New Summary Report - 29 February 2016

13. Comments on O365?

Count	Response
1	...
1	Dislike - have utilized Outlook since 2007.
1	Don't understand what this means
1	Don't use this.
1	Easy to use.
1	For e-mail, Outlook is friendlier than O365.
1	Good
1	Good job randy
1	Google would have been easier to implement and maintain
1	Great calendar functionality; can we add the ability to input our schedule!
1	Hard to find things, like Outlook better.

Count	Response
1	Has some issues, but overall a nice program.
1	Horrible system, unable to automatically forward emails outside of O365.
1	I do not like how quickly it times out.
1	I do not like the email client
1	I do not use 0365.
1	I don't know what this is.
1	I don't like ourlokk
1	I have had login glitches recently. In general, though, it is OK.
1	I have no idea what that is.
1	I just wish there was a way you can unsubscribe, and block junk mail.
2	I like it
1	I like it, but explorer is oudated
1	I perfer Microsoft Outlook.
1	I prefer Outlook
1	I prefer Outlook.

Count	Response

Count	Response
1	I think Outlook works very nicely. I have not had any issues with it.
1	I use Outlook
1	I use Outlook.
1	I use outlook for most of the time.
1	I use this everyday and it is effective. Kind of difficult to transfer to my phone.
1	I'm not sure what the is
1	It has been working great lately
1	It is difficult to navigate, sort e-mails, etc.
1	It's easy to use and much faster than my other email accounts.
1	It's easy to use, which is nice.
1	Love the directory
1	Mail groups and Listservs (for departments, Center etc) should be inbuilt into Office 360.
1	No Comment
1	No comment necessary, I have always received the help I needed from ySU staff

Count	Response
1	No comment.
3	None
1	Not that familiar with it.
1	O365 seems to run really slow on my office and home computers.
1	Sorry...no idea of what that is.
1	Still learning to use it.
1	To use Clutter or Not...that is the question. Why sometimes and not others?
1	Too unreliable
1	VERY GOOD
1	Why the double log in?
1	Widgets are hard to set
1	Wish it was more like the desktop program.
1	Wish it would recognize our school as university.
1	Works well across my divices
1	You can't copy and paste e-mail addresses easily and also can't make groups easily.

Count	Response
1	can be hard to navigate
1	can be slow
1	easy way to check my email
1	mainly use outlook
1	meh, it's ok
1	none
1	seems to be working for me
1	works fine
1	I do not care for O365. I found it to be cumbersome and instead I use Microsoft Outlook. Also, because we still have a cc.ysu.edu account, I could not use O365 to access that account.
1	I have my emails directed to Outlook-it's easier to move around. I feel everyone should be on Outlook and not O365.
1	I use Outlook so very rarely go into O365. From what I hear from my students there are problems with them accessing O365.
1	I use outlook because I am familiar with it and can find what I need. When O365 came out I was frustrated with it and had my e-mail sent to outlook.

Count	Response
1	The on-line version is terrible, I use outlook and try to encourage others to, but it seems like most people around me, anyway, are still going on-line.
1	Tottaly annoying to have to put in a user name and password THREE times just to log-on and read my own emails at a computer.Why all this "security" when even the Pentagon has been hacked? Why this illusion of being very secure?
1	I like 365; I wish more people knew how to use all the features, though. I also wish we could take advantage of other Office 365/Exchange tools. A SharePoint page that hosts university documents, for example.
1	I use Thunderbird for email as I find it is easier to navigate. In O365, I don't understand why it is so difficult to determine if a message was SENT or in a DRAFT; usually it is sent but stays in a draft.
1	The system would best be viewed in a website coding system with the visual look of Macintosh's Safari. It is a simpler view and would give less confusion to the user.
1	If you send a file attached to an email , there's no guarantee that anyone using the O365 system can even open the attachment.
1	I like having the O365 calendar for inputting daily events and scheduling and keeping track of inner office calendars.
1	Find it to be not quite as user-friendly as what was used previously, particularly, with the setup of contact groups.

Count	Response
1	I would like to have an icon to click instead of going into the Protal to log into O365 - I'm still using my old icon to get my email.
1	layout is difficult to use, app is not available for my phone model, frustrating to use in comparison to gmail or other email platforms.
1	I love the features of Microsoft Office Outlook. You can look at the files you attached in order to check that you have the right things, you can attach more files. These would be things I would like to see in O365.
1	I greatly enjoyed the legacy system more for one primary reason, I could foward my emails to my Gmail account. I think YSU would have done better going through Google services, I feel as if Microsoft is lagging behind in the technical field of email and personal services. I do not like the interface or the function of Online office, it is difficult to use and is very very slow and annoying. Not a fan, sorry.
1	I don't use it because I hate the setup of it; it is not user-friendly nor intuitive. I use my desktop outlook to review/respond to email, organize my calendar and tasks.
1	There are always problems, it changes every week, and it's a horrible system for this university.
1	It brought a unified calendaring system to YSU where none existed prior. Overall, increased the reliability of email services at YSU.

