

Survey Results
& Analysis
for
2010 Student IT Experience Survey



Monday, November 29, 2010
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Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *2010 Student IT Experience Survey*. The results analysis includes answers from all respondents who took the survey in the 20 day period from Thursday, November 04, 2010 to Tuesday, November 23, 2010. 996 completed responses were received to the survey during this time.

Survey Results & Analysis

Survey: 2010 Student IT Experience Survey

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Filter:

Responses Received: 996

1) What type of computer(s) do you own? (Select all that apply.)

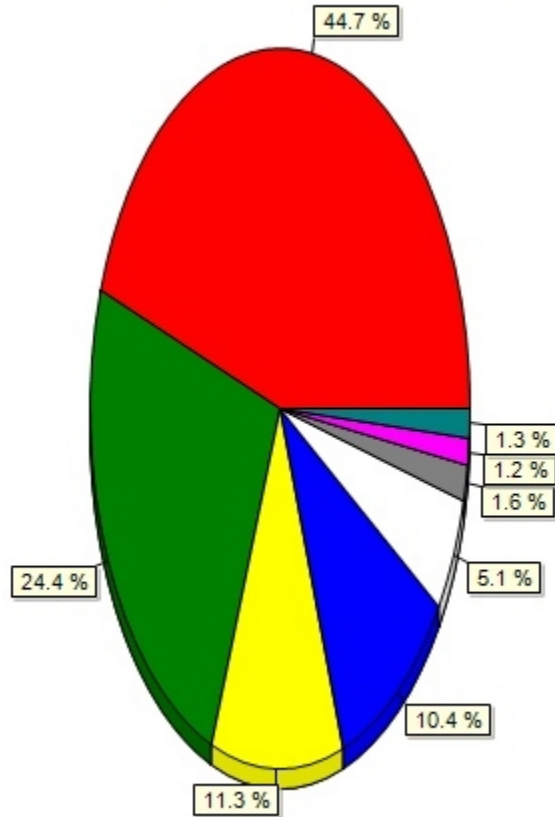
Response	Count	Percent
Desktop	356	35.7%
Laptop (notebook or tablet)	867	87.0%
Netbook (e.g. iPad, Dell Mini 10)	101	10.1%
Smartphone (e.g. Droid or iPhone with computing features)	284	28.5%
Handheld (no cell phone features)	35	3.5%
I don't own a computer	18	1.8%

2) What computer do you use most?

Base Question	Freshman	Sophomore	Junior	Senior	Graduate student - 1st year	Graduate student - year 2 or more	Non-matriculated	Not sure
Desktop	10.0% (10)	14.2% (21)	15.3% (35)	19.8% (49)	14.0% (15)	19.2% (25)	45.5% (5)	40.0% (4)
Laptop (notebook or tablet)	86.0% (86)	79.1% (117)	70.7% (162)	68.8% (170)	78.5% (84)	70.0% (91)	45.5% (5)	30.0% (3)
Netbook (e.g. iPad, Dell Mini 10)	0.0% (0)	2.7% (4)	3.9% (9)	2.4% (6)	2.8% (3)	6.9% (9)	9.1% (1)	10.0% (1)
Smartphone (e.g. Droid or iPhone with computing features)	4.0% (4)	4.1% (6)	8.3% (19)	6.9% (17)	3.7% (4)	3.1% (4)	0.0% (0)	0.0% (0)
Handheld (no cell phone features)	0.0% (0)	0.0% (0)	0.4% (1)	1.2% (3)	0.0% (0)	0.8% (1)	0.0% (0)	0.0% (0)
I do not own any of the above	0.0% (0)	0.0% (0)	1.3% (3)	0.8% (2)	0.9% (1)	0.0% (0)	0.0% (0)	20.0% (2)
Total Counts	100	148	229	247	107	130	11	10

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

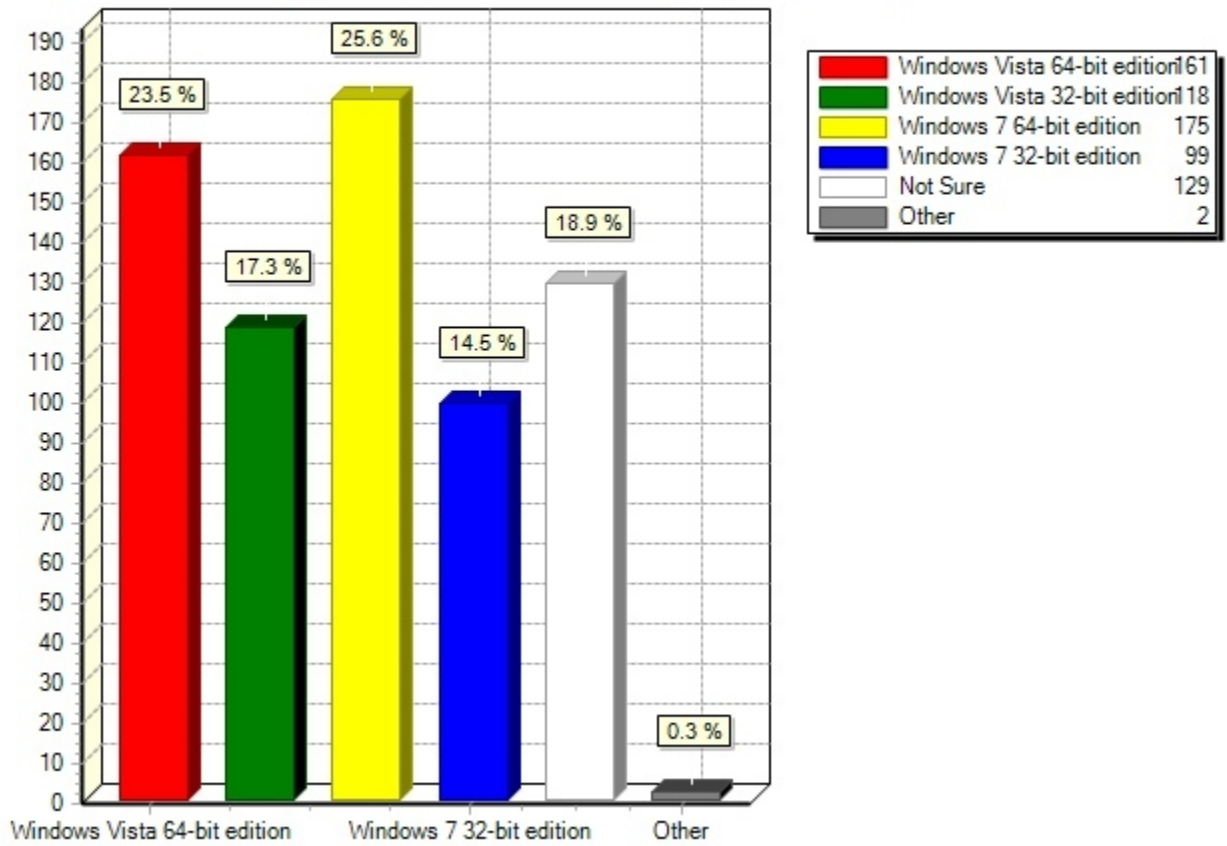
3) What operating system is on your primary use computer?



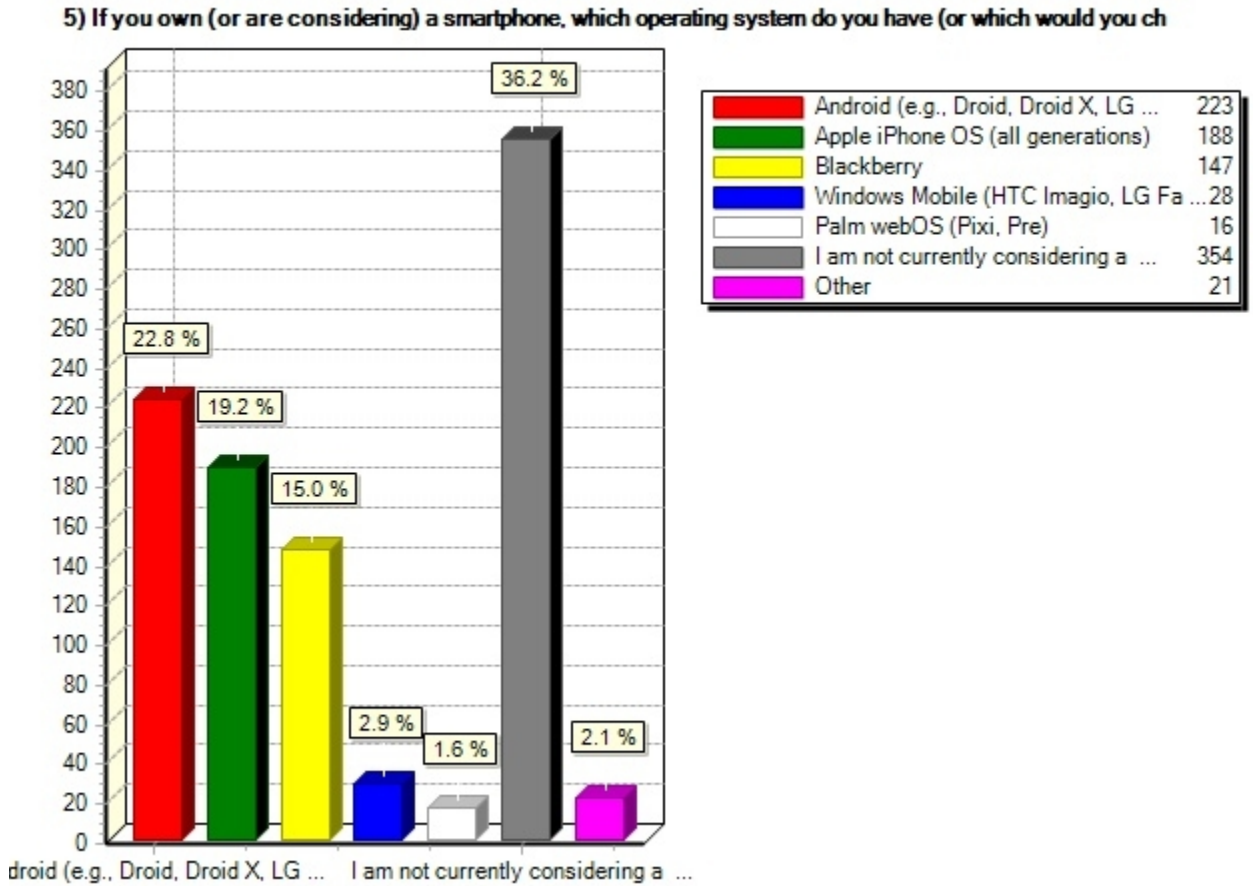
Windows 7	444
Windows Vista	243
Windows XP or earlier	112
Mac OS X 10.6 (Snow Leopard)	103
Mac OS X 10.5 (Leopard) or earlier	51
Linux or other Unix-based OS	16
Don't know	12
Other	13

4) Please indicate the type of Windows 7 or Windows Vista on your primary use computer

4) Please indicate the type of Windows 7 or Windows Vista on your primary use computer



5) If you own (or are considering) a smartphone, which operating system do you have (or which would you choose)?



6) Can your smartphone read QR Matrix Barcodes? (see image)

Response	Count	Percent
Yes	225	35.6%
No	120	19.0%
I'm not familiar with QR barcode readers	287	45.4%

7) Who provides your cell phone service?

Base Question	Freshman	Sophomore	Junior	Senior	Graduate student - 1st year	Graduate student - year 2 or more	Non-matriculated	Not sure
AT&T	27.3% (27)	20.0% (30)	28.8% (66)	24.1% (59)	31.8% (34)	32.3% (42)	18.2% (2)	20.0% (2)
Sprint-NexTel	10.1% (10)	9.3% (14)	9.2% (21)	8.6% (21)	2.8% (3)	7.7% (10)	18.2% (2)	0.0% (0)
Verizon Wireless	34.3% (34)	50.7% (76)	39.7% (91)	48.6% (119)	48.6% (52)	38.5% (50)	18.2% (2)	20.0% (2)
T-Mobile	19.2% (19)	15.3% (23)	19.7% (45)	12.7% (31)	13.1% (14)	14.6% (19)	27.3% (3)	30.0% (3)
Cricket	3.0% (3)	2.0% (3)	0.0% (0)	1.2% (3)	0.9% (1)	0.8% (1)	0.0% (0)	0.0% (0)
I don't own a cell phone	2.0% (2)	0.7% (1)	0.0% (0)	1.2% (3)	0.0% (0)	2.3% (3)	18.2% (2)	10.0% (1)
Other	4.0% (4)	2.0% (3)	2.6% (6)	3.7% (9)	2.8% (3)	3.8% (5)	0.0% (0)	20.0% (2)
Total Counts	99	150	229	245	107	130	11	10

8) Please identify campus locations where you'd like to have cell phone service, but are having difficulty getting a reliable signal.

Please identify campus locations where you'd like to have cell phone service, but are having difficulty getting a reliable signal.
inside my office off a main hallway - or inside the Baldy 200-G DL room
sdfs
fbzcb
knox lecture hall
Practically all of Alumni Arena.
Knox
Alumni Arena on Nurth Campus
n/a
Basements.
Knox Hall
Cary Hall Basement
Lockwood, Knox, Jacob, Capen
academic spine tunnels
Capen, Knox
SU between KNOX
capen basement
Ellicott Food court area
no real problems
Basement of Clemens (North Campus).
inside lecture halls
knox
Alumni Arena
Knox lecture halls
It would be very nice to have service in Knox and in the tunnels around it.
knox
Mostly the basement level of all classrooms
Knox hall
Basements-Clemens Laundry room- Ellicott (Wilkeson)

Fronczak Hall
Knox, Math Building
Knox Lecture Hall NSC225 Basement of Baldy and O'Brian
basement of clemens
Dining Hall. Some of the rooms and restroom in Bell Hall.
Knox lecture halls and bottom of knox and the walkway from knox to the student union
Basements of many of the buildings.
the basement of Art center
NSC, Lockwood, Knox, Union
the cads lab
Basement of Clemens
NSC
Ellicott food court
knox alumni
Norton 112, Knox building in general, Tunnels in general, wifi is also spotty in some of the tunnel locations and WiFi signal pretty much doesn't exist inside of Norton 112
knox
In Baldy, Capen, KNOX, O'Brian, NSC, Clemens classrooms.
Knox 109, Norton 218
Capen classrooms, and the Commons
Knox Lecture Halls - If you walk through hall you lose signal, Student Union Vending Machine hallway.
KNOX!!!!
Basement of capen, Knox lecture hall especially #20
some areas in the library, there is a varying degree of signal amplitude. You can get signal in all areas of the library.
Alumni Arena Locker Room.
everywhere except nox
ellicott, knox, and student union
Knox
Lockwood
inside Knox classrooms
Baldy
Capen basement
Cape, KNOX!

