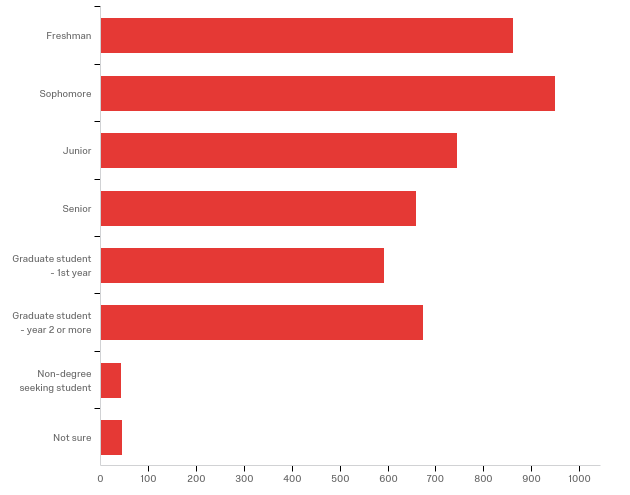
Raw Frequencies  
*2019 Student Experience Survey*  
**November 5th 2019, 12:20 pm EST**

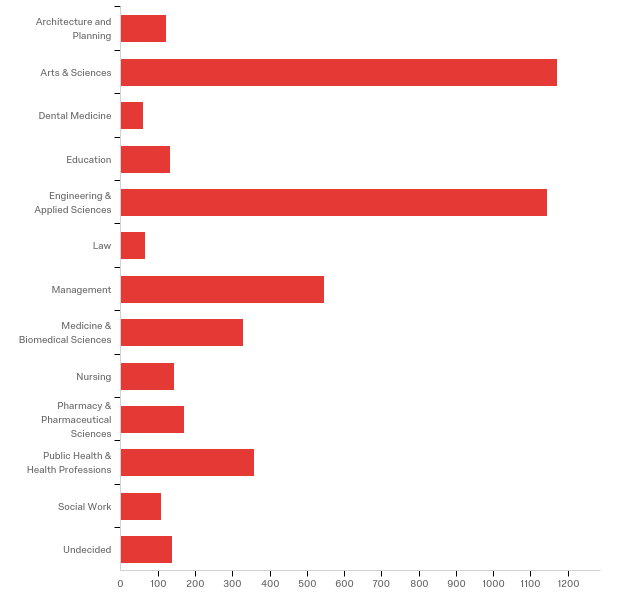
**Q4 - What is your class standing?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | What is your class standing? | 1.00 | 8.00 | 3.35 | 1.79 | 3.22 | 4571 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Freshman | 18.88% | 863 |
| 2 | Sophomore | 20.78% | 950 |
| 3 | Junior | 16.32% | 746 |
| 4 | Senior | 14.44% | 660 |
| 5 | Graduate student - 1st year | 12.95% | 592 |
| 6 | Graduate student - year 2 or more | 14.75% | 674 |
| 7 | Non-degree seeking student | 0.92% | 42 |
| 8 | Not sure | 0.96% | 44 |
|  | Total | 100% | 4571 |

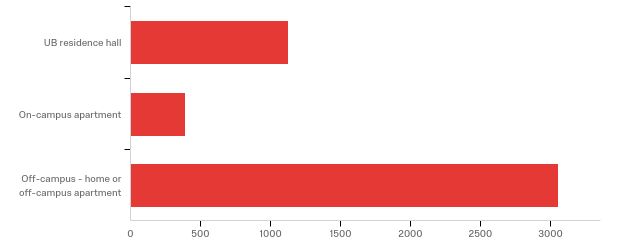
**Q5 - In which UB College or School are you enrolled?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | In which UB College or School are you enrolled? | 1.00 | 13.00 | 5.74 | 3.31 | 10.96 | 4490 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Architecture and Planning | 2.69% | 121 |
| 2 | Arts & Sciences | 26.08% | 1171 |
| 3 | Dental Medicine | 1.34% | 60 |
| 4 | Education | 2.96% | 133 |
| 5 | Engineering & Applied Sciences | 25.50% | 1145 |
| 6 | Law | 1.45% | 65 |
| 7 | Management | 12.16% | 546 |
| 8 | Medicine & Biomedical Sciences | 7.35% | 330 |
| 9 | Nursing | 3.21% | 144 |
| 10 | Pharmacy & Pharmaceutical Sciences | 3.79% | 170 |
| 11 | Public Health & Health Professions | 8.00% | 359 |
| 12 | Social Work | 2.41% | 108 |
| 13 | Undecided | 3.07% | 138 |
|  | Total | 100% | 4490 |

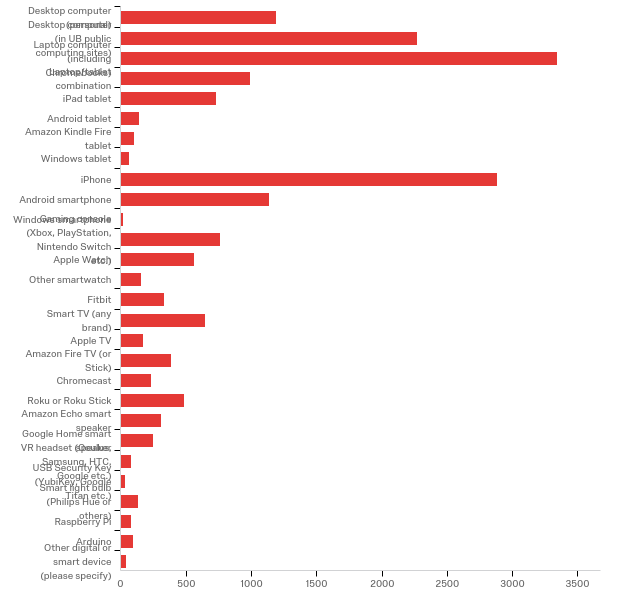
**Q66 - Where do you live?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Where do you live? | 1.00 | 3.00 | 2.42 | 0.86 | 0.74 | 4571 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | UB residence hall | 24.63% | 1126 |
| 2 | On-campus apartment | 8.53% | 390 |
| 3 | Off-campus - home or off-campus apartment | 66.83% | 3055 |
|  | Total | 100% | 4571 |

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



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Desktop computer (personal) | 6.77% | 1195 |
| 2 | Desktop computer (in UB public computing sites) | 12.86% | 2272 |
| 3 | Laptop computer (including Chromebooks) | 18.93% | 3343 |
| 4 | Laptop/tablet combination | 5.63% | 994 |
| 5 | iPad tablet | 4.16% | 735 |
| 6 | Android tablet | 0.79% | 139 |
| 7 | Amazon Kindle Fire tablet | 0.58% | 103 |
| 8 | Windows tablet | 0.39% | 68 |
| 9 | iPhone | 16.31% | 2881 |
| 10 | Android smartphone | 6.43% | 1136 |
| 11 | Windows smartphone | 0.11% | 20 |
| 12 | Gaming console (Xbox, PlayStation, Nintendo Switch etc.) | 4.34% | 766 |
| 13 | Apple Watch | 3.18% | 561 |
| 14 | Other smartwatch | 0.87% | 154 |
| 15 | Fitbit | 1.87% | 330 |
| 16 | Smart TV (any brand) | 3.65% | 645 |
| 17 | Apple TV | 1.00% | 176 |
| 18 | Amazon Fire TV (or Stick) | 2.19% | 387 |
| 19 | Chromecast | 1.32% | 233 |
| 20 | Roku or Roku Stick | 2.77% | 490 |
| 21 | Amazon Echo smart speaker | 1.78% | 314 |
| 22 | Google Home smart speaker | 1.42% | 250 |
| 23 | VR headset (Oculus, Samsung, HTC, Google etc.) | 0.47% | 83 |
| 24 | USB Security Key (YubiKey, Google Titan etc.) | 0.19% | 34 |
| 25 | Smart light bulb (Philips Hue or others) | 0.77% | 136 |
| 26 | Raspberry Pi | 0.44% | 78 |
| 27 | Arduino | 0.54% | 95 |
| 28 | Other digital or smart device (please specify) | 0.24% | 43 |
|  | Total | 100% | 17661 |

Q9\_28\_TEXT - Other digital or smart device (please specify)

xbox

HP prolient server

bluetooth earpods

Oneplus

Normal kindle - not fire tablet

wemo smart plug

ps4

Drones

Jbl speaker

Monitor

Cell phone

Airpods

Garmin

External Hard Drive 1TB

Amazon Kindle paperwhite

Smart plug/cleaning robot

rca tablet

Smart plugs

Google Home

Sonos speakers

wacom

Smart plugs for the wall

Apple HomePod

projectors

beats headphones

Playstation TV

Apple HomePod

printer

Garmin watch

Nintendo Switch

Smart Plugs

Kindle Paperwhite

ReMarkable

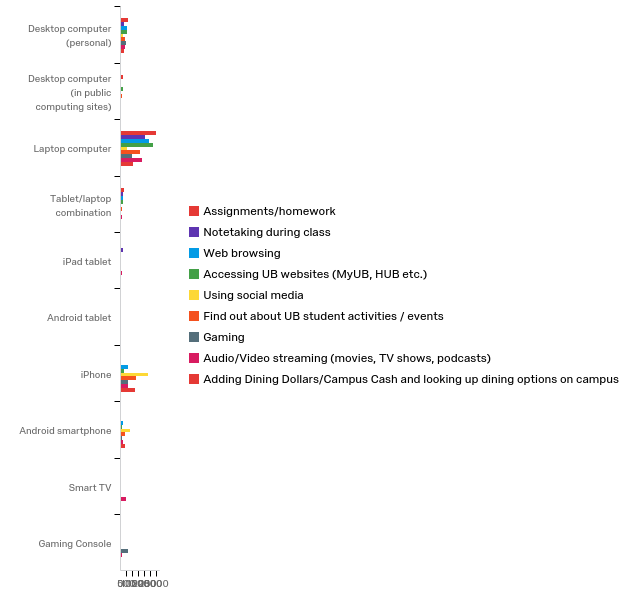
Samsung notebook

Smart plug

Kindle

Beats

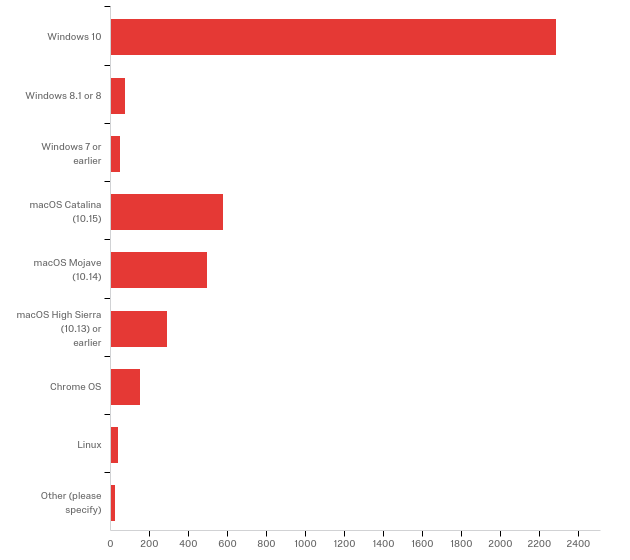
**Q12 - Please indicate which DIGITAL devices you primarily use for the following activities:**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Assignments/homework | 1.00 | 10.00 | 2.77 | 0.94 | 0.87 | 4195 |
| 2 | Notetaking during class | 1.00 | 10.00 | 3.12 | 1.17 | 1.37 | 2985 |
| 3 | Web browsing | 1.00 | 10.00 | 3.63 | 1.95 | 3.79 | 4135 |
| 4 | Accessing UB websites (MyUB, HUB etc.) | 1.00 | 8.00 | 3.19 | 1.52 | 2.31 | 4140 |
| 5 | Using social media | 1.00 | 10.00 | 6.18 | 2.03 | 4.11 | 4056 |
| 6 | Find out about UB student activities / events | 1.00 | 9.00 | 4.66 | 2.33 | 5.43 | 3980 |
| 7 | Gaming | 1.00 | 10.00 | 5.48 | 3.22 | 10.37 | 2976 |
| 8 | Audio/Video streaming (movies, TV shows, podcasts) | 1.00 | 10.00 | 4.74 | 2.68 | 7.16 | 4006 |
| 9 | Adding Dining Dollars/Campus Cash and looking up dining options on campus | 1.00 | 10.00 | 5.12 | 2.38 | 5.68 | 3102 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Desktop computer (personal) |  | Desktop computer (in public computing sites) |  | Laptop computer |  | Tablet/laptop combination |  | iPad tablet |  | Android tablet |  | iPhone |  | Android smartphone |  | Smart TV |  | Gaming Console |  | Total |
| 1 | Assignments/homework | 15.52% | 651 | 4.53% | 190 | 71.70% | 3008 | 6.17% | 259 | 1.12% | 47 | 0.14% | 6 | 0.72% | 30 | 0.07% | 3 | 0.00% | 0 | 0.02% | 1 | 4195 |
| 2 | Notetaking during class | 10.89% | 325 | 1.57% | 47 | 69.58% | 2077 | 7.94% | 237 | 6.67% | 199 | 0.60% | 18 | 1.81% | 54 | 0.90% | 27 | 0.00% | 0 | 0.03% | 1 | 2985 |
| 3 | Web browsing | 12.99% | 537 | 1.77% | 73 | 58.89% | 2435 | 5.22% | 216 | 1.69% | 70 | 0.31% | 13 | 14.37% | 594 | 4.67% | 193 | 0.05% | 2 | 0.05% | 2 | 4135 |
| 4 | Accessing UB websites (MyUB, HUB etc.) | 12.44% | 515 | 4.08% | 169 | 67.03% | 2775 | 5.87% | 243 | 1.43% | 59 | 0.17% | 7 | 6.33% | 262 | 2.66% | 110 | 0.00% | 0 | 0.00% | 0 | 4140 |
| 5 | Using social media | 5.30% | 215 | 0.86% | 35 | 14.25% | 578 | 1.38% | 56 | 1.21% | 49 | 1.08% | 44 | 57.17% | 2319 | 18.69% | 758 | 0.02% | 1 | 0.02% | 1 | 4056 |
| 6 | Find out about UB student activities / events | 8.74% | 348 | 3.09% | 123 | 40.63% | 1617 | 3.42% | 136 | 1.26% | 50 | 0.60% | 24 | 32.14% | 1279 | 10.10% | 402 | 0.03% | 1 | 0.00% | 0 | 3980 |
| 7 | Gaming | 14.15% | 421 | 1.01% | 30 | 31.22% | 929 | 2.15% | 64 | 1.71% | 51 | 0.60% | 18 | 21.47% | 639 | 4.74% | 141 | 0.57% | 17 | 22.38% | 666 | 2976 |
| 8 | Audio/Video streaming (movies, TV shows, podcasts) | 9.99% | 400 | 0.80% | 32 | 45.08% | 1806 | 3.77% | 151 | 3.62% | 145 | 0.57% | 23 | 15.90% | 637 | 5.92% | 237 | 11.63% | 466 | 2.72% | 109 | 4006 |
| 9 | Adding Dining Dollars/Campus Cash and looking up dining options on campus | 8.22% | 255 | 2.45% | 76 | 32.79% | 1017 | 2.22% | 69 | 0.97% | 30 | 0.74% | 23 | 39.26% | 1218 | 12.99% | 403 | 0.16% | 5 | 0.19% | 6 | 3102 |

**Q14 - What operating system is on the computer that you use the most?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | What operating system is on the computer that you use the most? - Selected Choice | 1.00 | 10.00 | 2.68 | 2.15 | 4.63 | 3985 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Windows 10 | 57.39% | 2287 |
| 2 | Windows 8.1 or 8 | 1.88% | 75 |
| 3 | Windows 7 or earlier | 1.18% | 47 |
| 4 | macOS Catalina (10.15) | 14.55% | 580 |
| 5 | macOS Mojave (10.14) | 12.45% | 496 |
| 6 | macOS High Sierra (10.13) or earlier | 7.28% | 290 |
| 7 | Chrome OS | 3.74% | 149 |
| 8 | Linux | 0.95% | 38 |
| 10 | Other (please specify) | 0.58% | 23 |
|  | Total | 100% | 3985 |

Q14\_10\_TEXT - Other (please specify)

Other (please specify) - Text

Macbook

IOS

ElementaryOS dual booted with Windows 10, or CentOS

IOS

Linux (Elementary OS) and Windows Dual boot

Older mac

lenovo

ios

Safari

macOS Yosemite

Mac OS X

mac OS X El Capitan

Safari

Windows dont know the genration

Ios 13

IPadOS

Mac OS X El Capitan

Samsung

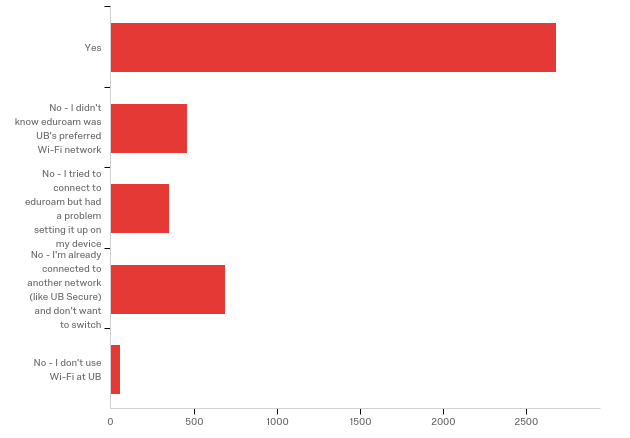
Mac OS 10.11

MacBook air

safari

Mac OS Yosemite

**Q17 - eduroam is UB's preferred Wi-Fi network. If you connect to Wi-Fi at UB, are you using eduroam?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | eduroam is UB's preferred Wi-Fi network. If you connect to Wi-Fi at UB, are you using eduroam? | 1.00 | 5.00 | 1.82 | 1.21 | 1.45 | 4243 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 63.23% | 2683 |
| 2 | No - I didn't know eduroam was UB's preferred Wi-Fi network | 10.86% | 461 |
| 3 | No - I tried to connect to eduroam but had a problem setting it up on my device | 8.32% | 353 |
| 4 | No - I'm already connected to another network (like UB Secure) and don't want to switch | 16.21% | 688 |
| 5 | No - I don't use Wi-Fi at UB | 1.37% | 58 |
|  | Total | 100% | 4243 |

**Q53 - Please describe the problem you had when setting up eduroam, and what device you were using:**

Please describe the problem you had when setting up eduroam, and what device you were using:

I try logging in with my UBIT stuff and doesn't work

no

mac laptop, the username and password was not working

l;jk;lk;lk

hp laptop, just says cannot connect sometimes. sometimes it works thoug, i switch between eduroam and ub secure daily if one stops working r wont load stuff when i first open up the laptop

When I use the UBsecure, it works. But when I use edurome, it doesn't work.

