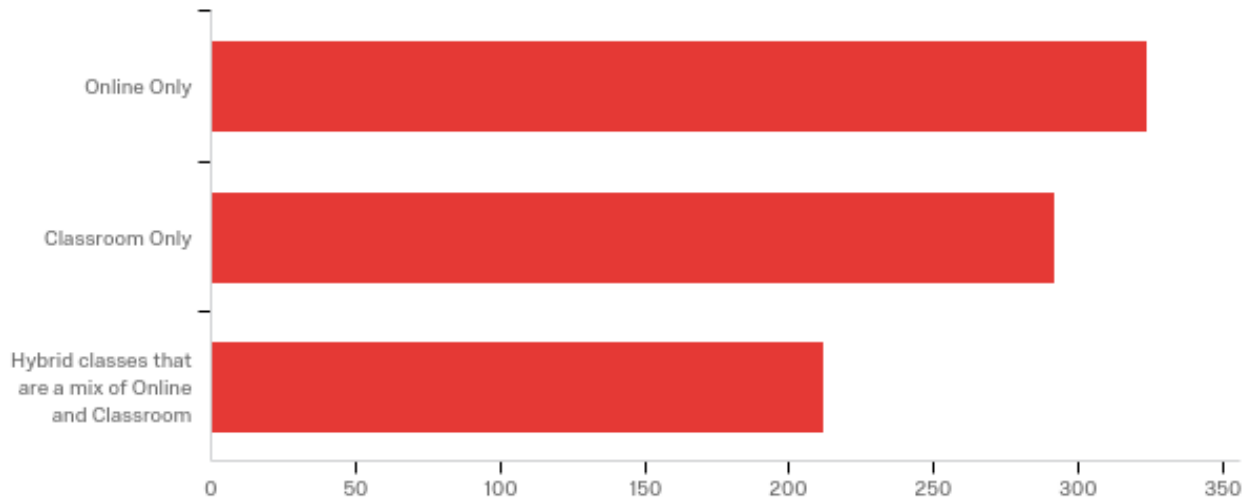


# Default Report

ASU Student - IT Dept Survey 2017

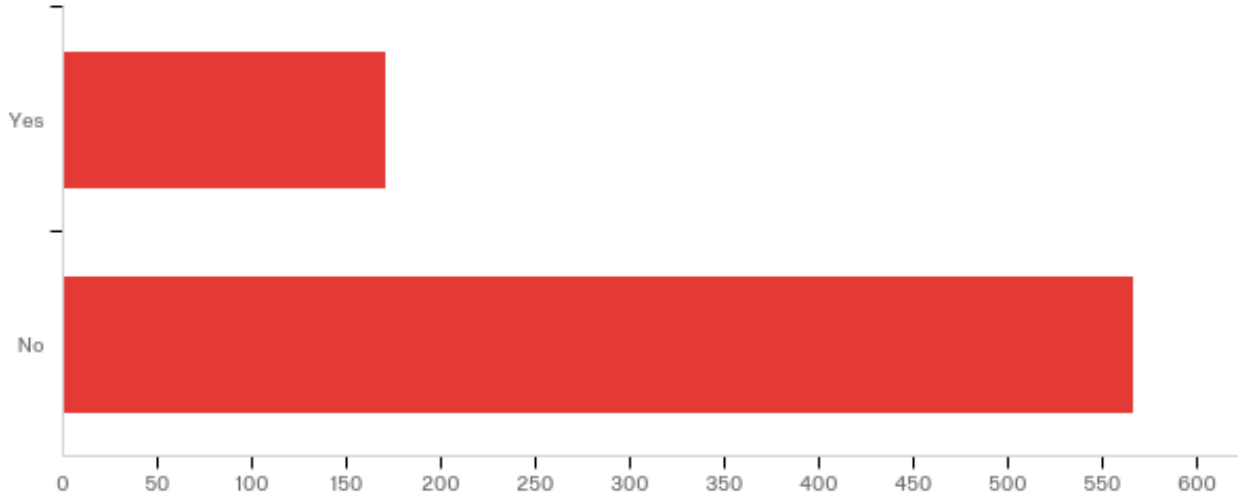
August 28th 2017, 3:30 pm MDT

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



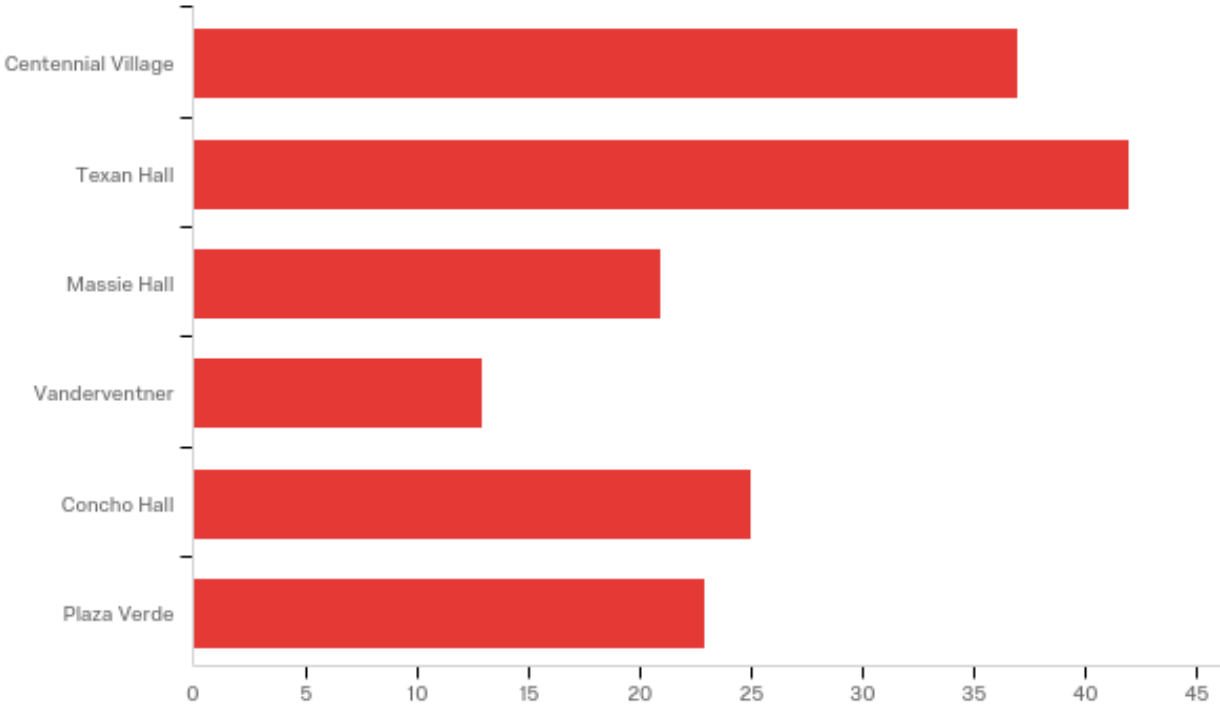
#	Answer	%	Count
1	Online Only	39.13%	324
2	Classroom Only	35.27%	292
3	Hybrid classes that are a mix of Online and Classroom	25.60%	212
	Total	100%	828

**Q2 - Do you live on campus?**



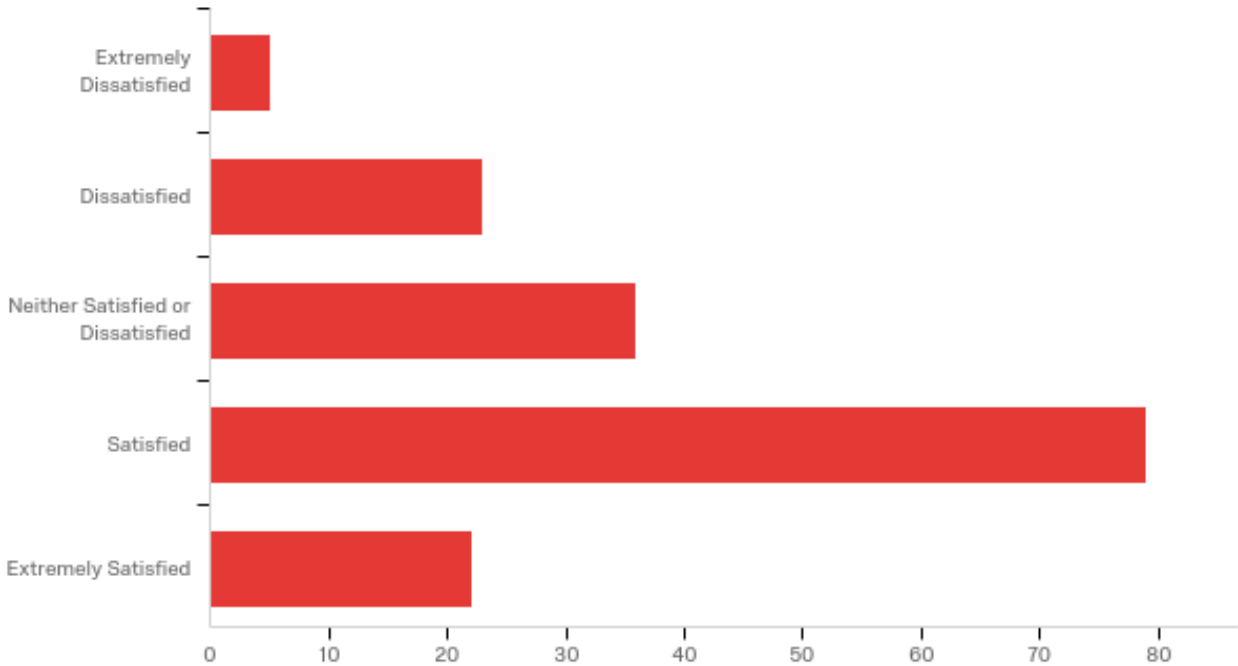
#	Answer	%	Count
1	Yes	23.20%	171
2	No	76.80%	566
	Total	100%	737

### Q3 - Where do you live on campus?



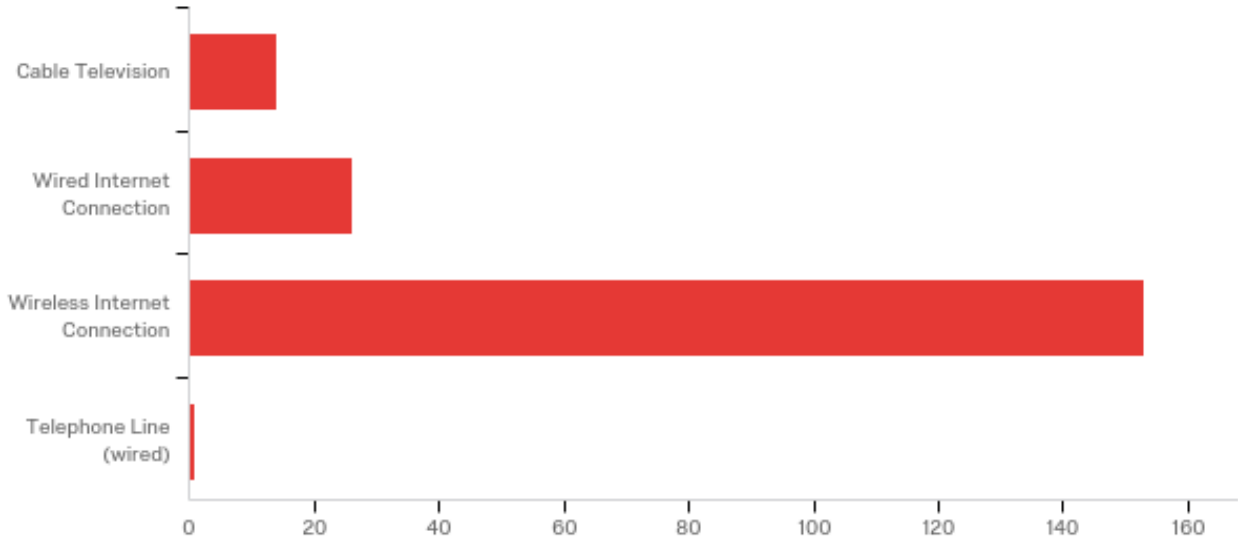
#	Answer	%	Count
1	Centennial Village	22.98%	37
2	Texan Hall	26.09%	42
3	Massie Hall	13.04%	21
4	Vanderventner	8.07%	13
5	Concho Hall	15.53%	25
6	Plaza Verde	14.29%	23
	Total	100%	161

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



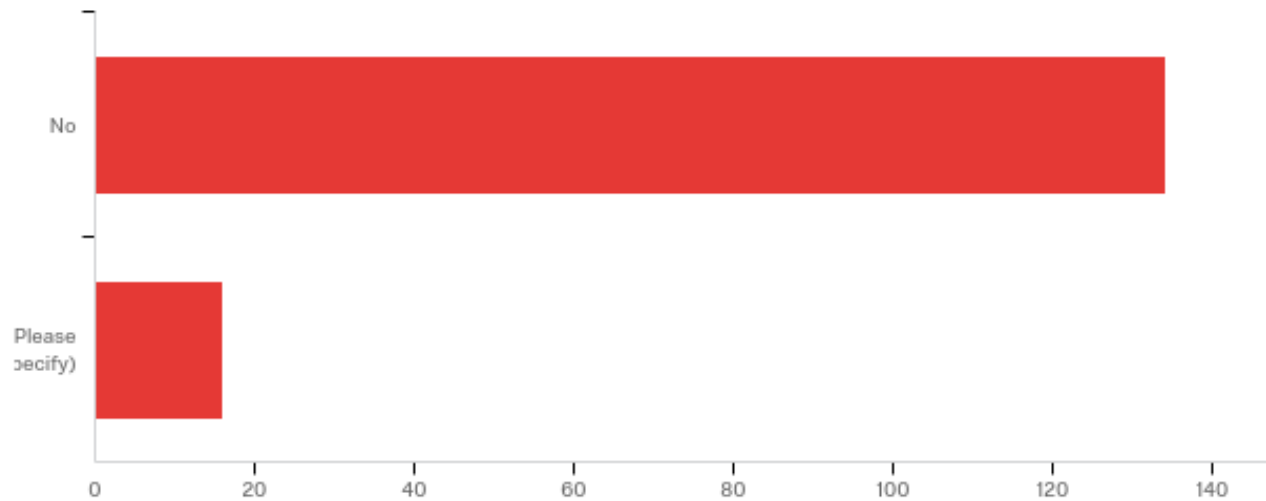
#	Answer	%	Count
1	Extremely Dissatisfied	3.03%	5
2	Dissatisfied	13.94%	23
3	Neither Satisfied or Dissatisfied	21.82%	36
4	Satisfied	47.88%	79
5	Extremely Satisfied	13.33%	22
	Total	100%	165

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



#	Answer	%	Count
1	Cable Television	7.22%	14
2	Wired Internet Connection	13.40%	26
3	Wireless Internet Connection	78.87%	153
4	Telephone Line (wired)	0.52%	1
	Total	100%	194

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



#	Answer	%	Count
1	No	89.33%	134
2	Yes (Please Specify)	10.67%	16
	Total	100%	150

### Yes (Please Specify)

Yes (Please Specify)

Cable included inside all dorm rooms

Televisions in each dorm provided by the university.

Printer Access in the dorms, one or two printers per halls.

Printers would be nice

Easier access or way of connecting tv box to internet

TV/Cabel

wired internet connection! It'd be nice to have access to faster internet speeds. In all the rooms I've stayed in Robert Massie there are wall fittings for ethernet cables but none of them actually work.

computers, printers and scanners in the study rooms

Computer in studyroom please!

## Cable

---

Change the wifi to 802.11ac My roommate and I find the wireless internet to be slow, making it hard to rely when doing assignments. Also, the wifi seems to be on and off at times.