Knox lecture hall
ground floor in capen and knox
all undergrad lecture halls
Through the bottom floors of the academic spine
Knox and NSC buildings
Alumni
knox
NSC lecture rooms, Bell hall computer room, knox lecture rooms
Lockwood, occasionally in NSC, occasionally in Capen Library
Knox, Capen, the tunnels
Knox, Capen basement
I can't get service anywhere except in the front 5 feet of Capen. I'd be nice to have cell phone service somewhere other than right there.
NSC 120, but throughout NSC as well
knox outside capen ny kosher deli
North Campus-The Spine. South Campus-Clement and Goodyear.
Knox lower level, jacobs lower level
lecture rooms
Basement of Capen, Perks
Basement of Silverman Libray Knox lecture halls
Clemens basement
Basement of Capen
North - Any building with brick
downstairs bell
ALFERO, KNOX, COMMONS, STUDENT UNION 3RD FLOOR, AND CAPEN 3RD FLOOR
The basement of Clemens never has service!
lockerroom, old communication office in alumni
Elicott Complex
South Lake Village
knox capen basement
Capen Library, Knox
Knox 20 Lockwood Governors
KNOX NSC HOCHSTETTER BASEMENT RESTROOM
ellicott complex. especially the cafe
I have an Evo4G. I do not get service inside ofbuilding but since the wifi network is correctly spec'd out I can still access the web everywhere (when I enable wifi)

bell hall
knox
nsc 220
Knox Hall
n/a
ellicott complex and the basement of Baldy Hall
I am strictly on South Campus, but I haven't had any problems with getting a reliable signal.
Knox
knox!!!!!!
Lockwood Library, basement of Capen, Occasionally in Filmore & Know Lecture Hall
Knox Lecture Halls.
between konx and student union
n/a
Norton Hall, Knox Lecture Hall, Capen
North Campus
In parking lots.
Baldy 14 labs, Lockwood library
Basement of Capen Library
Student Union
Knox, NSC, downstairs Talbert/Capen hallway
Knox,SU, Furnas,Elicot complex
Ellicot: Filmore (computer lab, food court area)
In the lecture halls of O'Brian
Knox Lecture Hall
North Campus
all lecture halls
SU ATM location and basically all along that underground passage towards Knox. Inside Bell Hall, in grad lab.
knox hall
Knox 20, Student Union by the ATM machines, Student Union in general, Tim Hortons in Alfiero and around that area of Alfiero/Jacobs Business Center
Student Life office, NSC, Bassement of Lockwood
middle of filmore by Sizzles in Ellicott
Jacobs / Alfiero, mostly Jacobs 106
Ellicott Tunnel, Knox, basement of Capen library, Student Union to Knox tunnel,

the back of Student Union(Wellness Center and by Putnams)
Knox!
Have not noticed any trouble with service, except in Student union building - but I don't go there often.
capen
none
fillmore building, near room 160
Baldy Hall
KNOX
knox, some of the SU, under building walkway all the way from NSC to knox
Knox
North Campus: Natural Science Complex, Bert's Cafe
Knox Hall, sometimes Norton
EVERYWHERE
none
None
The Undergraduate Academies office and the basement of Capen.
Knox.
none
basement between knox and norton hall
Good service everywhere.
Knox Hall and Alfiero
basement at Clemens
basement of any building exp Clement Hall, Capen hall
NSC, Capen (ground floor).
NSC 215 Knox 20
In Talbert, near Bert's food court.
Knox, Norton
Knox
In the lecture halls, such as Knox and the basement of the library.
Clemens Hall basement, Capen Library Basement, and between Knox & Student Union
i have difficulty getting service in knox and in the walkway b/w knox and capen and in the union
none
most of the buildings in the spine. su to knox, and knox to talbert
N/A

Ground floor of Talbert/Capen/Norton/Knox.
knox... but do i really need service in the class room, they are distracting enough
CFA! Student Union
Capen Undergraduate Library, Knox 20
Knox Lecture Hall!!!!
lecture halls especially knox and nsc
capen hallways, lecture halls
Student Union
Knox
Clemens basement
Dining hall in the union
NSC!!!!!! !!!!! and its not about wanting the service its about how much it will drain my bat to just be in class!! nsc is the worst but knox can be just as ify
The Basement of Baldy Hall is the pit of doom when it comes to cell phones!!
NSC
Capen Knox
NSC
Clemens on North Campus
In Know Hall
everywhere!!!!
Knox Lecture Halls, Capen UGL, first floor and basement of Lockwood.
Knox
the B floor At Baldy Hall
Knox, Norton, Hochstetter, Ketter, O'Brien
Inside Lecutre halls, and lab rooms in e.g. NSC etc.
Alfiero, reception there are terrible
knox
lecture halls
jacobs management center
the pathway btw SU and KNOX
I usually don't have cell phone service in the Student Union, and inside of the Knox building.
knox ellicot food court
Knox Hall, Jacobs Hall.
Knox Hall
Alumni Arena Roswell Park Downtown Campus
Everywhere on the ground floor.

Ellicott
jacobs computer lab
Lockwood Library; Computing Center
NSC
NCS is the worst- but I know it is because of the NMR spectrometer (AKA a huge magnet) that is in the building.
knox
down in the tunnel from Norton to NCS building no signal at all.
ellicot food court, perks
knox hall
knox
SU
Norton Hall, Knox
knox 20, norton 110
In lecture halls
Ellicott Food Court
Knox
everywhere inside the building.
Student Union Putnam food court
knox
lockwood
In Knox and Capen
THE SPINE THAT CONNECTS THE STUDENT UNION WITH KNOX ALSO KNOX LECTURE HALLS
Knox
capen library and knox
Knox Hall Knox Hall Knox Hall
in knox hall
Knox Hall Furnas Hall
I do not get any signal in Knox hall
Knox, Capen, Lockwood, Baldy, Park (really inside any building...esp in basements)
Knox Lecture Halls
all lectures halls, basements
Cooke, NSC, Hochstetter
Knox lecture halls, downstairs baldy.
Ellicott Food Court! And Parts of Capen Library

No
Bell hall, Lockwood library, NSC lecture halls
Just about everywhere. Lockwood. Capen. Knox. Student Union.
The entire Ellicott Complex would be nice
knox
walking the tunnel from the student union to knox
n/a
Norton 112, Capen Library Ground floor, Most of the Knox Classes. Any class room thats on the ground floor
Knox K109 CFA
Knox hall, some of classrooms in NSC
NSC and lab rooms and capen basement
fillmore, knox
Knox and basement of capen
fillmore 170 lecture hall, lower floors in library, jacobs many areas
KNOX
N/A
Capen (includes ground floor)
Lockwood library, and building basements
lecture hall
The Elli and The Cellar
baldy basement
knox, capen
anywhere in the ground levels of any building.
Bell Hall and Knox. Bell in particular would be helpful. Many engineers stay in Bell until very late and it would be good to be able to have that contact.
knox hall
capen hall
Knox
Knox, walking through buildings signals get lost all the time
Knox
Math Building. North side of campus in general.
inside buildings, because i would like to text during lecture
while passing in the tunnel on the way from knox to the student union
Furnas Hall
Knox
Ellicot

Knox, Student Union
Student Union, Knox
Norton 210 and 213
In SU (Edgie Vedgie), Clemens (basement), Knox hall.
North Campus Academic buildings- indoor area, elicott complex- indoor.
Richmond dorm, group of labrary
In the classrooms underground in Knox
Student Union: there is a dead zone between knox (near the atms) and upon entering the student union.
Capen basement
Capen Library, Knox
Knox hall, in the lecture hall
Ketter, Bell, Knox, NSC, Clemens, etc, etc.
Knox Hall
Knox Lecture Halls
Ellicott, basement of Clemens.
knox
knox
Knox Hall, the hallway going to the student union
Knox, NSE
capen library on the ground floor. NSC lecture halls and labs. Almost all of Knox and Norton especially the Lecture rooms!!!!!!!
knox, ellicott, alfiero, all buildings have a hard time getting service.
In some of the larger lecture halls the signal is weak but I don't need coverage there usually
Capen, any lecture hall..
Knox
knox
ARC in the School of Management
North
Knox 20
knox
Knox Knox
Most of the spine has poor service. I would only like better service in case of emergency!

NSC and Baldy
Knox
Knox, Student Union, Capen, NSC, Commons
Baldy.
KNOX
alumni hall
Knox Hall
basement tunnel
The spine near the Student Union, it may be impossible there because of the building materials, so I understand.
Some parts of Capen, for example near the elevators, the signal is weak or there is none
knox
All classrooms and lecture halls
North Campus
the food court at ellicot
school
None
in the tunnels by know on your way to the union. or in the tunnels overall i always lose reception there.
Hallways of Talbert
inside building
In Elicott
Knox Hall
Basement of Knox, inside the CFA
If I owned a cell phone, I would want to use it in every area of the campus.
capen, all through the spine when inside
governor's dinning hall
KNOX HALL!!!!!!
knox Hall, NSC
Knox, Norton
knox, norton, dfn, ellicott, alumni
Knox, Clemens, or any lecture hall in the basement level.
The Student Union Tunnel going from the union to knox
Knox, Ellicot Food Court, and the Natural Sciences Complex
KNOXKNOXKNOXKNOXKNOXKNOXKNOXKNOXKNOXKNOX
alfiero classrooms

Jacobs, 1st floor
In the basement of Baldy, specifically in Baldy 14 (computer lab)
None.
None
Jacobs
KNOX, NSC, ALUMNI AREA
Capen Library
The Ellicott Complex
capen
NSC
Student Union,
Fronczak 4th floor
Parts of Capen Library
KNOX
Basement of Governors'
NORTH
i have cell service in most locations. sometimes i don't have it in classrooms, but i don't quite need it there.
Inside Knox building
knox and pistachios
union, in the food court near The Elli
Capen Hall, the Commons
inside knox hall, bell hall,
everywhere just about, no service but texting whenever on campus
in tunnels and SU
HSL basement
none
Knox
The hallways between Knox and Capen and Capen and Talbert.
N/A
hallways especially the student union
Knox 20
knox
sizzles
Knox
inside classrooms. on the promenade. i like listening to the radio but it goes on and off everytime i enter a building.

Inside the Math Building. But I can always go outside to get signal. It is not an issue, really.
basements, some NSC lecture halls
N/A
it is common knowledge that if you walk from the student union through knox (the deadzone) to select parts in the capen hall basement you will not have service.
I don't know...I am not a frequent cell phone user
North Campus Elicott Tunnel. North Campus Spine (NSC side) South Campus-Goodyear
Knox, Norton, and capen
Basement of Cooke & Hoche
tunnel from Knox to Capen to NSC. Student union rooms 145.
Few locations in North Campus
Knox lecture hall In the student union, especially Putnam's and in the connecting hallway to Knox
North Campus- Cooke Hall, Hoche Hall, NSC
have service everywhere
Inside Bell Hall
basement bell hall
capen and student union
Clemens in the basement. It is a dead zone. Knox lecture halls.
Wilkeson, Knox, Student Union, Clemens basement
Alumni Arena
Knox, Norton
Outside the Governor's Complex on North Campus
Ellicot
Knox
North Campus Natural Science Complex, Basement Capen
knox hall, norton, O'brien, Capen. Most lecture halls
Knox
I can't say that I run into too much of a problem anywhere. The coverage seems adequate for my needs.
capen basement
In Bell lab ,and inside the corridors between student union and capen
knox lecture halls
academic spine
Capen Cafe Tunnels from Knox to student union Basement of Clemens

knox hall
Red Jacket Quad
Knox, basements of buildings
In my own dorm room, (Clement Hall) and places by Knox and the Engineering Buildings on campus
NSC & Knox Lecture Halls
1st floor knox, norton ellicott: 1st floor by sizzles.
Governors Needs WIFI in all of its buildings badly, How can you have an "Honors" Building with now wifi, not everyone does homework in their room, or places where there's ethernet. People move around to places where their are no wires and wifi is needed.
Bell, Knox ... but really cell phones are bad and not getting service in class would be a good thing
Norton 112, The Hallway where Bert's is, Knox Hall
Knox
Ellicott Food Court, Knox, The Wellness Center.
NSC
Some parts of NSC.
Bonner Hall (esp. in rooms).
NSC 220
Knox
alumni arena, lecture halls inside nsc, knox, norton.
in the promenade on North... seems to be a black hole for cell phone reception
knox hall
Crosby Hall
Ellicot
capen basement,knox basement,nsc basement,student wellness centre.
Jacobs
clemens
North Campus
lockwood
knox
Basement
Knox
The hallway going from the student union to knox. Also, the hallway below Capen (basically, you can't walk from the SU to NSC without losing your call.
Ellicott Complex Spaulding
Inside the Student Union.

Knox
South Lake Village
Hall between the Student Union and Knox
knox
inside lecture halls such as the knox lecture halls, the student union, study areas.
I am mostly on South campus and haven't had any problems so far.
Basement of Baldy Hall
In large lecture halls
ellocot complex on north campus
knox, capen, lockwood
south campus
Classrooms on ground floor of Knox
Clemens
Capen - Silverman Library downstairs Knox - bottom floor
Bottom floor of Clemens as well as pistachios in the student union
Knox
knox 20, nsc 225
The Ellicott Tunnel, Know lecture halls, and parts of the Student Union
putnams
None
KNOX
in the halls by knox and clemans
The academic spine
Near Capen Cafe.
Tunnels.
The tunnel and the elli
Knox and Alumni Arena
chem labs in NSC
PUTNAMS Downstairs of Capen Library Knox Hall
North Campus in Student Union and Knox
In alumni locker room
dorm
In all of the academic buildings not necessarily the classroomms, but it would be nice to have service when walking through the buildings. Also the elli needs a good signal/
lockwood student union tunnel

Hallways, First floor NSC
knox classrooms, student union hallways, capen basement, talbert classrooms, NSC area
basement of clemens
Knox Hall areas
basement of baird, basement of baldy
knox, capen
All over North. Inside, especially when it is cold, is the only place where calls can be made. Specific buildings? I have none, but the entire service can be improved.
alfiero center
knox hall
student union
lockwood basement
Connecting Tunnels, first floor of a lot of academic buildings, first floor ellicot
Lower rows of lecture halls
South lake Village - in my bedroom and kitchen
In Knox Lecture Halls and In the Ellicott Food Court
inside class rooms talbert 212 knox 20 capen cafe indoors in general
Basement of the Health Sciences Library on South Campus. I don't want to talk there, just text.
Knox Lecture Hall, Ellicot Food court
Ellicott Complex has bad service. No service in the food court and its in and out in places like Fargo Quadrangle. Also, on the spine, around Know Lecture Hall, there is what people refer to as the "Knox Black Hole". Lastly, service is fairly bad in most parts of the Computer Engineering Building (Bell Hall).
Student Union, Knox
NSC
KNOX
Everywhere
all, freakin know never has a signal
capen cafe, in the lecture halls
Knox, Norton, Ketter, the outside of the lower back side of knox and norton.
north campus, most of the buildings
ELLICOTT(most of classrooms, and fillmore food court)
walking in teh tunnels from NSC to the SU
Libraries
none

CADS Lab
Knox
Knox Hall
Richmond Quad
basement of cfa
in buildings, like Baldy and Knox
the tunnels from norton to the union
Knox and tunnel in Ellicott
none that I know of
al lecture halls
baldy computer lab
Ellicott Food Court, bus tunnel, spine (walking through Norton), inside of Knox 20
Student Union (North), Acheson Annex (South)
knox, natural science building
Perks
in classrooms mostly in Norton and Knox, NSC
Inside UB Common, and Alumni Arena
Ellicott Complex, Talbert, Norton
NSC 4th floor
knox, alumni locker room
No signal at all at Knox Hall, Baldy and Student Union
in front of knox 20, the little spot with the chairs.
knox/NSC
none
knox!!!!!!
Everywhere I go gets good service
Basement of Baldy Hall
None
Basement of Clemens
Student Union
Knox Lecture Halls
Wilkeson Quadrangle, Ellicott Terrace
NSC, Knox, All over Ellicott and a few other areas that I can't remember at the moment
Student Union and around/in the Ellicott Food Court.
Student Union, Goodyear Hall

Knox, Capen, Lockwood, Bell
knox
ellicott, knox
Knox Lecture Halls, especially in the lower floors
Downstairs Baldy in the 14acomputer lab.
nsc and capen library
Knox (all), Bell Hall (all)
I lose calls in my Governor's dorm room all the time, also in the basement of Clemens. But honestly I don't really mind it because although we live in a technological society, we don't always have to talk/text. Not having service means there's no need for checking the phone every eight minutes.
Baldy basement. Knox basement and first floor. Certain parts of the union.
The Union; a few lecture halls
knox, student union (Wellness), capen
none.
Bell Hall
no where
path from union to knox and knox
Bell Hall Knox Hall
knox
Capen basement
Student Wellness Center
Alumni Arena locker downstairs
NSC, Student Union, Spine
classrooms in Badly
Towards the bottom of the lecture halls in Knox and the basement of Clemens
NSC Lecture Halls Norton
Knox and Capen
No problems so far.
student union, the bottom of capen library
The Alumni area locker rooms, also in fillmore hall in the Ellicott complex and the other brick buildings around campus where calls seem to be dropped frequently. Also the elevator in the student union and the elevator in fillmore are the only ones that drop calls in my experience.
knox
knox
KNOX!
Knox Hall, ground floor

