

6-16-2010

ITS Customer Satisfaction Survey for Students

Follow this and additional works at: http://digitalcommons.unf.edu/library_commons

Suggested Citation

"ITS Customer Satisfaction Survey for Students" (2010). *Library Commons Project*. 5.
http://digitalcommons.unf.edu/library_commons/5

This Article is brought to you for free and open access by the Thomas G. Carpenter Library at UNF Digital Commons. It has been accepted for inclusion in Library Commons Project by an authorized administrator of UNF Digital Commons. For more information, please contact [Digital Projects](#).

© 6-16-2010 All Rights Reserved

ITS Customer Satisfaction Survey for Students

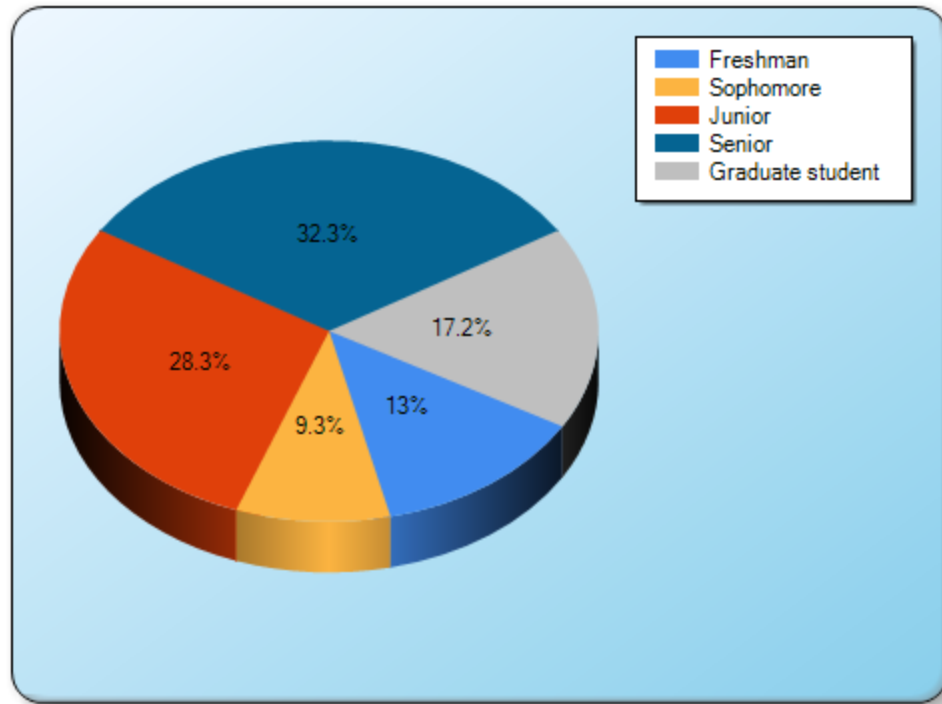
Type: 2010 Student Survey Executive Report

Date: 6/16/2010

Total number of responses collected: 1638

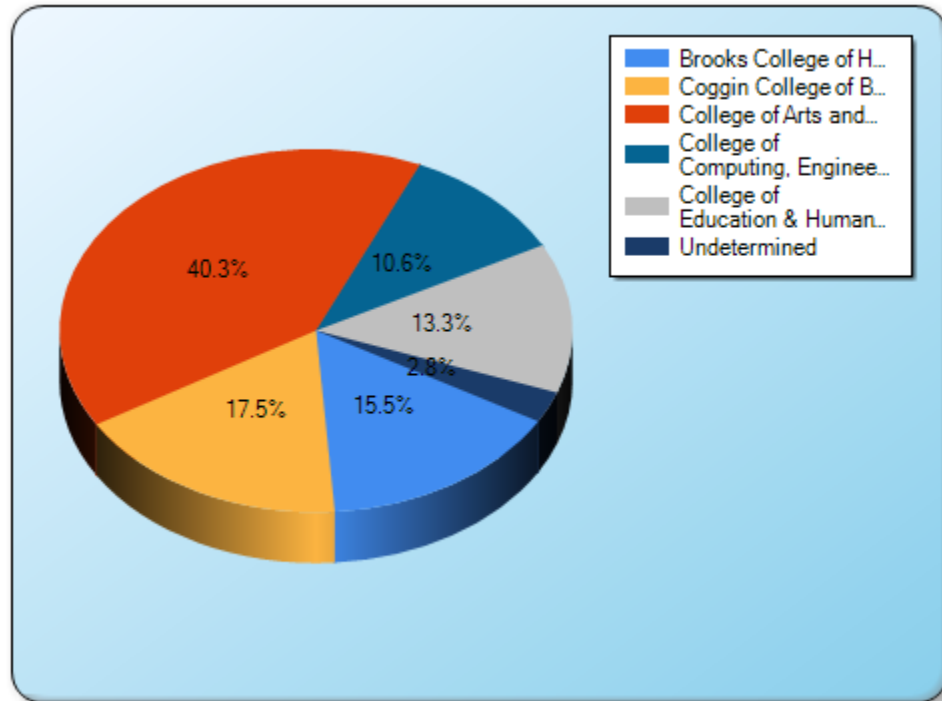
Which of the following best describes your role at the University?

(Respondents could only choose a **single** response)



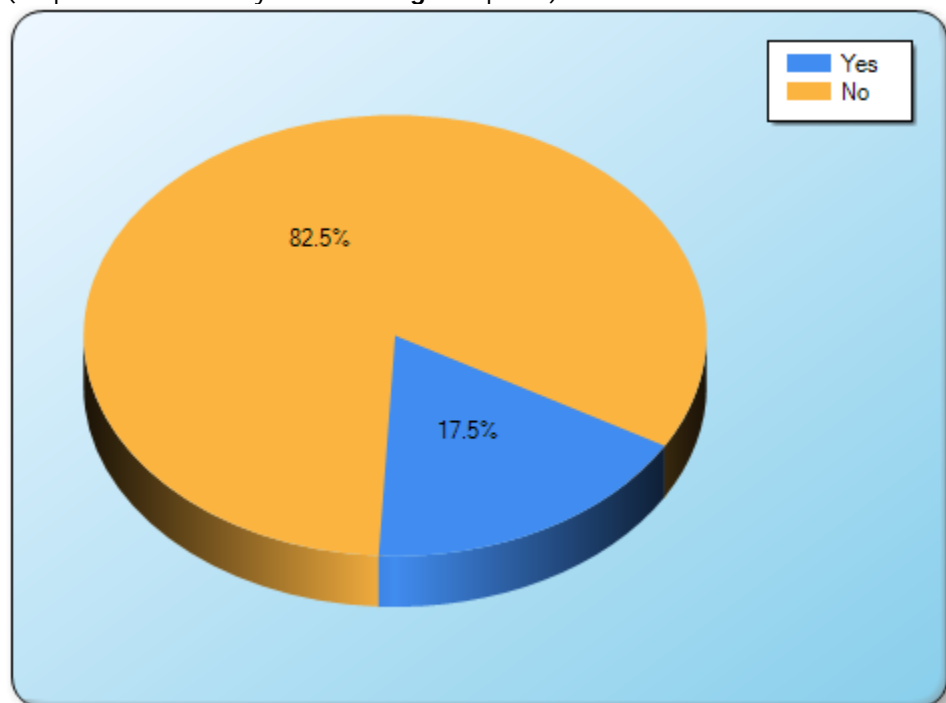
Please identify the college under which you take the majority of your classes.

(Respondents could only choose a **single** response)



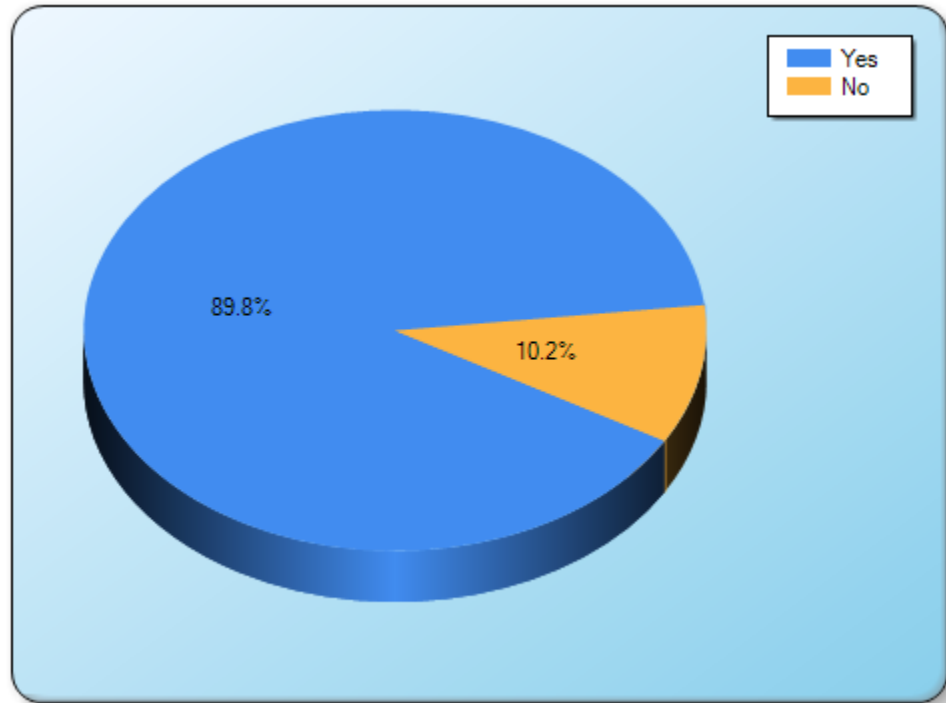
Do you currently live in UNF housing (on campus)?

(Respondents could only choose a **single** response)



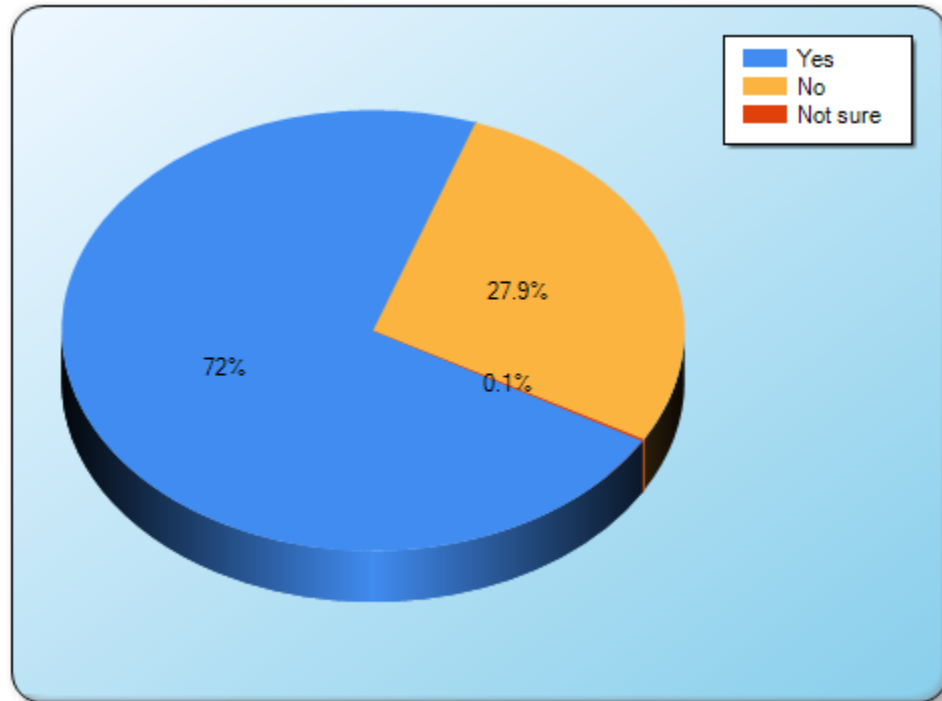
Do you own a laptop computer?

