



Student Services Survey

Information Technology Survey

Research Methods BA 6303

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Spring 2013

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May 28, 2013

Contents

Executive Summary	5
Introduction / Situation Analysis	7
Objectives	7
Security Awareness	7
Social Media.....	8
Student Outreach	9
Network Accessibility	9
Website Tools.....	10
Research Methods and Procedures	11
Sampling:	11
Response Rate:	11
Calculated Confidence Level:	13
Procedure:.....	13
Results	16
Student Demographic Results	16
Question 8.....	16
Question 9.....	17
Question 10.....	18
Question 12.....	19
Question 13.....	20
Question 22.....	21
Question 23	22
Question 24.....	22
Social Media and Student Communication Results	23
Question 1	23
Question 2.....	24
Question 3.....	25
Question 4.....	26

Student Services Survey



Question 5.....	27
Question 6.....	28
Question 7.....	29
Security Awareness Results	30
Question 25.....	30
Question 26.....	31
Question 27.....	32
Question 28 and 29	32
IT Services and Student Satisfaction Results.....	33
Question 14.....	33
Question 15.....	34
Question 16.....	35
Question 17.....	36
Question 11.....	37
Question 18.....	38
Question 19.....	38
Question 20.....	39
Question 21.....	40
Limitations	41
Recommendations.....	42
Appendix.....	44
Other category from Question 1	44
Other List from Question 3	44
Other List Question 4	45
Other List Question 5	45
List of other online storage services from Question 19	46
Question 20 List of Storage Options	47
Question 28 Comments	48
Question 29 Comments	51
Sample of Actual Survey.....	57

Executive Summary

During the spring semester of 2013 almost 7,000 students were enrolled at Angelo State University (ASU). The satisfaction of these students is important to the reputation and ultimately the success of the university. The information contained in this report reflects the views of the students at ASU in regards to the university's Information Technology (IT) Department, an important provider of services to students at the university. Among the topics discussed are: how students use technology to communicate to one another and the university, the types of devices students use on the wireless network, how students feel about the security of their data, and how they feel about the overall services provided by the IT department as well as the IT department itself.

Most students at ASU connect to the wireless network through their laptop, with tablets and smartphones rounding out the top three connection devices. Many students feel that they have adequate wireless access even though a significant portion of the target population feels that there could be improvement.

Keeping data secure is a concern for any IT department. This report reflects that students at ASU feel confident in the way their data is protected but the report also indicates that more communication with the students about how they are protected may solidify student confidence in this area.

Four-thousand students were surveyed, and 364 completed the questionnaire (a return rate of 9%). The grade assigned to the IT department by the students is a strong B. The IT Department provides many services to the students such as Campus Printing Services, RamMail, Library

Student Services Survey

Learning Commons Equipment Checkout, and Standup Computer Stations all which receive high marks well above the satisfactory level. However, even with the high satisfaction levels seen in many sections of this report, there are still opportunities for improvement.

Special thanks goes to Elaine Beach, Rebecca Muzquiz-Schkade, and the entire ASU IT group for their help in providing support and expertise with Survey Monkey as well as their quick response to questions for the completion of this report. They receive an “A+” from our group.

Introduction / Situation Analysis

The Angelo State University Information Technology Department provides equipment and services that are an important part of the learning environment for all students at the university. It is imperative to evaluate the department's services on a regular basis to ensure that it is offering students the best atmosphere for success. With this in mind, research was conducted to measure student-client satisfaction and evaluate current student-client needs providing necessary information and feedback for the IT department so it can strive to provide best-in-class products and services. The student survey conducted was a method of measuring student satisfaction and student concerns pertaining to the IT department's performance. The student survey was based on five areas of interest that were presented by IT representative, Elaine Beach. The ultimate goal was to provide feedback to the IT department surrounding five major objectives. The following section explains each objective with a short description explaining how the administered survey attempted to cover the objective.

Objectives

Security Awareness

This section of the survey addresses how the students feel about the safety of their data at ASU as well as assessing their knowledge in unsafe and malicious practices on the Internet. The following are some of the questions that the administered survey was originally seeking answers to. Eventually, questions regarding phishing and spyware were omitted.

- Secure Data – Do the Students of ASU feel their personal data such as their student records are secure? Typically this means the students feel their data is in a

protected database free from threat of corruption and/or the unwanted actions of unauthorized users.

- Phishing – are the students aware of Phishing? Phishing is an unethical Internet act of individuals who try to acquire information such as credit card numbers, usernames, passwords, and in some cases directly asking for money concealing themselves as a legitimate company in an email or other electronic communication.
- Spyware– Do the students understand how spyware can affect them? Spyware can retrieve credit card or other personal information stored on a student’s personal computer allowing unauthorized use of the student’s information.
- Hackers – are the students concerned with hackers penetrating university firewalls?

Social Media

This survey was also looking to discover if students use social media. For those students who do use social media, we wanted to discover which social media platforms they use such as Facebook, Twitter and LinkedIn, as well as how they use social media. This information is important to the University when they consider whether to conduct “Big Data” analyses. Big data analysis tools may help the University scour enormous amounts information (such as social media posts and messages) to find out what students are talking about with regards to ASU IT or other parts of the university. When the survey was administered, social media and student communication were combined in one section.

Student Outreach / Communication

Knowing the right means of communication between the university and students is a major factor in effectively implementing new and already in place services that are offered by the IT Department and other areas on campus that use IT Services (such as the Library). Determining the most efficient ways students are able to receive and relay information to the IT Department and other campus entities is an important component of this research study. The following are the main areas of interest:

- Email - What type of email account do students primarily use?
- Is email their primary form of communication?
- How accessible is email to students and how often do students check their email?
- Phone – What type of phone capabilities are students using?
- Mobile Texting
- Out of all the mentioned ways of communication, which do students prefer?

These items are addressed in the Social Media and Student Communication section.

Network Accessibility

Understanding how students use the University network is important to the IT department in order to provide the best possible network services. The research conducted should help the IT department gain a better understanding of the needs student-clients have in relation to the way the university's networks are utilized. This topic encompassed many different subjects.

- Drive Space or the network P Drive – Do students use the personal drive space available to them on the ASU network? Do they know it exists? If they access it, do they have

enough space? For those who use the network drive, would they consider changing to a program such as Dropbox?

- Printing – Does the student use any campus printing capabilities?
- Device Knowledge – what devices does the student use?
- Operating System Knowledge – does the student know what type of operating systems they use? (Questions regarding operating systems were later omitted.)

When the survey was released, questions in this section were covered in IT Services and Student Satisfaction section.

Website Tools

We wanted to determine how students use the website tools provided by the University. This topic was quite broad; however, we focused on a few specific items.

- Angelo State Website – Do students access the university’s website? If so, where do they go on the website and how easy is it for them to navigate the site and find what they are looking for?
- Online Classes - Are the students taking online classes? Why or why not? If so, how well are they able to navigate through the site and what pages do they access most often?
- Email – Do students use their Angelo State University email? Do they use forwarding features? Do they have it directly connected to their phones/tablets, etc.?

Questions regarding email appeared in the survey in the IT Services and Student Communication section; however, the rest of the website tool section did not appear in the final survey.

Research Methods and Procedures

Sampling:

The target population for this survey was the student population enrolled at Angelo State University during spring semester, 2013; a total of 6,888 students according to the university's website (www.angelo.edu). Under the supervision of Elaine Beach of the university's IT Department, 4,000 of the enrolled students were randomly contacted by email and asked to complete the survey. This was done in an original wave of 2,000 students, followed by a second wave of 2,000 when the response rate after the first wave was deemed inadequate. To further increase the number of completed surveys, students logging in to a university computer in the Math Computer Lab were also asked to complete the survey. While this last effort reduced the random nature of the survey to some degree, we feel that the survey still adequately represents the ASU student body. The three data collection efforts occurred between April 17 and April 23, 2013. Once the data was collected, it was cleaned and verified. We found that all responses were unique by cross referencing the response type (email or lab) versus the first and last name. (no respondent completed the survey more than once).

Response Rate:

In total, 364 students completed the survey, for a response rate of 9% (using the base of 4,000 students who were contacted via email; it is unknown exactly how many unique students had the opportunity to complete the survey via computer log-in in the ASU Math Computer Lab).

Calculated Confidence Level:

Using the equation to determine a sample size through the confidence interval approach we are able to estimate a confidence level for the results with a given level of error and an assumption of high variance in the results. This equation is: $n = z^2 (pq) / e^2$

where:

n is our sample size of 364

z is the standardized z-value associated with a desired level of confidence (this is the unknown)

pq is an estimate of the variance, which is set to the maximum of 50/50

e is the acceptable level of error, which we set at 5%

Using the above numbers, the calculated confidence level of the survey results is 95%. This indicates that we can be 95% confident in our results, plus or minus 5% error, which is fairly standard for the type of survey research we are conducting.

Procedure:

For this survey, Elaine Beach of the University IT Department randomly generated a list of 4,000 student email addresses from the university's student email directory. A questionnaire was provided via email to the sample in two waves (as outlined above) using SurveyMonkey. The initial email to the sample was on April 17th with reminders being sent on April 21st and April 22nd. The survey was made available in the computer lab from April 21st through April 22nd as well. The second wave of emails was sent within the above time frame. The various emails sent to the students are provided below.

Student Services Survey

Initial email sent on April 17th:

Dear XX,

You couldn't be busier.

And the last thing you need is to spend time filling out another stinking survey. Although this is another survey, it's not a waste of your time. **As fellow ASU students** we understand the pressures of balancing school, work and other (ahem) activities. This survey will only take a few minutes to complete and could help all of us in the way we use the IT services at ASU.

Your response is valuable to the University staff as well as current and future students. This survey is quick and relatively painless. Just click the link below to begin and register for your chance to win a Ferrari. Ok, so maybe the Ferrari thing is a lie, but the survey is necessary. Please take the time to answer and help us all do our part.

[Survey Monkey Link]

Thanks,

Bailey
Josh
Scott

First follow up email:

Dear XX,

We completely understand that you are busy and the last thing you need is to spend time filling out another survey. Please know that this is not a complete and total waste of your time. **As fellow ASU students** we understand the pressures of balancing school, work and other (ahem) activities. This survey will only take a few minutes to complete and could help all of us in the way we use the IT services at ASU.

[Survey Monkey Link]

Thanks,

Bailey
Josh
Scott

Student Services Survey

Second follow up email:

Dear XX,

We understand that you are busy but if you could just take a quick minute of your time to complete this survey, you would be helping your **fellow ASU students** out tremendously. Please take just a minute to complete the survey for us.

[Survey Monkey Link]

Thanks,

Bailey
Josh
Scott

Results

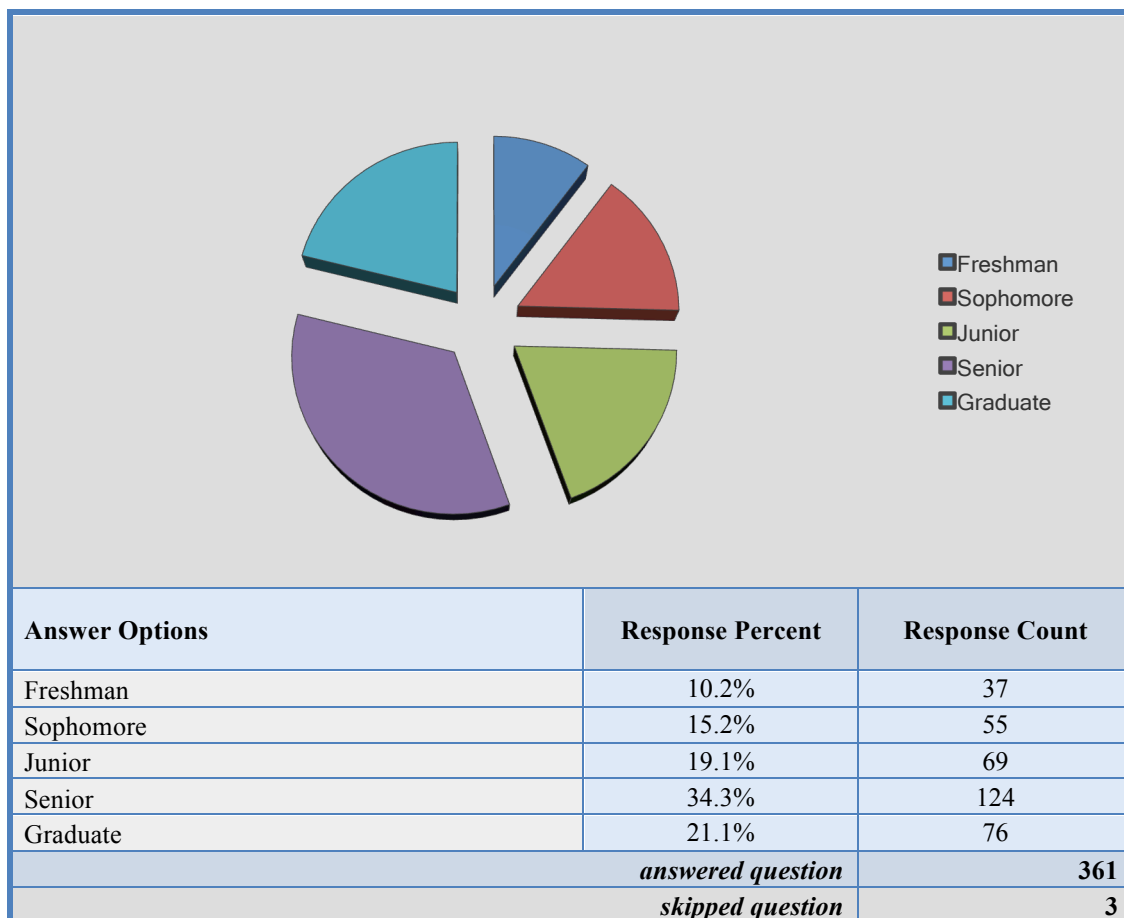
This section of the report provides the full list of the questions and results for the IT Student Services Survey.

Student Demographic Results

For the purpose of this report it is important for the IT department to have an understanding of the basic demographics of the target population.

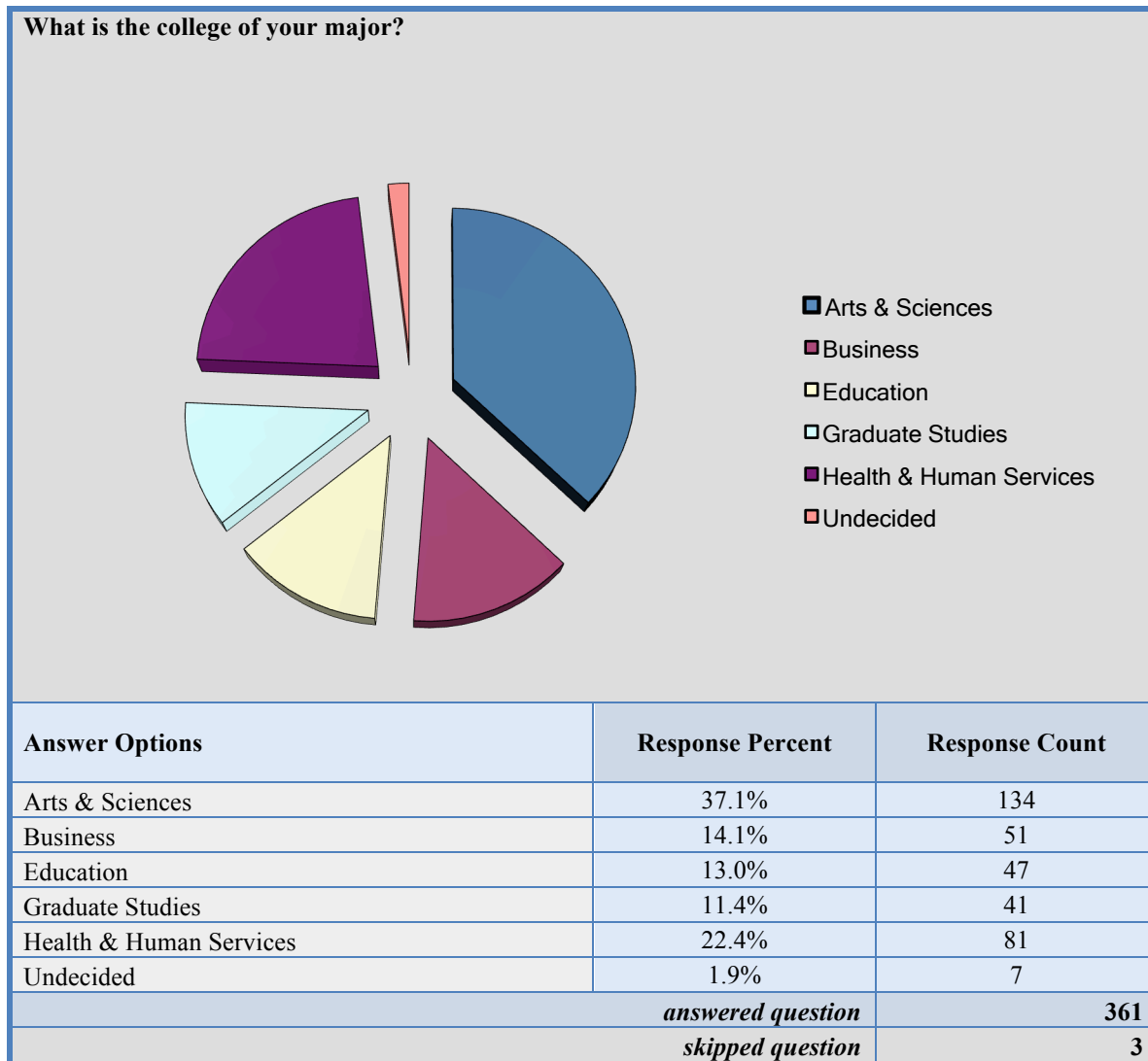
Question 8

Question 8 refers to the class levels of the student body used in the survey. The largest group to respond to the survey was the senior class with 34%.



