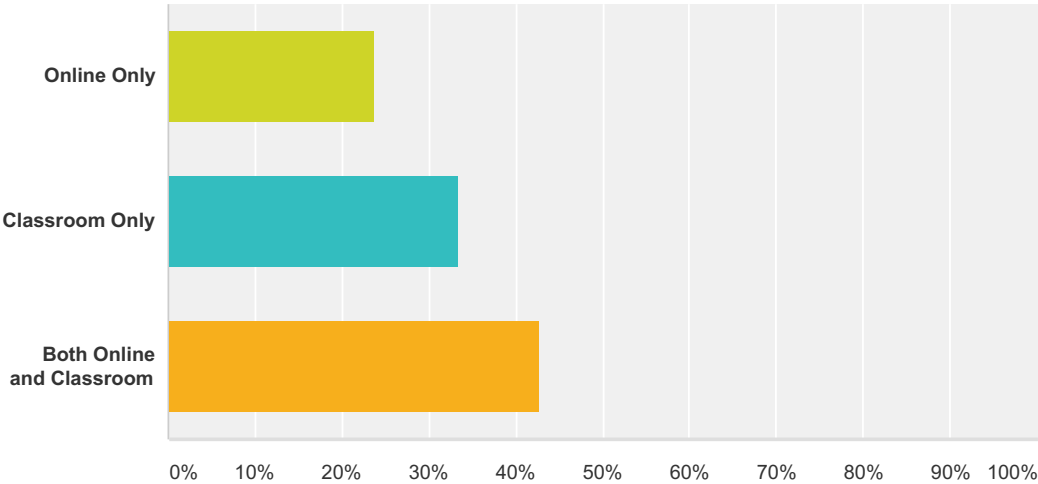


Q1 What type of classes do you take at ASU?

Answered: 507 Skipped: 9

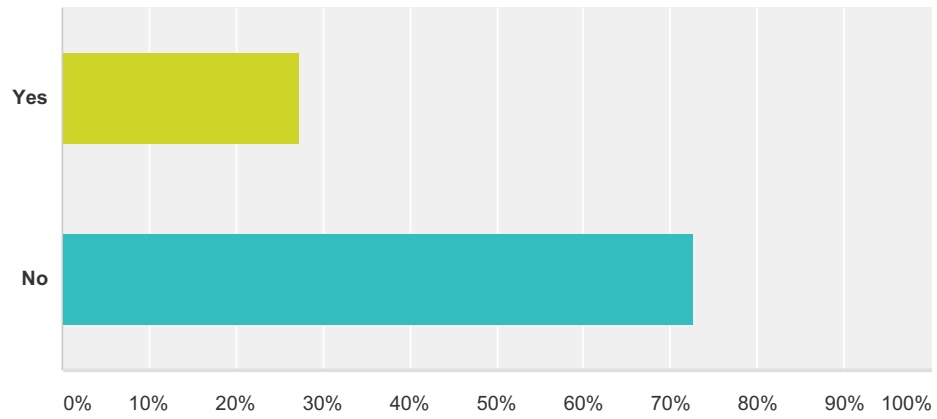


Answer Choices	Responses	
Online Only	23.87%	121
Classroom Only	33.33%	169
Both Online and Classroom	42.80%	217
Total		507

IT Department Student Survey

Q2 Do you live on campus?

Answered: 501 Skipped: 15

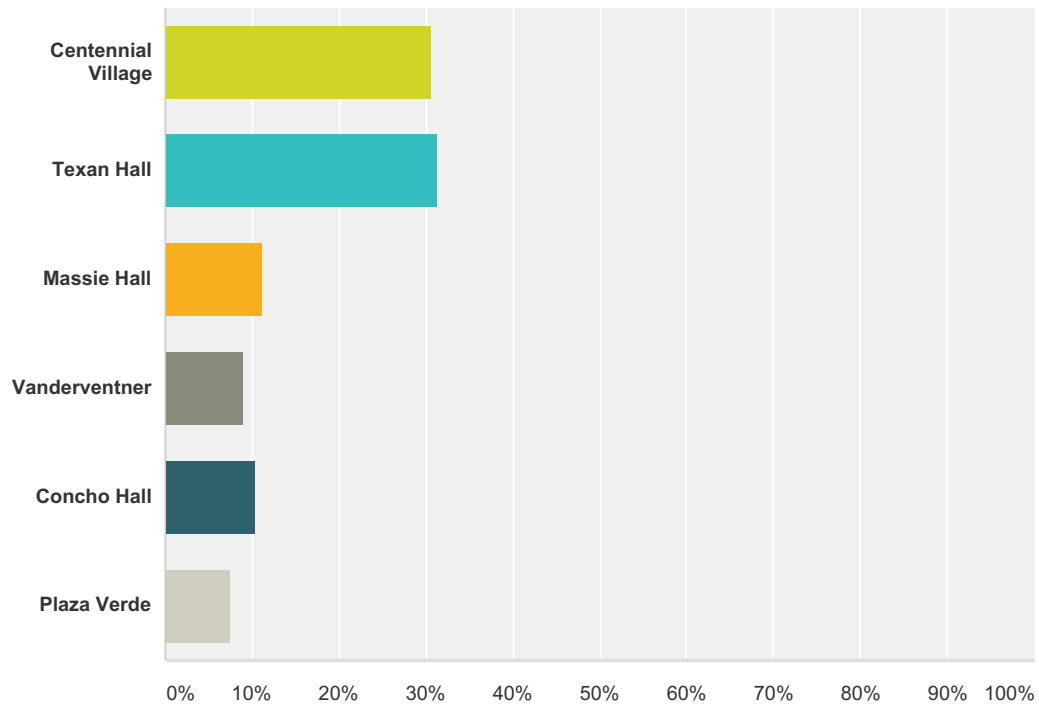


Answer Choices	Responses	
Yes	27.35%	137
No	72.65%	364
Total		501

IT Department Student Survey

Q3 Where do you live on campus?

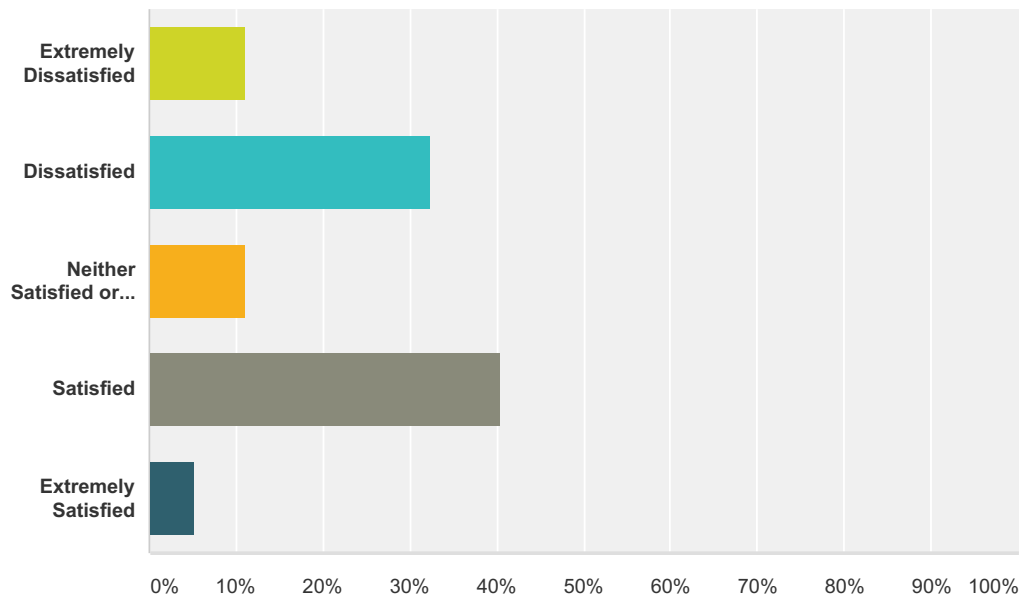
Answered: 134 Skipped: 382



Answer Choices	Responses	
Centennial Village	30.60%	41
Texan Hall	31.34%	42
Massie Hall	11.19%	15
Vanderventner	8.96%	12
Concho Hall	10.45%	14
Plaza Verde	7.46%	10
Total		134

Q4 How satisfied are you with your Residence Hall Internet access?

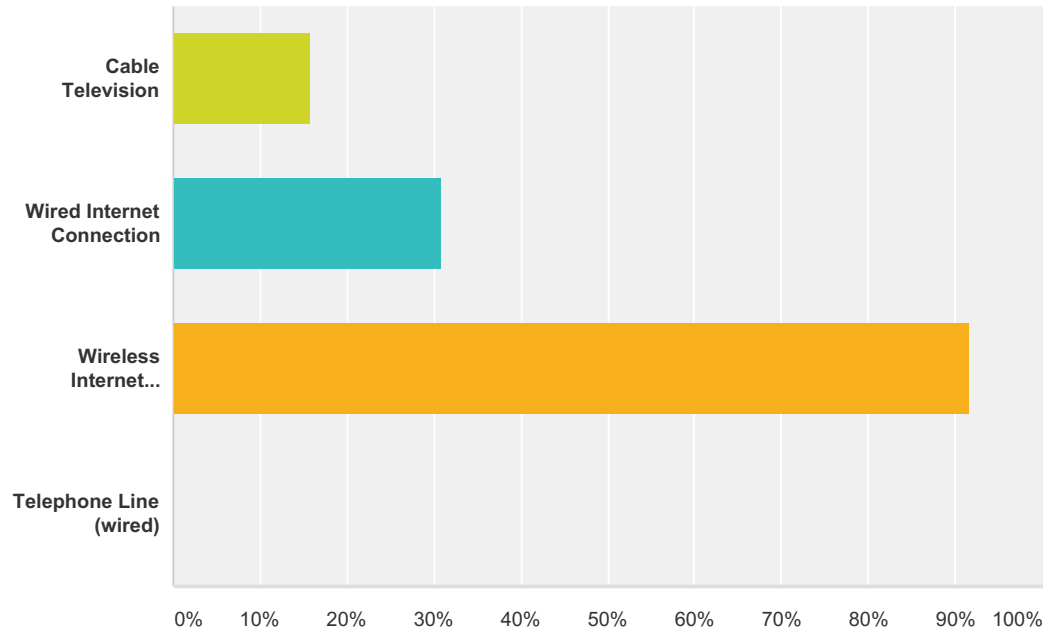
Answered: 136 Skipped: 380



Answer Choices	Responses	
Extremely Dissatisfied	11.03%	15
Dissatisfied	32.35%	44
Neither Satisfied or Dissatisfied	11.03%	15
Satisfied	40.44%	55
Extremely Satisfied	5.15%	7
Total		136

Q5 Which of the following technology services do you currently use in your residence hall room? (please select all that apply)

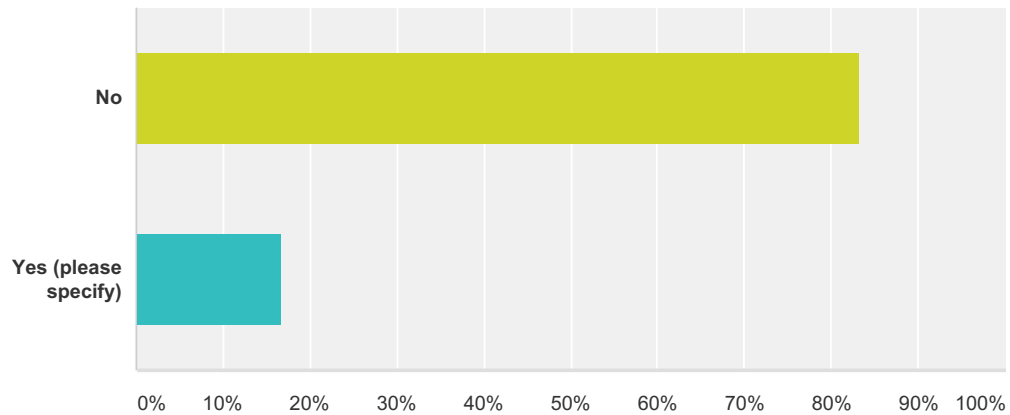
Answered: 133 Skipped: 383



Answer Choices	Responses	
Cable Television	15.79%	21
Wired Internet Connection	30.83%	41
Wireless Internet Connection	91.73%	122
Telephone Line (wired)	0.00%	0
Total Respondents: 133		

Q6 Are there other technology services you would like to have in your residence hall room?

Answered: 132 Skipped: 384



Answer Choices	Responses
No	83.33% 110
Yes (please specify)	16.67% 22
Total	132

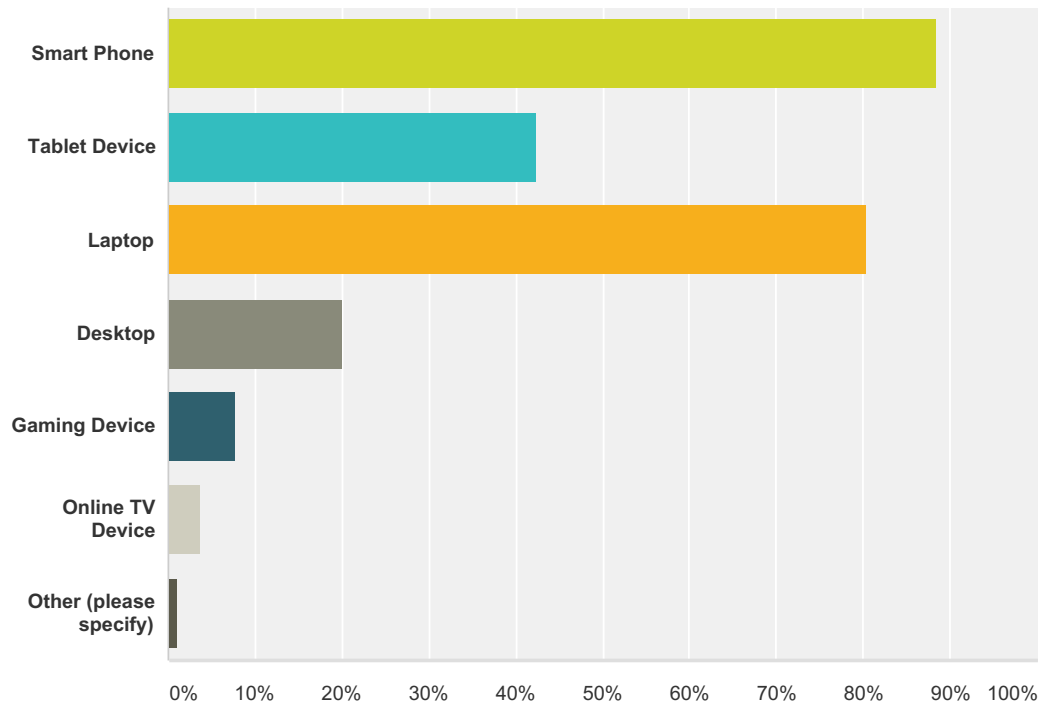
#	Yes (please specify)	Date
1	Direct Tv	4/30/2015 12:14 PM
2	BETTER INTERNET!!!!!!!!!!!!!!	4/29/2015 7:31 PM
3	Please faster wireless internet	4/29/2015 3:20 PM
4	Google Chromecast	4/29/2015 12:32 PM
5	Provided Cable Television	4/27/2015 9:03 AM
6	Cable T.V	4/26/2015 9:18 AM
7	Cable television	4/26/2015 9:14 AM
8	More ethernet ports than one per room. Wired connection is generally faster and more consistent and as it is now I have to decide which device needs it most on a day to day basis.	4/25/2015 12:11 PM
9	BETTER WIFI	4/24/2015 8:53 AM
10	Free cable in rooms	4/23/2015 4:16 PM
11	wired or wireless internet and cable!	4/23/2015 2:34 PM
12	Free Cable Television and Better interne access in the rooms.	4/21/2015 10:09 PM
13	Wifi	4/20/2015 9:13 PM
14	Wireless Internet connection, cable television	4/20/2015 6:47 PM
15	More Wifi and a printer in the halls	4/20/2015 3:22 PM
16	Wi Fi in every room	4/20/2015 1:17 PM

