2004-05 Student IT Web Survey

Introduction

The eighth annual Student IT Survey collected responses from January 1 through March 31, 2005. There were approximately 1/3 less responses compared with the previous year as the result of a shorter collection timeframe. To encourage students to complete the survey, a randomly drawn grand prize winner received an Apple iPod.

Table 1 – Number of Respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-2005</td>
<td>2600</td>
</tr>
<tr>
<td>2003-2004</td>
<td>3262</td>
</tr>
<tr>
<td>2002-2003</td>
<td>2838</td>
</tr>
<tr>
<td>2001-2002</td>
<td>1315</td>
</tr>
<tr>
<td>2000-2001</td>
<td>1360</td>
</tr>
<tr>
<td>1999-2000</td>
<td>1101</td>
</tr>
<tr>
<td>1998-1999</td>
<td>670</td>
</tr>
<tr>
<td>1997-1998</td>
<td>371</td>
</tr>
</tbody>
</table>

Figure 1 – Demographics Class Standing

Survey Highlights

A complete list of survey questions and responses are contained in the raw survey response file available at: www.itsurvey.buffalo.edu/reports.

This survey contained questions similar to previous years. General comments about IT at UB were solicited and the students responded vociferously.

The survey was internally marketed to students on the main Web pages for Computing and Information Technology, the Student Response Center and the MyUB Web Portal. Flyers were placed in several locations across campus, including public and departmental computing labs, to advertise the survey opportunity.

Demographics

Nearly 10% of the student body completed the survey, down from 12% the previous year, most likely attributed to the reduced survey availability window. A large majority chose to provide detailed feedback in the text boxes provided for general comments, questions, and suggestions at the end of the survey. Selected comments and topical summaries are included in this report and detailed in the appendix section.

Class Standing – Academic Units

Figure 1 displays the class standing of survey respondents. Table 2 reflects the academic unit of the 2600 respondents.

Table 2 - Academic Unit of Respondents

<table>
<thead>
<tr>
<th>Academic Unit</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture &amp; Planning</td>
<td>2.2</td>
</tr>
<tr>
<td>College of Arts &amp; Sciences</td>
<td>31.0</td>
</tr>
<tr>
<td>Computer Science &amp; Engineering</td>
<td>4.3</td>
</tr>
<tr>
<td>Dental Medicine</td>
<td>0.5</td>
</tr>
<tr>
<td>Engineering</td>
<td>12.7</td>
</tr>
<tr>
<td>Graduate School of Education</td>
<td>2.9</td>
</tr>
<tr>
<td>Informatics</td>
<td>6.9</td>
</tr>
<tr>
<td>Interdisciplinary Studies</td>
<td>1.9</td>
</tr>
<tr>
<td>Law</td>
<td>1.5</td>
</tr>
<tr>
<td>Management</td>
<td>15.4</td>
</tr>
<tr>
<td>Medical &amp; Biomedical Sciences</td>
<td>2.9</td>
</tr>
<tr>
<td>Nursing</td>
<td>2.0</td>
</tr>
<tr>
<td>Other</td>
<td>4.6</td>
</tr>
<tr>
<td>Pharmacy &amp; Pharmaceutics</td>
<td>5.8</td>
</tr>
<tr>
<td>Public Health &amp; Health Related</td>
<td>2.5</td>
</tr>
<tr>
<td>Social Work</td>
<td>1.0</td>
</tr>
<tr>
<td>Undecided</td>
<td>1.9</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>
Computer Ownership & OS Trends

Over 95% of students report having a computer in their living space. Desktop computer ownership has gone down. Laptop ownership has risen sharply over the last three years.

Figure 2 – Computer in Living Space 04-05

Do you have a computer in your living space?

<table>
<thead>
<tr>
<th>Year</th>
<th>Fr.</th>
<th>So</th>
<th>Jr.</th>
<th>Sr.</th>
<th>Gr</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>2.9%</td>
<td>15%</td>
<td>14%</td>
<td>15%</td>
<td>2.8%</td>
</tr>
<tr>
<td>2003-04</td>
<td>97.1%</td>
<td>98.5%</td>
<td>98.6%</td>
<td>98.5%</td>
<td>97.2%</td>
</tr>
</tbody>
</table>

Figure 3 – Computer Ownership Trends

PDA ownership has dropped by half. This may be a function of cell phone service convergence, supplanting the use of single function cell phones.

Figure 4 – Desktop Ownership Trends

Nearly all graduate students own a computer. However the computer is not necessarily in their primary living space.

Table 3 - Grad Student Computer Ownership

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>98.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>2003-04</td>
<td>95.3%</td>
<td>4.7%</td>
</tr>
<tr>
<td>2002-03</td>
<td>92.5%</td>
<td>7.5%</td>
</tr>
<tr>
<td>2001-02</td>
<td>81.2%</td>
<td>18.8%</td>
</tr>
<tr>
<td>2000-01</td>
<td>83.4%</td>
<td>16.6%</td>
</tr>
</tbody>
</table>

Figure 5 – Laptop Ownership Trends

Figure 6 – PDA Ownership Trends
Table 4 indicates that 18.5% of respondents own or have access to both a laptop and desktop computer. PDA ownership decreased overall, with the number of freshman owning a PDA 1/3rd that of graduate students.

<table>
<thead>
<tr>
<th>Class Standing</th>
<th>Desk.</th>
<th>Lap.</th>
<th>PDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fr.</td>
<td>61.5</td>
<td>55.4</td>
<td>4.0</td>
</tr>
<tr>
<td>So.</td>
<td>65.9</td>
<td>49.2</td>
<td>5.7</td>
</tr>
<tr>
<td>Jr.</td>
<td>71.6</td>
<td>44.5</td>
<td>6.7</td>
</tr>
<tr>
<td>Sr.</td>
<td>78.0</td>
<td>37.4</td>
<td>7.3</td>
</tr>
<tr>
<td>Gr.</td>
<td>58.4</td>
<td>66.3</td>
<td>12.4</td>
</tr>
</tbody>
</table>

**Table 5 – Percent Use of Operating Systems**

<table>
<thead>
<tr>
<th>Operating System</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP Pro</td>
<td>41.5</td>
</tr>
<tr>
<td>Windows XP - Home</td>
<td>43.6</td>
</tr>
<tr>
<td>Windows 2000</td>
<td>7.8</td>
</tr>
<tr>
<td>Windows ME</td>
<td>3.4</td>
</tr>
<tr>
<td>Windows 98</td>
<td>6.0</td>
</tr>
<tr>
<td>Mac OS X</td>
<td>6.5</td>
</tr>
<tr>
<td>Mac OS 9 or earlier</td>
<td>1.0</td>
</tr>
<tr>
<td>Linux/BSD</td>
<td>4.7</td>
</tr>
</tbody>
</table>

Mac use (see Figure 7) seems to have leveled off between 7-8% of the users; Windows XP has been replaced with Windows XP-Pro and Windows XP-Home. These two have the highest number of users by far. Windows 98 and Win ME are still in limited use.

Windows 2000 use has been steadily declining. Linux remains somewhat stable and Mac OS shows a slight increase – probably due to OS-X. Operating System trends can be seen in Figure 8 below.
While Linux use sharply increased from 1999 to 2000, there has been a slow decline since then as indicated in Figure 9 below.

**Figure 9 - Use of Linux/BSD**

Survey respondents were allowed to choose multiple Internet access methods. The use of non-UB ISP service has increased for general DSL & cable modem use, but only slightly increased for non-UB ISP’s overall (AOL, Juno, etc.). See Figure 10 below.

**Figure 10 - ISP Use (non-UB)**

A graph of available ISP Trends over the last four years is shown in Figure 11 below. A new trend developing is the use of cell phones to access text/web services.

**Figure 11 – ISP Trends Over Four Years**
Internet Service Provider Trends

Figure 12 – Interact Access

As might be expected, freshmen rely more heavily on Resnet, the use of which steadily declines as students’ progress in seniority. Figure 12 indicates ISP access of students by academic class standing. Cable modem use increased across classes and is used by more than 50% of graduate students.

Email Use and Trends

As seen in Figure 13, 85% of students continue to maintain a non-UB email account.

Figure 13 – Percent Student Email (non-UB)

Faculty and academic advisors have requested that all UB students be encouraged during freshman and transfer student IT orientations to use UB email accounts in order to better facilitate communication and academic work.

Figure 14 – Primary Email Used by Students

Wireless Access:

This year 47.3% of students feel there is sufficient wireless connectivity; 16.6% disagree, 36.1% are neutral. This represents a large increase (15.1%) over the number last year who felt there was sufficient wireless connectivity available.

Figure 15 – Sufficient Wireless Access? Yes

Nearly half, 42%, did not express an opinion regarding wireless access, but only 11% report dissatisfaction with UB wireless connectivity. Many offered qualitative suggestions regarding wireless.
Campus Computing (Public) Labs

Public computing lab use has decreased over the past year, but still accessed by 85% of students surveyed. Almost 67% of respondents use campus computing labs daily or a few times a week. Only 4.6% indicate they never use public sites. Nearly half (48.2%) indicate they need to wait for computer use.

More students have better and faster machines most likely attributable to price drops of computers and laptops. It has been anecdotally reported that some professors now recommend laptop use in classes.

