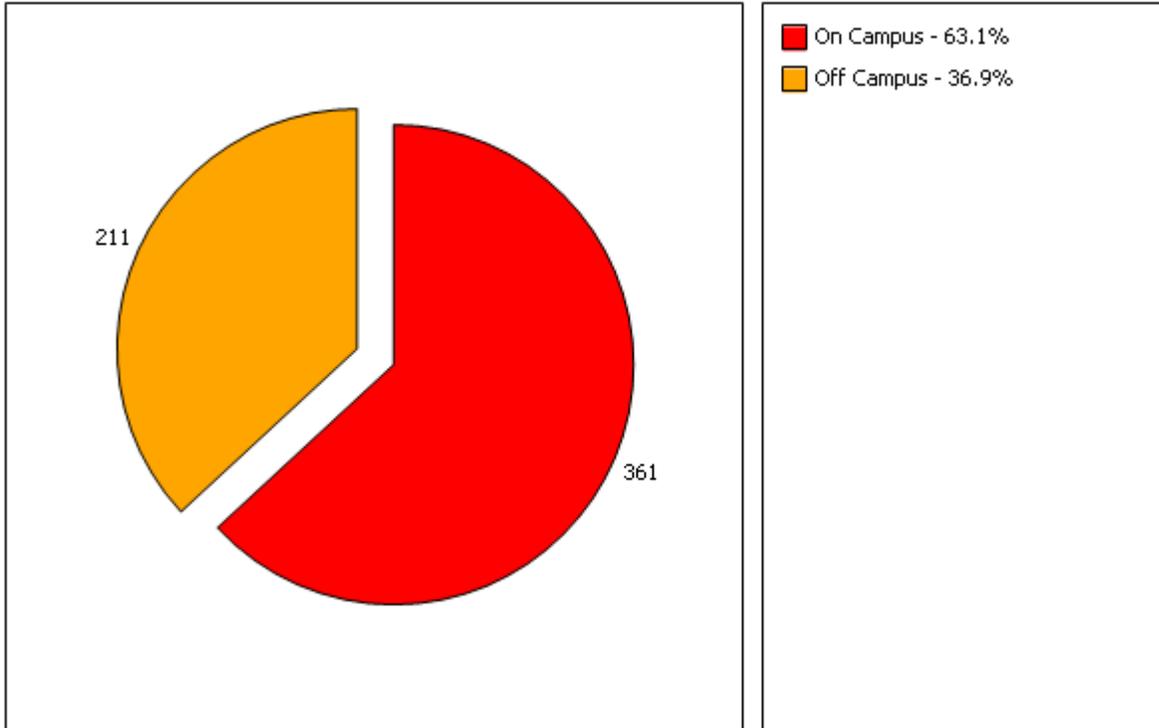


Do you live on campus or off campus?

Response Count: 572

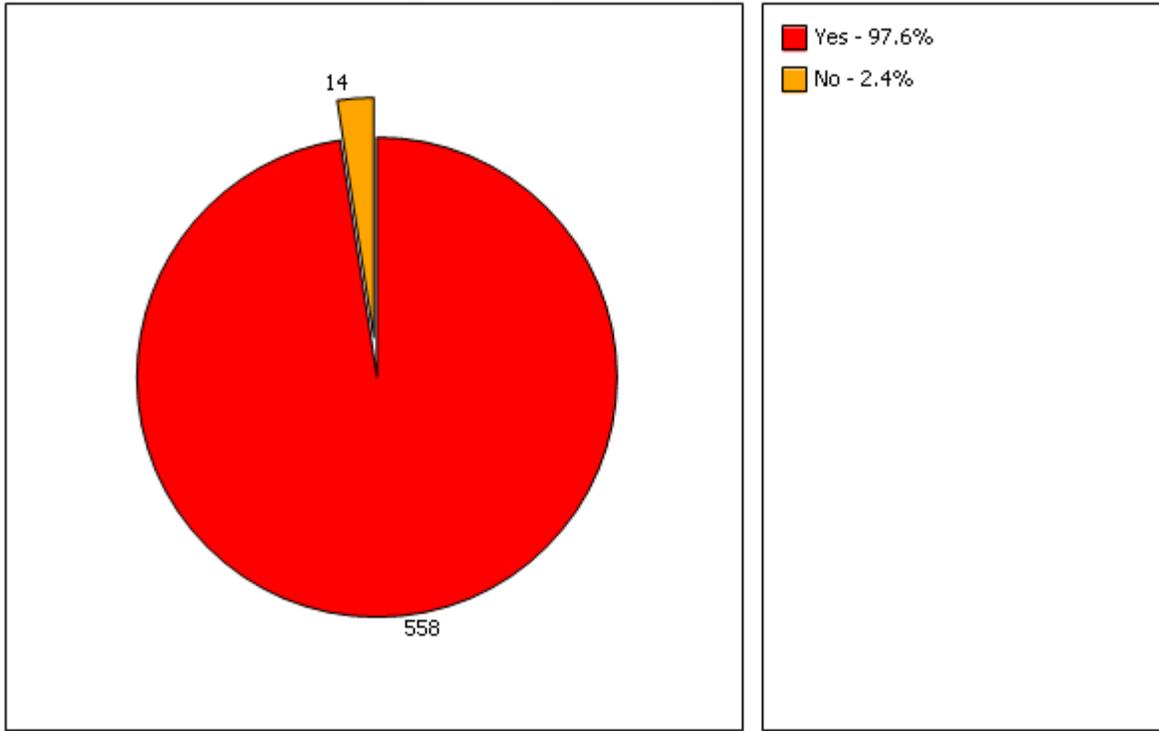
Do you live on campus or off campus? - 572 Responses



Do you own a computer?

Response Count: 572

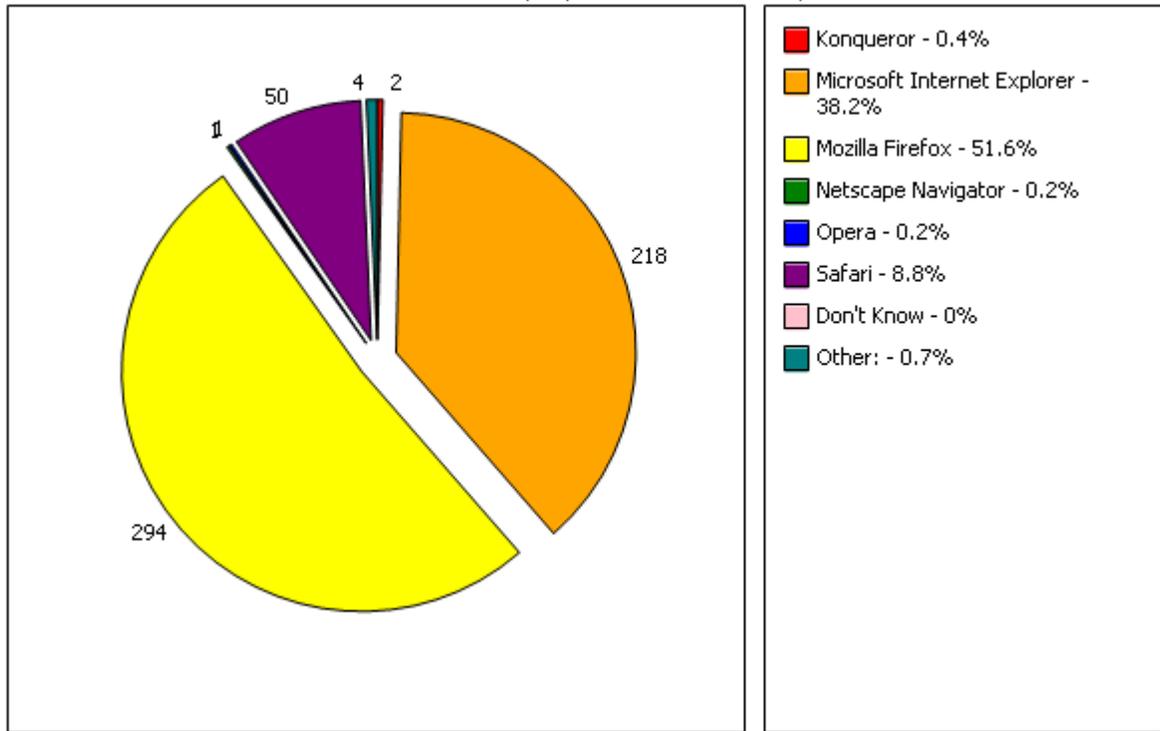
Do you own a computer? - 572 Responses



Which web browser do you prefer to use?

Response Count: 570

Which web browser do you prefer to use? - 570 Responses



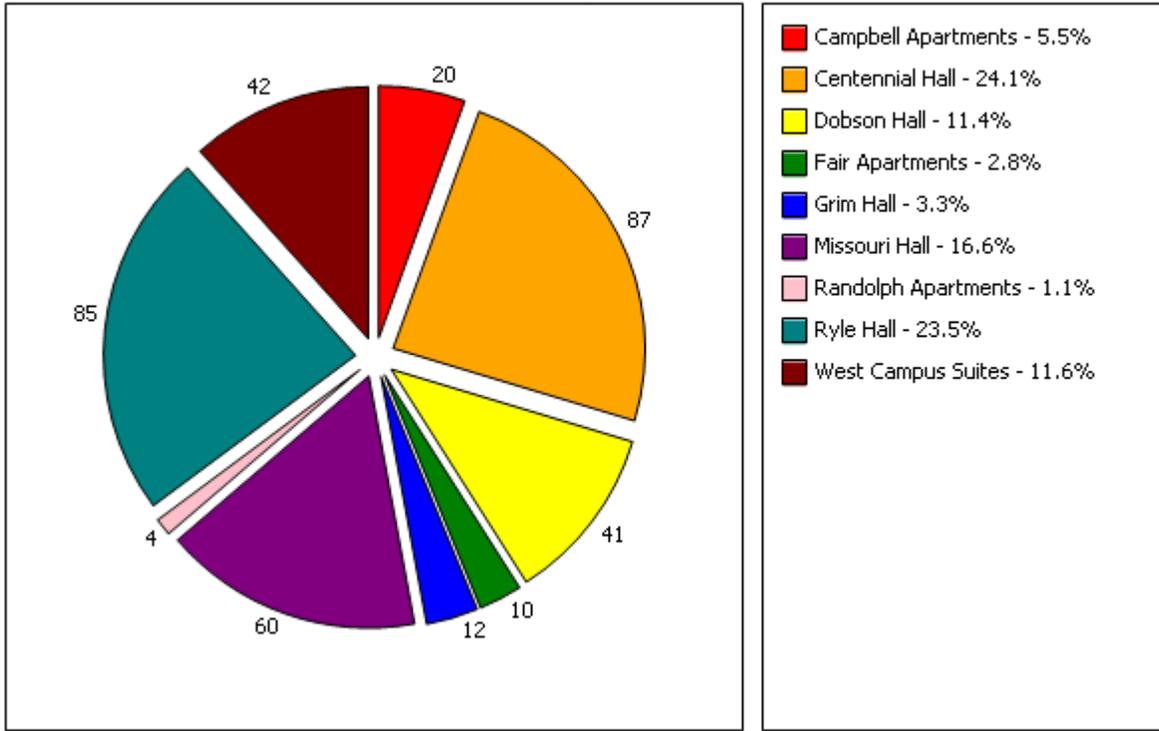
"Other" Answers

aol
Yahoo
Iceape
AOL Explorer

In which residence hall do you live?

Response Count: 361

In which residence hall do you live? - 361 Responses



Please rate your satisfaction with the following regarding your residence hall's wired network connections:

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|--|----------------|-----------|---------------------|--------------|-----|
| Wired Network Reliability | 23% | 42% | 11% | 8% | 16% |
| | 82 | 152 | 41 | 30 | 56 |
| Wired Network Performance | 14% | 39% | 17% | 14% | 16% |
| | 50 | 140 | 62 | 52 | 57 |
| Wired Network Connection Assistance | 13% | 35% | 10% | 10% | 33% |
| | 46 | 125 | 35 | 36 | 119 |

Please provide any comments you have regarding your residence hall's wired network.

Response Count: 141

-  There are occasions when Clean Access does not recognize the server and that can be a major hassle sometimes.
-  It can be finicky sometimes, with is a hassle, but it's understandable!
-  Sometimes the wireless does not work or is very slow.

| | |
|---|---|
|  | Sometimes it is really slow, but mostly good |
|  | It seems to take longer than it used to for the Clean Access box to pop up when I first turn on my computer, but it also takes less time to configure my username/password, so I suppose that evens out. Also, it asks me to update a lot less which has been nice. |
|  | Need more bandwidth!!!!!! |
|  | Internet can be slow slow slow slow slow. |
|  | Extremely slow network creates slow down at all but the wee hours. I hate having to wait five minutes just to watch a youtube clip! |
|  | It worked well for me when my wireless wouldn't. |
|  | Although the connection is pretty bad sometimes (especially weeknights), I'm very glad that you can now play internet games with much better speed this semester. Good work. I don't like how the network basically forces you use McAfee |
|  | We need ethernet ports in the lounges. Not just the study rooms, but the actual lounges. |
|  | Don't like clean access. |
|  | The clean access agent sometimes acts up but besides that it is fine. |
|  | Sometimes Clean Access does not allow me to fully log in. |
|  | Still don't like the slow speeds... |
|  | There is nowhere near enough bandwidth, especially at nights. It is extremely frustrating most of the time. |
|  | Please, please can we have faster internet? |
|  | sometimes it is slow |
|  | Faster is always better, but it's definitely quite a bit better than last year. |
|  | During the day the network is always busy so my internet speed is unsatisfactorily slow. |
|  | Overall it's ok, but sometimes it likes to spazz out on me. Takes forever to load things, or won't load at all Won't open links properly Moves really slowly But, the problem could be my computer. I don't know enough about ITS stuff to tell. |
|  | We don't have good connection in the 3rd floor of Dobson Hall. |
|  | WE NEED MORE BANDWIDTH. ITS REACHING THE POINT WHERE ITS BECOME EMBARRASING FOR A UNIVERSITY LIKE TRUMAN. |
|  | Slow, and the divisions as far as subnetworks do not make any logistic sense. |
|  | It just chooses to work when it wants to. |
|  | The Wired Network is more reliable once you are set up, but the placement of ethernet hookup is problematic. It is also difficult to first connect with the Wired Network. |
|  | it is very slow. |
|  | it's about as slow as a dial-up connection (which shouldn't exist in 2009) and I think cisco is doing more harm than help. Please fix this or I will get unhappy. |
|  | The speed is really sketchy. Facebook is so slow I can barely stand to use it in the dorm. The connection will just stop working now and then too. |
|  | The wired network was slow as molasses this past fall. It got faster the first part of this spring semester, but it is not as fast currently and it can be frustratingly slow sometimes. |
|  | I've noticed there have been more periods of slow connectivity this past semester. |
|  | There have been some outages that have been unfortunate, but not too distracting. |
|  | The wireless is the most unreliable internet service I have ever encountered. I would think that a University would have the resources to provide their students with a dependable internet service that isn't prone to fluctuating in whether it is or isn't going to work. I expect that the problem is not restricted to just MO hall and hope it will be fixed in the future. |
|  | Wired network performance is universally terrible across campus. Why is everything so dismally slow? |
| | Occasionally goes offline without explanation. Often seems slow. |
| | I feel that the wired network should be much faster than it is. It is pretty slow especially during peak hours of the day. |
| | Choppy connection some times and often slower than wireless |
| | The connection is often slow in the evening. |

| | |
|---|---|
|  | The bandwidth is not very good, can't do much other than check email and instant message...bad for games and videos...except at about 3 am...then it's fine... |
|  | The vast majority of the time connection was good. Quite recently there has been problems connecting to the server and sometimes I had trouble with Clean Access Agent |
|  | I feel like the connection and speed of the internet access is very unpredictable and limited when the connection is in fact working. |
|  | Its good but more hook ups for like x box's and more comp.'s |
|  | Sometimes it is slow. |
|  | I expect the wired network to be faster and more reliable than the wireless network, yet sometimes it is even worse. I have waited up to 10 minutes for a page to load on more than one occasion, making me think it is not a problem with the page itself. |
|  | Sometimes, especially peak times, the internet is slow or requires you to reload a page. |
|  | The signal strength is very low so that web pages take a long time to load and I keep getting kicked off internet based programs such as messaging systems. |
|  | Clean Access will not login for several minutes. If I try to click the login on the icon at the bottom right of the screen on the toolbar, it is gray and cannot be clicked. Connecting takes too long. |
|  | It is very slow. Clean access agent is not reliable. |
|  | I have been very discouraged by Cisco Clean Access. I always have to log in over and over, thus wasting time and never establishing a good connection. Please get this fixed. |
|  | The location of the port on the wall is not always the best place regarding the layout of furniture. |
|  | Cisco is always logging, even when it is not necessary. |
|  | My only complaint is that I live on the the opposite side of the room from the Ethernet hookup, and it is difficult to get a wire all the way over there. I think the Residence Halls should provide assistance in setting that up, and running it along the ceiling or something. |
|  | The location of the Ethernet jack made it nearly impossible to connect my computer to. I think it would really help to have at least two, or possibly provide an extension. |
|  | The wired network connections in Mo Hall are much better than they were in Dobson last year. In Dobson sometimes the servers would crash, but the internet has always worked this year. Connection speed can be slow, but that is understandable given the amount of traffic at certain times of day. |
|  | Everything generally works, I don't have any complaints. |
|  | I normally have to restart my computer to access the internet...that is, if I leave my computer idle for awhile and then come back to use it, the internet does not work. This is incredibly annoying as I use my computer quite a bit for school work. |
|  | More bandwidth would be great. |
|  | It seems like the wired connection often runs slower, which I dislike. Also, it seems harder for Cisco Clean access to connect when I'm hardwired as opposed to wireless. |
|  | There is not enough bandwidth during peak usage hours, between 5/6 to about midnight the network is very slow |
|  | It is sometimes difficult to get signal, or the network is offline for hours at a time without warning. |
|  | My truman wireless worked about once, then became locked for some reason. |
|  | Tends to go out randomly, requiring a restart of my computer in order to reconnect. |
|  | In the corner rooms there is great signal, but towards the end it gets really really bad. |
|  | Very good during low-traffic times. |
|  | Not very reliable or fast. Asks for too many McAfee updates |
|  | 97.976478978956323% of the time, it is excellent! |
|  | The residence hall's network is very slow, sometimes I have to refresh a page several times before it will load correctly. |
|  | It's fast and stable. However, sometimes, especially weekend, it doesn't work very well as the connection is very slow and i can't not log in. |
|  | Even when I am using an Ethernet connection, it is extremely slow. It usually runs at only 40 something KB/s. It is pretty annoying that I can count to 6 or 7 slowly before truman's homepage will load. |
| | The wired connection is ridiculously slow. It's not any faster than the wireless and i only get 2 bars of signal then. I think my money should be better spent to get a better connection speed. |
| | The connection is usually pretty slow, and having to log into cisco clean access agent all the time is very annoying. Also, cisco many times did not work correctly, especially at the beginning of the school year. |

| | |
|---|---|
|  | It seems that the connection doesn't change at all to suit the need. The network tends to noticeably slow at peak times, every day. |
|  | It's not that fast/reliable. It seems to be hit or miss, whether it will be fast enough so I generally use wireless for my laptop unless I am having problems with wireless, then I will change until I think wireless is better again. |
|  | I don't like temporary access and I don't understand why it happens. |
|  | I personally use an ethernet cord every time i want to get online unless i absolutely have no access to it. I only rarely have any troubles. |
|  | I do not use the wired network |
|  | There are times when Clean Access doesn't work well, and other times when I lose internet connection. |
|  | The computers in the lounges have worked just fine. |
|  | wired is soooo slow |
|  | It is sufficient, usually has no problems, but sometimes is a bit slow. |
|  | It is EXTREMELY slow |
|  | too slow!!! |
|  | Only occasionally was it not available |
|  | There have been quite a few times recently when the internet would not work. |
|  | Ocasionally the connection can seem very slow but for the most part it is good. |
|  | The connection is incredibly slow, pretty much as slow as wireless. |
|  | Terribly slow for a wired network connection. This is not a problem with my laptop or some others in my hallway since they are pretty top-notch. The network needs upgrading. |
|  | Several times during the school year, the network has failed in the late evening. Each time, the network was not restored until the next morning. With an increased reliance on the internet for academic work and communication, I feel that ITS should have an emergency technician who can provide the necessary repairs more promptly. |
|  | Clean Access can be a pain at times, and I am not even sure what it does exactly. I think if students were told "how it helps us/protects our computers" would make it more of a positive thing to students. Just an idea for you. |
|  | It always seems to be out, or I cannot connect to the network. |
|  | It can be very slow at times and not user friendly. |
|  | Centennial's wired connection is far slower than it should be. For instance, constant streaming of a video cannot take place. You have to wait for a buffering period. Also, online gaming has poor performance on this wired network. I have had some issues arise just recently with Cisco clean access on a couple of occasions, and hope that this does not happen again as well. |
|  | Relatively reliable. Pretty fast. |
|  | it takes my computer at least 5-10 minutes to log onto Clean Access every time my wireless never works when i need it |
|  | I often have problems with voice chat (Skype) |
|  | Sometimes it is irritatingly slow |
|  | Wired works more often than wireless. |
|  | I do not appreciate how many attempts it takes to finally be allowed onto the network whenever I use the Ethernet cable for faster speed than my wireless. |
|  | Clean Access is a pain in the behind. |
|  | Cisco Clean Access Agent can be kind of crazy sometimes. |
|  | slow |
|  | It works most of the time but the Clean Access only comes up when it wants to and is incredibly annoying. Sometimes it decides it doesn't want to come up for several hours and there is no way I can manually log in which means I can't get onto the internet for that whole time. That is a huge restratint to when I can do my homework that is online. |
|  | At the end of the hallway where my room is, the signal is always low or very low and will repeatedly lose signal and find a signal. |
|  | The connection is still very slow. Playing online games such as WoW or anything on Xbox live is bound to lag. |
|  | There are times when it just won't connect, even with the ethernet cable. Eventually, it will just start working again. |
| | N/A |

| | |
|---|--|
|  | none |
|  | I don't use this because I don't have the money for a cord to my desk, since the plugs are on the opposite corner of the room. Fix this during renovation. |
|  | clean access never seems to work right |
|  | The network system is okay, but each time I have to log in to the network system; I wish I don't have to do it because it comes up once in a while and disconnect from the network. |
|  | Usually is very sluggish around certain times of the day |
|  | Need more bandwidth. |
|  | I'm not sure if there is any control over Clean Access, but I've taken my computer in several times because my computer refuses to log onto it half the time. |
|  | The internet connection is sometimes lacking. It gets frustrating. |
|  | The connection is good, but the overall all speed is disappointing. I get faster internet speeds at home. Over the network speeds is very good though. |
|  | The connection speed is not as fast as I am used to at home. |
|  | Lately, this second semester the network has been running slowly, especially after midterm break. |
|  | The wireless seems to cut out on a semi-regular basis, but only for a split second before reconnecting. |
|  | The connection speeds are dismal. |
|  | There have been a few times when I've had trouble establishing a connection, but overall my troubles have been minimal. |
|  | the last few days has been the first time that we haven't been able to get a connection |
|  | Of course I always want a faster speed, but it's good enough for my uses. |
|  | The internet is incredibly slow in the dorms compared to the library or Violet hall and that is very frustrating. |
|  | The network frequently stops working at random times -- and it seems to always happen when I am trying to finish a task that involves e-mailing professors for assignments. When I call ITS, they blame it on my computer, but I've talked to other people, and they tell me that their internet didn't work at the same time that mine didn't, so I know it's not just my computer. |
|  | Usually works well. |
|  | The internet just stopped working when it was raining outside. Several times! What's up with that?? Don't you think it's time to fix it?! |
|  | I only use it in the computer lab, and I'm only there when the wireless network sucks...oh, wait...that means I'm in the computer lab ALL THE TIME |
|  | SO slow! |
|  | inconsistent and testy, not easy to fix if a problem occurs |
|  | I have had many frustrations with the wired network. It's impossible to use my XBOX Live subscription that, which costs money, that I paid good money for, on the network because it's so slow. It is very unreliable and cuts out sporadically. Unacceptable. |
|  | Other than the fact that at times some computers were down for an indeterminate amount of time, no complaints. |
|  | More than two ethernet ports should be provided as a router in a dorm room wouldnt make much sense. Also the performance is horrendous, the bandwidth available needs to be increased or each building should have its own connection, this may already be the case, but something needs to be done, I would happily pay a premium for a fast reliable connection |
|  | 1 port per person in each room is ridiculous. Especially when there is an extra port wired but not activated. |
|  | It works. I mean, I can't complain about it for the most part. It gets me what I need, and you guys can't help the fact that there are a couple hundred people on the network at any given time. So its slow at times, but for the most part it works and it good. |
|  | 90% of the time it works well, only occasionally will it be slow. |
|  | Speeds aren't spectacular and the system will kick you off over-night. |
|  | Dobson Hall has had extremely and at times unbearably slow and unreliable wired network. However, this only holds for internet traffic, not intranet. |
|  | Many of the ports to the wired network do not work in the rooms. |
|  | Horrible! Goes out all the time I have spent several weekends without any connection! |
|  | The network is very sluggish at times; probably the peak usage times... but it is still very frustrating |

 I can't use to outlet in my room for a wire. It doesn't work on my computer, and no one can tell me why

Please rate your satisfaction with the following regarding your residence hall's wireless network:

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|-------------------------------------|----------------|-----------|---------------------|--------------|-----|
| Wireless Network Reliability | 5% | 27% | 27% | 28% | 14% |
| | 17 | 97 | 96 | 101 | 50 |
| Wireless Network Performance | 5% | 28% | 24% | 29% | 14% |
| | 18 | 100 | 86 | 106 | 51 |

Please provide any comments you have regarding your residence hall's wireless network.