Doesn’t work

idk it never works and says everything is unsafe

there were issues when downloading

had to create new username and password and wouldn't allow me to connect only ubsecure would

Connection was really bad, iPhone, laptop

I have registered both my laptop and iPhone but when I try to connect it says unavailable or untrusted network

I have to keep entering in my info and it never connects me

No internet connection- laptop, iphone

It works on my laptop, but not on my phone. My phone is on UBSecure. It kept saying that my username and password were invalid

no\guyfdftdtdtyddtu

too many steps

wont connect to any device I have

it usually won't connect to any of my devices

Couldn't connect to this network

it just says could not connect when trying to select the wifi

it never works to connect to

The password required. i tried to put my UB name and password it didn't work. I tried to do it in my laptop

It wouldn't let me connect on my Samsung phone

cannot connect to

It wouldn’t connect to my iPhone or MacBook.

Unable to connect after entering user name and password, using iPhone

Windows laptop computer

I tried a long time ago. I forgot the problem specifically, but it was about logging in. I can still use UB Secure WIFI so I am always on that one.

my laptop and it says I cannot connect to this network

It just kept saying a problem occurred

could not connect

Wouldn't accept my username and password so I just connected to UBSecure

laptop, I dont remember the issue but UB Secure worked better

Didnt work

Never authenticates my credentials on eduroam

Macbook - entered credentials, doesn't connect.

nothing loads

Laptop, didn't know how

certain apps on iphone wouldnt work while on wifi and it would be slow

it seems can not be connected

Spotty Wi-Fi

Phone and laptop. Wasn’t connecting. Switched to UB Secure

It would log me out of the network periodically, so I would use UB Secure.

Error- couldn't connect to this network; MacBook pro

not sure how

It shows error connecting

Won't allow me to connect

Requires an app to install. Does not connect even after doing so

Won't recognize my device as being on campus/near a UB server. HP Laptop

It wouldn’t connect

Wouldn’t connect

Linux - SecureW2 only supports X and not Wayland

One plus

It usually doesn’t let me log in even if I put in my credentials

Unable to join the network

would not connect to page after setup for eduroam for MAC

It says can not connect to the network

I registered my IP address and it just wont connect

The wifi wouldn't set up correctly

It says I can't connect to network

Edu roam needed an app to install (secureW2). Once installed the app didn't respond

It kept asking my UBIT name & password, but never got past that step

my iphone and the password always incorrect

it does not recognize my ubid and password

wouldn't let resign in

I was using an iPhone and had trouble getting the download to work.

It just doesn't work

It wants me to download a VPN cloud and it never works

It won't connect me to the wifi when I put my ub username and password

Does not recognize credentials.

it wouldn't connect and all of my devices

Could not connect or maintain connection when trying to use it. Went back to UB Secure for the time being.

My phone is a Samsung S8 model, i am not able to use eduroam service

Didn't recognize my UB information

unable to sign in using my UBIT name and person number

Cannot connect to this network

Wouldn't connect

It never signs in so I use UBlearns

My tablet and laptop cannot link eduroam

I can get eduroam to work on my android phone but I have not been able to set it up on my laptop or my iphone.

it always says "could not connect" whenever I put in my username and password.

It would not stay connected

It says no internet acailable and kicks me off to ub secure

It said that logged in information is not correct. Iphone

My phone, it wanted an IP address or some other unique identifier that I didn’t have.

it doesnt connect, ub secure connects faster and easier

It wouldn’t let me connect with my UBIT name and password

I've followed the log in instructions many times but it never works.

It keeps popping up: log in information.

When I insert the information needed for eduroam, it says that it cannot connect to it.

login would not work

works on computer will not connect to phone

my own ub pwd and username was not valid

It does not work on my cell phone.

Unable to setup the eduroam on windows 10 laptop

It would say that I was connected in my settings and had bars but never loads anything and says I have no internet connection when I’m in an ap or browser. For both iPhone and laptop

I have eduroam on my phone but not on my computer

Just couldn't connect that network

I cannot access it when I try to set it up. It won’t give me prompts or pop-ups or a login and I’ve never used it because of that.

Laptop, it connects but doesn’t load anything

Laptop, always have connection error issues

It wouldn't allow me to connect, even with my password and username.

Laptop - didn't know what it was at first, put in my credentials, laptop said it could not connect and that I should try moving closer to the router and running network diagnostics. I gave up.

Couldn’t figure it out-confusing. iPhone

It said it couldn’t connect.

my phone and computer, didnt know the password

The last time I tried setting it up it just failed to connect - using a laptop/tablet - will try again though

I just couldn't get my phone to connect.

I had an old certificate so I tried reconnecting but it can’t reconnect

It would say I was connected but not provide me enough wifi to access any cites.

wouldnt connect

Did not allow me to connect

Slow loading

my laptop and iPhone. they just wouldn't connect to eduroam

I was using my iPhone to sign in after resigning into UBSecure and it said that eduroam could not connect even though I had the correct credentials.

It just won't connect

connection error

easier to use ub secure

neither my iphone nor laptop can connect to eduroam successfully

Laptop - couldn't set it up.

Link to set up eduroam is broken "http://www.buffalo.edu/ubit/service-guides/connecting/wifi/eduroam.html"

my laptop "detects a problem with the server" but can't figure out what the problem is. and my phone just refuses to connect

For my laoptop and iphone it wouldn't log me in when I put my UBname and password in

INCOMPATIBLE WITH MY CELLPHONE

it showed "network error"

wont connect-- wrong username error

Will not connect most times

The connection was spotty and inconsistent. I find UB Secure to work the best, especially because I work in an office on Capen first floor where there is no phone service

It does not let me connect. I use UB secure

My laptop can connect the eduroam but my iphone and ipad cannot connect with it. I do not know why.

Wouldn’t load any webpages, messed up my devices

on my android phone, i don't remember. i think it wouldn't connect

Laptop and phone, password and username won’t go through

Unstable connection, iPhone

The internet is with poor quality.

It says my username and password were not right, but I checked a hundred times and it still wouldn't let me in

Wasn't connecting

Says my UB password is incorrect on both my laptop/tablet and my iPhone

Wouldn't let me sign in

I would use my credentials to log into the internet and it never connected me I just had to keep signing in and it never worked

Couldn’t log in.

wouldn't connect

it didn't connect to my smartphone device

Device would not sync up with wifi

It is not as reliable as the UBSecure that I use.

eduroam won't load my webpage/app on neither my iPhone or Laptop

It didn’t connect.

No connection at first.

Didn't accept my credentials

When it just wont log in, this happened at the end of last year, but honestly it was always slower anyway

I cannot connect to eduroam

Wouldn't connect freshman year

It says that it can’t find eduroam, was using my laptop in NSC north campus

None of my devices would connect

doesn't work

it never connected

On my Mac, it just gives me an error message every time I try to connect.

It just wasn’t connecting to my devices

Macbook Air 2019, wouldn't connect

It always says my username or password is wrong, but actually they are correct.

it would not allow me to connect

it kept asking my computer to allow permission to use eduroam every time I logged onto my laptop computer. So I stopped using it

It wouldn't connect, iPhone

It told me that my info was incorrect, iPhone and MacBook

It would not let me connect and i was using a MacBook.

past 2 Laptops/android smartphone and iphone= all devices said "unable to connect to network" when trying to connect to eduroam

it preferred ub secure

for some reason when I come to school my laptop doesn't automatically connects to eduroam. It always disconnects and tells me there is an error or whatever so I just stick to UBSecure.

It says wrong log in info.

Wouldnt connect on android phone

It keeps telling me that my password is incorrect and will not let me join. UBSecure actually works and lets me use WiFi

cannot connect

wouldn’t allow me to log on... i’ve been using ub secure since

Error in connection

i tried to connect it but connection didnt worked

my mac rejects it

Whenever I try to switch from UBSecure to eduroam it doesn't allow me to switch even when I fully disconnect from any other networks.

I was able to set network up to my laptop but not cell phone

On my HP Pavilion laptop and my Samsung galaxy phone, eduroam would not connect adn UB Secure seems to work better

It doesn’t work on my iPhone or Xbox. Use ubsecure

could not connect

Either I was not able to connect or the wifi was down

It never works when I try to use it at the downtown medical campus. I end up having to use UB Secure. It asks me to make an account and I try to use my in usual unit information and that doesn't seem to work. It's been a while since I've tried because of this. I haven't been trying to use it since I had trouble getting it to work last year.

It doesn’t connect-labtop

It can’t connect because of the old certificate, and iPhone 6

Did not connect

It never works on my laptop or my phone. I will put in my UBIT and password and it doesn’t let me connect.

Unable to connect to eduroam

MacBook Pro, didnt connect or wouldn't stay connected

error message

keeps asking me password again and again

apps on phone wouldn’t work while connected and wouldn’t stay connected

Everytime I put in my UBIT username and password while connecting to eduram, it says ‘ connection unavailable. Happened to both my iPhone and laptop

I had already my devices signed in from my other university, but around the third week it stopped working so I switched to ub secure.

It wouldnt accept any username or password, it said i couldn't connect with my credentials

Android phone, something about a key

Tried setting up eduroam a year ago on my laptop and android smartphone, but was not able to because of a constant error. Hence I connected with ubsecure.

Couldn't connect, didn't know password

Its slow

not sure it just wouldnt connect and using mojave

Cannot log in. I'm using my Iphone, laptop computer.

Default wifi on my lab top is eduroam however, it is not the fastest. Even when I search on google, it would lag and doesn't load the page.

it wouldn't connect so a tech support employee connected my laptop to UB secure instead

Can’t log in

It asks for registration or configuration but my ubit details don't work with it

Lenovo laptop. The computer would connect to Eduroam but would indicate no internet connection.

eduroam connection is not always available

Was able to connect but internet is spotty and less consistent than UB secure

My phone and computer for some reason don’t connect to eduroam and when they do the service is slow

various connection errors on Windows 10, Android, ChromeOS

It won’t connect to it

It is connected but it is very slow so I use UBSecure

No connection to this network. UBSecure works instead

Wants me to reconnect every time and says my login info is incorrect

my UBIT login failed to login to eduroam

It never works. It's the most god awful excuse for a wireless connection, using it is the equivalent of being on airplane mode.

On my laptop, it was saying I couldn’t connect and that the device was not close enough

Always says wrong user id and passeord

Unable to connect to eduroam on gaming console

It would not connect and the other WiFi did

It doesn't connect as easy as ubsecure

My laptop doesn’t always allow me to.

Non

It won’t connect, iphone

I’ve tried following the prompts but my computer fails to connect

It would not except my login on both my iphone and Macbook

cannot connect

I have a lenovo x1 carbon; the wifi would not authenticate my credentials so I logged to ub\_secure and use that everytime

Says authentication error

Invalid login

Mac users are facing eduroam issue

it is so slow

It either won't let me log in despite my log in information being correct or the wifi through it is poor

I used to be connected to Eduroam however a few minutes prior to taking this survey it stopped working and made me reautheticate my device. I think it might be because I just set up two-step verification but I'm not sure. When I run the w2 secure program it says something about my credentials beong wrong. For now I will use UB Secure

i'm using laptop and it never gets connected

My credentials were not allowed on eduroam, and my devices were already set on UB Secure

It just didn’t work. UB Secure works better.

wouldn't connect

When i am at work (ellicot) when i am concted to ub wifi (eduroam or secure) it logs me put and males me re sign in everysingle time. I no longer keep my wifi on if i am i ellicot l.

says cannot connect on both laptop and iPhone

would never let my devices connect, but if it did it would randomly disconnect

android smartphone, it wouldn't accept my username and password

My phone tries to connect but it asks for a password. Used to be that it would open the in website when I connected on my phone and I could register it there, but it wouldn't let me do that.

wouldn't let any device (phone, laptop, tv) connect

Laptop, couldn't connect

It was complex to set up, I even needed to download software to connect to UBSecure

IT ALWAYS SAYS ITS NOT WORKING EVEN THOUGH I AM LOGGED IN

I was on UB secure and EduRoam won't connect

It just didn’t connect and automatically connects to UBsecure

When I try to login it says “cannot connect to this network”

It won't allow me to connect and if it does (which is usually doesn't) it is very slow.

Doesn't connect

It wont connect to my iphone

I was using an iPhone XS, and when I try to connect to eduroam, it keeps telling me that my password was incorrect, even thought it was just my UB login.

I've had problem connecting to eduroam with my Toshiba satellite laptop, I even consulted in the library regarding the issue but the ticket was closed even before there any solution to the issue and since then I had been busy and UB\_secure has been quite good so I have been using it since then, but would like to switch to eduroam and know where things went wrong

eduroam does not properly connect to any of my devices.

Wouldn't accept my sign in, maybe because I already have it at my home univeristy? They log in pops up sometimes though when it's detected

doesn't work all the time, disconnects randomly, I use Ub secure now

It would not recognize me in its system

I use a MacBook. I had to change my password UB password and ever since then I cannot connect to WiFi easily.

It just doesn't give me access to the internet

I was asked to log in with a username and password and I tried my UB login account but it did not work. Therefore, I do not know what username and password I should use. I am using Macbook Air

Using iPhone, would enter all credentials but never connect

Doesn't work

iPhone: notification pops up that says “unable to connect to network”

It doesn’t want to connect

On both my laptop and iPhone, it refuses to connect. I use UBSecure instead.

tablet/laptop device. it would tell me my username and password are incorrect

I followed all the steps but it didn't work

Work laptop erases configuration

iphone-won’t connect in cfa basement

sometimes there is a disconnection on my devices

How to connect via desktop properly

Said my login didn’t work

I just got confused it brought me to a website idk

Laptop, could not connect

Unable to connect to eduroam on laptop device. only iphone can connect.

Can't connect to it

I don’t remember think it wouldn’t let me log in

Took forever to connect so I just turned WiFi off and used my phones hotspot

I just can't connect with my HP Pavilion laptop when I followed the steps connecting for connecting to the eduroam.

i used the password and username i was told to but it always said it was incorrect or couldn’t join no matter what device i tried signing in on

The internet service of Eduroam is not that fast as other internet such as UBsecure, so I rarely use it. I used iPhone to use the internet service of Ub

Told me wifi was unavailable and made me connect to UBsecure. I always used eduroam up until this semester when it stopped working

Asks for a password and i dont know what it is. i use my laptop.

Tablet/Laptop cannot connect and cannot find the website with instructions to set it up

It just wouldn’t connect. I was using my MacBook Air

It says my password is wrong. MacBook Pro

It would not connect to the internet

Didn’t work

It didn’t work on my laptop or phone when I tried last year. I should probably try again.

Unable to connect to eduroam

It would not connect to my personal laptop.

Gaming console

Does not allow me to log on on my iPhone

It’s slow

Would not log in

It would let me connect, but not stay connected and wouldn't let me reconnect. This was on all of my devices, so now I use UB\_Secure

Access key issue

it wouldn’t connect to my lapfop

It doesnt connect " internet not available"

Wouldn’t connect on laptop/phone

Oftentimes eduroam will ask me to log in multiple times and the connection will still fail

Does not connect so I use UB\_Secure

It would say I have the wrong password -Iphone 6s and Macbook air

Not available everywhere. I use ubsecure

It kept kicking me off the network

Not bad pretty easy, iPhone

I bymistakely selected guest login when I connected to unconnect and now I can't change it to connect my android smartphone to eduroam

It said my username/password were incorrect and iphone

I've tried on several devices but it doesn't seem to work. UB Secure has already been set up and it's easier to just use that

I was using an iPhone and it somehow cannot connect.

my Dell computer; I downloaded the app but cannot login to wifi through it

I'm not sure how to set it up, it wasn't ever explained to me how to set it up so it never works when I try

It never allows me to connect. Failed connection, along with UB Secure

didn't connect, laptop

It worked on my laptop but it would not work on my iPhone

wouldn't connect

I am not sure what the problem was. It just wouldn't work.