---

## Electronic Access Doors

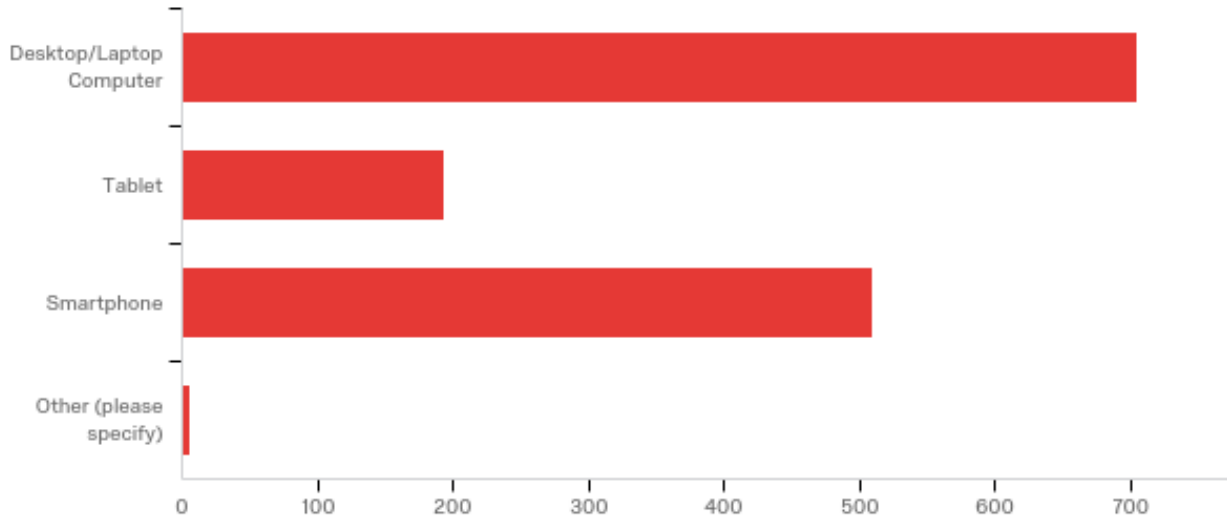
---

Would like to be able to adjust my air conditioner.

---

I like to game on a wired connection but my wired connection wouldn't work

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



#	Answer	%	Count
1	Desktop/Laptop Computer	49.89%	705
2	Tablet	13.66%	193
3	Smartphone	36.09%	510
4	Other (please specify)	0.35%	5
	Total	100%	1413

**Other (please specify)**

Other (please specify)

Xbox, firestick

PS4

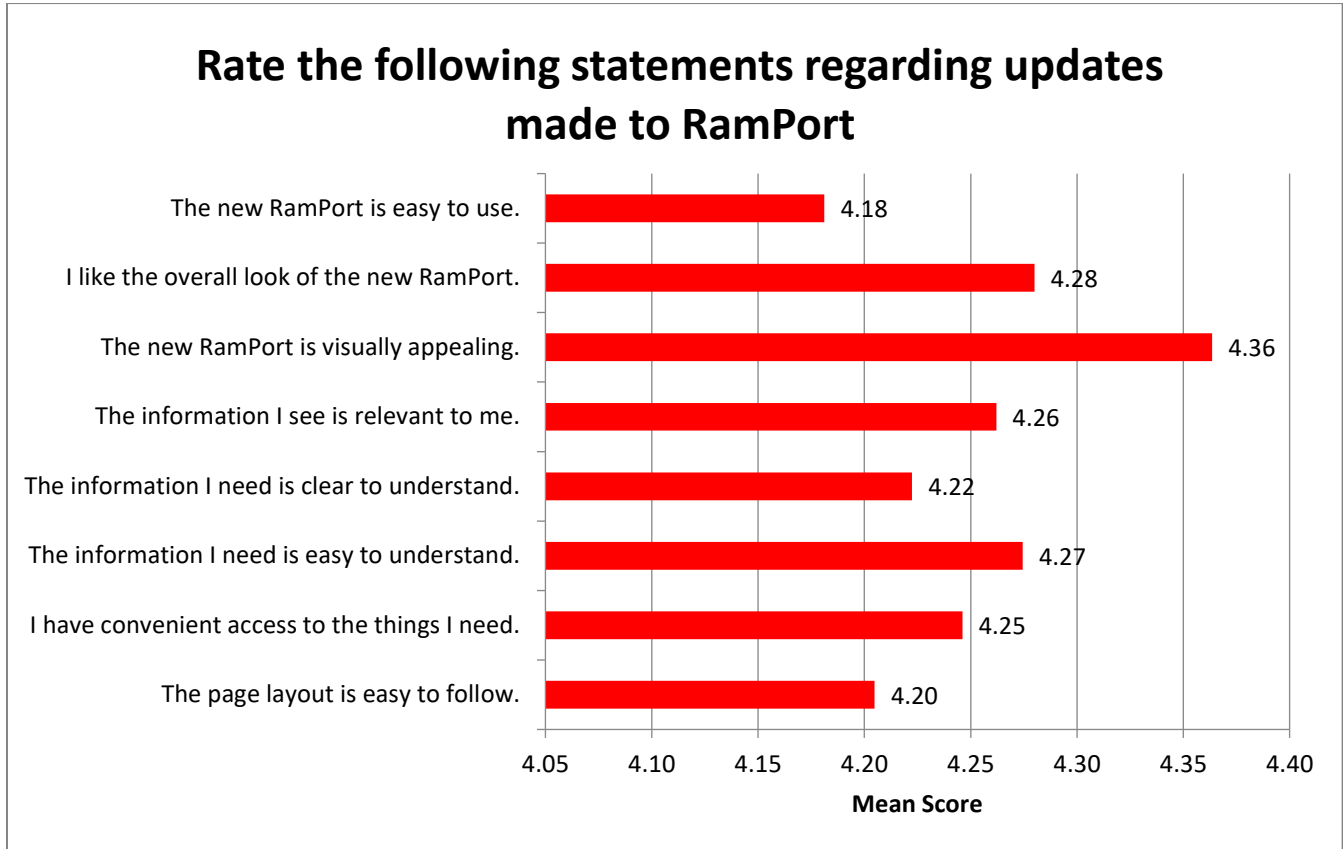
Xbox one

Ipod Touch 6th gen

game console

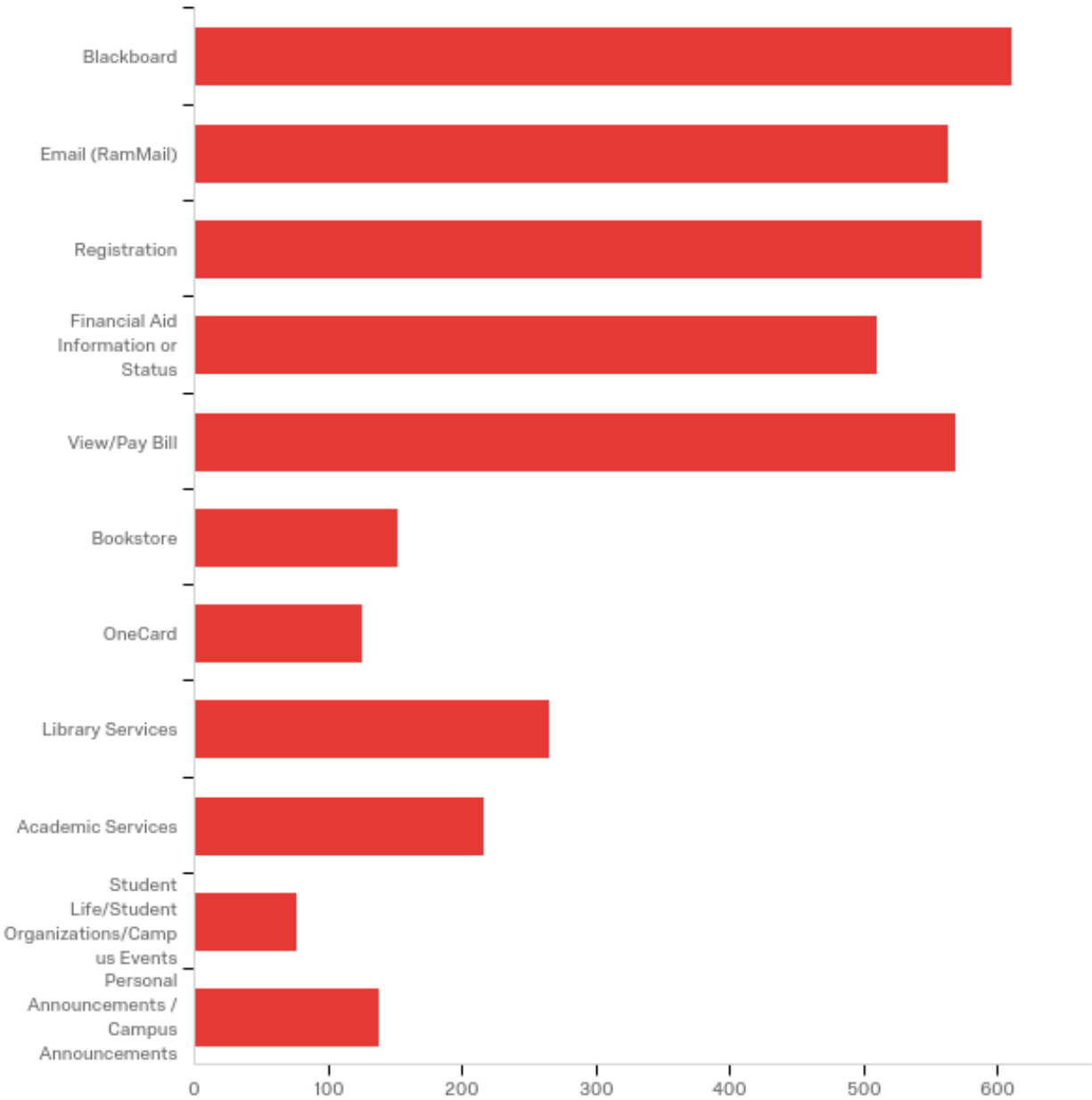


**Q40 - Please rate the following statements regarding updates recently made to RamPort.**



	Strongly Disagree	Somewhat Disagree	Neither Agree or Disagree	Somewhat Agree	Strongly Agree	Mean Score
The new RamPort is easy to use.	14	51	55	264	328	4.18
I like the overall look of the new RamPort.	15	29	59	245.5	360.5	4.28
The new RamPort is visually appealing.	13	14	58	240	382	4.36
The information I see is relevant to me.	12	28	55	279	332	4.26
The information I need is clear to understand.	16	40	55	255	340	4.22
The information I need is easy to understand.	16	32	54	243.5	359.5	4.27
I have convenient access to the things I need.	23	37	37	256	354	4.25
The page layout is easy to follow.	24	40	54	235	350	4.20

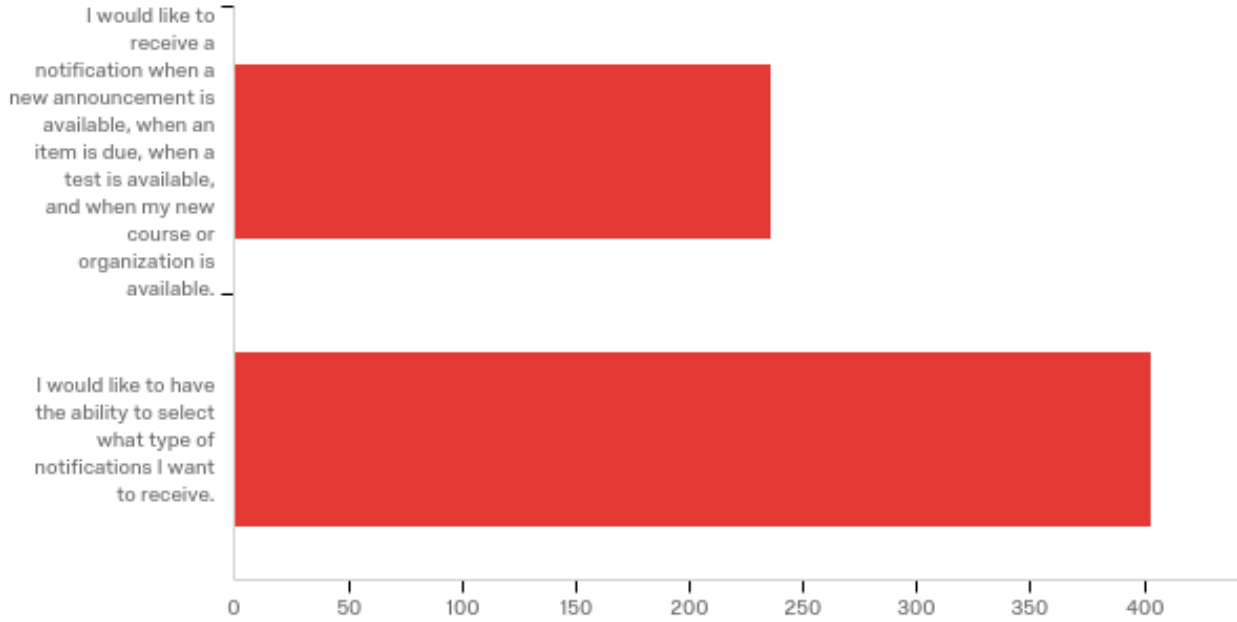
**Q19 - When you use RamPort, which of the following items do you access? (please select all that apply)**



#	Answer	%	Count
1	Blackboard	16.01%	611
2	Email (RamMail)	14.75%	563
3	Registration	15.44%	589

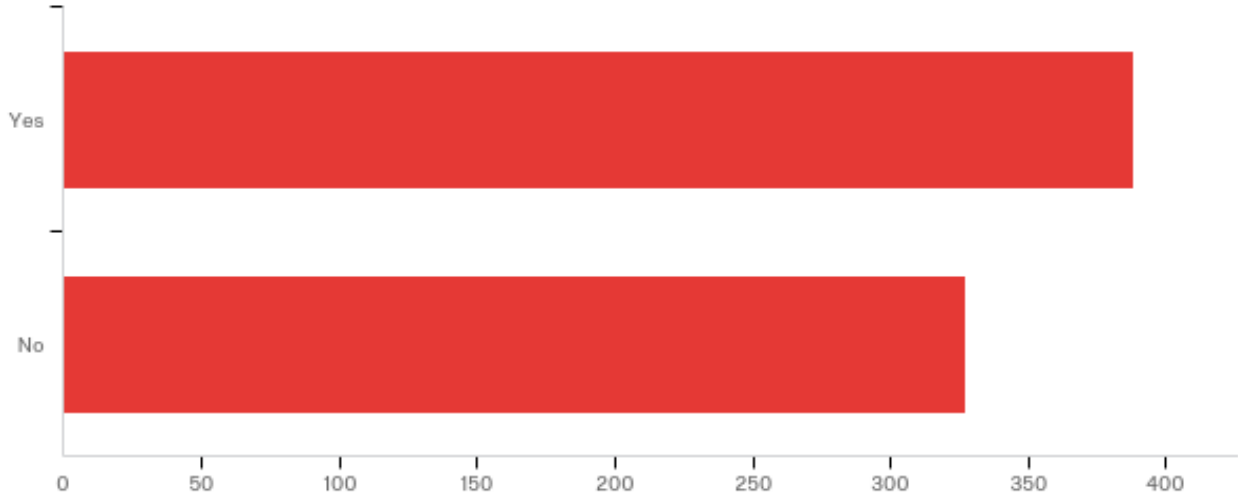
4	Financial Aid Information or Status	13.36%	510
5	View/Pay Bill	14.91%	569
6	Bookstore	3.98%	152
7	OneCard	3.30%	126
8	Library Services	6.97%	266
9	Academic Services	5.66%	216
10	Student Life/Student Organizations/Campus Events	1.99%	76
11	Personal Announcements / Campus Announcements	3.62%	138
	Total	100%	3816

