Report for Student Survey

1. Response Counts

Completion Rate:	100%		
	Complete		361
	Partial		0
	Disqualified		0
		Total	361
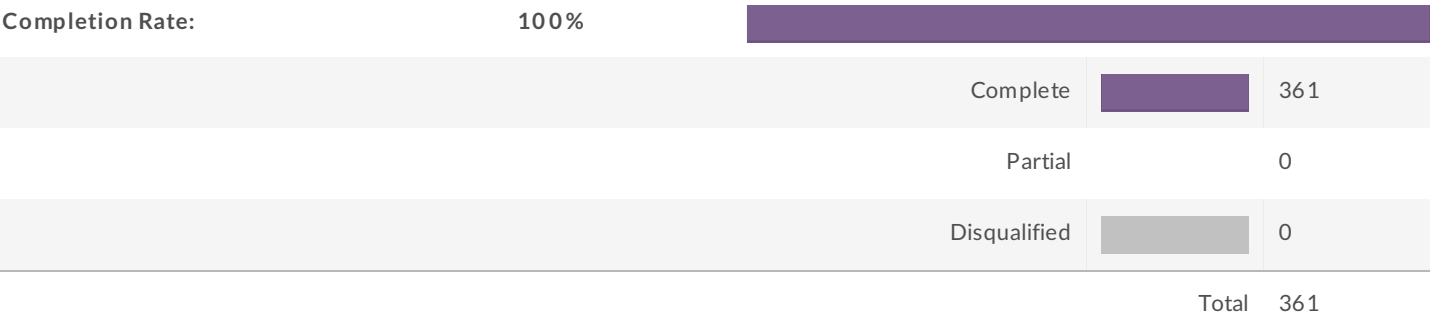
2. Do you live on campus or off campus?

On Campus: 13.1%
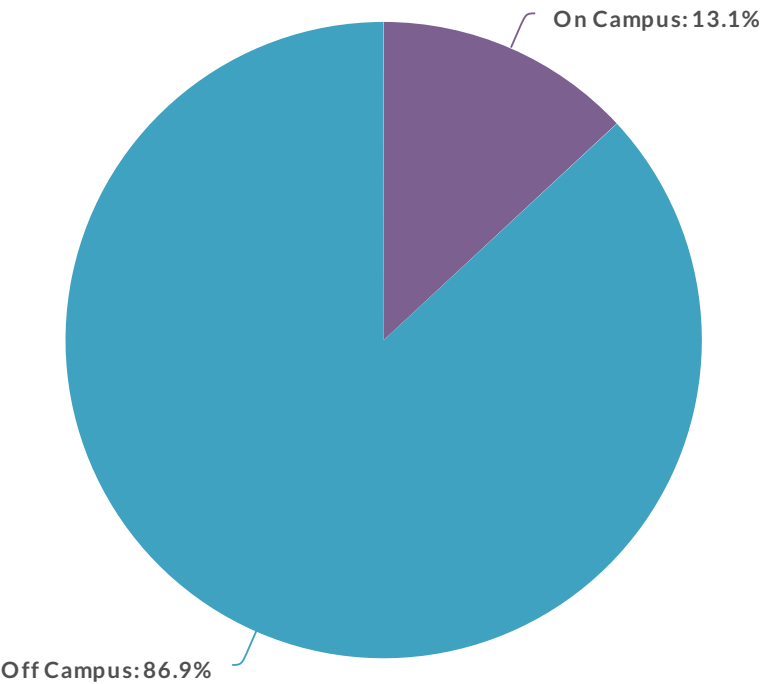
Off Campus: 86.9%

Value	Percent		Count
On Campus	13.1%		47
Off Campus	86.9%		311
		Total	358

3. If you live on campus, how would you rate ResNet service during Fall 15?

	Very Satisfied	Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
If you live on campus, how would you rate ResNet service during Fall 15?	Count: 1 Not Applicable: 0	Count: 15 Not Applicable: 0	Count: 7 Not Applicable: 0	Count: 6 Not Applicable: 0	Count: 1 Not Applicable: 0	Count: 2 Not Applicable: 0	Count: 3 Not Applicable: 0	Count: 9 Not Applicable: 0

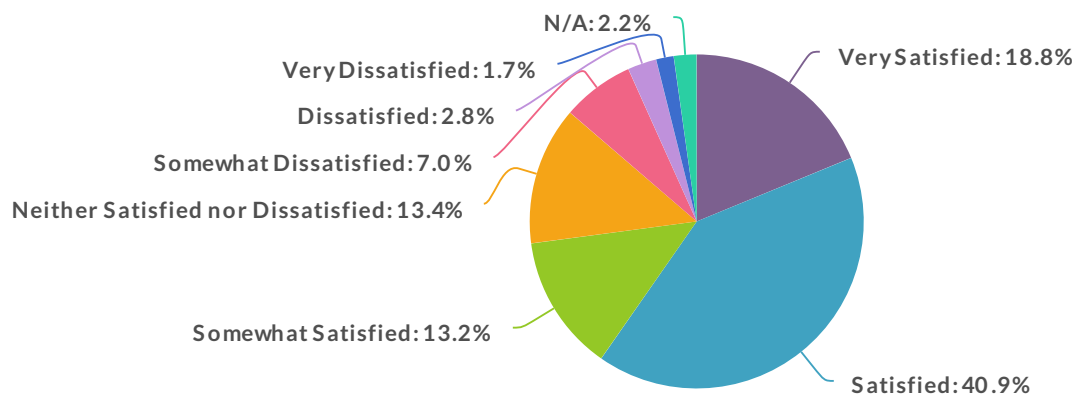## 4. If you use Blackboard (BB), what have you used it for? Check all that apply.
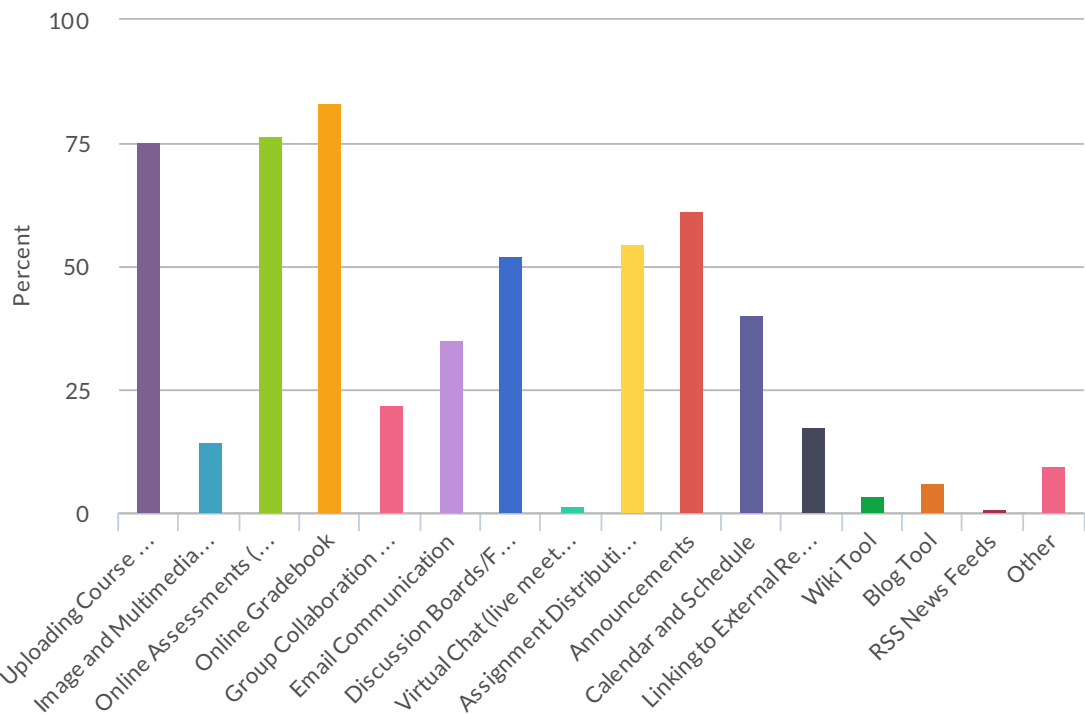
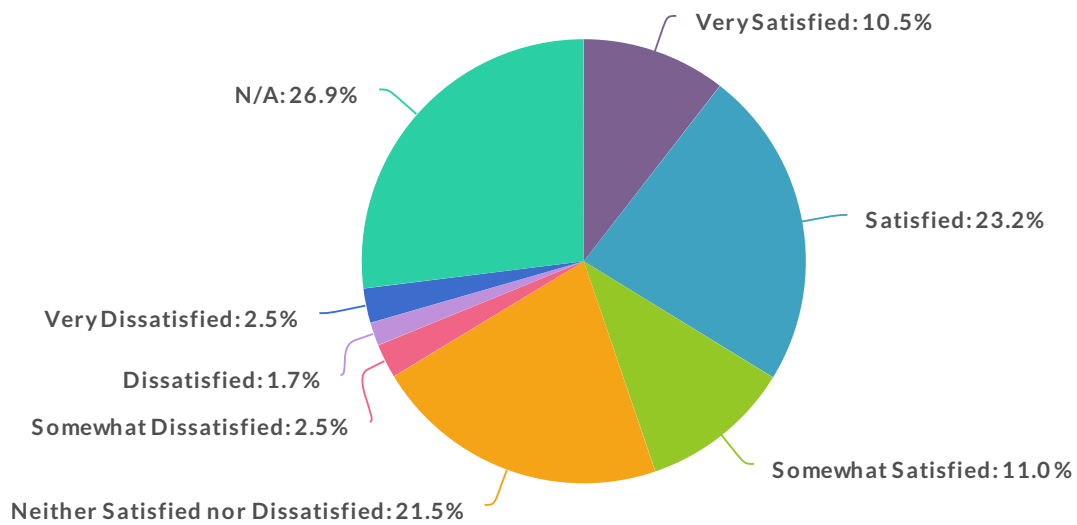| Value	Percent		Count
Uploading Course Documents and Resources	75.4%		266
Image and Multimedia Capability	14.4%		51
Online Assessments (e.g. quizzes and exams)	76.5%		270

Value	Percent		Count
Online Gradebook	83.3%		294
Group Collaboration Capability	21.8%		77
Email Communication	35.4%		125
Discussion Boards/Forums	52.4%		185
Virtual Chat (live meetings)	1.4%		5
Assignment Distribution and Collection	54.4%		192
Announcements	61.5%		217
Calendar and Schedule	40.2%		142
Linking to External Resources	17.3%		61
Wiki Tool	3.4%		12
Blog Tool	5.9%		21
RSS News Feeds	0.8%		3
Other	9.6%		34

5. How satisfied are you with the information on the login/Splash page of Blackboard?

N/A: 2.2%

Very Dissatisfied: 1.7%

Dissatisfied: 2.8%

Somewhat Dissatisfied: 7.0%

Neither Satisfied nor Dissatisfied: 13.4%

Very Satisfied: 18.8%

Somewhat Satisfied: 13.2%

Satisfied: 40.9%

Value	Percent		Count
Very Satisfied	18.8%		67
Satisfied	40.9%		146
Somewhat Satisfied	13.2%		47
Neither Satisfied nor Dissatisfied	13.4%		48
Somewhat Dissatisfied	7.0%		25
Dissatisfied	2.8%		10
Very Dissatisfied	1.7%		6
N/A	2.2%		8
		Total	357

6. How satisfied are you with the usefulness of Blackboard
Tip Sheets and videos?

Very Satisfied: 10.5%

N/A: 26.9%

Satisfied: 23.2%

Very Dissatisfied: 2.5%

Dissatisfied: 1.7%

Somewhat Dissatisfied: 2.5%

Somewhat Satisfied: 11.0%

Neither Satisfied nor Dissatisfied: 21.5%

Value	Percent		Count
Very Satisfied	10.5%		37
Satisfied	23.2%		82
Somewhat Satisfied	11.0%		39
Neither Satisfied nor Dissatisfied	21.5%		76
Somewhat Dissatisfied	2.5%		9
Dissatisfied	1.7%		6
Very Dissatisfied	2.5%		9
N/A	26.9%		95
		Total	353

7. What improvements would you like to see to the functionality of Blackboard?

ysu friendly assignment

professors courses

page

assignments grade easier class email

Count	Response
11	None
7	N/A
4	None
2	-
2	N/a
2	Nothing
2	n/a
2	none
1	A better app for the iphone
1	A cool login screen and ALL pages with customizable colors
1	A notification system to my YSU email or text message when Professors post something new on Blackboard, so I will always be informed right away.
1	A requirement that all professors use the site.
1	Actually I like it te way it is right now.
1	Aesthetically pleasing, user friendly, less cumbersome, ease of adding and removing classes, more up-to-date functionality, etc.
1	All professors made to use it to post grades.
1	All teachers using blackboard
1	Allow more time before it automatically logs you out due to do inactivity
1	An easier way to find the classes that you need to enroll into to access them on Blackboard
1	As of now nothing.
1	Be able to upload more types of files
1	Being able to see grades on the moble app.
1	Better formatting for programming code. A markup sytnax for code would be nice on discussion posts.
1	Better layout to make it easier to navigate

Count	Response
1	Better navigation. Moving between classes and subsections is tiresome at times.
1	Better search engine for locating a class, either by the instructor's name, or CRN number.
1	Better visual design.
1	Blackboard is hard to figure out when first using it. It's not very user friendly for both students and professors.
1	Blackboard is not as user friendly as I would like it to be. The android app is also less than satisfying to use. I would like to see a more user friendly format on both.
1	Blackboard is not used by all profs-THIS NEEDS TO BE USED UNIVERSITY WIDE!!!!! All course work for each class needs to be available through blackboard. All grades need to be posted through blackboard. Blackboard in turn needs to be updated with easier functionality!
1	Blackboard needs to be utilized in a uniform manner with all classes employing it. I have taken many classes utilizing this and it never seems to be employed our understood the same way across the faculty.
1	Blackboard should be a little bit more interactive.
1	Change the UI. it's very cluttered.
1	Change the interface, to something modern.
1	Clean it up and streamline the interface. Far too much chaff and useless tabs
1	Direct access to My Grades since I cannot find out what my grades are in some of the courses that require Blackboard.
1	Easier access to grades
1	Easier access to quizzes and tests
1	Easier navigation
1	Easier to navigate
1	Easier to switch between classes
1	Easier to use for those that are not computer efficient
1	Fairly satisfied overall
1	Finding content such as slides, hw, or other document posted by a professor is somewhat hard to find sometimes. Possibly making it simpler to access class content.
1	For teachers to actually utilize it. Grade book ext.
1	Functionality is good, would like to see more professors use all the functions
1	Has to be more user friendly and make it the same across the board. Each class that I have participated in does it different. Assignments are missed because the information is housed in all different places in the different classes.
1	Have your courses on the front page and grades able to be seen
1	Honestly, it's just kind of crappy. Could we just have something better?