My mac laptop, it never has good internet service so I use UBSecure.

wifi didnt connect

using my phone, i wasnt able to log in, my credentials did not work

**Q54 - Is there one place in particular where you have had trouble with lost or "dropped" Wi-Fi connections? If so, where?**

Please describe the problem you had when setting up eduroam, and what device you were using:

I try logging in with my UBIT stuff and doesn't work

no

mac laptop, the username and password was not working

l;jk;lk;lk

hp laptop, just says cannot connect sometimes. sometimes it works thoug, i switch between eduroam and ub secure daily if one stops working r wont load stuff when i first open up the laptop

When I use the UBsecure, it works. But when I use edurome, it doesn't work.

Doesn’t work

idk it never works and says everything is unsafe

there were issues when downloading

had to create new username and password and wouldn't allow me to connect only ubsecure would

Connection was really bad, iPhone, laptop

I have registered both my laptop and iPhone but when I try to connect it says unavailable or untrusted network

I have to keep entering in my info and it never connects me

No internet connection- laptop, iphone

It works on my laptop, but not on my phone. My phone is on UBSecure. It kept saying that my username and password were invalid

no\guyfdftdtdtyddtu

too many steps

wont connect to any device I have

it usually won't connect to any of my devices

Couldn't connect to this network

it just says could not connect when trying to select the wifi

it never works to connect to

The password required. i tried to put my UB name and password it didn't work. I tried to do it in my laptop

It wouldn't let me connect on my Samsung phone

cannot connect to

It wouldn’t connect to my iPhone or MacBook.

Unable to connect after entering user name and password, using iPhone

Windows laptop computer

I tried a long time ago. I forgot the problem specifically, but it was about logging in. I can still use UB Secure WIFI so I am always on that one.

my laptop and it says I cannot connect to this network

It just kept saying a problem occurred

could not connect

Wouldn't accept my username and password so I just connected to UBSecure

laptop, I dont remember the issue but UB Secure worked better

Didnt work

Never authenticates my credentials on eduroam

Macbook - entered credentials, doesn't connect.

nothing loads

Laptop, didn't know how

certain apps on iphone wouldnt work while on wifi and it would be slow

it seems can not be connected

Spotty Wi-Fi

Phone and laptop. Wasn’t connecting. Switched to UB Secure

It would log me out of the network periodically, so I would use UB Secure.

Error- couldn't connect to this network; MacBook pro

not sure how

It shows error connecting

Won't allow me to connect

Requires an app to install. Does not connect even after doing so

Won't recognize my device as being on campus/near a UB server. HP Laptop

It wouldn’t connect

Wouldn’t connect

Linux - SecureW2 only supports X and not Wayland

One plus

It usually doesn’t let me log in even if I put in my credentials

Unable to join the network

would not connect to page after setup for eduroam for MAC

It says can not connect to the network

I registered my IP address and it just wont connect

The wifi wouldn't set up correctly

It says I can't connect to network

Edu roam needed an app to install (secureW2). Once installed the app didn't respond

It kept asking my UBIT name & password, but never got past that step

my iphone and the password always incorrect

it does not recognize my ubid and password

wouldn't let resign in

I was using an iPhone and had trouble getting the download to work.

It just doesn't work

It wants me to download a VPN cloud and it never works

It won't connect me to the wifi when I put my ub username and password

Does not recognize credentials.

it wouldn't connect and all of my devices

Could not connect or maintain connection when trying to use it. Went back to UB Secure for the time being.

My phone is a Samsung S8 model, i am not able to use eduroam service

Didn't recognize my UB information

unable to sign in using my UBIT name and person number

Cannot connect to this network

Wouldn't connect

It never signs in so I use UBlearns

My tablet and laptop cannot link eduroam

I can get eduroam to work on my android phone but I have not been able to set it up on my laptop or my iphone.

it always says "could not connect" whenever I put in my username and password.

It would not stay connected

It says no internet acailable and kicks me off to ub secure

It said that logged in information is not correct. Iphone

My phone, it wanted an IP address or some other unique identifier that I didn’t have.

it doesnt connect, ub secure connects faster and easier

It wouldn’t let me connect with my UBIT name and password

I've followed the log in instructions many times but it never works.

It keeps popping up: log in information.

When I insert the information needed for eduroam, it says that it cannot connect to it.

login would not work

works on computer will not connect to phone

my own ub pwd and username was not valid

It does not work on my cell phone.

Unable to setup the eduroam on windows 10 laptop

It would say that I was connected in my settings and had bars but never loads anything and says I have no internet connection when I’m in an ap or browser. For both iPhone and laptop

I have eduroam on my phone but not on my computer

Just couldn't connect that network

I cannot access it when I try to set it up. It won’t give me prompts or pop-ups or a login and I’ve never used it because of that.

Laptop, it connects but doesn’t load anything

Laptop, always have connection error issues

It wouldn't allow me to connect, even with my password and username.

Laptop - didn't know what it was at first, put in my credentials, laptop said it could not connect and that I should try moving closer to the router and running network diagnostics. I gave up.

Couldn’t figure it out-confusing. iPhone

It said it couldn’t connect.

my phone and computer, didnt know the password

The last time I tried setting it up it just failed to connect - using a laptop/tablet - will try again though

I just couldn't get my phone to connect.

I had an old certificate so I tried reconnecting but it can’t reconnect

It would say I was connected but not provide me enough wifi to access any cites.

wouldnt connect

Did not allow me to connect

Slow loading

my laptop and iPhone. they just wouldn't connect to eduroam

I was using my iPhone to sign in after resigning into UBSecure and it said that eduroam could not connect even though I had the correct credentials.

It just won't connect

connection error

easier to use ub secure

neither my iphone nor laptop can connect to eduroam successfully

Laptop - couldn't set it up.

Link to set up eduroam is broken "http://www.buffalo.edu/ubit/service-guides/connecting/wifi/eduroam.html"

my laptop "detects a problem with the server" but can't figure out what the problem is. and my phone just refuses to connect

For my laoptop and iphone it wouldn't log me in when I put my UBname and password in

INCOMPATIBLE WITH MY CELLPHONE

it showed "network error"

wont connect-- wrong username error

Will not connect most times

The connection was spotty and inconsistent. I find UB Secure to work the best, especially because I work in an office on Capen first floor where there is no phone service

It does not let me connect. I use UB secure

My laptop can connect the eduroam but my iphone and ipad cannot connect with it. I do not know why.

Wouldn’t load any webpages, messed up my devices

on my android phone, i don't remember. i think it wouldn't connect

Laptop and phone, password and username won’t go through

Unstable connection, iPhone

The internet is with poor quality.

It says my username and password were not right, but I checked a hundred times and it still wouldn't let me in

Wasn't connecting

Says my UB password is incorrect on both my laptop/tablet and my iPhone

Wouldn't let me sign in

I would use my credentials to log into the internet and it never connected me I just had to keep signing in and it never worked

Couldn’t log in.

wouldn't connect

it didn't connect to my smartphone device

Device would not sync up with wifi

It is not as reliable as the UBSecure that I use.

eduroam won't load my webpage/app on neither my iPhone or Laptop

It didn’t connect.

No connection at first.

Didn't accept my credentials

When it just wont log in, this happened at the end of last year, but honestly it was always slower anyway

I cannot connect to eduroam

Wouldn't connect freshman year

It says that it can’t find eduroam, was using my laptop in NSC north campus

None of my devices would connect

doesn't work

it never connected

On my Mac, it just gives me an error message every time I try to connect.

It just wasn’t connecting to my devices

Macbook Air 2019, wouldn't connect

It always says my username or password is wrong, but actually they are correct.

it would not allow me to connect

it kept asking my computer to allow permission to use eduroam every time I logged onto my laptop computer. So I stopped using it

It wouldn't connect, iPhone

It told me that my info was incorrect, iPhone and MacBook

It would not let me connect and i was using a MacBook.

past 2 Laptops/android smartphone and iphone= all devices said "unable to connect to network" when trying to connect to eduroam

it preferred ub secure

for some reason when I come to school my laptop doesn't automatically connects to eduroam. It always disconnects and tells me there is an error or whatever so I just stick to UBSecure.

It says wrong log in info.

Wouldnt connect on android phone

It keeps telling me that my password is incorrect and will not let me join. UBSecure actually works and lets me use WiFi

cannot connect

wouldn’t allow me to log on... i’ve been using ub secure since

Error in connection

i tried to connect it but connection didnt worked

my mac rejects it

Whenever I try to switch from UBSecure to eduroam it doesn't allow me to switch even when I fully disconnect from any other networks.

I was able to set network up to my laptop but not cell phone

On my HP Pavilion laptop and my Samsung galaxy phone, eduroam would not connect adn UB Secure seems to work better

It doesn’t work on my iPhone or Xbox. Use ubsecure

could not connect

Either I was not able to connect or the wifi was down

It never works when I try to use it at the downtown medical campus. I end up having to use UB Secure. It asks me to make an account and I try to use my in usual unit information and that doesn't seem to work. It's been a while since I've tried because of this. I haven't been trying to use it since I had trouble getting it to work last year.

It doesn’t connect-labtop

It can’t connect because of the old certificate, and iPhone 6

Did not connect

It never works on my laptop or my phone. I will put in my UBIT and password and it doesn’t let me connect.

Unable to connect to eduroam

MacBook Pro, didnt connect or wouldn't stay connected

error message

keeps asking me password again and again

apps on phone wouldn’t work while connected and wouldn’t stay connected

Everytime I put in my UBIT username and password while connecting to eduram, it says ‘ connection unavailable. Happened to both my iPhone and laptop

I had already my devices signed in from my other university, but around the third week it stopped working so I switched to ub secure.

It wouldnt accept any username or password, it said i couldn't connect with my credentials

Android phone, something about a key

Tried setting up eduroam a year ago on my laptop and android smartphone, but was not able to because of a constant error. Hence I connected with ubsecure.

Couldn't connect, didn't know password

Its slow

not sure it just wouldnt connect and using mojave

Cannot log in. I'm using my Iphone, laptop computer.

Default wifi on my lab top is eduroam however, it is not the fastest. Even when I search on google, it would lag and doesn't load the page.

it wouldn't connect so a tech support employee connected my laptop to UB secure instead

Can’t log in

It asks for registration or configuration but my ubit details don't work with it

Lenovo laptop. The computer would connect to Eduroam but would indicate no internet connection.

eduroam connection is not always available

Was able to connect but internet is spotty and less consistent than UB secure

My phone and computer for some reason don’t connect to eduroam and when they do the service is slow

various connection errors on Windows 10, Android, ChromeOS

It won’t connect to it

It is connected but it is very slow so I use UBSecure

No connection to this network. UBSecure works instead

Wants me to reconnect every time and says my login info is incorrect

my UBIT login failed to login to eduroam

It never works. It's the most god awful excuse for a wireless connection, using it is the equivalent of being on airplane mode.

On my laptop, it was saying I couldn’t connect and that the device was not close enough

Always says wrong user id and passeord

Unable to connect to eduroam on gaming console

It would not connect and the other WiFi did

It doesn't connect as easy as ubsecure

My laptop doesn’t always allow me to.

Non

It won’t connect, iphone

I’ve tried following the prompts but my computer fails to connect

It would not except my login on both my iphone and Macbook

cannot connect

I have a lenovo x1 carbon; the wifi would not authenticate my credentials so I logged to ub\_secure and use that everytime

Says authentication error

Invalid login

Mac users are facing eduroam issue

it is so slow

It either won't let me log in despite my log in information being correct or the wifi through it is poor

I used to be connected to Eduroam however a few minutes prior to taking this survey it stopped working and made me reautheticate my device. I think it might be because I just set up two-step verification but I'm not sure. When I run the w2 secure program it says something about my credentials beong wrong. For now I will use UB Secure

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My credentials were not allowed on eduroam, and my devices were already set on UB Secure

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eduroam does not properly connect to any of my devices.

Wouldn't accept my sign in, maybe because I already have it at my home univeristy? They log in pops up sometimes though when it's detected

doesn't work all the time, disconnects randomly, I use Ub secure now

It would not recognize me in its system

I use a MacBook. I had to change my password UB password and ever since then I cannot connect to WiFi easily.

It just doesn't give me access to the internet

I was asked to log in with a username and password and I tried my UB login account but it did not work. Therefore, I do not know what username and password I should use. I am using Macbook Air

Using iPhone, would enter all credentials but never connect

Doesn't work

iPhone: notification pops up that says “unable to connect to network”

It doesn’t want to connect

On both my laptop and iPhone, it refuses to connect. I use UBSecure instead.

tablet/laptop device. it would tell me my username and password are incorrect

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Told me wifi was unavailable and made me connect to UBsecure. I always used eduroam up until this semester when it stopped working

Asks for a password and i dont know what it is. i use my laptop.

Tablet/Laptop cannot connect and cannot find the website with instructions to set it up

It just wouldn’t connect. I was using my MacBook Air

It says my password is wrong. MacBook Pro

It would not connect to the internet

Didn’t work

It didn’t work on my laptop or phone when I tried last year. I should probably try again.

Unable to connect to eduroam

It would not connect to my personal laptop.

Gaming console

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Would not log in

It would let me connect, but not stay connected and wouldn't let me reconnect. This was on all of my devices, so now I use UB\_Secure

Access key issue

it wouldn’t connect to my lapfop

It doesnt connect " internet not available"

Wouldn’t connect on laptop/phone

Oftentimes eduroam will ask me to log in multiple times and the connection will still fail

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I'm not sure how to set it up, it wasn't ever explained to me how to set it up so it never works when I try

It never allows me to connect. Failed connection, along with UB Secure

didn't connect, laptop

It worked on my laptop but it would not work on my iPhone

wouldn't connect

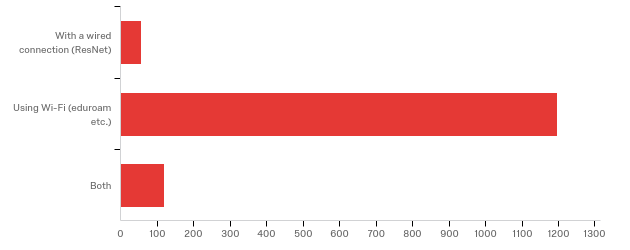
I am not sure what the problem was. It just wouldn't work.

My mac laptop, it never has good internet service so I use UBSecure.

wifi didnt connect

using my phone, i wasnt able to log in, my credentials did not work

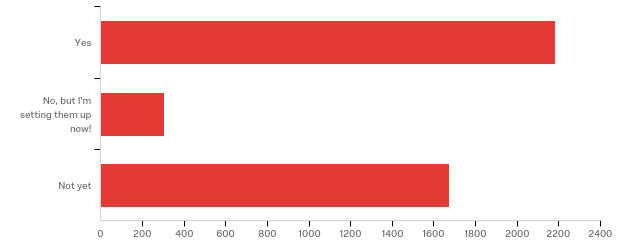
**Q56 - How do you connect to the Internet in your on-campus room?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | How do you connect to the Internet in your on-campus room? | 1.00 | 3.00 | 2.05 | 0.35 | 0.12 | 1371 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | With a wired connection (ResNet) | 4.08% | 56 |
| 2 | Using Wi-Fi (eduroam etc.) | 87.31% | 1197 |
| 3 | Both | 8.61% | 118 |
|  | Total | 100% | 1371 |

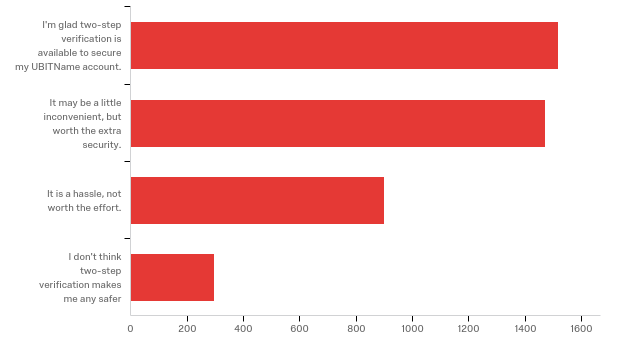
**Q20 - Have you set your security questions and registered your cell or non-UB email to reset your UBITName password 24/7 at ubidm.buffalo.edu?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Have you set your security questions and registered your cell or non-UB email to reset your UBITName password 24/7 at ubidm.buffalo.edu? | 1.00 | 3.00 | 1.88 | 0.96 | 0.91 | 4164 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 52.47% | 2185 |
| 2 | No, but I'm setting them up now! | 7.28% | 303 |
| 3 | Not yet | 40.25% | 1676 |
|  | Total | 100% | 4164 |