IT Department Student Survey

17	A quick print station. Centennial is semi remote.	4/20/2015 12:11 PM
18	our own routers to actually work because normal WiFi gets over loaded too easily	4/20/2015 10:11 AM
19	printer in commons for students	4/20/2015 10:01 AM
20	I just want the wifi to work	4/20/2015 9:56 AM
21	Free cable	4/20/2015 9:24 AM
22	Better wifi. we are paying for it after all...	4/20/2015 9:23 AM

Q7 What devices do you connect wirelessly to ASU's network? (please check all that apply)

Answered: 492 Skipped: 24



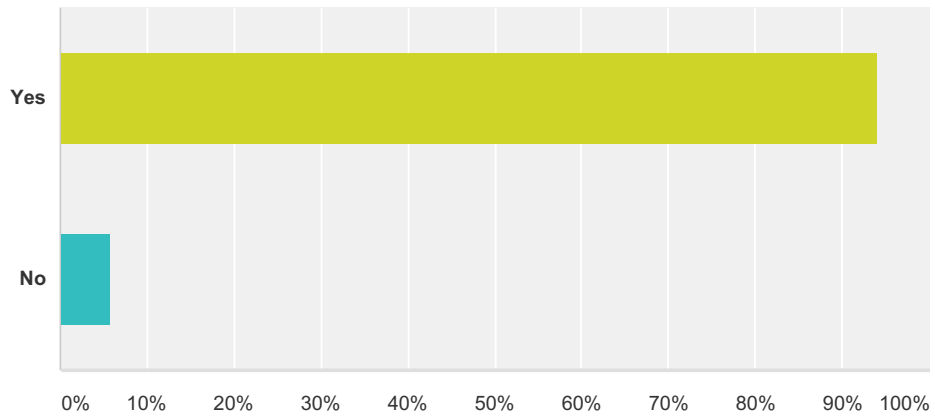
Answer Choices	Responses
Smart Phone	88.62% 436
Tablet Device	42.48% 209
Laptop	80.28% 395
Desktop	20.12% 99
Gaming Device	7.72% 38
Online TV Device	3.66% 18
Other (please specify)	1.02% 5
Total Respondents: 492	

#	Other (please specify)	Date
1	none	4/28/2015 7:27 PM
2	None	4/26/2015 12:56 PM
3	None	4/24/2015 8:40 PM
4	NON	4/23/2015 8:41 PM
5	None	4/20/2015 10:04 AM

IT Department Student Survey

Q8 Do you own a personal laptop?

Answered: 501 Skipped: 15

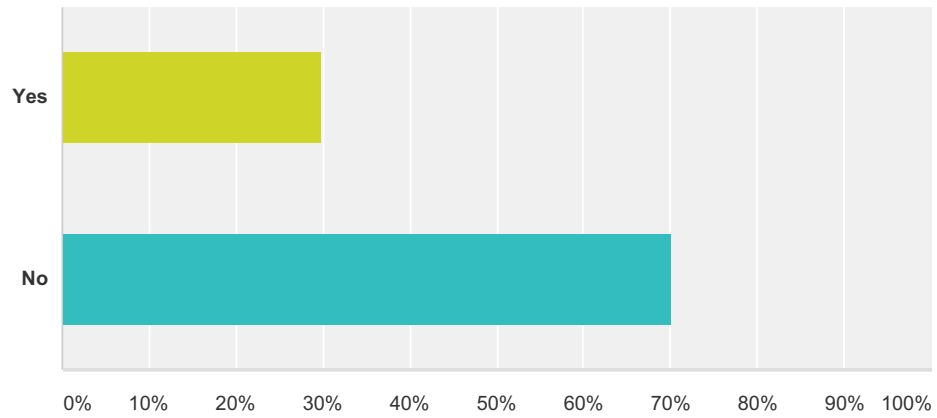


Answer Choices	Responses	
Yes	94.21%	472
No	5.79%	29
Total		501

IT Department Student Survey

Q9 Do you own a personal desktop computer?

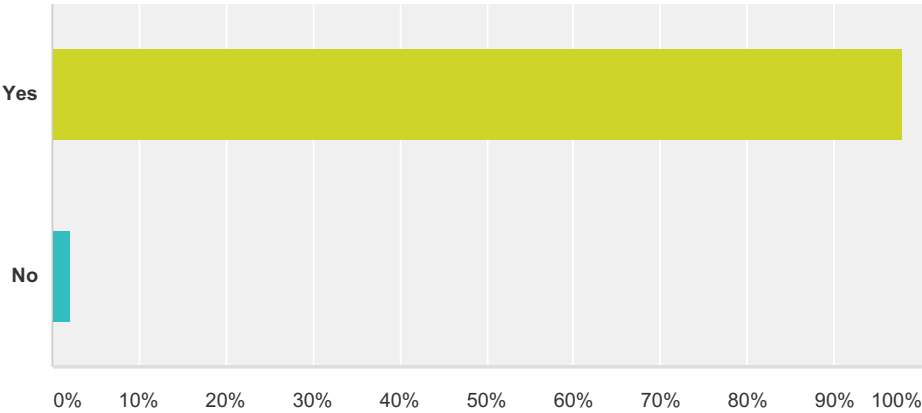
Answered: 495 Skipped: 21



Answer Choices	Responses	
Yes	29.90%	148
No	70.10%	347
Total		495

Q10 Do you own a smart device (such as a smart phone or tablet device)?

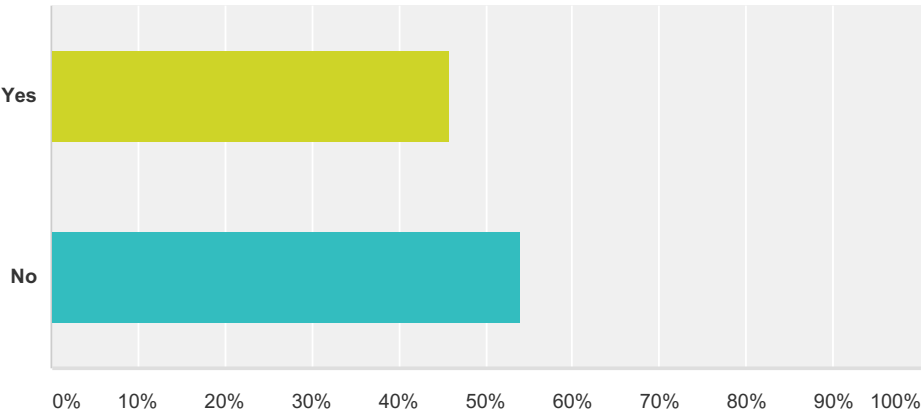
Answered: 496 Skipped: 20



Answer Choices	Responses	
Yes	97.98%	486
No	2.02%	10
Total		496

Q11 Do you use the ASU mobile app?

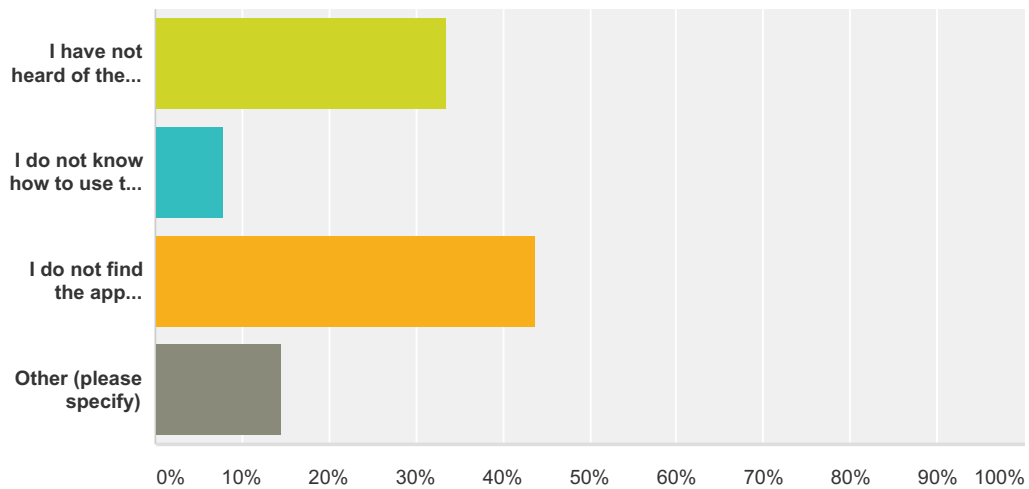
Answered: 491 Skipped: 25



Answer Choices	Responses	
Yes	46.03%	226
No	53.97%	265
Total		491

Q12 Why do you not use the ASU Mobile App?

Answered: 267 Skipped: 249



Answer Choices	Responses
I have not heard of the app	33.71% 90
I do not know how to use the app	7.87% 21
I do not find the app beneficial	43.82% 117
Other (please specify)	14.61% 39
Total	267

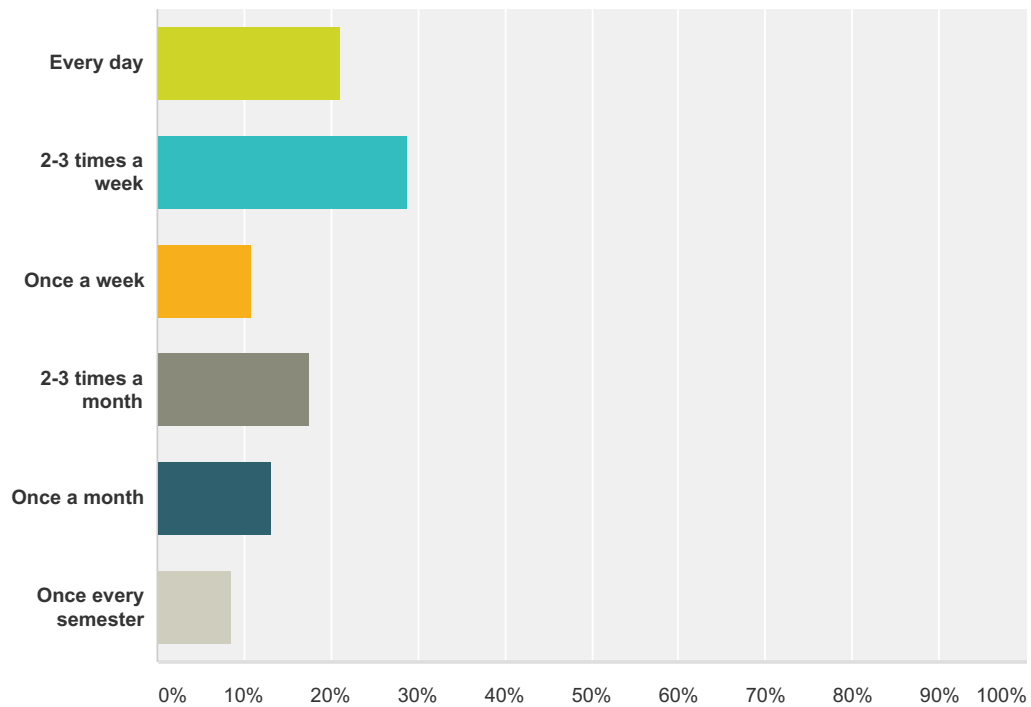
#	Other (please specify)	Date
1	I tried but had difficulty. The g-mail defaults back to my phone g-mail and I cannot open the ASU e-mail from my phone.	5/1/2015 4:01 PM
2	I have vast knowledge of ASU	4/30/2015 10:52 PM
3	Just not a fan	4/29/2015 4:17 PM
4	Just haven't downloaded it.	4/29/2015 11:06 AM
5	I don't have space on my phone for the app	4/29/2015 10:34 AM
6	I haven't had a reason to use it	4/29/2015 9:30 AM
7	App downloaded but the pages don't open when clicked on	4/29/2015 9:24 AM
8	I wouldn't call it an app. it's more of a bookmark folder for links to the ASU website.	4/29/2015 9:05 AM
9	Mobile Apps are dying, don't want to download anything. Should be a web app that operates using HTML5 on all devices	4/26/2015 10:45 PM
10	I use the app	4/26/2015 12:41 PM
11	It does not work well	4/26/2015 11:46 AM
12	I do my work from home after working hours	4/25/2015 10:00 PM
13	Don't want to download another app	4/25/2015 4:46 PM

IT Department Student Survey

14	I don't have room for another app on my devices.	4/25/2015 9:34 AM
15	I don't see any need to use it	4/24/2015 3:59 PM
16	limited space on my mobile device	4/24/2015 1:31 PM
17	Don't have a need for it	4/24/2015 6:03 AM
18	my phone does not get the app	4/23/2015 4:34 PM
19	I only get on asu website on my laptop	4/23/2015 4:15 PM
20	no real reason, I just don't	4/23/2015 3:26 PM
21	I don't need to	4/23/2015 2:45 PM
22	never needed it	4/21/2015 11:32 AM
23	I don't need it for anything specific.	4/20/2015 10:27 PM
24	Does not work on my phone	4/20/2015 9:13 PM
25	Never downloaded it	4/20/2015 7:11 PM
26	i don't know i have the website bookmarked so it's just as easy to log in each time	4/20/2015 5:23 PM
27	Was going to, but I forgot about it.	4/20/2015 4:52 PM
28	I do not use alot of apps on my phone.	4/20/2015 3:32 PM
29	I have limited memory left on my phone so it is not a priority. I do have a shortcut to my ASU email on my phone.	4/20/2015 2:57 PM
30	I have no use for the app. I use rampart and blackboard for all my needs.	4/20/2015 2:45 PM
31	there is no app for windows phones	4/20/2015 1:18 PM
32	No need	4/20/2015 12:04 PM
33	I just don't use it	4/20/2015 11:13 AM
34	I just don't	4/20/2015 11:00 AM
35	it's not available on windows phone	4/20/2015 10:05 AM
36	I have the app installed, I just never use it.	4/20/2015 9:42 AM
37	doesn't work on my phone	4/20/2015 9:37 AM
38	I have heard of the APP, but haven't downloaded it because I'm lazy.	4/20/2015 9:34 AM
39	I find the website easier to use and I am more familiar/comfortable with it.	4/20/2015 9:25 AM

Q13 How often do you access the ASU mobile app?

