 2013 ITS Student Computer Center Survey (Survey ID: 7513)
 12/04/2013 12:00 AM - 12/20/2013 11:59 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	99.7%	317
No	0.3%	1
Total Responses:		318

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

	Percentage	Responses
Daily	20.1%	64
Weekly	45.0%	143
Monthly	10.1%	32
Less Than Monthly	24.8%	79
Total Responses:		318

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

	Percentage	Responses
Daily	0.6%	2
Weekly	4.4%	14
Monthly	5.0%	16
Each semester	42.8%	136
Never	47.2%	150
Total Responses:		318

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	154 (48.4%)	128 (40.3%)	28 (8.8%)	8 (2.5%)
Please rate the computers	145 (45.6%)	153 (48.1%)	17 (5.3%)	3 (0.9%)
Please rate the printing experience	81 (25.5%)	146 (45.9%)	70 (22.0%)	21 (6.6%)
Please rate the cleanliness of SCCs	147 (46.2%)	147 (46.2%)	22 (6.9%)	2 (0.6%)

Total Responses: 318

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

Very beneficial

I wish the customer service assistants would do more to enforce headphone policies in the computer labs.

I love everything about it.

It is difficult to print large documents when others are trying to print too - papers get mixed together and lost.

lab in the WRC needs more attention and the printer works maybe twice a week. right now there are 4 computers that don't work and have that way for at least a month

The printer has been down in the Towers Center for about 2 weeks and I can't print stuff for class without walking somewhere else.

The printer near me has be out of order for quite a few days and its really inconvenient.

Printer repairs need to be a little bit faster if possible especially during times like finals because the Towers SCC printer has been out for over a week now and its finals week, I have a lot of stuff I need to print and sometimes the closest computer lab with a printer is full with other people and I have to walk across campus to get a printer.

Printers tend to break, and it can get really congested, especially on the WRC

The printer in the tower's center is STILL BROKEN!!

I am a non traditional student I have never been in a computer center on campus.

na

Have more computers for students to work at

There are often a lot of issues with the printers, and it would be nice if we could print in color.

It is always really hot in the 'Bridge' computer center inbetween Hagemann and Noehren. Also, the printer seems to be touchy and not work some of the time, and there usually isn't an assistant in there to fix it.

The printer in Towers Center has been broken for almost a week. I understand that they are waiting for new parts, but it is really inconvenient to not be able to print there, especially since it is the last week of classes, so everyone has a lot of stuff to print and turn in.

N/A I have never visited a center. Not sure where they are

There is usually a lot of clutter around the printers.

I've never needed the help of the ITS but they are all very friendly, and non-distrating. They seem great!

Printers are never working....go there and its jammed, or completely not working...usually nobody around to fix it.

I mostly use the computer lab at the WRC and problems with printing there has just become almost a daily issue.

The printer in the tower center has been broke for sometime now. This is extremely inconvenient for late nights. I have to walk over to the library or somewhere far away just to print. The printer is essential to the computer center, so I would think you should fix this soon.

I'm very appreciative of the free printing on campus. I would like to see more color printers on campus though and less strict guidelines for printing on these. I shouldn't have to ask another student to okay the print release. That is silly.

Customer service assistants have been rude occasionally, but are usually extremely helpful.

n/a

I think that the printer should not allow students to print more than one document at a time. It is very inconvenient to have to wait for a student who prints off multiple documents at one time by simply clicking on the print button numerous times.

Many times I have had rude employees in the ITS building when I needed help fixing my network connection or something. I would certainly appreciate some degree of kindness when asking for assistance.

The printers overheat frequently delaying the process for the entire lab.

Printers jam or are broke down too often

Timeliness on attending to the computer needs at ROTH without having to have either a staff or a faculty member to authorize the request. Thank you!

I've been desperate to print and the printer would be out of ink or jammed. It would be awesome if the Redeker Center was open 24 hours.

I used the ITC center when I was worried that my computer had a virus. They helped me in a timely fashion and helped resolve my issues.

More printers in the Union would be fantastic.

Certain documents take forever to print backing up the printer for everyone else. Some computers will not print to specific printers.

Please change the settings so that we don't have to go through the three "set-up" screens whenever opening Microsoft Word. (i.e. use recommended services, box where you have to click ok, then close out of the box with graphics.) I like the ease of printing. The printer in the union is often overloaded with documents in the queue when I visit. I like the same password for everything from logging on to email.