Count	Response
1	I realize it is a security feature, but it is aggravating to be logged out constantly. Also, I think it would be great if there was a way to provide Microsoft Word to our students as part of O365.
1	I don't care for outlook in general, I definitely prefer gmail, and all of the potential features it offers, most importantly google docs.
1	I'm an Android user, so the Google platform that other schools use may work better for me specifically. But O365 is adequate.
1	I like the ability to use Outlook on my desktop computer and I use the mail app built into iOs, but I despise the web-based version of O365. I find it to be confusing and not useful.
1	I don't like the fact that students are not allowed to change many of their own e-mail account settings.
1	The system has a few small drawbacks that sometimes become frustrating when compared to other email systems
1	Office 365 works fairly well with all of my devices and rarely do I have issues getting email. Calendars work well.
1	I can never find anything on it, i.e. setting up signature, emailing groups, etc. Not very user friendly.
1	I usually pull up regular Outlook when I'm trying to find a certain email because I think it's easier when I have to sort. Google might have been easier, also.

Count	Response
1	We currently need support for Internet Explorer for 0365. Had to switch my 0365 to FireFox and I don't care for FireFox.
1	I am learning to use the system. Cannot comment. I feel I have not used the system enough to offer an opinion.

14. What is your opinion of the effectiveness of SPAM filtering technology? Please add any comments you might have on SPAM filtering.

Count	Response
1	...
1	A lot of what is identified as SPAM, is not!
1	Catches numerous SPAM messages in my email each week. Satisfied
1	Could be better
1	Do we even have one? If we do it doesn't work.
2	Good
1	Good, to my knowledge
1	Good.
1	Great job!
1	Great!
1	Horrible! I get more junk mail & phishing attempts now than the entire time I've worked at YSU.
1	I continually block emails and they keep coming...frustrating!

Count	Response
1	I do not know!
1	I do not obtain SPAM, so I guess it works well!
1	I do not receive spam that much, so as long as I don't, I will be happy
1	I get emails weekly that are SPAM.
1	I get phishing emails on occasion -- overall doing great
1	I have had multiple spam emails come through to my ysu email account. It could be improved
1	I have no idea what that is
1	I have not received many spam or fraud emails at all so it must be working properly!
1	I haven't gotten any, so good job
1	I like the "clutter" feature recently added.
1	I often see spam in my inbox, and I often see real messages marked as spam.
1	I receive SPAM on a regular basis.
1	I see far fewer emails that are filtered out versus the emails that get through.

Count	Response

Count	Response
1	I still get a few spams so it isn't crazy, but it does still exist so not too satisfied I guess
1	I still get tons of spam, largely through my department's listserv.
1	I still tend to get SPAM from some companies trying to sell their services.
1	I think it is doing a good job.
1	I think it is good. I have not had any problems with SPAM
1	I'm not sure
1	IT'S OK
1	It appears to be marginally effective.
1	It is a bit ridiculous on what it filters and what it will let through.
1	It is good but not enough to stop some emails from going through.
1	It is very protective.
1	It seems to work fairly well.
1	It seems to work.
1	It's fine
1	It's fine.

Count	Response

Count	Response
3	It's good
1	Mediocre. I have been receiving a lot of SPAM lately that has not been caught in the filter.
2	N/A
1	N/a
1	No Comment
1	None
1	Not effective
1	Nothing has ever ended up in my spam or clutter folders.
1	Pretty good
1	Pretty good.
1	SPAM filtering is good, I haven't received any kind of spam.
1	SPAM filtering seems to be reasonably effective.
1	SPAM filtering seems to work fine.
1	Satisfied
1	Satisfied.

