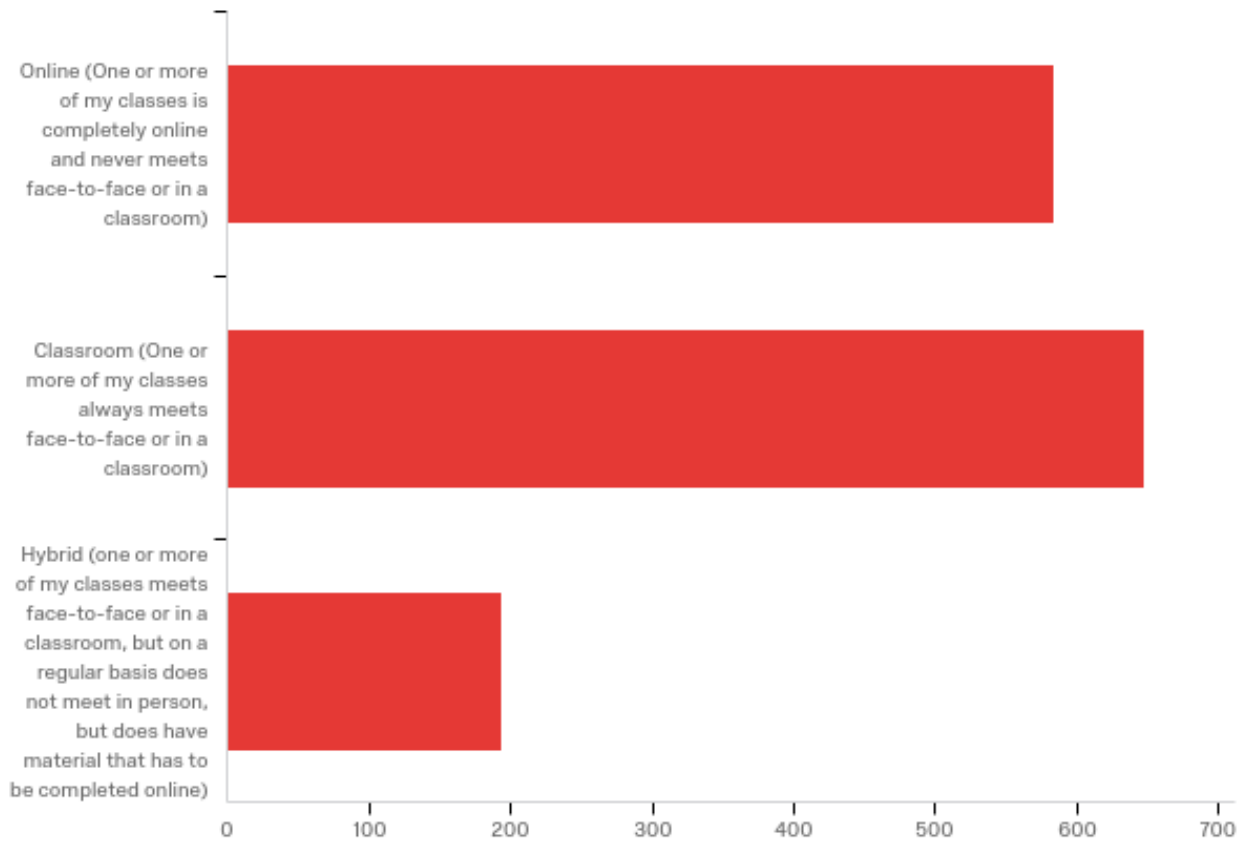


full data

IT Student Survey 2019

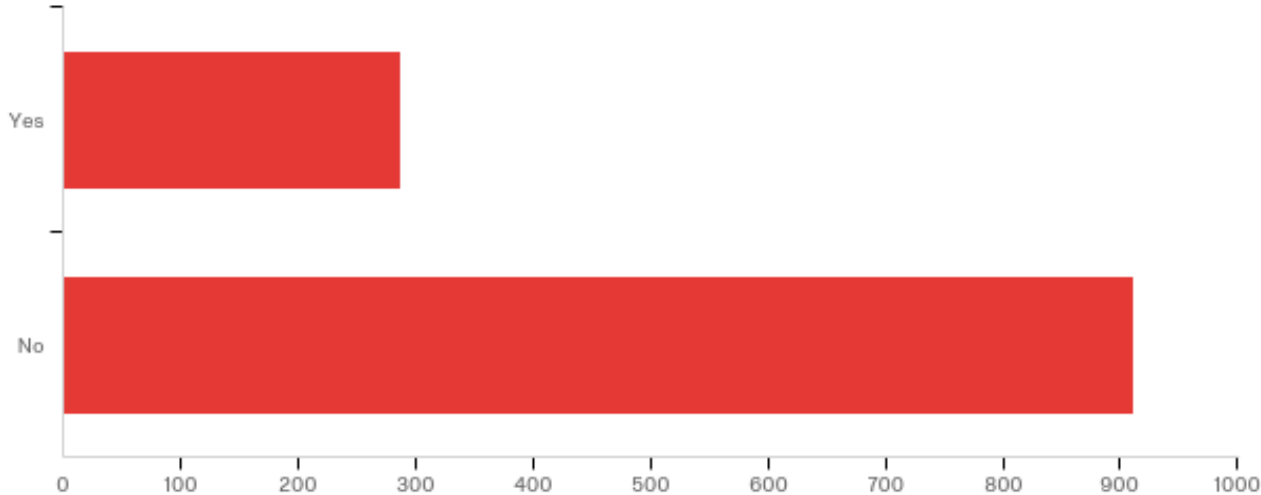
June 6th 2019, 3:40 pm CDT

**Q1 - What type of classes have you taken this year (Fall 2018 - Spring 2019) at ASU?
(Please check all that apply)**



#	Answer	%	Count
1	Online (One or more of my classes is completely online and never meets face-to-face or in a classroom)	40.95%	584
2	Classroom (One or more of my classes always meets face-to-face or in a classroom)	45.44%	648
3	Hybrid (one or more of my classes meets face-to-face or in a classroom, but on a regular basis does not meet in person, but does have material that has to be completed online)	13.60%	194
	Total	100%	1426

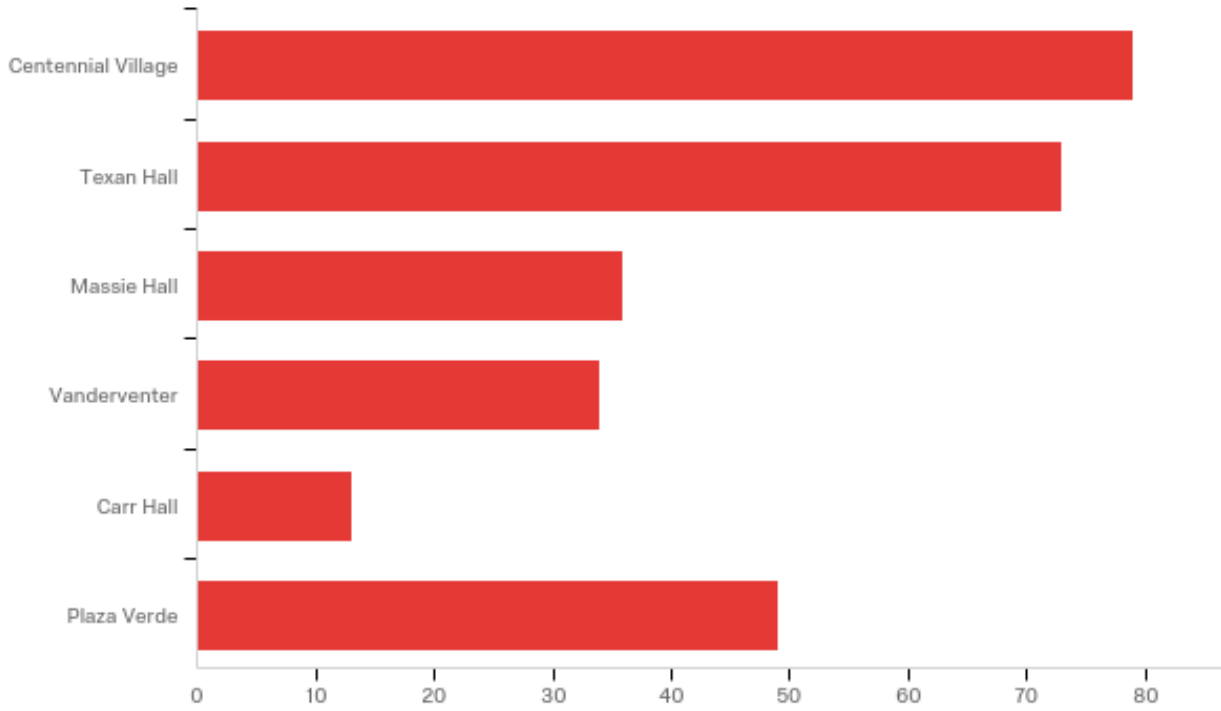
Q2 - Do you live on campus?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you live on campus?	1.00	2.00	1.76	0.43	0.18	1199

#	Answer	%	Count
1	Yes	24.02%	288
2	No	75.98%	911
	Total	100%	1199

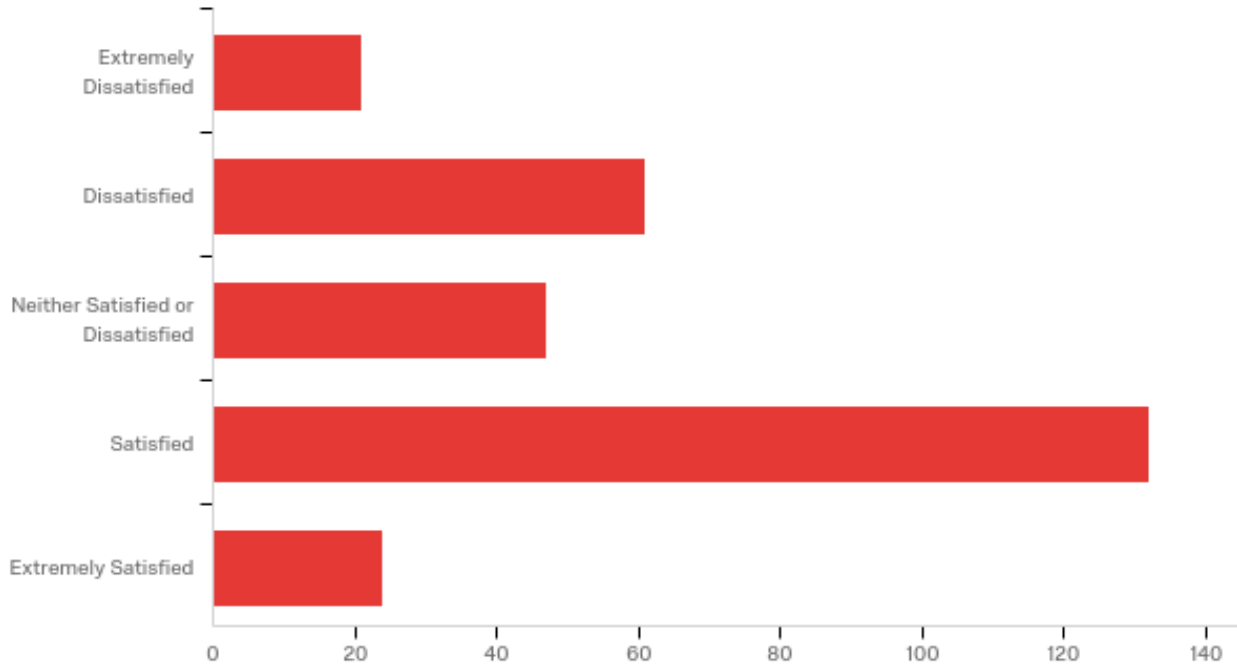
Q3 - Where do you live on campus?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Where do you live on campus?	1.00	6.00	2.92	1.79	3.22	284

#	Answer	%	Count
1	Centennial Village	27.82%	79
2	Texan Hall	25.70%	73
3	Massie Hall	12.68%	36
4	Vanderventer	11.97%	34
5	Carr Hall	4.58%	13
6	Plaza Verde	17.25%	49
	Total	100%	284

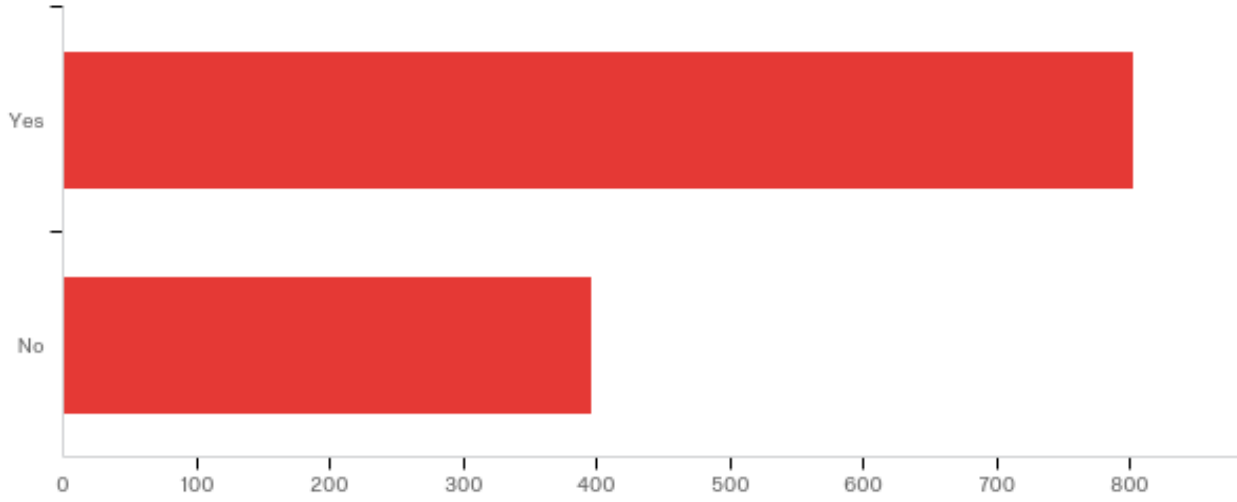
Q4 - How satisfied are you with your Residence Hall Internet access?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied are you with your Residence Hall Internet access?	1.00	5.00	3.27	1.11	1.24	285

#	Answer	%	Count
1	Extremely Dissatisfied	7.37%	21
2	Dissatisfied	21.40%	61
3	Neither Satisfied or Dissatisfied	16.49%	47
4	Satisfied	46.32%	132
5	Extremely Satisfied	8.42%	24
	Total	100%	285

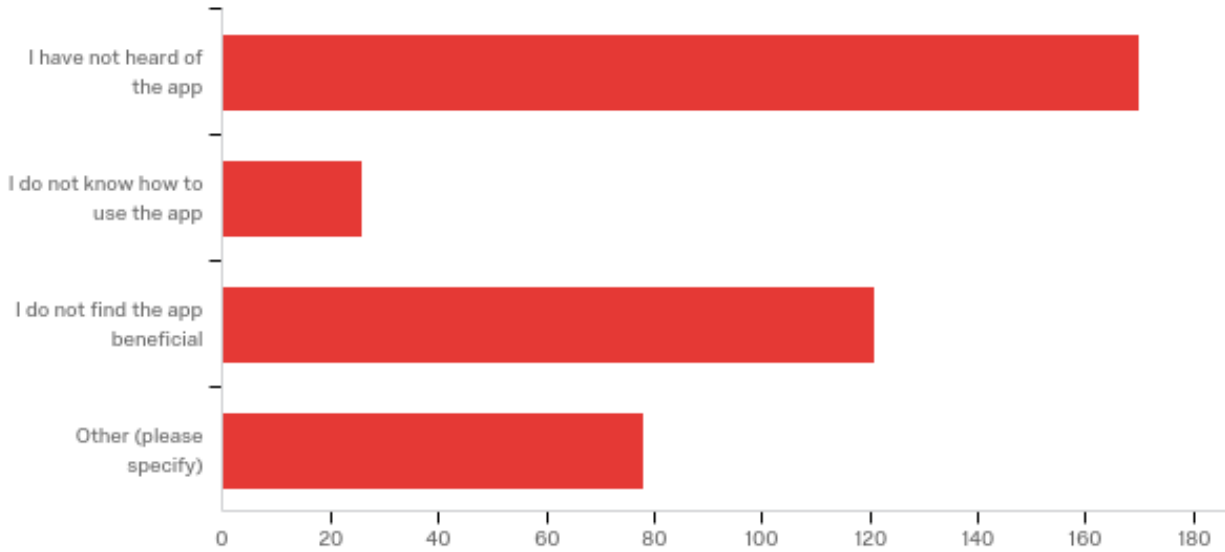
Q5 - Do you use the ASU mobile app?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you use the ASU mobile app?	1.00	2.00	1.33	0.47	0.22	1198

#	Answer	%	Count
1	Yes	66.94%	802
2	No	33.06%	396
	Total	100%	1198

Q6 - Why do you not use the ASU Mobile App?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Why do you not use the ASU Mobile App? - Selected Choice	1.00	4.00	2.27	1.21	1.45	395

#	Answer	%	Count
1	I have not heard of the app	43.04%	170
2	I do not know how to use the app	6.58%	26
3	I do not find the app beneficial	30.63%	121
4	Other (please specify)	19.75%	78
	Total	100%	395

Q6_4_TEXT - Other (please specify)

Other (please specify) - Text

It never loads for my one card and other uses

I usually just look at things through my computer.

