

Report for Student Survey

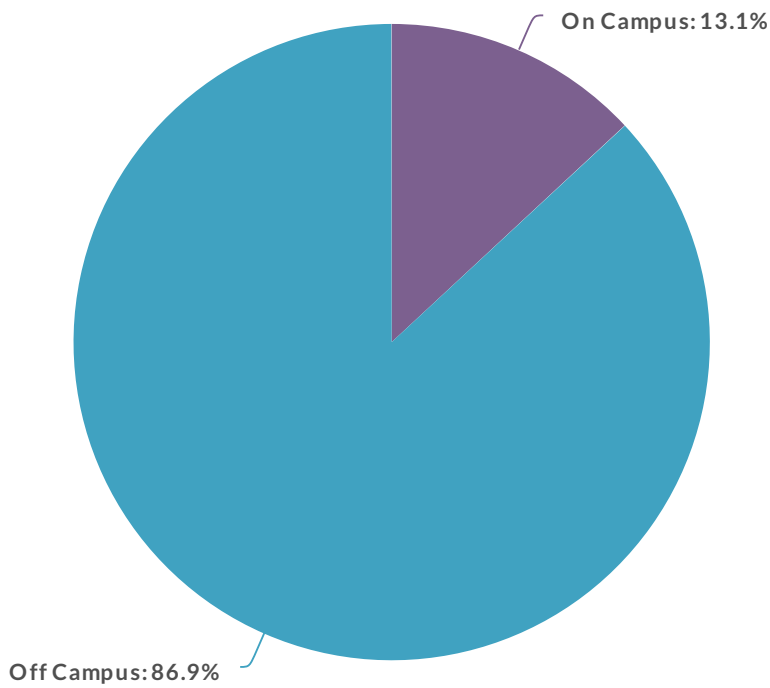
1. Response Counts

Completion Rate: 100%



Complete	361
Partial	0
Disqualified	0
Total	361

2. Do you live on campus or off campus?

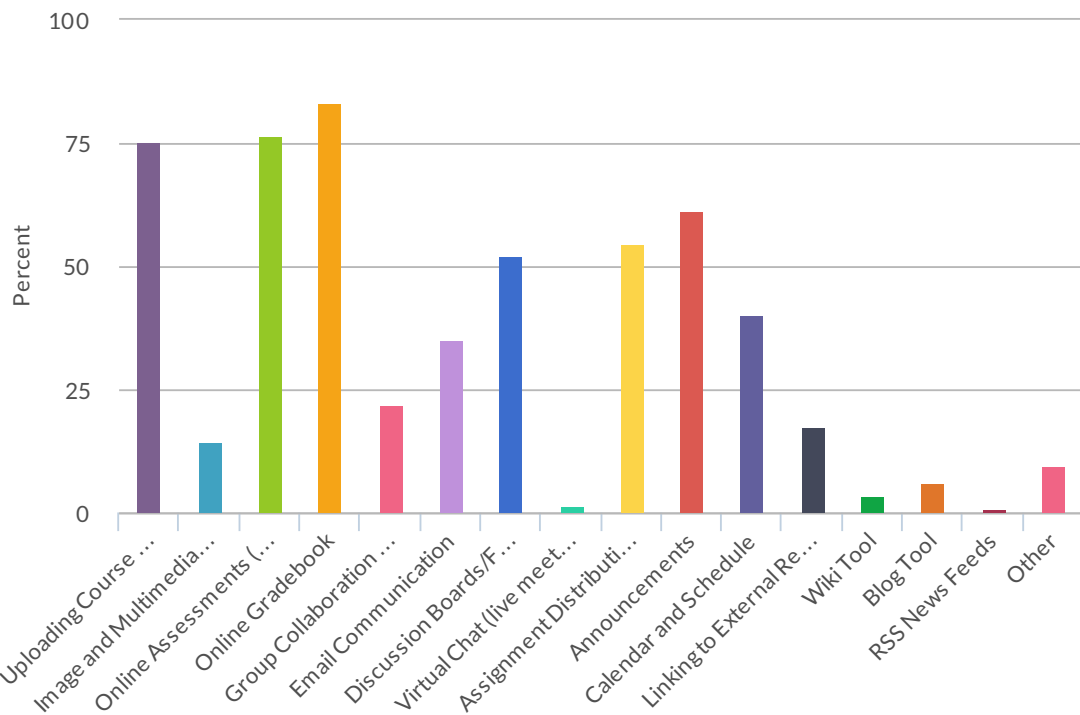


Value	Percent	Count
On Campus	13.1%	47
Off Campus	86.9%	311
Total		358

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

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

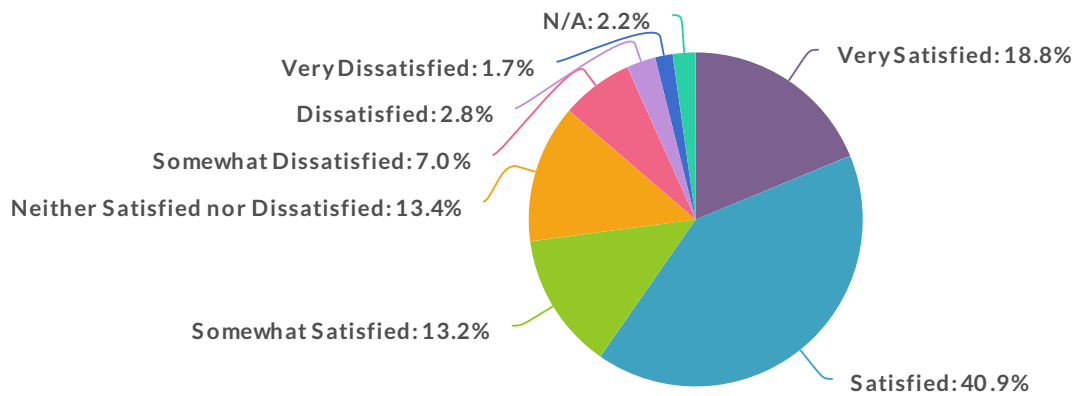
4. If you use Blackboard (BB), what have you used it for? Check all that apply.



Value	Percent	Count
Uploading Course Documents and Resources	75.4%	266
Image and Multimedia Capability	14.4%	51
Online Assessments (e.g. quizzes and exams)	76.5%	270

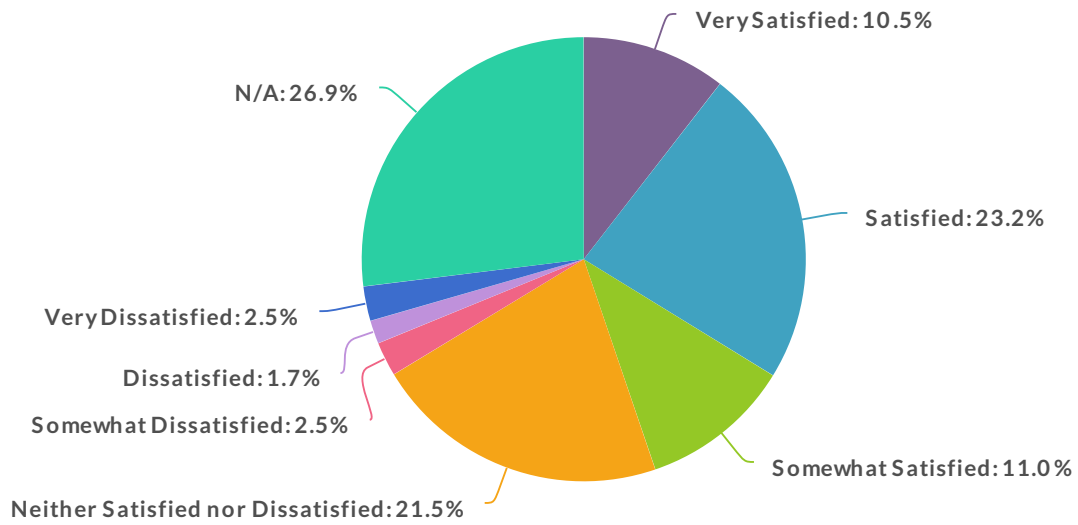
Value	Percent		Count
Online Gradebook	83.3%		294
Group Collaboration Capability	21.8%		77
Email Communication	35.4%		125
Discussion Boards/Forums	52.4%		185
Virtual Chat (live meetings)	1.4%		5
Assignment Distribution and Collection	54.4%		192
Announcements	61.5%		217
Calendar and Schedule	40.2%		142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