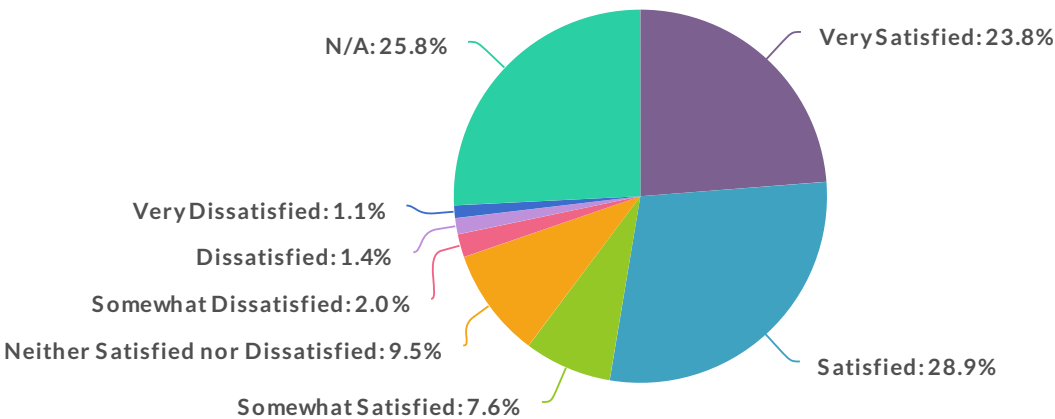| Count	Response
1	I am are returning student so this is my first semester using Blackboard. I had some difficulty finding things on home page. It wasn't clear. I think the labelling was what confused me. I am much better on it now and it's making more sense
1	I am technically challenged. I rely heavily on our support team, they are always able to teach me.
1	I don't use black board and neither do all my teachers.
1	I dont know where to find most of the things in need to effectively use blackboard.
1	I feel that some of the issues of blackboard are more because of the professors and how THEY decide to use blackboard than blackboard itself. some are not very good with using it and it makes navigating difficult because things are placed in the wrong area.
1	I find Bb to be useful for what I have had and currently have to use it for.
1	I have no problems with BB.
1	I love bb and online classes I have had no issues
1	I personally do not like Blackboard I prefer handwritten papers and verbal communication.
1	I see it OK, requires login again and again
1	I think connecting blackboard to our school email would help. Getting an email about when a test was added to one of our courses and all its details (ie due date , how long, etc) would have helped me stay on track a lot.
1	I think it works well
1	I think it's fine. I have yet to have a problem with it.
1	I think we should abandon Blackboard. Whatever investment we have in it isn't worth the frustration and obsolescence.
1	I would enjoy the ability to remove myself from a course.
1	I would like for the blackboard app for iPhone and android to improve and integrate outside resources better. Also, things like taking exams/quizzes should be improved.
1	I would like it to be streamlined for each course, where everything is in one place and easy to find.
1	I would like that Blackboard submit some of my assignments that I do. For example, I had a quiz I know I took, but Blackboard didn't submit it when it said it did. Therefore, I got a 0 on that quiz. Maybe some glitches need fixed.
1	I would like to be able to get into it in the near future with an easier transition from when you log in on the computer to when you go into Blackboard.
1	I would like to be able to log into Blackboard right from the myYSU portal
1	I would like to have my class grades easier to access.
1	I would like to see it be more functional and not have so many glitches
1	I would like to see more instructors using blackboard
1	I would like to see that Blackboard would not log me out when I take tests.
1	I'd like to see the interface updated.

Count	Response
1	I've used Blackboard regularly until this semester. I miss and love my online classes! I... personally.. have not had any major issues or troubles with Blackboard. Nothing that effected my grade or the assignment deadlines. The improvement needs to be on the students' parts as well. I've never needed the Tech Desk for a Blackboard issues; however, I've used their services for a labtop and they have been wonderful in that regards!
1	Idk don't use it much
1	If we log into YSU automatically login of blackboard.
1	If you submit an assignment you should get an email notification.
1	Improve e-mail alerts.. Ex: when a grade or assignment is posted, make the email alerts more reliable.
1	Improve the organization and user experience. Currently, the information is not laid out in a logical or user friendly manner.
1	Individuals use it more consistently. Use it in the same way.
1	Instructor training to maximize their usage, many instructors are required to have us use the platform but do not really understand how to load grades or utilize blackboard properly.
1	It could be more updated technologically
1	It definitely needs to be more user-friendly. The layout and design of Blackboard does not meet the requirements of classroom use.
1	It needs revamped immediately
1	It seems like it has too many options without explanation as to their functions/purposes in the system. I often play a game of "trail and error" just to complete simple tasks, which ultimately results in more confusion. I think a streamlined, simpler set of options would be helpful.
1	It seems like since the revision of blackboard that it is harder to find course information and you are looking at the same screen every time you go to a course, and all your courses are not on the main page.
1	It seems professors are the ones who do not like to use blackboard.
1	It seems to crash a lot. I also would like to get an e-mail when new assignments are posted. There are sometimes hard to find based on the links on Blackboard.
1	It works fine for my purposes.
1	It would be nice to be able to get back to the YSU main site from Blackboard without constantly having to log back in to access features of YSU's site.
1	It's "clunky"...making everything flow better
1	It's confusing to use. I would recommend simplifying it.
1	It's good
1	It's okay as is.
1	Less confusing interface
1	Made more easy to navigate. Update of webpage look overall it looks dated.

Count	Response
1	Make Blackboard more intuitive and easy to navigate. It's difficult to find something the professor uploaded without specific step by step instructions from the professor on where to find the material.
1	Make an "all in one" log in for BB, email, and regular student section
1	Make it easier to access certain topics
1	Make it more user friendly. At times it becomes difficult to find assignments that are due, as they may be under announcements or assignments. That's about all.
1	Make sending emails through blackboard less complicating
1	Make so it works from home even with high traffic volume!!!!!!
1	Make the app layout a little better.
1	Maybe a reminder when you have assignment due
1	Mobile version
1	More Integration with other vendors; it's hit and miss as far as which vendors have cartridges for Bb
1	More control of enrollment/unenrollment in courses. I currently have two courses I am enrolled in from previous semesters that I have no control of in unenrolling.
1	More customization on home pages.
1	More grade utilization
1	More modern looking, but I can't usually access BB at a convenient time because the WiFi is so terrible. Doesn't work in my dorm room barely connects in some parts of the building.
1	More straightforward layout. Sometimes grades are hidden in a rabbit trail of other folders
1	More user friendly
1	More user friendly. It's very sloppy especially the home page. I'd like it to be set up so I can have all of the "tools" on the left hand side as an access bar for quick use. Also, hook blackboard up with ysu email and maybe even automatic texts when a professor posts on blackboard.
1	Na
1	Navigation enhancements. Blackboard is cluttered.
1	Navigation to different courses is a pain, I would like to see that streamlined somewhat
1	Neutral.
1	None
1	None at the moment
1	None at this time.
1	None everything is pretty much up to date.
1	None that I can think of

| Count	Response
1	None that I can think of. What I use it for is easily accessible so that's all I care about.
1	Not having to log in
1	Nothing Really
1	Nothing.
1	Pretty satisfied with Blackboard
1	Professors frequently say "I couldn't upload your grades/assignments - Blackboard was having issues." I've also turned things in through Blackboard and not had them reach my professor. I've also always thought that Blackboard was really archaic in appearance. It would be nice if more teachers would use the service, but many do not know how. I think it would be really overly-fantastic if YSU could change to a system like Google Classroom/Apps for Education, which offers free text editing, powerpoint making and grading all in-browser, rather than a student having to write using MS Word, upload to Blackboard, have the teacher download to their MS Word, and enter grade into Blackboard. I also feel like Google Classroom would be better received by students.
1	Really do not like using it.
1	Replaced with an easier web course management
1	Require that each professor uses and keeps information on blackboard. I have quite a few professors that do not utilize it at all. And some of my previous courses remained on the blackboard main screen after I had taken them.
1	Several assignments don't show up on the upcoming assignments window. Fix that
1	Simpler user interface
1	So more teachers how to use it, so they stop makjng weebly pages
1	Some of the streaming video requires antiquated Real Player that is impossible to get to work correctly
1	Sometimes has troubles uploading assignments
1	Standardized format for all courses - currently there are so many ways for an instructor to list an assignment, it is difficult to locate them. Data from previous semesters should be cleared prior to the start of the new semester. When submitted an assignment on the appropriate link, it cannot be altered or replaced once submitted, even when instructed to do so by faculty. Spell check within Blackboard would help faculty and students.
1	Take the old courses off of blackboard. Also being able to access all your classes and grades on blackboard
1	That it actually work properly and that professors be fully trained to use it.
1	The links are a bit confusing and the announcements are not very noticeable.
1	The mobile app could use some work
1	The notifications do not go away when you click on them. You have to go to another page then back again.
1	The professors all vary in their knowledge and that is frustrating. Also it seems cumbersome.
1	The sign in Process. Sometimes does not let me log in even if i retype my Username and Password.. eventually logs me in. P.S This does not happen every time

Count	Response
1	The software is overall very clunky. To do anything requires going through too many screens. There is way too much clicking and too many requests for passwords even after I am logged in. That is overkill; one time at the beginning of the session is plenty.
1	The teachers need better training in order to fully utilize the existing features.
1	There has been some bugs with submitting assignments through the site and getting those fixed will save a lot of time and worry.
1	There's too many hidden features of Blackboard. The layout hides more than it showcases.
1	To even begin to explain what I would personally change about blackboard, I would need much more than this box.
1	Too many things going on. I do not have time to figure it all out. i only go there because I have to for a graduate class.
1	Updates
1	When students attempt to use the text submission feature, it often jumps around, deletes text and formats it oddly. Emailing students from BB is great, except that it also seems to reformat the text after the email is sent. For example, it adds extra spaces between lines of text. In gradebook, it would be very useful to be able to select an entire column of students to enter the same grade for them. An example would be when we do in class work and they all receive 10 points it would be much more efficient than having to enter each student's grade individually. Also, when you have courses set up as parent child and you use adaptive release for one class BB should be automatically exempt the other students from the assignment.
1	Would be nice to have a push function to email account that a message is in blackboard messenge center
1	a total replacement for blackboard, I think it is terrible.
1	be used more often.
1	better mobile navigation, if available
1	better navigability
1	easier uploading and downloading of class documents. easier access to other web pages from blackboard (this was only an issue personally for 2 classes: Italian and World history)
1	easier links on the home page to grades, a teacher e-mail, and other things to help accessibility
1	i
1	iOS app needs to be better optimized for the iPhone 6s Plus
1	it needs completely redesigned. its horrible.
1	larger file uploads
1	make it easier to find links.
1	make it easier to search through. make it so classes that i am no longer in that used BB no longer shows up.
1	more easy to understand
1	no log in if you log in through your account with YSU it is so redundant
1	ok

## 8. How satisfied are you with the quality of phone support of the University Tech Desk?

N/A: 25.8%

Very Satisfied: 23.8%

Very Dissatisfied: 1.1%

Dissatisfied: 1.4%

Somewhat Dissatisfied: 2.0%

Neither Satisfied nor Dissatisfied: 9.5%

Satisfied: 28.9%

Somewhat Satisfied: 7.6%

Value	Percent		Count
Very Satisfied	23.8%		85
Satisfied	28.9%		103
Somewhat Satisfied	7.6%		27
Neither Satisfied nor Dissatisfied	9.5%		34
Somewhat Dissatisfied	2.0%		7
Dissatisfied	1.4%		5
Very Dissatisfied	1.1%		4
N/A	25.8%		92
		Total	357

9. How satisfied are you with the timeliness of the phone support of the University Tech Desk?
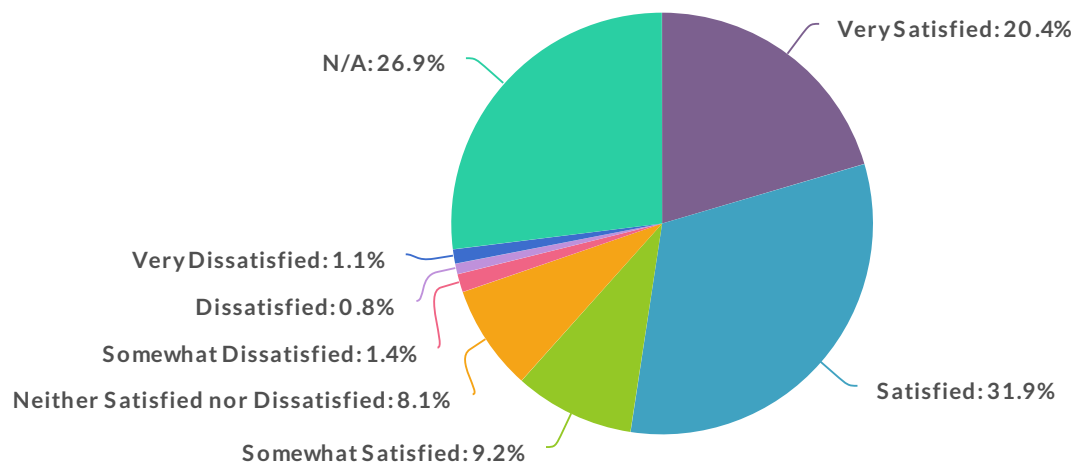
Value	Percent		Count
Very Satisfied	20.4%		73
Satisfied	31.9%		114
Somewhat Satisfied	9.2%		33
Neither Satisfied nor Dissatisfied	8.1%		29
Somewhat Dissatisfied	1.4%		5
Dissatisfied	0.8%		3
Very Dissatisfied	1.1%		4
N/A	26.9%		96
		Total	357

10. How satisfied are you with the accuracy of the phone support of the University Tech Desk?
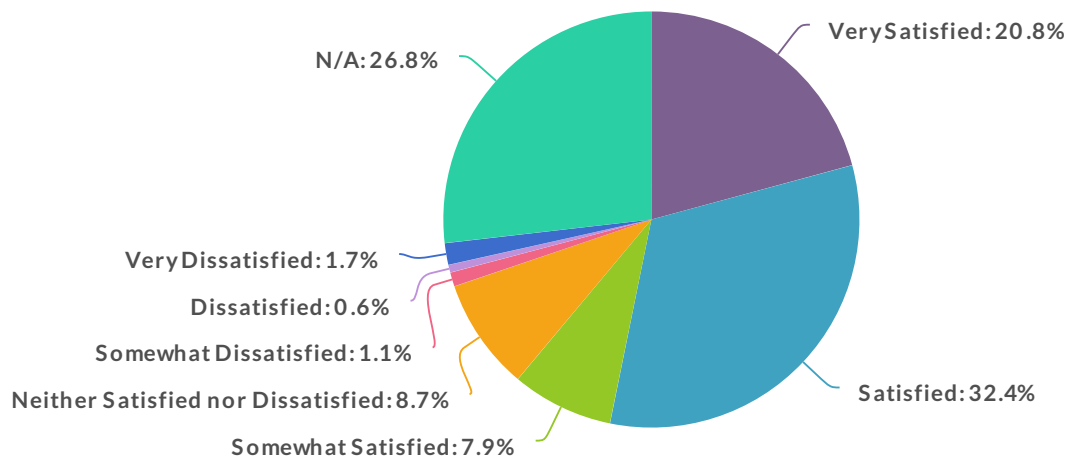
Value	Percent		Count
Very Satisfied	20.8%		74
Satisfied	32.4%		115
Somewhat Satisfied	7.9%		28
Neither Satisfied nor Dissatisfied	8.7%		31
Somewhat Dissatisfied	1.1%		4
Dissatisfied	0.6%		2
Very Dissatisfied	1.7%		6
N/A	26.8%		95
		Total	**355**

11. How satisfied are you with the courteousness of the staff at the University Tech Desk

N/A: 18.3%

Very Dissatisfied: 0.9%

Dissatisfied: 1.4%

Somewhat Dissatisfied: 1.4%

Neither Satisfied nor Dissatisfied: 6.3%

Somewhat Satisfied: 7.4%

Very Satisfied: 33.4%
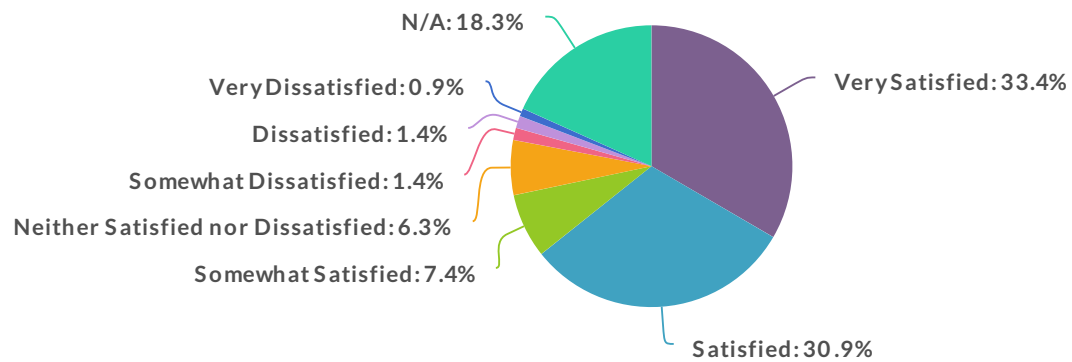
Satisfied: 30.9%

Value	Percent		Count
Very Satisfied	33.4%		117
Satisfied	30.9%		108
Somewhat Satisfied	7.4%		26
Neither Satisfied nor Dissatisfied	6.3%		22
Somewhat Dissatisfied	1.4%		5
Dissatisfied	1.4%		5
Very Dissatisfied	0.9%		3
N/A	18.3%		64
		Total	350