Some of the computers don't print and the assistants don't know how to fix them

The printer in the Hagemann/Noehren Bridge seemed to be constantly broken or out of paper, which was quite frustrating

I really enjoy the computers! They're fast and thats wonderful. Most of the time that I use a computer on campus, I'm trying to print something. **THE PRINTERS NEVER WORK.** I understand that when a machine has to put out that much volume of paper, there will be problems. **HOWEVER,** when the problem is reoccurring, weekly, I expect staff to do something about it. Several times I've found myself telling an employee the printer is down and they just roll their eyes and say they don't know how to fix it. Once again, if its a reoccurring problem I expect employees to know how to handle it. It's pitiful the knowledge some of them have about their machines.

It would help especially in Maucker Union if there were to get two printers up and running at the same time. Students as well as myself complain on how slow the printer is down there. Most of the time, this is due to PDF files. But, on rare occasions, there have been up to 15 students waiting at the printer.

This has caused us to miss class sometimes. I know we should probably be smarter and think about not printing off their material last minute but sometimes this cannot be avoided.

I would like it if they sanitized the computers more often, also general cleaning of the area around the computers.

The computer lab in the WRC should have a customer service assistant in it during the day.

The printers are slow when printing adobe files

The computers are great for their needed purpose. Typically I use them for homework/ papers and so forth.

Whenever I print something it seems to be off no matter what printer I use my heading gets cut off.

The printers have major problems with them. At one point, our printer wasn't even in there anymore.

n/a

I always seem to have printing issue, or paper that runs out. Most times this is when there is not an assistant in the room.

The assistants are so patient that I felt warm very much.

Could use a Mac or two in each lab for design and audio/video production, please.

I would really like a little more room in the labs for total work area. There is not enough "elbow room" especially when taking research materials in to account.

I haven't actually had to ask the assistants for help. It might be beneficial to have more than one printer--having only one leads to it getting swamped and then jammed a lot more often. AS long as there was some way to keep the multiple printers straight it would be very helpful in managing traffic, especially in the larger labs.

ITS is amazing at fixing my computer problems! You've got some real computer geniuses working for you guys!

Printing is low because I kept finding a computer or two that for some reason would not print my stuff, even when sent to the correct location. I've never seen a CSA when I've been in there.

Printing can be a hassle when you have to print multiple copies of a document and the computer only allows you to print it one copy at a time. Otherwise my experience using university computers has been great.

Don't just hire anyone..

Sometimes not open at times posted

My biggest issue is that the computers often have issues linking with the printers, as in the printer will go offline. This seems to happen on multiple computers in multiple labs. Having to switch to different computers several times is frustrating and time consuming. That being said I do appreciate having so many computers available.

I do not need assistance from the assistance therefore cannot provide feedback about them.

Printing jobs often don't go through and printing only once is very hard. I believe in our fees we pay for this, so I feel we should be able to print the same thing more than once. When classes have required multiple print jobs it makes this a huge challenge, especially when you are unable to afford having a printer at home.

It wasn't smart to take away the second printer in the union. Now it takes forever to retrieve your prints because the printer gets backed up

Ben Burgmeier has been extremely helpful and caring every time I've had problems with the computers.

N/A should be an option for #1, or a description of what they do should be added, because I'm not sure if they have "provided a service."

I don't use it very often. I have only gone there for help with my phone or computer.

A lot of the same computers seem to continually have issues connecting with printers.

n/a

Login can be extremely slow.

When the printer in the tower center was out for a week it was very inconvenient

This is simply advice from a Chromebook user. I purchased one this year and it is a rough start if you are registering the device on campus because of the protection on the wifi. Although everything works fine now and I understand how everything works, it was frustrating getting the run around from ITS. I look at you guys as the "know all" for campus, or at least more technologically savvy than the average user (me). Therefore, maybe you guys can have more training on the newer technology. On another note, I do believe that there should be at least one printer in Phase 2 of Panther Village. If you make it a

wireless printer, similar to those in the library, that would be great. It isn't fun getting on all of your winter gear to print something for class at around 2 am. Without all of your help, my computer probably work! I appreciate all of your guys help! You all Rock!!!

I only rated poor because I have not used the computer centers. I live out of town and only commute for class. The survey did not give the option of Not Applicable. I think this is a weakness of the survey.

It would be nice if the Printers and Computers were more up to date.

Some keyboard and mouse are a little dirty and old, need to be displaced.

The customer service assistants are usually really rude and if you ask them for help they act like it's not their job. They are slow to take care of the printers, especially when it's out of paper, then yell at students for trying to refill the printer with paper. Also there should be more printers, especially in the union. The computers are great though.

Some labs have multiple printers, but they aren't both running. That doesn't make sense when there are 15 people waiting for documents.

Lab assistants aren't typically able to fix printing issues; Computers (in Redeker) often have no disk space causing logon and other issues.

