

2009 Student IT Experience Survey – Interim Frequencies Report

The results include answers from all respondents who took the survey in the 15-day period from Monday, November 23, 2009 to December 07, 2009. 816 responses were received. Please note that in the interest of space, qualitative responses are a random selection of a text block.

1) What type of computer(s) do you own?

Response	Count	Percent
Desktop	305	37.4%
Laptop (full features similar to desktop)	674	82.6%
Notebook (small laptop - can load software)	56	6.9%
Tablet (can use keyboard or stylus to write on screen)	12	1.5%
Netbook (limited to browser use)	23	2.8%
Smartphone (cell phone with computing features)	95	11.6%
PDA/handheld (computing features without cell phone)	36	4.4%
I don't own a computer	17	2.1%

2) What computer do you use most?

Response	Count	Percent
Desktop	174	21.8%
Laptop (full features similar to desktop)	569	71.4%
Notebook (small laptop - can load software)	26	3.3%
Tablet (can use keyboard or stylus to write on screen)	6	0.8%
Netbook (limited to browser use)	6	0.8%
Smartphone (cell phone with computing features)	12	1.5%
PDA/handheld (computing features without cell phone)	4	0.5%

3) What operating system is on your primary use computer?

Response	Count	Percent
Windows 7	106	13.3%
Windows Vista	332	41.6%
Windows XP or earlier	216	27.1%
Mac OS X 10.6 (Snow Leopard)	42	5.3%
Mac OS X 10.5 (Leopard) or earlier	70	8.8%
Linux or other Unix-based OS	13	1.6%
Don't know	9	1.1%
Other (please specify)	10	1.3%

Other OS System Responses:

Leopard OSX w/ Bootcamp Windows XP
IPHONE FIRM WARE 3.0
Snow Leopard & Windows 7
Mac OS X 10.4.11 (Tiger)
Vista & Ubuntu
Dual Boot: Windows 7 & Ubuntu
windows xp home premium?
Dual Windows Vista & Ubuntu Linux
iPhone OS 3.1.2 for iPod touch
Dual boot Windows XP x86 and 7 x64

4) Which version of Linux/Unix is on your computer?

Response	Count	Percent
Fedora	1	7.7%
Gentoo	0	0.0%
Red Hat Enterprise Linux	0	0.0%
SuSE	1	7.7%
UBLinux	0	0.0%
Ubuntu	9	69.2%
Other (please specify)	2	15.4%

5) Please indicate the type of Windows operating system on your primary machine, if known:

Response	Count	Percent
Windows Vista 64-bit edition	116	26.5%
Windows Vista 32-bit edition	142	32.4%
Windows 7 64-bit edition	43	9.8%
Windows 7 32-bit edition	47	10.7%
Not Sure	87	19.9%
Other (please specify)	3	0.7%

6) How do you connect to UBIT resources?

Response	Count	Percent
ResNet	263	32.2%
UB dial-up modem	52	6.4%
Non-UB dial-up modem (e.g. AOL, Earthlink, Juno)	11	1.3%
Cable modem (e.g. Time Warner)	341	41.8%
DSL - Digital Subscriber Line (e.g. Verizon)	91	11.2%
Satellite dish (e.g. Dish Network)	3	0.4%
FIOS	42	5.1%
Landlord provided broadband service	46	5.6%
Mobile broadband from telephone provider	35	4.3%

7) Have you connected to UB Secure, UB's secure wireless network?

Response	Count	Percent
Yes	433	54.5%
Yes, with difficulty	94	11.8%
No, I tried but couldn't get it to work	90	11.3%
No, I didn't know about it	141	17.8%
Other (please specify)	36	4.5%

8) If you couldn't get UB Secure to work, or didn't know about it, how did you make a wireless connection?

If you couldn't get UB Secure to work, or didn't know about it, how did you make a wireless connection?
I don't own a laptop so I would just use the computers provided in the library.
I don't have a laptop
i used the school computers while on campus
I don't bring my laptop with my to campus so I've never bothered to use it
vpn client
UB wireless
unsecured
I didn't use wireless.
Don't use a wireless computer so i don't need a wireless connection.
With what my computer calls UBWireless
I don't make wireless connections.
UB wireless

9) Do you use UB VPN to access campus resources when you connect to the Internet from home or off-campus?

Response	Count	Percent
Yes	194	24.4%
No	290	36.4%
I don't know what UB VPN is	312	39.2%

10) What firewall do you use on your primary computer?

Response	Count	Percent
Firewall that comes with my operating system	292	36.6%
Firewall software provided by UB (Symantec)	261	32.7%
Firewall software provided by another source	119	14.9%
Employer Firewall (connect primarily from an offsite employer computer)	3	0.4%
I choose not to use a firewall	30	3.8%
Not sure	73	9.1%
Other (please specify)	20	2.5%

Other Responses:

comodo
Norton 360
Trend Micro
Private info
Symantec firewall already on my computer previous to attending UB
avg
COMODO
hardware firewall
UB VPN NEEDS TO WORK WITH 64-BIT O.S
onecare
Zone alarm
it is from microsoft
Mcafee
microsoft security essentials
hardware firewall
i use ubuntu. no need for a firewall :-)
Eset Smart Security
Symantec bought by meself
Avast!

11) How do you keep your computer's operating system and applications updated ("patched") and secure?