I prefer to using my laptop.

I have it but don't always use it.

I really mainly use the blackboard app

Just got a new phone and haven't downloaded it.

Just as easy to use the computer

I didn't know it existed. I also never looked for it, so that's on me.

No space

I forgot it existed.

I just don't have it. There's nothing wrong with it though

I don't have a need for it. I'll go online if I have to register, look for information, etc.

I do not have much memory on the type of phone I have.

I've learned my way around campus already

I'm not on campus and don't need it.

Never downloaded the app

I don't need anymore apps on my phone.

The app doesn't work correctly.

Using Blackboard via the internet has been sufficient

I mainly used it to check my email, but it kept telling me login error and never works anymore.

Just haven't got to it.

I just prefer to go online

Have not thought about using it

Not sure what benefit it is to me if I am not on campus

Have not taken the time to download app

I am sure the mobile app is beneficial but I prefer to use my phone for calls only.

No space on my phone.

All of the above reasons. I have not really heard about it nor do I know how to use it and would not find it very beneficial for me right now.

I just don't use it. I'm always at a computer working and just use the computer.

I have heard of the app, but simply haven't gotten around to looking into it

I do not need the app.

I don't keep any school related materials and apps on my phone.

only use it occasionally..usually just for the map.

I prefer to use my laptop

Not user friendly with Blackboard and Gmail being separate aspects of the app outside of it and not within its functionality.

i found words here:

<https://docs.google.com/document/d/1iM2BHtev3YJG4J7ocG9JagdSYCBJ1IHQryBCgeE4bTY/edit?usp=sharing>

I don't bother to download the app because I can access all of the same things on my phone through a web browser and through my student email account. It seems like an overload of info for me, and I don't want to waste phone space on that as a user.

I generally don't use apps... I would still have a flip phone but for whatever reason they are more expensive than the cheap smart phones at the AT&T store...

just haven't downloaded it

I haven't needed it. I usually just access through my computer.

I don't have an iphone

not enough storage space on my phone

it does not work well

Don't think I need it.

Always glitchy.

I haven't had a lot of space on my phone and didn't think about it.

Rather use the web

I do not have the space on my mobile device and I prefer working from my computer.

It's too small to type and complete tasks. I need a real keyboard and a large screen in order to do coursework. I will check the app once or twice a semester if I am waiting for grades to post. That is all I use it for.

I just prefer using a browser.

The app worked poorly 2 years ago when I tried it. Logging directly into Ram port and Black Board works better.

I know about it, just have not added it

I prefer to log in through the browser because I'm most familiar with it. I generally use my laptop for school.

no need

I prefer to use my laptop where possible.

I haven't tried it out yet

Space on my phone

Wouldn't check it even if I had it.

The app never works as well as I would like for it too. It's slow, crashes and has always frustrated me.

My experience wasnt user friendly because of being used to the on line system.

N/A

I just have not thought about it. I access my email, etc. from my phone and haven't downloaded the app. I'm not sure it would offer any more than what I currently use.

I do not like to do homework/check grades/email on my phone.

I would rather use the online version.

I have it downloaded. I just never think about using it.

My phone overheats when I try to download apps. Also I need an Apple account to get apps on my phone, and they keep asking for my credit card info when I try to make a "free" account.

I have downloaded it and it does not work. I cannot get to my class materials or mail. It shows my class but does not show any information under roster, grades, announcements, discussions.

Downloaded the app to have easy access to my email and the email does not work on it. I went through all of the troubleshooting steps suggested and it still does not work.

It's slow

No use for it

My old phone had issues running the app, so I just haven't downloaded it.

There have been too many problems with it in the past. I don't trust it.

i have an iphone and no storage space to download the app.

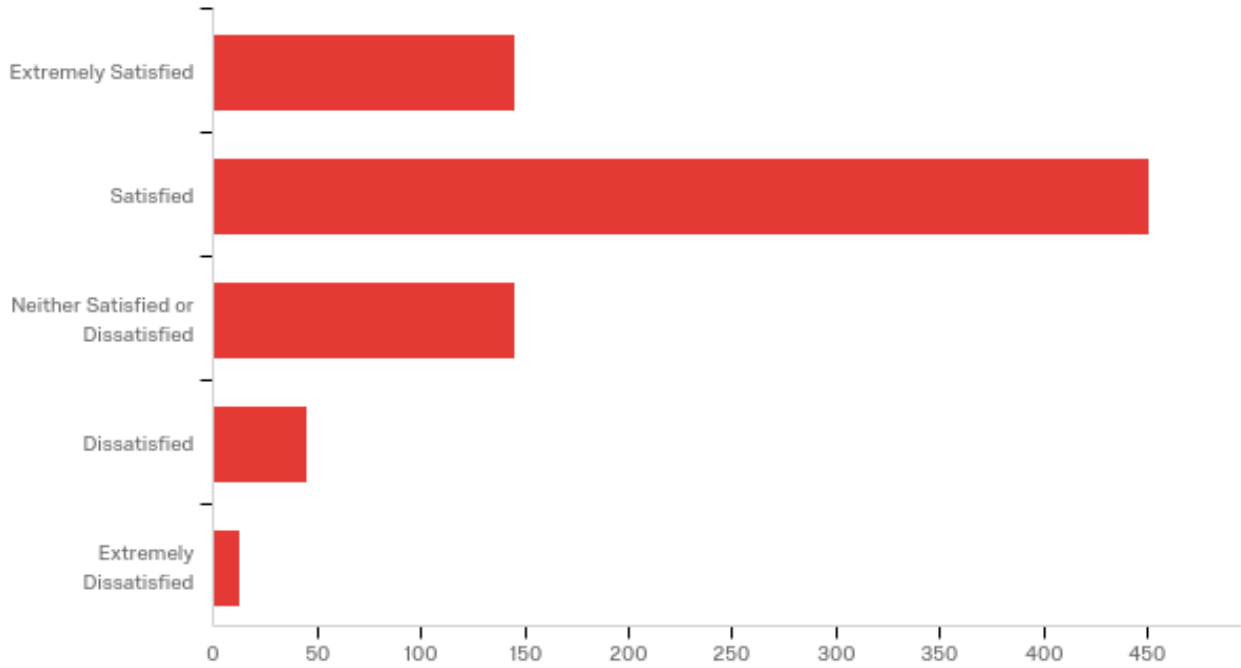
I use the app but the error it has is too much. One annoying error is that it tells me to return to the login page, but when i press it, nothing happens

I prefer accessing through laptop

I have the app on my phone but hardly ever use it unless I have to. For example when I look at the class roster when looking for a classmates email when we work on group projects. Or when I look at my academic grades.

I don't always need to access what the app offers, and if I do I just open up Rampart on my browser.

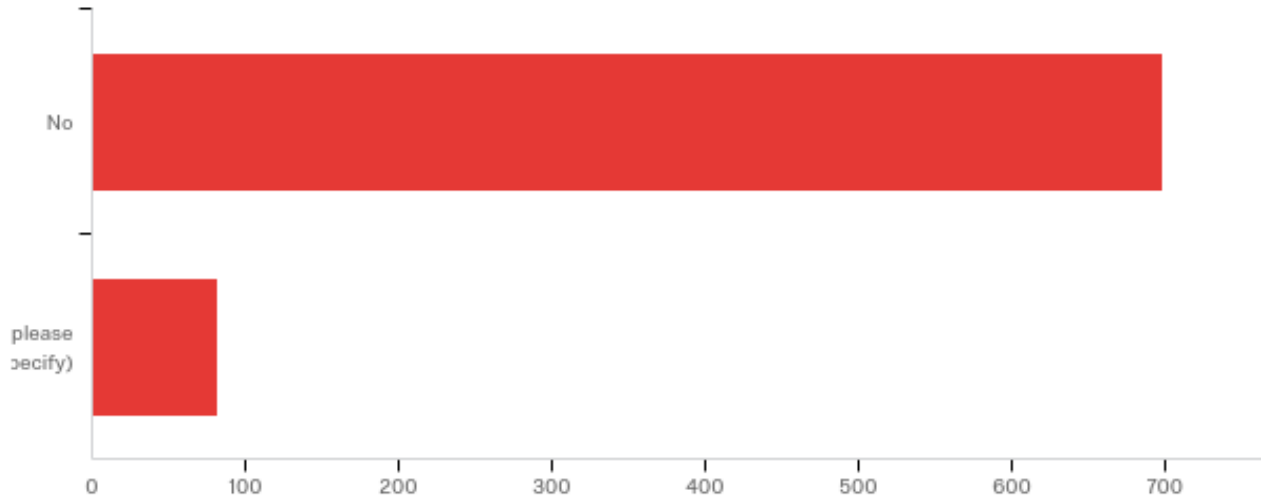
Q7 - How satisfied are you with the ASU Mobile App?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied are you with the ASU Mobile App?	1.00	5.00	2.16	0.84	0.71	799

#	Answer	%	Count
1	Extremely Satisfied	18.15%	145
2	Satisfied	56.45%	451
3	Neither Satisfied or Dissatisfied	18.15%	145
4	Dissatisfied	5.63%	45
5	Extremely Dissatisfied	1.63%	13
	Total	100%	799

Q8 - Is there any feature you would like to see added to the ASU Mobile App?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is there any feature you would like to see added to the ASU Mobile App? - Selected Choice	1.00	2.00	1.10	0.31	0.09	779

#	Answer	%	Count
1	No	89.60%	698
2	Yes (please specify)	10.40%	81
	Total	100%	779

Q8_2_TEXT - Yes (please specify)

Yes (please specify) - Text

The app doesn't work sometimes. I've had many issues with not being able to login

The ability to change the first screen that pops up. Sometimes I'd like the map to be first to show.

It runs very slow and kicks me out often

Notifications personalized to the persons grade like when registration is for each grade and other fun things on campus like intermetals registrations.

Easy access to schedule advising appointments.

Better map

More homework options

Cheaper alternatives to bookstore prices for books.

Easier access to our OneCards would be nice

There are errors when it comes to accessing some content. It states something along the lines of, "Too many https://" redirects. Other than that, the features on it are great!

Ability to access both course material and email through the application.

Actual notifications. My app has been acting up and won't let me see my emails or meal plan stuff. Its an awful app.

There are times when it does not refresh correctly (error please try again)

please make email tap work properly. I can't connect my email with my app

Be able to see the grades posted as blackboard. It does not show grades that have been posted.

Being able to see my week at a glance schedule and add my schedule to my google calendar

There are so many errors

I would like to see my "future" schedule of the classes I am enrolled in for the semester to come.

Be able to access grades and email from the app. The grades on the Asu mobile app don't show until the semester is over

A more active campus map, like you are here and should be here. Kind of like it correlates with your class schedule

Uploading classes to my mobile calendar.

The student discount program is hard to find on the app.

I want to use it to order food

Better types of searches for the map

I can't seem to access my degree plan so I normally logon to rampart through a browser.

The email is always giving you an error, I have to login via Safari on my phone as it will not work in the app.

Remaining Meal Plans

MyPassword.angelo.edu integration would be great.

I want that I can use onecard in the ASU Mobile App

Organize it

Have blackboard posts, announcements, discussion, etc. show and be accessible via the mobile app

Transcripts

Google Email, Blackboard

On the student roster under classes it would be nice to have student pictures and email.

To be able to register for classes on the app.

It won't let me view my email or my card info. It says that there has been a login error, and no matter what I do, it won't work.

fix the crashed out bugs

A different layout

Just make it more user friendly it's barely an app

bankmobile

I want a feature where we can access the other people in our classes email so we can get in contact with them

Amenities schedules

I'd like for my upcoming events to actually show up as upcoming events or stuff due rather than having to go to each syllabus and checked dates on things due

No specific features, just want it to crash less.

ram mail, modt of thentime sayd to many sockets open. so i usually go to gmail directly then log in from there

The financial aid does not work with the app at all I always have to go online

Function to show when rental books are due.

Easier to make payments with app, less steps

Difficult to check on specific parts of assignments in online classes. I can see class cafe, but I cannot see what is inside the modules.It is also not often updated when our grades are posted.

Everything that's available on the full website should be available on the app. I don't see anything specific to the student or their courses

Sometimes the login system doesn't work and i hope I could connect to ramport webpage.

Have fun with this final project and greetings to Moody

Be more Google like and simplify the interface.

It's not a particular feature per say, but a way to develo; it where it does not log out every time you click on a new web page

But I think the app has fixed them in 2019

Digital Id card

Asu and blackboard app are not very user friendly. There is nothing on the asu app that I actually can use. I have only looked at what my courses are. My son goes to UNT and their onlin and app are more advanced than ours. Blackboard is also difficult to view and hard to use.

Finger print access

I would just like to be able to access my email and grades in the app. It worked just fine until a week into this semester. uninstalled it and downloaded it again thinking maybe it was upgraded in between semesters and it still did not fix the problem.

I would to see instructions on assignments, I am not able to see the information on assignments, just that one is due or its assignment 3.

Easier way to navigate

I want to see the information about library and gym for example library hours. And I can't access my account sometimes.

rewards system of some kind

Registration

Absence tracker

running trails map

Class schedule broken down into the week view, available to see in app.

I would like to be able to access my one card information without having to log in all the time and maybe a department directory so i have a straight line to the advising department, the uc, the history department, etc. having to google the numbers every time is tedious.

link to blackboard

Some functions, such as grades, do not actually connect to ASU database. It always comes up blank. The campus life stuff is good but I would like to see more connection to academics.

It is too slow and every tuke when i use to do it i need to start click student and it is not available to keep log in.

schedule planner (if possible)

Maybe a credit hour counter?

