

University of Northern Iowa
 Online Voting and Surveys Results by Question
 Spring 2013 ITS Student Computer Center Survey (Survey ID: 7470)
 03/27/2013 12:00 AM - 05/03/2013 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	100.0%	240
No	0.0%	0
Total Responses:		240

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

	Percentage	Responses
Daily	23.3%	56
Weekly	49.2%	118
Monthly	11.2%	27
Less Than Monthly	16.2%	39
Total Responses:		240

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

	Percentage	Responses
Daily	2.5%	6
Weekly	3.3%	8
Monthly	11.2%	27
Each semester	40.4%	97
Never	42.5%	102
Total Responses:		240

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	95 (39.6%)	109 (45.4%)	30 (12.5%)	6 (2.5%)
Please rate the computers	77 (32.1%)	131 (54.6%)	28 (11.7%)	4 (1.7%)
Please rate the printing experience	53 (22.1%)	119 (49.6%)	58 (24.2%)	10 (4.2%)
Please rate the cleanliness of SCCs	106 (44.2%)	113 (47.1%)	19 (7.9%)	2 (0.8%)

Total Responses: 240

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

Sometimes printing is very slow. One day it took me almost five minutes to print about ten pages.

Many of the computers in the computer lab located in Redeker stopped printing, and weren't fixed for weeks, if at all. Also, it seems to happen almost every time I try to log in to the computers in the basement of Rider, I get a notification that there are not enough servers to log me on, and I have to go to a different computer and try again.

Customer service assistants rarely seem to know what's going on or how to help unless its like reloading the printer. I did have one though that was great help!

The CSAs are mostly untrained though except in very basic help. Computers are lagging behind the times, horribly restricted to everything and anything. and a change in printing causes problems for a couple weeks. Remember, a clean computer is a underused computer.

nice computer labs

"Good" for printing because there has been a few times that the printer hasn't worked

Printing guidelines are too strict. Mainly the inability to print multiple copies.

none

I rated the service low because most of the centers I use don't have assistants.

For the first question...it would be nice if they could help with resnet (instead of having to call someone)

Printing can be hit and miss sometimes. If there are a lot of people printing at one time you have to leave and come back because it is going to take so long. maybe put in more than one printer in very busy computer centers.

Sometimes the printers are agonizingly slow.

Color printing would be helpful as an education major

Sometimes the computers are very slow when logging in around campus. Various printers in campus labs have run out of ink and paper when I needed to use them and no one was there to restock. The wifi is also quite slow at times and occasionally doesn't work at all.

It's annoying when I want to print something that, on double sided pages, would be less than 40 pages (ex- 43 page paper would take up about 20ish actual pages) but the printer doesn't understand that and refuses to print it anyway.

Needs to have tray rack thingies in busy areas like the library does.

There are a lot of times that a CSA will help out, but there are a lot of times that they are not doing their job. For example, not checking the printers more often especially when during busier times. I am in the lab all the time and there are a few people who are awesome at their job and some that are NOT. For good, derek and ashley are always very helpful in the mauker union lab but megan not so much.

The printers were almost always either broken or out of paper.

I am never in question 3 because I have not needed assistance this year.

The attendees in there is great they are so polite and knowledgeable with the computer and how to instruct someone in how to do functions on the computers

The staff in the labs don't do anything. When you ask for help, they don't know what to do for anything. The computers often take a long time to log in. Printer in Schindler is always jammed or backed up.

The computers are good, but I feel they could be better if they had more programs and software that is used in different departments around campus.

I love how fast the computers are! I do not have to wait for web pages to load and I can get things done efficiently.

Great

I rarely, if ever, need help from the student assistants, but when I do (something like un-jamming the printer, etc) they are very helpful.

It always clean and the printer is always ready to go

need to check the printers more

In centers without assistants it's difficult to tell how to get help.

I have been to the center and had the same worker show up late to the center.

Great work!

Maucker could use some new keyboards.