Response	Count	Percent
My computer downloads updates automatically	587	71.9%
I manually download and install updates	199	24.4%
I install additional Internet security software	74	9.1%
I do not regularly update or patch my computer's security	36	4.4%
Not sure	41	5.0%

12) Did you know that UB Policy prohibits the use of your UBIT account to illegally share downloaded, copyrighted works?

Response	Count	Percent
Yes	622	76.6%
No	190	23.4%

13) When was the last time you changed your UBIT password?

Response	Count	Percent
This week	9	1.1%
Within 30 days	18	2.2%
Sometime this semester	133	16.3%
A long time ago	300	36.9%
Never, I'm using the original password	354	43.5%

14) Do you know about the self-set password tool?

Response	Count	Percent
Yes, I've already used it to reset my password.	89	10.9%
Yes, I set my password answers, but I haven't needed to use them.	142	17.5%
Yes, I set my password answers, but couldn't remember them when I needed to.	14	1.7%
No, I didn't know about it.	568	69.9%

15) Where do you reside?

Response	Count	Percent
UB residence hall	182	22.3%
UB on-campus apartment	77	9.4%
Off campus - home	243	29.8%
Off campus - UB housing (Flickinger Court)	6	0.7%
Off campus - privately rented apartment	269	33.0%
Off campus - apartment complex (e.g. University Village at Sweet Home, The Villas)	39	4.8%

(Start Residence Hall questions)

16) Please indicate in which UB housing unit you live.

Response	Count	Percent
Clement	17	6.4%
Clinton	13	4.9%
Creekside Village	6	2.3%
Dewey	4	1.5%
Fargo	20	7.5%
Flickinger Court	7	2.6%
Flint Village	16	6.0%
Goodyear	18	6.8%
Hadley Village	29	10.9%
Lehman	12	4.5%
MacDonald	2	0.8%
Michael Hall	0	0.0%
Porter	17	6.4%
Pritchard	2	0.8%
Red Jacket	25	9.4%
Richmond	14	5.3%
Roosevelt	11	4.2%
Schoellkopf	4	1.5%
South Lake Villa	23	8.7%
Spaulding	13	4.9%
Wilkeson	12	4.5%

17) Do you get a cell phone signal in your Residence Hall room or apartment?

Response	Count	Percent
Yes	252	95.1%
No	12	4.5%
I don't have a cell phone	1	0.4%

18) How do you get a wireless connection in your University Residence Hall room or apartment?

Response	Count	Percent
UB provided (UB Secure or UB Wireless)	147	55.5%
My own wireless router	20	7.5%
Someone else's router	11	4.2%
I can't get a wireless connection	61	23.0%
I don't need a wireless connection	19	7.2%
Not sure	7	2.6%

19) IT consultants are no longer available in Residence Hall labs (Clement and Governors). Please indicate how this affects your use of the labs.

Response	Count	Percent
No impact at all	111	42.0%
Less convenient	31	11.7%
Somewhat difficult	9	3.4%
Very difficult	14	5.3%
I don't use any lab	62	23.5%
Not sure	37	14.0%

(End Residence Halls questions)

20) Which web browser(s) do you use?

Response	Count	Percent
Firefox	552	67.6%
Google Chrome	169	20.7%
Internet Explorer	372	45.6%
Opera	32	3.9%
Safari	139	17.0%
Not sure	6	0.7%
Other (please specify)	16	2.0%

Other Responses:

aol
Maxthon
avent
seamonkey
avant

Netscape
chromium is my primary and most frequently used browser
Links2
Safari
Links
Camino
Konqueror
Shiretoko
Flock

21) Please rank the 3 sites to which you connect with your smartphone or PDA most frequently (with 1 being the most frequent).

Rank Item	Rank	Points
UBmail	1	787
MyUB	2	765
None of the above	3	690
UBlearns	4	611
UB's home page www.buffalo.edu	5	118
Departmental websites	6	113
Library websites	7	110
Student Resource Center website	8	24

22) What websites or email clients do you use to read your email?

Response	Count	Percent
Entourage	8	1.0%
Gmail (personal account - not UB's Gmail)	357	43.8%
UBmail powered by Google	169	20.7%
UBmail	473	58.0%
Hotmail	146	17.9%
Mac mail	25	3.1%
Mulberry	9	1.1%
Outlook	62	7.6%
Outlook Express	24	2.9%
Pine	0	0.0%
Thunderbird	42	5.1%
Vista Mail	1	0.1%
Yahoo	249	30.5%
Not sure	6	0.7%

Other (please specify)	60	7.4%
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Other Responses:

road runner
aol.com
Opera
msn
aol
aol
aol
aol
from my undergraduate college
webmail
att
whatever time warner's email is considered.
AOL
windows live
aol mail
Road Runner
aol
optimum
Windows Live Mail
aol
AOL
roadrunner blackberry
AOL
excite.com
localnet
roadrunner
aol
evolution
Hofstra
roadrunner
verizon
roadrunner
Windows Live Mail
Evolution Mail
verizon email

Mail.app on Mac OS

23) Do you use @buffalo.edu as your primary email address?

Response	Count	Percent
Yes	450	55.1%
No	366	44.9%

24) Why don't you use @buffalo.edu as your primary email address?

