Q1 What type of classes do you take at ASU? (Please check all that apply)
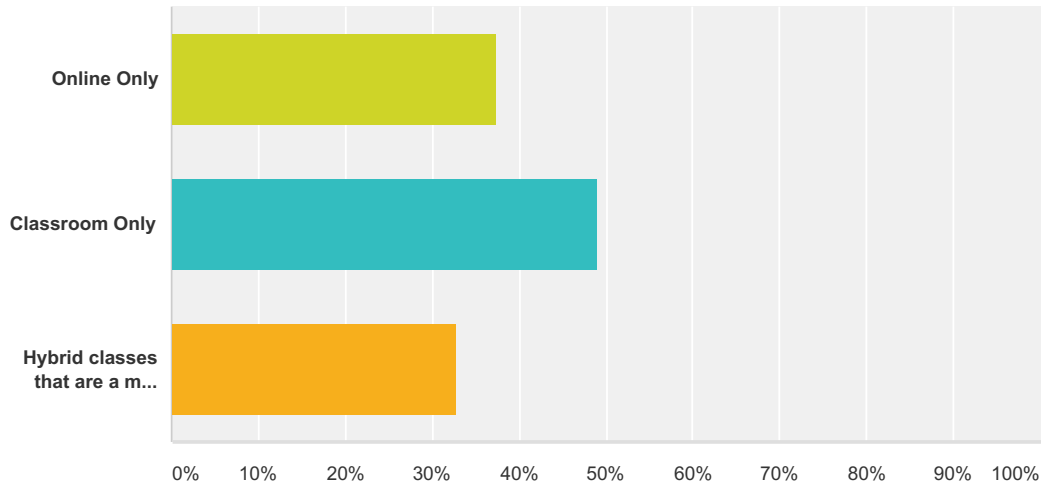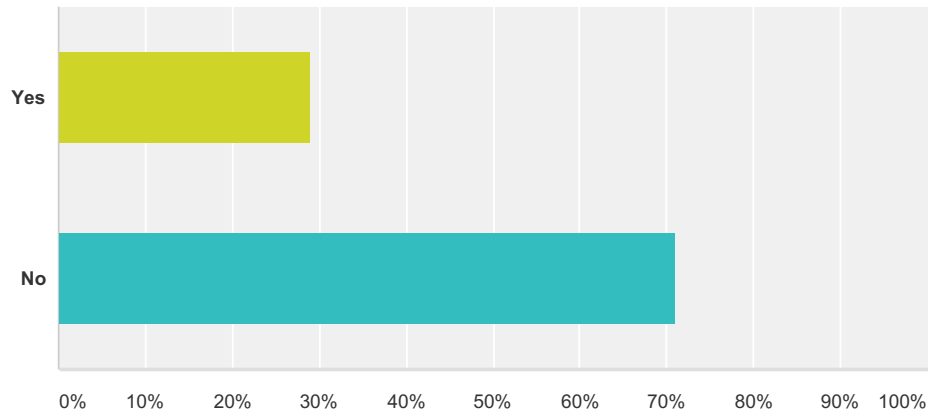
Answered: 691   Skipped: 0

Answer Choices	Responses	
Online Only	**37.34%**	258
Classroom Only	**49.06%**	339
Hybrid classes that are a mix of Online and Classroom	**32.71%**	226
Total Respondents: 691		

Q2 Do you live on campus?

Answered: 692   Skipped: -1

Answer Choices	Responses	
Yes	**29.05%**	201
No	**70.95%**	491
Total		**692**

Q3 **Where do you live on campus?**
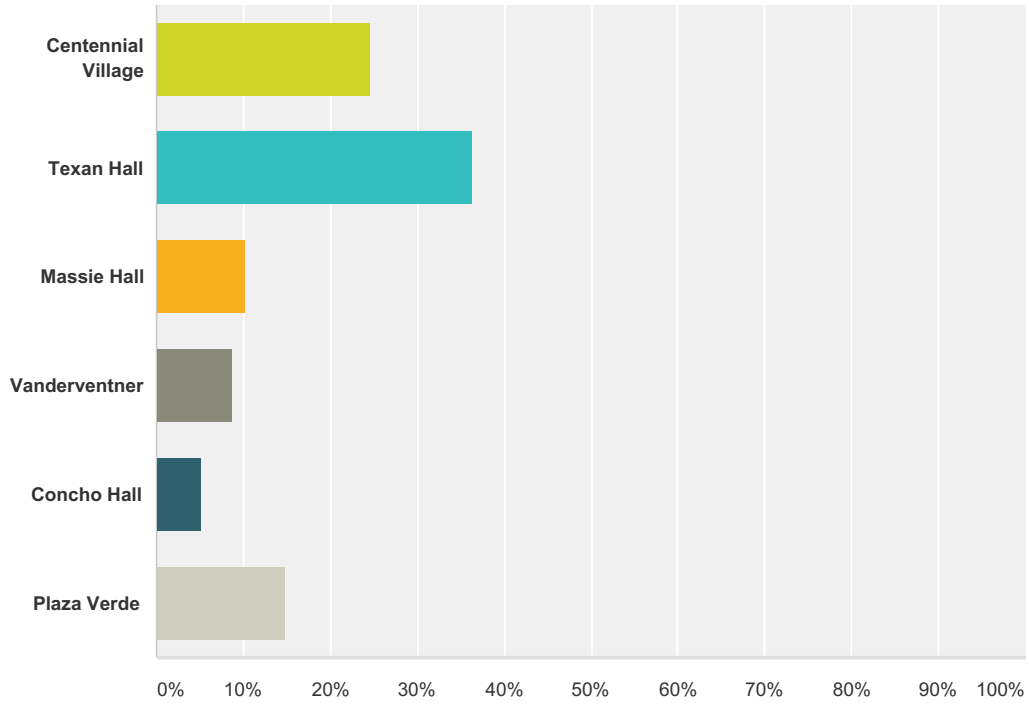
Answer Choices	Responses	
Centennial Village	**24.62%**	48
Texan Hall	**36.41%**	71
Massie Hall	**10.26%**	20
Vanderventner	**8.72%**	17
Concho Hall	**5.13%**	10
Plaza Verde	**14.87%**	29
Total		**195**

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

Answered: 199   Skipped: 492
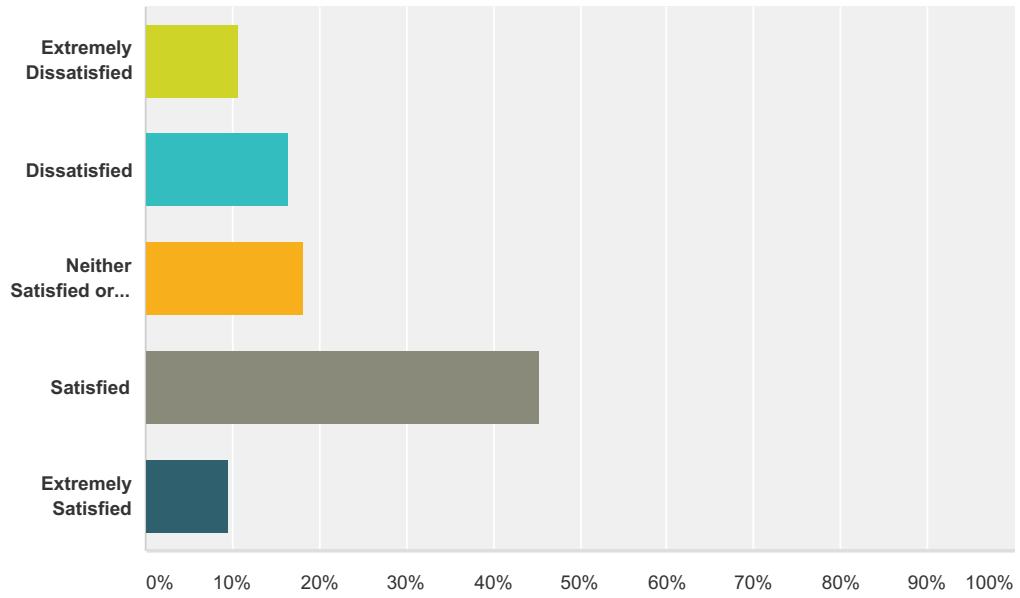
Answer Choices	Responses	
Extremely Dissatisfied	10.55%	21
Dissatisfied	16.58%	33
Neither Satisfied or Dissatisfied	18.09%	36
Satisfied	45.23%	90
Extremely Satisfied	9.55%	19
Total		199

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

Answered: 198   Skipped: 493
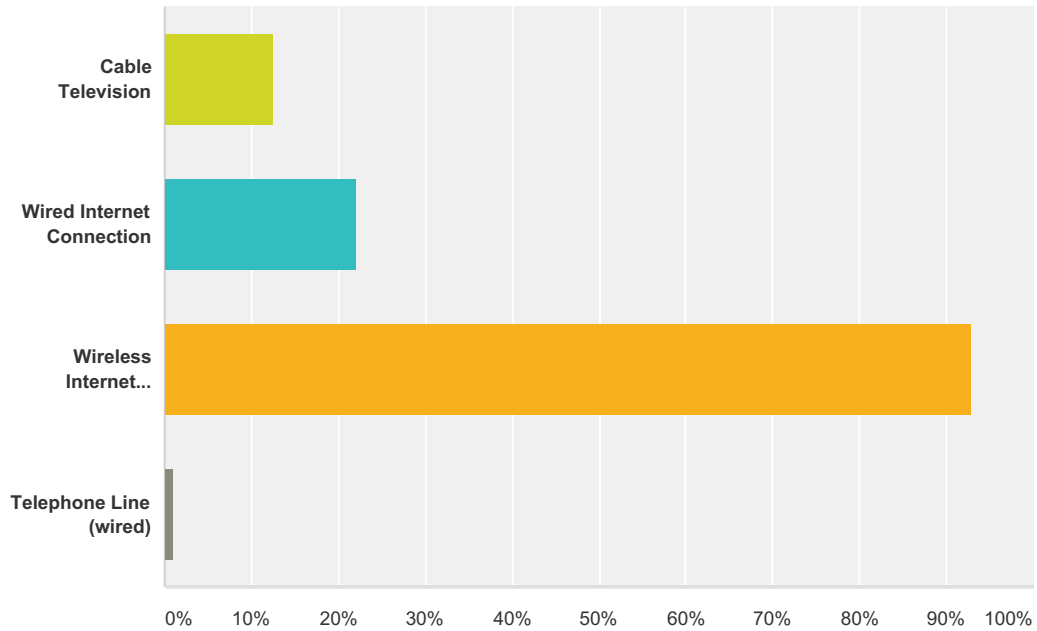
Answer Choices	Responses	
Cable Television	**12.63%**	25
Wired Internet Connection	**22.22%**	44
Wireless Internet Connection	**92.93%**	184
Telephone Line (wired)	**1.01%**	2
Total Respondents: 198		

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

Answered: 189   Skipped: 502
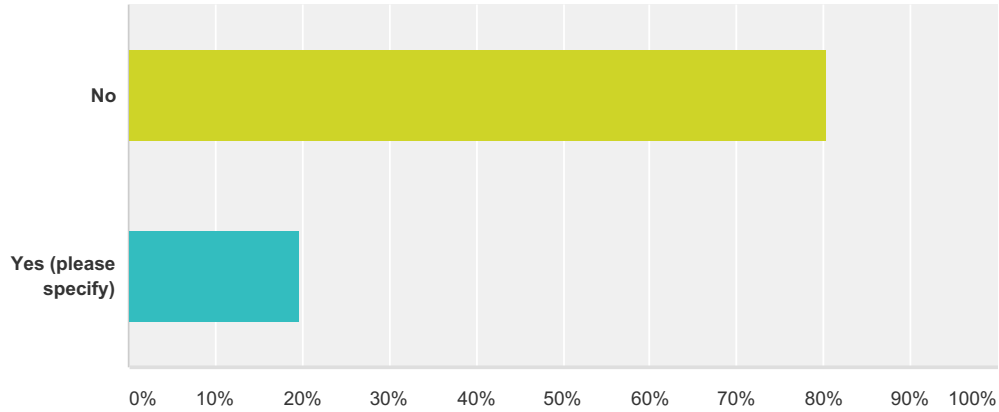
Answer Choices	Responses	
No	**80.42%**	152
Yes (please specify)	**19.58%**	37
Total		189

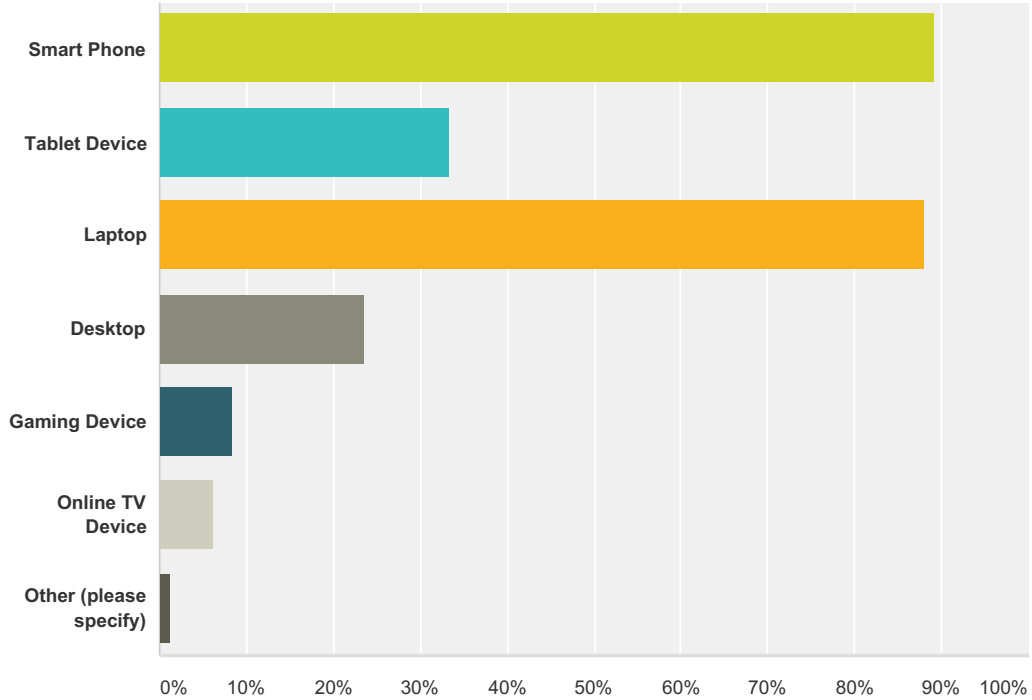| #	Yes (please specify)	Date
1	Free cable back in all dorms again	4/29/2016 2:01 PM
2	Cable in the rooms, not just in the common area	4/29/2016 11:47 AM
3	microwave	4/29/2016 1:02 AM
4	cable	4/27/2016 7:36 PM
5	Cable	4/27/2016 3:20 PM
6	Wired internet connection	4/27/2016 2:24 PM
7	More computers within the residence halls would be greatly beneficial.	4/27/2016 2:09 PM
8	Wired and Wireless connection that work at least 90% of the time.	4/25/2016 10:09 PM
9	strong wifi signal	4/25/2016 9:34 PM
10	Cable please.	4/25/2016 6:37 PM
11	Cable	4/25/2016 2:03 PM
12	computers	4/25/2016 11:57 AM
13	Free Cable	4/25/2016 10:29 AM
14	Printers	4/25/2016 10:07 AM
15	Just reliable wireless connection for MacBooks	4/25/2016 10:05 AM
16	Better wifi	4/22/2016 1:34 PM
17	Wifi	4/21/2016 12:24 PM
18	Ps4 or Wii for international students who can't bring their own	4/20/2016 10:13 AM

19	Cable	4/20/2016 1:01 AM
20	Cable inside the dorm room	4/19/2016 12:17 PM
21	Computer n printer easy to print off then to walk to the MCS lab	4/19/2016 11:55 AM
22	Tv	4/19/2016 9:27 AM
23	Wireless	4/19/2016 9:11 AM
24	Wireless in my dorm. I live in room 120- the room furthest from the wireless router . I might be able to pick up the wireless connection if the router was in front of the elevator instead of the first floor lobby. I would like to use my gaming consoles, but I bought a router, had IT install it and still couldn't pick up the console wireless. I can't play new games on my Wii U without an Internet connection to download updates. I paid for IT services I couldn't use all year!	4/19/2016 7:32 AM
25	better wifi	4/18/2016 4:51 PM
26	Printers	4/17/2016 1:34 PM
27	Cable	4/15/2016 10:08 PM
28	Basic Cable Television and Wireless Internet Connection	4/15/2016 4:50 PM
29	Printers	4/15/2016 3:46 PM
30	Wireless Printing, scanning, faxing etc.	4/15/2016 12:02 PM
31	router for stronger connection in plaza	4/15/2016 10:44 AM
32	Clap lights	4/15/2016 10:25 AM
33	stronger wifi. its bad on this end of campus.	4/15/2016 9:17 AM
34	Routers	4/15/2016 9:16 AM
35	Cable	4/15/2016 9:13 AM
36	Better wifi	4/15/2016 8:52 AM
37	Routers	4/15/2016 8:33 AM

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

Answered: 676   Skipped: 15

Answer Choices	Responses	
Smart Phone	**89.05%**	602
Tablet Device	**33.43%**	226
Laptop	**88.17%**	596
Desktop	**23.67%**	160
Gaming Device	**8.28%**	56
Online TV Device	**6.21%**	42
Other (please specify)	**1.18%**	8
Total Respondents: 676		

#	Other (please specify)	Date
1	Never on campus	4/27/2016 3:21 PM
2	The wifi at ASU is awful	4/25/2016 1:11 PM
3	none	4/25/2016 12:01 PM
4	Good	4/19/2016 10:58 AM
5	Online student	4/18/2016 7:10 AM
6	none	4/15/2016 1:01 PM

| 7 | Printer | 4/15/2016 12:02 PM |
| 8 | None | 4/15/2016 8:34 AM |

Q8 Do you own a personal laptop?

