



ASU IT Student Survey

Spring 2014

Reserch Methods BA 6303

Dr. Rex Moody

Cody Harrelson
Anthony Brown
Harrison Chevalier
Marina Amador

Table of Contents

Executive Summary.....	4
Problem Definition.....	5
Approach to the Problem.....	7
Research Design.....	8
Data Collection from Secondary and Primary Sources.....	8
Sampling.....	9
Questionnaire Development and Administration.....	9
Confidence Level.....	12
Results.....	13
Student Demographic.....	13
Question 1.....	13
Question 2.....	15
Question 3.....	16
Question 4.....	17
Question 6.....	18
Question 7.....	19
Question 25.....	20
Question 26.....	21
Question 27.....	22
Question 28.....	23
Security Awareness.....	24
Question 17.....	24
Question 18.....	26
Question 19.....	27
Mobile Experience.....	28
Question 8.....	28
Question 9.....	29
Question 10.....	30
Question 11.....	31
Question 12.....	32
Question 13.....	33
Question 14.....	34
IT Service and Satisfaction.....	36
Question 5.....	36
Question 15.....	38
Question 16.....	39
Question 20.....	40
Question 21.....	41
Question 22.....	42
Limitation and Caveats.....	43
Conclusion and Recommendations.....	44
Exhibit.....	46
Sample of Survey.....	46
Appendix I.....	53

ASU IT STUDENT SURVEY

Question 11 Comments.....	53
Question 23 Comments.....	55
Question 24 Comments.....	62

ASU IT STUDENT SURVEY

Executive Summary

As of spring 2014, Angelo State University, a member of the Texas Tech University System, provides higher education to approximately 6,500. ASU offers over 100 majors and concentrations in both on-line and traditional classroom settings. The ASU IT Department plays an integral role in supporting ASU students. The ASU IT department offers 430 Wi-Fi hotspots on campus, supports on-line classes, account and access services, computer access and services, RamMail, Blackboard, and a technology service center. A survey to determine the ASU IT Department effectiveness and quality of services provided to ASU students was emailed to 5,367 ASU students. The survey covered the following topics: student demographics, types of services the student is utilizing, student satisfaction, student usage of the ASU mobile app, and changes in response levels from a similar 2013 survey. The survey resulted in 636 responses, a response rate of 11.85%. The majority of ASU students access university IT services with a laptop or smartphone. However, less than half of the respondents utilize the ASU mobile app. The main reasons for lack of app usage are because students are not aware of the application, or they view the application as unbeneficial. Students were asked to grade the IT Department; the IT Department was rated an “A” by 50% of the respondents, an improvement from the similar report from 2013. Overall ASU students are very satisfied with the IT Department services; however, there are opportunities for the IT Department to improve – mainly communication and education of IT services offered to students.

Problem Definition / Project Objectives

The purpose of this project is to determine the strengths and weaknesses of the ASU IT department from the student perspective. The research group's survey data will be used by the IT department to examine student satisfaction levels and make improvements to better serve students. The overall objectives of this survey are to determine the role of student demographics, IT service and satisfaction, mobile experience, and security questions.

- Student Demographics

The survey gathered student demographics and the role those measures play in students IT utilization. The students were questioned on their class level, housing arrangement, type of classes taken (on-line vs classroom), and type of electronic devices owned/used.

- Technology Usage

The respondent technology usage is surveyed in this section; with respondents questioned on their technology ownership and type of technology utilized.

- IT Service and Satisfaction

This section surveyed students on their satisfaction with internet access in residence halls, preferences on receipt of university notifications, RamMail usage, and overall grade of the IT Department.

- Mobile Experience

The student's mobile experience is explored in this section of the survey. The students were questioned on the type of mobile service the student uses, their use of the ASU mobile app, the function most used on the ASU mobile app, how they access the ASU

ASU IT STUDENT SURVEY

mobile app, the reasons why they don't use the ASU mobile app, and if Rampart is accessed on a smart device.

- Security Questions

The survey questioned the students' comfort level with ASU's security services by asking the student if they feel their information is secure and free from corruption.

Research Design

Offering the many students of ASU with the necessary technological equipment and services to be successful is important to the university's IT department. In order to provide information and feedback to the IT department, to help them continue to provide best-in-class products and services, a survey of students was conducted. To help design this survey, information was collected from previous IT student survey projects, particularly data from the 2013 student survey. This information was used to help formulate questions for this year's questionnaire in the spirit of continuous improvement. This year (2014), research was conducted to measure student-client satisfaction and evaluate current student-client needs. This was done through a series of multiple-choice questions and open-ended questions on a survey emailed to students. The survey was also a method of measuring student satisfaction and student concerns pertaining to the IT department's performance. A topic that was of key importance was the ASU app. The IT department wanted to determine if students use the ASU mobile app, how students use the app, and how this app could be improved. The student survey was divided into four areas of interest as follows: student demographics, mobile experience (including the ASU app), IT service and satisfaction, and security awareness. Questions regarding these areas of interest were followed by two open-ended questions pertaining to what the IT department does well, and what students would change about the IT department.

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Sampling

The population of interest is current students enrolled at Angelo State University. As of the spring 2014 semester there are 6,500 students enrolled at the university. Out of the 6,500 students that are currently enrolled, 5,367 were emailed and asked to participate in the survey.

Survey Development and Administration

The survey was developed for online data collection using Survey Monkey. In addition to the questions outlined above, the survey included a progress bar. The survey was sent to 5,367 students via email on April 1, 2014. A reminder to complete the survey was sent on April 10, 2014. The survey was then closed on April 14, 2014. Below are the emails that were sent to students.

ASU IT STUDENT SURVEY

Actual Email sent on April 1, 2014

Students,

Please take the time and complete the attached survey.

We in the ASU graduate program have worked rigorously to come up with a survey that will serve as a barometer of where the IT department is from the perspective of students here at ASU. Participation in this survey will give the students a chance to voice their opinions about the current state of the IT department. You will be giving feedback on topics such as the ASU app, security, and IT assistance. The data will be evaluated and given to the IT department to give them an idea of what needs to be improved on to better serve the students at ASU moving forward.

Participation in this survey is a major part of our group's semester grade so we urge you to complete the survey at your earliest conveyance. If you have any problems with the survey please contact the IT department.

Thanks,

Cody Harrelson

Anthony Brown

Harrison Chevalier

Marina Amador

GO RAMS!!

ASU IT STUDENT SURVEY

Actual email sent on April 10, 2014

We in the ASU graduate program have worked rigorously to come up with a survey that will evaluate the students perspective of the IT dept. Participation will give the students a chance to voice their opinions about the IT department. The results will be presented to the IT department for review and suggestions on what to improve on.

Participation in this survey is a major part of our group's semester grade so we urge you to complete the survey at your earliest convenience.

Thanks,
Cody Harrelson
Anthony Brown
Harrison Chevalier
Marina Amador

GO RAMS!!

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Survey Return Rate

Of the 5,367 students that were contacted via email 636 students completed the survey for a response rate of 11.85%. Using a common equation we can determine the confidence level that should be used when considering the survey results. The equation is: $n = Z^2(pq)/e^2$

n = Then number of respondents 636

z = The z-value associated with the level of confidence (our unknown)

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

e = the acceptable level of error which was set to 5%

Using the above information, z is calculated to be 2.52. Therefore, using a conservative estimate, our confidence in the results of the survey is at 95%, with a 5% level of error. However, it is important to note that this determination is based solely on sample size and not other possible sampling error. Other issues are explored in the Demographics section of the results and in the Limitations and Caveat section at the end of the report.

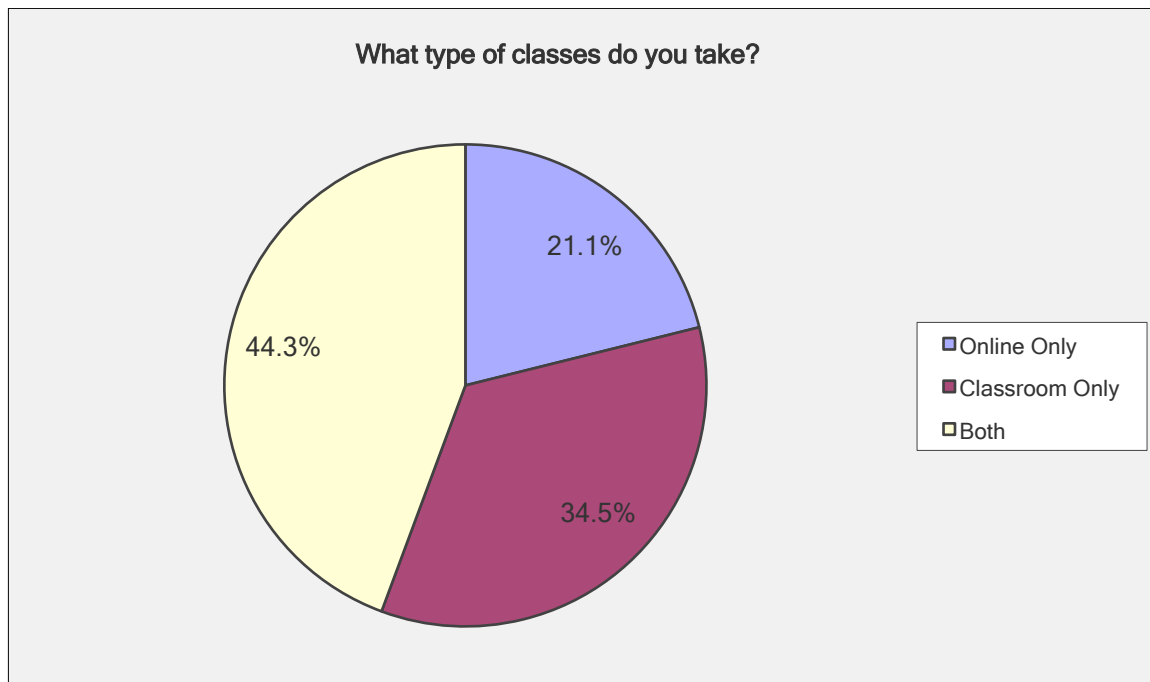
Results

Student Demographics

This student demographic section of the results provides basic demographic information about the students at ASU who responded to the survey.

Type of classes taken

The majority (44.3%) of respondents are enrolled in both online and classroom classes and (21.1%) of student are enrolled only in online classes; therefore a total of 65.4% respondents use the university's IT services for classwork.



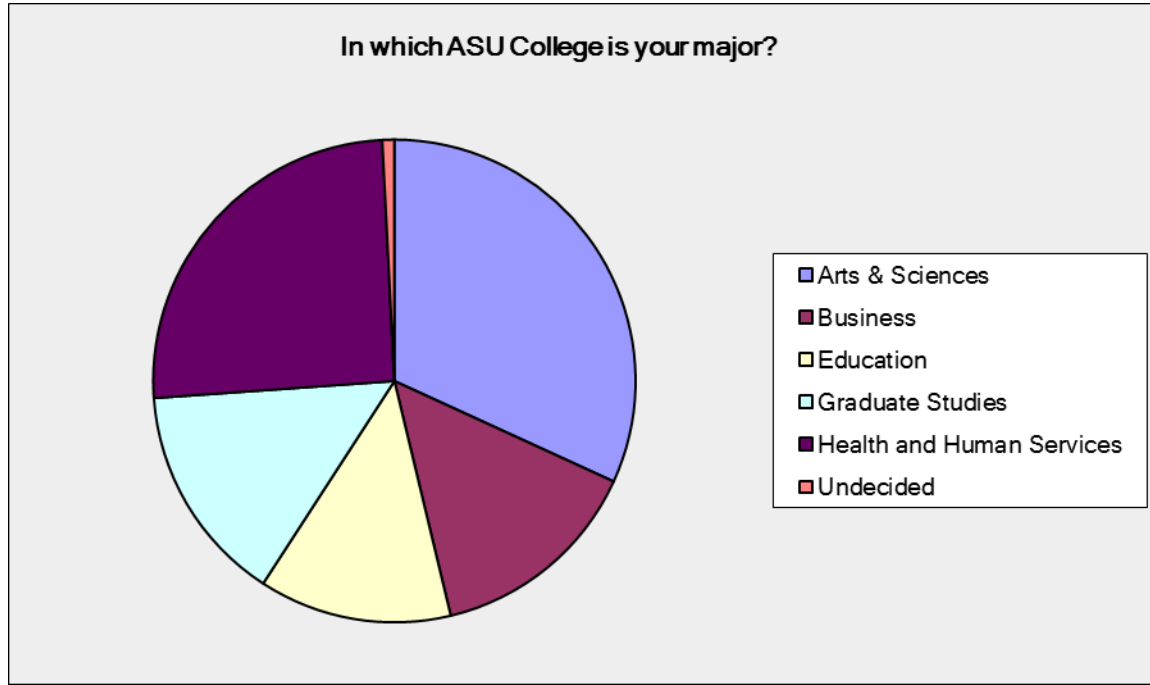
ASU IT STUDENT SURVEY

What type of classes do you take?		
Answer Options	Response Percent	Response Count
Online Only	21.1%	134
Classroom Only	34.5%	219
Both	44.3%	281
<i>answered question</i>		634
<i>skipped question</i>		2

ASU IT STUDENT SURVEY

Student Majors

The majority of ASU student respondents are Arts & Sciences major (31.8%) and are closely followed by Health and Human Services major (25.3%).

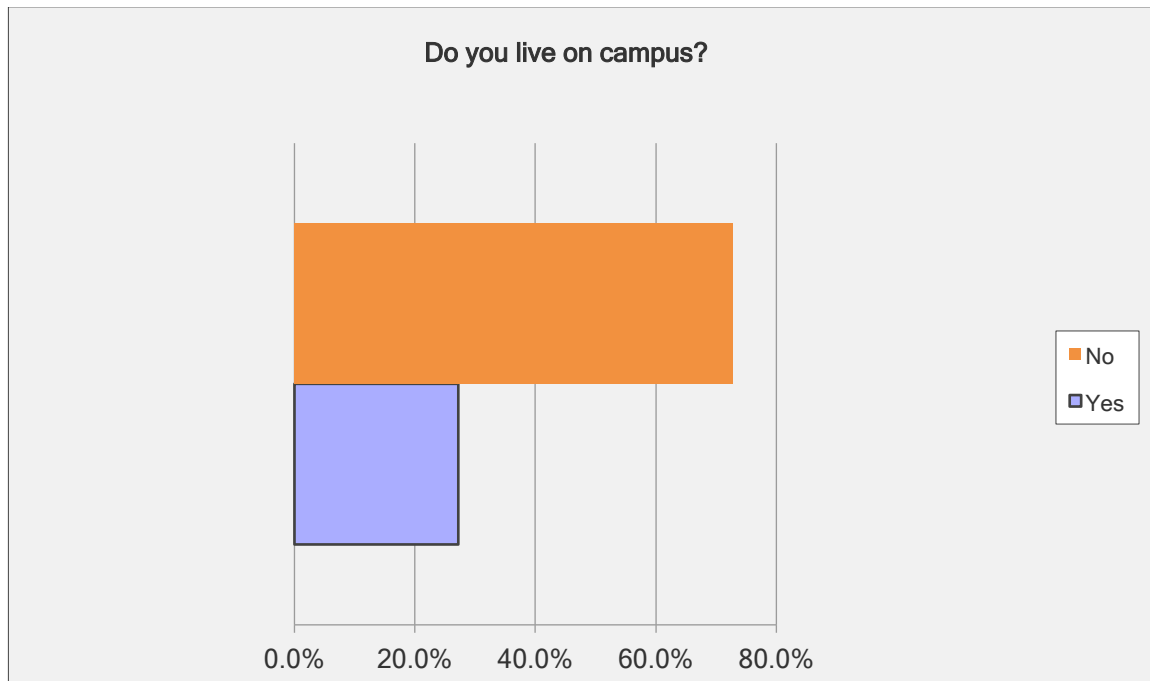


In which ASU College is your major?		
Answer Options	Response Percent	Response Count
Arts & Sciences	31.8%	190
Business	14.4%	86
Education	12.9%	77
Graduate Studies	14.7%	88
Health and Human Services	25.3%	151
Undecided	0.8%	5
answered question		597
skipped question		39