GREAT

sometimes there's quite a bit of people trying to print so it takes forever.

Just a little better when it comes to speed of printing or when paper is needed.

I've only ever had problems in the Mauker Union one. It either doesn't have the printer set up, or there is no internet icon, etc.

Cleanliness of the labs and equipment is not the fault of the ITS staff. Student need to be more responsible and staff needs to be empowered with support from their superiors to be more aggressive in "encouraging" students to not make a mess or clean up after themselves.

Details above mostly for the center in Mauker Union - ones in other buildings I have classes in are not easily accessible.

There were printer problems in the Towers Center and the printer was broken for a long time, this made printing for these students very difficult.

Total Responses: 82

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

	Percentage	Responses
A	57.2%	182
B	35.8%	114
C	5.7%	18
D	0.3%	1
F	0.9%	3
Total Responses:		318

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

	Percentage	Responses
Printing	90.6%	288
Access to licensed or specialized software	20.4%	65
Writing papers	34.9%	111
Web browsing	23.9%	76
Email	39.6%	126
Programming	3.1%	10
Scanning	8.8%	28
Web design	2.2%	7
Presentation design	5.3%	17

Statistical work	3.5%	11
Multimedia work (images, photos, movies, etc)	5.7%	18
Other	6.0%	19

Other Responses:

group collaboration
place to study
nothing
Group papers
Software Scans and Computer Problems
Never Used
typing notes, online homework
nothing
log in issues
homework (spreadsheets)
Group work
never
Personal Computer fixing
group work
Help with computer or phone
Meeting for group projects
Working on group projects
Virus scan / computer help
Taking tests/quizzes

Total Responses: 318

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

--
N/A
na
Skype
none
N/A
I don't know
Movie Maker!
More Boardmaker software. I would like more access to checking out Ipads and such at the library for a time period.
n/a
Mac/Apple everywhere!!!
Pages, Keynote, etc... anything I do on my Mac is inaccessible on the UNI computers!
Unsure at this time.
Photoshop
I have all the programs I need on my own computer.

AutoCAD

quickbooks

Just never switch the macs (:

Photoshop

Photopshop

n/a

I wish SPSS was available on all. It would be nice if there were more with Adobe Suite on them. It's often hard to get into MAC labs, or the Art Dept.

none that I can think of

I can't think of anything.

I am actually unsure whether they have them already or not... but Adobe Photoshop & Adobe InDesign would be great!

Not a clue.

Photoshop

none

Apple

dropbox

I am currently trying to apply for a summer program and it requires Internet Explorer 5-10 (one of these) and our computers do not have these. I have no way to apply now because of this. We aren't allowed to download anything on the computers and I think it would be beneficial to be able to download something, at least for a limited time period.

Adobe Suite

Everything is already on there.

Adobe Creative Cloud, if it's not currently installed

I'm good for my needs

Total Responses: 35

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

Scanning

--

N/A

na

More workers

A copy machine

none

N/A

NA

color prnting!

lpads for checkout Nooks for checkout

n/a

Mac/Apple everywhere!!!

Better checkup on the printers or teach more people how to fix them, the printer in Campbell goes down ALL THE TIME and it's extremely inconvenient
Unsure at this time.

Scanners in other computer labs, not just the library.

A person to call when the printer breaks.

I would like to be able to save documents onto my student network drive from my mac.

More color printers

Something with the printers. Maybe a flier that explains on a student like myself can fix simple mistakes. Then I only need to contact staff if I feel its a bigger problem.

Would you guys ever be able to create a help button? It could be similiar to what you see on an airplane. It would be a little button we could double click on that would indicate to the CSA that "computer 58" for example has an issue or we need help. Its difficult sometimes for the CSA to know of all the problems and I understand that. I think this would help bring problems to the surface quicker and solutions to these problems faster.

Offer discounted versions of software for students.

scanning

n/a

A scanner/copier in one. Or just the ability to copy something.

Color printing in the labs in the redeker center and towers center

Actually being able to FIX computers that are physically broken, or doing small repairs.

a good stapler at roth that's always full

Color Printing

Lectures given by the Student Computer Centers sometimes

Scanning

I think a wireless printing setup w/ a regulator setup like Rod's would be nice.

Photocopiers, even if they come at a price for their use.

I don't know who this deals with but seriously I am trying to contact someone to shut down a website for me because he won't get back to me. Please, this is ridiculous. I cannot do anything for my student org and its so dumb. Make this more accessible. This is dumb. The president of this org from 3 years ago should not be getting contacted still.