Basement Classrooms, Stairwells, Lecture Halls in NSC
Student union, Norton hall, ALUMNI, knox.
-Obrian 2nd fl classrooms -Alumni Arena's basement i.e the Dance Studio.
Clemens basement, Park, Hall
None.
Fillmore 170, anywhere inside a large building on a lower level.
clemens, bell, a lot of middles of buildings, entire ellicott complex
Student Union
Cooke and NSC
I can usually get wireless wherever I want on campus on my Android Smartphone, however, I need to constantly relog into UB's wireless service and it's beginning to get tedious.
blake center, fillmore
I get good service in all parts of campus except in classrooms on the first floors of academic buildings.
knox and union. also parts of Norton.
Squire hall, south campus
Overall, I have decent service. I do not have reliable service in Student Union or anywhere with a tunnel leading to another Hall.
N/A
None.
classroom
1st Floor Capen Library
Student union between food court and Student life
alumni arena, underground
capen norton
Ellicott Food Court (Millard Fillmore Academic Center)
Knox, NSC, parts of the Student Union, Capen ground floor, Jacobs/Alfiero
in buildings
nowhere
parts of the CFA
Alumni Arena and Ellicot Complex
Graduate Computer Lab in Bell Hall
Tunnels
Knox is the only building that I know of where I have trouble getting a signal.
Service is generally good everywhere.
knox, norton

nope
Anywhere inside on the north campus.
basement classrooms
knox
Law School, Baldy, and Lockwood. Pretty much all of north campus has bad reception for T-Mobile, even when I'm standing outside. South campus is fine.
the souther tier
Capen Hall
Knox and the tunnel underneath Capen.
knox 20, alumni classrooms, talbert/norton
Ellicott
Knox 110,Norton 112
Knox Lecture Hall, Capen Basement, Clemens Basement, NSC.
Knox, NSC,
Knox, Ellicott (Perks area)
Dorms and Help centers, basements and some lecture halls (Knox)
knox109
Ellicott
NSC ELLICOTT
Capen, Knox, Academic spine tunnel, Student Union
The coffee shop in Ellicott Knox Bell
Jabobs
in ellicott
baldy hall: basement
Alumni, Clemens basement, knox
first floor hallway between NSC and capen
Capen, Alfiero, Student Union, Lockwood Library, and Baldy building.
N/A
N/A
Knox, Norton
tunnels between buildings, basement of capen
none
In the lecture halls. NSC, Knox. Also in the Union sometimes.
Knox lecture hall basically has no service whatsoever. The basment of Clemens has little/no service as well. Also, I live in Flint and I have bad reception here and i'm not sure why.
Alfiero, computer lab

none
Ellicott Food Court Knox floor 1
All of knox, all of the Student Union, Lockwood, Norton 112
no
ground level in Capen and Baldy!
nsc classrooms
Knox, NSC, Norton, Capen, Cooke and Hochstetter
knox ellicot food court
the union
Knox & NSC
Baldy-basement, and Ellicott
none
North Campus
In most of the buildings on North Campus
I have not yet found a place I do not have a good signal
Norton is a little spotty sometimes Baldy is hit or miss My service always dies out in Bell
Basements or 1st floors of any scholastic building, including alumni arena
hall way between knox hall and SU.
Not a damn place. Verison is the shiznit!
Capen Hall, basement of Clemens but I'm not too hopeful for basements
alumni
In basements
Ellicott food court -- Perk's especially.
Norton Hall , Natural Science Complex . Alumni Arena
cfa
Knox, basement of Clemens
no where that i know of
Knox, Ellicott
ellicot food court
All part
Ground floor of Capen in and outside of the library.
Jacobs
in underground lecture halls, there is no service but, I think if there was service it would be a distraction
Creekside Vlg.
ellicot

north in lecture halls
i don't usually have trouble getting service
inside capen hall, on second floor
hallways, student union, library
NSC area of North Campus
The ellicot tunnel
clark hall
Fronczak, Capan
parking lot
112 Norton
Knox
KNOX, NSC
Knox
everywhere
the first floor of Student Union and Knox
Knox
Natural Science Center, Knox
Academic spine tunnel, primarily through Knox and Norton halls.
Basement of Capen Classrooms in Jacobs (112 and 106) Basement of HSL
Cooke Hall
Knox Hall Lecture Rooms, Bell Hall Graduate Laboratory
ellicott food court
I have uninterrupted service for all areas of all campuses.
In lecture halls (KNOX) UB North Campus
Capen Hall, Knox Hall
Baldy basement
ellicort
lecture halls
spine
I cant think of any
Ellicot
my office in the baldy basement
capen ground floor
Capen 1st floor and any building in the basement
knox and clemens
Knox

The tunnel between the student union and Knox Hall.
NSC
knox, nsc
Knox Lecture Hall seems to have poor reception.
knox and the student union
Knox
basement of clemens and libray
in some class rooms in the nsc
basement
I get service nearly everywhere, aside from some basement lecture halls in Knox Hall
Knox
Knox
Basement of Lockwood, NSC 220, NSC 201
204 ED South Lake Village- my cell phone doesn't pick up in my own apartment!!!! Also it would be very nice to have service in knox.
Knox Hall
basements of buildings on both south and north campus
Baldy 14 Lab
I have never successfully connected to UB server with my iPhone, so I don't have any answer for this
None
Basement of Baldy Hall
knox
Any of the underground walkways between buildings
know hall
Knox, Capen Library
dining halls
It would be nice to have service inside some of the basement areas, such as the basement of the academic spine (Knox, Norton, Capen, Talbert, NSC). They should put cell towers inside the walls there.
Knox, Alferio
Furnas...the building is made of lead.
Bell hall
thats likely due to my cellphone service provider.
Ellicott Complex, Red Jack Quad
Ellicott Food court, student union near putnams, knox and NSC lecture halls

Bell Hall
In ellicott
Most NSC rooms, Knox, and different offices within the Student Union
N/A
Alfiero

9) Have you connected to UB Secure - UB's secure wireless network?

Base Question	Freshman	Sophomore	Junior	Senior	Graduate student - 1st year	Graduate student - year 2 or more	Non-matriculated	Not sure
Yes	65.7% (65)	53.7% (80)	59.8% (137)	63.0% (155)	54.2% (58)	63.1% (82)	72.7% (8)	30.0% (3)
Yes, with difficulty	16.2% (16)	19.5% (29)	13.5% (31)	11.4% (28)	13.1% (14)	16.2% (21)	0.0% (0)	10.0% (1)
No	7.1% (7)	8.7% (13)	7.4% (17)	12.2% (30)	15.9% (17)	11.5% (15)	18.2% (2)	30.0% (3)
No, I tried, but couldn't get it to work	8.1% (8)	14.1% (21)	14.0% (32)	8.1% (20)	12.1% (13)	5.4% (7)	0.0% (0)	20.0% (2)
No, I didn't know about it	3.0% (3)	4.0% (6)	5.2% (12)	5.3% (13)	4.7% (5)	3.8% (5)	9.1% (1)	10.0% (1)
Total Counts	99	149	229	246	107	130	11	10

10) Please tell us why you do not use UB's Secure wireless network option:

Please tell us why you do not use UB's Secure wireless network option:
I don't know the steps to set it up. Plus i don't use UB wireless often
I just use campus computers.
My primary work computer is a desk top. I don't usually use my lap top at work.
I don't know what that is
too unsecure
i haven't try
I don't own a computer
I'm not sure. I know a few friends of mine had trouble getting it to work, so I guess I figured it wasn't worth it. At least not for me. On campus, I don't really need the internet for much; mainly just email, research, and videos!
I don't bring my desktop in...
I use UB wireless. Is it the same with UB's secure wireless network?
I Have always just used the regular wireless
no question
I always used the unsecure version because at one point it was the only one that worked and I haven't tried UB secure since then but I heard it may have changed
I'm not sure if i do or don't when i'm on my laptop in the library
its easy
no laptop
,nm;l
i don't have a laptop or anything that would connect to an on campus wireless network.
Because I live at home and have my own wireless network. I don't take my laptop to school.
Don't use laptop on campus
I have never used the UB's secure wireless yet, so that I don't know.
Because I don't own a laptop, so I can't connect to it.
Only possess desktop
Because i haven't gotten a chance to use it yet.
I don't have a computer to bring to school and I do not have a smart phone.

Waiting for a new, smaller, cheaper laptop to bring to campus
no wireless connection on my laptop
I use unsecure when I am not in my room, because I always use my own wifi router/modem in my room because in Clement Hall south campus, local collage wifi signal is weak, or not very reliable
because I never hear about it I don't know how to used it.
I use computers supplied on campus when they are available
I use desktop provided by UB on campus.
Do not have any wireless computers or cel phone
I'm a commuter and I don't bring my laptop to school. It's easier to not have to carry it around.
ub wireless
Haven't had a need for it yet. I don't bring my laptop on campus.
It's much easier to use UB wireless. I just need to simply type my ITname.
Haven't needed it and my computer is set up to recognize just ub wireless
I do not have mobile devices with internet.
Don't know what it is
Didn't know about it.
never felt a need to
I am a part time commuter and have no need to bring my laptop with me to campus.
i have no need to, the open network works fine.
dont use comp on campus
have no devices to use on it
I don't bring my laptop to use it.
Frankly, I don't know what is it .
I don't have a laptop at this present moment.
Do not have a laptop. Only use home desktop.
Never thought to use it.
I don't live on campus anymore. When I'm on campus, it is convenient to use public computers on SOUTH CAMPUS
Have not had the opportunity yet.
Never bring laptop to school.
choose not to
I did not know about it.
No need to, I use my carrier's internet service
Don't feel like it.

Off campus
I do not know about
Do not bring laptop to campus yet.
I don't have a wireless connection via a laptop etc.
I don't use the wireless network a lot and I am unfamiliar with it.
I don't have a laptop
don't have smart phone, don't know how to
Hassle - I just use regular wireless
Too lazy to connect, don't mind using 3G
Forgot about it.
I just haven't had the time to sign up for it. And, I'm not sure I have already signed up for it
I do not know about it
don't bring my laptop to campus
I don't need to bring my laptop to campus this semester for classes. I use the UB computers when I need something on campus, and I'd rather not risk my computer being stolen.
The wireless card in my laptop no longer functions and I refuse to buy one because my computer is about 4 years old and ethernet works just fine. But when it did work 2 yrs ago, I used UB's wireless and it was nothing special. I don't really prefer wireless because it is not as stable as an ethernet connection, and sometimes it's hard to pick up a strong signal.
never heard of it
No need for it.
Haven't had the need. There are usually always computers available around me when I need them
why
no device
don't know password
I USE 3G mostly
I do not use the internet very much from my laptop, and when I do I need simple connection and good signal more than security. If I recall correctly, UB wireless tends to have better signal strength in the places I use my laptop than UB secure does.
I do not own a portable computer
It is not defaulted so I do not pursue it.
i don't use a cell phone or carry my laptop around, i use the computers in the library, but sometimes it's hard to find a computer not being used.
I do not know the password.

Haven't had the chance to go to UB Micro yet
--

I do not bring laptop to campus

When I come to school, it is easier to use the computers on campus than to lug my laptop around and worry about theft.
--

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

Response	Count	Percent
My computer downloads updates automatically	723	72.6%
I manually download and install updates	236	23.7%
I install additional Internet security software	170	17.1%
I do not regularly update or patch my computer's security	59	5.9%
Not sure	69	6.9%

12) Where do you reside?

Response	Count	Percent
UB residence hall	181	18.2%
UB on-campus apartment	93	9.4%
Off campus - home	303	30.5%
Off campus - UB housing (e.g. Flickinger Court)	5	0.5%
Off campus - privately rented apartment	356	35.9%
Off campus - apartment complex (e.g. University Village at Sweet Home, The Villas)	54	5.4%

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

Response	Count	Percent
Clement	21	7.6%
Clinton	14	5.0%
Creekside Village	7	2.5%
Dewey	10	3.6%
Fargo	20	7.2%
Flickinger Court	9	3.2%
Flint Village	26	9.4%
Goodyear	12	4.3%
Hadley Village	25	9.0%
Lehman	20	7.2%
MacDonald	4	1.4%
Porter	14	5.0%
Pritchard	1	0.4%
Red Jacket	18	6.5%
Richmond	17	6.1%
Roosevelt	10	3.6%
Schoellkopf	3	1.1%
South Lake Village	29	10.4%
Spaulding	9	3.2%
Wilkeson	9	3.2%

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

Response	Count	Percent
Yes, it is reliable	209	75.5%
Yes, but it is not stable or reliable	66	23.8%
No	1	0.4%
I don't own a cell phone	1	0.4%

15) 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)	186	66.7%
My own wireless router	25	9.0%
Someone else's router	3	1.1%
I can't get a wireless connection	49	17.6%
I don't need a wireless connection	10	3.6%
Not sure	2	0.7%
Other (please specify)	4	1.4%

16) Which web browser(s) do you use? (Select all that apply.)

Response	Count	Percent
Firefox	673	67.6%
Google Chrome	373	37.4%
Internet Explorer	455	45.7%
Opera	40	4.0%
Safari	191	19.2%
Not sure	1	0.1%
Other (please specify)	12	1.2%

17) What websites or email clients do you use to read your email? (Select all that apply.)

Response	Count	Percent
AOL	97	9.7%
Entourage	6	0.6%
Gmail (personal account - not UB's Gmail)	534	53.6%
UBmail powered by Google	402	40.4%
UBmail	524	52.6%
Hotmail	223	22.4%
Mac Mail	26	2.6%
Mulberry	5	0.5%
Outlook	61	6.1%
Outlook Express	23	2.3%
Pine	7	0.7%
Thunderbird	48	4.8%
Vista Mail	3	0.3%
Yahoo	333	33.4%
Not sure	4	0.4%
Other (please specify)	37	3.7%

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

Base Question	Freshman	Sophomore	Junior	Senior	Graduate student - 1st year	Graduate student - year 2 or more	Non-matriculated	Not sure
Yes	56.6% (56)	63.3% (95)	58.8% (134)	56.4% (137)	46.7% (50)	55.4% (72)	36.4% (4)	40.0% (4)
I tried, but the sign-up process was confusing and/or didn't work	7.1% (7)	2.7% (4)	3.9% (9)	4.9% (12)	6.5% (7)	0.0% (0)	0.0% (0)	0.0% (0)
I don't know about it	9.1% (9)	6.0% (9)	6.1% (14)	4.9% (12)	8.4% (9)	4.6% (6)	27.3% (3)	30.0% (3)
Not yet, but I intend to	11.1% (11)	10.7% (16)	12.7% (29)	9.1% (22)	14.0% (15)	6.9% (9)	18.2% (2)	0.0% (0)
I don't have/use text messaging on my phone	4.0% (4)	3.3% (5)	2.2% (5)	1.6% (4)	6.5% (7)	3.8% (5)	0.0% (0)	10.0% (1)
No, I do not intend to sign up for UB Alert services	11.1% (11)	14.0% (21)	14.9% (34)	22.6% (55)	17.8% (19)	26.9% (35)	18.2% (2)	20.0% (2)
Other	1.0% (1)	0.0% (0)	1.3% (3)	0.4% (1)	0.0% (0)	2.3% (3)	0.0% (0)	0.0% (0)
Total Counts	99	150	228	243	107	130	11	10

19) 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	2388
Text messaging	2	1347
MyUB	3	1212
Paper mail (US Postal)	4	426
Social Media Sites (e.g., Facebook, Twitter, YouTube)	5	239
Instant messaging (IM)	6	128
Not sure	7	70

20) Which of the following "softphone" (voice over IP) services do you use?
(Select all that apply.)