Response Count: 166

-  the connection is really low and often does not work. when it is working it is extremely slow.
-  The range is sometimes hard to judge, and even when close it can randomly cut out.
-  almost always reliable
-  horrible speeds, cuts in & out all the time
-  It can be annoying sometimes when I lose signal and have to re-require, but overall I'm quite satisfied.
-  My connection is very inconsistent and unreliable.
-  Cisco is frustrating some of the time.
-  Very unreliable, difficult to connect within a dorm room
-  i find that in the evening when there is high usage of the wireless everything loads slower and there are actually some functions such as a multi person video conference which are not possible.
-  Network server problems are common. Often it's difficult to get a signal.
-  I'm sick of the patchy connectivity, especially since everytime we lose signal and get it back again, Cisco has to re-login.
-  Wireless signal is weak and sometimes cuts out.
-  Sometimes I have trouble getting wireless at my desk, but I can get wireless on my bed which is only a foot away... and the wireless hub is right outside my door... wireless signal drops off a lot in my room.
-  We don't get any wireless internet in Campbell apartments. I don't know if we are supposed to have it but it would make things much nicer.
-  It is really hard to get a good wireless connection/signal in the rooms. I just take an ethernet cable with me, but it would be nice to actually be able to use the wireless internet.
-  The wireless service is unreliable and dips in and out of service. That, combined with the new clean-access requirement makes it impossible to do anything on the wireless network without wasting huge amounts of time.
-  very unreliable
-  I live adjacent to the bridge in Ryle (so less than 20 feet from the wireless router) yet I get next to no wireless signal in my room.
-  It's slow so often! Really frustrating.
-  Why does the wireless in Ryle Hall not work in the morning?
-  Clean Access goes in and out to often.
-  WE NEED MORE BANDWIDTH.
-  During the first semester there were several weekends when there was no wireless service. I typically use my computer most, and the labs in Dobson are crowded. It was inconvenient when they were out.

| | |
|---|---|
|  | Mine doesn't work. |
|  | The signal fades A LOT. At least once a week it does not connect at all. The lounges have horrible signal |
|  | The wireless network is fairly new, but has good signal. However, there have been problems with logging on with Clean Access. There is a message sometimes that says the server is invalid. As with any wireless network there is also the problem of signal fading and disappearing. |
|  | also very slow. |
|  | About 30x slower than the wired connection, I don't see any reason to use this because you could pretty much create an entire website in Microsoft Word in the time it takes to load google. |
|  | It's much slower than the wired network and even less reliable. The really funny thing is that in order to set up a wireless network you have to be connected to the Internet in order to read ITS's instructions. How is that supposed to make sense? |
|  | I don't use the wireless network in the dorm, so I cannot rate it. |
|  | I have never once been able to get it to function. |
|  | Can no longer access the wireless network since my computer is 3+ years old and does not support the new "secure network" access. |
|  | The decision to move to a wireless platform incompatible with several recreational devices, including current-generation gaming systems, was avoidable, as there are other secure connection types that these other devices support. At least I can share my wired connection from my laptop's wireless hardware, but that workaround shouldn't be needed. It's not like these specs weren't publicly available for the 18-30 months since those devices were released. |
|  | sometimes it can take a long time for the internet page to load, but this is usually just because there are a lot of people on the internet. |
|  | The wireless is prone to fading in and out regardless of where I sit. And depending on when I try to use the internet, it may not work at all for reasons I don't understand. If it is not fixed I would feel embarrassed for the university trying to show prospective students the resources at hand. Cisco Clean Access Agent is one of the shittiest and non user-friendly internet programs I have ever dealt with. |
|  | For broadband, speeds are pretty slow. Also, Dobson has a bad habit of dropping connections and having speed fluctuations. |
|  | Very inconsistent. Had repeated trouble connecting even after visiting ITS help desk. Currently doesn't work at all, which has been very frustrating and inconvenient. Even when it was working, not reliable at all. |
|  | Wireless internet is very slow and is sometimes hard to connect to through cisco clean access. It disconnects too frequently |
|  | Sometimes cuts in and out frequently. |
|  | I hate clean access |
|  | The wireless is often difficult to get or not working. |
|  | Wireless network is slow and the connection protocols are hard to make use of if you're not computer literate. |
|  | It sometimes will not work and wired internet has to be used, which is inconvenient. |
|  | It often disconnects and Clean Access takes a long time to restart |
|  | It was often hard to get a wireless connection or it would take a long time to connect. I was also difficult to keep the signal. |
|  | Not always reliable and have to put access codes in alot in short time spans! |
|  | It usually doesn't work at all, or else it is very slow. |
|  | Wireless cuts in and out way too much and is not reliable at all. Clean access has completely messed up my computer on more than one occasion, and then I can't get on the internet to complete assignments. What's the point in having a personal computer if I can't use it when I need it? |
|  | No matter how I connect, whether through a wireless or a wired connection, it is always very slow. |
|  | Terrible signal in rooms farther away from the wireless router, and have trouble connecting if they can even get any connection. My room is half way down the hall and I have trouble connecting some of the time. Once connected I have trouble maintaining a connection. |
|  | Wireless access is very poor. I have to keep my computer plugged into the Ethernet if I want to access the internet at all. And I live two doors from the lounge. |
|  | I live in the middle of the hallway, and my wireless is always flickering on and off. Whenever it is on, it is usually only Low signal. This is really annoying, because it causes Cisco Clean Access to pop up every time the wireless goes out and comes back on, even if I am not using the internet at the time. |
|  | Of course the connection could be faster, but having a mac I found it hassle free and pretty reliable. |

| | |
|---|--|
|  | often has trouble connecting and shorts in and out. |
|  | Clean Access is awful. |
|  | Randomly gain and loose connection. |
|  | I hate Clean Access Agent |
|  | Do not have wireless capabilities with my desktop PC |
|  | The wireless internet does not work a lot of the time and when it does it is slow. |
|  | i live directly across from the study lounge where the Wireless internet receptor is and sometime the Wi-Fi is very slow. |
|  | I lose connection to the wireless network more often than I would like. Sometimes, the connection is so bad that I have to move my laptop to a different area of the building just to get a connection back on. |
|  | Can't get service in the room |
|  | Poor availability in my room. When I can get it, it cuts out. |
|  | Takes very long to log in |
|  | Sometimes it works really well, other times I can barely get a signal and pages take a while to load |
|  | It only works on the first or second floor and at the centre of the house. I'm on the forth floor so the wireless is unstable and relatively slow. |
|  | The signal is always low or very low, making it hard to work consistently using wireless. In addition, whenever I use TrumanSecureWireless, Clean Access logs me out every few minutes. It usually logs me back in automatically, but by the time I am successfully connected already, I have lost the page that I was using. I don't know what that's all about, but it is also very frustrating. |
|  | The wireless network here is ridiculously slow too. It needs a definite upgrade. |
|  | It works well when I can get my Clean Access to cooperate. |
|  | VERY slow, I am glad I brought an Ethernet cord. |
|  | I used wireless in my room all year until March and then I couldn't get enough signal to connect. This went on for two weeks and I talked to ITS, but I had to switch to a wired connection. |
|  | I have never actually been able to use the wireless network in Centennial and i have lived here for two years now. |
|  | It cuts out randomly. For long periods of time. Not a good thing. |
|  | At times, our network connection is shotty and will not allow anyone to connect. |
|  | I like to use the wireless network, but often the speed is very slow and clean access doesn't always work that well. I wish it was more dependable, especially because many classes are starting to gear towards internet-dependent assignments. I know the ITS people are working hard on the server, but maybe more outside help is needed. Thanks for the efforts. |
|  | so slow! this is where we live so we should be able to have decently fast internet in our "home." more of our money should be going toward increasing bandwidth. |
|  | I live in 4113 West Campus Suites and it seems like in our bed rooms and living area the wireless internet will always kick us off a lot. |
|  | I can't get wireless to work on my computer and I was unable to install the new secure wireless system. |
|  | I can get wireless in my room, but If I go to the lounge or study bubble, my computer will indicate a good wireless signal, but I will not be able to get on the internet. |
|  | I personally use an ethernet cord every time i want to get online unless i absoltely have no access to it. Most people have problems with the wireless not working or being too slow, and I too have experienced this. |
|  | The wireless sometimes is at a low connection and will sometimes cut me off. |
|  | I wish it was faster sometimes. |
|  | There are some parts of my room where I don't get any wireless connection. I also think that it is very slow. |
|  | I can't get any internet in pershing and sometimes the internet is slow but I know that's just because a lot of people use it. |
|  | Our room (424) does not get wireless all of the time. It always works next door however. |
|  | wireless is sketchy and when it is going it is soooo slow |
|  | I do not use this option, but my roommate occasionally has problems connecting. |
|  | The wireless is not very reliable here. It will often tell me that a network connection was unsuccessful, and the network comes up as "Identifying" something, and it doesn't work. |
|  | The wireless connection cuts out regularly and I get a low or very low signal about 85% of the time. |

| | |
|---|---|
|  | Sometimes, for whatever reason, the internet will not connect while I'm in the main lounge. |
|  | Way to slow and the connection is frequently lost or timed out. |
|  | The wireless network is even slower and is never reliable. There are always problems every once in awhile that require you to switch to the wired network in order to get on the internet. |
|  | The wireless network is very patchy, even in the residence hall. I depend on a wired connection in my room to get my work done because the lounge wireless connection is very hit or miss. |
|  | I can't even connect to it, so I use ethernet all the time. According to the people who can connect, it's ridiculously slow. |
|  | I lose signal all the time. It eventually comes back, but still it's an incredibly frustrating process. |
|  | The wireless network reliability is not good; I don't like taking my laptop out of my room because I never know if the wireless network will work, much less whether it will work well. |
|  | It is hard to keep a signal and there is one it is always fluctuating in strength. |
|  | I don't use it. It seems like it works okay, but I hear some complaints of it being slow from time to time. |
|  | Spotty. Takes a long time to connect. |
|  | very slow, clean access is a pain |
|  | It fades in and out on a continuous basis. |
|  | I love the fact that we have a wireless network, but I don't like how hard it is to get onto it the first time, or how it will occasionally log you off randomly throughout an online exam even when you are not moving. |
|  | It is extremely slow and I lose my connection for short periods all the time. |
|  | I can't ever get wireless in my room. It only seems to work in the lounges. I feel that this should be extended to every dorm room and nook on campus. |
|  | slow |
|  | CLEAN ACCESS IS GAY. |
|  | In some of the dorm rooms it's mostly impossible to establish a wireless connection. |
|  | The wireless won't work in our individual rooms, only in the lounge. Also, the wireless will not allow us to play video games online using a Nintendo DS or Wii. |
|  | I can't get it to work in my room, no matter how hard I try. |
|  | First semester, the internet connection worked just fine; however, this semester it has been very inconsistent: it's been very slow at times, and sometimes will just stop working |
|  | Getting rid of Cisco and just having an encrypted code for wireless would speed up the wireless experience, and increase the wireless reliability. |
|  | When my computer is using the wireless network, it loses the connection extremely often. This is very frustrating and inconvenient. |
|  | It could have been faster overall and login could have been quicker. |
|  | The wireless signal is either too weak or doesn't come in at all and it is pointless to even try to use it from our room. |
|  | N/A |
|  | Even though there are a few wireless adapters around the building, signal is low and sometimes impossible to receive. |
|  | really slow |
|  | Very slow and drops very often. |
|  | wireless never works. i cant log in and on the rare occassion that i can get on it have such low service that it may only work 5 minutes maximum. even if we open our door to get a better signal it doesnt work. |
|  | Last semester, I could use the wireless internet system, but because they switched to secure system, my computer does not have access to it. |
|  | Can be very slow at times |
|  | I am constantly kicked off the internet, on my desktop that never moves more than an inch, and occasionally the whole thing just freezes. It is ridiculous that the most recently updated res hall on campus has such awful wireless. |
|  | The internet gets connected and disconnected constantly. I also sometimes get Invalid Server Error messages and cannot use the wireless network the whole day. |
|  | Need more bandwidth. |
|  | I'm not sure if there is any control over Clean Access, but I've taken my computer in several times because my computer refuses to log onto it half the time. |

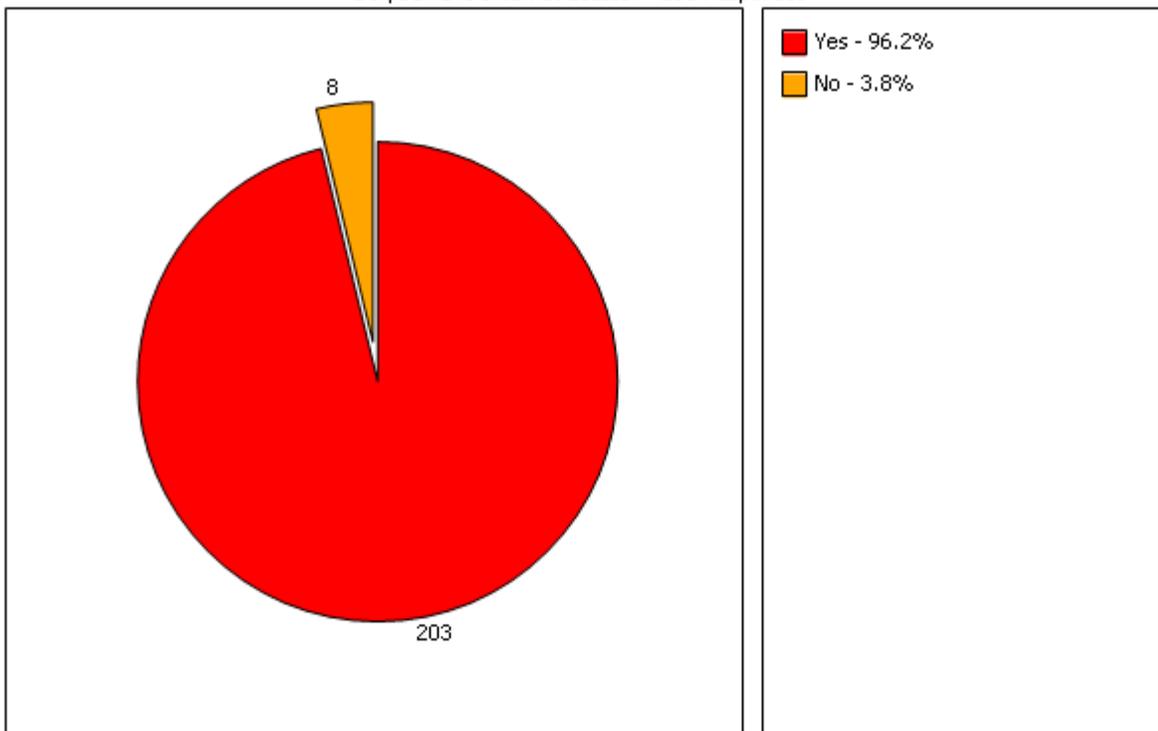
| | |
|---|---|
|  | Wireless cuts out quite a bit. |
|  | Slow and disconnects a lot |
|  | The wireless is ok most of the time, but it has weak spots in weird areas. It is better than last year though. Internet speed is not stellar. |
|  | There have been times when my friends say that the wireless network is down (this doesn't usually affect me since I use the wired network mostly). The wireless network also is slower than the wired network. |
|  | There is a very low signal in my room, which often is lost. |
|  | See above. |
|  | Works well when I can actually get coverage. |
|  | clean access can be unreliable. I also know a lot of other people who have problems with it. Sometimes my roommate will have to have me log in on his computer, then log off, and then he has to log on and that's the only way it will work. |
|  | Slow and cuts on and off all the time, regardless of which computer I use. |
|  | The connection is generally very slow. |
|  | Sometimes it has trouble connecting with Cisco. |
|  | I don't use wireless, but I've seen the crappy speeds and numerous dead spots. |
|  | I live on the first floor and we have very poor wireless signal strength sometimes we don't have any signal at all |
|  | I can't even connect to it, and I had an ITS help desk worker set it up for me. |
|  | I don't use the wireless network in Ryle. |
|  | The internet connection is very iffy! |
|  | We live on the outskirts of the building so our wireless comes and goes extremely bad. You can't use it because it is always kicking you off. |
|  | Wireless network is very very very unstable. |
|  | It's generally great, but about once a week or so I have a little bit of difficulty connecting. |
|  | wireless is horrible. there are times where Clean access won't boot up, or the internet just doesn't come up at all. and it's not just my computer. I call others when my internet isn't working, to see if they're having problems too. They always are...whenever wireless is down for one person, it's down for everyone. |
|  | Loss of network frequently |
|  | IF I can manage to get a wireless signal, it drops off then reconnects every 10-15 min |
|  | extremely difficult to work with, especially if a problem occurs |
|  | The wireless network was even worse! Numerous times I emailed ITS asking for help with increasing the wireless signal in our room because it is so weak! I was lucky to have it for more than five minutes without it cutting out and giving me even more problems. I don't understand why we can't have fast, reliable internet access and help when we need it. |
|  | Internet has always worked for me, but i do not enjoy having to wait for minutes every time I log on just for Clean Access to work. I click on the Clean Access icon, and it tells me that Clean Access is already running; if it were running, why would I need to click on the icon? |
|  | Cisco Clean Access tends to have problems at least once/twice a week. Failed logins and error messages are common and prevent us from accessing the internet. |
|  | Because of the extreme dissatisfaction I had with the wireless network I was forced to switch to the wired network |
|  | It may actually be just my computer, but it has had a lot of trouble with the internet this year. The only thing is, the problems only happen here, not at the library, ITS, or home. |
|  | the wireless connection is inconsistent--sometimes it works, sometimes it doesn't. |
|  | I have contacted ITS in the past about the low signal strength in the Fair Apartments, especially on the Ryle end by the street. Still, no improvements. |
|  | slow, unable to log on half the time, kicks off internet while on |
|  | The Wireless here is very very slow compared to other places on campus such as the library and some other residence halls. At times it takes a few minutes to load a page. |
|  | Like I said earlier, it works. It isn't the fastest, and it can be frustrating at times when everyone is online and it randomly boots people, but for the most part, its alright and I have no problems with it. |
|  | Almost always works, but can be very slow at times. |
|  | A router is 15 feet away and the signal is still only half strength. |

- Again, the network speeds are unbearably slow at times, but I don't seem to have much problem with getting connected. WPA was a bit tricky to configure under linux, but nothing too bad.
- So
- The wireless in my room doesn't connect very fast and I'll get kicked off without any notice.
- Works great... though sometimes I have to log into Clean Access multiple times during usage sessions which is very cumbersome.
- The 3N lounge (and maybe others) has very limited signal strength, making it almost impossible to do work there.
- I only use the wireless network. It often takes a long time to get working if I go from one part of campus to another.

Do you have Internet access?