Question 9

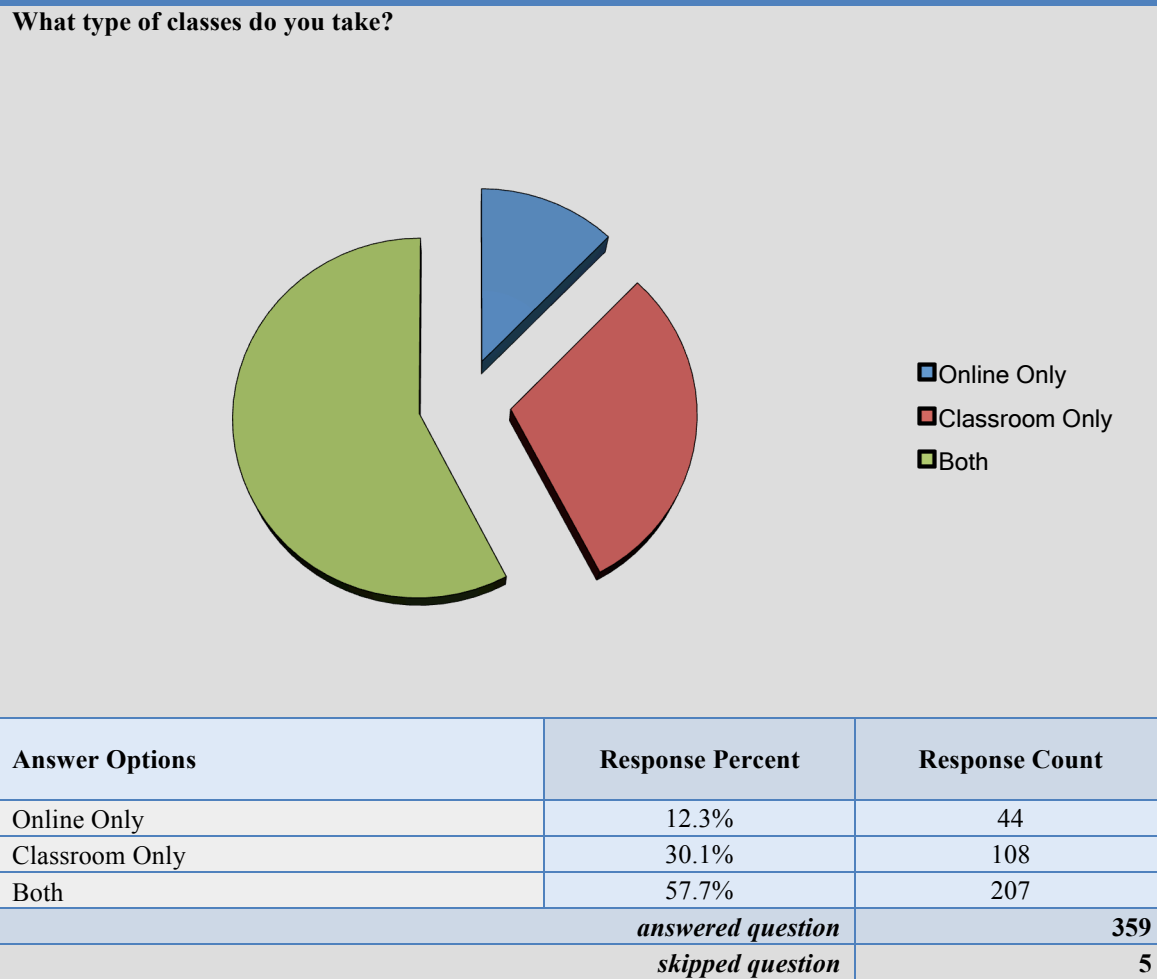
There is a diverse representation of majors in the respondents. Art & Science is the strongest representation with Health and Human Services majors following up at 22.4%.



Student Services Survey

Question 10

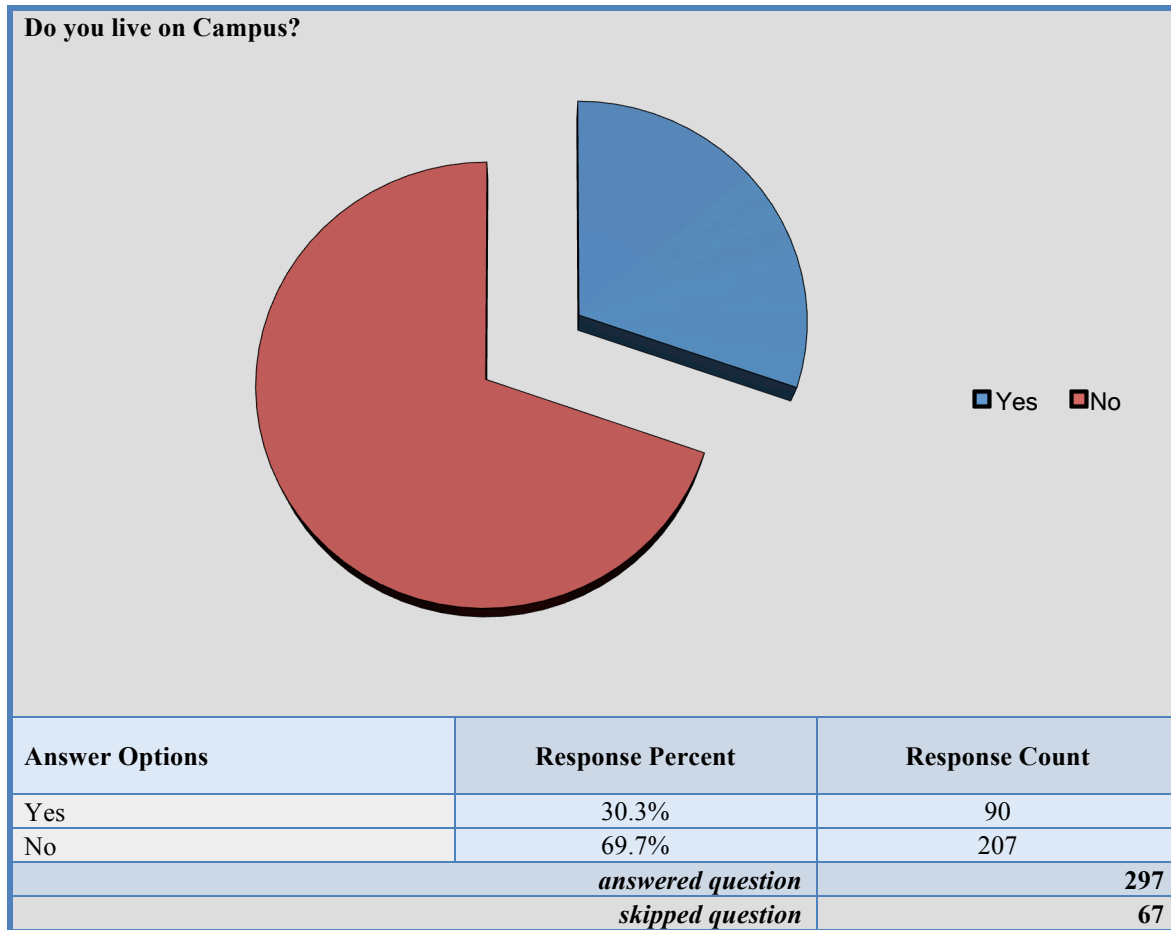
More than 12% of the respondents take only online classes.



Student Services Survey

Question 12

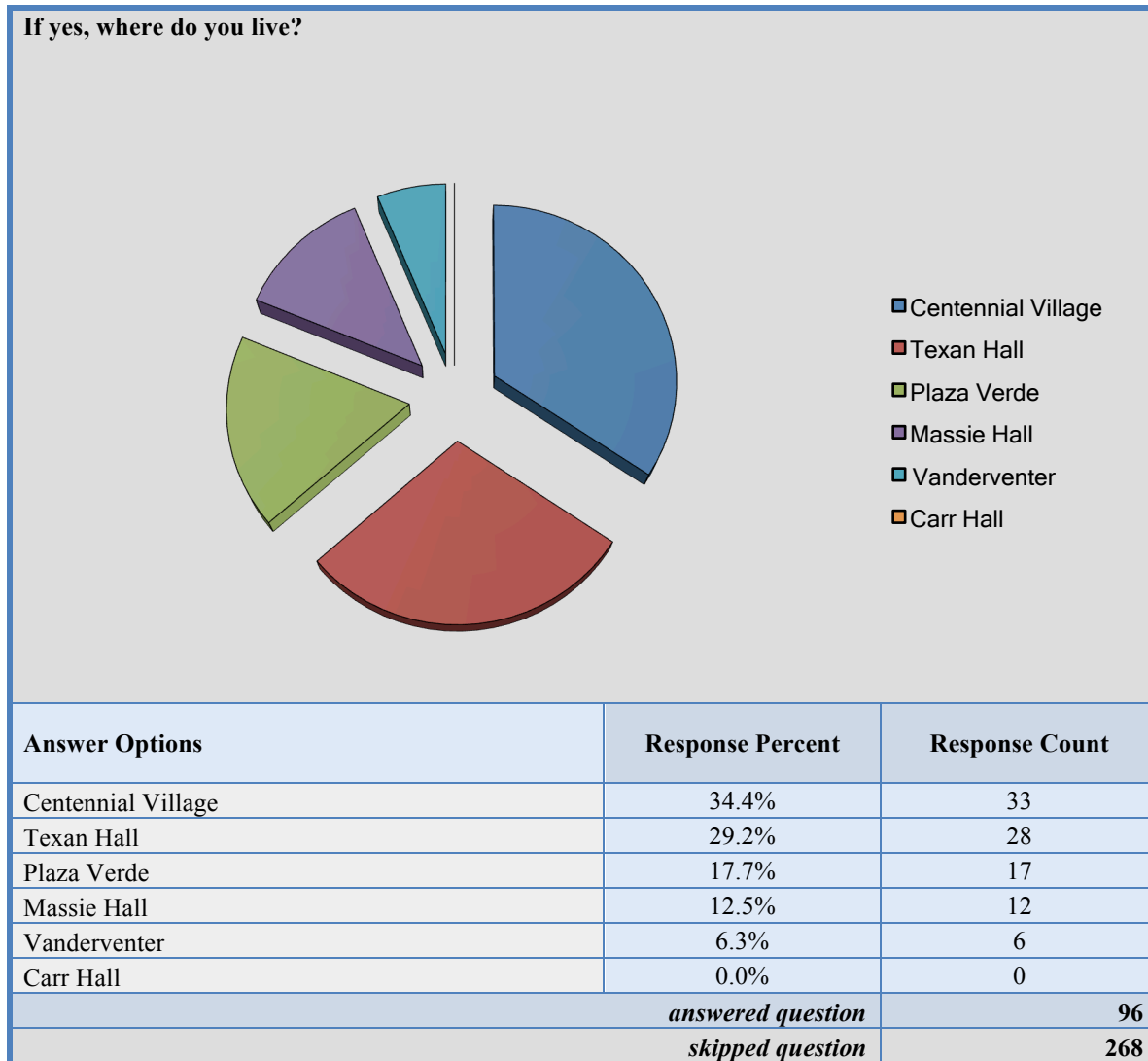
Almost 70% of the survey respondents do not live on-campus. It's important to keep that fact in mind when analyzing the information.



Student Services Survey

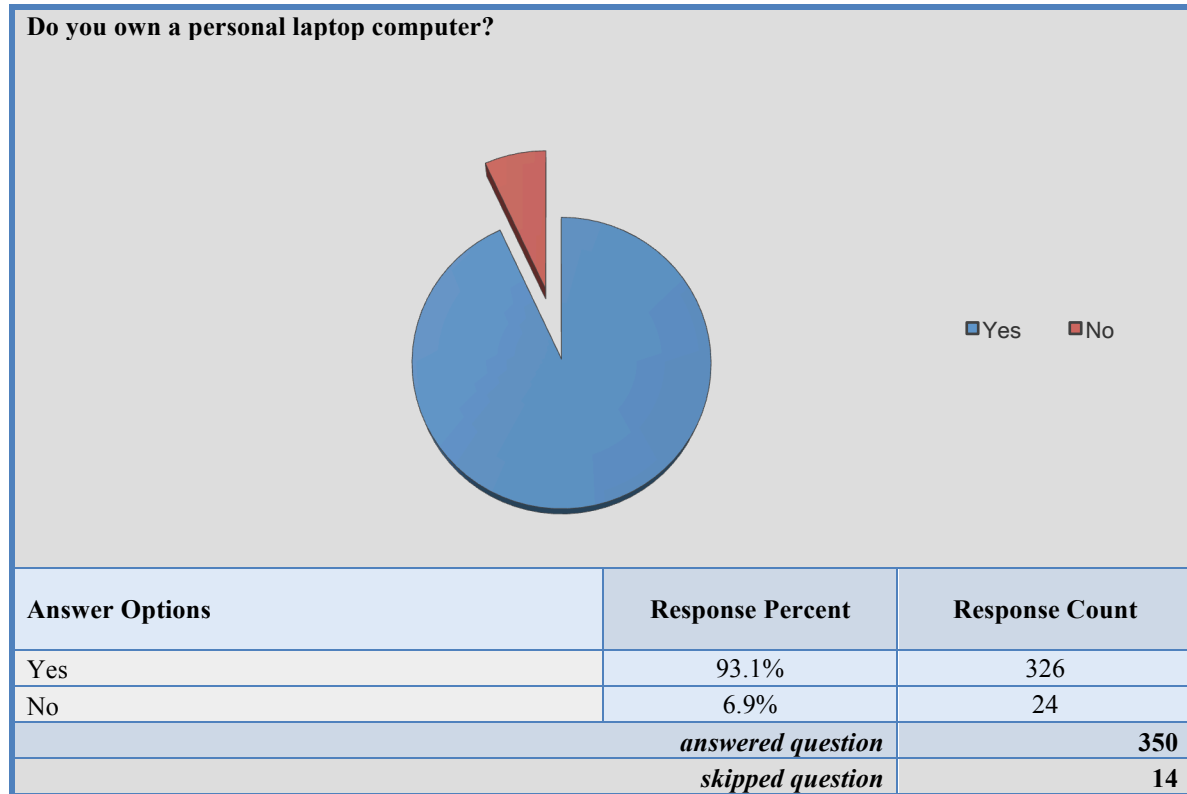
Question 13

Most of the students that responded to the survey and live on campus live in either Centennial Village or Texan Hall.



