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Alexander Munoz, Walter Light, Will Adler
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<tr>
<td>Is there anything you would like to see added to RamPort? Yes...</td>
<td>53</td>
</tr>
</tbody>
</table>
Executive summary

This report looks at the data collected by Angelo State University IT department on a student satisfaction survey. In this report we are going to analyze the data collected by the IT department and recommend ways to improve the survey. Angelo State University sent out the satisfaction survey to all ASU students either attending on campus classes or online classes. Out of all the surveys sent out by the University only 1,418 students completed the survey. The survey that was sent out asked a range of questions from how students felt about their online security and safety of their personal information to how satisfied they were with the services provided by the University.

Survey found that over half of the students who answered the survey use the Angelo state mobile app. Over ¾ of the students that responded were students who lived off campus. Of those that lived on campus most of them live in centennial village, overall most of the students were satisfied with the internet service provided by the university. Overall, students were satisfied with the IT department's products and services giving an average GPA of 3.56 which is a slight improvement from the previous two years. The respondents reacted positively to RamPort although there seemed to be quite a bit of room for improvement. Similar could be said for the Computer Labs. The overall response was positive, but there were many people who were not impressed.
Introduction

Angelo State University’s Information Technology (IT) Department focuses on providing technological services and hardware to the university community to meet the needs of students, faculty, and staff. For students, the IT Department provides many seen and unseen services including computer labs, Library laptop checkout, academic computing services (RamPort and Blackboard), email services, campus-wide wireless connections, and residence hall technology services.

For many years, the ASU Department of Management and Marketing has assisted the IT Department in gauging student satisfaction with the services they provide. This research report focuses on students’ use and satisfaction with the above services and others that the IT Department provides on campus for the 2017-18 academic year.

Objectives

- ASU students were asked to respond to an email survey during spring semester 2018 to assess the following objectives:
- To determine satisfaction levels with the ASU mobile app and ascertain what other features students would like to have within the mobile app. To determine why some students do not use the ASU mobile app.
- To ascertain student satisfaction with RamPort, the university’s gateway to many provided technological services, and determine what other features students would like to have access to in RamPort.
- To determine how students feel about Blackboard notifications.
- To find out if students have enrolled in ASU’s MyPassword service and if they have not, why they have not. Satisfaction with the service will also be measured.
- To discover student satisfaction levels with campus computer labs.
- The ascertain students’ level of confidence with the security of ASU’s information systems.
- To determine student satisfaction with ASU IT services in general and their satisfaction with a host of specific IT services provided by the department.
- To investigate the level of satisfaction students living in residence halls have in relation to their internet access.
Research Methods and Procedure

The ASU IT Department in partnership with Dr. Rex Moody conducted the department’s annual student satisfaction survey over approximately two weeks during spring semester 2018.

A copy of the survey is in Appendix A. The survey included questions on use and satisfaction related to the IT services ASU students may use for their studies while on and off campus. A number of questions were targeted specifically to students living in campus residence halls and the specific services the IT department provides to those students. In total, the survey included 27 questions; some of the questions had multiple sub-questions and several of the questions were open-ended.

Surveys were distributed via email to all ASU students (except those enrolled as dual-credit students), whether they take classes on-campus or are distance learners; 6,924 students enrolled at ASU at the time of the survey were sent the invitation email for the survey. The first invitation emails went to students on Tuesday, April 3 and, if the students did not respond to the survey, three follow-up reminder emails were sent over the next eight days. In total, the survey remained active for nine days, until the morning of Thursday, April 12. Students could complete the survey by clicking a link in the email; they could also opt out of receiving any further emails regarding the survey by clicking a different link in the email. Each of the emails used to recruit respondents is shown in Appendix B, along with information on the number of emails sent in each case, and the date and time, each email was sent. The chart below shows the number of responses received each day during the survey period. In total, 1,426 students completed the survey, resulting in a response rate of 20.6%.

Number of Surveys Completed by Date

- Tuesday, April 3: 209 responses
- Wednesday, April 4: 93 responses
- Thursday, April 5: 326 responses
- Friday, April 6: 45 responses
- Saturday, April 7: 10 responses
- Sunday, April 8: 24 responses
- Monday, April 9: 320 responses
- Tuesday, April 10: 303 responses
- Wednesday, April 11: 90 responses
- Thursday, April 12: 6 responses

*Red Indicates Days Emails Were Sent
The survey respondents were asked about which type of classes they took. The wording of this question hurt the responses. Respondents were given the opportunity to select all that apply, That is why we have an abundance of responses compared to the number of surveys completed. The Majority of respondents showed that they took Hybrid classes,

![Bar chart showing Type of Classes](chart.png)

The survey respondents were asked if they lived on campus three quarters of them responded by saying that they did not. The respondents that live on campus showed to be mainly from Centennial Village. We looked at the residence hall Internet access. For the most part, most students were satisfied with the internet access, but Centennial Village and Vanderventer showed that they have room for improvement.
The survey respondents showed that a little over half of them use the mobile app. The thirty six percent that responded that they do not use the mobile app, stated lack of knowledge that the App exist. That should be an easy fix with a little marketing. The survey showed that the App. was pretty useful. Majority of the students said that the app. was satisfactory. Students would like to see something done the notifications, and would like to see email added to it.
Satisfaction with ASU Mobile

Addition to ASU Mobile
The responses in the RamPort section were practically identical for all three questions. RamPort has room for improvement. Most people had a positive reaction to RamPort, but less than 50% of people said they strongly agreed that the information is accessible, understandable, and relevant.
A little less than 7% expressed something they would like to see changed with RamPort. Of those who answered “yes” to the question “is there anything you would like to see added to RamPort” most people said they had difficulty navigating through RamPort and in between RamPort and blackboard and other sites. 16 People expressed they would like to see some type of calendar on RamPort. Some just wanted key dates, such as drop dates or registration, but others wanted a more personalized calendar. 10 people said they would like to have better access to deals. Four people wanted to see their CID# displayed, and another four wanted to be able to track their GPA or class rank.
Question 42: Regarding Blackboard notifications, which of the following would you prefer?

Question 42 asks the students whether they would prefer to have the ability to control which notifications they receive or to just automatically receive notifications normally sent by blackboard itself. After looking at the results to the question, the number of students who voted on each option were pretty close but there were slightly more that preferred they chose their own notifications.

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count of A42</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like to have the ability to select what type of notifications I want to receive.</td>
<td>704</td>
</tr>
<tr>
<td>I would like to receive a notification when any of the following occur: a new class announcement is available, when an item is due, when a test is available, or when my new course or organization is available.</td>
<td>661</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1365</td>
</tr>
</tbody>
</table>

![Question 42 Diagram](image)
MyPassword

Question 44: Have you enrolled in MyPassword, the ASU service that allows you to reset your password or to access your account when you forget your password?

Question 44 asks respondents whether they have used ASU’s MyPassword service, to reset your login password. For this question the majority (66%) of students answered that they have used Angelo State’s MyPassword services before.

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count of Q44</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>484</td>
</tr>
<tr>
<td>Yes</td>
<td>938</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1422</td>
</tr>
</tbody>
</table>
Question 45: Why have you not enrolled in MyPassword?

Questions 45 is a follow-up of question 44. They are asking the users that answered “no” to question 44 why they haven’t used the MyPassword service. The majority of students (78.8%) said that they weren’t even aware of the program. The other 21.2% of students chose different reasons they haven’t used the MyPassword service. Such as they didn’t find the service beneficial or they did not know how to enroll.

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count of Q45</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not find the service beneficial</td>
<td>27</td>
</tr>
<tr>
<td>I do not know how to enroll in the MyPassword service</td>
<td>45</td>
</tr>
<tr>
<td>I was not aware of the MyPassword service</td>
<td>380</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>30</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>482</strong></td>
</tr>
</tbody>
</table>
Question 49: How satisfied are you with the MyPassword service?

Question 49 is also a follow-up question from question 44. They are asking all the students who chose “yes” to question 44, how satisfied they were with the MyPassword service. Results from the question show that students for the most part were very satisfied with the MyPassword service. 75.8% of students stated that they were either “satisfied” or “extremely satisfied” with the service.

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Count of Q49</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>22</td>
</tr>
<tr>
<td>Neither Satisfied or Dissatisfied</td>
<td>202</td>
</tr>
<tr>
<td>Satisfied</td>
<td>481</td>
</tr>
<tr>
<td>Extremely Satisfied</td>
<td>230</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>938</strong></td>
</tr>
</tbody>
</table>
Computer Labs

- Have used the Information Technology services in the Learning Commons within the Library: 733
- Have used the MCS Computer Lab: 698
- Have not used either of the above: 494

Bar chart showing responses to statements about the MCS Lab and Library Learning Commons:

- Grand Total: 922
- Strongly disagree: 31
- Somewhat disagree: 32
- Neither agree nor disagree: 238
- Somewhat agree: 259
- Strongly agree: 337

Statements:
- The hardware and software in the MCS Lab and Library Learning Commons operate in a reliable manner.
- The lab technicians have the knowledge to answer my questions.
- The lab technicians are willing to help me.
- The lab technicians interact with me in a professional manner.
Slightly more people reported that they used the learning commons in the library than those that reported they used the MCS computer lab with 733 using the library, and 698 using the MCS lab. I was surprised that 498 respondents said they had not been to either one. The responses to the questions regarding respondents’ experience regarding computer labs were practically identical for all four questions. A little over one third of the respondents said they strongly agreed with the questions regarding a positive experience with equipment and technicians in the computer labs. The number of respondents who answered they somewhat agree or didn’t agree or disagree were the next highest for the same questions. This may show that people may be feeling a little underwhelmed by the computer labs.
General Services

Question 24 asked students if they felt that their personal information maintained by ASU was secure so that unauthorized personnel cannot access it from ASU’s network. More than 77% of the students at ASU feel that their information is safe and secure on ASU’s network with only 4% of students not convinced that their information is safe.

