2015 UBIT Student Experience Survey Open Ended Comments (Unedited)

UBIT Policy & Communication

Office of the VPCIO

UB Information Technology

25) Tell us about any classrooms that have technology problems (i.e. sound level, ability to see screen clearly, technology reliability). Please include building name and room number.

I am a Teaching Assistant and so far I have not experienced any tec. issue
microphones suck in south campus
I have never seen any problem so far.
The sound level of the professor while they are giving their lecture is poor. It's hard to hear them.
N/A
The users of the sound systems should be somehow trained before using them.
connection problems
Jacobs 106- Sometimes there are recording issues where the projector screen in the classroom, or the blackboard is not shown at all. It's mostly from the end of the person recording.
All classrooms are free of technology problems.
none
Bio 200 at Knox 20 ton of clicker problems. Resolved quickly
Knox 104: focusing issues with the projector & volume of microphone: *Problems have already been addressed*
don't know/ not applicable
not found
NSC201, the document camera does not work. Hard to see chalkboard
none
recorded lectures-sound level is usually low with earphones on laptops -wifi connection problems all the time when I work at Jones Center at Governors. -had friends with wifi connection problems who lived in certain parts of Ellicott/greiner
teachers go over so much information that after the exam you forget everything. too much emphasis on exam learning than actual learning. the bigger the class the more independent work you do. private college was better in that sense of teacher-student engagement, not afraid to ask a question. teachers wont even let you ask questions even if your confused because their trying so hard to cram in all exam material at once.
Hochestetter 114. Many computer science classes are scheduled there but the room is too small

and technologically unreliable for holding CS classes.
No Outlets NSC lecture halls
Jacobs basement, I don't know the classroom number, but the wifi doesn't work in that classroom, there has already been many complains I believe.
None
Some of the teachers in the lecture halls of NSC are hard to hear due to the acoustics of the rooms
I hate my classes. Why can't the technology mess up and give me an A.
N/A
none
I have not faced any such problem in any classroom.
The lectures are fairly clear in both sound and quality, Should record more lectures
NONE THAT I AM AWARE OF
Professors never know how to turn the lights on or off properly
No classrooms that I know of hsve this problem.
N/A
UB_Wireless does not work in NSC 228
None of my classes record lectures
The sound level are usually low
In NSC 225 the projector screen is too small, it is difficult to see from the back.
none
NSC 201 sound level is low
All NSC rooms with the squeaky chairs
Knox 104, 109, 110 (power outlets in first row do not work)
can lag sometimes
NSC 225. Mic volume of professor is too low and/or muffled. Not the same quality as other lecture halls.
obrian 112. can barely hear the lecturer
UB secure is very bad in certain locations. Such as davis 101. VERY DISAPPOINTING
none that I know of
Knox first floor-cell reception Throughout North Campus-Terrible WiFi signal (UBSecure)
Clemens 4 & 6 - there's a useless table in front of the screen that blocks it.

Projectors are not working in many classes. Especially in Baldy 101. The colors are not good.
Some of the professors do not know even know how to run the equipment.
NA
So many classrooms have viewing problems. Instructors constantly have problems with technology in classrooms as well.
All my classrooms are fine.
So far there has not been any.
NSC 225, speaker level is too low
Kimball Tower 111 projector does turn yellow for periods of time
ability to see screen clearly from last seat
Not applicable
DFN 146 low sound and unreliable projection
never experienced one
Master of Biostatistic Lab in Kimball need more double screen comp[uter.
no problems so far
I don't have any issues other than Lockwood library's sub-par computers.
no problems
Nothing.
n/a
None
don't remember
Professors don't know how to work the lights and it seems that at least once a week there's a technology problem in the classroom.
sometimes the projectors do not work or computers will not work
Wifi is horrible, so the lectures never load well. Also, many times the recordings are never uploaded for my BIO 205 class with Lara Hutson. This was a huge problem for me, because I use this to study for exams
Pretty decent. Haven't had a problem yet.
Access of projection screen - Fronczak 428
Computers are usually slow in Alferio and computers needs to be fixed in lockwood
I have not faced any problems so far.
Not about a specific classroom. Lecturers should be given rudimentary knowledge about how to