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



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

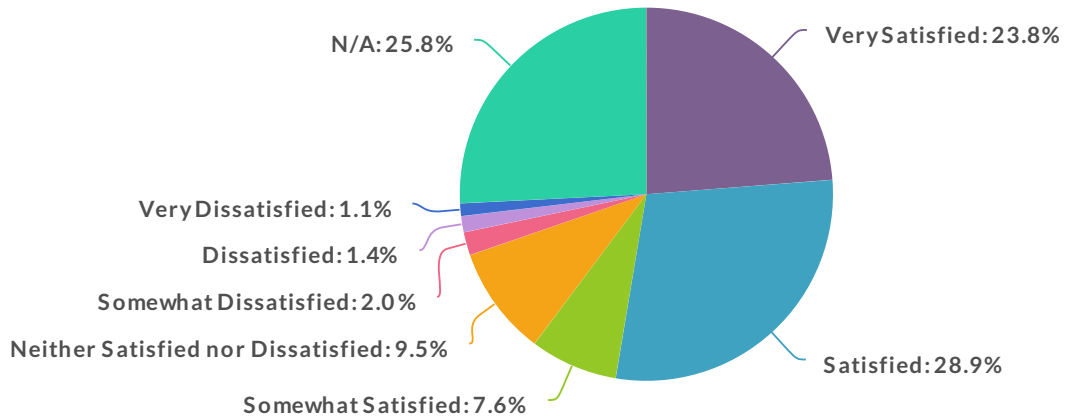
6. How satisfied are you with the usefulness of Blackboard Tip Sheets and videos?



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

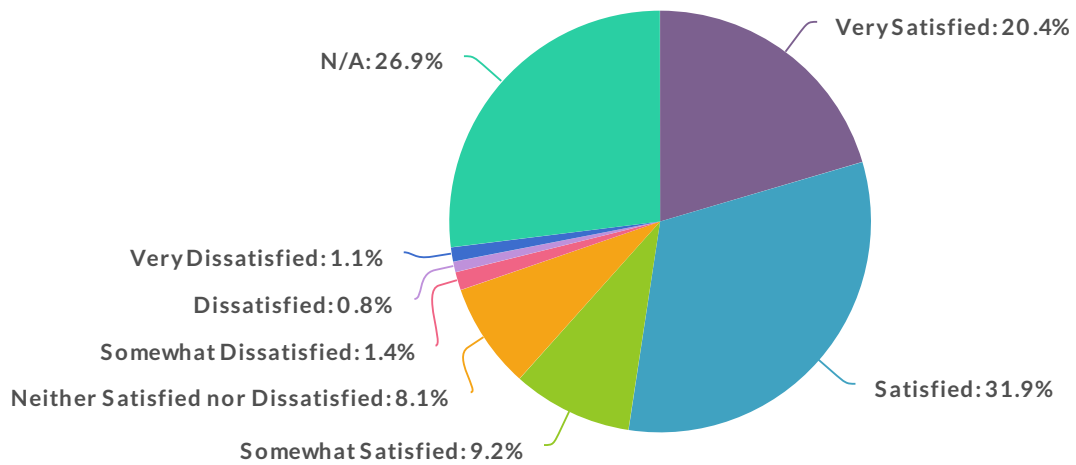
7. What improvements would you like to see to the functionality of Blackboard?

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



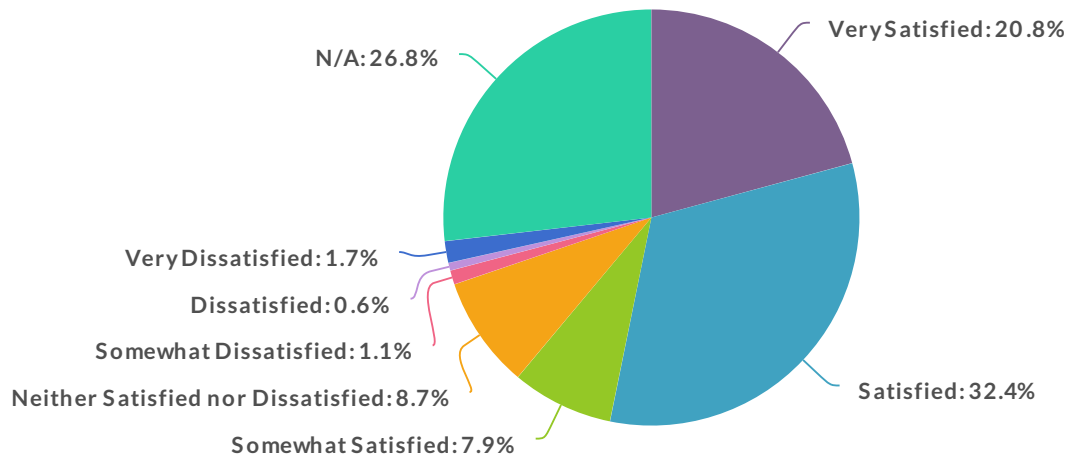
Value	Percent		Count
Very Satisfied	23.8%		85
Satisfied	28.9%		103
Somewhat Satisfied	7.6%		27
Neither Satisfied nor Dissatisfied	9.5%		34
Somewhat Dissatisfied	2.0%		7
Dissatisfied	1.4%		5
Very Dissatisfied	1.1%		4
N/A	25.8%		92
Total			357

9. How satisfied are you with the timeliness of the phone support of the University Tech Desk?



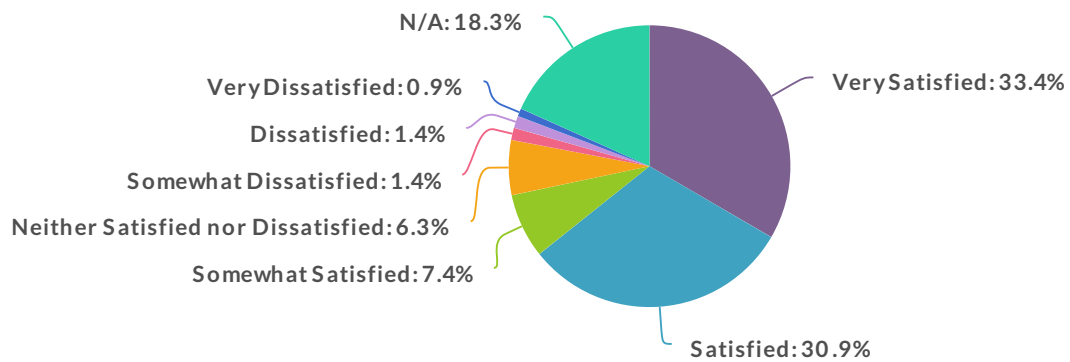
Value	Percent	Count
Very Satisfied	20.4%	73
Satisfied	31.9%	114
Somewhat Satisfied	9.2%	33
Neither Satisfied nor Dissatisfied	8.1%	29
Somewhat Dissatisfied	1.4%	5
Dissatisfied	0.8%	3
Very Dissatisfied	1.1%	4
N/A	26.9%	96
Total		357