I use it for school related correspondence, I just like to keep personal and school related work separated.
Because when i graduate this email address will no longer be available for me to use.
I had gmail first
Not set up as gmail. Why do only freshman get the new UBmail based off Gmail?
Because UBMail stinks! It is horrible and I am very disappointed that you only upgraded the freshman's email to GMail's platform. (I gave a presentation to a class about my feelings about this topic)
I use it as my primary school email, but everything personal related (like financial information) I use gmail.
Because my 1st known email address is @aol.com so it's been the one I've used for at least a decade.
I get it forwarded to my primary
i have used my current primary address for a long time
I use my <full name>@gmail.com, I think it looks more professional than <ubit>@buffalo.edu. However all my UB mail is forwarded to my gmail account, and I can send from my UB address through Gmail.
I have multiple other yahoo accounts prior to getting buffalo email account. I'm not sure if the buffalo email account will remain after I graduate.
I have a different primary e-mail address because the other address is the address I've had for several years even though I also check my @buffalo.edu daily too. My @buffalo.edu is just for college related stuff and my primary address is for everything else.
The @buffalo.edu will go away when I graduate, which would result in me having to inform everyone that it was no longer my e-mail address. This could lead to logistics and communication issues later on.
I have had my msn account for over 15 years so I use that for everyday and school one for school stuff
Use only for academic purposes
Use my yahoo mail as my primary.
It is the school's email and will not be permanent.
I had one before I came here that I prefer.
I worked before coming back to school and all of my contacts had my gmail address.
It is only for school.
I have my email forwarded to my yahoo account, I do not want outsiders to know my school email.
When I leave UB I don't want to have to change all my email information.
Because i use my yahoo mail for a long time
It's not a permanent address

I prefer to keep it "clean" and private for school
Don't want junk mail coming to my ub email address
My contacts are unaware of my @buffalo account, as it is a more recent account for me.
ubmail and ublearns often become unavailable.
Too much spam
It's a temporary address.
Not enough storage, and I'll only have it for two years
Lot of spam message received
I'm using buffalo.edu as primary address only in case of official work.
Easier to use my gmail account
I have already submitted my gmail ID to many places before.
Because it is only a temporary address and then I would need to send out a new address after I graduate
Because i have one which is conecct to my work
Because I won't always be a student at ub
Things were akready set up to go to an older one
I only use it for my academics when I contact my professors and classmates, but I have a separate account that I primarily use to contact other people.
I don't particularly care to use a temporary email address as my primary.
Only for school/work related
Because I don't want to worry about needing to update all of my contacts with a new address when I graduate.
It sucks.
Because i have yahoo and i try not send junk to my ub email because i sign up for a lot of junk mail.
i only use it for school. i do not give it out to stores or other companies.
not reliable
habit
It's a worse client than gmail. Also, I prefer to keep my academic and personal mail separate.
I use it for school-related communication only, to avoid spam.
UBmail through Gmail is currently unavailable for my graduating class.
Gmail is my primary email address. @buffalo.edu is used for school related stuffs.
Because I already had the email I use before the @buffalo.edu was assigned to me.
I use @buffalo.edu as my primary email address concerning educational needs, such as sending an email to a professor/department/advisor etc. I use my gmail account concerning personal needs such as sending a message to a friend/relative, any personal yet formal email (such as an email to a doctor's office) and for employment opportunities. Technically I used both equally, but for different needs. I like to keep them separate so that I can keep my personal life and my school life separate. I believe it looks more professional, for example, to use my personal email when sending a resume to an employer than my school email. That is just a personal opinion and a matter of preference.
I had already established contacts with my yahoo account
it is for education uses not personal uses.
Only for school purposes
I like to keep college mail separate from personal mail and when I want to reply I just reply while I'm in UBMail

25) Which of the following instant messenger (IM) programs do you use?

Response	Count	Percent
Adium	22	2.7%
AIM	322	39.5%
AIM Express	56	6.9%
GAIM/Pidgin	26	3.2%
Google Talk	135	16.5%
iChat	55	6.7%
Jabber	3	0.4%
Meebo	62	7.6%
MSN IM (Windows Messenger)	147	18.0%
Trillian	20	2.5%
Yahoo!	104	12.7%
I do not use instant messenger (IM) programs	209	25.6%
Other (please specify)	71	8.7%

26) Who provides your cell phone service?

Response	Count	Percent
AT&T	214	26.2%
Sprint-NexTel	59	7.2%
Verizon Wireless	369	45.2%
T-Mobile	120	14.7%
Cricket	6	0.7%
I don't own a cell phone	15	1.8%
Other (please specify)	33	4.0%

Other Responses:

Virgin Mobile
tracfone
Motorola
Tracfone
Virgin Mobile
DOCOMO (Japanese company)
Helio

27) Please rank your top 3 site preferences (1 being the most important) for getting a cell phone signal.

Rank Item	Rank	Points
Campus hallways outside large lecture halls	1	864
Library commons areas	2	581
Indoor areas in food and cafe courts	3	556
Residence hall room	4	457
Student gathering spaces and meeting rooms	5	442
Campus bus stops	6	428
Outdoor areas near food courts	7	308
Not sure	8	282
Residence hall common area/lounges	9	121
Residence hall hallways/laundry facilities	10	58
Residence hall eating establishments	11	49

28) Have you signed up for the UB emergency alerts service (UB Alert) to receive text messages in case of a campus emergency?

