

Information Technology Services

The College of Saint Rose, Albany, NY

Spring 2014 Faculty & Student Technology Surveys Report

July 2014

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Executive Summary

At the end of each academic year, Information Technology Services surveys the faculty and the student body to assess both the level of service of technology at Saint Rose as well as the impact of technology on teaching and learning. This year's survey had 145 (38%) faculty members and instructors completing the survey compared to 182 last year. The student survey yielded 629 (19%) respondents compared to 544 last year. While the statistical data is helpful and the increased response rate adds to the validity of the data, the individual comments provide a wealth of insight into how our constituents feel about technology at Saint Rose.

Key Faculty Findings

- 68% (60% last year) of faculty members feel that technology is essential to success in their classes.
- 90% (94% last year) of the faculty members are satisfied with the technology support they have received.
- 72% (73% last year) of faculty members use Blackboard frequently or always.
- 69% (71% last year) of faculty members feel that Blackboard is easy to use.
- 15% (14% last year) of faculty members would recommend that the College switch to a course management system other than Blackboard with 44% (41% last year) being unsure and 41% (44% last year) who do not want to switch.

Key Student Findings

- 81% (85% last year) of students say that they are satisfied with the classroom technology on campus.
- 83% of students report that their professors use technology as a teaching/learning tool.
- 83% (83% last year) of students use Blackboard frequently or always.
- 75% (75% last year) agree that using Blackboard contributes to their success in class.
- 60% of students are satisfied with the Wireless Network; 27% are dissatisfied.
- 90% (76% last year) of students own a smart phone and 39% (35% last year) own a tablet device.
- 15% (22% last year) of students report that their instructors do not allow them to use smart phones/tablets for note taking or other activities in class.
- Many students suggest that their professors should get trained on how to use Smart Boards and Blackboard.
- Many students were very frustrated with wireless network issues and performance.

Challenges & Considerations

- Increasing use of mobile devices by faculty and students will continue to strain technology support resources and wireless network capacities.
- Faculty expectations for tech support and troubleshooting for their personal devices and home networks are increasing. ITS does not have the staffing to address off campus hardware and networking issues.
- Some faculty members are using online tools and systems that are not in compliance with HEOA and Middle States requirements for online student identity verification.
- Many of the issues mentioned in the survey responses have serious cyber security and risk management implications. The challenge is to find an appropriate balance between infrastructure openness and security/regulatory compliance.
- Identifying single systems/technologies that satisfy the needs of the majority of faculty is a challenge. For example, with current resources the College cannot support more than one learning management or videoconferencing system.
- Standardization of technology throughout the campus while desirable is a challenge due to different preferences/needs and the necessity of utilizing multi-year replacement and upgrade cycles.
- College-wide guidelines for layout of online/hybrid courses would help encourage faculty to realize the benefits of the Learning Management System (Blackboard), not just the challenges. With complete freedom over quality and design of courses, many faculty members do not seek training or guidance. This also makes it difficult to convey important legal, regulatory and policy information relevant to online learning.
- Students would like their professors to use Blackboard more frequently and more consistently. They would especially like their professors to post grades on Blackboard throughout the semester so that they can track their academic progress in courses.
- Many students, especially Education majors, would like to see more Smart Boards, more Smart Board support and more Smart Board use by their professors.
- There would be great benefit to consolidating the Help Desk, Media Services and the Technology Integration & Resource Center (TIRC) in a central location. The fact that all three operations are located in different areas of the main campus results in unavoidable duplication of services and often has end users having to travel to different areas of the campus to get their technology issues resolved.
- Increasing numbers of both online courses/programs and international students may require additional resources for after-hours technology support.

Spring 2014 Faculty Technology Survey Report

Q1. Work Status:

Answer Options	Response Percent
Full-time tenured/tenure-track	64.8%
Full-time temporary/visiting professor	4.8%
Full-time adjunct	1.4%
Part-time adjunct	27.6%
Other (please specify)	1.4%

Q2. Affiliation:

Answer Options	Response Percent
Arts and Humanities	32.4%
Math and Science	28.3%
Education	29.7%
Business	6.9%
Library	2.8%

Q3. Gender:

Answer Options	Response Percent
Male	43.1%
Female	56.3%
Other	0.7%

Q4. What is your primary computing platform?

Answer Options	Response Percent
Apple/Macintosh desktop or laptop	27.6%
PC/Windows desktop or laptop	65.5%
Tablet or mobile device	2.8%
Other (please specify)	4.1%

semi-retired

PC at work, Mac at home

MAC at home, PC at work

I use a PC at school and a Mac at home

At work, forced to use PC. I use Apple at home, but can't switch until it's my turn for an upgrade.

all of the above

Q5. In general, how often do you feel about using technology as a teaching/learning tool?

Answer Options	Response Percent
Technology is essential to success in my classes	67.7%
Technology can be a useful tool and I encourage students to use it	24.4%
Technology is optional in my classes	7.9%
I have no use for technology in my class	0.0%

Q6. For each of the following technologies/internet tools, please choose the options most relevant to you:

Answer Options	I use this now in my courses	I would like to learn more about this	I have tested/researched this but choose not to use it in my courses	I see no relevance to my courses	I have no interest in using this technology in my courses	I don't know what this is
Video Conferencing / Web Conferencing	19	36	27	29	23	2
Learning Management System (e.g. Blackboard)	103	15	6	7	9	1
Cloud/Online File Storage (Webfiles, Google Drive, Dropbox, etc.)	42	46	20	13	10	4
Social Networking Sites (e.g., Facebook)	31	17	26	32	30	0
Wikis/Blogs/Journals	40	35	24	16	22	1
ePortfolios	20	36	23	23	21	11
SMART Boards	43	47	19	11	11	5
Clickers (Student Response System)	7	45	31	25	17	9
Video Editing	13	47	14	32	24	7
Lecture Capture in the Classroom	11	54	20	13	19	16
Lecture Capture (recorded anywhere)	17	57	15	13	17	15
Streaming Video	42	41	15	16	14	5
Smartphones	30	30	17	25	29	0
Tablets (iPad, Android)	30	41	19	21	20	0
iPod/MP3 Players	16	26	29	30	27	0
Laptops	66	25	15	11	10	0
Other (please specify)						

students are allowed to use laptops and or tablets if they so choose

Skype

digital audio recordings and digital videos

I use a tablet PC to write my lecture notes into PowerPoint (I think post them after class for the students)

I use CD's and DVD's for music/pedagogy courses. I use YouTube in the smart classrooms.

WebAssign, Maple, TI Calculator Emulator

I am never scheduled in a room with a SMART board

I don't use FB in my course, but I co-manage a FB page for our overall program. I have used blogs before, not using them right now, might next year (didn't know how to answer that one).

Q7. What other technologies should the College consider using/supporting?

I do not have further needs

I don't know, maybe you could look at a technology that could arrange the Latin American map tests online instead of doing them in my classroom?

Free lms to apply beyond college

streaming video collections specific to discipline

I use a lot of small video clips, I would like to have a way to access them in a cloud, instead of waiting for uploads from YouTube

I wonder if it would be more economical in the long-run to replace Smartboards (and aging projector systems) with HDTVs that can be controlled with remotes and/or software on the teacher station PCs?

paper and pencil ;)

I think the current technologies we use are sufficient

I only learn what I could be using by what the College offers; I am not ahead of the curve :(

I wasn't able to use Skype in Hearst Room 119 for my course during the spring semester, and wasn't familiar with the Blackboard video conferencing application. Therefore, I wasn't able to connect with a professor who I had arranged to speak to my class. I'd like the option to use Skype

Adobe Connect

Would like to use web conferencing for the online sessions in the hybrid course I teach, if we can make this work

Hmmm.. the biggest problem I have is that students do not have up-to-date software in basic programs like Microsoft Office. I have not required it because of cost to them, but now that cost has come down (i.e. downloadable, sharable packages) I will require it this coming year. Tablets for textbooks would be a terrific addition!

This is sufficient for me

The music courses I teach are low-tech, so I do not know that anything else is useful.

Wolfram CDF Player

Blackboard is sufficient if we could only rely on it.

An alternative to Blackboard.

Reliable networked storage

Can we get a drone with a camera?

Faculty computers should be updated more frequently.

I frequently use SPSS in my class, but am unable to have the students follow along with their own program. I would like it if we had portable laptops with SPSS that could be used in the classroom.

laptop computers provided for every faculty member with MS Office provided.

None. Save money and charge less tuition; none of this technology has improved students' research or education one bit. It's trendy and fun, but not essential, and very expensive.

I really need technology support creating & filming a dvd on doing a 3 minute fitness test. Can you assist me with this. Ann Neilson

Any valid item that conducts info faster and is fairly easy and inexpensive to use.

I would like a dedicated Unix/Linux lab for upper level and graduate CS courses.

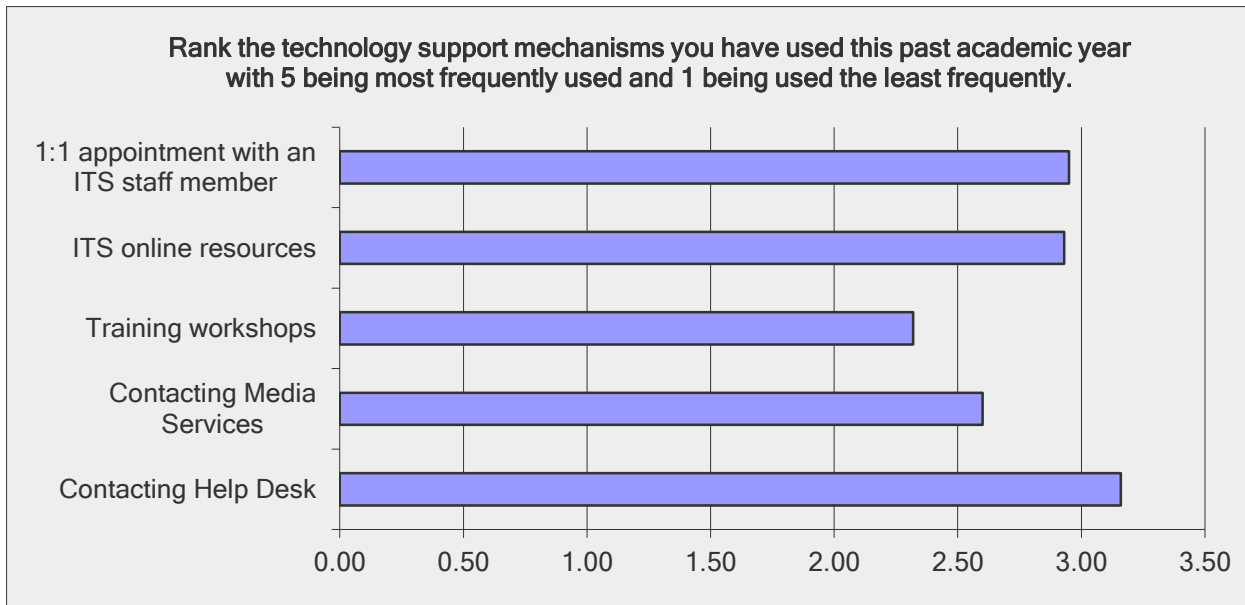
A set of iPads to be able to sign out would be very nice.

Those who are issued computers by St. Rose should always be given the option of a laptop. Downloads of software should not be so restrictive that you have to go through IT and wait for permission to acquire even free software that is relevant to your teaching/research.

Reliable screen capture integrated with video

Q8. Rank the technology support mechanisms you have used this past academic year with 5 being most frequently used and 1 being used the least frequently.

Answer Options	1	2	3	4	5
Contacting Help Desk	37	12	14	11	47
Contacting Media Services	24	34	18	25	7
Training workshops	32	28	15	13	7
ITS online resources	11	27	37	20	11
1:1 appointment with an ITS staff member	20	14	21	25	12



Q9. Overall, are you satisfied with the help you received?

Answer Options	Response Percent
Yes	90.4%
No	3.7%
Unsure / Don't Know	5.9%

Q10. Comments or suggestions regarding ITS support:

Student ITS support has been more helpful than full time ITS technical support.

They are very nice and helpful.

Don't know anything about it.

Have been very helpful. They are always quick to help whenever I have a problem.

I have never contacted ITS Support

There needs to automatic updates on faculty computers for basic utilities such as Java, Adobe flash player and shockwave player, etc. Having to constantly call to request these updates leads to computers open to virus/malware attacks since lag times can be lon for the updates.

Professional staff, prompt and helpful.

Please consider having forums for faculty to share educational technology practices.

The staff members at the Helpline and all people at the IT office are terrific. As I always say, the ITS staff are the best!

help was almost immediate

We need more Apple/Mac-platform specialists at the college

There should be a special classification of "saint" for the ITS support. I feel blessed to have them. They rank as by far the most wonderful, helpful, expedient group on campus. Always so kind, helpful, and amazing - they have answers for everything. Thanks!

we have student support only. They are nice and usually efficient, but they sometimes feel abandoned at Picotte. We NEVER see our Mac Technician.

I guess I am unaware of all that is offered...especially regarding use of DVDs/ Video change of formatting to DVD

Make sure the Teacher stations in the Lally labs are set up properly after someone uses them for special purposes (e.g., testing). It detracts from my class time when I have to get someone from the Help desk to adjust them back to their normal state.

Publicize what your slowest times are (if any) so that folks with issues that are not time sensitive (e.g. "would like to learn more" stuff) have a better sense of when's a good time to ask for help. I think there's a sense of guilt among some of us to ask questions when you're all so busy putting out fires.

I have found the ITS help desk extremely helpful with support and guidance as I need it.

Wouldn't it make more sense if the ITS center, media services, and library were all in the same place (or at least next to each other)? Just a thought - students get sent all over campus when they get referred from one service to the other.

Anytime I have needed ITS I have received the help I've needed.

Overall I was satisfied with the level of support, competency and attitude of those in ITS. However, I wasn't able to resolve a problem I had connecting my personal laptop to the college's WiFi

We need to have remote service for laptops and technologies use outside of campus

I know that you all are stretched very thin so am appreciative of all the help you give and the work you do. One thing that would be VERY helpful is if all the mac labs could get regular updates on basic software necessary for using the internet- such as Flash, Java, Adobe Reader and Acrobat, etc. If that could be done on a monthly basis (since you can do it remotely) it would make lab time have fewer disruptions and annoyances.

I have found the personnel to always be very accommodating.

I have always been helped promptly and efficiently. Thank you!

ITS is so helpful, thanks for all you do!

Perhaps automatic Java updates would help. Today's browsers quickly outgrow the current versions of Java, and since I do not have administrative rights, I constantly have to have Java updated.

The phone in the classroom (ALB 404) I taught all my classes in this semester did not have the right number for the help desk; I got a fast busy signal every time I tried to call the desk because the technology was not working, usually the computer screen which happened several times this semester. Also the document camera did not work in the same classroom. And the lowering of the projector screen makes a god-awful screeching sound that remained unfixed all semester even though I reported it.

Inability to use classroom technology - and get in touch with the help desk - on several occasions this semester greatly affected my course in negative ways. If I can't show maps, images, and outlines to illustrate geography and terms, the students have difficulty with understanding the history I teach. I am plotting my future courses around reliance on blackboard and the projector screen as much as possible - at least as a back-up plan - so we don't fall behind next semester. It was very frustrating.

Hire more people

I usually am not satisfied when I contact ITS. Typically, the representative does not know how to help me and must ask someone else. Also typically, there is not someone available who understands my question or can help, and even more rarely is there someone who understands the Mac OS.

I had a good technology year - no major problems.

Do a better job with these surveys: The selections I just made for question 8 were not accepted; instead, each item was automatically ranked 1-5, first to last, despite what I selected. And, the questions and answer options do not get at what I would like to say!

My laptop and desk top are quite old. My laptop was scheduled for replacement 2 years ago but I was told the replacement could not occur because of budgetary issues.

More people well-versed in Chalk & Wire.

I work from home frequently, and am quite disturbed that our Help desk refuses to help me with laptop and smartphone devices that I use to be able to work from home.

the HELP phone line is wonderful! It allows me to keep doing a project by quickly removing any stumbling blocks.

Ed Media is right here when I have a problem. Great service!!

ITS support is great--very helpful and friendly

Tom was a great help in the first semester!

Staff members are excellent!

I think our media and ITS support is fabulous!

Help Desk is the best! Excellent Staff!

#8 question above not answerable as numbers stay fixed

excellent staff

I've put in email requests for software or questions about software and in some instances waited some days for a reply or emailed again after waiting about a week.

Very good results when something is down - projector or printer.

ITS rocks at SR!

Q11. With regard to the typical "smart classroom", how do you feel about the amount of technology available?

Answer Options	Response Percent
Too little	12.8%
The right amount	84.2%
Too much	3.0%

Q12. In your classes, is the classroom technology (projector, teacher station, sound) functioning properly?

Answer Options	Response Percent
Always	25.9%
Usually	54.8%
Sometimes	14.1%
Rarely	2.2%
I do not use the classroom technology	3.0%
I do not know	0.0%
Details (Please be specific with a building or room number so that we may address an issue):	

Picotte Lab 306—The aspect ratio is wrong, too horizontal. This makes all the artwork shown stretched and everything looks ridiculous. I apologize to my students every class. I have mentioned this over and over but it has never been corrected.

Sometimes have issues with the SMARTboard (Lally 228)

there are two computers in the back of SC 260 and a printer in the prep room. Any time there is an upgrade you forget about them

The bulbs seem to need replacement often.

n/a for what I teach

"It's always been repaired when asked.

Lally 29 still has issues with Maple, but I am confident it will be addressed over the summer."

Massry 206 - we have many students, adjuncts, and "meaning well" faculty that tend to mess the system up. It is frustrating and usually I discover it just prior to my 8am class.

Lally 228 and 304. I usually report problems as they occur. The DVD player is sometimes a problem so I use the computer to play DVDs

I can't always log into the computer in Albertus 106: this had to be done remotely for me two times.

SC 166 needs better updating on Smartboard updates

In Albertus 404, the screen for the projector needs a little oil; it makes a squeaking sound and it annoys my students and me. Again, it's a little thing.

Often there would be ripped out cords from the computer, the CD jack was stuck/broken in Albertus 103 for about a month. Even on the last day. There needs to be more frequent inventory of computers throughout the school.

Sometimes the VHS and DVD player controls at the desk level do not work. Manual control below the desk works.

Board not always calibrated to touch

There was a problem with the speaker connection and by my next class it was fixed...thank you

Sometimes it appears that people who don't usually use MAC or Teacher Station in CCIM 121 disconnect or fiddle with things so computer or sound don't work. They must use it mostly on the weekends as Monday mornings are usually when things aren't working properly.

250 Albertus is tough... The screen on the workstation cuts out the outer edges. And, because the dean next door wants the sound set down, very often when a video is shown, we simply can't hear it, it's very frustrating. The volume needs to be moved up. Trust us, we can handle it.

The projectors and/or screen are getting very dim. PowerPoints and other files show up fine on the teacher station PCs, but students have a hard time seeing them on the screens. Albertus 112 was particularly poor this past Spring (2014).

In Albertus 101 I use the document camera regularly to display mathematical ideas with color. However, the projector does not project color well and it becomes very difficult to explore the mathematical ideas, especially when students create the images themselves and their colors do not come through. Furthermore, the projector distorts images so when I project a circle it looks like an oval on the screen. The horizontal projection is out of proportion with the vertical projection. I would really like to be able to use color and work with images in proportion to make discussions and explorations in the classroom more engaging.

Sometimes the Smartboard is out of calibration.