10. How satisfied are you with the accuracy of the phone support of the University Tech Desk?



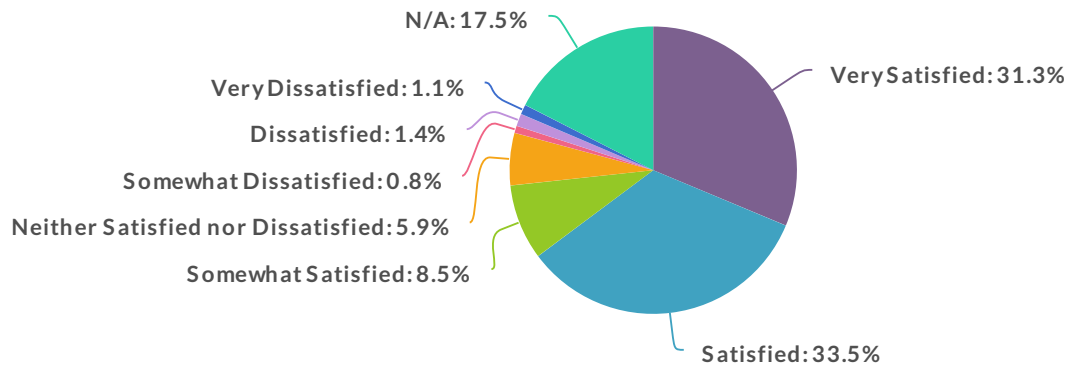
Value	Percent	Count
Very Satisfied	20.8%	74
Satisfied	32.4%	115
Somewhat Satisfied	7.9%	28
Neither Satisfied nor Dissatisfied	8.7%	31
Somewhat Dissatisfied	1.1%	4
Dissatisfied	0.6%	2
Very Dissatisfied	1.7%	6
N/A	26.8%	95
Total		355

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



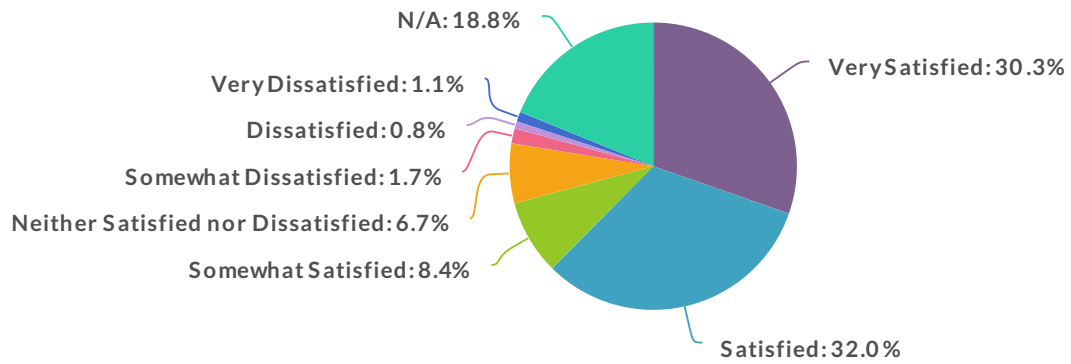
Value	Percent		Count
Very Satisfied	33.4%		117
Satisfied	30.9%		108
Somewhat Satisfied	7.4%		26
Neither Satisfied nor Dissatisfied	6.3%		22
Somewhat Dissatisfied	1.4%		5
Dissatisfied	1.4%		5
Very Dissatisfied	0.9%		3
N/A	18.3%		64
Total			350

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



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

13. How satisfied are you with the problem resolution of the University Tech Desk?



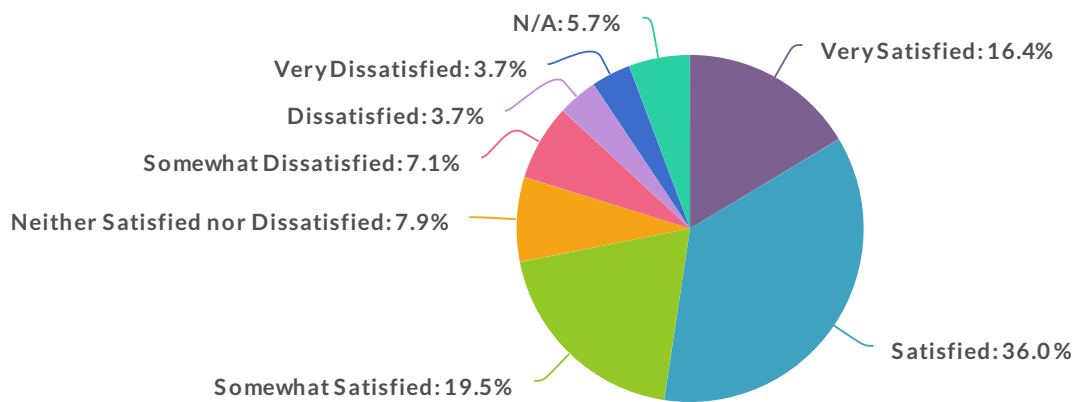
Value	Percent	Count
Very Satisfied	30.3%	108
Satisfied	32.0%	114
Somewhat Satisfied	8.4%	30
Neither Satisfied nor Dissatisfied	6.7%	24
Somewhat Dissatisfied	1.7%	6
Dissatisfied	0.8%	3
Very Dissatisfied	1.1%	4
N/A	18.8%	67
Total		356

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



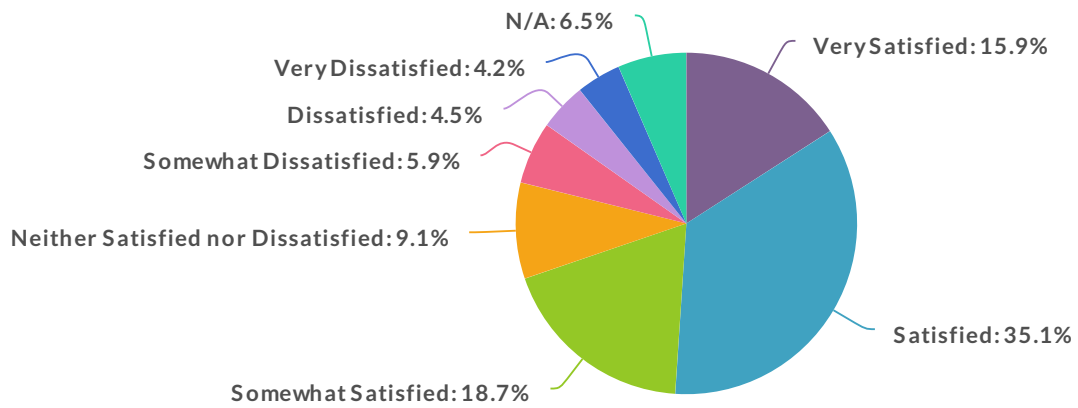
Count	Response
1	They are usually helpful & responsive to questions about things such as email security issues or things as simple as an increase in print sheets.
1	They do a GREAT JOB!!!!!!!
1	They don't seem to be very resourceful. They seem to know one method of fixing problems, and if that one way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

15. How satisfied are you with the Hardware and Software in the classroom computer labs?



Value	Percent	Count
Very Satisfied	16.4%	58
Satisfied	36.0%	127
Somewhat Satisfied	19.5%	69
Neither Satisfied nor Dissatisfied	7.9%	28
Somewhat Dissatisfied	7.1%	25
Dissatisfied	3.7%	13
Very Dissatisfied	3.7%	13
N/A	5.7%	20
Total		353

