# Student Technology Survey 2010 (Report 1)

**Survey Title:** Student Technology Survey 2010

**Survey Properties:**

- **Total Respondents:** 1580
- **Launched Date:** 11/08/2010
- **Closed Date:** 12/11/2010

## Responses By Question Analysis:

1. Please select your NAU campus.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff Campus</td>
<td>1275</td>
<td>81%</td>
</tr>
<tr>
<td>Yuma Campus</td>
<td>30</td>
<td>2%</td>
</tr>
<tr>
<td>Other Extended Campuses</td>
<td>275</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>1580</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>System</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less Than Monthly</th>
<th>Not At All</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyNAU portal</td>
<td>59.92%</td>
<td>19.17%</td>
<td>6.84%</td>
<td>7.57%</td>
<td>6.5%</td>
<td>1492</td>
</tr>
<tr>
<td>LOUIE</td>
<td>22.9%</td>
<td>48.62%</td>
<td>21.62%</td>
<td>5.93%</td>
<td>0.94%</td>
<td>1485</td>
</tr>
<tr>
<td>LOUIE Channel on the MyNAU portal</td>
<td>20.64%</td>
<td>28.19%</td>
<td>14.88%</td>
<td>13.17%</td>
<td>23.11%</td>
<td>1458</td>
</tr>
<tr>
<td>Blackboard Vista</td>
<td>74.6%</td>
<td>18.92%</td>
<td>2.47%</td>
<td>1.74%</td>
<td>2.27%</td>
<td>1496</td>
</tr>
<tr>
<td>Blackboard Vista Channel on the MyNAU portal</td>
<td>31.96%</td>
<td>16.69%</td>
<td>7.36%</td>
<td>11.55%</td>
<td>32.43%</td>
<td>1480</td>
</tr>
<tr>
<td>TIPS course (on Blackboard Vista)</td>
<td>2.91%</td>
<td>4.26%</td>
<td>7.97%</td>
<td>18.24%</td>
<td>66.62%</td>
<td>1480</td>
</tr>
<tr>
<td>Course website other than Blackboard</td>
<td>12.09%</td>
<td>19.66%</td>
<td>10.34%</td>
<td>11.42%</td>
<td>46.49%</td>
<td>1480</td>
</tr>
<tr>
<td>Elluminate</td>
<td>0.82%</td>
<td>2.65%</td>
<td>4.14%</td>
<td>7.4%</td>
<td>84.99%</td>
<td>1472</td>
</tr>
</tbody>
</table>
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>
</tr>
</thead>
<tbody>
<tr>
<td>MyNAU portal</td>
<td>34.51% (517)</td>
<td>39.39% (590)</td>
<td>14.35% (215)</td>
<td>2.6% (39)</td>
<td>1.8% (27)</td>
<td>7.34% (110)</td>
<td>1498</td>
</tr>
<tr>
<td>LOUIE</td>
<td>31.14% (464)</td>
<td>44.5% (663)</td>
<td>15.5% (231)</td>
<td>6.58% (98)</td>
<td>1.41% (21)</td>
<td>0.87% (13)</td>
<td>1490</td>
</tr>
<tr>
<td>LOUIE Channel on the MyNAU portal</td>
<td>23.07% (340)</td>
<td>28.29% (417)</td>
<td>20.15% (297)</td>
<td>1.9% (28)</td>
<td>1.09% (16)</td>
<td>25.51% (376)</td>
<td>1474</td>
</tr>
<tr>
<td>Blackboard Vista</td>
<td>31.24% (467)</td>
<td>39.93% (597)</td>
<td>15.65% (234)</td>
<td>7.76% (116)</td>
<td>3.08% (46)</td>
<td>2.34% (35)</td>
<td>1495</td>
</tr>
<tr>
<td>Blackboard Vista Channel on the MyNAU portal</td>
<td>19.72% (293)</td>
<td>21.87% (325)</td>
<td>20.79% (309)</td>
<td>2.15% (32)</td>
<td>1.48% (22)</td>
<td>33.98% (505)</td>
<td>1486</td>
</tr>
<tr>
<td>TIPS course (on Blackboard Vista)</td>
<td>6.61% (98)</td>
<td>10.38% (154)</td>
<td>19.96% (296)</td>
<td>1.21% (18)</td>
<td>0.88% (13)</td>
<td>60.96% (904)</td>
<td>1483</td>
</tr>
<tr>
<td>Course website other than Blackboard</td>
<td>9.49% (140)</td>
<td>19.25% (284)</td>
<td>21.9% (323)</td>
<td>2.37% (35)</td>
<td>1.02% (15)</td>
<td>45.97% (678)</td>
<td>1475</td>
</tr>
<tr>
<td>Elluminate</td>
<td>3.89% (57)</td>
<td>5.86% (86)</td>
<td>13.97% (205)</td>
<td>0.95% (14)</td>
<td>0.68% (10)</td>
<td>74.64% (1095)</td>
<td>1467</td>
</tr>
<tr>
<td>NAU Password Change Website</td>
<td>11.37% (168)</td>
<td>23.29% (344)</td>
<td>34.06% (503)</td>
<td>5.69% (84)</td>
<td>4.47% (66)</td>
<td>21.12% (312)</td>
<td>1477</td>
</tr>
<tr>
<td>Virtual Lab (Vlab)</td>
<td>4.27% (63)</td>
<td>7.19% (106)</td>
<td>16.62% (245)</td>
<td>1.76% (26)</td>
<td>1.02% (15)</td>
<td>69.13% (1019)</td>
<td>1474</td>
</tr>
</tbody>
</table>

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

1. Unaesthetic site design, loading time too long.
2. Vlab connections to the SunRay server are incredibly slow, with lag times of up to 4-5 minutes (on vlab servers such as vlab4 and vlab1). Further, I have noticed that students encounter issues with finding and launching programs, such as FF, IE, and MSWord, because either the icon is missing or their profile will not allow them to open the program.
3. REGISTRATION
4. Don't have Vista maintence on Thursdays, a weekend would be more conveninent
5. The keyboards in the south virtual lab don't work properly, the mouses stick, so better equipment.
6. Louie: Selecting classes is time consuming. It seems that I always need to put in the term I want to select for classes, then select the campus and etc. It would be better and more user friendly if a student could select an option (like Spring 2011) and then the search will
stay that way unless changed. Also, some thing like this on the top part of page, indicating where you are located in LOUIE "Search for classes>term>Spring 2011>Accounting 256". Then, make each of those parts a link to the page. This would be better than starting at the beginning every time.

Vista: Make it MAC compatible. The growing number of students, including me, have a MAC computer. This makes it incredibly irritating and confusing when submitting papers on Vista. Please, please change. Please.

Vista is boring, out-dated, overly complicated, and "just another" one of many different ways our professors relay information to us.

Tell the CS department to finish coding JavaGrinder before making us depend on it for our grade.

Uploaded documents in Vista course assignments are sometimes not accessible by the professor.

Looking for classes and registering in Louie is a bit inconvenient: no going back, to the previous page; course info not always there, clear or complete (especially bio seminars). the virtual lab should not time out after only a couple of minutes. also, the virtual lab should let us access all the software available in the on campus computer labs with the same versions of programs. Also, it would be great if the window for the vlab would automatically fit the screen it is being displayed on, having to scroll up and down just to see your desktop gets really tiresome.

Vista is unreliable. Often pages and links don't load. The NAU Website is difficult to navigate, it is counter intuitive. I suggest modeling it after the UoF or ASU site.

Louie is awkward to navigate ... sometimes you use the "back" button, sometimes you can't .... etc.

While Vista is easy to use, it's also easy to crash and not load completely. It's frustrating. Also, I would like to have access to my classes a week in advance, not the day of.

Not through nau

LOUIE is slow and clunky. When I'm entering hours, it shouldn't need to refresh every time I enter hours for the day. I should be able to fill out all my hours and then click save.

Blackboard Vista channel just redirects to Vista, it's easier to just go to Vista. Virtual lab is ridiculously slow and often fails.

The portal is difficult to read. It is jumbled and looks really unprofessional - not sleek or "current" at all.

Vista goes "down" often. don't really trust it when taking tests in online classes. Another suggestion I would like to make is to make LOUIE accessible for smartphone users (ie mobile site)

I hate how Louie makes you reload the page for everything you do and how it keeps changing your semester that you are trying to enroll in. It makes it very frustrating to sign up for classes.

In each of the campus websites, there is very little user-friendliness or intuitiveness in the design. Just taking a look at other websites or trying to determine what the user will want instead of prospective customers will want will guide better design choices.

Help make more MAC OSX compatible

na

The password requirements are draconian. The requirement for capital letters and password change frequency are absurd. Also, the first time using the password change form, my email and windows passwords became out-of-sync. It took significant time, effort and the assistance of a ACHD employee (very helpful, Cory Logan) to resolve this problem.
One thing I really don’t like is when NAU makes you to change your password. Yes I know I have to change it but when I make a new password then figure I don’t like it I try to change it but when I try changing it again it tells me I will have to wait 5-10 minutes for a new password to be made.

I really think LOUIE could be much easier to navigate through. When ever I open it it just is a bunch of hoopla with confusing links everywhere. I suggest making some designs within Louie showing colors other than black and white. Study’s do find when there are designs it makes navigating through the links much easier for users to understand where they are going. I also recommend cleaning up the system that tells you abut degree progress. Re-organize so it tells you in order by classes. like Core class:...or Liberal Studies classes.. etc..

Vista is nice but just has to many defaults. The email service on vista is pretty bad. I don't like how i have to search through everbody's name just to find my professor. Have it so the Professor of the class will be showed at first then show the students in the class alphabetically.

Also on Vista when you try going to your next page it's hard to understand which link your suppost to press on. I think you should be able to extend your page so you can see everything on it reaher than needing to go to another page.

NAU Password Change Website: If changing my password every month or two has security implications, that’s fine but if it does that just for fun or because of a system failure, it’s ridiculously annoying.

I find the MyNAU portal to be redundant as well as aesthetically displeasing and not very user friendly. I would much rather type in the URL of Vista or LOUIE than go to MyNAU to use the portal.

V-Lab is really slow most of the time, also streaming video is stressful and not sufficient.

More improved website design.

Your system is by far the clunkiest system I have ever used and it is extremely hard to navigate. I still don’t understand the point of having a separate LOUIE portal. Why not just go through MyNAU for everything? Navigating through the system is very time-consuming and frustrating.

The course website for my astronomy class is very hard to find when not book marked, the information in the website is harded to navigate. I would also suggest that it be revised for fluency, and grammatical understanding.

Not very user friendly, and seems to freeze a lot/ take a lot of time to load/ run slowly

make it faster and easier to acess

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

LOUIE is difficult to navigate.

none

I don't like having to change my password as often as required

I think that the vista email should be integrated with the regular NAU email. It seems quite silly to not be able to forward these emails on vista to the regular NAU email.

mastering physics sucks

Make google mailbox open faster
I think access to some links on the website is very, very enigmatic, eg. forms access. Additionally, enrolling and dropping a class should be more flexible.

Update interface and integrate services/content (web 2.0).

MAKE IT EASIER FOR MY TEACHER TO POST THINGS THEN MAKE IT EASIER FOR ME TO LOAD THEM

The virtual lab in the Mountain View Residence hall is the worst technological resource I have ever used for any educational purpose. The mouse is WAY too sensitive, logon takes at least 6 minutes (i have timed it), and the printing services are plagued with problems to the point where it scams you and overcharges.

I sometimes have trouble using or at least submitting eCheck in the final payment. I have to type out the whole name of the month, date # and year#. I sometimes have trouble with this from time to time.

Vista has so many compatibility issues with basic media that it's often more of a pain that it's worth. Also NAU Password change is useless. Let the students choose how often they want to change their password, don’t impose a required frequency for password changing.

it's annoying and useless to me.

Blackboard had the obvious issues that will (hopefully) be resolved when we make the switch to Moodle. I think it's really annoying that I have to change my password every 3 months. I wish we could change that back to the way it used to be.

For some reason, when I need to change my password, it makes me enter it sometimes 5 times before it accepts it. Secondly, some functions of certain programs don't work with google chrome. This isn't much of a problem, but would be nice if this feature were available with all online functions.

vista is unreliable for emails

Blackboard Vista can be very frustrating. For example if you click on a link for a PDF or something that opens in a pop up window and your computer pop up blocker, blocks it, instead of just being able to turn the pop off blocker off and try to open it again, when you click on it the second time it takes you all the way back to the main screen. It's a little thing, but it's just annoying when you are trying to view something quickly.

The programs offered are jumbled and disorganized, I swear I'm looking at a website from 1999. Just because your website "looks" Web 2.0 does not mean it is easy to use. The whole reason the counseling exists at this college is to help us navigate NAU's extremely unintuitive websites.

I have a mac and have not been able to use Vlab... I wish it was compatible

They make us change passwords way too often for absolutely no reason. Its extremely frustrating. And Louie has many problems especially when enrolling for classes. For example on multiple occasions I have tried to register for the next class in my major but it will not let me enroll because I am obviously am still in the prerequisite at that time. Then I have to email my advisor and make them do it for me. I am sure it wastes much of their time as it does mine. It also has caused me to not be able to enroll in a class because it has taken to long for the advisor to get around to. (I dont blame the advisor, I am sure he is extremely busy. It's definitely a problem with LOUIE).

I do not like how sometimes documents will not show up when teachers post them.

I do not like Louie because it doesn't allow everyone to get the classes they need.

Make the sites easier to use, and look better.

Make VISTA less difficult for other so they can understand.
Vista file upload works only half of the time. Something with Java. MyNAU is cluttered, visually unappealing, and is unnecessary.

It gets really annoying that we have to change our NAU password every few months. It starts to become a hassle after a while.

MyNAU Portal is just so cluttered and disorganized.

I had to block the TIPS course in my Blackboard, although it may be helpful to some, it was just obnoxious to me.

Replace Elluminate and Vista

Virtual lab should be available online through browsers other than Internet Explorer. Mac Users have to download additional software, and it is touchy.

Changing the passwords so frequently is very annoying; it's difficult to keep up with each new password.

(1) Possibly hire some coders to elaborate on the degree progress section to be tailor made for specific students. NAU has its own way of doing things, it seems logical to have its own way of handling it.

(2) Instead of promoting the password trend of "some number"+"then word that has a Capital"+etc...move to the idea of making passwords be whole sentences. Now a days, the trend is being easily broken but if a whole phrase is use it is less likely to be broken. If better results show then maybe NAU can move from having the password change so often.

Simplify the programs. They're very complicated, even for the tech savvy.

incorporate the mastering sites; biology, chemistry etc into the nau portal so it is easier to remember.

N/A

I don't like having to log into MyNAU to access my mail. Also, if you can please stop making me change my password every two months or so that would be great. There is no reason for me to have to change it that frequently. Once a year would be fine.

The blackboard vista Java app only runs on 32 bit Java in a 32 bit browser. As someone who uses linux regularly, I have to either boot back into Windows, or download a second browser in which to run it.

You should not have to click log in for current students three times before you can actually log in... it is a waste of time.

And having to change your password is ridiculous... if you can't keep it confidential you should change it on your own, but it should not be MANDATORY!

Vista allows too much customization to instructors, rendering many courses impossible to navigate. The discussions also seem to have a glitch where the new discussion icon appears even if there are none for some courses.

Allow the system to remember passwords and make the log-in duration longer.

Elluminate is not a users friendly tool. It's hard to get to, navigate, and the set up process (to be an administrator) is a pain.

Password change doesn't work. Sends a message each time I log into LOUIE saying I must change my password, as it will be expiring, within X days. When I try to follow link it leads to a dead page.

Blackboard Vista is non-intuitive and not flexible. I’m require to submit grades to the Lab Coordinator in a particular Excel format, which is not compatible with the Vista grade-keeping system. If I want to keep grades for myself and show students, I have to go through a lot more work.
The MyNAU portal takes a long time to load, typically doesn't even show me information I want to know, and I just can't seem to find a function for it besides linking to LOUIE and VISTA.

Blackboard is a great setup. VISTA, however, is awful. The interface is confusing, I rarely get the update alerts for when changes occur in my class shells, and NAU enforces no standards for teachers-- and it seems like they don't even teach teachers how to use them. It makes for a very confusing and inconsistent organization, ruining basically all the utility and versatility Blackboard affords.

Finally, it isn't that I'm dissatisfied with the password website. It's that NEEDING TO CHANGE OUR PASSWORDS ARE STUPID. Really? Someone is going to try to break into our account? And even so, changing our password does NOTHING. Using rainbow keys, anyone with 10 minutes can get the password to any account in network, and it's a skill at such a basic level that any third, or even tenth-rate hacker can do it. The only purpose changing serves is to confuse us, the users.

I hate how I have to change my password every month or so

Mostly due to the fact that passwords need to be changed to something other then your past 5 passwords. Also, it seems to reach that time I need to change right in the middle of the term, which makes it more difficult. Perhaps require password changes at the beginning on each more major term (Fall, Spring, and Summer).

It is frustrating to have to constantly change the NAU Password because it makes it hard to keep track of which one is the right one.

First, you need to develop support for Firefox. I don't use internet explorer, so I think this impacts a lot of the Portal and Blackboard programs. For example, I can rarely actually open up Portal when I login without refreshing one or more times after doing so. I randomly get some kind of "APACHE ERROR" screen after logging in that won't go away for hours at a time. Blackboard Vista for classes is very slow and sometimes takes ten minutes just to load a page.

This is a shame, since I enjoy using online services much more than actual campus classes. If these problems were fixed, I would retain a much higher opinion of them.

VISTA is always slow and needs to be reorganized. It would be helpful if documents could be highlighted and saved on Vista or to the computer

My teacher has frequent troubles with posting assignments and grades. For some reason she can see them on her vista account, but none of the students can. This has happened many times.

The entire software package for blackboard has been a glitchy mess - I'd see if there was a vendor with a competing program.

The virtual lab is an incredible resource and without it, I would be at a huge loss. BbVista is a bandwidth hog and it takes several minutes for My Vista to appear on my screen. I hope the new LMS serves up quicker than vista. Otherwise, I will do most of my work offline.

TIPS - it would be great to have more resources here related to career advice, field specific information, etc.

Viab - I've only ever used it for one class. It would be great if photo students could use it for photo software.

internet so slow it sucks i hate that we have to keep changing our vista password thats stupid louie isnt great either you should be able to line up your classes before your enrollment time so you can just hit submit because it was so slow and so many kids had the same time as me i didnt get into my needed classes and so now i probably wont graduate on time im pissed gateway was no help they wouldnt even set me up with an advisor because i had "too many credits" even though im a freshman! i got royally
screwed and im sad and no one cares theyre like oh sorry maybe next semester youll get it. i hate nau i hate my teachers who have no idea who i am i hate my progression plan whoever wrote it for photography should be taken out behind the chemical sheds and shot or at least fired i wish i had never come here no one reads these surveys anyways

Vista is a pain. It will not open in certain browsers and if you can access it, half of the content is unavailable sometimes. I would scrap the system and start off fresh with a more reliable one. The Vlab is just annoying because it is slow.

The VLab runs with very low resolution and very slow speed. Regardless of what computer I am using, it always takes an extended time to load and type.

nothing

The Vlab is missing several engineering applications. Which means whenever I need to do that work I have to be in the engineering building.

I do not like having to change my password. It causes confusion and wasted time.

I think that Vista is clunky at best, and there are times when instructors don't even know how to use it, or upload materials properly. It should be simpler and more straightforward. I think that LOUIE, Vista, MYNAU, and student email should be as unified as possible. LOUIE and MYNAU are separate services but both administered by NAU and should merge.

This service, along with Vista and email, should ALL link to eachother easily, and these links should be prominent. There should be a way to filter listserv messages from student email, and students should be able to sign up to receive notifications of email messages or certain Vista activity (posting of grades, due dates & times, when quizzes become open or are about to close) to their phones via text.

It would be great to log in to NAU Gmail from the main Gmail website, rather than just through MYNAU. Additionally, it would be great if the MYNAU Gmail had a Google Groups option.

Blackboard vista does not allow to access multiple courses at the same time. Each time you need to access a course, you need to close previously opened course. It would be great if I could navigate multiple courses at the same time.

I can't stand changing my password every month, I understand twice a year, but its getting quite ridiculous (the mandatory password changes).

Virtual lab needs a better server (or simply more servers).

Louie is very confusing to navigate, especially in paying tuition. There are very small icons that are hard to follow.

I have been asked multiple times a semester to change my password and there are strict rules on what the password can be, different than the rules of other websites. My password is my business! If I want to make an easy password and not change it for four years, that is my choice and I should be able to do that. Make password changes AVAILABLE to people who want them, not MANDATORY for everyone.

Allow multiple tabs in Vista, stop making passwords expire, if the passwords change website is available at time other than when a password is about to expire, make it easier to get to.

Blackboard is outdated and it's terribly ironic taking a class on usability testing through a site that clearly hasn't been tested on multiple operating systems and browsers. GET IT TOGETHER, Blackboard.

They run slow. Can't get into them when dana goes down. They just are user friendly.

N/A
I’m never sure if it's my computer or Vista, but it will ask me to unblock so it can download files for a class, but then it kicks me back to the main Vista page instead of the page for my specific class.

Louie is sometimes a little confusing to navigate.

Visa doesn't run smoothly and crashes my Chrome browser a lot.

Vista is slow and cumbersome. Louie has major navigation issues, very hard to get around with inconsistent options on similar pages.

If the person choses to change the password alright but it is anoying to be obliged to change it.

Don't use BB Vista.

Layout and configuration of the website, make it less cluttered it looks like an old GEO cities page.

Portal should be more customizable. I would like to be able to make my own modules and bookmarks with content I care about. Another good feature would be to be able to listen to KJack through Portal.

I am very dissatisfied with the NAU Password Change Website because I am annoyed that NAU has forced this "security measure" on us.

Not being able to connect to vLab through my Windows 7 machine is absolutely ridiculous.

My comment is for the Technology Fee that is applied to ALL (EXTENDED) NAU students. I feel like Extended Campus Students should not be applied to this fee because we do not have access to computers and the lab. They have shut down. We are charged for technology that we don't have access to. I'm just saying.

LOUIE has many glitches when enrolling in classes. I realize this is because of the load on the server, but the effect it has on students schedules is far too important to overlook.

Make it easier to find the NAU Password Change Website (we shouldn't have to call to ask where it is!!!)

The vista mail system has no outside notification, and it forces students to check it too often. It would be very simple to add email notifications, so that students don't have to constantly log into a system that's slowed down because the servers are always busy with hundreds of thousands of students constantly checking. I'd personally be willing to do it for you, free of charge, because it bothers me so much.

Been forced to change my password multiple times.

There are a lot of glitches and whatnot with LOUIE and it's really frustrating.

I understand that NAU makes users change their password often for security reasons, but I wish I didn't have to change my password so often.

I don't really like the password reset utility when it makes you submit at least 5 password hints.

I would much rather have direct links to LOUIE and gmail, than use mynau. Mynau is irritating, and doesn't have the flexibility that the various applications have on their own.

Louie is frustrating when attempting to sign up for classes, as well as when I have to pay for my tuition. It often switches semesters in the middle of signing up for classes, and when paying for tuition, it is needlessly complicated and confusing.

Stop making me change my password every month.

Blackboard freezes up all the time and earlier in the year there was the java fiasco that made class very frustrating.
<table>
<thead>
<tr>
<th>Number</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>121.</td>
<td>It is really annoying to have to change my password so often. I understand it is for security, but I have only a few passwords I use regularly, and it's not very secure to have to think up new ones and sticky note them to my monitor. Perhaps add a monthly reminder, but not a requirement. I really, really dislike it.</td>
</tr>
<tr>
<td>122.</td>
<td>The Blackboard system is extremely sub-par. It's always down or under construction and when it is up and running it is difficult to operate. The system constantly has problems, and has caused me to miss or fail assignments because of malfunctions. If I never had to log onto the system it would drastically improve my experience at NAU.</td>
</tr>
<tr>
<td>123.</td>
<td>Louie could have a much friendlier layout.</td>
</tr>
<tr>
<td>124.</td>
<td>I do not like several features on the Louie website. I do not like how the degree progress report does not clearly communicate to me what classes I have left to take. I do not like that the information for courses needed to graduate with a major, minor, or certificate in any discipline is so difficult to find. Louie is what we use to sign-up for our classes. It should have the links to the different educational path requirements as well. Louie information is structured un-intuitively and might be improved by making it more search driven.</td>
</tr>
<tr>
<td>125.</td>
<td>Vista is glitchy and slow. For example, I have to use it very frequently for teaching and find the rows in my grade book do not align and refresh every time I enter a grade. Also the vertical menu within the course, regardless of teaching, collapses every time I click an option, and I find the symbols in the collapsed form are not clear.</td>
</tr>
<tr>
<td>126.</td>
<td>the internet service is extremely slow</td>
</tr>
<tr>
<td>127.</td>
<td>vista is confusing and difficult to get ahold of teachers with 2 different email address... have had issues in the past</td>
</tr>
<tr>
<td>128.</td>
<td>Blackboard still has some bugs in it. And quite frankly some teachers do not know how to use it very well.</td>
</tr>
<tr>
<td>129.</td>
<td>What is a &quot;channel&quot; on the Portal?</td>
</tr>
<tr>
<td>130.</td>
<td>Is it the quick launch? Yes, I do use them. The Vista page is way too heavy in terms of load time. It glitches out regularly, even during assessments, has trouble stopping showing old updates, doesn't notify you about changes to the course homepage, and occasionally tries to open random programs and PDFs on the host computer.</td>
</tr>
<tr>
<td>131.</td>
<td>louie being able to use the backward button</td>
</tr>
<tr>
<td>132.</td>
<td>Louie seems to have a very inefficient set-up, especially for the filters when looking at classes. Also, can we get an option for opening a file when viewing unofficial transcripts (to aid in emailing)?</td>
</tr>
<tr>
<td>133.</td>
<td>For one class in particular, we could not access our assignments until the 3rd week of our 4 week class. It was very frustrating.</td>
</tr>
<tr>
<td>134.</td>
<td>For the NAU password change, it makes us change our passwords a lot. A little bit annoying</td>
</tr>
<tr>
<td>135.</td>
<td>I do not like that NAU MAKES you change your password.</td>
</tr>
<tr>
<td>136.</td>
<td>n/a</td>
</tr>
<tr>
<td>137.</td>
<td>Vista is highly unreliable, and constantly failing. Tests being taken on Vista take far too long to load (WHEN I'M BEING TIMED) when I have a brand new computer and have tried all different servers. I hate leaving the fate of my grades in Vistas sketchy hands.</td>
</tr>
<tr>
<td>138.</td>
<td>I don't use the above.</td>
</tr>
</tbody>
</table>
139. Use something besides Vista.

140. I was sent an email to change my password and then 2 weeks later was sent another one to change my password. Which did not take, so I had to call the help desk.

141. the multiple internet browsers are not consistent. Also the downloading of documents is inconvenient because it doesn't let you open in the browser, but must be downloaded on to the computer desktop.

142. Louie is very complicated and hard to maneuver. Specifically, the process of registering for classes is incredibly complicated. I hate having to change from fall to spring semester every other page while registering.

143. I don't like having to change my password so often.

144. LOUIE Crashing everytime we have to sign up for classes

145. Vista is too confusing and seems very temperamental

146. Including blackboard and louie into mynau slowed it down to a barely tolerable speed for distance login...

147. I have to change my password way too often. louie needs a major overhall, navigating is confusing.

148. I dislike having to change my password every few months

149. I can't open links in new tabs/windows o_o So I have to keep go back and foward [for Louie - like if I want to read the course description or preReqs again or check stuff at the same time]. Theres probably a reason though anyway, I'm guessing.