ASU IT STUDENT SURVEY

Place of Residence

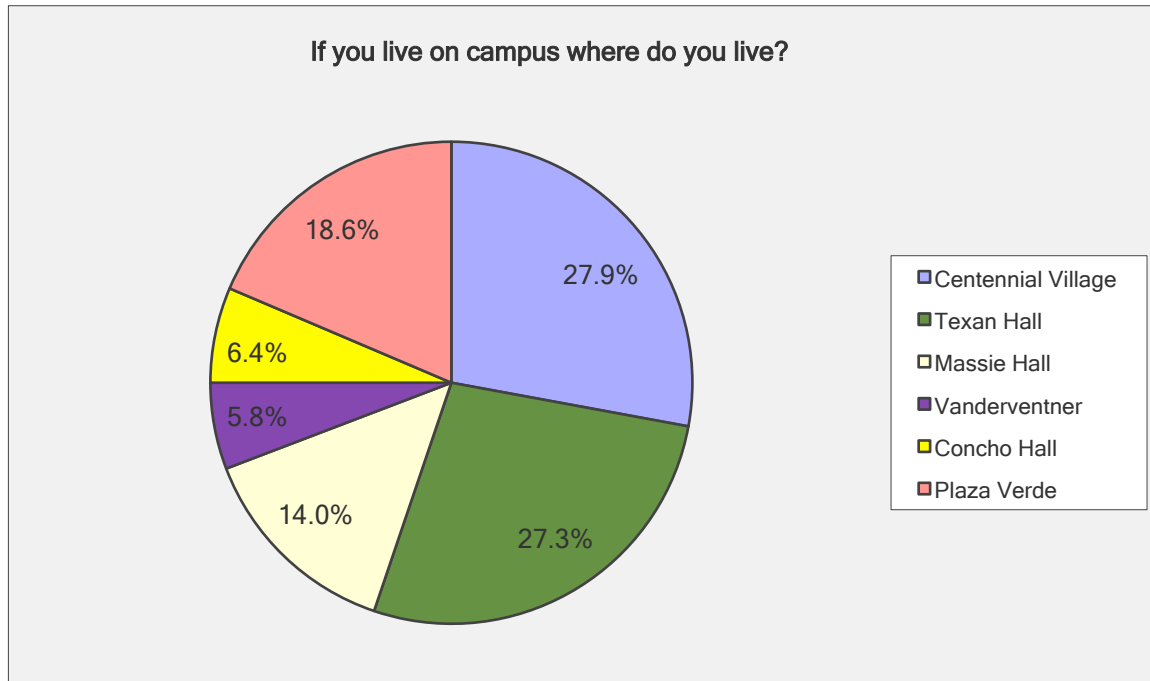
The majority (72.8%) of responding students live off campus.



Do you live on campus?		
Answer Options	Response Percent	Response Count
Yes	27.2%	170
No	72.8%	456
answered question		626
skipped question		10

ASU IT STUDENT SURVEY

As follow up to the previous question, the student answered yes to residing on campus, then they were asked where on campus they live. The majority of respondents either live in Centennial Village (27.9%) or Texan Hall (27.3%).

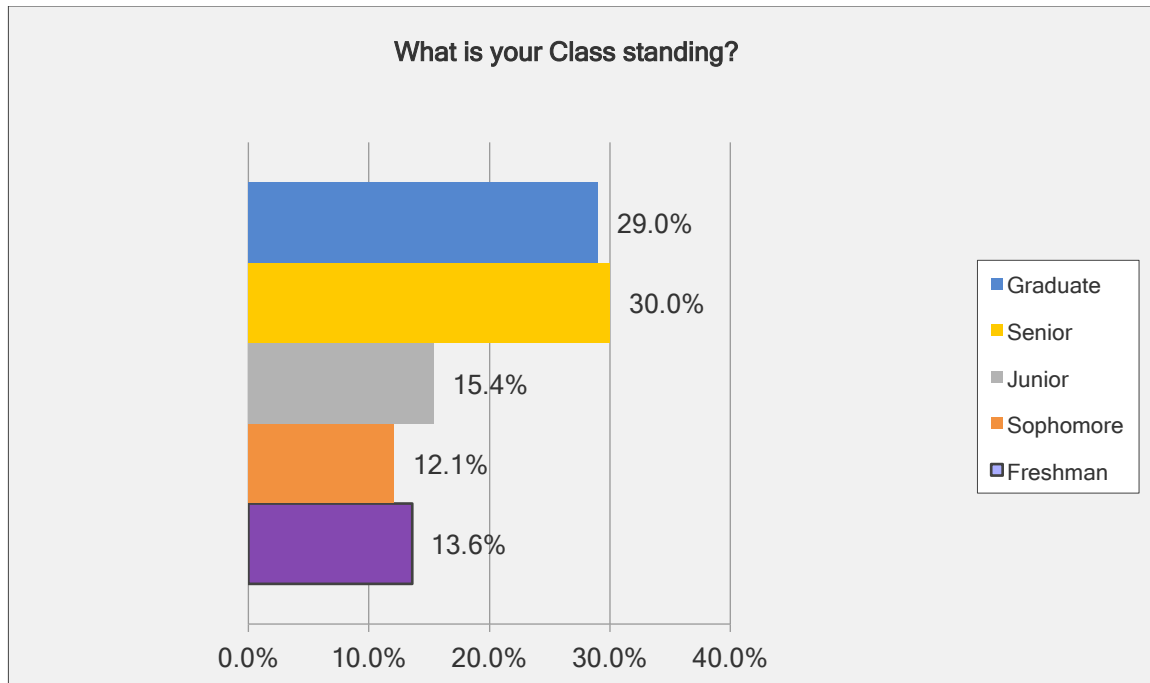


If you live on campus where do you live?		
Answer Options	Response Percent	Response Count
Centennial Village	27.9%	48
Texan Hall	27.3%	47
Massie Hall	14.0%	24
Vanderventner	5.8%	10
Concho Hall	6.4%	11
Plaza Verde	18.6%	32
answered question		172
skipped question		464

ASU IT STUDENT SURVEY

Respondent Class Standing

The majority of respondents are either a Senior or Graduate student at ASU (30% and 29%, respectively), this makes up more than half of the respondents. The other respondents are about equally split between Freshman, Sophomore, and Junior.

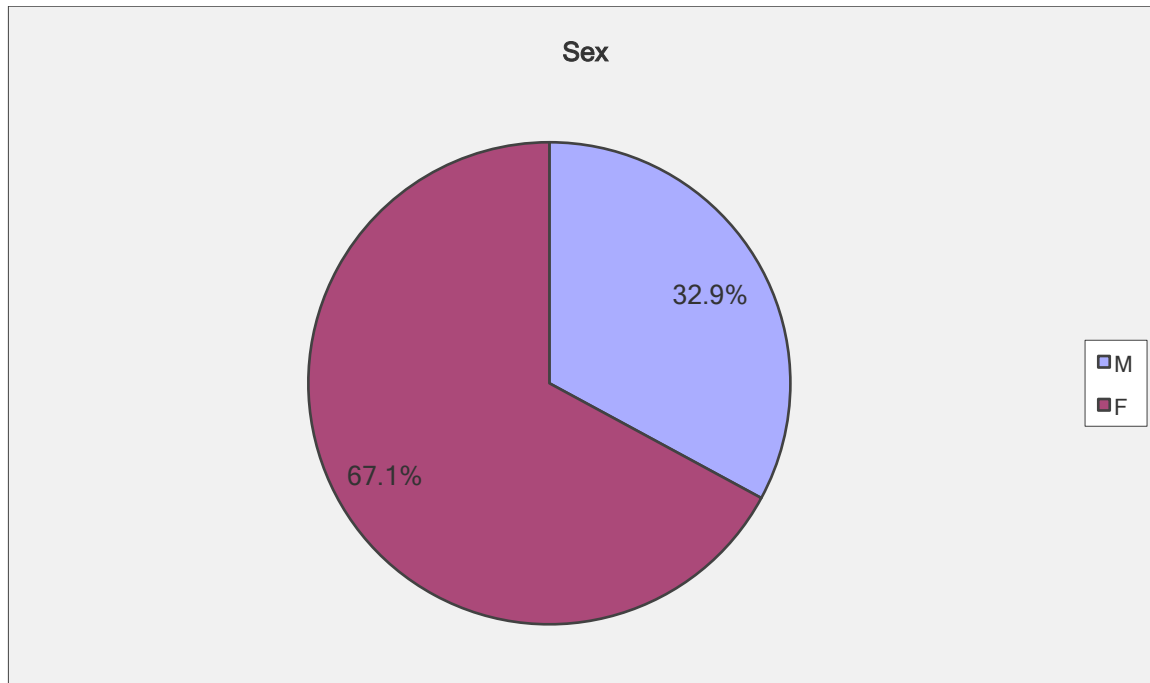


What is your Class standing?		
Answer Options	Response Percent	Response Count
Freshman	13.6%	81
Sophomore	12.1%	72
Junior	15.4%	92
Senior	30.0%	179
Graduate	29.0%	173
answered question		597
skipped question		39

ASU IT STUDENT SURVEY

Sex of Respondents

The majority of respondents are female (67.1%).

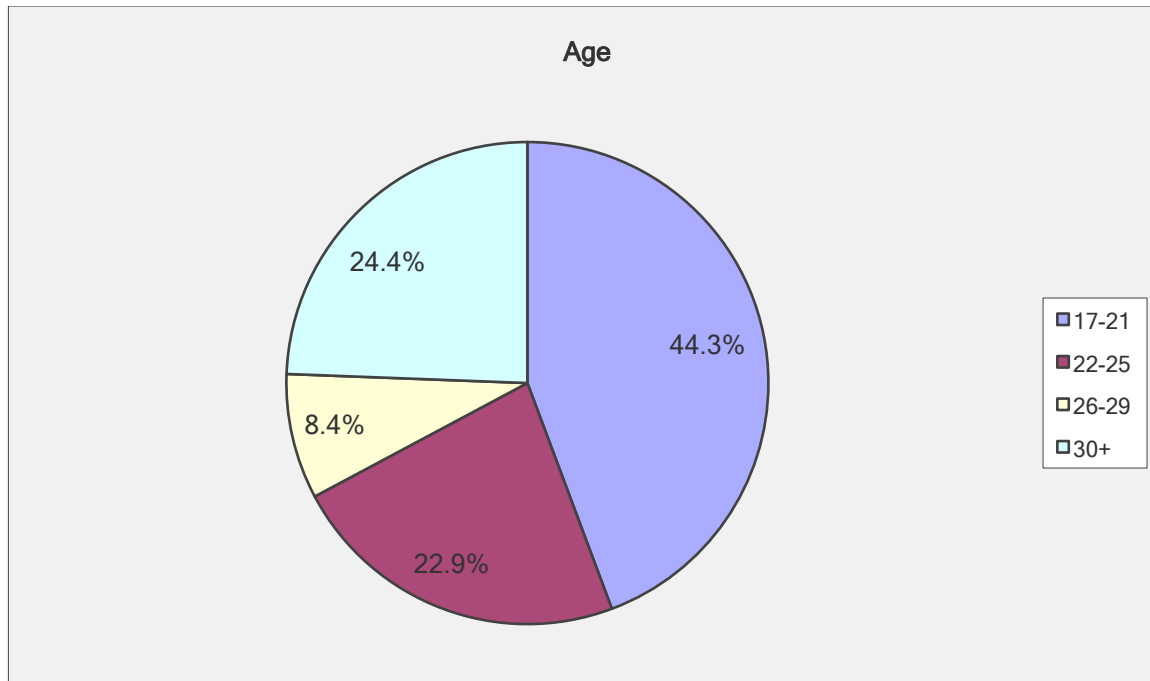


Sex		
Answer Options	Response Percent	Response Count
M	32.9%	192
F	67.1%	392
answered question		584
skipped question		52

ASU IT STUDENT SURVEY

Respondent Age

The majority of respondents, 44.3%, are between the age group of 17-21; followed by 22.9% of them are 22-25.



Age		
Answer Options	Response Percent	Response Count
17-21	44.3%	263
22-25	22.9%	136
26-29	8.4%	50
30+	24.4%	145
<i>answered question</i>		594
<i>skipped question</i>		42

ASU IT STUDENT SURVEY

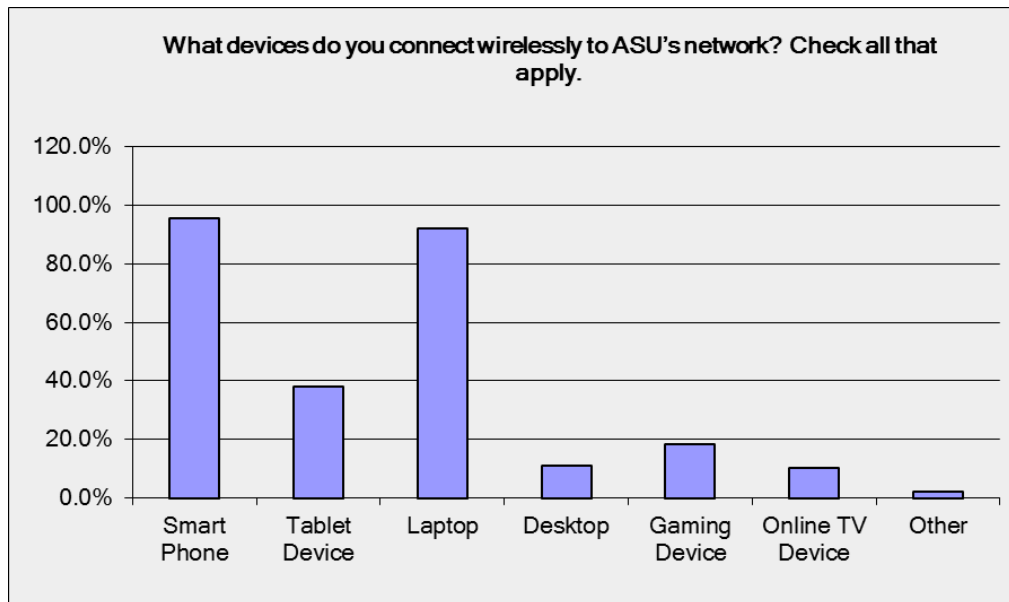
Technology Usage

This section of the survey includes question on the type of technology used by the respondents.

Types of Devices Used

The majority of respondents use a smart phone (95.5%), a laptop (92.1%), or both to connect to the university's wireless networks.

Please note the percentages do not add to 100 due to the respondents being able to select more than one response.



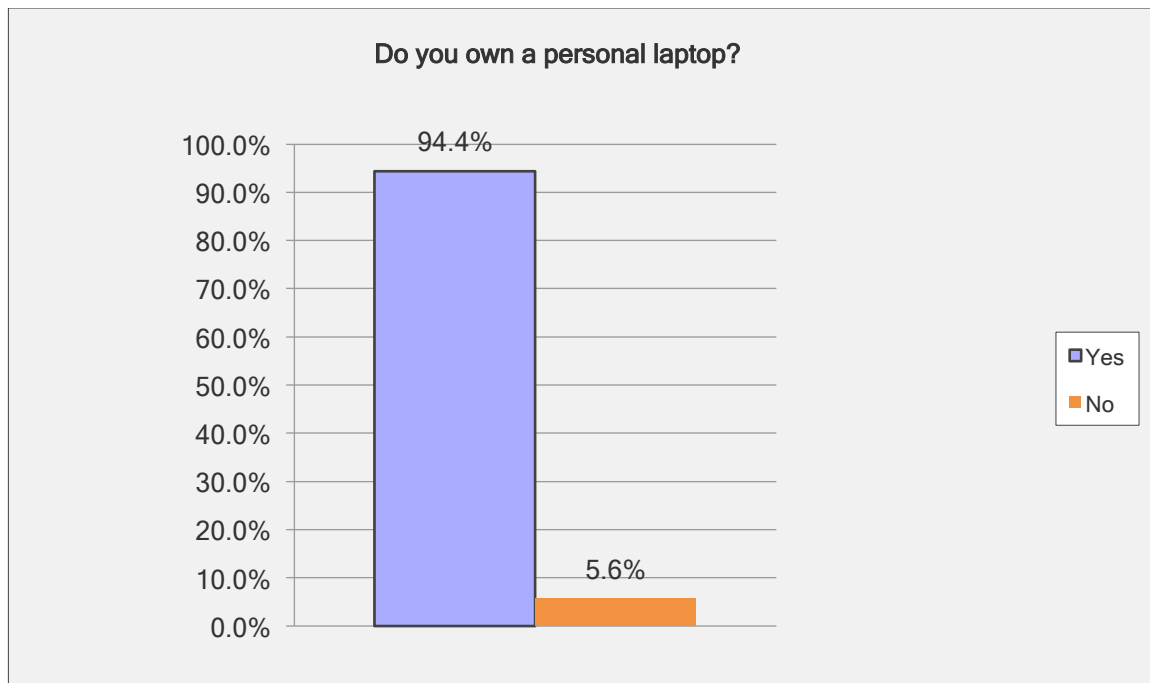
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What devices do you connect wirelessly to ASU's network? Check all that apply.