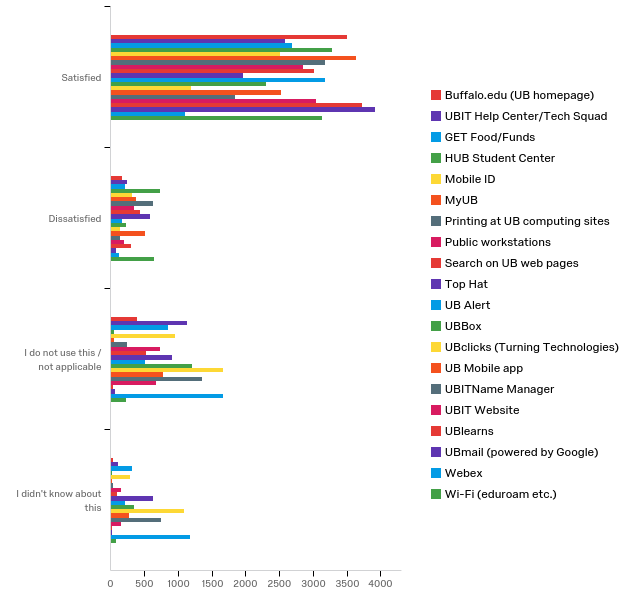
**Q21 - Two-step verification keeps your online accounts safer by adding a second layer of protection during login--usually a notification asking for approval on your phone, or an extra code you enter along with your password. Two-step verification will be required for students' UBITName accounts by the end of November 2019 (visit buffalo.edu/ubit/duo to enroll and learn more). Which of the following best describes your feelings about two-step verification?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Two-step verification keeps your online accounts safer by adding a second layer of protection during login--usually a notification asking for approval on your phone, or an extra code you enter along with your password. Two-step verification will be required for students' UBITName accounts by the end of November 2019 (visit buffalo.edu/ubit/duo to enroll and learn more). Which of the following best describes your feelings about two-step verification? | 1.00 | 4.00 | 1.99 | 0.93 | 0.86 | 4183 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | I'm glad two-step verification is available to secure my UBITName account. | 36.27% | 1517 |
| 2 | It may be a little inconvenient, but worth the extra security. | 35.17% | 1471 |
| 3 | It is a hassle, not worth the effort. | 21.52% | 900 |
| 4 | I don't think two-step verification makes me any safer | 7.05% | 295 |
|  | Total | 100% | 4183 |

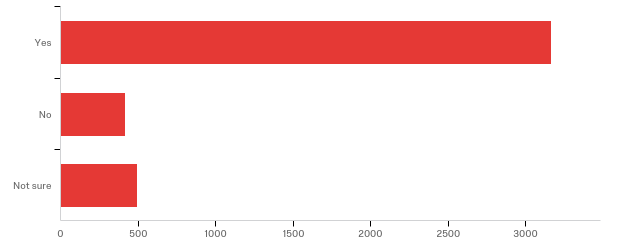
**Q24 - From the list of services below, please indicate your level of satisfaction with each:**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Buffalo.edu (UB homepage) | 1.00 | 4.00 | 1.26 | 0.65 | 0.43 | 4088 |
| 2 | UBIT Help Center/Tech Squad | 1.00 | 4.00 | 1.70 | 0.97 | 0.94 | 4088 |
| 3 | GET Food/Funds | 1.00 | 4.00 | 1.71 | 1.05 | 1.10 | 4088 |
| 4 | HUB Student Center | 1.00 | 4.00 | 1.22 | 0.47 | 0.22 | 4088 |
| 5 | Mobile ID | 1.00 | 4.00 | 1.76 | 1.04 | 1.08 | 4088 |
| 6 | MyUB | 1.00 | 4.00 | 1.14 | 0.43 | 0.19 | 4088 |
| 7 | Printing at UB computing sites | 1.00 | 4.00 | 1.30 | 0.62 | 0.39 | 4088 |
| 8 | Public workstations | 1.00 | 4.00 | 1.56 | 0.91 | 0.83 | 4088 |
| 9 | Search on UB web pages | 1.00 | 4.00 | 1.44 | 0.80 | 0.64 | 4088 |
| 10 | Top Hat | 1.00 | 4.00 | 2.05 | 1.15 | 1.32 | 4088 |
| 11 | UB Alert | 1.00 | 4.00 | 1.45 | 0.90 | 0.82 | 4088 |
| 12 | UBBox | 1.00 | 4.00 | 1.90 | 1.09 | 1.19 | 4088 |
| 13 | UBclicks (Turning Technologies) | 1.00 | 4.00 | 2.65 | 1.16 | 1.34 | 4088 |
| 14 | UB Mobile app | 1.00 | 4.00 | 1.71 | 0.99 | 0.99 | 4088 |
| 15 | UBITName Manager | 1.00 | 4.00 | 2.25 | 1.21 | 1.45 | 4088 |
| 16 | UBIT Website | 1.00 | 4.00 | 1.50 | 0.90 | 0.82 | 4088 |
| 17 | UBlearns | 1.00 | 4.00 | 1.11 | 0.37 | 0.14 | 4088 |
| 18 | UBmail (powered by Google) | 1.00 | 4.00 | 1.07 | 0.36 | 0.13 | 4088 |
| 19 | Webex | 1.00 | 4.00 | 2.72 | 1.15 | 1.32 | 4088 |
| 20 | Wi-Fi (eduroam etc.) | 1.00 | 4.00 | 1.33 | 0.67 | 0.46 | 4088 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Satisfied |  | Dissatisfied |  | I do not use this / not applicable |  | I didn't know about this |  | Total |
| 1 | Buffalo.edu (UB homepage) | 85.57% | 3498 | 4.04% | 165 | 9.64% | 394 | 0.76% | 31 | 4088 |
| 2 | UBIT Help Center/Tech Squad | 63.38% | 2591 | 5.87% | 240 | 27.89% | 1140 | 2.86% | 117 | 4088 |
| 3 | GET Food/Funds | 65.80% | 2690 | 5.33% | 218 | 20.94% | 856 | 7.93% | 324 | 4088 |
| 4 | HUB Student Center | 80.33% | 3284 | 17.98% | 735 | 1.20% | 49 | 0.49% | 20 | 4088 |
|  | Mobile ID | 61.52% | 2515 | 7.90% | 323 | 23.51% | 961 | 7.07% | 289 | 4088 |
|  | MyUB | 88.89% | 3634 | 9.08% | 371 | 1.35% | 55 | 0.68% | 28 | 4088 |
|  | Printing at UB computing sites | 77.59% | 3172 | 15.53% | 635 | 5.94% | 243 | 0.93% | 38 | 4088 |
|  | Public workstations | 69.79% | 2853 | 8.61% | 352 | 17.81% | 728 | 3.79% | 155 | 4088 |
|  | Search on UB web pages | 73.90% | 3021 | 10.86% | 444 | 12.96% | 530 | 2.27% | 93 | 4088 |
|  | Top Hat | 48.02% | 1963 | 14.26% | 583 | 22.21% | 908 | 15.51% | 634 | 4088 |
|  | UB Alert | 77.81% | 3181 | 4.28% | 175 | 12.62% | 516 | 5.28% | 216 | 4088 |
|  | UBBox | 56.36% | 2304 | 5.48% | 224 | 29.67% | 1213 | 8.49% | 347 | 4088 |
|  | UBclicks (Turning Technologies) | 29.16% | 1192 | 3.45% | 141 | 40.85% | 1670 | 26.54% | 1085 | 4088 |
|  | UB Mobile app | 61.74% | 2524 | 12.62% | 516 | 18.91% | 773 | 6.73% | 275 | 4088 |
|  | UBITName Manager | 45.11% | 1844 | 3.40% | 139 | 33.24% | 1359 | 18.25% | 746 | 4088 |
|  | UBIT Website | 74.58% | 3049 | 4.89% | 200 | 16.66% | 681 | 3.86% | 158 | 4088 |
|  | UBlearns | 91.05% | 3722 | 7.53% | 308 | 1.03% | 42 | 0.39% | 16 | 4088 |
|  | UBmail (powered by Google) | 95.89% | 3920 | 1.98% | 81 | 1.52% | 62 | 0.61% | 25 | 4088 |
|  | Webex | 27.15% | 1110 | 2.96% | 121 | 40.95% | 1674 | 28.94% | 1183 | 4088 |
|  | Wi-Fi (eduroam etc.) | 76.71% | 3136 | 15.73% | 643 | 5.48% | 224 | 2.08% | 85 | 4088 |

**Q59 - In general, do you think your instructors have the classroom technology they need to give you the...**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | In general, do you think your instructors have the classroom technology they need to give you the... | 1.00 | 3.00 | 1.34 | 0.68 | 0.47 | 4076 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 77.72% | 3168 |
| 2 | No | 10.21% | 416 |
| 3 | Not sure | 12.07% | 492 |
|  | Total | 100% | 4076 |

**Q60 - What changes could be made to classroom technology to provide a better learning experience?**

What changes could be made to classroom technology to provide a better learning experience?

Using free alternatives such as Kahoot rather than TopHat

Adding a smartboard so they can actually show problems

more outlets in lecture halls

Can write in a tablet casting to the projector and send the soft copy of notes that was written in the tab to the students

The projector is too old, the color is not correct, sometimes makes it difficult to look at.

i dont know

stop the dual verification

Teach presenters how to make good presentations.

better computers

The classroom technology should be free so more people can afford it and enjoy using it.

Outlets in lecture halls

I think they have a lot of helpful technology available but they dont use it. Ive had teachers here that still write on the board or use projectors instead of powerpoint or tophat. and some dont allow any technology inlcuding laptops in their classroom. this hinders manys students ability to to take notes

Professors who write on board do not upload notes for obvious reasons, but perhaps a technology could capture it

More interactive, like top hat with the questions

Increase tuition by $1000 each and provide each student with an electronic device equipped with all UB apps (ex. ipads, chromebooks, etc.) All students would have a guaranteed way to engage in class.

sometimes, use lesser technology

put garbages in all classrooms.

Technology that teachers know how to use

Stop making me pay for services to teach me. Why am I paying to do homework?

I think Smart Boards go a long way. Additionally, updated computers. One class that I have in Baldy 105, the computer will literally shut down 1-3 times during lecture and its really annoying and time consuming.

smart boards in the small lecture classrooms such as the ones in nsc or talbert

my Native american history teacher could use UB learns, also a better notification system for grades could be utilized

Better computers and software

Have more online classes available for Grad/Ph.D. Education Students. I wish I could enroll in online classes versus in-person because I work and attend. I also live/work an hour away.

Music recording and studio is super outdated

air condition system

Faster network

Professors aren’t properly trained on how to utilize the available equipment.

a double screen

Projector sometimes do not work as intended

It would be great if we can use just one singular website fro doing assignments instead of multiple different websites.

Enhancement in video screens and sound bars

allow technology

free applications for class work

Better load balancing throughout ubit

More interactive software

none

Not sure

Sharing slides with students for lectures

Updates may be needed, ex: outlets

Kahoot - free alternative to top hat

PAPER

They could post hw on the websites

shit that actually works

It's good already

more access to technology assistance

I do not currently attend classes on-campus. I do not feel it is appropriate for me to answer this question.

Some of the older classrooms have problems withe the camera monitor

Provide class notes

better equipment

clicker or voter

Better internet access in all buildings

record all lectures

The teachers need to learn the basics about operating systems and how to navigate though simple software.

Smart boards, better desktop projectors

Currently, my professor using paper with the camera and i would rather see him write his notes on an ipad in a powerpoint.

More interactive and cheaper tech

Better board settings, the projector should not project its image on the board but to a different target wall so that the professor can use the board to solve things on the board.

Training for faculty

More internet speed

Better mic system

better usability

One of the projectors are broken in a classroom and has not gotten fixed yet this semester after many inquiries from my professor.

Accessibility to outlets

Allow phones and laptops in each class

Use alternative apps that are free.

not sure

Ensure that every classroom projector is up to date.

The microphone/speaker in nsc 225 is terrible and I cannot hear the professor even though I sit near the front

better speakers

Idk

Better training with different styles of technology, above and beyond the shared classroom spaces

all professors should be required to use ublearns and post grades regularly.

Professors usually use slides for teaching. Sometimes they need to write equations or sentences inside the slides. So they have to remove the screen that is a hard work and then they use whiteboard in the classrooms. So I believe if they have a electronic pen, they can write these things on the slides and be shown on the screen. Therefore, they don’t need to remove the screen to use the whoteboards

if things were more streamlined and intuitive or if teachers were given training on how to use the technology. Everytime there is a lag on either the computer side (something isn't working correctly) or the instructor can't find what they need.

Smartboards, some classrooms still use chalkboards

Depends on the needs of the professor, and what will enhance learning.

The dance studios do not have good projection screens.

Better WiFi

Interactive with our familiar tech

teach them hhow to use it

Better Wifi

In class related questions

Instructors need to be trained on how to use technology in the classroom.

Allowing Laptops

Holographic Projections

Wifi

Upgrade the GSE computers and technology. The department is so behind in the latest everything.

Using UBlearns rather than Tophat for classroom Technology.

An IT person always in the actual building to quickly troubleshoot

Allow lecture recording in smaller classrooms

more projectors and screens

Doesn’t always connect properly

Smart boards

Faster wifi and less download/upload lag time in many of the south campus classrooms

Cheaper learning tools, that work better with wifi

Instructors explained how to use all the features

If the mics in the lecture halls would work consistently during lecture. Sometimes they work and professors/students are able to engage in a productive Q/A session. Sometimes the room strains to hear what the initial question/statement was, and the professor does not always repeat the question/statement in their response.

Educate the teachers how to better use the tech in the classroom

More hands on models and such

Maybe less time or small breaks to refresh and get ready

N/A

All teachers recording lectures for accessibility purposes

Better microphones

recording in all classrooms

better wifi

Professional development with the faculty members would help.

Please do not let the instructors force us to use smartphones to answer quiz questions.

Instruction on how to use provided to the professors. The nursing facility as a whole is crappy. Medicine gets a new building, nursing sits in baby size seats with baby size desks and worries about COCKROACHES in our lab. Fix it!

Make all the lecure live and should be available later for reviewing purposes

smartboards if the instructor requests. drop down screens for projectors that are not ripped.

Training for professors. They need to know how to use the technology available before new technology is added.

None

Maybe offer some classes for professors on how to use technology? I've had some that admit that they struggle a bit with using technology and have had students help them get things set up for them.

Less technology. It's either powerpoint or it slows down the learning experience

My professors often have trouble getting the technology to work

better projectors in some of the classrooms

MORE DUE DATE REMINDERS

My recitation for chem only has a whiteboard. Everything else is OK.

teach the professors how to use them effectively

Better audio

Have professors use more software like connect and WebAssign

.

n

Less Expensive

For a better learning experience, I think it really depends on the professor.

Record The Lectures

Some smaller rooms could have smartboards for more interactive learning

making it a requirement to post notes online at ublearns

Fast wifi

Better equipment

More interactive

Record all lectures regardless of the class

Add smart boards or have a board that can be connected to the computer.

I'm not sure! There's not much technology-wise, so I'm not sure what the possibilities are.

Provide the proper training for professors/ instructors to use extra tools such as learning catalytics.

More open to internet

Not having to use programs that charge students. We should be able to use free alternatives. For instance, instead of Top Hat, Kahoot

Smartboards in Capen classrooms

USE CHALK BOARD INSTEAD

In big lecture halls, working microphones with extra battery’s

I think it is pretty much it, I do not get it sometimes on class but I can always go back and check the class room recordings.

I've seen professors and TAs use their personal Microsoft Surface books/tablets to freehand notes over slides during their lectures. Professors who do not have these devices often use scrap paper with the document camera and may later scan their work and post it online. Technology similar to the Surface books/tablets should be evaluated for future use

Some Lecture halls are huge yet the teacher still insists to use the chalkboard making it impossible to see

Make better cancellation from microphone back noise so the professors can be more easily understood!

DO NOT require TopHat for future exams.

Replacing the chalk boards with white boards or Ben-Q projectors. This is what my high school had and I'm finding the technology was often better at my public high school in the classroom than a top-tier university.

Recorded lectures

updated material

it could be less random about working

Farber hall 180, The computer and projector need to be checked.

n/a

Making the IT platforms easier to use for projectors etc

I do not know

No suggestions

Less glitches More training for professors

Idk

make it more interactive

easier access

clustered, needs streamlining

Recorded lectures for every class

i am not really sure to be honest

give the teachers laser pointers

Record all classes, especially for hard subjects

TopHat

more efficient clickers

I think the professors just need training on how to use tools other than powerpoint

Classrooms need to be set up like class rooms and not just lecture halls with tinny desks and a single projection monitor that dont allow you to move about and work in groups when asked to, having classrooms with bigger desks and multiple screens so you can view the presentation from any angle would be great

hybrid classes not fully online

top hat sucks

No idea

The class which I took are mostly theoretical and some which requires practical training have labs so I don't think form my perspective I would need any additional technology.

In Baldy the wifi is terrible

All professors should use the same programs so students don't have to pay for multiple accounts. Professors know there are problems with certain programs such as Mastering Chemistry and continue to use them; if there are major issues with a program a professor should not expect their students to use it.

Easy to ready manuals available to instructors to easily learn new tech

Farber 180 the computer constantly disconnects with the monitor. Very distracting for both students and professor.

Smarter professors

no top hat

systems that actually work properly

Better training with given technology

Make the differences in technology between classrooms less prevalent

Better display of notes besides chalk/whiteboards

Recording systems on south campus in Hayes Hall classrooms

I'm only here to tell you that the two-step log in process is a huge inconvenience. I do not carry my phone with me, and I've been locked out of my UB services several times. If we have the option to stay logged in for 7 days, why not make it a month or a year? Or ditch it entirely!!!!!!

improve the pointer and mouse so that professors can actually use it. Fix the mics

New Computer in Baldy 8

They knew more about the technology they are using

not sure

The School of Architecture should have better and more print lab services, and more computers to print from.