Count	Response

Count	Response
1	Seems fine to me.
1	Seems to be very effective
1	Some YSU e-mails get sent to SPAM
1	Some still gets through on rare occasions, but it seems to be on point for much of the time.
1	Somewhat effective; I normally receive 3+ SPAM message a month which I forward to the Tech Desk.
1	Spam filtering has been improved immensely in the past few years.
1	Still receiving a great deal of political party solicitations for funding and signing petitions.
1	The IT Department seems to be very effective in dealing with SPAM.
1	The spam filtering technology seems to identify emails.
1	The spam filtering works great I have never had an issue
1	Usually OK.
1	Very Good
2	Very effective

Count	Response

Count	Response
1	Very effective. I rarely get spam messages
1	Works well
1	Works well. No complaints.
1	all ways a challenge with those Marketeers.
1	confusing
1	could be improved....still receive more SPAM than I believe necessary.
1	dose a better job at hiding need emails
1	effective
2	good
1	good
1	i have not gotten any spam through my YSU email
1	no problems I am aware of
1	none
1	ok
1	pretty good

Count	Response

Count	Response
1	seems pretty good
1	very effective and needed
1	very good.
1	Both too little and too much are undesirable due to accuracy and opinion issues. The Office 365 product has the "clutter" feature which has proven to be very useful.
1	I think it's too sensitive. At times, re-current emails go into spam- doesn't seem right and waste of my time.
1	I seem to get anywhere from 1 to 5 spam emails per day. I don't know that 1 to 5 a day is all that bad considering that a university would naturally be expected to be a big target for spammers.
1	It seems that I receive some emails that I should not - and that at times - in the past, emails from students' personal email addresses were "junked" when they were actually valid/needed.
1	I seem to be receiving more junk mail with my old e-mail address. mmcclend@cc.ysu.edu It works for the mmcclendon@ysu.edu only.
1	SPAM filtering is good but could be improved. There are times email gets through the filter which definitely should not be making it through.
1	Low opinion. seem to have one particular site that no matter how many times I mark it as junk, it keeps coming.

Count	Response
1	I am NOT satisfied with the SPAM filtering since I keep getting way too much e-mail from unknown sources and this is how phishing attempts are made and how hackers get through the university systems. Please find a solution ASAP!
1	It's better than it was. I remember getting a lot of spam in the past and now only the occasional message comes through. The monthly report is good. Usually the system has successfully filtered out any suspicious e-mails.
1	It's pretty good. A few slip through here and there, but most seem to end up in my quarantine. However, there are also actual e-mails that end up in quarantine and then I don't find out they're there until I get the report. Sometimes that is frustrating.
1	The SPAM filtering technology continues to block several YSU and other emails that have been marked safe.
1	It's fine. I appreciated that we receive an email about those marked as SPAM so that we can verify for ourselves that the filtering is or is not working for our accounts.
1	It seems to work well for me. I get a few SPAM emails every week, but there have been very few emails that get caught by the filter that aren't SPAM. It seems to be a good balance.
1	Not very high.I constantly (almost daily or every other day) encounter a suspicious looking fishing attempt or "important" mail from dubious senders. Companies are selling us expensive spyware that is not effective.

Count	Response
1	A little frustrated with the new system. Newsletters from the President, Pete's Pride, some of my bosses and others are sent to the spam filter while I continue to get junk from foreign university "sites"
1	Intermittent effectiveness of SPAM filtering technology. Settings are difficult to understand. Sometimes non-SPAM mail gets sent to the Junk Mail folder. Other times SPAM gets through to my Inbox.
1	I get a lot of what I would consider spam from ysu email systems (such as stuff like this). I always fill them out, but keep getting emails.

17. Any comments about the YSU portal?

Count	Response
1	At times it can me hard to navigate
1	Better now that I understand it an use it more. Is there a simpler system?
1	Good
1	Hard to navigate
1	I am still using the YSU portal for Groups page.
1	I don't like how quickly my log in times out.
1	I feel like 6 months is too often to have a required password change
1	I hate logging into my email and my portal twice.
1	I have not experienced any difficulty with user
1	I think it's time for a de-design. The fonts are too small and it looks squeezed onto the page.
1	I think streamlining it might make it less overwhelming
1	I think the other all design could be better along with easier access to certain things

Count	Response
1	I would use it more often if I thought the email was easier to navigate.
1	IT'S NEEDS TO BE MORE USER FRIENDLY...AND KEEP OUT LOGIN UP LONGER.
1	Incredibly difficult to find what I am looking for. Too many items/too busy.
1	It can sometimes be confusing to navigate, but everything is helpful.
1	It functions as a portal should
1	It is a very useful tool for all YSU students and staff.
1	It is so hard to find where you want to go. It's too complicated and just a mess!
1	It is very cumbersome. There should be a better GUI and less clutter.
1	It kicks me out more frequently. It starts updating system while I am in the middle of work.
1	It looks nearly the same as when I started here as a student in 2006
1	It needs an updated "look".
1	It's a lot of clicking.

