Test Custom Student Report 5.0

Survey Title: OIT Student Survey 2008

Survey Properties:

Total Respondents: 775

Responses By Question Analysis:

1. Overall, the technology provided by UNLV supports my academic needs.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Other, please specify</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>205</td>
<td>403</td>
<td>78</td>
<td>38</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27%</td>
<td>53%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Respondents: 761

2. Please rate your SATISFACTION with items listed below.

<table>
<thead>
<tr>
<th>UNLV's Online Web Registration System</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30.82% (221)</td>
<td>48.81% (350)</td>
<td>9.76% (70)</td>
<td>6.42% (46)</td>
<td>3.07% (22)</td>
<td>1.12% (8)</td>
<td>717</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Help Desk phone support (895-0761)</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10.17% (73)</td>
<td>20.61% (148)</td>
<td>22.01% (158)</td>
<td>3.2% (23)</td>
<td>1.25% (9)</td>
<td>42.76% (307)</td>
<td>718</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Help Desk walk-in help (SU 231)</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.6% (69)</td>
<td>21.28% (153)</td>
<td>18.78% (135)</td>
<td>1.81% (13)</td>
<td>0.83% (6)</td>
<td>47.71% (343)</td>
<td>719</td>
</tr>
</tbody>
</table>

Total Respondents: 721

3. Have you used UNLV COMPUTER LABS in the past two semesters?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>533</td>
<td>177</td>
<td>5</td>
</tr>
<tr>
<td>75%</td>
<td>25%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Total Respondents: 715

4. Have you used WEBCAMPUS in the past two semesters?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>635</td>
<td>67</td>
<td>12</td>
</tr>
<tr>
<td>89%</td>
<td>9%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Total Respondents: 714

5. Do you currently live in the campus residence halls?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Respondents: 61
### 6. WHERE do you use COMPUTERS MOST of the time?

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>At home</td>
<td>404</td>
<td>57%</td>
</tr>
<tr>
<td>At work</td>
<td>66</td>
<td>9%</td>
</tr>
<tr>
<td>On campus, using UNLV wireless</td>
<td>60</td>
<td>8%</td>
</tr>
<tr>
<td>On campus, using a computer lab</td>
<td>50</td>
<td>7%</td>
</tr>
<tr>
<td>On campus, in a library</td>
<td>71</td>
<td>10%</td>
</tr>
<tr>
<td>In my dorm room</td>
<td>34</td>
<td>5%</td>
</tr>
<tr>
<td>At a city library</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>29</td>
<td>4%</td>
</tr>
</tbody>
</table>

Total Respondents: 715

(skipped this question) 66

### 7. Please rate your SATISFACTION with WEBCAMPUS items listed below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't know</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EASE of USE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>628</td>
</tr>
<tr>
<td>PHONE SUPPORT</td>
<td>27.23% (171)</td>
<td>51.59% (324)</td>
<td>10.03% (63)</td>
<td>8.28% (52)</td>
<td>2.39% (15)</td>
<td>0% (0)</td>
<td>0.48% (3)</td>
<td></td>
</tr>
<tr>
<td>Online SELF-HELP Materials</td>
<td>7.63% (48)</td>
<td>10.33% (65)</td>
<td>20.83% (131)</td>
<td>1.75% (11)</td>
<td>0.79% (5)</td>
<td>1.59% (10)</td>
<td>57.07% (359)</td>
<td></td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>23.05% (145)</td>
<td>50.4% (317)</td>
<td>18.28% (115)</td>
<td>5.88% (37)</td>
<td>2.07% (13)</td>
<td>0.16% (1)</td>
<td>0.16% (1)</td>
<td>629</td>
</tr>
</tbody>
</table>

Total Respondents: 632

(skipped this question) 143

### 8. Please rate the EASE of USE for the following areas of WebCampus:

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Easy</th>
<th>Somewhat Easy</th>
<th>Neutral</th>
<th>Somewhat Difficult</th>
<th>Very Difficult</th>
<th>Don't know</th>
<th>Never Used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syllabus</td>
<td>53.93% (329)</td>
<td>29.34% (179)</td>
<td>8.2% (50)</td>
<td>3.61% (22)</td>
<td>1.15% (7)</td>
<td>0.33% (2)</td>
<td>3.44% (21)</td>
<td>610</td>
</tr>
<tr>
<td>My Grades</td>
<td>57.77% (353)</td>
<td>25.2% (154)</td>
<td>8.51% (52)</td>
<td>3.93% (24)</td>
<td>0.65% (4)</td>
<td>0.65% (4)</td>
<td>3.27% (20)</td>
<td>611</td>
</tr>
<tr>
<td>Discussions</td>
<td>39.28% (240)</td>
<td>28.31% (173)</td>
<td>10.97% (67)</td>
<td>7.53% (46)</td>
<td>0.98% (6)</td>
<td>1.15% (7)</td>
<td>11.78% (72)</td>
<td></td>
</tr>
<tr>
<td>Mail</td>
<td>47.62% (290)</td>
<td>25.29% (154)</td>
<td>13.3% (81)</td>
<td>8.21% (50)</td>
<td>1.81% (11)</td>
<td>0.16% (1)</td>
<td>3.61% (22)</td>
<td>609</td>
</tr>
<tr>
<td>Quizzes &amp; Surveys</td>
<td>42.79% (261)</td>
<td>27.54% (168)</td>
<td>11.48% (70)</td>
<td>4.75% (29)</td>
<td>1.15% (7)</td>
<td>1.15% (7)</td>
<td>11.15% (68)</td>
<td></td>
</tr>
<tr>
<td>Assignments</td>
<td>41.8% (255)</td>
<td>31.31% (191)</td>
<td>11.31% (69)</td>
<td>7.21% (44)</td>
<td>1.31% (8)</td>
<td>0.66% (4)</td>
<td>6.39% (39)</td>
<td>610</td>
</tr>
<tr>
<td>Learning Modules</td>
<td>31.1% (190)</td>
<td>22.42% (137)</td>
<td>16.53% (101)</td>
<td>6.38% (39)</td>
<td>1.15% (7)</td>
<td>2.13% (13)</td>
<td>20.29% (124)</td>
<td></td>
</tr>
<tr>
<td>Media Library</td>
<td>21.73% (133)</td>
<td>19.28% (118)</td>
<td>15.36% (94)</td>
<td>5.88% (36)</td>
<td>1.47% (9)</td>
<td>3.27% (20)</td>
<td>33.01% (202)</td>
<td></td>
</tr>
<tr>
<td>Navigation</td>
<td>31.64% (193)</td>
<td>30.82% (188)</td>
<td>13.61% (83)</td>
<td>9.84% (60)</td>
<td>2.79% (17)</td>
<td>0.98% (6)</td>
<td>10.33% (63)</td>
<td>610</td>
</tr>
</tbody>
</table>

Total Respondents: 614

(skipped this question) 161

### 9. Please rate your SATISFACTION with UNLV's network.

<table>
<thead>
<tr>
<th>Network Feature</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't know</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus, the SPEED of my WIRED connection to the Internet meets my needs.</td>
<td>25.48% (174)</td>
<td>33.97% (232)</td>
<td>12.74% (87)</td>
<td>5.42% (37)</td>
<td>2.05% (14)</td>
<td>1.02% (7)</td>
<td>19.33% (132)</td>
<td>683</td>
</tr>
<tr>
<td>On campus, my WIRED Internet connection is RELIABLE.</td>
<td>24.96% (170)</td>
<td>30.69% (209)</td>
<td>12.63% (86)</td>
<td>4.55% (31)</td>
<td>2.79% (19)</td>
<td>1.17% (8)</td>
<td>23.2% (158)</td>
<td>681</td>
</tr>
<tr>
<td>WIRELESS (Wi-Fi) Internet service on campus meets my needs.</td>
<td>14.71% (99)</td>
<td>26.6% (179)</td>
<td>15.3% (103)</td>
<td>11.29% (76)</td>
<td>5.35% (36)</td>
<td>1.34% (9)</td>
<td>25.41% (171)</td>
<td>673</td>
</tr>
</tbody>
</table>

Total Respondents: 709

(skipped this question) 66
UNLV should create more wireless (Wi-Fi) locations.

<table>
<thead>
<tr>
<th></th>
<th>50.15% (342)</th>
<th>17.89% (122)</th>
<th>11.58% (79)</th>
<th>1.17% (8)</th>
<th>0.29% (2)</th>
<th>5.72% (39)</th>
<th>13.2% (90)</th>
</tr>
</thead>
</table>

**Total Respondents** 682

(skipped this question) 92

### 10. What is your primary way to get UNLV-related e-mail?

<table>
<thead>
<tr>
<th></th>
<th>Respond Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebeaml (Webmail, Pioneer)</td>
<td>336</td>
<td>50%</td>
</tr>
<tr>
<td>I forward Rebeaml to a non-UNLV account (Gmail, Yahoo, etc.)</td>
<td>281</td>
<td>42%</td>
</tr>
<tr>
<td>UNLV e-mails messages to my personal account (Gmail, Yahoo, etc.)</td>
<td>26</td>
<td>4%</td>
</tr>
<tr>
<td>I don't get UNLV-related e-mail</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>23</td>
<td>3%</td>
</tr>
</tbody>
</table>
14. Check all the locations you use to ACCESS your UNLV files:

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus</td>
<td>431</td>
<td>93%</td>
</tr>
<tr>
<td>In class</td>
<td>188</td>
<td>40%</td>
</tr>
<tr>
<td>At home</td>
<td>393</td>
<td>85%</td>
</tr>
<tr>
<td>Mobile devices</td>
<td>67</td>
<td>14%</td>
</tr>
<tr>
<td>Remotely while traveling</td>
<td>51</td>
<td>11%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>27</td>
<td>6%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>465</td>
<td></td>
</tr>
</tbody>
</table>

15. Check all the locations you PREFER to access your documents related to UNLV business:

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus</td>
<td>376</td>
<td>80%</td>
</tr>
<tr>
<td>In class</td>
<td>193</td>
<td>41%</td>
</tr>
<tr>
<td>At home</td>
<td>422</td>
<td>90%</td>
</tr>
<tr>
<td>Mobile devices</td>
<td>98</td>
<td>21%</td>
</tr>
<tr>
<td>Remotely while traveling</td>
<td>74</td>
<td>16%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>14</td>
<td>3%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>470</td>
<td></td>
</tr>
</tbody>
</table>

16. Please rate your SATISFACTION with the computer lab services listed below:

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't know</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer quality</td>
<td>36.93% (178)</td>
<td>44.61% (215)</td>
<td>7.47% (36)</td>
<td>4.15% (20)</td>
<td>1.24% (6)</td>
<td>0.21% (1)</td>
<td>5.39% (26)</td>
<td>482</td>
</tr>
<tr>
<td>Printer quality</td>
<td>31.04% (149)</td>
<td>38.33% (184)</td>
<td>11.25% (54)</td>
<td>6.04% (29)</td>
<td>1.25% (6)</td>
<td>0.21% (1)</td>
<td>11.88% (57)</td>
<td>480</td>
</tr>
<tr>
<td>Ease of logging in computer labs</td>
<td>30.56% (147)</td>
<td>39.5% (190)</td>
<td>12.06% (58)</td>
<td>9.77% (47)</td>
<td>2.7% (13)</td>
<td>0.21% (1)</td>
<td>5.2% (25)</td>
<td>481</td>
</tr>
<tr>
<td>Ease of printing in computer labs</td>
<td>32.99% (158)</td>
<td>38% (182)</td>
<td>9.81% (47)</td>
<td>4.38% (21)</td>
<td>3.13% (15)</td>
<td>0.42% (2)</td>
<td>11.27% (54)</td>
<td>479</td>
</tr>
<tr>
<td>Support provided by Lab Assistants</td>
<td>27.5% (132)</td>
<td>31.67% (152)</td>
<td>15.42% (74)</td>
<td>3.96% (19)</td>
<td>1.46% (7)</td>
<td>0.83% (4)</td>
<td>19.17% (92)</td>
<td>480</td>
</tr>
<tr>
<td>Comfort of chairs and tables</td>
<td>26.4% (127)</td>
<td>41.58% (200)</td>
<td>19.96% (96)</td>
<td>4.16% (20)</td>
<td>2.29% (11)</td>
<td>0.42% (2)</td>
<td>5.2% (25)</td>
<td>481</td>
</tr>
<tr>
<td>Cleanliness of labs</td>
<td>31.73% (152)</td>
<td>41.96% (201)</td>
<td>17.75% (85)</td>
<td>1.46% (7)</td>
<td>1.67% (8)</td>
<td>0.42% (2)</td>
<td>5.01% (24)</td>
<td>479</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>27.59% (133)</td>
<td>38.38% (185)</td>
<td>14.32% (69)</td>
<td>9.75% (47)</td>
<td>2.9% (14)</td>
<td>1.66% (8)</td>
<td>5.39% (26)</td>
<td>482</td>
</tr>
<tr>
<td>Overall</td>
<td>27.25% (130)</td>
<td>52.83% (252)</td>
<td>11.32% (54)</td>
<td>2.73% (13)</td>
<td>0.42% (2)</td>
<td>0.42% (2)</td>
<td>5.03% (24)</td>
<td>477</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>483</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>292</td>
</tr>
</tbody>
</table>