Response	Count	Percent
Yes	358	44.1%
I tried, but the sign-up process was confusing and/or didn't work	45	5.5%
I don't know about it	38	4.7%
Not yet, but I intend to	104	12.8%
I don't have/use text messaging on my phone	47	5.8%
No, I do not intend to sign up for UB Alert services	214	26.4%
Other (please specify)	6	0.7%

Other Responses:

long process, didn't do
No, I do not have Messaging service. Which prevents me from signing up
I did, but I've never received anything from it
I did last year but not this year
No, I don't have a cellphone
I still have an out of state phone #, and I don't know if it will work

29) Please rank the top 3 ways (with 1 being most important) that you prefer to receive official UB communication.

Rank Item	Rank	Points
Email	1	2037
MyUB	2	1008
Text messaging	3	891
Paper mail (US Postal)	4	402
Instant messaging (IM)	5	191
Not sure	6	82

30) Which of the following "softphone" (voice over IP) services do you use?

Response	Count	Percent
Gizmo	7	0.9%
Skype	305	37.4%
Vonage	16	2.0%
None	423	51.8%
Not sure	36	4.4%
Other (please specify)	36	4.4%

Other Responses:

oovoo
Google voice
oovoo
ooVoo
none
ventrilo
ooVoo
ooVoo
0060
blackjack
OOVOO
ventrilo
Google Voice
Wengo

have VOIP through Time Warner

31) Do you use the public computing sites?

Response	Count	Percent
Yes	660	80.9%
No	156	19.1%

(Begin public computing site users only questions)

32) Please rank the 3 most important features of public computing sites (with 1 being the most important).

Rank Item	Rank	Points
Convenient hours	1	1048
Convenient location	2	988
Convenient printing services	3	763
Software I need	4	300
Reasonable iprint allocation	5	215
Laptop friendly work space	6	197
Group study space	7	138
Up-to-date hardware	8	117
Not sure	9	36
Helpful staff	10	32

33) On average, how many hours per week do you use public computing sites?

Response	Count	Percent
Less than one hour per week	107	16.2%
2-4 hours/week	214	32.5%
5-10 hours/week	214	32.5%
More than 10 hours/week	111	16.8%
I never use public computing sites	1	0.2%
Don't Know/Not Applicable	8	1.2%
Other (please specify)	4	0.6%

Other Responses:

whenever I need to print
I would use them more if they have the software that I need. I use public computing sites about 2-4 hours a week right now because I can't access Kimball computing site
It depends on the week
Only when I have to because I don't like them

34) Please describe the reasons you choose to use a public computing workstation instead of your laptop.

Please describe the reasons you choose to use a public computing workstation instead of your laptop.
faster internet connection than dialup at home
Sometimes I just prefer using a desktop because I have more room on the physical desk space and because my laptop is very small. Also, sometimes I'm just distracted a little bit easier with using my laptop.
print out, use the software i don't have access to
I have the ability to print quicker.
I do not have a laptop
not having my laptop with myself, printing, need for instant access
i can print using the pulic computing workstation more easily
more convenient than brining my laptop with me.
Need to print, and iprint does not work on vista 64-bit.
Symantic provided by the school did not protect my laptop so i got a whole lot of viruses- I can not use my laptop so i use the schools computers
I need to print, and have more space to work. I also focus the best on campus.
Don't feel like carrying my laptop to school everyday
I often don't feel like carrying my laptop around and it's easier for me to do work on a desktop computer.
Because I do not own a laptop yet and, although I have one available to use provided by my parents, I am not sure how to connect to UB's network.
to print
easier than carrying around my laptop
group meeting lazy to bring laptop to school
Only for checking e mail and printing handout
I don't always bring my laptop to campus.
fast internet connection
I prefer a desktop, but the library/cybrary environment helps me focus.
This is because the public computing workstations have up to date software and it is faster than my laptop.
Able to print easily, more software, bigger screen, full keyboard and mouse.
I don't have a laptop, and when I'm on campus away from my desktop, it makes sense.
I don't carry my laptop around all the time so I have to use public computers.
for printing assignment, and sometimes my laptop was out of battery. sometimes i brought too many books with me and they are too heavy so i did not bring my laptop
Sometimes I can't find a place to sit where I can spread out my resources on a table top and be able to plug in my lap top. I utilize certain software in the computing lab that I don't want to install on my personal machine.
i need to print my work and i don't have to carry my laptop around when i have an hour gap between classes.

it is easier most of the time to just go to a computing site than to carry around my laptop

I have time between classes and I can get my work done and printed without being bothered like at home

(End public computing user questions)

35) Which of the campus computing environments listed below would you prefer to spend most of your time?

Response	Count	Percent
Library computing sites (e.g. Capen 1st or 3rd floors or Lockwood 2nd or 3rd floors)	485	61.3%
A flexible environment for laptops that includes power, network connections and work surfaces	269	34.0%
Other (please specify)	37	4.7%

Other Responses:

Linux lab in Bell
I like the Jacob's computer lab. There is usually not a wait. The wait time at the libraries is really long. There is a great need for more computer labs and more computers in the libraries.
Ketter
Blake
Business building
my house
Health Sciences Library
home
Both
computer labs in dorms
In my office
Lab
student union
Bell Hall 4th Floor
My room
For now, South campus library that has desktops and an open study space. However, when I have a laptop I prefer a more laptop friendly area that has the connections etc and ALSO study space.
Should be a designated quiet study computing area
Jacobs Computer Lab
Law Library
a wireless network that lets me use my laptop wherever I am on campus
Unsure
Ellicott
only health science library
Dude, I'm on the south campus.
home

Alternate between both
but would like to be able to release prints from that location

36) How many of your classes require you to use each of the following technologies?