Switching to tablets, having all lectures recorded mandatory

Teachers have access to technology to use in the classroom with students.

I don’t know what exactly, but I know that powerpoints are not the best way I learn and every single professors uses powerpoints

Making sure Instructors have a guide to using the technology thats readily available

more use of ublearns

I don’t know about technology,but the class size should be smaller

i feel that there is ample technology in the classrooms

Having every class available for online lectures, more interactive activities

Less chalk

Subtitles in class record

More computer usage

Have clearer directions on the technology and online stuff that you need for classes because most people have no clue

making sure they actually work

More integration with phones, much quicker/easier to use than a laptop

Better internet connection

I have one professor in particular that seem to struggle a lot. One of the hardest parts of learning in her class is that it is a huge lecture hall and she likes to write out additional side notes or do problems out and doesn't have the proper tech. So all we see on the big screen is chicken scratch (kind of like what your signature looks like at the supermarket on the veriphones). If she had a screen that was more interactive set up at the podium that a pen would work well on it would help dramatically.

they can include real life objects to teach

Microphones that work, All classes to be recorded

Clicker learning technology and tophat are inconvenient and expensive to students.

better markers. projectors with adapters, dont make me buy adapters for vga hdmi and so on please.

AutoCAD lectures should be taught in a smaller classroom setting where everyone has access to a computer that has Autodesk downloaded.

I’m not sure I have an answer

More wifi for devices

New Computer

allow us to take exams on laptops but freeze most functionality of the laptop

more opportunity for different technology

Better tech training for teachers

Not sure

Let all teachers be able to record lectures for Panopto

use tophat not pearson questions

no top hat and not proctor U fro exam

For technology to be the same across all buildings so they can setup and access faster

N/A

Projectors and microphones

Systems are not user-friendly. Need to train faculty/staff.

Update the desktops inside the classrom, inform teachers on how to use the tech

Smart boards or white boards at the very least

better wifi connection

I am getting my degree online. The technology is not conducive for classroom setups... specifically WebEx. The professors had to learn the new program which took time away from the curriculum and for the first six months didn't allow the "hand raise" feature among other things. I am getting my degree completely online and in regards to meeting my class online every week = I need the technology to be more user- friendly and classroom-centered not corporate-centered.

Uncertain

Not all professors use UBlearns or sometimes are not sure how to work with the projectors/computers in the classrooms.

more computer labs

Intelligent lighting fixtures for the theatre tech program which is apparently one of the top programs in the country and recently selected students to go to prague as part of an international competition

Not sure

outlets, headphone jackets to hear the prof better, every class being recorded

Install smart boards in classrooms.

Incorporation of better hardware and software to promote digital modeling

ensure that every professor could use ublearns for grades

a system that is easily manageable.

Teachers seem to not know what to do for some of the classrooms

I do not know.

Most professors end up running into technology not working/not working well.

give instructors a stipend each semester to spend on the technology they need for the classroom so it can be tailored to the curriculum and student needs

By allowing more lectures to be recorded

microphone

I feel like the use of Macs/Apple products are detrimental to use, but it gets the job done. I think more classes (design classes in small rooms mainly)need white boards

Nothing this place sucks

tophat should be free

DocuScanner appears to malfunction easily

More training for teachers to help them stay current with learning technologies

Some of my big lectures i cant hear the professor or theyre hard to understand.

Make it more reliable. Technology works sometimes and sometimes doesn't

Some of my teachers do not use any technology which I wish could be allowed.

One of our classrooms has a large TV that the professor has to connect to; it typically fails at least once during the class and there is no other technology available in the room.

Needs to work better, multiple teachers have had in classroom connection issues during classes.

stuff that works and does not take forever to load

I'm not sure.

more activites and interaction

Improve student concentration but keeping distractions minimal such as sudden lots speaker noises when professor plays a video

Computers often are not ready for instructors to use or sound systems don't work, should be improved

Every class should have recording capabilities

teach the teachers to use it properly

Fix the technology

Recording lectures

theres no technology in nsc

go back to old school chalk and black board

not sure

Outlets in nsc

Projectors in every room, sound system improvements, better/any tech training

One teacher with no TAs, a private installation that allows students with disabilities to retain help and proper guidance—a place where students with disabilities can get help in all facets, even students without disabilities

Faster loading time

The technology is fine but no professors actually know how to use it.

Some classrooms in smaller departments arent adequate. Not in terms of space for students or available technologies. Also considering Clemen hall has so much internet dropping it limits access.

Less TopHat

More reliable

More engaging technology

The internet should be improved

The mic should be more clear

More technology does not make a poor instructor better at teaching.

no tophat or anything we have to pay for

Using Panopto automatically (especially for large classes like those in Knox 20)

Stop making kids buy tophat it’s useless

fingerprint login

Computer lab kind of experience for CS students maybe in lectures. laptops available in library for twmporary usage.

Classroom recording

Just a better wifi connection and outlet for every lecture hall to charge labtop

Updated instead of a 90's looking tv used as a monitor on South Campus in Farber

more interactive experience with chromebooks

Actually recording lectures when possible

Not sure

One of our classrooms requires a tablet to connect and present and it just doesn’t work.

more interactive document camera replacement, train professors to use the computer/projectors instead of chalk talk

cannot make changes to computers used for presenting due to admin privileges

It needs to be more digital than it is. Some instructors ask for paper copy of assignments.

Make it all one site l, kinda absurd I have to use tophat, Piazza, ublearns, blackboard, gradescope, GitHub, ubbox, we works, and 4 different course websites for 3 classes

Make it modern

provide better IT support or require professors pass a minimum competency exam before they are allowed to teach

projectors need to be put in the fronzack classrooms. The clocks are broken in a few lecture halls.

Use newer technical advancements

not sure

nothing

I often find my instructors facing technical difficulties dealing with volume, login etc.

unsure

One app for in class questions

Post slides

bring blackboard into the 21st century

The pointer for lectures never works properly

As a TA, some classroom's connector does not work, and not provided.

Teachers using more relevant technology

Recording when i know its already possible in the room

I would honestly rather have a physical text book than pay for an online program that neither I nor the professor know how to use but the department requires.

Have every professor use power point for notetaking instead of just reading from a txtbook

Not charge $50 for a device that is mandated by a professor as part of your grade. Esspecially when you have free serivces like ublearns that can take poles and the iclicker app.

Hook up the classroom lights to the projectors so when the projector is turned on the lights towards the board are automatically turned off.

More digitization of lecture capabilities

Training for faculty, staff, students (especially Webex) and ready IT support

Not sure

many of the instructors don't know how to use a lot of the technology at their disposal

Microphones being charged

Seats in nsc screech a lot creating distractions and sound quality in many classes aren’t good so everyone has to sit closer to professor

I enjoy lectures via tophat more often than not

One of my professors refuses to use the microphone and she speaks very quietly

Better technology for connecting their tablet or laptop to the projector. Also better projectors.

Better tophat experience

Charging stations for graduate students on the desks. Charging stations in different buildings.

Teaching them how to use the technology in the classroom. Basic troubleshooting training.

hg

Charging stations embedded into tables in lecture halls in order to allow us to keep our laptops charged

More professors using the classroom technology

For labs in one of my classes (CSE 116) we are not allowed to use the school computers even though we are in a room with them right in front of us. Instead we are required to do labs on our personal laptops, which can be a hassle if you run out of battery or laptop breaks and so on. I'd like to at least have the option of using a school computer for lab time.

Don’t know

Using a different program other than tophat. Maybe UBlearns

it is so old

Teach instructors how to use it

Use one app for all classes

unsure

Additional hybrid options, auto-recorded lectures with transcripts, VR classroom

Recorded lectures would make studying and revising so much more accessible. I think any lecture with more than 100 students should utilizing recorded lectures.

I don't know

better wifi connectivity

Make TopHat free, or more worth the price.

Better equipment connections, not having trouble with hookup issues

Teachers take a while to get things up and running. They shouldn't have to go through hoops to start class. (These are people who are technically savvy too)

Some classrooms don't have charging docks

Not sure

better mics in large lecture halls

Make it inexpensive and more convenient

updated ublearns and online video for classes especially when some teachers use the full camera and screen cap

Teachers knowing how to use the tech

Because UB still uses pull down projectors it limits both the professor and the students they are instructing to simple computer functions unlike the features on newer smart boards that are updated and allow for white board use and internet access and presentation.

Make classroom technology available to everyone and not just the teachers, so everyone is comfortable with the learning style

Better projectors

dunno

Top Hat needs to work better to be worth using

Crosby Hall still uses chalk boards and only has one small computer lab

tech support to assist with the sound, recording issues, and pointer (it's a new medical building but the current technology is hard to use by professors)

Delete TopHat and clickers

Smart boards. We waste lots of time erasing the chalk

Nothing

Better wifi, reliable tech in rooms, faster tech support.

Include smart boards, more outlets, and or more elmo projectors. They're cleaner and easier to see things written.

More student engagement, showing instead of telling

Overhead projectors

better internet connection as sometimes it gets too crowded and we can’t login to do clicker questions

More screens for students who may have their view skewed

Sometimes there are classrooms that do not have technology

Better tech, Hosh/Cook 114,121 the TV screens need to be updates, Plugs in all classrooms, and good/large projection screens

Better teacher... they suck.., half of them don’t even know how to use the technology. Please give them a demonstration

teachers need to know how to use the equipment and then it also needs to consistently work

Better at not dropping wifi

Smart boards that professors can write on

Teach the instructors how to use it better

Technology is not great in the Ellicott Complex

updated computers, less bulky, more view of students

Better wifi and less programs that students have to purchase every year. In addition sometimes the recording of lectures malfunctions

Better use of chalkboard or whiteboard (sometimes no chalk made available), Microphones properly working or extra batteries on hand

Not sure

Recording technology of screen and audio. Not fair for students to miss classes if they can't help it

charging outlets near seats

Better projectors!!

Making it more integrative with the lecture

N/A

Better lecture recording technology

More tophat, kahoot, and interactive tools because students respond well using technology

not using top hat

nothing

It might be nice if more classes were recorded

Make it more accessible (in terms of cost, for those with disabilities)

Better class structure

A lot of the professors do not know or do not like to use UBlearns

make homework in one file in ub learns, to make it easier and more accessible rather than paying in another website for homework. also homework alerts in ub learns like the ones they have for google classroom.

not sure

Not sure

making it more similar for all areas of campus

New equipments

Professors don't use technology, lectures should be more interactive

N/A

Making sure teachers know how to operate the technology installed in the classrooms and make sure technology is actually working

Better mics and class recording in all classrooms

ability to record lectures right in the classroom; smart boards; not having to pay for top hat

Smart Boards

Every computer turns on

There seems to be continual issues with the networks in various classrooms

a few of my classes have absolutely nothing on blackboard or arent even affiliated with it and it is extremely inconvenient for the student to not have all if my work/syllabus in one spot.

more demonstrations in physics

No top hat

Recording lectures

More online interaction instead of just looking at a powerpoint slide

more resources for theatre performance program

Some app allowing to interact with instructors, maybe.

not using Top Hat

Document cameras in more rooms

Better WiFi connection is needed.

Better people

flipped classrooms

better blackboard

Video recordings for all course!!!!!!

Use slideshows

Make sure the mics work

Make it all one platform. It is overwhelming to use 3 different platforms for 4 classes.

Record lectures

Lighting issues, sound

We need to only use tophat or some other clicker questions. it isnt fair that we have to pay a lot for multiple apps doing the same stuff.

Not sure

Introducing more computer based classwork.

More available technology and printing in the Center For The Arts

Teaching the professors how to use digitation before they make us use it.

Teach professors how to work tech

all teacher should be required to use blackboard/unlearns and post grades on a weekly basis

Classroom involve

Professors are always having difficulty loading PowerPoint or keeping pop ups from coming up

In the art department, there need to be enough computers as there are digital art classes. For example, a web design class schould not have half of their classes without computers.

one single website to answer in class questions opposed to a million different paid subscriptions

sometimes the projectors don't work or theres no mic in big classrooms.

Smart boards and lasers for the power points

Davis 113a's computer is always broken.

Better wifi so we can connect during tophat or learning catalytic questions so we don’t lose points throughout the year

More recorded classes

Either have faster wifi or have a router that can withstand more than 100+ clients

accessibility

Smart Boards

Stop tophat

Less reliance on technology

Can’t hear

Allowing anyone to log onto the computers in classrooms after hours

Apple computers

Outlets for laptops

More video recordings (some courses don’t have that)

faster learning

in Clemens classrooms on the ninth floor the technology is limited and there is nothing to project paper onto the board

Better WiFi in large lecture rooms

n/a

Provide technology that works and does not blink (many projects blink and turn off during class0

No TopHat

Not have to pay for tophat subscription

All the teachers are educated on proper use and how to fix simple problems that may occur

The projector screen has various errors- flickering, freezing in between class, no sound at 180 Farber Hall

Na

Math classes could incorporate technology more.

Video recording of all lectures

n/a

Providing more basic real life examples to relate

No top hat

More technology based learning

Recording some classes, which can br revisited later

I think some older buildings still have chalk board and should be changed to white board or smart board. Every freshmen usually has to take some sort of math class in Talbert or Baldy. These classrooms look very old and worn out.

Sometimes top hat doesn’t let students check in and it would be nice if we didn’t have to go up to the professor after every class because tophat wasn’t working as well as we want it to.

no top hat

Allow note taking to happen on any kind of device for any class. Also posting notes to write on really helps students engage in classes.

Technology in theatre classrooms

Train faculty on WebEx

Not using chalkboards

Always recorded lectures

Every teacher should utilize UBlearns instead of just a 3rd party (Tophat)

Better connevtivity

I’ve had multiple professors struggle to write notes on the tablet which projects to the whole screen. It is visibly very touchy and wastes class time.

Professor Balkundi barely allows laptops. A lot of other professors that are "Old school" do the same. Many do not realize that laptops actually help us learn more than just paper and pen.

Record lectures always

The instructors should get more familiar with the technology.

Teach professors how to use TopHat

Touchscreen whiteboards

Have professors be more tech savvy.

Smart boards. Easier integration .

Recording the lectures. The professor's teach the subject really good. But sometimes if we have any doubt it gets really inconvenient to search for problem online where you can understand it by just watching the lecture recording

Just a pace for everyone to learn and get the information at the same time

Not sure

better document cameras that work

make sure each class has pronotpo

None

A digital blackboard they can write on and display on the screens. Makes it easier to see than the blackboards which aren't visible from the back of the class

Better speakers

Not much. Everythings good

In class usage of technology

maybe making things less expensive so that students can afford to eat and have their textbooks. All those unnecessary "online homework" programs that cost a whole months set of groceries can be just made into paper or a UBlearns submission or something. There is no need for 5 different teachers in the same department to use different software and force the students to get all of them.

SmartBoards for the GSE. It is hard to learn how to teach lessons when we don’t have any access to the technology that we will encounter in our classrooms.

upgrading the system

I like teacher writing on paper, then update it on unlearns.

add top hat more

Microphones in law lecture halls to hear in the back

Better lecture recording camera. Sometimes the recoridngs appear blurry. And sometimes the camera isn’t aim towards the appropriate material being discussed.

Better camera and computer

n/a

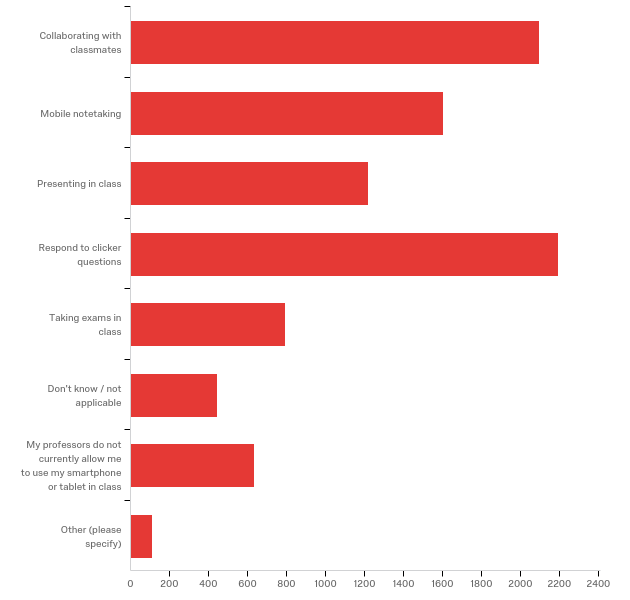
Easier access, problems with video chat software

N/A - program is online

All teachers should have their notes and lectures in a digital format online.