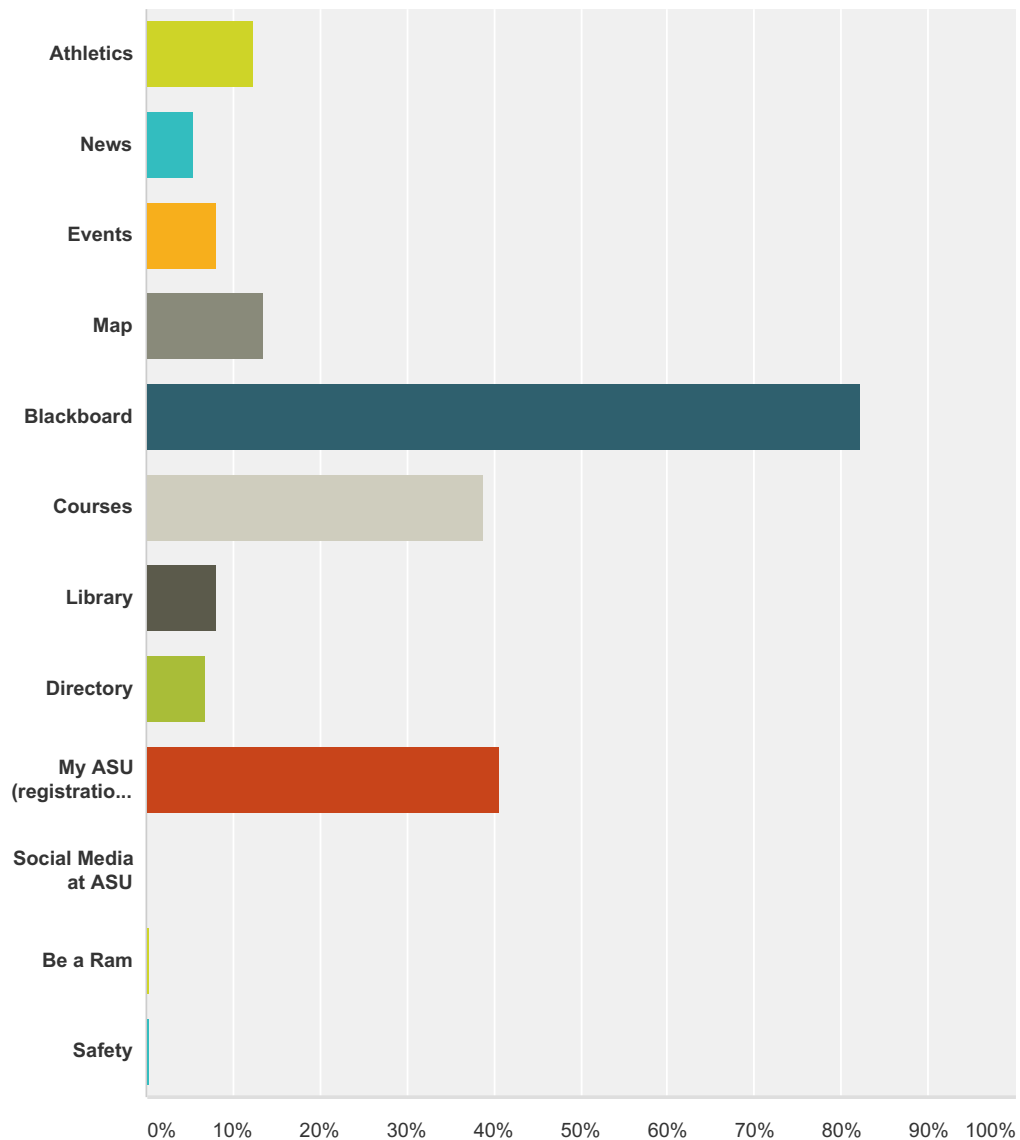
Answered: 222 Skipped: 294



Answer Choices	Responses	
Every day	21.17%	47
2-3 times a week	28.83%	64
Once a week	10.81%	24
2-3 times a month	17.57%	39
Once a month	13.06%	29
Once every semester	8.56%	19
Total		222

Q14 What features do you use most on the ASU mobile app? (choose up to three)

Answered: 221 Skipped: 295



Answer Choices	Responses	
Athletics	12.22%	27
News	5.43%	12
Events	8.14%	18
Map	13.57%	30
Blackboard	82.35%	182
Courses	38.91%	86

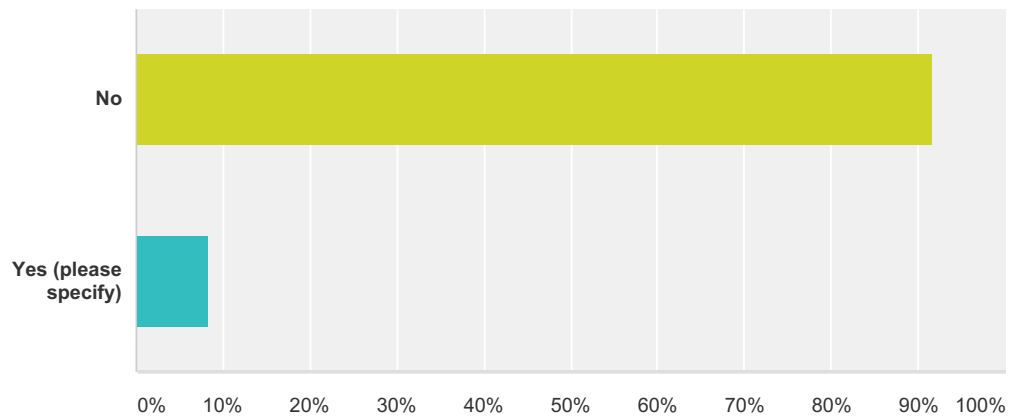
IT Department Student Survey

Library	8.14%	18
Directory	6.79%	15
My ASU (registration status, class schedule, OneCard, RamMail, Google Drive, etc.)	40.72%	90
Social Media at ASU	0.00%	0
Be a Ram	0.45%	1
Safety	0.45%	1
Total Respondents: 221		

IT Department Student Survey

Q15 Is there any feature you would like to see added to the ASU Mobile App?

Answered: 217 Skipped: 299



Answer Choices	Responses
No	91.71% 199
Yes (please specify)	8.29% 18
Total	217

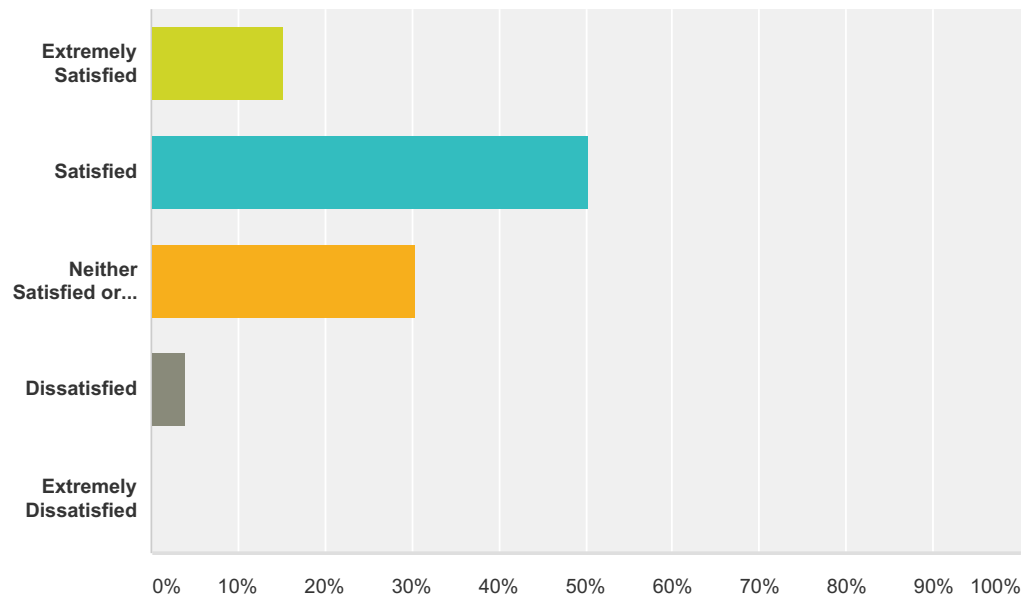
#	Yes (please specify)	Date
1	View My Bill/Pay My Bill	4/29/2015 6:44 PM
2	Have the email linked to the app	4/29/2015 9:28 AM
3	More detailed map, ie parking lot numbers and type of parking, better building info. building floor plans. Nicknames for common areas. improve calendar	4/26/2015 9:43 AM
4	Building names/abbreviated names	4/23/2015 7:18 PM
5	Map of buildings showing where classrooms are	4/23/2015 2:59 PM
6	direct to gmail, not google drive when accessing ram features through the app.	4/23/2015 2:38 PM
7	Change the Directory back to include Office location	4/22/2015 9:42 AM
8	link to facebook page	4/21/2015 2:17 PM
9	Make the things happen in the app instead of link to websites.	4/20/2015 6:43 PM
10	A textbook selling sight just for ASU students!	4/20/2015 1:55 PM
11	more registration and bill pay features	4/20/2015 1:13 PM
12	DIRECT notifications of new emails.....not having to actually log in all the way to see that we have emails.....this is why i rarely use it.	4/20/2015 11:43 AM
13	Chat	4/20/2015 11:37 AM
14	Events on campus	4/20/2015 11:14 AM
15	lunch menu	4/20/2015 10:13 AM
16	Ram Tram times	4/20/2015 9:58 AM
17	Quick link to the grade book for all classes!	4/20/2015 9:39 AM

IT Department Student Survey

18	prospective student access	4/20/2015 9:24 AM
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Q16 How satisfied are you with the ASU Mobile App?

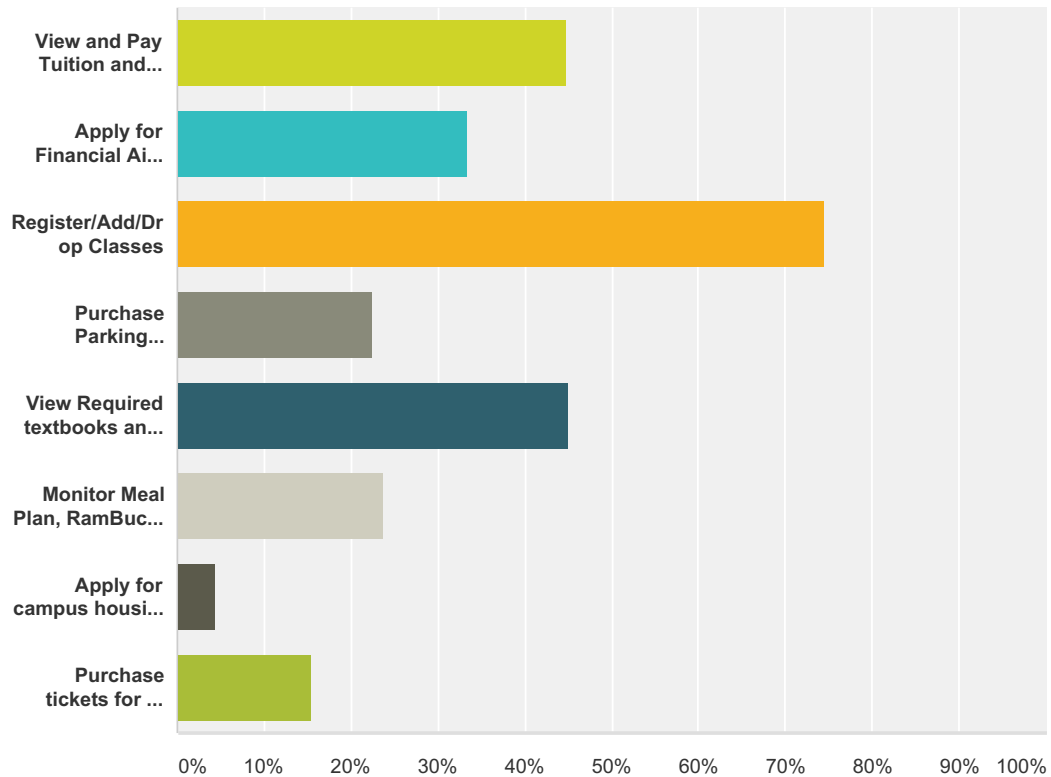
Answered: 223 Skipped: 293



Answer Choices	Responses	
Extremely Satisfied	15.25%	34
Satisfied	50.22%	112
Neither Satisfied or Dissatisfied	30.49%	68
Dissatisfied	4.04%	9
Extremely Dissatisfied	0.00%	0
Total		223

Q17 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 up to three)

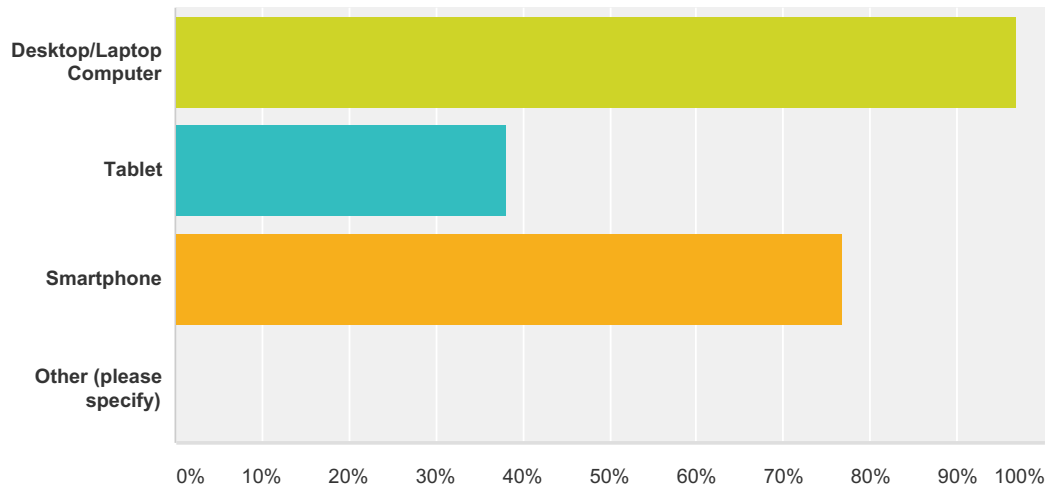
Answered: 457 Skipped: 59



Answer Choices	Responses
View and Pay Tuition and Fees	44.86% 205
Apply for Financial Aid and Accept Awards	33.48% 153
Register/Add/Drop Classes	74.62% 341
Purchase Parking Permit/View Citations	22.54% 103
View Required textbooks and Reserve for Purchase thru ASU Bookstore	45.08% 206
Monitor Meal Plan, RamBucks, RamPoints, and Reserve a Washer/Dryer	23.85% 109
Apply for campus housing, set living preferences and select meal plans	4.38% 20
Purchase tickets for ASU events	15.54% 71
Total Respondents: 457	

Q18 What type of device(s) do you use to access Ramport? (please check all that apply)

Answered: 487 Skipped: 29

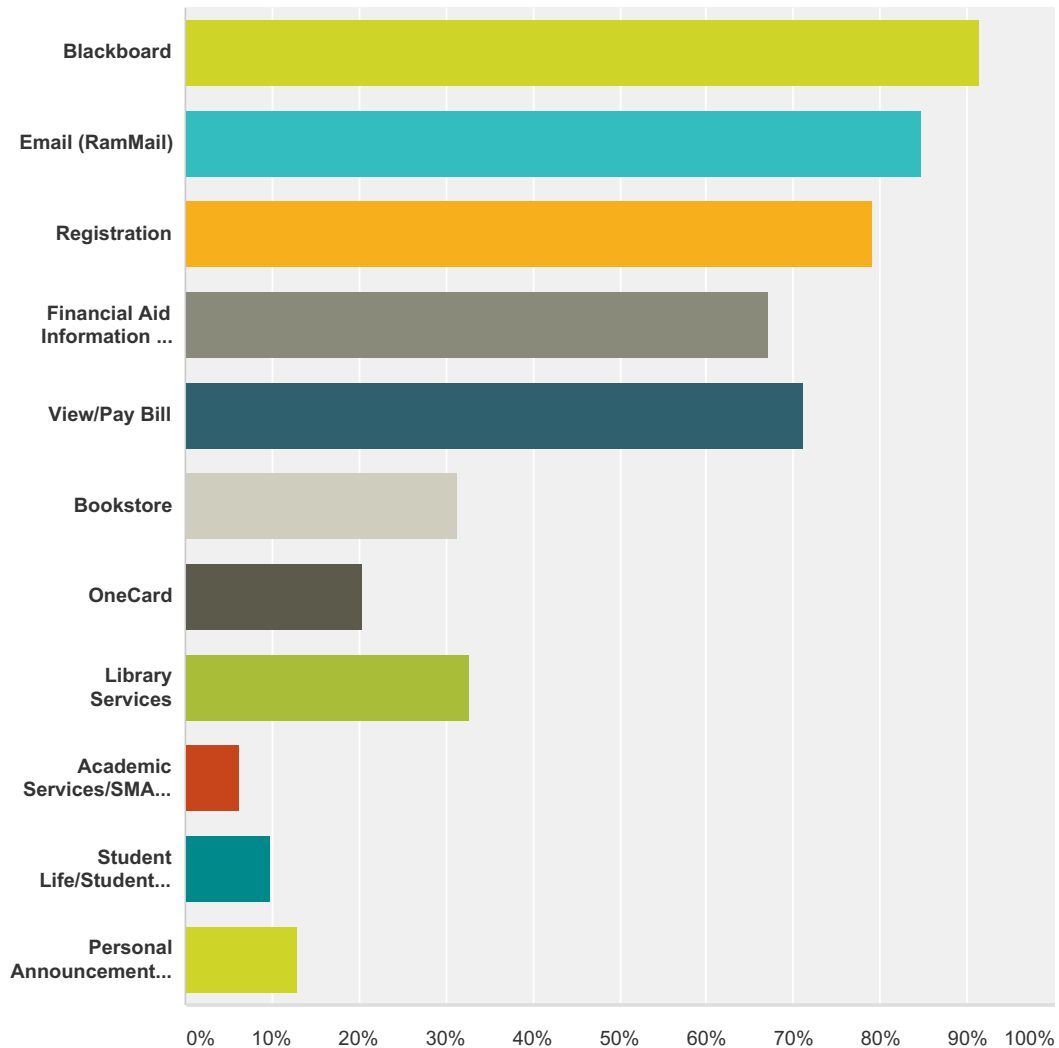


Answer Choices	Responses	
Desktop/Laptop Computer	96.92%	472
Tablet	38.19%	186
Smartphone	76.80%	374
Other (please specify)	0.00%	0
Total Respondents: 487		