Count	Response
1	It's confusing and hard to navigate
1	It's not user friendly and outdated
1	It's ugly, cumbersome, and not intuitive... Please consider switching programs....
1	It's very confusing to navigate
1	Keep up
1	Love how easy to use it is.
1	Need an iPhone friendly version.
7	No
1	No Comment
2	None
1	None.
1	Not user friendly, very confusing.
1	Our site graphic pictures needs to be changed
1	Our website needs to be updated and kept current.
1	Poorly organized

Count	Response
1	Single login is very convenient.
1	Stale. Can we allow some customization by users? And if so, training?
1	The portal is not always user friendly.
1	The portal is not user friendly.
1	User unfriendly
1	VERY GOOD
1	We should only have to log in once
1	it is working but new software version updates are always a potential problem.
1	mostly indifferent to portal, layout seems dated
1	navigable
1	never had an issue
1	none
1	can we update the portal and make the portal keep personal settings like minimizing sections we dont use. that would be great.
1	I get annoyed when it logs me out in the middle of writing an email. I was told it's a very difficult process to be able to log in to

Count	Response
	the portal, and be simultaneously logged in to O365, blackboard, etc. But if we have the resources in the future, I think that would make the system a little more convenient to use.
1	I don't use 95% of the links because I don't know what they pertain to. All I need is 1. email, 2. access to student account, 3. scheduling, 4. employee time sheet, 5. parking permit registration
1	YSU website and portal: Images on webpages definitely need to be updated! YSU website seems cluttered. Search engine has too many old pages no longer being used. Many times unable to locate info trying to find.
1	Sometimes you can't find what you need unless you physically go to someone for assistance who knows where to go. User friendly programs are great, but only when the search bar works well.
1	Many links and many times you have to reach around the pages to find what you are looking for suggestion alphabeticaluse everything
1	I feel everything should come from the portal, travel, p-card statements, etc. If other schools can use the portal for everything why not us? Why do we spend money on Concur, and other systems when we should use the portal.
1	A staff member should not have to log in twice to access email. Once I log in and then click on Outlook I should not have to immediately log in again. There should also be a longer timeout period for the website. It seems that I have to log in repeatedly during a sessions.

Count	Response
1	While I usually find everything in the end the organization seems awkward and navigation isn't always as direct as it should be.
1	The layout dates back to what the YSU homepage looked like years prior; information overload. Could be formatted and more organized. The CAMPUS PICS have been the same since 2010-2011? Many of the students pictured (from the CSP) have gone on to graduate.
1	I think it would be nice to go into the portal, your email, and blackboard after you sign in, without having to keep putting your log-in information in for each one.
1	We have to sign-in too many times with uswer name and password to see our own email. Nothing is un-hackable these days.Seen better-looking sites on other university web pages.
1	When department names are changed or departments are consolidated, I believe it would be helpful to have the old and new names cross-listed for 90 days somewhere on the portal front page with an identifier like "Department Changes" to assist students and all employees. It would be a time saver!!!!!
1	The portal was supposed to provide single-sign-in capabilities. Now, we have to sign in separately to the portal, O365, internet native banner, tech desk support, etc.
1	Many people are not able to use it well. It seems to be confusing for others and I don't like how we have to change our passwords so many times.

Count	Response
1	It needs an updated layout (not to be confused with a new system; the system is fine); it hasn't been changed much since we went "live" years ago while the campus services and structure has continued to evolve and change.
1	I wish that when registering for classes you could look for them before hand and place them into a "shopping cart" so that when registration actually comes around you are able to enroll in all of your classes at once rather than having to go through and search for each class!
1	I feel like the portal needs a lot of work it's very chaotic and confusing, could be way more efficient
1	It may be beneficial to alphabetize the links under e-Services just to make it a bit easier to find what you need.
1	Where to start....it is extremely unfriendly and takes YEARS to fully understand how to use it. It is not intuitive, difficult to find what your looking for, difficult to register for classes, and over all is more of a pain than what its worth. I believe it needs to be redone and totally renovated, perhaps by a third party? There are so many links and avenues to search through I find myself wasting time trying to find how to get back to the home screen, or find my transcript, or fill out my employee hours. The system seems like it came out of the 90's, and needs a major update. Comparing the system to other Universities (I have friends who go to Pitt, Ohio State, Columbia, ect), YSU is falling behind in something so simple but extremely important.