150. Vista is a PIG. From my mac I can't login without at least two javascript warnings. It's not particularly stable either - "use a word processor" is sort of a cop-out.

151. Get rid of it

152. LOUIE is hard to navigate unless you're used to it, and VISTA is constantly crashing on my computer. I hate it.

153. I just don't understand why we have to change our passwords all of the time.

154. I just don't think that I should have been forced to change my password after a single month of being on campus

155. It bothers me that the resources I need to use are fragmented and dissociated from one another. I can see the attempt that was made at unifying them with the MyNAU portal, but it feels very cobbled-together. I find the interfaces of the various systems to be too busy, and cluttered with irrelevant info. There should be ONE *CLEAN* interface - a section for alerts (mail, assignments, grades, holds, etc.), an uncluttered area for presentation of IMPORTANT information, and a comprehensive menu. One should always be able to get there from here - nothing where /that/ menu can only be accessed from some magic place nobody can remember.

156. I dislike having to change my password so often, but I don't know if that's what is being asked.

157. I really dislike having to change my password due to the change to google mail. I think it is ridiculous. A password is a personal thing and I have used the same one for many, many years. Having to consistently change it has really bothered me.

158. vista is too slow or will not load sometimes
make louie more userfriendly, provide better overview and better link between steps

When the linked was clicked more than half the time the browser would hang up, from both internet explorer and firefox.

I just hate having to change a perfectly good password.

MyNAU portal has a confusing/visually unappealing layout and I do not know how to use many of its components. LOUIE lacks a lot of information about specific courses and how to find them (I usually have to look elsewhere for information, such as the Academic Catalog). Also, registering for classes using LOUIE was frustrating because errors in the LOUIE system prevented me from enrolling in two classes, yet did not inform me as to what the problem was or how to fix it. The NAU Password Change Website is not user-friendly and requires us to make passwords which are unnecessarily complex.

Going between portals such as email, louie, and mynau are somewhat inconvenient. I have attended other universities that have much more user-friendly programs. ASU has a very user-friendly program that promotes better access to all portals without quite as much of a hassle.

Vista crashes often causing me to get very frustrated. I do not like being forced to change my password because I feel no threat to my accounts. I would change my password on my own if I felt the need.

Problems with Vista:

1. Every page loads slowly.
2. Everytime I open a file, Internet Explorer blocks the download and the Information bar asks if I want to download the file. When I click download, it brings me all the way back to Vista home page and I have to re-enter the course, find the file again, and try to open it again.
3. When an item has a long list of items on multiple pages (for example, in the roster or in discussion threads), I prefer to see more than 10 items at a time. I can choose to show all this time, but I can not fix the setting so that I don't have to select it every time I log in to Vista.
4. As an instructor, in the Build tab, I can not drag and drop files into new locations or into folders. Also, I cannot select multiple files to move into a folder. I must do this one at a time. Then when I move a file into a folder, the page reloads and redirects me to that folder, so if I have multiple files to move, I have to go back up a directory each time to move the next file.
5. As an instructor, I am unable to see comments left in the grade book next to the student's score.
6. As a student, I am unable to delete or edit a thread (message) that I created in the discussion board. All I can do is reply to it.

There are many little things like this that add up and make Vista inconvenient to use.

Vista is a pain. It is not a good software. I simply do not like it. Louie is not the most user friendly.

BB/Vista brings my browser to a grinding halt. I think it mostly has to do with the initialization of Java. Why is it even using Java in the first place? In the places that Java is used (such as the uploader) it is completely unnecessary, especially if javascript is required anyway. Vista/BB in general is also rather slow and not very user friendly. In many places it is missing the use of the back button, and you can't run multiple windows of BB at once, which is often useful for comparing content written by professors (especially for online courses). Of course, this is a shortcoming of the programming which you guys don't have much control over, except for switching to a learning CMS that isn't a piece of junk. Louie suffers from being slow at fetching content as well. I am not sure if this is due to an overloaded server or poorly optimized code (or, likely, a combination).
I don't like changing my password that frequently.

I dislike the fact that everytime that I try to open a document like word or powerpoint on vista it like kicks me out of my class...it's annoying.

I don't like how often I have to change my password, I think it's a waste of time and that should be changed.

LOUIE and vista tend to sign you in even if you exit the browser. I have been signed onto other peoples email and LOUIE accounts through my own NAU account and this makes me feel very unsafe. It is also very inconvenient to have to change my NAU password all the time because I can never remember them when they change so much.

Louie is annoying to use because while trying to add classes it always changes to the wrong term by default.

Make it a little bit more modern and easier to navigate. Example: University of Akron-Zipline is their entire thing, they don't have different names for everything.

Louie is extremely out of date and it takes a lot of maneuvering to do almost anything (like enroll in classes or pay a bill). It's excruciatingly frustrating to finally get the money together just before a bill is due (thus having to pay the day before or the day it's due) and Louie won't let me for whatever reason. Often it just says, "unscheduled maintenance" or "unexpected error," and then I'm hit with late fees. It's ridiculous! In addition to that, registering for classes often has to be done MANUALLY because the system won't recognize prior instructor approval for transferred courses or credit for studying abroad. It's a collassial, out-dated mess that needs to be cleaned up if this university wants to remain even slightly competitive in this increasingly internet-dependant world.

You can improve LOUIE by making it so that the add class menu doesn't have so many errors. I encountered two this semester alone: one, it let me sign up for JPN 102, second semester of first year Japanese, without having taken the first semester. That seems like it would be important. The second is that it constantly lists classes as open that do not have spots available. I've even made sure my search fields are limited only to open classes, and yet at the very last stage of adding a class there would be an error telling me there are no available spots. You may want to look into fixing this. Also, please stop requiring password changes. This is ridiculous, especially since I have no idea how to go back and change it again without one of the annoying prompts to change my password.

The Vista system always seems to have problems and it is sluggish and out of date.

I don't like that vista is java based because it is not compatible with my iPad.

I sometimes find the LOUIE account confusing in the structure

I do NOT want to change my password and I wish it would not make me do so, ever.

A lot of issues with assignments showing up and time outs. Also, the Thursday morning maintenance is extremely inconvenient, a weekend date would be better.

It really annoys me that I have to change my NAU password so often. I would rather decide to change it on my own time, if ever.

They are slow when using on campus or at home, and sometimes doesn't submit the assignments

I do not like changing my password so often

Elluminate is very cumbersome to work with. It does not work for me now that I live in Australia, I have had to use a proxy server in order to get it to work. My complaint about elluminate goes beyond the Australian issue, it is just bad technology.

The organization of Vista is confusing and does not always provide a positive learning environment.
Updating in certain point of Vista there are times when Vista is down during certain days when I am not aware of what is going on.

Louie-I think more detailed information with finance, because there are always certain situations I don’t understand what occurs. I need more detail information about what, who, where and why information is missing. I need to know who really handling my money and payments where does it go. Louie needs to be more specific. I had numerous accounts with Bursaurs/Financial Aid/Registrar messing up on certain accounts making it difficult. I think most students would agree with me.

Keeping up with the semi frequent required password changes gets to be a bit much sometimes. If we could lessen in to once a semester or school year, that would be ideal.

After I entered my new password, and clicked "change" or "OK" or whatever the execute button is on the website, the browser(Firefox) kept loading and loading for over ten minutes with no results. Then I tried it with a different browser (IE) did the same thing. I had no idea if my password had been successfully changed or not, and it took much more time than needed.

Please stop making me change my password so often. It's annoying and unnecessary.

Vista is difficult to use and doesn't work when I need it most

I think that the required password change should only be if there is a suspected security breach of said account. Its inconvenient to have to change the password every 6 months.

frequently asked to change password, at other university frequency of change was depended on the strength of the password

In Vista - when in course content and select file to download (ie/ syllabus or latest assignment) bumped back to previous page, must start all over again, on 2nd attempt it downloads fine. Both on NAU campus terminals & home PC.

Louie is hard to navigate through.

The only reason I express dissatisfaction with LOUIE is because it is at times very difficult to navigate. I feel that it has taken a great deal of training to be able to use LOUIE effectively. Also, the NAU Password Change Website can be rather difficult to find, but is easy to use once it is found.

Elluminate's program is mediocre and counter-intuitive. When any user begins to change something, they gain the focus of the program. It should be able to have both/all users dynamically change the workspace.

The virtual lab is set to right-handed and cannot be changed, which seems like a basic fix, but is not available. Otherwise it works well enough.

The computers in the virtual lab are the slowest I’ve used anywhere on campus. In addition, they do not accept my usb memory stick. I plug it in, and nothing happens.

I cannot pull up some of the downloaded materials my teachers post on vista and they are not an external document downloaded from vista. They are suppose to come up on line and they never do.

Vlab has never run Access well, if it can't handle the program it shouldn't be offered.

What is elluminate?. Very happy with the way of learning at your university

Seems liek my password will "expire" randomly and I have to make up a new password often
203. It would be nice to be able to search in Vista, within a class, for certain words or documents. Otherwise you have to click through all of the tabs and links within tabs, to find what you are looking for.

204. glitchy

205. I went 3 years without having to change my password. Now, my password automatically expires after only a few months. This is very frustrating as I don't have time to sit here and think up new passwords that I'm likely to forget because I have to change them so often. Other than that, I have experienced few problems with NAU's web resources.

206. The Vista channel on MyNAU is pointless - anything that comes in that channel has to open up a new vista window anyway. I just log into Vista and shortcut the inconvenience.

207. MyNAU:

I find the MyNAU portal to be out of my way. And its information is a mess. "You have a GPS message" ok, so I can click on it and read it right? of course not, instead I'm supposed to "Check [my] NAU student email for details." So what's the x x x x x x x x x x x x x x point? My NAU email is already forwarded to my primary email. If MyNAU displayed more useful information, or made accessing such information much easier, I might consider using it.

Additionally, the news. It's a bunch of stuff I usually don't care about. In a newspaper I can flip to the science/technology section, or business or whatnot, whereas in MyNAU I'm offered different sources. What would be really useful is either splitting news up into different topics, letting me filter by topic.

MyNAU feels like its "channels" were stuck together with chewing gum, it doesn't do a good job at making information clean and easy to read.

Blackboard Vista:

Vista just seems to be a mess. For one I would expect the logo to take me back to the home page of Vista, much like how many other site's logos take you back to their main page, not to a different site like MyNAU. On top of that, why the heck does it have to open in a new tab/new window? It's just so strange.

As for information, well guess what? Additionally the integration of MyNAU with Vista is weird. While my classes are displayed, if I click on a class for which the section is not yet available, unlike in Vista where it tells me, MyNAU simply does nothing. (While I have noticed that the LOUIE windows links to my classes on Vista, why also have a window for Vista that displays that same information (and more) in a worse manner?)

Also, Vista's mail and calendar are just pitiful. There is already an excellent calendar thanks to the use of Google Apps for the NAU email. Then there is this weird Vista calendar, while the information from my classes is actually useful, it's not like I can export or do anything except stare at or print this calendar. Why can I sync it with my Google Calendar? Then there is Vista's mail, why in the world does it exist, why can't I forward it to my NAU Email, or maybe at least get a notification when I get mail?

LOUIE:

I just find it a hassle to find anything on LOUIE. And also, why is it so limited? I can't move anything around? I really don't need to see my schedule every time I log into LOUIE, it would be nice if I was able to move TO DO into that spot instead. However, I am happy that the MyNAU/LOUIE Widget does properly display to do / finances / etc... when I click on them.

208. The south campus virtual lab computers are slow

209. Blackboard Vista seems to be down a lot.
210. IMPROVE THE ENTIRE WEBSITE IT IS NOT USER FRIENDLY AT ALL VERY DIFFICULT TO USE!!!

211. I hate having to change my password so often, I forget them too much

212. Do not mandate password changes

213. I do not thinking changing passwords should be mandatory, especially so frequently.

214. We shouldn't have to change our passwords every other month!

215. I'm new to the vista blackboard and also the taskstream but I'm getting familiar with it week by week.

216. The MyNAU Portal is a bit confusing.

217. I wish Virtual Lab was faster.

218. LOUIE/PeopleSoft and Vista get the job done... but the interfaces are dated and very, very clumsy. And neither one are particularly mobile-device friendly.

219. No comment

220. Very very slow and sometimes will not load (for both)

221. There are outages on mynauportal often, particularly with the louie channel

222. I was in a course testing one of the potential course websites, Moodle, and since you aren't using it as a replacement for blackboard vista, it's already an improvement.

223. Vista is VERY confusing. Web links and other things like than can be hidden.

224. LOUIE can be very confusing and I have a hard time finding what I want or need. It could be a lot more user friendly.

225. Don't make me change my password all the time!!! Or at least let me reuse passwords. It's pretty dumb to have to change it all the time.

226. The program seems fine. Teachers don't seem to know how to use it. They all use it differently or to different amounts making it more difficult finding information. It would be nice if there was a standard used and faculty would follow it.

227. My suggestion is to have a login straight to the student site or Louie directly from the homepage.

Vista is terrible. The program requires so much memory that it literally shuts down my home Internet connection and I have to restart my connection every time I try and log onto Vista. Vista seems to be too complicated for some teachers to use and therefore they create confusing schedules within vista under the 'learning module' section rather than just using the calender function. It makes finding assignments impossible and results in an increase in the level of difficulty in all aspects of studying. Isn't there something simpler we can use? Some professors dislike Vista so much that they just create their own page within the Frank college website under faculty and staff. Now, I am having to check multiple domains on the Internet to find the resources I need to complete homework. There MUST be something that is more functional for both professors and students as far as ease of use. Also, the business college needs to take better care in paying attention to computer and printer malfunctions within the FCB. I know we are paying someone to do IT work there, where are these people when the printers constantly run out of ink or get jammed? We are students in the most prestigious college within the NAU campus, shouldn't we have the capacity to be more efficient?

228. At times the dorm computers go off at 4AM, and when your dong work sometimes you lose it.
230. My grades are suffering because the homework, some of the textbooks and quizzes being online

231. The my nau portal should be even more of a one stop shop for everything that I would need.

232. MyNAU Account requires that I change my password every month or so, which is just a hassle when my current password works fine and is already memorized.

The only reason I ever go to the NAU portal is to get to the following:

1) Directory services as GMAIL doesn't support the NAU LDAP.

2) ITS Status page, which doesn't help anyways cause I've been having Z drive issues all week and the page rarely says anything about it, other than the fact that they can't fix it. Gee, it's not like the domain logins or desktops or personal docs folders rely on it or anything. I've been advising all of my students to move their workspaces for my class onto the I drive run by EGR ITS. You know, assuming they can actually login and access their work.

The portal serves no function for anyone actually looking for something. If you want to go LOUIE, you just go to the URL. Same with Vista and GMAIL.

Speaking as both a student and an instructor, I really dislike Vista. It's non-intuitive and clunky and very easy to screw up. Titles and labels for objects and actions are not specific nor simple, resulting in screw ups and misclicks.

233. NAU initiates password changes way too often.

234. I think the course progress on LOUIE is kind of confusing.

235. I find it frustrating having to change my password so frequently and I don't think there should be requirements for the passwords such as capital letters.

236. ELLUMINATE IS NEVER SET UP CORRECTLY. TECH SUPPORT ISN'T HELPFUL. WHY DO WE HAVE TO CHANGE OUR PW SO OFTEN. IT IS A WASTE OF TIME.

It gets really frustrating when I register for classes through LOUIE and my payment does not show up right away, yet the payment is due that day. Occasionally Blackboard will not be in service at times when me and classmates of mine have tried to complete assignments.

Blackboard Vista seems to follow a different format depending on the class. For example, in some classes I can view replies to my discussion posts, in other's I have to search for them myself. It would be nice if things like the discussion tool were consistent from class to class.

237. sometimes there are errors on the page

238. Give us the option to keep out passwords the same. It is so annoying to have to keep changing them. This is not a top secret organization, stop being so inconvenient.

239. The password change is a hassle.

240. I don't like being forced to change my passwords.

Better organization would help when looking for answers to questions in LOUIE and MyNAU portal. I personally had difficulty finding a advisor, finding information about the financial aid process (any searches I made kept bringing me to information for prospective students instead), and complete requirements for a degree program (I finally got it through an advisor).

241. It would also help if the course calendars showed the last days to: take tests and submit
discussions for credit.

245. It is a confusing set up.

246. When trying to access this portal, I am always sent to another web page and am never able to accomplish the task I set out to achieve.

There are many times in Louie if I’m in Spring 11 and click to see something else it automatically goes back to Fall 10.

Blackboard does not always show updates if on NAU portal.

247. NAU password change does not require you to change to new password more than every semester which is OK but you can keep going back to old password so you really only need 2 passwords. Many systems won’t let you change back to previous password ever or at least not the previous 4 times.

248. My teachers have a lot of problems getting the thing to work so a lot of times, my assignments get delayed and are not on course with the class schedule.

249. Blackboard Vista is often slow to run, and sometimes in the middle of a quiz or a test it will freeze and make me redo my work.

250. I had to use Moodle for one of my classes and found it to be confusing and unorganized. I do not recommend this system since we already use Vista. It doesn't make since why we would have to log int so many times first through Vista and then a few other pages to get to the actual course on Moodle.

251. I have chose neutral for those that I dont use

252. The software is not user friendly, and it doesn't always cooperate with uploads. The grade book feature is seriously deficient, and some features - such as the creation of grading forms - must be done once for each course instead of having a way to easily transfer the content from one course to the other. I like the idea of having Blackboard Vista, but I'm not impressed with the quality of the software itself.

The invoices on LOUIE should be updated monthly. The invoices should also reflect the course fee's to the course. Every semester I have to have the Bursars office email a print screen of my invoice with the course fees per course, because they are not available. I have to do this for my employer because they need a break down of the fee's for the individual courses. I don't understand why the Bursar's office can view a different invoice than what I can view on LOUIE.

253. It's a pain to have to change our passwords. The security benefits aren't worth it when the passwords are complex enough requiring a variety of uppercase, lowercase, and numbers to prove sufficient.

254. It would be nice if everything was located in one area.

255. the louie website is disorganized, hard to read and not very user friendly. The back button doesn't work on that website so if you click something on accident you have to redo every command you put in the computer since then

256. I just don't like how I have to think of a new password so many times. And also that it gives more of a chance that I will forget my new password.

257. I wish we could choose our own passwords without it having to be "strong" password.

258. Faculty need to become more involved in using Blackboard as a way to teach rather than a medium to assign voluminous amounts of reading and multiple choice quizzes. They need to learn and then teach ways to manage the incoming information and data students utilize from both formal and informal settings such as Facebook, twitter etc. NAU needs to rethink its scheduling of courses and include both shortened and 16 weeks courses particularly for second language learners who need additional time to process from one
language and culture to another. NAU also needs to realize that the majority of its learners are female, nontraditional learners particularly off campus who due to American culture's designation of gender roles bare the brunt of the work at home and often in the work place. Having policies that allow learners to step in and out of class without penalty, particularly from financial aid are essential. Creating lifelong learning communities not base on semesters but that out last the semester and perhaps go for the entire time of the learner's stay at the university would provide the student more of a presence in online learning and the university.

I don't know what LOUIE Channel or Vista Channel is. The Virtual Lab has been attempted in the past, but it won't allow me access. Without assistance or with assistance, using those tools and learning those tools are time consuming and stressful; especially if one is limited in time.

Also, going from webmail back to Vista requires complete exit and re-entry. Many sites at NAU are like this. It is very inconvenient.

Louie is designed horribly. It looks like the page was designed in the 90's. It's now over a decade later. It's time to make Louie, smarter, easier, and more appealing to use. Link placement, button sizes and placements, and the overall design of the website is just bad. It often feels like you have to click 3-4 times for something that should only take one.

Virtual lab is slow and jumpy when using JMP.

Virtual Lab has a tendency to crash. I risk losing my work when I use it, but I am forced to as the software I need will not run on my Mac at home.

Satisfy with the service.

I dislike having to change my password and not being able to use previous passwords. Also, there are sometimes problems with the password change site.

Make LOUIE available for Safari!!!

I think Louie should not be a different system - it should all link from one place with drop down accessibility.

Combine the sites. There are too many to keep up with. Make it an easier interface that can access all of NAU's websites in one. All in one calendar to keep students updated on the classroom events.

Unable to access thru Blackboard, constantly unable to log on in a timely manner.

Louie needs an easier to look at UI and need to be easier to navigate.

I would like to be able to access the Virtual Lab via my macbook pro laptop. I would like for ITS to somehow change the program to allow all students not operating on Windows to also be able to use the Virtual Lab.

VISTA on Thursday's down from 2-6am ,So most of my classes the HW is through Vista ,sometime i need to log on ,but due to the vista is down,i think this problem,needs to be resolve.Thank you!

The "My NAUPortal" is unattractive and anti-intuitive. Several functions are clumsy to use. Looking for directory information requires absolutely complete and correct information that must be entered in a very specific format. Often one looks for someone with incomplete info so a real search function would be helpful.

Combine the faculty and student tabs and separate it on the page. I should be able to search for classes as a student without confusing it with the faculty section

The grad. classes I need are EDL doctorate level and are never published on Louie. It is like they are a big secret. Only students from the East Valley campus know about them along with the instructor. I don't see the point on having nonpublished classes that even my advisor in Kingman can't find. It is truly ridiculous. I also think the technology
department is losing its focus of reaching out to statewide students because we no longer have the distance learning tv classes in Kingman and the "web enhanced" doctorate classes that I have to drive four hours to take are not "web classes" at all. We just do a bunch of work and post it on the website so they can call it a hybrid class. I took most of my masters program online from NAU -Ed tech.-. It was user friendly and I learned a lot. I think NAU has gone backwards since then and I don't understand why technology like the ITV classrooms was taken away when it opened up classes to more students!!I also don't understand why none of the ed. leadership classes that I need are being offered anywhere in Northern Arizona and I have to drive to Mesa to take them.

276. Blackboard Vista is the worst LMS, I hope you replace it with better LMS soon!

277. I been very satisfied with everything.

278. It needs a more user-friendly lay out.

279. The only issue is that Vista times out when I am working with it and I have to go out and back in.

280. The home page www.nau.edu should have a big link on it for my.nau.edu

I am satisfying with most the components. However, I think there is a room to improve. The usage of options on Vista blackboard is controd and depends on instructors' chosie. I found most of the instructors are not use it at its full capability. NAU IT needs to train them so they know how to properly use it and enhance its functions to make the online class easier for student. For example, when student make post to the online discussion (in Vista discussion board), there are options for student to edit their post if they made mistakes. However, most instructors disable it (perhaps they don’t know how to active it and make it available for students.) so students cannot edit their post, they have to correct it and post the same post once again, it cause the confusions for the follow classmates and make the thread extra longer than it should be, and become difficult to manage. This is just one small example, there are a few similar ones in the same area that I think NAU IT department should get together with NAU distance learning instructors for the graduate school program and show them (train them) how to take advantage of the Vista program to help them find a better way to manage the online classes.

281. Email on nau.edu very slow and complicated to navigate for me

282. Elluminate is difficult to navigate and use. Not user friendly at all.

283. The blackboard channel through MyNAU portal sometimes does not show up/load. It is frustrating that it will sometimes but not other times. I love that the box was imputed with LOUIE and VISTA, I just want it to become more reliable in showing up.

For vista have it actually work all the time. Don't have maintenance on it during the week when students still need to use it. Teach teachers how to use it better or just get rid of it all together and replace it with something else. MyNAU is honestly useless for what it is right now and I can't stand that people who are not registered at the school can use the look up directory. That shouldn't be accessible to the public.

284. Enable the mobile/android version of blackboard. That would make life so much easier.

285. My NAU Portal to email is incredibly unbelievably painfully SLOW to open; emails are sort of slow and in an awkward format, especially with replies. I avoid it as much as I can but have missed some important things because of it.

286. I don't like having to change my password

287. Blackboard Vista is not compatible with current Apple computers and their browsers. I have tried both Safari and Firefox, and they do not work properly. I cannot submit any attachments in Blackboard Vista when I use these browsers. I have to do my work on my
I am dissatisfied with the virtual lab because I can't always log in. I can usually log in on campus, but rarely from off campus. I feel like it works for me about half the time.

Blackboard Vista has a lot of problems. It may just be my computer, but I have a hard time submitting assignments, things working properly, etc. As for LOUIE, I like the fact that I can view grades, my schedule, fees, etc. conveniently. However, it is a poor system to use when registering for classes. The system cannot support the number of students using it at once, and the restrictions placed on classes are a hassle to override.

Everything is very confusing, you can't go to the previous website which is frustrating, and I HATE that I have to change my password all the time. I also do not like that the password always has to be new, it makes it very difficult to remember my password, which would cause me to change it again. There is no consistence in Vista between classes, and I think that there should be no difference between classes there. I am not really sure what the purpose of MyNau is, because it actually doesn't lead me anywhere. I still have to go to Louie to access that information, and the webmail in not through MyNau, it just takes me to my GMail account. It does not add value to me.

Get an online system that actually works as opposed to Blackboard, which is the bane of every student that has ever had the displeasure of using this wretched service which was born from the depths of Xxxx, whose primary function seems to be to drive us all slowly into a state of rage and madness. It does not work. Period. Please for the love of all the is sacred please switch to a better system.

Likewise, the MyFinanceLab is just atrocious. It does not teach anything. It shows me how to do the homework and quiz, then leaves me out to dry for the following exam. It also does nothing in the way of preparing me to do the things it "teaches" in real life.

You could make registering for classes a lot more straightforward.

It is very complicated to change my password so I only do it when prompted and every time the site crashes and I can't log into anything.

The weekly maintenance really is a nuisance for me, as I live in Germany and it's closed when I want to do my homework.

I dislike having to change my password frequently. Vista slows down any computer up, always has pop ups for wanting to get documents.

I dont want to change my password every 100 days. and i dont want my password to have requirements such as certain amount of characters, etc.

I don't believe password changes should be mandatory. I think that we should just have the option to change passwords whenever we want.

I wish that when compiling an email message through the blackboard that it included the IPA symbols. It is hard to ask a question to my SLP professors without those symbols.

On the home page of blackboard under calendar week - it shows what assignments are due. Is there any way to add the course for the assignments due? This way we don't have to go into each class and search for the assignments?

Example: 11:30 PM Agency Week – SW 423

Something like that?

Take every online application used in every class and put it in one application that actually works without restarting, refreshing, or having to sign in more than once.

it's great!

Blackboard is a pain in the butt. I know it's scheduled for replacement so it really doesn't matter much, but I normally use Mozilla and blackboard appears to be completely incompatible with it. I have to keep IE on my computer just for the purpose of using computer, and then I move to a PC to submit it. I have also attempted using old versions of these browsers, but Apple computers update constantly and they do not allow the use of older software.
blackboard. It's also very clunky and archaic which doesn't bother me as much. Clearer instructions or an easy to use help instructions would be better than a whole "class" on how to use vista. That's just difficult and time consuming when you're looking for an answer on how to do something.

Blackboard Vista can be difficult to navigate, and difficult for teachers to get materials organized and readily available. The LOUIE Channel on the MYNAU portal is a good shortcut, but doesn't allow you to access the student service center easily.

instability in vista

Why does Louie have to open in a new window to log in? Why can't clicking the "log in" button just open it in the tab/window it's already open in?

Vista is slow and errors the first time a person tries to download a file.

I am an online student and only use Vista for class and LOUIE to register. I will use tips if I need to. I haven't tried Elluminate but I have heard about it.

