

Survey Results  
& Analysis

for

2017 UBIT Student Experience Survey



Tuesday, November 07, 2017  
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## Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *2017 UBIT Student Experience Survey*. The results analysis includes answers from all respondents who took the survey in the 14 day period from Monday, October 23, 2017 to Monday, November 06, 2017. 1566 completed responses were received to the survey during this time.

# Survey Results & Analysis

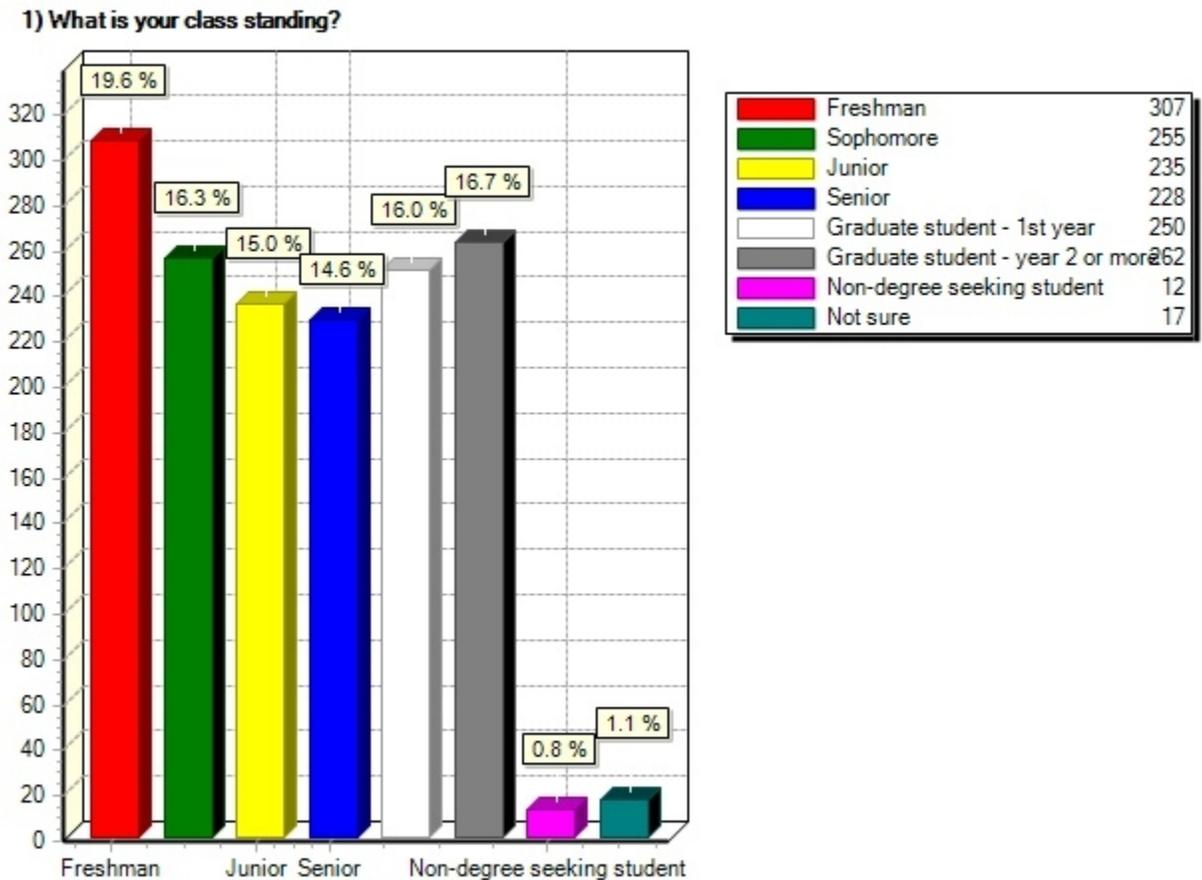
Survey: 2017 UBIT Student Experience Survey

Author:

Filter:

Responses Received: 1566

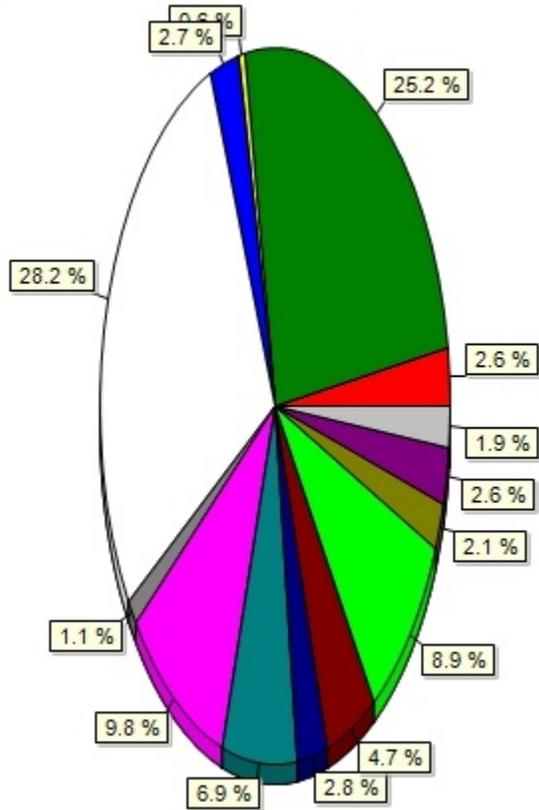
## 1) What is your class standing?





2) In which UB College or School are you enrolled?

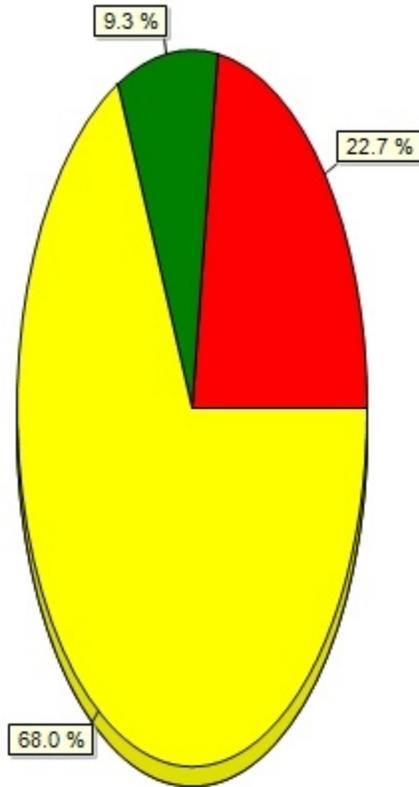
2) In which UB College or School are you enrolled?



Architecture and Planning	41
Arts & Sciences	394
Dental Medicine	9
Education	42
Engineering & Applied Sciences	441
Law	18
Management	153
Medicine & Biomedical Sciences	108
Nursing	44
Pharmacy & Pharmaceutical Science ...	74
Public Health & Health Profession ...	140
Social Work	33
Undecided	40
Not applicable	29

### 3) Where do you live?

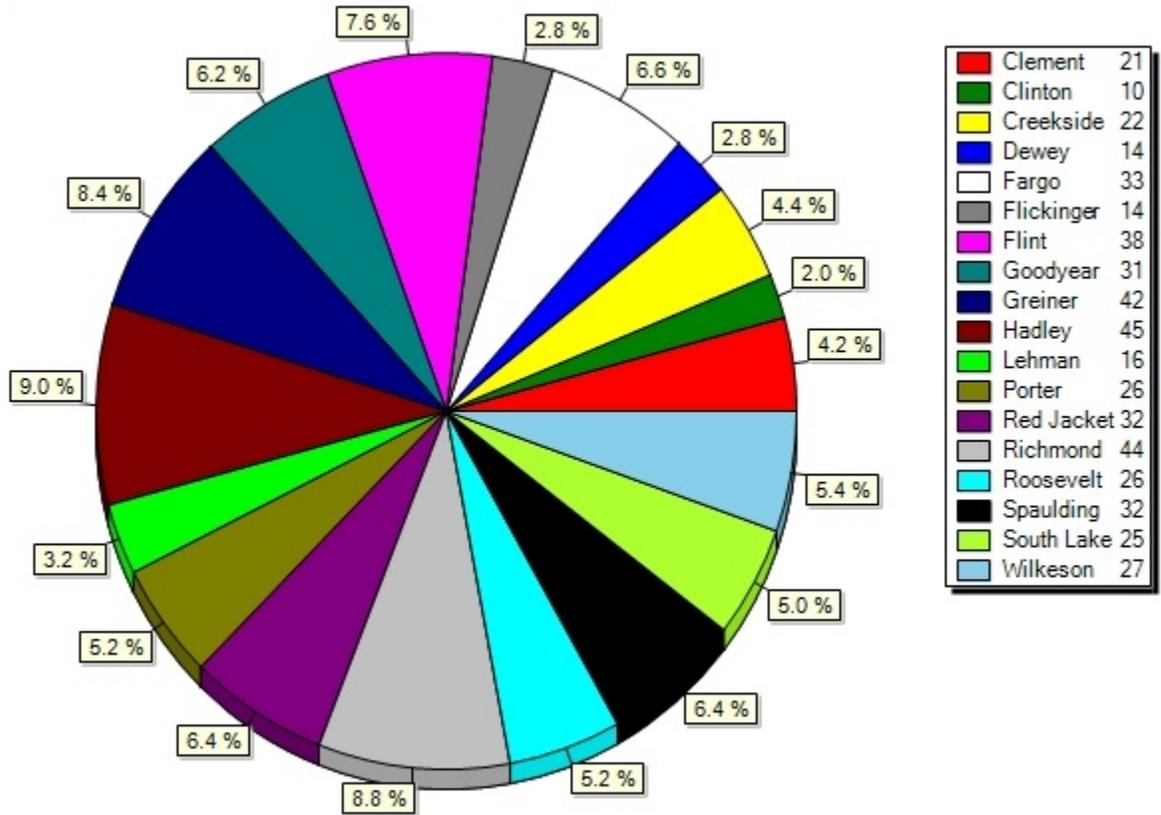
3) Where do you live?



UB residence hall	355
On-campus apartment	146
Off-campus - home or off-campus a	1,065

4) Which residence hall or on-campus apartment do you live in?

4) Which residence hall or on-campus apartment do you live in?



5) Please indicate which computer(s) you own. (Select all that apply.)

Response	Count	Percent
Desktop	249	15.9%
Laptop computer (includes netbooks/Chromebooks)	1429	91.3%
Tablet/laptop combination	394	25.2%
Other (please specify)	22	1.4%

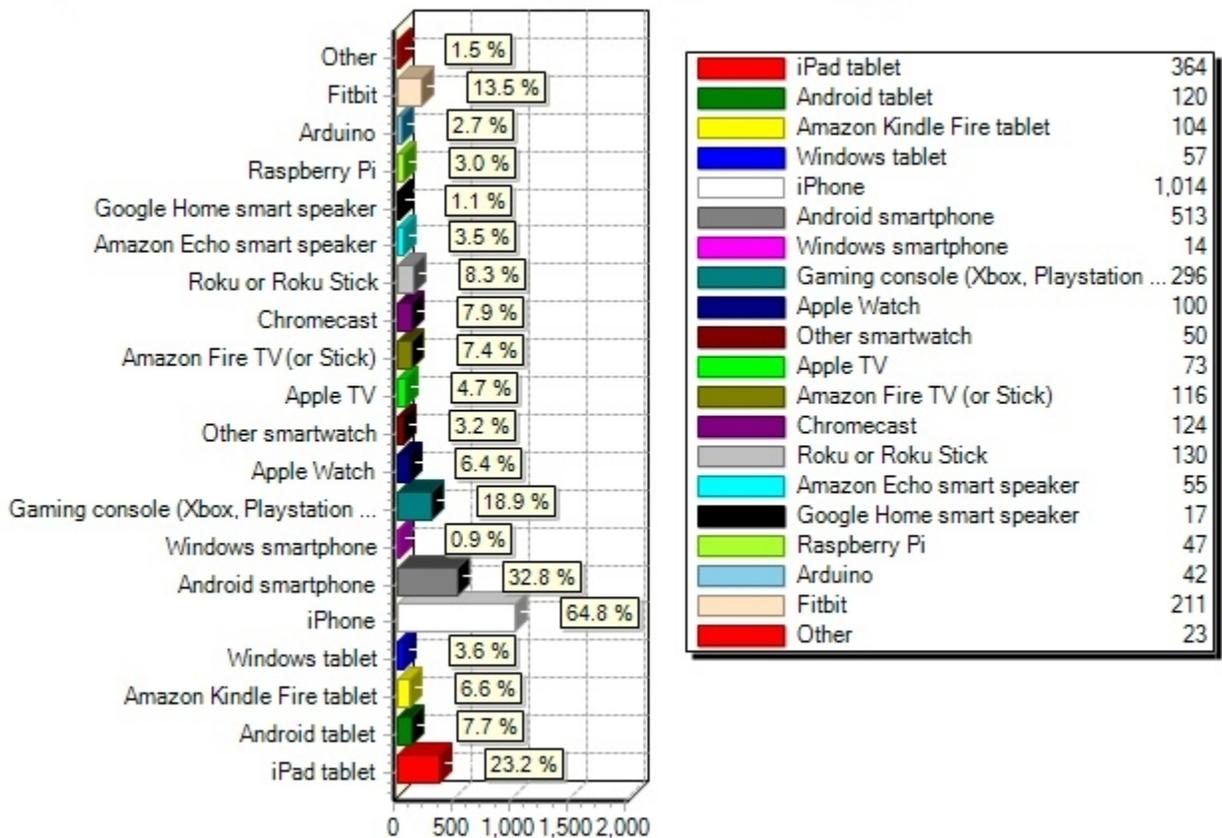
Other Responses:

will soon have desktop
none working
kindle
none
cell phone
apple air
None
smartphone!
Ipad
Phone
I pad
iPhone, Apple Watch
None
Phone
Raspberry Pi
IPad Pro
iphone
Smartphone..
MacBook Air
none
custom handheld



6) Please indicate which mobile and media device(s) you own. (Select all that apply.)

6) Please indicate which mobile and media device(s) you own. (Select all that apply.)



Other Responses:

gbox
iPod
MacBook Pro
nook

Nook
samsung smart tv
hp laptop
Apple Mac
macbook
LG
Vivo HR Fitness Watch (like Fit Bit)
Smart tv
kindle fire
Kindle Paperwhite
Vizio Smart TV
MacBook
Barnes & Noble Nook
iPod Touch
google nexus player
Amazon Kindle
MacBook
samsung gear s3
Galaxy s8
Roku Smart TV
ipod
Nonsmart cell phone
iPod
andriod phone. iPod

7) Please indicate which devices you primarily use for the following activities:

	Desktop computer	Laptop computer	Tablet/laptop combination	iPad tablet	Android tablet	iPhone	Android smartphone	Windows smartphone
Assignments / homework	8.9% (139)	84.3% (1311)	4.6% (72)	0.4% (6)	0.2% (3)	0.6% (9)	0.3% (4)	0.1% (1)
Notetaking during class	1.3% (20)	58.3% (865)	5.9% (87)	2.1% (31)	0.7% (10)	1.7% (25)	0.9% (14)	0.0% (0)
Web browsing	4.9% (75)	65.8% (1017)	4.4% (68)	2.1% (33)	0.6% (10)	13.9% (215)	7.7% (119)	0.3% (5)
Using social media	2.0% (31)	19.4% (296)	1.9% (29)	1.0% (16)	1.2% (18)	51.7% (790)	21.5% (328)	0.5% (8)
Find out about UB student activities / events	4.7% (71)	46.9% (715)	3.1% (48)	0.8% (12)	0.5% (8)	29.7% (452)	12.5% (191)	0.3% (5)
Gaming	9.5% (133)	44.4% (623)	2.6% (36)	2.4% (33)	0.5% (7)	21.0% (295)	5.8% (82)	0.1% (1)
Audio/Video streaming (movies, TV shows, podcasts)	5.1% (78)	62.9% (964)	5.0% (77)	3.5% (53)	0.8% (13)	12.0% (184)	4.8% (74)	0.2% (3)
Other (include in comments)	7.8% (36)	61.4% (285)	3.9% (18)	0.9% (4)	1.3% (6)	10.6% (49)	3.0% (14)	0.0% (0)

Comment Responses:

Smart TV for streaming video
Handwrite
Hand write notes in class
None
Pen and paper notes, console for games

Nintendo 3DS
Other: Handwriting, game console
Note taking on paper; desktop off campus
PS3
Notebook, PS4
I take notes on printed slides
Paper
Handwritten notes taken in class
paper in notetaking
gaming consoles
xbox one for gaming smart tv for video s
Paper notebooks
i don't play games
note taking on paper, gaming on PS4
notebook for notes and i do not game
notebook
Pen and paper, none
Note taking: by hand
I take written notes, hw on library comp
note taking on paper; stream on TV
Printed note slides
physical notebook, xbox one
I use a notebook for notetaking
notetaking by hand, gamining on console
none
Xbox
class notes on paper & do not game
I use paper and pen for notetaking.
I use a pencil and paper to take notes
Notebook, PS4, Apple TV
I take notes in class on paper. I don't
Notetaking - pencil and paper
i take notes in a notebook
notetaking in coposition notebook
Books
Use a Xbox One for gaming

i write my notes in class
roku
I take notes by hand.
pen and paper
I take notes only in my notebook
hand written
use notebook to take notes, xbox for gam
I don't game
Typically use pen and paper for notes
Notetaking not done on electronic device
TV
I take notes in my notebook
written
Notetaking is by pen and paper
Notebook
notes
I take hand notes
Notebook
Xbox
Notebook
N/A
I do not game and take notes via pen and
notes on paper, talking on phone
Notes I write, I don't game
hand written
Gmaing and Streaming-xbox one
Also use Nintendo products and notebooks
iPod
For note taking I use a notebook.
Email
Paper notes
Papers
Notebook, PS
I take physical notes in a notebook.
I always handwrite my notes
music

Pen and paper
PS4
paper
notebook to take notes
paper
take notes on paper
Game console
gaming - N/A(there should be N/A option)
hand written notes
On paper
I use books for notetaking.
I use paper and pen for note taking
notebook for notetaking
Xbox
Notebook
write notes, bulliten board, nintendo ds
Written notes
i take handwritten notes
xbox
PS4
notes by writing
note taking in notebook
pen and notebook notes and not a gamer
not enough room here
notebook
Xbox One
I use a roku to stream videos
notebook and pen
take notes on paper
Notebook
xbox one
Notetaking/notebook,watch TV/roku
The good old fashioned way, a notebook.
Paper
hand write notes, ps4 or switch for game
Roku

Notetaking = notebook, Streaming = T.V.
handwritten notes
PS4
Notebook for notetaking during class
PlayStation 4
Other equal Paper
notebook
Pen and paper for notetaking
UB Library computers
physical books for notetaking & no games
I write all my notes by hand
i
PS4
I take notes on a legal pad
piece of paper, xbox 360, and ipod
Paper notebook
XBOX
word of mouth
Others include notebooks, notepads etc.
Roku Smart TV
Data Analysis
Notebook
paper, flyers, board games, real life
Physically writing for notes
Notebook
I take notes on paper, and I do not game
school computer
Handwritten
Handwritten; chromecast
paper notes
Printing
Notetaking during class in Notebooks
Notetaking: pen and paper; gaming N/A
Paper
I use a pen and paper for notetaking
online learning and online work

Watching lectures
I take notes in class with pen and paper
I use paper for notes
Notebook (paper)
use real notebook for notetaking
don't play video games
Pen and paper
i use my ps4 for gaming and paper for no
i use a notebook in class
Notebooks for notetaking
Communicating
I don't "Game"
I work on pencil & paper for school
The other for gaming is that I do not ga
Notebook with pen and paper
Notebook for notes, smart tv for tv
I take notes on paper during class.
I take notes on paper
I use my notebook when taking notes
Take notes of paper, game on Xbox, Xbox
bills and shopping.
I take notes on paper.
Notebook and pen for note-taking
Xbox one and Fire tv stick
Notebook/paper
regular binder, im oldschool
Pen paper, don't game
I take notes with paper and pencil
Games and streaming on Playstation
Take notes with paper, I don't game
I use my xbox or chromecast
take most notes in notebooks
note taking during class on paper
I prefer to write for notes
Xbox One
I'm using notebook for note taking

Take notes on paper, game on a PS4
I use pen and paper to take notes
I hand write my notes in class
Handwritten
Notebook with pen
I take notes in a notebook
A pen and paper
take notes in paper notebook
Take notes on paper
Notebook
take notes using pen and paper
xbox for gaming
I take notes with pen and paper
Play station 4 for gaming
Regular notebook
Notebook
I take notes on paper
not done online
Smart tv
Don't play video games. Tv on smart tv
Notebook/Paper
I use paper and pen for note taking
Use notebooks to take notes in class.
Note books!
I take notes in a notebook. Event flyers
Notebook & through people
I prefer hand written notes
Playstation
i hand write notes
Do not use devices for notetaking
text
Hand written notes
Amazon Firestick
Notebook
printing in the computer lab
I take notes only in notebooks. Flyers

Xbox for gaming
I always take notes on paper
Checking my email
Paper for note taking
Nintendo switch
Gaming console
I use a notebook for notetaking
My notebook
I use a spiral notebook to take notes.
take notes on paper
Don't use technology for
Pen and paper
Notebook
notebook
Paper and pencil
I take notes on paper. I game on a ps4.
Write on paper
for gaming I use my PS4 & Tablet & phone
Skype
I use our apple tv to watch streaming tv
I take notes on paper
Paper and pencil
Pencil.
notebook
on papers
Notebook, smart TV
I take my tests on a laptop
hand write notes
Notes on paper. Don't play videogames
Pen/paper for notes iPad for drawing
hand write notes
Notetaking with paper and pen
Tv and Xbox
Prefer paper and pen for notetaking.
listening music
Xbox for gaming

PS4 and Apple TV
NOTEBOOK/SKETCHBOOK
Write down my notes, use tv for movies
Regular notebook
Notebook
pen and paper for notes
notes: laptop & notebook
Notebook
Gaming is done on my Xbox one
paper notes, ps4
Paper
I use notebooks for note taking
I use my computer for all schoolwork
notebook for notes
take notes by hand
Paper and pen for notes
notebook
For my notetaking, I take notes by hand
PS4
Paper
XBox, pencil and paper
Hand-write notes
Playstation
andriod box
none
I take notes by hand
XBOX ONE, and smart TV
reading
Paper note taking
i write notes on paper
I use notebook for notetaking
Spiral Notebook, I don't game, Smart TV
I use paper and pencil for notetaking
Paper
notebook
Do not use tech for notetaking.

pen and paper
Gaming is done on my Xbox
I use my Xbox for gaming
Playstation, pen/paper for taking notes
PS4- gaming, Apple TV- streaming
Reading books
Notebook
Notebook paper
use pen and notebook
I take notes on paper and don't game.
music
I take notes by hand
Notebooks and pen
I don't take notes on any electronic dev
I write my notes on paper
PS4 for gaminf and streaming
Paper; Chromecast
Notebook
Console for Gaming.
Paper for note taking
Notetaking: Notebook
I take notes on a notebook
I use a notepad and paper to take notes.
Take notes by hand. Gaming and streaming
1 subject notebook, Music
notebooks
TV shows on Samsung Smart TV
ps4
Pencil&Paper, not social, Roku
notebook, paper, pen. not applicabe
Notebook(Physical)
note book
I take notes in a journal by hand
notes on paper,
Notebook
notebooks

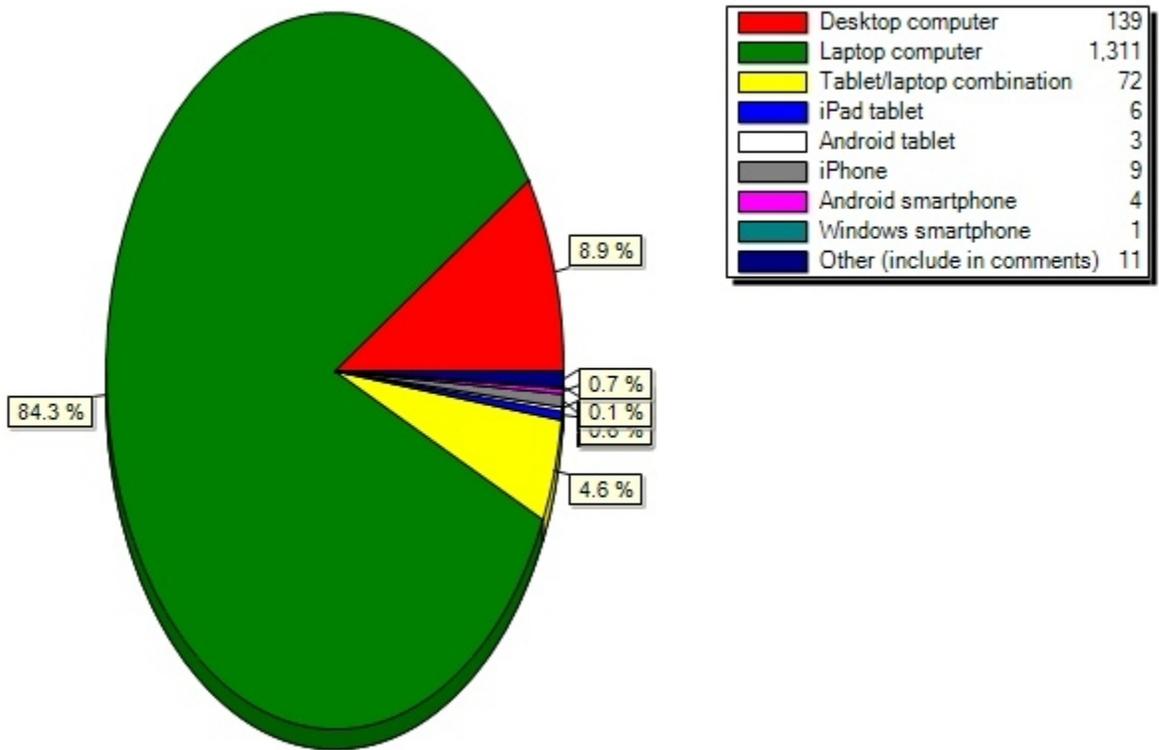
PlayStation 4 used for gaming
I take notes during class by hand
Notepad, xbox one
regular notes
Playstation
Not that interested in student activitie
Xbox one
I mostly game and stream video on my ps4
Printed lecture slides, course materials
Pen and paper
HANDWRITTEN NOTES
XBOX
PEN PAPER
notes taken with pen and paper
I take notes on paper
stream with google nexus player
Notetaking-pen and paper.
Notebook
notebook
use comp for everything
not allowed to use technology in class
Notebooks for notetaking
I take notes by hand
paper notes
Xbox
Spiral notebook
I hand write my class notes
Gaming: Playstation/ Notetake: tradition
Notebooks (note-taking), flyers (events)
I take class notes on paper.
= Not applicable
Notebook
Notebook
Paper notebook
use paper and pen
notebook

I use an actual notebook to take notes
notebook
Notebook
PS4 for gaming
photograph
notebook
handwriting
campus computers, notebook
Take notes by hand during class
I used my notebook to take notes.
Note taking is with notebooks
Anything else xD
Paper
Pen and paper for notaking
Notebook - notes and Xbox - TV
i take notes in a notebook
Take notes with pen and paper
take notes by hand and stream tv on roku
1(paper filled notebooks) 2&3(xbox one)
I handwrite notes in class
use paper and pen
Notebook and pen, gaming console
listening to musics is done on iphone
None
I use a notebook for notes
Notetaking - pen and paper, Gaming - PS4
I handwrite my notes
playstation for streaming,gaming
I use gaming systems, and notebook
Gaming- Nintendo 3DS
notebook
Take notes on paper.
Paper
I take written notes
Notebook
Roku Smart TV

paper
notetaking by hand
I take notes in a notebook
movies and tv from roku/fire stick
Xbox for gaming
Power point slides
Notebook
I take notes physically.
Taking Notes in a notebook
notetaking = notebook' gaming = xbox one
Gaming: PS4, Switch, 3DS
dont game, rb pi, code/graphic on deskto
Note taking done by hand.
I take class notes on paper
Notetaking with a paper notebook
xbox for gaming,pencil & paper for notes
Graphic design
Notetaking on paper. No gaming.
Notes: classic pen and paper
paper
I hand write most of my notes
Using apps, searching stuff up
I do not use technology for notetaking.
Emails
flyers
Only take notes through paper
paper notebook, xbox
xbox one and fire tv stick
Stream on Smart TV, write notes by hand
Paper for readings, notebooks for notes

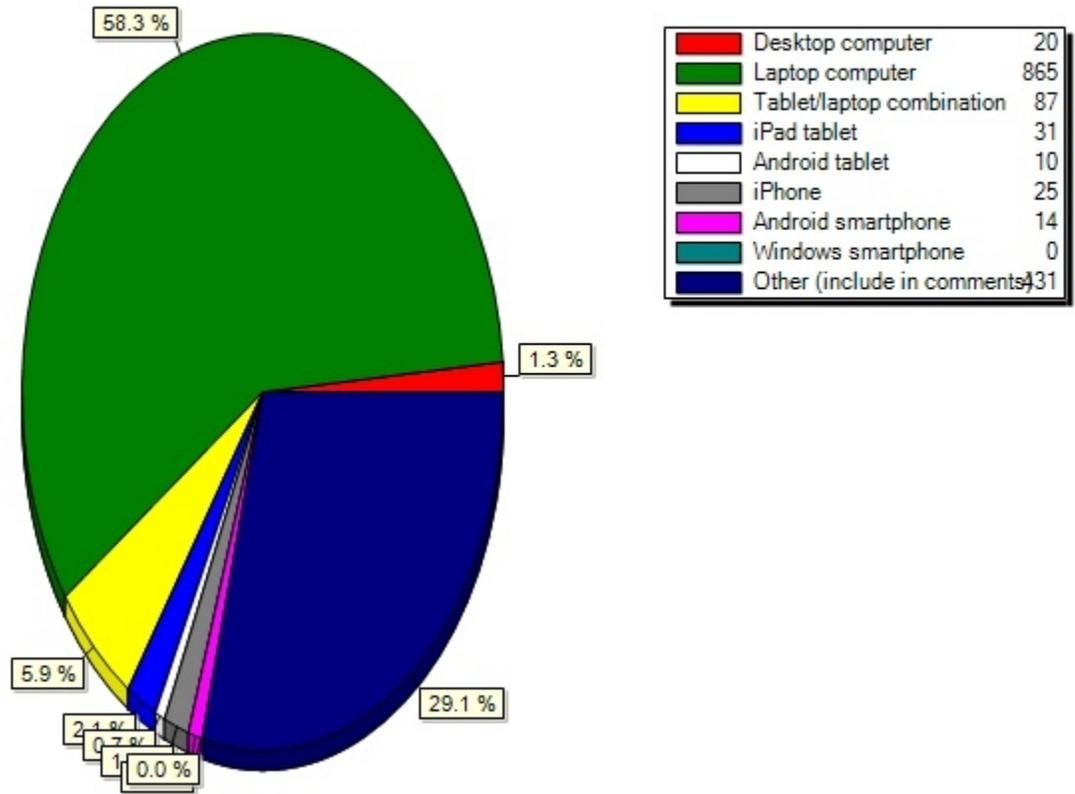
7.1) Assignments / homework(Please indicate which devices you primarily use for the following activities: )

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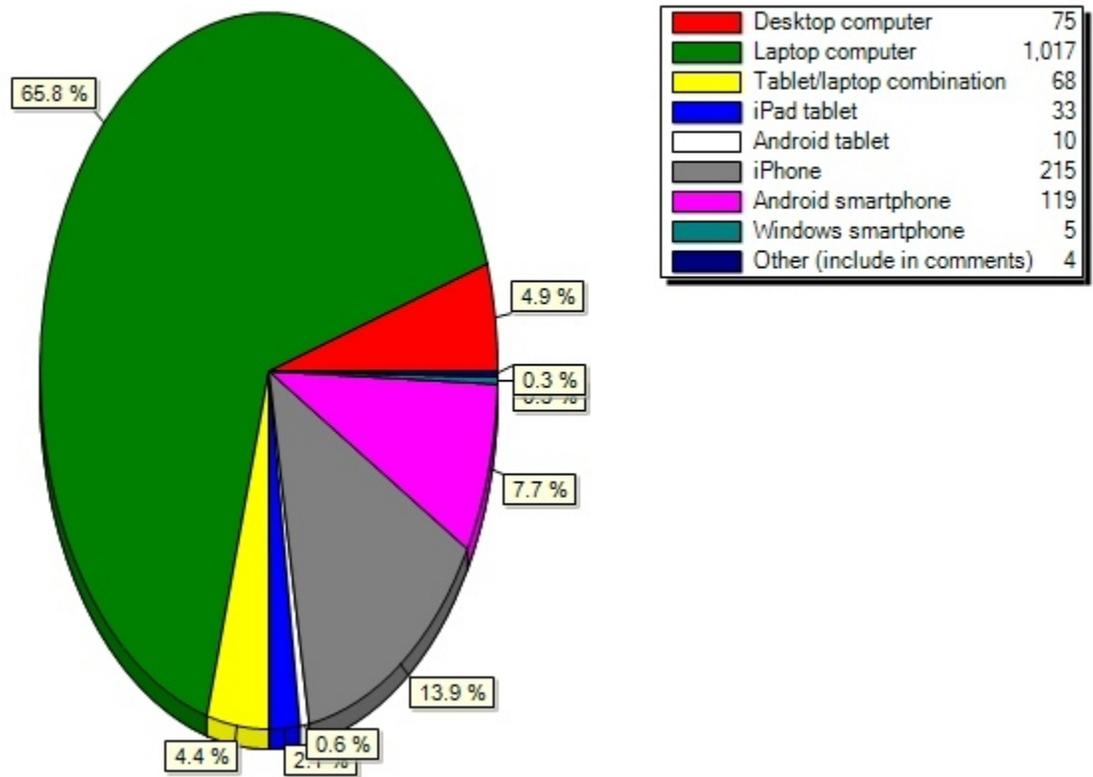
7.2) Notetaking during class(Please indicate which devices you primarily use for the following activities: )

7.2) Notetaking during class(Please indicate which devices you primarily use for the following activities:



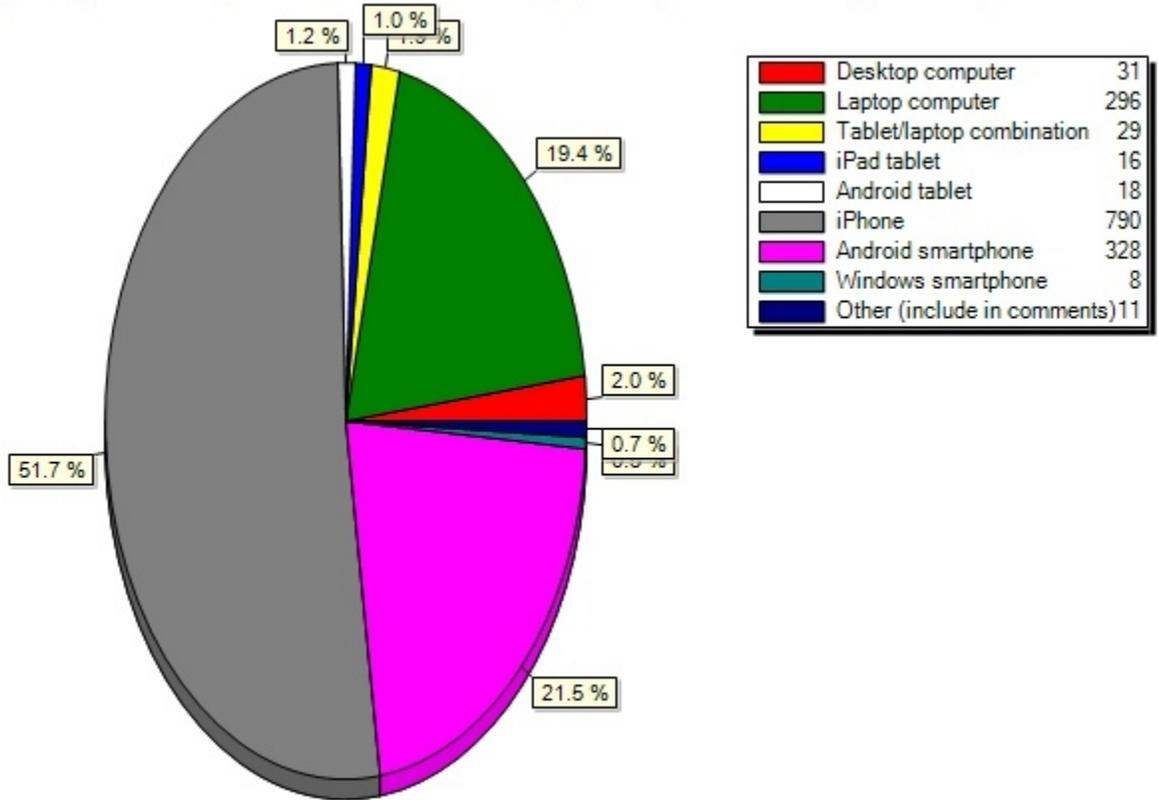
7.3) Web browsing(Please indicate which devices you primarily use for the following activities: )

7.3) Web browsing(Please indicate which devices you primarily use for the following activities: )



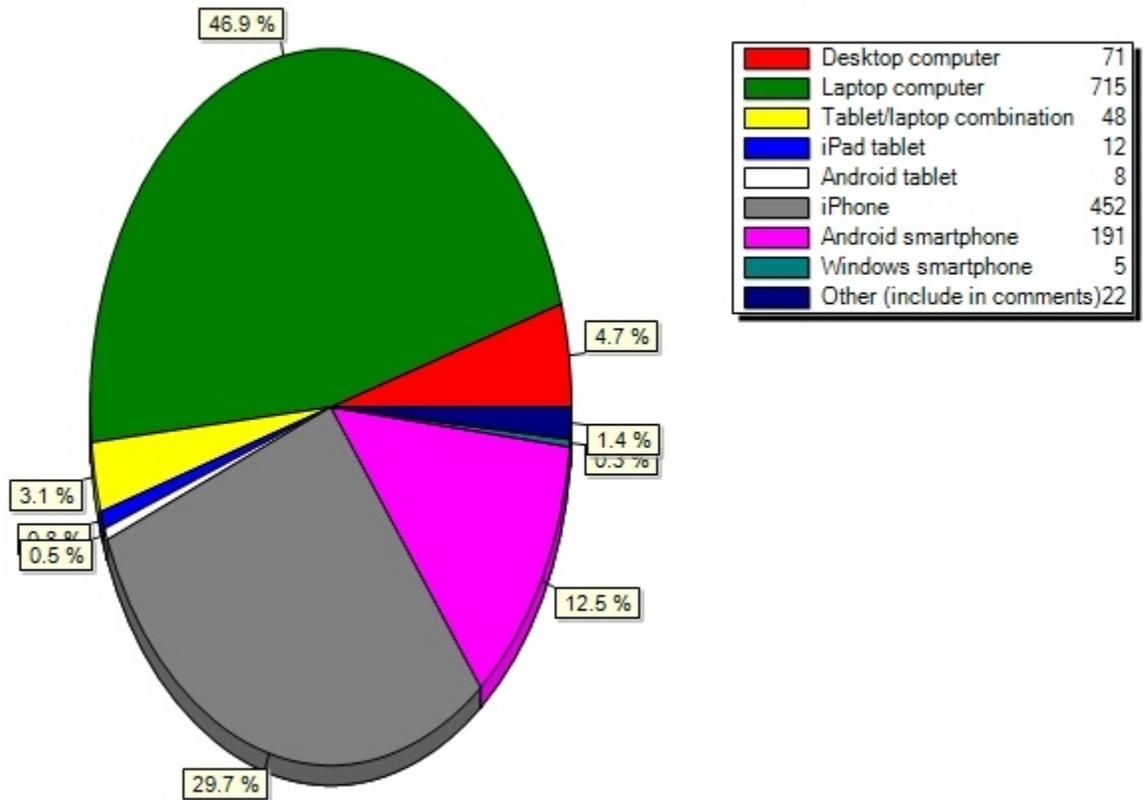
7.4) Using social media(Please indicate which devices you primarily use for the following activities: )

