

# New Summary Report - 29 February 2016

Survey: IT Test

## 7. What improvement(s) would you like to see in the functionality of Blackboard?

Count	Response
1	A less clunky, single page gradebook.
1	Ability to copy and paste announcements and other text.
1	An app or mobile website would be nice. I can't always slide over on my cell phone.
1	Better ability to see exactly what students are seeing
1	Can't say, still learning how to use it.
1	Clunky to use. Time consuming to work with, but it gets the job done.
1	Documents moved over from previous semesters
1	Don't really care about Blackboard.
1	Drag and drop feature. Messages function is extremely slow to load.

Count	Response
1	Dump it - it is an awful product.
1	Ease of transporting class material from one semester to another
1	Easier navigation for students.
1	Easier to do tests and quizzes as supplement for Face to Face classes.
1	Easier user and course builder interface
1	Functionality seems pretty good, or I am at least used to it.
1	Get rid of Blackboard.
1	Hard to navigate announcements, calendar alerts don't show up well
1	Have not used enough
1	I do not use blackboard. Never had the time to learn to use it.
1	I do not use it.
1	I do not use.
1	I don't know the program well enough to recommend changes or additions.
1	I hate Blackboard and refuse to use it. I created my own set of course pages that I host offsite.

Count	Response
1	I like it as it is right now.
1	I only use it to report attendance for students and give required feedback.
1	I would like to be able to upload multiple files at a time instead of just one at a time.
1	I would like to be more skilled in using blackboard
1	I'm happy.
1	Increasing user friendliness
1	Instructions not always clear
1	Interacting better with my iPad. Document editing. Document uploading.
1	Interruption of programs
1	It has been working very well
1	It's not intuitive.
1	It's not very user friendly.
1	More intuitive functionality. Less downtime.
1	More user friendly. More video conferencing availability.

Count	Response
1	Multiple uploads at once.
1	N/A
1	NA
1	None
1	None really
1	None that I can think of
1	None.
1	Nothing as of now.
1	Nothing per se. I just need o use it for assessment now.
1	Onerous requirements for the visually impaired make the site useless.
1	Please fix the glitch that randomly changes the font size of various parts of text.
1	Responds linked writing assignments
1	Still learning with my first course.
1	Students seem to have problems using the program for communicating.

Count	Response
1	There's no student's view for faculty.
1	User interface is pretty archaic.
1	easy (any, actually) way to copy and print final grade records for each class.
1	functionally and visually it is outdated
1	n/a
1	online whiteboard and updated chat/conference capability.
1	works well. I find that many times it is down on weekends when I have assignments due
1	It's clunky, cluttered, unintuitive. I hear from others who use more of its features that it frequently doesn't work properly.
1	My use of Blackboard ended with the demand for ADA compliance. I don't have time to work through my materials to adjust them.
1	I would like to be able to correct papers that are submitted in blackboard right in the document so that students can see my track changes and know exactly where I am suggesting edits.
1	I have used Blackboard in other institutions and for some reason this version is not very user friendly. If there were some way to change this, I am of the opinion it would become second nature to both faculty and students

Count	Response
1	I'd like the total points attempted to be reflected in total points available for the course and not total points attempted. This leads to students thinking their grade is higher because they don't factor in the assignment points they never attempted.
1	More faculty in my department using all features related to grading. We do team teaching and it would be helpful if all faculty within a team taught course would use grading template.
1	Blackboard has allowed students to become completely disengaged from class. They treat the class as a distance learning class when material is posted on Blackboard. I do not intend to use it in the future, therefore functionality is not an issue.
1	Automatic putting zeros in after hand in deadline. Allow documents in an item to come up at a later date.
1	BB works well right now for my purposes, overall. But there is one small thing that comes to mind: I'd like to see an easier way to remove additional attempts from students for a particular assignment once the assignment has been graded (the additional attempts continue to show up in "needs grading" and one has to go into the Grade Center, open the student's grade details for the assignment, and then tell Bb to 'clear' the attempt).
1	I would prefer that people who drop a class are just grayed out instead of dropped from Blackboard because this is the only place I record course performance information.
1	The only problem I have w/Bb9 is 'creative accounting' in gradebook. I use a simple 100 point accumulation for each

Count	Response
	course. I award points for an assignment completed and Bb9 sends my students into a panic when it assigns a percentage grade.
1	Better instructions. I am a part-time instructor and I know I don't use Blackboard to the fullest extent because I don't understand what most of the stuff means. I basically upload my PowerPoint slides and communicate via email. I would like to use it more.
1	I know how to use a lot of features in Blackboard, but YSU does not enable all of the program. Students find it difficult to use, and I do not like all the missing parts.
1	As "tech savvy" as some of our students are, many are still baffled by the process of signing on.
1	It would be nice if you could schedule an announcement and have an email sent to students at that scheduled time. Right now, you can schedule an announcement, but if you click the email option it immediately emails the message.
1	I am not a heavy user but editing and loading documents, constructing modules and linking to discussion boards requires more effort and help than should be necessary.
1	Courses that are taught every year should not need to be set up every year...(copied)... Grade book is not easy to use...I do not set it up to calculate my grades but just to post them...
1	A class teaching us the ins and outs would be great. If there's been one, I haven't realized it.

Count	Response
1	Have resources provided to faculty to make/convert to ADA compliance so they can use Blackboard again.
1	let instructors to use their own formula to calculate student grades and also export grades directly to YSU portal.
1	No co Kent. Experience with YSU limited. As a student enrolled in online courses at Cocncordia, I use blackboard daily to participate in discussions and submit assignments.
1	I would love to have a better understanding of the usefulness of Blackboard. training would be helpful.
1	I'd like to be able to correct students' papers in it other than just underlining in it. I'd also like spell check for my responses.
1	I would like to use a different learning management system, period. Blackboard is the worst, especially since we aren't even using the latest version.
1	Blackboard is difficult to learn to use well. The text editor does not work well. When I try to type directly into the text editor, I often get kicked off and lose what I have typed. When I try to type in a Microsoft Word document and copy and past the information into Blackboard, the formatting is often off. I sometimes resort to attaching the Word document, when my intent was for students to see the information in Blackboard without having to download anything. The thing I would like the most in Blackboard is for the text editor to work better.

Count	Response
1	Improvements to interface, setup, folder organization, and grading. Setup is cumbersome and navigation seems convoluted, especially gradebook. Should be more simple and user friendly in my opinion; also, seems very slow.
1	Single signon for login Easier to use Gradebook. Easier course set-up More user friendly interface A folder to open and see all assignments
1	ability to forward content from prior semester even if auto-enrollment used. add video module for synchronous communication with class
1	Haven't given it much thought. It works well for wht I need to do which is to post files and grades.
1	Using the text box is challenging when trying to cut and paste. Files for students do not always upload for them easily.
1	Structure and organization of content. The courses should be clearly arranged, tabs more clearly visible, more useful tabs, "Send email" communication option should be under "Email," etc. D2L offers a nice contrast that is extremely user friendly.
1	The interface is just not very appealing to students. I also wish I could incorporate links to assignments more seamlessly (e.g., if I create an "Item" with the day's activities, it would be great to be able to add a link to the assignment submission within the "Item" rather than below it as a separate entity).