## Q42 - Would you like to receive the following Blackboard Notifications through email?



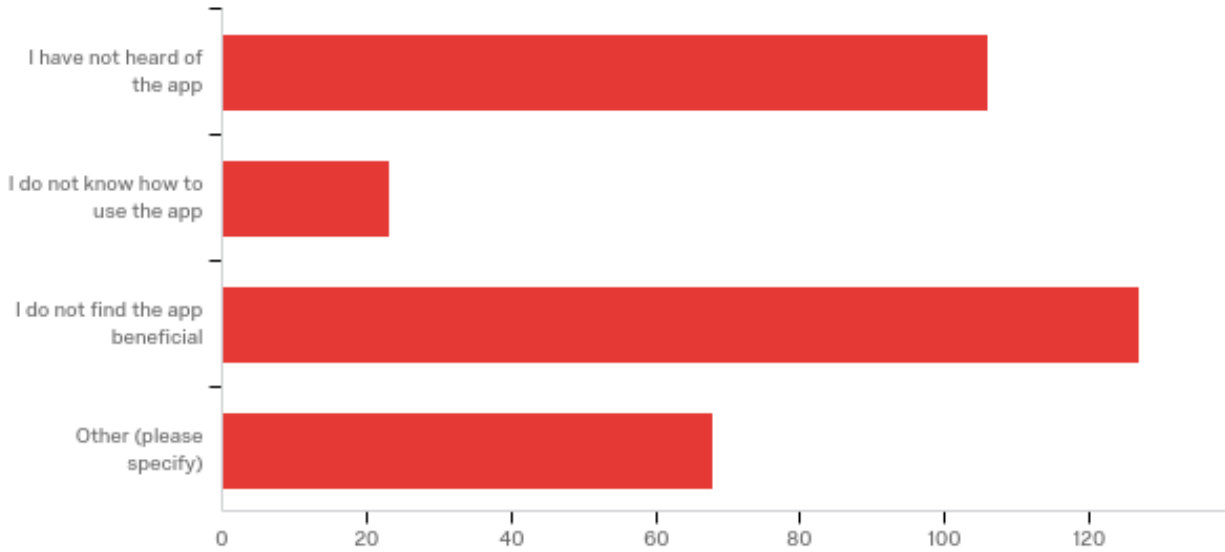
#	Answer	%	Count
1	I would like to receive a notification when a new announcement is available, when an item is due, when a test is available, and when my new course or organization is available.	36.93%	236
2	I would like to have the ability to select what type of notifications I want to receive.	63.07%	403
	Total	100%	639

**Q11 - Do you use the ASU mobile app?**



#	Answer	%	Count
1	Yes	54.27%	388
2	No	45.73%	327
	Total	100%	715

## Q12 - Why do you not use the ASU Mobile App?



#	Answer	%	Count
1	I have not heard of the app	32.72%	106
2	I do not know how to use the app	7.10%	23
3	I do not find the app beneficial	39.20%	127
4	Other (please specify)	20.99%	68
	Total	100%	324

### Other (please specify)

Other (please specify)

I try to keep my school work separate from my personal life.

I prefer using my laptop

I like the system that I currently have. My stuff here is tight.

I am constantly near a computer, so the app is unnecessary

I'm an old guy with an old phone, so apps are not applicable at this time.

It didn't access a usable version of blackboard and was glitchy as all get out

Not bothered to download it

haven't taken the time to explore for it yet

---

I need a keyboard to complete my work.

---

I use the computer

---

phone couldn't download it

---

I do all my work off my computer

---

I recently got a new phone and have not tried the app on it yet. My last phone was not really good for using the app.

---

I have no use for it.

---

I use my computer most often.

---

I do not need it.

---

I just use the Blackboard app, but not the actual ASU app.

---

I do use it. Meant to our yes in that last question

---

It won't work on my phone. I've tried to download it numerous times but it never works. It always tells me that my password and username are incorrect.

---

I haven't made the time to download the app.

---

Simply haven't tried it because I see no need to use it

---

I just use my computer

---

Do not want to use it

---

no storage on my phone

---

I don't want to.

---

Takes up storage

---

I have a limited amount of space on my phone

---

No desire

---

I have difficulty reading things on my phone.

---

I don't use a mobile device.

---

Constantly freezing never shows me what I need hard to maneuver

---

I just use my tablet or computer

---

It is not convenient. I can just as easily search for something online than use the app.

---

I just haven't had a need to yet.

---

Desire to be more "unplugged" from the world

---

I like to read my email at home not on phone.

---

Phone memory, other than that I'd use it more

---

My phone OS was too old to run the app

---

limited space on new phone

---

I've only used it for the campus map

---

This my last semester and would rather prefer to stick to desktop/laptop for the remainder of my time here.

---

I have not taken the time to set it up.

---

I have an old I4 phone

---

The user interface isn't always user friendly

---

Not enough room on my phone for it.

---

New app havent downloaded

---

It only worked half the time for me anyway

---

No longer in school

---

Just never got it

---

The app is not available for the windows operating system.

---

limited space on my phone otherwise I would

---

Not enough memory space on my phone

---

need upgraded phone

---

Haven't downloaded it; using blackboard app works well enough for my use

---

I use the app and didn't know how to go back

---

Now that my classes are online and I am not on campus I do not have a use for the app

---

My phone is too old

---

Prefer to just use my laptop for ASU related needs.

---

I haven't taken the time to access it but anticipate doing so soon.

---

I just haven't had the time to sit down and play with it.

---

the app is always buggy, im not sure if it just on iOS but its never been easy for me to access the things i need

---

rarely have a need to use it

---

I really have no need for it. Rather look at the information on a computer

---

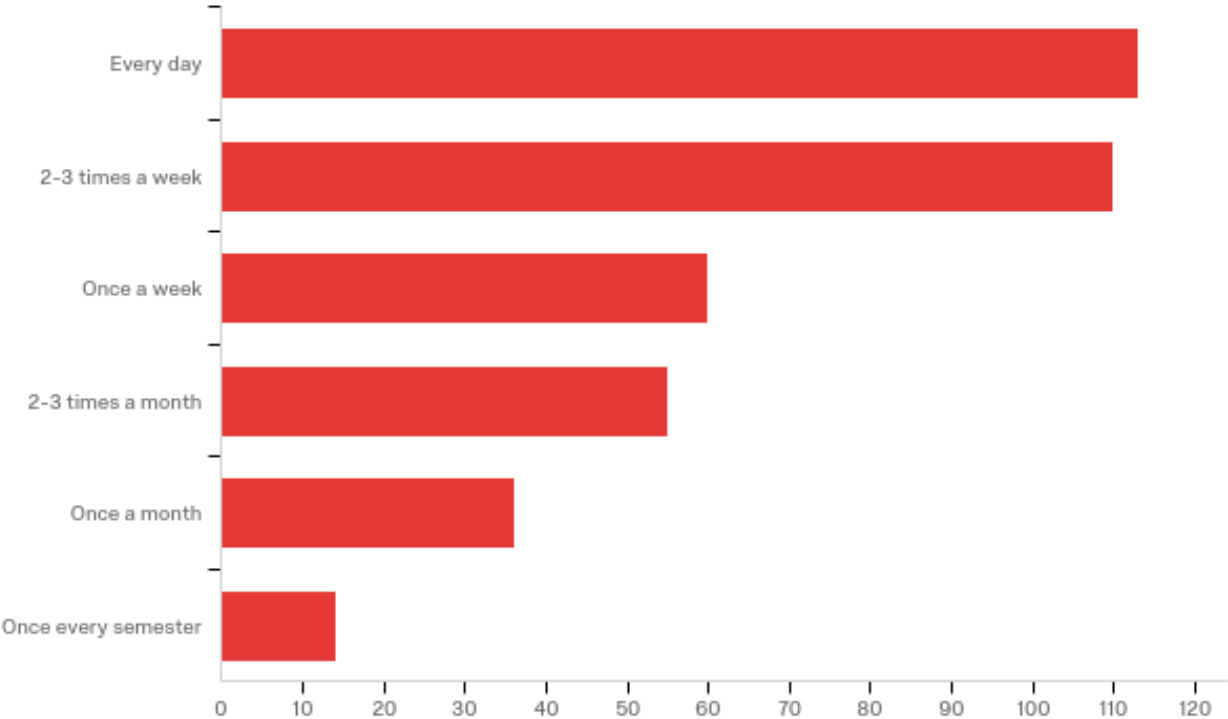
No need

---

I don't have space to download the app, otherwise I would

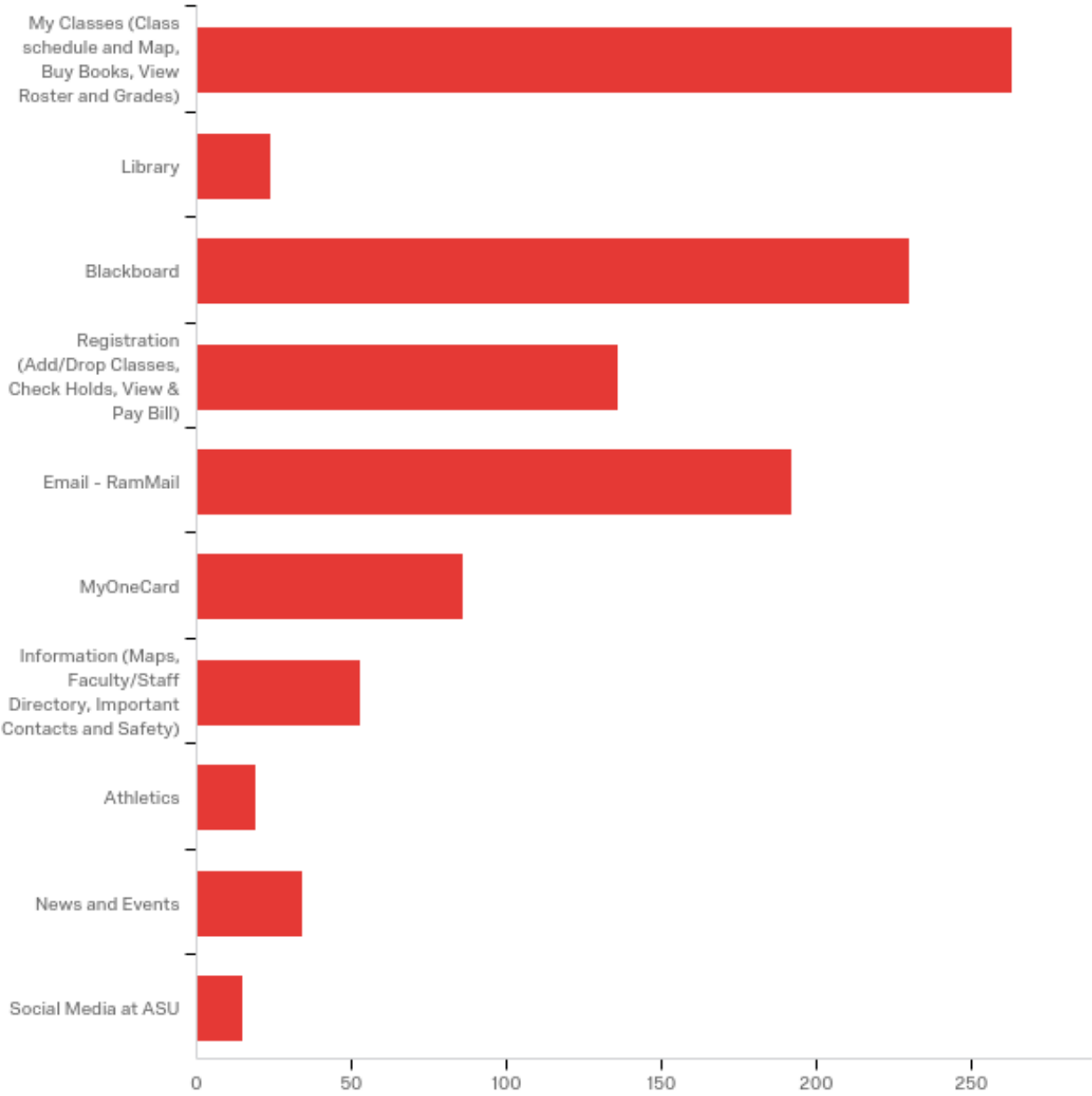


**Q13 - How often do you access the ASU mobile app?**



#	Answer	%	Count
1	Every day	29.12%	113
2	2-3 times a week	28.35%	110
3	Once a week	15.46%	60
4	2-3 times a month	14.18%	55
5	Once a month	9.28%	36
6	Once every semester	3.61%	14
	Total	100%	388

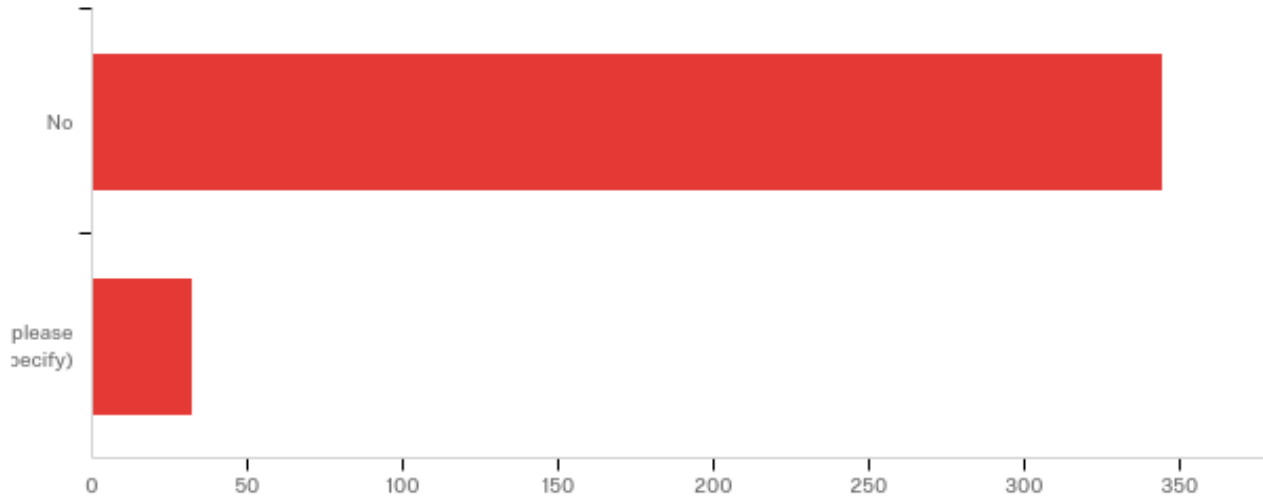
**Q14 - What features do you use most on the ASU mobile app? (\* choose up to three)**



#	Answer	%	Count
1	My Classes (Class schedule and Map, Buy Books, View Roster and Grades)	25.00%	263
2	Library	2.28%	24
3	Blackboard	21.86%	230
4	Registration (Add/Drop Classes, Check Holds, View & Pay Bill)	12.93%	136
5	Email - RamMail	18.25%	192

6	MyOneCard	8.17%	86
7	Information (Maps, Faculty/Staff Directory, Important Contacts and Safety)	5.04%	53
8	Athletics	1.81%	19
9	News and Events	3.23%	34
10	Social Media at ASU	1.43%	15
	Total	100%	1052

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



#	Answer	%	Count
1	No	91.49%	344
2	Yes (please specify)	8.51%	32
	Total	100%	376

### Q15\_2\_TEXT - Yes (please specify)

Yes (please specify)

Academic calendar

The app rarely ever works like it's supposed to. It takes forever for things to load. I love the idea behind it but in general I can open safari go to the website and be logged in before the first page of the app is open. I'm not computer literate to know why this happens but that's the drawback to the app. The one friend I've talked to about it has the same issue. If you guys could shake that out somehow then I would love to use it more.

Blackboard

Instead of having just a photo and the app icon on the home tab of the app, it would be much more useful to have quick access to things like "My Classes" or "RamMail" --- [Could try to set it to start with menu open](#)

What is happening at ASU, Ex. RamPage, Current initiatives SGA is working on

Friend connect on campus

Integrated mobile printing from Google Drive would be awesome

Local food and drink Specials for students for that day of the week

Notification when grade is posted.

---

I like being able to see my courses and the course roster...why did you take this away??

---

Schedule planner or course schedule to look up classes

---

Link to access rampart

---

Ability to view grades and other content just as you can on desktop. Many difficulties accessing the grades, documents, etc on the mobile app. Normally redirects to desktop version it seems like when trying to access content and gives message that content is "unavailable". Not sure if this can be attributed to iOS. Overall aesthetic feel of the mobile app and functionality needs improvement.