7.4) Using social media(Please indicate which devices you primarily use for the following activities: )



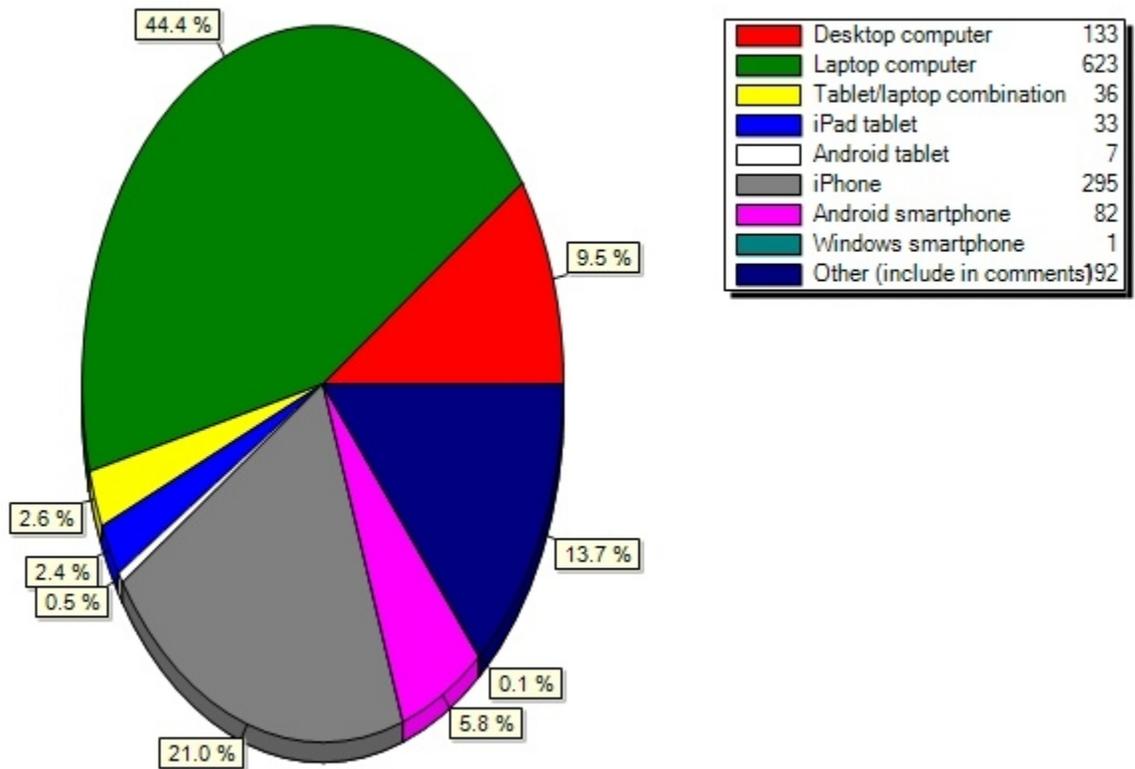
7.5) Find out about UB student activities / events(Please indicate which devices you primarily use for the following activities: )

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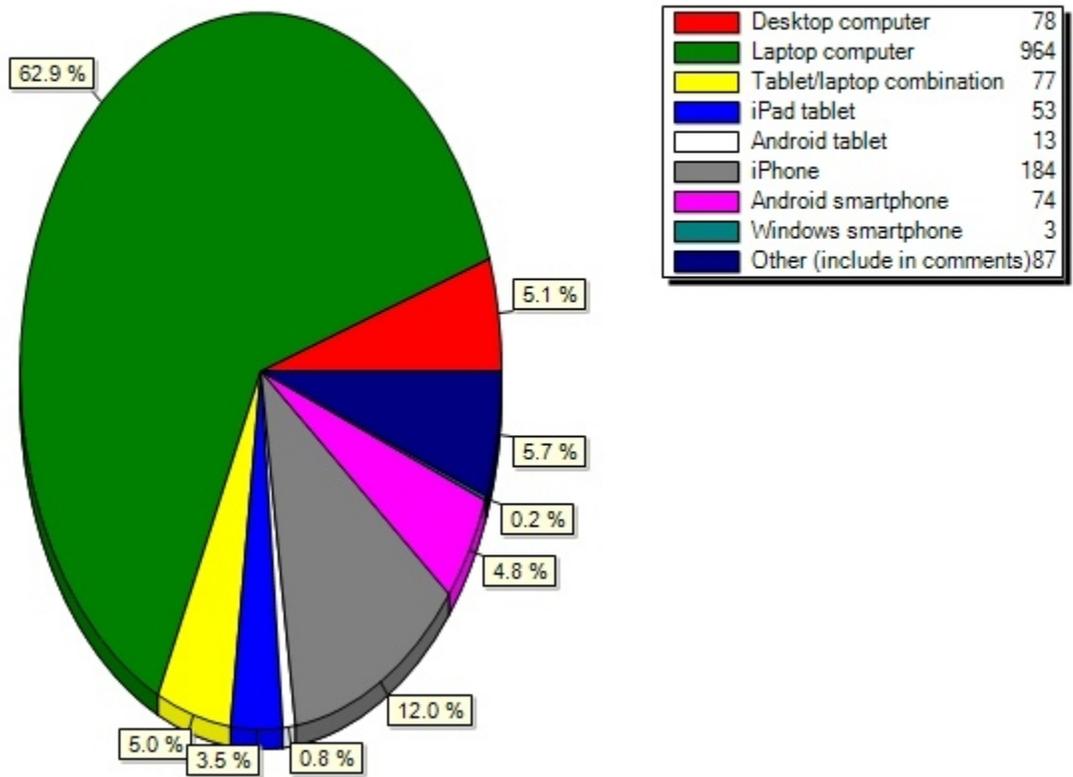
7.6) Gaming(Please indicate which devices you primarily use for the following activities: )

7.6) Gaming(Please indicate which devices you primarily use for the following activities: )



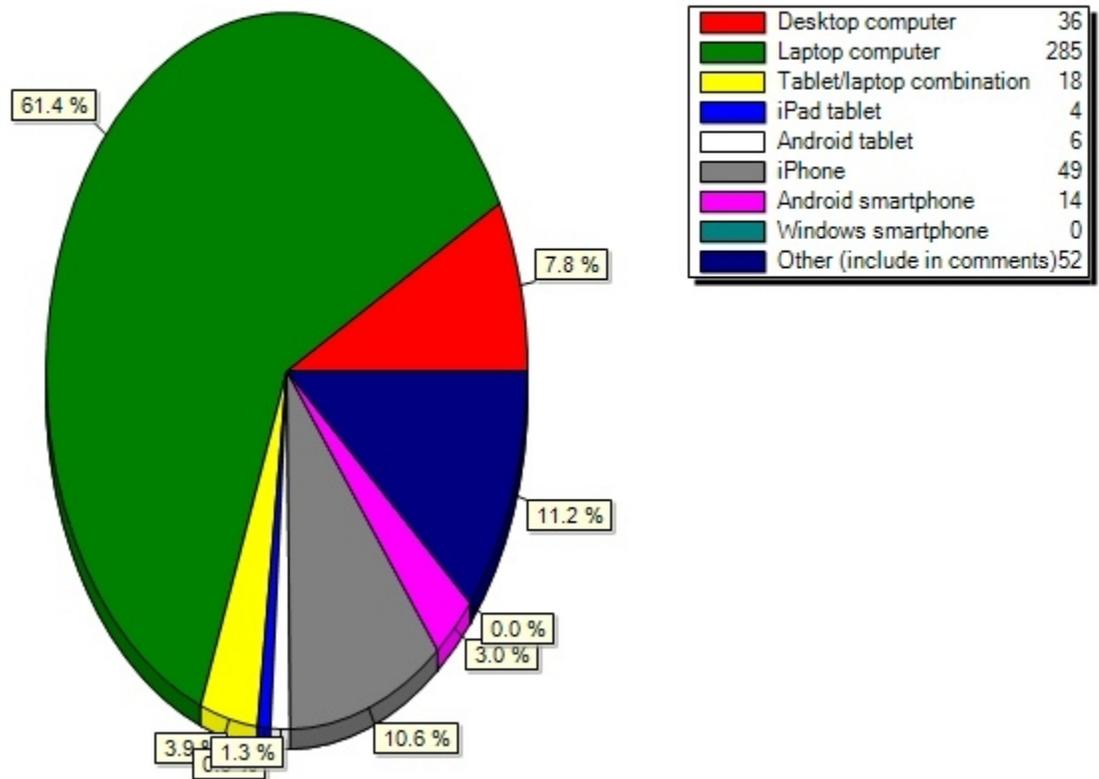
7.7) Audio/Video streaming (movies, TV shows, podcasts)(Please indicate which devices you primarily use for the following activities: )

7.7) Audio/Video streaming (movies, TV shows, podcasts)(Please indicate which devices you primarily use fo



7.8) Other (include in comments)(Please indicate which devices you primarily use for the following activities: )

7.8) Other (include in comments)(Please indicate which devices you primarily use for the following activit



8) If you use any "smart" Internet-enabled devices (IoT) that we have not mentioned, please tell us what they are:

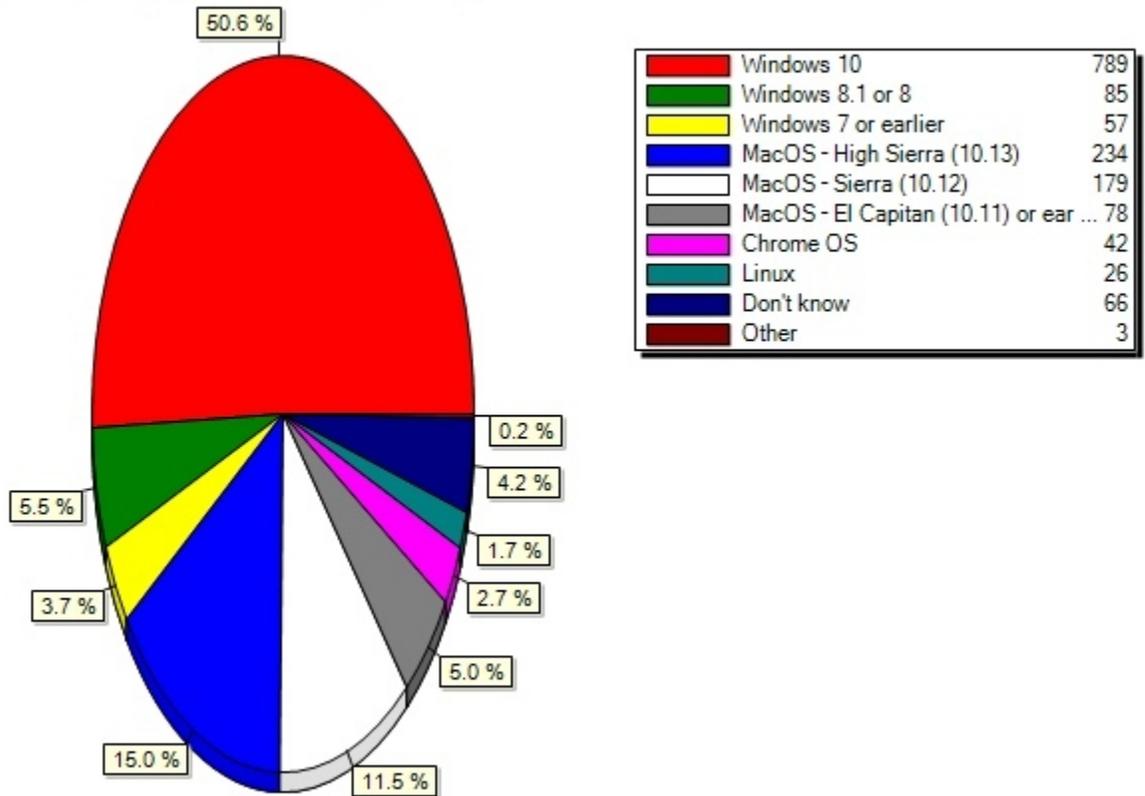
If you use any "smart" Internet-enabled devices (IoT) that we have not mentioned, please tell us what they are:
Smart TV
smart tv
None
PS4, Roku
i have a smart TV
Apple TV, PS4
N/A
no
Xbox One
Smart tv
smart TV
N/A
N/A
Windows laptop
N/A
Nintendo DS
non device I use my journal to take notes so not applicable
Intel Edison
Roku
Smart TV
tv
Xbox
Nope
no
Samsung Smart TV
Apple TV
None
Smart TV

ps4
-
N/A
N/A
PlayStation 4
Smart tv
N/A
Smart TV - has Hulu, Netflix, Amazon Video, etc.
I take notes by hand because it helps me remember the material better. I tried taking digital notes but it was hard for me to remember things
Playstation
Samsung Smart TV
Samsung blu-ray player
N/A
Tv
Video smart tv and roku stick
Kindle fire
smart watch
NA
laptop, iPhone
I have a smart tv.
N/A
N/A
Samsung smart TV
LPWAN Compatible Devices- Murata, ACSiP
Chromecast
Smart TV
weight scale connected with smartphone
N/A
PS3, XBOX360
N/A
N/a
N/A
None
Smart TV (LG)
Use lockwood library ibit cyber library it is terrific
Samsung Smart TV

None
Android tablet
Smart TV
n/a
N/A
Gaming consoles
Smart TV
Smart Roku TV
N/A
playstation
Smart Tv
Samsung Smart TV
Switch
Kindle
n/a
N/A
No, It has enabled internet inside.
Smart tv
microsoft surface
paper and pencil?
None
none
Nintendo 3DS
no
Surface Pro is both tablet and laptop
note taking by hand, gaming by console
ipod, moto smart phone
No other activities or devices.
none
None

9) What operating system is on the computer that you use the most?

9) What operating system is on the computer that you use the most?



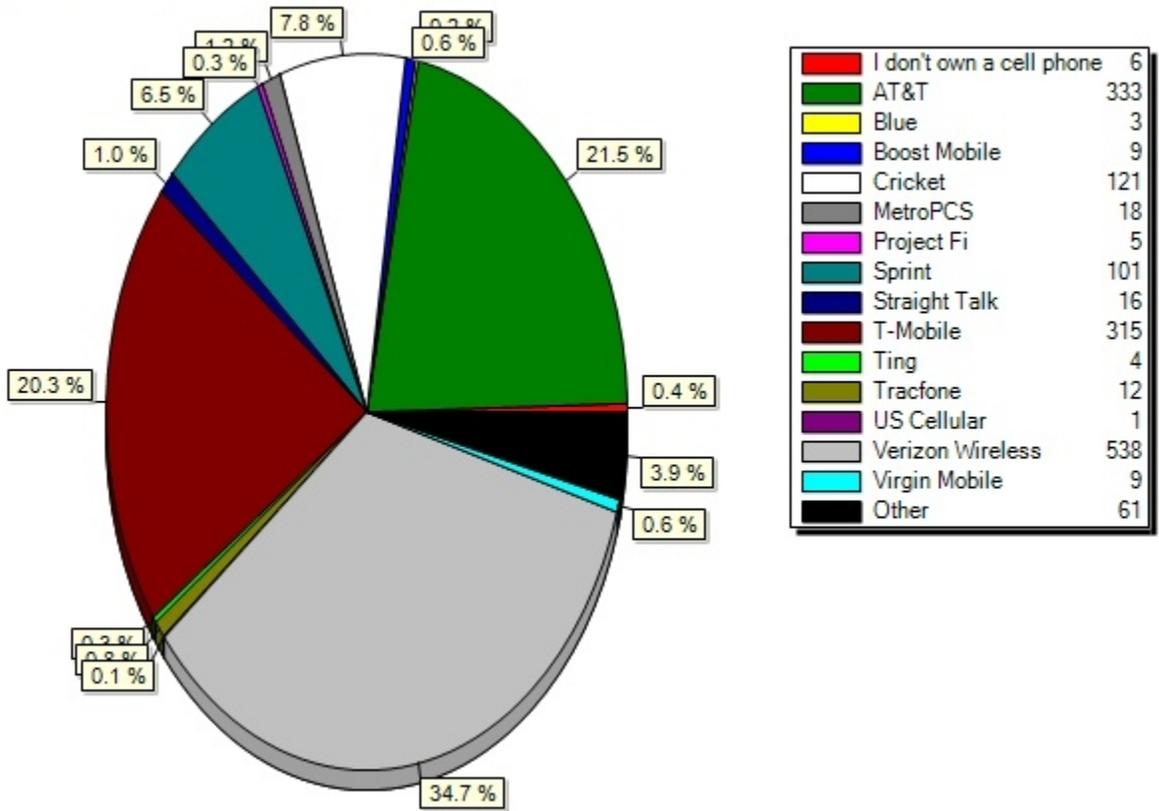
Other Responses:

MacOS - Yosemite
MacOS, but not sure which one
safari
MacOS X
Safari



10) Who provides your cell phone service?

10) Who provides your cell phone service?



Other Responses:

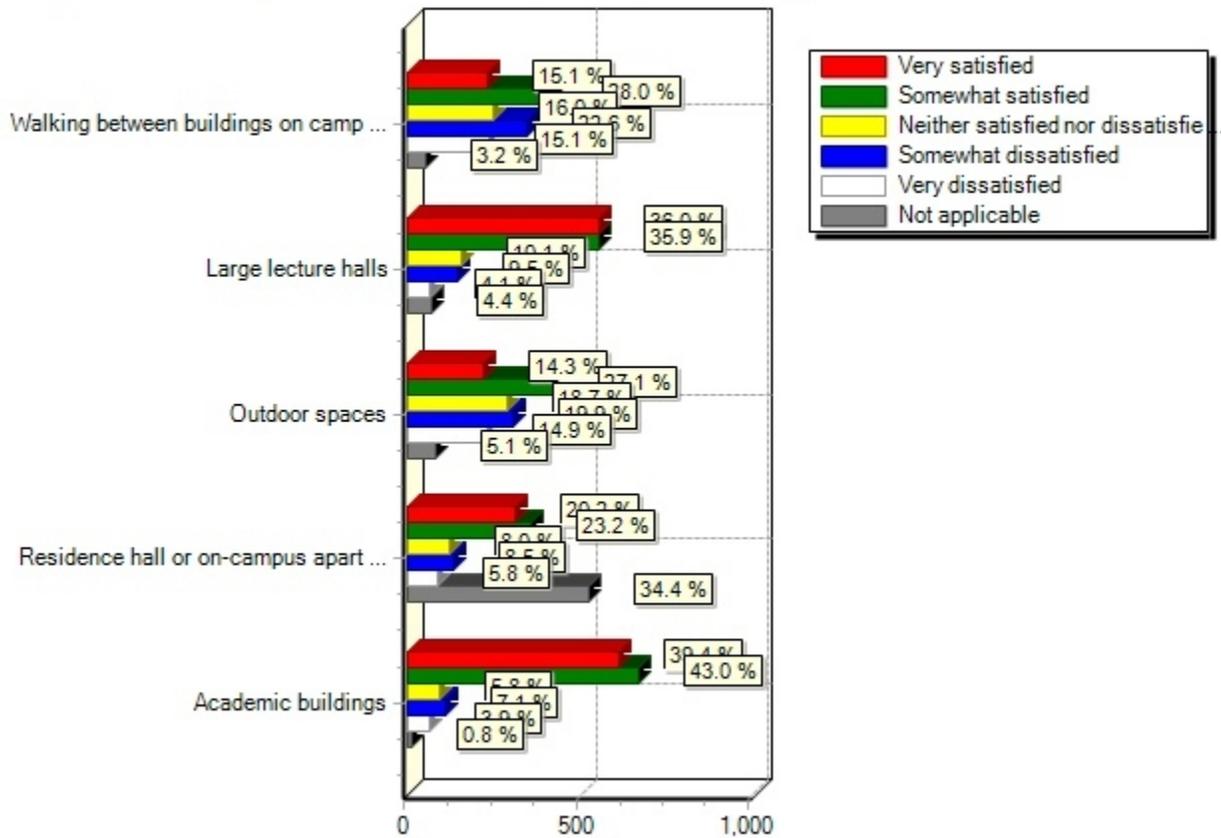
Tello
Net10
Ultra Mobile
cricket
Lycamobile

Lycamobile
ultra.me
Lycamobile
Ultra Mobile
Lycamobile
CT-mobile
H2O
Pinger
lyca
Consumer Cellular
Consumer Cellular
LYCA
CT-Mobile
Lycamobile
Lycamobile
lycamobile
Lyca
Mint
MetroPCS
ultra
Lycamobile
Thumb Cellular
Ultra
Cellular One
Ultra
H2O
Lycamobile
Ultra Mobile
H2o
Lycamobile
Lyca
Republic Wireless
Ultra
Ultra
CT-Mobile
Republic Wireless

Lycamobile
NET-10
Consumer Cellular
Lykamobile
Ultra
simple mobile
Lyca-mobile
Lycamobile
simple mobile
MINT
lykamobile
Lyca Mobile
lycamobile
Consumer Cellular
Ultra
Lycamobile
CTExcel
Lycamobile
Consumer Cellular
GoSmart
Consumer cellular
Ultra Mobile
no
republic
ultra mobile
H2O (an AT&T owned company)

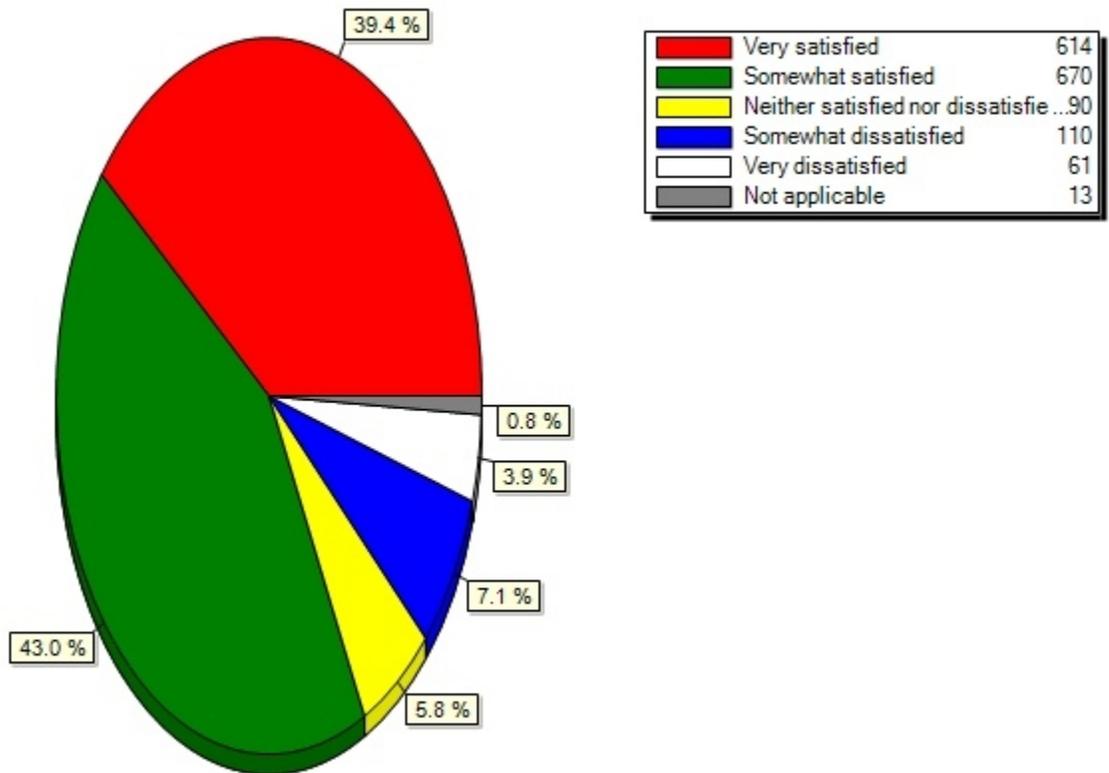
11) Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.

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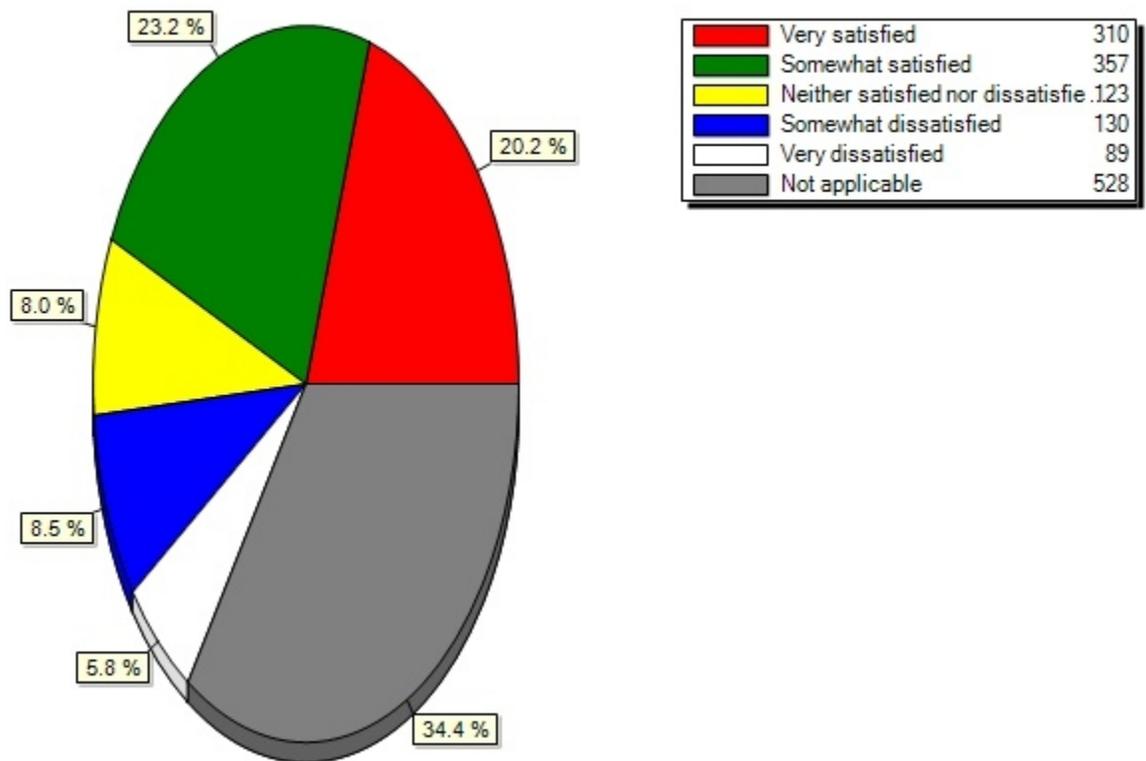
11.1) Academic buildings(Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.)

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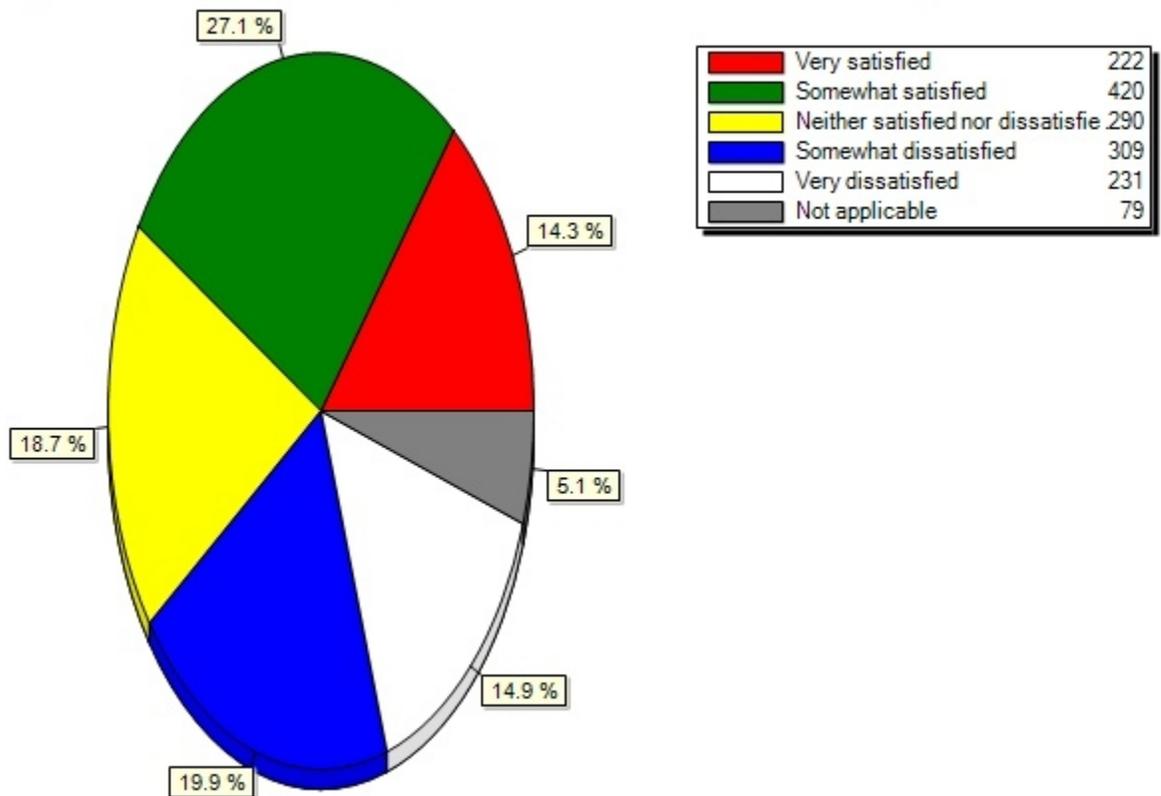
11.2) Residence hall or on-campus apartment(Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.)

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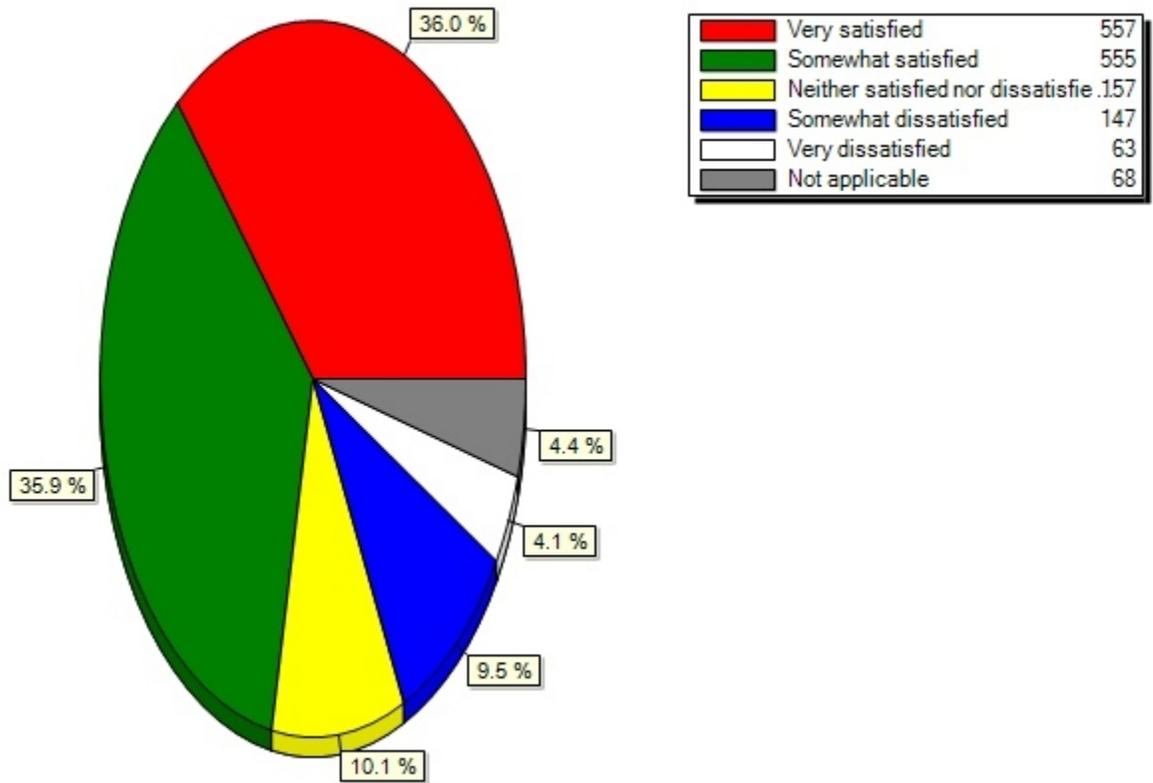
11.3) Outdoor spaces(Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.)

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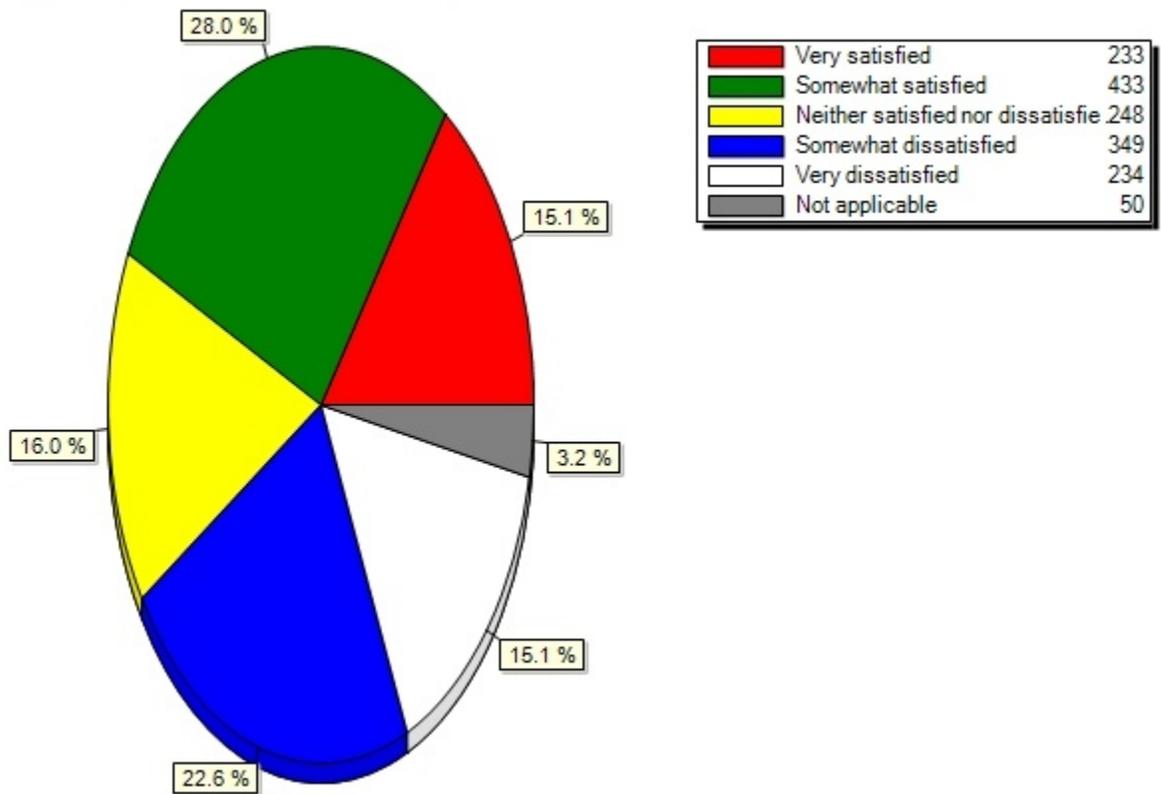
11.4) Large lecture halls(Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.)

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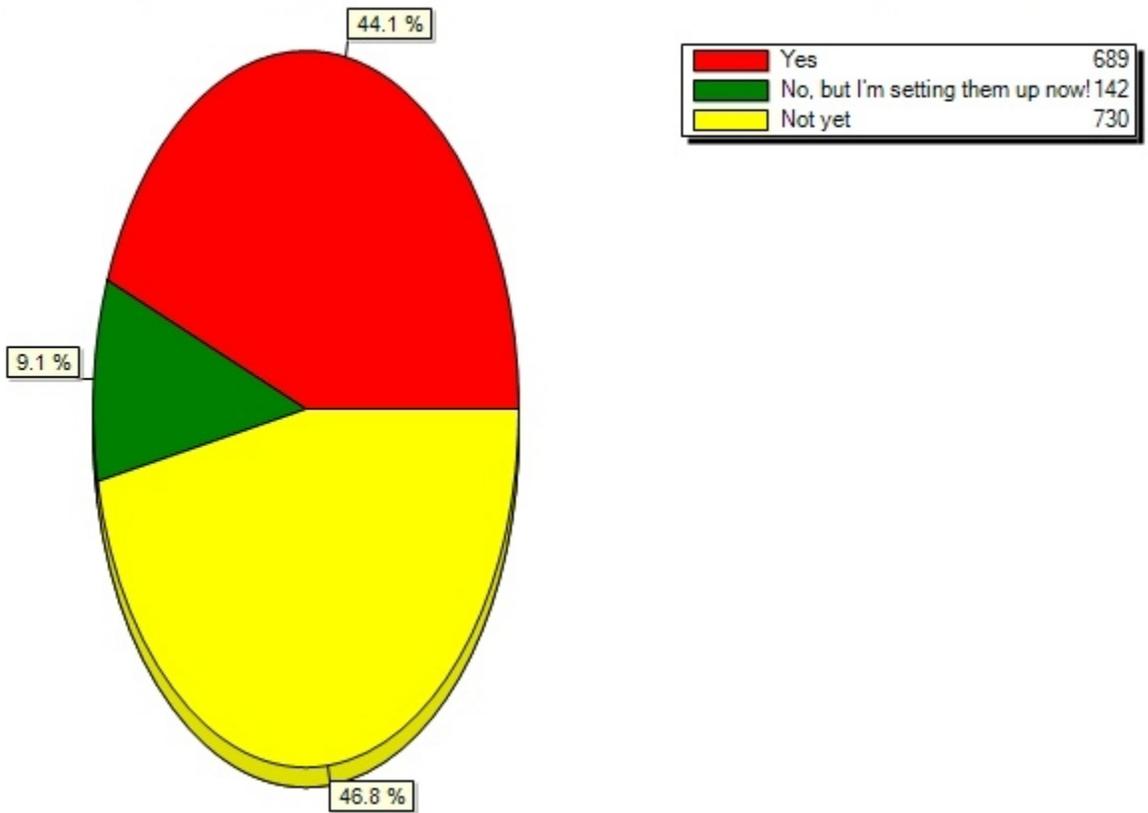
11.5) Walking between buildings on campus(Please indicate your satisfaction with UB's Wi-Fi in each of the following locations.)