Response Count: 211

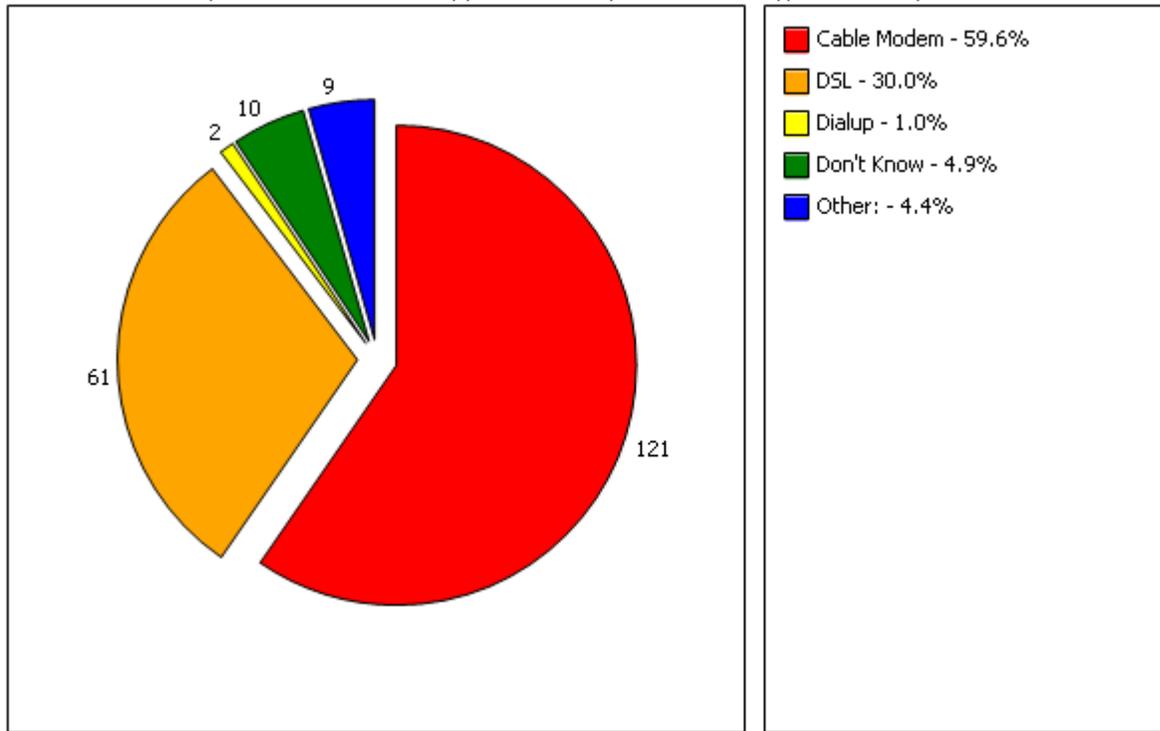
Do you have Internet access? - 211 Responses



If you have Internet access, please choose your connection type.

Response Count: 203

If you have Internet access, please choose your connection type. - 203 Responses



"Other" Answers

wireless

wireless

Wireless access in apartment building

wireless

wireless

wireless

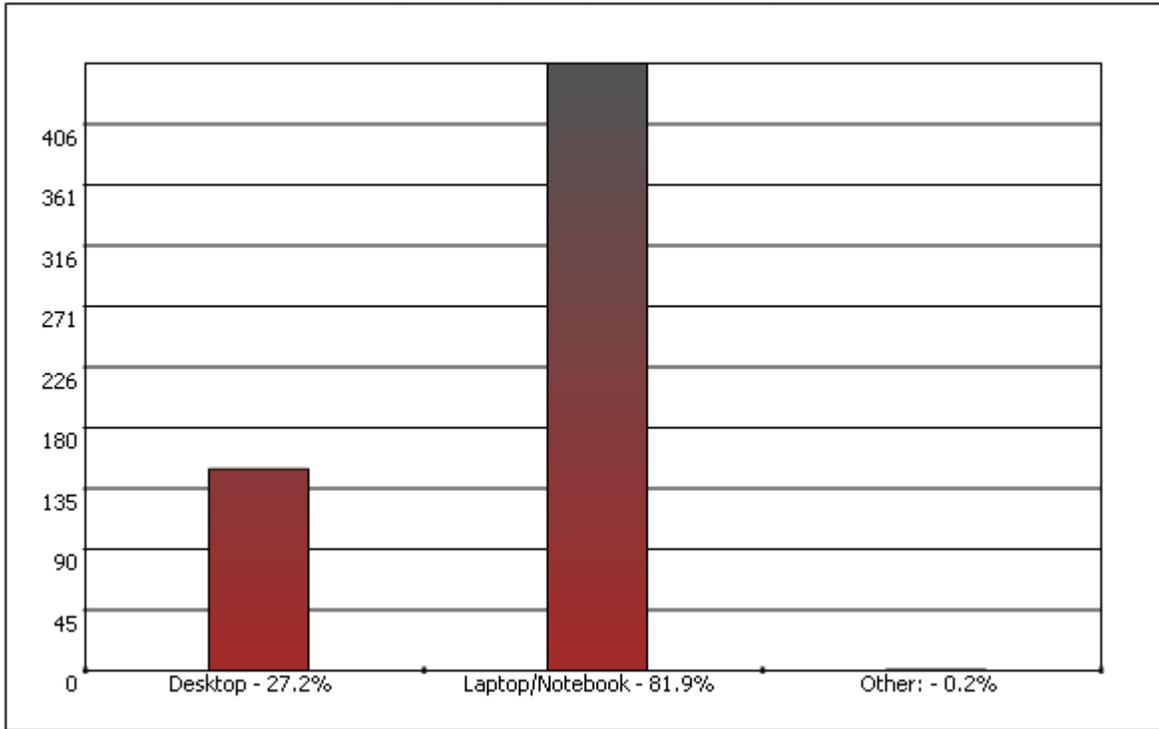
wireless

wireless

What type of computer do you own?

Response Count: 551

What type of computer do you own? - 551 Responses



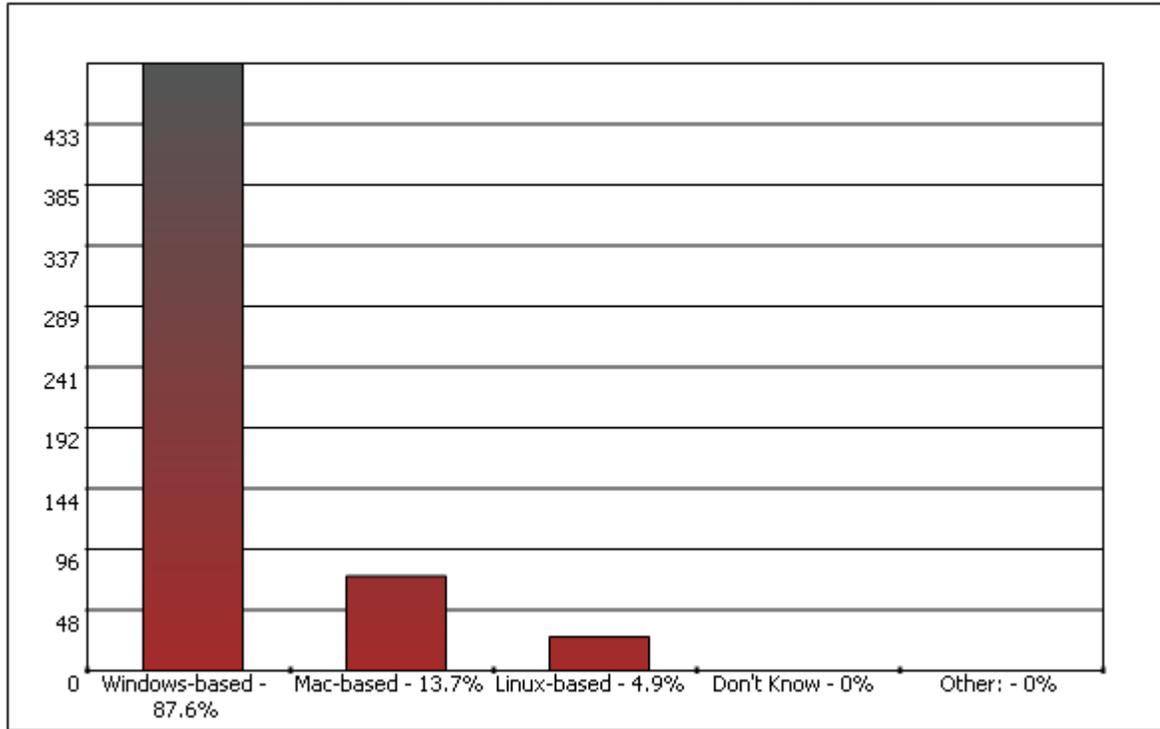
"Other" Answers

Pocket PC

What operating system platform(s) do you use on your computer(s)?

Response Count: 549

What operating system platform(s) do you use on your computer(s)? - 549 Responses



Which antivirus software do you currently use?

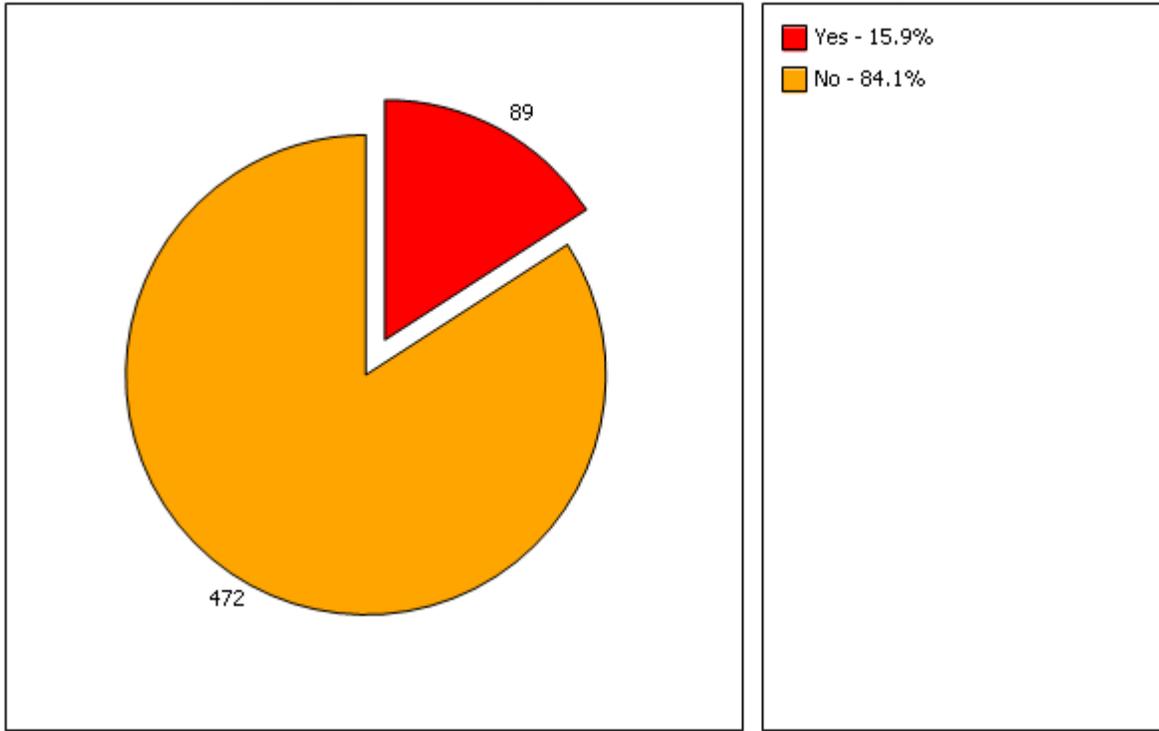
| | Count | Percent |
|-------------------------------|------------|-------------|
| AVG | 79 | 14% |
| Cyber Warner | 2 | % |
| Dr. Soloman's AV | 2 | % |
| F-PROT | 0 | % |
| IBM Anti-virus | 0 | % |
| InnoculateIT | 0 | % |
| IRIS Anti-Virus | 0 | % |
| McAfee (Personally Purchased) | 64 | 12% |
| McAfee (University Provided) | 199 | 37% |
| McAfee Virex | 2 | % |
| Norton Antivirus | 89 | 16% |
| PC-Cillin | 6 | 1% |
| Web-based service | 4 | 1% |
| None | 66 | 12% |
| Other: | 32 | 6% |
| Total Responses: | 545 | 100% |

Other

- Mac based
- It's what ever you all force us to use...
- Zone Alarm

| |
|---|
| ESET |
| Sophos-Anti Virus |
| Trend Micro AntiVirus |
| Kaspersky |
| |
| Trend Micro |
| Kaspersky |
| Avira |
| Trend Microvirus |
| |
| Kaspersky |
| Avast |
| ZoneAlarm |
| Norton on desktop, McAfee on laptop |
| avast |
| |
| Avira |
| CA |
| Antivir |
| Trend Micro Antivirus 2007 |
| Windows Defender |
| OfficeScan |
| |
| |
| Avast |
| trend micro antrivirus |
| Mac provided |
| Avast |
| |
| |
| Do you plan to purchase a new computer within the next year? |
| |
| Response Count: 561 |

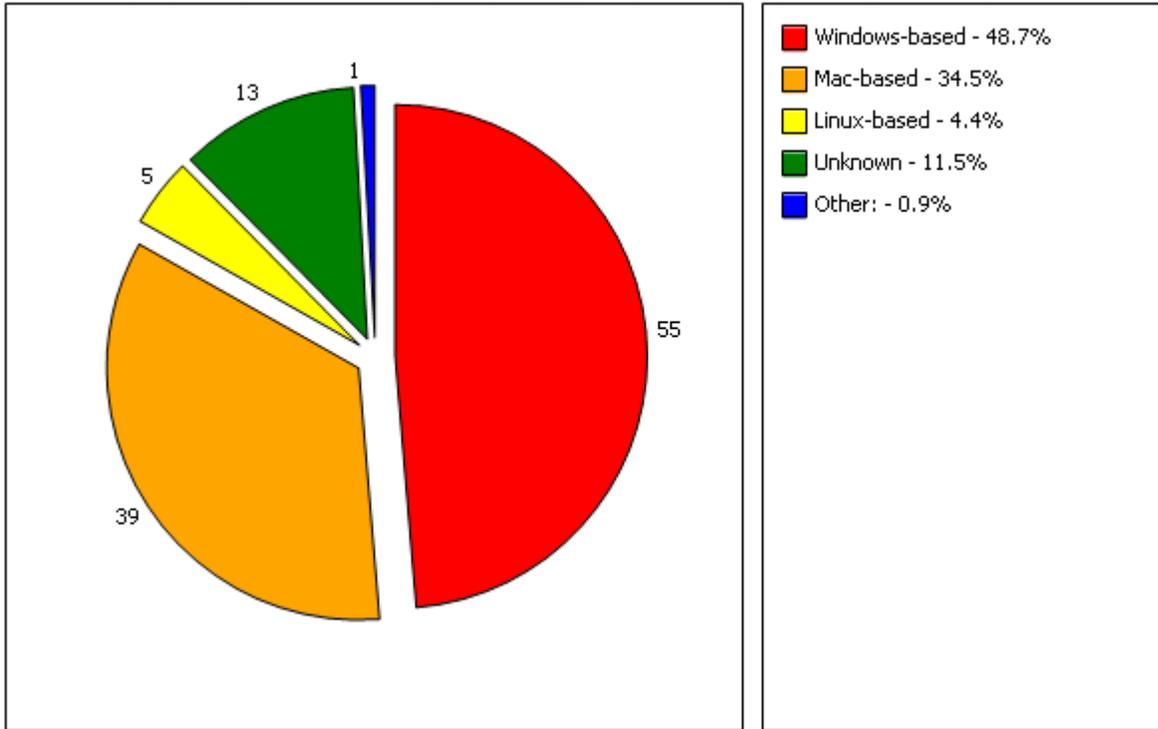
Do you plan to purchase a new computer within the next year? - 561 Responses



If you plan to purchase a new computer, what type do you anticipate purchasing?

Response Count: 113

If you plan to purchase a new computer, what type do you anticipate purchasing? - 113 Responses



"Other" Answers

When you need to access Truman information, how often do you use TruView?

| | Always | Usually | Sometimes | Rarely | Never |
|--------------------|--------|---------|-----------|--------|-------|
| TruView Use | 53% | 30% | 11% | 5% | % |
| | 301 | 174 | 64 | 31 | 2 |

How often do you use TruView for the following services?

| | Always | Usually | Sometimes | Rarely | Never |
|-------------------|--------|---------|-----------|--------|-------|
| Email | 59% | 16% | 5% | 7% | 13% |
| | 336 | 92 | 28 | 40 | 76 |
| Blackboard | 54% | 22% | 14% | 7% | 4% |
| | 309 | 127 | 78 | 38 | 20 |
| News | 4% | 14% | 33% | 29% | 20% |
| | 23 | 82 | 186 | 165 | 116 |
| Calendars | 5% | 14% | 31% | 27% | 24% |

| | | | | | |
|---------------------------------------|-----|-----|-----|-----|-----|
| | 29 | 78 | 176 | 152 | 137 |
| Groups | 6% | 7% | 15% | 29% | 44% |
| | 34 | 38 | 83 | 167 | 250 |
| Access to your student records | 55% | 26% | 16% | 2% | 1% |
| | 314 | 150 | 93 | 12 | 3 |
| Other resources | 4% | 17% | 49% | 18% | 13% |
| | 21 | 96 | 279 | 103 | 73 |

Please provide comments you have about TruView.

Response Count: 168

-  It's pretty and the source code makes me smile.
-  very useful
-  very not user friendly, awkward to use
-  I wish all classes were on blackboard, and that TruView would be easier to use. It is difficult to find stuff in there
-  TruView works great for what I use it for! (e-mail, records, and blackboard)
-  It would be nice if the e-mail were in html style too. Our e-mails are boring. Also, if you could rearrange the tabs on your screen.
-  very good
-  I love TruView--it's a great resource for everything Truman!!
-  Truview needs an upgrade. It needs to look more like Google and have integrated functionality. Truview needs an overhaul, NOT JUST NEW WALLPAPER!
-  Don't need all those tabs. Only need blackboard, email, student and search
-  I hate using TruView for email - I think it's very user un-friendly, so I have all my email forwarded to gmail.
-  Much improved over past years.
-  Should improve compatibility with e-mail clients. The can get mail in to e-mail client, but smtp doesn't work and have to access tru-view.
-  Pretty good for University related functions, email, and Blackboard. I like Gmail better though.
-  It's okay, but I wish the "Student" tab links were up all the time and din't have a curfew.
-  The email provided through TruView is very simple. I'd like to see added features such as sorting mail through filters, ability to use date/time, size, or name to re-order emails within a file, and easier forwarding.
-  I would like to comment that whenever I access TruView from off-campus, with a DSL internet connection...I cannot access Blackboard.
-  I don't like the time limitations on TruView... sometimes I just HAVE to access the degree audit or something at 4AM...
-  It's great. Works really well.
-  better navigation necessary like the changing photos layout boring admission page doesn't correlate with design of other pages take advantage of rollover features and flash
-  I like it.
-  The email is hopeless.
-  I use TruView when I have to, but otherwise I find a way around. My university email is forwarded to another address and I get on Blackboard directly instead of through TruView.
-  I like truview. I have never had any difficulties with it.

| | |
|---|---|
|  | TOO MUCH SPAM |
|  | It is very nice to have. |
|  | WELL STRUCTURED. EASY TO USE. NEED MORE E-MAIL SPACE IN ORDER TO USE IT FOR EMAIL PURPOSES. |
|  | Quit preempting the main page view during registration. |
|  | i don't like the look of it |
|  | I have all email forwarded to gmail. |
|  | It would be nice if sent messages saved automatically. |
|  | It's a convenient place for students to access useful information regarding their accounts and also a quick way to access blackboard. I like the setup and it's easy to use. |
|  | It's fine. |
|  | The e-mail server could be a lot better by including an automatic "sent messages" storage facility or allowing some formatting. |
|  | Don't really have anything to say; it's alright. |
|  | e-timecards are good would be nice to be able to re-charge print account w/out going to cashier's office |
|  | It's great! |
|  | TOO SLOW! |
|  | I hate Truview! On the student tab, I'd like to be able to move the boxes around. I understand some of the higher boxes on the Student tab (Banner Service Availability, Registration, Account, Academic Records, Schedule) are important to keep, but the iClearances tab is the one I need every day (Student Timecard) and it is stupid that I can't have that at the top for easy accesibility. At least I should be able to "minimize" the boxes I don't use frequently so they aren't in my way. The FAQ tab shouldn't even be there because most of the infomation is not applicable (How do I access course tools?, for instance). I hate that email opens up in an entirely separate, ridiculously tiny window. I hate that when I'm writing out an email I better make sure I do it in under 20 minutes or Truview will log me out and I will lose everything. To avoid these problems, I have my email forwarded to another address, but this doesn't prevent all problems. There are some emails I know were sent correctly to my Truman address, and I have never received them. Sometimes I receive emails days after they were sent. I receive one of these late emails about once a week. (This is a frequent problem, not an occasional glitch.) I hate that Baracuda filters out email I want to receive, and the only thing I can do is whitelist email addresses. I want to filter by subject line, since my Yahoo! group's subject line always contains the name of the group, but it comes from a different email address depending on which group member sent the message. I hate that the longest I can stay logged into Truview is 30 minutes. I would like to stay logged into Truview until I log out (NOT close the window). The pop-up warning ("click OK to stay logged in") is a nice idea, but Truview still seems to log me out in the next 5 minutes anyway, with no further warning. This is especially obnoxious during registration, when I leave the screen on a course listing page for a long time (during this time I am writing down information, comparing class times to other courses, checking my registration requirements, etc.) and Truview warns me I have been inactive for too long. Besides being very user-unfriendly, Truview is ugly. |
|  | The email interface is sadly outdated, which is why I prefer to access my mail the same way I do with my other non-Truman email accounts: from within my desktop Mail application. I used to waste far too much time waiting on loading screens before I switched to this current method. It is more efficient, fully integrated into my workflow, and I have probably saved countless hours by not using TruView for accessing my Truman email. Blackboard I keep a bookmark for so I can access it directly; it's faster that way. Campus news I get comes from the Truman Today or Index sites themselves. I use iCal on my desktop or the Truman calendar page if I need a calendar. Records, scholarship timesheets, and registration actions are the only things I really need TruView for. |
|  | I actually like it. It's easy to use, easy to navigate and everything I need is in one place...campus news, weather, e-mail, all of it. |
|  | Truview would work better if it was more user friendly and had a better layout. G-mail has a much better interface, maybe a those aspects could be combined. |
|  | I don't use TruView all that often, because I have my Truman e-mail forwarded on to my gmail account, so it is all in one place. |
|  | Why didn't you redesign when you redesigned the Truman main site? |
|  | Email interface is clunky compared to Gmail. Set to forward to Gmail. |
|  | Needs feature to be able to sort messages. |
|  | Very helpful and I wish more of my professors used it. |