"In room 309 the buttons to control the project system are sometimes non-responsive (I have to push them multiple times to get them to switch on)

In room 216, the cord to attach the laptop to the projector is too short -- a longer one would be appreciated"

In Albertus 213, the projector would just shut off in the middle of lecture/discussion.

I have had issues trying to play a cd; only one channel worked, and made the stereo cd un-useable (one track had melody, other track had vocals . . . only melody played)

"As stated earlier, I was frustrated that Skype didn't work in Hearst Room 119.

Also, there needs to be a protocol so professors log out of the teacher stations instead of shutting down. I had to power up the computer multiple times, and the button on the Mac mini hard drive didn't always work as well as it should."

Sometimes videos or simulations from a website that work in my office will not work in Lally 359 or Albertus 110

Bulbs not light enough in projectors; computers not updated; software to run a variety of media not updated/available (i.e., videoplayers)

Volume issues Science 251

The instructor station in H100 often malfunctions. It is very very slow to come alive, and once on document camera, won't switch to computer for at least 4 or 5 minutes!! Worse, the screen on the station is large and in the way of seeing students along the left side of the classroom.

I supervise student teachers so I am not in a classroom at the college. I do encourage all of my student teachers to use the optimum amount of technology in their lessons, even if the cooperating teacher does not use it.

Lally 228

I dont like the set up in 203 Heuther

picotte 215

There were problems with the smart board when computers were changed over for Pearson Testing in Lally 029. In general when computers are replaced in the class room, they should function just like the ones that were removed. Some computers were replaced in 029 and the Flash Player was not present so students could not use WebAssign for quizzes.

I addressed the major problems I had with this on the previous page.

Across campus, functionality is hit or miss.

Often, sound has been disabled, which is simple enough to fix. More often, though, the computer has crashed, or crashes at inopportune moments (not that there is an ideal time for a crash).

AH 101 - Power Point Diagrams show well on 101 laptops, my Mac laptop, my office PC, my home Mac but do not do so on teacher station. Tech support couldn't figure out why.

In room Albertus 110 there wasn't the remote for the DVD player and although you can use the console to play a movie you cannot forward it to a selected scene without a proper remote.

Almost always (308 and 312 ALB).

Sometimes the volume in Lally 147 and 254 increases by itself - no kidding.

Projector bulbs are not replaced regularly.

There have been intermittent problems with the volume control in Massry Center room 206. Most of the time it cannot be used to adjust the volume.

I teach completely online. This question is not applicable at this time.

"I appreciate the technology in the classroom by the pool.

Having said that it is a challenge at times to get it to connect to the dvd player & video player. I usually press the buttons several times, say a prayer, and then it works."

infrequently--once or twice a semester--the Internet will freeze up momentarily, taking up time but 99% of the time everything's fine

Teachers often adjust equip for their needs (or because they don't know how it works) and then I have to figure out how to undo what they did.

The SmartBoards are often lacking calibration in Albertus 208 and Lally 228.

The VCRs need to be clean regularly and perhaps even updated.

The computer in the classroom I use is very, very slow.

When it's not working, they are quick to fix it too.

Audio function is temperamental.

Heuther room in the front of the building on the first floor. The system gets stuck in PC mode and then cant be switched to DVD or VHS etc

Q13. What would you like to be able to do with technology in the classroom that you currently cannot?

Show an image without distortion.

Is it possible to use the doc cam/SMART board together? It would be wonderful to be able to mark scores, etc.

The classroom is perfect. Nothing else needed.

I want to put lectures on line. Plan on working on this over the summer. Will need help. Not worried-- should be fun.

I am satisfied with Blackboard and external websites used in my courses in physics and astronomy learn more about working with students to develop video projects and more creative ppts

I would like to be able to have iPads to check out and use in our classrooms, similar to how we can checkout lap tops.

Have my iPad connect so both audio and video are available to present to class

Project my ipad screen

Use the smart board more

I would like to learn to use the SmartBoard.

Remote for the projector, for power point presentations, so that I am not constrained to the desk.

Students need to read books. Books are also a form of media!

I'd like to have the Teacher Station computer connected to the classroom printer in CCIM 121 & 122. It's sometimes difficult to have to wait until after class to go down to the printer in the Adjunct Area (the only printer to which the Teacher Stations are connected) to use the departmental account code. PLUS - I'd like AT LEAST 1 color printer in CCIM that is available to Communications majors; so many of our production assignments require color printing but it's not available in the building.

A cloud to hold everything we need. (Maybe it's already there and embarrassingly enough I haven't trained myself)

More video, animation. More access to downloadable freeware.

Nothing. Pretty happy.

Nothing I can think of right now.

Make better use of the Smartboards, but the software on the teacher station PCs always seem in need of driver or software updates that can only be handled by ITS or Help Desk staff, and they are not always available when you need them (plus it detracts from instructional time).

High quality audio recording of instruction in Neil Hellman Library 106. Camtasia Studio captures the visuals okay, but audio is problematic.

Project colors with the document camera and be able to project mathematical images in proportion.

Better sound system with quick connection to computer in percussion practice room would be helpful.

Present system is old, unreliable, and sound is poor.

I would like to know how to use the smart board.

Easier voting without having to use clickers, such as smart phones. I know it is done, but I don't know how to do it.

Use Skype

Have better resolution and brightness on screens; have pointers available

Switch back and forth between document camera and computer repeatedly and easily and quickly.

Textbooks on tablets.

Better connections for students who are remote so they can participate in class electronically"

There is no room to move around when you have 17 students

turn off all student workstations at once.

Teach classes that incorporate computer algebra systems like Maple. This is more of a departmental issue.

I just need it to work.

Use it more effectively in online settings

Provide reliable networked storage for students.

Have the laptops in 101 work all the time.

Wish I could use a clicker when presenting, instead of standing by the machine.

GIS in 308/312 ALB.

A lot. The issue is this: time and home computer support. Regarding time: Learning all this stuff takes a great deal of time - and for the most part, I do not find videos and manuals helpful since they are written by those who get it, and thus the writers forget to explain really basic stuff; and, it is really time consuming to work through them and figure stuff out alone. To my thinking, School Meetings are largely a waste of time (much of what gets said could be communicated through a simple and short memo). I would prefer the time be used for training sessions - hands on training sessions, that is.

Use smartboards better.

SMART board would be nice, but not totally necessary since we have projector and marker board.

It would be nice to have a larger screen in the classroom by the pool.

grading, Skype, testing

Project on the screen and use the white board. Both rooms I teach in the screen covers the white board space.

Shut off or restrict network access.

Speed up the computer so that it opens programs and reads files more quickly.

Play my iPod

I would like to see either laptop carts (to use in any classroom) or more computer labs.

SKYPE cameras built in

operate it remotely

Q14. Do you have concerns about granting permission or special privileges for students to use assistive technology in your classroom? Please elaborate.

No (33)

Yes, I don't want my work copied.

No concerns whatsoever. I encourage it

What do you mean by assistive technology?

I use Dragon Speaking software all the time because I had a stroke almost 3 years ago and I couldn't walk, speak, read, write, understand, and remember anything. If I hadn't had the assistive technology, I would not be able to write my lectures and teach my courses online. So I do not have any concerns about granting permission or special privileges for students to use assistive technology in my classroom.

Not if it's for a student with a documented disability and the technology is within the parameters of the needs of the course & student. I do have reservations if the technology "does" the work for the student, providing an advantage not available to other students. In my courses, students need to learn the technology so they can use it as a tool in completing their work. If a student cannot do that, I have questions whether they should major in certain Communications concentrations.

Not sure.

No. Happy to let students use whatever helps them understand the material.

I haven't encountered that problem yet, so not sure how to comment.

Absolutely not. Familiarity with assistive technology is a priority.

No. In all cases where I've had students who need it, they do not abuse the privilege.

I'm not sure what this means.

Not sure what this is

Somewhat.

don't know what assistive tech is.

Don't understand the question.

No concerns.

Do you mean students with learning disabilities? If so, I have no problem with that. Not sure what you mean if not this.

Q15. How often do you use Blackboard for your courses?

Answer Options	Response Percent
Always	57.9%
Frequently	14.3%
Occasionally	5.3%
Seldom	6.8%
Never	15.8%

Q16. Please rate the following features of Blackboard:

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Safe Assign (Plagiarism Detection)	6	14	16	6	2	83
Assignment submission tool	17	25	9	4	2	72
Quizzes/Tests	11	14	13	9	3	76
Discussion Board	10	24	14	14	4	60
Blogs	9	11	13	3	1	89
Wiki	2	7	13	1	1	101
Journal	6	8	6	2	3	96
Announcements	48	40	12	2	3	23
Attendance tool	15	25	11	4	0	70
Student Photo Roster	49	27	20	8	1	24
Grade Center	31	23	15	9	2	46
Rubrics	7	9	8	2	1	100
Groups	10	14	9	5	2	86

Textbook Integration	5	2	3	3	2	111
Bb collaboration Web Conferencing	3	7	8	3	1	105
Bb Instant Messenger	1	5	3	0	0	115

Q17. Please indicate your agreement with the following statements:

Answer Options	Strongly agree	Agree	Unsure	Disagree	Strongly Disagree	Not Applicable
I feel that Blackboard is easy to use	32	56	10	13	8	13
Overall, I am satisfied with my experience of using Blackboard	29	60	9	13	8	14
I am satisfied with the support by the ITS staff that is available to assist me with Blackboard	39	44	13	4	2	29

Q18. Would you recommend that the College look into an alternative learning management system other than Blackboard?

Answer Options	Response Percent
Yes	15.0%
No	41.4%
Unsure / Don't Know	43.6%

Q19. If you believe that the College should look into an alternative learning management system other than Blackboard, what product would you recommend? If you do NOT believe the College should look into an alternative learning management system, proceed to the question below.

Answer Options	Response Percent
Moodle (open source)	23.8%
Sakai(open source)	4.8%
Canvas(open source)	23.8%
Desire2Learn	0.0%
Epsilen	0.0%
Other (please specify)	47.6%

eCollege (now owned by Pearson)

I don't know what is better

Unsure, haven't tried any of these options

Chalk and Wire has been working pretty well for me, and I've adapted to it... the only problem with C&W is that if you are not using a PC, you can't escalate grades into one set of data

I use Moodle and Angel at other institutions and Blackboard is very nice. Grading tool is better.

do not know

Don't know enough about it to comment

Most effective and reasonably priced on the market.

Most familiar with Moodle, but do not know much about the others.

Any open source LMS would be great.

Q20. What features or capabilities do you want in a learning management system that Blackboard does not provide or provide well?

Better overall integration of features

Bb can sometimes do some weird stuff - like make it impossible for some students to submit work because the assignment link (for only some of the students in the class) is missing; quizzes are nearly impossible to use because creating them is so time consuming, and when you do create them, there is significant variability in how the quiz looks on the screen to individual students as well as a tendency for Bb to freeze and knock the students off the test and causing general classroom mayhem."

Wiki is wonky. Students can't edit sometimes and the history pages are confusing.

Difficult for me to answer since I use external course management systems integrated with my astronomy and physics courses. I use Blackboard for announcements and some minor content links for lab courses

so I find Blackboard is a best/easy solution for me."

Bb is fine. Please don't make us switch to a new system and have to learn a new way of doing things! Bb used to have an alert to students when projects were graded. My students said that doesn't exist now--maybe it is something I missed? The new feature that says items to be graded seems to not work consistently.

Easier way to track views of posted assignments including downloads and videos (eg Camtasia lecture links)

Many steps for repeated processes

Bb doesn't always play nice with audio files. My students (and I, though not very often) have had issues with pdf files on Bb - both viewing and downloading.

Formatting text is impossible. Once the text uploads, it is a mess and changes every time I edit. It makes me look like an idiot.

Exporting grades directly from blackboard for the end of the semester. Being able to manipulate photo roster easier and have it default in alphabetical order.

None. Happy.

None that I can think of.

Better control over testing appearance and options, over the grading options, and the ability to manage students who are enrolled. For example, I usually have to ask ITS to merge sections of the same course together; if the students are already registered in the separate sections, then I don't see what the issue is with migrating them myself into a combined course. Also, when I work with a combined course, it would be nice to be able to select the individuals I can send the announcements to, to set different availability constraints for the differing needs of the integrated sections (e.g., having a test close for one section when their class starts, and the other section at a later time on the same day when their class starts), and things similar to this. It would also be nice if students could upload their own most recent profile pictures to the student photo roster, as well.

Competent support so you guys aren't so frustrated with the system.

"(1) Easier navigation. College administrators post documents to BB for faculty. They are difficult to find. I wish there was at least a search option.

(2) Flexible grade center: to be able to add extra credit or deduct for poor attendance after BB has calculated the final weighted grade."

I don't think Blackboard is as interactive as we would need if we were to develop on-line courses. I know some professors do teach on-line with it, but the interactivity isn't what I would want for an online course.

I use what is available, don't know enough to want something that's not already there.

A more streamlined system with fewer choices might be better. Seems like they try to pack too much into the system, making it harder than necessary to learn it

Discussion board is very cumbersome.

It is unfortunate BB is the best available. I hate how long it takes me to grade tests through BB; BB collaborate is not good enough to use as a regular teaching tool and that is unfortunate. I've used BB at other institutions and there were more controls available, which made grading easier.

Photos for students next to their discussion posts.

Better blogs (the campus pack blog is even worse than the regular blog tool), better grade center, accept and be able to open more file types including power point in safe assign, with submission areas that can be set to open and close on a setup that actually results in these submission areas opening and closing on the preset schedule, unlike BBd does now.

I have been very unhappy with Blackboard as a learning platform but that is specific to my kind of course, so I don't feel it applies to everyone. I have large files that I share with my students, image heavy, often PPT or PDFs that even when reduced are several MB. Much of the material I need is not available in textbook form so I've invented it, culling multiple sources. Bb does not handle that size/quantity of material well; so in my class we use a combination of Transferbigfiles (free to the student) and Chalk and Wire; and that has been fairly successful. I also have small, intensive classes so some of the management features Bb offers don't help or hurt me; I can see how they would be useful for larger classes.

sufficient for me

The ability to turn off most of the items in blackboard. There is simply too much stuff.

Online homework that grades student responses such as formulas that the student enters (not just multiple choice). This is what WebAssign provides. For me WebAssign serves as a class management system as well as a homework, quiz, testing system. It is not for everyone, but for me it is ideal. This is why I do not use Blackboard.

None. Blackboard is fine provided it is working. Students sometimes find it difficult, but perhaps that is because they are new users. I think switching to an alternative system now would be pretty disastrous and frustrating for a lot of faculty. don't do it.

Something stable that the College can support

Reliable and free use on mobile devices

I have a hard time using the grade center

Bb is clunky. I don't use a lot of the bells and whistles, so I can't comment on those. I post content, email students, and record grades. I wish it worked more like Excel for grade inputting and handling data.

Easier uploading of test bank materials.

Blackboard mobile is too rudimentary, there is no way to adjust the dashboard to contain just the current semester's courses. This should actually be the default mode for a mobile device lms. We need better mobile options.

Blackboard needs to be migrated to off-site hosting. This will be difficult, but it has to happen. From an outside perspective, it seems like once migrated, we should have left it that way and simply dealt with problems as they arose. It is never going to be seamless.

Gads, I've spent years trying to learn Blackboard! I really don't want to start over again. Some of the "Blackboard must go" crowd post their classes on Wordpress or somewhere else anyway. If you change, who knows if they will? Do not give in.

Training.

Reliability

The Blackboard user interface is so utterly un-engaging and difficult to figure out. I do not think it is well designed because of this. I don't know anything about alternate systems though.

Streamlined ease of use - not 25,000 clicks to complete one function.

Choice activities - See moodle

it seems very unreliable and cumbersome to use

Online exams that can be saved as pdf for off line grading

Q21. Do you feel that the GR email is being used effectively for conversations and communications?

Works well for general messaging to personnel, but sick to death of its over-usage as a tool for individual faculty members to spread their own personal opinions, and in some cases border on harass and cyber bully other faculty members

Far too many people hit, "reply all."

a consistent few clog it with bombastic blather

I don't think that all the information send using this method is appropriate.

Don't know; don't use much

People do not seem to understand the difference between Reply ALL and Reply. Very irritating.

It is being misused by faculty who use it as a bully pulpit

I think it is really easy to delete or ignore e-mail. GR is a good way to reach a lot of people.

However, I am very unhappy with the rant/flare wars that go on by certain parties/instagators.

although the culture which is expressed and that seems to be endemic to higher ed is a bit uncivilized - in other words, people seem to be clueless about both the limitations and impact of the written word

I use the GR e-mail for some conversations and communications. If I read an e-mail message and it's not important to me, I just delete it. It is just that simple!

We've had a lot of "reply all" conversations this year which has been challenging.

Too many emails!!!!!!!!!!!!!!!

Too many people use it to express opinions and thoughts that clutter the email box

While sometimes there's a glut of e-mails on faculty issues, I find it good for seeing what is on people's minds. We are all so spread out around the uptown & downtown campus sites that the e-mails are sometimes the only way of connecting us & keeping us "in the loop" of campus conversation. If people feel the conversation threads are tiresome, hit the Delete key!

GR email is abused by those who want to use it for discussion chains. It is an integral part of our job. We need to advise, communicate, and receive announcements. Some discussion chains this year had 90 posts, the response is "just delete it." However, if I had 90 phone mails or 90 flyers in my box, it would impose on me doing my job. We should be able to post announcements to join discussion chains - but not abuse the system by insisting that "my issue, gripe, complaint needs to be heard by everyone because it's important to me." Inevitably the GR everyone will have to be monitored because a select few have used it like it was a Facebook posting and it has digressed into personal harassment, insults, defamation of character, and personal agendas. We should be able to post announcements only. It has nothing to do with free speech, it has to do with an imposition on a system that we have to use as part of our contractual duties. Since we cannot monitor ourselves and be mindful, we need to have it removed from our access. I'm ashamed of some of my colleagues and how they've abused the system for personal issues that have more to do with a lack of impulse control than with the issue they are creating in discussion chains.

There are too many conversations that should be moved to a discussion forum outside of email.

Most of the time!

Except when some try to shut down ongoing conversations.

No. Email should only be used for work purposes. Faculty and others engaging in controversial philosophical issues should not be using email for this. Forcing everyone to receive these

communications because they belong to a GR list is no different than forcing SPAM on people who don't want it. Create a genuine listserv for this purpose that people can choose to subscribe to. This nonsense would never be tolerated in a for-profit company, and it has nothing to do with free speech. The Administration and ITS has done a poor job of controlling this type of interaction through email. Most Faculty, Staff, and Administrators also do not seem to be aware of the College's own copyright policy regarding the unethical sharing of someone's email communication without their his/her consent, and I think it is ITS's and the Administration's job to educate everyone and maybe even set up a training program for the proper use of email.

It's not the system's fault. Keyboards are purposely made with delete keys.

It is great for announcing campus events, opportunities, or new classes. It is irritating when it is used for political ranting.

I believe any extensive discussions or debates should take place on another platform and not through our faculty email.

I strongly support the use of GR email for significant conversations about a wide range of topics, including administrative compensation, adjunct faculty work conditions, the way the college celebrates or chooses to ignore certain holidays -- it's all germane to the academic workplace. We're used to having uncomfortable conversations and that's part of academic freedom. Truthfully, I'm not that interested in math trivia, the availability of walnuts, etc, but if I'm not interested, I use my delete key -- every computer has one.

I find it useful for communications but do not like to see it used for ongoing and lengthy conversations

Ridiculous

At times it is frustrating to have to delete or ignore emails rants and strings.