Answer Options	Response Percent	Response Count
Smart Phone	95.5%	170
Tablet Device	38.2%	68
Laptop	92.1%	164
Desktop	11.2%	20
Gaming Device	18.5%	33
Online TV Device	10.1%	18
Other	2.2%	4
<i>answered question</i>		178
<i>skipped question</i>		458

Laptop Ownership

The majority (94.4%) of respondents own a personal laptop.



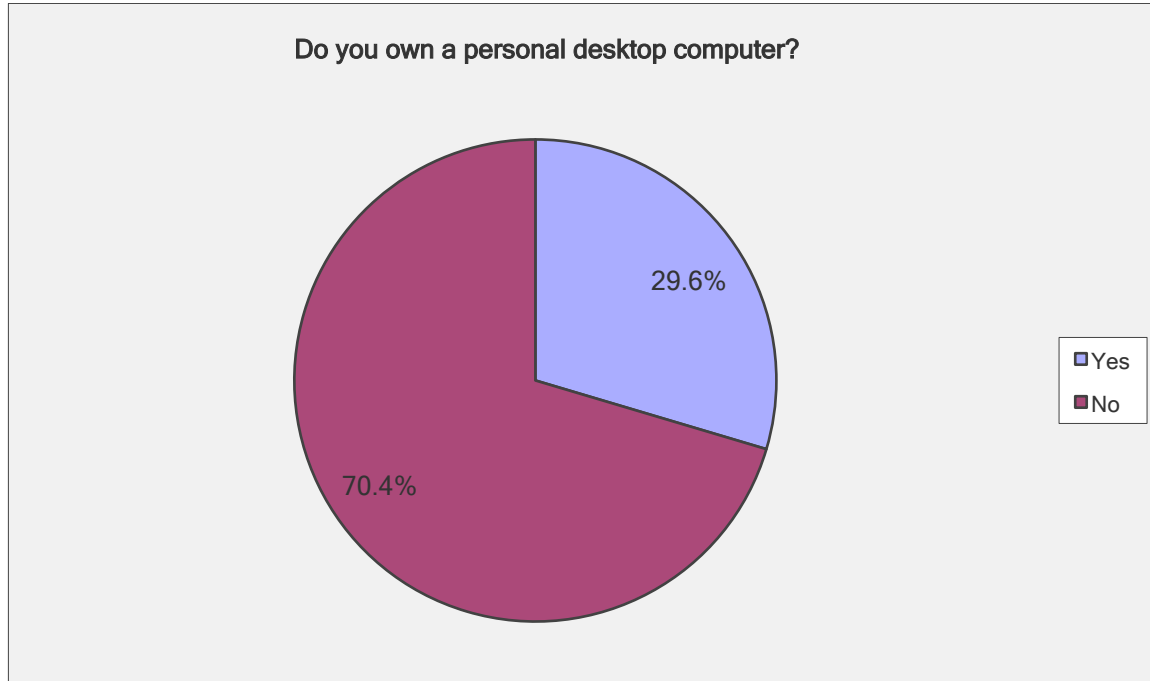
ASU IT STUDENT SURVEY

Do you own a personal laptop?		
Answer Options	Response Percent	Response Count
Yes	94.4%	595
No	5.6%	35
<i>answered question</i>		630
<i>skipped question</i>		6

ASU IT STUDENT SURVEY

Desktop Ownership

The majority of ASU students (70.4%) do not own a personal desktop computer.



Do you own a personal desktop computer?		
Answer Options	Response Percent	Response Count
Yes	29.6%	186
No	70.4%	443
answered question		629
skipped question		7

Security Awareness

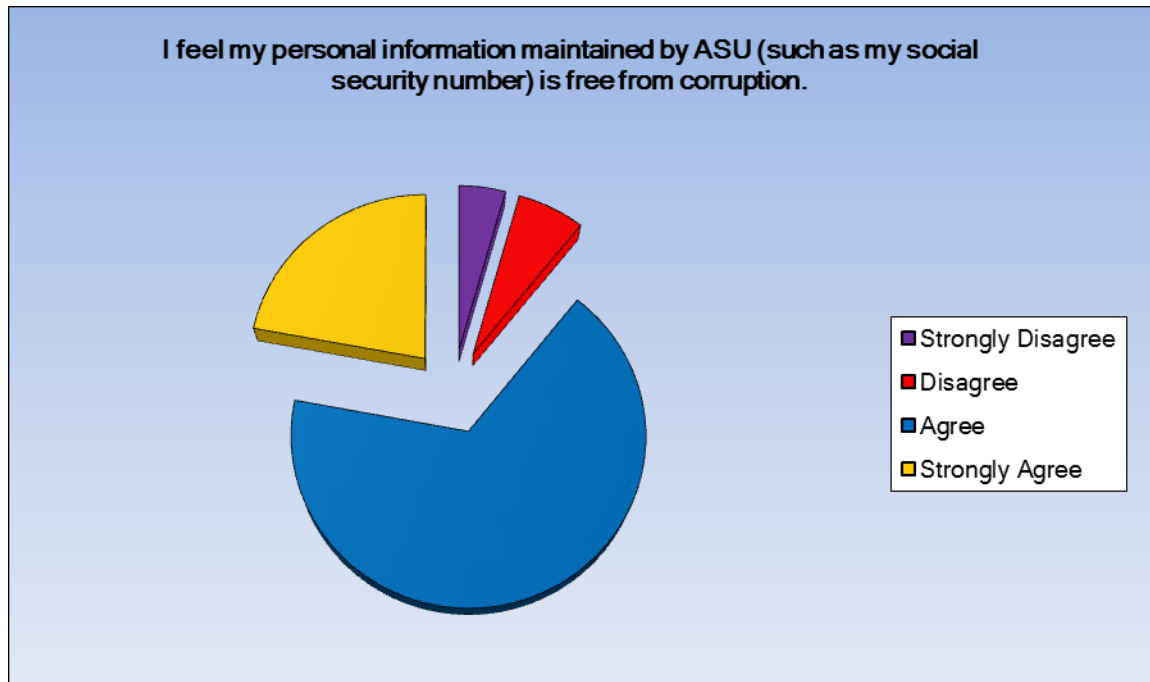
There were three distinct questions pertaining to security of ASU's network and the privacy and protection of student's personal information. There is a clear majority opinion when students are presented with these questions. The majority of respondents feel that their personal information is free from corruption. They believe that their personal information is secure and cannot be accessed by unauthorized personnel. Students also are confident that ASU's network is secure from being penetrated by hackers.

These results show the confidence and satisfaction respondents have in terms of security of ASU's network, it is still suggested to continue improving on these security measures.

ASU IT STUDENT SURVEY

Personal information maintained by ASU is free from corruption

Out of all respondents, 89.2% or 532 out of 596 students agree that their personal information maintained by ASU is free from corruption. However, over 10% of respondents feel that there are issues with the maintenance of personal information by ASU.

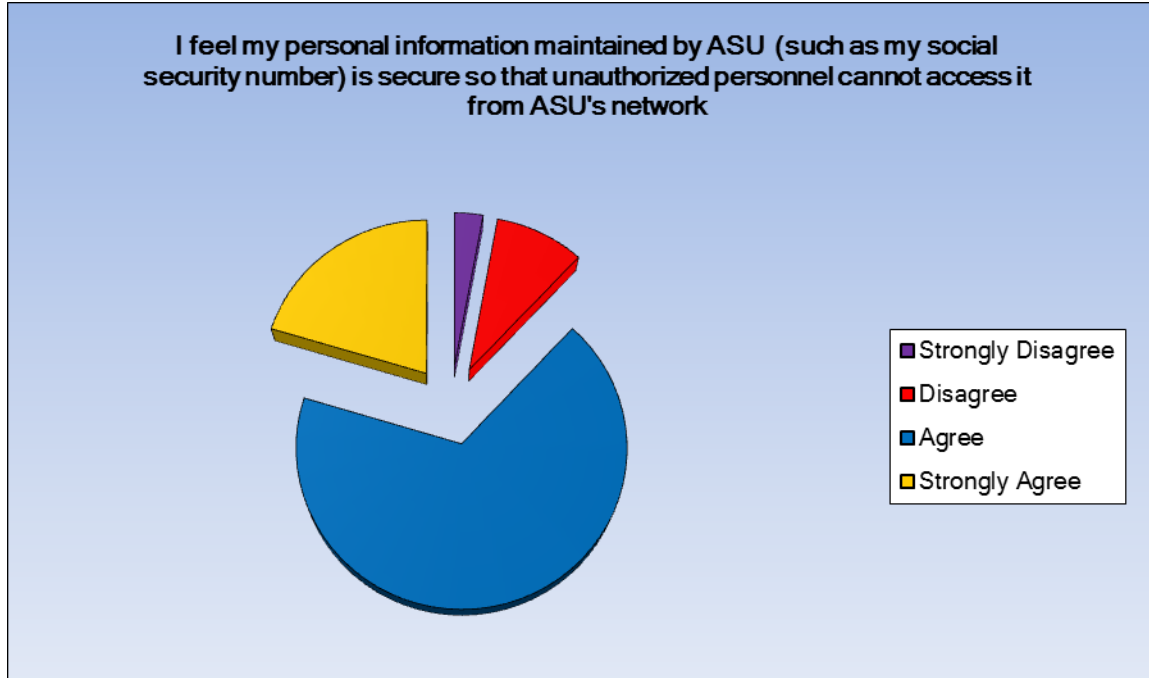


I feel my personal information maintained by ASU (such as my social security number) is free from corruption.		
Answer Options	Response Percent	Response Count
Strongly Disagree	4.4%	26
Disagree	6.4%	38
Agree	67.1%	400
Strongly Agree	22.1%	132
answered question		596
skipped question		40

ASU IT STUDENT SURVEY

Information access by unauthorized personnel

Out of all respondents, 88.1% or 523 out of 594 students agree that their personal information maintained by ASU is secure from access by unauthorized personnel. However, 12% do not agree or strongly disagree that their personal data is secure from unauthorized access.

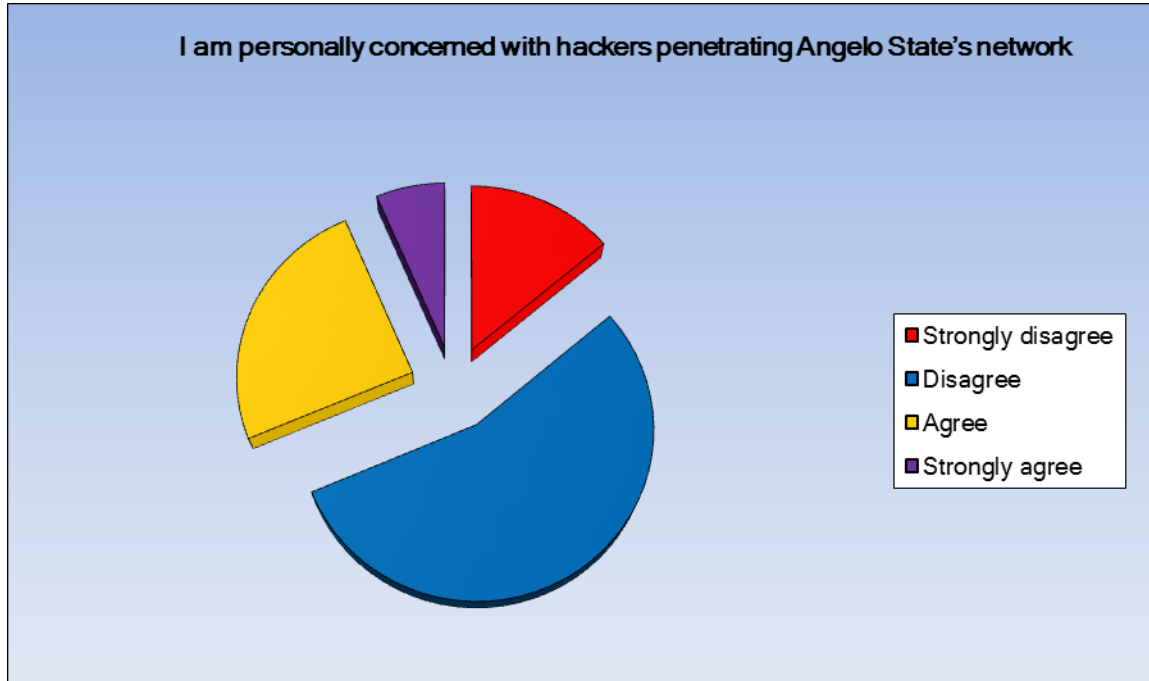


I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network		
Answer Options	Response Percent	Response Count
Strongly Disagree	2.9%	17
Disagree	9.1%	54
Agree	67.7%	402
Strongly Agree	20.4%	121
<i>answered question</i>		594
<i>skipped question</i>		42

ASU IT STUDENT SURVEY

Personally concerned with hackers penetrating ASU network

Out of the respondents, 68.6% or 409 out of 596 students are not concerned about ASU's network being penetrated by hackers. However, over 30% of students are concerned.



I am personally concerned with hackers penetrating Angelo State's network		
Answer Options	Response Percent	Response Count
Strongly disagree	13.9%	83
Disagree	54.7%	326
Agree	24.8%	148
Strongly agree	6.5%	39
answered question		596
skipped question		40

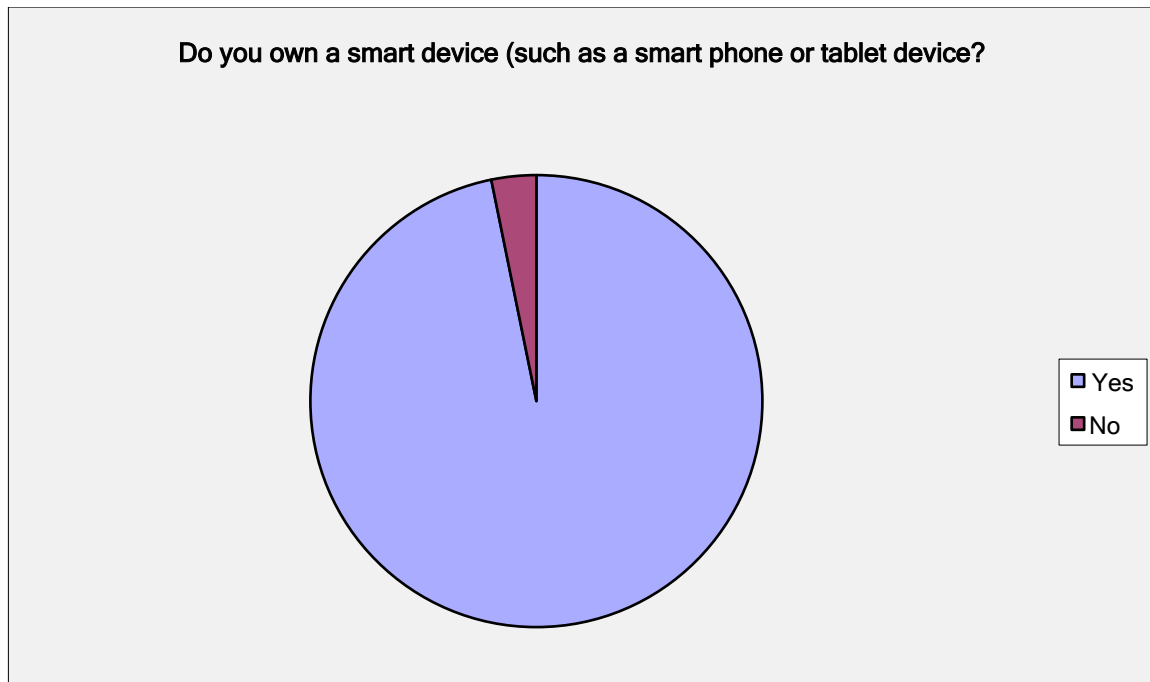
ASU IT STUDENT SURVEY

Mobile experience

The mobile experience section provides information on the preferences of students regarding the ASU app, as well as the mobile version of Ramport.