Answered: 684   Skipped: 7
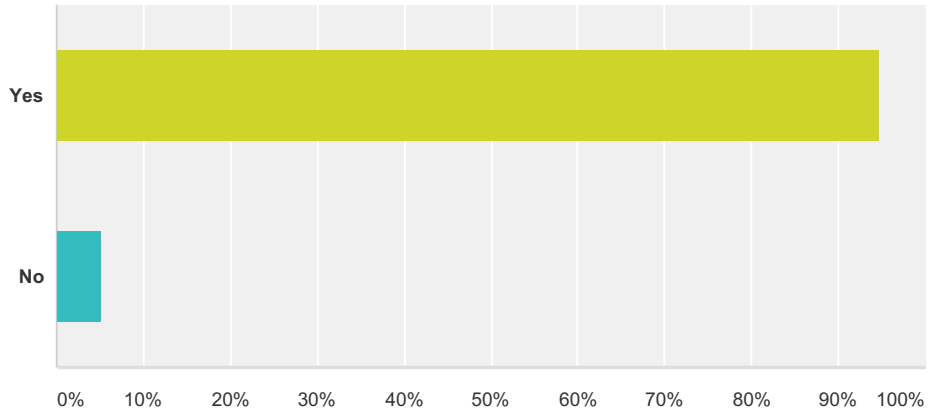
Answer Choices	Responses	
Yes	**94.88%**	649
No	**5.12%**	35
Total		**684**

Q9 Do you own a personal desktop computer?

Answered: 682   Skipped: 9
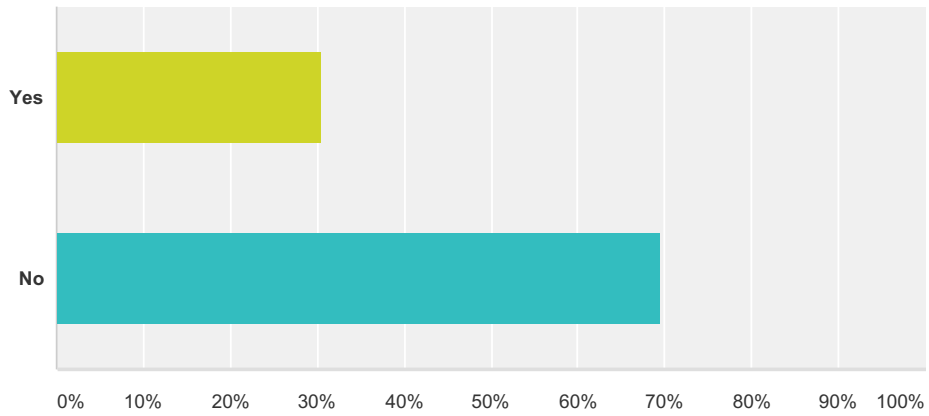
Answer Choices	Responses	
Yes	**30.50%**	208
No	**69.50%**	474
Total		**682**

IT Department Student Survey - 2016

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

Answered: 684 Skipped: 7
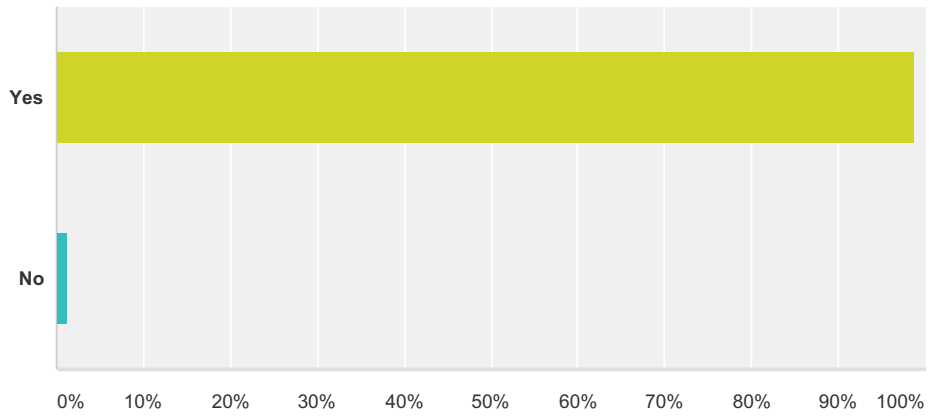
Answer Choices	Responses	
Yes	**98.83%**	676
No	**1.17%**	8
Total		**684**

Q11 Do you use the ASU mobile app?

Answered: 677 Skipped: 14
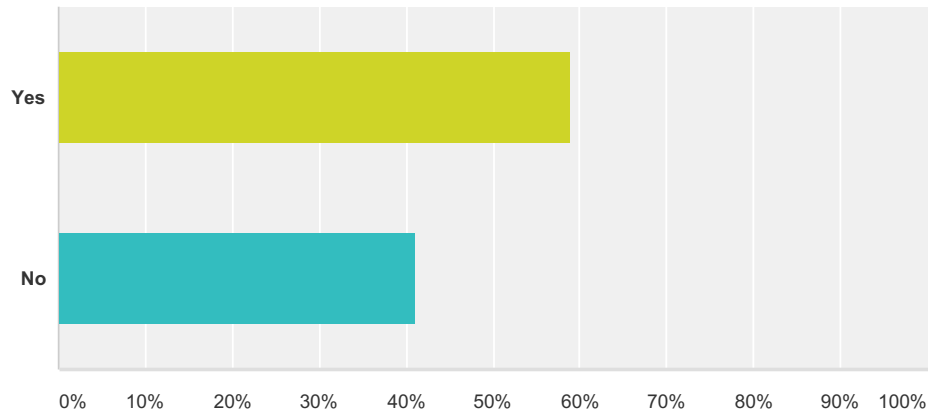
Answer Choices	Responses	
Yes	**58.79%**	398
No	**41.21%**	279
Total		**677**

Q12 Why do you not use the ASU Mobile App?

Answered: 278   Skipped: 413
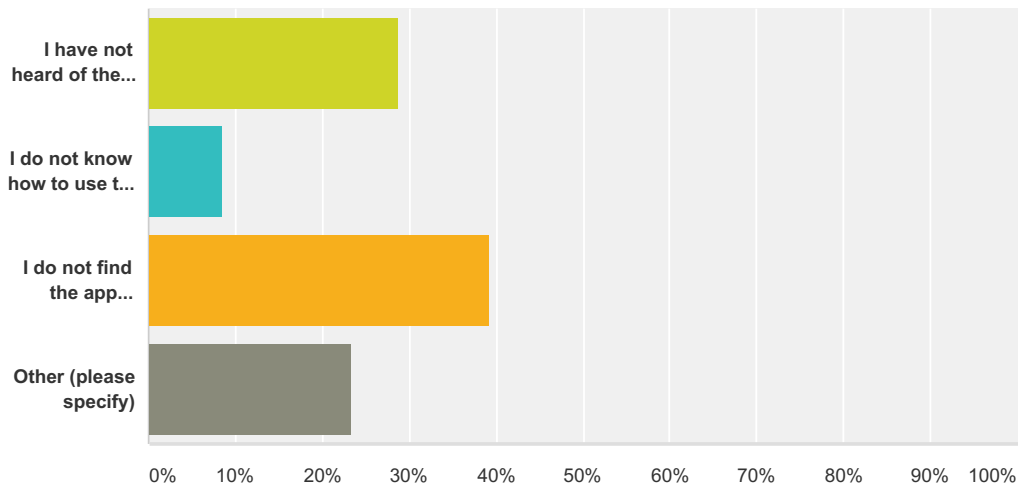
Answer Choices	Responses	
I have not heard of the app	**28.78%**	80
I do not know how to use the app	**8.63%**	24
I do not find the app beneficial	**39.21%**	109
Other (please specify)	**23.38%**	65
Total		**278**

#	Other (please specify)	Date
1	Have not taken the time to upload	4/29/2016 7:42 PM
2	not very compatible with Samsung S6, can't access rammail	4/29/2016 5:24 PM
3	I like my computer	4/28/2016 9:40 PM
4	My phone's memory is full	4/28/2016 11:06 AM
5	Dont really need it	4/28/2016 11:01 AM
6	I don't feel the need	4/28/2016 9:02 AM
7	Just easier to log on my computer	4/27/2016 8:04 PM
8	I never thought I needed it	4/27/2016 3:37 PM
9	I prefer using a laptop because I am not a fan of using a touch screen for work that requires much typing.	4/27/2016 2:45 PM
10	just didn't download it	4/27/2016 2:44 PM
11	I just don't lol	4/27/2016 2:07 PM
12	App crashes often	4/26/2016 8:48 AM
13	phone does not have internet	4/26/2016 7:39 AM
14	It always lags my phone, so I took it off.	4/25/2016 6:38 PM
15	I don't really use it so I deleted it	4/25/2016 1:27 PM

16	I do not need it	4/25/2016 1:24 PM
17	I just never have downloaded it.	4/25/2016 12:41 PM
18	i have blackboard app	4/25/2016 12:14 PM
19	heard of it, just haven't installed it	4/25/2016 12:01 PM
20	I have not downloaded the app	4/22/2016 3:33 AM
21	I just skip app and connect	4/21/2016 1:53 PM
22	I only access ASU items on my laptop. So ASU mobile is not required.	4/20/2016 2:27 PM
23	No reason to use it	4/20/2016 12:48 PM
24	Doesn't work on my phone well	4/19/2016 6:51 PM
25	not sure	4/19/2016 5:48 PM
26	I don't have room for another app on my devices; I get by fine without it.	4/19/2016 5:23 PM
27	I only need the Blackboard app	4/19/2016 3:56 PM
28	takes up memory on my phone	4/19/2016 2:25 PM
29	Just haven't downloaded it	4/19/2016 2:22 PM
30	I just haven't downloaded it to my phone	4/19/2016 1:54 PM
31	did not work when I first started at ASU and i have never retry ed it	4/19/2016 1:34 PM
32	Do not want to use the app	4/19/2016 12:34 PM
33	My ph isn't suited for the app.	4/19/2016 11:56 AM
34	I just dont want to	4/19/2016 11:28 AM
35	never felt a need	4/19/2016 10:51 AM
36	I don't find it necessary to use.	4/19/2016 10:09 AM
37	General distaste for mobile apps.	4/19/2016 9:04 AM
38	I've never taken the time to explore it.	4/19/2016 9:00 AM
39	Just prefer to use the website for most tasks.	4/19/2016 8:49 AM
40	Just don't	4/19/2016 8:36 AM
41	I have it, but haven't needed it.	4/19/2016 7:58 AM
42	It would not work for me	4/19/2016 7:50 AM
43	I downloaded it, but I never used it.	4/19/2016 7:33 AM
44	Doesn't fucking work	4/19/2016 7:23 AM
45	Never thought about it	4/18/2016 1:00 PM
46	not sure why I don't	4/18/2016 9:36 AM
47	just don't use it	4/17/2016 5:07 PM
48	Have not needed to.	4/17/2016 3:36 AM
49	No space on phone	4/16/2016 9:33 PM
50	I have never needed to use it	4/16/2016 8:45 AM
51	This app is not available for the windows operating system	4/15/2016 8:31 PM
52	not available on my phone	4/15/2016 2:42 PM
53	just don't	4/15/2016 1:52 PM
54	just don't	4/15/2016 1:02 PM
55	to lazy to get it	4/15/2016 11:34 AM
56	Uninstalled it	4/15/2016 11:00 AM

57	no space on phone	4/15/2016 10:56 AM
58	I am always at my computer so I don't really need the app on my phone.	4/15/2016 10:40 AM
59	I don't use the ASU website often enough on my phone to need it.	4/15/2016 10:13 AM
60	never thought about it	4/15/2016 9:57 AM
61	My phone will not run	4/15/2016 9:56 AM
62	I'm graduating so the app would have been a waste of time to get...	4/15/2016 9:48 AM
63	When I downloaded before it did not work	4/15/2016 7:57 AM
64	No real reason, just don't	4/15/2016 7:29 AM
65	sometimes can be hard to use/find things	4/15/2016 7:10 AM

Q13 How often do you access the ASU mobile app?

Answered: 393   Skipped: 298
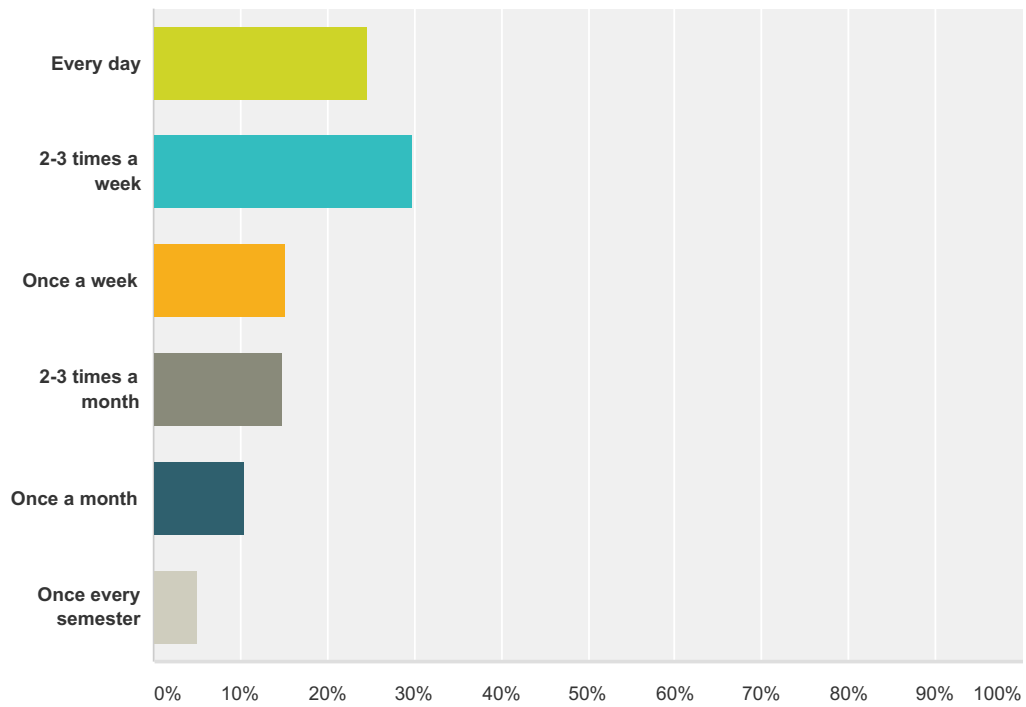
Answer Choices	Responses	
Every day	**24.68%**	97
2-3 times a week	**29.77%**	117
Once a week	**15.27%**	60
2-3 times a month	**14.76%**	58
Once a month	**10.43%**	41
Once every semester	**5.09%**	20
Total		**393**