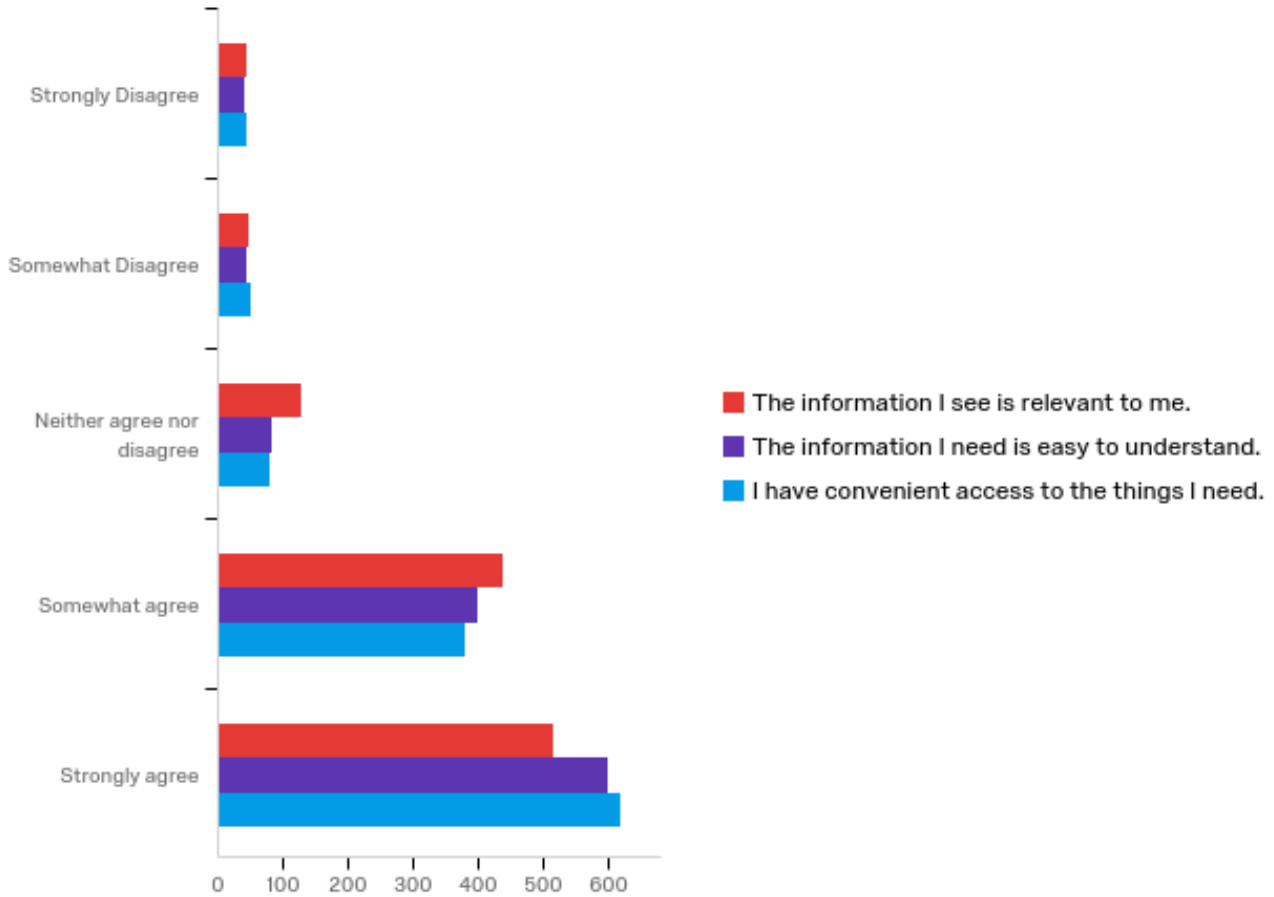
The ASU mobile app has been crashing on my device for over a month now. It tells me to log in and when I enter my credentials and press log in, it gives me a error message and logs me back out.

Automatic grades

More user friendly

Keep me logged in. It's constantly kicking me out so it's really hard to even use.

Q9 - Please rate the following statements regarding RamPort.

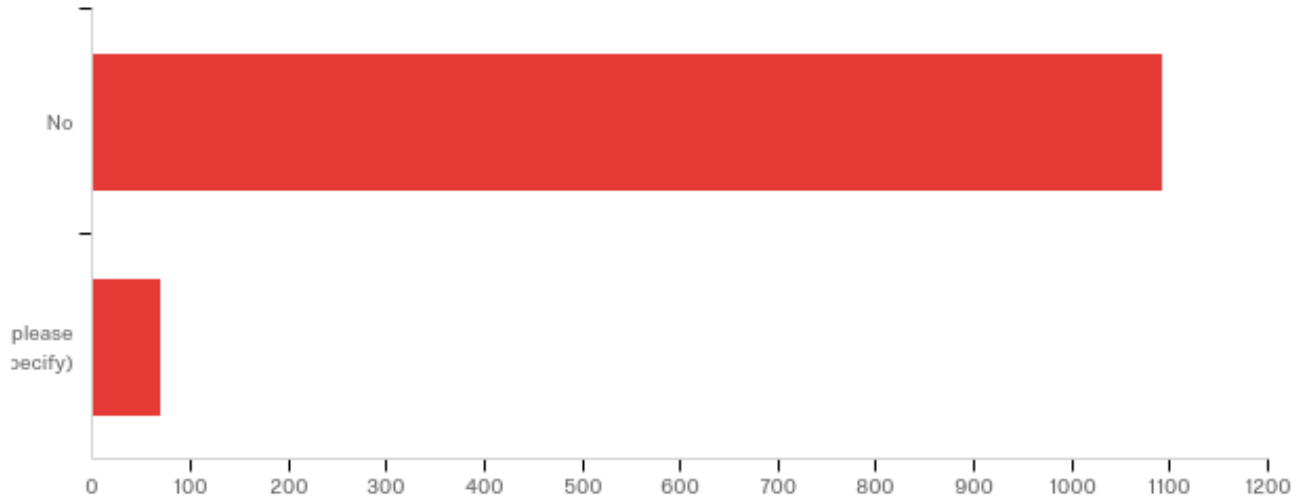


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The information I see is relevant to me.	1.00	5.00	4.14	1.01	1.03	1174
2	The information I need is easy to understand.	1.00	5.00	4.26	0.99	0.97	1171
3	I have convenient access to the things I need.	1.00	5.00	4.26	1.02	1.04	1175

#	Question	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
1	The information I see is	3.75% 44	4.00% 47	10.99% 129	37.31% 438	43.95% 516	1174

	relevant to me.											
2	The information I need is easy to understand.	3.42%	40	3.76%	44	7.17%	84	34.24%	401	51.41%	602	1171
3	I have convenient access to the things I need.	3.83%	45	4.17%	49	6.64%	78	32.51%	382	52.85%	621	1175

Q10 - Is there anything you would like to see added to RamPort?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is there anything you would like to see added to RamPort? - Selected Choice	1.00	2.00	1.06	0.24	0.06	1161

#	Answer	%	Count
1	No	94.06%	1092
2	Yes (please specify)	5.94%	69
	Total	100%	1161

Q10_2_TEXT - Yes (please specify)

Yes (please specify) - Text

Easier access and updated information

Better access to professors schedule(when they have class or office hours)

More detailed maps including room numbers as well as all food location hours and gym hours throughout the year. As well as a better calendar for student holidays and upcoming events with more notice than one week prior.

Registration tools that are easier to navigate/less complicated

Its honestly a bit confusing trying to find some things as well as the descriptions, such as class selection and others are not very deacriptive

A log in button in the ASU home page, first of all. Also clicking through various pages opens other windows unnecessarily. Also the student action sites (registration, schedules, etc.) seem to be on an old platform. There seems to be redundant menu names that are confusing to discern from one another.

The ramport menu is very poorly organized.

Easier access to the schedule of classes and financial aide

direct link to bookstore

The hours need to complete for classification of freshman, sophomore, junior, and senior

It's just too hard to navigate. I don't know where to look because it's so busy.

As a first time student of ASU, finding exactly where my classes are gonna be at would have been harder for me if I did not have any friends who have been at ASU for a few years now. Maybe a guide of what building the classes are and where it is exactly located, like floor number and which side of the building, will be helpful.

Incorporate google maps for actual directions on how to get somewhere. Reminders of events or a quick tab to events.

Please give detail directions on how to forward ASU email to my personal email. Receiving communication to just one email, one that would allow me to receive notifications (when a new email comes in) on my phone would be extremely helpful.

Better reliability especially when trying to register. The system couldn't seem to handle the traffic during senior registration and crashed several times.

Simplified registration process or easier access to registration shopping cart

Student Discounts Program

Perhaps an adjusted or better view of the next semester's schedule once I have registered for it. I have had some trouble with the link, "Week at a Glance."

Organization, less busy

Only the things students need. Thought the year rampart is becoming overwhelming with unnecessary information.

I believe it would be very beneficial for ramport to be more mobile friendly as that is the way I access the website the most outside of registration.

Anything that is sent through RamPort from my equipment is than hacked by google and I do not want my information all over the place.

ASU calendar

Events for school broadcasted better (I never know about events at school until they are already happening)

Organize it better

appointment managing with professors

Search tool

-More prominent updated academic calendar -fix scroll when looking through all graded assignments on blackboard -

Clearer access to contact faculty, overall more simplistic but it is fine nonetheless

More professor involvement.

merge the ASU python portal (<https://asu4svqbert.angelo.edu>) with ramport.angelo.edu viewing my holds shouldn't be buried in the site map of a second party portal

RamPort has everything I need and it is MUCH easier to access those things now than it was before RamPort was updated. So, I'm happy with RamPort now. :)

I believe that your IT team is AWESOME!!!. Every time I have contacted the IT team, I always get results. The team knowledge is excellent, they are fast, they are professional, and they do follow ups. Your team gets 100% and A+

The user interface should be designed for a user, not an administrator.

Sometimes it is difficult for students to know where to go if they have an issue with a professor. It would be best to have a way to report misconduct somewhere on RamPort and have a reply.

It might be good to integrate information about the department contacts (degree plan/academic advisors, etc.) that are specific to the individual.

A search ramport feature. Or at least one that's easy to find if there is one.

I would like to see all the classes I am enrolled in at the time.

Please make it easier to navigate. It took forever to find the transcripts section.

The functionality of RamPort requires one to go through two or three links in order to get where you need to go. Especially registration. I think it takes longer than it needs to to register, and dates need to be posted as to when online registration for masters takes place for every registration. I always have to call the academic advisor and ask, when it is posted right on the website for undergrads.

Add an easy one click option to view full course detail including prerequisites on the schedule planner. That would make registration a more delightful experience.

Single sign on to Blackboard. Having to login to blackboard after already being in Ramport is a pain

Make the Week At A Glance link a button at the top of the academics page by the grades and request a transcript button.

A larger Ramport link placed at the top of the Angelo.edu page, not at the bottom. That's all I want, have wanted. It makes sense. It would be much easier for everyone.

The schedule planner doesn't work sometimes

Better band width for registration

I know this final project is exhausting and unnecessary but you can do it :)

RamPoints/Meal Plan information

But again I think they were added in 2019

The names of the tabs.

Free unofficial transcripts.

when tuition payments are due

An easy to access list of frequently requested contact numbers for ASU departments

I only use ram port on my desktop. I only use the library. When I have tried to see my schedule, grades or fin aide, it. Was timely to find what I needed.

It would be nice if you could search RamPort for what you are looking for, sometimes it can be difficult to find what you need.

Please update the hours meal plans will be open on a weekly or daily basis. A lot of students don't always have money to buy food outside of meal plans. I need to know when I need to eat before coming back to campus, and

if the meal plan hours aren't accurate I usually end up being wrong and missing meals (the weekend after spring break, for example.)

The app seems pretty strait forward, I have had login issues in the past but it is most likely user error. I can not think of anything that needs to be added at the moment but if I do I will let yall know :)

Grades

My assignment due doesnt come up on my calendar, and I would like to see that

It is challenging navigating through RamPort. This is my first year back in school in 8 years, but I feel it is difficult overall.

Automatic grading that allows you to see your scores as a percentage.

athletic schedules. we also don't receive notifications regarding sporting events until after they have already started for the most part. it's hard for a university to have students continuously get involved when their information about events isn't sent out til after/during.

Off-campus events Directory of ASU student discount Special or good oppportunities (leisure, work, etc) Maybe a club add (RSO add)

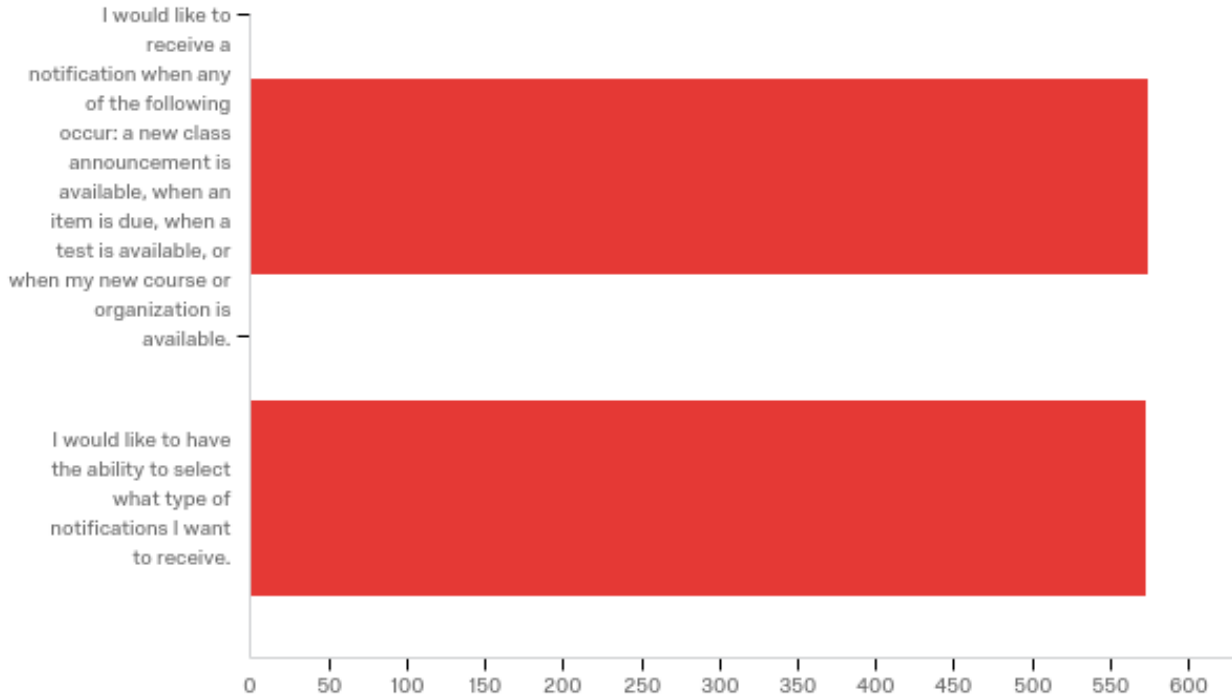
I would like to have my CID easily accessible, like on the My Info link at the top right or by my name, the online drop request form needs to be moved to the top or put on the add/drop screen, and it would be helpful if the transcript request button on the academics tab would pre-fill my information like it does on the link from banner self service.

-Total amount of debt owed -more information about if tuition and fees if they fluctuate -what construction projects the campus is involved with

A class calendar/schedule.