Whenever I go to the NAU portal page, it is just navy blue. No links or anything. It says it is done loading too. It is not an issue with my browser or computer, it only happens on the one website. I have to refresh it about 8 times before it will show the links on the blue background so I can get to my mail. It's really annoying.

Blackboard Vista is antiquated junk (glitches, freezes). The Summer 2010 software model was different, but no better.

Not a lot of business professors use it, they use all different sites which makes it difficult to come to a central location - one common venue. Two use the NAU college of business websites, one professor uses VISTA, and a third professor uses Aplia.com * * It's quiet confusing.

The computers in the South Family Apartments lab keep shutting down or will not allow to download certain programs or view certain videos or other media when using Blackboard. I feel confident using Blackboard but sometimes the way to use it change and then I am lost in how to access certain parts or links.

YOU SHOULD USE VISTA UPDATES SENT TO YOUR PHONE OR BUILD AN APP TO USE ON CELL PHONES VISTA SHOULD BE AN AUTOMATIC TAB ON ALL NAU WEB BROWSERS

My elluminate headset did not work completely- no audio on my end.

Blackboard Vista Channel on the MyNau Portal- Can we make it possible to click on the icons and still have them pop up without going to the actual Vista sight? I understand the new grades or assignments need to be accessed by Vista itself but the announcements and mail pop up in a separate window anyway. Why navigate to Vista just for that?

Dissatisfied about having to change password, and frequency it must be done.

I have a MAC - the browsers do funny things. When posting on vista half the time I end up with a blank post, so I have to preview every single time I write something, which is way too time consuming. Sometimes it doesn't save, so first I have to type everything in word and copy and paste whatever I write. It's not a user-friendly system at all. Video stream is incredibly slow through the portal. We should be able to email all our teachers at once instead of only one class at a time. Uploading anything with photos takes an incredibly long time. The TIPS class is unorganized. None of the teachers use the same systems so it's very confusing for the first month or so. Some teachers obviously don't know how to use the system because they give out assignments without the readings being posted or tell us dates that don't jibe with the calender, or they have assignments being grades twice or three times.

Seriously needs an update!

The NAUmail portal is sometimes very slow. Takes too long to download
Louie can be more simple.

I am only annoyed at your internet/resnet, the system fails at identifying systems if they have been moved around campus, the internet is good ounce in a while but the rest of the time it sucks... Both wired and wireless!!!

I have found difficulty accessing Ebscohost, however, there are some great resources for journals and other literature on the Mynau page, which I have found extremely useful.

Blackboard has frequent timeouts and crashes. As an engineer, I can speak for more than one frustrated student that is sick of the 2:00am shutdown. We need an option to opt out of this or a longer warning period before destroying our work every night at 2:00am (yes, the engineering building is still awake.) Example: Saving 2 draft emails, 3 CAD files (with appropriate labels to appropriate directories) along with open word files and other analysis programs takes more than the mediocre time currently allotted. Please fix this.

I have had issues with MyNAU portal loading correctly. Sometimes all I get is a green background after logging in with the browser stating that the page is done loading. After a few refreshes it usually works.

when I am on the virtual lab I don't know how to save a file to the desktop of the computer I am using when on the virtual lab. I think there should also be more hints or a tutorial you can go through to use the virtual lab - just the basics. If there already is that is great, but I did know how to get to them either.

Stop being so paranoid about forcing password changes in the middle of a course!!!!!!!

LOL WHAT IS INTERNET

Bigger server for louie so it doesn't crash when signing up for classes.

Louie could be a little easier to find things on. I dont like having to change my password all the time.

When Vista messes up or Louie messes up, did you debug everything?

SafeConnect needs improvement.

MyNAU portal seems pointless to me, and I would rather have a direct access to my email instead of having to go through three extra steps.

I enjoy my password. While I understand that changing could be beneficiary to my safety, I don't think anyone will guess it and I do not enjoy being pressured to change it every month.

Vista is ok, except that it freezes a lot and it takes multiple mouse clicks to get readings, powerpoints, or study guides to come up.

The MyNAU portal is just another extra site to check.

I HATE INSTALLING SAFE CONNECT ON MY COMPUTER LIKE 3 TIMES A WEEK, IT NEEDS TO BE FIXED

I dont like the set up and i think it is an extraneous website

Create a different system.

Finding information in LOUIE is sometimes difficult because the website has only a few direct links on the main page. An option menu on the main page would be more helpful.

Vista always seems to shut down or not work when I need to go on it to do my class work. It especially slow when your trying to do an exam online.

Better internet connection, pretty pretty pretty please
Vista has too many issues when downloading finals and if often extremly slow.

Stop making me change my xxxx password!

MyNAU portal doesn't really serve a function. It exists so that NAU can put it as the homepage on its public computers. Other than that, there is no reason to have it around.

I'm very upset with changing three different passwords this year, I'm tired of changing the passwords, I like to keep the password for the rest of my NAU times

I am annoyed that I am required to change my password constantly.

I have an economics course that uses APLIA online. When there was an issue with one of the questions the help to fix that question was non-existent. I kept getting the same feedback after elaborating on how I had already done all the suggested activities (i.e. clearing browser cache).

I would love to be able to access my NAU email account on my smart phone to recieve updates from professors. I was told both my mobile service provider and the representative at the Tech services that this feature is not available for blackberry.

LOUIE is not set up to be very user friendly

make it more reliable and not run as slow

I don't think we should be required to change our password, and if we have to keep changing it we should be allowed to re use passwords we have previously used.

Stop making students change their passwords so much.

I don't like having to change my password every two months. Blackboard Vista always crashes on my Mac. Louie doesn't allow for going 'back' on most pages.

none

I got a little tired of being required to change my password almost three times this semester. I don't know why but it became extremely annoying.

vista is very confusing and so is LOUIE

The Blackboard is very difficult to set up and navigate and the courses are not helpful in figuring out how to set up a shell.

Virtual Lab--I didn't know how to use it; more explicit instructions about what do to once you are signed in would be nice.

louie is slowwww

Vista is confusing to send attachments through, and MyNAU portal is slow.

Things are not user friendly! Java is not working sometimes.

I don't like having to change my password every few months. I find it unnecessary

I often find myself forced to change my password multiple times in less than a week. Its kind of maddening.

The physics department's use of webassign.net doesn't promote a strong learning enviroment, it allows the professor to be completely disconnected from the student.

I hate having to change my password.

I didn't express dissatisfaction above, but I would like to state that it would be nice to not be frequently timed out. This often occurs while I'm working on assignments.
the way you set up your schedule on louie is very frustrating and confusing. vista is also frustrating and confusing. many of the teachers dont understand it either and it seems to do more harm than help.

I'm not sure the difficulty is on your end. I'd rather make phone calls to people when I need help instead of emails. For instance, I recently left an email for an instructor because I'd like to enroll in his course for Spring but can't because as far as the system is concerned, I don't have the pre-req. Doing the entire course online is OK except for not understanding TaskStream and other course related software well and feeling very pressed for time. I've done a few of the tutorials but they have not helped me to figure out what view I'm in at any given moment in TaskStream. I could use some more one-on-one "hand holding" and much less of "here-are-the-tutorials-and-they-cover-it-all" type of assistance.

Even in completing the above questions, I'm not really sure how often I come into Blackboard via which channel. I have a favorite on my list and just use that. Again, I think it's more my unfamiliarity with all your systems and that I only want to know on a "need-to-know" basis than it is something you really need to improve.

Louie can be difficult to navigate. Blackboard Vista is confusing, and it can be difficult to know when new information or resources have been uploaded. Often an instructor will upload something and wither I won't notice it because of some small button I didn't see or because it got lost among other documents posted in a folder.

Vista is an ugly, buggy mess. The UI is inelegant and nonsensical. The fact that you can't have more than one course open at a time doesn't lend itself to the multi-course nature of study and multitasking culture we live in. Vista will crash on a wide variety of systems with disturbing frequency. I understand that it is hard to maintain a network of this size and that interface overhauls cost money. However I expect the same level of quality from Vista as paid software, and this point I would return it if it were as it is broken.

I was very dissatisfied with MyMath Lab

I think LOUIES interface is kind of confusing and think it could be changed so it is easier to use.

I want more clarification on loans stuff on louie

Most of my Professors don't use the Blackboard calendar and are unorganized with their assignments. It would be EXTREMELY helpful if every teacher put every assignment on their course calendar. It is also very helpful when teachers put class content like power points and handouts on their class Blackboard pages.

On the MasteringChemistry website, it is quite complicated and oftentimes leads me, as well as my fellow classmates, into doing badly on online homework, online quizzes, as well as other online sources of schoolwork. We are all extremely frustrated with it because we don't feel that it is judging us accurately, meaning our grades are dropping because of an unjust resource.

It's frustrating to have to change passwords so often.

XXXX EVERYTHING ABOUT NAU!!! fire/terminate your jobs all you Red-necks!!!

I'm going back to Tucson, where people aren't racists red-necks and know how to show/treat other people with, respect, dignity, class, honour, consideration, sympathy, empathy,peace, love, etc...

I don't like how often I have to change my password. It gets really annoying.
Elluminate how-to video would be helpful as training for Extended Campuses students.

On LOUIE, it would be great if the TO DO list was actually bigger, bolded when you had things to do. It has been nothing but confusing to sign in and have no idea I had to do from the bursars office and such because there was no indication.

So far I did not run into any issues with my LOUIE, Vista, or operations. In addition to access any part of a student account, is user friendly. I am very satisfied. Thank you.

cleaner, more efficient website. email alerts helpful, and return receipt of email extremely helpful, since instructor often doesn't get email

It was hard to figure out the different Modules at first. Sometimes I find it hard to navigate and hard to find the assignments. I don't like it when the entire bar on the side shrinks to the left.

Elluminate: it took too long to log on. When I called tech center, in downloading Elluminate, it took some time!

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>The MyNAU portal connects me to the resources I need at NAU</td>
<td>32.05% (459)</td>
<td>43.37% (621)</td>
<td>19.34% (277)</td>
<td>3.7% (53)</td>
<td>1.54% (22)</td>
<td>1432</td>
</tr>
<tr>
<td>I am satisfied with the speed of the MyNAU portal</td>
<td>23.49% (335)</td>
<td>42.57% (607)</td>
<td>24.26% (346)</td>
<td>7.29% (104)</td>
<td>2.38% (34)</td>
<td>1426</td>
</tr>
<tr>
<td>The content of the MyNAU portal is high quality</td>
<td>23.26% (330)</td>
<td>38.97% (553)</td>
<td>30.87% (438)</td>
<td>5.07% (72)</td>
<td>1.83% (26)</td>
<td>1419</td>
</tr>
</tbody>
</table>

Total Respondents 1433

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

1. Always amazed at how slow it is.
2. There is too much information on the portal, it is inconsistent in visual appearance, and overall quite cluttered. Also it is very slow.
3. NAU needs to update its servers to accommodate the population.
4. Difficult to navigate - unpleasant user experience so I avoid it if I can.
5. Don't use
For most of the sites on the portal, it's easier to just go to the site itself instead of routing through the portal.

Loading times can be improved.

Not user friendly, irrelevant resources shown with search, quality is poor

I don't use the portal.

Don't use MyNAU portal.

Make site and resnet faster
I would like to put cooler designs into it.

MyNAU should also be readable on all smartphones through the internet. Maybe don't use flash so then you can access your email.
I do not use MyNAU for these reasons. The portals are redundant to me, the speed is slow, and the content is not useful to me.

See previous comments.

Slow and sometimes freezes

All three sections could use an improvement in the given aspect.

I just don't use it. I like to goto the page directly, as they are bookmarked.

improve the high quality a little better.

See previous.

There is too much unnecessary information on there. The organization is not user friendly or visually appealing.

It has no use for me.

The main page for MyNAU is very busy with content. I would like to see something more clean and concise.

N/A

Add the course catalog to the MyNAU portal to make it easier to access.

there is too much on MyNAU. I only use gmail and vista. That's all I need and all I want.
Also, LOUIE should not be automatically connected to same site as gmail and vista, cause someone could easily click into my LOUIE and see personal info or change my schedule. Connecting everything together may make things faster, but it is a security risk.

As someone who lives with two other students, it is a huge impediment to have to close my browser (and all the other tabs I may want to have open) just so that my girlfriend can log on. I have found that if I log out of each service, and then the portal, and then go to https://cas.nau.edu/cas/logout, this will work most of the time, but it occasionally still does not work.

Can it be any slower?

On class sign up day the speed of myNAU portal and LOUIE are very slow.

I simply cannot figure out what the MyNAU portal is for. If I need to go to my email, I hit up mail.nau.edu (though I have it forwarded to my personal gmail account anyway). If I want to go to louie, I go to nau.edu/louie. Going through myNAU just adds a step.

Appearance is lacking in quality. Feels like a 1999 setup with all the frames. Not particularly easy to navigate within the portal.

As I said previously, I can rarely login and then see Portal immediately afterward. I have to refresh Portal one or more times after logging in to come up with anything more than a blank background.

Fix the internet connection.

the internet in allen hall is veeeeeeery slow.

Very slow.

I do not use the MyNAU portal.

I haven't ever found anything useful here. It's not very intuitive in design and it alwasy just seems easier to go the nau's website to find what I need.

nothing

I don't use it.

I think that the organization of MyNAU is poor, and leads to a lot of information that's not necessary. I think that LOUIE, email, and Vista info should be right on the welcome page. Stuff like Community or Today@nau aren't really important to me at all, and makes it all jumbled.

make the search function better and make it faster

All the NAU websites are just really hard to use because its not easy to navigate.

I never use it. If I want e-mail I type in gmail.nau.edu. If I want louie i type in nau.edu/louie

Make it faster and put more school resources on it.

N/A

The website should be easier to use.

I'm sure the information is helpful, I simply don't like the layout/format of it. It's archaic.

PUT KJACK ON IT!
sometimes access to various items within the portal is extremely slow

Just eliminate it. It's an unnecessary resource, and it's easy enough to find the resources without it. You're wasting your own server space by doing it, and the needlessly complex coding that it takes to run those modules just makes it far too slow. If you want a page with resources, just make links. It would be just as effective, and much swifter.

accessibility

Please provide direct links to applications, rather than having them built into MyNau.

The site can be very slow. I assume that is just from the number of people using it, but when trying to make last-minute deadlines, or for example today during registration, it causes a lot of issues.

Everything on the NAU website is slow loading and hard to operate. Also it's extremely hard to navigate any part of the website, and generally requires an exterior google search to find a page.

slow

Where do we get the information we need to complain/comment on issues that affect us? Student concern contacts are non-existent. I have went to different offices and they only give "the run around." There should be a place on the Portal for concerns.

Why is student life so impacted by the annoying construction, yet there is no reference to what is happening on the Portal. It is like going to school on a construction site, NOT a campus. How could this issue be SO ignored?

I dont like the flagstaff updates- not there.

The computer speed at the Tuba City Branch is ridiculously slow. For my Technology class, this speed was a joke.

n/a

I do not use MYNAU portal

It is slow, complicated to navigate and not visually appealing

The navigation of the NAU portal could be better, and also, I think for a university site, it could look better in appearance.

Make it simpler... just the basics with links to go to the detail stuff. Trying to include everything makes it slow and complicated.

myNAU portal takes a long time to load. when I go to my email it is way quicker to just go to it directly then to have to go through mynau portal. the only thing I use mynau portal for is looking up people. the site needs to be completely redesigned

Sometimes it is a little slow.

Clutter.


The NyNAU portal looks sloppy, could maybe benefit from some updated coding/graphics

it goes down at inopportune times

many hang ups
It's SUPER slow.

I am sure the resources are there, but I just do not know where to go on the MyNAU portal to find them. The layout of the website is very poor; too many boxes of information are crammed together and the color scheme is unattractive.

It is difficult to go anywhere online and then try and return to your previous page. MyNAU makes searches on the general NAU website difficult as well.

MyNAU it can be very slow sometimes, and often times I have to refresh the page or login multiple times to get to the page.

The speed is actually pretty slow.

Direct link to e-mail

I don't use it and don't see a need for it. Also its pretty ugly. The same goes for BB/Vista, but I am able to tolerate that because it is useful (if not often frustrating) to me.

n/a- I don't use MyNAU portal for anything but e-mail.

I wish the wireless was faster

Make it look more modern! Looks like it's 1997! No wonder it's slow.

The MyNAU Portal is sloppy and ill-organized. Rarely do I bother using it because there is so much information just thrown onto one page I find it exhausting to attempt to navigate it at all.

Other than my NAU mail and Louie links? I don't care about any of the crap posted on the MyNAU portal.

The graphics of the MyNAU portal are not high quality. They are unattractive and I'd like to see them be updated. I also find all the information about customizing channels unnecessary because I do not customize those. The MyNAU home page just seems too cluttered with unnecessary information. I only use the LOUIE and Gmail links.

MyNau portal does not let me know of fees I need to pay or other important things.

The Connection at AWC is very very very slow and need to get a lot better other then that the connection from home is great

I think NAU portal is slow and kind of annoying to get connected to things like my email. I only ever use NAU Portal for the directory.

Slow and doesnt always work.

This website is very out of date.

The problem could just be my own internet connection, but I have not always had good experiences with this system in terms of speed.

The site is slow and the content could be expanded

The MyNAU portal is confusing and I try not to use it because it is not user-friendly.

The speed of MyNAU could be increased.

IT IS VERY HARD TO FIND CLASS INFORMATION FOR TASKSTREAM.

try making services for help more available to students
99. Don't find it necessary to use.

100. I do not use MyNAUportal.

101. The speed can be slow sometimes, and not all that is put up by our professors works.

The MyNAU portal is crowded and unwieldy and inconvenient. The main services I use are LOUIE, Vista, and Gmail, all of which have to open into new windows for any major function (or to just be readable). The only thing I use MyNAU for anymore is a people search - I open the other websites directly.

While it does connect me with resources, it seems such a mess to find anything. I can usually find whatever I was trying to get to ten times faster with a short query to Google. Or by checking my email, or going directly to Vista or LOUIE.

102. Perhaps making the use of the MyNAU portal easier to personalize for the right apps?

103. It's slow, constantly forces me to re-sign in and doesn't update automatically.

104. Make it faster and better quality.

105. No comment.

106. The system crashes sometimes. MyNAU also is cluttered with many things.

107. Don't use it.

108. It is a bit slow and poorly designed.

109. Get better Internet connection

110. n/a

111. I wish there where less components that I do not know or do care to use. I mainly use services, however that's it. everything else confuses me and the "Help" is no help

112. I don't use it

113. I find a lot of information is difficult to find and not always available through the portal - a directory for example. It's really hard to get to a directory to find a given person's email or phone number!

114. A lot of the time MyNAU does not upload

115. I get no internet, so its extremely slow

116. it is kind of slow when it loads

117. I don't use the NAU portal.

118. The speed of MyNAU portal is often slow

119. I don't like that I have to go back to nau.com to get to student web mail when I am in Vista.

120. The computer labs on south campus are abysmal. They might rival the speeds available in the late 1980s but even that might be too much for them to handle. Also Java always
wants to update and since students are not allowed to install applications it forces us to ignore the giant notification in the lower right corner of the screen indefinitely.

124. Some things are hard to find. I struggle just to find the calendar to search for events.

125. The computers at the distance learning sites are so slow I can't even download the spring schedule to enroll or print a paper without waiting close to 30 minutes. Sometimes they don't come up at all like in Kayenta!

126. Navigating NAU portal is time consuming. Students don't have time for these things. We need our information fast so we can move on to our studies. Currently, I cannot even register since I have to "visit" so many sites to gather the information I need and with holidays and deadlines, I can't afford the time. I may have to give up and quit if I can't get an adviser to move me along through the "portals" of wasted time and energy.

127. I don't need all the stuff there - wish there was a way to customize "my home page" to the services I connect with most.

128. Constantly have to re-click on items for them to open. The page opens but is blank and I have to click yet a third or sometimes a fourth time to get them to open. This happens on several different computers at different locations so I do not believe it to be a hardware issue.

129. I do not use MyNAU Portal... where is this?

130. mynau works really slow sometimes and the calendar with up comming events onthere is always way be hide.

131. It was too slow, so I just go straight to the websites I want. Make it faster?

132. It is slow loading from the vista page with all of your classes to each individual class.

133. Only speed issue I have had is with email.

134. MyNAU is useless and doesn't really do anything that one of the other websites that you have to check anyway on NAU does already. It goes extremely slow when you do, do something with it. The content is absolutely not high quality and looks like it was made by someone with basic computer skills. I don't think it's necessary.

135. I said this not only on this survey but on the survey last semester too. SLOW

136. N/A

137. I don't use it.

138. If I'm a distance student, which I am, I do not care about the events, temperatures, etc. of the main campus. I do not need the unnecessary articles posted throughout the main page. MyNAU isn't useful to me in that I only use the email system because I have to. Everything else, I don't use.

139. N/A

140. There are many links, and the links are not intuitive. It's not difficult, but I've taken other online courses through other schools and found the sites easier to navigate.

141. I don't use it. I can go to the individual websites just as easily, so I do that instead.

142. None

143. Takes a while to get the link. See previous comment box.
Like I said before the computers in the South Family Apartments, the computer lab, is very slow to engage and at the start up and sometimes it shut downs for no particular reason.

**THE SPEED WICH THINS UPLOAD NEED TO BE FASTER I WANT TO SEE MY VISTA EMAIL AND LOUIE ALL AT THE SAME TIME**

Not even sure what NAU prtal is!

The search doesn't work as well as it should for people. There is really very little need to use the system at all.

The content is not high quality, it could be better.

I just feel like its easier to go straight to the page ex. mail.nau.edu or louie.nau.edu.

The network is often bogged down with traffic.

It's mostly useless. I only use it when I use the campus computers - it's set as the homepage. On my own computers it's easier to bookmark the login pages for LOUIE, Vista, & my personal email (which my NAU mail is routed to).

Too confusing to use.

**THIS ONE TIME I PET A CAT IN A ZOO IT BET ME**

I want direct access to my email, instead of having to go through extra steps.

nothing ever loads right, it is easier to just go to the other site directly

It is EXTREMELY difficult to find simple links on this site.

sometimes too slow

The layout is uninspiring and visually difficult for me to process, and I already have most of the functionality that MyNAU portal offers from other sources with higher quality. It is also more straightforward for me to access LOUIE and VISTA through the main page of NAU's website.

its just slow

NAU internet blows unless you have an ethernet cable.

Make it a bit faster for portal mail loading

Its not a tool that anyone would use. I used it only until I figured out how to better work my NAU email account. Its functions are basic, and uninteresting.

The website is a little slow, and rather ugly.

The speeed is not satisfactory. This may be partly because I do not have a personal modem at my on campus reisidence and the internet in general here is really slow.

The nau portal typically takes a long time to load

Speed it up.

It's not that it's slow but it would be nice if it was faster.
170. none
171. I honestly never used it.
172. Very clumsy and not intuitive.
173. Takes longer than most websites to load.
174. The site is antiquated and not very user friendly.
175. I have problems with vista all of the time
   Please see #4, I can't always figure out where I am and where I need to go to get to what
   I need, so I've wandered in and out of the above components until I happen to land where
   I need to be. To simplify things I have set all emails to be forwarded to my own non-NAU
   email address.
176. The layout is slightly antiquated.
   I have yet to find a real use for the Myna portal service, everything can be acceded
   through other means and it really just feels like an additional layer that was added just to be added.
177. n/a
178. The internet is slow in McConnell hall.
179. It takes quite a long time to get many things to load up.
180. I am only dissatisfied in the portal because I think the layout could be streamlined more. It
   seems like a very busy page for students that are pretty new to NAU.
181. I find that MyNAU portal does not connect me to all of the resources that I need and it
   often will direct me to the home.nau.edu/ website. This is not a bad thing, just not
   everything is available on the MyNAU portal.
182. The speed of the portal. A few times I have to hit my refresh button when I access LOUIE.
   The first two or three times I get a blank blue screen. By refreshing the page usually on
   the third or fourth try I get my NAU page or Louie page.
183. N/A
184. speed
185. I do not use the portal to access NAU resources because going directly where I need to go
    is faster.
186. Make portal more organized. There's too much crap.

Total Respondents 188

(skipped this question) 1392

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

<table>
<thead>
<tr>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less Than Monthly</th>
<th>Not At All</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></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>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>788</td>
<td>56%</td>
</tr>
<tr>
<td>No</td>
<td>391</td>
<td>28%</td>
</tr>
<tr>
<td>No, I don't know what NAU Alert is</td>
<td>177</td>
<td>13%</td>
</tr>
<tr>
<td>No, I don't have messaging on my phone</td>
<td>56</td>
<td>4%</td>
</tr>
</tbody>
</table>

Total Respondents: 1412 (skipped this question) 168

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

<table>
<thead>
<tr>
<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>
</tr>
</thead>
<tbody>
<tr>
<td>Social Networking sites (Facebook, Twitter, etc.)</td>
<td>15.7% (220)</td>
<td>22.98% (322)</td>
<td>25.12% (352)</td>
<td>10.06% (141)</td>
<td>10.28% (144)</td>
<td>15.85% (222)</td>
</tr>
<tr>
<td>TIPS course discussions and announcements (on Blackboard Vista)</td>
<td>9.49% (133)</td>
<td>15.26% (214)</td>
<td>22.68% (318)</td>
<td>10.2% (143)</td>
<td>11.48% (161)</td>
<td>30.88% (433)</td>
</tr>
<tr>
<td>Featured Items on the STC web page</td>
<td>3.37% (47)</td>
<td>8.4% (117)</td>
<td>25.63% (357)</td>
<td>8.18% (114)</td>
<td>8.11% (113)</td>
<td>46.3% (645)</td>
</tr>
<tr>
<td>Announcements on the MyNAU portal</td>
<td>21.54% (302)</td>
<td>33.88% (475)</td>
<td>21.75% (305)</td>
<td>6.49% (91)</td>
<td>5.49% (77)</td>
<td>10.84% (152)</td>
</tr>
<tr>
<td>Periodic Lumberjack articles</td>
<td>6.65% (93)</td>
<td>17.02% (238)</td>
<td>29.47% (412)</td>
<td>11.23% (157)</td>
<td>8.73% (122)</td>
<td>26.9% (376)</td>
</tr>
<tr>
<td>Email from ITS</td>
<td>33.81% (474)</td>
<td>31.17% (437)</td>
<td>19.26% (270)</td>
<td>2.57% (36)</td>
<td>1.78% (25)</td>
<td>11.41% (160)</td>
</tr>
</tbody>
</table>
10. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile phone</td>
<td>1339</td>
<td>95%</td>
</tr>
<tr>
<td>iPod or other mp3 player</td>
<td>893</td>
<td>63%</td>
</tr>
<tr>
<td>PDA without voice capability (PDA)</td>
<td>33</td>
<td>2%</td>
</tr>
<tr>
<td>Kindle, Nook, or other eReader</td>
<td>67</td>
<td>5%</td>
</tr>
<tr>
<td>iPad</td>
<td>41</td>
<td>3%</td>
</tr>
<tr>
<td>None</td>
<td>42</td>
<td>3%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>43</td>
<td>3%</td>
</tr>
<tr>
<td>laptop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iPhone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laptop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Gaming: DS Lite, PSP (DSi and PSP have wifi connectivity)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I use the internet on my home computer to get my NAU info</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DROID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andriod Smartphone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Game Boy Pocket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laptop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>laptop w/wifi access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>laptop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>netbook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ar you kidding me? Fix what you've already got before you try expanding it for the &quot;tech-savvy kiddies&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP Pocket PC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PSP, laptop, GPS, digital camera</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD player</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Blackberry
laptop
Laptop
Home laptop, DSL wireless
iPhone
laptop
laptop
laptop
old telephone, library computers
PDA
Kuzweill
Laptop with broadband
Droid does
LOL I USE CANS N STRING
Laptop
Laptop
laptop
laptop
playstation portable (PSP)
I Phone
Blackberry
Mobile computer, Though i have considered getting a Nook
PSP, DS, Laptop
none of your business
laptop, XM Radio

Total Respondents 1414
(skipped this question) 166
11. Is your mobile phone a smart phone?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, my phone is a smart phone (Android, Blackberry, iPhone, etc.)</td>
<td>492</td>
<td>37%</td>
</tr>
<tr>
<td>No, my phone is a basic cell phone</td>
<td>816</td>
<td>61%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>23</td>
<td>2%</td>
</tr>
</tbody>
</table>

Total Respondents 1331

( skipped this question) 249

12. I browse websites on my mobile phone frequently.

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>248</td>
<td>19%</td>
</tr>
<tr>
<td>Agree</td>
<td>179</td>
<td>13%</td>
</tr>
<tr>
<td>Neutral</td>
<td>126</td>
<td>9%</td>
</tr>
<tr>
<td>Disagree</td>
<td>142</td>
<td>11%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>550</td>
<td>41%</td>
</tr>
<tr>
<td>I do not use a mobile phone</td>
<td>82</td>
<td>6%</td>
</tr>
</tbody>
</table>

Total Respondents 1327

( skipped this question) 253

13. Who is your primary mobile service provider?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not have a cell phone</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Verizon</td>
<td>697</td>
<td>52%</td>
</tr>
<tr>
<td>Sprint</td>
<td>135</td>
<td>10%</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>185</td>
<td>14%</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>236</td>
<td>18%</td>
</tr>
<tr>
<td>I’m not sure</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>66</td>
<td>5%</td>
</tr>
</tbody>
</table>

Virgin Wireless
Tracfone
Boost Mobile
I have a TracFone

Why do you need to know who my mobile phone provider is?