Count	Response
1	An attendance feature to keep track of student attendance, especially since this is something being asked of faculty.
1	Wish it were easier to create online tests. Also, it's a very cluttered environment and not very visually attractive. Also, it would be nice if we didn't have to sign into Blackboard after signing in to myYSU.
1	It is still too clunky to develop courses in Bb, and some of the labels they have for things are baffling so it ends up taking a lot of time to find the function / feature one is looking for when building a course
1	I don't think the 'help' site helps. For example, I am adding columns and I cannot see them - there doesn't seem to be information within the help site that I can easily locate to solve my problems.
1	Discussions need improvement since students respond several times and it causes problems with grading.

## 8. What improvement(s) would you like to see in the support of Blackboard?

Count	Response
1	???
1	A different CMS.
1	At this time, I use Blackboard only to access Starfish.
1	Automatic course creation for each class every semester
1	Better rollover capabilities for courses.
1	Better training.
1	Better understanding of carry forward of prior blackboards
1	Bill Swann and staff are awesome! Maybe more to assist?
1	Bill Swann is great resource - more instructional technologist
1	Downtime not interfere with assignment due times. Perhaps downtime 2am-5am
1	Ease of finding help information
1	Full support (i.e., staff) whose job would be to make materials ADA compliant.
1	Help desk and Bill Swan's office are most helpful.

Count	Response
1	I want a user friendly platform that is easy to operate, navigate, load, disseminate.
1	I would prefer a new LMS
1	I've been happy with the support in general.
1	Immediate registration for all classes.
1	Instructions made clearer
1	It would be nice if we could initiate / populate our own courses.
4	N/A
1	NA
1	No comment.
6	None
1	None for now
1	None really
1	None.
1	Not sure
1	Not sure. I have been satisfied when I had a problem.

Count	Response
1	Nothing as of now.
1	Promote training for part-time faculty.
1	Support has been excellent.
1	Tech desk folks are nice and helpful.
1	Tech support of Blackboard has been very good.
1	That's the one thing I have enjoyed about using Blackboard. The support has been really good!
1	There should be more training so that it is a little more user-friendly.
1	help with virtual chats, discussion forums, group collaboration capability
1	more user friendly
1	n/a
1	none
1	unknown
1	I assume you mean the instructional design team led by Bill Swann? If that's what you mean then nothing b/c he and his team are excellent. Perhaps he could use more staff support.

Count	Response
1	I heard that there is plagiarism detection software that is affiliated with Blackboard and would like to attend a training session on how to use it.
1	With the staff in Millie Rodriguez 's office in for both BB support and accessibility my needs have always been met!
1	I do not use Blackboard for anything that I could not get from Moodle, which is free. In terms of support, I have had problems in the past and for each occasion, Blackboard was unable to fix problems (that apparently arose from upgrades, etc.).
1	Need training on some features More on pedagogy--how and why to use it WELL More DE staff needed to help
1	Remove tedious steps, such as having the shells automatically uploaded and having multiple sections of a class being under ONE course shell instead of several.
1	Maybe more training sessions on different features of Blackboard...although IDDC provides help with anything I ask!
1	Bill Swann is great. Hire two more Bill Swanns an pay them double. It's good to have someone who can come to your office and fix things, as he does.
1	I feel that I am not properly trained in Blackboard. I would like to see more Blackboard classes for faculty.

Count	Response
1	More Blackboard videos on their YouTube channel that show exactly how to see comments in a grading rubric, download a file returned to you from your instructor etc.
1	I'm guessing that my issue is localized and by reminding my students of the point accumulation will minimize their panic. I don't expect any improvement in Bb support to be necessary.
1	The Help page isn't very helpful. I sometimes get an error message or have a question about a term or phrase I've seen on Blackboard, and typing the exact error message or term or phrase into the Help search doesn't bring up any documents.
1	A different management system completely. If we have to continue using it, I would like better tutorial services for students about the basics. They don't know how to upload assignments. Their computers "happen" to crash in the middle of quizzes. BB isn't compatible with their browser -- the problems are endless.
1	At a minimum, we need to deal with the service interruptions. The last service interruption took Black board down for an evening, which is when our DE students need access since many of them work / have class during the day
1	I haven't run into problems here. I can usually get the help I need by Googling the issue. For things like course creation or course copying and such, I've found the folks at the DE Office really helpful.
1	Blackboard has allowed students to become completely disengaged from class. They treat the class as a distance

Count	Response
	learning class when material is posted on Blackboard. I do not intend to use it in the future, therefore improvements are not an issue.
1	make it more visually appealing, more user friendly/easy to navigate for both students and staff, and offer the app for free or have the option to download it for free as a part of the fees already being paid
1	A very long time ago, I sat in on an evening class that taught me how to use BlackBoard. I was able to attend because I was a College in HS teacher. Now I am a physics instructor and I really want to use the capabilities, but don't have any guidance on the program's use.
1	I resort to YouTube sometimes to learn, so tutorials within Blackboard would be helpful, especially some on the level of a technologically challenged user.
1	More opportunities to learn all of its capabilities and/or how other faculty are using it. More guidance in removing courses, copying content etc; ability to add non-enrolled users (or instruction on how to do it)
1	Set up the Bb page in a standard format--that also looks attractive--it is ugly and difficult to locate items on it for students.
1	Bill Swann and his team are always available and do a great job. I just wish that I didn't need them so often. See question 7.

**15. What changes/improvements would you like to see implemented into the YSU Tech Desk online self-request?**

Count	Response
1	???
1	An estimated response time would be useful. More staff for the tech desk is needed overall.
1	Be more mannerly n respectful
1	Better training on complicated IT matters.
1	Did not know this existed so perhaps this is where I find help for BlackBoard concerns??
1	Faster response times on hardware work orders.
1	I don't use this too frequently, I call in
1	I've never used it.
1	It is very slow in terms of providing services.
1	Leave your phone number and receive an automatic return phone call.
1	More flexible hours
1	More hours of operation

Count	Response
4	N/A
1	Need more staff skilled in using and advising those who use Macs
1	No changes
1	No comment.
5	None
1	None at this time.
1	None for now
1	None really
1	None that I can think of
1	None that I can think of.
1	Nothing
1	Nothing at this time.
1	Open lunch ours.
1	Quicker turn around with accurate diagnoses
1	Security check system .... how to assist with home set up. Sometimes I don't get a call back

Count	Response
1	Some guys are very friendly and some have bad attitudes.
1	The YSU Tech Desk is very prompt and courteous.
1	The online self-request is a great feature.
1	They don't know some things such as how to link my email to my calendar.
1	When professor technology is not working, fix it IMMEDIATELY, not next semester!
1	i have never used the online self-request
4	none
1	they are excellent and very nice.
1	I don't know if I should be addressing this situation here or not. However, I wish there was a way to control when software is updated on my computer. Currently, it seems that I am at the mercy of the computer to have software update, which tends to occur at the most convenient time (e.g. when I need to email my students)
1	It would be nice if certain people were assigned to certain buildings so they get familiar with the software issues that come up.
1	None. You respond quickly to solving problems and have a great of expertise. Thank you for your service.