17. Do you have access to the technologies listed below? If so, where?

<table>
<thead>
<tr>
<th>Technology</th>
<th>At home</th>
<th>At work</th>
<th>Don't have access</th>
<th>Don't know</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phone</td>
<td>96.89% (623)</td>
<td>54.74% (352)</td>
<td>2.95% (19)</td>
<td>0.16% (1)</td>
<td>643</td>
</tr>
<tr>
<td>Smart phone (Blackberry, iPhone, Palm)</td>
<td>37.03% (227)</td>
<td>23.82% (146)</td>
<td>60.03% (368)</td>
<td>2.28% (14)</td>
<td>613</td>
</tr>
<tr>
<td>External drive (USB, thumbdrive)</td>
<td>87.17% (557)</td>
<td>45.7% (292)</td>
<td>9.7% (62)</td>
<td>2.03% (13)</td>
<td>639</td>
</tr>
<tr>
<td>Digital audio (iPod, MP3 player)</td>
<td>80.09% (507)</td>
<td>30.49% (193)</td>
<td>18.01% (114)</td>
<td>1.11% (7)</td>
<td>633</td>
</tr>
<tr>
<td>Windows LAPTOP computer</td>
<td>73.06% (461)</td>
<td>24.25% (153)</td>
<td>23.3% (147)</td>
<td>0.95% (6)</td>
<td>631</td>
</tr>
<tr>
<td>Windows DESKTOP computer</td>
<td>68.73% (433)</td>
<td>45.56% (287)</td>
<td>15.56% (98)</td>
<td>1.59% (10)</td>
<td>630</td>
</tr>
<tr>
<td>Mac LAPTOP computer</td>
<td>19.18% (117)</td>
<td>6.23% (38)</td>
<td>75.41% (460)</td>
<td>3.61% (22)</td>
<td>610</td>
</tr>
<tr>
<td>Mac DESKTOP computer</td>
<td>7.69% (46)</td>
<td>6.52% (39)</td>
<td>83.11% (497)</td>
<td>4.01% (24)</td>
<td>598</td>
</tr>
<tr>
<td>LINUX/UNIX computer</td>
<td>5.63% (34)</td>
<td>4.8% (29)</td>
<td>83.11% (502)</td>
<td>8.44% (51)</td>
<td>604</td>
</tr>
<tr>
<td>Digital recorder (TV, DVR)</td>
<td>43.53% (269)</td>
<td>3.24% (20)</td>
<td>52.59% (325)</td>
<td>3.4% (21)</td>
<td>618</td>
</tr>
<tr>
<td>Wireless Internet</td>
<td>80.43% (518)</td>
<td>34.78% (224)</td>
<td>13.98% (90)</td>
<td>1.24% (8)</td>
<td>644</td>
</tr>
<tr>
<td>High speed Internet</td>
<td>90.99% (586)</td>
<td>47.05% (303)</td>
<td>4.35% (28)</td>
<td>0.93% (6)</td>
<td>644</td>
</tr>
<tr>
<td>Dial up Internet</td>
<td>8.14% (48)</td>
<td>2.37% (14)</td>
<td>84.92% (501)</td>
<td>5.93% (35)</td>
<td>590</td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>90.11% (583)</td>
<td>52.7% (341)</td>
<td>4.95% (32)</td>
<td>0.46% (3)</td>
<td>647</td>
</tr>
<tr>
<td>Adobe Creative Suite</td>
<td>37.93% (234)</td>
<td>24.64% (152)</td>
<td>41.17% (254)</td>
<td>12.32% (76)</td>
<td>617</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>654</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
18. To get information about technology, how likely are you to:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Very Likely</th>
<th>Likely</th>
<th>Neutral</th>
<th>Unlikely</th>
<th>Very Unlikely</th>
<th>Don't know</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult friends or family</td>
<td>47.21% (305)</td>
<td>32.2% (208)</td>
<td>6.81% (44)</td>
<td>7.74% (50)</td>
<td>5.88% (38)</td>
<td>0.15% (1)</td>
<td>646</td>
</tr>
<tr>
<td>Conduct your own web research</td>
<td>52.8% (340)</td>
<td>33.39% (215)</td>
<td>6.68% (43)</td>
<td>4.66% (30)</td>
<td>2.33% (15)</td>
<td>0.16% (1)</td>
<td>644</td>
</tr>
<tr>
<td>Call a UNLV help desk</td>
<td>6.19% (40)</td>
<td>13.47% (87)</td>
<td>17.49% (113)</td>
<td>31.58% (204)</td>
<td>29.1% (188)</td>
<td>2.17% (14)</td>
<td>646</td>
</tr>
<tr>
<td>Ask a computer lab assistant</td>
<td>9.46% (61)</td>
<td>19.07% (123)</td>
<td>20.47% (132)</td>
<td>25.58% (165)</td>
<td>23.26% (150)</td>
<td>2.17% (14)</td>
<td>645</td>
</tr>
<tr>
<td>Consult UNLV's website</td>
<td>10.51% (68)</td>
<td>23.34% (151)</td>
<td>19.01% (123)</td>
<td>22.41% (145)</td>
<td>22.87% (148)</td>
<td>1.85% (12)</td>
<td>647</td>
</tr>
<tr>
<td>Consult a UNLV brochure</td>
<td>2.64% (17)</td>
<td>9.61% (62)</td>
<td>19.84% (128)</td>
<td>31.16% (201)</td>
<td>34.57% (223)</td>
<td>2.17% (14)</td>
<td>645</td>
</tr>
<tr>
<td>Subscribe to an e-newsletter</td>
<td>2.95% (19)</td>
<td>7.92% (51)</td>
<td>15.53% (100)</td>
<td>31.52% (203)</td>
<td>39.6% (255)</td>
<td>2.48% (16)</td>
<td>644</td>
</tr>
<tr>
<td>Subscribe to an RSS feed</td>
<td>3.27% (21)</td>
<td>5.91% (38)</td>
<td>14% (90)</td>
<td>31.26% (201)</td>
<td>36.08% (232)</td>
<td>9.49% (61)</td>
<td>643</td>
</tr>
<tr>
<td>Subscribe to a Listserv</td>
<td>2.48% (16)</td>
<td>5.26% (34)</td>
<td>14.09% (91)</td>
<td>29.72% (192)</td>
<td>37.31% (241)</td>
<td>11.15% (72)</td>
<td>646</td>
</tr>
<tr>
<td>Read &quot;What's Happening At UNLV&quot;</td>
<td>8.82% (57)</td>
<td>22.45% (145)</td>
<td>20.59% (133)</td>
<td>20.28% (131)</td>
<td>25.85% (167)</td>
<td>2.01% (13)</td>
<td>646</td>
</tr>
<tr>
<td>Attend training on campus</td>
<td>4.5% (29)</td>
<td>14.57% (94)</td>
<td>20% (129)</td>
<td>26.98% (174)</td>
<td>31.16% (201)</td>
<td>2.79% (18)</td>
<td>645</td>
</tr>
<tr>
<td>Watch an online tutorial</td>
<td>8.7% (56)</td>
<td>32.61% (210)</td>
<td>19.25% (124)</td>
<td>20.34% (131)</td>
<td>17.7% (114)</td>
<td>1.4% (9)</td>
<td>644</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>648</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

19. Please indicate your college:

<table>
<thead>
<tr>
<th>College</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health Sciences</td>
<td>16</td>
<td>2%</td>
</tr>
<tr>
<td>Business</td>
<td>83</td>
<td>13%</td>
</tr>
<tr>
<td>Dental Medicine</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Education</td>
<td>106</td>
<td>16%</td>
</tr>
<tr>
<td>Engineering</td>
<td>62</td>
<td>10%</td>
</tr>
<tr>
<td>Fine Arts</td>
<td>47</td>
<td>7%</td>
</tr>
<tr>
<td>Hotel Administration</td>
<td>47</td>
<td>7%</td>
</tr>
<tr>
<td>Law</td>
<td>19</td>
<td>3%</td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>91</td>
<td>14%</td>
</tr>
<tr>
<td>Nursing</td>
<td>26</td>
<td>4%</td>
</tr>
<tr>
<td>Public Health</td>
<td>11</td>
<td>2%</td>
</tr>
<tr>
<td>Sciences</td>
<td>43</td>
<td>7%</td>
</tr>
<tr>
<td>University College</td>
<td>14</td>
<td>2%</td>
</tr>
<tr>
<td>Urban Affairs</td>
<td>50</td>
<td>8%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>25</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>643</td>
<td></td>
</tr>
</tbody>
</table>

20. Please indicate your current class standing:

<table>
<thead>
<tr>
<th>Class</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshman</td>
<td>96</td>
<td>15%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>70</td>
<td>11%</td>
</tr>
<tr>
<td>Junior</td>
<td>121</td>
<td>19%</td>
</tr>
<tr>
<td>Senior</td>
<td>165</td>
<td>26%</td>
</tr>
<tr>
<td>Masters</td>
<td>135</td>
<td>21%</td>
</tr>
<tr>
<td>Doctoral</td>
<td>58</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>645</td>
<td></td>
</tr>
</tbody>
</table>

(skipped this question)
1. Please provide information that will help us better understand your responses above.

1. The web registration doesn't let me access my unofficial on-line transcripts.
2. The Online Web Registration System could be more user-friendly, with easier navigation system and better visual interface.
3. I am placed a hold for a long time at the help desk. The registration site could be easier to navigate.
4. I got frustrated the the registration system shuts down at 8. sometimes late at night is the only time available to sit down and plan out an entire schedule.
5. The registration system was very straightforward and efficient.
6. more computer labs around campus. more student workers at the student help desk because when I call there's always a long wait. allow the online registration to be open at ALL times.
7. Walk-in Help Desk have helped both times I visited. Once to establish my computer account / password. One other time on a soft-ware issue. So far, so good!
8. I've ran into glitches when using the online registration system, like the system saying I don't meet the prerequisites when I do.
9. I want to have more time to use registration system.
10. I've called from home to figure out why I couldn't get on web campus and they helped my get it right.
11. The internet connections are too slow.
12. The web registration system is definitely convenient but when I really thought about it...It would be great if I had an actual human being to help me out on-the-spot during my registration, even if they might be trivial or passing questions...The student help desk is great! I was actually surprised at the amount of information they provide me with when I go to them for help!
13. At the moment, as a Graduate Student I am satisfied with the online registration, but as an Undergrad, the system did not recognize any classes I had taken at another college (eq. Eng. 101, 102), therefore requiring me to go directly to the English Dept. EVERY semester to have the secretary over-ride the system and manually register me for classes. I do not know if this is still a problem for UGrads.
14. As for the support help desks, I have had in the past better service from the Student Help Desk than the Faculty Help Desk.
15. The employees at the help desk were able to quickly resolve the problem that I brought to them.
16. The online registration system needs to have better interface and links to related registration materials. I mean to be able (after login to the online registration) to display the class available for each student (according to his major) in drop down menu and to display the catalog of the corresponding department and so on.
17. They have always helped me when I have asked them for help.
18. I don't visit the help desk or call them that often but the once or twice that I have they have been very responsive and well knowledge. The registration system while not pretty is very efficient and easy to use.
19. I find it odd that during prime time (night) the registration system goes offline. As a former IT professional myself, 8:00 pm seems really early to me.
20. UNLV's Online Web Registration System should be available during PRIMETIME (8:00 PM to 12:00 AM) instead of during the early morning hours. Generally speaking, no one would use the computer from 12:30 AM onwards. That would be the time everybody is asleep. Meanwhile primetime is when most people have returned home and are able to log onto the Internet, watch television (hence, primetime slots), and everything else necessary.
21. Sometimes web registration is difficult because of the system not recognizing coursework taken, or making classes seem full when they are not and you end up having to call departments to register anyway.
22. Extended hours for registration would also make it more convenient.
23. Phone support has always been very helpful, so I have never had to go to the actual help desk.
24. finding the class call numbers was difficult the first few times.
25. The registration web is fine, it is easy to follow and smooth. The other 2 answers I marked neutral because I didn't know those options existed.
I have no hassles nor troubles. Everything goes smooth. Thanks!

When I initially registered on UNLV's Online Web Registration System I could not get on because of the pin number. Calling the Student Help Desk, I was helped within minutes as soon as I told them my problem. It's been a breeze ever since. Anytime I have a problem with other areas, I know I will be helped by the SHD, which I appreciate. I am not a technical person, so I appreciate all the help I can get. I have always been treated great; the one-on-one walk through has been wonderful. Thanks to all who have helped me in the past and I am sure I will call on you in the future. It's nice to know you are there.