Question 22

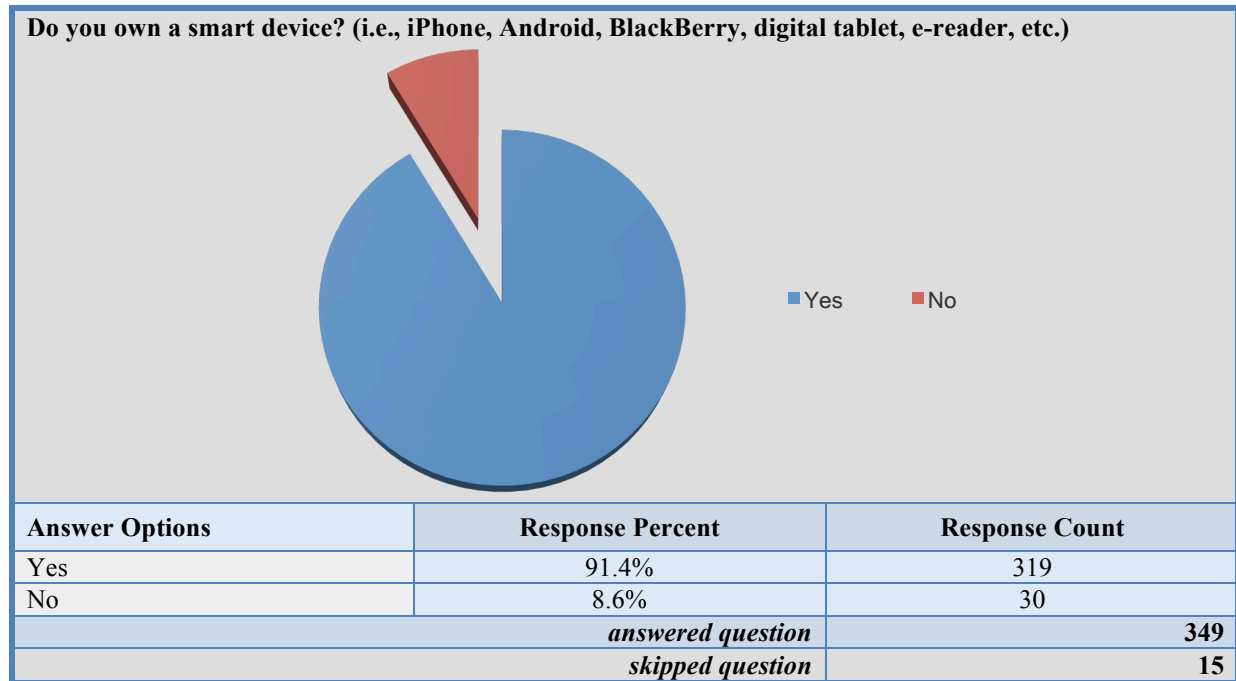
Out of 350 respondents who answered this question, only 24 do not own a laptop.



Student Services Survey

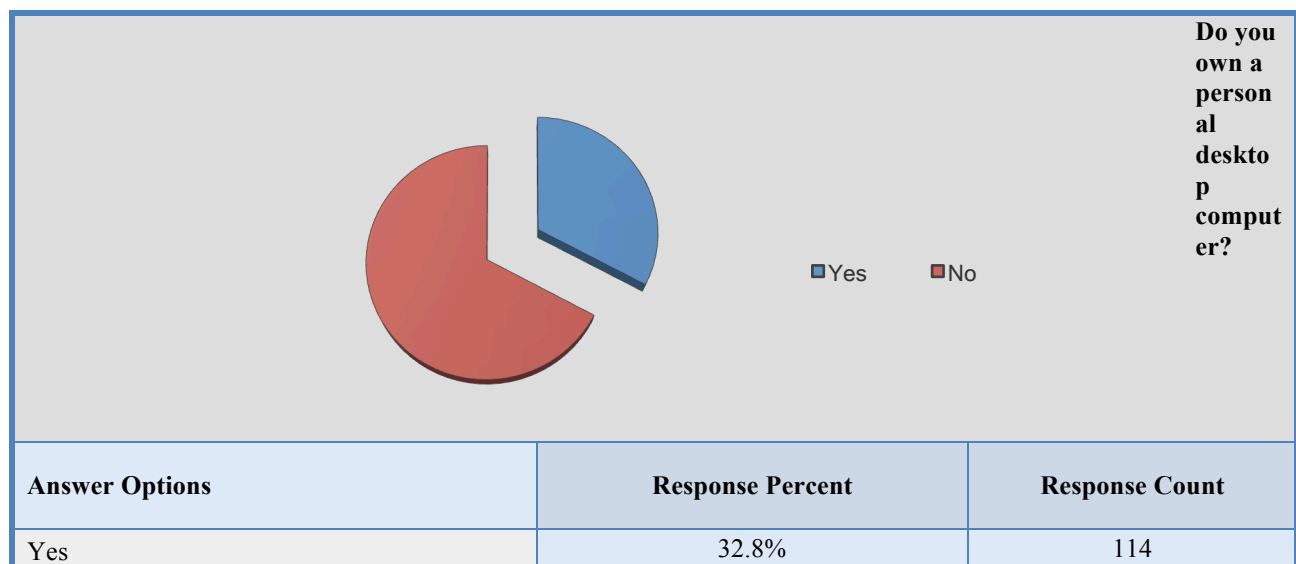
Question 23

Almost 10% of the 349 respondents who answered this question still do not own a smart device.



Question 24

With the increased capability of laptops, it's no surprise that over 2/3's of the respondents who answered this question claim they do not own a desktop computer.



Student Services Survey

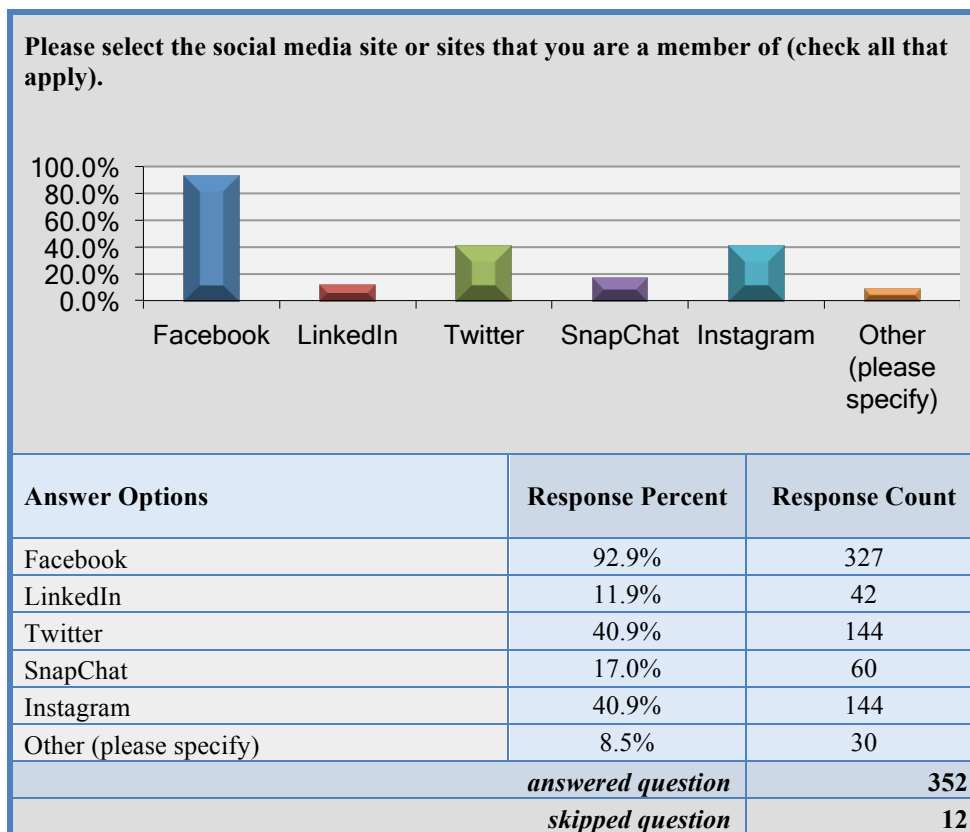
No	67.2%	234
<i>answered question</i>		348
<i>skipped question</i>		16

Social Media and Student Communication Results

The Social Media and Communication section provides the IT Department with information on how students at ASU use Social Media as a communications medium as well as specific communication preferences students have with one another and the university.

Question 1

Of the 352 students (12 skipped the question) who responded to Question 1, an overwhelming 92.9% of them have a Facebook membership.

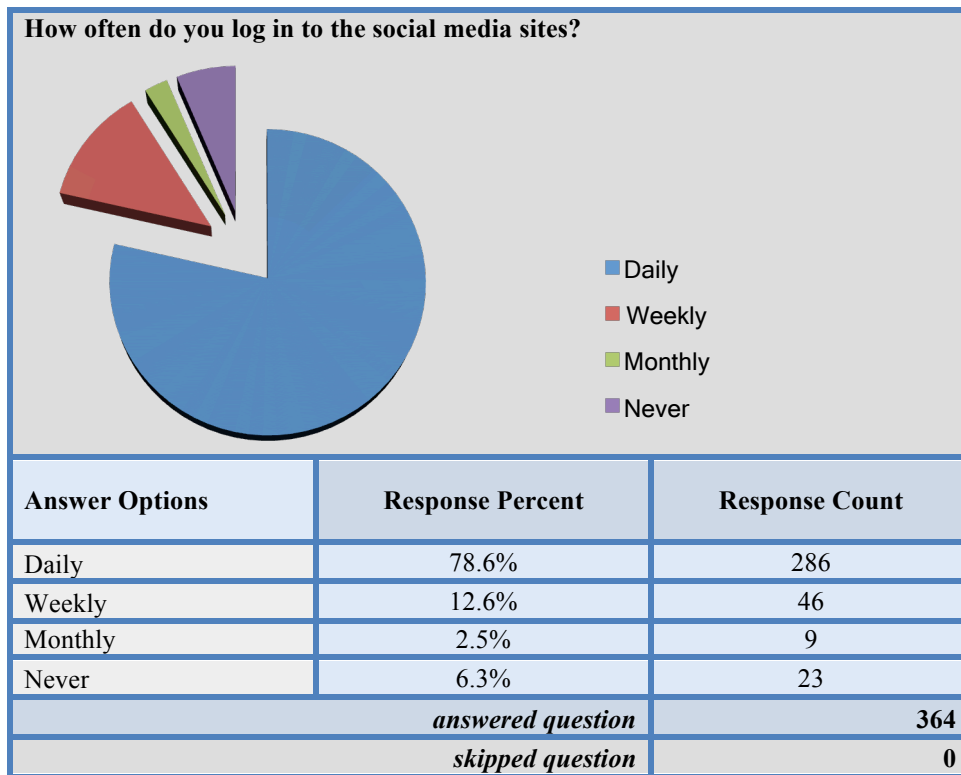


See page 42 in the Appendix for detailed list of student responses to “Other”.

Student Services Survey

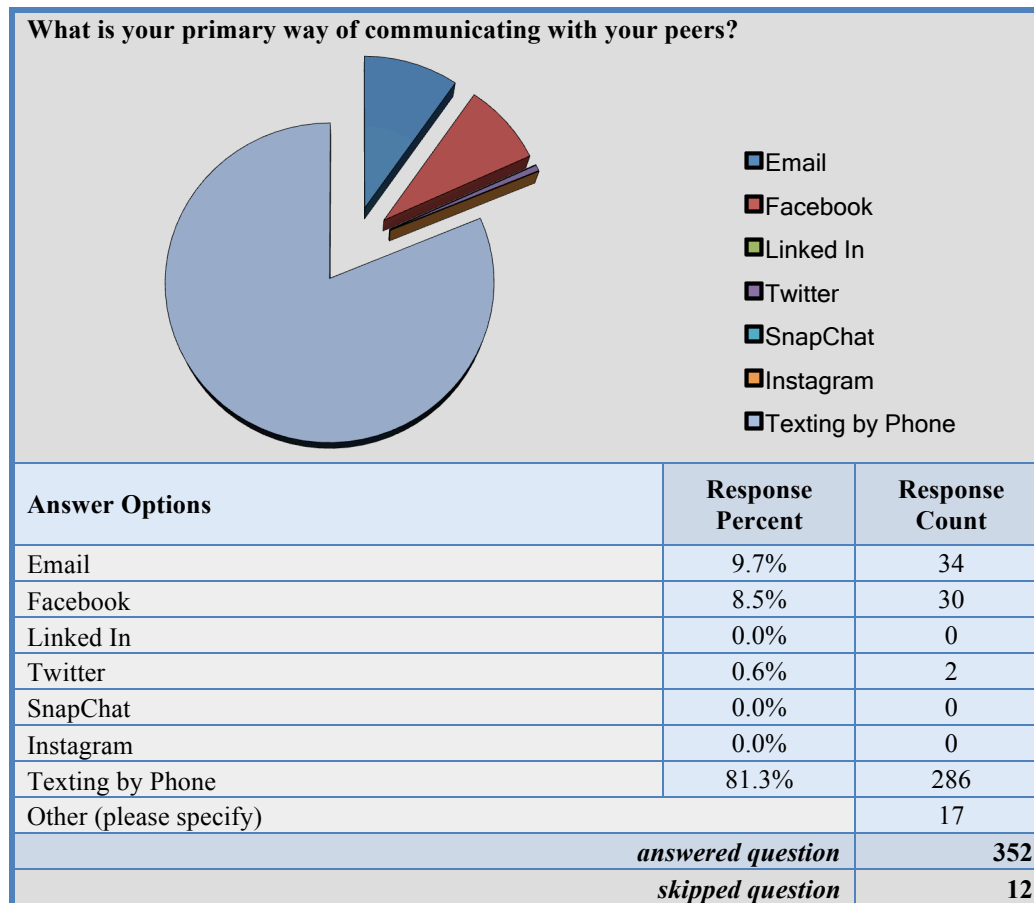
Question 2

ASU students report being tuned into social media with 286 out of 364 (78.6%) responding students reporting that they log on to at least one social media site daily.



Question 3

Most students communicate with their peers through texting. The response to question three indicates more than 80% of ASU students use texting as their primary source of communication.



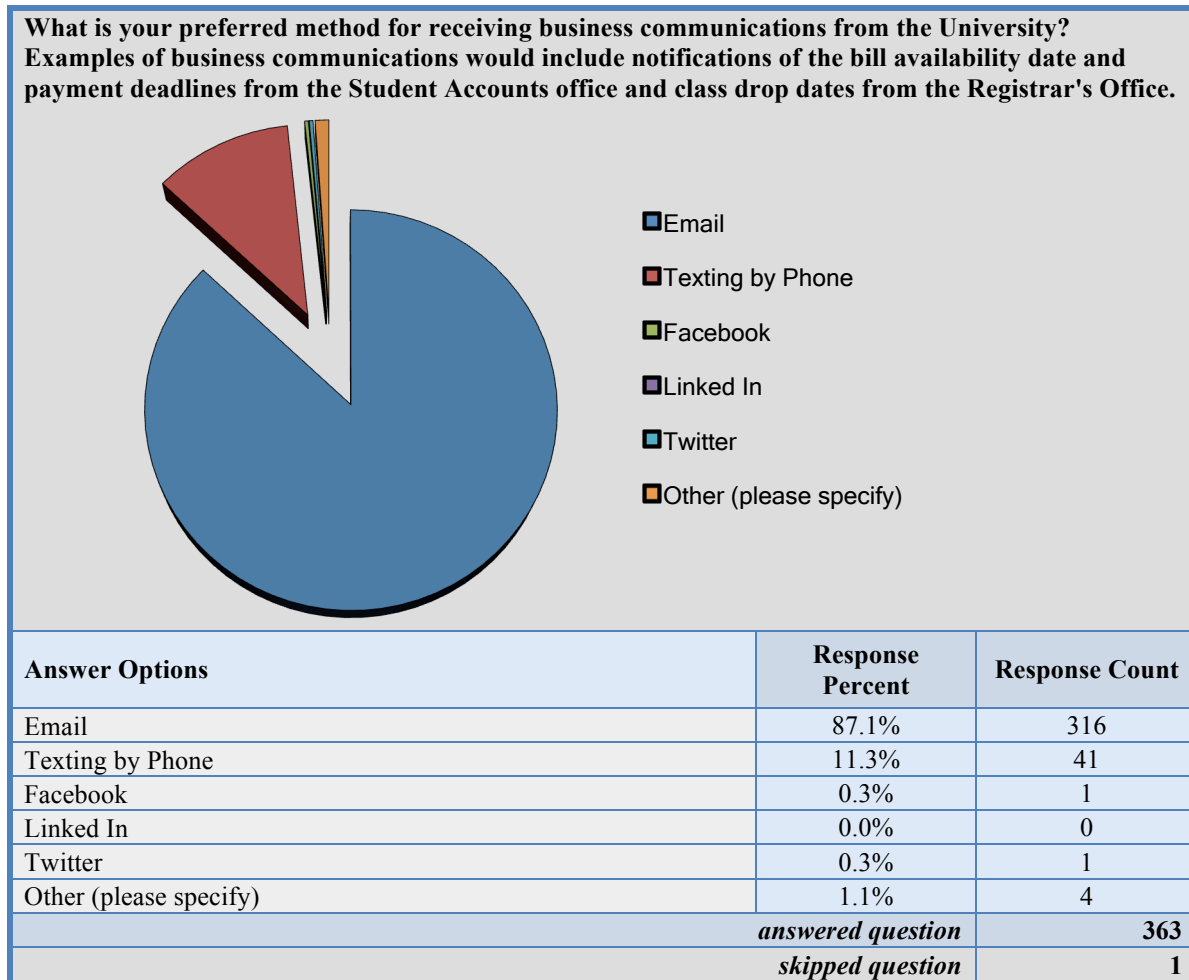
See pages 42-43 in the Appendix for a listing of “other” responses.

Student Services Survey



Question 4

However, when communicating with the university, most students asked for email, not text as indicated with questions 4 and 5.