12. How satisfied are you with the technical skill/competence of the University Tech Desk?

N/A: 17.5%

Very Dissatisfied: 1.1%

Dissatisfied: 1.4%

Somewhat Dissatisfied: 0.8%

Neither Satisfied nor Dissatisfied: 5.9%

Somewhat Satisfied: 8.5%

Very Satisfied: 31.3%
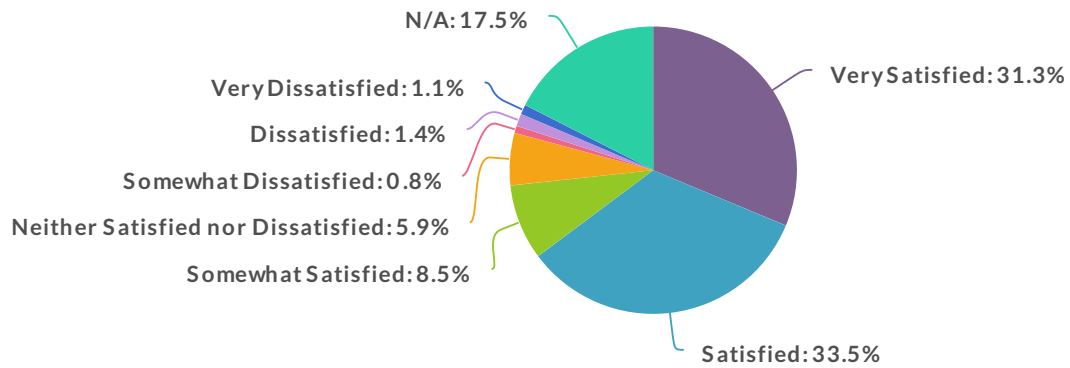
Satisfied: 33.5%

Value	Percent		Count
Very Satisfied	31.3%		111
Satisfied	33.5%		119
Somewhat Satisfied	8.5%		30
Neither Satisfied nor Dissatisfied	5.9%		21
Somewhat Dissatisfied	0.8%		3
Dissatisfied	1.4%		5
Very Dissatisfied	1.1%		4
N/A	17.5%		62
		Total	355

13. How satisfied are you with the problem resolution of the University Tech Desk?
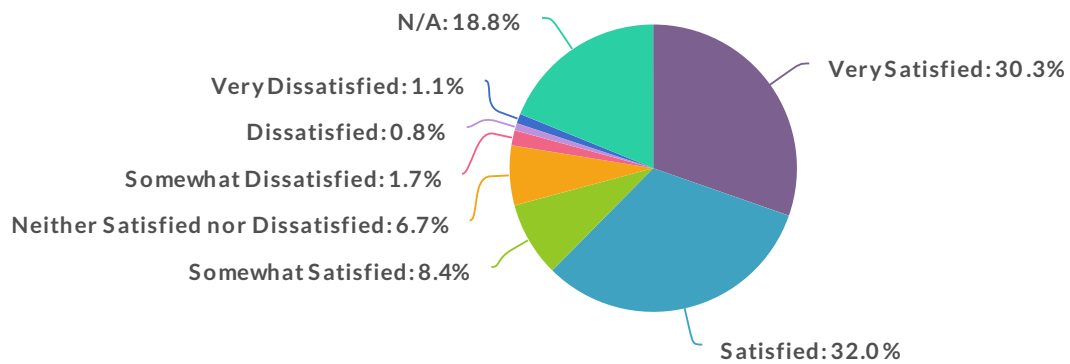
Value	Percent		Count
Very Satisfied	30.3%		108
Satisfied	32.0%		114
Somewhat Satisfied	8.4%		30
Neither Satisfied nor Dissatisfied	6.7%		24
Somewhat Dissatisfied	1.7%		6
Dissatisfied	0.8%		3
Very Dissatisfied	1.1%		4
N/A	18.8%		67
		Total	356

14. Do you have any other comments on Tech Support?

Count	Response
14	No
12	N/A
6	None
5	no
3	none
2	-
2	N/a
2	No
2	No.
2	None.
2	Nope
2	n/a
1	AWESOME!!!!
1	Computers need to be updated more
1	Depending on who helps me, the service is either fantastic or useless; further, while I understand different people have different personalities, some of the employees are outright rude and disrespectful, offering little more than "I don't know," or "check YouTube." However, some employees are fantastic, and deserve praise for their excellence; others should probably find a job where they don't have to interact with people.
1	FIX THE WIFI IN LYDEN HOUSE. I'm paying ~ $8,000 a semester to live in a dorm that has terrible wifi
1	Go ahead and disregard my answers, I've never used the tech desk.
1	Have never used Tech Support.
1	Haven't gone to it yet so none.
1	Helped me find the best price for a new HDD for my laptop. Much appreciated
1	I cannot believe that they do as good a job as they do with so little manpower. They must be really a dedicated staff.
1	I don't even know what this is.
1	I dont use the tech desk

Count	Response
1	I find it to be a necessary part of my campus life.
1	I have need tech support only once and I was impressed at the quick response and resolution to my problem. Keep up the great work!
1	I have never used their services.
1	I have not been able to use the Library Services when off campus - here is the message I receive when I attempt to use the service: Notice We are unable to validate your login credentials. Please contact your institution for assistance. Please note, Referring URL authentication may have been prevented by antivirus or privacy control software. [Authentication Error Code 103]
1	I have not had much experience with them but when I do they are very helpful and nice.
1	I have nothing to involve me with these questions above
1	I have only called a few times but when I have they have fixed my problem and have been very courteous.
1	I have only used tech support twice, but both times the day was saved.
1	I haven't used YSU tech support
1	I was only there once, several semesters ago. The staff were helpful and kind.
1	I'm not sure if it's on all the computers but for some reason i can't turn on the music. The volume is always muted on the bottom right corner. I have headphones, sometimes my phone can't connect so i try to use Computer but can never unmute the volume
1	I've been there many times for wifi issues and they always blame my computer or me now knowing my banner password. I'm far from an invalid, and know those are not the issues. The issues are the awful wifi service throughout the buildings I frequent (Moser, Maag Library). It becomes quite frustrating not having wifi service most places. Luckily, I have AT&T Uverse internet at my home, and use that login to use the attwifi service. Sometimes that solves my issues, sometimes not.
1	I've never had to use it, which in itself is a positive
1	I've never used the tech support before
1	I've only had to use it once. They were nice enough, but the login issues I had dealt with using a work computer on a work domain and connecting it to YSU wireless. I pretty much had to figure it myself. However, I would not expect them to well versed in this type of question.
1	If they'd answer the phones once in a while they would be great
1	Keep up the good work!
1	Keep up the great work
1	Left comments above....
1	More people
1	N/A
1	Na
1	Never had to use

| Count	Response
1	Never used Tech Support
1	Never used tech support before
1	Never used them
1	Nicer employees
1	None.
1	Not everyone there is on the same page. You could ask one person something and they don't know the answer but someone else does. I realize not everyone can know everything but there should be a common database for common questions. I hear them using google sometimes but I have already done that
1	Nothing
1	Recently I submitted my laptop to the YSU Tech Desk because it developed a "hardware' issue. The technical personnel initially diagnosed the problem as a 'software' issue. Then when it turned out to be the former, was unable to fix it. Furthermore, when I sent the laptop back to the Acer Factory for repair, I was informed that the YSU tech people had exacerbated the problem. Every one of those YSU technical people should be fired. They are incompetent. Even I know the difference between "hardware" and "software."
1	Respond to voicemails in a timely fashion. Also, follow up with problem would be nice because I've had to open up several work orders on things because it wasn't fixed and they closed the work order.
1	Some of the rudest people on campus work for Customer Service at Tech Support. I dread calling every time because I never know how courteous they will be.
1	Tech Support should be open when the library is open. I have been disappointed a few times thinking that I would stop by when at the library and they were closed .
1	Tech support staff are friendly and extremely helpful! They have always resolved my problems quickly!
1	The Tech Support really know what their doing and seem to understand my questions to help me quickly and efficiently.
1	The Tech desk has come such a long way. I don't need to use them as much as I did in the past, but any time I used them recently, they were courteous, helpful, and quick to resolve the issue.
1	The guy gave me a starburst once. It was even a pink one. Bomb.
1	The supervisor of tech support is rude and condesending. I asked for assistance with spss program during a summer class a few years ago. He was rude and should not be working with the student population. He told me that " if my professor wasn't available that I should go to the math lab or maybe shouldn't be in the class". I have not gone back to that department since.
1	The tech support crew are very helpful, courteous, and timely in their response to questions. Great customer service!!
1	The tech support is very helpful to both students, faculty and staff
1	These guys are part of the A-Team in my book. Can't say enough good things about them.
1	They are 2/2 in helping me with my issues
1	They are great people. Dont get rid of them
1	They are trying their best but need more resources (staff).

Count	Response
1	They are usually helpful & responsive to questions about things such as email security issues or things as simple as an increase in print sheets.
1	They do a GREAT JOB!!!!!!!!
1	They don't seem to be very resourceful. They seem to know one method of fixing problems, and if that one way doesn't work, they don't seem to have other strategies.
1	They have always fixed the issues quickly and correctly. They do a great job.
1	They really just want to get you off the phone, at least the couple of guys I've ever spoken to.
1	They're doing a great job.
1	They're truly great
1	Those guys in the Tech desk know their job
1	Very good and helpful
1	Very good!
1	Very nice team!
1	When assistance is needed on a MAC, not all staff are well versed but will try to problem solve without referring to a MAC tech. This is frustrating and a waste of time.
1	good job
1	no good job every time I needed to use them
1	they do a great job, and know what they are doing.

15. How satisfied are you with the Hardware and Software in the classroom computer labs?
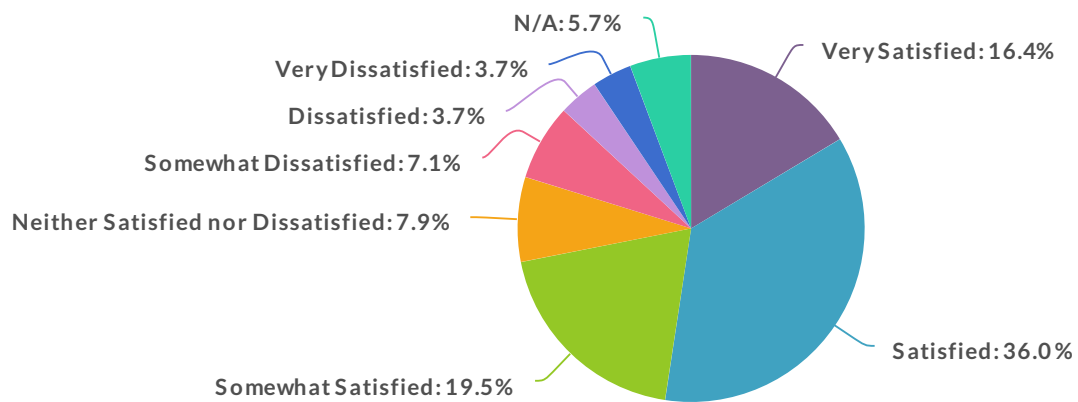
Value	Percent		Count
Very Satisfied	16.4%		58
Satisfied	36.0%		127
Somewhat Satisfied	19.5%		69
Neither Satisfied nor Dissatisfied	7.9%		28
Somewhat Dissatisfied	7.1%		25
Dissatisfied	3.7%		13
Very Dissatisfied	3.7%		13
N/A	5.7%		20
		Total	353

16. How satisfied are you with the uptime of the computers and Software in the classroom computer labs?
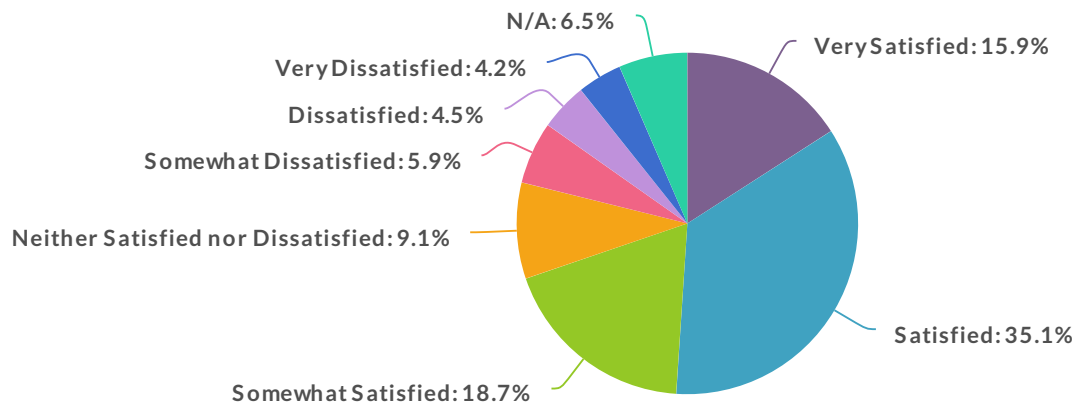
Value	Percent		Count
Very Satisfied	15.9%		56
Satisfied	35.1%		124
Somewhat Satisfied	18.7%		66
Neither Satisfied nor Dissatisfied	9.1%		32
Somewhat Dissatisfied	5.9%		21
Dissatisfied	4.5%		16
Very Dissatisfied	4.2%		15
N/A	6.5%		23
		Total	353

17. Do you have any other comments about classroom computer labs?

| Count	Response
12	N/A
9	No
6	None
3	no
2	N/a
2	No
2	No.
2	n/a
1	-
1	All of the computer labs on campus have different capabilities and very often are insufficient for class use, eg sound, internet, etc.
1	Ancient computers with ancient software.
1	As a grad student, I have never used the computer labs.
1	Bitonte computers on 3rd floor are getting old. Some USB ports do not work and some cumputers do not work well. The letters and numbers on key boards are also wearing off.
1	CSIS needs newer equipment. Ask any student.
1	Can there be open labs in the evening for night classes in the Lincoln building
1	Clean them
1	Clean them, more a janitorial problem but all labs I've been in are nasty, I use my own wins to clean before use.
1	Computers are outdated and software is, too. The projectors vary depending on the building and room, and the first half of the semester, I basically taught two different classes because the technology at large was broken and remained so for weeks.
1	Computers have been freezing in the computer labs and printers don't work have the time.
1	Computers in meshel hall could use more maintenance. Key boards are always dirty , some have a built up sludge on them. Very disturbing to me.
1	Computers need to be replaced.
1	Computers need updated!! Stop closing the computer lab!!!

Count	Response
1	Free print
1	Get more computers and printers
1	Going from lab to lab with similar software i should be able to continue working on a file. However, the labs all have different versions of some software. The older versions do not have the service pack installed to open the newest file formats. One example of this is the version of Visio installed in Williamson.
1	I do not use the computer labs
1	I found it a little odd that the computers on upper floors in Ward Beecher had chemistry software and on the bottom floors they only have physics software. Why not equip the whole building with both?
1	I have never been in the computer classrooms.
1	I love that prints don't count in these classes!
1	I think the computers need to be upgraded to window 10 what most students are running on personal computers. The computers are to slow
1	I work in the English Department as a lab assistant. At least once a week a student or teacher comes to me with computer issues. I'm not sure why this semester everything is going wrong. Once the computers are updated I'm sure that problem will be resolved.
1	I would like color printing. Also fix the wifi.
1	I would like the option for a stapler and hole punch in more labs.
1	In beeghly my computer never loads the home screens
1	It takes WAY too long to log in. I could drive home and be back by the time a lab computer logs me in. Seriously.
1	It takes forever to log into the computer
1	It would be nice if all the computers had the same updated versions of adobe creative suite so that I could work on them and my lab top from home. The ones in the labs need updated.
1	It would be really great if more teachers knew how to work their projectors/computers, etc.
1	It's all just right.
1	It's really annoying when every time I log on to a campus computer and use the internet there's an update that always wants to be downloaded.
1	Keep Computer Labs available in Meshel hall for CSIS classrooms and Student organizations such as YSU Information Security and Ethical Hacking Association which utilizes the computer labs during group meetings.
1	Keyboards & mouse need to be cleaned regularly.
1	Keyboards need cleaned
1	Low tech, needs upgrading.
1	Mac labs are all running old software making it a problem when moving things from my personal Mac
1	Make sure that computers are up-to-date (in terms of software and hardware) and have a better way of reporting issues with computers.