<table>
<thead>
<tr>
<th>Personal information safety</th>
<th>Number of students</th>
<th>percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>373</td>
<td>26.23%</td>
</tr>
<tr>
<td>Agree</td>
<td>734</td>
<td>51.62%</td>
</tr>
<tr>
<td>Neither Disagree nor Agree</td>
<td>255</td>
<td>17.93%</td>
</tr>
<tr>
<td>Disagree</td>
<td>32</td>
<td>2.25%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>28</td>
<td>1.97%</td>
</tr>
</tbody>
</table>
Question 25 asked ASU students if they were concerned with hackers penetrating ASU’s. Out of the 1,418 students surveyed 236 or 7% of students had concerns about Angelo State getting hacked by hackers. A large sum of students (37%) neither agreed or disagreed with this statement.

<table>
<thead>
<tr>
<th>concerned with hackers</th>
<th>Number of students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree</td>
<td>210</td>
</tr>
<tr>
<td>Disagree</td>
<td>450</td>
</tr>
<tr>
<td>Neither Disagree nor Agree</td>
<td>522</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>66</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>170</td>
</tr>
</tbody>
</table>

![Bar chart showing the distribution of responses to the question](chart.png)
Question 27 asked students to rate how satisfied they were with five of ASU services. They first asked them about the on campus printing service. 119 students are unaware that Angelo state has a printing service and 256 student have heard of it but never have actually used it. Only 53 students answered that they were either dissatisfied or extremely dissatisfied. Meaning that they majority of students were satisfied with the service.

<table>
<thead>
<tr>
<th>campus printing service</th>
<th>Number of students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Dissatisfied</td>
<td>15</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>38</td>
</tr>
<tr>
<td>Neither Dissatisfied or Satisfied</td>
<td>145</td>
</tr>
<tr>
<td>Satisfied</td>
<td>510</td>
</tr>
<tr>
<td>Extremely Satisfied</td>
<td>336</td>
</tr>
<tr>
<td>Unaware of the service</td>
<td>119</td>
</tr>
<tr>
<td>Heard of, but have not used the service</td>
<td>256</td>
</tr>
</tbody>
</table>

Question 27-2 asks students how they felt about the printing from their personal laptops or devices to a campus computer. More than half of the students that were surveyed are unaware...
that Angelo state provides this service or have heard of it but never have used it before. So the majority of ASU students are not taking advantage of this service.

### Printing from personal device

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Dissatisfied</td>
<td>26</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>74</td>
</tr>
<tr>
<td>Neither Dissatisfied or Satisfied</td>
<td>184</td>
</tr>
<tr>
<td>Satisfied</td>
<td>222</td>
</tr>
<tr>
<td>Extremely Satisfied</td>
<td>110</td>
</tr>
<tr>
<td>Unaware of the service</td>
<td>265</td>
</tr>
<tr>
<td>Heard of, but have not used the service</td>
<td>536</td>
</tr>
</tbody>
</table>

Question 27-3 surveyed students on their satisfaction with the secure on–campus wireless network. 117 students are dissatisfied with the service and another 53 students said that they were extremely dissatisfied with the wireless service. Surprisingly 94 students are unaware that Angelo State provides a wireless service and 251 students are aware of it but have never used it before.
Question 27-4 asks about the library learning equipment check out service. About 46% of students at Angelo State University have heard of the service and never used it or are unaware that equipment can be checked out. Of the 759 students who have used the service 544 students are either satisfied or extremely satisfied with the service.
<table>
<thead>
<tr>
<th>Library Learning Equipment Checkout</th>
<th>students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Dissatisfied</td>
<td>14</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>13</td>
</tr>
<tr>
<td>Neither Dissatisfied or Satisfied</td>
<td>188</td>
</tr>
<tr>
<td>Satisfied</td>
<td>371</td>
</tr>
<tr>
<td>Extremely Satisfied</td>
<td>173</td>
</tr>
<tr>
<td>Heard of, but have not used the service</td>
<td>466</td>
</tr>
<tr>
<td>Unaware of the service</td>
<td>192</td>
</tr>
</tbody>
</table>

**library learning commons equipment checkout**

- Unaware of the service
- Heard of, but have not used the service
- Extremely Satisfied
- Satisfied
- Neither Dissatisfied or Satisfied
- Dissatisfied
- Extremely Dissatisfied
Question 27-5 asked students to rate their satisfaction with the express computer lanes in the learning commons and MCS lab. Very few students are dissatisfied with this service the majority of students are satisfied with the computer express lanes in the commons and MCS areas. With 163 students who are unaware that the university provides this service.

<table>
<thead>
<tr>
<th>Express Computer Lanes</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Dissatisfied</td>
<td>9</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>29</td>
</tr>
<tr>
<td>Neither Dissatisfied or Satisfied</td>
<td>160</td>
</tr>
<tr>
<td>Satisfied</td>
<td>444</td>
</tr>
<tr>
<td>Extremely Satisfied</td>
<td>329</td>
</tr>
<tr>
<td>Heard of, but have not used the service</td>
<td>285</td>
</tr>
<tr>
<td>Unaware of the service</td>
<td>163</td>
</tr>
</tbody>
</table>
Overall Grade

At the conclusion of the survey, students were asked to give the Information Technology Department at Angelo State an academic letter grade. Shown to the right is a bar graph representing the 1,416 responses. 893 respondents gave IT an A, 440 a B, 71 a C, 8 a D and 4 gave the IT department a failing grade. If giving an academic grade point average, IT would have a 3.561. This is a 2.1 percent improvement from the precious survey’s GPA of a 3.487 which was a 3 percent improvement from the year prior to that.

Using demographic information that will be elaborated in a later section, there are two characteristics that show a dichotomy in the overall grade given. The first is respondent’s dwelling status. The GPA of students who live on campus is 3.446, which is lower than the cumulative GPA and therefore lower than those who do not live on campus. Students that live on campus rely on the IT department more heavily than those not living on campus due to the longer time spent, on average, on campus, and the added necessary interaction with the internet and services provided in the dormitories. Additionally, upperclassmen (defined as graduates, seniors and juniors) gave higher overall grades than the underclassmen (sophomores and freshmen). Grade point averages for the preceding groups were 3.609 and 3.419 respectively. This could imply that the initial impression of the IT department is slightly negative and students value the department more as they spend more time at the university.

What IT Does Well

Immediately following the overall grade, a free response question was given which allowed students to comment on what they thought the IT department does well. 448 survey recipients provided a response to the question. The word cloud below was created using the responses to give a visual representation of crude trends in replies.
As shown, words like, "help," "quickly," "service," were used frequently implying the areas of student consensus. To give a more accurate representation of student feedback, the following section will consist a select sample of student responses. "Willing to help," "answering all my questions promptly," "customer service," "extremely helpful and knowledgeable," "everything," "fast and friendly service," "very little issues if ever," "notifies students when there are problems," "follow up after they help you," "Helps out in a timely manner," to name a few. Above all, students have the perception that the IT department is helpful when they address problems and usually help quickly and professionally.

**Areas of improvement**

Similar to the previous question, survey respondents were asked “Please tell us what you would change about the IT dept.” 172 gave students provided valuable insight to the proposed question. Shown below is another word cloud summarizing concentrated complaints.
The vast majority of students had complaints about the wireless internet access on campus; both in academic buildings and dormitories. Complaints and areas of improvement for the wifi related to the initial access, continued access, speed of wireless internet, and internet reliability. Additionally, some comments related to internet access as a whole and implied wifi related suggestions but did not explicitly stating the word “wifi” which understates degree seen on the visual. Other areas that students commonly mentioned include difficulties with blackboard and lockdown browser functions, the high volume of emails sent, slow computers, mobile and app compatibilities, weekend access, and printing. There were a few responses that might not have been suggested multiple times, but deserve mentioning include an online chat function with an IT team member, filters on emails so online only students don't get notified constantly of campus events, dirty keyboards in computer labs and maintaining software and operating systems up-to-date.

**Respondent Demographic Information**

Of all 1,424 students, 450 were graduate-level students pursuing a professional degree or certification, 357 seniors, 251 juniors, 201 sophomores, and 165 freshmen (shown below).
This shows a trend that the higher the education level, the more likely to respond, this is emphasized moreover due to the fact that there are more freshmen students than graduate level students enrolled in the school, etc. Those with more schooling might feel more obligated to complete the survey with association to the school, older students could also be more mature and realize the benefits of surveys like this. Also, upperclassmen tend to have more time to interact with the IT department therefore will have more experiences to base upon the survey. One detail to consider is some students start their college careers with collegiate credit through advanced placement course or dual credit classes at a high school.

Shown above is a bar graph representing Angelo State’s various colleges and the number of respondents per college. The Archer College of Health and Human Services had the highest number of students who responded followed relatively closely by the College of Education, College of Business and College of Science and Engineering.
The Freshman College and those without a specific college had the fewest responses which coincides with expectations with the results student classifications.

Only 33 percent of the students who elected a gender chose male, while the university does have more female students than male, the survey showed a skewed representation of the overall student body. Reasoning for this could be due to the large number of individuals who completed the survey from the Archer College of Health and Human Services which is predominately female.

625 students responded that they were under 22 years old which is to be expected since most freshmen start college 18 meaning that the first age range could include a traditional four-year undergrad student starting immediately after high school.
385 students were over the age of 30 which represents those who have elected to return to school.
Conclusions & Recommendations

To summarize the results of the Spring 2018 information technology survey, we had close to double the students respond than the previous semester’s surveys. Of those 1400 students, approximately 25 percent live on campus, the most popular dorm was Centennial Hall. 64 percent of students use the mobile application while 13 percent of respondents have never heard of the app. In regards to Rampart, the vast majority of students feel that they have a convenient access to the things they need, that the information they see is easy to understand and relevant. A slight majority of students would like to have total control of various Blackboard notifications. The IT department’s MyPassword service has been used and appreciated by 66 percent of students. Approximately one fifth of the students have never heard of the service. 75 percent of the respondents have used wither the computer lab in the library commons or in the MCS building, of these students, there was a moderate consensus that the lab technicians are willing to help, professional and knowledgeable. Overall, students are fairly satisfied with the IT department. The Overall GPA assigned to the department 3.56, a two percent improvement from the previous survey. Demographically, there are a few major trends. The higher the student classification, the more responses, and approximately 66 percent of the survey respondents were female.