| | |
|---|--|
|  | Not all professors use Blackboard to post grades and assignments, therefore it isn't incredibly useful. |
|  | It is unreliable, ugly, and not user friendly. |
|  | I think it is a very good thing. I use it a lot and it allows me to communicate very well with professors and keep on top of academic and scholarship information. |
|  | I really enjoy the folder option in the email section |
|  | It works, don't fix it. |
|  | Truview is a great system...when I can access it. Links need to be available 24/7 because students are up and working at various times throughout the night. I like that everything is in one place, but there is no backup for when it fails. I would use the group function more often if it wasn't so difficult to obtain a group. I think the process for creating one is ridiculous and completely unnecessary. If a group is created for an inappropriate purpose, it can be shut down and that student can lose the privilege. Don't punish the rest of us for some people's mistakes. |
|  | I've found TruView to be an extremely useful resource that is easy to navigate. |
|  | It is enjoyable to use. |
|  | I am generally satisfied with TruView, but sometimes I cannot log on to Blackboard even though all of my information is correct. |
|  | I like TruView, for the most part. |
|  | As far as email is concerned it's pretty useless, but at least I can forward everything to my Gmail account. |
|  | I do not like having the registration tab as the default tab for the whole month or so of registration. Particularly for graduating seniors who are not registering for classes anymore, the tab is annoying. |
|  | More email space would be appreciated |
|  | All i use it for is to register for classes and check transcripts. Who the hell would use TruView mail when you could have it forwarded to gmail and have 120 times the storage space and a user interface that doesn't suck. |
|  | Easy to use.. |
|  | Sometimes it seems just easier to access information without being logged into TruView, as if TruView doesn't have enough links to departmental websites and other information. |
|  | I love TruView. This is seriously one of my favorite things about Truman's network, because everything is on one page, and you can pay bills, look at grades, change classes, check e-mail, check the weather, etc all in the same go. I check TruView at least every hour, if not 2 or 3 times an hour, whenever I am just sitting on my computer. |
|  | I like the system, more teachers should use blackboard. |
|  | Truview is simple and easy to use. |
|  | I use my truview email but have it routed to outlook express on my computer to prevent any loss of email and so i have an empty online mailbox. It is nice to be able to have online email that is accasable from any computer, at home or on campus. Also when i took summer classes at UMKC i used it to transfer and access documents from my home computer to the UMKC computers |
|  | Pipeline is a very useful resource for the organizations I am in to communicate with other members. |
|  | I like it for the most part, no big complaints. Although, I wish more professors used blackboard. |
|  | Mostly satisfactory, have had difficulty when I've needed to use Truview/ Blackboard for a longer test and I was logged out due to the automatic log-off time. |
|  | It's great to have one site where you can access everything you need related to Truman. |
|  | I use outlook to get all my mail, but i am still using my truman address. |
|  | This year I started using Microsoft Outlook and having all my truman e-mail automatically transfered there and it is MUCH better for me. TruView just isn't very user-friendly or functional. The only problem with my method is that once my outlook takes the mail from truview I cannot access it from other campus computers. If I have to print something, I usually send it to a different e-mail address, which is an extra step but well worth not having to waste my time on truview. I like being able to receive alerts when I have new mail, flag items, regain deleted emails, etc. Outlook has many more useful features than TruView. Another problem with TruView when I have to use it is that it will randomly decide to close an e-mail I am composing and it is lost. Sometimes it closes the entire Web browser. I don't know what's up with that but I know it has happened to others as well and needs to be looked at. Sometimes it doesn't work long enough for me to open one e-mail and print it. |
|  | It's ok. I can't log in blackboard sometimes and not all classes are listed on blackboard. |
|  | During both registrations this semester, for housing and for classes, truview has been either down or extremely slow. This creates a lot of stress on my part while I'm trying to get the apartment and classes I want! I was not at all happy about that. |

| | |
|---|--|
|  | The number of windows that you have to use is a little excessive. It seems like you could allow for more customized hotbuttons on the top. |
|  | None |
|  | It seems to work almost all of the time, keep up the good work. |
|  | I like Truview for the most part. Sometimes it's confusing. |
|  | It is a lot easier to use now than I remember it being my Freshman year (2004)especially during registration. so good job and thanks! |
|  | I like it for the most part. |
|  | truview can be hard to navigate, I don't know if it's because of the website set up or if its just all the files you have to go through just to find a little information. |
|  | TruView is great!! |
|  | I use gmail instead of TruView for email. |
|  | It's very helpful! |
|  | Would not work with Internet Explorer- Had to download Mozilla Firefox in order to access TruView on my desktop computer. |
|  | I wish that all of the banner links were available 24/7. Sometimes when I need to use them they are not available. |
|  | I think truview is easy to navigate and user friendly. I have not had a bad experience with truview in the 3 years that I have used it. |
|  | I find TruView very easy to use. It can be inconvenient to use at times, however. About a quarter of the time I use it, it takes a long time to load. I know this is a TruView problem and not my connection because other sites work just fine and my roommate and other friends have the same problem. |
|  | I use TruView and links all the time. Sometimes the administrative info is difficult to access or confusing to read. WHERE ARE FINALS SCHEDULES?! They are SSSOOO frustratingly difficult/impossible to find. |
|  | It's a great service to the student body. Makes things so much easier. |
|  | The way email is set up is very troublesome and cinfusing so I forward my emails to my gmail account for a more accessible and pleasant email experience |
|  | I do not use the Truview email system because I think it is horrible when compared to Gmail. It doesn't have enough storage and is inefficient to send out mass emails and such. Could use an upgrade so that I would be more inclined to go on Truview more often. |
|  | I just go there to click on the blackboard link or for registration and whatnot. I have both of my Truman email accounts forwarded to gmail |
|  | The platform is rather out of date. I have used the POP3 server to handle my email because the email interface is not very user friendly (particularly the attachment feature). |
|  | I love truview when it works. It has nearly everything on it and I can access other homepages from the site. |
|  | Truview is ok, I dont really care for it that much, but I dont have any big problems with it. |
|  | It is a nice set-up. I am much happier with it now that I direct all of my e-mails to a different account. |
|  | I wish that it did not automatically log off after such a short period of time. I also wish that we didn't have to change our passwords so often; there are only a certain amount of passwords I can create and remember, and having to change it just adds to the confusion. |
|  | It's okay. I can't really think of a way to improve, except maybe schnaz it up a little. It's very plain, particularly compared to something free like hotmail. |
|  | It usually works exceptionally well, however this year I could not register via TruView and had to call ResLife and register for housing in that manner. |
|  | I like having lists of Campus and community events. It is a great way to get involved in different activities. |
|  | The email is terrible so I fwd everything to Gmail. |
|  | Truview has not been "down" as often this year as last year. I was on campus from 2002-2007, so I can remember the old ruby system and the transition to the new system. It seems like a lot of the bugs have been worked out and the system has been a success. |
|  | It's weak sauce. |
|  | The email client pretty much sucks compared to free ones like Gmail. Its not really a problem, I just use that one instead with my Truview address. |
|  | it's gotten exponentially better/faster since my freshman year! |
|  | the groups/calendars could be utilized better by organizations/classes, such as having syllabus dates & |

| | |
|---|---|
| | papers on it for clubs/organizations to use it, the presidents/webmasters would need a session in the system |
|  | Very accesible and easy to use. |
|  | good stuff |
|  | Confusing; too many tabs and things going on, not enough clarification. |
|  | TruView is very helpful for organization |
|  | I really like how it is a one stop shop with almost everything you need for truman. It has everything or links to almost everything that I need for Truman. |
|  | Overall, pretty good. I think the email system could be much better, its mainly a big hassle to use. |
|  | Useful resource |
|  | TruView is incredibly helpful for everything school-related. It's laid out very well. |
|  | TruView works fine for the purposes I use it for. The email set up is completely ineffecient so I have my own personal email account. |
|  | It's okay, I guess. The e-mail interface isn't bad, though the storage isn't that great; I just forward all my e-mail to a Gmail account. The registration system works fine. On the whole, it's serviceable. |
|  | Love it. |
|  | Seems out of date...things like GMail and Outlook are a lot easier/user friendly/modern |
|  | TruView a very handy portal to many things I have to access. |
|  | TruView is extremely helpful. It is annoying to have to continually change your password as well as the frequent problems with Truview. The 15 minute log out function should be extended. |
|  | Too small storage space for email archives. |
|  | Works fine, but the e-mail client sucks. |
|  | The inbox is too small- the mail platform too clumsy. I forward it all to g-mail and delete it all on the Truman server. I wish I could export my address book so I could kick the system entirely. Ad and drop system tangled up with registrar's bizarre bureaucracy. Degree Audit system counter-intuitive. |
|  | I wish the TruView email account was more useful. For example, I would like to see easier way of sorting emails. When I sort emails in folders, they are randomly replaced (dates are disregarded). Also, I would like to see easier ways of keeping addresses of people. I use hotmail email account for my private use, and I like the way they are. |
|  | I like it |
|  | I like it. I wish that I could save emails in a folder and retrieve deleted emails like I can with my other emails like on AOL |
|  | It is hard to read the degree audit. |
|  | Sometimes, my emails get lost. |
|  | I have been satisfied with its performance. |
|  | Truview is great, hourly restrictions suck sometimes... |
|  | TruView looks dated. |
|  | It works ok, going through e-mails takes a while. |
|  | easy to navigate but some of the links are under strange tabs |
|  | I find TruView inconvenient because it has very limited space for storing old emails and does not allow users to stay logged in indefinitely. I have all my Truman email forwarded to a Gmail address, which I prefer because of the above issues with TruView, as well as the ability to receive new mail notifications from my IM client and other services. TruView is really just inconvenient. |
|  | Not enough storage for email. |
|  | it would be nice if we could mark emails or keep them as new like most other email programs |
|  | The email system is too basic, but the tabs are well organized. |
|  | I like that everything I need is all in one place. |
|  | This semester, my email has started coming in a few days late. |
|  | It could be more aesthetically pleasing. |
|  | Sometimes it takes an hour to load, and that isn't an exaggeration. |
|  | I use the search option a lot. That's pretty nice. |

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| i have my email forwarded elsewhere because truvview is much more difficult to navigate |
| It's truvview...what can you say about it??? Blackboard still sucks...even my professors have trouble making it work... |
| The email system could be improved. It would be easier to work with if there was a tab in TruView just for email, then you wouldn't need a pop up window. Moving emails is slow. The search feature usually doesn't work, even if I know the criteria I use match multiple emails I have. |
| none |
| its good and systematics but wish there were more graphics! |
| The mail part needs work. I don't like the pop up window |
| You should make outbox saving default because if you do not know to set your outbox settings when first getting a Truvview, nothing will save to your outbox just in case there were errors regarding outgoing mail. |
| Email is not good. I wish I could be able to sort by date, time or sender. |
| I mainly use the groups feature because the organizations I am in use their group pages actively. The email is a little basic so I have another email account outside of my school account. |
| TruView is excellent. Very good, necessary service. |
| It would be convient to have the time-out extended or as a personal option if it isnt already |
| Its alright. I have no complaints about it. |
| I found the TruView email format to be inefficient and often frustrating, so I have all my university email sent to my gmail account now. I only use TruView for Blackboard and my student records. |
| searches are not good, hard to navigate site |
| It would be nice if the Email icon at the top indicated the number of new messages. |
| I put that I rarely use e-mail, but that is because I auto-forward it to another e-mail address. I like having this feature, as it allows me to still send mail with a university address, but not have to check multiple e-mails for responses. |
| I think for the most part it is user friendly. I sometimes have problems if I go to search for something on Truvview, but if I know what I am looking for I usually don't have any problems. |
| I like it. |
| Overall it has always been dependable and easy to use. Would like to have a little more personalizatoin to it. |
| no complaints that i can think of |
| Truvview is great... but I would like it if it was possible to both have mail forwarded to another address yet still maintain a copy of it in the TruView inbox. |
| I used to use TruView email, but it had limited capabilities and storage, so I moved, which put me almost never on TruView. |
| It doesn't see particularly user friendly. I don't know what services are provided by it, and the e-mail is terrible |
| I have no problems with how truvview is set up. I use it everyday multiple times. |

Please rate your satisfaction with each of the following TruView services.

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|------------------------------------|----------------|-----------|---------------------|--------------|-----|
| Registration & Add/Drop | 33% | 52% | 8% | 4% | 3% |
| | 189 | 297 | 47 | 24 | 15 |
| Open Course List | 37% | 52% | 8% | 1% | 2% |
| | 213 | 298 | 43 | 8 | 10 |
| Student Schedule | 34% | 49% | 11% | 2% | 4% |
| | 196 | 281 | 64 | 11 | 20 |
| Mid-term & Final Grades | 28% | 56% | 11% | 2% | 3% |
| | 161 | 320 | 61 | 14 | 16 |

| | | | | | |
|--|-----|-----|-----|----|-----|
| Transcripts & Transfer Credit | 31% | 53% | 9% | 2% | 6% |
| | 175 | 304 | 50 | 9 | 34 |
| Degree Audit (for students who entered in Fall 2004 or later) | 29% | 42% | 12% | 5% | 13% |
| | 167 | 238 | 66 | 29 | 72 |
| Student Account Information | 30% | 56% | 9% | 1% | 4% |
| | 170 | 321 | 52 | 6 | 23 |
| Financial Aid Application Status | 23% | 44% | 13% | 3% | 16% |
| | 134 | 252 | 77 | 17 | 92 |
| Student Employment/Payroll Records | 27% | 42% | 8% | 2% | 20% |
| | 152 | 242 | 48 | 13 | 117 |
| Address Update | 26% | 48% | 11% | 4% | 12% |
| | 146 | 276 | 61 | 23 | 66 |

Please provide any comments you have regarding specific TruView services.

Response Count: 129

-  Registration does not allow run / work smoothly, which can be a very negative occurrence when trying to get into classes.
-  The degree audit does not recognize several of the music major classes for degree credit, nor does it recognize many of the major ensembles. This is a constant problem for students applying for graduation.
-  not user friendly, but they get the job done
-  For Degree Audit, I think it would be nice to have a feature that instead of telling you what requirements aren't fully met and listing those that are, list what requirements you still need. Example: 12 more hours of LAS credit needed instead of LAS Requirement-Not Met. Also, for degree specific requirements, give the options you can pick from for certain requirements (example: for business/accounting, you have to take a 300 + Level ECON course, Stat 300+ course, or some other alternative) - list these as options in degree requirement instead of just on the worksheet.
-  They are hard to find, and I couldn't change my address and other info
-  When I tried to register for courses it took forever to let me on.
-  Degree Audit has given me some problems. Then, I have to go to the registrar's office to sort out the problems it made.
-  The student account information was unclear at one point at the beginning before the spring 08 semester. I looked at my account and it read that I owed a very large sum of money to Truman. Once I read the fine print I realized that this amount was displayed when my financial aid had not yet been put into effect. This initial shock could have been avoided had there been a large notification regarding this fact.
-  none
-  Registration is much easier now considering how it was the first year we used TruView! (2004)
-  The Degree Audit is EXTREMELY confusing to use properly. I had to have my advisor teach me what to press to find the information I needed.
-  The degree audit is a great feature, but it does not allow a what-if analysis for double majors.
-  Open course list: sometimes goes straight to the beginning Schedule: please add lines to the detailed schedule! Make it more organized.
-  Again, I don't like the time limits...
-  In the Degree Audit it would be helpful if you could plug in more than one degree to figure what classes are needed for graduating with two degrees. It is frustrating how you can put a hold on registering if you don't

| | |
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| | update your address. Often times, these things don't change every semester. |
|  | Even after updating my local address last semester, I still received letters from Truman at my old address for several weeks. |
|  | Truview is easy to use and helpful. I especially like the online time card. It is much easier to keep track of than paper. |
|  | Academic Profile. It is missing. |
|  | Print transcripts and schedule doesnt always work. |
|  | 5 STARS. |
|  | The Open Course List does not currently list when some classes are restricted to their majors. I feel the Student Schedule could be better if the time covered by a class were blocked of in boxes rather than just the name and information for the class, so that scheduling around long classes or labs would be easier. I also think that it would be beneficial for more than one Emergency Address could be given. |
|  | Also fine. |
|  | The Degree Audit doesn't let you audit two majors and one time, so you can't tell if something is being double-counted by the computer that you won't actually be able to double-count when it comes down to graduation. It'd be really nice if there is a way (or if there is, if it were easier to find) of ordering official transcripts online. |
|  | The Degree Audit is great, but I wish it were in a checklist format. |
|  | Nothing really |
|  | It would be nice to be able to print off a neater looking unofficial transcript for ease of attaching to e-job applications. I had to buy one from registrar and scan it in. |
|  | Transcripts should be free to print online. The errors for the degree audit need to be more easily definable so the problem can be remedied sooner. Not updating my address should not put a hold on my account. That's idiotic. |
|  | It would be nice to be able to filter the Open Course List by course level. Some majors/minors require you to take "300 level or above" for example, and there is no way to do this except to look at every course within a subject. |
|  | A number of classes I was hoping to take in the fall, which the now-online-only catalog site had indicated would be offered, were nowhere to be found when my registration day came around. If changes are going to be made to when specific courses are offered, these changes need to be reflected in the Catalog immediately. Other services are adequate, but that is all. |
|  | It would be nice for Truman to be able to provide official transcripts in electronic form. I have needed these this past semester for applications to Undergraduate Research programs which preferred the transcripts to be electronic and official at the same time. |
|  | Registration displeased me by not letting me register until 30 minutes after I was supposed to, and by that time, 2 of my original classes I was going to take were full. |
|  | Some parts of TruView work really well and other parts are more of a hassle to use. |
|  | Housing Registration Sucks. Need to test it next time to allow for a fair registration process. |
|  | Registration is very simple. |
|  | I don't feel that the student account window is user friendly; it seems difficult to navigate |
|  | Registration is a joke. |
|  | They're great! However, sometimes the student account information isn't that up to date...regarding the billing at least. I found myself a few times this spring. |
|  | na |
|  | I love that we can register and add/drop online ourselves, but the last 2 times I have registered, it failed. It is not reliable enough of a system for something that important. It needs to be able to support the large volume of people logging in at 5 that day, and right now it doesn't. The open course list should have course descriptions as links on the course titles, we shouldn't have to click so many times to get a description. The student schedule is not clearly printed, an excel type sheet would be much easier to look at. Student payroll records are the worst part, they don't show up readily, and there is no explanation as to how to get to them. I worked a full year, yet had no statements to review...how does that work? I think the address update is something very small, and shouldn't be forced. The university has access to our records, it is unnecessary to place a hold on our account for refusing to give you information you already have. |
|  | At 5pm the moment of the start of class registration, the server was soooooo busy and I couldn't connect to the registration page at all and it was too late to add my class when I finally got to the page after 10 minutes... |
|  | Truview would not allow me to register on time. I was finally allowed to register 18 minutes after five, but by then the majority of my classes were gone. |

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|  | I wish that when after you signed up for a class information for it changed, like teacher or time, or meeting place, that you would be notified by email. |
|  | I like being able to add in my scholarship hours online. |
|  | Registration is still difficult with the amount of people registering at once. It would be helpful to be able to see things on degree audit by completed/not completed. |
|  | I hate the drop fee, but I don't think TruView is responsible for that. |
|  | The server is sometimes down when I want to look at the open course list |
|  | I think the open course list should include student comments or ratings about the professor or class. Even just student comments about the actual workload of a class would be nice, because although many classes might say Writing Enhanced, that doesn't always mean the same thing. It would be really awesome to know exactly what we are getting into, without having to bug every one of the professors. |
|  | Make open course easier to search. |
|  | The student employment/payroll records is confusing. Often other services such as student account information or financial aid application showed incorrect information. The registration & add/drop gave me a difficult time dropping a course in which I had to go to the registrar fill out the paper work in order for the course to drop. |
|  | I like how we can do the time cards online now, it enables you to better keep track of the amount you have worked, both for scholarship hours and for instatutinal pay |
|  | The whole registration process where hundreds of people log on at 5 o'clock to register is frustrating and makes registration an unnecessarily stressful task. The internet often stops working in the middle of registering and getting the classes you need is often not possible. |
|  | if the Registrar didn't suck at degree audit fixes I'd be happier. Probably just an easy programming fix. |
|  | I had a half transfer credit from high school, but it didn't get transfered to here. Then I had AP resend it and Truman still didn't get it. I just gave up because it was only a half credit, but that needs to fixed for other incoming people! |
|  | The student Audit form needs to be updated for music students. |
|  | As a pre-business major i cannot do a degree audit for my accounting classes, it therefore makes it difficult to plan for future classes. |
|  | When looking up classes to register one must oftentimes navigate from the registration window. Also, mass registration causes the website to function extremely slowly. |
|  | I appreciate being able to log my scholarship hours online now. It's much easier to remember and keep track of my progress. |
|  | one time I had already updated my address and got another e-mail saying I hadn't so I had to do it again... other than that the above things seem fine to me. |
|  | I rarely use the schedule as my schedule change a lot each day. |
|  | It is not really clear on the Degree Audit page that you need to generate a new audit every time you make a change to your schedule/degree. The pages leading up to the Degree Audit make it seem like it has updated on its own. The link for a new one should be more prominent instead of at the bottom of the page with a bunch of other ones. |
|  | The e-mail system seems a little messed up. What happened to the spam? Why is there no easy link to the spambox? What is the trash box for? If it's trash, why isn't it deleted? It shouldn't take half as much work as it does to move mail from one box to another. |
|  | None |
|  | Updating your permanent address EVERY SEMESTER is a bit absurd. Mine has not changed once in my 4 years here, and neither has any of my friends. Every year, I can understand, but our families' homes don't have to change schedule or anything else every semester. If this only applied to your local address (whether it be on or off campus) I could understand the need for an update every semester but it would still be excessive. |
|  | I wish the Open Course list was organized differently/better. There are a lot of times when I know I need a class, but I have way too many to choose from. It would be nice if I could do a search for any classes that fit within the timeslots that I don't have plans for already. |
|  | I wish that syllabi were provided on the open course list. I also think the following program would be cool: When preparing to register, you drag classes that interest you into TruView's equivalent of a shopping cart. Then they are arranged for you so that you can play around with different schedules and see what conflicts all on line. Finally, it would be nice to be able to type in all CRNS ahead of time when preparing to register so that, when you are finally allowed, all you have to do is submit your choices. |
|  | When checking the open course list it seems like I have to go through many different links in order to see course information such as description and prerequisites. |