Lawther has had some problems with the computers not working. At one point, four computers were not working and all others were in use. It was rather frustrating seeing the computers yet not being able to use them

Sometimes it takes forever to print and the computers take forever to load the preview.

more computers

Ty Flood and Ben Burgmeier do a great job

Printers often become jammed and in labs where there isn't an assistant they can be difficult to fix.

the computer centers have always been clean when I am in there. The only problem I have had is with the printers not printing, but that is a normal technical problem to happen every once in a while

sometimes the computers lag logging in, or randomly one will not ever "wake up", I've never asked for help with this, I just move to another computer because usually my time is limited.

Congestion at the printer is a problem when the room is busy.

Virus softwares for students will be great as many do not have that software. The free ones do not have any effect on our computers.

The areas around the computers are disgusting. I wish there were cleaning wipes so I could clean off my area before I start working.

na

passwords should only change once a year and after one change you should be able to use the old ones.

Allow for printing of more than just one copy.

Total Responses: 44

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

	Percentage	Responses
A	47.9%	115
B	42.1%	101
C	8.8%	21
D	0.4%	1
F	0.8%	2
Total Responses:		240

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

	Percentage	Responses
Printing	96.2%	231
Access to licensed or specialized software	23.8%	57
Writing papers	32.5%	78
Web browsing	25.8%	62
Email	40.8%	98
Programming	3.3%	8
Scanning	13.8%	33
Web design	1.7%	4
Presentation design	5.8%	14
Statistical work	5.8%	14
Multimedia work (images, photos, movies, etc)	3.3%	8
Other	2.1%	5

Other Responses:

Reading PDFs more easily
Nothing else
do not use
Research
access readings, for class,uni calendar

Total Responses: 240

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

Sublime Text
Rosetta Stone Language software
being able to access different sites to watch videos for classes-not always available.
geometers sketch pad
none
photoshop
Photoshop

I'm not sure if the PCs already have the Adobe Suite, but it would be great if they did.

More Visual Basic software access

Adobe Premiere Pro

Can't think of any

Spotify

Sibelius

Programming Software

More features under excel since we have to use that for many of my business classes. I asked the desk assistant to help, and she didn't know how.

More access to special software, better computer lab hours in Latham!!

Xcode on Macs

photoshop

Photo editing.

Sibelius

microsoft visio

Photoshop, vector works, lightwright, logger pro

Any mathematics software such as Sketchpad, etc.

photoshop

Adobe programs for video editing

FIREFOX

Catlab

Chemistry drawing programs.

3 hole punches

Matlab

no comment

revit, cad,

ancestry.com for history projects

Open Office, GRASS

Multisim

none that i can think of

Ones for writing chemical formulas with structures.

Comic Life

Like a graphic design trainer for non-major designer, so we can explore a little bit.

Visual Basic, visio

na

Total Responses: 41

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

Scanners

Rosetta Stone Language software

Multiple copies of documents

Wireless Printing to each of the hall lounges

I would like to have the option to scan closer to the quads, especially when I only have to scan like one picture.

scanners, copiers

none

Color printing Laser printing Head phones to rent out

I'd love more access to the Mac labs.

colored printing

I am very happy with the SCCs.

ipads and color printing

the ability to print from a laptop to a specific printer (wireless access to printers in the library)

wireless printers

Scanners in all labs, particularly in Panther Village.

Google cloud print services General student use Mac labs and Linux labs.

When logging in to the computers, it would be a LOT easier if we could just scan our IDs to log on instead of passwords. This could also keep people from logging into more than one computer, which I see a lot.

Tablet check-out

More scanners, colored printing

I am not really sure!

Smart board

I don't know if the library computers are a part of this survey, but if they are, they NEED TO LET YOU LOG IN TO YOUR OWN ACCOUNT.

copiers and scanners in the dorms

A couple Apple computers for those who prefer that.

scanning. The two-sided printing is awesome! I love that it cuts down the paper and you can still have it print one sided if need be.

Keep computer labs in the Quads that have had to have computers installed in the basement lounges.

Scanners-or where there are scanners, make it known and comfortable to use them. An attendant told me once how to use it... I was too confused to bother to try.

might need more sanitizer around for students

Availability to REQUEST to print more than one copy (i.e. for presentation handout)

Scanning

Dual monitors

Double sided printing in all the labs

none that i can think of

More scanners that scan it to the computer.