Count	Response
1	<p>Centralize it. When i've called, i've been bounced around many times. Also i would create a departmental contact person, so each department has someone that handles their tech needs that they can build a rapport with.</p>
1	<p>Respond to email inquiries and phone messages. It is frustrating to have to put in 5 work order requests, get no response, and have to physically show up just to get answers. In addition, having to put in separate work orders for each task seems to cause unintended delays. It seems it would be much more efficient to take care of multiple requests, especially if all relatively mundane, from the same individual or work station in one swoop.</p>
1	<p>How about an option to skip a bunch of the required fields when the work order request does not entail a computer. I send in requests each semester to update Outlook email distribution lists -- and to do so I have to go through all the work order fields typing NA. Also: why can't something be set up whereby distribution lists can be updated by designated faculty staff personnel? It would save loads of time for those of us who oversee lists (and probably for the IT folks who have far more important thing to take care of).</p>
1	<p>Have a standard way of answering, that always includes providing name of person answering, i.e. "YSU Tech Desk, this is Bernie, How may I help you?"</p>
1	<p>Followup by programming staff is far too long. Currently, I have an open ticket for over two weeks the help desk has been terrific but followup needs significant improvement.</p>

Count	Response
1	it is manned by students who cannot help; depending on what your security is, the students are not able to help. It is very frustrating. It needs to be manned by knowledgeable individuals.
1	I would like administrative requirements removed, it makes using technology awful, because updates to many programs occur faster and faster. I do not need a big brother
1	It depends on who answers the phone. Some like Jeremy are fabulous. There are others who have talked to me and not turned in work orders on problems or seemed peeved I had a question. There is only person (I think) like that and the rest are fabulous-but I shouldn't have to call back to get them to help me after spending 20 minutes on the phone with the less helpful man.
1	I would love to see the YSU tech office offer laptops for use by students. Maybe rental laptops they may checkout for a weekend or at least a few hours.
1	It needs to be quicker with response Also faculty not tech savvy often have a problem describing complex tech issues this way
1	Easier access off campus network. Like many things on the university website, the link to the tech desk is somewhat hard to find.
1	Better tracking of the status of work orders (which may not be Tech Desk). Numerous times I have put in a work order and it is quickly assigned to a group. From then on there are no updates until it is resolved. I have seen requests get held up for a long

Count	Response
	time once they are assigned. I have been told that no one picked up the work order once it was assigned to a work group.
1	The assumption that Apple is better is rather trope at this point but I have had that comment made to me upon one visit.
1	Student had a problem because her pass word needed changed, and that service is not available after 5 pm.
1	The Tech online report system is awkward to fill out, how to find it and how to fill it out for some problems is not always clear
1	Great students but they are still students answering the phones. Sometimes their sense of urgency does not match with mine.

## 16. Any Comments about the YSU Tech Desk online self-request, phone support, or in-office support?

Count	Response
1	???
1	Again , very slow support.
1	Better access to help in office
1	Could use guidance on when to use which support method
1	Great job. Thanks.
1	Helpful
1	I have made many a call and I appreciate the knowledgeable staff.
1	I use phone support a lot, and I always get prompt and courteous service.
1	I've never used it.
1	Many of them are patronizing and I do not appreciate that.
1	More courteous employees. They are often rude, short, and use jargon most wouldn't understand.
1	More in office and lab computer tech support is needed.

Count	Response
2	N/A
1	NA
1	Never have had to use.
4	No
1	No Comments
1	No specific suggestions
1	No; overall, I appreciate the help I've received.
3	None
1	Online self-request works well.
1	Overall, my experiences have been positive and the staff have been friendly.
1	Periodical updates of the faculty computer of regular basis.
1	Tech Desk abilities seem to be limited by IT bureaucracy and security issues.
1	They are very courteous
1	Works well.
1	good service

Count	Response
1	keep up the good work!
1	n/a
1	none
1	Their knowledge and discussion of computer terms are sometimes over my head and they can't use terms I can. But I have managed to survive.
1	The only thing this year that I called the Tech Desk about was a broken computer (on/off switch) in WB 2010. It was fixed within 2 weeks.
1	I've contacted the Tech Desk several times and have always gotten prompt and accurate answers. Staff have even run over to my classroom immediately to help troubleshoot a problem.
1	Make sure staff actually listen to the question as opposed to making assumptions based on frequently addresses issues.
1	Need to review some of the instructions for accessing email on the tech desk website, I don't think it included information on Windows 10, may be fixed now.
1	More staff needed More training Often the help documents are out of date Better support needed for Mac users
1	I've had to phone them a few times this semester year. The first time was because I couldn't remember how to access Starfish for my new class. That gentleman told me that because I'm PT

Count	Response
	<p>faculty I'm not allowed to access it until the first day of the semester. I called back on the first day and the new fellow told me the first was wrong, I could have accessed it, and talked me through it. He was nice. The next time was also the first day of the semester. The gentleman who answered treated me like I was an idiot because I couldn't figure out how to pull up a screen on the computer, which I was unfamiliar with. I also had a problem with the projection system in a different classroom. My boss called and a fellow came over right away. He got it all fixed up and he was extremely nice.</p>
1	<p>Followup by programming staff is far too long. Currently, I have an open ticket for over two weeks the help desk has been terrific but followup needs significant improvement.</p>
1	<p>Complete basic tasks more efficiently. For example, simple tasks, such as having basic software installed on a desktop cpu, should not take one month to get completed. Such delays for basic tasks crucial to the day-to-day functioning of employees at a higher education institution are problematic. I have been extremely disappointed with the response time of IT. Waiting for issues to be addressed over multiple semesters has now run the risk of directly impacting my tenure and promotion timeline.</p>
1	<p>They've always been there when I've needed them and they've always helped me find a solution to the problem.</p>
1	<p>Usually very nice &amp; helpful, but there were a couple of times they were impatient and appeared annoyed - especially to a novice attempting to utilize the system.</p>

Count	Response
1	For years I had to listen to how things were recently updated (2012 was sited in the message). Waiting to get a human is a nuisance and dialogue that is outdated needs removed on a more frequent basis
1	When a person comes to fix, take, assess a computer -- please IDENTIFY yourself as you enter and then let someone know that you've left and what was accomplished or still remains to be done. Not everyone is guilty, but some are!
1	i'm by no means an IT expert but there are times when i am explaining a problem or issue to a staff member and they seem to have no idea what i'm referring to.. perhaps offer regular training to staff about current trends/issues related to technology used, etc.
1	Faculty were asked to use RPNOW to monitor online exams. When some student had technical issues with this, the Tech Desk didn't know much about it.
1	My experience with the YSU Tech Desk support has been that it is an exceptional service to university faculty and staff.
1	The folks at the Tech Desk have always been extremely helpful, professional, and patient with a non-tech person, as I am.
1	I recently call for help with a classroom computer that no one could log on. The entire class was waiting. The help desk transferred me twice. The third person said I needed the "grab and go" person and transferred me again. The phone rang for 4 and 1/2 minutes until I finally hung up and called back. I got the

Count	Response
	<p>same person who transferred me again. This time the person she transferred me to never answered either. Class had to be cancelled. This is just one example of the extremely poor service common to the department.</p>
1	<p>Classroom support could be more proactive; when something doesn't work in the physical classroom, it can be an emergency. And you can't always know ahead, because other courses have the room.</p>
1	<p>It seems that certain repairs are relegated to specific personnel who are overloaded with assignments already. Sometimes is hard to get work done in a timely manner.</p>
1	<p>The Tech online report system is awkward to fill out, how to find it and how to fill it out for some problems is not always clear</p>
1	<p>Totally inadequate. You must talk to a student, then after answering meaningless questions you can maybe talk to an employee. It is as frustrating as calling Direct TV or any other automated service. The students are similar to talking to the robots.</p>
1	<p>Technical support for instruction needs to be more immediate. While all of our screens indicate the number to call in case of an issue, the result is typically the placement of a work order. In the classroom instructors need realtime assistance.</p>
1	<p>Tech support has been extremely responsive to a variety of issues. I am most thankful for their help.</p>

Count	Response
1	I use the phone or email things. The person who has been doing the actual work this year is great- in previous two years some folks not so helpful, but I think that is a different department.