At times I feel like I am losing my mastery of typical software programs that I used in the work force but do not use here in school as much like out look, and excel maybe refresher classes?

No input.

Add a guide on how to refill the printer cartridges/paper (place on wall so it's visible).

Scanner in the Union

fax. more than one printer to prevent so much backup

none

Shorter passwords!

To be able to type in international languages.

Apple

Everything is already there.

more gnu/linux support

A scanner and color printer. Color printing is necessary for assignments etc.

Scanners

Every time I switch from a Mac to a PC something goes wrong with at least one file or some update needs to be made to make things work. This is not said as a complaint, just an area that could use a bit more diligence. Otherwise, good to go, very happy.

Copiers?

Total Responses: 49

10. Please rate your satisfaction with the following services.

	Excellent	Good	Fair	Poor	Doesn't Apply
Google Apps for Edu (Gmail, Calendar, Docs, Etc)	166 (52.2%)	111 (34.9%)	15 (4.7%)	3 (0.9%)	23 (7.2%)
lynda.uni.edu Online Video Training	42 (13.2%)	52 (16.4%)	14 (4.4%)	1 (0.3%)	209 (65.7%)
WiFi-UNI wireless network	68 (21.4%)	121 (38.1%)	95 (29.9%)	24 (7.5%)	10 (3.1%)
Student File Storage Service (R Drive as it shows up in computer labs)	97 (30.5%)	92 (28.9%)	23 (7.2%)	2 (0.6%)	104 (32.7%)
					Total Responses: 318

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

I love the Student file Storage. It is so nice and convenient.

Sometimes the wifi goes out in the upper levels of the union such as in the student involvement center

Wifi seems a little spotty in Hagemann.

I really find find the use of my logon on different wifi devices unnecessary, I have a multitude of devices and it is difficult and time consuming to refresh each device as needed.

WiFi is really great and fast, even on smaller devices! The availability to Lynda Online Training is very useful and such a great source for learning design and program tutorials.

The wifi cuts out a lot.

--

never use the r drive because heard it gets cleaned out randomly during the semester

na

The wi-fi is almost useless some days.

I do not like that to open a document you must save it first. That is annoying and takes time. It is easier if it can just be opened.

Anything that I denoted as "Doesn't apply" it means I have not used it/did not know it existed. The wireless is very good here at UNI, but in the library there are some dead-zones that need to be addressed.

Lynda training videos are great!

Lose connection easily sometimes, but get it back fairly quickly.

I've never even heard of the R Drive or the online video training. Maybe if I knew those were options I would have used them more.

The R drive is not fully explained to students I believe, and I have problems correctly saving files to it. The wifi works well all over campus tho and I truly appreciate this.

I have never used online video training.

I am so happy uni FINALLY has WiFi. I dislike the new desktop set up, I have to go to the start menu to get to the internet (in the past there was a short cut on the desktop) and everytime I do this it asks all these questions about setting up internet preferences. I also don't know anything about the r drive

The Wifi is too inconsistent.

Love them. R drive has been a blessing

The wireless especially in the residence halls is dreadful. I live in the top floor of Dancer Hall and hardly have internet access.

More space on the R: drive would be great!

The WiFi needs to be updated to support more devices. Android phones, tablets, windows phone, maybe allow game systems to become wireless rather than always having to use a cord.

Internet connection has had some problems.

wifi often loses connection

The wi-fi is terrible. It is very slow and sometimes shuts off randomly for long periods of time.

Sometimes my wifi doesn't work...not a huge deal, but that would be the only thing you guys could work on from my standpoint.

The WiFi is spotty on the first floor of Campbell; it doesn't let my iPod connect to the system (laptop works fine, though).

Better wifi connection

It is really frustrating when the WiFi doesn't work on campus

I've never used lynda; for some reason my devices all have to be reconnected to the wiFi-UNI network because they try to connect to the guest one automatically even though I've saved wifi-UNI. I'm also unable to get access to the network in certain spots in the Union or over by the biology research complex or WRC.

Wireless service is very inconsistent. When connected by ethernet the connection is typically fine without any major spikes in latency.

My laptop just "doesn't automatically connect", so I have to turn the wifi off and on each time I open my laptop. I've brought my computer in and it's frustrating that it doesn't hook up automatically.

NA

The WiFi is sometimes spotty and almost inexistant outside buildings.

The Wi-Fi sucks. I get kicked off a lot.

WiFi drops every now and then.

N/A

The Wi-fi cuts in and out every once in a while which can be extremely frustrating while on the web.

WiFi in Bender sometimes kicks me or doesn't remember me to auto-connect

You should show all new students how to access the R-drive when they come to campus or make the info available on the UNI website somewhere.