The Web Registration site should stay open 24 hrs, as other information is available which many students need to access on a more flexible basis.

The people at the help desk do not call back and do not answer the phones.

The systems that run and the help desk can be helpful at times, however, sometimes they provide the incorrect information and sometimes do not know how to help with things that they should be helpful with. Overall they do a good job.

I use the online web registration system regularly to check my dars report and grades, as well as register for classes and monitor tuition fees. This service has been very helpful for carrying out essential functions.

I had several AP credits when I first came to UNLV, but the online registration system did not recognize this. It was going to be a sophomore by Spring 2008, but the system would not allow me to register for 18 credits for this semester. In order to accomplish this, I had to have one of my academic advisers register me for the classes. Also, during the Summer of 2008, I took a class during my first session that acted as a pre-req to two other classes I would be taking in the second and third sessions. However, the system again would not allow me to register for these classes, and I had to have advisers manually register me for the classes I wanted to take in the later sessions.

I have not encountered any major problems.

I really want the online registration available 24/7. I don't understand why it's not.

The entire UNLV website and registration process are difficult to navigate. It would be helpful if it was streamlined more efficiently and I didn't have to guess so much about what I am trying to do. Class descriptions should be included for each class also. I attended 2 other colleges before this and they were significantly easier to navigate.

Online web registration is pretty straightforward. I've never used the help desk, so I have no opinion on its effectiveness.

I have not used the Student Help Desk phone support.

You guys seem to be really fast at answering the phone but i've never walked in before...

I would like to see all the instructors utilize web campus more. I would also like to see more Distance Education Course provided and they should be less expensive not more.

Online Web Registration should be accessible 24 hours a day, seven days a week.

In higher education leadership many of the classes are listed as a prerequisite for the online registration but there is not a prerequisite so the student is unable to register for classes online.

I registered online, have not used the help desk.

The online web registration system is succinct; the registration process does not usually take me more than a half hour, especially when I have my classes and their registration codes prepared ahead of time. If there is something to fix, I wish the online class schedules format was easier to read on the screen. I rarely used the student help desk at SU, but when I did, it was often a somewhat frustrating experience. The clerk at the desk is mostly talking with friends, so I have to wait in line for a few minutes until he or she gets around to me. Sometimes my questions are unanswered; the clerk does not know the answer and cannot forward me to someone else who does.

Registration is straight forward, although a little lagging in the amount of time it's been taking to get the grades up, I feel a month should be the max. But its easy to use. Never used the student help desk number, only the school operator, but been the SU help desk, thats great, love that i can buy bus passes and get free scantons and blue books.

This summer the system blocked me out for too much add/drop activity! Made Fall 2008 registration very frustrating. The hours of operation are also incredibly inconvenient—I recommend 24 hr operation during registration season.

Don't think I ever used it.

web reg hours could be extended

Online Web Registration System could use a more user-friendly interface, easy to use navigation system.

The current interface requires a lot of going back and forth between the class schedule and the registration site. I did my undergrad at UCLA and their interface what a lot more userfriendly and efficient. For example, from the registration website you were able to click to a specific department, which would then direct you to the available or open courses along with the open discussion and or lab sections available. Therefore, with 1 further click you enrolled in both the

Registration is straight forward, although a little lagging in the amount of time it's been taking to get the final grades up, I feel a month should be the max. But its easy to use. Never used the student help desk number, only the school operator, but been the SU help desk, thats great, love that i can buy bus passes and get free scantons and blue books.

This summer the system blocked me out for too much add/drop activity! Made Fall 2008 registration very frustrating. The hours of operation are also incredibly inconvenient—I recommend 24 hr operation during registration season.

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55. The online registration is fast. By checking the class schedule online for the classes I wanted, I was able to login and register for four classes in approximately 2-3 minutes. I have not needed to use the student help desk.

56. Class registration system needs to be better managed

57. The help desk does not seem to have very good hours to help students, just M-F 8-5.

58. I've never had a problem with UNLV online systems, so I've never had to use the Student Help Desk services.

59. I haven't tried the last one so I marked "neutral". It was my first time to use the online Web registration before Fall 08, and it made my enrollment easier because all I had to do was read and click. I just hope there's a way to enter into the system the student's prerequisites waiver form so that if ever there's an approval, we don't have to physically present the form to the registrar's office before we can enroll our chosen schedule/subject.

60. I have a large disappointment that many of UNLV's primary services are being outsourced to private companies. First, it provides a huge conflict of interest for contract bid awards with little, to no oversight. Second, it creates a more bureaucratic environment with students having to deal with extremely inefficient systems to get simple things done. For instance, students used to be able to get a three payment plan for their tuition by simply opting to do so on the registration site. Now students have to deal with an entirely separate third party which takes considerable time, just to get a tuition payment plan. Thats just one of many examples.

61. Technology access sucks at UNLV Where the hell is Internet 2

62. UNLV's Online Web Registration System is not 24/7 M-F.

63. Having online registration only work at certain hours is constraining to those of us with Vegas style work hours. Why?? Also PLEASE FIX the fact that prerequisites are poorly defined in the system. Fix them! And prerequisites that came into effect for different catalog years, along with the fact you cannot register into classes when you took a HIGHER class than the prereq, and the college has to keep waiving you is really ridiculous. If you took every Bio class after 189, including 189, the system keeping you from registering in a class that wants 189 is ridiculous. the system needs to be more intelligent.

64. The campus operator's number has been the most helpful when trying to find information. It would be helpful to incoming freshman if this number was listed in more places then just the back of the planner.

65. The inaccessibility of the web registration at certain hours makes it difficult to get the information on the registration page that a student needs, especially if that student is full-time employed.

66. Some staff members in Student Union help desk don't always have good customer service.

67. I live an hour out of town so I like to be able to get all I can done via the web.

68. It would be helpful if the online registration were open for more than just certain hours of the day because sometimes my busy schedule does not allow me time to access it during the time it is open.

69. The walk-in Help Desk has always been polite and helpful whenever I have needed information.

70. I've only called once, and they helped me fix the issue I was having logging onto the server to upload content to my eportfolio.

71. Have not used the help desk, but I have not heard good review from classmates.

72. Everything pertaining to registering for classes is super. Paying dues, etc. Having an email account I guess helps younger students keep connected and helps the school keep connected with us all.

73. The only thing I didn't really like was that some issues, it is required that we go to take care of them. I couldnt remember my password for the wireless internet, and it was very inconvenient to not be able to talk to anybody on the phone for that.

74. The online Web Registration System should be open for longer hours. I work full time at one job, and part time at another and go to school. The hours that are designated for sign up are really complicated and not open long enough during the day for me to actually long on for longer than five minutes.

75. The people working at the desk were not very welcoming to questions and tried to rush through explaining things as if I was bothering them.

76. The online registration is terrible! I know that this is a larger concern than just technology, but why can't our university plan ahead at least 4 years and allow students to make something of a "dream" schedule? If all students did this, the university could better plan on what courses to offer based on the dream schedules and students would graduate on time because the university would offer the courses they need and they would also be better informed as to which courses they need to take to graduate in 4 years. It seems like something so simple that could be a part of online registration...

77. I believe the Online Registration System would be better and more useful if it were available all of the time, as opposed to certain hours a day.

78. Why is online registration not available 24/7...like the rest of the internet?

79. I haven't utilized the help desk but I'm sure it works well.

80. The support help desk is terrific. I've needed help a couple times and they helped me very quickly.

81. Fix all the Pre-Req errors.

82. I appreciate that I can register for classes over the internet.

83. too long of a wait, constantly being transferred, put on hold, operators are rude.

84. Sometimes when I go onto the Registration System, it says that there are too many users. Other times, I get kicked out of the system for an unknown reason.

85. None of the help is exceptional.

86. Have never used help desk phone or walk-in support

87. Don't really use the Help Desk Phone System much, but the few times I have used the system it did seem fairly user friendly. Same goes for the walk in help desk.

88. The online web registration is not regularly updated and prevents my registration for classes. I am told I have not met pre-requisites, yet when contacting business college and registrar it has been confirmed I have. Registrar and Business both point fingers at each other placing safety controls?
88. the students could be a little more helpful
89. extending the hours of operation on the online Registration System
90. The phone support sometimes is short with the people asking questions and they always say
91. upon completion of answer "I've finished responding to your questions regarding web access in
92. the servers...is there anything else." It's so long that I usually hang up
93. I am a transfer student, and at my last school the online Web Registration System was available
94. at all times. I think shutting it down from 8pm-12am is one of the worst times of the day to shut
95. it down.
96. I've never used the Student Help Desk phone support, and I rarely use the Student Help Desk
97. walk-in help.
98. Extend hours that web registration is available.
99. The online web registration get extremely frustrating when it comes back saying that you have
100. not met the requirements to enroll in a class you are trying to take when you know very well
101. that you have.
102. Student help desk usually tends to farm your call out to another department rather than
103. knowing the "fix" themselves. This is also frustrating.
104. Online web registration is extremely easy. Never needed to use student help desk, thankfully,
105. because I have never had a problem.
106. I've called the help desk on two occasions and felt like I had to lead them to the problem a bit.
107. Once they understood the real issue, they fixed it right away.
108. Web registration is fully functional but the hours are very restrictive. I have not used the help
109. desk so I can not comment.
110. I have never used the other services but the online registration is effective, I only with there was
111. more course descriptions online
112. It will be way better system to gain people at the desk in the admission office to help students.
113. There is always many people lining and waiting to et a help. Some people might be hurry and
114. must get a help ASAP.
115. I have never heard of the student help desk. Perhaps I would have chosen "Very Satisfied" if I
116. had been informed of the potential help. UNLV's Web Registration system is great, but can also
117. be frustrating at times. Overall I do not have any complaints.
118. It would be nice if the online registration wasn't closed for so long in the middle of the night
119. UNLV's registration meets all of my needs. I put neutral for Student Help Desk phone support
120. and walk in help because I have never utilized any of these or knew they existed.
121. Not bad, not great. Sometimes help desk people are not to enthusiastic about their job. Seem
122. apathetic, and it feels like you are bothering them. Online registration is okay, except the hours
123. are very limited which sucks when you work and go to school all week and your only free time is
124. when the system is down...
125. Phone support rarely leads to speaking with a person.
126. The help desk and information appear to be pretty accurate.
127. I would like the registration better if were more compatible with my needs. For instance, since I
128. studied abroad, it says I don't meet the prerequisite for my classes, so every semester I have to
129. go in and prove that I took the prerequisite. It is a pain.
130. I don't like that the online registration closes at 4 or 5pm or whatever it is.
131. n/a
132. difficult to navigate the websites
133. for the phones I was on hold for awhile, the people at the help desk were very friendly and
134. knew what they were talking about, and for the registration system I wish there was some thing
135. we could use to make a mock schedule allowing us to plan our classes for the next semester
136. before they fill up
137. SU 231 sometimes aren't very efficient.
138. Student help desk phone support sometimes doesn't even answer your question and you are just
139. connected over and over again and sometimes I even get "disconnected."
140. I am rarely on campus and when I am I usually attend class and work on computers at home.
141. Web Registration goes down with regularity, so sometimes it's not reliable.
142. Every student helper with whom I've interacted has been excellent--very helpful!
143. as anything at UNLV--It only works if you walk in IN PERSON, and make sure that things get
144. taken care of...
145. The online registration in general is good, one thing that could be improved is the hours it is
146. available. 8 am to 5 pm M-F is not entirely adequate and sometimes makes signing up for classes
147. difficult. Also personally I would like to see what prerequisites I am missing when the system is
148. not allowing me to sign up for a class.
149. I called for a technical problem with rebel mail activation and I was put on hold for over an hour.
150. The next day I called back and they had no record of my call. It took a couple days to get my
151. passwords set back up.
152. The registration is as simple as it gets, which I like. Very user friendly.
153. Everything was pretty easy to use and access.
154. I haven't really used the sorces so I can't give an opinion of them
155. The online registration system is down quite often.
156. Please allow students more time with the registration website. Not everyone can go on to
157. register at 12:30 am to 8:00 pm Monday through Saturday.
158. Needs better customer support, all in all it's good though.
159. Registration is easy and very fast, and it's easy to tell your friends which classes to take. :)
I have had nothing but problems when registering for classes online. Sometimes I'm told that I haven't taken the prerequisite for a class that doesn't need a prereq.

Never had to use it.

I can always get on the web registration whenever I need. I would like it if it was 24 hours.

Web registration is pretty self explained, the info is right there for you.

Haven't really used the last two.

Easy to register online, sometimes inconvenient when classes are restricted.

I often use the registration online and I am very happy with it but I've never used the phone number or the help desk.