## 19. Do you have any comments about the support for the teaching computer labs?

Count	Response
1	???
1	Always seems to need an update when I am getting ready to teach..
1	Any problems which I have experienced have always been addressed rather quickly.
1	As a Computer Science faculty, having the specialized software installed is difficult.
1	Could use instruction on smart board software for education
1	I am not sure what else is out there to use
1	I don't really use them; only interaction is when a student takes an on-line exam in them.
1	I state 'neither satisfied nor dissatisfied, because I do not use the teaching computer lab
1	It can take a loooooong time to get needed software on our classroom computers
4	N/A
2	NA

Count	Response
1	Need updated with more wifi.
6	No
3	None
1	Nope.
1	Nothing
1	Old pcs and video projectors in too many classrooms are unreliable and slow
1	Remember to keep the lab "owners" apprised of changes, updates, etc.
1	SPSS does not work properly - updates need to be properly installed.
1	Software issues always are present.
1	Some keyboard overused need replacement
1	Sometimes the computers are outdated or update at the most inconvenient time like during class.
1	Support is OK, but equipment is dated and unreliable.
1	There should be computers with projectors in more classrooms in Lincoln Building.

Count	Response
1	Too much restrictions if you want to install a program.
1	Turn around time for software installation and technical problems could be quicker
1	Very outdated.
1	Volume controls are lacking, which has impeded my use of multi media files.
1	We get very good support for our English labs in DeBartolo, on the whole.
1	do not use
1	n/a
1	need to upgrade equipment in some classes.
2	no
1	no comments
1	none
1	none Students are hard on the lab equipment
1	students complain there is no paper.
1	turning technologies software should be on every computer and updated appropriately.

Count	Response
1	we need money to buy and install what we need to teach students
1	Some computers in the Physical Therapy computer lab have not been printing for months and there have been no signs of them getting fixed.
1	I would like to see Google also installed on the computers in the lab where I teach. Since k-12 schools use it as well as Apple and Microsoft
1	THE PRINTERS IN MOST LABS ARE OLD AND JAMB. SOME COMPUTERS DO NOT HAVE ALL THE SOFTWARE THAT OTHERS DO. PROJECTORS NEED UPDATING. BULBS BURN OUT TOO OFTEN.
1	The online help service works, but the support for lab resources is completely inadequate. Hardware / software drivers and updates roll out incrementally and may only be required at time of use. Having to submit requests to have IT staff download driver updates for lab hardware is not workable. What should take minutes to resolve at time of need takes up to several weeks because of the process. COMPLETELY UNACCEPTABLE. Part of the learning / teaching experience includes the configuration and operation of the software and computer hardware to work with the various laboratory hardware. The current process does not permit that.
1	When YSU updates important software such as SPSS, all computers should automatically be updated! It should not require a special request for this, especially in labs.

Count	Response
1	Have had the same station down for repairs for over two months now. That's a bit untimely, either repair or replace the station.
1	I've been waiting for five weeks for a software upgrade in our labs. I still do not have administrative access to machines in my own lab. The PC in the one room in which I teach is totally inadequate for my needs.
1	We have only three computers for our teaching lab. People who do onsite work do not come when it is indicated I am in another class and not free and do not pay attention to the instructions of requests. I had a plotter- the only printer in the room-that I could not use because they locked paper choice as letter- not so great for drawings. I usually end up calling tech desk and having that person remotely help me fix the system after the traveling workers did anything from Fall 2013-Fall 2016 because the traveling workers left everything unsaleable and programs and or printer inaccessible.
1	Several of the computers in the journalism lab in Fedor have problems sending info to the printers. Many of my students have complained about this. I was told by another professor it was supposed to be fixed over break but hasn't been yet.
1	Don't update the computers during business hours. i taught a lab over the summer in which 20/24 computers were being updated so i couldn't use the computers.
1	out of date machines (win 7), poor maintenance, frequently broken, trouble updating to new programs

Count	Response
1	No. Occasionally, we've had projector problems during class and help has been prompt, which I appreciate greatly.
1	Equipment should be checked periodically to make sure that it is functioning properly (computers, projectors, etc.) and software should be up to date.

## 20. Do you have any comments about the support for the open computer labs?

Count	Response
1	???
1	Good support for "normal" computer labs.
1	I get help when needed.
3	N/A
2	NA
1	Need both Macs and PCs available.
7	No
1	No.
3	None
1	None for now
1	Nope.
1	Nothing
1	Projector seems to have issues or WIFI not working well.
1	Provide extended hours on weekends.

Count	Response
1	Same
1	Same as above
1	Sometimes the latest drivers are not installed and there are problems in class
1	Students need to have working printers in all labs
1	They run quite slowly
1	do not use
1	keep up the good work!
1	logging on for students takes too much time
2	n/a
4	no
1	none
1	student workers are good in this area;
1	the length of time it takes to log in to a computer for the first time is outrageous. it's rare to be able to use the same computer in a computer lab every time, which leads to using a different computer to complete work. i've waited at least five minutes, sometimes upwards of ten minutes, for the system to log me and in and be ready to use.

Count	Response
1	Since retirement in 2011, I have only been teaching online courses and have not used the computer labs or Media and Academic Computing.
1	I don't know who media and academic computing are for the questions below? However, the people who bring me the computer carts to my room are very on top of it! And, the jump people - that come to my room when some technology is not working - they are excellent too! They are always very responsive and very quick to resolve the issues. EXCELLENT!!!
1	The statement about accessibility found on many PCs is itself not accessible, since it is a graphic image.
1	Technology should be updated. In addition, all the instruction of using the technology should be provided.

### 30. Do you have any comments on the IDDC?

Count	Response
1	???
1	Bill Swann is excellent. He helped me a great deal with my Blackboard course.
1	Bill Swann is terrific resource
1	Bill Swann is the bomb.
1	Bill and his team are awesome! Very supportive, very knowledgeable and very very nice!!!
1	Bill is awesome! He responds quickly and works with you to solve problems.
1	Did not know it existed and I have been teaching at YSU for three years.
1	Excellent resource, Very helpful and courteous
1	I have not used IDDC, which is why I marked 'neight satisfied nor dissatisfied'
1	Incredible support offered!!!!
1	Is this training available for part-time faculty?
3	N/A

Count	Response
1	NA
1	Need more software and hardware to support DE coursework creation.
1	Never used this service
3	No
1	No Commets
4	None
1	Nope.
1	Not aware of this program
1	Now
1	Since the reorganization and new naming of offices I have not utilized this office.
1	The staff is fantastic. Some of the equipment needs updated.
1	The times for training rarely coincide with times I am available.
1	The training I had with BlackBoard has been helpful in trying to navigate the program
1	They do a good job!