operate sound/microphone systems.
In Baldy on the first floor classroom one of the speaker sets is out and it is usually difficult to hear videos being presented to us.
Norton 209
sound level
I don't know
once the clickers sucked actually always
n/a
The video often freezes and has to be reloaded and therefore losing m spot in the lecture. This is the only issue. This has happened at home and on campus so it is unlikely to be just the wifi connection.
Usually sound is so-so but this always depends on where the professor places the Mic.... and if it rubs on cloths etc.
NSC 225
no problems yet however once my prof. couldn't remember the pass code to get into the computer
The technology in Capen 109 is very slow. The keyboards in the Clinton printing center could be replaced with new ones. The wifi is very spotty and disconnects frequently.
none
CFA 112, sound
Knox20 for bio 200 on Monday/Wednesday/Friday at 11 am. clickers don't work
NSC 225 (sound too soft, especially with noisy chairs) Knox 104 (document camera focus issues)
UB secure doesn't provide a persistent and reliable network
Furnas 1019 needs acoustical adjustment or some kind of audio system. You cannot hear a thing past 4 feet.
Dieffendorf Room 147. Mic went off. Sound wasn't recorded. Only one course lectures are recorded
none
sometimes the mic doesn't work
im in BIO 200 and the clickers don't work. i had a good amount for the clicker and im annoyed it doesnt work
Sometimes projectors malfuction
non

Viewing online lectures in the HSL Library on South Campus doesn't always work, but will work on my laptop.
Capen 258 the speakers won't work.
Heaters in Diefendorf classrooms are too loud
Kimball 111, the screens are not very bright so it makes them hard to see unless all of the lights are off in the room.
Some rooms have projectors that are above the screen or project to the side of it.
n/a
I don't take any big classes in the fish bowl lecture halls so I don't have these issues, thankfully.
Would be nice if the NSC lecture halls had outlets in the seat like other lecture halls on campus like knoxs
Konx 109
Alumni Arena Wi-Fi cuts out frequently
Not enough outlets for each student to plug in their laptops/tablets. Also, we've been moving away from laptops to take notes on our tablets, the bright lights above (seriously - industrial lighting in 2015?) reflect poorly on the screens which are now facing up toward the ceiling, instead of toward the student as used to be the case with laptops. Tablets, connected to wifi to look things up in class, and Bluetooth for digital pens go through battery life pretty quickly. In table power options are necessary.
None
sound isolation bad
lighting for rooms with projectors can be an issue
the microphone are low, need better speakers
The screen doesn't go full size using echo360. Also, the volume is sometimes low and difficult to hear.
Professors having trouble loging into computers sometimes
As of right not I have not noticed any major problems that need to be fixed, most small things I have seen have already been resolved.
I don't like chalkboards
Knox 104 constantly has focus problems with the document projector, but it may also be due to teachers not knowing how to use the technology.
Mic and projectors sometimes faulty.
None, all are fine.
N/A

O'Brian 107. Professor Wooten cannot get the document projector to project.
Have not noticed any yet
don't remember
Projectors need maintenance, weird colors and flickering
None
Student union has slow wifi
Not Applicable
Dieffendorf 147- Microphone NEVER works. Always trouble hearing instructors.
-
Whenever I am in Fronzcack (any room) my android smartphone will not connect easily to Wi-Fi. Often I need it for Physics 101 Office hours, but I am not able to use the wifi. Only in Fronczack do I have this problem.
Nothing too bad, though Baldy 101 projectors display slightly change in color
none
cant remember the room number
My biology class uses turning point clickers. More than half the time the system fails and we resort to voting by raising our hands. This upsets me seeing as I paid nearly $70 dollars for something that does not work more than it does.
no problem at all
NSC. Can't hear
No classrooms so far.
wendy hall big lecture hall had an audio playback problem
Certain classrooms randomly won't allow internet connection (I've noticed over the years, not recently)
n/a
Sometimes the digital access classrooms are too quiet
None
Sound level
BIO 200 Knox 20: the clickers rarely work
N/A
low quality
None