#	Other (please specify)	Date
	There are no responses.	

Q19 When you use RamPort, which of the following items do you access? (please select all that apply)

Answered: 487 Skipped: 29



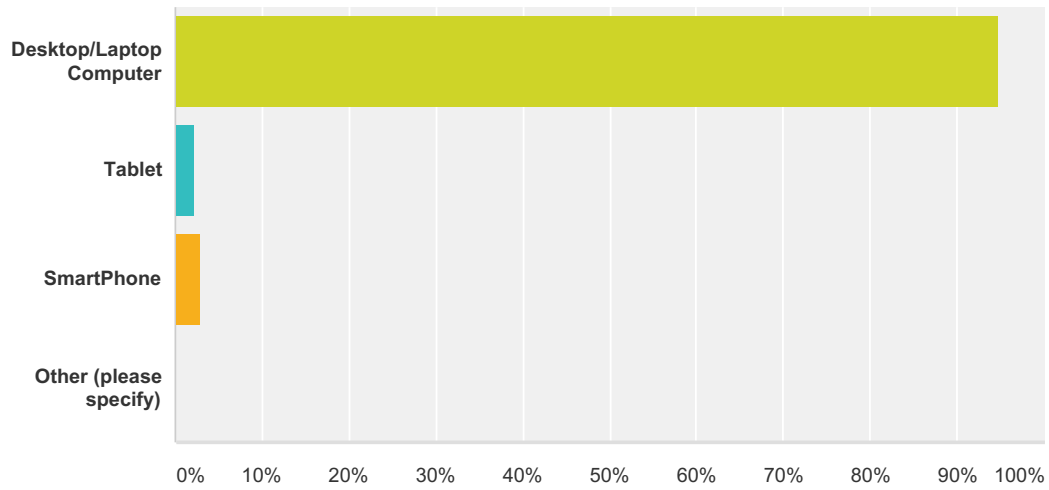
Answer Choices	Responses
Blackboard	91.38% 445
Email (RamMail)	84.80% 413
Registration	79.06% 385
Financial Aid Information or Status	67.15% 327
View/Pay Bill	71.25% 347
Bookstore	31.42% 153
OneCard	20.53% 100

IT Department Student Survey

Library Services	32.85%	160
Academic Services/SMART Online	6.37%	31
Student Life/Student Organizations/Campus Events	9.86%	48
Personal Announcements / Campus Announcements	12.94%	63
Total Respondents: 487		

Q20 When you register for courses, what is your preferred device?

Answered: 487 Skipped: 29

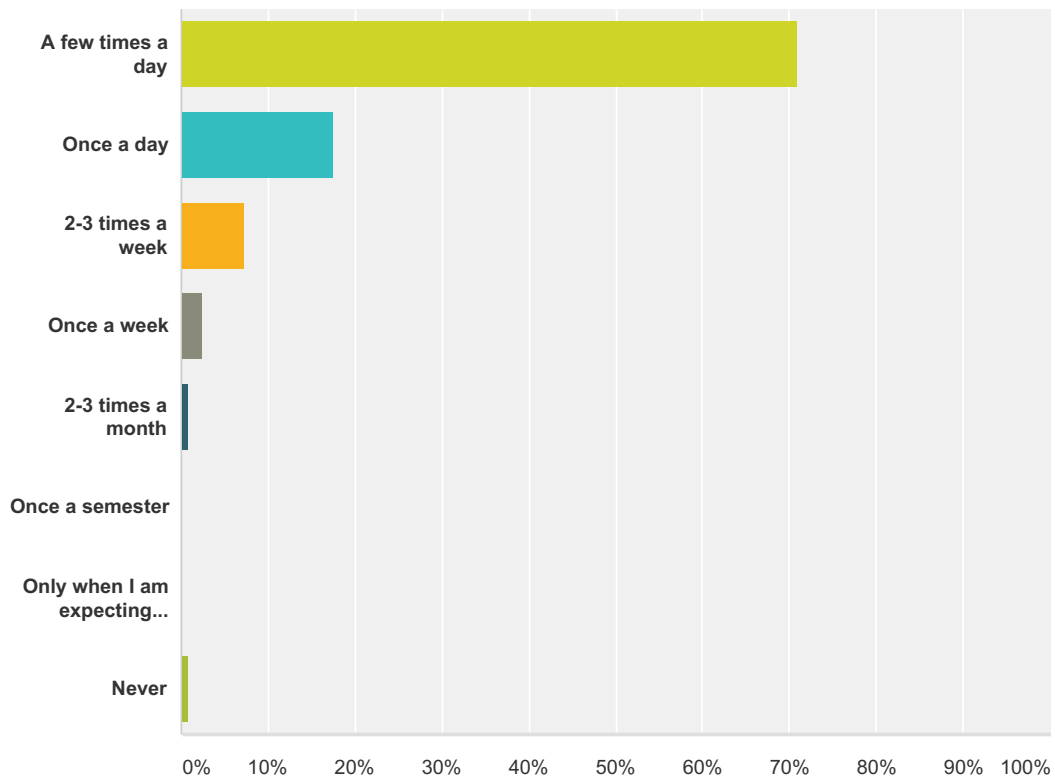


Answer Choices	Responses
Desktop/Laptop Computer	94.87% 462
Tablet	2.26% 11
SmartPhone	2.87% 14
Other (please specify)	0.00% 0
Total	487

#	Other (please specify)	Date
	There are no responses.	

Q21 How often do you check your ASU email (RamMail) account?

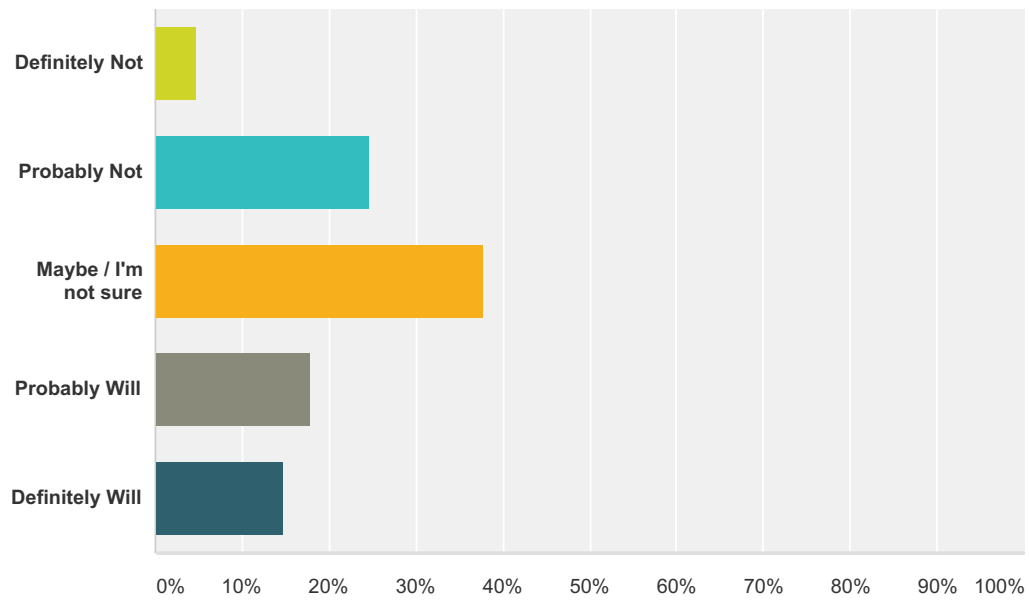
Answered: 496 Skipped: 20



Answer Choices	Responses	
A few times a day	70.97%	352
Once a day	17.54%	87
2-3 times a week	7.26%	36
Once a week	2.42%	12
2-3 times a month	0.81%	4
Once a semester	0.20%	1
Only when I am expecting something	0.00%	0
Never	0.81%	4
Total		496

Q22 Do you think you will use your ASU email account (RamMail) past graduation?

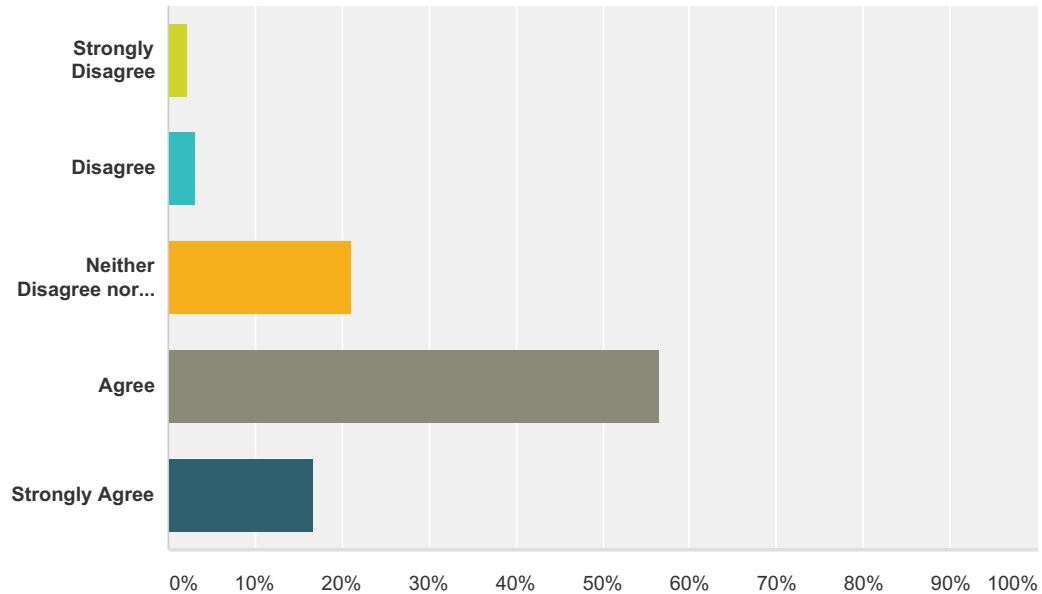
Answered: 495 Skipped: 21



Answer Choices	Responses	
Definitely Not	4.85%	24
Probably Not	24.65%	122
Maybe / I'm not sure	37.78%	187
Probably Will	17.98%	89
Definitely Will	14.75%	73
Total		495

Q23 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

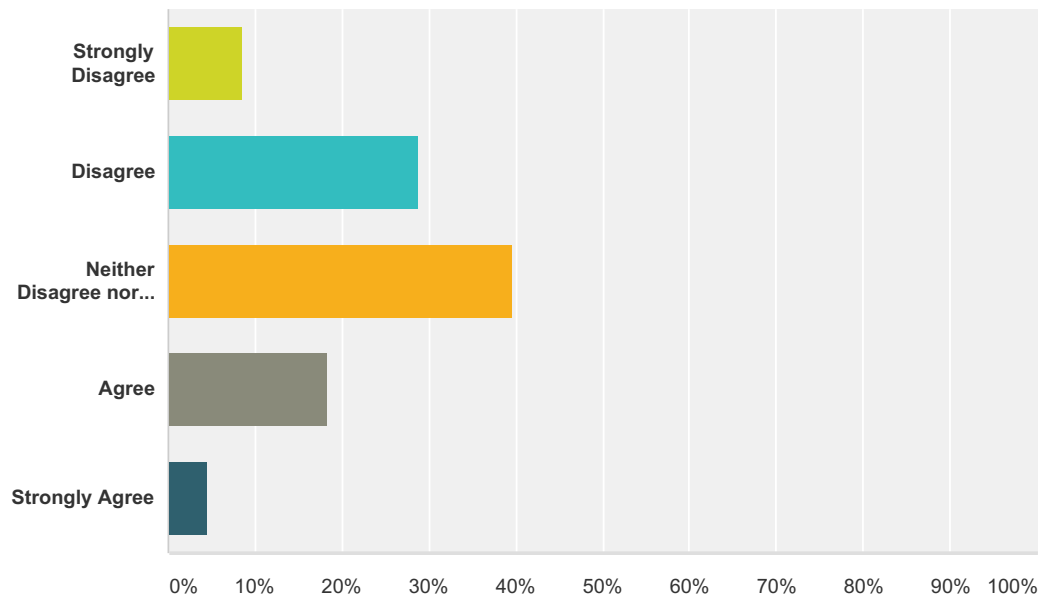
Answered: 496 Skipped: 20



Answer Choices	Responses	
Strongly Disagree	2.22%	11
Disagree	3.23%	16
Neither Disagree nor Agree	21.17%	105
Agree	56.65%	281
Strongly Agree	16.73%	83
Total		496

Q24 I am personally concerned with hackers penetrating Angelo State's network

Answered: 496 Skipped: 20

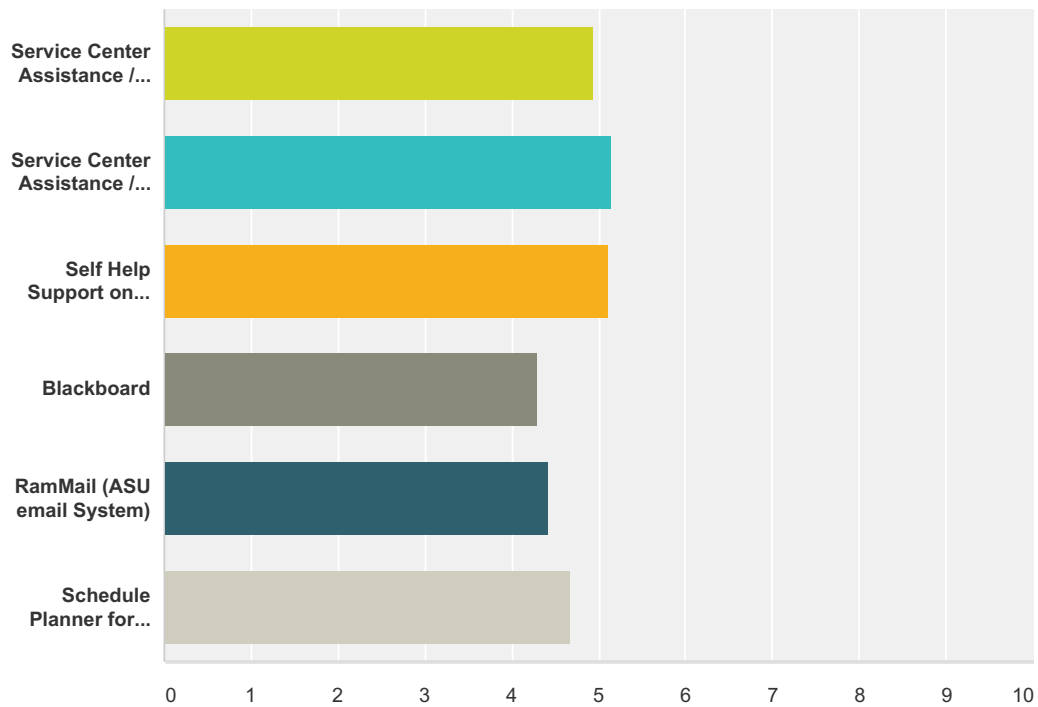


Answer Choices	Responses	
Strongly Disagree	8.47%	42
Disagree	28.83%	143
Neither Disagree nor Agree	39.72%	197
Agree	18.35%	91
Strongly Agree	4.64%	23
Total		496

IT Department Student Survey

Q25 Please rate your satisfaction with the following services.