Response	Count	Percent
Gizmo	5	0.5%
Oovoo	93	9.3%
Skype	510	51.2%
Vonage	27	2.7%
Phone Calls in Gmail	101	10.1%
None	394	39.6%
Other (please specify)	29	2.9%

21) Imagine you could run the software usually found in the public computing labs on your own computer anywhere. Please review the following list and choose the top 3 titles you would like to use: Normal.dotm 0 0 1 32 188 University at Buffalo 1 1 230 12.0 0 false 18 pt 18 pt 0 0 false false false /* Style Definitions */ table.MsoNormalTable {mso-style-name:"Table Normal"; mso-tstyle-rowband-size:0; mso-tstyle-colband-size:0; mso-style-noshow:yes; mso-style-parent:""; mso-padding-alt:0in 5.4pt 0in 5.4pt; mso-para-margin:0in; mso-para-margin-bottom:.0001pt; mso-pagination:widow-orphan; font-size:10.0pt; font-family:"Times New Roman"; mso-ascii-font-family:Cambria; mso-hansi-font-family:Cambria;}

Rank	Item	Points
1	Photoshop CS4	838
2	Acrobat Professional 9.3	586
3	Firefox 3.6	503
4	Acrobat Reader 9.2	367
5	Matlab 2010a	289
6	Dreamweaver CS5	261
7	Internet Explorer 8	260
8	Microsoft Visual Studio 2008	217
9	Mathematica 7	167
10	Maple 13 & 14	136
11	Windows Media Player 12	134
12	Quicktime w/ iTunes 9.0.2	116
13	Divx Player 7	105
14	Realplayer 11	105
15	Open Office 3.2.0	103
16	Endnote x3	93
17	SPSS + 18	89
18	Flash Plugin IE 10.0.45.2	85
19	Java VM 1.6.0_18	79
20	Winzip 11.1	77
21	Auto Desk Viewer 2010	63
22	Filezilla 3.2	45
23	Citrix 11.2	36

Shockwave plugin 11.5.6.606	24	30
PuTTY 0.60	25	28
X-Win32 9.4	26	27
Scifinder Scholar 2007	27	24
Chime 2.6 sp7	28	20
Authorware plugin 2004.0.0.73	29	19
Prentice Hall IT Training 1.1.255	30	14
AlternaTIFF 9.2	31	13
CN3D 4.1	32	13
Karel The Robot 1	33	11
PCTeX 6.0.0.2	34	10
JDK 1.6.0_4	35	8
Xemacs 21.4.21	36	8
Respondus 1.0.3	37	1

22) Imagine UB could provide you with a "virtual computer on demand" through the browser on your laptop or handheld device. This virtual computer on demand would have all the public site software installed for your exclusive use for a period of time. Please indicate your level of interest in this potential offering:

Response	Count	Percent
Very Interested	404	41.3%
Interested	274	28.0%
Neutral	151	15.4%
Not Interested	30	3.1%
Would not use this service	15	1.5%
I don't understand enough about this service to answer.	84	8.6%
Other (please specify)	20	2.0%

23) If you were interested in this virtual computer on demand, describe briefly how you would use it:

If you were interested in this virtual computer on demand, describe briefly how you would use it:
i would use it to take advantage of the programs available through it that i wouldnt normally have access to.
I have many programs that require me to come into campus to perform, such as photoshop, that would allow to stay at home and do.
n/a
It would be easier to print and access certain pieces of software.
homework
use it on studies
For printing purposes
access documents, create documents, print, etc.
Homework necessities
i don't know...
for school work and anything i would need
like a laptop in class
At school to replace trying to find a computer in the public computing sites
not sure what it even is.
printing
I would use it to complete assignments at home because computers are limited on campus through most of the day.
I would use it for the software so I don't have to come to campus. I can finish all of my work at home without having to buy expensive software.
I do not know yet.
on my phone or itouch
as needed.
not sure
i would use it for projects or to complete task during more efficiently during class
Research and Projects for class
I would perhaps use it for quick things but would resort to a standard computer for full workloads because performance probably wouldn't be the same.

I would use it in busy times at the University, in study rooms or other places to get my work done.
Install the software to my computer
Maple from home.
To make sure my documents are compatible w/ UB software so i could open it at home or at school.
for school
to do my school work and advance my computer skills and needs
For school work
opening files
Use it to talk with Professor
wherever I wanted
School work
for everything
research purposes only!
use it for everything
All the time.
Email
mobile device
Quick Productivity Tasks and Specialized Projects
i am not sure
I would use it to run software that the school owns but I can not afford, such as Dreamweaver and/or Photoshop.
As long as the project/assignment I need it for lasted. (Probably a month to semester)
Daily
Access documents saved on UB network, use programs (Matlab, Mathematica) not available on personal computer.
Use softwares that are not installed on my computer
i would use it for everything
I'd run apps that I can't get on my pc which the school has licenses for. It would be better than wasting my money on licenses that I can't normally access.
I would use it to do my class work that required software I can't afford, but is on campus computers.
To enhance my performance in school
leisure and school work
I would use the softwares that are not installed in my laptop.
frequently

printing and research
Successfully
photoshop for pictures
print, use softwares that is needed for courses.
only if i didnt have the software - any large use, i'd probably look to get the program i needed
I would use the programs I needed on my own computer.
to get A's
At home to access material software that I donot have or when I am in non-traditional work environments (i.e. waiting in Dr.s office, etc) to make this downtime more productive.
I would use it to keep my engineering(linux) and general UB computing documents in order
always
Mobile Phone
class projects
For my schoolwork
for school.
Just for Photoshop
On my Laptop for accessing my ub data from home.
Check email in between classes
Inorder to use Mathematica and MatLab
To do work from home
File Portability and Running heavy applications like Matlab
Every other Day
remote on-campus printing from my primary computer from both on and off campus
I would use if for course work
I would use it alot, mostly for software specif homework assignments. But also for personal use ex: Photoshop
Store word documents on student server. Access licensed programs I dont have.
study
everywhere, for everything
checking email, doing assignments or watching lectures between classes, etc.
whenever I needed to use it or in free time to learn more about it
looking for journal articles
for assignments we need to use softwares the idea will help us here

To use programs that I cannot run on Fedora without virtualizing.
On the go to access the uniform software of the pubsite computers
Have no idea yet.
fun
I would use this for school study, projects, presentations.
Homework
Personal usage; perhaps some schoolwork
For school work primarily.
Remote access from computers that I do not own and therefore lack the software needed.
Web browsing
Run applications remotely.
i dunno can i use photoshop... ps who wanted to be able to run windows media player like that some exclusive software
Projects, Presentations,
No idea, would have to what it could do
very often!
idk yet
For classwork
do certin research or other projects that i probably dont have the right softwear for
mostly for school work when I could not get access to onsite computers (i.e. cybrary)
not sure, i'd have to play with it
everything
I would use the programs offered
so see lectures without actually going to class
I would use it to print documents to pubsite locations via iprint.
Depends how useful it became
Home web browsing, homework
to use programs that I don't wan to download or use very often
games
I would use it to connect to my UBFS space to access files that I downloaded and would like to transfer to my laptop or handheld.
use it to access school files that normally can't get to.
School work
use it for academic projects requiring to be submitted remotely. For doing academic research for projects requiring software that is too expensive for me to

install directly onto my computer while needing safe file storage.
for assignments and personal projects
School and personal use
a daily basis
to work on projects at home
work on class assignments while waiting between classes. Usually difficult to get onto public computers in the middle of the day. Too many people watching utube videos.
For homework and studying
not exactly sure what it is
school work, personal
aid school work at home
..
For personal or school
project use, group work
Using Licensed Software that I can't/don't want to purchase
homework
homework at home offcampus
for school purposes
Homework and Design Program Use
Programs I dont have, specifically dreamweaver and photoshop
I would use it for music and work
For class projects invovling multimedia
TBD
to do assignments and to work on projects for club activities.
For educational purposes
all the time
**
I would be more interested in learning how it worked before I could answer that
school work
i dont know i would have to see it
I would be working at home doing my assignments.
not sure just sounds cool
haha
don't have to go to campus to use school stuff
homework
School projects

use it for school work
to further my educational knowledge
Class
maximize my web searching
I would be able to use my engineering software that I normally would have to go to bell for in my apartment
for personal and school use.
personal and school use
i'll go on it if i need it
Work on projects from home.
Porn
not really sure, would have to check out the interface of the program
dancing hamsters
File storage
I would use it for school and personal use.
for doing projects
using software I do not own
If the virtual computer is permanent and would have storage space as well, I would prefer to use them in any public computing sites.
I would be able to check my email, log on to UBlearns and MYub pay finances, register for classes etc on my phone which would be great since I carry it everywhere I go and have quicker access to that than a computer sometimes
.
Schoolwork, Hobby
use it on my laptop for project work
Access files and programs found on UB network
on my phone
connect from home to complete my homeworks
Various School Work
programming
school/work
i don't know what it is
N/A
While at school, I imagine it would provide more functionality to my Macbook
not sure
school
only on occasion for software i didnt have installed

for porn
I do not know
Utilize software for academic, extracurricular, and personal needs.
I would use it largely for my IT work but also to access and study the programs supplied at the school here.
It would be fantastic to not have to go to a computer lab to use MATLAB or CAD packages.
when I do not have access to a lab computer in the library, or some other location
for school work/research
stuff
I would use it as a back up for software I need
WTelecommute
I would use it for personal use and for school work because I have a mac and it is difficult to navigate it.
Maybe all the time depending
It will be nice to work in our home environment. I would like to use in my laptop.
download it
To do homework; pass the time
ill use is to improve my skills with those particular softwares that im interested or need for classes.
not interested
Via laptop connected through UB wireless
can help us do the assignments and save more time
on my laptop & cell phone if I have them
to complete assignments when public computers are unavailable
JUST DO IT.
would depend on my needs at that time
to stream audio recorded classes
Not sure yet
I would use it to complete projects for classes
No idea
To work on school work
Mostly to do schoolwork.
for group meeting
Just to touch up projects in case of issues that may arise.
Use it to run softwares that are not installed on personal computers
Video Encode

Connected with my laptop
everyday everyway
To satisfy software needs.
Check the websites of UBmail and UBlearns
spent less time searching online for the particular software and just used the one UB or my professor is requiring
IDK
unsure
Photoshop, Dreamweaver, things I dont have on my computer
photo editing at home mostly - for personal use
to fulfill class assignments
softwares
would mostly use it to complete class work that required the software
sick
often
to write papers, check email, look at content professors post
Every now and then late at night I have to go to a computing lab to use Matlab to help find solutions to home work problems. With a virtual computer on demand I could save myself the trip.
as a means to stay connected to myub instead of just my ub mail account
homework
Handheld
My undergraduate institution provided a full service pack that included most of the programs on the previous page - there was no need to use one of the few computers in the lab because every laptop came installed with Maple, AutoCad, etc.
programs used to solve hw
Paper search, Documentation, Printing
I would use programs for school work on my own laptop
complete my cse assignment
For things I usually just download illegally
for my studies, for pictures
Doing homework with software that otherwise could be found on public computers, doing work from offsite
n/a
As needed
would need to know more about it in order to say
Assuming you're going after Cloud Computing, I would use it to be able to start

my programming projects instead of waiting to get into the lab.
only when needed
I will use it to complete my projects from home itself instead waiting for some labs to open
School Work, Personal Work - designing, calculation etc.
to coloborate with students in constructing projects and solving hmwk together as well as sharing notes
Use for school work
I would install it at home to be able to use
.....
I would use it to access Acrobat and other university programs
to print remotely
For software that you only need for a specific class, that you don't have or can't get
low power machine in room
Everyday
in school for studies
To use things I can't get on my computer.
I would use it to access and create files that are on campus.
Use any programs required from classes.
it would depend on the capabilities
for applications that are on ub computers but not my laptop
Nothing, I already spent over a thousand dollars on the programs I need.
I would use it to do homework for my CIE classes that otherwise would require me to use the Ketter computing lab
i would use mostly to use "GO" software to print from off campuss
to keep up on school and assignments
to access things i dont have access to on my own computer
very often
I will learn
everyday needs
To complete tasks I would normall have to go to the lab for.
I'm not sure but I would definitely fiddle around on it.
To complete homework assignments
would probably be the only thing i use.
complete work requiring certain programs which I don't own, from home
I would use it to do more homework at home, or on the go.

school work
To complete assignments that need the software only available in labs
at home
In order to complete my schoolwork better
make ub learns work on smartphones WELL, then go for leaps and bounds. I would use it anywhere, on any modern device, for any acedemic problem. make stored data moe easily acceivable.
I would use it to access files I work on with the school's computers because I cannot use my own
Use it everywhere.
The way it is supposed to be used.
for school work
I'm Not Sure
I would look through what I was interested in and use it.
often
Often
to use programs that I dont necessarily want to put on my computer
I would use the different programs for my different graduate school assignments. These different programs would allow me to have better success and achieve the goals I have in a much more timely fashion
Honestly, not sure but it sounds interesting.
faster acess to email, course docs, ect without having to enter 500 logins wld be cool
use UptoDate.com
i dont know but it sounds cool and i would use it
Use programs UB has but aren't taking up space on my laptop
I would use it while searching for books or journals in the library
Check Email, UBLearns, Grades,
school work
To take over the world. Just kidding - I'd use it for classes and for background research for my dissertation.
Personal use
Being able to use software that users do not have access to for school related projects
electronic journal and library
use it anytime, anywhere with good link to internet
not sure
I probably wouldn't use more involved software if it was slow, though I think

office tools, being able to move files around directly would be great.
don't know
to get files
Probably to write papers and crunch data
when i need to complete a project, but is unable to go to an on campus computer lab.
complete work off campus or at home instead of going to crowded library
I don't really understand it, but it sounds cool.
Access UB programs from home.
The same way I use UB's computers
I would use it for writing with endnote and for simulations with Matlab
I would use it to do my projects
at home
For homework, schoolwork, and work.
For educational purposes
searching scientific papers
class assignments that can only be accessed on the UB internet
to access crucial software for homework and club use without needing to come to an on campus computing site
i need matlab and maple
For class projects
Pornography
as needed
Pr0n
Use it for a variety of reasons -- school projects, general interest, research
Im not sure how it works, but it sounds cool.
I would use it to increase the functionality of my Android tablet
To do homework
I would use it to complete homework assignments that may require other programs that I don't have
I would use it to access software for classes
Do all CSE projects online
As a computer away from school.
homework
I need to access a lot of engineering software such as MATLAB, Maple, Pro/Engineer, and LabView, so the VM would be very valuable to me and many of the science/engineering students who cannot afford to buy the software for our own personal computers.

i woud use it on the go
Regularly
I'd use it to make computerized art.
Not sure yet, i would find uses
just use it
I would then be able to use any and all programs normally saved for here on campus either on my phone or at my apt on my laptop
I am not sure yet
Photoshopping like crazy! I wish I could get some of UB's connection speeds too.
the do papers
To get my school work done.
I'm not sure I would need to use it, but would like to have the option.
.
I would use it to start papers and possible take notes in classes.
to access data or software that I normally have to go to the lab to use (for example, work that is currently on UBUnix)
I'm not sure what it is
For school
if something with mac isn't compatable with windows I get really frustrated trying to decode it - i feel this would help.
I am not sure how to answer this question
I would use it for classes and homework.
surfing on-line, managing paperworks
For classes as needed.
for sending and receiving information and downloading research articles
To do homework
wisely
For assignments and projects
to work on architecture homework
programs needed for classwork
Run the programs
school projects
work anytime
idk, I have photoshop / matlab already but I paid for them
it seems it would make academic life much easier, so i would use it on campus in the libraries.

Mapping Software
For using software like Matlab
be able to do work from any computer with internet access
I would use my laptop, instead of a waiting for a computer to load up photoshop and adobe pro
If i was at home and needed to access something only on UB's computers
Work
It will be easier to access the softwares that we don't own. for example photoshop.
I would use it to get my work done. It would be a very useful tool
check myub
I would be able to do my school work from home
I would use it to access software that my computer doesn't have.
I do not know
for quickly doing and or updating homework
mostly use for college and reading also watching movie and playing games online
Some schoolwork. A lot next semester when I will need video editing software. Also personal use if possible.
No clue, really.
I would like to be able to print easily from off campus. The iPrint anywhere requires releasing at the library which, to me, makes it useless.
not for academic purposes.
schoolwork
To do school work and stay connect through all my computers
no
to code and submit projects without freezing in those Baldy labs!
access info on campus when needed
For classwork
to work on homework assignments from home. Labview would have been a nice addition to the list of software we'd like access to
For all worksheets, assignments, projects, and powerpoint presentation at all locations.
when i dont want to pay for software
projects
Just to check UB learns so I don't get lost when classes get moved
Schoolwork
For schooling and presentations

To make it rain
i would use it edit photo's and create new pictures
When I am off-campus
To view documents on the go / study for exams
Use for Design of building.
word processing and design manipulation
All day every day
I don't know the possibilities are endless, would use it mostly for photo editing and web design
if it would work the way i understood it i would use it to make printing easier at lockwood or blake
Because it would led my do my hw why i wait for my next class.
Check my e-mails, faster web browsing, facebook
not sure but it sound convenient
do work
printing documents and run math applications
access my pc from any public sites
UB Alerts and software
often - to use s/w that are otherwise hard to
lecture, club work
Running MATLAB
nn
do project at home and save spot for others who don't have a computer; iprint at home instead of waiting in line
If I wanted to fool around with software that I'm not familiar with.
I would definitely explore it, and if it seemed to be useful to me in my academic work, then I would definitely use it. For instance, I would probably save stuff both on my computer and my local disk drive on the UB server
To meet my academic requirements, and personally explore new ways to use the programs.
IPAD
to complete assignments
To complete class assignments without downloading unnecessary trials of software onto my own computer!
access software i could otherwise not afford
For Programs i dont have like autocad, photoshop, illustrator, etc. I am an architecture major and it suck to go to the computer lab to find that all the computers are taken and I have to wait for a long time.