Delete this response it is a test

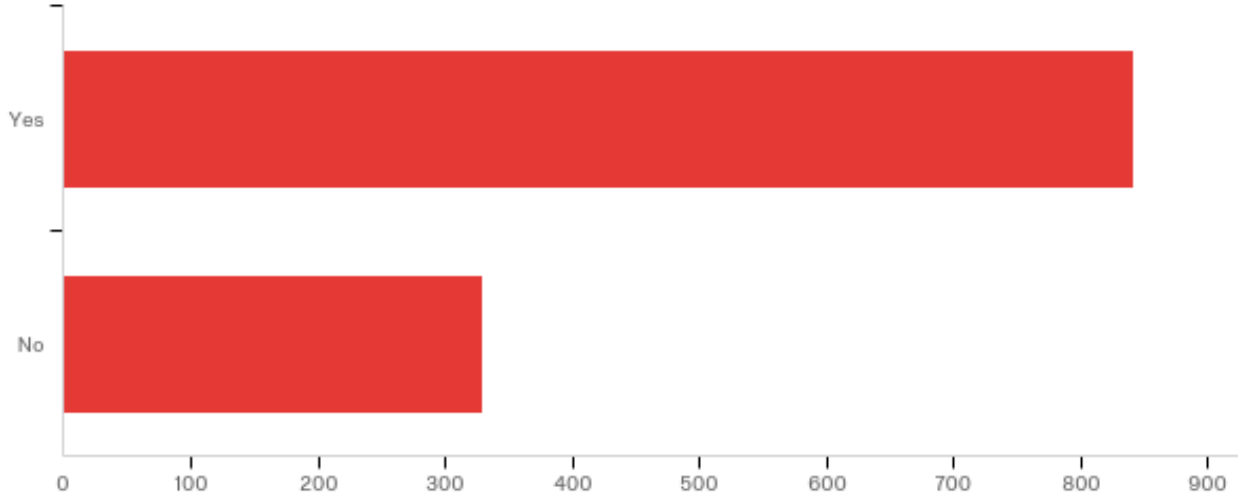
Q11 - Regarding Blackboard notifications, which of the following would you prefer?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Regarding Blackboard notifications, which of the following would you prefer?	1.00	2.00	1.50	0.50	0.25	1147

#	Answer	%	Count
1	I would like to receive a notification when any of the following occur: a new class announcement is available, when an item is due, when a test is available, or when my new course or organization is available.	50.04%	574
2	I would like to have the ability to select what type of notifications I want to receive.	49.96%	573
	Total	100%	1147

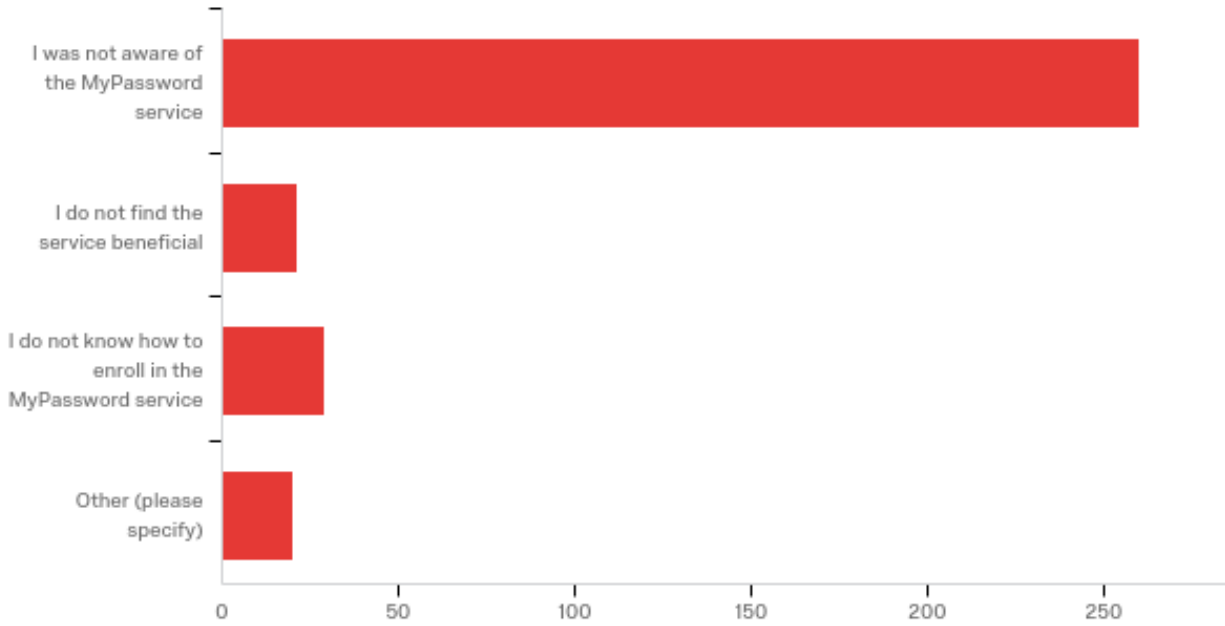
Q12 - Have you enrolled in MyPassword, the ASU service that allows you to reset your password or to access your account when you forget your password?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you enrolled in MyPassword, the ASU service that allows you to reset your password or to access your account when you forget your password?	1.00	2.00	1.28	0.45	0.20	1171

#	Answer	%	Count
1	Yes	71.82%	841
2	No	28.18%	330
	Total	100%	1171

Q13 - Why have you not enrolled in MyPassword?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Why have you not enrolled in MyPassword? - Selected Choice	1.00	4.00	1.42	0.88	0.78	330

#	Answer	%	Count
1	I was not aware of the MyPassword service	78.79%	260
2	I do not find the service beneficial	6.36%	21
3	I do not know how to enroll in the MyPassword service	8.79%	29
4	Other (please specify)	6.06%	20
	Total	100%	330

Q13_4_TEXT - Other (please specify)

Other (please specify) - Text

Graduating

i forgot

I'm very confident in knowing and retaining memory of my password.

Have not needed it

I have no need for it.

Simply haven't gotten around to looking in to it

I have my own password management system.

I don't forget my password

I honestly don't know if I'm enrolled or not.

I am not sure I have enrolled.

Was going to do it later.

Haven't gotten around to it

I assume I am not enrolled. I don't ever remember enrolling in it.

I don't actually know if I am or not.

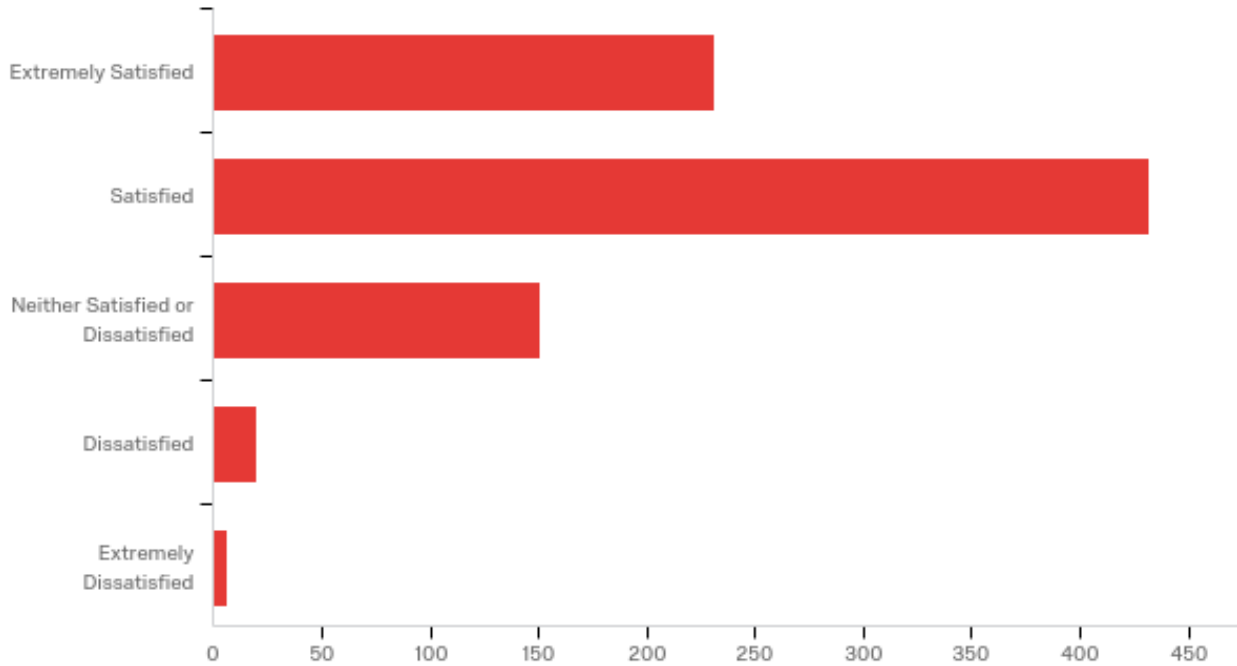
I have not enrolled because I just change my password when I receive the notification that it is about to expire.

I just did not need to use it

I honestly don't remember if I've enrolled in it

I keep up with my passwords

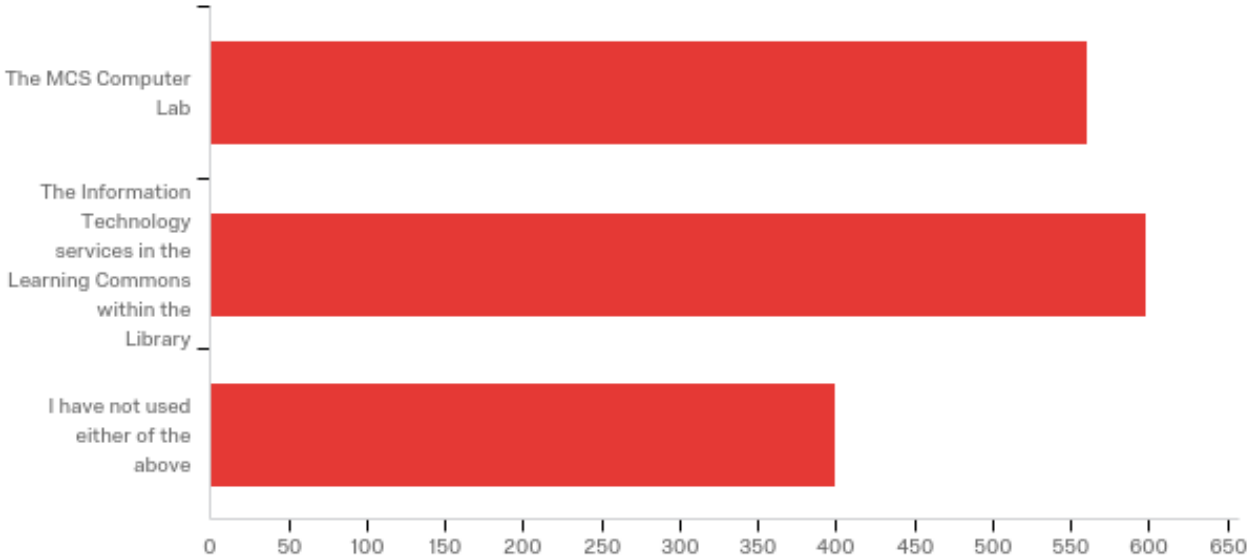
Q14 - How satisfied are you with the MyPassword service?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied are you with the MyPassword service?	1.00	5.00	1.97	0.78	0.61	840

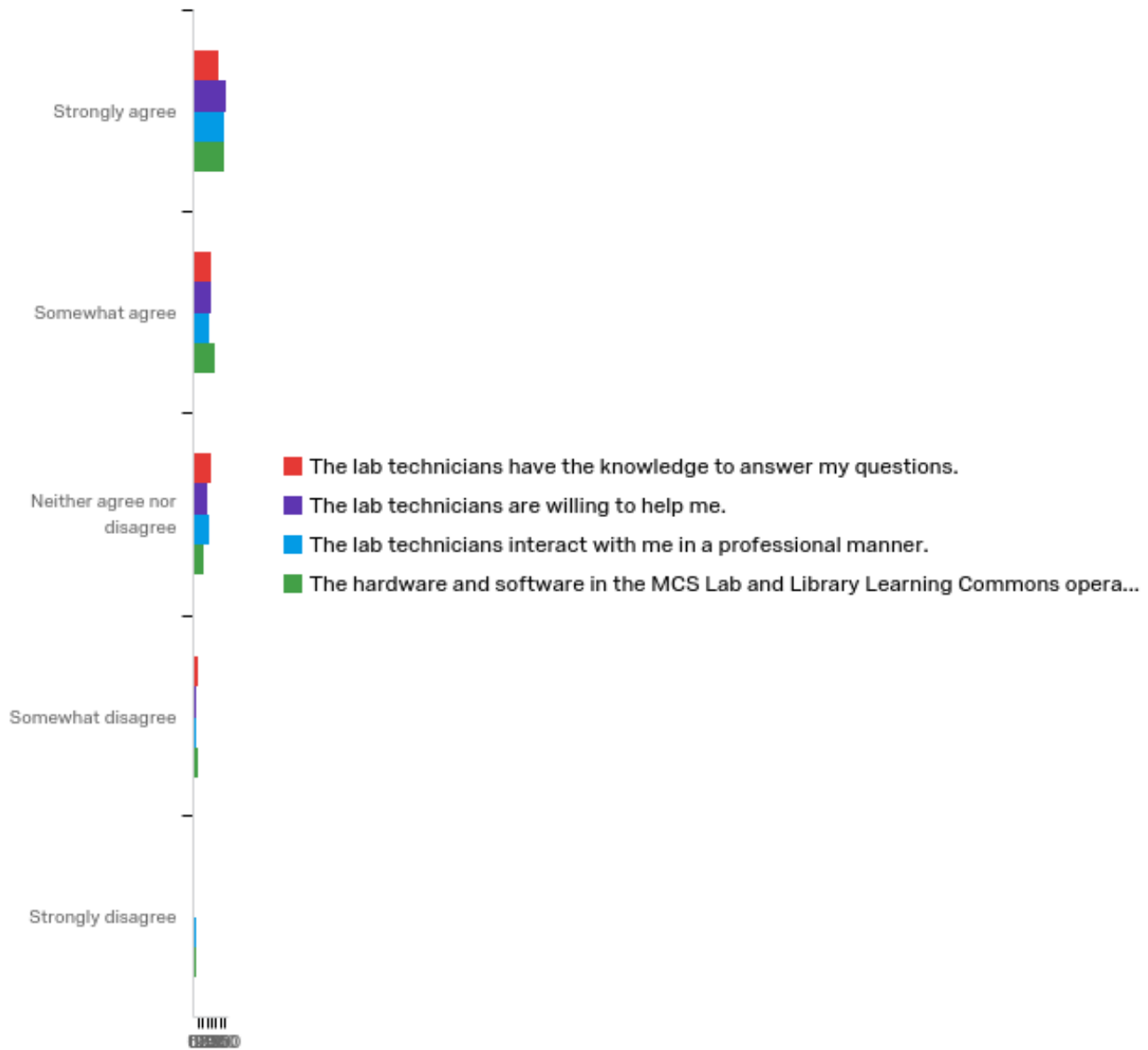
#	Answer	%	Count
1	Extremely Satisfied	27.50%	231
2	Satisfied	51.43%	432
3	Neither Satisfied or Dissatisfied	17.98%	151
4	Dissatisfied	2.38%	20
5	Extremely Dissatisfied	0.71%	6
	Total	100%	840

Q15 - Which of the following campus computer labs have you used? (check all that apply)



#	Answer	%	Count
1	The MCS Computer Lab	35.94%	560
2	The Information Technology services in the Learning Commons within the Library	38.38%	598
3	I have not used either of the above	25.67%	400
	Total	100%	1558

Q16 - Please rate your agreement or disagreement with the following statements in relation to the MCS Computer Lab and the Information Technology services in the Learning Commons within the Library.