A major reason for using UB computing labs, as further illuminated in the comments, is for **printing**. Only 26% of the respondents said they were satisfied with printers and printouts in Cybraries and public labs. One can reasonably anticipate a shift in this response next year given the planned policy changes of printing and the introduction of new hardware. **Table 6** shows the breakdown of reasons for using public sites.

<table>
<thead>
<tr>
<th>Table 6 – Reasons - Using UB Computer Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Most Frequently Selected Reasons</strong></td>
</tr>
<tr>
<td>Printing</td>
</tr>
<tr>
<td>Check email between classes</td>
</tr>
<tr>
<td>Find information for my research</td>
</tr>
<tr>
<td>Convenient location to classes</td>
</tr>
<tr>
<td>Do web and other online research</td>
</tr>
<tr>
<td>Use software not on my computer</td>
</tr>
<tr>
<td>Work in space quieter than dorm or home</td>
</tr>
<tr>
<td>Use reserve-other online library resources</td>
</tr>
<tr>
<td>High speed internet access</td>
</tr>
<tr>
<td>Attend class with in-lab class time</td>
</tr>
<tr>
<td>Use the scanners</td>
</tr>
<tr>
<td>Like to study in lab with friends</td>
</tr>
<tr>
<td>Surf web for recreation – download music</td>
</tr>
</tbody>
</table>

There were 263 comments regarding public site computing. It is not surprising given the survey history that nearly all of the comments concerned lack of user satisfaction with public site printing (n=218). Extreme wait times for print-outs were reported ranging from several hours up to three days.

Suggestions included:
1. Better procedures for sorting printed documents for students to pick-up
2. Limiting the number of pages that can be printed per document,
3. Prioritizing academic content (e.g., printed from UBlearns),
4. Providing priority access for TA’s and GA’s preparing coursework,
5. Limiting organizational flyer printing the first two weeks of classes, and
6. Expanding print and wireless access to on-campus apartment community rooms as well as the ability to print from laptops.

Many students were using Ubiquity and Citrix to facilitate printing needs. Several respondents suggested some type of “pay as you go” system, or limiting the number of sheets a student can print at no charge.

Service requests included expanded hours, better policing of labs for cleanliness, and maintaining peripherals in good working condition (mice, keyboards, etc.). Sanctions or other methods to regulate loud or disorderly conduct within public sites were requested by many students. Formal
management of line cues - e.g. setting rope stands to form “cafeteria-style” lines were also suggested.

Concern was expressed regarding turnaround time for supply refreshment (printer paper, toner and machines compromised by broken keyboards or mice).

Departmental feedback included service concerns in the Law library and Architecture and Planning. There were several comments with “mixed messages” recognizing the challenges of supporting public sites and praising the consulting staff while still critical of print delays or resource availability.

**IT Security Practices**

One of the strongest orientation messages conveyed and reinforced to incoming freshmen and transfer students remains personal liability for peer-to-peer file sharing programs that violate copyright.

Explicit instructions are provided to disable file-sharing on personal computers. It is rewarding that many freshmen report they indeed follow through and disable file sharing on their PC.

Students are reminded in orientation that copyright infringement is a serious issue. They are informed that they are expected to comply with the Digital Millennium Copyright Act (DMCA).

Students were asked four questions regarding proactive use of security software & practices. Just over half of the students update and run their antivirus software weekly.

**Table 7 – Use of Antivirus Software**

<table>
<thead>
<tr>
<th>Status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antivirus software installed, running and updated at least once a week</td>
<td>55.8</td>
</tr>
<tr>
<td>Software installed, running and updated at least once a month</td>
<td>21.8</td>
</tr>
<tr>
<td>Software installed and running, but not updated on a regular basis</td>
<td>16.2</td>
</tr>
<tr>
<td>Do not use an antivirus</td>
<td>4.3</td>
</tr>
<tr>
<td>What’s an antivirus?</td>
<td>2.0</td>
</tr>
</tbody>
</table>

Another 38% indicate they have the software but do not run it weekly, and 6% don’t run it at all or have knowledge of antivirus software! This may indicate a need to more aggressively educate and reinforce stringent security practices.

**Table 8 – Use of Firewalls**

<table>
<thead>
<tr>
<th>Status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firewall is installed on my computer, and regularly updated</td>
<td>41.1</td>
</tr>
<tr>
<td>Firewall is installed on my computer but not regularly updated</td>
<td>25.3</td>
</tr>
<tr>
<td>I am familiar with firewalls, but don’t use one on my computer</td>
<td>15.7</td>
</tr>
<tr>
<td>What’s a firewall? I am not familiar with it</td>
<td>3.2</td>
</tr>
<tr>
<td>I’m not sure</td>
<td>14.7</td>
</tr>
</tbody>
</table>

Fewer people have installed a firewall than use antivirus software. Nearly 1/3rd of the respondents did not implement or even have knowledge of firewall functionality.

Of the respondents, 74% proactively use anti-spyware software, such as Ad-aware or Spybot Search and Destroy. Again, this area needs improvement.

**Table 9 – Updates and Patches**

<table>
<thead>
<tr>
<th>Status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical updates are downloaded automatically</td>
<td>57.3</td>
</tr>
<tr>
<td>Use a web site to get critical updates and I install them</td>
<td>27.7</td>
</tr>
<tr>
<td>Installed a firewall for additional layer of protection</td>
<td>29.5</td>
</tr>
<tr>
<td>I have obtained additional internet security software</td>
<td>16.8</td>
</tr>
<tr>
<td>I’ve done nothing to enhance my computer system’s security</td>
<td>13.1</td>
</tr>
</tbody>
</table>

There is a marked inconsistency between Tables 8 and 9 with respect to the installation of a firewall. In Table 8, over 65% indicate they have at least installed a firewall, but in Table 9, only 29.5% responded that they have indeed installed a firewall as one of the ways to protect their computer.
Respondents were probed on their level of concern regarding certain aspects of security on a 5-point Likert scale with:

1 being very concerned
5 indicating very unconcerned.

The mean score is reported in the following table – the lower the value, the greater the concern.

### Table 10 – Level of Concern - Security Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Mean (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unauthorized access to my confidential information, i.e. credit card numbers &amp; grades</td>
<td>1.54 (.92)</td>
</tr>
<tr>
<td>Unauthorized access to my Email</td>
<td>1.94 (1.07)</td>
</tr>
<tr>
<td>virus, worm, trojan or other malicious attacks against my computer</td>
<td>1.48 (.87)</td>
</tr>
</tbody>
</table>

Table 10 shows that respondents indicated concern for all three issues. However, Tables 7-9 indicated that most respondents are NOT doing all they can to alleviate those concerns.

### Computing Policies

Just over 70% of the respondents indicate policy compliance. Only .24% freely share passwords, with 29-30% admitting they occasionally share passwords. Only 7.5%, however, report immediately changing the password following the security breech.

### Security Resource Familiarity

A little more than 53% of the respondents indicated their familiarity with the UB Computer and Network Use Policy, and only 27.3% have used the UB computer security web page information. There appear to be many students who either don’t know the computing policies of UB or are refusing to acknowledge same.

### Computer Uses & Gratifications

Respondents were asked to rate the types of activities for which they use personal and public site computers. Figures 18 and 19 reflect the corresponding answers.

- “1” indicates Most Important
- “5” indicates Least Important

**Figure 18 - Use of Personal Computers**

**Figure 19 – Use of Public Site Computers**
**Personal Computers**

The most important uses of personal computers were:
1. Reading Email
2. Browsing the Web for coursework
3. Writing papers

Playing games and viewing class videos were deemed least important activities for personal computers.

**Public Site Computers**

Reading Email had the highest percentage (approximately 55%) indicating the most important activity followed now by viewing class videos. Least important at the public sites was again playing games, but also accessing UBlearns.

**UBlearns**

The perception of UBlearns seems to have significantly improved since last year, most likely the result of recovering from service problems related to system upgrade difficulties the previous year.

Just over 84% indicated that UBlearns functions efficiently; but perhaps more impressive is the seeming attitude shift regarding whether UBlearns provides a useful organizational framework for courses - 87% contrasted with less than 50% the previous year.

**Table 11** illustrates the combined percentage of respondents who “Strongly agree” or “Agree” (i.e. “Positive”), and those who “Disagree or “Strongly Disagree” (i.e. “Negative”) that UBlearns is a useful course management tool. Please note that percentages do not add to 100 because “Neutral” was not included in this table.

<table>
<thead>
<tr>
<th>Year</th>
<th>% Positive</th>
<th>% Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>84.3</td>
<td>4.4</td>
</tr>
<tr>
<td>2003-04</td>
<td>49.5</td>
<td>22.1</td>
</tr>
</tbody>
</table>

**MyUB**

Use of MyUB has slightly increased since 2004. Nearly 90% report using MyUB at least weekly (up from 87.5% last year); nearly half reported daily use (up from 45.9% last year). Only .5% responded they did not use MyUB at all. **Figure 20** illustrates use by class standing. Freshmen remain the heaviest users, however, there is very little relationship between class standing and MyUB use (r=.192).

**Figure 20 – Use of MyUB by Class Standing**

The percentage of respondents using MyUB to access grades, DARS and Web registration and other services is reflected in **Table 12**. It appears MyUB is heavily used.