	None	One	Two	Three	Four or more	Not sure
Blogs	86.6% (707)	6.0% (49)	2.5% (20)	0.6% (5)	1.0% (8)	3.3% (27)
Clickers (personal response device)	70.8% (571)	21.7% (175)	3.3% (27)	0.6% (5)	0.6% (5)	3.0% (24)
Course or instructor website	30.8% (251)	18.3% (149)	12.0% (98)	12.6% (103)	23.2% (189)	3.2% (26)
Email	6.9% (56)	8.9% (73)	11.4% (93)	15.3% (125)	55.3% (451)	2.2% (18)
Instant Messaging (IM)	91.1% (743)	1.8% (15)	1.8% (15)	1.0% (8)	1.5% (12)	2.8% (23)
UBlearns (Lexis-Nexis, Westlaw, Twen or other)	6.6% (54)	8.6% (70)	14.5% (118)	20.2% (165)	48.0% (392)	2.1% (17)
Streamed content (audio only)	76.8% (627)	14.1% (115)	3.1% (25)	1.6% (13)	1.6% (13)	2.8% (23)
Streamed content (video, Windows Media or Real)	66.6% (540)	18.9% (153)	7.0% (57)	2.7% (22)	2.3% (19)	2.5% (20)
UB on iTunesU	91.4% (746)	3.2% (26)	1.2% (10)	0.6% (5)	0.5% (4)	3.1% (25)
Online social network (e.g. Facebook, Second Life)	89.7% (732)	4.3% (35)	2.1% (17)	0.6% (5)	0.7% (6)	2.6% (21)
Library Web Resources (Electronic Search)	42.5% (346)	24.2% (197)	13.8% (112)	6.0% (49)	10.2% (83)	3.3% (27)
Video streamed content/webcasts	81.1% (662)	8.8% (72)	3.1% (25)	2.1% (17)	1.5% (12)	3.4% (28)
Wiki	82.4% (672)	6.3% (51)	3.1% (25)	2.2% (18)	3.2% (26)	2.9% (24)

37) Considering the learning tools listed above, please take this opportunity to comment about UBlearns, Clickers or streamed or captured course content.

Considering the learning tools listed above, please take this opportunity to comment about UBlearns, Clickers or streamed or captured course content.
ublearns, this site is wonderful, it have all the tools that i need to accomplish my homework.
I like ublearns for it's quick access to all the materials that are needed for classes.
UBlearns is my favorite
clicker are just useful tools if there is a pre-registration, training session about since first I lost lots of points because of it while I attended the classes and it took a lot of time from prof. to explain about it and set it for students which I think could be done by others in times except class times

UBLearns is great. Clickers are ridiculous
clickers should be cheaper!
clickers work well
UBLearns is fine, but it would be nice to have a mobile version of it for use on smartphones.
clickers suck
I purchased a clicker, but none of my classes actually use it.
I want to be able to save recordings to my flash drive so I don't always have to keep logging in to the site to access them, but i don't know how to save them.
The clicker is a pain because she doesnt always use it and it seems the days she does is the day you forget it and she no longer will take it written and sometimes the clicker doesn't want to work
Clickers are stupid.
UBLearns is adequate enough, but not very user-friendly.
I think they are all fine.
UBLearns
clickers are pointless and just another way for this school to get more money from students. they dont work properly and are just expensive glorified remotes
Clickers are only useful in classes which are too large to begin with. UBLearns is useful to save paper and access information online.
I like UB Learns a lot and the clickers are fun
I wish more classes used clickers.
I love the idea of video-recording lectures. It helped me tremendously when after I went to class and took notes, I could rewatch the lectures and listen closely and take more notes I needed for the exams. I don't like the idea that they are open to all students because I actually went to class AND re-watched the videos, most of my class never came to actual class. Maybe there should be a way that only the students coming to class get to obtain video access.
UB B learns
I don't have that much experience using anything besides UBLearns
its ok
so far so good
UBlearns is nice I guess.
UBlearns is convenient, except when it's down.
i wish all big lectures that are streamed audio only would have video content as well
UBlearns is fun.
They are all useful to the school, Clickers are way to expensive. The speed of the internet at our school needs to be fast and stable.
I'm not currently taking any classes, but of the ones I've taken, the professors only expected us to use email and to prepare presentations for class with online materials, especially library resources.
ublearns is very helpful
UBlearns could be a little better organized.
ublearns does a pretty good job, the clickers are expensive but pretty effective and they change every year which sucks
never used them