(Respondents could only choose a **single** response)



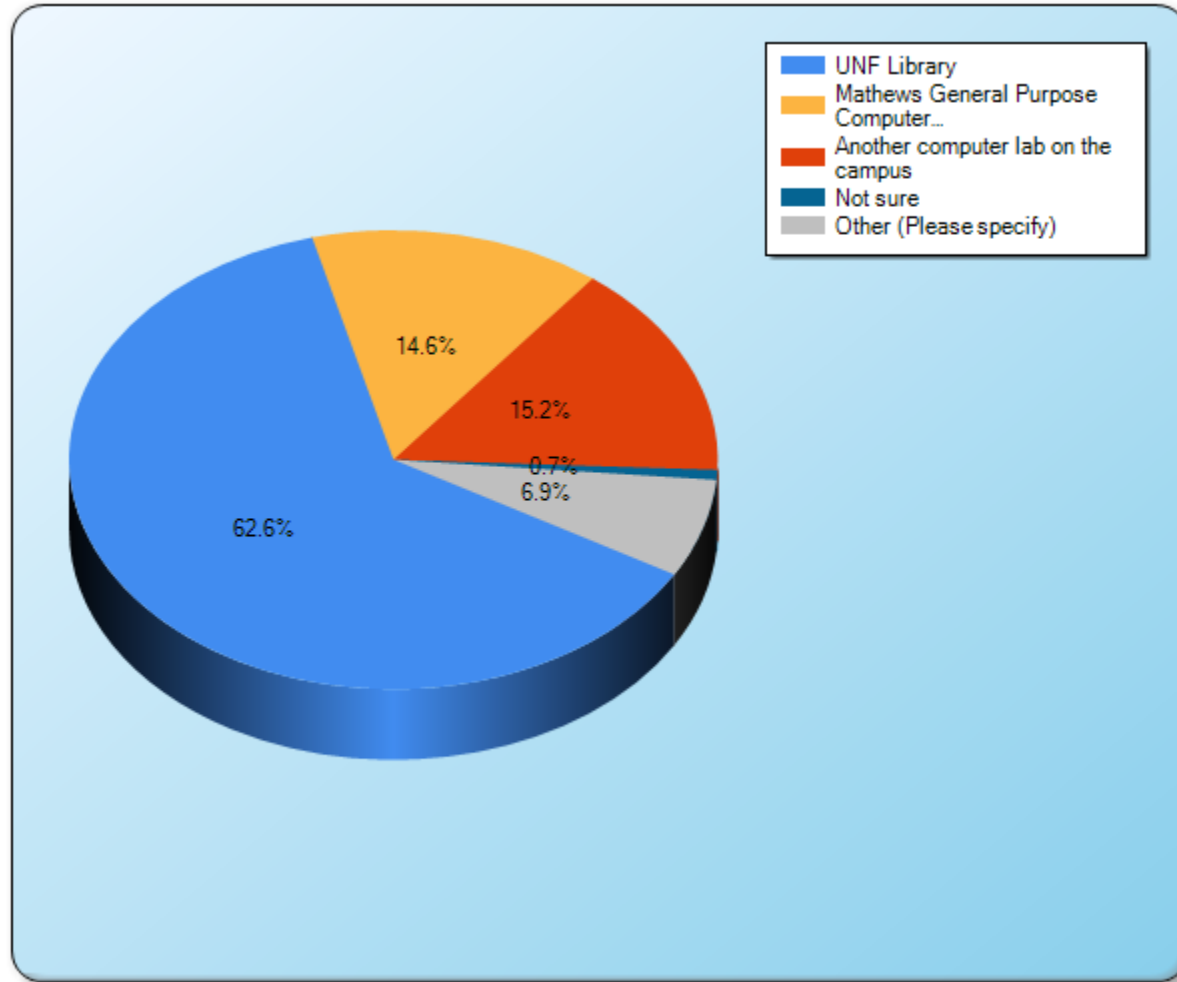
Have you ever used a computer or laptop that is owned by the University of North Florida?

(Respondents could only choose a **single** response)



Where do you most often use a UNF owned computer?

(Respondents could only choose a **single** response)

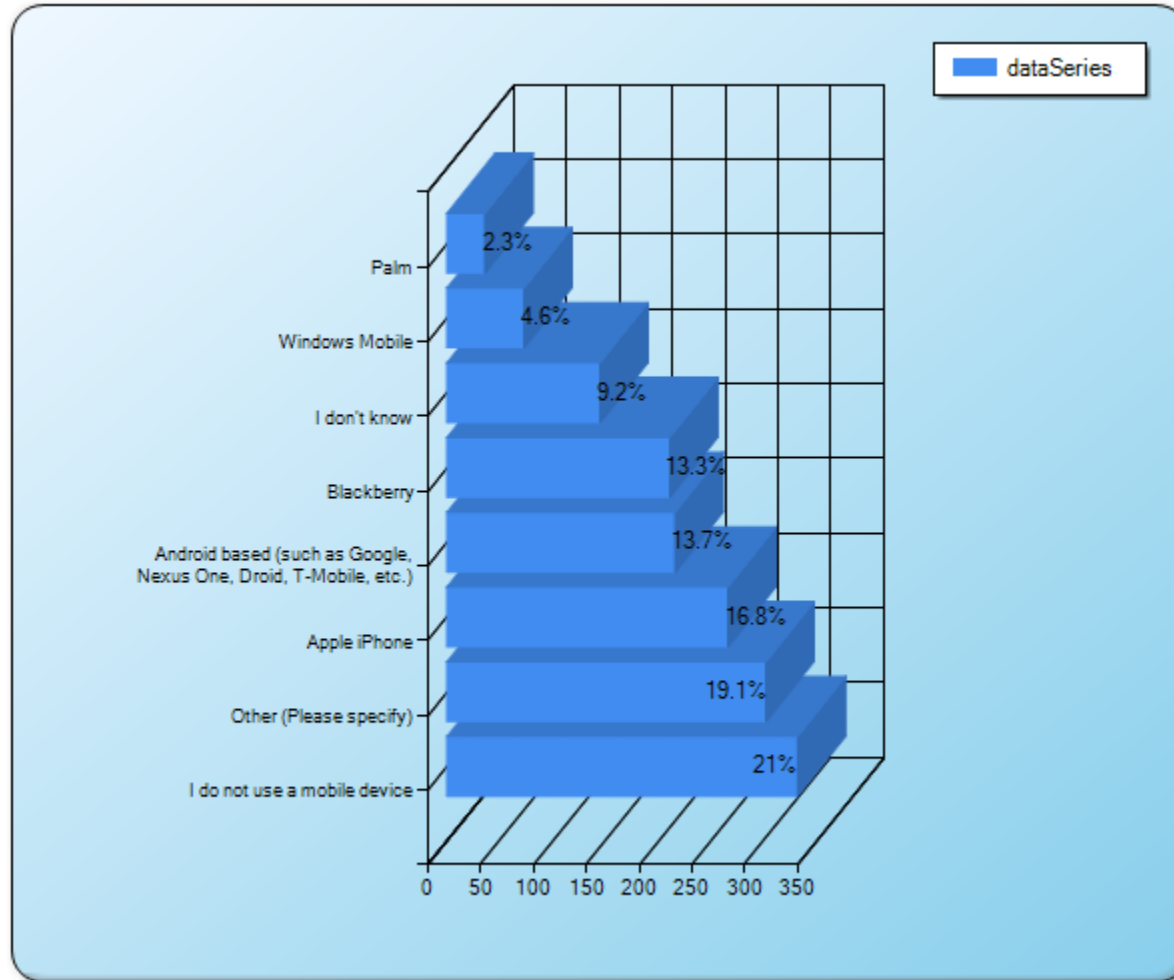


(Response Other) Where do you most often use a UNF owned computer?

Response		
One stop		
job on campus		
UPD		
Engineering Building - Optics Lab		
my office		
My Office		
Office		
3rd Floor Lab		
Classroom		
ospray fountains		
Valid Responses		77
Total Responses		1150

What type of mobile device do you use most often?

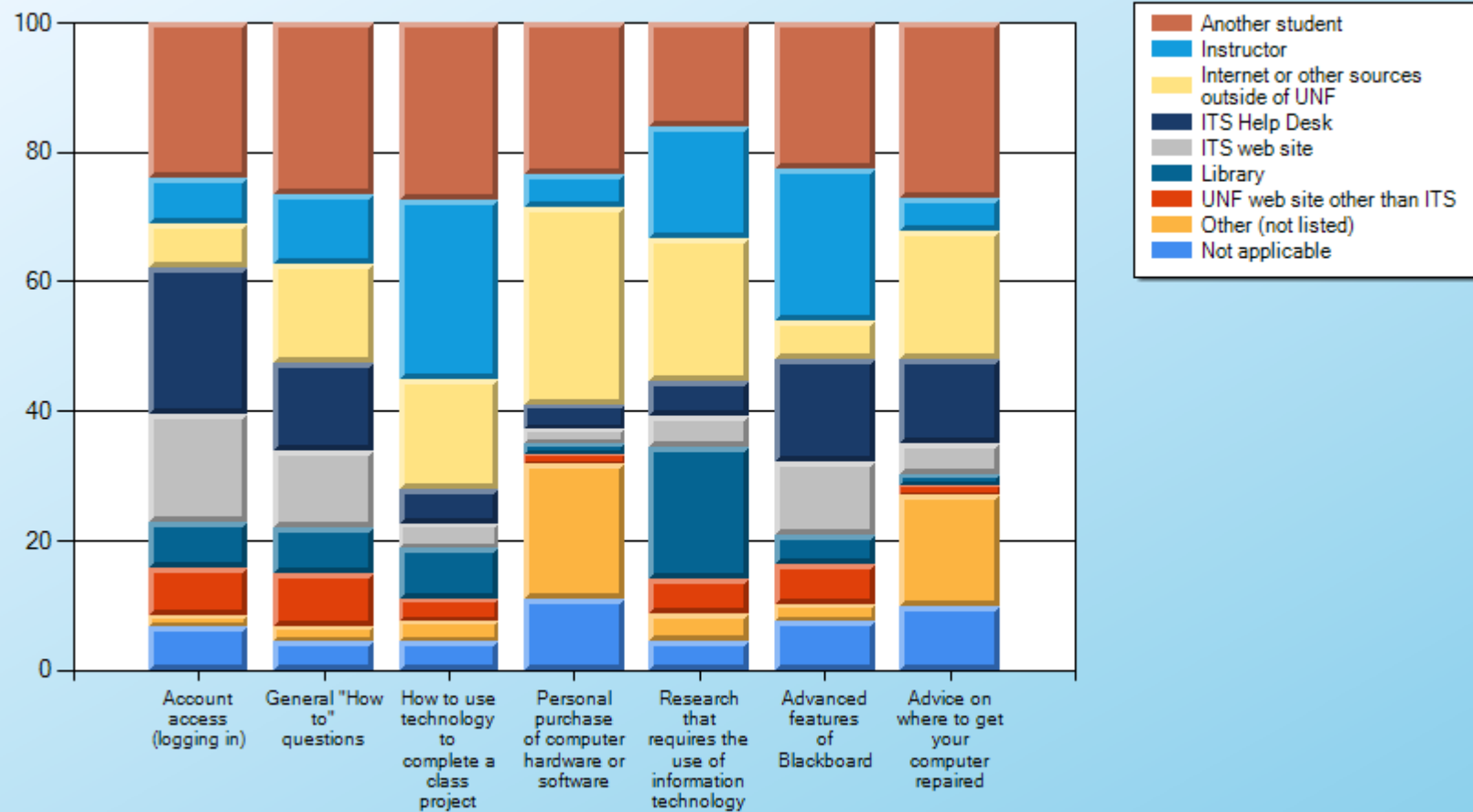
(Respondents could only choose a **single** response)



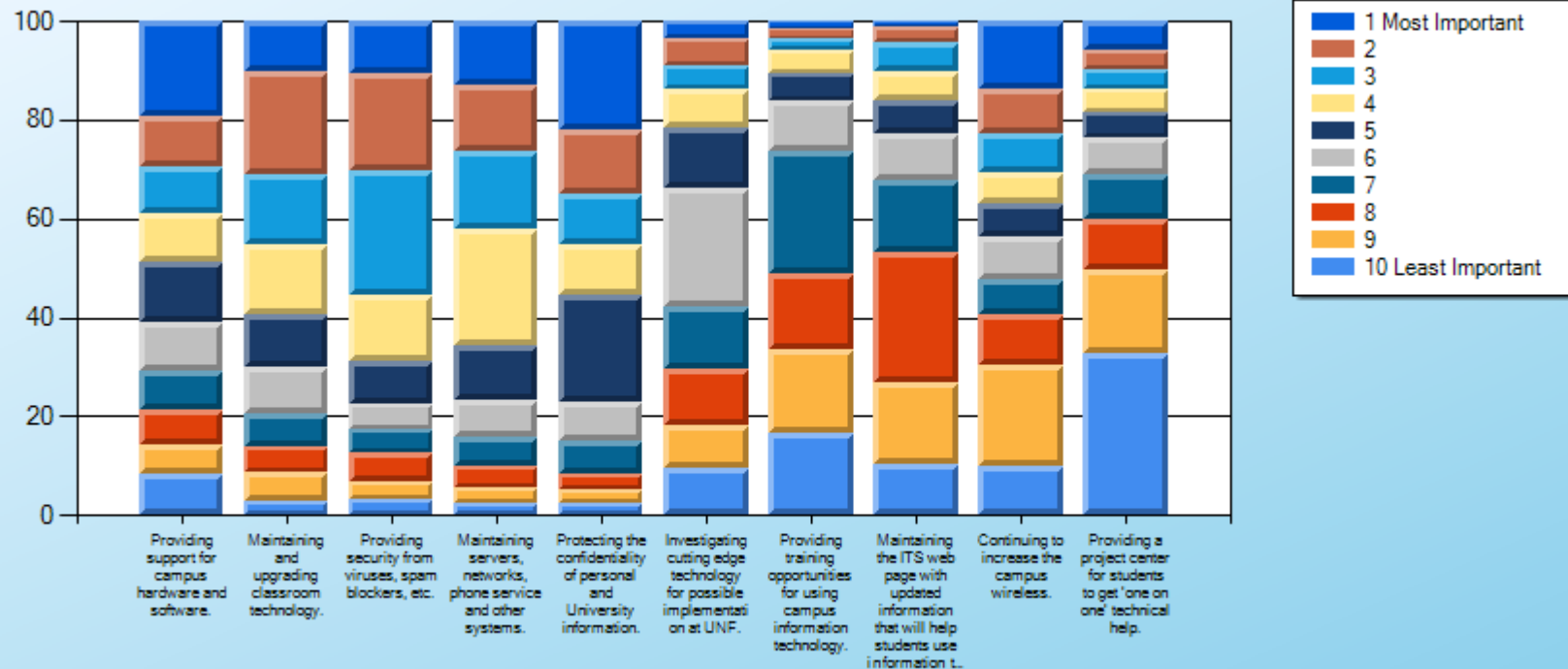
(Response Other) What type of mobile device do you use most often?