---

make emails more accessible

---

Bring back the washer/ dryer feature that tells you when they are available since centennial is getting another wing with no more washers/dryers being added

---

Grade and blackboard

---

I have the app, I find it useless

---

Maybe a reminder added. Like a notepad.

---

Add the hours of all the buildings like when they are open and closed. Being a new student, walking from the Massie to the library finding out they are closed is really inconvenient. I found myself having to go to the computer just to find out the hours of what restaurant (Chik-Fil-A, Subway) or building (library) is open.

---

The design in some areas is pretty bad, and the app logs you out quite often.

---

Academic calendar

---

use our smartphones to be able to do homework online.

---

online tutoring

---

Blackboard mobile app is terrible

---

Blackboard

---

Easier time signing up for courses

---

Finals schedule tab

---

Event invite reminders that I may be interested in

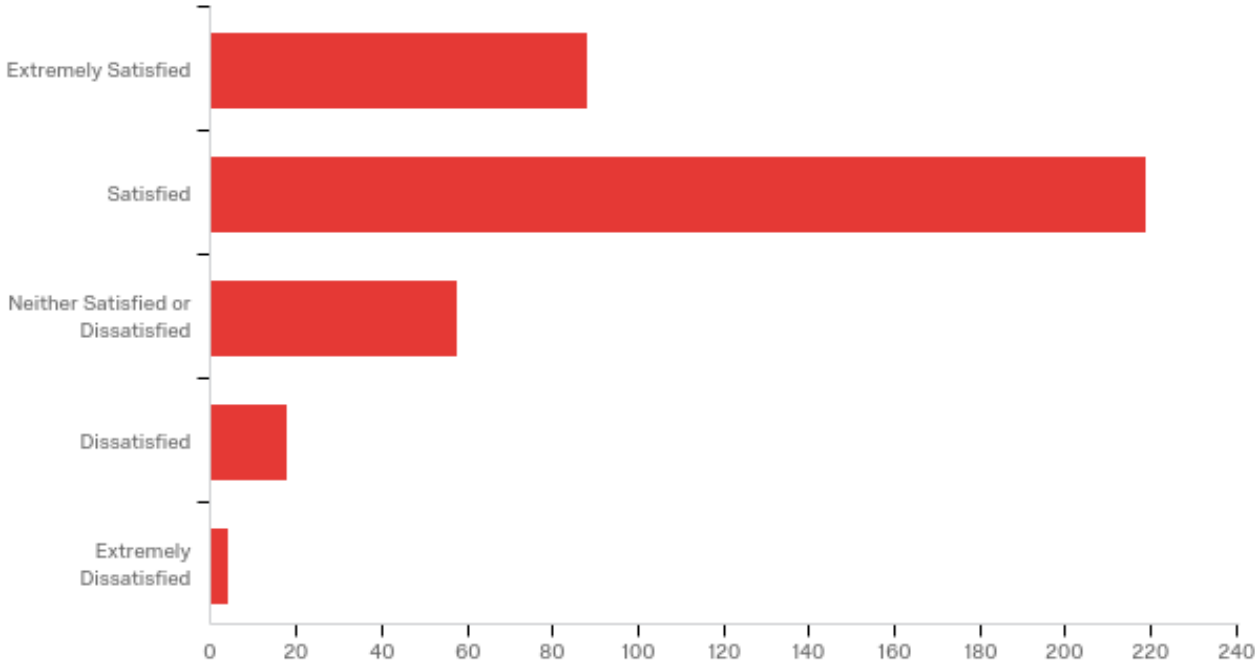
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School Academic Calendar

---

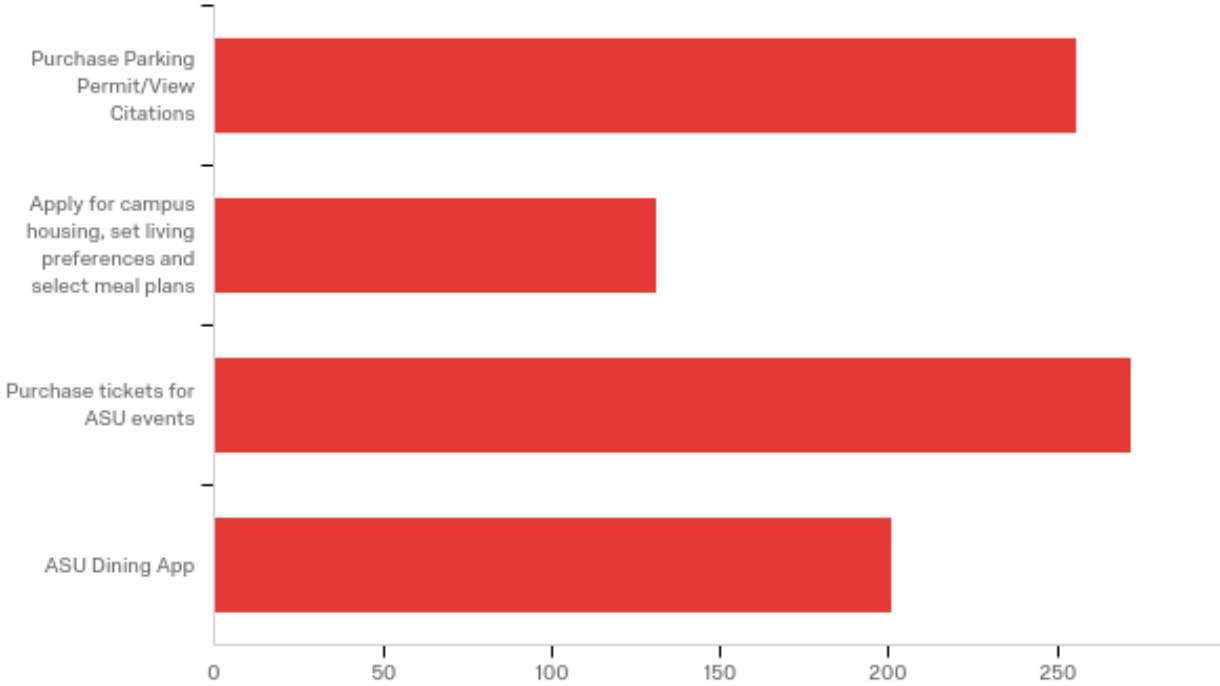
Dine On Campus link would be nice

**Q16 - How satisfied are you with the ASU Mobile App?**



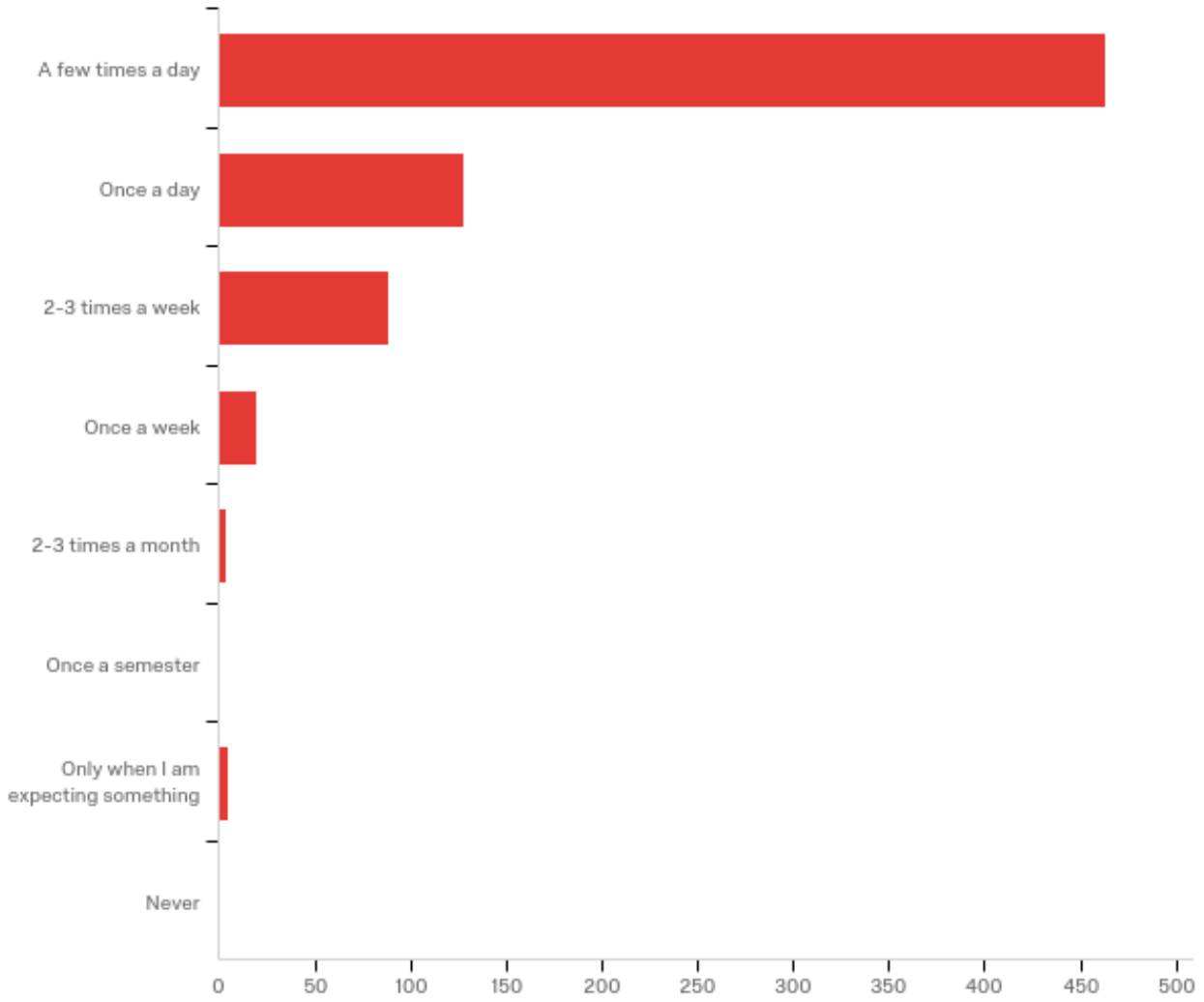
#	Answer	%	Count
1	Extremely Satisfied	22.74%	88
2	Satisfied	56.59%	219
3	Neither Satisfied or Dissatisfied	14.99%	58
4	Dissatisfied	4.65%	18
5	Extremely Dissatisfied	1.03%	4
	Total	100%	387

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



#	Answer	%	Count
1	Purchase Parking Permit/View Citations	29.77%	256
2	Apply for campus housing, set living preferences and select meal plans	15.23%	131
3	Purchase tickets for ASU events	31.63%	272
4	ASU Dining App	23.37%	201
	Total	100%	860

**Q22 - How often do you check your ASU email (RamMail) account?**

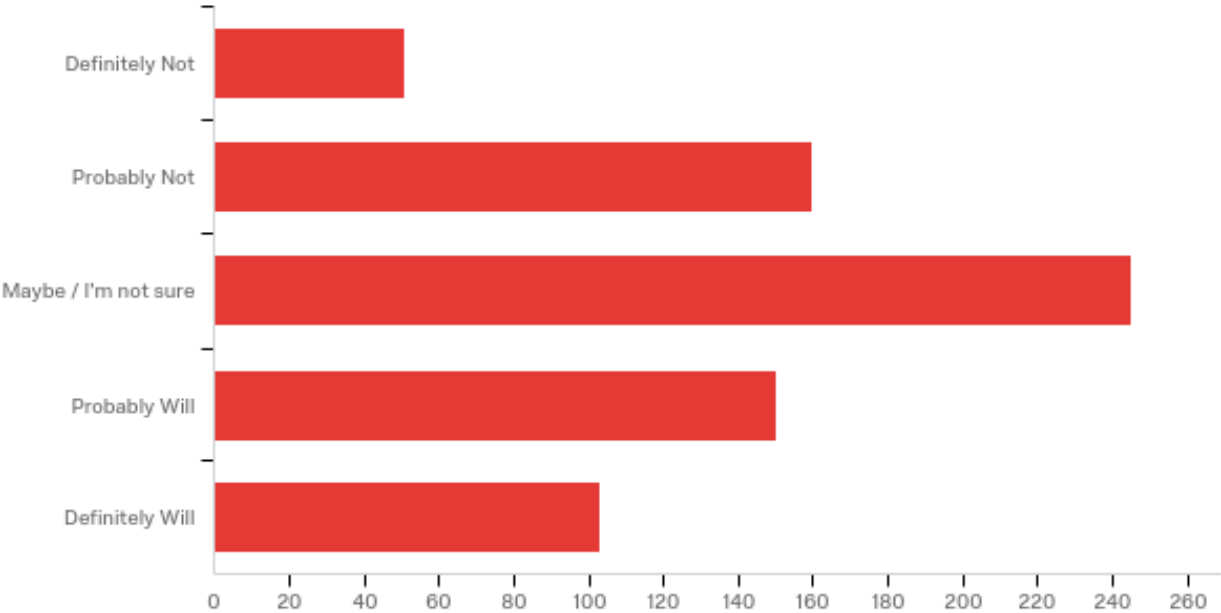


#	Answer	%	Count
1	A few times a day	65.21%	463
2	Once a day	18.03%	128
3	2-3 times a week	12.54%	89
4	Once a week	2.82%	20
5	2-3 times a month	0.56%	4
6	Once a semester	0.00%	0
7	Only when I am expecting something	0.70%	5
8	Never	0.14%	1
	<b>Total</b>	<b>100%</b>	<b>710</b>