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

Answered: 393   Skipped: 298
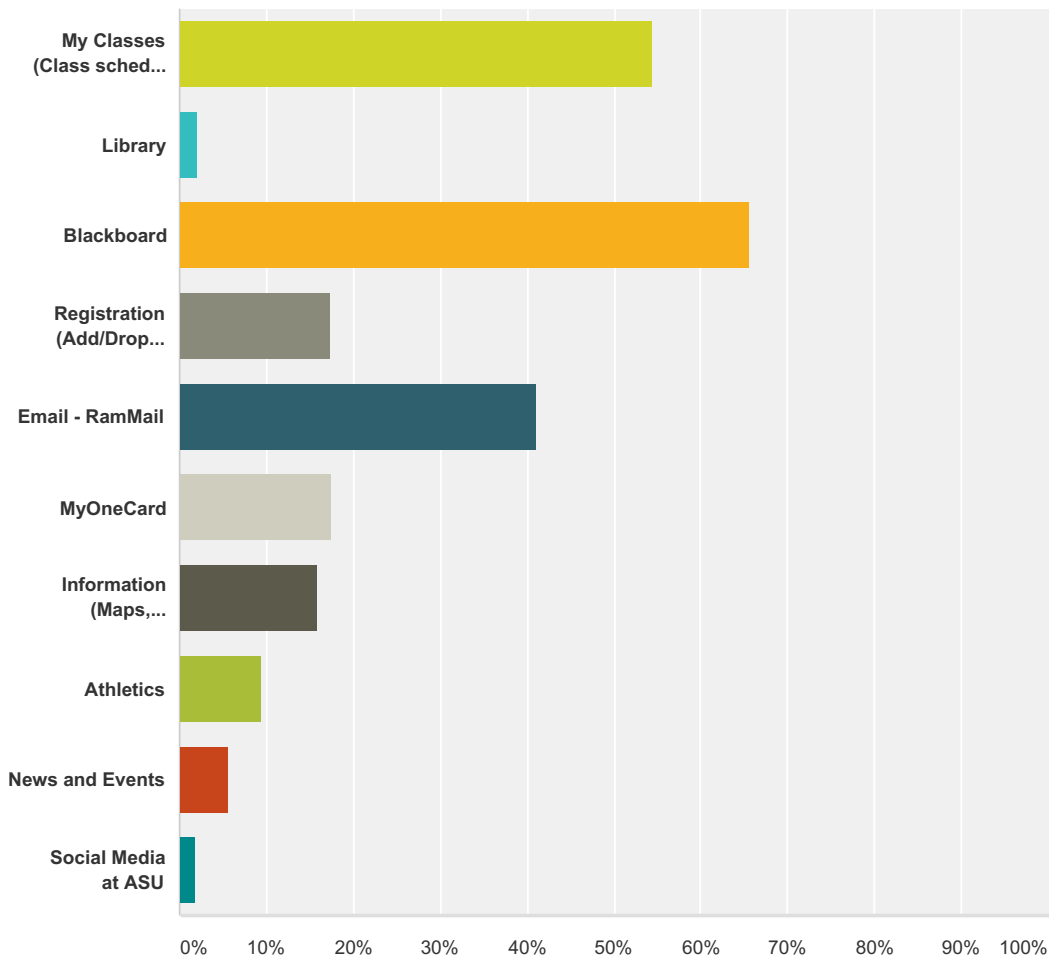
Answer Choices	Responses	
My Classes (Class schedule and Map, Buy Books, View Roster and Grades)	**54.45%**	214
Library	**2.04%**	8
Blackboard	**65.65%**	258
Registration (Add/Drop Classes, Check Holds, View & Pay Bill)	**17.30%**	68
Email - RamMail	**41.22%**	162
MyOneCard	**17.56%**	69
Information (Maps, Faculty/Staff Directory, Important Contacts and Safety)	**15.78%**	62
Athletics	**9.41%**	37
News and Events	**5.60%**	22
Social Media at ASU	**1.78%**	7

Total Respondents: 393

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

Answered: 385   Skipped: 306
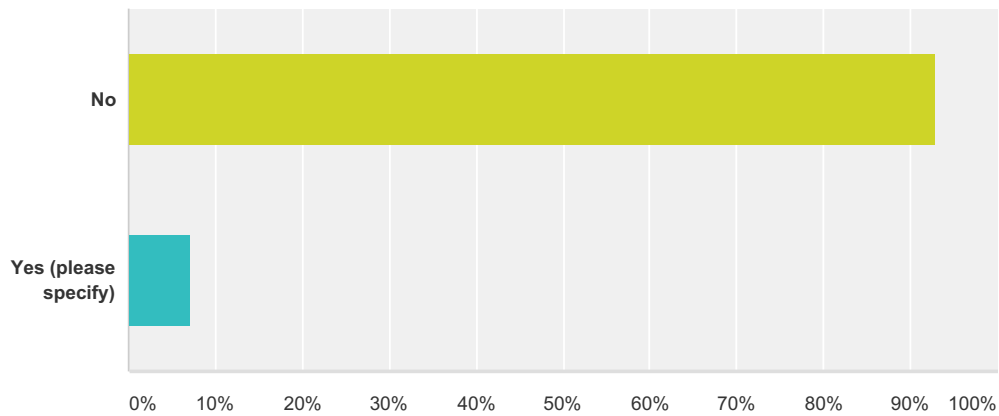
Answer Choices	Responses	
No	**92.99%**	358
Yes (please specify)	**7.01%**	27
Total		**385**

#	Yes (please specify)	Date
1	The app needs to be more fluid and up to date.	4/28/2016 10:08 AM
2	Blackboard	4/27/2016 9:21 PM
3	FaceTime with faculty	4/27/2016 3:18 PM
4	better ways to take test.	4/25/2016 10:12 PM
5	Something about food	4/25/2016 2:05 PM
6	An easier version of the campus map	4/25/2016 10:30 AM
7	more information about faculty and staff. Bio's online would be great	4/25/2016 10:03 AM
8	Fast access to grades	4/22/2016 1:36 PM
9	Financial Aid	4/20/2016 11:31 PM
10	Caf menu for the day	4/20/2016 2:35 PM
11	Course Descriptions	4/19/2016 2:54 PM
12	Many times, I look at my classes and it never loads. It happens almost daily and so I just go through my browser and use Ramport.	4/19/2016 1:27 PM
13	financial aid tab	4/19/2016 12:54 PM
14	CSI Spotlight	4/18/2016 8:30 PM
15	I want it to save my password and log in. Sometimes I go to log in and I just say forget it because I can't remember it, My laptop remembers it for me.	4/17/2016 12:57 PM
16	Notifications when someone responds to my postings	4/16/2016 12:38 PM
17	Upcoming events. Because of my schedule, May be a little more info would allow me to plan for events that I could attend since I don't live on campus and work two jobs.	4/15/2016 6:36 PM

18	Pay for parking permits or tickets, event tickets	4/15/2016 3:20 PM
19	Student Workers - Time Sheet Entry	4/15/2016 12:17 PM
20	Housing	4/15/2016 12:09 PM
21	Looking up book ISDNs from class info	4/15/2016 12:00 PM
22	A GPS not just a map.	4/15/2016 11:10 AM
23	Not having to log in every time I open app	4/15/2016 10:27 AM
24	Parking lot closures	4/15/2016 10:08 AM
25	Location of bathrooms on campus map	4/15/2016 9:50 AM
26	A tab that shows what food is being served today	4/15/2016 9:19 AM
27	adsad	4/15/2016 9:02 AM

Q16 How satisfied are you with the ASU Mobile App?

Answered: 392   Skipped: 299
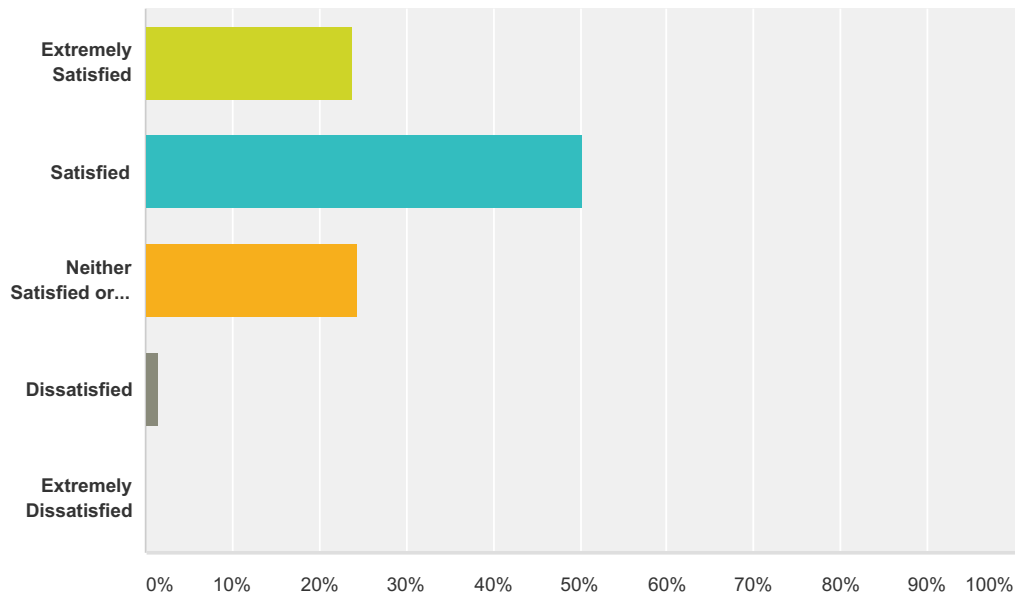
Answer Choices	Responses	
Extremely Satisfied	**23.72%**	93
Satisfied	**50.26%**	197
Neither Satisfied or Dissatisfied	**24.49%**	96
Dissatisfied	**1.53%**	6
Extremely Dissatisfied	**0.00%**	0
Total		**392**

Q17 When I am "on the go" using my mobile device, which of the following services would I be most likely to use if they were available in a mobile-friendly environment? (select up to three)

Answered: 667   Skipped: 24
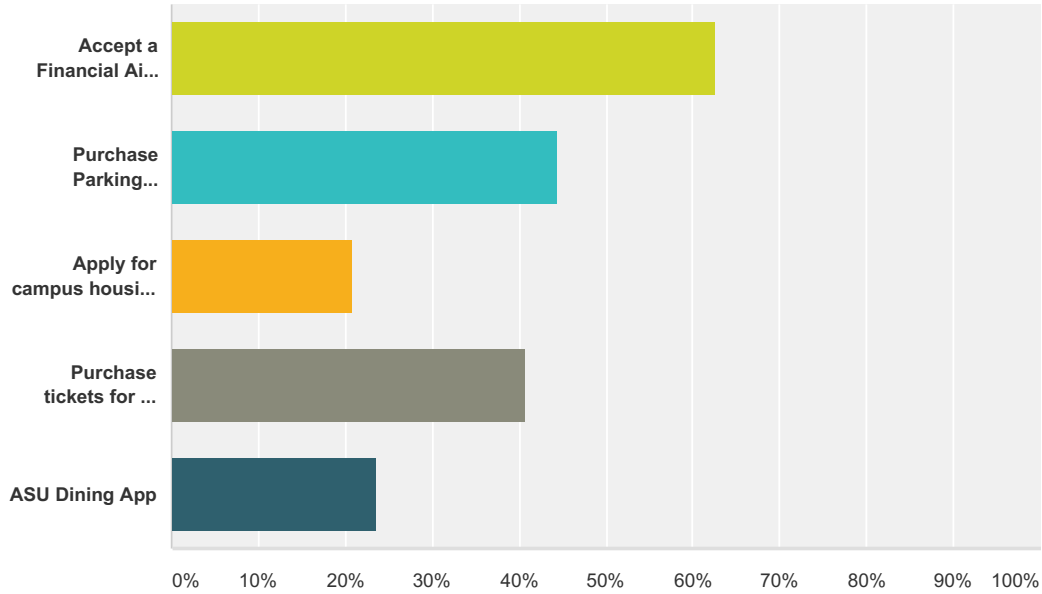
Answer Choices	Responses	
Accept a Financial Aid Award	**62.67%**	418
Purchase Parking Permit/View Citations	**44.53%**	297
Apply for campus housing, set living preferences and select meal plans	**20.84%**	139
Purchase tickets for ASU events	**40.78%**	272
ASU Dining App	**23.54%**	157
Total Respondents: 667		

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

Answered: 660   Skipped: 31
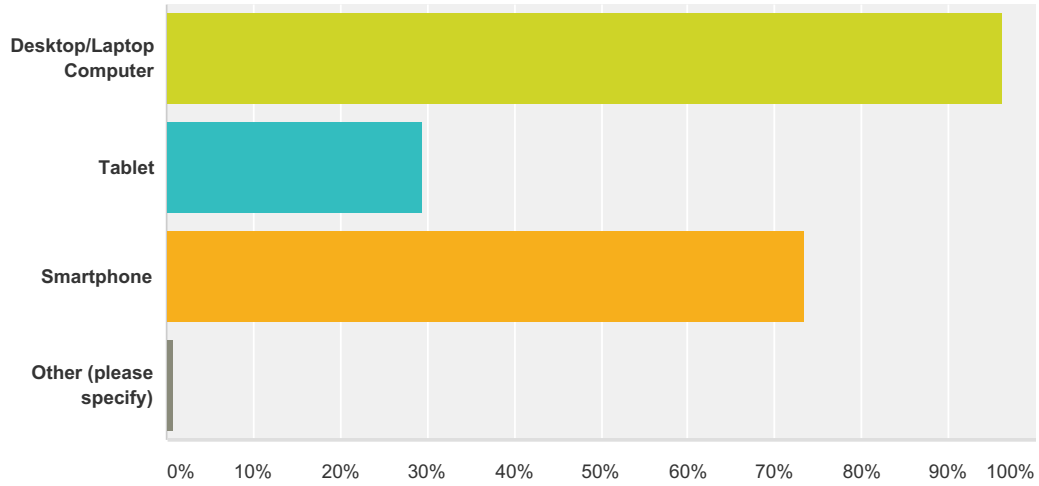
Answer Choices	Responses	
Desktop/Laptop Computer	**96.21%**	635
Tablet	**29.39%**	194
Smartphone	**73.48%**	485
Other (please specify)	**0.76%**	5
Total Respondents: 660		

#	Other (please specify)	Date
1	iPod	4/27/2016 6:53 PM
2	ipad	4/26/2016 7:40 AM
3	phone	4/25/2016 8:04 PM
4	iPad	4/19/2016 7:09 AM
5	school computer	4/17/2016 4:41 PM

