2012 Student Tech Survey Responses

1. Please select your NAU campus.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff Campus</td>
<td>812</td>
<td>80%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Yuma Campus</td>
<td>17</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other Extended Campuses</td>
<td>181</td>
<td>18%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents: 1010 (100%)

2. How often do you use the following online systems?

<table>
<thead>
<tr>
<th>System</th>
<th>Daily Total</th>
<th>Weekly Total</th>
<th>Monthly Total</th>
<th>Less Than Monthly Total</th>
<th>Not At All Total</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyNAU portal</td>
<td>51.54%</td>
<td>20.59%</td>
<td>10.14%</td>
<td>9.12%</td>
<td>8.61%</td>
<td>976</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LOUIE</td>
<td>19.57%</td>
<td>48.61%</td>
<td>25.44%</td>
<td>5.97%</td>
<td>0.41%</td>
<td>971</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Student Center on the MyNAU portal</td>
<td>21.27%</td>
<td>24.69%</td>
<td>17.43%</td>
<td>18.98%</td>
<td>17.63%</td>
<td>964</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Blackboard Learn</td>
<td>76.63%</td>
<td>18.41%</td>
<td>1.14%</td>
<td>1.96%</td>
<td>1.86%</td>
<td>967</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Course website other than Blackboard Learn</td>
<td>13.86%</td>
<td>24.1%</td>
<td>7.34%</td>
<td>10.65%</td>
<td>44.05%</td>
<td>967</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Elluminate</td>
<td>0.83%</td>
<td>1.97%</td>
<td>2.7%</td>
<td>9.97%</td>
<td>84.53%</td>
<td>963</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Password Change Website</td>
<td>0.93%</td>
<td>0.21%</td>
<td>12.76%</td>
<td>74.07%</td>
<td>12.04%</td>
<td>972</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Virtual Lab (Vlab)</td>
<td>1.24%</td>
<td>4.86%</td>
<td>5.17%</td>
<td>13.53%</td>
<td>75.21%</td>
<td>968</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents: 978

3. How satisfied are you with the following NAU online services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Use</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
</table>

Total (skipped this question): 31
<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
<th>Count</th>
<th>Total Respondents</th>
<th>4. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyNAU portal</td>
<td>26.64%</td>
<td>260</td>
<td>976</td>
<td>1. Blackboard Learn is incredibly slow. Sometimes I have to wait more than 1 minute (not exaggerating) to move from one page to the next -- working on campus and plugged into the network.</td>
</tr>
<tr>
<td></td>
<td>43.24%</td>
<td>422</td>
<td></td>
<td>Bblearn often is slow, has crashes, and there are often issues with attachments, symbols in quizzes. Also, the log in process of MyNAU, then log in to mail, getting logged out and having to re-log in is cumbersome.</td>
</tr>
<tr>
<td></td>
<td>17.83%</td>
<td>174</td>
<td></td>
<td>The UI for LOUIE is horrible, it is not intuitive to use. To many clicks to figure out what classes I need to take, check my Bursar balance. While I do like all the features there, its just not that well layer out. To difficult to perform tasks that should be easy, but too many clicks are required to get the job done.</td>
</tr>
<tr>
<td></td>
<td>2.25%</td>
<td>22</td>
<td></td>
<td>2. Blackboard is clunky and expensive for the University.</td>
</tr>
<tr>
<td></td>
<td>1.23%</td>
<td>12</td>
<td></td>
<td>3. Keep BBLearn and LOUIE from crashing.</td>
</tr>
<tr>
<td></td>
<td>8.81%</td>
<td>86</td>
<td></td>
<td>6. Difficult to access MyNAU portal on google chrome, I have to go through gmail, then log in through the nau login page to get to my mail.</td>
</tr>
<tr>
<td>LOUIE</td>
<td>23.27%</td>
<td>226</td>
<td>971</td>
<td>7. Go back to Vista. Blackboard is never up, the messaging system never works and its hard to navigate.</td>
</tr>
<tr>
<td></td>
<td>48.2%</td>
<td>468</td>
<td></td>
<td>8. BBLearn is cumbersome and a step back from Vista. It requires a great deal of clicking around in order to find the correct information.</td>
</tr>
<tr>
<td></td>
<td>18.74%</td>
<td>182</td>
<td></td>
<td>9. Blackboard is down a lot.</td>
</tr>
<tr>
<td></td>
<td>7.93%</td>
<td>77</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
10. Forced password change is far too frequent for those that have strong passwords.

11. Go back to using Vista.

12. I know it's for my own security but I hate having to change my password like every month, so it seems

   It takes hundreds of clicks to get anywhere in LOUIE and then you have wait for each page to load before you can get to the next place.

13. Portal page is too crowded ... I mainly use the directory and am always scrolling down to find what it did because the submit reloads the page at the top and not down where the directory is.

14. Elluminate is a great resource that isn't explained or used properly

   I often find that, unless an instructor has taken inordinate time to set up Blackboard Learn, it is most times a mess and a nightmare to navigate. Often this results in multiple emails and conversations to professors to get the site set up and functional for its required use.

   This semester I'm enrolled in EPS-625 which requires extensive reliance on proficiency with SBSS program used in the course. The computer lab at NAU uses version 20 while out of computer lab on-line access to the program through virtual lab is version 19. The two versions are incompatible. I and several other students in the class informed the professor several times who assured us he reported our concerns several times but the issue continues all semester. I live off-campus and it's very challenging to gain access to a lab computer with version 20 to do homework and practice with this complicated program. An update to SBSS vs. 20 via the vlab is sorely needed. Spend the money!

   The new billing system used through Louie is horrible. It is more inconvenient than the previous billing system.

17. Vlab only works about half the time, almost never with an Apple product.

   BbLearn and Elluminate are both difficult to use, and the support provided isn't helpful. When a group and I were having trouble with Elluminate, we were told to call the HelpDesk. Seems a bit weird to call to set up a web conference!

   BbLearn is OK, but it's cumbersome. Also, it crashed on me right in the middle of an exam and even though I wasn't able to get back to the exam, the exam clock kept on ticking. I called my teacher who sympathized with me but wouldn't let me retake the test. There should be a policy governing exams when the system crashes, and allow the affected student the opportunity either to retake the exam or be given extra time. In my case, I ran out of time and had to really rush to finish the questions in time. There was no time to check answers and consequently, it was my worst exam to date.

   Layout and crashes. Because bblearn crashed during the day I missed a test, I also had to work, and my grade suffered.
Use different system than blackboard or if use blackboard provide better features. One major one would be getting an email to your NAU address when an email to your BB class is sent. It is ridiculous to have so many different emails to check.

The site that LOUIE takes you to, to view the info pertaining to your account, touchnet, is very confusing to understand when all of the information is in one huge column, with no way to sort through it. Also the payment history portion of touchnet is broken, and I've tried using it on multiple browsers.

There needs to be a training session for the faculty on BBlearn to keep a consistent look and feel for students. some put lecture notes under resources and some under something completely different, quizzes are not under assessments but on the main content page.

Formatting on BBLearn is a total pain. That said, I do appreciate the new mashup for Word. However, the formatting for Word bullets still doesn't work on the mashup. I spend more time fixing formatting than I do anything else. As a writing student, it makes my job very difficult and frustrating.

Changing my password too often.

n/a

I can never find what I need in Bblearn. You could make it more clear and user friendly.

none

It is a pain in the xxxx to get to my student e-mail account. I can't connect to it unless I go to mynau first. I get attachments from professors and have trouble with g-mail and finding anyway to print e-mails. Very frustrating. Professors don't use BB Learn, but use a shared file system. At least I can get the info on campus. Vlab is great but I can't figure out how to get my work from there without emailing it to myself. I have sent and asked for emails from fellow students and the emails get lost or dumped or something in the email routing. That precludes effective group work that is required for my science labs. I think the email and communications support is awful. I wonder what the heck ITS is even doing on campus. Get your act together folks.

Getting rid of it or fixing the bugs when in use it doesn't cause problems

LOUIE can be difficult to navigate if you're looking for anything beyond schedules and classes. Student Center says that by clicking on a class you will then navigate to the corresponding bblearn shell, but you just are taken to the general bblearn page. It's not really problematic, but it would be nice if what it said and what it did matched.

BBlearn is useful, but a mess. A lot of people don't know where to go if they need to send a message via bblearn.

Password change...What can I say? I don't like being forced to change my password every other month.
32. n/a

33. BBlearn is always down. Makes it inconvenient when doing homework. Fix it!

On the Louie website, a message constantly appears saying that it is not my most recent active page, and I have to go in circles in order to go to another area of the site. I also do not like that the default for enrollment is always the current term; it should be whatever term you selected last, so I don't have to continually change it back to whatever term I'm enrolling for.

I am not dissatisfied. But the systems are not user friendly and I tend to spend ALOT of time bouncing between multiple screens and sites (Portal, Louie) to accomplish course selections and enrollments in comparison to my degree progress and requirements.

I wish that BBlearn showed when you received messages from a specific class on the main page like vista used to do. It also has so many "down hours" that it doesn't serve the students very well.

34. Work on preventing outages. Change format, make it easier to use on hand held devices. Also compatibility with all browsers and operating systems is helpful.

35. BBlearn can be done at any time, which as a TA is unproductive. BBLearn also does not have all the features Vista had, although I do like other features better. Vlab is hard to login to.

BBLearn had too many downtimes, often unplanned. Do not like having to change password so often and have so many rules on what it can be. Would have been better to use Elluminate rather than not in my program of study.

36. Blackboard is down or unavailable way too often.

I don't like the inconsistencies in setup for Bb Learn from one class to the next. How you do something varies from class to class...there are also typically multiple ways to get to anything within a single class. Meaning you have four or five different points of entry to get to things like the Discussion Board. That creates situations where instructors end up with inconsistencies (you frequently see two different due dates for the same assignment depending on where you look). The connectivity and performance issues with Bb Learn are also extremely frustrating.

37. Vista was much better than bblearn

Blackboard learn tends to have very confusing set ups, especially when an instructor doesn't know what they are doing. When replying to emails with in BBLearn you can't attach files, and when you send a new message you can only attach 1 file. Improve the system for that or require faculty to use student gmail accounts. Another downfall is that BBLearn seems to go "down" at the most inconvenient times, which is especially frustrating when there are assignments due and also when you have a strictly online class. In general, I don't have much positive to say about BBLearn. The only reason I am dissatisfied with password change is because I don't like changing my password so often, but I also understand why it is required, so there's not much else to say about that.
44. Learn is down quite a lot

45. Everything seems to clunky, and unnecessarily arduous to work with. NAU secure is too inconvenient, and cumbersome to actually use

46. I do not like being mandated to change my password.

47. Increase the time allowed to idle within Vlab so it doesn't kick you out after only two minutes.

48. I don't like changing my password so often, and it won't let me use any of my old passwords.

49. Need to Update the Everything, also need to make sites tablet compatible

50. It's difficult to use Bb Learn if I keep loosing internet connection or the entire site goes down unexpectedly.

51. Go back to vista

52. frequency of mandatory password change is too high

53. Both are very slow and it is annoying how often BBLearn is down.

54. BB Learn should have a feature in which if the students have a message, a notification is sent to their email.

55. On LOUIE, the link that brings up a report of tuition and other expenses does not provide a history of previous semesters/years like it does for the financial aid. I found the absence of this very inconvenient when I was working on scholarship applications from outside of NAU in the fall and when trying to get started on my tax prep for 2011, before the official forms are sent out at the end of January.

56. It would be nice if Blackboard had a section on the main page to show if there has been any activity on any of the course sections. Vista would show a little icon next to each course if a new grade had been added. etc, and it was nice not to have to search through manually only to find out nothing has been added.

57. At times on Louie, I will try to access a page such as my degree progress and get the message that "the page is no longer available" while some other things are working. It was frustrating when making my schedule for next semester because I was being stopped from double checking which requirements I still need.

58. Louie and BBLearn both seem to have horrific problems where they just stop working. I have been logged out of BBLearn in the middle of a test before and I have been kicked off of Louie when enrolling in classes. Both of these systems seem to need some work done to them so that problems such as these don't affect
students, such as myself.

59. BBLEARN is really hard to navigate. It also seems to never work or stops working when you are using it.

60. I hate having to change my password like every 3 months, its ridiculous. That desperately needs to be fixed.

61. I’d like to have to change my password LESS often.

62. Password changes are too often! My bank doesn’t ask that and its more important than someone trying to download course material on bblearn...

   Blackboard seems to have too many things going on within one browser session (i.e. the screen is cluttered). The Vlab could add a few programs, such as the Adobe Suite. I hate that the Vlab shuts down after a few minutes of not using it also. A lot of times I am navigating a program I have on my personal computer in order to put that data into a program in Vlab, but it tends to shut down too quickly. Then I have to login again, and it’s just frustrating. Otherwise, everything is fine.

63. Make bblearn easier to access material for multiple classes at the same time.

64. Switch back to the original bblearn, I don’t like having to continually change my password

65. I hate having to change my password at random times, sometimes every 4 months and other times twice a month!

66. BBLearn needs to be more reliable. There have been times where it has crashed or been taken down for maintenance. Unfortunately, I still need to turn in assignments for class, regardless of whether or not the website is up and running.

67. Its bothersome to have to change password so often.

   Blackboard mobile will not stay authenticated. BB slow on and off campus. I can’t believe I am saying it, but I miss vista. NAU-Secure network will not automatically reconnect on my MacBook. Louie is painful to add/drop classes or sometimes find what im looking for, have to jump back and forth or write things down as intermediate step. Menus need to be streamline vs being front loaded.

68. BBlearn instabilities are frustrating.

   Bblearn has several severe problems that make online course components difficult and almost unbearable.

69. I am aware that you are trying to fix the crashes and loading problems, but it still requires a large amount of improvements.

70. The password requirements on the password change site are way too strict
73. Louie is always slow. Bblearn has outages but when it's up it's usually quick

74. Just use the normal blackboard and use it for a long time. Stop changing everything every year!! And stop making us change our password every few months. We don't work for the Pentagon!!

BB Learn is very nice in some of its functions although very frustrating in others. It appears to be significantly slower than Vista was and if you are responding to an e-mail within BB Learn you can not attach a file. This makes group based assignments very difficult for students. I hate the fact that I HAVE to change my password every 3 months. I usually have very strong case sensitive passwords and it is really frustrating to be mandated that I must then change it.

75. I don't like having to change my password so frequently.

76. I always have problems accessing some of the documents/material on BB Learn and it has been down on more than one occasion excluding Thursday mornings.

77. The student center is difficult to navigate, particularly the financial section which continues to change and take you to variable locations to make payments. Also the request action section within the financial aid section is difficult to find. Changing your password should be optional and I would gladly sign a document taking responsibility for not changing my password so often.

78. On BBLearn, I hate that there is not one centralized mail center for all my classes and I have to check all of my classes on BBLearn plus my NAU email just to keep up with my classes. It's cumbersome to have to check 6 email accounts for school. One way to fix this of there wasn't a way to integrate it into one central site is to have a notification sent to my NAU email when I get an email in BBLearn, so I know when to check it. I get my NAU email on my iPhone so it would be easy to keep up with BBLearn.

79. n/a

80. Elluminate should have a feature for open communication instead of only one person talking at a time

81. It is very annoying having to renew passwords and not be able to reuse passwords.

82. BB Learn is always down

83. Stop letting blackboard become unresponsive, or going down at the most inconvenient times.

84. Blackboard learn has a lot of unexpected crashes this year. This makes it very difficult for me to work on my online classes.

I don't like that I can use passwords that I can remember so I have to come up with other things that I have a harder time remembering when I have my computer save my passwords and if I'm not on my computer It takes me twice as long to remember my password. I know it is for my protection but every 4
months is really annoying!

Bblearn quits working at the worst possible times. During finals last week I could not access my online textbook to be able to study. When coupled with resnet Bblearn is a disaster. Quizzes time out, documents won't download, and problems are common.

BbLearn is often slow or crashes.

Sometimes BbLearn does not work.

Louie is constantly kicking me off while I am using it. It often wont allow me to access further pages or will have me log out and re log in. It is not easy to navigate.

I dislike being forced to change my password so frequently. I think every 6 months or every year would be more than sufficient. Also, being asked to choose whether or not to link your gmail and NAU passwords is confusing. It should be better explained.

Why do we need to change our passwords???

All course websites should be linked with Blackboard (remove Webwork, and other offsite). Require ALL classes to post grades on Blackboard.

Blackboard is by far the worst setup. Every teacher sets it up differently and that creates a learning curve for every class. Plus teachers do not see what students see when setting it up. Teachers should be educated in proper web page setup before creating their version of a blackboard class. I failed a class because I could not find due dates or assignments. If I could I would switch schools. The worst part is that the teachers take it very personally if you critique their class structure, as do their superiors. My experience with NAU extended campuses has been very unsatisfactory.

I don't like that Bb Learn doesn't give notifications. I had to drop a class because I didn't know I was missing everything.

I wish there was more customization on BbLearn.

Everything's very clunky to use...you can't just get to what you need but you have to go several places before getting where you really want to be.

n/a

For the NAU Password change, I dont think we should have to change our password so often. I've been attending NAU for one semester and I've had to change my password like 4 times. Its come to the point where I have to save my password to notepad on my desktop, because I cant memorize so many passwords. I also believe LOUIE could be improved. I dont like that you cant go from looking at one page to another one. It always brings up a message saying it will redirect me to my most recent page. So I cant
look at degree progress, then go back to the LOUIE home page and look at financial aid. I have to do private browsing or open up a new browser to look at multiple things on LOUIE.

Louie - it is difficult to look up classes while on your degree progress plan, which is incredibly frustrating.

Blackboard Learn - the site goes down a lot which makes school work, especially online exams frustrating and difficult.

Elluminate has never functioned properly and is very sketchy when it does work. It does not matter based on the connection or internet browser used, the presentations are always jumpy and very hard to communicate with. Blackboard learn does not have some of the better functions of blackboard, like informing on the home page that a new message has been sent or grades have been updated. The student has to sift through all of their classes and continually check the grade to see when it gets entered. It is time consuming and frustrating.

BB learn was down multiple times, very confusing at first

BBLearn is not as user friendly for students as previous course website the school has used. It is also not helpful that teachers are often learning as they go how to use the website. Finally it seems like at vital times such as around finals, BBLearn spends more time "down" than it does available as a resource for students.

I hate changing my password every 90 days. I really don't think me school work is under attack. and if it was what are they taking from me. that i got a b in micro biology... this isn't a major threat...

Blackboard Learn is extremely inconsistent and I have had multiple problems over the last two semesters with taking tests through it.

Louie could be massively improved if the organization was more straight forward and gave us more information that we need. It is very hard to know where to go for information and links.

I do not like that I am forced to change my password so often. It makes it difficult to remember the passwords. I also don't like that you cannot switch between 3. You are forced to change it to a password NEVER used and it is hard to remember.

Blackboard Learn has been down three times so far this semester and the format seems to be difficult for my professors to use as far as importing directions and documents for weekly assignments. I used the previous system as a student for my undergrad and it seemed to be more reliable and more functional for my professors than Blackboard Learn appears to be.

The main issue with the Louie accounts is that you cannot have multiple tabs of it open. This can make registration difficult when I want to have my degree progress report open as I register. Also during registration, Louie tends to swap semesters after I find the class I need and I have to repeat the process 3 or 4 times to get in the classes I need for the next semester. I also hate having to change my pass word every few months because it is a pain to continually remember which one I am using or having to think up new ones.
BBLearn needs to allow attachments to email replies. It also needs to stop forcing a return to the main menu in order to get to the next email, or to the next thread on a discussion board. It also needs to allow multiple attachments to emails.

It is annoying being forced to change my password every few months. It becomes hard to keep track of what my password is.

BBLearn IS ALWAYS DOWN

I'm mostly dissatisfied with the frequency of password changes. Seriously, who is going to break into my BBLearn account? Also, my previous university had blackboard and it was much easier to use than here. Specifically, why don't BB emails go straight to our NAU accounts?

On LOUIE, make the billing area a bit easier to understand.
Don't make us change passwords quite so often.

The password change page is ridiculously hard to use; caution is good, and I'm sure it's that way to prevent unauthorized changes, but there has to be an easier way.

Not let professors use different websites to upload grades or assignments. Have them go through BBLearn.

MyNAU portal can be confusing - everything seems to be disorganized; however after utilizing the site, it becomes understandable.

Blackboard is confusing when several instructors post and state this is due, thats due, etc. the portal should at least identify that it is from this class. etc. Often it is a guessing game and can become overwhelming.

Blackboard learn crashes a lot, especially when you are trying to take a test.

I wish that the technological problems like it going down wouldn't happen as often , also , LOUIE and the student portal are a little confusing .

Blackboard is nice but I wish it would notify students when professors added new material and where it was. Some professors have tons of folders and it is a pain to have to sort through all of them to try and find out if they added anything new.

