Default Report
*2020 Student Experience Survey*
**November 2nd 2020, 3:39 pm EST**

**Q2 - What is your class standing?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | What is your class standing? | 1.00 | 8.00 | 3.49 | 2.00 | 4.01 | 1475 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Freshman | 26.37% | 389 |
| 2 | Sophomore | 11.46% | 169 |
| 3 | Junior | 13.97% | 206 |
| 4 | Senior | 9.76% | 144 |
| 5 | Graduate student - 1st year | 15.46% | 228 |
| 6 | Graduate student - year 2 or more | 20.34% | 300 |
| 7 | Non-degree seeking student | 1.42% | 21 |
| 8 | Not sure | 1.22% | 18 |
|  | Total | 100% | 1475 |

**Q5 - In which UB College or School are you enrolled?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | In which UB College or School are you enrolled? | 1.00 | 13.00 | 5.64 | 3.29 | 10.83 | 1449 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Architecture and Planning | 3.04% | 44 |
| 2 | Arts & Sciences | 25.74% | 373 |
| 3 | Dental Medicine | 0.90% | 13 |
| 4 | Education | 6.07% | 88 |
| 5 | Engineering & Applied Sciences | 25.60% | 371 |
| 6 | Law | 2.14% | 31 |
| 7 | Management | 9.59% | 139 |
| 8 | Medicine & Biomedical Sciences | 7.32% | 106 |
| 9 | Nursing | 2.07% | 30 |
| 10 | Pharmacy & Pharmaceutical Sciences | 2.42% | 35 |
| 11 | Public Health & Health Professions | 10.42% | 151 |
| 12 | Social Work | 2.76% | 40 |
| 13 | Undecided | 1.93% | 28 |
|  | Total | 100% | 1449 |

**Q7 - Where do you live?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Where do you live? | 1.00 | 3.00 | 2.64 | 0.73 | 0.54 | 1475 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | UB residence hall | 15.39% | 227 |
| 2 | On-campus apartment | 5.49% | 81 |
| 3 | Off-campus - home or off-campus apartment | 79.12% | 1167 |
|  | Total | 100% | 1475 |

**Q9 - Please indicate which of the following devices you have used since the beginning of the semester. (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Desktop computer (personal) | 9.83% | 479 |
| 2 | Desktop computer (in UB public computing sites) | 2.26% | 110 |
| 3 | Laptop computer (including Chromebooks) | 23.87% | 1163 |
| 5 | iPad tablet | 5.95% | 290 |
| 6 | Android or Amazon Kindle Fire tablet | 1.46% | 71 |
| 8 | Windows tablet | 0.55% | 27 |
| 9 | iPhone | 17.30% | 843 |
| 10 | Android smartphone | 7.04% | 343 |
| 11 | Gaming console (Xbox, PlayStation, Nintendo Switch etc.) | 4.62% | 225 |
| 12 | Apple Watch | 4.04% | 197 |
| 13 | Fitbit | 2.03% | 99 |
| 14 | Other smartwatch or fitness tracker | 0.88% | 43 |
| 15 | Smart TV (any brand) | 4.52% | 220 |
| 16 | Apple TV | 1.35% | 66 |
| 17 | Amazon Fire | 1.99% | 97 |
| 18 | Chromecast | 1.21% | 59 |
| 19 | Roku | 3.33% | 162 |
| 20 | Amazon Echo smart speaker | 2.50% | 122 |
| 21 | Google Home smart speaker | 1.60% | 78 |
| 22 | VR headset (Oculus, Samsung, HTC, Google etc.) | 0.39% | 19 |
| 23 | USB Security Key (YubiKey, Google Titan etc.) | 0.33% | 16 |
| 24 | Smart light bulb (Philips Hue or others) | 1.11% | 54 |
| 25 | Raspberry Pi | 0.62% | 30 |
| 26 | Arduino | 0.68% | 33 |
| 27 | Other digital or smart device (please specify) | 0.53% | 26 |
|  | Total | 100% | 4872 |

Q9\_27\_TEXT - Other digital or smart device (please specify)

|  |
| --- |
| Other digital or smart device (please specify) - Text |
| Laptop computer |
| Nintendo Switch Lite |
| Zoom |
| FPGS BASYS3 Board |
| Wireless headphones |
| My Laptop |
| UB printing kiosk |
| Drawing Tablet |
| Gosund smart outlets |
| Apple Airpods |
| Air pods |
| Desktop computer (work provided) |
| no |
| Bose Home Portable Speaker, Logitech Pop Devices, Samsung Robot Vacuum |
| Graphing and Scientific Calculator |
| printer |
| 2nd laptop |
| kindle ereader |
| ChroomBook |
| iPod touch |
| iPod |
| Mac |
| MacBook |
| Apple Homepod |
| MAC BOOK |
| Wireless earbuds |

**Q10 - You indicated that you used a computer in UB’s public computing sites this semester. What was the reason for using a public computer? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | My courses required software I didn’t have installed on my personal computer | 24.39% | 30 |
| 2 | My courses required software I couldn’t run on my personal computer | 13.82% | 17 |
| 3 | I did not have my personal laptop with me | 22.76% | 28 |
| 4 | My laptop was out of battery | 6.50% | 8 |
| 5 | I do not have a personal laptop | 1.63% | 2 |
| 6 | Other (please specify) | 30.89% | 38 |
|  | Total | 100% | 123 |

Q10\_6\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| Presenting in a class |
| Printing |
| Print on campus, no printer at home |
| print off lectures for classes |
| To print |
| print |
| More convenient |
| laptop was broken |
| dual monitor |
| desktops work better |
| I needed to print something and I used a ub computer |
| to print out some documents |
| for accessing the printer at library |
| I like using the UB COMPUTERS TO Type |
| I need two computer screens. |
| I am a graduate assistant. Its my workstation, was unsure how to list |
| I come into the office (Farber Hall) for my research work as a doctoral student twice a week so I use my office desktop then. |
| Printing stuff |
| My software's free perior ended and I wasn't able to purchase it due to an error which still persists |
| Did not have my laptop with me at that time |
| I didn't have a personal laptop at that time, plus I know where to go should something happen to my laptop at least. |
| For printing materials |
| printing |
| Using it to print on-campus |
| Big Screen, can run laptop seperately. |
| It’s closer to the printing places and it’s easier to print from them |
| I needed to print and could not get my phone or laptop to connect to the printers |
| My personal laptop broke |
| Printing purposes |
| Printing |
| I needed to print and didn't have the new printing software downloaded |
| I needed to print materials for class |
| I have to come in person to UB South Campus twice a week for my part-time doctoral research assistant job. |
| My laptop was away for maintenance |
| Needed to print |
| Pront |

**Q13 - Please indicate which DIGITAL devices you primarily use for the following activities:**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Assignments/homework | 1.00 | 8.00 | 2.65 | 0.92 | 0.85 | 1340 |
| 2 | Notetaking during class | 1.00 | 8.00 | 3.09 | 1.30 | 1.69 | 984 |
| 3 | Web browsing | 1.00 | 8.00 | 3.30 | 1.84 | 3.39 | 1324 |
| 4 | Checking email | 1.00 | 8.00 | 4.39 | 2.37 | 5.62 | 1327 |
| 5 | Using social media | 1.00 | 8.00 | 6.50 | 1.81 | 3.29 | 1250 |
| 6 | Finding out about UB student activities / events | 1.00 | 8.00 | 4.54 | 2.39 | 5.73 | 1196 |
| 7 | Gaming | 1.00 | 8.00 | 4.25 | 2.51 | 6.31 | 779 |
| 8 | Audio/Video streaming (movies, TV shows, podcasts) | 1.00 | 8.00 | 4.20 | 2.28 | 5.18 | 1136 |
| 9 | Adding Dining Dollars/Campus Cash | 1.00 | 8.00 | 5.53 | 2.36 | 5.56 | 520 |
| 10 | Looking up dining options on campus | 1.00 | 8.00 | 6.04 | 2.13 | 4.55 | 620 |
| 11 | Food ordering on campus | 1.00 | 8.00 | 6.39 | 1.87 | 3.51 | 554 |
| 12 | C3 Dining Reservations | 1.00 | 8.00 | 6.12 | 2.07 | 4.27 | 431 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Desktop computer (personal) |  | Desktop computer (in public computing sites) |  | Laptop computer (or Laptop/Tablet combo) |  | iPad tablet |  | Android tablet |  | iPhone |  | Android smartphone |  | Total |
| 1 | Assignments/homework | 19.93% | 267 | 0.52% | 7 | 77.84% | 1043 | 0.97% | 13 | 0.15% | 2 | 0.37% | 5 | 0.22% | 3 | 1340 |
| 2 | Notetaking during class | 14.84% | 146 | 0.51% | 5 | 68.70% | 676 | 11.89% | 117 | 1.63% | 16 | 1.42% | 14 | 1.02% | 10 | 984 |
| 3 | Web browsing | 17.90% | 237 | 0.68% | 9 | 65.11% | 862 | 1.21% | 16 | 0.08% | 1 | 11.71% | 155 | 3.32% | 44 | 1324 |
| 4 | Checking email | 12.81% | 170 | 0.53% | 7 | 46.95% | 623 | 1.36% | 18 | 0.23% | 3 | 28.41% | 377 | 9.72% | 129 | 1327 |
| 5 | Using social media | 4.64% | 58 | 0.24% | 3 | 9.76% | 122 | 0.80% | 10 | 0.40% | 5 | 63.76% | 797 | 20.40% | 255 | 1250 |
| 6 | Finding out about UB student activities / events | 12.21% | 146 | 0.59% | 7 | 44.23% | 529 | 1.42% | 17 | 0.25% | 3 | 31.10% | 372 | 10.20% | 122 | 1196 |
| 7 | Gaming | 22.21% | 173 | 0.39% | 3 | 34.66% | 270 | 3.85% | 30 | 0.39% | 3 | 31.45% | 245 | 7.06% | 55 | 779 |
| 8 | Audio/Video streaming (movies, TV shows, podcasts) | 14.70% | 167 | 0.26% | 3 | 45.51% | 517 | 7.13% | 81 | 0.97% | 11 | 24.38% | 277 | 7.04% | 80 | 1136 |
| 9 | Adding Dining Dollars/Campus Cash | 8.46% | 44 | 1.15% | 6 | 26.15% | 136 | 0.58% | 3 | 0.58% | 3 | 46.73% | 243 | 16.35% | 85 | 520 |
| 10 | Looking up dining options on campus | 6.13% | 38 | 0.48% | 3 | 18.23% | 113 | 0.97% | 6 | 0.48% | 3 | 55.32% | 343 | 18.39% | 114 | 620 |
| 11 | Food ordering on campus | 4.69% | 26 | 0.18% | 1 | 12.09% | 67 | 0.54% | 3 | 0.72% | 4 | 63.36% | 351 | 18.41% | 102 | 554 |
| 12 | C3 Dining Reservations | 5.34% | 23 | 0.46% | 2 | 17.40% | 75 | 0.46% | 2 | 1.16% | 5 | 56.84% | 245 | 18.33% | 79 | 431 |

**Q20 - Are any (or all) of your classes online this semester?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Are any (or all) of your classes online this semester? | 1.00 | 2.00 | 1.05 | 0.22 | 0.05 | 1356 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 94.69% | 1284 |
| 2 | No | 5.31% | 72 |
|  | Total | 100% | 1356 |

**Q21 - Where are you while completing your online coursework?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Where are you while completing your online coursework? | 1.00 | 4.00 | 1.42 | 0.82 | 0.67 | 1240 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | In Buffalo | 73.47% | 911 |
| 2 | New York State (outside of Buffalo) | 17.90% | 222 |
| 3 | Another U.S. state (outside of New York) | 2.18% | 27 |
| 4 | Outside of the U.S. | 6.45% | 80 |
|  | Total | 100% | 1240 |

**Q22 - Is the device you use most for online learning adequate for completing your coursework online? (By the way, UB students get discounts on some new devices)**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Is the device you use most for online learning adequate for completing your coursework online? (By the way, UB students get discounts on some new devices) - Selected Choice | 1.00 | 2.00 | 1.04 | 0.20 | 0.04 | 1240 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 95.65% | 1186 |
| 2 | No (please specify): | 4.35% | 54 |
|  | Total | 100% | 1240 |