Scanners in the tower center

Basically any new software will be good.
 Wider variety of programs on computers outside the business building.
 more printers and scanners

Total Responses: 38

10. Please rate your satisfaction with the following services.

	Excellent	Good	Fair	Poor	Doesn't Apply
Google Apps for Edu (Gmail, Calendar, Docs, Etc)	128 (53.3%)	82 (34.2%)	11 (4.6%)	3 (1.2%)	16 (6.7%)
lynda.uni.edu Online Video Training	31 (12.9%)	41 (17.1%)	16 (6.7%)	3 (1.2%)	149 (62.1%)
WiFi-UNI wireless network	27 (11.2%)	97 (40.4%)	74 (30.8%)	35 (14.6%)	7 (2.9%)
Student File Storage Service (R Drive as it shows up in computer labs)	58 (24.2%)	78 (32.5%)	21 (8.8%)	3 (1.2%)	80 (33.3%)

Total Responses: 240

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

Sometimes the wifi randomly goes out or I can't access my universe when I need too.
 WiFi-UNI, I sometimes get connected to, but then other times it asks me to download a program to my phone.
 The Wi-fi goes off temporarily way too often especially around 9 at night.
 Wifi is slow and devices often switch off of Wifi-uni to wifi-setup
 the wifi network is good, but the initial setup on my laptop was not easy.
 I don't use any of these services except Google Apps.
 Thanks for teaming with Google. It's nice.
 I don't even know what Lynda.uni.edu is and I've never trusted using student file storage.
 More communication to students about the uses for Google App services and their R Drive (MUST BE GOOD COMMUNICATION, NOT JUST SOME 1000 WORD ESSAY)
 I haven't used lynda, or Student File Storage Service.

WiFi issues with chromebook, library WiFi coverage is unsatisfactory

Wifi is sometimes hard to connect to and is very on and off

never knew that i had a Student File Storage Service till they showed me

The Wi-Fi, especially in the dorms is one of the most frustrating things I have ever experienced. It is unacceptable that I should be unable to do my homework in my room because of the quality of the wi-fi. It, in fact, has prevented me from investing in a new laptop or Ipad because I know I won't be able to use it anyway because the wi-fi barely works. When I am able to connect to the wi-fi I end up having to reconnect multiple times in the middle of what I am doing. It made it extremely hard to do online assignments and ultimately left me frustrated and interfered with my learning. Also, it doesn't work on my Iphone at all.

I love that everything is through Google Apps because it helps keep everything together from email to my schedule, to coursework. I also love having the R Drive because I can save something on one computer and then access it at another without having to use my flashdrive all the time. It's especially helpful since I work on campus and need to save work documents but I'm not always at the same computer.

I consistently have connection issues with the Wi-fi sometimes. Somedays it works just fine. I also wish I was able to connect my less common devices to it such as my Nintendo 3DS or Kindle.

OUR WIRELESS IS SLOW AS HELL.. It was much better when we could use our own router.

My UNI wifi network rarely connects correctly and when it does I never have a great connection. I've taken my computer in several times to get it reconnected but nothing seems to help. I've given up on trying to use the wifi on campus.

It's sometimes difficult to connect to Gmail because the UNI server doesn't always accept correct log-ins the first time. In addition, WiFi coverage is not acceptable for the number of people on campus. It's quite slow compared to other colleges and it often kicks you off WiFi-UNI and knocks you down to WiFi-UNI-Setup multiple times in one setting.

The internet can be incredibly slow a lot of the time, and plugging my computer in to the wall makes it even slower.

I don't use the Google Apps since I use these through my personal gmail account instead of my UNI email address.

Love the WIFI!!!!

My internet can be very bad when I'm trying to Skype

WiFi is spotty, especially when using Skype

The UNI WiFi is pretty hit and miss. There are sometimes that I cannot use my internet in my dorm room because the WiFi is not working. Similarly, I cannot use the WiFi on my cell phone sometimes while I am walking around campus.

Sometimes even we are connected to UNI Wifi we cannot access Internet, so I wonder if you could improve the problem.

Wifi has issues. Slow, often takes a long time to connect.

WiFi is often slow, and takes a while to make a connection. Some days the connection just doesn't happen.