16. How satisfied are you with the uptime of the computers and Software in the classroom computer labs?



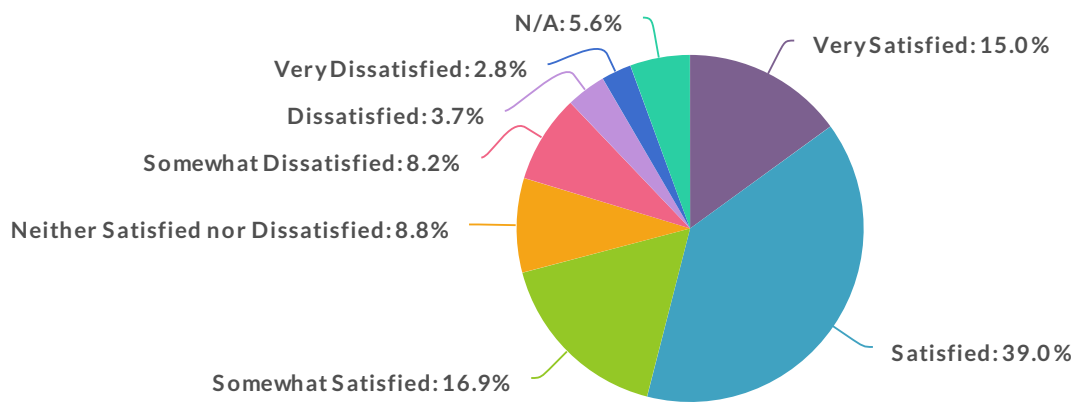
Value	Percent	Count
Very Satisfied	15.9%	56
Satisfied	35.1%	124
Somewhat Satisfied	18.7%	66
Neither Satisfied nor Dissatisfied	9.1%	32
Somewhat Dissatisfied	5.9%	21
Dissatisfied	4.5%	16
Very Dissatisfied	4.2%	15
N/A	6.5%	23
Total		353

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

Count Response

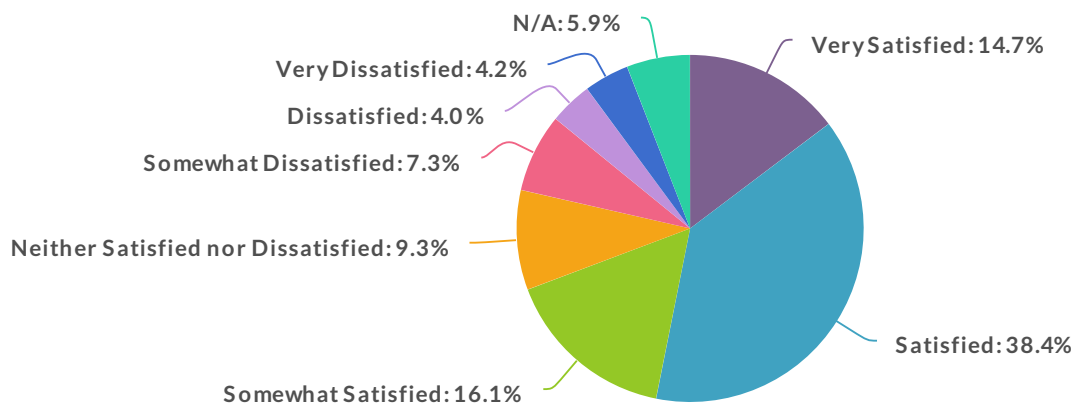
1	We do not get enough pages to be printed. Also, when there are orientations we get very short notice that the labs will be closed and I need that time for my work and I am disappointed that they can't use the locked computer labs for that when students need the computers.
1	Went I need a computer I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

18. How satisfied are you with the Hardware and Software in the open computer labs?



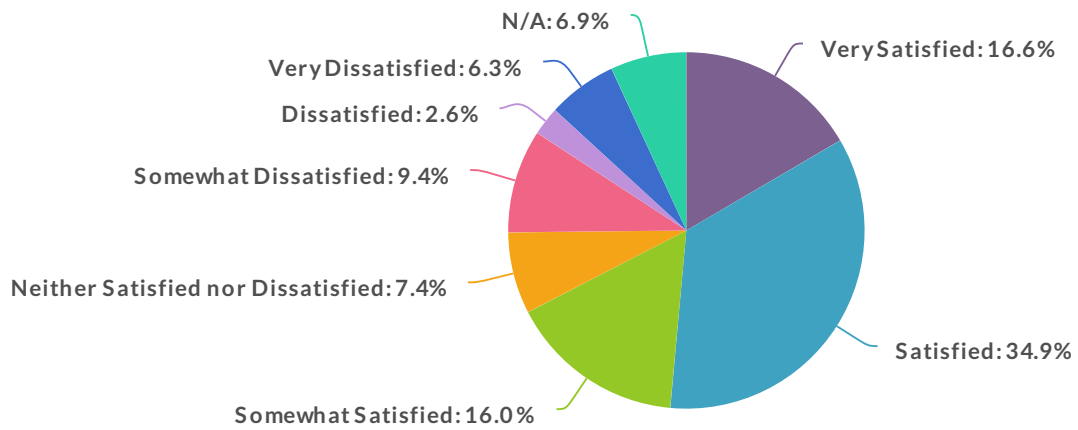
Value	Percent	Count
Very Satisfied	15.0%	53
Satisfied	39.0%	138
Somewhat Satisfied	16.9%	60
Neither Satisfied nor Dissatisfied	8.8%	31
Somewhat Dissatisfied	8.2%	29
Dissatisfied	3.7%	13
Very Dissatisfied	2.8%	10
N/A	5.6%	20
Total		354

19. How satisfied are you with the uptime of the computers and the Software in the open computer labs?



Value	Percent	Count
Very Satisfied	14.7%	52
Satisfied	38.4%	136
Somewhat Satisfied	16.1%	57
Neither Satisfied nor Dissatisfied	9.3%	33
Somewhat Dissatisfied	7.3%	26
Dissatisfied	4.0%	14
Very Dissatisfied	4.2%	15
N/A	5.9%	21
Total		354

20. Based on last semester, how satisfied are you with the reliability and speed of the campus network (not ResNet, not wireless) in computer labs?

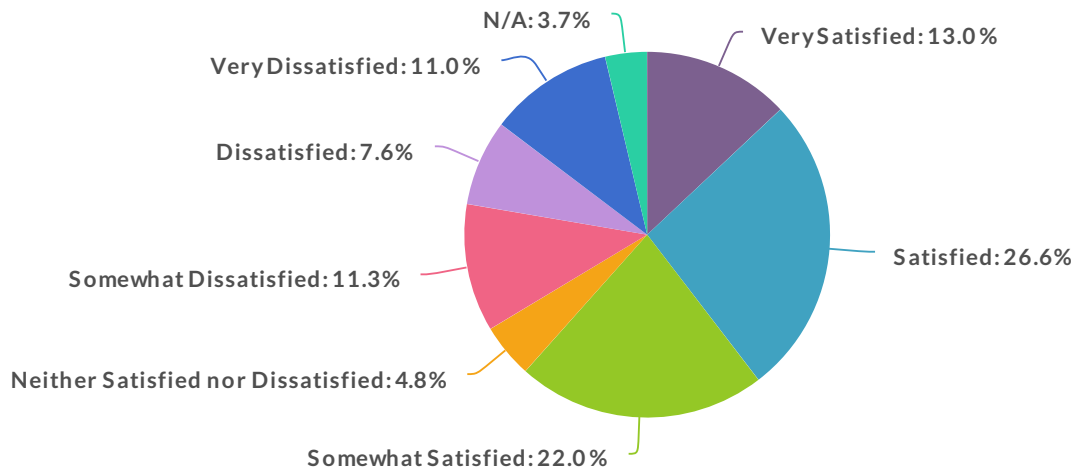


Value	Percent	Count
Very Satisfied	16.6%	58
Satisfied	34.9%	122
Somewhat Satisfied	16.0%	56
Neither Satisfied nor Dissatisfied	7.4%	26
Somewhat Dissatisfied	9.4%	33
Dissatisfied	2.6%	9
Very Dissatisfied	6.3%	22
N/A	6.9%	24
Total		350