I'm satisfied with the online system but the system seems a little outdated!

The UNLV registration is very organized and easy to use.

I have not used the help desk phone support nor walk in help.

Web registration would be better if it was open longer (24 hours). I did not get some of the classes I wanted because of my work schedule I lost out to people who could login when I was unable to.

UNLV's computer labs are so backdated in technology I hate stepping into one. Across the board they all have different equipment and different versions of the software, which makes it hard for students to just go anywhere on campus and use the systems because they are not compatible.

I am neutral with both the phone and walk-in student help desks because I rarely use them. I can recall one time asking for Rebelmail log in help during my undergrad.

I had a hard time registering for a class due to taking its prerequisite at another school, even though I did transfer the class. I think I should have no trouble registering for classes online after a class transfer is completed.

everything is great

Online registration a little confusing, well actually alot. and the help desk was no help with helping me print something out, pointed me in wrong directions. They didn't know what they were talking about.

The online web registration is easy to use although I disagree with the hours one is able to log in when it is not registration time. I remain neutral on the Student Help Desk since I have never used that service.

The online hours for the Web Registration are not convenient. It is open from 7am until 8pm. Many students would like the opportunity to check their transcripts, class schedules, etc all at hours of the day. Having a system that is not 24 hours is simply unacceptable.

I went to undergraduate school at Arizona State University, and their system of online registration seemed to be a little more effective. You were able to view all the classes that were offered based on criteria (whether there were open sections, classes that meet on M/W/F, classes that meet on T/R). It seemed to be much more user-friendly because it took away the need to switch between web pages to look at different classes you might be interested in taking.

I haven't used the second two services.

Your online registration system is very confusing for any student. I'm a graduate student and have done registration for classes at other universities and UNLV's is the most confusing.

It took more than one time to register the MAC of my wireless router, I ended up registering my computer first and then cloning its MAC on the router.

The web registration system seems outdated compared to my normal internet experience of situations when I use my credit card. For example, if I were to buy a book on amazon.com or purchase an airline ticket online, it is quite easy and simple, yet registering for classes and paying for them through UNLV is a hassle. Now, you click a link to go to a completely different system to actually pay for your classes. You have to calculate your own total. A modern system should not act this way.

The web registration is frustrating sometimes. Sometimes it will just randomly say that the site is unavailable at that time, even though it was already logged on.

The student help desk when called in the one time were slow to answer and respond to my phone call.

In regards to online registration, specify which classes are online classes rather than just leaving out a class time and room number.

The web registration system needs a waitlist. The wireless system on campus does not support streaming content, even if it's a low bandwidth stream. The inconsistent wireless and lack of a waitlist option has led me to be somewhat dismal regarding UNLV's OIT.

I really like Online Web Registration's capabilities although I wish it was available 24 hours. We don't need to be able to register for classes 24 hours but we should have access to the system 24 hours a day, 7 days a week. I mainly utilize Online Registration as a planning tool; I use the DARS option to keep myself updated on what classes I need to take in the upcoming semesters and the Millennium option to track how much I have left in that fund. I have never used the Student Help Desk in person or on the phone so I can't evaluate my satisfaction.

The Online Registration should have a more clear way of doing a general search. The lab assistants are nice.

It'd be nice if web reg showed prereqs to classes when you look them up, as well as closed offerings but overall very easy to use.

The student help desk in the msu needs some fine tuning. I understand that every student cant have many scantrons but if there is a student that needs four please just give them to the student. In addition I have had problems being a drc notetaker with the xerox machine and the student help desk could not help me at all.

Online Web Registration: somewhat unclear in that there is no explanation what different error messages mean and also that none of the features are explained. and why is the system only available during bank business hours?! Sometimes it's not possible to access the system when needed during those limited hours.

I have only used the above noted and not the others, i just don't have any use for them.

Lots of access to computers in a variety of locations.

I can usually get all my questions answered via the web, but at the times that I have had to call the Help Desk, I always receive any additional assistance I may need.
I wish we can access our account and/or register 24/7.

Overall the online system gets the job done, besides closing the servers after 8pm I'm satisfied with the rest.

I am neutral on the Student Help desk number because I have never had to call it.

I don't understand why web registration is unavailable at times. It's the internet... it should be up all the time.

Web registration is sufficient. I only used the student help desk on phone once or twice so as not properly provide a sufficient satisfaction rating and the walk in help I have not used before.

If the web registration system was made accessible 24 hours a day, it would be of greater convenience.

Haven't had the need to use the resources at the help desks and the registration system needs to be available at more times (24/7)

I never really used the above services unless it is absolutely required, namely for Registrar.

The online registration system is only available at certain times which makes it inconvenient trying to look at information on the weekend or register for classes late at night after work or class.

I've never had a problem with Online registration, as a matter of fact it's simple. The help desk is great! I've never used the ealk-in help desk.

Registering is very easy, I just wish there was a place to do it that if a problem occurred someone would be there to help.

the registration is really difficult to figure out at first but once you do its easy to use.

When I tried to register for classes, it wouldn't let me do so. I then had to find out that registration is only open for graduates and upperclassman. I think it should have included that in its response.

The web registration is easy to use and very accessible. I've only ever used the student help desk once but I found it very useful.

WebCampus seems very outdated, unorganized, inconsistent, and not user friendly. Why would be vote for CSUN representatives on this page? Why do I have to jump through so many pages to Add or drop classes? Why doesn't the page populate when I click show available classes. Why do I get Error messages ALL THE TIME, especially when I try to click on Unofficial Transcripts. This needs to be tested on several platforms as well - it doesn't seem to perform well on a mac and is not familiar with students. It's time for our website to catch up with other universities more sophisticated electronic processes. I'm glad we're at least finally going paperless with evals. This is a move in the right direction. Also, students need to somehow have the same logins for ALL computer labs all over campus, wether in the library or any other lab, and I found wireless login and rebelmail. This is way too much for students to keep straight and I'm sure is a huge source of IT Help Desk call ins.

The hours for the web online registration system make it hard to use-as well as a lot of the functions don't work (unofficial transcripts etc.)

The online registration system is horrible. In order to register for classes, one needs to look at the catalog, the online transcript system, and your major requirements. Would it really be that hard to provide course descriptions with the classes that come up when you do a search for available classes? Or provide recommendations by major and classes previously taken? Perhaps provide recommended class schedules?

I have had multiple prior issues with the system

used the walk in a couple of times, they are cool up there.

I like the online registration but its not perfect. and I've never used the help desk

I Just used the registration system to register for Spring 2009 classes. I found the 'open classes' feature particularly helpful as classes filled up.

The web registration will not let you search for all of the classes available for a particular section (i.e. HIST), if you only type HIST, it will show all of the 101 classes and nothing further.

Some of the help at the student walk-in don't elaborate well enough on questions that I need answering even though I would explain a few times that my problem wasn't being resolved.

The UNLV online registration page is easy to use, after a few semesters of school. If there was a descriptive tutorial for freshmen, it may be easier to get a handle on it. I'm still realizing there are easier ways to do what I have been doing for three years.

Looking for open classes on the registration system needs to be made easier to browse.

I like the system but wish that it were available later at night. There have been several nights I wanted to sign in but it was after 8p already and I could not.

Overall, the web registration system is satisfactory. Sometimes, I find it inconvenient when I attempt to retrieve records or register outside of operating hours, and I've found it difficult to register for certain classes without having to contact UNLV personnel to register for me. As far as the help desk is concerned, I've never used it.

I have never been to the Student Help Desk so I have comments.

Online web registration should allow departments to waive pre-requisites upon verification so that students can register by themselves and not have to call the department.

I do not really like how online registration is available at certain times, and sometimes the time limit does not go according to what it is supposed to be.

The last two times I went to the help desk, the person there sent me to the wrong building. They need to be provided with better information so they can actually help the students. The information on the web registration system should be accessible 24/7, I understand restricting signing up for classes, but the system should be smart enough to block that without blocking access to current course, address, e-mail, unofficial transcripts, etc.

there have been problems with registering online due to computer errors, for example, sometimes the system wont let students sign up for classes when they already meet the requirements for the class

The customer service needs big improvements. We are students here that are paying for education and customer services need to be a priority.

I wish the registration system was available 24hrs a day.

I am a disabled law student. Inevitably the system will not let me register and the registrar has to manually register me. When I have called the help support they were unable to fix a simple problem.
243. The online web registration needs to be available 24/7 and not closed at 8! It is absurd.

240. Online registration and degree planning can be so much better. BYU’s online integrated

236. The registration page is not explanatory enough.

222. Web Registration goes down with regularity, so sometimes it’s not reliable.

198. neutral on student help desk and walk in because i have'nt utilized their services

192. The customer service needs big improvements. We are students here that are paying for

186. the privilege to register for a class we need, so they should be more accessible.

174. Haven't really used the last two.

157. i have only used the above noted and not the others, i just don't have any use for them.

156. the online registration system is fantastic and the student help desk is very professional.

151. The web registration is easy to use and very accessible. I've only ever used the student help

139. everything is great

138. I have had nothing but problems when registering for classes on line. Sometimes I'm told that I

130. Haven't really used the last two.

108. n/a

107. I don't like that the online registration closes at 4 or 5pm or whatever it is.

99. Registration online is miserable.

95. The online registration needs to be running 24/7. Many times I have work and school and can't

87. have not used the student help desk, but I have not heard good review from classmates

70. Have not used the help desk, but I have not heard good review from classmates

65. The inaccessibility of the web registration at certain hours makes it difficult to get the information

60. The web registration system is awesome (MY MAP).

59. the web registration system is convenient and easy to use.

52. web reg hours could be extended

44. I would like to see all the instructors utilize web campus more. I would also like to see more

33. The Web Registration site should stay open 24hrs, as other information is available which many

21. They have always helped me when I have asked them for help.

13. The online registration system is easy to navigate, the Student Help Desks have always

10. The UNLV Online Registration System is easy to navigate, the Student Help Desks have always

9. been helpful when I called or walked up to it.

8. I can not truly rate this yet due to my lack of need for assistance. But by appearance standards,

7. I feel that UNLV is doing a good job.

6. The web registration system is currently easy to use. It is also extremely convenient to go to

5. the registration office and have them change your schedule

4. The search for open classes is a bad system and it would be nice to see you current schedule

3. while looking through the classes.

2. It would be convenient if the Registration System would be available after 8pm, but it still works

1. online registration is a little confusing

The online registration is difficult to use

The online registration system should be 24/7 because this is the point for registering online!

The registration page is not explanatory enough.

Have not used these services...

Online Web registration was very easy to use.

The registration page is not explanatory enough.

Have not needed to use the help desk.

I've only used the online registration system, it seems to work well enough.

Sometimes I have a bit of difficulty with the reg. system. The help desk is quite helpful but every

now and then someone is not exactly nice.

The one time I tried to call Help Desk phone support the phone kept ringing with no answer. I

tried to call back again, but then it just hung up. Perhaps there should be an answering machine or

hold line service.

Online registration should be available 24/7 as my schedule does not always permit me to utilize

that service during business hours.

I frequently have problems with RebelMail. No matter what I say, I am asked (apparently from a

script) if I have included the word ‘Nevada’ in unlv.nevada.edu. It takes me 3 tries to get to a

knowledgeable person, if I can reach them at all.

Online registration should be accessible 24 hours.

It is all very helpful

I was unable to register for a class due to “not meeting prerequisites.” I had met them and I had

to call in anyways.

I don't understand why online registration is not available 24 hours a day. I would imagine that

the reason registration is available via the internet is to make signing up for classes convenient

for students. Limiting the hours that students can register does not make sense to me.

In the beginning I had the hardest time with Java and no one could help me until I finally

downloaded the latest version.

I have not used any of the help desks

Registration is only available before 8:00pm. I often don't get home until after 8:00 pm. It seems

that the system is unavailable when it is most needed.
I have never used phone support

one day I had no phone and really needed to make a call. I was not allowed to use phone at help desk, but person there was helpful still, in that he let me borrow his personal cell phone

I always register online and I find it very easy to use. I love being able to register for all of my classes online. I have never had need to call the Student Help Desk. I've used the walk in a few times: my first time at UNLV, etc

let us know when the internet will be down

The online Registration System is great.

Online registration and degree planning can be so much better. BYU's online integrated registration and degree planning is awesome (MY MAP).

Sometimes the registration page is hard to navigate and find the classes needed.

It is easy to navigate the UNLV registration system. The student help desk helped me reset my pin and with whatever questions I had.

The online web registration needs to be available 24/7 and not closed at 8! It is absurd.

1) don't like how it is unavailable quite a bit of the time. I was looking and I guess it is available for quite a bit of time, it's just that the times don't work for me. It would be better if it wasn't shut down for me as a student at 8pm Mon-Sat. Can't it wait till 12a or so then bring it back around 4a.