11.5) Walking between buildings on campus(Please indicate your satisfaction with UB's Wi-Fi in each of the



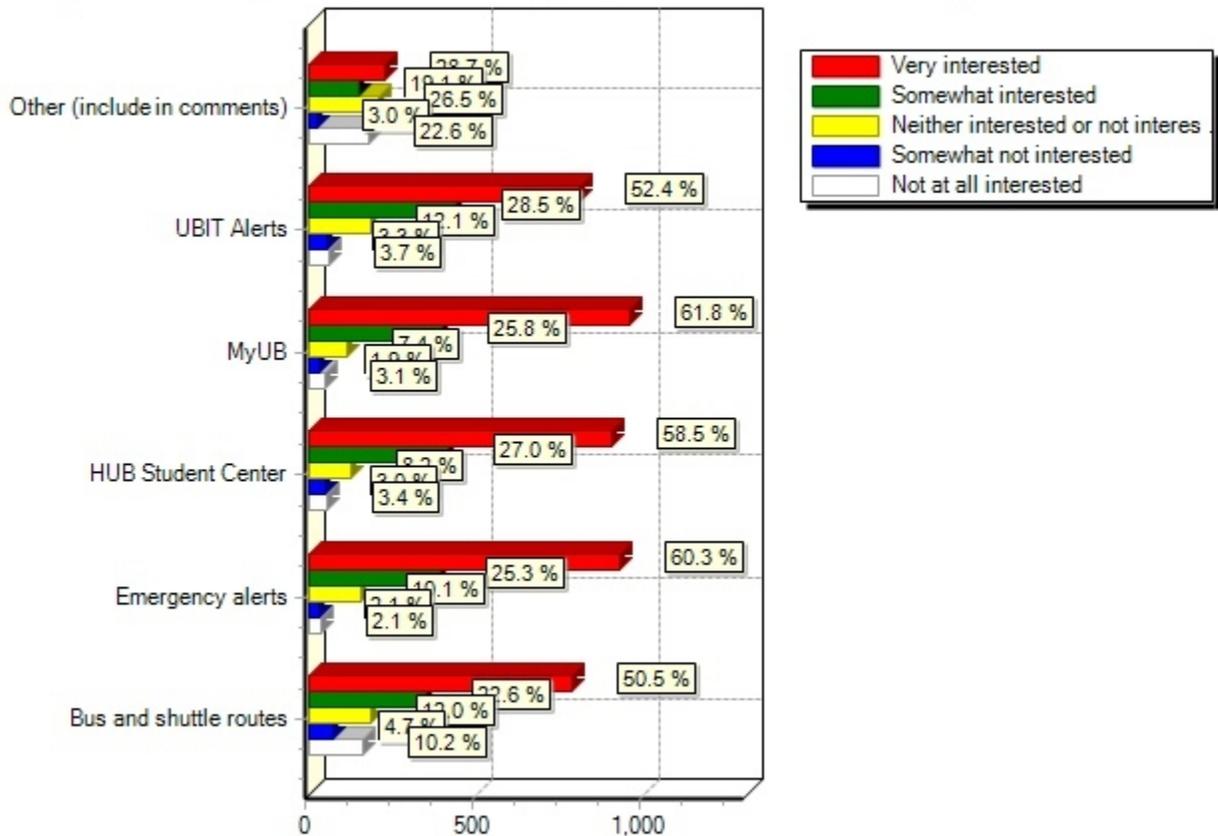
12) Have you set your security questions or registered your cell or non-UB email to reset your UBITName password 24/7 at ubidm.buffalo.edu?

12) Have you set your security questions or registered your cell or non-UB email to reset your UBITName pa



13) Please indicate your level of interest in using your mobile device to access the following UB services:

13) Please indicate your level of interest in using your mobile device to access the following UB services



Comment Responses:

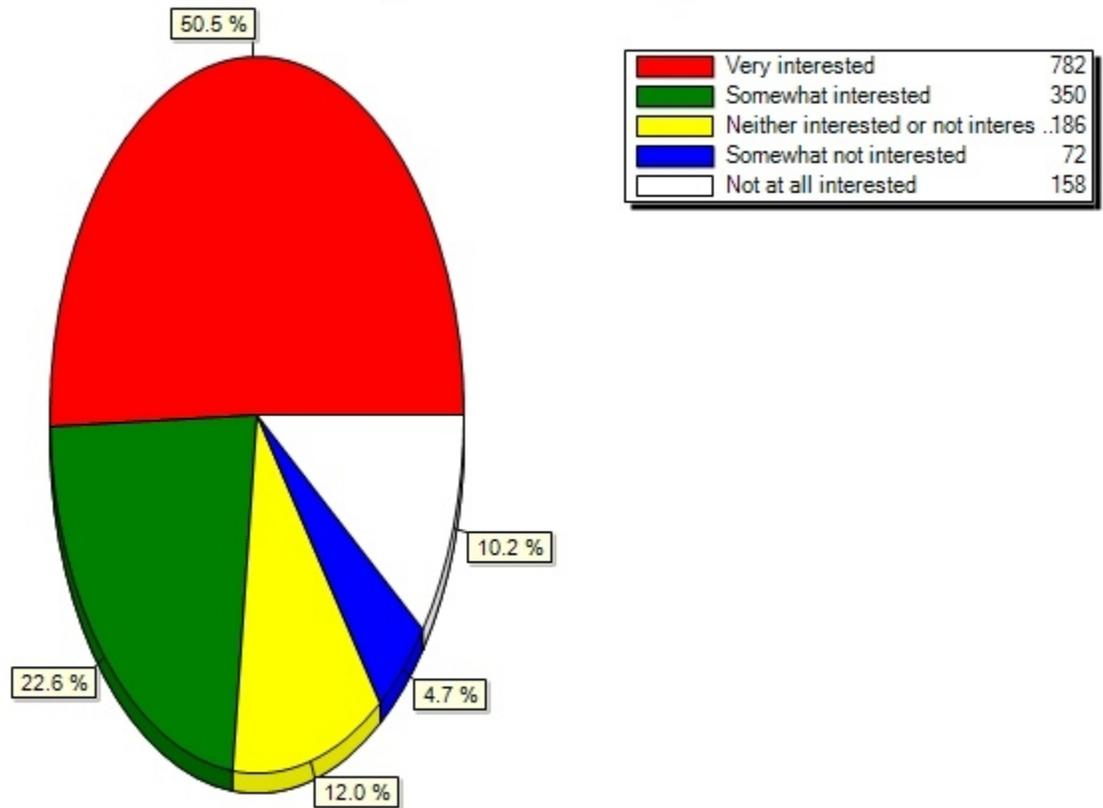
Improved bus and shuttle tracking
Being able to access Stampede routes on shuttle maps are hella confusing
events

UB Learns
bus trackers
Maps
other refers to Blackboard
n/a
ublearns is terrible on mobile
UBLearns on cell u cant see da left side
UBlearns
Student Life Events
Social events
Alerts on events happening on campus.
UBlearns
food menu in dining halls
a UB version of
android application is very useless
Campus maps
Parking Lots Status
UB learns, your app sucks
UBLearns
I would like to, but haven't done it yet
Distinguished speakers and sports events
Blackboard hasnt been working for 2month
I don't own a cell phone--my wife does
It wouldn't let me deselect the top one.
I don't own a smartphone.
UBlearns
n.a
Notification of upcoming events
UB map
UBlearns
Handshake job portal access
I like the UB app, I use the maps a lot
Many UB websites don't fit properly on p
Ublearns
BB Learns
Class schedule and UB calendar

MyUB and Student Center is bad on mobile
Bus/shuttle location at a given moment
UBLearns
school activities
events times and places
my phone is old and slow, laptop better
UBLearns
UBLearns
UBlearns, not mobile friendly currently
Locations of the food trucks
Would like to get email working on phone
Food locations
UBLearns
Ublearns
activities
the buses arent on time anyway
None
On campus dining schedules/menus
anything that uses WiFi
None
camous events

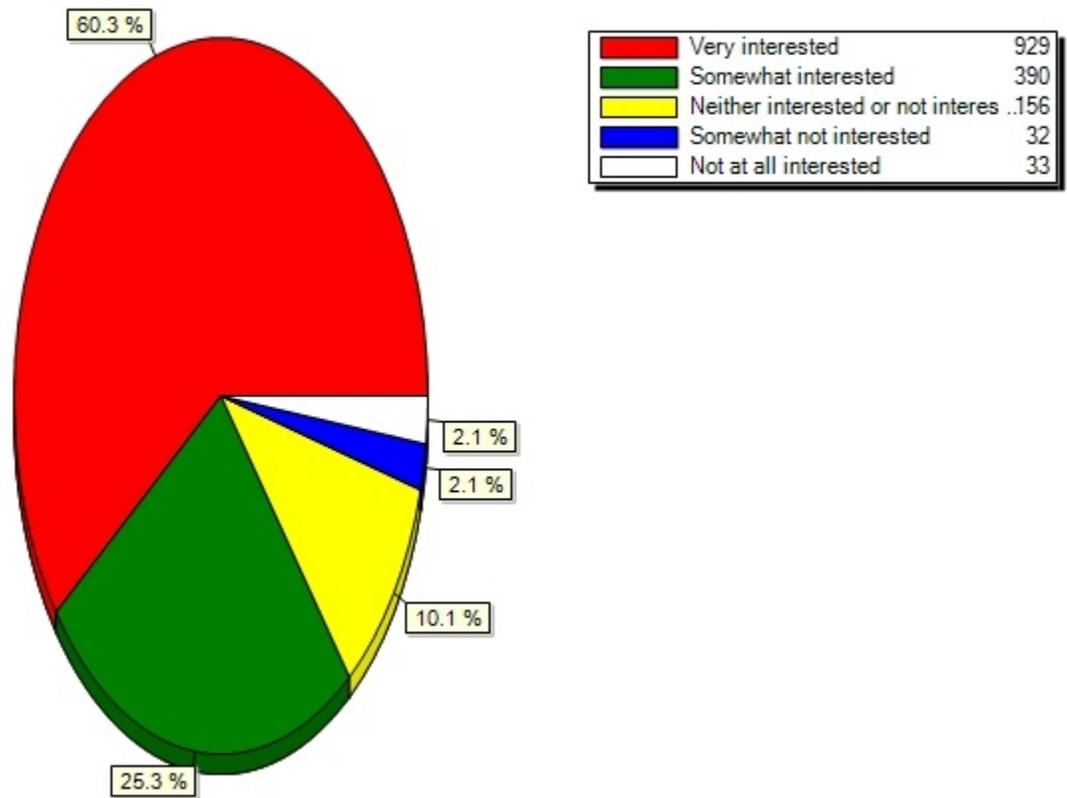
13.1) Bus and shuttle routes(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.1) Bus and shuttle routes(Please indicate your level of interest in using your mobile device to access



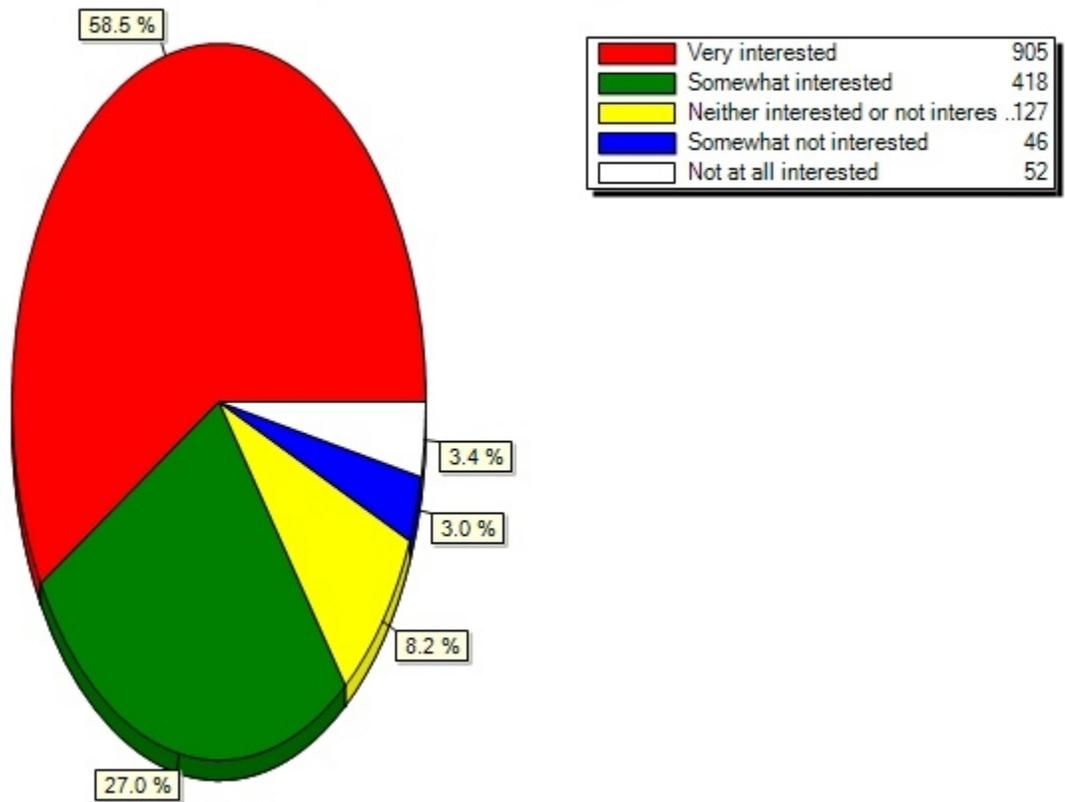
13.2) Emergency alerts(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.2) Emergency alerts(Please indicate your level of interest in using your mobile device to access the fo



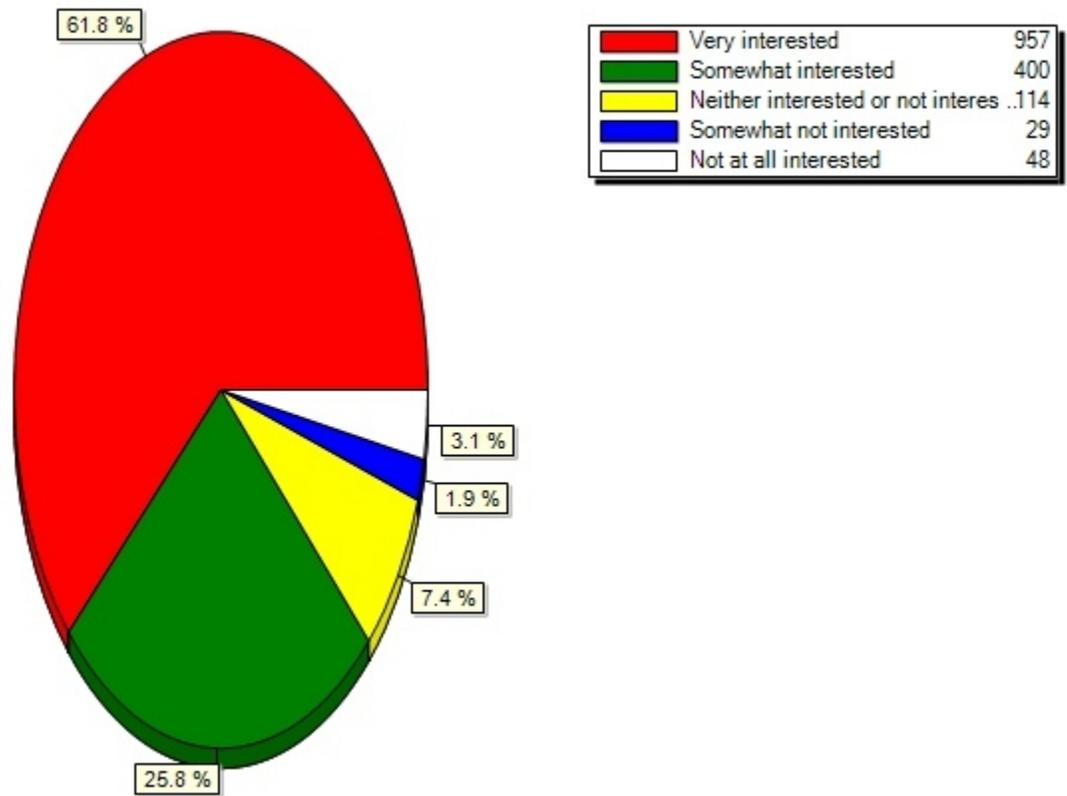
13.3) HUB Student Center(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.3) HUB Student Center(Please indicate your level of interest in using your mobile device to access the



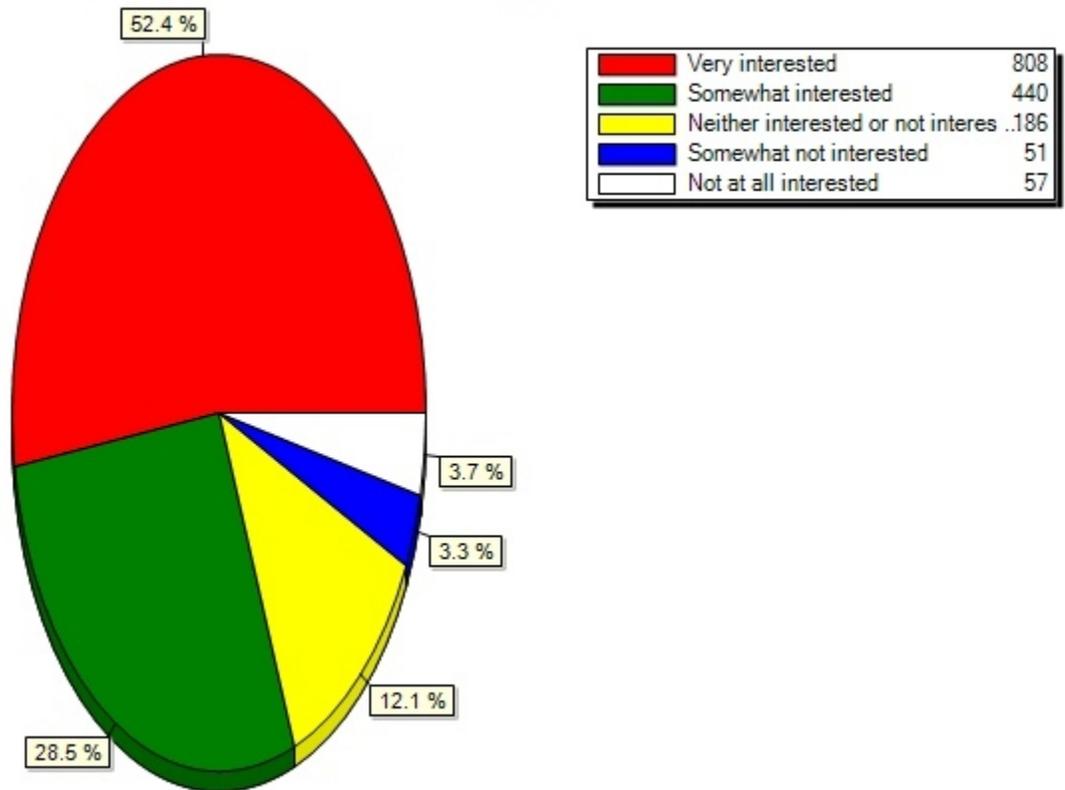
13.4) MyUB(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.4) MyUB(Please indicate your level of interest in using your mobile device to access the following UB s



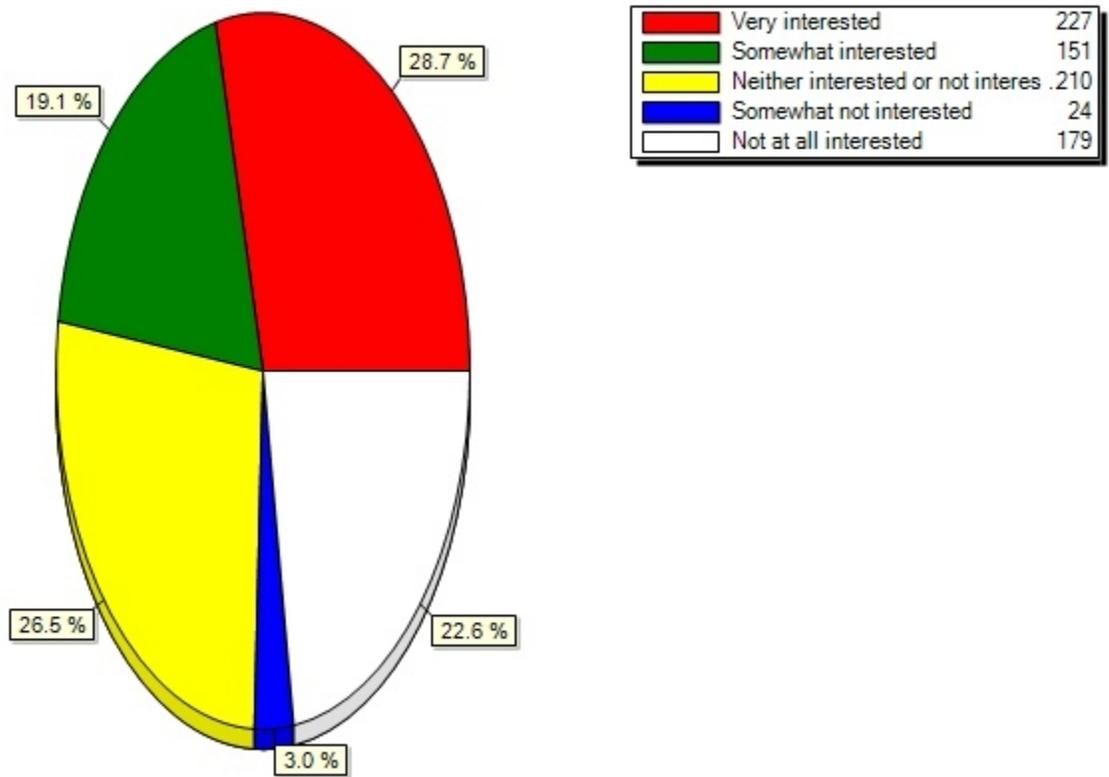
13.5) UBIT Alerts(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.5) UBIT Alerts(Please indicate your level of interest in using your mobile device to access the followi



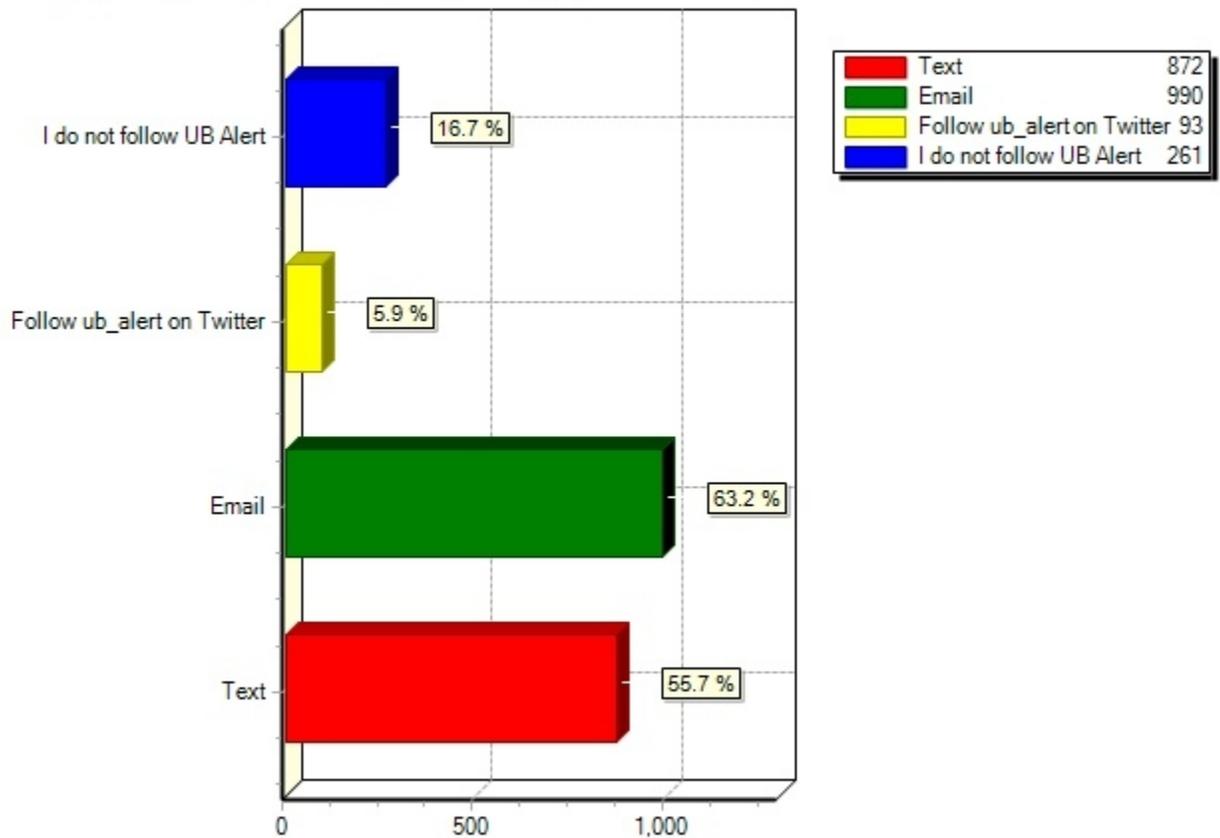
13.6) Other (include in comments)(Please indicate your level of interest in using your mobile device to access the following UB services:)

13.6) Other (include in comments)(Please indicate your level of interest in using your mobile device to ac



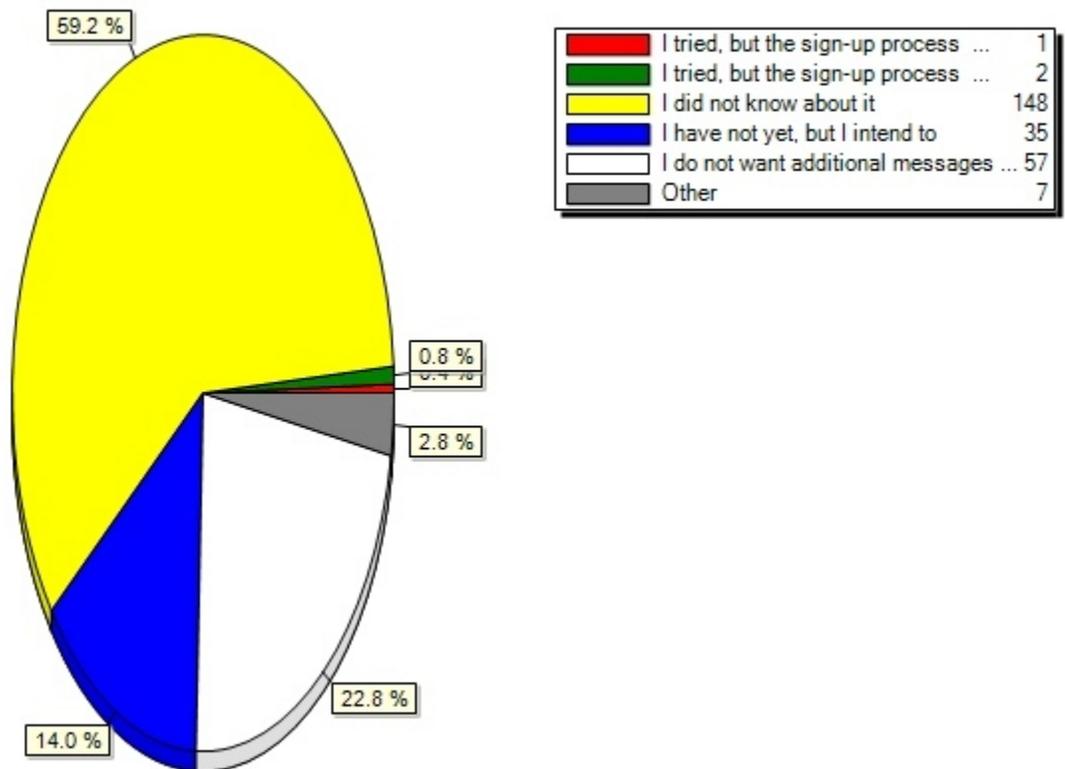
14) If you signed up for UB Alert (Rave) at emergency.buffalo.edu to receive notifications in case of a campus emergency, what notification option(s) did you select? (Select all that apply.)

14) If you signed up for UB Alert (Rave) at emergency.buffalo.edu to receive notifications in case of a ca



15) Why have you not signed up for UB Alert (Rave)?

15) Why have you not signed up for UB Alert (Rave)?



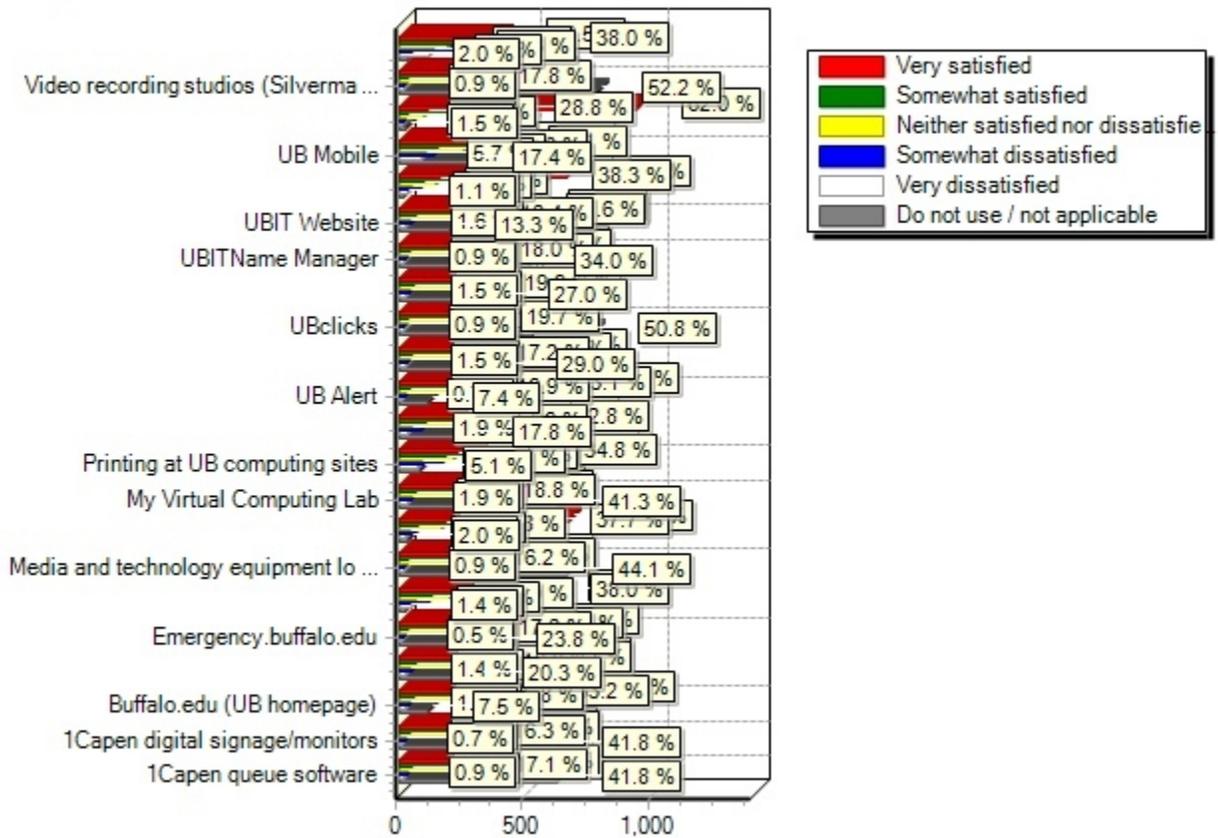
Other Responses:

issues usually don't apply and seems to
I don't know how to
No idea what it is
didnt know about it



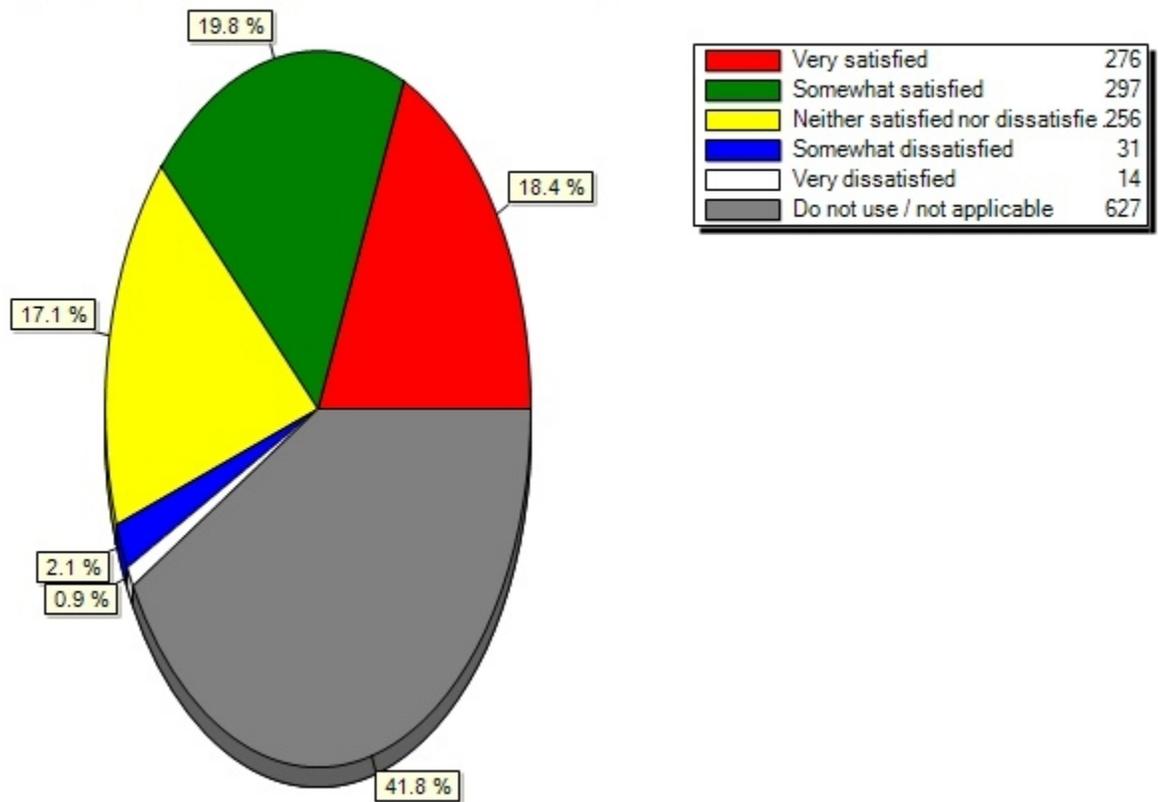
16) From the list of services below, please indicate your level of satisfaction with each:

16) From the list of services below, please indicate your level of satisfaction with each:



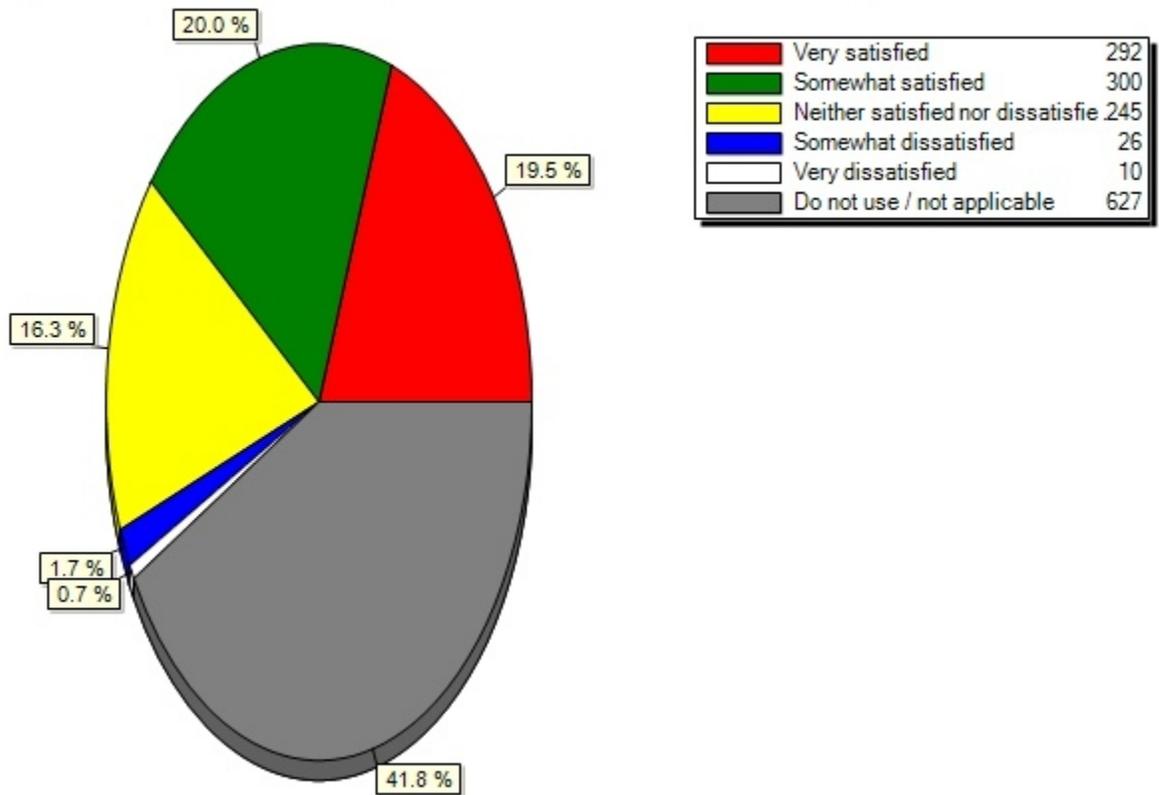
16.1) 1Capen queue software(From the list of services below, please indicate your level of satisfaction with each:)

16.1) 1Capen queue software(From the list of services below, please indicate your level of satisfaction wi



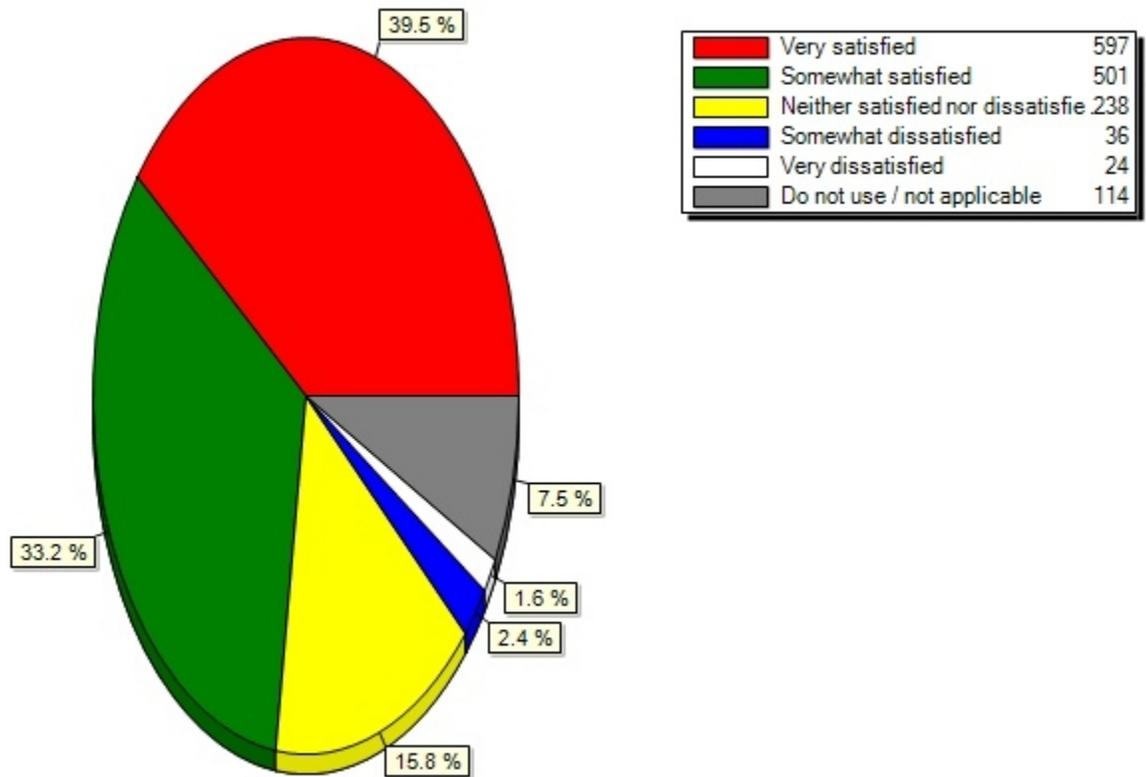
16.2) 1Capen digital signage/monitors(From the list of services below, please indicate your level of satisfaction with each:)

16.2) 1Capen digital signage/monitors(From the list of services below, please indicate your level of satis