For bigger classrooms maybe have TVs so people can see better when they can not get a seat in the front

**Q25 - In what ways would you like to use your smartphone or tablet in UB's classrooms? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Collaborating with classmates | 23.08% | 2099 |
| 2 | Mobile notetaking | 17.62% | 1603 |
| 3 | Presenting in class | 13.39% | 1218 |
| 4 | Respond to clicker questions | 24.12% | 2194 |
| 5 | Taking exams in class | 8.73% | 794 |
| 6 | Don't know / not applicable | 4.87% | 443 |
| 7 | My professors do not currently allow me to use my smartphone or tablet in class | 6.97% | 634 |
| 8 | Other (please specify) | 1.22% | 111 |
|  | Total | 100% | 9096 |

Q25\_8\_TEXT - Other (please specify)

Other (please specify) - Text

killing time

Procrastinating

none

tophat

Some teachers dont post notes

no

I prefer using pen and paper methods in class, but not out of class

video explination

They really shouldn’t be used

I use my laptop for any classroom work. My phone may be used to record lectures only

Not really looking for my smartphone to be required

Refer textbook material

Better seats and audio

All professors are not tech savvy which is a burden for me.

to open file from dropbox

attendance

Mainly used for note tracking

sometime use dictionary

Instagram and Snapchat

instagram, snapchat

I'd rather not.

Responding to clicker questions using your phone INSTEAD OF BUYING OR RENTING CLICKERS UNNECESSARILY. People who don't have phones should have clickers provided or be instructed to acquire them.

I would prefer not to have my personal devices integrated with school functions

To see the slides that the professor is teaching the

Responding to clicker questions without paying ridiculous service fees. Top hat is stupid, why would I pay for that service PER SEMESTER if I could buy a new clicker for half the price, and a used one for less than a quarter of that??? And for christ sakes, pick one method and standardize it

Calculator if forgotten

Using a smartphone in class literally makes cheating easier as the instructor cannot see all screens at all times even if they're on the table. That's why laptops aren't used for taking tests and many professors don't allow them in class so that students can focus on the material and not whatever is happening on social media or their homework for another class.

Reading the ebook and slides

Mobile note taking is much better as we always text and use our phone

I’ve had online exams and the stress of a WiFi connection not working or cutting out while the test is in progress is not worth it in my opinion

Not having attendance for classes I’m already paying for or at least not have it negatively impact my grades

I wouldn't, and I wish the school would stop assuming everyone wants to use theirs

Viewing notes

I don’t want to use phones in class

No phones - extremely distracting

I wouldn't.

None

it is mostly a distraction for me

Asking Questions

Top Hat

I am an online only student

I don't

translate English to my native language

Wouldnt use them

attendance if they take it

They degrade class experience

Not to be used in class

I attend entirely online

Looking at suplemental materials

no, I prefer hard copies and nondigital

some of my professors don't let me use a device.

I don’t want to use my phone in class- I have a laptop

I would prefer to stick to traditional note taking. Cannot learn well with a screen.

Don't make us take exams on our computer please

only if we have to look something up

Cell phones are a distraction

translate

Why would anybody need to use a smartphone in class? I find this survey's fetishistic preoccupation with technology a bit creepy.

don't use my mobile device for notes

none

Just because I have a phone, doesn't mean I want to use it in a classroom.

I don't

I wish that technology (I.e. Tophat) was not required

STOP using phones! Distracting!

Sometimes I like to look up relevant information on my phone during a discussion or to clear up some information during a lecture.

I don't think this is necessary. It creates a mandate for students to buy technology they may not want/need. In addition, I have found it rarely enhances the experience.

I use my phone alot to just wrote things down quick that I have to remember or to take pictures of notes that I didnt get to finish. Would be nice to not have to hide it when I'm using it for achedemic purposes.

I don't want to use my smart phone in the classroom. Using TopHat means that those of us who have crappy service don't get the points.

looking at readings online

Knowledge about campus resources

Smartphones are distracting

check email

I don't want to use my phone in class

Kahoot

I don’t need to use my smartphone, mostly because I don’t want to pay for top hat.

Top hat

Playing Tetris

I do not find it necessary to use my phone in class

Smartphones shouldn't be used except for clicker questions

I don't like the idea of using clicker questions during class just because I end up being graded on whether the wifi connects well enough. I also don't trust technology enough with quizzes or exams because it might crash

Everything except taking quizzes or exams. Phones can definitely be used for communication and gaining or sharing knowledge but not for proving that knowledge for course credit. That needs to be the student to perform without assistance from a device other than maybe a calculator.

I do not want to use my smartphone or tablet in class.

class streams

These devices only serve as distractions.

I currently utilize these technologies in various ways in all of my classes, and I am relatively happy with the way they are used

I don't want to.

Top hat

None of these are helpful wtf

I like to use paper and pencil/pen for most class related stuff ie note taking, exams, etc. I don't think a tablet would benefit learning in class

taking notes, doing homework

None

I would rather not have them used. They are usually used in a lazy, uninspired way that seems to be designed to kill time.

I do not like using phones in class

I do wonder whether I'm just old-fashioned about this (like adults who get all bent out of shape about the demise of cursive), but my faith in the idea that students ever want to use devices in class for class-related activities is pretty close to zero. Even when they are asked to use devices in class for a class-related activity, they seem to be perpetually at risk of losing foucs and getting on social media, etc.

Designing

I think the less we try to involve cell phones the better. It will promote further texting, web surfing, etc instead of focusing on the lecture. I feel it is rude when students are on their phones when the instructor is trying to teach. I would personally love to be able to fully take notes on pen and paper but there is just too much material being covered in such a short amount of time.

Looking up general information before asking a question.

I dont want to use my phone in class

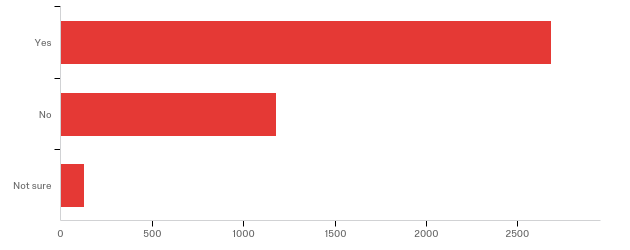
Reading and annotating materials (instead of printing)

I like paper notes more

Scheduling

I do not want tablets in classrooms

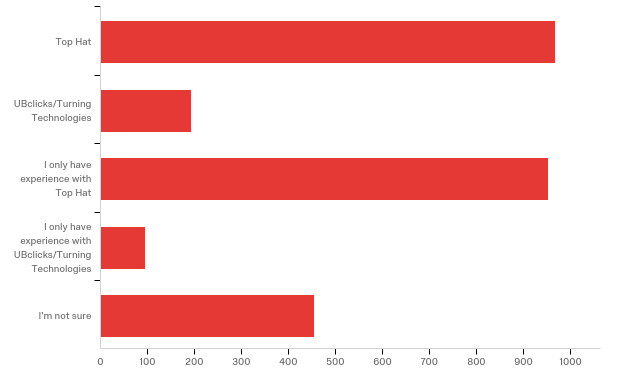
**Q26 - Have you ever used classroom response or "clicker" technology (Top Hat, UBclicks/Turning Technologies etc.) in your classes?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Have you ever used classroom response or &quot;clicker&quot; technology (Top Hat, UBclicks/Turning Technologies etc.) in your classes? | 1.00 | 3.00 | 1.36 | 0.54 | 0.29 | 3996 |

|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Yes | 67.24% | 2687 |
| 2 | No | 29.53% | 1180 |
| 3 | Not sure | 3.23% | 129 |
|  | Total | 100% | 3996 |

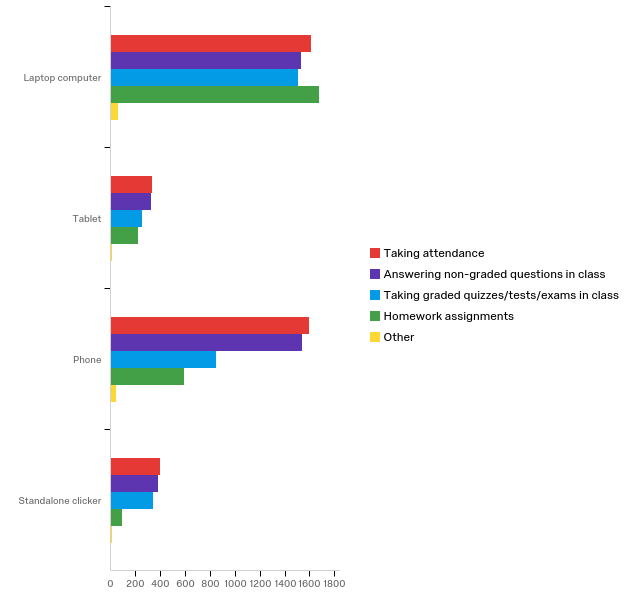
**Q27 - Which classroom response or "clicker" tool do you prefer using?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Which classroom response or &quot;clicker&quot; tool do you prefer using? | 1.00 | 5.00 | 2.58 | 1.44 | 2.07 | 2666 |

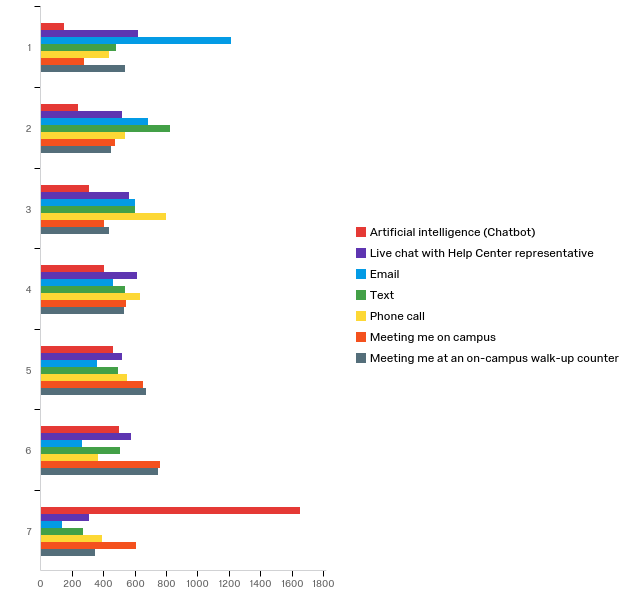
|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Top Hat | 36.35% | 969 |
| 2 | UBclicks/Turning Technologies | 7.24% | 193 |
| 3 | I only have experience with Top Hat | 35.78% | 954 |
| 4 | I only have experience with UBclicks/Turning Technologies | 3.53% | 94 |
| 5 | I'm not sure | 17.10% | 456 |
|  | Total | 100% | 2666 |

**Q29 - What have your instructors used classroom response systems or "clickers" for in the past? (Select all that apply.)**



|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Laptop computer |  | Tablet |  | Phone |  | Standalone clicker |  | Total |
| 1 | Taking attendance | 40.90% | 1614 | 8.49% | 335 | 40.52% | 1599 | 10.09% | 398 | 3946 |
| 2 | Answering non-graded questions in class | 40.59% | 1536 | 8.69% | 329 | 40.62% | 1537 | 10.10% | 382 | 3784 |
| 3 | Taking graded quizzes/tests/exams in class | 51.13% | 1511 | 8.46% | 250 | 28.80% | 851 | 11.61% | 343 | 2955 |
| 4 | Homework assignments | 64.86% | 1680 | 8.65% | 224 | 22.90% | 593 | 3.59% | 93 | 2590 |
|  | Other | 47.76% | 64 | 11.19% | 15 | 34.33% | 46 | 6.72% | 9 | 134 |

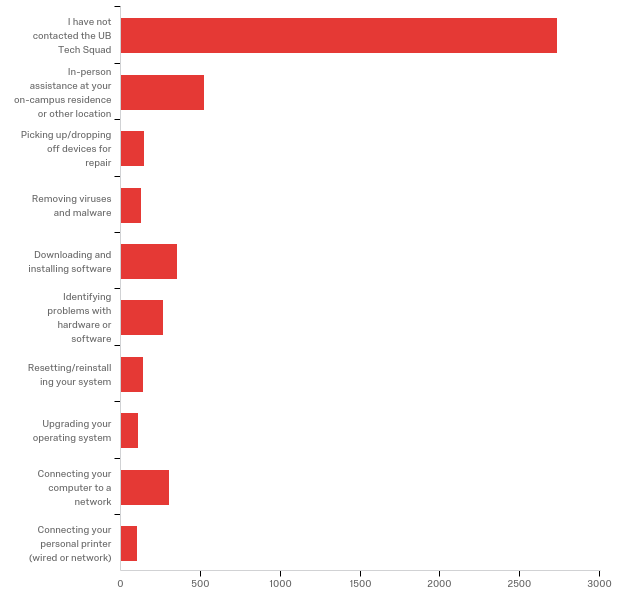
**Q32 - From the choices below, please drag to order your preferred methods of communication with the UBIT Help Center for assistance with technology (with #1 being your first choice, #7 being your last).**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Artificial intelligence (Chatbot) | 1.00 | 7.00 | 5.39 | 1.85 | 3.43 | 3721 |
| 2 | Live chat with Help Center representative | 1.00 | 7.00 | 3.77 | 1.91 | 3.66 | 3721 |
| 3 | Email | 1.00 | 7.00 | 2.84 | 1.79 | 3.20 | 3721 |
| 4 | Text | 1.00 | 7.00 | 3.63 | 1.85 | 3.41 | 3721 |
| 5 | Phone call | 1.00 | 7.00 | 3.81 | 1.82 | 3.31 | 3721 |
| 6 | Meeting me on campus | 1.00 | 7.00 | 4.49 | 1.87 | 3.51 | 3721 |
| 7 | Meeting me at an on-campus walk-up counter | 1.00 | 7.00 | 4.07 | 1.93 | 3.73 | 3721 |

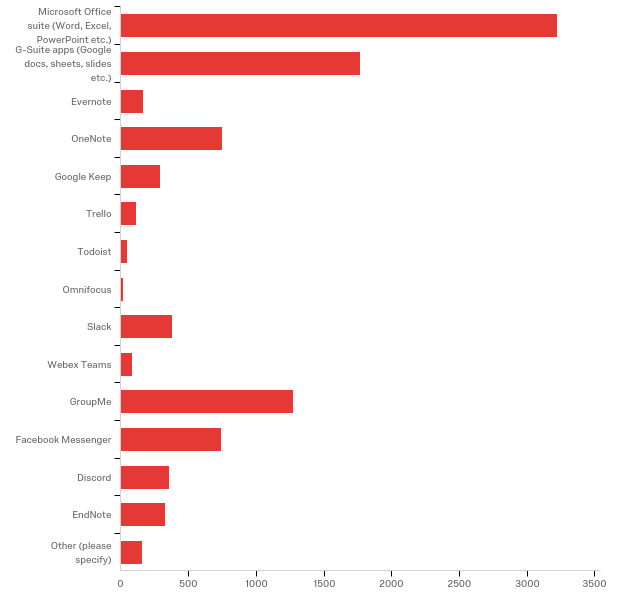
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | 1 |  | 2 |  | 3 |  | 4 |  | 5 |  | 6 |  | 7 |  | Total |
| 1 | Artificial intelligence (Chatbot) | 4.08% | 152 | 6.37% | 237 | 8.30% | 309 | 10.91% | 406 | 12.47% | 464 | 13.38% | 498 | 44.48% | 1655 | 3721 |
| 2 | Live chat with Help Center representative | 16.69% | 621 | 13.92% | 518 | 15.16% | 564 | 16.45% | 612 | 14.03% | 522 | 15.43% | 574 | 8.33% | 310 | 3721 |
| 3 | Email | 32.63% | 1214 | 18.33% | 682 | 16.15% | 601 | 12.42% | 462 | 9.76% | 363 | 7.07% | 263 | 3.65% | 136 | 3721 |
| 4 | Text | 13.01% | 484 | 22.09% | 822 | 16.23% | 604 | 14.43% | 537 | 13.30% | 495 | 13.65% | 508 | 7.28% | 271 | 3721 |
| 5 | Phone call | 11.74% | 437 | 14.43% | 537 | 21.55% | 802 | 16.98% | 632 | 14.81% | 551 | 9.92% | 369 | 10.56% | 393 | 3721 |
| 6 | Meeting me on campus | 7.39% | 275 | 12.82% | 477 | 10.91% | 406 | 14.59% | 543 | 17.58% | 654 | 20.40% | 759 | 16.31% | 607 | 3721 |
| 7 | Meeting me at an on-campus walk-up counter | 14.46% | 538 | 12.04% | 448 | 11.69% | 435 | 14.22% | 529 | 18.06% | 672 | 20.16% | 750 | 9.38% | 349 | 3721 |

**Q61 - If you have contacted the UB Tech Squad for assistance, which services did you use and find most helpful? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 10 | I have not contacted the UB Tech Squad | 56.91% | 2737 |
| 1 | In-person assistance at your on-campus residence or other location | 10.92% | 525 |
| 2 | Picking up/dropping off devices for repair | 3.02% | 145 |
| 3 | Removing viruses and malware | 2.62% | 126 |
| 4 | Downloading and installing software | 7.36% | 354 |
| 5 | Identifying problems with hardware or software | 5.49% | 264 |
| 6 | Resetting/reinstalling your system | 2.87% | 138 |
| 7 | Upgrading your operating system | 2.27% | 109 |
| 8 | Connecting your computer to a network | 6.38% | 307 |
| 9 | Connecting your personal printer (wired or network) | 2.16% | 104 |
|  | Total | 100% | 4809 |

**Q33 - Which of the following productivity software titles do you use for your studies or coursework at UB? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Microsoft Office suite (Word, Excel, PowerPoint etc.) | 33.18% | 3223 |
| 2 | G-Suite apps (Google docs, sheets, slides etc.) | 18.21% | 1769 |
| 3 | Evernote | 1.71% | 166 |
| 4 | OneNote | 7.69% | 747 |
| 5 | Google Keep | 3.03% | 294 |
| 6 | Trello | 1.20% | 117 |
| 7 | Todoist | 0.51% | 50 |
| 8 | Omnifocus | 0.20% | 19 |
| 9 | Slack | 3.93% | 382 |
| 10 | Webex Teams | 0.86% | 84 |
| 11 | GroupMe | 13.14% | 1276 |
| 12 | Facebook Messenger | 7.62% | 740 |
| 13 | Discord | 3.67% | 356 |
| 14 | EndNote | 3.41% | 331 |
| 15 | Other (please specify) | 1.64% | 159 |
|  | Total | 100% | 9713 |

Q33\_15\_TEXT - Other (please specify)

Other (please specify) - Text

Notion

GoogleDocs

my own note

Apple Pages, Numbers and Keynote

Google Docs

Apple note

SAS

Notability

GitHub

minitab

Notability

Manifest.Education

Drafting, 3D modelling and respresentation softwares

Eli-Review

microsoft 365

Samsung Notes

Pages

Google docs

Matlab

I would like to use MS products, but UB won't give me access on my Chromebook. I pay a technology fee too.