many of my teachers are hard to hear
Baldy 117 and 110...computes never hook up. 415 always ahuts
N/A
Furnas sound issues both from technology or in room machines not serviceing in room anything at all. basically 1019 has some other rooms noise maker in it. WTF !?
getting the Iclicker to work first few weeks
Talbert 113, the screen is too low and you can't see the bottom half unless you are in the front row
No problems I can think of.
Lockwood library, third and fourth floors. Wifi connection problems.
N/A
don't know any in particular
None
The tunnel from Knox to Student Union consistently drops my signal, which makes for difficult live streams.
Davis 101 had trouble with clickers last semester
HOCH 114 and COOKE 121 could have better acoustic systems. All the chairs in Knox squeak and creates a lot of noise during lectures.
N/A
The smart camera does not work in O'Brian 10
None
no problems
None that I have noticed
Park 474 has a slow, outdated computer. CFA 235's system often has errors and is not very good.
No technology problems that I've noticed. I am a user of the presentation tech, most often PowerPoint. I've been very satisfied with it.
None from my experience, except perhaps Filmore 170.
The Sounds are not clear as I remember from previous lecture recordings.
Baldy 111
N/A
Excellent so far. Could be made better by integrating class specific technology. Timely maintenance is a must too.

CFA building seems to have issues with connecting to the server and class time is constantly wasted because of computer issues in all the lab rooms 136 and 146.
None
Clemon 04-computer/projector needs to be up higher, people in the back cannot see the screen properly because of how low it is. Norton 209-screen get's really dark, tinted a weird pink/purple color. Really bad sometimes.
It's hard to hear the professor in the NSC lecture halls.
n/a
sound level is usually unreliable reliability on technology
Microphones that professors wear (some are too quiet), particularly NSC 225 and Knox 20
N/A
Math lounge in math building, most of the lights are out.
Usually in Kapoor Hall 190 The pharmacology teacher will have issues.
None
no problems
Record every lecture.
Usually the technology in most UB classrooms is very reliable. However there are occasional lapses in the UB wifi network.
talbert hall 107 see clearly from the the left and right corners
they all work
Ability to see screen clearly, Cooke 121 Technology reliability, Knox 110 (projector)
WILL KEEP TAKING ME BACK TO THE BEGINNING AND RELOADING
N/A
no problem
None that i know of
O'Brian basement. The Skype camera doesn't work
N/A
generally good. sometimes the sound echo is annoying and makes it difficult to listen effectively
I have lost work at Lockwood and it has affected my experience at UB. Must always check technology before anything especially during exams. On the other hand the librarians have been great.
None that I'm aware of.
KNOX104 Microphone issue. Not able to hear the professor at times.

No
sound level, davis 101
None
Knox 110 has low sound from computer. Davis 101 is too wide for one screen
Don't have any rooms with tech problems.
None that I have Found
MFAC 354- overhead projector often flickers and image disappears from screen for a few seconds.
aSASD
the clipped mic in jacobs 106 is not loud enough
Knox 20
-
Auto-focus failure, whiteboard no markers, projector washed out, BAD HANDWRITING YOU'D THINK THE TECHNOLOGY OF WRITTEN WORD WOULD BE EASY BECAUSE WE HAVE HAD IT FOR SO LONG BUT NO
None
None
don't have any problems
Reliability
n/a
when I speed up echo 360 and it loses wifi it starts playing the 1x audio and the 1.5x audio simultaneously and I have to refresh the whole lecture recording again
Sometimes the visualizer will autozoom on things without the professor actually wanting to zoom.
n/a
Sound is sometimes low,or sound is muffled.
The resolution of the lectures look like they were filmed in the 1980's
No
Knox 20 clickers
Knox 20
None
118 Kimball Tower, The second projector is not clear and flicker frequently