Louie - Don't like navigation from louie to other websites for different services offered in louie
Password Changes - too many password changes required

Stop making us change our passwords so often and unnecessarily.

LOUIE's financial stuff is really frustrating. I don't like the new financial site you're taken to when you want to pay bills. The billing is not as specific as it used to be, and almost every time I try to get on to pay rent or something, it tells me the system is down and to try back later. It scares me becuase I usually try
to pay rent about a week before its due, but sometimes I got on several times a day for multiple days in a row and it tells me the system is down, so I worry I won't be able to pay rent in time because the system always down.

124. LOUIE is very disorganized

125. Blackboard learn crashes often. I cannot access some of the files from my kindle.

Having worked/studied at several institutions, I think the password change requirement is a bit cumbersome and unnecessary. It makes having to re-sync other devices frustrating, and remembering multiple passwords challenging.

126. BBlearn is extremely slow, crashes frequently, and has an extremely clunky UI.

127. The Vlab is just too slow, and the USB support sucks.

128. I am mostly dissatisfied with the ResNet/Safeconnect systems on campus. Every time I shut down Firefox, I end up having reinstall Safeconnect. Why do I have to install a product multiple times?

Blackboard has been difficult to navigate this semester. I have used it in other courses on other campuses and it was not the same. I find it hard to navigate and customize my course. I don't like that I don't have students accessing until the first day of class. I would like them to be able to access at least one week prior. I don't like the way the grade center works. I have a hard time understanding how to get it to work so that it totals percentages and total points correctly. The whole system is user UNfriendly. I also don't like that I cannot be the administrator of my own classes. I also don't like that my "guests" show up as students and that even though I've listed them as guest, I can't customize that part. The problem with this is that as a "student" the guest shows up in the grade center. But they aren't there for a grade, so it's annoying. I don't like that if I message the students or receive messages that it is separate and apart from my NAU email. Why aren't they connected? I want to EMAIL students via Bboard, but can only seem to do that individually. If I can email them (through bb to their nau accounts) as a group, I can't figure out how... The thing is, I'm fairly tech savvy. So the fact that I am struggling is a symptom of a bigger problem.

BBlearn is not user friendly and I do not know why NAU switched from Vista because I never had any problems with that. I also find it extremely ridiculous that I need to change my password so often and that I can't reuse old passwords. This is a university not a top secret government program. Nobody has that that much interest in my emails.

130. You should be able to use your old NAU passwords again after changing a few times. I have had to come up with a dozen different passwords, and I can't keep track of what they are sometimes.

131. The only thing that irks me a bit is the need to change my password as frequently as is requested, but it's not the end of the world. It's nice that it's integrated across the whole system/portal so that I don't have to remember multiple passwords.

132. BBlearn and it's weekly shutdowns are an inconvenience and when the site is down due to so many students on it at once is also a inconvenience.
134. BBLearn is not a very well organized site and professors are not trained very well on how to use it. It is slow and there should be a better option out there.

Add icons that inform you that new materials have been posted on each class page (like Vista used to do) as well as move announcements to the top of the page (these are important and should not be at the bottom of the homepage where students need to scroll down in order to see them).

changing passwords every so often is annoying and difficult to remember new password. Also The Resnet-Secure is not working, there's no connection.

With LOUIE - I hate when I want to go to a different part of the page, and it returns me to the most recently active page. Just let me go to the other page! Also the new billing system is awful.

In BBLearn.. it's just too disorganized. Bring back Vista.

I've taken 3 to 5 classes that used BBL. I really like it. However, each instructor has used a slightly different formate to set up their lessons. I am always a little nervous until, I get use to how the units have been set up. I wish there was some sort of "practice type lesson" that students could have access to before the class starts. However, I think that would be time consuming to set up and I don't think many students would use it. So, what happens with me is I always need to make several calls to the BBL technology center. I really find that staff helpful and supportive. I love my on line course and was "scared" of them at first. Great Job Technology Staff at BBL

Unable to get response from IT regarding issues with blackboard, have sent emails with no response regarding students being unable to see quiz questions answered wrong. prior emails regarding due date issues were not answered either, I called and spoke to someone finally that was able to tell me how to fix it.

BBLearn can often be difficult to navigate and I have often had a hard time pulling up something that my teacher has posted or am not aware of any changes because they are not clearly indicated on the BBLearn shell. Also, changing my password so many times is extremely tedious and I am tired of changing it. We should have an option to change this password and if we choose not to do so, it should be left alone.

141. Blackboard is "down" more often than not when most students need to use it

142. Blackboard is glitchy and difficult to navigate.

BBLearn is difficult. The professors ask us to do stuff and upload items that take over 30 minutes to load, or that do not load at all, which causes issues. It does not cooperate with various internet connections, especially the rural area connections. Same goes for Elluminate. Too much data, not enough bandwidth available. Difficult and not user friendly.

Blackboard always has something wrong with it. Shells don't load, not everything teachers have posted appears, always down.

145. don't make me change my password all the time
146. Blackboard does not function as well as vista, it is harder to navigate around.

147. The modules use a virtual engine to display data that would be more quickly accessible as plain text. It's all too slow because it's forced to load this extra data.

148. The format of my nau portal is all messed up because I don't have a specific internet explorer. I've tried downloading it and upgrading it to the right one so my format could be fixed but it's still funky and I'm tired of changing my computer for something that's not changing to the correct format.

149. The Vlab is often too slow

150. I'm just confused why I'm asked to change my password so often, nothing wrong with the website though

151. Elluminate is convoluted. Why should I need to speak to an individual to use an online based program? I have not had any success with Elluminate.

152. Blackboard is not an efficient system, it crashes, its outdated, vista was a more efficient computer operating system

153. Elluminate experiences difficulties if computer isn't configured properly, which it is very sensitive to and is sometimes overly difficult.

154. BBlearn goes down all the time!! Makes it very difficult to turn in work and access course materials. The navigation of MyNAU is tricky especially getting to the student center on it. It needs to be simplified.

155. STOP FORCING ME TO CHANGE MY PASSWORD SO FREQUENTLY!!!

156. Have number of messages appear on home page, before entering into Inbox for MyNAU portal.

157. BBLearn is a confusing system that is not nearly as nice of a layout as the prior system.

158. It is always down when I need to get on it the most.

159. BBLearn always is causing problems in the classes I use it for. It constantly crashes due to weak servers, and it's just undependable.

160. I do not like how NAU makes me change my password so often.

161. Passwords change is a nuisance. Do it once a semester since it sometimes does not allow me to log into the school computers the first couple days after the switch.

162. Blackboard is not as user friendly as it could be. I use Centro for Spanish class and have used other websites instead of BBLearn and even though they are much better than blackboard, I often forget to check for homework on these sites. The password change site is also not very user friendly. The "must be a very different password every few months" stipulation is frustrating.
The biggest problem that comes to mind is the over-customisation. While not a bad thing in and of itself, very few of the professors know how to use it effectively. They need to be trained with it, and/or make certain things non-changeable by the instructors (grades, messages, announcements, contact info, etc.).

The User interface of the whole thing isn't terribly smooth either. Things are hard to find, forces certain pages to open in new windows instead if just redirecting current, those kind of things. I think that's about all for the biggest major problems without completely tearing your system apart and criticizing everything I find wrong in it.

Give more training to teachers so they know how to use it properly.

LOUIE is extremely jumbled and very hard to find what you're looking for. BBlearn only works some of the time and is a huge pain because of how slow it is and how it is set up. Most of the teachers don't even know how to use it. Passwords should not be changed so frequently. Also, it is extremely frustrating not to be able to use a past used password. That needs to be changed pronto.

I hate how often you have to change passwords.

BBLEARN IS AWKWARD TO USE. I SET DATES FOR ASSIGNMENTS AND THEY CHANGE ON ME. THE GRADE CENTER IS AWKWARD. IT IS NOT STUDENT FRIENDLY OR INTUITIVE.

Blackboard Learn took an acceptable system (BB Vista) and took away all that was good about it, leaving a cumbersome and difficult to use system. Most notably, when in the course homepage, BB Vista used to give a list of things like email, grades etc. in the sidebar, whereas BB Learn does not. This may be due to the sloppy setup by the instructors, however, the instructors should have had more training as to how to set up a class in this new system.

Go back to VISTA.

Blackboard Learn should have little icons/notifications that pop up under the class sections so that you can immediately tell if there's a new message, assignment, etc. for that class. The NAU Password Change website shouldn't make students choose completely different passwords every time you are prompted to change your password. Students should be allowed to rotate passwords every three or more password changes like the past few semesters.

I don't like that we have to change our passwords so often.

changing passwords shouldn't have to be done

Usually it is down / does not work.

BBlearn is much harder for students to use than Vista was. Vista was much better, I've seen teachers and students alike complain BBlearn is not as good as Vista was.
174. It is hard to look up classes for the same class, hard to navigate website.

175. It is hard having to come up with a new password every semester and then having to remember it, and once you remember it you have to change it. It's very annoying.

Blackboard has continuous problems that get in the way of doing homework or downloading assignments.

Wileyplus is a frustrating program that works just as often as it doesn't. It does not give feedback nor does it explain what it wants. In addition it often differs from what is being taught in class.

176. I do not like being forced to change my password so much and dislike even more that I cannot simply make a small change to the one I currently use. By completely making a new one I have often forgotten it and have had to contact IT to have it reset just to make a new password that I am more likely to forget again. Let me keep my existing password or let me make minor changes.

177. Bb Learn is the least effective service I have used of its kind. It is not user-friendly because it is very difficult to navigate. The features it includes need to be arranged more logically.

The interface to BBLearn is way too user unfriendly. Most teachers don't use it at all. MyNAU portal and all the services inside should be integrated into LOUIE. That being said... LOUIE should use the interface of MyNAU. LOUIE is hideous looking and extremely hard to use, specially for first timers. There is a website I like using called MyEDU.com which has a great interface and is very helpful for planning my classes.

178. Because BBlearn and My NAU always down, make a lot of troubles to me/

180. N/A

181. BBlearn ALWAYS times out when i am taking a quiz or exam it has caused me way more problems than Vista ever did, and it is more difficult to receive updates, and grades.

182. Improve Blackboard Learn to the point that the system stops crashing or freezing every other time I use it.

When simplifying the LOUIE screens, it caused a problem for students who also have administrative access. It is now much harder to go from the administrative access screens to your own LOUIE student center and vise versa without the tabs that outlined every screen that was being used.

183. I didn't express dissatisfaction but I would be happier if all the teachers used one method it's not super convenient to have to check in multiple places to figure out all my grades or homework.

184. I do not like how one must go into each course shell to view messages. All of these messages should be combined into one feature. Also, I do not like how you cannot view all discussion posts at once.

186. Let me use the password I have used in the past
187. Blackboard is a terrible product. NAU should have stayed with Vista. Blackboard fails when too many students or staff are using it. More bandwidth and redundancy should be built into Blackboard. I am disappointed in Louie because, now I have to use a third-party in order to see my account.

Elllluminate is slow, buggy, and taxes my computer too much. Further, I do not like the interface, as it is not terribly user friendly, yet very juvenile in its execution. BB lacks many aspects of Vista I took for granted, e.g. being able to see which courses have new discussion responses or messages (though this latter issue was fixed). I also do not like all the extra clicks I have to endure to get anything done in BB. And, how frustratingly slow it can be at times. In short, neither program is excellent, average is pushing it. I can't speak to ASU's bb interface, but their myASU is also superior to myNAU (particularly as it relates to increased functionality).

188. Having to change my password as often as we are required to is unreasonable.

189. The main problem with Blackboard is the fact that there are no notifications and it is time consuming to go through every class to see if there are any new updates.

190. i hate how often i have to change my password and that i can't reuse my old one.

191. Go back to vista!

192. Find a more stable platform for submitting work for classes online.

Blackboard has been very frustrating to deal with for the past two semesters. Teachers seem to have trouble uploading things. I cannot count the number of times there was an "Unplanned Outage" when I was trying to login to do homework or a quiz. Also, there were numerous times when I would try to submit a quiz, test, or homework and it would go to an error screen. Blackboard seems to have a number of issues that frustrate many students.

193. I do not like being forced to change my NAU password every three months. If I MUST change my password every three months, I would at least be like the option to use passwords that I have previously used.

194. Don't force students to change their password to frequently.

BBlearn has problems that occur for all my teachers across all subjects. the code isn't written well enough to make the user interface easy to use. on the student side this is just annoying how poorly it works

195. It's annoying that the password count never resets.

196. Stop forcing me to change my password every couple of months. If I don't feel it's still secure then I will change it.
I think the faculty and staff need to be instructed on how to properly use BBLearn. Most of them seem as though they have no idea how to use it, and it's rather difficult trying to decipher what they do on there. 

make it so we can use our old passwords... im loosing track of my password because i have to change it every semester and cant use my old ones.

My main dissatisfaction is with the use of Virtual Lab, primarily with the limited log-in time, with the error messages in ArcMap, and with the inability to memorize mapped network drives. Firstly, the sessions time out much too quickly. For example, I run programs in SAS that take 10-15 minutes. However, if I don't continually click back into the screen, I eventually get logged out. More frustrating, however, is trying to run longer programs in SAS or long calculations in ArcMap 10. As the full logout is only a few hours and the virtual lab automatically restarts at 4am, it is impossible to run multi-hour or overnight programs or calculations. Furthermore, the ArcMap 10 version has an automated pop-up window for "Business Analyst" which also has some sort of script error message associated with it that requires several click-throughs to get to the main ArcMap 10 window. Additionally, it would be great if a network drive did not have to be mapped each and every time a new virtual lab session was initiated. For many, this is the only means to access SAS and ArcMap on a reasonably quick machine and, while I am grateful that these are accessible, they do not meet my program or calculation needs. Importantly, personal licenses such as the SAS program are cost-prohibitive, but have been made a necessity given the limited functionality (with respect to log-out times) of Virtual Lab.

BBlearn has many outages and it interferes with many assignments and tests.

Make it so Blackboard doesn't randomly stop working in the middle of my tests, or stop making it break right when I need to take a test.

I do not like how bblearn is set up. I liked Vista much better.

BBLearn has been down more in a semester than Vista ever was in a year. Teachers who do online quizzes/midterms/finals had to make the settings so that BBL would save any work, and so that you could restart tests. I had BBL crash on me 3 times during one midterm. I never found it to be user-friendly, and I still have problems with figuring out how everything works.

The only thing I am dissatisfied with in the Student Center is the account information. I don't like how it has been changed it is kind of hard to understand and it doesn't tell me when the due dates for my payments are supposed to be. I'm pretty sure of them but it's still nice to know and have something to look back on. Also, I think it is unnecessary to have my holds/to do's on there that are from 2009-2010.

BBLEARN should not crash nearly as much as it does.

Passwords do not need to be changed so often. The degree progress on LOUIE is impossible to understand without an advisor.
210. For BBLearn, don't have to make so many changes, a simple implication will be ok, so it won't slow the website down or the computer.

211. I like the set up. I like that some classes are able to do a virtual class room and the instructor can write on the board to show us problems.

Blackboard Learn has has too many times where it doesn't work, there are too many tabs and options that it gets tricky just trying to find something quick, and it's not standardized for all instructors. It's just an overall hassle.

212. Forced to change password too often

213. I feel that changing our passwords every 3 months or so is somewhat overboard.

214. I would like a way to contact faculty/staff via email and I could not find how to access this information.

215. maybe if the NAU portal was like how it was last year it would be easier for students. also if Blackboard learn was a little more like Vista it may be easier for students.

216. It would be better to change my password one a year instead of every other month.

Blackboard Learn goes down far more often than it really should. They say that the problem is fixed every time, but then it somehow manages to go down again. I honestly don't think that it's a problem with the technology workers or anything, but rather with the system itself consider the problems that ASU students have also had.

217. Get something other than Bblearn because it crashes a lot and is always down; it is very unreliable.

218. Blackboard is often down, or when typing answers to quizzes and tests, randomly deletes everything I have typed.

219. I liked the old version of MyNAU portal. I don't not like the undated version.

220. Make the internet connection faster

221. I think it is difficult to find things on bbLearn. The setup is not very intuitive.

222. Don't want to be forced to change my password so often. And I can't repeat them. I'm running out of passwords I can remember.
226. Password change prohibits the use of previous passwords

227. Bblearn is hard to navigate.

228. The internet is too slow or it will stop working.

229. No one really knows how to use it. Teachers aren't as on top of things as they used to be and they blame blackboard. It also doesn't let you know when something is do or when someone sent you an email on the opening page. You have to look around just to find out.

230. Several of my instructors do not or refuse to use Blackboard Learn. As such it is hard to contact them or get class updates in a timely manner.

231. I think Louie is more user-friendly than MyNAU portal and they seem to contain the same personal information.

232. I'm a GA for a class and I'm so tired of having to reset quizzes for students because they manage to submit it before they are done, loose internet, java problems. I know there is probably not much you can do about most of this, but I most of them run into problems and have no idea you even exist so they contact me first. It would be nice if they knew about you and everything you offer.

233. I hate changing my password all the time. Also, changing one password should sync all passwords because that gets confusing as well.

234. Just because I don't feel a need to change my password as often as is asked.

235. I did not express dissatisfaction per-se, but I have an uncommon talent for beginning online tests just before bblearn crashes; if I understand correctly, it is having resource problems. If you could re-evaluate the bblearn configuration so it is less likely to die when things get busy, that would be wonderful.

236. MyNAU portal should only contain school or work related items. Weather and other items is not important and since I don't use these it just clutters MyNAU

237. I don't like changing my password

238. The password change section hasn't let me save my password for probably two years now. Other than that, great service.

239. BBlearn should give notifications when something changes in a course. Vista used to show little green stars on the initial page. They were very helpful to know what had been changed by the teacher. For example, if the professor uploaded new grades, a green star would appear by the class on the initial homepage.

240. Also, in LOUIE, when searching for classes, there's a big drop down list of all the class letters. For example "ACC - Accounting" and so on. I tend to use the keyboard to find the right department code.
If you highlight a code and hit Enter, it does the search without letting you enter other constraints. I think that an "enter" while in this drop down menu should just be a "TAB".

Thanks for reading.

240. bblearn shuts down and freezes constantly

241. Something needs to be done about blackboard learn. It is constantly failing on the students trying to use it. It is aggravating.

242. Constant password changes are annoying

243. Blackboard learn is just confusing to navigate.

244. Elluminate not being used as I would have liked to have seen it used. Not very user friendly either. Had issues and instructors not versed in how to use it well.

245. i am not dissatisfied.

246. My student center on Louie is great except when i try to print out anything on Louie, including schedules and grades, the whole page comes out blank no matter what printer or computer I use. BBlearn is also a great site and overall very helpful; however, the system has logged me out multiple times when I try to take online quizzes and exams causing me to lose all my work. It is very inconvenient.

247. The changes on LOUIE make it harder to navigate, and we frequently receive an error message: "This page is no longer available. To continue, return to your most recent active page or select one of the navigation icons in the header above." Before, we were able to navigate more easily without starting again from the homepage or using to pull down navigation options at the top.

248. When we have quizzes to complete it would be nice if it let us know that it was still incomplete or open to take, like Vista did. NAU password change doesn't allow you to use old passwords, it would be nice if we could

249. I understand that passwords are changed for security but I feel that they are required to be changed too frequently.

250. When one has "Future dues" on LOUIE, going to the account inquiry no longer shows what those are or when they are due. At least, it didn't for me.

251. I get so irritated that BBLearn closes down at 2:00 on Thursday mornings for maintenance. I realize that's very late, but as college students I guarantee I'm not the only one up late doing homework or studying. It should close down on Friday night/Saturday morning instead, around 3 or 4 in the morning. That seems more logical. I have had frustrations with this problem dozens of times throughout this and last semester. As far as the NAU Password Change Website goes, I just find it frustrating that we have to update our
password so often. I think our password security should be optional, not enforced.

252. BBLearn under utilized, seems professors reluctant to change and/or not enough training.

253. The problem is the policy not the website. I can't use the same password that I used 4 times ago. Really?

254. BBL removed some features from Vista that were useful and added one new useful feature, Paste From Word. I'm done in May, so . . .

Loncapa is one of the worst web sites I have ever had to use. It is not user friendly, and the system is extremely frustrating. The same is true for Webwork, which often does not show the correct format and can be a pain to reconfigure.

255. We should be allowed to have more than one LOUIE page open

256. N/A

257. BBlearn crashes very often and can often disturb test taking on the website. It is also very hard to navigate, the calendar doesn't take you the the specific day that you are trying to view. The password change website gets to be annoying when you have to change your password every few months. Louie can be difficult to navigate through sometimes as well.

Instructors do not know how to effectively use Blackboard. One instructor struggled with it the entire semester and kept shutting off areas we needed to access to view his material and interact with other classmates.

258. Current instructor is not using Blackboard other than to enter grades. This instructor hands out hard copy tests, manually grades them and then transfers the grades to BB. The instructor also does not use NAU email so we have to communicate with him by an entirely separate method.