Q22\_2\_TEXT - No (please specify):

|  |
| --- |
| No (please specify): - Text |
| I really wish I could afford an iPad because then I can take more organized notes instead of notes on Microsoft word or google docs. I could type the notes and then draw explanations instead of having to search google for exactly what I’m looking for |
| I need more desktops |
| My original was not. I had to spend money on a new one. |
| My laptop is outdated. |
| There have been accommodations made since I have a chromebook |
| My laptop is old and slow and will only charge to 70%, and my desktop has such an old OS I can't get many new programs to run on it. |
| its broken |
| My laptop broke, so I had to resort to my iPad and iPhone which is difficult especially since I need my iPad for notes but need it for Zoom (I cannot use both at the same time bc Zoom requires a full screen in order to use the camera). |
| I face difficulty making notes during lecture class. I mae notes later on. |
| My laptop is very old and slow. |
| Laptop is starting to slow down |
| Many professors expect prompt access to printers and scanners, which I don't have. |
| chromebooks do not have the lockdown browser |
| My computer processor can't handle most of the programs that I need so it's too slow and frequently crashes |
| Laptop |
| My laptop screen is broken so I require a separate monitor to see the visual screen. |
| I had to borrow a laptop because my Chromebook could not run all the programs I need for my classes |
| Slow operating speed |
| Because some of my professors mandate we have 2 devices for test taking. One to take the online exam and the other to zoom from. This is extremely unreasonable. They are having people buy other devices during a pandemic and recession. |
| It's very difficult to watch lecture and follow along with a single monitor. |
| Laptop is old |
| The laptop I bought at the begining of my accedemic career with 8 GB of ram is starting to have problems with memory exaustion due to the number of stuff I need to keep running on it because of online learning |
| My laptop is out of date and cannot often support the software required to engage in online schooling |
| My Microsoft Surface Pro 7 shuts down constantly in the middle of Zoom calls and Microsoft won’t do anything about it. |
| I use my laptop |
| Macbook |
| Need a desktop for more ergonomic setup to accomadate physical disability. |
| na |
| Has capabilities of printing but I do not have a printer |
| internet connectivity issues; shared with other members of the household |
| The audio on my laptop only works half the time for some reason |
| I need a laptop to use a writing tablet when teaching online, but it's always crashing. Cannot use writing tablet with my phone. |
| My computer is very slow. It takes forever for lecture videos to load. It will also just freeze and shut down while Im in the middle of an assignment. |
| Have had issues where laptop freezes or restart during tests and/or during schoolwork |
| My device is outdated |
| My laptop's camera is broken |
| Need a better computer to run analysis |
| Need a tablet for note taking |
| My keyboard is broken |
| chromebook doesn't have software to download for some classes |
| personal laptop |
| many programs do not work on my mac and UB VDI has randomly stopped working |
| My laptop, which is how I attend lectures, is old and is just now showing signs of the screen breaking (random artifacts on the screen, monitor sleeping randomly despite activity) |
| It is hard to complete some assignments with the old computer I have. |
| Yes |
| I can’t afford a laptop so I’ve been doing everything on my phone/ipad |

**Q23 - Is the internet connection adequate where you are completing your coursework online?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Is the internet connection adequate where you are completing your coursework online? - Selected Choice | 1.00 | 2.00 | 1.12 | 0.33 | 0.11 | 1240 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 87.82% | 1089 |
| 2 | No (please specify): | 12.18% | 151 |
|  | Total | 100% | 1240 |

Q23\_2\_TEXT - No (please specify):

|  |
| --- |
| No (please specify): - Text |
| The internet in UB is very slow |
| American Campus Communities wifi is very bad |
| Spotty Connection |
| most of the time |
| Our wifi is terrible and our landlord wont fix it |
| I am currently living in an Airbnb in Tonawanda NY and my poor internet connection causes me a great deal of stress at times. |
| Due to network restrictions (Chinese government network firewall), students in China need to use VPNs to connect to UB as well as Google. |
| Wifi shuts down occasionally, I live in Elma so we can get bad weather. |
| It often lags. |
| Sometimes I do work on campus and the wifi is slow. The wifi at home is also slow. |
| At home |
| spotty at times |
| terrible internet connection |
| The internet becomes extremely unstable almost daily, throughout the week, making it difficult to get work done when the internet crashes almost every week. |
| Slow internet. Lots of buffering. |
| Internet at my place was very inadequate. Now its stable. |
| I have to go to a heavy utilized area that is hard to focus because of connection |
| I do not have access to an ethernet port in my room. |
| Sometimes the internet goes down |
| Internet speed is lacking because no job available |
| I have an inconsistent WiFi connection. There is lag during Zoom meetings and my upload speeds can be slow. |
| Sometimes the connection doesn’t work properly. |
| Shit's slow as fuck |
| Internet goes out frequently |
| uB internet is trash&gt; plain and simple |
| WEAK SIGNAL |
| I have a family of 5 who also uses the internet during the day or when im trying to complete school work so the connection is sometimes poor |
| Yes it was adequate |
| I have trouble with the UB wifi often, my phone will disconnect or switch between "eduroam" and "UB\_Secure" |
| Resident hall WiFi is terrible. |
| Our wifi is horrible and has never worked properly |
| it constantly cuts out i get disconnected from my classes like at least once a week |
| The wifi is kind of off. |
| Sometimes yes and sometimes no. I live out in the country and the internet connection fluctuates. |
| sometimes it is unstable |
| It cuts in and out and is slow especially during video conferencing |
| Since everyone is working from home in my household, internet has been much slower |
| The internet is never fully reliable. Some professors say if your wifi goes out during a test that’s your fault. We aren’t being graded based on our knowledge. We are being graded on if our wifi is stable that day. |
| I do have connectivity issues which can interfere with class/homework |
| Very slow and disconnects leading to multiple issues like crashing during exams. |
| very poor |
| sometimes get disconnected in the dorm |
| It is often very slow |
| There are times when the wifi connection goes out |
| I live in a rural area with very spotty Internet. |
| CV has trash wifi |
| Spectrum Internet is awful. It would be amazing if UB WiFi could reach university heights. I purchased my house here and would love access both as a UB Grad Student (perpetual...), future adjunct faculty (I hope, not quitting my day job but it would be nice to teach a bit) and forever an Alum |
| I have spectrum internet that randomly stops working |
| Mostly not good service. Changed couple of them so far |
| Horrible wifi, cuts in and out constantly |
| Rarely, my connection is slow so zoom meetings get laggy for a little while |
| The answer to this question is yes and no. At my apartment in Buffalo, the internet connection is always adequate. At my apartment in Albany where I will be spending the rest of the semester after Thanksgiving, I have intermittent connectivity problems with my laptop ONLY. Usually the connection is fine but every now and then my connection will slow to a crawl and I cannot determine the source of the issue. When this happens it is extremely disruptive to my work. |
| The wifi in my apartment is slow and frequently drops out. I bought an ethernet cable that helps a bit, but still has some issues. |
| I needed to run a 100 ft cable from the router to my room to connect my computer so I can attend zoom lectures without everything constantly lagging or disconnecting. |
| It sometimes becomes unstable and I can be picked off of Zoom |
| Sometimes the network can be disconnected |
| My apartment has bad WiFi |
| I live with 8 other girls. We all do work at home. We have zooms at similar times and it causes us all to crash. |
| sometimes my internet goes out in my apartment that is off campus |
| Internet is spotty and frequently disconnects. |
| Some databases access is not so convenient out side of ubinternet. Often retrun 400error |
| It's unstable and sometimes goes unpaid |
| Internet occasionally cuts out |
| My wifi drops all the time |
| slow |
| Sometimes the internet is very slow |
| Electricity failure at times |
| I have 3 roommates not including myself and two of their girlfriends, and my lower floor house mates all on 1 source of wifi. It gets very slow sometimes. |
| Lots of Internet drops and outages |
| na |
| No Sometime the UB Network in the dorms slows down significantly during peak class times |
| device issues |
| spotty and slow sometimes. |
| Sometimes the connection is lost, but it doesn't take that many minutes to respond. |
| It randomly disconnects sometimes pausing a video or preventing me from using services ie. Google Docs or kicking me out of a zoom lecture due too weak connection |
| Depends on how many of my family members are on it at the same time |
| My internet connection slows down during certain times throughout the day when there are multiple people in my house/ |
| Using phone internet as hotspot which is limited |
| Sometimes it works great, but sometimes it stops working or the signal gets too low to connect |
| Always disconnects with Zoom and takes forever to do anything when I have to be on Zoom. |
| sometimes not consistent, freezes |
| I mostly have difficulty with Zoom meetings, which I have attributed to the internet connection but honestly I'm not sure what's causing it. The sound in Zoom meetings will cut out and I will miss part of the lecture. |
| Spectrum goes out all the time which is very frustrating. |
| not fast enough |
| Home service is spotty. |
| UB WiFi was good on campus but now I’m home and it’s terrible |
| wifi can be unstable with fios, cannot be wired due to distance. |
| It’s a public wifi for my complex and it has failed in the middle of my classes before |
| wifi cuts off sometimes |
| Occasionally cuts out |
| the internet cuts out while working. |
| I have DSL. It breaks down on occasion. |
| unstable and slow with no other options available to me |
| I have to use VPN and have many issues with them |
| WiFi is unstable because it is not fast enough as I am not able to afford a faster internet service |
| it kinda sucks |
| WiFi often cuts out |
| Rona up and ate all my bandwidth with everyone at school and working from home. |
| I live in flint 302 and the connection is horrible it cuts off while I’m doing assignments like typing an essay it will pause and reconnect about 3 times. Also the webex connection Is very bad while I’m in lab there’s a lot of static and echo while the teacher talks. |
| not stable |
| Wifi goes out a lot |
| depending on the day or which house I am at, sometimes the wifi is not adequate |
| Spotty internet connection |
| I continuously get ejected from the wifi during my zoom calls for class |
| Most of the time - it works. Occasionally the Zoom connection goes in and out |
| Zoom lags |
| The house I live in is old so sometimes the wifi has trouble getting through the walls, especially since I have 5 roommates who are all trying to do school work at the same time which makes it pretty slow. |
| Most of the time |
| Often during class the wifi will slow down and freeze up my live lectures |
| Sometimes disconnects |
| My WiFi sucks |
| Signal breaks up while presenting |
| Zoom needs a really strong internet connection and sometimes disconnects during class |
| Sometimes the WIFI in my dorm room goes out for 10 minutes and can be during class, which is very frustrating. |
| spotty |
| most of the time connection is good but sometimes service drops and in some parts of the dorm building service drops. |
| Why am I paying a huge technology fee if I am paying for the vast majority of my technology? |
| My house has wifi but it is not very good, especially for me who lives on the top floor where it doesn't always reach. |
| it has low connection |
| It can sometimes crash on me a little bit. |
| unstable a lot |
| Mostly adequate, some exceptions based of connection available |
| spectrum internet drops all of the time and is really unreliable |
| My internet isn’t working on my laptop so I have to continuously connect to my personal hotspot. |
| Internet in Buffalo is notoriously bad (spectrum stinks and we can’t get Fios) |
| In China, I need to use vpn to connect wifi which is sometimes a little slow. |
| The internet can be very spotty in some areas of the campus, even inside certain buildings |
| The UB wifi keeps crashing |
| The internet occasionally goes out creating much anxiety during testing situations |
| its spotty |
| I’m on a shared network with multiple other people who are also working from home |
| My connection gets spotty, spectrum sucks |
| The wifi in my house is bad depending on where you work from. |
| WAN sucks in Richmond, LAN only for work, conferencing |
| It is for now, but after thanksgiving it will not be |
| Poor wifi leads to frequent freezing during zoom classes and internship meetings, often cutting the audio out before it freezes and takes a bit to come back on even after the visual aspect has fixed itself. |
| wifi drops a lot, slow |
| Apartment provided wifi - poor service |
| Some spots on campus are spotty |
| UB's wifi sucks and kicks me out of my zoom sessions |

**Q24 - Have you faced any other technology challenges while completing your coursework online? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | No access to needed software | 4.03% | 77 |
| 2 | Problems with software used in online learning | 15.13% | 289 |
| 3 | Frequently distracted | 27.02% | 516 |
| 4 | Trouble keeping a schedule | 23.51% | 449 |
| 5 | Other (Please specify): | 7.91% | 151 |
| 6 | I did not face any challenges in online learning | 22.41% | 428 |
|  | Total | 100% | 1910 |

Q24\_5\_TEXT - Other (Please specify):