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

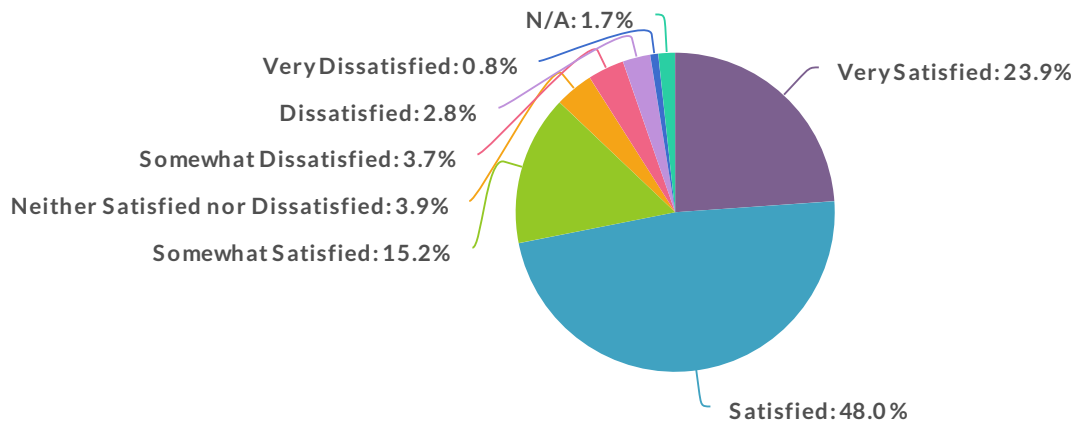


22. Based on last semester, how satisfied are you with the reliability and speed of the campus wireless network?



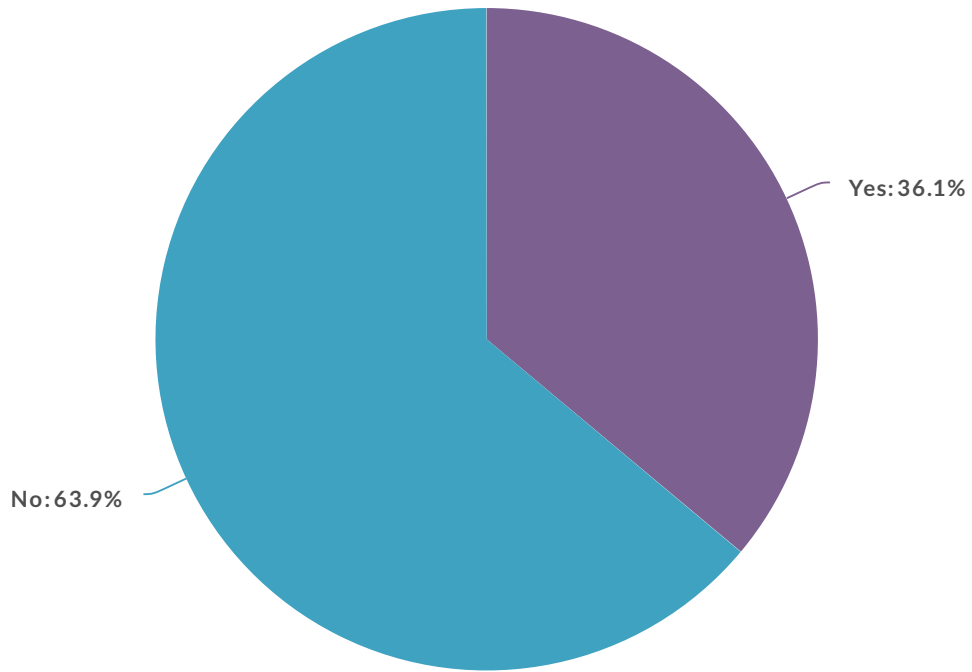
Value	Percent	Count
Very Satisfied	13.0%	46
Satisfied	26.6%	94
Somewhat Satisfied	22.0%	78
Neither Satisfied nor Dissatisfied	4.8%	17
Somewhat Dissatisfied	11.3%	40
Dissatisfied	7.6%	27
Very Dissatisfied	11.0%	39
N/A	3.7%	13
Total		354

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



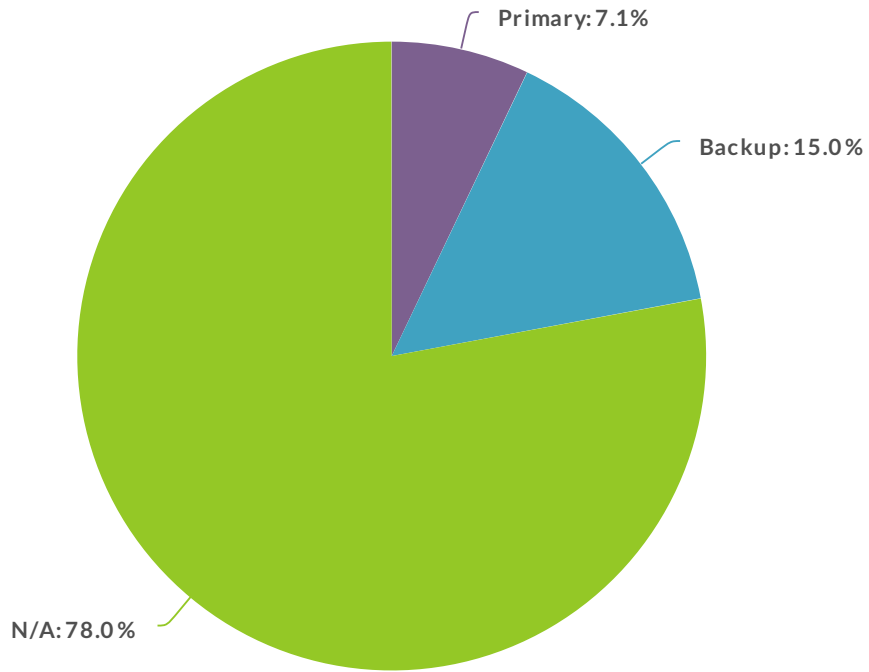
Value	Percent	Count
Very Satisfied	23.9%	85
Satisfied	48.0%	171
Somewhat Satisfied	15.2%	54
Neither Satisfied nor Dissatisfied	3.9%	14
Somewhat Dissatisfied	3.7%	13
Dissatisfied	2.8%	10
Very Dissatisfied	0.8%	3
N/A	1.7%	6
Total		356

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



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

25. Do you use your Y-drive space either for primary or backup file storage?



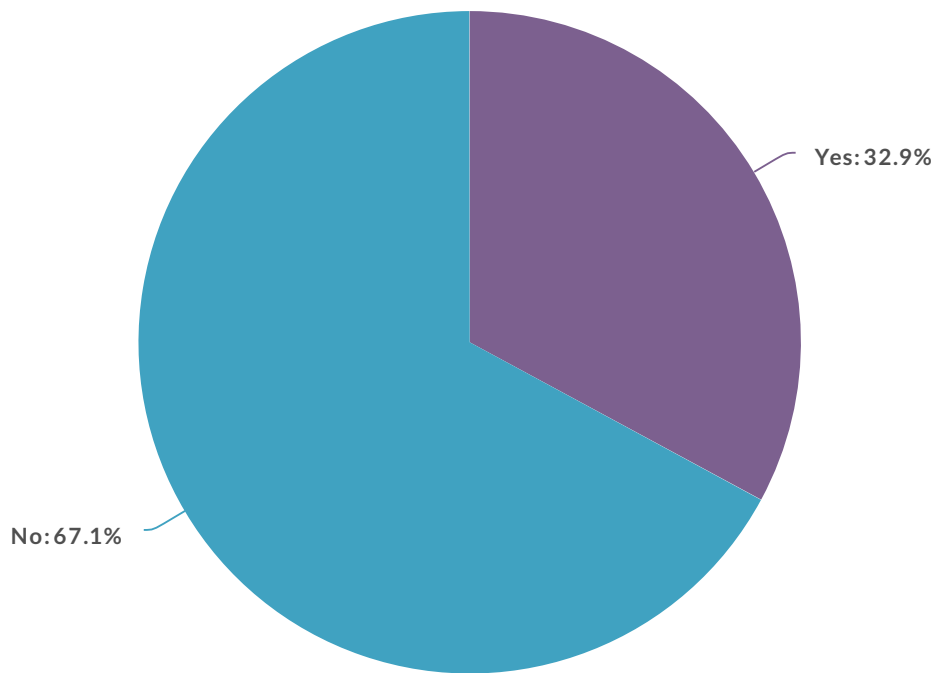
Value	Percent	Count
Primary	7.1%	25
Backup	15.0%	53
N/A	78.0%	276
Total		354