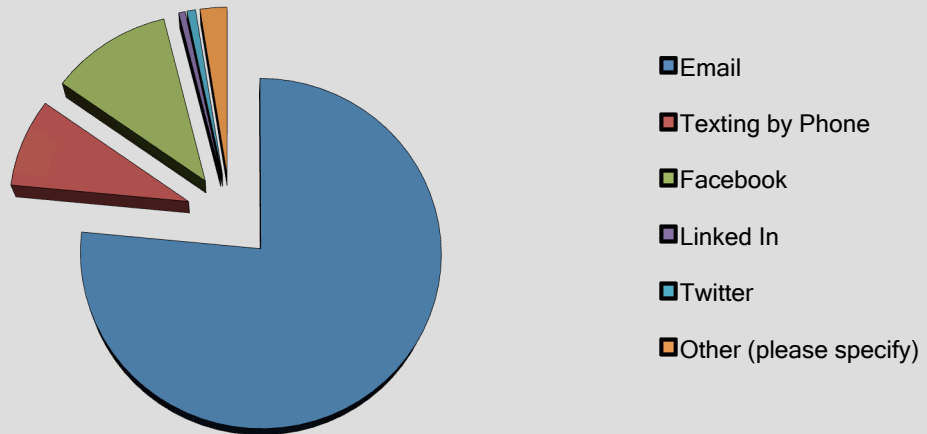
See page 43 in the Appendix for List of student responses for “Other”.

Student Services Survey



Question 5

What is your preferred method of receiving marketing communications from the university? Examples of marketing communications would include student events and programs sponsored by the university such as Club Cafe, fun runs, and concerts.



Answer Options	Response Percent	Response Count
Email	76.6%	278
Texting by Phone	8.3%	30
Facebook	11.3%	41
Linked In	0.6%	2
Twitter	0.8%	3
Other (please specify)	2.5%	9
answered question		363
skipped question		1

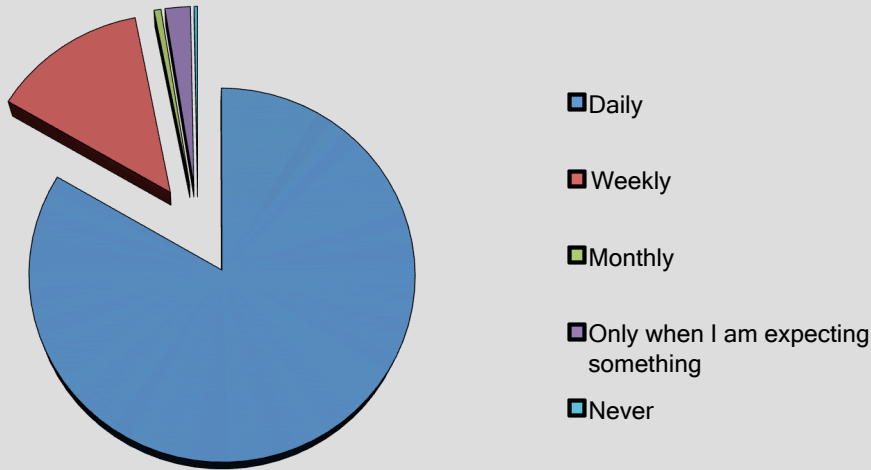
See page 43 in the Appendix for List of student responses for “Other”.

Student Services Survey

Question 6

As with social media, most students check their email on a daily basis.

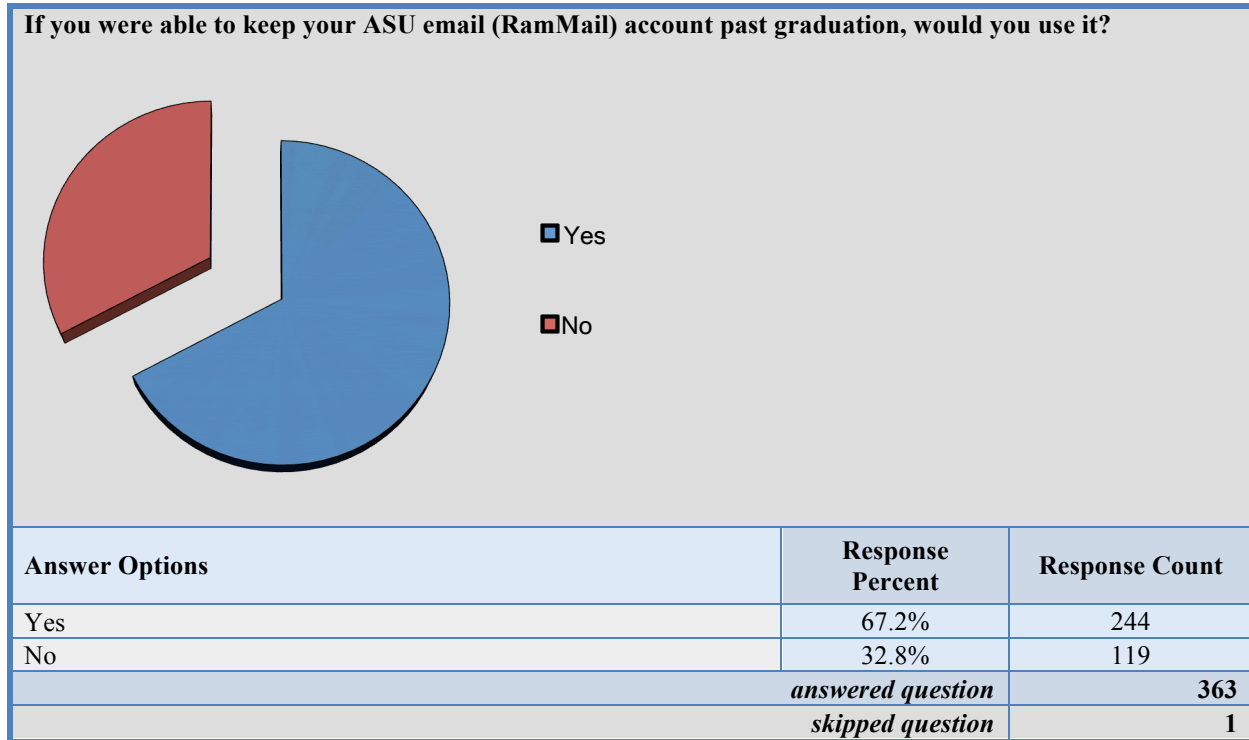
How often do you check your ASU email (RamMail) account?



Answer Options	Response Percent	Response Count
Daily	83.5%	303
Weekly	13.5%	49
Monthly	0.6%	2
Only when I am expecting something	2.2%	8
Never	0.3%	1
<i>answered question</i>		363

Question 7

67% of ASU students would use their RamMail account post-graduation, if they were allowed to keep the account.

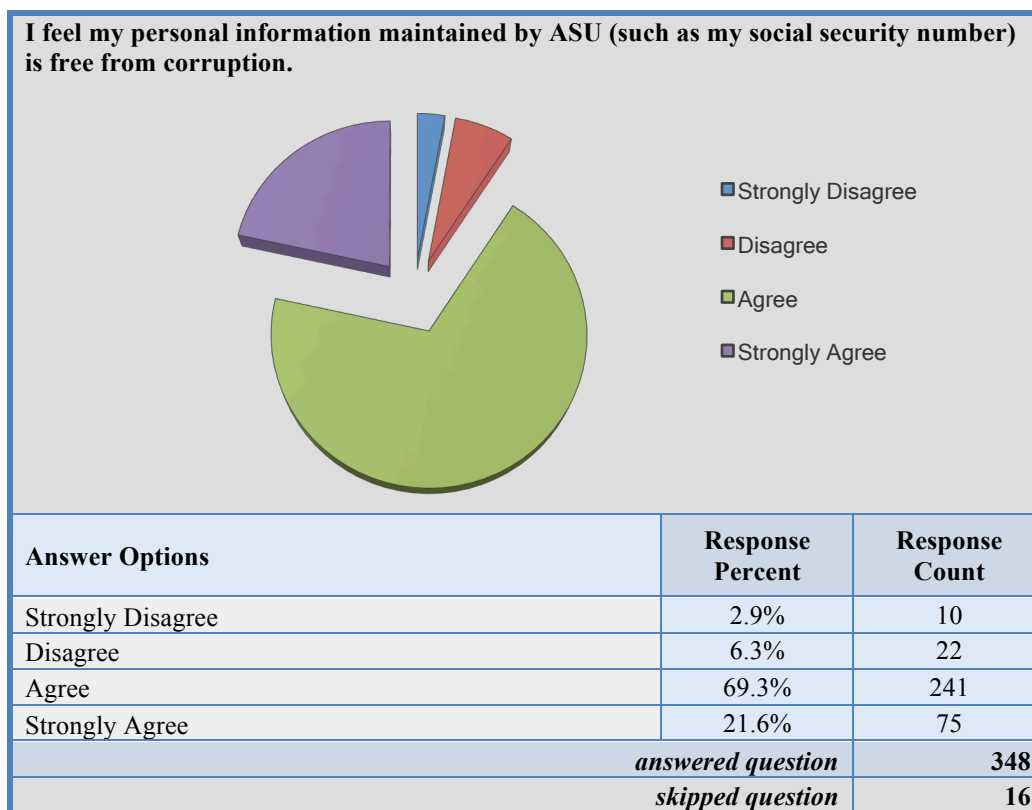


Security Awareness Results

The IT department feels that as the Internet becomes more and more pervasive in the world, personal information is more at risk. The questions in this part of the report refer to how students perceive and feel about data security.

Question 25

Of the 348 respondents who answered this question, only 32 of them (9.2%) did not have confidence that their personal information is free from corruption.



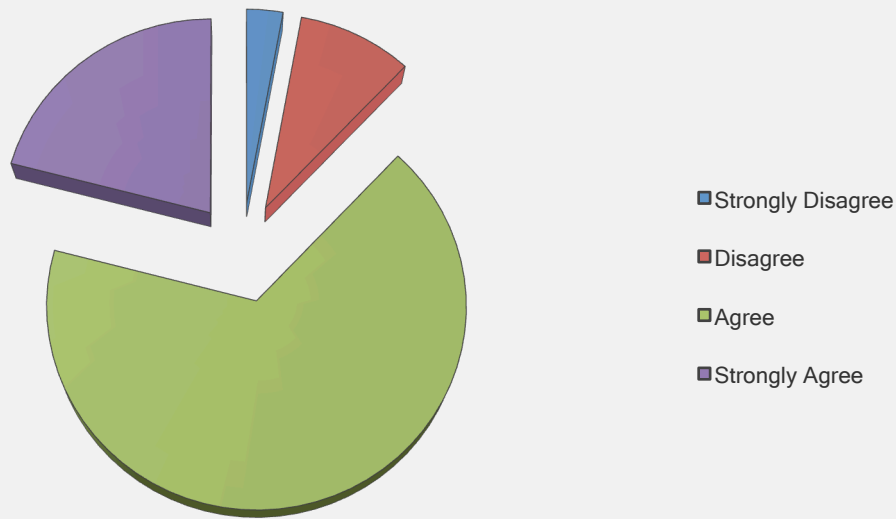
Student Services Survey



Question 26

Of the 348 respondents who answered this question, only 42 of them (12.1%) did not have confidence that their personal information is free from unauthorized access.

I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network



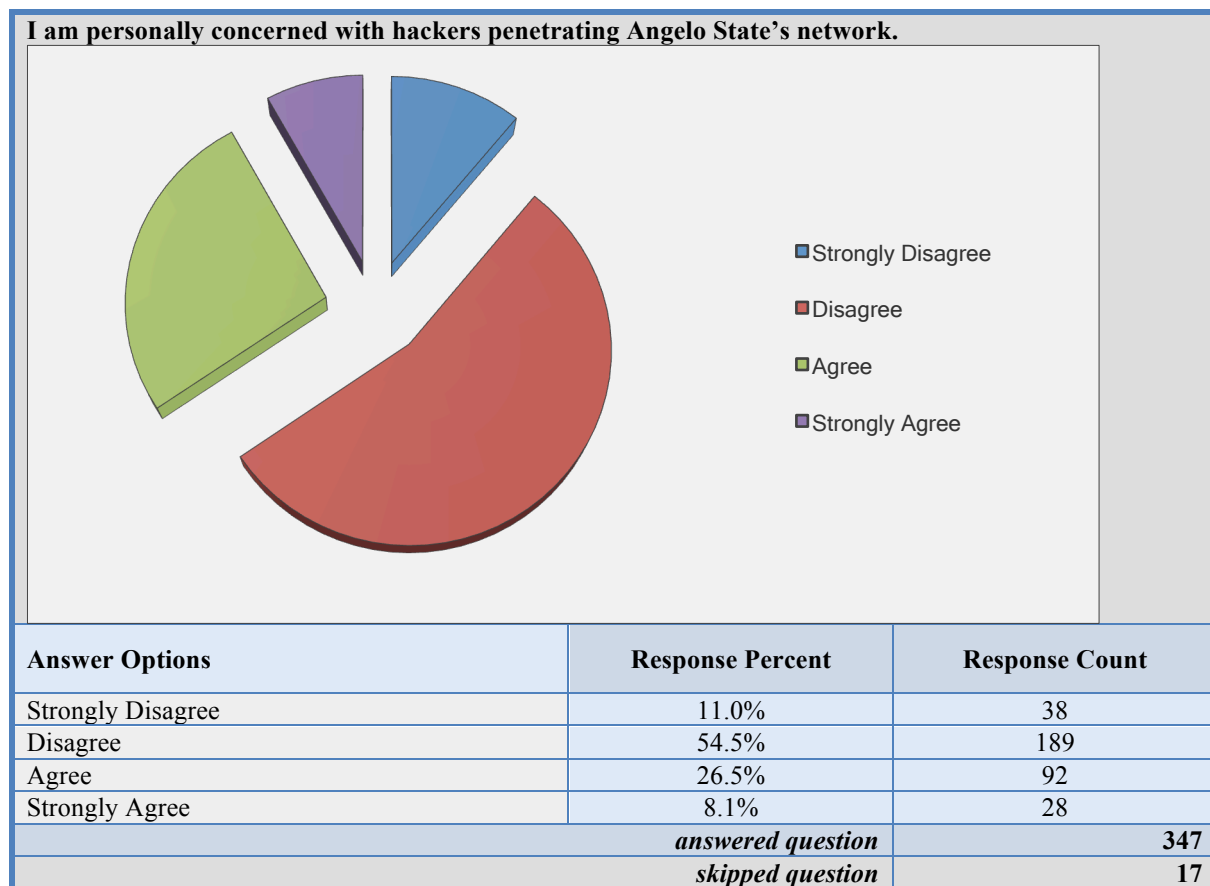
Answer Options	Response Percent	Response Count
Strongly Disagree	2.9%	10
Disagree	9.2%	32
Agree	67.0%	233
Strongly Agree	21.0%	73
<i>answered question</i>		348
<i>skipped question</i>		16

Student Services Survey



Question 27

Of the 347 respondents who chose to answer question 27, more than a third of them (34.6% when combining those who agree and strongly agree) are concerned about the possibility of hackers attacking ASU networks. This could pose an opportunity for the IT department to reassure students of the measures taken to protect data.



Question 28 and 29

These questions were designed to gauge the opinion of the students in relation to the overall performance of the IT Department. Question 28 is “Please tell us what the IT department does well” and Question 29 is “Please tell us what you would change about the IT department. “

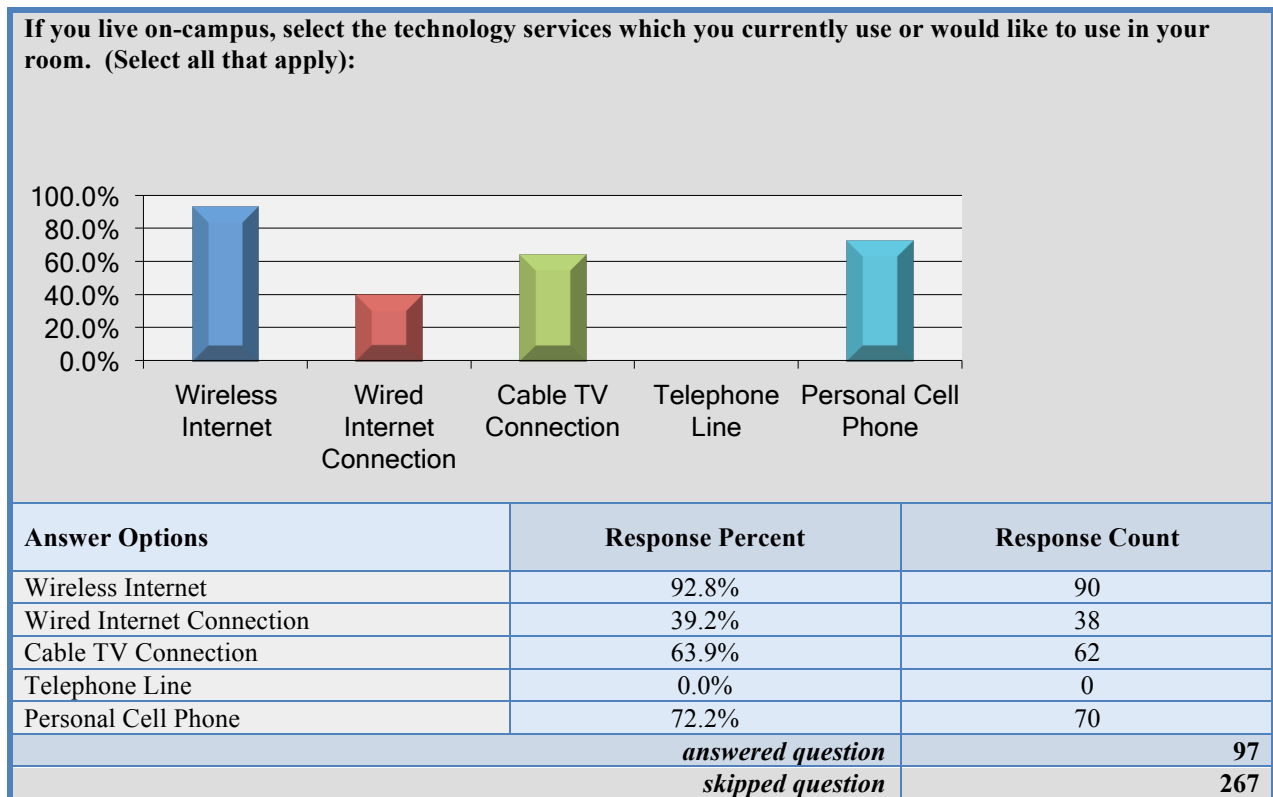
See pages 46-54 in the Appendix for the responses to Question 28 and 29.