|  |
| --- |
| Other (Please specify): - Text |
| Printing system does not work well |
| Fatigue and eye strain |
| need VPN for some course work |
| HAve not started classes yet, will 1/2021 |
| Professors not knowing how to use technology sometimes |
| Doctoral student/done with courses |
| Draining to work on a computer all day. |
| Not able to print at home |
| Microphone and video often don’t work |
| Wifi connection problems at first |
| Internet connection issues at home. However, when on campus the internet connection is great. |
| Due to network restrictions (Chinese government network firewall), students in China need to use VPNs to connect to UB as well as Google. |
| Software is expensive and difficult to manage a different type of messaging software for each class. |
| My laptop was not poweful enough to run necessary softwarr |
| all professors use microsoft for everything they put out and it makes it difficult for mac users who use pages because theyre incompatible so unless you buy word you have to retype all documents given to you or else you cant save them |
| Computer freezing |
| my computer and phone broke |
| spotty wifi |
| completing quizes, typing under timed situtation is troublesome |
| Files on UB Drive were deleted randomly at some point between last semester and this semester and your support did not have an adequate explanation or help. |
| Yes, sometimes the website/system that is used for some of my classes does not load or crashes, so assignments are sometimes aren't able to be completed on time because of system problems. Note: however the professors are very good on staying on top of this, so if there were problems with the system they do sometimes extend the deadlines. |
| learning curve; adult student |
| It’s much harder to make connections with professors and ask questions since everyone else asks too many. Class format changes have also been difficulf |
| Wifi signal |
| WiFi is spotty sometimes |
| Not being able to talk privately with professors and get adequate help. |
| Privacy concerns. With programs like Respondus browswer, and the new AI "Daily Health Check," UB has not disclosed how student data is being used. |
| The MyUB site can be difficult to access on different web browsers. My main was FireFox and I could not access the site (error code), so I have to clear cookies/cache... Something I figured out days/weeks later. |
| still getting familiar with UBLearns, Box etc which is still new for me |
| Your professors dont know what the fuck they're doing and dont help |
| Getting my devices hooked up |
| UBIT Login has been a major issue |
| Recently, I have been having problems with Zoom not working during my recitation classes. |
| wifi issues |
| need ability for multiple people to share screens at the same time. Zoom does not work for this. Discord is too clunky, time consuming, and difficult to use for multiple people at the same time |
| Sporadic internet outages (usually at 11am and 3pm) |
| I'm getting distrated because of such email that UB sends to alumni. Why can't they just modify their listserv? |
| Wi-fi issues at times |
| Adobe Acrobat |
| Trouble in grading assignments |
| It was good |
| The motherboard in my laptop fried but I got a new one. |
| small shared space |
| Many of the computers on campus DO NOT WORK |
| i just prefer in person classses |
| My Wifi is mostly adequate but can be unreliable. |
| Connectivity |
| My eyes start to feel really tired after looking at a screen all day, I’m looking into blue light glasses to prevent any harm. |
| cannot get in to ublearn to take test |
| Very far behind. 20+ hours of lecture to watch I think. No idea what I'm suppposed to be doing. |
| Hard to hear classmates |
| teachers using diff teaching methods and sometimes internet spotty |
| trying to teach myself these classes has hurt my mental health significantly and being recorded during my exams makes me very anxious |
| matlab learning license expire |
| Diffuclty finding a good rhythm when all of the online courses start on Monday rather than on different days. |
| My computer died the first semester we moved online. |
| Inability to receive answers when asking questions of my department's staff regarding needed paperwork. |
| Some classes don't go out of their way to make the due dates and requirements for assignments known. Before distance learning this could be remedied by talking to people on campus |
| Not really; however, I found UB's decision to no longer offer antivirus security an odd choice given we are now essentially required to use a computer of some type in order to attend. |
| Submissions won’t go through sometimes |
| Professor not doing a good job informing me of the assignments through ublearns |
| Zotero requires a third party app for the iPad which is frustrating |
| rebuilt desktop mid semester |
| 3 hours in Zoom is so much more intense than 3 hours in class |
| Frequent distractions -&gt; dopamine-like/addictive qualities strengthened -&gt; trouble keeping a schedule -&gt; out of sync circadian rhythm -&gt; easier to be distracted -&gt; repeat |
| Specifically software being used in courses that is not Linux compatible. |
| Lockdown browser issues during Quizes |
| Horrible experience using respondus lockdown browser or any other online test- constant crashing and slow speeds affects test taking |
| Online learning is challenging, especially for a first semester freshman who has never done 'college' before. I feel lost and hopeless sometimes. |
| Lost power during an exam once, professor was extremely helpful |
| Teachers have put a lot more work for us to do. Also they themselves seem very unsure about what to do online when we ask questions. |
| My computer , turns off at random times |
| I wish I had Adobe fill and sign provided by UB since everything is remote |
| Instructions unclear, got foot stuck in cd drive. |
| The UB learns website on safari presents many issues. The view courses part does not work, the view grades part gives issues |
| Going crazy from being on my computer all day. |
| no issues |
| Spending 10-13hrs a day at my computer |
| some times |
| sometimes my wifi connection will cut off in the middle of a zoom session. |
| my internet connection is horrible |
| Accessing the programs is expensive for personal computers. Having the programs available as they were during the summer with Adobe was very helpful |
| Requirements for technology needed ramped up with no significant reduction in tuition for upgrades such as faster wifi, external monitors, computer upgrades |
| My personal laptop had a few software issues |
| Microsoft updates have occasionally wreaked havoc on the ability to use even basic functionality on my laptop |
| There was a period of two weeks where I could not access Zoom or Webex meetings due to internet connection. The router and modem were replaced as a solution. |
| I feel like I have learned absolutely nothing. |
| Power line blew out leaving me without internet for a weekend |
| I live with many housemates so sometimes there is no quiet spot and I don't feel comfortable on campus. |
| DUO will not remember for 7 days, causing some frustration at times. |
| Feel the need of multiple screens currently not available to me |
| internet can slow down or be non-functional when others in my house are using it while I'm in class |
| My children are also learning at home 3 days a week, which makes it difficult to focus. But I work well on the 2 days they are in school. |
| Recorded Course Upload so late |
| Software downloading is so slow remote from school outside US. |
| student email/student account problems |
| sometimes have difficulty running multiple programs at once |
| spectrum sucks |
| No dedicated time for quiet work(kids) |
| sometimes I cannot connect the internet |
| Lab classes have been extremely poorly transferred to distanced learning |
| Need VPN even when I want to check my email |
| the software doesn't do some accomodations and that caused huge delays in getting services |
| Internet not always consistent |
| Computer constantly freezes/restarts |
| WiFi issues |
| im bad at learning this way i like more hands on learning |
| #%$?! Duo Mobile is still a massive pain especially since safari can remember me for 7 days and I have to do it EVERY TIME! |
| Not being able to Access help right away. I have to wait for an email back if I have a question on an assignment |
| a lot more assignments being assigned than usual |
| Did not feel like I was ever genuinely being taught material or any sort of concept. |
| it’s a lot harder doing remote learning especially for 4 credit classes |
| unable to print from home |
| Internet cuts out during class |
| Paying for programs such as Pearson to even do homework is a fucking scam. |
| difficulty keeping track of assignments |
| It is difficult to see the chalk bord when the instructor writes notes when we have our class via Zoom. |
| My computer broke. But using the library computers was challenging because of extremely reduced library hours. Respondus lockdown browser also does not work on South Campus computers. There were not enough loaner computers to get one of those. |
| Reading on a computer. |
| wifi trouble sometimes |
| my zoom makes me login constantly and tells me my password is wrong but wont let me reset it |
| Blackboard issues |
| The technology fee is absurd. All of my classes are online. I am using my own resources. It is shameful they are refusing to wave the technology fee. |
| Laptop hardware was not up to date, But I rented a laptop from university. |
| WiFi is sometimes slow |
| Times when school internet goes out |
| the UB system is constantly locking up and causing missed time dealines for completeing exams and quizzes in the course. This has resulted in poorer performance on these tests. |
| sometimes my wi-fi cuts out but it doesn't happen very often |
| UBlearns keeps having serious issues. |
| Distraction, trouble keeping schedule, procrastination |
| I have zoom crash for me sometimes when it is on full screen but if I exit out of fullscreen to just maximized screen its fine. Hasnt bothered me since I figured that out |
| there is a lot of work that needs to be done, and without being able to ask questions in person and learn presently it is difficult to obtain knowledge and learn. |
| MTH141 exam required using a phone to take pictures of written answers to turn into a PDF to submit. My phone's camera randomly rotated each picture, which required me to fix each one individually. I had a time limit of 15 minutes after completing the exam to do all of this, which was nerve-wracking. I did manage to submit on time despite this. |
| Reading online causes headaches and eye fatigue |
| Need really good specs for my work and laptop was more expensive than i would have liked |
| Confusion with understanding how to use websites, Less ability to ask good questions, Inability to see what my lab partners are doing |
| Myub student hub hardly ever works, clinical resources for pharmacy became much more difficult to get to, and yet my technology bill increased even though my resources were cut |
| Had to order new modem and router for internet to be fast enough |
| weak wifi |
| The interent keeps crashing when i do assignments or when I'm in tests. |
| Testing expectations are unreasonable and difficult, LapseIt is a terrible way to run a test |
| Problems understanding professors expectations |
| Lack of connection and communication with other students and professors |
| Professor put wrong link of the live streaming of the class |
| Parents had to buy internet (wifi) because hotspot on phones wasn’t enough data to do classes and homework |
| Poor internet |
| Internet disconnection |
| The app formats don’t show everything on ublearns compared to the desktop version of the site |

**Q18 - How would you rate your comfort level with the following technology aspects of online learning?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Online learning in general | 1.00 | 5.00 | 2.08 | 0.96 | 0.91 | 1240 |
| 2 | Zoom | 1.00 | 5.00 | 1.80 | 0.88 | 0.77 | 1240 |
| 3 | Webex | 1.00 | 5.00 | 3.14 | 1.52 | 2.31 | 1240 |
| 4 | Panopto | 1.00 | 5.00 | 2.54 | 1.44 | 2.08 | 1240 |
| 5 | UB Learns | 1.00 | 5.00 | 1.63 | 0.83 | 0.69 | 1240 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Very Comfortable |  | Somewhat Comfortable |  | Somewhat Uncomfortable |  | Very Uncomfortable |  | Not Applicable/Don't Know |  | Total |
| 1 | Online learning in general | 30.48% | 378 | 41.85% | 519 | 17.18% | 213 | 10.00% | 124 | 0.48% | 6 | 1240 |
| 2 | Zoom | 43.55% | 540 | 39.60% | 491 | 11.13% | 138 | 5.00% | 62 | 0.73% | 9 | 1240 |
| 3 | Webex | 16.45% | 204 | 27.74% | 344 | 14.03% | 174 | 9.35% | 116 | 32.42% | 402 | 1240 |
| 4 | Panopto | 27.10% | 336 | 36.69% | 455 | 10.89% | 135 | 5.73% | 71 | 19.60% | 243 | 1240 |
| 5 | UB Learns | 53.95% | 669 | 34.27% | 425 | 7.82% | 97 | 2.98% | 37 | 0.97% | 12 | 1240 |

**Q20 - What technology services could UB offer (that we don’t already offer) to improve your online learning experience?**