The one 100% online class is my only NAU class to date that very effectively used the BB as a teaching tool.

259. I think it is annoying that we have to change our password, even though it is for our protection. I also do not like that fact that I can not use recently used passwords.

260. Change and get away from blackboard

261. Bring back the ability to email follow students on BBLearn like we could on BBVista

262. Make Bb material standard. Currently every instructor has things organized differently and it's hard to find where to turn in our assignments.
Blackboard Learn - many instructors complain that they have problems with BbLearn which prevents them from using it well for the courses. Things are sometimes hard to find, and grades are often not clear.

NAU Password Change Website - I understand the need for security, but it's aggravating to have to change my password and think of new ones so often.

It seemed as though Blackboard went out more often than last term.

BbLearn sucks. I wish it wouldn't crash so often and I always have problems submitting an assignment through the website.

Bring back the new mail number!!!

LOUIE has an inefficient navigation system

I don't like the layout changes to LOUIE.

Way too many steps to access courses. You could eliminate at least one page.

Bb Learn - Since I am a student with physical and learning disabilities I would like to have more information on what accessibility features are available for use and how to use them. Suggestions are; a plug-in for text-to-speech reading, etc.

vLab - I use the VLab and Kurzweil 3000 for all of my course reading needs currently. At present, the software while pause every few sentences and require either a complete program restart or a start/stop within the application. Current technical issues / connectivity issues within VLab that cause K3000 delays seriously impede my reading fluency/comprehension.

It crashes when too many students or teachers try to get on all at once it becomes very slow.

It is very hard to determine what classes I still need to take for my degree. I have attended another school that used a program called DegreeWorks which was fabulous and even linked you to course descriptions and showed whether courses were being offered. LOUIE seems very outdated.

I'm dissatisfied at not being able to print the calendar in the course calendar. I'm also dissatisfied at having to change my password very often.

Blackboard learn's site seems to be shutdown quite often.

FRUSTRATED WITH BBLEARN BECAUSE SOMETIMES IT WORKS, OTHER TIMES IT'S SLOW OR NOT COOPERATING - SEEMS TO HAPPEN WHEN I NEED TO GET THINGS DONE QUICKLY!

ELLUMINATE COULD BE BETTER, IT TAKES A WHILE TO UPLOAD AND THERE'S OTHER APPLS NEEDED --
ADOBE AND OTHERS (WOULD BE HELPFUL TO KNOW THESE THINGS BEFORE TRYING TO LOG-IN).

Many of the links within Louie do not work, and I have a hard time getting the information I need. I was given access to these realms, but there was never any orienting to how you expect them to be used. It would be nice if new students were given a video orientation or something. The myNAU portal is better than Louie, but I don't really understand what the benefit of using it is other than linking to my email- it really only tells me what Louie tells me thus far. Also, it shows "holds" that make me think I am going to be prevented from registering, and they don't go away or resolve. The language is confusing to me and makes me concerned that I am not set to go.

278. Stop making me change my password and then not let me use an old one! SO ANNOYINGGG

279. I do not like how BbLearn goes down at the worst possible time especially the two weeks before finals when most assignments are due!

280. Stop having our passwords change so often.

281. My connection speed doesn't allow me to communicate well across Elluminate. I like the program, I think it has a lot of great tools for collaboration. BbLearn isn't exactly student-friendly when it comes to navigation, and I regularly run into problems downloading files from it.

282. As for NAU's password change website: I will never be satisfied with it until it adopts something even vaguely resembling an actual schedule for when it demands password changes. I've had it happen once a year, and I've had it happen twice within a matter of weeks. It's an EXTREME inconvenience, especially considering it never allows a password to be re-used, even passwords I used two years ago.

283. I hate the NAU password change website. I don't think I really need to change my password as often as you guys force me to!

284. n/a

285. Vlab doesn't always have updated versions of browsers, plugins, etc.

286. The virtual lab don't seem helpful for me. For a math decimals answer you have to put the exact answer in and some times the rounding and everything gets mixed up. The I potentially miss every question

287. Louie is difficult to find what I need. I don't have ideas on improvement.

288. The updates for LOUIE and Blackboard usually take a long enough time that they interfere with time-sensitive tasks I perform. However, I understand the need for updates and so have been able to live with this side effect of technology.
BLACKBOARD IS UNORGANIZE! THERE'S ASSIGNMENTS IN THE FOLDER THAT I DONT KNOW OFF. THE ASSIGNMENTS ARE ALL SCATTER AROUND. ALSO DUE DATE ASSIGNMENTS AREN'T SPECIFIED WHEN THERE ARE DUE AND I HAVE TO CHECK AROUND WHEN THERE DUE. I HAVE MISS COUPLE OF ASSIGNMENT BECAUSE OF THIS SITUATION. WILL BE HAPPIER IF BLACKBOARD WAS MORE ORGANIZE AND HAVE SPECIFIC DUE DATES

Blackboard learn is a bit confusing sometimes and it is down a lot of the time

LOUIE seems difficult to navigate. Not very user friendly. Maybe make the menu options easier to see and financial info easier to see. For instance, my LOUIE account shows that I have an amount due "in the future", but no due date is listed.

I did not enjoy changing my password what seemed like every month.

It's a small annoyance, but when time comes to sign up for the new semester of classes on LOUIE, it would be nice if the semester you're searching for classes in defaulted to the next semester (that coming semester) instead of the current one.

Professors can't post to blackboard learn, so students can't see grades or information for class.

Blackboard is a terrible program. fix this please

Can you put the tech telephone number on BBlearn so I don't have to sign in to mynau portal to get it each time?

Improve the network so it will not crash

when there are problems with the site. Some of the outline for the classes are hard to get to.

Blackboard is a bit more difficult to use compared to Vista. Have to navigate through all the tabs to get my class information is a bit much and loading pdf files takes too long when using campus computers compared to my computer at home.

Go back to Vista. Or teach your professors how to use bblearn.

Its annoying having to change your password so many times throughout the year. If we really have to change it once every semester or even every year would be nice.

Often the largest obstacle the instructor's ability to use Bblearn. Also on LOUIE, the financial aid section should be a lot easier to read and navigate.

BBlearn often is down or does not submit material properly
304. Stop making me change my password. The layout of bblearn is pretty sad.

305. Louie: Hard to navigate. Not visually easy to navigate. The WHOLE Louie could use an overhaul. Hard to find tabs. Wish the university catalog was different and easier to browse. Took me forever to figure it out.

If blackboard is the tool to use, then professor's should be forced to use it. Many professor's use the shared drives on the server and they are a pain to access at home. In addition not all professor's post grades in BBlearn and that should be required. Also LOUIE is an antique. The new invoice program is a big waste of time. Why would NAU select programs that don't interface well with the most popular internet browsers (ie. IE, Chrome, Firefox)

306. cannot log on to vlab most of the time.

307. I am in my 40s.... almost 50. I find having three websites to go to: For class work / assignments... For signing up for new / future classes .... and For email... OVERWHELMING! Why not ONE place to go to access everything. It was extremely confusing; I still CAN NOT find CLASS REGISTRATION in a seamless manner. Not easy to see or FIND....

308. BbLearn sucks and is slow and never works

I think it would be easier to navigate blackboard if all the teachers did a similar format. I find it difficult to navigate through the course assignment in a few classes but not all. Some teachers have a really easy format where everything is easy to find, and other teachers seem like everything is everywhere. I think it would be better and easier for students if all teachers had to follow the same format so that it is consistently easy for student use, no matter what the course.

309. BBLearn has too many system problems! It crashes too often and sometimes doesn't allow students to login which causes us to miss assignments and deadlines!

310. It would be good if there were quick links right on the main MyNAU page for Cashier's, Financial Aid, etc.

Both LOUIE and Blackboard are really showing their age and should be considered "legacy" systems (i.e. they're ridiculously outdated, even if they're technically still supported). For example, LOUIE's excessive use of JavaScript for such basic things as links makes it seem like a hopelessly confused zombie staggering out from the graveyard of the dot-com bubble. Between the JavaScript-ized links and frames, LOUIE completely fails at such basic tasks as tabbed browsing. Also, even without trying to use multiple tabs, the navigation is cumbersome at best; virtually all items not on the home page require at least 4 clicks to access. Finally, registering for classes is rather convoluted; I must do a new search for every single class I want to add (even though half of them are on the same search for classes in my major), there's a noticeable delay when I click to collapse results for a class (the collapsing action seems to be server-side; somehow they missed the one case where doing something entirely in client-side JavaScript is appropriate), there is no way to add myself to a course's wait list, and the whole "Enrollment Shopping Cart" system just gets in the way (the "select class" button should be changed to immediately enroll me in the class).
As for Blackboard, it is the sole reason I refuse to take online courses at NAU. Two years ago I wrote an essay comparing Blackboard to Moodle, a free alternative; most of my complaints about Blackboard still apply. The essay is accessible at.

314. N/A

I don't use them enough to know which one is which, but the one that shows the "Amount Due". It is extremely difficult/"impossible" to find a break down of the fees. Maybe I'm missing something easy, but I just feel that it should be easier.

315. My only dissatisfaction with Blackboard is the discussion board. When someone replies to your post you are not notified. I would have liked to known that.

316. I have to change my password every 3-4 weeks and is incredibly frustrating when I cannot reuse a former password because then I have to change all my related school accounts and is hard to keep track of and again very frustrating. Especially when I know some people have never had to change theirs once.

317. I responded neutral to Blackboard Learn, not because of the instruction, but many times I would need to access the course in the wee hours of the morning. During the evening hours the system seemed incredibly slow. At first I thought the slowest was related to using Mi-Wi. I tried accessing the class at work in the evening time and I still had the same problems.

318. The system seemed to improve from the Fall 2011 online course to the Spring 2012 course, but I still had to access the class at odd hours.

319. Blackboard is not user friendly. You cannot see the previous posts when new posts are posted so the meaning of the new posts are a mystery. The fact that you cannot cut and paste word is troubling. The on-line class is only 5 weeks and it takes too much time to acquaint myself with the program.

320. Better network because it ALWAYS goes down.

321. LOUIE and black board learn often glitch or refuse to work. BBlearn sometimes will not submit work or format quizzes correctly

322. LOUIE is slow and clunky. Webwork does not help students learn and often expects pointlessly exact data (dollar amounts to four decimal places, for example)

323. SafeConnect is not listed however I am extremely dissatisfied with it. I can understand the need to protect the internet however I've had to uninstall and reinstall it over 50 times this school year. Please fix this issue.

324. Blackboard is just very hard to work with.

325. I do not like to have to change my password so much.
326. I don't like how often we need to change our passwords and the fact that we cannot repeat a password at all. I have run out of my basic passwords and always forget what I put this time.

327. Stop making me change my password so much.

328. I hate having to change my password so much. I forget it and then can never log into things.

   Signing up for classes is one of the worst experiences of my life. I've considered jumping out of my window on the 8th floor of Reilly because I didn't get the classes I wanted.

   BBLearn is slow as xxxx. I feel like you guys really cheap out on all aspects of NAU's websites. Get somebody who knows how to program and design a website that is actually easy to navigate and understand.

   oh, and don't xxxxxx make me change my password every 3 days (that's what it seems like). This is one of the worst parts. It's hard to remember what my password is when I have to keep changing the xxxxxxx thing.

   other than that, Thanks!

330. Blackboard Learn has a tendency to be down when needed, and slow, but the internet connection in the dorms is also slow so that doesn't help..

331. bbLEARN is missing a lot of features that seem intuitive.

332. Blackboard is inefficient and not reliable. It fails too often. If we are expected to take tests on blackboard, it should function properly. Our grades are at risk.

333. I do not like how we have to change our passwords every so often.

334. Webwork doesn't let you know how you made a mistake, only that your answer is either correct or incorrect. Adding a hint or topic to review would help greatly.

335. I hate having to change my password all the time.

336. Make BBlearn work for the teachers! The students can figure it out but it is frustrating having every teacher that uses it complain not understand it and have errors throughout the program.

   The new account inquiry system in LOUIE does not provide information in a user friendly way. After an hour I was unable (and am still unable) to find a link that shows the checks that were written and where the money went. The old system would show this in a very detailed way.

   BBlean crashes way too much. It is missing many components of Vista that students got used to and relied on. Things are hard to find in BBlearn and I can't wait until I graduate and no longer have to use it.
I'm dissatisfied that I am forced to change my password as often as I do. It would be much better if at that time students got a choice in whether they changed their password or not.

339. Cannot use same passwords, which would be easier if having multiple passwords

340. BBLearn is annoying..Vista was better compared to BBLearn and Vista was its own hand basket.

341. Notifications when we receive messages.

342. less shutdowns

343. Blackboard goes down with a lot of regularity, which is pretty annoying.

344. Signing up for classes on LOUIE should be made an easier process. Also, I don't care for having to sign into the internet almost every time I shut my computer off then turn it back on.

345. Blackboard learn needs to be more stable.

346. Less password changes

347. LOUIE is not very easily navigated. I feel like it needs to be completely redone. Poorly designed software.

348. Not sure which this pertains to; but I'm tired of having to download the Safeconnect security. I've done it like 40 times.

349. just the speed of the internet and network connections.

350. The fact that everything is run online, tests, enrollment, and the like is very unreliable because when a lot of people go on at the same time, the network crashes. That's unacceptable for an institution such as this and makes it near impossible to access anything during these times.

351. Make bblearn work

352. Having to change my password all the time gets really annoying, but I do understand the purpose.

353. I do not like that i have to change my password two times every semester, that it is so specific on needing capitol letters, numbers, and so many characters. Also, that I cannot use old passwords. Why can't I have the same password forever...?

354. I don't like being forced to change my password. I will change it when I see fit. The LOUIE layout is extremely un-user friendly. And you can have only one page of it active at a time,
which is extremely annoying especially when registering for classes.

Blackboard Learn is an excellent website. It makes it easy to check my grades and get emails from my professors; however, if the professors actually kept up-to-date with it and used it as their sole means of communication and letting the students know about information, it would be better.

Do not make me change my password over school breaks; I will not remember it. Blackboard Learn seems to have caused faculty problems and by extension made it difficult for students to get the information they need.

I would like the option to reuse old passwords, I have one set that I use for school and another for personal and financial. having to constantly change one of my school passwords is frustrating and confusing.

Seems as though most professors don't have a good grasp of how to use BBLearn, and this makes it harder for students to use it.

It can become confusing when having to switch the NAU Password often.

I do not like the changes to the "account viewing" section of Louie for making payments and such. It is difficult to use and does not often load properly.

I really dislike using blackboard. It is very hard to see when new assignments or feedback on assignments are posted. You continually have to find the assignment if you want to see any feedback. The whole site is very disorganized and hard to follow.

BB Learn is just bad. Hire some decent programmers. Also make BB Learn compatible with all browsers. It sometimes does not even work on IE9.

BbLearn constantly crashes and is much too slow when it does work.

when i tried to register for classes i got logged out randomly which caused me to not get into a class that i need

You can improve BBlearn by not having it take forever to load, crash all the time, and be generally just all around hard to use. You can improve louie by not making the interface set up in such a way so that you cannot find anything. You can improve the safe connect as well so that I do not have to download it a thousand times a day. These improvements would really be nice! Thanks so much for not doing anything at all about these suggestions!

Webworks can use some improvement in order to help students learn better
BbLearn is not reliable. There are not working notifications so I have missed assignments initially due to trusting bblearn. I don't anymore.

The password change requirements come too often and it is utterly ridiculous to block use of all previous passwords. The most recent password I understand, but all passwords is overboard and obnoxious.

I understand that it's for our security, but password changes are required way too frequently in my opinion.

The requirements for a password change are ridiculous. I can never remember my passwords, and so I must write it down, negating the purpose of a password.

Something weird with student center and louie. To the point where if I go through a few pages and click something else in it. It takes you to your most recent page. It's quite annoying.

On LOUIE, the new payment service does not say when the charge is due or it is very hard to find because I have never been able to locate it. That would be helpful to know instead of just saying something is due now.

Password restrictions are frustrating and convoluted.

The PeopleSoft interface is just EXTREMELY clumsy; it requires about 10x as many clicks and page-loads as it could to get things done.

Let's not change passwords so often.

I do not like the constant mandatory changing of my NAU password.

BbLearn seems to be down every other day. Considering that most of my homework is through bblearn, it makes things quite difficult.

BbLearn is clunky and outdated. None of my teachers or colleagues are fond of it either; I do not understand NAU's logic to switch to a system that was used over a decade ago.

BBLearn is awful, super slow, never wants to work. NAU password change makes me change my password all the time which is unnecessary and annoying.

Blackboard has too many issues. Often, it does not work or open up exams that I need, or it erases all my work randomly. It gets really frustrating when I have an incomplete assignment and my teacher allows me to re-do it. But re-doing it is silly since I had already done all the work. As for NAU password change website, the site is fine; I'm dissatisfied with how often I need to change my password. No one is looking at my stuff, and I forget my passwords because I change them too often. It is really annoying. I can only come up with so many rememberable things.

Don't make me change my password, no one is going to xxxxxxx hijack my account. That is all.
383. I don't like changing my password so much and not being able to use old passwords. I get that it's for security, but it's very inconvenient and hard for me to remember my password.

384. I find the new interface when I want to look at charges due is very unintuitive and difficult to actually figure out what is due when and why.

Navigating LOUIE can often be very frustrating for me, especially when selecting courses. Certain menus time out and I can't view my schedule while searching for classes at the same time. The interface can also be very confusing.

386. BBlearn is always down.

387. I should be able to decide when I want to change my password.

388. I think that the virtual lab is pretty slow.

389. The transition from Vista to BlackBoard Learn was very rocky. I didn't understand why there was a sudden change from vista to Blackboard when I was so comfortable with Vista.

390. Blackboard Learn and Louie both crash once in awhile. Especially on crucial dates.

Blackboard Learn feels disorganized and most of my professors avoid having to use it. Quizzes and assignment submissions are simple but there have been times where the assignments or quizzes wont show up (possibly user error though). I like Louie except when it comes to making a payment. This semester I was unable to ever see when a payment was due which made it difficult at times to plan ahead and budget. Secondly, it must have been my poor luck but whenever I did decide to make a payment or look at my account, I was never able to view anything because of possible maintenance(?). I understand having to do maintenance but if there was possibly a way to still view the account and balance/payment information through Louie while the account portal is being worked on.

392. Go back to all email in MyNAU or give access to email addresses not just names for classes.

I have had many technical difficulties with BBLearn, and Louie. I do like the mobile interface for BBLearn, and found it much more reliable, this should be the standard, make the online version mirror the App!

393. Louie is very slow and clunky, it sometimes makes it very hard for me to even enter my hours online for my job on campus.

394. On occasion both don't load or work at all at some point even kicks me off in the middle of doing something.

395. I just don't understand why BBLearn is so clunky, ugly, and unreliable. It seems as though tertiary education online interfaces are behind the times.

396. I do not like the new website that NAU LOUIE does its finances from because it is confusing to use and I have not been able to find my old payment information.
I also do not like how often we are required to change our passwords, and that I am not allowed to switch between three passwords that I typically use.

397. LOUIE tends to be slow. The wifi is very slow and goes in and out a lot.

398. I don't like having to always change my password. Bb learn is always going down when I need to access it.

399. I hate changing my password so often, and not being able to use previous passwords. Blackboard maintenance gets in the way of turning in assignments and accessing information. It only works some of the time, and is very slow. Viewing PDF documents is a nightmare. The plug-in crashes very frequently on school computer terminals.

400. Shouldn't have to change our passwords every month.

401. N/A

5. Please indicate your level of satisfaction with the following statements about the MyNAU portal.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>The MyNAU portal connects me to the resources I need at NAU</td>
<td>25.08% (236)</td>
<td>44.95% (423)</td>
<td>26.25% (247)</td>
<td>2.44% (23)</td>
<td>1.28% (12)</td>
<td>941</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I am satisfied with the speed of the MyNAU portal</td>
<td>21.71% (203)</td>
<td>43.74% (409)</td>
<td>28.77% (269)</td>
<td>4.49% (42)</td>
<td>1.28% (12)</td>
<td>935</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>The content of the MyNAU portal is of high quality</td>
<td>20.15% (188)</td>
<td>40.41% (377)</td>
<td>35.16% (328)</td>
<td>3% (28)</td>
<td>1.29% (12)</td>
<td>933</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>941</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>68</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. I do not use My NAU portal.

2. I don't use it, bring Vista back.

3. The MyNAU portal seems like a decent tool, but my major issues with it are lack of really useful features. I
can add my classes onto it, but that's really pointless after the first week of classes. Further, the grades feature doesn't work in any of the courses I've taken. Finally, when I try to customize what shows up on my page, the overall selection of content is minimal at best and most of it isn't in a useful form when added to the portal; it's better to just open the info I need on its own.