Very useful for communicating information potentially of interest to all. Allows for interesting discussions and debates. If I'm not interested in a particular thread, it's easily erased.

Once faculty request that a conversation be moved to Bb, it should be. Some faculty persist in continuing controversial lines of conversation that "force other faculty to listen" to them. It's akin to backing someone in the corner and insisting they listen to you. That kind of issue should be discussed in faculty meetings. I receive hundreds of emails a week; and spend many hours a week managing communications.

Too many people reply all when not needed.

I realize that people tend to "grind axes" on e-mail and that some dislike this. We have this key called "delete". If you don't want to read the stuff, hit delete.

For the most part. Sometimes a popular topic becomes excessive, in which case I delete unwanted emails.

It certainly is helpful in informing the community about the individual views and opinions of some community members.

Use of GR faculty doesn't bother me, although sometimes I laugh when the same "cast of characters" gets riled up. Sometimes I really do enjoy the discussions and I think it's a useful forum. However, I feel it's unfair to the staff to have to wade through the pomposity. They are limited in how they can respond. Tenured faculty are protected when expressing opinions, staff don't have the luxury. Maybe we could

somehow convey to faculty that rather than use "GR EVERYONE" they could use "GR FACULTY" and/or "GR ADMINISTRATION". I don't want to leave staff out if they did want to participate but all the staff I have talked to tell me that they find it irritating.

I have no problem with it and have participated in the discussions. I strongly support continuing free use of this important tool as a forum for discussion of relevant issues. It is the only place where all faculty 'are,' so to speak, in this now virtual and alienating environment in which everyone is too isolated and busy to speak face to face. But people using the GR email ought to be careful to exclude certain groups from the conversation if it does not touch upon their interests/jobs at the college. Faculty should not include GR Staff in most of their group discussions, as their concerns are very different and it is intrusive for staff to have their inboxes clogged with faculty chit chat. Choose groups wisely before hitting send.

As many do not use Blackboard, this is the only way we can be sure that everyone is getting transmissions.

I get tired of the rants, but I understand the 'free speech' issue with trying to curtail them. I wish people wouldn't Reply All to say congratulations to one person. But for things like Rep Com messages, announcements, and official business, GR Faculty works fine.

All conversations among faculty should be allowed! No restrictions! If people don't like it, they can filter or hit delete. I object to the constant updates from this, that, or the other office: if I tried to read all of the emails I receive, do something with each (e.g., save), and really think about each, I would never get any work done. So often, I just delete. It's a matter of prioritizing.

Limiting the use of the GR system will impeded freedom of speech and the ability to address important topics in a way that involves the entire college community. People who dislike the emails can opt out (Ignore this conversation) or simply delete the messages. That small inconvenience is justified by the preservation of freedom of speech on campus.

There should be restrictions on GR email to administrator's only, with faculty and staff having to have approval to send a GR email, or to have it moderated.

I don't like conversations that I am drawn into without much of a choice.

It's simple to delete any emails one does not wish to read.

For the most part, it actually IS effective, but when it's misused, it's done so horribly. The groupthink and peer pressure present among the faculty rivals that of middle-school girls: bitchy, intolerant, personal cruelties for entertainment, etc. It's also terribly politically slanted; everybody expects Frank Fitzgerald's whiny emails at Veteran's and Memorial Day. If anybody disagrees, 15 people immediately jump to Frank's defense. So you're not arguing with one person but with 15, then 20, etc. I wonder how upset everybody would be if, on Jan 22, somebody GR'd everybody with postabortion pictures? Hey, it's free speech!!

It's a site for free discussion. I don't always agree with the emails and I certainly don't understand why people need to use "reply-all" for some of their emails, but I do not want restrictions on it. Perhaps ITS could teach people how to opt into filtering out emails from certain people if there is demand for more regulation.

good except for the nonessential mail sent to all GR faculty. How is it possible for anyone to send whatever they please to all the people on campus?

What is GR ?

There needs to be a "daily message" system to consolidate announcements to one per day. GR lists should be used otherwise only for the most important topics.

Overused by some. But it is not a big deal. You can also delete what is not applicable.

Only disliked when faculty send completely irrelevant things, such as debating pictures of Maggie. Intellectual discussions surrounding legitimate issues of the College are fine.

There needs to be guidelines regarding content and context of messages. It should NOT be used as a faculty forum for venting specific issues. Comparative studies with other colleges may help.

"I'm not really unsure, the survey doesn't have a ""mostly"" button though. I do not think that censoring conversations is a good idea. If an e-mail thread is annoying, one can choose to ignore it.

Largely, the emails I receive are worthwhile."

Some employees abuse this feature....

I do not feel it should be used as a place to VENT !!

Even though some might not like the content, there is always the delete key, and I'd rather be able to choose what I see than have someone choose it for me

I would like a clearer sense of who is on each of these lists (Admin/Staff/Faculty) and how often they are managed or updated.

Too many mass emails/debates/arguments

Q22. How satisfied are you with the College's wireless network?

Answer Options	Response Percent
Very satisfied	40.7%
Somewhat satisfied	31.9%
Neutral	20.0%
Somewhat dissatisfied	5.2%
Very dissatisfied	2.2%

Q23. Please list the most important building or physical space where the College should invest further in the wireless network:

The wifi works intermittently in some places - for instance, in the Lally 2West pod you often have to wave your wireless device around until it finds a signal (not the most efficient)

All buildings should have it.

I have very poor reception in the basement of Lally where I teach often.

I am not qualified to comment on this since I teach in only SC 166 and AH 410

Some areas of Lally, such as the sun rooms on the 2nd floor and areas of the Lally basement

Faculty offices, EAC, Albertus

I can only speak for my building, Lally. The reception sucks unless you are in direct line with the routers (or whatever they are called).

I don't know where there is wireless and where there isn't. Haven't used it.

Since you improved the hubs in Brubacher, I've had no trouble anywhere. That has been a blessing!

The old houses which are now faculty offices. Which now have lots of dead zones, making professional meetings with students or other faculty quite difficult.

I sometimes have difficulty getting on when I bring my laptop to campus. BY the time I figure out the problem, I could have spent the time doing it a different way.

high traffic spaces.

LIBRARY! :-)

Massry

Lally

All over.

I spend literally all my time in Albertus, so I think Albertus is the most important building for the wireless network.

Campus/Activities Center.

most of the academic areas and the support areas.

Science building can be spotty at times. But probably not the most important place.

It shouldn't be so difficult to get on the wireless network, it's far too complicated.

The network is spotty. I don't know if it is more or less spotty in any particular area.

Bandwidth in Albertus

Albertus

buildings on the fringes of campus

Lally basement clinic

Q24. Please provide any other technology related comments, suggestions, or questions here.

is there any way to discourage students from using technology to cheat?

Sorry I can't be of much help. Not much of this applies to what I teach.

More online learning opportunities - hybrid / full classes

Require all students to bring their personal computers, laptop/tablet, to class and then not worry about upgrading College computers.

Technology has not improved student learning, so we need to limit how much money we put into it. It never ending need to upgrade is too expensive.

As I stated before, I'd like more opportunities to hear what other faculty are doing in their classrooms with educational technology. In a format similar to Provisions, we can learn from each other.

Demos of how others are using technology, best practice examples would be great

The Winkler center clinic still has VCR's in the main observation rooms downstairs. I realize there are another set of rooms that have DVD's, but my understanding is that those rooms now also double as offices. In this day & age, expecting students to not only purchase but use antiquated technology like video recordings through VCR's is a waste of their money, an issue that always comes up on their course evals.

It would be very helpful and relieve some of the Print Shop's workload if there was at least 1 color printer in CCIM for use by Communications majors.

I really like the idea that some colleges issue laptops as part of tuition, it puts everyone on the exact same playing field with everything they need for the time they are in college. I think it would improve learning and training for students who need to be well versed in the digital age.

Several students complained about campus computers not being updated. For example, they would receive an error message when trying to access materials on Blackboard informing them that a plugin was outdated (which meant they could not access necessary information) - a situation which was not remedied (or at least not for several days) by calling ITS. Also, my office desktop has been saying for months that iTunes & quicktime needs to be updated. I've never had occasion to need them, so I just ignore it, but it would be nice if such updates could be rolled out automatically. I'm not sure if this is also in your area, but I heard several student complaints about malfunctioning printers/copiers as well.

It would be nice if school laptops using the wireless in Albertus 205 could access servers on the wired network

The current copyright policies calling sharing of emails with out express permission a violation of copyright do not allow for "fair use" and are far more restrictive that actual copyright law. They are in direct conflict with established legal precedents on the issue. This policy should be revised and as soon as possible.

I think you folks are doing a great job with the budget constraints you have. However, the Administration needs to reallocate some funds, because so much of our necessary technology (teacher station PCs, projectors, document cameras) are getting worn down to the point of being almost useless, while less necessary technology seems to be well maintained (e.g., are two HDTVs that directly face each other in the campus center really necessary?).

Keep up the good work.

Implement a help desk "ticketing" system so there is a systematic way of tracking questions from staff and responses from ITS.

WE NEED BETTER ACCESS TO OUR OFF CAMPUS CSR TECHNOLOGY. SINCE WE CANNOT HAVE ADMINISTRATOR ACCESS THERE SHOULD BE REMOTE SERVICE TO THOSE OF US WHO BRING OUR WORK HOME WITH US OR MAKE PRESENTATIONS USING CSR LAPTOPS.

I would like to investigate offering more online course opportunity, but found my first experience 2 summers ago to be very unsatisfactory. I put together a course about 6 students needed to graduate on

time. Part of it was my design flaw - a 4 credit course packed into 6 weeks; meaning online meetings that lasted for 3 hours, was very hard for students to sustain. In future I would meet more than twice a week, for much shorter periods of time, across 12 weeks instead of 6. I would also take the time well ahead of the course to design modules they could work through independently prior to online meeting time. On the other hand, the technology at the time did not support good face-face interaction, which lets students off the hook from participating. Increasingly slow connectivity, delays in video, only one person on video at a time ... all those things created difficulties and disruptions in class flow. Technology on the student end was also a big problem, as it varied widely, and could be used as an excuse (oh- I got dropped off the network - Oh I couldn't get on... etc.) In spite of all that I did to prepare them, they were not ready for the hours of outside work required, apart from being online. So they too need to adjust to what an online course requires. Oh Brave New World!

Please fix the work station in H100 so it can switch back and forth between the computer and doc camera and back again, repeatedly and quickly.

As a faculty member who needs to work closely with technology for my research I find it problematic that I can't install my own software to test.

It would be wonderful to have a lab classroom for the Library. Also: just more computers in the Library generally and of course an addition with a 24 hour space and lots of computers (and I don't mean just moving the lab from Lima over here... that's not adding computers.) If you have bags of money please send them our way! LOL

I would like to see more math courses incorporate technology such as Maple or Excel. Unfortunately, most math faculty are opposed to technology.

Make sure that the help desk is easily accessible - phone number, posted near phone in every classroom so we can call when the tech gives out. Also, maybe more frequent checks of equipment in classrooms, I know you are probably understaffed for this in these tight budget times though. The tech staff is great when you can reach them. Thanks for all the efforts.

Although it is out of ITS's control, there need to be changes to budgeting across The College, but specifically in ITS. So many good employees have been lost because the salary level here is incredibly low. Without reliable support, we will continue to have serious service problems.

Please replace laptops in 101

There must be some way to provide faculty with the ability to update their own computers--particularly laptops, without having to bring them in physically to the help center. I need updates done about once a week, and the need to have it done at the Help Desk is very inconvenient.

M&S always has wireless, but it is frequently slow in the afternoons. It seems like an overall bandwidth issue more than a wireless issue.

I think that all the students should be using the same technology, equal in quality. Sometimes, students are at a disadvantage because their lap top/desk top is outdated or incompatible.

My office is upstairs in a building with one networked printer for five offices; we frequently have to run up and downstairs multiple times as this printer is often malfunctioning; we could really use our own printer upstairs and a dedicated xerox machine (for English); much more important than more techno in the classroom. As far as I can see, we are already overloaded (have more of that than we need or commonly use).

I'd like a cellphone jammer for my classroom in Albertus. no more texting problems--and no I'm not joking

One of the questions on this survey (the pull down 1-5 ranking of services) was not working. So my answers for that question are not accurate. Thanks!

Impossible to use video in a classroom in the afternoon, during what I hear are prime Netflix hours.

Great staff but we need more and better equipment provided to faculty by the College. Laptops, smart phones , IPPADS

Cell reception in Lally basement clinic would be wonderful

Library Questions

Q25. How familiar are you with library discovery services (branded ALL-Knight Search at Saint Rose)?

I think so, but not familiar with that term

Very Familiar/ Familiar (24)

Not very familiar/Somewhat familiar (21)

Not at all (44)

I have used it and taught my students to use it.

Not sure what this refers to...I do use the systems for journal searches

I don't tend to use the All-Knight search. I find it confusing so I go directly into the catalog or the specific databases

Huh? Must have been one of those emails I received and deleted because I have no time to read and internalize all the communication flying around. If you are asking whether I use the online library search features, yes.

Beey

familiar. I use it but am sometime frustrated with its inaccuracy

Q26. Do you have any online databases available from the library's website?

JStor (14)

ERIC (10)

Ebsco Host (6)

Academic Search Premier (7)

PsychInfo (7)

Medline (5)

Project Muse (4)

SocINDEX (3)

ArtStore (3)

Naxos (3)

Sage Open (3)

WorldCat (3)

Luna (2)

Psych Abstracts

Education full text

ProQuest Education

Mental Measurements yearbook

PSYCHArticles

The databases that are available generally meet my needs. There are times that a full text document turns out not to be available.

Do I "have" them? No, but I use them: PsychArticles, and MLA.

I can't think of the names - soci sciences

but will start requesting some on line databases for next school year

I'm not sure what you mean by this. Did you leave a word or two out of this question? The library has the databases that I use the most (those pertaining to educational research and psychological testing), and I can easily use them from home.

Art Full Text and Art Database

Oxford Art Online (including the Encyclopedia of Aesthetics)

Historical New York Times

America: History and Life

Making of America,

Women and Social Movements (a toss up between WSM and North American Immigrant...)

I'm not sure I understand this question. I do use web searches through the library every day to find relevant information to assist with teaching and research.

Communication and Mass Media Complete

Grove Art Online

Academic search premier and the various databases which contain specific journals I look up under Journal Search.

Well, being a librarian, I use them all. :-)

Historical Abstracts

EPIC

Statistical Abstract of the United States

ScienceDirect, Springer Link, Academic OneFile

I really do not understand the question.

PSYCHarticles

Other psych and medical databases"

NY Times search (although I wish for historical purposes other NYC papers would be available too; it would be nice to read the Herald Tribune, too)

Dissertation searches, too

MLA International Bibliography

PsycInfo

Science direct

Pubmed

Com dis dome

That question (26) is unclear.

Social Services Review

Proquest

Print and Copy Center Questions

Q27. Please rate your overall Customer Service satisfaction level with the Print and Copy Center.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Staff's level of knowledge of services	62	30	6	5	0	21
Staff's level of helpfulness to provide quality services	65	27	8	4	0	20
Staff's willingness to provide quality services	66	27	10	2	0	19
Overall satisfaction level with the Print and Copy Center staff	64	27	10	4	0	19
Overall satisfaction level with the Print and Copy Center products and services	58	29	10	7	0	20

Q28. Please rate your overall satisfaction level of the convenience fleet of multifunctional printers on campus.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know/ Never Used
Reliability	14	37	38	13	5	17
Ease of Use	25	45	30	3	4	17
Functionality	19	39	37	11	1	17
Location Convenience	32	42	21	8	4	16
Overall Customer Service	22	41	30	7	3	21

Q29. Please rate Usherwood Office Technology's on-site service and supply request.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Toner request	24	22	13	4	0	59
Paper Request	31	20	10	5	0	57
Technical Support Response time to a service-only call	22	21	16	5	1	57
Technician's communication regarding the estimate time for service to be completed	21	19	14	6	2	61
Technical support response time when parts are required	13	13	15	4	3	75
Technician's communication when parts are required	12	15	10	7	1	77
Overall Customer Service	27	26	15	5	0	51

Q30. Please rate the following areas with your level of understanding and/or desire for more training (please check one for each area).

Answer Options	Would Like More Training	Satisfied with Current Level of Understanding	Not Applicable
Web-to-Print Ordering	22	49	46
Scan to Email Workflow	17	51	49
Print Queue Setup (Mono, Color, Direct)	15	50	52
One Card Printing	11	50	57
Where to Find Black/White or Color Devices	19	45	53
How to Request Service	15	54	47
Where to Find a Device Service ID	13	42	61
Cash Value Centers (How to Use)	15	18	83
Invoicing/Reporting	9	21	85
Discounted Mailings	16	17	82

Q31. Please rate the One Card Print and Copy Release/ Pharos Printing System.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Unsure	Rating Average
Reliability	17	27	17	9	1	43	2.31
Ease of Use	18	30	19	4	0	41	2.46
Networking Support	14	29	14	6	1	50	2.11
Virtual Printing convenience	14	27	14	5	1	53	2.03
Overall Customer Service	18	27	17	3	3	45	2.28

Q32. Mobile Print If wireless printing is available, what type of device would you use to access?

Answer Options	Response Percent
Apple	50.0%
Android	10.2%
Windows 8	26.9%
Blackberry	0.9%
N/A	21.3%
Other (please specify)	6.5%

Windows 7 (4)

I only teach one or two courses a semester. I use my home office.

Apple and Windows

IPAD , Smart phone

Q33. How often do you use Mobile Printing?

Answer Options	Response Percent	Response Count
Daily	5.2%	6
Weekly	7.8%	9
Monthly	3.4%	4
Rarely	15.5%	18
Not at all	68.1%	79

Q34. Where on campus would you likely utilize Mobile Printing?

Answer Options	Response Percent	Response Count
Neil Hellman Library	26.4%	19
Lima Hall Lab #1	1.4%	1
N/A	73.6%	53
Other (please specify)		21

Lally (3)

Alburtus Hall (3)

Picotte (2)

With office/floor printers

Marcelle Hall

Classrooms

music building

CCIM/Hearst

Not sure

My office, other common areas

Between Albertus and Science Building

1006 Madison

Not sure what it is

outside the print/copy center

Labs

Office!

Q35. As a reminder, the Print & copy Center services we offer today are: High Volume B/W Copying and Printing, Full-color Laser Copying and Printing, Variable Data/Image Printing with Mail Merge. Large Format Printing/Scanning, Scanning Services, Stapling, Cutting/Trimming, Booklet Making, Covers, Comb Binding, Spiral Binding, Tape Binding, Collating, Drilling, Folding/Inserting, Labeling, Laminating, Wafer Tabbing, Scoring, Perforating, Padding, Foam-core Mounting, Fax services, and Confidential Document Destruction. Are there any Print & copy Center services we could improve upon or additional services you would be interested in?

So far so good.

Since I do not use it I have no comments

There needs to be a color copy machine for the art students at Brubacher Hall. Our students have a real need for this service.

I don't know.

No...I think you're all great - in service and personality - have helped me out tremendously and sometimes on little notice!

Please do outreach to adjuncts. Most of us are not sure if we are even allowed to use these services or in the dark about them. I print everything at home at my own expense for my classes. I have for six years now.

The biggest issue is repair of copiers/printers. We have had an ongoing issue with the copier on Lally 3W where the stapler has not worked properly for a year now (they fixed it once, ordered parts, fixed it again, but it just keeps breaking, and we have to staple documents by hand. Also, the quality of the copies are consistently bad, and when the technician cleans the glass surface, it is only a few days before the quality is poor again. We can land a rover precisely on Mars, but we can't make a reliable and decent copier/printer. SMH!