Smart Device Ownership

Most respondents indicated that they own a smart device, such as a smart phone or tablet.

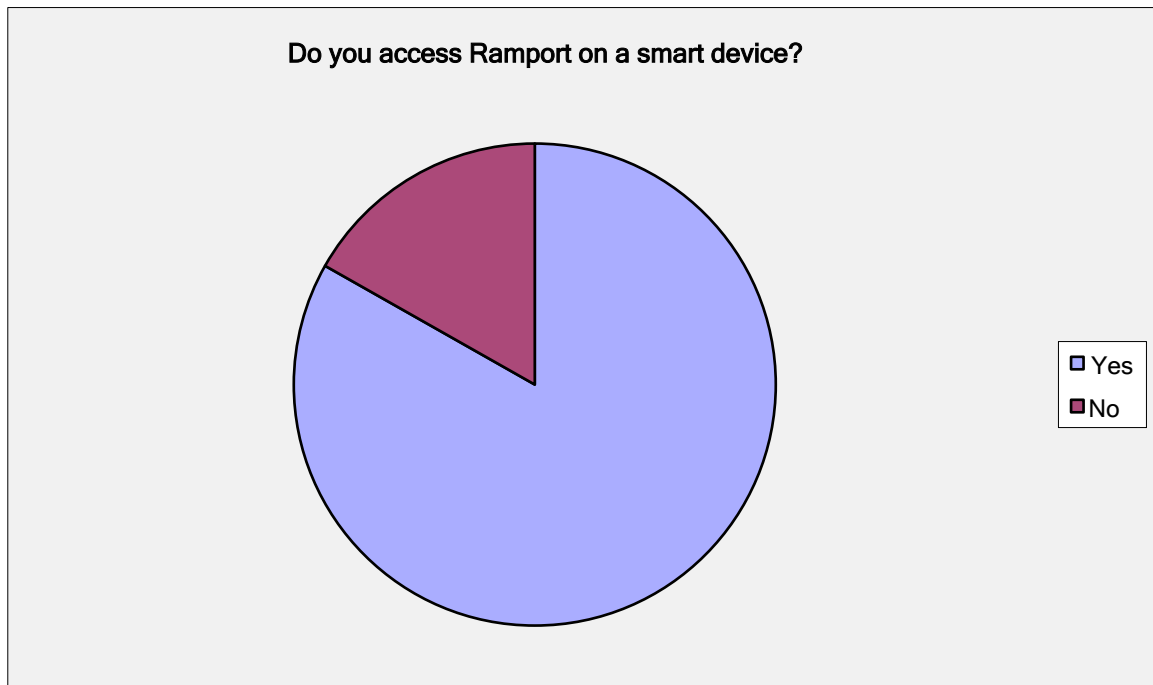


Do you own a smart device (such as a smart phone or tablet device?)		
Answer Options	Response Percent	Response Count
Yes	96.8%	612
No	3.2%	20
answered question		632
skipped question		4

ASU IT STUDENT SURVEY

Mobile Access to Ramport

One of the reasons that smart devices are so popular is due to the ease of accessibility to the internet and apps. For example, ASU students are able to access Ramport on smart devices as if they were on a laptop or desktop computer. Of the respondents who do own smart devices, 505 (83.2%) of them do access Ramport through a smart device.

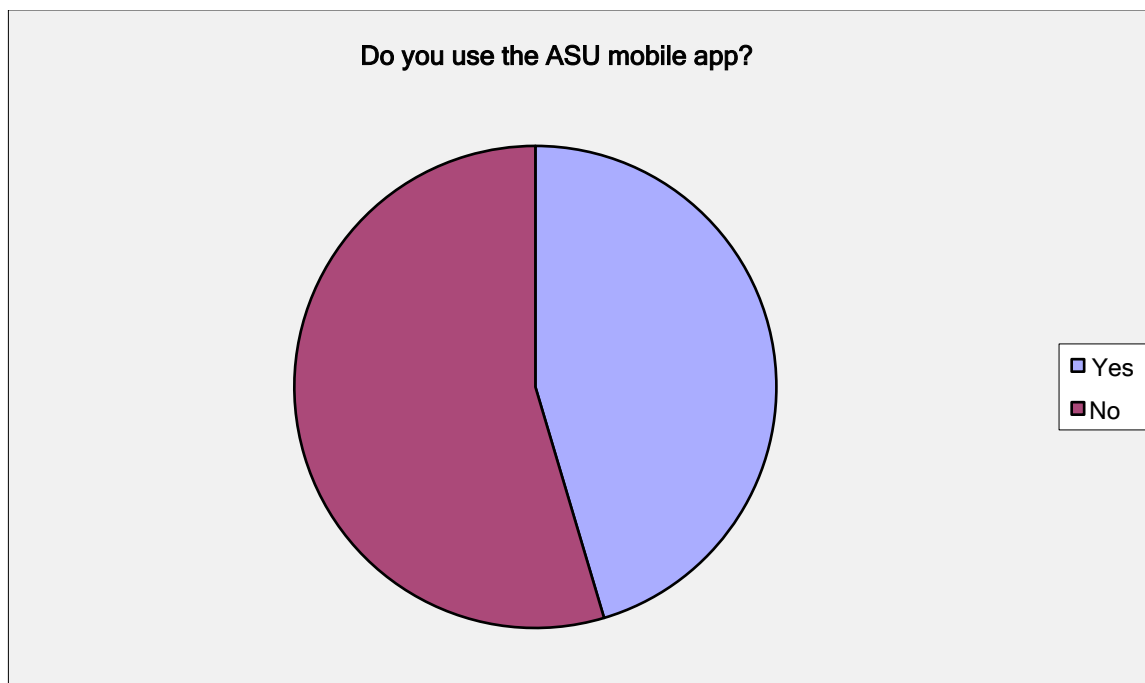


Do you access Ramport on a smart device?		
Answer Options	Response Percent	Response Count
Yes	83.2%	505
No	16.8%	102
answered question		607
skipped question		29

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Use of ASU App

Of respondents who own a smart device, less than half (45.5%) do not use the ASU mobile app.

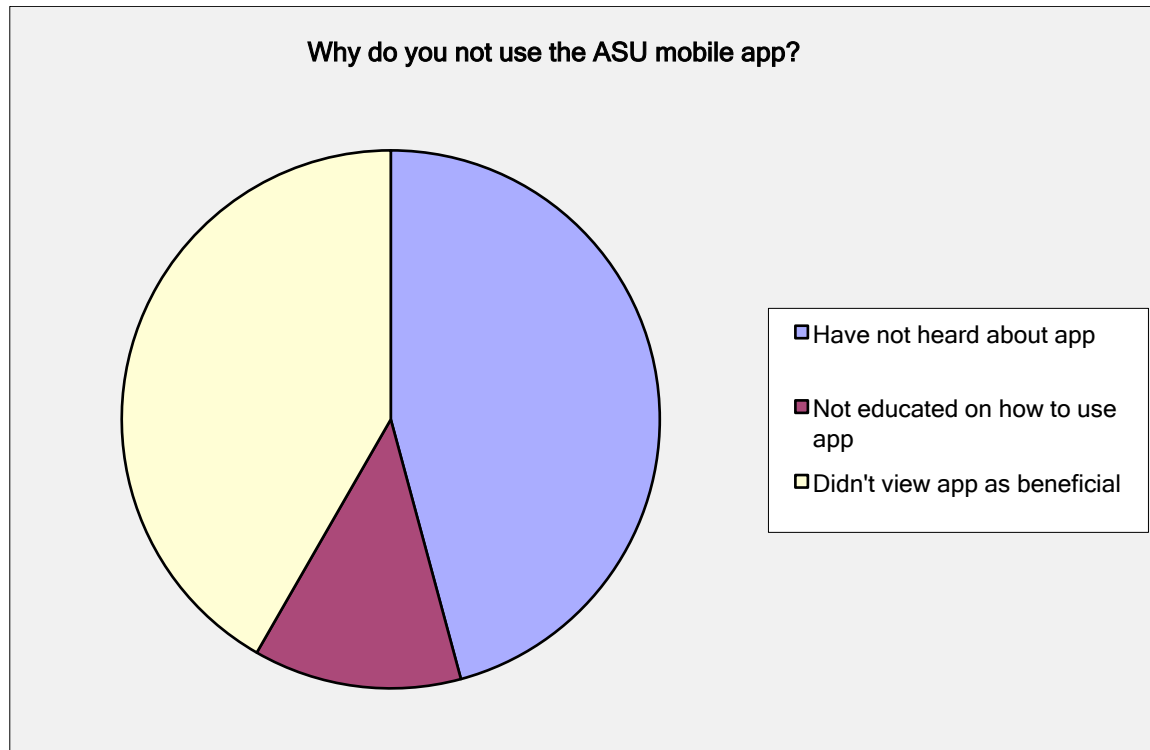


Do you use the ASU mobile app?		
Answer Options	Response Percent	Response Count
Yes	45.4%	277
No	54.6%	333
answered question		610
skipped question		26

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Reasons for Low Usage of ASU App

Of those respondents that do not use the ASU App, most have not heard about the ASU app (45.8%), or did not find it beneficial (41.7%).

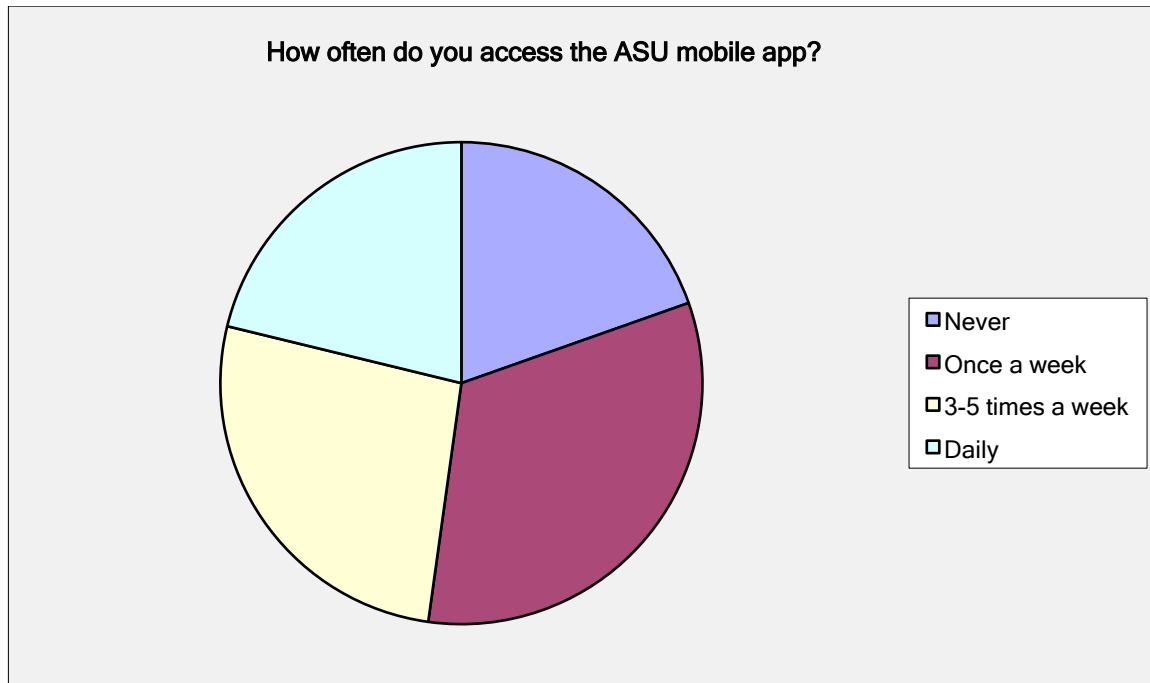


Why do you not use the ASU mobile app?		
Answer Options	Response Percent	Response Count
Have not heard about app	45.8%	135
Not educated on how to use app	12.5%	37
Didn't view app as beneficial	41.7%	123
Other (please specify)		56
answered question		295
skipped question		341

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Rate of Access of ASU App

Respondents are quite varied in their use of the ASU app. 19.6% never access it, 32.6% use it once a week, 26.6% use it 3-5 times a week, and 21.2% use it daily. Respondents who were not compatible for this question may have been asked for their response mistakenly. This question should have been skipped over in the questionnaire if respondents were not currently using the ASU app.



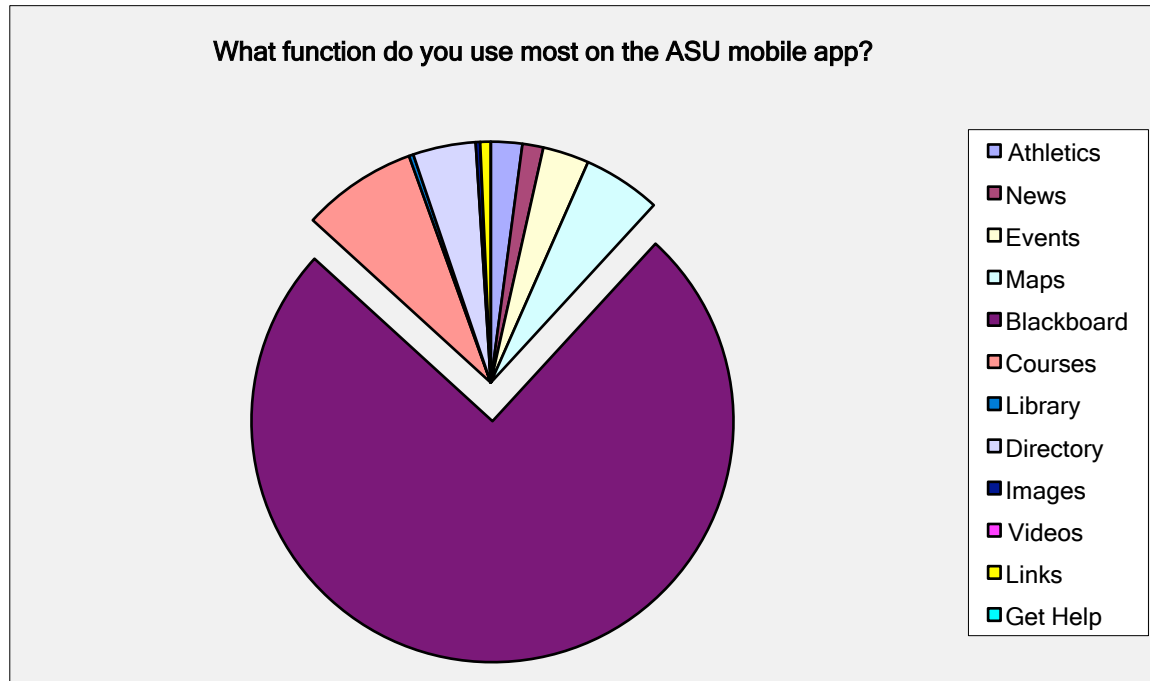
ASU IT STUDENT SURVEY

How often do you access the ASU mobile app?		
Answer Options	Response Percent	Response Count
Never	19.6%	62
Once a week	32.6%	103
3-5 times a week	26.6%	84
Daily	21.2%	67
<i>answered question</i>		316
<i>skipped question</i>		320

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Reasons for using ASU App

The overwhelming majority of respondents (74.8%) use the ASU app to access Blackboard.