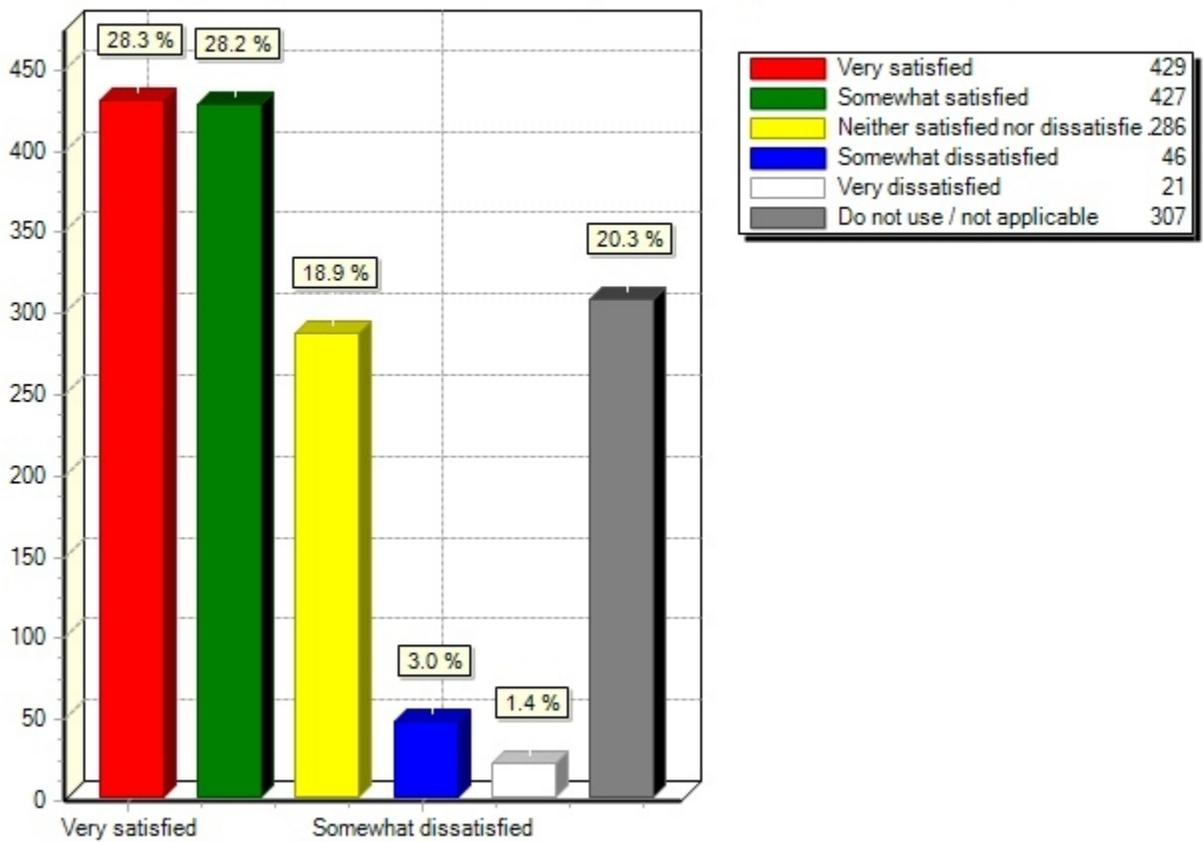
16.3) Buffalo.edu (UB homepage)(From the list of services below, please indicate your level of satisfaction with each:)

16.3) Buffalo.edu (UB homepage)(From the list of services below, please indicate your level of satisfactio



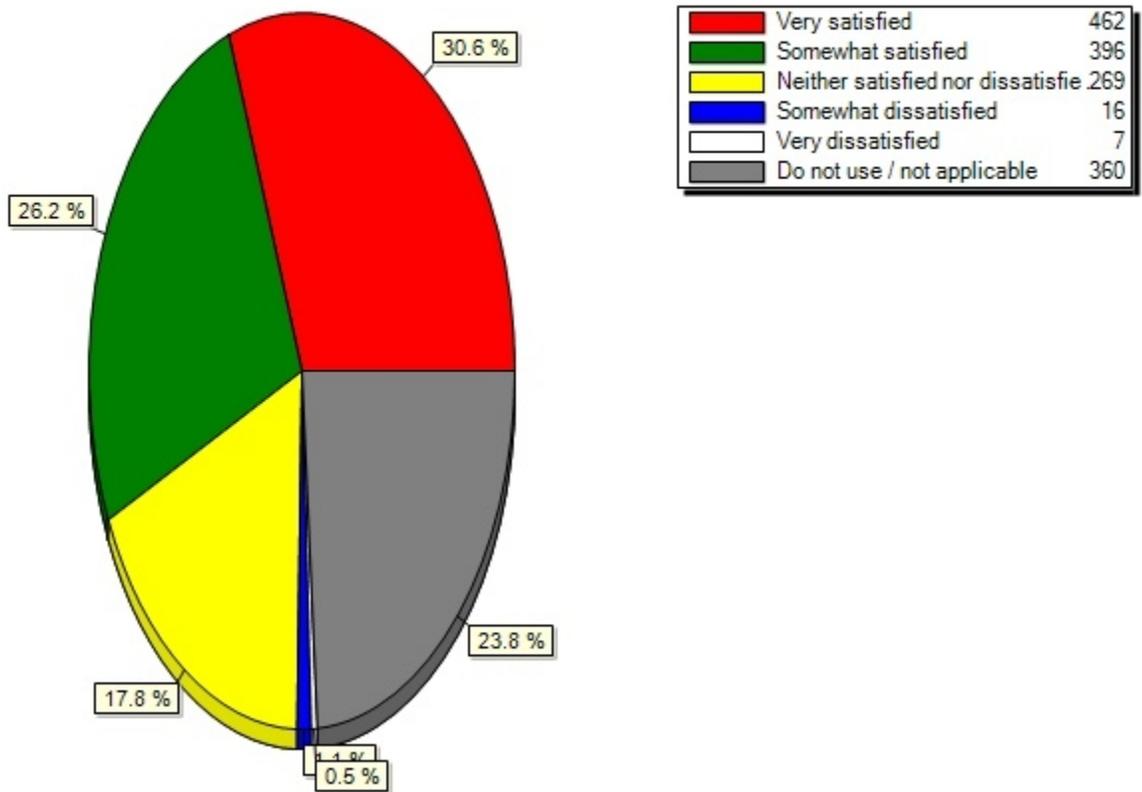
16.4) UBIT Help Center(From the list of services below, please indicate your level of satisfaction with each:)

16.4) UBIT Help Center(From the list of services below, please indicate your level of satisfaction with ea



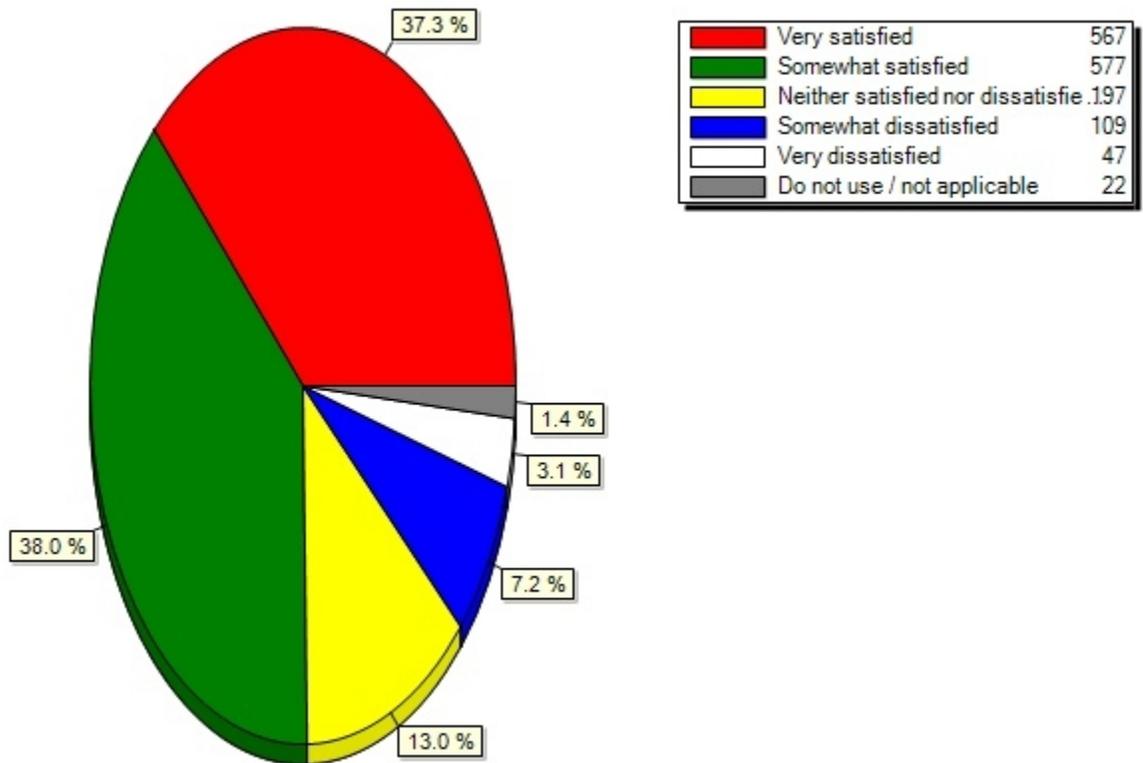
16.5) Emergency.buffalo.edu(From the list of services below, please indicate your level of satisfaction with each:)

16.5) Emergency.buffalo.edu(From the list of services below, please indicate your level of satisfaction wi



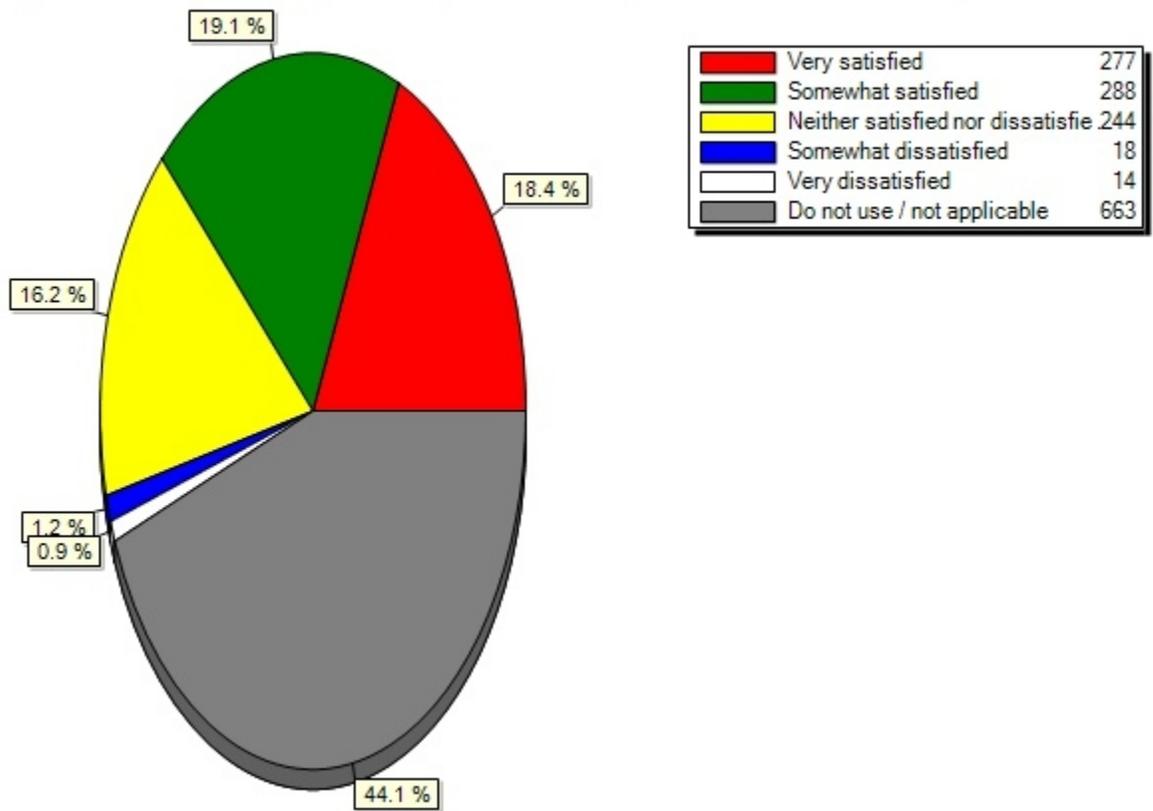
16.6) HUB Student Center(From the list of services below, please indicate your level of satisfaction with each:)

16.6) HUB Student Center(From the list of services below, please indicate your level of satisfaction with



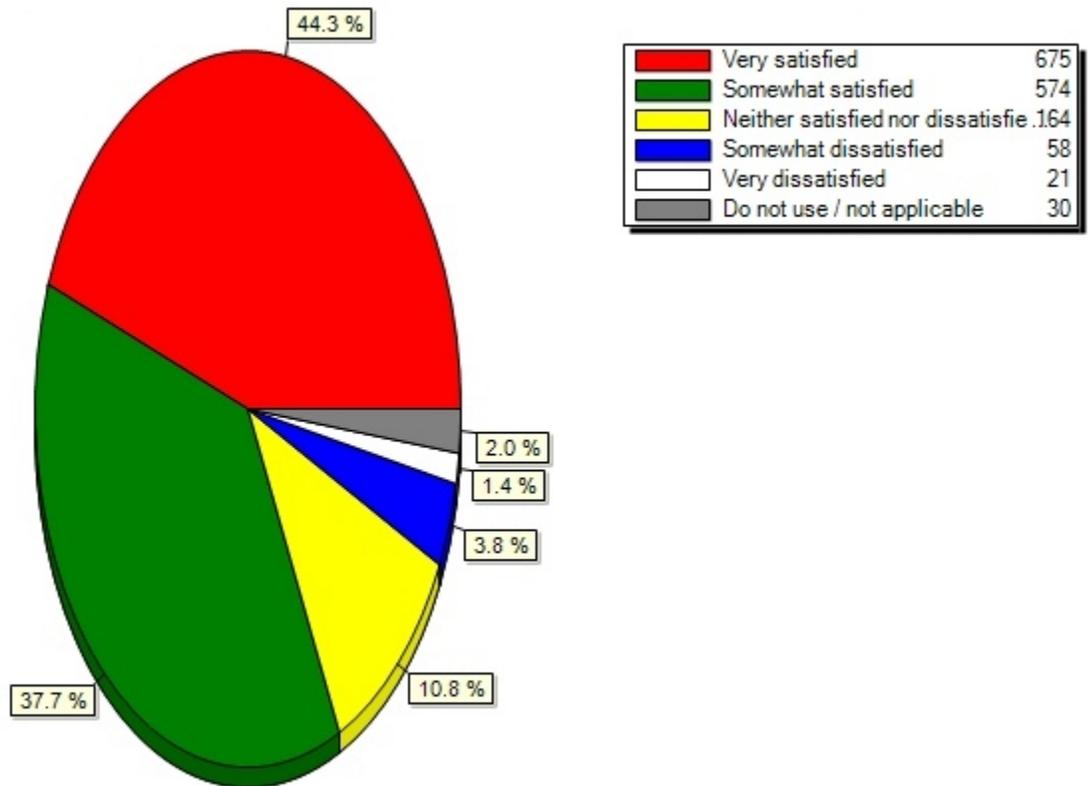
16.7) Media and technology equipment loans (Silverman Library)(From the list of services below, please indicate your level of satisfaction with each:)

16.7) Media and technology equipment loans (Silverman Library)(From the list of services below, please ind



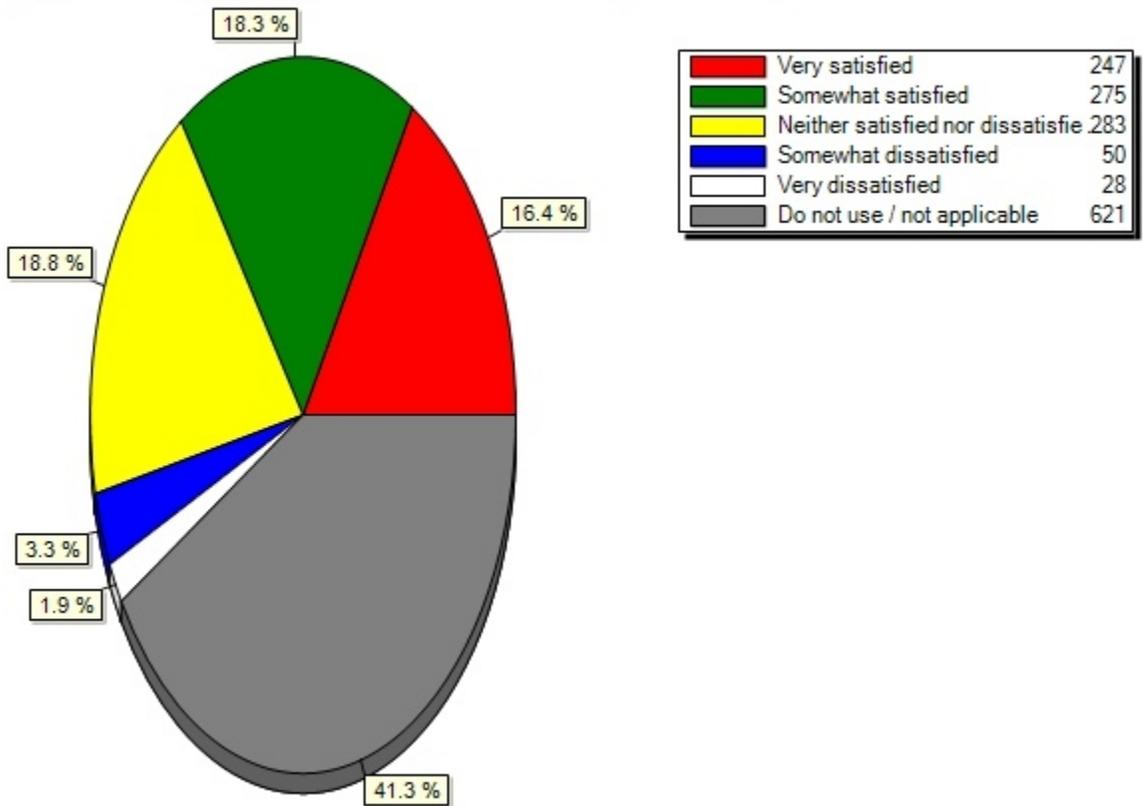
16.8) MyUB(From the list of services below, please indicate your level of satisfaction with each:)

16.8) MyUB(From the list of services below, please indicate your level of satisfaction with each:)



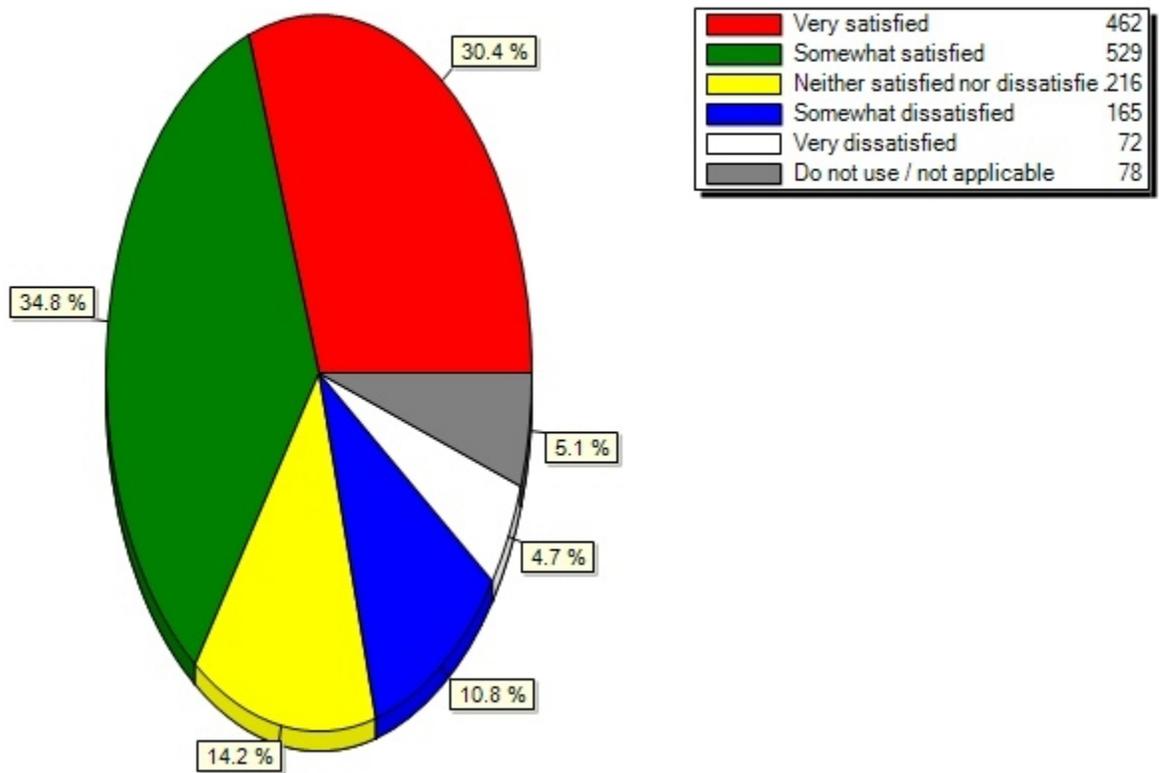
16.9) My Virtual Computing Lab(From the list of services below, please indicate your level of satisfaction with each:)

16.9) My Virtual Computing Lab(From the list of services below, please indicate your level of satisfaction



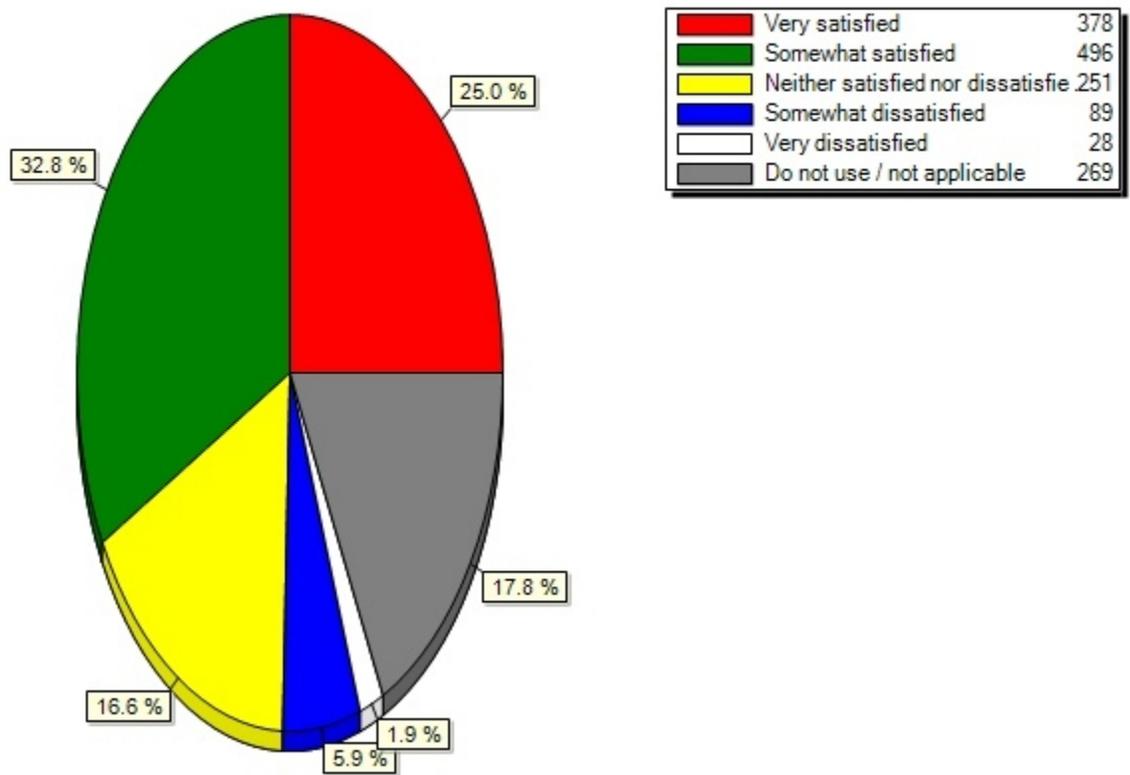
16.10) Printing at UB computing sites(From the list of services below, please indicate your level of satisfaction with each:)

16.10) Printing at UB computing sites(From the list of services below, please indicate your level of satis



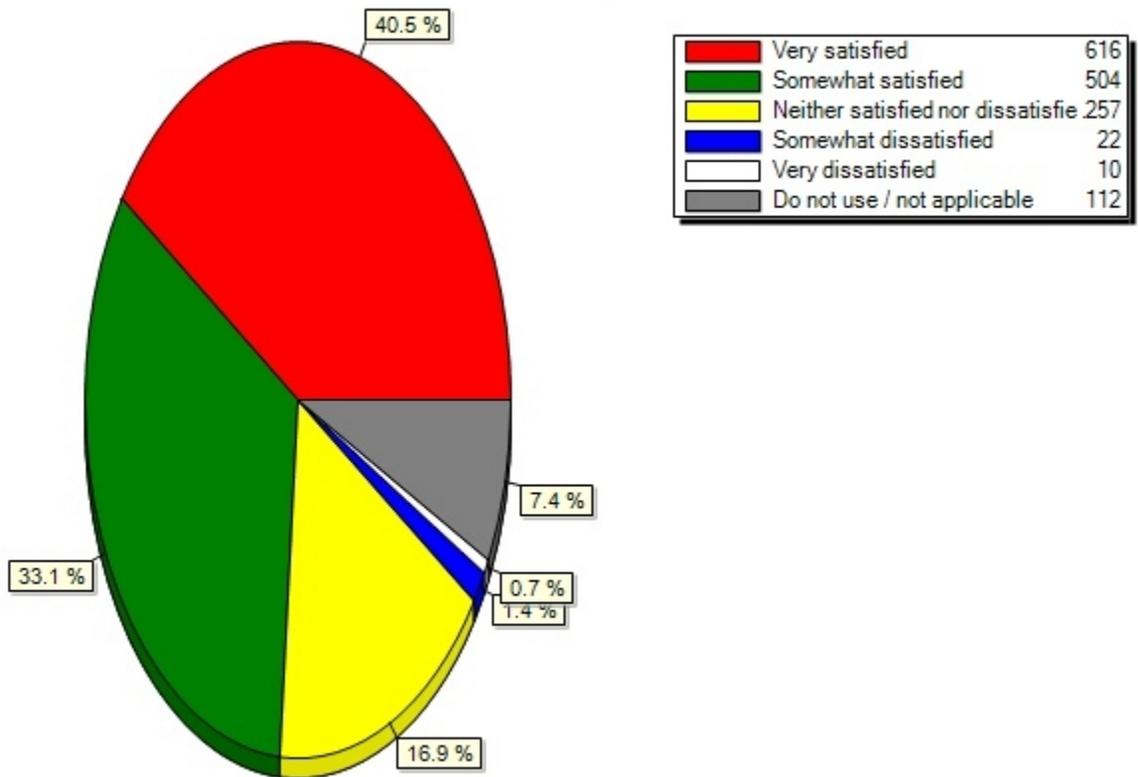
16.11) Public workstations(From the list of services below, please indicate your level of satisfaction with each:)

16.11) Public workstations(From the list of services below, please indicate your level of satisfaction wit



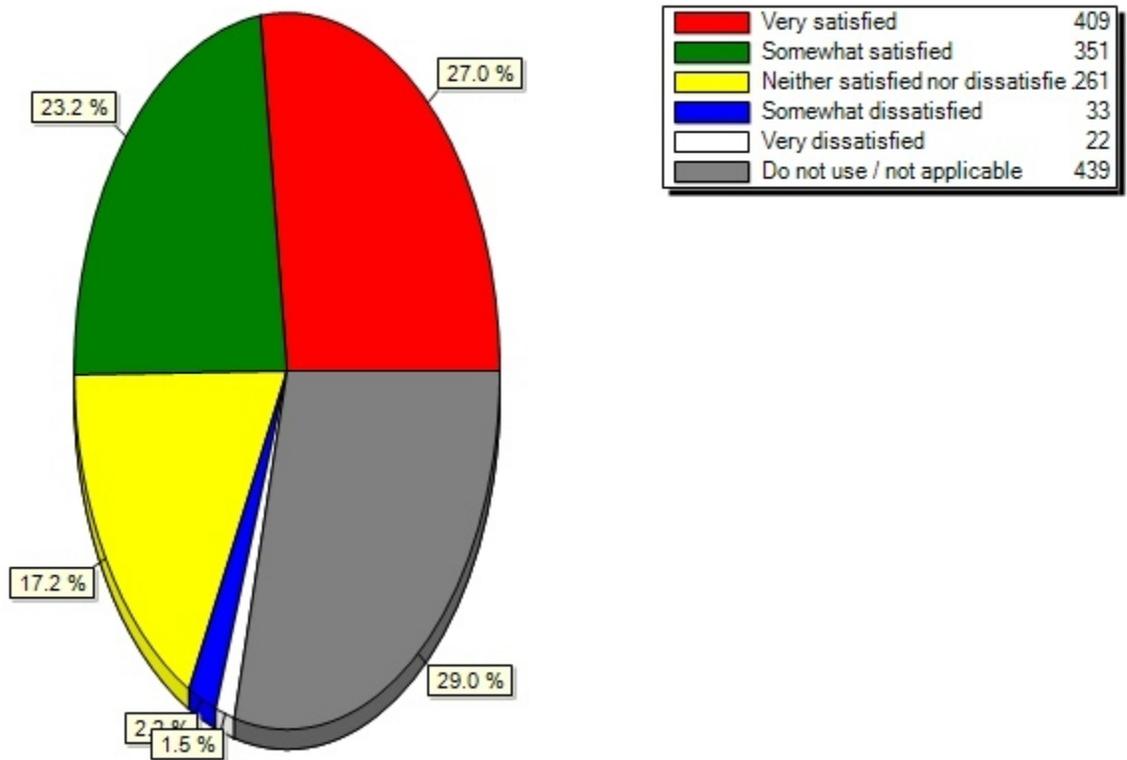
16.12) UB Alert(From the list of services below, please indicate your level of satisfaction with each:)

16.12) UB Alert(From the list of services below, please indicate your level of satisfaction with each:)



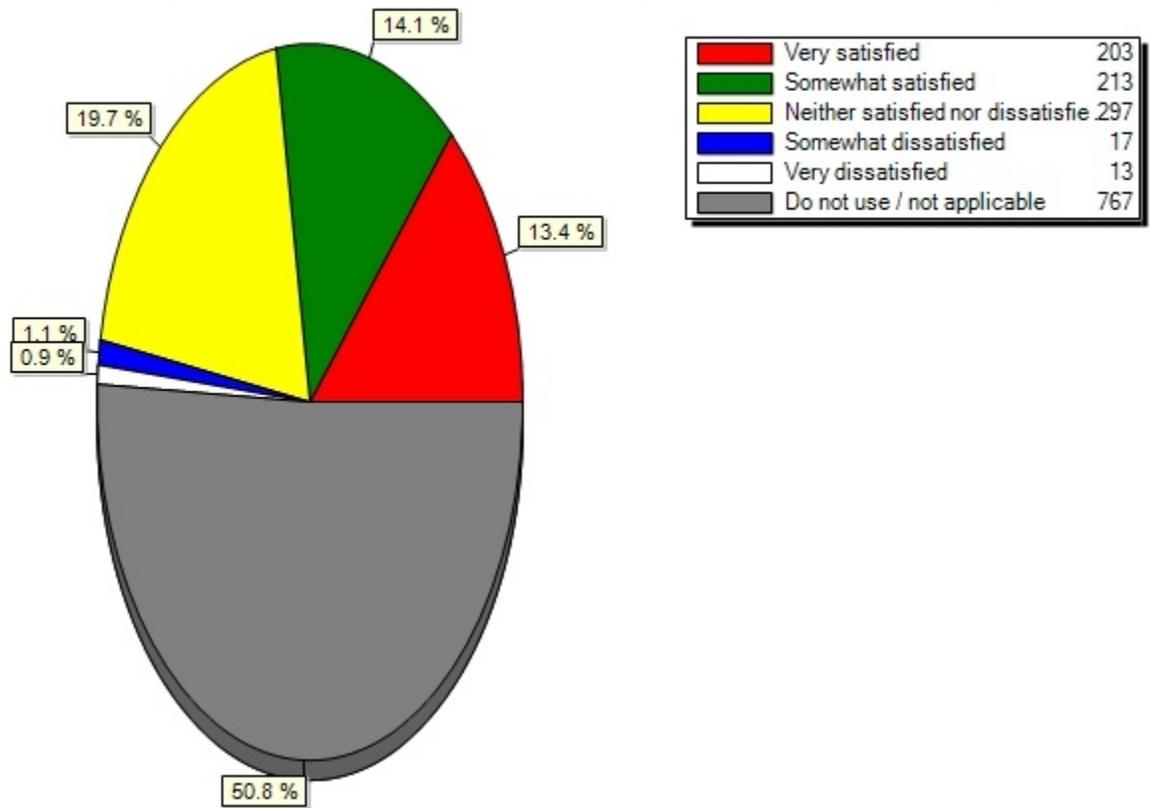
16.13) UBbox(From the list of services below, please indicate your level of satisfaction with each:)

16.13) UBbox(From the list of services below, please indicate your level of satisfaction with each:)



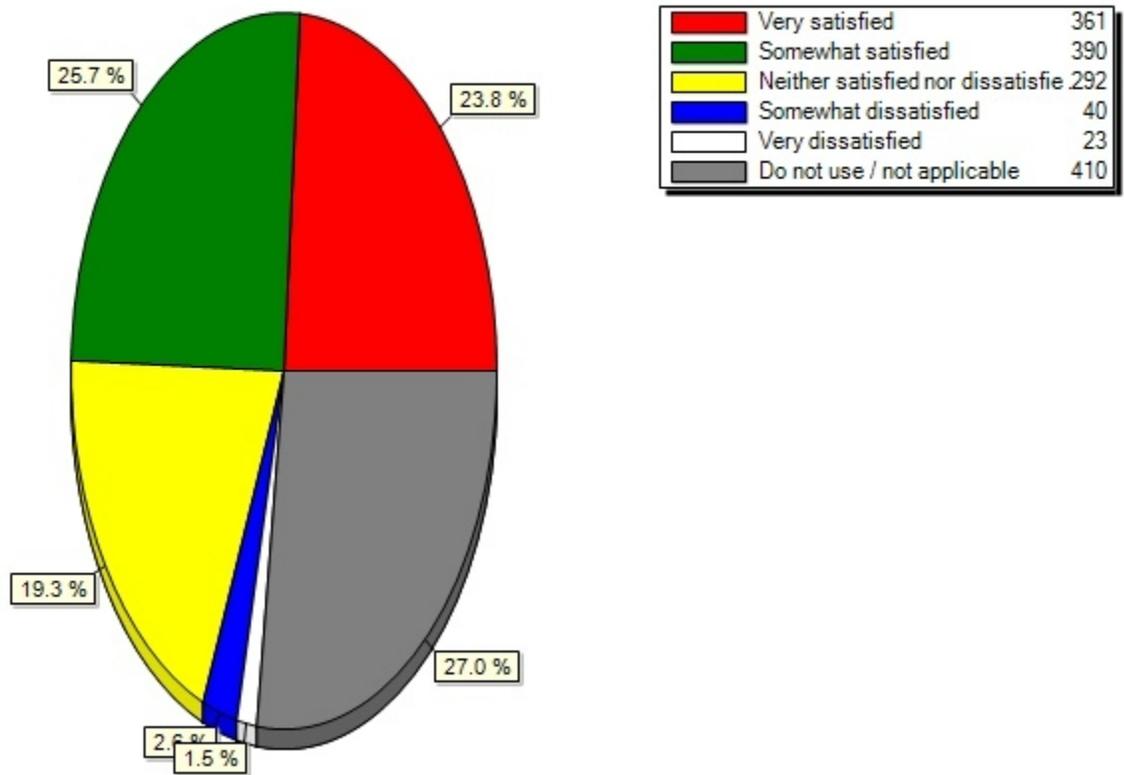
16.14) UBclicks(From the list of services below, please indicate your level of satisfaction with each:)

16.14) UBclicks(From the list of services below, please indicate your level of satisfaction with each:)



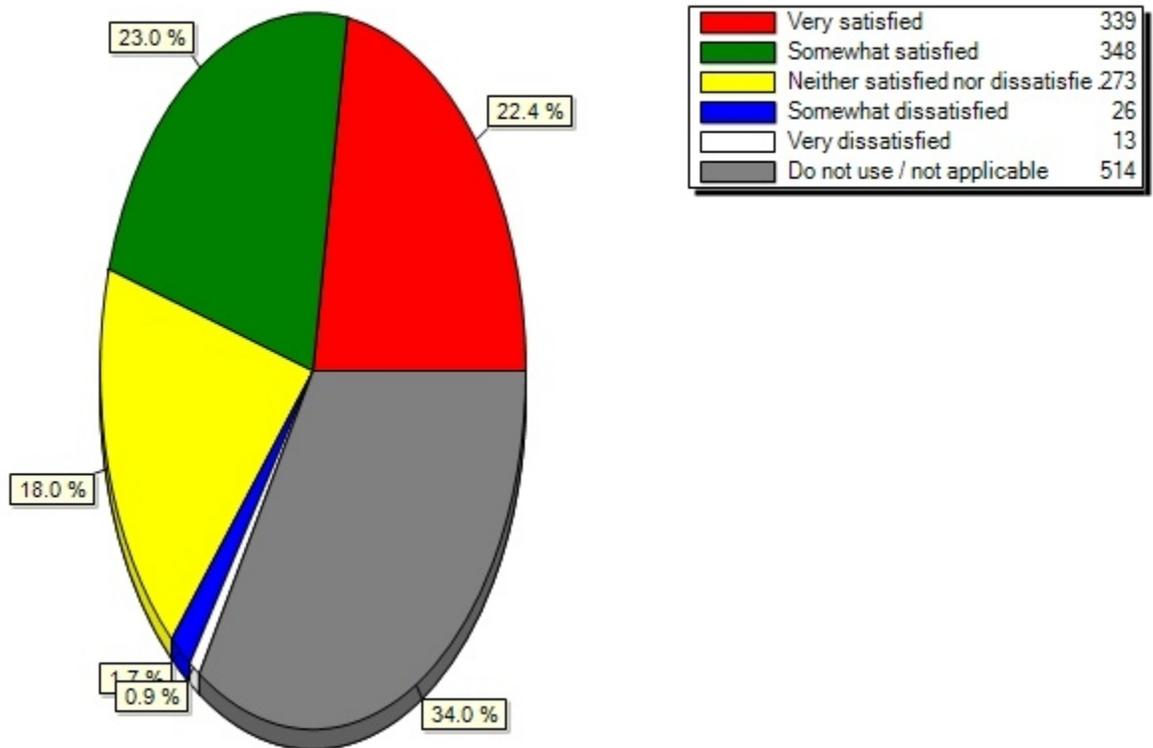
16.15) UB Event Calendar (calendar.buffalo.edu)(From the list of services below, please indicate your level of satisfaction with each:)

16.15) UB Event Calendar (calendar.buffalo.edu)(From the list of services below, please indicate your level