Count	Response
1	I manage a portal group which was supposed to be migrated to another platform over a year ago and nothing has happened. In the meantime, I am still using the portal group and I am waiting for the day that it no longer works.
1	It's a little clunky. For example, it boots me out when I have to "re-submit the form" - when I use the back button in Mozilla. I have not tried IE.
1	I hate that we always have to put the semester in. I wish it would just default to the current semester.
1	This system would work better in the coding and window flow of Macintosh. These computers offer a secure, easy-to-use platform that allows for easy preference changes by administrators, application recognition, and general speed of connection.
1	Confusing to use sometimes, it could be more user friendly! Instead of having to go through multiple tabs, we could have quick links to easy to read links such as "Get a job on campus!" "Schedule an appointment with your advisor!" "Find our your financial aid for this year!" "Find your tax documents!"

23. Comments on network services?

Count	Response
1	...
1	Could be faster
1	Dave Olekshuk does a good job keeping our building operational
1	Dissatisfaction is probably based more on the provider than anything else.
1	Good
1	Have been great at resolving any problems I have encountered.
1	I can speak for the reliability of the network at Fedor Hall... it's horrible, very unreliable.
1	I lose service at random times across campus.
1	I think the network is too slow and unreliable
1	I would like to see us upgrade IE to at least version 11
1	Internet in Cafaro and the Courtyards is terrible.
1	It can be very slow at times and doesn't extend to the further corners of campus.
1	It is NOT reliable,

Count	Response
1	It needs to be expanded so that all areas of campus are covered as WiFi hot-spots
1	It runs slow.
1	It sucks
1	It sucks and it doesn't stay connected nor is it fast
1	It's slow in some places more than others
1	Last semester the network services were good, this semester they are considerably worse.
1	Need to update the bandwith on the server to be active for at least during high traffic periods
1	Network seems to be stable and reliable.
2	No
1	No problem.
3	None
1	Poor wireless reception
1	Service, including Wi-Fi, is sporadic & spotty.
1	Small staff, a lot to do. they do the best with what they are working with

Count	Response
1	Some buildings the network is spotty and I will lose connection on the device I'm using.
1	Staff are very helpful.
1	THE YSU WIRELESS DOES NOT ALWAYS WORK.....
1	The WiFi likes to cut out in some parts of certain building and it can be annoying.
1	The WiFi signal is too weak in some rooms to be effective.
1	The basemnent of the library does not have good wifi service
1	The employees in this department have always responded to requests in a timely fashion.
1	The staff has always been more than helpful when I had a problem.
1	Their always standing in a circle and talking telepathically.
1	There are items the network does not perform as desired but those occurrences are few
1	There are places where I do not recieve service. Signal strength could be improved
1	They are good and answer when there's a problem.
1	They seem to be up and running with high speeds.

Count	Response
1	Usually responsive to any issues I have in the Police Department.
1	WORKING SMART
1	Waited 2 months for a work order to get resolved.
1	WiFi in the courtyards very spotty sometimes
1	can be slow
1	n/a
1	none
1	not on campus
1	positive
1	satisfied
1	sometimes it can be super slow depending on what computer lab or computer you are using
1	where is the service more like police force to keep for learning
1	The campus network would not connect to my phone for hours on end, no matter how many times I would refresh the WiFi.
1	The network service is difficult to access through WiFi in some buildings, like Cushwa. The speed seems to be fine on my

Count	Response
	personal laptop, but when using the PC's in the English Dept., especially the GA office, it is extremely slow.
1	It is very disappointing. It always kicks you off the wifi if you are on a mobile device. Seems to rarely work.
1	I have received an increased number of calls from students that were having difficulty using our portal/network services. It is actually not as user friendly as before.
1	The wifi is TERRIBLE. On campus, in the dorms... It's absolutely terrible. It's slow when it finally works, it kicks me off all the time, and it makes it really difficult to do my school work. This is something that needs to be addressed IMMEDIATELY.
1	I am on the network all day every day, although it's more for my work than for research. whenever there was an outage, the problem seems to have been corrected fast enough.
1	ysuwireless is not very good. There were many times I was not able to connect and it was down for extended periods of time. Someone should be better monitoring this service and other network access. Too often there are problems which go unchecked for extended periods of time.
1	The network constantly goes out. Moreover, it's very difficult to connect to and doesn't extend to all of campus
1	Often the network was okay, but some days it was so slow that I was unable to do homwork on black board and then lost points (along with others) for not doing said homework.