4. MyNAU portal is unintuitive, the search function is much less useful than Google. Frankly I try not to use it as it triples the amount of time it should take to accomplish anything.

5. n/a

6. none

   I have to go through the portal to get my email and log in AGAIN. I try to get information through mynau for the library and it is a multi-step confusing and often pointless search for reference material. The alert messages seem like a waste of time, just send an urgent email. The main page is cluttered and waits to load my schedule everytime. I would prefer clear and simple page display and not to have to relogin for every step I take once I'm in mynau. I do not live on campus. I use Vlab and think it is a terrific way to get to the software I need to use for class. However, I do not have enough storage room on my student account to save GIS and AI data.

7. n/a

9. There needs to be a easily found link to other sites like Louie or My Portal on all other sites so I don't have to keep various URL's in my favorites and remember where I need to go for what information.

10. Make it easier to find things.

11. I wish it was a little more customizable

12. graphically unappealing, the material should be condensed to just show hyper links to louie, bblearn, etc...

13. There's one too many log in screens to jump through to get onto BB Learn.

14. I really only use the MyNAU portal to gain access to other email accounts I have such as our site or 2NAU program

15. Always slow when loading

16. useless.

17. n/a
18. I don't use MYNAU portal.

19. RESNET IS TO SLOW. And is impossible to connect to on occasions in the Residence Halls.

20. Often I have times when I am taking test and it runs slow. This leads to have fewer time to answer questions.

21. I am not familiar with some of the features of MyNAU portal. If I were more familiar with it, I would probably have a stronger positive opinion.

22. It's pretty annoying trying to pay for charges to Louis.

23. As noted in previous comments. Thank you.

24. n/a

25. I haven't found a use for it besides checking midterm grades.


27. The nau portal system seems to bog down alot

28. I can use the portal easily, but it would better if it was merged with Louie services. If everything was in one place it would be very helpful.

29. My phone won't connect to gmail. The site is always down over mobile.

30. Internet connection on campus is very slow. Especially in the dorms. Ethernet cords don't help much either.

31. need to update wifi

32. N/A

33. The excess content of the portal is useless and the system would be far better with less clutter.

34. It might just be resnet but overall the internet on campus is pretty bad. Some days it works perfectly other days I can't connect to anything I need.

35. myNAU could be much faster. Its load times are often finger-tap inducing.
36. The MyNAU Portal can seem rather daunting at times, but I rarely use it so it's not a big deal for me.

37. None

38. I only use the BBLearn links on the MyNAU portal, and everything is pretty much useless. I occasionally click on the LOUIE link and the People Search, but not very often.

39. I'm very glad that Bryan Sherwood added the "of" to the previous statements or I would have been very dissatisfied.

40. None

41. Increase the speed of the NAU Portal

42. The organization of the MyNUA portal isn't very straightforward, as far as I'm concerned.

43. The MyNAU portal connection to the Cline Library academic databases has yet to actually work for me. I get through an initial search, but it appears to "hang" when attempting to load articles, etc.

44. cluttered with unused items.

45. Speed

46. Very slow at times.

47. I get messages that are incorrect more often than correct. For example: it tried to tell me that I've never taken my freshman English requirement.

48. Used to use MyNAU portal more often. It was helpful however, don't use it even not that I am an Extended Campus students instead of a Mountain Campus student.

49. I say I am dissatisfied with being able to get the resources I need from MyNAU portal SOLELY because I can't stand that I can't connect to MyNAU email inbox from my smartphone. That is probably the most important resource for students on the MyNAU page and the app for NAU doesn't allow access to it.

50. N/A

51. NAU portal seems to be out of service more often than the last program-- especially frustrating during finals week!

52. I do not use my portal
53. I only use MyNAU portal for the directory.
54. Load time could be better. :-)
55. Speed could be better
56. N/A

When it links to LOUIE, this service is SO slow. The portal with link to the bookstore as well, but I can't see books to buy for summer and there is no note regarding when I should be able to do this. I emailed the bookstore and still haven't heard back.

58. slow sometimes!

MyNAU portal is getting slower every semester. I work early in the morning, 3:30-4:00 am, and many times I am not able to access the portal, such as this morning, I could only get to the homepage. I is inconvenient.

60. Don't use.

61. One system for all stuff like Louie or Blackboard learn. Not multiple sites for different things. Makes it confusing.

The only thing I think would be better is if you can connect the MyNAU portal to the LOUIE account as well. That way I only have to sign into one website versus two. If this connection is already there I have not been able to find it.

63. No opinion

64. Need clear links for Financial aid, cashier's, etc.

65. On slow internet connections Portal Takes a while to load but it is a useful tool.

MyNAU seems to be little more than an incomplete collection of links to other parts of the NAU site, while trivially copying just enough information to require signing in. Even an unformatted list of raw URLs would be more effective.

67. I do not use MyNAU portal.

68. (See previous)

I don't know the reasoning behind it, but it seems that "MyNAU" & "Louie" are disconnected and separate
from each other and yet contain a lot of the same information. It is like MyNAU is the nice, good-looking front page that just gives information and it sends you to Louie if you actually want to do something.

69. Don't use; dealing with the school websites is hard enough. I don't see any reason to complicate things further by using the portal.

70. I get horrible internet in my room.

71. I don't really see the purpose of another web site. It has potential to make the calendar work but if the BBlearn calendar section better and easier to use and you could eliminate MyNAU completely.

72. I don't use it.

73. I have never used it because I don't know how or it just takes me to bblearn and louie anyway.

74. I would like an automatic link to the library from my portal.

75. This is ok.

76. I visited my old school and they complained about how slow the service.

77. MyNAU can be extremely slow at time almost to a standstill.

78. The internet on campus is fairly slow. I usually get around 70kbps download speed, for example.

79. Upgrade the speed and the quality will become better.

80. N/A

7. How often do you use the following components of NAU's Google Apps for Education suite?

<table>
<thead>
<tr>
<th>Component</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less Than Monthly</th>
<th>Not At All</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail services (Gmail)</td>
<td>78.28% (739)</td>
<td>11.76% (111)</td>
<td>1.59% (15)</td>
<td>2.01% (19)</td>
<td>6.36% (60)</td>
<td>944</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Documents (Gdocs)</td>
<td>10.12% (95)</td>
<td>22.58% (212)</td>
<td>12.35% (116)</td>
<td>13.95% (131)</td>
<td>41% (385)</td>
<td>939</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Calendar (Gcal)</td>
<td>11.25% (106)</td>
<td>8.28% (78)</td>
<td>6.79% (64)</td>
<td>11.04% (104)</td>
<td>62.63% (590)</td>
<td>942</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sites (Gsites)</td>
<td>4.48% (42)</td>
<td>6.51% (61)</td>
<td>5.23% (49)</td>
<td>9.18% (86)</td>
<td>74.6% (699)</td>
<td>937</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Service</td>
<td>Very Effective</td>
<td>Effective</td>
<td>Neutral</td>
<td>Ineffective</td>
<td>Very Ineffective</td>
<td>I'm not familiar or do not use</td>
<td>Response Total</td>
<td>Points</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------</td>
<td>-----------</td>
<td>---------</td>
<td>-------------</td>
<td>------------------</td>
<td>---------------------------------</td>
<td>----------------</td>
<td>--------</td>
</tr>
<tr>
<td>Chat (Gtalk)</td>
<td>3.1% (29)</td>
<td>4.17% (39)</td>
<td>4.59% (43)</td>
<td>10.36% (97)</td>
<td>77.78% (728)</td>
<td>936</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other Google Apps</td>
<td>4.39% (41)</td>
<td>6.54% (61)</td>
<td>6% (56)</td>
<td>10.08% (94)</td>
<td>72.99% (681)</td>
<td>933</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Connecting your mobile phone to Gmail</td>
<td>29.94% (282)</td>
<td>6.79% (64)</td>
<td>2.65% (25)</td>
<td>2.87% (27)</td>
<td>57.75% (544)</td>
<td>942</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>944</td>
<td>(skipped this question)</td>
<td>65</td>
</tr>
</tbody>
</table>

8. Have you registered for NAU Alert (NAU's Emergency Text notification system)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>563</td>
<td>60%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>299</td>
<td>32%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No, I don't know what NAU Alert is</td>
<td>53</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No, I don't have messaging on my phone</td>
<td>17</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents** 932 100%

9. Do you feel you are appropriately informed of technology issues at NAU (changes, updates, and outages)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>739</td>
<td>79%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>193</td>
<td>21%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents** 932

10. How would you prefer to stay informed on NAU technology issues?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Effective</th>
<th>Effective</th>
<th>Neutral</th>
<th>Ineffective</th>
<th>Very Ineffective</th>
<th>I'm not familiar or do not use</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Networking sites (Facebook, Twitter, etc.)</td>
<td>17.38% (162)</td>
<td>25.86% (241)</td>
<td>23.71% (221)</td>
<td>8.05% (75)</td>
<td>8.48% (79)</td>
<td>16.52% (154)</td>
<td>932</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Featured Items on the ITS web page</td>
<td>7.79% (72)</td>
<td>16.45% (152)</td>
<td>26.73% (247)</td>
<td>14.07% (130)</td>
<td>8.87% (82)</td>
<td>26.08% (241)</td>
<td>924</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
### Announcements on the MyNAU portal

<table>
<thead>
<tr>
<th>Category</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>29.51% (273)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.11% (297)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.05% (167)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.57% (70)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.32% (40)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.43% (78)</td>
<td>925</td>
<td></td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Email from ITS</td>
<td>273</td>
<td>29.51%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ITS Systems Status web page</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.68% (71)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.97% (166)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31.28% (289)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.71% (99)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.6% (61)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25.76% (238)</td>
<td>924</td>
<td></td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>925</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>74</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**11. Please indicate which of the following mobile devices you currently use?**

<table>
<thead>
<tr>
<th>Device</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile phone</td>
<td>892</td>
<td>95%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>iPod or other mp3 player</td>
<td>512</td>
<td>54%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>PDA without voice capability (Personal digital assistant)</td>
<td>9</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Kindle, Nook, or other eReader</td>
<td>191</td>
<td>20%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>iPad</td>
<td>100</td>
<td>11%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tablet</td>
<td>57</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>None</td>
<td>19</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>37</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>940</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>69</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**12. Is your mobile phone a smart phone?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, my phone is a smart phone (Android, Blackberry, iPhone, etc.)</td>
<td>526</td>
<td>59%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No, my phone is a basic cell phone</td>
<td>363</td>
<td>41%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I don't know</td>
<td>2</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>891</strong></td>
<td><strong>100%</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>118</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
13. I browse websites on my mobile phone frequently.

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>280</td>
<td>32%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Agree</td>
<td>167</td>
<td>19%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>81</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Disagree</td>
<td>77</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>229</td>
<td>26%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I do not use a mobile phone</td>
<td>50</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 884 100%

(skipped this question) 125

14. Who is your primary mobile service provider?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not have a cell phone</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Verizon</td>
<td>461</td>
<td>52%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sprint</td>
<td>119</td>
<td>13%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>113</td>
<td>13%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>138</td>
<td>16%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I'm not sure</td>
<td>3</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>49</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 883 100%

(skipped this question) 126

15. Do you use the South Learning Resource Center (building 61) computer lab?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>164</td>
<td>22%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>571</td>
<td>78%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 735
16. If you've used the South Learning Resource Center, please rate your experience in the following areas.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Use</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Environment</td>
<td>11.39% (67)</td>
<td>15.31% (90)</td>
<td>4.76% (28)</td>
<td>1.02% (6)</td>
<td>0.68% (4)</td>
<td>66.84% (393)</td>
<td>588</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Printing in the Labs</td>
<td>8.72% (51)</td>
<td>10.94% (64)</td>
<td>5.81% (34)</td>
<td>1.88% (11)</td>
<td>0.85% (5)</td>
<td>71.79% (420)</td>
<td>585</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Software on Lab Computers</td>
<td>6.63% (39)</td>
<td>12.93% (76)</td>
<td>8.84% (52)</td>
<td>2.36% (14)</td>
<td>0.51% (3)</td>
<td>68.71% (404)</td>
<td>588</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Working in a Group</td>
<td>6.47% (38)</td>
<td>8.01% (47)</td>
<td>8.18% (48)</td>
<td>0.85% (5)</td>
<td>0.51% (3)</td>
<td>75.98% (446)</td>
<td>587</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>10.56% (62)</td>
<td>11.93% (70)</td>
<td>6.3% (37)</td>
<td>1.7% (10)</td>
<td>0.34% (2)</td>
<td>69.17% (406)</td>
<td>587</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Knowledge of staff</td>
<td>9.57% (56)</td>
<td>11.28% (66)</td>
<td>8.03% (47)</td>
<td>1.2% (7)</td>
<td>0.68% (4)</td>
<td>69.23% (405)</td>
<td>585</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents               | 590            |

17. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. When I gave workshops down there, the staff were unaware that they were going on.

   Many of the keyboards in the lab are non-functional: the keys either do not register strokes or they require tremendous effort to get the button press to work. The effect is a stilted typing pace that can be incredibly infuriating. Couple that with the occasional molasses slow thin client delays and I effectively avoid using that lab if possible.

2. I have stopped using the SLRC because I found it crowded, uncomfortable temperature, smells weird, abused & out-of-date computers, unhelpful staff, and noisy with unsupervised children.

3. I can't get the computers to work and they are very slow. There also isn't much seating that is useful for group work.

4. n/a

5. I don't even know where this is or that it existed until I took this survey.
I use a lot of ArcGIS, which is only available in the science and geography buildings, or over V lab.

8. Sometimes using the V lab can be a pain, and when I want to do my GIS hw late at night I have no choice because the science buildings are closed. It would be nice if the south lab had this program.

9. 1. Printing is way too expensive at the lab.
   2. The software may be okay but the computers run too slow.

10. Inconvenient access.

11. The computers and software could use further updating

12. n/a

13. It seems that our university tech. is outdated.

14. n/a

15. STUPID that we have to have someone else print for us. Also, why isn't the default on the printer two-sided?

16. N/a

   There are no longer staff at the SLC which is a big problem. I went there to scan some documents and couldn't even ask someone if this was possible or not. The computers are slow and often don't work. For this reason I do not go there anymore. Also, the printing situation is difficult to figure out.

17. In my last graduate program in 2005-07, I used the lab a great deal. The only change I would have liked to see is more Macintosh-based machines. I don't know if things have changed since then.

18. I am on north campus mainly so I use the library.

   As a business student I get free printing in the business building. I feel my free prints should transfer to other buildings besides the business one. Also, the staff other than the IT people don't exactly know what they're doing.

19. slow, log you out quickly many times they computers do not read my flash drive

20. The computers operate at a slower speed when compared to other computer labs on campus.

21. The staff is not friendly, available or helpful in almost all situations.
24. My tutor was not able to help me effectively, I had trouble understanding my tutor due to an accent, and my tutor did not really seem to know how to help me.

25. Do not use South Learning Resource Center.

26. I would like the Chemistry Drive to be available to me. Currently I can only access it from CENSF computers in the chem lab, math lab, and physics lab.

27. None

28. Not enough tables to work at, or whiteboards with markers.

29. some of the rooms on the north side and south of the building get very cold. I catch colds when I need be in these rooms.

30. The little computer terminals are incredibly slow. They have a tough time even running Excel. Actual PC's are MUUUUCH faster from what I've experienced.

31. N/A

32. PRINTING SHOULD BE FREE!!!

Computers are sloooooow! I don't use it often because it takes me nearly three times as long to finish a paper because while I type at a steady 80 WPM, MS Word can only process 10 in that time. Also not conducive to groups working around a few computers. We either have to sit in a long line and yell at each other/play telephone, or huddle around a single computer space. Or sit across from each other with two computer screens and five feet between us.

33. n/a

The lab is dirty, computers and equipment are broken, the staff is not overly helpful, and not willing to come out from their desk to help. The software that I need is not available. I need MAC with the most recent Adobe and Final Cut programs.

34. In addition, I am disgusted by the lack of cleanliness of the tabletops, keyboards, and computer screens. How many times does janitorial services clean these items. My guess is never. That goes for the library, and the lab in the Communication Building too. Disgusting.

35. Don't use. Didn't even know about it.

Techs are excellent, but when a situation is beyond their expertise, a quicker access to more knowledgeable supervisors would help the student. It sometimes creates a time lag when one is not immediately available.
38. Not about the lab, but I have tried to get NAU Alert on my phone several times, and it has never worked.

39. At night they seem to be more focused on their home work

40. don't use

Some of the computers sometimes are not hooked up to the printer so I have to move to another one. I
don't use the SLRC very often, mostly only when I need to print. On all these occasions, I've had this
issue.

42. we should certain amount of paper to print for free.

43. Printing prices should be lowered, or ideally removed completely.

although the new printing procedures introduced this year (self release printing computers) are a great
improvement over the previous set up... failed print jobs happen far too often and the process for
obtaining a refund is far too difficult/time consuming to make up for the money lost during small print
jobs.

45. On an unrelated note this is taking more than 5 minutes, stop lying NAU. Also who gives a xxxx if I have
utorrent installed on my computer, stop telling me about it.

46. The computers glitch a lot

47. I find the computers in the computer labs to be rather slow. But then again this is to be expected due to
them being public comps. Still it is rather annoying.

48. the staff is very knowledgeable but not always personable

49. Its a hassle

50. N/A

18. Have you used any of the following NAU Extended Campuses student-use computers located throughout the state?

<table>
<thead>
<tr>
<th>Apache Junction</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Location</td>
<td>Count</td>
<td>Percent</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>------------------</td>
<td>-------</td>
<td>---------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Aravaipa</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Bullhead City</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Chandler-Gilbert</td>
<td>6</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Chinle</td>
<td>2</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Community @ Surprise</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>East Valley</td>
<td>4</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Fort Defiance</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ganado</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>GateWay</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Glendale</td>
<td>3</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Kayenta</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Keams Canyon</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Kingman</td>
<td>2</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Lake Havasu City</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Mesa</td>
<td>5</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>North Valley</td>
<td>2</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Online</td>
<td>42</td>
<td>22%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Page</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Paradise Valley</td>
<td>4</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Phoenix</td>
<td>2</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Phoenix Biomedical</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Prescott</td>
<td>3</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Scottsdale</td>
<td>5</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Show Low</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Signal Peak</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>South Mountain</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Thatcher</td>
<td>2</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tuba City</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tucson</td>
<td>9</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tucson North</td>
<td>6</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Verde Valley</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>West Valley</td>
<td>4</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Whiteriver</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Yavapai</td>
<td>1</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Yuma</td>
<td>10</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>15</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 193
19. How has your experience with student computing been in the following areas at NAU Extended Campuses or Yuma?

<table>
<thead>
<tr>
<th>Area</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>30.94% (43)</td>
<td>23.02% (32)</td>
<td>40.29% (56)</td>
<td>2.88% (4)</td>
<td>2.88% (4)</td>
<td>139</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Printing from student-use computers</td>
<td>20.15% (27)</td>
<td>18.66% (25)</td>
<td>54.48% (73)</td>
<td>2.99% (4)</td>
<td>3.73% (5)</td>
<td>134</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Computer Support</td>
<td>24.63% (33)</td>
<td>19.4% (26)</td>
<td>47.76% (64)</td>
<td>5.22% (7)</td>
<td>2.99% (4)</td>
<td>134</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Software on Lab Computers</td>
<td>19.55% (26)</td>
<td>18.05% (24)</td>
<td>57.14% (76)</td>
<td>2.26% (3)</td>
<td>3.01% (4)</td>
<td>133</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Hours of Availability</td>
<td>20.15% (27)</td>
<td>20.9% (28)</td>
<td>47.76% (64)</td>
<td>8.21% (11)</td>
<td>2.99% (4)</td>
<td>134</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 139

20. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. The scc teachers kick us out of their rooms when they have a class and that is the only place we can print 11 x 17 and color printing. Need our own campus computers with printers so we don't have to disrupt scc classes and will have enough time to print what we need to.

2. It would be nice to have the campus available on the weekend.

3. I am online and do not use any of the above services. There is not an option for 'do not use' so I had to select neutral.

Although, I am overall very satisfied with the use of the computer at the Paradise Valley Extended Campus, but frequently the internet is extremely slow and will not open files that I am trying to download.

4. Last week I couldn't open the document that I needed for a presentation at all, because it was extremely slow. I was able to use the instructors computer to download it so that I could move on with my presentation. However, it is frustrating being a student and having the internet not work properly while on campus.

5. Our cohort had to take a class at EMCC and they stuck us in a lab that was disgustingly dirty!! The computers took at least 15 minutes to load, and they were all together very slow.

6. I am an online student and do not have the ability to use any of the computer labs.

7. They wouldn't connect to the network. I wasn't able to use them.
8. Don't use. You should have included a not applicable option.