I'm not very familiar with the Online video training. I love the move to Google Apps!!!!!!!

It would be nice if we could log onto our email just from google instead of having to go through catid. I have trouble getting my emails sent to my phone because of this.

internet can be slow, or does not work.

How long do documents remain on the R server - end of the semester, end of the student's UNI status, etc.?

I LOVE Google Apps for Edu! I was able to get the chromebook and it has improved my ability to multitask my academics and student organizations while running around on campus. I hope we get to keep our emails and apps after we graduate! I never use lynda.uni.edu... The wifi connection with my chromebook has a couple minutes lag and I know it is only with UNI wifi because I am able to connect immediately with other wifis. Also, UNI wifi doesn't always connect with my phone and I use that the same way I use my chromebook. Maybe if it wasn't so protected? I store most of my stuff on Google Drive so the R Drive doesn't really apply to me, but it is nice to know I have it.

I occasionally experience difficulties with the wireless Internet. There are times when I don't have any problems one day, but the next day I might have to disconnect then reconnect several times; it just depends on the day. Sometimes, it is frustrating, especially if I'm in a hurry between classes or during a small break when I need to accomplish things.

N/A

The UNI WIFI is always confusing on how to sign in to use it. I register as a guest with my UNI username and password and most the time it still doesn't let me in. Others have expressed this problem

WiFi doesn't connect to my phone or iPod anymore

Sometimes WiFi-UNI is spotty (McCullum)

Resnet not allowing some most devices (excluding cell phones and computers) to use wifi. Nintendo products being the main issue since I have hundreds of dollars of technology that is rendered ineffective.

I don't use the online video training or the R Drive.

I don't use most of the Google Apps, but when I do they are essential. I do not like the Google apps generally and prefer other options. However, this is not an encouragement to change, stick with what you have, many people use it and constant change is irritating. I have not had opportunity to use lynda.uni.edu. Wireless works great. I don't use file storage I have other preferred methods, but know many who do

WiFi can be flaky and slow at times. I don't know if that can be fixed but it is a frustration.

The only bad part of that stuff is changing the passwords. Too long and too many requirements.

The wifi is really slow sometimes.

I live in the towers and the wifi here is awful and slow, it can't handle the amount of traffic on the system so it definitely needs to be beefed up and overhauled.

Saying UNI WiFi is poor is a compliment.

My internet cuts out periodically and sometimes it takes a while to connect, but this is nothing major.

I am sometimes confused by the R Drive and the WiFi fluctuates on whe it works.

WiFi-UNI struggles sometimes.

Wifi is TERRIBLE. should allow for wireless routers in dorm rooms. I can never get on the wifi in my room with any of my systems, and if I do get on its very slow and unreliable. I have to have a wired connection.

Google needs to have a more efficient way of getting to docs!

n/a

Logging in and out of the email in two different places is a HUGE pain.

The WiFi kicks me off all the time. I will shut my computer and open it in the same place and it will kick me off or I will be sitting here and it will kick me off. The WiFi at UNI is not helpful at all.

The wifi connection is wonderful for my computer. As many other students, the connection between the wifi and my playstation console is spectacular. Even when i'm watching netflix and surfing the web on my computer. GREAT JOB. But the connection between my phone and the wifi needs to be worked on. Myself and other students have complained about this before. I find myself having to reconnect or losing connection in the middle of a search. Please look into this.

I can never seem to get wifi working using wicd as my network manager. Some detailed specifications of what is required to connect to wifi might help with this.

it can be difficult to get UNI email on smart phones

Everything worked perfect.

would be nice if we had access to more Google Apps; file server works fine in labs, but on home computers it is barely usable. It is incredible slow, and often times you can't download any files.

The wifi on campus is inconsistent and unreliable depending on where you are located.

The Wi-Fi for me is usually a hit or a miss for me. It usually takes at least two minutes to connect, and then disconnects me every so often when using it.

Wireless network has problems consistently. Devices will not connect for several minutes for no reason and occasionally will randomly become disconnected

My Wifi often cuts out but it is much better than my highschoools wifi

The WiFi frequently goes out while I'm on my computer and reconnecting sometimes takes quite a while.

I have never used the lynda.uni.edu online fideo training, and I rarely use the student file storage service.

The WiFi-UNI sometimes can be really slow which kind of is a bummer when you are writing a paper, or it just totally disconnects and then you have to stop what you are doing to reconnect which can sometimes take a while.

I frequently have problems connecting to the WiFi.

Total Responses: 80

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.