|  |
| --- |
| What technology services could UB offer (that we don’t already offer) to improve your online learning experience? |
| I wish our professors new Hoe to use technology better... it makes learning more difficult. For ex; lecture videos should not consist of a video within a video because it causes extremely bad quality, noise issues, lagging etc. also almost blows my speakers every 5 seconds with harsh noises. I don’t get how it’s useful? |
| Giving the instructions and explaining all steps |
| get rid of DUO |
| I don’t really know |
| None |
| UBLearns needs to be efficient and duo is a hassle |
| NIL |
| More user friendly for mac users in the school of management |
| Discord for teams to connect outside of class and share resources, links, and audio/video calls |
| Something to help better organize all my academic and personal matters throughout the semester |
| Ensure that blackboard opens up and loads my assignments when submitted. |
| iphone |
| Less annoying option then DUO authentication |
| I don't know |
| Na |
| idk |
| No idea |
| I hope UB offers solutions for students experiencing internet restrictions in some regions, for example Mainland China. |
| I can't think of any at the moment |
| Loaner laptops |
| unclear |
| Not have a contract with Google, which is a shit company. Safari will not play my course lectures on UB Learns. It's pathetic. Read this one to your colleagues. |
| N/a |
| Adobe Acrobat licensed version. we are asked to annotate on the figures given in the assignment pdf. without licensed version of adobe it is difficult to do it. |
| Currently the technology services that UB offers is sufficient for my online learning |
| proffesor should standardize where the put things. I feel like I waste type hunting around for assignments and files, and they do not organize these things well nor do they use the scheduling features so I am like, oh is there a quiz today, because when I logged in it said I had nothing due. it is irritating there is no standard |
| Not letting files get randomly deleted so they cannot be retrieved. |
| Allowing respondus to be used on iPads. |
| advice for internet providers in Buffalo area |
| None |
| As always, GPU for students. |
| I would like to have more tech support for programs and software. |
| I think it would be great to have 27inch or more monitors in libraries so that we can connect our laptops if we need a bigger screen. When coding or testing something where multiple windows are open. External monitor would be really awesome |
| Easy way to order on campus food with credit card instead of needing a meal plan or dining dollars |
| Idk |
| no |
| n/a |
| Discussion boards need to be constantly refreshed for updates, it's not ideal for live classes. |
| more it support hours and modes of help |
| Standardized software. The single most annoying part of online coursework is the fact that I need to pay for 6 different online services just to be able to complete my homework |
| N/A |
| Genuine informed consent and control over our personal data. |
| Intro to online learning course |
| I can't think of anything. |
| it would be easier if things were more organized, and maybe a search bar at top of ub learns so you dont have to keep opening and closing tabs to find what your teacher posted |
| common templates for grading in all the subjects or clear webpage for grading |
| An alternative to Respondus would be great. I'm extremely uncomfortable having that type of software on my computer but I had no choice other than to have it on my personal computer or drop out until we're back in person. |
| Nothing |
| Tips on how to manage storage on iCloud, especially since it can end up getting full from all the software and documents we have to download for classes. |
| increase the internet bandwidth |
| Communication with professors |
| Workshops on Panopto-I'm not sure what that is. |
| More Adobe softwares like free Photoshop and illustrator |
| Email |
| I don't know. |
| I am not sure |
| Unified service for all classes. Currently I have to switch between ~4 websites to check if homework was released. |
| ? |
| I'm in different institution right now, but I feel like Canvas system is way much better than Blackboard learns. |
| N/A |
| There is so much information, on the site, on the trainings, with the baseline knowledge - it is a lot to process on top of a full course load. There are way too many layers on the website, and way too many apps for everything. |
| VidGrid |
| Adobe Acrobat |
| Only in person classes can help me specifically |
| Discount rates on internet for students living near campus. |
| Better grading device tor TAs |
| It is too complex to login with DUO verification. Simplify it! |
| Nothing |
| I am satisfied with the service |
| Remove the security login bc its annoying tbh. Also my broke so i was terrified i wouldnt have neen able to access the school hub. |
| Free zoom premium |
| While they are already made available to Arch/Planning students, making sure that everyone has access to the full Adobe suite at the start of the semester would be a great place to begin minimizing distanced learning difficulties |
| Zoom integration with google calendar |
| WORKING COMPUTERS |
| Better phone customer service |
| n/a |
| Some type of schedule builder, or an easy way for ublearns assignments to work with google calendar. |
| Some people like I don't have a printer at home and it seems like the only possible way for students to get one is to buy but it would be difficult for those who don't have the funds to buy one. UB can offer funding for students to buy a printer. |
| Let ublearns be always logged in to mobile device without the duo login every time. |
| Netflix access for students who have already had a trial but Netflix is needed for a module, or a VPN to access region-locked material |
| Better access to materials for class such as readings or films |
| Free downloadable RAM |
| Adobe Photoshop software |
| N/A |
| better internet |
| provide better due dates reminders |
| Upgrade wifi because I often get kicked off UBsecure and eduroam |
| No, so far so good. |
| it’s just hard maintaining a schedule when my class is 10 steps away from my bed |
| access to mac desktops |
| chat rooms for classes set up in ublearns for students to talk |
| I would really appreciate if UBL didn't use cross-site tracking to recognize that I'm logged in/verified through Duo. I want to preserve my privacy on other sites, but it means I have to sign in with Duo every time I log into UBL and Panopto does not work when I have cross-site tracking off (Safari is my main browser, sometimes Firefox) |
| Better alternative to lockdown browser |
| none |
| I don't know |
| Being in person especially for certain classes that require in person experience! |
| Better ublearns servers during test times |
| Training faculty on how to use the software, it seems like most faculty are avoiding using any technology or are not able to accommodate student's needs such as increased time for testing through AR, or posting grades oddly on UBLearns. |
| N/A |
| Provide professors with high quality recording hardware and training on how to use digital tablets for writing notes. One of my professors is using a 360p webcam in a dim room and is recording his writing in pencil which is hard to read and not easy to follow since he starts writing off screen frequently. |
| Reduce the amount of irrelevant information on Web pages |
| More softwares for free for an extended period, since this matters for architec ture students whether classes are held online or in person |
| None |
| Get rid of duo it’s a really annoying step |
| Better servers on UBlearns |
| Stop making us learn online just close campus or offer a serious discount on tuition. The education you’re giving us for this price is unjust. |
| Everything is fine! |
| Antivirus software I suppose. |
| Truthfully it's more of a case-to-case basis with each professor and class. Every professor has a vastly different way of dealing with online learning and it becomes very confusing and hectic |
| Better UB related apps |
| none |
| N/A |
| Technology Addiction Awareness Seminars |
| NA |
| Classes for proffesors to teach online |
| Access to programs at home that are available in the on campus labs |
| Nothing |
| Placing a time limit (like a day) for viewing panapto lectures so that I can force myself to view them on time |
| None |
| I don't know if this is something you can customize but Zoom should have a handraise button on the toolbar with the mute and video buttons. Also Zoom should have a hotkey for giving mouse control during a meeting. |
| Have UBLearns and others that require the DUO login actually remember a device for seven days when you check the option instead of having to re-verify every hour. |
| Reducing the amount of platforms to use. One of my classes sues 4 different platforms and it is very confusing. |
| I cannot think of any |
| Training |
| NA |
| The online classes are not very good and up to the mark. I’ve faced various issues of software crashes on exams and uncountable times login into the UB learns because it doesn’t log in at once. The online system is very different and not something I would take again and again |
| an ipad |
| More software available for students like Adobe fill and sign, note taking apps for the iPad |
| The new UB Learns is silly |
| Send me a macbook pro with a core i9 and I'll be happy. |
| Life support |
| kami subscription, access to desktop monitors to bring home for online semesters |
| menti.com |
| Services that work on all web browsers |
| More free online tutoring. Most of the hours on TASS stay booked |
| ADOBE |
| Free access to specific software programs. |
| So far, UB is providing the best technology services |
| more access to online databases/research webites |
| microsoft office |
| Streamline the current pool of applications and websites. It would be so much easier to have ONE place to see announcements, submit work, talk to the teacher, etc. Slack is fantastic for this. |
| It appears the Webex has a software problem that it can crash computers that don't have the right processers, (mine included and its not a chrome book). I would ask to have professors not use Webex and only use Zoom. |
| Get rid of Duo Mobile |
| Blackboard training, specifically how to email students |
| na |
| Free Personal Adobe Creative Cloud, Time Tracking software for time spent completing assignment to properly time block your day |
| more time!! |
| Archived tutorials how to navigate these different technology platforms |
| Gradescope and a replacement for UBLearns |
| better Blackboard app |
| in person learning |
| Don't Know |
| Actual webinars/tutorials on library skills, EndNote, Word, PPT, Excel, and the numerous other programs other students must utilize. |
| Adobe Programs |
| A guided introduction to the resources we can use ie. how to connect to UB secure, all of the apps we can use and how to use them. This can be through zoom, a seemingly more effective method than a youtube video. |
| Microsoft 365 for easier access to Powerpoints ect. that Professors consistently post to UB Learns |
| Provide more resources for increased technological needs |
| I hate the UB learns. I can't navigate it |
| That is not what but how. |
| antivirus protection |
| IT help with computers. Mine is freezing/has problems and it would be great if someone could check it out and help me fix any issues |
| pdf editor to add to existing online notes |
| No technology fee for those who are completely remote for the whole semester. I can't afford good wifi because I have to pay for printing at UB and the technology fee that I do not use because I do not come to campus |
| how to use zoom more effectively - especially for students who host meetings/study groups |
| none that I know of |
| If we could have more than 2 hours when using the remote desktop that would be great. That time limit seriously messes up my assignments because I feel rushed to get them done. One time the 2 minute warning came on, I panicked and forgot to save everything and had to redo my assignment all over again. |
| Adobe Creative Suite |
| panopto training |
| stronger wifi |
| N/A |
| Teaching incoming freshman how to use UB learns and zoom. I had to play around with it for a few weeks to understand how to even access my assignments |
| Get rid of online learning and have us in person again. |
| Use google classroom instead of the Blackboard program. It’s so much easier to use as we can use google docs, slides, drive, etc. which is far better than the microsoft equivalents that a lot of instructors want right now. I think most freshman come from high schools that have already been using google classroom too. |
| N/A |
| Make things easier to find. |
| free software needed for students in every major. For example, we should not be on campus as much but architecture students are not provided with Photoshop, InDesign, etc. They need these things in order to complete their coursework, but the computer labs are not available as often and campus is not exactly the safest place. With the architecture tuition that they pay, they should be provided with these things. Absolutely disgusting that they pay more AND are expected to have their own programs/materials. Look into this department please. |
| Extend the refresh time on DUO so we can use our devices seamlessly. |
| desktop computers |
| Everything UB offers so far as been all I've need.ed to complete my coursework |
| Ub learns can be made more interactive |
| I do not utilize UBs technology enough to be able to adequately provide suggestions |
| Better platforms (with fewer glitched and bugs) than UB Learns for grading of assignments |
| When teachers finish the zoom or webex lecture, could the system automatically put the recording on the UBLearn system? I mean there is no need to ask the teachers to upload the video themselves, because in my courses, some videos upload so late. |
| Please bring back the design sections of digication for Portfolios |
| Discord/Slack |
| Provide softwares like Revit and Indesign and Photoshop |
| Unknown |
| None as of know |
| Adobe Photoshop for download on personal devices |
| make teachers learn how to use UB Learns more efficiently. |
| A software or website where we can work on all of our work in one place instead of multiple websites and apps. |
| offer it to the teachers to standardize their online classes |
| UB is doing an amazing job already |
| Jitsi over zoom and undo the latest updates to ublearn it is much more difficult to use than before with no gains. |
| Register students' device MAC address and let them to connect easily just by two factor verification |
| train professors to better use zoom |
| Free or more reduced cost statistical programs like spss |
| n/a |
| ways to fix sound and other issues - esp with professors who are not native english speakers. Ways to have slides and videos more easily downloaded so they can be used as the basis for note taking |
| Mental Health Services |
| laptop |
| i dont know |
| Nothing |
| Get rid of DuoMobile. Only thing I took this survey to say. |
| I hate Online learning. |
| Better class discussion boards. |
| N/A |
| Giving all students an up to date computer in order to ensure fairness. |
| Better data labs in the social sciences. We need to do research too. |
| Hardware fixes for computers |
| I don’t know |
| Go back to the old notifications system from the old UBLearns |
| How to set up meetings in Zoom and Webex, how to balance the audio in Zoom and Webex |
| more virtual workshops |
| None |
| Photoshop |
| in person classes |
| More e-books through the library web page |
| Acrobat Professional for everyone |
| print and mail system for students who want to print things but cant get to campus |
| Ways to meet other students and make friends |
| more support for Linux (right now you seem to only support Windows and Mac, and only a smattering of articles mention Linux) |
| zoom tutorial? |
| Microsoft Teams |
| Give more leniency |
| adequate wifi in off campus living like Block20 and the Villas |
| On line learning is a band aid approach. It does not come close to replicating F2F learning. I can't wait to return to normalcy |
| Using Eli Review in conjunction with UBlearns is unnecessary and causes confusion for students. UBlearns is an adequate service in and of itself for online teaching in conjunction with Zoom. |
| UB could offer school computers that students have access to at all times (e.i. not in the locked library or student union). UB has reduced library hours due to COVID. But with classes being online, if students don't have a personal computer, these hours are very limiting. Saturday hours are abysmal, and while some libraries used to be open 24/7 on the weekdays, they close much earlier now. I used to be able to access computers at all hours in the Clement computer room, but now with COVID non-residents are not allowed in. |
| get rid of Duo two step login. awful |
| Adobe Suite, Like Photoshop and Premier Pro |
| I have a hard time understanding why we pay a technology fee when we pay for ALL of the technology required for online courses. |
| More information about the technology services provided and while printing being able to have different options for example choosing how many slides wanted on each page. |
| idk |
| Overview of what technological services are offered, I only know about UBBox |
| You could do your own two-step verification instead of relying on that awful, annoying Duo app. Lazy bums. |
| Waive technology fee for online students |
| I don't know |
| Portable wifi devices. |
| Creative cloud accounts |
| I personally believe that the offering of a note taking app would be greatly helpful to enable note taking to occur on top of slides directly. |
| N/a |
| Better WiFi |
| As a researcher, I need access to adobe creative suite including illustrator and photoshop. I also need graphed prism for data analysis. Also, international students often need support with writing and grammar, so having an institutional Grammarly license would allow the education to be more inclusive for English as second language student population. |
| To have test made online so that student don't have to come on campus for test. If the class is online then the tests need to be online as well. NO need to spend 1000s of dollars to come oncapus for tests |
| Easier viewing of grades |
| let be able to see all of our grades for all of our classes |
| VMWare Fusion |
| With online learning it's hard to sit there and focus through an hour an a half lecture so if there is a way to make a requirement of minutes that professor can't exceed or if they can break up the lecture into different videos that would be better. |
| Force professors to keep up on calendar and actually have everything posted |
| I just think UBleans should be the sole place where the online learning is run through. I feel like I have to go to a dozen different places just to find out if I have anything that I am supposed to be attending to. |
| nothing |
| Get the connestions right so the system doesnt lock down and cause delays amd poorer performance. I am at the point now where I dont trust it at all and prefer in all in class , no oline at all. |
| unsure |
| Better server connections when taking online exams |
| I have ADHD and tics so staying focused for long amounts of time is very difficult for me, especially during exams. During exams I usually highlight/underline parts of a question but it is not possible in respondus. |
| Fix UBlearns before you try to branch out. |
| Adding a printing service near Greiner Hall or the Ellicot Complex. |
| Better notification settings. |
| Google "Shared Drive" would be nice for collaborative projects. |
| im not too sure |
| Adobe Creative Suite |
| being able to use panopto in safari |
| google meet |
| Effectively communicate what things are and how to use them, as well as not grading online the same as in person |
| Instead of google mail, we should be using outlook. Outlook has better organizational options and the invites to meetings are often not compatible with google calendar. |
| stop using programs that only work in on a certain type of computer. stop using multiple different learning websites (like myeducator, connect). if you truly care about students and keeping their costs down. you would make sure programs are inclusive of every kind of computer and that professors may only choose from a couple learning websites to use. |
| Get rid of Duo Mobile. The double sign in is horrible! I've been locked out of UB learns on multiple occassions because I bought a new phone, or lost my phone. Get rid of DUO Mobile! No One Likes It! |
| iPads and Apple Pens for students who like to use tablets to take notes. |
| Subscription to Adobe Creative Cloud |
| I am not really sure. I am okay personally |
| assuring everyone has a well functioning computer, because occasionally some websites or things will not work on my computer because it is a 2015 and often says "not UB applicable." I have been using my mothers new HP computer, but I should be able to complete all of my work with my own device. |
| none |
| Potentially a better calendar that can interface with google calendar or the apple calendar |
| You could not charge the students who do not use anything on campus. |
| UB learns is a very unreliable website, especially on mobile where most of the features are not able to be used. |
| Most teachers openly admit to not knowing how to use video conferencing technology. They also consitantly condemn UB learns interface as they feel it is extremely user unfriendly and have never learned how to use it. |
| Na |
| it would be helpful if a software that could prevent you from looking at certain sites while you studying to help you focus and stay on task. |
| NA |
| Wifi - UB connect for my smart TV is awful. Never works. |
| Facebook Universal Events Page |
| The font size of answers to quizzes through UBLearns is minuscule, but the suggested answer is huge. Usually as a grader we are more interested in the answers students give than the suggested answer. If it were possible, it would help if the font sizes for these two elements were reversed. |
| Better ways to connect with lab members and see what they are doing in the in-person section. |
| It is not technology, but I wish there was service in which a student meet with a faculty member and create a productive schedule. |
| N/A |
| Pharmacy students lost their hub for clinical resources and must navigate the school library for them. This is a huge time waster and I have found that the websites are incredibly slow now. They’re basically unusable they’re so slow. I did not have this problem last year when pharmacy students used Hubnet instead of the ub library website. Also, my technology fee increased significantly even though classes are online, so the extra technology fee I’m paying for is useless to me because we shouldn’t be on campus. Waste of my money and time. |
| A refund. Lectures have always been recorded and one of my professors uses twitch, which is a free service to use. The fees associated with this semester are such a cash grab |
| I don't currently have any suggestions |
| VMware Pro License |
| nothing :) |
| Free Wifi off-campus |
| I don’t know |
| my freshmen friends all struggled at the beginning because they didn't understand how to use UBLearns. I think there should be a webinar of some sort to show transfer and new students how to use UBLearns because it can be challenging at first. |
| Streamline things. Too many logins and platforms. Have to login & push duo for everything separately. |
| N/A |
| Stronger connection on the curve wall from Furnas hall to Governors |
| Using google classroom instead of blackboard would make it easier |
| It's never going to be "normal" classroom learning and everyone should stop trying to make it be that. Instead find better ways to use the system we have to use now. |
| If every professor could use a LIVE lecture instead of pre-recorded lectures. We don’t have an opportunity to ask questions during class to understand the information better, also some of the pre-recorded lectures have a horrible Audio quality. Imagine trying to watch hours of lecture a week with a buzzing noise in the background that’s as loud as the speaker. |
| improved staff access to microsoft teams |
| UB Learns needs a student friendly update, its so cumbersome to use. Architecture students also need access to cloud services for work sharing as well as Adobe suite. |
| Have people there to help aid those having IT issues. Service with a smole please. And have workers know this technology please. Fix computors and equiptment on campus please. |
| NA |
| Switch to Google Classroom, UB Learns is awful |
| None |
| Panopto because we have to type to interact with professor, we cannot speak. |
| Help getting WiFi for students who don’t have it. (Discounts through spectrum or something for the length of semester or school year) |
| Third party learning experiences like Khan Academy or a homework/study help source |
| NA |
| It's my own personality that is not suited for online learning. UB has done a wonderful job, but I struggle to maintain a schedule when I do not have to commute to campus each morning at the same time. I'm able to be lazy on certain weekdays (where all of my classes are online) and that bleeds into other days (when I would ideally like to complete coursework). |
| Internet hotspots, or ways to work with poor internet connections |
| Upgrade wireless networks |
| Need better screencasting software, audio transcription software |
| N/A |
| For me personally, I just prefer to be in person. There’s nothing that could be changed online in order to make me more comfortable, as I know what I’m supposed to do, but I am just not doing nearly as well as I would be doing in person. |
| A better Authenticator service for logging in. Current one to be honest kinda sucks. |
| Offer classes in person |
| Not make all my tests borderline impossible and not make us try to learn challenging content online |
| not sure |
| Possibly a laptop lending/renting service... at a time like this the amount of computers available in the library is limited and there’s never any available.. I also shouldn’t have to choose between going all the distance to the library to take classes for my entire day and just using my phone to avoid someone taking the computer I’d been using in between classes |
| Considering my wifi is provided by the apartment complex, personal wifi would make significant improvement to learning. |
| Creative Cloud |
| Free Adobe Suite |
| Subtitles generated for lectures |
| Learning how to download specific software and how to use UBLearns. |
| Better wifi |
| Reduce the Technology Fee |