Count	Response
1	Training is always at the busiest time of the semester which is inconvenient.
1	Whenever I call with a concern, I am given prompt and courteous service.
2	n/a
2	no
3	none
1	too much red tape and very cumbersome just to offer an online course.
1	when I call or visit the site, they always help me.
1	I have not used the IDDC. It would be great if the IDDC would offer workshops to introduce its services to faculty. I was told about the IDDC, but I honestly forgot that it is there.
1	I would like to see more self-paced training opportunities, that could be completed online from home, made available. There have been times I wants to take a seminar, but it conflicted schedule wise.
1	The entire issue of making course materials "ADA compliant" has me frustrated and on the verge of simply not putting ANY resources (e.g., PP slides) on Blackboard. Students will lose out.

Count	Response
1	<p>Far too few staff for needs Students are well meaning and smart but limited in what they know Hard to get over there w heavy teaching load Fuzzy onerous burden of ADA compliance is a big problem. Many universities have ample tech support (folks who transform course materia.for ads and return to faculty member. Ysu puts whole burden on faculty member with almost no support or time to work</p>
1	<p>Keep doing what you do!! It is soooo helpful and so much appreciated! Increase hours of operation!</p>
1	<p>Seem limited in resources. Would welcome more invitations to more frequent training opportunities.</p>
1	<p>I wish they were not burdened with Blackboard. Also, Blackboard courses should just be created. We shouldn't have to request them.</p>
1	<p>courteous, always helpful; very knowledgeable; one of the best support areas on campus if not the best</p>
1	<p>I think they need to be more supportive of alternative methods of online class delivery. I would like my classes taped and then offered on line, or to get camtasia. I am aware of the staffing issues, but they need to hire more people and we need to increase our offerings.</p>

### 32. If it were up to you, what would be the next function added to Self Service Banner?

Count	Response
1	I am not sure what the Self Service Banner function is.
1	Add students' photos to the class roster.
1	All drop-down menus should have the current semester as the default option.
1	An indexed tutorial guide on the main page.
1	Book ordering and printing requests for COMDOC
1	Can't think of anything right now.
1	Confusing
1	Design Your Own Pay Raise
1	Don't know
1	Faster Bb shell delivery. Individual email from roster
1	First, allow the IDs to be case insensitive. I hate the need for a capital "Y" in the ID.
1	I can't really think of any
1	I have no idea

Count	Response
1	I would like an alert when someone adds/drops one of my classes.
1	I'm not sure.
1	Improved DARS
1	It should always default to the current semester.
1	Make the default setting the present semester.
1	Mass emails to CRNs other than those listed under your name.
1	More streamlined menus
1	N/A
1	NA
1	None at this time.
1	None for now
1	Not having to select the semester on every page.
1	Not sure
1	Not sure
1	Nothing

Count	Response
1	One-time sign-in rather than at each component.
1	Personally, I don't need additional functionality. I need a system that is easier to navigate.
1	Phone numbers for students would be helpful.
1	Receiving email notifications when things are processed or need to be processed.
1	Reorganization of the material content.
1	Seeing records on students after attendance is taken is not an easy or clear task
1	Single log in for all services would be ideal
1	The current system is antiquated and not intuitive.
1	The entire web page is a dinosaur! too many clicks to get anywhere.
1	Very hard to navigate headings
1	What are the options? This is a pretty long survey
1	can't think of anything
1	does not matter to me
1	most days it is fine, but nothing special

Count	Response
1	n/a
1	not sure
1	nothing comes to mind
1	one time password login
1	fewer mouse clicks to navigate bring up current semester not next semester show student Y00 as you navigate instead of faculty Y00
1	remind me what self service banner brings for me. I probably use it but do not recall its function.
1	Class rosters are cluttered with lots of unneeded icons and info that, when I copy it to print, I need to tediously edit out so that I can make a useful (efficient) roster to take daily to class.
1	I can't think of any function to add, but there is one that could be improved. The "Look up classes for enrollment" requires me to select term, department, and course, but there is no way to back up from a course selected to look at another course from the same department. I must start at the beginning.
1	Being able to go "back" in course search without having to restart the process because you already made a selection.
1	I would love to have the ability to adjust the display so that the things I find useful can be placed together.

Count	Response
1	Photos of students next to their names in the Summary / Class List would be helpful. For lower level undergraduate courses, these are in StarFish, but not for upper level.
1	The current semester would be the default and I would not have to select a semester every time I want to view a roster, etc.
1	Link it to Outlook so that the emails sent through Banner can be tracked or processed with the same signature on Outlook.
1	Get rid of the old system completely. If I send an email to a class from Banner... it does not go in my Outlook sent box but to the old system. Fix that please.
1	An easy way to print out our class roster would be nice. It would also be nice if the stuff we have to report via Starfish was just integrated into Banner. Having everything in one place would be more time efficient.
1	Ability to do "roster check" early on -- to notify and possibly drop non-attending students and make room for others.
1	ease of use on a mobile device. ie: i have tried sending emails to my students using banner and the functionality is severely lacking. it is also difficult to use from a student's perspective, if attempting to look up a class schedule for instance.
1	It would be nice to have more linking. For example, in the list of sections it would be nice to click on a CRN and bring up a class roster.

Count	Response
1	There are many cases when it seems you can't access a screen without exiting the whole thing and going back in. Like when you are checking student records. Forget the specifics, but sometimes you can't switch among screens the way you want and have to get out and log back in again.
1	A manual for Banner Finance - training is not adequate. It addresses what the functions are for, and now how to perform them.
1	It would be helpful if I did not have to go through the entire string again to look up a second course in the same department for enrollment.
1	rather than having to go back and forth to choose a semester it would be helpful if there was a way to move from semester to semester form each page.
1	When Advising, setting up a schedule takes forever! Each time a new class is added have to start from the beginning...much too slow! Should be able to select several courses all at one time! When in class roster, should be able to click on student's name and access all info such as transcripts.
1	Sometimes I have need of information prior to 2007. I would be great if older information were gradually included in Banner.
1	upgrade ability to scroll through menus. For example, the ability to scroll to current term and a specific department is very clumsy.

Count	Response
1	VPN, how to access university resource off campus as if on campus; currently some of the resources are not available off campus, and this needs to be addressed

**47. One list that needs to be added to the YMES system is:**

Count	Response
1	(1) Academic Chairs (2) Senate Committees
1	?
1	???
1	Ability to permanently add TA, graders, etc. to the class list.
1	All majors within a discipline
1	Don't know
1	Ed. Majors in subject depts.
1	Explain who can use it -- I don't seem to have access.
1	Faculty list for my department
1	I don't know what list you are referring to
1	It would be great to have the ability to email classes other than my own.
1	It's good.
2	N/A
1	NA

Count	Response
1	No idea.
4	None
1	Not sure what this is
1	To be able to save/store sent emails
1	Weather alert during the winter session
1	YMES needs to be removed and its functionality merged with O365
1	Your department or program's majors
1	department faculty
1	individual students being able to be easily emailed by the system.
1	list? I use YMES to copy emails to my PC for IMAP emailing.
1	n/a
1	none
1	none at this time

**48. What is your opinion of the effectiveness of O365's SPAM filtering technology?**

Count	Response
1	30% effective
1	A lot of junk gets through.
1	Adequate
1	Awful I get far too much spam and now spam from old and closed cc.Ysu.edu account
1	Clutter seems to work.
1	Could be better!?
1	Decent
1	Does a good job, however; from time to time spam gets through
1	Effective enough for most people
2	Fine
2	Good
1	Good
1	Good start. I still get a lot of spam.