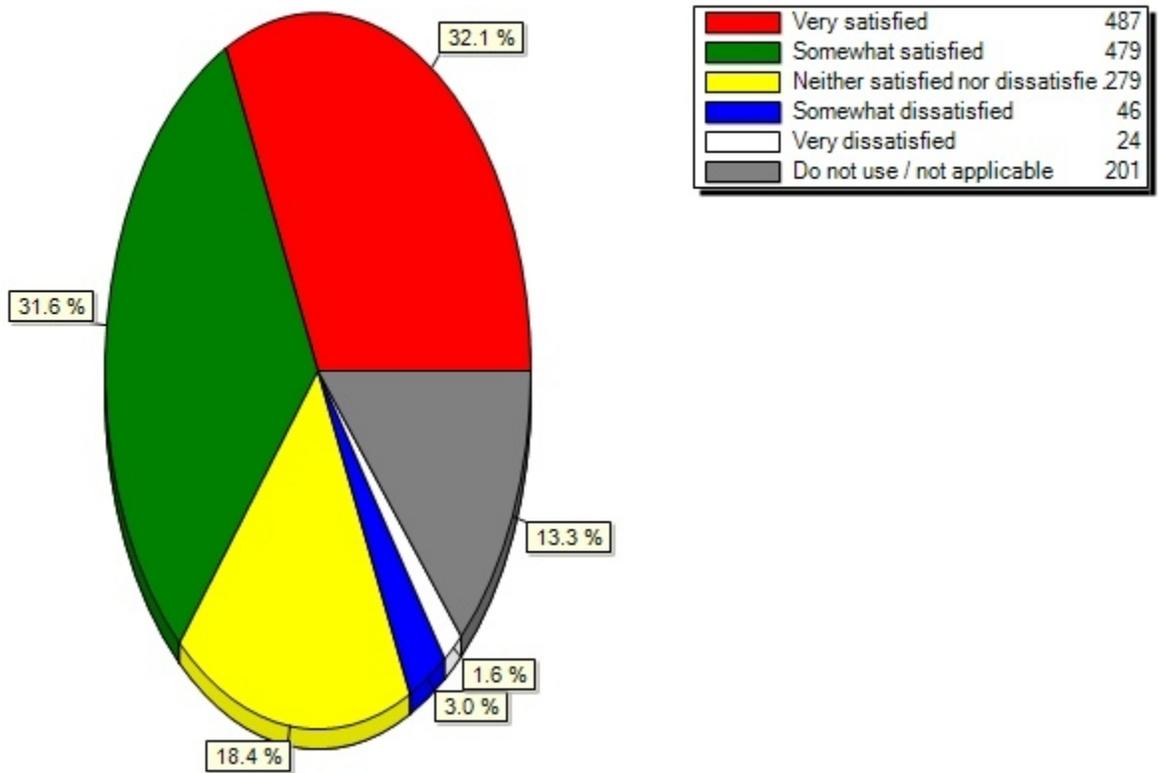
16.16) UBITName Manager(From the list of services below, please indicate your level of satisfaction with each:)

16.16) UBITName Manager(From the list of services below, please indicate your level of satisfaction with e



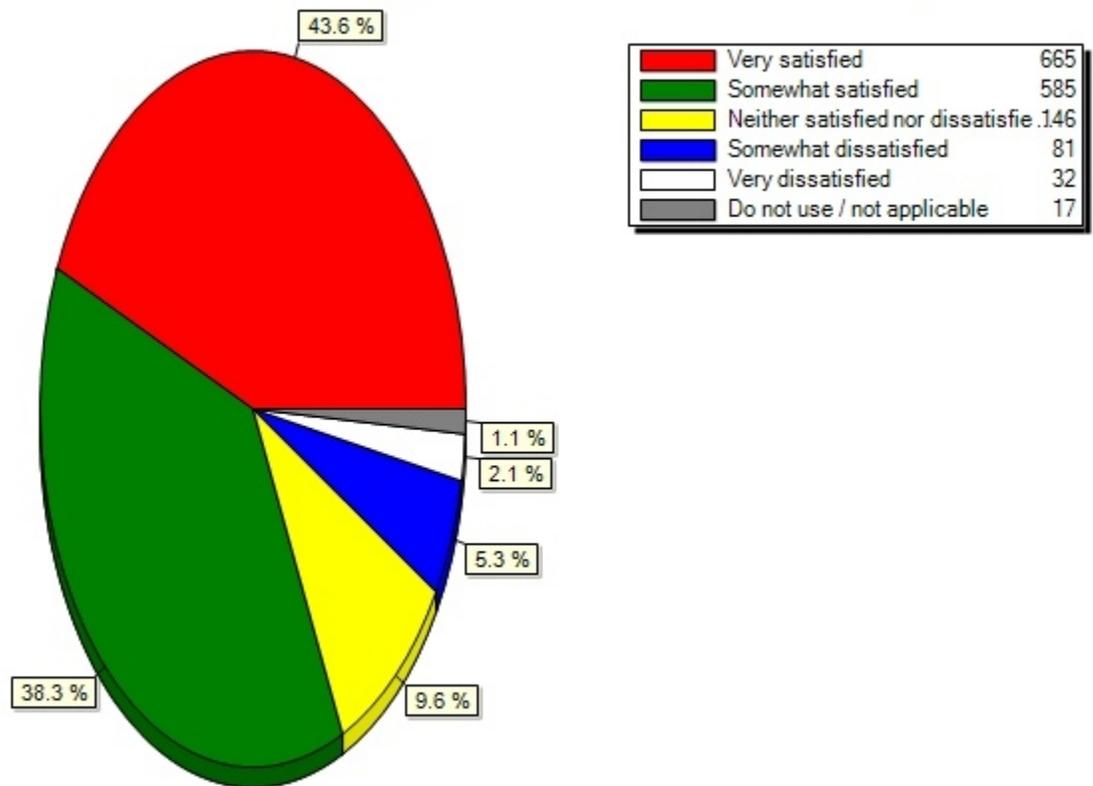
16.17) UBIT Website(From the list of services below, please indicate your level of satisfaction with each:)

16.17) UBIT Website(From the list of services below, please indicate your level of satisfaction with each:



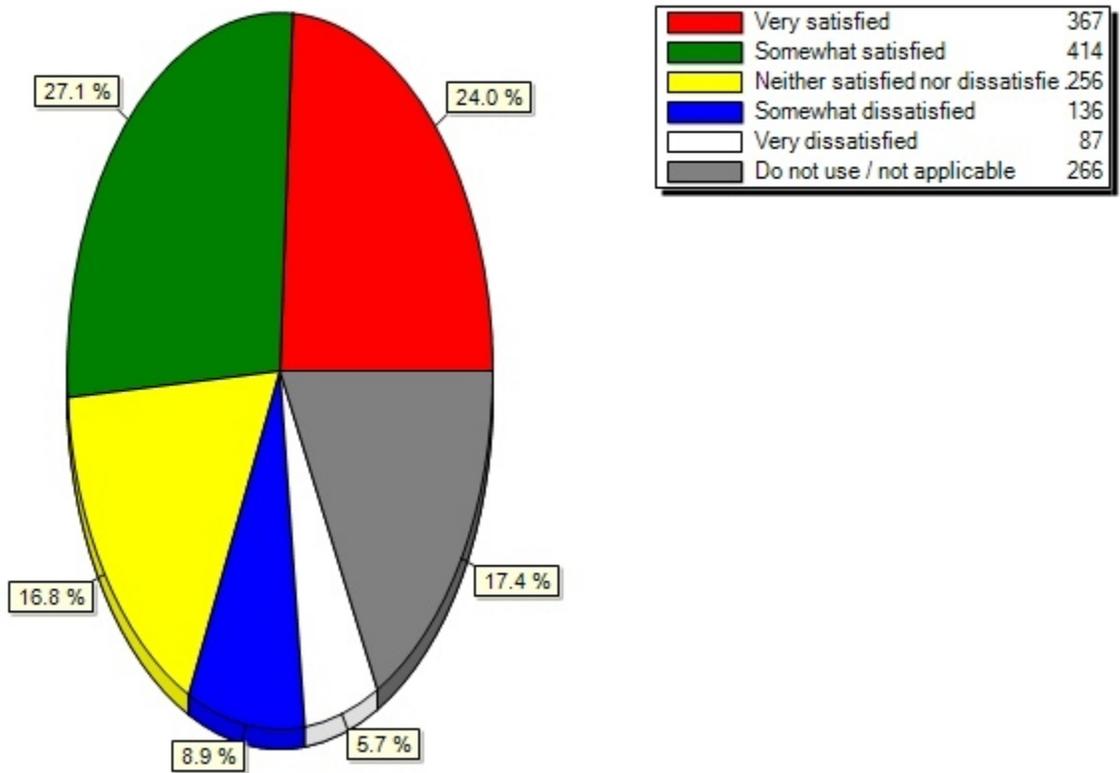
16.18) UBlearns(From the list of services below, please indicate your level of satisfaction with each:)

16.18) UBlearns(From the list of services below, please indicate your level of satisfaction with each:)



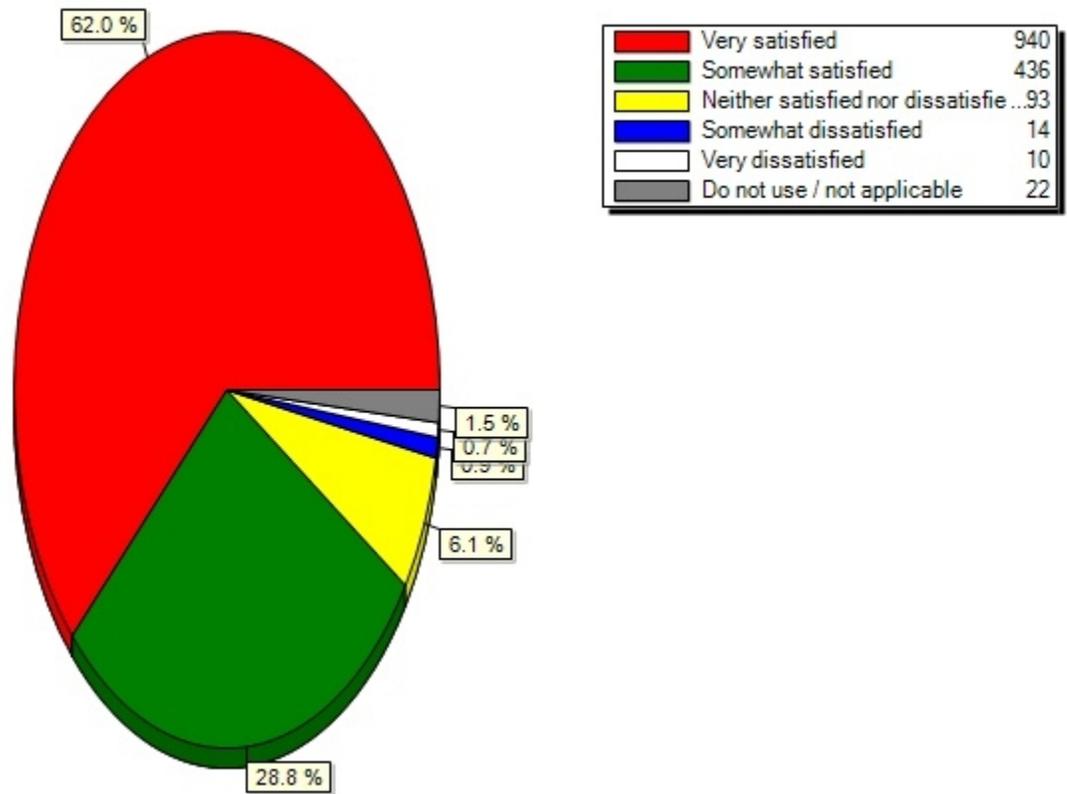
16.19) UB Mobile(From the list of services below, please indicate your level of satisfaction with each:)

16.19) UB Mobile(From the list of services below, please indicate your level of satisfaction with each:)



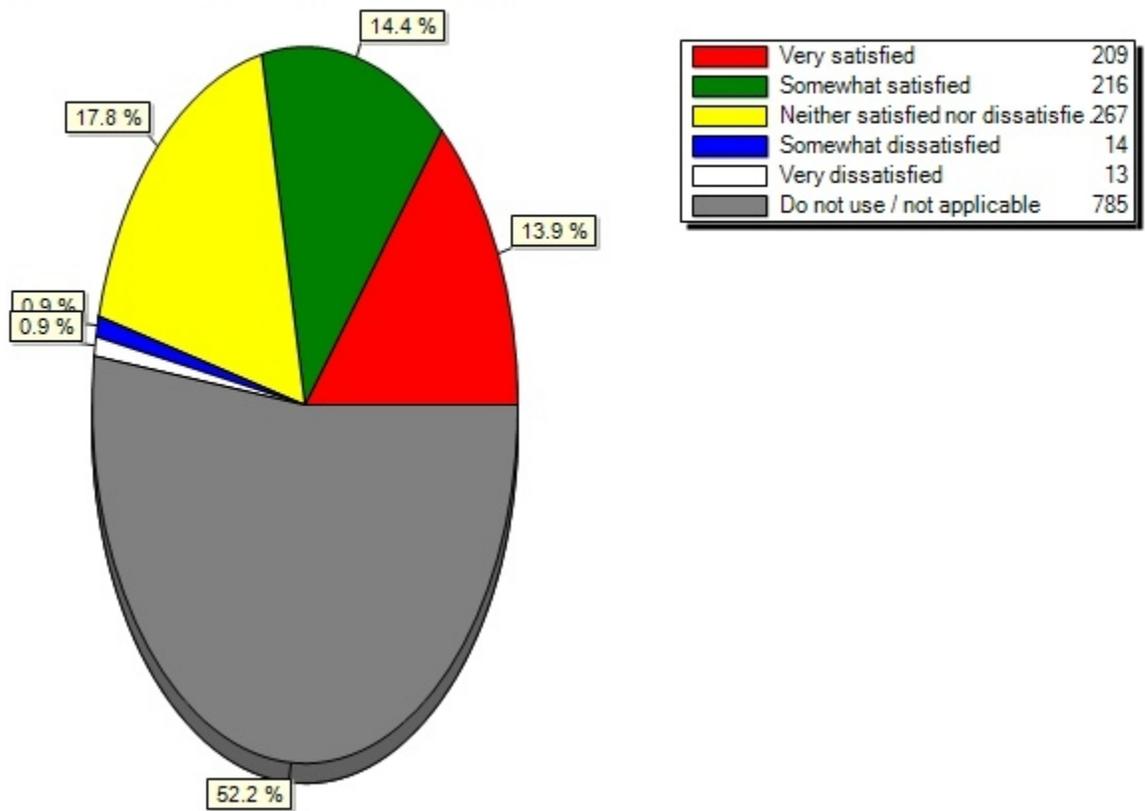
16.20) UBmail (powered by Google)(From the list of services below, please indicate your level of satisfaction with each:)

16.20) UBmail (powered by Google)(From the list of services below, please indicate your level of satisfact



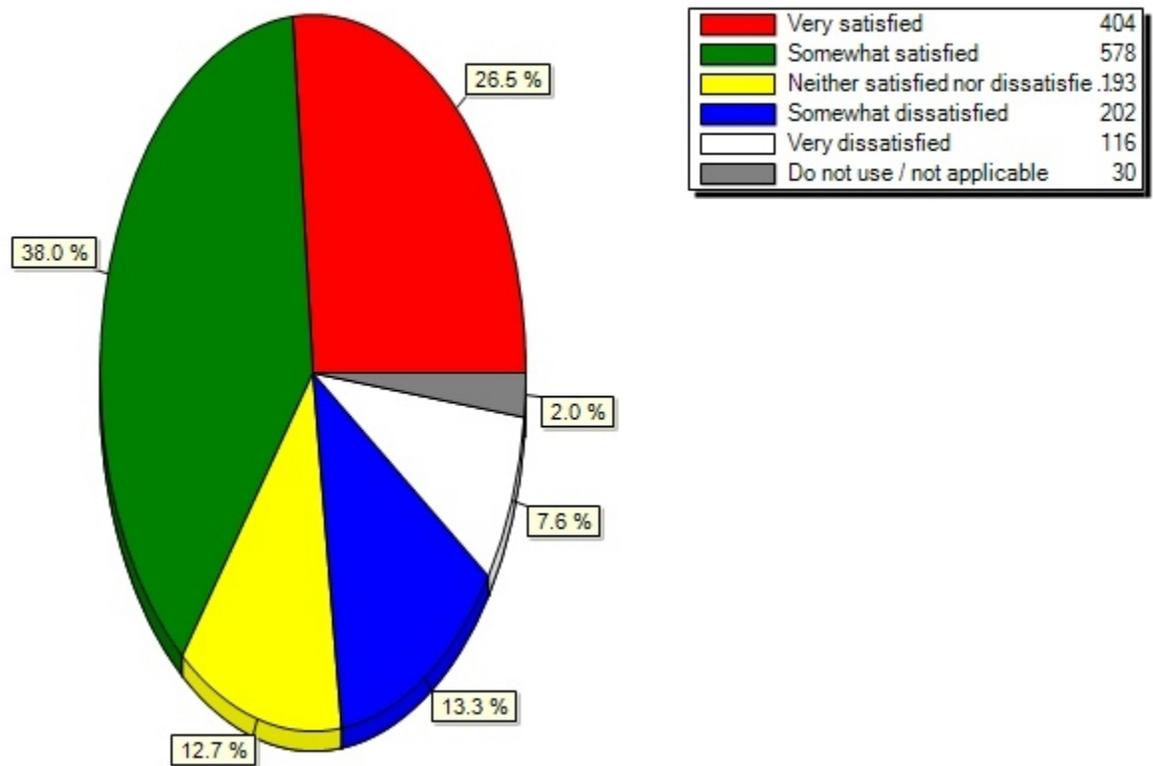
16.21) Video recording studios (Silverman Library)(From the list of services below, please indicate your level of satisfaction with each:)

16.21) Video recording studios (Silverman Library)(From the list of services below, please indicate your l



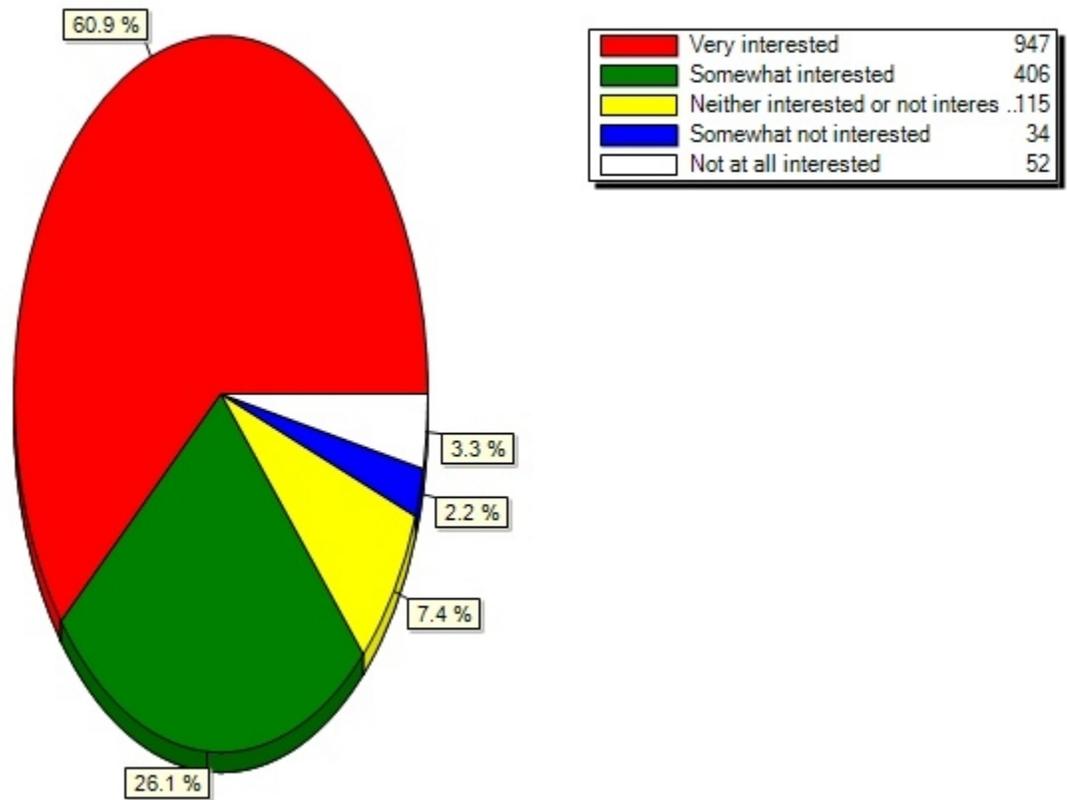
16.22) Wi-Fi (eduroam, UB Secure)(From the list of services below, please indicate your level of satisfaction with each:)

16.22) Wi-Fi (eduroam, UB Secure)(From the list of services below, please indicate your level of satisfact



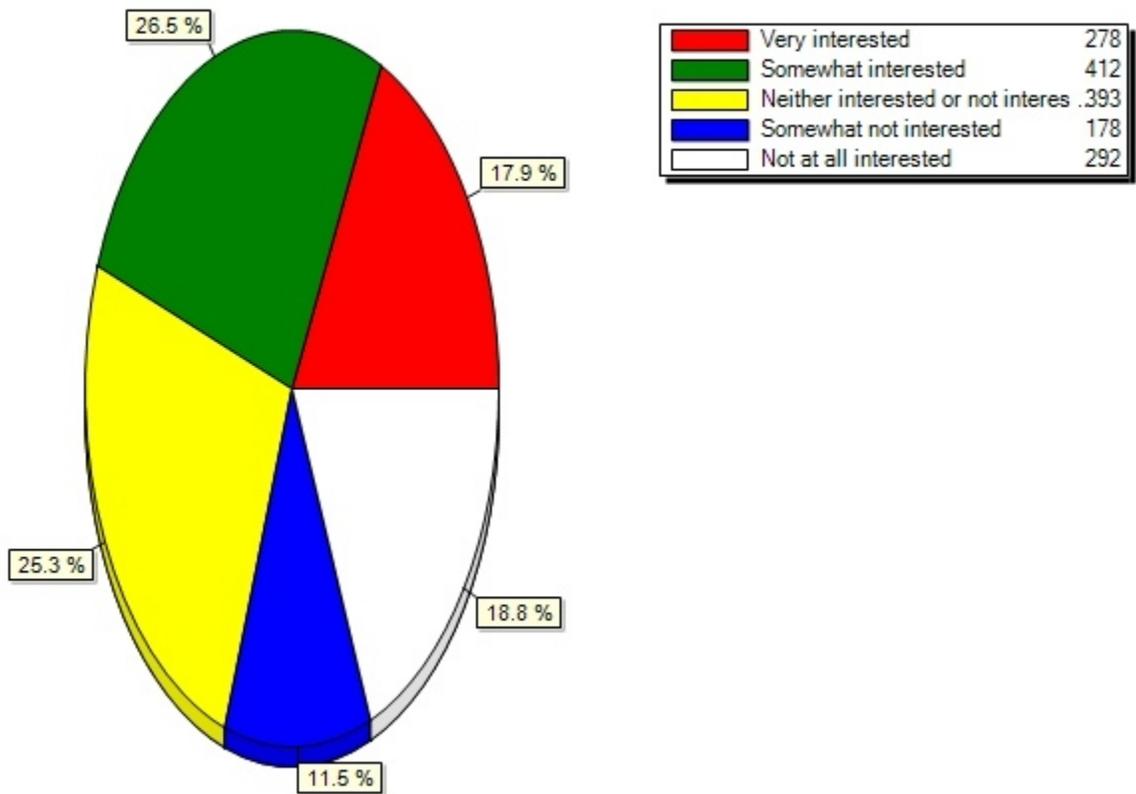
17) Rate your level of interest in self-service printing stations being located around the campus in residence halls and academic buildings.

17) Rate your level of interest in self-service printing stations being located around the campus in resid



18) Rate your level of interest in technology training sessions on subjects such as resetting your UBITName password 24/7, using UBbox file storage or other UB-licensed software.

18) Rate your level of interest in technology training sessions on subjects such as resetting your UBITName



19) In what ways would you like to use your smartphone or tablet in UB's classrooms? (Select all that apply.)

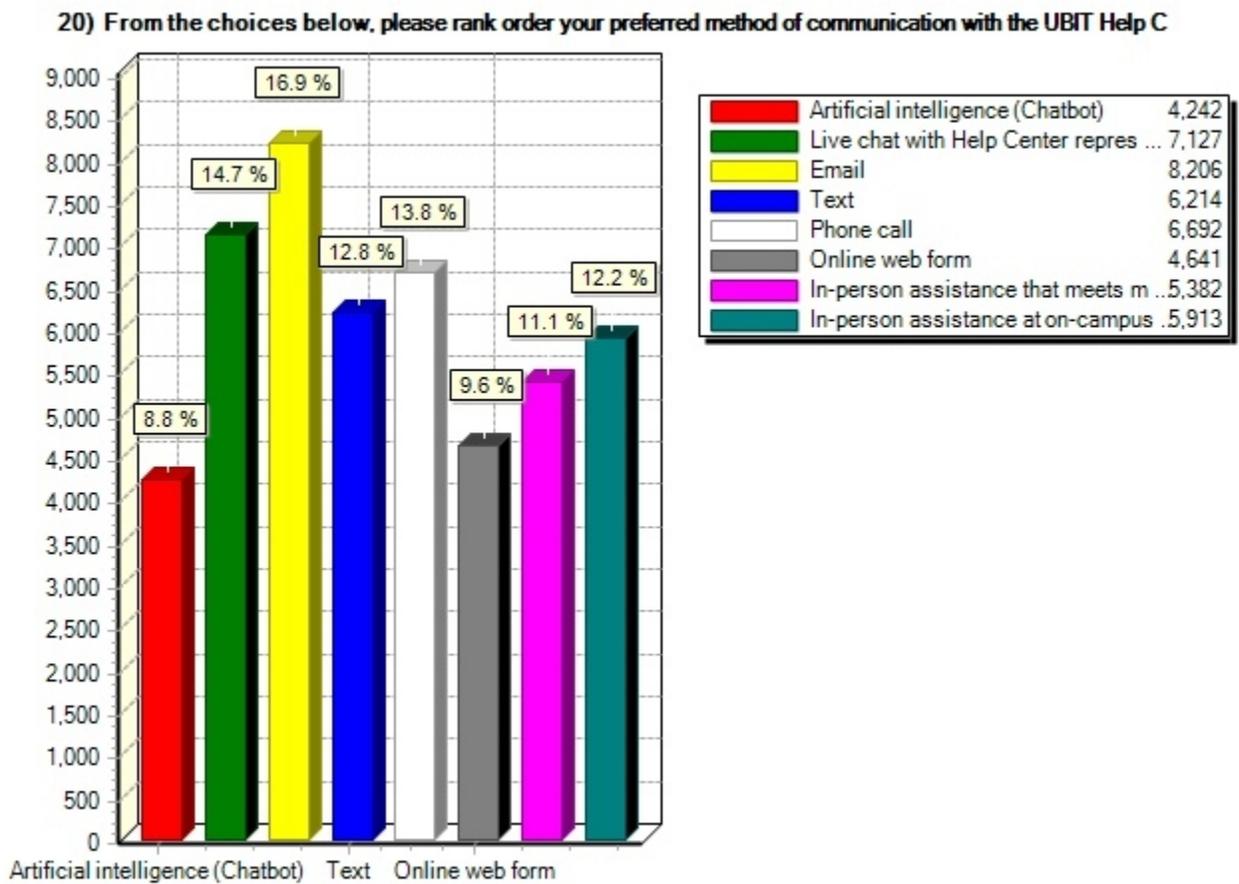
Response	Count	Percent
Collaborating with classmates	788	50.3%
Mobile notetaking	590	37.7%
Presenting in class	495	31.6%
Respond to clicker questions	880	56.2%
Don't know / not applicable	197	12.6%
My professors do not currently allow me to use my smartphone or tablet in class	277	17.7%
Other (please specify)	27	1.7%

Other Responses:

google some quick info
I dont want to use my smartphone in clas
i prefer not to use the phone in class
tophat
I don't want to, too distracting
Only for Tophat
I dont
You should be paying attention
We used PollQ for bio 200 great app
For nothing.
I do not use my phone in class
Distraction; don't want to use
i dont want the distraction
recording and picture taking
I don't own a smartphone or tablet.
I dont really care
Unnecessary

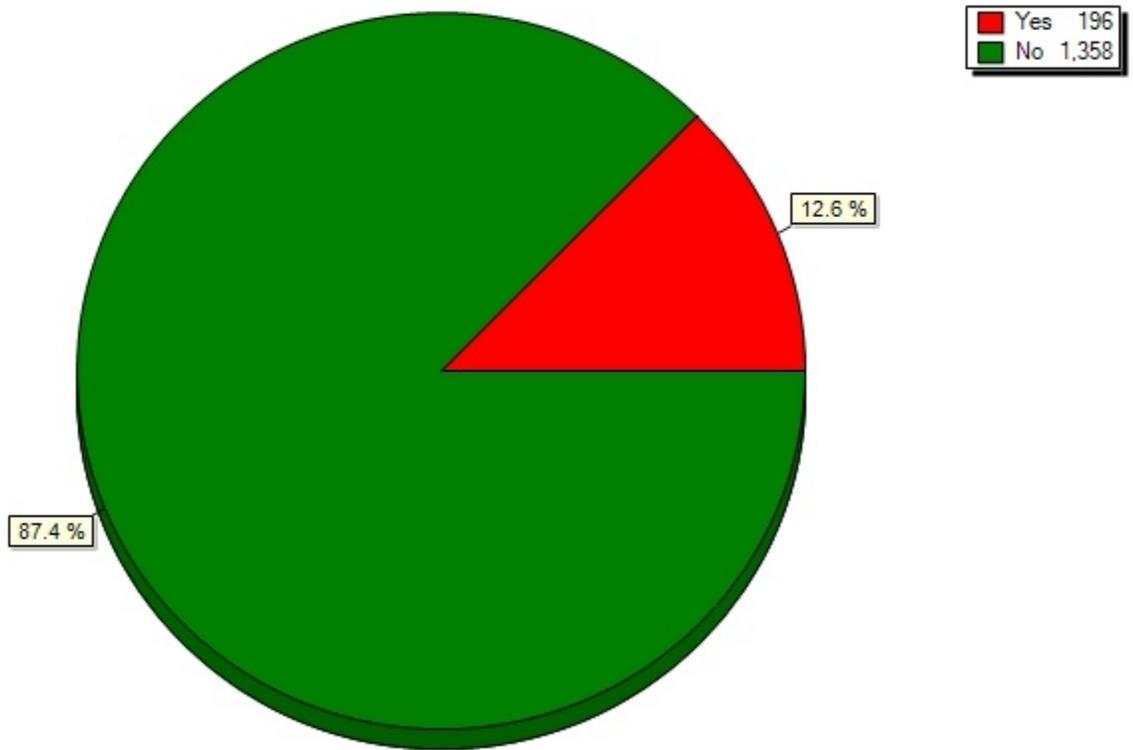
Mainly note taking
I don't think phones should be used
I do not wish to use them.
none
we don't need use at class
researching information, look up concept
Coding
I would not like to use my phone.
Accessing WiFi through the UB network
Taking picture, and recording if permit
I have no interest in using during class
Using assigned readings in class.
Access UB Box & UB Learns
Not interested. They're a distraction.
not interested

20) From the choices below, please rank order your preferred method of communication with the UBIT Help Center for assistance with technology (with #1 being your first choice, #8 being your last).



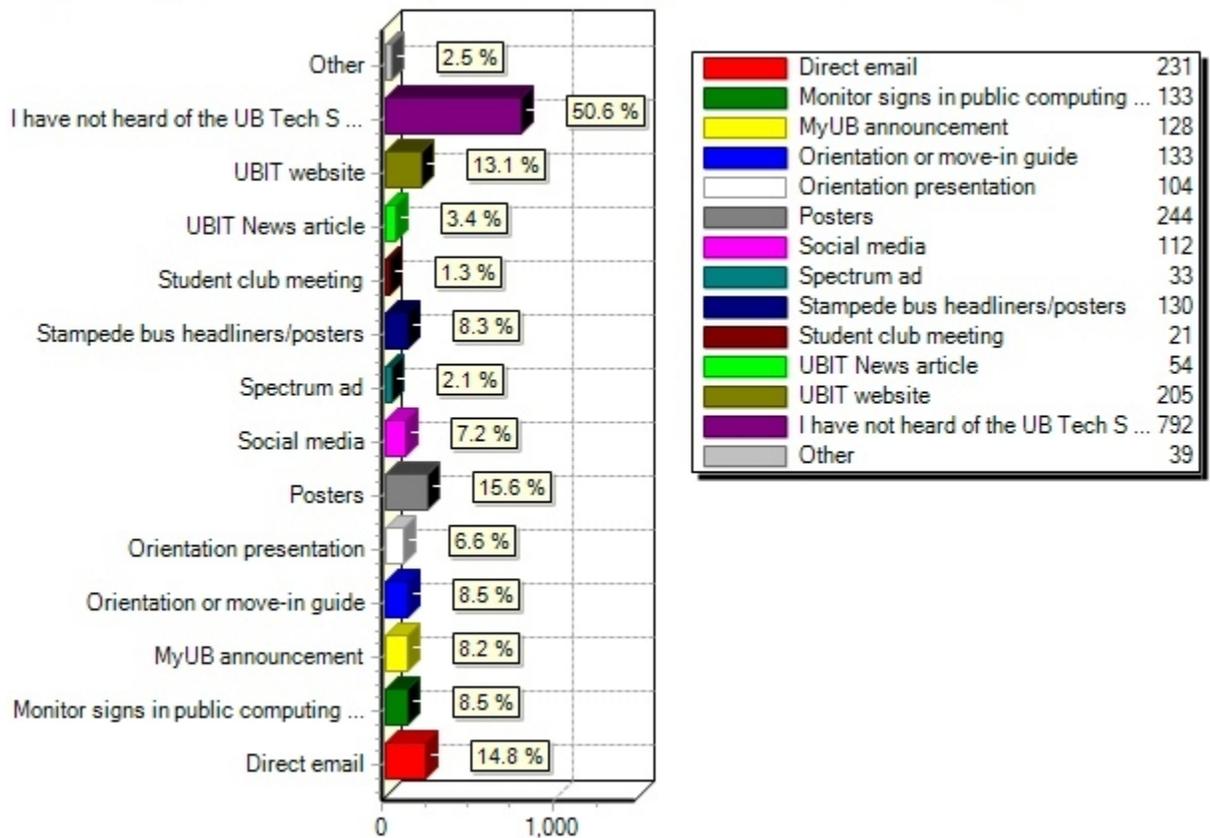
21) Have you used the UB Tech Squad service, which offers free in-person tech assistance anywhere on campus?

21) Have you used the UB Tech Squad service, which offers free in-person tech assistance anywhere on campus?