Response		
Sony Ericsson 760a		
ipod touch		
Samsung Gravity		
samsung		
Verizon		
at&t Lg		
cell phone		
blackjack		
sony		
Chocolate touch		
Valid Responses		277
Total Responses		1587

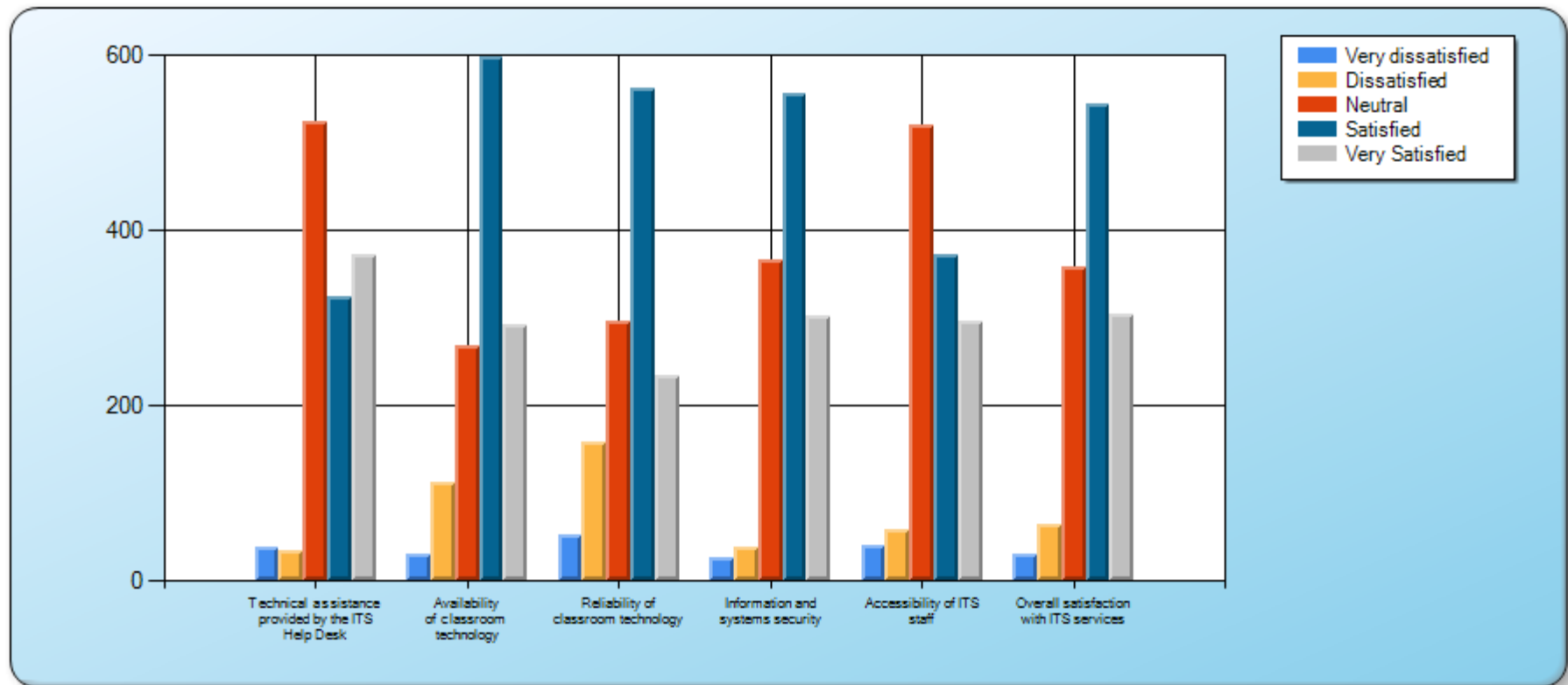
Please indicate which resource you would use for help or information for each type of issue. Please choose all that apply. (Resource Type)



Information Technology Services offers a wide variety of services. Please **rank** each of the following services by choosing **1 for the most important through 10 for the least important**. **Please use each rank number only once.** (Rank in priority order - Use each number only once)



Please indicate your satisfaction with the items below. Please provide your comments about the service you received in the space provided below.



Comments (from previous question) Please indicate your satisfaction with the items below. Please provide your comments about the service you received in the space provided below. **(Please comment on the service you received) (Technical assistance provided by the ITS Help Desk)**

Response		
internet connection		
The helped me within 5 minutes. Great experience!		
Never received any		
I have not used this service.		
I haven't yet needed any assistance		
Had a few problems with my laptop and they fixed it right away. Very nice too.		
extremely helpful staff, courteous, professional, knowledgeable		
They helped me change a password once. Neither really good nor bad.		
rude service		
The staff was rude and quick to dismiss my problem. I had a virus but was told there was nothing wrong before they even looked at it. Then got an email just a day later stating I had a virus and needed to bring in my computer. I will not be using ITS for my computer help again.		
Valid Responses		122
Total Responses		1353

(Availability of classroom technology)

Response		
powerpoint, internet		
It was available, but didn't always work.		
It would be nice if SPSS was on the library computers		
Only two classrooms with computers in the Business College? There should be a maximum of two classrooms with *out* computers in the business school.		
I used a computer in the classroom to do research on the internet.		
Some classes I took that would benefit from being in computer labs were taught in standard classrooms instead.		
Hard to get access to the technology I used in many of my computer application courses like MAN4550. If it is available it is not made very clear where to go for students.		
Computers in business college are outdated		
very poor and faculty only orientated		
n/a		
Valid Responses		87
Total Responses		1353

Reliability of classroom technology)

Response		
It was sometimes very difficult for professors to utilize the technology.		
Sometimes the computers freeze.		
Computers throughout the chemistry department, including laboratory computers, research lab computers, and especially the advanced chemistry laboratory computers frequently do not work and make labs take longer than expected to complete.		
I have a professor who has to toggle between computer and document camera.		
I used the printers in my classroom.		
Professors often have trouble getting the projectors to work correctly.		
Malfunctions at the most inopportune times		
Works most of the time.		
the net work has gone down multiple times, when i was studying for an exam, that day, and all information was online...		
poor over done security		
Valid Responses		93
Total Responses		1353

(Information and systems security)

Response		
Fifteen character minimum for passwords is a bit much...		
I have not had any trouble with security.		
No problems.		
We are required to change password too much. It is not that important. Most people are not trying to view my UNF information.		
over done with 17 character passwords other colleges don't have such		
there should be an option to join a secure wireless network		
n/a		
May actually be overdoing this, but I'm also not really educated on why Skype is a violation of security because I'm not an expert in this area.		
I can never figure out how to log onto the secure network.		
?		
Valid Responses		58
Total Responses		1353

(Accessibility of ITS staff)

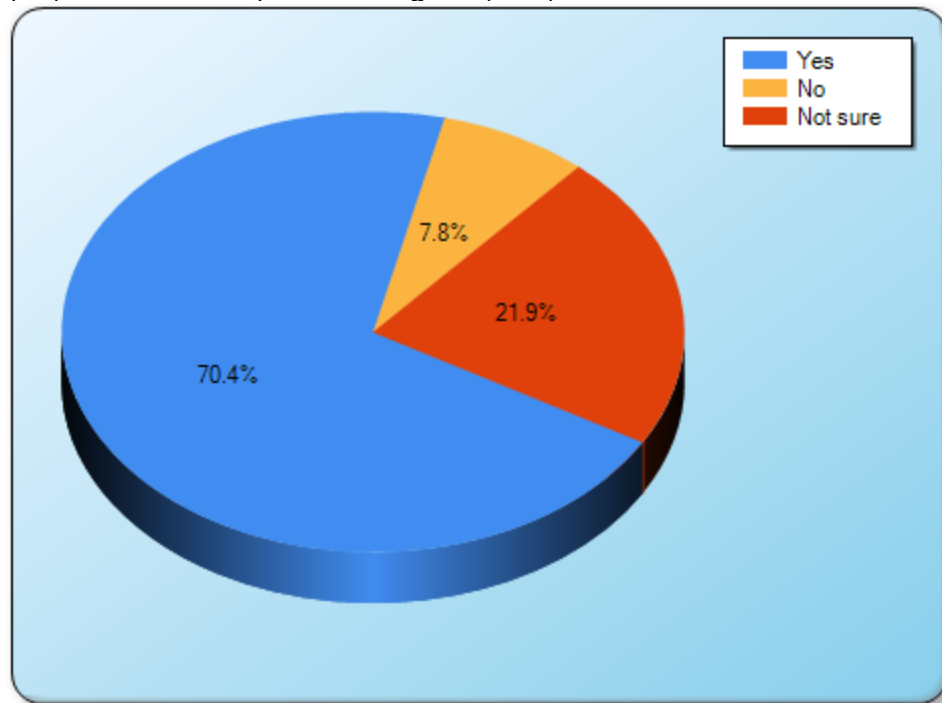
Response		
VERY slow. I don't ask ITS for help because it takes them days to actually respond and solve the problem, which is unacceptable. Especially when the workplace needs correctly functioning technology in order to continue any progress.		
They have always answered my questions within 5 minutes.		
I haven't any idea how I would find one if I needed one.		
I have contacted this staff by phone and they were very helpful.		
I haven't yet needed any assistance		
sometimes they take forever to show up or just flat out refuse to help		
poor		
n/a		
They were immediately available the one time I called.		
Don't know how to access them really		
Valid Responses		63
Total Responses		1353

(Overall satisfaction with ITS services)

Response		
ITS should provide support for devices connected to computers, such as spectrometers. The software for these devices are often the issue and a lack of good concise instructions hinders performance.		
not impressed		
Not sure if it's related to your department, but I've had several problems with the new Bb.		
Accessing library off campus is very slow and unreliable		
Not asked; but I am very dissatisfied with wireless access in the Library. Unable to get a connection that allows me to do work.		
n/a		
Wifi is embarrassingly SLOW!		
I am a graphic design student, but don't really know much about the ITS services. Not even sure where the help desk is.		
Finding info on mywings is not easy - like why isn't there one integrated calendar so we can see what is going on and what the deadlines are.		
n/a		
Valid Responses		60
Total Responses		1353

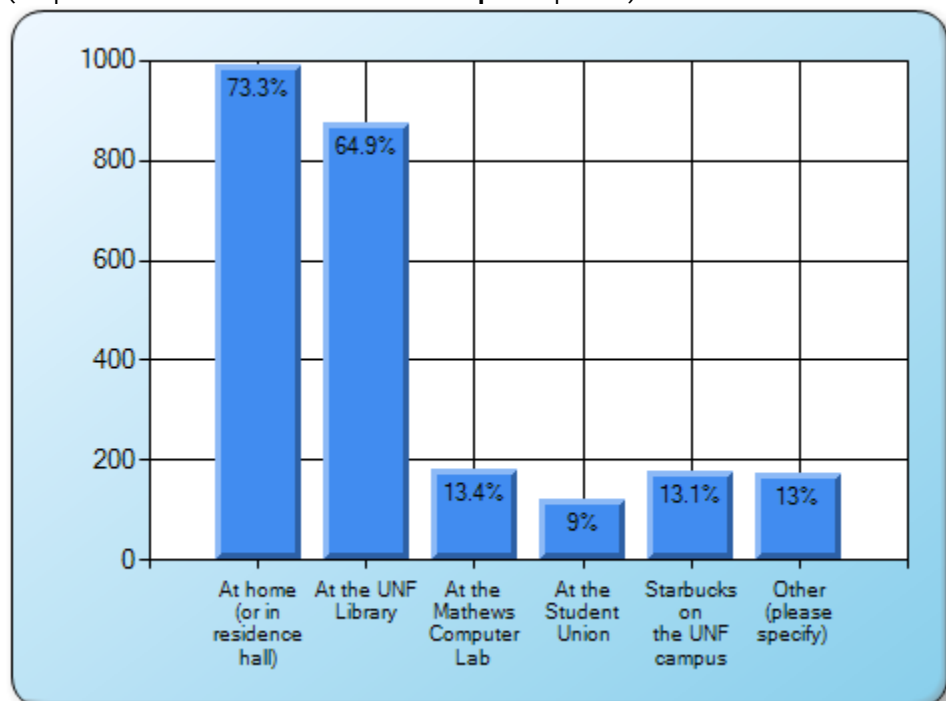
If the campus had a space for collaborative work where you could meet with groups, design projects, have assistance with projects, and practice presenting projects, would you take advantage of that space?