Based upon the the results of the survey, there are many recommendations that could be made stemming from the data, however, the most pervasive comment from students would be to improve the wireless internet throughout campus, especially in the dormitories.
Limitations

Administering an online student satisfaction survey over email asking students about their outlooks and impressions on things going on in and around the campus could pose some limitations. One of the main limitations of the online survey is that the survey likely isn’t being completed by all students. There will be students that choose not to take the survey for personal reasons. There are also the students that don’t check their emails, so these students won’t even see the survey. Students may also not take the survey serious or may not answer all the questions because they are just trying to get through it faster.

There were 6,924 ASU students which were sent this survey. The first emails were sent out on April 3rd, and if the students didn’t respond they were sent three follow-up reminder emails that were sent over the next eight days. Overall the survey remained active for nine days and was closed down in the morning time on April 12th. In total 1,426 students completed the survey, out of 6,924 students it was sent to. Resulting in a 20.6% response rate.
Appendix A - IT Student Survey 2018

Survey Flow
Block: Classes / Live On Campus (4 Questions)
Block: Mobile (4 Questions)
Block: Ramport (2 Questions)
Standard: BB / eLearning (1 Question)
Standard: MyPassword (3 Questions)
Standard: Computer Labs (2 Questions)
Block: General Services (2 Questions)
Block: Security (2 Questions)
Block: Overall Grade / Good / Bad (3 Questions)
Block: Demographics (4 Questions)

Page Break

Start of Block: Classes / Live On Campus

Q1 What type of classes do you take at ASU? (Please check all that apply)

☐  Online Only (1)

☐  Classroom Only (2)

☐  Hybrid classes that are a mix of Online and Classroom (3)

Q2 Do you live on campus?

☐  Yes (1)
Display This Question:
   If Do you live on campus? = Yes

Q3 Where do you live on campus?
   O Centennial Village (1)
   O Texan Hall (2)
   O Massie Hall (3)
   O Vanderventer (4)
   O Concho Hall (5)
   O Plaza Verde (6)

Display This Question:
   If Do you live on campus? = Yes

Q4 How satisfied are you with your Residence Hall Internet access?
   O Extremely Dissatisfied (1)
   O Dissatisfied (2)
   O Neither Satisfied or Dissatisfied (3)
   O Satisfied (4)
Q11 Do you use the ASU mobile app?

- Yes (1)
- No (2)

Display This Question:
If Do you use the ASU mobile app? = No

Q12 Why do you not use the ASU Mobile App?

- I have not heard of the app (1)
- I do not know how to use the app (2)
- I do not find the app beneficial (3)
- Other (please specify) (4) ________________________________

Display This Question:
If Do you use the ASU mobile app? = Yes

Q16 How satisfied are you with the ASU Mobile App?

- Extremely Satisfied (1)
Display This Question:
   If Do you use the ASU mobile app? = Yes

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

- No (1)
- Yes (please specify) (2) ________________________________________________

End of Block: Mobile

Start of Block: Ramport

Q40 Please rate the following statements regarding RamPort.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree (1)</th>
<th>Somewhat Disagree (2)</th>
<th>Neither agree nor disagree (3)</th>
<th>Somewhat agree (4)</th>
<th>Strongly agree (5)</th>
<th>N/A (6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The information I see is relevant to me. (1)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>
Q41 Is there anything you would like to see added to RamPort?

- No (1)
- Yes (please specify) (2) ______________________________________________________________________

End of Block: Ramport

Start of Block: BB / eLearning

42 Regarding Blackboard notifications, which of the following would you prefer?

- I would like to receive a notification when any of the following occur: a new class announcement is available, when an item is due, when a test is available, or when my new course or organization is available. (1)
- I would like to have the ability to select what type of notifications I want to receive. (2)

End of Block: BB / eLearning

Start of Block: MyPassword

Q44 Have you enrolled in MyPassword, the ASU service that allows you to reset your password or to access your account when you forget your password?
Yes (1)

No (2)

Q45 Why have you not enrolled in MyPassword?

- I was not aware of the MyPassword service (1)
- I do not find the service beneficial (2)
- I do not know how to enroll in the MyPassword service (3)
- Other (please specify) (4) ________________________________

Q49 How satisfied are you with the MyPassword service?

- Extremely Satisfied (1)
- Satisfied (2)
- Neither Satisfied or Dissatisfied (3)
- Dissatisfied (4)
Q46 Which of the following campus computer labs have you used? (check all that apply)

- The MCS Computer Lab (1)
- The Information Technology services in the Learning Commons within the Library (2)
- I have not used either of the above (3)

Q47 Please rate your agreement or disagreement with the following statements in relation to the MCS Computer Lab and the Information Technology services in the Learning Commons within the Library.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree (1)</th>
<th>Somewhat agree (2)</th>
<th>Neither agree nor disagree (3)</th>
<th>Somewhat disagree (4)</th>
<th>Strongly disagree (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The lab technicians have the knowledge to answer my questions. (1)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>The lab technicians are willing to help me. (2)</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>
The lab technicians interact with me in a professional manner. (3)

The hardware and software in the MCS Lab and Library Learning Commons operate in a reliable manner. (4)

End of Block: Computer Labs

Start of Block: General Services

Q26 Please rate your satisfaction with the following services.

<table>
<thead>
<tr>
<th>Service Center Assistance / Help Desk (M-F, 8 a.m. - 5 p.m.)</th>
<th>Extremely Dissatisfied (1)</th>
<th>Dissatisfied (2)</th>
<th>Neither Dissatisfied or Satisfied (3)</th>
<th>Satisfied (4)</th>
<th>Extremely Satisfied (5)</th>
<th>Unaware of the service (6)</th>
<th>Heard of, but have not used the service (7)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

41
<table>
<thead>
<tr>
<th>Service Center Assistance / Help Desk (Nights and Weekends)</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard (3)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RamMail (ASU email System) (4)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Q27 Please rate your satisfaction with the following services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Extremely Dissatisfied (1)</th>
<th>Dissatisfied (2)</th>
<th>Neither Dissatisfied or Satisfied (3)</th>
<th>Satisfied (4)</th>
<th>Extremely Satisfied (5)</th>
<th>Unaware of the service (6)</th>
<th>Heard of, but have not used the service (7)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Printing Services (1)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Printing from your personal laptop or device to a campus printer (2)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
End of Block: General Services

Start of Block: Security

Q24
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.

O Strongly Disagree (1)

O Disagree (2)

O Neither Disagree nor Agree (3)
Q25 I am personally concerned with hackers penetrating Angelo State’s network.

- Strongly Disagree (1)
- Disagree (2)
- Neither Disagree nor Agree (3)
- Agree (4)
- Strongly Agree (5)

End of Block: Security

Q31 If you had to give Information Technology Services an overall grade, what would it be?

- A (1)
- B (2)
- C (3)
- D (4)
- F (5)
Q32 Please Tell us what the IT dept does well.

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

Q33 Please tell us what you would change about the IT dept.

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

End of Block: Overall Grade / Good / Bad

Start of Block: Demographics

Q34 What is your class standing?

O Freshman (1)

O Sophomore (2)

O Junior (3)

O Senior (4)

O Graduate (5)
Q35 What is your gender?

- Female (1)
- Male (2)

Q36 What is your age?

- 17-21 (1)
- 22-25 (2)
- 26-29 (3)
- 30+ (4)

Q37 In which college is your academic major?

- Archer College of Health and Human Services (5)
- College of Arts and Humanities (1)
- College of Business (2)
- College of Education (3)
- College of Graduate Studies and Research (4)
- College of Science and Engineering (6)
Freshman College (7)

Undecided / Undeclared (8)

End of Block: Demographics
Appendix B - Email Documentation

First email requesting student participation in survey.

Sent to 6,924 students.

From name: Rex Moody

Sent: Tuesday, April 3 at 4:28 p.m.

Dear <first name of student>,

We know you are very busy working on your Spring semester classes and trying to find time to enjoy the warmer weather!

Like you, we still have plenty of work to do for our classes before the end of the term.

Please help us out by completing our survey (link below) which asks your thoughts about ASU’s Information Technology (IT) Department and the services they provide.

This survey is conducted each year to gather student thoughts about IT services on campus.

Follow this link to the Survey:
<Survey Link>

Or copy and paste the URL below into your internet browser:
<Survey URL>

The survey will only be available for a short time, so please complete it as soon as possible.

Thank you for your help,

Dr. Rex Moody

ASU Department of Management and Marketing
Hi <first name of student>,

We’d like to remind you about our survey for the ASU Information Technology (IT) Department.

We know you are very busy right now with classes and other activities. Like you, we still have plenty of work to do for our classes before the end of the term. This includes the Data Analytics course which will use the data from this survey for a final class project.

If you could please help us out by completing our survey (link below) which asks your thoughts about ASU’s IT Department and the services they provide, we would sure appreciate it.

This survey is conducted each year to gather student thoughts about IT services on campus. It will only be available for a short time, so please complete it as soon as possible.

Follow this link to the Survey:
<Survey Link>

Or copy and paste the URL below into your internet browser:
<Survey URL>

Thank you for your help,
Dr. Rex Moody and the students of MGMT 3332
ASU Department of Management and Marketing
Hi [first name of student],

We’d like to remind you once again about our survey for the ASU Information Technology (IT) Department.