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|  | The open course list could be made easier to navigate. |
|  | Degree audit is easy to find, not always easy to read (or correct, but that's not IT's problem). Not sure how to read financial statements - dates are confusing. Address update does not take into account multiple simultaneous addresses well - there exist permanent and temporary access, and sometimes students want a mix of those to be accessible. |
|  | Nearly all of the services are perfect. No frets here... |
|  | Address Update is a pain there should be an easier way than having to verify it every semester. |
|  | Degree audit is incredibly confusing. |
|  | The degree audit has not been correct for me and I have talked to the registrar's office who can't seem to figure out what's wrong with it. It's just frustrating. |
|  | Open course lists are posted on department websites far before TruView, why is that? Also, schedules are strange when you look at them on truview. |
|  | It is not easy to print you shedule on one sheet. This would be very handy. The degree audit's set-up is confusing and hard to read. |
|  | Degree audit is a pain and very confusing, especially for people who have two majors, who have to do a separate audit for each major. You never can tell from degree audit whether you are going to fulfill all of the graduation requirements or not. |
|  | I have none. |
|  | I am dissatisfied with the degree audit. It is designed to help students know what classes they would need to take for a certain program, but it does not allow you to pick new courses of study without registering them with the registrar. This tool could be used for people who are interested in something totally different and would be more helpful for hypothetical situations if it recognized programs of study that can be entered by the student and not recognized by the registrar. Also, I do not understand why registration cannot recognize minors. Many minors have to be approved (ie. a business administration minor) and then the student has to request an override from the office for every 300 level class required. It seems that it would be more practical if the system recognized minors. I would also like certain classes to have a note that they require you to register for a 0 credit hour class with it (ie. ED 393) to complete the registration process. I think that the course descriptions already have a note, but it would be helpful if it was more prevalent. |
|  | Services are excellent. I feel that even though everything is done electronically, the services still allow me the option to communicate with a person if the need persists. |
|  | I don't think I have used Degree Audit. |
|  | The student schedule could have a different format, one that was more calendar-like and easier to read and find things on. It would also be great if we could add in university-related extracurriculars or jobs so that we could print them all out on one page instead of having to create our own in excel. |
|  | The registration process is difficult. Something other than the 4-digit number would be good for actuall choosing the class, and there should be some sort of schedule you can see as you sign up so you can see what time slots are open. I always end up just sketching it out on paper. Also, the times classes are offered suck for a Biology major, but that really isn't an IT problem... |
|  | good stuff |
|  | Can't always access Blackboard when using wireless. |
|  | It would be very helpful if Transcripts were easy to print; they are nearly impossible to print which makes it complicated to fill out good student discounts for car insurance or to include them with applications for internships or jobs. |
|  | Many resources, could do with a bit more organization/ease of use in places, but beneficial |
|  | When I went to register for classes, the registration tab kept bringing up an empty screen. Finally, a couple of hours later, it began to work again. |
|  | Degree audit has some major kinks. I've heard of people having majors listed that they dropped years ago. Also, degree audit is just terrible at determining status toward a minor, even something as simple as my History minor, which just entailed 15 hours of 300-level credit. Financial aid information also isn't always clear or accurate. For either of these things, I really have to rely on the word of the actual offices involved rather than TruView. |
|  | For class registration, it would be nice to have a better way to monitor the availability of on already full class. It takes a lot of time to keep checking the availability on my own when I am interested in taking a class that is already full and need to wait for someone to drop in order enroll. |
|  | Printing transcripts is extremely touchy - it doesn't always work like it should. |
|  | The registration process has some kinks it needs to work out. It is definately ages ahead of where it was a few years ago...but it is still a VERY frustrating process that I am glad I will never again have to go through. |

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|  | I would like to have the ability to search all types of classes (i.e. Biology, Chemistry, etc.) all at once based on number of credit hours, times of classes...etc. This would make it easier when looking for just an elective to take based on what will fit into your available credits and times. |
|  | I should be able to do a degree audit. I did enter undergrad at Truman before Fall 04, but I just recently was enrolled in Grad school here. Why can't I do a degree audit for my grad classes? |
|  | I hate the mandatory password change, the way spam is handled, the lack of a password save option. I really hate the whole system. |
|  | The degree audit is useful, but confusing because some classes count more than once but others don't. I prefer the paper version that was used before 2004, it is more clear and makes more sense. I also have issues with the financial aid status, because I cannot always access my information in a straightforward way, I have managed to find the technical back door, but that seems silly. |
|  | Degree Audit is sometimes hard to understand and I have to ask advisors for that. |
|  | Degree Audit is not up to date. It is only up to May 2006 and it not for our current major since we just changed fall 2007, so it does not help me at all. |
|  | Love Blackboard |
|  | It is hard to read the degree audit |
|  | When I tried to register this semester, TruView crashed. It was 5:00 pm and I couldn't log in. |
|  | If the degree audit could be more condensed I think it would be easier to understand. |
|  | It would be helpful to see our transcript grades for major classes in one grouping since many employers are interested in such information |
|  | I do not like the registration system. While it works ok, this year the server went down momentarily. |
|  | I did have a problem this past registration [for Fall 2008], it took me about 15 minutes to be able to enter my RAC code. Something needs to be done about the capacity at 5pm during registration times. |
|  | Registration seems to crash or slow down the TruView services, and I know ITS can open up TruView so it goes faster for at least the first hour of registration. Other than that, the degree audit is very confusing; even my academic advisor had issues explaining it. |
|  | degree audits are somewhat confusing to read |
|  | I would like to be able to block my address on Truview. |
|  | For those marked minimally satisfied, I find that it takes me too long to figure out what I am looking for in these areas, and that they are more confusing than the rest. |
|  | I don't like that we can only access certain things between certain hours of the day -- like degree audits for example. Sometimes I want to look at mine at 2 a.m. when I'm thinking about what classes I need to take. |
|  | Degree audits have an annoying number of menus to click through. What's annoying is that each layer has one radio button to click on. Why even send the user through those layers if there is one choice? |
|  | blackboard has a lot of bugs in the system... |
|  | none |
|  | the schedule should be posted in an organized manner with classes on the same dates together with in order of their timings |
|  | The financial stuff is kind of confusing. Maybe there's a clearer way to present the information. |
|  | During registration this semester, the network was really unreliable and I had trouble accessing truview. |
|  | I'm not sure if it was just the internet or TruView, but I had trouble at first registering for classes. I thought it might just be everyone logging on at once, but it didn't say it was busy, it said I wasn't allowed to access that page. (It did eventually let me). |
|  | The only real problem I have is with the Open Course List. It has a lot of options, but sometimes it is just hard to navigate and frustrating to check the status of lots of classes before you register for them. |
|  | I don't think that the account information is as clear as it should be-the layout and format are somewhat confusing. |
|  | For scholarship jobs, I feel that there should have been a period of time where students could choose to continue using the hard copy timecards rather than switching over immediately to the online timecards. I don't feel that I was notified very well of the changes in policy. |
|  | For the Open Course List, it would be nice if a custom search could be made, possibly through a user provided SQL statement or through some sort of API. For example, I might want to search for writing enhanced courses that fulfill the English-Lit LSP (SELECT * FROM open_classes WHERE we=TRUE AND lsp LIKE '%Eng-Lit%'). However, this would provide a huge security vulnerability, so it would need to be very skillfully coded. |
|  | I think in regards to enrolling in JINS courses, juniors should be given an access code that only they can use |

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| | for during the junior enrollment period, to guarantee them spots in those class; instead, of opening a few spaces. |
|  | The student schedule and mid-term/final grades can be displayed skewed sometimes, but that may be a problem with a my monitor. |
|  | My degree audit is always wrong, and I have had to go to the registrar's office several times to get it straightened out. Overall though, everything else on TruView is great. |
|  | There needs to be a place to enter your phone number but also make it private. If there is such an option, make it easier to do. |
|  | You should be able to search the open course list by professor WITHOUT selecting a major. We should also be able to search by time, etc. |
|  | When I look at my transcript and degree audit I get confused what all the numbers actually mean. I'm sure if I had someone explain it to me I would understand better. |
|  | I often hear of people having trouble with the degree audit being accurate. I personally had to take mine to the registrar to get things straightened out. |
|  | degree audits for some majors are not accurate because the course requirements have changed and these changes are not being reflected online and it is really frustrating. i dont know if this is an IT problem or not, but thought i would voice my opinion. also, i have had problems with my transcripts and transfer credit and have been in to the registrar's office multiple times and the changes are not being recognized by the computer program. again, not sure if the problem is IT or the registrar's office. |
|  | none |
|  | when you go to search in your e-mail, type something in and press enter. Instead of that making it do the search it clears the field. Very frustrating Open course list should have more information about courses. It's hard to know what you're taking or how sections differ. Some Jins don't even have descriptions |

| If you have contacted the ITS Help Desk within the past year, please rate your satisfaction with the following aspects or services. | | | | | |
|--|----------------|-----------|---------------------|--------------|-----|
| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
| Friendliness of Staff | 22% | 32% | 5% | 1% | 40% |
| | 115 | 170 | 29 | 5 | 215 |
| Expertise / Knowledge | 16% | 29% | 12% | 3% | 40% |
| | 88 | 154 | 63 | 15 | 214 |
| Office Hours / Availability | 15% | 28% | 9% | 2% | 45% |
| | 82 | 148 | 49 | 13 | 239 |
| Account Re-enabling / Unlocking | 12% | 19% | 4% | 1% | 65% |
| | 61 | 100 | 19 | 3 | 344 |
| Password Reset Assistance | 13% | 17% | 4% | 2% | 64% |
| | 66 | 92 | 21 | 11 | 338 |
| Wireless Network Connection Assistance | 11% | 20% | 7% | 6% | 56% |
| | 60 | 106 | 36 | 30 | 295 |
| Clean Access Assistance | 10% | 18% | 6% | 8% | 57% |
| | 54 | 96 | 33 | 43 | 304 |
| Antivirus Software Installation | 11% | 17% | 5% | 3% | 65% |
| | 56 | 87 | 25 | 18 | 341 |
| Virus / Spyware Removal | 8% | 13% | 4% | 3% | 72% |
| | 42 | 70 | 22 | 14 | 376 |

| | | | | | |
|-----------------------------|-----|-----|-----|----|-----|
| Overall Satisfaction | 14% | 34% | 10% | 2% | 40% |
| | 75 | 181 | 51 | 12 | 209 |

Please provide any comments you have regarding the Help Desk.

Response Count: 85

-  Every time I have gone to ITS I have been helped efficiently and to my satisfaction. I have no complaints at all.
-  rude, unhelpful, take forever to call back
-  This isn't really related to the Help Desk b/c it's not their fault - but I hate clean access. I have a lot of problems logging into it, especially away from campus (although I still have to log on to receive wireless access). Also, I have to update it a lot - sometimes more than once a week, and this is very annoying, especially when I have time constraints to finish online homework.
-  The Help Desk is great! Everyone is very friendly!!
-  I've heard horror stories. I build and troubleshoot myself. Sorry guys.
-  none
-  I have gone to ITS a couple times about my Clean Access and I keep having the same problems
-  Why is it so hard to contact someone at night, even though that's when most computer problems happen?
-  They helped me with logging into the Truman network on my laptop... workers were very friendly and understanding...
-  Don't know enough about Macs, aren't very good when it comes to actual work on desktops.
-  We really need a 24 hour help desk... with someone on call to fix printers in residence halls... especially when we've been up all night on a paper and then realize the printer's toner is low or someone's printing a gigantic file that for some reason spits out one page and hour for the past 6 hours.
-  I haven't been to the ITS Help Desk.
-  WISH THEY WERE MORE LENIENT IN ALLOWING INTERNET ACCESS TO HANDHELD DEVICES AND PDAs. I STILL CAN'T USE THE WIRELESS CONNECTION FOR MY PSP OR PDA.
-  N/A
-  ITS needs to review their confidentiality policy and make sure it is enforced. Next time a story gets leaked to the Index by ITS there may be a lawsuit.
-  Never really used the Help Desk, so it's hard to rate them.
-  I should determine whether or not I should pick a new password at my own discretion or at least be provided a reason as to why it's so important. Clean Access sucks, so I bought a Mac.
-  I felt that I could go to a friend of mine and get better help from him rather than from the Help Desk.
-  Have not used ITS in the last year.
-  Need to not be in a rush. Take your time and do quality work.
-  They have always been very helpful and friendly and have never failed to fix my computer for me.
-  I only dealt with them once, but my questions were answered and I received the assistance that I needed.
-  I have never called the help desk and received a friendly staff member on the other end. I know a lot about computers, and while waiting for help from the help desk, I have managed to solve my own problems on many occasions. I don't think it's fair to require every PC student to install clean access, when you can't help us with it when there is a problem! I have had a lot of clean access problems this year, and not once have I received help in resolving it. I can't afford to sit around and wait for the problem to fix itself, I have a lot of work to do.
-  The staff just doesn't seem knowledgeable enough to help with general computer problems. What's the point of having ITS if you can't help with personal computer issues. Also, you require us to go through the paperwork process to host an organization website, yet you provide no support for that site. That is not a good policy, as most student run sites are run by inexperienced hosts, and ITS' job is to help students with technology problems. ITS is also not open nearly late enough, most students do the majority of their work later at night. It should be up to the individual when their password is reset. We are adults, it is our information, and our responsibility. Don't treat us like children and force us to change it. I have been told the same thing

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| | repeatedly in an effort to solve wireless connection problems, and it never works...don't give advice if you don't know the answer, tell me where I can find it. You know nothing about clean access when it's not working, I can't tell you how frustrating it is to have a problem with a required program, and then have no support, because none of you know how to fix it. I had to use Norton because the McAfee program I downloaded from you destroyed my computer to the point that it would not even turn on...and you couldn't even help me then. You need to be able to resolve the problems that are created by the programs you provide and require. I have never had a pleasant experience with the ITS help desk. |
|  | They were very nice and helpful. |
|  | I have heard from several sources that a girl needs to be good-looking in order to get help promptly. I guess I'm in trouble? |
|  | Sometimes my simple questions seem stupid to ITS people and I know they are annoyed. |
|  | I love the drop off service which allowed me to go to class, come back and have a working computer. It is amazing! |
|  | Everythings fine. |
|  | I understand people come in with easy problems all the time. I am not knowledgeable about computers and would appreciate a friendly person to help me when I come in. I don't appreciate feeling like a child when I come to some one for help. |
|  | Weekend hours would be good |
|  | Have not needed to use its help desk during previous year |
|  | Have not used Help Desk. I had attempted to, once, but as it was during Truman Week, they were rather busy and this inaccessible. |
|  | None |
|  | I hope the Help Desk can provide more office hours. |
|  | When I called to say that my wireless signal was so low that I couldn't get a connection, I was told to try going to a floor in West Campus that is closer to the ground. Um, I only live on the 2nd floor and I think that I should be able to have Internet access in my dorm room. My high school had a much better wireless network and that was 6 years ago. Next, I was told to use a hard connection when I was in my room because I would get a faster connection anyway. That was a lie. |
|  | I never go to the help desk. |
|  | I haven't used ITS at all this year. If i had any problems I would just ask my friends for help. I have never used ITS except for th beginning of my freshman year. |
|  | When I was working with an assistant, he stopped helping me when the phone rang and then proceeded to talk to another client for several minutes before eventually passing me off to another worker. I felt that this was rude. I also felt that the staff I worked with was unknowledgeable as far as helping me set up my computer so that I could access the library's collection of journal articles from home. |
|  | Even though it's probably not economically feasible, it would be nice if they had weekend hours. |
|  | When I was having problems with TruView during housing registration, I called ITS and had to leave a message (and they were supposedly open). This was a Tuesday. I didn't receive a call back until FRIDAY saying I still had a ticket open. That is unacceptable and if I hadn't called ResLife, I wouldn't have been able to get the apartment I wanted. I was very unhappy about that. |
|  | They don't always's provide much help. |
|  | I have only used the help desk once so I don't know how reliable my information would be. |
|  | Always friendly and very helpful! |
|  | Don't have a whole lot experience with the Help Desk (I didn't hear positive recommendations to them as competent when I first came here, but that's hearsay, I don't know.) but when I have gone once or twice, they were very helpful with sending me to the right place. |
|  | pretty helpful |
|  | It is somewhat difficult to navigate the site to solve IT problems on my own, without trying to contact ITS. |
|  | I have not used the ITS help desk. |
|  | clean access is lame |
|  | They do a good job for the amount of people they have to help. |
|  | I haven't gone in the last year. Why should I? The last time I went, they didn't really solve my problem. |
|  | The only problem I had was that I have a desktop computer and when it wasn't working properly they wanted me to bring it in. Thats fine if you have a laptop and it is easy to carry but I can't lift the tower well, let alone carry it across campus. They suggested I get a rolling thing but that would be incredibly inconvenient. The |

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| | problem would have taken two minutes to fix and they could have just as easily sent someone over to fix it, since I live in the dorms. |
|  | Very nice and helpful. I've only had to go twice, but they've been a large help. |
|  | takes a long time to hear back, often they say "we cant help u with that" which makes them almost pointless as a student service, if they cant help with student computers or organization websites, then what benefit it there to the service? |
|  | In the past, the ITS has been hard-working and helpful at both times of normalcy and crisis. |
|  | I never really need any help.... |
|  | N/A |
|  | Great guys. |
|  | I called about a problem that they informed me politely they could not fix. No harm, no foul, I suppose. |
|  | I have never had to work with them |
|  | Only used minimally. |
|  | they are barely trained- they can do the minimum of resetting passwords but when it comes to viruses they just tell us to get mcafee which is horrible. i have got several viruses while using mcafee after being forced to delete norton that i had paid for |
|  | E-mails to the help desk are not responded to until weeks later. However, they helped me get a personal website up and running for an event that I was sponsoring. I was very grateful for this. |
|  | Doesn't seem like they have requisite knowledge on anything other than very basic problems. |
|  | Clean Access does not work well with my computer and I've taken the computer in a couple of times to be fixed and there are still problems. |
|  | Whenever I asked for help, they couldn't help me. I stopped using them and found an outside source. |
|  | I have never used the ITS help desk |
|  | The help desk constantly refers me to help via my computer provider, and doesn't seem to help much at all, even when it's an issue with Clean Access or Truman software. |
|  | Did not need to use the help desk thankfully |
|  | I've been there numerous times and they are always nice and helpful. |
|  | Closed on the weekends? That's not very helpful. |
|  | I've already re-started my computer at least twice when I call you with a problem. Re-starting didn't help, so I don't think re-starting it again will help, either. The Helpdesk needs to learn additional solutions to problems. |
|  | When ever I have come by for help, you guys seem to know what you're doing. Why is it, then, that wireless is so unreliable??? |
|  | none |
|  | It kicks ass |
|  | Never been. |
|  | none |
|  | I needed help this past weekend because for some reason Clean Access kept giving me an error message: "Invalid Clean Access Server", which nothing on the ITS website tells me how to fix. I did everything I could think of and luckily was somehow able to get Temporary Access. There needs to be someone available on weekends. This is ridiculous. |
|  | I think you should be allowed to keep your password without changing it every 6 months as required. |
|  | I had to visit ITS earlier this semester to have them set up my computer. The guy who helped me wasn't overly talkative, but he was extremely nice. He knew what he was doing and had me out of there as quickly as he could, minus the phonecalls. They get interrupted a lot because they have to answer the phone. It would be nice if someone was there just to answer phone calls. |
|  | They provide minimal help and could easily be replaced by a Knowledge Base. |
|  | The student workers at the Help Desk are always very helpful and friendly when helping others with computer problems. |
|  | it is really annoying to have to change your password every 180 days, yearly would be a lot easier. |
|  | great people |
|  | Clean Access Sucks. It randomly cuts out and won't connect. All through finals week I was fighting with it when I just needed on the internet to get stuff so I could study! |

 it was frustrating when i had trouble accessing clean access server on the weekends when no one was in the its office to talk to.

If you have used any of the main ITS Campus Computer Labs in the past year (VH2000, PL308, PL312), please rate the following aspects:

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|---|----------------|-----------|---------------------|--------------|-----|
| Lab Personnel Courteasy / Friendliness | 16% | 40% | 11% | 2% | 32% |
| | 85 | 211 | 56 | 8 | 168 |
| Lab Personnel Knowledge / Expertise | 10% | 35% | 12% | 2% | 41% |
| | 55 | 183 | 64 | 11 | 214 |
| Lab Hours / Availability | 24% | 42% | 7% | 3% | 25% |
| | 125 | 221 | 37 | 15 | 131 |
| Availability / Amount of Computers | 19% | 37% | 15% | 4% | 24% |
| | 100 | 198 | 81 | 22 | 130 |
| Performance of Computers | 21% | 46% | 7% | 2% | 24% |
| | 113 | 244 | 36 | 8 | 130 |
| Available Software | 22% | 46% | 5% | 2% | 26% |
| | 114 | 242 | 29 | 8 | 135 |
| Black & White Printing | 26% | 42% | 6% | 2% | 25% |
| | 138 | 222 | 30 | 9 | 133 |
| Color Printing | 12% | 24% | 10% | 3% | 51% |
| | 63 | 125 | 51 | 17 | 270 |
| Group Study Rooms (PL312) | 19% | 32% | 8% | 2% | 39% |
| | 98 | 169 | 43 | 10 | 208 |
| Overall Satisfaction | 17% | 51% | 7% | % | 25% |
| | 91 | 268 | 37 | 2 | 132 |

Please provide any comments you have regarding the main ITS Computer Labs.