N/A

My biggest issue is the speed of wifi and not being able to connect

No

If the printer is out of ink or jammed, I'm not sure what to do. I think it would be handy to have extra staples nearby so I could refill it when its out.

N/A

Some of the computers won't connect to a network and therefore can't be used by people because they refuse to log in. That's always stressful.

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Wifi won't always connect to my phone or when connected doesn't work

Printers not being repaired very quickly

No hassles

WiFi always kicks us off, isn't reliable

too long passwords, slow login,

A lot of my papers I 3 hole punch to put in my binder and it seems the 3 hole punch never ever works, or is never set up correctly for the holes to match with my normal 3 ring binder. It does get very frustrating as I regularly have loose sheets that I have to try and keep organized when it would be much

easier to organize them in the binder if they could be 3 hole punched when printed

My WiFi hasn't worked since UNI got it, I once took it in to get fixed and he couldn't figure it out.

What I just wrote above about having to save documents instead of just opening them up.

Sometimes the wireless goes out.

Printer in the bridge between Hagemann and Noehren... doesn't work some of the time. It usually says that the wrong kind of paper is in there.

N/A

Computer labs in Curris Business Building are not open until 8AM. There are times when people need to print things before that class because they don't want to stop in the cold to go to the library. If it could open at say 7:30, that would be better than waiting until 8 and being late to class.

The biggest issue I have had is with the printers, and the library staffs attitude toward helping students.

The WIFI could be a little better during finals week or during midterm, because it just goes out whenever I need to get something done.

YES! Please improve upon the Wi-fi! It is very slow at times, especially when I need it.

I have had issues printing and there has not been anyone to help. I also had trouble with wifi in the dorms last year (Dancer).

Computers not connecting to printers.

connecting to wifi sometimes is a hassle

I definitely need better wireless. It is embarrassing that a university of this size doesn't supply better wireless.

No

If I work on something on my Mac, I can't open it with an on-campus computer, but I can open things from the campus computers on my Mac.

I wish every building had a computer lab to use. I know that I couldn't use the computers in McCollum because I was not a Biology major student.

Yes, the wi-fi is the biggest struggle. Even just sitting in my dorm room I have trouble getting it.

There was a time period where almost the entire first row of computers in the ITS Center in the Union were unable to print. This problem could have been fixed faster because it seemed to be an issue for at least a month or more. There isn't very good cell phone service in the main part of the Union.

The printer sometimes breaks or runs out of ink/paper

The licensed programs sometimes take forever to load in my classes because we can only use them on a certain number of computers according to my professor?

Logging into everything multiple times because the time expires.

The WiFi (see #11).

Not good wifi

Wifi is too sketchy. Some places it connects some it does not

see question 11.

I am sporadically removed from the network probably once a month for about 10 minutes

Chromebook wouldn't connect to WiFi and no one knew why. I contacted Google too and they didn't know either.

None

Please fix the new windows "use recommended settings" sequence. It's annoying.

Printing in color and working online outside is always a struggle.

Unable to type international languages.

N/A

When I set my phone to WiFi-UNI in the upstairs of Maucker Union after the remodel, it disconnects and reconnects to the internet every time I use the phone. It does not do this anywhere else, and it drains the battery incredibly quickly. I'm not sure if there is a solution to this problem, but it is relatively irritating.

Syncing my password

WiFi can get a little slow and bad connections in some locations on campus

At least once a month the computers in the lab will tell you that the server cannot parse your login and you are stuck without a computer until it decides to let you log in.

Printing in color is a hassle. I shouldn't have to ask another student to approve my print job. That just seems a bit controlling and over the top.

The emails not being sent to my phone is a big hassle

passwords are a hassle and like to change or not work, I have to call and have them reset, takes time and annoying

Availability of supplies and access to technology.

Improve connection with wifi

I have trouble connecting my device to wifi

The major hassle that I run in to is ResNet. I cannot get connected in my room until I disconnect and reconnect a couple of times.

Only about the wireless UNI wifi.

The WiFi is on and off a lot during the day in my dorm room and on my phone. The printer out of order is really inconvenient.

I have trouble with WiFi many times, at least a couple times a month my computer won't connect especially if I'm in a dorm.

More printers in the Union. Always so busy.

The only hassle is having to break apart an article to print it because it is just over 40 pages long.

Connecting Macbook to Wifi, takes several moments to establish connection and regardless of "remember me" button has to be accessed by me.

Printers consistently not working and nobody being around to fix it.

No, it's pretty good for the most part.

Email regarding excessive printing....when you have 19 credit hours, you have a lot to print!