9. Computer technology seemed to be old, slow and not all that well maintained.

10. The NAU lab in Prescott closed. I miss it.

11. N/A

   Although I appreciate the upgrade to Windows 7, your hardware is ridiculously outdated, painfully slow, and often does not work. I also do not like the inability (or, easy way to figure out how) to switch users if a user is logged on to a machine and the machine becomes locked.

12. At Chandler-Gilbert we can't print. and the library computers are the only computers available to us, so when they close, we're screwed. And, since my classes are from 5-10pm, generally, they're closed when I need them.
   Printing opportunities are almost non-existent in Tucson's extended campus locations (Off I-10, Bonita, Flowing Wells). If classes are going on then you cannot access printer at I-10 location. Also, pay to print? Really? $1,200 a class!!

13. Tuba City computer lab is very limited, only four computers, and the service they use is very slow. It would be nice if there were more computers and I would use the computer lab more often.

14. I DON'T USE EXTENDED CAMPUS COMPUTERS

   I was unaware that there are student-use computers at the extended campuses. Although I normally attend from home, it would be good to know more about the resources available to me at the local extended campus.

15. The South Mountain Community college extended campus does not have student computers.

   There is no access to school computers in the NAU building that I am aware of. The only way we are able to use computers is if we walk across campus (which we are unfamiliar with because we don't often have classes outside out NAU building), or bring our personal computers and use them in class.

16. NPC in Whiteriver had spring break last week and I couldn't access my online classes. Also, on fridays they are opened till 12 noon. I don't have a computer at home.

17. Have not used any campuses, have been online only.

   We are at a high school in Avondale with no computer access for students and very limited computer access for our instructors. We had one course at Estrella Mountain Community College in a lab, but the computers were slow and software was out of date. Basically, I feel there is no student computing
available to this cohort.

23. THERE'S A LACK OF COMPUTER SUPPORT AT THE BRANCH WE ATTEND. INTERNET CONNECTION IN OUR 1ST YEAR WAS PROBLEMATIC -- NO SERVICE AND THE COMPUTER PERSON THERE DIDN'T KNOW MUCH TO REMEDY THE PROBLEM AND THE LAB HOURS ARE MONDAY-FRIDAY 8AM-5PM; HOURS EXTENSION WOULD BE HELPFUL.

24. OPEN EXTENDED HOURS AND WEEKENDS

25. The closest lab for West Valley to use is at I-17 and Peoria or something like that, it would be nice to have access to something closer.

26. Never was aware of these services.

27. I work until 5PM. Getting to SCC's campus / time & traffic leaves me very little TIME to use your computers, when the LAB closes at 7PM. Good grief!

28. The PVCC Computer lab has been very useful. The staff are great.

29. I do not use the student computers at any campuses, only my personal.

21. Have you used the Student Technology Center (STC) toll-free number (1-888-520-7215)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>83</td>
<td>44%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>82</td>
<td>44%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I didn't know the STC had a toll-free number</td>
<td>22</td>
<td>12%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 187 100%

(skipped this question) 822

22. Do you live in a residence hall on the NAU campus?
### 23. Which residence hall are you located in?

<table>
<thead>
<tr>
<th>Residence Hall</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allen</td>
<td>28</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Aspen Crossing</td>
<td>35</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Campbell</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Campus Heights</td>
<td>11</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Cowden</td>
<td>43</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Gabaldon</td>
<td>38</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Gillenwater</td>
<td>11</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>McConnell</td>
<td>41</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>McDonald</td>
<td>7</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>McKay Village</td>
<td>31</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Morton</td>
<td>7</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Mountain View</td>
<td>16</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Pine Ridge Village</td>
<td>30</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Raymond</td>
<td>15</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Reilly</td>
<td>29</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Roseberry</td>
<td>8</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sechrist</td>
<td>26</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>South Family</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Taylor</td>
<td>8</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tinsley</td>
<td>14</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Wilson</td>
<td>16</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>426</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 24. Please rate your ResNet wireless (wi-fi) internet connection in your residence hall.
### Survey Results

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don’t Use</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed</td>
<td>6.7% (29)</td>
<td>26.33% (114)</td>
<td>20.79% (90)</td>
<td>20.79% (90)</td>
<td>23.33% (101)</td>
<td>2.08% (9)</td>
<td>433</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Availability</td>
<td>6.96% (30)</td>
<td>24.59% (106)</td>
<td>24.36% (105)</td>
<td>22.97% (99)</td>
<td>19.03% (82)</td>
<td>2.09% (9)</td>
<td>431</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Reliability</td>
<td>5.34% (23)</td>
<td>13.69% (59)</td>
<td>20.88% (90)</td>
<td>28.54% (123)</td>
<td>29.47% (127)</td>
<td>2.09% (9)</td>
<td>431</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ease of connection</td>
<td>6.29% (27)</td>
<td>18.65% (80)</td>
<td>20.51% (88)</td>
<td>23.54% (101)</td>
<td>28.9% (124)</td>
<td>2.1% (9)</td>
<td>429</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents**: 433

( skipped this question )  576

---

25. **If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.**

1. The 3rd floor has very very finicky connection for wifi. While the first floor is great! Second floor is finicky as well, and this is mainly on an ipod wifi, computer wifi is still bad but not as bad.

2. Most of the time my laptop cannot connect to RESNET-Secure.

3. The wifi is horrible.

4. Although it shows full bars, both my tablet and Windows Phone sometimes return a cannot connect message, despite it being available.

5. ResNet will go down suddenly and come back with poor signal or flicker on and off. Sometimes it appears to be due to snow or someone using a microwave.

6. Sometimes the wifi will randomly stop working.

7. Sometimes when I try to connect with the internet in McKay it randomly won't let me for like 20 minutes, even though I try all of the networks available.

8. Wish it was just better connection including with the Ethernet cable.

9. I'm not sure how it could be improved, but connecting to the internet consistently takes a relatively long time and drops at least once when using it for more than five minutes a night.

10. We hardly get wireless in our room. This is not uncommon amongst other rooms.

   The internet connection is extremely unreliable. Fortunately, ResNet has managed to stay connected when I really need it to (i.e. enrolling for classes, taking a quiz/exam on Blackboard). However, it frequently disconnects or simply runs extremely slowly when I am trying to use the Internet for functions like email or social networking.

   Full Response
12. I always have a bad connection and it is very slow

13. Yeah...I can hardly ever connect and when I do it's very slow and extremely unreliable.

14. Unless you are connected to ethernet, the internet does not work. Sometimes even using the ethernet cord, the internet is xxxxxx at best, constantly losing connection

15. Sometimes it is hard to connect or it will disconnect me. It is also to slow to watch youtube videos straight through.

16. The internet is horrible. Loses connection, disconnects constantly, or it's super slow.

17. Wifi does not even register at Gabaldon. Have to always use ethernet cord.

18. The wifi is kind of slow in Aspen sometimes, and once you log on, it badgers you a million times to log in to the NAU site and install their anti-virus software, even when it's already installed. It doesn't affect the reliability of the wifi, but it's really annoying!

19. The internet is very spotty and sometimes it's fast and then really slow. It is also hard for people who live out of the residence hall to connect to the ResNet in Mt. View and even hard for the residents sometiems. You can never fully rely on the internet to work.

20. I am constantly having to sign in and the speed is terribly slow.

21. Make SafeConnect more reliable

22. In multiple parts of my apartment the strongest Resnet connection I can get on wifi is 1 or 2 of 5 connection bars, at that time it is slow. When I have to resign into the renet internet on my mobile devices most of the time it doesn't even pop up and I have to struggle to connect to my.nau.edu to sign in.

23. The SafeConnect client frequently becomes inactive and unresponsive, prompting NAU to forcibly terminate internet activities and to insist on reinstalling SafeConnect, even when it is already running. This has caused massive frustration over the year.

24. I'm dissatisfied in all of the fields above. I live in gabaldon and I have horrible internet connection. My roommates and I have reported this multiple times to the IT service but nothing has been done that has increased our wifi reception. I think this is a service that we should receive being that wifi is included in our housing payments. Yes, you may say that "you have 2 ethernet connections" which is true but what about our smartphones, or tablets, or gaming systems? In a way part of me would like some sort of refund but I know I will not get it because NAU or IT will say that they have been working on it, but nothing has improved and my roommates and I are sick and tired of the fact that we haven't had wifi since the fall last semester. I am extremely disappointed in NAU's router choice and placement as well
as IT's service towards getting the problem actually fixed.

25. I have had to download SafeConnect like 25 times.

26. The entire internet and wi-fi system needs a complete update. It is simply terrible.

27. It doesn't always work, it is slow and you have to download safe connect all the time.

28. If I don't use an ethernet cord, I do not get internet connection. I am unable to use the wifi because it is too unreliable.

29. Get WiMax!! It would improve signal strength and reliability.

30. The Wi-Fi goes in and out, my computer sometime doesn't detect the networks at all, when I am connected to a network I don't get internet anyways, and I've had to download the security program that it prompts me to download close to 20 times.

31. It is easier for me to get wireless internet than to gain internet connection with an ethernet cord. The problem is, randomly the internet will disconnect or will be unable to connect to any networks. This is usually at the times internet is most needed.

32. The connection here sucks regardless if I use the wall jack or wifi!

33. Wifi here is really really bad in half the building.

34. The wifi connect let alone the regular internet service is always slow, never reliable nor can we connect with ease.

35. The brick walls prevent the wifi from getting into our room. Certain parts of the room are complete dead zones. We have had resnet come out 4 times in order to try and fix this issue.

36. Resnet will frequently not let me connect, or it quits working while I am online. At certain times the speed is good, and other times it can take 3 minutes just to load a webpage. If I plan to take a test, I do not rely on Resnet to work.

37. faster

38. The internet does not work throughout the building and with all the different networks my computer's internet is slow and I lose signal frequently. I have a transmission box in my room; yet, my internet is slow. I have to hard connect and cords annoy me.

39. Multiple routers pop up on my networks causing interference and troubles connecting to the internet.
40. Needs better connection. I have never been able to connect to the wireless ResNet even with the help of staff.

41. It's basically impossible to stream a YouTube video over the wireless. An ethernet is required if you want any speed.

42. The wireless isn't reliable and is very slow. It's not very useful for taking any kind of timed quiz or test because you will spend half your time waiting for the questions to load or the test to submit.

43. I can't connect to ResNet without an ethernet cord.

44. Using the wifi in my room is the worst experience. If it wasn't for the ethernet cord, I would not have even bothered getting a laptop to use while in my room.

45. There are just so many people trying to get on at once that it is really difficult to connect.

46. The internet in this hall is extremely unreliable, glitchy, and slow. There are some days that I cannot even access internet at all. As a nursing student, 3 of my 4 classes are online and somedays and I unable to get on the internet to complete necessary work.

47. Wifi doesn't always connect but when it does it is very slow or disconnects itself in the middle of sessions.

48. internet goes out at times unexpectedly.

49. initial setup is difficult. safeconnect is annoting and repetitive.

50. Sometimes when I come back to my room from the library or another residence hall/building, the ResNet in Campbell will take forever to connect me and I sometime have to restart my computer or my wi-fi for it to finally connect. I have also noticed that it will cut out on occasion when I'm watching TV, usually.

51. Some rooms have no wifi access at all and half the time if you do get a connection it's super slow and randomly kicks you off.

52. The internet in Gabaldon is the absolute worse. I very much dislike and if I could use foul language I would.

53. Can not connect to wifi with my Wii.

54. ResNet is very slow and I experience frequent problems with connecting to it from my iPhone.

55. ResNet is very picky about when it lets you on the wifi. If it is during peak times, you just won't be able to connect through wifi. Having to redownload safeconnect through windows frequently is terrible as well.

56. Safeconnect never installs properly, as it always asks for a new installation after Firefox shuts down.
56. When it works, it works well. Unfortunately, it often does not work.

57. Too slow. Make it faster.

58. The internet needs to work 24 hours per day, and it needs to be at least as fast as my cell phone's 3G connection. The ethernet works, but the wi-fi in Gillenwater is terrible (at least in room xx).

59. Internet is always slow and often kicks you off.

Allen hall has the worst internet connection on all of campus. It is ridiculous that it costs so much to live on campus and that basic services are horrible. I am extremely dissatisfied with the wireless and I fully believe that this should be a reason for students to get off campus or live in a better building. It is very disappointing yet no one ever does anything about it, regardless of what they tell us. This should be fixed. And this should not just wait until next year.

60. I am frequently being prompted to download Safe Connect, even though I already have the program downloaded and have done so several times.

61. There are certain times in which it is hard to use certain servers because the internet is bogged down so much. Also I have been kicked off the internet multiple times within the course of one night.

I can't even get wireless internet in my room. When I do, it is really slow, asked to install safe connect every time, wants me to re-register my mac every time. It is just a pain. The speed and connection are awful, especially if you are a gamer.

62. Some times it is impossible to connect, and quite frequently it will crash or just stop working

63. Awful, slow, hard to connect

The internet is great when available, but is very intermittent - I am often logged out of online programs, homework, etc. because the internet is not always there. Even taking this survey takes a bit of time because sometimes the page won't load.

64. I am able to connect to the internet wirelessly but the connection is often far too slow to be useful. Also I lose connection to frequently.

65. I have had to download the ResNet software over 23 times onto my computer. It does not connect well and is incredibly unreliable. When it does connect, it goes in and out and is incredibly slow.

66. Make it faster. The internet is obnoxious.

I have no idea. No clue how you have your networks set up, but it's xxx. It will randomly disconnect me when I first am starting up my computer. It will say it's connected, but not connect on a browser. speed fluctuates from tolerable to xxx. I will use the 2 bar availability on nau-public over the 4-5
71. The wifi will often randomly disconnect and sometimes is not available at all.

My internet cuts out all the time, I am asked to update the security software multiple times a day. I have had techs over and all have said, "I don't know the issue, let me talk to a manager." To this date not one has got back to me. When I call Student Technology, they say use the computers at the library. I live on South Campus it is not practical to walk to the library for internet. Overall, I have had poor service and still no resolution to date.

72. Our internet is horrible on the third floor. It always is slow and is rarely reliable. I go to friends houses now to do homework because they have better internet.

73. The connection in Mountain View is terrible. I have to time when to take quizzes so my internet is good and won't be too slow.

74. I am far away from the wi-fi router so connections are difficult at times.

75. Make the internet more available and easier for computers to access.

My internet is very spotty - some days and sometimes it may be fine, sometimes it may not connect at all. I may have to restart my computer or try to connect and disconnect multiple times before it picks up a usable signal. I feel that the wireless signal needs to be improved/amplified in Reilly Hall.

When I am on my laptop and use ResNet, it is very hard for me to connect to the internet as well as have the speed that others have when using ResNet. I am unsure as to how one is able to improve these problems.

The speed of the internet is excellent when the internet works. The internet (especially during the evening) sometimes does not work and I have to sit there trying to connect to the different alternate networks until one decides it wants to work again. In addition, the SafeConnect NAU now uses is very inconvenient, it often times decides I have to download it again for no reason and once I've downloaded it, I have to go to google.com then to whatever website I want otherwise it keep redirecting me to nau.edu.

80. The wireless is really hard to connect to and almost always busy and will shut off at random times. Although when you actually are connected it's pretty fast.

81. very slow and hard to connect also it does not tell me what type of network it is ie.:g,b,n

82. The signal for wi-fi is always low in my dorm. The speed is very slow. It makes doing homework and other activities very difficult at times.

83. Faster speed on websites. Black Board learn is never working. I do not like being dependent on an internet that I can barely use. The ease of the connection sucks because we always have to do the safe connect.
84. I have downloaded the security software over ten times this semester and it bothers me extensively.

85. videos through BBLearn take too long to load on school nights. The internet also occasionally just stops working for long periods of time and I cannot turn in homework.

86. The internet will randomly and automatically switch me to a different wi-fi connection and this can sometimes result in slower, less reliable service.

87. I don't know why the wifi is so slow in residence halls in general, but I would love to increase speed. It seems to be slower and less reliable during peak use times when there are a lot of people using the internet at the same time. Again, I also don't know how to improve performance during peak use times, but I would love it if I could load youtube videos through the wifi instead of having to plug into ethernet every time.

88. The peoplesoft thing that makes you sign in and download the exact same software everytime you turn on your computer is really annoying and inconvenient. I have downloaded it probably 100 times.

89. Make wifi functional.

The speed flat out sucks at times, can't even connect to nau servers let alone things like google or facebook.

The wifi is far from reliable, it drops randomly for no reason

90. There are days i literally just cannot connect to the wifi.

Why do i have to sign into safe connect multiple times a week? Isn't there a reason we register MAC addresses of things like our desktops to our rooms? Or is that just a simple way of making students more annoyed with how your system works?

91. The coverage in the dorm is rather spotty so most parts of my room do not get a good signal.

92. get wireless N + more then a couple routers... / open ports more often

93. My internet connection disconnects at least twice every single day for no apparent reason and is finicky about reconnecting.

94. Its god awful. Its slow, it lags, it is hard to get connected to sometimes, it randomly shuts off, or just randomly disconnects you.

95. what I am dissatisfied with is the intrusiveness of Safe Connect. Often times when I reconnect with the ResNet Network Wired and Secure wi-fi I get blocked by Safe Connect for a few minutes but it has been as long as 20 minutes. The shorter blocks are not as bad but are still very annoying when they happen. This is because it is only ResNet that does this and I use NAU-Secure that does not have any blocks and if safe connect runs there I do not notice it at all. If safe connect does not run on non ResNet networks then I do...
not understand why it has to run on ResNet networks or at least not on ResNet Secure, because its the same computer and when you get to a certain point the same NAU network. What I would like to see changed is at least on ResNet Secure that the Safe Connect be removed or act like NAU-Secure if it runs on that network.

96. There are many times that I cannot connect to the ResNet wi-fi on my iPod touch.

97. In the middle of taking a quiz on bblearn, my internet failed, and I couldn't get back to my quiz.

98. Fix it.

99. The internet in this building is horrible. It periodically kicks you off and makes you re-install Safe Connect. Also, it is not very friendly for mobile devices.

100. Internet connection takes time for me to log onto another site, that sometime is unknown.

101. Place the device in a more central area. My end of the hall does not get good reception compared to the center.

102. The Internet goes in and out in my hall and is not very reliable. If I connect to ResNet-Secure, it takes longer to log in and is slower than the regular ResNet connection.

103. Completely unreliable-- almost impossible to use.

104. I am unsure how it can be changed but there is NO wi-fi here in Gabaldon at all!!

105. The wi-fi is terrible,bordering on unusable.

   ResNet is the worst wifi I've ever used. The webpages take forever to load up and the "safeconnect"
106. constantly tells me to install it when I already have it installed on my computer. The connection with the Ethernet cable is better but still sometimes crashes.

107. I am frequently told to download safeconnect even though it is already installed.

108. Very slow in speed and connecting.

109. I'm only satisfied this year because I'm in the room with the router. In other rooms it is somewhat difficult to keep a wifi signal. Last year, I used an ethernet cable most of the time.

110. hard to connect and stay connected, slow internet, difficulty of being on wireless normally have to be plugged in and internet connection is still slow/bad.
111. The internet sometimes stops when I am doing homework.

112. Half the time the connection is randomly lost (no matter where I am in the hall) and I’m asked to reinstall SecureConnect nearly everyday though it’s always been installed...

113. I can never get it to connect and when I do it is slow and unreliable!

114. Repeatedly asks to sign in and can be very slow at times.

115. Resnet is often overloaded and slow, constantly have to reconnect and download the service installer

116. My computer doesn't connect and stay connected well when a lot of other people are on the wi-fi.

117. I'm unsure of how to improve it but only certain rooms can access the internet without an ethernet cord. Studying in a group or in the lounge is much harder because of the availability of the connection.

118. Sometimes it is very slow, and I have to switch to different networks to get it working.

119. Sometimes ResNet just stops working for a few minutes. It can be really frustrating. Keeping the connection steady would improve it immensely; improving its speed might come next.

120. I should not have an issue connecting, staying connected, or loading pages when I am connected to the wireless. It is very irritating.

121. The Wi-Fi is just awful. I do not get any signal in my room.

122. The only thing I have issues with would be the safe connect because it ALWAYS kicks me off my computer even though I have already done it multiple times.

    I cannot connect to wireless internet at all in my residence hall. I have called for assistance multiple times and was just told that XBox controllers interfere with the connection. However, I know this is not true, and if I am paying money for wireless I should be getting the highest quality connection that is available.

    Additionally, I was given an ethernet chord, which solved the problem for the residence hall, however when I leave my room and connect to internet elsewhere on campus, when I return to my room and plug in the ethernet, I have to reinstall safe-connect onto my computer every time. The wireless internet is useless on campus and should be updated. Because many teachers require to take quizzes and tests online, so strong internet is a requirement for this campus and should be provided to students.

123. ResNet is unavailable in many places and at some times.

124. ResNet is unavailable in many places and at some times.

125. Ummm... make it faster.
126. My laptop will not connect so I have to use an Ethernet cord.

127. There are times that I can't connect, or that my signal is bad. It usually happens in the evenings when I'm trying to do something that requires a strong signal (skype).