No phone service currently. Previously was Verizon.

Three.com.au (I live in Australia)
Virgin Mobile

net 10
Net10
CellularOne
NET 10
Rumor
Tracfone
CellarOne
Cellular One
cricket
Trac Phone
cellone
Vodaphone _
Cellular One
Cricket
cricket
Cellularone
Cellular One

unfortunately, Cellular One (only carrier available in this area)

straight talk
Cricket
Virgin Mobile
Tracfone
tracphone

Page Plus. PS, I browse the internet on my iPod Touch.

None of your business.
Cricket
BOOST MOBILE
14. Even though the advertisers pay for the phone book and they get recycled, we are considering not printing a phone book anymore. How important is it to you to have a printed phone book?

<table>
<thead>
<tr>
<th>Importance</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Important</td>
<td>43</td>
<td>4%</td>
</tr>
<tr>
<td>Important</td>
<td>70</td>
<td>6%</td>
</tr>
<tr>
<td>Neutral</td>
<td>179</td>
<td>16%</td>
</tr>
<tr>
<td>Unimportant</td>
<td>151</td>
<td>14%</td>
</tr>
<tr>
<td>Very Unimportant</td>
<td>135</td>
<td>12%</td>
</tr>
<tr>
<td>Never Use</td>
<td>531</td>
<td>48%</td>
</tr>
</tbody>
</table>

Total Respondents: 1109

15. Do you use the South Learning Resource computer lab?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>302</td>
<td>27%</td>
</tr>
<tr>
<td>No</td>
<td>801</td>
<td>73%</td>
</tr>
</tbody>
</table>

Total Respondents: 1103

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

<table>
<thead>
<tr>
<th>Area</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>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Environment</td>
<td>12.47% (104)</td>
<td>20.5% (171)</td>
<td>7.19% (60)</td>
<td>1.8% (15)</td>
<td>0.6% (5)</td>
<td>57.43% (479)</td>
<td>834</td>
</tr>
<tr>
<td>Printing in the Labs</td>
<td>9.31% (77)</td>
<td>13.42% (111)</td>
<td>7.38% (61)</td>
<td>2.78% (23)</td>
<td>2.06% (17)</td>
<td>65.05% (538)</td>
<td>827</td>
</tr>
<tr>
<td>Component</td>
<td>Percentage</td>
<td>Count</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------------</td>
<td>-------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software on Lab Computers</td>
<td>7.94%</td>
<td>66</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>17.09%</td>
<td>142</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9.87%</td>
<td>82</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.97%</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.81%</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>59.33%</td>
<td>493</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working in a Group</td>
<td>6.39%</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.3%</td>
<td>102</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8.93%</td>
<td>74</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.81%</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.72%</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>69.84%</td>
<td>579</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>12.65%</td>
<td>105</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>15.9%</td>
<td>132</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8.07%</td>
<td>67</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.08%</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.6%</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>61.69%</td>
<td>512</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge of staff</td>
<td>11.35%</td>
<td>94</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>15.1%</td>
<td>125</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9.42%</td>
<td>78</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.09%</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.21%</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>61.84%</td>
<td>512</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Respondents</td>
<td></td>
<td>835</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td>745</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

1. they should get rid of the books if i need to look someone up i just the search on my nau.
   The computers in lab have a tendency to freeze and several of the keyboards have letters that are broken and you cannot use it. I realize that budget plays a big part in this but when you're in the middle of a project and the computer freezes or you cannot use a certain letter when typing can be very frustrating.

2. I choose to refrain from answering this question as I am an ITS employee in the SLRC/STC. However, I have shared my thoughts and concerns with my ITS supervisors.

3. The computers are slow and need to be defragmented at least.
   It should not take up to 10 minutes for a computer to load the programs and turn on. There should also be USB ports on more than 10 computers in the entire lab. As these are the primary form of data storage and transfer in today's technological society, it becomes an unnecessary burden, and obstacle for bring work to the lab to work on.

4. The computers down there always crash. I have been there many times and lost my work. Also, the staff did not know why my work was not saved on those computers but it is saved on the computers in the library. Frusterating.
   I feel that printing costs are unreasonable. I would like to see all the lab computers with Dreamweaver, Photoshop, etc. Most of the time when I need help in the lab, the lab aide is talking to someone else (friends) and I often have to wait until their conversation is finished before I can ask for help. Then typically the answer to my question is along the lines of "yeah? so?" (For example, I can't get something to print from Firefox).

5. I think the computers are very slow
   Unhelpful/Nonpresent Staff, very distracting enviornment

6. The computer (virtual lab) sucks. It crashes and lost documents many times or it takes a realllly loooong to boot up or sign in.
   Software on the vlab is extremely slow, if there was any way the vlab could be faster in which I could properly stream videos without it skipping, that would be fantastic.

7. The computer keyboards have sticky keys so typing is a challenge
   More engineering software on the computers in the labs would be helpful (AutoCAD, Solid Works, Water CAD, other programs that can be found in the engineering bldg, etc)
   The lab kind of reminds me of my high school library, which was very stale and uninviting. I just think the design and layout of the building is kind of bla, maybe better colors on the wall or more art hanging around?
   I don't like having to ask staff for my copies I print out. I also once had my computer serviced there, and although I'm appreciative of the access, the staff acted like I was stupid.
I can never figure out how to print in the South Learning Resource Center.

I don't know where the South Learning Resource Center is at.

It's always seems dirty.

The printer systems always seem to have problems connecting, errors, etc. Also, the computers are EXTREMELY SLOW!

Charge too much for printing.

The students sitting at the front desk are unaware of any training or activities that go on in the lab; otherwise, I received excellent help from the students behind the window.

I live on North Campus.

It takes so much more time (often there is a line) to print something during busy hours. I wish it was more like the computer labs in the Physics department which automatically printed and billed to your louie. I think it is a waste of money to employ someone to ok the print jobs.

The computers here at SLAC are really bad. At any given time, many of the computers don't work and you can't even log on to them. It often takes five three or four minutes just to log in. The computers routinely run very slow and freeze up once in awhile. There are only a few computers that you can put a cd in. Just this morning I was unable to get a computer to play a dvd that I checked out at the library. Two computers were available and neither of them could play the dvd. Get good computers in the SLAC and make something similar on North Campus. The library is also overcrowded and does not have staff that can help with computer issues.

It'd be nice if the lab computers had at least some of the specialty programs used by the engineering department such as AutoCAD or Solidworks. Also if the staff did more than just sit behind the counter all day.

The computers in the lab run very slow and aren't reliable. The printing is also not very reliable due to the thin clients hardly ever working and dana going down.

The school's network has never been a very useful resource. Coding is wasted in attempting to personalize student's workspaces, and the majority of students have their own computers to store data, or print out papers free of charge. The programs offered by the network itself are comprehensive, but in the case of the small non-tower computers on South campus, the programs are far too limited, and have no practical use except for Facebook, which is entirely pointless. If a lab is designed to provide with student resources, then it should have ample power to provide those resources, not 5 year old, bottom shelf Dell components, or the perpetually useless Mac computers.

The computers are really slow so it is very hard to use them. I usually just go to the computers in the business building.

It is well-known that the keyboards in the SLAC are atrocious. The keys stick or don't work at all. It is impossible to do any type of writing assignment on about 30% of the keyboards. Cleanliness in the lab is an issue. In the small, individual carrels there are food items (such as a broken bag of chips) that stay in the rooms for weeks at a time.

The software at the lab is completely unreliable. One day the internet might not be working. Or it only works if you find just the right shortcut. Another day Microsoft Word won't open for absolutely no reason. The staff is very kind, but there isn't much they can do about such technical difficulties.

It would help to have or allow the computer science software on those computers such as Alice, and greenfoot from the CS 110 class.
The printing rarely works in the com lab. There used to be lab aides that knew how to fix the problem, but i haven't seen them this year and the tech guy is never there so often your left not being able to use the printer at all. Adobe viewer isn't working either.

We have a phone book?

I don't have dissatisfaction, I just don't know where it is.

the price for printing things is okay, however i think if you want to charge for printing off all lab printers than there should be signs on all of them so people know when they are being charged.

Printing many the computer won't print have to try 2 or more different computers to do so.

Over 75% of your computers don't work, when is it going to be done? We as students pay and pay get the computers which we need don't work properly.

The keyboard stick and malfunction frequently. It takes a very long time to log on. The printing services do not always work on the computer I am logged on.

It would be nice if computers were grouped together so if in a group setting you are not all in a line or having to keep moving to talk to each other.

New and better keyboards are needed. Sticky keyboards make work harder and stressful. The lab needs to be cleaned frequently.

i HAAAAAAALAAAAAALAAAAATE using the labs. My user can never save ANY documents on it at all, sometimes they don't read flashdrives so i have NO WHERE to save my documents which REALLY bugs me when I wind up having to use the labs. The software is absolute XXXX it takes YEARS to log on, i get black screens ALL the time, firefox NEVER works and i have to use internet explorer which randomly shuts down and i lose my work or tabs. I honestly expect more from NAU.

printers dont work half of the time and the micro computers cant run specific peices of software.

comps are horrible and slow and crash

The computers are the slowest I've seen since 1995.

Don't like to pay for printing, but you have to recuperate your costs.

The keyboards tend to be sticky.

Computers are awful, slow and dont work very often.

Software on computers always frozen or slow.

For my Social Psychology (PSY 250) course, we were promised that a few computers in the South Lab would have Second Life software downloaded on it. But all the computers claimed the program was improperly loaded. I don't own a computer, so it has been almost impossible for me to work on the assigned Second Life project.

It is always sooo cooold in there. I don't like going unless I have to.

The environment doesn't make group work easy without disturbing others.

Computer labs need to run the same CS suite that are used in dedicated labs. I lost data because of having to switch between CS4 and CS5. Also there needs to be more Macs in lab. I have often waited more than an hour to use one.
Software seems out of date compared to other labs and the SUN network system seems to bog down a lot.

the staff doesn't let you know that charges will be put onto your LOUIE account. I found out that charges were put on there when I heard from other students that printing was free.

It is just really expensive to print there.

I've only been there once, but when I did, I found that the computers were extremely slow and as I only had a few minutes between classes, I could not accomplish everything I wanted to. I haven't used South Learning since.

I did use the South LRC last school year, and have not used it at all this year. I find the Cline computers to be more convenient and user friendly. Every time I logged into a SLRC computer it took longer because it was logging me into the virtual lab, and there were always problems reading my USB drives. Although the Cline computers are also terribly slow this year, at least I can use my USB drive.

I didn't make dissatisfied but my only problem with using the South Resource Center is the fact that the computers there are so very slow to get working and even once logged on it still remains slow.

The only time I ever needed to print something there, I was in a hurry, and the printers were being restarted. I had to wait quite awhile. Then, I once asked three staff members which computers had a certain program. They told me these computers didn't have it and to go look in the engineering building, but luckily a fourth staff member overheard them and was able to tell me that all the computers in the lab had the program.

Not the best place for working together, there is not enough space and the environment could be updated a bit. I prefer the college of business. The breakout rooms are excellent for group work.

n/a

The main printer that is asked to be used at every computer takes about five minutes to simply print out two pages. The other print is greatly faster and I understand that not all of the computers are connected to the good printer, but just letting my dissatisfaction with the main printer.

I did not even know that there was a South Learning Resource Computer Lab

I had no idea where I was supposed to print. There should be a notice at each computer saying you have to go up to the desk in order to print.

The lab needs more areas for group work.

The South Lab stinks!! It's very noisy and the computers do not work well. The screens go black, the keyboard keys stick, the volume is scratchy, they are slow, etc! The only decent computers are the "towers" but even those computers have the problems listed above. I have even had a computer randomly turn off on me.

the computer are extremley slow!

I wish we cold get cheaper printing if we print on both sides. I would do that for almost all that I print. Also, We should have access to a scanner/copier.

The software on the computers is no different then any other computer on campus which means that there aren't a lot of software other then the bare minimum that students might be able to utilize. Printing in the lab is a joke that you have two people sitting at a desk not doing anything, handing back papers and getting paid for it. Why it wouldn't just be like the library which doesn't have people handling your papers and not getting paid for it makes no sense.

The key board buttons stick on a lot of the computers. Often times I am not able to use the computers due to technical errors. Students are also loud an obnoxious in the computer lab.
71. There is no place for anyone to do group work with a computer. I feel like it is too much of a library.

72. I felt like the actual computers need software updates, and most of them malfunction, but I’m really thankful there is a south campus learning lab.

73. computers are really slow

74. Free printing.

75. I use the Student Learning center

76. N/A

77. Some of the computers have problems, so it can be hard to get all of your group members on computers at the same time. And since the lab is very quiet, it can be hard to communicated between group members without disturbing others.

78. None

79. I was satisfied with the south learning resource center because they had mac computers; therefore, I could use my hard drive that only works on mac computers. However, I was dissatisfied because I needed to use Kurzweil a program that reads to you. I have a disability and need that program. the school does have it on PCs, but I need it for mac because my hard drive can only be used on mac computers; thus, I have to carry my computer every where I go compared to other students on campus with out a disability.

80. PLEASE link printing to our Jack's Express debit card so we can easily pay and not have to go to the Bursar's office.

81. The staff needs to be more knowledgeable about the resources and locations around campus.

82. Need to have more software available, especially engineering software. Would prefer to see more Macs there, since they run much faster than the PCs.

83. I only use the Anthropology Graduate computer lab.

84. THE COMPUTERS IN THE SOUTH LEARNING LAB ARE EXTREMELY SLOW. sOME OF THE PROGRAMS THAT TAKE ONLY SECONDS IN OTHER BUILDINGS TAKE A VERY LONG TIME TO RUN IN THE LEARNING LAB. I REALIZE THE COST IS TREMENDOUS BUT ALL NEW FASTER COMPUTERS WOULD BE GREATLY APPRECIATED.

85. I DUN NO WHAT COMPUTER IS BUT FIX YOUR PRINTING YOU NUBS

86. The lab environment is cluttered and there are computers that don’t work. In addition, printing in the labs is not as straightforward as in other labs/Cline.

87. The hardware and software are terrible in the lab. New equipment and real software, not virtual is needed.

88. Microsoft Word is not compatible.

89. none

90. Very limited technical knowledge of the staff. They are asking to bring heavy computers for problems that can solved over the phone.

91. THE STAFF @ SLAC CARE MORE ABOUT FACEBOOK THEN HELPING PEOPLE.

92. I’m a Junior EE, and it really feels as though all the staff in the SLAC has no idea what i am talking about, and when they do, they often don't know how to help me. The tutoring survive is often unavailable when i go in or requires me to schedule so far in advance that there is really no point. (EG: try getting a tutor for a 200+ level EE course within the next 2
weeks, before a test, and all you get is an I'm sorry we don't have any available before that time.) and if i don't know how to do something it's highly likely that the staff there has no clue how to do it. after several attempts of trying to use SLAC services, i finally just gave up, the only use i find for the building is for the computer lab, which on occasion has been helpful, though it's often easier to just go to Cline library.

93. n/a

94. The computers in this lab do not allow you to use flash drives.

95. faster printing

Total Respondents 95

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

<table>
<thead>
<tr>
<th>Campus</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bullhead City - Mohave Community College</td>
<td>3</td>
<td>2%</td>
</tr>
<tr>
<td>NAU Chine</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Coolidge - CAC - Signal Peak Campus</td>
<td>6</td>
<td>4%</td>
</tr>
<tr>
<td>NAU Cottonwood</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>NAU East Maricopa</td>
<td>11</td>
<td>7%</td>
</tr>
<tr>
<td>NAU Ganado</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>NAU Lake Havasu City</td>
<td>3</td>
<td>2%</td>
</tr>
<tr>
<td>NAU Mohave (Kingman)</td>
<td>8</td>
<td>5%</td>
</tr>
<tr>
<td>NAU North Valley</td>
<td>9</td>
<td>6%</td>
</tr>
<tr>
<td>NAU Paradise Valley</td>
<td>12</td>
<td>7%</td>
</tr>
<tr>
<td>Prescott - Yavapai College</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Scottsdale - Scottsdale Community College</td>
<td>13</td>
<td>8%</td>
</tr>
<tr>
<td>NAU Thatcher</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Tuba City - Tuba City Primary School</td>
<td>5</td>
<td>3%</td>
</tr>
<tr>
<td>NAU Tucson</td>
<td>17</td>
<td>10%</td>
</tr>
<tr>
<td>NAU Tucson North</td>
<td>21</td>
<td>13%</td>
</tr>
<tr>
<td>NAU Yuma</td>
<td>21</td>
<td>13%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>40</td>
<td>25%</td>
</tr>
</tbody>
</table>
Home only
None
Show Low
I only use my computer for my online program
online
Chandler Gilber Community College
None, I’m in CA.
None
EastValley does not offer computers or wi fi for us
Just my home computer.
None of the above
None of the above
Have not used
NONE
Distance Learning from California (my laptop)
NAU Whiteriver before it was dropped
NAU - Northland Pioneer College
online
Online
none
online campus
I live in Chicago no extended campus here
Online
MCC - Kingman
Flagstaff
show low
Online student
NAU SHOWLOW
none
Online
online courses only

NO

WWW

Never used or visit their site

No

Prescott, Yavapai College

I connect via my personal PC only

none

Kayenta

NAU St. Michaels

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>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>28.71% (58)</td>
<td>31.19% (63)</td>
<td>36.14% (73)</td>
<td>1.49% (3)</td>
<td>2.48% (5)</td>
<td>202</td>
</tr>
<tr>
<td>Printing from student-use computers</td>
<td>20.51% (40)</td>
<td>19.49% (38)</td>
<td>50.77% (99)</td>
<td>2.56% (5)</td>
<td>6.67% (13)</td>
<td>195</td>
</tr>
<tr>
<td>Computer Support</td>
<td>22.39% (45)</td>
<td>19.9% (40)</td>
<td>48.26% (97)</td>
<td>4.98% (10)</td>
<td>4.48% (9)</td>
<td>201</td>
</tr>
<tr>
<td>Software on Lab Computers</td>
<td>17.26% (34)</td>
<td>21.83% (43)</td>
<td>51.27% (101)</td>
<td>4.57% (9)</td>
<td>5.08% (10)</td>
<td>197</td>
</tr>
<tr>
<td>Hours of Availability</td>
<td>19.27% (37)</td>
<td>25.52% (49)</td>
<td>45.31% (87)</td>
<td>4.17% (8)</td>
<td>5.73% (11)</td>
<td>192</td>
</tr>
</tbody>
</table>

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

1. I use a lot of native OS X apps that require additional ports to be opened. For example: iCal, Mail, iChat, and Back to my Mac. I feel that these services should not be locked down. I consider myself to be a professional whom also pays the NAU bills. Any way to open up the network? Also, why do I have to agree to the terms and conditions every time I come back to campus?

2. I have a number of classes on the East Mesa Campus...on that campus there is no computer access to anything, other than what is already available on you computer...why is that?

3. We do not have an NAU lab only the SCC and the SCC has a varied and inconvenient
schedule. It is easier to print at kinkos than use SCC’s outdated software.

4. Can not print from NAU account on printers which require AWC log-in and no transfer ability.

5. We no longer have these sites. Well, I take that back Chinle is available but it is a 45 minute drive for me to utilize the place. I find it silly that we are charged all the fees for Technology when we don’t have access to the labs with the technology.

6. Hours are a joke. Adult learners need times that are not regular school hours to be able to access computers.

7. There is NO support.

8. I’ve never been to the East Valley or Yuma computer labs. I take classes only at Chandler Gilbert Community College.

9. There is an internet issue with the NAU East Valley Extended campus. At the location of our classes, Chandler Gilbert, we do not have wireless internet. It is very dissatisfying when I cannot use my new laptop I just bought purposely for school.

10. The first semester I was at the extended campus the lab was open every day which was very convenient. They decided to cut back on funding and only provide limited hours which were not available when I was on campus. I would have to get a person from the staff to let me in and monitor while I was working. It was a nuisance to everyone and I eventually just stopped using it.

11. Yavapai Campus has taken Internet Explorer off the computers on their campuses.

12. When the internet is slow or not working, none of the library staff could indicate who to call for support.

13. HARD TO FIND CLASS INFO FOR TASKSTREAM.

14. It would be great if students can have unlimited numbers of pages that they can print. In the extended campuses locations, it would be great if at least one or two computers and printers would be available to students in the NAU classroom facilities. Besides 8.5”x 11” pages students need 11”x17” as well.

15. We had to consistently switch browsers because the websites wouldn't open.

16. I take night classes from 5-10PM. Computer room is locked at 5PM.

17. No wi-fi

18. 15=N/A

19. No. don’t use extended computing labs.

20. I did not know that there were NAU computers available at the Verde Campus. I have not been able to log onto Verde computers as my login information became foid when I graduated. The information was never made available to me, why???

21. I am in the co-hort program and it meets at an elementary school. A lot of sites are blocked when we are working b/c the schools system will not allow us access. If we met at the NAU-North campus it would be better for computer access.

22. Have not used

23. the hours were too limited

24. Have not used
The printer often doesn't work when trying to print from the computer. Also the computers are VERY slow.

I cannot get any support from any extended NAU campuses...and I've been trying to get support to take my required math credits with a tutor at an extended campus for 7 semesters now. And, I cannot even get support to help me register for classes. I am registered with Disability Resources and they have not helped me with anything. My latest message was to register for a class, which I cannot do without an adviser to help me, and to register with DR for next semester...but the deal is...I'm registered for assistance for this semester and I need the assistance now to get registered...I swear, I'm being treated like a hot potato and being "passed off" to several people who never answer their phones or return calls. One call was returned and it was stated on the email I received that "several calls" were made to me (by one particular person) and that is not true. She called ONCE. Long distance, cell phone...using many, many minutes on my cell phone to try to get help? I'm glad they get paychecks while I spend more money trying to get help. I'm really, really frustrated with all NAUs services right now.

I don't go to the extended campus centers, I have my own computer at home.

The center needs to be open way later. five pm is too soon. most of us don't get off work till five pm.

I've never used NAU-Thatcher computer lab

The computers at NAU Kingman are very slow and clunky

Some of your questions on this survey do not have a proper response for an online student living in Prescott having to take courses originating in Yuma. I have never visited the campus and should never have to.

not support and few evening hours

I am in a online graduate study program, this is not apply to me. Why NAU still spend so much of their money on extended campuses if they provide a great online distance learning program?

I am a computer lab specialist at a community college. I believe your computers are not optimized, your bandwidth is low, and your support for the systems is either understaffed, under trained or limited by IT in what they can do to improve the conditions that I observed.

It takes 5-10 minutes to sign on as a NAU student at the Yuma campus.

Some colleges do not allow access especially library access due to online students do not have ID card for extended campuses

When logging into the computer where it asks for your username and password takes up to 10 minutes to log in – to me this is unacceptable it takes forever to log in

Page wouldn't let me bypass - I had to provide an answer (bad survey formatting)

I have not used these resources due to my enrolment in a class at the local community college (Kingman). I use the computer services etc. there, not at the Extended Campuses office.

the NAU North campus does not have hours of availability that are conducive for use to study.

N/A

Couldn't find a place to insert my flash drive on the MAC computer

We have no longer can afford to have lab staff at each site to help students in the rural
camps. The imaging updates take too long. Many components in Vista classes do not work properly or make the computers run even slower. Students would rather use their laptops and the wireless access. However, students who cannot afford lab tops have no choice sometimes but to use the lab computers.

44. never used extended campus computers. didn't know I could

45. N/A

46. inform workers in computer lab how to access nau software available online

Since the beginning of the semester, there have been problems with internet connection (slow or not connecting), printer problems (no printing at all), programs needed are not installed, computer support is bad!

Total Respondents 47

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

<table>
<thead>
<tr>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>105</td>
</tr>
<tr>
<td>No</td>
<td>138</td>
</tr>
<tr>
<td>I didn't know the STC had a toll-free number</td>
<td>45</td>
</tr>
</tbody>
</table>

Total Respondents 288

22. Do you live in a residence hall on the NAU campus?

<table>
<thead>
<tr>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>675</td>
</tr>
<tr>
<td>No</td>
<td>435</td>
</tr>
</tbody>
</table>

Total Respondents 1110

23. Which residence hall are you located in?

<table>
<thead>
<tr>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylor</td>
<td>11</td>
</tr>
<tr>
<td>Allen</td>
<td>49</td>
</tr>
</tbody>
</table>
### 24. Please rate your ResNet wireless (wi-fi) internet 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>
</tr>
</thead>
<tbody>
<tr>
<td>Speed</td>
<td>6.12% (41)</td>
<td>19.55% (131)</td>
<td>14.48% (97)</td>
<td>27.31% (183)</td>
<td>27.16% (182)</td>
<td>5.37% (36)</td>
<td>670</td>
</tr>
<tr>
<td>Availability</td>
<td>7.19% (48)</td>
<td>24.85% (166)</td>
<td>17.81% (119)</td>
<td>20.66% (138)</td>
<td>24.4% (163)</td>
<td>5.09% (34)</td>
<td>668</td>
</tr>
<tr>
<td>Reliability</td>
<td>5.23% (35)</td>
<td>16.44% (110)</td>
<td>17.04% (114)</td>
<td>24.22% (162)</td>
<td>31.99% (214)</td>
<td>5.08% (34)</td>
<td>669</td>
</tr>
<tr>
<td>Ease of connection</td>
<td>7.34% (49)</td>
<td>21.26% (142)</td>
<td>20.51% (137)</td>
<td>20.51% (137)</td>
<td>25.45% (170)</td>
<td>4.94% (33)</td>
<td>668</td>
</tr>
</tbody>
</table>

**Total Respondents** 671

*(skipped this question)* 909

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

1. The wireless in my location has a very poor signal. It takes a long time to connect to the server and when the connection is made the signal is so weak it kicks you off the internet every 5 minutes or so.