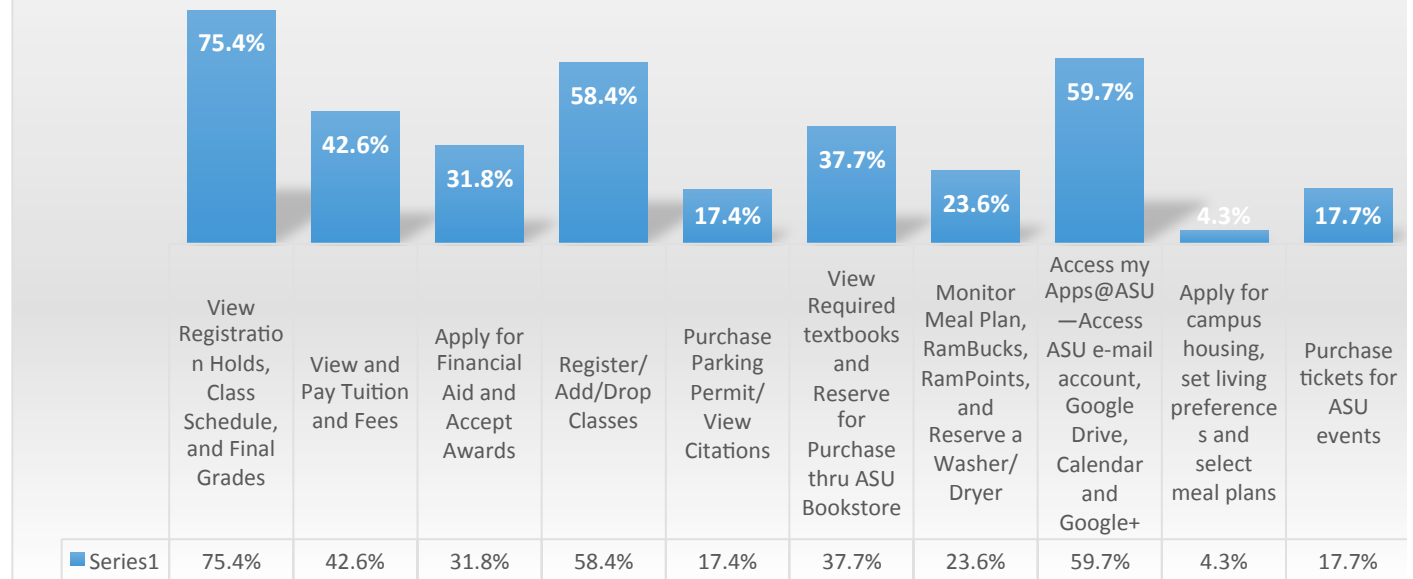
What function do you use most on the ASU mobile app?		
Answer Options	Response Percent	Response Count
Athletics	2.1%	6
News	1.4%	4
Events	3.1%	9
Maps	5.2%	15
Blackboard	74.8%	214
Courses	7.7%	22
Library	0.3%	1
Directory	4.2%	12
Images	0.3%	1
Videos	0.0%	0
Links	0.7%	2
Get Help	0.0%	0
<i>answered question</i>		286
<i>skipped question</i>		350

ASU IT STUDENT SURVEY

Predicted Use of Future Mobile Services

When considering possible future mobile services respondents are most likely to view registration holds, class schedule, and final grade services (75.4%). The second service they would use would be to access “my Apps@ASU” (59.7%), and registration/add/drop classes is a close third (58.4%). These are all possible functions that could replace some of the under used functions that are currently in the ASU app.

When I am “on the go” using my mobile device, which of the following services would I be most likely to use if they were available in a mobile-friendly environment? Select your top 4 choices.



ASU IT STUDENT SURVEY

When I am “on the go” using my mobile device, which of the following services would I be most likely to use if they were available in a mobile-friendly environment? Select your top 4 choices.

Answer Options	Response Percent	Response Count
View Registration Holds, Class Schedule, and Final Grades	75.4%	230
View and Pay Tuition and Fees	42.6%	130
Apply for Financial Aid and Accept Awards	31.8%	97
Register/Add/Drop Classes	58.4%	178
Purchase Parking Permit/View Citations	17.4%	53
View Required textbooks and Reserve for Purchase thru ASU Bookstore	37.7%	115
Monitor Meal Plan, RamBucks, RamPoints, and Reserve a Washer/Dryer	23.6%	72
Access my Apps@ASU—Access ASU e-mail account, Google Drive, Calendar and Google+	59.7%	182
Apply for campus housing, set living preferences and select meal plans	4.3%	13
Purchase tickets for ASU events	17.7%	54
<i>answered question</i>		305
<i>skipped question</i>		331

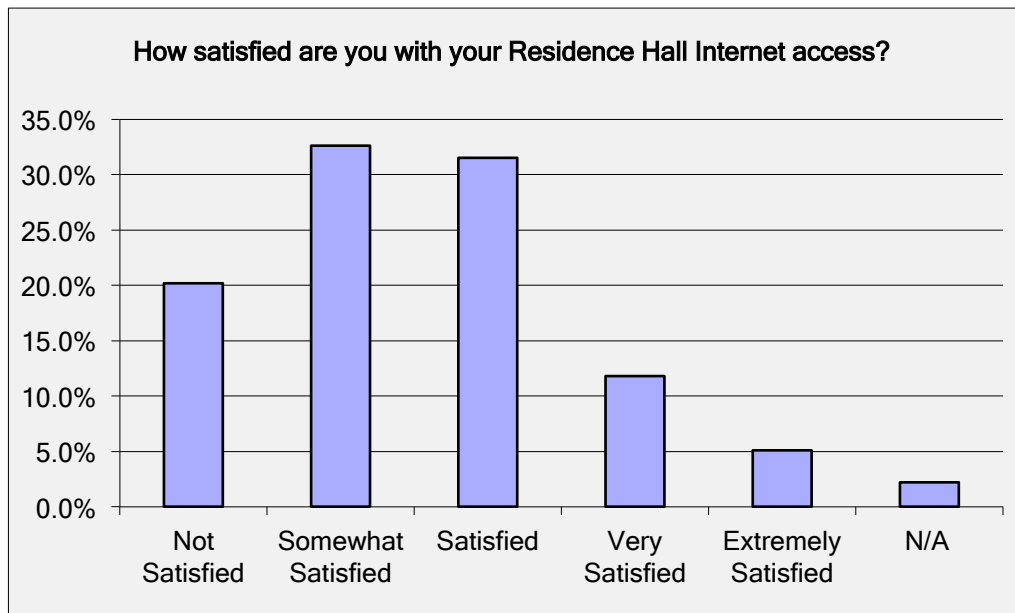
ASU IT STUDENT SURVEY

IT Services and Student Satisfaction

The results of survey questions contained in this section cover topics that the IT department believed to be most important to evaluate the overall satisfaction students have with the various services they offer.

Satisfaction with Residence Hall Internet Access

Of the 178 respondents who use Residence Hall Internet access, (5.1%) are extremely satisfied and (11.8%) are very satisfied, and (31.5%) are satisfied with their service. It should be noted over half of the responses were somewhat satisfied (32.6%) or not satisfied (20.2%).

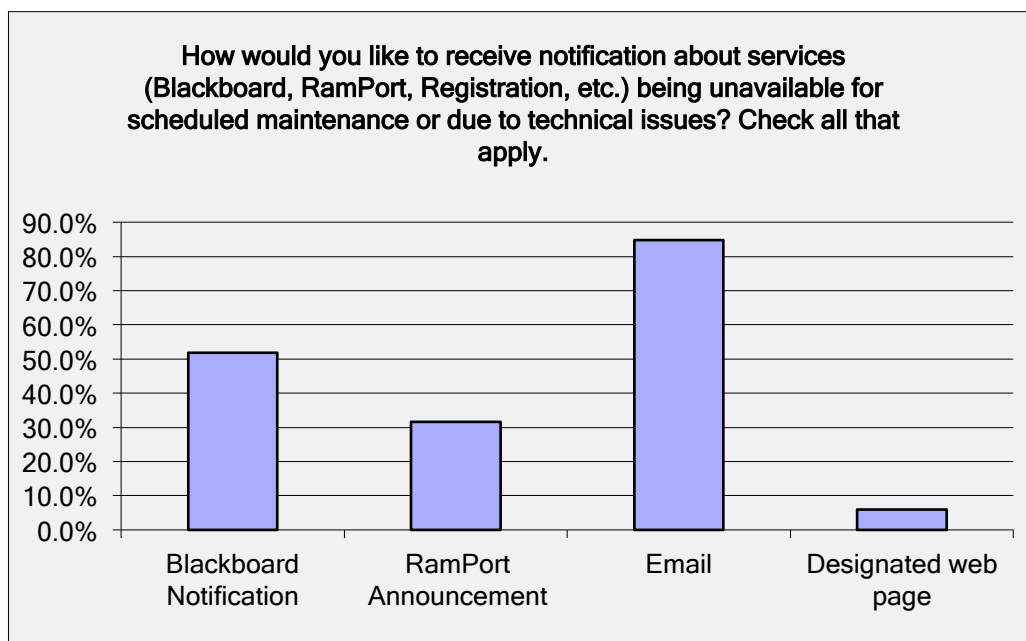


Answer Options	Response Percent	Response Count
Not Satisfied	20.2%	36
Somewhat Satisfied	32.6%	58
Satisfied	31.5%	56
Very Satisfied	11.8%	21
Extremely Satisfied	5.1%	9
N/A	2.2%	4
<i>answered question</i>		178
<i>skipped question</i>		458

ASU IT STUDENT SURVEY

Service Notification

It is not surprising to see that the most popular way to receive notifications about the availability of services is through email. With individuals always being on the go, email is a very convenient way to receive this type of message. One can receive notifications on their mobile device and view it at their convenience. Of the 307 respondents to this question, 84.7% chose email as the preferred way to receive this type of notification, followed second with 51.8% preferring to get these notices as Blackboard notifications.

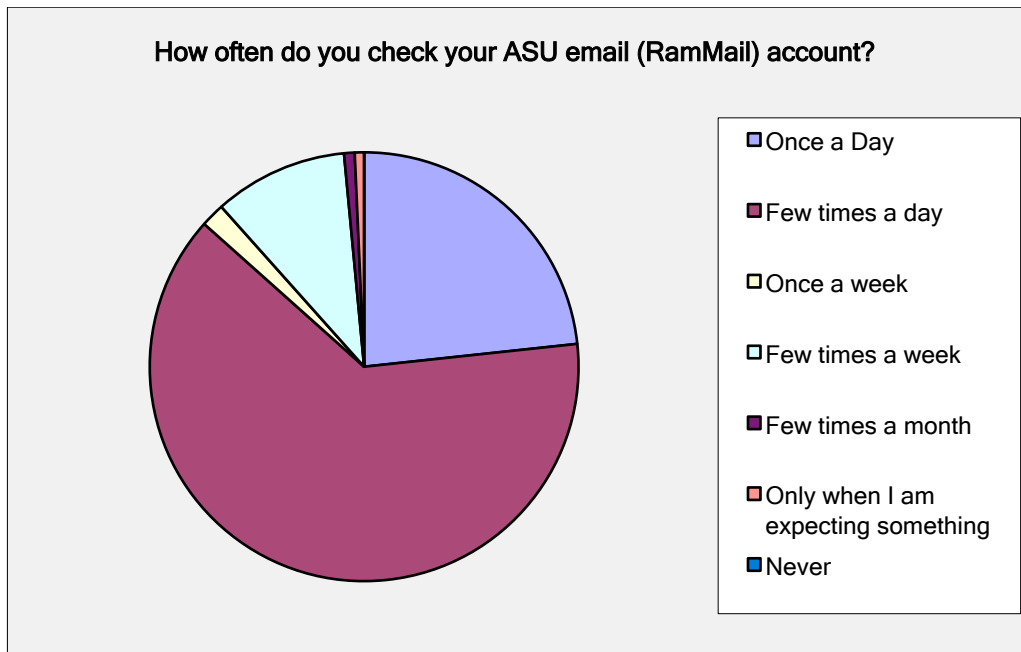


Answer Options	Response Percent	Response Count
Blackboard Notification	51.8%	159
RamPort Announcement	31.6%	97
Email	84.7%	260
Designated web page	5.9%	18
<i>answered question</i>		307
<i>skipped question</i>		329

ASU IT STUDENT SURVEY

Email Usage

Due to the ability to have technology at our fingertips at all times, it is very easy for students to check their email. When it comes to checking their email, 378 of the 597 (63.3%) report to checking their email a few times a day. Another (23.3%) or 139 report checking email only once a day.

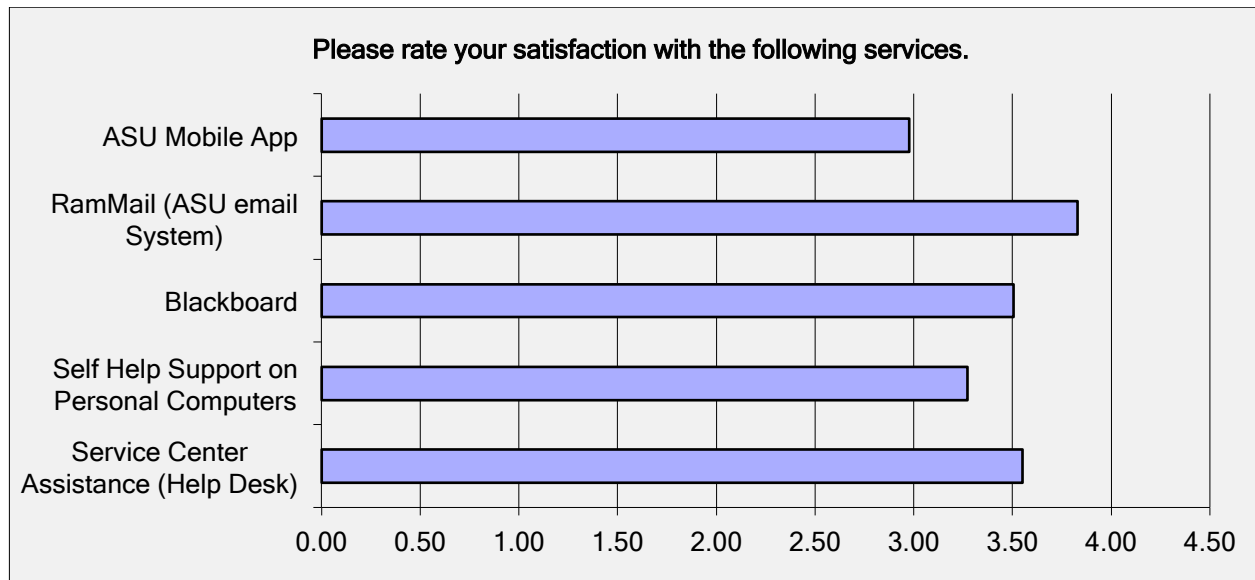


Answer Options	Response Percent	Response Count
Once a Day	23.3%	139
Few times a day	63.3%	378
Once a week	1.8%	11
Few times a week	10.1%	60
Few times a month	0.8%	5
Only when I am expecting something	0.7%	4
Never	0.0%	0
answered question		597
skipped question		39

ASU IT STUDENT SURVEY

Satisfaction with Services I

It appears that overall respondents are at least satisfied with the many services offered by the IT department at Angelo State. If there was a place IT could potentially increase satisfaction, it would be by making improvements to the ASU Mobile App as the overall average grade for this service is 2.98 based on a five point Likert scale.