Count	Response
1	Good, I do not get much spam
1	Great
1	Hassle to delete spam.
1	I dislike O365. Sometimes items that are not spam get filtered into the spam folder.
1	I do my own.
1	I have no opinion
1	I will Prefer it.
1	I've still received some spam, but it's comparable to my zoom service at home.
1	It bats ~500
1	It doesn't seem so good.
1	It has a lot of false-positives.
1	It identifies many emails as SPAM that are not.
1	It is above average for the most part.
1	It is fine
1	It is inconsistent.

Count	Response
1	It is okay.
1	It is okay.
1	It is overzealous and several emails from frequent senders were still quarantined.
1	It is somewhat effective, but not perfect.
1	It is working better now than in the last 3 years I have worked for the university
1	It seems fine.
1	It sometimes filters things that are definitely not spam and vice versa
1	It works.
1	It's a total joke. It filters out important messages and rarely grabs any spam.
1	It's ok.
1	It's pretty good.
1	N/A
1	NA
1	No opinion

Count	Response
1	None
1	Not a big fan of 0365
1	Not so Effective. Have been receiving some spams lately.
1	Ok, but don't trust it.
1	Okay
1	Pretty good.
1	Seems good.
1	Seems okay
1	Seems pretty effective
1	Seems pretty good
1	Seems to work well
1	So far, I have no complaints
1	Spam filters are good
1	Too many are blocked that should not be
1	Very effective.
2	Very good

Count	Response
1	Works fine for me
1	Works most of the time, but some PSAM still gets through
1	Works okay.
1	excellent
1	for the most part good
2	good
1	good, effective
1	seems ok
1	seems to work ok
1	this email system is atrocious and not user-friendly
1	works and then all the emails go back to regular email; doesn't always filter
1	Not the best. It has quarantined important messages with monetary implications and allows complete crap through.
1	i get a decent amount of junk mail in my inbox still, so it could definitely use some imprtovement
1	It works well. The "clutter" feature does too much filtering. I use Thunderbird for reading email so I have a uniform interface.

Count	Response
1	There is much less SPAM this year than in the past. The effectiveness has improved greatly compared to past years.
1	questionable - it allows spam in and has filtered out messages from the president, and the provost to name two
1	Seems to work pretty well. I don't lose messages that I want -- and it filters out messages I'd rather not see.
1	the randomness takes my breath away- emails sent with ysu.edu addresses from on campus offices are flagged as spam and what goes into clutter makes it defy my imagination to figure out what the algorithm in use actually might be
1	I have no idea of why emails I send out are not deliverable. The messages sent back are indecipherable. The spam filtering is similar. No idea what it's telling me and it seems to hold up legitimate mail for no real reason.
1	I feel that the spam filters are accurately filtering spam emails. I like being able to double check them before they are deleted or blocked.
1	filtered emails should be noticed timely; currently they are noticed in a batch format, and this can cause delay in accessing otherwise useful email
1	It works, I have received little to no spam, then again my address is not widely distributed (only to students and coworkers) so the results are somewhat skewed.

## 49. What is one technology that ITS needs to evaluate and deploy?

Count	Response
1	YMES needs to get new students instantly and not the next day.
1	?
1	???
1	A better course management system.
1	All classrooms need to be equipped with computers and projection equipment.
1	Canvas and Camtasia
1	Evaluate the automatic software updates. See previous comment about this
1	I do not know what ITS stands for... so I did wrote NA above
3	N/A
1	No idea.
2	None
1	None
1	Nothing comes to mind.

Count	Response
1	Perhaps YSU could look into synchronizing the clocks on campus.
1	Respondus integrated into Blackboard
1	Something to help make videos ADA complaint without me having to transcribe them
1	Thin client technology;
1	Upgrades to classroom technology
1	Voice Thread access integrated into BLackboard. It has an ada compliant version
1	greater bandwidth for hard wired and WiFi Internet
2	n/a
1	no opinion
1	none
1	<p>I would like more available space to be able to email powerpoints with lots of images in them. I am not sure what the wording would be for that but it won't allow me to send emails if my powerpoints are too large (which they are not large - they are just all images). This just seems a bit behind from an IT stand point. Also, would like to have access to clickers for classroom discussion or would like the university to pay for programs that we could have more active participation from students in the classroom via poll</p>

Count	Response
	<p>everywhere or programs like that. I am a Luddite myself, but I try to use as much of this a possible to stay current with the times and I feel like the university should be way ahead of me on this and I feel like I'm ahead of them - which seems very odd.</p>
1	<p>make banner easier to use eliminate timed log-off from system while using the system; system should be able to distinguish idle computers from active computers</p>
1	<p>Paperless processes for all aspects of everything we do. No more hard copies for IRB, URC, research professorships, RAs, performance appraisals, Tenure, promotion, should I go on??</p>
1	<p>smart boards or linked terminals in teaching labs, so items can be pulled from student stations to the teaching station and reversed easily.</p>
1	<p>A simple method for camera use for showing maps,pix, timelines from the text since some students cannot afford the books.</p>
1	<p>Removing YMES and instead providing class lists for use in O365. Why should we be using two different systems for sending email?</p>
1	<p>Need to handle more form processing electronically!! We are gradually reducing the amount of paper forms but we are way behind the times.</p>
1	<p>The faculty need to have access to Google Apps for education. Their mail services are far superior to Office 365 and it would</p>

Count	Response
	allow us to use Google docs for collaborative writing/editing with our students.
1	I don't understand why when you sign into O365 from the YSU website the cursor can't already be in the login box.
1	A secure cloud storage system, or information about how we can employ existing cloud storage systems securely. I don't like to put documents on Dropbox or Google Docs because I am concerned about security. However, I would like to have someplace I can store documents that I can access in my office, in the classroom, or at home, without depending on a flash drive.
1	A texting system that allows us communication w/students, but not showing phone # from personal devices.
1	Poll Everywhere (Internet-based polling system)- if this is applicable to ITS. There is a free version, but it is limited.
1	I would like to be able to send something from my 365 email to my class. Also, why do I need to sign in so many times?