Count	Response
1	3 out of 5 days per week, I have to wait 5 or more minutes before my computer will go online after booting up.
1	As soon as they know there is a problem, they get on it. Wouldn't have to wait for a contractor. Good thing we have great staff.
1	Some areas in campus buildings not have decent wifi. For example, I was in a classroom on the first floor of Cushwa and did not have wifi. I believe all buildings should have strong network signal for students trying to do work.
1	We need a staffed network services department. After the entire department left the university and the positions sat open and therefore the network was vulnerable is unacceptable and a poor poor management decision.
1	The WiFi can be terrible at times, especially in the Courtyard apartments. A strict "no personal router rule" needs to be in place and it is too unreliable.
1	Williamson College of Business Admin has great service for the most part, unless a lot of other people get on. No complaints here.
1	The Tech Desk needs to have more people like Jeremy and get rid of the one who doesn't know what he is doing. Most of them are not nice when people call for help.
1	Employees (staff) in this area are great and try to help. There just aren't enough of them. Technology updates too frequently preventing a majority of employees from achieving even mediocre

Count	Response
	proficiency. Additionally, frequent technology updates cost funding the University cannot adequately address.
1	Ward Beecher is sometimes just not working at all or it is spotty, which sucks when most of my classes are there, and also room 4043 never even has a hint of it.
1	The computers need to be checked more often to make sure they are loading properly, it's unfair for students who have to use the computers for testing, to have them load up slow, and freeze upon them. There's two computers in Debartlo, in the 2nd floor lounge with the mouses missing and one has been down; since before the mouses came up missing.
1	Seems to be really spotty with connection, good some days, bad on others, of just refuses to load anything in some spots, but shows full bars.
1	The transfer speed when using Cisco AnyConnect is not good at all. I rely on accessing the shared drive when I'm off campus, but the speed is extremely slow. I am just wondering if anything can be done to improve both the upload and download rates.
1	The internet is terrible. I have gone over my data numerous times because of the wifi. I live down in the courtyards and my laptop is never able to connect either.
1	Network equipment and configuration need updated to better address increased utilization demands and the need for ever better network security.

Count	Response
1	What does network services do? What is the function of this office? I do not know what network services is or does.
1	The wifi is not the best. They need to invest into more access points. Especially in the residence halls and Courtyards.
1	I am very happy with the network telecom services as they do a great job keeping the university network going and never leave any loose ends.
1	There is a lot of confusion about whose job it is when something comes up related to network service work.

24. Comments about ITS?

Count	Response
1	...
1	Don't know what it is
1	Good
1	Good for the most part, only disappointed with the wifi / network services.
1	Group as a whole gets a good amount accomplished for the size.
1	Have been great at addressing any problems I have encountered.
1	I don't know what this means! You shouldn't use acronyms if you don't explain what they are!
1	ITS should improve the internal systems on campus for students, faculty and staff.
1	It is a good service, although I have not used it yet.
1	It is a reliable source and very helpful.
2	N/A
1	N/a
1	NA

Count	Response
1	No
1	No Comment
1	No problem.
4	None
1	Not now.
1	OK
1	Requests are processed too slowly or not at all.
1	There are a lot of very talented and nice people working for you guys. Great job!
1	They are always available and do a good quick job!
1	Too many different non-compatible unreliable programs are being used.
1	Usually responsive to any issues I have in the Police Department
1	a police force that make rules so they don't need to do real work
1	great group
2	n/a

Count	Response
1	no problems
1	none
1	positive
1	since we are 99% administrative fighting for dominance it really is not an ITS's problem.
1	what is this?
1	With all due respect, the really good ITS employees are all leaving or planning to leave YSU... This is a concern for the departmental end users.
1	You need more staff and there should be more training of current employees, and not utilizing students to do their work
1	I work very closely with the IT staff to create new reporting processes as well as provide service for particular projects which fall under my current role (VZ Orientation, Starfish, and SOAR/TSO programming). Jim Kleeh was previously assigned to my reports and Maureen Draibson has since taken over. She is invaluable to me!
1	What is the function of ITS? What does it do? What should it do? I am not clear about the function and composition of ITS and could benefit from being educated more about this area.

Count	Response
1	While ITS has faced many challenges, it is working toward making strides to bringing solutions to the challenges faced in an ever-changing department as ITS.
1	Employees (staff) in this area are great and try to help. There just aren't enough of them. Technology updates too frequently preventing a majority of employees from achieving even mediocre proficiency. Additionally, frequent technology updates cost funding the University cannot adequately address.
1	We need support for video making and editing for students, faculty and staff who don't work in Marketing or Distance Education.
1	I am a lab monitor at YSU. Many of our labs have work orders pending from a month ago. We have asked IT to get them resolved multiple times. Teachers are complaining about their work stations constantly. Whenever there is a problem that can be troubleshooted over the phone, we get great feedback from IT. But if a computer needs parts, or a major update to software, that's when we tend to have unresolved issues. Also, why does everyone who wants to use the computers in our labs have to manually input where their print jobs are sent? Every time a student wants to print something in our labs for the first time, they ask us what is wrong. We've had our supervisors talk to IT about this, and IT has said that they are unable to resolve the issue. It's a major issue!
1	I had a very bad conversation with the manager of IT. He was extraordinarily rude and disciminatory to me. If I ever have to call the help desk again, I will make someone else do it.