Beef up the wifi in the towers, the system can't handle the traffic, the corded internet is good though.

most professors are good, some professors refuse to allow the use of laptops in classrooms and knowingly hinder student academic achievement in the process. If I am told I cannot use a laptop in a class from now on I will politely not let the issue drop until it is apparent the professor is ignorant and then walk out immediately and withdraw. It is pathetic in a college promoting technology use in high school classrooms and advertising its accessibility on the campus to have professors who won't allow a student to take notes on a laptop. Yes some fools use laptops inappropriately and others text, punish and yell at them or let them suffer their own stupidity. Do not tell me I can't learn to the best of my ability because someone else is a fool. Do not tell me using any means available to improve the education I pay for is a privilege, I pay for it. I have attempted to professionally discuss this issue on several occasions, and each time have been met with hesitation on the part of UNI staff or officials because of some kind of power struggle between Faculty and Administrators. Both of you need to get over it and start helping your students. Sorry for the attitude, but I can document and quantify the harm to my academic performance in classes where computers are prohibited. Getting permission because of a disability issue I was told would take longer than the course itself. It is easier and better to just withdraw and find a smarter professor than it is to deal with the system.

Lots of trouble connecting and loading content using UNI WiFi.

sometimes internet is slow don't think you can do much about that oh and when logging on to a computer for the first time it takes a really long time!

Wifi sometimes doesn't work or won't connect in various buildings (Lang, CBB)

no

My WiFi always kicks me off of my computer. UNI needs better WiFi.

see 11

sometimes the printers don't cooperate

Printers being down. Try to fix them as soon as possible as many students are trying to print many things for finals week and are unable to in the towers.

NOPE

Printing can be a hassle in the Maucker Lab, maybe have a printer for both sides.

Just student file server issues - see above

Inconsistency of WiFi is the biggest concern.

See wireless network above

The printer in the towers center has been out of order and considering all I really use is the printer that is a huge hassle for me.
none

Greatly improved wireless access on my android phone!! Not sure if you changed something, but it is much better than it was last year.

Sometimes it is difficult to connect to the wifi but overall it is pretty good.

Sometimes it is hard to find a good Wi-Fi connection. I have noticed that there are issues with the printer when somebody prints a PDF. When a PDF is being printed, then it seems to slow down the whole printer and other students have a hard time getting their papers quickly.

The internet is sometimes difficult in that it doesn't want to connect or it is very slow.

Occasional WiFi issues. My phone always wants to connect to WiFi setup even though I've tried to make it forget that network.

Signing out of Google Apps can be difficult. Often, even if I press "sign out", I'm still signed in (eg, if I browse to gmail.com after signing out). I generally need to close the browser window completely to ensure I'm signed-out.

Total Responses: 88

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

	Percentage	Responses
Yes	59.4%	189
No	40.6%	129
Total Responses:		318

14. Do you own a laptop computer?

	Percentage	Responses
Windows-based Laptop (HP, Dell, Etc)	71.7%	228
Apple Laptop (MacBook Pro, MacBook Air, Etc)	27.7%	88
Linux-based Laptop	0.6%	2
No, I do not own a laptop	1.6%	5
Other	1.3%	4

Other Responses:

Gatway

Toshiba

Samsung Chromebook

Please send a Mac - thank you!

Total Responses: 318

15. Do you own a desktop computer?

	Percentage	Responses
Windows-based Computer (HP, Dell, Etc)	14.2%	45
Apple desktop (iMac, MacMini, Etc)	1.9%	6
Linux-based Computer	0.9%	3
No, I do not own a desktop	83.3%	265
Other	1.6%	5
Other Responses:		
LG gaming computer		
Built desktop from scratch myself		
Dell		
Please forward a Mac - thanks!		
Custom built, runs Windows		
Total Responses:		318

16. Do you own a tablet device?

	Percentage	Responses
iPad (iPad, iPad mini, Etc)	18.9%	60
Android-based Tablet (Galaxy Nexus 7, Xoom, Etc)	7.2%	23
Amazon Kindle Fire	8.5%	27
No, I do not own a tablet device	63.2%	201
Other	3.8%	12
Other Responses:		
Nook Color		
Kindle Paperwhite		
Windows Surface		
Barnes and Noble Nook		
Nook Tablet		
Nook		
nook tablet		
iPod		
Basic Nook		
iPod Touch		
Microsoft Surface		
Barnes & Noble Nook		
Total Responses:		318

17. Do you own a cell phone device?

	Percentage	Responses
iPhone	34.6%	110
Android-based Phone (Samsung Galaxy S3, Etc)	46.5%	148
Windows Phone (Nokia Lumia 820, 920, HTC Titan, Etc)	0.6%	2
Blackberry	0.6%	2
Phone Only (non-smart phone)	17.9%	57
No, I do not own a cell phone device	0.6%	2
Other	1.3%	4