## 50. What is one thing ITS needs to do differently in the future?

Count	Response
1	YMES needs to get new students instantly and not the next day.
1	?
1	???
1	Being more responsive to end users.
1	Bring Dennis Gajdos back to Moser Hall
1	Help its users to understand the various divisions and their purposes.
1	Hire more people so they will stop complaining about how busy they are.
1	I think you are doing an excellent job
1	IDK
1	Improve the Help Desk. It is a major frustration for everyone
1	Increase budget for training and equipment.
1	More assertive outreach.
3	N/A
2	None

Count	Response
1	Nothing
1	Teach me how to use tools better. Give training on Adobe products.
1	Upload class rosters without request
2	n/a
1	no opinion
1	nothing
1	Have more staff. Train staff (including those who oversee the staff) to not be patronizing. Expand hours of availability (classes that start at 5:10 at screwed as far as help goes). Make a priority of deploying new computers when necessary -- it shouldn't take two months to "install" a laptop.
1	Have workshops about IT concerns. I did the online security training, but it would have been nice to have that in person so I could ask questions of a YSU IT Security person.
1	Understand that research needs are different from administrative needs and allow researchers the access they need. Be willing/able to address non-administrative needs quicker.
1	We need the ability to share and publish our calendars to folks outside of YSU. I am collaborating with faculty, students, and industry across about 20 different organizations. To coordinate

Count	Response
	those activities, many of them share their calendars with me. To date, I have not been able to share my calendar outside.
1	I don't know what ITS is ... also this survey is way too long and does not differentiate between Media vs Tech Desk vs ITS what are these groups and what do they do???
1	Ditch Concur immediately. Its inefficient and an enormous waste of time. Managing travel shouldn't be so cumbersome and time consuming. It is so bad one might think it was employed to discourage employees from even attempting to apply for reimbursement. Seriously, how many signatures should it take to receive something that is guaranteed in the bargaining contract? Just cut each faculty member a check for their travel on January 15th and be done with it.
1	The security training videos were horrible. There was a lot of irrelevant information and a lot of overlapping information between the videos.
1	How about preventative service of classroom computers, projectors and accessory displays. There are frequent breakdowns that delay or cancel classes.
1	Be more aware of and attentive to teaching and learning and not just where to click but best practices/pedagogy Don't place the bulk of the burden on instructors Invest in staff and up to date equipment and software

Count	Response
1	Have the ability to make appointments for needed assistance since faculty schedules are controlled by classes, contract requirements, and pre scheduled meetings.
1	Dump Concur, now. I have tried to secure a flight and used the support line only to be turfed all over and no one resolved the issue. I HATE CONCUR
1	Get rid of Concur. It is awful to use, expensive compared to other websites, and a massive waste of time to try to get reimbursed

## 51. How often do you use your personal web page?

Count	Response
1	1/week
1	? what personal webpage? you mean my department web page?
1	All the time for my students, except I put files there and not "web page" formating.
1	Almost daily.
2	Daily
1	Daily.
1	Did not know I had one.
1	Didn't know I had one on the YSU server
1	Do Not use one at this time
1	Do not have one
1	Do not have one, but would like to.
1	Do you mean one that I have created or what I have with Blackboard?
1	Don't have one or know how to have one.
2	Don't have one.

Count	Response
1	Don't have one.
2	I didn't know I had one
1	I didn't know I had one. Do part-time instructors have them?
1	I do not
2	I do not have a personal web page
1	I do not use it.
1	I don't have one.
1	I don't use a personal web page.
1	I have a personal webpage?
1	I use my person web page ON A NON-YSU server all the time- never use one on YSU server
5	N/A
1	NEVER...cannot upload anything since FrontPage became obsolete. ;-(
7	Never
1	Never
1	Never

Count	Response
1	Never ... I didn't know I had one?
1	Never, I didn't know I had one!
1	Never.
1	Never. I would not have time to make it compliant anyway.
1	Never. My department's web page hasn't been updated so why bother with a personal page.
1	Not at all
1	Not at all.
1	Not at all. Didn't even know I had one.
1	Not often
1	Not often
1	Often.
1	Once a semester.
2	Rarely
1	Rarely
1	Rarely while using blackboard, often without blackboard.

Count	Response
1	Several times per day
1	Update it each semester.
1	Used to frequently for special projects, now not so much.
1	Very little
1	Very seldom
1	constantly up there
1	do not have one
1	every day
1	i do not have one.
2	n/a
1	na
5	never
1	never - policies are too restrictive
1	not at YSU
1	not much
1	rarely

Count	Response
1	regularly
1	very little
1	very often
1	<p>I looked into setting up a web page on YSU site/server just recently and have to say the info was very hard to understand. CPanel doesn't seem to be very user friendly at least at this juncture.</p>
1	<p>On occasion only. The page is only a bunch of links that reproduce what I use as a home/start page for my browser at home. I go to it when I am away from home or campus and want access to the links on the page. I don't use it for teaching, and if it went away, I could manage.</p>
1	<p>I update it almost daily---at least when it is possible to connect to the people.ysu.edu server. I seem to get a lot of "timed out" messages.</p>
1	<p>Never... I don't have the desire or time to update as I have new publications etc. Since I was not brought up in the digital age it is a barrier for me to consider learning how to do this. Why can't we just give things to department secretary or someone in the Deans office to add to our page so we are looking current?</p>
1	<p>What??!! I have a personal webpage?? I've been asking to get one for years. Now I'm going to call and find out how to set it up!!</p>

Count	Response
1	What personal web page? A lot of these questions need further explanation due to my lack of technical vocabulary and experience.

## 54. One thing technology ITS needs to evaluate and deploy is:

Count	Response
2	?
1	??
1	Additional staff to help with new projects
1	Again, NEW COURSE MANAGEMENT SYSTEM.
1	Don't know
1	I want to take a class to learn how to set up my website. So excited!!
1	Knew about the Y drive but have not really used it. Is it accessible off campus?
2	N/A
1	None
1	Number of staff
1	See question 49
1	What is a Y:drive?
1	Wi-Fi in the basement of Maag is spotty and unreliable.

Count	Response
1	evaluation of contact with IT people coming to offices, labs or class rooms.
2	n/a
1	none
1	please remove my #52 answer.
1	The projectors in many of the large lecture halls are inadequate ... too dim to be usably visible.
1	Allow faculty choose laptop(mac or pc) instead of desktop. We do so much of our work away from our offices it seems like a no-brainer Replace aged computers for family and in classrooms
1	Followup by programming staff is far too long. Currently, I have an open ticket for over two weeks the help desk has been terrific but followup needs significant improvement.
1	I don not know what you mean by 5GB of space or even how to interpret whether that is a lot or a little. What is the Y drive??? I just answered primary but I really don't know what you are talking about
1	I want to learn how to use adobe cloud products. Also I pay a monthly fee. Can YSU get us a discount?
1	Dramatically increase the size and amount of email attachments. I have to use gmail when I need to send a large file

Count	Response
1	<p>Classroom technology. My classrooms are completely unequipped for teaching in the 21st century, and I have been told that the likelihood of this changing anytime soon is near zero, because these rooms are not large lecture halls that seat a large number of students. It's an embarrassment, really.</p>
1	<p>We need an alternate LMS/CMS for content delivery. I understand that a contract with Blackboard is attractive, but we can help advance our local economy and provide better service to our students by moving our online course delivery to an open-source alternative.</p>
1	<p>I'm not sure about the Y Drive - I used the drive on my YSU computer that is listed as my name - is that the one you are talking about? This survey is a little confusing. I need more info at the beginning of each of these questions to even be able to answer the question.</p>

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

Count	Response
2	?
1	???
1	Be able to show video tapes as well as dvds in classrooms.
1	Hire more staff
1	Just be better.
2	N/A
1	None
1	Not duplicate questions on questionnaires
1	Not sure what ITS stands for now
1	Nothing
1	Provide faster service Update the equipment
1	Read their survey for duplicate questions (49 & 50)
1	See question 50
1	Tell us what your initials mean and where you are located and what you do for us

Count	Response
1	n/a
1	nothing I can think of
1	Inform us about technology. For example, Question 52 of this survey. I did not know that I have 5GB of space. What is this?
1	Followup by programming staff is far too long. Currently, I have an open ticket for over two weeks the help desk has been terrific but followup needs significant improvement.
1	Please have faculty pilot software before you purchase and mandate this stuff. And I don't mean having some token faculty member on a committee - have a group of faculty who teach and research that can test this stuff. O365 email is difficult to use for tracking which messages I've replied to; and why on earth is "reply all" the default? And Concur is another example of junk software that most faculty have some horror story about.
1	Have the traveling workers not be so arrogant and assume those they are helping are stupid - this is in previous years- the man helping us in Theater and Dance now is fabulous.
1	Frankly it seems like ITS has just enough staff to keep things operating but not enough to take on major enhancements of the system.