(Respondents could only choose a **single** response)

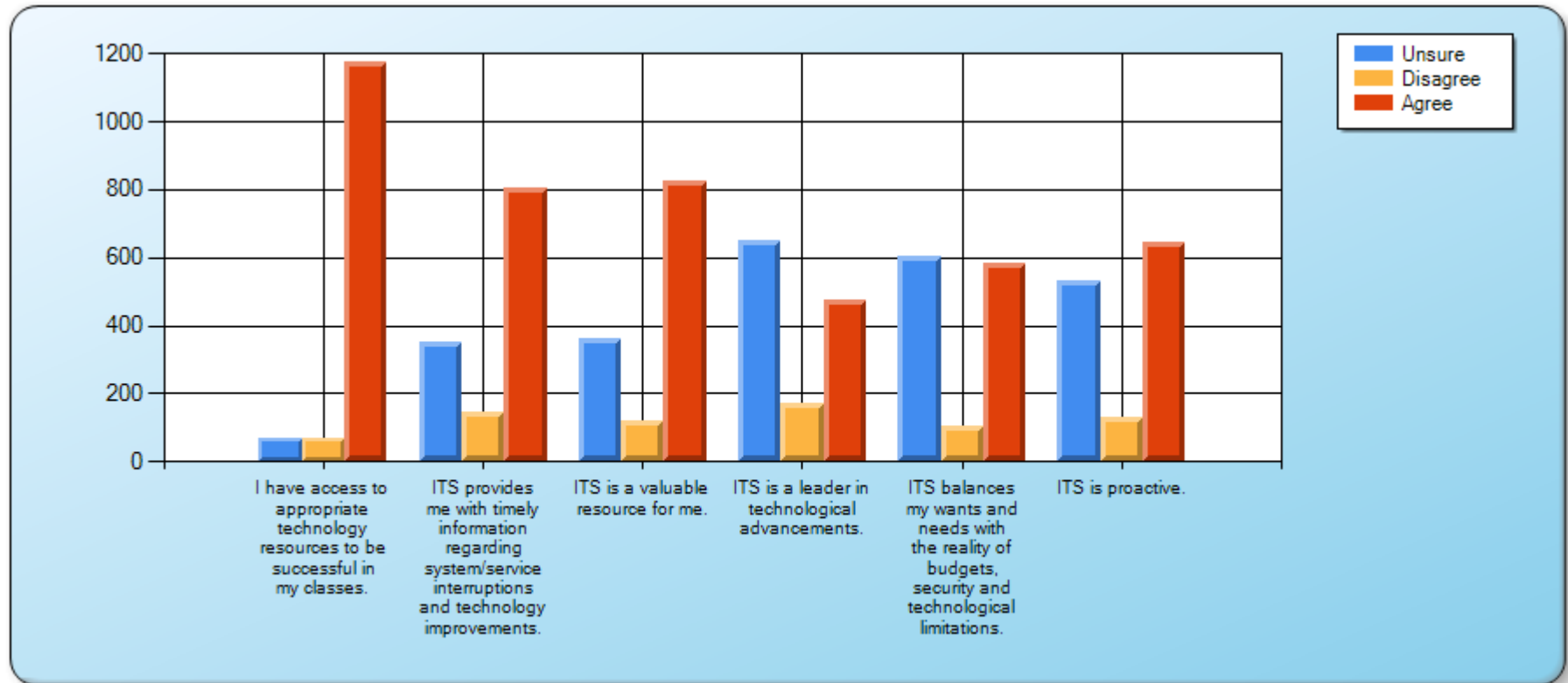


When you are working on a project, where do you prefer to work? (Check all that apply)

(Respondents were allowed to choose **multiple** responses)



Please indicate your agreement with these statements. You may include comments for each in the space provided.



(Optional comments) (ITS provides me with timely information regarding system/service interruptions and technology improvements.)

Response		
finding and enrolling seems more complicated than neccessary		
I'm barely aware they exist and have never had a personal interaction with them.		
It would be nice to know if the server was down before i went to the computer lab to study for my exams.		
Not applicable		
NOOOO. The times the online databases have been down, I was unaware until the moment they went down. Once was on a Saturday night, I was working in it up until about 1am, when it logged me off and said had planned maintenance and would be down until next day...seems like this could have been shown on the library website prior to just going down!		
Not always. But most of time.		
My internet was down for two weeks before finals and ITS did nothing about it.		
not used		
Not all the time.		
no ITS use as of yet		
Valid Responses		37
Total Responses		1346

(Optional comments) (I have access to appropriate technology resources to be successful in my classes.)

Response		
Never inquired about it.		
There could be more printing stations around campus, perhaps near the engineering building.		
the library's databases are annoying		
Yes, in general, but the somewhat frequent internet outages are a pain.		
This semester I've had an awful time with the internet. My whole suite didn't have internet access for a week and it was very inconvenient to have to go to the library to get my online homework done.		
The version of Ruby on osprey is outdated.		
When it works and isn't so slow that the system will "time out"		
yes, but not in the library.		
School of computing has its own lab and resources.		
Sometimes blackboard will go through maintenance and not exactly submit my assignment on time.		
Valid Responses		53
Total Responses		1346

(Optional comments) (ITS provides me with timely information regarding system/service interruptions and technology improvements.)

Response		
finding and enrolling seems more complicated than neccessary		
I'm barely aware they exist and have never had a personal interaction with them.		
It would be nice to know if the server was down before i went to the computer lab to study for my exams.		
Not applicable		
NOOOO. The times the online databases have been down, I was unaware until the moment they went down. Once was on a Saturday night, I was working in it up until about 1am, when it logged me off and said had planned maintenance and would be down until next day...seems like this could have been shown on the library website prior to just going down!		
Not always. But most of time.		
My internet was down for two weeks before finals and ITS did nothing about it.		
not used		
Not all the time.		
no ITS use as of yet		
Valid Responses		37
Total Responses		1346

(Optional comments) (ITS is a valuable resource for me.)

Response		
thank you for your services		
ITS is needed, but it isn't working.		
It is valuable and appreciated however there should be an exception regarding extended time outs for distant learners. We do all of our work on computer where as campus students can "turn in their work".		
not used		
I run hot and cold on that question! My daughter works at UNF and the ITS guy who helps her department is darn good.		
no ITS use as of yet		
It could be if they would actually offer to help.		
Lost		
UNF web page popping up aggravates me to no end.		
What is "ITS" exactly?		
Valid Responses		24
Total Responses		1346

(Optional comments) (ITS is a leader in technological advancements.)

Response		
There is a Pentium I computer with Windows 95 in the advanced chemistry lab.		
It may simply be budgetary, but Blackboard seems a bit archaic.		
ITS is great in Leading solutions, but the technology could be better.		
Not sure if it is more ITS or the CCOB to blame, but we should have a lot more online classes. We are a decade behind UF in terms of being able to attend a class or conduct a group meeting in an effective online atmosphere.		
Not sure		
not used		
no ITS use as of yet		
Compared to?		
Only depart of its kind at UNF, sort of has to be the leader.		
No knowledge.		
Valid Responses		30
Total Responses		1346

(Optional comments) (ITS balances my wants and needs with the reality of budgets, security and technological limitations.)

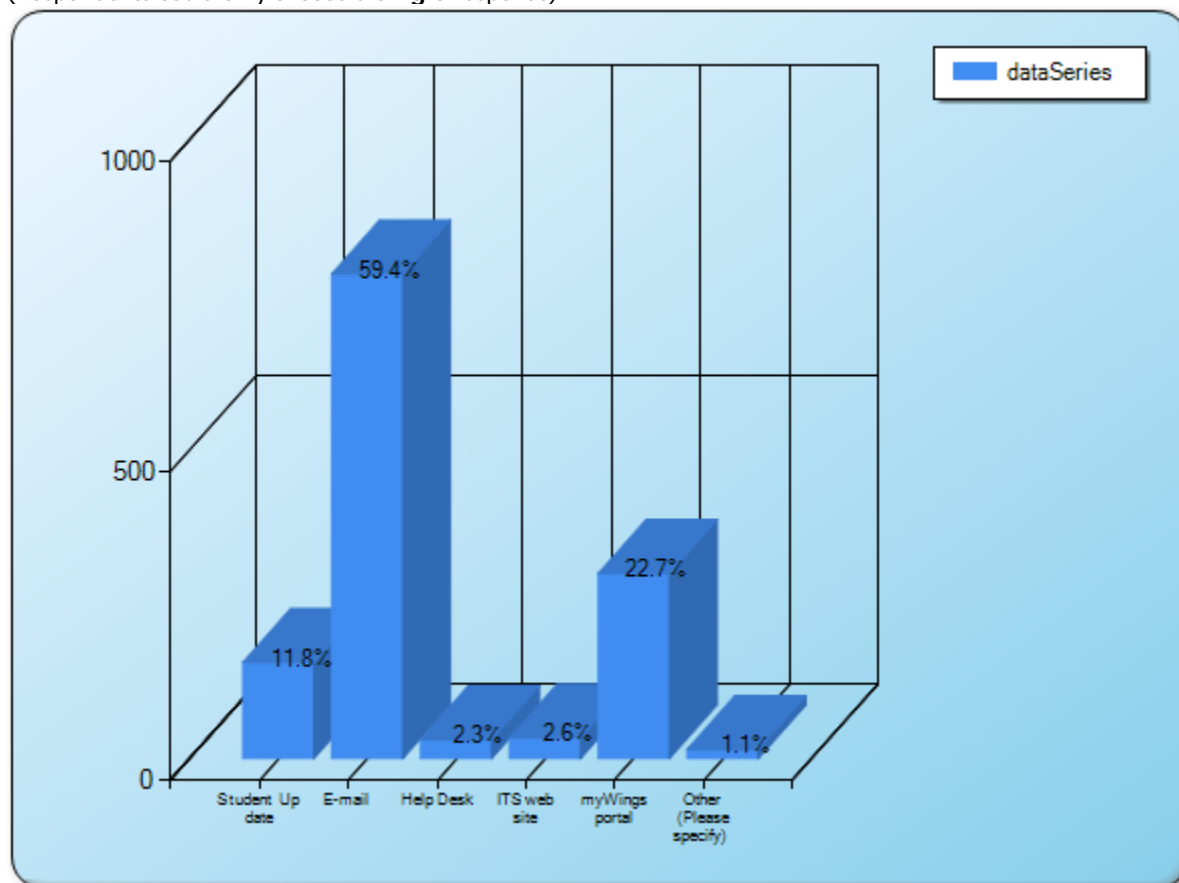
Response		
I don't know about the budget.		
they fixed my laptop for me. it was amazing. it really saved me.		
I can't judge this without seeing their budget vs their tasking.		
I'm not sure what the budget is, so I can't say.		
Not applicable		
Not sure what the budget is but you need to take some from the Atheletic Dept and use for Technology. Also get a more secure system whereas, when a student enrolls and inputs transcripts they must be removed by two people, not one. Perhaps a supervisor or dean.		
Not sure.		
not used		
I really do not have enough facts to be able to answer this question.		
no ITS use as of yet		
Valid Responses		28
Total Responses		1346

(Optional comments) (ITS is proactive.)

Response		
this survey is proactive.		
This quiz proves that.		
Again I haven't really heard of "ITS" but it sounds very helpful.		
I feel they are not pro-active in the tuition payment flood occurring every year. With that said though, I have not noticed any other problems and it would be unfair to vote based upon the three instances a year.		
don't know		
They took forever and day to fix my computer		
no ITS use as of yet		
It wasn't for me		
Proactive about what?		
No knowledge.		
Valid Responses		33
Total Responses		1346

Which of the following do you check **first** for information about changes or issues with the campus technology services?