2. slow

3. Sometimes my computer won't find wireless spots in my hall and this is frustrating because I don't want to use an ethernet cord

4. Wifi is basically non existant on the second floor!
The best service I ever have is 30% so anything greater would be an improvement.

The argument about interference is ridiculous. Using antiquated 802.11b/g devices is just the start of your problems - why not upgrade to 802.11n? Working in an environment with tens of thousands of wifi-enabled phones, laptops is the real difficulty - not to mention microwaves and other sources of interference. You talk about educating the students... how about educating your employees? I saw your employees conducting a wireless survey recently, and they were trying to figure out what an ad-hoc access point was. I intended to send a long e-mail to ResNet, but realized it would be ignored with a generic reply...

I have not gotten a good wifi connection since I moved in. I had to buy an ethernet cord.

Signal is intermittent and highly dependent on where I am in the room.

The system goes down all the time and the internet is jammed i purchased an ethernet cable to receive better internet service. I have no idea how to help it.

Have more routers. dont get a lot of bars, 2 bars max.

Some how make there be a stronger wireless signal.

I have not had wireless internet all semester. I pay way to much to live in these dorms and not receive excellent wireless internet. Also my ethernet that I bought last year, (in sechrist where I also did not receive any wifi), does not reach my desk. It has been very frustrating and I am not happy living on campus.

The speed is the worst issue and that must be connected in order for me to do my schoolwork or anything online. Also, it disconnects me frequently and the initial set up was very confusing. I am not at all pleased with the wi-fi connection.

the internet in mcconnell is absolutely horrible.

Make wifi work in our room and also understand that triple rooms can't rely on just two ethernet jacks. That is why we use a personal router.

After my first month at NAU, I bought a cable because it always crashes every 5min and I got really annoyed. Haven't used the wireless since

The internet is slow and often times out when many people are using the network and it gets frustrating. It would be helpful to have more public routers so everyone in the building would not be on only 2 wireless networks.

The wi-fi is really spotty at best and can be difficult to find.

Make it faster and more reliable. It has taken over an hour to buffer a 5 min online video and Xbox Live won't stay connected for more than 5 min on Wi-fi

McConnell Hall B does not connect at all. Every time you try to connect it just shuts its self off and resets. I've only got it to work twice but it only lasted for five minutes long until the internet just stopped working and the router reset itself again. It seems the routers in place can only hold up to only 2 connections then shuts off if more try joining plus the speed is really really slow if you do connect...

i hate it because i can never connect my ipod touch, smartphone, and laptop to the wireless network because it NEVER works!!!

Very slow service.

It keeps telling me to connect to ResNet many many times. However, I am in complete compliance with the terms of policy and even though I already logged in (less than a minute ago) it still asks for me to re-log in. Its just frustrating. (this doesnt happen as much when I use an ethernet cord.)
23. I'll get random blackout times where it won't let me connect or I'm already connected and the network goes down for a few minutes.

24. The connection is shoty, disconnects often and whenever I am buffering video on my laptop or wii.

25. There are "hot spots" in my room. Depending on where I am, I can't always connect to the wi-fi. I've also noticed that some rooms have better connections and speeds than mine. The wireless in Reilly hall is very poor. I don't even receive a wireless signal on the sixth floor, I have to resort to using a wired connection for my laptop. The wireless was fine when I used my own wireless router but since ITS has required all personal routers be removed, even basic internet tasks have been difficult. I am very dissatisfied, let us use our own routers again!!

26. i don't xxxxing know. i'm not the experts, you are.

27. My wireless will not connect. I'm in a corner room and was told this issue would be addressed shortly after i moved in, but it still has not. I have to connect via ethernet cable which limits my mobility in my room and my roommates have the same issue. I pay a lot of money to stay in this room and good wireless was supposed to be part of my package, i have not gotten what i paid for.

28. On the very rare occasion that there is a wi-fi connection, it's slow and usually stops working.

29. I have resorted to using an ethernet cord for the internet because I got so frustrated with how slow the internet ran and other connection problems

30. Wifi in the dorms needs to be improved in all aspects

31. The connectivity is not comparable to the wired connection. At some times while using the internet the wireless network will disconnect my computer. More wi-fi connection points would be helpful. I live in building C in Pine Ridge and from the names I think I am connecting to a hub in building E which is a substantial distance from my dorm building. people here take up wifi through there routers and it is very hard to even log onto one and when you do it kicks you out or has no signal.

32. The WiFi sucks

33. Wireless doesn't work for me! It's veery slow with Skype. So i'm using cable connection.

34. Every time I connect to wireless in a different building then connect in mountain view I have to reconnect and fill out agreements.

35. While back I couldnt log on to ResNet on Fridays? Sometimes I would have to go to the library but the library closes early on Fridays. Could be a bit faster.

36. It not up to par on any level. IT just not worth using the wireless here at all. I always Use Ethernet because the wireless is so poor in this building.

37. I can't connect to either of the McKay networks in my room.

38. When connecting to the WiFi from my smartphone, I have to log in to CAS EVERY time. This is very frustrating, as I have to type in my info on a very small keyboard every time I walk into the hall.

39. The internet is also very slow, as it is only 10mbps which is unacceptable for local media streaming. I'm not asking for gigabit speeds, but at least 54mbps.

40. Get better wifi

41. the personal routers that mess up wireless internet, more than 2 ethernet ports to a room
I was welcomed Day 1 without a wireless connection available in my room, which was rectified by bringing a wireless router of my own. Difficult to set up, though it allowed me the wonderful wireless that NAU has to offer. This is the only way to hook up a Nintendo Wii wirelessly here. I was welcomed with speeds slower than dialup (32kb/s download is sad), and then I am to learn we are no longer allowed to bring wireless routers next semester. So you will be able to change my answered questions to "Don't Use" because I will be incapable of having access in my own room. When I emailed resnet as to why they are getting rid of routers, they said it was to make the connection better, but if the connection was good, why would anyone have routers in the first place? They did not respond to that comment.

You can tell when everyone's doing homework, because it takes FOREVER for a page to load.. only seems to happen in the evening.

In my room most of the time the wireless is not accessible at all and when it is, it is patchy, very slow and unreliable.

Wi-fi signal is always low

During peak hours I have no chance of getting on the internet from the 8th floor.

It is very slow. I must always be connected directly to an ethernet port, which limits my mobility to my bed and around the room.

Please make the internet connection much faster and get better modems/routers.

WiFi is spotty, and safe connect is a pain to have to log in to all of the time on my Linux machine.

The internet is very slow at times, and sometimes is hard to connect to. I don't use the wi-fi because I prefer the ethernet chord because of how slow the internet can be. Its not very reliable because it goes out very much.

The internet connection is slow and sometimes it's hard to connect to.

We don't have ANY signal in our room. We have to use ethernet cables to use the internet.

Since I moved in, I have been told that an antenna would be put in to improve connections. If it would actually be put in that would be great.

I don't know why but the wireless will never work on my computer in reilly.

I'm in 4C Red and the connection is horrible and never reliable. I'm lucky if I ever see the connections in my "avaliable" list. Hopefully the cutting down on wireless routers will fix that problem.

speed is slowest at night. really slow

Make the wifi actually work.

I live in Building F and my wireless internet has not worked since we moved in.

The internet is SO SLOW i can barely load normal pages. Forget about using google maps in satellite or watching netflix!

The connection is slow!

The wireless in Roseberry sucks, it isn't very reliable and is very slow.

I cannot get wi-fi in my room. The connection cannot even be detected.

Make it faster.
The internet sucks and is very slow... you lose connection all the time and can only connect to it in certain areas.

it doesn't work at all in my apartment for me. i have to connect directly into the wall...not very convenient.

There's no WiFi in my corridor, so I cannot even connect to it... And therefore, right now it is alright because we are using a private router, but as soon as they are not allowed anymore, we are not gonna have a proper Internet connection anymore...

Wi-Fi easily disconnects and continually asks to reset or download the SafeConnect 5 minutes after just previously downloading that.

The speed is awful, unless a personal router is being used. There are times devices don't connect, sometimes for hours. It is just a hassle using the internet at time. Granted it has gotten better, but the speed is still a problem as is being able to connect

My internet goes in and out even when I have my ethernet cable in. This is a problem when I doing homework and I think the internet should be more reliable

While the ease to which I connect and the coverage the wireless provides, it is abysmally slow and I almost never get very good signal. Seriously, Wireless G? Wireless N has been easily capable for four years, and as the mainstream standard for the past two. Wireless G is not even very capable of streaming youtube, much less anything useful.

When the wi-fi is connected the speed is fine. The problem is getting connected and staying connected. I get kicked off or the signal is too weak for my computer to pick up on. It is very frustrating. If I were you I would take a more aggressive stance against getting rid of the routers within the dorms, or getting a better wi-fi system. I am paying a lot of money for a tiny room and xxxxy wi-fi and I am not happy about that.

I rarely am able to connect through wi-fi and have to use ethernet.

It is really unreliable, hard to connect to, and incredibly slow if more than 1 person is on in a room. It doesn't even work wirelessly either.

I speed can be faster and the connection is never reliable

Wi-fi doesn't work great in my room.

I don't know what you can do to fix the internet but whatever you do it as quickly as possible.

Over the summer our internet connection was terrible. It was slow and unreliable. It has improved significantly since the semester started, but I am worried as to what may happen over winter and next summer. We were told it was because residents near us were using their own routers and NAU could not do anything about that. This was especially frustrating for my husband, who was taking an online class through CCC.

I don't get wi-fi in my room at all.

There is no wireless in my wing, and when told that it would be repaired, it still hasn't been. They also banned all wireless routers because it "slowed down the wireless" that we don't have.

the internet is terrible very very slow crashes all the time won't let you connect sometimes

ive had to re register for the internet like 10 times you need to update it and make it more reliable

The internet in the dorms is very slow and it is hard to connect most of the time.

there are a few NAU routers available from my room but they are usually 2 bars or less and typically fade in and out. So I may loose connection when working on vista tests. I have just given up on wireless in the hall and only use a wired connection.
84. Shoddy internet access when just on wi-fi in the rooms.
85. It is very slow sometimes and take a while to load. It has gotten better throughout the semester
86. I find the connection speed to be lacking most of the time and sometimes I don't get a good connection even though I have an ethernet cable.
87. We have no signal
88. It is too slow. Any way to speed it up would be nice
89. The wireless connection sucks. I have to constantly be hooked up with an ethernet cable.
90. The wireless internet connections in the hall are sometimes extremely slow. I think it happens mostly at times when everyone is on the internet at the same time, like in the evenings.
91. Poor signal quality is the main issue. Speed is fine if the signal is also fine, which is uncommon.
92. There are several dead zones; especially troubling are the ones in my room. I have my own wireless router and without it there is only a single bar that drops out occasionally and which only covers roughly 2/3s of the room.
93. On the third floor on the west side, the wireless connection is very slow. So maybe another wireless router could be placed closer to the third floor.
94. I am not able to connect at all.
95. The connection tends to go in and out at times.
96. The speed of the connection can vary depending on time of day and can halt altogether in the most inconvenient of times (i.e. using VISTA for assignments).
97. At peak times the public routers seem to be overwhelmed and cannot handle everyone in the hall using wireless, which is upsetting now that personal routers have been banned.
98. Speed it up somehow and make it more reliable. I can't use wi-fi at all in my room because not only does it take forever, it also doesn't work half the time. I'm not sure what happens, maybe the router is being knocked over or turned off a lot, but it really stinks that I can't have internet unless using an ethernet cable.
99. The speed is really slow, especially when you're connected to the "B" network, and sometimes the "G" network is slow as well. Not sure how to improve this, but it gets to be irritating when you're working on homework and lose a connection.
100. When everyone is trying to use the internet, it is often unreliable and slow. If you are trying to complete a time-limited quiz this can present quite a problem.
101. Wireless routers drive me crazy and my wireless is never to its potential with those things in use.
102. When I have a connection with the network, my internet speed is fast enough, but I haven't been able to use programs like Skype the whole semester because the networks are so unreliable. There are times during the day when there is no network available at all and it seems like the networks are always resetting, so the connections are constantly changing as well.
103. The wireless networks are extremely slow and unreliable. It is very difficult to get a game console connected to the internet wirelessly.
104. It's very hard to connect at night when a lot of people are on, and if you get on it is very slow.
105. Some days, my internet is great. Other times, I have to wait 5 minutes just to open Gmail.
106. I can't get wireless in my room at all and if I go to the lobby it is functional but slow and sometimes not consistent.
107. I cannot connect to the ResNet wireless from my room. We have to connect into the wall which is very annoying.
108. They need to improve the wi-fi so I don't have to rely on my ethernet cord.
109. I don't know if it's a problem with my laptop but I have to enter my login name and password and install the protection all the time. The connection sometimes stops and when it's on the speed is really slow.
110. In certain areas of the hall wi-fi connection can be very difficult to impossible to use.
111. Speed!
112. Cement walls, crappy wifi, insecure network, and the ease of breach of security are constant reminders.
113. It's hard to rely on the internet in Tinsley Hall, because a lot of people have their own wireless boxes so it messes up everyone else. Also, they only way my laptop runs fast is if I have an ethernet cord.
114. The wireless in Wilson could work.
115. The best wi-fi signal I can receive is in the front desk area. I do not get a reliable signal in my room, and if I do it cuts out or the connection is extremely slow.
116. I don't really believe that independent routers are the cause of this because many have been shut off and the wifi signal is still terrible.
117. Increase Internet speed
118. I am having numerous problems with ResNet. I understand that the speed issue will hopefully be resolved once personal routers are taken out of the Halls, but while plugged in with the ethernet cord I still have slow service. I am asked continuously to download the ResNet internet, and this may be because of my firewall but I do not know how to change it. Furthermore, at least twice a day, when I try to go to an internet page it routes me back to Nau.edu and will not let me browse anywhere else.
119. Not really reliable since personal routers and such.
120. Stop spending money on Ke$ha and fix the wi-fi connection!
121. Probably one of the worst wireless connections I have ever used before.
122. On my laptop I have to have a ethernet cable always plugged in and I must be using more than one wireless network router.
123. Sometimes the wi-fi quits on me and won't come back for a while, or it's slow when connecting. It also slows down a lot when I'm trying to load a video.
124. The Wi-Fi is slow on my laptop. On my iphone assuming I can even find the Wi-Fi its rare to stay connected for more than a few minutes.
125. Internet is slow and unreliable.
126. It's very spotty and inconsistent
127. Internet is slow and unreliable.
128. Slow sometimes internet does not work. I get a lot of pop ups
129. There are just too many computers logging onto the same network. It is WAY too slow.
Sometimes the network gets overloaded. I believe the signal should be stronger than it is.

I cannot connect to wireless internet in my room without my router

Signal fades in and out and occasionally drops you for no apparent reason. The B networks are especially bad.

Adding more routers.

Terrible internet in our room. We all use ethernet cords.

The router is in my room, however when I leave my room, I lose all connections. I wish there were more routers to connect to!

The wireless internet connection is slow and sometimes doesn't work well.

Sometimes I get internet, sometimes I do not. I sit at my desk, on my couch, my bed, my roommates bed, and NO WHERE do I get internet when I don't get internet. It is extremely frustrating and educationally crippling

Not have a slow connection and not have that stupid resnet thing pop up every other time I go on my computer.

It seems like there are always bars that show there is internet but there are always problems getting connected and staying connected.

It can be slow and the internet in the computer lab freezes frequently.

The wifi is pretty slow, especially on certain times of the days. since it's slow, you never know if you can get on or not in the time you have to be online. sometimes connecting to it is more difficult than usual.

I haven't had access to wi-fi in my room all semester, even though my roommates and I have been calling since a week before school started. We are on the waiting list to get it fixed, but we still have no connection.

I always have to use ethernet because the wi-fi is so slow; but I'd like to be able to use wi-fi more often

It is hard to connect to, very weak signal and will just disappear altogether without notice. This is unacceptable for a college environment.

The wireless hardly ever works.

GET MORE ROUTERS.

I believe you are already working on improving the Wi-Fi in Cowden. I just know at the beginning of the semester it was practically impossible to connect, so I just bought a ethernet cable and use that.

It's so unreliable that I keep having to reconnect to it every few minutes.

Allen's wifi seems worse than anywhere else on campus. We cannot get a signal at all in my dorm room, and my roommate and I had to buy ethernet cords to be able to get on the internet. This needs to be fixed pronto

It's slow. not much else to say.

I dont know much about what can be done to accommodate every student with high speed internet as far as technology goes. Many times every week I have to enter my user name and password to connect to the internet, and sometimes doesn't even connect.

Usually the connection is fine from my room, but the frequency of which I lose the connection completely or to the point where programs are not responsive is beginning to agitate. Please work on making the connection more reliable everywhere in the building.
It seems like there is a lot of interference at times.

I can’t watch any videos and it’ll randomly turn reset or just not work. It’s been working better lately but any video I try to watch will die or take millions of years to load no matter what the length is and at some random point the video won’t work and I’ll have to start over.

The wireless coverage in the dorms was extremely spotty even on the first day before wireless routers were setup in several rooms. I am disappointed that we will no longer be able to use our personal routes starting January 2011 because then there will be no good Wifi available at all in the dorm rooms. More routers need to be set up if this policy is going to go through, because the Wifi is poor.

I live towards the end of the hall and barely get any service, if any.

My room is a dead zone and my computer will find a signal periodically but it can never connect with the network. It’s annoying having to always use an Ethernet cable especially when I want to use the internet anywhere else in my room beside my desk. If I sit on my bed with my computer my roommate and I end up tripping over the cable connecting my computer to the internet. It also bothers me that I can’t get internet on my ipod touch in my room which is how I used to check my email all the time and now I barely check the accounts that my parents send stuff to because it doesn’t come through on my ipod in my room.

My Internet cuts out a lot in my room, so I have to go out to the hallway to get reliable Internet service.

Often times the wifi is very slow and it gets frustrating.

Very slow but should improve with banning of personal routers.

At least once every other day my internet is not available for use.

Reception is terrible as is always and regardless of the number of other routers. I got a personal router and wireless is exceptional. DON’T MAKE US TURN OFF THE ROUTERS IN THE HALL. I’ll change the channel to a different channel if need be please let’s work through this problem, we can reach a better solution.

IDK how to better these amenities. But they need work.

Weak signal, drops frequently, can only get wireless in a few places in apartment, download speed is slow.

Make it quicker, very simple.

I am constantly being kicked off of the internet, sometimes it takes hours before I can get a decent connection again.

I now use an ethernet cord because I could only get wifi on my laptop at very late hours of the night and very early hours of the morning, which is not practical. Even at those times the internet would go in and out.

Half of the routers don’t work in the building. I can stand ten feet from one and not have any signal at all. Routers were not designed to handle entire hall or lack the connectivity to do so. Speed on wireless is horrible running about 1 mb/s rather than the 8mb/s the wired connection offers. Connecting to the wireless network can be very difficult when the computer you’re using refused to open the login page automatically. I suggest setting up the network to have wifi routers reproducing the same signal as the others so its like one massive router that you can connect to except in reality its a bunch working together. DROP B NETWORK ITS TO SLOW TO USE AND NO ONE USES IT. Consider adding routers of industrial grade quality and support b/g/n.
All of the dorm is a dead spot and it is very difficult to get wireless. I do not think that giving us Ethernet cabled is a step in the right direction because I bought a laptop to be able to go outside or to another room and still have internet, not to be stuck at my desk which barely reaches the jack. The internet crashes often because too many people are trying to feed off of the same hall routers and that slows it down almost to the point of not being able to use the internet. Please just let us keep our routers because they do not affect the speed of others internet and make it a lot easier to connect my wii.

The wireless is very slow so I have resorted to using an ethernet cable to do my homework.

I had to go out and buy an Ethernet cable to guarantee access to the internet because the wireless was so unreliable. It can cut out at random times and will not reconnect.

The Wi-fi is usually fairly slow (though it works fine sometimes). I get disconnected very often. The worst part isn't the actual wireless connection, but the fact that I get signed off of the ResNet network randomly. On my mobile device, sometimes this happens several times per day.

A more reliable connection. connectivity switches between on and off very often.

I have lots of trouble with the speed, at least 4 times a week there will be no wireless, The connection is always low when there is and the slowest sites for me are the NAU sites.

The wireless network seems to flicker every hour or so, that or my laptop just drops the connection. Also it is rather inconvenient having to log in through SafeConnect every time I start my computer.

The wireless is not present at all in my room and I dislike this because it is so inconvenient

Sometimes the internet cuts in and out, I don't know what's up with that.

I'm not a computer wiz. But improvement would mean just making a more reliable connection, because it glitches a lot. When loading videos sometimes I have to restart the buffer because it loses connection for a few seconds.

I have been unable to connect to the wireless network in Pine Ridge due to interference from private routers/I am in a wireless dead zone. I have been able to connect everywhere else on campus

The internet is VERY slow in my apartment and you can not connect in every part of the place (living room, kitchen, parts of bedrooms).

There is no ethernet outlet in dorm room, sometimes wifi can't be found. Speed sometimes is slow.

It's god-awful. It's slow, unreliable, and sometimes just plain nonexistent as far as my laptop and Xbox are concerned.

Can never connect, I hate having to retypen my password in everyday and its never there when I need it.

Wireless does not work in Reilly, or at least not for my room. I use an ethernet cable (I'm pretty sure that's it -- I don't know too much about computers) to connect to the Internet. Since I am in a triple room, my roommates and I have to share the two ethernet cable jacks to use the Internet on our laptops. In other words, there aren't enough jacks for three people. This isn't too much of an IT issue -- NAU should just make more dorms to fit the number of students they enroll. The IT issue is that wireless does not work in the dorm.

If not plugged into my ethernet cord at certain times of the day i constantly have to reconnect and/or cannot connect at all.

The connection never worked, so both my roommat and I had to buy an ethernet cable.

The Internet in my hall is basically non existing... I had to buy a router for it to even work.
It might just be my laptop, it connects for my room mate just fine but I've experienced problems with it on several occasions.

Make the wireless more available outside, and faster everywhere.

It is extremely slow and just is horrible. especially without ethernet.

Wireless internet is very slow and unreliable. I had to buy an ethernet cable in order to obtain worthwhile internet.

Make more connections to lessen the slowness and unavailability.

Wi-fi only is useful in certain areas in my home for example, the living room and kitchen only. I can't use it in my bedrooms makes it difficult. I think wi-fi is a little slow depending on the location making it hard when doing assignments. I stuck with the phone line using my enet device to my desktop/laptop. Wifi is okay, but times the location is hard to find in my residence.

Sometimes the internet can be a tad slow, but my ethernet cable seems to speed it up a significant amount.

Apart from being very slow, I rarely get a connection on my desk top, rendering the computer useless. When I can get a connection, it is very unreliable and disconnects randomly. ResNet is virtually inaccessible to me. I have a wireless router in my apartment. This is the only way I can access the wireless internet. It is going to make me turn it off next semester. I am a reasonable person, so I am willing to turn it for a trial period to see if that actually improves ResNet coverage. But it seems much more likely that the poor signal quality and the fabled "interference" is the result of the walls, microwaves, and too few ResNet routers being placed in South Family. I hope that whoever is making the decision is also reasonable, and if ResNet quality does not improve dramatically and quickly (before the semester starts on Jan. 18th), that these people will allow me to continue the use of my personal router.

I hope that steps are being taken, like installing more ResNet routers in South Family, before the Jan. 1st router cutoff date.

it doesn't work in the room. The only place that it connects is down in the study room or at the front desk.

Many have issues getting onto wireless, its general slowness, and or getting kicked off for no reason - especially during important things like quizzes; when the personal wireless routers are reduced, however, things should be greatly improved.

I have very poor connection status, which is easily lost, in my room.

when using the wireless internet it is either impossible to get onto the network or when you can get onto the network it is so slow that it is not worth using

improve the signal!

The connection varies a lot throughout the day.

It just needs to be improved overall, having two bars in my own room is a blessing.

The wifi internet quality in Tinsley Hall is usually very poor and fluctuates a great deal. I achieve decent speed only because I have purchased an ethernet cord. Also, I have been informed that wireless routers are now illegal on campus in an effort to make ResNet more effective. However, my residence hall still contains many secured wireless routers with great signals that are not available to me, and that are negatively impacting my experience living on campus at NAU. I would like to see this new rule enforced on campus.

The wireless connection in my dorm room is so bad that it can take 5-10 minutes to load a new page or refresh the current one. Also, when using the wi-fi, I frequently have errors on a page because the connection is lost part way through loading a page. Sometimes the
wi-fi runs decently smooth, but it remains very slow. Because of the shockingly low quality wi-fi in my room, I use an ethernet cable whenever I am home.

Sometimes it works sometimes it doesn't and it is very frustrating not knowing if it will or not.

The wireless internet never works from my dorm. I rarely get a signal, and if I do it is only for a short while and then I get disconnected. I just use an ethernet cable all the time.

The speed is slow.

The amount of bars for Wi-Fi changes so much its impossible to consider it reliable.

The wireless capability of South family is weak to non-existent. It is hard to connect to the wireless. I took out my wireless router, because I got an email saying that we are not to be using them anymore. Since I've done that, I cannot connect to the internet, unless I have a DSL cable hooked into the computer.

set up an easier way to connect labtops to the wifi.

I only use my ethernet cable because I can never connect to a network when I really want to use wireless and even if there are wireless networks available, they never have enough of a signal for me to use anything.

There just never seems to be a good connection.

In my room I get very poor connection to ResNet. It drops and is unavailable very often. When it is available it is very slow.

In certain parts of Cowden the wireless is inaccessible or extremely slow. However, in general the wi-fi is of decent speed and reliable.

This past week I have had a lot of trouble with speed and staying connected to the wireless. It is frustrating that it keeps dropping out.

Why do I have to accept a Terms of Service every time I connect to the wireless network? Whereas with the wired internet I don't have to accept it over and over again.

Some times of day are very busy and I have a difficult time streaming documentaries to watch for some of my classes.

At times, I have full bars, and other times, I have only one. This happens back and forth multiple times in one hour. It would be really nice if the internet was strong and consistent.

There is never Internet connection, and it goes in and out a lot. Please try to fix!

I do not rely on the connection in my room when taking quizzes or tests online. I have to go downstairs to hope for a better connection. The horrible connection could be due to the side of the hall that I am on, and also people who has their own routers in the dorms.

I have to sign back into the internet every time I leave the building and come back with my laptop. My room has a good wi-fi connection but a lot of peoples room has no connection.

Just create a faster connection. I always get kicked off the network so you hsould fix that. And I can hardly ever find an open network so fix that too.

To have the wi-fi box in every room.

very slow, and I end up going to someone in another residence hall to get faster internet. It does not load Louie or Vista.

The internet is very fast, but extremely unreliable.

It's hard to connect to the wifi and it's rare that it is actually working or working fast at all.
Make it easier for people to connect to wifi.

I can't even xxxxing connect in my room. People have come to check for dead spots, said there is one, and nothing xxxxing gets done. You taking away my personal router is basically a slap in the face and saying no to me getting wifi.

Get a better Internet connectionnnnnnn

We have two maybe only one bar

I can't get wireless signal in my room.

The internet is always in and out and very unreliable. It interferes with online test taking and being online in general.

I can not get any wireless in my room. I am not a technology expert so I don't know.

The wifi is so spotty in the dorm that its pretty much unusable on my laptop or any other wireless device that needs internet. You NEED a wired connection to get any sort of use out of the internet.