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



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

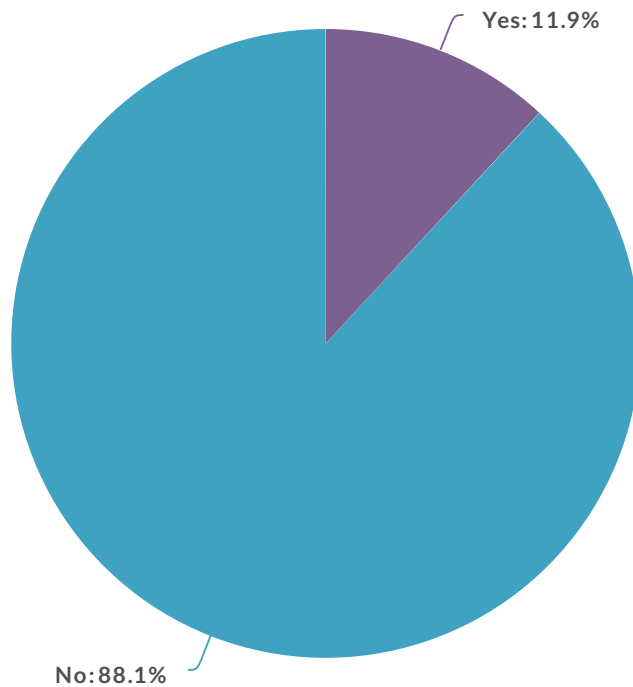
30. Do you know where the YSU wireless hotspots are?



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

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

34. Do you use the Kiosks (walk up computers) on campus?



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

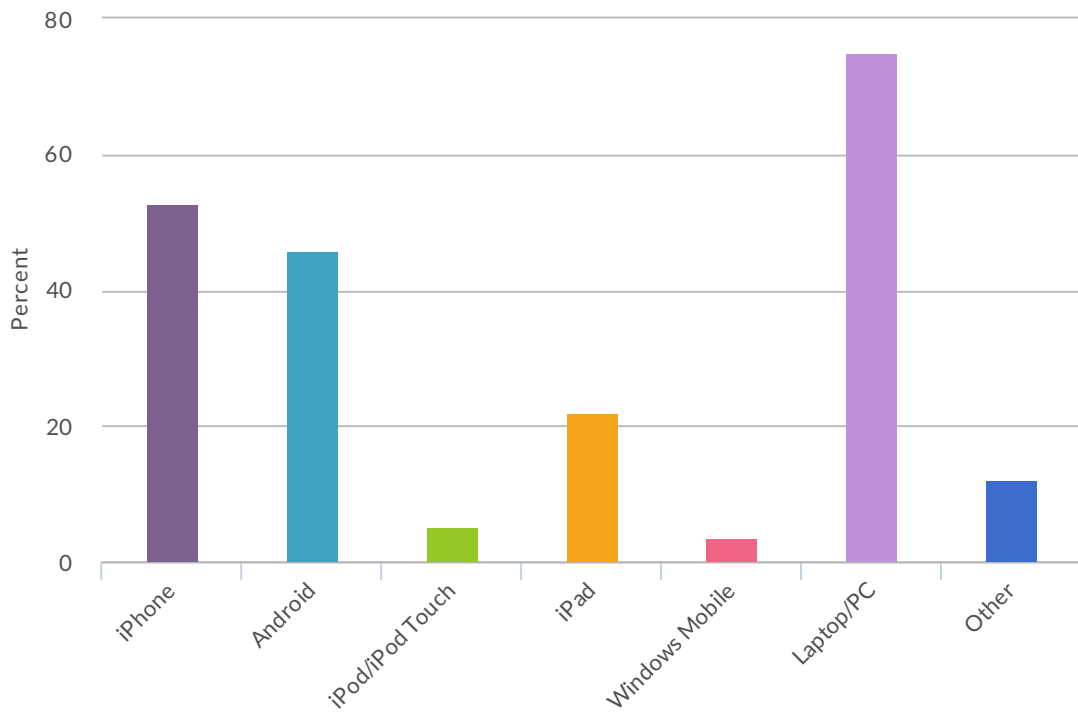
35. If/when you use the Kiosks, what do you use them for?



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

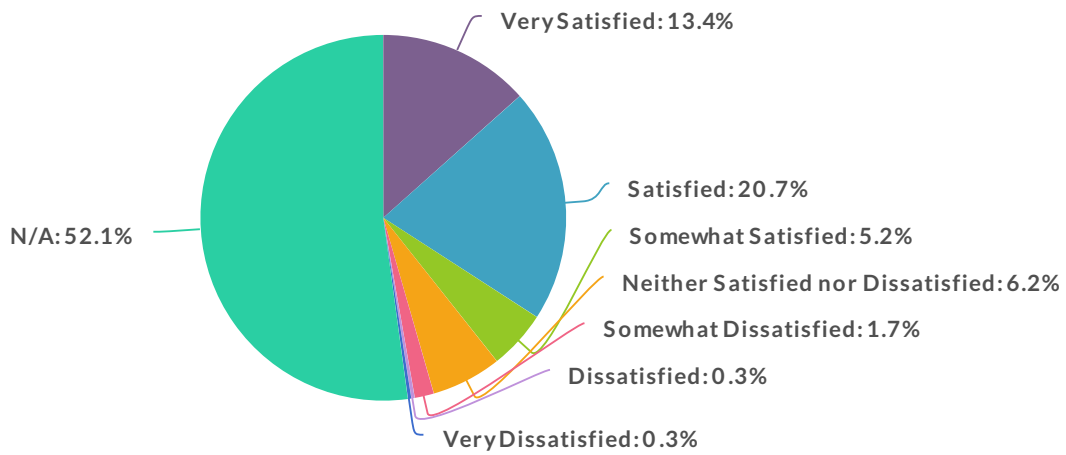
Count	Response
1	Printing out assignments or whenever my computer won't connect to wifi
1	Printing.
1	Quick information
1	Registration
1	Send email Look something up quickly Goof off
1	Signing up for classes.
1	Student Activities
1	The MAC center on the 4th floor has added Kiosks recently. Maag library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