Count	Response
1	Make updating either easier or alter the student to update when necessary.
1	Making sure the computer science labs had all the programs they need would be nice.
1	Many of the Engineering programs do not work or work intermittently. They also lack crucial functionality and the presets are often strange. I ended up purchasing student versions of most programs in order to get more function and reliability.
1	More often than not, computers are broken and out of service. YSU should invest in quality electronics.
1	NOne
1	Na
1	Need another open or teaching lab in Cushwa Hall. Software definitely needs updated.
1	Need to have google chrome put on them it works so much better and faster and get some more staplers there's never any on the 4th floor of mossier and color printing never works
1	Need to upkeep keyboards, Mouses, etc. often run into computers that cannot be used because of that
1	Non
1	None
1	None of the FREE software we use in the CSIS department has been updated in years.
1	None.
1	None.
1	Nope.
1	Not enough space to comfortably work. Keyboards and screens are not kept clean.
1	Nothing really
1	Only an issue in stem labs but when you log into a new computer that you have not been using it takes forever to load.
1	Photoshop and Illustrator suffer performance issues. Some computers are unavailable for use. Please upgrade the computers. Computer labs are outdated.
1	SLOW!
1	So slow
1	Software should be better kept up to date. There is software even that makes sure basic and essential programs are kept updated automatically.
1	Some are slow.
1	Some computer labs in Moser need updates on software like MATLAB, SolidWorks, and ChemCAD
1	Some software take up to 20 mins to open up especially autocad 2015
1	Sometimes it takes a very long time to login. May it be from the wireless of the computer itself, whenever I need to login on school computers it takes a noticeably long time.

| Count	Response
1	Sometimes the computers run slow and it's hard to find someone when the there are issues with the printers
1	Sometimes the printers don't work, sometimes the computers don't work.
1	Sometimes they work and sometimes not!!!
1	The bliss computer lab on the third floor needs updated. racially a lot of the music programs that are outdated by one update or two
1	The computer labs are durty, sticky never clean. They needed cleaned.
1	The computers are too slow.
1	The computers in Moser are slow AF. Thankfully i never have to go there
1	The computers need to be updated to be able to complete assignments that use Virtual Box for example. The computers aren't able to process the load of the virtualization.
1	The instructor station computers need to have their software updated. Almost all of them say that Adobe Flash is out of date. It is difficult when the software installed on one instructor computer is different than the others, or isn't the same as what is on the students' computers. The projectors all need to readjusted or updated as the images projected on to the screen are usually too light and fuzzy.
1	The universities technology is ok however it seems that many of the staff are not familiar enough with it to use it.
1	The university need new set of computers, Old ones surved enough
1	There could be more and definitely more lab environments geared toward IT degree paths.
1	They are extremely slow
1	They are occasionally slow and should probably be upgraded to the newest operating systems.
1	They are very poorly maintained
1	They are very slow to boot up.
1	They get the job done.
1	They need to be cleaned regularly.
1	They need updated, they are very slow to start and open up.
1	They often get so full no one can sign on, or they lose connection, so 3 or 4 are useless and students have to bring their laptops for class
1	They take a little too long to turn on
1	They were closed when I needed them
1	This year, login times in labs have been much better. Kudos to IT for making this a lot quicker than it used to be.
1	To slow
1	Too slow for log ins.
1	Very noisy classrooms attached, very distracting when testing

Count	Response
1	We do not get enough pages to be printed. Also, when there are orientations we get very short notice that the labs will be closed and I need that time for my worka and I am disappointed that they can't use the locked computer labs for that when students need the computers.
1	Went I need a computer I can always find one. Thanks!
1	Williamson labs should have all necessary programs
1	blocking of common plugins have prevented access to learning material
1	need to supply students with more info on where the open labs are
1	need to use google chrome or firefox -- windows explorer is a shitty browser which is not compatible without continual and timely updates
1	none
1	one computer is not working
1	some labs don't need the updates as constantly as others as certain software gets messed up when these updates do come through the system and that messes with the class experience over all
1	some of the older computers could be updated
1	the computers are too slow
1	the letters on the keys are worn away so you can't see the letters; the browsers are extremely slow; they take forever to log on; sometimes they kick me off
1	they are very outdated

18. How satisfied are you with the Hardware and Software in the open computer labs?
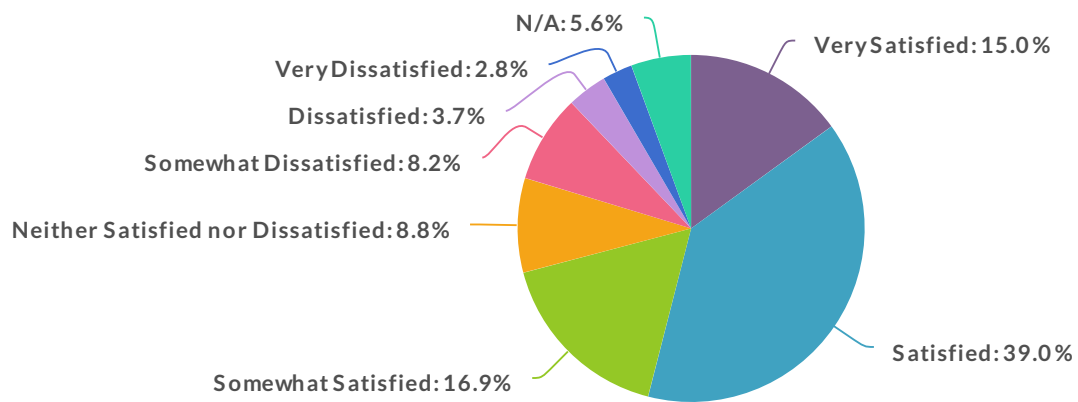
Value	Percent		Count
Very Satisfied	15.0%		53
Satisfied	39.0%		138
Somewhat Satisfied	16.9%		60
Neither Satisfied nor Dissatisfied	8.8%		31
Somewhat Dissatisfied	8.2%		29
Dissatisfied	3.7%		13
Very Dissatisfied	2.8%		10
N/A	5.6%		20
		Total	354

19. How satisfied are you with the uptime of the computers and the Software in the open computer labs?
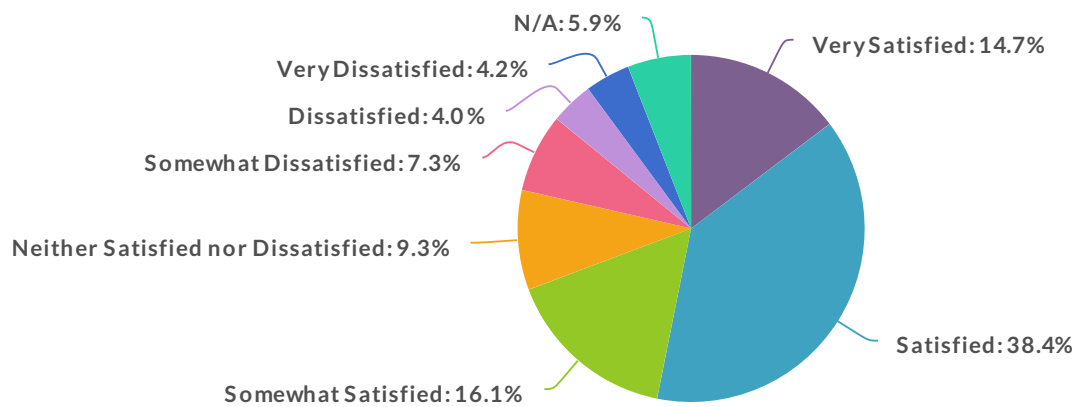
Value	Percent		Count
Very Satisfied	14.7%		52
Satisfied	38.4%		136
Somewhat Satisfied	16.1%		57
Neither Satisfied nor Dissatisfied	9.3%		33
Somewhat Dissatisfied	7.3%		26
Dissatisfied	4.0%		14
Very Dissatisfied	4.2%		15
N/A	5.9%		21
		Total	354

20. Based on last semester, how satisfied are you with the reliability and speed of the campus network (not ResNet, not wireless) in computer labs?
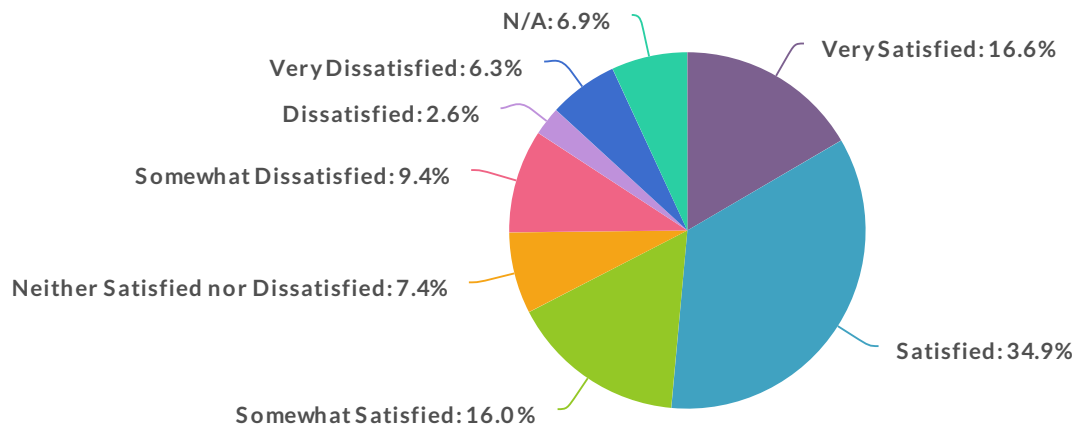
Value	Percent		Count
Very Satisfied	16.6%		58
Satisfied	34.9%		122
Somewhat Satisfied	16.0%		56
Neither Satisfied nor Dissatisfied	7.4%		26
Somewhat Dissatisfied	9.4%		33
Dissatisfied	2.6%		9
Very Dissatisfied	6.3%		22
N/A	6.9%		24
		Total	350

21. Do you have any other comments about open computer labs?

Count	Response
11	N/A
11	No
9	None
3	no
2	No.
2	None.
2	Nope
2	none
1	-
1	All labs should have the same software. Like all open labs should have Adobe applications and the code terminal for computers
1	Also need to be cleaned regularly.
1	Also, very slow
1	Ancient computers with ancient software.
1	Computer labs are a very important part of campus life.
1	Computer labs do not always have working computers available.
1	Computers in college of Education library are a bit tricky to log in to. At least one printer doesn't work, so I have to manually change it on my computer to print from the working computer.
1	Everything always runs smoothly when I go in there to print or to look something up quick.
1	GIVE US MORE PRINTS
1	Get rid of computers.
1	Good
1	Have staplers in the labs
1	I do not use the computer labs
1	I would like to see more resources in the labs and more improved equipment.

Count	Response
1	If any class requires software the open labs should have it.
1	If special programs were available on all school computers
1	In the Education building it takes 15- 20 minutes to sign onto a computer, if you have not signed on to it previously. One time I tried 4 different computers and wasted over an hour trying to print a paper for class & had to end up using the lab assistance computer.
1	It needs to be current. And it needs to be virus-free.
1	It takes entirely too long to login to the computers.
1	It would be nice to have google chrome on all of the computers.
1	It would help if more labs had more software needed for majors, like SPSS and InDesign
1	Keyboards & mouse need to be cleaned regularly.
1	Keyboards need cleaned
1	Maag computers are slow and need updated.
1	Machines and lab software need updated. It is difficult converting files between old and new editions of software.
1	Make em faster. I only 10 minutes in between classes
1	Make sure that computers are up-to-date (in terms of software and hardware) and have a better way of reporting issues with computers.
1	Make the wifi signal stronger and add color printing. Fix broken computers asap. Have all computers in lab connected to the computer
1	N/a
1	Na
1	Need updated
1	Never used
1	No
1	No issues!
1	None
1	None.
1	Nope.
1	Not enough space to comfortably work in. The keyboards and screens are really filthy in open labs. Scanners are ancient and take forever. Chairs are uncomfortable and/or broken.
1	Nothing really
1	Only an issue, seemingly, with stem labs, loading time takes forever when logging into a new computer

| Count	Response
1	Open computer labs have Macs... Probably could have saved money and built/bought a better PC.
1	Open labs such as the Cafaro lab should be equipped with SolidWorks and AutoCAD.
1	Printer 1 in the ward Beecher open lab will print some PowerPoint slides with gibberish all over them. The files are fine when printed elsewhere.
1	Printer available for the Macs in the library
1	Printers are on their last leg and it is good that my muscle memory knows the keyboard as the letters are missing on many.
1	Put attendants in the room that know how to correct computer issues and/or work the software.
1	SLOW AND STINK
1	Same as above
1	Same as above. "This year, login times in labs have been much better. Kudos to IT for making this a lot quicker than it used to be."
1	Same thing, need to be replaced with newer computer.
1	Some are quite dirty and looks like the peripherals were never once cleaned.
1	Some of the open computer labs have a slow response time when logging in on a computer for the first time. In Beeghly Hall for example, if you long onto a computer you have never used, it takes a half hour or so to come up.. This is a bit hard because sometimes I am on a deadline, and I don't have the money to run over to Kilcawley. But I also don't have a half hour to wait. Students get around this by logging on to several computers at once before the semester starts, so they have several computers they can get on in under a minute if need be. But we really shouldn't have to resort to that. The computers in that building should be faster than they are.
1	Some of them are horribly crowded and it sometimes take and extraordinarily long time to even log in. Printers are often broken or jammed.
1	Students should be made aware of the locations of all open labs on campus.
1	THe printers take forever and mess up prints sometimes. The labs need to open at 7:30 so that students with an 8 AM class have the option to print things out before class.
1	The computers are slow and the printers are slower. There's not enough printers and most of the time we run out of paper and no one is working so you have to call and wait for someone to come up. When the printers are jammed our not working you get charged and never receive your papers...
1	The computers are too slow.
1	The keyboard lettering has worn out due to repeated use
1	The main engineering computer lab is not large enough to accommodate the increasing number of students, but some of the basic software options needed by engineering students isn't available on other computers, like in the library, etc
1	The network could be faster.
1	The one in Debartolo that's "only for English students" shouldn't be only for English students. We all pay to go to Ysu so we should be able to use any of the computer labs.
1	The rentable Laptops need updated. Very slow and poor battery life.