I cannot get WiFi in my dorm so I had to buy an ethernet cable and even with that I still lose my internet connection sometimes. I know I'm not the only one with internet problems either. Many of my friends can barely get internet at all.

The internet often freezes in the middle of connecting to something, causing the entire internet browser to crash. This happens several times a day.

There is absolutely no wifi connection in our room. We have to always be hooked up to an Ethernet cord to even get somewhat of a connection.

I live in a room with the wi-fi box in my room so its very easy to connect to the internet but i know in other areas, its very difficult to connect.

Too many connections for wi-fi to handle and slows down the entire system for everyone

The internet never works. The only way i get a connection is through the hrm building. If my computer does show bars for the gillenwater network it will not connect me.

Get better wifi.

sometimes the internet is slow and other days it is fast

GET BETTER ROUTERS! WE DON'T NEED EXCESSIVE REGULATIONS, FLAT SCREENS, AND AN XBOX WE NEED BETTER EQUIPMENT!!!!!!

The ResNet at S. Family is questionable, even with out the so called personal router problem. That is why everyone uses personal routers, not the other way around.

Availability is limited room-to-room, and the speed is often horrible.

Internet is never available unless using an ethernet cable.

The wi-fi can be very slow and inconsistent

The speed gets really low at times and the connection isn't very stable sometimes. I have heard that this is because of all the personal routers so you are already fixing the problem.

it is always very very slow, doesnt connect half the time, I think its because a lot of people have their own internet.

Having more connections.

Before I connected to the wifi this year, I had never downloaded and installed windows
updates on my computer. They are VERY unreliable and cause my computer to get the
"blue screen" a lot. The wifi in my hall made me this year, and I was very angry about
that. They also don't like us to use peer to peer file sharing programs, but why should it
matter? What does it matter if people are downloading music and such illegally? It's a
choice the individual should make, not the school. This isn't high school anymore, let us
make our own choices!

Sometimes it is extremely slow or will not connect at all. I think this is due to other people
having personal routers.

Wi-fi in McConnell is a joke. It rarely works, and when it does, the reliability is awful
because it'll most likely kick me off in a matter of 10 minutes. Also, it'll kick me off and
make me install anti-spyware software that I have already installed on the computer over
20 times.

NEVER WORKS

The wi-fi is always 2 bars or less on both G and B, if G is even available. And if it ever
disconnects, it's difficult to get back on it. Since the email about routers came out, it has
definitely improved though! :)

The internet is extremely slow and I can't connect wirelessly, I have to use an Ethernet
cable.

The wi-fi usually does not have a strong connection and sometimes isn't even available,
and i have had to use and ethernet cable just so that i can access the internet.

In the middle of taking a quiz, the internet may crash in the middle and erase all
information.

The wifi is way too slow, i have to actually plug my computer into the ethernet port in
order for it to work with any sort of speed.

Have to have my own router because it NEVER WORKS!!!!!

The internet has gone out a few times but was fixed within 3 days.

The reliability is quite low, in my opinion. For the most part it works, but there are times
when it crashes or the lag is too much.

I have to sign in EVERY time I get on my laptop and almost daily with my desktop. It
drives me nuts! Is there a way to remember my laptop's electronic number?

I have stopped using it all together because it takes so long to fiddle with it to get it to
work, when it does it works slow.

It never works for my room. I can't even use wi-fi i have to use a cable. If I try to it either
won't connect or it's really really slow.

Lag

am not able to connect to the internet sometimes when i need it the most

It would be nice if the internet did not randomly disconnect or fail to work. It is difficult to
do course work and take vista exams when the internet is slow or inconsistent.

i dont use it because its too slow and always disconnects me.

The wireless is horrible.

Better wireless routers. It is a very slow connection in my room and the wireless router is
only one room away. The signal is the signal is not strong enough for my Ipod touch to
connect from even 10 feet away.

Connection speeds and reliability are just not good.
Wi-Fi does not work in Mc Donnald.

I guess, make it faster. And make it easier to sign up for internet when we first get here.

It's horrible. It needs to be worked on immediately.

Doesn't connect in the room I'm located in. Cannot receive wi-fi.

The internet will give out sometimes for hours at a time. there are many times I need to reestablish the connection, even though I've already had the connection on my laptop before, to the point that I have upwards of 11 different connections to one wi-fi channel. It's kind of ridiculous. I know people who live off-campus just so they don't have to use the sucky campus internet.

The internet in morton is very spotty, it goes on and off sometimes.

Sometimes I get knocked off and have to restart the aps.....grrrr!

The speed is very slow and the computers shut down periodically without any warning and we have to restart our computers.

It is very slow, only available in parts of the room, and does not always connect or work well despite the decreasing number of routers.

The wifi in Gillenwater sucks, aside from the upstairs lobby.

Internet is hit and miss. When it is crucial to learning and communicating it should be more dependable

Have more routers in each end of a hall.

It is random and crashes, it forgets i already instaled the "security thing" 20 times...

My laptop has a hard time connecting in certain areas. It is also way slow in all parts.

the connection in my hall is so slow and sometimes not even. I have to use an Ethernet cord!!

It's very slow, sometimes my computer can not even recognize a network.

The speed can be slow than molasses going up hill while it's snowing, it's not reliable because at night it sometimes goes completely out and I can't do any homework, I have to go all the way to the computer lab in the dorms which is extremely inconvenient.

Half of the time the internet doesn't work and you can't connect at all. It is especially inconvenient when trying to turn in homework and you don't know if your things got submitted or not.

While Safe Access is much more user friendly and accessible than Clean Access was, I have had to download the Safe Access client multiple times, as the network seems unable to detect that I already have it installed. This seems to occur whenever I leave campus and come back.

The connection could be better.

The connection is very slow.

My internet is always going out. If I can connect, I can only connect for a short amount of time. It doesn't matter where in my room I am - I always have terrible internet service. I have to download and install SafeClient almost every other time and restart my computer before it will allow me to connect. When I am connected, the speed is very poor. I can
rarely watch videos or listen to music.

The wifi doesn’t like staying connected in my room. The only way that we can get it to be decently stable and work is the wireless router we brought, however, now NAU is taking them away because they think that will help? I don’t think so. The internet is very lousy in this hall and we need the wireless routers. The server is not enough to support all the people who use it and it’s connection cannot be reached in all rooms.

We don’t get wireless in our room except maybe one bar, it is slow when we do get it, and it always asks us to sign into the network and install SafeConnect until you connect to the network, sign in, restart your computer, and repeat as many times as necessary. We only use wired connections for these reasons.

Due to students having personal routers, it seems that Wilson hall loses connection. I rarely have 5 bars. It is generally in the 2 bar connection rate, which isn’t good. Our WiFi doesn’t work, which is really a pain when it’s necessary. The speed and quality of the internet should be improved. I get a better connection at home than I do at this school.

It can take a few seconds or even a minute or two sometimes for a web page to come up.

Do what you guys gotta do to improve speed! I don’t know what has to be done, technically speaking!

Bad signal, not always able to find a signal

It cuts out randomly, it will cut out and wont let me reconnect.

I HATE SAFE CONNECT! I install it on my computer reguraly. that shouldnt happen

the wifi is terrible, i did a speed test on it and i was getting about .18 mb/sec, this is terrible. we need more routers based around the halls due to the brick walls destroying the range of the wifi

Speed Sucks but hey its wireless

Wi-Fi connection is often slow depending on the time of day.

The internet quality in my apartment is for the most part non existant. I get limited access in my room and none at all in the common areas.

The speed of connections fluctuate a great deal and it is sometimes hard to work online if the connection is so slow. Also it seem routers disappear and reappear randomly so I can not really save a connection in my wireless manager.

It very rarely ever worked for me this semester. I had to by a ethernet cable to use the internet.

The wi-fi internet connection at South Family seems to be really slow at times when needed. Could be a lot useful if connection was strong because of downloading documents from online courses.

I got an ethernet cord (before they were available for free) because the connection and everything was really lame and shotty at best.

The internet is extremely slow and is very unreliable on how fast it will be or if it will work period.

More internet speed please

Every so often I get dropped from the internet for no apparent reason.

More Mbps would be nice.
The wireless sucks. Have had to use and ethernet cord to get anywhere.
Wifi is suck in tinsley!!!!!

Like I said, NAU internet SUCKS!!!! Unless you have an ethernet cable, and if you are in my room, there is only one working cable slot and we have a PS3, Xbox360 and my roommate and I both need internet for our computers.

I cannot connect to wi-fi in my hall. I use the wired connection.

The wireless is terrible in my room. It is slow and unstable.

the signal strength is not the great in our dorm room

add more wireless routers, and increase the speed. The wireless disconnected the other day while I was in the middle of a quiz, it was terrible.

does not always work, sometimes extremely slow, sometimes makes me log in to resnet again and says i have to install safeconnect even though i have done so MULTIPLE times

it always makes me re log on in the middle of online tests and quiz and loses my work. or i have to download safeconnect even though i did it once

I often cannot get the signal of wifi in my dorm...

I cannot connect to the wireless internet in my room I have to plug my ether net cable in to access the internet.

The connection often drops or becomes unusable; there should be more access points.

Allowing students to use their own routers like we have been able to in the past would make things easier. I find it very inconvenient when others come into my room with laptops and they need to use my ethernet cable to use the internet, or the fact that those with laptops now must remain tethered to their desks because they can't use wireless anymore.

If you're going to force us to use the wireless in the hall, it must be adequate for our needs (that also includes gaming systems). I understand you're trying to crackdown on illegal torrenting, but the choices presented to us students are unacceptable. I know personally people who live here now who would rather live off campus than deal with not having their own router.

Students without modems and personal routers have extremely slow wireless access. All speeds should be regulated. The ethrenet connection point should be moved from the kitchen wall nearest the refigerator to a living area wall.

The wi-fi is practically non-existent, and it is almost impossible to connect. In the rare event that connection is possible, the connection never last longer than 2 minutes.

The main problem I have is with safe connect. I have been told several times by the routers that i do not have safe connect installed or running and yet i have tried reinstalling it several times and have the processes running. The Wi-Fi is only available to me if I am sitting in the lobby and its only there for a few brief seconds.

I have to use an ethernet cord this year and I haven't had to use one the past two years I have been at NAU.

At times the speed is far too slow.

Res-Net is annoying, because it sometimes boots me off and, on days like this, won't let me connect unless I do what it wants.

The connection will go out randomly, and sometimes it's really slow

you can rarely ever connect to the wireless and whenever you do, it is horribly slow
I have basically no wi-fi in the building I live in this year. I had to buy a cable. There are too many routers. Last year, I had no problem in a different building in Pine Ridge.

Often my bandwidth gets restricted!

Being able to connect to the internet in the laundry room would be good because then students could do homework and change their laundry when it needs to be changed rather than simply letting it sit.

Eliminate "dead zones" (areas with no signal), improve speed, improve reliability.

Sometimes does not see that I have installed AVG

Abilities to connect is not anywhere near a usable speed.

It is hard to connect to the wireless on occasion and the speed is much slower than what I was used to in Sechrist.

The wi-fi in Cowden is a pain! After finally getting connected, the connection cuts out every thirty seconds!

The internet in my room does not work wirelessly and will do nothing unless my Ethernet is plugged in

I live on the second floor, and the wi-fi here is slow if I connect at all.

Constant upgrades are annoying!

Moe routers spread throughout the hall. I receive one (1) out of five (5) bars for wireless. Thus, I am forced to use wired (Ethernet)

I literally never have any wireless connection to the internet in my room. I use an ethernet cord.

I often find the networks to be kind of slow unless I'm on my own router. Also, the McKay networks have a habit of randomly disconnecting.

Eliminating routers will hopefully help... probably better question next semester.

Signal is unreliable and slow, it also drops connection often.

its pretty slow internet and kinda glitchy

We are completely unable to use the wifi and so we were forced to get a personal router. My roommates and I are also very dissatisfied that we are going to have to shut down our router. Our router is set to the exact specifications, and the only reason that we had to get one is one of our neighbors had incorrect settings and blocked our signal. Shutting down personal routers is not a way to fix the wireless problem, the hall wi-fi systems are not adequate and instead someone should go around and verify that personal routers are being used correctly then there would not be a problem.

Let me continue to use my WiFi router in the future, thank you very much.

The WiFi sucks and an ethernet cable has to be used to ensure a reliable connection.

its McCompton, the internet is shaddy when you need it most.

 McConnell internet is terrible. Even with an ethernet cable, I often find myself being logged off or forced to sign in with ResNet. I also cannot Skype my family and friends without much difficulty and sometimes cannot even do my online homework because the internet
connection is slow or otherwise very flawed.

Random spots in the dorm do not receive internet access and sometimes it is a hassle to connect to the internet because it will ask to download things that I have downloaded before.

Our room was determined at the beginning of the year as a dead spot then nothing was ever done about it.

internet should be faster and easier to connect.

I can never seem to get internet on a reliable or fast network and had to get an ethernet cord which was very inconvenient.

When on wi-fi I frequently lose connection and have slow downloads (sometimes resulting in time outs).

In my room I have very few problems and am satisfied; however, as you move to the very outsides of the building or the very center it is often more difficult to get a strong signal.

The lobby, which is on the outside corner of the building, is where I notice this problem occurring most.

We do not get wireless, we have to use ethernet cords. Twice out of the first semester we had no internet access and had to go to the library at 9'o clock at night. It was very stressful

I have to reconnect to ResNet often and have downloaded it onto my computer over 9 times now. The Internet often cuts out and is extremely slow.

Not strong enough signal

Even though the routers will be banned, I don't think the wireless routers being used currently are going to be strong enough to provide EVERYONE wireless access at a reasonable speed.

Total Respondents 365

26. Please rate your ResNet ethernet (wired) connection in your residence hall.

<table>
<thead>
<tr>
<th>Component</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>
</tr>
</thead>
<tbody>
<tr>
<td>Speed</td>
<td>29.84% (199)</td>
<td>28.64% (191)</td>
<td>10.79% (72)</td>
<td>5.25% (35)</td>
<td>1.95% (13)</td>
<td>23.54% (157)</td>
<td>667</td>
</tr>
<tr>
<td>Availability</td>
<td>32.13% (213)</td>
<td>27.15% (180)</td>
<td>10.56% (70)</td>
<td>3.62% (24)</td>
<td>3.02% (20)</td>
<td>23.53% (156)</td>
<td>663</td>
</tr>
<tr>
<td>Reliability</td>
<td>31.37% (208)</td>
<td>24.59% (163)</td>
<td>11.31% (75)</td>
<td>5.88% (39)</td>
<td>3.32% (22)</td>
<td>23.53% (156)</td>
<td>663</td>
</tr>
<tr>
<td>Ease of connection</td>
<td>29.71% (197)</td>
<td>26.4% (175)</td>
<td>11.92% (79)</td>
<td>4.52% (30)</td>
<td>3.92% (26)</td>
<td>23.53% (156)</td>
<td>663</td>
</tr>
</tbody>
</table>

Total Respondents 667

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

1. I’m not very happy with the new SafeConnect system. While I realized the campus network isn’t public, I’ve read too many stories about the employees managing such systems taking advantage of such spyware. I’m sure there must be better ways of enforcing antivirus rules
and preventing the use of P2P software... Or how about exemptions for students who can pass a network usage competency test?

2. Whenever I went to complete a survey (like this one) or anything similar, when I go to submit, there is an error. This happens every time.

3. the outlets for the ethernet are behind the sink on one side of the room. worst location possible.

4. The ethernet is fine, but really only one port in the room? I had to go out and buy a $50 wired switch just connect my roommate and my computers, not to mention the other electronics. As well there have been two instances where the entire network went down and I had to resort to completing internet homework on my smartphone. Any internet downtime is poor service.

5. It's Ok but the speed is not consistent and not great either when it is on

6. It is an inconvenience to not be able to move my laptop around to different study areas since it has to be plugged in

7. Patchy, sometimes doesn't work

8. Could be a bit faster.

I do not like being on a local network with everybody else in the hall. Being able to see their shared iTunes libraries, folders, etc. It was much more secure when I could have my own local network with my router. Now everyone can see and do anything to everyone else.

9. fix xbox live issues

Third party software and a required anti-virus to connect to an average connection? No thanks. Installing obtrusive software in order to connect is a turn-off, and blocking of p2p sharing programs even if used legally feels like some violation of rights. While speeds aren't abysmal (~700kb/s download is decent, but the upload speeds are great), when my connection goes out at least once a week I become dissatisfied. With how centered this school is on online resources, you'd think they'd provide a connection that would not drop!

10. Every time I turn my computer off and back on I have to reregister with ResNet and it is frustrating and a waste of time.

11. It's Ok but the speed is not consistent and not great either when it is on

12. When I connect my computer directly into the wall, my internet doesn't work!


The wired connection can be just as unreliable as the wireless connection and refuses connections due to problems with CleanConnect that do not exist with the wireless connections.

14. The speed of connection is super slow.

15. Occasionally, it drops my IP. Hasn't done it in a while though.

I am not dissatisfied with anything, but the speed sometimes randomly throttles me way down. Not in general-- my friends still have regular speed, even in my dorm and on my floor-- but just me. I have no idea why, but this happens for five or six hours at a time, and is very frustrating.
21. Sometimes it doesn't even work when the ethernet cable is in. It is also unreliable for timed quizzes and other stuff. Resnet also makes me login over and over again.

22. I find it obnoxious that you force updates to be turned on instead of just checking that we are up to date.

23. my roommate is taking that up with an actual computer and monitor

24. I have an ethernet cable plugged in, but sometimes it will say that the internet has stopped working. Otherwise, it is very fast when you have a cable

25. It is slow.

26. There are not enough in the room

27. Again, slow download speed.

28. I would prefer a 100Mbit or gigabit connection over the current 10Mbit. Transferring large files from computer to computer over the wired network is tedious.

29. Same as the wi-fi; the speed of the connection can vary depending on time of day and can halt altogether in the most inconvenient of times (i.e. - using VISTA for assignments). However, the speed is generally better when it becomes bogged-down compared to the wi-fi.

30. Ethernet works so much better than wireless, but there are only 2 ethernet plug-ins in our living area, which makes it hard for 3 people to have accessible internet all of the time.

31. I constantly get "kicked off" ResNet and have to resign in. It hasn't happened in a few days, but for about a week, I had to sign back in several times a day.

32. It is a hassle to plug into the wall and I can only use the internet in specific spots in my room.

33. Sometimes the speed drops to being really slow. The connection is the same than for the wireless, I have to enter all the information and connect the security service to get access to ethernet and it's really getting on my nerves.

34. I use linux so I can bypass the security protocol and it makes it easier to use

35. It's still very slow even with an ethernet cord.

36. Stop spending money on Ke$ha and fix the ethernet connection! Also, the ethernet ports in Aspen Crossing should have two ethernet ports instead of just one.

37. I have to install safeconnect over and over again just to connect to the internet

38. it would help if you gave out Ethernet cords in dorms

39. I'm not sure how this can improve, but sometimes when I go to open an internet browser, I am randomly required to sign in to ResNet and download the anti-virus program again. This can get to be obnoxious when it happens frequently.

40. The plugs in the wall are inconvenient to rearrange the furniture.

41. It can be slow and the internet in the computer lab freezes frequently.

42. Even with ethernet, the internet sometimes has problems with adding attachments onto e-mails.

43. Focus on ensuring that internet works the majority of the time D:

44. Also Safe Connect gives me issues

45. There is the same problem as stated above when the ethernet is used.
There is no difference between the wireless and wired connection. I don't use the ethernet as much anymore unless I'm feeling superstitious about the videos loading faster. Before they banned having personal wireless internet it worked pretty great, but now I can't use it because every couple of minutes it'll tell me to sign in again and keep taking me to the nau homepage. Either my current webpage will transfer to the nau homepage or it'll keep opening new windows for the nau homepage, whether or not I exit out of the website. Sometimes it tells me my computer/internet is being evaluated but its been 2-3 weeks now and thats sort of weird behavior even if it is being 'evaluated'.

I'd really rather be able to use wi-fi in my room.

The ethernet does not work in my room.

reception is terrible as is always and regardless of the number of other routers. i got a personal router and wireless is exceptional. DONT MAKE US TURN OFF THE ROUTERS IN THE HALL ill change the channel to a different channel if need be please lets work through this problem, we can reach a better solution.

I do not like where the plug is located in the bedroom near the ceiling. and I do not think there is one in the living room which would be nice.

While Ethernet is the "fastest" way to get internet it is not the most convenient. Not to mention, having an internet capable gaming system, like a Wii, is not easy to connect to the internet and cannot easily be hooked up to Ethernet.

The speed is lower than I expect from a wired connection. A few times the internet has gone down for up to half an hour at a time.

It never seems to work with my laptop.

It does not make the speed any faster, there are too many people on one network

Could be a touch faster, especially if streaming media, and SafeConnect is occasionally a hassle.

This works most of the time...

No ethernet connection

I'm a bit dissatisfied that there's only three ethernet ports, one for each person in the dorm to use with ONE device. Some of us have gaming consoles, and don't want to have to remove the internet from our computers to play online.

Granted, if the wifi was worth a xxxx, we could use that. But it's not, so we don't, because we can't.

We shouldn't have to rely on wired Internet now a days..

The speed of the Ethernet connection is very good. The problem is that the connection is in the kitchen. It is hidden behind the fridge. The STC guys that came to my house to help me install my wireless router informed that I would eventually have to turn it off. They also kindly gave me an Ethernet cord. This gives me very few options. I could keep my desktop on the kitchen counter, as I have noticed some of my neighbors resorting to (I have no idea how they eat or prepare food or even use the computer in such an inconvenient location). If there were more Ethernet connections in each room of the apartment, I would be able to use this wired connection easily and not need to resort to using my personal wireless router. As things stand, the only way I can make use of the Ethernet port, is by plugging my wireless router into it.

I have been informed that wireless routers are now illegal on campus in an effort to make ResNet more effective. However, my residence hall still contains many secured wireless
routers with great signals that are not available to me, and that are negatively impacting my experience living on campus at NAU. I would like to see this new rule enforced on campus. Usually, I end up doing online homework or studying at Macy's Coffee Shop because I know their internet is more reliable than most places at Northern Arizona University.

I wish there were more ports available in the apartment besides just the one. So a laptop can be used in the bedrooms.

I'm quite surprised that we only have a 10Mb/s network here. Additionally, why are sites like youtube so severely limited? It will get 5000Kb/s as it streams the video for a few seconds, then it will stop dead at 0Kb/s for the next several seconds, making streaming videos a nightmare, as it can't keep up.

In Raymond, there are only 2 ports in the living room where the desks are and you won't provide me with a hub. ITS TOLD ME to buy a wireless router for what I need and now you're taking that away. Thanks for wasting my xxxxing money. It's not my fault retards on campus can't program their router. Just ban their account until they fix it.

It takes a long time to load up.

As I mentioned above, I still lose internet even with my ethernet connection.

Speed should be improved greatly, but it's almost always available and easy to connect to.

I think the ethernet jack in the wall must be broken, because I cannot get my internet to work when I have an ethernet cable in.

Even when I'm connected to an ethernet cord, sometimes the internet will kick me off and make me install the service installer I have certainly already applied to my computer.

One of the plug ports doesn't work, and the other one has always been the same as the wi-fi.

Always being asked to register my laptop. Very annoying.

There was one time that the internet went out and it was in the middle of one of my online tests which isn't cool at all.

Again, it is the signing on all the time. I would rather not!

It takes so long to get a good connection with ethernet.

On game systems, PlayStation 3, XBox 360, the internet often cuts out and kicks me offline.

I have an ethernet cable that worked perfectly fine in Gillenwater last year, but I couldn't get the ethernet to work at McKay. I think it's unlikely that the problem is my cable, as it worked before, so I think it's more likely McKay just has poor ethernet or none at all.

online games will drop randomly because I get dropped from the network.

Even on a wired network I still have connection, reliability, and availability problems regularly.

Maybe make it a little faster.

The connection for the ethernet cord is broken in my room. It looks like some idiot punched in all the connections or something. But if that was fixed I'm sure it would be fine.

I HATE resnet. Thank you.
83. Even when I am connected through my ethernet cord, my internet goes in and out and I only get one or two bars. It is extremely slow and frequently kicks me off or sends me to the NAU home page.

84. Reliability is average. Internet is slow during peak hours, but that is acceptable. SafeConnect is a bother.

85. Even with Ethernet, it seems that Wilson hall doesn't get a great connection. I'm not sure why this is, but I wish there was some way to improve it.

86. Please see Question #21.

87. Every so often I get dropped from the internet for no apparent reason.

88. Only having one Ethernet jack per room for some people is fine but for people who use multiple devices. Since routers will no longer be allowed can make a very difficult situation.

89. The amount of hoops you have to jump through to get a computer on the network can be a pain sometimes.

90. I also disagree with safeConnect (I hate applications that at times decide to open up their own browser window just to the affect of pissing a person off), when it decides to open up 20 different windows that all it does is go to nau's home page, or to do this survey, interrupting my work to open a browser window really pisses me off, and email is fine no reason to get in the way of my work with a stupid survey that I would do anyways.

91. The ResNet Connection thing is a pain in the xxx. Half the time if i Restart it requires me to log on again, or can randomly bump me off the net. Requires all this extra security on my computer for Windows XP, but nothing on Linux. Makes it a pain to use Windows..

92. safeconnect and resnet always makes me log on or redownload

93. The internet speed gained through ethernet connectivity is still very poor in that video calls to out of state family is choppy and blurred. Skype and Oovoo calls have both reflected poorly due to a slow connection.

94. If I am connected to the ethernet port I get prompted that I have to sign into resnet every 15 minuetes or so although I don't have to put in my password it automatically logs me in, but I will come back from class and have 10 or so tabs opened saying i logged into resnet successfully!

95. Sometimes does not see that I have installed AVG

96. blocking file sharing is not right...yet we pay for the service!

97. Increase network speed from 10-mb/s to 100mb/s or 1gb/s.

98. its just slow. and frustrating.

99. The wired was fine, but we should have wireless as an option

Total Respondents 98

28. I brought the following internet-capable devices with me to campus:
<table>
<thead>
<tr>
<th>Device Type</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop computer</td>
<td>88</td>
<td>13%</td>
</tr>
<tr>
<td>Laptop</td>
<td>614</td>
<td>93%</td>
</tr>
<tr>
<td>Netbook, mini-computer</td>
<td>44</td>
<td>7%</td>
</tr>
<tr>
<td>Tablet</td>
<td>11</td>
<td>2%</td>
</tr>
<tr>
<td>Gaming device (PS3, Xbox 360, Wii, etc.)</td>
<td>186</td>
<td>28%</td>
</tr>
<tr>
<td>Media device (Blu-Ray player, Tivo, Roku, etc.)</td>
<td>45</td>
<td>7%</td>
</tr>
<tr>
<td>Router or networking hub</td>
<td>61</td>
<td>9%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>37</td>
<td>6%</td>
</tr>
</tbody>
</table>

iPod Touch

ipod touch, smartphone with wifi

ipod

Printer

IPod Touch

iPod Touch

An ethernet cable hub so my two roommates and I can all have our ethernet cables plugged in at once, since there are only two jacks in the room.