I would have instant access to my files
SPSS license would make my life easier
Almost anything it would make my life easier
I would use it to get onto SPSS so I could do my research in quiet areas rather than trying to do it in one of the libraries where inevitably someone near me will be loud and not doing any work.
For school and lesiure
All the time
to access school related files and programs anywhere
i wouldnt
I would use it to run programs that I was unable to download.
weekly
For projects
to chenk email
for everything
I would use it to access the programs that I occasionally need for coursework, but which do not warrant the purchase of a separate copy.
I do not know
Document and Presentation creation
not sure- matlab would really help with the psych script writing for future experiments
To do my homework on/off campus
To access software that is on the UB computers that I do not have on my personal computer.
For creating multimedia presentations for assignments
often
make group websites
Mostly to run small programs on MATLAB and to use mathematica
Manage my thesis work from home. Be more productive when I will be unable to commute to the libraries.
I would use the applications needed for my classes
To use software that i do not already have, but would be available through the service
To run windows software that I can not run on my mac
Will use academic softwares tht are usually in Lab
To publish pdf documents instead of word documents; to design.
To access some of the specialized software on those computers
Will user various sofwared for my academic and learning purpose.

24) What operating system would be the most useful on a virtual computer on demand?

Response	Count	Percent
Mac OSX	155	16.1%
Linux	52	5.4%
Windows 7	730	75.8%
Other (please specify)	26	2.7%

25) Please indicate how long a virtual computer on demand should be loaned (made available) to students:

Response	Count	Percent
7-14 days	114	11.9%
30 days	72	7.5%
60 days	19	2.0%
Full semester	555	57.8%
Length of project	151	15.7%
Other (please specify)	49	5.1%

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

Base Question	Freshman	Sophomore	Junior	Senior	Graduate student - 1st year	Graduate student - year 2 or more	Non-matriculated	Not sure
Very satisfied	6.0% (6)	14.0% (21)	14.0% (32)	15.1% (37)	14.2% (15)	17.8% (23)	45.5% (5)	20.0% (2)
Somewhat satisfied	14.0% (14)	43.3% (65)	44.3% (101)	44.5% (109)	18.9% (20)	47.3% (61)	27.3% (3)	20.0% (2)
Neither satisfied nor dissatisfied	7.0% (7)	16.7% (25)	11.8% (27)	15.5% (38)	9.4% (10)	17.8% (23)	0.0% (0)	0.0% (0)
Somewhat dissatisfied	0.0% (0)	10.7% (16)	16.2% (37)	12.2% (30)	10.4% (11)	8.5% (11)	9.1% (1)	0.0% (0)
Very dissatisfied	3.0% (3)	6.7% (10)	4.4% (10)	8.6% (21)	2.8% (3)	7.8% (10)	0.0% (0)	10.0% (1)
I was not a student here last year	70.0% (70)	8.7% (13)	9.2% (21)	4.1% (10)	44.3% (47)	0.8% (1)	18.2% (2)	50.0% (5)
Total Counts	100	150	228	245	106	129	11	10

27) 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?

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?
sdfsd
sfs
gfgdsdfg dfg
Lots of broken computers in the labs
make more software available to the students.
there are problems with the internet connections of many computers in every public computing lab. Many cannot access the internet, which makes it useless for everything except typing. Also, many computers are just equiped with the Microsoft office viewer and and not the full version. Its extremely frustrating for students to wair in line and then use a computer where the internet doesn't work or we can't get our work done since the software isn't right
Sometimes there are many computers in the Medical Sciences Library that the internet does not work on, that really is the only thing I can think of.
n/a
Public computers are down for maintenece more frequently than previous years. This is the first year I have ever seen the printing system go down. Current systems should be improved before trying new 'virtual computers'.
The wirless internet at South Lake Village is pretty bad, UPGRADE
Please porvide more computers
STATA statistical software needs to be installed on ALL computers, or at least more than one lab in park, with extremely restrictive hours.
In the Health Science Library a lot of the computers were down at the beginning of summer and it took a long time to get them fixed. Also, some of the keys on the key boards stick, which can make typing a paper rather difficult. I've also tried to set up UB secure and iPrint from my laptop, and could not get either of them to work.
There need to be more resources as in computers. I do not like that I go to the health science library and wait up to fifteen minutes just to check my email. We

are suppose to be an outstanding school but yet the students are at a disadvantage here due to lack of resources.
improve the printing system. too many errors in allocating the printout..
Cuputer costantly either don't load internet browsers or don't have MS office installed. Access should be more available to 1019 furnas for students who have taken MAE 377 (CAD)
nothing
There is an extremely limited number of locations with computing services with an even more limited number of computers. Desk space on campus is also very limited.
Computers are getting slower each year. Printing has become slower. Get rid of microsoft virtual application launcher
NONE
the computers have slowed down significantly with the instalation of windows 7
The mouse is huge for most Asian girls' hand.
I don't understand why UB is putting all this money into new buildings and such when there is a increasingly growing student flow into the university and yet we still have the same number of computers in the libraries. There is now much more room for computers now that they have cleared out many bookshelves on the 3rd and ground floors. Also we need nicer chairs.
There are often computers that are not working and sometimes the system lags and runs slowly. UB IT sometimes isn't very helpful because I am pretty illiterate when it comes to computers I need very specific instructions if I'm going to fix anything myself.
get goprint to work all the time
recording programs such as protools and mixcraft, or logic for those interested in pursuing music
many computers are out of service in both lockwood and capen. two computers have crashed on me in capen, and you can sign into a perfectly good computer but then it gets stuck on "zonemapping" then you have to wait in line all over again. also when i ask workers here to help with a computer they barely speak english and have no clue how to solve the problem.
You could improve your Mac OS tech support website, the instructions on it date back to like OS 9 or some stupid crap, update it, or if you seriously need to go that far back, add a dropdown for users to select their OS and get OS version specific instructions. I live in Flickenger court, I would like a certificate based system similar to UB secure but for resnet, so that I don't have to log into the resnet system every time. Also, would like a similar system whereby I could assign a certificate to my router so that when I use my xbox, I don't have to log the router into resnet every 5 minutes, I would like the router to be able to verify itself with your server independently. If a certificate isn't possible, then perhaps I can just give you it's MAC address and you can assign a static IP to it so that it

<p>doesn't need to constantly reset it's connection. If you do this then you should probably require certain security standards be in place on the router for those people who have that setup in place.</p>
<p>All the services provided to me are available on my laptop as well, but I do not bring it to school. At the moment I am happy with the IT services, but the computers occasionally DFM nowadays is irritating because I do not know the solution or reason for "maintenance".</p>
<p>The wireless has been unsatisfactory this year. The signal is not as strong and is often flakey on both UB_Secure and UB_Wireless. Two of my lecture halls have no wireless (or extremely poor).</p>
<p>recycle</p>
<p>Fix computers more efficently in the computer labs.</p>
<p>not sure if it can be helped, but why are there so many computers in many of the labs unavailable because they are down for maintenance? standing in line blows!</p>
<p>I want wireless in my dorm and improve the connection speed using ethernet cable. Schoellkopf Hall</p>
<p>slow logins on "express" computers</p>
<p>More computers on the first floor of capen</p>
<p>More computers in Capen. There's a lot of space on the third floor but not enough computers. If you're going to update you're software, update your computers.</p>
<p>I often have a lot of trouble with my dorm wireless from my router. I have tried troubleshooting, but get no consistent results.</p>
<p>Printing needs to be faster and more efficient.</p>
<p>difficult to find things on UB's site, hard to search for them</p>
<p>dont schedule classes in 201 capen, they kick you out when engineers need to use available computers for labs and homework</p>
<p>We NEED more computer work stations. Or a way in which students can bring their home laptop and print to UBs network printers. iPrint doesn't work. The "virtual computer" sounds like a good idea as well. All three of these options should be explored.</p>
<p>More computer stations More available locations for laptop users (desks, power outlets, ethernet jacks).</p>
<p>Computers sometimes do not run browser. Printing PDF files take very long time.</p>
<p>I can see you virtualize using a microsoft app, and possibly it would be a better use of resources to use something like citrix. I don't know the inner workings of virtualization just yet, but I've seen the xen hypervisor and am impressed - and feel it can handle things like memory allocation better than vmware or any microsoft product. then again, I'm no expert.</p>

There are many times this semester that the desktop shortcut icons to the internet do not work.
Why are there so many computers down in HSL? there are already not enough computers in that library
Improve the speed of internet browsing as well as the time taken by the desktop to show up after logging in using UBIT name and password should be reduced.
It would be helpful if the UB email service was compatible with smartphones
more computers
Many computers are failing, the Virtual Application Launcher malfunctions on "functioning" computers so they become useless, as well.
From the labs I have been in overall I'm happy. Baldy21 is the exception. I don't know the mechanics behind it but the terminals are NOT reliable. Seemingly randomly terminals are in a non-useful state. Sometimes this happens to one or half of them all in this room. Classmates and I have lost work to this.
Computers on south never work...there's usually about as many working as there are broken
I cannot use iprint because my computer can not connect to any network printer even if I connect at ubsecure or us VPN
I hope we can get wireless Internet in every room of residence hall
zadc
very happy with Windows 7. Would appreciate more discounts on software and licenses. The discounted win7 updates were a pain if you had 2 computers....especially since i had 32 AND 64 bit machines.
Printing seems to be better but a lot of computers are down for maintenance and they seem to take a while to be fixed which is a big problem.
I feel there is a lack of public/open computer labs on south campus. The labs are often occupied by classes.
*Is there a way to remotely access the material that is stored on UB computers (myfiles? *A MyUB Droid application
Please offer access to engineering network on all computers. ie, a virtual window for linux. For iprint, restructure so that if multiple jobs are printed at the same time, only one cover sheet is printed.
we need more computer station and we want all the computer to be working condition all the rtime...
Why isn't the Lockwood Cybrary filled with computer terminals? It's half empty. Fill it up and cut down on the lines.
printing is disappoting. and computers in the library sometimes don't operate.
Very slow WiFi all over the campus
we need to have more computer labs on campus.
I use the campus computers to print out everything I need for classes etc. and

often times my documents from Microsoft on my Mac computer will not open on the campus computers. I feel like there should be some Mac computer labs available on campus!
We need Wi-Fi in all the dorms!!
more quota per semester and have it roll over year to year, expiring upon graduation.
If you release multiple GoPrint print jobs at once, print them all as one job with only one coveragepage for all of them rather than one coveragepage for each job.
N/A
UBSecure wireless disconnects randomly and ResNet does not always let one connect to it.
redirect sites like cse.buffalo.edu to www.cse.buffalo.edu it feels like extra work and causes confusion in many cases.
Less turn around time at Capen/Lockwood with more printers. Make Color printing an option/available and an on campus fax machine to use for a small fee.
I encountered unclear situations as a result of being a former student (undergrad in past, back for grad work). Cybraries needed my old password to log in despite setting up my account with a new password. It was difficult to determine what my UBit name was initially as I could not find it by using the online search program I was directed to. These problems were solved by calling UBIT staff.
The transition to Ub Secure has caused a lot of problems around campus with students not being able to get online, Ub Learns , MyUB.
When Internet Explorer and Firefox don't work on a library computer, there should be a sign saying the internet doesn't work, even though everything else works.
Not much but this idea of shared the virtual computer is brilliant!!
sometimes the internet in my dorm wouldn't let me sign on.
I have had trouble printing from my own computer in the library, VPN client is difficult to connect, seems to have created conflicts with my home network. Not sure how to access virtual storage space from home/campus.
More public computers need to be available. I have a hard time getting a computer in the middle of the day and at midnight. The bias towards laptops in your survey indicates that this suggestion is not something you are looking for, but I remember last year many students responded in a similar manner. The main improvement to IT services I would suggest is to have more public computers available. Secondly, certain programs need to be available that are not, like LaTeX (which is freeware), Adobe Creative Suite, and Elan.
More desktops and working computers.
Public Sites have become horrible. Everyone is constantly having problems with browsers not opening, logins not working, office not installed.

It seems that last year's internet service was faster.
1. Better Internet Service (internet sometimes doesn't work on UB computers) 2. Volume (the volume of many of the computers in lockwood does not work) 3. Access to computers (There could be more computers available on campus. The campus could have computer labs) 4. Problems logging on (Sometimes when students log on, the computer stays in loading mode. It may say "please wait for the user profile service." The student waits but the message stays there so the computer can not be used).
I would be very interested in an economical way to, as a member of UB Alumni, keep access to the UB Library databases from our home computers. I know it is currently available in the Library locations, but parking, etc. prevents effective access to these resources much of the time.
Provide some external dvd drive for OS installation on netbook without internal drive
We need more computers. I don't want to wait to use a computer.
UBIT needs to work on the connectivity for VPN service. A particular problem is the 3 Hr Idle limit; I may be running a program or two longer than 3 Hrs and having it disconnect due to the idle limit is annoying. Perhaps 4-6 hrs would be better. Also, connecting to MyUB and UBLearns is extremely laggy when using an off-campus computer/internet connection. Any chance of fixing or streamlining the process for better use?
Compared with last year, I've had on a number of occasions, problems with computers failing to start software on public computing sites, including totally freezing up when loading PDF articles. The problem has occurred for me most in the Capen quick access computers. These computers could probably benefit from a reformat or something.
ResNet authentication doesn't work with most routers, not without a lot of trouble anyway. Authentication pages are poorly coded for both ResNet and UBWireless.
There are few computers, there are zero macs, and more need sas, and final cut pro etc would be nice. seriously Arizona States computer lab of 2001 is better than UBs lab of 2010.
Computers are slower
Printing from my room for windows 7, powerpoint loading time, ethernet issues
It would be great if we can have iPrint available for Mac users as well. But I am very impressed by the IT Experience here.
allow for printing from laptop, but for macs
Not enough computers publicly available, computers slow printing, computers always "in need of maintenance"
Wireless internet in Dewey would be appreciated.
Mac files still aren't read properly in most libraries systems have become a bit faster. good.

<p>i feel like computers have been down alot more this year.</p>
<p>This seems like an unnecessary expense; especially critical funds are being cut from departments left and right and UB is forcing layoffs. I suggest UB start budgeting itself a little better.</p>
<p>Please improve the printing service. While the iprint service works fine on pubsite computers, our public printing service is a joke compared to other universities. Please make the iprint anywhere service actually work! The state of the iprint anywhere service really demonstrates a profound lack of caring on behalf of the entire CIT department; the ability to print to pubsite locations from personal computers should not be some far out concept that is still in the pilot phase, it should be an everyday occurrence. -Please change the UBWireless and Resnet Web Auth page so that the user can press 'enter' after they have entered their ubit name and password. This is not a difficult modification, and would save users time every single day. -The modifications that were made to the network infrastructure over the summer that prevent the use of linux firmware on routers also demonstrated a lack of caring on behalf of CIT; I understand that only officially supporting 3 routers on resnet drastically reduces the amount of support that must be provided, but I know for a fact that the three officially supported routers on resnet don't work all the time. I would really like to know how CIT justifies making modifications that clearly will have negative repercussions on its clients, without a demonstrated gain to its network infrastructure.</p>
<p>A lot more computers seems to be having problems this year. Also a lot of trouble printing items</p>
<p>The computers at the 15 minutes station cannot run Windows 7, they are all really slow, and in order to print out something it takes at least 10 minutes</p>
<p>more computers in library.</p>
<p>Need more computers at libraries and better maintenance, especially at Health Science Library. Need iprint-ubvpn for MAC.</p>
<p>Reliability of services needs to be improved.</p>
<p>More personal data storage for students with a tutorial so non-tech savvy students can learn how to use it.</p>
<p>the computers never work in Capen</p>
<p>I am a CIT Public Sites Supervisor and I am aware of the appV/Group Policy issues we have been having. However, as a patron, it is still frustrating to walk into a lab and see 10 workstations DFM.</p>
<p>CambridgeSoft ChemOffice/ChemDraw, or some other chemistry drawing package would be very helpful for both the science students and educational students (science discipline)</p>
<p>I am glad you switched to Windows 7- Vista was a complete joke and waste of time. It wouldn't accept files from my Mac...</p>
<p>More computers. More printers.</p>

it would be nice if there were more computers available at capen, and also they be fixed or checked more often especially at the quick stations.
Need more computers around campus, for instance on the third floor of Capen hall really needs additional computers
there should be wireless throughout the residence halls
a better way to print from your own computer on campus
I am currently attending classes on the UB South Campus and use the health sciences library. My first complaint is that there are too few computers in the health sciences library; second complaint is that not all the computers there allow access to the internet and microsoft work 2007.
fast.
Have Adobe Illustrator CSx for download!!!
a lot of the time the computers are out of service in capen
-
I think there should be quicker response time with computers that are not connecting to the internet and I think there should be more computers.
Allow iPrint anywhere to release documents without a release station
the keyboard is not in good condition.
ub secure on windows 7 64 bit laptop connection only worked twice in 2 years. and the print anywhere does not work either
Broadband width in high use areas, especially in Capen library, is insufficient to meet low demand usage. Also, a more efficient printing system could be made if the yellow sheets on the front of print jobs were half sheets instead of whole sheets.
I've been having difficulty installing the iPrint setup for personal computers used to print
Don't have internet randomly cut out after midnight without notification or if due to error, post reason why it was cut out if possible
I still think more computers need to be added to the cybraries, there's almost always a handful that can't be used due to maintenance.
There are not enough computers, and most computers that are available are down or have "read only". Also, often trying to save anything to the computers here gives me problems.
Internet connection, both wireless and land line, is so unreliable in the apartment complexes. Please make it reliable.
No idea.
Stop using microsoft application virtualization and actually install software on the pub site PC's.
better wifi
There are only a handful of computers in the Blake Academic Center in the