Flipgrid

Taskstream, Remind

MeisterTask

Notability

SPSS

notability

Adobe

One Drive

Dropbox

Whatsapp

Zotero

drive

Google docs

Whatsapp

Google Scholar

Goodnotes

Notability

Zotero, Adobe Acrobat

Squid

notability

Pdf expert

WhatsApp

Google Docs

Adobe Premier

adobe

SAS, arcGIS

Notability (note-taking)

Zotero; VMWare; XeLaTeX

Whatsapp

Autocad,sketchup,rhino,revit

photoshop

google doc

Adobe Suite

My own notes.

Google Drive

Mendeley

Snapchat

Adobe

LibreOffice and WhatsApp

Dropbox, Skype, WeTransfer

Google Calendar

Joplin

whatsapp

Adobe, Autodesk

Notability

Band

Notes

Zoom

ClickUp

N/A

Sas

Pages

Keynotes and google docs

Microsoft Word, Google Docs

Echo Desktop

notability

MATLAB

Zotero

Box

iWork & Noteability

zotero

IteliJ

Mac—notes app.

Autocad, Revit, Rhino, Vray for Rhino

Goodnote

Google Drive

whatsapp

Habitica

Google Scholar, Google docs, word

Piazza

Adobe

Zotero

SPSS, Stata

WhatsApp

LibreOffice for everything except notes

Zoom (Better than Webex)

Notability

IntelliJ and Atom for Programming, Simlenote for notetaking

PDF

Autocad, adobe Suite, Rhino, Grasshopper

Minitab

Google map, MAtlab

Google Docs

putty

Piazza

Libre Office Suite

google docs

Google docs

Adobe Suite

UB Box

Schoology

Matlab

WhatsApp

Goodnotes

adobe suite

Matlab

Notability

Adobe creative suite

Panopto

pages for Mac lappy

printing

Google drive

Google docs

Whatsapp

Noteability

Cramfighter

Matlab, stata

UB Box

Zotero

Adobe Programs

Zotero

Mathematica

Notability

Zotero

Notability

Notability

Goodnotes

Pages

Telegram

Notability

I have to use a lot of stats programs

Notability

Read&write

Zotero

Google docs, slides, sheets

whatsapp

Matlab

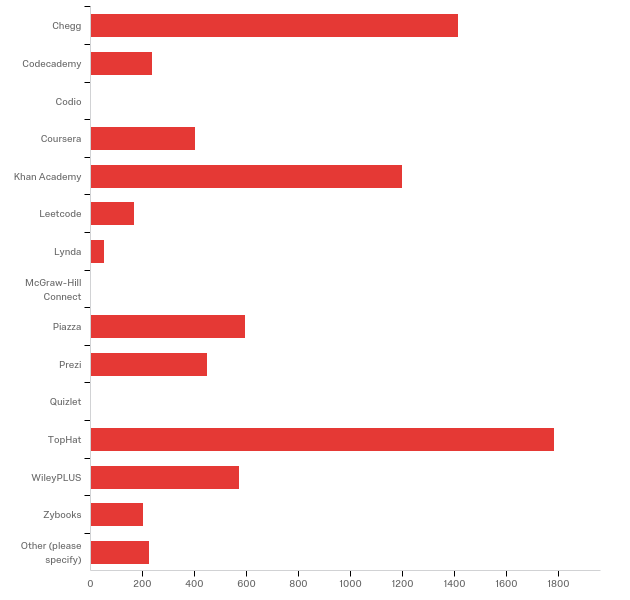
Adobe programs, AutoCAD, Rhino 6

Notability

Notes and Reminders app in iCloud

Goodnotes

**Q62 - Which non-UB academic websites have you signed up for during your academic career at UB?**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Chegg | 19.37% | 1415 |
| 2 | Codecademy | 3.23% | 236 |
| 14 | Codio | 0.00% | 0 |
| 3 | Coursera | 5.53% | 404 |
| 4 | Khan Academy | 16.45% | 1202 |
| 5 | Leetcode | 2.30% | 168 |
| 6 | Lynda | 0.70% | 51 |
| 15 | McGraw-Hill Connect | 0.00% | 0 |
| 7 | Piazza | 8.13% | 594 |
| 8 | Prezi | 6.13% | 448 |
| 13 | Quizlet | 0.00% | 0 |
| 9 | TopHat | 24.46% | 1787 |
| 10 | WileyPLUS | 7.82% | 571 |
| 11 | Zybooks | 2.79% | 204 |
| 12 | Other (please specify) | 3.08% | 225 |
|  | Total | 100% | 7305 |

Q62\_12\_TEXT - Other (please specify)

Other (please specify) - Text

none

edX

none

Pearson

Trueway asl, Webassign

Quizlet

none

None of the above

Research Gate

uDEMY

I did not sign up for anything

Pearson, Cengage

mastering

cengage

none

none

Quizlet

Study, Quizlet

MindTap

None. I do not have any extra money to spend on services like these.

None

Mendeley

Cengage Learning

Fill and Manifest

Webassign

Mastering Chemistry and Mastering Engineering

Eli Review and Pearson Labs

webassign, mastering by pearson

Pearson MathLab

None

Quizlet

quizlet

no

None

Eli Review

Cengage: Mindtap

github

none

no

I used none of them

None

Inside Higher Ed

Eli Review

Research Gate

jblearning

Cengage

None

ClutchPrep

Campus wire

wix.com

Cengage, McGraw-Hill Connect, BVTLab

Grammarly

Coursehero

Connect

Quizlet

iClicker Reef

iClicker Reef

iclicker

cengage

HackerRank, Campuswire

OpenStax

none

Cengage Unlimited

Openstax

Cengage

edX

Mystatlab, Mastering Nutrition

None

Cengage

Mindtap

none

Indeed

none

Mathway

iclicker

academia.edu, Mandalay, Dropbox

Cengage, great river learning

n/a

coursehero, quizlet

Coursehero

none

Iclicker, mastering chemistry, mastering microbiology, late nite labs, sapling

Anyone who needs to make use of these platforms should start making use of their own brain.

None

iClicker

Cengage

Canva

Clutchprep

Grammerly, Mathway, paied quizlet subscription, spotify, paid youtube subscription

coursehero

iclicker reef

None

quilt

Quizlit

None

edX

Pearson learning catalytics. Quora

Academia.com

MasteringEngineering

iClicker

StudySoup

clutchhprep

Quizlet

MindTap

udemy

kahoot

none

Iclicker reef

Webassign

My courses use : Cengage, WileyPlus, Masterung Chemistry.

BRAINLY

Quizlet

Cengage/MindTap, Quizlet

StackOverflow

Mastering Chemistry

mastering, sapling, webwork, connect

quizlet

cengage

ResearchGate

Cengage

Course Hero

datacamp

Udemy

Cengage

Clutchprep

grammarly

YouTube

none

none

Quizlet

Westlaw - TWEN

Pearson

APEX

None

Amboss

WebAssign

None

CourseHero

none

Quizlet

Coding Programs

None

Clutch Prep

Canva

Clutch prep

ValoreBooks

Quizlet

Udemy

Clutchprep

Connect

youtube

EliReview

shopping websites

Wolfram|Alpha

Webassign

Nothing

none

Udemy

Mymathlab

Quizlet

Clutch

zotero

CoursePoint Plus

Udemy

coursehero

Quizlet

None

canva

Web assign and mastering chemistry

Cengage

Safe assign.Eli review

Connect

Simple Nursing

sapling, mastering, cengage

Quizlet

pearson

Iclicker reef

Mindtap (Cengage Unlimited)

Not applicable

Pearson MyMathLab

n/a

Pearson

sketchy Medical

Quizlet

Quizlet

cengage, connect

None

Clutch

westlaw twen

None

Sapling Learning/Mastering Chem

Mastering Chemistry and Mastering Engineering

Quizlet

Clutch

Bartleby

Arkaive

Clutchprep

Pearson for My Math Lab

Quizlet

Quizlet

iClicker Reef

Quizlet

HackerRank

udemy

OnlineMedEd, Osmosis, AMBOSS

Web Assign. Mastering Chemistry. Mastering Engineering.

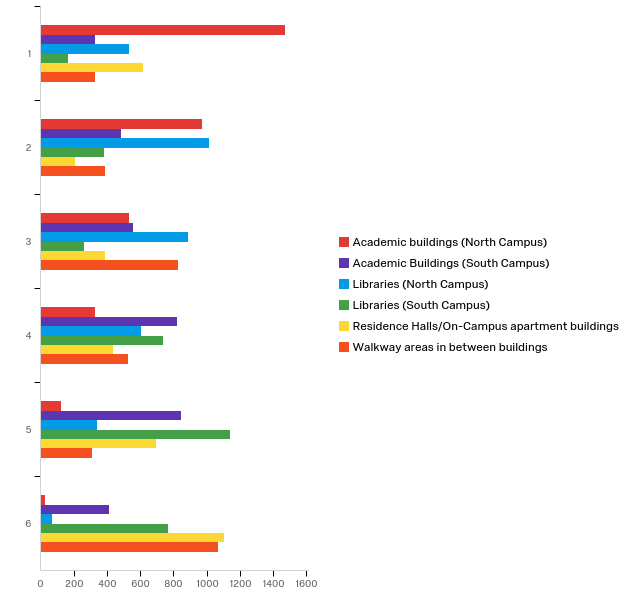
Quizlet

Na

Udcity

Udemy

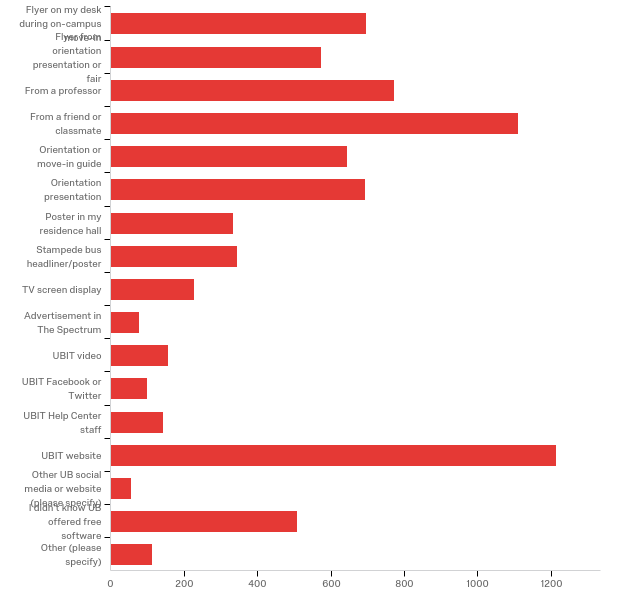
**Q35 - UBIT is considering locations for new, self-service printing stations around campus. Please drag to order your preferences for where you would like printing available (with #1 being your first choice, and #6 being your last).**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Academic buildings (North Campus) | 1.00 | 6.00 | 2.06 | 1.19 | 1.41 | 3450 |
| 2 | Academic Buildings (South Campus) | 1.00 | 6.00 | 3.76 | 1.50 | 2.25 | 3450 |
| 3 | Libraries (North Campus) | 1.00 | 6.00 | 2.83 | 1.28 | 1.64 | 3450 |
| 4 | Libraries (South Campus) | 1.00 | 6.00 | 4.33 | 1.44 | 2.07 | 3450 |
| 5 | Residence Halls/On-Campus apartment buildings | 1.00 | 6.00 | 4.07 | 1.86 | 3.45 | 3450 |
| 6 | Walkway areas in between buildings | 1.00 | 6.00 | 3.96 | 1.69 | 2.87 | 3450 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | 1 |  | 2 |  | 3 |  | 4 |  | 5 |  | 6 |  | Total |
| 1 | Academic buildings (North Campus) | 42.61% | 1470 | 28.12% | 970 | 15.36% | 530 | 9.54% | 329 | 3.54% | 122 | 0.84% | 29 | 3450 |
| 2 | Academic Buildings (South Campus) | 9.57% | 330 | 14.00% | 483 | 16.09% | 555 | 23.80% | 821 | 24.55% | 847 | 12.00% | 414 | 3450 |
| 3 | Libraries (North Campus) | 15.51% | 535 | 29.48% | 1017 | 25.65% | 885 | 17.45% | 602 | 9.86% | 340 | 2.06% | 71 | 3450 |
| 4 | Libraries (South Campus) | 4.87% | 168 | 11.10% | 383 | 7.57% | 261 | 21.30% | 735 | 32.99% | 1138 | 22.17% | 765 | 3450 |
| 5 | Residence Halls/On-Campus apartment buildings | 17.97% | 620 | 5.97% | 206 | 11.28% | 389 | 12.67% | 437 | 20.09% | 693 | 32.03% | 1105 | 3450 |
| 6 | Walkway areas in between buildings | 9.48% | 327 | 11.33% | 391 | 24.06% | 830 | 15.25% | 526 | 8.99% | 310 | 30.90% | 1066 | 3450 |

**Q37 - How did you find out that UB offers free software like MS Office and Symantec Endpoint Protection anti-virus and firewall? (Select app that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Flyer on my desk during on-campus move-in | 8.98% | 697 |
| 2 | Flyer from orientation presentation or fair | 7.38% | 573 |
| 3 | From a professor | 9.95% | 773 |
| 4 | From a friend or classmate | 14.31% | 1111 |
| 5 | Orientation or move-in guide | 8.29% | 644 |
| 6 | Orientation presentation | 8.92% | 693 |
| 7 | Poster in my residence hall | 4.30% | 334 |
| 8 | Stampede bus headliner/poster | 4.46% | 346 |
| 9 | TV screen display | 2.92% | 227 |
| 10 | Advertisement in The Spectrum | 1.00% | 78 |
| 11 | UBIT video | 2.03% | 158 |
| 12 | UBIT Facebook or Twitter | 1.29% | 100 |
| 13 | UBIT Help Center staff | 1.84% | 143 |
| 14 | UBIT website | 15.63% | 1214 |
| 15 | Other UB social media or website (please specify) | 0.71% | 55 |
| 16 | I didn't know UB offered free software | 6.53% | 507 |
| 17 | Other (please specify) | 1.46% | 113 |
|  | Total | 100% | 7766 |

Q37\_15\_TEXT - Other UB social media or website (please specify)

Other UB social media or website (please specify) - Text

Instagram

e-mails upon admission

saw it on the UB website before I came

It was on a window covering in the hall between Knox and Capen on the lowest floor.

Email I received the first week of class from UBIT

just now

reddit

My UB news section

UB email

emails

email

Wait, do they offer it for student laptops?

instagram

instagram

Previos college explained all colleges offer this feature

UB Email

ubreddit

Dds orientation checklist website

Email

Email

Q37\_17\_TEXT - Other (please specify)

Other (please specify) - Text

Parents

I am aware many universities offer free sotware

I did not.

My uncle told that some schools usually offers these services and asked the UBIT desk

poster in hallway

Email

Google

UB doesn't offer it to me

on the Microsoft website

Flyers placed in random places in the academic buildings

Faculty syllabus

Family that already went here

Googled ub free Microsoft word

Posters scattered through walkways between buildings

my previous school offer some free software, so I search it here

from a friend

libraries

email

Looked it up

Looking around on the UB website

My brother

I knew from previous experience to look to see what was available so I searched and found the UBIT website

i searched on google

Someone at a different college told me my college probably offered it.

I assumed based on prior schooling and just googled it.

email

Learned from a friend

flyer on wall

Past experience with universities

Co-worker

In class because we needed the software to complete assignments

just now

EAS seminar

My dad works here and we've always gotten software from the UB

I searched for it myself

in my acceptance letter packet

Searched student discounts myself and happened to stumble upon the UB site

Email

From a ubit walk up help desk employee

Email from department

Email Message at Beginning of Year

email

i worked at ubit

Dont remember

Family member

I just assumed myself

Knew about it since my previous university offered free software as well

it's common for a univ to offer this

Email

BlackBoard

Email from the department.