Picotte Hall is far from main campus. It should have a more substantial copier, like the one across for the Athletics Office with stapling capabilities. It also prints very slowly relative to other copiers on campus (the one on the second floor of A&H, for instance, prints much quicker.)

There needs to be a more systematic, reliable way of communicating with staff to let us know that a print request has been received and is ready for pick up. I found that if I sent requests after hours I would not receive a notification. I had to call the Print Center to confirm. If I sent during regular hours, the notices were inconsistent.

USB privileges for printers

There are several problems with copying I would like solved. In Brubacher, I have to leave my office and walk to the opposite end of the building to release prints. This is not a good use of my time. I realize it's a cost/efficiency thing for the campus, but it certainly is inconvenient and not time efficient for me when doing work at my desk, to not be able to print out single copies of items. Imagine Advisement Day and how onerous this can be. The second big problem is no color printing in Bru. I have to go down to Picotte, which means DRIVING, PARKING downtown, then printing, then coming back, reparking to drop off work, etc. I try to be as efficient as possible, and print a load of things once or twice a week close to when they are needed, but that's not very fair to the students in the labs at Picotte. The items that are being developed for printing are done close to when they are needed and are large format so spooling them over to Usherwood on campus is not a solution. Especially as they sometimes (often) need to be reprinted. Finally, the Pharos release system has some, uh, interesting glitches. After releasing work to the printers from the card reader station, MANY times this semester I've experienced that the file never prints, and never appears in the print queue. Has it been charged to the department? I don't know! What's the procedure for reporting it? I don't know! The whole department uses the color printers, but the only faculty who are trained in the system are graphic design faculty. This has been a PROBLEM that needs addressing.

Print with visual check first. The computers at the print center are entirely different from those in faculty offices, so documents get changed when opened on a print center computer, and then are printed in the weird wrong way. Severe mailbox size limitations imposed by John Ellis as a punitive measure to faculty who publish prevent the use of the obvious solution which is to send docs to the print center as PDFs which are several times larger in size, so the email system won't handle them with these severe email limits. Why is John so angry about faculty publishing?

No - I do most of my work with students online through WebAssign which is paperless.

Stop machines from printing out an additional sheet with every single copy job. You waste the paper you purport to want to save. Quite ironic.

We have ongoing issues with the color quality in large-format poster printing (usually too dark).

Would like a printer for the second floor of our office bldg.

The Usherwood staff is great; very helpful and courteous and rarely do they get enough credit.

I would just like more photocopiers and printers in my building. The Print and Copy Center people are great though. Thanks especially to Jason. Jen and Trey are also pretty excellent.

Q36. Please rate your overall Customer Service satisfaction level with the Mail Center.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Staff's level of knowledge of services	37	30	12	3	1	36
Staff's level of helpfulness with services	42	25	14	1	1	35
Staff's willingness to provide quality services	40	25	15	1	1	36
Overall satisfaction level with the Mail Center staff	36	29	15	2	1	35
Overall satisfaction level with the Mail Center products and services	35	28	15	1	3	36

Q37. As a reminder, the Mail Center products and services we offer today are: USPS Stamps, Money Orders, Domestic and International Shipping, Shipment Tracking, email Notification of Shipment Arrival on Campus, Bulk Mail Services, First-Class Mail Presort Discounts, Mail Piece Design Support, and Mailing Address Database Services with USPS Certified Software(including National Change of Address). Are there any Mail Center services we could improve upon or additional mailing services you would be interested in?

Would like my mail sent to the Math & Sciences Office so I don't have to keep going over to get my mail...

So far so goo.

Serve Coffee and donuts?

Yes. The pickup mail service to Picotte Hall is erratic and to often inconsistent. There are times when the mail is not picked up daily and we have gone for several days without mail pick up due to the regular delivery person away for sick or leave days. We have time sensitive material that cannot be postponed for delivery to the main campus or US Postal Delivery. Someone must be available to pick-up our mail each day, Monday through Friday.

no...again...consistently personable and knowledgeable.

Tax forms for filing season?

Mail center staff have not received even basic training in the USPS system. So they refuse to fill out forms which are USPS required, and then high-priority mail simply does not get sent since the required forms are not complete. This has happened multiple times.

Keep better track of books. I lost a book this semester because it was delivered to the wrong building and no one in the building knew where it was. Didn't want to ask for another copy because this was already my second. Never did get the book--vanished into thin air.

I commonly do not get notifications that I have received packages. If the notifications are sent by email, they're being caught in my spam filter. As a result I may not realize I have packages for weeks. The card-in-the-mailbox system was far more reliable.

Sometimes my mail comes to my M&S mailbox, sometimes it goes to my mailroom mailbox. I would prefer it just got to one, ideally my M&S mailbox.

I would like the ability to use a credit card.

Don't give faculty a mailbox in the EAC. Deliver our mail to the school offices where we are more likely to check it!!

"taking debit and credit cards. How about our Golden Knight card as a payment source.

Mail time were changed. VERY inconvenient."

Q38. Do you use Golden Knights Kash?

Answer Options	Response Percent
Yes	4.9%
No	95.1%
If no, why not?	

Don't know what this is. (18)

don't need it (8)

can't really afford to purchase on campus food - beverages

I use Cash.

I do not have one.

Doesn't serve a purpose for me that my credit/debit cards can't handle.

More of a hassle than cash/credit

One more thing to worry about; actual cash works fine.

I am faculty

I've never felt the incentive or need to use it.

dont know how to get it on my card

Q39. How often do you use Golden Knights Kash?

Answer Options	Response Percent	Response Count
Daily	0.0%	0

2-3 times each week	16.7%	1
2-3 times each month	83.3%	5
Other (please specify)		18

Never (17)

what is it?

Until it runs out

Q40. Where do you use Golden Knights Kash?

Answer Options	Response Percent	Response Count
Camelot	71.4%	5
Starbucks	85.7%	6
Main Dining	57.1%	4
Burger Studio	14.3%	1
Campus Store	0.0%	0
Computer Labs	14.3%	1

Q41. Would you like to use Golden Knights Kash off-campus?

Answer Options	Response Percent	Response Count
Yes	11.9%	5
No	66.7%	28
Maybe	21.4%	9

Q42. Where would you like to use Golden Knights Kash off-campus? Please provide merchants or venues you would like to be able to use Golden Knights Kash.

Dunkin' Donuts (3)

CVS (3)

Tierra Roasters,

Price Chopper

pizza places

lark street

Ruby's

Madison Cafe

Curry houses

If they built a Moe's near here, then there, too

don't know

Q43. Please provide us with suggestions where Golden Knights Card or Kash could be used on campus in the future. (Copy/Print Center, or other)

I do not use

don't know

Print center

?

Mail center

NA

Spring 2014 Student Technology Survey Report

Q1. School:

Answer Options	Response Percent
Arts and Humanities	25.4%
Math and Science	20.0%
Education	42.4%
Business	12.1%

Q2. Gender:

Answer Options	Response Percent
Male	20.2%
Female	79.3%
Other	0.5%

Q3. Level:

Answer Options	Response Percent
Freshman	18.0%
Sophomore	13.6%
Junior	15.6%
Senior	18.0%
Graduate	34.8%

Q4. Do you own a smartphone?

Answer Options	Response Percent
No	10.9%
Yes, an iPhone	62.2%
Yes, an Android	25.5%
Yes, a Windows/Microsoft phone	1.8%
Yes, a Blackberry	0.2%
Other (please specify)	

I have an iPod touch 5 though

BlackBerrt with no app functions. Only calls and texts

flip phone

samsung galazy

MAC laptop and iMac

T-mobile

Q5. Do you own a tablet device?

Answer Options	Response Percent	Response Count
No	62.3%	372
Yes, an iPad	25.0%	149
Yes, an Android Tablet	8.9%	53
Yes, a Windows/Microsoft tablet	4.7%	28
Other (please specify):		28

Nook (6)

Kindle Fire (10)

Kindle (9)

Q6. I would rate my level of computer expertise as:

Answer Options	Response Percent
Expert	14.8%
Good	70.7%
Some	13.2%
Novice	1.3%

Q7. What is your primary computing platform?

Answer Options	Response Percent
Apple/Macintosh desktop or laptop	35.6%
PC/Windows desktop or laptop	60.7%
Tablet or mobile device	3.7%
Other (please specify):	

chromebook

linux laptop

whatever is available in the building i am in at school

Dell

Google Chromebook

ASUS

I also own a Macintosh laptop

Q8. How important do you consider each of the following potential campus technology elements?

Answer Options	Extremely Important	Somewhat Important	Neutral	Not Very Important	Not at all Important
Wireless network	558	28	6	2	1
Course management system (eg., Blackboard)	382	167	30	9	3
Online courses	235	181	122	30	23
Hybrid courses	160	189	182	42	18
Access of/availability of computer labs	405	116	48	19	4
Recorded face-to-face lectures	116	132	215	89	41
SMART Boards	150	191	166	64	20
Availability of technology support	404	136	45	4	2

Q9. How often do you use technology as a learning tool while in class?

Answer Options	Response Percent
Every class	20.5%
Most classes	37.5%
Several times throughout the semester	23.2%
Rarely	14.5%
Do not use technology in class	4.2%

Q10. How often do your professors use technology as a learning tool?

Answer Options	Response Percent
Every class	39.2%
Most classes	44.1%
Several times throughout the semester	12.7%
Rarely	3.6%
Do not use technology in class	0.3%

Q11. How well do your professors integrate technology into your classes?

Answer Options	Response Percent
Most professors integrate technology well	52.1%
Some professors integrate technology well	42.9%
Few professors integrate technology well	5.0%

Q12. Do you think professors should be better trained to integrate the available technology in their classes? Please add any additional information or comments below.

Yes (56)

No (20)

Some professors should be instructed on how to use things such as PowerPoint.

I think that if it provides help in a certain subject and activity that could not be quite done to that efficiency without the technology in the classroom then yes. I would not want too much in the classroom as I feel that takes a away from all the interaction that can happen in a classroom face to face.

Some professors does not have a great knowledge with technology.

Yes, some professors do not know how to properly work the technology.

I do. Technology is always improving so professors need to be always and better trained

only if it is applicable to the class - it's not necessary for every course/subject.

Yes, I think that some professors do not work with technology well and I think that if they had the proper training it will help out a lot with lectures

No but the technology support staff might benefit from further training and customer service instruction.

They seem to be well trained.

No, I love old school teaching. Stand up there and lecture.

Some of my professors are more tech savvy and incorporate technology into the class, I prefer online courses.

yes most seem very confused and are always calling ITS for help cause things are slow or they dont understand how to operate correctly.

It is annoying if the ya hers do not use blackboard so we can't keep track of our progress/ grades for that class.

Not if they don't need to

The lack of expertise in launching programs and utilizing what should be simple software is staggering. The professors in general do not provide a good image of the technological abilities of the school as a whole.

yes, especially live online courses and the smart board.

Depends

most are adequate, but one professor barely knows how to use a computer. there should be proficiency tests.

yes, this semester one of my professors did not know how to use blackboard. It caused tension between the class, as at the end of the semester, grades were wrong. Training in blackboard would eliminate this problem.

As an older student I am neutral on this subject. I think the use of technology is great however I am a fan of the old pen and paper.

No; technology does not enhance or hinder the ability of a professor.

Only issues ever are if the computer system fails such as the sound stops working, but they are quick to fix it or get it fixed.

Yes, if the resources are there, they should be used and incorporated into the lessons.

Yes they should know how to use the classroom equipment

no we got it

I think if technology is forced and/or overused it loses its value.

Some basic use of technology could be helpful.

I believe more professors should incorporate blackboard more

I think professors should have the opportunity to be better trained on the technology available in their classes.

Yes, it will broaden their teaching lessons to accommodate every learner

Yes. It helps to have different forms of presentation.

I think a lot of them are trained pretty well and utilize them!

Yes, there should be better training for some professors. Some are very tech savvy, while others don't know how to open something on a flash drive. Some professors don't even know how to get to their college email. I believe that as a school that teaches people to teach, we should have access to every class and teacher using a Smartboard on a regular basis. That is the present and future of education.

Yes definitely!

Most professors integrate is sufficiently already

All professors should be knowledgeable about the technology they are using.

So far most of my professors seem to be knowledgeable using technology

No, each professor should be free to use their own unique method of teaching.

I think my professors are knowledgeable about technology used in class.

I feel that some teachers need to take a course on how to use the technology properly.

There should be more online classes available

Yes, I believe they should because it may improve their overall success of teaching their specific topic & even increase the interest of the students who are learning the specific topic from their professor.

Yes, I do think professors should be better trained to integrate the available technology in their classes. Therefore, student can review the materials on their own at flexible their schedule.

no it is their choice as long as they are getting the material through to us effectively

Some of them. But for school counseling it is a lot of group discussion so technology is not always required.

More training wouldn't hurt the professors/

Only if they desire to.

Yes. Many do not know how to work the VCR or lower the projection screen

I think teachers need to integrate technology with little in class projects. Have the students search things in the databases or on google, and link all their facts together.

All my professors integrated available technology well in my classes.

I think they should work at their comfort level.

yes, but it's tough because they are not as familiar with the tech

Professors should take a training course on how to use Blackboard and the SMART boards.

Yes, perhaps give them training

Yes, because some teachers take up a lot of the class time trying to figure out simple technological processes, and they need to ask for the help of students.

"I strongly believe that professors should be better trained to integrate the available technology in their classes. All the disciplines in any field use technology. Using the available technology in the classes is not only for students to learn more effectively, but also for the college to be stay competitive and maintain the quality of education. Because the small size

" face to face"" courses are the most powerful college's strength, I don't think that the college needs to offer online courses. I, however, believe that all the courses should use the available technology, including Smart boards (why can""t students have a copy of what professors write on the board?) and the faculty should be trained (just like any other industries)."

The professors that don't use the technology in the classrooms are the older professors who consider the computers to be more of a nuisance than anything. They don't know how to use them, so they won't. I don't feel as though their integration of technology would be beneficial as they would simply be fighting with them the entire time.

No. They have adequate knowledge.

Yes. Even simply teaching them how to use the several buttons on the console, such as the one that controls the volume.

yes because we are 21st century learners and it is crucial to integrate technology today.

yes, it is a huge advantage to learning

Yes, if it's absolutely relevant to the coursework. Technology is not always a necessary aid but if professors expect us to use it they should be knowledgeable as well.

Yes. They should know how to use the technology in classrooms.

Some professors expect students to know the Adobe Suite, but they are not willing to teach it.

I think it depends on the subject. Some classes don't require technology to be properly taught.

Yes, some professors don't know how to use the smart board.

They could better use technology by showing more visuals while lecturing, however, too much because very chaotic.

Most are fine.

No, I think technology isn't always affective or necessary for some professors to use.

Some professors need to be better trained for use of simple technology problems like how to put close captioning on a video, etc.

I believe Professors already do a good job at integrating technology

The computer in my classroom, Albertus 206, did not work for 1/2 the semester. This was very frustrating because the professor had to have individual students pull up work on their computers and everyone had to gather around to try and view it rather than viewing it on the smartboard.

Yes. Some professors do not know how to use the smart boards and it becomes a waste to have it in the classroom if teachers don't know how to use it. They all pretty much know how to use the projector though.

I think the professor are doing quite well in integrated technology into the classes

Yes, I think teachers should know how to use blackboard.

Yes because just lecturing does not help.

I think some teachers should be trained in learning how to use the new technology. But if they wish to not use it then they shouldn't be forced to use it in the classroom.

Yes; we really need to start taking more Computer Science exams using actual computers.

One professor I've had twice can never figure out the computer in the classroom, and calls IT on a regular basis.

USE BLACKBOARD

Some do not know how to use the SmartBoard well.

My professors have been well trained and frequently integrate technology into classes

Dr. XXXXXX has no idea how a computer works.

I believe all professors should be well trained in using the technology available to them. I would suggest that there should be more support for those students who live 45 mins or more from the college when they can't make it to class.

Most of the professors seem to integrate the technology well in their classes.

Yes. I think if they knew better ways to upload and organize videos it would be helpful

yes. we have smart boards in every classroom yet all we do is look at powerpoint slides and scribble down notes before the next slide is turned. class could be way more effective with the use of videos or hands on activities

Particularly for in-person classes, I think it all depends on the style of professor. I've had fruitful classes with the traditional approach (whiteboard and dry erase marker), PowerPoint via SmartBoard and a combination of both. Technology is great but it still comes down to a professor's knowledge of the field, ability to engage students and also be supportive to students outside of class sessions.

I think it really depends on the field. Professors should be proficient in using the Document Camera and the classroom computer/projector. I think the Smartboard is more important for education classes, as teachers candidates should be afforded the opportunity to learn about using this technology for their own classrooms in the future.

Nah, I dont want lesson where the tech is the central focus

Yes, many teachers do not know how to use technology properly. They have trouble logging in and accessing power points, videos, etc.

No they are fine

I am in the art program and most know how to use the technology.

Yes. They need to understand how to use it the best way that will help the class and if they don't know what they're doing it takes time away to be learning something useful, and instead making us watch the teacher struggle and waste our time.

It would be very beneficial to have more hybrid courses for Graduate level learning. The online homework assignments through Pearsons or Wiley are very effective for expanding upon what is learned in class.

In some classes it isn't relevant or necessary. Others it is, or would be a way to improve the delivery of information. It really depends on what is being taught. Overall I think training should be offered.

I think that professors could definitely use additional training when it comes to using technology. Some of them have no idea how to utilize the computer and smart board in the classroom and at times it affects the delivery of material. It wastes class time when they are unable to figure out a simple technical issue.

eh

yes, power point lectures are just about all they use..one Prof. used Google to show us different things on the lecture

Yes, more experience with smart boards...

Yes. More faculty need to understand and utilize Blackboard.

Yes. some professors needed to be improved about technology, especially about using smart board

The less the better.

Only few professors use technology in the class. They only use power point slides for the class, some don't even use any tools. But I prefer using technology tools in the class for the better learning process.

No my professors are knowledgable about technology

Absolutely! Especially when they feel that they are not comfortable enough with it.

Some teachers do not use blackboard and I think it would be helpful if all professors were required to do so. It would be nice to have at least the syllabus, assignments, and grading rubrics posted for references.

Yes, some professors have SmartBoards but rarely use them. If better trained, they might be more willing to use it throughout the year.

No, for the most part they all know how to use the basics (like PowerPoint) and utilize blackboard well.

Yes. I feel as though some of them utilize all aspects of the available technology, however, some don't integrate it more than using BlackBoard and PowerPoint.

I believe that all professors should be trained in specific details and uses of available technology so that they can use it as a teaching tool. The more technology is involved it can be helpful for professors and students.

As an education major it is extremely important that new teachers entering the field be trained in the latest technology, including smart board training and use. We need training in the latest technology to be marketable in the field. Many of are classes can be taught on line and professors just "go over" what is read in the textbook. I don't believe I am being taught anything in these classes that I can apply to my career in education. It is very frustrating.

Some teachers should be better informed. It is nice to have our grades kept up to date on Blackboard, so we know where we stand in the class. However, I've had several professors who state that they do not post on Blackboard because they, "don't know how."

Yes because this is where we learn how to better use this technology. Many of them are well trained but some can use improvements.

For classes where it is applicable

Yes, some are unable to use Smartboards-very important in education. Many take up too much time when trying to show videos

No, all of my professors have done a great job integrating technology this semester

Some of them, yes

Yes, I feel that is dry important that the professors know how to use technology. I have taken many classes and sometimes professors don't even know how to start a DVD. I have also taken a hybrid course where the teacher can even use blackboard without several technical difficulties which makes a course like that very difficult.