128. I am frequently kicked off the connection and must use a ethernet cord. I have to download SafeConnect at least once a week.

129. I often have lots of problems being connected to the network and having it go at a decent speed.

130. I can never connect to wifi in the C4 kitchen or on the floor
   The wireless network is HORRIBLE. The bandwidth is virtually nonexistent, I've regularly had the connection drop entirely, and more often than not it moves at a snail's pace. It is actually so bad that I believe it borders on outright dishonesty to claim the building has wi-fi at all.

131. The fact that even at the best of times the wi-fi network is slow enough that it can't support wireless internet for gaming consoles is also outright laughable. Get with the times.

132. Scale the network to be able to handle more students on the network so it won't slowdown.

133. I will get kicked off of the connection when I'm playing video games. Very frustrating to reconnect.

134. I have lost connection multiple times with the internet and have to re-download something periodically

135. sometimes the internet goes really slow and it has a hard time connecting

136. Every single freaking day the internet goes out or loses connection. Hate the new internet system on campus. IT SUCKS!!!!!! We should not have this slow of internet or this xxxxxx of internet connection at a college or in this freaking century. Literally I have a problem connecting to the internet everyday on my computer and on my Iphone. It sucks!!!!

137. There is constant need to redownload SafeConnect. It is also a hassle to reconnect to ResNet after returning to campus from a break.

138. sometimes it works great and other times ResNet is aweful. The speed and connection.

139. The internet is always difficult to connect to and you never know whether or not you will be able to connect. I always get bumped off of the internet. I've also had to download SafeConnect 57 times so far this year. It's absolutely ridiculous and annoying.

140. most of the time, i cannot log on to resnet or resnet 2. if i can log on, it drops connection a lot and cannot be relied on, especially when an assignment is due. i cannot log on to resnet-secure, i called I.T. and they
could not figure out how to log me on.

141. No signal, always disconnects, xxxxy speeds

142. Better connection

The connectivity between my laptop computer and the ResNet servers wavers for non-specific reasons. At times, this connection completely disintegrated while I was using a web browser. I used to rely on Internet Explorer for browsing the internet, but Google Chrome automatically downloaded onto my computer earlier this semester, and I have been relying on it since then.

143. The connectivity between my laptop computer and the ResNet servers wavers for non-specific reasons. At times, this connection completely disintegrated while I was using a web browser. I used to rely on Internet Explorer for browsing the internet, but Google Chrome automatically downloaded onto my computer earlier this semester, and I have been relying on it since then.

144. I don't use the wifi because it is so slow.

Having the whole school on one network is horrible because not only is it always slow but their are certain spots were I don't get internet at all - with this day and age and school being a lot of online things it is frustrating to try and do it when its so unreliable

Always slow whether using Resnet or Resnet2. Will often log out of internet for no reason. Had three outages of internet where router was turned off in building and had to call IT line for one of them after nothing was done to get someone to realize and fix it. Internet will often force you to nau site randomly no matter what website you're trying to access and won't let you leave nau site even if you reload or open new tab until later.

146. I have to download safe connect every time and sometimes it doesn't even work then.

147. Fix it!

148. The internet reliability frequently fluctuates. Sometimes it's really good, and sometimes it just cuts out on me.

Wifi is often slow, and experiences slow downs and disconnections frequently during the day. At least three times PER WEEK, you insist I download SafeConnect for 5+ minutes before remembering I have already done so (several times). This is a consistent problem in every dorm, both hardwired and wifi connections, and it should be at the top of your to-do list.

149. Most of the time i am connected right away. sometimes i am not and the internet is crawling as well as issues with safeconnect that apparently like to fester in mcconnel's internet connection.

150. The speed is very slow especially at night time. Then internet is not available either. It is annoying that everytime you restart your laptop you have to connect again.

151. The wireless internet connection is very bad.
154. ResNet is constantly not working at all and when it is it is extremely slow. Sometimes I have to restart my computer 3 times before it works.

155. My internet is horrible. I can never even connect on my phone. the only way to get internet is by ethernet cord.

156. Always having to reregister my ip address to the network. I don't get any signal in my room so my laptop is restricted to the ethernet cable. Websites take forever to load.

157. Worst wi-fi I've ever used.

158. Especially lately, but frequently throughout the year I lose the connection or the connection is super slow. This often makes online quizzes and other assignments hard to complete.

159. The wi-fi tends to break in and out from time to time making availability and reliability poor. Research reliably wi-fi routers that do well in brick buildings such as McConnell.

160. I have installed SafeConnect 59 times this year.

161. When my computer can connect it is great, but that doesn't happen very often.

162. There's just too many people using the same server. To get anything done I have to plug in my ethernet.

163. I am not able to use the "Security enabled network."

    The wireless network in my dorm often cuts in and out. The networks will sometimes disappear completely and other times they will be there but I wont be able to connect to the internet. My roommates and I all use Ethernet cords now, so we do not have problems anymore, but the wireless system should be fixed. The Xbox is still cordless, the Xbox can connect to the wifi networks but then can not connect to the internet sometimes.

164. make sure all rooms have the same speed, have multiple wi-fi nets so at prime time it does not take 5 minutes to load,

    Connecting to wifi is incredibly difficult and a lot of the time doesn't work at all. It asks to download safe key constantly even though it is already installed and sometimes four or five tries to connect. The speed is decent sometimes, mostly late at night when few people are on the network, but during the day its not great. The most frustrating thing is trying to connect on a smartphone. Every time you leave and return to a building you have to reenter your username and password to connect and most times it doesn't work the first time, if at all. I feel like since my device is registered on the network i should be able to go to any building and connect right away with out having to log in or accept a user agreement.

165. SafeConnect is bothersome! When I switch from Wireless to Ethernet, [turning off WiFi], It usually asks me to re-download safe connect. It usually does it twice. Once when I switch to WiFi and Visa-Versa.
168. Too many people trying to get on at once. Slows down the server and the router. Have to constantly download Safe Connect.

169. Sometimes it takes a long time for pages to load on my laptop.

170. The internet speed is pretty slow, especially during high points when a lot of people are in the hall.

Create either more connections in the dorms or stronger connections in the dorms so I don't get constantly dropped from the WiFi connection. It's nearly impossible to load a video or download music or anything without being disconnected or simply taking 3 hours. Also, nearly every time I log in it forces me to reinstall SafeConnect.

172. The wi-fi is always slow and it makes it difficult to use bblearn and other sites for important information.

173. Internet in my room seems incredibly slow at least once a week, it will time out and my connection will end, often during Blackboard sessions. It has these problems for hours at a time.

174. better blanket coverage. NAU secure often kicks me off and I have to log in again

175. ResNet in my room is not always available to connect to. When it does connect, it is somewhat slow.

176. Faster internet available all the time

177. Weak connection that is impossible to connect to without an ethernet cable

178. I have my computer right under the router and i would expect for the speed to be faster but it is still not as fast.

179. From my room, the wi-fi is unreliable and drops the connection frequently, if my computer can even find the connection.

180. Everything works terribly all the time

181. Wireless seldom connects in the dorm; additionally we have 3 residents in one room and only have two ethernet jacks. INEFFECTIVE

182. Sometimes it takes a while to get connected or it does that annoying take you to nau.edu thing.

183. Make faster, easier to stay connected.
I often struggle to get connected and my connection drops. When it does work, it is often very slow. It's to the point I almost automatically use an ethernet cable and am afraid to go elsewhere to study in case I can't get reconnected. It is a huge issue for my studying productivity.

My internet always goes out, even though the router is in my room. Sometimes it takes forever before it connects.

It's always dropping connection, sometimes it doesn't even show up. Sometimes it's there but I can't connect. I have had to download safeconnect over 50 times this semester.

Gets disconnected too frequently.

the wifi does not work on anything but my phone in one tiny spot in my room. it might as well not be available in this hall because it is more of a hassle then it is a help.

Most often, there is no wi-fi available.

Speed is too low, system goes down sometimes. please fix it.

ResNet was not always reliable in trying to connect to the internet.

There have just been a few times in which the speed was really slow and I couldn't get the work done that I needed to. Otherwise, the speed is pretty good.

my laptop and my roommate's laptop rarely are able to connect to the wi-fi.

Often times the wi-fi becomes unavailable, therefore making it impossible access the internet.

It loves to fail when I am submitting homework of bblearn

I am often kicked off of the internet for no reason, there is spotty service and it really gets frustrating when you are trying to use BBlearn for class and it kicks you off.

I feel like there are peak hours of the day when it seems like everyone on campus must be on the internet at the same time. My computer is set to automatically connect to the server but if for some reason I have to disconnect it can take hours for it to reconnect. And at these peak times the connection is so slow it's not even worth being on because I can't get anything done.

Your WiFi is garbage. You need to buy better modems and WiFi routers. I recomend getting like 10 routers and 1 modem from Costco.

It is much too slow, and forces me to download SafeConnect multiple times (though my firewall doesn't block SafeConnect, as the help apge suggests to check). There are times when it is acceptably fast, but it isn't reliable at all.
200. I have to redownload Safeconnect all the time, plus the internet is extremely slow in McConnell.

201. Usually takes 10 min and multiple tries to connect using wifi and speed is slow.

202. It's very difficult to connect on to the wifi at certain times of day because everyone seems to be using the internet at that time.

203. Resnet is not the best network that lets students connect easily. When everyone is on resnet, the network becomes extremely slow.

204. Resnet often logs me out and makes me redownload Safeconnect.

205. Despite having downloaded the safeconnect dozens of time over the year, it still prompts me to download it at least once a week.

206. I can't get wifi in my room.

207. I can only say neutral for all categories, because wifi is spotty throughout the apartment. In my room, I am "very satisfied" for all these categories. Out in the living room/kitchen, not so much.

208. Every time I come home from work or class, I have to log onto ResNet on my phone.

209. Cannot ever connect from my laptop. Mobile phone will connect, but few laptops in the entire dorm will connect unless in the lob or a resource room. I believe not being able to have my own wireless router is xxxxxxxx. I pay to live in this dorm and it is stated that wireless is provided. If I cannot connect without disconnecting and reconnecting or running diagnostics on my wireless router every time I am out of my room, why am I paying to live in a dorm that provides it? The signal for my wireless router doesn't even reach into the bathroom, which is right next to my room, yet it supposedly causes interference with your "working" wireless connection. Someone needs to rethink the restriction of wireless routers. For this exact reason I am not living in the residence halls next year.

210. It constantly makes me re-sign in to resnet when there shouldn't be an issue. I also don't like how it required me to download antivirus software when I already had others installed just to make this problem go away.

211. For the most part it is hard to connect to any secure connection. Once connected, these connections run painfully slow. It has gotten better since the Fall semester, but is still irritating when doing online hw or timed test or quizzes.

212. Not sure what it is about Mountain View, but the wireless is impossible to connect to and when you finally connect, it disconnects you within five minutes. This is anywhere in the building. Ethernet connection is phenomenal, however.

213. Wi-fi cuts out a lot.
214. Although the speed is up to par in my opinion, often times I can not connect. I try all of the available wi-fi connections and none of them work, which is weird to me.

215. The network in the residence halls needs serious work.

xxxxxxx wi-fi I've ever encountered, and there's only one room in between me and the router. Even when I walk into the room it is in I only get slightly above average connection. Please fix this for future students and allocate some money to better wi-fi, it would mean a lot to them.

217. Sometimes it is really slow and it asks to go through the steps of safe connect a lot, and when it does it does it many times in a row.

218. From my experience with it, the wifi connection is terrible.

1. The wifi is too slow within the halls to be of any use. Also, my laptop is constantly getting disconnected from the wifi, which is particularly frustrating when I am attempting to work on homework and I can't load the page or submit my answers.


221. Can hardly connect to internet and when i do it just keeps kicking me off.

222. The wi-fi is very slow and unusable and needs to be faster and it's hard to connect.

223. WiFi is terrible

224. It keeps telling me I don't have the SafeClient installed so I had to leave it on my desktop top to reinstall and it tell me it is working properly, not hard just highly annoying.

225. At night, when I really need it, the internet is hard to connect to.

226. Faster internet.

227. Signal comes and goes, forced to do a hardline.

228. nothing i can tell you that you already havent tried or done, besides i hate it so much i just use the wired connection.

229. The internet is just really slow, and you can tell when everyone is trying to connect, sometimes it will not let others.

230. Connection is terrible.
The wi-fi connection is spastic. Sometimes I will be able to easily use the wi-fi connections and other times I won't even be able to connect. I think there should be more servers or something. The reason is the amount of students logging on. Sometimes during the week it isn't too bad, but on weekends especially the internet lags and runs slow.

I bring my computer to other places on campus like the hot spot and the union and other classes and when I come back to my dorm it takes about 10 minutes to get reconnected to the resnet system. NAU Public is easy to use and great with speed but I would like it if it didn't take so long to reconnect and if it as more reliable. I have reconnect about once every other day.

I get unusable wireless internet in my dorm room. I always need to be directly connected.

The connection of the wifi is really slow, also we have to update the nau internet every other day on the computer.

Dont make me download safe connect every time I go to the internet.

I'm not entirely dissatisfied with the wi-fi when it comes to my laptops and other mobile devices but when I trying to play my Xbox of Xbox Live, it either has a hard time connecting or doesn't even connect at all. It will connect to ResNet but it will not go as far as connecting to the internet.

Either I cant get WiFi or when I do, my land line makes me reinstall that anti-virus program. I think I have that downloaded on my computer more than 100 times.

The connection sucks, never works, and is impossible to connect to.

Have been kicked off of it when in other parts of hall, or doesn't work, or is to slow to even use or at times just don't work.

The internet is really slow. My ethernet outlet doesn't work, but on the wireless networks, I get about 70kbps download speed.

Don't make me download safeconnect every three days. If I am online do not shut off my connection in order to make me install something that has already been installed 72 times in one semester.

The wifi goes out all the time. It's very slow, and it sucks.

The Internet sporadically disconnects and gets very annoying

The wireless connection is always poor; very slow, and disconnects frequently without warning or apparent reason. The wired internet connection is just okay. In both cases, installing the Impulse SafeConnect software is a nightmare and a half. I have to reinstall the program every time I connect to
the Internet, even though it's on my desktop, like it says to do. Sometimes, while using the Internet, a page will randomly freeze up, and suddenly the network want me to sign in again and re-install SafeConnect. It makes it a real chore to use the Internet connection here. Connecting a mobile device, such as an Android device or iOS device, has proven nearly impossible. The connection is extremely unreliable and slow.

246. Make it faster or so it doesn't get bogged down so much.

I am constantly having issues with locating the wifi on my computer, and even when I do see it in the list of available networks to join, I am not always able to connect to it. Also, I lose the connection often while connected.

247. Make it reliable and faster. We pay money for wifi and I think it's ridiculous that I have to be plugged into an ethernet chord all the time.

248. Speed: more routers. Ease of connection: I don't want to have to turn off my computer every time I want to connect a new device.

249. Downloaded safe-connect 9 times once just to get online

The wireless ResNet network in the residence halls is slow, unreliable, and irritating to use. Several times, after having had my computer fully shut down, the network forces me to reinstall the SafeConnect software, sometimes five to ten times in a row.

250. N/A

251. the wifi is horrible in McConnell. only get good connection late at night.

252. It regularly disconnects me or won't connect to wifi and then I have to reinstall safe connect. Also, I can't get wifi in certain spots of the building.

253. It's very slow and it keeps losing connection with my laptop.

26. Have you connected to the ResNet-Secure network in your residence hall?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
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<td>216</td>
<td>50%</td>
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<tr>
<td>No</td>
<td></td>
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<td>18%</td>
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<td>No, I don't know how.</td>
<td></td>
<td>112</td>
<td>26%</td>
<td>n/a</td>
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<tr>
<td>No, I don't know what ResNet-</td>
<td></td>
<td>17</td>
<td>4%</td>
<td>n/a</td>
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</table>
27. Please rate your ResNet ethernet (wired) connection in your residence hall.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Use</th>
<th>Response Total</th>
<th>Points</th>
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<td>29.74% (127)</td>
<td>11.71% (50)</td>
<td>8.9% (38)</td>
<td>3.04% (13)</td>
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<tr>
<td>Availability</td>
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<td>27.29% (116)</td>
<td>12.94% (55)</td>
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<td>3.76% (16)</td>
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<td>n/a</td>
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<tr>
<td>Reliability</td>
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<td>23.29% (99)</td>
<td>15.06% (64)</td>
<td>11.06% (47)</td>
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<td>21.41% (91)</td>
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<td>Ease of connection</td>
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<td>13.88% (59)</td>
<td>5.88% (25)</td>
<td>20.71% (88)</td>
<td>425</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 427 (skipped this question) 582

28. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. the wired connection is no better than the wifi.
2. Although not as often, the ethernet connection consistently drops when being used.
3. It does not seem to matter if the computer is hooked up to an ethernet cord. Internet speed and reliability is still limited.
4. Sometimes the wifi will get in the way when I'm trying to connect and make me download safeconnect even when there already 10 copies of it on my computer
5. see above
6. An ethernet connection doesn't seem to help at all.
7. Same reasons as above for my dissatisfaction with the ease of connection.
8. Slow as well
9. I have a lot of issues with Secure bumping me off repeatedly and asking for my login info, and a lot of times it will keep trying to make me use it even if I've connected to a wired connection or ResNet.

10. I have had to download SafeConnect like 25 times.

11. The wired connection is better than wi-fi, but even that needs a lot of work.

12. I do not use my ethernet because it causes trouble and my computer will not connect with an ethernet.

13. In the dorms, some of the access points for the ethernet cord are annoying to get to.

14. The wifi connection let alone the regular internet service is always slow, never reliable nor can we connect with ease.

15. My ethernet doesn't connect when I try to use it.

   Even with a ethernet cable for each roommate the speed is drastically decreased if used at the same time. Also, after shutting the computer or disconnecting to bring to class then come back its frustrating having to wait for ResNet to realize its already downloaded the SafeConnect and retyping the passwords for connecting again and again.

16. Fix the issue that forces a safe connect install every 10 minutes

17. Asks me to install Safe Connect all the time even though I have it installed already.

18. In the three person rooms, there should be a splitter or a third ethernet connection.

19. See above comment.

20. n/a

21. The ethernet was great for a long time and then it just stopped connecting for no reason

   I usually prefer to use an ethernet connection when watching TV, taking tests, or playing video games, but the last few times I tried to connect to the ethernet, it was not recognized and kept with the wireless. Perhaps it is user error and I need to turn off my wireless before using the ethernet.

22. It has a confusing set-up process that constantly needs to be re-done or updated and the connection is so unreliable.
25. Ethernet helps the slightest. I still would use foul language.

26. Require less SafeConnects. I’ve had to download it 72 times this year.

27. Peak times tend to have extremely slow loading pages.

28. Same as above.

29. Occasionally kicks off the user

30. Study rooms do not allow for ethernet connection and only two people can use ethernet at once in a room. Very frustrating and very annoying.
   I have to "connect to Resnet" each morning when I turn on my computer even though I never unplug its internet. I was told that we are only supposed to go through the connection process once at the start of every year or when we return from taking it to another system.

31. More Wi-Fi connections in the hall.

32. never works

33. It’s not always easy to connect through an ethernet cord, however once I do it is generally fairly quick and reliable.

34. Wired is decent. better speeds than wireless. doesn't randomly kick off my computer. mostly have xbox on wire though. once in a while it will be tempermental and disconnect on console startup, but it connects fine after that.

35. Please see above comment, this same statement applies to ethernet.

36. Ethernet has not been working as well as it used to.

37. should be much faster than wifi, but it is not

38. I have never been able to connect. I use an ethernet cable because Resnet does not connect on my computer.

39. The ethernet cable would not connect to the ASUS laptop.

40. Though I have taken care to take down any firewalls as I was prompted, often the ethernet connection makes me download and install safe-connect several times before finally letting me log in. After that, it
sometimes gets stuck redirecting me multiple times to the nau home page. I understand the need to keep viruses and bad things out of the network, but I wish the program was less annoying.

attempted to call fixed to fix the ethernet ports in the dorm, they said they'd fix it. they never did this.

42. UPDATE: I've called fix who directed me to another number who again directed me to another number. This final number never picked up. We've had to contact our RHA to get someone to fix this problem.

43. Since I usually am plugged into the wall you would think it would be better than wireless but it isn't its the same, with just a slight hint of better connection.

the same answer as # 21

what I am dissatisfied with is the intrusiveness of Safe Connect. Often times when I reconnect with the ResNet Network Wired and Secure wi-fi I get blocked by Safe Connect for a few minutes but it has been as long as 20 minutes. The shorter blocks are not as bad but are still very annoying when they happen. This is because it is only ResNet that does this and I use NAU-Secure that does not have any blocks and if safe connect runs there I do not notice it at all. If safe connect does not run on non ResNet networks then I do not understand why it has to run on ResNet networks or at least not on ResNet Secure, because its the same computer and when you get to a certain point the same NAU network. What I would like to see changed is at least on ResNet Secure that the Safe Connect be removed or act like NAU-Secure if it runs on that network.