Diefendorf 147
NA
Should all have laser pointers Sometimes teachers cannot work projector
Knox 20. Clicker system of the entire lecture hall has failed more than half the time. Many IT people have come in and tried to fix it, including replacing the device completely to no avail. Is messing up students clicker grades because of it.
NSC Classrooms (Not lecture halls) - Room has no microphone and is difficult to hear the professor.
none
na
So far not a lot of problem
Knox 20 had a lot of problems with clickers, but it seems to be mostly resolved now.
microphone problem-I can't hear well NSC 255
I don't find any problem
None
not in classrooms but in all library. there should be more outlets and everyone needs an outlet for something so there should be outlets in every desks. and also please fix the outlets in the desk in lockwood 4th floor and 5th floor
Some of the microphones don't work that well.
N/A
NA
Pharmacy school camera's are not the best for recording!
NA
ALFEIRO 106:Sound level problem
none
Hoch 114. Too few chalkboards and they are not maintained
Farber 134B and 144 would have computer connection issues often
If you sit in the back of some classrooms, you can't see the board sometimes. That's why I sit in the front.
my classroom on the third floor of bell hall (323?) has a tv monitor instead of of projector and it makes it very hard to see if you have to sit towards the back
SOUND LEVEL,SOMETIMES I CAN'T HEAR WHAT THE PROFESSOR IS SAYING
Sound level and visibility of the screen

Last semester the video playing, sound was so soft have to turn on until 100 but it still wasn't working so well
none that I know of
Furnas 1019 LAB: Can hardly hear anything from back
Clemens large classroom, 10th floor. Always various issues getting the computer projection to work. May need better instructions on site for users.
NSC 225 has a screen that is extremely hard to read, the sound level is difficult to adjust to and I can't understand my professor most of the time, around North Campus it is hard to get a really good spot for wifi on my laptop
NSC 225 too small when projecting
Clickers are sometime not able to vote due to computer issues within lecture halls
knox 20
There are no problems so far in any of the lectures in this semester (fall 2015)
I find that in Lockwood there's a lack of enough outlets, UB Secure does not always work and wifi should ALWAYS work on campus and especially in libraries
Nil
Baldy, one of the rooms on the first floor on the side by the SU always has projector problems
Clicker issues with connectivity during COM492 lessons, KNOX 104.
everything is good
The clickers in Knox 20.
Some chairs are broken. Know 110
None
Kimball Room 126. My professor seems to always have an issue with getting the computer up an running
NSC225 has blurry projector
Furnas 1019, very worse classroom condition, the workstations are pretty good but the faculty has to shout to reach the other end of the class, there are no microphone/speakers. Also, the room is so noisy.
Baldy 5th floor - Monitors connected to computers are too small to watch any material.
Sometimes the videos do not load/play properly that instructors add to their slides.
NA
N/A
N/A

Alumni rooms speakers are terrible
None, currently.
NA
N/A
Clicker questions response for Bio 200 MWF 11 a.m. Knox 20
Not what I know of
the projectors in multiple classes have problems getting started or connected to the instructors device
none
none
N/A
Knox 110 just had a microphone go out for the Class I TA at.
n/a
N/A
None
Projector not working for class
it is too slow or does not play on my player or I can not get to it because I do not have the right flash player
none
O'Brian 102... portable projector used and visualizer is very dark and grainy and the projection is usually out of focus.
Norton 210
My studio and many of the classes are in Crosby. Didn't really face any problems as such. However, not satisfied with the projector quality.
Capen 210; no computer
Jacobs 106 does not have a good microphone for the speaker. so the professors voice is not audible sometimes.
none that I know of
Chairs creating much noise when they move. Lack of charging outlets in big class rooms.
I do not know of any specific building name or room number but there are some classrooms where there was something wrong with the sound volume.
Norton 112, the lights and projector aren't always working.
Baldy 200G, Baldy 553

Sometimes the projector doesn't work.
projectors not functioning properly
Some teachers seems to not know how to operate some of the newer technology
With Echo360, I will pause the video but when I hit play the video restarts itself. Or, the video will stop itself and buffer then restart.
Kimball noise
none that I have experienced
None
Video quality isn't that great.
GEO classrooms in Ellicott complex constantly have windows error dialogues pop up. This includes the "state of the art" GIAL.
cookie and hoschester has very small screens and the projector is too far
Knox 109 needs to fix the chairs because the sounds distract me when I am learning.
No problems
Cooke 121 is pretty old and needs a new mobile whiteboard/blackboard. There was one in there a few weeks ago but it's disappeared and was a very useful in my probability course since the other board is covered by the projector.
Norton 209- the projector changes to a pink-ish color and spotty connection.
Not applicable (considering my classrooms, only)
N/A
knox classrooms block phone signals
Projectors are fuzzy
Acoustics of the class room
None
Kapoor 183 has trouble with microphone sound. Kapoor 125 has a dim projector bulb.
Sometimes, the class sessions in Capen Hall are being disturbed by the noise created by construction work.
sound level
Haven't had an issue with any classroom with technology problems
nothing really, wish a my classes made use of echo360 like they did last year.
Haven't seen any so far
None to note.

