My Report

Last Modified: 12/16/2014

1. Have you utilized the services offered to you at the CSU Help Desk, Open Computer Lab, or Repair Shop?

#	Answer	Bar	Response	%
1	Only the Help Desk		86	12%
2	Only the Repair Shop		34	5%
3	Only the Open Computer Lab		193	27%
4	I've used all of these services		229	33%
5	I've used none of these services		161	23%
	Total		703	

Statistic	Value
Min Value	1
Max Value	5
Mean	3.49
Variance	1.54
Standard Deviation	1.24
Total Responses	703

2. How would you rate your overall experience with the CSU Help Desk and Repair Shop?

#	Answer	Bar	Response	%
1	Completely Satisfied		293	42%
2	Somewhat Satisfied		117	17%
3	Neutral		244	35%
4	Somewhat Satisfied		22	3%
5	Completely Dissatisfied		14	2%
	Total		690	

Statistic	Value
Min Value	1
Max Value	5
Mean	2.05
Variance	1.09
Standard Deviation	1.04
Total Responses	690

3. Have you used the "Atomic Learning" tool under the "My Tech" tab in
CougarNet? (Atomic Learning is an online training tutorial program with 1-2 minute
videos on over 200 software applications available to all students.)

#	Answer	Bar	Response	%
1	I have used Atomic Learning and found it useful.		50	7%
2	I have used Atomic Learning and found it not helpful.		17	2%
3	I did not know a program was available and I would like more information in regards to Atomic Learning.		151	22%
4	I have never used Atomic Learning.		483	69%
	Total		701	

Statistic	Value
Min Value	1
Max Value	4
Mean	3.52
Variance	0.73
Standard Deviation	0.85
Total Responses	701

4. What is one service that you would like to see offered or improved by the CSU
Help Desk or Repair Shop?

Text Response
The Wifi connection
waiting list for repair shop
csu help desk
none
I was unaware of the Help Desk/Repair Shop. Better Advertisement would be helpful.
I can't think of anything at this time
A computer hardware lab made available to students where they can learn computer repair and maintenance.
N/A
none
N/A
Wireless access on unorthodox devices (Nintendo products, for example)
I'm satisfied.
Don't know.
More involvement.
Nothing, I'm satisfied
n/a
N/A
the wifi
not known
help desk
nothing
N/A
I don't know
nothing
The WiFi is terrible. It almost never works consistently or reliably.
FREE repairs, we pay a Student Technology FEE for a reason. It is ridiculous to have to pay extra on top of that.
Virus cleaning software so that students can clean their own computers
answering the phone
I don't know.
n/a
more pages per semester
N/a
i never used any of them
Nothing. I can't think of anything that needs improving.
Laptop fixing
n/a
Tutorials and information on all services/programs available.
Wifi needs to be improved.
Sell used laptops
how long they keep your computer
I haven't used the repair shop, so I cannot speak about that. My CSU email was compromised during the summer when I wasn't using it, they had all summer to fix it, and I still had to go to see them in person during the following enrollment semester to get the problem resolved. Nobody knew how to do it and kept forwarding me to another person.
improve WIFI because there several days when the connection did not work on my iPad and friends with iPhone had similar issues
Repair Shop how fast they get to your computer
N/A
ability for them to buy the parts for you and have the customer pay them.
N/A
N/A
The Repair Shop being able to repair cell phones or other devices, like printers, scanners, Ipads, and tablets. But mainly a Cell Phone Repair Shop.
ddd
Stronger Wi-Fi over a larger area of campus

n/a

Adding more computers to the Computer Lab

satisfied with service

I'm still experiences the services

Workshops for walkthroughs of certain programs might be helpful.

na

im not sure

cell phone repair

Nothing, they are doing a fantastic job!

N/A

Internet connection

the wifi

Repair mac book pro's. I brought mine up here and had apple care available but could not have it repaired here.

The keyboard i'm currently using is broken. The plastic kickstand on the back left side has broken off. Also, the scrollwheel on the mouse is not working when it wants to. I'm on CCT 124 - 15.

nothing, everything is great!

None

na

nothing

Customer service is in need of improvement.

If you don't use all your printer copies for the semester they should roll over.

phone fixing

Repairs to televisions

nothing

Email Services and D2L Service

somebody should repair these slow computers and the inconsistent wifi in the library!