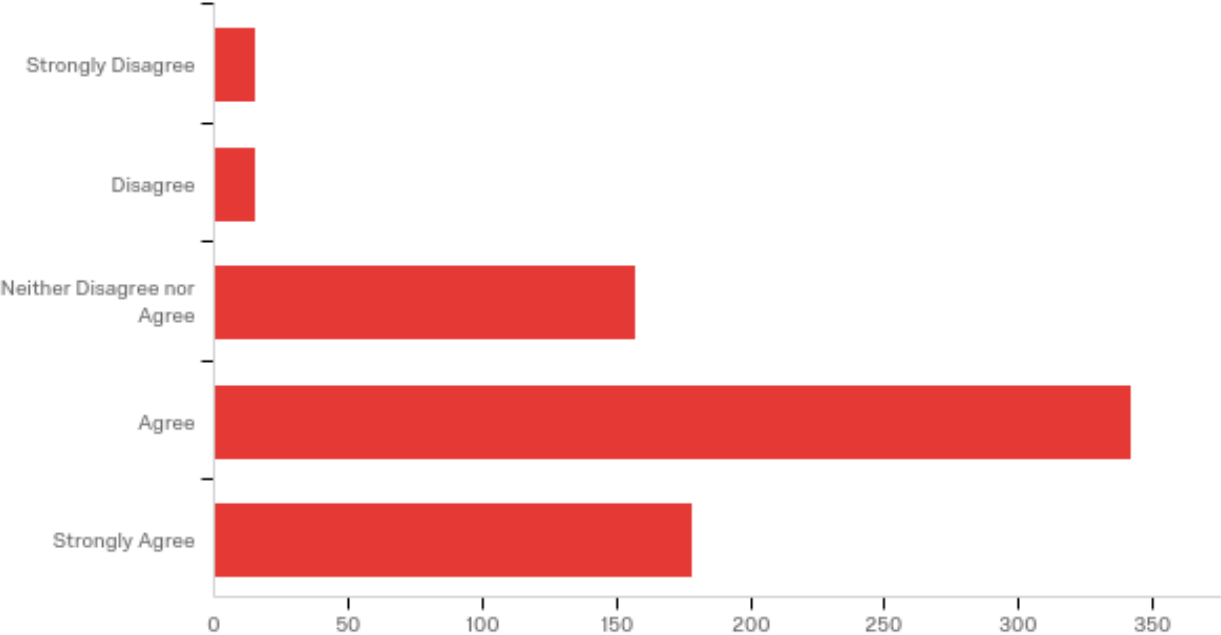


**Q23 - Do you think you will use your ASU email account (RamMail) past graduation?**



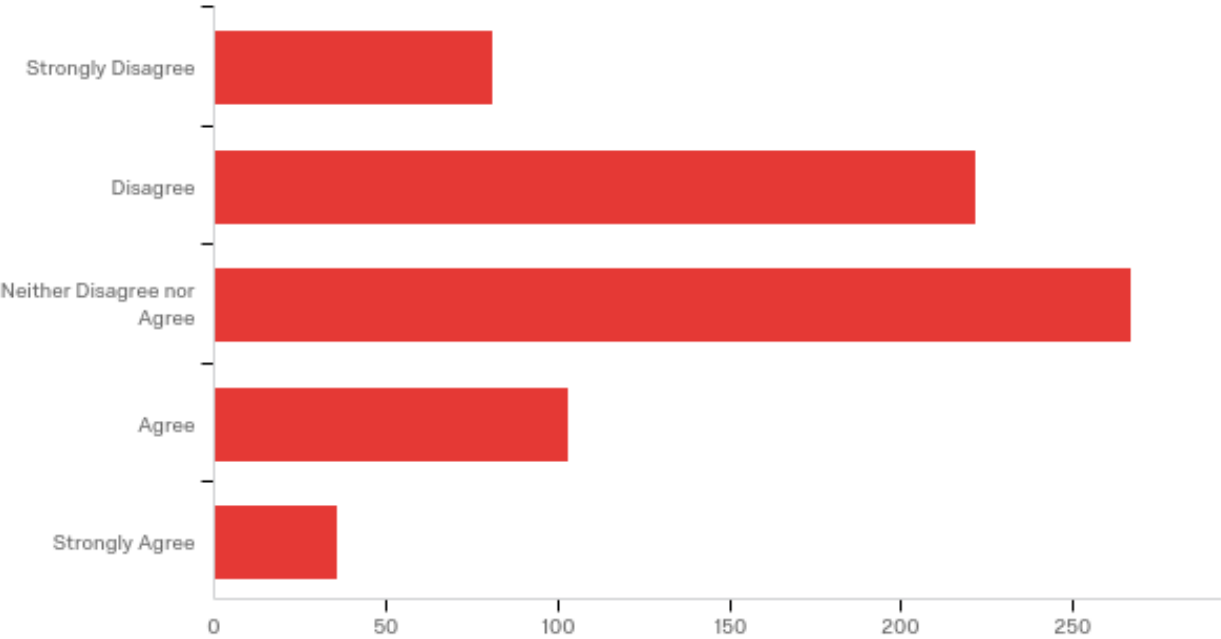
#	Answer	%	Count
1	Definitely Not	7.19%	51
2	Probably Not	22.57%	160
3	Maybe / I'm not sure	34.56%	245
4	Probably Will	21.16%	150
5	Definitely Will	14.53%	103
	Total	100%	709

**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**



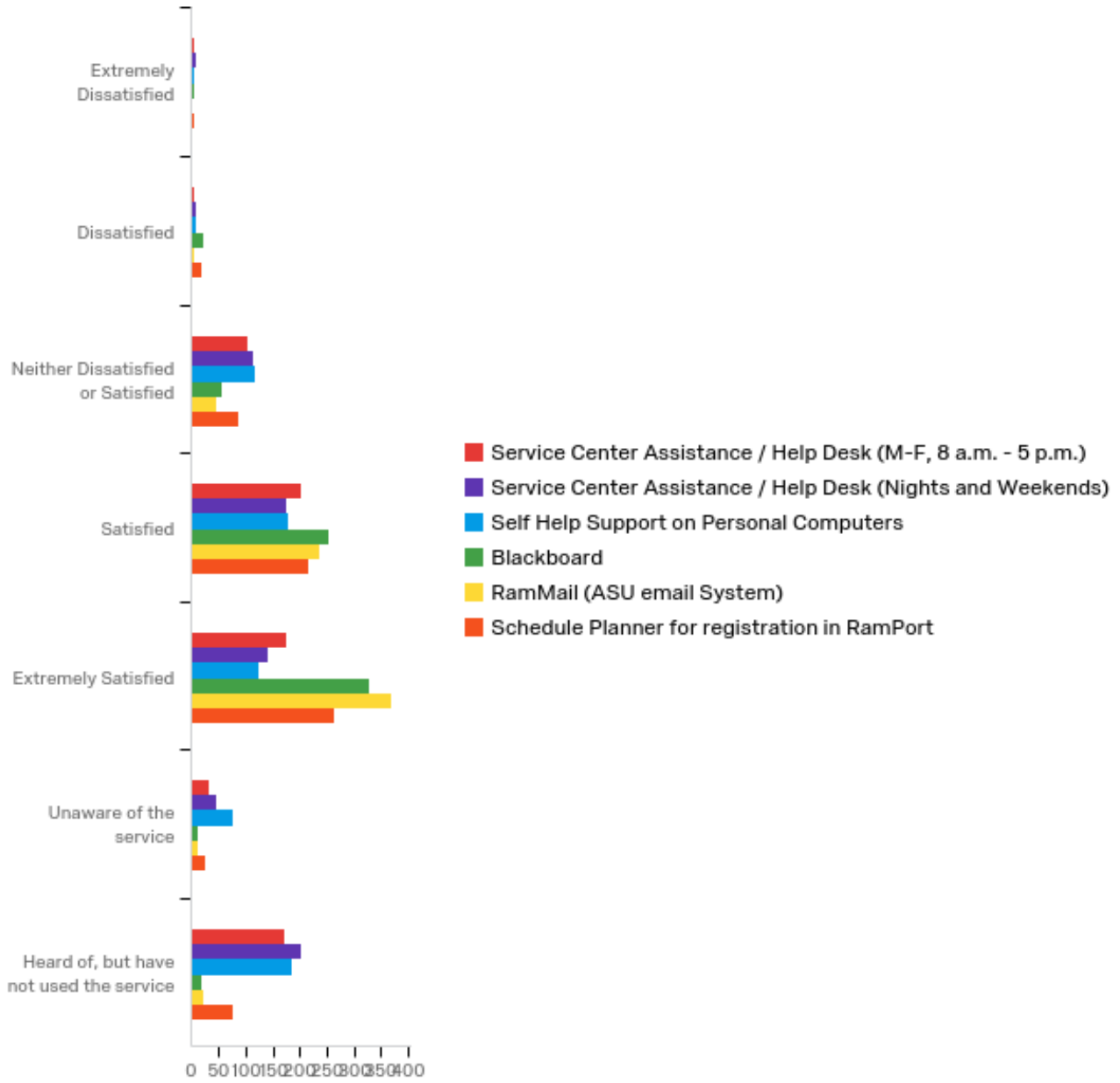
#	Answer	%	Count
1	Strongly Disagree	2.12%	15
2	Disagree	2.12%	15
3	Neither Disagree nor Agree	22.21%	157
4	Agree	48.37%	342
5	Strongly Agree	25.18%	178
	Total	100%	707

**Q25 - I am personally concerned with hackers penetrating Angelo State's network**



#	Answer	%	Count
1	Strongly Disagree	11.42%	81
2	Disagree	31.31%	222
3	Neither Disagree nor Agree	37.66%	267
4	Agree	14.53%	103
5	Strongly Agree	5.08%	36
	Total	100%	709

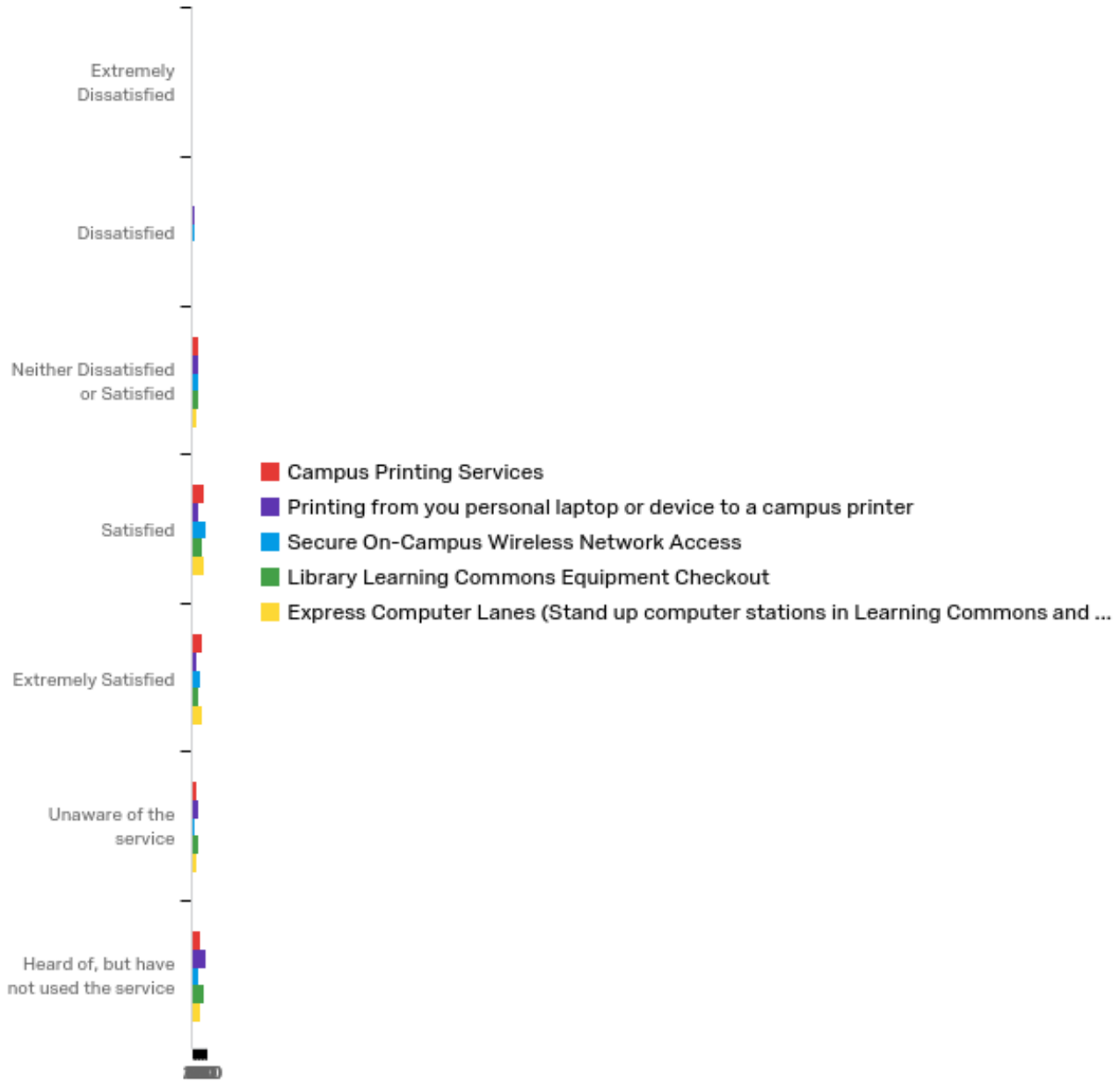
**Q26 - Please rate your satisfaction with the following services. (Replace this one)**



#	Question	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service
1	Service Center Assistan	16.13%	8.45%	19.81%	16.13%	12.47%	15.94%	25.30%
		5	6	10	20	17	33	17
				4	4	5		1

	ce / Help Desk (M-F, 8 a.m. - 5 p.m.)														
2	Service Center Assistan ce / Help Desk (Nights and Weeken ds)	22.58%	7	14.08%	1 0	21.90%	11 5	13.75 %	17 4	10.12 %	14 2	22.22 %	46	29.8 8%	20 2
3	Self Help Support on Persona l Comput ers	19.35%	6	14.08%	1 0	22.10%	11 6	14.07 %	17 8	8.77%	12 3	37.68 %	78	27.5 1%	18 6
4	Blackbo ard	16.13%	5	29.58%	2 1	10.48%	55	20.16 %	25 5	23.52 %	33 0	5.31%	11	2.66 %	18
5	RamMai l (ASU email System)	9.68%	3	7.04%	5	8.95%	47	18.81 %	23 8	26.37 %	37 0	5.80%	12	3.11 %	21
6	Schedul e Planner for registra tion in RamPor t	16.13%	5	26.76%	1 9	16.76%	88	17.08 %	21 6	18.75 %	26 3	13.04 %	27	11.5 4%	78
	Total	Total	3 1	Total	7 1	Total	52 5	Total	12 65	Total	14 03	Total	20 7	Total	67 6

**Q27 - Please rate your satisfaction with the following services.**

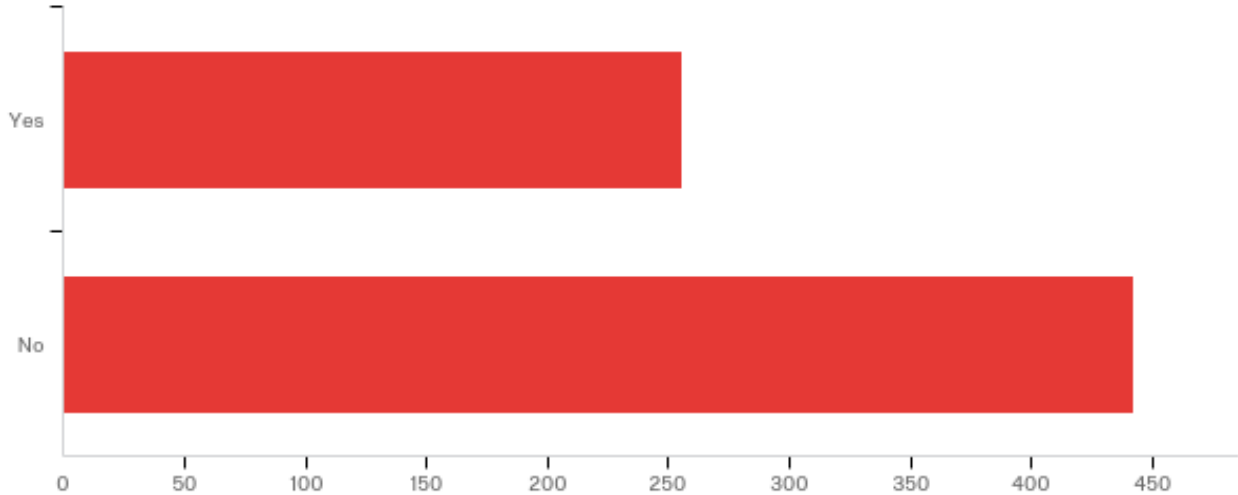


#	Question	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service
1	Campus Printing	17.78%	15.13%	19.62%	22.95%	24.70%	17.05%	15.73%
		8	18	94	207	165	74	129

	Services														
2	Printing from your personal laptop or device to a campus printer	33.33%	15	28.57%	34	20.46%	98	13.08%	118	11.53%	77	26.96%	117	28.41%	233
3	Secure On-Campus Wireless Network Access	40.00%	18	41.18%	49	19.21%	92	23.84%	215	21.71%	145	13.13%	57	14.51%	119
4	Library Learning Commons Equipment Checkout	6.67%	3	9.24%	11	22.34%	107	17.74%	160	15.87%	106	22.81%	99	25.12%	206
5	Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	2.22%	1	5.88%	7	18.37%	88	22.39%	202	26.20%	175	20.05%	87	16.22%	133
	Total	Total	45	Total	119	Total	479	Total	902	Total	668	Total	434	Total	820