Yes, so they are up to speed with the new technology

Yes. Professors should be well versed in the use of Smart boards to teacher students the importance of smart boards while teaching. Technology is the future and Saint Rose faculty must keep this in mind.

I do not think professors should be forced to implement technology in their classes. If the professor chooses to use technology in a particular class or semester than I think it would absolutely be necessary that this professor be trained on how to use the technology properly and thoroughly. If a professor's teaching style does not include technology at all than they should not be trained. However, I think that it would be beneficial is professors of all schools and ranks would be provided a periodic and or introductory [at hire] tutorial about the available technology in the classrooms. This tutorial would include BlackBoard. Onto the topic of Blackboard, in my opinion it is not crucial to have in all classes, but solely depending on the professor. If in the end of semester evaluations the students indicate that the professor did not use technology properly than that would also be a time to refresh the professors understanding of the technology. The specialized and general classes could be administered by CSR students as part of a service learning class project or by the IT department staff on a rotated or bi annual basis as an experiment.

YES!!!! I can't even count how many hours are wasted by professors trying to figure out how to use technology: smartboards, doccams, switching screen inputs, volume, etc.

My professors have all been sufficient in their use of technology in their classes.

Definitely, our society is growing more and more reliant on technology, and our teachers should be better equipped to prepare us to use technology once we graduate.

I think professors should talk about stuff and write on the board.

Yes, the class is always slowed down when some professors are unable to get their smart board to work or any computer. Also it is frustrating trying to explain to a professor that you could just email/ send a pdf/ Cd/ thumbdrive to get your work to them electronically if they are unsure how to operate this technology. They always end up making you print out a hard copy of something that is wasteful to use on paper due to their lack of knowledge with computers.

For the most part, my professors have been able to use the technology in the classroom. However, there have been instances where professors use procedures that are not efficient or rely on an aging way of accomplishing the task. I believe that if professors had the proper training for the technology available to them, things would be smoother.

As far as graduate courses are concerned, they seem to be doing just fine.

Yes. I think that blackboard is a valuable resource and teachers should post notes and other materials on the site. They should also be comfortable with uploading grades so students know how they are doing throughout the semester.

I think it would be helpful to have a FAQ/Troubleshooting Guide short course or resource available to the professors. For example, when the sound isn't working to play a DVD or VHS they could just look it up without having to call IT.

Yes better trained! Especially if they are using it everyday. Many teachers will ask students for help with technology.

Only if it will improve the course, without hindering their instructing ability.

Yes, there have been times during my classes when students had to assist the professor in using the technology in the classroom.

They should only integrate technology if they know how to use it. They should also use it if it does not consume the course. There should be content teaching over technology teaching. This is not about technology but learning how to reason.

All teachers should use a projector screen because writing on the board is not helpful and hard to read. Also all courses should be on blackboard because it helps me as a student to stay organized and visually look at all of my classes on one page

For professors that have smart boards, they should be better trained so they can use the smart board as more than just a projector for power points.

Yes, some professors have difficulty operating both the smartboard and the projector itself to show their powerpoints and other online components to the class.

They should be trained at least in the basic functions of computers and the smart boards, as well as software like Blackboard.

Use Blackboard more!

Technology is important for this upcoming generation, but the extent of this really depends on the type of class being taught.

I believe that most of the professors have enough training for the equipment that is available on campus.

Yes, relevant training may open them up to new and more effective teaching strategies that integrate technology into learning.

"yes, some do not know how to post on Blackboard..not helpful.

would like to see something besides PowerPoint.

one professor always tells us she has a 'hard time' with her computer at home and doesn't know how to do certain things..not acceptable.

I also don't think she knows how to use Blackboard because she has NOTHING posted on it."

For some classes, full technology integration would be a hindrance, but I do believe that all professors should be fully trained, and have periodic updates of that training, to use the technology available in each classroom (computer, projector, etc.).

Yes, smartboard and computer training

I think the technological systems in the classrooms should be better maintained and updated. Sometimes it is not an issue with the level of training, but the computer itself not working.

They should be better trained; however, the decision should be up to them if they would like to integrate what they learned with the class only if it will be beneficial to the students.

Yes, at least how to the technology provided to them.

Some need help learning how to use SmartBoards- they often hit an icon, causing the screen to change, and then don't know how to return to other page

Yes they should be better at integrating technology.

Yes, some of my teachers are not familiar with blackboard while others use blackboard for everything. It makes everything easier to have it all in one place, however when blackboard is down it impacts me in a huge way.

Yes, there isn't much in our classroom and they should know how to use what is available to them

As a freshman Music Industry major, it hasn't really come to the point yet where I have seen professors integrate technology in their courses, as it isn't needed. Though, when I'm a sophomore next year taking computer reliant courses (e.g. Pro Tools, Recording Engineering) I want the network to be as stable as possible throughout the year when the professors are using this technology in the labs.

Yes, I've had a few professors who hardly know how to turn the projector in the classroom on.

I think if they want to use technology and they don't know how then they should be able to get training.

Most of my professors have been pretty tech-savvy, but some could stand to post more course materials to BB, post grades to BB, etc.

Maybe have more professors learn how to do grades on blackboard so students are more informed about how they are doing.

Yes. The SmartBoards are mostly used as a projector...professors rarely take advantages of their full capabilities. Professors sometimes have trouble just using computers...like troubleshooting tiny problems or figuring out where their file went when they download something. I recommend that professors be encouraged to use flashdrives...it's probably easiest.

They should be trained on the smartboards. One professor is fine with computers and powerpoint but we were in a room with a smartboard and he didn't understand some of the differences between that and the regular setup.

Professors need to be able to handle the basics of the overhead projector systems.

Further smart board use.

I think that most professors know how to do this.

They are pretty efficient for the most part.

Yes, we live in a technological age.

Yes it can make a big difference

Older professors yes. They did not grow up using and progressing with the technology as younger professors have.

Most of the time, the professors use technology to show documents or powerpoints using the Doc cameras or the computer. If other technology was to be encouraged to be used during classes, then yes, additional training should be available.

Yes many teachers do not know how to use the internet let alone smart boards. In more than one class time has been wasted trying to explain how to use a smart board to a professor.

Yes, for example, students will have a clear idea of what the class is about, if professors post some related material on Blackboard in advance.

They are pretty good

Four out of five of my classes do my professors make use of technology. I wish my fifth professor did, but it has worked out perfectly fine.

I ThinkTheyDoWell

Just some training on the basics. I've noticed lots of teachers struggle with using the document camera.

Yes. Countless teachers rely on students to get the technology working for class. So there's basically a handful of tech genius students that run the projector part of class.

"I don't think so... Most of my professors utilize blackboard and send emails which is enough technology for me!

Certain computer systems and software that is required for classes gets confusing and seems to raise many technological conflicts with submitting or understanding how to use the technology."

No I think professors are pretty well adapted to using technology in the classroom.

Yes, some are stuck in their ways but it would be beneficial to the students. Especially requiring teachers to put grades on blackboard.

Yes, considering the direction technology is taking us in, my professors should know how to use the technology we'll be expected to use as teachers in the future.

It depends on the course they are training. If the professor is teaching a graphic design or computer based course, they should already have that knowledge therefore training is not necessary.

I think professor with online elements should definitely know the technological aspects. Otherwise it is not that important. If a teacher needs help with something, then they could ask IT before the class or visit how-to workshops offered on campus or at local libraries.

Yes, as technology is becoming a very important part of every day life. Professors should be more knowledgeable about it.

I really don't think it matters. The professors are excellent teachers and they can teach in whatever way they wish. If technology is necessary for the lesson, sure, but there's no point in making them use it just to say they use it. The important part is having relevant technologies available to students who need it for assignments and such. This survey is talking about things like video conferencing yet there aren't even enough working printers on campus.

I think it depends on their teaching style.

Yes because I believe some professors especially new ones are unable to understand the technology in front of them therefore they tend to ask students to help put the projector down, get into a program, etc.

It would depend on the class as well as the professor.

yes, some professors are too "old school"

To an extent. Sometimes technology can waste time while it malfunctions, which cannot really be avoided in the real world. However when they work right they can often help explain concepts well.

No, Most professors know how to use equipment.

I think it is pretty important that professors are trained to use the different kinds of technology.

Yes, such as becoming fluent with the Extron Media controllers. There are many professors in Albertus who have difficulty using the switches and connecting their own computers.

Professors in the school of education should be trained in using chalk and wire. Also, the IT department NEEDS to be trained on how to use chalk and wire.

Yes. I have some older professors who do not know how to even turn on the smart boards. I am not saying anything bad about them, but statistically older people do not know how to use computers, or if they do they do not know how to use them well. Training would really be beneficial for those who do not know how to use our technology.

Trained on how to use the smart board

Yes. Know how to use blackboard and smart board. Input grades online.

Yes. Some professors have difficulty operating the technology and it cuts away from class time.

No, they do fine

I think they are all very informative with the technology

Although not all of my professors have a solid technological background, most of them seem to know how to use it for classroom purposes. There have been a few, however, who could benefit from being trained in the use of modern technology.

Yes, if the technology is available, it should be used. Blackboard is not used to its fullest potential. Paper submissions are by email instead of by Blackboard.

Majority of my professors utilize the available technology in classrooms including the desk tops and the document cameras.

Not necessarily - Each professor has their own teaching styles and sometimes technology is not as necessary. I think powerpoint is the most essential technology.

I don't think it's very important in the Arts & Humanities, though a basic knowledge of technology is if they decide to use it.

Yes, I believe some teacher should have more knowledge about technology, computers specifically. Especially in math courses where they require you to use the computer as a calculator.

Yes, I believe they need more opportunities to learn to use all of the different features that the SmartStation offers.

No, I think that traditional note taking works fine.

Everyone should get info on how to use the smart board if it is available.

I think it depends on the professor and how their teaching style is. If they are going to teach the class lecture-based or hands on, then there isn't as much need for technology as say a professor who is using lots of power points and technology-based components.

Yes, because technology plays an important role in facilitating learning.

Yes, I think professors should at least have a preliminary lesson in how to open certain essential programs (i.e. Microsoft Office programs) and should be able to know their way around these programs.

yes, some know how to use it but others have a hard time.

Yes, some of them could use a course on how to work with the projector.

Some older professors do not understand how to use technology even as simple as PowerPoint. There should be an available training for those who want it.

No they are good with technology !

Yes, it makes it more interesting.

I think it might be helpful for those who struggle with technology

They struggle most with youtube, always have two videos pop up and not understand that they need to close on out. Also with the white screens that come down, most professor do not know how to use the control pad to bring it up and down. Professors should know how to use the technology in the rooms they teach in.

smart boards for every class!!!! Teachers should present more engaging and student centered instruction

No- the level they're mostly at (using boards for lectures) is appropriate

Yes- how to work smartboards

Yes, technology is genius! With advancement in technology, teaching and/or teaching style becomes easier.

Yes, possibly a good idea.

Even if they are it most likely wouldn't help and would thus be a waste of money and time

No, I don't think you need technology to teach science. What they are doing now, is fine.

Yes, some professors do not know how to adequately use technology services and waste time during class.

Most use powerpoints so I think they are fine

I think most do a fine job with the technology

Yes. Some don't even know how to turn the console on.

Yes, at least train them to use BlackBoard.

Not sure whether they need better training or that the technology needs to be better. In classes where the professors use technology, they have often had trouble accessing the internet through PPT links. Most often this occurs with videos.

Some more than others yes

Yes. Often the technology seems difficult for them to operate.

Yes, there are several professors that need students to set up technology for them every class.

So far there really hasn't been an issue where there has been a major technology fail. Worse thing has been a room without a smartboard.

I feel that saint rose professors are perfectly trained for the courses.

Yes they should because I have had teachers where they have no idea on how to get to a website. Also have had a teacher for computer science, he was supposed to teach us how to use scratch program. He told us himself that he doesn't remember very well how to do it himself. Told us just to play around with it and we will get the hang of it. To look at our textbook as well.

I think it depends on the class. If it is a class that is technology based then yes.

Yes!!! Teach them how to input the grades on blackboard.

I think professors should be given the opportunity to train more for technology such as smart boards. I have one professor who does not know how to use a smart board, and a few who could have simplified their smart board lesson by utilizing the technology the smart board offers.

No they're pretty knowledgeable about technology

Yes, and ensure students following the technology.

Yes. They should also use the technology at hand.

No, most professors in the psych and CJ departments have good understandings of the technology they need to use (powerpoint, SPSS, etc.).

It depends on their teaching style

Yes. Should have courses on how to operate a smart board. They are in most education classrooms and the professors do not know how to use them very well

Yes- especially with Chalk & Wire and the Smart Board

Yes, what's the point of having a smart board when half the time they are never used. To me that is a waste of money.

Yes, or at least they should be better trained on how to use the technology inside the classroom. A lot of time is wasted because professors are unknowledgeable about the technology and it takes them a long time to get things set up.

Yes I feel like a lot of the teacher should receive training

My professors are currently trained appropriately.

Yes. I had a 10 page term paper on a flash drive that got wiped clean and I had to rewrite it and turn it in later with a heavy penalty

Most professors are proficient in computer technology.

Yes. Some teachers do not even know how to use blackboard or PowerPoint.

Yes.. Especially with smart boards.

No they seem to have a good grasp for the most part.

yes because technology is a major part of our culture now.

Yes especially adjuncts

I wouldn't say they need to be trained about how to use technology in their classes. If they wish to use it they should know how to operate it though. Some teachers have trouble with that

I think professors are pretty knowledgeable. The only issues occur when something unexpected happens or something breaks which is completely understandable.

Yes, my teacher sometimes struggles because the computer isn't working for class.

No, for the most part every professor knows how to use the smart boards and access blackboard.

Most of my professors are very well educated and manage to use the technology in the classroom proficiently. All of my professors have integrated technology in the classroom in one way or another

Yes, most professors struggle with using the technology, which wastes class time.

I think they should be trained more in the usage of the computers and projectors in the classroom. Not so much this semester, but in the past, I have had professors ask the students for help with setting up a DVD or a video to show in class.

yes they need to know how to work smart boards

Yes but teaching style should be a personal preference. Being forced to use a certain type of technology may take away for the teaching experience.

Some should be others know what they are doing

Some of them

Yes, some professors find the teacher stations in each classroom to be intimidating and challenging to use, so they end up not using the computer or smartboard at all.

Q13. For each of the following technologies/internet tools, please choose the option most relevant to you:

Answer Options	I currently use as part of my courses	I do not use but believe it would be useful in my courses	I do not have use for this technology in my courses
Video Conferencing/ Web conferencing	48	197	339
Course Management System (e.g., Blackboard)	537	29	23
Social Networking sites (e.g., Facebook)	132	159	295
Wikis/Blogs/Journals	243	165	176
ePortfolios	155	183	245
SMART Boards	287	174	124
Cloud/Online File Storage (Webfiles, Google Drive, Dropbox, etc.)	248	204	130

Clickers (Student Response System)	49	249	281
Video Editing	67	181	332
Lecture Capture (Viewing recorded classes)	70	300	211
Streaming Video	139	222	219
Video Cameras	83	193	303
Document Camera	175	164	237
Smartphones	189	191	200
Tablets (iPad, Android, etc.)	147	235	198
iPod/MP3 Players	78	158	341
Laptops	356	143	72
Other (please specify):			
One of my professors used Webassign.net in the Spring 2014.			
My favorite thing that professors use is the document camera!			
chalk and wire			
YouTube			

Q14. Do you use smartphones/tablets/mobile devices for note taking or other educational activities?

Answer Options	Response Percent
No	36.1%
Yes	24.4%
Some	26.1%
Never Tried	13.5%
If so, what educational activities do you use it for?	

Note taking (55)

Blackboard: Course Content, PowerPoints (38)

Google, research, online dictionaries (29)

Checking e-mail (16)

Calendar/Course Organization (14)

Homework/Assignments (12)

E-textbooks, online reading (9)

Recording Lectures (7)

Photos of white board notes (4)

Social Media for class assignments (4)

Device Calculator (3)

Laptop/computer replacement (3)

Fact checking professors (2)

Translating (2)

Test taking

Working on music

I use the music apps (tuner, metronome) as well as organizational apps.

Looking up musical scores/sheet music during class (Music Theory) to avoid printing too much

Pinterest for inspiration and process in design.

I use it in Spanish when we are writing and I need to look up certain words in the online dictionary called wordreference.com

Electronic data capture

I prefer taking notes in a notebook

Different apps help to study - IE for my anatomy class this semester there was an app that had diagrams you could look at from several different angles and rotate - this was helpful for the class.

For special programs like "Geometer's Sketch Path' , " Maple"

I take pictures of notes teachers write on boards. It is quicker and easier for me and I can concentrate on the content versus writing.

Videotaping lessons I teach for edTPA

If we go on a field trip, i can just take notes on my phone rather than carrying a pen and paper.

I have used my iPad in the past for taking notes during lectures. A lot of professors do not allow this, as the idea is generally that the student is "playing a game" on the device whereas they are using it as a notetaking resource.

Disability Services needs to be reworked to include many of the new technologies to help students learn.

I use it mostly for audio recording my tutoring sessions. I feel the college should provide a recording device when recording is required.

Common Core Apps

It is easier to take out the notes app on the iPhone to write down a quick thought instead of opening up a new document on your laptop, and sometimes easier than taking out a piece of paper. This could be used for a simple reminder/writing down hw or for me, if a thought popped into my head for a poetry assignment, I could easily access it later on.

I use certain apps for educational purposes in conjunction with the document camera.

Papers, lesson plans, portfolio, websites

Teachers do not allow this in class

Music Technology, Business and daily calendar events

I use it to take pictures of notes either to be used by myself personally or to share among friends. Having a picture of notes, information on the board, or of other sources of information makes going back to it much easier and more convenient, especially when working with a partner. Also, in some classes, the professor would have us log onto a website with a social classroom to answer questions regarding homework. In this case, a phone was needed to be able to answer the questions.

I use a flashcard app to help me study for tests and use the Blackboard app to help me keep on top of notes, assignments, and grades in my classes

Liberal Education: Reading; it's cheaper, lighter, and more convenient to download all the books required for literature courses on iBooks.

Graphic Design: Most of my work requires a tablet or laptop.

Note for Photos to edit/print

Use apps for speech intervention ideas and games

Recording and taking photos for student teaching

Making flashcards to study, writing essays/responses,

Q15. Do your instructors allow you to use smartphones/tablets for note taking or other activities in class?

Answer Options	Response Percent
Never	15.1%
Sometimes	54.6%
Always	11.1%
Never tried/Unsure	19.2%

Q16. Are there any types of technology that you have seen used (at another institution, school, district, or a conference, for example) that you would like to see your instructor(s) use?

Answer Options	Response Percent
No	93.2%
Yes	6.8%

Clickers (7)

Tablets (4)

Lecture Capture (recorded lectures) (3)

Videoconferencing (2)

Smart boards (5)

Smart boards for all classrooms. I received my bachelor's degree here for English Ed. 6-12 and now a Literacy Major and at times I had classes where there are no smart boards. Many public schools today ave them and for, us, future teachers it is important we use them. Several times I wanted to show the class something or present something during class and I did not have excess to a smart board to show them. Education classes should be in classrooms with Smart boards.

Students receive iPads for all four years to download textbooks, take notes, and such. It's a great incentive and the apple tech support is a great plus. I'm sure there is a grant for that.

Laptops!