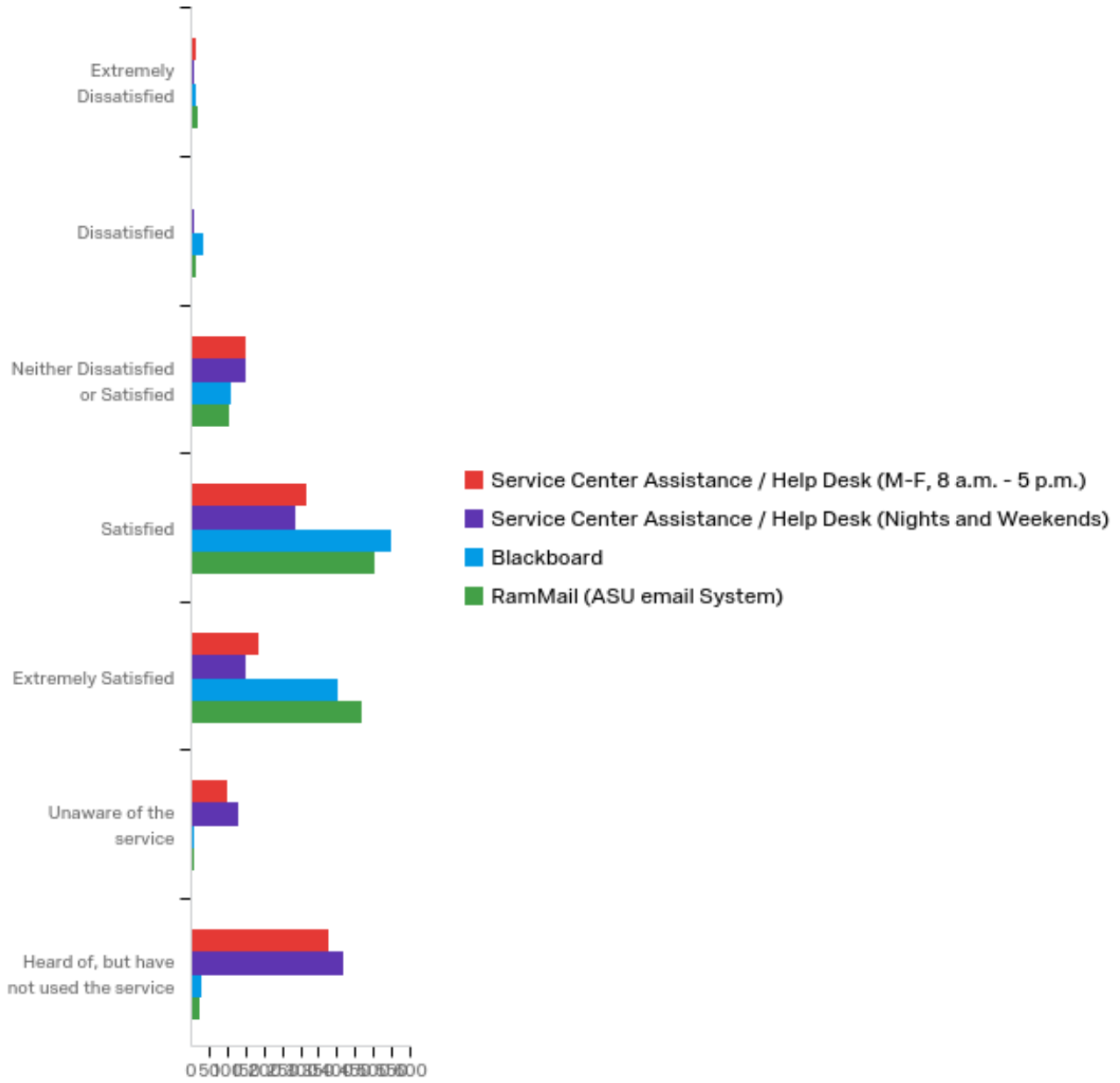


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The lab technicians have the knowledge to answer my questions.	1.00	5.00	2.09	1.07	1.14	767
2	The lab technicians are willing to help me.	1.00	5.00	1.88	1.01	1.03	765
3	The lab technicians interact with me in a professional manner.	1.00	5.00	1.93	1.05	1.11	767

4	The hardware and software in the MCS Lab and Library Learning Commons operate in a reliable manner.	1.00	5.00	1.91	1.05	1.10	763
---	---	------	------	------	------	------	-----

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	The lab technicians have the knowledge to answer my questions.	37.81%	290	27.25%	209	25.16%	193	7.30%	56	2.48%	19	767
2	The lab technicians are willing to help me.	46.93%	359	26.67%	204	20.13%	154	3.92%	30	2.35%	18	765
3	The lab technicians interact with me in a professional manner.	46.41%	356	23.60%	181	22.95%	176	4.30%	33	2.74%	21	767
4	The hardware and software in the MCS Lab and Library Learning Commons operate in a reliable manner.	44.04%	336	32.77%	250	14.02%	107	6.03%	46	3.15%	24	763

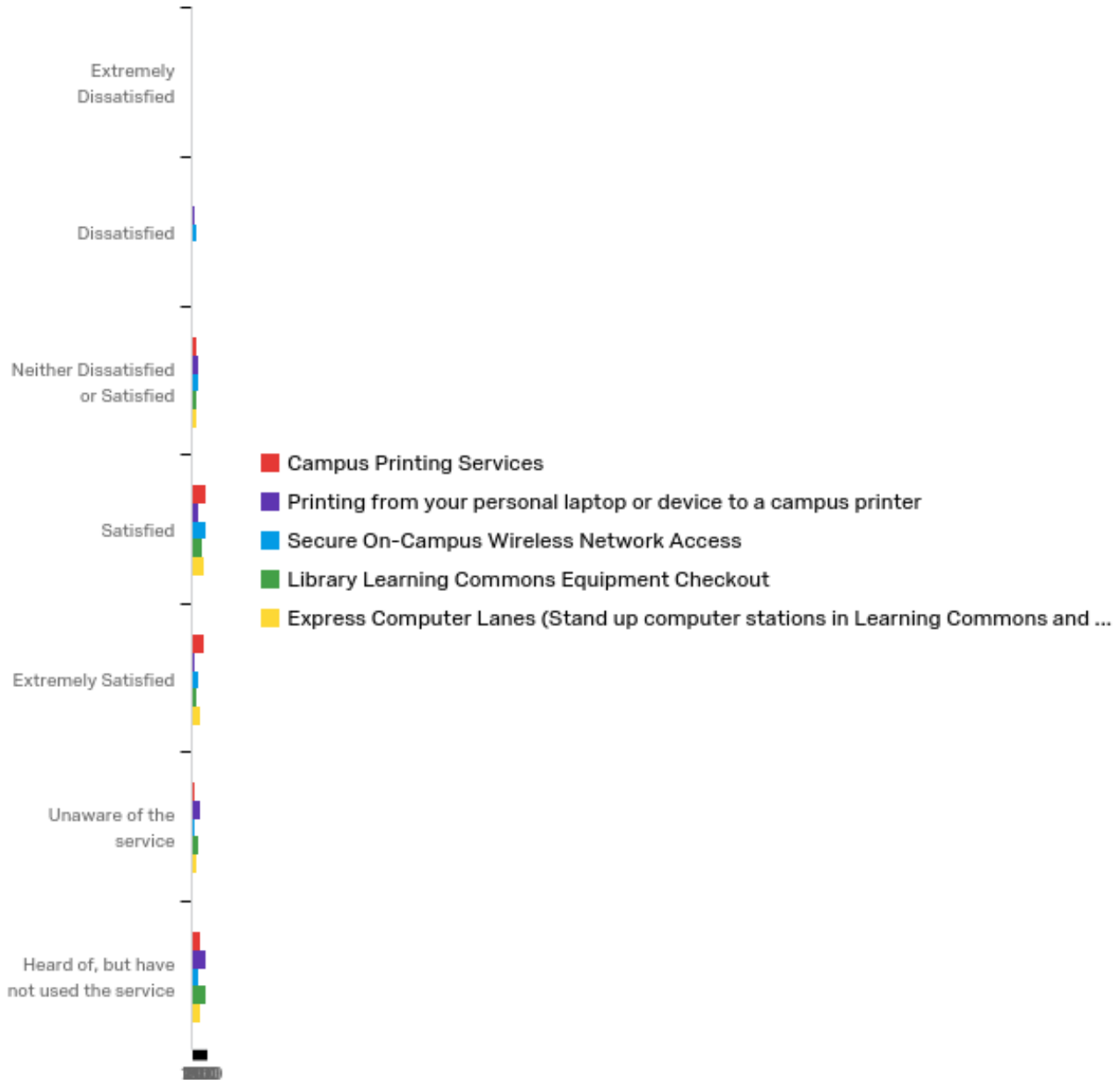
Q17 - Please rate your satisfaction with the following services.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Service Center Assistance / Help Desk (M-F, 8 a.m. - 5 p.m.)	1.00	7.00	5.15	1.55	2.39	1152
2	Service Center Assistance / Help Desk (Nights and Weekends)	1.00	7.00	5.29	1.56	2.43	1151
3	Blackboard	1.00	7.00	4.26	0.93	0.86	1148
4	RamMail (ASU email System)	1.00	7.00	4.33	0.89	0.79	1145

#	Question	Extremely Dissatisfied		Dissatisfied		Neither Dissatisfied or Satisfied		Satisfied		Extremely Satisfied		Unaware of the service		Heard of, but have not used the service		Total
1	Service Center Assistance / Help Desk (M-F, 8 a.m. - 5 p.m.)	1.13%	13	0.35%	4	13.02%	150	27.78%	320	16.15%	186	8.59%	99	32.99%	380	1152
2	Service Center Assistance / Help Desk (Nights and Weekends)	0.61%	7	0.78%	9	13.12%	151	24.76%	285	12.86%	148	11.38%	131	36.49%	420	1151
3	Blackboard	1.22%	14	2.70%	31	9.58%	110	48.08%	552	35.02%	402	0.87%	10	2.53%	29	1148
4	RamMail (ASU email System)	1.40%	16	1.22%	14	9.08%	104	44.28%	507	41.22%	472	0.61%	7	2.18%	25	1145

Q18 - Please rate your satisfaction with the following services.



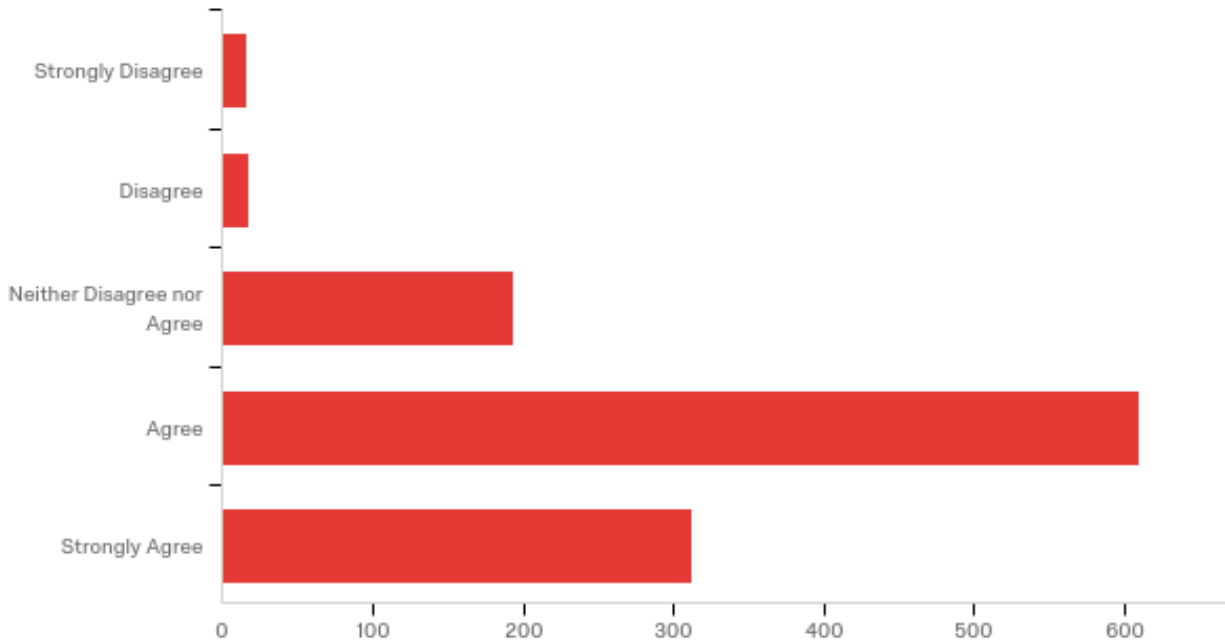
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Campus Printing Services	1.00	7.00	4.83	1.34	1.81	1155
2	Printing from your personal laptop or device to a campus printer	1.00	7.00	5.23	1.72	2.96	1153
3	Secure On-Campus Wireless Network Access	1.00	7.00	4.35	1.56	2.42	1149
4	Library Learning Commons Equipment Checkout	1.00	7.00	5.26	1.55	2.41	1152

5	Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	1.00	7.00	4.90	1.40	1.96	1152
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#	Question	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total							
1	Campus Printing Services	0.87%	10	1.56%	18	10.13%	117	33.59%	388	27.62%	319	7.79%	90	18.44%	213	1155
2	Printing from your personal laptop or device to a campus printer	1.65%	19	4.94%	57	13.70%	158	16.91%	195	8.93%	103	18.91%	218	34.95%	403	1153
3	Secure On-Campus Wireless Network Access	2.18%	25	10.18%	117	14.45%	166	33.59%	386	17.67%	203	7.14%	82	14.80%	170	1149
4	Library Learning Commons Equipment	0.43%	5	1.39%	16	12.93%	149	25.17%	290	11.81%	136	13.89%	160	34.38%	396	1152

	Checko ut															
5	Expres Compu ter Lanes (Stand up compu ter station s in Learnin g Comm ons and MCS Lab)	0.78%	9	1.48%	17	11.55%	133	31.77%	366	22.05%	254	11.98%	138	20.40%	235	1152

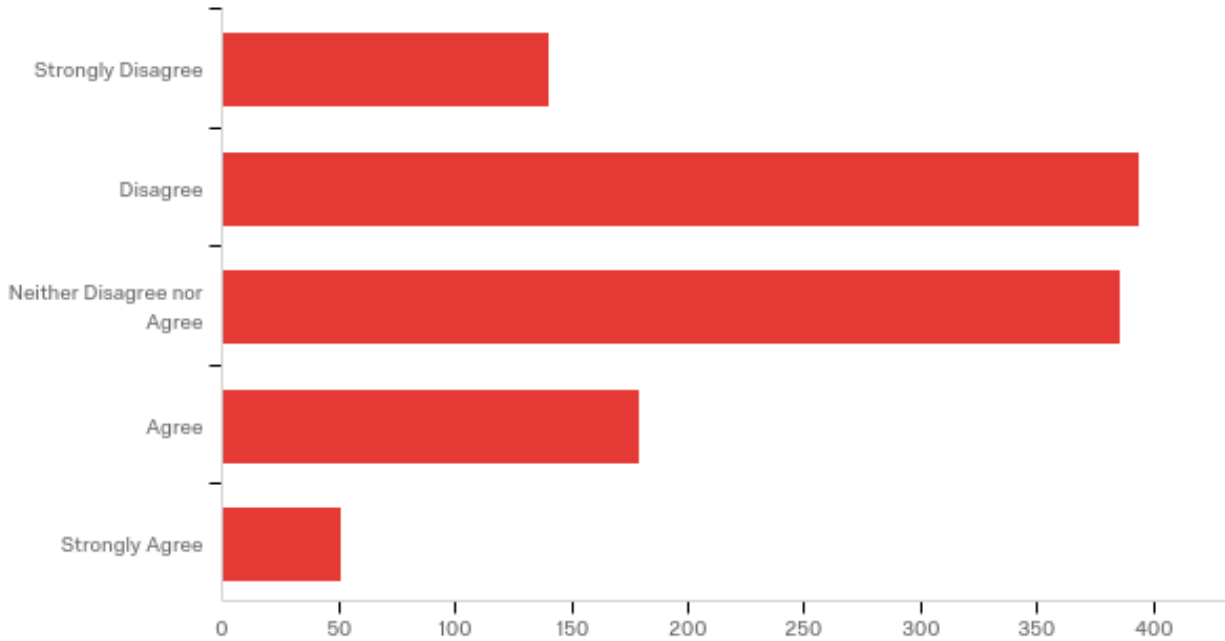
Q19 - I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	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.	1.00	5.00	4.03	0.79	0.62	1149