Ellicott Complex. Most of the time 2 or 3 of these computers are "out of order" for days a time. Fixing these computers faster would help keep the line for printing less than 30 minutes.
The computers have become more problematic. And most of the computers are not working at all. Have to wait for a while to get a computer. We need to get in more computer locations and all the computers that become faulty have to be fixed immediately.
more computers available to students
It was more crowded in cybrary than last year almost all the time. I didn't have enough chance to get to work on campus this semester
wish computers would get fixed faster wish facebook was blocked from computers so people could do real work
tried to print from home but couldn't get it to work. Would be nice to send something to print from home to be ready at a certain time. have ubmail work with iphones push function so I don't have to have it forwarded
Glad there are plenty of IT resources. Disappointed that too many computers in HSL are down for maintenance from time to time.
N/A
most of the time the computers are either down or UBlearns doesn't work
I'd like direct printing from a Mac laptop in Lockwood, new photo copiers that allow duplex copying to avoid paper wasting, and copy cards linked to UB card, not separate card.
Install Minitab on the computers.
I am very frustrated with the frequency of outages with UBlearns and myUB. I now have to either print everything or download and save every single file that I need for my classes because UBlearns is so unreliable. Not only does this waste time, but it also wastes resources (paper) and time on something I should be able to know is working most of the time. I understand some outages are inevitable, but it has become ridiculous this year. I have internet problems at least twice a week which makes it difficult to get assignments done.
There are too many computers that do not work, and the second and third floors in capen should be open longer. With all the computers down, a student like myself who liked to work late at night, may not be able to find a computer available on the first floor of capen. I would suggest making the 2nd floor of capen open for longer so I can have a quieter and larger selection of comptuers, in case they are all unavailable on the first floor of capen.
Add additonal printers to speed up the print waiting time.
MyUB, UBlearns, and UBMail go out of service way too often. Instead of getting new fancy stuff like virtual computers, focus on making the service reliable and better. UBMail is god awful. Make less screens to load when signing into ublearns or mail. There is no reason to click through 3 screens to get to mail especially with the crappy wireless that can be found on campus.

Would be nice if iprint anywhere worked.
poor wifi in furnas hall
I don't appreciate UBLeans not working a night before an exam. That should get fixed.
UB wireless and Secure are not upto the standard. Never connects easily or are always down. UB have to work a alot on their wireless service
Today UB mail was not being loaded- showing problem loading page. Although I received an email regading UBlearns outage, but no such email for UBmail was forwarded. This hampers my regular activities as well, because I faced with the similar problem earlier as well. In addition, internet speed in dorm is quite slow compared to in cybraries- this problem you may be interested in working on.
The speed is much slower during night time.
Making sure that UBlearns crashes less often, this new 9.0 system crashes too much for me and that's costly in time especially since I have online classes
Some of the internet jacks in the lounges have been damaged. also not all the lounges in governors have wifi.
listen to the ESC IT subcommittee!
.
Making it so that we're automatically logged into UBMail/MYUB/UBLeans when signed into an on-campus computer.
you r good
Print stations are down and print jobs are lost more frequently. MyUB, UBLeans, UBMail, and the UB Wireless network are all down more frequently.
There's NEVER enough computers.
A lot of computers don't work on campus. Or they won't have internet or it won't let me print out my slides. The UBMail also won't letme send letters when I hit reply so i have to copy and paste my conversations into a different email. Also, on campus it won'tlet me directly view my mail. I have to click search email.
Provide microsoft Access and Excel on all computers
better wireless connection.
there simply needs to be more public access computers. having to wait in line for 20 minutes to get computer access is unacceptable.
Printing services have been going down a lot more than last year
internet being a bit quicker, and not down as often
ubleans is down too often during the day
There are always a limited amount of computers. Instead of having so much empty space in the cybrary, try having more computers. Also, the computers are not the greatest and could be better, this is a university. Finally, I don't enjoy getting my hands greasy everytime I touch a mouse or keyboard and hiring a student part-time or having a current employee clean them at least once a week

would be amazing.
Compared to Resnet in the dorms, I have had far fewer problems with UB_Secure. Only have lost service once so far this year, for a few hours- so a MAJOR improvement. Only negative comment I have, that likely can't be helped, is that the libraries badly need more computers.
The speed at which broken down computer station are fixed, and the amount that would be unable to use increases the demand for operating computers on campus
Add Minitab to School Computers. Have resnet working all the time, or at least 95%. This every other day going down situation is not appropriate for a school setting.
Seriously, so many of the computers are down this year. Internet browsers are really slow or don't EVEN OPEN oftentimes. Your programs are fine, most people don't need more. We need BASIC things to WORK. I've heard lots of complaints from LOTS of people in my department about this!!!!!!
Improve upon customer service on the CIT help desk phone.
Having multiple computers down at the same time in the same place is a pain in the ass. One more computer bank located somewhere would be nice.
computers are always broke, limiting how many students can use them at a time. really need to work on that.
I feel that the computers in the Capen UGL library are having many more problems. Internet issues are common and I was having trouble with MyUB yesterday, as well as in the past.
The phone services at UBMicro need improvement, it is hard to navigate.
During course registration the website still has problems. It seems to have problems at least once a week.
ub could purchase additional desktop pcs for students to work on, so there is less waiting
photoshop
n/a
Your computers are broken half of the time; you need to fix them. I understand that a lot of students use them, but it's unacceptable that I should have to log into 3 different computers to get one that can finally let me on the internet.
less desktops available
Sometimes it spend a long time printing stuff, I don't know why but I hope you can make printing more convinient and available.
I would like it if all of the computers on UB campus could print and had microsoft word so there isn't as long of a waiting time during certain days (and times) for computers that have those features.
I take a lot of online classes and depend greatly on the computers on campus because I use a mac. Ther are not enough. In addition the wireless network

sometimes does not allow me to connect (im guessing heavy traffic), this is unacceptable and has caused me stress and hurt my grades.
The lines to get on a pubsite computer have only gotten worse since last year, adding more pubsite computers would be very helpful. So hurry up and add more electrical outlets in lockwood!
provide usage of ipads.
Ublearns and Ubmail are going down every now and then. And as a student we are really having trouble accessing the websites. I had trouble in one of my exams because I was not able to review my lecture notes.
A lot of the computers, I meant LOADS of the computers in the library, all of the UB libraries have this weird issue: Where none of the web browsers work. The computer runs fully functional, but it's unresponsive to any application startup. Forcing you to switch computer and wait for another 30mins. Another furstrating problem (fortunately less common) is that some computers are not installed with Microsoft Office. Like seriously, a library computer with no word processing software? How ridiculous?
Too many downed library/ public computers. Too many problems with internet not loading and headphone jack malfunctioning
apple computer lab and apple computers being able to connect to iprint
There are a limited amount of computers as it is on South campus' only library, HSL. And so many of them are always broken and rarely fixed, causing waiting lines almost all the time. It's frustrating when all my classes are on South and I can barely ever get a computer to use.
N/A
Keep maintenance of myUB to schedules times that are posted where students can see them (or notified of via email).
Massive internet lag during the noon time hours
most of the computers are crashing very frequently. They have gotten extremely slow compared to last semester. Also, the internet is very slow and half of the time if you can get on to the computer the internet won't load.
It would be excellent to have wireless available in the Apartments. It would make working on schoolwork much easier
I'm in the health sciences and there does not seem to be access to as much technical assistance on the south campus as there is on the north campus.
Always received excellent service from help desk
sometimes the UB learns may shut down especially during course registration and beginning of semester
SOMETIMES THE COMPUTER DOESNT HAVE MICROSOFT OFFICE OR NO INTERNET OR YOU CANT LISTEN TO ANYTHING WITH YOUR HEADPHONES
Many computers are broken, and do not get fixed in a timely manner.

More stable computers (software launch problems) Online problem report.
Combine multiple print jobs into one so we don't have so many extra cover sheets.
I don't know
Better support for different OS handydevice
INTERNET IS REALLY REALLY SLOW IN FLINT THIS YEAR~!!!!!!!!!!!!!!!
More computing sites on SOUTH CAMPUS!!! Plus, HSL needs new furniture. The chairs are a billion years old with permanent stains on them.
Fix bugs in Capen "printing"
I think there should be an easier way to sepearate prints that wouldnt waste so much papaer
My printing quota at the library but moreso @ the pharmacy computer lab was lowered.
remote printing
Make UB Wireless remember the log on per computer so you don't have to validate every time.
In south campus, many computers often are not working..
Greater WiFi services in dorm rooms and complexes. Use of ethernet cord is somewhat inconvenient.
improve connection to ub secure. sometimes i have to log on 10 times in 2 hours. also contnuity of signal. as previously mentioned listening to radio, or running apps isn't worth using if i am walking around campus from one class to another.
Since you already have VMware licenses, could you put vmware workstation/player with a win XP guest OS on some of the computers? So students who need it can have a "sand box" of sort to install programs (open source software/projects) not necessarily sanctioned by UB. This I assume would be rarely used by most students so it would only be worth it if won't cost UB much extra.
ResNet has been significantly more unstable this year compared with last year. The ResNet server will occasionally go down for hours at a time, with no way to access the internet during that time. The time-out period is extremely short, which only makes the problem worse, since I will occasionally be disconnected in the middle of reading a web-page or a document and have to re-log not only into ResNet but also into the online service provider I used to access the document, such as WestLaw. This is extremely annoying, especially when the ResNet server goes down and I lose internet access completely, whereas last year even if the ResNet log-in server went down, I would remain online instead of being kicked off and forced to wait until the following day for access to be restored. The UBWireless service is occasionally very difficult to access, and has the same time-out problems as the wired ResNet service. I have been a student at UB for five years, and it seems as though every year the service gets

worse. During my freshman and sophomore years of living in Goodyear and then Clement, service was reliable and fast. It has become steadily less reliable since then. Two years ago, I was experiencing latency approaching 1000ms on a regular basis while living in Clement. This year I have no issues with latency or bandwidth, but often I cannot trust ResNet to stay up after 10:00PM, which is when it usually goes down, since if it goes down it almost never comes back on until the following day.

The amount of broken desktops in capen library (3rd floor) is astounding. Half of them have broken audio plugs. Some lose internet 2 a day. What gives?

You should be able to print from your personal Mac laptop like you can from a PC laptop. It is a pain in the ass to try to get a computer to print something out on campus when I have my own computer!

More print centers or printers at the current centers.

As a new student I am unsure if IT offers reimaging services.

very good! ubit.buffalo.edu is excellent

I wish all computers had Word, rather than having Research computers on campus that don't. It makes it that much harder to find a computer to print something from Word during the day.

None

I have only been here for a semester, I do not know enough to answer question.

I do not think that there are enough computers based on the population of the campus. I also have had numerous problems signing into Ub learns at home at various hours of the day which can negatively affect my studies. Additionally when I log into computers on campus, I am always finding myself getting pop up with the plug ins that are needed on that computer. I have also had a lot of difficulty printing PDF files from school computers.

Internet is going down much more often

Why is linux/unix (with the exception of Mac OSX) incompatible with the schools network!?

the ub wireless in flickinger court is not good

No comment

More wireless in the dorms, would be easier to do work

It's only my first semester, so I don't feel I can comment with enough experience to provide any real feedback.

Lack of computer facilities. The cybrary is always packed.

Can have more read documents about how to use the softwares from the user laptop when they are in off campus, example how to access the documents from linux when off campus documents are there currently but they are not proper enough

Wireless should be available everywhere on campus, especially in the residence halls

I feel as though UB IT could make what resources are available to the students better known. Perhaps UB IT could do workshops.
There were constantly computers with papers attached to the monitors saying "down for maintenance" and there are too many students that don't have computers and have to wait in line for a long time to use one at either Lockwood or Capen.
.....
sometimes the internet is super spotty. i love the cse computing servers. YAY =) i would love it if i could print remotely then go pick up my documents later as opposed to logging in then printing.
You need to have WIFI in all of GOVERNORS
lots of down time
The computers in the libraries are always down this year. It seems as though when they installed Windows 7 on them it made them really slow. It has improved since the beginning of the year. In the beginning things wouldn't even print for anyone. It was really annoying and people weren't doing much about it.
fix computer more often if broken
It seems every year MyUB get's overloaded at many points throughout the year. We have tons of students, we should be prepared for something like this.
Campus computers should offer Safari and Chrome to give students choice in browsers. Browsers should be able to save history. Include Windows add-on to be able to read and write HFS-formatted drives. Linux computers lock after inactivity, becoming unuseable to others after user left.
I think its frustrating that there are not enough public computers on campus. It is impossible to find one during the day, sometimes I have to wait in line for 20-30 min. I know that the express computers are available more quickly but I can't write a paper in 15 minutes!
there seem to be many computers with technical difficulties this year. not all computers recognize headphones which is a problem after waiting for a computer for an hour... only to find out you can't review an online lecture because the headphone jack isn't working.
UB removed a significant amount of computing resources from the School of Architecture and Planning. We need computers far more than any other major, save art perhaps. It has made life hell on campus and off.
There always seems to be large amount of computers that are not working. Also I'm a CIE major and the Ketter lab gets filled up very easily.
Computers are broken all the time and since we each pay almost \$2000 a yr this shouldn't be an issue
More computers will definately be helpful.
OK
less down times

<p>hsl computers have been broken all semester. there is already an insufficient amount of computers to be used, and about half of them arent working properly</p>
<p>There has been a lot of downtime with things like UBMail and UBLearns. Also, you should give students a way of switching to UBMail powered by GMail because the current UBMail is pretty crappy.</p>
<p>The extra page printed with documents is a huge waste of paper... it's my primary source of scrap paper right now.</p>
<p>Fix the computers with internet issues faster</p>
<p>computers are often down for maintenance need more available in library because wait is long at critical times in the semester.</p>
<p>There are limited software programs on all computers. I reside off campus near the south, and have to travel all the way to Furnas to use the Pro-E 3D modeling program for my projects. If it were available on more computers than just the Furnas lab, it would be more reasonable.</p>
<p>I still can't get internet sometimes, even with the ethernet cord.</p>
<p>I think the UBmail needs improvements. For example, how there are mass emails sometimes that are a waste of time, a select all button of some sort should be created, so I don't have to go through each and every email just to delete them. And public computers should be fixed asap if they are out of order.</p>
<p>A lot of the lab computers have been down or broken for much of the semester. Many won't let you log in, others won't launch any applications, others have no internet connection.</p>
<p>better print out time</p>
<p>I have a lot of problems with ublearns and ive dealt with it being shut down plenty of times when i have an assignment due on it causing a huge problem for me</p>
<p>More computers in the computer lab at lockwood</p>
<p>why not make every pc on campus run with the same virtual pc software you wish to create. use strong emphasis on cloud computing. eliminate elements that separates using a pc on campus from off campus, even away at home. run in a way where people dont need to do work on your computers to get work done. less inefficient public computing, more server orientated processing. maybe sign a few more contracts with google so they can implement docs and callender keeping students informed of all of ub's events. including subscriptions to clubs.</p>
<p>I feel that not all computers are equipped to be helpful at times.</p>
<p>Give us more download resources.</p>
<p>the internet in govereners sucks, i have to sit at my desk plugged into a cord when i have a laptop and cand go anywhere in the buildings but supposedly there is wireless but no one i know gets in by me</p>
<p>There have been less available computer units in the library, wait times are much longer.</p>

More public computers around campus like the ones in NSC.
MANY computer problems this year overall compared to last year- lots of difficulty printing in the libraries and problems with browser
More computers available in SU area
There are not enough computers in the different labs and at some points of time students are waiting for up to 45 min for a computer to do their school work. When I need to get things done I like to be able to use a computer quickly and it gets frustrating when there are people sleeping at computers and using them for their own pleasure when there are many more students who need them to complete their school work while on the campus.
Basic things, internet service is a pain to log into and even worse it drops all the time. I can't stand UBs wireless OR wired connections because of they are so unstable. Also, two of the ethernet ports in my triple do not work so we all run off of one port. Things like this...reliability.
should have solve computer problem right away. Waited too long.
This year I occasionally experience difficulty logging on (slow) and opening the internet browsers (very slow or non-responsive)
Wireless in all residence halls and apartments. I had wireless in Roosevelt but not in Lehman.
Citrix talking with Windows and UBFS and flashdrive back-ups should be seamless. Currently unavailable. I would like to use AutoCAD Pro as well.
More computers are always helpful. Find a way for me to print from my laptop without having to go to a release station
Computers are always down in lockwood and capen. Some computers look like they work but the internet is broken. It is very frustrating.
Wireless in Rooms is Horrible
When I followed the directions to install wireless access for UB Secure, you left out the step saying that I shouldn't enter text into the "Domain" field, and I had to have help to figure this out. The directions were thorough except for this. I've noticed that for several of the IT tasks I've had to do (getting an email account, installing printer drivers for the library) the directions are easy to follow but sometimes things are left out. Perhaps you could have a set of students who are not in computer science follow the directions and you can see where they get lost.
uh
We should be able to pring from macs wirelessly.
The network in most of the area is terrible, it is difficult if not impossible to get internet service in most classrooms, lecture halls, and buildings. There are very few computers compared to the amount of students that attend the school and many computers are usually down which makes the problem that much worse
My prints get "lost" very often after I've paid to print them. Very frustrating. Also - students who lock the computers in the library while they go to classes for hours

- that shouldn't be allowed. It's very annoying when you need a computer and there's an empty one but it's locked by someone who isn't using it at the moment

very good.