Please use online course evaluation! Students can spend more time and take the survey more seriously if it's online.

AN OPTIMAL ST. ROSE WEBSITE - website development IS technology, and our's is VERY POOR.

Linux workstations

microsoft digital storybook, on-line tools google apps, dreamweaver website design and apps, smart board training, i-pods

Many technologies for notetaking. I would be thrilled to have this discussion with someone weebly

Snow days cause a lot of classes to be missed, so instead of missing class and not getting caught up on a writing tablet that hooks up to the computer and that image is projected. we see what they write!

Google Liquid Galaxy

Google Drive. You can easily share work with fellow students, much easier than Blackboard, plus we already have it connected to our emails so it's available, just not used.

Smart tables

Less Laggy computers

Moodle not blackboard moodle is so much easier to use

Groups on social media sites.

Q17. Overall, how satisfied are you with the computer labs?

Answer Options	Response Percent
Very satisfied	17.4%
Satisfied	56.3%
Neutral	15.6%
Dissatisfied	4.4%
Very dissatisfied	0.9%

Q18. In terms of computer availability, how accessible are the campus computer labs?

Answer Options	Response Percent
Always an open seat	27.7%
Usually available, short wait	52.3%
Usually a wait	8.1%
Very hard to get a seat	2.5%
We do not have a computer lab	0.4%
I do not use the computer labs	9.1%

Q19. When you use the computer labs, are the computers functioning properly?

Answer Options	Response Percent
Always	19.6%
Usually	60.7%
Sometimes	11.4%
Rarely	0.9%
I do not use the classroom technology/ I do not know	7.4%

Details (Please be specific with a building or room number so that we may address an issue):

don't always have the program needed and difficult to download..

Centennial Hall where the print is not large enough and the mouse is often missing. Also, I believe there is only one computer. The wait is not worth it. The computer is often slow.

In Picotte the computer normally are very good and useful probably the biggest concern is the printers, large files and lots of use cause issues in getting work done

Lima not all of the printers are registered to the printers

Slow internet. Slow to open programs for most computers. Software in CCIM Music Tech Lab is very glitchy.

The printer in the midi lab in CCIM is rarely ever working correctly. A lot of the computers in the midi lab do not work correctly. Some do not recognize hard drives, some freeze, and others have problems opening Protocols.

Lima printer

Library first floor

Library

The computers in the curriculum library in Lally tend to have the most problems

Library apple computers are getting slow and buggy

Library

One of the comp labs in Lally (048 I think) the printer didn't work.

in the library the mac computers take forever to log into because so many log in and saint rose links pop up before you begin to navigate

Lally was having issues.

comp sci department workstations very very slow

printers are not always the best

Albertus four floor are extremely slow

The printer in CCIM is more often broken than not.

The computers in the basement of Lally which I had a class that used WebAssign which used Flash Drive did not have it installed on all computers. Or in Albertus 4th floor.

They are awfully slow.

A lot of the programs that I use are either not setup or are not setup properly. This is the case campus wide.

The library often has issues with the printers which makes for a huge hassle since I rely upon them to print out my papers.

Have had trouble with computers in library and in CCIM on different occasions. Lima lab is always good place to go but people are too loud in there!

I frequently have trouble saving my files

Albertus, 4th floor, the computers that are not in a college room.

For all computers on campus, I need to remember not to plug my USB drive in before logging on, or else the computer refuses to recognize it. The only solution is to restart or move to a different computer, which is a hassle when in a rush.

the computers in the curriculum library never work well

I usually use computers in the Curriculum Library. Sometimes there's a "do not use" sign on one but it doesn't say why.

sometimes they are really slow

The macs on albertus four suck

There is a computer in the tutoring center in St. Joe's that never allows you to log on.

The Macs in Albertus are very slow and the printer rarely works.

massry needs at least some computer in it.besides the classrooms!

They are really slow sometimes

Lima Lab

lima

Lima Lab

Sometimes when I try to log in on the computers in the library, it says that I am logged in but the desktop never shows. It is just a black screen. This has happened multiple times and it made my limited experience trying to use the computers in the library unsatisfactory.

Lima

Some of the computers in the lally curriculum library, are not able to print, and are not updated with word Internet connection appears slow on certain computers.

But, some little dysfunctions like defect keyboard and mouse (Albertus)

Lima Lab Mac computers for Graphic Design ar not nearly as efficient as the ones in Picotte. Programs such as Illustrator, InDesign,Photoshop and Universal Type freeze constantly or do not work properly.

The computers in the curriculum library are brutally slow. Maybe get them their own wifi? It takes a long time to do anything on those computers. Even logging off took 5 minutes and I was late to class.

In the library yes. In picot the internet is constantly crashing.

but so slow

Only used a computer lab once in a class. Things worked fine.

Lima basement

Sometimes the desktop computers in the library won't start up, but usually you just need to restart them or try a different computer.

Except in the Curriculum Library there are always a couple that are down. Two computers won't open PDF files

Takes at least a minute to log on. (All library computers)

Links dont open, had issues with wordpad and my computer science course, alot of computers dont have the same programs

Sometimes they are very slow logining in in the library.

The lab in the basement of Lima has a very slow internet connection and the printer never works.

Q20. In general, how satisfied are you with the general classroom technology?

Answer Options	Response Percent
Very satisfied	19.1%
Satisfied	61.8%

Neutral	14.9%
Dissatisfied	3.2%
Very Dissatisfied	0.0%
N/A	1.1%

Q21. In your classes is the classroom technology (projector, teacher station, sound) functioning properly?

Answer Options	Response Percent
Always	22.8%
Usually	64.4%
Sometimes	11.2%
Rarely	0.5%
I do not use the classroom technology / I do not know	1.1%

Details (Please be specific with a building or room number so that we may address an issue):

Professor XXXXX is dumb and doesn't not know how to use it.. you should teach him

Albertus. The third floor lab room with the rocks needs serious help with the sound system. These are classes that uses videos often.

normally teachers are not clear on how to operate it properly normally the professors in albertus i find

It works after I usually have to tell the teachers how to work things.

The computers in the recording studios and post rooms sometimes have problems. The post rooms will freeze often.

Albertus 101 frequently has problems with the sound.Usually my instructor has to fiddle with settings both at the staion and on the computer to get it to play.

Albertus 206

Albertus

I can rarely use the technology in the Curriculum library because they've always got boxes scattered everywhere so tables and computers aren't available. Plus, the librarians gossip and always talk VERY loudly. Please address that issue.

Social Work building

It is frequently faulty in room 303.

In Albert 212 room, the projector turns purple color for a while, it didn't fix until report to someone to fix it.

We tried to skype with a presenter in school psych class can't remember the classroom it wouldn't work

There were a few times where the technology worked but the teacher did not know how to use it.

Albertus 111 computers/ printer

Projector in Massry 101 is broken sometimes.

205 is notorious for laptops and other devices not wanting to connect to the screen.

Many of the rooms the smart boards do not work, which is frustrating because we as students are paying for such technology fees.

CCIM 121 often has an issue with teacher station but professor calls ITS

Albertus Hall 105

In Lally room 123, we had difficulty viewing a DropBox video on the Smart Board- it was loading for over 45 minutes and would not work, and finally the sound worked but the video still did not

This may just be because of the professor's lack of tech understanding.

Albertus 223

Albertus 107- lamp of projector fixed, otherwise only resolution between computer and projector a problem

Massry 301

Albertus Hall. Sometimes the sound goes out in certain classrooms.

One of the CCIM lecture rooms has a poor audio connection making music listening analysis in class difficult

Broken computers sometimes in the CCIM

Professors do not understand how to use it.

Computer lagging issues in albertous. Mac carts being refused to adjuncts at picot because they're adjuncts when we needed it for lecture

Once in a while there is a high pitched ringing noise when the volume is on but there is no audio playing.

Computer sometimes isnt working, or a link they sent wont open

Sometimes you can't use the smart boards. You're unable to write on them.

Q22. How do you feel about the amount of technology in each classroom?

Answer Options	Response Percent
Too little	13.2%
The right amount	85.3%
Too much	1.6%

Q23. How satisfied are you with the College's wireless network?

Answer Options	Response Percent
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Very satisfied	20.4%
Somewhat satisfied	39.3%
Neutral	13.0%
Somewhat dissatisfied	19.7%
Very dissatisfied	7.6%

Q24. Please list the most important building or physical space where the College should invest further in the wireless network:

The EAC/ Commuter lounge (17)

Massry

Picotte Hall (11)

Picotte, with the amount of work we do and devices we use it would help to have a stronger network.

All of the buildings I would use the wireless network do have it. Unless this question means upgrading the bandwidth, in that case, the Picotte building could use that. I would imagine only the graphic designers would tell you this. The other majors probably spend most of their internet-research time in the library or a computer lab. For the graphic designers, we are always at Picotte because the printers are there. Speaking of which, we really could use better printers that don't break right before projects are due. And maybe get printers in the library that can have the ability to do stack bypass and 13x19 paper.

Library (44)

Neil Hellman Library! It is a PERFECT location, because nearly the whole student body is there, trying to get work done!

The Library. This is where students do most of their work and it's very important to have a strong wireless connection in order to not lose work that hasn't been completed or to be able to get work done on time and stress-free!

After, the library closes it is where most people do work. However difficult when there are deadlines to meet but the server goes down.

The library and the EAC are tied, because commuters and residents alike share these spaces and are usually where most people get work done.

Residence Halls (49)

Wireless networks sometimes go in the out while I'm in Maggin hall which makes it hard to do my work at times.

In the dorms, I had a hard time in carondelet hall this year with the wifi

The wifi barely works in Kateri Hall. For some reason it has such a low connection

Dorms. Especially those on the corners of campus. I lived in 908 Madison and the wifi was very spotty.

The dorms. There were multiple times throughout this current school year that my computer was not able to connect to the wireless network. This made completing assignments difficult. My roommate did not have any difficulty in connecting to the wireless. Also, in some classrooms, the wireless was tricky.

residence halls, in particular, Partridge st

Morris Hall

Housing along madison

Brubacher Hall (15)

Centennial Hall (5)

Centennial Hall. The wireless was great when I lived on the fourth floor towards the middle of the building. Now that I live one floor lower on one of the sides of the building the network is beyond unreliable and frankly frustrating. It registers as nearly full strength but you can forget about any connection sometimes for half hour chunks of time.

Quad/Campus Green (13)

Albertus Hall (30)

Lally (24)

Please do something about the curriculum library. Sometimes the wifi does not reach, and the librarians are so overly obnoxious that even my headphones can't drone them out. It's supposed to be a library and they make it seem like a common area where everyone can chat freely, when most of us are actually trying to study. Please make it more like a library and less like a social.

Massry Center for the Arts (8)

There Is None In The Basement Or Rehearsal Halls Or Some SPots Around The Building."

Lima Hall (7)

My room in Lima hall, second floor room 210, never got the wireless all year. I had to use Ethernet for my laptop and rarely got anything on my phone.

Lima Hall Computer Lab (3)

Huether School of Business (8)

Science Center (4)

Parking Lots (4)

Bathrooms (2)

Academic Support Center (2)

Everywhere/Campus Wide (10)

The Campus Theatre

I think there needs to be more of the wireless network completely in the borders of the college signs as in everywhere in between. I actually do not think it should necessarily be outside even though I have used it that way sometimes, because people may abuse it, thus taking away from everything around them. However, there are some buildings the farther you go in one direction or another where the wifi is weak and needs strengthening, certainly in those buildings.

wireless network doesn't always connect properly. Especially for future students a set up table should just instruct students studying how to connect to the st. rose wireless network properly saves time for the students who need the time to study and the time of the IT techs to fix connection issue between network and students tablets, laptops, smartphones...etc..

Printing and more macs

i've never had a problem in lally, albertus, or massry, keep up the good work.

Recorded lectures, hybrid classes

The off campus buildings;

off campus apartments haha

The outskirts of the campus

outside but on campus like (side walk)

I can usually get WiFi wherever I choose to study or in classrooms.

From my experience, it has been evenly distributed and I have not experienced much disruption.

yet to find a place without it

Wifi is terrible. Always cuts out or takes forever to find a wifi that works. SO FRUSTRATED WITH ST. ROSE WIFI ALL THE TIME. I COULD NOT WAIT TO LEAVE AND GET HOME TO WIFI THAT ALWAYS WORKS. STROSE WIFI HAS GOTTEN EXCEPTIONALLY WORSE THIS PAST YEAR. SO BAD SO SO SO BAD

We pay a lot for technology and many times it does not work. This is extremely frustrating

Network was fuzzy the entire year. I am not sure if it was just my phone or it was the wifi.

The network seemed to be down a lot everywhere.

The whole campus needs more and better bandwidth and wireless connectivity. I'm not sure that there is one space that needs it more than the others. There's simply too much traffic in general for our current infrastructure.

Oddly, Blackboard doesn't always work when I'm using my laptop on campus.

My phone never seems to stay connected when I'm in the gym and trying to listen to pandora. it really puts a damper on my work out. Also in gollub hall I had issues connecting on the top floor where my room was.

I can't really indicate a specific place since I generally don't have problems with the network while on campus.

I don't have any thoughts on this, but The wireless has gone down pretty frequently this past year, and it was VERY inconvenient.

I just think an overall fast WiFi system would be better

I have access in the space I use around Albertus

In general, I'm satisfied about wireless at school.

I'm not sure as I generally only go to three buildings on campus.

I currently live in a house on campus that has terrible connection sometimes. I am not sure how other houses are but I would think it would be good to work on the connection in the dorms. I never have really had a problem in other places such as the library or EAC with connecting to the internet.

Don't know as I don't use the wireless network

It's rarely available in the study rooms

All buildings with specific areas for students to study really. Most importantly the library, computer lab buildings throughout campus, and student building.

No specific building, however I seem to have the most trouble in Lally. Yet, all over campus the WiFi is spotty, and I frequently become frustrated when attempting to access it from my phone.

I feel that most spaces have adequate wi-fi accessibility.

I have tried for two semesters connecting to the wireless network and have yet to connect.

Also, separate networks for every buildings.

I often have trouble getting connected to Internet in my classrooms

I utilize the campus center and library the most, but feel that it has great wireless networking basements

I have difficulty accessing the Wireless network on my Android phone

Honestly I just think you should invest in a faster wireless network. I know, that's a really hard task to manage, but once fall rolls around again the incoming freshman will slow down the network. It happened with my year so I don't see it stopping. I would just prepare for it in case it does happen again.

I spend most of my time in the School of Ed, which already has a pretty solid wireless network and the tech is fantastic. Not sure what other buildings to invest in....

I am usually in the education building. The wireless is pretty good there...it's important that it is strong throughout the building (end of hallways, library, forum) and not just classrooms.

Also, putting student accessible computers with music related software in massry

Wireless should be updated to match the need of both academic and entertainment since student are the ones playing to be able to use certain features of the network. Possibly create a separate network for classes and res halls.

Wifi goes down too often.

All seems fine to me ... thought the basement rooms (Albertus and Lally are a bit difficult at times).

Not sure, but my computer has very slow wifi connection.

I personally am always using it in Albertus.

I've found it too hard to log on to the wireless network with my laptop no matter where I am on campus

I think adding another computer lab or making the computer labs in some of the academic building public, there would be less of an issue of trying to find a computer to connect to for work purposes.

The wireless network covers all the buildings I see significant on the campus, I always have internet connection.

This year was rough, I hope it is fixed for future students.

All of the buildings should be boosted in the wireless speed.

Just getting the wireless internet to go faster, or the computers, it takes a long time just to get them up.

I think you should first focus on maintaining the wireless network where it already exists. It doesn't work a very large percentage of the time.

Computers in the lab which has Visual Logic downloaded

Blackboard

I primarily use ALB, the library, and the Starbucks Lounge, and have found the wireless network there satisfactory.

Make connecting to their wireless network easier for all types of laptop computers

Would be nice if it could be accessed easier

Q25. How often do you use Blackboard?

Answer Options	Response Percent
Always	46.2%
Frequently	36.9%
Occasionally	11.8%
Seldom	3.8%
Never	1.3%

Q26. How many of your professors used Blackboard during the last academic year?

Answer Options	Response Percent
All	23.2%
Most	47.8%
Some	22.2%
Only one	4.4%
None	2.4%

Q27. Did you use any of the following Blackboard features in your classes during the last academic year?

Answer Options	Very Frequently Used	Frequently Used	Infrequently Used	Very Frequently Used	Was not aware of / did not use
Safe Assignment (plagiarism detection)	67	90	101	5	279
Discussion board	127	151	123	21	120
Quizzes/Tests	90	139	148	16	149
Blog	75	84	121	24	238
Wiki	26	36	145	28	308
Journal	49	67	129	22	270
Submitting assignments in Blackboard	215	174	70	6	77
Announcements (sent by instructor)	250	190	59	9	36
My Grades	232	186	73	4	52
Rubrics (used for grading your work)	141	150	105	14	130
Groups	53	84	155	28	219
Textbook integration	26	50	137	30	300
Bd Collaborate web conferencing	8	23	124	20	366
Bb Instant Messenger	7	20	104	20	387

Q28. Have any of your professors used Blackboard as a substitute for classroom meeting time(distance learning courses, hybrid courses, professor out of town, etc.)?

Answer Options	Response Percent
Yes	55.4%
No	44.6%

Q29. Please indicate your level of agreement with the following statements:

Answer Options	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	Not Applicable
Using Blackboard contributes to my success in courses	192	219	69	31	17	18
I am better organized in courses that use Blackboard compared to courses that do not	201	154	69	74	25	22
Using Blackboard helps me stay	159	160	69	90	37	27

informed about events and activities on campus						
It is easy to find the Blackboard materials that I need in my courses	192	243	38	40	11	16
I would recommend all my professors use Blackboard	247	154	69	43	22	7
My experience of using technologies at the College in general helps me better prepare for my future	175	199	98	41	18	13
I would like to see more courses offered in an online environment	140	108	134	82	63	17
Please provide details that you feel are important:						

Offer more online courses (17)

I commute 2 hours per class I have not had one class yet that couldn't be taught on-line. Not only is the cost prohibitive, the idea again of sitting in class when we could do the same thing on-line is a waste of time and resources, part of the reason I had to drop to part-time, MOST colleges now offer on-line classes????

It can be very difficult for a person who is working full time to drive an hour plus to go to class every week. There should be more courses offered online, especially at the graduate level (i.e., CAS programs).

Online classes are a must and Saint Rose does not offer many. This is incredibly frustrating.

Online courses do not stick as foundational courses, I think some electives and general education classes can be online, but not like COM 227

I feel that some core courses that do not incorporate a clinical component could be taken online.

Online courses at the graduate level are imperative to our busy lives.

Past two online courses have not been enjoyable. Nothing to do with the technology though!

Online courses allow me to learn the information at my own pace & allow me to schedule it better into my busy busy schedule.

Many students like online courses. I like the discussion assignments because more of the shy classmates participate then.

More variety of entirely Summer Online courses for students who travel but would like to take some classes.

There should be more information about online courses on blackboard

I do not like online courses (9)

I do not like online classes and I would choose Saint Rose over other schools because small inperson classes.

I don't not think this college should have more online courses. You miss out on so much in terms of getting to know your professor, your peers, and truly understanding and enjoying the class and that part of the college experience. I could go more in depth but that's the basis of my argument against online courses.

While online courses may be convenient for those who can't attend class, the human factor is lost. To me the face to face interactions and learning opportunities are invaluable and the reason I've come back to school!

Online classes are not optimal. In-person classes are more dynamic.

I honestly don't like hybrid courses, they are detached and don't help when you want immediate answers to simple questions.