(Respondents could only choose a **single** response)

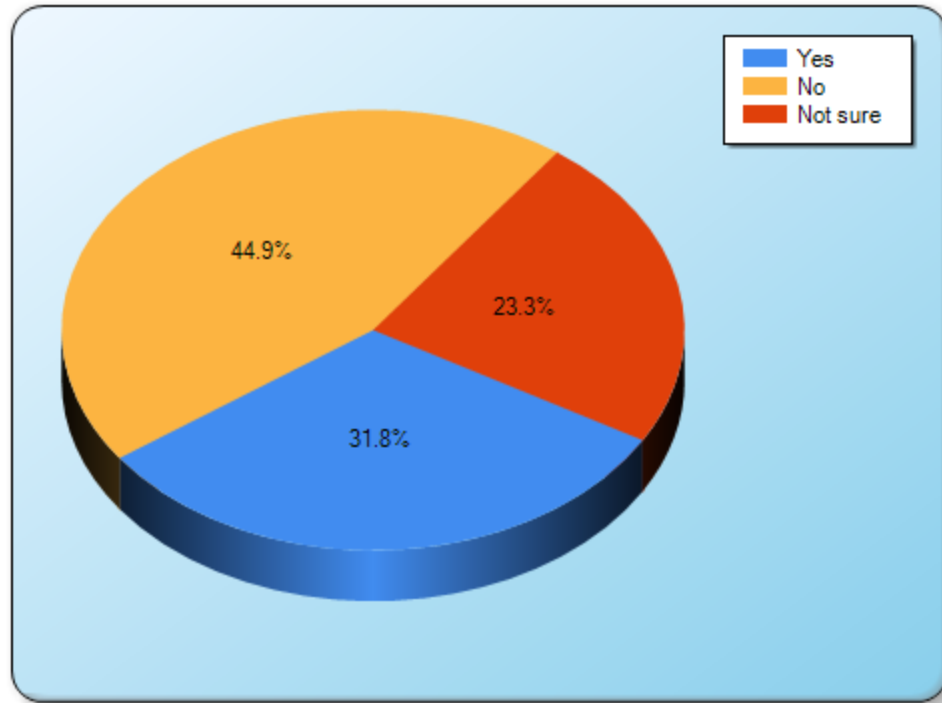


Which of the following do you check **first** for information about changes or issues with the campus technology services.

Response		
I don't check.		
How do you go about checking the options above when there's no time and you can't get on the internet?		
I don't.		
>:3		
not applicable		
I don't check for it, I expect it to there and be consistent		
none		
ITS has a website?		
never checked		
I could careless		
Valid Responses		13
Total Responses		1339

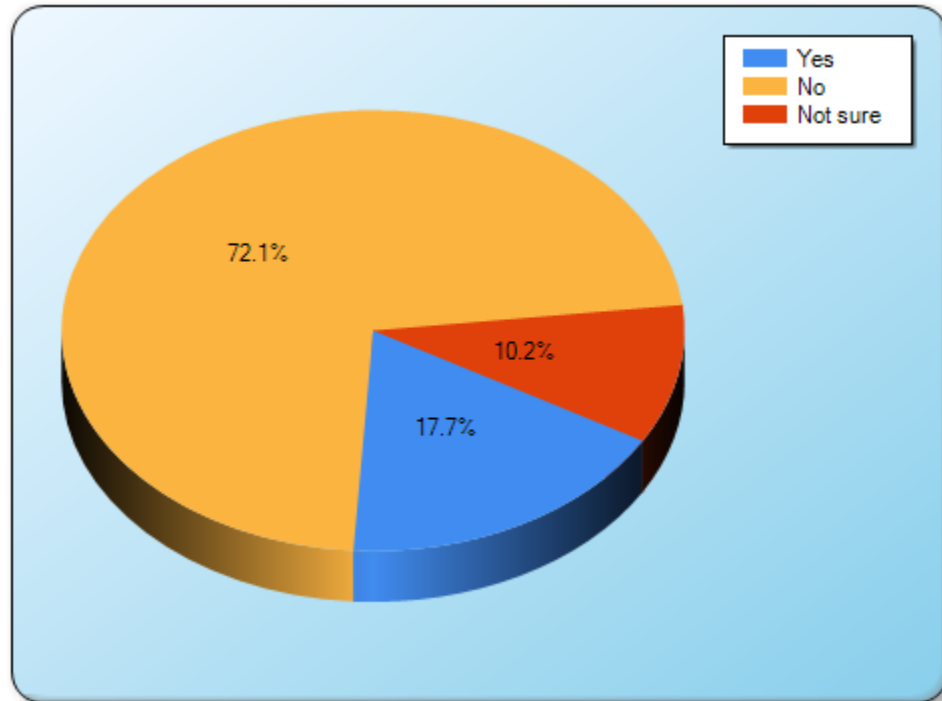
If Information Technology Services had a social media site such as Twitter or Facebook to notify students of service interruptions or technology notices, would you subscribe?

(Respondents could only choose a **single** response)



Have you read any portion of the technology chapter in UNF's student handbook?

(Respondents could only choose a **single** response)



What is the most important action Information Technology Services can take to improve the technology services they provide?

Response
access to classroom equipment for students and instructors---unlock. Therefore, students will be able to use the technology even if/when the instructor doesn't.
More reliable wireless.
improving the wireless connection on campus
Making sure that the professors can utilize the technology provided.
Maintain and communicate technological proficiency.
Respond in a timely manner. I cannot stress enough how badly it reflects on ITS not only in my own view, but in the view of students, my co-workers and administrative staff, faculty, etc. when they have to wait a week for problem resolution at any given point in the year, or when they don't get a response at all.
provide a simple class locator and enrollment process
The new blackboard is not too user friendly.
N/A
They are all ready doing an excellent job...at the moment I don't see a need for any changes.
survey students who use technology on campus/connected to campus.
Increase availability of network servers for crunch times during the semesters
Network speed and maintainance.
New and advanced pieces of technology and support.
Increase network reliability.
Try to make UNF as hacker free as possible...
help

More advertising. Let students know you can help with their personal computers/technology.
Staying available and helpful. Desire to help students with their problems or questions.
I can't think of anything that needs improvement at the moment.
Send out emails to notify students directly.
Not sure as this has been a new service for me.
For God's sake, get rid of SafeConnect. It doesn't make any sense that those on the Guest network can do whatever they want while people who pay to live in the dorms have extremely limited access. Furthermore, improve the signal strength of that nearly useless UNF Res wireless network.
not letting the network go down.
improve classroom tech
serve christ
Keep security up to date, keep hardware and software up to date, ensure that equipment works properly (including internet access).
A notification system you can get on your phone could be helpful. Making sure that access is more dependable throughout campus.
make the system more efficient
mywings portal and UNF email.. along with black board links
They could be more available.
prompt action
get down to earth
have a list of services that they provide
improve the very antiquated systems in classrooms
virus protection
Making sure that Blackboard and all UNF sites have very low downtime.

Stay up to date
Not sure.
update osprey server with a more updated linux kernel
Straighten out issues with the new Bb... issues such as clicking on links for classes and nothing happens. Didn't have as many problems with the older version of Bb.
Maintaining a system that doesn't crash and allows constant access both on campus and off-campus
No comment.
Speed it up.
Wireless access in the Library. Currently unable to get a connection that allows me to do work. It is an obvious case of demand exceeding capabilities.
I haven't used any of the ITS services.
More ITS workers.
n/a
short informational how to do not pages and pages - make it simple
Not sure.
I am pleased with their service. I do not know a whole lot about IT, but I would take advantage of onsite support in an area for group assignments. I am also willing to take additional workshops to familiarize myself with different programs
continue to update students via email
Maintain computer hardware and software and connectivity.
Faster internet speed, especially wifi.
Training on the use of some of the resources they have found to make life easier for students.
Easier access to help services
The one-on-one availability to help students with computer issues.

offer better wireless
Make blackboard more user friendly.
stop quarantining computers on the housing networks frequently.
Continous improvement of Blackboard is essential. Training of new professors/assistants would be helpful as well. Two of my professors did not use it this past semester, so tracking grades required more effort on the student's part.
Email an email stating their services to help students with technology and perhaps put signs around campus up.
Make the wireless internet better on campus.
Make stuff better.....
Integrated campus calendar with all activities - academic calendar, music/arts/sports events (including senior recitals and gallery events), etc. Better search capability to find info on professor access (telephone, location, e-mail, dept), general search for info (parking rules, events, classes, etc.
timely service to classes in need of tech help. It is a waste of my money and class time to wait 20 mins to start lecture because the tech guys didn't show up in a timely manner.
The most important services that they provided was uploading my UNF software so my internet access is compatible to the network.
Blackboard is always messing up, and I, like many other students, always have questions regarding it. ITS should have a one-on-one chat room on their website, with a link on Blackboard.
Awareness about the technology services. I just found out through word of mouth there is a UNF campus "geek squad"
To tell more students where you are located.
Improve the reliability of the computers and projectors in the classrooms.
better internet connection on campus its very annoying when the connection gets lost especially when you live on campus and pay a lot of money
make sure all computers on campus are running the same versions of the programs
More student assistance
N/A
I am satisfied with he services they offer.
better wireless networks

Provide a strong signal throughout the campus.
Making announcements via email or Blackboard when services are down
more wi-fi, stop monitoring internet usage (torrents)
Continue to provide the latest advanced technology to keep UNF alongside other colleges.
prompt assistance
Maintaining blackboard when it is not an inconvenient time for students trying to finish school projects or assignments.
Keep updating technology and software.
Printing capabilities to include faxing
continue improving wireless technology thru out the campus.
I can't think of anything; they've always been very helpful whenever I had any concerns or questions.
directions online to 'do it yourslef'
Reliability and Accessibility are the two main things here, the WiFi around campus can sometimes be unreliable, making me have to use a hardwired computer in the library. Accessibility is hindered by this, but the Wireless isn't always accessible in certain areas (certain classrooms have poor access...) While I understand protection and security is important, sometimes my Policy Key isn't recognized and I have to restart my wireless connection for it to connect right, I do not know if this is a problem with my computer or the Policy Key software, I think a policy key is a little less important than accessibility.
Make blackboard more user friendly. Too many problems during test and quizzes.
I have no opinion about this.
Provide SPSS in the library
Upgrade the Black Board program so that it will accept a cut and paste from a Word document exactly as it is formatted in Word. Currently, such an action results in a document hata makes no sense whatsoever because all the formatting is changed.
expand wireless access
Most accessibility on campus-too far away from college of health. Always have to go to IT office --this is not convenient

Availability for everyone
Information about service interruptions. I would not want to subscribe to a twitter or facebook alert for service interruptions if I was also going to get a dozen other tweets/messages a day that would be irrelevant. I would ONLY want to know about service interruptions or issues.
1. Take off the timed portion. Allow distant learners to have as much time as needed without kicking us out. Also, take off the "sign in" page that pops up AFTER we "sign out". Why would it give me a sign in page when I purposely sign out? Why not have a window that states: Are you sure you want to sign out, yes/no? 2. Record the calls for use in training. I called regarding an issue and only one person knew about a widespread issue. Perhaps weekly meetings within ITS Group to share problems and solutions so that all are informed of easy to fix problems. As stated before, install easier to use programs for distant learners. Don't have so many various providers. Try to keep on the same page. Too many issues with trying to get into our UNF Wings. e.g. While linking to outside sources show pop up window in center of screen not in one bar line where you can't see it. Don't have so much going on with Certificate... ???Authentication. Don't force us to have to have 6 different programs to access our Blackboard, MyWings, UNF Registration. If you do not like IE, send out notices why, stating why FireFox, (for example) is better. It is not that easy to change mid-stream prior to finals.
Have SPSS in the library and have staff available on how to work the program.
Have more classes explaining how to actually do the group projects on -line.
Train instructors on using classroom technology. Always have cabinets in classrooms unlocked and projectors and computers working.
be able to handle all the students
Always make sure they are up to date on the newest services and technology.
better trouble shooting-- have a lab computer that doesn't work at all and hasn't worked in 2 years.. nothing they have done has helped it run faster
Teach the instructors how to use the technology in their classroom.
Holding computer seminars informing students of the ITS mission and to increase student awareness of the excellent services ITS provides. This would be a way to promote ITS and be the initial interaction with students who have not taken advantage of this resource. There a student could have the correct anti-virus programs installed and become informed of the ITS.
Upgrade technology in the classrooms.
They can help students when they need it.
Some times helpers pass calls around too much
Not really sure since I don't really know much about it, I'm sad to say.

Fix the live feed for the lectures for online classes.
n/a
Better notify students when the schools internet becomes unavaible.
It would be nice to have access to SPSS on more computers or through remote access by logging on through the MyWings account.
not sure
free printing
Keeping servers up that are used for class projects in Computer Science
Keep the students information confidential and creative a fast up to date service with the use of cuting edge technology
its hard to say 1 most important thing, i would probably go with different project technology help.
Use the Microsoft Email and My Wings to publish changes or updates
Facebook
Keep up, running and protected
The technological devices in my classrooms always seemed to have problems and it impeded my learning.
Start updating some of the computers around campus. Too many classrooms have outdated equipment/programs that hinder learning.
Update computers?
Keep information confidential
Fix the secure network so people don't have to remove security software from their computers to use it! (Or straighten out the fellow who gave me that answer, and help those of us who have that problem!)
Assist with adding more computers in the library, if that's under your control/budget.
Provide more information on how to use blackboard
training
This survey has alerted to me to more possibilities.