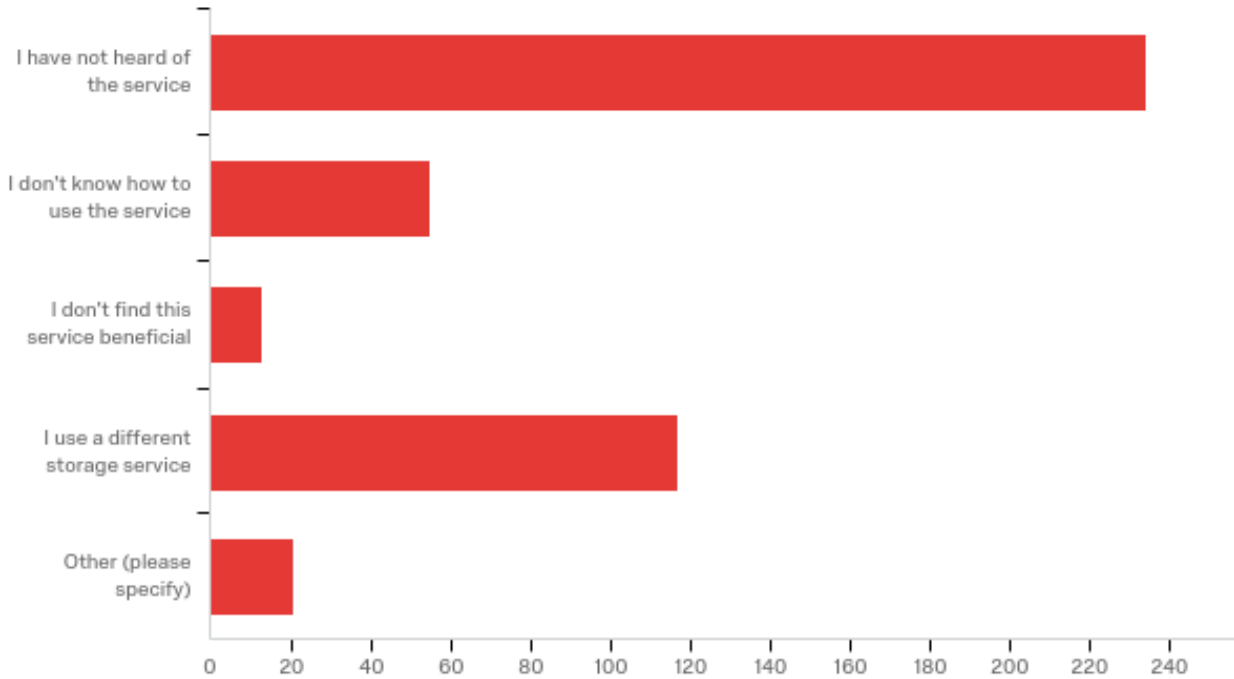


**Q28 - Do you use your Networked Personal File Storage Space (P:drive)?**



#	Answer	%	Count
1	Yes	36.68%	256
2	No	63.32%	442
	Total	100%	698

## Q29 - Why do you not use your Networked Personal File Storage Space (P:drive)?



#	Answer	%	Count
1	I have not heard of the service	53.18%	234
2	I don't know how to use the service	12.50%	55
3	I don't find this service beneficial	2.95%	13
4	I use a different storage service	26.59%	117
5	Other (please specify)	4.77%	21
	Total	100%	440

### Other (please specify)

Other (please specify)

---

Online only; not on campus

---

not on campus

---

I did in undergrad but not grad school b I need my information readily available on my laptop at all times

---

I just never have. In general I'm not in ramport when I'm working on anything important. I generally use an external or my own pc's hard drive.

I don't have access to the network from home

---

online only student

---

I take classes online; therefore, I do not use the computers provided on campus.

---

I have a thumb drive

---

I am not on campus.

---

I selected that I take online courses only and that I don't live on campus at the begging of this survey so I don't understand why I'm being asked these irrelevant questions!!!!

---

I use my personal computer to store files. When I was an undergrad, I used it frequently.

---

I do not live in San Angelo

---

I live out of town; I have only used the campus computers when I was getting my ADN

---

I have not had the need to use it this semester

---

i dont have a reason to

---

work drive

---

I usually just use my USB because it's more reliable

---

Online student

---

I use my personal laptop

**Q30 - 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)**

Besides your Personal Networked Storage (P: Drive) provided by ASU, please...

iCloud Google Drive

iCloud and Onedrive

Google Drive

Drop Box

Google drive

One Drive iCloud

Google drive

Google Drive

OneDrive, GoogleDrive, Dropbox

Icloud

Google drive

USB drive

icloud

Box, dropbox, icloud, google drive

J Drive

The cloud apps provided by the email services: google docs, google slides, etc

OneDrive

Dropbox

microsoft online iCloud Google docs

Dropbox

Microsoft one drive

iCloud ,

iCloud, Dropbox

None.

google drive drop box box

Flash Drive

I don't use any cloud storage, unless you consider email.

Googledrive

google drive

None

Personal flash drive, personal file on laptop

Google Docs, flash drive

Dropbox, Onedrive

N/A. However, I do not really know how to use P: Drive. Mainly because I have not had time to sit down to figure it out.

Dropbox

Google Drive

NA

USB, my computer

Google Drive, Onedrive

microsoft

Google

Icloud

N/A

N/a

Onedrive

I cloud

Google Drive

Google chrome

Icloud, google drive, onedrive

n/a

My own personal computer.

Flash drive

Google Drive and Dropbox

Google Drive Onedrive

Google Drive

I have used a cloud before, but I'm not sure which one. Probably the one that I received free for a year when I bought my laptop. The one google offers or something through Microsoft - not sure, but it helped me a great deal once when I had to submit an assignment from a remote location.

OneDrive, Google

OneDrive - against my will. I don't know how to turn it off.

iCloud

Google Drive

none

Google drive

Dropbox

drop box

Google Drive

J: Drive, and a usb.

flash drives

google drive

never used

I only take online courses. This survey is a WASTE of my time.

iCloud, Gmail Drive, personal USB

Google

Google Drive

Google Drive

I use my personal jump drive most of the time.

icloud, google drive

iCloud

icloud onedrive dropbox

Dropbox

Apple and Microsoft Clouds

thumb drive

I use the google drive connected to my ram mail gmail account.

Gmail drive

Google drive

Google drive, Box.com

---

Google drive Dropbox

---

Google drive via ram mail

---

Dropbox

---

Google drive

---

Cloud and send emails

---

USB Drive Gmail

---

Google drive. One drive. Jdrive

---

iCloud

---

Dropbox

---

Google docs/slides/sheets

---

I use the VPN interface for remote access at my home to the ASU network P: drive

---

iCloud, personal hard drive

---

I usually use a flash drive and my work-related items are saved to the Q: Drive.

---

Google Drive Google Docs Dropbox

---

google share drive

---

iCloud

---

OneDrive

---

Thumb drive icloud

---

Flash Drives

---

Google Drive

---

Google Drive

---

I Cloud

---

gmail dropbox

---

Google Docs

---

I use the ASU onedrive cloud to save info on my personal laptop for when i cannot or dont have my personal computer with me

---

Dropbox

---

icloud google drive

---

icloud

---

Dropbox, Google Drive

one drive and google drive

Drive/ cloud

drive

I do not use any types of cloud storage. I use a physical portable hard drive to store most of my data.

Google Drive

MS OneDrive, Google Drive, ASU Google Drive

iCloud

jump drive.

Google Docs

OKTA GOOGLE MICROSOFT 365

No Thanks.

Dropbox

Icloud

Onedrive

Dropbox, google drive

Google drive

iCloud

flash drive

Google docs

icloud, onedrive, the storage on my tablet

Google Drive OneDrive

google docs

iCloud, Google cloud

Icloud and drop box

Dropbox and iCloud

Google Drive Mega.nz

Google Drive

Drop box

google drive

Google drive



Google

---

Google Drive

---

OneDrive & Dropbox

---

Q Drive

---

J: Drive

---

Dropbox

---

Flash drive

---

I use Google Drive provided thru Ramport to store all my graduate school materials. It has been a wonderful service.

---

flash drive

---

Google Drive

---

iCloud Dropbox

---

Drive

---

I use google drive quite a bit just because it's easier to collaborate with group members

---

Google drive

---

Dropbox

---

Google Drive Dropbox

---

Google Drive

---

Google Drive linked to angelo.edu email

---

USB hard drive.

---

N/A

---

Google Docs

---

Thumb drive

---

OneDrive, iCloud

---

Google drive

---

Google drive

---

Use UT Box for my work at the University of Texas at Austin.

---

Q: Drive

---

Google Docs & Drop Box

---

google docs; icloud

---

Google Drive

Google drive

---

OneDrive periodically

---

Dropbox

---

Google drive

---

drop box, google drive, personal NAS, flash wireless devices

---

Flash drive

---

Drop Box

---

iCloud

---

Google

---

n

---

Onedrive

---

None

---

Google Drive

---

Google Drive

---

dropbox, google docs.

---

Google drive on the ASU gmail account

---

My laptop

---

A flashdrive

---

No comment

---

Google Drive

---

Google Drive, J: Drive

---

Google Drive

---

Jump drive

---

Google drive

---

Google Drive iCloud with phone and laptops

---

Google drive

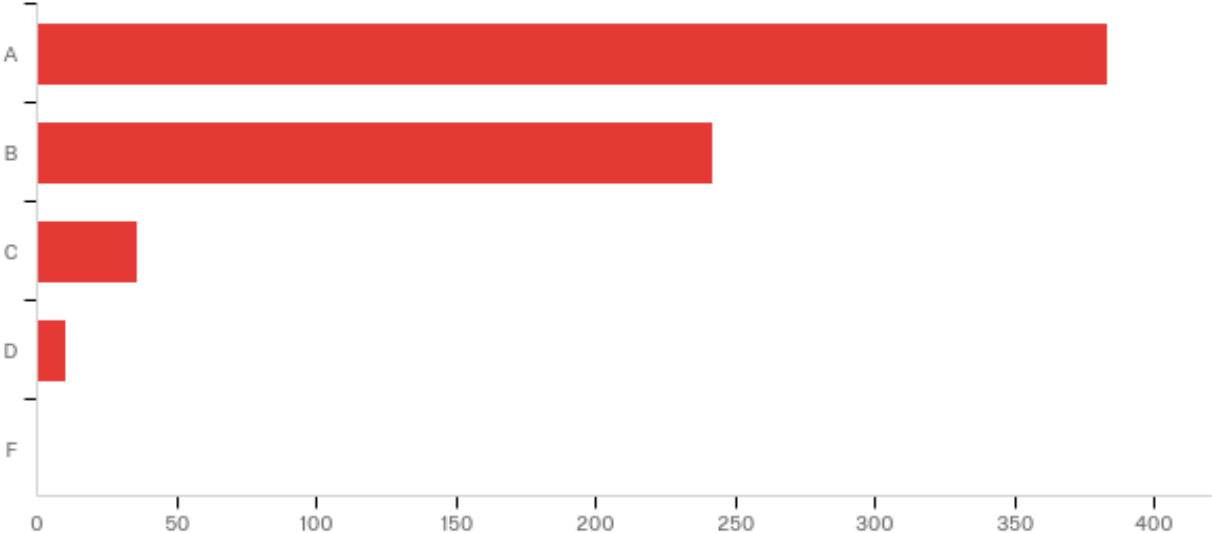
---

One Drive

---

Google drive

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



#	Answer	%	Count
1	A	57.08%	383
2	B	36.07%	242
3	C	5.37%	36
4	D	1.49%	10
5	F	0.00%	0
	Total	100%	671

## Q32 - Please Tell us what the IT dept does well

Please Tell us what the IT dept does well

Great phone customer service!

Walks students through issues

Keeps things running smoothly. I know there are behind the scenes problems and I don't see them which means IT is doing their job well.

maintain the website and make it user friendly - availability of after hours help

help calls

Quick to respond and solve issues.

Everything

I called the help desk several times when I had a problem and they were very helpful.

Personal service in the lab

Respond to help requests in a timely manner and work to address the issue with professionalism.

Very helpful in locating what I can't find on my own and wonderful conversing skills. They are able to figure out the issue quickly and make clear, concise statements that are understandable so that the issue is quickly resolved.

helpful when those of us who are computer idiots need help

someone always answers the phone.

Everything!!

Help when locked out of ramport

IT is very responsive.

All

remote hours are helpful

support/ quick/

Customer service has always been great when I call to fix things or set up accounts,

answering questions through phone calls

The personal service.

answer questions

Getting connect to Blackboard, and resetting passwords.

As a Resident Assistant, I have to have many dealings with the IT department. I do appreciate the speed of the IT response teams, but there are downsides, which I will note in the next section. I do appreciate that, by and large, the IT members who I interact with are amicable, and seem to know what they are doing.

Quick to respond

---

I can easily access the information I need.

---

Friendly people

---

They responded to my concern and were patient as they walked me through the resolution of my issue.

---

Giving me immediate service at any hours of the day/night to give me access to blackboard.

---

I've only ever needed customer service a few times but every time I couldn't have been more pleased with the efficiency of the outcome. It seems like anytime anything has ever gone wrong it's right before a deadline of some sort so by the time I'm calling I'm already stressed out and under the gun per say. And every time the IT department gets it handled with minimal disruption to my time frame (or whatever).

---

quick service when i was locked out of my acct. I greatly appreciate them

---

helping others

---

WiFi services on campus and the fact that I can log on any computer on the campus network wit my student login info

---

I had an issue with linked content on Blackboard and the response from IT was quick and very helpful.

---

customer service

---

I love the late hours and weekends that service is available.

---

They do well in showing how to turn off notifications and pop-ups in online assignments for some classes.

---

IT department has always been helpful when I've had questions.

---

Responsive, helpful on the phone

---

Always helpful if anything goes wrong, and keeps everything the students need up to date.

---

I got locked out of Ramport on the weekend at night. The help desk got be back on in one hour. I'm in California and they called me asap to ensure the problem was fixed.

---

The IT department has always been very helpful anytime I had a problem, which is not very often.

---

Easy to use, nice layouts, helpful

---

Very helpful when you forget your password, or when something goes wrong across campus

---

Available after hours. If you have a problem with Respondus Lockdown or any other issues IT provides assistance.

---

They have always helped me solve computer and printing issues when I had them.

---

Computers in library always work and are available

---

after hours help

---

Availability.

---

Helps with passwords

---

A lot of great services available

---

We try to get the job done efficiently and effectively.

If there is an issue, it is quickly resolved.

---

They are quick to respond and help with any problems I have concerning access to classes, rampport, etc.

---

A lot of work has gone into the way people interact with ASU's online services, and these services are a lot more pleasing to work with as a result.

---

helps students

---

Fix computers

---

Helping reset students passwords.

---

Everything

---

When I have had issues logging in to Blackboard, the help desk has always been able to resolve the issue while I am on the phone with them. They are also very friendly.

---

Getting things fixed, or set up when needed, even when it is last minute.

---

Talking me through computer problems.

---

They have helped me solve a frozen computer problem and their service/friendliness is awesome.

---

n/a

---

The IT help in the library needs more training, only the seniors working in there seem to know what they are doing. Most of the time the IT people seem to be learning as they go and can't answer anything that I have a problem with when I ask.

---

Extremely helpful and good customer service

---

printing services, computer availability

---

Help and assist well

---

Quick responses to technical problems.

---

help resolve blackboard issues

---

IT connects me to the internet which allows me to get my homework done. Thank you all so much. Especially because I was really struggling to get internet access when I first moved to Concho Hall. Thank you Jeremy! (He was the one who helped me with my laptop).

---

Try to help

---

Very responsive and friendly I've never had an issue that wasn't resolved.

---

answers questions pertaining to account access

---

Very quick and efficient when you ask for help.

---

The services they offer are generally well presented, the staff are always polite and helpful.

---

They make sure to notify when they are working on blackboard or Rampport to give us the opportunity to schedule around it.

---

As far as I can tell, you guys do a great job.

---

Immediate service response.

---

As an online student, IT has helped me every time I have contacted them with an issue. I haven't had any problems or concerns about the services.

Keeping informed of upcoming changes

---

Response time

---

Friendly, judgement free tech support

---

Follow up

---

I have had several encounters with the IT department. Some of those were good and some of those were not. One worker in particular is great. Tyler Macartney was extremely professional while working with me. He introduced himself, asked what the problem was and got straight to work. He also did a good job at answering all my questions. Overall it was a great experience.

---

Fixing my computer problem

---

responds fast.

---

always answer and help fix the issue

---

Keeps our online security secure

---

Just about everything

---

Fast response to technical issues Good follow up

---

helps quickly solve any technological problems i may have

---

I called for aid when my login had been compromised, and the IT dept was very helpful in resetting my login and providing safety information to keep that from happening in the future. The man was very kind, patient, and helpful in my time of need.