Better Wifi

They never have a spot open for laptop repair. I think they lie about the amount of laptops they have. They are full all the time. They are very lazy

None

The time frame it takes to repair a computer at the repair shop.

Free coffee

actually repairing your computer

n/a

wifi

Phone repair services.

Open 24 hrs some days at week

There is little to no internet connection in the Stanley Hall - that needs to be rectified, especially being professors are requiring it for there courses to account for attendance.

a quiet lab, quicker repairs

every thing is fine

None

Improve our wifi. It sucks.

None

Keep up the good work

nothing

n/a

N/A

I can't say I have never used them

Training to use programs

This table has more than 100 rows. Click here to view all responses

Statistic	Value
Total Responses	167

5. For the upcoming year, I would like to see my Student Technology Fee used in
this area:

Text Response
Continue to improve the WiFi
Better WI-FI
idk
repair shop
Improving wireless in all areas of campus
computer lab and libary
building a better WIFI netwrok
wi-fi
Maintaining the printer in Lenoir Hall and keeping our print balance.
Increasing the capability of WiFi on campus and the availability of accessing email (separately), CougarNet, and CougarView immediately by a mobile app. Last I checked, there wasn't immediate access to these via the mobile app I found.
More diverse computer labs.
N/A
n/a
more prints, extended hours during finals and to make sure that the workers are checking to see if we have paper in the printers. maybe rent out headphones in the CCT.
N/A
Increase the speed of the wireless internet connections.
Better routers/faster servers.
What is the Student Technology Fee?
More help or assistance in active manner.
More computers
faster wifi, and windows 10
At the printing center for free prints and illuminations
To improve the wifi..
More paper allowed for copies. I am a grad student who has long papers to draft, revise and print out for myself.
I want the student technology taken away from my tution bill
Replacing the mice in the computer lab because the scroll wheels are malfunctioning badly.
more online access to journals
Better WIFI connection.
nothing
Stronger Wifi!
the Same amount
I don't know
wireless
Better Wi-fi in the library.
Faster internet
turning the flat part of the library roof into an outdoor study area with tables and places to sit.
Updated wifi system, its horrible for the amount of people that are using it. Tegrity needs to be designed so that if everyone in the class is on at one time it does not shut down or restart itself.
wi fi access.
I think the university technology fee has accommodated me in areas that I need.
The wifi here is horrible.
Improve WiFi
Making the wifi better
Wifi.
I don't know.
n/a
free microsoft office 2013
The purchase of a new Mac Lab
better wifi
Better wireless connections with more affordable prices.
I'm not sure if it is in my settings on my phone or what, but it would be great if I only had to login to the CSU wi-fi once. My smart phone remembers other networks I have

entered except this one.

I think we have enough technology

Computer lab, software, hardware, etc.

Software applications

I would like for Student Technology fee to be used towards allowing students more prints as well as extended time in the downtown computer lab.

Fix the wifi please.

improving the wifi capabilities

More computers, BETTER WIFI OMG

I would like to see my Student Technology Fee used to better the wireless access.

Maybe actually put a stapler in the biology computer lab. A hole puncher would be nice too.

Fixing the wifi.

I would like to see my technology fee dropped, but if that isn't possible, get more computers at the library.

More Paper allowed to be printed per semester please!

More hands-on technology education equipment. For example, prototyping boards, raspberry pis, etc.

In Ipads usage for students

WIFI improvements

More copies for students

Improve the wifi.

Another fee really....

paper

New Computers in Jordan Hall

N/A

Repair Shop (cell phones)

dd

Increasing wireless coverage across campus and better indoor reception.

More computers

n/a

Library. Wireless Communications

more computers available and higher amount of paper that I can print

?

Providing more student scanners (especially in the computer lab).

na

better wifi

student discounts on cellphones

Improving the wifi.

better computers and better WiFi connection.

more paper allotment

color printer

Better wifi, better computers throughout campus maybe, would be nice

Internet connection

Computer lab expansion ** parking availability . Better wifi connection. I get kicked off.

update computers in the Arnold building and the library

You know i'm gonna say it.... wi-fi.

I barely used any of my pages. I hardly used the computers. I only used the help desk once. I would just like to not be spending 7,500 a semester for a stupid bachelors degree. So just charge me less!