Count	Response
1	The wifi could be stronger in some places, but besides that great
1	There are far to many broken programs and the log in times are unacceptable. Makes one consider logging into every computer to avoid future delays.
1	There was a huge improvement between last year and this year. Good job!
1	They are really hot and uncomfortable
1	They help
1	They take too long to turn on
1	They're hot because they aren't properly ventilated, computers take a long time to set up if you've never been on that particular computer.
1	Too slow
1	Update them. Computer lab in maag needs new WORD
1	VERY SLOW!
1	Very Slow.
1	Very slow didn't work sometimes
1	We should have a computer lab that is open 24/7. I've been to two college campuses that have these and they don't experience issues with them. A security camera system could be set up on the area, and no tech desk people would be available during that time. For example, the Maag library lab could be open 24 hrs, excluding holidays, but a computer lab attendant would only be present between 9 am and 5 pm. It's also extremely difficult when an assignment requires a specific program, like SPSS or Graphical Analysis, but only one set of computers have the program and that particular computer lab closes at 4 pm.
1	all the computers labs need to be upgraded with faster processors takes to long to open programs
1	especially in Maag, the computers and printers do not always appear to be listening to the user input and it is really frustrating to lose page counts to the print printing only one-sided after being told to print on both.
1	hours of operation could be better
1	n/a
1	need to use google chrome or firefox -- windows explorer is a shitty browser which is not compatible without continual and timely updates
1	no but very necessary
1	no one cleans the key boards. they're disgusting!
1	nope
1	take to long to load
1	the computer to slow
1	video streaming tends to buffer a lot

22. Based on last semester, how satisfied are you with the reliability and speed of the campus wireless network?
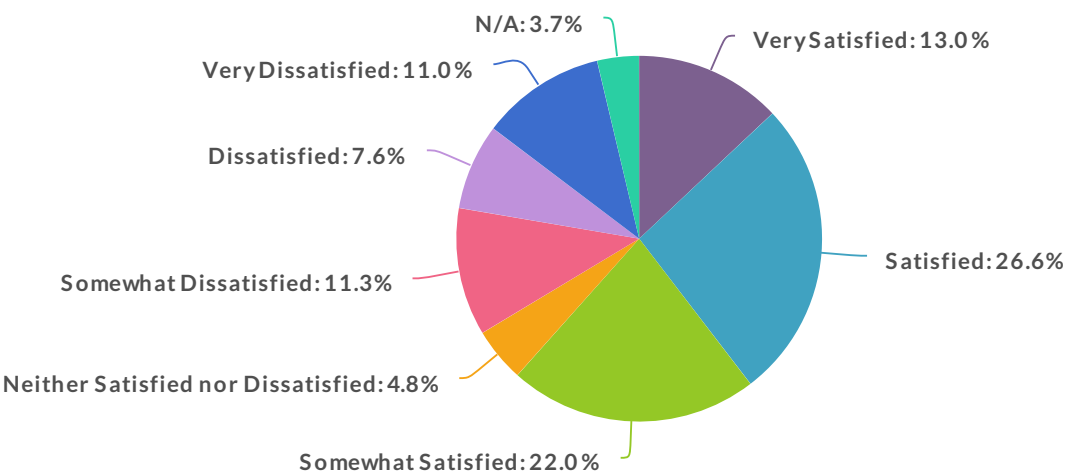
Value	Percent		Count
Very Satisfied	13.0%		46
Satisfied	26.6%		94
Somewhat Satisfied	22.0%		78
Neither Satisfied nor Dissatisfied	4.8%		17
Somewhat Dissatisfied	11.3%		40
Dissatisfied	7.6%		27
Very Dissatisfied	11.0%		39
N/A	3.7%		13
		Total	354

23. Based on last semester, how satisfied are you with the reliability of YSU email?

N/A: 1.7%

Very Dissatisfied: 0.8%

Dissatisfied: 2.8%

Somewhat Dissatisfied: 3.7%

Neither Satisfied nor Dissatisfied: 3.9%

Somewhat Satisfied: 15.2%

Very Satisfied: 23.9%
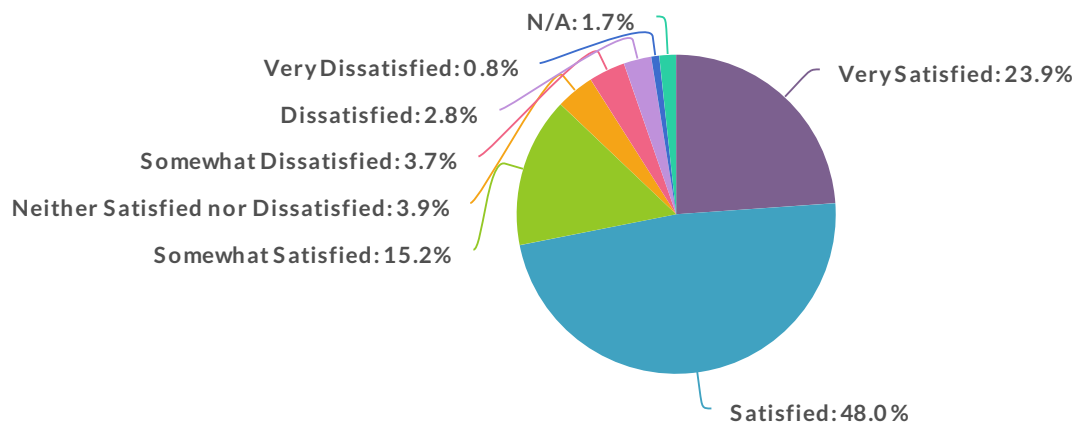
Satisfied: 48.0%

Value	Percent		Count
Very Satisfied	23.9%		85
Satisfied	48.0%		171
Somewhat Satisfied	15.2%		54
Neither Satisfied nor Dissatisfied	3.9%		14
Somewhat Dissatisfied	3.7%		13
Dissatisfied	2.8%		10
Very Dissatisfied	0.8%		3
N/A	1.7%		6
	Total		356

24. Did you know that you have 1GB of space (or more if needed), commonly called the "Y:" drive, for file storage on the network?
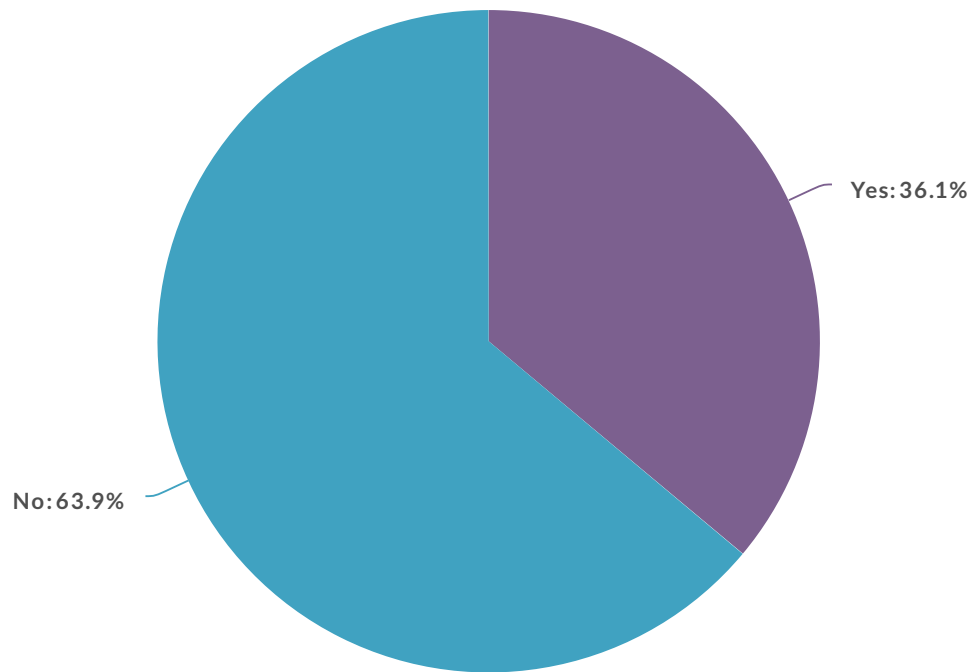
Yes: 36.1%

No: 63.9%

Value	Percent		Count
Yes	36.1%		128
No	63.9%		227
		Total	355

25. Do you use your Y-drive space either for primary or backup file storage?
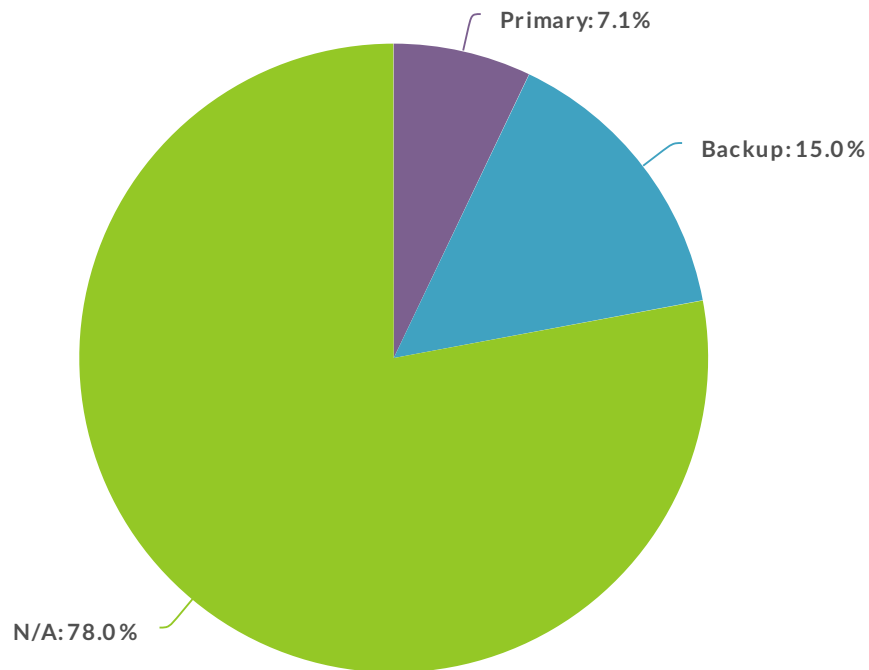
Value	Percent		Count
Primary	7.1%		25
Backup	15.0%		53
N/A	78.0%		276
		Total	**354**

26. What is your opinion of the effectiveness of YSU's SPAM filtering technology?

Count	Response
8	Good
8	N/A
4	Good
3	Pretty good
2	Decent
2	Good.
2	Great
2	It's ok
2	Works well
2	good
2	n/a
2	no opinion
1	it's decent
1	Adequate
1	Astoundingly I haven't received any spam in my email box.
1	Besides the recent hacking incident, I've had no issues. I didn't even have an issue with that but apparently others did.
1	Decent
1	Decent but could use improvement
1	Descent
1	Didn't know it existed
1	Doesn't work, I get spam emails all the time
1	Don't know
1	Effective enough to where I forgot we have SPAM filtering.
1	Excellent, I never receive spam
1	Filters too many. I got the spot on a wait list and I didn't accept in time because the email got sent to spam. Needless to say was very mad.
1	Fine
1	Getting better.
1	Good but got 2-3 this semester

Count	Response
1	Good so far!!!
1	Good!
1	Great
1	Great although I don't use my school email for anything other than school
1	Has caught some bogus email
1	Have never had issues with spam
1	I am not that knowledgeable about computers so I know very little about SPAM or SPAM filtering technology.
1	I am sure it is catching quite a bit that I don't know about. I still receive random emails from "individuals" asking if I had extra time to work another job without including any information.
1	I believe it is for the most part effective. While I do receive a lot of emails regularly, few to none are from things I haven't subscribed to personally.
1	I did not know there was a spam filter
1	I don't get spam so it must work.
1	I don't really have much to say about it other than that it must work since I don't seem to get much spam.
1	I feel like I get more spam than I should, but I recognize that college email addresses are probably prime targets.
1	I get a fair amount of spam from the YSU system, and there are far to many MyYSU announcements that hold no relevance to me.
1	I get so many spam emails I feel and whenever I'd report them to Techdesk and ask them, they just say they'll look into it and never respond back to me to tell me if it was a legitimate email or spam.
1	I guess its ok
1	I have never seen spam in my ysu email, so would say I am very impressed
1	I have not received many spam emails so i assume it is doing its job
1	I have yet to get any spam, so I don't know how effective it is.
1	I haven't noticed any spam, so pretty effective, I'd imagine.
1	I like it
1	I rarely receive spam, so it's been good
1	I rarely use the campus computers for email.
1	I still get spam
1	I still get spam emails daily
1	I think it does the job. I never see unwanted and annoying tabs or ads.

Count	Response
1	I think it is good and I have never had a problem.
1	I think it is okay.
1	I think it works pretty well
1	I think the spam filtering technology is pretty reliable
1	I typically do not receive spam in my mail box
1	I wasn't aware of it.
1	I works extremely well.
1	I've never has an issue with a virus
1	I've never received any spam from anyone outside of the University, so I guess it's pretty effective.
1	I've not had any issues arise so I imagine this is effective.
1	I've not received any spam, so fairly competent.
1	In my opinion, It's pretty good.
1	Indifferent.
1	It could be better.
1	It could be better. I have gotten several spam messages, but not an overwhelming amount.
1	It does it's job
1	It does well.
1	It exists?
1	It is decent but misses a few but that is to be expected.
1	It is fairly effective.
1	It seems pretty good to me.
1	It seems to be working well.
1	It seems very effective. I've only received a handful of SPAM in the past 4 years.
1	It seems very good
1	It works
1	It works
1	It works about half the time.
1	It works quite successfully.

Count	Response
1	It works well
1	It works well. I do not get spammed.
1	It's OK
1	It's effective, but that doesn't save me from sifting through mass emails, which is my own issue.
1	It's fine
1	It's good
1	It's good but it doesn't get everything.
1	It's make surfing to restrictive
1	It's okay
1	It's pretty useful
1	It's usually very effective. I don't think any email system is 100%.
1	Its fine
1	Its okay.
1	Last semester I received many spam emails, but this year I have received little to none.
1	MY INBOX IS CONSTANTLY FULL OF NONSENSE
1	Na
1	Needs improvement
1	Never had a problem with it
1	Never received any spam so it works well
1	Never used it this semester. My friends were all having problems with it losing connection
1	No clue
1	No complaints.
1	No idea what that is
1	No opinion
1	Not bad
1	Not completely effective.
1	Not familiar with the service. I am not computer savvy.
1	Not sure.

Count	Response
1	Not very good
1	Not very good it needs to be better
1	Nothkng
1	Ok
1	Overall, I believe it works well, though it is difficult to know what it is filtering out. I receive approximately 1 - 2 SPAM emails a week.
1	Pretty good.
1	SPAM filtering huh? You guys spam me all the time...
1	Seems decent. Things happen so I don't expect them to get everything every time and when something does happen they are quick to let us students know.
1	Seems good
1	Seems to do good
1	Seems to work well
1	Seems to work well.
1	Seems to work well. I do not get spam in my YSU email.
1	Seems to work. I don't or rarely have any spam in my mailbox.
1	So-so
1	Some emails got through this semester which if opened put personal computers at risk..
1	They do a great job at detecting spam.
1	Unfamiliar with this - this is my first semester back.
1	Unsure; probably fine
1	Useful
1	Very favorable
1	Well done
1	Well, I recall a couple occasions of spam/fraud emails, but otherwise, no problems.
1	What does it mean
1	Work's fine
1	Works perfectly
1	Works very well so far.

Count	Response
1	YSU spam filter is ok.
1	YSU's SPAM filtering technology is great.
1	generally good
1	great
1	it works well
1	its effective
1	its meh
1	let a virus through last month. My computer has not been the same since; though I do not believe any of my information was compromised. Will keep my fingers crossed.
1	not effective at all
1	not very good. i've had to unsubscribe myself from plenty of spam and i don't hand my ysu email address out.
1	ok
1	receive a lot of phishing emails
1	what spam is and
1	works well to my knowledge

27. Do you have any other comments on SPAM filtering?

Count	Response
24	No

Count	Response
15	N/A
11	no
8	None
5	No.
4	No
3	-
3	Nope
2	N/a
2	None.
2	Nope
2	n/a
2	none
2	nope
1	Does it really even exist?
1	I should not be getting spam emails from wealthy Christians allegedly trapped in Nigeria.
1	I've gotten 3 spam email
1	I've never had a problem with spam at ysu, so it must be successful
1	Issues with job services, etc. that seem legitimate
1	It blocks mail from YSU and things that have been marked as approved then it lets things through that have been marked as spam.
1	It works.
1	It's good enough.
1	Its fine
1	NO
1	Na
1	Needs to be better
1	No opinion
1	None really
1	None.

Count	Response
1	Nope.
1	The only thing I would add is I think that more of the events that the different organizations are having here at YSU, should be on the calendar or list of the student activities. I am referring to YSU organizations not outside events.
1	There are things I get that look like "college deals" and stuff that I assume are spam but maybe they're not. I'd still rather not get them, though.
1	When I suspect something is SPAM, I forward it to the tech desk. They are quick to respond.

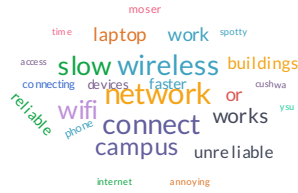## 28. What additional information would you like to see added to the YSU website?