Ublearns must be used by more professors and clickers are stupid and not well utilized
clickers are really useful for attendance
UB learns is a life-saver
good
uploading and managing content on ublearns way too clunky and slow
No comments.
I dont like iclickers.
I dislike clickers very much. it cost me a fortune and have used it about 5 times in one class. having the entire class use paper for those quizzes instead of clickers would have also been more resource conservative (think about all the materials needed to make one clicker).
I think UBlearns is quite handy.
I am fine with the services of UBLeArns
i dont use any of these
I think that the University should get a standard with the clicker system and make sure that all teachers are following it. This semester, I have 2 classes that use clickers, and both use different ones (1 uses the correct UB clicker, 1 uses the iClicker). This makes it so that the student has to buy 2 different clickers (not good).
UBLeArns is great. Clickers were brand new and buggy when I had them, haven't had since so do not know - hopefully better.
UBlearns is clunky
Insturctors dont readily use new tools
The clickers need to be standardized. The clicker I bought Freshmen year is not the one I use in my current class. Clickers should be rented. UBLeArns is an excellent tool. It needs to be faster and their iphone App needs to be enabled.
I'm happy with UBLeArns- it is useful!
It's great.
I have had no problems with UBlearns. It is very convenient to look up assignments and communicate with classmates.
Clickers are too expensive and a poor way of testing students attention during class.
UB learns is great every thing is organized and convenient
I like UBlearns. It's convenient and it allows students and faculty to communicate quickly.
Personally, UB learns is great because it keeps me up to date on what's going on in my class.
no
I like clickers because they keep involvement in classes higher than those that don't use clickers.
It would be nice if everything were through UB learns instead of professors having their own sites that require remembering url's, passwords, logins, etc.
All courses could have single platform like UBLeArns instead of separate webpages. UBLeArns can be suitably graphically modified per se, and with respect to each course. In this way, it will be a one stop shop!
UBlearns news need to be sent to UBmails
The streamed video for my class will not work on my laptop even though realplayer is up-to-date. When I use the library computers it works, but everytime the instructor switches a slide on the screen an internet explorer window pops up that can't be displayed. It's distracting so I keep RealPlayer on top of all windows and by the end of the lecture there can be over 100 windows up.
I like ubLeArns. It helps a lot and allows you to gain access to your class while not being able to do it physically.

For example the middle of the night when you have a question.
For the technologies I've needed to use, they all work fine and I'm good with how they are.
I think Clickers are nice, but they're too expensive to buy for only one class.
Online tests and quizzes are an excellent way to utilize the technology. Many classes do not take full advantage of all the technology and still are dependent upon paper documents.
I really like the captured course content because it is the most helpful study tool I've ever used. When I'm going through my notes and something doesn't make sense, I just have to find the video from that days lecture and watch the part of the lecture that covered that piece of information. It really helps to clarify information.
I wish more teachers listed grades on the UBLearns website.
UB Learns seems to work OK, although for three required chats, my group had to move our chat to google chat, since Blackboard chat did not support Mac's.
UB itunes was confusing at first to navigate. Researching professional & peer reviewed journal articles is convenient at the library site.
They all suck
Clickers are good for students who go to class but are too expensive
UB Learns always seems to have issues
The only way I can use streaming audio or video is at a public computing site because my dial up service at home won't support it. In fact I had to drop a course because the instructor was using tools other than ublearns that my home computer won't support.
I wish UBLearns would show the average grade in the class next to my grade. This shows me whether I'm ahead of the game or if I'm slacking and I need to pick up the pace. Right now I have no feedback on my performance.
All great except when UB network goes down.
Clickers are a waste of my time and money. I hardly ever touch them. I don't understand why some courses (CHEM101 or UGC111) are just too proud to have video recordings of lessons, it makes it impossible to catch up on a missed lesson. For courses which do have video recordings (BIO200), it gets extremely annoying when technical malfunctions occur.
I like having things posted on UB learns, it allows good access from remote locations.
UBlearns is great. I wish there was a way to make up for clicker questions if you forget to bring it to class because I did that once.
Very useful
Recorded lectures are the best idea ever. Allows me to watch them whenever I want to, so I don't miss things when I accidentally fall asleep.
ublearns is good. ub library search could definitely improve.
I can't believe some of these are used for serious classes. UBLearns is a great tool for accessing class documents in an organized, single location.
I don't use them much for this semester.
UBlearns is a good tool, but many instructors don't know how to utilize it properly (particularly when posting your grades). I'd be hesitant to rely on streaming content for academics as occasional network slowness issues might make streaming content unreliable.
Captured courses are awesome. There seem to be equipment errors sometimes. Please give them enough money or staff or whatever to make sure everything works. If this is the only way I can attend class I want the recording to be there. Its an awesome service.
UBLearns kinda sucks....imo there are better free tools out there...
more professors should use UBLearns

We need to have only one clicker that works with all classes. Each student gets one upon starting at the university, and they use it for all the years they are at UB.

UBlearns is great because everything is all piled up

38) What devices do you use to connect to audiovisual streams of course materials?

Response	Count	Percent
iPod (any model)	113	13.8%
mp3 or mp4 device (other than iPod)	29	3.6%
Laptop/notebook	423	51.8%
Tablet	6	0.7%
Personal desktop computer	135	16.5%
Public or departmental computer	132	16.2%
Smartphone/PDA	32	3.9%
None of my classes require me to access content this way	269	33.0%
Other (please specify)	3	0.4%

(Refer to photograph of three learning spaces designed to accommodate group collaboration)

39) Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
These spaces are valuable for group work	25.2% (201)	36.5% (292)	23.9% (191)	8.8% (70)	5.6% (45)
The display screens help with group work	21.6% (172)	30.1% (240)	35.6% (284)	7.0% (56)	5.8% (46)
I find the display screens easy to use	16.2% (128)	19.1% (151)	53.4% (422)	6.8% (54)	4.4% (35)
The furniture is comfortable and flexible	28.2% (224)	41.7% (331)	24.8% (197)	3.3% (26)	1.9% (15)
Quality of paint, lighting... is adequate	29.5% (235)	45.4% (361)	20.0% (159)	3.5% (28)	1.6% (13)

Comment Responses:

I dont' work in groups that much
arrangement like mrs.riches Cafe is simply adorable
Sound from environment, makes it difficult to study
these spaces are located in busing areas- not ideal for group work
The only problem I see is location... It's hard to get work done if you're sitting in Knox and a class of 400 students is getting out right next to where you're sitting.
knox hall is such an inconvenience because of the traffic
Never used, not in a library-like environment so I doubt I would use them.
I like these alot
More chairs.
Some areas are in major walkways that easily lead to disruption during normal class hours
I don't get what the screens are even for?