I like meeting face to face for lectures, and i do not perform well in online courses.

Online classes make the learning process more difficult. I think technology is important in the classroom, but it should be a portion, not the entire thing.

i like the use of these features to organize and keep track of whats going on in classes but do not like online or hybrid classes feel very disconnected

The only issue is online course work; I am not opposed to online courses, however I rather be in the classroom setting.

I have mixed feelings about courses offered in an online environment. If they are done well, I think it would be a great learning tool. However, I fear that if presented poorly would be a waste of my tuition dollars.

Online courses should be less expensive than in class

Professors should be required to post grades on Blackboard (14)

I don't like it when professors do not post up our grades for tests, quizzes, and other assignments for the class on blackboard because it doesn't give me the ability to keep track of my progress in that course.

I feel all professors should use blackboard to post grades in order for students to be informed on their academic performance and how to improve if needed

blackboard is awful

All my courses used Blackboard and I found this helpful. The school where I did my undergrad used Moodle and I feel like Blackboard is more user friendly.

Overall blackboard seems out of date. It is far from streamlined. I find classes that use a combination of gmail resources and DropBox are far more successful and realistic in terms of real world applications.

Good for checking grades and submitting work. That's all.

Not too many of my teachers use blackboard. The ones that do, don't use it to its full potential

I feel that events need to be better presented on Blackboard.

Computer courses

Submission, Discussion, providing materials, announcements

DO NOT PROVIDE ANY I MEAN ANY ONLINE MATH COURSES!!!!!!!!!!!!!! ABSOLUTELY HORRIBLE IDEA I HAD TO DEAL WITH

I like the fact we can submit papers electronically.

Tests and Quizzes are horrible through Blackboard. I do not recommend for anyone!

More computers should be added to the curriculum library

I would like to mention that, while I have not taken a course completely online before, I have taken a hybrid course that has not been bad when the technology worked properly. It was a pain when it wasn't working, however.

I have not had enough experience with Blackboard to adequately critique it. I mainly only use it for one class, to access the Powerpoints that were showed in class so I can go over my notes and solidify the information. Other than that, I use it to access recordings of choral concerts in which I have participated. Not many of my professors use Blackboard.

I think it would help if we had teachers create their own website. Blackboard has too much going on with it that it's hard to find what you need.

I feel that a lot of the professors don't know how to integrate Blackboard into their courses which makes a lot of these not really all that great. Blackboard though, does have a certain difficulty in it's navigation. As a general statement, it could be set up better.

The only thing that would be good is for syllabus's to be on blackboard but teachers shouldn't be mandated to use it. I have rarely used blackboard my 4 years at Saint Rose.

Some teachers don't use blackboard because they don't like it but this means that they also don't have lecture slides that we can refer to for studying. This seems like an impediment on our learning...

Even though there are SmartBoards in every room, I was never formally taught how to use the board or its software comfortably or with ease. This would have been beneficial for me before starting student teaching.

blackboard is not a substitute for an in-person teacher, it's a supplement to a good live teacher.

I feel that in person courses are more beneficial for learning the material than when they are offered online. Also, I had difficulties using blackboard using my iPad.

We need a new LMS

Professors staying on top of blackboard is very helpful.

More consistent use of Blackboard by some professors would be helpful. Also, more classes could be hybrid.

Having our study guides put on blackboard, and upcoming assignments on there as well. I also like having a slyibus on there just in case I lose mine

I would like classes that teach how to use the new technology.

Your selection of answers says very frequently used twice, think you meant to have one category be very infrequently used.

Technology is important to learning in my opinion

I use Blackboard to access course information (syllabus, power points and other notes) and track my grades. This is the first semester a professor of mine has used Blackboard to upload assignments, and I think that's great!

Blackboard is a great tool to use.

When Blackboard was down it interfered with coursework.

Notes on blackboard, further links on blackboard.

Blackboard helps me to know what's going on in classes. Everything is sent to my phone so I instantly know everything that is going on.

Q30. Is the technology at Saint Rose relevant to your major?

Answer Options	Response Percent
Yes	56.0%
Somewhat	38.4%
No	5.5%

Q31. When it comes to your success as a student, what is the one website or online resource you couldn't live without?

Blackboard (77)

Blackboard is the one resource I couldn't live without because professors rely heavily on it.

Blackboard, my classes are 90% online.

because they do not want all of the course content online and have students skip class. However, I think it would be really helpful, and if students choose not to use the class to its full advantage, that's their choice and their money.

Blackboard has been the core function for most of my courses

Blackboard has definitely been the most beneficial website used and if I had to choose another it would be the website for the Neil Hellman Library.

Definitely Blackboard. Blackboard had been very helpful. It allows me to keep track of my grades and I find that the classes which use Blackboard are much more organized.

Blackboard to see review sheets, power points, grades"

Blackboard has been pretty helpful and important to me this year

BlackBoard, it really helps me stay organized. Some professors admit they are reluctant to utilize it

I really enjoy using blackboard and the use of e-mail is really helpful in my success.

Library Databases (70)

Google Scholar, Google Apps, Other Google Tools (65)

Google Search (48)

The one website I couldn't live without google. When I need to know a meaning to a work, a concept or an equation i google it and have the answer in minutes.

Saint Rose E-mail (47)

Getting a specific Strose.edu email helped A TON to communicate with staff, professors, offices, and students."

saint rose email is the most important. connects us to teachers and students and its not stupid and complicated like blackboard

I really enjoy using blackboard and the use of e-mail is really helpful in my success.

Library Web Site (20)

Saint Rose Web Site (9)

Our current St. Rose website, which is poorly organized and has caused a great deal of stress and in-house criticism.

YouTube (8)

Purdue Owl (7)

Wikipedia (7)

Pinterest (6)

Chalk & Wire (4)

Chalk and wire- it is how I complete my undergraduate portfolio. Without chalk and wire, I cannot graduate.

Engage NY (3)

Being an education major I use engageny.org the most to look up standards.

Banner Web (3)

Easybib (3)

Imslp (3)

Wifi on campus/Better WiFi (3)

Khan Academy (2)

DropBox (2)

Coursera (2)

ITS Web Site (2)

Stack Overflow (2)

DegreeWorks

SoundCloud

Any site that provides high quality images.

I think it would be wordreference.com, because then I would feel restricted to go outside the box and challenge myself.

Creative Commons

Soc index

Asha

Oxford music

Psychinfo

I use the online thesaurus a lot.

Just Smart Board technology

Wordpress

Bibme.org

noodletools

Wiley, Pearsons

Internet

NAfME

Amazon. database

biblegateway.com

There are many for notetaking that I would suggest.

Search engines

Microsoft Word and OneDrive. The problem is that WORD is not updated to the newest version on a lot of pc's so i can't ust open word and pull documents from the cloud. I have to open onedrive online and then use the online word version and editing and printing is a real pain with the online version.

Microsoft word

Facebook. It's an informal way for students to organize themselves.

Science Direct

illiad

the internet

wolframalpha.com

Field Placement website on Saint Rose website

Dictionary.com

Spotify/iTunes OR Avid.com

Learnet

MLA International Bibliography

government websites

music resources

Photoshop Creative Cloud.

PsychArticle and PsychInfo databases

COMDISDOME database

Q32. What other questions do you suggest we add to future surveys to help the college assess and understand the impact of technology on teaching and learning? Please provide us any other comments or suggestions here.

Network & Wireless Network

How would rate the speed of the internet connection at the college? Do you think that the professor who don't use technology for their class, should be required to use technology?

Do you prefer to use wireless or wired connections, and how were your experiences with both?

There needs to be an overall rebuilding for the infrastructure to deal with how people take notes and access information for their classes.

How good the wifi is in each dorm because some dorms lack it.

Can you access the college's wireless network with your phone and what kind of phone do you have

One question could be: Are you able to connect to the WiFi? I know many people who their phones connect fine but always have an issue connecting a laptop. It is very frustrating and sometimes affects the work we can get done in the class.

How many hours per day do you use the internet?

Does the LAN connections in your student housing create a successful alternative?"

The wireless network is slow and all around not good. It needs to be fixed.

How much does the Internet suck in your experience

More questions about how wireless functions and is used and where it needs to be improved.

Ask students how much time they spend online and what they spend their time doing online. Also ask whether or not they keep their laptops/mobile devices wirelessly connected to the internet over the St. Rose network, and if so, what percentage of the time do they keep that connection active.

This past semester we were having a problem sending .7z files through Saint Rose email. As this was often how we submitted our homework, it proved to be a problem. If this could be resolved I know it would be nice for future students.

Reliability of wifi and ethernet

Ask how many times the wireless network has crashed during the completion or submission of an assignment or quiz. Some professors have a zero tolerance policy with technology issues meaning if it results in a poor grade, it must be accepted.

Printers & Printing

quality and use of printers

Printer questions

Every printer on campus should be set to automatically double sided printing. It is EXTREMELY wasteful to have the automatic setting as one sided printing. Students forget/ don't know to switch to double sided and are therefore wasting paper. Doesn't Saint Rose claim to be environmentally friendly?

more color printer on campus PLEASEEE

Why the printers don't work.

I think that its terrible that we have to pay to print. Students pay a lot of money in technology fee and charging students to print is not fair.

Printersssss!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

put a printer in St. Joseph hall

Use the money to make Black and White copies FREE again."

Printers get jammed all the time in particular Lima Lab and the only printer in Centennial Hall.

Picotte could use one more high quality printer. There are two and some Graphic Design files can take up to a half hour to come out delaying everyone else's work."

Add a printing question. I have a lot of trouble with printers at times and it tends to be very annoying. You could also add a question about how often they use the computers to do their work because in some classes I do not need the computers at all.

How much money should we allocate to each student for prints?

I'm not sure whether comments about printing should go under computer labs, but when I'm in the library (or anywhere, really), it would be helpful to be able to print from my computer, not just from the school's

computers. It seems an unnecessary step, and a big time waster, to have to use a thumb drive, email a doc to yourself, or save in web files, then go use a school computer to send it to print.

Centennial Hall could use more computers. The only computer there is always taken and sometimes residents need to go down and print.

Blackboard

All professors should be required to post grades on blackboard so students can keep track of how they are doing

Ask if we think every teacher should use blackboard

Learning how to use the smartboard and how we can make a smart notebook presentation

As for Blackboard, I find it to be a waste as most professors think we use it more than we do.

Blackboard is less user friendly than other program used at my undergraduate institution. Springfield College uses "pride Net" set up much like an iPhone. Much more user friendly

What needs to be incorporated into an LMS

Ask about grades on blackboard

Online Courses

Ask students about who have taken online classes and if they feel they learned the material just as well as they thought they would in a regular class

For students in purely online degrees, I would ask if the discussion board component provided sufficient interaction and learning for their purposes.

I think that the College should understand how students feel about online courses AND how professors feel about it.

Offering online courses that are not well organized could just decrease the quality of education at the college.

Recorded classes, and as a result removing the intense attendance requirement or at least lightening it up. 2 misses classes is absolutely ridiculous, and if there is concern about missed material, recorded classes will help appease those concerned as well as provide a useful review aid for students when studying.

Should video conferencing be used in online courses?

Smart Boards

smartboards

More about Smartboard use, especially for education majors because this is something we need to know about for our future careers.

How often do you use and learn about the Smartboard technology?

Classroom Technology

Does technology in the classroom strengthen your ability to understand the concept or does it make it more confusing?

There are too few post rooms/studios in the CCIM building. Those main computers are priceless to our success as music students. If the midi lab computers in CCIM were always functioning properly that would help as well.

Need another recording studio/post room in CCIM!!!

Later hours for the communications building. Certain programs such as Sony Vegas and other video editing software are only offered on the computers in that building. It makes it difficult to get projects done when there are classes in the rooms with the computers and then the building closes at 11 pm. Having either later hours or the software available in the library or lima lab would make it easier for students to get work done.

For some reason the college has a no technology in the class room policy (or at least at Massry). We are not allowed to use our laptops or tablets in class to take notes or record lectures.

Would you like a mobile saint rose app to notify you of everything that is going on around the campus community?

Faculty

I feel like some of my professors are not technologically savvy, and because of this I am unable to explore the full potential of blackboard or other online educational tools. Perhaps if they were more aware of the program's features they would be more inclined to incorporate technology into the classrooms.

Do you think your professors are knowledgeable enough and comfortable enough with the technology? Should they have more education on latest technology?

There needs to be more training both with the professors and with the IT department on how to use chalk and wire. the teachers are expecting that if we don't know how to use it, we seek assistance from the IT department, but the IT department doesn't know how it operates, either.

I think as a student going for secondary education it would be beneficial for the students to get taught how to use the new technologies that are coming into the classroom this should be incorporated into the curriculum.

Saint Rose Web Site

ST. ROSE WEBSITE CRITIQUE

Maybe something about the school website itself. It's annoying that every time you click on a link (especially after a search), a new page pops up. It clutters up my browser with unnecessary tabs.

Library

Satisfaction with library resources available online.

Ask people about the libraries, because we are not satisfied--especially in the curriculum library.

Help Desk

If you have visited the IT help desk, how would you rate their ability to help you

How helpful is Help Desk?

Did they fix your problem?

What technology do you believe needs improvement at Saint Rose?"

Computer Labs

Maybe more specifics about the computer labs - The library computer areas are great, but the lab in Lima can be loud and smelly - I wish there was more of a way to monitor that

UPDATE MICROSOFT WORD ON ALL COMPUTERS!!!!!!

Software Updates: Each semester, please check for the latest versions of the campus' software programs, and attempt to acquire new licenses if necessary. The program that we used this year in my Geometries class was ""Geometer's Sketch Pad"" and while my professor and I had the latest version on our personal laptops, the school's computers (laptop and desktop alike) were running the old version. This caused quite a bit of headache as there were some compatibility issues between the two versions, and also deprived my classmates of some of the really useful features of the new version."

The computer labs are great, but the ThinkPad laptops we have to use in some classrooms are awful. The keys are too far apart for proper typing, the operating system takes several minutes to boot up, and hovering your fingers even remotely near the trackpad occasionally sends phantom clicks to random parts of the screen.

More computer labs should have maple and computer science programs not just the library. There are also tons of programs on the computers that if seen aren't used much should be deleted.

Do you ever find yourself needing software not available on the computer labs that are available? This will help figure out where else you can put sibellius, sony vegas and others so they can be easily accessed by students. Right now you schedule classes in the rooms that use the programs and therefore the average student has to wait for specific times to be able to do their homework with this expensive technology that they cannot afford to purchase for themselves.

If possible, adding some additional computers in the commuter lounge.

Do you prefer to use MAC computers from Apple or Windows Software computers in the Library or around campus? This question might help determine what computers to purchase in the future.

more updated computers

Computers can be slow when signing into them. Some websites don't work. Other websites take a while to load.

have better working tech equipment or a faster server

Survey Comments & Suggestions

I think this was comprehensive.

question 13 - add an "I don't know" selection option

Leave more comment space under certain questions.

Future surveys should ask whether students feel the technology is adequate and/or necessary to some classes

Scholarships, Graduate Assistantships, Fee, related courses to the major, pre-requisites

How their experience is

Ask more about the use of laptops/macbooks when taking notes.

Perhaps have a student help create this test next time to make the questions more direct to what the students might actually want.

#27 had 2 "very Frequently" options

Question 27 I assume column 4 is meant to say 'very infrequently used'?

This survey needs to be proof read. You have your instead of you in question 31 and "very frequently used" twice in question 27.

Just an FYI - There's an error in one of the responses of one of your early questions. This has probably been pointed out to you by now.

you did great.

question 27 doesn't need two Very Frequently Used columns

Rather than send surveys, I would suggest an IT staff member sit in on a course like some professors audit courses. If you did this, you might be able to understand the use of technology first hand. Personally, I feel the wifi needs serious attention. It's not an advanced technology and we should have this down to a science. Are the technology courses offered/required helpful to leading in your major?

Question #27 accidentally says "very frequently" twice, instead of "very infrequently." You should probably make the survey a little shorter to get more responses.

Make sure the question are right. On #27 the 4th column should say not frequently used. There are 2 very frequently used columns and that will mess up answers

More about computer/printer/scanner availability

Are the technologies being taught at St Rose relevant and up-to-date?

How relevant is it to workplace? Was it used more or less frequently in high school?

What technologies do you believe would be useful for your success?

What problems have you faced with the technology provided at Saint Rose?

Ask about the opinions of the TVs around campus with announcements.

Where are you having most difficulty accessing computers? Lally is very difficult to find a computer and is upsetting being I pay out of pocket for my graduate courses.

Does the use of technology in classes help students retain information better?

What type of technology classes would you like to see added to the course curriculum that will help you succeed in your profession?

I really think that St. Rose does a good job working with students and providing great access to technology and helpful with professors utilizing this technology.

Should the college offer them/offer more?

Do students prefer e-textbooks?

Do you seek help from ITS when necessary?

Other

I really like that the school e-mail is through g-mail.

I do not have any major issues with the technology at the college of saint rose.

Most classrooms are well equipped with technology.

I would like to mention that I have noticed that many teachers have both a Microsoft office email and a google email, sometimes, when you type a professors name into the "To" box both will come up and I am unsure of which to pick because I have had problems with sending it to the wrong email and the professor not getting it because they use the other platform. I have seen this with students as well.

For those who don't have iphones or tablets, how is the college accommodating those of the socioeconomic status who can't afford these luxuries?

PLEASE for the love of all that's good and holy, allow us to change the resolution on the campus desktop monitors! More than once I've gotten stuck in the Testing Center with a monitor that was set way below its native resolution, and had to suffer eyestrain due to blurry text. It's a simple adjustment, there's no risk to the machine, and you can set it up to revert back after logoff if necessary. But good heaven, when I'm in there for a 3-5 hour essay test, I don't want to come out with a migraine because I had to sit there and suffer with a rotten resolution. Not cool.

Suggestion would be that if a course doesnt involves labs and records. There should be a waiver of record fee and technology fee for that particular course

I think on campus students should pay more for the tech fee since they use the computer labs and off campus students usually do not. Also, combine tech fee for summer 1 & 2.

Library Questions

Q33. Which of the following library technologies do you use?

Answer Options	Response Percent
Computers in the Library	82.4%
e-Journals	27.8%
Laptop loans	8.5%
Online databases	71.4%
Off-campus access to Library services	46.4%
Mobile access to the Library Ebooks	11.7%

Q34. How often do you access library web pages?

Answer Options	Response Percent
Daily	5.6%
At least once a week	31.5%
At least once a month	24.9%
At least once a semester	29.4%
Never	8.6%

Q35. Rate your preference for each of these formats:

Answer Options	Strongly Like	Like	Neutral	Dislike	Strongly Dislike
Electronic books	123	173	160	52	25
Hardcover books	214	230	69	14	5
Paper books	203	235	80	12	3
Newspapers	85	166	215	49	16
Magazines	94	179	209	39	9
Blogs	66	163	225	54	24
Online material	211	218	81	12	8
Other (please specify):					

News apps

very much like full text articles linked directly to the library databases.

online journals

Online research articles from databases that I can access from home are most important!!

Prefer online formats

I am unsure of how to access the electronic books.

None

Q36. How familiar are you with library discovery services (branded All-Knight Search at Saint Rose)?

Answer Options	Response Percent
Very knowledgeable	24.6%
Somewhat knowledgeable	43.2%
Never heard of it	32.3%

Q37. Do you use any online databases available from the library's web site?

Answer Options	Response Percent
Yes	68.5%
No	31.5%

If yes, please list one to five databases that are most important to your work.