---

I had a problem once with a paper and when I called IT they were able to access my computer and see my desktop screen and view exactly what I was seeing to understand the problem. This technology was extremely helpful.

---

Respond to questions quickly

---

Helping set up ur new passwords

---

Everything

---

Answer questions in respectful manner

---

Fix computers

---

Their customer services is top notch. I had trouble connecting my laptop in the dorm and they made sure I was able to connect to the wifi. They surpassed my expectations.

---

Technology

---

It runs well

---

IT assistance is always fast and has solved my issue every time. IT personnel are patient and knowledgeable.

---

Fast at wandering concerns

---

Friendly, kind, and helpful

---

I have come across multiple people in the IT department some were not so great and rude. The most professional one was a worker named Tyler. He did a great job helping fix my computer, remained professional throughout our interaction, and answered any questions I had!

---

Online classes are good.

Getting issues resolved.

---

Respond back to any concerns

---

Recently had a problem with a quiz this semester that would not work with internet explorer. The gentleman that helped my at the IT desk was extremely accommodating and immediately helped with my problem.

---

Keep up on eneternet seepd

---

Work well with scheduling

---

I ejoy that someone is always available for troubleshooting issues.

---

The Library and Network research systems appear to work well. Network uptime was very good

---

The IT department is very attentive and ready to help at a moments notice.

---

Maintain the system above acceptable levels. Problems are rare

---

They seem to really listen to student concerns. Their recent improvements to ramport are great, they just take some getting used to.

---

Easy access when I forget my password

---

Password resets Help with Respondus Monitor

---

Quick to help and solve problems

---

The guys are all really nice. I know that's kinda a little thing but it helps when someone seems like they enjoys their job. Also I've called at about two in the morning and someone still has been there to help me change my password.

---

Quickly responds to IT issues

---

The IT dept has been very helpful when I have run into issues with Blackboard or library access in the evenings or on the weekends.

---

Maintain high standards for IT services

---

following up on issues

---

They are helpful with most issues. I personally haven't had a problem they haven't been able to solve.

---

ramport is easy to understand and use

---

Excellent support every time I call. Follow up is great as well. Never a complaint as far as the support I get. Like new layout of Ramport.

---

Very good customer service, used them many times

---

They have helped with Lock Down, Resetting passwords.

---

Prompt response time. Kind service.

---

help reset password

---

Excellent response time and follow up when problems occur.

---

Field service techs are so polite and go above and beyond.

---

Wifi hasn't worked whole semester!

---

They are very helpful and assertive with helping address computer issues



While I have not needed any IT help, others in Class Cafe have posted that the IT department works fast to help students with the problem that is occurring.

customer satisfaction

Great customer service

Available to help when I needed it.

Respond to customer issues quickly, efficiently, and in a friendly manner. Proactive in anticipating issues that may come up with changes.

The personnel that work in IT are what makes our department special. IT is always willing to go above and beyond to assist students, staff, and faculty with any issue. The student staff that work in IT are really learning valuable professional skills for their career. They don't have to know all the answers, but they are learning how to be professional and solve problems. Thank you for being a great leader in this area. The E-Learning Department is amazing. They go above and beyond to help you with questions especially Blackboard.

Helpful when I would call with a problem, quick responses

Great customer service when I needed help!

They fix problems quickly and efficiently. The times I had had to deal with them they did a great job resolving my issue.

Always friendly and eager to help (usually).

They manage consumer's concerns well and handle each situation appropriately and accurately.

The IT department has been very helpful the few times that I have needed assistance.

step by step walk through on the issue

They keep things running smoothly so that folks are mostly unaware of them- this is compliment.

Makes things convenient and easy to understand. Goes out of way to help users who have a problem online no matter what. Off campus and on campus blackboard will sometimes fault during a test or quiz with no fault to the user and IT will help as much as possible because it isn't our fault.

Understand problems, fix them, and usually are reliable.

.

The IT is fast with their work and is always helpful.

Explain how to connect the internet.

Getting information out effectively to students

Helped me on weekends.

IT is always quick to assist me with any issues that I may encounter.

I have been happy with the IT department for the most part.

Customer service

I really have not had to use IT

Always friendly, and precise follow up. No complaints.

The IT dept has been great so far except for one issue that has not been about to be resolved for about a week now. I am unable to see posts from the global navigation tab in blackboard. I have always been able to in the

past for current classes and past classes. The ticket is still open with no resolution.....very unhappy that this has not been resolved and no follow up with me.....I will call again tomorrow.....

They are prompt to service calls. When locked out of my account, IT made the process easy for me to regain access.

Quick response

I would dumb down the complexity of trying to find needed information. The website needs to be far more user friendly.

There are a few employees who seem to care about their job and people on campus who need their help.

Making updates from time to time improving the app or the website itself.

respond quickly

Helpful and concerned when called

n/a

Helping students to logging into Ramport.

response time is excellent!

Easily and patiently provides me with the answers that I search for.

They are very good at assisting my calls for help when I have IT issues

Always available to help troubleshoot.

Help with issues.

For the most part everything works.

Every time I have an issue is is resolved almost immediately and followed up on just as quickly. They have been great from start to finish for me at ASU. Thank you!

Listens and makes certain any issues that I have had in the past is resolved before hanging up.

reset password

Managing their students

Very little problems for online only student. I live in Midland, so I don't visit the computer labs.

Everything went well. No problems.

Other then software and wi-fi troubles, the IT Department is perfect.

answers questions quickly.

Ramport

The IT dept has excellent staff who do an wonderful job with customer service.

Everything is easy to use.

Fixing problems in a timely manner

Website is easy to use (blackboard)

Customer service and they always go out of their way to help students. Even tell students how to do stuff by step by step process.

Keeps blackboard up and going

Every time I have called for help, I have been given the help that I need, regardless of the day and time. As a grad student taking only online classes, this is exactly what I needed.

Access ability.

help when i get kicked out from a test

I appreciate that they take the time to explain and walk me through different sites when I need help.

Assists with tech issues and resolves

Very Friendly, and helpful

Help students with access to the blackboard and resetting passwords.

I have not had any issue with IT this semester

Providing various means of technology.

They are innovative and resolve issues in a timely manner.

They have awesome workers!!!!!!!!!!!!

Timely help!

Quick response to urgent issues

When the wifi goes down, they have it running back as fast as they could.

Technology platform is highly functional and dependable. I have never had an issue accessing email, blackboard or other ASU related online needs.

IT responds well to when I call with questions concerning why I cannot get into my account.

Prompt, courteous help

keeps things from crashing and keeps things secure

When I have needed help with any service, they are always ready to help.

Service and Internet

Have used you several times to reset password. Always kind, courteous, and help me fix my problem!

Once they show up they are very helpful.

Friendly service

Keeps us updated

Keeps the system running

Gets back with me quickly and always tried their best to fix my problems

n

wifi is always running at a decent speed, all the equipment is in good condition and blackboard is never down at a time that is an inconvenience

---

Inform me of my grades, school happenings, and other things that I need to know about

---

speedy when there is a problem

---

Helps ASU student quickly with any questions they have.

---

Always answer my questions.

---

Very helpful, great services offered!

---

Quick, easy, and friendly

---

Making sure all technology is up to date and announcements of upcoming things.

---

They know how to help in any circumstance even when the person is horrible with technology.

---

RamPort has been working well and I like the new interface

---

When there are issues, IT helps to the best of their ability.

---

They always have employees available to help and assist students.

---

Whenever I need help they respond quickly and accurately

---

Quick responses

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

Please tell us what you would change about the IT dept

I am on 56 year old grad student. I had a very difficult time navigating the website, registration, adding and dropping classes, etc. I am not a novice on computers. I will be glad to meet and discuss my experiences in person. My cell number is 325-374-5775. Thank you,

N/a

Idk

e-mail messing up page breaks on charts or tables

N/A

Our program opens our assignments and exams on blackboard on Friday's and close Sundays at 11:59 pm. When maintenance is done on the weekends it makes it difficult on us. Also mid terms and last few weeks of semester papers and finals are being done. Doing maintenance during these times is a huge imposition for students.

Nothing!!

They do a good job

nothing at this time

Not sure

I'm not very Tech savvy so, I would not change much. Thanks y'all

I'm assuming the new Ramport website was designed by the IT dept, and since the new site launched I cannot access ANY gmail on my phone or tablet, something in the redirect confuses them. I have not called anyone for support, because I didn't figure I'd be able to get help with device support and because I don't actually check any of my gmail accounts that often so I don't care much.

open 24 hours

n/a

how to use new school app

I don't get a notification regarding my RamPort login password needs to be changed or will be expiring soon, so I normally find out when I try and log in knowing I have the correct password and then I try and change it, sometimes I run into an issue and have to call the help desk.

The positives out of the way, let's talk negatives. Again, as an RA, I deal with the cameras in the residence hall. Though new cameras have been put in, they are either inferior (this fisheye lens actually has a smaller depth of field, and thus covers less area of the hallway) or, even worse, the cameras are set up poorly, not facing down the halls, or being mostly obscured by walls. In regards to the security of the residence halls, this is not only ridiculous, but unacceptable. Another issue I have had, actually a consistently persistent issue in my time here at Angelo State, is the terrible state of the wifi. I can walk down my hall and disconnect multiple times, often failing to reconnect. And this applies to multiple buildings around campus, including but not limited to Carr EFA and the UC. In my own room, despite the improvements that were apparently made to the routers, my desktop cannot stay connected to the wifi consistently (which prompted me to switch to ethernet, which is the next issue I want to address). The decision to turn off the drop port to the ethernet was a terrible one, as someone who actively uses their desktop (and has, for years) it should be apparent that I make use of internet access nearly constantly. In addition to that, the severely limited times that the drops were reactivated caused me to lack a reliable source of

internet access in my room for the first two weeks of school (this following having internet access in my room during the summer). If left up to me, the wifi needs to be improved across the board, for both mobile devices and PCs. The ethernet needs to remain on, or there needs to be a better system in the reactivation of them, if that is not possible. But most importantly: the camera issues in the residence halls need to be addressed and resolved. While I do appreciate the work that the IT department does, I very much think some things need to be changed so as to improve the quality of life for the campus, as well as make the IT department's job easier.

---

can't think of anything at the moment

---

nothing

---

Nothing

---

Its great nothing at this time.

---

I think that there was probably a place earlier that I should have put this but I didn't so here you go.... The new rampart is really pretty but, in my opinion it's less intuitive than it was last semester. I had zero problems finding anything before the update but have since. Also, and customer service phone numbers should be prominently displayed. I know why corporations often arraytheir phone numbers in a way more difficult to find. And I'm sure you guys get sick of the dumb questions you get (how could you not), but I'd like the phone call to be the first option. Not the last. The few times I've needed a number, for whatever department, it's always taken a few minutes find it. Sometimes I've had to link to a subsection and find it somewhere in there. Put them at the very top of whatever department in inordinately large numbers. It shouldn't be a scavenger hunt. That being said you guys really do do a great job. Those are literally my only complaints. It always seems like I'm pressed for time when these slight issues arise which make them seem like more of a crisis for me. Which clearly they're not. Good talk.

---

nothing

---

.

---

Nothing at the moment.

---

I have started tickets numerous times and have never had any representative that was able to help with any of my problems. Not only were they not helpful, but they acted like there was something wrong with me because I asked them for help. I knew more than any of the representatives about the possible ways that you can utilize technology services at ASU. It is pathetic and unprofessional.

---

It is hard to contact you past business hours.

---

More awareness about the P Drive.

---

None, good as is.

---

I'd probably add more people. Sometimes, you have to wait awhile to talk to someone.

---

Took a couple weeks for IT to complete my request. One of my courses required VPN access to get to some course content. I had to call, submit forms numerous times to eventually get the issue fixed. My time to complete assignments was truncated as a result

---

None

---

Nothing comes to mind.

---

Nothing

---

Updating library computers Updating wifi system around library and campus

---

Sometimes the wifi does not work on my laptop so I am unable to work on homework from my room

nothing

---

Undetermined

---

n/s

---

I've gone to several IT workers to have my school email set up on my phone, and they've all said the system is weird and to come back at a later time when a more seasoned worker is in

---

I think we need a more customer service mindset. Trying to best serve those who come to us in need of help. I also believe student employees should receive some sort of training that certifies us to deal with people when they are going through some emotional problem when we're on the phone with them. There's been countless times where other students and professors seem stressed out or worried about something and I believe we could make a difference when we do end up catching them on the phone when they have an IT problem. I think this would show the campus community that IT is here to help and genuinely cares about the well-being of others.

---

Make the registration easier to follow. Difficult to find.

---

There seems to be a lot of delays when it comes to servicing hardware in the labs or the library. Also, the desktop version of BlackBoard feels like it could be updated to work better for individual users, like the addition of a color coding system in classes similar to the old version of the BlackBoard app.

---

Na

---

Only make students change their password every year instead of every few months. However, because of security reason I understand why it is in place it is just a bit of a hassle.

---

n/a

---

Printers, I feel that we could change things but it would require the administration to do that not the IT department but would love to see new things.

---

Update computers so I don't have to press X 4 times when I open word.

---

Wireless network is still slow

---

Computers on campus should all have chrome, and adobe. It is so stupid to have to download these everytime I log into a campus computer.

---

n/a

---

Just the library help at the IT desk. Education them better.

---

itnernet/wifi

---

Nothing

---

More knowledge of Mac devices. Extremely upset that I never could get the Microsoft office downloaded correctly

---

None

---

nothing

---

N/A

---

I have no complaints, therefore I have no suggestions for improvement.

---

Nothing at this time.

---

I'm not sure, but always striving to improve services is important to students.

---

Nothing

Better instructions on how to connect to P: Drive. Longer intervals before having to change passwords, or at least have the time periods match with the timing of the semesters.

nothing really.

nothing they are great

Let the students know what they can and can not go to IT for

Nothing at all

N/A

to approve programs if the students needs for a class

nothing

Tutor availabavailability

Nothing

I don't think I have enough knowledge of IT to make a claim.

Nothing

Online chat would be nice.

Overall customer service. Not very nice when they help

Getting issues resolved in a more timely manner. This would mean more training and hiring more IT personnel.

App does not have classes attached - must download Blackboard.... This was not mentioned. Feel as if the App does not have a strong purpose, but could if reconfigured and promoted more

Help with placed tickets for repairs sooner

Nothing

Nothing!

Setting up Campus wireless was next to impossible, the semester is over and I still don't have it working. Not even sure who to go to to ask for help. The data entry areas for online classes are very very frustrating. It's easier to type up a forum or other response in a word processing program and then paste it into the appropriate entry box than attempt to use the Blackboard system. Even this box that I'm typing into right now works better than blackboard because at no point has my cursor suddenly jumped back to the top left of the text nor have my arrow keys quit responding. If you could fix that, I wouldn't even care about the wireless being impossible.

N/A

Please take these surveys yourself before you send them out. They're redundant, and they clearly haven't been proofread.

Nothing

Make it easier to get from Ramport to "Banner Self Service" page, the most important page. Sometimes navigation on the "Banner Self Service" page is tricky, i.e. you click the back button and it backs out of the entire website.

Honestly nothing. Everyone's nice and I have never had a bad experience with IT.



Please work on not revoking access with the VPN interface for the students that need it without some notification. This has happened to me twice, and each time I found out was after everyone had left that could work on it and I had to wait till the next day. Very inconvenient

---

They could be more timely.

---

N/A not familiar enough with the system to give negative critiques

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I don't feel I should have to change my IT Account password as often as you require us to. IT should either extend the period in which a password is valid, or allow us to use older passwords (1+ year). It's gotten to the point that I am running out of passwords to use, since we have to change them 4 times a year.

---

I know this probably has to do with me having a Mac, but I could not access Cloudpath to access the secured wireless network all semester. I received a suggestion from IT to try Chrome, opposed to Safari, which I did - but did not resolve my issue. I have no complaints on the follow up from IT as the help desk did their job to return my call to see if things were working properly, but just did not have time to call back. My issue is that I doubt I am the only person with a Mac that has experienced this problem. Please reference my help desk ticket. Thanks. Tim

---

Continue good service

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Last semester, black board continuously shut down at the ideal times I do my work. Early in the morning. I was unable to make up that time since I work full time. This semester has been MUCH better.