We know you are very busy right now with classes and other activities.
Like you, we still have plenty of work to do for our classes before the end of the term. This includes the Data Analytics course which will use the data from this survey for a final class project.
If you could please help us out by completing our survey (link below) which asks your thoughts about ASU’s IT Department and the services they provide, we would sure appreciate it.

This survey is conducted each year to gather student thoughts about IT services on campus. It will only be available for a few more days, so please complete it as soon as possible.

Follow this link to the Survey:
<Survey Link>

Or copy and paste the URL below into your internet browser:
<Survey URL>

Thank you for your help,
Hi <first name of student>,

Today is the last day that you can complete our survey for the ASU Information Technology (IT) Department. Please take a few minutes and do so right now!

We know you are very busy and have lots of things going on. Like you, we still have plenty of work to do for our classes before the end of the term. This includes the Data Analytics course which will use the data from this survey for a final class project.

If you could please help us out by completing our survey (link below) which asks your thoughts about ASU’s IT Department and the services they provide, we would sure appreciate it.

This survey is conducted each year to gather student thoughts about IT services on campus. It will only be available until tonight, so please complete it as soon as possible.

Follow this link to the Survey:
<Survey Link>
Or copy and paste the URL below into your internet browser:
<Survey URL>

Thank you for your help,
Dr. Rex Moody and the students of MGMT 3332
ASU Department of Management and Marketing

Follow the link to opt out of future emails:
<Opt Out Link>
Appendix C - Open-ended question responses

Is there anything you would like to see added to RamPort?
Yes...

"Look up classes" link (not the schedule builder)

A calendar that you can input stuff yourself

A larger, more centrally located (it doesn't even really have to be larger) Ramport login tab on the angelo.edu website (rather than having to scroll down to the bottom). 95% of my visits to angelo.edu have to do with logging into Ramport. It would be cool if right when you landed on the website of angelo.edu, there was a centrally located Ramport login button to click. That would be more valuable to be in terms of convenience.

A more detailed campus map.

A movie channel subscription thru the tuition.

A new design that flows better and is more user friendly.

A page through which URec would run their intramural sports (rather than through the independent website).

A search bar!!!
Degree plan calculator on the far left side.
Inspirational quote area?

a tab for the Student Discount Program

Add a name change from RamMail to email.

An academic calendar with events, registration dates and other important info in actual calendar format as opposed to what we have now.

An easier way to navigate though the many tabs on Ramport. Maybe start with more broad topics/tab titles to narrow down to the area/information needed. Sometimes it is difficult to find what is being searched for because that information doesn't necessarily “Fit” under the tab title. It is VERY close, just minor tweaking to reassure ease of navigating throughout the site.

An easier way to view the class teachers/times when trying to register. At this time, if you click on one class it says the session is timed out, and you have to go through all of the links again to get to the page that shows you the class sections.
An explanation of what software available on campus computers is also accessible remotely for online students and how to access that software. We were told in class that the required SPSS statistical software was available from IBM as a special student rate for a semester long license period. In fact, however, SPSS is on ASU computers and accessible online. I only knew of that feature from another school's online program. So I investigated at ASU to find out whether it's an option here, too. It is, but I know that only through my own efforts. I.T. and my professor never mentioned it.

Same with access to academic articles in the ASU library. Classmates are all looking online and settling for synopses, when entire articles are available in ASU library databases!

Automated VA Certification Requests.
Automated Hazlewood Continuation Requests.

Better organization.
Better registration portal.
Calendar of events
Campus calendar
Campus wide chat system
Career/Major Information

Complete list of books needed for each program (So we can plan better for upcoming semesters)

Condensed, opens too many windows to get to necessary site.

Current and future course offerings
Daily Library hours and weather updates
Direct link to grades and unofficial transcripts

Easier access to it
Easier access to paiges
easier, more specific navigation

Easily accessible academic calendar

For Graduate Students: Thesis proposal examples or formatting regarding ASU standards.

GPA Calculator
Groups that go on within your major.
Have GPA calculated.

I forgot to put this on the App box, but a UCPC function would be cool.

I hate having to login to blackboard from ramport

I have noticed that once you log in it separates in to two different tabs that are in two different widows(?) so its just an irritation that I recommend get fixed

I have student nurses association on blackboard, but I am not part of thatt organization. I could like a way to take it off of blackboard.

I use the site often and it always works well.

I wish it could go back to the older days where you don’t have to log into Blackboard after you’ve already logged into ramport.

I would like to be able to easily access everything using an iPad

I would like to be able to purchase items from the bookstore without having to log in to the bookstore website

I would like to be able to see my CID, maybe under my name or when I click on my name? Also, I would like to have the official transcript request automatically populate my information when I request my transcript through Ramport. It prefills everything from Banner Self-Service but not if I go straight from Ramport.

I would like to see a class schedule link where the student can pick the discipline from a link and see the classes that will be scheduled for the current and future semesters. As of right now it is very difficult to navigate

I would like to see a forum or tab for clubs and allow clubs to post and publish what they are doing with their club.

I would like to see your student number be posted somewhere under the personal information tab, or student information. It is impossible to find when I need it.

I would not want to change my password so much

I would really like to be able to see the different stages of how a financial aide application is being processed instead of having to call all the time to get a status update.

I’d like to see the degree evaluation section being more accurate. I’ve met with 3 different advisors and each one had something different to tell me. Only one matched what was shown on the degree eval.

Important Graduation Announcement.

It is really difficult finding where to register for classes and the course catalog
It needs to be an icon on all ASU computers this having to go to a search engine is ridiculous.

It seems like I have to do a lot of "clicks" to get from place to place and back again. Not sure how you can fix that.

It would be helpful if ramport allowed exporting to .csv files for scheduling, classes, bills, etc. I wasn't sure if this feature was available, I'd looked around for it previously and never found it.

It would be more convenient for students if we had access to a more mobile-friendly registration process. Ramport itself is fine, but clicking on external links, specifically the Schedual Planner and Add/Drop Courses links, takes you to a page that isn't made for mobile. I understand that a lot of information is contained on those pages, but I'm sure the IT Department would figure something out if it were a big enough issue.

It would be nice to see a digital copy of ones degree plan being filled out as one completes classes. It would be so much easier to keep track of how many classes a person has left to finish their degree plan. I know it's petty but it would be super nice!

It'd be nice not to have to update my password twice a semester. Running out of password ideas, haha. But, I do understand it's for account security.

Links to student grants for research

list of all upcoming assingments of the week for all classes in the same place

Make it easier to access Fafsa

Maybe if there was a calendar on the home page that shows what you've completed and what is due coming up

More advertised student out reaches? Help groups, support groups, etc.

More awareness about physical and mental health services on campus. Perhaps even a panic button.

On the degree evaluation, required courses are listed. My problem is that the courses don't list prerequisites. This leads down a rabbit hole of wasted time looking up courses you don't even have the prerequisites to take. If they were listed it would save students an appreciated amount of time. Thanks!

online chat assistance

Online students have a different experience the brick-and-mortar students do. All support is geared toward brick-and-mortar students included online course material. I would like to see either a online student webpage or links specific to the online experience.

Possibly a course calendar/event calendar on the main page.

Possibly an alert system similar to blackboard that notifies you if you have outstanding payments on your bill, or for employees, reminders to submit hours when the deadline gets
Close

Posted operating hours for things like the parking services and the food services in the University Center.

Put our student ID on more of our informational pages. What I mean by this is finding your student ID number is not an easy task.

Q41_2_TEXT

quick dashboard showing class schedule, any holds, etc

Search engine

Simplify the way to get to the registration menu

Some of the instructors use data from past classes and therefore dates and information is wrong. I wish they would keep things more current. This really isn't the fault of Blackboard but more instructor related.

Some things are hidden and hard to find. Fixing this would make RamPort more user friendly.

Sometimes I find it difficult to find things on Ramport. Maybe an obvious search bar that could help in navigation would be useful.

Sometimes it's a pain to have to enter through Ramport then to get to classes you have to log into Blackboard. It would just be easier if once you logged into Ramport you had access to Blackboard and didn't have to do an extra step. But this is me just being lazy and I guess it adds protection to my account.

Student Discount Program tab

Student ID

Text notification capabilities would be handy.

The ability to look forward to the next semester sooner rather than just in time for registration and advising. It would greatly help in planning before advising.

The ability to save assignments from previous classes once they close.

The icons and tabs are not clear

The only thing is that there is so much on Ramport and so many resources I did not know about. Here I am years into college and am finding out about stuff I wish I would've known beforehand.

There should be an important date section that has information involving classes, such as the drop date and when registration opens up.
There’s not a pinpoint however needs to be more user friendly and extended options. Maybe less clicks to get the info

To be able to show the different costs of living on campus from different dorms

Under the advising tab that I have since I am an employee, it would be nice to have a student information link instead of having to go into a degree audit and then selecting student information. It is very minor though, and not a big deal haha.

Unofficial proof of enrollment outside of student schedule.

Why can’t we log into black board with out having to long into ram port

Yes - maybe info about free techie websites that are asked to be used in a class?

Yes, ability to see steps to clear a hold for distance learning students

Yes, maybe add a fact for the day:

Today on this date, provide some historical fact dealing with global knowledge or an Angelo State fact.

Your class rank, like if I am in the top x% of my class.

What the IT department does well.