Answered: 481 Skipped: 35

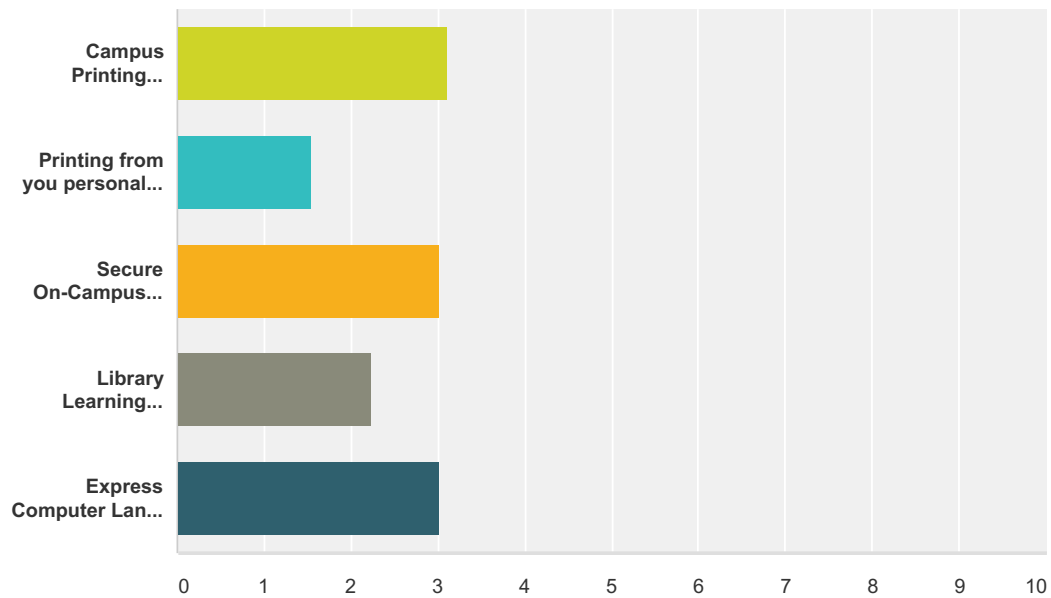


	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total	Weighted Average
Service Center Assistance / Help Desk (M-F, 8 a.m. - 5 p.m.)	1.04% 5	1.46% 7	17.29% 83	25.83% 124	18.54% 89	7.71% 37	28.13% 135	480	4.95
Service Center Assistance / Help Desk (Nights and Weekends)	0.42% 2	1.25% 6	18.50% 89	21.62% 104	13.51% 65	9.56% 46	35.14% 169	481	5.16
Self Help Support on Personal Computers	0.63% 3	2.32% 11	17.93% 85	21.94% 104	10.76% 51	14.56% 69	31.86% 151	474	5.11
Blackboard	1.05% 5	3.35% 16	7.53% 36	46.86% 224	38.08% 182	0.42% 2	2.72% 13	478	4.30
RamMail (ASU email System)	0.84% 4	1.05% 5	7.77% 37	41.60% 198	45.17% 215	1.05% 5	2.52% 12	476	4.42
Schedule Planner for registration in RamPort	1.68% 8	3.56% 17	14.26% 68	31.03% 148	25.37% 121	2.94% 14	21.17% 101	477	4.68

IT Department Student Survey

Q26 Please rate your satisfaction with the following services.

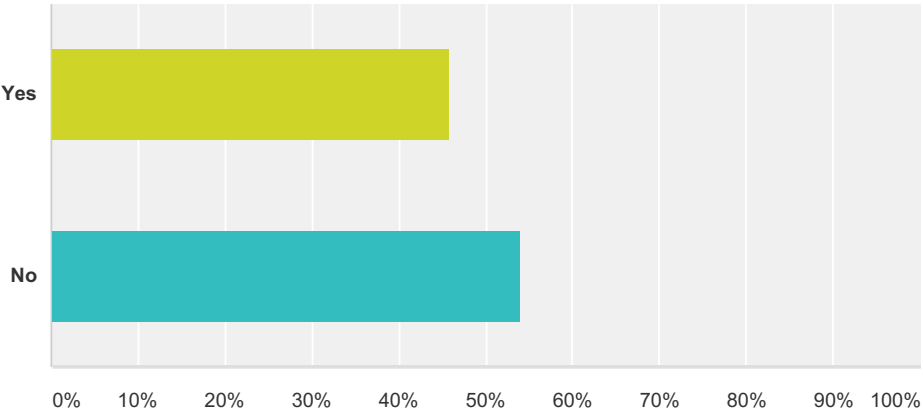
Answered: 483 Skipped: 33



	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total	Weighted Average
Campus Printing Services	0.62% 3	4.98% 24	12.45% 60	39.83% 192	20.95% 101	6.02% 29	15.15% 73	482	3.12
Printing from you personal laptop or device to a campus printer	1.46% 7	6.25% 30	16.25% 78	13.33% 64	7.50% 36	21.88% 105	33.33% 160	480	1.54
Secure On-Campus Wireless Network Access	3.73% 18	10.17% 49	13.90% 67	35.89% 173	18.46% 89	4.36% 21	13.49% 65	482	3.02
Library Learning Commons Equipment Checkout	0.62% 3	1.45% 7	16.77% 81	24.84% 120	13.87% 67	10.56% 51	31.88% 154	483	2.23
Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	1.25% 6	2.50% 12	12.29% 59	32.92% 158	25.62% 123	8.54% 41	16.88% 81	480	3.03

Q27 Do you use your Networked Personal File Storage Space (P:drive)?

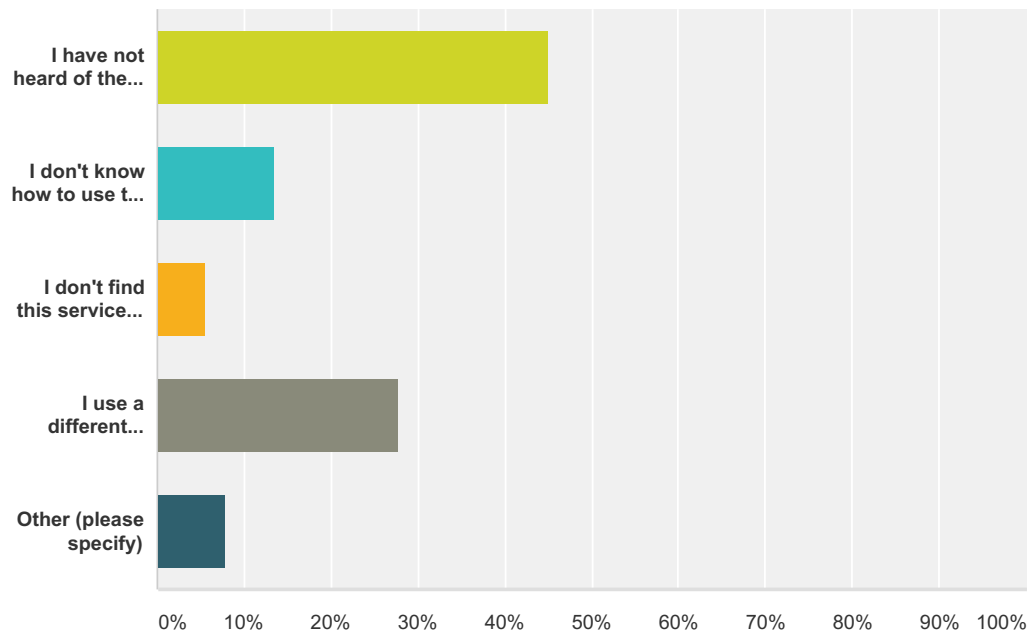
Answered: 475 Skipped: 41



Answer Choices	Responses	
Yes	45.89%	218
No	54.11%	257
Total		475

Q28 Why do you not use your Networked Personal File Storage Space (P:drive)?

Answered: 266 Skipped: 250



Answer Choices	Responses
I have not heard of the service	45.11% 120
I don't know how to use the service	13.53% 36
I don't find this service beneficial	5.64% 15
I use a different storage service	27.82% 74
Other (please specify)	7.89% 21
Total	266

#	Other (please specify)	Date
1	I don't really know what it is and I probably don't need it.	5/1/2015 4:05 PM
2	I just use my angelo state profile on ASU computers	4/27/2015 5:50 PM
3	I don't remeber how to use the service	4/27/2015 3:00 PM
4	off campus, unaware of service	4/27/2015 10:47 AM
5	worry about hacking	4/26/2015 10:49 PM
6	Used it in one course	4/26/2015 2:30 PM
7	I have not found it necessary to use it.	4/26/2015 1:01 PM
8	I am taking only a few classes with asu, so I have not used many services for this reason.	4/26/2015 9:14 AM
9	Distance Learning	4/25/2015 4:50 PM
10	Don't trust it	4/24/2015 6:07 AM

IT Department Student Survey

11	I mainly use my at home desktop the P:Drive seems like an unnecessary middle man. Also I think I can only use it on campus, which kind sucks. And I normally keep a flash drive on my person. And if all fails I just save whatever it is as an attachment on my email and download it to my desktop. If it is a computer class then I will just use the P Drive because there is no reason not to. But other than that I wont use it.	4/23/2015 8:40 PM
12	I live in another city but when I lived in San Angelo, I did.	4/23/2015 4:09 PM
13	No reason, I just don't	4/23/2015 3:30 PM
14	Don't really need anything saved	4/23/2015 2:44 PM
15	unable to access from multiple computers in past experiences	4/23/2015 2:43 PM
16	I have a flash drive. Just as good if not more handy.	4/20/2015 12:16 PM
17	Store info on my personal computer at home	4/20/2015 11:50 AM
18	I complete assignment on my own laptop	4/20/2015 10:32 AM
19	My data stored in this drive did not always move from one system to the other, so I just began using a thumb drive or emailing myself documents I needed	4/20/2015 10:11 AM
20	I use Google Drive	4/20/2015 9:31 AM
21	I have my own computer to store stuff on	4/20/2015 9:31 AM

Q29 Besides your Personal Networked Storage (P: Drive) provided by ASU, please list any other "cloud" storage services you use. (please leave blank if you do not use any other such services)

Answered: 165 Skipped: 351

#	Responses	Date
1	Dropbox, Google Drive	5/1/2015 2:24 PM
2	dropbox	4/30/2015 10:56 PM
3	Icloud	4/30/2015 4:49 PM
4	GOOLE DIRIVE	4/30/2015 10:07 AM
5	None	4/30/2015 9:15 AM
6	google, drop box	4/29/2015 7:53 PM
7	iCloud	4/29/2015 6:51 PM
8	iPhone	4/29/2015 6:48 PM
9	iCloud	4/29/2015 5:59 PM
10	Google Plus	4/29/2015 5:30 PM
11	Dropbox, Google Drive, Microsoft OneDrive	4/29/2015 4:20 PM
12	yahoo email	4/29/2015 3:27 PM
13	Google Drive	4/29/2015 2:28 PM
14	Jump Drive	4/29/2015 1:59 PM
15	one cloud	4/29/2015 1:22 PM
16	Google Drive, box, drop box, one drive,	4/29/2015 12:43 PM
17	Drop Box	4/29/2015 12:38 PM
18	Q: Drive, J: Drive, R: Drive	4/29/2015 12:26 PM
19	chrome	4/29/2015 12:12 PM
20	Google drive and google docs	4/29/2015 11:36 AM
21	Google Drive	4/29/2015 11:32 AM
22	Lab top	4/29/2015 11:13 AM
23	google drive	4/29/2015 11:12 AM
24	Google Drive and Dropbox	4/29/2015 11:01 AM
25	dropbox	4/29/2015 10:31 AM
26	thumbdrive	4/29/2015 9:52 AM
27	Dropbox	4/29/2015 9:34 AM
28	I just use a jump drive	4/29/2015 9:33 AM
29	Google drive	4/29/2015 9:32 AM

IT Department Student Survey

30	Google drive	4/29/2015 9:16 AM
31	google drive	4/29/2015 9:14 AM
32	p drive is broken	4/29/2015 9:09 AM
33	Microsoft Cloud	4/28/2015 9:21 AM
34	cloud on my tablet	4/28/2015 8:40 AM
35	Dropbox	4/27/2015 1:57 PM
36	Dropbox	4/27/2015 11:37 AM
37	Google drive	4/27/2015 9:08 AM
38	google docs through Ram email	4/27/2015 8:45 AM
39	Dropbox	4/26/2015 10:53 PM
40	flash drive	4/26/2015 10:39 PM
41	Dropbox, One cloud, Google docs	4/26/2015 9:57 PM
42	google drive, drop box	4/26/2015 9:53 PM
43	Drive, iCloud	4/26/2015 6:50 PM
44	dropbox	4/26/2015 4:51 PM
45	usb	4/26/2015 4:16 PM
46	Dropbox	4/26/2015 4:01 PM
47	Personal Jump Drive	4/26/2015 3:44 PM
48	Google Docs	4/26/2015 3:09 PM
49	Cloud	4/26/2015 2:30 PM
50	Gooogle	4/26/2015 2:20 PM
51	iCloud	4/26/2015 2:02 PM
52	Google drive	4/26/2015 1:39 PM
53	None	4/26/2015 1:02 PM
54	OneDrive	4/26/2015 12:07 PM
55	Google Drive	4/26/2015 10:41 AM
56	Q: Drive (I'm also faculty here), J: Drive (ROTC)	4/26/2015 9:56 AM
57	dropbox, google drive	4/26/2015 9:56 AM
58	I phone, flash drive	4/26/2015 9:55 AM
59	dropbox, google drive, microsoft, asus	4/26/2015 9:49 AM
60	iCloud	4/26/2015 9:19 AM
61	Icloud	4/26/2015 9:14 AM
62	Drop box	4/26/2015 9:12 AM
63	Personal flash drive	4/25/2015 12:28 PM
64	iCloud	4/25/2015 12:18 PM
65	goggle drive	4/24/2015 11:09 PM
66	Dropbox and OneDrive	4/24/2015 4:04 PM
67	Google Drive	4/24/2015 10:17 AM