I want to be able to save documents to my desktop so that that I can then access them from any computer on campus

It is a pain to authenticate who you are when logging on to resnet. Everytime I turn on my computer it has to be done or I close my browser for more than 5 minutes and reopen it, there needs to be some way that resnet can remember my computer or work better in authenticating users.

Capen printing is very fickle.

networked computers in the computer labs are shit. make them independent. lagging for the first 15-20 min of a lab practical is NOT OK.

Is there any way I can get a connection to the UB wireless service without having to enter my UBIT name and password every time? I'm thinking of a program I can download that would just automatically connect me or something similar.

I'm not sure if this is part of IT services. I think there should be a 24hr printing lab in Ellicott. Students work until very late at times, but Blake Center Closes too early. Personally, I finish my reports late at night due to accumulation of homework. I would like to be able to go to a computer lab and print when I need to. If south campus (clement hall) can have a 24 hour computer lab, I believe ellicott complex could too.

I've been happy with the IT service that UB offers. My complaints would be with the people who take waste computing space in the library to update their FB pages (for example) while people are waiting in line to use a computer. Just a pet peeve, really.

Improve connection speeds and reliability of internet. Strengthen UB wireless signal strength in apartments

i feel the campus upgrade to windows 7 was a mistake, ive noticed more computer and down more often and my friends and I have all had multiple printer issues since the upgrade.

Printing is TERRIBLE especially in Capen and computers were EXTREMELY slow in the beginning of the year.

sometimes there are not enough people working at the printers. it takes a long time to get any notes printed before class.

half of all the computers have one problem or another, I was charged numerous times for things that did not print..ever! believe me, i waited for them! why am i paying so much money that is not an optional fee, for such terrible service? fix the iprint and allow all of the computers to have properly working internet and i would be satisfied.

I don't know if the printing from a laptop to public printers was fixed but it was such a hassle and never worked last year that I didn't even bother to try this

year. If it is up and working there should be more info about that for students.
NA
For most of the semester, I was having trouble with the printing services around campus, both in lockwood and in capen. Also for some reason I have chemistry, a class I resigned from my very first semester here, still on my UB learns?
lacking engineering resources outside of Bell computing center which is often crowded.
more computers
More computers in capen and lockwood
More computing sites please!
do updates to computers at night that way there are more computers available to students during the day.
Main ways to improve: -Up the speed (both download and upload) of the internet connections. I'm not familiar with what UB has, but you guys NEED to update that. -Make it so that when I login to a computer that I don't have to login to the UB Server for MyUB, UBMail, or UBLearns. -Have seminars about computers regularly, and try to make them mandatory. Many students (i.e., Freshmen) didn't know that they get MS Office for Free through UB, as well as other services. -More Linux-friendly services -Improve Wireless and wired capabilities in all of the dorms (currently, trying to connect my laptop in the dorms takes 5 minutes, while at home, it is less than 2 seconds). I have lots more, but I need to get to class.
clean the hardware on a more regular basis (or at all if it's not done)- clean the dust off the bottom of mice, disinfect keyboards and mice. The express machines still are incredibly slow-it seems that the
I went to IT services in the Cybrary and the kid was awesome. I wish I could remember his name because he knew his shit.
More computers and/or computer access. It is rare to be able to access a computer anytime 9am-9pm. I'd have more of an opinion of usage if I had more experience being able to use the computers.
I want Ubmail by gmail so badly but no one will help.
n/a
I would like to be able to save things on cybrary computers to my account.
The overall speed of the WiFi network seems to have increased, but sometimes I get disconnected from UBSecure and therefore have to refresh my network adapter. It has to be the UB WiFi connection since this does not happen at my house, only very rarely. I am pleased with the response of IT staff to network crashes. The last instance of this event happening, I was able to reconnect in a shorter time frame than in the past. The VM idea would be amazing if it were implemented, because I cannot afford many of the software that I need (especially Pro/Engineer, MATLAB, LabView, etc) for my engineering courses. Concerning cell phone coverage, I am not sure if it is the carrier I use (which is

<p>Sprint) or the physical barriers to receiving the radio waves, but places such as Bell Hall and Knox Hall have close to zero signal reception for my phone. Lastly, I think that there should be color printers available for student use, with color copies costing twice as much as black/white or gray-tone prints. I usually have lab reports consisting of color graphs, and would like to hand in to my teachers a more professional document.</p>
<p>None I can think of.</p>
<p>at certain times of the day the (the times when its needed most) internet can crawl to a standstill</p>
<p>speed of internet</p>
<p>Printing has become too time consuming</p>
<p>Only about 1/2 of the quick access computers in the Capen Library tend to be working at a given time. I usually have to try on average 3 computers before I am able to even open up Internet Explorer or Firefox.</p>
<p>I was an undergrad at UB from 2000-2004. When I returned to grad school at UB in 2010, I noticed many problems with browsers not loading and a number of times the headphone jacks wouldn't respond forcing me to bounce around to several computers. I reported these problems and it was rather annoying to deal with. On the plus side, printing is much faster, HOWEVER what is the logic in providing a graduate student who has a much heavier course load with the same printing stipend as an incoming undergraduate Freshman? Please rectify this ASAP.</p>
<p>Unsure how to answer.</p>
<p>the express computers in capen are always down or do not have useable internet</p>
<p>Music library needs to be like the Law library--constantly students who are not music majors are in our library facebooking and chatting when we need to be doing research. Also 6 computers in this library is NOT enough as there is a constant line. The computers are also lacking music writing software--YES we have a lab in the basement of Baird hall, but if you're not in a class that meets in that room we are not granted access which is crazy, since a lot of what we do requires music writing software</p>
<p>This semester I had more trouble with printing things and finding a computer with working internet.</p>
<p>There are not enough computers in lockwood cybrary and many of them arent even working.</p>
<p>This is probably not possible with budgets, but more computers and/or longer computing services hours</p>
<p>My iprint quota is split between the Health Sciences Library and Kimball Tower. It was this way as an undergrad and as a graduate. However, I rarely go to Kimball and most of the times I do go over to print a class is in progress. This is a hassle to me and keeps me from half of my print quota and I'm aware most of my classmates don't even realize half their quota is in Kimball. Maybe make it</p>

easier to access your iprint quota freely in both locations?
the computers in the Baldy lab, room 14, used for library sciences have got to be updated. They are slow and only work part of the time.
Many of the problems I saw last year have been addressed this year. Satisfied with changes.
-more computers
my complaint is that UBFS does not allow PHP or MySQL. I realize there are security risks but it makes the service muck much less useful to me.
Have a lot of problems connecting
Make The printing service available to print off campus for OSX and to not have to release the documents in the library.
Large Print jobs should have some sort of delay or restriction to being printed during off peak hours for retrieval the following day.
Allow incoming connections for voip ports (SIP) and opensns and tracerts so I don't have to run a vpn 24x7.
several computers in the library and computer labs were out of order often, and for long periods of time, during this semester.
The biggest problems I have are with the Arch/Planning Printing. They are just really slow and not the easiest to work with. Maybe some pressure from UBit would change this.
There are way too many students on campus in comparison to how many computer labs are available to students. teachers keep renting out computer labs for their classrooms of 15-20 students when a computer lab has 50+ computers and other students aren't allowed in the classroom. wasting those 30+ computers, unavailable for other students to use. The lines to use a computer at capen and lockwood are absurd. We need more computers and more computer labs, before we go into any other ventures.
Not enough computers. There is a lot of empty space in Lockwood Cybrary. Sometimes the computers don't connect to the internet and the consultants can't help.
The virtual application software you use is super buggy when it doesnt need to be. IE is installed on all the computers anyways why is there a VAppLauncher for it? Tons of computers go down because VApp doesn't always work. And ProE or SolidWorks only being available in Furnas 1019 is crippling for large projects that numerous classes are doing.
So many faults in pub site computers. especially sometimes they won'r run any programs. Printing is deficult sometimes. It made the computers frozen couple of times.
log on/off times could be drastically improved I would like to see the ability to print a document by uploading to a web page, a preview function and the ability to select which pages should be printed would be nice as well.
We need more computers on campus and we need more spaces where we can

use laptops (charging etc.). UB IT assumes most students have laptops and provides services for those students, but it is really hard to get computer access if you not have a laptop because the labs are always full and the computers are either down for maintainence, broken mouse, slow or some one has spilled juice on the keyboard
Often ignored by student staff in print labs, takes a lot to get there attention, sometimes more occupied talking to eachother than the customer.
sometime the router doesnot works..
N/A
At the Lockwood Cybrary, there should be standup signs indicating where to begin the 15minute and unlimited computer queues. Most people understand where to wait, but new students, ignorant students, and assholes often ignore the lines, or use one line for the wrong thing.
The area which could use the most improvement is the availability of computers for just printing. I have to wait online forever just to print something out because people use the computers (even the time limited ones) for facebook and the like.
Repair the server more efficiently when it goes down.
there are a lot of computers at school, and every time I go to Capen, 50% of the computers are down to maintenance. Especially at the begginging of the semester. Also Prinitng takes a lot of time to wait, or the computer load to slow. I pay \$900 per semester for the computer use, and wait hours on the line to use them.
Allow things such as DARS reports to be accessed 24/7
The wireless connection is awful in some places. I can't get any connection most days in Norton 112. And it's a huge lecture where my teacher heavily uses UBlearns
no
Provide ways to keep the surfaces clean in Capen computer rooms. Students leave trash and sticky gooey stuff all over and its quite unclean!
very pleased
I would use the virtual computer to capture text from the Word syllabi that my prof. emails
UBLearns should be accessible at all times. The internet service in dorm rooms and on-campus apartments should be more reliable at all times as well as the internet service around campus.
It's annoying that I have to come in to school to work on labview assignments that is something that should be available to comuters from home.
none
Some of the computers do not have internet so you have to move around a lot and sometimes wait in line for a computer that works. This could be fixed whatever the problem might be.

Many of computers are out of order at Capen library. Some of them do not have enough softwares installed.
dono, will think about it later
There need to be more computers and places to use them. Absolutely and without doubt.
Most of the time, there are dozens of computers not working.
The wireless can be very fickle in some areas -- especially my dorm on South Campus. I am aware that the Quad will be demolished next year, however it was annoying that I basically could not move my computer from my desk and use it anywhere else. Also, sometimes the connection is really bad, even when both ends of my ethernet cable are plugged in. That is especially frustrating.
its all good
do not like the new web sign on every time you get on the internet makes it vary hard for things like nooks and other simple devices from getting online
Not enough printing materials. Geneseo rents out labtops in their libraries. All students can use a computer on campus if they need to.
computers at libraries are very slow
n/a
the wifi stopped working countless times this semester.
If they could get all the computers up and running. a lot of them seem to be always unusable
Internet here is horribly inconsistent. sometimes it's just fine but most of the time, it's incredibly slow (even wired up) and buggy. even websites like youtube have difficulty fully buffering.
Make more computers available to students. There is a shortage.
Provide Adobe software, such as Illustrator and Photoshop, on all computers within cybraries. It would also be nice if architecture students could use the engineering computer labs that have the same software as the architecture computer lab- there is currently nowhere for us to do computer work except in Hayes DMG lab, which is inconvenient if we have to spend the day on North Campus for classes.
wireless print service does not always work
iprint is not reliable..improving that would be useful
printing is very slow. Cannot print some of the powerpoint slides, it took hours to the computer to respond after i clicked 'print'
The 15-minute stations seem to login much faster than last year. On the downside, iPrint Anywhere seems to have problems on my Windows 7 devices.
0
manny students waste the computing resources, wachting movies and updating facebook. Hope it can be supervised better to give more students opportunities to the access in a useful way

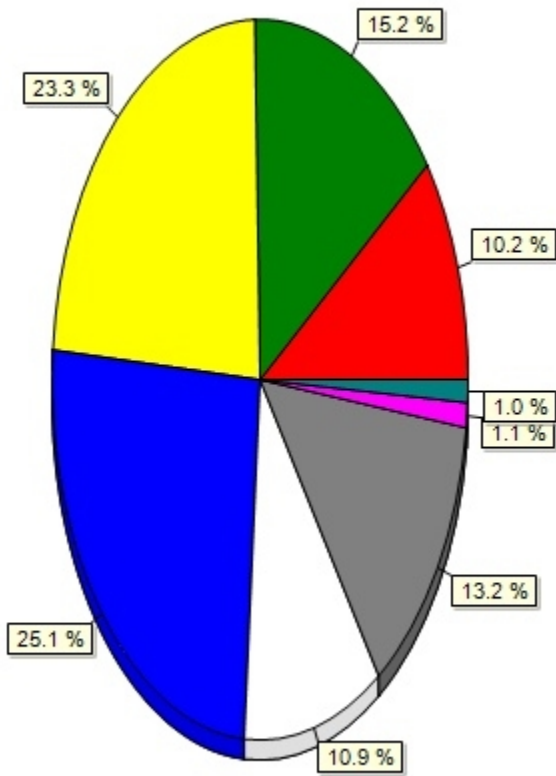
Make sure all of the ethernet ports work.
XP virtual machines inside a Linux OS are a bad idea for an engineering computer lab. Engineering software runs in XP or newer variants of the Microsoft OS, so running a virtual machine in Linux does nothing but slow down the computer.
Over the summer I was kicked off of a computer so it could be updated to Windows 7 leaving very few usable computers for several hours. If updates could be performed regularly, and at night it would help.
I would definitely like the helpdesk to have more expanded hours. Often times problems with computers happen throughout the night. Also, I would like to see color printers, even if it costs more. Finally, please make iPrint available with Resnet; that would really help me out.
You could provide laptops to borrow (max 2 - 3 hours) in libraries like SUNY Geneseo and other colleges do. That would be helpful since HSL doesn't have many computers and there are always computers down for maintenance. Also, don't allow facebook or other social network access in school network. That will free up computers in the library.
I am generally satisfied with the job the IT department is doing.
NONE
the computers are consitantly down, and there are never enough computers for the students to use. This universtiy needs to add way more computers for us to use. There are 20 some thousand people here and only a couple hundred computers(counting the ones that are always down), we have so many empty bookshelves why cant they take those away and add stations? I know it cost money but we pay tuition.
Virus help would be a great service to provide. AND GET RID OF THE YELLOW COVER SHEETS WHEN PRINTING!!
more computers!
Provide more computers generally in the architecture department and also make printing costs cheaper.
you guys are actually very good- much better than my previous institution
Being able to use Microft office...
Its not Mac friendly .
There should be computers available to graduate students that undergraduates cannot access (similar to how there are computers just for law students). Too often I need to use a computer and there are dozens of students on computers that are not doing any work and are on facebook, hulu, and sports sites. Its frustrating as a grad student to have to pay so much to go here and not have computers available for my use.
A number of the computers have earphone jacks that do not always work.
Need more computers in lockwood