Count	Response
11	N/A
10	None
6	none
3	Nothing
2	-
2	N/a
2	None.
2	n/a
1	N/A
1	the website is good the way it is

Count	Response
1	4 year plans to graduate!!!!!!!!!!! Clear link to SGA website Updated mobile interface with useful links
1	A section to randomly add campus recommendations and things we'd like to see
1	A shortcut to the Academic calender would be nice.
1	Addresses for buildings itself,
1	Better coded site
1	Better layout, make it easier to find things. Instructions given are based off of old layouts and don't make sense
1	Better navigability, having to log in only once instead of numerous times (!)
1	Copy count
1	Easier access to University schedules.
1	Easier access to times in the dining halls and kilcawley food courts.
1	Easier to find links.
1	Fewer login, it is tedious having to separately login into everything
1	I
1	I don't like having to log in so many times. The banner should cover everything.
1	I don't use it enough to be able to think of anything.
1	I would just like to see the information fields for logging in be corrected so that autofill and password programs would work with it,
1	I would like that when you log into your portal, that it automatically logs you into blackboard and your email. I think having everything connected would make it a lot easier than opening several different tabs and relogging in.
1	I would like the calendar made more prominent. It is surprisingly difficult to find exact dates when YSU is closed or open or when our breaks start.
1	I would like you to update the pages that haven't been updated since 2012 and clean up all the links that lead to 404 pages. In other words, I'd like you to do your goddamn job.
1	Information about when to register and what to do
1	It is awful trying to phrase stuff just right when you are looking for something particular
1	It needs an update too
1	It would be nice if like the ysu email there was a link on the main page to blackboard so I don't have to do a million log ins
1	It's good
1	It's satusfactory now.
1	Just less, it is so much information in a non friendly environment

Count	Response
1	Make finding course lists for majors a little easier. The first time I looked for mine took a little while.
1	Make it look more like the homepage for BGSU.
1	Make looking up future schedules easier and try and get your scheduling ready earlier so that I can have my schedule to turn into work before I actually schedule
1	More closing and security information
1	More detailed information concerning off-campus housing for single, veteran, LGBTA and non-traditional students who attend YSU
1	More info about student events on the front page
1	More listings of events
1	More, newer pictures, more information on the programs offered, a 'modern' overall layout.
1	Na
1	New pictures on the homepage
1	Newer pictures on the webpages
1	No
1	None
1	None at this time.
1	None that I've needed thus far
1	None, easy to use, no problems
1	Not information, but the site is ugly and could use a revamp.
1	Not logging in 2 times to get to email
1	Not sure
1	Nothing
1	Nothing I can think of.
1	Nothing as of now.
1	Nothing really
1	Nothing that I can name. I think the YSU website is fine as it is.
1	Nothing that can think of...
1	Nothing, it needs less on the banner homepage. Far too cluttered.
1	Only having to log in once to get to email inbox

Count	Response
1	Organization!!! It is so hard to find information on the site!
1	Overhaul it because it is a clumky mess.
1	Pages on the site need to be updated. Each department needs to look at their own page, and make whatever updates they need to. Some of the pages were last updated in 2014. The bulletin is especially bad.
1	Phone numbers for financial aid, Bursar, etc. these links don't have phone numbers on them, or if they are, they are impossible for a person relatively new to the system to find.
1	Regularly featured/highlighted items like clubs and club sports, highlighted/special class offerings for following semester, monthly/weekly events, etc.
1	Scheduling on YSU's website can be difficult, confusing, and redundant.
1	Sppeed it up!!!
1	The YSU Event calendar is rather hidden. It should be a made more prominent.
1	The YSU portal can be unnecessarily complicated to traverse.
1	The location of all the open computer labs on campus, the software installed in each open lab, printers available in each lab (color/b&w), scanning capabilities, and the hours of each lab.
1	The website is fine, but once logged-in, it's rather confusing with far too many unnecessary options and it isn't very user friendly.
1	Things like the price of a daily parking pass.
1	Update on ysu employment
1	Updated pictures/information
1	Updated portal page. It looks nasty.
1	Where you can access your personal email accounts you use at home
1	assignment reminders for people who stink at using blackboard or first time users who do not know how to use it.
1	easier to understand
1	everything is ok
1	just an updated look.
1	nothing
1	nothing i guess

29. Are there any comments you would like to make about YSU's wireless network?

Count	Response
11	No
8	no
4	N/A
2	No
2	No.
2	n/a
1	-
1	AT&T network messes up frequently.
1	Bandwidth is good. Speeds in dorms are slow
1	Could be better
1	Cushwa hall has awful connection and service.
1	Devices sometimes have trouble connecting to the network and the network in Moser is unreliable.
1	Doesn't work on my phone
1	Easy to navigate
1	Faster speed and reliability
1	Fix moser wifi. Specifically 3rd floor
1	For some strange reason any device I use on the wifi will occasionally be kicked off. It's happened on many devices in separate locations, so I don't believe it's on my end. It will allow me to connect immediately after it happens, but I don't know why it happens in the first place.
1	Get more routers, and better wireless internet. It doesn't work well. How are students supposed to do homework from their dorms and apartments if they cannot rely on the internet to stay connect. It is very slow as well.
1	Get outdoor wireless access around places like the fountain, rock seats between Beecher and Maag, and benches by Cushwa.

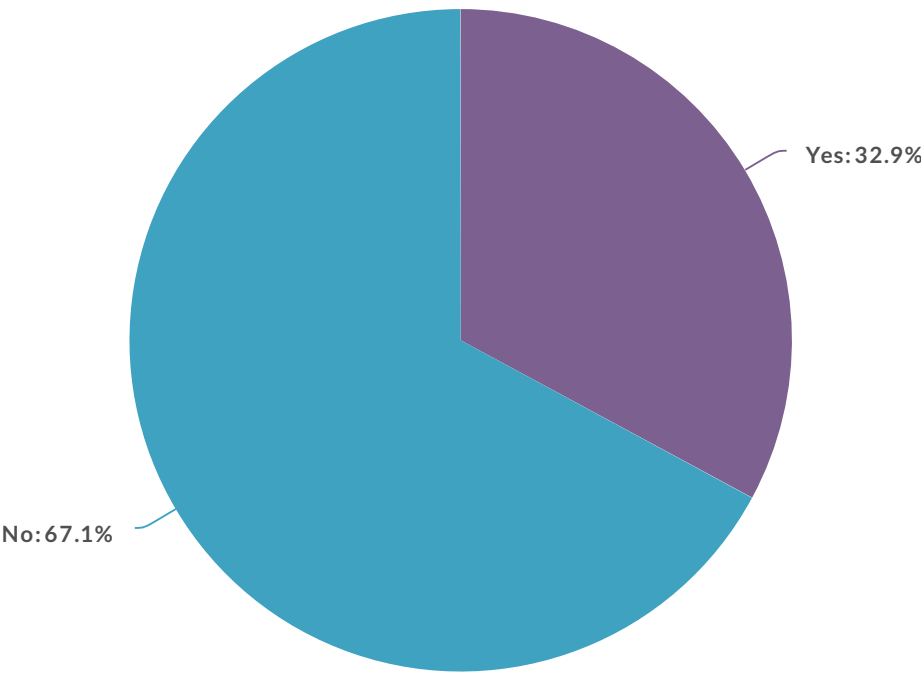| Count	Response
1	Get rid of the at&t pop up and replace with YSU pop up.
1	Getting signed in and staying signed in is the bane of my existence on campus. This semester I gave up and have just been using up all my data instead of trying.
1	Half the time when Im in bliss it does not work or it works then it does not work it would be nice to see it work all the time
1	I believe it should operate at a faster speed
1	I can't think of anything right now that I want to add.
1	I constantly get kicked off of wifi (tablet and cell phone) or am unable to log in at all (laptop).
1	I hate how it constantly doesn't work in certain classrooms at YSU. I wish the entire campus was wireless. I always lose connection when leaving a building and don't have connection when I'm in any of the parking decks or walking through campus.
1	I have trouble accessing and staying on it when using a phone. It likes to boot me and there are many spots, it seems that don't have the wi-fi on campus.
1	I know there is a YSU wireless network but I never can get connected to it.
1	I like it
1	I used to have an issue connecting my laptop to the network but that has improved.
1	I would like there to be wireless in Christman Dining Hall.
1	I've been having problems connecting since we got back from Spring Break.
1	IT IS TERRIBLE. There is not enough bandwidth to account for 13000 students being on campus at once. It very rarely provides continuous access when the network is present, and often there will be bouts where none of my devices can pick up that it even exists.
1	Improve the speed of your network.
1	In some buildings the network works, in others it doesn't and a couple not at all. The Wi-Fi is very bad and it's something I need for my laptop to get my work done in curtain buildings.
1	It could be a little faster, or more reliable
1	It doesn't work for the first two months of the semester-I am a junior and this is a consist problem
1	It is almost always slow and sometimes it is impossible to connect my devices. When I lived on campus, I often had to go home to do homework online because of the problems with the Internet, and it has not been improved since then.
1	It is hard to connect to sometimes. It could definitely have better reliability!
1	It is incredibly spotty, sometimes temperamental to the point where a closed door makes the difference between full bars and nothing.
1	It is not bad most of the time but every once in a while it will randomly disconnect me and take forever to connect to my laptop again.
1	It is slow and unreliable.

Count	Response
1	It is terrible. I live in the courtyards and I had to buy a ethernet cord just to connect my lap top. It takes forever to connect even with the cord and it isn't reliable. I pay for wifi through my rent and tuition but I can't use it and can only use my lap top as far as my cord takes me. I would really like this fixed sooner rather than later so I and many other students stop wasting their money.
1	It is the worst wifi. It's slow. It never works. There's always something wrong, especially around finals week
1	It is unreliable/"picky" and drops out a lot. It is especially annoying in the Courtyard apartments when residents set up their own routers.
1	It is very spotty especially in the basement and PT lab of cushwa
1	It kinda sucks
1	It needs to be faster and more reliable. It always cuts out on campus
1	It needs to be stronger.. The writing center needs it the most
1	It should be easier to use the MAAG journal finder from an off-campus location.
1	It still cuts out sometimes and can be slow. This is especially noticeable and annoying in the dorms.
1	It sucks!
1	It's horrible. Goes in and out, and is slow when it's working.
1	It's incredibly spotty in most of the buildings. It makes it frustrating when you walk to a different floor (or even different part of the same floor) and suddenly have no WIFI.
1	It's literal trash and my data has been killed multiple months from connecting and disconnecting
1	It's ok but can be better
1	It's pretty good.
1	It's pretty reliable and decently fast.
1	It's slow and unreliable.
1	It's slow/nonworking if you are using a device that's not a campus computer. Fix it.
1	It's sometimes very unreliable. If I am on my laptop trying to take a test sometimes it goes out and my test will crash.
1	It's weird how it doesn't work in certain rooms like the front wall of Cushwa (facing the street). One of my professors does an online interactive quiz program but the wifi does not work in the room. I have never heard of a better reason for the campus wifi to be used yet...
1	Its great. No problems.
1	Its perfect.
1	Its too slow, needs a true upgrade.
1	Little slow. Annoying because I always need to reconnect. I shut it off because 4G works better.
1	Make it faster and more reliable campus wide.
1	Make the signal stronger so we can actually utilize and depend on it

Count	Response
1	Make the wifi more reliable. There is not a day that goes by where my wifi isn't working on either my phone or laptop.
1	Many problems connecting in moser
1	Mine never works. Ever lol I have to turn off my wifi to connect to the Internet
1	My phone and laptop will not connect to YSUwireless. FIX THAT
1	N
1	N/a
1	Na
1	Needs improvement
1	Needs improvement
1	Needs to be faster. Too slow and sometimes doesn't work.
1	Never had a problem, works great
1	No, it works well.
1	No.
1	None
1	None
1	None.
1	None.
1	Often having trouble connecting
1	Some times its spotty and wont work but I think that's just cause you have so many students trying to get on it all at once.
1	Sometimes it really sucks Dick
1	Somewhat reliable, sometimes not.
1	TERRIBLE
1	THe download speed is horrific
1	The AT&T network works much better than the YSU Wifi
1	The at&t wireless was horrid. Ysuwireless is way better.
1	The connection some days is really bad, also, in Lincoln and in some rooms in Meshel the wifi will refuse to connect more often than not.
1	The connectivity sucks.

Count	Response
1	The network range seems to be limited in some buildings.
1	The service is spotty. Some buildings don't seem to have a very strong signal.
1	The wireless is absolutely horrible! Never have connection in moser or Lincoln buildings.
1	The wireless is very unreliable for mobile platforms. This might be intended, but it's frustrating. I can barely use my iPad in classes because sometimes it will connect to wireless, sometimes it won't.
1	The wireless network can be very unreliable at times. In some buildings, you are able to easily pick up wi-fi in the hallway but as soon as you go in the classroom, you cannot. Example is the basement of Cushwa in the large lecture halls.
1	The wireless network in campus buildings has been improved, however, I live in the courtyards and the wireless is atrocious. I know it is an issue being worked on and Ysu can no longer provide the bandwidth required, but it is extremely frustrating that 50% of the time I cannot even link devices to Ysu wireless in my own apartment.
1	There needs to be more hotspots in order to fulfill the needs of the student body. I frequently get kicked off the wifi.
1	This is not a wireless topic but for some reason not everyone knows about the Y drive. Perhaps a point person in every department or college to inform everyone would work. I do that for my department.
1	This may seem weird or gross, but the wireless network in Maag library doesn't reach the bathroom stalls.
1	This semester, it seems as if the WiFi runs a little slower than it did last semester.
1	Very slow and doesn't always connect to my devices
1	Very unreliable, will not connect to many non laptop devices. Also it is extremely annoying when you have to reconnect when you change buildings
1	Very weak in certain classrooms in Meshell Hall and could likely use an additional access point
1	Voiced them above. "I've been there many times for wifi issues and they always blame my computer or me now knowing my banner password. I'm far from an invalid, and know those are not the issues. The issues are the awful wifi service throughout the buildings I frequent (Moser, Maag Library). It becomes quite frustrating not having wifi service most places. Luckily, I have AT&T Uverse internet at my home, and use that login to use the attwifi service. Sometimes that solves my issues, sometimes not."
1	Wireless on campus is generally slow and very unreliable (i can imagine due to the volume of people using it)
1	Works fine
1	Works well. Could always be faster
1	YSU's wireless network is good, and I have my laptop set to automatically connect when appropriate. But sometimes AT&T attempts to place a 'pop up' in order to get me to purchase a 'block' of their wireless time.
1	Yes if OSU can have one wireless network for the whole campus that works wonderful why do we have one each building that doesn't each reach every room in the building....
1	cuts out somewhat frequently, usually reliable but not always
1	extend the range of Access Points
1	i don't enjoy the fact that at&t always has you go through a password entry when ysuwireless doesn't want to connect.
1	it is very hard to get connected to in moser hall

Count	Response
1	its good to use
1	network fades in and out from time to time
1	none
1	nothing really
1	seems to be over saturated
1	there have been so many times recently where i can connect but there is no network access, leaving me to use a hotspot on my phone to get things done on my laptop.
1	you need to upgrade your provider for faster internet. i mean that is why we play tuition.