Note that some responses were omitted due to their the lack of validity to the question proposed

24 hour service
A lot of good things!
Accessibility
Always available and helpful. Good attitude.
Always gets back to me when I have an issue in a timely matter and never makes me feel like an idiot for not knowing something.
Always kind and helpful
Always responds to my emails very quickly and voices great concern.
Always solves my problems!
Always willing to help
answer questions promptly
Answering any questions students call to ask.
Answering calls.
Answering questions
Answering questions I have. They are nice and happily assist.
Answers all of my questions promptly.
Answers all question we may have and provides acquitted help when a problem arises.
Answers any questions I have and helps fix my problems if I have any.
Answers calls and helps.
Answers phone calls or get back to students quickly. It’s nice that when I have a problem they get to it quickly.
Answers questions
Answers questions
Answers questions with helpful information.
Answers questions.
Answers the phone when I need you. Thank you.
Any issues I have had have always been resolved promptly and professionally!
Anytime I have had an issue with Ramport I have called IT and the problem was resolved.
Anytime that I have an issue with my password, the IT techs are a great help over the phone and get me back online quickly.
As an online student without face to face interaction, the IT department provides satisfactory service via phone or the Internet.
Assist others when needed.
Assist students and professors with their upmost work ethics.
Assist very quickly.
Availability to answer questions
Awesome communication. Any time I have a problem, they are very quick to resolve the issue.
"B+

Provides reliable access to all necessary information resources without jumping through too many hoops."
Being able to adjust to so many students and faculty members all at once.
being as helpful as possible
Changes passwords
Coming to a class promptly when a professor needs help during class time.
communicates
Communicates and follows up
Communication
Communication on software outages is always well in advance and reliable.
Constant reminders for password updates and customer service in terms of account support.
customer service
Customer service
customer service
Customer service and knowledge are great!
Customer service has always been great when needed.
Customer service is amazing
Customer Service.
customer service/ printing/ absence of clutter
dealing with our constant questions, especially for those who are technologically declined
Does every task well, and maintains
Easy access
Easy system. Does what I need.
Easy to contact. Quick to respond.
Easy to find, always around, very helpful and knowledgeable
Easy to use and print
Efficient, knowledgeable,
Especially about the IT center and the library IT center, they are really help a lot for International students about answering the questions and solving our problem, I really appreciate that ASU Technology center help me fixed the computer and assistance.
Every problem gets solved quickly and efficiently
every time I have called they are really nice and help me the best they can
Every time I have needed IT, they respond quickly. They are friendly, and have always been successful resolving whatever issue I was having.
Everything
Everything
Everything
Everything
Everything as far as I am concerned, I have minimal interaction with IT and everything I use is available when I need it.

Everything I have needed is available on campus and everything works when I use it.

Everything I've ever had an issue with they have been able to fix and are always there when I need them.

Everything stays working for the most part.

Everything that I have had to use for my online courses.

Explains things very good. Very professional.

extremely helpful and knowledgeable

Fast and friendly service.


Fast internet

Fast internet access, and if there is ever something I need help with the assistance number is always very helpful.

Fast internet, great up-times and help

Fixes any issues very quickly

fixes computers

Fixing all computer problems... but they do reaccure from time to time

Fixing internet problems when they happen.

Fixing problems a computer may have in a timely manner

Fixing technical problems.

fixing things

Follow up after they help you.

friendly

Friendly & helpful

Friendly customer service

Get the job done

Get the job done

Gets everything fixed or have everything done on blackboard. Also, notifies us when there will be repairing done.

Gets in contact with people who need help quickly.

Getting back to tickets

gives access to students

Giving feedback

Good schedules, doesn't interfere with assignments.

Good service

Good WiFi

Good with helping hands on.

Great customer service! Always kind and helpful individuals. They represent ASU very well.

Great customer service.

Great service provided when technical help needed with password resets.

Great, fast customer service.

Handle issues you are experiencing immediately.

help

help me with technical issues

Help out

Help student enthusiasm

help students when in need (the times I have called in)

Help students work on computers

Help when you need it.

Helpful and courteous service.

Helpful and knowledgable
Helping me when I need it
Helping out.
Helping people who call with issues using their technology.
helping rest passwords without numerous questions
Helping Students
Helping when a problem occurs that I need to understand how to fix or they do it for me while showing at the same time
Helping when you ask them for it.
Helping with locked accounts. Helping when a test has been submitted incorrectly.
helps
Helps
Helps answer my tech info when something is not working well.
Helps answer questions quickly and effectively
Helps fill printers.
Helps me immediately with any issues I've had.
Helps me when I can't figure things out.
Helps others
Helps out in a timely manner
Helps us and always follows up with students
helps when problems occur regarding blackboard
Helps with questions
Helps with work orders when needed, fairly quickly and the staff is nice.
Honestly i believe they are best in their person to person knteractions, the few i have gotten help from where very helpful and also conducted themselves as very approachable.
How they interact with people
I am enrolled in an online graduate program and have not experienced any technical issues.
I am personally very good at locking myself out of rampart/blackboard with all the password changes, and
IT has helped me everytime without any troubles.
I called once when I first started my online program. Quick, kind assistance. That is the only time I have needed it.
I can see that they try their best to fix issues around campus
I don’t notice any large disruptions in websites, systems or email across the board. So I guess you are doing your jobs well.
I don’t use IT that much, but the one time I did they were very helpful and were able to solve my problem quickly.
I had a problem with an assignment, my professor encouraged me to contact IT, I did, and the solution was quickly resolved,
I had a problem with my password and I was received the assistance I needed very quickly.
I had an issue last year and it was resolved promptly. I also received feedback and an email informing me of the progress. Excellent service!
I had to call at the beginning of my coursework with my online classes, which was the first time I had ever done so, and the people I spoke with were extremely friendly, helpful, and patient.
I had trouble with my login when I first started at ASU. The help desk was very helpful in providing easy to follow directions.
I have access to online classes and to my email account. They system is always accessible.
I have been provided with everything I need.
I have been satisfied every time that I have called with a problem. Once it is resolved, I get an email that I can use if I have technical problems submitting an assignment and need proof for my professor.
I have never really needed them but when I needed help with my password they were very calm and collected and very nice and professional about getting me the help I needed.
I have not had much interaction with the ASU IT department which is a good indicator that they are doing their job efficiently.
I have read a lot of great instructions for how to use the Lockdown browser.
I haven’t had a problem with the service so that means the IT dept is doing a great job.
I like the Ramport format and the app. 
I never have internet or service issues so that’s one less thing we have to ever worry about! 
I rarely have issues, so they do most things well. 
I really haven’t had to use their help since my undergrad about 4 years ago. 
I really like the way blackboard is organized. It's easy to use even though different professors use it in different ways 
I think it's all good. 
I think the IT department does well in maintaining the technology services and it does well when alerting us if there are technical difficulties. 
I think the IT department is very professional and friendly. 
"I think the websites (Ramport and BB) are very organized, easy to use, and fairly intuitive. 
When I first started at ASU the department was very helpful setting up my account and access."
I’ve called them multiple times when I started my first semester and they were really patient with me with every question I had. 
I’ve never experienced an issue 
I’ve never really used the service, however my information has not been jeopardized to date. 
If I have a problem in technology, they reply quickly. 
if they can't answer my question over the phone they are quick to come take a look and figure it out. they never leave before helping as much as possible. 
Information Technology Security 
Informs me of what is wrong and how they will fix it 
Internet access 
Internet service is excellent 
Is this where I called once to fix my password? Because whoever helped me was efficient, knowledgeable, and super friendly. 
It does well with providing students access to the internet that they may need for their studies as well as being able to respond fast to inquiries. 
IT has fixed every problem I have brought to their attention, however, one time I was told blatantly false information as to why a problem occurred in the first place. 
IT helps with whatever you need in a timely manner. 
IT is always there to fix our computers, so that we can learn! 
IT is awesome. You guys are so efficient and knowledgeable. Thank you for all y'all do. 
It is easy to get in contact with IT. 
IT is very good about helping with password issues and issues with black board. I have been in situations where I have issues with both and they help out/ 
It is very structured and proactive around campus. 
It never fails and they always tell you when they are changing it. 
IT personnel are very helpful and the services are very useful. 
It provides anything you need 
IT seems pretty prompt and professional. 
IT stays with me until the problem is fixed. 
IT stuff 
it tries 
IT tries to fix the problem quickly. 
It’s good 
It’s hard to judge what they do well when I only concern myself with what is going incorrectly. 
I’ve personally never had any problems with IT, and they've always been helpful when I've had to call to reset my password. 
Just about everything 
keep computers working 
Keep the campus updated on any changes to technology. 
Keep the internet in school good 
Keeping personal information secure 
Keeping things running smoothly
keeps current and fresh
Keeps our systems up and running.
Keeps the computers running well.
Keeps the printers and computers ready to go at all times.
Keeps things working and fixes what doesn't work, at a reliable pace.
keeps you informed when there will be services down
"Little to know wait is appreciated.

Friendly, patient, competent technicians take ownership of problems and don’t give students run-around/ endless forwarding.

Never made to feel that my problem is insignificant or an annoyance. Never an insinuation that my ignorance of a particular aspect of technology is globally applicable to all areas of my intelligence.