---

Nothing

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keep improving

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Ticket time response time After hours assistance doesn't usually solve my issues. They tell me someone will contact me the next day and when they do, its usually way after I have solved my own issue or the task I needed to complete has already been taken care off.

---

You can improve wifi!!!!!!!

---

I would like to see more advertising about the jobs offered and how to apply

---

make the internet faster, allow the internet to not crash/freeze when I am watching a video. the difficulty of accessing the internet, its nice but a pain in the butt.

---

Nothing comes to mind.

---

The IT Project Office seems to be overwhelmed and often project submissions are pushed back or never worked on because they are not seen as a priority. This is frustrating when you are trying to advance and make progress. The new look of RamPort is great. It is a lot more user friendly and welcoming. However, I don't know why everything is just linked to the ASU webpage? What makes RamPort special? Why is it a great tool if I could have just looked it up on the ASU website in the first place?

---

The hours, have the building and rooms open and available at night time and during weekends.

---

The IT student that helped me had a really old laptop that was very slow. They need better equipment.

---

The colored printer always being broken.

---

Nothing, keep evolving and making it convenient and extremely helpful to our students.

---

not sure.

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---

Sometimes the IT techs take a while to assist with technological issues.

---

Make them more known.

More bandwidth and stronger connections for wireless devices.

---

Tell me more about the resources available and HOW to use them.

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Nothing

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I would not change anything

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Not much. Redo survey once we have learned to navigate changes. I am taking one on line course and have had difficulties getting on. I just show up early now to make sure I can get on.

---

Nothing

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I wouldn't change a thing about the department itself. It is great that you people are relatively available at many different hours.

---

I think it is completely unnecessary to send three or more student workers to fix simple problems around campus. As an employee and student, I have witnessed the extra students not doing work or taking advantage of the "training opportunity" (as it has been described to me before) to not do any work and still get payed (more than the majority of the other student employees). I have walked in on student workers gaming and using social media on computers that they are supposed to be fixing. This issue becomes even more infuriating when the rest of the student workers learn that IT student employees are able to earn more money working more than 20 hours per week (the maximum decided upon by the university, except for IT). And even more infuriating is when the students who come to "fix" the problem, are condescending (it is 2017, I do not need to be asked if I have turned the computer on and off before calling) and then unable to fix the problem or come up with a plan to solve the problem. What I would change about the IT department is - hire fewer better employees, because the ones you have are very good at not doing their job and earning their maximum paychecks.

---

I feel the website has too many links and you have to navigate through to find what you are looking for. Reduce the amount of webpages and add the hours of all the buildings in the mobile app.

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n/a

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n/a

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No need to change about IT dept.

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n/a

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Not a thing

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Nothing. They are very good.

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Rampport page seems like it was designed in the Year 2000.

---

Move away from Cloudpath to a more secure and easier to use in house solution. Users could log into the network using "cas.angelo.edu", and it would not require extra software on the users part.

---

nothing

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Work on the internet so it doesn't cut out as often and try to get a wider band for wireless printers to connect to wifi also

---

Have an actual person call you to tell you your ticket is complete rather than an email.

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Too many emails from various school organizations, but no option to opt-out. As an online student, I am not interested in mail from housing, multi-cultural events, etc. Also, in class cafe, it would be nice if we could edit or delete a post.

---

Software, such as browsers, need to be updated so that we do not have to worry about it and so that everything, such as YouTube, as well as other streaming services, can work properly.

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Nothings

Nothing

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Nothing

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N/A

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Nothing

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nothing

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N/A

---

nothing

---

Better response times.

---

N/A

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Your wifi sucks. You obviously don't have a big enough server to provide to the various halls.

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More personnel

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N/A

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I have no recommendations. Have been completely satisfied.

---

Nothing really. I am very satisfied by my service.

---

Nothing

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I would like y'all to research which places y'all get the most calls from and have people dedicated to the areas most often needing assistance. For instance, the Mac lab in the art department seems to have issues daily, especially since we use the various printers so often for assignments. I've waiting in the lab for hours after calling IT and no one shows up. It would help to have people dedicated to these places so I don't waste entire class days waiting to even begin on an assignment.

---

Not sure who maintains the MCS labs but they are disgusting!! The bottoms of the mice and the screens need to be cleaned. The desks are always gross too!

---

I can never get my laptop to connect to the wifi when I'm in classes, it wont open the "I accept" page which seems pretty pointless

---

Would make it where IT problems would be solved or service tickets taken care of faster.

---

Open 24/7??

---

n

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maybe educate people on what a P drive is.

---

Nothing, it is good.

---

Schedule planner is annoying and not user friendly. Gets frozen up at midnight before people can register and it could be improved somehow.

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None

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More surveys like this.

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Be able to help students with desktops a bit better.

Equipment is older and requires frequent updates. I've received messages numerous times. Also, the wifi connection in Texan Hall is not good. I have had difficulties with it since fall 2015 and it seems even worse now.

---

Nothing I can think of.

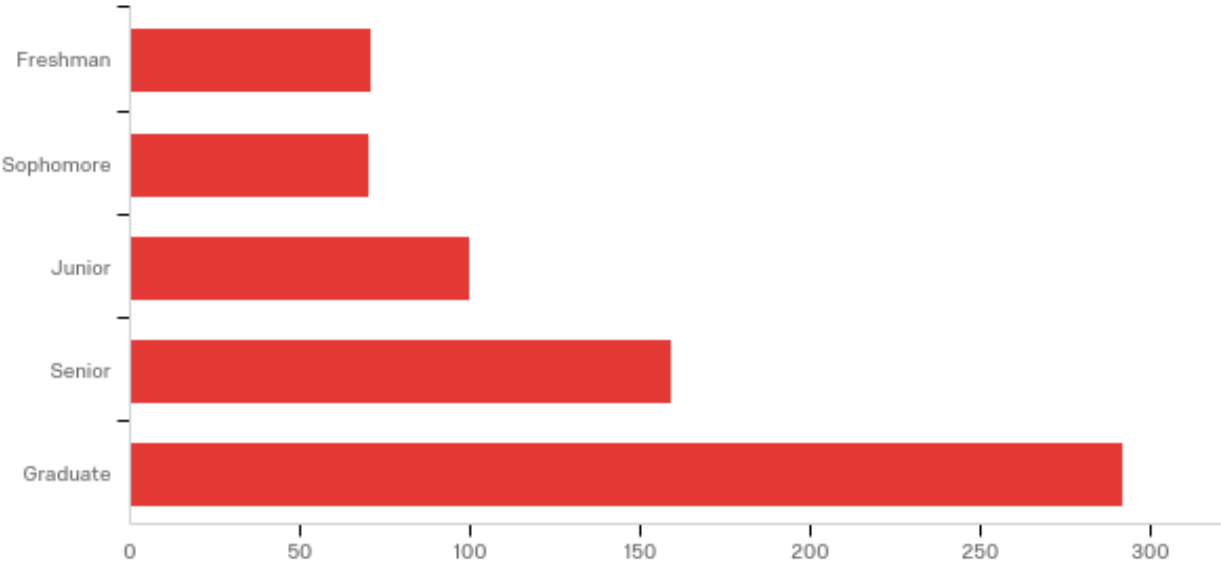
---

Nothing

---

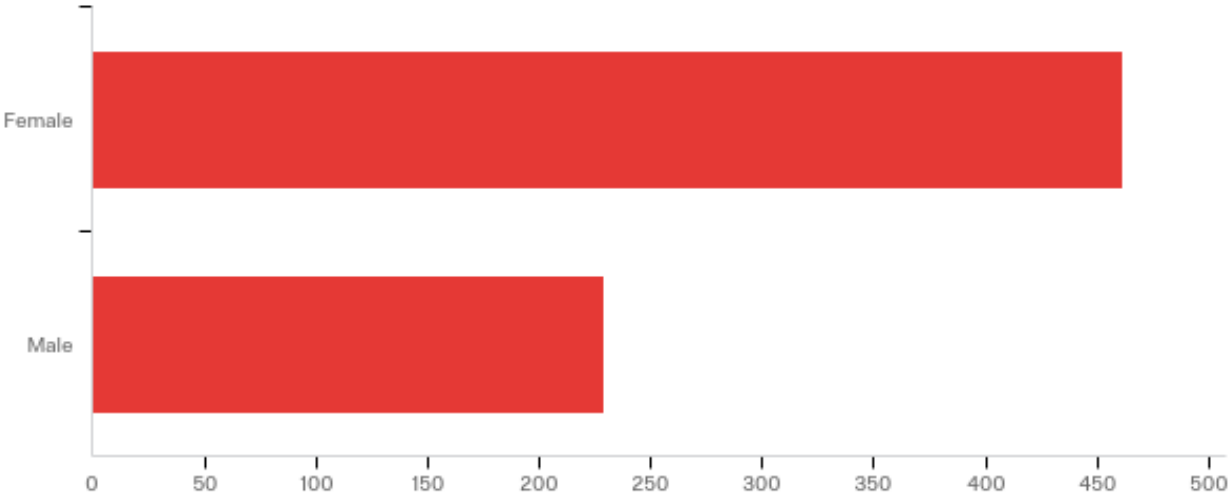
how well they train their employees.

### Q34 - What is your class standing?



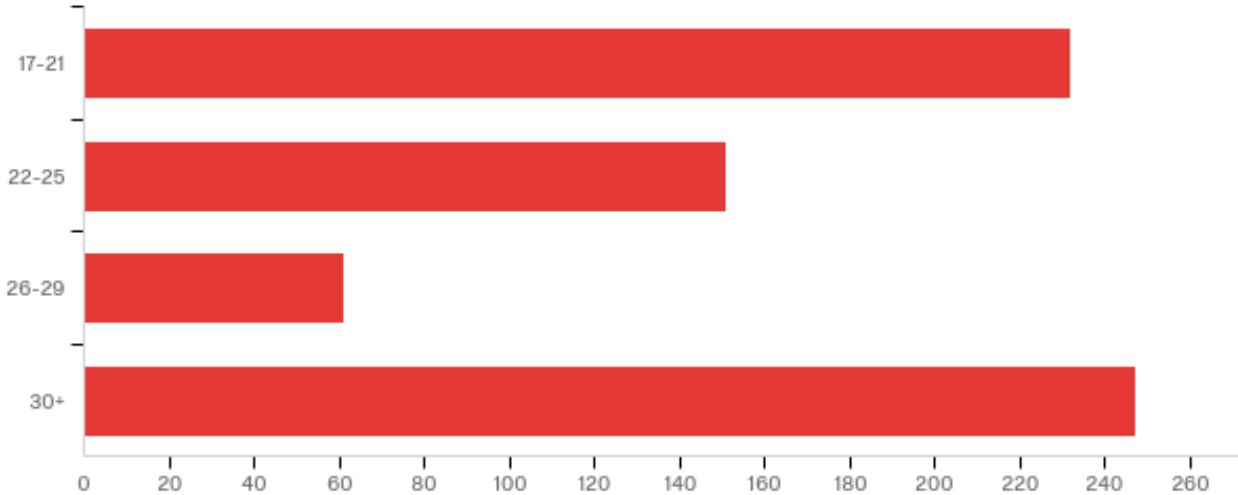
#	Answer	%	Count
1	Freshman	10.26%	71
2	Sophomore	10.12%	70
3	Junior	14.45%	100
4	Senior	22.98%	159
5	Graduate	42.20%	292
	Total	100%	692

Q35 - What is your gender?



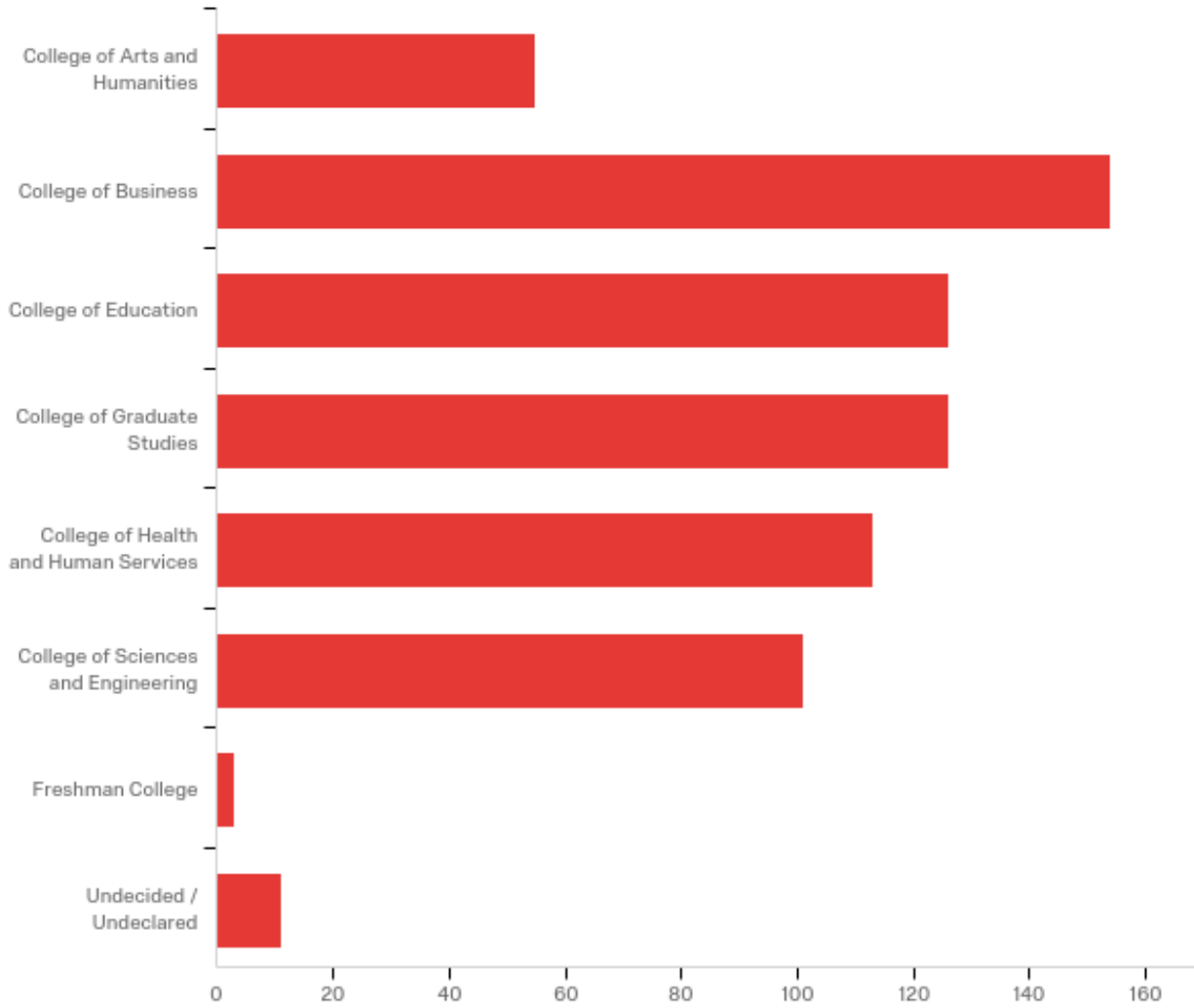
#	Answer	%	Count
1	Female	66.86%	462
2	Male	33.14%	229
	Total	100%	691

**Q36 - 35. What is your age?**



#	Answer	%	Count
1	17-21	33.57%	232
2	22-25	21.85%	151
3	26-29	8.83%	61
4	30+	35.75%	247
	Total	100%	691

### Q37 - In which college is your academic major?



#	Answer	%	Count
1	College of Arts and Humanities	7.98%	55
2	College of Business	22.35%	154
3	College of Education	18.29%	126
4	College of Graduate Studies	18.29%	126
5	College of Health and Human Services	16.40%	113
6	College of Sciences and Engineering	14.66%	101
7	Freshman College	0.44%	3
8	Undecided / Undeclared	1.60%	11
	<b>Total</b>	<b>100%</b>	<b>689</b>