#	Answer	%	Count
1	Strongly Disagree	1.39%	16
2	Disagree	1.48%	17
3	Neither Disagree nor Agree	16.88%	194
4	Agree	53.09%	610
5	Strongly Agree	27.15%	312
	Total	100%	1149

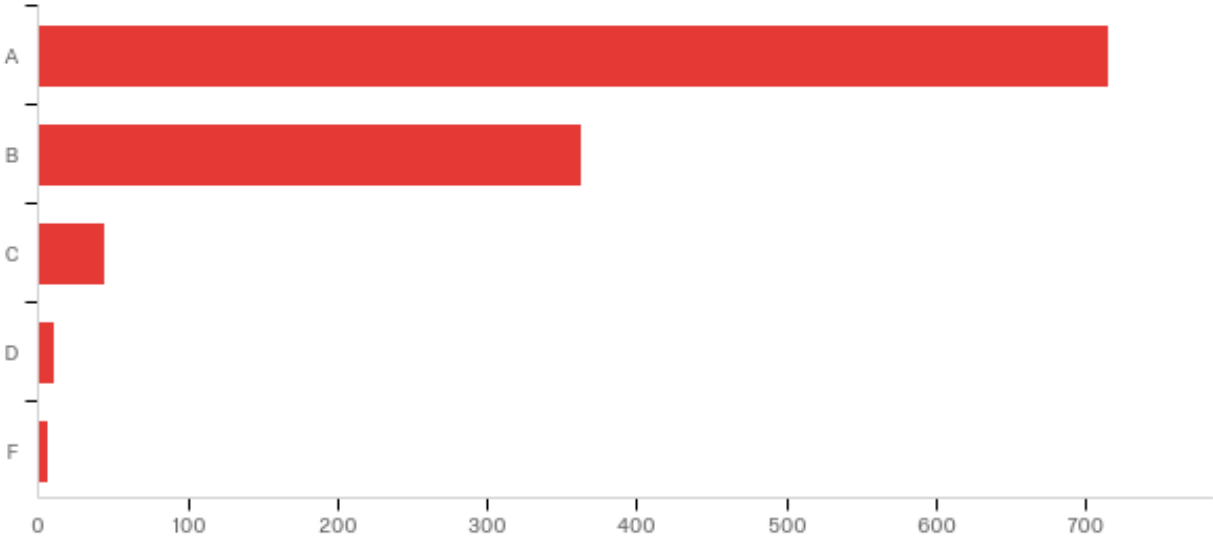
Q20 - I am personally concerned with hackers penetrating Angelo State's network.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am personally concerned with hackers penetrating Angelo State's network.	1.00	5.00	2.66	1.02	1.05	1150

#	Answer	%	Count
1	Strongly Disagree	12.17%	140
2	Disagree	34.26%	394
3	Neither Disagree nor Agree	33.57%	386
4	Agree	15.57%	179
5	Strongly Agree	4.43%	51
	Total	100%	1150

Q21 - If you had to give Information Technology Services an overall grade, what would it be?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you had to give Information Technology Services an overall grade, what would it be?	1.00	5.00	1.45	0.68	0.46	1140

#	Answer	%	Count
1	A	62.72%	715
2	B	31.84%	363
3	C	3.86%	44
4	D	0.96%	11
5	F	0.61%	7
	Total	100%	1140

Q22 - Please Tell us what the IT dept does well.

Please Tell us what the IT dept does well.

I have not had any issues through my online program.

They usually always know how to help

Updating

Fixing the root of problems when it comes to IT work.

It keeps things running smoothly.

Gives excellent service

I rarely actually see major problems that need fixed. How very I keep hearing teachers complain stuff is broken.

Good Wifi connectivity in classrooms.

Effective and efficient. Every call I've had a successful solution

Fast response time and work tickets

Helps with all computer related problems

Services blackboard in a timely manner.

They keep our campus running smooth.

They are very professional and help try there best to help with any situation thrown at them.

Personnel are readily available and helpful

Everything

I don't know.

I have not really had an issues with any IT since enrolling in the school.

Typically quick to respond to any technical issues that may occur

Although, I don't use most of the services, they all seem to be very helpful. I appreciate that they are offered.

All interactions have been professional and friendly.

Honestly everything, they are fast and efficient and friendly even when the issue is that the computer wasn't plugged in... oops lol

Have more than one person to complete tasks

Provide IT help, Quinton Chapman is a great help

When the wifi goes down it usually is up pretty quickly.

They respond well and with positive feedback

Limited to two interactions, both times they were extremely helpful.

N/a

ASU's IT dept is always ready to help me when I have a question.

N/A

they always have a good attitude, and they come in a timely manner.

Reliable and easy to use

They try to help

N/A

Has good wifi

I have never had one issue so I think that in itself is saying they do a good job.

Getting issues resolved quickly. They have always helped me out in a timely manner!

Getting systems back up and running in a timely manner.

They help whenever people need assistance with technology.

If I ever have a problem with accessing certain files or needing more storage for my job here on campus, IT does a great job explaining how I can get it fixed or gain more space.

Y'all are really good at printing and not overcomplicating things.

quick service and very helpful

Maintains all the apps and other aspects well

I continually have problems with the Blackboard app. I do not get all the features, as I do using pc

Great with customer service and helping solve problems.

Professionalism and knowledge about issues.

E'er-thing

Great service, they are always willing to help.

Not sure

I like everything

Awesome customer service and quick response times

Nothing

Honestly, nothing.

they keep our internet access well when it goes down

Respond to phone calls and emails about tech issues.

Prompt service!

Honestly, I don't know.

IT at asu seems to keep our campus up and running effectively. I have my fair share of quirks I dislike, but overall I am pleased with our systems

Knowing how to deal with internet problems and basic computer failures

Ease of the network is wonderful!!

everything

they helped when I needed it for my xbox

I like that ASU allows students to have VPN access. I am not a standard college student, so VPN access so I can access my campus files when I need to is crucial.

Giving access to many services

It responds fast and is very helpful when something happens.

n/a

Exposing information. And targeting students.

Maintains the site well equipped and easily accessible

I really haven't had the chance to be around the IT department but sometimes my professors asks for some IT assistance and they seem to know what needs to be done and gets the job done.

You guys do well!!

The IT department is very quick and agile when it comes to login issues and blackboard discrepancies

IT does well in informing us when they are going to have blackboard down.

they do a really good job on the phone and help resolve problems professionally and they do not seem annoyed and seem really happy to help. I appreciate that.

The MCS is good for computers and printing.

Great customer service!

Getting back in a timely manner when a ticket is put in!

Keep the system updated and available at all times

Helped me get my chromebook set up.

Network reliability and customer care

Communication and getting back to us when we reach out for help

N/A

They provide good services.

Organizing when it comes to ram port & blackboard

everything.

I appreciate having several stations where I can both scan and print in the MSC Computer lab.

They are quick to help when a problem arises.

Everything! They are willing to take the time to help over the phone as well as coming to the office if they are unable to assist over the phone. They are extremely kind and very respectful!

When you have a problem they are fast to help fix it!

Fast response times.

Get the technology going.

Helpful over the phone

They are really helpful and explain things so I can understand them.

Is available when needed!

They have always been helping and nice

They stay in contact when trying to get things done over days at a time.

Computers in the library are very nice and run fast

It stuff

They have helped me out numerous times in my office with my computer and phone.

I think the customer service is very good. Extremely helpful and knowledgeable technicians who are ready to assist with any issue that may arise.

Whenever I have had to call IT, they have never treated my problem as if it was irrelevant or silly. I appreciate that because I know they probably deal with the exact same types of questions all of the time, and it may not seem like a big deal, but to me it is, and I appreciate not being brushed off or treated like my problem is not important. Also, I'm not as good at troubleshooting technology as most people my age are, so I appreciate not being treated like I'm stupid or I should know how to do something.

Most everything

Really helpful when you need them and answers questions step by step of you need over the phone help

It responds quickly

Fast to respond to questions

Very good response time to problems

In my experience they seem ready and willing to help.

Sit & do nothing.

are always willing to help and are not rude

The staff is always very knowledgeable! They quickly answer questions, but also ensure that they are thorough.

help when called

Alerts me to maintenance and outages. Also, keeps Blackboard running all the time!

Quick response

Everything is operated quite well.

The st least try to figure out your problems

Keeps day to day functions well kept.

response

Respond quickly and is efficient

Fast service

good stuff

They Always Answer the Phone!! Thank You :-)

I have always recommend hep when needed and the systems have been very easy for me to use

The IT Dept. does a great job of making sure services are fast and taken care of, also when something goes down or crashes they do a good job of fixing it.

They communicate well about all the network shortages (when the network will not be available due to upgrades and maintenance.

Reliable when it comes to getting things fixed in a timely manner.

Just being there if I need help.

They are welcoming and provide tremendous student services with the best attitude.

They're very helpful over the phone, describing steps to fix the issue thoroughly enough despite not being face to face with the problem.

The IT department seems to keep everything running well. And if there is an issue they solve it as fast as possible.

Other than a few times here and there, I feel that IT has done a great job of providing a reliable internet to campus.

Very friendly service and extremely knowledgable in their trade.

Call center is very helpful and efficient

Always helpful

They take care of the problems asap and if they do not have the answers they find someone else that does. They are always willing to go above and beyond.

They are efficient and on time.

answers questions in a way that I can understand. Fast

There are very helpful when I call needing assistance

They help me with questions I have.

Almost always knows how to fix issues.

Help set things up

For the most part they try hard and want to help.

Helps solve internet connection issues

My son is disabled and they are always quick to help him out.

I personally haven't had any dealings with IT, and that in itself says a lot.

I have all the tools I currently need to be successful.

Very helpful and polite whenever I have a question no matter time of day

Fixing the technical problem at hand

The IT department is good at resetting passwords and putting paper and ink in the printer

I have had to call twice regarding Ramport and passwords. The representative was very nice and helpful.

The whole department does really well

The IT department solves technology issues and insures that the technology used on campus is up to date and working properly.

Prompt response, had always taken care of my issues.

They come to classes and fix problems well and efficiently.

IT is always checking up and making sure our computers in the Graduate Assistant office are updated and working. I appreciate their help!

n/a

Helpful and convenient

Always professional

Everything. I have never attended a college or university that is so caring for student needs. I also have truly utilized all of the resources available which are so convenient for online students.

Good teamwork, diligence, confidence, and willing to help out.

Responds promptly.

shows up quickly

Answer questions, and solves problems.

When I ask for help with something, I always get an answer.

Keeping us safe and making things easy to access

Prompt, courteous, detailed service. They tell you when the ticket was received, what they did, and when they finished the job. Top notch service!!

Wired connection to laptop/console works extremely well.

I have called for help with resetting my password several times, as well as other WiFi set-up concerns, and everyone I have spoken with and received emails from has been both helpful and knowledgeable about how to fix the issue.

They are very reliable & are always ready to help

Whenever I have had a problem, it was resolved very quickly and courteously.

I think the response time is good an dthiygh I haven't interacted much with them they seem to know what they're doing.

They are very helpful with every question that I have and I haven't experienced any problems there.

Efficient with issues

Sending out emails that I honestly don't even read.

All departments do well.

Most things

I've never had any problems. Everything has always ran smooth for me.

I have not had any issues with Blackboard or Respondus Lockdown, which was not always the case with other schools. Great job!

The IT department has nice equipment.

Customer Service

The department is genuine and helpful to students and faculty who are experiencing difficulties with technology.

Help when needed

The WiFi works well

Never interacted so i cannot state anything

Everything

Proved informations and help when we need it

They are prompt and go out of their way to help you fix an issue

i like how they tailor their style when they know who their talking to. sometimes, I act extremely dumb and i get a walkthrough on how to install chrome other times we're pinging 8.8.8.8 to check if we have outside access. It's dynamic, I like that!

They do a good job of getting back with me quickly to fix any problem that I may have.

Maintain Blackboard

Things are relatively easy to navigate and help is readily available.

Any time I call for technical support, someone is available to answer the phone and assist me. This is extremely important for me since I am an online student.

A lot of services and resources for students

They are very polite, professional, and quick to respond to a ticket.

I am enrolled in an online graduate program... I graduated with my B.S. back when online classes were a new concept. It has been a positive experience even though I am not physically attending classes.

takes care of issues quickly

They have always been helpful and nice the few times I have called during my five years at ASU

Always on top of getting things done in a timely manner.

Quick and effective.

They warn of updates or outages, they are quick to help when I have encountered a problem.

knowledge, Punctuality, Professionalism, and Availability

Communicate and help with problems quickly

NA

Solves remedial issues

Response time and notifications are timely.

Anytime my professor has called them do to an error they are prompt, fixing the problem easily. If I've had a problem they go above and beyond to help make sure my issue is fixed.

Great job keeping everything up and running!

Ensuring equipment is working at all times.

Informative and shares pertinent information without overwhelming students.

Friendly and prompt

Answers questions promptly on the phone and advises well.

They always are patient and take the time to explain or walk me through a problem. When they say they will call me back they do.

Responds relatively quickly to emails.

I really dislike Blackboard. I would like it if online classes upgraded to an easier application such as Canvas that is easier to navigate.

Ramport is run very well, and when there was a problem with TurnItIn it was fixed in a timely manner. When I've called for help, they were very friendly.

Good communication

The IT department is always willing to help and they try their best to find a solution to the problem that I'm having.

Google hosted email, Blackboard service availability

n/a

help people

They are helpful

customer service

Professional attitudes and friendly service.

Quick to respond

Provide information about changes and maintains accurate updates on the service

The only problem I've encountered is the RamPort page not loading properly at times on my desktop, otherwise all the rest my user experience has been as expected. I appreciate that the interruptions and/or unavailability is kept to a minimum by the IT department.

Good service and sufficient equipment.

Helping resolve problems over the phone!

All

IT dept tends to address any issues in a very rapid and professional manner. Most issues are solved same day if not within the same hour of occurrence.

Very professional over the phone when needed. Very helpful also when needed.

I don't know

I personally don't like Blackboard. I prefer to use Canvas.

Quick response time and always professional

Band width sucks

Having a real person help on the phone rather than a robot

Everything seems to work as it should - no small task.

The platform for online learning is easy to access and user friendly.

Very professional anytime I happen to ask for their assistance.

Anytime I have needed services, I received help in a timely and professional manner.

Prompt service and professionalism

When I first started to the process to enroll in ASU. I needed assistance so I called. I mentioned that I was a long distance student they helped me with setting up my rampart.

Y'all have helped with the teachers getting the projectors working during the lecture. There was a couple times where we weren't using the projectors and it got fixed.

Everything is always working for me and has the information I need when I need it.

Not sure. Not real impressed.

Always available, very friendly, always helpful.

Their job.

I haven't interacted directly with IT, but I have had success with Blackboard, Rammail and when I've had to take exams/quizzes via secure browser.

IT does a decent job of keeping helpful employees in the computer lab

Have not used your services in person, but you guys do a great job with maintaining online courses!

wifi is horrible

All ok

As far as I can tell they do everything well. I've never had a problem with any IT-related issue.

They're nice and helpful.

IT does everything well. They are always helpful and friendly and get things fixed quickly.

Good service

When I forget my password always very nice about it and helpful fast to get me back in. When I have technical issues with being shut out of a system they are quick to help and always very kind.

Answers tickets

They are quick to help, and make sure technology is running effectively in the classroom. Always answer my questions to the best of their ability.

Closing tickets and being professional with users

Is willing to help no matter what

I think the IT department does a really good job of making sure that whatever request you send in is taken care of in a timely manner.

I personally have only used them to reset my password, but I notice how quick they resolve issues that my instructors have had.

Windows 10 is on the MCS

I'm very satisfied with the service. When I had problems they solved intermediately.

The IT dept is usually quick to respond to any technical issue on Blackboard.

Help line has consistently come through. Both times I used it I was very close to a deadline and was helped in time.

The IT department is friendly and helpful.

Always promptly help out when needed!