NSC small group space is NOT working as intended - it is mostly for sleeping nowadays
Too much noise in those areas.
I thought those were TVs every time I passed them
We Need More
it is nice to have sofas and a big screen in knox hall but the place is usually out of signal for many cell phone services which makes it hard for all group members to meet there
They are nice, but I do not see much use of them.
I don't know, haven't used them
I have not used these facilities, but I can see how/why they would be useful.
Knox Halls screen turns on then off when you connect. You think its on but then auto turns off and needs to be turned on again to stay on.
frequently used by students to nap in... hard to find any to actually use for designated purpose
area is too open for group work
really nice addition. thoughtful, useful and really user friendly.
I've never used any of these sites
THIS SHOULD BE AVAILABLE ON SOUTH CAMPUS!!!!
You mean these screens can be plugged into?
Chairs should be more ergonomic. They tilt too far back. The gap between the person and the table is too big.
These spaces are in high traffic areas that do not seem to be used for the designed purpose. They appear to be more like lounge areas than study spaces.
nice but they belong in the libraries
I don't stay on campus for group work
I have never been to these places, I am a grad student and only operate on South campus
there are too few of them to really make a difference, but they are nice
NOt enough chairs in Knox for a large group to work around a screen
though I've never used these since their not on South campus (at least that I know of)
It is very hard to get internet in NSC
They are always taken, I never get to use them especially in the mornings.
I have never used the display screens or know how to
they get used for people so hang out not for school work
be nicer if they were'nt in heavy traffic areas
I have never actually utilized the space, but this is my opinion. The display screen question I answered as neutral because I never tried to use them but they seem as though they'd be helpful.
Never used them, so honestly couldn't give opinion.
I don't even know what the display screens are for or how to use them.
i like the work space in Riches cafe' the best
I did not even know these places existed.
this is stupid because you are showing three different kinds of spaces. the mrs. riches cafe looks good for group work but the others are lounging spaces. there are not enough of these spaces according to the number of students and none on south!!!!

haven't used these. I wouldn't study in a hallway
its placed in open area where you are bound to get disturbed better to make such arrangements in a library
Spaces are too crowded

(Referenced photograph of three informal learning spaces designed to support individual study)

40) Please indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
These spaces are valuable for individual academic work	30.4% (244)	39.2% (314)	20.2% (162)	7.5% (60)	2.7% (22)
The furniture is comfortable and flexible	21.4% (170)	35.8% (285)	27.3% (217)	10.4% (83)	5.2% (41)
Quality of paint, lighting... etc. is adequate	25.4% (203)	41.7% (333)	23.6% (188)	6.8% (54)	2.5% (20)

Comment Responses:

I like people around but not so close to me...
Need more personal space.
better lighting in the NSC in the early evening
they don't have much seating for over weight and there are plenty who can't fit in some of the desks with the tables connected to them
I do not use them
it is often too dark and chairs are very high without foot rest
There needs to be some type of feet rest, because your legs just hang there, and you usually stop feeling your legs after a while. NEED FEET REST!!!
not enough table space, & chairs are too high.
These spaces seem to be a very good resource for students.
haven't used them, but I like the idea.
Need more secluded quiet work areas, like upper Lockwood floors. Give quiet study areas desktops, because i don't have a laptop.
the chairs are WAY too high. There is nothing to rest your feet on! There should be a ledge on the wall or smaller chairs... I can't even bring myself to sit on them!
very nice addition.
light is not bright enough in the NSC individual study area
I really like the individual spaces in NSC. U can do some work there before going to class.
NSC lighting is awful! Way too dark in to evening.
The swivel seats in NSC need a place to put your feet. They get uncomfortable because your feet must hang.
the lighting needs to be better, here & in the classrooms

Even for a tall person like me, the "bar" chairs are a little uncomfortable.
I only stay on campus for work on the computer - and Lockwood is a nice space for me. However, these displays look comfortable.
I find these areas to busy and noisy to be able to work.

41) UB is planning to upgrade additional classrooms to include technology. Please list any classrooms you feel are in need of an upgrade (e.g. video projector, sound, clickers). If you don't know the exact room numbers, please describe them as best you can (course name and building).

(These responses are too diverse to list in the frequencies – will be tabulated for final report)

42) How useful would it be to have your classroom content recorded and made available to you online after class?

Response	Count	Percent
Very useful	516	64.0%
Useful	191	23.7%
Not useful	51	6.3%
Not sure	48	6.0%

43) Compared to last year, what is your current level of satisfaction with computing resources at UB?