22) How did you learn of UB Tech Squad, our free mobile support service that meets students anywhere on campus? (Select all that apply.) UB Tech Squad

22) How did you learn of UB Tech Squad, our free mobile support service that meets students anywhere on ca



Other Responses:

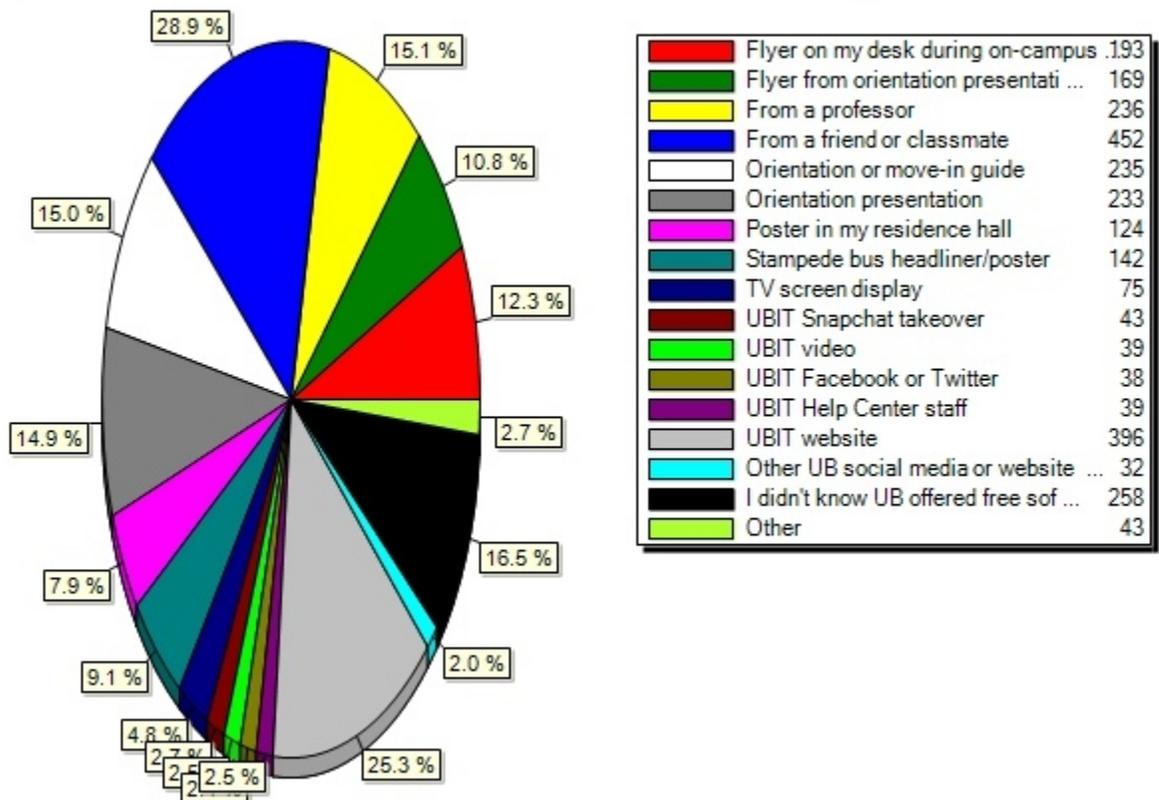
seen at cybrary
other students
Professor

Word of mouth
no clue how to use it
i see it
UB alumni siblings
Friend
My friends
I work for Ubit
Only heard of them at UBIT input meeting
Never heard of it
this survey
I do not come to campus - online student
I know people that work for Tech Squad
The library
I did not know it was free.
Friend
UBIT Students Meeting
I accidentally ran into them
Car
friend
We used it in class
work
focus group
student employee st ub it center
other students
Someone told me
friend told me
Saw them driving
I saw them parked before
Came to me in the dorms during move-in
google
I work for UBIT
My professor told me about it
the van
Presentation at GSA Senate Meeting
I saw them



23) How did you find out that UB offers free software like MS Office and Symantec Endpoint Protection anti-virus and firewall? (Select all that apply.)  
2017 "Tech with Benefits" poster

23) How did you find out that UB offers free software like MS Office and Symantec Endpoint Protection anti



Other Responses:

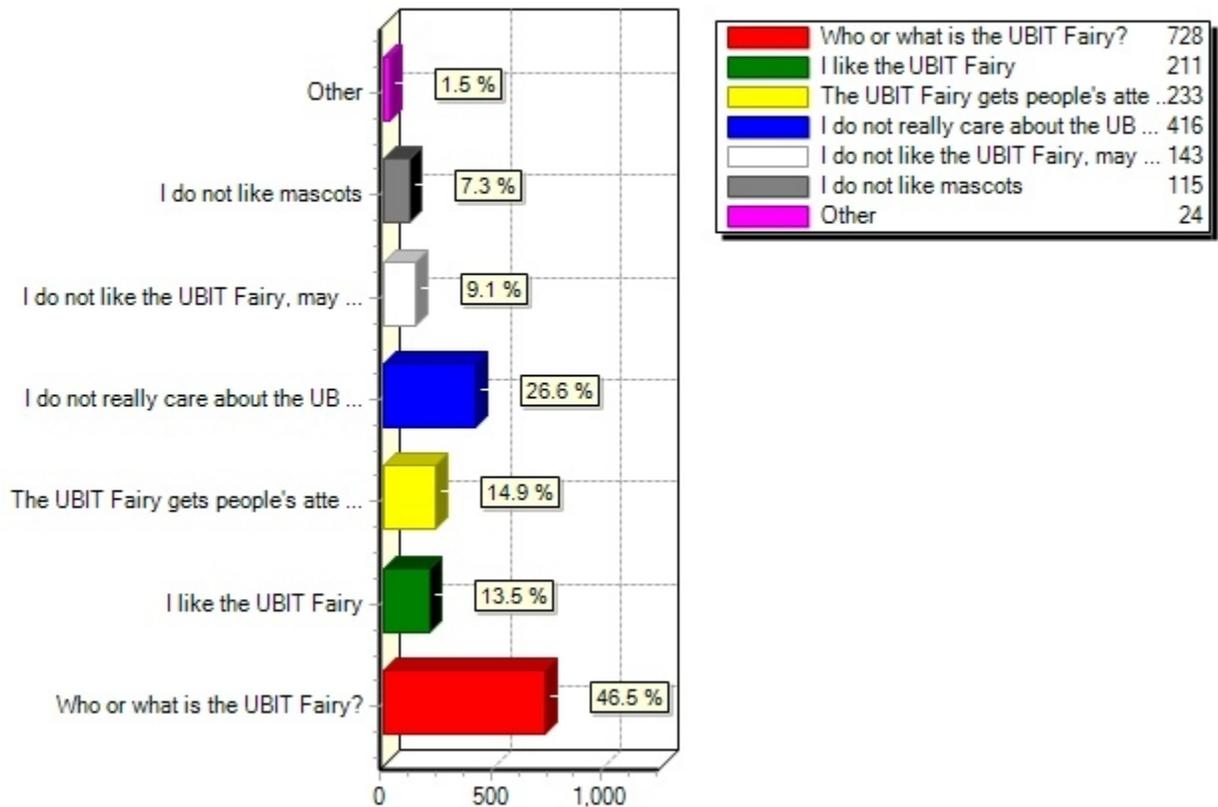
I work in IT
Word of mouth
In the hallway

Found it myself
googled ub software downloads
Presentation
Via email
Titter
particular website
i found it on the ub website
School of Social work
I heard about it from a previous student
I learned in my local highschool.
Prior universities provided software
Welcome weekend
Researched it on the website
fliers around campus
Brother
fellow student
Don't remember. Probably from a mailer
Library
poster on campus
UB library website
Friend
I assumed they did because mostschoolsdo
A friend
it doesn't work downloading MS office
But did not know about UBbox
Myself
My dad set it up for me
ub web page
found on website
Dad
Just looking for it
Sibling
Gussed. Also, stop using SEP
email
Family members
Knew every college did and searched it

Classes (needed software provided by UBI
My boss in CAS
Was told at UB Cybrary helpdesk
Independently,I looked for it on UB site
Friend
My father told me
I bought my laptop from UB Micro
Presentation at GSA Senate Meeting
google

24) Which statements best describe your feelings about the UBIT Fairy (Select all that apply.) The UBIT Fairy

24) Which statements best describe your feelings about the UBIT Fairy (Select all that apply.)  
The UBIT F



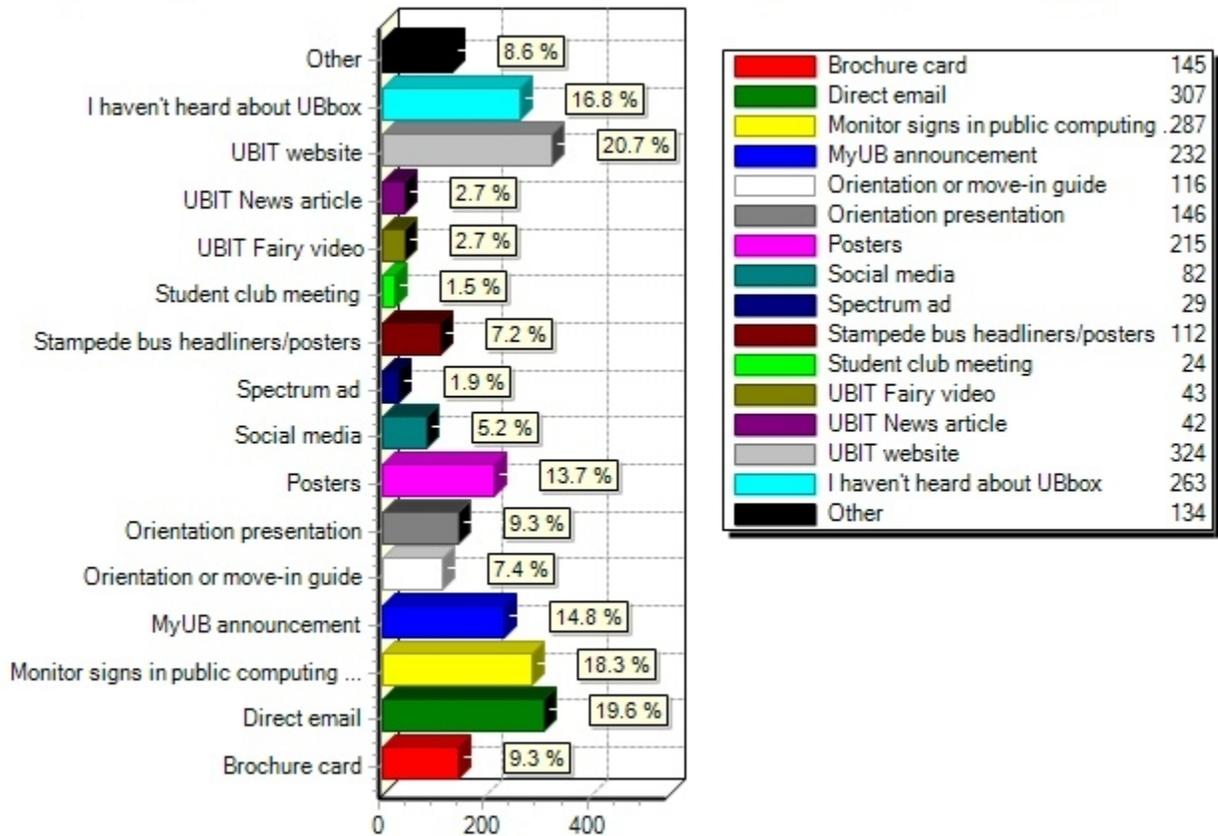
Other Responses:

first time seeing, not happy
She's the best
it is funny and enjoyable
Why? Why do you guys need a fairy?

he/she/it sucks.
so lame
i LOVE HER
its not cute, just annoying
I do not know
I have never heard of this
Awful horrible terrible thing
I am unclear of the role of this person
Cringey, Its IT, doesn't need Mascot
Make the mascot a cute robot AI
Seen, not read message as walking by
I do not like her! Please! Change!
You can do better.
express my hatred for it to friends alot
I don't have an opinion
Never heard of it
Her costume could look more legitimate.
She scares me
shes kinda clutch
A little cute/funny' nothing else

25) How did you learn of UBbox, UB's new unlimited secure cloud storage solution? (Select all that apply.) Monitor sign in public computing site

25) How did you learn of UBbox, UB's new unlimited secure cloud storage solution? (Select all that apply.)



Other Responses:

Work in IT
friend
Professor
Its on MyUB

part of welcome email after acceptance
professor
i don't remember
From my professor
professor
SPHHP technician/RIA data manager
Professor
i do not use it
class uses it
professional development course
professor
professor
friend
Told to use as a student assistant
My professors used it for an assignment
Professor requires it
saw it on homepage
Class
from a friend
Professor
Professors
professor
Co-worker
used it for a class
WOM
on myub page
I haven't used it
Professor
Faculty members
My professor
professor
Research Prof
from a professor
Professor
From a professor
Professor

CLASS - professional development
Professor
Teacher
friend
Classmates and professors
Classmate
fellow student
Professor
Surfing for services
Professor
welcome weekend
Pharmsci IT person
Friends
Professor
Faculty Member
People in my dept
Friend
professor
My professor but I don't know how to use
Friends
Professor
use in class
Faculty
Class
a professor posts worksheets there
From when I became a GSA secretary.
friend told me about it
Professor
from colleagues and classmates
never use it
My professor
Through my professor
class
Classmates/Professors
friends
Professors in class

My professor mentioned it
Professors
haven't use it yet
professor made us
In a class
I'm
Public library computers
informed by omar at silverman library
dgfdg
Friend
From SENS
haven't used it yet
work
use in class
heard of it don't know where, don't us i
Professors and cohort
Friend / Classmate
Had to use it in a class to share docs
Class
Friend
professor told us
Tried to use a public workstation
classmates
A professor used it on class
Looking for it
Fellow students
signs on computers in HSL
Classes
my department
Professor
Someone sent me a document I needed
Found out on my own
I don't use UB Box
Found it on MyUB
One of my courses uses it
SYM LINK ON UB COMPUTING WORKSTATION

A professor
signing in into ublearns
School of Architecture
advisor
just saw it on the Ubhome page
seminar class
On computers
lecture class
Flyer in HSL
professor
Professor
just saw it on the computer
professor
I just clicked on it to see what it was.
Professor
Friend
Freaked out b/c I couldn't save
Word of mouth
I saw the link on my ub page
From professor who uses it for class.
my boss on campus introduced me to it
havent used
Icon on Desktop
MyUB
Through professor
on card above every desktop screen
My professor
the click bar on MyUB page

26) What is your preferred method to be contacted about the following campus information?

	Email	Text	UBIT Website	Facebook	Twitter	UBIT Alerts
Campus emergencies	35.4% (543)	58.3% (895)	2.1% (33)	0.1% (2)	0.4% (6)	3.7% (57)
Facilities issue or maintenance (i.e., snowplowing, building closure)	47.0% (719)	46.4% (710)	2.7% (41)	0.1% (2)	0.4% (6)	3.5% (53)
University closings	33.4% (512)	61.3% (939)	2.3% (35)	0.1% (2)	0.3% (4)	2.5% (39)
Service disruptions (i.e. bus delays)	43.8% (667)	45.7% (696)	5.0% (76)	0.9% (13)	0.8% (12)	3.9% (60)
Technology outages (i.e. network, printing)	51.0% (778)	39.7% (606)	5.0% (76)	0.2% (3)	0.9% (14)	3.1% (48)
New IT service / software releases	63.8% (966)	21.1% (319)	10.9% (165)	0.5% (8)	1.0% (15)	2.7% (41)
How-to / IT help articles	60.4% (919)	18.7% (285)	16.4% (249)	1.0% (15)	1.1% (17)	2.4% (37)
Other (include in comments)	55.9% (391)	29.6% (207)	9.1% (64)	1.1% (8)	1.0% (7)	3.3% (23)

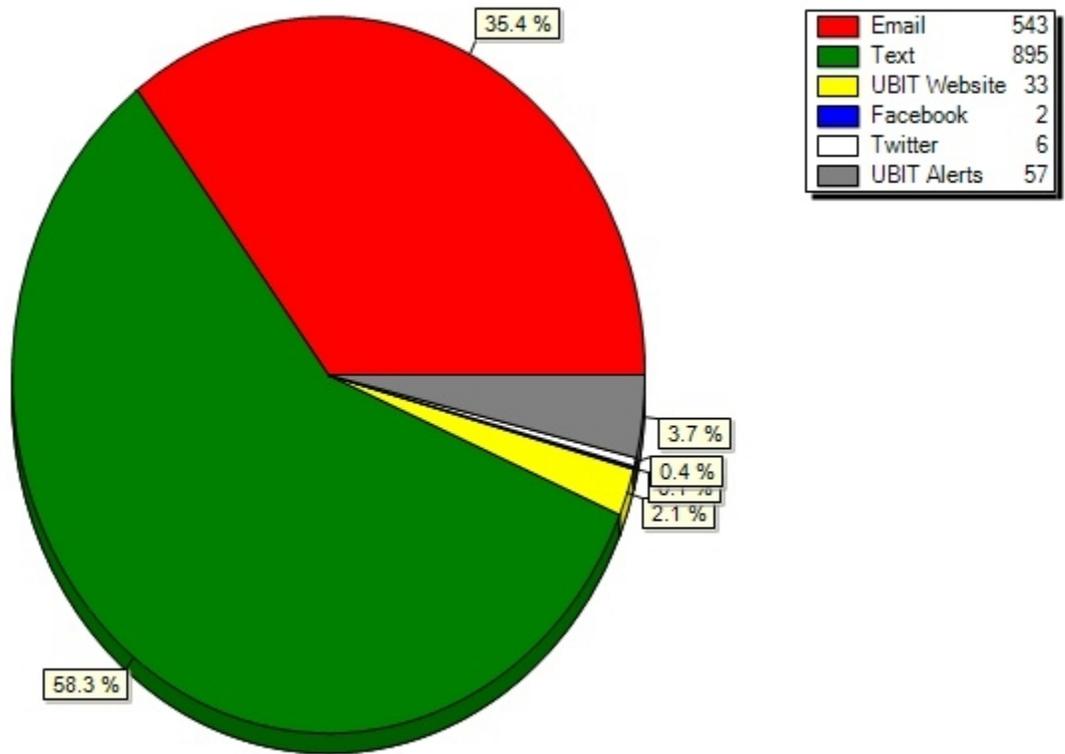
Comment Responses:

none
I prefer email for alerts
events on campus
n/a
n/a
make a bus app, most people dont care
Ub articles
Class cancellations (professor-specific)
radio/TV closings

events
Parking Status in Each Lot
just always text me, dont email me
Email updates
Twitter = I prefer not to be notified
class cancellation
N/A
Class being canceled from professor
Anything
The ones with text should be text + email
N/A
Email mostly means do not contact me.
none that I can think of
N/A
Prefer no contact tbh
any other announcements
News? Weather Stuff
None
Make a Snapchat
None

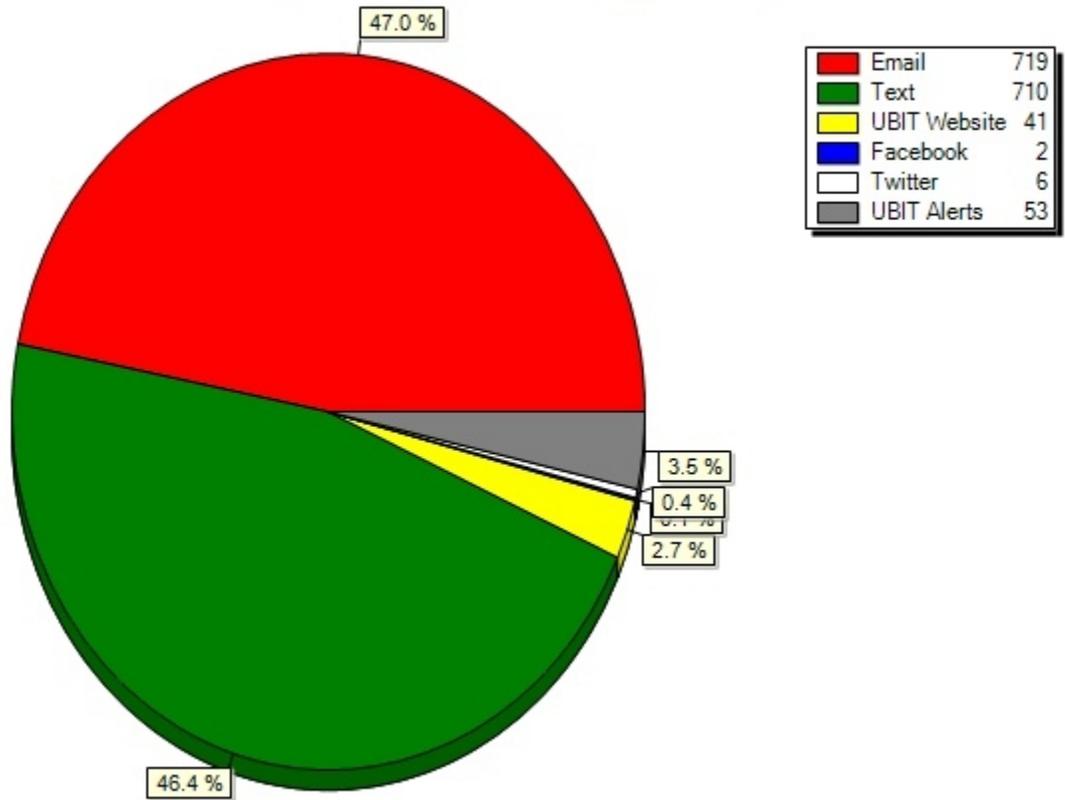
26.1) Campus emergencies(What is your preferred method to be contacted about the following campus information? )

26.1) Campus emergencies(What is your preferred method to be contacted about the following campus informat



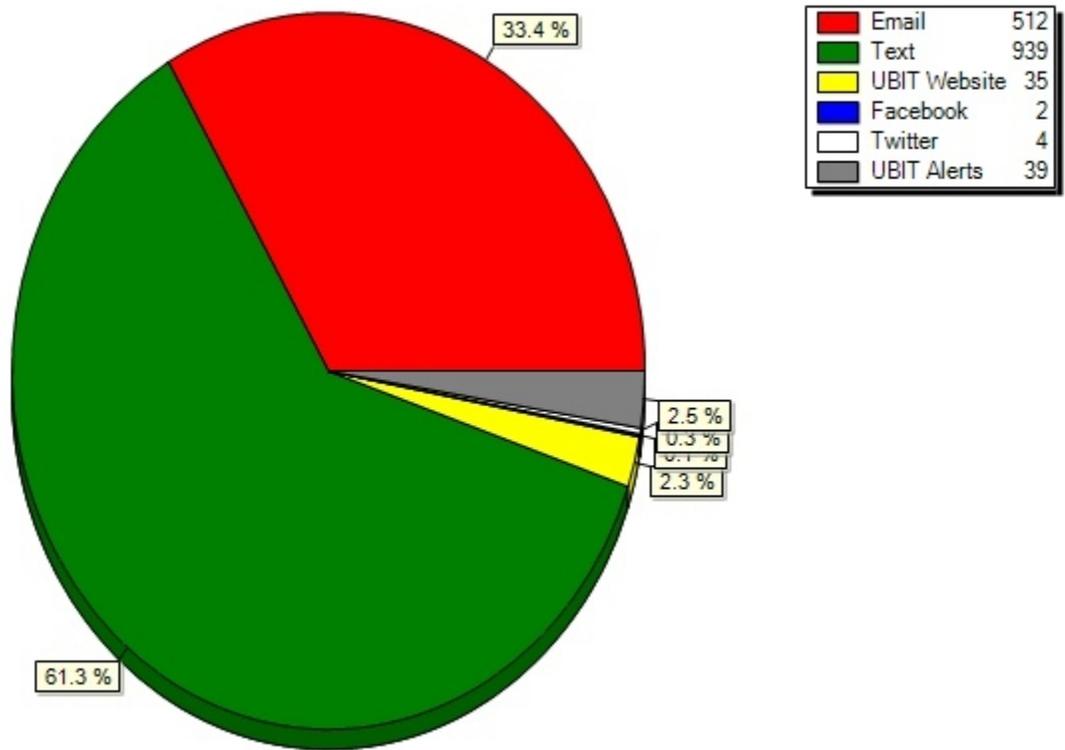
26.2) Facilities issue or maintenance (i.e., snowplowing, building closure)(What is your preferred method to be contacted about the following campus information?)

26.2) Facilities issue or maintenance (i.e., snowplowing, building closure)(What is your preferred method



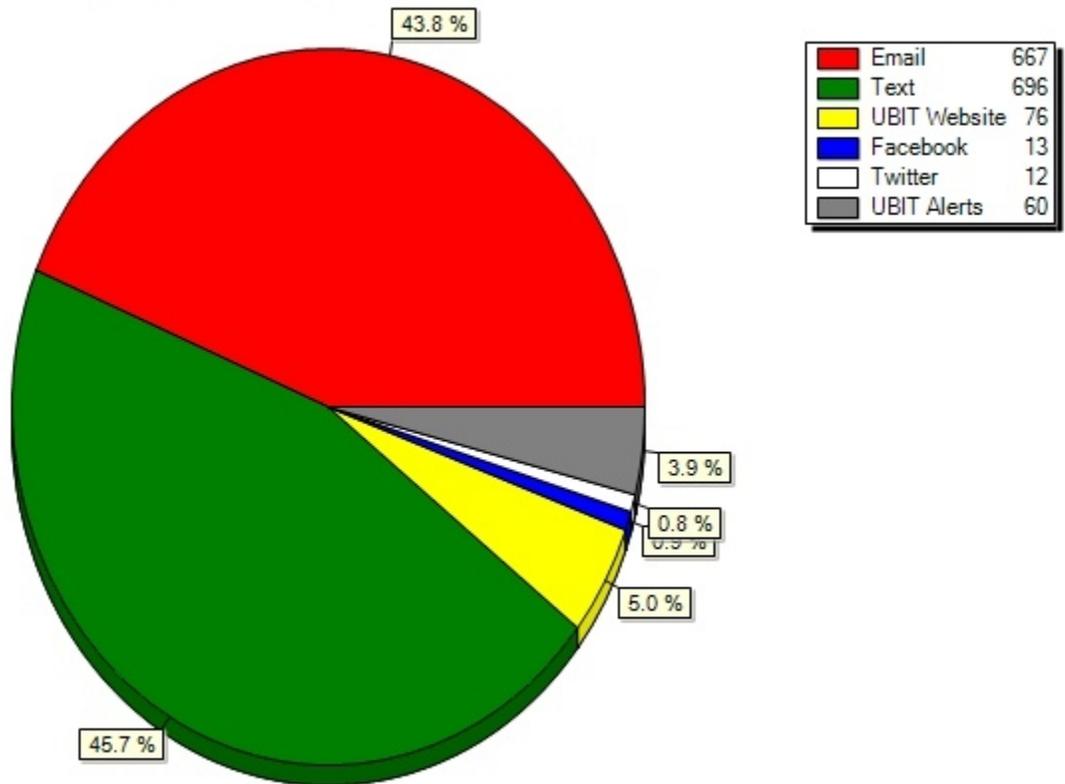
26.3) University closings(What is your preferred method to be contacted about the following campus information? )

26.3) University closings(What is your preferred method to be contacted about the following campus informa



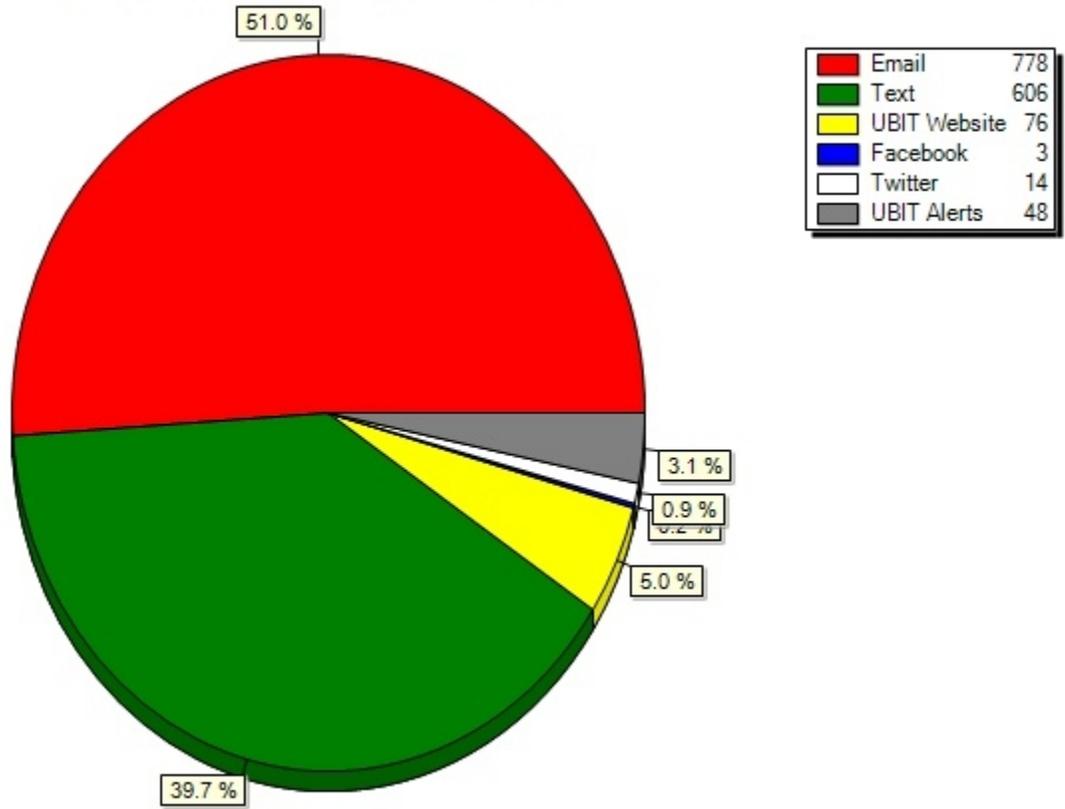
26.4) Service disruptions (i.e. bus delays)(What is your preferred method to be contacted about the following campus information? )

26.4) Service disruptions (i.e. bus delays)(What is your preferred method to be contacted about the follow



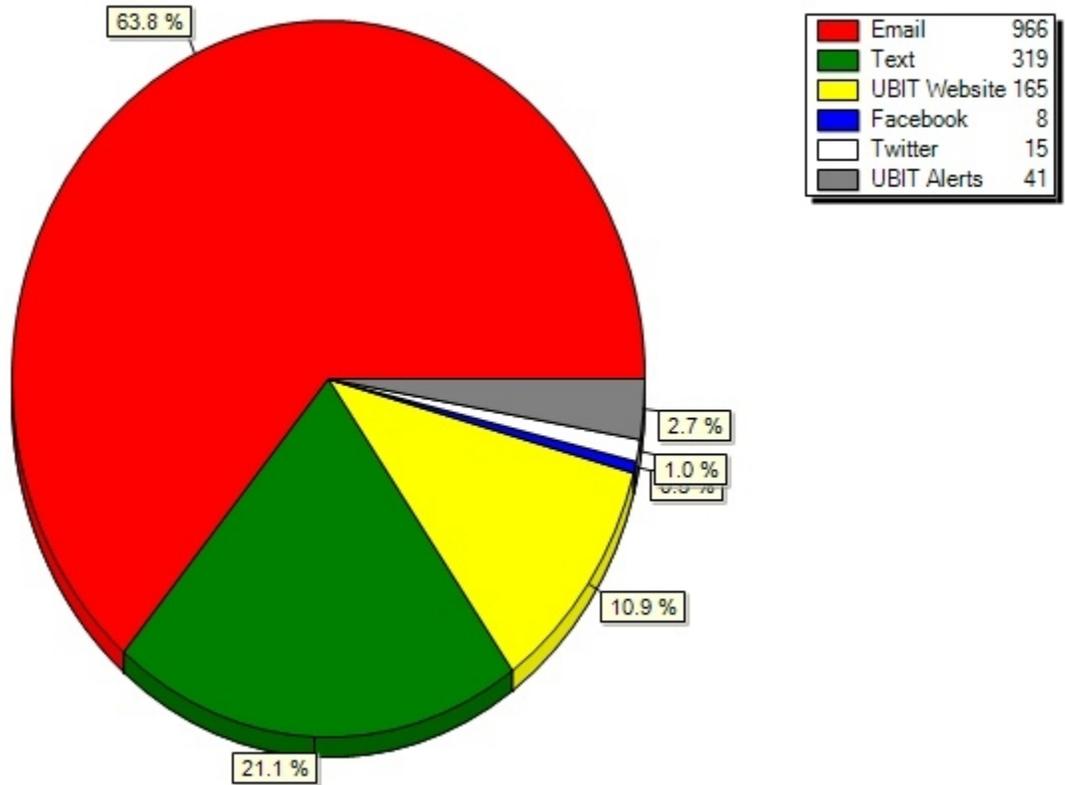
26.5) Technology outages (i.e. network, printing)(What is your preferred method to be contacted about the following campus information? )

26.5) Technology outages (i.e. network, printing)(What is your preferred method to be contacted about the



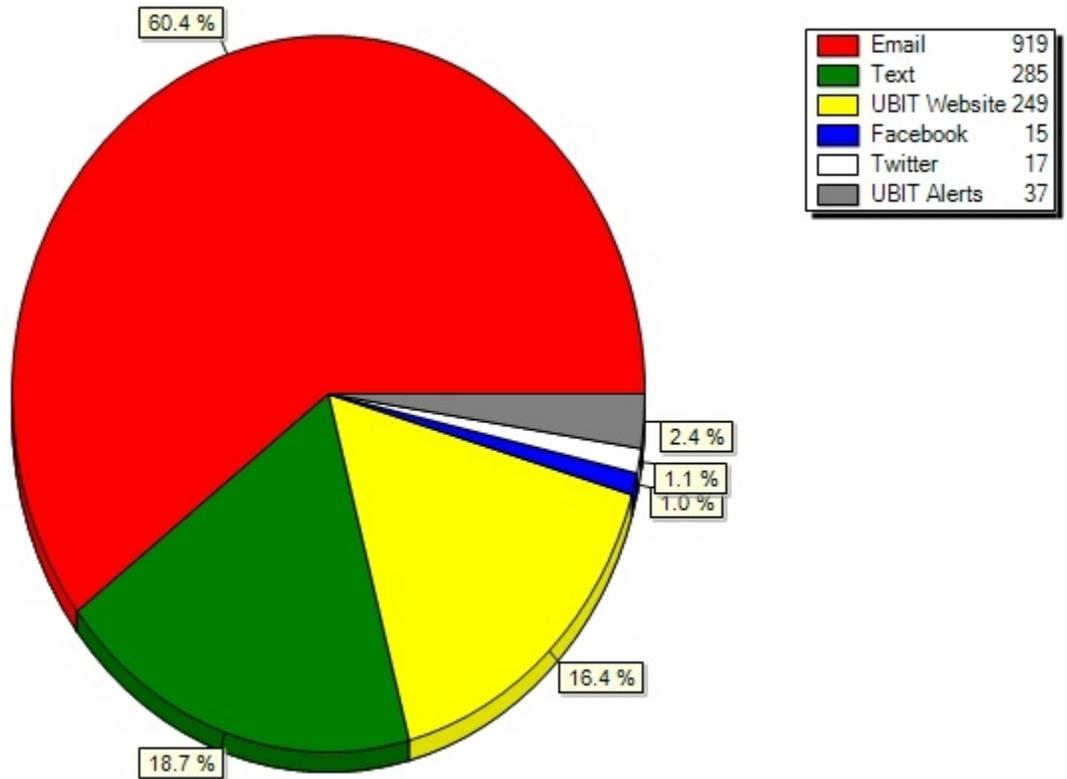
26.6) New IT service / software releases(What is your preferred method to be contacted about the following campus information? )

26.6) New IT service / software releases(What is your preferred method to be contacted about the following



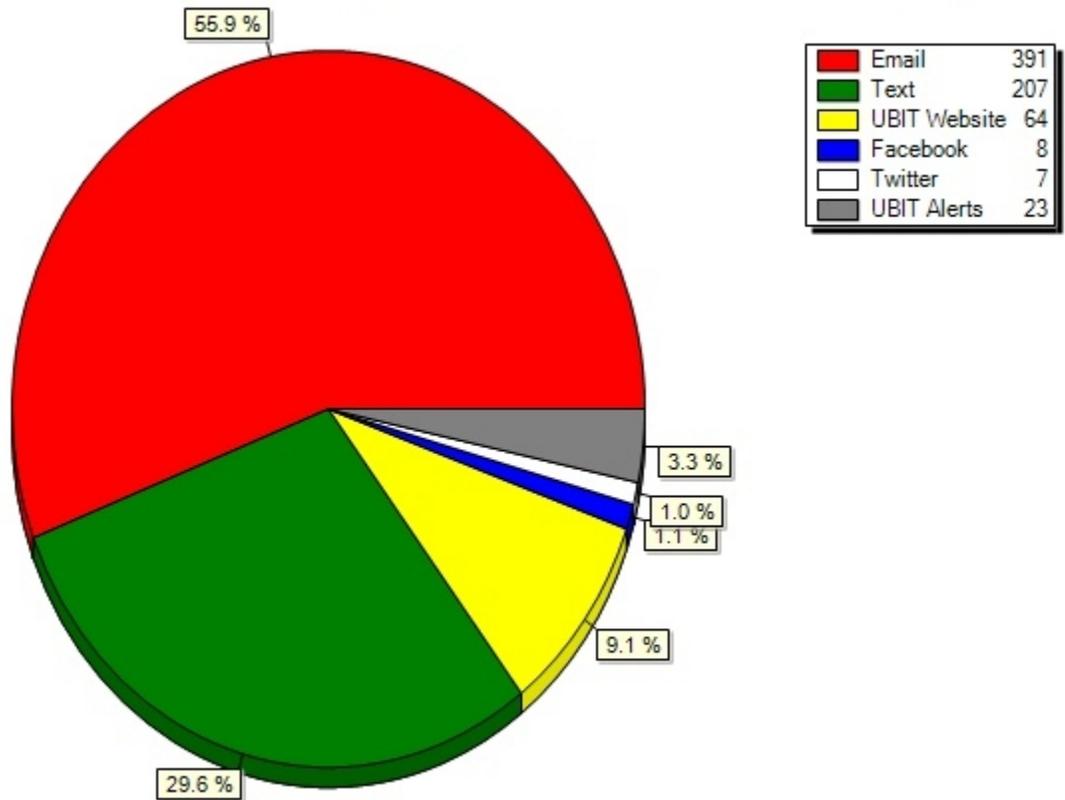
26.7) How-to / IT help articles(What is your preferred method to be contacted about the following campus information? )

26.7) How-to / IT help articles(What is your preferred method to be contacted about the following campus i



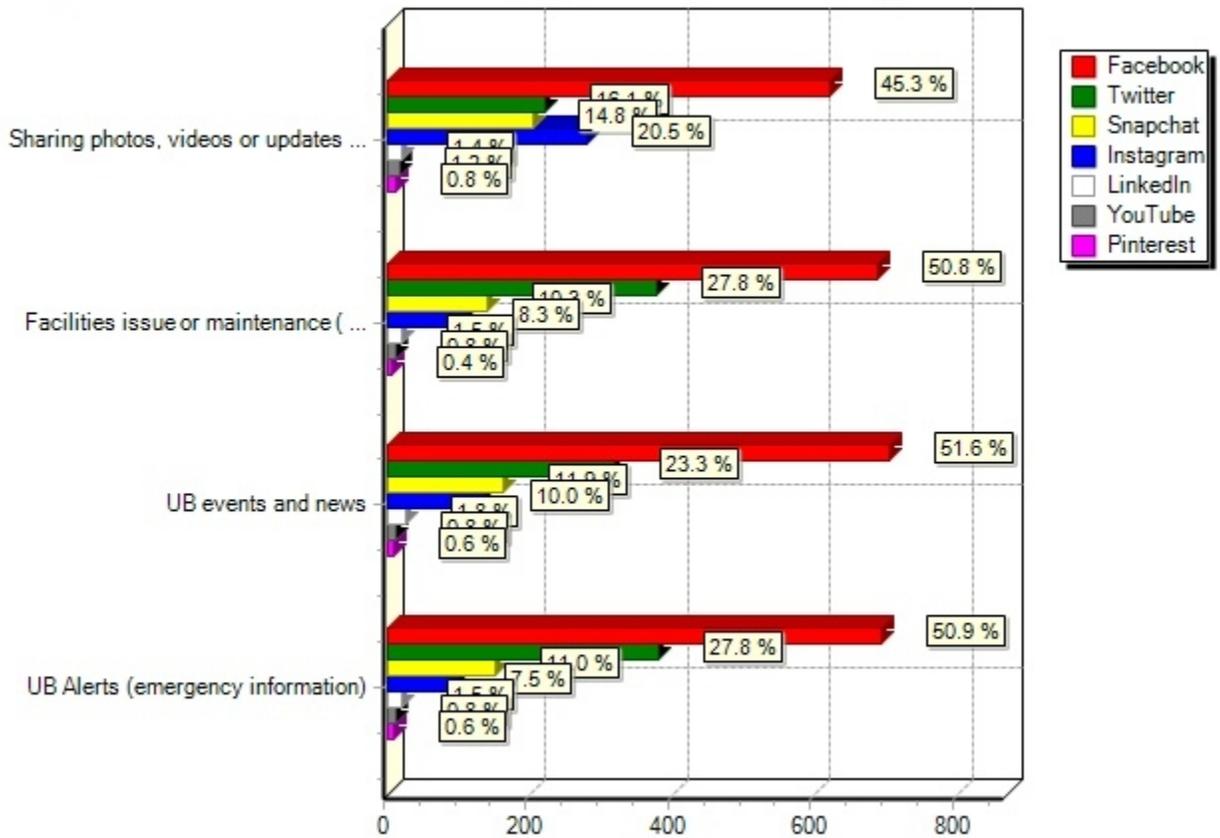
26.8) Other (include in comments)(What is your preferred method to be contacted about the following campus information? )

26.8) Other (include in comments)(What is your preferred method to be contacted about the following campus



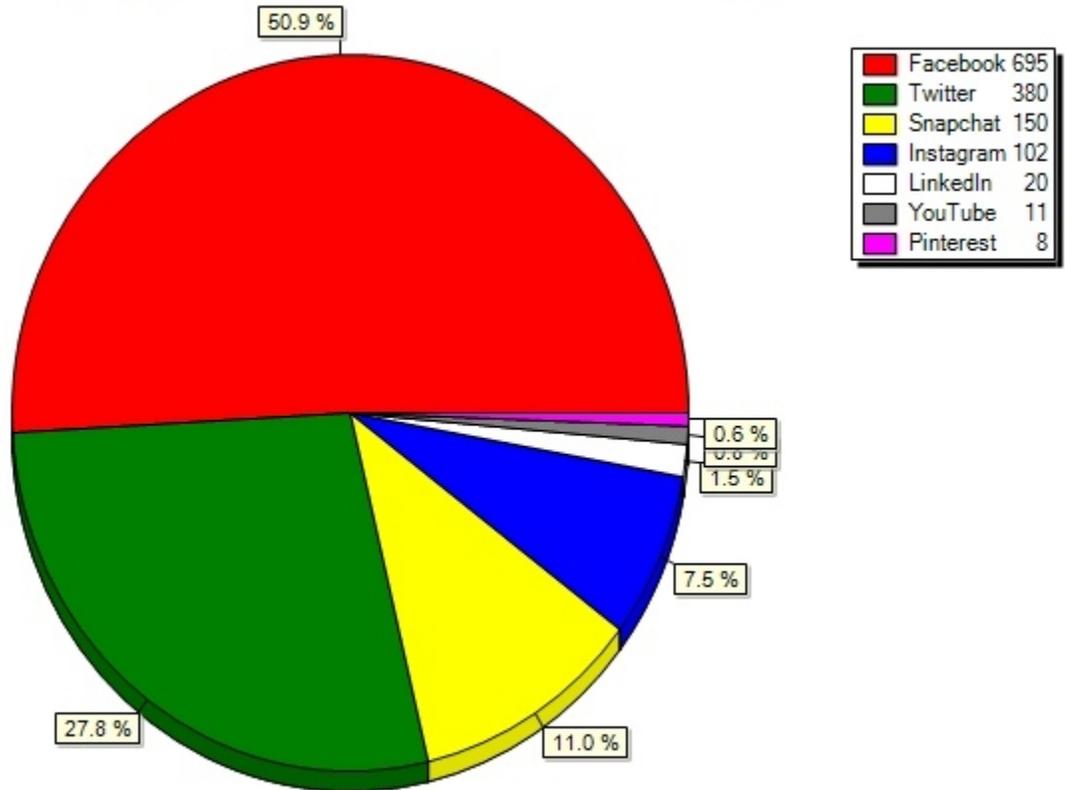
27) Please tell us which social media channel you prefer to use most for the following:

27) Please tell us which social media channel you prefer to use most for the following:



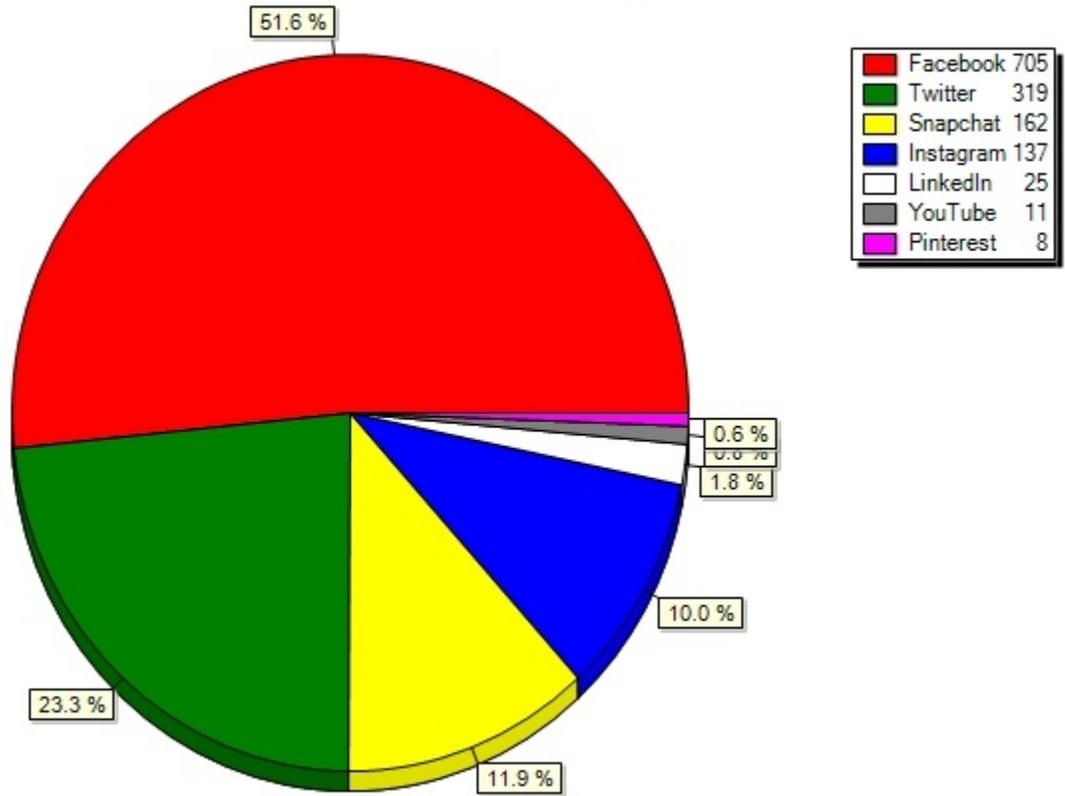
27.1) UB Alerts (emergency information)(Please tell us which social media channel you prefer to use most for the following: )

27.1) UB Alerts (emergency information)(Please tell us which social media channel you prefer to use most f



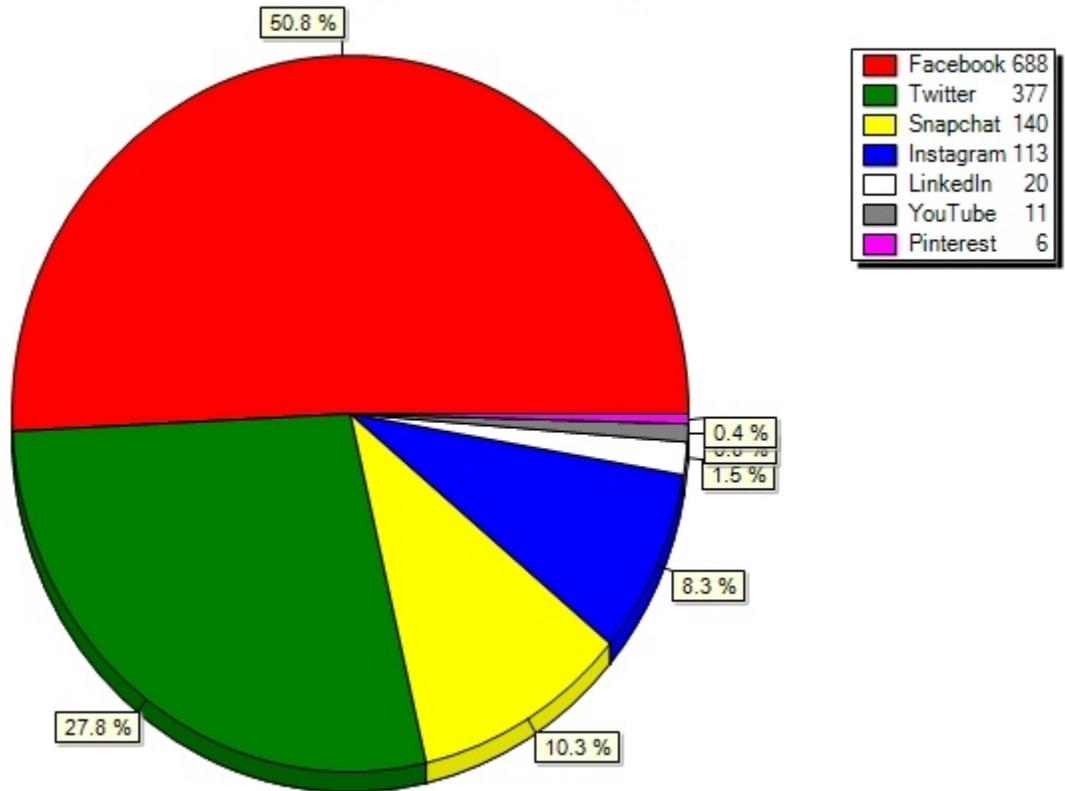
27.2) UB events and news(Please tell us which social media channel you prefer to use most for the following: )

27.2) UB events and news(Please tell us which social media channel you prefer to use most for the followin



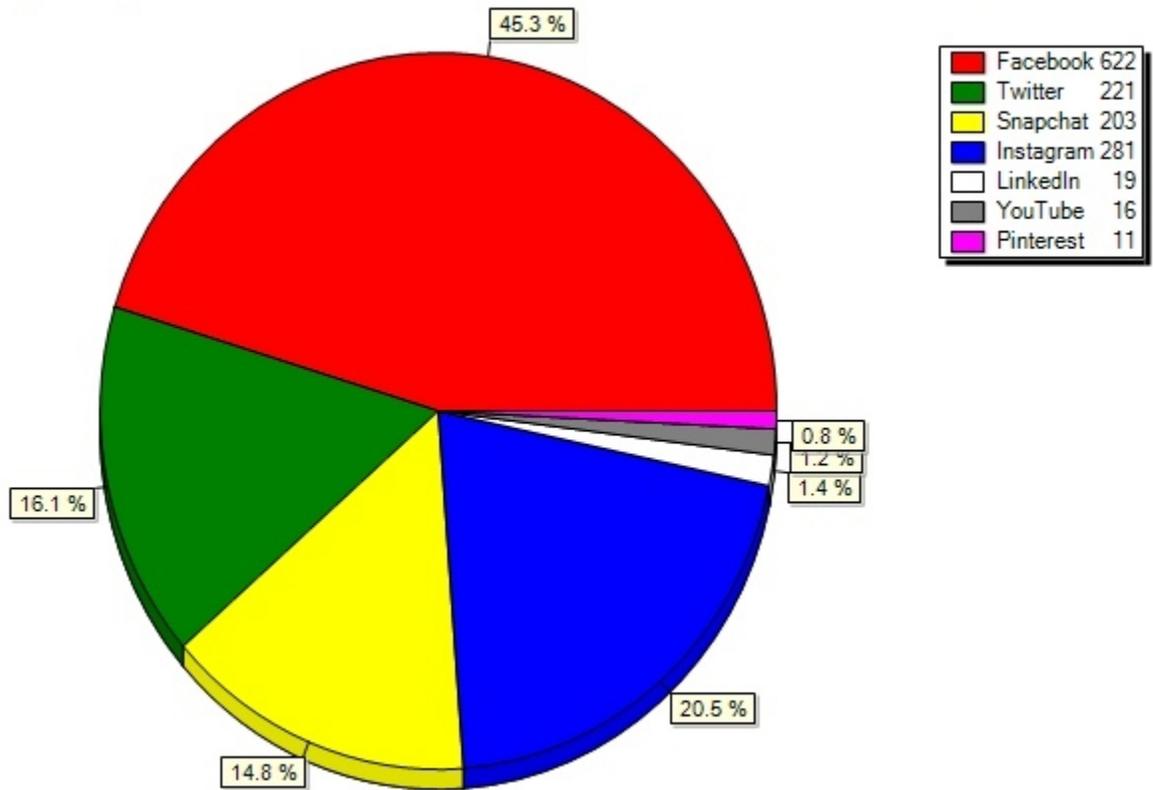
27.3) Facilities issue or maintenance (i.e., snowplowing, building closure)(Please tell us which social media channel you prefer to use most for the following: )

27.3) Facilities issue or maintenance (i.e., snowplowing, building closure)(Please tell us which social me



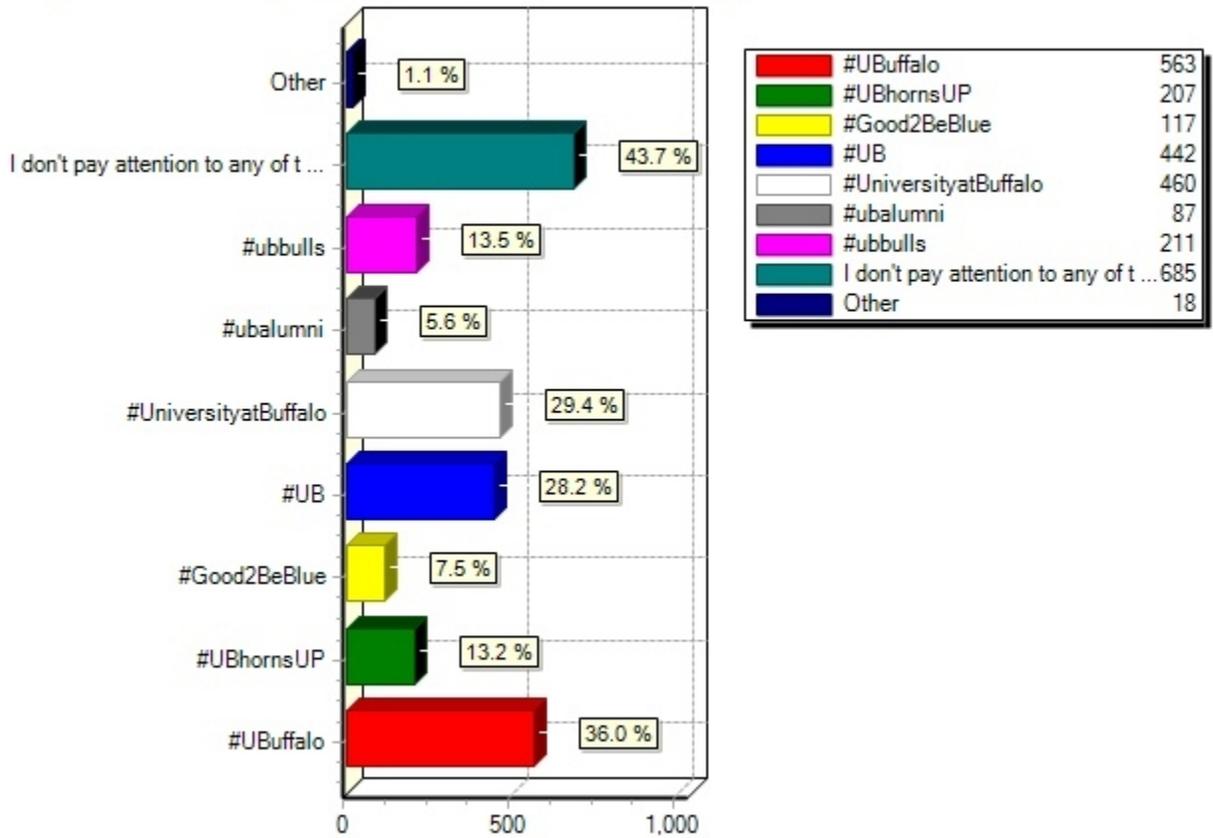
27.4) Sharing photos, videos or updates with friends(Please tell us which social media channel you prefer to use most for the following: )

27.4) Sharing photos, videos or updates with friends(Please tell us which social media channel you prefer



28) Which UB hashtags do you pay attention to? (Select all that apply.)

28) Which UB hashtags do you pay attention to? (Select all that apply.)



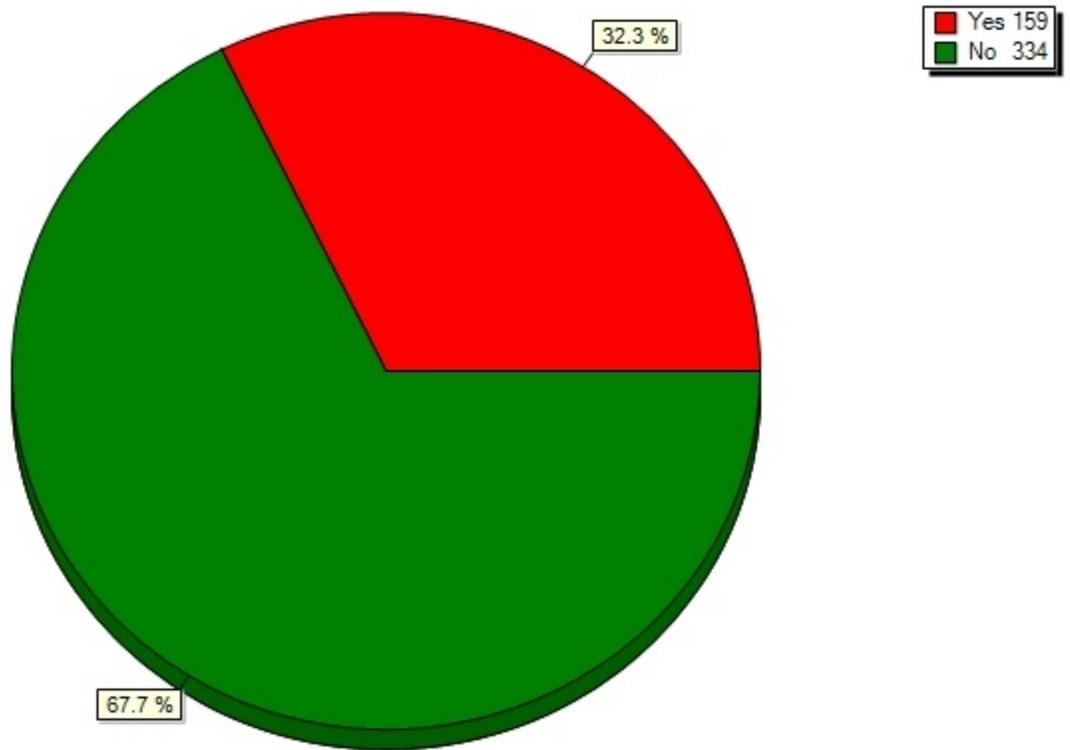
Other Responses:

I don't use any of the social media list
Do not use social media
I only use snapchat, and only with frien
I'm not into social media
i dont follow any social media channels

I'm not on any form of social media
i do not use social media
ubcampusliving
I do not use any social media platforms
dont use social media
WTF is a # isnt that twitt or snap
I have no social media
#HornsUp
UBTheBest, UBDiaries
#UBgetshorny #Bulls
I don't want these via social media
I don't use these social media
#ublittleblue
No Twitter account
#BSU
I do not use hashtags
# 27 None
the food truck one
#HornsUp
#UBSEAS
#ubwriting

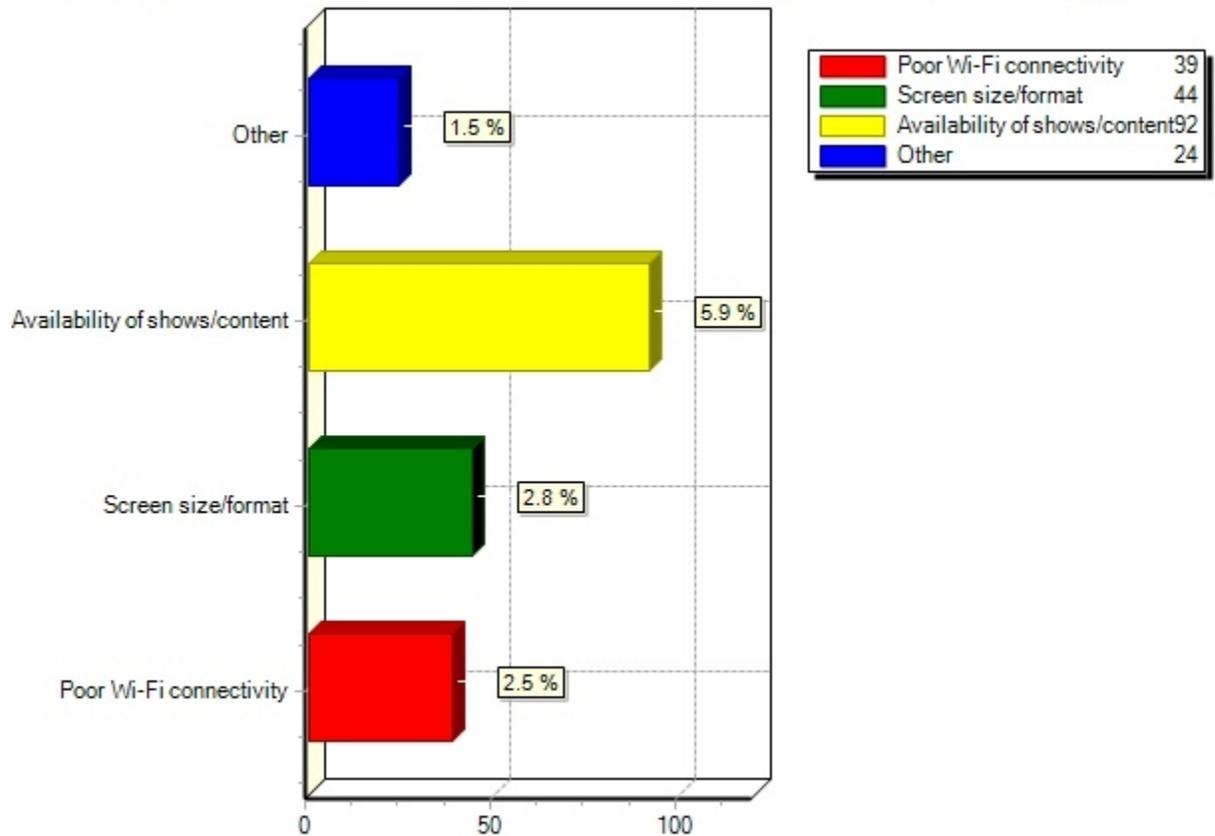
29) Do you use the on-campus cable service?

29) Do you use the on-campus cable service?



30) Why do you use on-campus cable as opposed to an Internet streaming service(s)? (Select all that apply.)

30) Why do you use on-campus cable as opposed to an Internet streaming service(s)? (Select all that apply.)



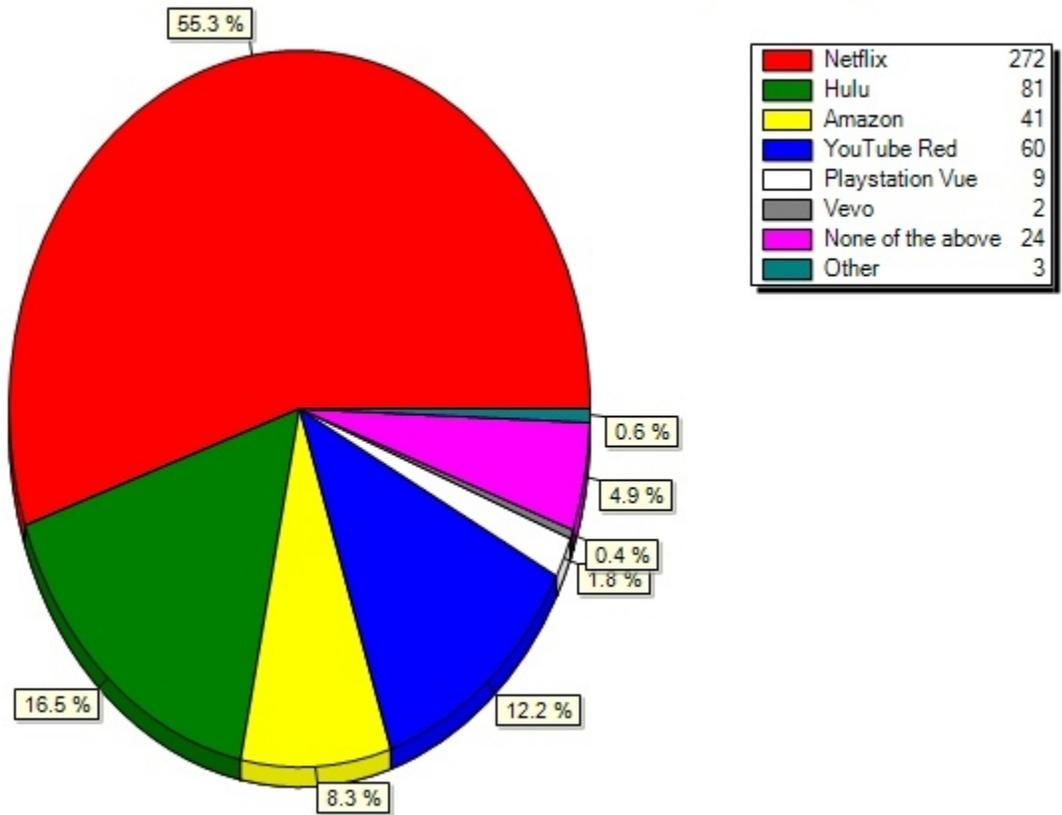
Other Responses:

i have an older tv
I have a TV in my room
Free
i use both

Convienience
Use Both
I use both
I use both
Use only for news/sports
Personal preference
works with tv
I use both, but live shows are on cable
I use both
I use both
It's available
I do not watch TV
Use both
Price
I use both
If it is on and I am free.
I use both
i just like the background noise

31) Which of the following video streaming services would you MOST like the campus to provide (HBO GO is already provided)?

31) Which of the following video streaming services would you MOST like the campus to provide (HBO GO is a



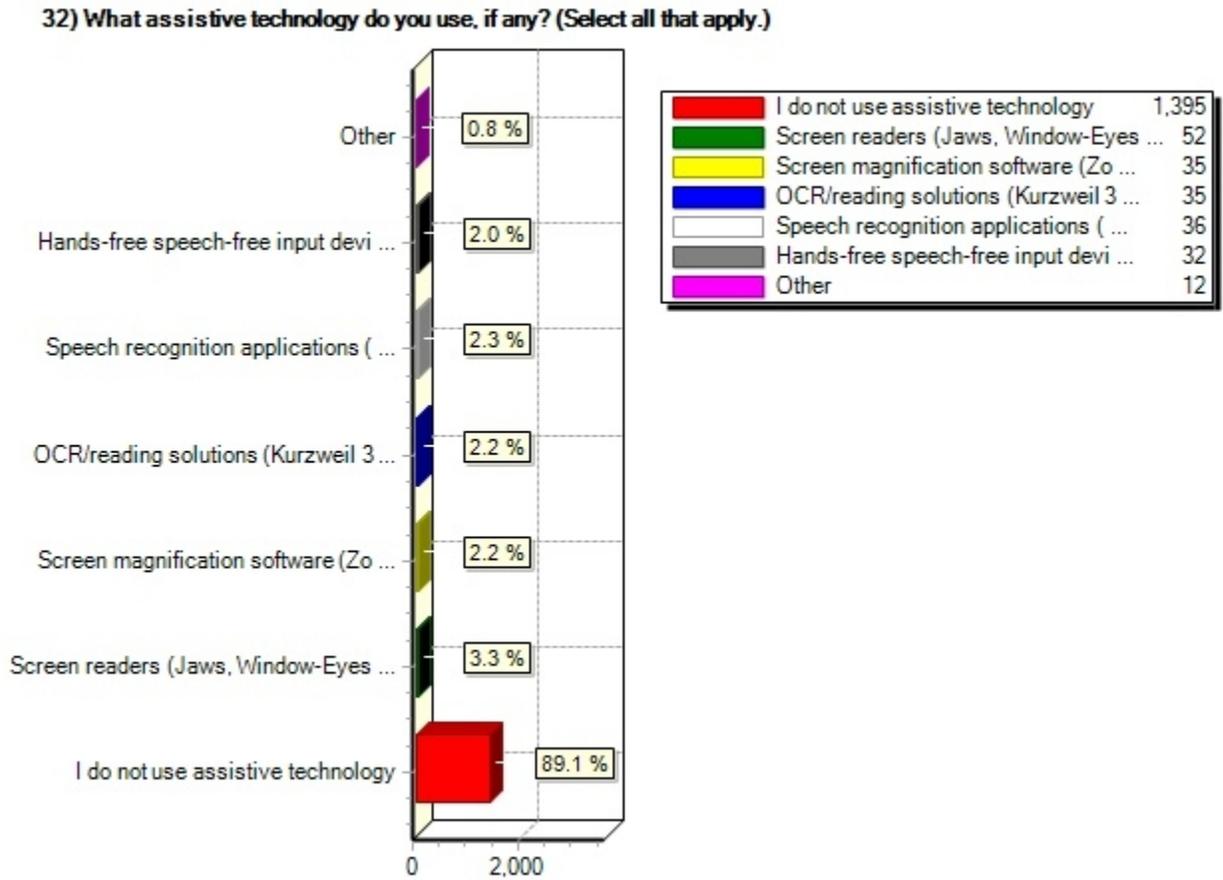
Other Responses:

HBO GO
Amazon and/or Hulu!
showtime
Showtime

HBO Go is already provided?????

britbox or boomerang

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

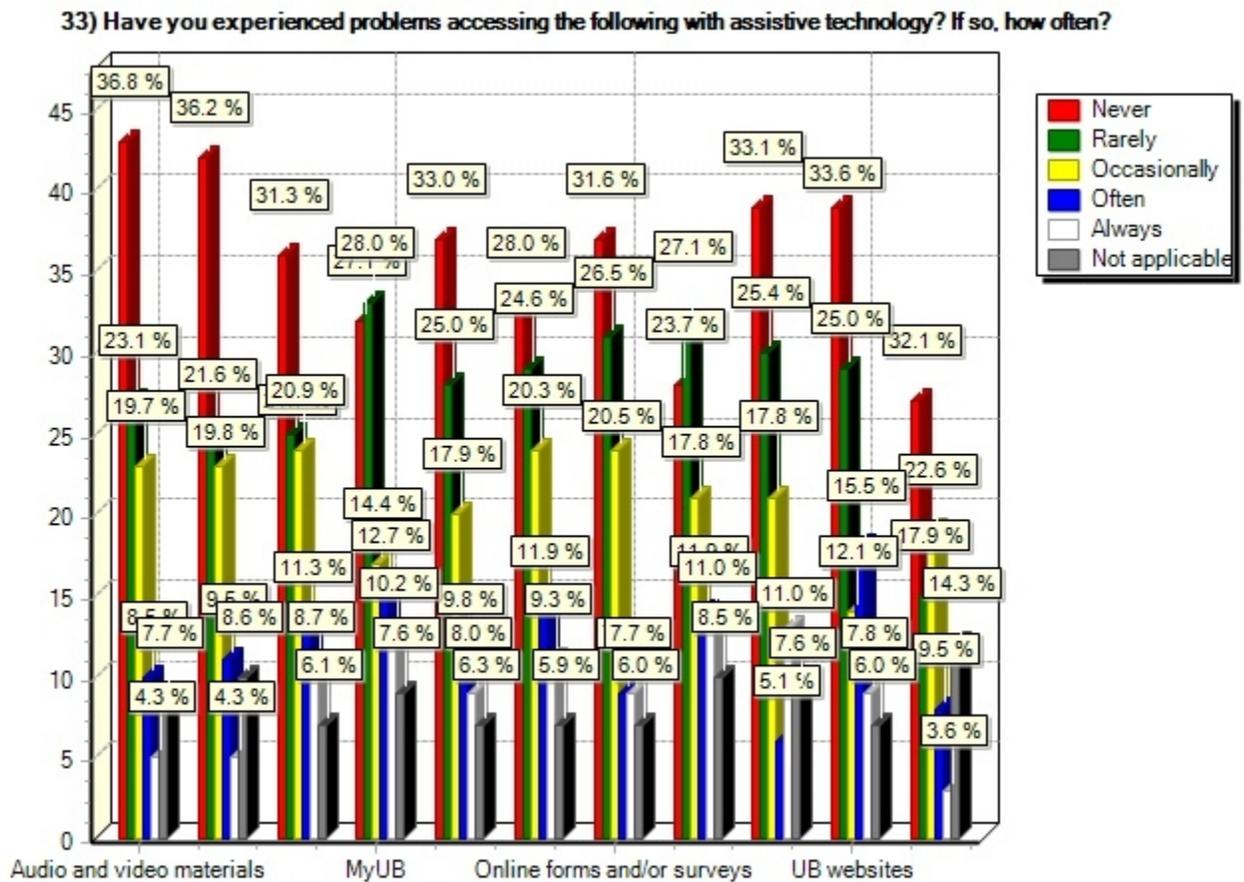


Other Responses:

speech to text
read write gold for spelling
Bluetooth mike. syncs w. hearing aid
Screen color changers
Microsoft



33) Have you experienced problems accessing the following with assistive technology? If so, how often?



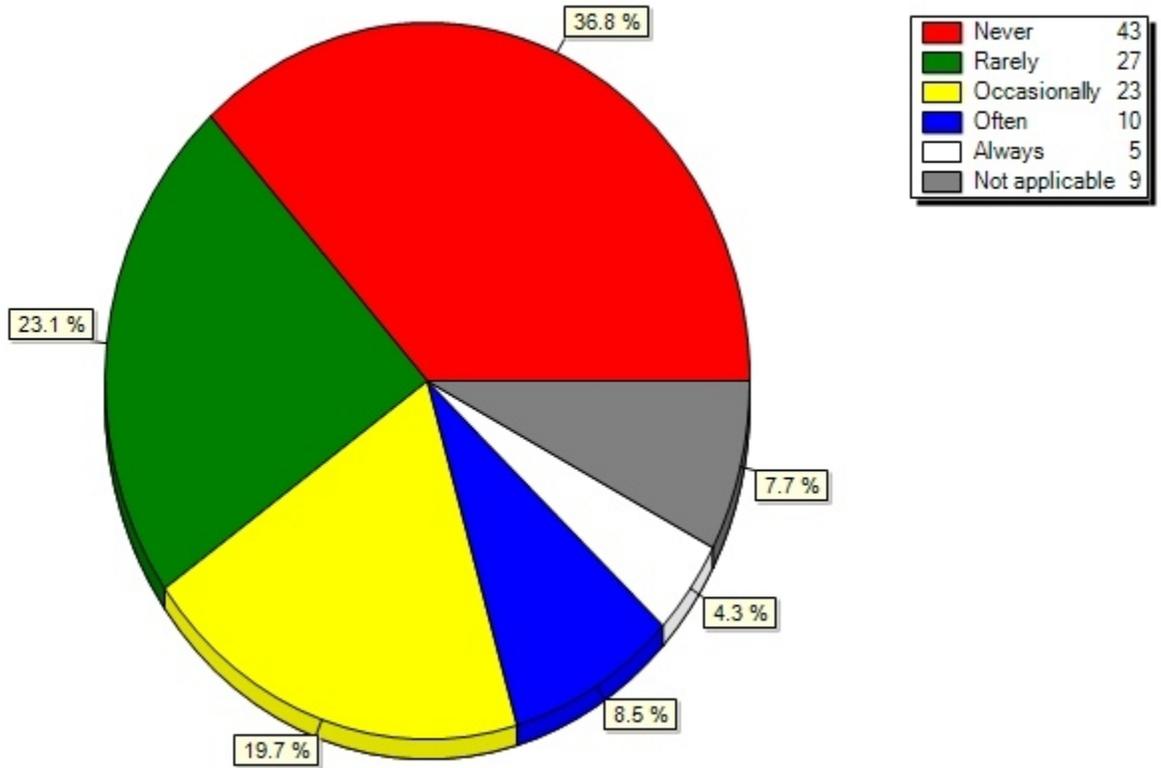
Comment Responses:

Bluetooth
i use it to read the textbooks only
google searches, scanning documents-OCR
HUB



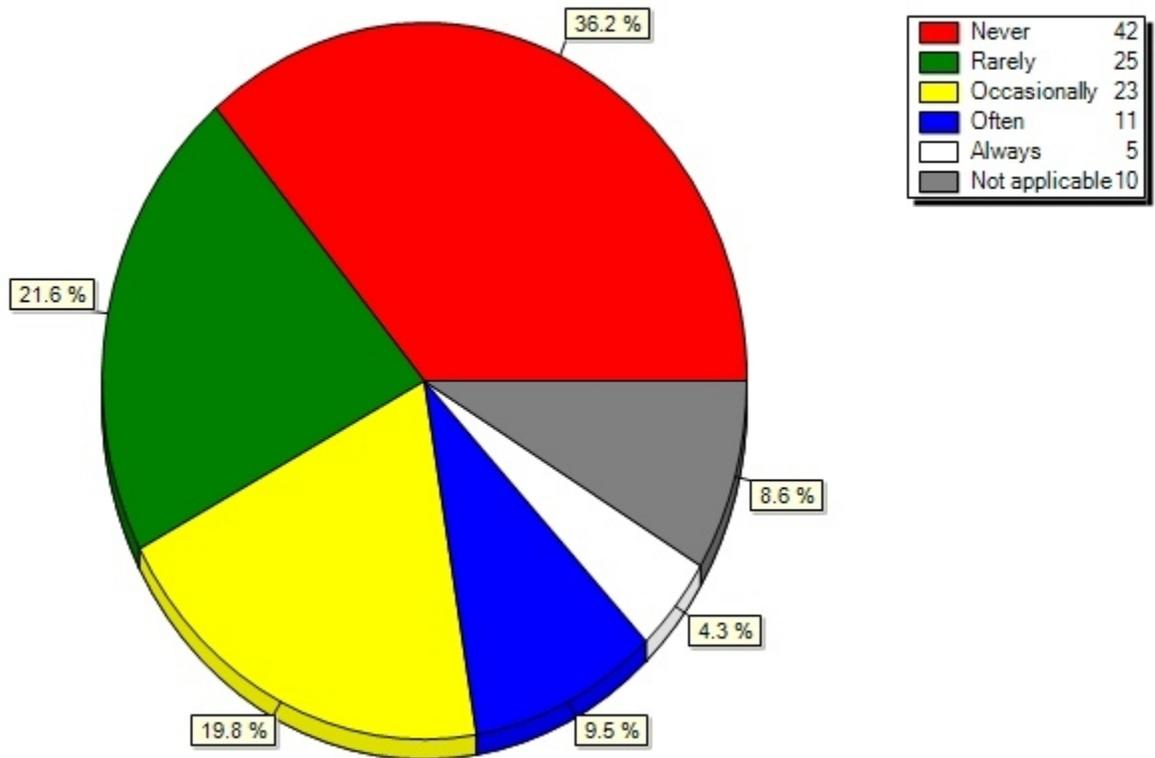
33.1) Audio and video materials(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.1) Audio and video materials(Have you experienced problems accessing the following with assistive techn



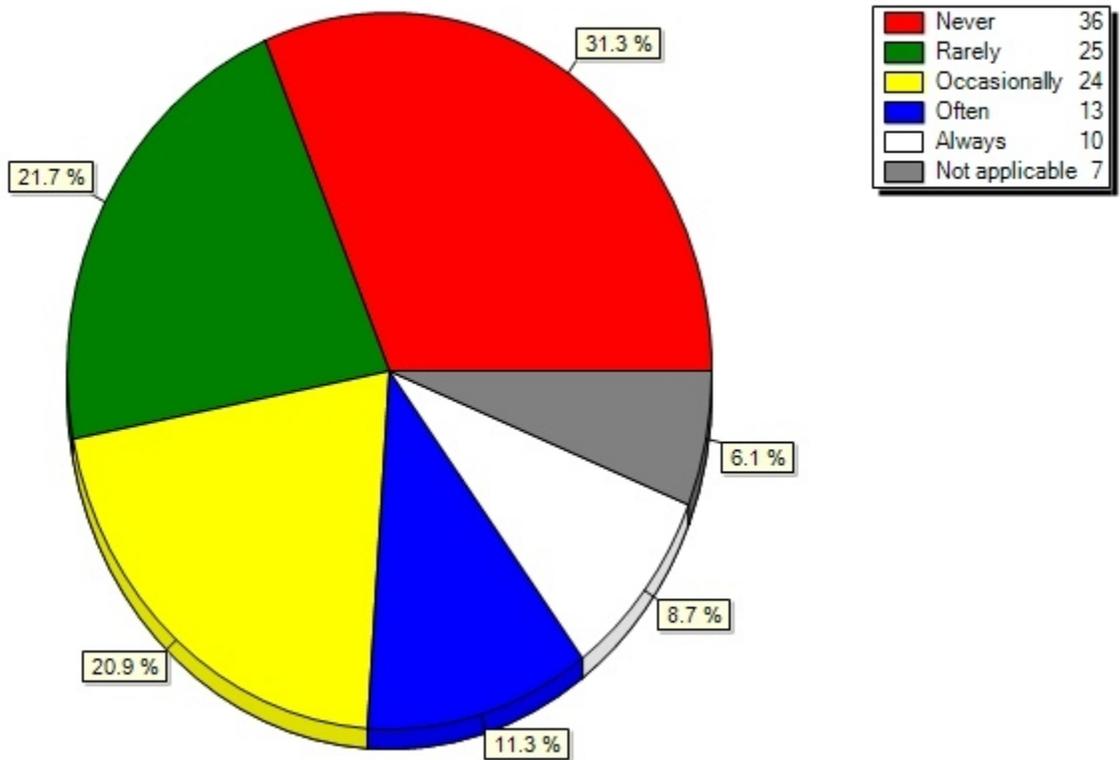
33.2) Email announcements and messages(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.2) Email announcements and messages(Have you experienced problems accessing the following with assistiv



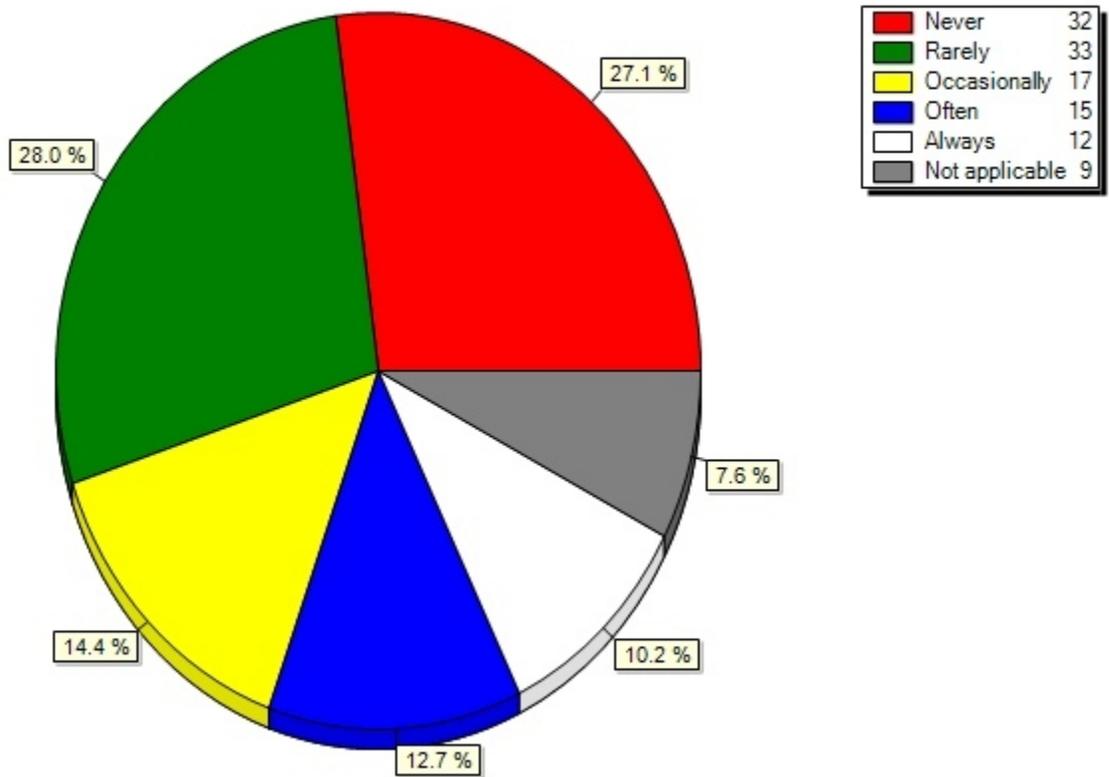
33.3) HUB Student Center(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.3) HUB Student Center(Have you experienced problems accessing the following with assistive technology?)