They are helpful

When I had an issue setting up a library account, IT tried to resolve issue and put me in contact with the department that was better able to handle it. Availability and quick response also were good.

I love the apps for asu and blackboard. They both make it really easy to keep up with my classes since i'm doing everything online.

Almost everything is done well.

time efficient

?

Does their best to get the job done fast and efficiently

Response time for class or exam issues for online program

Respond to technical problems and good customer service.

Overall, the department does a good job maintaining a useable network and resources for students, staff, and faculty.

Blackboard

response time

Always there to help.

It generally handles individual requests (getting access to Ramport, help with changing password, general technology assistance face-to-face) in a timely manner and works hard to finish a job to completion and satisfactorily.

Have the internet up and running the majority of the time

maintaining my online classes in blackboard

They set up phones, computers, and drops really well and professionally.

They are very good at reacting quickly to a problem and fixing it in a timely matter.

Answering all of my questions and concerns.

Responds well

none

They're generally helpful. They do their best to resolve problems quickly and efficiently.

Every time that I have needed something from the IT department they have always been able to help me out just fine.

They are somewhat professional about it.

Helping with Ethernet problems.

Every time I have had to use services when I call I have always had a good experience.

I like the prompt notifications about services that are down such as blackboard. Anytime there has ever been an issue, the IT department communicated with students, as well as instructors to ensure coursework was not affected.

Answer my questions when I ask.

The staff that is trained at the call center is pretty well trained.

don't use

All is well.

Unaware/Cannot think of something off the top of my head

Never see major problems so consistency is key.

Available for assistance

They're quick about helping with password resets and all of that fun stuff.

I have access to everything I need and I feel like my information is secure

Explains in a professional manner on how to access difficult tabs.

Always up to date, great feedback/help when needed

The technology is reliable, and the staff are plenty willing to help.

IT people are friendly

Customer service, fixing problems

I had a concern when I took one of my classes in the fall, and the issue was addressed in a very timely manner. Knowing the help is available, whether I use it or not, is relieving.

Na

attempts to help when I have had difficulty

They are well trained and versed on all IT issues and they know what I'm having trouble with even when I don't know how to explain it properly. They resolve IT problems quickly or give me helpful advice walking me through steps.

Assist in resolving account, computer hardware, and any other technical issues for students.

Makes access easy for printing

I've never used IT

The apps work fine most of the time and are well payed out

At least in my experience when I bring a personal issue forward they are quick and find a solution in more than timely manner

We seem to always have trouble in the PR department with the computers, projectors and cameras. IT (Manuel) is ALWAYS there asap to help us sort it out so we can continue our marathon classes. Additionally Jesse M. Is in our class and always able to help with computer issues. He works even when he's not on the clock!

employs students and teaches them

The Networking Department is Awesome.

Computer labs are great. Very clean and computers often work very well along with printing services.

friendly and helpful staff

They are very helpful in getting everything fixed in a timely manner.

They do a great job, but our internet is slow and won't connect a lot (I know it's not IT's fault)

Good after hours help available

Very helpful! They try their best to give great service.

Someone answers my call quickly

Responds quickly to tickets

They have helped me turn in assignments when I have trouble turning them in myself.

Friendly service Helpful service Doesn't treat you like your just another customer Very understanding if your technologically disadvantaged

Very responsive and lots of resources available for students.

Keeps the computers available and neat

Helping people connect devices via internet cable or wifi

Good

Always willing to help. Answer questions to the best of their ability

Accessibility to students is awesome. There are lots of computers and printers both color and black that are fast and reliable.

Responds to your needs adequately.

They do respond to problems well

The service techs are usually very nice. Rebecca in E-learning is always super helpful!

They're good about answering questions and being helpful.

help with small technological issues

I don't interact with IT often, but when I do, they work as fast as they can to solve the problem.

They are helpful. But I haven't interact with them much so I can't say anything else

Any time I've had questions I've always received prompt responses that is relevant to the issue I'm having.

The IT department is very reliable. They are quick to offer their services when an issue is reported and work very efficiently.

The IT department keeps rampart up and running. I haven't had any issues.

Getting in contact with you as soon as possible, if and when you have a question.

Yes

They arrive as soon as possible.

They are good at helping people with their tech problems.

The help walk you step by step with any problem that occurs.

They are always able to figure out/troubleshoot issues

-Very responsive to issues students and staff may have -Respond quickly -Kind

It handles problems that students may have well.

Customer service.

I work at ASU too so IT is extremely helpful and always comes to help right away. I have to use them a lot.

I'm able to access whatever information I need relatively quickly and when I can't, people within the IT department are able to help me.

The IT department always has an answer to my question. They are professional and pleasant to speak with.

Helping

They're there when I need

very helpful and patient

Communication, reliability, willingness to find the answer to a problem

Responds punctually

They are readily available and willing to help when needed.

Thank you guys for your hard work, and for finally upgrading the library computers to Windows 10

They are great in taking initiatives to follow-up work order status.

Fast and efficient

Everything else

Keeps the internet and websites running smooth.

Making sure everything works and replies within timely manners

Q23 - Please tell us what you would change about the IT dept.

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

I don't appreciate my inbox being spammed almost daily about filling this out. I get you need a large N, but this is not the way to do it.

better their knowledge on how to connect systems such as, Amazon Fire Stick TV and Alexa systems

N/a

Nah they cool guys

N/A

Absolutely nothing

Not much, you can't please everyone, and you guys are doing your best.

I'd love an option for advanced users to have driver or driver-like printing support on laptops instead of using Paperclip. I'd also like it if the PCs used the registry value that caused NumLock to default to on. Numbers are already part of so many of our login names, Windows made a dumb decision to default NumLock to off. (Also, it'd be nice if simple browser settings actually saved between sessions. Chrome and Firefox need to stop acting like I've never opened them before. But this is lower priority, and likely not worth the space involved.)

N/A

n/a

nothing

The information sent out about services provided to students.

I don't like having to change and relearn my password all the time

I wouldn't change anything

I wouldn't know.

I don't know if this is under your control, but the WiFi in Archer HHS is soooo spotty. It seems like every time we take an exam using our own laptops, at least one person gets kicked out because the internet disconnected.

Not all employees are equally well-trained. They do fairly well.

Not really anything, maybe make it easier for students to reach out to?

Time of working on work orders

The wifi sucks bad

I'm not quite sure if this is the IT dept. fault but sometimes the wifi is slow or won't connect.

They take a long time to respond to any email or online application for assistance

Idk, only had two interactions so far.

I think you should have an email distribution list for those who live on/near campus and attend classes and those who are distance/online students so that distance students do not get notifications that relate only to the campus (meetings, parking, sports).

N/A

N/A

Give them better resources that could actually improve the equipment such as the scanners and printers/connection.

N/A

Nothing

Nothing

Nothing!

If possible, making sure the systems controlling registration don't slow down as much would be nice... I personally have to disconnect from the wi-fi on campus in order to register for classes faster once it opens up.

I cannot think of anything at this time.

The wireless network will randomly go out when on my phone/computer. But all I have to do is reset wifi and it's okay, so it's not necessarily a big deal to me.

not sure sorry

The WiFi never works in my dorm and the secure network always quits working

N/a

More functional WIFI to personal phones (great for my laptop)

N/A

Not sure

Just that taking the WiFi a minute to reconnect after you lock your phone is a pain. And taking the computers a long time to log in is obnoxious.

n/a

Update a better app and provide better service

The wifi needs to get stronger and better than it is. It is the worst its ever been in all my years, the quality has nearly disappeared entirely

faster results

Keep Blackboard up to date and functioning better.

I have nothing to say.

Raises tuition too much

More knowledge on how to enhance Wi Fi connection within dorms

Make blackboard more user friendly for ipads

nothing

nothing, they are great

Once someone has established VPN access, don't discontinue it without notification.

Being better about fixing computers (especially in the honors lounge) and making the WiFi on campus less dodgy

I can't think of anything to change.

n/a

Rules about what I am able to do while connected to the internet service.

For Discussions, it would help to have edits even after you post a discussion board. I have personally dealt with a post being accidentally posted and I cant go back and fix it or when a paper was due, I posted it but nothing showed up.

N/A

I am happy with them.

The wifi is unreliable at best, and needs work. It constantly cuts out and sometimes is slow. The library computers take 10 or more minutes to login and are useless, i don't like them and they need work too.

Nothing, great job guys!

Nothing

Nothing

Nothing

Having us Changing passwords during the semesters why can't we change it only 3 times a year beginning of fall spring and summer terms.

N/A

I would fix the connection areas because some people's personal computers have trouble with WiFi on the UC side of campus

Nothing!

nothing.

Nothing, they are doing a fabulous job.

Noting really.

Nothing

Service center often doesn't get all the details said in the call into the ticket, which leads to confusion when someone contacts me later.

Be quicker

The wi-fi is unconnected or does not work well sometimes.

Nothing

Nothing that I can think of.

nothing

None

Computers in Centennial Village are very slow and very few actually work.

The bad things

N/A

Nothing at this time.

I would not change anything.

Setting up WiFi seems a little less intuitive than it should be.

Sometimes when they come, they don't bring all their tools

Nothing

N/A

Get some competent employees who are diversified in their knowledge. The ACU IT department was light years ahead of ASU's.

aware more students of different services

I can't even imagine the amount of work that the IT department does and it would be unfair to complain at all. However, I wish there was a chat service like the Library has, because when I send a request via email it is usually the next day before I get a response. I don't know if that is even possible, but that is something I know that could be useful and convenient.

nothing

Contacting them via text message

Amount of people available

If IT states they will call inform you of your solutions, then they need to do so. Not just your ticket is closed. That doesn't resolve my issues

Faster responses to situations.

nothing

Nothing at this time

Nothing! Great Job IT team!

The internet in Centennial is kind of laggy sometimes and the computers in the Commons almost never work.

Extended hours

Extend hours. Stronger WIFI signal everywhere on campus

N/A

Nothing. The IT department seems to be well equipped at the moment to handle most issues.

I don't think there is anything to change.

I do not know enough about technology to provide the IT dept. with any useful information.

Having to change my password so often.

NA

Fix Plaza Verdes wifi

Nothing.

Nothing.

nothing

n/a

Maybe a quicker response time to tickets put in. It would be awesome to have some more standing up computer stations for quick printing

More understanding of problems

Avoid anything Google based.

Nothing

NA

Nothing that comes to mind

i would prefer a more stable wireless connection.

Nothing. They are a well oiled machine & are always there when I need them

Timely response

Get people who actually want to be in IT to work for IT

N/A

The student workers could be better informed and try to appear more interested

None. I've never had a problem with the IT department.

None for now

n/a

Sometimes, IT does not know how to answer questions

Wifi connection is so bad!!!

Nothing! Excellent job

Management is okay.

Fix printers in det 847

nothing.

Go ahead and make everything even easier and label things more.

The only issue I struggled with this semester was the HDMI ports in several study rooms were faulty. I am not certain how often these get checked.

Wifi is not good. At times it is okay, but very spotty. Usually have to use data to get things to load.

I do not think I would change anything.

I have not had any problems that have not been solved in a timely manner nor have I had enough problems to encounter any changes I would like to see.

Nothing

Nothing

Not get emails every 4 seconds back to back

N/a

Most things wrong are not by fault of the IT department, but the school not being better equipped to have so many students on the WiFi or other things.

I can't think of anything

Keep doing what you are doing and keep the continuous improvement mindset!

I don't like the code or ID access to the computer lab in mcs. The entry requirements should just be a swipe of student ID. I can never get in there on command. Also when I am trying to use the mcs computers my account is always locked and I have to go get the front desk to unlock my account which is any annoying process.

None

No change needed.

The internet could be better. Sometimes it randomly disconnects and does not stay connected. Sometimes the guest network is better than the secured one.

Nothing

Nothing

N/A

None

Maybe make MCS computers faster

Nothing

Don't make me change my password.

honestly, they've been quite helpful. from unlocking my account to general server side inquiry. I'm a cs student, if you ask them the right questions, you'll get the right answers. I'm giving a B because there's always room for improvement and if I call the IT dept, I've exhausted all options. I can't rate on the average daily basis. I suppose take my review with a grain of salt

I would not change anything about the IT department.

Not sure

none

Better WiFi in my room

Nothing :) (Actually, maybe online appointment-scheduling? I'm a student employee and sometimes it's hard for IT to catch me and other workers in the office. It would be easy if, after an employee submits a ticket, they could provide a meeting time if it's necessary for them to be there when IT comes to take care of an issue.)

Better internet in the dorms, it goes out and reconnects at 3AM or 4AM

N/A

not sure anything

Every time I use the quick print stand up computers in the library they never work for me. One time they wouldn't let me log in to my Rampart. It could be just my luck or times I use it, but I have never had a good experience with them.

None

Nothing.

Nothing at this time!

Do you all work on weekends or 24/7?

not sure if this is a coincidence or not, but seems the survey times out anytime I click any response worse than neutral.

Timeliness could improve

I don't know.

I can't think of much to complain about.

Get rid of Blackboard and upgrade to a better application.

Nothing

It would be helpful if they were allowed to do more - maybe if they had us sign an agreement statement regarding that.

no service issues so far, so have no opinion. Working on my 5th degree, and so far ASU IT is above average.

n/a

nothing

Nothing

better communication

Require some kind of uniform so IT is easily recognizable. This would increase security, because it would be harder for someone to pretend to work for IT

The WiFi network is very glitchy with a growing number of people on campus

N/A

I like the suggestion in the survey about offering more and expanding the availability of notifications in Blackboard. Anything to make it more appealing is great, because I have experienced that some instructors are still not utilizing it as often as they could to communicate with students.

N/a

Have tech support in the library frequently go around and turn computers back on from students shutting the computer down instead of logging out. Also providing information on how to properly log on/after the format change.

Nothing

And I don't know

Switch to Canvas instead of Blackboard.

Band width

Nothing

nothing

I have not used support from the IT department, so I am unsure.

Nothing

N/A

So far I haven't had any issues.

N/A

Something I would change would be having a better spot to put the student ID.

After hours support needs to be better. Universities don't just function 9-5

N/A

NA

I feel IT should provide a little more assistance with professor using newer technologies. I've seen professors struggle pretty severely with new overheads and such, it can result in a decent loss of class time

Nothing at the moment.

better wifi

Not sure

N/a

Nothing really In the department, just the WiFi.

I would try to make people aware of the IT phone numbers and which numbers connect to which people so that people aren't calling Rassman 120 for something that only the Service Center in MCS 111 can help with.

Blackboard (the software itself) is the only issue I have

Nothing

NA

I wish they had more knowledge about Mac computers.

not much

Nothing at all

I wouldn't change anything.

I would not change anything.

Make black board more user friendly if possible

Wifi

Sometimes the dorm WiFi tends to be down a lot, and that's not fun!

It is not IT I think Texan Halls internet needs to be updated because it is hard to write a paper when the WiFi goes off all the time.

No suggestions

nothing

The new Lockdown browser setting that goes off at the slightest shifting of your head from the camera.

nothing

Customer service. I've called multiple times. Instructors want student to call. I, however the reps are rude and can't help me. Once I was told that I should call the blackboard helpline. When I asked for the number they told me to google it or ask my instructor! I'm not saying that they can help every time, but their customer service manners are horrible

More workers so more can get done

none

G Suite. You're already providing Office 365 service, why not make it universal? While G Suite offers similar services, I would venture a guess that students are only using the Gmail (RamMail) portion of the service. Additionally, I've had issues integrating RamMail with Office 365 products. Sure, not really ASU's problem, but ASU doesn't offer any solutions either.

Nothing

nothing

They are not as great about departmental requests. I have seen issues previously in areas such as computers working in the Natural History Collection and getting computers for research space. I'm not sure if it isn't seen as priority or there is a lack of physical and/or people resources to complete the task.

Add Microsoft project to all computers and not just the computers in rassman 107 or so.