2) called to have passwords reset and the phone was never answered. Called 2-3 times

I haven't used the student help desk phone support or walk-in help. The online web registration system was very clear and easy to use.

It would be more helpful if the Web registration system would tell you WHY you are not being allowed to register for a class (IE: "you can't register for this section because our records indicate you haven't taken MATH 128", instead of simply "Prerequisites not satisfied" etc).

When I call the Student Help Desk, they never help me and seems like they rush me, instead of letting me take my time to help them understand what it is I need help with.

I think everything is pretty well, it is just really hard to get into contact with the right people when you need help.

I've never had need of recourse to the phone support. But I have needed to register in person because the system would not recognize the difference between a Graduate level creative writing workshop in fiction, and the section that was for poetry. I wanted to be in both (which is allowed). So I had to register "the old fashion" way. Additionally, I have used the help desk to get yet another password for the computer labs. It was not too much trouble to acquire, but it seems ridiculous to me the number of passwords I have to maintain to use the tech services of this university.

The students who work in the Student Help Desk seemed some what annoyed, like I was interrupting their day. I was not very happy to receive this type of service.

online web is very straightforward, easy to understand. I've rarely used the student help desk, physical or online, but the few times I've used it the service has been useful.

web registration system should be worked all the time.

Total Respondents 252
Student_ComputerLabs_WebCampus

Survey Title: OIT Student Survey 2008

Survey Properties:

Total Respondents: 775

Responses By Question Analysis:

1. Please provide additional comments about WebCampus.

   The system times out on you when you are attempting to complete a test or assignment. This can be very frustrating, especially when you are only allowed to access a test once. This is a problem that I have encountered, although the WebCampus instructor was understanding, it was still frustrating.

2. I prefer forwarding WebCampus e-mail to GMail because of its easy navigation system.

   Webcampus just takes so long to load. In order for me to download any of my class power points or assignments I get taken back to my course list page and I have to reenter the course over again.

3. Not difficult to use at all, although I have never used all of the available functions.

   I hate the double scroll bars (one for the page and one within the page)

4. The side popout section, just have it one size

   Webcampus is so hard to find course materials, other than grades, quizzes, mail.

5. This is my first quarter using Webcampus, so I am still learning, but overall I really like it :) wish there were more classes available


   I only can have one screen for webcampus. I want to use two or more screens at once because of homework or something else. And also, webcampus is easy to stack.

7. I have one class where you can only see your grades when posted. There is not a tab for "My Tools" to see the grades when initially posted.

   The grades I would like to know what my at-the-moment grades are no matter what...and the assessments they are a little tricky like the timer still keeps running even when the page is loading which isn't something I can control and sometimes when your laptop isn't necessarily receiving the best of a connection you begin to panic.....

8. I hate it when I click on an item and it kicks me back out to the main screen and I have to go back into my class page and select the item again.

   There should be an option to link the mail to the rebel email or to the user registered email. Most of the Instructors use the WebCampus to post few materials and use their own webpage to post most of the course work. I think they might be not comfortable with the system.

9. Webcampus can be easy to use if the professor knows how to set up the class room. The media I find works only 90% of the time. Sometimes the Assignment portion of Webcampus can be finicky; that seems to vary from computer to computer.

   Seems to me, as odd as it may be, not every professor has 100% by-in with UNLV's systems aka WebCampus.

10. The network is slow sometimes

    Navigation. It is sometimes a pain. It is not smooth and needs a more streamlined organization so that users can directly access different parts of WebCampus without going through "hoops."

    And, for browser tabs users like myself, WebCampus doesn't allow us to open new tabs on our browsers so we are not able to keep two or more pages of our WebCampus open.

11. Mail. The address book/contact information function is horrendous. Search functions often are severely inadequate. Navigating the mail system is like finding a needle in a haystack. Many, many students send their e-mails to the wrong people because of these two problems.

    Assignments. Please CLEARLY indicate that HTML programming is necessary to format assignments submitted through WebCampus. I know how to use HTML, so I use it. However, for those who do not know how to use HTML, please provide them with a functional formatting tool.

    It seems like the classes that I have confusion w/WebCampus are more an issue w/the instructors not categorizing information properly or overloading it w/info and confusing me—not WebCampus itself. A good example is Business Writing, I know there is a lot of info, but that had to be the worst WebCampus class ever. I would find myself recalling that I read something somewhere on it, but couldn't find it again, there were just too many places to have to look.

    It is difficult to get through on certain computers which is why I tend to use the computers at school more frequently.

    most of my instructors have problems with webcampus, and thus put everything under one file folder. they don't use the individual areas for what they are labeled.

12. WebCampus is a very helpful tool.
It's good but most of my professors don't use the "My Grades".

The lag-time is rough. Is there a way to increase the speed at which pages/information loads up?

My biggest issue is that when I try to open a file the professor has uploaded (like an Excel spreadsheet) it kicks me all the way back out to the opening screen when I say download now and I have to go back to the file that WILL come up the second time I ask for it. I've been told this is because I'm using IE 7.0. I had assumed that by NOW this bug would be out (since I started using IE 7 right away) but it's been over a year since my last webcampus class and there are still issues. Other than what I've written above, I really do enjoy WebCampus features, etc.

Sometimes it can get hard to keep track of things when a professor posts too many items on webcampus. I think it should be kept simpler and more organized in order to be more user-friendly.

It is a great program.

When powerpoints need to open, it requires the frontpage of webcampus where the classes are listed to be viewed then go back to the class then open the powerpoint presentation. Please rectify.

Three of my five classes are on web-campus this semester (Fall 2008), which I use on a daily basis. It is great that you can go to the Web-campus 24 hours a day, since I am a bit stretched out on time this semester and I am a night person and it is nice to know I can do my logs at 2-3 O'Clock in the morning as I am playing catch up. Thanks again for the availability.

When one tries to upload documents to an e-mail or drop box, it's a crap shoot. It either works or not. Sometimes the Java icon can take up to 1 hour to appear to submit an assignment. I have almost missed some submissions due to the horribly slow WebCampus. Many students just exchange personal e-mails because we all hate the Site.

Overall very easy to use. There are some glitches in the programming.

Webcampus has a lot of issues. I shut down when you don't expect it, and sometimes the assignments and quizzes do not load properly.

Although this service is fairly good in most areas, I have had certain problems when taking surveys and downloading files.

It took me a little while to figure out the mail system and the media library did not seem specific to my courses.

The webcampus experience is incredibly slow. I am used to using Blackboard, which is the same I suppose, but this system crawls like a snail. Also, the links do not work 100% of the time and my class has had discussions go missing. If the teacher were more competent then I am confident she could resolve the issues.

I honestly cannot stand webcampus. It feels like a very archaic system, is difficult to navigate, and frustrates me as a user when it kicks me out while attempting to access documents saved in webcampus by my professors.

Using the attachments in mail is cumbersome.

It has improved from previous years but still isn't great.

have rarely used this system.

Over the semesters, I have used Webcampus for online classes. The ease of using Webcampus depends on the skill level of the moderators and instructors; the more knowledgeable and organized the teacher, the easier it was to find what I am looking for and to perform my assignments. Webcampus is also a useful tool, but only when it is actually utilized, and utilized well. Provide some in-depth workshops for moderators and instructors, especially for those less technical savvy.

WebCampus is great, it depends on the student/class - sciences are very hard do to webcampus becomes a submit cite, and posting cite for teacher comments, but no real teaching. Although overall, easy to use, and navigate, can see my grades, if i need a video, theres a video button with a list of videos, same for assignments and quizzes, although the videos can be hard to view sometimes, buffer rate, stream rate, don't have the right player, etc. Mail is good, auto-list of all the students in the class, etc. The problems i feel are on the teacher side, they don't know how to use it. I've got classes this semester where the teacher doesn't know how to use the grading thing, and I can only view my grade once when I get a notice that new grade has been submitted. Faculty needs better training and proficiency.

WebCampus is a great resource. All professors should have to use it to some degree even just for grade postings and announcements.

Webcampus is not used by most of my teachers, but I wish it were more prevalent. I love that I can check my grades, view my syllabus, and so on. It's a little difficult to navigate because the discussion portion/recitation courses are counted as separate from the actual course, but otherwise, it's great.

It completely depends on the professor. Some know how to use it and others don't. The professors should be taught how to use webcampus.

Webcampus has been more of an aid in communicating with my professors and fellow students than it has been an aid for class assignments or quizzes/tests.

WebCampus is user-friendly. It is so easy to use.

So far this semester, the discussion icon has been displayed for every class when there has been no new additions to the discussion board. So it can be annoying sometimes. It all sucks

Need huge changes a different GUI

More online video streaming shit.

Want direct access from the homepage to grades and shit about the you the student

DO NOT want to have to go through tons of screens with huge amounts of access

Assignments basically are easy, what's not easy is how to upload your file to submit them.

The maintenance really affects the overall process of taking an online class.

Not all my classes use WebCampus.

Web campus was very confusing when I first began using it. After a few weeks, it was much easier to understand. Maybe an interactive tutorial on web-campus could allow students to not have the confusion I experienced in the beginning

n/a... sometimes stalls

Sometimes the little green star or icons under classes that is supposed to indicate new discussions or assignments doesn't come up and so I don't look at it and miss important things.
I love being able to access this from home. After I learned where everything is and how it functions, using WebCampus has been pretty straightforward. Discussions should be editable. All posts should be accessible for changes or deletion by the poster. You are having me rate things that are different in every course online. Not all teachers even post learning modules. Some teachers are all disorganized and post all kinds of different assignments under different links. It is not always easy sometimes the teachers make the online classes very difficult. It would be nice if you would have a set standard that teachers had to follow.

I think the problems I have had a related to my Professor's use of the system not the system itself. I think WebCampus is very user friendly. I have little complaints. It would be nice to open more than one link at a time though, such as numerous pdf files. I like it.

It would make a lot of sense if our webcampus was linked with our rebel mail. Also, there is a new on-line program called orgsync that is supposed to connect to their current student organizations and to find involvement opportunities. If students could log in to one thing and have their rebel mail, webcampus, orgsync, and online registration, I think a lot of problems would be solved. Students would be able to make better use of the technology already in place and would become more connected to the campus and their classes. When programs like google calendar and google email provide us with better resources, we have no reason to use the university technology resources.

It can be confusing when some professors want assignments emailed thru web-campus and others thru their uniqname email address. Web-campus would be more effective if ALL professors used it. Currently, some do, some don't and that inconsistency trickles down to the student level. I think online access to course material is great and universal acceptance and use of online tools amongst faculty would only improve the experience of the students. The hit-or-miss approach today lacks consistency and can't be sustainable.

It's good, but I don't have anything to cross-compare it to.

I have had classes where media was only compatible with certain engines. One class would only run off Netscape (which the professor didn't know for almost a month) and I have had some media that was incompatible with Mozilla. I think that the system has gotten better in the past semester running off primarily real player.

Media Library is to slow because if a teacher puts up a .pdf that is 100 MB it takes hours to download because webcampus has a very lame 60 kb per second limit. Who downloads at that speed? A turtle that's who. Made you laugh. But I'm serious.

I find WebCampus to be a useful tool. I think that ever class should be included. It facilitates connecting with other students and class materials in a great way!

Should be utilized more.

An auto-save feature would be very beneficial, as the network sometimes goes out when posting.

When trying to get grades form the system, it makes it difficult by showing them and then not allowing you to see the actual grade report when you have multiple labs.

It's frustrating that it's still not compatible with IE 7.0.

The only complaint I have about WebCampus is that sometimes attaching files in the assignment section has sometimes been difficult. It doesn't give me grief all the time just some times, and that's not really a big deal. Just some food for thought.

the areas are easy to use but it depends on the way the teacher sets it up

Many of my students have been unable to send me assignments through webcampus, citing a variety of errors.

Uploading assignments and such onto WebCampus can be a real pain. I have to completely close out of Explorer, get back on, sign back in to WebCampus, and pray that the tab will open to allow me to upload. I have had to do this as many as 10 times for one assignment before WebCampus would function properly and allow me to turn my assignment in.

I find Webcampus to be very easy.

Some teachers have it set up in a student-friendly manner, while others do not.

(as a GA) It would be nice in the grade book to be able to leave comments for the students about their individual work.

I wish more professors would use WebCampus.

Very good over all.

There are many areas of WebCampus that I have never used. Retrieving grades and syllabus information is very easy.

Seems to run slow most of the time

I don't like it. It seems archaic and outdated. Very slow to load, no matter where I log on. I hate the calendar, it's very difficult to personalize it. Sometimes there are example spots on the calendar, but you cannot remove them. It freaks you out when you check out the calendar and you see a quiz is coming up and then you find out it's just a fake demo spot, and it cannot be removed. Also, not enough professors use it. It used to be more popular, it seems, but now it seems irrelevant to go there rather than a professor's web site or through email. Also, professors all have varying levels of understanding. So, much of the functionality is lost because a prof. does not know how to post grades or use the discussion boards, etc.