N/A
Not many problems. Good processing speeds.
Baldy 479 from 7-10pm, trying to use Skype for Business and we always without fail have tech problems. Partial fault of instructor.
Alumni 97 is a terrible classroom. The acoustics are bad, the chalkboard is ancient, and the computer and screen have technical difficulties often.
Sometimes the computer station would not work in Capen 262.
all my classrooms have proper technology with no issues.
All have worked well so far. Playback system is where the problem begins.
none
none so far good job
have not find out
none
Cooke 121 screens too small
None
There have been numerous technical difficulties with the computer projector in Talbert 107 during my Psychology 101 course during the Spring 2015 semester. Some of them are, but are not limited to; Sound inconsistencies (Volume doesn't go up or down, thus preventing interactive lecture videos from continuing) Wi-fi Signal to internet Automactic cut off periods
Lockwood library computers are very slow and I could not print because the screen froze completely. This happened several times before I left to print in the capen library instead.
n/a
ability to see screen clearly
I had to stop streaming lectures from ECHO and start downloading them due to the issues I was having with video playback. Often times the lecture would restart halfway through and then play over the already in progress video. Additionally, the tool allowing you to change the speed at which you are viewing the video often does not work. Downloading the files and playing them back with a third party media player such as VLC has helped tremendously.
No recurring problems
no clock is NSC 225
N/A
CFA 2nd floor screening room is terrible. Cannot connect half of the time to watch our films
Knox 20 the clickers responses do not record and show the answers all of the time. It frequently malfunctions.

Never had a recorded class.
Not remembering, but the NSC 220 once had a blackout with the projector.
No problems so far
DMS sensing lab could use some help
N/A
Screens could be sharper in the Jacobs and Alfiero
Not nearly enough outlets in capen group study room.
Classroom in Greiner there always seems to be something wrong with the board or sound on the board
sound low
N/A
It's great
My Information Retrieval class - CSE535 has a bad projector. Its blurry. Of course, it might just be that the professor hasn't properly configured it.
Silverman and Lockwood quick-access computers. Absolutely terrible. What's the point of logging in to quick print when it take 10 minutes out of your 15 to load the home screen...
Knox 100level classrooms' visualizer constantly zooms in
Na
usually just microphone issues if anything
Dfn 147 - The recordings always have terribly scratchy sound on playback and may be a problem with the microphones
tailbert 112 has problems with the projector
very reliable technology reliability
professor Patra in the engineering science department needs a microphone stapled to his lips, he whispers every class
N/A
None
Crosby 301 is very difficult to see and often times hear what is going on at the front of the room.

34) What would have made it easier for you to get started with Information Technology at UB?

Nothing
Email link
If during orientation, they would have talked more about what IT offers (such as the fee software) and what problems they can help students with. I found out much of this information on my own via exploring the IT website.
a session as a part of the orientation
More hands-on experiences.
a meeting during orientation
UB mobile
A class on it.
text alerts about deadlines
I think an informative session during our orientation would have made me more aware about UBIT. Also a pop-up window, whenever I login to library computers will help a lot.
More outreach towards the students about it.
A how-to video presented at orientation, and later posted on UBIT's website. The video with the professor explaining it was kind of boring. Video needs to be animated and engaging, yet informative.
Providing more software with student/free licence
A better description of it at orientation
NA
A session by UBIT during orientation
CIT Cyberary
knowing where the office for ubit tech is
Nothing
posters
yes, of course
a special session like some class and couple of emails.