45. Internet connection is slow

46. Stop making me sign into Res Net every day!

47. I am frequently told to download safeconnect even though it is already installed.

48. None

49. slow, bad connection, not very reliable.

50. Same as above.

51. Sometimes I need to log back into ResNet for no readily apparent reason. It would be more convenient if ResNet didn't suddenly kick off my computer.

52. N/A

53. Once again, never able to connect.
54. Youtube videos take forever and a day to load!

You could spring for a better internet connection. I’m not expecting instantaneous page loads, but it'd be nice if there was more speed. The reliability gets spotty from time to time too, but not enough that I'd rate it as "dissatisfied."

55. As for the connection, it's easy enough, but buggy. I've had to re-download the security program four times now because the network decided I didn't have it anymore, only to realize it was still there after I finished downloading the installation program.

56. I will get kicked off of the connection when I'm playing video games. Very frustrating to reconnect.

57. The internet connection on campus sucks in general. This new system this year is horrible, slow, and so bad.

58. even with wired connection, it drops the connection or won't pick it up for a while. usually this does not last long.

59. My computer cannot recognize the ethernet-based ResNet connection. I have tried to establish a connection with it numerous times throughout the year, and it has never worked.

60. The internet constantly asks me to download safe-connect which is ridiculous, I should only have to download it once.

At least three times PER WEEK, you insist I download SafeConnect for 5+ minutes before remembering I have already done so (several times). This is a consistent problem in every dorm, both hardwired and wifi connections, and it should be at the top of your to-do list.

61. Most of the time i am connected right away. sometimes i am not and the internet is crawling as well as issues with safeconnect that apparently like to fester in mcconnel's internet connection.

62. Connected is not as slow as wi-fi but still slow and every single time I plug it in I have to download safe-connect which prevents me from using my chord.

63. wish there were plugs on each side of the room. I needed to get a super long cable and bring it all the way across the room to my desktop. Speed again is very slow.

64. ResNet messes up a lot.

65. Sometimes the ethernet connection cuts out. Fixing at least the ethernet connection so that it is reliable is a good start.

66. perfect

67. when to many people on at same time, slows down tremendously
69. I don't get wifi signal in my bed

70. Though the Wired connection is much faster and stronger, it also forces me to reinstall SafeConnect every time I connect even though I always have it running in my system tray.

71. its slow and that sucks

72. I should not have to rely on ethernet for a lab top, but I never take it out. It would be nice to become mobile.

73. Ethernet is twice as bad as wireless

74. same as above

75. We need to have better WiFi speed and connection.

Any time I connect my laptop to another connection on or off campus (wired or wireless) when I come back to my room, I have to reinstall the SafeConnect program before I can connect. This has been the case for all three halls I've lived in (Cowden, Gabaldon, PRV)

77. The ethernet jack is unaccessible.

78. I have the same issues with the secure server as I do with the regular server.

It is much too slow, and forces me to download SafeConnect multiple times (though my firewall doesn't block SafeConnect, as the help app suggests to check). There are times when it is acceptably fast, but it isn't reliable at all.

80. have to download safe connect every time i plug in my ethernet cord

81. it still runs slow with being wired into the internet

82. Despite having downloaded the safeconnect dozens of time over the year, it still prompts me to download it at least once a week.

83. Ethernet is not a whole lot better than wi-fi. There is not much difference to the point that it isn't much better to use one over the other.

84. See above.

85. I live in the room with the router and it's still terrible connection.
86. Same as above

87. I do not like that I must turn off my wireless connection before connecting to the wired network! My computer allows for an inactive connection to sit idle, why must I go through these extra steps?

88. using an ethernet cord is very inconvenient and unnecessary, the Wi-Fi should be able to be used 24/7 without problems

89. It doesn't always stay connected

   The service itself is just fine, there's nothing that makes the wired connection here inferior to a wired connection elsewhere, but it is somewhat troublesome to have to be connected all the time just to access the Internet. If the wi-fi actually worked here, I probably wouldn't use a wired connection very often.

90. More than two connections.

92. N/A

93. It is ALWAYS requiring me to reset my connection with ResNet which can be extremely annoying.

29. I brought the following internet-capable devices with me to campus:

<table>
<thead>
<tr>
<th>Device</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Desktop Computer</td>
<td>46</td>
<td>11%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows Laptop Computer</td>
<td>297</td>
<td>69%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Apple Desktop Computer</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Apple Laptop Computer</td>
<td>124</td>
<td>29%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Linux Desktop Computer</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Linux Laptop Computer</td>
<td>4</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Gaming device (PS3, Xbox 360, Wii, etc.)</td>
<td>138</td>
<td>32%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Media device (Blu-Ray player, Tivo, Roku, etc.)</td>
<td>33</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>20</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 433

(skipped this question) 576
30. Have you connected to NAU-Secure or NAU-Public wireless on the Flagstaff campus (Cline Library, University Union, academic buildings, etc.)?

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>I've connected to NAU-Secure</td>
<td>40</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I've connected to NAU-Public</td>
<td>432</td>
<td>59%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I've connected to NAU-Secure and NAU-Public</td>
<td>218</td>
<td>30%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I haven't used NAU Wireless on campus</td>
<td>45</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>735</strong></td>
<td><strong>100%</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

( skipped this question ) 274

31. Are you satisfied with NAU-Secure or NAU-Public Wireless on the Flagstaff Campus (Cline Library, University Union, academic buildings, etc.)?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAU-Secure</td>
<td>14.79% (92)</td>
<td>26.85% (167)</td>
<td>40.51% (252)</td>
<td>10.77% (67)</td>
<td>7.07% (44)</td>
<td>622</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU-Public</td>
<td>19.41% (132)</td>
<td>49.71% (338)</td>
<td>19.26% (131)</td>
<td>8.68% (59)</td>
<td>2.94% (20)</td>
<td>680</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>688</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

( skipped this question ) 321

32. Please select all of the Student Technology Center services you have used.

<table>
<thead>
<tr>
<th>Service</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>STC Phone Support (getting help over the phone)</td>
<td>302</td>
<td>33%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>STC Window Support (in-person support at the STC office)</td>
<td>102</td>
<td>11%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>STC Walk-In Computer Check-In Support (leaving your computer with the STC to be fixed)</td>
<td>112</td>
<td>12%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
STC ResNet Appointment Support
(in-person tech support in your residence hall room)

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>49</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>533</td>
<td>57%</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

**Total Respondents** 927

33. Please rate your experience with the STC Phones Support service in the following areas.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>43.67% (131)</td>
<td>41% (123)</td>
<td>13% (39)</td>
<td>2% (6)</td>
<td>0.33% (1)</td>
<td>300</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>43.67% (131)</td>
<td>41.33% (124)</td>
<td>11.67% (35)</td>
<td>2.67% (8)</td>
<td>0.67% (2)</td>
<td>300</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>43.33% (130)</td>
<td>39.67% (119)</td>
<td>13% (39)</td>
<td>3% (9)</td>
<td>1% (3)</td>
<td>300</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Hours of availability</td>
<td>43.96% (131)</td>
<td>37.92% (113)</td>
<td>15.77% (47)</td>
<td>1.68% (5)</td>
<td>0.67% (2)</td>
<td>298</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Professionalism</td>
<td>45.48% (136)</td>
<td>38.8% (116)</td>
<td>13.38% (40)</td>
<td>1.67% (5)</td>
<td>0.67% (2)</td>
<td>299</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents** 301

34. **If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.**

   My wife and I have had mixed results with phone support. In one case, we were given a dismissive non-answer to a huge problem with our residential internet while receiving the South Family WiFi upgrade, specifically dealing with a lack of communication between ITS and ResLife; unacceptable. By contrast, we bought a Roku back in 2010 which we were ultimately unable to use due to the network blocking its software. The student tech who helped us tried everything to make it work. Night and day in terms of quality of service.

1. I think it comes down to the individual student handling the issue and therein lies the problem: some students are apathetic towards their work, it's just a paycheck until they graduate. Others however care about what they're doing and by extension, it shows in the quality of their output. Unfortunately, the variability in the service provided leaves me in a position where I avoid calling for help unless I'm truly 100% out of other options.

2. n/a
3. Many times these issues occur at late hours. I would think that NAU would be ready for that, especially with a student population that works at odd times of the day.
   The staff were unable to help me and didn’t seem willing/knowledgeable. I would have liked for them to at least offer to have me bring it in to them or troubleshoot some more. I ended up calling a friend who fixed the problem when they said they didn't know.

4. I only used them once, long ago when took my first online course, so I really don't remember.

5. Please see comment of previous section.

6. Most of the time they tell me to let the professor know about the problem.

7. lack of knolage and spport

8. I was very impressed with the support staff.

   I loved being able to leave my computer with STC and received phone calls for updates. I could also call and they knew what was going on with my computer. They calmed me down as it was very stressful to have computer problems in the middle of an online computer class. THANK YOU!!

9. one problem would be addressed only to open a window for another with my computer-- i'd rather not have anyone mess with my computer after some of their advice.

10. refered me back to the instructor, stating that the instructor had to have accidently blocked the access.

11. Not very professional. Did not seem to care about my problem. Did not know how to fix the problem. I was on hold for 13 minutes.

   The only thing I would suggest for STC is to become more familiar with AT (assistive technology) and the vLab in general, I have called several times throughout the semester on the same issue and have made little to no progress on resolving it simply because it is based on assistive technology usage.

   I HAVE TO ADMIT THE STAFF IS HELPFUL, BUT SOMETIMES, TECHS DON'T KNOW HOW TO SOLVE MY COMPUTER PROBLEMS/LACK KNOWLEDGE, SO WE SPEND 15-30 MINUTES ON THE PHONE AND NOTHING IS RESOLVED.

12. They are life savers and are a big factor in the success of my degrees

13. STC is a great resource.

14. I was on hold waiting for someone and when I was finally connected the girl put me on hold again because her shift was about to be over. Between being connected from her to someone else I was disconnected.
19. I had to call a few times before I got through to someone.

20. It was going to take 3 days to do something I can do in 3 hours.

21. need to be more personable

22. The staff I have talked to on the phone were not helpful or knowledgeable. When my problems could not be solved over the phone, the staff simply gave up and told me they didn't know what to tell me.

35. Please rate your experience with the STC Window Support service in the following areas.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>39.39% (39)</td>
<td>47.47% (47)</td>
<td>10.1% (10)</td>
<td>2.02% (2)</td>
<td>1.01% (1)</td>
<td>99</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>40.4% (40)</td>
<td>45.45% (45)</td>
<td>9.09% (9)</td>
<td>3.03% (3)</td>
<td>2.02% (2)</td>
<td>99</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>38% (38)</td>
<td>46% (46)</td>
<td>13% (13)</td>
<td>2% (2)</td>
<td>1% (1)</td>
<td>100</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Hours of availability</td>
<td>44.44% (44)</td>
<td>41.41% (41)</td>
<td>13.13% (13)</td>
<td>0% (0)</td>
<td>1.01% (1)</td>
<td>99</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Professionalism</td>
<td>42% (42)</td>
<td>44% (44)</td>
<td>11% (11)</td>
<td>1% (1)</td>
<td>2% (2)</td>
<td>100</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

36. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. I’m just unhappy that I waited for far longer than I needed to because they wouldn't try what I thought was the problem right away.

2. useless.

3. One of the best computer services that exist.

4. They had no idea what they were doing. After I told them about 10 times that Ethernet was not the issue, it was wi-fi. They managed to still not know what was going on.

5. Please see long comment on previous page.
6. customer service

7. They were not helpful at all.

37. Please rate your experience with the STC Walk-In Computer Check-In Support service in the following areas.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>40.18% (45)</td>
<td>40.18% (45)</td>
<td>13.39% (15)</td>
<td>2.68% (3)</td>
<td>3.57% (4)</td>
<td>112</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>46.43% (52)</td>
<td>41.96% (47)</td>
<td>5.36% (6)</td>
<td>4.46% (5)</td>
<td>1.79% (2)</td>
<td>112</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>44.64% (50)</td>
<td>40.18% (45)</td>
<td>10.71% (12)</td>
<td>3.57% (4)</td>
<td>0.89% (1)</td>
<td>112</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Professionalism</td>
<td>46.85% (52)</td>
<td>36.94% (41)</td>
<td>14.41% (16)</td>
<td>0.9% (1)</td>
<td>0.9% (1)</td>
<td>111</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 112

(skipped this question) 897

38. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. They informed me that they could not fix my problem, and I had to do it on my own.

2. Help with installing products you sell

3. n/a

My computer was gone for over a week and a half. When they returned it to me they said they did diagnostics and I just had a power cord issue which I did, but they didn’t address the other issues such as my computer freezing and blue screening. I had to have my computer looked at elsewhere!

4. The staff didn’t know what was wrong with my computer and did basic stuff I could have done.

5. It took them 5 weeks to fix my computer. That is way too long, especially since all of NAU is online now.

6. customer service
8. very satisfied

My laptop has been at the STC check in support service area for 2 weeks, as of today. Yesterday a staff member finally informed me a little bit as to what is taking such a long time, but before that, all staff members would tell me is "we're still running scans on it," and "we don't know when it will be done. We'll call you when it is." I really appreciate the service, but being informed (since my laptop has been there for 2 weeks) would be very helpful.

9. My computer took almost two weeks to be looked at and serviced.

10. they wanted me to bring my desktop down and leave it there for a "few days"

11. i was literally amazed at what they did and how fast they did it

39. Please rate your experience with the STC ResNet Appointment Support service in the following areas.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>38.78% (19)</td>
<td>44.9% (22)</td>
<td>14.29% (7)</td>
<td>2.04% (1)</td>
<td>0% (0)</td>
<td>49</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>45.83% (22)</td>
<td>39.58% (19)</td>
<td>12.5% (6)</td>
<td>2.08% (1)</td>
<td>0% (0)</td>
<td>48</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>41.67% (20)</td>
<td>41.67% (20)</td>
<td>16.67% (8)</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>48</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Hours of availability</td>
<td>36.73% (18)</td>
<td>40.82% (20)</td>
<td>22.45% (11)</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>49</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Professionalism</td>
<td>44.9% (22)</td>
<td>38.78% (19)</td>
<td>14.29% (7)</td>
<td>2.04% (1)</td>
<td>0% (0)</td>
<td>49</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 49

40. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. Wireless issues still persist.

The guy who helped me set up my ipod and computer at the beginning of the year was really unfriendly.

2. He didn't really respond to my comments when I stated them and it seemed like he just wanted to get out of there.
Please provide any final comments or thoughts

1. Well done NAU, especially since you've simplified the SSID names to use two.

2. The Student Technology Center provides useful services which have helped me out tremendously.

3. The wifi is horrible and NAU classes need to go back to using VISTA, bblearn is horrible and makes already difficult classes even harder.
   1. Replace thin client / lab keyboards with something intended for heavy use: I ran a model number through amazon the last time I used the lab and I came up with a product that cost less than $20; you can do much better and it won't be hugely expensive to do so. I want to see something for my technology fees.

4. Regularly check the operability of keyboards over time to ensure they do not become unusable.
   3. Provide a feedback mechanism to report hardware issues and educate students on it so you can proactively respond, rather than responding reactively.

5. The IT side of NAU suffers from an inability to communicate the proper resources are available for studen use. Furthermore, when a problem does occur, they blame the problem between the chair and the keyboard, the user. It's cynicism like that and a lack of strong communication that is repellant to students and faculty when wanting to request assistance.

6. I have not been able to get my nay gmail account through my mobile phone and the instructions on the site did not help me accomplish this even though I went through it step-by-step.

7. Wish the online teachers were more lenient.

8. SBSS Vlab update to vs. 20 PLEASE for future students! Thanks.

   Roku did not work in South Family.

   I frequently use the lab in the Physical Science building, #19. Often the computers are not linked to the printers in the lab. It is very inconvenient to have to log on to a different computer so you can print.

9. The bus system relies heavily on students having smart phones which many do not. The display at SBS only works about half the time I go to the stop.

   It took over an hour on the phone with tech svcs to try to connect to elluminate. It turns out that I must use an NAU VPN depending on where I connect. There should be note to this effect on the Elluminate site, since I don't need the VPN for any other NAU sites.

10. Update Blackboard please. Of all the LMSes out there, it is horribly inefficient.
As an online student, I only use NAU resources from home.

I have used the Student Help center a few times and they have always been FANTASTIC.

I don't think the student email and accounts allow sufficient storage and transmission options. I strongly dislike the fact that Gmail is so difficult and cumbersome to get to and printing or even viewing emails that have multiple people and responses. Most of my professors have not had the time or support to get stuff on BBlearn. I have had only one class in Geology that has managed to get on BBlearn and that was problematic. I took a GIS class that was pretty good through BBlearn. I don't see that the Geology department has ITS support worth a xxxx. Wh don't the professors have better assistance to get things on BBlearn vs. on a shared drive? It is currently the only way we are communicating for my Jr level classes. I don't think North Campus is even supported by ITS. If so, I have never seen it and I'm in the Geology and Library areas every weekday.

Wish there was more to be done with macs

bblearn is awful and the internet connection in the dorms is terrible. Otherwise everything is good.

The systems primarily Black board is inconsistent between courses as to how the content is loaded. This causes excessive time navigating required course work. And instructors do not seem to know how to correct the issues.

You guys are doing great, Seriously. The internet is much better than it was last year and last semester. The only issue is that sometimes my iPhone needs to re-authenticate on safe-connect while in my dorm room. This hasn't happened lately now that I have started playing Draw Something, so it probably is related to active use while in my dorm room. It's only an issue because my iPhone will insist on getting email over WiFi even if it actually can't get any of the information.

Make sure you get the STC Jetpack sometime, it would probably help with resnet appointments. Also, the STC slip-and-Slide would definitely boost employee moral... Just sayin...

I'm no longer able to connect to NAU-Secure. I was for a while but then when I had to change my password it says my password is invalid. So I just log on using public now.

Thank you, but I don't have any!

Can't log into nau secure or resnet secure ever
23. In Blackboard, it would be very helpful if there was a way to expand the discussions so that you can see who responded without having to click on a particular comment.

24. The campus needs wifi connectivity everywhere not just the buildings and an easier way to log in for the secure connection. Also needs faster speeds.

25. I am a mature reentry student who "in my previous corporate incarnation" helped design enterprise software to integrate manufacturing, procurement, distribution, sales, and marketing departments. Therefore, I see educational IT through an "uncommon" lens and I believe it would be worth your while to read the following "lengthy" comment carefully. I am also available for additional feedback if needed at xxxxx@xxx.xxx or xxx-xxx-xxxx:

My biggest issue with technology is how poorly it is used by my professors. This may be due to a lack of/thoroughness of training, or flaws/omission in the field structures, or under-utilization of technology due to some professors' resistance/aversion/laziness with respect to keeping up with and using technology.

An example of a lack of training/thoroughness or field structure flaws/omissions, would be that the combined class student calendar in Blackboard is useless because the events on the calendar do not show up with a course number. Since students can't go in and add this info, we can't use the combined calendar at all, because our "good" events would be mixed in with the "junk." So, we have to look at a different calendar for each course or do something completely independent e.g. this semester I used the task list, but in previous semesters I manually put all my event and assignments into the Outlook calendar.

Examples of the the under-utilization of technology by professors are:

1. Not all professors use the calendar and many that do only use it for "some" things so students must constantly go back and forth between the syllabus and the calendar.
2. Not all professors use the Blackboard email to communicate with students in their class so students have to remember who does and who doesn't.
3. Professors working on multiple computers at home, in their office, and in the classroom with different operating systems and/or with different software versions need training on how to save files to older versions and avoid glitches.

My experience has been that aging tenured professors who were not brought up in the age of technology use Blackboard superficially and constantly blame problems on the system. However, as someone who understands the basics of software systems design, I believe most of the time it is not just the system. I believe that ALL PROFESSORS, tenured or not, should be REQUIRED to use the calendar and blackboard email. They should have ongoing technology training as a requirement for tenured status and employment. And, professors should have PUBLIC RATINGS based on their use of technology in class. The survey should be totally confidential, built into the course module, be required as part of the course completion, with only the statistical results of the survey statistics available to the department and professor.

The key to fully integrating and maximizing the use Blackboard would be a standardized data entry window for the syllabus. It may sound like an impossible and dauntingly complex dream, but if the design
is flexible and comprehensive, it would function as a single entry system that feeds the calendar, discussion boards, etc. The benefit to professors would be that they would only have to generate it once as a by week syllabus and then make one-time or permanent edits going forward, dates would be updated by the system each semester. The benefit to students would be that all their syllabi would be in the same order, format, and in a uniform language, and their integrated calendars would be totally functional.