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

Answered: 660   Skipped: 31
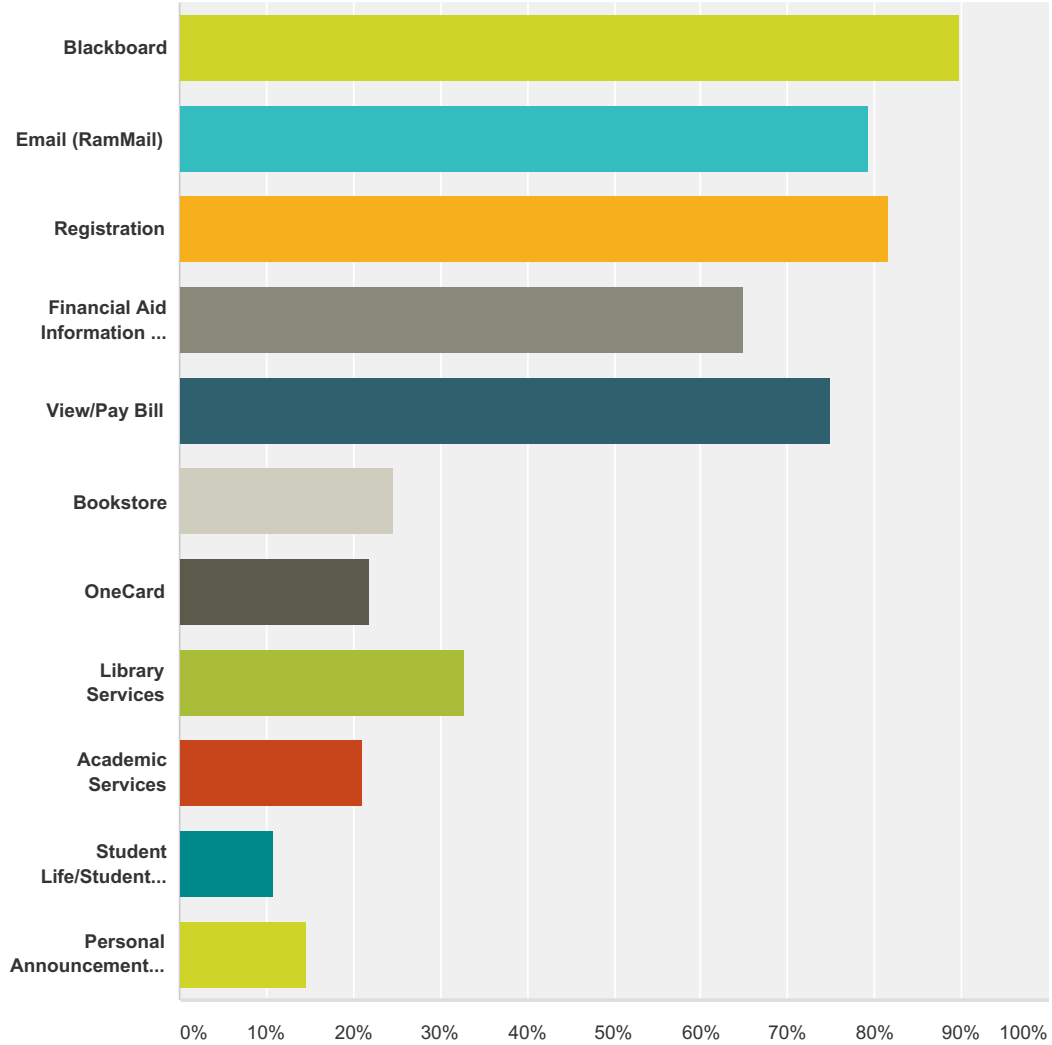
Answer Choices	Responses	
Blackboard	**89.70%**	592
Email (RamMail)	**79.24%**	523
Registration	**81.67%**	539
Financial Aid Information or Status	**65.00%**	429
View/Pay Bill	**74.85%**	494
Bookstore	**24.70%**	163
OneCard	**21.97%**	145
Library Services	**32.88%**	217

Academic Services	**21.06%**	139
Student Life/Student Organizations/Campus Events	**10.91%**	72
Personal Announcements / Campus Announcements	**14.70%**	97
Total Respondents: 660		

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

Answered: 658   Skipped: 33
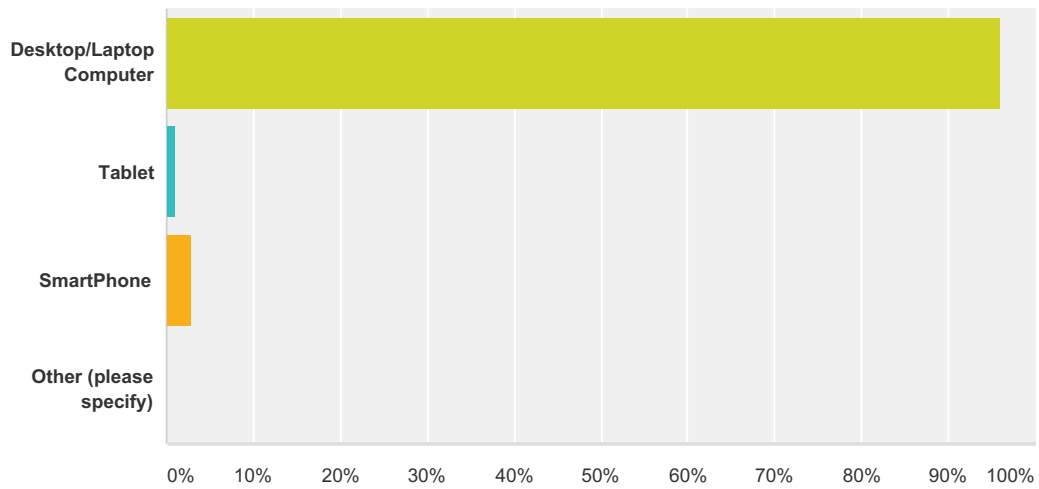
Answer Choices		Responses	
Desktop/Laptop Computer		**96.05%**	632
Tablet		**1.06%**	7
SmartPhone		**2.89%**	19
Other (please specify)		**0.00%**	0
Total			**658**

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

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

Answered: 664   Skipped: 27
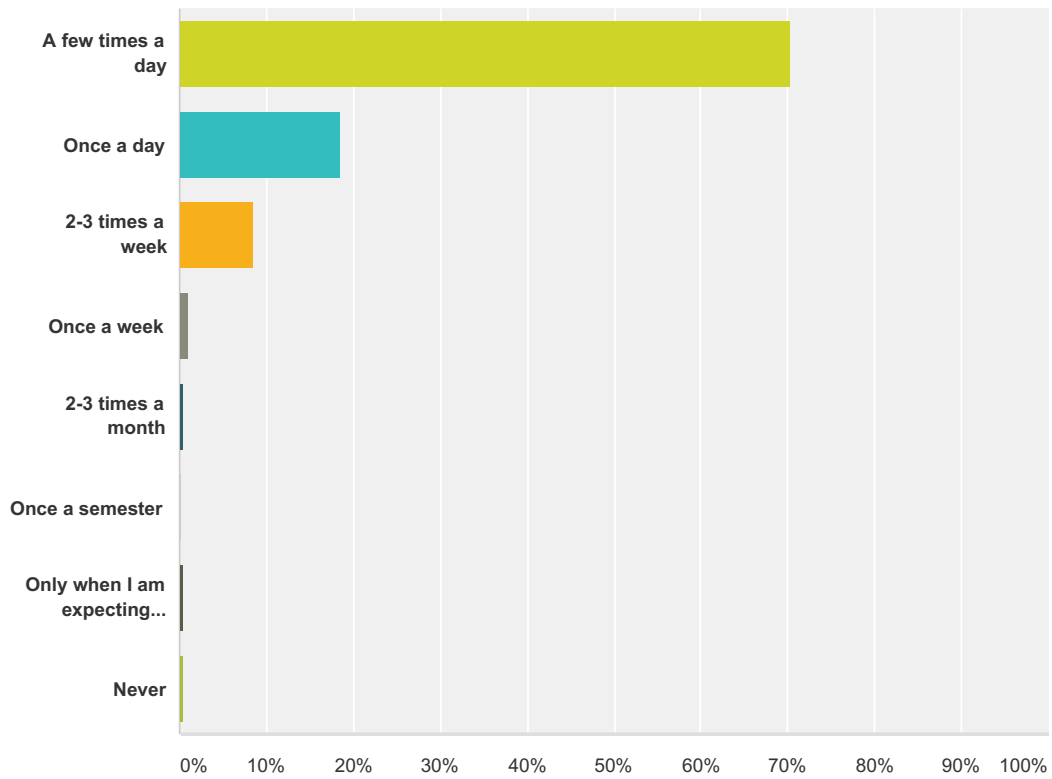
Answer Choices	Responses	
A few times a day	**70.33%**	467
Once a day	**18.52%**	123
2-3 times a week	**8.58%**	57
Once a week	**1.05%**	7
2-3 times a month	**0.45%**	3
Once a semester	**0.15%**	1
Only when I am expecting something	**0.45%**	3
Never	**0.45%**	3
Total		**664**

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

Answered: 663   Skipped: 28
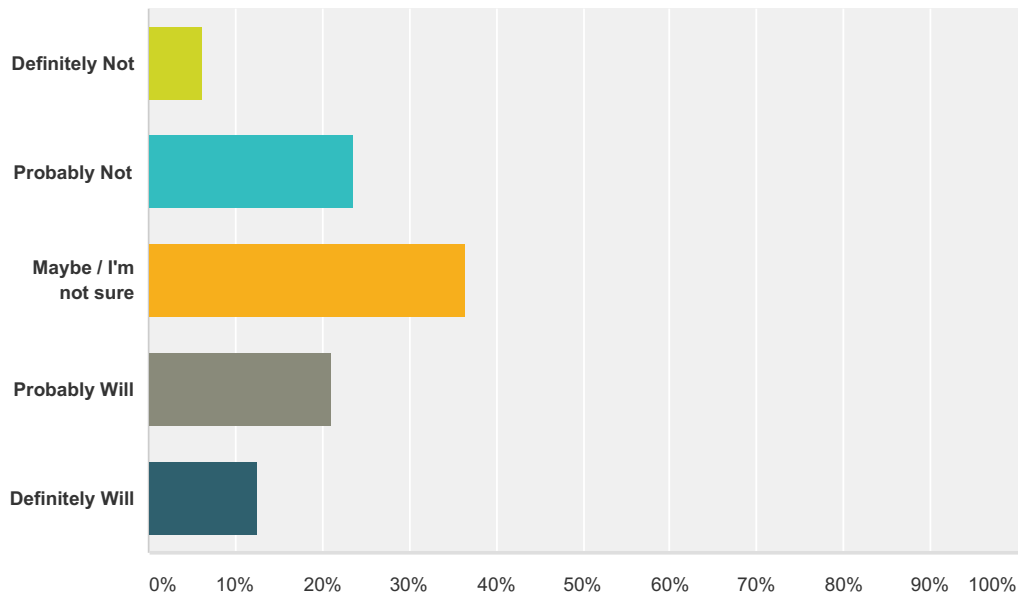
Answer Choices	Responses	
Definitely Not	**6.33%**	42
Probably Not	**23.53%**	156
Maybe / I'm not sure	**36.50%**	242
Probably Will	**21.12%**	140
Definitely Will	**12.52%**	83
Total		663

Q23 I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network

Answered: 664   Skipped: 27
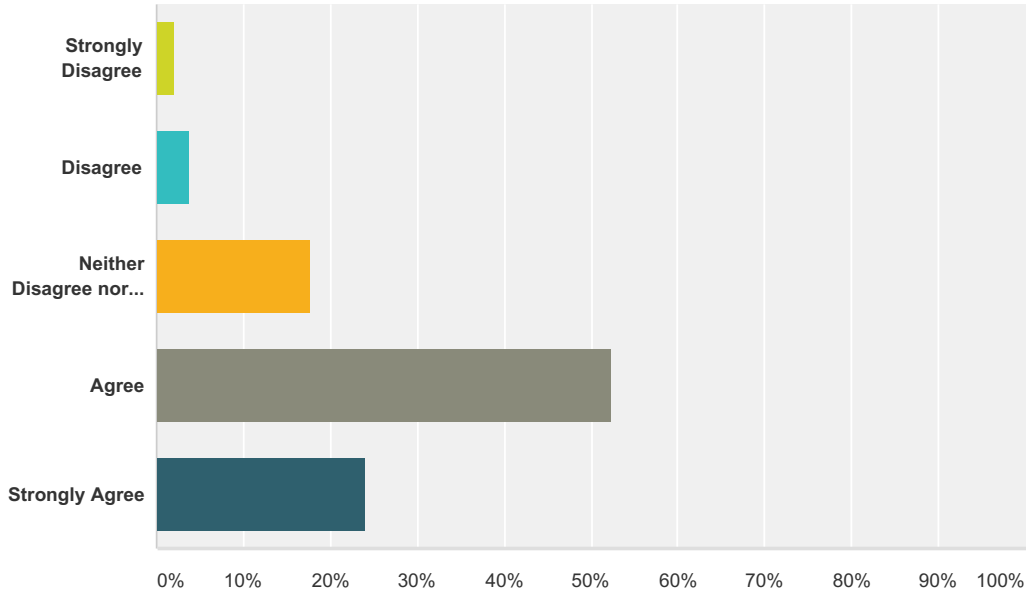
Answer Choices	Responses	
Strongly Disagree	**2.11%**	14
Disagree	**3.77%**	25
Neither Disagree nor Agree	**17.77%**	118
Agree	**52.41%**	348
Strongly Agree	**23.95%**	159
Total		664

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

Answered: 663   Skipped: 28
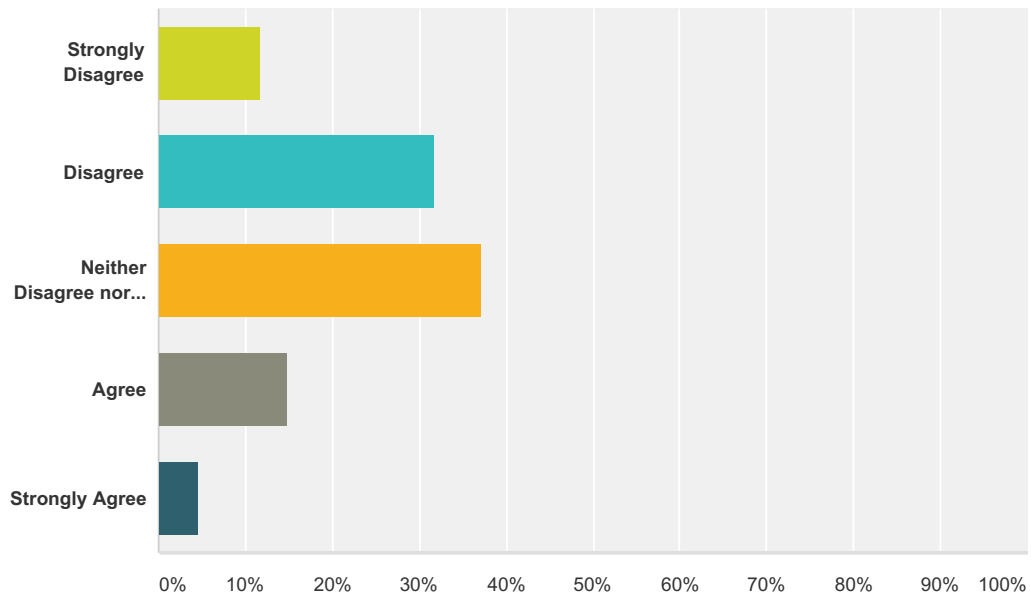
Answer Choices	Responses	
Strongly Disagree	**11.61%**	77
Disagree	**31.83%**	211
Neither Disagree nor Agree	**37.25%**	247
Agree	**14.78%**	98
Strongly Agree	**4.52%**	30
Total		**663**

Q25 Please rate your satisfaction with the following services.