A presentation at an orientation or during first week of classes
asthecially improving the website.
If someone presented it to graduate students. We were told absolutely nothing coming in.(Chemistry Dept.)
I supposed more resources that share what is happening on campus.
BETTER WIFI
A more concise and up-to-date ResNet page on UBIT's website
More streamlined interface and enhanced links
events where the student participating ends up knowing more about IT.
Orientation
Nothing
A more in-depth presentation at orientation.
A guide for how to connect to connect to the internet in the dorms
Nothing
Nothing much, I thought getting basic connectivity to UB's wireless network was pretty easy.
better wifi service
UBIT has done a fantastic job on campus. The Internet is blazing fast!
More reaching out to non residents. I feel very in the dark, especially as a new student and a non resident who comes to campus once a week. I don't know a lot, however, since UB is so large I want to be more involved/have more knowledge of the the stuff in the survey, yet have no idea how.
A quick article or video being emailed at the beginning of the year.
Honestly, I sometimes feel that UBIT is totally out of touch when it comes to communicating or understanding their users. For instance, the instructions to print from your laptop while on wifi are - I'm sure - understandable if you get technology...not all of us do. I am very capable at using the tools I need to do my job and function within my career (professionally). However, if I wanted to be an IT person, I'd have become an IT person. Work with the communication department, the school of social work, the art department, etc. and start to really *get* people: how we use tech, what we do/don't find cool (the IT fairy? really? I'm sure that the IT department thought that was a good idea or funny...or something but let's step out of the vacuum for a moment). You have the opportunity to be thought leaders, to promote best practices, and showcase how new technology can be used by even those of us who aren't IT people...let's move away from summer camp and youth group style ad campaigns and gimmicks and start being that suave, sleek, professional IT department that I know you are (deep down) and can be (all the time), and that students deserve.

a seminar at orientation
Honestly my experience was pretty easy as is. I heard about it from a former student, and was able to navigate the site really easily.
There is only one problem that I saw when looking on the UBIT website, and that is that some of the links on the site go to pages that no longer exist. For example, the UBIT website has a link to a HP student site to get discounts on laptops and other HP products. However, when attempting to use the site and then calling customer service, I found out that it is no longer supported by HP, and has been shut down for about 2 years. Getting rid of these links would be very helpful.
Nothing
-
More accessibility to information about all the problems they can help me with.
Nothing - it was pretty easy to get started.
attend a workshop
Nothing, very clear website and posters.
Better apps on mobile. Android apps usually are not as good.
Live demonstrations during orientations but I think they did a good job with the slideshows.
Everything seem fine. Just make ublearns and myub websites more user friendly and intuitive
Greater discounts on new computers
Video lecture recordings
It would have been easier if all of the information needed was given all in the same area. It seems as though the hyperlinks are too small to notice on some of the UB sites and the information that is needed seems to be scattered across many sites or hyperlinks.
Maybe even at orientation, information about technology at UB can be introduced in one of the small seminars offered for anyone interested.
By the tutorial in any UB related pages.
An email detailing what was available, with applicable links
some informational flyers or a packet in orientation
Well, how about putting the UBLearns/HUB/etc. login button on the front of the UB homepage in a prominent spot at the top? It's really damn annoying to have to hunt for it all the time. 2nd, there needs to be more computers in the libraries (Lockwood and Law, esp.) for card catalog purpose only--at least 1 on each floor. Extremely difficult to find books. 3rd, tell the kids to shut up or make a Quiet Study computer lab. As a commuter graduate student, I can't find a quiet place to write a paper and w/o a laptop since I can't afford one, my study is very inefficient.

Nothing at all. The faculty and instructors are very helpful and informative. The UBIT pages work well and I was able to easily get started.
not sure.
It's pretty easy as is
I probably could have paid better attention at orientation.
Didn't have problems.
Nothing
n/a
More knowledge and awareness of all of the resources that exist (spread the word!)
More information and possibly a seminar.
A thorough orientation programme.
A separate part of the student orientation.
I don't think there is anything that makes it particularly hard...
I think the wifi is annoying because it is troublesome and I find myself fighting with it all the time. Then I get so annoyed that I switch over to 4G.
I think good amount of information was provided during the orientation.
They should: 1-promote for their services more effectively. I just knew from the survey that I can get a free software, and print from anywhere. So, you should promote for that. Second, you should increase the storage space in computers. Students only allowed 250 MB. This is very small space.
A mailer or video demonstrating everything mailed to new incoming students.
A discussion forum during orientation that details all facilities offered by ubit
It was trial and error. An addition of what UB offers for free (software) I bought software that wasn't needed.
Overall easy to get connected.
the UB boost for some reason is not working for me. It has the opposite effect: I have less access to internet.
I do not know
on the main pagee
The UBIT website.
a small help tutorial on using hub page
More information made accessible on the website (some things are not organized and are hard to find)