Response Count: 91

-  I would like to see more air circulation/ventilation in the library. The computer labs are usually uncomfortably hot.
-  I really don't like the new version of Word in the Pickler labs. It was difficult to figure out how to use, and many professors can't open email attachments saved in the new Word.
-  I don't know if we have more group study rooms in the library or if teachers are assigning fewer projects, but it's a lot easier to get a room than it used to be. I am very thankful for that.
-  pickler study rooms are very nice, lab personnel are nice & polite
-  The staff is sometimes unfriendly

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|  | I haven't ever run into the problem of finding every computer occupied for individual use in the library. It was only when i was with a group that we had a problem finding a room with a computer, but this was quickly solved by checking out a laptop. |
|  | Although the performance of our network computers is excellent, the overall typical performance of the network does not allow them to reach their full potential. :(|
|  | find a way to make printing cheaper. either that or consolidate our printing accounts across every year we are here, that way if we dont use much in fall of 06, and we have a class we use more than 20 bucks for in spring 08, we would have a balance left from fall 06 (like rollover minutes, but with the money we already paid for.) You can have what we didn't use after we graduate, drop out, or transfer. We paid for it, why do you take it away every year? |
|  | cheaper printing |
|  | Need more Apple computers. More reliable and no need for clean access (similar more efficient program already built in to Apple based servers). |
|  | VH2000 needs more weekend hours to help offset the fact that Pickler Library as a whole has such shortened hours on weekends. |
|  | Need more lab hours, especially VH2000 |
|  | 4.5 STARS. |
|  | FUN! |
|  | More computers are needed in VH. There is consistently a line of people waiting to use computers during passing times. If you can't fit many more computers, you could add some standing computers, like the ones at the library, just so people can check their email quickly. |
|  | There's a lot of junk background programs running on the network computers that makes them take a looong time to log in and do things some times, and it can be frustrating. |
|  | There are times when all of the computers are always full, and that is frustrating, but it probably isn't avoidable. |
|  | I was incredibly annoyed when the computers got updated to the 2007 version of windows software; Excel was annoying enough to learn and now I have to re-learn everything if I want to use it on campus. In my opinion, that update was not only a huge waste of money, but completely useless. The students should have been surveyed about the update before it was put in place. |
|  | Printing cost is overblown. It should be provided at cost. Need more mac labs. |
|  | I mostly have experience with the "Lab Personnel" in the library. They are always very friendly, but sometimes they aren't attentive (for example, socializing with each other while I wait with a question) or knowlegable (not only couldn't they tell me how to use the scanner, they couldn't even tell me which computer it was connected to). My printing balance makes no sense to me. When I look at my statement at its.truman.edu/printaccount, the page numbers don't always match the number of pages I've actually printed, and the amount I was charged isn't always consistent with the number of pages. For example: I will print 5 color pages (\$0.50 each = \$2.50), but my statement will say I printed 6 pages and was charged \$1.80. |
|  | None at this time. |
|  | The group study rooms in the library needs to have tops. It's really easy to hear all the noises/conversations. |
|  | It is very frustrating to not have lab hours over weekends, particularly on saturday in some of the labs when professors assign homework that can only be completed with a lab computer. |
|  | Need to be allowed to use my own paper, especially card stock. |
|  | The one in VH is closed on Sundays, which is somewhat inconvient. |
|  | The only complaint I have is about printing. The paper is not very good quality, which is usually fine. However, I had to print out a presentation, and was told that we couldn't put nicer paper in the color printer to print my project. I ended up having to go off-campus to print it on nicer paper. |
|  | The staff are nicer than those of the help desk, but they also don't seem to know how to solve problems well. |
|  | The hours are fine, there could be more computers hooked up to the printer on the first floor of the library. The computers are slow to start up, but then they are fine, logging in could go faster. |
|  | The VH 2000 lab needs to be open longer hours, and it is nessesary to have another few work stations |
|  | The computers are getting slower |
|  | Nothing |
|  | I wish we didn't have to use cover sheets, they're SO wasteful, I wish we could find another option. Also, when I've tried to print in color, it doesn't work. |
|  | During the times when i need to use a campus computer the labs are very full, sometimes unable to find an open computer. |

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|  | I wish there was another color printer in PML instead of only being in VH. |
|  | These computers are often very slow on the internet. I have to refresh pages several times to get them to load. |
|  | None |
|  | I wish that there wasn't a username page that came out when you printed off a paper. Think of how much paper we're wasting!! |
|  | Sometimes the lab closed earlier than the schedule. |
|  | I |
|  | What happened to our print accounts? Why can we not print even half as much as we could? Could I get some transferability? |
|  | I don't know where the color printers are. |
|  | The keyboards get really disgusting. Is there something that can be done about that? |
|  | My comment refers more to the 1st floor library computers and printers, but everywhere, I wish the staff paid more attention to how the students were using the machines. I have had to print papers elsewhere because people decided to use those computers for Facebook. |
|  | The availability of computers in the lab is horrible after 6 PM, and even earlier in the day during exam weeks. |
|  | The labs could be open a little longer (which would also open up more scholarship jobs) and every now and then I am not able to find an open computer. |
|  | Always a lot of computers that are open and they are about twice as fast as the connection that I receive in my room. |
|  | VH lab being open on Saturday would be nice. |
|  | Group rooms are SO LOUD sometimes that it's difficult to work next to them. Any way to create soundproofing or enforce decent noise volumes? |
|  | Near the end of the semester, there are often not enough computers, but I suppose that can't be helped. The group study rooms do not trap out noise or keep it in. Some people tend to not realize that and proceed to be obnoxiously loud. |
|  | Why is the resolution turned down on half the computers across campus? THIS MAKES NO SENSE. Web pages look messed up, I can see like 10 lines of text in a Word document, its just annoying. It's an LCD monitor, so use the NATIVE RESOLUTION! Incidentally, this goes for the big monitors in the study rooms, too. People can just increase the size of a powerpoint or word document (which happens automatically last I checked). |
|  | There should be a way to print double sided pages to save money on your printing account. Printer does not function properly most of the time in VH 2000. |
|  | Changing everything over to default 2007 versions was really annoying. I know it's more updated, but I either have to run the old programs or reformat everything before moving to/from my personal computer from/to a campus computer. |
|  | VH2000 is has terrible air when it begins to get warm outside because there is no air circulation. It is hot and stale. In the dead of winter and heat of summer it is fine. |
|  | should extend the time period after 1 am also. |
|  | The computers there seem to run a lot slower than the ones in residence halls, which can be frustrating. |
|  | Printing is the only problem I really have, as sometimes my printouts have become mixed up with other people's. However, I can't think up an easy solution for this problem. |
|  | I think they're pretty great, really. I just hardly ever need them. |
|  | In the new study rooms, there are not any outlets, which is sort of annoying when a group needs two computers to do their work. |
|  | There is always a computer available and for the most part helpful. The only problem I had was when I had ordered a book online for one of my classes and I could not access the book online in the computer lab because the computer didn't have the right software and I couldn't download the software onto the computer. I know I wasn't the only person in the class who ran into this problem. |
|  | Wish they'd be open a little later. I've had to let people into Dobson's computer lab multiple times when the other ones on campus closed. |
|  | The new ITS computer labs in Pickler 308 are wonderful. Good change for the University. |
|  | The labs are nice but get full quickly. The rearrangement that created more study rooms was a good idea. |
|  | Lab Personnel in VH doesn't always keep track of problems with the printer and seem to only notice when 10 people are standing around the printer wondering why their papers aren't printing. VH lab also can be completely filled at multiple times every day. Extending weekend hours of the VH lab would be extremely |

| | | | | | |
|---|----------------|-----------|---------------------|--------------|-----|
| helpful. | | | | | |
| N/A | | | | | |
| There's lab personnel? | | | | | |
| They're fine - the computers are excellent workhorse-type machines, and the printing is reliable. No complaints. | | | | | |
| I have saturday class in VH. I would like the lab on the second floor of VH to be open then | | | | | |
| Assistants are helpful, but they do not know much. | | | | | |
| it is very difficult to find a computer in evenings.. Also, I think that the VH lab should extend its hours. | | | | | |
| I hardly ever use any of the labs unless it is just to print off a lab that I need. | | | | | |
| It takes awfully long to log into account. | | | | | |
| Run of the mill computer labs. | | | | | |
| when working in a group computer room my group was kicked out after 40 minutes when we had signed up for 2 hours because the staff didnt put it in the computer correctly and the person that kicked us out of the room was very rude | | | | | |
| More computers. More reliable printers. | | | | | |
| If there could be more computers added to the Violette computer lab, that would help a lot. | | | | | |
| I would like to see more more group rooms and a 24 hour lab. | | | | | |
| I wish programs like publisher were on all the computers. and maybe a way to use workbook cds such as the gre. other than that, they are great. | | | | | |
| The computer science computer lab is becoming too small. Often there are not enough computers. Also, the campus internet connection times out too often. The timeouts had been going on all semester and still occur occasionally. In VH2000 a certain worker is too worried about students talking. She once got up and yelled at everyone for talking too much. In fact, most students work in VH2000 on projects together and need to talk. | | | | | |
| For the most part I've been satisfied, but there are many peak hours, particularly during the day during the week, when it is difficult to get a computer to print off a document between classes. This makes it difficult if I haven't planned far enough ahead or forgot to do something until right before class. | | | | | |
| The labs don't have enough computer. | | | | | |
| ALL COMPUTERS ON CAMPUS ARE SLOW. I HAVE DIAL UP AT HOME, AND SOMETIMES IT RUNS FASTER...COME ON GUYS... | | | | | |
| Wide screen monitors would be better, that way you can have 2 things open at once. | | | | | |
| The computers on the main floor of Pickler need to have a time limit on them. They are the only computers in the library with a convenient printer so they should be mainly for people who just need to quickly print something. Also, there have been numerous nights when the 3rd floor library lab is full and there are a dozen or more people on facebook, collegehumor, etc. Better regulation of priority on the computers would be helpful. | | | | | |
| The Violette computer lab is often all full when I try to use it. | | | | | |
| none | | | | | |
| More computers are needed in Violet Lab. | | | | | |
| The printers need to be better maintained. Constantly, they run out of paper, toner, etc. and there is no way to get more. | | | | | |
| These labs are a god-send. | | | | | |
| More group study rooms are needed | | | | | |
| We need extended lab hours and more computers. Also other operating system options could be nice. | | | | | |
| The only lab that I've extensively used is VH2000 and at odd hours in the night. | | | | | |
| I'm very glad that there are more group study rooms with computers in the library. | | | | | |
| If you have used any of the residence hall computer labs in the past year, please rate the following aspects: | | | | | |
| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |

| | | | | | |
|---|-----|-----|-----|-----|-----|
| Lab Hours / Availability | 45% | 39% | 6% | 1% | 9% |
| | 155 | 133 | 21 | 5 | 31 |
| Availability / Amount of Computers | 7% | 40% | 28% | 17% | 8% |
| | 24 | 139 | 97 | 58 | 27 |
| Performance of Computers | 19% | 59% | 11% | 3% | 8% |
| | 66 | 204 | 36 | 9 | 28 |
| Available Software | 19% | 59% | 9% | 2% | 11% |
| | 66 | 202 | 31 | 6 | 36 |
| Printing | 9% | 29% | 25% | 28% | 9% |
| | 32 | 101 | 87 | 96 | 30 |
| Overall Satisfaction | 10% | 53% | 24% | 3% | 9% |
| | 36 | 183 | 84 | 10 | 31 |

Please provide any comments you have regarding the residence hall computer labs.

Response Count: 138

-  Dobson Hall's lab is almost always completely full, so it is very hard to use it. The printer is often out of toner or paper, and sometimes maps incorrectly when I try to print from one of the dorm rooms.
-  Half the time it seems the printer isn't working or out of paper. I don't know if this is an ITS problem or front desk problem. Also, I think there should be more than one printer for an entire building. Maybe one for each floor?
-  centennial hall= students are always using computers for personal use, printer never has ink
-  The toner or paper is always out, they don't have picture editing software, the sound software sucks, you can't use some sites, because the updates haven't been done. Luckily they have the office tools.
-  I wish there was at least one program on Hall computers for editing pictures beside the unwieldy Paintbrush program.
-  The printer in the c-hall lab is always having problems. It is either out of toner or just not working. And it will go days at a time before it is fixed.
-  The computers in West Campus are very unreliable and usually either not working, in use, or the printer won't work for one reason or another.
-  More computers in the Resident Halls would be nice, though I realize it's impractical.
-  Need Apple computers.
-  There needs to be a way of cancelling print jobs that have errors from people who have been logged out of the computers for hours.
-  Centennial computer lab is terrible. There is always a computer down and the printer breaks down once a day.
-  MO Hall needs way more computers than it has.
-  Printers break down and aren't repaired when critically necessary. Sometimes printers take hours to print someone's huge powerpoint file and it backs up everyone else's print jobs in the whole hall. Computers aren't as well maintained and people sometimes just LIVE in the labs (which is disgusting)...
-  Dobson doesn't have many computers and the room is too small.
-  The computer labs in Ryle are tiny, don't have enough computers, and the printer always seems to be jammed, broken, or out of paper. And there's not enough printers.
-  On many occasions the printer is out of paper or something else is wrong so it wont print.
- The printers are constantly out of service for one reason or another, usually no paper

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|  | Centennial lab is often very loud, full of people, and overly warm. The Ryle labs are much nicer, with individual, smaller labs on floors. |
|  | HALL PRINTERS ALMOST ALWAYS OUT OF PAPER. |
|  | paper/toner is usually very low (centennial hall) |
|  | kind of dangerous |
|  | I cannot speak for the other dorms, but the Ryle printer can choke on any file you send it that is larger than 1MB...so larger PowerPoints and Adobe Acrobat PDFs can make it take forever to print (5 or more minutes for only a few pages), which slows everyone down, particularly if you are not the only one who wishes to print something out. |
|  | The Ryle Hall computer labs all connect to only one printer, which is regularly out of ink or paper or both. |
|  | Ryle Hall Third Floor Computer Lab |
|  | One of the keyboards in Ryle Hall third floor computer lab is not working right. Certain keys will register the wrong symbol on the screen (and if you hunt long enough you will find the key that is not typing what it should but rather the originally desired symbol). |
|  | It would be nice if there was a place in the lab where extra paper was in case the printer ran out of paper. Also, it would be nice to have a printer in all of the labs. |
|  | A lot of people use them for things such as Facebook, which is annoying when you need to access school stuff or print something. |
|  | The Dobson computer lab tends to be a hang-out for a lot of students, who talk loud and disturb working students at times. |
|  | The Printer often runs out of ink and ITS is slow to replace the toner and pages printed inadvertently during that time are lost. I've printed probably 50 pages of blank paper over the last year, and I lost the money from my print account. |
|  | Often out of paper or ink. |
|  | I had to use the lab several times before I got my laptop and I sometimes had trouble with the labs being full. Also I experienced several problems with the printer. |
|  | Printers never work, always jamming/out of paper, at least in C-Hall. Will often be out for days at a time. |
|  | The Centennial lab has great hours, but there are never enough computers, unless you wait until 2 am. The computers are the same as those in the library performance wise, logging in could go faster. The software is just fine, but the printer here never works! It seems like there is a problem with it every day, and ITS is never open at the times we need help. |
|  | Campbell apartment computers are fine but the printer is rarely working. |
|  | I find that it takes a while for the computers to load personal information, and they are very crowded in the 1st floor south lounge at MO Hall. |
|  | The lab in Centennial is not really good place... The airconditioning is not working well, it is usually full and no computers are available. The printer is often out of paper. |
|  | There is never any paper and often the printers do not work. |
|  | The printer always seems to be out of ink or just not working. Centennial Hall |
|  | I live in Missouri Hall, and I wish there were an actual computer lab, instead of just computers on every floor. I like having them there, but often, people are just sitting there, playing games, and it provides a lot of conflict if I need to print something out. Also, oftentimes, the printer will be malfunctioning or be out of paper or ink, and if no one is at the desk on the first floor and the offices are closed, then we have no way to get our documents. |
|  | The only problem would be that Dobson Hall was often overcrowded. The computers would at time be disconnected due to some powercord problem or sometime else but the IT people came and fixed it right up. |
|  | In West Campus, the printer to which the computers on each floor print to is frequently out of paper, toner, ink, jammed, or having some other sort of crisis. Considering that 400 people live in the building and have access to that printer, it seems like keeping some extra paper and supplies IN THE BUILDING might be a good idea...just a thought. |
|  | It irritates me to no end when the printers in the dorms run out of paper. WHY can we not keep enough on hand and order/request more BEFORE using the last ream. |
|  | The printer at the front desk in MO Hall is very slow, takes a long time to process some documents but sometimes is very fast. EG a 15 slide ppt took 10minutes to print while a 20+ page was done before i could even get down to the desk (3 flights of stairs). Would like to have the ability to scan and copy inside of the residence hall. Whenever the library is closed there is no where else (that i know of atleast) on campus to make copies. Also having the ability to tie the copie machines into the print account or that take Credit/Debit card. It is a pain to try and make 25 sets of copies of a 20 page paper using a coin op system. |
|  | Printer jams are frequent and paper/ ink supplies are not well maintained. |

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|  | Need more computers in Ryle hall especially with the amount of foreign exchange students that live the the dorms. |
|  | printer regularly breakdown and the listening language software for foreign language classes does not work on school computers. |
|  | It is so hard to find a computer in Mo hall to print from. Everyone is always on the computers playing stupid games. |
|  | There is never enough paper in the Ryle hall 3rd floor lounge. I don't have to use it that often, but whenever I did there was no paper left. |
|  | I wish there were printers on every floor of MO hall instead of having to walk down to the front lobby to get something. That's been aggravating on more than one occasion. |
|  | The Grim Hall computer lab tends to run out of paper often. Sometimes we go a couple days without paper. I'm not sure who is responsible for it, but it's a minor problem. |
|  | These computers are often very slow on the internet. I have to refresh pages several times to get them to load. |
|  | We waste a lot of paper using the first page as identification. |
|  | Almost every time I went to the lab to print something the printer was either not working correctly, jammed, or out of paper. |
|  | I typically only use the Residence Hall computers to gain access to SPSS, the Language Labs, or print documents. There have been multiple times that all I needed to do was print a paper and could not find a single open computer in my Residence Hall. Printing is always an issue in the residence halls. I know I have to make sure to give myself a lot of time before things are due to print them off. Running out of paper is one of the biggest hassles, especially at times when there is nobody working the hall desk. I have even resorted to putting my own paper into the printers, even if it means waiting for 100 pages to print out before mine. Other times toner is low or the printer is offline and nobody is available to address the problems. |
|  | I had difficulties sometimes in printing my paper as the printer of Centennial usually have some problems. |
|  | not enough computers. printer always seems to be out of paper. both refer to ryle. |
|  | I wish that both the 3rd floor and fifth floor labs in Ryle had printers. There are a lot of times when all the 3rd floor computers are taken or its out of paper or its out of toner, and then you cant print which can be inconvenient at the least or devastating if the timing is off. |
|  | There are always students who live off-campus that will take up the computers in the West Campus Suites computer labs. Sometimes the students who live off campus will be there well after midnight. I don't think its fair (OR SAFE) that they don't pay for the build, and yet the off-campus students use our computers more than the residents of West Campus do. Also the printer for West Campus will often mess up or run out of paper and there isn't any thing the desk monitor can do until the morning when ITS opens. Being college students, many of us don't finish our papers or assignments until late at night and not being able to print off the assignment is very frustrating to us. |
|  | The printing system in West Campus Suites is horrendous. The computers on 4 east are not linked to the printer. The printer itself is constantly out of toner or otherwise not functioning. This is very frustrating. Additionally, there are times when an open computer cannot be found. Perhaps additional computers could be installed in the lounges or the main lobby. |
|  | Centennial hall has a decent amount of computers, but sometimes they are all full, even late at night. The printer seems to be out of order/paper jam/something wrong at least 50% of the time I try to use it, and can't depend on it if I need to use it. Luckily my roommate has a printer but sometimes if you have an assignment where you need the y: drive it would be great if the printer actually worked. It seems kind of older, maybe it's time to buy a new one. |
|  | It seems like there aren't enough computers in MO Hall, although it might seem that way because they're so spread out. |
|  | MO Hall printer seems to be down a lot. There aren't enough computers on any of the floors, especially 1N. It's often difficult to find an open computer ANYWHERE. |
|  | Labs are out of paper alot and so are the hall desks. |
|  | The Centennial printer has been either broken or out of paper more times than I expected. It is very frustrating when I have to run to the library to print something when I was expecting the Centennial printer to be usable. |
|  | the printers are always out of ink and paper in C hall |
|  | Our printer is always out of order, which is very frustrating! It would be very helpful if it were working, since printing is the only thing I use university computers for and going to the library wastes time. |
|  | the printer in C Hall NEVER EVER works or is out of paper. |
|  | In the fall semester, the Centennial Hall printer was often not available (broken, out of paper, etc.) |
|  | The printer in Grim usually has problems, and typically doesn't have any paper. |

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|  | Sometimes I have tried to print and it has not worked. Also in WCS the computers on the fourth floor are not able to print to the building's printer for some reason. There are also very few computers available in WCS and often times they are all in use. |
|  | Centennial Hall Computer lab |
|  | There are not enough computers in Ryle Hall. There is someone always on the computers. |
|  | The printer is not very reliable. Several times, it has jammed or lost network connection ending in a botched printing job. The hall desk staff are not adequately trained to solve "easy fixes" like unjamming. |
|  | Having color printing would be nice. Ryle's computers are often completely filled at night, so more computers would be nice. |
|  | Campbell Apts never has paper in the printer. Never. |
|  | The printing is so unreliable so I stopped using it really. I figured the cost of buying ink is worth the hassle of trying to figure out "when" the printers will actually be working. |
|  | Paper availability for printing is often a problem. |
|  | Ryle Hall: The hall desk never seems to be open when the printer runs out of paper, which makes it difficult if you're trying to print something out before your classes, and there are usually never computers open unless it's at odd hours. |
|  | number of computers are less than the students so should add more number of computers. |
|  | Usually when I use the computer lab (in Centennial), I use it to print off documents. Often, I will be finished printing off many sheets of paper when I realize that there was no ink left. This wastes paper and money. If there is some way that students could know whether there is ink/paper left (and there often isn't), we would appreciate it. Otherwise, I think that the availability and performance of the computers is fine. |
|  | With only two computers in the lounge on my floor, availability is extremely limited. Also, there always seems to be something wrong with the printer, whether it is broken or just out of paper and the hall desk worker isn't paying attention, so half the time I have to go to the library or Violette anyway just to print. |
|  | In Grim Hall there are 6 computers. There is no lab in pershing so they all come to Grim and use the computers. Give Grim more, or give Pershing some. |
|  | They've kept me from buying a printer. |
|  | In the West Campus Suites, there simply aren't enough computers. Having four computer per floor, minus the First floor means there are only twelve computers for the entire hall. If the two on your wing are occupied, then you have to walk either up another flight of stairs or across the entire hall. While it provides a work-out, it's very frustrating going back and forth across the entire building looking for an open computer. |
|  | The printer in Centennial is really unreliable. It's either out of paper, toner, or just takes a very large amount of time to process a printing job. |
|  | The printers are ALWAYS having a problem in Centennial Hall. I don't know if that is the same throughout all the other dorms, but it seems like there is always a problem with the printing right before something I need to be printed immediately. |
|  | They often smell...bad!! |
|  | Always work well, but not always available. Dobson's computer lab is almost always full at peak homework hours. |
|  | There are too few computers and the printer is constantly out of paper, out of ink, or just on the fritz |
|  | centennial never has ink, there are always problems with the printer, and the problems persist for several days, overnight is understandable, but having it last more than one day is out of control, having someone walk to a central office & get paper/ink is not hard & should be a typical daily task for hall workers. or its staffers should make a daily phone call to each hall & check on the computer lab's supplies & functioning |
|  | WCS needs more sometimes |
|  | The C-Hall printer is often out of ink or paper. |
|  | There is always a lack of computers at Missouri Hall. The main problem is that those with computers are still using the community ones which sucks because those of us that don't own a computer at all have no place to go. |
|  | NOT enough computers; printer RARELY works; nearly impossible to find someone who can help fix printer. |
|  | The printer in Centennial always seems to be broken when I need to print something |
|  | The lab in Centennial is poorly run: if the printer is even working (which is rare), it is out of paper. |
|  | in the ryle hall lab, the computers are almost always full. i just need to print something off usually and there are people in there sitting at the computers doing nothing. i also do not know how to figure out how many pages i have left to print. |
|  | CHall printer is often out of order |