Perhaps these should be expected. However, having attended a community college and two other four year institutions prior to graduate school, my experience with ASU IT department has been far superior. I wish ASU had doctoral programs, as I am in Houston and my experience has been so positive.”
Making students feel at home and comfortable with asking questions.
Making sure the WIFI is always working.
multiple avenues to access information using different devices
My blackboard is always up and running smoothly. Very little issues if ever.
My two years with ASU’s grad program has been very smooth, in regards to technology. I take my classes online and I’ve been extremely pleased with the immediate assistance (when needed) and the ease of using the services.
Nice people
Nice, professional employees.
Nothing seems to be going wrong
Notifies students when there are problems
Offer a variety of services at no cost to students. For example, not having to worry about purchasing a copy of MS Office is huge! That’s a financial burden taken off our shoulders (sure, I know we pay for it through tuition and/or fees). Additionally, the variety of services is fantastic. Were I an “in resident” student, I would love to take advantage of them.
On time
Ongoing access to class assignments for online students,
patience
Personally, I’ve had nothing but a great experience with the IT Department. They’ve always managed to help me solve any issues I’ve had within a reasonable amount of time.
Personnel are visible/accessible, how-to’s are available in print at the help desk
Pretty much everything.
Problem solving with issues related to blackboard.
"Professional
Availability"
Prompt and courteous response to all issues.
Promptly answers any questions I have. Thank you!
Props to whoever designed the new degree evaluation. It's much easier to read than the previous version.
"Provide adequate resources, allowing me to complete objectives and assignments in my coursework
Provide excellent technicians that assist with resources"
Provide help and information very well and in a timely manner
Provides assistance in a timely manner and very helpful
Provides excellent on campus connections and support
Provides good services
providing help
Providing help when things go wrong
Providing information about tech services and their updates
Providing quick help to small tasks
Providing the right amount of assistance
Quick response time
Quick response to my questions/IT issues.
Quick to help
Quick to resolve issues
Quick to respond to any issues a student may have.
Quickly helping/fixing
Reliable
Respond quickly to fixing my work computer.
Respond to class related calls.
Respond to inquiries
Responding
Responding quickly
Responding to any problems that may arise in a quick manner.
Responding to problems
Responding to the problem
responds quickly
Responds quickly
Responds timely and with courtesy
responds to requests and concerns promptly
Responds to tech problems in a timely and professional manner
Response time
Response time, courteous.
Return calls
returns e-mails and phone calls promptly when assistance is needed, also they are available outside regular work hours when needed.
"Secure and speedy connection.
Reliable software and hardware"
Security and accessibility
Seem to always be on top of tickets and never falling behind. Quick responses.
Service for problems with computers has been really good. However, I had to have someone else call for me because I did not have a telephone number for them.
Someone always answers when I call and wait until what I am calling about is working before they hang up.
Sometimes coming to the art building when stuff messes up
Speedy, reliable internet.
Staff extremely friendly.
Stays invisible.
Student's Wifi is totally bad.
Support has been great
Takes care of all the technical issues from computers to telephones.
Talking to them about resetting password and answering the phone.
Tanner Bryant is so helpful and smart. He is also very sexy. Except he needs to work on his bird legs.
Technology Dept. Does very well with all their services, and are all very kind, patient as Job, and very courteous and personable.
The actual help desk people are friendly and helpful, when you call. They're always respectful and serious about resolving the issue at hand. I.T. overall, however, shouldn't allow so many problems to crop up. Registration for Summer I 2018 session this week was a disaster, for example, students unable to register.
The assistants in the help desk in the library are helpful in general, but I remember several times when I got problem about printing (the system took my print credit but nothing was printed), the assistant who was there just give me a "sorry I can't do anything" word. Sometimes they would give you a wrong
information, for example, I once ask an assistant about when does my print credit will expired, he gave a time but it was wrong and then I lost all my print credit before I could print some document that I want. The availability of the IT department is wonderful. 24/7 access is extremely beneficial. I have called the IT department many times on the weekends or late at night (this is when I generally have time to work on my masters programs), and they are always nice and helpful. The customer service when you call in extremely nice and easy to understand when you do not know anything about computers.

"-the dept schedules maintenance at off-peak times, which is helpful
-finishes updates and maintenance on time"
The easy access for technical problems is wonderful! The few times I've called for help, the staff was efficient and very polite. The friendliness of the personnel is really nice and appreciated. The full-time staff are always amazing!
The help desk it great. "The helpers are usually extremely patient with non techie folks like me and I am amazed at how much time they will spend on the phone to get the problem figured out. Thanks!"

the internet connection is very very bad
The internet/WiFi has been reliable and fast. Password reset is wonderful! You guys are doing a great job!
The IT department answers in a timely manner.
"The IT department cares for its student employees. They care for their personal well-being and see to it that the students are pointed in the direction of success. Supervisors of the IT department are always positive and smiling. They never leave a job unfinished without a satisfactory outcome."
The IT department has helped me when I have an issue, IT has been very understanding of my incompetence of technology and helped me with kindness and compassionate behavior until my IT problem was solved. The IT Department is always professional when assisting students with their technology needs. The IT department is always super kind and tries to help out the best they can. The IT department is easily accessible. The IT department is honestly helpful and super nice when I forget my password. The IT department is on top of updates and other things that we might need as students. The IT department is quick to respond when necessary. The individuals I have spoken with are very helpful and courteous. The IT department is very helpful and friendly as they seem willing to answer any questions or dilemmas. The IT department responds relatively quickly, which is helpful in time-sensitive situations. The IT department returns emails and calls in a timely manner, is very courteous, and knowledgeable. The IT dept at ASU goes above and beyond for every student and faculty member. I am a huge fan of the ASU IT dept. The IT Dept is there when I have questions and know how to fix problems. The IT dept is very helpful and answers questions promptly. The it desk people like the ones in the mcs computer lab are very kind and have known how to help me everytime I go. The majority of the people that work with IT are kind and knowledgeable and even when they don’t know an answer they find someone that does and they do everything they can to help.
The one time I was locked out of my account due to a miscommunication with my on-campus employer it only took one call to get the problem fixed. One of your technicians was able to walk me through the process of what needed to be done in a way that was very easy to understand and which eased my concern.
The PC hardware is up to par (although Bluetooth would be nice for using wireless headphones). The technicians are eager to help. The secure wireless is really great. Blackboard is useful, but it still has room for improvement. The google services are much appreciated. The printing services work without incident for me, as do the computer lab computers.
The Refresh team on campus is always so professional and always looks and smell so great.
The Service Desk personnel have been extremely helpful every time I have needed them.
The staff is polite.
The technology works and never out of service for long periods of time.
The willingness of its members to help people who are have difficulties with Technology.
Their availability 24/7; haven't tried the 365 days since I know they have a life and wouldn't bother them during the holidays.
Their customer service is great and reliable.
Their friendliness and want to help
There is always IT ppl around
There is good IT support.
There there at nights when I need them the most! Thanks you all who work night shifts. I understand this all too well sinue I myself work night shifts.
They answer my questions in a timely, polite and efficient manner!
They answer questions over the phone and via email to my satisfaction in a timely manner.
They answer quickly and are dedicated to helping you at your earliest convenience and make sure you are fully satisfied.
They are able to handle computer problems that I don't understand while maintaining my privacy. Always friendly.
They are always amazing when I have to call and ask for help. They have always been able to solve my problem.
They are always helpful and give good advice when I have a technology issue. If the person I am speaking with cannot answer the question they will put me through to someone who will.
They are always kind and for the most part very adpet in their field.
They are always professional and willing to help.
"They are always willing to help, provide knowledgeable technical help, and provide reliable internet service. I feel that they are committed to helping students.
Thank you."
They are better knowledgeable and makes connecting to everything a breeze
they are cooperative
They are courteous and try their best even in very complicated situations.
They are friendly and willing to help.
They are good at getting help when someone needs it, and are knowledgeable about how to fix problems.
They are helpful and reliable. Also they work hard to get things fixed fast for the professors.
They are helpful when I have questions and/or need assistance and they are always present so you don't have to wait any period of time to get assistance.
They are knowledgeable and courteous. They anticipate questions well, and do a great job of getting issues resolved quickly.
They are patient with students which struggle with technology.
They are pleasant and readily available for any assistance you may need.
They are quick to access a problem and are always willing to help no matter how small the problem may be. Very smart people.
They are quick to answer questions/resolve issues.
They are quick to help out in any way they can when a problem arises and are very friendly while doing so.
They are quick to respond when one has an issue.
They are there when we need them.
They are usually helpful.
they are very friendly and patient with me.
They are very good with meeting in person.
They are very helpful in assisting students.
they are very helpful when I do have to call for assistance
They are very professional and quick about answering my questions.
They are very prompt in responding to issues. I had an issue with an exam on blackboard and they were quick to help resolve it, as well as friendly and were willing to communicate the issues with my teacher as necessary. Great service.

They are very quick and responsive to issues and they address them well. Very supportive.

They are willing to take care of the problem no matter how long it takes.

They attempt to fix my WiFi problem.

They bring blackboard back really fast.

They came in and helped Dr. Curtis get the projector up and running for his lectures. So, that's a plus.

They change passwords very quickly.

They communicate outages well.

They complete work orders quickly and effectively.

They consistently provide help when needed, and they are friendly.

They do a great job at what they do.

They do help anyone who come up to the front desk with a problem even if they didn't have an appointment scheduled ahead.

They do upgrades on services in the middle of the night which is helpful to not disrupt online class deadlines.

They do well in helping people with their questions and fixing a problem.

They emailed me in a timely manner when I needed it.

They ensure that any IT needs students have are met.

They fix the DPT computers a lot in class.

They get back to the students very quickly.

They guide you through technology step adequately.

They have all been very nice and ready to help.

They have always been prompt and detailed.

They have always been very helpful, whenever I have needed their assistance. Well pleased with their service.

They have great customer service.

They have helped with password and technology information.

They help me anytime I have questions about technology! they help out and are convenient.

They help when I have problems with tests and B.B.

They help when needed.

They help with anything and answer any question I have had.

They help with computer and WiFi problems really well.

They help you when you need it.

They helped me fix my computer that would not connect to the internet my first semester.

They helped me with technology issues fast and were very friendly.

They listen carefully and are courteous.

They problem-solve quickly and efficiently.

They provide adequate help to all in need.

They rarely have problem.

They refresh computers very well. Jake Bruner does a fantastic job with the card readers and doors around campus. The desktop techs work very hard to make sure all of the computers on campus function very well. I am so satisfied with the IT department on campus especially the team in the Refresh department.

They respond promptly and manage situation quickly.

They respond quickly.

They respond quickly and effectively.

They rock at there jobs.

They try and help you find a solution for your technical problems.

They were quick to fix problems that I had and they did so in a professional manner.

They were really good at bugging me to take this survey.

They were very knowledgeable.
They will be dedicated to help you find the root issue of the problem. Especially when you need to turn it off and back on again :P

They work well to try to keep the equipment working efficiently and help those that are struggling with a problem.

They're patient with me, and that means a lot.

Timely help

Timely response, tries to find a solution regardless of the issue, professional and knowledgeable.