IT Services and Student Satisfaction Results

The results of survey questions contained in this section cover topics that the IT department believed to be most important. These include results related to type of services the students use and how satisfied they are with those services.

Question 14

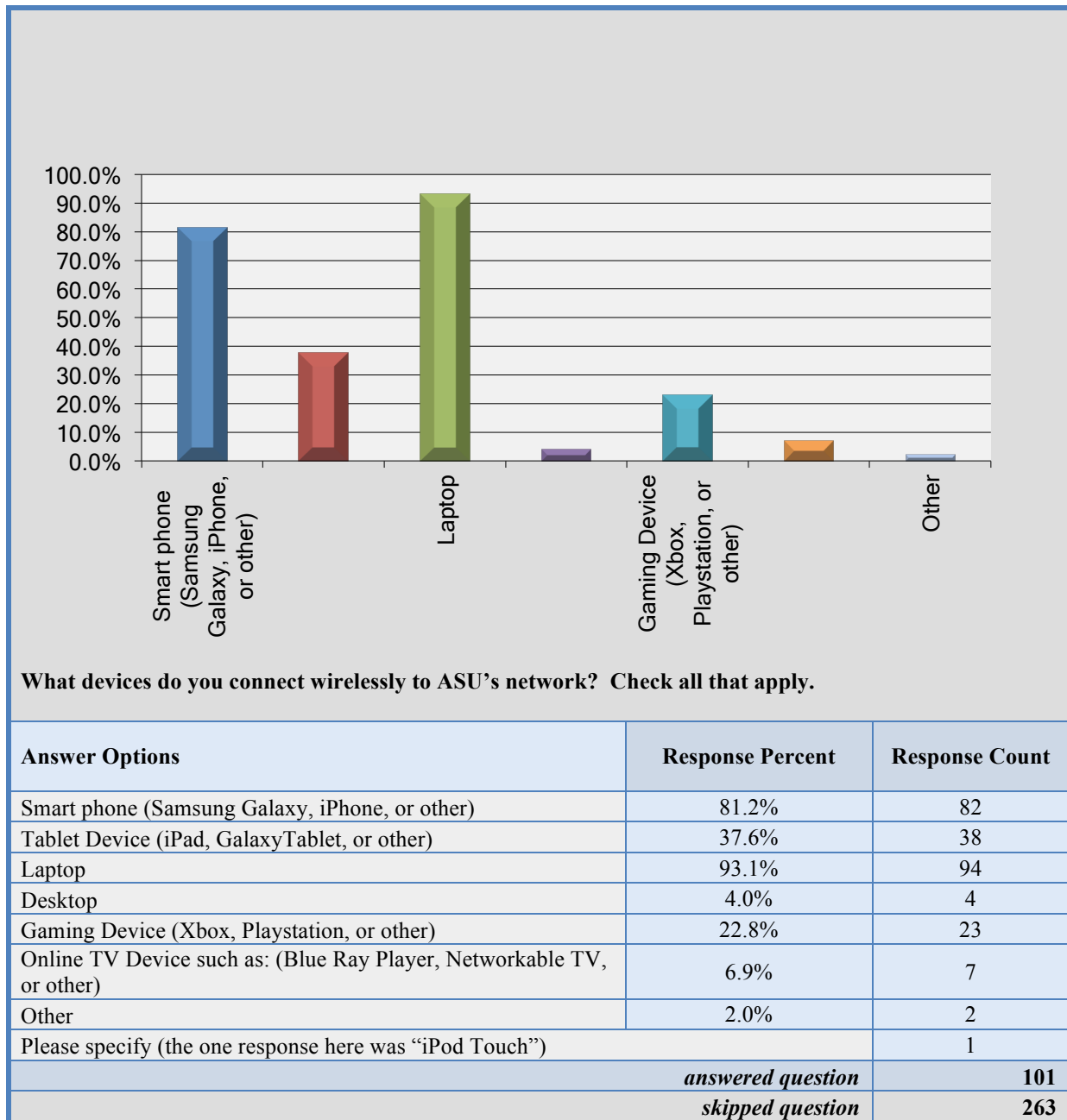
Of the respondents that live on-campus, when given a list of connective technologies, they indicate that they use wireless internet, cable TV connections, and personal cell phones more than wired internet connections and land-line telephones. This information may be important when considering the bandwidth that is being used on-campus. These results may also relate to the wireless network satisfaction scores.



Question 15

Of the students completing the survey and living in residence halls, 101 chose to answer

Question 15, 93% of the respondents to the question connect to the ASU wireless network with a laptop and 81% of them connect to the wireless network using their smartphones.

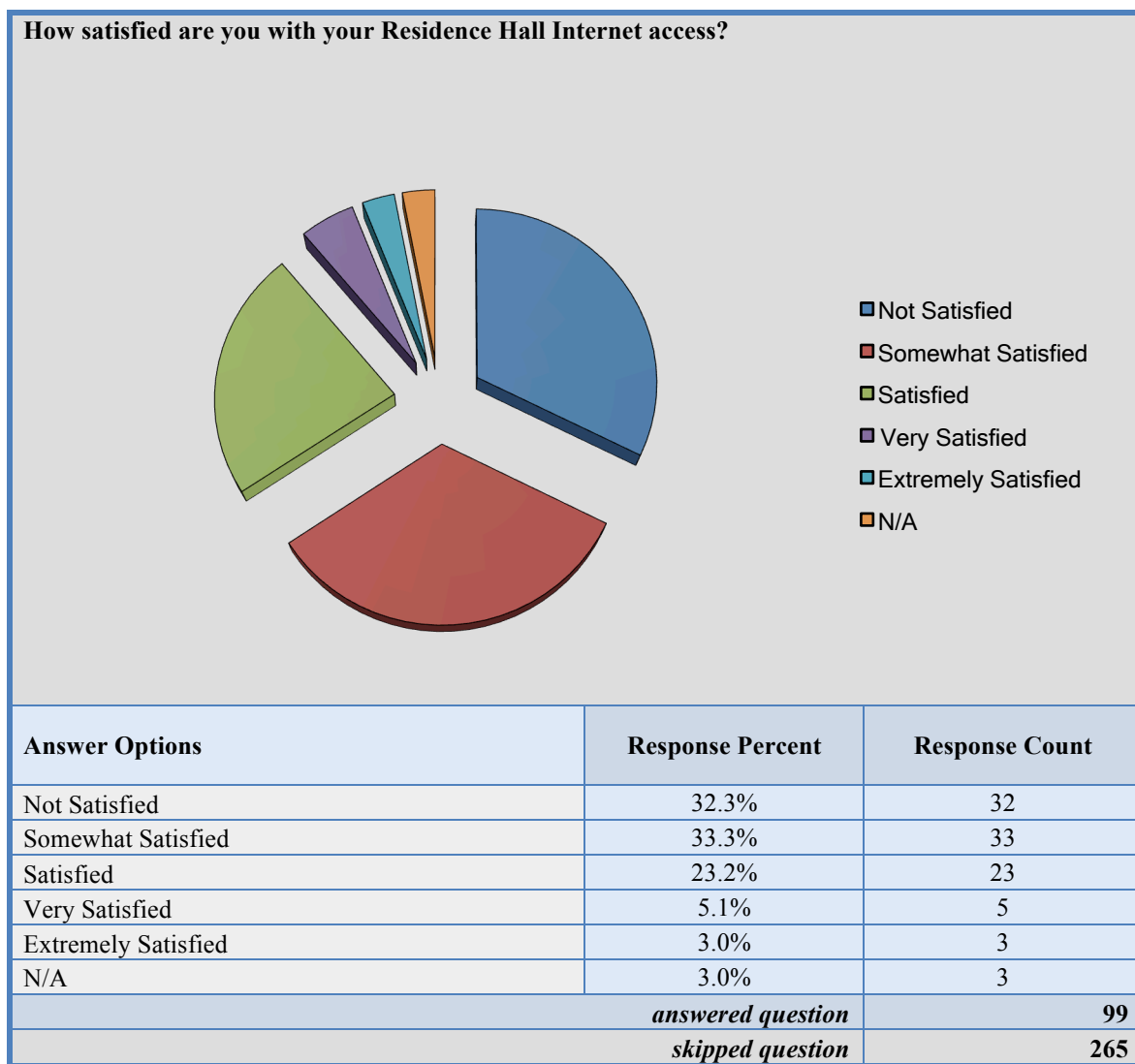


Student Services Survey



Question 16

Anecdotally, few people are ever content or satisfied with Internet speed or access. However of the respondents to question 16, only a very small percentage are either very satisfied (5.1%) or extremely satisfied (3.0%) with their residence hall internet access, leaving 32.3% not satisfied and 33.3% somewhat satisfied. This may present an opportunity to the IT department to increase student-client satisfaction.

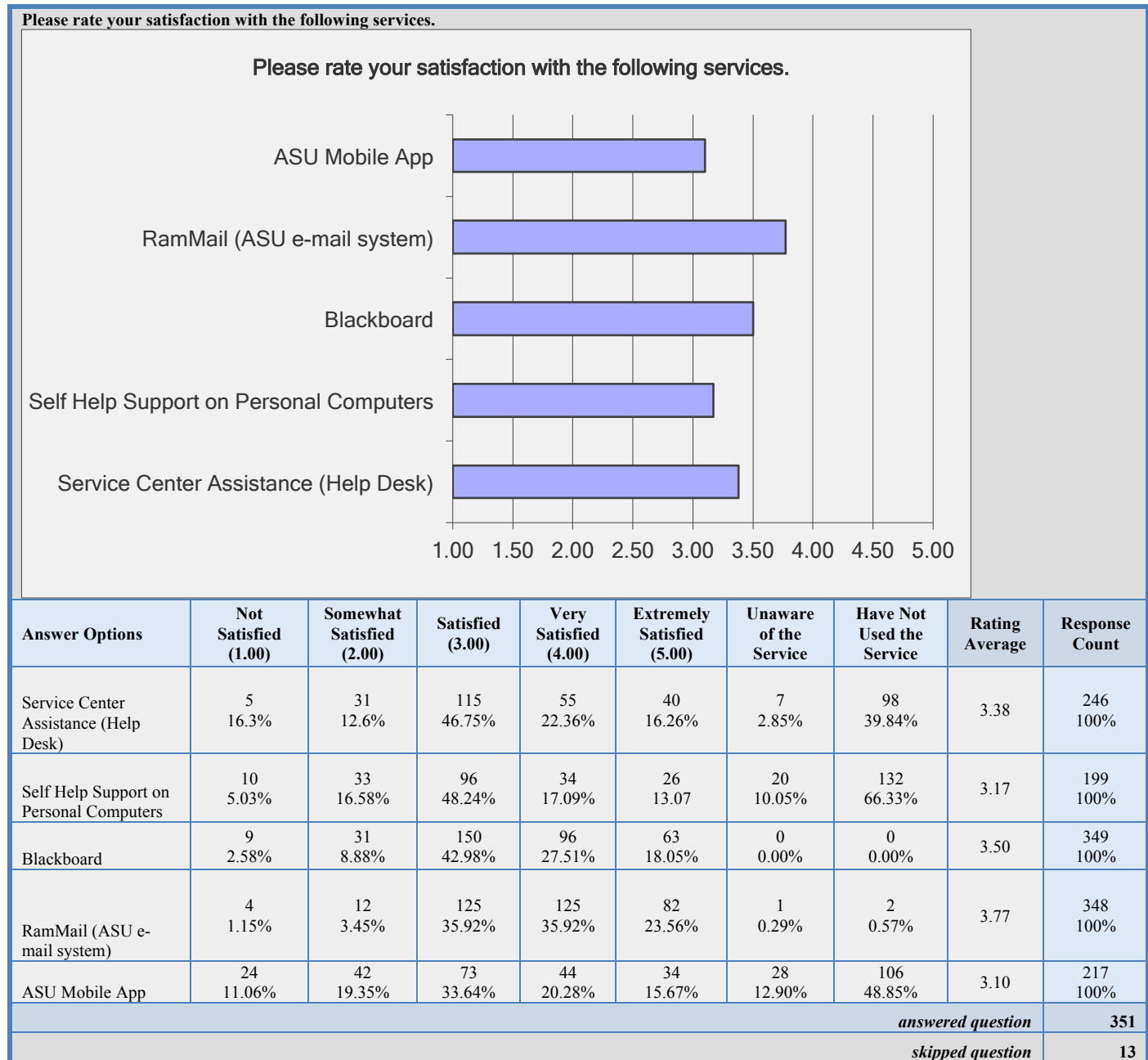


Student Services Survey



Question 17

For the most part, students who responded to this question on satisfaction are at least satisfied with the various services provided by the IT department.



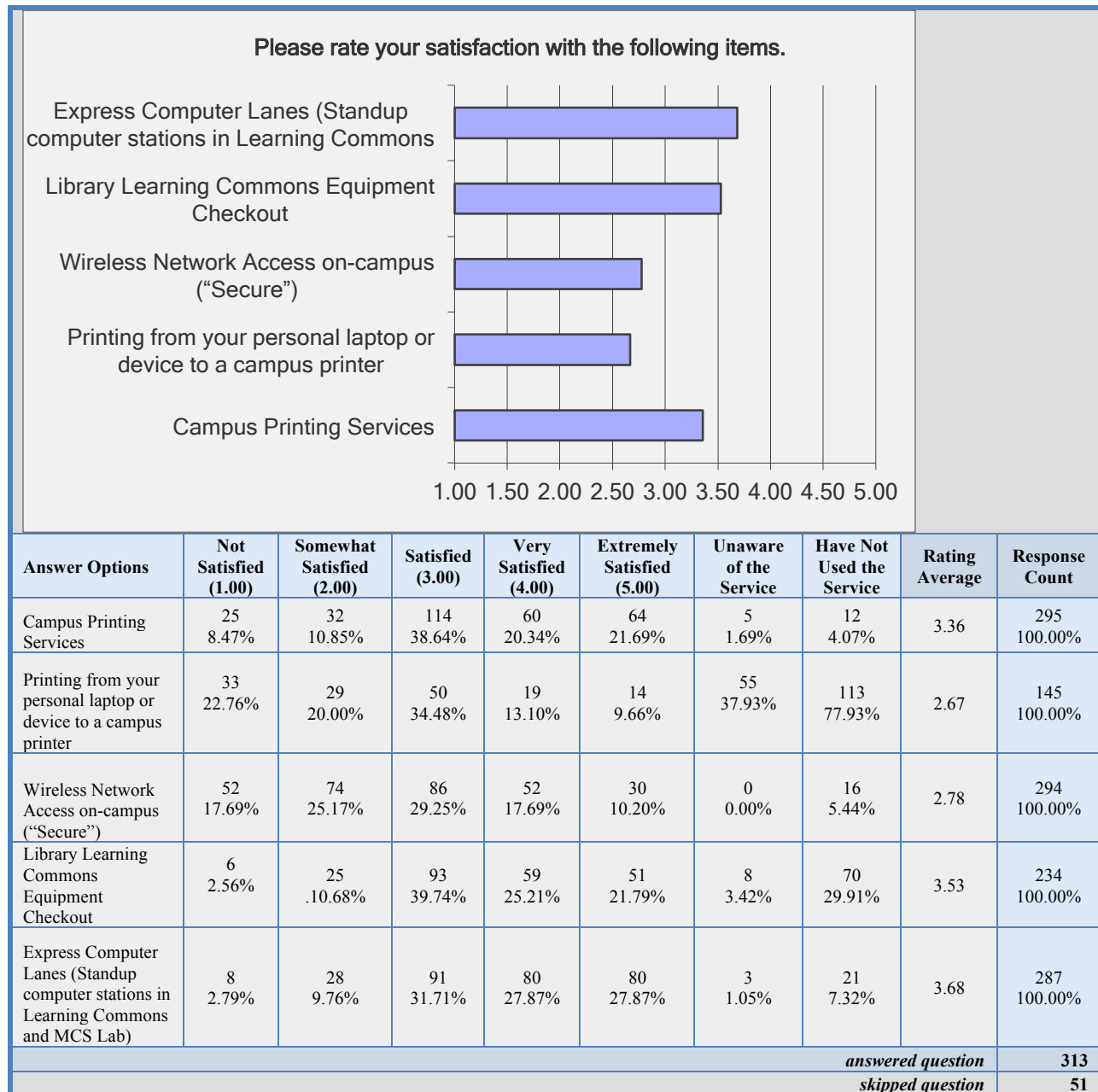
*Rating Average and Response Count adjusted to exclude students who do not use service or are unaware

Student Services Survey



Question 11

Again, in this question, most of the respondents are at least satisfied with the services provided by the IT Department. Wireless access and printing from personal devices, are the areas that offer the department the most opportunity to improve.