Ipod Touch

iPod Touch

ipod touch

Ipod Touch

Network Printer

iphone/itouch

Android Phone

ipod

ipod touch

Ipod, Nook

iPod Touch
my phone although I can't stay connected for more than 15 minutes because it wants me to install a virus protector...

e-reader (Nook)

29. Have you connected to NAU wireless on the Flagstaff campus (Cline Library, University Union, academic buildings, etc.)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>365</td>
<td>84%</td>
</tr>
<tr>
<td>No</td>
<td>71</td>
<td>16%</td>
</tr>
</tbody>
</table>

Total Respondents 436
(skipped this question) 1144
30. Are you satisfied with NAU Wireless on the Flagstaff Campus (Cline Library, University Union, academic buildings, etc.)?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>258</td>
<td>72%</td>
</tr>
<tr>
<td>No (Please indicate why.)</td>
<td>101</td>
<td>28%</td>
</tr>
</tbody>
</table>

Doesn't accept my anti-virus

Wireless interference from routers in ResHalls or lag times during peak hours cause connectivity issues and speed reduction.

My wireless never works in the business building

Times when slow or internet drops connection. Frustrating.

it is complicated to log on to the vlab when on NAU wireless

I don't really get wireless in the academic buildings or it isn't very dependable

too slow

need better coverage, can't always connect at cline-low signal strength

It is not available on all parts of campus, and it seems somewhat slow, though I understand there are many users.

The wireless does not work in the Peterson Building or in most of the LA building. It is spotty all over campus, including in parts of the library.

Signals can be weak and drop randomly.
Poor bandwidth, slow connection

Requirements for getting online and abilities once online (blocked ports) seem to vary between buildings.

in cline, during high traffic days and hours it is almost impossible to get connected, and you are lucky to it is sooo sloooow!

I have to re-connect every 50 minutes from one class to the next.

poor signal and slow connection speed
there are too many places where you can't get a strong enough signal to do what you need to do

TOOOOOO SLOW

It was extremely slow at times, and at other times worked great. Kind of inconsistent.

It disconnects frequently and you need to accept terms and conditions each time to reconnect. Which is annoying.

Unreliable. Drops for no reason.

Doesn't work well on my macbook

Not the entire library is covered. Signal on 3rd floor is weak.

need more access

On my laptop websites other than LOUIE are slow to load.

Too much is needed to use it... not as accessible as off-campus WiFi sites

Slow

Networks can get bogged down during high-traffic times, making it near impossible to connect or, when connected, reach any website.

its really slow, and there is hardly any signal connections

Very slow in SBS and SBS West -- do not use anymore
Most times when connecting the internet is usually unusable, or so slow.

It is very hard to connect, and it is very slow.

Very low signal. No speed.

The wireless authentication redirect is very annoying. should be able to bypass with the use of vpn. Also, many online applications such as instant messangers and pop email clients do not work on this network (closed ports?).

The connection is absolutely terrible in Adel (Bldg 26). Frequently I am dropped and occasionally my wireless modem actually shuts itself down. This does not happen with any other wireless network, on or off campus.

It requires the user to jump through far too many hoops in order to connect to a sub-par network, that's already being used by every student in the hall, and too slow to accomplish much of anything. There's no reason to force students to use an antivirus program, or install useless updates. Safeconnect is already monitoring for excess connections or illegal activity. It's not your responsibility to control the environment of the student's computer beyond net access.

You have to agree to the conditions every time you log on. Sometimes it can take as long as 5 minutes for the page to appear. It is really annoying.

It's extremly slow.

I have had problems with coverage in the new Biology building.

Consistant disconnection after logins. Connections are also slower than off campus connections.

Some places do not have coverage, like Lib Arts ground floor

SLOW
SLOW-hard to connect with external virus programs/firewalls

takes a lifetime to connect to the internet

It would be nice if it could recognize users and not require us to log in every time we use our computer

slow

I hate that I have to do the user agreement page every time. That is annoying. I also have found the network to come in and out. It would be nice if it was available everywhere on campus too.

I have to agree every single time of use with my iPod. It should remember that I have already accepted the terms.

very very slow to load, and sometimes shuts itself down and all work is lost, even if it had been previously saved on the z drive

Occasionally disconnects me and is slow

It’s spotty and often disconnects for no reason.

Sometimes it goes way to slow and I only get good connection in some areas

spotty connectivity with my mac, i also dislike that nau monitors online activity, violation of privacy

The availability in some areas is disappointing. Specifically in the library, the range does not stretch to include the entire library.

Wireless is slow and unresponsive

Slow

Authentication required every single time I log on. I’m staff and grad student, and sometimes work laptop won’t connect to resnet even when I go thru the authentication process

Liberal Arts wireless is never working, which is inconvenient and frustrating.

Unreliable and variably sluggy/unresponsive
Terrible signal in wilson and mcconnell halls

Not very compatible with my old model laptop. Also sometimes very slow.

slow

My office in Raymond has exceptionally SLOW and unreliable internet connection.

Having to login every time gets annoying... how about memorizing my MAC address and only asking once a month or once a semester? Also, how about allowing access to secure mail ports without needing to VPN somewhere? Not allowing port 25 is really reasonable, but what about allowing all the SSL/TLS-requiring ports: 995 (pop3s), 993 (imaps), 465 and 587 (smtps)?

It is really slow

I cannot connect most of the time
the server is continually having problems this semester
Too slow most of the time

Find it hard to connect to

not enough wireless access in certain buildings, like Liberal Arts.

It is very picky on when it wants to work and sometimes takes a long time to load

It is extremely difficult to get a signal in the places where I spend most of my time on campus, namely the Liberal Arts building and Peterson Hall.

Antivirus measures are a pain and p2p warnings are insulting.

It's sloooow.

sort of slow

It does not connect to the NAU student radio station (KJACK) and cannot broadcast it properly. Please fix!
Very slow and annoying speed. Had to continually relog onto other routers.

Wireless does not cover certain area.

It goes in and out and is very slow in SBS

I'm satisfied, except the connect/login process is awkward (it has more steps than are necessary).

It doesn't work very well in room 101 of the engineering building for me.

Half of the time it might not even work. There could definitely be more areas that if you sit outside that you can use the internet which is not available right now.

not strong enough signal in all buildings -- dead zones

It only occasionally works on my macbook

much slower this semester

Too slow

i use the COE building and it is sometimes hard to log on

very slow speed

It works about 50/50

I like the Cline, but not the Union

It's better than last year, but sometimes my computer will not bring up the login screen. I will be connected to the network, but not the internet because I cannot log in.
Very slow and half the time I cannot connect

IT’S VERY SLOW

The service is slow (even with VPN active) and disconnects are frequent. It often makes doing research almost useless.

No connectivity Liberal Arts room 114

Spotty, VPN is cumbersome

Need to implement some type of encryption system to prevent session hijacking (i.e. Firesheep) other than the VPN. The VPN works alright, but it’s a pain to configure on a lot of mobile devices.

31. 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>
</tr>
</thead>
<tbody>
<tr>
<td>STC Phone Support (getting help over the phone)</td>
<td>464</td>
<td>34%</td>
</tr>
<tr>
<td>STC Window Support (in-person support at the STC office)</td>
<td>138</td>
<td>10%</td>
</tr>
<tr>
<td>STC Walk-In Computer Check-In Support (leaving your computer with the STC to be fixed)</td>
<td>138</td>
<td>10%</td>
</tr>
<tr>
<td>STC ResNet Appointment Support (in-person tech support in your residence hall room)</td>
<td>116</td>
<td>8%</td>
</tr>
<tr>
<td>None</td>
<td>790</td>
<td>57%</td>
</tr>
</tbody>
</table>

Total Respondents 1384

(asked this question) 196

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

<table>
<thead>
<tr>
<th>Experience</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>42.14% (193)</td>
<td>42.79% (196)</td>
<td>12.66% (58)</td>
<td>2.4% (11)</td>
<td>0% (0)</td>
<td>458</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>45.85% (210)</td>
<td>39.74% (182)</td>
<td>10.7% (49)</td>
<td>2.4% (11)</td>
<td>1.31% (6)</td>
<td>458</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>43.54% (199)</td>
<td>38.29% (175)</td>
<td>13.57% (62)</td>
<td>2.84% (13)</td>
<td>1.75% (8)</td>
<td>457</td>
</tr>
</tbody>
</table>
33. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

1. I was very disappointed to learn that you do not provide support for Linux users. Everytime I call I get the same guy. He is very sympathetic to my problems, but he never really offers advice. Once I called a few times over a period of days, got the same guy, and the same answer which was along the lines of "that's weird, wait until it clears up".

2. IT would be great to have someone available after hours and weekends for staff related issues.

3. Every single time the staff was so great and fixed everything and was very effective. Compliments. Awesome job.

4. I was not able to listen to required recordings on my computer. The gal at STC that helped me was nice but was not able to fix the problem. Her and I tried and tried but after almost two hours she gave up. It was quite frustrating.

5. Again, when we were trying to get our internet problems fixed over the summer, we were told that nothing could be done and our unit was just too far away from the wifi hotspot. They initially thought it may be a problem with our computers, so we set up an appointment.

6. It was quite some time ago and I cannot remember.

7. Some of the staff is very helpful and knowledgeable, others only make matters worse. So its 50/50.

8. The one person I talked to was very competent and awesome, on the other hand your tech staff that do not back up the registry and flash hard drives makes me want to stab someone occasionally.

9. Occasionally reach someone who does not know enough to be helpful, but at least they have been willing to acknowledge it.

10. I was trying to get help with my router set up and they basically repeated the online instructions which I had already followed.

11. The tech support staff does not have enough knowledge to be effective.

12. not helpful over the phone

13. not open late enough

14. The staff is great, but we've had three people visit our room to confirm that we have a "dead zone" and we still don't have a wifi connection.

15. many times i received a student who had no clue how to help my problem and would just transfer me to another department that would inform me to call the original department.

16. Unfortunately my issues tend to be a little over their heads but that's alright, I usually get it on my own eventually.

17. Situationaly, response from the phone support can be slow (i.e. the person that answers the phone does not know the answer to a question and it takes days to get a response).

18. I knew more about routers than the retards on the phone. It took someone to come to my room to help me. And not even that day. I had to wait cause you know you're SOOO busy.
Puneet was VERY helpful!!!

Some of your personnel are fantastic...some don’t "get it". For the most part, I get the knowledgeable ones...except one time when I was closed out of a timed exam and the technician had no idea of the urgency of getting back to my exam and hung up on me. After the timed exam was over, a knowledgeable technician told me to click on "resume exam" and got me back into my exam in a snap...but my time was up. The first technician just freaked out because I told him I needed to hurry and he didn't understand that he was running down my clock and my grade.

they couldn't help whatsoever. within the first minute of the conversation they said to call the company

I have taken classes at NAU, ASU, and Rio Salado College, and You guys at NAU have the best STC. The staff is knowledgeable, friendly, and never make me feel inadequate for not knowing IT terminology or procedures, which is the reason for my call in the first place. Best of all, you always solve my problems in quick, efficient manner. Thank you!

Staff was not familiar with my issue. Gave best answer he could come up with, but was incorrect which I knew based on my limited experience. Seemed frazzled.

Although I vote for satisfied to very satisfied, there is always a room to improve.

One time when asking about remote desktop connection, a young lady told me the computer to log on to was "nau.edu/virtualab". It didn't work, so I called back and a different young man told me it was actually "vlab.nau.edu".

They did not help at all.

Some of the staff is kind of rude. For instance, I had a computer problem, so I called and they told me they could walk me through it or go to the STC place, and I said walk me through it on the phone because I did not have time to go take it to STC and they were rude of the fact.

The program used to remotely control my computer lagged a lot and the person working the phones had to go very slow in order for it to work, however, she was very helpful.

Staff had no clue about how to help with Elluminate issues.

They are awesome

They don't know basic things! Tell you to restart your computer or delete cookies when the whole network is down or you can't get authenticated on the network.

I'm only taking one online class now and plan on taking 3 more between Spring and Summer semesters. I've only called once and am hoping I'll contact STC one or 2 times more. So, I didn't answer the above items; it seems silly to answer based on one call. I just want to do my work and be done for this round. Maybe later I'll have more time to enjoy the experience.

It takes way to long to get your computer back and since the labs in the dorms work poorly it makes it difficult to do school work because I have to work on a virus filled laptop because I can not go three weeks without my laptop. That would make me fall behind in school.

NO ONE uses them during the holiday's and they need OFF! :)

If the phone number could be at the top of every page or at least the page that has the menu on the side-Announcements, assignments, discussions, etc. it would be nice!! I wrote it down once, but seemed to not be able to find it when I most needed it! It could be because I'm just learning to switch back and forth between windows, and when I
wanted help, I didn't want to leave the page I was on for fear of losing it!

Some days, I'd call and the person I talked to didn't know how to help me. :( Wasted time on waiting to talk to someone who couldn't help me

Total Respondents 38

34. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>37.23% (51)</td>
<td>45.26% (62)</td>
<td>16.06% (22)</td>
<td>1.46% (2)</td>
<td>0% (0)</td>
<td>137</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>44.53% (61)</td>
<td>42.34% (58)</td>
<td>12.41% (17)</td>
<td>0.73% (1)</td>
<td>0% (0)</td>
<td>137</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>46.72% (64)</td>
<td>37.96% (52)</td>
<td>12.41% (17)</td>
<td>1.46% (2)</td>
<td>1.46% (2)</td>
<td>137</td>
</tr>
<tr>
<td>Hours of availability</td>
<td>43.07% (59)</td>
<td>42.34% (58)</td>
<td>13.14% (18)</td>
<td>1.46% (2)</td>
<td>0% (0)</td>
<td>137</td>
</tr>
<tr>
<td>Professionalism</td>
<td>42.54% (57)</td>
<td>41.79% (56)</td>
<td>15.67% (21)</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>134</td>
</tr>
</tbody>
</table>

Total Respondents 137

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

1. What they did to my computer didn't help one bit.
   The knowledge in regards to the staff at the immediate window varies. On the phone they say one thing, and then when coming in they say something completely different. I do not feel as though some of the staff knows what they are talking about or are dealing with. There seems to be a lack of communication among associates.

2. My internet was not working and I came to them and supposedly they fixed it but a day later it was not working again.
   I understand there a lot of students that need help and I am just a number but I would like some help when I need it every once in a while with the tutoring. However, I do like the services. I also would like tutors who know more than me and don't look at their notes on my timed tutoring.

3. They told me what was wrong but never followed up on fixing the internet problem.

4. It takes way too long to get your computer back.

Total Respondents 6

36. Please rate your experience with the STC Walk-In Computer Check-In Support service in the following areas.
37. If you expressed dissatisfaction in at least one component of the question above, please let us know how we can improve.

I understand there is a high volume of computers being checked in for support. However, I feel that it is completely ridiculous and unreasonable for a computer to be in your hands for more than a week! If I am going to be without my computer or other devices for that long, then I feel as though the money I put out for the computer was useless. In addition, the staff seems dissociated from the techs that work there. I called in asking about retrieving my hard drive back since you all were taking too long, and they said I could pick it up; while on the phone I asked the staff member if they were sure since I had been in the other day trying to get it and they could not give it to me since it was connected and they did not know what was going on with it and were not able to disconnect it, the staff member informed me that I could in fact come in and get it. However, when I got there they told me again that I could not pick it up, when just minutes before they informed me I could.

Another problem I have with the speed of service/time is the fact that Dell has sent me a new hard drive which I installed myself, however your services are retrieving the information off of my old hard drive and are taking, what seems to me, a long time to do. Dell has been contacting me through emails, phone calls, and letters saying that I send back the old hard drive. Yet, due to you guys I cannot send it back, even if I wanted to forget about retrieving the information from the hard drive, I am still unable to pick up my device, which still prevents me from sending it back. I think there needs to be a sense of priority as well as multi-tasking; especially since I have been told that my situation is quiet speedy and easy since the data has been found. I am quiet irritated with your services once again, this is not the first time I have encountered problems with the tech-center on campus, unfortunately it is the closest access to help I have.

When my computer broke, they said it would take up to 3 weeks to JUST diagnose. Thankfully, my Apple computer is in warranty and I could take it to the bookstore. For someone who relies on their computer for work daily, 3 week turnaround for looking at it is completely unacceptable.

Hire more support employees so work on computers can be done faster.

It took 2 weeks to get my computer back.

They didn't fix my computer the first time I brought it in therefore I had to being it in again making it harder for me to get homework done because I didn't have my computer. The work they did on my computer messed up my printer connection soo I had to reload my printer again which was a pain in the xxx and i wouldn't have has to do that if they fixed it the right way to begin with!

They are adequate

Everyone was super nice and they knew everything. I would feel comfortable going back.

They kept my computer for over a week. When I dropped it off i was ensured I'd have it back the next day. They kept telling me to check back in a day. Once I got it back the problem still persisted. I went a week without it and didn't even get it fixed.
9. None

10. THE STAFF IS VERY UNHELPFUL AND VERY RUDE. TELL THEM TO LAY OFF THE MTN DEW.

I was originally told my computer would take one week to diagnose and fix. It took two full weeks and they weren’t even able to fix it. It was extremely inconvenient.

12. For the most part, excellent, but there is one arrogant prick working there.

Total Respondents 12

(skipped this question) 1568

38. Please rate your experience with the STC ResNet Appointment Support service in the following areas.

<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>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of service</td>
<td>31.3% (36)</td>
<td>48.7% (56)</td>
<td>19.13%</td>
<td>0% (0)</td>
<td>0.87% (1)</td>
<td>115</td>
</tr>
<tr>
<td>Helpfulness of staff</td>
<td>34.78% (40)</td>
<td>40.87% (47)</td>
<td>21.74%</td>
<td>2.61% (3)</td>
<td>0% (0)</td>
<td>115</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>37.39% (43)</td>
<td>36.52% (42)</td>
<td>24.35%</td>
<td>1.74% (2)</td>
<td>0% (0)</td>
<td>115</td>
</tr>
<tr>
<td>Hours of availability</td>
<td>30.7% (35)</td>
<td>41.23% (47)</td>
<td>25.44%</td>
<td>1.75% (2)</td>
<td>0.88% (1)</td>
<td>114</td>
</tr>
<tr>
<td>Professionalism</td>
<td>33.04% (38)</td>
<td>46.09% (53)</td>
<td>20.87%</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>115</td>
</tr>
</tbody>
</table>

Total Respondents 115

(skipped this question) 1465

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

1. They said they would have the internet fixed in a few weeks. Its been months.

2. They came the first week I moved in and acknowledged my room/area was an issue and would be addressed, it still has not been resolved.

3. I was never really given a solution as to why my wi-fi was bad, and when it could be fixed. His answer was, "You just have a bad connection." More information would have been helpful.

4. I was satisfied with the person sent to my room, however they were unable to help me with the problem, they preformed the same steps that I did, and to the same result.

5. The only complaint I have is after my room was declared a dead zone last fall I was told that it would be fixed, but a year later its worse I do not even get a signal now.

6. Awesome guy came a fixed everything. Too bad the xxxxxing office can't make me a xxxxxing appointment that day so I can do my class work. You know, the reason why I pay $20,000 a year and all.

7. I only used this at the beginning of the year during welcome weekend. I have not needed it since.

Total Respondents 7

(skipped this question) 1573
40. Please provide any final comments or thoughts

1. Overall, excellent service. Thanks for asking!

   If you don’t print a phone book, please put that resource online somewhere. I have used
   the printed phone book many times, and while I understand the cost savings and reduced
   environmental impact of not printing the book, I would like to have access to the
   information.

2. Thanks!

   I believe NAU-ITS resources are not being used to their maximum potential and problems
   or issues that occur regularly (and sometimes frequently) are the result of an increase in
   student population and subsequent imbalance in resource use. Too many students on
   campus using ITS resources and too few vlab servers cause connections to user profiles to
   be unacceptably slow. There are other issues in the creation of the OU image for ResLab
   and SLRC workstations, and overall lab utilization is hit when resources are unavailable or
   crashing (e.g. Dana, Vlab, etc.).

3. I wish that my mac mail client and wireless internet on campus were better friends. They
   fight a lot. :(

   I find it unacceptable to not provide support to linux users. I would think that as an
   academic institution NAU would have a sizeable community of linux users who need
   support also. I do not imagine recruiting personnel knowledgeable in linux being a problem
   either. It was not a problem when I was at U of A at least.

4. None

5. Fancy technology should not be an aim in itself, but a tool to enhance education. My lab
   got its computers replaced, but we needed neither the increased speed nor the larger
   memory. That was a waste. We get seduced by the latest electronics and covet them as
   toys. N.A.U. should be saving money on all fronts instead of just increasing tuition and
   eliminating classes.

6. get more programs on the vlab

7. You need a computer lab on north campus.

8. Do not promise students wifi on campus if you can't provide it within a timely manner.

9. You're a great team and you deliver great service!

   The MyNAU Portal seems to have too much going on. And by that I mean there are too
   many words all over the place. The layout seems a little bit disorganized as well, because I
   have a hard time finding the links I need sometimes. It's almost easier to go to Google and
   type in whatever I need to find because it almost always pops up faster than taking the
   time to find it on the MyNAU Portal.

   I have no negative feelings, I think everyone must be doing a good job. I just have not
   had a lot of contact with the support people.

10. Also, any way I could opt out of all the junk mail I get from NAU?! I am not interested in
    great job opportunities in Flagstaff.

11. It would be nice to have wireless access in ALL NAU buildings, not just academic buildings.

12. Keep being awesome, and continue to become more awesome.
16. allow my smart phone (htc-hd2) to receive emails automatically
   
17. I also think the NAU.edu homepage should be re-organized. Keep the letters there but also include a search engine so you can just search the phase instead of always having to go through a process map through links... that just drives me nuts.
   
18. NAU's technology services are top notch!
   
19. The wireless in dorms is very slow and makes it hard to study at times.
   
20. you guys are doing an absolutely wonderful job, the only exception is the internet in mcconnell, and i'm sure you're well aware of that.
   
21. The system needs to be more user friendly, less time-consuming and easier to navigate. Orientation days need to have training offered to incoming students.
   
22. How can I have all my nau emails forward to my personal email address?
   
23. Good job!
   
24. Do you think i should get a prorated portion of my housing fee back since my connection has been bad or non-existend since i moved in?
   
25. library needs to update laptops, the new macs are nice but the old dell laptops suck
   
26. WOULD BE NICE TO HAVE APPS FOR MOBILE DEVICES ON ITUNES AND ANDROID FOR LOUIE
   
27. WHY DOES THE SCHOOL BY LCD TVS AND YET THEY ARE ALWAYS RUNNING OUT OF MONEY?
   
28. Wireless services on campus are an overall pain, which overshadow their convenience. Also, ATT network does not work in many buildings on campus. Why?
   
29. More administrative privileges for basic functions (volume control, downloading certain software (flash), etc.) need to be more accessible to either Lab Staff or Students
   
30. Students deserve a better, more reliable internet service both wired and wirelessly, should be required to have less software installed in order to access the internet (not to mention a 10 device registry limit, which I have about 8 filled due to network errors identifying my MAC address incorrectly 6 times total on two devices), and should not be limited on router usage. If you have to have a service that sends people out to set up internet for students, obviously the ways to connect aren't user-friendly enough for COLLEGE students to figure out themselves.
   
31. I am please to hear that wireless routers will disappear, and hopefully the wifi will be as fast as an ethernet connection :)
   
32. Not allowing personal routers, even those that are configured correctly or as a simple wireless access point without DHCP, is completely absurd. Double the number of access points in any given dorm or allow personal routers configured as simple access points. I refuse to use the in-hall wifi because it's so terribly unreliable.
   
33. I wish the internet were faster and was easier to use. That would make life a lot easier. Sometimes it's too slow to do anything at all.
   
34. Add more routers so it is easier to get a good signal
   
35. N/A
   
In previous years the Cline Library has provided a valuable place for me to study, type papers, and print reports. This year it seems like there are ongoing server problems, printing failures, and basically obsolete computers- the computer is not useful if the applications won't load and you can not access the server to retrieve files especially if you are in the middle of a report!
37. The computers in the public labs within McConnel are very frustrating. It takes about ten minutes to log on, the computers are slow, I can only access Microsoft Word by pulling a document off of my email, as well, the keyboard's keys are very stiff and tend to stick, my hands hurt after typing because it takes so much pressure to get a button to work. I believe that students should be able to have personal routers within the dorms. I have a Time Capsule that I use to wirelessly back up my computer whenever I get online. Starting next semester, I won't be able to do that, even though the IT department came and configured my Time Capsule so it doesn't interfere with the regular NAU network. If not enough channels are available, maybe IT needs to get more channels so that students are able to have these devices that help aid them.

38. Please fix the internet service. Thank you.

39. WIFI on campus really sucks. I have heard from people who live in the dorms on campus that they need ethernet cords to help connect to faster internet. The WIFI is less secure as well.

40. Overall, I think ITS does a fabulous job! Thank you!

41. I am a staff person using Microsoft Outlook for email purposes. You mentioned using gmail before. Is it possible to do this for staff email as well? And therefore utilize google docs, etc? This was never clarified for staff persons.

42. I like the free Ethernet cable to plug in instead. I think it relieves the traffic on the wireless routers for others who stick with wireless. I think that emphases should be put on using wired internet in the dorms. It will probably reduce the amount of complaints. Focus on improving the internet in educational buildings and public venues on campus such.

43. There's no NAU wireless access at Paradise Valley Community College.

44. As a design student on the SCC campus I would really appreciate a 11x 17 printer at the NAU building. Peoplesearch REALLY needs to be faster, and NAU's websites REALLY need an organizational makeover, with a search function. I'm a staff member at Extended Campuses, and our website has a search function via google. If we run our email through Google, we should be able to search our website that way as well.

45. Don't blame the personal wireless routers when, even when mine is off, there is crappy reception in my room.

46. I feel like the NAU website needs to be redone in order to make it more user friendly. I'm not very technology literate so I get easily frustrated and confused when using the website. Also, the online services for gateway connects are very confusing and basically useless although I would like to be able to utilize its employment services.

47. Classes needed to complete certain majors are not offered except at Flag campus, making completion of degree difficult.

48. Many of the keyboards in SLAC are pretty bad.

49. My TV, printer, laptop, and stereo all depend on my wireless router. While I would be able to survive without having everything linked via WiFi, it would certainly be annoying. And the new policy doesn't account for the fact that ResNet routers operate at a frequency which my router is incapable of interfering with.
55. The wireless networks need to be improved.

56. As I said before sometimes our internet is great, and I haven't had to re-sign into ResNet in a while, so I don't have many complaints.

57. It would be helpful that when you hire people you make sure that they are competent. Some people are awesome, while others are not.

58. As a graduate student, it often takes over 20 minutes to log into a computer in certain labs in the Adel Building (Bldg 26). I have tried many methods to see which might help me: letting it sit patiently, logging in on multiple computers to see which will let me in first, hard-rebooting the computer before attempting to log in. I have no idea why this is the case - I do not have an excessive amount of files on my network storage - but it is absolutely ridiculous that I often have to wait nearly half an hour to print a single file or make changes to a paper.

59. Technology Fees for Extended Campus Students needs to be waived! :)

60. My main problem with Student Tech on campus is the poor wifi signal and bandwidth. More relays or router within the residence halls would hopefully give a greater strength. If I'm paying this much for my housing fees, it should include reliable wifi if wifi is offered period. Just because they look shiny does not mean that the Mac computers function well. The fact of the matter is, that because developers have to start from scratch in creating programs that work for a Mac, and because Apple refuses to provide access to it's system core files, the majority of programs that run on a Mac run at about 1/3 the efficiency rate of any other operating system. This also means that they're more likely to have persistent problems, such as rigid user profiles, that always require the same maintenance; I.E. always having to set Word updates to manual, always having to re-establish a default browser, or inability to access 40% of the programs due to permissions. The Macs as a whole are also designed to be un-fixable. Mind you, "Apple Care" may extend to however many years, but it still often requires you to pay, because parts are not replaced, and the entire system is thrown out at the cost of a whole new one. Macs are often more likely to have major networking problems as well, because they are only developed with the most basic of networking capabilities, which causes them to respond slowly to the school's servers, and often they just simply freeze up. On the whole, I just hope that your IT department actually conducts a little bit of research when it comes to developing the school's technological systems.