<table>
<thead>
<tr>
<th>Uses &amp; Gratifications of MyUB</th>
<th>% Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>To look up grades and DARS report</td>
<td>79.4</td>
</tr>
<tr>
<td>To access Web registration</td>
<td>68.3</td>
</tr>
<tr>
<td>Starting point for online information</td>
<td>61.9</td>
</tr>
<tr>
<td>To view need-to-know reminders</td>
<td>43.2</td>
</tr>
<tr>
<td>To access WebMail</td>
<td>39.7</td>
</tr>
<tr>
<td>To view UB event schedules</td>
<td>34.8</td>
</tr>
<tr>
<td>To pay my bill/view my balance</td>
<td>31.8</td>
</tr>
<tr>
<td>To view news and weather</td>
<td>13.4</td>
</tr>
</tbody>
</table>
Accessing grades and DARS reports remain the prime reason for using MyUB followed by Web registration. MyUB appears to serve as a useful service and online starting point for students. The most often requested service addition is for personal calendars (please refer to qualitative feedback details in the appendix).

**Computing and IT Help Resources**

Students report access to multiple resources for assistance. Table 13 indicates where help was most often sought. Respondents could select as many answers as applied.

<table>
<thead>
<tr>
<th>Source of Assistance</th>
<th>03-04</th>
<th>04-05</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other students and friends</td>
<td>72.4</td>
<td>69.4</td>
</tr>
<tr>
<td>CIT Help Desk</td>
<td>38.2</td>
<td>43.1</td>
</tr>
<tr>
<td>Books/Internet</td>
<td>-</td>
<td>24.1</td>
</tr>
<tr>
<td>UB Micro</td>
<td>17.6</td>
<td>19.1</td>
</tr>
<tr>
<td>Cybrary/Computing Staff</td>
<td>10.7</td>
<td>10.4</td>
</tr>
<tr>
<td>Library Reference Desk</td>
<td>7.1</td>
<td>9.0</td>
</tr>
<tr>
<td>School/Dept Computing Staff</td>
<td>8.1</td>
<td>7.0</td>
</tr>
<tr>
<td>Instant Librarian</td>
<td>-</td>
<td>3.5</td>
</tr>
</tbody>
</table>

Reliance on the CIT Help Desk and UB Micro has increased. A new self-help category was added this year entitled, “Books/Internet” which 24% of the respondents already reported as source of help.

**Figure 21 – Satisfaction with CIT Help Desk**

![Figure 21](image)

Overall, the respondents reported positive experiences with the CIT Help Desk. **Figure 21** illustrates the satisfaction levels for each of the aspects queried in this survey.

There were 304 comments directed to the Help Desk. The majority of comments focused on issues of communication: the ability to reach a consultant and the turnaround time required for help, including user ignorance regarding the location and availability of help.

Although many complained of unfriendly or poor consultant experience – there were slightly more compliments regarding consultant professionalism and expertise than criticisms.

Users are requesting more accessible and spacious walk-in service, as well as consultants that can be dispatched to dorm rooms or related campus apartments for on-site help. One user suggested that an IT version of the “instant librarian” would be very helpful.

Virus and security concerns remain a very large concern. Many requested more self-directed and formal workshop resources to help diagnose problems, find out how to better set-up security software and hardware (including routers), and to be held harmless (i.e., no financial liability - presumably through UB Micro) when infections occur.

An alternate communication system alerting users when certain parts of the network or other IT related facilities are unavailable was cited as desirable. Suggestions were campus TV or website, for example.

Courtesy and technical expertise rated higher than timely response. Timeliness and response time are both rated as satisfactory by a little over 50% of the respondents. A very similar pattern of responses was shown with respect to satisfaction with UB Micro.

**UB Micro**

**Figure 22** indicates level of agreement with the statement, “I am getting enough support/training from UB to use my personal computer and/or campus computing resources.” The overall satisfaction levels have remained relatively constant over the years.
There were specific concerns expressed regarding the cost of diagnostic/repair services and the turnaround time involved. Students were also frustrated with the inconvenience of returning a desktop to UB Micro for diagnosing problems, then subsequently being charged for services to remove viruses they “innocently received” on Resnet.

Many comments were about requesting expansion of store and service hours. Graduate and non-traditional students often arrive on campus after the store has closed, and some seemed to think that earlier service hours would be helpful before they “settled” on the other side of campus.

Retail business comments were directed toward the staff (both supportive and less-so). It would appear that these comments reflect specific user experiences, but it is difficult to pin-point the context of these comments (whether they occurred during busy semester starts, when staffing levels are more likely to be stressed). Many of those comments are included in the appendix.

Some users felt that marketing and communication could be improved with pro-active emails announcing sales or specials, and coupling software distribution more tightly with official orientation/transfer student communications.

**Computer Expertise**

**Figure 24** indicates how respondents perceive themselves with respect to computer expertise.

Nearly 300 comments were also received re: UB Micro (see Figure 23). The theme that seemed to garner the most attention for UB Micro is user-ignorance of the term “not-for-profit.” Many concerns were expressed regarding the cost, size and depth of available inventory - with some users comparing the cost of UB Micro inventory to that of online stores. Many people, however, remarked that they felt the convenience and location were worth any extra overhead when compared with other purchasing options.
**Qualitative Data**

Respondents were given the option to provide up to three self-categorized comments. Categories included: Help Desk, Software, General Support, UB Micro, Public Sites, Libraries, Departmental IT resources or “Other.” A review of the raw data suggests that many of the comments were duplicative in nature, with a respondent choosing to submit repetitive information into all three available fields.

Emerging theme analysis was used to sort individual comments within each category. All feedback was read twice prior to coding, but many contained more than one statement. Comments were first coded and sorted by whether the feedback was considered “positive” or “negative,” followed more specifically by recurring themes emerging in each category.

Feedback that could be reasonably interpreted as suggestions, possible training or communication/marketing issues were coded as such. This analysis, though thorough, should not be considered exhaustive. A summary of comments for each category is included in the appendix, with raw data available online at: www.itsurvey.buffalo.edu/reports

**Table 14 – Type of Comment by Area**

<table>
<thead>
<tr>
<th>Category</th>
<th>N</th>
<th>Pos</th>
<th>Neu</th>
<th>Neg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Sites</td>
<td>263</td>
<td>33</td>
<td>12</td>
<td>218</td>
</tr>
<tr>
<td>Libraries</td>
<td>492</td>
<td>143</td>
<td>19</td>
<td>330</td>
</tr>
<tr>
<td>Help Desk</td>
<td>301</td>
<td>156</td>
<td>34</td>
<td>111</td>
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<tr>
<td>Software</td>
<td>155</td>
<td>64</td>
<td>23</td>
<td>68</td>
</tr>
<tr>
<td>UB Micro</td>
<td>297</td>
<td>104</td>
<td>19</td>
<td>174</td>
</tr>
<tr>
<td>General Support</td>
<td>25</td>
<td>5</td>
<td>3</td>
<td>17</td>
</tr>
<tr>
<td>Dept. IT Resources</td>
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<td>15</td>
<td>5</td>
<td>28</td>
</tr>
<tr>
<td>Other</td>
<td>122</td>
<td>14</td>
<td>12</td>
<td>96</td>
</tr>
<tr>
<td>Totals</td>
<td>1,703</td>
<td>534</td>
<td>127</td>
<td>1,042</td>
</tr>
</tbody>
</table>

Recurring comments were eliminated in this report (but available in the online raw data report). They were either specifically mentioned in previously reported summary narratives, or in the comments under section headers below.

**Libraries**

492 total comments
328 negative, 143 positive, 19 neutral

Of the 328 negative comments, 135 reflected the same printing issues as identified in the public sites. There were 35 comments that were very supportive of the service received by library staff with 80 positive responses regarding general service.

Suggestions included student training resources for use of library databases, BISON, etc., as well as mandatory resource exercises for freshman to help build basic library competencies. Several people (law students, no doubt) suggested the Law library should be restricted to students enrolled only in that discipline in order to manage printing and resource issues.

Resource comments included the need for additional computers, increased wireless range, single sign-on to reduce the need for re-authentication when logging on, and requests for increased hours of operation to enable greater access to library resources (specifically: Governors, Capen, and Lockwood).

Comments more specific to library materials included requests for additional full-text journals, access to more resources online, more databases, different search methods of databases and a system to alert users via email when resources become available or reminders when books are due.

**Software**

155 total comments
68 negative, 64 positive, 23 neutral

Over twenty comments could be related to communication/marketing issues where students seemed still unaware of how to obtain campus-wide software and/or the usage parameters of that software.
There were specific software requests (most notably) for negotiated discounts on Adobe and Macromedia software. Other requests included Mac and XP OS, Mozilla, SUSE Linux, Autocad, SPSS, Flash, Dreamweaver, Visual Studio .net, AMOS, Strata CX, general firewall(s) and Matlab. The majority of students were pleased with the software currently available on campus, with graduate students requesting more aggressive discounts on statistical analysis software.

Students also were supportive of Tech Tools & the opportunity to borrow software for home desktop installation from the libraries, suggesting that it would be helpful to have this software available for loan from other locations as well (residence halls, apartment complexes, etc.).