**Q22 - eduroam is UB's preferred Wi-Fi network. If you connect to Wi-Fi at UB, are you using eduroam?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | eduroam is UB's preferred Wi-Fi network. If you connect to Wi-Fi at UB, are you using eduroam? - Selected Choice | 1.00 | 6.00 | 3.09 | 2.21 | 4.86 | 1265 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 45.45% | 575 |
| 2 | No - I didn't know eduroam was UB's preferred Wi-Fi network | 8.22% | 104 |
| 3 | No - I tried to connect to eduroam but had a problem setting it up on my device (please specify): | 3.00% | 38 |
| 4 | No - I'm already connected to another network (like UB Secure) and don't want to switch | 8.62% | 109 |
| 5 | No - I don't use Wi-Fi at UB | 4.74% | 60 |
| 6 | No - I have not been on campus | 29.96% | 379 |
|  | Total | 100% | 1265 |

Q22\_3\_TEXT - No - I tried to connect to eduroam but had a problem setting it up on my de...

|  |
| --- |
| No - I tried to connect to eduroam but had a problem setting it up on my device (please specify): - Text |
| fail connected |
| can't open any website |
| It never has worked for me |
| idk the sign in |
| I havent checked to see what wifi i connect to |
| i use ubsecure |
| sometimes doesn't accept my credentials or just does nothing |
| I had to use UB Secure |
| Cell phone - gave up; was using general wifi but its not like were on campus anymore so hasn't been an issue. |
| It says it is set up but never works |
| Eduroam only works on my phone |
| Didn’t let me register |
| Everytime I connect it says connect but no internet, so I use whatever UB one I can get to work |
| Wouldn't log in |
| Connected to eduroam in the spring, upon fall return it would not let me reconnect. Switched to UB Secure |
| I started with UB Secure, got kicked out, someone at the desk in Capen library helped set up eduroam for me (which left me standing there for half an hour) but eventually I got kicked off of eduroam so now I'm back to UB Secure. |
| I've had issues on Zoom with eduroam, and will switch to UBSecure |
| Would not let me sign in even though credentials are correct |
| It says my credentials are wrong |
| Wouldn’t let me connect to it |
| hasn't worked with my UB log in all semester |
| I cannot connect to it. I have tried and have to us UB Secure instead |
| I had trouble connecting with it last year, but it eventually worked, I have not been on campus yet this year for it to be an issue. |
| it wouldn't let me connect to edu roam. i am on ub secure |
| It shows successfully connected, but actually has no net work when I try to use. |
| the connection isn’t stable sometimes, so i switch between ub secure and eduroam |
| android phone and MacBook Pro |
| keeps asking for pw and username when i put them in right |
| It used to work but it stopped this semester |

**Q24 - If you use Wi-Fi at UB, is there one place in particular where you have had trouble with lost or "dropped" Wi-Fi connections? If so, where?**

|  |
| --- |
| If you use Wi-Fi at UB, is there one place in particular where you have had trouble with lost or "dropped" Wi-Fi connections? If so, where? |
| Yes. Allllll the time near the Commons (Subway in partciular) and the front of the dining hall seating area, ANDDD near the bookstore |
| Everywhere |
| Elevators, staircases, bus routes |
| 250 Baird hall |
| Outside around NSC and CFA areas |
| n.a |
| In my dorm. Lehman Hall. |
| dorm buildings |
| L |
| UB stadium |
| no |
| tunnel from knox to student union |
| Lockwood Library |
| My dorm |
| everywhere |
| On campus |
| No |
| sometimes in governors the wifi is spotty |
| Student union |
| Tunnel from SU to Know |
| Capen Hall and Fronzak paid lot |
| Kimball tower |
| its slow most places |
| No |
| I don't use Wi-Fi at UB |
| N/A |
| cooke hall first floor near the door |
| Yes, and it can happen anywhere. It happens in the dorms, it sometimes happens in the classrooms (rarely). |
| No |
| Greiner Lobby |
| Ub residence halls |
| n/a |
| the sidewalk from govs to capen has weak wifi signal |
| Between buildings. |
| Tunnel, elevators in dorms |
| dorms |
| Walking between buildings or common areas |
| outside |
| capen, several times |
| Chickmex |
| Ellicot |
| Parking lots |
| Parking lot, but that makes sense since I should already be leaving campus by then. |
| in the walkways. Governors |
| Mathematics Building is CONSTANTLY loosing connection!!! |
| None |
| Everywhere |
| No |
| no |
| N/A |
| Parking lots between buildings. |
| Sometimes the wifi in my bedroom is slow which interferes with zoom calls |
| N/A |
| no |
| Farber Hall |
| Basement of buildings (NSC, for instance). Travelling between NSC and Bell Hall |
| no |
| No |
| Capen 1 |
| The only places I have noticed losing a connection is in some parking areas as I browse my smartphone, so nothing major |
| My on campus apartment |
| Parking lots |
| No |
| occasionally on the Richmond Bridge. |
| Near main office. Capen |
| Elevators (specifically Ellicott building 7) |
| Center for the Arts auditorium |
| the connection between buildings |
| No |
| literally everywhere |
| Near the elevators in Spaulding 7 |
| mostly at greiner but also at silverman |
| O'Brian |
| No |
| I don’t know |
| no |
| In the football stadium as I am a football player other than that it is fone |
| Baird building |
| elevators |
| no |
| Davis Hall sometimes |
| Stairways |
| The parking lot in front of the Governor's Complex (Not that this is an issue. No wifi in a parking lot is completely ok lol). |
| no |
| Center for the Arts |
| Off campus bus stop at rensch loop and flint loop |
| Stairwell in Furnas Hall and UB commons |
| All parking lots, which means I can't study or work on homework in my car between classes. Parts of NSC and some other parts of campus are cell service dead zones. |
| capen library |
| no |
| Hochestatter hall |
| Park Hall |
| N/A |
| No |
| Rarely, but on the bus going around North campus |
| dorm |
| It’s often very slow everywhere |
| The only place the Wi-Fi seemed to drop and connect again would be near the parking and the front car acess roads on the campus |
| No |
| Student Union |
| No |
| Baldy Cafe area |
| Near the stairwells in Park Hall (it also drops in the stairwells, but connectivity declines as you approach the stairs themselves). |
| No but whenever I was there in previous years, the cell service/4g is terrible. |
| It drops in my apartment a couple times a night |
| N/A |
| No |
| No |
| NA |
| outside |
| My room |
| In the elevator/walking to student union |
| No |
| Lockwood Library during the Quizes. It sayd its public wifi and a lit of people are connected go closer to router, which is impossible to find |
| The Residence Halls |
| in elevators |
| restroom of Bonner hall |
| In the stair cases and kitchen |
| Cooke Hall study area |
| The basement in Governors unless in the Lehman Cave |
| I used to use it, but one time It disconnected at one point on my laptop, while completing an assignment. Once I hit submit, I took me to a different website asking to connect to the WiFi, I connected and then it took me to the UB website and my entire assignment wasn’t saved. So I just used my data when I’m doing assignments to make sure that doesn’t happen again. I was in the UB campus at the library |
| Walking between the law building and business building |
| Yes, basement of Clemens has problems sometimes. |
| Stadium and Alumni |
| my room for a short while but i fixed the problem |
| nope |
| No |
| none |
| The fifth floor of Park Hall |
| The entire campus. Your network sucks, get good son. |
| Law school classrooms |
| no |
| Commons |
| My dorm room |
| CFA |
| Commons, plaza near knox |
| alumni |
| No |
| No |
| N/A |
| I have lost connection in my dorm in Dewey Hall at Governors Complex quite often. I usually go to the library to complete classwork because of it. |
| Outside of buildings |
| Sometimes in the Atrium in Ellicott |
| commons |
| No |
| Furnas, When lab doors are closed it seems theres no wifi. |
| no |
| First floor of Governors |
| outside |
| I've lost connection to the wifi while inside my dorm room in the Govenor's Complex Roosevelt Hall in the 203 area. |
| Yes Quads of south campus behind hayes and parker. |
| Between buildings |
| In previous semesters, I lost have lost Wi-Fi connection in The Commons. |
| Hadley Apartments |
| na |
| the library |
| certain areas in apartment or when at desk in apartment |
| My dorm (Governors) occasionally |
| outside of NSC |
| Park Hall |
| no |
| room |
| In between buildings |
| no |
| not that I've noticed |
| Hayes Hall |
| my dorm room, the tunnels by ellicott, by capen cafe, in knox |
| N/A |
| In my room |
| To be honest, this is only for specifically my laptop whereas it has spotty connection every now and then, no other devices has this issue so yeah. |
| No |
| N/A |
| No |
| The Center of Arts basement floor |
| outside of buildings |
| Parking lot in between the CFA and SLV apartments. next to the gym. |
| In the dorm rooms |
| Commons |
| Knox Building |
| Student Union |
| in the capen library, sometimes it'll say "connected. No internet." |
| Ellicot complex parking lot and just outside of the buildings. |
| No |
| Baldy, Capen, SU, Bookstore, Knox, Norton...the spine, in general just is awful |
| n/a |
| Outside of buildings |
| apartment |
| Library |
| not sure |
| n/a |
| NA |
| My dorm |
| Some areas in capen library |
| Traveling between buildings, at my apartment in the evenings |
| Bonner in the corner by the bathrooms and the hallway seating area on the third floor. Makes it hard to use it for work. |
| I don't use on campus |
| Honestly though, no and it’s quite remarkable you all deserve a lot of credit for that. There’s like 10s of thousands of people using this network. I feel bad since it works so well and you only hear about it when there’s a problem. |
| Dorm flint village |
| No |
| By NSC going towards the off campus apartment's' bus loop |
| Walking from the dorms to the student union. Also the walkway from Knox Hall to the Natural Science Complex |
| The commons and bookstore |
| In my apartment |
| the Natural Sciences Complex in North Campus |
| No |
| no |
| Ellicott, outside, parking lots |
| N/A |
| On the Stampede near the bookstore. |
| Outside of halls, in walking areas |
| No |
| nope |
| hallway by Knox |
| Clemens 7th floor |
| The periphery of the Student Union by the dining tables. |
| n/a |
| There are a lot of dead zones in and around Ellicott. Ellicott WiFi also drops unexpectedly for several minutes at a time multiple times a week. |
| Parking lots |
| No |
| My residence hall (Fargo) |
| Wilkeson Dorms |
| upstairs in my apartment at creekside |
| outside near the NSC bus loop. |
| In buses |
| Outside of buildings |
| On random occasions |
| No |
| Flint apartment |
| Libraries |
| Down the stairways. |
| Parking lots |
| between buildings, outside |
| commons |
| None |
| Elevators |
| Whenever I leave a building, it's annoying when the wifi disconnects. I still need it. |
| Dorm room |
| no |
| no where |
| yes see above and it doesnt matter where. |
| no |
| hadley village apartments - I have issue to connecting to wifi when I'm standing outside one of the buildings |
| No |
| na |
| Capen |
| the laundry room in Richmond 6, some times it randomly drops my room, and sometimes in the lounge area of Richmond 6 |
| Almost anywhere outside buildings. Also, the Commons. |
| The path from Ellicott to Student Union, the wifi never works there. Additionally, the tunnel in the atrium where all the food is on the Ellicott Complex, there's never signal or wifi in that whole area. |
| In the tunnels |
| Anywhere outside as well as commons and student union |
| O’Brian hall |
| no |
| All Bathrooms |
| cfa basement |
| no |
| natural science hall and student union |
| In the parking lot |
| Baird hall |
| elevator |
| NSC- switched to UB Secure |
| Near capen hall |
| n/a |
| The walkway down the Academic Spine next to the Governors Lot B. |
| I have only used wi-fi on campus at the Lockwood Library, and once finally connected, I didn't have any trouble. |
| Maybe the elevator. |
| Mathematics Building |
| Outside of buildings, corridors |
| N/A |
| N/A |
| no |
| creekside village east |
| Most of Slee/Baird |
| NA |
| NA |
| Outside Wilkinson |
| The tunnels in the dorms |
| No |
| Not a specific place but at times WiFi has stopped working |
| N/A |
| In the staircases, but thats expected. |
| No |
| No |
| Right at the alleyway traversing between NSC and the Mathematics building |
| no |
| Always in the basement of governors, despite there being an obvious WiFi router on the wall |
| No |
| Governors Clinton Hall Laundry room |
| In my dorm room. the Wi-Fi crashes. |
| Between the end of the academic buildings (Baird, Clemens, etc.) and the CFA/Alumni |
| N/A |
| Knox |
| The elevator and walking in-between buildings |
| My apartment |
| parking lots |
| Parts of Farber hall are really bad. Especially in the basement |
| between capen and SU |
| The yard between Crosby and Diefendorf |
| NA |
| No |
| Inside residents room inside the office |
| Walking between buildings |
| NA |
| No |
| The Commons |
| No |
| Richmond Quad, Ellicott |
| N/A |
| None as of yet |
| Basement of Jacobs |
| outside of buildings such as Fronczak and Slee when i do work outside |
| Hochestetter Hall 5th floors |
| Yes, whenever I use lockdown browser for exams. During background checks it always takes forever to load and I didn’t want to lose time so I have to keep exiting and retrying it |
| Walking through ellicott complex |
| Some locations in Hochstetter |
| no |
| Alumni |
| my apartment |
| ALL the time. When you move south campus to north campus. it doesn't recognize. Some Conner in the lab has poor signal, stair case |
| Student Union, Lockwood Memorial Library |
| Hadley village |
| If I keep getting these stupid surveys, I'll keep giving you guys non answers. |