JSTOR (46)

Eric (39)

Psych Info (31)

Ebsco Host (27)

Academic Search Premier (26)

Science Direct (14)

Naxos (9)

All-Knight Search (8)

ComDisDome (6)

ProQuest (7)

Project Muse (5)

Google Scholar (4)

PsychARTICLES (4)

Lexus Nexus (3)

ArtStor (3)

MLA (3)

MEDLINE (3)

Grove Music (2)

Worldcat (2)

Luna

for the research

any of the arts databases

Idk what it's called

Soc index and Proquest

Peer reviewed articles or research

Oxford music

Music Library

The online music data bases

Business premier

Norton Music

Journals

I can't remember

Communication Mass Media Complete

Journal of Communication

The Communication Sciences and Disorders category

The music pages

Business

The online book search, as spoken about above.

Whatever one pops up first, that is relevant.

psych net

articles, education

All of the psychology and criminal justice ones

Databases used for searching journals and articles online

Academic Onefile

I use the library to access journal articles

I don't know their names

Business insight

Business and company resource

journals

Not sure - I just know I was required to do this for a research paper in my English 105 class.

I will be when I do my research paper, but not as of right now.

I used one for business class assignments in Spring 2014 and Fall 2013.

WilsonWed,

I use whatever is most relevant to my search, so I do not have a list of most important databases.

I use many of the online database but I also still use traditional books.

education journals

Mathematics

eBooks

Art Full Text and Art Retrospective

Business & Company

Business Source Premier

wall street journal

regional business news

Criminal Justice Database

Education Full Text

Library of Congress

Imslp

curriculum library

sci direct

education full text

news articles

PsycArticles, SAGE, Taylor & Francis

I used a law database for one of my classes.

the Wilson art one, and

Cost

Mass in Communications

Communication Sciences and Disorders Dome

Medical INFO

Communications, SocIndex

Ones associated with Communication Sciences and Disorders

the e-journal database

the education based ones

Yes Chicago Style

Print and Copy Center

Q38. Please rate your overall Customer Service satisfaction level with the Print and Copy Center.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know/Never Used
Staff's level of knowledge of services	153	105	64	11	2	182
Staff's level of helpfulness with services	157	109	56	11	4	181
Staff's willingness to provide quality services	155	110	53	14	3	180
Overall satisfaction level with the Print and Copy Center staff	153	104	52	17	5	187
Overall satisfaction level with the Print and Copy Center product services	145	93	67	19	8	181

Q39. Please rate your overall satisfaction level of the convenience fleet of multifunctional printers on campus.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know/Never Used
Reliability	84	122	142	80	44	44
Ease of Use	121	156	143	42	10	42
Functionality	102	128	148	63	30	42
Location Convenience	97	116	150	74	38	41
Overall Customer Service	95	112	160	58	19	69

Q40. Please rate Usherwood Office Technology's on-site service and supply requests.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Toner request	50	45	45	25	9	338
Paper Request	53	53	49	24	8	326
Technical Support Response time to a service-only call	55	56	49	21	12	318
Technician's communication regarding the estimate time for service to be completed	51	47	58	19	12	327
Technical support response time when parts are required	48	47	45	19	8	346
Technician's communication when parts are required	47	45	44	21	8	348
Overall Customer Service	58	64	51	29	10	298

Q41. Please rate the following areas with your level of understanding and/or desire for more training (please check one for each area).

Answer Options	Would Like More Training	Satisfied with Current Level of Understanding	Not Applicable
Web-to-Print Ordering	130	164	217
Scan to Email Workflow	131	175	201
Print Queue Setup (Mono, Color, Direct)	93	238	178
One Card Printing	98	224	184
Where to Find Black/White or Color Devices	83	264	162
How to Request Service	116	187	206
Where to Find a Device Service ID	120	167	221
Cash Value Centers (How to Use)	127	173	208
Invoicing/Reporting	115	137	258
Discounted Mailings	134	113	260

Q42. Please rate the One Card Print and Copy Release/ Pharos Printing System.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Unsure	Rating Average
Reliability	74	91	114	34	11	189	2.25
Ease of Use	85	94	107	31	5	190	2.32
Networking Support	64	78	111	29	7	222	2.02
Virtual Printing convenience	66	75	104	33	12	223	1.99
Overall Customer Service	65	80	114	29	7	214	2.07

Q43. Mobile Print If wireless printing is available, what type of device would you use to access?

Answer Options	Response Percent
Apple	59.0%
Android	22.9%
Windows 8	29.6%
Blackberry	0.8%
N/A	11.6%
Other (please specify):	
Windows 7 (9)	
windows	
chromebook	
PC Laptop Running Windows 8.x	
samsung galaxy	
Kindle	

Mac or Iphone 4s

This would be very useful!!

Q44. How often would you use Mobile Printing?

Answer Options	Response Percent
Daily	15.2%
Weekly	40.5%
Monthly	10.9%
Rarely	10.5%
Not at all	23.0%

Q45. Where on campus would you most likely utilize Mobile Printing?

Neil Hellman Library	73.9%
Lima Hall Lab #1	21.4%
N/A	19.6%
Other (please specify):	

Curriculum Library in Lally (22)

Albertus Hall/Science Center (21)

Lally (17)

EAC/Commuter Lounge (16)

William Hearst Communications and Interactive Media Building (13)

CCIM and a color printer too.

Massry (12)

Picotte (8)

Residence Halls (7)

Centennial Hall (4)

Huether (2)

Brubacher Hall (2)

Library (2)

Whichever building classes are in

various classes

Anywhere on campus.

any printer

Everywhere on Campus

Any place available

EVERYWHERE, especially

Offices

Throughout campus

Q46. As a reminder, the Print & copy Center services we offer today are: High Volume B/W Copying and Printing, Full-color Laser Copying and Printing, Variable Data/Image Printing with Mail Merge. Large Format Printing/Scanning, Scanning Services, Stapling, Cutting/Trimming, Booklet Making, Covers, Comb Binding, Spiral Binding, Tape Binding, Collating, Drilling, Folding/Inserting, Labeling, Laminating, Wafer Tabbing, Scoring, Perforating, Padding, Foam-core Mounting, Fax services, and Confidential Document Destruction. Are there any Print & copy Center services we could improve upon or additional services you would be interested in?

No (37)

no you guys got it all

All fine!

No, but I had no idea about the above services!

No, but I just wanted to say the people at the Print and Copy Center are absolutely amazing!!!! They are the best and are super helpful!

No, I feel that all the printing services are great as they are.

Not that I am aware of. Keep in mind the tuition is high at Saint Rose and I believe we should not be charged high amounts.

The printer at Lima lab barely ever works.

There needs to be more computers and printers in Centennial Hall

The printers are always messed up or out of paper

give us more prints per semester.

I know the school isn't highly endowed, but paying per page seemed peculiar

They are an amazing group of individuals who are more than willing to help and make sure your projects get done when needed. I am always satisfied when my work is printed down at the print shop.

All of the service available, I would be interested in.

Printing from personal devices

A color printer and lab for printing and working on projects in CCIM

I don't know many places where i can use a printer on campus. The only one i know is located on the 4th floor. it's too far and i dont have time to go there for just printing. that 's that reason why i never use a printer on campus and print everything at home. i wish that the college refund me the fees for 2 years i paid for nothing.

Professors who expect there students to complete a lot of printed projects, or projects requiring these services, should give a small presentation on how they are used to illiminate confusion.

I think the ones that we have now are already good

It would be fantastic if you could get a color inkjet plotter for posters. The Laser printer does an okay job, but everything comes out MUCH darker as a result of the laser printing process (toner gets cooked onto the page, and the color darkens as it heats). Inkjets don't suffer the same problem, though I'm aware it's much more costly to run them.

Albertus- Printer never works

Price charts to know how much it costs since only cash is accepted.

"Perhaps offer courses for the graphic designs students to learn how to operate all of those functions. Post a schedule that is open for all of the students who would like to attend for a few weeks in the beginning of each semester. Or, have a signup for a few weeks of classes. I think it would be great if this did not give us credit because my schedule is booked as is, however I would still like to be adept in this because I did not realize the printers could do most of those functions, nor do I know how to apply them.

Printers A & B at the Picotte building get jammed a lot over the semester."

Improve printer in the 4th floor of Albertus

Mobile printing! and printers available in Albertus Hall (are there any there now? If there are, I don't know where.)

The printers in Lima almost never work.

I would appreciate an increase in the amount of prints allotted. It might be appropriate to increase the money placed on the card for graduate students because I have added at least an additional \$5 a semester since I entered grad school at Saint Rose. During undergrad, I did not add money to my card.

One In Massry!

Also...A Coffee Machine Or Microwave Would Be Much Appreciated..."

Customer service

We have a printer company?

FREE BLACK AND WHITE COPIES.

Check printers daily and provide endless amounts of paper

Image printing on imaging paper

More color printers on campus, one in the Curriculum Library would be great for all of the Education majors.

Lima Lab printer does not function properly all the time.

Color printer in the CCIM!

Yes, Fax Services. I found it rather difficult to locate "where" I can fax out documents!

Get better printers.

Colour printing in Lally

Add more money to the cards, I had to refill it 6 times being in the education field. 15 isn't enough

Not charge students but limit printing number of sheets per student

provide more prints for students

Consistency of working printers at Picotte Hall

I would like to have printers in the house that would be really helpful to me when I'm doing work late at night and need it the next morning. Along with that the service of the printers isn't that great. For weeks I've been trying to use the printer on the first floor of the business school and it doesn't work.

Printing from own laptop

Q47. Please rate your overall Customer Service satisfaction level with the Mail Center.

Answer Options	Excellent	Very Good	Good	Fair	Poor	Don't Know / Never Used
Staff's level of knowledge of services	131	82	64	14	4	215
Staff's level of helpfulness with services	124	85	62	16	5	217
Staff's willingness to provide quality services	125	81	61	21	3	218
Overall satisfaction level with the Mail Center staff	126	82	55	21	5	218
Overall satisfaction level with the Mail Center products and services	121	80	65	16	4	217

Q48. As a reminder, the Mail Center products and services we offer today are: USPS Stamps, Money Orders, Domestic and International Shipping, Shipment Tracking, email Notification of Shipment Arrival on Campus, Bulk Mail Services, First-Class Mail Presort Discounts, Mail Piece Design Support, and Mailing Address Database Services with USPS Certified Software(including National Change of Address). Are there any Mail Center services we could improve upon or additional mailing services you would be interested in?

No (39)

No. The Mail room is awesome just the way it is! But if anything, the price to mail out packages could be cheaper!

No, I feel there are enough mail services.

I think those are good

Not sure, do not have a campus mailbox

Once they have my package to the wrong person and thank god that person was kind enlighten to give it back to the mail room. I was very upset because the package was my pair of glasses that cost \$200 and if they lost it I would have been very angry.

The alerts through email

Shipment Tracking

i have no idea where it's located

Sell mailers/packing materials onsite for use other than mailing a product. For example, this semester I presented a Poster at the Undergrad Research symposium. After getting the poster from the print center, I went to the Mail office in hopes of purchasing a mailer tube to store the poster in, to keep it safe. Unfortunately, I was told there was nothing like that available unless I was going to mail the poster somewhere, which of course, didn't do me much good. I had to go off campus to find what I was looking for.

I live off campus so I haven't used the mail center. But that's great you have all those services!

The woman who works there is extremely nice. I feel that the new gentleman there is not as friendly or helpful. Whenever I go there he seems to find mailing out my packages a nuisance. The ratings would have been "excellent" instead of just "good", if I were rating the woman and the young man who used to be in the mail room.

Payment with credit cards

I would appreciate if I got the email about getting a package before they closed. Most of my packages tend to be time Sensitive and this gers frustrating.

Making sure students are receiving package alert emails. I had two issues with my email notifications.

Offering boxes for mailing

USPS Stamps

Also, had no idea about these services!

Making sure mailboxes only are given to one person. My mail was stolen from needing to share a mailbox.

The boxes never unlock correctly. Should be a key system instead. My box has never been able to be opened by combination.

Accepting UPS and FedEx as a drop box location

Q49. Do you use Golden Knights Kash?

Answer Options	Response Percent
Yes	44.5%
No	55.5%
If no, why not?	

Commuter Student (45)

Do not know about it (24)

Live Off Campus (18)

Not on campus enough (12)

Prefer to use cash (10)

No need (19)

Prefer to use cash or debit/credit card (13)

Graduate Student (8)

Campus Food is too expensive (6)

Inconvenient/Difficult to use (4)

Too poor/Cannot afford it (5)

Do not like quality/selection of food on campus (2)

I will this semester coming up.

I would have to add my own cash/credit to the card...and then spend it anyway...doesn't make sense to do so for off-campus student.

Never thought about it

I was never informed of what Golden Knights Kash could be used for, so I never use it. I plan on using it next year because I looked it up and found out on my own what I could use it for.

I just use my point so I don't put additional money on my card for Golden Knights Kash.

Staff member

I'm not sure, actually. This is confusing to me. At the beginning of the Fall 2013 Semester, put a large sum of money on my student ID for use in the student dining facilities for the year (as a commuter student, this seemed like the most economic option). I have been told by some people that this is the same thing Golden Knights Kash, and by others that it is not. I've seen it ring up a few times as Golden Knights Cash in the Camelot Room, and yet it doesn't work at all in the school store. There needs to be

a much clearer communication about what is and isn't Golden Knights Cash, and what the difference is between GKC and the funds I put on my card through the dining office.

"I find that the terms ""Knights Kash"" and ""points"" to be different. If this refers to the points that I can use at Camelot, Starbucks, etc. that are included with my meal plan, then yes I use these.

If this refers to the real cash value that I can add to my student ID, then no I do not use this. I do not find any value of transferring my money to my student ID permanently whereas I can simply use my credit card for a purchase."

Don't need another place to have money. Always have my wallet with me.

Because honestly, I don't know what that is. That is different from points we get along with our food swipes?

Not sure if I have it on my card since I am a grad student

I'm not sure how to add any on to my card, as well

I don't have a meal plan

I Dont Get It At A Commuter student Which Is Total Bs. (Pardon My French)

I'm a commuter and I actually am not sure how to go about looking into loading money onto my card and such. Because I would just like to add a specific amount of money, and not buy a commuter meal plan. It's not a huge priority in my book, simply because money works too.

Waste of money.

Don't know if Grad students even have it

I spend most of my day in Picotte and there is no place to buy anything there with Goldrn Knights Kash

Because I am able to manage my money without putting it on a Golden Knights Card

If I don't use it all then I lose it so I rather use my own cash.

Don't buy things on campus often enough.

Haven't put any money on it.

Grad student didn't know there was one!

Just for printing because I live off campus and didn't know what else it could be used for

Unsure how to use it - Not a lot of information about it out there

Q50. How often do you use Golden Knights Kash?

Answer Options	Response Percent	Response Count
Daily	14.6%	58
2-3 times each week	27.0%	107

2-3 times each month	15.7%	62
Other (please specify)	42.7%	169

Never (50)

None just printer Kash

I've used it once this year

I haven't since freshman year

Less than once a month

When needed.

Twice per Semester

Once/semester

Daily, assuming that this refers to points. None if real cash value.

1 time each month

Use it for printer balance exclusively so whenever I need to print something

Until i run out

...cant besidesprinting

I use it all up right away.

Very rarely if I'm on campus

Once or twice a semester

once or twice a semester

Only to print

a few times a semester

Q51. Where do you use the Golden Knights Kash?

Answer Options	Response Percent	Response Count
Camelot	71.3%	189
Starbucks	55.8%	148
Main Dining	16.2%	43
Burger Studio	37.7%	100
Campus Store	9.1%	24
Computer Labs	43.8%	116

Q52. Would you like to use Golden Knights Kash off-campus?

Answer Options	Response Percent
Yes	53.9%
No	23.4%
Maybe	22.7%

Q53. Where would you like to use Golden Knights Kash off-campus? Please provide merchants or venues where you would like to be able to use Golden Knights Kash.

- Dunkin' Donuts (45)
- Madison Pizza (44)
- Ruby Asian Bistro (38)
- Price Chopper (38)
- Chicken Joe's (38)
- Local Restaurants/Eateries (37)
- CVS (28)
- Subway (28)
- Local Pizza (23)
- I love NY Pizza (16)
- Brueggers Bagels (15)
- DP Dough (14)
- Tierra Coffee Rosters (14)
- Chipotle (12)
- Local Chinese (12)
- Paesans Pizza (10)
- TCBY (10)
- Crossgates/Colony Center/ Stuyvesant Plaza (10)
- Juniors (9)
- Asian place (8)
- McDonalds (7)
- Wings Over Albany (5)

Local Coffee Shops (5)

Starbucks (5)

Dibellas (5)

Madison Theater (5)

The Daily Grind (5)

Panera Bread (4)

Gas Stations (4)

Grocery Stores (4)

Madison Station (3)

Madison Cafe (3)

Bomber's Burritos (3)

Mild Wallys (3)

Wal-Mart (3)

Taco Bell (3)

Burger King (3)

Tanning Salons (3)

Local fast food places (3)

Pharmacies (3)

Green Leaf Café (2)

Munchies on Madison (2)

Five Guys (2)

Xing Long (2)

Café Madison

Washington Tavern

Local Markets/Convenience Stores (2)

Pine Hills neighborhood merchants

Albany Health food Store

Albany area businesses/restaurants (All of Lark Street for example)

Food places by picotte. I'm always starving and have no money when I'm working in the studio.

DAILY GRIND ON LARK STREET!!!! Please, the art kids who live on campus end up not using any dining hall services even though they pay for it and then end up spending more money to buy food down by lark street. MAKE A DEAL WITH DAILY GRIND.

Lark Street venues

Stores close to Picotte

Pretty much anywhere on Lark Street and around campus.

Off-campus office/school/art supply stores (Michael's, Jo-ann's, A.C. More, Staples, Office Max, Office Depot)"

Arlenes artist materials

Not for me...but maybe for the city bus

All area shops.

University Plaza, off of western.

Other public libraries

Surrounding corner stores that allow UA students to use their own school kash systems, FOOD PLACES!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Movies

basically where ualbany can

Everywhere!"

Nightmoves.

Q54. Please provide us with suggestions where Golden Knights Card or Kash could be used on campus in the future. (Copy/Print Center, or other)

Copy/Print Center (36)

Mail Room (18)

Campus Store (22)

Vending Machines (13)

Photocopiers/Printing (6)

Anywhere. This system should apply anywhere that is affiliated to life at St Rose. Why bother with multiple accounts?

I wish we could just get rid of dining hall points and simply have the Kash be used at all places available on campus.

Special events that occurs on campus that you have to pay for.

Meal swipes should translate into GK Cash for guests.

BEFORE WE ADDRESS THAT WE NEED MORE OF IT.

I think the places the points on our card for the dining hall and the Kash, that the places they can be used are equal on campus. It would almost be easier if they were all the same.

Meal swipe used if certain cash amount is reached... for example, if \$10 worth of product is bought at Camelot, a meal swipe could be used instead of the Golden Knights Kash. This system, of course, would need a lot of work and specific logistics.

I think that students who do not have or use Golden Knights Card or Kash should still receive a student discount. I pay in cash or with a credit card when on-campus and get charged as if I were the public and not a student.

Pay Library fines

All over maximum resource

It should be usable everywhere on campus.

the ability to transfer golden knights cash used for campus-owned venues to be used towards printing.

Meal swipes should be allowed to be used in Camelot if not being used in dining hall. (we lose so much money if we have a lot left over)

I'd love a food place in Picotte so I can eat something when I don't have any money on my debt car or cash"

Club fundraisers

Should be explained better to graduate students