setup workshop for freshmen
more option on website
I truthfully cannot think of anything. Any problem I have had thus far has been resolved by information present on the UBIT website.
It would be better to have the UBIT orientation program
the fast Wi-Fi speed
Nothing really. UB IT is pretty good with getting information out to the students.
A formal information session
Easier access, like more things in the residence halls so I wouldn't need to go across campus.
A dedicated session on UbIt in the orientation week
If I knew more about all the services they offer.
Easy access to infromation
It would have been useful to have had a 10 minute session at orientation for help in setting up any electronic devices to the UB secure network, figuring it out myself was difficult.
an introductory section at the beginning of the class. Because so many things are happening between orientation and the start of class, people could not remember so many things all at once at the orientation.
Emailed information
Nothing. I came in with the basic computer knowledge required.
nothing
Nothing
I didn't know about it until someone told me. An email to all the students would probably help.
If my UBIT password that was sent in my packet actually worked. I had to come all the way to North Campus, so that it could be activated.
I did not have any issues getting started because I used the UBIT website.
Seminars
N/A
This is probably not an issue for incoming undergraduates, but there is no formal technology orientation for graduate students--at least in the English dept.
Being a technical person I did not find any issues. The websites are easy enough to navigate. One thing to add is possible subscription to new software lists that are available so that people can upgrade the stuff asap
poster with information

Nothing, You guys are awesome.
I felt the initial emails about how to get set up on the network were by and large badly worded and uninformative. navigating the signup process was difficult and knowing what stage I was at was unclear most of the time.
Better wi-fi
Mobile app that doesn't require switching to a browser on Android to access Student HUB. Integrate MyUB, Student Hub, and other UB websites into one mobile app.
send me information on email or post it on the website.
If they could keep a single day during orientation and help us get to know the IT well and get all the required softwares installed.
Detailed Session at the orientation
a Mandatory induction session on IT
A website that can be browsed easier
More information about how to setup your own wifi.
Information at Orientation
Better website.
Alerts through texts.
If I knew everything right away
I can't connect to UB Secure so I keep connecting to UB Wireless. And I went to the UBIT Office and they couldn't fix it.
Nothing. The orientation presentations were sufficient.
A session during the orientation
A detailed presentation during the orientation would have made it easier.
Understanding just how important it is, and how it is literally impacting every aspect of our lives (even libraries (which is my degree))
Training sessions in class
Nothing, im pretty tech savy
a separate UBIT session in Graduate Orientation Program would have made it easier I guess.
More information about what UBIT does by means of flyers or more details in website especially for new students (international and domestic)
HUB does not work well in mobile browsers.
If the school of sent out emails information or welcome packages that explained the important things, before school started.

not getting my account locked for malware every week
A more user friendly app. An better intro and short videos addressing the services offered by UB IT
can send emails of how to use it to new students
nothing really
I'm perfectly happy with the current approach
I would have liked to have library functions explained prior to the beginning of the school year (ie: It took several weeks to learn where and how to print on campus).
Hooking my Xbox one to the internet was a process
Knowledge of its services
the bugs and glitches or upgrades that happen in my building without notification, for example the Wi-Fi was gone for an entire weekend and it was only through word of mouth that I found out there was and upgrade in process, there was no warning or notification sent.
A simplified guide with available features with minimalistic data on it, so that I read it & henceforth, keep it.
A session other than orientation.
Nothing. In 2008, when I first went into the dorms, there was people walking around making sure everyone knew about the free software and how to connect to wireless.
If I knew what it was.
An orientation or an email explaining all the services offered.
I wish I knew
Nothing really. The bar isn't too high.
If there was a mandatory session describing what it is and how to use it from the start of the school year.
I think a tutorial or an optional class would help with the usage of technology
if my laptop connected to ub secure without limited wifi
more information before hand