<p>Sometime's it's frustrating when certain computers don't have office and only word viewer or lesser versions</p>
<p>Printing services are garbage. Cover sheets are a waste of paper, just print your name in the top corner. it shouldnt take me 30 mins to print a lab before class.</p>
<p>I feel like too many things are automated/computerized, it sometimes gets frustrating or confusing when dealing with a computer and not a real person.</p>
<p>too many computers do not work in the library.</p>
<p>better system of use. students use their laptops or sleep and sit at a computer and other students need to use computers for projects.you should have a time during the day (certain time like between 12-3)that only school work can be done at this time and not game playing or facebook can be done at this time.</p>
<p>I have been a student at Ub for quite a few years now, and as I prepare to graduate, I think that one of the things I will miss the most about Ub is the IT infrastructure that the university provides.</p>
<p>I actually sometimes can't log into the wireless in my house- for no apperent reason the system tell me that my use id and the password are not recognized. Also what's with a bunch of computers in public locations being under maintaince all the time?</p>
<p>I cannot access the wireless internet on some days on the third floor of Capen Library. Sometimes I cannot even access the Internet on campus at all; the browsers don't seem to work.</p>
<p>Ub wireless does not work in one of our lecture rooms. Providing it would be nice. Competitive pricing on some electronic products, but overall no complaints. Dedicated app on mobile handhelds for ubmail/myub</p>
<p>I am in the Library and Information Science program and our computer lab is outdated, slow, and there is no cell phone access. New computers are desperatley needed.</p>
<p>the difficulty to connect to smartphone</p>
<p>I'm hoping the Blackboard update will eliminate some of the clicks to access my class materials</p>
<p>Alot of the computers in the Library and other places are experiencing internet connection issues as well as my own PC when I bring it here to connect... It does come as an inconvinience... But other than that as well as instaling Google Earth on each computer the service is fine</p>
<p>1.sometimes,I had trouble logging into UB wireless using my IPAD. 2. The internet speed at certain area is slow,such as KNOW HALL</p>
<p>One improvement would be to make the "I-print from anywhere" service easier to use. I tried to "I-print" from my laptop, and was unsuccessful. It's possible I configured it wrong on my end though.</p>
<p>Color prints.</p>
<p>n/a</p>

The internet connection login security does not work well at all with Ubuntu
Good service overall
Provide a more efficient way to print off-campus for on-campus pickup.
My personal opinion, I need a dual monitor. It helps me work fast. I should be able to connect my laptop to a computer and use it with the desktop.

28) What is your class standing?

28) What is your class standing?



Freshman	100
Sophomore	150
Junior	229
Senior	247
Graduate student - 1st year	107
Graduate student - year 2 or more	130
Non-matriculated	11
Not sure	10

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

Please take this opportunity to suggest changes that would have made it easier for you to get started with IT at UB.
sdfsfsd
sfsfs
asfas
more communication at the beginning of the semester in the form of e-mails outlining what will be made available to us through the semester.
None that I can think of.
n/a
A brief class by IT professions on how to log onto UB computers, use scanning stations, print stuff, and access things on the computers
repair the computers ASAP
A tutorial to LINEX
idk
In my opinion, for the most part IT services on campus are self explanatory.
easier printing services
Convert all current UBmail accounts to google.
Smaller mouse. Other things are pretty good by now.
give everyone a laptop
At the moment I don't have any suggestions. I am computer savvy enough to get by on my own without help, but I also don't do much except type papers, surf the web, do research, etc., nothing a computer engineer with do or need.
we need software for writing reaction mechanism and chemical structure and somebody who can teach it.
More Computers
A required tutorial of some sort kind of like the library skills requirement
im not sure
increase network speed and wifi connectivity
Stop having computers fail often. Some of the computers don't have internet access, do more maintenance.
Have printer stations where you swipe your card and your papers instantly print so you do not have to wait half an hour at the print release station.

simpler language
Computer should have more memory
provide a virtual desktop that i could remote into to play with and configure before i came to ub.
Functioning Computers.
cad
n/a. changes are being made as students need new options.
I had no problems getting started with IT at UB.
A refresher on MyUB after the first couple months.
Why isn't the Lockwood Cybrary filled with computer terminals? It's half empty. Fill it up and cut down on the lines.
Faster time it takes to load from the document to the goprint.
have more macs on campus
IT at UB is not that complicated, sometimes there are long lines at the computers and there is printing overload at the beginning of the semester so it takes an hours or longer which can be stressful
None. It was painless
The process to getting started was very streamlined and easy.
going back to the old popup sign in for the internet access instead of the internet redirect page
Had an introduction to the law school resources specifically, but not to UB computing in general.
-more public computers -additional software on the public build like Adobe InDesign, Quark Express, Elan, Praat, LaTeX
off campus visiting for computer problems
A guide on how to connect to UB_Secure on Android devices.
none
Very easy already.
I have no complaints about this area- the instructors, student employees, and help desk people have been fantastic throughout my 8+ years here at UB!!!
I didn't really have too many problems getting oriented. It's pretty straight forward.
More basic workstations to alleviate overcrowding at Lockwood and Capen.
not the terrible ubwebmail. i had this software at some crappy job i had, i thought i d never have to use it again, but alas UB is cheap/ in the stone ages and uses it. Transfer us all to google or an email host that doesnt suck
More helpful staff.
i remember freshman year the hardest thing was just getting on the internet people didnt know you had to do the whole security thing first that was

annoying.
n/a
The UBIT page is not easy to navigate. There are pages offering discounted software and pages offering free software. I didn't know about either of these for over a year until someone told me about them. Why have these services if you don't tell people about them?
No changes are necessary to the start up process.
Better/easier access to information about the resources offered by UBIT.
If they have better explained simpler access for off campus projects in Engineering and applied sciences that require use of linux based systems.
A better explanation of the printer pricing policy and some higher quotas for the semester. Some of my classes had a lot of notes for me to printout, which used up most of my all quota by the second week of classes.
online tour?
I plan on bringing my laptop to use at school soon and will probably require assistance from IT to get internet service here set up.
Increase print account balance.
-
A list of free/reduced price software available for personal use at home
N/A
Introductions of the staff, a pamphlet, a virtual tour. Anything.
make yourself more aware to students
N/A
if the log in is more quicker and please fix the firefox or internet explore. because sometimes when i try to open them, it doesn't open!
None, it was easy.
You could increase internet speed including in the dorms. The academic website like UB learns could be more integrated- many instructors don't use this website. Course registration could be more made more easier, always reserving seats in courses according to major and level of studies, regardless of when a student registers for that course.
Why is library computer much faster than my own laptop?
.
n/a
higher wireless speed another wireless connection other than UBsecure and UBwireless
Better email
N/A
Allow UBSecure to be automatically connected to via Macbook, instead of

having to manually select it every time
I have learn alot skills when i started IT at UB.
make more printers available
I was pretty satisfied with getting started with IT.
maybe tutorial videos on setting up accounts for software that is available to us to use
Get the computers in the labs WORKING!!! (Cybrary, Lockwood Library, Cybrary hallway... I don't use comps in other places..)
I only found out about certain things from being told them. Link hopping is annoying.
Increased reliability.
n/a
More computer labs available; fixing the computers faster.
Can you open a workshop or something like that to teach us ? I really don't know much about computers.
Better wireless internet so i don't pay a penalty for something that is not in my control
Moar computers plz
everything is fine.
block social networking sites from ub public labs. its frustrating for students who cannot use them for work when others are killing time for hours on these sites. Some are even so pathetic as to wait for an express station soley for social network use. If students wish to use them they cam bring their own laptop
get ublearns and ubmail work fine atleast on weekdays.
none
Getting started is fairlly easy, no recomendations
when i transferred here i would have liked my ubit login information much sooner than i recieved it.
I wanted to work for IT but after taking the online mini exam/survey, it told me that I failed. I was told you don't need much background knowledge and will be taught most things on the job. It's unfair that I didn't get accepted because I was really interested to learn.
N/A
I am started, but I need assistance with accessing UB secure wireless. I followed the step by step directions 2X but I still cannot get access.
None
some instant message shows that the occupation is full, and we don't need to spend time finding a computer
install google chrome browser in all computer autimatically start a browser after log in a computer

n/a
I want to install my program on my UB account
Classied based on the frequence
more updated information on the UBIT site and text messages to my phone whenever the UB server(ubmail, ublearns, Myub) are down will be nice
more workshops
no comment
Enable Mac computers to print at the print stations. I can print with both my PC and Mac to my printer at home, why not at campus?
None
None
It would be nice if i didn't have to continously log in becuae it automactically logs me off if im on a page for a long period of time.
n/a
As an international student, I would have liked to have been able to receive my user name at an earlier date.
The process was quite simple, and straight-forward. I like the way it is now.
I'm not really sure I have started with IT at UB.
N/A
.....
You need to have WIFI in all of GOVERNORS, and other places (North and South), that either don't have reliable Wifi or none at all.
I prefer to access email on my iPhone's Mail client, but specific instructions to set it up were removed. I managed to set it up, but it works imperfectly (can't delete email).
Info. sessions
provide more computer in lab
make it easier to use UB secure wireless
The disk we were given after we accepted our spot at UB had a lot of info on it and not a whole lot of information on how to use it.
There need to be more computers/computing centers on campus. Also it would be great if there was an option to print from home to the UB printers. Perhaps a way to get into the queue but then once youre on campus you can release the print.
ubit should be inestving in to mobile accessibility much more heavily by now. think facebook- always connected, all the time. your students will be more academically connected if they can always access their work.
N/A
It may provide more downloads opportunities.

More information at transfer student orientation.
better wireless in the dorms
longer hours, more knowledgeable staff to help with computer problems
None.
IT consultant should have given more training. They are rude to the students. Please train them to be more professional at work. Stop rolling their eyes when students need assistance.
Compared to other institutional websites I've used (NIH, Roswell Park, University of Maryland) UB's websites are extremely hard to navigate. I can find information, but only after clicking link after link. It's just not intuitive like other sites. I get frustrated and then just end up calling UB's Info Line, but more often than not, they'll send me to a non-working number on campus and then I have to call up again. I don't know if IT has anything to do with phone listings, but whatever UB is using now is really out of date. Sometimes phone numbers on your websites don't work. I am so frustrated with the IT system here, it seems so patchy, like you're trying to make do with something left over from a decade ago. Why don't you just scrap everything and start fresh instead of trying to link link link and fill in holes?
kn
No changes needed to get started with UBIT, the network should be greatly improved throughout the schools so that students can access the internet
Not yet. :>
I had no problems but I am a cs major and I know other less technologically adept peers of mine have had lots of problems. UB 101 should teach people more.
not being forced to use a goddamn MAC in media studies. i'd rather be animating.
The School of Social Work has a two day orientation for grad students every August. Could someone from IT come to talk to us about computing?
When I was a freshman, I did not know how to set up my account for wireless or connected internet services. I wish I was provided further information about where I could go to solve this problem. My suggestion is that in each new resident dorm, there should be a small notice about how to set up internet or where to go if that resident runs into any problem.
I've never had a problem using, accessing, purchasing, installing any of the services I've needed.
Make iPrint easy to install on personal computers, fix "out of order" computers quicker, PUT LAPTOPS IN ALL OF THE UNIVERSITY POLICE PATROL CARS I MEAN WHAT THE FUCKING HELL GIVE OUR POLICE OFFICERS A GOD DAMN COMPUTER SO THEY CAN DO THEIR JOB BETTER---- none of this OH WE ONLY HAVE 4 COMPUTERS IS ACCEPTABLE
none, i think it was mostly self explanatory

NA
meh, everythings pretty standard
It was already easy to get started.
Free Computers
n/a
I don't understand the question?
make usernames NOT case-sensitive
I like the fact that the kid made the tech words/procedures easy for me to understand. I'm def not a tech head so that was nice-please don't change!
Change UBmail all to gmail
n/a
The most important tool that I could have used would have been a wizard or other help program to set up Ubiquity and the Citrix/Unix implementations on my personal computer. I know a moderate-to-advanced amount about computing, but had a difficult time with trying to connect to UBUnix in order to access MATLAB, and when I finally accessed a server, it was the wrong one because an old version of MATLAB opened. Hopefully the VM solution could be used in order to solve that problem. I am a senior, but will be at UB for two more semesters, so if this could happen before my graduation next February I would be very grateful that UB would help students who cannot pay high software prices.
It would be easier if information was easier to find, such as how to program your phone to be able to connect to UB Secure.
it's good already
Fix the printing quotas - grad students need much more than \$30 a semester. I've spent well over \$30 of my own cash just to have enough hand outs and notes for my classes.
Having more than one CIT help desk, and knowing more about what services they offer.
Don't like how many times you have to keep logging into the system in the middle of doing work.
IPAD Blackboard app
the sign-in options should not be taken so often when signing on wireless
compatability
Knowing where the IT Department is and what services they do offer students and what services they do NOT offer to students.
umm, no idea, I never contact CIT if I have an issue, NOC is the best bet.
basic tutorials for programs like, iPrint, for incoming students. This could be included in the library skills workshop that is mandatory for all students to take...
Bugs fixed.

Readily fix/repair broken computers in cybraries
N/A
None.
I have no suggestions.
to check up for the computers every 15 min. Try to help students when they are asking for help.
no
none
A short guide for older students returning after a long absence that summarized all the services offered would be helpful.
An interactive push button tool that explains and sets up the students computer to work with UB's. I had to get another student to help me connect to the internet at school.
none
The internet connection is so damn slow and flaky here. If everything is done online the web service should be better
`
Why did the generation magazine turn into a newspaper and stop publishing the personals page? Sry. I know it not your fault.
Meh.
Block Facebook on on-campus computers. Very often, I have to wait for someone to finish looking at her friend's pictures and comments, so I can do my project when she leaves.
Not so many downloads. Although I know that all of the software and updates were required to function at UB, it was really too much. It was very confusing and took too much time. When I went to select a virus protection program, I wasn't sure what to choose because the pamphlet I got about starting my computer for UB just said "virus protection software". That could have been anything. I wasn't sure if UB wanted me to download a specific one. I ended up just getting one on my own and it works fine, but I could have dealt without all the confusion.
Wireless internet in university apartments
none
make the web sign on and ub web sites e reader frinedly
n/a
More user friendly
improved wireless printing.
0
I was very pleased w/my experience w/the CIT helpdesk. The customer service/It reps were quick & efficient in helping me find my person # and

establish my account
hire more IT staff and students to make the work more efficient
Flint Village wireless and internet in general is very poor. I have called numerous times throughout the semester about it. I have yet to receive help.
The engineering lab problems were especially an issue with several freshman engineering classes last year that required us to use the computers in 211 Furnas.
nothing I can think of
A brief intro overview session perhaps.
NOPE
A tutorial/guide to cybraries and free printing service, including which labs throughout campus are accessible to which departments
online tutorial
make microsoft office or word available
Become more mac friendly. If im tranferring information form UB comp to my Mac it sometimes doesnt open and its a waste of time to even start using the UB comp.
I would like clearer directions on how to print from my own computer since as I said earlier it is impossible to get onto a computer during the day. Also this service should be compatable with windows 7 (including the starter pack since this is what most netbooks use).
It would have been nice to have more help pages, or the ability to chat with a representative.
I feel that iPrint is still a little buggy, and the way it works is a mystery: i.e. it is difficult to know if a print job was accepted or worked with no problem.
Consistent Internet and cell phone access around the campus.
make the wireless device faster and more reliable
It would have been helpful to have a "walk through" of the computer labs during orientation, where we got to log on to the computers, practice printing, etc. so we'd know how it all worked.
Go over how UBLeans work more efficiently. As a freshman, it was very confusing.
n/a
None

30) What is your residency status?

Response	Count	Percent
New York resident	792	80.7%
Out-of-state	33	3.4%
International student	156	15.9%
Not sure	1	0.1%

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

Response	Count	Percent
Architecture and Planning	19	1.9%
Arts & Sciences	311	31.8%
Dental Medicine	3	0.3%
Education	46	4.7%
Engineering & Applied Sciences	185	18.9%
Law	21	2.1%
Management	135	13.8%
Medicine & Biomedical Sciences	58	5.9%
Nursing	23	2.4%
Pharmacy & Pharmaceutical Sciences	41	4.2%
Public Health & Health Professions	50	5.1%
Social Work	26	2.7%
Undecided	60	6.1%

UserHash

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