Other Responses:

ancient first gen flip phone
 Only because I am destitute - on SNAP and LIHEAP
 and ipod touch
 crap phone

Total Responses: 318

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

	Percentage	Responses
Yes	91.8%	292
No	8.2%	26
Total Responses:		318

19. If not, why not?

N/A
 I am unaware of how to use this.
 It is a more consistent connection if I just plug my laptop into the jack.
 I'm not on campus. I don't bring my computer to campus with me
 I do not currently live on campus and am on campus mostly during class time. Not the most appropriate time to use Wifi-UNI.
 WI-FI is slow
 Does not work on my laptop, very slow on my phone also.
 I don't bring my computer, etc. to campus.
 I also use my personal hotspot when I can't connect to WiFi-UNI.
 I could never get access when I was on campus, and now I don't live there anymore or attend classes on campus.
 Confusing to set up on my smartphone - always automatically connects to UNI WiFi-Setup.
 Works great on my iPad. For some reason I cannot get it to connect on my android phone.
 I don't need it. I live off-campus five minutes from campus and don't use the wifi at school.
 Never took time to set it up.
 Non traditional student, online classes only
 Too much of a hassle
 I don't need to use wifi on campus. I live off campus.
 Microwaves!

It doesn't work with my laptop and it never lets me sign in
 I cannot connect to it
 Do not need it, don't bring lap top nor do I have a smart phone.
 I have used it a couple times with my laptop but rarely have it with me when I'm on campus.
 its almost impossible to access the wifi from my room. so I just use my data
 I don't have my lpad up yet.
 n/a
 I dont bring my device to campus
 No smartphone, never have to bring laptop to class either.
 It took me quite awhile to actually be able to connect but once I did get connection, I use it whenever I am on campus.
 Seldom

Total Responses: 29

20. How did you learn about the ITS survey?

	Percentage	Responses
MyUNlverse	12.3%	39
Signage in a Student Computer Center	0.9%	3
Email announcement	83.3%	265
Inside UNI	2.2%	7
Social Media (Facebook, Twitter, etc)	0.0%	0
Other	1.3%	4

Other Responses:

My brother
 Campbell office
 Professor Prahl
 csa made me aware of it

Total Responses: 318

21. 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?

Keep up the good work.
 N/A
 --
 Cheaper Microsoft office availability for lap tops.
 There should be printers in lobbies of buildings too.
 Again, please look into having CBB computer labs open earlier for those who have 8am classes. Thank you.
 None
 Please correct the Wifi sitation.
 Better wifi and more workers

I like using the computer lab in Sabin because it's not so crowded. It'd be nice if we could have one lab in each building so the library isn't so full and for the convenience of doing coursework and research as a class or before class.

Keep up the good work!

Overall, great job. Thanks for providing this essential service to students!

Make it easier to get into our emails.

Thank you for your assistance and patience!!!

Make to process for connecting your phone to wifi easier

N/A

Put small printers at the kiosks, many students have to print documents between classes.

Overall, ITS and the computer centers are great. My one suggestion is to look into WiFi problems

I keep seeing improvements with every year that I have been here! Keep it up!

Make the wifi connection stronger.

Keep up the great services and work.

Keep up the good work.

beef up the wifi so that it can handle all the users.

You do a good job, staff has always been helpful and knowledgeable. Most professors are good or great with technology. Do not give tenure to the Luddites.

The password for logging into MyUNlverse and email is ridiculously long. Please shorten the length requirements.

I love the new computers in the Union. They are fantastic.

check number 11

If you provided students with an incentive to take the survey I am sure you would get a lot more responses.

n/a

more gnu/linux support! :-)

Fix the printer in the towers.

Keep being awesome.

Nope!

The "checking out" system for the computer rooms in Curris is absolutely ridiculous. I had to create a new account, why couldn't I log in with my uni ID? I also had to choose what class I was using it for, and was then prompted to choose another group member who would be with me out of a LIMITED number of students. NO ONE in my group was on the list, or even in any of my classes, and I had to pick a random person's name who was the student worker, because that's the only explanation he gave me/told me to do. A ridiculous process which hinders more than helps whatsoever. There are many different ways to make this process more simple, efficient, and even relevant.

Total Responses: 34

Demographics Summary

Classification	Percentage	Respondents
Graduate	10.1%	32
Not classified	1.6%	5
Freshman	22.3%	71
Sophomore	15.7%	50
Junior	23.6%	75
Senior	25.2%	80
Post-Bacc Undergraduate	1.6%	5