61. Use our 23 fee to pay for better internet support instead of wasting money on cheap performances like Ke$h!a.

62. I know it is a very difficult task to keep all this technology working correctly. I am trying not to be judgmental, the tips I give are just suggestions. In general, the technology works well and I am glad to have access to it.

63. All web related services at NAU are extremely inferior. Finding the webpages I need often take Google searches to find. When I call to get Tech support it's often a student who is unable to help me. Using online resources from NAU are actually more inconvenient then having to drive to campus to get an answer.

64. I've always found the wireless to be reliable.

65. I tried connecting to the internet wirelessly before the system was "crowded" with routers as the Technology center says and I could not connect because the signal is not strong enough. Therefore if you take away my router I will not be able to connect to the internet wirelessly as you claim I will be.

66. Again, the campus construction is very annoying, yet students remain uninformed to what is actually happening or any progress updates with the construction. Information on construction should be in the FOREFRONT, yet it is UNEXISTANT.

67. Also to comment on student issues: Student conduct is horrible and facilities are not
handeling this. Specifically the disruptive and disrespectful behavior of students in university places like: bathrooms (constant "uncleanliness" issues), dining facilities (constant "uncleanliness" issues), libraries and other learning centers (loud talking and general disruptive behavior, poor steward housekeeping, etc.)

Honestly, to think that I will be competing for jobs and housing with this nonchalant and disrespectful population is a grim reality and that faculty is doing nothing to control malbehavior is even worse. My goal here is to gain an education, do the powers that be actually not relize what impact these malbehavior have on students who truly wish to learn?

Is there any way to make the system uniformly recognize when you've already registered your computer on the NAU network and agreed to the list of policies? The demands tend to repeat a lot and it gets incredibly annoying.

It would help if you leave a flyers in dorm about student tech center. I didn't know some of resources that was listed in survey.

I only have online classes. Haven't had one at NAU-Thatcher in 2 years.

With the amount of amount of tuition that I am paying to NAU for an education, when a take a Technology class there should be enough computer available for all students.

I'm pretty satisfied with the internet in general.

n/a

The connection is slow and unreliable.

I am very pleased with the opportunity an extended campus at Chandler Gilbert Community College offers. However, a small computer lab for NAU students and computer classes at Chandler Gilbert Community College would be great.

Thank you for offering NAU on-site classes closer to my home and work place.

The telephone help number Saved. My. Sanity. this summer. I was literally having a panic attack over some ridiculous Blackboard thing that happened during an exam and as I was keening in the background, the help people talked my husband through what to do. Seriously, it was amazing. Eternal gratitude.

Seriously, we need better wi-fi here....

I do not know about a lot of the supports. Also NAU alert is difficult to sign up for and it frustrates me but I love having it. There should be tours that point out all the resources, they are poorly advertised.

Thanks for make a decent survey with real answer options!

Will the computers will ever be repaired. Over 75% do not work properly. It is very stressing.

the technology offers to the students is overall great and I enjoy having wifi all over campus, and I love the NAU text-alerts

Most of the time the internet is available, or at least it'll be partially functioning. So I'm happy for that. But its very unpredictable.

I do professional IT for a living and NAU's setup is a class act.

The wireless situation in the dorms needs to be resolved if the "no routers at all" policy is going to go through, otherwise the "free high-speed wifi in all dorms" line needs to be pulled because it is false advertising. The wireless was poor quality before personal routers were introduced and still is.
I think our school is good, staff are very friendly and helpful.

All of the NAU web resources, including the vast array of NAU websites, need a major overhaul that will bring together them under one roof. Too much information is repeated or spread apart across too many locations. Some of it looks slick and bad-xxx, and some of it looks like it was made by one of the elder professors before he retired in the late eighties. Everything could stand to be culled, condensed, and repackaged, with an eye to efficiency and (gasp) a very few centralized stylesheets.

Naw.

For some reason the wireless does not work with my Wii, maybe you could work on getting that fixed, if possible.

reception is terrible as is always and regardles of the number of other routers. i got a personal router and wireless is exceptional. DONT MAKE US TURN OFF THE ROUTERS IN THE HALL ill change the channel to a different channel if need be please lets work through this problem, we can reach a better solution.

Seriously, you should pull your stuff together and get us some quality tech.

I really do appreciate the Walk In tech service!

Seriously fix the wifi routers they are of poor quality and its not because of everyone elses wireless networks.

When you can get personalized help, it's great!

Something needs to be done about the wireless in the dorms because our school is so online based that I, and other students can't deal with dropped or no connections as often as we get them. NAU need to invest in more Mbs so that we can hopefully all be on the internet without problems.

Being behind a NAT can be somewhat irritating for advanced computer users. Is there a reason our connections are limited to 1MB/s? Would be nice to provide a sort of "walled garden" for some of the advanced users (no NAT, increased speeds, etc), but this is simply a dream.

library computers are the worst, they dont work, they wont even open office word program for me. i am told to go to Technology services but dont know where to even go, almost all library staff are not helpful and insulted by me asking them for help. computers in communications building are also terrible , especially for the students in that building who need to use computers for photoshop, and crating graphics etc. Open lab has classes and is not always open. computer situation on campus is neglected, and frustrating.

I have needed help twice, and both times the service was excellent. The representative were very kind, patient and solved my problem. Thanks

You should open up more ports on non-residence networks, such as in the engineering building. VPN is a PITA.

n/a

I wish the wireless was better..

Last year I received many viruses on my computer. I strongly believe that I got them from campus. I had to get my computer rebuild over the summer. Since we are not allowed to have routers anymore, how will you ensure that your internet is safe? Also the speed is not sufficient and the strength is always at poor status, what do you plan to do about this?

I find MyNAU Portal to be very helpful, I use it to access my email and blackboard Vista. I use the Louie homepage to get to MyNAU portal, so I have access to both of them at the same time.
When I first started using Vista I found it to be confusing, but after getting use to it, it is actually quite a nice!
The one thing I have about MyNAU Portal is that I was trying to clean up the front page (remove some things I don't use) and add 'pages' that I would want to use, like Notes, but it didn't seem to work.
The internet connections seem to be very stable and it seems as though they are monitored for our safety (avoiding viruses etc.)
Thank you!

I think a boost in wireless on campus would be EXTREMELY helpful so I don't have to be in a certain spot in the library or union just to connect.

I have had a lot of issues with SafeConnect. Sometimes I will have to re-install several times before it will let me use the internet, or sometimes I will be redirected from whatever page I am on to the NAU page without any particular reason.

McConnell needs to open the study room on the third floor. It is always locked and they will not unlock it. I shouldn't have to go to the du bois center to do my homework when my roommate is playing his music too loud to study.

The open-lab at the HRM building has problems with the internet connection and the office applications frequently. When saving documents the workstations often stop working which leads to a loss of unsaved documents frequently. probably it is a server problem

fix connection from AWC main campus it is to slow

Requiring so many different forms of software on your computer in order to use Blackboard is ineffective. Some computers are not up to date so their memory and capacity is not strong enough to hold all what is needed.

Don't shut down routers. People need them for reliable wireless internet speed.

If the computers in business building and in the South LAC would let you login quicker or under 5 minutes that would be awesome.

Make Vista work better on Smart Phones, it currently runs extremely slow. Get rid of elluminate and use some other company.

I think that the South computer labs are a great resource for students to have available 24 hours. It is also nice when the library has extended hours, though I would like to see improved distance on the range of wifi available.

Louie needs to be more specific and details information. Wi-fi is good, but has some faults in location needs improvement at the South Family housing residence.

Make the nau gmail app easier to use for iphone

Please install more ResNet routers in South Family or let us keep our own, because as it stands now, taking our personal routers is essentially equivalent to removing the internet from our apartment.

Again, the frequent password change is both annoying and unnecessary. Does someone want to get into my account and turn in a paper for me?

WA Franke workstations throughout 4th floor - some read USB thumb drives some don't.

The Help Desk is awesome...thanks for providing this essential service to students.

Student Technology services has vastly improved in my seven years experience at the university. I'm very happy with the service provided, as a student and as professional staff.
122. None.
123. Very good!
124. I appreciate being able to take my classes online. It is very convenient for me as a full time employee and mother. Thank you very helpful in knowing how to navigate to class sites and etc.
125. Good Job!
126. The man who creates free global wi-fi will rule our generation.
127. Online courses should be specifically online and not having to travel to NAU Campus. We should at least be allowed to attend local campus site if need be.
128. I continue to be impressed with Cline Library's technology availability. I can always find a computer and I've never had a problem with the wireless connection there.
129. I've noticed that LOUIE doesn't function well with Google Chrome. I've attempted to access my Degree Progress Report and the formatting is completely off. I don't know what can be done about this. Thanks!
130. I really do like the help links and support options. Thank you for all of the advice. Keep up the great work!
131. Please fix the server speed of the network at Cline Library. I know that the servers were upgraded last year, but they are still painfully slow - perhaps worse than ever. Nearly every time I log in it takes up to three minutes for the computer to process my settings and actually start up. Another thing that would greatly help is to somehow allow printing to Cline printers from a wireless connection. The main reason I have to log into Cline computers is to print something.
132. Everything has worked well for me.
133. Very happy with all NAU internet services
134. Earlier you inquired as to if I had signed up for NAU Alert. However, friends of mine have, and they get alerts for things well after they know about them or have gotten many alerts from other sources. Such as the tornado warning. I knew about it in the morning when I checked the weather and read the NOAA statement. And many people have weather apps on their phones which warned them. NAU Alert warned them once, then again, then it even alerted them when the weather watch expired. It's a bit too much. NAU Alert could use a similar customization to what I suggested for the news part of MyNAU, where you would have a Weather Alerts group, etc...
135. NAU ESAT VALLEY does not have a good wi-fi internet connection in the classroom and must be a MCC student to log on
136. Again, I'm a new student and every time I need help, the STS staff have been very helpful.
137. Maybe this is not the issue that you deal with, but I am annoyed by the error messages when I use Word on campus. Also, I have received error messages when I use SPSS. It'd be nice if you could fix these issues.
138. I find the services and wireless network access provided to work really well, especially given the scope of the deployment and the quantity of users. Thanks for keeping us connected.
139. No comment.
140. The wifi in McConnell is very hard to connect to and is completely unreliable, it's very frustrating.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>141</td>
<td>None</td>
</tr>
<tr>
<td>142</td>
<td>n/a</td>
</tr>
<tr>
<td>143</td>
<td>Don't ban personnel routers. It's an idiotic decision. You know you can't guarantee me full bars like I can for myself. Or put a router in my room and then I'll be happy.</td>
</tr>
<tr>
<td>144</td>
<td>Thank you for providing this survey! I think many people are unsatisfied with Vista and something needs to be done. We have enough money to fix problems like this. Perhaps Haeger could figure out a better way to spend our outlandishly increasing tuition rates than making NAU into an ASU campus; people come to Flagstaff for the small town culture it provides.</td>
</tr>
<tr>
<td>145</td>
<td>Just the one about the Tinsley Computer lab @ 4AM in the morning.</td>
</tr>
<tr>
<td>146</td>
<td>I just would like most if not all of the money that NAU gets provides students more tutors, better tutors, better help with Vista and WebWork, and generally making anything better for the students don't have to worry things that will never us in their life, like vista, and students to concentrate on their school. I support the social services that NAU is providing with the excess enrollment of freshman, however that does not mean NAU or ASNAU should get a lot of money spent from all the students and being used for the fraction amount of students. NAU, ASNAU are not the bad guys. If that where true then I wouldn't have dropped already. I would just like to have better services with the tutoring and vista.</td>
</tr>
<tr>
<td>147</td>
<td>The internet is the biggest issue right now.</td>
</tr>
<tr>
<td>148</td>
<td>I'm extremely dissatisfied with the quality of service provided with ITS this semester. Extremely. Dissatisfied.</td>
</tr>
<tr>
<td>149</td>
<td>I am very displeased with the wireless internet in McDonald Hall. I am happy to hear about the new rule that is going to be put in about no personal routers. I thank you for making that rule. Thank You for your time.</td>
</tr>
<tr>
<td>150</td>
<td>Please fix the Secrest wifi if at all possible. That would be amazing.</td>
</tr>
<tr>
<td>151</td>
<td>Walk-in is amazing. I thought I was going to be talked down to or something because I don't know anything about computers... but everyone was super nice and really helpful. I was very impressed!</td>
</tr>
<tr>
<td>152</td>
<td>When I have called for support the employees have been helpful and efficient. I am very glad that there are NOT rigid business hours, since I often need help late at night.</td>
</tr>
<tr>
<td>153</td>
<td>I'm very satisfied with the NAU Portal and other technologies.</td>
</tr>
<tr>
<td>154</td>
<td>This survey is kind of typical of my experience with IT at NAU. It gets the job done but could be less complicated.</td>
</tr>
<tr>
<td>155</td>
<td>Something needs to be figured out for the Gillenwater network. It is ridiculous that i cannot connect to the internet for the building. It has been a whole semester. I went to the technology center and they said they would get it fixed and it never happened.</td>
</tr>
</tbody>
</table>
| 156 | I am a little annoyed about the new policy being introduced with routers. Through research I believe that any technology inclined person should know there are alternative ways of boosting the capabilities of the wireless networks in the residence halls. However, it seems that ITS enjoys being lazy and just banning everything. I don't care if other campuses are already doing it, they are just as stupid. If there was no other alternative I wouldn't have such a problem with this action. Another issue I have is that NOBODY seems to be able to explain why we need to get rid of routers they simply pass the blank statement "they cause problems..." nobody can answer the question "what problems?". ITS simply is spreading propaganda to make everyone believe the routers are causing problems but can't back up the accusations with facts and logic. Manage the routers instead of banning them. Since my services are being reduced by banning my router, I feel I do not need to pay you as much. Since you will have less to do you don't need as much money =). Maybe
that extra money derived from the departments laziness can go to buying better routers for the halls.

I have my choice of Distance Learning programs across the country and continue to return to NAU for the high quality and forward thinking of the IT leadership. In spring of 2011, I will be a distance learning student at Johns Hopkins. Already, I can tell that their system and support is nothing like NAU and that is really a shame. Keep up the excellent work. You have a loyal alumni for life!!

I think NAU is doing a great job overall with their technology services!

I see improvements every year, I think the best thing would be able to view NAU services such as Vista on a Smartphone. Possibly create myNAU lite or Vista Lite and also be able to get email or text alerts when new grades or fees have been added to louie account.

I can no longer use my router as a splitter as an either-net cable router on my laptop. I get the message saying I appear to be behind a router, even though I have called in and gotten it fixed once, it came back a week later.

Great options and provisions for assistance to students. Thank you.

I love that you can get your computer fixed for free at the South LAC.

None

I have been blessed that I have had the Student Technology Center to help me with computer related issues concerning my classes.

Keep improving the wireless internet service. Most of the time, I’d rather use my own computer than one provided by the university because it actually does what I want it to do. I don’t hurl nearly as many invectives at my own machine as I do to the one the university provides in my office.

Update the computers in the engineering building. The Sun microsystems is terrible. The Sun microsystems terminals always freeze or crash. The Sun microsystems is very slow. Also there needs to more computers available in the Internet Cafe.

I know a lot of people complain about things like the wi-fi, but I really appreciate that you exist! Thank you!!

Not having access to NAU's servers while not at an extended technology site is difficult. It would benefit the students to have access at the extended campus class locations as well.

Really my only problem is the South Lab. If I could I would just use Cline but sometimes SLAC is more convenient. Oh, and the set up for the desktop is different than the other computers on campus (like Cline)and that can be a pain when you are trying to work on a project you have saved to your documents.

The only problem I have is that vista constantly seems to make me go back to the course list right when I try to download documents from the folders in each class.

It would be great if the few student-use computers worked better at the Extended Campus site.

Overall, the technology has been effective and satisfactory.

The biggest issue with NAU has been the 90/30 program has turned into a 96/60 and the classes I need are not offered any longer. Also, to complete my math requirement I need SPECIAL help since I've had to withdraw from the higher level math twice now. It cannot be done without local assistance from a tutor and I have a high GPA that I don't want to lose at the end of my "experience" over a math class because I need help. And, your advisers are rude and not helpful. I have been put through the ringer every semester for registration. I have to explain that I am disabled and need help. One adviser actually wrote: "Ms. XXX is expecting "special" treatment due to her disability..." and, you betcha, I am. Not to help me navigate through the red tape is in violation of the ADA. I am...
experiencing discriminatory treatment for my disability rather than assistance and I'm getting ready to report this...when I have the time...since it is so hard for me to do my classes and fight for my rights at the same time. I guess that's just a part of the plan, hmmm?


175. Please try to keep the dana server from getting messed up so frequently. Really interrupts things and lowers daily productivity. It would be nice to not have it crash so often.

176. In all the years or semester I have taken on line classes, I have been very satisfy with the service, you even caugth the time someone else had the same password I did, I didn't know about it, you caugth it in time. Thank you very much.

177. I hope the wireless could cover more and better around the campus, and the teaching assistants could install some necessary software on their office computers.

178. Keep up the great work!

179. Parking is a problem and its to expensive.

180. I LOVE NAU! EVERYTHING IS GREAT AND EVERYONE IS VERY HELPFUL.

181. Would be nice to use Blackboard on my iPad -:

182. Get Computer Lab staff at PVCC
   I enjoy the face to face classes at PVCC
   Mobile devices can be a great tool for education. NAU should take advantage of Smart Phones (i.e. Android)for educational and campus tools or resources. NAU should also get on board with other mobile devices (i.e. iPad) for digital text books and mobile learning software such as Blackboard Mobile Learn.

183. I mostly use vista and the main website to get through what I need for my all online schedule. I find them user friendly.

184. see b4 answer

185. I am very happy with everything that NAU has porvided to me. It has been very helpful.

186. Thanks

187. Computers in engineering building are very very slow and frequently freeze.

188. What a wonderful program. Everythin is quick and easy to understand. Louie is the only program that could use a little help with ease of use.
   Thanks for the great job!

189. Student Technology has always been very helpful to me and I appreciate the service they provide. Good job!

190. I don't have any problems or complaints. AS far as I'm concerned the IT system works well.

191. tech support is outstanding!


193. Vista has been a good experience for me with very few technical difficulties. Very happy with form and format of blackboard learning. User friendly.

194. GOOD SERVICE

195. I think NAU IT doing a good job overall. Keep the good work and as a student in a distance learning program, I heavily rely on your good services, means Vista is running smoothly
when I am taking my tests or posting my papers.

196. I really enjoy your online services. The website is well designed and is up when I need it. Good job.

197. I took the time to fill out this survey because the IT support people have been very patient and helpful to me. I am taking internet classes and my computer skills have come a long way as a result. The IT support people on the phone are more available than my instructors and have helped me tremendously when I have needed it.

198. If all of the wireless on campus was made into two massive networks, one B and one G, instead of per building, it would make it much easier to work with the wireless, instead of having to log onto a different network at each different building.

199. Thank you for helping my students! Many times they don’t know what problems to bring to you and what problems to bring to me. I wonder if there is a list of these things somewhere that I can point them to at the very beginning of class?

   Thanks!

200. NAU portal email is TOO SLOW TO OPEN

201. The internet is good however the wi-fi is suddenly lost at times.

202. I am happy with NAU Education and service

203. I tried using the "Chat" service. No one answered it for half an hour, at which point I gave up. The Student Technology Service is a bit of an oxymoron, as none of it actually works the way it is intended.

204. Can you please make the internet in Cowden go faster and more reliable? Please, Please! Thanks.

205. They are the best

206. Why do you y'all make these things so long?

207. Great!

208. I am very satisfied with Blackboard Vista and Moodle. I have had one class on Moodle and I liked it very much. Both systems are easy to use. More customization options would be better though on Vista as far as background and colors.

209. None.

210. I hope that banning private routers on campus helps make everyone's internet better!! Also, a lot of the listed methods for getting new technology updates out to students depend on the student seeking out the information on their own. Unless the student intentionally went to the vista ITS page, or picked up a newspaper and read everything in it, or read an email from the tech team, or went to a tech facebook page, they probably would just ignore any of the information presented to them.

211. I heard a rumor that the online technology will be changing beginning Spring Semester 2011. What will be used and how can we learn to use it before our online classes start?

212. Overall, very pleased with the NAU online graduate school experience.

213. NA

214. Please provide South learnin center and all computer labs with LYSOL disinfectant wipes, people are coughing, eating and spitting on keyboards, it would be nice to be able to wipe down the keyboard and surrounding area to keep from getting sick from other people's germs and lack of sanitary manners. Thanks!
We need new computers or updated or have the same connection as the Library so we do not lose any important work such as papers or research.

Hope the staff could be more helpful with all kinds of computer problems.

All of the people that I have talked to through the STC have been helpful and professional. My only complaint would be the wi-fi but I know that you are working hard on fixing it. Also, my roommate is Bryan and he always helps me even when he's not clocked in!

NAU is good

You have decent internet, (speed wise) but it’s reliability is poor and it has other issues that need to be fixed.

The resources I have used thus far have been helpful toward continuing my education. Thanks to all of those who work so hard to make it possible.

The internet network is not as stable as last semester. I think with the money we spend for the technology fee we should get some free printing. I know that at the PVV campus we have to pay 10 cents a page even if we print on both sides that would equal 20 cents. What is that fee going towards that would be a good think to let people know.

Having seen and used online resources through other AZ universities I feel that the VISTA shell could be overhauled to improve user friendliness. The discussion mode is cumbersome in accessing full conversations in an expedient and well-ordered manner. Several of my professors also have experienced difficulties in posting course materials over the past year.

LOL

The school might want to give an overview of how to use all of the technologies that this school brings.

NAU rocks!

The internet connection is too poor and not reliable. It is the reason why so many people try to bring and use their own routers because we cannot count on NAU's internet.

Don't take away our personal wireless routers. You're going to make the internet worse for all of us.

I am overall satisfied with most of the technological support there is.

PLEASE IMPROVE THE INTERNET CONNECTIONS ACROSS CAMPUS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Any and all technology that I have used here on campus has been satisfactory to my needs. -Thank You

Because the email service NAU offered in previous years was extremely unsatisfactory, I had my NAU account forward the email it received to my personal Gmail account. While I still do this for the ease of checking only one email account, as a Community Mentor in the Freshmen Connection Halls, I am glad that NAU moved to Gmail service because its interface is much nicer and easier to navigate. This means that freshmen and students in general are more likely to check and use their NAU accounts.

I brought an internet-capable gaming system to NAU with me--a Nintendo DS. While it does not have internet browsing capabilities, it can connect to WiFi. I have been frustrated, however, that I cannot use this functionality because WiFi access at NAU requires a password which I have no means to input on the DS. While I could normally access a WiFi connection by entering the system information into the DS, I do not know that I would be given this information as a student.
Thanks for the survey

Overall, I believe that the STC is doing a great job!

MY LAPTOP IS TOO SLOW AND THERE ARE TOO MANY QUESTIONS FOR THIS SURVEY

SafeConnect is a horrible application.

Decent system, kinda a pain to log in all the time, but easy enough.

Get Gabaldon's wifi up to par.

This survey popping up randomly is very annoying and rude if I may add. This survey should be optional, not required.

The McKay wireless is so weak that sometimes the signal from across the bike path at family housing is stronger, and I connect to that one instead. Yes, I'm serious. MyNAU isn't very useful, you could pull resources from that to use to universally improve NAU's wireless signal. Also, the south computer center is wonderful, and a lifesaver. Don't cut any of its funding, its awesome.

I hate the SafeConnect because it makes me redownload every other day.

I will be happy to see improvements to internet access in January. I am thankful for tech services provided here. Colleges in my home town do not offer this feature. I feel that my tuition dollars, specific to this area, are being well spent.

The Wi-Fi situation in McConnell is ridiculous, whether it be students with routers or some other issue, it needs to be addressed. A cable should not be required for internet connection at a school of this size. It is extremely impractical.

I really like NAU's computer system from LOUIE to VISTA to DANA. It's very efficient for busy and working mothers.

to use internet in the dorms you shouldn't be required to download anything. It's basically bull....xxx. If you're worried about getting sued or something like that put it in the contract we sign saying it's not NAU's fault for any viruses etc.

none

I would like to connect my phone to my calendar however it was not available for faculty.

Other than the Wi-Fi speed/availability, everything is great. Thanks!

There aren't enough computer labs on North Campus. The only one I know if is in the library, and I usually have to wait to get a computer. There needs to be more computers, preferably some Macs. Also, there is no copier in the library and it's extremely frustrating to use the scanner. It doesn't usually work, and the employees are not fully trained on how to use it and are of no help.

NAU network has become unfriendly to use! Warnings about filesharing, forced bloatware like Antivirus, SafeConnect..etc, constant upgrades, make it unusable and unreliable! You can't count on it when you NEED it!

So far no problem with technology with or from NAU

I think MyNAU Portal is great. But it is clutter with irrelevant information. I think it should be redesigned.

SCREEN YOUR STAFF BEFORE YOU HIRE THEM. THEY'RE UNPROFESSIONAL.

I'm not as big on techie stuff as I used to be. I detest the 24/7/365 plugged in current
generation. There's no real communication going on here, just lots of noise. On the other hand I recognize technology's positive contributions to life as we now know it and know it's not going away by any stretch of the imagination, barring some bizarre series of events. I just think rather than instant response we need to sometimes pause for a moment and really think before we respond.

So, thanks for all you do to help out with online education.

Again the router situation is absurd, I have now wasted money on a wonderful router that I have to simply shut down. I am in a triple room and when the routers are shut down my roommates and I will be forced to fight over the Ethernet this is extremely inconvenient

NAU kicks butt!! its a great school with awesome resources!!

I would really like to see use of e-readers/iPad for text books. I believe it would be more cost effective. It would be even better if a person could choose to purchase or "rent" an electronic text book.

I am very happy with NAU ITS services. I have had no issues to-date.

Get the Professors to use Blackboard services more.

Keep up the good work!!

None that I can think of right now...but feel free to get back to me next semester.

You may already have this, but I missed it. I would have liked a map or step by step introduction for New users to explain how to get around during the class. Like a best practice routine. I never figured out how to print the page that had important information about the class.(i never asked STC though:)

Thanks for your help.

My computer got done faster than I thought and I appreciated that.

Technical issues with online grades. I took a F2F class where the teacher would post test scores online, and I was never able to look at my grades. I emailed the NAU Technology staff in Flagstaff, and they were not able to solve my problem.

I would like someone to write grants to help support and fund lab assistants and support longer lab hours for Extended Campuses. Title III funding is one way. Other community colleges such as Northland Pioneer College recently received these funds to help their rural students with better technology services.

I enjoy using the STS when needed. They have been very helpful each time and are very courteous. Thank-you very much!!!

It would be nice and helpful if all of NAU Campus went wireless.

My experience has been positive.

maybe some kind of newcomer info would help!

I don't quite understand why there must be weekly maintenance on Vista and why it must be done on Wednesday night/Thursday morning as opposed to the weekend. 2-6am on Thursday morning is inconvenient for many.

I hope you can improve the front view of the NAU Portal, it doesn't look too inviting.

N/A
274. I really appreciate the move to banning routers, I think it is a great step. The next step would be to upgrade the routers in my opinion.

Total Respondents 274

(skipped this question) 1306