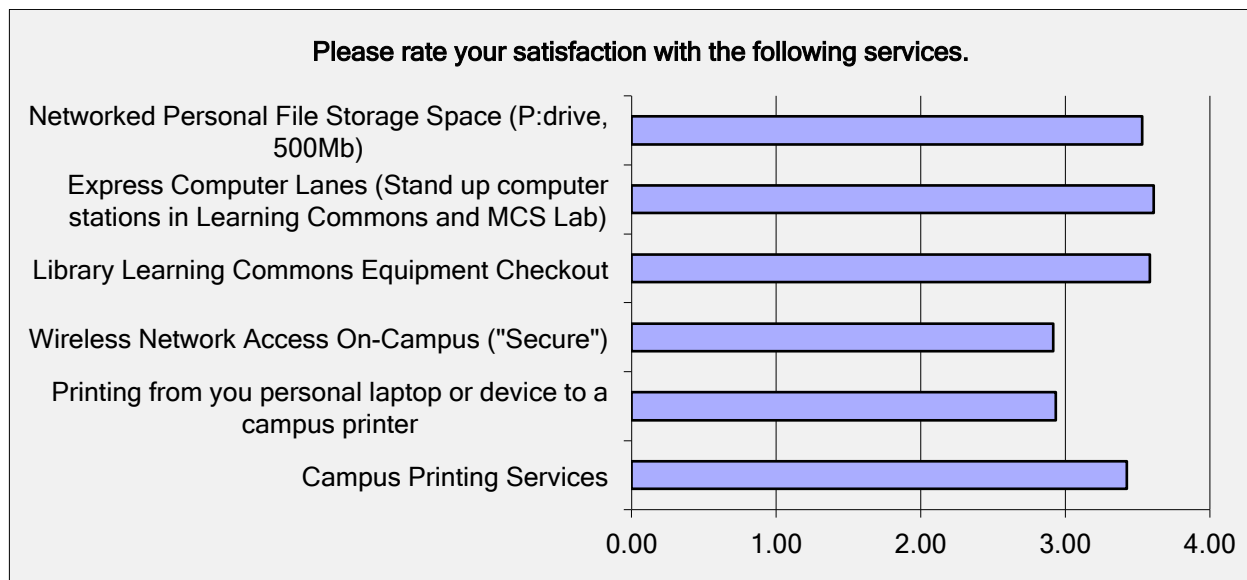
Answer Options	Not Satisfied (1.0)	Somewhat Satisfied (2.0)	Satisfied (3.0)	Very Satisfied (4.0)	Extremely Satisfied (5.0)	Unaware of the Service	Have Not Used the Service	Rating Average	Response Count
Service Center Assistance (Help Desk)	13	34	155	95	89	13	199	3.55	386
Self Help Support on Personal Computers	15	40	132	62	44	39	264	3.27	293
Blackboard	15	67	218	171	110	2	10	3.51	581
RamMail (ASU email System)	6	30	183	204	162	3	8	3.83	585
ASU Mobile App	55	51	112	69	42	37	229	2.98	329
answered question									598
skipped question									38

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

ASU IT STUDENT SURVEY

Satisfaction with Services II

In this second set of satisfaction questions, it is apparent that the IT department could improve the overall satisfaction of the respondents if the ability to print from personal devices to campus printers and the ability to wirelessly connect to the network on campus are significantly improved. The average rating of these services on a five point Likert scale are just slightly below three. Overall, students are at least satisfied with the services offered by the IT department.



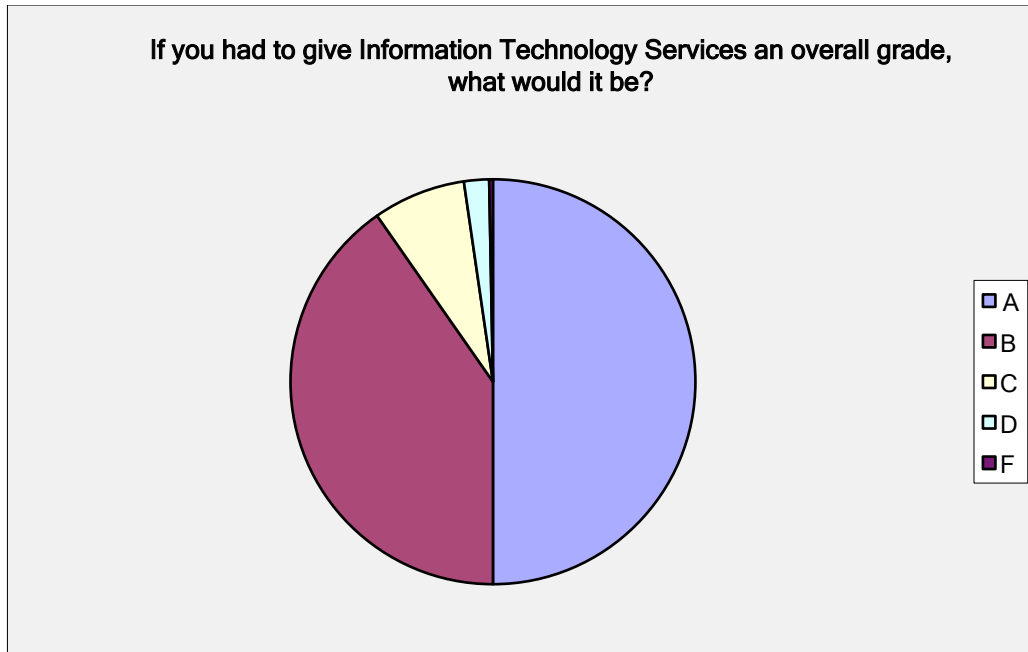
Answer Options	Not Satisfied (1.0)	Somewhat Satisfied (2.0)	Satisfied (3.0)	Very Satisfied (4.0)	Extremely Satisfied (5.0)	Unaware of the Service	Have Not Used the Service	Rating Average	Response Count
Campus Printing Services	24	73	160	122	102	3	114	3.43	481
Printing from you personal laptop or device to a campus printer	41	29	68	26	36	58	335	2.94	200
Wireless Network Access On-Campus ("Secure")	73	112	152	85	66	7	103	2.92	488
Library Learning Commons Equipment Checkout	9	25	129	78	75	15	266	3.59	316
Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	18	42	151	120	116	10	140	3.61	447
Networked Personal File Storage Space (P:drive, 500Mb)	19	45	151	76	110	26	165	3.53	401
answered question									599
skipped question									37

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

ASU IT STUDENT SURVEY

Overall Grade for IT Department

Respondents to this survey gave the IT department a high overall grade. Only 9.7% of respondents gave an overall grade below B, (50%) of respondents gave the department an A, and just over 40% gave a grade of B.



Answer Options	Response Percent	Response Count
A	50.0%	299
B	40.3%	241
C	7.4%	44
D	2.0%	12
F	0.3%	2
answered question		598
skipped question		38

Limitations and Caveats

Administering the survey through an online medium such as Survey Monkey does have some limitations. Some students may not find taking online surveys desirable for personal reasons. Also some students may have simply responded to the various questions that were presented in a random manner to complete the survey as fast as possible. A survey that was administered through a series of phone calls or physical survey handouts may have been more effective for these individuals. Also the time frame of 2 weeks to collect data may have been too short of a time frame to gather adequate information on the students at ASU. A strategically structured survey was developed to encourage participation and eliminate the randomness of answers that could have possibly been given. Furthermore, the email that was sent out with the survey attached explained the importance of the survey for the students. The two week time frame generated 636 completed surveys which is a confidence level of 95% and a response rate of 11.85% (as stated earlier). Additionally there is an over representation of seniors, grads, women, and age that is a potential limitation. Despite these limitations and caveats we are confident we have provided the IT department with results that can be relied upon for decision making purposes.

Conclusions and Recommendations

Overall, it is clear that the majority opinion of respondents to the survey is that the IT department offers a better than satisfactory service, as indicated by 50% of students giving the IT department a grade of “A”. Most students who responded to this survey are pleased with the service, staff, and technical capabilities of the IT group. The results present along with the open-ended comments in the appendix indicate that the IT department can make improvements to the following areas.

- Wi-Fi services- Given the responses about satisfaction of internet access in residence halls, there could potentially be a great opportunity for IT to increase overall satisfaction by improving internet access in the residence halls. Wi-Fi connect-ability with mobile devices, directions to connect more accessible.
- Security advancement and awareness
- New technology offered- ASU app, increased awareness of new improvements. Possible advertising to promote the use of the app and benefits that the app offers.
- Print credits- Two sided printing should count as single credit since one piece of paper is being used, or two sided is one credit and a half to account for the additional ink. This would provide students with more printing freedom as required by many classes. Ability to purchase more print credits online using debit/credit cards.
- Express lane computers in MCS- slow logging in. Possible increased speed logging in on these computers specifically.
- Printing stations- Used for the sole purpose of printing class materials quickly, increased convenience, placed in more buildings on campus and in dorms.

ASU IT STUDENT SURVEY

- Follow up with students to make sure their problems were fixed after being helped. A generic email or simple email could be sent to the student.
- Blackboard could possibly have compatibility issues with Microsoft Word, especially cut and paste from word to Blackboard.
- Finding additional means of advertising to make students aware of the ASU app.
- Remove some of the under used functions on the ASU app for more desired functions.

Exhibits

Sample of Survey

Here is a sample of the survey that was submitted to Ms. Beach for insertion into SurveyMonkey.

1. What is your Class standing?
Freshman
Sophomore
Junior
Senior
Graduate
2. Sex
M
F
3. Age
17-21
22-25
26-29
30+
4. In which ASU College is your major?
Arts & Sciences
Business
Education
Graduate Studies
Health and Human Services
Undecided
5. What type of classes do you take?
Online Only
Classroom Only
Both
6. Do you live on campus? (If NO then skip to 10)
Yes
No

ASU IT STUDENT SURVEY

7. If you live on campus where do you live?
 - Centennial Village
 - Texan
 - Massie
 - Vanderventner
 - Concho
 - Plaza

8. Select the technology services that you currently use or would like to use in your room.
Select all that apply:
 - Wireless Internet
 - Wired Internet Connection
 - Cable TV Connection
 - Telephone Line
 - Personal Cell Phone

9. How satisfied are you with your Residence Hall Internet access?
 - Not Satisfied
 - Somewhat Satisfied
 - Satisfied
 - Very Satisfied
 - Extremely Satisfied

10. What devices do you connect wirelessly to ASU's network? Check all that apply.
 - Smart Phone
 - Tablet Device
 - Laptop
 - Desktop
 - Gaming Device
 - Online TV Device
 - Other

11. Do you own a personal laptop?
 - Yes
 - No

12. Do you own a personal desktop computer?
 - Yes
 - No

ASU IT STUDENT SURVEY

13. Do you own a smart device? I pod, I pad, Smart phone, tablet, etc. (If no skip to 22)

Yes

No

14. Do you use the ASU mobile app?

Yes

No

15. Do you access Ramport on a smart device?

Yes

No

16. Why do you not use the ASU mobile app?

Have not heard about app

Not educated on how to use app

Didn't view app as beneficial

Other (open ended with selection of other)

17. How often do you access the ASU mobile app?

Never

Once a week

3-5 times a week

Daily

18. What function do you use most on the ASU mobile app?

Athletics

News

Events

Maps

Blackboard

Courses

Library

Directory

Images

Videos

Links

Get Help

19. Is there anything you would like added to the ASU mobile app?

Yes (Go to Open ended answer)

ASU IT STUDENT SURVEY

No

(Open ended blank)

20. Are there any particular functions on the app that you feel could be changed in some way?

Yes (Go to Open ended answer)

No

(Open ended blank)

21. If you had to give the ASU mobile app an overall grade, what would it be?

A

B

C

D

F

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

Once a Day

Few times a day

Once a week

Few times a week

Few times a month

Only when I am expecting something

Never

23. Do you think you will use your ASU email account (RamMail) past graduation?
(5 point scale)

Definitely not probably not maybe probably would definitely would

24. 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

Strongly Disagree

Disagree

Agree

Strongly Agree

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

Strongly disagree

Disagree

ASU IT STUDENT SURVEY

Agree
Strongly agree

26. Please rate your satisfaction with the following services.

Answer Options	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied	Not aware of the Service	Have Not Used the Service
Service Center Assistance (Help Desk)							
IT Help Support on Personal Computers							
Blackboard							
Outlook Mail (ASU e-mail system)							
ASU Mobile App							

Answer Options	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied	Not aware 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")							

ASU IT STUDENT SURVEY

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

27. Please rate your satisfaction with the following services.

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

Yes

No

(If no then skip 26, go to 27)

29. Please rate your satisfaction with the following services.

Answer Options	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied
Networked Personal File Storage Space (P: drive, 500Mb)					

30. Why do you not use the ASU P Drive to store your files?

I have no need for 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.

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

A

B

C

D

F

32. Please tell us what the IT dept does well.

33. Please tell us what you would change about the IT dept.

ASU IT STUDENT SURVEY

Appendix I

19. Is there anything you would like added to the ASU mobile app?

1	Do not have a data plan for my phone.
2	It's not the same as the Blackboard app is it? I wasn't sure.
3	Boyfriend has the app so I use his when necessary.
4	I have never used the app, but I assume that it is all of the Ramport functions on an app. I only use Ramport to view my transcript and input my time sheets so I do not need the app. I use my Blackboard app/website more often than Ramport.
5	Dont have a smart phone (crazy I know)
6	I just found about it the other day, but I heard that there were several things you can't do on it, so I stuck to Safari.
7	just never thought about using it
8	Not available/does not work properly on my Android Fusion phone.
9	I can never make it work properly.
10	I am very selective about any apps I put on my smart phone, and since my laptop can access the regular website from just about anywhere...
11	The app does not do anything that I need it to do. It is also extremely frustrating!
12	don't care to use it
13	just haven't had the need to yet - always able to access via the laptop or smartphone or tablet when necessary
14	Too many problems with the application on Android device to include formatting, display and navigation.
15	I just haven't used it.
16	Needs to have email connected to it! Then I would use it more
17	Just didn't flow easily.
18	Not compatible with my android devices.
19	Did not work on my phone when I previously tried to install it. It is easy enough just to pull it up on my browser.
20	I can never get it to work.
21	idc
22	With my busy schedule, I don't have time to learn the app.
23	Don't think to use the app, or don't need to use the app because I have a laptop or use a personal computer
24	My phone does not allow me to
25	The app never seemed to work as well as the online Ramport.
26	Dont care for it really
27	I usually use my laptop. No need to download another app.
28	Have yet to install the app
29	didnt want to download it
30	Don't want to pay for it
31	tried it and it would crash. I would have to restart my phone. I finally just gave up on it and uninstalled the app
32	It was faster just using basic internet on a smartphone. I used it for a map of the campus first year, but once I started to know where everything was, I quit using it.
33	old smart phone, too slow
34	The app is not useful.

ASU IT STUDENT SURVEY

35	My provider doesn't support the app.
36	Limited functions/incentives
37	Just haven't gotten it yet
38	There is nothing on there that is important
39	I hated getting notifications at 3 in the morning.
40	I had the ASU app and hardly used it. I use the blackboard app more because it goes straight to my class.
41	The app doesn't work half the time. It's slow and oftwn crashes, just using the browser to conect directly is much faster.
42	Really slow
43	I have the app just don't use it there's nothing really in it
44	Don't have the time to check on it and do not fine it beneficial to me since I am an online student
45	Have blackboard app
46	I know the app works fine on iPhone, but it doesn't work on MyTouch Q slider.
47	I Could Not View The Things I Needed Such as Mail and Contact The Professor
48	the app is not user friendly on the smart device. It clichés and freezes on the Samsung 4. I just find it easier to your the cpu version.
49	Windows phone doesn't have it available.
50	Prefer full websites vs. mobile versions.
51	All I would use it for would be to check asu email. I have my asu email sync'd with my smartphone's email client so no need for app for me.
52	There's an app?!
53	not available
54	I had it on my iphone but it was quicker to log onto Ramport through Safari. Blackboard has their own app which is quicker than the ASU app.
55	Not available on Windows Phone operating system.
56	Just don't use it often. Prefer to access through a computer.