**General Support**
25 total comments
17 negative, 5 positive, 3 neutral

Requests were made for negotiated discounts for DSL/Cable Modem access from off-campus locations. Some specific security and support issues were mentioned, but largely redundant to what has been mentioned in other parts of the survey.

A few departmental issues were raised that appear to be from the same users who cited departmental difficulties in other areas. Requests were also made in this area for more access to self-directed and formal IT training classes for end users.

**Departmental Resources**
48 Total Comments
28 Negative, 15 positive, 5 neutral

Many comments expressed a desire for more departmental resources, but did not identify their department. Specifically named schools/departments included GSE, A&P, and CAS, largely focused on printing difficulties and access to computing lab resources in good working condition.

There were specific compliments for MyUB, the Pharmacy computer labs in Cooke, Medical and HSL resources on the south campus - CAS, Informatics/SILS, Law, SENS and Walkway Nodes. Please refer to the appendix for details.

**Other - Non Specific**
122 Total Comments
96 Negative, 14 positive, 12 neutral

This area contained useful feedback that is probably best reviewed in the appendix. Six comments went directly to the need for training in labs, use of software (Linux and MS OS) and tools (MyUB, UBlearns).

Easier access to MyUB and UBlearns from home was mentioned, along with the need for personal calendars to be integrated into MyUB.

There were comments regarding email clients scattered throughout the survey, suggesting that Mulberry and webmail was not user-friendly, and sometimes not reliable.

Facilities for power were a recurring theme. As users have been adopting laptops as a primary computer, they often mention the need to find power when taking notes in classes.

At least one user requested that when a parking ticket is received it should be logged and proactively sent to the offender via email.
Appendix: Selected Responses

**Public Computing Sites - Summary Comments/Suggestions**

- I believe that students may benefit more if there are areas throughout the campus that we may go to that allows us more access to computers. So that there aren't hours upon hours of print delays and probably will lessen the wait time for computers.
- Please provide a way to find out if the printers are down in Bell and Capen before you print and go to pick it up.
- I need to know UB network system. Sometimes I am confused about different host names.
- I think the best resource for computer-related questions is the UB forum where a lot of CS experts post. I think that MS Word, not just Word Viewer should be on all the computers along with the regular AIM not AIM Express which takes a while to sign on.
- I think that the webmail should be improved on MyUB. It is not user friendly.
- I use the Linux Lab in Fronczak to avoid the problems in the cybraries. I'd use the cybraries more if there were more limits set on students.
- People should know that they are able to print to on-campus printers from their homes. This information isn't publicized, and it should be. A lot of students could use it. Also, add a computing site to the on-campus apartments.
- Use of computers and ESPECIALLY printers in the Law Library needs to be restricted to only law students. I have had to wait 45 minutes to obtain my printouts because of non-law student abuses.
- Department Printing needs more resources.
- The two main problems I have with the public sites is the printing and seating: it is just bad! There should be a way to improve the printing system; and a technique used to restrict students going to video games sites or porno at public sites.
- needs to install more printers without increasing computer fees
- I STRONGLY SUGGEST school should limit the pages of printing from the library printers. I often see students printing hundreds or thousands of pages from the printers in the libraries, especially in the beginning of each semester.
- Sometimes printing can be slow because people beat the system of short (less than 20 pages) and long printouts. People print multiple copies and they get printed on the small-files printer. This should be resolved so that the people who print 1 or 2 page docs get priority.
- Public site printing is a problem. UB should set a limit like 500 pages per semester per student. Most students are ok but some student is abusing the printing system by printing too much.
- There should be a limit of how many pages can be printed out on the public sites because some print hundreds and block everyone else out.
- limit organization flyers during the first two weeks of class
- Printing is a mess - a dedicated printing area for TAs/GAs would be nice - I have to print 100-500 pages a week for my graduate assistantship and at least another 100 a week for my own class work
- The on-campus apartments should have print centers in the community buildings
- There are a lot of wasted print outs at the Public Sites. These wasted prints increase print delays. A print quota system should be implemented.
- Add support for printing to Bell/Capen/Hochstetter from wireless APs.
- To help the printer situation, perhaps assign a higher priority to academic documents (course notes printed from UB learns, papers/thesis etc.) students could place a higher priority on these documents to get them quicker.
- The only negative thing I can say is that the Printer Delays are very very annoying.
- The printers are the problem when it comes to IT at UB. There simply need to be more of them to handle the workload. There was a 20-hour wait on the third floor of Lockwood library on Jan. 27! Also, the online library resources are very good, but more is
- Perhaps there should be some limit on the amount of pages that students can print out because some of those wait times for print jobs are too long.
- Most of the time I don't have too much of a problem with print outs. During finals it would be nice to have more printers available. Otherwise I enjoy working on campus.
Public Computing Sites - Summary Comments/Suggestions – (continued)

- The printing at public sites would be less if ubiquity was not limited to engineering students.
- Last semester I was introduced to the high-speed printing through citrix and I think that this service should be expanded and the reliability improved.
- Bell Hall is a great place to print stuff.
- The DNF 206 computer lab is supposed to open at 8:30 am during the week. Twice this semester, I have arrived at 8:30 and the lab was closed. I waited until 8:40 or 8:45, but it was still closed. It would be great if the lab staff arrived on time.
- I think we need more public sites to stay open on campus because sometimes they are locked.
- Public print outs should be held longer. On Friday evenings if I print things, they are thrown out by Monday morning. More public computing sites need to be established.
- Often very crowded.
- The public sites have a lot of very useful information. But I feel that in some cases the sites should be better organized. They tend to run you around in circles when you want to get some basic information.
- Please try to find some way to reduce the amount of paper that is being wasted. Perhaps have it so that people cannot print multiple copies of a document unless they specifically request to do so as opposed to just hitting "print" multiple times.
- Many of the public sites are very uncomfortable looking and that is why I never want to sit at any of them. If they were more private, or just less BRIGHT then they would be more inviting.
- The computers are very efficient to handle the workload from class, the computers handle windows xp and has all the necessary components for work to do at the libraries instead of doing the work in the dorms. The printing service is a great way to help.
- A few more computers would be nice in the main Capen Cybrary floor.
- Macs really need to be publicly visible in the CIT computing sites.
- The students are quite noisy in the main computer areas at UB.
- My UB supplied website is no longer allowing me to update for my dms155 class and I can't fix it.
- Ten page limit to public printouts is the dumbest, most wasteful thing ever. I have to sit there and print out slides 1-20, 21-40, 41-60, 61-80, 81-100, 101-120, 121-134. Now that I've used 7 cover sheets instead of one, pages 41-60 get lost in somebody else's pile.
- PLEASE make it harder to lose data. I opened a file that I sent myself via email but never saved it to the temporary file space. I worked on it for hours, clicking the save icon many times, but it never saved and it gave no warning when I closed the file.
- Too crowded sometimes, and should enforce being quiet in the public work station as not to disturb other people because it gets loud and noisy sometimes... people eating and putting their foot on the desk and so on...
- It's hard to set up the connection between my personal computer and the public printers.
- I want that citrix ubiquity thing to work for everybody again so I can print stuff from my apartment and pick it up later!! Also, the computers could be cleaner in the Cybraries.
- The first floor of Hochstetter Hall, North Campus, has a room full of Sun PC's that are apparently a UNIX Lab? These are the only public access computers in those two buildings. Can either some Windows-based PC's be added, or can someone provide remote access?
- The commons should have wireless internet access. There should be more printers on campus. The CFA should have access to ResNet. Internet is slow there.
- Should provide some sort of cleaning material to clean the public work stations, they are dirty.
- Printers can sometimes be queued for long periods of time, this, the occasional broken mouse, and the overload during registration windows, are the only gripes I have.
- I think there should be more computer labs in the on-campus residencies, and i also think that there should be a CIT help desk/computer fix-it people available during more hours of the week/weekend.
- There needs to be some 24 hours spots on south for studying.
- I think the amount of public sites and the amount of computers available at each site is just fine. I think the main problem is that often times people do not use the computers for actual coursework but rather they use it for AIM and playing games on ms.
Public Computing Sites - Summary Comments/Suggestions (continued)