**Q27 - Have you used the UB VPN (Virtual Private Network) to access UB technology resource from off campus?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Have you used the UB VPN (Virtual Private Network) to access UB technology resource from off campus? - Selected Choice | 1.00 | 5.00 | 3.74 | 1.60 | 2.57 | 1238 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes, and it worked as expected | 18.90% | 234 |
| 2 | Yes, but I experienced problems (please specify): | 4.68% | 58 |
| 3 | No, I am aware of the UB VPN but have not needed to use it | 17.69% | 219 |
| 4 | No, I tried to use it but had a problem (please specify): | 1.05% | 13 |
| 5 | No, I did not know about it | 57.67% | 714 |
|  | Total | 100% | 1238 |

Q27\_2\_TEXT - Yes, but I experienced problems (please specify):

|  |
| --- |
| Yes, but I experienced problems (please specify): - Text |
| Its slow |
| Disconnects a lot |
| Frequent disconnections |
| Glacially slow |
| if its cisco connect I find it gets very glitchy after you been logged off due oto time, and you have to close it and remote desktop to get it to work properly |
| Couldn't access or submit certain files on the system, resulting in me being unable to submit an assignment |
| Too complicated |
| slow |
| It was really difficult to connect. It wouldn't accept my password, even though it was correct. I got frustrated and just stopped trying to use it. |
| Multiple times it crashed |
| I don’t know if Remote Desktop counts but there were too many logged in accounts and sometimes you would steal someone’s session |
| archlinux |
| I frequently have problems maintaining a connection with Apollo (virtual slide service for med students) |
| The UB VPN needs a vpn to get connection from China. |
| I had to modify my system's software do download it - was a pretty compex process. |
| Sometimes it will do a captcha thing and I just can't access research articles...it will say that too many attempts have been made but it's my first time connecting to PSYCHinfo via VPN. |
| It helped nothing, not even help me connecting the online print |
| slow connection |
| Frequently booted me out |
| loss of connection |
| The duo costs lots longer time when logging in. |
| Works slow |
| Could not set up the VPN for a long time but finally succeeded |
| Interfered with my computure and caused performance issues |
| don't remember specific haven't used in sometime |
| Takes forever to load |
| The server often deletes from my computer and I have to re-input it. |
| Connection Timeouts |
| laptop crashes often |
| I was not able to get SPSS to work so I installed a trial version |
| Some reasearch articles won't load even when on VPN. |
| it gets crashing sometimes. |
| Lost connections |
| The VPN has crashed multiple times and needed to be replaced by the Cisco VPN |
| Connecting VPN at one host will force other ones to logout |
| the speed is so slow |
| It won't connect |
| Confusing to access |
| NSC |
| Sometimes doesnt allow me to connect, gives an error message |
| sometimes it disconnects |
| was pretty confusing trying to set it up |
| The program kept saying I needed to be on campus but eventually we were able to get it to work |
| Frequently kicked, convoluted set up |
| I am always kicked off within the first 5 minutes and have to reconnect |
| Occasionally it times out. |
| I have to use a little keychain every time I want to log onto any UB service. It's terribly cumbersome. |
| Took multiple times to connect |
| very slow |
| I don't know how to turn it on. Always fails |
| In the beginning of the semester the provider switched and it was not working for some time |
| Struggled to work it |
| Does not always work and crashes |
| Sometimes I am not connected when the VPN says I am. |

Q27\_4\_TEXT - No, I tried to use it but had a problem (please specify):

|  |
| --- |
| No, I tried to use it but had a problem (please specify): - Text |
| I was using it for virtual desktop but the software I needed wouldn't open, anyway. |
| It connected, but it didn't make any difference/ didnt work |
| It is the definition of malware. |
| I don't really understand why I need to use it. It doesn't seem to apply to my situation. I found two instructions for two different VPNs through UB. One worked, the other did not. The website said I needed the one that doesn't work, but I haven't been able to figure out what I need it for. |
| It was too confusing to figure out so I just do work arounds - or my husband set it up and got it working so I don't know it is being used... he is a computer person |
| Does not connect when I try so I use AnyConnect instead |
| Webpages don't load at all when the VPN is in use, so I can't really use it |
| it simply doesn’t make sense. i downloaded it but there is no way to run it |
| There weren't clear instructions on how to operate it once downloaded and when I tried to remove it to redownload it I was unable to do so. |
| Erectile dysfunction |

**Q28 - Which of the following TV/video streaming services do you use on campus? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Hulu | 11.69% | 217 |
| 2 | AppleTV+ | 1.45% | 27 |
| 3 | Local Cable provider | 1.89% | 35 |
| 4 | Netflix | 20.47% | 380 |
| 5 | Amazon Prime | 11.80% | 219 |
| 6 | Apogee Stream2 (free on-campus cable streaming for UB students) | 1.67% | 31 |
| 7 | HBOMax/HBONow/HBOGo | 3.61% | 67 |
| 8 | Sling | 0.11% | 2 |
| 9 | CBS All Access | 1.35% | 25 |
| 10 | Peacock | 0.70% | 13 |
| 11 | Crunchyroll | 2.05% | 38 |
| 12 | Other (Please Specify): \_\_\_\_\_\_\_\_\_ | 3.02% | 56 |
| 13 | I do not watch streaming services while on campus | 40.19% | 746 |
|  | Total | 100% | 1856 |

**Q31 - Have you set your security questions and registered your cell or non-UB email to reset your UBITName password 24/7 at ubidm.buffalo.edu?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Have you set your security questions and registered your cell or non-UB email to reset your UBITName password 24/7 at ubidm.buffalo.edu? | 1.00 | 3.00 | 1.81 | 0.96 | 0.91 | 1246 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 57.22% | 713 |
| 2 | No, but I'm setting them up now! | 4.90% | 61 |
| 3 | Not yet | 37.88% | 472 |
|  | Total | 100% | 1246 |

**Q33 - From the list of technology services below, please indicate your level of satisfaction with each:**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Buffalo.edu (UB homepage) | 1.00 | 4.00 | 1.43 | 0.82 | 0.67 | 1188 |
| 2 | GET Food/Funds | 1.00 | 4.00 | 2.61 | 1.22 | 1.49 | 1188 |
| 3 | HUB Student Center (on desktop/laptop) | 1.00 | 4.00 | 1.22 | 0.56 | 0.31 | 1188 |
| 4 | HUB Student Center (on phone/tablet) | 1.00 | 4.00 | 1.64 | 0.88 | 0.77 | 1188 |
| 5 | Mobile ID app (used by Campus Dining for vending machines) | 1.00 | 4.00 | 2.56 | 1.18 | 1.39 | 1188 |
| 6 | MyUB | 1.00 | 4.00 | 1.19 | 0.55 | 0.30 | 1188 |
| 7 | Panopto (class recording) | 1.00 | 4.00 | 1.70 | 1.06 | 1.13 | 1188 |
| 8 | Public workstations | 1.00 | 4.00 | 2.69 | 1.14 | 1.31 | 1188 |
| 9 | Top Hat | 1.00 | 4.00 | 2.81 | 1.21 | 1.47 | 1188 |
| 10 | UB Alert | 1.00 | 4.00 | 1.64 | 1.05 | 1.10 | 1188 |
| 11 | UB Learns | 1.00 | 4.00 | 1.17 | 0.45 | 0.20 | 1188 |
| 12 | UB Guardian app (used for UB Alerts and personal safety check-ins) | 1.00 | 4.00 | 2.81 | 1.22 | 1.48 | 1188 |
| 13 | UB Mobile app | 1.00 | 4.00 | 2.11 | 1.18 | 1.39 | 1188 |
| 14 | UB Print Anywhere (kiosks) | 1.00 | 4.00 | 2.38 | 1.18 | 1.40 | 1188 |
| 15 | UBBox | 1.00 | 4.00 | 2.20 | 1.25 | 1.57 | 1188 |
| 16 | UBclicks (Turning Technologies) | 1.00 | 4.00 | 3.34 | 1.00 | 1.00 | 1188 |
| 17 | UBmail (powered by Google) | 1.00 | 4.00 | 1.13 | 0.50 | 0.25 | 1188 |
| 18 | UBIT Help Center/Tech Squad | 1.00 | 4.00 | 2.04 | 1.10 | 1.21 | 1188 |
| 19 | UBIT Website | 1.00 | 4.00 | 1.72 | 1.03 | 1.06 | 1188 |
| 20 | UBITName Manager | 1.00 | 4.00 | 2.51 | 1.26 | 1.60 | 1188 |
| 21 | Wi-Fi (eduroam etc.) | 1.00 | 4.00 | 1.96 | 1.16 | 1.35 | 1188 |
| 22 | Zoom | 1.00 | 4.00 | 1.15 | 0.44 | 0.19 | 1188 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Satisfied |  | Dissatisfied |  | I don't use this (but I am aware of it) |  | I didn't know about this |  | Total |
| 1 | Buffalo.edu (UB homepage) | 75.84% | 901 | 6.99% | 83 | 15.24% | 181 | 1.94% | 23 | 1188 |
| 2 | GET Food/Funds | 32.15% | 382 | 5.56% | 66 | 31.73% | 377 | 30.56% | 363 | 1188 |
| 3 | HUB Student Center (on desktop/laptop) | 83.92% | 997 | 11.53% | 137 | 3.37% | 40 | 1.18% | 14 | 1188 |
| 4 | HUB Student Center (on phone/tablet) | 58.92% | 700 | 22.39% | 266 | 14.65% | 174 | 4.04% | 48 | 1188 |
| 5 | Mobile ID app (used by Campus Dining for vending machines) | 31.82% | 378 | 5.47% | 65 | 37.12% | 441 | 25.59% | 304 | 1188 |
| 6 | MyUB | 86.28% | 1025 | 9.60% | 114 | 2.53% | 30 | 1.60% | 19 | 1188 |
| 7 | Panopto (class recording) | 64.98% | 772 | 11.62% | 138 | 12.04% | 143 | 11.36% | 135 | 1188 |
| 8 | Public workstations | 26.85% | 319 | 5.30% | 63 | 39.98% | 475 | 27.86% | 331 | 1188 |
| 9 | Top Hat | 26.01% | 309 | 6.82% | 81 | 27.27% | 324 | 39.90% | 474 | 1188 |
| 10 | UB Alert | 70.45% | 837 | 4.46% | 53 | 15.91% | 189 | 9.18% | 109 | 1188 |
| 11 | UB Learns | 85.35% | 1014 | 12.88% | 153 | 1.18% | 14 | 0.59% | 7 | 1188 |
| 12 | UB Guardian app (used for UB Alerts and personal safety check-ins) | 27.36% | 325 | 3.28% | 39 | 30.13% | 358 | 39.23% | 466 | 1188 |
| 13 | UB Mobile app | 47.14% | 560 | 12.21% | 145 | 23.06% | 274 | 17.59% | 209 | 1188 |
| 14 | UB Print Anywhere (kiosks) | 37.46% | 445 | 8.08% | 96 | 33.50% | 398 | 20.96% | 249 | 1188 |
| 15 | UBBox | 48.74% | 579 | 5.13% | 61 | 23.99% | 285 | 22.14% | 263 | 1188 |
| 16 | UBclicks (Turning Technologies) | 12.21% | 145 | 2.19% | 26 | 25.42% | 302 | 60.19% | 715 | 1188 |
| 17 | UBmail (powered by Google) | 92.76% | 1102 | 3.28% | 39 | 2.36% | 28 | 1.60% | 19 | 1188 |
| 18 | UBIT Help Center/Tech Squad | 49.16% | 584 | 6.90% | 82 | 34.43% | 409 | 9.51% | 113 | 1188 |
| 19 | UBIT Website | 64.06% | 761 | 6.90% | 82 | 22.22% | 264 | 6.82% | 81 | 1188 |
| 20 | UBITName Manager | 37.46% | 445 | 4.12% | 49 | 28.62% | 340 | 29.80% | 354 | 1188 |
| 21 | Wi-Fi (eduroam etc.) | 55.30% | 657 | 8.33% | 99 | 21.89% | 260 | 14.48% | 172 | 1188 |
| 22 | Zoom | 87.79% | 1043 | 10.19% | 121 | 1.43% | 17 | 0.59% | 7 | 1188 |