30. Do you know where the YSU wireless hotspots are?

Value	Percent		Count
Yes	32.9%		117
No	67.1%		239
		Total	356

31. If one more wireless hotspot would be added at YSU tomorrow, where would you want it to be?

room
fountain   floor
beeghly   wifi   beecher   office
building   cushwa   rec
deck
reach   parking   center
ward
stadium   moser   lincoln   2nd
hall
campus   kilcawley
or
middle
pressed

Count	Response
7	Cushwa
6	Ward Beecher
4	N/A
3	Moser
3	n/a
2	Christman Dining Hall
2	Everywhere
2	I don't know
2	I'm not sure
2	Not sure
2	Parking deck
2	Pressed
2	not sure
1	-
1	2nd floor of Moser near the outer offices
1	Any main building that doesn't have one.
1	Anywhere
1	Anywhere they decide to put it is fine

Count	Response
1	Anywhere they're not already at.
1	BCOE?
1	Beeghly
1	Beeghly Center basement
1	Beeghly Center!!
1	Beeghly Education Building
1	Bliss 2nd lounge
1	Building lobbies
1	Butler
1	By beehgly hall
1	By jimmy johns
1	Campus Rec
1	Center of campus
1	Central campus
1	Christmans
1	Don't know
1	Every room in the dorm
1	Fedor Hall
1	Football stadium
1	Fountain
1	Further East towards Meshal
1	I dont really know
1	I have no idea.
1	I like where they are. Make them stronger.
1	If possible have it reach through the middle of campus or on the sidewalks so I can stream music
1	In Kilcawley or my apartment (Weller)
1	In The Lincoln Building
1	In a parking garage

Count	Response
1	In between the green areas in the middle of Kilcawley center and moser
1	In my apartment.
1	In my dorm. 3rd floor lyden
1	In my future office
1	In the back of the Wilcox CRC so wifi is accessable throughout the library.
1	In the lounge of the Watts. The wifi doesn't reach from the office to over in the lounge area.
1	In the middle of central campus
1	KC or the Courtyards
1	Kilcawley
1	Kilcawley. Cushwa. Debartlo. Beeghly.
1	Killkawley
1	Last winter I noticed that the YSU wireless hotspot appeared to be weakest just west of the Andrews Rec. Center which is adjacent to the McDonalds on 5th Ave.
1	Lincoln Building
1	Locker rooms in the stadium
1	Lyden
1	M1 Parking Deck
1	M2 parking deck
1	MAAG
1	MESHEL
1	Maag lower level, as my laptop does not work well there.
1	Meshell Hall 2nd floor
1	Middle of campuse
1	Moser Hall
1	Moser basement
1	Mossier in the fishbowl
1	My classrooms
1	NA
1	Na

Count	Response
1	Near Hot Heads/Somewhere on Lincoln
1	Near lincoln
1	Near the PT lab
1	Near the dorms close to the stadium
1	Next to my room
1	No answer
1	None
1	On Lincoln
1	One of the buildings class are held in.
1	Outside
1	Outside at campus core (able to reach the fountain)
1	Parking decks.
1	Parking garage
1	Phelps
1	Rec
1	Rec center
1	Seems well covered
1	Somewhere on the street with Lincoln for when in there, Hot Head Burritos, Pressed, Subway, etc
1	The food court
1	The football stadium.
1	The writing center
1	Ward Beecher Floor 5 Computer Lab
1	Ward Beecher Physics Department
1	WiFi is decent all around campus. Maybe just in the parking decks.
1	Williamson
1	Williamson or farther down Lincoln/Rayen
1	Willimason
1	anywhere

Count	Response
1	bathrooms in moser hall so you can watch youtube or go on craiglist
1	beeghly center office room 222
1	between Kilcawley and ward beacher
1	bliss
1	campus core
1	center of YSU. near fountain
1	courtyards
1	cushwa atrium
1	everywhere please
1	i dont know
1	in the dorms
1	inbetween williamson and lincoln
1	moser
1	my room
1	parking structures
1	residence halls
1	yes

32. One thing ITS needs to do differently in the future is:

Count	Response
7	N/A
5	Nothing
4	n/a
3	Not sure
2	Na
2	None
2	Not sure
2	Nothing really
1	-
1	...
1	?
1	???
1	Be friendlier.
1	Be more helpful to its users.
1	Be powerful
1	Be proactive against security threats by updating campus software.
1	Better speeds in dorms
1	Better wifi strength and consistency.
1	Can't think of anything
1	Communicate better. I've learned more of the things ITS offers from this survey than I've learned from being a part of campus the past 4 years.
1	Continue to expand the network and make it faster.
1	Do not know at this time
1	Don' have an opeiion
1	During times of high volume make certain I can get on from home to do my assignments and literature searches
1	Educate individuals who face technology barriers
1	Ensure that software is standardized across campus computers, and updated frequently.
1	Evaluate connectivity issues throughout campus.
1	Expand tech support

Count	Response
1	Fix our wifi.
1	Fix the wifi connection so we can use and depend on it
1	Get better wireless
1	Get more funding for our departmental needs.
1	Hire competent people that can solve problems
1	I didn't like how I had to change my password
1	I don't know what ITS is
1	I have no issues, the IT deptment gets enough hassle from everyone else!
1	I love getting surveys to voice my opinion.
1	Increase staff to service and advance campus needs
1	It is difficult to find what you are looking for without searching - it would be nice to make the website more intuitive/user friendly...
1	Make stronger hotspots.
1	Make the WiFi better/more reliable.
1	Make the wifi more stable.
1	More hands on experience and English-fluent speaking professors
1	Moser wifi
1	My YSU login was not operational when I was first given my temporary password to login for the first time. When I called tech support, the tech on the line sounded as though this was routine. Why bother giving students a temporary password to get into the system if you still have to call tech support to get in the system anyway? It's a waste of time.
1	N/a
1	NA
1	No answer
1	No comment
1	None
1	Not sure of anything. I haven't used the help desk at all. I've only heard snippets of conversation between ITS and those needing help.
1	Nothing
1	Nothing i'm aware of
1	Nothing so far

Count	Response
1	Nothing that I can name.
1	Nothing!
1	Proper routing and configuration of routers and switches. Not 12 switches daisy chained bottlenecking my throughput
1	Provide better phone support
1	Put a bar in the fishbowl
1	Recognize that Linux and BSD are things that exist and provide more first-class support for those who use them.
1	Respond quickly to classroom computers that are failing. Faculty have to call numerous times before a unit is replaced. The constant breakdowns inhibit classroom learning.
1	School closing. Especially in winter.
1	Stop locking students out of their portal because they don't change their passwords
1	Stop making students changing their passwords every 6 months. It is one password why do we really have to change it!
1	Understand that their job, like any job, really, is customer-service oriented, and when people come to get help, it's not so much an inconvenience as it is their job.
1	Unsure
1	Update Meshel Hall
1	Update those rentable laptops
1	Upkeep on YSU wireless
1	have a desk in bliss
1	just update.
1	make the wifi actually work
1	na
1	none
1	not sure
1	one login for myysu and mail
1	upgrade wireless, change browser default, or add the Y drive to department computers

## 33. One technology ITS needs to evaluate and deploy is:
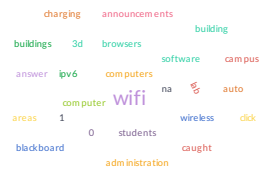
Count	Response
10	N/A
4	None
4	Nothing
4	n/a
2	NA
2	Na
2	Not sure
2	Not sure
1	-
1	…
1	3d printing
1	???
1	A new, better, less click-happy website.
1	A way to make the wifi connection better
1	Auto software updating.
1	Better online learning system - Blackboard leaves much to be desired.
1	Better wifi
1	Better wifi strength
1	Can't think of anything
1	Do not know at this time
1	Drones
1	Functioning WIFI

Count	Response
1	Getting better wireless
1	I don't know....
1	IPv6
1	IPv6.
1	Idk
1	Letting me open PDFs from my student email on my phone.
1	Microsoft Word for students.
1	More charging stations.
1	N/a
1	New laptops
1	No answer
1	No comment
1	None
1	None that I can name.
1	Not sure.
1	Nothing!
1	Printers in every computer lab- that particularly print front and back to save paper.
1	Safe-browsers so students don't put viruses on their computers for others to get.
1	Sandbox
1	Stronger wifi
1	The newest operating systems for the computers.
1	They need to look over the computers in the Computer Lab in Cushwa Hall
1	Touch screens
1	Um, drone technology would be neat.
1	Unsure
1	WiFi
1	Wifi in moser
1	Windows 10 and updated versions of web browsers. The versions of Firefox and IE on the computers are incredibly outdated. It's unacceptable.

Count	Response
1	Wireless surveillance for the parking decks - that way people would get caught when they "Hit and Run" damage a vehicle
1	Work the WiFi out to the walking areas between buildings or to cover all of campus.
1	a computer interference for announcements to all students, faculty, staff, and administration
1	better software and service
1	don't know.
1	functional wifi, please
1	gigabit ethernet in every building, not 100 mb
1	none
1	not sure
1	nothing really
1	reliable wifi
1	still don't know
1	wifi

34. Do you use the Kiosks (walk up computers) on campus?
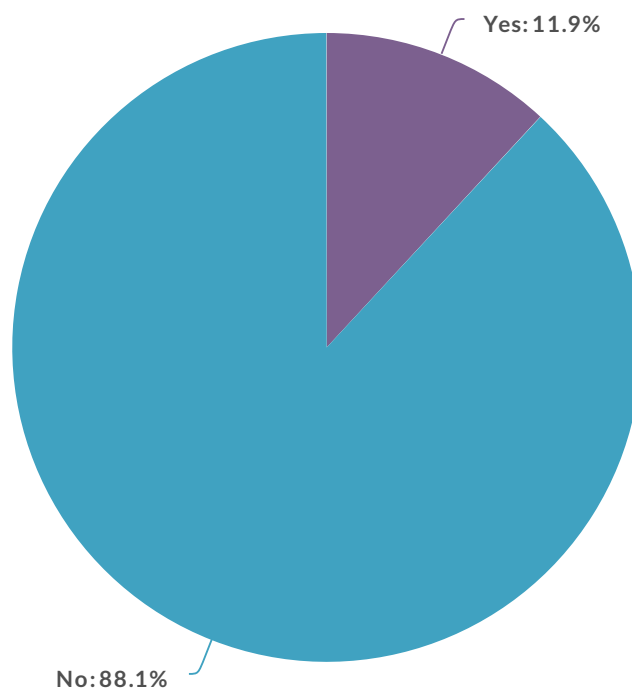
Yes: 11.9%

No: 88.1%

Value	Percent		Count
Yes	11.9%		42
No	88.1%		311
		Total	**353**

35. If/when you use the Kiosks, what do you use them for?

Count	Response
12	N/A
3	n/a
2	I don't.
2	I dont
2	N/a
2	None
2	Nothing
1	-
1	Assignments and to print papers
1	Book lists
1	Catalog at the library? Where are there other walk up computers?
1	Check email

Count	Response
1	Check email or assignments
1	Check ups
1	Crushwa
1	Did not know they existed
1	Didn't know we had them
1	Doing CPU based HW assignments (last) semester - I have a laptop now.
1	Don't
1	Don't even know where any are
1	Don't know, haven't seen one in action.
1	Ever heard of them
1	Have not used them
1	Homework
1	Homework
1	I didn't even know we had kiosks. I will have to check them out.
1	I do not use it
1	I don't know what a computer kiosk is or where they are
1	I don't use them
1	I had no idea kiosks existed on campus
1	I have never needed to
1	I use them to schedule classes and check my financial aid.
1	Library
1	Look up quick information
1	Looking for a book in the library
1	NA
1	Nothing
1	Nothing really
1	Print
1	Print

Count	Response
1	Printing out assignments or whenever my computer won't connect to wifi
1	Printing.
1	Quick information
1	Registration
1	Send email Look something up quickly Goof off
1	Signing up for classes.
1	Student Activities
1	The MAC center on the 4th flour has added Kiosks recently. Maag library has had Kiosks available in the five years that I"ve been here.
1	To check my YSU e-mail and complete any assignments if necessary.
1	To find the books I needed for the semester.
1	Where are they?
1	adding/dropping classes
1	did not even know that we had them
1	i do not know where any are at
1	i don't use them
1	just for random things
1	just to check my messages
1	no
1	none
1	quick prints
1	scheduling
1	searching for books in CRC or Maag
1	student activities

36. What mobile device(s) do you use:
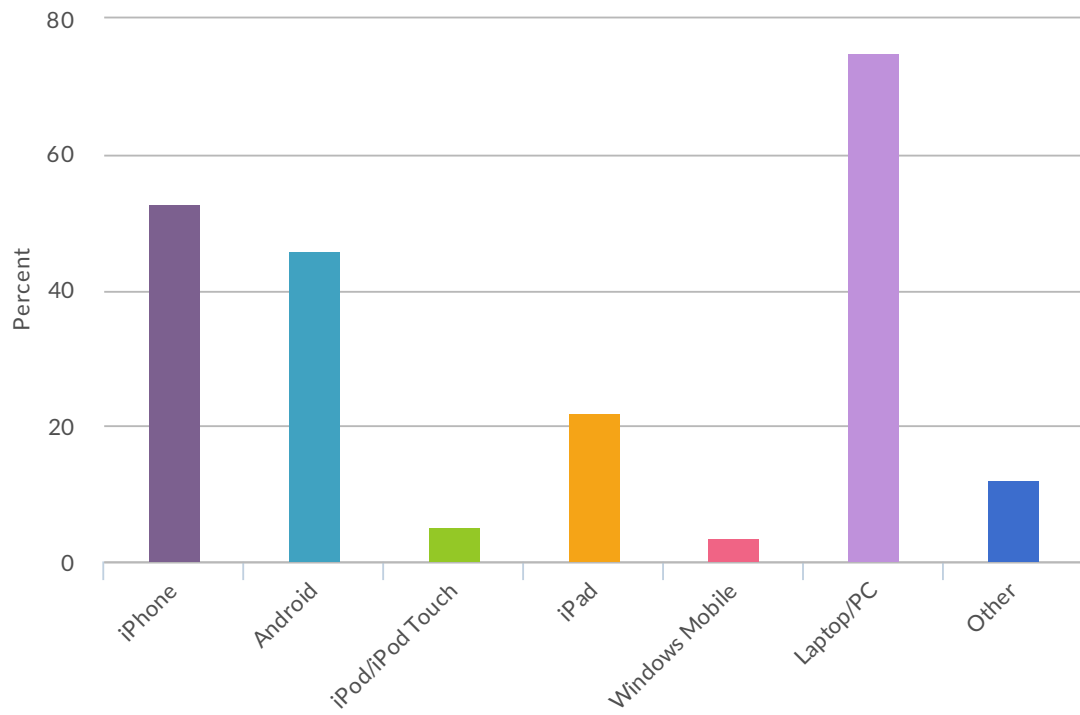
Value	Percent		Count
iPhone	52.8%		188
Android	45.8%		163
iPod/iPod Touch	5.3%		19
iPad	21.9%		78
Windows Mobile	3.7%		13
Laptop/PC	75.0%		267
Other	12.1%		43

37. If you are a new student at YSU this year, how satisfied were you with the ease of use to activate your YSU account and password?
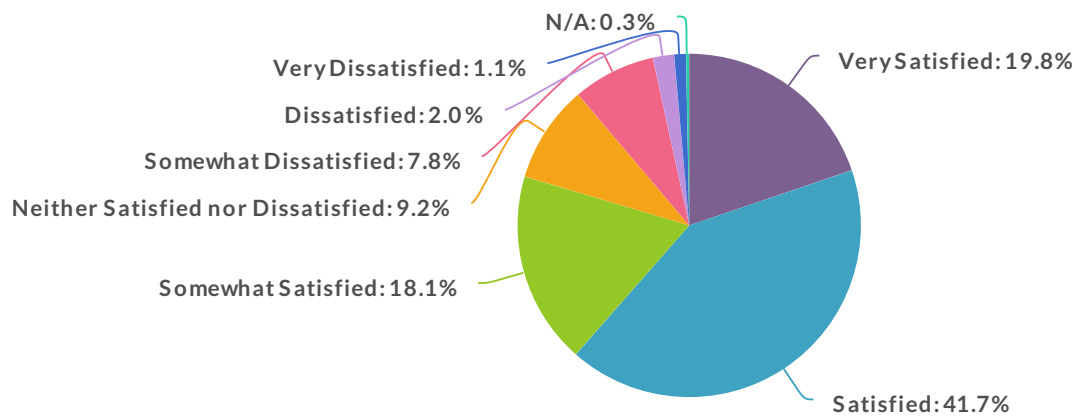
Very Satisfied: 13.4%