- The libraries are great places to use computers and access the UB network as a whole. The only problem I have with it is that many students do not use it for academic purposes and take up computers for instant messaging when other students need to do class work.
- Some of the library consultants that they have in the libraries can't help students when there is a question
- Some consultants on Capen 1st floor always stick together and talk. Once I asked if he (the consultant) could check my paper for me, he asked me to come back at least 20 min. later to check it out followed by sitting back on his chair surfing the net.
- The support staff for the Public Sites are not very nice, namely in the Lockwood first floor cybrary. Some of them, however, are indeed pleasant and I cannot say the same for them, but for those that need to work on their "people" skills.
- I would like the public site attendants to be a little more savvy of computer software problems and how to work some of the programs such as the imaging service after one scans an image or excel. Maybe everyone could have a packet of important phone numbers available?
- please provide more professional service to help to fix student's various computer problems
- Staff in the public sites seem to have their own agenda, which is separate from helping students. Generally, I've sensed apathy and annoyance from them when I ask a question. Also, on a daily basis, I find other people's printouts within my own.
- I think the consultants in the public sites are very helpful, knowledgeable and friendly.
- The consultants in the public sites are both knowledgeable and courteous.
- Lots of nice people at the public sites, especially Bell 101.
- The consultants in the computing labs are very helpful.
- They are very helpful.
- The Public Sites consultants are very helpful and give the best possible solution
- I love how I lost my unsaved final paper last spring when my computer in Lockwood timed-out while I was talking with the person sitting next to me in the lab. That shouldn't happen to students without the computer saving it or warning the students.
- More wireless access point for those like me who feel that around the libraries and not actually in them are comfortable enough for learning... and what about other places such as the commons and maybe even corridors towards classes... the wireless age
- Should allow us to access all the public sites it would be much easier to get some of the required stuffs
- Please enhance Unix printing facilities.
- It would be great if I could print from my laptop at the public computing sites.
- more computer sites in HSL
- The computers in public computing sites are too slow.
- I do not think they are fast enough to use Window XP as O/S.
- Public site computers always have something wrong--the mouse is broken, computer restarts unexpectedly etc.
- Make more computers available to students, so that we don't have to stand in line, while we could use the time to get some school work done
- Need organized line structure, maybe help with poles, signs to prevent line skipping. There’s never any order when waiting for computers, it’s whoever is closest to one gets it, not who waited the longest.
- I think the ones at the bottom of the library should still be in service
- Get the undergrads doing fluff stuff out of the Grad library and off the computers there. I would just like to go in and look up some library citations easily and without having to wait on those doing schlock work.
- Access to computers in Ellicott is non-existent, and very inconvenient for those whose classes and offices are there.
- I feel that UB Learns is a very helpful site and without it I would have difficulties accessing assignment due dates and due dates of other things.
- The cybraries are a real advantage for quick access to the Web and also when you are in need of some urgent printing.
Library Services Summary Comments/Suggestions

- Need decent microform viewers and printers, and even greater online database access
- I'm a music major and when I need to do online research or printing I go to the music library, but there are always non-music majors printing ridiculous amounts of non-music related work, or sometimes just taking up computers by talking on IM.
- I wish there were more journals pertaining to pharmacy available through ovid. For the amount of primary literature searches we have to do, more journals would be appreciated.
- should be open for more hours
- had to get most of the books through ILL
- The libraries need more magazines, especially ESPN, The economist, and more outdoor type...
- You need to figure something about the delay with the computers, but it is much better this year!
- Music Library computers lack word processors; there are too few computers.
- More computers, and more printers!
- Need to get more printers & computers & cooler environment
- The catalogue search is terrible. Books I know are in there don’t turn up. Either no results or a million that have nothing to do with the search. Buffalo library website has a nice, successful catalogue, ours should function as well as theirs.
- Law Library is ill equipped to deal with computer problems. Printers never worked and law school techs refuse to help.
- Printing statuses should be more efficient, and it shouldn’t cost students money, since we have to pay so much for tuition since it was raised
- I study at the health and sciences library and constantly have problems with the wireless connection.
- The library in Governors should have broader hours
- The search is too specific and it makes it difficult to find documents
- I believe the libraries, especially the undergraduate library should remain open nearing 24 hours a day, 7 days a week. This would make studying in-depth late at night an option for me which eases my studies because I can’t seem to find a good study location.
- For the E-journals there should be a general search button that searches through all the journals for the topic. Then give you a list of the journals that contain the topic. HSL does not have an initial search button and you have to go through each individual Journal.
- BISON is incredibly hard to use. And if you are looking for any resources other than books it is very hard to find
- it would be nice to have the computers especially in the media center of the health sciences library be “cleaned” of spam/pop-ups more often, and have more working headphones available. It also annoys me to see so many people sitting at the library computers playing games, etc.
- I have a hard time using the libraries. I think the website is complicated, and searching for online articles is especially annoying. Make everything more accessible.
- The libraries have enough computers but it would be nice if the were updated. Keyboards and mice should be usable, not sticking and hard to maneuver
- The library itself is hard to get through and the library website(s) only hinder us from looking for the books ourselves.
- Because UB has so many libraries, I never have a problem finding or going to someone for help. My only concern is that the north campus has more libraries than south, and it’s sometimes an inconvenience to travel (by bus), all the way to the north campus.
- All UB library journals should be electronic. it would be EXTREMELY helpful for UB to either purchase additional journals and/or scan in paper/bound journals for online use.
- Please improve the search engines/ update the databases... they’re pathetic at present.
- There are no Macs in the libraries which make it impossible for me to e-mail information to myself and then print it out. It is also prejudice against Macs, and sometimes Macs are the better computer for certain areas of study.
- I have been unable to access the article databases from my home computer and have contacted the Library CIT I am assuming and no one has been able to help me resolve my problem. I do not live in Buffalo thus it is hard for me to come to the library…
Library Services Summary Comments/Suggestions (continued)

- I think that the libraries should have a time limit for the amount of time someone can use a computer.
- The health sciences library is a great place to study. However, more reinforcement of quiet study areas needs to be made because groups of students frequently chat in the 2nd floor quiet study area.
- If the funds are not in place to get more computers at least make a more distinctive waiting area/line for computers. Especially using languages other than English. Maybe have a computer attendant to keep track of open computers during peak times.
- Need a better way to handle printed material waiting to be picked up. Maybe a rack like in the Cybraries. Often my printing is lost or mistakenly taken by someone else.
- 1. Real time renewing of books
   2. Due day notice sent by E-mail (eg. three days before due)
- Anyway of registering my computer with the library so that every time I want to use the library resource off campus I don’t have to sign in?
- It would be beneficial to add more wireless facilities in the libraries here at UB.
- Need plug-ins for laptops in the Cybrary
- We need to borrow some more new core books
- I am content with the service the librarians provide and the reference desk provide. However in the libraries and cybraries the printers are always backed up, and desk personal is not too quick to respond.
- Provide the search of books by ISBN
- Please provide more some courses about database
- The libraries are where I do all my online research. I like the high speed Internet and the availability of journal articles.
- Wonderful, please keep it up and do not cut services. Also, do not stop taking care of paper sources! Technology cannot substitute the "paper" library.
- Library online services are great, but should continue to expand to offer the University more services and subscriptions to more databases.
- The online full-text science journals are very useful. Please continue to expand this collection.
- Libraries are often crowded, but the information it provides is always up to date.
- Need clearer instructions for the use of jstor, etc.
- Please publicize the late fees and the fact that you can renew books online and check the due date online. I had to learn the hard way.
- Since many people, especially freshmen don’t know much about the libraries website it should be mandatory for freshmen to do a research paper during their first semester using information from the Library website in addition to the library skills online
- It would be a nice if we had all the books available online. That way the books are never checked out, and we don't have to return in any stipulated time period. It also offers more flexibility, and ease in searching topics for thesis/research work
- More library training sessions would be helpful. Difficult to use at times.
- I have asked numerous people to teach me how to access the UB file hub, and still haven't been able to save my work from home and access it at the library for printing.
- I think there should be more computers available to use for those doing homework, and enforce the rule about students not using the computer for things other than course work
- Some online library resources (i.e. databases) are difficult to access off campus: library-linked sites are often password protected and no passwords are available to the off-campus user.

Help Desk Comments/Suggestions

- The time it takes to print something from a computer is simply impractical. It would be much more efficient if you gave only a certain number of free prints to each student and then charge for additional prints
- Switch to a much more efficient printing system? Such that student need to swipe their card to identify or enter their CIT account, for instance, to print their papers and that they are bounded with a limited pages per semester.
Help Desk Comments/Suggestions (continued)

- We need to be able to print from laptops because there isn’t enough computers
- They need to come to the dorms more
- UB needs filters to provide for broadcasting, eg. webcam
- Is there any way that I can us UB printers from the website using modem from home? should establish more of a 24-hour service to students
- School should teach those students who live off campus how to access internet via dial up or DSL.
- Please offer more workshops about computer use such as internet security that includes virus-protection programs, firewalls and such. Also, please be sure to schedule them correctly (accurate time, date and room number with notification by email of changes.
- I always get the help I need with my computer. The only problem I would say is that you may have to wait a while to get someone on the phone.
- Helpful when needed. Sometimes the wait can be a little longer than anticipated. Some of the staff is not as knowledgeable as I expected.
- I want that cit help desk support not only the technical aid of software but also that of hardware
- Timely in response, but need to do a better job contacting us before they visit the dorms. I didn't know they were coming to my room to fix my phone line and because of that missed them several times. Notification is very important.
- I believe CIT knows a lot of information about networking and software but should maybe get updated on PDA wireless.
- They were very helpful...but I think it would be more useful to have a larger staff on duty.
- They are relatively prompt, except at the beginning of the semester. Should hire more people for the beginning of the semester rush.
- Please recruit people who are above average computer users.
- Not knowledgeable, waste of time.
- The help desk in all my cases could not help me. I ended up having to fix computer problems myself.
- The CIT help desk can be helpful at times but at others the people working at it seem to have no idea what they are doing.
- The help desk people need to be more informed about internet access problems and windows 98
- Please provide more free computer courses
- Help out with virus problems
- waste of time, bad location, unhelpfulness, not needed
- You need to get people that speak English clearly, because they are hard to understand. You also need more people that understand the Mac operating system. There are a larger number of people that use Apple computers on campus.
- The computing fee should be reduced because most of the money can be used to purchase my own computer. I only use the ones on campus to print out things occasionally; I should not have to pay so much for that.
- Need to provide more information to students on how to update and keep their computers clean and free of viruses. My friend goes from dorm room to apartment fixing peoples computers because they are unhappy with the service at the help desk.
- Very inconvenient to bring the desktop to the office, can someone come over to the dorm?
- It is unacceptable to require students to call UBIT to make an appointment just to come into the building. There should be some sort of customer service center that is open to the public (without appointments) where students can come in and get help.
- I have not used the CIT help desk personally, but I have not heard any negative comments except for those regarding accessibility issues during web registration windows.
- Needs larger room/office for more effective help to students and faculty.
- Good job, but office is too cramped
- They were very rude to me one time, because one of the printers ran out of paper, and they were discourteous and unwilling to load the paper in a timely manner.
- Please provide more space and more tech tips about personal web
- My wireless doesn’t work anywhere
Help Desk Comments/Suggestions  (continued)