Be more fast and efficient.
Successful implementation and proper follow up and fixes
help when laptops do not work properly.
Please provide internet access in the UNF nature trails!
Increase wireless range
Ensure wireless internet is fast and available.
Better coverage on WiFi
Staff ITS with knowledgeable people.
I'm a new student (transfer) and have only attended one semester and haven't had to use much of the services provided other than my student account access. Therefore, I cannot comment on this question at this time.
Anytime I need them while working here, they always respond quickly to my computer needs.
Tell people what services they provide.
Take a look at student computers to help diagnose issues they may be having that are preventing them from being able to work on school projects. (Preferably fix them too even if there is a fee involved.)
Helping manage personal computers
get rid of slow old computers in the classrooms
Help make it known to students what benefits they receive for being students at UNF. Cheaper software, help with personal computer repairs, etc...Maybe put it in the school newspaper occasionally...
improve wireless services
Be user friendly to all questions and students
education of ITS dept.
Make it more accessible to students through facebook or other
fixing computers

increase the wifi area
Listening more to the students that come see them for help. My roommate got turned away after coming to ITS for help with a virus problem and UNF said she was wrong and sent her away but then quarantined her computer and wanted her to come back a day later so they could fix the problem they said she didn't have, but instead she went elsewhere. If she hadn't then she would have been a day without her computer which for a college student can be very difficult.
faster response. They seem to always have to call you back or email you instead of being able to take care of the problem when your on the phone.
Hire more experienced staff that can fix more complicated computer problems.
Maintain the technology present and make sure it all works properly. Also, increase wireless internet coverage and reliability on campus.
Make them more available, especially on the weekends.
Have more friendly staff working in building 42.
easy access
Less holding times while calling
train professors to utilize Blackboard and other E-Learning Tools available
Having experienced workers
a) block cell phone usage and non-essential/ non-education uses of library computer, like listening to music. I really angers me to be prevented from reasearch by someone checking their Facebook for 2 hours or interrupted by the next guy with unlimited minutes talking and surfing or gaming, often with the same person.
Improve access to Bb.
increase the wireless connectivity to some buildings/classrooms like building 39.
Continue to upgrade to state of the art projectors and computers in the classrooms - like those in Bldg 54.
Make sure the computer and display systems used by the professors do work when required and work fast.
they can get it together and fix problems, bot make them worse! my semester was HELL thanks to ITS. So unprofessional!
A faster auto call to respond to people who cannot log on.
Help fixing computers and stop with the instant quarantines, give time for students to fix things.

Computers and projectors for projects and groups!!!
Work to ensure that the servers don't go down and try not to do updates during the weekends when most people are available to do their work online.
Remove the Skype block on the wireless internet guest accounts
Free Operating Systems for students.
not doing surveys
Maintain Blackboard so it is always available. Request a change to the downloading of files from Bb so we don't have to go all the way back to the first page after clicking to download the file. Large hassle!
Communicate with the other departments on the ITS requirements, ie. length of passwords.
24 hour service
You are doing so great already!
i dont know
wireless connectivity in all areas of the campus along with more exterior outlets near tables.
Kekekekekeke
Keep campus wireless up and running. Possibly upgrade to a higher standard when available, so signal strength is good all over campus.
Everything is great so far =>
To actually be around when I need help, would be a good start.
Faster, more reliable on campus computers. It seems as though if one is not using the computers with the Matthews Building or the Library, the computers are extremely unreliable.
Make sure classroom technology works as advertised and is fast.
classes on how to use Microsoft Office correctly
Make they IT services more widely known, have teachers mention IT services or post permanent flyers
I think they are doing a great job, i dont really have any technological concerns on campus

Hmmmm?
Protect personal information, by providing updated virus protection and spam protection in unf email
allow for multi-OS compatibility
YOU NEED TO STOP THE UNF.EDU POP-UPS RIGHT AWAY. This is so annoying and makes me not want to use my laptop on campus. If a prospective student asked me about UNF, I would say the classes and professors are great, but everytime I log on to the internet with my laptop unf.edu pops up like five times and I lose a lot of work and productivity, so if I were you I wouldn't go to school here because that wouldn't happen at another school. As you can clearly see this is a huge problem for you to fix. My email is N00666025@unf.edu, I would like a response as to why this technical issue occurs, and if I do not get it I will go to Student Government, the President, the Dean anyone who will listen and tell them to cut ITS budget and replace their personnel. I will unite my fellow students, I have heard others complain. This issue will not die, fix it NOW!!!!!!
Wireless throughout the entire campus
Please provide better laptops in the library and make the wireless internet better. I am not sure if this is the right survey but please fix those areas
security and education
Upgrade to Windows 7.
faster internet
Regardless of the speed of internet service, Blackboard is incredibly slow and often unresponsive. Also, internet service on campus needs to be faster as even doing things that don't require much bandwidth like doing research for projects can be quite sluggish.
Upgrade their wireless service, get rid of the security portal gate since it messes up my internet service
educating students so that they are aware and make use of the beneficial things you all provide
N/a
More stable internet access, especially wireless, and more stable servers...particularly when semesters are coming to a close.
let me know more about it. where it is located what you can do for me, can you fix my comp, does it cost anything
central location on campus
Better wireless service on the upper floors of the library.
Keep software up to date.

Be up to date with all the latest technology and services.
Give the students a secure wireless access on campus.
Keeping up the good work with ensuring all technology is in proper working order.
Provide more stable/reliable wireless connectivity around campus
If a professor calls for tech assistance in a class the response time needs to be faster. Too much time is wasted waiting around for techs.
Realize that the English department uses tech too, and improve the classrooms accordingly. Make wireless network faster.
Continue to be available and dedicated to serve the students and faculty.
I'm not really sure.
keep up the good work!
First of all, this survey makes hardly any sense to me, and I actually do know about computers.
More reliable internet connections on campus.
Anti virus that supports every student's computer program
Help off-campus students like they would help on-campus students.
more wireless on campus
Better wireless!
Improve the UNF web site to make it easier to find major requirements. Would like audits immediately accessible based on my major. Would like to be able to find degree requirements without having to know www.unf.edu/cces... seriously.
I like to use mac's and pc's. It seems like mostly UNF uses PC only. This isn't feasible with the diversity of projects we have to do now. Some projects just come out better on a mac. So i would say have a few more mac's with as many bells n whistles as your pc's have and it would help students out a lot.
Help students understand how to use the wireless on laptops and cell phones.
Constantly strive for the top of the line software/hardware to maintain IT cutting edge
Improve web browsing for UNF websites, specifically the controllers webpage. Keep information on webpages up to date. please.

?
get a better network
Keep all programs up to date.
I think there is nothing else ITS needs to improve on. I have no complaints whatsoever.
redesign the course registration website to improve navigation
maintain and strengthen wireless and improve/update classroom technology (lighting and remote control is very important - getting stuck up in the corner of a dark room is not the way to make an effective presentation.
continue to be available when students' technology fails them
Supply students with the outgoing server setting and incoming server setting for all types of phones so that students can access their emails via their phones. (Android, iPhone, etc)
Update the computers/projector technology in the classrooms. Teach professors how to use technology.
That group study room thing you were talking about seems awesome
Utilize remote collaboration-this is the way of the future. Maybe a few more macs though you have done well in supplying them in the library.
More study areas with computer labs
improvements with previous issues.
Post notices of how long the system has been down and when they expect it to be back up.
Reliable wireless connectivity. Upgraded computer hardware in 50/3124. Running pentium 4's in a lab is a joke.
make it easier
Ensure Blackboard is up and functioning consistently. There are major problems with blackboard being "down" and students losing tests, projects and valuable time.
FIX blackboard! I liked it in 2008- it was great! Now it sucks!!!!!!!
More reliable wireless.
Make the technology in the actual classrooms more reliable. Namely maintaining functional equipment like projectors, speakers, etc.

the personality of the staff
Making MyWings/UNF website less complicated
More wireless connections around campus
Work needs to be put into improving blackboard including the access to documents without entering blackboard twice
Petition to force University and all other state employees to take a pay cut in light of our current economic crisis.
Respond back to issues regarding computers and projectors in classrooms more quickly. Also make wireless internet more accessible.
Being more available to assist students who have technological needs.
Provide rentals of more equipment. ITS should help students in the graphic design department rent (or provide for cheap) Computer Software, such as the Adobe Suite. Those programs are hundreds of dollars. Also, they should consider renting out video cameras and equipment for fine arts and mass communication classes, As well as other technology students can't afford to purchase on their own.
not sure
making itself known. i don't even really know what ITS is at UNF and what it does. this would be the first step.
Make sure that computers are up and running.
Provide more reliable wireless servers on campus in more areas
keeping the server up.
allowing the campus to have better wireless
Make students aware that such services exist and that they can go to them for help. Give updates about changes.
Making wireless internet more reliable. It usually works well, but during high-traffic times (exam weeks) it was problematic with loading speeds and connection to the UNF servers
Please increase the space available in our UNF mailbox!! Several students have trouble with the limited space available.
Keeping the computer lab open longer.
I have no idea. I know nothing about ITS.
Faster response times to requests and better upkeep with equipment and software.

Better maintain classroom technology.
Always be available to the students living on and off campus.
Put information out there a bit more; keep everything functioning
Please solidify the WiFi infrastructure, making it more reliable in all academic areas.
As far as I can tell the services are great now!
More memory. No Vista.
keep working
Keep the technology current in both hardware and software. i.e Windows 7 and Office 2010.
Decreasing technological problems in lab classrooms.
Continue to improve collaboration technologies like Blackboard and provide access to development and learning environments, it would be great if we had more environments like osprey where we could do development on our own and for projects, maybe a personal Windows environment/VM
Just keep BB up and running and try to rid its problems.
Let all my messages from my email be forwarded to my personal email for better organization. *The email will not forward unless it is sent to only me personally. It will not forward if I am included in a group.
"how to" classes
more Adobe Suite computers
Making sure that students don't get locked out of quizzes or exams posted on Blackboard.
Be able to answer questions, and repair any computer complications or issues.
I guess I have never needed ITS help, but if I knew more specifically what kind of help they offer, I would use this resource more
a presence in the library
IDK
keep wireless network system up and running

Make room in budget to upgrade projectors and computers used in the computer science building. kind of sad to see slow computer and old projectors in a computer building.
keep our important info private
im not sure
Reliability of technologies in the classroom.
Continue to keep up to date with recent technology.
N/A
Ensure there are no Blackboard blackouts!
Put info on facebook to reach students faster.
stay updated on the latest technology
wireless ipmrovement
quick and efficient services
not allowing virues through UNF's network
Please enhance the on campus wireless. There should be no place on campus where you cannot achieve a full wireless signal.
Get stuff on facebook where people can ask questions and get responses.
Faster response to questions submitted via email. More information about how ITS works on UNF's website or through email.
Make services more known/ active advertising with specifics
Allowing our passwords to last longer than 3 months or perhaps provide some sort of software that will automatically generate our myWings password
Upgrade from vista to 7, turn off a lot of the UI stuff that slows down the computer before creating the ghost image to copy over.
Reliable internet in the library. In group rooms we're being booted off line in the middle of tests etc.
Quicker response to tech problems in the fountains.
Updating the technology in the classrooms. Fast and reliable machines are necessary, otherwise students are sitting and waiting for class

to continue while the teacher stares at a loading page.
Try to contact students in a timely manner if they are doing maintenance or have something posted on mywings stating there are issues going on.
Better access to secure wireless for ALL students.
The most important action they can take is adding adobe applications to the computers in the library.
there are still some places on campus where i cannot reach the internet. In a lot fo situations in my classes the internet has become an invaulable tool.
To make the entire UNF campus wireless.
Have UNF setup on Gmail instead of OWA, get blackboard setup for UNF students to get on PDA's.
Fixing Safeconnect!! I have made numerous trips to ITS because my computer quarintines me for no reason
virus protection
protecting my personal info and privacy in the UNF system
Provide technology that is cutting edge, but after the vast majority of bugs have been worked out (unlike email or blackboard).
Finally. CHANGE THE FREAKING 15 WORD PASSWORD RULE. My banking password only needs to be 7 characters for God's sake. Do you know how annoying it is to type my regular password ***** followed by 1234567890? And then when the password needs to be changed every 180 days, I change it to 0987654321. PLEASE CHANGE THIS. If you guys can't do manage security with 9 character passwords, you aren't very good at it, are you?
Communicate more effectively with students
Fix the wi-fi on campus!
We need access to more journal and articles as do other universities. We can no longer hide behind the excuse that were are jot as big as other universities
quit making me have to uninstall skype or limewire just to use my laptop in the library. i randomly have to uninstall these programs because it locks my computer from being able to get online
I would like consistent internet service. some times internet access is fine, but other times it is really slow.
have word office suite 2007 and SPSS on all campus computers. Building 51 has Word/Excel 2003 why?!? My class on computer applications is being taught on 03 and not 07, that does not make much sense
Nothing

n/a
Email everyone with changes being made to technology services for all the students and faculty on campus.
Maintaining internet availability to students at all times.
Better wireless in dorms
remain reliable
Make sure all staff is properly trained to use the equipment.
Make students more aware of the services you offer-- free seminars, demonstrations, etc.
Investigate the latest technologies and how they can improve UNF.
Have sessions where they go through software usage and be more readily available to help students.
Revamp Res Net. It is the most user un-friendly program I have ever encountered, I can't even imagine what someone who unfamiliar with computers does when they encounter a problem with Res Net (Which I am sure happens quite often.) Also the wireless internet is terrible inside the dorms. I have checked the wireless maps on the UNF websites and the wireless does not even reach my dorm. It's a joke that I am paying the same price for housing yet receiving sketchy wireless signal.
Just to keep on improving and let people know about the technology services and how to access the internet on campus.
get better software for the computers (i.e. Photoshop for Graphic Design majors)
Don't know
Maybe be able to fix electrical problems with devices besides software
I don't know, they have been doing a good job thus far.
Continue making sure there is spyware on the computers.
Ongoing maintenance of existing computer labs, expand labs or add another computer lab - not enough available computers
Improve or simply remove the proxy server, speed up internet.
Just to ensure that all classroom equipment is working properly.
hire more ITS people to help will be more available