Satisfied: 20.7%

Somewhat Satisfied: 5.2%

Neither Satisfied nor Dissatisfied: 6.2%

Somewhat Dissatisfied: 1.7%

Dissatisfied: 0.3%

N/A: 52.1%

Very Dissatisfied: 0.3%
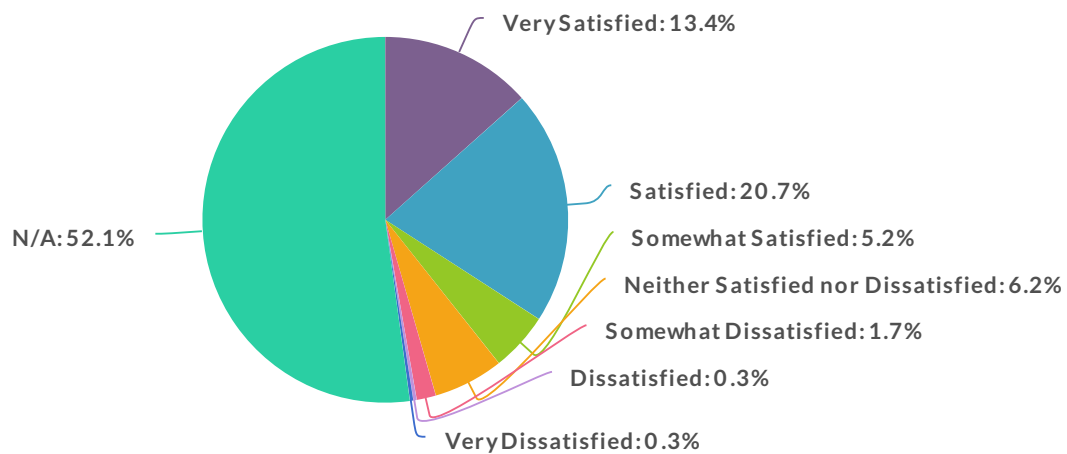
Value	Percent		Count
Very Satisfied	13.4%		39
Satisfied	20.7%		60
Somewhat Satisfied	5.2%		15
Neither Satisfied nor Dissatisfied	6.2%		18
Somewhat Dissatisfied	1.7%		5
Dissatisfied	0.3%		1
Very Dissatisfied	0.3%		1
N/A	52.1%		151
	Total		**290**

38. Aside from the mandatory 180 day expiration, how satisfied are you with the ease of use to change your YSU password?
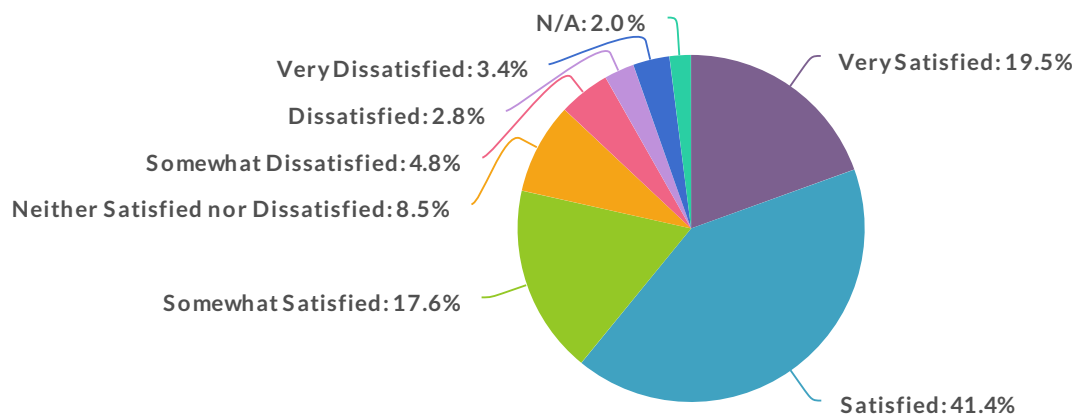
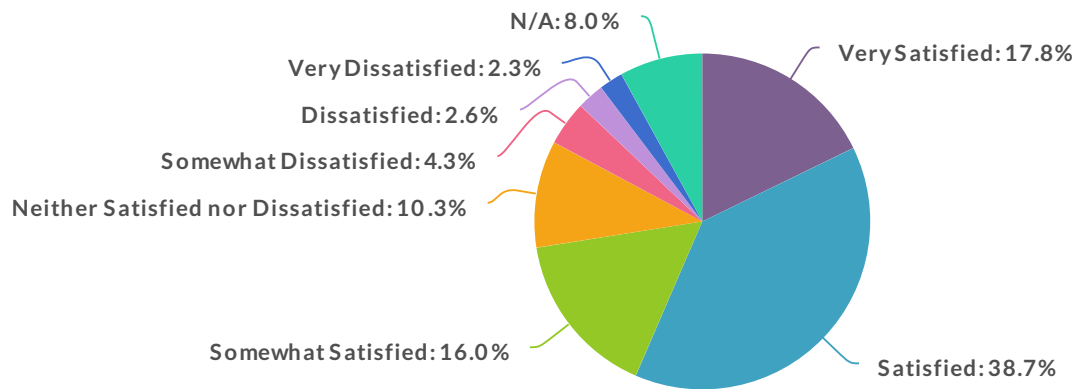| Value	Percent		Count
Very Satisfied	19.5%		69
Satisfied	41.4%		146
Somewhat Satisfied	17.6%		62
Neither Satisfied nor Dissatisfied	8.5%		30
Somewhat Dissatisfied	4.8%		17
Dissatisfied	2.8%		10
Very Dissatisfied	3.4%		12
N/A	2.0%		7
		Total	353

39. How satisfied are you overall with the registration process for courses through the YSU portal? (not including course availability)
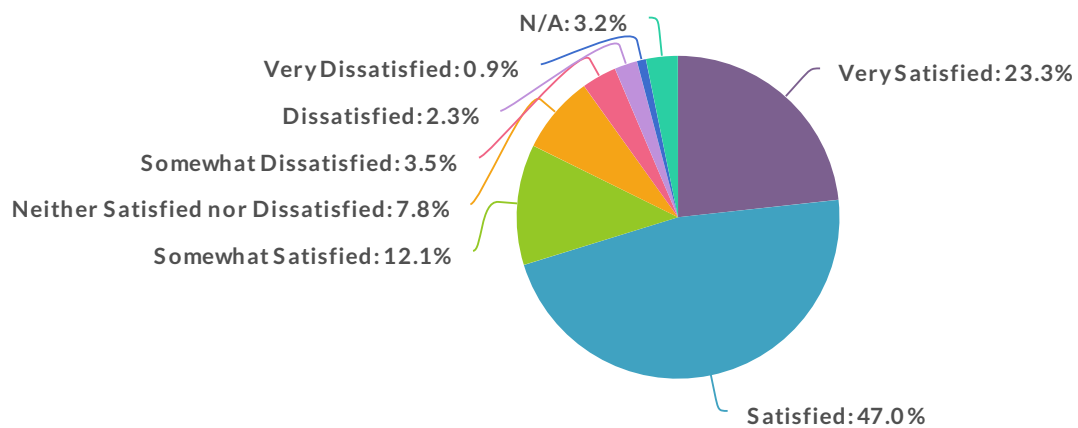
Value	Percent		Count
Very Satisfied	19.8%		69
Satisfied	41.7%		145
Somewhat Satisfied	18.1%		63
Neither Satisfied nor Dissatisfied	9.2%		32
Somewhat Dissatisfied	7.8%		27
Dissatisfied	2.0%		7
Very Dissatisfied	1.1%		4
N/A	0.3%		1
	Total		**348**

40. How satisfied are you overall with the bill paying process for courses through the YSU portal?

N/A: 8.0%

Very Dissatisfied: 2.3%

Dissatisfied: 2.6%

Somewhat Dissatisfied: 4.3%

Neither Satisfied nor Dissatisfied: 10.3%

Somewhat Satisfied: 16.0%

Very Satisfied: 17.8%

Satisfied: 38.7%

Value	Percent		Count
Very Satisfied	17.8%		62
Satisfied	38.7%		135
Somewhat Satisfied	16.0%		56
Neither Satisfied nor Dissatisfied	10.3%		36
Somewhat Dissatisfied	4.3%		15
Dissatisfied	2.6%		9
Very Dissatisfied	2.3%		8
N/A	8.0%		28
		Total	349

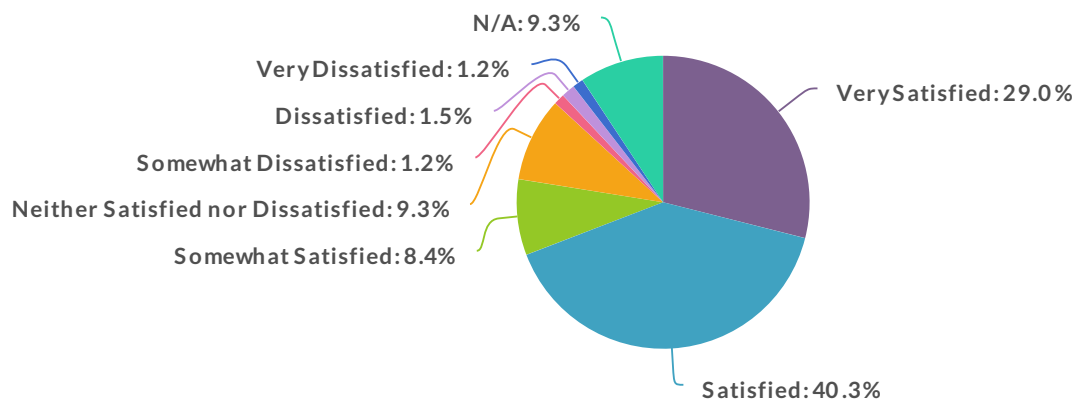## 41. How satisfied are you overall with your ability to access your unofficial and/or official transcripts?

N/A: 3.2%

Very Dissatisfied: 0.9%

Dissatisfied: 2.3%

Somewhat Dissatisfied: 3.5%

Neither Satisfied nor Dissatisfied: 7.8%

Somewhat Satisfied: 12.1%

Very Satisfied: 23.3%

Satisfied: 47.0%

Value	Percent		Count
Very Satisfied	23.3%		81
Satisfied	47.0%		163
Somewhat Satisfied	12.1%		42
Neither Satisfied nor Dissatisfied	7.8%		27
Somewhat Dissatisfied	3.5%		12
Dissatisfied	2.3%		8
Very Dissatisfied	0.9%		3
N/A	3.2%		11
		Total	347

42. Have you registered your mobile phone number with Rave/Penguin Alert?
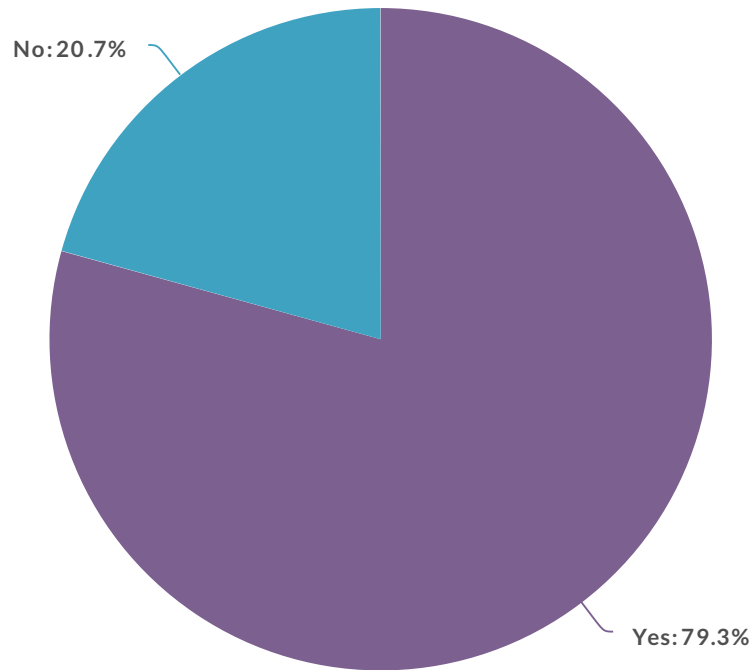
No: 20.7%

Yes: 79.3%

Value	Percent		Count
Yes	79.3%		276
No	20.7%		72
		Total	**348**

43. How satisfied are you with the overall process for registering your mobile phone number with Rave/Penguin Alert?

N/A: 9.3%

Very Dissatisfied: 1.2%

Dissatisfied: 1.5%

Somewhat Dissatisfied: 1.2%

Neither Satisfied nor Dissatisfied: 9.3%

Somewhat Satisfied: 8.4%

Very Satisfied: 29.0%

Satisfied: 40.3%

Value	Percent		Count
Very Satisfied	29.0%		97
Satisfied	40.3%		135
Somewhat Satisfied	8.4%		28
Neither Satisfied nor Dissatisfied	9.3%		31
Somewhat Dissatisfied	1.2%		4
Dissatisfied	1.5%		5
Very Dissatisfied	1.2%		4
N/A	9.3%		31
		Total	335

44. Please select your year of graduation:
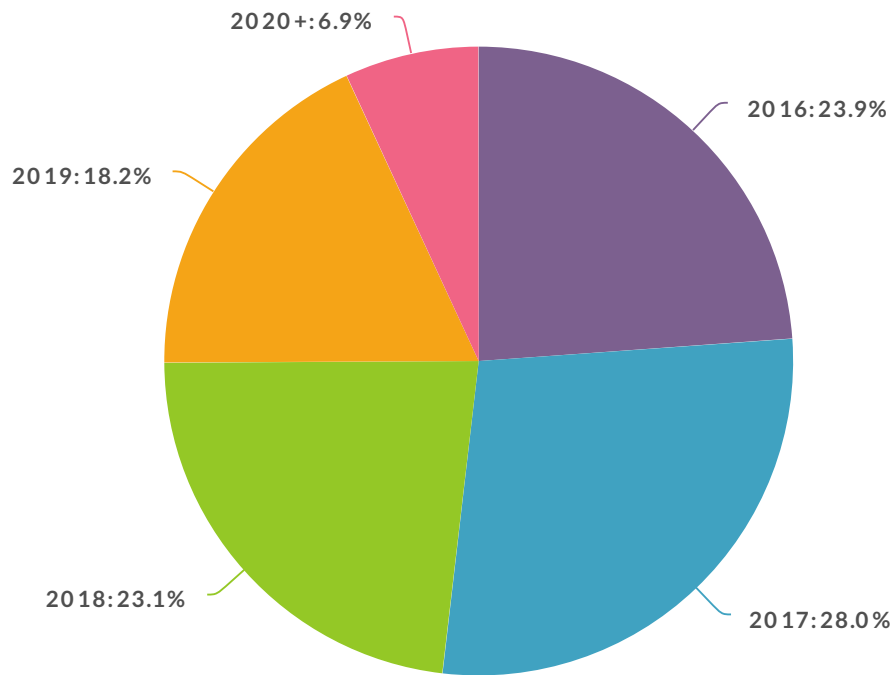
Value	Percent		Count
2016	23.9%		83
2017	28.0%		97
2018	23.1%		80
2019	18.2%		63
2020+	6.9%		24
	Total		**347**

45. What is your Major?
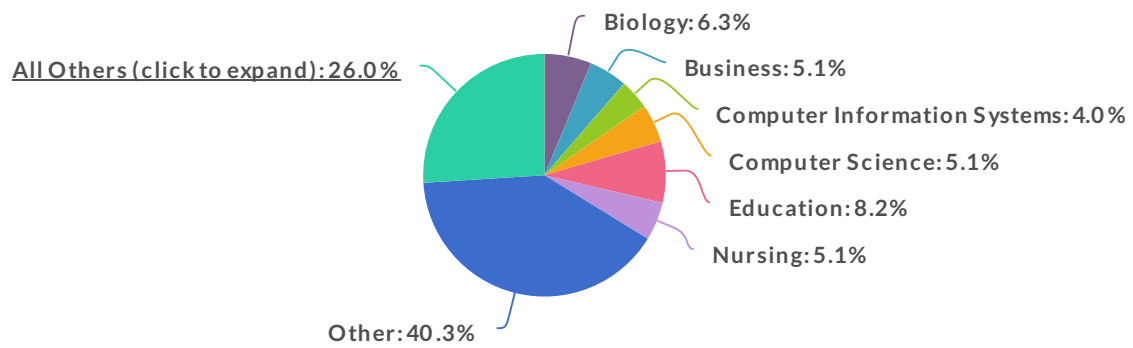
Value	Percent		Count
Biology	6.3%		22
Business	5.1%		18
Computer Information Systems	4.0%		14
Computer Science	5.1%		18
Education	8.2%		29
Nursing	5.1%		18
Other	40.3%		142
All Others (click to expand) ▸	26.0%		91
		Total	352