Don't often use Webcampus other than printing lecture material.

The mail for webcampus can be confusing at times because the instructions aren't always clear when sending something.

WebCampus was difficult because different teachers use different features. It was not consistent and not everyone used or updated the pages. It had nothing to do with the system. The system was fine. The only problem was trying to navigate through the random pages the professors decided to use.

I've only used webcampus as a GA posting info for students and entering grades. Overall it is very easy to use.

My mind has been warped to use online websites, windows, internet explorer and firefox, all of which use the same basic functions. Quite a few of the functions in webcampus do not share the same basic concepts, such as you can't hit the back button. This problem is confounded when
I have instructors that don’t understand how to use the tools ... this leads to "hiding" of assignments (we can’t see them, until we open the folder), to "counter intuitive" placement/access to folders, and broken links (I can only get to the syllabus by going to the school folder, then hitting class files as opposed to hitting the syllabus link because it’s empty).

This is all stuff I have learned and have adapted to. It is ugly to look at, and weird to use, but I understand it now. PLEASE don’t change it. Your "upgrades" will not be better, they will just be different, and I will have to learn it all over again.

It isn’t hard to navigate a page that lists everything you need.
It is a helpful tool to have. It keeps everything that you need in one place. I just wish all of my teachers used it.
I do not find the user interface very intuitive. Also, I would prefer this feature be available for use with the Firefox web browser in addition to Internet Explorer.
My online assessments sometimes glitch/won’t submit.
It is as easy as the professor makes it.
web campus is just a bad program
Technology can be useful, but nothing beats an actual classroom setting. Technology is not foolproof, and often it can be frustrating... especially when things don't work the way they're supposed to.
Again, aside from it not being reliable, it's very good.
I'm a technically savvy guy, but I prefer to actually design my own class web page to using webcampus. I find webcampus tedious, arduous, and unnecessarily difficult. I admit I get frustrated when I do not pick up these kind of technological things quickly, but that is only because I usually do pick them up quickly, and when I don't I come to the conclusion that it should be easier to do.
The only problem I have noticed this semester with the WMST 113 class is when a new grade comes in I can only view it once and not again; this maybe an unrelated issue.
I have been using web campus for a long time, and have spent a lot of time figuring it out. It is not straight forward most of the time. It will not work efficiently if you don't have the most recent soft ware. It can be a pain dealing with email or trying to down load lecture graphics.
Everything is pretty simple to use and very straight forward.
I am very familiar with webcampus, but not all instructors use it to it's full potential.
N/A
It's great
Web Campus is easy to use but i think it is very slow, at least, it is on my computer at home.
Sometimes it is hard to attach a file when submitting an assignment, I just don't know why this happens
My professors never use it. I have yet to see anything used on webcampus. 2 out of 3 of my classes don't even show up on webcampus.
At first it is all very overwhelming. Very important to use learning module set-up before you try to start. Otherwise, webcampus is an excellent way to take classes.
It's fine the way it is.
It takes some time getting use to the outline of the links. After accessing the site several times, navigation and locating links became second nature.
Determined by instructor ability to use.
It is easy to access and makes things easier for the students
Only one of my teachers uses that, and it would really help if they did
Navigating around WebCampus takes a little bit of getting used to since I had to search for a few options when I first started. My biggest complaint is that WebCampus is very slow to load, even on a new computer equipped with cable modem.
It's annoying how it sometimes doesn't keep up with the browser updates; like every time I go to the website it always has this annoying popup how "the browser you're using doesn't work with webcampus" or something. I know it means that the browser I'm using to view webcampus might not be the best one, but I've stopped reading it because I always race to try and close it before it loads (the popup). If not, the stupid thing freezes my computer and after a while, firefox shuts down stating the reason being that there was an error of some sort. Thanks webcampus.
It's very clunky and kind of a pain to use.
As an instructor, the interface for website is exceedingly convoluted. Additionally, frequent glitches that either lose entered grades or cause webcampus to be unavailable are extremely inconvenient.
My professors have used WebCampus to post notes and powerpoint presentations.
when emailing, the recipient list tool isn't very user friendly
Navigation can prove to be a problem on Webcampus at times. For example, sometimes I might try to switch between classes while looking at different grade reports and I'll have to go all the way back to the main screen to get to a particular class; a drop-down menu option from the first screen would make this much easier. Other than that, Webcampus is a well organized and user-friendly system.
Please some other way to get password hints if we forgot our password available in more ways than just by calling the help desk. Sometime you're using needing to use webcampus late at night and you're stuck if you forgot your password. Please fix this.
It is very simple to use, however, "out of sight - out of mind," and I forget to do quizzes/assessments, because there is not a reminder on my home computer popping up to remind me of the assignments/assessments/quizzes. I am very satisfied with webcampus and hope it will be a mainstay of UNLV.
Not all teachers use WebCampus, or only use it partially (which can create confusion and lack of materials required for class). The system itself is great, the only inconvenience is the procedure required to download files causes you to go back several steps to get back to your intended download file again.
WebCampus is an excellent program that is easy to use and supportive to my courses.
122. the pop up blocker check when you log in is annoying

123. The collapsing feature of WebCampus on the left hand side is useless. Also, I don't understand why the website requires all of these additional plug-ins when all it needs to do is view simple files. Lastly, when downloading files such as PDF files, it would make it quicker for students if there was a direct download link rather than having to open it first then saving it soon after. A lot of run around time that adds up makes our workday slower. When I try to open things from my professors, I get kicked out and have to re-enter the area I am trying to open.

124. The ease of using and understanding the syllabus is completely dependent upon the instructor.

125. The assignments do not download right away. The browser blocks the popup and then reloads the page and sends me back to the My WebCampus page. So I have to navigate back to the file to download it. It is frustrating.

126. It's good for grades, grades discussions (online essays), quizzes and some assignments. Exams and professor/student interaction should be kept mostly in class.

127. I'm not sure how to use the media library or navigation.

128. The only suggestions for improvement with WebCampus that I have are: 1. I hate how whenever I need to view a document (such as the syllabus) it always resets itself back to the beginning the first time (meaning after I click the document, instead of opening it the first time, it'll go back to the page with all my classes). I know this isn't just my computer, as I've had this problem with pretty much every other computer I've ever used Webcampus on (work, school, etc.). Second, I hate how the videos in the media library are so small and have such crappy quality. I would expect at least two different sizes for the extra $25/credit that I shell out to Distance Ed for the course. The videos are a major disappointment.

129. The mail and some of the other features need to be more user-friendly. Too many steps or the interface or the way you have to do some things are somewhat difficult.

130. Direct access to links on the left hand side of the site was easy enough, however I struggled quite frequently accessing videos or tutorials for online courses, which may or may not be related to webcampus and is because of the file the instructor elects to use.

131. I had to email my assignments to the professor and then submit blank assignments because I was not able to successfully attach any MS Word document.

132. I've had a few issues with videos not playing correctly.

133. Whenever I download any class materials, it throws me out to the homepage and then have to click on that class again to download. It didn't happen when we had WebCT, but it does after changing to WeCampus. Many professors were complaining about that too. It's really inconvenient. Other than that, I don't have any complaints.

134. With regard to Syllabus - some teachers use a format that does not allow me to save, only print. Mail - starting about a month ago, I can't create a new mail message within wecampus. The only option is to find an old message and reply to it. Media Library - several times this semester (in several different classes) I've been unable to view some instructor videos (other classmates as well).

135. Sometimes when I log in to WebCampus, it shows an icon which means that something has been updated, but nothing has been updated. I'm guessing it doesn't refresh automatically.

136. This system is also extremely outdated. Also setting up a class section in WebCampus is very tedious. I ended up making my own website instead of using this service because I know my students don't like how much effort it takes to even get to WebCampus, let alone navigate it.

137. The calendar could be improved...it's unclear at time and only shows a fraction of what is out there.

138. I do not like having to go back the the main page to switch to another class.

139. The navigation can be confusing because some teachers through all their materials in one place while others spread it around.

140. I HATE BEING TOLD EVERY TIME THAT MY BROWSER IS NOT SUPPORTED. EITHER SUPPORT THE MOST RECENT VERSION OF FIREFOX OR ONLY TELL ME ONCE THAT IT IS NOT SUPPORTED. I AM INTELLIGENT ENOUGH TO REMEMBER BACK A WHOLE ONE HOUR FROM THE LAST TIME THAT STUPID POPUP TOLD ME THAT MY BROWSER IS NOT SUPPORTED, YET IT WORKS JUST FINE.

141. working with it went fairly smooth. tech is not really my game.

142. It doesn't always work correctly but when it does its great!

143. When accessing video lectures on Webcampus I always find the picture to be fuzzy and the sound is difficult to understand.

144. My main concern with Webcampus is that it is a particularly slow website. The mail feature is a little confusing compared to other free e-mail services. Sometimes it is difficult to figure out where to find a particular item within a course because it seems like each instructor's format on Webcampus is different.

145. Many times I have trouble downloading documents. When replying to an e-mail, there are symbols (>) or in with the "To, From, Subject, Date." Overall the technology seems a bit outdated but overall it is sufficient.

146. I do not like how the layout is different for every single class.

147. They need to figure out a way to let people download docs without starting over after first trying. Students should be able to make profiles so their easier to find.

148. WebCampus should be dumped. In the few classes that I have had to use it, the syllabus from previous semesters can show up . The navigation is unclear at best. None of the files are date stamped to know if it is new or updated. Finally, I can't just right click and save the PDF - the downloading is difficult to figure out.

149. When you try to download a file, it takes you back to the from page, and then it will allow you to download it. (It's a pop-up issue)

150. see previous comments

151. It has worked fine for me

152. It is very easy and convienent, it is unfortunate when some teachers don't use it or update it but other that that fact it is helpful.

153. I love it!

154. web campus is easy to navigate
WebCampus’ application is user friendly and allows me to instantly look up assignments and powerpoints which allow me to succeed better in achieving a higher grade. It depends on how the instructor uses webcampus and sets them up, but sometimes webcampus can be very unclear about what needs to be done on the class (and a lot of this can be attributed to the professor).

Also, the media library, ESPECIALLY THE VIDEO LECTURES THAT ARE IN REAL MEDIA FORMAT, can be EXTREMELY difficult to use if you are behind a router or firewall at home. Actually, they are impossible to use.

My biggest complaint is with the number of clicks required to view mail messages. Why can’t there be a "New Messages" option in the header that will take you to all new messages? Digging through each class to check for new mail is cumbersome and often results in my asking professors to contact me via personal email rather than WC.

Wencampus is outdated and needs to have a new navigation menu.

I have had some problems accessing some videos and power points on web campus...I called tech support and they were able to assist me.

its nice and easy for the most part i like how you can customize the colors eh.

I don't that it requires Java. I have experienced multiple mail crashes of the site when using Mozilla Firefox 3.x.x.

It is hard to find webcampus on the UNLV website....

sometimes its a little awkward to use when getting or looking at assignments attachments to mail only accept Word docs, it took me a while to figure out how to export my documents to a Word file so it was a hassle.

The email either needs to be eliminated through WebCampus or we just need to use our university email accounts. Too many teachers switch through these two mediums.

Web campus is easy to use once familiar with all of the features.

The system needs to be faster. Also, please update to the newest version of Java.

I have taken tests the past couple of weeks and they keep freezing or all of my answers won't submit for grading.

Whenever I use Webcampus, I come across several different problems. The biggest problem is that I cannot download anything most of the time. I then have to ask my professor to email it to me. It will work sometimes items will download distorted. Other times the system is just incredibly slow. It is a huge hassle and waste of time!

only used it a lot for one class so far, seems alright.

Program just isn't very user friendly. Hard to navigate through. Seems like it depends on instructor.

I really enjoy using it. I started out with the old, old system and this is a great improvement.

It is awkward. For the number of colleges using it, they need to streamline the interface.

When I go to open the syllabus, when it's an attachment, it takes me back to my listing of classes. It's pretty annoying. Sometimes, I get disconnected from quizzes and my quiz timer is continued.

When downloading documents from WebCampus using Word or Powerpoint, the system kicks users out and requires them to navigate through WebCampus again to open the document. It becomes very annoying.

Mail it would be nice if you had spell check. Besides that it's pretty basic.

As far as the Quizzes I'm still trying to figure out how to select only a certain student to view and receive the test. Also, I have selected on the custom release test on certain date and it does not release it. It only releases on the date where you program it no on Release Criteria.

Also I don't understand why you haven't merged the Instructor and student webcampus so I can view all under the same window and same password.

The discussions are sometimes difficult to use, but nothing too serious. The main problem I have with mail is that I don't always realize I even have mail, because of where the icon is placed.