Troubleshoots on problems I have had in the past with an assignment post and e-mail password issues.

Try hard for students

Try to resolve problems in a timely manner.

Turning things on and off again

Up to date

Updates passwords.

Usually courteous and helpful

Usually very well knowledgeable in what they do, and are reliable in helping fix your technical issues.

Very attentive.

Very good at answering my questions.

Very good at getting the job done quick and right.

Very helpful and polite with questions about technology. Even polite when my questions are not technology related.

Very helpful in every way possible.

Very helpful when a problem arises.

Very informative

Very kind a professional every time I have dealt with them.

Very prompt when issues arise.

Very prompt when students need assistance.

Well I haven't had any issues.

Well organized and effective.

When I have called in the past to have my password reset they have all been professional and accommodating.

When I have had to use the Helpdesk, the staff have been knowledgable and quick to help.

When I needed my password reset due to a computer error, the IT rep I spoke with was extremely helpful and very accommodating!

When needed, they respond quickly.

When the computers in lectures halls break down or malfunction, they are quick to come and fix them.

Additionally, the Wifi is reliable if you are not in the basement.

When there is a question to be answered, they can make it clearer and can help faster than just putting us on hold.

When they say that they will get back to you, they actually do. Also, they are diligent and were very clear while directing and telling me what I needed to do to fix my network issue.

Whenever I call in from home for assistance, they are usually very helpful.

Whenever I have needed to call, they've been friendly, helpful, and fast.

Whenever there seems to be a problem they are very quick to help resolve it and inform students of the problem.

"WiFi availability

Computer accessibility is great"

WiFi is usually working well, and all computers/printers are easy to use and easy to access.

Willing to help for any issue.

Willing to help, very friendly.

Wireless internet access and speed

Worked in fixing the problem quickly and effectively.

Working with the admin of IT is great! Meeting with them and getting concerns listed and then seeing the changes made.

You all keep the overall system running smoothly and are open to answer any questions.
You do well with what you have.
You fix what needs to be fixed as soon as you can
You’ve got to be doing something right - I don’t ever need help.
You’re available and seem to offer a lot of services.

What does the IT department need to improve on

Note that some responses were omitted due to their the lack of validity to the question proposed

'- Getting into the secure network is ridiculously hard.
- Blackboard is the worst thing ever created. It is not user friendly at all. At my undergrad we had Canvas and it was MUCH better.”
A "Chat with a Tech" option would be neat!
A big bonus at the end of the year for all the great help they give to students.
A faster printing center.
Actually explain the problem and solution
Allowing more opportunities to follow up with any problems.
At the end of a technical support conversation, ask me if I would like to set up my account so that I can change my password on my own next time. At the end of the technical support conversation, ask me if I know about the ASU app and how to access it, then give me information on how to access it if I would like.
"B+

Would like to see more quality-of-life improvements on ASU apps and services (such as, ""Clear all notifications,"" buttons)."
Be more sympathetic to the issues that we have. The techs seem to have an attitude when their help is needed.
Better instructions on how to use the printers in the library. I got very confused the first few times I tried to use them. Maybe an optional tour of how to use them.
Better internet access in the dorms.
Better internet connection around the campus
Better internet connection in Vandervendor
Better internet connections.
Better people skills
Better wifi
Better WiFi in the centennial dorm rooms.
Blackboard kinks such as it being too slow, or not recording tests on blackboard.
Blackboard. I know, it’s the product that provided the necessary LMS. But...it still needs to be better organized so students can logically find what they need. Yes, I’m aware there are tutorials, but they are so vague as to be meaningless (for me). Perhaps as I accrue more time at ASU, I will simply become accustomed to Blackboard not working as I would expect.
Campus needs stronger WiFi access around campus between buildings.
"Campus printing is absolutely horrible - every time I print something the toner is either extremely low or doesn’t print nicely at all. We have to turn in these papers in class - the faculty do not appreciate the poor printing services at ASU either.
I also feel like the communication is seriously lacking by IT support personnel. I have had to call and email technicians because they fail to get back to me when I have an issue.
The afterhours IT Support Desk personnel are absolutely worthless. I’m not sure how much money ASU pays these people - be we are getting ripped off. I once sat on the phone with an after hours representative for 30 minutes all for her to tell me that she had no idea how to solve my issue with Microsoft Word. Really? What a waste of time.”
Can respond quicker
communication
Creating something like Team 55, which is what they have at Abilene Christian University
Don’t know a lot about th department
Don't make us change our password as often
Easier access
easier connection to wifi on cell phone
Enforce a "noise level" tolerance or courtesy rule that encourages consideration for others in the lab-ENFORCE, meaning ask people that are excessively loud or noises/ distracting to be considerate of others working
Enhance mobile phone application.
Everyone always needs to work to improve, so it is good that the IT dept. is working to continually do so. Thank you!
Faster responses
Fix the app for Apple products!
FIX YOUR INTERNET. WHY DO I GET 1000kb/s DOWNLOAD SPEED AT 11:45pm.
Fixing blackboard on iphones
Fixing things in a more timely manner
For IT to engage more in small talk conversations when helping a customer.
Get better wifi
Get faster computers
Have a more effective outreach. IT is seen as something only school employees use, not the general public. Make everyone aware that if the WiFi is going dark in certain places or that people need to have their Ethernet cables turned on; they can contact you as a student.
Have access to the on the weekend
Have its workers take what they do seriously and act professionally
Having more personnel available. There have been a number of times where there is a high call volume and getting through is difficult.
I am extremely frustrated with the fact that wifi in my dorm frequently stops working and I brought it up at a IT service desk, but the issue never got fixed and, as far as I know, it never even got acknowledged as a problem.
I dislike that when using the Wifi printing from my computer it doesn't give the option to print double-sided. Give us the option. In addition, the computers on the fast lane used to have it on default to print double-sided. That has stopped. ASU should be more considered of the paper usage and as well as the student. Stapling 20 pages of paper when it can be condensed is more efficient and easier. Plus, it will save the library paper.
I do not use the IT department enough to be able to answer this question.
I don’t know the control/influence that IT has with blackboard but I have not been able to access it on iPhone in 2 semesters due to updates on application not occurring
I feel as if more attention should be given to WiFi, at times it is amazing but more recently it has become really spotty.
I feel Ramport needs to be easier to locate things such as billing. Also, the class registration process is weird and confusing unless you have done it many times.
I get a lot of emails from campus organizations I’m not on campus nor do I live in Texas so if you can create an option to fuse roll from those emails
I have had one instance where I needed IT support due to a Lockdown Browser and testing issue. Thank goodness I simultaneously reached out to my instructor since she was able to reset the test and I completed the exam. Had I waited for IT I would have missed my testing window since I did not hear back until the next day. I know it's not fair, but that one experience changed my overall satisfaction.
I have noticed that some of the computers in the library have problems with the screen display. That is all.
I recently used the presentations practice room, and the recording did not work. I would suggest posting signs about length and bandwidth availability of the technology in that room. The IT workers were also not really knowledgeable about the extent of usage in that room. I would suggest learning more about it to help students in the future.
I think SPSS should be on the laptops for check out, I also think the operating systems need to be updated. Windows 7 is out of date. Students would benefit more from having updated software since most companies and jobs require them to be familiar with the latest technology.

I understand they are busy but we have not heard back from them when we told them our WiFi in our room was slow and they said they would fix it but yet no one has came by.

I want to see the computers be updated. Most of the computers in the Library Commons I have used think the school website (angelo.edu) is unsecure and you have to "accept the security risk". This has been like this for a while and should be corrected. Also any updates to software should be updated.

I wish the IT department would offer and set up virus protect on my own personal laptop that is up to the same code as all the other computers and laptops provided by ASU.

I would change the constantly resetting computers in cavness computer lab and the fact that we have to keep changing our passwords.

I would increase computer labs throughout campus. We have out grown the library and MCS labs

I would just make finding them on campus by promoting their location more suitable to students on campus.

"I would keep the computer labs more clean.

Trash seems to build up in the MCS lab and at times the keyboards seem to be a dirty."

I would like to be able to search for a person in gmail and find their email address.

I would like to have clearer emails when trying to explain technical issues.

I would like to not have to change my password every so often.

I would really think it would benefit everyone at Angelo State University if we did not have to change our passwords every few months. It's just really inconvenient and honestly a pain because I'm running out of passwords to use.

I would say that also being a campus employee, I would like to have IT be a little faster in response times. They do good work, but sometimes it takes a little while to get a problem fixed.

I would seek replacement keyboards for some computers in the library where the letters on the keys have rubbed off.

"I.T. overall, however, shouldn't allow so many problems to crop up. Registration for Summer I 2018 session this week was a disaster, for example, students unable to register.

The whole process of everyone registering simultaneously at midnight is asinine. At the very least, make it a reasonable evening or weekend hour. Many of us are working adults, not 19 year old dorm dwellers. Furthermore, separate undergrad from graduate. There may be special cases where one student crosses over to take an undergrad or grad course, but that's rare. Since the two groups of students are taking classes largely from different course populations, there is no nees for everyone to cram into the bandwidth all at once and get timed out. That's very frustrating at midnight.

Blackboard for some classes is riddled with outdated assignment due dates from previous semesters. That renders the assignments due, past due, calendar, etc. features useless from the first day of class. Classes should default to start fresh, instead of allowing professors to cheat and just let last semester's information carry over.

Notifications that a grade has been posted should include the actual grade. As it is now, you have to go log in to see your grade, once notified. Other schools just give you the grade and save a step.

In class discussion posts online, there should be a feature for notifying you when someone has responded to your post. As it is, you have to go look at your posts in each class, just in case someone has responded to yours. That wastes time. Finally, the posts should have a feature keeping count of how many views a post gets.

Check out the University of Wisconsin's online class environment, called Desire2Learn, for other useful features. I find it superior to Blackboard."
I’d have the department figure out why the start button causes so many problems on the PCs in the MCS Lab. Cortana is supposed to aid productivity not hinder it until it ‘decides’ to work after several minutes.