## 56. Do you have any other comments?

Count	Response
1	Access to wifi service on campus is very difficult. YSU wireless hardly ever connects.
1	DUMP CONCUR
1	Fix 365 email system
1	I have never been able to get YMES to work even after contacting help desk .
1	Improvement to the Help Desk is the number one project that needs undertaken
1	More information to faculty explaining what technology is at their fingertips
1	N/A
5	No
1	No sorry
1	No! Thank you for the work you do!
1	No.
1	None
1	Overall I am satisfied IT om campus.

Count	Response
1	Single sign on for 365 email and Blackboard would be greatly welcomed.
1	THANK YOU for this survey! Very much appreciated! KEEP BLACKBOARD!!!!!!
1	Thank you for asking out opinions.
1	Thanks for all your hard work.
1	Why doe you need 56 questions??? This is very long.
1	Wireless network is unreliable and slow.
1	Your Blackboard question #3 accepts only one answer (not all that apply)
1	long survey but good.
2	no
1	The alert system has not been helpful. I receive the alert tests but when there is an actual alert, I do not rece3ive it.
1	You people have a tough job, and you TRY to do it as well as you can given YSU's budget situation. The web pages are embarrassments, and faculty are asked to do too much support related duties such as the ADA compliance. Getting rid of ContentM is probably the best decision of the past 20 years.

Count	Response
1	YES: Please get rid of CONCUR. Its primary functions are: 1. To raise blood pressure; 2. To hugely increase the amount of time spent figuring out how to get reimbursed for YSU travel; 3) To remind us all how easy life was before Concur. :0)
1	When ever I've had a tech issue, the person who provides the help has been great. No complaints.
1	Yes, at the top of this page, it claimed that this questionnaire would cover services such as WiFi, but WiFi does not appear anywhere here. At least in Bliss Hall, WiFi is incredibly spotty and unreliable (my students have taken to calling it "YSU WhyTry?").
1	Faculty and personal web site system should be more accessible and user friendly. Banner is great. It would be good to add a student roster in each major if groups are to be removed. Please get rid of Concur. It costs too much to travel through it and it's a pain to get reimbursements.
1	When problems can be handled remotely they seem to be dealt with very promptly. When it requires a person to visit the site things sometimes lag, especially with media services.
1	Thank you for the work that you are doing to provide for our technology needs. I really appreciate it. I would like to be more informed about how I can better use technology to improve instruction for my students.
1	Followup by programming staff is far too long. Currently, I have an open ticket for over two weeks the help desk has been terrific but followup needs significant improvement.

Count	Response
1	Too much data at YSU is not backed up but kept on local PC drives. Those drives should be backed up somewhere.
1	O365 has an inbox, a clutter folder, a junk e-mail folder, and YSU's Spam filter messages. I see no rhyme or reason as to which folder gets what message.
1	It would be nice if our students were given Office 365 for free. Other schools do this. I presume the cost is somehow built into tuition. As an instructor it is frustrating to have students complain they cannot afford it, yet they pretty much need it to do their essays and presentations.
1	Look, I get that you are short staffed and low on funds, but that doesn't mean the service you provide has to be so awful.
1	I am surprised by the statement in #52 that indicates that I can request more storage on the Y-drive. I have run up against the 5GB limit in the past and was told my only option was to delete files. As a result, I have spent hours deleting PowerPoint presentations that I wanted to save to get under the limit.
1	It wouldn't be a bad idea to up the RAM amount from say an 8 GB to a 16 GB when some of the software installed on it requires 16 to run smoothly. The cost of RAM is extremely cheap compared to some of these software programs.
1	I couldn't remember what acronyms stood for as the survey continued. More staff to help us with things like taping a speaker, posting a you tube, etc

Count	Response
1	<p>please remove my #52 answer. leave it blank. #2 should be blank, too, but it would not allow that.</p>
1	<p>I probably do, but it has been a long day. The one good things is I can typically get good direction from the tech desk staff and media services staff, so if I think of something I will let them know!</p>
1	<p>Why do you have to sign in to YMES twice? Once you logon to YSU's website and choose YMES, that should be enough.</p>
1	<p>Particular colleges need a specific person that is responsible and available for computer tech support on a daily basis. That person needs to report to the College Dean or designee so that computing issues are quickly and efficiently addressed. YSU is definitely behind other universities in computing tech support ie Akron U.</p>
1	<p>ANY software that requires special training to be used is BAD software. Any interface in which essential information is hard to find is a BAD interface (e.g., when looking up student records in banner, BANNER ID# should be prominently displayed; when arranging travel on Concur the FUND being accessed should be prominently displayed, etc.). In other words, software should be developed with the users in mind, not as some theoretical exercise.</p>
1	<p>I left some of the items above blank as I don't have suggestion for those items. I'm satisfied with what ITS offers, and I trust that ITS is more or less on top of things when it comes to staying up to date with available technologies.</p>

Count	Response
1	<p>I don't have to come to campus more than once or twice a semester...all my teaching is done from my home. Some days I wish I had a IT in my home!</p>
1	<p>As a part-time instructor I am clueless what IT options are available to me. I don't know if that is the fault of the department chair, the IT department or me not asking but to be perfectly honest with you I wouldn't know what to ask. I basically use email, Banner to find out when my classes are and my roster, and Blackboard to post slides. If I have the ability to do more I am unaware of that. Perhaps an informational flyer for us part-timers would be helpful.</p>
1	<p>We ask our students to store information from the course's software on the "Y drive"/"tank." Students and part-time faculty are usually unaware of this resource.</p>
1	<p>Many, but their core is: Our needs are not being met. Blackboard, Banner and the other software systems do not address our department's needs. Due to the nature of our department and the courses we teach, our hardware and software needs are at times very different from the needs of the rest of campus. This seems to be rarely taken into account. We are at times told that we cannot do things that we need to be able to do. We frequently have to wait for long times for software that we could install ourselves in minutes; one time I had to wait until the last week of a course before having necessary software installed which was requested in the first week. We frequently have to resort to plans C, D and E because we run into barriers that prevent us from implementing our A plans.</p>

Count	Response
1	I hate the Outlook email system. It hides messages and attachments. It loses emails. It has some features that don't make any sense.
1	concur SUCKS and the help for it totally sucks too, both coucur's people and YSU's people who are supposed to help they provide NO help
1	Avoid assuming that YSU portal users have the same understanding of technology and technical terms as those whose jobs require such knowledge.
1	I think the ITS department does a great job with resources available. Sometimes the best options aren't feasible for financial reasons.