IT Department Student Survey

68	OneDrive	4/24/2015 1:23 AM
69	Google	4/23/2015 10:54 PM
70	flash drive	4/23/2015 10:27 PM
71	Onedrive, Amazon	4/23/2015 9:40 PM
72	Email.. not much of a cloud but I can attach things, email them to myself, then download later.	4/23/2015 8:45 PM
73	Personal laptop and jump drive	4/23/2015 7:22 PM
74	One drive	4/23/2015 5:47 PM
75	google drive, dropbox	4/23/2015 5:46 PM
76	Apple products	4/23/2015 5:20 PM
77	I have a USB drive	4/23/2015 4:40 PM
78	google drive	4/23/2015 4:30 PM
79	Google drive	4/23/2015 4:20 PM
80	icloud, dropbox	4/23/2015 4:15 PM
81	Google Docs	4/23/2015 4:10 PM
82	Dropbox	4/23/2015 3:56 PM
83	Icloud, external hard drive, hp cloud, flash drive	4/23/2015 3:44 PM
84	NA	4/23/2015 3:39 PM
85	Dropbox	4/23/2015 3:34 PM
86	Google Drive	4/23/2015 3:19 PM
87	J: Drive	4/23/2015 3:14 PM
88	Google Drive	4/23/2015 3:06 PM
89	iCloud	4/23/2015 2:54 PM
90	I email documents to myself	4/23/2015 2:49 PM
91	Dropbox	4/23/2015 2:45 PM
92	Personal laptop	4/23/2015 2:44 PM
93	Google	4/23/2015 2:44 PM
94	Google	4/23/2015 2:33 PM
95	iCloud, Q:Drive	4/23/2015 2:32 PM
96	amazon and onedrive	4/23/2015 2:30 PM
97	iCloud, Amazon Prime	4/22/2015 11:35 AM
98	Dropbox, Google Drive	4/22/2015 9:56 AM
99	Google Drive, One Drive, DropBox	4/22/2015 9:49 AM
100	dropbox	4/21/2015 10:16 PM
101	J drive	4/21/2015 10:14 PM
102	Dropbox	4/21/2015 6:24 PM
103	Dropbox	4/21/2015 5:26 PM
104	Dropbox	4/21/2015 4:03 PM
105	USB	4/21/2015 2:22 PM

IT Department Student Survey

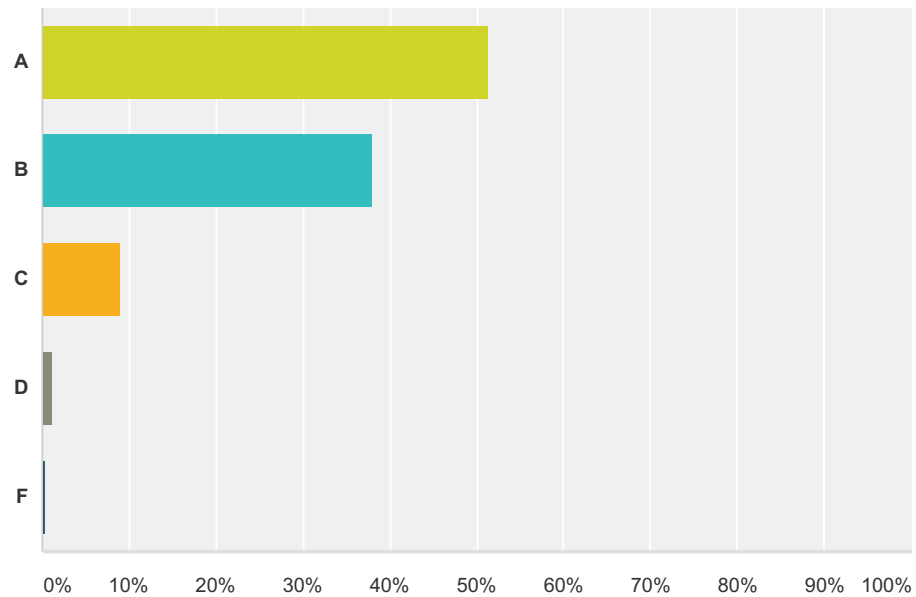
106	Google Drive	4/21/2015 1:29 PM
107	dropbox	4/21/2015 11:44 AM
108	Onedrive	4/21/2015 8:26 AM
109	iCloud; Jump Drives	4/21/2015 12:29 AM
110	Google drive	4/20/2015 7:15 PM
111	Google Drive	4/20/2015 6:47 PM
112	OneDrive, Google Drive	4/20/2015 6:38 PM
113	One drive	4/20/2015 6:00 PM
114	iCloud, Adobe Creative Cloud	4/20/2015 4:58 PM
115	Google drive	4/20/2015 4:44 PM
116	Flash drive	4/20/2015 4:16 PM
117	Dropbox	4/20/2015 3:27 PM
118	Google Drive	4/20/2015 3:19 PM
119	Dropbox	4/20/2015 3:02 PM
120	I use my One Drive at work, but I do not use it at ASU.	4/20/2015 2:15 PM
121	Microsoft Drive	4/20/2015 2:04 PM
122	n/a	4/20/2015 2:03 PM
123	Onedrive	4/20/2015 1:22 PM
124	Google Drive, dropbox	4/20/2015 1:16 PM
125	Google Drive	4/20/2015 12:28 PM
126	Flash drive	4/20/2015 12:24 PM
127	Dropbox	4/20/2015 11:53 AM
128	External hard drive	4/20/2015 11:20 AM
129	Apple	4/20/2015 11:18 AM
130	Google Drive, Email	4/20/2015 11:16 AM
131	onedrive	4/20/2015 11:10 AM
132	I do I hit the wrong button on the question	4/20/2015 11:03 AM
133	N/A	4/20/2015 10:47 AM
134	Dropbox	4/20/2015 10:47 AM
135	iCloud	4/20/2015 10:31 AM
136	N/A	4/20/2015 10:26 AM
137	Google Drive - not enough storage in P drive.	4/20/2015 10:24 AM
138	dropbox	4/20/2015 10:16 AM
139	DropBox, Google Drive	4/20/2015 10:16 AM
140	Dropbox	4/20/2015 10:12 AM
141	Carbonite	4/20/2015 10:10 AM
142	Google drive dropbox	4/20/2015 10:09 AM
143	gmail drive,onedrive	4/20/2015 10:08 AM

IT Department Student Survey

144	Google drive, iCloud	4/20/2015 10:05 AM
145	Dropbox	4/20/2015 10:05 AM
146	dropbox	4/20/2015 10:01 AM
147	Google Drive and Drop Box	4/20/2015 9:49 AM
148	iCloud	4/20/2015 9:45 AM
149	Jump Drives	4/20/2015 9:41 AM
150	iCloud, Dropbox	4/20/2015 9:39 AM
151	Google Drive	4/20/2015 9:39 AM
152	Google Drive	4/20/2015 9:35 AM
153	Dropbox, Google Drive, iCloud	4/20/2015 9:35 AM
154	Google Drive	4/20/2015 9:35 AM
155	Google drive, dropbox	4/20/2015 9:34 AM
156	Google Drive, Dropbox, Mega, OneDrive	4/20/2015 9:33 AM
157	Google Docs, Dropbox	4/20/2015 9:32 AM
158	Laptop or flash drive	4/20/2015 9:32 AM
159	Drop box	4/20/2015 9:31 AM
160	DFSJ: drive, Q, S X	4/20/2015 9:29 AM
161	J drive	4/20/2015 9:27 AM
162	USB	4/20/2015 9:27 AM
163	Google Docs	4/20/2015 9:27 AM
164	Google Drive, Dropbox	4/20/2015 9:27 AM
165	Dropbox, Google Drive	4/20/2015 9:26 AM

Q30 If you had to give Information Technology Services an overall grade, what would it be?

Answered: 474 Skipped: 42



Answer Choices	Responses	
A	51.27%	243
B	37.97%	180
C	9.07%	43
D	1.27%	6
F	0.42%	2
Total		474

IT Department Student Survey

Q31 Please Tell us what the IT dept does well

Answered: 206 Skipped: 310

#	Responses	Date
1	They are courteous, patient, and for the most part very persistent in trying to solve any issues.	5/1/2015 4:07 PM
2	Helpful	4/30/2015 10:56 PM
3	Customer service	4/30/2015 9:15 AM
4	They give you back your print credits if something goes wrong while printing something out. They answer their phones if you call them with a problem.	4/29/2015 7:39 PM
5	I have only called IT once... They were very helpful and knowegable... I was very satisfied	4/29/2015 6:51 PM
6	If I ever need help with a computer, they do what they can. I also appreciate the password expiration emails.	4/29/2015 6:48 PM
7	Friendly customer service. If they do not know how to assist they tell you.	4/29/2015 6:07 PM
8	assist students with problems	4/29/2015 5:59 PM
9	Not enough experience with to evaluate	4/29/2015 5:30 PM
10	THINGS REMAIN ON A ROLL WITH CAMPUS TECH SO THAT IS VERY GOOD	4/29/2015 5:29 PM
11	Available to answer questions or troubleshoot problems, always friendly	4/29/2015 5:04 PM
12	Fast and helpful service whenever I have called with a problem.	4/29/2015 4:46 PM
13	provides prompt service	4/29/2015 4:18 PM
14	They IT hard or go home	4/29/2015 4:11 PM
15	Customer service	4/29/2015 3:25 PM
16	Always willing to help	4/29/2015 1:59 PM
17	Helpful	4/29/2015 1:22 PM
18	support	4/29/2015 12:53 PM
19	They work hard.	4/29/2015 12:43 PM
20	Maintains updates	4/29/2015 12:38 PM
21	they are very knowledgeable	4/29/2015 12:26 PM
22	The IT dept helps people well.	4/29/2015 12:14 PM
23	Everything	4/29/2015 11:32 AM
24	Help will connecting to WiFi	4/29/2015 11:13 AM
25	Good service, usually try to help with troubleshooting	4/29/2015 11:12 AM
26	The IT department has responded to me expediently and have always been helpful.	4/29/2015 10:55 AM
27	Sometimes they help	4/29/2015 10:01 AM
28	Notifies is they are doing updates to blackboard	4/29/2015 9:38 AM
29	Quick to help faculty	4/29/2015 9:34 AM
30	I have only had issues with login, when I called to correct the issue they promptly resolved the issue.	4/29/2015 9:33 AM
31	Notifying everyone of issues with blackboard and when it will be down.	4/29/2015 9:33 AM
32	Everything	4/29/2015 9:24 AM

IT Department Student Survey

33	Nothing	4/29/2015 9:15 AM
34	keep the computers running well and if the computer or networks mess up they fix it in a timely manner.	4/29/2015 9:14 AM
35	Keeps the computers going for the most part	4/29/2015 9:09 AM
36	Customer service is great	4/29/2015 9:08 AM
37	Make up stories.. .i.e. saying a program is just a picture and nothing more	4/28/2015 8:40 AM
38	Maintains websites and helps students with technical issues.	4/28/2015 8:02 AM
39	Trouble shooting	4/27/2015 5:51 PM
40	assist with computers	4/27/2015 3:02 PM
41	They will go above and beyond to fix your issue.	4/27/2015 1:08 PM
42	Provide assistance with any tech issues I may have.	4/27/2015 12:25 PM
43	IT has been helpful around the office I work on campus.	4/27/2015 11:37 AM
44	Prompt and easy service	4/27/2015 11:28 AM
45	Resolve most issues	4/27/2015 11:10 AM
46	Great service for needing assistance, available at any time.	4/27/2015 10:47 AM
47	everything	4/27/2015 10:27 AM
48	Organization!	4/27/2015 9:08 AM
49	i am satisfied but unable to pinpoint a certain thing	4/27/2015 8:45 AM
50	Staffing it help desks	4/26/2015 10:53 PM
51	The system is always available when I need it. They give us ample notice of down times.	4/26/2015 9:57 PM
52	help me to fix my laptop computer and install a software for my online class	4/26/2015 4:16 PM
53	Good response when there are technical problems in the classroom	4/26/2015 4:01 PM
54	I have not had to contact IT much this semester if at all. I think that they do a good job of documenting problems. Last semester I had a problem interfacing with my lap top and Blackboard Collaborate regarding a power point that would not upload into the module for presentation. The IT was never able to resolve the problem. I switched to my desktop and have not had any more issues. I think that they keep trying is IT's best trait.	4/26/2015 3:11 PM
55	Great customer service	4/26/2015 2:30 PM
56	Assisting computer illiterate students in a way that makes them feel less embarrassed.	4/26/2015 2:08 PM
57	Everything	4/26/2015 2:02 PM
58	Answer calls and follow up	4/26/2015 2:00 PM
59	helpful when call and need help, will walk you through the steps of the problem and get online with you if you need it	4/26/2015 1:20 PM
60	I don't know. They answer your questions if and when you have one.	4/26/2015 1:02 PM
61	They report fast. If there is a problem there is no hesitation to get it fixed.	4/26/2015 12:45 PM
62	Good wifi Useful services	4/26/2015 12:07 PM
63	Fix cpu problems fast	4/26/2015 11:50 AM
64	I haven't really had any problems, and everything seems set up fairly well as far as I can tell.	4/26/2015 10:41 AM
65	Courteous staff	4/26/2015 10:06 AM
66	Fast response times, can walk me through most problems over the phone.	4/26/2015 9:56 AM
67	makes a lot of services accessible	4/26/2015 9:56 AM
68	Responds quickly	4/26/2015 9:32 AM

IT Department Student Survey

69	Helping people who need help with computer things.	4/26/2015 9:25 AM
70	Answers my questions quickly.	4/26/2015 9:19 AM
71	y'all do you	4/26/2015 9:18 AM
72	They are very friendly and willing to help in any way possible.	4/26/2015 9:15 AM
73	They know their stuff	4/25/2015 5:48 PM
74	Courteous and Professional	4/25/2015 4:51 PM
75	When I have needed information they are polite and helpful.	4/25/2015 12:28 PM
76	When I was a new student, I received concise, clear advice about accessing and using Ramport.	4/25/2015 9:38 AM
77	IT keeps the system updated.	4/24/2015 11:40 PM
78	Helps customers. Anytime I have had an issue, even with my device, they have helped me.	4/24/2015 11:09 PM
79	All issues that I have had in the past such as courses on blackboard or password reset have been resolved promptly.	4/24/2015 8:03 PM
80	Nice people, good service :)	4/24/2015 4:04 PM
81	Very helpful the one time I had to call them	4/24/2015 10:17 AM
82	Help students that have difficult time with technology make it a little easier to understand!	4/24/2015 8:51 AM
83	Is very helpful in all I have contacted them for.	4/24/2015 8:40 AM
84	When I've asked for help, IT has resolved my problem.	4/24/2015 1:23 AM
85	Follow up and making sure my issue was resolved	4/24/2015 1:17 AM
86	fix things fast	4/23/2015 11:36 PM
87	Customer support	4/23/2015 10:54 PM
88	Response time is excellent with sincere interest in my concerns to get it resolved as soon as possible.	4/23/2015 9:42 PM
89	First off I have no clue what the above question even means. You guys should have made some kind of attempt to define "Information Technology Services". Or maybe its like an ink blot test and im just suppose to guess. I put a B if thats the case... To answer the question. Idk what the IT dept even does but I dont come across many broken computers on campus so im sure there doing something..	4/23/2015 8:45 PM
90	I use the IT dept to reset my password and they have been very helpful and prompt.	4/23/2015 8:45 PM
91	- communicates great with students if they have questions	4/23/2015 6:57 PM
92	answers questions promptly	4/23/2015 6:21 PM
93	Available 24 hours	4/23/2015 5:20 PM
94	Printer troubleshooting	4/23/2015 5:03 PM
95	Keeps up with our technology services	4/23/2015 4:40 PM
96	They respond to my issues in a timely manner	4/23/2015 4:30 PM
97	IT helped me with a mobile device problem once and it was so helpful! I really appreciated all the time they gave me.	4/23/2015 4:20 PM
98	I failed a class because of problem with Lockdown browser acting up for some reasons that IT was unable to resolved. It was a bad experience for me. I have told at least 3 friends not to do their course at Angelo State because they will have problems. On of my friend finished the same program I am doing last March. and we started at the same time. I am regretting signing up for my program of study at ASU.	4/23/2015 4:10 PM
99	Fast, friendly, efficient	4/23/2015 4:10 PM
100	Explaining	4/23/2015 3:56 PM
101	Return emails And phone calls	4/23/2015 3:44 PM