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|  | MO Hall could always use a second printer... |
|  | I don't know about the other Res Halls, but MO CONSTANTLY has issues with paper jams and just being broken. |
|  | Printers are often broken... |
|  | The printer in the Centennial Hall lab is often not working. Also, the lab runs out of paper alot. One day I went to the hall desk and told them that there was no more paper and she said that she knew there was no paper but she didn't do anything about it. It was very aggravating having to walk over to the library to print one piece of paper |
|  | There are not enough computers in MO Hall labs. Also, the printer is out of order pretty often. |
|  | Grim could use some more computers; however it is very limited size so that may not be an option. |
|  | Lab is run down, takes awhile to log in for a simple email check or print a paper. The log in and start up can be longer than my actual task. |
|  | printers seem to always be low on toner or paper and it takes to long to get it refilled and computers seem to constantly broken and take to long to get fixed |
|  | The printer in Centennial does not work very well. When printing PDF, it prints agonizingly slow, one page at a time. It has also been hard to connect to the printer from my own computer. |
|  | The printer is almost never working in Centennial |
|  | The Dobson Hall computer lab seems to fill up very quickly. (or it just seems uncomfortable and cramped). It takes a long time for personal settings to load on the computers, which I find frustrating since I don't have any personal settings on my account. |
|  | The residence halls run out of paper to print with very frequently. |
|  | It is hard to connect to centennial hall's printer from my own computer. It also prints pdf's excruciatingly slow. |
|  | The residence hall labs in Ryle Hall are not cleaned often enough, and no wipes were provided for cleaning keyboards and mouses. |
|  | Centennial halls printer isn't working half the time I need something printed off. |
|  | Missouri Hall, while it is nice to have a computer in my lounge seems to have a shortage of computers, and I often find myself wandering into different lounges in order to find an open computer. |
|  | Not enough computers (Ryle) and the printer is always not working, and it is a pain in the ass if you are on 5th floor to have to walk down to third floor to pick up your documents. |
|  | Campbell is always out of paper or ink and nobody is there to give you any to use. |
|  | Having all of the computers in one centralized area is a little inconvenient, to say the least. Also, I think ITS should have time limits if someone is just using the computers to play online games or check Facebook. I've run into the problem where I need to print a paper for class, but I couldn't do it because all of the computers were being used for leisure activities. |
|  | There used to be a ridiculous amount of issues in the CHall computer lab. |
|  | In Campbell Apts, there are only 2 computers and it is very difficult to find one that is free to use! This is irritating when I don't have a printer and just need to print things before class or use specific software that I do not own. |
|  | There is never any paper in Campbell apt, and the printer is broken half the time. |
|  | COMPUTERS TOO SLOW |
|  | I wish that there was a small computer lab on the first floor (just two or three computers) of Missouri Hall. Now that they're in each house, there's no where to quickly check my email after lunch, for example. |
|  | West Campus Suites |
|  | The printers need to be better maintained. Constantly, they run out of paper, toner, etc. and there is no way to get more especially if the front desk is closed. |
|  | At times, especially at night every computer is being used. An small increase in the number of computers would be nice if possible. Printing is also rather annoying if you are on the 4th floor and having to go all the way downstairs to see if the document printed correctly and if not, you have to go back up and down and at times can be alittle annoying. |
|  | There is almost never extra paper in the room, or at least, I can't find it. If the toner runs out, then no one seems to know what to do. I understand this if the toner runs out at 2AM, but at 9AM, the people at the hall desk should be able to help you. Also, commonly people will leave a massive job in the printer and then walk off because it won't print due to lack of paper, so when someone finally sticks paper in, there is a massive print job back up and it is extremely difficult to get the printer to cancel jobs if you don't own them. I realize that you may not be able to do anything about it, I am just notifying you that people in the comp labs are occasionally retarded. |

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|  | Too often the lab becomes a place for people to hang out, leaving no open computers and making the environment noisy and difficult to concentrate in. If I'm working on a paper and need to use the lab for some reason (get away from room, doing something else with computer), this can be annoying. Also, the printer in Centennial often has a sign on it that says Out of Order, when it is actually just a paper jam or it is out of paper and no one told anybody. Maybe after renovations, the printer can be like the one in MO or West Campus, where it is at the hall desk and only they touch it. This might help cut down on times that it is out of paper or jammed. It might also cut down on students printing the same thing multiple times, because it is "taking too long" to print. |
|  | The amount of computers available was adequate; the amount and variability of software exceeded expectations - they are even equipped with OpenOffice.org and other open source software. Printing sucks sometimes, even to the point of not working at all sometimes for days at a time. |
|  | The printer is continually offline in the Centennial Hall computer lab. People are constantly jamming it and then continue to hit print when their documents don't print. By the time their 50 copies print, all of the paper is gone and then I am unable to utilize the lab. Very very frustrating! |
|  | A LOT of people just go down into the lab each night and play games. There's been a few times when I or someone else needed a computer for homework, but there were none available. |
|  | During the evening it is impossible to find a computer for school related purposes as all computers are being used for games and other trivial activities, I should not have to wait HOURS to use a computer for school assignments while students that do not have their own computers play games and use facebook, I should not be suffer because others do not own a computer |
|  | If I have to use a computer in the dorm, either there isn't one to use or no one is in there. What I find most frustrating, though, is Ryle only has one printer for the two computer labs. I realize they are expensive, except I go to print something off and we'll be out of paper or toner or it will be jammed. Something always seems to be wrong. If we had a second printer I think it would alleviate some of the stress of the printer. |
|  | The MO Hall Printer is routinely broken. |
|  | Ryle Hall needs more computers. Dobson Hall is just fine. |
|  | Not enough computers. Too many jammed into a small space. Printer never has paper, the one on the third floor of Ryle is infested with insects during warmer months. |
|  | printers are always broken or out of paper! |
|  | There is never paper for the printer, and when there is the printer still won't print. No one in c-hall seems to be trained in how to fix the printer, and if they are they're never accessible, and no one know how to reach them. Also, printers should be able to print double sided. If I don't want to waste money I shouldn't have to. |
|  | The printer in Campbell Apts is always getting jammed. |

| Please rate your satisfaction with the following services provided by ITS Network and Web Services: | | | | | |
|--|----------------|-----------|---------------------|--------------|-----|
| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
| Y: Drive (Personal network storage) | 21% | 43% | 9% | 4% | 24% |
| | 120 | 244 | 49 | 20 | 139 |
| T: Drive (Personal web site storage and support) | 9% | 22% | 7% | 2% | 60% |
| | 51 | 125 | 41 | 12 | 343 |
| Organization / Group web sites | 8% | 29% | 8% | 3% | 52% |
| | 45 | 166 | 46 | 15 | 300 |
| Printing Account Issues | 14% | 37% | 12% | 6% | 31% |
| | 78 | 212 | 70 | 32 | 180 |
| Please rate your satisfaction with the following regarding the campus-wide wireless network: | | | | | |

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|-------------------------------------|----------------|-----------|---------------------|--------------|-----|
| Wireless Network Reliability | 6% | 34% | 20% | 12% | 28% |
| | 35 | 196 | 114 | 69 | 158 |
| Wireless Network Performance | 5% | 34% | 20% | 13% | 28% |
| | 31 | 192 | 116 | 75 | 158 |
| Overall Satisfaction | 5% | 36% | 19% | 12% | 28% |
| | 28 | 208 | 107 | 68 | 161 |

Please provide any comments you have regarding Network and Web Services.

Response Count: 115

-  Since the implementation of the secure network, I've had trouble getting/keeping a robust connection.
-  sporadic reception in some of the buildings
-  Very difficult to get good signal in pickler
-  Campus wifi is good and reliable, while residence wifi has poor signal strength. This seems counter intuitive. Also 3rd party speed tests show an unfair allocation of bandwidth to school computers and non-residence buildings, again counter intuitive.
-  With printing accounts if a hall lab does not have toner or the wrong paper is in the printer, my account is still charged for the substandard print. printer support needs to be available 24/7 for hall labs not just when the desks are open
-  Aside from the library, I have not really had major issues with connecting and staying connected to the wireless network.
-  Other than the fact that Clean Access is at some times counterintuitive and nonsensical, no complaints here.
-  I don't think the Y drives are large enough. When doing research for a large research project/study, I quickly ran out of space when saving pdf files. I was essentially forced to purchase a USB flash drive so I could continue with my project.
-  none
-  I appreciate the automatic clean-access sign in when using wireless.
-  during registration of classes the speed was very slow
-  On the wireless network in Baldwin, on the day of my registration, I could not get through and thus missed out on the classes I needed to get into. The page just kept having to load and nothing was coming up. Very unreliable.
-  We have been trying to get our website up for the past semester, and it has been put up, but not all the links work to the other pages, so noone can actually use it. ITS was helping the student doing this, and she has asked numerous times about it, but it has yet to be done. Pre-Veterinary Club Website.
-  IT'S NOT RELIABLE!!!!!!!!!!!! I DON'T LIKE SLOW COMPUTERS EITHER
-  I didnt know I had personal storage until my last semester. I still dont understand how to use it.
-  Despite having my wireless capabilities set up by an ITS help desk worker, it doesn't connect, nor does it find the wireless network. Yes, the wireless is turned "on" on my computer.
-  Need more storage space on Y: drive
-  I think the printing accounts should be higher. Senior level students need more than 20 dollars a semester.
-  Slow network.
-  I was a little frustrated when one page printing began to be charged on my printing account. (But I understand that people abused this privilege)

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|  | Web services shabby with not enough storage space. The wireless network is spotty and inconsistent. |
|  | Not enough space on Y: drive, especially if one is going to be a CS or course using laptops for lab. |
|  | Network drives really need to be larger. |
|  | More printers. Better printer upkeep- more reliability in the printers ACTUALLY working. |
|  | N/A |
|  | Has to be a better alternative than cisco's clean access...for those who don't access it daily it takes so long to log on it's just not worth it |
|  | If the wireless connection were more stable that would be great. |
|  | I can never get the wireless connection to work on my laptop. |
|  | I've had trouble with the organization webpage... mainly switching over from frontpage to dreamweaver built sites |
|  | The wireless network is a bit spotty in places it really shouldn't be (such as the library) but performance continues to improve. |
|  | Other than printing, I just don't deal with this stuff all that much. |
|  | I like being able to access things anywhere on campus. :) |
|  | good stuff |
|  | Wireless and Clean Access are both hard to wrangle with. I use wired 99% of the time |
|  | The printing account should transfer left over funds from one YEAR to the next |
|  | It takes a considerable amount of time to connect to wireless because of clean access |
|  | Cisco Clean Access Agent is difficult to use a lot of the time. |
|  | I hate Cisco Clean Acces Agent!!!! |
|  | We are not allowed enough space on our Y drive. I've run out and have to remove things often. |
|  | I was unable to connect to wirelss with my IBook last time I was in Pickler. |
|  | the fact that ITS wont help with organization websites is really frustrating, if an organization is in good standing w/ the CSI, they should be able to get help from ITS, also the amount of space allocated to each students Y/T drives is rather small |
|  | Adding the extra charge to the printing account without telling the students is not fair. In addition, the \$5 added to the accounts did nothing to cover the extra charges we would incur. Adding the fee is fine, I just think that the students should have been told. |
|  | As a Visual Communications student, I find that there simply isn't enough room on the Personal Network storage for our files. |
|  | I wish the Y: drive space was a little larger. Wireless on campus is incredibly unreliable in dorm rooms. |
|  | vista is very touchy with clean access sometimes. |
|  | Wireless is nice but faithful connections would be nice. |
|  | Wireless never works. I have never met anyone who was satisfied with how it ran. |
|  | I lose signal all the time. It eventually comes back, but still it's an incredibly frustrating process. |
|  | I wish we had more than 25MB of space on the T drive |
|  | I wish the Y drives had more space automatically, and the wireless network at Truman is pretty slow. I wish wireless coverage was more consistent. I have also had problems logging on on my iBook when I bring it to campus. Sometimes I have to delete the account and install it again in my internet connect to get it to work, sometimes I don't. It is inconsistent. |
|  | My printing account often is fickle with how much it charges for a print job. |
|  | Why was the printing account balances moved to a separate page it makes it difficult to keep track of account balances. The Wireless network is pitiful. It is difficult to get a connection most time because of the amount of users and the poor range. You can't even get a single in some buildings on campus. When you do get a connection it is slow and disconnects and reconnects frequently. I have a fairly new laptop and experience no problems on other networks. |
|  | I cannot, despite documentation, figure out how to post a web page (T drive). More clear instructions would be helpful. |
|  | wire less network is unreliable, but when I can get connected it works fine. Personal network drives are too difficult to use even when I lived on campus |
|  | Need to be a lot better. |

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|  | the internet is very slow and is frequently down need higher band width |
|  | I don't sign into Truman's Wireless off campus, nor on-campus - I just go to a computer on campus with my flash drive. I do not even know how to access my personal drives, though I have heard of the people who use them. The organization websites I've seen are alright, though sometimes searching for them is a pain if you haven't been there before. Can organizational emails be available through the search function in TruView please? |
|  | We should not be charged for the cover pages! |
|  | More space on the Y:Drive would help in managing work done from previous semesters. It would make that senior portfolio easier. |
|  | The network will cut out every now and then and I also get a low or very low wireless signal most of the time. |
|  | I'm not sure if the problem is within the wireless or if it has to do with the Clean access. But clean access takes forever. |
|  | can't get wireless in pershing and sometimes it's slow but it hasn't been horribly slow yet. |
|  | There is not enough signal to connect everywhere. |
|  | I'd like a larger Y and T drive, speaking as one who has spent 3 years here without a computer. The limits to the T drive really prevent making a good website. |
|  | I wish the network would be allowed a greater bandwidth to students so that they can work on school assignments within a reasonable amount of time. It's annoying when you need to get homework done and the network isn't working, or is incredibly slow. Hopefully some improvements can be made over the summer. |
|  | There is not much room for the personal web site storage. |
|  | too slow. |
|  | It is really hard to find your printing account balance. When you print there should be a window that pops up telling you how much money you have left on your printing account. |
|  | It's really spotty in C-Hall. |
|  | I can't connect to Y or T Drive with my labtop although i follow the instruction of the ITS. |
|  | The Y drive is not big enough. |
|  | Clean access doesn't recognize the wireless network half the time and it always has errors connecting to the network. |
|  | i don't know how to get wireless in the library. or my computer just doesn't pick it up. |
|  | Please provide more space on the y:drive. Certain programs (e.g. Access) take up a large amount of space. |
|  | y: drives down in the middle of the night SUCKS. this has caused me a lot of problems. |
|  | Could printing balance be made available through TruView? |
|  | I was never informed if or how I could check how much I have on my printing account which would be great if somehow it easily accessible; maybe if it was on Truview? |
|  | There were some rooms, expecially Violette 1010 that were difficult to establish a connection in. |
| | More free printing. |
| | wireless has gotten better |
| | The Y drive fills up very quickly. |
| | Spots in the library have incredibly bad connection that were fine last year. |
| | I only ever had problems with my wireless since we got clean access. Then my computer started complaining about passwords and stuff. It was also anoying when it would constantly tell me that I was successfully logged into the network. |
| | the connection is never very strong and I have to be outside for it to work. |
| | When showing the amount of money left in printing accounts, if there is a negative amount it may be more helpful to have a negative sign in front of the amount, rather than having the amount in parentheses. |
| | I have already explained how many issues I have with wireless...see the previous. I'm not sure why this is on here twice. The drives are just fine. Organization web sites deserve assistance from ITS, that is your job. My printing account has been malfunctioning lately, money keeps disappearing in large amounts and then reappearing later. |
| | It would be nice to be able to access group websites through some other protocols besides WebDav (samba, STFP, etc) |
| | It was hard to get and maintain a connection in many parts of the library. I never really used my computer any other places on campus except for the dorm and the library. |

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| | Need more space on the personal network drives. Clean access does not work the way it should every where on campus. Checkout Laptops from Media Services are not programed correctly for the wireless network. |
| | Slow connections. |
| | Lately, I've been having issues with the new secure wireless network in general. I can't always get a signal in places I know I should have one. |
| | It doesn't work for my laptop nor for the desktop that I use as a night monitor in Centennial Hall. We've been told it was fixed, but it still doesn't work. |
| | Why are there times when internet will not work? And why for the times when it does work, does it fluctuate in speed and reliability? Fix these problems! |
| | I have only used the wireless network a few times because it is always very slow when I use it. I have always used it in the library, and when the wireless is slow on my personal laptop there will be no lag on the desktop computers (with ethernet). It will take 20 seconds to load a page sometimes, while loading the same page on the desktop computer takes less than a second. I don't know for sure if it is the wireless itself which is slow, or if it is because of the Cisco clean access agent. |
| | It performs about the same as the dorm-based wireless networks. It serves its purpose nicely. |
| | -as stated above, it would be nice to be able to re charge print account on line -network response time is slow- I know it's partly because of security, but it does make researching tedious, especially considering the Pickler's business books are old. |
| | Y: drive should be bigger. Web sites are often behind the times. |
| | More storage space on the Y:\ Drive would always be nice. |
| | In would say I get Internet access on my computer 20% of the time at most. |
| | Needs more bandwidth |
| | MORE BANDWIDTH PLEASE. |
| | There is simply not enough space to hold all the information and documents i need to for four years. I have run out of space on my y and T drives when trying to complete various projects. We need more space. Or at least bulk temp. space. i.e. 2 weeks |
| | I have found that as a senior and even as a junior that I just dont have enough room on my Y drive and have had to burn many files onto a CD |
| | The internet seems really slow |
| | It's overly complicated to connect with the wireless network. |
| | I get wireless everywhere I've tried (outside my room). Kudos on that! |
| | Not enough bandwidth. |
| | confusing to figure out how to access Y drive from off campus location |
| | I still think there has to be a better time to service the Y: Drive than midweek when people may be in desperate need of it. What about Saturday nights? No one really needs it then. |
| | Very unreliable and not good |
| | none |
| | As a Transfer student, I have no idea what drive to save my info onto, that is just my campus personal file. |
| | It would be nice to have more storage on the Y:Drive because it is a nice place to store school assignments, although I've had to delete a lot of stuff to save more recent documents. I find that many places on campus, the wireless connection is not very strong, or else it comes and goes. I have this issue in the library and upstairs of Violette Hall a lot. Sometimes I get kicked off, even though my computer has not moved at all. |
| | I've been using VPN to connect from off-campus for the past couple of years. The connection used to be unbearably slow. However, in the past semester the speed has significantly improved. |
| | The wireless network can be very weak inside some of the buildings. |

If you checked out equipment from ITS Media Services in the past year, please rate your satisfaction with the following aspects:

| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
|------------------------------|----------------|-----------|---------------------|--------------|-----|
| Friendliness of Staff | 6% | 12% | 2% | 2% | 78% |

| | | | | | |
|------------------------------------|----|-----|----|----|-----|
| | 33 | 67 | 14 | 13 | 445 |
| Office Hours / Availability | 4% | 11% | 5% | 3% | 78% |
| | 20 | 65 | 28 | 15 | 444 |
| Knowledge / Expertise | 5% | 13% | 3% | % | 79% |
| | 31 | 73 | 15 | 2 | 451 |
| Availability of Equipment | 5% | 13% | 3% | 1% | 78% |
| | 27 | 75 | 18 | 5 | 447 |
| Variety of Equipment | 5% | 12% | 3% | % | 79% |
| | 31 | 69 | 17 | 2 | 453 |
| Loan Periods / Policies | 3% | 9% | 5% | 3% | 79% |
| | 19 | 54 | 29 | 19 | 451 |
| Overall Satisfaction | 4% | 13% | 3% | 1% | 78% |
| | 24 | 76 | 17 | 7 | 448 |

Please provide any comments you have regarding ITS Media Services.

Response Count: 40

-  I checked out a camcorder for a weekend. I felt very pressured to minimize the time I had the camera and had my privileges revoked for 2 weeks because I returned the camera 1 hour late. A bit harsh? I think so.
-  none
-  The window to return stuff is really small.
-  Hours aren't very good, especially when trying to return items by the proper date and times.
-  Having such strict policies about when to return items is actually harmful. Sometimes people need to use projectors for programs and projects they've been planning for weeks, and they're told that they can't check one out because someone else "might" need one for the research conference. Also, having to turn stuff in by 8 a.m. is really inconvenient. Not everyone can make it to Media Services by that time because they have class or other appointments.
-  The item I requested in advance was not given to me when I went to pick it up. A substitution was made. I feel if I reserve a piece of equipment, I should get that item, not a substitution.
-  Longer loan periods would help (a few additional hours to allow time for setting up and taking down equipment)
-  I have never used Media Services
-  N/A
-  I know Media Services has to run a tight ship and that the technology they rent out is very valuable and that they don't want to take any chances with it. That's completely understandable. The hours and their policies regarding returns, however, just aren't reasonable. An 8:30-sharp return time in my schedule is disastrous, since my everyday schedule starts hours later every day. What really annoys me, though, is that returning something even five minutes late gets you a threatening notice in the mail warning you that your privileges will be suspended for now and revoked if you turn in something late again. Couldn't Truman have spent the money Media Services wasted on that letter on something productive? That group over there needs to lighten the heck up; if everything comes in 3-5 minutes late, and it's all in perfect condition, why immediately resort to costly punitive measures?
-  N/A
-  you should advertise more. I barely know you exist or what you offer
-  horrible hours for returning equipment

| | |
|---|--|
|  | The staff there was immensely helpful in showing me how the equipment I wanted worked. The only problem was that I've found there wasn't enough equipment to check out to students during events or project crunch times. They should be given more equipment for students to check out. |
|  | I've checked out multiple projectors and tape recorders this year, and it has always been a very easy and available process. |
|  | I do not appreciate being treated rudely by the Media Services staff (both students and adults) when I am trying to do an assignment for a class. Also, sometimes it is impossible to pick up and return items right around a certain class due to conflicting class schedules. The staff and person checking out the equipment should decide a pick up and return time that works for both parties, trying to stay within a certain time-frame if possible. |
|  | It would be nice if we could return stuff until 9 until just 8:30 |
|  | Not this time...maybe next year :-) |
|  | I haven't taken advantage of these services. |
|  | no comments |
|  | The staff is not very friendly. Why can students not check out equipment that they paid for it is extremely difficult for a student to check out equipment. They have horrible office hours and their policy on when items have to be returned by is too stringent. |
|  | Very kind, but Media Services has a bad reputation for being ridiculously strict about loan periods. You REALLY have to hurry to get it back on time, which sometimes may not leave enough time to pick it up at the end of the class period. or to take questions as part of a presentation. Media Services doesn't seem to take into account how classroom processes work as far as time. Also, please print clearer instructions on how to use equipment. I think the directions make sense if you already kind of know how to use it, but if you haven't used something before (the main audience of directions) it's really not helpful. |
|  | It'd be nice to have more than half an hour to return equipment in, especially since it's easily possible to have class during all of that time. It'd also be nice if there were somewhere that we could get a list of what exactly Media Services has, apart from going there and getting an acoustic listing. As in, POST A NEAR-COMPLETE LIST OF YOUR SERVICES ONLINE. please. |
|  | The pick up and drop off hours were horrible. I picked up a whole sound system and camera on the same day and had a 45 minute window in which to do so, which ended up being right in the middle of a club-team practice. I also was told to return it in a 30 minute window the following morning. I'm glad I didn't have class during that time. I did not like having to get up early just to turn it in by 8:30. I could understand if somebody else needed it right away the next day, but I could see other systems just sitting there when I turned it in and I assume that wasn't the case. I also called Media Services and tried to confirm the window of opportunity for pickup and they falsely told me that I had nothing to pick up that day. The secretary was very short with me and I think if she had taken the time to verify my name or at least checked under the name of another student for me it would have saved me several frantic phone calls. The equipment was not reserved by me but I was listed as authorized to pick up and I had the responsibility of doing so and I had no way of knowing whether it had even been reserved. It was an unpleasant experience and one I hope not to have to repeat any time soon. The staff was pretty friendly though when I actually showed up to pick up everything. Oh and it would be nice to be able to borrow microphones for the cameras. |
|  | Great! |
|  | When someone checks the camera, etc. to make sure all of the parts are included, it is most helpful to do a thorough check so that the person turning it in is not doubly penalized. It's just inconvenient for both parties. |
|  | I had not met any rude personnel on this campus until I visited Media Services. Not once was I treated with any amount of respect. There needs to be much more flexible times for pick up and drop off, no college student is always available between 8 and 8:30 AM, and that is not a large enough window of time, if we have a class, etc. Also, big equipment, such as sound systems, should be delivered, they are too much for one person. Loan periods should be more flexible, different events require different time periods, and not everyone can pick up and drop off at the designated times. It is ridiculous to think that that system works for everyone. |
|  | Checkout Laptops from Media Services are not programed correctly for the wireless network. |
|  | Haven't checked anything out for over two years. |
|  | free use of laptop for the weekend-TSU's best kept secret... |
|  | Haven't really used Media Services so it wouldn't be fair to rate them. |
|  | N/A |
|  | N/A |
|  | What's the deal with closing at 4:30? Why not 5? Also, why aren't students allowed to check out screens when they check out projectors? Plus, the 8:30 return deadline is absurd, and my attitude towards that certainly isn't helped by the suspicious demeanor of the supervisors. |

| | |
|---|--|
|  | I checked out a camera. It would have been helpful to include directions with the camera...or let us know that tapes were not included and what type of camera tapes were required for the machine. It would have made things a LOT easier. |
|  | Returning something after the weekend is difficult - there is a 1/2 hour block very early in the morning - this is difficult to do. |
|  | staff is very rude!! hours are not student friendly!!! not enough supply of cameras to go around!! |
|  | I borrowed a projector to use in a class I had at 7:30 am and the load period was very unaccommodating for this time. I checked it out the afternoon the day before my presentation, and I was expected to have the projector returned by 8 am the next day, which was a time that fell right in the middle of my presentation/class. There was no way to check the projector out before class because the center was not open in time. Luckily the employee at the desk was extremely helpful and helped me to check out the equipment without having to pay a fee later. Thought needs to be given to those who need equipment early in the morning. |
|  | I think the availability of these items should be better advertised - I wasn't really aware of this. |
|  | I've never used these services. |

| Please rate your overall satisfaction with ITS. | | | | | |
|---|----------------|-----------|---------------------|--------------|-----|
| | Very Satisfied | Satisfied | Minimally Satisfied | Dissatisfied | N/A |
| Overall Satisfaction | 11% | 67% | 12% | 2% | 8% |
| | 63 | 385 | 66 | 14 | 44 |

What new technology-related services would you like to see implemented at Truman?