More outlets in classrooms. Staff should know more about the inner workings of Black board
Having a better structured and easier to navigate website.
I think they do a great job!
Make sure they let in coming freshman know they have to download the anti spyware software if they don't have one already.
Upgrade overall internet security. many viruses seem to be able to get through, and my personal firewalls need to catch them. they should be caught before it even gets on my computer
better wireless access and better communications.
N/A
Make sure every resource is up and running
Make your presence known amongst the students. You're looked at as staff among the ranks of high-paid janitors. You should engage with the students more and make yourself a new image as well as explaining to people what you guys really are - UNF's backbone.
Make sure all features are in proper working order.
fixing the internet access in the dorms and on campus
Out send emails from mobile devices
get some budget increases
better service, the one time that I used you it was horrible and will never use again,
Helpful insight when needed. And technology available.
-
keep it up... just provide your assistance and we'll be happy
Protect my private information on my computer. (Viruses, etc..)
Have computers in the computer classrooms.
Open up the lab hours, extend the hours.
I think it would be absolutely wonderful if our student email at UNF could be accessed by a 3rd party application or POP client. It's a bit of

a nuisance having to login to MyWings to access a web based email client when my computer/iphone could automatically check for new messages for me.
Better wireless in the dorms!
More advertizements for students to know that the services are available
Not sure.
Keep out the viruses and protect the personal information of all students and faculty.
email
For now, I can think of nothing to change to improve their services. They repair computer problems in a timely fashion and work well with their "customers," informing them of what the problem is and that they've taken care of it.
Human factors: a phone number to call if needed
honestly I have never read much about ITS
I would like to say that on the part of the survey where we are asked to rate 10 items and use a separate number for each item, I struggled with how to rank them. In my opinion, everything except for the training and one-on-one technical help should be a number one priority. Protection of personal information and integrity of the campus network from spyware, bots, rootkits, adware, viruses, etc. should go without saying. Expansion of the wireless I feel is very important because we have a fairly small campus yet our wireless coverage is very poor in most areas. In fact, I will have difficulty getting wireless within different parts of a building, much less in between buildings. Technological advancement should also be a huge priority, and teachers should at least be trained how to use technology to improve the classroom experience they offer students.
To quit filling my laptop with viruses everytime I open documents from Blackboard or the UNF website.
maintain security against viruses, etc
I think they can either hire more people to work on computers because the wait time and improving restnet so it comes on first.
Greater availability to students, I was unaware of all the services ITS offered until taking this survey.
nothing
I guess I haven't had any problems so I haven't sought them out
n/a
make ish easier for students ... we already got to deal with enough bullshit

Virus protection and keeping Blackboard running smoothly.
nothing that i can think of...they seem to be doing a great job so far
The wireless in the Fountains is pretty spotty, so I think they should do something about that.
You can actually inform the students that they have access to their student drive from their home computers (although I still cannot get mine to work) Furthermore, you could spread the word that wireless printing is available anywhere from campus. I am a senior, I learned this 2 days ago... from an exchange student. Ridiculous.
None I can think of.
Improve the wireless, especially in The Fountains.
volunteering students that are capable with certain software issues so that the "small stuff" can be taken care of while anything malicious, or catastrophic to any type of technology can be taken care of quicker. Also there are plenty of very cheap and effective ways to further our wireless area without buying new or more powerful servers and/or transmitters.
Upgrading computers
no crashing computers
stop using blackboard. There's got to be something else available. It's forum functionality is especially bad.
Make sure all computers on campus are updated with the latest software.
Help students one on one
Blackboard, in my opinion, is slow and unreliable. It is really sub par whenever I compared it to my brothers Blackboard at JU, where he is getting his MBA.
technology
Continue to research for leading applications that will make students technology experience a lot easier and more efficient. Students already have a lot on their plate in terms of their classes, technology should be the least of their worries.
Be prepared, quick, and courteous.
I don't know.
Improve reliability of class room technology.
Unsure

Maintain wireless internet service in the dormitories
To not require us to authenticate every time we turn our computers on. It should be a one time deal.
provide better service to the students
provide more information, maybe give daily tips on mywings page (just as "word of the day"), more accessible help desk
not sure, I am mostly satisfied with the services they provide
Maintain the system
Stop quarantining and making it impossible to even fix the issue. If you cut someone off from the internet because of their anti virus then they cannot update the software because that requires the internet. I personally think you are a bunch of idiots.
N/A
help increase wi-fi to all the rooms of the dorms
Fix Blackboard so I don't have to load the page twice just to download a document for a course.
Keep the speed of internet consistent throughout the day.
Hire more people. We need same day help.
SERVERS!!!!!!!!!! Xbox Live randomly disconnects
Better facility, more centrally located.
I am not sure
Allow the unf e-mail to be compatible on the iPhone. Since the new update of the webaccess e-mail it doesn't work anymore. Needs fixing.
Update hardware and softwares
Make more user friendly for Apple iPhone.
When registration is open, the system moves slow and it is hard to use a laptop with wi-fi during these times.
To not mess up what is currently working.
I have no idea what they do...I've never had to call them. So I think this is N/A.

Provide better internet connections and networks, as well as increasing wireless on campus.
Work on accepting more protective software please, AVG used to be okay and then ITS told me I had to add another Microsoft program. Seems redundant to run two programs and I like my AVG.
N/A
Upgrade hardware in the engineering building and improve the reliability of wireless networks around campus.
Unsure
stay on top of updates, keep students informed
getting rid of computer viruses
Send campus wide e-mails notifyinf facullity and students about when things like my wings, or e-mail, or blackboard will be down for whatever reason so that we have time to prepare.
Maintaining and improving the wireless networks on campus.
I think a group study area where you can work on projects, etc. would be awesome!
Further educate the employees in the field of microsoft's Windows 7 and its numerous issues on crashed bootup files.
Give out some sort of e-mail to let students know what is going on.
Ensure that the plugs in all the dorms actually work so when you want to plug in for internet you can. And make sure the wireless actually works.
More visible
provide more computers in library and more places for study groups.
As stated earlier in this survey, there has to be a solution to the Skype problem. I remember, and I don't know if this has changed (I've been afraid to test it), but it seems if you turn on Skype on the UNF network, they won't allow you to reconnect unless you uninstall Skype from your computer. Uninstalling a program should not be required to log back onto the UNF network . . . especially when there are other networks around campus that you can connect to and avoid that all together!
give students step-by-step directions for the newest techonology services.
Get rid of vista maybe. lol. But I am sure of all you feel that way anyway...
I suppose they could more avidly present what exactly they do. I have no idea what they do, specifically.

N/A
Check all classrooms to ensure technology is working properly.
Keep up the good work
Wireless service at the dorms better.
not sure
improve security
Keep software up to date; continue keeping things secure.
More staff.
Through my personal experience I have found certain rooms in Communications department have horrible to no wireless capabilities. On a strictly self centered look i would have like to have been able to access wireless through out my college career in these classes.
no more resnet
none
Maintaining servers that don't crash or become over whelmed by the volume of people logging on. Working to keep the computers on campus working.
The residential wireless networks are almost worthless, the connections are much slower than dial-up any time day or night. Enabling users to download their email via POP would be very useful and convenient.
Continue to do a good job
Teaching the professors how to effectively use classroom technology and blackboard.
Continue to strive for student satisfaction and listen to student feedback.
Better student service. E-mail improvement so that the UNF e-mail will work on iPods
Keep students updated as to how to update their own information. I had to change my password and it expired and i had to go to the help desk for instruction.
INCREASE MICROSOFT/BLACKBOARD EMAIL SPACE!! I'M SICK AND TIRED OF BEING NOTIFIED THAT I DO NOT HAVE ENOUGH SPACE OR THAT I HAVE TO ASK FOR MORE SPACE FROM ITS...WHICH THEY HAVE NEVER GIVEN ME
Provide better technologies to Engineering students and remove certain blocks from security if it isn't vital.

Stop making us authenticate every time we sign on!! Also, there is no legislation saying schools must prevent students from downloading. Cut it out!
It could be a little more clear on how to fix something.
That we have more computers available when needed
Wireless internet.
Better and faster computer equipment in the classroom and labs.
more stable network
Please make the navigation of mywings easier.
Faster internet! change the password length! Learn how to fix computers! and don't kick off xbox connections because they strain your routers!
Teach professors how to use the DVD players!
Stata
More wireless access.
Notify students of additions to available technology (particularly distance learning/online students) and how to access and utilize it.
Research to be at the cutting edge of technology and implementing it.
actually upgrade firefox...
Allow free printing outs and double side printing
The Computer lap
Most important action is two fold. Fix Osprey so it does not freeze as much, and so that it doesn't slow down terribly. And fix the wireless so we can get onto Osprey from our laptops.
I'm satisfied with the current services provided
a space for collaborative work where you could meet with groups, design projects, have assistance with projects, and practice presenting projects.

blackboard		
Teaching you how to use computers well		
Alert students for any changes in blackboard		
IT support for blackboard, myWings, and the general UNF technology required for me to use to complete my classes.		
More friendly		
No comment. Just keep up the good work thus far.		
choose a better password requirement		
imporve wireless internet speeds inside UNF Library, some times is so frustating using my lapto in the library!		
Hardware support to students who need help.		
To have access to internet in all campus. I don't have any in building 45 first class and I would need it for my class.		
no to disrupt availability of blackboard and e-mail to students during semester time		
Increase internet speed and provide more computers at the library		
Please make sure the wireless network stable and UNF website not down as much as possible (including blackboard)		
Change the company services.		
During exam weeks, the wireless is very slow. fix that please.		
everything		
give a recorded handbook over ITS campus facilities, including hardwares and software packages available		
Wireless on housing.		
	Valid Responses	503
	Total Responses	1338

Please share any additional comments you have about the services provided by Information Technology Services.

Response
I've contacted ITS in the past for help with technical problems and have been very pleased with the outcome.
I believe ITS is a great department and has a lot to offer, but if ITS continues its practice of being so difficult to access, the community here will continue to go elsewhere for help and services and not bother to familiarize themselves with the department or what it has to offer.
IT help has always been courteous and effective
N/A
i appreciate the remote logon and VPN. they are very helpful. i wish its had skipped over windows vista and went directly to windows 7 however, as the older machines are very slow.
The services have positively satisfied my needs. The staff are courteous, helpful and knowledgeable.
the staff was down to earth, reasonable, and really knowledgeable. they were friendly and they fixed my laptop super fast. and for free. which was the most amazing thing in the world. so, thank you so much for that service-- please keep it.
Don't get caught up in trying to be a "cutting edge" department. As much as that is important at later stages, get the basics working on a consistent basis (ie: not getting kicked offline randomly or redirected to UNF homepage, not waiting 20 minutes for a proxima to kick in, etc.). One that's handled, then expand the scope of the department.
-
lighten up
they fixed my computer for me and it was great!
Sometimes when I am on the wireless network and I visit google.com or yahoo mail, I am redirected to the UNF homepage. This is a major bug.
more student work program for learning ins and outs of all it/computer science skills
No comment.
Unblock Skype.
Service by UNF's ITS department is invisible and effective; an excellent combination. I have experienced the ITS department at FSCJ (FCCJ) and what they have done in the last year is an absolute disaster: Loads of problems and restrictions, limited technical support to help find solutions, and help desk personnel with bad attitudes; it is just like a commercial enterprise. We have room for improvement, but it is only a budget problem, our core management philosophy is working great! Please keep doing what you are

doing!
The only issue I have ever had/seen is with the devices in classrooms. Computers not functioning etc. Also, my password did not work, even though I got no notification whatsoever that it was about to expire.
n/a
- losing programs on classroom computers - class had to move to another lab to complete assignment - believe it was Soundslides Problem with IE - many times what we are doing in class means we go to the internet for some definition or source/ happens upon occasion - one time nearly every computer in class was fighting with IE - not all, so it is a computer by computer problem
I personally haven't had many instances where I need ITS help.
They are friendly on the phone and provide basic support. Customer service personnel are not responsible for the lack of internet bandwidth required for the number of users on campus.
NA
All in all, it was as good as expected. I don't really have any serious complaints.
none
I love ITS.
ITS is righteous and cool beans yo.....
I realized that they were pretty convenient to answer questions that provided me with enough information to provide a way to solve miscellaneous problems that i was having over the semesters I had already.
the students in the computer lab are helpful and knowledgeable
My computer had a virus, I took it in, and they solved the problem. It took a few days longer than they estimated but they DID fix my problem Thanks!
I love the fact that there is SPSS on the computers in the bldg. 15 computer lab.
n/a
Overall, ITS is very helpful and provides great service, but the staff could be a little friendlier
ITS does an exceptional job.
I am amused by young men who instantly assume older female students/adjunct instructors are dingbats concerning networking and technology. It never hurts to be polite and respectful -- a dismissive attitude is generally inappropriate.
I'm a very computer minded person, and know how to work my device backwards and forwards, I use both my laptop and my Apple iTouch to access the WiFi on campus, and ITS is there if I need any help, my only gripes with ITS are service outages, but I do