- Faster service on LINUX lab, where personnel are usually not present.
- Please give us UBiquity back, everyone needs it, not just the engineers.
- Webmail's frequent failure to function should be a point of shame for all of your support staff. It's a vital resource for students, we pay fees for technology, and yet it doesn't work. Why is this? Don't ask the help desk, because they won't answer.
- I had a problem with my Internet connection using wire to my laptop I went to help desk several times. They never fixed it and I still use wireless connections that only work sometimes.
- They are seldom available, never accessible, and take days to answer questions. Also, they have no knowledge about the status of the UB network or servers. They are essentially useless.

Software Comments/Suggestions

- Should be available for everyone. Should have CD’s to hand-out in the dorm rooms and apartments.
- More discounted software should be provided to students - especially media study students who want to do work on their own computers.
- More software - especially related to learning should be provided for students at low costs.
- Like Endnote, Free SPSS software for graduate students, which is much necessary and useful in doing research.
- It would be excellent if UB could sign agreements with Adobe and Macromedia the way it has been done with Microsoft.
- When students pay computer fee each semester, school should tell us what this fee includes.
- A free firewall program would be useful.
- The most important aspect of the software is the virus protection and a wide variety of media players and access to the internet.
- New software tech tools for students every 2 years.
- How about a student-licensed version of Webroot Spysweeper?
- Provide language encoding for the students.
- Upgrade annually.
- The Tech tools provided are good. I would recommend adding firewall software. Currently, most students use ZoneAlarm that sometimes gives problems.
- Good software. more of it should be provided.
- I would like more software available to me at sincere discounts. Like, say an OEM copy of Windows XP Pro for $50 after I have already gotten the $2 copy my tech fees already pay for.
- It's ridiculous to pay $600/semester and not have the software I need for class. I am a media study student and as such we require screenwriting software, at least the software viewer to be able to print materials.
- I wish Adobe Photoshop was available for free.

UB Micro Comments/Suggestions

- I think there should be more information about what UB micro can help with, because a lot of people don’t know.
- I don't know much of what they offering to me as a student, i.e. do I get free new software.
- There should be a list of the software that is offered at a discount to UB students so that we know what we can get for a more reasonable price.
- When I hear of UB micro, it people tell me not to go there because it will be expensive for what they will actually do for you. So I think that UBMICRO should be more user-friendly and encourage the people to come in, without the fear of costing too much.
UB Micro Comments/Suggestions (continued)

- I don't feel I was sufficiently informed about UBMicro and CIT. Still would like more information.
- I am a SNAP computer user and I’d like it if e-mails could be sent about things such as computer program updates or software that is available.
- UBMicro could make software easier to find. When I went in there for the first time last year I didn't know where to find anything.
- UBMicro seems to have ups and downs...some times they are heavenly, some other times less so. More consistency on the side of better service would be great.
- I like how there is a store in which students can go to and get problems fixed on their computers and buy needed supplies.
- Thanks for using the library circulation desks as additional circulation sites for critical software - UBMicro isn't always as convenient due to their location and hours.
- I always use this site - very useful!
- They are very inconvenient and do not know much. They have told me I need to purchase several things when I did not, and then it was a large problem when I wanted to return them - even though it was not my fault.
- It would be a great idea to offer computers at inexpensive prices. I know it would cut down on my use of public sites, and would make my life a lot easier if I had a computer at home.
- It would be nicer if the products sold at UB Micro are actually discounted from other places, since you get that idea when they say they are a non-profit organization.
- I would like to see more discounted software such as Autocad.
- I think that electronic at UB Micro should be more affordable for students at the university. I also think that they should let student know about new incoming products and sales via email.
- UBMicro has a lot of computer accessories to offer, however I feel that some things are overpriced, for example the blank recordable CD's.
- The products that are offered are of good quality but very expensive. Also, expensive to have a computer diagnosed.
- They over-charge for simple operations that take no time to fix.
- SNAP issued computers should receive discounts when repairs or patches are needed
- Too expensive to repair my snap computer. I am on financial aid and am barely able to afford the computer itself - repairs should be the school's responsibility.
- Sales staff is useful, but most of my colleagues who go there seeking PC help all get the same answer and an expensive rate. Most of the time the staff ends up "fixing" the computers by formatting and starting over fresh, which does not help the user
- Very helpful when I needed virus help but the large $50 cost to have them verify my computer as safe for me to use again on campus before my port would be turned on again was outrageous
- I once got charged almost $70 to get two viruses removed from my computer, and that's just outrageous, they should have been more helpful and installed some type of software to help me with future problems, or educated me a little on how to take care of it myself.
- Some of the products are overly expensive, and doesn't have a variety of products to chose from.
- make Matlab available at a lower price
- It is suppose to be a not for profit business, but is the biggest rip off ever with no sales. When I got a virus it would have cost me $100 just to get back on the Internet.
- Too expensive for students to afford to get computers fixed and charge too much for products.
- I think that UBMicro is a good store to have on campus, but they are terribly over priced.
- A little pricey, but they get the job done, and a convenient location.
- Its good that Microsoft office 2003 professional is available to students free or charge but it would be nicer it it was a never version since it is 2005 now
- A good selection of items for my computing needs, but they could use a larger selection of more powerful PDA's.
- Great offer of low price or student discount. Amazing that one can buy apple products there.
UB Micro Comments/Suggestions (continued)

- Supposed to be Non-Profit, but charges an arm and a leg for repairs and sometimes do not know the reasons for the repairs.
- I purchased a copy of linux that has been nothing short of a nightmare to install and use.
- UB micro has a limited selection of Mac software and hardware, I think that it should be expanded a bit.
- Good job with my laptop sale but I’m still waiting for my Mac package to come from August.
- Don’t charge to get people on the network after help desk kicks them off for having a virus, its extortion.
- The hours should be extended into the evening more often. Working students are often not on campus until after UBMicro closes! This has been frustrating.
- If you work on campus, but not near the commons, it's a pain to have to go to UBMicro.
- Over the past few years UBMICRO has become to get very specialized. They're not even open 8 Hrs! Also the quality of the products they stock has diminished over the past year.
- I find UB Micro to be overpriced in their services, but the software discounts are fantastic.
- I brought my computer from UBMicro and whenever I have a problem, I am directed to Dell, what was the purpose of buying it from UBMicro?
- Stock more products.
- Shouldn't charge students money to remove a virus or to fix their computers. if we are paying technology fees, I don't see why we should have to pay for our computers to be fixed.
- Once I took my computer to UB micro with a problem and they told me it must just be a virus and wiped out my hard drive. I found out from a friend later that it was simply that my hard drive was too full. I lost a ton of papers, music, and important files.
- The one time I had to take my computer to UB Micro for a simple procedure, and it took almost a week to get it back.
- Took 2 weeks to get my comp back to me, over an extremely small problem.
- Shouldn't act like they carry PS2/XBOX products when all they do is order them, I have a catalogue at home.
- Though products are somewhat overpriced, I feel it is worth the money. The staff in UBMicro are very helpful and knowledgeable people.
- I was able to get everything I needed for my computer here. Staff was very useful.
- Good software. Could use a few more full versions of programs. Evaluations do us no good in the long run.
- UBMicro has been very helpful for me. Last semester the helped me to get a fee SNAP computer and they were very helpful in answering all of my questions.
- Too busy, more staff would be helpful!
- The repair/question lines there take forever, even if there is only one person ahead of you. Then there is not always someone there to help you -- even if you are next in line, people just sit at their desks and don't even look at you, it's hard to get service.
- Commercial clerks are surly… I went in to UBMicro last week and was followed around by a clerk who kept asking if she could help me - was she afraid I was going to shoplift something? It was extremely annoying -
- BE MORE FRIENDLY!!!! You guys look like you want to smack people!!!
- UBMicro was helpful and timely in diagnosing my computer problem and gave me good advice so that I could address the problem from there.
- The workers at UBMicro are very helpful.
- Very nice service. Employees know computer technology.
- Very friendly, and patience when working with to try and solve problem.
- It's really easy to go in and make a purchase, the store always maintains a good customer-employee ratio.
- Friendly staff.
- Larger selection for computer merchandise would be greatly appreciated.
- Need to find Linux desktop.
- Offer better student-oriented pricing for PDA/accessories. A wireless keyboard helps me take notes in lecture, and it would help everyone who wants… but not for $100 keyboard costing more than the $50 PDA. More Mac accessories as well would be nice.
UB Micro Comments/Suggestions (continued)

- Should be bigger with more items to sell!!
- It would be helpful if UB Micro catered more to very computer literate customers. As I can maintain my computers myself very well, I, for example, only need UB Micro's technicians' expertise but not their actual work in order to troubleshoot my computers.
- Needs to carry more software titles for the masses (variety)
- I wish they would give people more than one copy of Microsoft programs like windows in case they have a computer problem where a backup computer is needed to replace the old one.
- I think you should not have to use your UB Card for ID. A driver license should be sufficient.
- There could be provisions (agreements with software vendors etc) to make commercial software from Adobe, Mathematica etc available for free (or close to free) for students use.
- Would it be possible that you have more products related to laptops, like more accessories?
- Should carry more Mac software and hardware.
- Thanks for all your help, but you should have a bigger selection of inventory. It's hard for some students who don't have access to transportation to purchase certain items.
- Computers bought at UB Micro should have a warranty to be fixed as long as the purchaser remains a student at UB.
- Microsoft Office pack should be included in the orientation package.
- It could be faster in how they handle the problems students give them. Sometimes they take forever to fix a simple problem.
- good support
- UB Micro has provided me with full support for my computer. Whenever I had a virus or something similar, they either told me what to do or fixed it for me.