I work in IT

My friends

Stampede ads

Posters around campus

I do not remember

Eop

i think i got an email about it

UB email newsletter

flyers at the printing centers

I just by chance found it one day

email

I knew it even before coming to UB because I trasnferred from Stony Brook so I assumed that UB also must have one.

Google that led to ub site w links to free software

Family

email

UB Alumni friend

Myself

other suny colleges do just assumed you did.

Friend

Required Blackboard course for new LIS grad students (technical competencies)

Email

Walk in and asked

can't remember

Email from UBIT

brother

On website

googling UB + free software for students

Professor mentioned in passing over the summer

Email

Email

Another student

Didn't know UB has free virus protection. I just assumed we got free ms office because all colleges do.

from my siblings

I know it from UB website

Alum

I had to pay a lot of money for Microsoft last year because UB never notified students about this.

I just knew - not entirely sure where I found out first

google search

I don't recall. I have been on campus with awareness of services for a while

I forget, sorry.

I went to undergrad at UB

Orientation e-mail

Best buy worker

I googled it.

I just know

I think I got a UBIT email about it.

google

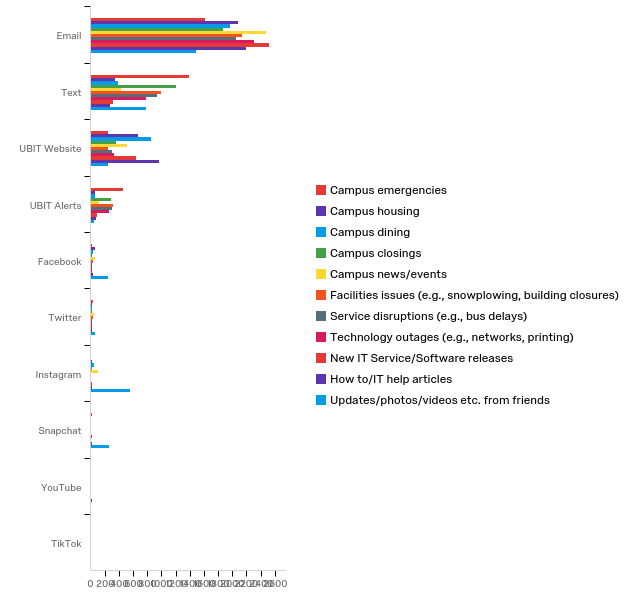
Email

work at UBIT printing, found out through there

UB Email

A letter was mailed to my house

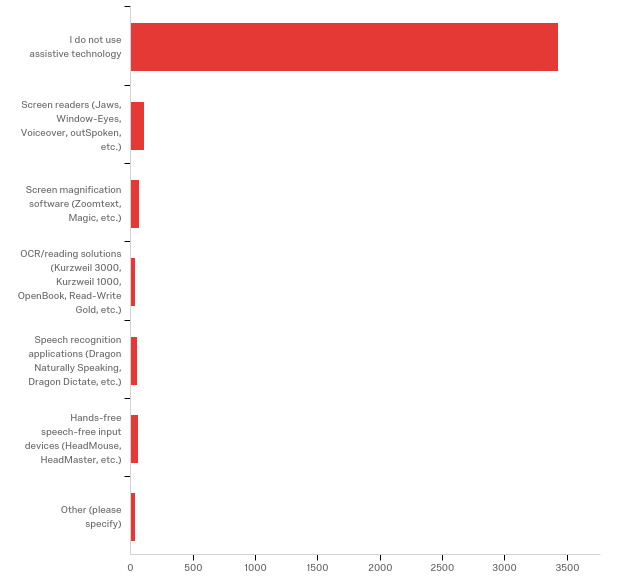
**Q63 - Where do you prefer to go first to find the following information?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Campus emergencies | 1.00 | 10.00 | 1.99 | 1.23 | 1.52 | 3804 |
| 2 | Campus housing | 1.00 | 10.00 | 1.76 | 1.26 | 1.59 | 3286 |
| 3 | Campus dining | 1.00 | 10.00 | 1.88 | 1.31 | 1.71 | 3401 |
| 4 | Campus closings | 1.00 | 10.00 | 1.85 | 1.16 | 1.34 | 3789 |
| 5 | Campus news/events | 1.00 | 10.00 | 1.83 | 1.49 | 2.23 | 3789 |
| 6 | Facilities issues (e.g., snowplowing, building closures) | 1.00 | 10.00 | 1.78 | 1.21 | 1.46 | 3785 |
| 7 | Service disruptions (e.g., bus delays) | 1.00 | 10.00 | 1.80 | 1.22 | 1.48 | 3691 |
| 8 | Technology outages (e.g., networks, printing) | 1.00 | 10.00 | 1.72 | 1.21 | 1.46 | 3758 |
| 9 | New IT Service/Software releases | 1.00 | 10.00 | 1.68 | 1.26 | 1.60 | 3664 |
| 10 | How to/IT help articles | 1.00 | 10.00 | 1.86 | 1.35 | 1.83 | 3629 |
| 11 | Updates/photos/videos etc. from friends | 1.00 | 10.00 | 3.15 | 2.56 | 6.54 | 3702 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Email |  | Text |  | UBIT Website |  | UBIT Alerts |  | Facebook |  | Twitter |  | Instagram |  | Snapchat |  | YouTube |  | TikTok |  | Total |
| 1 | Campus emergencies | 42.59% | 1620 | 36.41% | 1385 | 6.62% | 252 | 12.01% | 457 | 0.58% | 22 | 0.79% | 30 | 0.29% | 11 | 0.58% | 22 | 0.00% | 0 | 0.13% | 5 | 3804 |
| 2 | Campus housing | 63.36% | 2082 | 10.62% | 349 | 20.51% | 674 | 1.80% | 59 | 1.73% | 57 | 0.64% | 21 | 0.67% | 22 | 0.40% | 13 | 0.06% | 2 | 0.21% | 7 | 3286 |
| 3 | Campus dining | 57.84% | 1967 | 11.44% | 389 | 25.17% | 856 | 1.88% | 64 | 1.21% | 41 | 0.56% | 19 | 1.29% | 44 | 0.32% | 11 | 0.03% | 1 | 0.26% | 9 | 3401 |
| 4 | Campus closings | 49.17% | 1863 | 31.72% | 1202 | 9.37% | 355 | 7.63% | 289 | 0.71% | 27 | 0.53% | 20 | 0.42% | 16 | 0.24% | 9 | 0.03% | 1 | 0.18% | 7 | 3789 |
| 5 | Campus news/events | 65.37% | 2477 | 11.32% | 429 | 13.70% | 519 | 3.25% | 123 | 1.77% | 67 | 1.16% | 44 | 2.82% | 107 | 0.34% | 13 | 0.03% | 1 | 0.24% | 9 | 3789 |
| 6 | Facilities issues (e.g., snowplowing, building closures) | 56.35% | 2133 | 26.13% | 989 | 6.55% | 248 | 8.48% | 321 | 0.87% | 33 | 0.79% | 30 | 0.26% | 10 | 0.32% | 12 | 0.00% | 0 | 0.24% | 9 | 3785 |
| 7 | Service disruptions (e.g., bus delays) | 55.70% | 2056 | 25.58% | 944 | 8.26% | 305 | 8.07% | 298 | 0.62% | 23 | 0.76% | 28 | 0.38% | 14 | 0.38% | 14 | 0.05% | 2 | 0.19% | 7 | 3691 |
| 8 | Technology outages (e.g., networks, printing) | 61.39% | 2307 | 20.73% | 779 | 8.81% | 331 | 6.81% | 256 | 0.69% | 26 | 0.56% | 21 | 0.27% | 10 | 0.48% | 18 | 0.00% | 0 | 0.27% | 10 | 3758 |
| 9 | New IT Service/Software releases | 68.64% | 2515 | 8.52% | 312 | 17.47% | 640 | 2.48% | 91 | 0.76% | 28 | 0.60% | 22 | 0.74% | 27 | 0.35% | 13 | 0.11% | 4 | 0.33% | 12 | 3664 |
| 10 | How to/IT help articles | 60.43% | 2193 | 7.74% | 281 | 26.62% | 966 | 1.96% | 71 | 0.80% | 29 | 0.72% | 26 | 0.52% | 19 | 0.47% | 17 | 0.44% | 16 | 0.30% | 11 | 3629 |
|  | Updates/photos/videos etc. from friends | 40.38% | 1495 | 21.18% | 784 | 6.59% | 244 | 1.19% | 44 | 6.56% | 243 | 1.84% | 68 | 14.91% | 552 | 6.97% | 258 | 0.11% | 4 | 0.27% | 10 | 3702 |

**Q49 - What assistive technology do you use, if any? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | I do not use assistive technology | 90.57% | 3429 |
| 2 | Screen readers (Jaws, Window-Eyes, Voiceover, outSpoken, etc.) | 2.83% | 107 |
| 3 | Screen magnification software (Zoomtext, Magic, etc.) | 1.80% | 68 |
| 4 | OCR/reading solutions (Kurzweil 3000, Kurzweil 1000, OpenBook, Read-Write Gold, etc.) | 0.95% | 36 |
| 5 | Speech recognition applications (Dragon Naturally Speaking, Dragon Dictate, etc.) | 1.32% | 50 |
| 6 | Hands-free speech-free input devices (HeadMouse, HeadMaster, etc.) | 1.64% | 62 |
| 7 | Other (please specify) | 0.90% | 34 |
|  | Total | 100% | 3786 |

Q49\_7\_TEXT - Other (please specify)

Other (please specify) - Text

livescribe pen

YouTube

I use power point

no

Google slides built in speech-to-text feature

live scribe

live scribe pen

Wacom

I have the live writing pen from accommodations and it's awesome

N/a

doorbell flashers. CART, and captioning

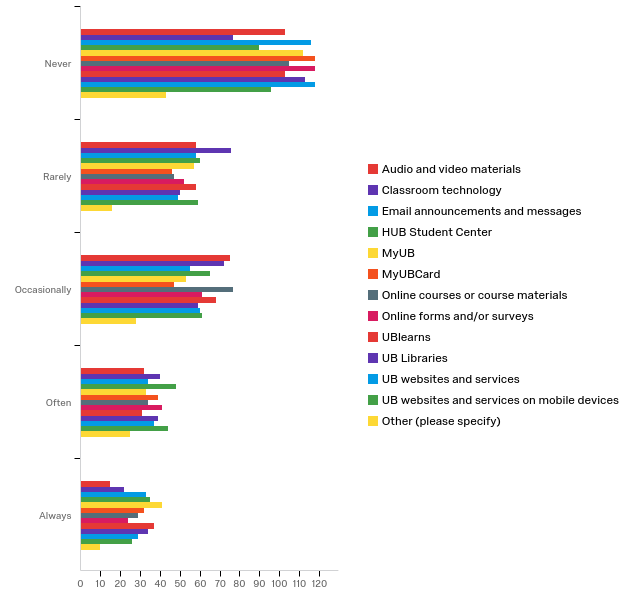
Hearing aids in both ears.

CART and Onenote

Echo smart pen

Read&write

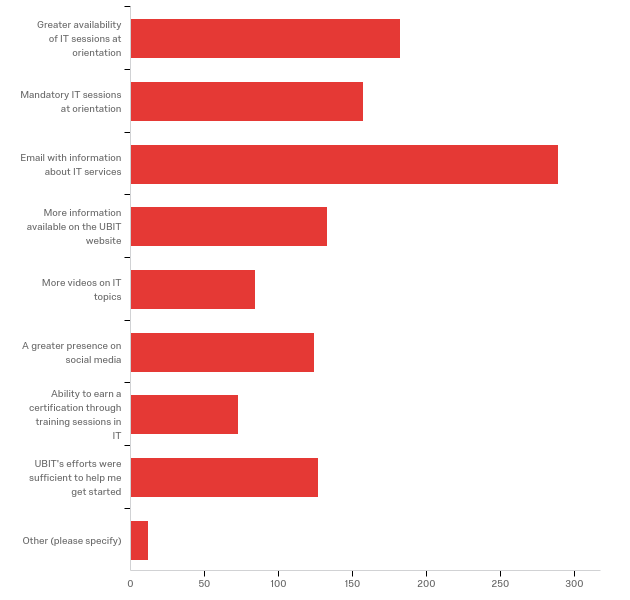
**Q50 - Have you experienced problems accessing the following with assistive technology? If so, how often?**



|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| 1 | Audio and video materials | 1.00 | 5.00 | 2.29 | 1.22 | 1.48 | 283 |
| 2 | Classroom technology | 1.00 | 5.00 | 2.49 | 1.23 | 1.53 | 287 |
| 3 | Email announcements and messages | 1.00 | 5.00 | 2.36 | 1.38 | 1.91 | 296 |
| 4 | HUB Student Center | 1.00 | 5.00 | 2.59 | 1.37 | 1.87 | 298 |
| 5 | MyUB | 1.00 | 5.00 | 2.44 | 1.43 | 2.06 | 296 |
| 6 | MyUBCard | 1.00 | 5.00 | 2.37 | 1.42 | 2.03 | 282 |
| 7 | Online courses or course materials | 1.00 | 5.00 | 2.43 | 1.34 | 1.79 | 292 |
| 8 | Online forms and/or surveys | 1.00 | 5.00 | 2.33 | 1.33 | 1.78 | 296 |
| 9 | UBlearns | 1.00 | 5.00 | 2.46 | 1.38 | 1.90 | 297 |
| 10 | UB Libraries | 1.00 | 5.00 | 2.43 | 1.40 | 1.97 | 295 |
| 11 | UB websites and services | 1.00 | 5.00 | 2.35 | 1.37 | 1.88 | 293 |
| 12 | UB websites and services on mobile devices | 1.00 | 5.00 | 2.46 | 1.33 | 1.77 | 286 |
| 13 | Other (please specify) | 1.00 | 5.00 | 2.53 | 1.36 | 1.86 | 122 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | Question | Never |  | Rarely |  | Occasionally |  | Often |  | Always |  | Total |
| 1 | Audio and video materials | 36.40% | 103 | 20.49% | 58 | 26.50% | 75 | 11.31% | 32 | 5.30% | 15 | 283 |
| 2 | Classroom technology | 26.83% | 77 | 26.48% | 76 | 25.09% | 72 | 13.94% | 40 | 7.67% | 22 | 287 |
| 3 | Email announcements and messages | 39.19% | 116 | 19.59% | 58 | 18.58% | 55 | 11.49% | 34 | 11.15% | 33 | 296 |
| 4 | HUB Student Center | 30.20% | 90 | 20.13% | 60 | 21.81% | 65 | 16.11% | 48 | 11.74% | 35 | 298 |
| 5 | MyUB | 37.84% | 112 | 19.26% | 57 | 17.91% | 53 | 11.15% | 33 | 13.85% | 41 | 296 |
|  | MyUBCard | 41.84% | 118 | 16.31% | 46 | 16.67% | 47 | 13.83% | 39 | 11.35% | 32 | 282 |
|  | Online courses or course materials | 35.96% | 105 | 16.10% | 47 | 26.37% | 77 | 11.64% | 34 | 9.93% | 29 | 292 |
|  | Online forms and/or surveys | 39.86% | 118 | 17.57% | 52 | 20.61% | 61 | 13.85% | 41 | 8.11% | 24 | 296 |
|  | UBlearns | 34.68% | 103 | 19.53% | 58 | 22.90% | 68 | 10.44% | 31 | 12.46% | 37 | 297 |
|  | UB Libraries | 38.31% | 113 | 16.95% | 50 | 20.00% | 59 | 13.22% | 39 | 11.53% | 34 | 295 |
|  | UB websites and services | 40.27% | 118 | 16.72% | 49 | 20.48% | 60 | 12.63% | 37 | 9.90% | 29 | 293 |
|  | UB websites and services on mobile devices | 33.57% | 96 | 20.63% | 59 | 21.33% | 61 | 15.38% | 44 | 9.09% | 26 | 286 |
|  | Other (please specify) | 35.25% | 43 | 13.11% | 16 | 22.95% | 28 | 20.49% | 25 | 8.20% | 10 | 122 |

**Q51 - What would have made it easier for you to get started with Information Technology at UB? (Select all that apply.)**



|  |  |  |  |
| --- | --- | --- | --- |
| # | Answer | % | Count |
| 1 | Greater availability of IT sessions at orientation | 15.41% | 182 |
| 2 | Mandatory IT sessions at orientation | 13.29% | 157 |
| 3 | Email with information about IT services | 24.47% | 289 |
| 4 | More information available on the UBIT website | 11.26% | 133 |
| 5 | More videos on IT topics | 7.11% | 84 |
| 6 | A greater presence on social media | 10.50% | 124 |
| 7 | Ability to earn a certification through training sessions in IT | 6.18% | 73 |
| 8 | UBIT's efforts were sufficient to help me get started | 10.75% | 127 |
| 9 | Other (please specify) | 1.02% | 12 |
|  | Total | 100% | 1181 |

Q51\_9\_TEXT - Other (please specify)

Make your UI less complicated. Instead of making a ton of uninformative tabs for specific problems, diagnose what the problem is and try to find the best course of action to solve the problem. Also make it easier to navigate between specific tabs because right now its so annoying having to find my way back to a specific place on the HUB.

an easier to navigate website

I couldn't follow along, because my laptop wasn't working, needed upgrade.