understand that they are bound to happen. I do believe there should be a few mandatory classes on the services offered by ITS (with a test you can exempt out of them with...), the class that the library teaches on their resources (such as databases and NetLibrary...) is very helpful, and some people aren't aware of the resources available to them. I also think that the myWings Web Portal should be a little more Mac friendly (such as paying your bill) as I see a lot of students with Apple computers.
ITS installed FORTRAN on my computer and hooked up my computer in my office. The guy who set me up (Juan) was very nice/professional and worked very quickly. He should get a raise!
I have used ITS when I let my password expire. They are always helpful. I am an audit student, so most of these matters do not apply to me.
Question four was structured incorrectly. Since I was forced to use each number only once, my answers do not reflect my true beliefs.
Sometimes I am not able to access google or gmail directly because the url defaults to the UNF homepage and I find this annoying.
Much appreciation to the ITS.
I think blackboard and the online library databases should be more reliable!
Again, I appreciate all the help from the ITS HelpDesk via phone. They are a wonderful group. Very friendly and patient!
A conveniently located help desk in the library and in the student union area would be very helpful.
I have only used the ITS service for repairing my PC of a virus. My PC is now working well and I'm very appreciative of ITS for fixing my computer. Unfortunately I'm unaware of the other services provided. One which I do wish was available is computer upgrades. Possibly a Computer Shop where a student may drop off their computer to have hardware, software, and other applications installed to enhance the overall performance of their computer. This could possibly be a establishment where qualified students in this field could be employed to provide this service at a small fee. There an employee (and ITS technician) could gain experience in the environment of interacting with customers. It could also provide revenue to the ITS, UNF, and the appropriate college. Funds could be use to purchase the best technology available in the market, keeping UNF on top of it's game in this aspect. In addition, I have one suggestion to upgrade classroom technology. Best Buy recently ran a commercial where a person walks into a room, carrying their laptop, and instantly the webpage was projected onto the television located in the same room. No wires were connected and it was in a matter of seconds. Regrettably, I've forgotten what this was referred to, but I do know from personal experience that Best Buy Geek Squad has the answer. To me this would be an ideal piece of technology to enhance the classroom; professors could enter with their laptop in hand, material ready, and instantly begin the lecture. This would reduce the time it currently takes to set up the lecture if Professors come prepared and are trained in this technology. This would be the first program I would purchase for the Computer Shop. I would like to continue but I need to resume my studies. Thanks again for fixing my computer! It works great thanks to the ITS!
For the larger lecture halls, the microphone system doesn't work most of the time.
Whenever the internet is down, ITS is never available to take anyone's calls or concerns. They do not try and fix the problem at hand.

It has been very helpful to me especially when DCPS's and UNF's systems were not compatible
This is not directly a ITS issue, it is a professional development issue for faculty. It was obvious this semester that one of my instructors was clueless about BlackBoard. PLEASE work with your professional development unit to insure that professors (adjunct or full-time) receive training after software upgrades. It was embarrassing!
Good job they do.
n/a
We need more printers on campus where students can print.
none
everyone i've encountered so far has been polite and professional.
Keep up, running and protected
Unfortunately, you guys do a great job in a field where we only think of you when things go wrong. Keep up the good work!
I have always been pleased with my service but don't know everything offered
I think ITS is a great resource on campus. I have used the help desk many times and been satisfied. However, when I brought my computer in because I was having issues with connecting to the internet. The staff there was very rude to me. Otherwise everything was ok.
I am very pleased with access to technology on campus.
The links (payment links, link to the Wall Street Journal) on the MyWings page have never worked on any browser that I use. The payment links have not worked once for all three years I have been here and the only way I have been able to pay is through mobile Safari (iPhone)..
Needs improvement
None
N/A
Thanks!
Stop telling me these services are only for professors.
they have always been helpful and patient than ks

It is a little annoying that I get Blackboard downloads treated as if they were any other file- that is, they are blocked.
I have always found ITS helpful.
I cannot even describe how horrible ITS is. This is the WORST service ever! I will not be dorming anymore thanks to them and their service. I had to pay over \$300 for a professional to fix the problems ITS caused with my laptop. and YES, it was ITS.
Thank you for always being so patient and helpful at the help desk. Great student workers.
Blocking SKYPE messes up my computer....
I have only been able to log into the guest wireless. It would be nice to be able to log into the secure one we were told was available during orientation but I cannot find how to log in and no other student that I've asked knows either.
Great service, wish we had more computers dedicated to special projects that require a lot of computing capacity.
They have helped me correct many of the problems I have had with logging into MyWings and my email.
Thank you!
no comments
Courtesy of 4chan.org
I find randomly smashing buttons more helpful than ITS.
I have appreciated ITS help over the phone and at the lab.
Need to extend the Wi-Fi capability to other parts of the campus because some students don't want to spend all day in the library and/or indoors doing homework. I enjoy the fresh air while I do my homework.
I like the ITS dept very much and have never had anything but good experiences when contacting them
I'm satisfied with ITS.
the blackboard sites aren't being utilized by all professors
Outlook automatically logs you off of e-mail after a certain amount of time, which is too short. I have been trapped writing long e-mails several times, and when I go to send a long e-mail I find I am logged out and all my writing is lost. This is ridiculous. I should have control of when I am logged off of Outlook for e-mail. I lost several very important long e-mails this semester due to the system automatically logging me off.
I think we should have Skype

N/a
Excellent service
The computers take forever to load up Firefox, install Chrome please.
I just want an up to date version of java on the osprey server.
=)
News flash: having alerts about the wireless network being down does no good when my computer can't get online to see it. I receive these alerts if I go to the library to work; by then, I'm well aware of the network's failure.
The only frustrating issue I have had this semester is with the 30 min. automatic log-out on blackboard. A number of times, I have been taking an online test, and when I submitted the test, I received an "error" message. It is very difficult to be taking an online test and remember to save every 15min +/- . I know it should be every 30 min but on both occasions I lost my test and I'm sure I saved (at least) every thirty min. Thankfully, the professor was understanding.
Dont waste to much money over duing it
It is apparent based on the last question you asked on the previous page, I am responsible for knowing more about ITS and there is something available to read. My bad.
Overall I am satisfied with UNF's technology.
Help Desk is always polite and helpful
N/A
Keep up the good work!
Whats up with all the changes during the middle of a semester?
Help Desk people have been very quick, helpful and effective the times that I have contacted them. All good attitude. Embodes confidence :)
group study rooms! yay
NA
none
Make it easier and less of a hassle to download files from blackboard. It is annoying to have to go through the same steps mulitple times to look at the class syllabus or powerpoints. I hate that stupid error message!!!!!!

I had excellent help from Jennifer Phillips.
Other than the blackboard issue, IT does a great job!
They do a good job.
I have not really used ITS, although I am sure they provide great help with computers.
You have to advertise. Commuter students are the majority of UNF students, but we are very disconnected. We rarely pay attention to Student Updates because we rarely come back to campus for events and groups (unlike those that live on campus). I think the facebook and twitter is a good idea. And perhaps your own update emails, or posters... a link to ITS website on the desktop of every computer. No offense, your website sucks. You should consider using the "in-house experience" the new student government is boasting about and have graphic design students compete to re-design it? It is not very interesting or accessible. It looks like it's for staff not for students.
I think that ITS should make sure that all computers are in use on a more regular basis.
They are really helpful and efficient.
I am a transfer student and I could be better at accurately describing my feelings towards ITS if I were made better aware of such services. It should be a seperate e-mail to stress what it's about; not lumped in with another e-mail.
none, thank you
I love how I get virus protection through the university.
They are very nice.
Overall, good service.
I think everybody just assumes the computers, the printers, the software, Blackboard, wireless connection will just be working everytime we step on campus. I think the ITS is an unseen but very important aspect of a student's ability to be a successful.I feel the ITS dept goes unappreciated. People tend to get ticked off when things are slow or broke, which is probably not often, and forget to thank the ITS dept for their work day in and day out.
Thank you for your work that makes so many great things possible at UNF!
none
na
n/a

N/a
besides Blackboard functionality, the technology provided by ITS is adequate and satisfactory.
What does the library have against skype?
This survey was too long
Overall, very satisfied with the immediate response and knowledge the staff has thus provided so far!
You need to have regular checks on the videogame and other systems in the fountains.
I have never had to wait more than a day for help and I feel there is so much more I could do to take advantage of what is already offered. Thank you for all that you do!
No comment.
The wifi in the dorms, the crossings atleast, is pretty bad.
I don't use it very much
Expanded wifi access so that every room in every building is covered as well as all outdoor space in the core of campus. Currently wifi access is good around and in most classrooms and spoty nearly everywhere else.
n/a
nada
Thank you for your support.
N/A
n/a
no comments
The staff is very informative and helpful and treat students in a timely manner.
Unf needs a mobile app or mobile site!
Can be very useful.
They are very helpful!!!

Make it as convenient as possible to get work done on campus
Wonderfully helpful for all my issues, large and small!
old guy in ed tech lab need to take a break, it was hilarious when he snapped at us because we were laughing.. on a monday afternoon when no one else was in the lab during finals week.. chill pill, much!?
-
They have been great so far!
NA
I am a novice user. Found lots of difficulty initiate my labtop on campus. I wish I can bring it on campus to receive help on the first day
The ITS has done a good job keeping up with all the technical services.
n/a
I think the services are good.
thanks
Keep up the good work
n/a
blah blah blah
Overall pretty good
N/A
It is very good. I have no outstanding complaints.
I like the wifi and think this should be broadened. Also, tell the people in charge of parking that it SUCKS!
Please create an android App. that we can download to our phones for my wings. That way we can easily log in from our cell phone to mywings and be up to date with todays technology for cell phones.
I like the ITS on UNF.

None.
The computers in the Matthews lab can be extremely slow sometimes.
Unsure
Thank you for keeping me up and running (technologically speaking)
In three years, I've never had to use the services provided by ITS department, however that changed this year and I went in for assistance but was unable to get any. I was very disappointed in that I can't go off campus just to get someone to look at my laptop for me. I think ITS needs to do a better job at assisting students.
Keep up the good work
So stupid. You cannot just cut people completely off from the internet. I think ITS just wants to try and cause students at UNF to fail at college.
N/A
none
I don't have additional comments
As long as the wireless internet works consistently and is fast and is secure (as it has been) then I am satisfied.
Thank you to all the people answering the help desk phones that are always very patient when students need help.
n/A
I know that they are busy and they provide support for many class rooms and the technology in them. I am always glad to see them show up when the computer isn't working and we need it for a class presentation or lecture. They always seem to fix it fast.
i haven't had any really troubles throughout the year. it was a little inconvenient not having wireless internet in the landing but the Ethernet is fast and effective.
When a student calls from the osprey fountains and complains about a wireless router issue don't suggest im the only person because no one else has called.
I don't really have any comments about ITS. I don't think I use their services that much to give any help to this survey.
I haven't really used the ITS services in general, but the COBAtech crew are very helpful.
N/A
If the staff can't help the student because they aren't sure what to do, please refer the student to someone who can instead of giving them a stupid solution and answer.

I feel like there should be a better way for the students to know what ITS is and what they do specifically because I am not sure of all the programs and services they provide.
I was a student at Indiana University (Bloomington) prior to arriving to UNF. At I.U it was said they were technologically inept for a college of its stature. However, in comparison to the type of resources they had to what we have at UNF it is IU that has the upper hand. To summarize, I feel that a schools IT is the most important piece of information only second to its professors and teaching staff in determining what caliber of school it is. If we look to schools of the highest caliber like that of Harvard, Stanford and Yale as examples, we will see that the IT they have to use is of the best that can be found.
no more resnet
none
n/a
I haven't had to utilize the assistance of ITS or its Help Desk, however I would know how to if the need arose. Helpful information is out there and accessible.
I wish they would be nicer to students coming in to help as well as making the UNF email work on iPods. thank you.
Going to the help desk only took me about 2 minutes to update my password so there was great service there.
Good job guys
N/A
Please upgrade the Wireless network unf-secure to support Windows 7!!!
n/a
There is no spot on mywings that shows the final exam schedule. It would be nice if they made it easier to find.
You guys are very friendly just not very proficient but that can always change so good luck.
Keep up the good work.
they have so far helpful to me and i appreciate their effort in the use of information technology.and off course, for fixing my computer.
it's ok
N/A

Thank you to be so helpful and so fast to answer.		
I doubt you can find any student in UNF that likes ITS services. You guys really suck.		
increase visibility		
	Valid Responses	203
	Total Responses	1338