Answered: 635   Skipped: 56
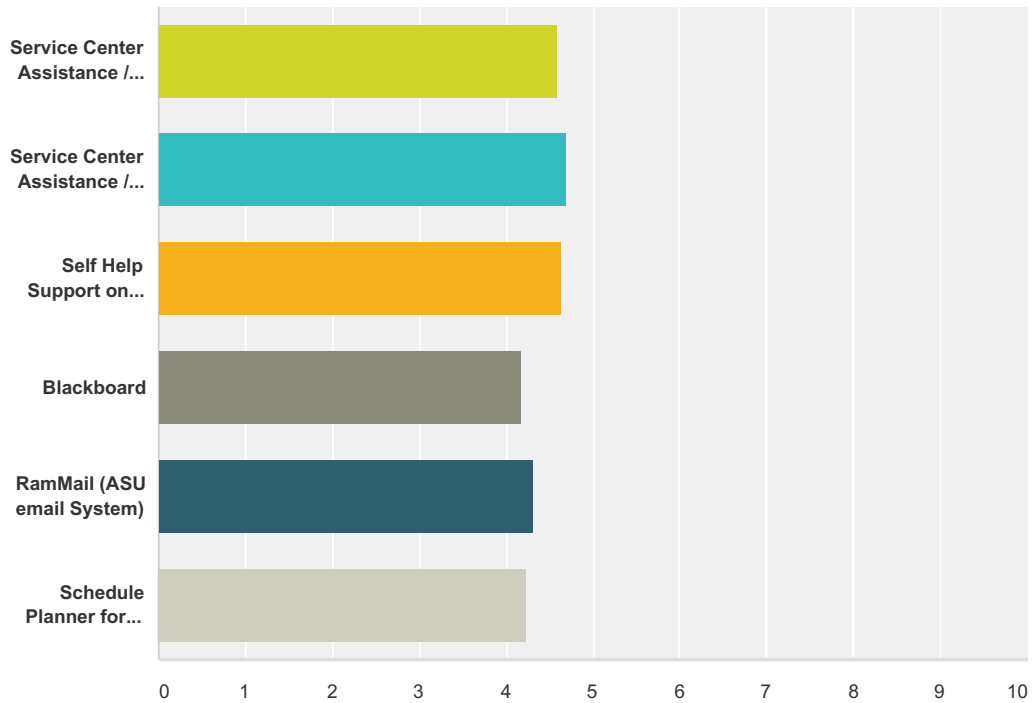
	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total	Weighted Average
Service Center Assistance / Help Desk (M-F, 8 a.m. - 5 p.m.)	2.37% 15	1.27% 8	19.46% 123	34.18% 216	17.41% 110	5.70% 36	19.62% 124	632	4.59
Service Center Assistance / Help Desk (Nights and Weekends)	2.54% 16	1.90% 12	22.70% 143	26.51% 167	13.97% 88	8.10% 51	24.29% 153	630	4.69
Self Help Support on Personal Computers	2.55% 16	3.19% 20	22.65% 142	26.00% 163	13.24% 83	9.57% 60	22.81% 143	627	4.64
Blackboard	3.34% 21	2.39% 15	10.35% 65	45.06% 283	36.62% 230	0.16% 1	2.07% 13	628	4.18
RamMail (ASU email System)	2.84% 18	0.79% 5	8.53% 54	42.81% 271	41.39% 262	1.58% 10	2.05% 13	633	4.32
Schedule Planner for registration in RamPort	3.96% 25	5.23% 33	16.64% 105	34.23% 216	26.78% 169	2.85% 18	10.30% 65	631	4.24

Q26 Please rate your satisfaction with the following services.

Answered: 635   Skipped: 56

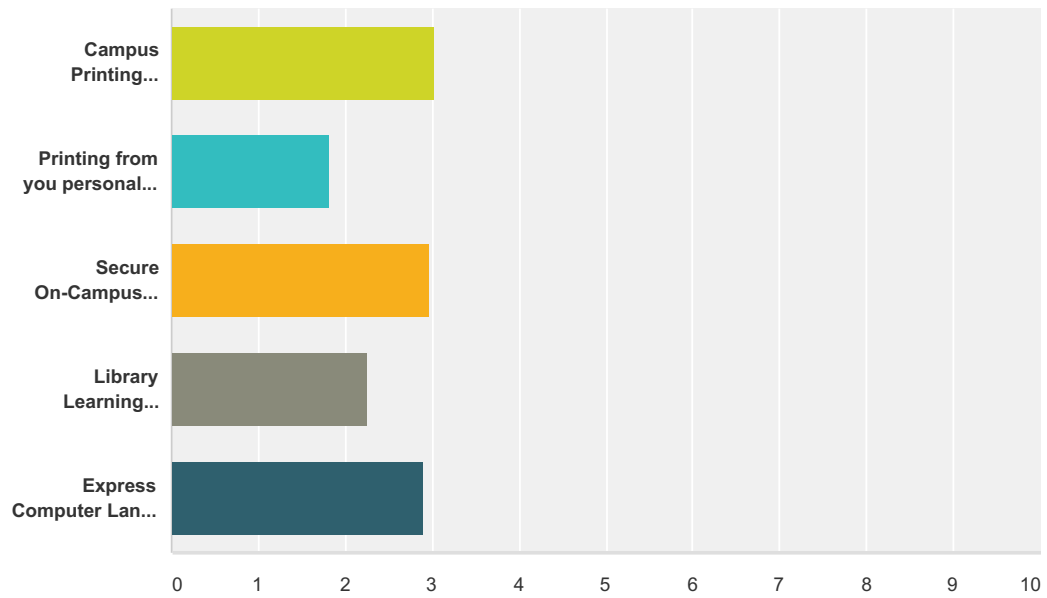|	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total	Weighted Average
Campus Printing Services	3.98% 25	3.34% 21	16.24% 102	34.39% 216	21.18% 133	6.05% 38	14.81% 93	628	3.03
Printing from you personal laptop or device to a campus printer	3.48% 22	7.12% 45	21.04% 133	16.61% 105	6.96% 44	16.46% 104	28.32% 179	632	1.82
Secure On-Campus Wireless Network Access	4.90% 31	9.48% 60	15.80% 100	34.91% 221	17.06% 108	5.21% 33	12.64% 80	633	2.96
Library Learning Commons Equipment Checkout	2.37% 15	2.21% 14	20.19% 128	24.61% 156	12.15% 77	11.83% 75	26.66% 169	634	2.26
Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	2.87% 18	2.87% 18	15.45% 97	30.41% 191	22.61% 142	8.92% 56	16.88% 106	628	2.90

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

Answered: 633   Skipped: 58
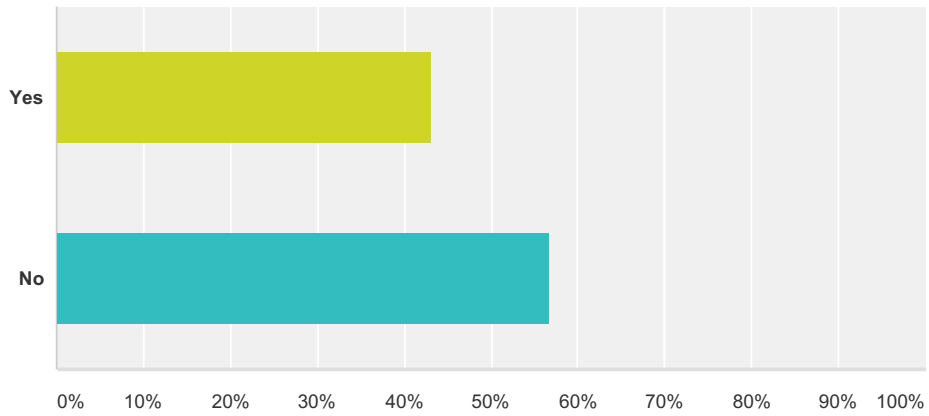
Answer Choices		Responses	
Yes		**43.13%**	273
No		**56.87%**	360
Total			**633**

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

Answered: 365   Skipped: 326
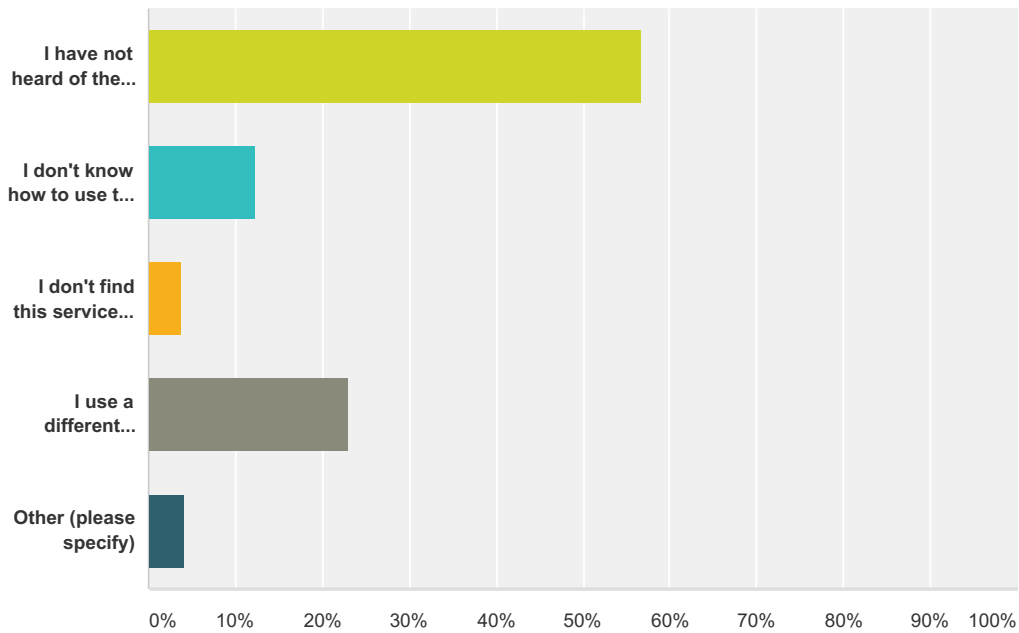
Answer Choices	Responses	
I have not heard of the service	**56.71%**	207
I don't know how to use the service	**12.33%**	45
I don't find this service beneficial	**3.84%**	14
I use a different storage service	**23.01%**	84
Other (please specify)	**4.11%**	15
Total		**365**

#	Other (please specify)	Date
1	Online course.	4/27/2016 2:39 PM
2	I don't even know what that means..	4/27/2016 2:13 PM
3	Too hard to install	4/22/2016 1:40 PM
4	I have not been able to log on to P:drive	4/22/2016 3:36 AM
5	I am attending via on line courses	4/19/2016 9:07 PM
6	I use my laptop storage	4/19/2016 4:29 PM
7	Do not live in San Angelo	4/19/2016 4:07 PM
8	never had the need to	4/19/2016 10:53 AM
9	Distance Education	4/19/2016 10:16 AM
10	Between Google Drive and Dropbox (both the free versions) I am able to store more files and access them with multiple devices off campus.	4/19/2016 8:59 AM

11	idk	4/18/2016 9:38 AM
12	I am not on campus and work and save everything from home	4/16/2016 12:41 PM
13	Only take Online courses and live in a different state	4/15/2016 7:11 PM
14	N	4/15/2016 12:59 PM
15	I do not have a P:drive since changing my last name on my account. Thus, I just use my personal computer or a flash drive.	4/15/2016 10:10 AM

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

Answered: 169   Skipped: 522

#	Responses	Date
1	icloud	4/29/2016 7:45 PM
2	Google Drive, Dropbox	4/29/2016 2:04 PM
3	iCloud	4/29/2016 12:10 PM
4	USB	4/29/2016 11:52 AM
5	dropbox	4/29/2016 1:29 AM
6	Google Drive	4/28/2016 6:51 PM
7	Dropbox and My Western Digital	4/28/2016 6:12 PM
8	Google Drive	4/28/2016 5:55 PM
9	usb	4/28/2016 3:10 PM
10	I use a personal jump drive so I have access at home to my work.	4/28/2016 11:23 AM
11	Google Drive	4/28/2016 11:15 AM
12	cloud	4/28/2016 11:11 AM
13	google drive	4/28/2016 11:03 AM
14	iCloud, Adobe, Amazon	4/28/2016 10:38 AM
15	own laptop and Google	4/28/2016 9:25 AM
16	Google docs	4/27/2016 11:42 PM
17	Google Drive	4/27/2016 9:59 PM
18	microsoft office, iphone	4/27/2016 9:11 PM
19	google drive	4/27/2016 9:03 PM
20	my cpu	4/27/2016 8:04 PM
21	icloud	4/27/2016 7:53 PM
22	my phone	4/27/2016 7:44 PM
23	Bitcasa	4/27/2016 7:15 PM
24	my computer	4/27/2016 6:28 PM
25	verizon	4/27/2016 6:09 PM
26	icloud	4/27/2016 5:28 PM
27	Dropbox	4/27/2016 5:02 PM
28	iCloud	4/27/2016 4:58 PM
29	Google Drive	4/27/2016 3:33 PM
30	none	4/27/2016 3:11 PM
31	N/A	4/27/2016 2:41 PM
32	Icloud	4/27/2016 2:31 PM

33	iCloud	4/27/2016 2:29 PM
34	Google Drive, OneDrive	4/27/2016 2:16 PM
35	Dropbox	4/27/2016 2:14 PM
36	....	4/27/2016 2:13 PM
37	Google Drive	4/26/2016 9:47 PM
38	OneDrive	4/26/2016 11:09 AM
39	icloud	4/26/2016 7:42 AM
40	i-cloud	4/25/2016 7:44 PM
41	Google Drive	4/25/2016 5:24 PM
42	none	4/25/2016 4:14 PM
43	OneDrive for Microsoft	4/25/2016 1:26 PM
44	iCloud, google, microsoft	4/25/2016 12:17 PM
45	USB	4/25/2016 12:11 PM
46	iCloud	4/25/2016 11:58 AM
47	iCloud, external hard drive, flash drives	4/25/2016 11:44 AM
48	ICloud, Google docs	4/25/2016 11:33 AM
49	Drop box	4/25/2016 11:32 AM
50	Google Drive	4/25/2016 11:04 AM
51	Google drive	4/25/2016 10:58 AM
52	Google drive	4/25/2016 10:45 AM
53	OneCloud Drive	4/25/2016 10:36 AM
54	JDrive	4/25/2016 10:25 AM
55	One note	4/25/2016 10:20 AM
56	google drive, USB, icloud	4/25/2016 10:12 AM
57	Google docs/slides	4/25/2016 10:08 AM
58	j: drive	4/25/2016 10:06 AM
59	Google drive	4/22/2016 1:41 PM
60	Google Drive	4/21/2016 7:54 PM
61	Google Drive	4/21/2016 12:28 PM
62	usb	4/20/2016 10:38 PM
63	Google	4/20/2016 3:11 PM
64	n/a	4/19/2016 5:29 PM
65	Amazon Prime	4/19/2016 4:30 PM
66	Dropbox	4/19/2016 4:16 PM
67	Google Drive	4/19/2016 3:44 PM
68	Google Drive, MS OneDrive	4/19/2016 2:58 PM
69	one drive	4/19/2016 2:53 PM
70	DropBox	4/19/2016 2:33 PM
71	google	4/19/2016 1:36 PM
72	Backup for my phone	4/19/2016 1:02 PM

73	Store through email	4/19/2016 12:46 PM
74	drop box	4/19/2016 12:38 PM
75	Google Drive	4/19/2016 12:21 PM
76	I use a Kingston flash drive for everything.	4/19/2016 12:10 PM
77	I use my USB because the storage of P: Drive is so small.6	4/19/2016 11:01 AM
78	Google (one drive)	4/19/2016 10:55 AM
79	icloud	4/19/2016 10:17 AM
80	Thumb drive	4/19/2016 10:08 AM
81	Dropbox	4/19/2016 10:01 AM
82	Flash drive	4/19/2016 9:53 AM
83	cloud	4/19/2016 9:49 AM
84	Onedrive	4/19/2016 9:33 AM
85	ASU rammail google drive	4/19/2016 9:14 AM
86	Dropbox	4/19/2016 9:09 AM
87	Google Drive and DropBox	4/19/2016 9:01 AM
88	Google drive	4/19/2016 8:52 AM
89	OneDrive	4/19/2016 8:49 AM
90	Google drive	4/19/2016 8:22 AM
91	Google drive	4/19/2016 8:16 AM
92	na	4/19/2016 8:12 AM
93	the q drive	4/19/2016 8:11 AM
94	Onedrive, Dropbox, Google Drive	4/19/2016 7:27 AM
95	asus	4/19/2016 7:19 AM
96	Google Drive	4/19/2016 7:09 AM
97	Email	4/19/2016 7:07 AM
98	Flash Drive	4/18/2016 8:39 PM
99	Dropbox	4/18/2016 6:37 PM
100	GoogleDrive	4/18/2016 12:37 PM
101	Drop box, Gmail services	4/17/2016 7:38 PM
102	J drive	4/17/2016 4:45 PM
103	One Drive	4/17/2016 2:42 PM
104	Dropbox, google drive	4/17/2016 1:06 PM
105	DropBox, iCloud, Google drive	4/17/2016 1:39 AM
106	iCloud, Google Drive	4/16/2016 11:30 PM
107	Apple	4/16/2016 10:05 PM
108	Dropbox, Google drive, iCloud	4/16/2016 9:40 PM
109	NA	4/16/2016 12:42 PM
110	Google Drive, Dropbox	4/16/2016 10:19 AM
111	Google drive, Microsoft OneDrive	4/16/2016 9:14 AM
112	none	4/16/2016 6:14 AM
113	Dropbox, Google drive	4/16/2016 1:35 AM