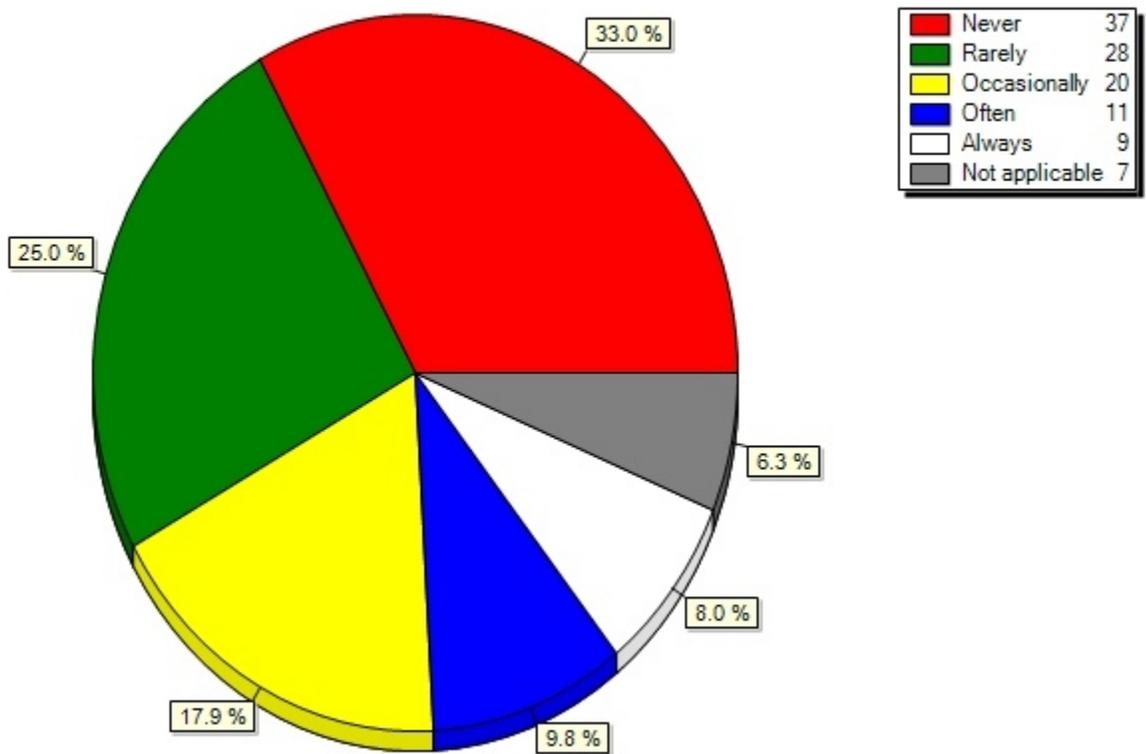
33.4) MyUB(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.4) MyUB(Have you experienced problems accessing the following with assistive technology? If so, how oft



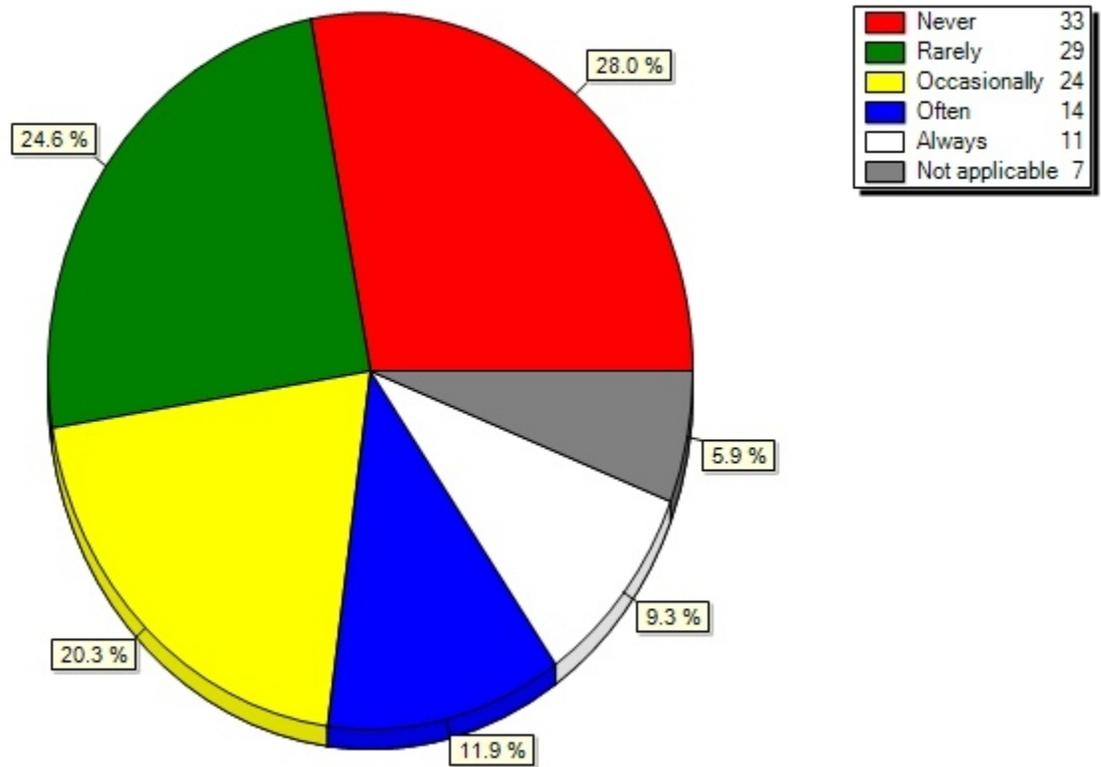
33.5) MyUBCard(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.5) MyUBCard(Have you experienced problems accessing the following with assistive technology? If so, how



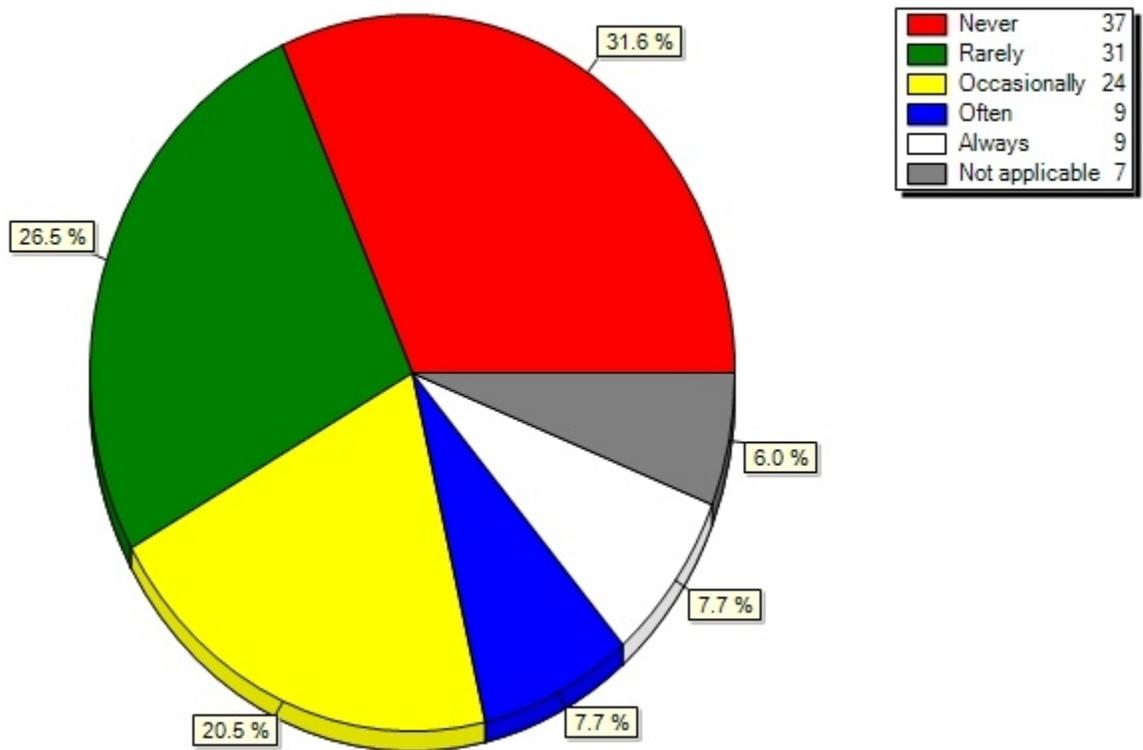
33.6) Online courses or course materials(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.6) Online courses or course materials(Have you experienced problems accessing the following with assist



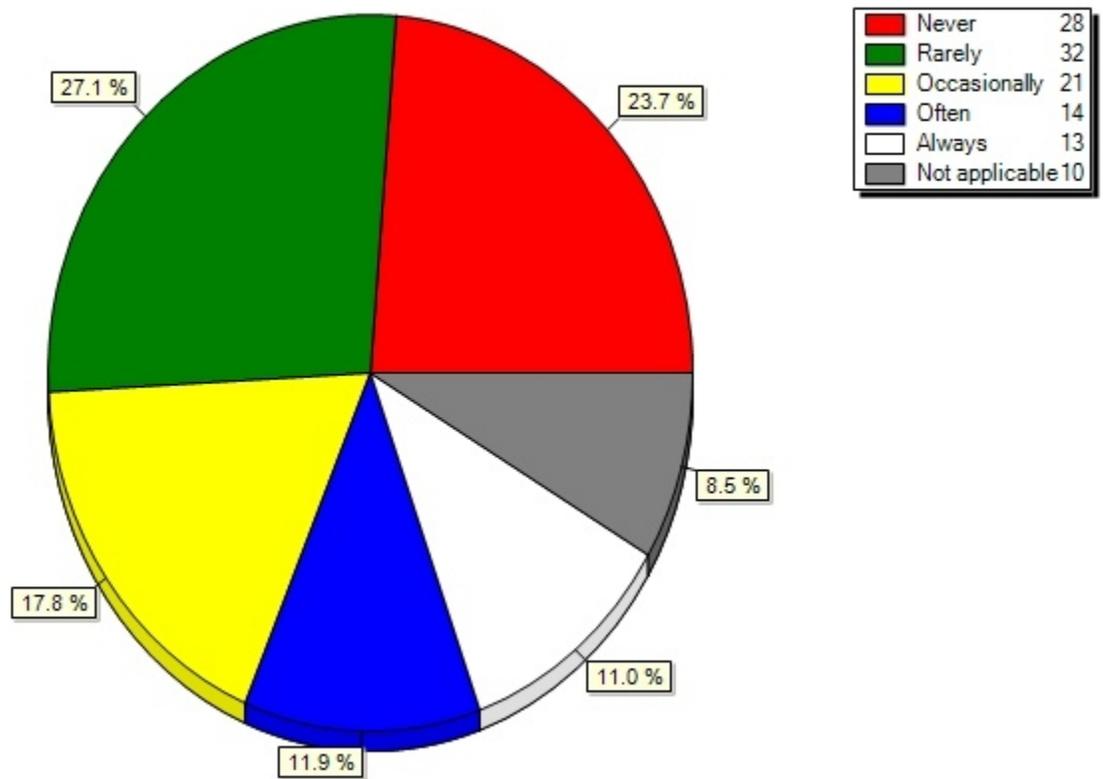
33.7) Online forms and/or surveys(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.7) Online forms and/or surveys(Have you experienced problems accessing the following with assistive tec



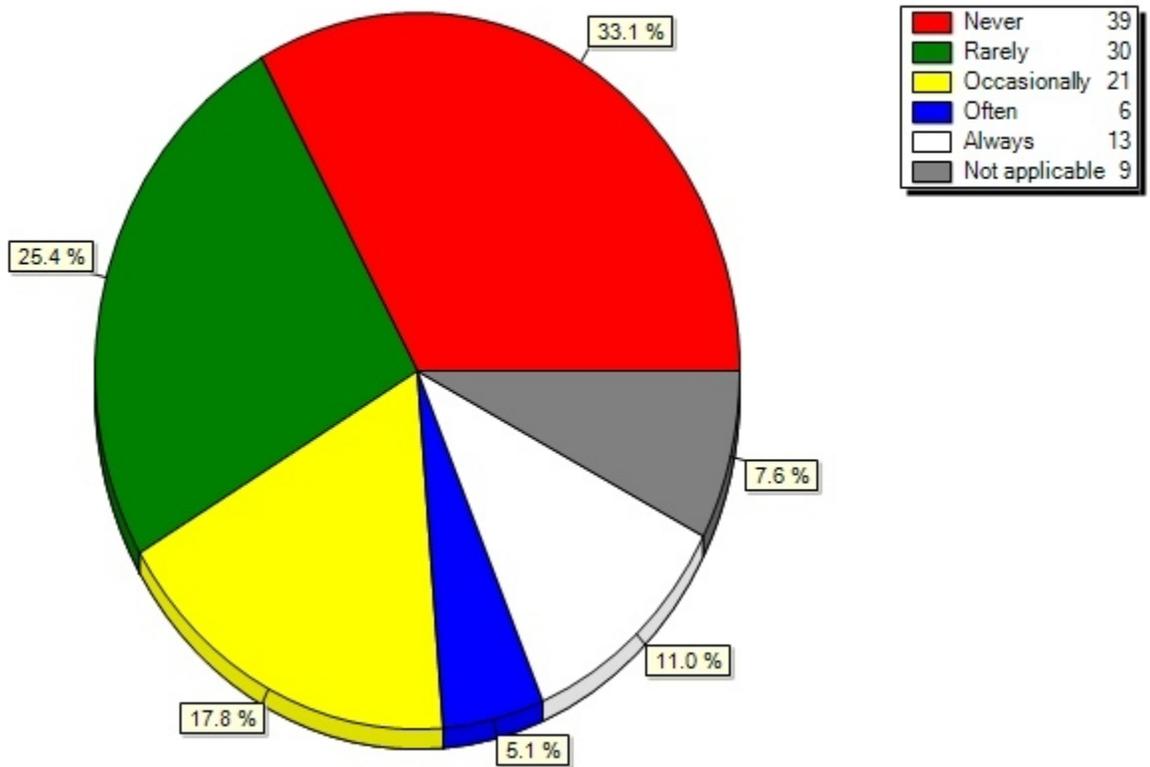
33.8) UBlearns(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.8) UBlearns(Have you experienced problems accessing the following with assistive technology? If so, how



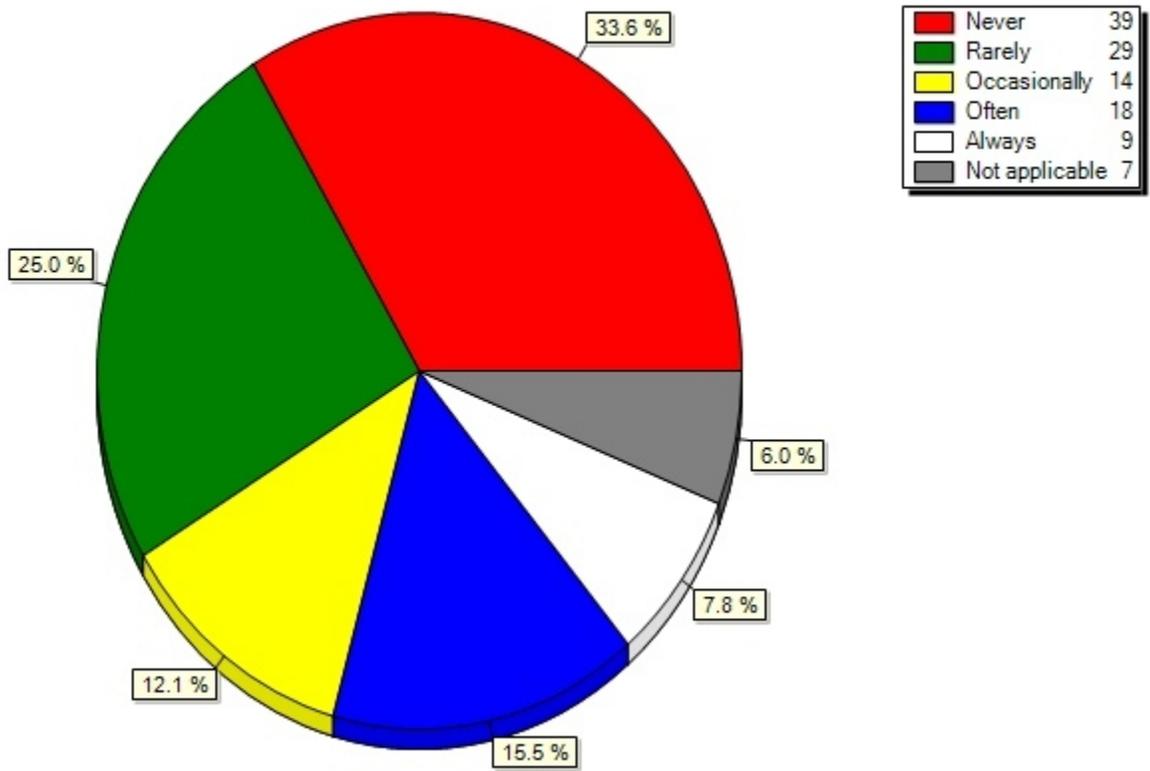
33.9) UB Libraries(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.9) UB Libraries(Have you experienced problems accessing the following with assistive technology? If so,



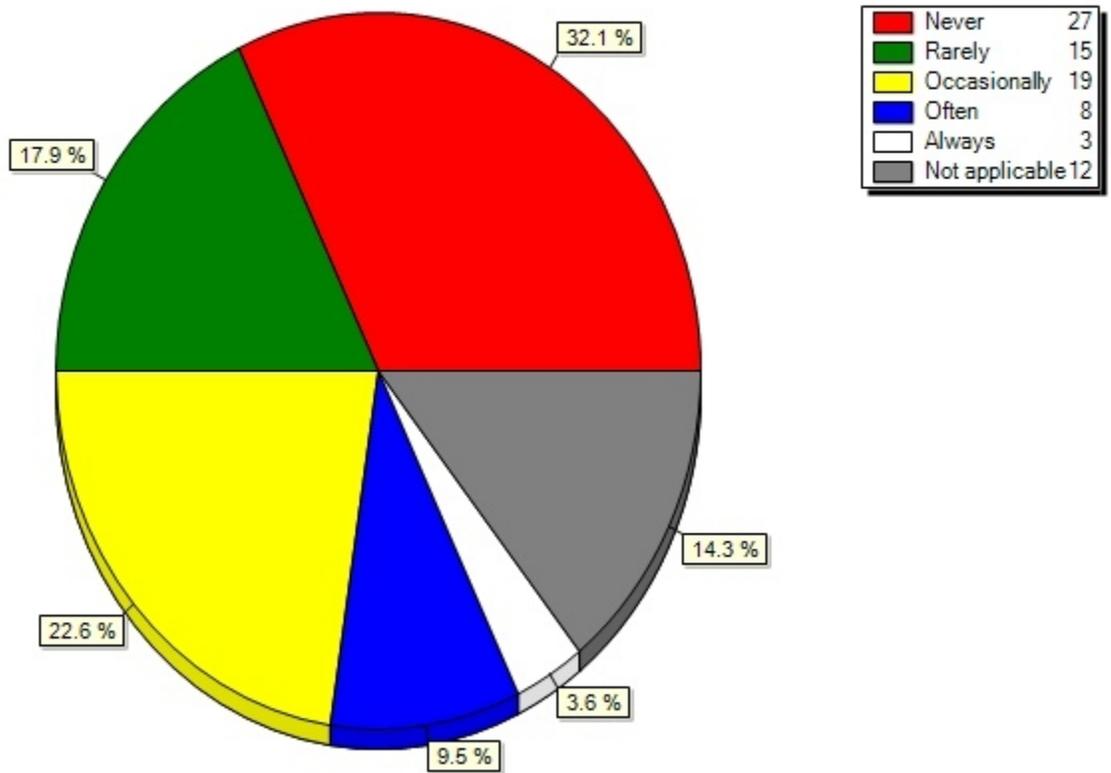
33.10) UB websites(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.10) UB websites(Have you experienced problems accessing the following with assistive technology? If so.



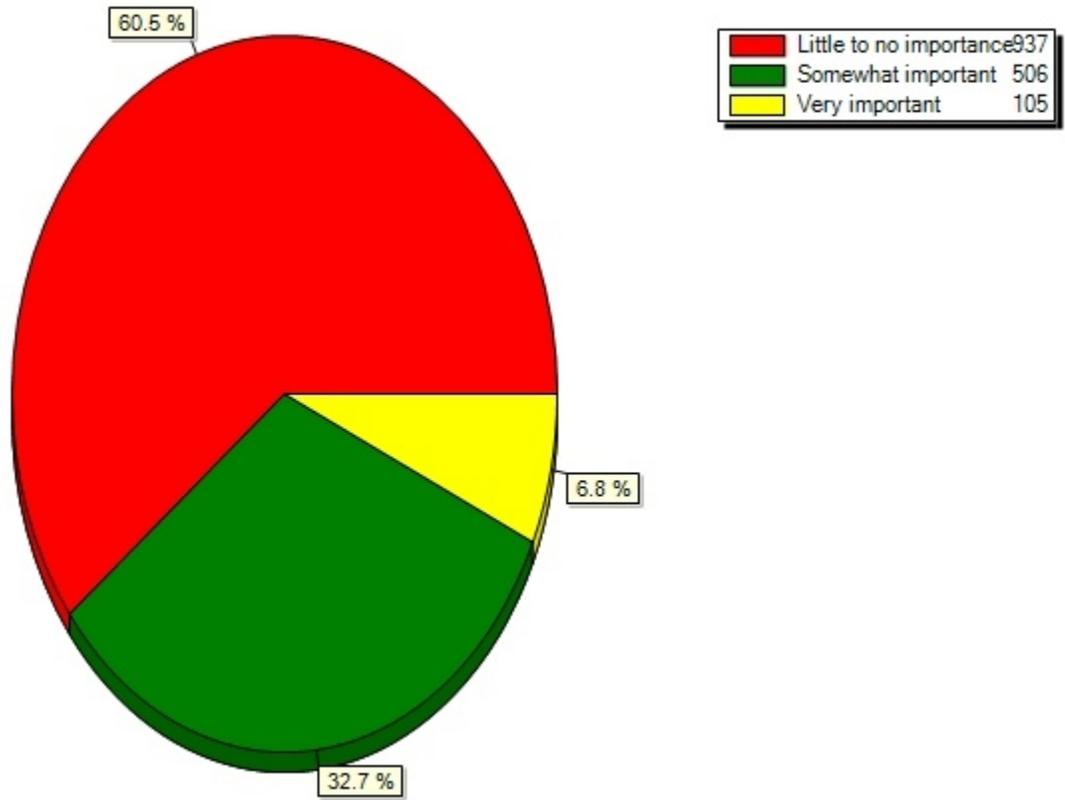
33.11) Other (please specify)(Have you experienced problems accessing the following with assistive technology? If so, how often?)

33.11) Other (please specify)(Have you experienced problems accessing the following with assistive technol



34) How influential were UB's technology offerings on your decision to come to UB?

34) How influential were UB's technology offerings on your decision to come to UB?



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

What would have made it easier for you to get started with Information Technology at UB?
More publicity
No information at all about UB technology. Terrible connectivity in lecture halls and no connectivity between or outside. When I called UB tech support once the agent had no idea what I was talking about or how to fix my problem. Very poor service to the point of being worthless. Also no walk up location to come to for problems. Never knew there was a website or a way to navigate it. Tech support seems almost nonexistent. Provide no showing of offerings for Microsoft office package.
Being provided a more comprehensive orientation.
nothing
More communication
N/A
Not applicable
Speaking with a representative
More information about it
A class explaining how it works.
introduction in orientation
An email listing everything available for UB students.
nothing, I think it is fine.
The UBIT website
I'm not sure
Study
Promote more on social media
A mandatory introductory module to complete
More information during orientation freshman year.
providing tecnology map
explaining how the printer system and other small functions work at ub
South campus hub
N/A

learning more about it at orientation
If there was a tour about the different locations where Information Technology at UB is located.
Learning about all this on one clear piece of paper in Orientation
The only problem I have experienced with the IT here is that occasionally when I print from my own personal device to Capen it doesn't print and I have to have one of the workers at the station resubmit it to print it. It has gotten better but still happens occasionally. Other than that the IT here has been excellent and no other problems getting started.
Maybe a more in-depth IT presentation at orientation and then reinforcement via email in the first month of classes
orientation as a new employee orientation as a PhD student and what services would benefit me as opposed to undergraduate
Every form of contact that has been provided about Information Technology at UB has been enough so I would say nothing really.
Please let the computer respond quicker.
More flyers.
Being informed about it during orientation
More information about the IT services on the main UB page. Listing down all the technologies a student would want to use.
A section during orientation devoted to information technology
Making the information about technology a mandatory lecture during orientation.
nothing much
Nothing
An orientation
no comments
Better advertisement
The fact that most directions as to how to do things were fairly clear.
More information and stratification of the fact that it exists and can be used
need some notification like email or somewhat
A seminar required to attend during orientation!
wifi
Evrthing is perfect
I hate the IT lab. I once stood as the next person in line for an HOUR AND A HALF!! it didn't move! I just left because the 2 people at the desk didn't care or seem to notice a long line of people and they spent 90 MINUTES on their person and I gave up! I will never use it or go there again. If I have a problem I don't try to solve it. I just have to live with it.
orientation

Systematic wifi registration guide during orientation
More Hands on experience could have been provided by the UBIT officials.
Maybe a video of the orientation day UBIT session on youtube would have be great.
Flyers on the Stempede bus
Knowing where to go for in-person assistance with technological issues
I don't think I can add anything to this as everything is made readily available on the website which is pretty simple and user friendly. I'm really thankful for providing such platform and free access to students.
being given a seminar on it
its already very simple and at this point i dont see any scope for improving further
A mandatory online orientation prior to my first semester with the resources available - maybe 5 minutes long, something pre-recorded
Nothing else.
It would be nice to have an interactive detailed video of how to navigate the bus system. Also is there any way to avoid printing cover pages in residence self-serve printers?
It would be highly useful , if we could some kind of tutorial to access the services online and sent to respective mails. People will find it easier to use.
Some internet guides.
More educational tools like professor requested software access codes
everything was fairly easy in order to get started
idk
it been ok after coming to campus, I needed more help with the application and other weird sites for graduate application
Course selection and methods i was unaware of before joining ub,if someone can give abrief intro on how to add courses and waitlist and all that would be really helpful
No need to change anything. Everything is just perfect.
a demonstration
orientation presentation
A presentation in orentation
An engagin email would have caught my attention.
Have an IT rep at each schools orientations.
Sending emails to the students at the beginning of the year providing information on it.
Customised information about every service in one place, like ubit website which we can access using our id password.

Nothing. It is good.
If I knew that my classes on Blackboard once they are over were no longer accessible. I would have downloaded the content so I didn't lose important information from the discussion board posts.
Save browsing session, less computer glitches (IE logs me off computer automatically during random times), no infinite lasting login screens for computers, more printing stations scattered across campus
"How To" class
A paper given on the first day here stating how to get logged in
Brief guidelines on the usage of such technologies at the orientation, followed by assistance from people. Some of the older students could also help the more newer ones.
It's pretty much easier with IT services offered at this time at ub so I don't any much changes in that
If they came into classes.
An email on how to print at the printing centers
Easy lab access
Maybe an informational flyer detailing how to access the wifi. You folks are doing a great job!
Emails about everything provided.
Better email help when I was having trouble downloading the free software.
More information at time of enrollment.
Activities at orientation
Email
The headline. It needs to first show us the topic of discussion to know if we are interested in reading it or not. Also it should always have a serious topic sentence in order to attract people to it
An email about the website and how to use it before starting classes. Also, I didn't know that UB offered free Microsoft office and antispyware so that would have been nice in an email.
The first few weeks of school, I had trouble connecting my laptop to the school wifi -- AND I didn't know which wifi network to choose. It tried to use the UB website to answer my questions, but I found it confusing. Assistance with those things would have been helpful.
First off I'm only taking this survey to say how terrible your printing services are. Invest in some quality staplers that can staple more than 10 pages of paper without jamming or outright breaking. Either create self service printing stations (south campus specifically) or hire some people who can actually do the job of picking up papers from a printer in a timely manner. I shouldn't have to wait 5-10 minutes for someone else to get my paper that I could have just as easily grabbed myself AND save UB the money they have to pay these people to do

such a menial task. Also I get with the current system that the pink papers are necessary to distinguish each papers from each other, but I find it incredibly wasteful that all that paper and ink is used to be immediately thrown out by the majority of the people I've seen. Thank God there are recycling bins close by so some of it can be recycled. Look to other large universities to see how they handle a large amount of students printing off material because the current system is one of the most inefficient and dissatisfactory experiences of my university experience so far at UB.
More information about different resources on north and south campus
Unsure
If departments were fitted with appropriate workplace technology, such as computers with printing access for grad students and maintained by campus technicians.
An email explaining all offerings.
Video of how to setup account etc
nothing
it was pretty easy as it is
More text and email updates.
Tutorials
People were available on every floor ready to assist
Would like to have access to google suite (google slides, google doc, google calendar) with our student emails
Information provided at orientation
Nothing
A orientation class to help teach us about everything that is offered
Nothing. Good job.
Nothing
Discount!
being on-campus
Easier navigation?
More information and instructions
A call service.
Tjsulli@buffalo.com
Getting an email about it.
UB classes of 2021 from Facebook has made it easier for you to get started with UBIT.
Post useful information every day
I think having more of an emphasis at orientation on the UBIT services offered would have been great. I learned a lot about it through my brother who's a

senior at UB, and I would have been lost without him.
If I got my acceptance letter earlier
To get started, not much else, UBIT does a good job of advertising its services to the campus
A better presentation at orientation
Brief but informative email explaining it
text alerts
Nothing really. It was done pretty well.
More information with emails
Say something when you go out to get students for the college.
Approachable Tech Squad , who can actually cater to our problems and give solutions.
I thought it was completely simple! No problems here....thank you for all of your help!
Nothing! Everything is well organized and publicised.
A smoother way to download files from the internet to a public computer. Every time I try to get files from Google Drive, I get a message that says the action is prohibited. The file still downloads anyway and appears in my folder. This confused me a lot my first semester here.
Nothing
Orientation
Meeting with someone in person during orientation
Having an information session about the technology during the orientation will be helpful for upcoming freshmen to be aware of available resources for them in the campus.
I do not live in Buffalo, therefore information regarding computer labs and printing stations around campus would be great as well as more information regarding the software available
Nothing, UB IT is great.
Online videos showing how to use software
having more announcements.
A checklist emailed to Freshmen and new students listing all UB has to get started with tech wise and constant tips for using tech across campus.
Nothing as such. I'm satisfied with current IT offerings.
More knowledge of the services that are accessible. Better looking interfaces.
More information that was mandatory over other events at orientation.
This survey but sooner!
More detailed guidance on HUB would be very good.
It would have been easier to get started if more people were walking around

during move-in.
knowing more what they offer
Learn more about it.
A session to answer general questions and get help.
Professors using them
Nothing
Making the wifi set up more straight forward -- it was confusing not adding @buffalo.edu to one of the wifi networks and not the other.
N/a, everything went well
Brochures with IT at UB information.
More emails
nothing
none
necessity for service
Being better informed during the orientation on the services offered and how to take advantage of them.
better wifi
If I received more emails about it.
Everything was great!
Knowing more about it
One workshop during the orientation of semester that includes the tips and guidance regarding how to use Ubit Services.
Probably the presence of a tech squad to assist you right at the beginning would have been great to get started with Information Technology at UB.
Nothing, it was already pretty easy
I found it difficult to understand how to download the free software that UB provides at the beginning of the year. It would've been nice if there were more specific details and instructions within the welcome weekend packet on how to download the software. I felt as though everyone knew about the free software but not a lot of people knew how to get it.
UB mobile app with mobile-specific UI screens for checking admission status and course details like faculty for each course and semester wise course offerings
Nothing, I haven't needed them yet and know IT services will be there when I need them. Thank you.
I feel everything the campus is doing is working! It's easy to get what you need done, and it's fast!
I think more people would utilize UB's IT department if there was more information spread around campus about what the IT department could and can

do for students. I haven't heard of anything about the IT department since I began UB as a freshman in August of 2017. Had I known about some of the services the IT department offered, I probably would've utilized them already.
More information!
More demos
Informational session
nothing
No comment
More postings?
I don't know
Better WiFi
An email as soon as I moved in
If I had my laptop earlier, I could've started my notes earlier
Complete sessions about each and every UBIT services
BETTER WIFI!!! The WiFi in residence halls is horrible!!! Especially on south campus
Having a beginning of the school year workshop.
More awarness
Recruit freshmen at orientation
Provide network printer installations so that we can print from the laptop without uploading it to a website which does not allow printing customization.
A list of all the things avabile to us on ub learns/ hub
The only difficult thing is the Student Hub, its very confusing and hard to use.
A presentation during orientation
Unsure.
Less complicated instructions
Point me to a list of all resources that I am allowed to use instead of all the resources that are available in the university.
Discussions in Seminar classes other than that it is fairly easy
I think e-mails would help.
N/a
If I had a list of all things accessible and a summary of what they did, as a freshman I feel like I know nothing.
Tour of UBIT facilities during Orientation.
UB WiFi
More emails informing me on what, where, and how to get help from UBIT
Everything is great
MAKE It more accessible, often times I will go to help desk to fix a problem and

they are unable to help me and I need to go somewhere else
I would I have liked to have been informed about everything earlier.
Knowing that technology was available for use. Is Grammarly a free software available for student's use
Brochure / tutorials
Wider publicity and orientation sessions
Everything was good. Couldn't ask for a better start.
More prior information
A brochure handed out during orientation.
A tutorial
communication
Be included in the open house information and just make it more available to students when touring around UB.
It's the way it should be.
steps how to connect to wifi more clearer
It would have been easier if they touched based on Technology at UB during orientation to everyone
I think UB need to provide free advanced software such as STATA, or SAS. Even UB has provided matlab, It will much better if provides STATA or SAS. Overall, UBIT is very good and helpful.
I don't know much about technology.
More emails about resources.
more awareness
Consolidating all UB's offerings under one common platform rather than divisive.
Faculty explaining it to me.
introduction during orientation
Putting more emphasis on it during presentations
More in-person communication will be better than advertising, posters, and websites.
A class for all freshman, information setting or tutorial on how to use all the technology features UB offers.
emails.
brochure
Some type of guide. Step by step instructions or steps.
An email with information about offered services prior to beginning at UB would be nice.
Being told about it
n/a

A separate group session at UB orientation
Unsure
...seems fine?
do not know
I had to find a lot of it out on my own, I wish they shared the information more.
Getting a more detailed information regarding the services provided by the UB IT team during orientation, so we could have known how to utilize it better from the start
A more detailed email.
I think the design of some of the schools websites could be more intuitive
Better ub learns and ub mobile app
Mailers
Seminar
explanation at orietntation and detailed examples
My sister who goes here gave me the information
I still can't get access to the ub wifi. I've tried multiple times, but I really don't have the energy or desire to reach out to IT to fix it.
A workshop
I thought it was very easy. going to orientation and knowing people who were already at Buffalo helped me a lot to get set up with wifi and technological concerns.
presentations about IT at UB during orientation.
More emails
I have not gotten started with Information Technology
Email
Yes,absolutely!
It would have been easier if you provide more info sessions about UBIT during orientaion.
not applicable
Workshop sessions
If I had known this was a thing. Advertise more!
More emails about it
An email when I first enrolled as a student which would state all services provided by UB IT. I did not know Microsoft Word and other software was included and I purchased it before school started in August.
More information such as from IT staff.
It was straight forward and easy to use and understand for me.
I think if some things were more consolidated, I would be much more apt to use

some of the things UB offers. The differences between what different classes use (Piazza for some, UB learns for others, and others use their department pages or UBPortfolio or even some other things for giving out information) makes it extremely difficult to access the information you need. I think there needs to be one standard application that all UB classes can use, something other than just UBLeads in its current form being mandated because that's not a good solution. I would honestly recommend revamping UBLeads to be much more inclusive for all class' purposes. Students could go to UBLeads and switch tabs between classes on the left-hand side, and each class page could have its own list of tabs for important announcements, documents and materials, assignments, Portfolio pages, class discussions, and lecture recordings. It would probably be a good idea for teachers, instead of creating all of these tabs on their own, to have the power to select from their end which tabs will be used and will show up when students look for their class page. This could be useful since not all teachers will want to upload everything from their class, or even can, since some teachers use the chalkboards. -The announcements page could possibly have a calendar on it with the most important dates such as quizzes and exams. It could also contain announcements of lists with the locations of any quizzes and tests if they are done outside of class hours. A link to an autograder for taking attendance could also live here. (That's another thing- a single tab or application that allows students to be marked present if they enter the correct attendance code and their location returns as being very close to or in the classroom. That would make attendance taking in large lecture classes, or even smaller classes, easier.) -The materials tab could contain any material the teacher is willing to share, ranging from powerpoint presentations to practice worksheets, or even videos from the internet explaining concepts for students who don't fully grasp the material. -The assignments tab is one that the teachers can use to display assignments and outline when things are due. Links to outside websites and pages could be provided if, for example, the CSE department requires the use of a special autograder and needs to redirect students. -The portfolio page could be a breakdown of what is expected from students in their EPortfolio, if the class requires one. There would need to be a link to take a student to their Digication portfolios page, but this would make it easier to see what is expected. -The class discussions page would be particularly useful for students to ask questions and get answers from Teaching Assistants, other students, or the teachers themselves. While moderation of the chat is necessary and a filter would need to be put in place, it would open up a discussion where students can get real answers outside of office hours, or it may become apparent that a certain topic needs to be readdressed in class. Certain important discussions regarding attendance could be posted here, wishes for people to stop asking about attendance could be posted here, and any insightful comments or extra videos that students dig up could be added and filtered accordingly if someone just wanted to see what helpful videos were added or what extra worksheets there were left to do. -The lecture recordings tab would be particularly useful, letting students view lectures from their particular class session or another session, letting them see any notes the

professor left on it, and seeing how many views each version has gotten. It would also be helpful if the video and/or audio files could be downloaded. I really feel as if a lot of resources for classes are so spread out that navigating through the mess to find the one specific document you need is so much more difficult than necessary; it should not take more than two minutes to find a document on what unique things need to be done after each chemistry lab. Consolidating a lot of these applications and allowing branching out from one website in the form of links, at least, would be extremely useful. Even if teachers continue to use their other sites, at least having all the links you need in one place instead of struggling to remember which teacher uses which site would be better.
knowing about all of this
Time to time announcements, peer discussions have made it easy.
A few emails sent to me.
The process of signin to eduram is still cumbersome and sometimes does not work properly
Im not really sure to be honest
Presentations
I'm not interested in information technology
An email with video tutorial that would have guided me when I first joined UB.
Makin it a priority to talk about at oientation.
I would probably reach out more if I didn't have friends who knew how to fix things I had issues with near by.
A start up video
Earlier knowledge about all of the various technologies that are available to students.
I did arrived to campus later than most students, but having a person who knew UB and what it offered tell me about things would've been very helpful
Sorry that was a long time ago. I got nothing
For the wifi to actually work
nA
Nothing
I think that a technology session would have been very useful for new students
Better maintained facilites and equipment. Services/software that are simpler to use. Less logins/passwords.
A session during Orientation that went more into depth
a live one on one demo for an individual
It is not complicated and easy to understand.
vedio in trodution and instructions on Youtube
a class



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