Finally, I believe that continuing to build on NAU's reputation for embracing technology is key to NAU's future and to the success of its current and future students. Nothing has been more frustrating to me as a student then sitting in classes being taught by professors who are not keeping up with or are under-utilizing technology and as a result I have to compensate and from my perspective WASTE study time duplicating mundane organizational tasks. Imagine how much combines student time is WASTED each semester on these mundane tasks and imagine what the constructive use of that time could look like in terms of higher GPAs, an additional course, more club activity, or community service.

26. Get new router or possibly allow routers in the room once again or get stronger routers, were paying for it we should be able to get WIFI and connect to it not matter where we are in the building. Thank you

27. Thank you for everything you have put in place to provide for students. I really appreciate it.

28. THE STC IS THE BOMB!!!

29. My my three years at NAU, I've never had problems with wireless until this year. It's awful! What happened?

30. I wish the calendar in mynau portal worked faster, better, and had more and better information in it. I get too frustrated waiting for it to load that I usually give up.

31. The STC services have greatly improved since last year.

32. I feel short changed for my tech fee.

33. The ITS at NAU is usually pleasant. The internet speed sometimes is unbearable, but overall no changes are necessary.

34. NAU's wireless network refuses to give me access, even with an id and password. Fix it, please!

It's nice that nau secure doesn't ask me to log in everytime I change buildings, but overall wifi is pretty slow on campus. I can only imagine what it takes to proved Internet to do many people at once, so it's understandable that it runs slow, but it's also frustrating.

35. promote the speed of the NAU-public

36. Thank you for improving the wireless in South Family!!
38. concerning campus internet. It is crazy slow and sometimes unresponsive.

39. NAU has a great IT help program, but Resnet is horrible and BBlearn is unreliable at best.

40. NA

I found the BBA department head at Yuma to be rude and unprofessional. I think there needs to be some educating as to how the staffs relationship to students should be. Also, I think that it would be great if they were reminded where their salary comes from. Treating CUSTOMERS with respect is essential with any business. You would think that BBA professors would know that.

41. n/a

42. Thank you :) wifi in the library is very iffy, sometimes the signal is ok other times my whole group cant connect to a network or load a page. It can be quite frustrating. Every other location for wifi is great only when your get deep in cline

43. I would reiterate that Blackboard Learn does not appear to be functional for my instructors, and the format that work appears is difficult for me as a student because it cannot be copied and pasted into word documents. For instance, when my instructor brings work in for a weekly assignment, the format is such that I cannot copy and paste it outside of BBLearn. I don't know if this is an issue with my instructor lacking training or if this is indicative of the system and its functionality. I also have had problems with pasting work in from Word and the Mashup tool not being available in one class but available in the other. Perhaps this was an issue with my other instructor not enabling the tool.

44. Connecting to NAU wireless can be problematic when using a Mac.

45. I have never been able to get onto NAU secure, though I try often. The public connection in the library isn't reliable. These problems seem to be common among mac users.

46. Review the MyNau synchronous class response - - below class list. As noted, when instructors send notices - all are posted and it becomes a guessing game of which and who is sending or what class... an automatic identification will lessen 'stress'... kindly, thank you.

47. over all the student technology is working great.

48. It is sometimes very difficult to access the wireless in the Library (study rooms mostly) and I usually don't like to access the NAU-Public unless absolutely necessary, but sometimes I can't access NAU-secure, which is a pain.
51. The IT student-service workers in the South Learning Center are beyond helpful, I have nothing but excellent things to say about the assistance I have received from them!

52. I've signed up to get the NAU Alter texts multiple times since I came to NAU in Fall 2009, and I have never received a text alert when there have been snow days and things like that. It's kinda lame...

53. Blackboard Learn should periodically save typed responses to assignments (every 2 minutes or so), because many professors prefer having responses done inside the program, and if BBLearn crashes, or the school's internet fails (which both happen fairly often), that work is gone.

54. I think that efforts to upgrade technology have been working

55. Everything provided by our technology service is pretty standard and basic. Keep it up.

56. I prefer Vista to Blackboard Learn and I would like to be able to connect to Vlab from NAU-Public on my laptop, which I am currently unable to do.

57. I really think the Technology support is great! Now that I've filled out the survey, I realize how many services I do not use.

58. I wish all the tech stuff was more user friendly for shorter bandwidth connections. It is really frustrating

59. This University is very well organized

60. I really like how the workers are very knowledgeable about the technology of today. It helps a lot that they know exactly what to do when I've tried everything I can think of to fix my device. Keep up the amazing work!

61. Sometimes I do not get all text alert notifications, even though my phone is properly updated with the service. I've received all the emails though.

62. I wish it was easier for students to log onto NAU secure - I never get the Domain correct, or for some reason am not allowed to log on.

63. The Student Technology Center is AWESOME.

64. The wi-fi in Residence Halls needs to be much better. Currently it is almost ineffective. Also I don't know how to access NAU Secure I would like to be able to. That information should be made available to students.

65. STOP MAKING ME CHANGE MY PASSWORD EVERY FEW WEEKS, ITS EXTREMELY ANNOYING AND INCONVENIENT!!!

66. The staff is always friendly and helpful. My main complaint is having to download the ResNet software so many times and the wireless being so unreliable and inefficient. Wireless is slow and almost impossible to
67. I think the biggest problem with the resnet not connecting, is forcing it to look for virus protection. Sophos
irritated me so it’s installed, but disconnected. I would prefer if Superantivirus and/or Malwarebytes were
on the white list for software.

68. Overall not pleased with NAU Student Technology. You have poor customer service.

69. Haven’t had to use any of the resources listed yet. I have been able to do everything via my house.

70. If the speed of the internet in the dorms could be faster, that would be greatly appreciated. Thank you for
all your work!

71. NAU-Public should be faster for Smartphones.

72. I am very satisfied with the service that I received from IT Services. I was unable to connect to the
internet and was offered to have an ethernet cord delivered to me from South Campus; I received the
cord within two hours that same day.

73. I feel that if the internet on campus was more reliable, I would use it a lot more. It seems slow at times, if
I am able to connect at all. BBLearn is a constant issue, but I am used to that so it does not bother me as
much. I feel that, currently, not enough teachers use it to bother me any more. I know that moving
forward as the teachers use it more frequently, it will be more of an issue.

74. I wish instructors would have more understanding how stressful it is for students who work primarily
online if the system fails.

75. Online learning has been a wonderful experience.

76. need to provide us with updated information on changes

77. better Internet please with wireless N network

78. I do occasionally have trouble with the NAU-Public Internet connection when I’m in the SBS West
computer lab or the Cline Library.

79. Work on making blackboard more stable. Blackboard destroys the formatting of documents created in
word. Most professors do not allow the uploading of a paper they want it copied and pasted into the text
window. Blackboard’s html code is changing the formatting of documents. The documents have font and
font size changes made automatically. Spacing problems occur as well, when copying a document from
word into blackboard. This was not a problem for Vista it was able to handle a copy and paste from word
without any issues. Most students will use word because we are accustomed to typing in it.
80. I would have appreciated an incentive to take this survey. Perhaps $5 of free printing or something.

81. The NAU-Public wireless is slow and hard to connect to in the FCB. You also have to reconnect frequently through out the day, even if you don't leave the building. Please provide the FCB with more reliable and faster wireless!

82. Wireless frequently cuts out throughout campus for periods of 10-20 seconds, and stalls active web page logins. Stop adding more windows and mac computers, and introduce more linux machines - their maintenance requires more expertise from the IT workers, but when implemented on the large scales of a place like NAU, it would more than offset that extra cost to be using a free OS.

83. I think overall reliability of all campus internet could be better, and I wish someone could tell me how to connect to NAU-Secure.

84. BB learn can have unexpected slow speed or freezes.

85. The dorms still need better wi-fi connections.

86. MEH

87. Bryan Sherwood has been very helpful with all of my computer problems. He is professional, prompt and willing to answer all of my computer questions.

88. thanks!

89. I don't know if you know this but in xxxxx area something is not right with the NAU-Secure network because periodically I get a error similar to "the server connection was reset and cant connect to the internet."

90. Bryan Sherwood is AWESOME.

91. Very great staff at tech center--helped me tremendously, even dealing with a deadline. I was stressed out. They were calm, helpful, and ultimately because of tech. support, I was successful. Thanks!

92. :)

93. Res-net is horrible for speed, connection, availability. Please fix it.

94. none

95. As a post 9/11 gi bill receipient, I would like it to be easier to enroll in fall classes. I feel that if I qualify for student loans and NAU receive monies for my courses, I should not have to wait to enroll in the fall
96. I am pleased with the overall services that NAU has offered.

97. Bryan Sherwood is the greatest Lumbergeek to ever grace this planet with his near-divine presence.

98. It has been wonderful having access to kind and knowledgeable tech help.

99. None

100. I'm just wondering why we have to keep downloading resnet from our computers if we're in our rooms.

101. THE WORKERS AT NAU-IT HELP DESK ARE VERY HELPFUL, COURTEOUS, PATIENT, AND PROFESSIONAL.

102. N/A

103. I wish the wireless was a little faster, but I do enjoy having a relatively fast internet connection on my laptop, regardless.

104. N/A

105. It drives me crazy to have to check so many different inboxes; each of my courses in BbLearn is separate and then the regular email. Is there some way to join them all together?

106. The internet in mountain view residence hall is terrible and needs to be fixed there is no ability to connect and stay on the internet there.

107. Overall the online experience has been great. Still getting used to using NAU system as I was used to MCC and it is very similar but every system has its nuances.

108. One issue I've been having is the need to continuously download safeconnect. Every time I sign in and frequently during the time I'm using the internet, either secure or public, I'm always installing the same program. This often happens in the middle of online homework assignments or exams causing me to lose all my work. I've downloaded the safeconnect item over 100 times and it makes browsing or doing homework much slower.

109. I feel that the required student technology fee is absolutely ridiculous. Firstly, I don't use that many of the technology resources--particularly on campus. Secondly, they are completely unreliable. One of my classes this semester didn't even have enough working computers for everyone in the class for the first several weeks of school. We should not be paying that money if we aren't getting to utilize it. In addition to that, I had another class this semester that couldn't even hold the midterm on the original date because of technical difficulties with the computer and the monitor in the classroom. I think "glitches" like
that are absolutely inexcusable for the amount of money we pay for a technology fee, not to mention the
amount of students on campus that are paying that fee. I can only imagine how much money that
amounts to. These problems should not be happening at a university of this accreditation.

110. I really appreciate the help from this service, they were available late at nite, when I had trouble. They
were very courteous and very helpful.

111. Except for Bb Learn, good job!

112. For the most part, the internet at the school is fantastic (compared to the home internet)

You should update the websites you use for academics, as it is frustrating to have such a problem doing
my homework every night. Also, the wireless is so slow that I can do more with my 3G phone then your
internet, that should definitely be changed.

113. N/A

114. Chelsea was great on Sunday. She saved my unit test for me. Thanks

115. Fix Louie so that it doesn't lag so much when everyone is signing up for classes.

116. Sometimes the internet connection will time out after a while, which can be a problem sometimes when
taking a test.

Thank you - Thank you - Thank you for putting up the "paste from word" tool. I just used it tonight and it
pasted my document PERFECTLY! I'm so excited! I'm going to use it every time now. It's such a relief not
to have all my documents screwed up when I paste them in the regular way or taking more time to fix it
after I've already spent hours on an essay or project. If I could give you a HUGE hug right now, I would.
(((((((((((((((((((((((( ))))))))))))))))))))))))). You have just gotten rid of lots of headaches for me. BLESS
YOU! :-)

118. Just wish things were not so difficult to find for all the various instructors courses on Bb. They all put
things in different places and it makes it difficult to find out what is expected of us and where to turn in
our assignments.

119. when you fix a computer please fix it right

120. Despite typing in my username and password, I'm never able to get onto the NAU-Secure network.

121. Thanks!!

122. Gammage needs to have wireless access!
124. Keep up the good work!

125. Please try to improve the overall accessibility features of all student technology offerings at NAU. For suggestions see the NAU AT Center or xxxx xxxx.

126. Please fix the problems with technology on campus. It is always SOOOOOO slow and never lets me connect immediately.

127. PLEASE PROVIDE MORE TRAINING FOR YOUR TECHS, SO I DON'T HAVE TO HEAR, "I'VE NOT COME ACROSS THIS. I DON'T KNOW WHAT'S GOING ON." IT IS A WASTE OF BOTH OUR TIME, ESPECIALLY WHEN WE SPEND 15-30 MINUTES ON THE PHONE AND NOTHING IS RESOLVED & NO ONE ELSE CAN HELP.

There are a lot of forms and services online that don't seem to be tailored to the student who is entirely at a distance. It would be nice if someone would review these things and work on an orientation for distance students. I feel like I got my acceptance letter and was given the portal- I didn't know what the next steps were, and ran into many glitches along the way that I am still working through.

128. It would also be nice if emails were sorted for campus/distance students. I have to go in and delete tons of emails every day for things I cannot participate in- on that note, however, I find NAU to be ahead of the curve in inviting NAU students at a distance to participate in campus offerings via Elluminate.

129. All in all, the internet on this campus sucks. Thank God I only have one online class.

130. Technology

131. good!

132. STC services are a wonderful resource, which I have used on several occasions, and have told students with computer problems to visit them.

133. I hate blackboard!!!! We will be better off not using BB.

134. You guys do a fantastic job!

135. technology works well.

136. Overall, satisfied with services.

137. I am grateful for the service as I have called many times when having issues. Your survey does not really get at the services provided in STI. They are very knowledgeable and always pleasant.
Thanks

To use the NAU Res Net, Safe connect has to be downloaded to the computer, but i've downloaded it numerous times and still have to continue to download it nearly every time I open the internet. It would be great if there was some way that SafeConnect would be able to detect if it was already installed onto the computer instead of having it interrupt.

I am a distance learning student and want to make sure I can meet deadlines using my iPhone or Kindle fire when I am not near a computer but there are too many things that cannot be done with those devices like responding to discussions or entering text on the links professors set up for classwork. If the techs could do something about that my life would be a million times easier.

The biggest issue I have on campus in regards to technology is the internet in the residence halls. It is horrible and living on campus and a college campus where relying on the internet everyday to do homework, it is a huge problem to me that everyday my computer loses connection and it takes 30 min to over an hour to try and get it working again and it doesn't just happy once everyday, but multiple times everyday and everyday of the week. Please fix this issue and make it better!!!!

Make the financial aid section on LOUIE clearer (and perhaps less pages to sift through) and I think that will improve the website a lot.

What experience I have had with NAU on line has been very positive. I will soon be doing my first submission for audio on line and feel a little nervous about that, but overall, the staff have been very helpful and supportive.

When I am at the Mesa campus using the wireless service, I can never get into Cline Library. It always times out. But when I am at home and use my wireless service, I have no issues. Many times while in class, my professor may mention an article to read and I like to store it on REFWORKS, but without access... it makes it difficult. I am hoping this is a problem that can be fix in the future.

Hard to navigate BlackBoard. I miss Vista!!!!!!!!!!!!!!

I can't edit my discussion board submissions once they are posted (at least I haven't figured out how to.) Very frustrating.

I think NAU'S ITS System has been effective and useful to me and my education.

Please update LOUIE with a more user friendly application. LOUIE causes me more headaches with registering, finaid, invoicing, and student status. I can't believe I can't pull up an old invoice with a fee break down that makes sense to me. I have to have the bursar's office complete this every semester for my employer.

it would be nice to be able to use your own router to get wireless.

I do not check my nau email - i have no reason to. all communications is with my instructors, it would be nice if NAU would send information to my personal email.
I enjoy the PVCC Computer Commons the staff has been very helpful. I do a majority of my NAU classwork there.

NAU IT does a great job, i feel that IT could work with extended campus professors to help them better use the tools available, I have almost failed some classes because the Professor was not using BBLearn effectively and was confusing for students. I think this is a training gap.

This survey completely ignores departmental computer labs, which should have at least been included by college. My top concerns for the CEFNS computer labs I have used are as follows: under-powered computers struggling to run Windows 7 when Linux would run much smoother; complete unavailability of Linux (dual-booting allows Linux and Windows to be on the same computer); outdated software in general (waiting more than a month before applying updates is unacceptably insecure, but many programs are years out of date); and, network profiles are generally glitchy (my preferences are often completely forgotten even when logging in to the same computer, it takes several minutes for the seemingly-ignored profile to load, and I get security warnings when accessing my Z drive).

Also, when I repeatedly click the "Back" button starting from this page, it stops working after question 19 in "Section 2. NAU Wireless".

There seems to be quite a bit more times where Blackboard Learn is down this semester. Anything to greatly reduce or eliminate if possible these outages, would be greatly appreciated.

Residence hall internet should be improved.

Keep up the fantastic work! =]

I have nothing additional to add.

Great online services - I feel completely connected to NAU while attending extended campus classes. I do wish the instructors would push the use of GoogleApps (Gdocs, hangouts, etc.,) as a standard and so I could easily retain educational information at the end of class. The confines of blackboard make it tough for me to take integrate my e-portfolio learning into my life.

The wifi in the dorm I pay thousands of dollars to live in should be at least as fast as, if not faster than the public access networks in the union and Cline that anybody can walk in and utilize. And seriously, fix SafeConnect.

This survey was not 5 minutes long. It was closer to 15

get faster internet providers!

The whole reason why I took the survey was to say how frustrating it is to keep installing the safe connect program, one time is understandable but I have lost count on how many times I have had to download and install the program before I get on the Internet. Very Annoying. Other than that though, good job!
everything else works very smooth and flawlessly.

162. I am constantly being asked to sign in and download something when I am using my ethernet and my Airport is turned "off". This has happened at least 20 times.

163. This was longer than 3 questions long.

164. Don't raise the rent when trying to improve the internet, work on the app for smartphones,

165. Please fix the wireless network. The way it is setup currently is very problematic and inefficient. NAU boasts about having wifi all over campus, but it's useless if you have to spend 20 minutes trying to connect every time you move locations.

166. Make BBLearn more User Friendly. Make SafeConnect Remember the user so we don't have to re-download it a billion times. Make NAU-Public Remember frequent users. Make it easier to set up a Ethernet Hub in the dorms [non-Wifi]

167. Great Job! Faster WIFI please!

168. I've been overall dissatisfied with NAU's internet

169. It would be nice to not have to download safe connect all the time. Also my first 2 weeks here were horrible because I absolutely could not get reliable service.

170. Res-net in Allen is awful. I'm tired of downloading safeConnect.

171. Everything is great except we need a little bit more speed in the network connections.

172. The internet works just fine for my roommate, but not my laptop or any other wireless devices that I own.

173. Wireless internet in my dorm is very bad, there are not enough ethernet jacks in the room, and I don't get cell phone service in my own room.

174. Please fix the wi-fi on McConnell. It is abysmal and affecting our quality of life as students here.

175. Safe Connect is ridiculous. I have had to register my device numerous times and had to install one of your antivirus programs because it said mine did not have spysweeper (which it did). Also, sometimes when I am on the internet, no matter which site I search for, it will automatically go to the NAU homepage.

176. Please fix WiFi speed and connection.
177. Get a better program than Safeconnect every browser (IE9, Google Chrome, FireFox, and Opera) is telling me it is unsafe. Do something about it!!!

178. thank you and keep up the great work.

179. I wish there had been some notification that NAU site is not compatible with Internet explorer. I've lost 30 points because I did not know I needed to use firefox or chrome

180. NAU-Secure was a HUGE upgrade in on-campus wireless convenience, and something I asked for in last year's survey... so thank you very much for deploying that, it's a huge time- and annoyance-saver!

181. WITH THE INTERNET. Don't make me change my password when it's fine as it is, not necessary. I don't care if you have a problem with utorrent being on my computer, just don't tell me every time it starts up. I don't know, make some code that only lets it appear once. The fact that it reoccurs is annoying.

182. I understand the pre-emptive attempts to keep everyone safe and what will have you. However, if I turn off windows updates the internet bugs in and out. Personaly, I don't get why you guys care so much. I have a fairly decent understanding and will not compromise my system by turning off updates. Secondly, Safe-connect blows my mind on how many times it feels it needs to be installed. In the survey you might litterily soil yourself if you ask some people how many times they have re-installed that program. But hey, besides that you guys are doing great. Good speed, great service, solid consistancy. And the ability to have wifi on most of the campus really makes things convient. Thanks!

183. All around i would label the technology services here at nau with an A-. with a little more training in people skills youll earn the meaningless A+ from me!!!

184. One thing that has always been a pain with the NAU website is after having logged into one portion of the website, you have to continually go through the log in pages for the other sites. Feels like too many hurdles to jump over to get to where I want to go.

185. That was WAY more than a 5 minute survey!

186. no thanks

187. Connecting to the Internet is a huge chore on campus. I should have to sign in ONCE and install SafeConnect ONCE and be able to access freely.

188. I only have issues with the dorm wifi.

189. N/A