General Support Comments/Suggestions

- There is no communication between CIT help desk and the online library helpdesk. The online library was unavailable on a Friday night from home. An obvious WAN problem. The CIT person said they could not help. I called the library reference desk. T
- Don't feel like I was sufficiently informed about the support I could access. Still don't know.
- I can't tell who works in the library versus who is doing homework in the library. Shouldn't the people assigned to help wear name tags or something?
- Where is the help-desk?
- The people in the IT office in the Law School 4th floor are not-professional, in regards to helping, not very helpful, rude, and I try to avoid the office.
- Law School IT doesn't know Macs. Most problems revolve around networking.
- My router gives me problems, I'm using ResNet
- Adding more Printer would be really helpful
- Provide more printers so that there won't be any print delay
- Many of my friends in the dorms do not understand much about computer updates and security. They run unpatched IE and have spyware running a lot of times. They don't know how to stop it. Maybe provide a better "securing computer" info booklets for new students.
- The only issue I've had is with spyware. It would be better if users could never install their own software on public computers.
- Staff is often unknowledgeable and particularly the supervisor for CLR is unfriendly and discourteous to almost all students.
- These people are students. Sometimes they just don't care about helping you.
- I would like to see the support areas to be made easier to find via myUB.
- UB Micro should have a troubleshooting number at regular hours to help students through smaller computer problems.
- I think most students may need more accessible IT training in stuff that relates to their courses.
General Support Comments/Suggestions (continued)

- I am working at 119 Bonner Hall. We cannot access wireless connections here. Can you install the access point?
- I think having video tutorials helping students handle common problems w/ their PC’s would be a great addition to the UB community. Thank you
- I would like to see more computer workshops.
- I like that fact that any information that could be possibly asked about UB’s network is accessible via the internet.
- Good Support at OMC
- The support from UB has helped a lot for me to get through college. They provided me with numerous amount of security and software for free or at a very low price
- you guys help out a lot
- Support has always been excellent.
- Can we students be provided with free Cable/DSL support from UB for off campus access of the Internet?

Departmental Resources Comments/Suggestions

- It would be nice if each department had their own small computer lab. The GSE is lacking one (other than the computer lab that is used for stats, not public access) and these labs should only be accessible to the people in that department (possibly my s
- I believe there should be a way to contact advisors or departments online, maybe through e-mail or some sort of chat
- Have more info on the web page about the department and opportunities after graduation
- I also work full time and cannot get to some places during their hours of operations. Items like my parking permit and replacement UB card should be able to me sent in the mail, etc.
- Not all the teachers know how to use the technology at their disposal. Training them to more properly utilize the technology they have available would be a good idea.
- Printer in the Grad lab in Bell Hall should be updated or increased in number to provide ease of use
- It would be helpful if the burden of printing class materials was shifted back to the departments instead of wasting resources at central service sites.
- Too much time for Print delay. Other than that, everything is fine
- Very disappointed in the computer lab within the school of architecture and planning. We as students, pay extra just for the architecture lab and resources, but yet we still pay for printing, which is way over priced. it is ridiculous, something needs to be done
- i don’t know if you guys can solve this ... but the physics dept desperately needs a couple of printers for students use !!! :) 
- Economics Department should allow their students to use the linux computers in their computer lab ( 4th floor, Fronczak)
- need more A/V and computer equipment for classrooms
- Thoroughly lacking in many departments
- Media Study needs to improve labs and printer access
- Citrix environment should be allowed to be used every department and not only engineering.
- UB Definitely needs to add more onlin courses. This would enable the full-time worker to register for more classes at UB. This would also help with the enrollment aspect at UB. Many people attend Daemon, Medaille or ECC because of the accelerated cour
- We need more printing capabilities if we are required to pay such a hefty technology fee!
- DARS is horrible and needs to be worked on to get the kinks out!!!!!!
- It took like 4 weeks to get a internet jack in my room fixed. That should had been done in a week.
- Some of the labs in my department have real low end computers which are very slow and outdated.
- I suppose more user-friendly resources would be a nice addition to on-campus computer support.
Departmental Resources Comments/Suggestions (continued)

- As a graduate student with a department computer in my office I have, in the past, found it almost impossible to get computer help from the Baldy Hall (node) IT people. I heard they have new management this year and are not as rude but last year the serv
- Our department does not provide computers for graduate students. However to increase productivity we buy laptops. However we are not provided any support in terms of IT services by the school IT staff. There are no wireless routers in our building but we
- Link the Library database directly for faculty and department websites for easier access for particular topics
- I would like to see all my lecture classes up on it...it would make life so much easier...course reserves would be easier to access that way
- It would be helpful to have a list of all class webpages for a department no matter where the site is posted (department, wings, etc).
- More books about the theme that the professor is talking
- Whenever there is a problem with a specific course, there are always extra hours where teachers or TAs are always there to help if it is needed. If their office hours conflict with my schedule, I can always email them and set another appointment.
- I am very pleased that my department offers us our own computer lab to work in so we don't have to join the masses waiting for computers in the Cybraries, etc.
- The English Department (I am a Sociology/English major) has taken full advantage of the UB online services; in particular Professor Willbern's use of it in his Shakespeare classes. I find these pages to be full of useful and interesting information.
- I would like to know about what I can do for grad. school, the resources and databases are excellent and are probably better than most of the schools I will be applying to...
- I often use the Informatics lab for computing needs as the printing time is not a problem and I do not have to wait for computers.
- The UBLaw IT staff has been very helpful throughout my semester here. They were considerate and took as much time as was needed to help me with my computer problem
- Mike Blumenson has been a very good resource for medical students.
- The Medical Computing Labs are GREAT!
- MyUB is so convenient. Thank you for great work!
- I appreciate and regularly use the pharmacy computer labs at Cooke hall and in the health sciences library
- The science node services personal have been very helpful over the years...we appreciate their service!
- I love the computer lab for library science. They are so helpful, knowledgeable, and have the patience of saints.
- I think Department service units such as the Walkway Node are an invaluable resource as they provide a more accessible method of support
- great department computer lab
- useful
- Very Well Done
- I have constant problems with links on MyUB not working. Especially links to UBlearns, also the bookstore. I really miss wings.buffalo.edu. It had all the links I needed and it worked.
- Students need to be educated on how to manage their own computers...keeping it fixed...at least...like being able to format and stuff.
- UB in general is a good school we just need a better athletic system and more free tutorial labs
- I feel that more workshops involving Linux/UNIX training as well as pushing Linux/UNIX distro's would be a lot better than continually providing students with the most up-to-date buggy version of Windows.
- Some teachers don't know how to use UB Learns well. perhaps they could be trained better
- More clarity on online hosting and software resources available to students, and how to freaking use them.
Departmental Resources Comments/Suggestions (continued)