IT Department Student Survey

102	Quick response time	4/23/2015 3:40 PM
103	Keeping everything update and running!	4/23/2015 3:31 PM
104	Provides problem free service.	4/23/2015 3:19 PM
105	takes my calls	4/23/2015 3:19 PM
106	Friendly	4/23/2015 2:59 PM
107	The call center has always been extremely helpful, and supportive often keeping me calm when I have been kicked out of an exam unexpectedly.	4/23/2015 2:54 PM
108	They listen, help with the problem best they can or they direct you to someone who can better assist you.	4/23/2015 2:39 PM
109	Helping quickly when needed	4/23/2015 2:34 PM
110	Custom service response time, trouble shoot& resolve problems	4/23/2015 2:33 PM
111	helps reset passwords quickly and efficiently.	4/22/2015 5:26 PM
112	Helping me change password when it expires	4/22/2015 5:18 PM
113	Service is outstanding. Very prompt, polite, and helpful.	4/22/2015 11:35 AM
114	They are friendly and great at explaining the steps needed to perform the tasks you want. They are patient and never make me feel less than, when I have a silly question.	4/22/2015 10:50 AM
115	Despite any criticism, I feel that the IT dept does try to keep up with emerging technology and offer beneficial services such as Rammail and WiFi.	4/22/2015 9:56 AM
116	the services are fine thus far, really enjoy them :)	4/22/2015 1:10 AM
117	It helps keep all the computers running well.	4/21/2015 10:14 PM
118	Online instructions for setting up mobile devices is helpful	4/21/2015 6:24 PM
119	access to IT	4/21/2015 4:49 PM
120	Helps	4/21/2015 2:35 PM
121	keeps blackboard updated	4/21/2015 2:22 PM
122	prompt to help	4/21/2015 2:09 PM
123	Customer service and yearly improvements since a freshman on campus	4/21/2015 9:46 AM
124	Blackboard maintenance is done very timely and we are warned beforehand so as to prevent any confusion.	4/21/2015 9:01 AM
125	I have never had a problem the IT dept didn't solve quickly	4/21/2015 8:13 AM
126	I had a question when I first started signing on and the person who answered my call was very nice and helpful.	4/21/2015 1:19 AM
127	The staff is friendly.	4/21/2015 12:29 AM
128	I haven't really use y'all guys much but you do your job pretty well. Please keep it up!	4/20/2015 10:30 PM
129	They are helpful.	4/20/2015 9:51 PM
130	Never Used it	4/20/2015 9:18 PM
131	I think it's wonderful that they provide 24 hour support.	4/20/2015 9:00 PM
132	Very helpful and knowledgeable when calling for help.	4/20/2015 8:20 PM
133	Helpful every time I've needed assistance.	4/20/2015 8:11 PM
134	Get me in...when I'm locked out! ??	4/20/2015 7:15 PM
135	They get back to you on issues soon.	4/20/2015 6:47 PM
136	Help with people who are having trouble with technology and they support others	4/20/2015 5:39 PM
137	They helped me log in over the summer	4/20/2015 5:25 PM

IT Department Student Survey

138	Once you learn how to navigate the websites, it is simple and quick. They were very helpful when I tried to set my accounts up.	4/20/2015 5:02 PM
139	Extremely nice and as helpful as positive.	4/20/2015 5:01 PM
140	Campus systems run smoothly	4/20/2015 4:47 PM
141	I have not had any problems. So, they must be doing a great job!	4/20/2015 4:44 PM
142	I do not know because i have not had any real experience with the IT dept.	4/20/2015 3:37 PM
143	NA	4/20/2015 3:32 PM
144	Few times I have called the service was great	4/20/2015 3:31 PM
145	Very helpful	4/20/2015 3:19 PM
146	Responds to emails and phone calls immediately	4/20/2015 3:15 PM
147	Quick to address issues.	4/20/2015 3:01 PM
148	They are available 24/7 and tell us when they will be working on Bb. So I know when it is not available.	4/20/2015 2:18 PM
149	not sure does us it very often	4/20/2015 2:03 PM
150	You make improvements based on students' needs!	4/20/2015 1:58 PM
151	Friendly and quick to fix things	4/20/2015 1:53 PM
152	They are very helpful	4/20/2015 1:47 PM
153	People are nice and helpful	4/20/2015 1:22 PM
154	always answer any questions/issues that I have...very happy with service!	4/20/2015 1:13 PM
155	Great customer service. Thanks. David (William) here in Abilene.	4/20/2015 1:08 PM
156	Professional	4/20/2015 12:58 PM
157	Picked up my calls or calls me back when I have a question. It helped me very well with my situation (password and username) and was very, very friendly with me, I highly appreciate that and the time he took to help me within a day or two!	4/20/2015 12:30 PM
158	Returns phone calls Available to help	4/20/2015 12:00 PM
159	blackboard customer service	4/20/2015 11:56 AM
160	Friendly knowledgeable staff.	4/20/2015 11:54 AM
161	They are very quick to attend to technology issues and know their stuff	4/20/2015 11:47 AM
162	Being there when need of assistance and being able to fix it the first time.	4/20/2015 11:41 AM
163	I love checking out laptops in the Library. It's really helpful when I need to do my homework.	4/20/2015 11:38 AM
164	It does well in helping the campus.	4/20/2015 11:20 AM
165	Helpful	4/20/2015 11:18 AM
166	Friendly staff that is willing to answer questions and help students.	4/20/2015 11:17 AM
167	fix computers	4/20/2015 11:16 AM
168	Not much	4/20/2015 11:00 AM
169	Hiring good techs that always smiling and ready to help me out on my technology issues.	4/20/2015 10:49 AM
170	Getting stuff done	4/20/2015 10:47 AM
171	Keeping the ASU servers and Wi-Fi running	4/20/2015 10:34 AM
172	Password help and printing services.	4/20/2015 10:26 AM
173	Informs of updates to blackboard in enough time to plan around it	4/20/2015 10:24 AM

IT Department Student Survey

174	They make sure all technology is updated and try to make sure it's all running right.	4/20/2015 10:20 AM
175	Fixes things in a timely manner; puts the students needs first	4/20/2015 10:19 AM
176	Basic IT.	4/20/2015 10:17 AM
177	They are available.	4/20/2015 10:16 AM
178	The only thing they have ever helped me on is when my password was not working so i guess answering questions	4/20/2015 10:12 AM
179	You guys respond to emails rather quickly and provide great assistance to any issues!	4/20/2015 10:10 AM
180	Troubleshooting, not giving up until a solution has be reached	4/20/2015 10:10 AM
181	Maintains wireless networks and servers well	4/20/2015 10:09 AM
182	Fixes things quicly	4/20/2015 10:08 AM
183	Maintains network functionality. Wireless connectivity services usually work well with minimal traffic backup.	4/20/2015 10:05 AM
184	They communicate very well and get back in a prompt manner to best assist your needs	4/20/2015 10:05 AM
185	One on one tech problems	4/20/2015 10:05 AM
186	They do a good job helping people when they need their help.	4/20/2015 10:00 AM
187	All of the services I have used have generally been exemplary. In cases where things weren't exemplary, such as sometimes poor wireless Internet, it is totally understandable.	4/20/2015 9:49 AM
188	I have rarely used the IT dept, but when I did, they did provide great customer service and got the issue taken care of quickly.	4/20/2015 9:45 AM
189	Life	4/20/2015 9:39 AM
190	Very friendly when I call.	4/20/2015 9:36 AM
191	The IT department is professional and efficient.	4/20/2015 9:35 AM
192	I've never had any major issues - IT is always quick and responsive.	4/20/2015 9:35 AM
193	N/A	4/20/2015 9:35 AM
194	customer service	4/20/2015 9:34 AM
195	Quick problem resolution	4/20/2015 9:33 AM
196	There is one lady that works at the help desk during the day that I find incredibly unhelpful when I call. However, other than this one employee every other IT person I have worked with has been more than willing to go above and beyond to help me fix my problem. Overall, our IT department is incredibly innovative and willing to help at a moment's notice.	4/20/2015 9:32 AM
197	I don't know; don't use it	4/20/2015 9:32 AM
198	responds well; in a timely manner	4/20/2015 9:32 AM
199	Customer Service	4/20/2015 9:29 AM
200	Customer service	4/20/2015 9:27 AM
201	Keeps the web pages up to date. And when they are update do them at decent hours when most people are not working on the services	4/20/2015 9:27 AM
202	N/A	4/20/2015 9:27 AM
203	n/a	4/20/2015 9:27 AM
204	Customer service is fast and efficient.	4/20/2015 9:26 AM
205	They do well making sure everyone is taken care of.	4/20/2015 9:26 AM
206	Quick response and polite attitude.	4/20/2015 9:26 AM

IT Department Student Survey

Q32 Please tell us what you would change about the IT dept

Answered: 167 Skipped: 349

#	Responses	Date
1	Better/faster wireless internet	5/1/2015 2:24 PM
2	The IT dept. needs more advertising, I don't even know how to use their services and I think they should be able to help students with electronically difficulties.	4/30/2015 11:36 AM
3	computers are very slow	4/30/2015 10:07 AM
4	At the moment nothing	4/30/2015 9:15 AM
5	Better internet would help, or at least let us bring our own Internet routers if the internet is going to suck this freaking bad.	4/29/2015 7:39 PM
6	The stand-up computers take a while to log in and they should be "express" meaning quick to take care of your business.	4/29/2015 6:48 PM
7	email slow to upload, would like it faster	4/29/2015 5:59 PM
8	Not enough experience with to evaluate	4/29/2015 5:30 PM
9	NOTHING REALLY. I DO THINK THE SCHOOL COULD USE A BETTER ISP.	4/29/2015 5:29 PM
10	nothing	4/29/2015 5:04 PM
11	Multiple logins past Ramport	4/29/2015 4:20 PM
12	no changes	4/29/2015 4:18 PM
13	Nothing that I know of, however I don't know what goes on behind closed doors	4/29/2015 4:11 PM
14	Make ramport, blackboard and email more easily accessible from the homepage. It is a pain to get into email so I just had all my messages forwarded to my work email.	4/29/2015 2:28 PM
15	they could be nicer about the help	4/29/2015 1:59 PM
16	more helpful plus better internet in the dorms.	4/29/2015 1:22 PM
17	give computer science majors more space on their P:	4/29/2015 12:53 PM
18	It will be nice to have wifi all around campus while walking.	4/29/2015 12:43 PM
19	Not sure if I would	4/29/2015 12:38 PM
20	I wish that the IT dept was faster at getting things done	4/29/2015 12:26 PM
21	Wouldn't change anything	4/29/2015 11:13 AM
22	More training for people who work at help desk	4/29/2015 11:12 AM
23	customer service	4/29/2015 10:01 AM
24	I think the IT people in the library could be a little more knowledgeable with all types of technology(ex. different computers). Whenever I had issues with my personal computer, the IT staff in the library always sent me to MCS, which was sometime inconvenient.	4/29/2015 9:34 AM
25	none	4/29/2015 9:34 AM
26	I have not experienced enough instances with IT to look to make changes with this department.	4/29/2015 9:33 AM
27	Nothing	4/29/2015 9:33 AM
28	Faster Wifi	4/29/2015 9:15 AM

IT Department Student Survey

29	Actually build an ASU app. Update java. Not updating java is preventing CS majors from using today's current java standards. You're hindering futures of ASU students.	4/29/2015 9:09 AM
30	Unsure	4/29/2015 9:08 AM
31	Get people who know what they're doing for customer service	4/28/2015 8:40 AM
32	Nothing.	4/28/2015 8:02 AM
33	Make the wireless networks compatible with Chromecast!	4/27/2015 5:51 PM
34	N/A	4/27/2015 3:02 PM
35	Availability over the weekend.	4/27/2015 1:08 PM
36	Nothing at the moment.	4/27/2015 11:37 AM
37	Nothing.	4/27/2015 11:28 AM
38	nothing	4/27/2015 10:27 AM
39	unknown	4/27/2015 8:45 AM
40	If we could get warnings about reaching p drive limits	4/26/2015 10:53 PM
41	takes too long for system to update when you add money to your account for printing. Can't understand why it takes so long. Also, too many steps to go through.	4/26/2015 10:39 PM
42	Strong cell service towers	4/26/2015 10:10 PM
43	Nothing	4/26/2015 9:57 PM
44	Need to learn to check equipment in properly so I don't get fined	4/26/2015 9:53 PM
45	N/A	4/26/2015 4:16 PM
46	N/A	4/26/2015 4:01 PM
47	Pass on the knowledge. Learn more from the students because it is probably something that has been encountered by an online student and had to resolve it. The firewalls on the Library computers don't allow loading of some of the links that are put into Blackboard by professors.	4/26/2015 3:11 PM
48	Faster computers	4/26/2015 2:38 PM
49	Nothing	4/26/2015 2:30 PM
50	NA	4/26/2015 2:08 PM
51	Nothing	4/26/2015 2:02 PM
52	I really don't know.	4/26/2015 1:02 PM
53	You all should have hired me!	4/26/2015 12:45 PM
54	Printer reliability School computer speed	4/26/2015 12:07 PM
55	Better wifi for on campus living	4/26/2015 11:50 AM
56	I can't think of anything to change at this time.	4/26/2015 10:41 AM
57	Nothing	4/26/2015 10:06 AM
58	podium computers have been uncooperative lately	4/26/2015 9:56 AM
59	N/A	4/26/2015 9:25 AM
60	Nothing	4/26/2015 9:19 AM
61	N/A	4/26/2015 9:18 AM
62	I am satisfied with the IT dept. at ASU.	4/25/2015 12:28 PM
63	Nothing	4/24/2015 11:09 PM
64	nothing	4/24/2015 8:03 PM

IT Department Student Survey

65	The computers are very, very slow. Maybe they need to be updated.	4/24/2015 4:04 PM
66	Nothing	4/24/2015 10:17 AM
67	Get work orders done in a timely manner. the gaming lab is still waiting on several requests to clean the computers and add new games	4/24/2015 8:57 AM
68	Nothing!	4/24/2015 8:51 AM
69	Have 24/7 availability	4/24/2015 8:40 AM
70	I'd but then in charge of updating webpages for each department.	4/24/2015 1:23 AM
71	nothing	4/24/2015 1:17 AM
72	can't fix the wifi in dorms	4/23/2015 11:36 PM
73	Nothing worth mentioning. As an online student, your service is awesome.	4/23/2015 9:42 PM
74	They should give out more free food and drinks to students, that would go a long way in public relations.	4/23/2015 8:45 PM
75	no comment	4/23/2015 6:57 PM
76	they should be able to help more with personal computers	4/23/2015 5:03 PM
77	I do not know anything about the IT dept.	4/23/2015 4:40 PM
78	Fix the printers in the labs	4/23/2015 4:30 PM
79	I don't know because the same computer that I was having problems with last year is working fine now.	4/23/2015 4:10 PM
80	Nothing	4/23/2015 4:10 PM
81	Nothing	4/23/2015 3:56 PM
82	Try to offer help even if they cannot provide the service or complete an action	4/23/2015 3:44 PM
83	Something better than blackboard	4/23/2015 3:39 PM
84	Nothing, I have no complaints	4/23/2015 3:31 PM
85	Standardize campus desk top loads. I prefer Chrome as a browser. Not every system has Chrome loaded.	4/23/2015 3:19 PM
86	I would like to be able to access my ASU email via blackboard vs. having to log in separately onto the ASU Rampport site.	4/23/2015 2:55 PM
87	Instead of hanging around gossiping with each other, it would be nice if they checked the stapler periodically, paper in printer, etc. Twice this semester I had to inform the desk when they needed to restock, eyes were rolled both times...	4/23/2015 2:49 PM
88	nothing	4/23/2015 2:39 PM
89	making us change our password every semester	4/23/2015 2:38 PM
90	I would leave one person at the desk	4/23/2015 2:34 PM
91	IT for each dept	4/23/2015 2:33 PM
92	nothing!	4/22/2015 5:26 PM
93	Nothing.	4/22/2015 11:35 AM
94	Nothing they are wonderful!	4/22/2015 10:50 AM
95	I wish the "Express" computers were faster, the only time saving feature they offer is not having to sit down.	4/22/2015 9:56 AM
96	make the wireless usage in concho hall better.	4/21/2015 10:14 PM
97	Managing changes between guest and secure Wifi is sometimes cumbersome	4/21/2015 6:24 PM
98	Wifi could be significantly better	4/21/2015 4:49 PM
99	make is easier to navigate	4/21/2015 2:22 PM
100	send more info on how to do things with new services.	4/21/2015 2:09 PM