WiFi-UNI can take several tries to connect, but once it works it's perfectly fine. I use my R drive all the time and it's very helpful that I can access it from any computer on campus. Great idea.

The WiFi here at UNI doesn't work for me during the week, but sometimes works on the weekends.

regarding wifi... it's 2013 and wifi is as much an integral part of our lives as the air we breathe. I personally think that if you are inside a campus building, you should have 100% wifi capabilities no matter where you are in the building. In certain parts of library for example, like near an outer wall, it is hard to get any wifi connection. so that is why i did not give an excellent rating for wifi.

na

Bender Wifi-UNI is very spotty

WiFi-UNI, doesn't work that well in the Union

Using google docs and other google programs is wonderful but it would be more helpful if I could sign in directly on the gmail site instead of having to get rerouted to UNI's page and then back to G-mail.

The wifi doesn't work in my dorm most of the time, always stops working randomly, take a long time to connect.

Sometimes the wifi-uni is pretty slow.

Internet is not always accessible in some campus buildings (Student Health Center, Maucker)

Sometimes I have issues with the WiFi.

My devices will rarely connect to UNI right away, I have to forget UNI-Setup and Guest first...multiple times.

I wish Lynda was better-promoted

The software is very easy to find and it allows us to take advantage of the opportunities.

Wireless is questionable at times.

I have had sporadic troubles with the Wi-Fi. Sometimes it works well, other times it takes 10-15 minutes to connect and even then the connection drops unexpectedly.

The WiFi sometimes isn't the best or is very slow. There are some places on campus where I don't even get service.

I have been in the library countless times and my wireless will go out randomly and not come back into commission for 10 minutes. It is incredibly frustrating to say the least.

WiFi can be slow at times.

Plain and simple the wifi sucks. It is a tough thing to improve I know, but during peak hours is is not great.

The wi-fi signal in Panther Village works well most of the time but there are times where it does not work.

WiFi is great in the buildings but awful in the dorms. And I do not have an R drive for some reason.

The WiFi connection is not always the greatest in the towers

The ability to use my CAT ID to log in to WiFi-UNI has been outstanding. Much easier than the previous method.

WiFi network is buggy and doesn't standardize across normal campus and resnet wifi. I have to redo the xpressconnect every time I switch between the two.

Sometimes the computer will save my work to the desktop, and without realizing it I save it. That means I have to go back to the same computer each time. When saving it to the desktop it should always be on your desktop no matter what computer you are on.

Total Responses: 54

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.

Just that sometimes the blackboard and my universe don't work and I need to access them because of online classes

logging on to the computers takes a long time, sometimes I have to leave to class before I'm logged in.

WiFi-UNI, I sometimes get connected to, but then other times it asks me to download a program to my phone. When I did try to download the program on my phone, the WiFi still didn't work.

Just the issue with the Wi-fi constantly shutting down for up to 30 min.

PCs sometimes lag on login, sometimes don't wake at all (i move to different PC), setting and resetting passwords have been problematic for me at times, where I would reset and then wouldn't be able to login. Today when it asked me to reset my expired password, it wouldn't accept my new passwords even though they met requirements - it seemed glitchy and lasted an hour before I was finally able to reset and login.

None

I have frequently seen people try to sign out of the Google App account, and the logout page displays, but if you hit 'email', you're auto-signed into their account. The only way to actually log out is the close the browser. I'm not sure how to fix this. Not sure if it's user error, a MyUNiverse issue, or a Google issue.

I would like an email before my password for the campus computers expires.

Some times my smartphone has trouble connecting to WiFiUNI

The computers are much slower in the ITS labs than in areas like the library. It takes a very long time to log in and have everything load. I'm not really sure how to go about fixing that.

I wish the password for computers on campus matched my email password. I use computer labs so infrequently, I'm always forgetting what my password is.

Logging in to kiosks seems really stupid. I feel like a dork, when all I wanna do is look up an assignment or meeting.

WiFi issues with chromebook, library WiFi coverage and consistency is unsatisfactory

Wifi could be worked on

NO

the constant change in passwords

Faster wifi, more closely monitoring printers

wifi could be faster

no

iPhone and iPad will switch to WiFi-Setup instead of regular WiFi. A bit annoying. Also, my mac will have to hook up to the setup before connecting occasionally.