**Q34 - In general, do you think your instructors use technology effectively in their courses?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | In general, do you think your instructors use technology effectively in their courses? | 1.00 | 3.00 | 1.43 | 0.71 | 0.50 | 1166 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 69.64% | 812 |
| 2 | No | 17.50% | 204 |
| 3 | Not sure | 12.86% | 150 |
|  | Total | 100% | 1166 |

**Q36 - Which of the following productivity software titles do you use for your studies or coursework at UB? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Microsoft Office suite (Word, Excel, PowerPoint etc.) | 27.49% | 1019 |
| 2 | G-Suite apps (Google docs, sheets, slides etc.) | 18.07% | 670 |
| 3 | Evernote | 0.92% | 34 |
| 4 | Microsoft OneNote | 4.59% | 170 |
| 5 | Google Keep | 1.16% | 43 |
| 6 | Trello | 0.54% | 20 |
| 7 | Todoist | 0.30% | 11 |
| 8 | Omnifocus | 0.00% | 0 |
| 9 | Slack | 4.13% | 153 |
| 10 | Webex Teams | 2.02% | 75 |
| 11 | GroupMe | 9.93% | 368 |
| 12 | Facebook Messenger | 2.48% | 92 |
| 13 | Discord | 7.80% | 289 |
| 14 | EndNote | 1.97% | 73 |
| 15 | Other (please specify) | 2.27% | 84 |
| 16 | Microsoft Teams | 1.19% | 44 |
| 17 | Adobe Creative Cloud (Photoshop, Illustrator etc.) | 4.07% | 151 |
| 18 | Flipgrid | 2.08% | 77 |
| 19 | Padlet | 0.54% | 20 |
| 20 | Kahoot! | 2.89% | 107 |
| 21 | Calendly | 0.76% | 28 |
| 22 | Doodle | 1.65% | 61 |
| 23 | Poll Everywhere | 0.59% | 22 |
| 24 | Canva | 2.02% | 75 |
| 25 | WordPress | 0.57% | 21 |
|  | Total | 100% | 3707 |

Q36\_15\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| GoodNotes |
| pages |
| quizlet |
| Notion |
| Notability |
| yahoo |
| Forest, TimeLog (Both Android apps) |
| Zoom |
| Google Drive |
| Whatsapp |
| Archives Space |
| Nonenone |
| paper |
| Quizlet |
| Asana |
| Menti |
| GoodNote |
| AnkiApp |
| Adobe reader |
| Snapchat |
| Microsoft Whiteboard |
| Pages |
| Not applicable |
| Autocad, Lumion, Sketchup, V-Ray, Rhino, Grasshopper, etc |
| Apple Office Suite( Pages, numbers, keynote) |
| Zotero |
| Snapchat |
| Notion |
| MATLAB, Solidworks |
| OpenOffice, Emacs, Gimp, VirtualBox |
| Zotero |
| Quizlet |
| Good ol’ paper n pencil |
| Whatsapp |
| zoom, rhino, autodesk suite, Vray by chaos group, Grasshopper |
| Goodnotes, Things3, Spark |
| FoxitReader |
| Google Sheets and Google Docs due to convenience |
| Notibility |
| Notability |
| whatsapp |
| Notabitlity, Good Notes |
| iClicker |
| Zotero and Libreoffice mostly |
| None |
| Tophat, STATA |
| Open source alternatives to various media editing and wordprocessing. |
| Zoom meetings with friends |
| Mac run Office apps |
| Google Docs |
| LibreOffice |
| SNote |
| Kritik |
| LibreOffice suite (Writer, Calc, Impress, etc.), Skype |
| Quizlet |
| Zoom |
| Sonocent |
| Noteability |
| Grammarly, GraphPad Prism |
| overleaf |
| nitro reader |
| spss |
| quizlet |
| Google drive |
| I am on a MacBook Air and typically use Apple Based programs (Pages, Numbers, Keynote, Quicktime) and convert to submit assignments. I have a prof that requires Word, so i have downloaded and use the Microsoft programs offered through UB. |
| Squid (note-taking android app) |
| notion |
| I take notes on my notebook, so I study the handwritten work. It is easier for me |
| Notability |
| Twitch |
| respondus, sapling |
| Notability |
| For notes I use my notebooks |
| LibreOffice |
| Miro |
| LibreOffice Suite, Latex |
| Revit |
| Snapchat (group chat) |
| Rocketbook |
| None of these actually |
| Notion |
| Pages, Numbers, Keynote, Notability |
| Pee pee poo poo |

**Q38 - Which academic websites have you signed up for during your academic career at UB?**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Chegg | 10.54% | 157 |
| 3 | Coursera | 5.31% | 79 |
| 4 | Khan Academy | 13.97% | 208 |
| 5 | Leetcode | 1.68% | 25 |
| 6 | LinkedIn Learning (Lynda) | 3.83% | 57 |
| 7 | Piazza | 15.11% | 225 |
| 8 | Prezi | 4.43% | 66 |
| 9 | TopHat | 21.63% | 322 |
| 10 | WileyPLUS | 7.25% | 108 |
| 11 | Zybooks | 3.69% | 55 |
| 12 | Other (please specify) | 5.57% | 83 |
| 16 | ELI Review | 6.98% | 104 |
|  | Total | 100% | 1489 |

Q38\_12\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| quizlet |
| sladder |
| The Pearson websites for textbooks and Mastering courses system |
| webwork |
| STUDOCU |
| WebAssign, MGConnect |
| Schoology |
| Quizzlet |
| EDx |
| Mymathlab |
| Gradebook |
| None |
| PhDProofreaders |
| safari |
| Mastering |
| None |
| LinkedIn |
| Mcgraw Hill Connect |
| N/a |
| Mastering Chemistry and MyMathLab |
| Tableau |
| quizlet and packback |
| MyMathLab |
| Miro |
| edX |
| Loom |
| course hero |
| TopHat |
| Cengage, panapto, labflow |
| Not applicable |
| Pearson |
| Academia.edu |
| Cengage |
| Cengage |
| None |
| Hackerrank |
| Cengage |
| Chegg textbook rental only, NOT chegg Study |
| Mindtap |
| UWORLD, Amboss, Onlinemeded |
| n/a |
| Webassign |
| N/A |
| na |
| None of these |
| ESRI |
| TeachingBooks.net |
| Qualtrics |
| Zotero, Stata |
| MG Connect |
| None |
| nothing |
| Youtube |
| WESTLAW |
| edx |
| Pearson |
| Vital Source/ Pearson |
| kritik |
| pearson |
| iClicker Reef |
| McGraw Hill Connect |
| none |
| cengage |
| None |
| Pearson/MyMathLab |
| book |
| Cengage |
| Mastering Engineering & Kritik |
| None of these |
| Pearson, WebAssign |
| None |
| McGraw-Hill Connect |
| Cengage| mindtap |
| Cengage, Pearson Learning (Mastering Chemistry), LabFlow |
| Webassign |
| ScienceDirect |
| geocities.com |

**Q39 - In 2020, UBIT added self-service printing kiosks to campus. If you are using them, are you satisfied with their location?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | In 2020, UBIT added self-service printing kiosks to campus. If you are using them, are you satisfied with their location? | 1.00 | 3.00 | 2.36 | 0.90 | 0.81 | 1171 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 28.86% | 338 |
| 2 | No | 6.58% | 77 |
| 3 | I have not used them | 64.56% | 756 |
|  | Total | 100% | 1171 |

**Q40 - Where could we add additional printing kiosks to improve your experience?**

|  |
| --- |
| Where could we add additional printing kiosks to improve your experience? |
| The printoing stations take too long and are complicated the old way was much better i don't print on campus because of this |
| Put a 24 hour printer near the residential buildings like near Greiner & Ellicott. |
| Kimball or Sherman |
| Student Union |
| More locations |
| Basement of Kimball. There used to be a printer there and now there isnt one. Health Sciences Library does not need that many kiosks in one building. |
| Kimball Tower |
| I was hoping that there could be a kiosk in my residence hall, but I have to go out of the building to print stuff off. |
| Easier and clearer steps for the printing kiosks |
| put them in the resident halls. Flint |
| Baird Hall |
| Go back to the original printing centers... |
| Fronczak hall |
| Hadley Apartment, all the apartment complexes really. |
| In the apartments so we don't have to travel to main campus to use the printers |
| In residence halls |
| Greiner Hall |
| There's only one in Ellicott complex |
| Ellicott |
| Any location as long as you let us use our printing money and not campus cash! |
| On campus apartments have NO printing stations. Absurd. |
| Governor's building, but not in the computer lab |
| By the mail office or outside the student center in Elicott. The one in the student center closes, limiting when that printer can be used. |
| Bring back the printing rooms, the kiosks are terrible. |
| Nsc |
| Inside the law library |
| In the residence halls, like Richmond that is available 24 hours |
| too complicate |
| Fronczak or NSC |
| The printer in the Ellicott Complex is not 24/7, can only be used while the Academic center is opened. |
| HADLEY APARTMENTS AND FLINT and maybe don't put them places that are Locked. Why can't be one in Filmore be in the hallway by the atrium like other ones?? |
| in apartment complexes, on spine/safely outside |
| I think outside major classrooms or the ground level of all the academic buildings. |
| more by ellicott, in the residence halls etc |
| For convenience, can I just print via the website browser instead of having to download a new software on my devices? |
| idk |
| The only printing kiosk in Ellicott is in the academic center, which has very limited hours. Putting one somewhere else would help, most people do their work late at night. |
| SLV, places closer to residence halls/apartments |
| Greiner and a couple more in the dorms also a couple on several places on campus like putting on in The Nautral science complex |
| Please add a printing kiosk in the community centers of apartment buildings, add another one in the Student Union and more on the side of campus near Alumni Arena and the CFA. |
| Outside Blake center!! |
| The duo mobile is very inconvenient |
| ground floor popular areas on campus, like 1 capen, baldy, ect |
| It would be helpful if the printing station in the Clinton Residence Hall was available for more hours of the day, because I have noticed that when I would like to print something, it is rededately closed. If feasible, 24/7 printing station in the dorms would be helpful. would be |
| hochstetter |
| Diefendorf ! / a building on South that’s open 24/7 |
| near classrooms |
| The dorm buildings because its kinda crazy that I have to go all the way to main campus to print a few papers just to come all the way back to my room where i do my work. I dont enjoy going to the library because i try to stay as far away from people as often as i can because of rona. |
| Outside of printing stations and every floor of the library. There was a long wait to use them inside a small printing station space on UB south campus health sciences library |
| more in Ellicott, the only 24hr kiosks are on north campus and the only one in Ellicott is not accessible 24/7 |
| On the Ellicott Complex and Greiner Hall |
| Greiner |
| greiner! cfa lobby! the blake center has limited hours |
| More in the dorming areas |
| In apartment community centers |
| Anywhere on the east end of campus (Alumni Arena, CFA, etc.) |
| Ellicott residence |
| South Lake Village |
| Creekside Village |
| closer to the apartments |
| Hadley village |
| On the 290 |

**Q44 - How did you find out that UB offers free software like Microsoft Office? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Flyer on my desk during on-campus move-in | 4.98% | 75 |
| 3 | From a professor | 13.40% | 202 |
| 4 | From a friend or classmate | 16.39% | 247 |
| 5 | Orientation or move-in guide | 13.27% | 200 |
| 6 | Virtual orientation presentation | 4.64% | 70 |
| 7 | Poster in my residence hall | 1.39% | 21 |
| 9 | TV screen display | 0.86% | 13 |
| 11 | UBIT video | 2.39% | 36 |
| 12 | UBIT Facebook or Twitter | 0.20% | 3 |
| 13 | UBIT Tech Squad/Help Center staff | 1.39% | 21 |
| 14 | UBIT website | 23.82% | 359 |
| 15 | Other UB social media or website (please specify) | 1.06% | 16 |
| 16 | I didn't know UB offered free software | 12.81% | 193 |
| 17 | Other (please specify) | 3.38% | 51 |
|  | Total | 100% | 1507 |