ASU IT STUDENT SURVEY

32. Please tell us what the IT dept does well.

1	They keep the system up and running! People usually are not praised when things are going well because it is invisible and we do not think about it- therefore, I say thank you to IT.
2	Response time; good attitudes, always friendly.
3	Unlocking my ASU account everytime I forget my password
4	Telephone support for distance ed. students
5	Provides a variety of resources - especially Adobe Acrobat, access to multiple databases
6	after hours support
7	Explain problems
8	Most of the time, the service is great. Everything online runs smoothly. Overall, they have provided a great experience.
9	Very kind and courteous
10	When I need help, someone is always there to help me
11	Response to questions and concerns dealing with Blackboard in a timely fashion
12	Answering any questions you have to ask them.
13	IT dept was phenomenal in helping me with a personal device problem!
14	i don't know
15	I'm an online grad student. I very rarely come to campus. My online experience has been fine.
16	Electronic equipment. Keeping up and staying modern.
17	N/A
18	Assures my personal computer has the correct add-ons and plug-ins
19	If there is ever a problem the IT dept is willing and ready to help fix it
20	From what I can tell, they are very quick to answer work call orders or help individuals/organizations get technology up and running.
21	NA
22	keeps it all the IT up and running well.
23	great about customer service
24	When there is a jam in the printer they fix it really fast.
25	The IT personnel are very helpful in most situations
26	responds effectively & genuinely cares about student concerns and needs; Most ASU departments use 'referral' as a tool for deferral and deflection of student concerns and needs therefore many student problems go unattended to the point of dropout or transfer, yet ASU seems unwilling to face the real problem. The IT dept. is such a refreshing and absolute opposite of the ASU default response that its become an anomaly when compared to ALL other ASU departments!
27	Customer service is fast and friendly. Blackboard is easy to use and navigate.
28	Very helpful to students who don't understand a lot about technology. Keep our information safe.
29	I believe that overall the IT dept does a fine job based on the scope of their task;number of users, number of machines in services and the amount of data handled. I think they/you do a very good job.
30	They're very helpful when you need the help. Many of my teachers are technologically challenged. When something goes wrong, the IT staff always comes and fixes it in a heartbeat.
31	Helpful, patient, friendly
32	Manages IT services well.
33	I work on campus and the IT dept is always quick to fix any issues that we may have. I also appreciate the employees that are actually knowledgeable about computers.

ASU IT STUDENT SURVEY

34	Help when the computers are acting up or I can't find something or how to do something.
35	Good job
36	Handles most technical aspects very well
37	customer service
38	They take care of business!!!
39	They have always helped when locked out of my rampart or using a computer in the work stations.
40	Respond quickly to my questions
41	Listen to my problems and they don't make me feel like I should already know this information or that I should already know how to use the system. They were very cordial.
42	helped install e-mail to my iPhone
43	Security, Accessibility, Maintenance,
44	They have always been helpful and courteous when I have called with a problem.
45	Assist with printer problems in a quick manner.
46	If there is anything that has to do with technology such as problem solving, technical, being very courteous and helpful, they defiantly fit my definition of experts. The most important part of all is there service and willing to help you solve a problem and assist you. Fantastic work IT Dept.
47	IT is easily accessible.
48	everything
49	The support is helpful.
50	Making sure that all computers are up and running
51	Communication
52	User-friendly, reliable service.
53	Everything.
54	Ram mail works well.
55	Helps with problems that day.
56	Helps students very well when issues arise.
57	Take their time
58	Customer Service, Help Desk!!!
59	Timely responses
60	Communicates pretty well with student body. Is made pretty available
61	All the techs are firendly, professional, knowledgable and energetic. I am impressed with how the group carries themselves.
62	Working individual customer issues when phone calls are made.
63	Assist with technical needs
64	As a student who works on campus, I know several people in the IT department and they are extremely helpful. They're always able to assist us with any problems we might have. As of personally, I have never really had to contact IT for any questions.
65	Everyone is always really friendly and helpful.
66	Technical support
67	IT is great about helping students like myself with any questions they might have, and I especially appreciate the way they keep the printers up and running.
68	troubleshoot
69	Everything
70	No answer
71	They try to keep up and keep things going.
72	answer the phone
73	I don't know fix computers?!?

ASU IT STUDENT SURVEY

74	The IT department maintains the status quo. There is not anything special I have seen them accomplish, and I have had experiences that indicate to me the IT department is not capable of handling much more than reset password, restart your computer type trouble shooting.
75	trouble shooting issues in real time
76	Resolving technical issues with Blackboard and being patience during the troubleshooting process.
77	Sexy workers
78	Most of the time the people working in the IT department are friendly and quick to help.
79	Very helpful at fixing problems!! Very professional
80	Prompt response to questions by e-mail
81	Most of the time they try hard, but I think they must be understaffed because it takes awhile to work out any problems that are occurring.
82	Accessible and knowledgeable
83	The few times I have needed help, a live person quickly helped resolve my issues. Once, they even sent me documentation to send to my professor when I was having difficulties submitting my assignment in Blackboard. I appreciate the willingness to go above and beyond for the ASU student population.
84	dont know
85	IT does a great job in providing students with different areas of computer use and space for studying with the availability of WiFi and computer labs in the library and MCS, as well as the CyberCafe.
86	IT has always been there for me when i call them, i am very impressed with their call line
87	They fast and efficient in the services the IT dept. provides to the Angelo State community.
88	Maintianing the site.
89	Answers the phone and sends surveys
90	I really don't have many complaints!!
91	I haven't used this service. So far everything I have needed has worked out for me.
92	Keeping the systems up and running.
93	Well since I've been a freshman, I have yet to encounter technical difficulties.
94	They are very knowledgeable, nice, and helpful
95	Helps students when they are in need. Especially when they are in a crisis situation and can't get their paper or computer to work and the assignment is due the next day. IT fixes the problem and is able to calm the storm. :0)))
96	When I have needed support, it was easy to access and I got the help I needed.
97	Fast and courteous customer service.
98	Helps whenever needed
99	The it department does well of answering the phone when one needs help.
100	The few times I have had to contact the Help Desk, my problem was resolved immediately. Granted, they were very easy problems, but I have had no major issues, so IT must be doing a good job :)
101	giving opportunities to find internet links and information pertaining to classes
102	Anytime I have called in regards of losing a password or resetting an old one, I have always been helped.
103	Everything
104	They helped me to connect my new computer to the wifi when it didn't work with my new operating system.
105	I take all online classes, and have never had a problem in two years. You keep the system running smoothly and without interruption.
106	The IT department personnel always answer my questions or any problems that may occur. They are very knowledgeable.

ASU IT STUDENT SURVEY

107	Most are VERY helpful.
108	Help Desk is great
109	N/A
110	Responding to work orders
111	All
112	Provides many opportunities to contact
113	They are very informative and you can tell they are experienced technicians
114	Helps out if you have a problem
115	Provides computer access.
116	I really like the accessibility of the Express Computer Lanes. I almost never use the normal sit down computers. I check my RamMail very often throughout the day and am pleased with this service. The Mobile Learn app is a great way for students to keep with grades on the go.
117	Helping when asked
118	i dont know, assisting with students academic assignments with printing, e-mailing, and researching information.
119	Resolve issues
120	Offers' Adequate printing stations. Solves a widespread number of issues with outside laptops using wireless networks on campus or printing services.
121	support for Blackboard
122	they answer the phones & don't make you wait on hold very long if they do have to put you on hold. They are patient & fix my issues every time!
123	Help in a timely manner and knowledgeable over their jobs.
124	The help desk people are always friendly and willing to help.
125	Provides great services to us that are useful.
126	keeps its users updated
127	try to fix the problems when students have questions
128	Helps with Problems
129	always friendly and hlepful
130	Respond to email inquiries in a timely manner
131	Black bord assistance
132	Always open and helpful
133	responds politely and efficiently to inquiries and service needs
134	Customer service
135	Hours and accessibility
136	help
137	Give information.
138	Very friendly and helpful when reached for assistance.
139	everything :D
140	Havent used them except for finding my lost thumb drive
141	I have had to call help desk a couple of times and there was no wait time, and the person was extremely helpful, quick, friendly, and knowledgeable.
142	Protects my information
143	Everything!
144	Usually responding quickly to computer problems.
145	Extremely nice staff.
146	Well, the school hasn't exploded yet.
147	Good response time to emailed questions or concerns
148	Keeps everything up to date and tries to fix any bugs as soon as possible.

ASU IT STUDENT SURVEY

149	Provides great services, helping and ensuring they can do whatever is needed.
150	Keep the computers fast and reliable, even when there are a lot of people online or using the computers at a time.
151	keep system running with limited down time.
152	Maintaining data connection throughout ASU
153	Not aware of all the Dept's to mention
154	Classroom support for technology is very effective, and techs make it to work orders very quickly when classes are in session.
155	The amount of access to technology
156	Fixes issues fast
157	excellent help desk employees
158	Keep me happy.
159	Helps me figure things out when my computer is messing up and when I can't figure out blackboard
160	They are very knowledgeable and willing to help when presented with an issue.
161	They do a really good job when announcing important information.
162	IT has been very helpful and efficient when I have needed them.
163	They are over all just really helpful.
164	Computer lab
165	Communication as to solving any issues.
166	Good customer service
167	Helps with wireless connection to personal computers when having trouble
168	Haven't noticed any problems, other than sometimes not accessing the P drive or the infite updating loop when i log in(but they only happened once.)
169	Not Much, I called to have them fix my computer because the internet wouldn't connect and the idiot told me it wasn't working because I needed to download something off the web... But the internet wasn't working
170	Always helping
171	Quick to respond to problems, helpful, I am also full time staff at ASU and they do a great job with the staff as well as the students.
172	They are really helpful when it comes to problems on the computer. I personally have never had a problem with a computer, but I have seen them help many students. Great department.
173	They keep everything running with the quality it needs.
174	Correcting any issues individuals may have in a timely manner.
175	Answers questions accordingly and manages problems in a timely fashion
176	N/A
177	offer help in a timely manner
178	Sends out notification concerning maintenance on school website periodically.
179	Fixes problems in a short amount of time.
180	Most things on campus seem to run smoothly. I like being able to print on campus; the express printers are also nice.
181	Good communication- The few times I have had issues, the follow-up was excellent!
182	The It department responds quickly and efficiently to inquires but when visiting the help desk in the MCS, I was told by a young women that she had no clue what to do. My question then was why was she there. Also, the IT department probably is not at fault for this, but the wifi is virtually non existent in any of the dorms I have lived in. The back section of Centennial does not get wifi as well as the 10th floor of Concho. When I told IT about this they told me to get a Ethernet cable. I was not happy.
183	Great customer service/help desk personnel and timely management
184	Keeps our personal drive safe.

ASU IT STUDENT SURVEY

185	Assist with problems as best they can.
186	The staff is helpful and friendly.
187	Helps with any computer issues
188	everything
189	They take care of my needs when I'm in the library.
190	Keeps me updated on what they are doing if it will interfere with my ability to use the technology.
191	They are very knowledgeable about many problems and can usually fix most things.
192	When I have a question they are kind to answer.
193	they help students who are having trouble with their account in a timely manner.
194	Information on what to do if your passcode/password doesn't work or if you forgot it
195	They have been nice and helpful when I have called
196	The computers almost always function as expected.
197	Esat access/customer service!
198	A lot of things.
199	Extremely helpful and patient!!
200	They are very friendly!
201	The IT excels in blocking internet on my computer because of a virus/malware and not helping me resolve the issue. I am counting down the days until I move off campus so I won't have to deal with this shit anymore.
202	Most everything
203	Instant customer service and good equipment.
204	Very friendly.
205	They are a back bone to the university and as a student I see them always working on something or going from place to place they get the job done and do it well
206	Equipment checkout, on campus wireless in most buildings
207	Sending Alerts when system will be interrupted, in that way I can adjust or manage my time effectively.
208	Very polite and always ready to help
209	Great at helping me, always in a courteous manner.
210	They are pretty good about keeping the paper in printers stocked and almost always turning on the computer in the mornings.
211	Not sure
212	Always having laptops available
213	They seem to keep their help desks staffed and the student assistants seem willing to help.
214	Helpful
215	Semi good service. They seem to know what they're doing. Other than that, I have no opinion.
216	answering phone calls and addressing issues at 3 in the morining
217	Great with finding solutions, or trying to help.
218	Helping us with any problems we have.
219	Fixing blackboard problems.
220	Field services
221	Fixes computers
222	Very good, friendly customer service from library IT desk technicians
223	Fixing every single problem no matter how big or small and being responsive.
224	Quick response.
225	It keeps the teachers happy
226	Fixing problems

ASU IT STUDENT SURVEY

227	They take my calls for help seriously and handle the situation promptly.
228	Prompt phone support with blackboard issues
229	Prompt help.
230	Help desk people are pretty good. Wifi works well.
231	Informs student body about when updates will be an when systems will be down
232	They respond fairly quick. The wifi is better this year.
233	Has available computers
234	kind and helpful
235	It helps you out well if you have forgotten a password and it usually has the entire internet back online after only a few hours or a full day.
236	Their job
237	Customer service is ALWAYS above par!
238	Notices, maintenance, timely feedback, equipment availability
239	Y'all keep on track of things that need to be done.
240	Fixes the problems!
241	Informational
242	Assisting students with technical problems/questions
243	IT has always been friendly when I've called. I've never had any issues with the services I use.
244	Responding to work orders
245	Up to date or at par with technology.
246	Keep everything running
247	Answers my questions, respects me, and leaves me to do my work without issues.
248	Overall, good job.
249	Techs are well informed and helpful.
250	Ticket support response time
251	Service Center
252	Everything!!!!!! It is awesome!!
253	Has fixed every problem I've had in a polite manner
254	Simple and concise processes for perpetuating/supporting student life.
255	-
256	The wifi is horrible.
257	They are always there to answer phone calls. They have always been polite about their service.

ASU IT STUDENT SURVEY

33. Please tell us what you would change about the IT dept.

1	I have no complaints.
2	Nothing
3	Nothing
4	Increase internet speed
5	Communication system (tech to tech)
6	Work on the wireless network access..there have been many times when my tablet will disconnect right in the middle of taking notes on Google Drive. I have to rely on using my data from my phone to connect to the internet.
7	I'd like to be able to buy print credits with my debit card. Also, some of the IT people at the help desk aren't very knowledgeable and couldn't fix my problem or made my problem worse. I would make sure to test their IT knowledge better before hiring them.
8	shorter wait times
9	nothing
10	None
11	I don't really have any concerns.
12	I would abolish the IT department and replace it with androids.
13	N/A
14	Educate the staff on what problems the network and software programs have and why. If they can't fix a problem, have them find someone who can help the student. Have them check up on the student later to see if their problem was fixed.
15	N/A
16	I would hope that the IT department would find better ways to get the internet working and not have so many internet connections. Most of them do not work efficiently, especially at the beginning and ends of the semesters.
17	NA
18	It would be nice if we could get lap tops with our CID number rather than our 1 card because I hardly ever have it on me.
19	the cell phone printing and wireless internet are kind of a pain.
20	If the individual has a personal computer, I would like them to be able to help out more than just connecting to the Wi-Fi.
21	I wish that Blackboard would not change from semester to semester or even intrasemester. It makes it very hard to process information correctly to instructors
22	If I couldn't put them in charge of the entire University then I would at least try to capture, contain, or clone their spirit of responsible, accountable, and effective service; and I would try to use it to infuse their attitude into other departments in hopes of reviving the idea that the student is still the most important asset that ASU will ever have, in hopes that there is still a remote chance that they would quit driving students away.
23	I would not change anything.
24	Make more people aware of the services (i.e: I wasn't sure how to print from computer or about the app).
25	I am not as up-to-date on technology as my fellow student (since they are less than half my age) so I can not supply even an opinion.
26	The IT department is great; I just feel like you guys need to make yourself a little more known on campus.
27	0
28	Notify students in advance of scheduled maintenance
29	Nothing.
30	Fix the asu website. It's too clustered and not easy to navigate through.
31	Faster internet connection that is more reliable

ASU IT STUDENT SURVEY

32	more people working
33	Make blackboard compatible with Microsoft Word!!!!
34	When I did have a laptop it was a pain to log onto the school network and was extremely slow. And a few times when using the printing area, all of the computers or printers have been in use or ,with the printers, not working.
35	Nothing
36	Nothing
37	Better training for the employees.
38	more computers/laptops in library
39	Instructions posted on how to get alerts to your smart devices you have ASU e-mail,
40	Faster mobile internet speed.
41	I don't think that I would change anything about the IT DEPT. They do such a good job every time I go in there and need assistants.
42	IT support needs to increase their knowledge base on user issues. It seems like every time I have used them I leave the phone conversation not fixing my issue or nor getting anywhere.
43	na
44	Please please please please let me gain constant access to the wireless network in my dorm. The signal is often too weak and I get disconnected.
45	The network, I think because so many people are accessing it that slows it down. It's nearly impossible to access the network on tablets and smartphones.
46	When they decide to do Maintanace, try to wait until after midnight considering my online assignments are due by midnight. I had a paper that was late because of that reason. The maintence started at 10pm I believe when this happened.
47	Don't fix what ain't broke.
48	I would have them post more reminders about when registration dates are.
49	The Blackboard has a lot of glitches. The cut and paste function for MS Word does not work well. The ability to cut and paste keeping the same formatting onto the discussion boards is a must.
50	Another express lane. Nicer people at help desk in library.
51	The wifi strength for mobile devices.
52	Make sure they know their stuff.
53	As a student that pays IT fees, why not provide software & updates for student's personal computers to function as the needed tool for students.
54	I have not had any major issues regarding IT or technology on campus
55	Give them more funding so they can offer more services.
56	Secure personal storage better. Other student's information/personal storage is easily accessible through weaknesses in Blackboard.
57	N/A
58	No problems so far. The only issue noticed is poor internet connection sometimes.
59	The wifi in the dorms!
60	Notinf
61	We need more than one color printer available.
62	The Wi-Fi is not always the best. Sometimes I cannot connect and when I do connect it will kick me off every so often.
63	do not see the need to change
64	I would like to use my P drive on my phone.
65	No answer
66	Help with UREC desk issues
67	Make the wifi better. Put printing areas in each hall instead of crowding the library with a zillion printers!