114	iCloud	4/15/2016 9:52 PM
115	Google Docs	4/15/2016 9:28 PM
116	Dropbox and OneDrive	4/15/2016 8:40 PM
117	One drive	4/15/2016 6:40 PM
118	Networked Storage (J:Drive)	4/15/2016 5:07 PM
119	DropBox	4/15/2016 5:01 PM
120	Microsoft one drive	4/15/2016 3:51 PM
121	Flash drive	4/15/2016 3:47 PM
122	google drive	4/15/2016 3:24 PM
123	n/a	4/15/2016 3:10 PM
124	Dropbox	4/15/2016 3:09 PM
125	OneDrive	4/15/2016 2:46 PM
126	google drive	4/15/2016 12:30 PM
127	Google's Drive	4/15/2016 12:09 PM
128	OneDrive, Google Drive	4/15/2016 11:52 AM
129	Usb	4/15/2016 11:37 AM
130	Apple cloud	4/15/2016 11:34 AM
131	One Note	4/15/2016 11:31 AM
132	G:	4/15/2016 11:07 AM
133	iCloud	4/15/2016 11:04 AM
134	google drive	4/15/2016 11:03 AM
135	google drive	4/15/2016 10:59 AM
136	Google Drive	4/15/2016 10:48 AM
137	Naver cloud	4/15/2016 10:37 AM
138	Flash drive	4/15/2016 10:11 AM
139	Amazon, Google Drive	4/15/2016 10:11 AM
140	Icloud, DropBox	4/15/2016 10:11 AM
141	Google drive	4/15/2016 10:07 AM
142	Google drive	4/15/2016 9:54 AM
143	flash drive	4/15/2016 9:52 AM
144	iCloud	4/15/2016 9:51 AM
145	j-drive	4/15/2016 9:42 AM
146	None	4/15/2016 9:30 AM
147	icloud	4/15/2016 9:27 AM
148	iCloud	4/15/2016 9:24 AM
149	icloud	4/15/2016 9:19 AM
150	Google Drive	4/15/2016 9:08 AM
151	Google, Dropbox	4/15/2016 8:58 AM
152	Flash drive	4/15/2016 8:48 AM
153	Google Drive	4/15/2016 8:47 AM
154	Dropbox, Google Drive	4/15/2016 8:37 AM

155	dropbox	4/15/2016 8:21 AM
156	icloud	4/15/2016 8:16 AM
157	google	4/15/2016 8:08 AM
158	Flash drive	4/15/2016 8:03 AM
159	google drive, dropbox	4/15/2016 7:56 AM
160	Dropbox	4/15/2016 7:44 AM
161	gmail drive	4/15/2016 7:33 AM
162	ICloud	4/15/2016 7:30 AM
163	Google drive	4/15/2016 7:27 AM
164	iCloud and a flash drive y'all delete my stuff every time I use P drive lolol	4/15/2016 7:24 AM
165	icloud	4/15/2016 7:20 AM
166	Dropbox	4/15/2016 7:20 AM
167	USB drive	4/15/2016 7:12 AM
168	Google Drive	4/15/2016 7:09 AM
169	Pogoplug	4/15/2016 7:09 AM

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

Answered: 621   Skipped: 70
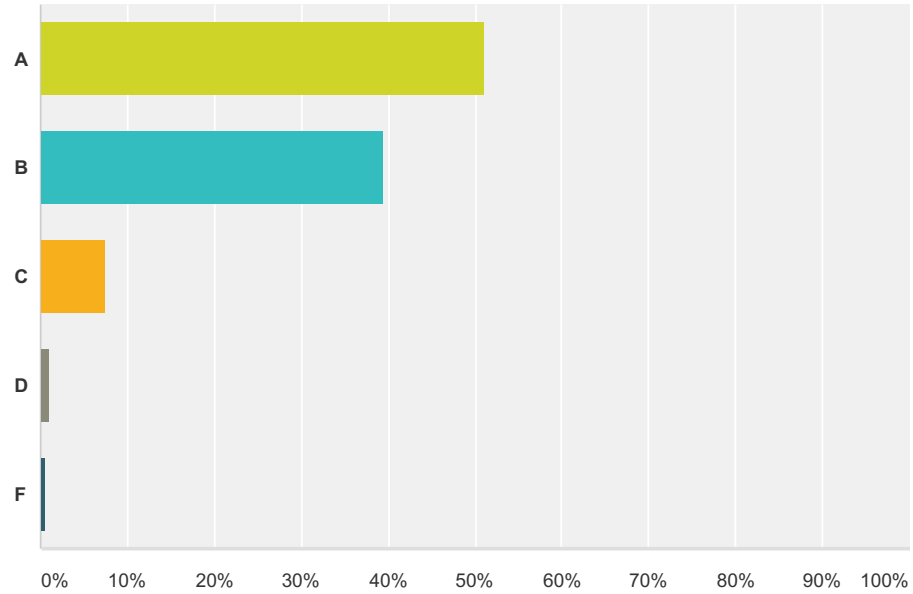
Answer Choices	Responses	
A	**51.21%**	318
B	**39.45%**	245
C	**7.57%**	47
D	**1.13%**	7
F	**0.64%**	4
Total		621

Q31 Please Tell us what the IT dept does well

Answered: 237   Skipped: 454

#	Responses	Date
1	unlocks items needed for classes when they are not visible on the computer	4/29/2016 7:45 PM
2	IT support	4/29/2016 5:27 PM
3	Responds quickly to concerns	4/29/2016 2:58 PM
4	Friendly service	4/29/2016 12:10 PM
5	I appreciate how quickly they try to help and efficient the work they do is.	4/29/2016 11:52 AM
6	Responds immediately to remedy problem and calls to check if still ok.	4/29/2016 10:11 AM
7	good support and resource	4/29/2016 9:22 AM
8	unknown	4/29/2016 1:29 AM
9	The IT department has helped me with various issues and resolved them quickly	4/28/2016 10:51 PM
10	Fixes Internet problems	4/28/2016 7:53 PM
11	Updating the websites	4/28/2016 7:52 PM
12	Quick response	4/28/2016 7:14 PM
13	The system seems to function well.	4/28/2016 6:51 PM
14	Respond to password resets	4/28/2016 6:12 PM
15	They are wonderful. I have attended ASU through my BSN, MSN and now post masters NP. I had a really important situation one night in my BSN. They were right on it. Each time I have had to call them, they knew exactly what the problem was and how to fix it. That is just not that common these days.	4/28/2016 3:34 PM
16	N/A	4/28/2016 11:23 AM
17	I have had no problems.	4/28/2016 11:15 AM
18	They have so far solved all of my issues.	4/28/2016 10:12 AM
19	IT responds quickly to any trouble involving technology throughout the campus and tries to be a clear and helpful as possible.	4/28/2016 9:28 AM
20	responds to help calls	4/28/2016 9:25 AM
21	customer support	4/28/2016 9:05 AM
22	They get over to the problem fairly quickly	4/28/2016 8:04 AM
23	easily accessible	4/27/2016 11:42 PM
24	Offering help and services	4/27/2016 9:25 PM
25	I've only had a few issues, but I felt the response was quick and helpful	4/27/2016 9:11 PM
26	Always willing to help!! If they don't know the answer they will find it	4/27/2016 8:08 PM
27	try to help	4/27/2016 8:04 PM
28	N/a	4/27/2016 7:15 PM
29	Good	4/27/2016 7:06 PM
30	Help desk is amazing!	4/27/2016 6:09 PM
31	.	4/27/2016 6:01 PM
32	very supportive when I call for assist	4/27/2016 5:59 PM
33	Give me what I need.	4/27/2016 5:21 PM

34	IT helped me get access to my Turnitin assignment. I could not see my professor's comments on my assignment after she graded it. IT figured it out for me.	4/27/2016 5:09 PM
35	They keep things running smoothly.	4/27/2016 5:02 PM
36	Customer Service	4/27/2016 4:53 PM
37	Customer Service	4/27/2016 4:38 PM
38	Taking care of students needs as soon as possible. That's a good thing!	4/27/2016 3:46 PM
39	Makes sure everything is running smoothly and does well on getting the systems that are dysfunctional back in working order.	4/27/2016 3:35 PM
40	Answer questions someone has.	4/27/2016 3:29 PM
41	Very customer service oriented.	4/27/2016 3:23 PM
42	Fixing any network connections that i may have trouble at my dorm	4/27/2016 3:11 PM
43	Keeps the system updated	4/27/2016 2:56 PM
44	Suck ass	4/27/2016 2:55 PM
45	They are very pleasant and make every effort to help. I have only contacted them twice, and my problems were easily solved.	4/27/2016 2:49 PM
46	Blackboard	4/27/2016 2:44 PM
47	N/A	4/27/2016 2:41 PM
48	Answer their phones. Personable.	4/27/2016 2:39 PM
49	Their response time is very quick and they are very helpful and get the job done that I have requested.	4/27/2016 2:38 PM
50	They can talk me through problems I'm having	4/27/2016 2:23 PM
51	They help out the best they can	4/27/2016 2:18 PM
52	So quick and willingly to help anyone.	4/27/2016 2:14 PM
53	answers the phone when I call - super patient with my "old person" questions. I appreciate that! I'm an adult learner who is just going back to school.	4/27/2016 2:14 PM
54	Whenever I use to work on campus and I experienced issues with my computer, IT was always very helpful and quick with the assistance I needed.	4/27/2016 2:13 PM
55	......	4/27/2016 2:13 PM
56	Quick issue response time	4/27/2016 2:12 PM
57	Everything	4/27/2016 2:10 PM
58	They keep the computers running.	4/27/2016 11:36 AM
59	Resources are readily available when I need them	4/26/2016 6:34 PM
60	They were very expeditious and courteous when contacted in the past.	4/26/2016 6:16 PM
61	No comment	4/26/2016 12:35 PM
62	I get internet service well	4/26/2016 11:33 AM
63	IT was very nice	4/26/2016 11:09 AM
64	Help out when help is available	4/26/2016 8:54 AM
65	answer questions	4/26/2016 7:42 AM
66	The library is a very great source for using computers and printing.	4/25/2016 10:19 PM
67	answer questions	4/25/2016 8:06 PM
68	Keeps system running pretty well	4/25/2016 7:08 PM
69	They keep everything running smoothly. They are quick to fix things when there's a problem.	4/25/2016 6:41 PM

70	I have found the IT dept to be very professional when I have needed assistance. I appreciate the time that they are willing to spend to investigate and solve issues. They have been very prompt with reporting progress on any issue.	4/25/2016 6:28 PM
71	Providing good services.	4/25/2016 5:17 PM
72	The IT department keeps personal information secure including Ramport with routine password changes. We are also kept up to date on routine maintenance on Blackboard.	4/25/2016 4:12 PM
73	I've only had to use them with assisting in passwords but they have always been very helpful and provided great customer service at the same time no matter time of day.	4/25/2016 3:26 PM
74	Everything	4/25/2016 2:51 PM
75	Helps resolve issues fast!	4/25/2016 1:50 PM
76	Keeps blackboard up fairly well	4/25/2016 1:30 PM
77	Answers the phone	4/25/2016 1:28 PM
78	I don't live in San Angelo, so I have to call to get assistance. Every time I do, the IT department is very helpful and friendly. Always!	4/25/2016 12:05 PM
79	IT is very well about fixing problems (drives, Wi-Fi, etc.) as soon as the problem occurs.	4/25/2016 12:02 PM
80	Tech	4/25/2016 11:44 AM
81	Quick service, good availability, and easily worked equipment.	4/25/2016 11:23 AM
82	The staff is helpful and are always willing to listen to people looking for assistance.	4/25/2016 11:16 AM
83	Customer Service	4/25/2016 11:04 AM
84	They are quick to respond. Also, when talking with them on the telephone, they help right away.	4/25/2016 10:48 AM
85	Whenever I've needed help with Blackboard or Email they have been there!	4/25/2016 10:41 AM
86	They are very hard working and caring when it comes to helping other students with their struggles with technology.	4/25/2016 10:36 AM
87	Everything	4/25/2016 10:31 AM
88	They are very friendly and always helpful	4/25/2016 10:22 AM
89	Fixing any technology related problems in a faster manner	4/25/2016 10:20 AM
90	Time period of customer service, friendly, get things done to the best of their abilities.	4/25/2016 10:12 AM
91	Responding quickly to questions; resolving technology issues.	4/25/2016 10:08 AM
92	I love the phone in support staff. They are always helpful.	4/25/2016 10:07 AM
93	They make the user interface of most of ASU's technology services easier and more user friendly.	4/25/2016 10:06 AM
94	Library stuff	4/22/2016 1:41 PM
95	IT keeps our computers up to date.	4/22/2016 3:38 AM
96	on blackboard make all the teacher set their pages up the same way. I have 3 on line classes and the black board for each teacher is set up different and have to move around in blackboard trying to find where to post things make it hard. If the teacher would set it up like the psyc class I have where everything for that assignment is list in one time and you go straight down the tab and each thing time you have to post something it is right there where you do not have to go find where to post items.	4/21/2016 7:05 PM
97	Provide and help with computers.	4/21/2016 2:00 PM
98	Answers questions and solves issues	4/21/2016 12:28 PM
99	They are very helpful. Any time I am having trouble with my device or one at the library, they always help me right away.	4/21/2016 10:07 AM
100	Answering the phone, when help is needed.	4/20/2016 2:34 PM
101	Answers at all hours of day and night. Always very friendly. helpful.	4/20/2016 1:16 PM
102	responds quickly	4/20/2016 12:49 PM
103	great customer service, fast response time	4/19/2016 10:07 PM

IT Department Student Survey - 2016

104	I think the IT dept. does an excellent job. I gave a B, because I don't know if you guys are short handed or some maintenance issues get over looks. If you guys are short handed you deserve an A+. I know how hard it is to maintain equipment and keep services running well.	4/19/2016 9:23 PM
105	They have always helped if I have an issue	4/19/2016 5:51 PM
106	don't know	4/19/2016 5:39 PM
107	I have only had to contact the department for help once, but I appreciated their speedy and knowledgable device.	4/19/2016 5:29 PM
108	Everyone from staff to student staff is polite and professional.	4/19/2016 4:30 PM
109	They are very kind and helpful anytime I call for questions or need help	4/19/2016 4:09 PM
110	Good explanations on the web pages or whatever I need to access so that I don't have to contact them. Great self-help section.	4/19/2016 2:58 PM
111	fixes IT things	4/19/2016 2:27 PM
112	I'm very happy with the IT dept. The student workers are very knowledgeable, courteous and always willing to help upon request at MCS Computer Lab.	4/19/2016 1:42 PM
113	Quick to respond Knowledgeable about services provided	4/19/2016 1:37 PM
114	have helped me out when I have called before	4/19/2016 1:36 PM
115	Website design is user-friendly, and wifi is almost always working well.	4/19/2016 1:09 PM
116	Solve problems	4/19/2016 1:02 PM
117	They are patient with student inquiries, and for me, they got me back into the school computers.	4/19/2016 12:10 PM
118	Fantastic over-the-phone help any time I'm having an issue	4/19/2016 12:01 PM
119	They always help me with my situation within the next 24 hours and that truly helps me a lot!	4/19/2016 11:29 AM
120	Troubleshooting random computer issues.	4/19/2016 11:07 AM
121	Internet works well	4/19/2016 11:01 AM
122	They are always happy to help and very accommodating.	4/19/2016 11:00 AM
123	Keeps computers and printers working	4/19/2016 10:54 AM
124	Stays on top of things	4/19/2016 10:40 AM
125	The afterhours services are phenomenal, very useful for distance education students such as myself living overseas.	4/19/2016 10:17 AM
126	Good	4/19/2016 10:10 AM
127	They are fast on helping you	4/19/2016 10:08 AM
128	The experience I had with the IT dept was great. Very good customer. Professional	4/19/2016 10:08 AM
129	Fixes computers	4/19/2016 9:57 AM
130	Blackboard	4/19/2016 9:45 AM
131	The new schedule planner is much more efficient and easier to navigate around!	4/19/2016 9:33 AM
132	Security Services	4/19/2016 9:14 AM
133	The best technical service is one I've never had to intract with directly. Probably means they're doing their job.	4/19/2016 9:09 AM
134	If I have a problem I know I can call and get help, all of the apps are very useful to the students, and blackboard for me is always working great!	4/19/2016 9:07 AM
135	They hired that Joe Huro guy. :)	4/19/2016 9:01 AM
136	Great at fixing computer issues and making sure the printers are working.	4/19/2016 8:59 AM
137	Respond quickly to calls.	4/19/2016 8:52 AM
138	Respond to emails	4/19/2016 8:28 AM
139	Keeps it all running.	4/19/2016 8:22 AM
140	NA	4/19/2016 8:12 AM