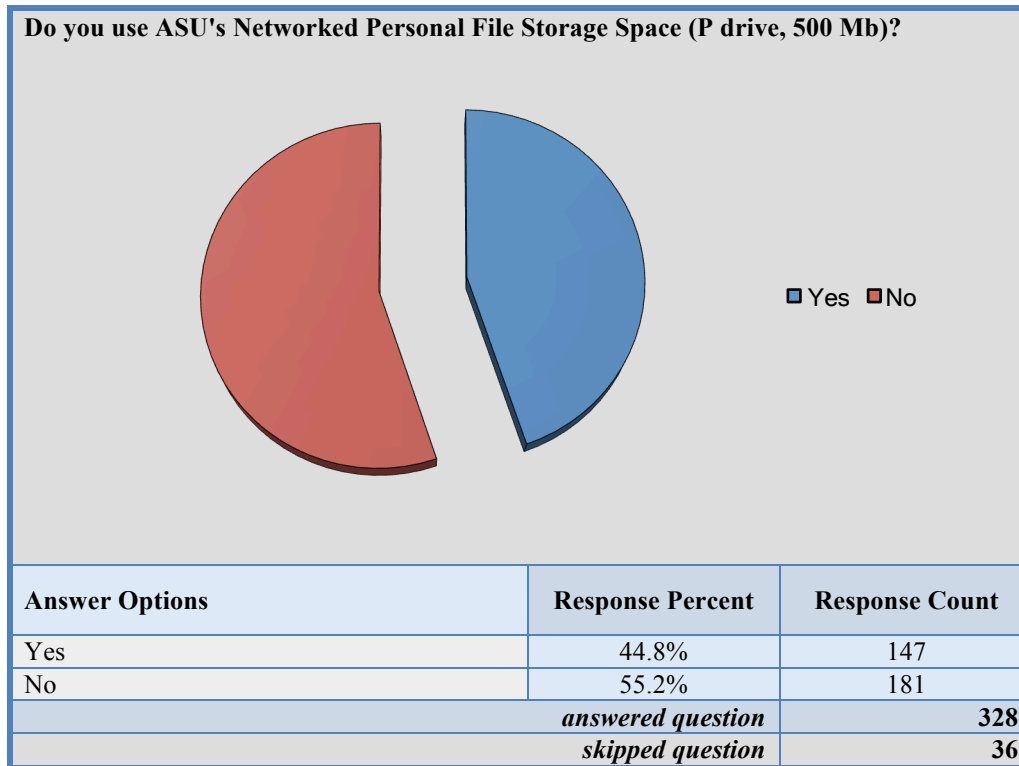
*Rating Average and Response Count adjusted to exclude students who do not use service or are unaware.

Student Services Survey



Question 18

Of the 328 respondents who answered this question, almost half (44.8%) use the P Drive service.



Question 19

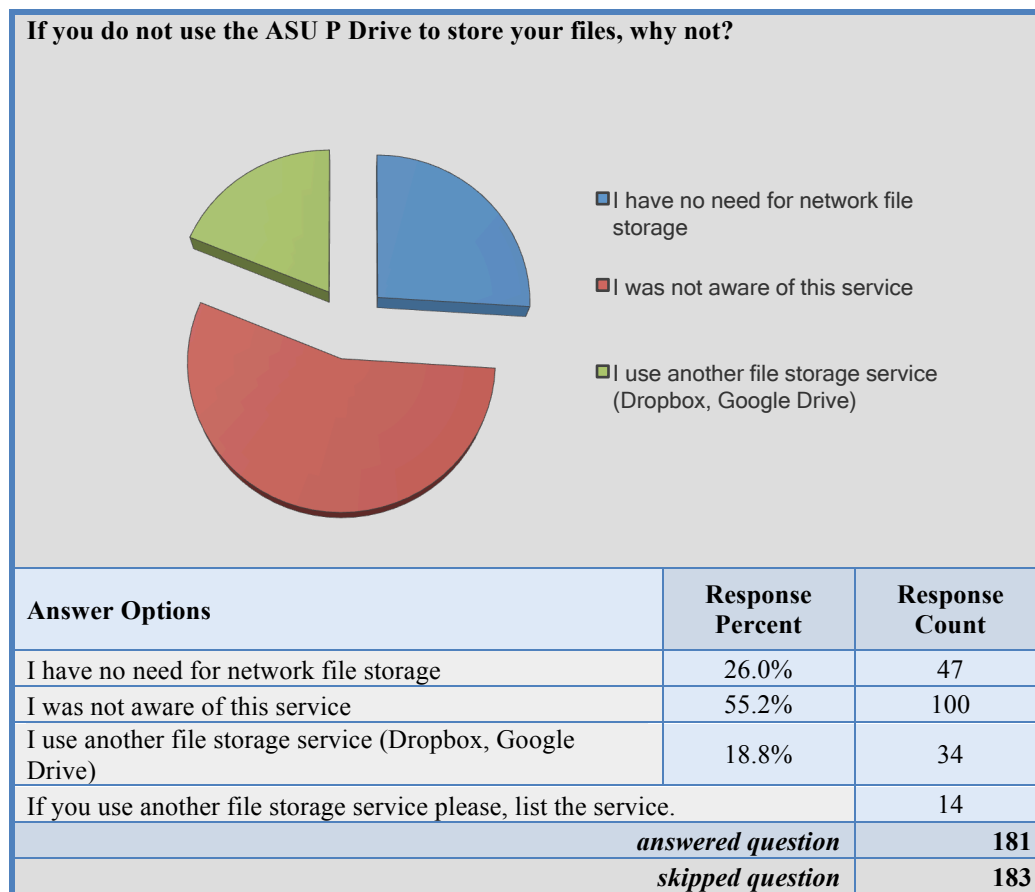
There is a significant amount of the respondents who use the P Drive that are satisfied as well as plenty of suggestions offered for additional online storage services.

Please rate your satisfaction with the following services.							
Answer Options	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied	Rating Average	Response Count
Networked Personal File Storage Space (P: drive, 500Mb)	8	23	88	34	12	3.12	165
Do you also use another file storage service (Dropbox, Google Drive)? If yes, which service?							45
<i>answered question</i>							165
<i>skipped question</i>							199

See page 44-45 in the Appendix for the list of alternative storage services.

Question 20

Most of the respondents who answered this question that don't use the P Drive service don't use it because they were unaware of it. Since earlier questions regarding the P Drive (Questions 18 and 19) indicate the service is valuable to the students, there may be an opportunity for the IT department to emphasize awareness of the service.



See page 45 in the Appendix for a list of storage options used by ASU students.

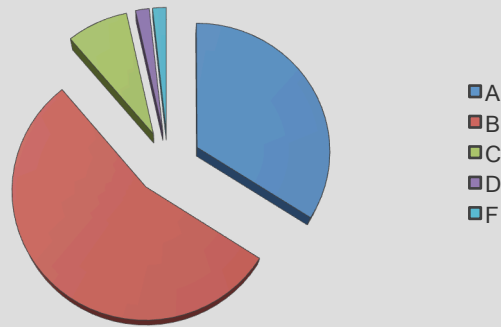
Student Services Survey

Question 21

The grade received from the IT Department, given by the respondents, is a strong B average.

Only a handful of students (11.1%) offer a grade below a B.

If you had to give Information Technology Services an overall grade, what would it be?



Answer Options	Response Percent	Response Count
A	34.1%	119
B	54.7%	191
C	7.7%	27
D	1.7%	6
F	1.7%	6
<i>answered question</i>		349
<i>skipped question</i>		15

Limitations

The survey was conducted by utilizing Survey Monkey through the IT department. Although the survey process assisted in the speed in which data was retrieved, it also offered some limitations in gathering data. There is a strong possibility that handing a printed survey to students during class time would have produced more responses. However, this survey was still able to offer a confidence interval of 95%, based on the overall response of 364 students. Additionally, the data collection effort included both the second wave of email to an additional 2,000 students and the opportunity for students logging in to their ASU accounts through the Math Computer Lab to complete the survey. These efforts somewhat compromised the randomness of the data collection. This is especially true for those 42 respondents that came from computer lab log in and would not be considered random.

Recommendations

Overall, it is clear that the perception of the students at ASU is that the IT department offers a better than satisfactory service. Most students who responded to this survey are pleased with the service, staff, and technical capabilities of the IT group. This survey however, does present a few opportunities.

- Even though the survey indicates that students would rather receive communication from the university through email, many students (in fact most) gain information through Facebook as they check their Facebook account daily and more than 10,000 Facebook users have liked the ASU Facebook page. With the high use of smartphone and tablet devices, it's realistic to assume that ASU will benefit by continuing to place effort in using its Facebook account to present information to students. There is a difference between sending unsolicited communication and offering pertinent information.
- Although most students prefer to use text messaging to communicate with their peers, it's not their preferred way to communicate with ASU. According to this survey, it may be a little premature to use text messaging to send students information.
- Participants in this survey are comfortable with the way data is protected by the IT department. There are however, a significant percentage of the students that have concern about the possibility that the ASU network could be hacked. Reassuring updates to students (perhaps on the Facebook page) about the steps the IT department takes to ensure secure data would help the apparent anxiety.
- Continued investment in wireless Internet access in student residence hall is recommended. The survey provides results that indicate adequate access to date. But as

more and more devices access the wireless network, continued resources will need to be directed to this area to deliver a healthy student-client satisfaction.

- If the university wants to continue to offer data storage in the form of the P-Drive service, then more exposure to the service is recommended. Many students are still unaware the service is provided. The university may want to consider eliminating the service as almost half of the students do not even know it exists and many others that do know of the service choose to use other services such as Dropbox.

Appendix

Other category from Question 1

Number	Response Date	Other (please specify)
1	Apr 24, 2013 12:49 AM	path
2	Apr 24, 2013 12:35 AM	Vine
3	Apr 24, 2013 12:27 AM	Pinterest
4	Apr 23, 2013 7:09 PM	Vine
5	Apr 23, 2013 4:41 PM	Photo bucket
6	Apr 23, 2013 4:29 PM	Vine
7	Apr 23, 2013 2:35 PM	tumblr
8	Apr 23, 2013 2:30 PM	vine
9	Apr 23, 2013 1:50 PM	Pintrest
10	Apr 23, 2013 1:10 AM	Pinterest
11	Apr 23, 2013 1:01 AM	Pandora
12	Apr 22, 2013 10:00 PM	none
13	Apr 22, 2013 7:43 PM	skype, oovoo
14	Apr 22, 2013 7:34 PM	Whisper
15	Apr 22, 2013 3:48 PM	none
16	Apr 22, 2013 3:48 PM	Pinterest
17	Apr 22, 2013 3:03 PM	The Vine
18	Apr 22, 2013 2:42 PM	Tumblr
19	Apr 22, 2013 2:05 PM	rammail
20	Apr 21, 2013 9:43 PM	none
21	Apr 19, 2013 2:31 PM	vine
22	Apr 18, 2013 2:39 PM	WordPress
23	Apr 17, 2013 10:41 PM	Yahoo
24	Apr 17, 2013 2:23 AM	none
25	Apr 16, 2013 11:52 PM	Pinterest
26	Apr 16, 2013 3:16 PM	Pinterest
27	Apr 16, 2013 3:49 AM	skype
28	Apr 16, 2013 1:05 AM	Tumblr
29	Apr 15, 2013 11:54 PM	MySpace
30	Apr 15, 2013 11:33 PM	Tumblr

Other List from Question 3

Number	Response Date	Other (please specify)	Categories
1	Apr 24, 2013 12:32 AM	phone calls	
2	Apr 23, 2013 10:16 PM	Actual Phone Call	
3	Apr 23, 2013 6:47 PM	Calling them like a normal fucking person	

Student Services Survey



4	Apr 23, 2013 5:40 PM	Talking face to face
5	Apr 23, 2013 4:09 PM	Phone Call
6	Apr 23, 2013 3:06 PM	face to face
7	Apr 23, 2013 3:01 PM	Texting, phone calls, Facebook
8	Apr 22, 2013 7:41 PM	calling
9	Apr 22, 2013 7:32 PM	Talking person to person
10	Apr 22, 2013 3:48 PM	phone
11	Apr 22, 2013 2:41 PM	calling by phone
12	Apr 22, 2013 1:58 PM	In person
13	Apr 19, 2013 4:00 AM	calling
14	Apr 17, 2013 7:33 PM	call
15	Apr 17, 2013 3:11 PM	in person
16	Apr 16, 2013 1:56 PM	face to face conversation
17	Apr 16, 2013 1:15 PM	In person

Other List Question 4

Number	Response Date	Other (please specify)
1	Apr 23, 2013 3:06 PM	phone call
2	Apr 23, 2013 1:33 AM	phone call
3	Apr 23, 2013 1:10 AM	Text + email
4	Apr 22, 2013 7:41 PM	a phone call

Other List Question 5

Number	Response Date	Other (please specify)
1	Apr 23, 2013 11:22 PM	none
2	Apr 23, 2013 3:06 PM	phone call
3	Apr 23, 2013 1:31 PM	None
4	Apr 22, 2013 4:47 PM	None
5	Apr 22, 2013 3:26 PM	Bulletin boards around campus
6	Apr 22, 2013 2:46 PM	none
7	Apr 16, 2013 1:56 PM	none not interested in marketing communications
8	Apr 15, 2013 11:09 PM	communications
9	Apr 15, 2013 10:30 PM	None

Student Services Survey



List of other online storage services from Question 19

Number	Response Date	Do you also use another file storage service (Dropbox, Google Drive)? If yes, which service?
1	Apr 24, 2013 11:53 AM	Dropbox
2	Apr 24, 2013 4:35 AM	Jumpdrive
3	Apr 24, 2013 12:08 AM	dropbox
4	Apr 23, 2013 9:34 PM	Dropbox
5	Apr 23, 2013 9:22 PM	dropbox
6	Apr 23, 2013 7:47 PM	iCloud
7	Apr 23, 2013 7:12 PM	Drop box, google drive,
8	Apr 23, 2013 6:05 PM	Dropbox
9	Apr 23, 2013 4:40 PM	Drop Box
10	Apr 23, 2013 4:02 PM	google drive
11	Apr 23, 2013 1:51 PM	Google
12	Apr 23, 2013 1:34 PM	Drop box
13	Apr 23, 2013 4:04 AM	No
14	Apr 22, 2013 8:26 PM	google drive & skydrive & dropbox
15	Apr 22, 2013 7:50 PM	Dropbox & Google Drive
16	Apr 22, 2013 7:31 PM	Dropbox, Google Drive, The Cloud and Amazon Cloud service
17	Apr 22, 2013 6:47 PM	No
18	Apr 22, 2013 5:14 PM	Dropbox
19	Apr 22, 2013 4:26 PM	drive
20	Apr 22, 2013 2:25 PM	google drive
21	Apr 22, 2013 2:10 PM	Dropbox
22	Apr 22, 2013 2:04 PM	Microsoft live skydrive
23	Apr 22, 2013 1:55 PM	Dropbox
24	Apr 22, 2013 1:48 PM	no
25	Apr 22, 2013 1:20 PM	Yes, I use both Drobbox and Google Drive, but I rely primarily on Dropbox.
26	Apr 19, 2013 8:23 PM	Dropbox
27	Apr 18, 2013 5:52 AM	DropBox, Evernote, and flash drives
28	Apr 17, 2013 7:20 PM	google drive
29	Apr 17, 2013 3:13 PM	googledrive
30	Apr 16, 2013 7:02 PM	Sky Drive