Not usually

Other than being unable to connect some of my devices to the internet, no.

There needs to be a way to sign up for wifi on our personal computers without having to hassle with bringing them into the ITT.

I have to always change from uni setup to uni on my phone when i walk across campus.

Yes. Logging on to my UNlverse still is a big hassle because it will allow you to log on, but once you click My Student Center, it says you are not verified to see it, so you have to log out then log in again. It's a big hassle with slow connections.

Wi-fi outside would be nice so I could do homework in Lawther Field and places similar to that

There are times when it is hard to connect to the wifi and other times when I am connected to the wifi but have no internet access.

When I have to change my password, the WiFi stops working...?!

Make the wifi faster to connect to and use.

The wireless is often spotty, and internet is usually pretty slow.

no

Why do we have so many passwords? It causes problems for me on a daily basis.

No.

I wish students could stay in certain computer labs longer than closing time so I can finish assignments that can only be done by specialized software on those computers.

Getting my electronics verified to use wifi was a lot of work, changing the wifi password is way too difficult

Printers occasionally break down.

WiFi near Redeker is almost non-existent.

I've had troubles with my computer freezing badly when I'm connected to the wifi from my dorm room, when I have the ethernet connected it seems to work a bit better.

I have a hard time connecting to WiFi in Schindler and in the Union.

Sometimes the printers in the residence halls have problems and it may take a while before they get fixed.

ensure WiFi works everywhere!

The wifi is incredibly spotty all over campus.

It's always difficult to get back up and running in August after summer and at times in January after Winter break. I think during move-in, you should extend your hours in the ITTC or have a permanent station in each of the Res Halls, instead of walking through the building. That way there is a reference point to tell people to go to.

No

internet is slow

Firefox is generally hidden, leaving chrome and internet explorer.

Total Responses: 46

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

	Percentage	Responses
Yes	57.5%	138
No	42.5%	102
Total Responses:		240

14. Do you own a laptop computer?

	Percentage	Responses
Windows-based Laptop (HP, Dell, Etc)	73.8%	177
Apple Laptop (MacBook Pro, MacBook Air, Etc)	24.2%	58
Linux-based Laptop	2.1%	5
No, I do not own a laptop	1.2%	3
Other	1.2%	3

Other Responses:

chromebook

CR-48

Mine just broke, it used to be a HP

Total Responses: 240

15. Do you own a desktop computer?

	Percentage	Responses
Windows-based Computer (HP, Dell, Etc)	13.8%	33
Apple desktop (iMac, MacMini, Etc)	1.2%	3
Linux-based Computer	1.2%	3
No, I do not own a desktop	83.3%	200
Other	0.4%	1

Other Responses:

Alienware

Total Responses: 240

16. Do you own a tablet device?

	Percentage	Responses
iPad (iPad, iPad mini, Etc)	17.1%	41
Android-based Tablet (Galaxy Nexus 7, Xoom, Etc)	7.5%	18
Amazon Kindle Fire	8.3%	20
No, I do not own a tablet device	65.0%	156
Other	5.4%	13
Other Responses:		
Nook		
Nook Color		
iPod Touch		
Nook HD		
iPod Touch		
Amazon Kindle		
Nook		
Nook		
Kindle		
Nook		
Windows Surface Pro		
Nook		
Kindle		
Total Responses:		240

17. Do you own a cell phone device?

	Percentage	Responses
iPhone	25.0%	60
Android-based Phone (Samsung Galaxy S3, Etc)	42.9%	103
Windows Phone (Nokia Lumia 820, 920, HTC Titan, Etc)	0.4%	1
Blackberry	2.5%	6
Phone Only (non-smart phone)	27.9%	67
No, I do not own a cell phone device	0.8%	2
Other	0.4%	1
Other Responses:		
iPod touch and dumb smart phone (LG Rumor Touch)		
Total Responses:		240

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

	Percentage	Responses
Yes	88.8%	213
No	11.2%	27
Total Responses:		240

19. If not, why not?

na

Too much of a hassle to set up and the quality of my WiFi experience on campus was poor, the speed was slow and I lost connections too often to accomplish much.