Response	Count	Percent
Very satisfied	135	16.7%
Somewhat satisfied	337	41.7%
Neither satisfied nor dissatisfied	103	12.7%
Somewhat dissatisfied	47	5.8%
Very dissatisfied	23	2.8%
I was not a student here last year	164	20.3%

44) Please provide any additional comments that you would like to share with UB administration about IT services. What could be improved? How can we improve efficiency or eliminate waste? What services are we not providing that you need?

(These responses are too diverse to list in the frequencies – will be tabulated for final report)

45) What is your class standing?

Note: Class standing (n=816) cross-tabulated with Q2: type of computer most-used (n=797).

Base Question	Respondents	Desktop	Laptop (full features similar to desktop)	Notebook (small laptop - can load software)	Tablet (can use keyboard or stylus to write on screen)	Netbook (limited to browser use)	Smartphone (cell phone with computing features)	PDA/handheld (computing features without cell phone)
Freshman	89	4.6% (8)	13.4% (76)	7.7% (2)	16.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)
Sophomore	122	9.2% (16)	16.3% (93)	19.2% (5)	0.0% (0)	33.3% (2)	16.7% (2)	75.0% (3)
Junior	165	16.1% (28)	22.1% (126)	7.7% (2)	16.7% (1)	16.7% (1)	25.0% (3)	0.0% (0)
Senior	216	32.8% (57)	24.4% (139)	15.4% (4)	16.7% (1)	33.3% (2)	41.7% (5)	25.0% (1)
Graduate student - 1st year	93	13.8% (24)	9.7% (55)	30.8% (8)	33.3% (2)	16.7% (1)	8.3% (1)	0.0% (0)
Graduate student - year 2 or more	104	15.5% (27)	12.3% (70)	15.4% (4)	16.7% (1)	0.0% (0)	8.3% (1)	0.0% (0)
Non-matriculated	16	4.0% (7)	1.2% (7)	3.8% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Not sure	11	4.0% (7)	0.5% (3)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Total Counts	816	174	569	26	6	6	12	4

(New to UB student question)

46) Please indicate your level of agreement with the following statement: "Based on my experience, I would recommend that all students have Google Apps accounts, including UBmail powered by Google."

Response	Count	Percent
Strongly Agree	44	24.7%
Agree	52	29.2%
Neutral	63	35.4%
Disagree	8	4.5%
Strongly Disagree	4	2.2%
Other (please specify)	7	3.9%

Other Responses:

I dont have UBmail powered by Google so I do not know what it is like.
never used it before so am not sure as to what it is
Disagree unless IMAP is offered.
I agree but in order to use google mail with a client you have to forward your account. That stinks. IMAP should be enabled and some sort of campus contact log should be accessible.

47) Please take this opportunity to suggest changes that would have made it easier for you to get started with IT at UB.

I'm getting error 404 whenever I log onto my ResNet at Goodyear, but I haven't got the time to call IT services. I can still go online even with the 404 error. So I ignored it.
a startup email..
More software plz`
make applications and webpages more seeable and more accessible.
Better information and instruction about linking personal computer with the network and accessibility of the files on the UB file system.
Obviously security is a huge concern, but it was relatively hard for me to use my UBIT account when I was first admitted. I do not live permanently in Buffalo, so it was difficult for me to get the required identification to UB in a timely manner.
I-Print sucks...lots of human mistakes!!
Information about anti-virus software was confusing.
i find to easy to understand and use the IT system at UB
Have an online tutorial/information presentation to complete to familiarize myself with UB IT. I feel it was only by chance that I was exposed to things at UB such as VPN and locations of public computers.
I think everything is pretty self-explanatory
IMAP for UBmail by Google.
nothing
pages look too crowded and dense. too many things too close to each other.
Dont like enter pin so many times.
MAKE THE INTERNET FASTER. It used to be so fast during my undergrad and now its mediocre at best
a informational session or hand out of some sort for graduate students to understand how IT at UB works. Knowing which libraries are around and there hours would also be helpful. Graduate students have to discover things on their own. I wish there was one place they could get the information when they are first admitted to the university instead of having to search all over the UB website to find the basic information they need.
allow me to access my ubmail from my email client and cell phone
Well, I never knew that Capen had a third floor until last week. You should probably put up signs or something.
It would be easier to log into email directly, instead of having to go through the MyUB page.
A single list with all the things that need to be done, instead of many different things from many different departments.
None it was easy
No
Understand how to connect to the internet quicker and easier.

I couldn't believe that there were problems supporting Vista when I started here for internet access. That's kinda lame. My undergrad school never had a problem
A guide about how to find out UBIT username and password posted on public computing sites, or pop out when student's laptop are connected but not logged in.
More computers
The current system is simplistic enough. I don't see a reason for change.

(End new to UB student questions)

48) What is your residency status?

Response	Count	Percent
New York resident	643	79.0%
Out-of-state	32	3.9%
International student	138	17.0%
Not sure	1	0.1%

49) In which School or College within the University are you enrolled?

Response	Count	Percent
Architecture and Planning	15	1.8%
Arts & Sciences	249	30.6%
Dental Medicine	5	0.6%
Education	34	4.2%
Engineering & Applied Sciences	148	18.2%
Law	18	2.2%
Management	121	14.9%
Medicine & Biomedical Sciences	44	5.4%
Nursing	19	2.3%
Pharmacy & Pharmaceutical Sciences	38	4.7%
Public Health & Health Professions	58	7.1%
Social Work	20	2.5%
Undecided	44	5.4%