Student Services Survey



31	Apr 16, 2013 6:59 PM	Dropbox
32	Apr 16, 2013 3:56 PM	Dropbox
33	Apr 16, 2013 3:19 PM	Dropbox
34	Apr 16, 2013 1:35 PM	Dropbox
35	Apr 16, 2013 1:16 PM	Dropbox, Google Drive
36	Apr 16, 2013 1:12 AM	No
37	Apr 16, 2013 1:05 AM	No
38	Apr 16, 2013 12:17 AM	no
39	Apr 15, 2013 11:56 PM	No
40	Apr 15, 2013 11:09 PM	dropbox
41	Apr 15, 2013 10:44 PM	Dropbox
42	Apr 15, 2013 10:32 PM	Both Dropbox and google
43	Apr 15, 2013 10:29 PM	Dropbox
44	Apr 15, 2013 10:24 PM	icloud, Google drive
45	Apr 15, 2013 10:12 PM	Dropbox

Question 20 List of Storage Options

Number	Response Date	If you use another file storage service please, list the service.
1	Apr 23, 2013 6:17 PM	personal usb
2	Apr 23, 2013 4:13 PM	Dropbox
3	Apr 23, 2013 3:03 PM	Personal jump drive
4	Apr 23, 2013 1:20 PM	Dropbox
5	Apr 22, 2013 2:19 PM	Skydrive
6	Apr 22, 2013 2:16 PM	m own computers storage, or a zip drive
7	Apr 22, 2013 2:08 PM	P drive is full. I use a flash drive.
8	Apr 22, 2013 2:07 PM	Google drive
9	Apr 22, 2013 2:01 PM	USB drive
10	Apr 21, 2013 6:29 PM	personal thumb drive
11	Apr 19, 2013 8:27 PM	Dropbox, flashdrives
12	Apr 16, 2013 3:41 AM	Google Drive
13	Apr 16, 2013 1:14 AM	I prefer to use my jump drive to store information in addition to DropBox
14	Apr 15, 2013 10:08 PM	Google drive

Student Services Survey



Question 28 Comments

Number	Response Date	Response Text
1	Apr 24, 2013 12:51 PM	IT Department was very kind and helpful. I could tell they were compassionate and truly wanted to help me. I was having trouble with an online test and they walked me through the glitch. I was so frustrated and they briskly went into action a guided me all the way. I can't thank them enough for their generosity! I believe it was Kristin and John (?) that day. J
2	Apr 24, 2013 4:11 AM	Supply the university with ample computer usage.
3	Apr 24, 2013 3:42 AM	Has great customer service and is attentive with needs
4	Apr 24, 2013 1:44 AM	everything
5	Apr 24, 2013 12:37 AM	The IT department was a great help with lockdown responsus
6	Apr 24, 2013 12:31 AM	They usually fix technology issues promptly and effectively.
7	Apr 23, 2013 9:40 PM	Customer service is something some of your emplyees do well but yet some fall flat on their faces. Math computer science lab has very good employees . The latin chubby guy is always willing and happy to help.
8	Apr 23, 2013 9:37 PM	Customer service
9	Apr 23, 2013 8:48 PM	The times I have had issues and I called they have been able to help me or find someone who can help me
10	Apr 23, 2013 6:49 PM	plays solitare
11	Apr 23, 2013 6:23 PM	they keep everything neat and organized
12	Apr 23, 2013 6:19 PM	Friendly approach towards students when checking out equipment.
13	Apr 23, 2013 5:24 PM	n/q
14	Apr 23, 2013 5:03 PM	They help you right away when you call them.
15	Apr 23, 2013 4:46 PM	IT helps in any way they can and are very respectful of you as a person.
16	Apr 23, 2013 4:42 PM
17	Apr 23, 2013 4:42 PM	Information emails.
18	Apr 23, 2013 4:31 PM	Very organized and have a high knowledge.
19	Apr 23, 2013 4:11 PM	Timely responses and effective addressing of problems.
20	Apr 23, 2013 4:01 PM	Everything
21	Apr 23, 2013 3:32 PM	Helps with any and all questions regarding connecting personal computer to the Internet and logging onto Ramport
22	Apr 23, 2013 3:20 PM	They are very helpful, and help understand
23	Apr 23, 2013 2:58 PM	They are punctual with their help.
24	Apr 23, 2013 2:56 PM	Helping with technology problems
25	Apr 23, 2013 2:42 PM	Service Center
26	Apr 23, 2013 2:41 PM	Good customer service
27	Apr 23, 2013 2:36 PM	Attitude
28	Apr 23, 2013 2:24 PM	Taking care of technical issues in a timely and efficient manner.
29	Apr 23, 2013 1:52 PM	Updating the technology available to students
30	Apr 23, 2013 1:52 PM	For the most part Ramport/blackboard is reliable.
31	Apr 23, 2013 1:40 PM	Everything
32	Apr 23, 2013 1:31 PM	They do everything great.
33	Apr 23, 2013 1:30 PM	Provides help when needed.
34	Apr 23, 2013 2:56 AM	The IT dept. makes sure that everyone who needs help get it.
35	Apr 23, 2013 2:22 AM	Helpful with online classes when computer issues arise.
36	Apr 23, 2013 1:24 AM	Speedy answering service
37	Apr 23, 2013 1:04 AM	Fixes any technical problem I have with my computer related to school.
38	Apr 22, 2013 10:56 PM	quick to respond and very helpful

Student Services Survey



39	Apr 22, 2013 10:04 PM	Quick response when help is needed, quick turnaround on computer maintenance
40	Apr 22, 2013 9:59 PM	The systems are never down, I guess y'all are doing something right.
41	Apr 22, 2013 7:38 PM	Get the job done right
42	Apr 22, 2013 7:35 PM	i have no idea what they do
43	Apr 22, 2013 7:32 PM	They respond fast to any questions or concerns that students or faculty have about their computers. Especially when students are trying to hook their personal computers up to other browsers such as Respondus.
44	Apr 22, 2013 6:49 PM	They help when needed.
45	Apr 22, 2013 6:44 PM	Service is good, equipment is good.
46	Apr 22, 2013 6:31 PM	Mostly everything except what is listed below.
47	Apr 22, 2013 6:21 PM	I has a problem with my password once and IT was very friendly when I called despite how late it was. It was a stressful situation and I was glad IT did their best to help me fix my problem promptly
48	Apr 22, 2013 5:30 PM	They have "some" great students working in the computer labs. One person who really stands out , would be the young chubby latin guy that works in the math computer science buliding. He seems to love his job. He seems to have great customer service skills. I have witnessed him handle situations with the greatest ease, respect and professionalism. Follow his lead and you shall prosper.
49	Apr 22, 2013 4:59 PM	I had a hard time installing the Lockdown Browser on my new laptop and the tech who helped me was incredibly patient. After quite a long time and multiple phone calls (I didn't want to keep him waiting while I rebooted, etc.) we finally determined it was some add-on software (I think for gaming) that came with my computer; he helped me remove it and I was up and running.
50	Apr 22, 2013 4:34 PM	They are always available and helpful.
51	Apr 22, 2013 4:18 PM	They immediatley fix any issue that is presented to them in a timely manner
52	Apr 22, 2013 4:10 PM	I think overall the IT Department is very helpful.
53	Apr 22, 2013 4:04 PM	Very friendly and helpful
54	Apr 22, 2013 3:52 PM	There have been times that I have called and every time the responses have been professional and fast!
55	Apr 22, 2013 2:39 PM	Everything
56	Apr 22, 2013 2:36 PM	They are friendly.
57	Apr 22, 2013 2:34 PM	Give help
58	Apr 22, 2013 2:13 PM	Handles patron complaints.
59	Apr 22, 2013 2:04 PM	They do their job which is to help whenever there is a need for them; helping with computers and their issues.
60	Apr 22, 2013 1:25 PM	I do love all of the services that I do recieve. The only complaint I have involves uncontrollable economical forces, including having received 1500 pages of printing, now only receiving 800, or the lack of printing from my personal devices. I frequently utilize the check-out laptops at the library, the desk top computers in both computer labs, and all of the other technology available to me, especially the wi-fi. I am very satisfied, I just wish that the economy didn't hit ASU's resources, thus limiting the amount of accomodations available to me.
61	Apr 21, 2013 9:46 PM	They are always there to help.
62	Apr 20, 2013 12:12 AM	The help desk is always extremely helpful. I also love the Express Computers.
63	Apr 19, 2013 10:01 PM	I like the speed and just being able to get to any information quickly when I need it.
64	Apr 19, 2013 8:29 PM	I do like how most IT technicians will help you on your own personal device when connecting to the Internet on campus.
65	Apr 19, 2013 8:24 PM	Fixing an issue when an IT member arrives.

Student Services Survey

66	Apr 19, 2013 4:48 PM	They are helpful when technical problems arise.
67	Apr 19, 2013 2:02 PM	Letting ou know that the problem was reported and how it was solved as well. The emails give a lot of reassurance to those who have some sort of IT problem.
68	Apr 19, 2013 6:25 AM	Assisting us in any issues. I think the staff that works at ASU are great.
69	Apr 18, 2013 9:27 PM	everything
70	Apr 18, 2013 2:58 PM	If you eve have a problem with something, they are always there to help you get it fixed. They give you fast and immediate help!
71	Apr 18, 2013 2:37 PM	look busy
72	Apr 18, 2013 5:54 AM	Very friendly and eager to help.
73	Apr 18, 2013 3:38 AM	i never need them so they must be doing well
74	Apr 17, 2013 4:09 PM	Helping over the phone with blackboard and email issues
75	Apr 17, 2013 3:15 PM	Hours are convenient
76	Apr 17, 2013 2:30 AM	Keeping online services up to date (like blackboard and the website). The email system is also efficient.
77	Apr 16, 2013 11:56 PM	I feel the IT Department does a good job of making sure information is secure.
78	Apr 16, 2013 8:51 PM	Service requests and Internet connection
79	Apr 16, 2013 8:31 PM	Making sure that things are password secure. Printing is effective and seems to run well.
80	Apr 16, 2013 7:00 PM	Very helpful and knowledgeable staff!
81	Apr 16, 2013 6:27 PM	Good community service in the library,
82	Apr 16, 2013 2:50 PM	Lab hours are flexible and IT help is very useful.
83	Apr 16, 2013 12:33 PM	When I have called with questions, they have quick, accurate answers.
84	Apr 16, 2013 11:38 AM	I appreciate the timeliness and politeness of the IT department when I do have an issue or problem.
85	Apr 16, 2013 4:29 AM	Nothing
86	Apr 16, 2013 4:15 AM	I brought my laptop in once because it had a virus and the IT department was able to point me in the right direction. It helped a lot because I don't know anything about computers.
87	Apr 16, 2013 3:56 AM	Not sure
88	Apr 16, 2013 3:37 AM	The employees are very knowledgeable and helpful.
89	Apr 16, 2013 3:14 AM	Provides help in a very organized matter.
90	Apr 16, 2013 2:54 AM	It makes services quick and convenient.
91	Apr 16, 2013 1:49 AM	They provide pretty good help when it is needed.
92	Apr 16, 2013 1:16 AM	I appreciate the assistance the staff have provided when I am on campus and using the computer lab.
93	Apr 16, 2013 12:00 AM	Computers
94	Apr 15, 2013 11:49 PM	ACTS GOOFY!
95	Apr 15, 2013 11:46 PM	Only used this dept once and it went well.
96	Apr 15, 2013 11:18 PM	custermer interaction
97	Apr 15, 2013 10:50 PM	I think they do a really good job! Never had issues with anything.
98	Apr 15, 2013 10:50 PM	fix classroom equipment
99	Apr 15, 2013 10:35 PM	keeping things updated
100	Apr 15, 2013 10:32 PM	Equipment check-out it convenient.
101	Apr 15, 2013 10:25 PM	The direct IT number/personel are always really helpful.
102	Apr 15, 2013 10:13 PM	Nothing
103	Apr 15, 2013 10:11 PM	Respond quickly to problems.

Student Services Survey



Question 29 Comments

Number	Response Date	Response Text
1	Apr 24, 2013 12:51 PM	Nothing- great service
2	Apr 24, 2013 4:11 AM	Sell out of date euipment to studnets.
3	Apr 24, 2013 3:42 AM	I have no further suggestions
4	Apr 24, 2013 1:44 AM	nothing
5	Apr 24, 2013 12:37 AM	wouldn't change a thing
6	Apr 24, 2013 12:31 AM	I would really like the print credits to count a double-sided printed page as one print credit rather than two. That is my only issue thus far.
7	Apr 23, 2013 10:20 PM	Allow the ASU App to have access to RamMail
8	Apr 23, 2013 9:40 PM	I would extend the hours is the mcs. The library commons is to loud and i have no idea how if anyone gets anything done. I would also like to see a diversity in your department. Seems to me and my group of fellow students that there is a big lack of color when it comes to the powers that be in IT (not speaking about student workers, I am refering to the movers and shakers in IT.) I don't know if you understand me clearly,so I will put it in simple terms. We would like to see black and brown faces in the mix of decision making with proper and expected representation of all the different people that make your job possible .
9	Apr 23, 2013 9:37 PM	More computers to use in the library or/and also create dedicated computer labs in each academic building.
10	Apr 23, 2013 8:48 PM	they are not very accessible they are hidden in a back room, and it take them a while to reach departments as there are so few of them
11	Apr 23, 2013 6:49 PM	more pages for the printer
12	Apr 23, 2013 6:23 PM	fix overhead projectors and slow Internet
13	Apr 23, 2013 6:19 PM	More convenient way to transfer both personal e-mail and ram-mail onto smart phone.
14	Apr 23, 2013 5:24 PM	n/a
15	Apr 23, 2013 4:46 PM	I wouldn't know what to change.
16	Apr 23, 2013 4:42 PM	...
17	Apr 23, 2013 4:42 PM	I don't know?
18	Apr 23, 2013 4:31 PM	Probably make but more well known how to get a hold of someone who works with the IT department.
19	Apr 23, 2013 4:30 PM	The secure wireless network is super sketchy and unreliable in my dorm in Texan.
20	Apr 23, 2013 4:11 PM	Nothing

Student Services Survey



21	Apr 23, 2013 4:04 PM	Internet connecting is not even enough.
22	Apr 23, 2013 4:01 PM	Nothing.
23	Apr 23, 2013 3:20 PM	Make people more aware of their services
24	Apr 23, 2013 3:05 PM	The amount of time it takes to access wifi on personal laptops in classroom, as well as low signal, slow speed. Accessing Internet in PT program is CRUCIAL during class.
25	Apr 23, 2013 2:58 PM	Nothing.
26	Apr 23, 2013 2:56 PM	nothing
27	Apr 23, 2013 2:41 PM	Nothing
28	Apr 23, 2013 2:36 PM?
29	Apr 23, 2013 2:24 PM	More advertisement about what it can offer the students.
30	Apr 23, 2013 1:58 PM	WE need a better more accesible wireless network
31	Apr 23, 2013 1:52 PM	Nothing
32	Apr 23, 2013 1:40 PM	More paper usage
33	Apr 23, 2013 1:31 PM	They shouldn't change a thing.
34	Apr 23, 2013 1:30 PM	Nothing
35	Apr 23, 2013 4:05 AM	Get better Internet connection in Vanderventer!
36	Apr 23, 2013 2:56 AM	There needs to be better wireless Internet around campus. In some spots I can not even get WIFI.
37	Apr 23, 2013 1:47 AM	Making the time to log on to the computers (laptops or desktops) in the library learning commons much faster. Currently, it takes an average of 5 minutes just to log on to one of these computers which can be very inconvenient.
38	Apr 23, 2013 1:24 AM	The IT department needs more training on potential technical issues. Whenever I have called in the past they never seem to help resolve my issues. I always leave the phone call with questions.
39	Apr 23, 2013 1:04 AM	Nothing
40	Apr 23, 2013 12:30 AM	I would suggest that the team look over the current time such as Central Standard Time and update it accordingly. A few of my assignments were not submitted accurately and I received a zero on about 4 quizzes in two different classes due to this time error. I notified IT and it never was corrected to where I could re-submit my quizzes that were done on time in the first place. That is the only request/suggestion I would make. Other than this issue, I do not have any more complaints about IT.
41	Apr 22, 2013 10:23 PM	more computer avaiable and have a computer lab open 24/7
42	Apr 22, 2013 10:04 PM	The wireless in Centennial gets REALLY flaky at night
43	Apr 22, 2013 9:59 PM	WiFi service is not that great in every room.