IT Department Student Survey

101	Matt Lammons	4/21/2015 9:46 AM
102	Nothing.	4/21/2015 9:01 AM
103	I have no suggestions for any changes at this time keep up the good work and thank you for all you do :)	4/21/2015 8:13 AM
104	Nothing	4/21/2015 1:19 AM
105	I would allow IT students who are "certified" (have proven that they know what they are doing) to fix student lap tops for a fee. It would be a great way for IT to gain revenue and I wouldn't have to take my laptop somewhere else (computer bytes) every time something goes wrong with it.	4/21/2015 12:29 AM
106	Nothing.	4/20/2015 9:51 PM
107	Never Used It	4/20/2015 9:18 PM
108	I think they should offer a class on blackboard. When I paste information from a word processor into the view window. It looks great, but when I hit the submit button, the formatting goes crazy. All of my spacing and formatting for the APA format gets destroyed.	4/20/2015 9:00 PM
109	The department, nothing. I would change online classes.	4/20/2015 8:20 PM
110	I would maybe explain more of how to do things from the start.	4/20/2015 6:47 PM
111	Nothing, you guys are awesome	4/20/2015 5:25 PM
112	I dislike how printing credits do not roll over.	4/20/2015 5:02 PM
113	Some people are less than friendly.	4/20/2015 5:01 PM
114	increase wifi speed	4/20/2015 4:47 PM
115	I do not know because i have not had any real experience with the IT dept.	4/20/2015 3:37 PM
116	NA	4/20/2015 3:32 PM
117	NA	4/20/2015 3:31 PM
118	they are doing a great job!	4/20/2015 3:15 PM
119	NA	4/20/2015 3:01 PM
120	Make sure the IT people are aware some students are not as knowledgable as they are with computers. It might take some of us longer to walk through a help call.	4/20/2015 2:18 PM
121	N/a. You're doing a great job!	4/20/2015 1:58 PM
122	My personal drive doesn't work.	4/20/2015 1:53 PM
123	Maybe a little more availability, sometimes they are not at their desk or its hard to get their attention when they are on their computer.	4/20/2015 1:47 PM
124	Laptops take a really long time to log in	4/20/2015 1:22 PM
125	no complaints	4/20/2015 1:13 PM
126	No comments at this time.	4/20/2015 1:08 PM
127	Not very polite	4/20/2015 12:58 PM
128	Nothing really.	4/20/2015 12:30 PM
129	Students that work for IT in Library- attitude is key. The smoking around the MCS >:]	4/20/2015 12:10 PM
130	No opinion	4/20/2015 11:54 AM
131	N/A	4/20/2015 11:47 AM
132	Nothing	4/20/2015 11:41 AM
133	Contacting them.	4/20/2015 11:20 AM
134	Better wifi throughout campus	4/20/2015 11:18 AM

IT Department Student Survey

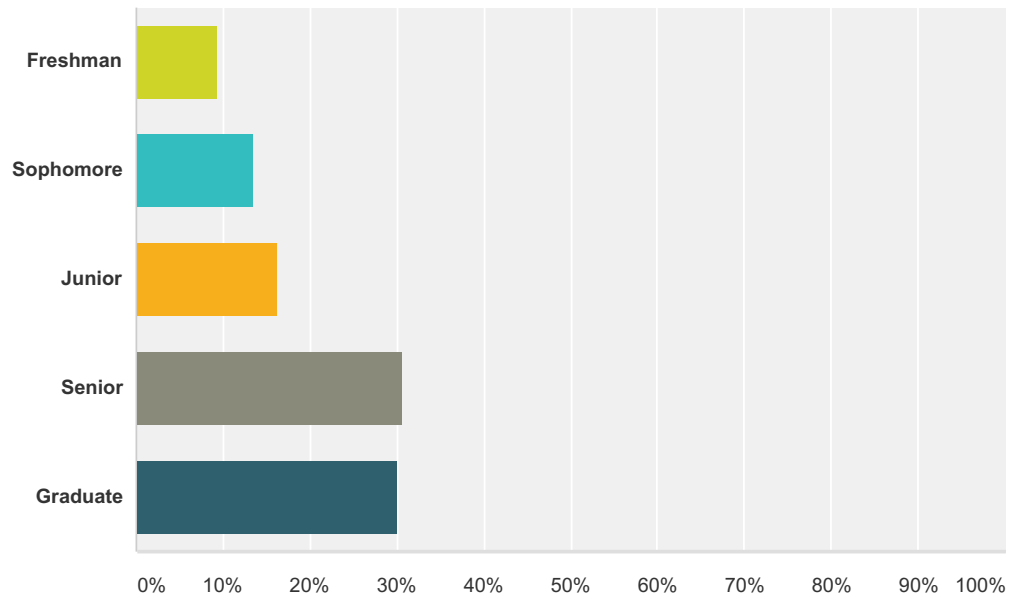
135	I don't know.	4/20/2015 11:17 AM
136	nothing	4/20/2015 11:16 AM
137	Fire people	4/20/2015 11:00 AM
138	Nothing	4/20/2015 10:47 AM
139	Easier to get help from.	4/20/2015 10:34 AM
140	Allow use of WiFi routers in the dorms	4/20/2015 10:27 AM
141	N/A	4/20/2015 10:26 AM
142	I've never had a ticket filled in a timely manner, have had people misspell my name completely or not write down my actual problem on the ticket so the IT student doesn't come, or comes unprepared to help with issues related to my lab or office IT situations. More regular printer support in computer labs.	4/20/2015 10:24 AM
143	I would just try to have them a bit more efficient. . Sometimes the WiFi acts up on all of us but for the most part pretty good.	4/20/2015 10:20 AM
144	Nothing.	4/20/2015 10:16 AM
145	i dont know about it	4/20/2015 10:12 AM
146	Make Blackboard compatible with Microsoft Word!!!!	4/20/2015 10:10 AM
147	I would not use a service for nights ans weekends, but someone who has access to the school's network	4/20/2015 10:10 AM
148	printer maintenance. Defrag the comps some of them run slow as balls	4/20/2015 10:09 AM
149	I'm not sure.	4/20/2015 10:08 AM
150	I would increase bandwidth for wireless network, allowing for faster internet speeds. I would also increase the number of routers throughout campus, so that dorms for example do not get back logged	4/20/2015 10:05 AM
151	Some are not as educated as other and seem as if they would rather transfer the call to someone else	4/20/2015 10:05 AM
152	The wifi is awful. I live in centennial and I don't have wifi in my room. After talking to IT they were suppose to add a booster in my room but did not	4/20/2015 10:00 AM
153	Give more info to students about what they can help with.	4/20/2015 9:53 AM
154	I would update the library equipment loaned to students.	4/20/2015 9:49 AM
155	It is not necessarily the IT dept themselves, but making, especially email, more user friendly would be appreciated. Myself, along with my professors, will sometimes lose our e-mails to one another because they keep stacking up under the same original email. It is hard to find what it is you are looking for when referring back to the email due to multiple emails being under one. The professor will overlook a question at times too because their inbox gets overloaded with them and they are stacked on their side as well.	4/20/2015 9:45 AM
156	Nada	4/20/2015 9:39 AM
157	Not sure.	4/20/2015 9:36 AM
158	Graduate students should have more print credits than underclassmen because they have different printing needs. Professors require students to print an average of about 40 pages per week, per class, and grad students often need to print more articles on top of that when they have papers due. I think 1200 print credits for grad students would be sufficient.	4/20/2015 9:35 AM
159	Give techs more authority to do things without approval when working onsite in labs on campus - we had to have someone come out multiple times because they were only specifically authorized to do one thing, and we ended up needing more than that.	4/20/2015 9:35 AM
160	N/A	4/20/2015 9:35 AM
161	nothing	4/20/2015 9:34 AM

IT Department Student Survey

162	I'm not sure if this applies to IT or Library Services, but there NEED to be more desktops available for use in the library or have longer hours in the MCS lab. I know these services used to be 24 hrs and now they aren't which isn't cohesive with the lifestyle college students live. Also, most students have their own personal laptop and do not want to go to the library to check out another laptop; students go to the library to have access to a desktop computer.	4/20/2015 9:32 AM
163	I don't know; don't use it	4/20/2015 9:32 AM
164	I have always had bad connection with the wifi.	4/20/2015 9:27 AM
165	It's personnel	4/20/2015 9:27 AM
166	n/a	4/20/2015 9:27 AM
167	Nothing.	4/20/2015 9:26 AM

Q33 What is your class standing?

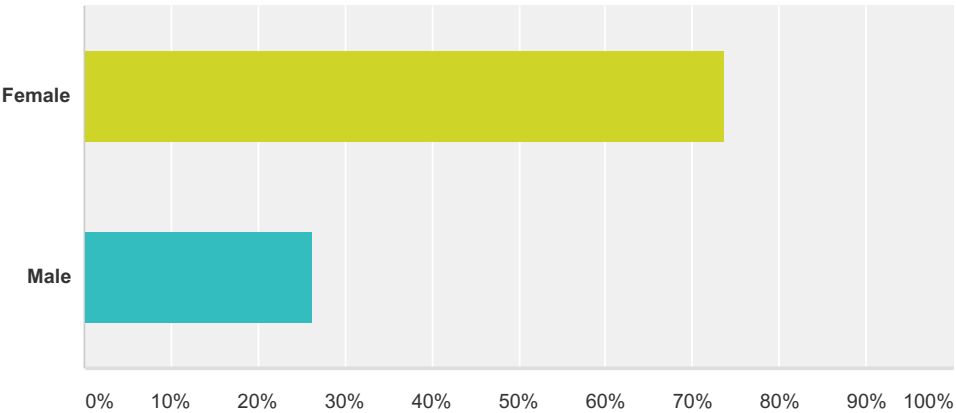
Answered: 477 Skipped: 39



Answer Choices	Responses	
Freshman	9.43%	45
Sophomore	13.63%	65
Junior	16.35%	78
Senior	30.61%	146
Graduate	29.98%	143
Total		477

Q34 What is your gender?

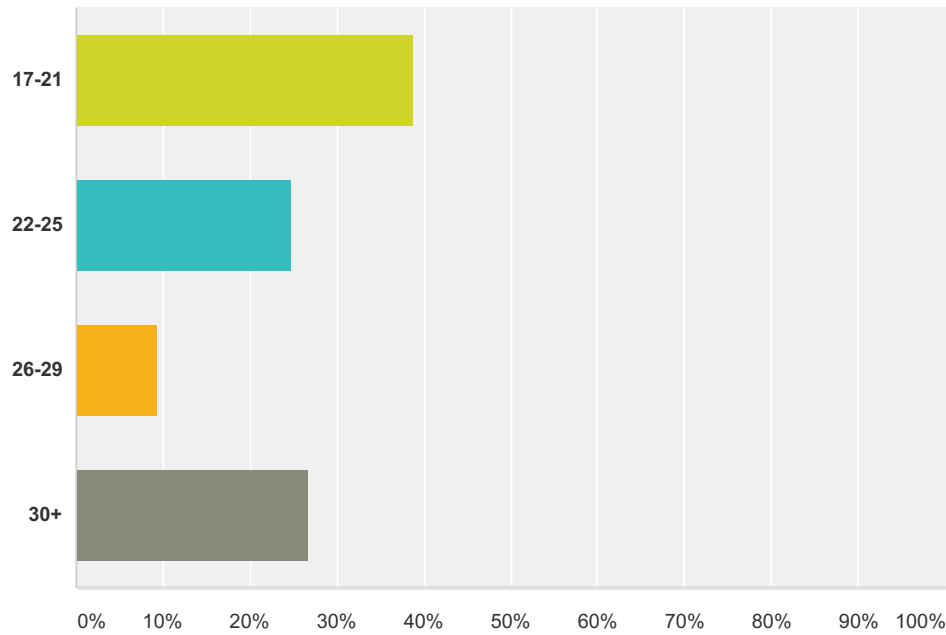
Answered: 476 Skipped: 40



Answer Choices	Responses	
Female	73.74%	351
Male	26.26%	125
Total		476

Q35 What is your age?

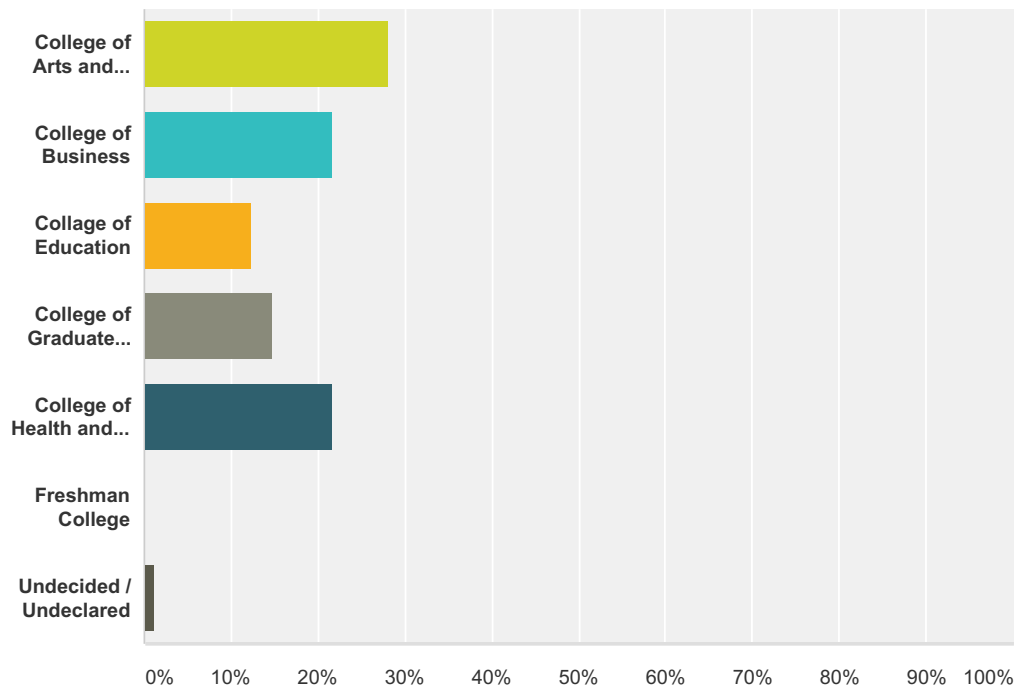
Answered: 474 Skipped: 42



Answer Choices	Responses	
17-21	38.82%	184
22-25	24.89%	118
26-29	9.49%	45
30+	26.79%	127
Total		474

Q36 In which college is your academic major?

Answered: 462 Skipped: 54



Answer Choices	Responses	
College of Arts and Sciences	28.14%	130
College of Business	21.65%	100
Collage of Education	12.34%	57
College of Graduate Studies	14.72%	68
College of Health and Human Services	21.65%	100
Freshman College	0.22%	1
Undecided / Undeclared	1.30%	6
Total		462