36. What mobile device(s) do you use:



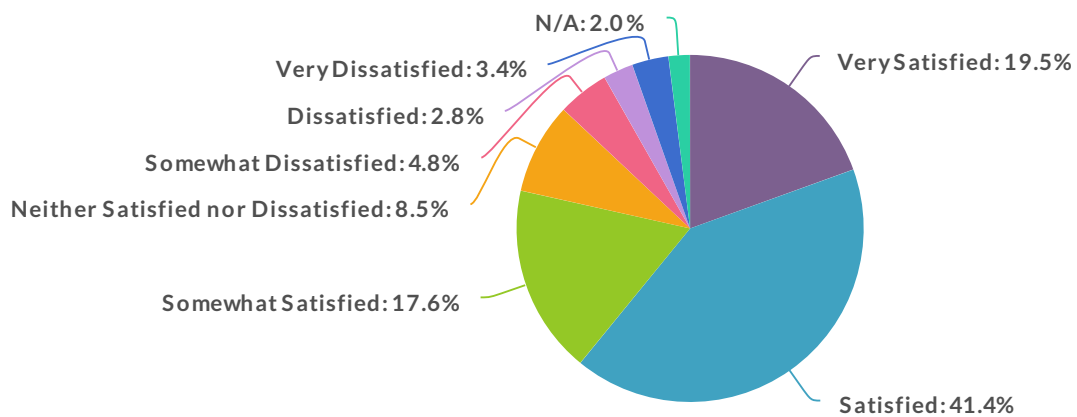
Value	Percent	Count
iPhone	52.8%	188
Android	45.8%	163
iPod/iPod Touch	5.3%	19
iPad	21.9%	78
Windows Mobile	3.7%	13
Laptop/PC	75.0%	267
Other	12.1%	43

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



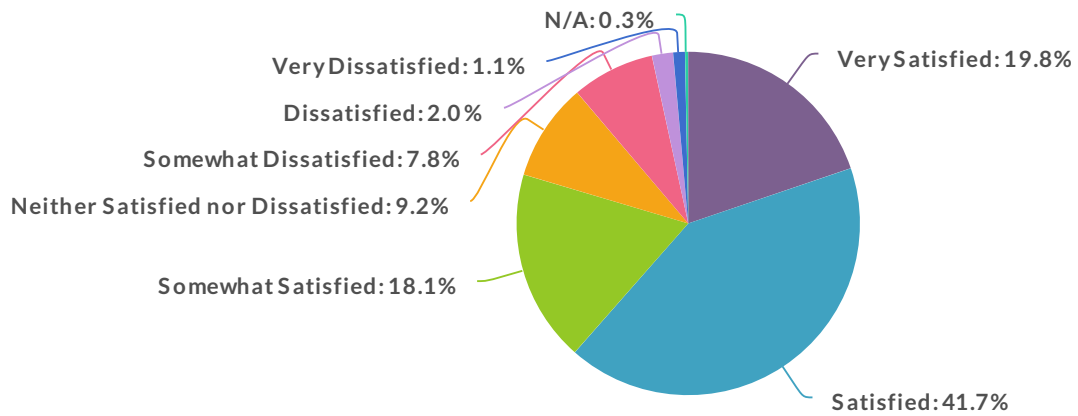
Value	Percent		Count
Very Satisfied	13.4%	<div style="width: 13.4%;"></div>	39
Satisfied	20.7%	<div style="width: 20.7%;"></div>	60
Somewhat Satisfied	5.2%	<div style="width: 5.2%;"></div>	15
Neither Satisfied nor Dissatisfied	6.2%	<div style="width: 6.2%;"></div>	18
Somewhat Dissatisfied	1.7%	<div style="width: 1.7%;"></div>	5
Dissatisfied	0.3%	<div style="width: 0.3%;"></div>	1
Very Dissatisfied	0.3%	<div style="width: 0.3%;"></div>	1
N/A	52.1%	<div style="width: 52.1%;"></div>	151
Total			290

38. Aside from the mandatory 180 day expiration, how satisfied are you with the ease of use to change your YSU password?



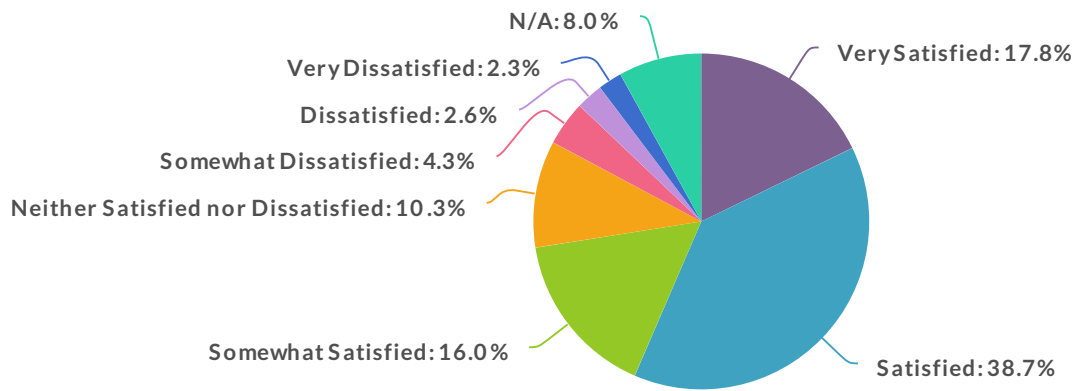
Value	Percent		Count
Very Satisfied	19.5%		69
Satisfied	41.4%		146
Somewhat Satisfied	17.6%		62
Neither Satisfied nor Dissatisfied	8.5%		30
Somewhat Dissatisfied	4.8%		17
Dissatisfied	2.8%		10
Very Dissatisfied	3.4%		12
N/A	2.0%		7
		Total	353

39. How satisfied are you overall with the registration process for courses through the YSU portal? (not including course availability)



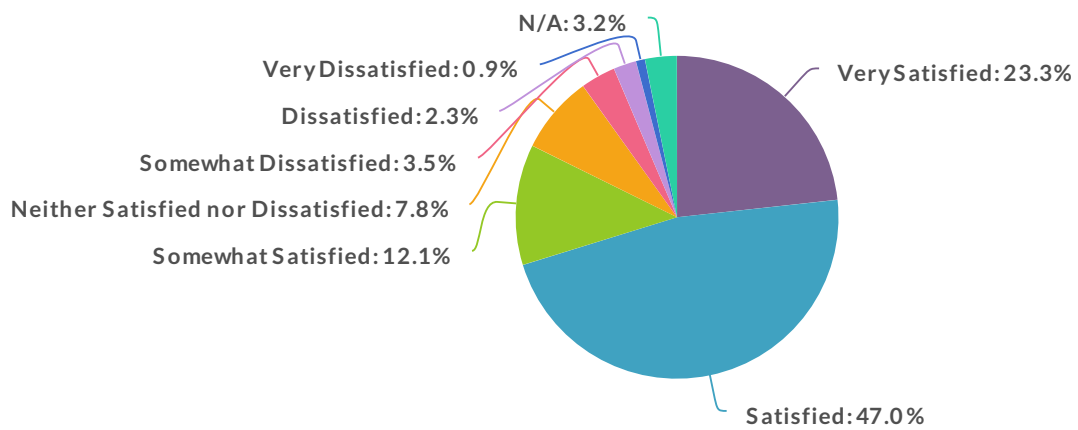
Value	Percent	Count
Very Satisfied	19.8%	69
Satisfied	41.7%	145
Somewhat Satisfied	18.1%	63
Neither Satisfied nor Dissatisfied	9.2%	32
Somewhat Dissatisfied	7.8%	27
Dissatisfied	2.0%	7
Very Dissatisfied	1.1%	4
N/A	0.3%	1
Total		348