WebCampus is difficult to maneuver. I don't like to have a separate login and password for every system at UNLV. My previous school had one system to login and take care of everything. UNLV has different systems for parking, registration, grades, and everything else. You really should consolidate everything onto one system.

When I tried to submit an assignment once, the Add Attachment pop-up wouldn't pop up. I tried it on three computers and eventually had to use a school computer.

goes down from time to time

It would be nice to have some of the professors use it more often.

I wish that some of the teachers would be able to use it as easily as students are.

I had to change the color scheme to some weird colors because some of the text would not show with the preset color scheme. It can sometimes be slow but most of the time it works fine. Surely the layout could be easier to use... Often times, my teachers don't even use the available tabs/links in the left hand column. They cumber the page, get in the way, are unnecessary for many classes, and generally annoying.

I do like the expand/minimize functions you have added onto the menu system. That is good. Keep it.

The syllabus has to be downloaded so if your computer has a pop up blocker and you temporarily allow pop ups it goes back to the main screen with all your classes and you have to go back through to where the syllabus is at which is kind of annoying. This system is not user-friendly in the slightest. It looks and works like a beta version of the Blackboard system I used at my undergrad. I'm sure it makes perfect sense to the people who designed it, and those who have spent innumerable hours and several semesters learning it, but for the rest of us it is a shared joke and nothing more.
2. Please tell us what we can do to IMPROVE the campus computer labs:

1. N/A
2. The lab monitors should be more helpful with a computer problem. Sometimes people in the labs are very loud, the monitors should tell them to quite down.
3. nothing really. Just the people hog the computers
4. The computers' boot time after logging in is rather slow.
   - Longer hours of operation
   - More computers
   - Apple computers (they are much better)
5. more around campus. open earlier in the morning and later at night because some people have to use it before an 8 am class and some people get out of class at 10:20 pm.
   1) If more of the computer labs had weekend hours I would utilize them. I use the computers at the library when the labs are closed. Otherwise, 10pm is late enough, since the library is open until midnight, I can always use that as a backup. Right now I don’t have a computer at home, so the labs are very important.
6. 2) As I look at the computer stations right now in CBC B131, they are rather dusty and could use some WinDox about once a week. Otherwise the lab always looks like its vacuumed and there isn’t a lot of paper laying around. Just need a little more cleaning on and around the station tables.
7. More new computers and printers, high speed, comfort, and cleanliness
8. extend computer lab hours in ALL locations. I tried to use the computer lab in BHS one day around 5:30 pm one day and it was closed.
9. the log-in information is different in the library than the computer lab
10. Make more computer labs open on Fridays.
11. I wish I have more computers.
12. Went to the computer lab a few weeks ago for the first time. I thought how people are allowed to use the computers in turn is not organized. Anumber system of some sort would be better instead of people racing when they see a computer vacant. For example, have a pull a number system and when a computer is available the number next in line will flash above the computer-kind of like at the DMV.
13. There should be a computer lab open longer on Friday and Saturday since the Library closes early. Some groups have no place to meet or have a computer available. UNLV is generally the meeting place.
14. The printers sometimes get jammed which causes a LOT of confusion it would be very helpful if that didn’t happen as often as it does now....because of that particular problem I have been late to class on quite a few occasions and a lot of my friends would back me up on this..... Periodically upgrade the Computers and the Printers. Update the software specially the operating systems and common utility software, to be facilitate the use of the computers.
15. There should be free printing services
16. Apple Sucks!! (But that may or may not be because I’m not familiar w/the interface.)
17. overall the computer lab is very efficient I just had trouble finding the location of the lab on campus when I first started at UNLV
18. The hrs of operation need to be longer or open on days that there are no classes. There must be more Macintosh computer labs. There are only 4 and there are classes there. There should be a Macintosh computer lab with all of the programs for film, architecture, and web design classes and students for use at all times and no classes being presented. There are two in the architecture building, but classes take place in them and they don't have all of the programs upgraded. There are two on the other side of campus, but they don't have the programs necessary for those types of students to work with. A whole computer lab needs to be presented for all types of work with all programs needed for those students to be available at all times, without any classes open the same times as all of the other computer labs. I will be graduating in December and I have been very dissatisfied with the way things have been run in the computer labs and the type of availability. Stop neglecting the film students, you may loose them all together if you are not careful. Does anyone ever wonder why the enrollment is lower consistently every semester, the classes and resources for those students are unacceptable. The film building is in a stack behind the library. Because of the things I have witnessed here at this school, or lack there of, I would not tell anyone to enroll in the film school because of the resources.
19. Limit talking.
20. Stop upgrading the computers every two years or so. It seems like a waste of money.
21. I use the TBE B367 computer lab and the lab is always very hot. Gets very uncomfortable to do anything in the lab.
22. Longer hours, library does not not have access to multiple files on H: drive when many must be downloaded to complete a task.
23. I never thought about the comfort level, the chairs and desks are in need of an upgrade.... at least just the chairs (talking about the architecture building's computer lab, never really used any other). The printing is very VERY confusing when it comes to printing off of architectural software programs, there could be a class offered at least every month just to update us with the software program and aid students in printing off of the plotters (If you print incorrectly, you get charged a lot of money total, sometimes up to $60).
24. nothing

Total Respondents 190
On occasion the printers do not print as dark as they should.

The computers in the library are newer and faster than the ones in the computer labs. Some of the computer labs have small cubicles which makes it hard to spread out paperwork.

There not always open when you need them.

I have no personal put to share.

i wish there were 24 hour labs on campus, even if there were only one big lab that is open to provide this service. also, logging into the system is a hassle. depending on whether you are in a library lab or a regular computer lab presents problems with determining whether you need your rebel id or your email username. i think that it's too confusing. also when printing, i think there should be one system of payment. as it is now, the library labs and the regular computer labs take different types of payment from different student accounts, that is confusing trying to keep track of which account needs to have funds. also, being a student in the music department, we only have 2 computers in the library. it would be nice to have at least two more. the computer traffic gets busy during the day and it takes too long to walk to outside labs to check mail or make copies for class. those are the things i find most daunting.

You should have at least one 24hr lab.

More lab space; I am an education student so I mostly use the labs at CEB's second floor. I love the new iMac's, but find that my time is often limited in that room because of other scheduled classes. The Macs in the other room are not so bad, they work well and have the programs I need to use for classes and teaching. My complaints would have to be the crowded room— if we are regulated to stay only in this room, at least make sure the room is spacious enough. There's no ventilation so at peak hours it gets very uncomfortable and hard to stay in the room even though I still have to finish a paper or project. Also, please improve the printing quality! I understand with budget cuts and the wasteful printing of other students, the labs are trying to conserve... but I am a commuter with no personal printer so I depend on the labs for my assignments and projects. What's the use of paying hefty lab fees if the quality of the labs and services are shoddy?!

I've used the a lab once, but usually if I have to use a lab, its the dorm lab, which is functional, it got what i needed done - done. Make it more clear to people, email or pamflet in the mail with locations and hours and telephone numbers. or small slip with the appropriate website address.

Please increase the storage capacity (memory) for a student, in the computer labs.

Public usage of Mac desktop computers.

Cleanup the desktops of the computers.

I think it would be great to have the labs more sanitary. Keep in mind how many people use the lab on a daily basis. It would be great if the keyboard could be cleaned after every use. Maybe have electronic cleaning clothes (multi-surface wipes) or sprays (Lysol disinfectant spray - kills 99.9% of germs) and make it required to wipe down after every use.

I've had a few troubles with the printers printing the margins correctly after scaling my paper and setting the correct size under page setup. I love the ease of printing and the system that is set up, but I wish my account print jobs could be saved somehow (since I often forget that saving work on a UNLV computer is of no use).

There are too many accounts. The library has it's own system, the computer lab has it's own system, and there's another linux account that I have to keep track of.

Logging in at different computer labs require different usernames and passwords. Not very easy in logging in when you do not know which username/password to use. Printing accounts at the library and at the Nursing building are different....why?

Computer lab hours are great, but library hours are horrible!

24 Hour Labs what's wrong with you folks

Students pay this money to have access
We need 24 hour labs ?????????

More access in Library.

Water fountains.

Leave library open till midnight M-F., including Friday

A quicker restart/login time would be wonderful.

The 2nd floor larger lab in CEB shuts down early, and the printer in that room cannot be used. In order to print, you have to go next door to the smaller lab with tight seating and older computers where people are often very loud.

More labs open until late.

More computers

It would be nice to add money to my printing account in the computer labs.

MORE!

I don't understand the need for different passwords for computer labs in BEH and library. Seems like too much red-tape.

Logging onto computers is slow-not too big a deal. Printers sometimes are down or the rebel card account isn't working so you can't pay for prints. the set up of retrieving prints works well tho

I said this before but I really want to elaborate on how important it is for UNLV & CSN to block social sites such as myspace. I have been forced to wait 20 mins+ for a computer while others surf their social site. It angers me because I do pay a lot of money to go to this school and those individuals should be doing that on their own time and not the schools/other students time. The computers are meant for school work. These types of sites are blocked at my job so I would apply the same mentality to school.

provide more computers

Rarely use computer labs

Make it more clear that you can access your H drive from home

not sure

Sometimes lab assistants are rude and the hours should be extended a little longer.
The environment is not very inviting, and the techs are not the friendliest. The printer is often out of ink, or the ink is very light. I do not feel that the keyboards and such are cleaned very often - I make sure to wash my hands thoroughly after using a lab, because they can be pretty dirty.

Never used a campus computer lab

I can't ever remember how to log in since web registration, web campus, computer labs, and library computers all require different information.

24 hr Library hours

ever satisfied. I like the main library.

The system for putting money on your account to be able to print. It takes longer than putting money on your rebel card.

improve the congeniality of the lab workers. They are almost always either engaged in conversations (ignoring you), or are less than happy to help you. Maybe just remind them their job is to help, so they won't seem so irritated when you ask. Also, maybe run a vacuum in the lab more than once a day...it's always kind of dingey. Just my opinion, not trying to be too harsh.

The lab needs better chairs because some of them are not comfortable.

I wish it were easier to put money on the cards to print or if there were a way of swiping your card like in the library. I don't like the fact that we have to put a minimum amount of Rebelcash just to print one page.

I would like a computer lab to be open 24/7. There aren't many major universities that do not have a lab open all the time.

n/a

Wider range of hours. Enforce the "no cell phone use" more often.

a lot of people talk on their cell phones and the lab assistants ignore them, probably to avoid conflict, but it's still really annoying. Also after you initially log in it takes seriously 5 minutes to load anything in the CBC comp lab. I don't know why but it's really annoying if you just want to get in, print something, and get out. I haven't had that problem in other labs.

Too many required logins that differ.

The entire UNLV community should get together to integrate the log in process. It doesn't make sense to have one password for one library, another one for a different computer lab, and sometimes even a THIRD one for other computer labs. Teachers and students should have one login name and password that gets them to all the computers. It would make more sense and make our lives easier.

I think it would be nice if all the labs were consistent with how we use our login and passwords.

A few of the lab assistants are not very warm and friendly. If I had a problem I wouldn't want to ask them for help. I wish that the labs would open as early as 7 am. If I had something I needed to work on assignment or take a quiz before class I would have substantial time.

Sometimes the printing quality sucks. I think the printer nozzle thing needs to be clean.

Sometimes, the lab assistants can't help. Some need to be trained better. I think the lab on the 2nd floor of BEH next to the kitchen should have longer hours.

don't know

N/A

the library should stay open later on weekends.

free printing

I think there should be more systematic way to provide students with the use of computers in the computer lab. I tried to use a computer one time (and for the first time) in the computer lab a few months ago and it was basically whoever can run fastest to an available computer first.

Make sure all the computers are running instead of having 10 "Out of Order" on any given day.

Sometimes the computers get a little busy, but with planning they are very accessible. There is some unwanted noise in the library computer areas.

Maybe something that makes logging in faster than typing your whole library card in.

Too long a delay between logging out on one computer and being able to log in to another.

I always have a hard time logging in at any computer lab other than the libraries, I feel like a freshmen in my first day in school. I've been here for 4 years and given up on any other computer lab aside from the libraries. Maybe a standard step by step to new users at every computer lab. Am I supposed to register at every computer lab I visit? I don't know the rules and sometimes there is no one to help or that person is busy.

All of the logins are different. Its complicated.

Open hours earlier, one password and login for all labs would be wonderful.

I was upset to learn that there is a fee to print pages. I paid tuition of $641 for one course and that bought me $1.00 in printer allowance. Printing in the computer lab should be free or at least a higher initial amount. I printed $1.00 worth of pages for one assignment and that is not the only assignment I have for the semester.

The printing/plotting in the architecture computer lab is horrible. Too many misprints/misreads, slow reads and money wasted.