ASU IT STUDENT SURVEY

68	<p>1. Clear the profiles on the computer's occasionally (and more often on the fast lane computers). It's outrageous that it takes me ten minutes to turn on a computer, log in, and load my desktop (at least 50% of the time I use a computer on campus). This is particularly bad in the fast lanes where people are logging in and out so often.</p> <p>2. Sometimes my roaming profile doesn't even show up on campus computers. I have actually began storing documents I need in dropbox and google docs because my profile is so inconsistent.</p> <p>3. I have had so many emails just never show up in my ram mail, or never actually make it to the recipient. I know this is not user error because I have sat by some of these individuals while we are both logged in and confirmed they did email me at my correct address, and I never received it.</p>
69	Nothing comes to mind.
70	Improve the wireless Internet
71	More air fresheners in the office..
72	I had issues with IBM SPSS one day and couldn't find anyone, at all, that could help me. Also all of the computers in the library do not have the SPSS program needed for Intermediate Statistics. Only the wall computers or the computers in the resource/quiet study zone area have the program available. This makes it difficult when there is alot of traffic in the library. The laptops and center computers, all, should have this program available as it is needed to complete homework for this class and it is time consuming to wait on a computer that has the progam that we need. I would also have the staff trained more on specific programs that the computers have so they are better capable to asisst when there are complications.
73	More experienced MAC users
74	Respondus Lockdown is horrible and locks up everytime I take a test online. All classes now require it and no matter what ISP or computer I use I have the same problem. The responce that I get from IT is that they know about the problem, but there is nothing they can do about it. If there is nothing that can be done about it then stop using it and try another program.
75	More information about it, easier access
76	I have not been told when regular maintenance would be happening, and this has caused issues in the past for me with my classes. Being an online only student, I must make sure I turn in my assignments on time, and there was one time Blackboard was down because of regular maintenance. Telling students in advance when this is going to be happening would help.
77	dont know
78	IT needs to make sure that the double-sided printing is activated in all public-student printers so paper use is wisely used.
79	If IT could keep us informed about new options and releases that would benefit students
80	The ASU App doesn't work on my phone anymore.
81	Fix the wifi and provide more printing supplies to Mac lab 202 in the department of Visual and Performing Arts.
82	Every time I go in to get help on my computer, I have not had anyone help me. I had to get a friend in IT to do it for me.
83	Not sure at this time.
84	They do not understand completely the systems specifically the capabilities of Black board and the Lock-down browser. They have given professors the impression that students were

ASU IT STUDENT SURVEY

	<p>cheating with the Lock-down browser when the system DOES NOT WORK 100% of the time. Example telling professors the students had to have disconnected their cameras for it to have stopped during the tests when the camera is in the laptop and cannot be disconnected! This is irresponsible and has caused some very bad feelings towards not only the professor but IT because this is simply not the only explanation!!!!</p> <p>Blackboard does not have the capability of running the feed and should be able to be done wireless but it cannot or IT uses that excuse to blame the student rather than fix the problem. Same with uploading large files for assignments in to Bb. When all the students are trying to upload at the same time it is NOT possible to upload them all. Video files take over three hours and when all are uploading at the deadline IT CANNOT be done. Should stop wasting students time and tell them to upload it to youtube with a private link. IF you need new servers BUY them. We are paying for it.</p>
85	I really don't know how to print to the printers from my laptop. That's it!
86	More security is always better.
87	Make printing from personal devices and remote access to J drives more user friendly.
88	I would just change their availability and make them more accessible
89	I am very pleased. So nothing at this time .
90	I am not a Blackboard fan. Maybe if all the professors used it in similar ways it would be better.
91	need more information about google+, need more printing pages
92	However the it department is so tricky to understand and get a hold of via a number when lost or needing help with something that it is very hard to even contact them I'm the first place. The IT department are the computer genius of the campus, and I feel it is y'all's job to make everything more convinient then it already is such as wifi connecting, blackboard, finding help when needed and so on.
93	Can't think of anything right now.
94	being more prompt
95	I'm not sure if this is really your guys fault but latley the WIFI (Secure) has been going down left and right in plaza verde. I hear other students complaining that one laptop will connect and another won't. Gaming systems such as xbox/ps3 will be randomly kicked offline during online play. I have had several instances my self where one computer would say connected and not be able to open web pages while my other computer isn't even finding the secure network...
96	Nothing
97	Nothing
98	As of now...nothing. They are doing an excellent job. I never had any issues with the IT department.
99	The only time I contacted IT, I was treated very well. However, one guy that tried to help me was rude, rushing me, talked to me like I was dumb, and I could just tell he didn't want to be there. SO I would just try to change those people out for better people who deliver professional service.
100	none
101	I don't think students should be given printer charges. There are many majors who have to write many papers and print out alot of documents. Also the printer should print on the front and back of pages like it use to.
102	N/A
103	NA
104	Nothing
105	Being able to connect my Kindle Fire to the secure network.
106	Not everyone is a technological wizard, so explaining to people who are not as

ASU IT STUDENT SURVEY

	knowledgeable without making them feel dumb
107	Nothing
108	"How t" info on Ramport could be easier to find.
109	The P:drive could offer more storage to students. I would also offer more printing pages and make the option of printing on front and back.
110	Knowledge of front desk staff, connecting to secure is difficult at times, personal storage space is limited
111	no overall change is necessary.
112	wi-fi range
113	Increase personal storage drive to at least 1 GB. Expand wireless networks to cover a larger area outside buildings. Add quick launch feature to ASU Mobile App that will open RamMail.
114	nothing
115	Asking for help with personal laptops and don't receive much help because of liability reasons.
116	Blackboard continues to have issues.
117	Make the secure wireless network access stronger. I realize I could get a Ethernet cable though.
118	nothing that I am aware of
119	make sure that the people answering question truly know what they are talking about. Especially that you cannot download something to fix the internet connection without having internet connection in the first place
120	The number of print credits.
121	Nothing
122	More wifi coverage over entire campus
123	maintain the labs other than mcs and library as well. I'm not sure who is suppose to maintain the comp labs in the Cavness building but they are always breaking down and not working
124	Networks can be slow, better education regarding how to effectively use all the great services provided
125	I don't know.
126	The blackboard interface is very slow compared to other schools who use the blackboard system. It is a circuitous system and takes a lot more time than it should to view and respond to discussion boards and to access assignments. Seamlessly streamlining the video conferencing and interface to make online learning more interactive and spontaneous.
127	Advertise your side of ASA more :) Yall need a logo or something
128	N/A
129	cannot put ASU email to forward to personal Gmail, can only access through RamPort.
130	nothing
131	Nothing
132	More technicians.
133	When I lose connection in my room and in the middle of the rest for the info not to be lost. Or a warning or something.
134	The Cell service here on campus.
135	It took 2.5 months for IT to fulfill a work order that was submitted by Dr. Wolfe to update Unity for his CS 4371 class. Because of their inability to click "install update", the CS 4371 class was being held back because of incompatible software issues.
136	More knowledge for the students who come to fix computers on campus.
137	I have had several time delays with logging in to the express lane computers
138	More printing credits.
139	Wifi connection in dorm rooms

ASU IT STUDENT SURVEY

140	The ASU mobile app needs tons of updating. Phone numbers are old and I often get redirected to random offices. That's the main thing that needs to be changed.
141	change the emial icon on ramport used to be an envelope now its an @ this was a confusing switch. took me a little while to figure out since the icon changed and the label was changed to "app".
142	Nothing
143	N/A
144	In my room, my Wifi never picks up signal. There could be a few Wifi fixes.
145	Better cell service in buildings and faster wifi maybe even outside of buildings too
146	make services more accessible to students
147	only complaint- I can only log into the school computers once a day and if I try to log in again it locks me out every time. I wish this would change ASAP.
148	Their salaries.
149	Nothing
150	When I have a IT question, I prefer to go to the math lab area. Those IT tech's really know and help you out. Those IT tech's at the Library :(Especially needing tech help during the overnights...The person whines if you ask for help and say's I don't know if I can do that...etc.. What you can't look at my browser so I can get online to the school with my laptop?. But the people in IT math area jumps right on it!! My hats off to them.
151	Make student aware of the services offered.
152	Nothing.
153	Please try to better the WIFI signals across campus, I have had problems with it since I first came to ASU.
154	Nothing they get the job done.
155	I would not change anything, just do continual upgrading as to identifying any potential problems if they exist and stay on top of things. I feel they do a good job. I am online a lot. I would like to see more online courses available instead of just the traditional classroom setting classes. A lot of us are working adults who cannot attend traditional classes during the day and a lot of us are used to taking online courses if they are available. We live in a new age of higher learning now.
156	In addition to being a student, I am also an office coordinator in one of the ASU departments. From that standpoint, I would ask that the IT department be more diligent in providing records to the department when a transfer of equipment has taken place. In our current inventory audit, we have discovered at least one transfer of computer equipment, in which IT assisted, that was not reported to the department. This is the only thing I would change about the IT dept.
157	Nothing I can think of
158	Nothing
159	The it help desk
160	more expresss computers
161	LONGER HOURS IN THE MCS COMPUTER LAB!!!! Library does not have enough computers.
162	Nothing at all.
163	Making it easier to communicate with.
164	The wifi in the residence halls needs to have wider coverage
165	N/A
166	My wifi doesn't work half the time and never on my phone I have to use the guest wifi
167	not a thing at this time
168	nothing
169	I wouldn't change anything about the IT department however I do have a concern. Why does it take so long to long into the computers on campus. I know a couple of times it took 5

ASU IT STUDENT SURVEY

	minutes to log into my account. And when I'm in a hurry that isn't good!!! Just something to look at!
170	Not sure if this falls under IT, but the ASU website doesn't work well. It's difficult to find anything. Looking up information or finding anything takes forever.
171	Can't think of anything....
172	I would get a better wifi system, I can only access the guest network on my devices even though I've followed all the stupid directions and downloaded all the extra clients and kept up with all the changes. The secure network means nothing to me if I cannot access it.
173	I would like the printing service to count a double sided paper as one printing credit rather than two. Also, I think we should be educated more on how to use google docs and other technology services offered.
174	Faster computers.
175	The wireless internet sucks in the dorms (it is bad in Texan and worse in Concho). My kindle kept disconnecting everyone 5 minutes this evening. I don't have problems with the wireless in the classrooms.
176	Nothing
177	nothing
178	I would change the wifi service in the dorms, it's not very good.
179	Timing
180	The computers in the library need to be maintained more frequently. There is one that I have tried twice and it does not work, another would not allow me to save to my flash drive.
181	They could make the mobile apps easier to use on the smartphone devices.
182	N/A
183	Increase signal strength of wireless access.
184	More attention to mouse maintenance. They get a lot of use, and if they don't work properly it creates a lot of frustration for the users.
185	Don't change a thing!
186	Wireless Network Access On-Campus ("Secure").
187	Nothing that I can think of
188	Change the ASU Mobile app. I don't like having to download a separate app for blackboard and it keeps logging me out all the time.
189	I'd definitely change the IT department so that they actually help me instead of cutting internet from my computer and laptop.
190	Can't think of anything off the top of my head
191	Having to change my password so often.
192	It takes them a while to show up to the classroom you're needing help at
193	The security associated with passwords and email is extensive. Could have more time to spend with a password?
194	Blackboard has had numerous outages during my course of study, particularly on Saturday evenings that has prevented me from turning in assignments due at that time. I hate that blackboard no longer has spell check. Also local tech support should be available 24 hours a day for programs that are taught strictly asynchronously online so that someone is available to help with testing concerns.
195	Printing services (if you are in charge of this) need to be improved. I have had a lot of problems with printers in the library.
196	I had never encountered any problems yet.
197	nothing
198	Nothing
199	Replacing print credits when the computers or printers mess up.
200	Not sure
201	The internet is extremely slow since the change to "secure" network

ASU IT STUDENT SURVEY

202	More prints!
203	why can i not see my space used versus my limit for my p drive. I have witnessed fellow students having problems with this to only find out the p drive was full and they needed to clear space. Problems like creating a full assignment, saving to p drive not knowing its full, then try to submit or reopen file to find none of their work saved because their p drive was full. Obviously frustrating for students affected by this problem.
204	With problems of using way more print credits than necessary to print something occurs because a computer is set to print in color rather than you having to choose this setting is irritating. Especially when some required documents being printed are 70+ pages long and you lose 300+ print credits and there was only 1-2 pages in the document that needed color. You should have to choose on every computer whether you want it to be in color or not when printed and all "express lanes" need to be black and white only!
205	forcing changing passwords for ramport
206	not sure.
207	it could help students with comp issues
208	N/A
209	Any easy app to get to ramport
210	Printing stations in each building! The library is congested at ALL times.
211	Nothing
212	More space on drives and unlimited printing privileges like it was several years ago.
213	Not really the dept. But the Wi-Fi randomly disconnects and reconnects. And also, the Wi-Fi in the Carr and UC sometimes don't work on my phone or tablet.
214	N/A
215	n/a
216	Nothing.
217	The IT department needs to reevaluate the wireless networking system completely, some devices will not connect an those that do are only at times. The blackboard application is not very friendly on the computer and the ASU app on mobile devices is worse. It would be nice to have stable internet where I can listen to music or watch videos without having to turn wifi off on my phone. I would like to be able to quickly log in on blackboard on school computers as well as ramport, but passwords will not save.
218	People do not use the "Express Computers" correctly. They use them when they cannot find one to sit down at for things that are not "express."
219	Accessibility of email (ability to stay logged in)
220	The unpleasant nature with which they approach they're jobs.
221	Not familiar enough with dept to know.
222	More print credits Be able to print from my computer
223	Need more pages for printing for graduate students. Allow one time sign in from gmail instead of signing in twice (otherwise the student has to go through ramport.) Update internet accessibility throughout campus especially in CHP. Make the internet sign in process easier (which wifi to use.)
224	Nothing
225	maybe have an adult
226	make sure it does not take as long to get people the help they need and make the communications about logging on to the internet easier.
227	Nothing
228	Blackboard needs some major work. It is difficult to navigate and work with. I've been a student here for 4 years and I still have trouble with it. It is extremely aesthetically displeasing.

ASU IT STUDENT SURVEY

	The ASU mobile app can do a lot of things, but you can't check your email on it. That's really disappointing.
229	Change the times you update Blackboard.
230	They get back you quicker!
231	More care about IT issues, not saying well it should be working when it is not and more prompt and getting it done.
232	Nothing
233	When coming on-site to fix issues at our research lab, every small step needs approval. I'd like to see the techs have the ability to make decisions without approval. Also, only one computer in the lab has the software which is vital to our graduate program, which makes it very hard to access.
234	Wireless connections
235	Nothing I can think of.
236	Nothing
237	I would not change anything because I am completely satisfied.
238	The wifi in Texan is terrible. I always get a dropped connection and then a reconnection and can be slow sometimes
239	N/A
240	Computers in classrooms don't work the way they should. Mobile printing in the mcs is down. Mcs printing computers (standing stations) are slow and take a while to log in.
241	Do something to help reduce the time between turning the computer on to being able to actually use it. 10+ minutes is ridiculous.
242	Not a thing
243	Nothing. It's great!!
244	Give them more of the tech fees we pay to buy faster computers
245	Nothing I'm currently aware of.
246	-
247	Give more information on the apps we can have