Student Services Survey



44	Apr 22, 2013 8:45 PM	<p>People at the equipment check-out desks need to be friendlier.</p> <p>I also wish the MCS computer lab was still open 24 hours because it is nice and quiet with plenty of desktop computers. The library gets extremely loud and there aren't enough desktop computers for those that prefer them over laptops and sitting on couches.</p>
45	Apr 22, 2013 7:38 PM	Nothing
46	Apr 22, 2013 7:35 PM	Do not charge so much in fees college kids are broke as it is
47	Apr 22, 2013 6:49 PM	<p>The wireless connection across campus needs major improvements. I received much better wireless connection across campus when we used Clean Access. Ever since Clean Access was phased out, the wireless Internet has not been very good at all.</p>
48	Apr 22, 2013 6:31 PM	Mkae the residence halls wi fi better to connect it disconnects easily and it was frustrating at times.
49	Apr 22, 2013 6:21 PM	None
50	Apr 22, 2013 5:30 PM	<p>Two things I would change: keeping the mcs opened 24 hours (the commons is to loud not conducive to studing) and I would like to see more minorities working within IT because it seems to me that only Caucasian men and women run the show.</p>
51	Apr 22, 2013 4:59 PM	Not a thing; my experience was great.
52	Apr 22, 2013 4:34 PM	<p>I use my P drive all the time! It would be incredibly helpful if I could access that information from my personal computer as well. One time I called IT to see if I could do that and they couldn't figure it out.</p>
53	Apr 22, 2013 4:10 PM	Internet service could be improved.
54	Apr 22, 2013 3:52 PM	<p>I dont like the fact that we as students are charged for "print services" whether we use them or not. Other than that...no complaints!</p>
55	Apr 22, 2013 2:39 PM	Nothing
56	Apr 22, 2013 2:36 PM	Nothing
57	Apr 22, 2013 2:34 PM	The wifi in he dorm rooms are very spotty especialy in the rooms.
58	Apr 22, 2013 2:31 PM	<p>I have no actually knowledge of how ASU is protecting my social security number and other sensitive personal information. I only blindly trust that it is protected. I do not have any suggestions of how to distribute that information to students, but for those who are interested in how their information is being protected, I feel it should be available.</p>
59	Apr 22, 2013 2:13 PM	<p>Be more understanding when student workers get sick and need to miss work without a days notice to inform supervisor.</p>

Student Services Survey



60	Apr 22, 2013 2:04 PM	There is really nothing much I would change about them, but just the fact of letting the campus really know who they are and what they do especially for freshman.
61	Apr 22, 2013 1:25 PM	It seems like the staff, especially student staff members, are more professional, friendly, and understanding than those of the MCS laboratory. I would like to see better attitudes and more professionalism from the staff of the MCS computer lab.
62	Apr 21, 2013 9:46 PM	Nothing.
63	Apr 20, 2013 12:12 AM	I would have more pages to print each semester. Also, I do not like the way the Moblie App has Blackboard set up.
64	Apr 19, 2013 10:01 PM	Not a thing it great!!!!
65	Apr 19, 2013 8:24 PM	Sometimes, it is difficult to get an IT member over to fix a specified problem.
66	Apr 19, 2013 4:48 PM	More laptops during finals week.
67	Apr 19, 2013 2:02 PM	I would like for the IT department to change the print credit policy. One print credit should be for one page. When printing front and back, this should not charge two credits for one sheet of paper.
68	Apr 19, 2013 6:25 AM	Need more stations.
69	Apr 18, 2013 9:27 PM	nothing
70	Apr 18, 2013 2:58 PM	I probably wouldnt really change much about the IT program because I'm pretty satisfied with it right now. I would reccomend that they update their technology offend though so people can have better Internet access.
71	Apr 18, 2013 2:37 PM	Make an effort to help students. Also, trt employee people with social skills. Every single guy IT employee is a creeper. I cant get help without being hit on/creeped out.
72	Apr 18, 2013 5:54 AM	More knowledgable, better at explaining things.
73	Apr 18, 2013 3:38 AM	nothing
74	Apr 17, 2013 4:09 PM	Nothing
75	Apr 17, 2013 3:15 PM	24/7 hours for on call help
76	Apr 17, 2013 2:30 AM	wifi should be more reliable- it has gotten better since last semester but the signal frequently drops so I always have to disconnect then reconnect to the network
77	Apr 16, 2013 8:51 PM	Blackboard is awful to operate! It needs to be totally re-done.
78	Apr 16, 2013 8:31 PM	Each time I connect to the Internet on campus on my personal laptop, I get a notification that my computer is out of compliance because apparently my security software is not running, however, it is running, so I dont know why I get this notification.

Student Services Survey



79	Apr 16, 2013 6:27 PM	More computers
80	Apr 16, 2013 12:33 PM	nothing.
81	Apr 16, 2013 11:38 AM	I would like to see the IT department more accessible to students that are not on campus all the time.
82	Apr 16, 2013 4:29 AM	Everything
83	Apr 16, 2013 4:15 AM	NA
84	Apr 16, 2013 3:56 AM	Be vocal with helping student i didn't even know some of this
85	Apr 16, 2013 2:54 AM	More people available to help at any given time.
86	Apr 16, 2013 1:49 AM	They could be a little bit more friendly.
87	Apr 16, 2013 1:16 AM	None at this time.
88	Apr 16, 2013 12:00 AM	Stronger communication
89	Apr 15, 2013 11:49 PM	NOT BE JERKS!!!
90	Apr 15, 2013 11:46 PM	At this point - nothing
91	Apr 15, 2013 11:29 PM	Make the wireless Internet work through out the campus. Especially in students dorm room. I know some one that has very poor wireless connection. So to make the Internet network stronger through out the campus.
92	Apr 15, 2013 11:18 PM	none comes to mind
93	Apr 15, 2013 10:57 PM	More wireless routers
94	Apr 15, 2013 10:56 PM	Increase number of prints or front/back counts as one page. 800 prints is not adequate for doctorate programs. Improve ability to connect from wifi from personal laptops in classrooms with improved start up time
95	Apr 15, 2013 10:35 PM	having better network access. the secure network is nearly impossible to access with all the unnecessary app downloads, password entries, getting my device to reconize the wifi then it says it cannot connect to the network. it's nice to have a secure network at school that as a student I can't even access. then when you ask for help IT hands you a paper that gives you "steps" on how to access. the steps that I went through that didn't work to access which is why u asked for help in the first place.
96	Apr 15, 2013 10:32 PM	We don't have enough print credits. Too many times other people accidentally take your prints because there is no secure way to stop this from happening. It would be expensive to fix that problem and is probably not worth the expense though... Log-on to school computers often takes far too long. Would be nice to have copy machines where we can use our print credits rather than having to pay or scan and print.
97	Apr 15, 2013 10:18 PM	keep up with the Zoom Text updates and identify which terminals are so equipped. I have to use my home computer most of the time because the Zoom Text software is almost non-existent.

Student Services Survey



98	Apr 15, 2013 10:15 PM	More printing credits
99	Apr 15, 2013 10:13 PM	More pages for printing!
100	Apr 15, 2013 10:11 PM	The "fast access & print" computers in MCA take a ridiculous amount of time to log in. I have to print material before class daily and the log-on time takes at best 3 minutes and at worst up to 7. Faster systems is a must.

Student Services Survey



Sample of Actual Survey

5/2/13

SurveyMonkey - Question Builder

ASU IT Sign Out Help

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Student Services Survey - Angelo State University - Information Technology Services Market Research

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Student Services Survey - Angelo State University - Information Technology Services

+ Add Page

PAGE 1

Edit Page Options Add Page Logic Move Copy Delete

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Social Media

Social Media has become the norm in the way students interact with each other and how they receive information. This topic is going to be used to get an idea of what social media services are the most used by students so that communication between the university and students can be more successful and information will become more readily available for both the department and students.

+ Add Question

Q1 Edit Question Add Question Logic Move Copy Delete

1. Please select the social media site or sites that you are a member of (check all that apply).

Facebook

LinkedIn

Twitter

SnapChat

Instagram

Other (please specify)

+ Add Question Split Page Here

Q2 Edit Question Add Question Logic Move Copy Delete

2. How often do you log in to the social media sites?

Daily

Weekly

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1/11

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5/2/13

SurveyMonkey - Question Builder

Monney

Never

+ Add Question ▼ Split Page Here

Q3 Edit Question ▼ Add Question Logic Move Copy Delete

3. What is your primary way of communicating with your peers?

Email

Facebook

Linked In

Twitter

SnapChat

Instagram

Texting by Phone

Other (please specify)

+ Add Question ▼ Split Page Here

Q4 Edit Question ▼ Add Question Logic Move Copy Delete

4. What is your preferred method for receiving business communications from the University? Examples of business communications would include notifications of the bill availability date and payment deadlines from the Student Accounts office and class drop dates from the Registrar's Office.

Email

Texting by Phone

Facebook

Linked In

Twitter

Other (please specify)

+ Add Question ▼ Split Page Here

Q5 Edit Question ▼ Add Question Logic Move Copy Delete

5. What is your preferred method of receiving marketing communications from the university? Examples of marketing communications would include student events and programs sponsored by the university such as Club Cafe, fun runs, and concerts.

Email

Texting by Phone

Facebook

Linked In

Twitter

www.surveymonkey.com/MySurvey_EditorFull.aspx?sm=IG9d9YXInIp88RqnMLs27byy3ITeqGANGbUqO2jFTU%3d

2/11

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5/2/13

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Other (please specify)

+ Add Question ▼ Split Page Here

Q6 Edit Question ▼ Add Question Logic Move Copy Delete

6. How often do you check your ASU email (RamMail) account?

Daily

Weekly

Monthly

Only when I am expecting something

Never

+ Add Question ▼ Split Page Here

Q7 Edit Question ▼ Add Question Logic Move Copy Delete

7. If you were able to keep your ASU email (RamMail) account past graduation, would you use it?

Yes

No

+ Add Question ▼

+ Add Page

PAGE 2

Edit Page Options ▼ Add Page Logic Move Copy Delete

Show this page only

Personal Information

Tell us a little about yourself

+ Add Question ▼

Q8 Edit Question ▼ Add Question Logic Move Copy Delete

8. What is your academic standing?

Freshman

Junior

Graduate

Sophomore

Senior

+ Add Question ▼ Split Page Here

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3/11

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5/2/13

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Q9 [Edit Question](#) [Add Question Logic](#) [Move](#) [Copy](#) [Delete](#)

9. What is the college of your major?

Arts & Sciences

Education

Health & Human Services

Business

Graduate Studies

Undecided

[+ Add Question](#) [Split Page Here](#)

Q10 [Edit Question](#) [Edit Question Logic \(1\)](#) [Move](#) [Copy](#) [Delete](#)

10. What type of classes do you take?

Online Only

Classroom Only

Both

[+ Add Question](#)

[+ Add Page](#)

PAGE 3

[Edit Page Options](#) [Add Page Logic](#) [Move](#) [Copy](#) [Delete](#)

[Show this page only](#)

[+ Add Question](#)

Q11 [Edit Question](#) [Move](#) [Copy](#) [Delete](#)

11. Please rate your satisfaction with the following items.

Not Satisfied Somewhat Satisfied Satisfied Very Satisfied Extremely Satisfied Unaware of the Service Have Not Used the Service

Campus Printing Services

Printing from your personal laptop or device to a campus printer

Wireless Network Access on-campus ("Secure")

Library Learning Commons

Equipment Checkout

Express Computer Lanes (Standup computer stations in Learning Commons and MCS Lab)

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5/2/13

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+ Add Question ▼ Split Page Here

Q12 Edit Question ▼ Edit Question Logic (1) Move Copy Delete

12. Do you live on Campus?

Yes

No

+ Add Question ▼

+ Add Page

PAGE 4

Edit Page Options ▼ Add Page Logic Move Copy Delete

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+ Add Question ▼

Q13 Edit Question ▼ Add Question Logic Move Copy Delete

13. If yes, where do you live?

Centennial Village

Texan Hall

Plaza Verde

Massie Hall

Vanderenter

Carr Hall

+ Add Question ▼

+ Add Page

PAGE 5

Edit Page Options ▼ Add Page Logic Move Copy Delete

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+ Add Question ▼

Q14 Edit Question ▼ Add Question Logic Move Copy Delete

14. If you live on-campus, select the technology services which you currently use or would like to use in your room.
(Select all that apply):

Student Services Survey



5/2/13

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Wireless Internet

Telephone Line

Wired Internet Connection

Personal Cell Phone

Cable TV Connection

+ Add Question ▼ Split Page Here

Q15

Edit Question ▼

Add Question Logic

Move

Copy

Delete

15. What devices do you connect wirelessly to ASU's network? Check all that apply.

Smart phone (Samsung Galaxy, iPhone, or other)

Tablet Device (iPad, Galaxy Tablet, or other)

Laptop

Desktop

Gaming Device (Xbox, Playstation, or other)

Online TV Device such as: (Blue Ray Player, Networkable TV, or other)

Other

Please specify

+ Add Question ▼ Split Page Here

Q16

Edit Question ▼

Add Question Logic

Move

Copy

Delete

16. How satisfied are you with your Residence Hall Internet access?

Not Satisfied

Somewhat Satisfied

Satisfied

Very Satisfied

Extremely Satisfied

N/A

+ Add Question ▼

+ Add Page

PAGE 6

Edit Page Options ▼

Add Page Logic

Move

Copy

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Show this page only

+ Add Question ▼

Student Services Survey



5/2/13

SurveyMonkey - Question Builder

Q17 [Edit Question](#) [Move](#) [Copy](#) [Delete](#)

17. Please rate your satisfaction with the following services.

Not Satisfied Somewhat Satisfied Satisfied Very Satisfied Extremely Satisfied Unaware of the Service Have Not Used the Service

Service Center Assistance
(Help Desk)
Self Help Support on Personal
Computers
Blackboard
RamMail (ASU e-mail system)
ASU Mobile App

[+ Add Question](#) [Split Page Here](#)

Q18 [Edit Question](#) [Edit Question Logic \(2\)](#) [Move](#) [Copy](#) [Delete](#)

18. Do you use ASU's Networked Personal File Storage Space (P drive, 500 Mb)?

Yes
No

[+ Add Question](#)

[+ Add Page](#)

PAGE 7

[Edit Page Options](#) [Add Page Logic](#) [Move](#) [Copy](#) [Delete](#)

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[+ Add Question](#)

Q19 [Edit Question](#) [Edit Question Logic \(5\)](#) [Move](#) [Copy](#) [Delete](#)

19. Please rate your satisfaction with the following services.

Not Satisfied Somewhat Satisfied Satisfied Very Satisfied Extremely Satisfied

Networked Personal File
Storage Space (P: drive,
500Mb)

Do you also use another file storage service (Dropbox, Google Drive)? If yes, which service?

[+ Add Question](#)

Student Services Survey



5/2/13

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+ Add Page

PAGE 8

Edit Page Options

Add Page Logic

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Delete

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+ Add Question

Q20

Edit Question

Add Question Logic

Move

Copy

Delete

20. If you do not use the ASU P Drive to store your files, why not?

I have no need for network file storage

I was not aware of this service

I use another file storage service (Dropbox, Google Drive)

If you use another file storage service please, list the service.

+ Add Question

+ Add Page

PAGE 9

Edit Page Options

Add Page Logic

Move

Copy

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+ Add Question

Q21

Edit Question

Add Question Logic

Move

Copy

Delete

21. If you had to give Information Technology Services an overall grade, what would it be?

A

B

C

D

F

+ Add Question

Split Page Here

Q22

Edit Question

Add Question Logic

Move

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Delete

22. Do you own a personal laptop computer?

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5/2/13

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Yes
No

+ Add Question ▼ Split Page Here

Q23 Edit Question ▼ Add Question Logic Move Copy Delete

23. Do you own a smart device? (i.e., iPhone, Android, BlackBerry, digital tablet, e-reader, etc.)

Yes
No

+ Add Question ▼ Split Page Here

Q24 Edit Question ▼ Add Question Logic Move Copy Delete

24. Do you own a personal desktop computer?

Yes
No

+ Add Question ▼

+ Add Page

PAGE 10

Edit Page Options ▼ Move Copy Delete

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Security Awareness

An important aspect to a successful IT department is to provide a very secure environment in which the students will operate. Security awareness, education, and preparation are key to an IT department's success in this area.

+ Add Question ▼

Q25 Edit Question ▼ Add Question Logic Move Copy Delete

*25. I feel my personal information maintained by ASU (such as my social security number) is free from corruption.

Strongly Disagree Disagree Agree Strongly Agree

+ Add Question ▼ Split Page Here

Q26 Edit Question ▼ Add Question Logic Move Copy Delete

*26. I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network

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9/11

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5/2/13

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Strongly Disagree Disagree Agree Strongly Agree

+ Add Question ▼ Split Page Here

Q27 Edit Question ▼ Add Question Logic Move Copy Delete

27. I am personally concerned with hackers penetrating Angelo State's network.

Strongly Disagree Disagree Agree Strongly Agree

+ Add Question ▼ Split Page Here

Q28 Edit Question ▼ Move Copy Delete

28. Please tell us what the IT Department does well

+ Add Question ▼ Split Page Here

Q29 Edit Question ▼ Move Copy Delete

29. Please tell us what you would change about the IT department

+ Add Question ▼

+ Add Page

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10/11

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5/2/13

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