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



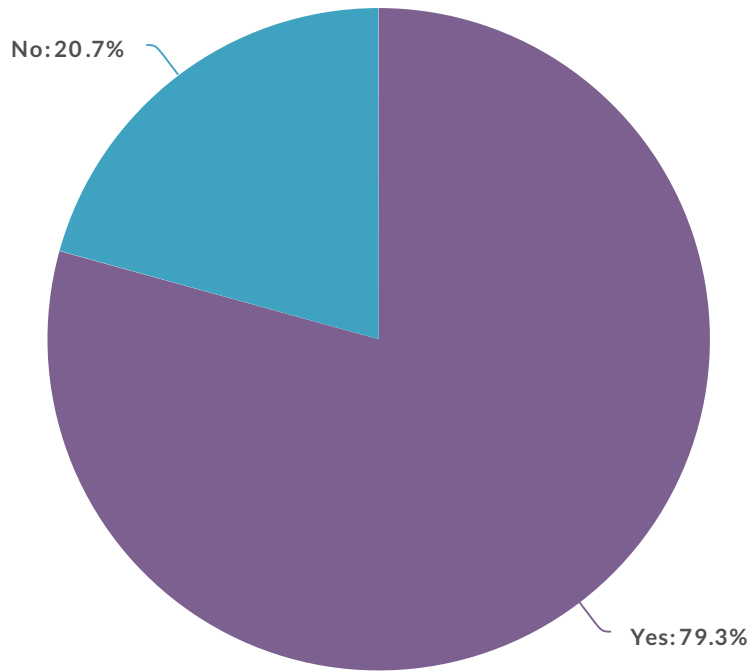
Value	Percent	Count
Very Satisfied	17.8%	62
Satisfied	38.7%	135
Somewhat Satisfied	16.0%	56
Neither Satisfied nor Dissatisfied	10.3%	36
Somewhat Dissatisfied	4.3%	15
Dissatisfied	2.6%	9
Very Dissatisfied	2.3%	8
N/A	8.0%	28
Total		349

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



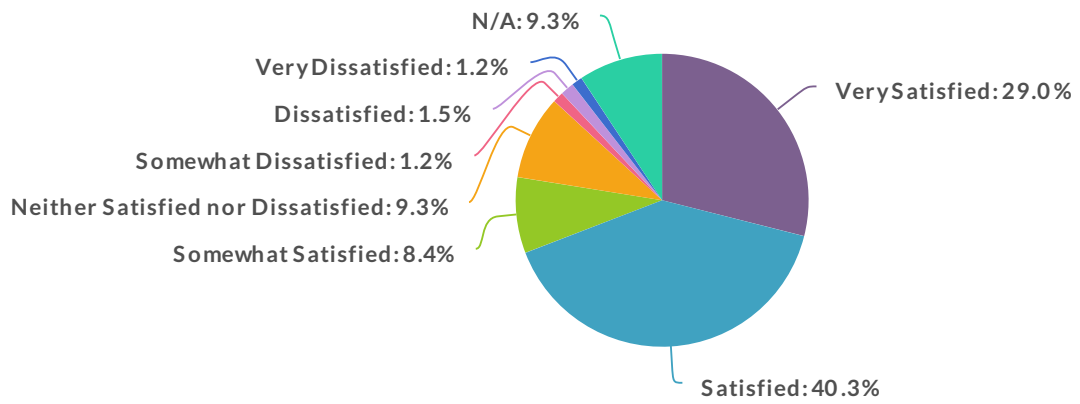
Value	Percent	Count
Very Satisfied	23.3%	81
Satisfied	47.0%	163
Somewhat Satisfied	12.1%	42
Neither Satisfied nor Dissatisfied	7.8%	27
Somewhat Dissatisfied	3.5%	12
Dissatisfied	2.3%	8
Very Dissatisfied	0.9%	3
N/A	3.2%	11
Total		347

42. Have you registered your mobile phone number with Rave/Penguin Alert?



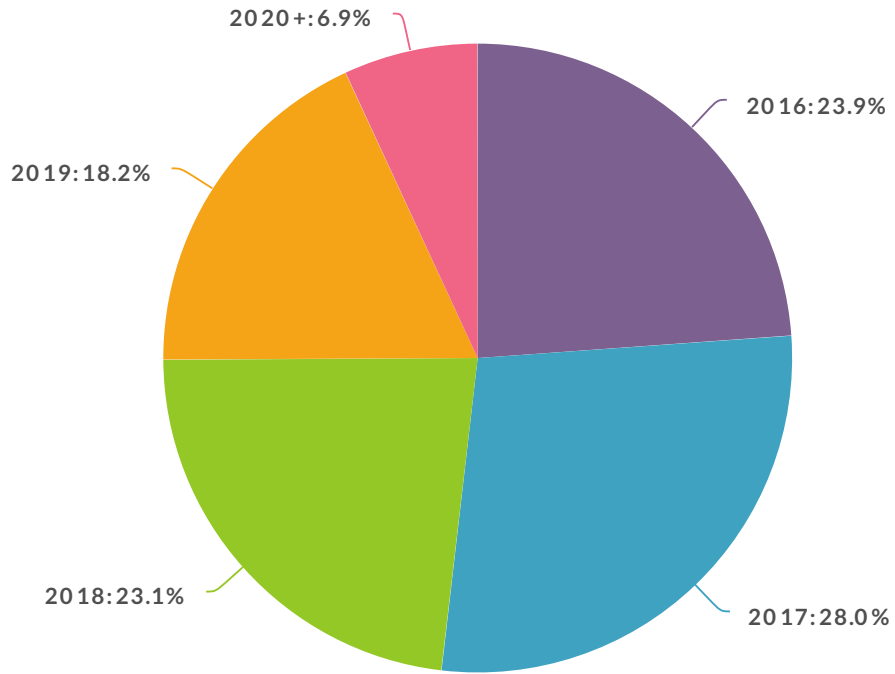
Value	Percent	Count
Yes	79.3%	276
No	20.7%	72
Total		348

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



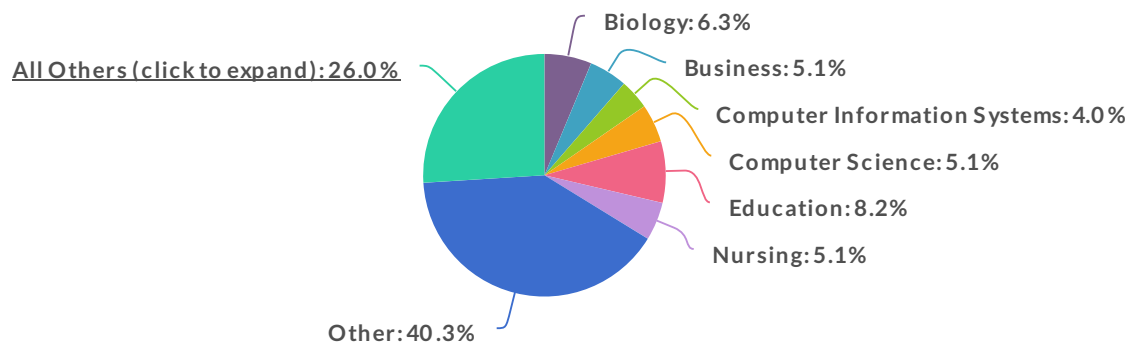
Value	Percent		Count
Very Satisfied	29.0%	<input type="checkbox"/>	97
Satisfied	40.3%	<input type="checkbox"/>	135
Somewhat Satisfied	8.4%	<input type="checkbox"/>	28
Neither Satisfied nor Dissatisfied	9.3%	<input type="checkbox"/>	31
Somewhat Dissatisfied	1.2%	<input type="checkbox"/>	4
Dissatisfied	1.5%	<input type="checkbox"/>	5
Very Dissatisfied	1.2%	<input type="checkbox"/>	4
N/A	9.3%	<input type="checkbox"/>	31
		Total	335

44. Please select your year of graduation:



Value	Percent	Count
2016	23.9%	83
2017	28.0%	97
2018	23.1%	80
2019	18.2%	63
2020+	6.9%	24
Total		347

45. What is your Major?



Value	Percent		Count
Biology	6.3%	<input type="checkbox"/>	22
Business	5.1%	<input type="checkbox"/>	18
Computer Information Systems	4.0%	<input type="checkbox"/>	14
Computer Science	5.1%	<input type="checkbox"/>	18
Education	8.2%	<input type="checkbox"/>	29
Nursing	5.1%	<input type="checkbox"/>	18
Other	40.3%	<input type="checkbox"/>	142
All Others (click to expand) ▶	26.0%	<input type="checkbox"/>	91
Total			352