Q44\_15\_TEXT - Other UB social media or website (please specify)

|  |
| --- |
| Other UB social media or website (please specify) - Text |
| Stumbled upon the information while looking for something else |
| UBIT email |
| Instagram |
| email |
| I believe I saw it the website before I attended UB |
| Searching for it online |
| na |
| Gmail, Discord |
| SIP |
| Poster between NSC and Norton |
| email |
| UB email |
| UB mail |
| Email |

Q44\_17\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| Googled it |
| Emails |
| dont remember it was before I got to ub thoguh |
| MVCC does, so I figured that UB does too |
| I guessed |
| I assumed based on my undergrad university offering free downloads |
| looked it up |
| Older sister who went to UB |
| Knew from previous college that did the same |
| In my computer basics training, but not sure how/where to access |
| MS Program IT Competency course |
| Assumed college students get these things for free from their university |
| figured it out myself |
| I clicked on an assignment and PowerPoint worked. |
| Don’t remember |
| Clicking around |
| I dont care. |
| I think I was emailed about it my freshman year |
| Email |
| I figured it out on my own by googling. |
| na |
| na |
| My Bio TA |
| My dad who works at UB |
| I just signed in with my UB account and saw it was offered |
| all colleges offer this |
| I don´t remember |
| I googled it |
| Microsoft offers it to any college student. |
| I didn't know UB offered free software. I have my own subscription. |
| Email |
| None |
| I dunno, it's been years since I set it up |
| Pitt offered it, so I figured UB did too |
| I did not see info about this anywhere but another graduate student told me. |
| My mom |
| I assumed they did and I was right |
| My mom told me all suny schools offer free microsoft office utilities. |
| Google |
| common sense |
| Email |
| People who were previously in college said that colleges offer free Microsoft applications. |
| Orientation as an undergrad |
| Google search |
| Syllabus |
| Brother |
| Email |
| As an Undergrad |
| Tried using my UB email but Microsoft would let me get the free programs |
| Email sent to my UBemail |

**Q46 - Where do you prefer to go first to find the following information?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Campus emergencies | 1.00 | 13.00 | 2.48 | 2.78 | 7.74 | 1098 |
| 2 | Campus housing | 1.00 | 13.00 | 4.00 | 4.59 | 21.02 | 873 |
| 3 | Campus dining | 1.00 | 13.00 | 4.49 | 4.81 | 23.11 | 853 |
| 4 | Campus closings | 1.00 | 13.00 | 2.80 | 3.44 | 11.85 | 1056 |
| 5 | Campus news/events | 1.00 | 13.00 | 3.00 | 3.90 | 15.23 | 1082 |
| 6 | Service disruptions and facilities issues (e.g., bus delays, snowplowing, building closures) | 1.00 | 13.00 | 2.34 | 2.84 | 8.07 | 1067 |
| 7 | Information about COVID-19 (returning to campus, health and safety) | 1.00 | 13.00 | 2.98 | 3.87 | 14.97 | 1111 |
| 8 | New IT Service/Software releases | 1.00 | 13.00 | 2.29 | 2.87 | 8.24 | 1028 |
| 9 | How to get help with technology | 1.00 | 13.00 | 2.84 | 3.21 | 10.29 | 1061 |
| 10 | Technology outages (i.e. Wi-Fi, printing) | 1.00 | 13.00 | 2.32 | 2.72 | 7.40 | 1050 |
| 11 | How-to/IT help articles | 1.00 | 13.00 | 2.92 | 3.21 | 10.31 | 1027 |
| 12 | Updates/photos/videos etc. from friends | 1.00 | 13.00 | 4.07 | 3.42 | 11.69 | 1029 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Email |  | Text |  | UBIT Website |  | UBIT Alerts |  | Facebook |  | Twitter |  | Instagram |  | Snapchat |  | YouTube |  | TikTok |  | UB Home Page |  | Other |  | Total |
| 1 | Campus emergencies | 46.99% | 516 | 32.79% | 360 | 2.82% | 31 | 9.47% | 104 | 0.18% | 2 | 0.27% | 3 | 0.64% | 7 | 0.00% | 0 | 0.00% | 0 | 0.09% | 1 | 6.38% | 70 | 0.36% | 4 | 1098 |
| 2 | Campus housing | 59.22% | 517 | 4.81% | 42 | 8.48% | 74 | 0.80% | 7 | 1.72% | 15 | 0.11% | 1 | 1.03% | 9 | 0.00% | 0 | 0.11% | 1 | 0.00% | 0 | 23.14% | 202 | 0.57% | 5 | 873 |
| 3 | Campus dining | 52.29% | 446 | 6.68% | 57 | 10.20% | 87 | 0.82% | 7 | 0.59% | 5 | 0.47% | 4 | 1.17% | 10 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 25.67% | 219 | 2.11% | 18 | 853 |
| 4 | Campus closings | 53.60% | 566 | 25.38% | 268 | 3.03% | 32 | 5.49% | 58 | 0.19% | 2 | 0.19% | 2 | 0.76% | 8 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 10.89% | 115 | 0.47% | 5 | 1056 |
| 5 | Campus news/events | 70.79% | 766 | 5.08% | 55 | 4.16% | 45 | 1.20% | 13 | 0.83% | 9 | 0.55% | 6 | 2.87% | 31 | 0.00% | 0 | 0.00% | 0 | 0.09% | 1 | 14.05% | 152 | 0.37% | 4 | 1082 |
| 6 | Service disruptions and facilities issues (e.g., bus delays, snowplowing, building closures) | 59.04% | 630 | 22.21% | 237 | 3.09% | 33 | 7.31% | 78 | 0.37% | 4 | 0.19% | 2 | 0.75% | 8 | 0.09% | 1 | 0.00% | 0 | 0.00% | 0 | 6.65% | 71 | 0.28% | 3 | 1067 |
| 7 | Information about COVID-19 (returning to campus, health and safety) | 66.16% | 735 | 10.17% | 113 | 4.77% | 53 | 3.06% | 34 | 0.27% | 3 | 0.09% | 1 | 0.72% | 8 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 14.22% | 158 | 0.54% | 6 | 1111 |
| 8 | New IT Service/Software releases | 68.48% | 704 | 3.31% | 34 | 18.29% | 188 | 1.65% | 17 | 0.39% | 4 | 0.10% | 1 | 0.68% | 7 | 0.00% | 0 | 0.10% | 1 | 0.00% | 0 | 6.42% | 66 | 0.58% | 6 | 1028 |
| 9 | How to get help with technology | 53.16% | 564 | 2.73% | 29 | 32.42% | 344 | 0.85% | 9 | 0.19% | 2 | 0.09% | 1 | 0.66% | 7 | 0.00% | 0 | 0.38% | 4 | 0.09% | 1 | 8.29% | 88 | 1.13% | 12 | 1061 |
| 10 | Technology outages (i.e. Wi-Fi, printing) | 60.76% | 638 | 11.43% | 120 | 15.81% | 166 | 4.57% | 48 | 0.57% | 6 | 0.00% | 0 | 0.67% | 7 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 5.52% | 58 | 0.67% | 7 | 1050 |
| 11 | How-to/IT help articles | 50.24% | 516 | 2.53% | 26 | 34.86% | 358 | 1.07% | 11 | 0.29% | 3 | 0.10% | 1 | 0.78% | 8 | 0.00% | 0 | 0.68% | 7 | 0.10% | 1 | 7.98% | 82 | 1.36% | 14 | 1027 |
| 12 | Updates/photos/videos etc. from friends | 31.68% | 326 | 22.93% | 236 | 3.69% | 38 | 0.39% | 4 | 7.48% | 77 | 1.26% | 13 | 19.83% | 204 | 5.15% | 53 | 0.58% | 6 | 0.00% | 0 | 3.89% | 40 | 3.11% | 32 | 1029 |

**Q50 - What assistive technology do you use, if any? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | I do not use assistive technology | 94.66% | 1045 |
| 2 | Screen readers (Jaws, Window-Eyes, Voiceover, outSpoken, etc.) | 1.81% | 20 |
| 3 | Screen magnification software (Zoomtext, Magic, etc.) | 0.63% | 7 |
| 4 | OCR/reading solutions (Kurzweil 3000, Kurzweil 1000, OpenBook, Read-Write Gold, etc.) | 0.45% | 5 |
| 5 | Speech recognition applications (Dragon Naturally Speaking, Dragon Dictate, etc.) | 0.91% | 10 |
| 6 | Hands-free speech-free input devices (HeadMouse, HeadMaster, etc.) | 0.27% | 3 |
| 7 | Other (please specify) | 1.27% | 14 |
|  | Total | 100% | 1104 |

Q50\_7\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| zoom captioning |
| Genius Scan |
| Siri dictation |
| a |
| na |
| Speech to text application |
| Dragon didn't work so they send my lectures to a transcription service |
| Please dont make these surveys so long! |
| Sonocent |
| Zoom, didn't know about the others |
| Grammarly |
| this technology is already built-into my laptop |
| Mercury Reader - Text adjustement |
| Corrective lens glasses |

**Q52 - Have you experienced problems accessing the following with assistive technology? If so, how often?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Audio and video materials | 1.00 | 4.00 | 2.28 | 1.14 | 1.29 | 57 |
| 2 | Classroom technology | 1.00 | 4.00 | 2.11 | 1.13 | 1.27 | 53 |
| 3 | Email announcements and messages | 1.00 | 4.00 | 1.71 | 1.08 | 1.17 | 58 |
| 4 | HUB Student Center | 1.00 | 4.00 | 1.98 | 1.20 | 1.44 | 55 |
| 5 | MyUB | 1.00 | 4.00 | 1.75 | 1.15 | 1.32 | 55 |
| 6 | MyUBCard | 1.00 | 4.00 | 1.70 | 1.08 | 1.17 | 46 |
| 7 | Online courses or course materials | 1.00 | 4.00 | 2.24 | 1.15 | 1.32 | 63 |
| 8 | Online forms and/or surveys | 1.00 | 4.00 | 1.75 | 1.07 | 1.15 | 56 |
| 9 | UBlearns | 1.00 | 4.00 | 1.91 | 1.12 | 1.26 | 56 |
| 10 | UB Libraries | 1.00 | 4.00 | 1.66 | 1.09 | 1.18 | 50 |
| 11 | UB websites and services | 1.00 | 4.00 | 1.82 | 1.16 | 1.35 | 55 |
| 12 | UB websites and services on mobile devices | 1.00 | 4.00 | 1.98 | 1.22 | 1.50 | 54 |
| 13 | Other (please specify) | 1.00 | 4.00 | 1.67 | 1.18 | 1.39 | 12 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Never/Rarely |  | Sometimes |  | Often/Always |  | Total |
| 1 | Audio and video materials | 42.11% | 24 | 45.61% | 26 | 12.28% | 7 | 57 |
| 2 | Classroom technology | 49.06% | 26 | 41.51% | 22 | 9.43% | 5 | 53 |
| 3 | Email announcements and messages | 68.97% | 40 | 22.41% | 13 | 8.62% | 5 | 58 |
| 4 | HUB Student Center | 58.18% | 32 | 27.27% | 15 | 14.55% | 8 | 55 |
| 5 | MyUB | 69.09% | 38 | 18.18% | 10 | 12.73% | 7 | 55 |
| 6 | MyUBCard | 69.57% | 32 | 21.74% | 10 | 8.70% | 4 | 46 |
| 7 | Online courses or course materials | 44.44% | 28 | 42.86% | 27 | 12.70% | 8 | 63 |
| 8 | Online forms and/or surveys | 66.07% | 37 | 26.79% | 15 | 7.14% | 4 | 56 |
| 9 | UBlearns | 58.93% | 33 | 32.14% | 18 | 8.93% | 5 | 56 |
| 10 | UB Libraries | 72.00% | 36 | 18.00% | 9 | 10.00% | 5 | 50 |
| 11 | UB websites and services | 65.45% | 36 | 21.82% | 12 | 12.73% | 7 | 55 |
| 12 | UB websites and services on mobile devices | 59.26% | 32 | 24.07% | 13 | 16.67% | 9 | 54 |
| 13 | Other (please specify) | 75.00% | 9 | 8.33% | 1 | 16.67% | 2 | 12 |

**Q54 - What would have made it easier for you to get started with Information Technology at UB? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Greater availability of IT sessions at orientation | 10.25% | 54 |
| 2 | Mandatory IT sessions at orientation | 12.14% | 64 |
| 3 | Email with information about IT services | 26.94% | 142 |
| 4 | More information available on the UBIT website | 11.95% | 63 |
| 5 | More videos on IT topics | 10.44% | 55 |
| 6 | A greater presence on social media | 8.92% | 47 |
| 7 | Ability to earn a certification through training sessions in IT | 3.98% | 21 |
| 8 | UBIT's efforts were sufficient to help me get started | 14.23% | 75 |
| 9 | Other (please specify) | 1.14% | 6 |
|  | Total | 100% | 527 |

Q54\_9\_TEXT - Other (please specify)

|  |
| --- |
| Other (please specify) - Text |
| I don’t take IT? |
| a list of available tech emailed at the beginning of the semester |

**Q44 - How important were UB's classroom environment (including technology and overall experience) in your decision to remain at UB?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | How important were UB's classroom environment (including technology and overall experience) in your decision to remain at UB? | 1.00 | 3.00 | 2.03 | 0.78 | 0.60 | 812 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Little to no importance | 28.69% | 233 |
| 2 | Somewhat important | 39.66% | 322 |
| 3 | Very important | 31.65% | 257 |
|  | Total | 100% | 812 |