141	Help over the phone extremely well!	4/19/2016 7:55 AM
142	Great staff	4/19/2016 7:37 AM
143	The customer service is Amazing.	4/19/2016 7:37 AM
144	I guess the wifi	4/19/2016 7:29 AM
145	Follows state law	4/19/2016 7:27 AM
146	keeps blackboard up and running	4/19/2016 7:19 AM
147	I have seen them respond quickly when the classroom PC and projector were having problems. Overall the computers seem to be in good "health" which means I don't have to cherry pick pc's in the lab.	4/19/2016 7:12 AM
148	They fix stuff pretty quickly and know what they are doing	4/19/2016 7:09 AM
149	IT keeps everything up and running and makes it very easy to get help.	4/19/2016 7:07 AM
150	Customer service	4/18/2016 9:37 PM
151	It provides computers, WiFi for students, and printing stations that are necessary to get work done.	4/18/2016 8:39 PM
152	Tutorials. Instructions. They have the knowledge and patience to help.	4/18/2016 6:37 PM
153	They are very friendly and try to be as helpful as they can	4/18/2016 10:24 AM
154	Not only helps with issues you are having, but also follows up with you afterwards and keeps you updated.	4/18/2016 9:05 AM
155	They are so friendly, and they are quick to assist me when I need help.	4/18/2016 7:46 AM
156	Most issues I've had with computer access have been handled promptly.	4/18/2016 6:39 AM
157	helps with tech issues	4/17/2016 7:56 PM
158	Always readily available when I need help.	4/17/2016 7:38 PM
159	Helping students negative through issues with online courses.	4/17/2016 7:14 PM
160	They are nice and glad to help in any way they can.	4/17/2016 6:02 PM
161	Helps resolve problems quickly !	4/17/2016 4:45 PM
162	Very little down time Blackboard. Timely notifications of intended outages	4/17/2016 3:34 PM
163	great techs	4/17/2016 3:40 AM
164	Resets my password without hassle	4/17/2016 1:39 AM
165	Provide info and helps with any technical difficulties regarding login in or resetting passwords. (specifically)	4/16/2016 4:53 PM
166	Auto password change	4/16/2016 12:42 PM
167	Keeps students informed about technology changes/advancements happening on campus.	4/16/2016 9:14 AM
168	Gets back to your issue almost immediately	4/16/2016 8:51 AM
169	they are patient	4/16/2016 6:14 AM
170	Good customer service	4/16/2016 1:55 AM
171	Good at helping people with basic computer problems. Like connections for wireless devices.	4/15/2016 9:52 PM
172	people are very couteous and patient with helping students	4/15/2016 9:45 PM
173	The IT department does a good job of helping students get their devices hooked up to the campus wifi.	4/15/2016 9:28 PM
174	They answer calls during after hours.	4/15/2016 8:37 PM
175	Helped me download the apps on my tablet and phone after exhausting all attempts	4/15/2016 6:40 PM
176	Keeping up with the toner ink and paper in the printing stations.	4/15/2016 5:07 PM
177	Blackboard	4/15/2016 3:51 PM
178	Keep things running well.	4/15/2016 3:47 PM
179	keep computers updated for students and paper filled and unjammed	4/15/2016 3:24 PM
180	Fast response	4/15/2016 2:46 PM

181	Customer service	4/15/2016 2:28 PM
182	The IT in the library is very helpful.	4/15/2016 2:14 PM
183	When something is broken or not working they take care of the problem quickly.	4/15/2016 2:13 PM
184	Everything	4/15/2016 2:03 PM
185	Provides useful information when changing password.	4/15/2016 1:56 PM
186	They are relativity good overall	4/15/2016 1:32 PM
187	I cannot answer this properly as I have a bias from working for IT	4/15/2016 1:09 PM
188	Acts professional and is quick to fixing issues.	4/15/2016 1:09 PM
189	Nothing they literally helped me with nothing that I asked help with, some of them are rude	4/15/2016 1:00 PM
190	Mostly friendly and helpful	4/15/2016 12:40 PM
191	Everything	4/15/2016 12:30 PM
192	Assistance	4/15/2016 12:30 PM
193	Everything is setup and working. It is all secure.	4/15/2016 12:09 PM
194	Very helpful in the response times when I have a problem. Always helpful in the computer labs when I have an issue printing or scanning anything.	4/15/2016 11:57 AM
195	Takes care of problems and quickly and efficiently.	4/15/2016 11:52 AM
196	Available 24/7 and checks back in on your problem	4/15/2016 11:37 AM
197	Help	4/15/2016 11:34 AM
198	They are prompt and polite.	4/15/2016 11:24 AM
199	Very organized and easy access.	4/15/2016 11:17 AM
200	IT does everything extremely well!	4/15/2016 11:03 AM
201	Good customer service and extremely helpful when there are issues that need to be resolved	4/15/2016 10:49 AM
202	maintains blackboard we;;	4/15/2016 10:48 AM
203	Everything	4/15/2016 10:47 AM
204	Keeping the campus connected.	4/15/2016 10:32 AM
205	They are always willing to help with any technological issues, whether on an ASU computer or personal computer.	4/15/2016 10:19 AM
206	Fixing problems.	4/15/2016 10:18 AM
207	It tries to fix the problem in a fast manner and works well to help the person that has the issue figure it out.	4/15/2016 10:11 AM
208	Working fast on tickets	4/15/2016 10:11 AM
209	They help me with printing problems rather quickly. .	4/15/2016 10:11 AM
210	Get's back to the student in a timely manner when they have issues with the computers on campus.	4/15/2016 10:10 AM
211	Quick response	4/15/2016 10:00 AM
212	Their ability to help with any question and overall customer service.	4/15/2016 9:54 AM
213	Helping with the tech problem in person	4/15/2016 9:52 AM
214	tells me how to fix my technology	4/15/2016 9:42 AM
215	Help people	4/15/2016 9:33 AM
216	Easy to contact.	4/15/2016 9:27 AM
217	They are super patient and helpful when I call	4/15/2016 9:23 AM
218	Allowing technological services to be used on campus at any given time.	4/15/2016 9:20 AM
219	Provides a variety of services and ways to do things	4/15/2016 9:17 AM
220	Helpful when it comes to problems with passwords etc.	4/15/2016 9:09 AM

221	Helping first time users get comfortable with using IT services.	4/15/2016 9:04 AM
222	Helped me with connecting to the VPN so I could access my P: drive for class	4/15/2016 8:58 AM
223	Always friendly	4/15/2016 8:55 AM
224	Runs well and fast	4/15/2016 8:53 AM
225	Make good websites	4/15/2016 8:48 AM
226	Communication	4/15/2016 8:37 AM
227	When the networks seem to be acting up they are on the task fixing it immediately.	4/15/2016 8:31 AM
228	You do everything pretty well.	4/15/2016 8:28 AM
229	customer service	4/15/2016 8:21 AM
230	I truly appreciate how detail oriented they are with the websites and apps. Other bigger schools don't have as user friendly of websites and apps like ASU. That was a breaking point of going to a different school for grad school for me.	4/15/2016 8:16 AM
231	Good customer service! So friendly and helpful.	4/15/2016 7:56 AM
232	Respond to concerns in a timely fashion	4/15/2016 7:42 AM
233	They respond quickly, and when they don't know they answer they do their best to find someone who does or research it.	4/15/2016 7:33 AM
234	Customer service	4/15/2016 7:33 AM
235	I honestly don't know. Every time I try to print in the library the computers are on another printer and I have to stand in line to print crap. I just print things at home because we don't even have enough computers in the library	4/15/2016 7:24 AM
236	As a distance student, I've use their services and I found the IT representative to be very patient and understanding as well as courteous while resolving my issue.	4/15/2016 7:20 AM
237	Awesome support	4/15/2016 7:09 AM

IT Department Student Survey - 2016

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

Answered: 198   Skipped: 493

#	Responses	Date
1	nothing	4/29/2016 5:27 PM
2	N/A	4/29/2016 12:10 PM
3	Nothing	4/29/2016 11:52 AM
4	It is all good!	4/29/2016 10:11 AM
5	unknown	4/29/2016 1:29 AM
6	Nothing that I have experienced. Very helpful	4/28/2016 10:51 PM
7	Nothing much	4/28/2016 7:53 PM
8	Nothing	4/28/2016 7:14 PM
9	Nothing	4/28/2016 6:51 PM
10	Functionality of Blackboard.	4/28/2016 6:12 PM
11	Nothing	4/28/2016 3:34 PM
12	N/A	4/28/2016 11:23 AM
13	I don't know of anything.	4/28/2016 11:15 AM
14	They need to solve issues and get back to students at a faster rate.	4/28/2016 10:12 AM
15	Minor changes involving the Library Fast Lanes.. my personal experience is that they are not very fast at all. The take a long time to log in and are usually un-updated	4/28/2016 9:28 AM
16	nothing	4/28/2016 9:25 AM
17	Increased access/bandwidth when registration opens?	4/28/2016 9:05 AM
18	no concerns	4/27/2016 11:42 PM
19	Improving services offered	4/27/2016 9:25 PM
20	nothing comes to mind	4/27/2016 9:11 PM
21	If they do not know what to do they should seek someone that does.	4/27/2016 8:04 PM
22	N/a	4/27/2016 7:15 PM
23	Nothing	4/27/2016 7:06 PM
24	nothing	4/27/2016 6:09 PM
25	.	4/27/2016 6:01 PM
26	nothing	4/27/2016 5:59 PM
27	Don't give me things I'll never use.	4/27/2016 5:21 PM
28	Not sure.	4/27/2016 5:09 PM
29	Nothing	4/27/2016 4:38 PM
30	Up dating some of your sites! I saw some sites as old as 2014. Don't know if the information is right.	4/27/2016 3:46 PM
31	Enhance quality of all systems if possible	4/27/2016 3:35 PM
32	I think the ASU mobile app could be more streamlined and user friendly. It's very messy at the moment and disorganized.	4/27/2016 3:33 PM
33	Get faster internet and fix TV's, faster	4/27/2016 3:29 PM

34	Have them not suck ass.	4/27/2016 2:55 PM
35	Easier way to access	4/27/2016 2:44 PM
36	N/A	4/27/2016 2:41 PM
37	Nothing.	4/27/2016 2:39 PM
38	Nothing.	4/27/2016 2:38 PM
39	it would be nice if they could help with personal laptops while studying on campus.	4/27/2016 2:35 PM
40	Sometimes they don't seem to know what they're doing. One guy erased my laptop. Haven't been back since.	4/27/2016 2:23 PM
41	N/A	4/27/2016 2:18 PM
42	Wireless access for rooms on the corners of residence halls	4/27/2016 2:15 PM
43	24 hour help.	4/27/2016 2:14 PM
44	Nothing.	4/27/2016 2:13 PM
45	....	4/27/2016 2:13 PM
46	Nothing	4/27/2016 2:10 PM
47	Help desk is rude sometimes and some other times they do not how to fix some issues. They are not approachable.	4/27/2016 11:36 AM
48	no comment	4/26/2016 6:16 PM
49	This is a long survey; a shorter survey would be better	4/26/2016 12:35 PM
50	Nothing	4/26/2016 11:33 AM
51	IT needs to be more prompt in taking care of issues. I had a name change that took longer than a semester to handle.	4/26/2016 11:09 AM
52	Add more locations	4/26/2016 8:54 AM
53	nothing	4/26/2016 7:42 AM
54	I wish there were large printers in the residence halls for residents to use. I would also like it if the internet was reliable and didn't constantly cut out; it would also be great if it were faster when it was working, but I do understand why this is a complicated fix. Finally, this isn't too major of an issue for me, but transferring from a school that didn't charge extra for cable on top of the thousands students already spend to be here, really sucks.	4/25/2016 10:19 PM
55	nothing	4/25/2016 8:06 PM
56	Nothing that I'm aware of	4/25/2016 7:08 PM
57	The whole crashing when everyone wants to apply for housing and also registering for classes. I was so worried that my classes wouldn't be able to go through.	4/25/2016 6:41 PM
58	None.	4/25/2016 6:28 PM
59	It is fine as is.	4/25/2016 5:17 PM
60	Maybe provide more information on services that are available to students.	4/25/2016 4:12 PM
61	Nothing at this time.	4/25/2016 3:26 PM
62	Nothing	4/25/2016 2:51 PM
63	N/a	4/25/2016 1:50 PM
64	Get faster internet	4/25/2016 1:30 PM
65	Nothing to recommend	4/25/2016 1:28 PM
66	nothing	4/25/2016 12:05 PM
67	The internet connection is great speed, just needs improvement on staying connected and not kicking devices out randomly.	4/25/2016 12:02 PM
68	Getting to classrooms faster	4/25/2016 11:44 AM
69	Having a printer in the second level of the library that allowed printing from laptops or other personal devices.	4/25/2016 11:27 AM
70	N/A	4/25/2016 11:23 AM

71	IT needs a better way of showing what each department specializes in. IE: A list of X problems that department Y fixes / is in charge of.	4/25/2016 11:04 AM
72	Nothing.	4/25/2016 10:48 AM
73	Having a session during orientation about why all ASU stuff only works with Google Chrome and not Internet Explorer.	4/25/2016 10:36 AM
74	Nothing yet	4/25/2016 10:31 AM
75	Color prints counting for 5 credits each page. We are already charged fees to use the computers and print credits.	4/25/2016 10:26 AM
76	The WIFI. Should be available to throughout the whole campus area. Parking lots included. Students spend thousands of dollars to have shitty Wifi connections. If your enrolled at ASU secure.angelo.edu should be accessible around the entire ASU perimeter.	4/25/2016 10:25 AM
77	Nothing	4/25/2016 10:22 AM
78	Have faster wi-fi services in the dorms	4/25/2016 10:20 AM
79	Easier to understand advertisements, better their athletic events advertisements	4/25/2016 10:12 AM
80	The wifi got horrible in the spring semester. When registering for classes site shuts down and wifi crashes	4/25/2016 10:07 AM
81	Of the top of my head, nothing	4/25/2016 10:06 AM
82	Better and stronger internet. Cleaner website. Easier access. Less password changing.	4/22/2016 1:41 PM
83	None noted.	4/22/2016 3:38 AM
84	Switch from Blackboard to Canvas.	4/21/2016 7:54 PM
85	n/a	4/21/2016 7:05 PM
86	Get all the computers in the lab up to speed and work properly and offer all software (eg. SPSS) necessary for school work on all computers on campus.	4/21/2016 2:00 PM
87	I wish they could help with personal laptop issues	4/21/2016 12:28 PM
88	Wifi, cable	4/20/2016 8:07 PM
89	unknown	4/20/2016 2:34 PM
90	NA	4/20/2016 1:16 PM
91	n/a	4/20/2016 12:49 PM
92	Is there a way to enable options for Blackboard and email services to open in a new tab or window rather than always opening a new window? Also I've noticed that several of the computers have outdated software such as netbeans, unity3D, visual studio, and notepad++ All of them need updating on almost every computer that I've logged onto. Some of the computers run very slowly. I've seen students bringing in their laptops because the it takes upwards of 5 minutes for the desktop to load.	4/19/2016 9:23 PM
93	Nothing	4/19/2016 5:51 PM
94	nothing	4/19/2016 5:39 PM
95	I know the password changing is for my protection, but I sometimes wish it didn't have to happen so often.	4/19/2016 5:29 PM
96	I would ask the campus to show them more appreciation for all that they do.	4/19/2016 4:30 PM
97	N/A	4/19/2016 4:09 PM
98	Nothing as of now.	4/19/2016 2:58 PM
99	nothing	4/19/2016 2:27 PM
100	Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab) **We need more express lanes. With the large amount of students planning to attend this fall...waiting in lines between classes to print is going to be a nightmare! Currently, it's still time consuming to wait to print in between classes.	4/19/2016 1:42 PM
101	maybe more staff	4/19/2016 1:36 PM
102	Nothing at this time.	4/19/2016 1:09 PM
103	The name	4/19/2016 1:02 PM
104	I think wifi should be accessible at all times, especially for students who need the Internet for assignments. However, I constantly have issues with my wifi not working and it has even caused an assignment to be submitted late.	4/19/2016 12:21 PM