Better wifi

better wifi!!

None

tech used in the davidson lounge better wifi around campus

Improve the wifi

This table has more than 100 rows. <u>Click here to view all responses</u>

Statistic	Value
Total Responses	235

6. How would you rate your overall experience with the wireless access?

#	Answer	Bar	Response	%
1	Completely Satisfied		166	24%
2	Somewhat Satisfied		220	31%
3	Neutral		130	19%
4	Dissatisfied		184	26%
	Total		700	

Statistic	Value
Min Value	1
Max Value	4
Mean	2.47
Variance	1.25
Standard Deviation	1.12
Total Responses	700

7. If dissatisfied, please explain.

Text Response
WiFi Connection is like an angry woman, there's no connecting with it.
the wifi runs very slow to where i cannot complete assignments
It hardly ever connects and is often slow.
Wireless connectivity is unacceptable in the places where they are needed the most. It's terrible and it will eventually cause students not to use the library anymore.
its slow
Slow/spotty internet
even when i am connected, it would still say no internet access at times i need it most
The wi-fi barely worked and when it did, it was slow
Since I could not access WiFi using one of the laptop rentals offered in the labrary, I used Microsoft Word instead of Google Drive. Google Drive automatically saves the info so it's there once going out of it. When I closed the laptop to take it with me to the bathroom (to keep it from being stolen), I lost a whole lab report just before I was about to turn it in. It was the first time I had checked out a laptop and was not notified it loses any info if closed.
It's incredibly slow even with the ethernet sometimes. Whether it is on my cell phone or my tablet, it's not helpful and it's hard to get anything done on the internet.
Too difficult to access with new devices. Also very slow processing at times
Bad wifi connection
The wifi is just so bad. I need to be able to do my work with the internet that I'm PAYING for.
Poor connection speed. Took ten minutes just to load a page, if the page loaded at all.
Sometimes there is no serive and when there is service it's usually slow.
the wifi is unreliable and extremely slow.
Laptops have trouble connecting properly, especially on the third floor.
The wireless connection throughout campus does not connect well, or does not stay connected.
It cuts in and out.
NO access on second floor library, arnold hall is spotty and almost non existent in Clearview.
The wifi constantly goes in and out, I do not know what the problem is but the amount of money we pay to this godforsaken place we should be able to get a decent internet connection.
WiFi is terrible
The wifi is bad in the library; the one place it should be best
The wifi will turn off whenever I am using it. Sometimes it'll turn off and on consistantly, like it's spazzing out.
no wifi in rooms
wifi
the connection has been extremely poor when it comes to the wifi and I have gotten either very little reception or none at all numerous amounts of times.
In certain areas, like the dorms, it would either lag or not work at all. Another area is in the corn center. The wifi there is either lagging or non existent (mostly nonexistent).
Weak wifi
slow connection
WIFI DOESN'T WORK ANYWHERE EVER OMG
Internet connection is not the most quality.
Anytime I am in Stanley or Lenoir Hall, the wireless access is abysmal. It will either not connect all together, connect then disconnect frequently, or have very slow speeds. I have been experiencing this since I started at CSU in Spring 2011.
it doesnt work outside on campus or downstairs in lenoir
my webpages on my phone will never load when connected to cougarwave
The wifi is completly unreliable.
The wi-fi on campus is horrible.
Network in the library is always difficult to connect to
It isn't consistent. Somedays it will connect, other days it wont.
I have had problems acroos all devices, laptop, cellphone, as well as tablet
wifi is slow and in some places inaccesable
Wi-Fi is exteremely weak in certain areas
wireless is down or intermittant disconnects constantly
in my dorm we were always having problems with the wifi
Although I was connected, the wifi was slow.
the connection is weak.
Wifi keeps disconnecting
The internet will vanish or wont allow me to log on at times.
The wifi never connects properly.

the signal in a vast majority of campus is not very strong or will disconnect for no reason

The wi-fi sucks

connection rarely works and takes too long to connect

My phone and laptop connect just fine but they continually lose signal and i have to sign in again.

The wifi is awful

wifi connection is slow and does not work properly most of the time

I never works in Courtyard 2 on cell phones nor tablets

there is often interference with the connection.

the wifi is too inconsistent and unhelpful when i need it to work the most

It is slow! also, why would this next question assume I have not used all three devices as opposed to only being able to choose one?

the wifi sucks. plain and simple.