I feel that when I access Blackboard from outside of ASU (which is almost 100% of the time), it is extremely slow. I have been on it on campus once, in my husband's office, and it was lightning fast! I wish it was fast when I am at home since that's where I do all of my work.

Nothing.

Smile more, and pay attention

N/A

none

I have no complaints as of yet.

NA

They literally looked at my computer once and said they can't help with the wifi or help me download an important system for my Stats class. The girl kept rolling her eyes and told me to get a new computer. She said it would never work on my kind of computer because it was an awful one. Then this happened again with someone else. They pretended like they knew exactly what they were doing but I got way further than them and didn't give up so easily. After it didn't work the first time she blamed me and my computer and didn't actually want to answer the questions I had or anything.

Better explanation to solve problems without having to call the IT dept.

So far I have had good service when I find myself having to call.

Sometimes the workers are not very helpful

The staff at the library needs the training that the call center gets. The MCS is a little bit better. The library needs updated equipment. Make students accountable for what they do to the computers that they check out.

dont use

None.

Make more reliability in relation to wifi issues and hardware for students

The pay for student IT workers I know some of the guys and they deserve more for keeping this college running.

None

N/A

Campus wifi is sometimes in and out

I needed help with the microfilm once, and it took quite a while to find somebody who knew how to use the machine.

Some laptops in library take forever to log in and running programs

N/A

Change the connectivity level of the internet. There are times when I can not connect to the internet or have to reconnect.

None

Na

have blackboard support available 24/7 It is really difficult to navigate at times. My graduate classes are online and I an usually only to work on my assignments in the evening. Blackboard support is not available.

Nothing as of today

Wifi sometimes doesn't work... It's really annoying

Give everyone a pay raise.

Fix the asu app so I can actually pay my bill through it

Unsure

N/a

Stop sending just students who don't know what they're doing

Nothing in particular

I don't hate the ASU mobile app and I use it very often but it just seems it's not very user friendly. I apologize, I can't put my finger on exactly what it is but it just seems it could be laid out better.

N/A

Make it to where on my devices registration the MAC address is automatically added to the firewall so I don't have to call IT for them to manually add it.

The awareness of them. How to contact them.

Nothing

I wish they received a little more training.

N.A. But would like see a better connection with ASU secure wifi at the soccer and softball fields

Not much, just the fact that the wi-fi is very unreliable in Texan.

Please fix the freaking WiFi in the dorms.

Less internet crashes

Good

N/A

Almost every time I call the person who answers has to give the phone to someone else.

I don't know

But sometimes they offer that help with vague detail if it's over the phone.

not having headphones in all the time

n/a

Fix the WiFi

Improve the ASU Mobile app to be more modern and less error

The loading time to log in seems long, but not sure there is a fix for it. Best advice, bring a book and wait it out.

Nothing

Nothing.

No

IT techs should be train on all subjects.

Sometimes if you call for IT help they start you on a wild goose chase

Sometimes it takes a while to get assigned a person to help, so faster service would be nice at times, but this isn't always the case.

The desk workers in the MCS lab are always talking loud about their personal lives to their friends who come by just to hangout with them.

It seems good how it is

I would change anything.

Access to commonly downloaded/used software (LockDown Browser) directly in RamPort

Nothing.

Ramport and Blackboard can be overwhelming if you're not used to the system. I think maybe changing the layout of either site or the location of links within the site would help with this.

Employees

N/A

It sucks that I have to put in a "work order" to turn on the wired internet in my dorm.

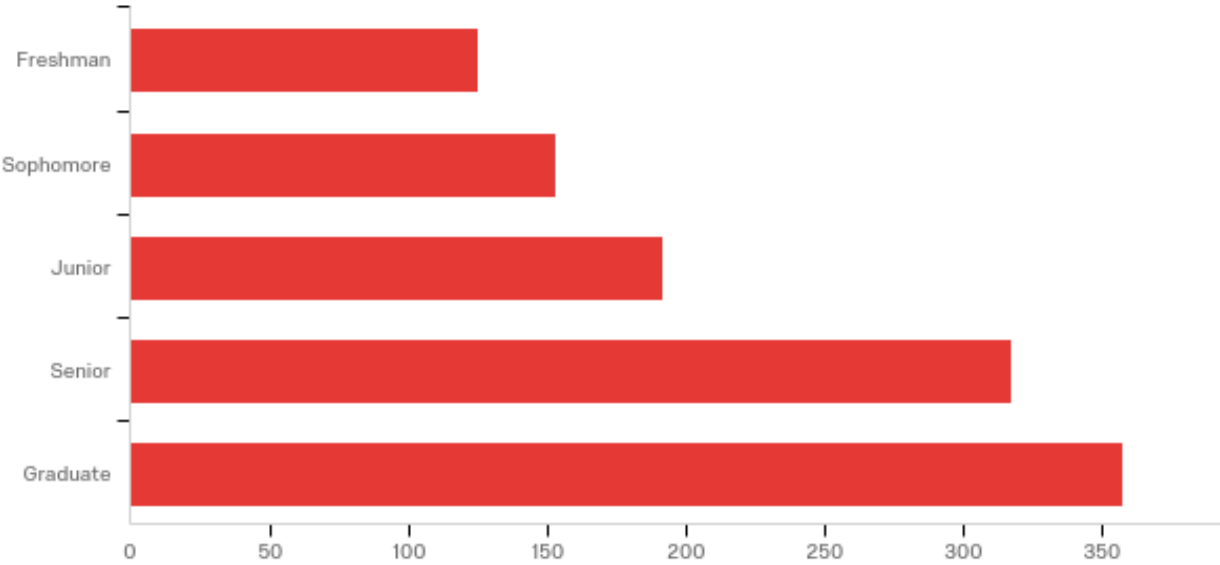
Rampart needs an update/overhaul. The features are nice but need to be organized better in such a way that it is more convenient for students to easily access.

I hate changing my password every 5 minutes.

Nothing

Nothing

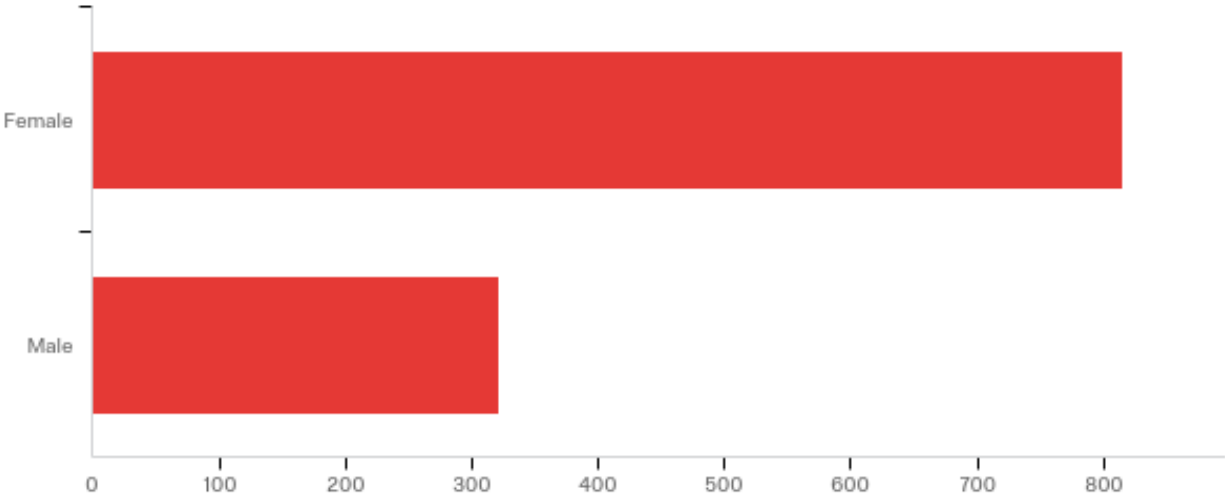
Q24 - What is your class standing?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your class standing?	1.00	5.00	3.55	1.34	1.79	1146

#	Answer	%	Count
1	Freshman	10.91%	125
2	Sophomore	13.35%	153
3	Junior	16.75%	192
4	Senior	27.75%	318
5	Graduate	31.24%	358
	Total	100%	1146

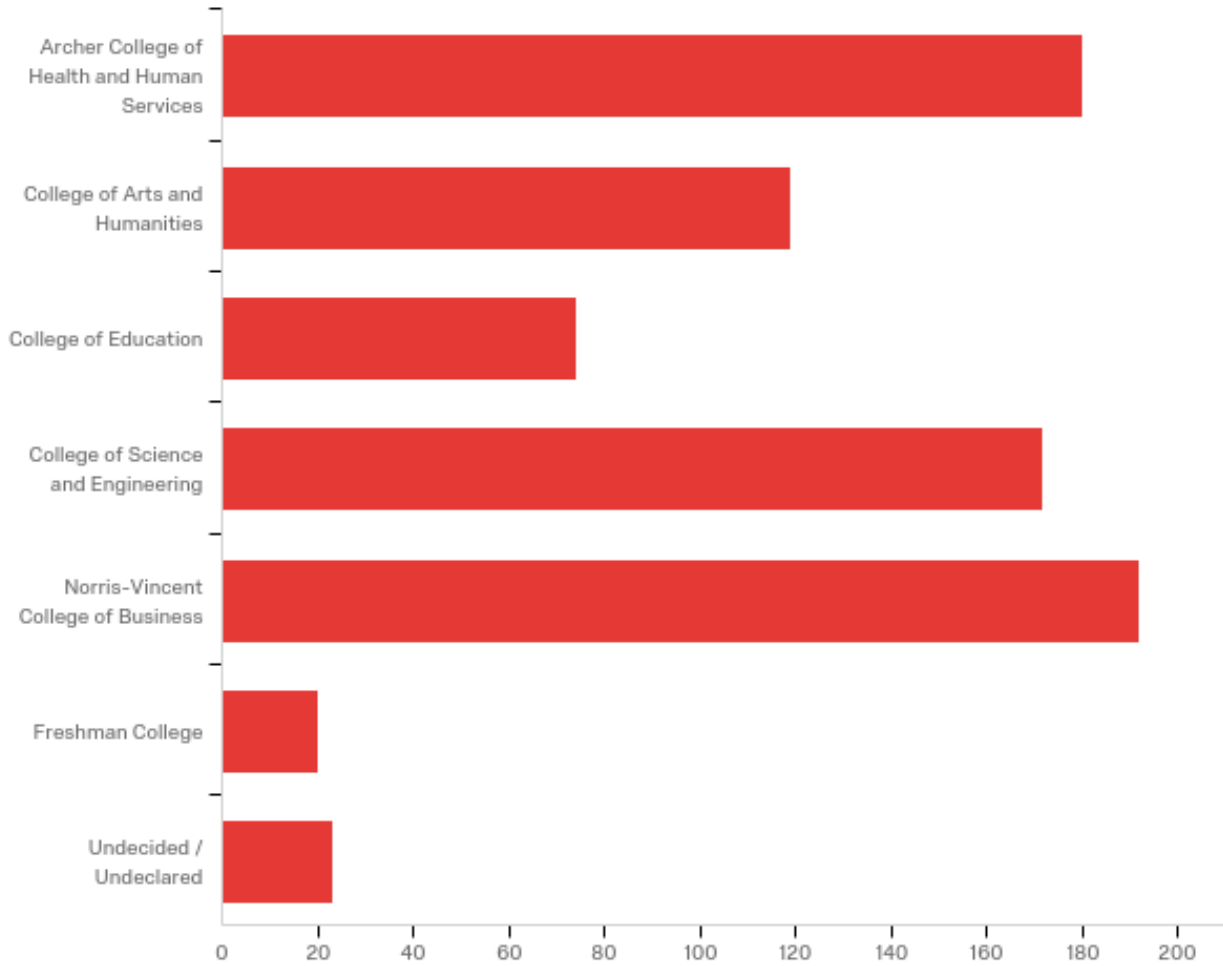
Q25 - What is your gender?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender?	1.00	2.00	1.28	0.45	0.20	1138

#	Answer	%	Count
1	Female	71.70%	816
2	Male	28.30%	322
	Total	100%	1138

Q26 - In which college is your academic major?

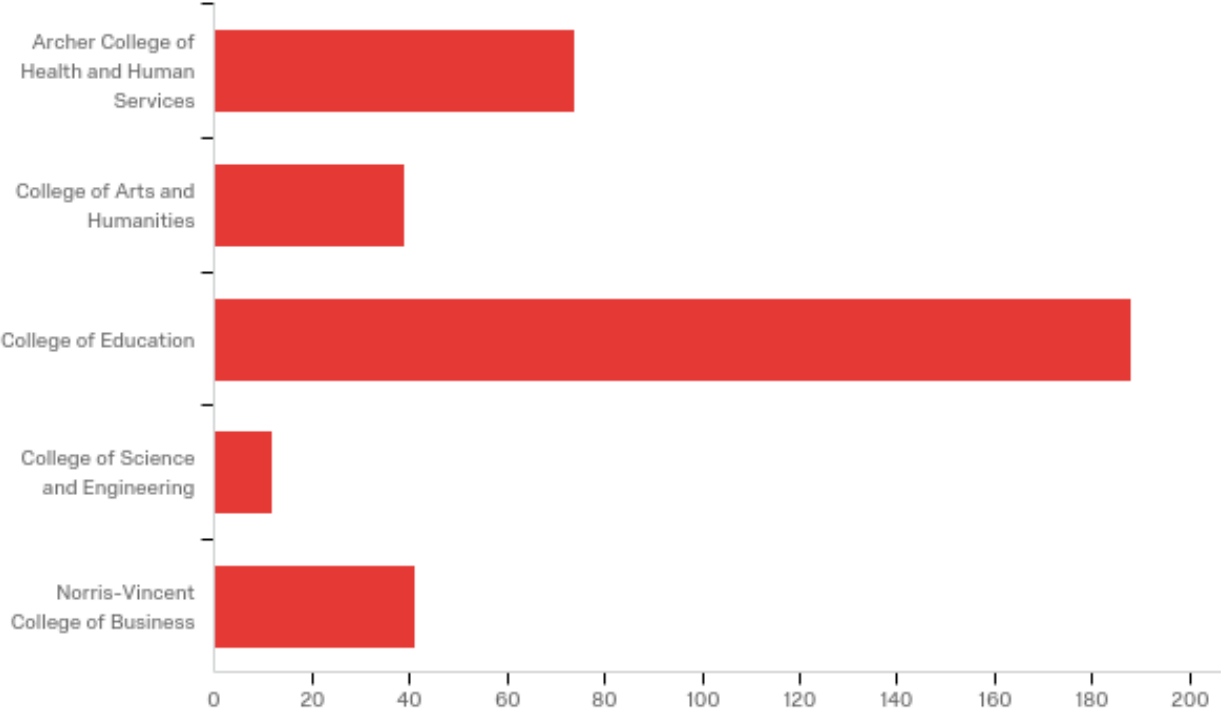


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In which college is your academic major?	1.00	8.00	3.82	2.06	4.24	780

#	Answer	%	Count
5	Archer College of Health and Human Services	23.08%	180
1	College of Arts and Humanities	15.26%	119
3	College of Education	9.49%	74
6	College of Science and Engineering	22.05%	172
2	Norris-Vincent College of Business	24.62%	192

7	Freshman College	2.56%	20
8	Undecided / Undeclared	2.95%	23
	Total	100%	780

Q27 - In which college are you studying in order to obtain your Master's or Doctoral degree?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In which college are you studying in order to obtain your Master's or Doctoral degree?	1.00	5.00	2.74	1.17	1.37	354

#	Answer	%	Count
1	Archer College of Health and Human Services	20.90%	74
2	College of Arts and Humanities	11.02%	39
3	College of Education	53.11%	188
4	College of Science and Engineering	3.39%	12
5	Norris-Vincent College of Business	11.58%	41
	Total	100%	354