I live off campus. Since there are so many computers (which is great) on campus, there's no need for me to lug a laptop around.

Cant seem to use the WIFI with my android phone, but I'm not very tech savvy to begin with

Chromebook wont connect and nobody is able to tell me why.

I don't bring my laptop with me.

Can't connect with my iPhone

Such a hassle to get it set up and then it never works well...not worth the effort.

not reliable

Just haven't had the time to set up app for it to work.

Some times I have to use my Ethernet in order to get internet access at all.

No need for it

I don't always get the best internet connection and I have no need to take my computer out of my room because there are so many on campus. I save all my work to a flash drive.

I don't bring my computer to campus and do not have a smart phone or tablet

It doesn't always work, so I try not to rely on it.

No need to bring my laptop to school when I live 5 minutes away.

Sometimes difficult to log on with new computer or device.

Do not own any devices that need Internet access while on campus.

Horrible Wi-Fi, can never connect.

not on campus

modem works better for me

no need

Yes in the buildings, but not in the dorms. I use an ethernet and my phone does not connect...or if it does it doesnt do anything (cant browse internet,facebook,twitter)

IT IS ALWAYS SLOW!!!!!!!!!!!!!!!!!!!!!!

Total Responses: 24

20. How did you learn about the ITS survey?

	Percentage	Responses
MyUNlverse	57.5%	138
Signage in a Student Computer Center	6.2%	15
Email announcement	25.8%	62
Inside UNI	4.2%	10
Social Media (Facebook, Twitter, etc)	0.8%	2
Other	5.4%	13

Other Responses:

aly

Flier in mailbox
voting for something else and decided to do this as well
Ty Flood
Went to take another survey and this came up
Mail
Flyer in my mailbox
I just saw it on the MyUniverse page. It was completely luck.
Ty Flood
Friend
Mail
Ty Flood
CSA

Total Responses: 240

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?

none

I am a graduate student. I did my undergrad work at a state university just a little smaller than UNI (not in Iowa). I have been VERY impressed with UNI's computer labs. They are far superior to those at my undergrad school.

again, printing from my laptop is of extreme importance to me (I was able to do this 5 years ago at a small liberal arts college in my undergrad. Why wouldn't a bigger state school have this?). It would free up computers for others to use and then it would save me the hassle of either emailing the document to myself or storing it somehow and transferring it to another computer to print.

Communication. Take a class on how to do that or something. ITS has a lot to offer students. And most students don't know that.

myuniverse app for iphone or smartphone would be the best.

Stop making us change passwords all the time.

None that I can think of!

Wireless printing to floor lounges would be very nice, as that is the only reason I use the computer labs.

Keep up the WiFi!!!!

Provide access for guests by giving them a special code. If this is already an option, make it known.

Having the lounges close at midnight is a big big big problem for me, especially when the bridge lounge by Hagemann is NEVER opened on time in the morning.

I think it would be cool if the ITS center did contests or games based things to promote the usage on campus. i.e. having a log on contest for fun, online scavenger hunt, prizes for this, etc. Get creative! Don't be just geeky!

Wifi sucks sometimes. It can be super slow!

Fix the wifi!

I thought I would be a badass and install Windows 8 to have a nice little upgrade. But it sucked. Windows is officially on my shit list. Long story short, I couldn't get it off. I was so upset and I hated Windows 8 so much I was actually looking into buying a new computer just so I wouldn't have to look at it's ugly "tiles" ever again. However, after crying and leaving you guys a frantic email, I was able to bring my computer in at 8pm at night to get it fixed.

Besides Rod and Maucker, there are not many offices open that late at night, which is absolutely perfect for my schedule. That is amazing. What is even more amazing, is that it was fixed and I was able to pick it up less than 12 hours later. My computer is back to Windows 7, and working better than ever. You guys seriously rock.

It was also difficult to get my iPod up and working with the wireless system, but now its working fine.

Everything has been stated in the previous box

faster wifi

Total Responses: 18

Demographics Summary

Classification	Percentage	Respondents
Graduate	5.0%	12
Not classified	0.4%	1
Freshman	15.4%	37
Sophomore	25.4%	61
Junior	22.5%	54
Senior	30.8%	74
Post-Bacc Undergraduate	0.4%	1