I’d also provide more space on the P:\. Space is cheap, and putting everything on the google drive is not always best for all students especially when doing computer programming, drafting with AutoCad or Redit, and similar tasks all semester.

I’d like to change how often I have to change my password.

I’m not sure if there is or not since I’m new to the university, but a repository (links) for all IT services available would be a great feature to incorporate.

If I were to bitch, it would be that the MCS labs have been closed sundays when I tired to use them, and on holiday weekends (like Good Friday) etc.

if the help desk could be more helpful and attentive, it would be very good.

Improve the outdated computers in the MCS with solid state drives. Include a few computers in some classroom with 32gb RAM for heavy computing and access to MATLAB and Anaconda to those computers.

In the library, IT sometimes will not let me check out a laptop one hour before and sometimes will. I think we should be allowed to and it’s confusing because answers and rules change almost every day.

Increase automation support to other departments (like the Bursar and VETS Center).

Increase the bandwidth for all of the servers. more people are getting on them than before due to increased enrollment. more stable connection. eliminate dead zones.

Install more advanced Wifi transmitters

instead of helping over the phone i wish they would come in person and sooner

Internet needs to be a lot faster!!!

It too a while for people to be able to fix the computer. It was a difficult problem and solution, but it took three meetings with different IT people to get it fixed.

It would be helpful if there was a way to address non-ASU related issues on devices.

IT’s workability with students & faculty for the MAC lab in the CARR Building is lacking. I have been in several Advanced Graphic Design classes and have been unable to print from my computer. Several IT personnel have come to fix it and were unable to over an entire academic year. It suddenly repaired itself over Christmas break.

Just as recommendation the way of how print from laptops

Just ease of connecting to wifi

Just going to say that the internet in Texan seems to be worse lately, it will be working fine and than at random mostly odd times it will just cut off. The devices are still connected to the WiFi but it is too slow to really do much.

Just make it look official then an a whistle.

Lab Technicians professionalism. Shouldn't be taking long personal calls when they are on duty or talking too much to friends when it is busy.

Less emails

Maintenance is spotty, and downtimes are a major pain for online students, especially when the maintenance is either right before or after a deadline. Overall, though, it's only a minor nuisance.

Make them do their job rather than watch movies and be loud when I’m trying to do work

Making it easier for our phones to stay connected to the WiFi and to improve the WiFi strength throughout campus.

Maybe being more prompt last semester

Maybe respond to issues in dorms quicker.

Midnight registration

More attention to software updates on campus computers.

More computers in the Library

More mobile capabilities with BB


Needs to be more diverse in the hiring, fix issues people want fixed not just add something else or fix another issue to mask the fact the other issue isn't fixed (AKA THE WIFI)
Not enough internet ports in library (only 5) and none in MCS, for students like me or live in Miles and can not take Lockdown Browser tests had home for connectivity issues this is not acceptable. I have brought this up to everyone I know and it feels like no one cares at the university. Over spring break, even the weekend up to spring break IT didn't even have students to check out labtops so students that had tests to take could do that in library. I feel like the university and IT need to take a look at this issue.

Nothing about the IT dept but the WIFI and its power needs to change Occasionally when i get on firefox it wont work because it requires an update. Not all software required to do some of my homework is downloaded on every campus computer, especially the cavness computer lab.

Once my coworker called and was told someone would stop by, but IT never showed up. The fact that the HDMI cable does not work in all study rooms of the library.

One time there was a software, (and I forget it...) which was required in a class. Prezi or something like it, and there was not enough info from the staff to figure out how to help me.

pay raise
Pay them more
Perhaps an emphasis on students collecting only their print jobs and not hastily gathering print jobs of others which has happened multiple times in a session--I pay for prints I do not get and in a rush must reprint the whole job over again; I cannot connect any of my personal devices on the ASU network while on campus. I'm uncertain how to 'tech' the issue as an older student who has not grown up tech savvy, and I would appreciate more than just a how-to, but also "what do I do/where do I go if the how-to fails."

Personally, nothing. I had a professor grumble about issues loading Blackboard assignments/test/etc. That is hearsay though and there is no prudent way for students to verify the accuracy of those claims.

Possibly be more professional
Prevent things from going wrong.
Publish the telephone number for IT assistance in labs that do not have a person on duty. On the wall signage would work.
put an express printing kiosk in each building. especially the RAS
Quicker and more reliable response. There were issues connecting my TV to the internet but when I contacted IT to meet at a certain time, they did not show up.
Ramport and blackboard is always changing and it's confusing.
Reduce the frequency of required password changes. It's unreasonable to have to change my password 4 times a year. At a minimum it should be reduced to twice a year, but ideally once.
Resolving the problems, instead of closing the case before it's resolved.
Sometimes, wifi can't be connected with my laptop except of my mobile phone. I don't know why, but some of students happen as well as me
Stop treating your employees like garbage. IT employees aren't expendable.
That they wouldn't be on their phone as much. Also to be prepared to help people, ex. not logged in when needed, and doing homework when needed,
The Blackboard app no longer works on my phone because it is incompatible with iOS 11. It needs to be updated.
The computers are slow sometimes and the internet is slow sometimes and sometimes kicks me off the internet.
The employees do a lot of work and deserve a pay raise.
The hours are a little strange at times. I would have to say making it more clear on when service will be available.
The IT emails everyday about the survey seemed too pushy. I feel like I should be offere the surgery if I want to take it, instead of getting an email about it everyday saying I need to take it. Thank you.
The laptops available for checkout in the library are really outdated. The one I used took about a minute just to launch google chrome and was basically unusable after that point.
The new asu Mobile app is hard to use
The only hitch with that particular problem is I couldn't even log onto a computer, but I was able to find some friends to let me use their computer. There should be a way to give someone a temporary login if needed to reset a password as I didn't have a personal laptop to get on the Internet with. I guess the only...
other remedy for that particular situation would have been to go to the ASU library and get on a general public computer.
The only problem I have is with the mobile blackboard app. It barely works and it would be much more convenient to open an app to look at course information instead of going to my browser.
the pop ups on the computer printing stations in the library are really confusing and a bit annoying. trying to go straight to the internet you have to click two messages away and then again when trying to get to blackboard etc. I wish that problem would change. That is really my only complaint. and sometimes the wifi is iffy.
The response time could be a little bit better.
The secure wireless network NEEDS an overhaul.
The speed in which they respond to a problem
The student workers should be more professional and courteous when assisting professional offices.
The time it takes them to show up when we place a ticket for service.
The time it takes to get computers working that are not in well traveled areas is slow, which comes with demand to the area. But it would be nice to get them up and running faster.
The WiFi connection sucks
The wifi for consoles such as PS4, keeps going out from time to time
The WiFi in my dorm room is atrocious, some days it's fine and other days I can't connect for a week.
The WiFi is really slow and it stops working sometimes.
THE WIFI. It is always super slow, and it always stops working when I am taking a test or a quiz, which has caused me SEVERAL close to death experiences! I really hope the WiFi issue is fixed, or more monitors are allowed in order to have faster WiFi.
The wireless is really bad
The wireless network at the school is not always reliable.
There are times student workers don't understand how to explain issues.
There have been a few problems that have required more time than I think is necessary to solve, but I think it's more of a software than a personnel issue.
There have been multiple times where several computers are not working in the Library area.
There needs to be certain programs on all computers. I'm limited to only working in the MCS because of the programs that the computers in there have.
There was an issue with one of my coworker's computers which took an extremely long time to resolve and it almost cost him several years of stored data. The whole ordeal sort of seemed avoidable.
They didn't have a solution to connecting my chrome book to the wifi network, so I have to use the guest wifi, which is not as safe
"They need to be able to actually fix computers, which most of them can't.
Overall, the technology on this campus is lackluster."
They need to fix the smart board in classrooms. A colossal waste of money hanging on the wall like a poster, because they "don't" work
they send too many stupid useless emails
They should fix the wifi in the dorms because it has not been working lately
This is concerning printing credits, I wish there was a way to obtain more prints
This survey did not include carr hall. Where I am currently living in
To be a bit more knowledgable with all types of technology.
Too many updates throughout the school year, but at least you give us a notice in when certain apps like Blackboard will be temporarily closed.
Train your professors to use your technology better. I am in my last on-line class, and it is the first time a professor has actually tried to use the technology to teach a live class. She gets an A for the effort, but has yet to pull off one successful class without running into problems.
Try to get as much information in the service ticket as possible so they send the right person for the problem the first time.
Update the app for iOS users
Update the computers in the computer lab!! None of them have up to date software!!
We need qualified technicians able to assist with trouble shooting issues outside of just ramport or blackboard. That's great if these work but if your computer doesn't turn on, these can't be accessed. Thus, the need for broader trained technicians in an age of changing technology.

What I have experienced with IT is that its good and I don't have a problem with it so, it should stay the same.

When I was living on campus, my dorm hall had an issue with its Wi-Fi. My room apparently housed the router that more or less connected to some of the other routers (that's how I remember it, anyways). A couple of guys from IT came in to check it out, and they explained that much to me, but nothing else. Last week, I had a guy come to my house to fix my AC. While he was here, he explained what was wrong with it, and walked me through everything he was doing. If I could change anything about the IT Department, I would ask that they be more personable with in-person visits. Explain what it is you're doing as you do it so whatever it is may not be an issue for the next time. Now, over-the-phone service os a different story, but I can't say I've ever had any bad experiences calling IT.

Why does every person who provides a recommendation letter need to include my social security number in their email. Such antiquated practices make theft easier, choose something else to identify me. I'm a bit disappointed in your lack of thought.

WiFi and internet within the dorms is not the best (from my memory)

WiFi at Centennial Village does not work frequently. I have to switch between guest WiFi and secure WiFi.

I would like more information about the services provided.

I would like to have better control over ASU email spam.