| 105	Not one thing. They are doing great!	4/19/2016 11:29 AM
106	Nothing	4/19/2016 11:05 AM
107	N/A	4/19/2016 11:00 AM
108	Nothing	4/19/2016 10:54 AM
109	Wifi in Texan dorm is awful	4/19/2016 10:37 AM
110	Nothing.	4/19/2016 10:17 AM
111	nothing	4/19/2016 10:10 AM
112	N/A	4/19/2016 10:08 AM
113	Nothing	4/19/2016 9:57 AM
114	Newer computers for advanced classes	4/19/2016 9:14 AM
115	They should pay that Joe Huro guy more. :)	4/19/2016 9:01 AM
116	Instead of having someone call in about a computer not working, maybe do routine checks.	4/19/2016 8:59 AM
117	The internet has the be more reliable. Sometimes it stops working for no reason	4/19/2016 8:53 AM
118	The wifi is unreliable in the residence halls.	4/19/2016 8:52 AM
119	Internet is prone to periods of outages, wifi tends to work more often, but is slower than wired connection. Take a few tries to load about every 1 out of 10 pages.	4/19/2016 8:49 AM
120	NA	4/19/2016 8:28 AM
121	Wifi in CHP is spotty	4/19/2016 8:22 AM
122	NA	4/19/2016 8:12 AM
123	nothing	4/19/2016 7:55 AM
124	Printing available for Android	4/19/2016 7:37 AM
125	More services need to be applied	4/19/2016 7:29 AM
126	Better internet browsing experience	4/19/2016 7:27 AM
127	more print credits. printing only coursework, some students are out of credits before the semester is over,	4/19/2016 7:19 AM
128	I wish the computers could log on faster.	4/19/2016 7:12 AM
129	Nothing.	4/19/2016 7:07 AM
130	Not the IT, but blackboard app. It never has updated grades and it doesn't display everything. I used to be able to participate in discussions on my phone, but the app wouldn't let me anymore.	4/18/2016 9:37 PM
131	Not sure right now.	4/18/2016 8:39 PM
132	Sometimes it takes a but longer than necessary for them to come check out the equipment when a computer needs to be worked on, at least in my experience as a student worker who had trouble accessing certain drives.	4/18/2016 10:24 AM
133	nothing	4/17/2016 7:56 PM
134	Nothing.	4/17/2016 6:02 PM
135	Not the IT but printing , students need more print credits especially now that color are 5 print credits.	4/17/2016 4:45 PM
136	nothing	4/17/2016 3:40 AM
137	Maybe host programs that help with technology services and helpful 'how-to's'	4/16/2016 4:53 PM
138	Blackboard should be dumped.	4/16/2016 12:42 PM
139	Not many technology advancements are completely relevant for students	4/16/2016 9:14 AM
140	Nothing	4/16/2016 8:51 AM
141	nothing	4/16/2016 6:14 AM
142	More advertisement to online students	4/16/2016 1:55 AM

143	I would make sure all of ASU desktop where always updated with the current Windows software or Mac OS and all program where update to the most recent version	4/15/2016 9:52 PM
144	nothing, you are all AWESOME!!!	4/15/2016 9:45 PM
145	I would maybe think about strengthening your servers so on registration night ramport won't crash due to so many students trying to register at the same time.	4/15/2016 9:28 PM
146	I think it's pretty decent the way it is.	4/15/2016 8:37 PM
147	Where they are located.	4/15/2016 6:40 PM
148	Every thing	4/15/2016 3:51 PM
149	nothing that I could think of	4/15/2016 3:24 PM
150	n/a	4/15/2016 2:46 PM
151	Knowledge of employees	4/15/2016 2:28 PM
152	Nothing	4/15/2016 1:56 PM
153	I have no knowledge of what could be changed	4/15/2016 1:32 PM
154	I am currently satisfied with how the state of IT is at the moment.	4/15/2016 1:09 PM
155	Staff	4/15/2016 1:00 PM
156	Some aren't so nice	4/15/2016 12:40 PM
157	Strict uniforms: Think stormtroopers	4/15/2016 12:30 PM
158	Nothing	4/15/2016 12:30 PM
159	Sometimes things are setup in a fashion that is cumbersome and complicated. I see such examples in the smart classrooms where there is a whole kiosk setup to do what a smartphone could do. Blackboard needs a major makeover for features that need to be added and improved. Or, a substitute for Blackboard should be implemented.	4/15/2016 12:09 PM
160	NA	4/15/2016 11:57 AM
161	Get rid of SecureDoc.	4/15/2016 11:52 AM
162	Personnel who know only limited things	4/15/2016 11:37 AM
163	Nothing	4/15/2016 11:34 AM
164	Nothing	4/15/2016 11:24 AM
165	Easier to register for online classes	4/15/2016 11:17 AM
166	Stronger Internet access it's very slow	4/15/2016 11:12 AM
167	Well, on this survey the service center hours are wrong. Definitely change that. Other than that we good.	4/15/2016 11:03 AM
168	none	4/15/2016 10:59 AM
169	Better wifi in residence hall with thicker walls	4/15/2016 10:49 AM
170	Nothing	4/15/2016 10:47 AM
171	Be able to respond faster to work orders. Some take several days before someone arrives.	4/15/2016 10:32 AM
172	I would provide an computer area that is for group studying purposes, as it is difficult to study together in the MCS or the other desktop computers in the library.	4/15/2016 10:19 AM
173	I do not think there is anything that I would change about this department at the time.	4/15/2016 10:11 AM
174	The service attitudes.	4/15/2016 10:11 AM
175	Easier access.	4/15/2016 10:10 AM
176	Nothing	4/15/2016 10:00 AM
177	N/a	4/15/2016 9:54 AM
178	Helping people with tech problems over the phone...	4/15/2016 9:52 AM
179	Better servers for the heavy traffic that comes with registration	4/15/2016 9:51 AM

IT Department Student Survey - 2016

| 180	The internet	4/15/2016 9:33 AM
181	Have them fix the problems sooner. I've had times when they took up to two-four days to fix the problems	4/15/2016 9:27 AM
182	Just the wifi connection. It's really bad on the Massie side of campus	4/15/2016 9:23 AM
183	Improve the WiFi connections within halls & on campus.	4/15/2016 9:20 AM
184	Better internet connection around campus	4/15/2016 9:17 AM
185	No clue	4/15/2016 8:58 AM
186	Sometimes it takes a while to get a problem fixed	4/15/2016 8:55 AM
187	Nothig	4/15/2016 8:48 AM
188	NA	4/15/2016 8:37 AM
189	N/A	4/15/2016 8:31 AM
190	Nothing.	4/15/2016 8:28 AM
191	A lot of students complain about the wifi, but I've never ran into any issues with it. It always works for me.	4/15/2016 8:16 AM
192	nothing	4/15/2016 7:56 AM
193	N/a	4/15/2016 7:42 AM
194	Nothing!	4/15/2016 7:33 AM
195	I have not been able to access the secure network on campus since I upgraded to windows 10.	4/15/2016 7:33 AM
196	Make the computers in the library automatically switch back to the correct printer after people change it. I'm beyond sick of trying to print in the library after somebody changed the printer settings. Add more computers make ram mail more accessible because it's a hassle to log into and I hate using it because I have to log into blackboard. Give blackboard notifications for due dates on assignments.	4/15/2016 7:24 AM
197	There are not enough qualified student techs. I understand it's a learning environment, but I have to draw the line somewhere. They don't know where to go, half the time. Then they end up calling a supervisor because they can't fix a problem that we can usually at least understand the cause of because of an error message.	4/15/2016 7:09 AM
198	Nothing	4/15/2016 7:09 AM

Q33 What is your class standing?

Answered: 625   Skipped: 66
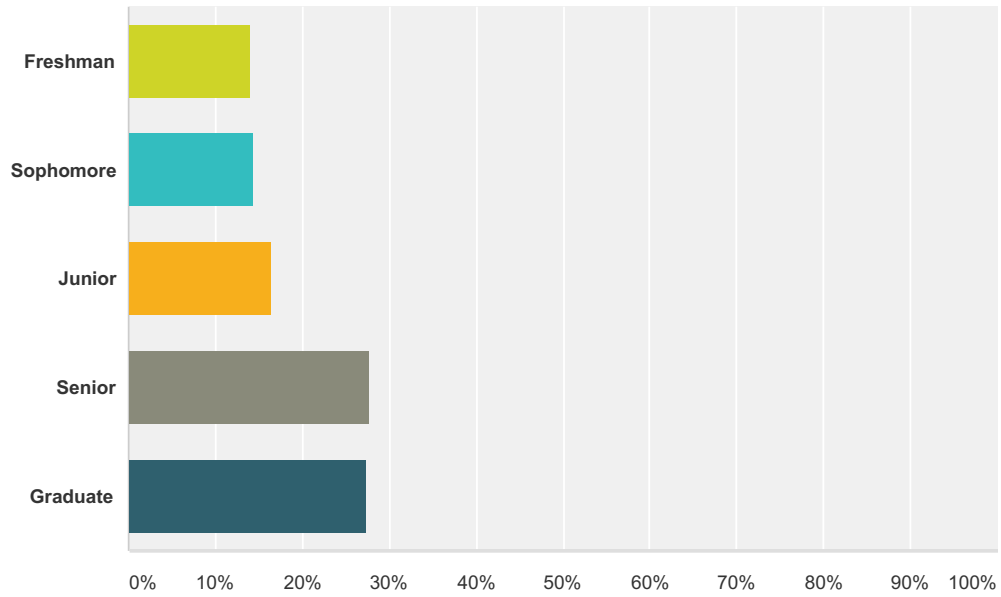
Answer Choices	Responses	
Freshman	**13.92%**	87
Sophomore	**14.40%**	90
Junior	**16.48%**	103
Senior	**27.84%**	174
Graduate	**27.36%**	171
Total		**625**

Q34 What is your gender?

Answered: 621   Skipped: 70
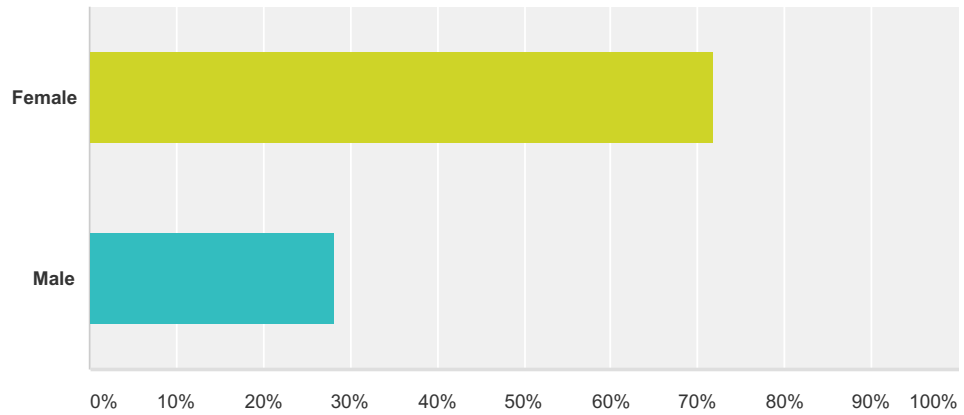
Answer Choices	Responses	
Female	**71.82%**	446
Male	**28.18%**	175
Total		**621**

Q35 What is your age?

Answered: 624   Skipped: 67
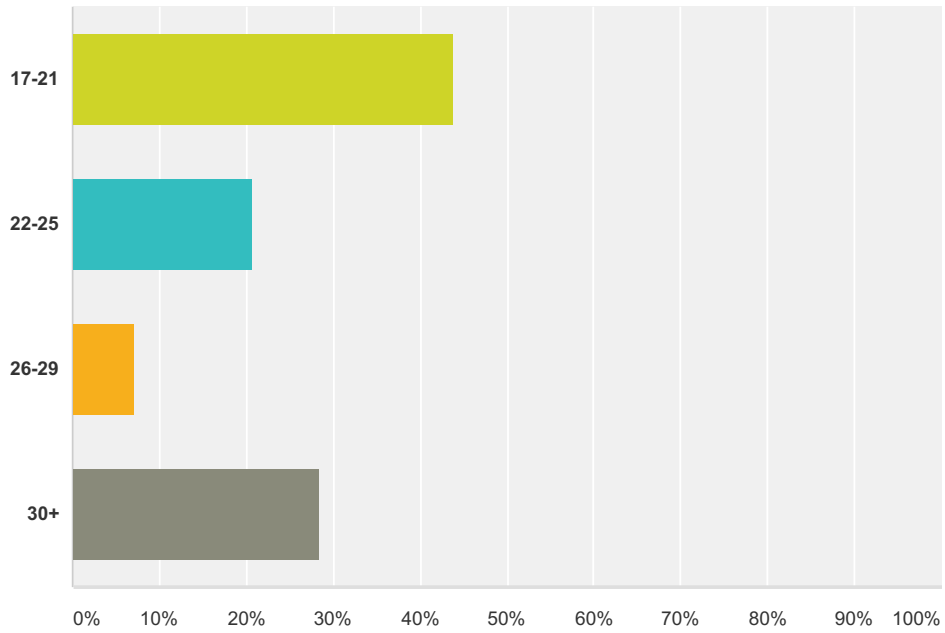
Answer Choices	Responses	
17-21	**43.91%**	274
22-25	**20.67%**	129
26-29	**7.05%**	44
30+	**28.37%**	177
Total		**624**

Q36 In which college is your academic major?

Answered: 584   Skipped: 107
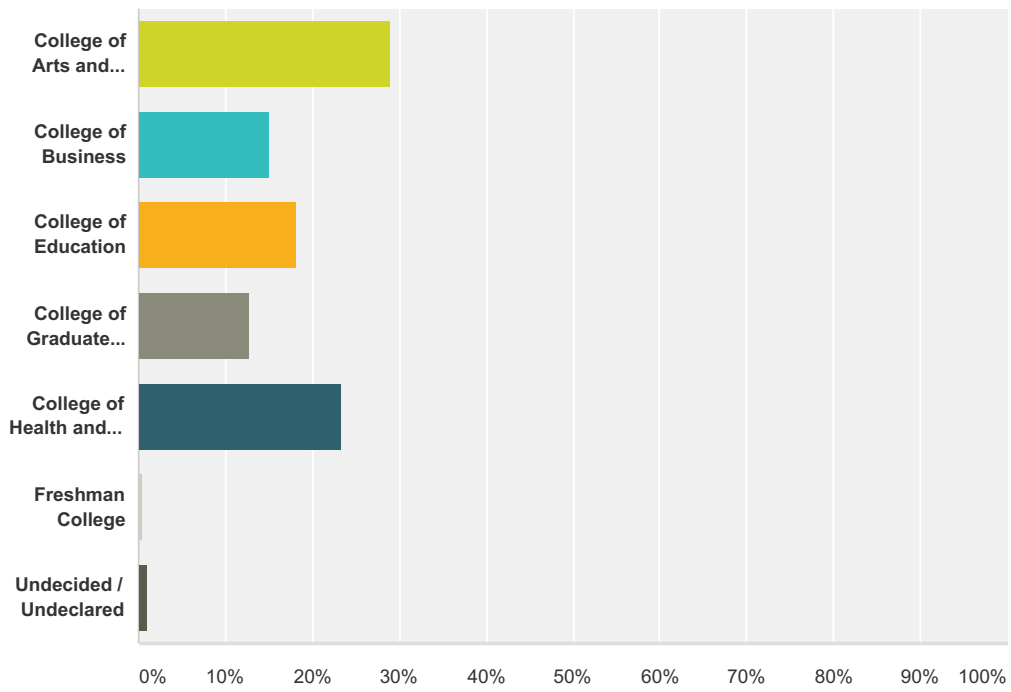
Answer Choices	Responses	
College of Arts and Sciences	**29.11%**	170
College of Business	**15.07%**	88
College of Education	**18.15%**	106
College of Graduate Studies	**12.67%**	74
College of Health and Human Services	**23.46%**	137
Freshman College	**0.51%**	3
Undecided / Undeclared	**1.03%**	6
Total		**584**