Count	Response
1	I feel each department should have one IT person assigned to them. So maybe one IT person can work with 3-4 departments but it would be the same IT person.
1	Would be nice if I didn't have to change my password so often and if I didn't get so many emails about changing it.
1	Staff is always ready to assist when available. As with many departments on campus, staff is stretched to meet many of the needs on campus.
1	The staff has always been more than helpful when I had a problem. I wish all the programs we use would run on the same search engine(?). I sometimes have to sign out of Google and use Internet Explorer, but Internet Explorer doesn't work with all the programs. Neither does Firefox or Google. Which one should we be using? I've had different answers to that question.
1	How to place a work order for web focus report writing v. banner reporting or issues v. software/hardware service requests is not clearly defined or accessible from your website or the portal.
1	The network overall is outstanding. I've not had any issues with speed, disconnections, or connecting on a mobile device. It is consistently fast. Excellent job.

25. Are there any other technologies that you believe ITS should evaluate and deploy?

Count	Response
1	...?
1	A Travel website/package that is more user friendly. I do not care for Concur at all.
1	A new travel service. Concur is arduous and not user friendly.
1	Banner XE
1	Better wifi
1	Don't know.
1	Having a good AntiVirus solution.
1	I don't know
1	MORE WIRELESS!!
2	N/A
1	N/a
4	No
1	No I think they do a good job with the ones that they do.

Count	Response
1	No idea
2	None
1	None, that I can think of at the moment.
1	Not at this time
1	Seem to have problems with WiFi constantly
1	Sure?
1	The service is good and the staff are supportive.
1	This is an educational facility and we have no videographer available on campus.
1	VMware Horizon More Apple Computers (iMacs) on campus Google Apps
1	Word 2016; Windows 10; let's get up to date.
1	card swipe tracking for activities and events
1	iPads
1	mobile hotspots.
2	n/a
1	no opinion

Count	Response
2	none
1	none come to mind
1	ummmmmm?
1	universal card access
1	wireless and remote printing.
1	Mobile device management, enhanced network security within and at the boundary, improved network access control, application virtualization/Software as a Service and better automation of space assignment, utilization and tracking.
1	Not sure what this pertains to, but it sometimes takes upwards of 15 minutes once you enter your YSU username and password on the computers on campus until it welcomes you in and you can start working on the desktop. By that time I have to leave the computer lab and go to my next class.
1	silent alarm notification of Emergency Police via the CTRL+CTRL key keyboard command (used at previous employers)
1	Once again I do not know what ITS stands for? Internet Technology Services, Information Technology Services, explanation would be helpful
1	ITS should evaluate and deploy whatever technology would allow YSU to control its own update schedule and source code so that strategic planning of institutional priorities can drive financial

Count	Response
	expenditures instead of administrative computing systems, software, hardware, etc.
1	Perhaps this isn't ITS, but we used to have a staff person who assisted faculty and staff in creating videos. I believe he was reassigned and no one has been hired to take his place. As our distance learning program grows, we need someone (preferably several someones) to do that.
1	Why does banner require Internet Explorer 9? I keep getting the message that I9 is outdated and should upgrade to newest version of IE. However, I have been told that INB will not work properly if a newer version of IE is installed.
1	We need an updated version of the DARS program. As an academic advisor, we are still doing graduation evaluations by hand which is a huge waste of time considering there is a program available which will do this for us!!
1	WiFi is the worst!! YSU is so behind on technology. We should have the best since it is a college. It takes too long for repairs.
1	This may or may not be your area, but I would love if YSU would purchase or develop a central scholarship application system for students. The current process is very complicated.
1	Adobe Acrobat. I wonder how much time, money, paper, etc. is used just because we have to print something, sign it, then scan it back in.