- I think that it would be good to better advertise workshops being offered. I know that it is impossible to get to everyone, but I would have loved to learn how to develop and maintain a web page, but did not know when those sessions were being offered.
- Need to tell students about the Microsoft CDs.
- As a grad student, I was never told that there was a help desk phone number. It was not included in the orientation information. I found the email okay, but when working on a research paper on the weekends, there are times when human contact becomes more necessary.
- There should be cheaper course books available at the university book store.
- Instead of paying so much for computer fees (when I usually just print out stuff), we should have the option of buying a computer and paying less for the comp fees.
- I think we need to make computer hardware available at much cheaper rates.
- Never had to use them. I do all of the IT work myself. Network reliability is decent, there were a few outages possible room for improvement? Also cheaper prices at UB Micro? The only IT services I have received have been for Microsoft Software from.
- I think the art department needs to have more labs, so computer based classes can be in the lab every day instead of every other day.
- Better printing capabilities would be appreciated on the 5th Floor of the law library.
- I find it appalling that we have a music curriculum here, but insufficient programs to use on it. trial versions of music software (protocols, reason, peak, etc) are lame... especially when an xbox / ps2 has better programs to use than WE do in the classrooms.
- Mulberry is not user friendly. Easier access to the MS office software for South Campus students. More Library journals scanned so full article is available online.
- I don't use UB's email because UB's LDAP server is open for any spammer to peruse/parse. My concern with public sites printing is not the time for the printout, but the quality. The printouts are often \"noisy\" or with toner tracks.
- I get junk mail with webmail, but I've never signed up for anything. I think our university mail system should be secure enough to prevent this.
- Eng/NSM e-mail needs to be better: address book, more than one page for inbox.
- Webmail has some problems when sorting e-mails randomly it will be going 100 101 102 103 then it will go to 34 then go to 105. Switches 34 and 104 or some other number.
- The webmail system is terrible. It has poor features such as spell check and organization of saved e-mails.
- I wish it was easier to access UBlearns and MyUB at home without such a download hassle!
- It would be very helpful if MyUB were made more efficient especially during registration time.
- MyUB sucks. it's too cluttered to be useful.
- Allow citrix environment to all student or at least upper class students.
- Res-Net has created the most problems for me in the past. My internet connection is never constant and I find myself having to reboot my computer in order to have a connection.
- You need to expand the S drive and I drive to be more compatible with Mac OSX from off-site. I can only access the folders through a web browser and cannot upload to my I-drive.
- Improve printing there is always a delay. Improve wireless at Roswell, it is affiliated with UB.
- Charge $0.05 or $0.10 cents per page and the print problem would end, instantly.
- Printers - could use more to help the beginning and end semester printout rush.
- There is a major problem with the wait for printing. This is the one university i have seen to have this problem.
- I think that a lot of paper is generally wasted to print out just the cover letter of our print jobs with the name, time, and date. Personally, I would not mind waiting till I log off from my session to perhaps have all of my print jobs be combined...
- I feel that more printing areas are needed, waiting for a document to print (especially at the beginning of a semester) is ridiculously long. I feel that one way of helping this situation may be to expand printers to each department and allow students to use.
- Printing facilities are still very disappointing. Delays are still huge sometimes.
Departmental Resources Comments/Suggestions (continued)

- There should be some sort of limit of printing per student per semester. I think that a big problem is that people print entire books and so on. Maybe 500-600 pages per semester in UB libraries or something like that will alleviate some of the frustration.
- The printer wait at the beginning of the semester is ridiculous and something should be done.
- Printing delays at the beginning of the semester are outrageous. Printers should be stocked to run over night to help decrease printing delays. Delays that exceed a few hours is unacceptable.
- Please improve the quality of the print outs. There is a increase in the number of incomplete print outs or error print out. This not only adds to the times we had to wait for our print out and more paper is being wasted. Thx
- printing takes way too long
- I think we need to do something to shorten the printing time and avoid the waste of print paper.
- printouts need to be sorted faster
- Could be much better. I’d like to see an on-demand printing system -- swipe your card and pick up your printouts from the printer. I'd also like to see better web based applications developed (webmail is bad). UB ethernet (wired) access is not bad.
- The public computer labs really need improvement on handling print outs because sometimes the wait is up to 3 hrs! This hurts me sometimes because I can not get my work done.
- Too long of a wait for printing jobs
- Printing is bad. In large areas like Lib/cyberquad the bigger xerox machines with better control on print functions like Buffalo State has for printing in there Library. More wireless and for class room and push more use in classes and use of UBlearns.
- I find that most of the time when I need to print something from and ON Campus computer and the wait is 3 hours, the person who is responsible for sorting the printings and making sure the printers are working correctly.
- Printing takes way too long. UBiquity should be allowed to ALL students. I no longer can use the program.
- The photography computer lab needs faster computers. Those currently used are extremely slow and inefficient, while computer art has very new and well maintained machines.
- I use a laptop extensively on campus here, and even with a power-efficient one, utilizing wireless network access means little time on the battery - I'd like to see more AC outlets in wireless zones, like in Baldy Hall.
- create more lab areas to enable papers to be typed
- I always have to wait in line to use the computers and the printer takes such a long time to print stuff. i hope this can be improved by adding more computers and printers.
- Programs should be made available easier for use in the dorms - such as MatLAB.
- Try to obtain more copies of Autocad for Bell computers.
- The reason I bought a laptop was that there are not enough computers on campus for everyone at exam times. Also, it makes sense to update the email software.
- Need more computers on campus to handle to amount of students that want/need to use them.
- The UB IT program is very good at UB, but could be better, Free broadband access off campus via Adelphia. More printers/more efficient printers, more computers, easier access to UB library materials on line, more labs around campus.
- There should be public computers in the community buildings of the on-campus apartments.
- All of the academic advisors I have encountered at UB have been uninformed, brief, confused, and essentially useless.
- Everyone should have right to access the Citrix.
- Insufficient power for commuters with laptops.
- I remember that NetPass was used in the beginning of Fall 04, then it was not used. (rumor said there was problems with it). I only know that when I returned to UB in August, my computer was fine. I plugged it in and the Net Pass began.
- Internet tends to disconnect very often.
**Departmental Resources Comments/Suggestions** (continued)

- It's extremely hard to set up the connection between my personal computer with the public printers within campuses.
- The connections to the internet for the dorms is unacceptably unstable at times.
- For resources at UB, I think that there should be an improvement in connections. The connections have been decreasing as more and more students attend UB.
- We need some sort of heating system in our bus stop.
- The online course registration could use an overhaul. The program they had at my old school Finger Lakes Community College was excellent rarely did anyone complain,
- It should be free to fix your computer of viruses.
- I don't like that you can no longer access aim express from the school computers because it is being blocked by UB.
- The UB Tech Tools CD contained many helpful programs, but severely messed up my roommate's and another one of my friend's computers when they attempted to install the programs.
- Printing work from Ubiquity will disappear for no reason. Also the printing delay is a really big problem. We have to wait for days to get the print out.
- VPN should be more user friendly, better explained to new students, (off campus).
- UBLearns, webmail, and **Mulberry** are a nightmare to use...why can't UB mail be more like **Microsoft Office**?
- I find that the students working in the library are of no help. Any time I ask anyone a question they say that they don't know and that it's not their job. However, I would think that if they are assigned to work in a computer lab that they should know.
- UBLearns should have a link off myub and not require separate passwords and login
- Professors should either use UBLearns or not. Having some teachers use it just gives me another access point that I have to check on a regular basis.
- UBLearns should be organized better and teachers should be urged further to use it. I've never had more than 2 classes a semester use it but it can be quite useful especially at a large university like this to enhance more intimate discussions.
- I work for the SMBS computing dept., so I have access to all of the best stuff-- which is wonderful. However, I am not your typical student and hear my classmates constantly complaining about access to computers and waiting for printed documents.
- I would like to have a shorter waiting period to print.
- I dislike the change made to the Wings page. I do not like that I now have to go through MyUB to access UBLearns.
- One of my only complaints is that the webmail interface isn't very user friendly
- The interface on UB webmail should be re-done.
- We need more wireless, namely in the art and media study departments where students use laptops religiously in class due to poor computer lab scheduling
- Put wireless access in Park Hall! I'll hook up my computer if you do!
- I would really like to see the wireless connection become much stronger and be available in more places
- I think there should be wireless access throughout the entire campus, not just in remote areas
- UBLearns and Webmail always time out and I lose my information before I am even done.
- MORE WiFi, and a list of all access points unless there is one out there already.
- I would like to see more wireless access points created, especially in the residence halls.
- Please put wireless in Knox.
- It would be great if webmails were compatible with more languages. Also, the bcc function should be working. If not, users should at least be informed.
- I would like MYUB to have a my calendar option
- I wish MyUB were a bit more usable and integrated tightly with services such as webmail, to only require you to log in once. Also, the design, even when customized, is cluttered and could use a better design that would allow for easier scanning and reading
- There should be a system that sends individuals email when they receive a university parking ticket.
Departmental Resources Comments/Suggestions (continued)

- most of my classes have their own websites outside UBlearns, I would like to see all class sites consolidated into UBlearns
- If professors have other websites such as www.wings.buffalo.edu as their course website it should also show up in ublearns
- Having wifi access in dorms would be a nice service.
- I understand the wireless connectivity is expanding and i'm glad ot hear this. Would also be good to be able to access server space from off-campus.
- I use nodehelp@eng.buffalo.edu; they are professional and competent.
- The CIT Help desk is very helpful (thank you for all the help). Unlike CIT, UBMicro always thinks that something is wrong with your pc just so that they can charge people... and that's the reason I NEVER call them... I rather ask a friend for help or read
- UB has made impressive strides in providing technology access to its students. I think the fee-based structures are probably inequitable for most non-users. But for high-end users, they present real bargains in licensing, etc.
- MY UB helps to organize scheduling problems, classes, time, and keep me informed of on campus events, deadlines, and other need to know information. However it could become more personalized, more like a designed homepage feature to focus on more specific information.
- The OSS Department does a very good job of keeping the network operational.
- I am pleased with all of the computer support and how everyone at UB has an even playing field when it comes to computer tech.
- I am overall satisfied with the services UB has to offer.
- I am satisfied for the most part
- UBlearns is great
- I am very pleased with the My UB website...I have looked at many other schools, and ours seems to be the best!
- I have no problem with anything.
- Very happy with MyUB
- Overall I have been very pleased.