Response Count: 138

| | |
|---|--|
|  | I wish I new more about the services that the library labs had to offer on photo/video editing, etc. |
|  | Better internet in Randolph! |
|  | Overall, I have been satisfied. I would like to see an upgrade on the laptops that are checked out at the library. They often worked very slow and the battery did not always last the entire loan period. |
|  | I suppose this could be considered ITS. I would like to see phone lines installed so students can talk with one another across campus. It would be very nice to beable to use a landline for conversations between students and I think faculty and staff could get a hold of students easier. It doesn't have to be able to make outgoing calls, but just for intercampus communication |
|  | I would like more Macs on campus |
|  | More computers in Violette Hall. |
|  | Opening the ftp ports. |
|  | ICMP Echo Requests are blocked outbound (or ICMP Echo Replies are blocked inbound). In addition TTL-Exceeded and Port-Unreachable messages are blocked for inbound traffic. These prevent the 'ping' and 'tracert' tools from working properly. Please change this. |
|  | Wireless printing maybe? |
|  | I dunno. Things seem to be pretty good so far. |
|  | None - I would focus on making things better, like better quality/cheaper printing and faster internet - specifically wireles.. |
|  | More computers/better access to computers, Photoshop available on more computers |
|  | better availability, easier wireless connection/better explanation on how to work it |
|  | none come to mind |
|  | Faster, more reliable internet. Wireless capability for XBOX Live. It's ridiculous that I can't have reliable internet access in my room and then get no help when I ask for it. What am I paying you for?? |

| | |
|---|--|
|  | Customized group pages set up by students to work on projects. |
|  | webcams |
|  | lap tops that can be checked out for semesters and such like Northwest |
|  | earlier comments about inconvenience of TruView for email |
|  | More email storage space. |
|  | QUIT GETTING NEW SHIT...FIX WHAT WE'VE GOT ALREADY...WOULDN'T THAT MAKE THE MOST SENSE?!?!?!?!?!? |
|  | I can't think of anything, to be honest. |
|  | Self-help books available for check-out at the ITS Help Desk. I think I can figure out how to do stuff on my own rather than hauling my computer in to be told that it can't be fixed and have I tried restarting it. |
|  | Better wireless. Or at least not have a terrible secure wireless that reduces the range as much as it does. |
|  | More bandwidth would be great. Wireless-N support once it becomes finalized later this year. |
|  | Better wireless, my computer doesn't work with the new wireless on campus |
|  | The removal of clean access would be great, but probably not feasible. A Greater use of open office since the software programs in the package are incredibly useful. |
|  | More color printers. |
|  | Better wireless in dorms!!!! |
|  | More apple computer friendly, It is a task attempting to access your Y drive from them |
|  | Color Printing, Double-sided printing |
|  | More bandwidth would be amazing. Support for wireless-N would be nice in the coming years. |
|  | More flat screens on the walls telling us about events coming up. They have them in Magruder and it would be nice to see them everywhere on campus |
|  | Faster, more reliable WiFi. |
|  | More Mac labs. More software on computers. More storage space for e-mail and web pages. Work out kinks with VPN client so off-campus students don't need to commute to use digital resources they pay for. Better wireless coverage. iPhone accessibility for wireless network. |
|  | easier to use wireless |
|  | Up to date services. A printer in the HES Lab in Pershing. |
|  | I really don't have any idea but it would be nice to see more data manipulation tools open to students and other software such as photoshop. I don't know if these are on some computers in designated areas and I just haven't been there or not. |
|  | N/A |
|  | -a faster internet connection would always be nice -a small computer lab with a printer available for student use in McClain/Baldwin Halls would be very convenient -I don't know how feasible it would be, but it would be great if all that spare processing power in the computer labs could be used as part of a distributed computing project (like Folding@Home) |
|  | there needs to be more work done to better use the wireless networks |
|  | easier connections with labtops, more internet plugs in walls for lab top connections. Lab tops in library are VERY VERY SLOW and unreliable, please change that!More space on y drive would be helpful. |
|  | Windows Vista as the OS for the school computers. |
|  | The residence halls should have a lot more computers and printers. It's also frustrating when it constantly runs out of paper. |
|  | Faster connection. |
|  | N/A |
|  | Cisco Clean Access fix-it line |
|  | N/A |
|  | the campus mail room currently does not have open office on their computers and I'm not authorized to install them so says the computer |
|  | website courses, even jsut as a seminar one day |
|  | I think you all have done an excellent job of updating technology services during my tenure at Truman and encourage you to keep purchasing new technology software. |

| | |
|---|---|
|  | more rooms with projectors. cable tv integrated into projectors for allowing students to gather and watch events. is there any way to fix the cell phone blackout in VH1000,1010 and MG1096? i like the charging station in MG. would be nice to see those all around. what about a few outlets on the quad so students who want to study/work outside could sit on the benches and charge their laptops? |
|  | Full, campus-wide, functional-even-in-dorm-rooms wireless network. |
|  | Nothing that I can think of. I think the availability of software is sufficient for the university's needs. |
|  | better wireless |
|  | I would like ITS to provide each organization who desires one, a truman-based webpage and information on how to create, update and display a webpage through the Truman site. |
|  | High speed internet. Internet can become abysmally slow, even for non-multimedia sites. When it takes 20 seconds to load a Wikipedia page, things are really, really bad. |
|  | more help with copying cassettes and aid in the Mac lab in Pickler. |
|  | I think it would be great if we could email documents from Truview on our own computer to a lab with a printer, and we could just pick up the document. Right now, I have to email the document to myself, go to the lab, sign on, open the document, and then print it out. Five minutes lost. To someone with a deadline, those five minutes could be disastrous. |
|  | The Jian program is terrible and has so many bugs. Any update or reinstalation is highly reccomended. It is found on the HES computers. |
|  | Better wireless coverage throughout campus. |
|  | Maybe you could have a live help option on the website. That would be very helpful. |
|  | More computer availability in the library and larger storage on the Y:drive is all I require to make my truman experience easier. |
|  | Higher bandwidth |
|  | Student licenses for research related software. Specifically SPSS and EndNote so I don't have to search for an open Truman computer. |
|  | better ways to access on campus resources from off campus, VPN client tends to mess up my computer. |
|  | Better wireless access on campus. |
|  | It would be nice to expand the wireless internet to cover the square as well as campus. Many students spend a large amount of time there and it would be nice to be able to use the university network. |
|  | More free software and perhaps it could sell printer cartridges to students with them in their rooms. Could order them for us... |
|  | need higher band width internet access is too slow and unreliable |
|  | Wireless printing from your dorm room |
|  | Faster internet services. |
|  | I want to be able to type my banner id and password into the copiers to make copies instead of having to carry around loose change all the time. That way copies can come out of my printing account alotement. |
|  | Accepting different kinds of virus software that are compatible with Clean Access. |
|  | I want the dorms to have electronic locks. on the doors rather than always having to go to the front desk to sign in after 10:30 |
|  | Better wireless coverage |
|  | more reliable, fast internet |
|  | Faster internet, both wireless and ethernet. Not as many updates with McAfee |
|  | I'm good! |
|  | Better internet service. FSN Kansas City instead of, or in complement to FSN Stl. Because some of us here are from KC too. |
|  | I want to have new anti-virut program. |
|  | More widespread copy machines that are tied into the printa accounts. Faster Printers. Copy machines with the ability to print colate staple mupule page documents (if current machines are capable of this need instructions). Increased network bandwidth/performance. |
|  | I would very much like to see Clean Access replaced. Or gotten rid of. Far too many people have trouble with that worthless program, myself included, and I cannot tell you how many times I have had to go ITS to deal with its faults. Seriously. Clean Access is awful. |
|  | I would like to find a way to avoid printing the title sheets to help save paper and maybe an option of opting out of paying for printing services? And wireless coverage is spotty in some places in WCS, I wish the wired |

| | |
|---|---|
| | connection was faster, Gigabit switches would be nice. |
|  | Get rid of Clean Access, it is annoying |
|  | I think Truman is pretty good technology-wise, although I would like to see more Macs on campus. |
|  | More teachers using blackboard. |
|  | I would love for the printing account to be assible through Truview. Other than that I like how I have been treated and helped by the ITS people. |
|  | I would like to see TruView email get a button that shows if we've replied to the email or not, but I am aware that this option might not be possible due to the company that designs TruView. |
|  | Web cameras |
|  | more laptops available for check out and more availability/publicity for photo editing software |
|  | Clean Cisco is kind of a pain sometimes, but I guess its bearable. |
|  | More bandwidth. |
|  | more smart-boards in the classroom, connecting to the Truman server from off campus |
|  | THE PRINTERS NEED TO WORK ALL THE TIME!!!!!!!!!!!!!! WITH PAPER!! |
|  | Faster Ethernet connections |
|  | Better internet on campus, better projectors and screens in Baldwin |
|  | Better wireless internet. Increased Bandwidth in dorms. |
|  | I think our student body would benefit from the addition of more computers/labs throughout campus. It can become difficult at times to find a place to work, especially during finals week. |
|  | Help squad that comes to you instead of going to them. Increased bandwidth on both the wire d and wireless networks, easier clean access use. |
|  | Alumni email (somebody@alumni.truman.edu) Linux labs |
|  | Re organize the website: it is not very easy to navigate. Find another alternative to clean access. Allow students to use Microsoft exchange for email. |
|  | Real reliable wireless and wired internet, not theoretical networks that just frustrate the hell out of me when I need it to work. |
|  | More server space, faster wireless. |
|  | It would be neat to teach students how to create web pages; I'm not sure if this is something ITS would do, but it could be a useful skill for Truman graduates. |
|  | Better wireless connection. Use something other than Clean Access, it is more of a hassle than anything else. |
|  | Increased bandwidth for better performance during peak-use hours. Change the default saving option for all MS Office 2007 applications to one that is backwards-compatible with older versions of Office instead of using the OOXML scheme. It has caused headaches for myself on a couple of occasions, and I have had several professors make clear the need to have documents submitted in the more-compatible format. |
|  | just faster internet response |
|  | Campus-wide wireless access that is more reliable. |
|  | Better wi-fi and no more Clean Access. |
|  | Improved Internet reliability for laptops. |
|  | Can't think of anything realistic. |
|  | More Bandwidth devoted to hall networks. |
|  | Students need to be made more aware of what is available on campus and where they can find that information. |
|  | I'd like to see TruView support other browsers (such as Opera). |
|  | we want vista as an operating syste. |
|  | Workshops on technology, like how to build your own computer etc |
|  | better wireless: more bars in more places |
|  | More computers in violet, the MAC, and Magruder |
|  | Is there any way to allow access for the Wii or other gaming systems? |
|  | FOR INTERNATIONAL STUDENTS, SOFTWARES LIKE SKYPE AND MESSENGER IS A MUST. ALSO A WEBCAM /W MICROPHONE IN RESIDENCE HALLS IS REALLY A GOOD IDEA. |

| | |
|--|--|
| | Faster internet. This is a university campus and should be on the cutting edge of technology, not worse off than my bare-bones DSL connection at home. |
| | inform students on the newest technology available... |
| | More Mac friendly implementations! The printing account client for Mac OS X is kinda slow at running, and doesn't automatically start in Leopard. Perhaps wireless G network for increased signal strength to ensure all the nooks and crannies have wireless and not just the hallway of a dorm? More knowledgeable staff in terms of Mac help... one person in ITS isn't enough. |
| | Keep allowing gaming to have the necessary bandwidth. Clean Access Agent is a huge pain with different anti virus programs. |
| | faster internet |
| | A switch to Apple computers. You can load windows or Mac OSX, plus more reliable. |
| | none |
| | No suggestions. |
| | I would just like to see more computers in the labs, if possible, to eliminate having to search as much for open computers. |
| | If there were any way to team up with Sodexho to have a way to check meal and dining balances online that would be extremely helpful. And, of course, a more reliable wireless network would definitely help me out a lot. |
| | I would like to see wireless support for gaming consoles. |
| | More programs that can run with Mac-based computers. |
| | Software update person or something |
| | Better wireless connections campus-wide and find a replacement for Clean Access - something that is always logged in and doesn't require so many updates. |
| | I would love to see a more user-friendly interface for student webspace. FTP probably isn't an option, but I think a web-based interface would be phenomenal. |
| | web design support/sessions |
| | Is there any way we can get SPSS disks for all students? |

Please share any additional comments and/or concerns you have for ITS.

Response Count: 76

| | |
|--|--|
| | I love that I got EndNote for free from ITS. |
| | rude & unhelpful, they are so limited in what they are able to do as far as helping with student computers or organizations websites |
| | none |
| | pleez 2 b need moar internets! |
| | Get a different network agent. Please. I understand and agree with the need for a network agent to protect students and the campus, but there HAS to be a better one than Cisco Clean Access. Cisco is absolute crud. |
| | i hate clean access. |
| | More bandwidth, please! |
| | Need to get better about dealing with Macs. |
| | BASICALLY, THE INTERNET BANDWIDTH IS REALLY LOW WHEN COMPARED TO OTHER EQUALLY REPUTABLE AND POPULATED SCHOOLS. I'D LIKE TO SEE SOME OF THE \$17000+ THAT I PAY TO COLLEGE EVERY SINGLE YEAR GO INTO BUYING MORE BANDWIDTH FOR THE SCHOOL. |
| | We need more softwares like Photoshop CS2, Freehand etc. |
| | I've read about some of their workshops for students, to help us become more technology savvy, but these workshops are always kind of early in the day, when I (and many other students, I'm sure) have class. These workshops sound like they would be quite helpful, but I can't ever make it to them. |
| | I think this area provides an excellent resource of students to go for any computer issue they may be having, it's a great tool to utilize and the staff seems knowledgeable about new software and updates that need to be made. |
| | Nothing. |
| | Im not sure if this exists or not, but maybe there could be someone available 24 hours by phone for students |

| | |
|---|---|
| | that may have unexpected problems arise. |
|  | I think that buying Ruckus wasn't a good investment for the university. Something that we could actually play on mp3 players and iPods would be much more worthwhile, even if it cost more. (If ITS didn't have anything to do with that, sorry.) |
|  | No more comments at this time. |
|  | Several years ago ITS put up charts in the computer labs of the highest usage times of the different labs. It would be nice to have those charts in the labs again, and maybe even online. |
|  | The stability and speed of wired connections is next to intolerable. I'm quite sure Truman ranks near the bottom of universities in this respect. |
|  | There are a lot of improvements that could be made, and should be, for everyone's benefit. |
|  | hi |
|  | I really appreciate the help by ITS help desk. They were very helpful when I had a trouble with connecting Truman wireless network when I came here the first time. |
|  | Changing a password is not necessary. If I thought I had a reason for security... I would have the common sense to change it myself. |
|  | I feel like there have been many improvements made in the past couple years. Thank you! |
|  | 100 MB storage space was good in 1998. Today any dumbass can shell out 10\$ for a flash drive with more memory than that. Give us more space, on all drives. |
|  | Nothing |
|  | They need to have more knowledge with Mac computers. I have asked for assistance before and they have told me that they just aren't sure because they are not trained on Macs. |
|  | I am not dissatisfied with ITS, but there are a number of things that need to be fixed. I hope that my comments on this survey will be addressed and that I will see an improvement in the fall. |
|  | The Printer in CHall NEVERRRRRR works!!! |
|  | The OP computer lab and the mac computer lab on the second floor of the library's amazing. |
|  | I would just like for the wireless to be a little more reliable. |
|  | Currently, services provided by the language labs are only available for download onto a PC. I have a Macbook, and I would like to be able to download the programs. |
|  | The hours are a problem because sometimes students who have issues with their computers don't get out of class until ITS is closed, thus never solving their problems with their computers. |
|  | a university like truman should have faster wireless internet. we need more band width. |
|  | Ruckus downloads should be free to download to any mp3 player. |
|  | please please please make it the printers in C Hall work and keep paper somewhere where we can fill it ourself |
|  | The workers at ITS work hard and do a good job with what they have to work with however some changes need to be implimented so that the truman wireless and network work better and more effcently for students |
|  | Overall I think you guys do a really great job. I think you get put in the hot seat when something small isn't working right, yet affects the entire campus. I think that when possible, sending out campus wide emails detailing the problems (ie better communication) would be beneficial to you and therefore allowing students to understand that the problem is known and is being worked on. |
|  | I feel that ITS does a good job at keeping up the demands of the students at this university. |
|  | Clean Access Agent slows down my computer noticably. I don't have any problems when I go home and do not have to use CCA but when I am here and have to use it the performance of my internet and computer are hindered. |
|  | Let me win. |
|  | I think you are doing a good job, just stay friendly please and be patient with us who are technologically challenged. |
|  | clean access seems to take a while. i have an apple so i don't use it. |
|  | The internet connection should be faster and more reliable than it is. |
|  | Staff is always helpful. Truman has pretty good info technology services. |
| | I'd really appreciate the wireless being compatible with the Nintendo game systems. |
| | Good luck in the future. |
| | please work on quicker response times |

| |
|--|
|  N/A |
|  Forcing you to change your password can be a little annoying. |
|  I think the staff is really friendly and helpful. |
|  The internet is very spotty this semester. |
|  Thanks! |
|  N/A |
|  I appreciate when people at ITS helped me install anti-virus software. They were so helpful and nice. |
|  I understand you work with what you have. Still, there is room for improvement. |
|  i would like to see better wireless, better trained its staff, and a virus protection that actually works |
|  Campus desperately needs more bandwidth available. It is frustrating when trying to do homework online and the connection times out. |
|  None. |
|  Cheer up. |
|  Just add more public computers where possible. |
|  More bandwidth. It is frustrating to time out on a page while doing homework online. |
|  The Truman network is slow, inefficient, and unreliable. It is a jumble of too many different pieces. there is no way that anyone is going to create 'the ultimate' security for the network, especially by throwing a bunch of programs together hoping that it brings out the best in all of them. the network needs a complete overhaul and efficient use of only a few programs, then maybe we can maximize the efficacy of the network... |
|  Dealing with ITS on the matter of slow speeds and lagging for gaming consoles was great. |
|  Hiring more professional (non-student) help would be good. |
|  I think ITS does a great job. I use the website for help sometimes, and all experiences with the help desk have been great. Thanks! |
|  FIX THE DAMN WIRELESS INTERNET...SPEED UP THE DAMN COMPUTER LABS |
|  :-) |
|  Clean Access, although seemingly necessary, is a larger hassle than it should be because of all the problems that students like myself encounter with it. Easier solutions should be looked into. |
|  The big issue with me is the reliability of the Wireless around campus and in the dorms, specifically WCS. I know we've got the thick concrete walls, and I don't know what can be done really about getting a strong signal through these walls without having to put a router every 10 feet, which would be an expensive pain in the neck for you guys. |
|  I had to really dig in the ITS website for instructions on how to get Outlook Express to retrieve my TruView email. Make that easier to find. |
|  You guys do a great job and I know that you probably only hear when things go wrong. Though you may only see people when they are having problems with technology, know that the entire campus is very happy with the work you do and I don't know how we would function without you. Keep up the great work! |
|  Wireless access seems erratic and often slow in Barnett. Don't know what the solution is, but that's my experience. Keep up the good work. |
|  The library seems to have connection issues. I will be over there, and it will randomly boot me from the network. And this wouldn't be much of a problem, except that having to go through the Clean Access thing every other minute cuts back on productivity. |
|  The most pressing concern of mine from this past year has been internet speed. At times it would have been faster to use Truman's dial up service. This is down right despicable for a university like Truman. |
|  This is my final year, but the first time I was able to use the mac lab. I loved it and wish that my professors would have taken advantage of it. |
|  The majority of people who work in ITS are very friendly and patient...thank you! |