The connection is slow. Everywhere on campus.

It is VERY slow at all times.

difficult to connect and very slow

Slow connection, kicks one off

connection has its days sometimes its good and other its bad.

Too slow, often loses connection.

Poor latency. The wireless disconnects often.

wifi keeps going in and out

The wifi sucks. That is all.

Could hardly ever get access on either campus

The Wifi speed is not suitable for the amount of students/faculty/staff using it during any given day.

The internet connection is always poor when I need it most for a class quiz.

Too many tries are required, more often than not I am unable to access the web. Wi-Fi would occasionally kick me off, then I would have to spend time trying to reconnect

The service comes and goes like a mistress, scarce during the day but strong at night.

Veryt dissatisfied. In areas such as the library The wireless access is seemingly non-existent and problematic.

The internet connecting is not as strong sometimes and tends to go out a lot

In many spots in the library, especially the third floor, wifi is hit or miss. Mostly miss.

it sucked, so did the wifi service!! and then it barley wanted to let my computer use the wifi

the wifi sucks.

horrilbe service wifi sucks fix it

It is impossible to stay connected to the wireless internet. It also gives you limited connection a lot of the time.

WIFI , improve it. If I'm paying for it, it should work a whole lot better than it is.

Bluntly wireless access is horrible and very stable. For example, I am often unable to connect in the library. If I can connect, I am disconnected within 5 minutes.

fix the wifi please; it's pretty horrible

The wireless network is never reliable, especially in the library and in the gym.

The internet was not reliable; it kept going out even though the routers were working and would stay out between 5 minutes and a whole day.

The WiFi always seems to revolve for me. Never a steady stream of data, and this is distressing when downloading files.

i want to download porn torrents at school but u blocked it

Entirely too slow. Using 3G on my phone is faster, no matter the day.

Wifi is poor in all areas on campus.

it never works

I can't sign into the secure network anymore and certain sites require a secure network. Also when I'm in the rec center the my radio apps tell me I'm offline when my phone tells me I'm online.

The wifi is horrible on my phone

too slow

Spotty/shotty service

I barely get the wireless network from my room if at all.

connection is weak in my dorm room

I can rarely ever connect, if I do connect, I'm usually disconnected again right after or my pages never load.

too slow, doesn't work often

Bad Connection

This table has more than 100 rows. Click here to view all responses

Statistic	Value
Total Responses	109

8. When accessing the wireless network, what device/devices were used?

#	Answer	Bar	Response	%
1	Laptop		334	48%
2	Cellphone		263	38%
3	Tablet		57	8%
4	Other - If other, what device was use?		41	6%
	Total		695	

Statistic	Value
Min Value	1
Max Value	4
Mean	1.72
Variance	0.72
Standard Deviation	0.85
Total Responses	695

9. What device was used?

Text Response
Tablet, laptop, and desktop
cell phone, laptops, tablets, and the computers at the school
pc
Labtop + desktop + cell phone
cell, laptop, tabelt
laptop
the question asks for MULTIPLE inputs but only allows selection of ONE answer........... I use wireless on my phone and laptop.
laptop, tablet, cellphone
cell phone, tablet, and laptop
Laptop, cell phone, AND tablet
laptop AND smart phone
Ipod
both a cell phone and a laptop
Desktop
All of the above
ps3,phone,laptop
Laptop and cellphone
N/A
Ipod
YOUR MOM
all
computer at music lab
I use all of these devices. phone, tablet, surface pro
All of the above. Laptop, cell phone, and tablet.
desktop
Xbox 360
Campus Computer

Statistic	Value
Total Responses	27

10. Are you aware we offer the same Help Desk and Repair Shop services in Dillingham Place on our RiverPark Campus?

#	Answer	Bar	Response	%
1	Yes		259	38%
2	No		421	62%
	Total		680	
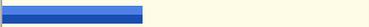
Statistic	Value
Min Value	1
Max Value	2
Mean	1.62
Variance	0.24
Standard Deviation	0.49
Total Responses	680

11. Which service did you utilize?

#	Answer	Bar	Response	%
1	Help Desk		159	75%
2	Repair Shop		53	25%
	Total		212	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.25
Variance	0.19
Standard Deviation	0.43
Total Responses	212