Count	Response
1	Someone should really research how data is processed throughout each office and the University as a whole. In my department in particular, I have assisted the CSP with retrieving Web Focus reports for their current student Intervention list as well as creating Merge documents for reporting. They were previously handwriting reports! Improvements can still be made for other processes/procedures in place. It was necessary for me to create an entire process along with IT which correlates with Starfish reporting as the current Starfish program does not retrieve the necessary data needed. A Banner report was created which pulls necessary data for the CSP Coordinators to refer and meet with students. I have had conversations with numerous advisors and employees on campus indicating how they "copy and paste" information for students (i.e., GPA) from Banner Self-Service into an Excel spreadsheet. They are not even aware that a report (Web Focus/Banner) might be available or could be created. In my role as Administrative Assistant 2 for Orientation Services, I was processing mailings, reservations, test sessions and confirmations for students manually through Excel! Since the hire of Leslie Page, our new Assistant Director we now utilize VZ Orientation. If it were not for the fact that her previous university, and the university Gary Swegan came from, had this program, I would still be utilizing the same process which was terribly outdated.
1	I'm not sure if this is under ITS's purview, but organizational software like Evernote, would be a huge benefit to both students and faculty.
1	Wifi. My computer rarely connects to it. as well as my phone. Bliss hall often has this issue. Rarely do people come help.

28. What other questions should be included in this survey?

Count	Response
1	...?
1	Did you use the tech desk?
1	Do you use Internet Explorer, Firefox, Google or another search engine to sign on to the portal?
1	Experience working with technology staff
1	How are the quality of computers on campus?
1	How to improve the YSU website. How to improve the YSU app.
1	I don't think the average user will understand question 25.
1	MAC
2	N/A
1	N/a
1	No
1	No idea
1	None
1	None I found it very thorough

Count	Response
1	None it seemed like a well constructed survey.
1	None that I can think of.
1	None, that I can think of right now.
1	None.
1	None. I believe that you have covered everything.
1	Starfish
1	When building are closed or evacuated
1	Why am I doing this survey
1	a positive step is always good.
2	n/a
2	none
1	unknown
1	I would like to see a question about comminication in regards to various upgrades. I would like a question about communication in regards to which server to use for which products. When to upgrade, when not to upgrade Every few months I log into Banner and I cannot use the my current server. When I inquire I find out a different server is preferred. I would like guyidelines on when a current computer become obsolete.

Count	Response
1	What comments do you have about available training? Did you learn anything from security training?
1	More in-depth questions about WiFI accessibility on campus and more communication to campus on where it is available.
1	How do you currently process data? Are you aware of available Banner or Web Focus programs for processing data? When was a new computer last purchased for your use?
1	You should ask if they realize while every effort is made to supply the best technology, technology is not ALWAYS perfect!
1	Are you satisfied with the time in takes to implement banner upgrades or new third-party software? What is your opinion on the level of communication ITS provides to the campus? How satisfied are you with the ITS website? I would also clarify some of the questions you have. For example, define what areas are included in network services and ITS since those terms have not been defined within the survey.
1	Something about how things are decided. Often there is a feeling that things are determined prior to discussions with those that use them. This makes for a rocky transition.
1	IT does not appear to have the resources it needs to support the institution. We have been waiting for the Banner XE upgrade, which seems like it may never happen. There is no support for requests unless it is the top priority. Everything else is on the waiting list. The entire campus is in limbo waiting on IT.

Count	Response
1	Last alert for the beginning of February came from the old alert and the new.Thought the old was was being replaced by a new penguin alert.
1	More questions related to internal systems such as Banner, myysu portal, concur travel, eCube. Each of these got 1 question with no good follow up on how to improve them. I think they need active improvement more than anything else listed on this survey.
1	Are you satisfied with the printing options in Kilcawley? Answer: why would i want to pay to print in a student center, when I don't have to in academic labs?
1	The department needs employees capable of completing projects that advance the University so the question would be how can the staffing structure of ITS be improved.
1	Question 26 is poorly constructed. How many uses are covered by "Often"? What if the survey respondent only used the drive once? Should that be considered "Often"?
1	Why is it that forms cannot be used on all browsers? Fillable forms will work on Internet Explorer and Google Chrome but not on Mozilla.
1	When is the best time to come over to your department to train your staff in person on the use of O365, Banner, Concur, etc?
1	There should be an option to provide more details about observations of issues with the university website. This is the "electronic face" of the university and could benefit from input/

Count	Response
	recommendations from outside reviewers who have seen it as it appears in a variety of browsers. Also may help identify - navigation issues/bad links.
1	Question 29: How satisfied are you with the fact that there are administrator privileges on your computer? I think that's more of an M&AC question.
1	No further questions. I would like to comment on CONCUR. It's difficult to work with. I have to ask for help each time. CONCUR could offer more guidance with the travel request submission and expense report processes. Maybe this needs to be simplified for those who don't use CONCUR every day.
1	I believe we should evaluate Chartwells food service. Over all I am not satisfied with the service, especially the satellite branches (little coffee hubs).