Stop using computers with linux, and text-based programs no one uses them anymore. Actually have working windows xp machines, force teachers to use webcampus and distribute software to all labs and force the managers to update that software on a regular basis so that all labs are uniform in function. A student should be able to go to ANY lab on campus and print, access word, and do basic stuff, for labs that have specialized uses they need to start providing software that is "Current" with the job industry.

Chairs could be replaced and sanitizer spray should be used on keyboards and mouse two - three times daily.

It seems like in every lab the settings or maybe the printers are different and it takes a few trial to figure out how to print files (particularly powerpoint).

The only issue I run into at computer labs is availability. It seems they are always packed, so I never get a chance to use them unless it is during hours when they are slow.

It would be nice if there were more computers in the lab in the Student Union. I take classes at night, and when I get to campus at 5pm, it can be very hard sometimes to find an available computer.
I think the computer labs should be open earlier instead of 830-9+. Classes start way before those times, and for people who don't have computers or have to rely on a campus computer, having computer labs that open that late are a big disadvantage.

I know there is always talk of a 24 hour computer lab. Depending on the day of the week, I agree and other times I disagree. I only wish that I did not have different logins to the library computers, lab computers, rebelmail, and web registration.

The was once I tried to print a variety of documents in the BEH lab. They would not print. I tried various printers and still couldn't.

Please make sure your lab monitors are there when the hours are posted.

Better computers in certain facilities who have not yet upgraded printers in BEH leave marks on the paper

There should be some closer or more convenient tables to hold drinks I dont lik having to abandon my drink and not being able to keep an eye on it.

The computers seem slow when logging in. It would be nice to have them upgraded so that they're faster. Otherwise, I like the fact that there are Macs and PC's

Please get some Lysol spray and periodically spray down the keyboards and mouses! The disgusting computer rooms are probably cleaner than stuff in the computer labs. This is how people get sick because people are disgusting and do not wash their hands enough. I have witnessed plenty of people cough in their hands and then touch the mouse. PLEASE have the lab monitors just give both a little spritz something like at least twice a day if not more often. Or just leave Lysol in the lab so that if people want to spray their stuff down they can. It is safe for computer equipment too! Thanks.

I dont like how you have to have credits in the engineering computer labs to print. I print alof of programs and notes throughout the semester and when I try to print towards the end of the semester, it tells me I dont have any credits so then I cant print. Its just inconvenient.

They're very nice as is.

It is difficult because the log-in for computer labs is not the same in the libraries. It is frustrating to have to learn two separate log-ins, and I used to wonder why I couldn't log-in in the computer labs until a student told me that it was different (but even she couldn't tell me WHAT my log-in would/should be (i.e. user name, birthday, social security number, etc.)

Have the grad lounge open 24 hours a day during the week... and for some classes like Statistics (HOA 730) the computers are unable to handle the demand of running SPSS. I feel the rules aren't clear enough(for some people). A lot of times, In FDH lab, where I usually use the computers, alot of people become indignant when the Lab monitor politely asks them to place their drinks in front of the lab. Nevermind that the lab monitors themselves Put their drinks on that table and one can see them walk back and forth from time to time to get a drink. Also once or twice people have asked for help on an assignment, and each time, the Lab monitor turned them down, citing that they only provide the tools. The lab monitors them selves are doing a good job, but people just dont "get" the rules... maybe they aren't clear enough? I really wish the seats at the study tables were the same as the ones at the computer tables because many people steal the computer chairs in order to use them on the student study tables. It's not illegal but it is very annoying to find a computer station with a hard-wood seat. However, at the computer or study table, we sit on each just as long as the other, so they should both have good soft comfortable chairs.

The printers ALL have a problem with proper indentation/ margin formats when printing from a properly formatted WORD document, it is shorter on the right than it is on the left...FIX THIS!! We pay 2 cents per page and it cannot even do this right. It is most frustrating and I know many people have to go through this.

Lastly, 2 cents per page is not too expensive but 1 cent would be better. Or make it possible so that if we deposit X amount of dollars of higher amounts, we can get discounts on pages printed so as to save money while we deposit more into our RebelCard. 2 cents add up when we print 15-25 pages worth of notes every day, a bit of slack especially with the 'technology' fees we already have to pay for.

LOWER THESE PRICES PLEASE!

Different locations = different logins. It's frustrating!

Clean up labs and update computers - B351 is starting to get an upgrade but slowly progressing.

The printing in the Engineering Computer Lab (TBE A311) is not as good as the printing in the Lied Library. There are enough chairs in the Engineering Computer Lab. It would be nice to have extra chairs, because sometimes a number of students will sit at one computer together to work on a project and take chairs from other computer workstations. Some of the LCD monitors in the Engineering Computer Lab are damaged. The LCD monitors tend to be very dark. Perhaps better lighting in the Engineering Computer Lab would help. A major issue is that there are not enough computers for all of the engineering students who come into the lab in the afternoon. It would be nice to have a larger computer lab.

All computer labs should be open twenty four hours!!!

It would help if we were able to put money into my account at the lab to print papers.

I wish that everything would have a single username and password. It gets kind of confusing to remember my library username and password for their computers, then my username and password are different for the computer lab computers, then another username and password for registration, and yet another username and password for RebelMail/Webcampus/UNLV Wireless. I wish I could just make everything easier and just use my Webcampus login information on everything (except maybe registration).

I have had any labs used aside from the library computers. I have taken a Graphics Design Course in GRA, and I am not sure if the computers in there are hosted by the OIT. The above answers are from the GRA lab experience, nowhere else.

Make at least some printing free. I realize that some people would abuse absolutely free printing, but it would be nice if we could get something like five free pages each week to help out when we have issues at home or are making a last minute fix to an assignment.

Let the labs open at 7:00 am or 7:30 am.

The monitors need to enforce rules of conduct and courtesy more often.

Open late hours would be nice for students who work better at night or have last minute papers to do. The labs closing at 6 makes it hard when the students have class or work that lasts till then or later and need to print something and they can't.
Some of the printing could have better preset defaults to make the process even quicker.

Thank you for the amazing Epson printers and scanners in the GRA computer lab. They've changed my life! Seriously! We all really appreciate them so much!

Some of the lab monitors could be better trained on basic software. It's frustrating when I know more than they do, and their supposed to be tech savvy.

The lab assistants need to have more integrity for the cleanliness of their labs. (Clean monitors and non-sticky mice, etc.)

Some of the labs are equipped with ergonomic keyboard trays and scroll mice, and some aren't. Unfortunately I spend a majority of my time in a lab without these setups, and other students and I have started to notice elbow and wrist pain related to this issue. I'm sure it's not cheap to add these upgrades to labs though.

Overall the computer labs are nice, but nothing is perfect. They could always be a little faster especially logging on.

Installing engineering software in all labs

WE NEED CS4 IN THE ART BUILDING. THE CHAIRS NEED TO BE REPLACED. I NEVER SEE ANY LAB ASSISTANTS IN THE ART BUILDING. LOGGING IN TAKES FOREVER. SOMEONE NEEDS TO CLEAN THE LABS BETTER.

The lab assistants tend to blend in with the students. And whenever I ask a lab assistant a question they acted inconvenienced by my interruption

Library computers don't ask for confirmation when log out icon is clicked. Clicking logout icon by mistake results in loss of data since there is no space for saving files on computers in library. This is a little inconvenient since repeated saving files on memory sticks slows down the work.

If the computer labs were able to connect to Windows Vista which are becoming OS's that are naturally installed on new laptops so that we may be able to print wirelessly.

The labs are spread out and provide enough access to my UNLV files and internet. UNLV is doing a great job with the computer labs.

when at the library computer labs, enforce "no talking". It is very distracting to try to work when people are talking, they should use the private rooms to have discussion groups.

I wish that they didn't charge us the same price for printing on both sides on one sheet as it would be for one sided two sheets.

I've never used a UNLV computer lab machine.

Single sign on.

The computer labs outside of the one in the engineering building tend to be somewhat slow with logging in and opening of applications. Better memory might help with that, though defragging could help too.

all the computers on campus are very very very slow, specially on start up.

it would help if some labs were open earlier in the morning for those of us who have morning classes

they are awesome already, maybe more hours of operation

I enjoy the computer labs with the utmost feeling of satisfaction. Compared to my computer at home, I feel that the computers are too fast! (Which is a good thing) My only problem is that I have classes really early and need to use the computers as soon as possible when I arrive on campus. By opening up only at 7:30 while having a class at 8:30, I have only an hour to do work which seems really short for me. If possible, I would like it to open at least a half an hour earlier like the gym.

Provide facility of headphones.

N/A

There are different log in names and passwords at different labs. The library I have to use the long number on the back of my rebel card (dislike) and my last 4 digits of phone number (dislike). It sometimes takes awhile to actually get to the start screen to open applications. I would like the lab to be open earlier on the weekdays and perhaps later on Friday and Saturday (but not big deal).

not much

can't really think of anything, except for the screensavers which are kind of bland.

Storage space provided to students and faculty is extremely inadequate for GIS application.

The Graphic Design program needs a 24 hour lab.

more computers in quiet areas, and more computers overall.

I can not stand the printing problems. There is always a delay. The worst are the staff that work in the center. They are extremely rude.

Hand sanitizer dispensers when leaving the lab would be nice. VThere are valious chairs in the labs and some are rather uncomfortable.

I think that there needs to be a lot more computers. Everytime that I would need one I would have to wait forever because they were always full and people are always waiting.

Stop charging for plotting. Put a marlock system on all the computer labs at the school of architecture

clean them

Provide more computers. It is very often that I cannot locate a computer to access class materials because people are browsing social networks and not using the computers to do homework.

the chairs, although I'm so used to my computer chair at home so it might be biased.

The buildings are not open as late as the library and sometimes it is nice to use the equipment in the building rather than the library.

it takes forever to load up once you sign in with your code and password. The rest is good.
157. I tried printing out black and white pictures for a project and the quality of the picture printed poorly.

158. The computers in the CEB computer labs are, without a doubt, the best computers I have ever used. More Macs, as opposed to PCs, would be nice, although I doubt the budget would allow such a dream to be realized.

159. make printing easier

160. The lab assistants are very helpful. There should be a notice about what is needed to log in to the computers though; the username and password.

161. a 24 hour computer lab would be incredible.

162. I have never used the labs outside the library.

163. Annoying to use a long number for a screen name (which you would have to always have with you making it difficult to use on the fly) rather than choosing our own screen name.

164. More computer labs available closer to students who live on campus. The computer lab in Boyd is usually never open.

165. More computers

166. Clean the labs more often

167. It sure would be nice to stop in after my early morning class to work on a computer, but the Labs are never open to do so.

168. I wish that the library and computer lab logins were the same. I don’t care which one gets used just make them the same. And why can’t we use the rebel cash for printing just like we do in the library. It is a hassle to have to transfer money to a special account to be able to print.

169. In passing by these various labs, I assumed they were classrooms or not open / available to all students. It might be helpful to students to put more prominent notice that these are available to use...and also may cut down on peak-hour library computer crowding.

170. ONE means of accessing my account. ONE site to manage the electronic materials for the classes I take, and the classes I teach. ONE means of communicating with students and teachers, that is user-friendly and accommodates various ways of writing (like Gmail).

171. Once again it seems like when you ask for help you are interrupting them from what they are doing. I understand the library is not a computer lab, but getting help with the computers is incredibly difficult. Either they don’t know what you are asking or they are practically rolling their eyes when you come ask for help. I should not say all of the employees, because it is not all of them.

172. Its always very cold in there and its sometimes very uncomfortable.

173. n/a

174. the labs in the architecture building are used intensely. the normal hours of operation should not apply to this building, because it is a common occurrence to see people working on their projects very late at night. these people either have to work from their own computers, in which case they don’t have access to printers, or they always have one person in the lab to keep the door open. very inconvenient.

175. I don’t know if you the Graduate Lounge is considered a computer lab, but it would be extremely helpful if it was open the same hours the library is open. The library is incredibly loud.

Total Respondents 175
Student_Network_Kudos_Improvement_Learn

Survey Title: OIT Student Survey 2008

Survey Properties:

Total Respondents: 775

Responses By Question Analysis:

1. Please describe EXAMPLES of why you rated Internet services the way you did.

1. The Wi-Fi works where I need it but I find it difficult to log on because it takes some messing are to bring up the log on page
2. The Log-In system is mostly unreliable (i.e. not available, cannot be detected) in the instances I try to connect to a wireless connection.
3. More locations would just be more convienent to the students. The internet is fast.
4. The wireless signals vary in reliability depending on where you go. The signal isn't too reliable in the BEH and the CBC's A building.
5. I have been in the library at some of the individual desks and not gotten a strong wireless signal, other times it took 5 minutes to get the signal at full strength and log in.
6. I never really have problems connecting to the wireless network on campus. Sometimes my signal isn't strong, but im also not trying to use the internet in uncommon areas.
7. I can tell when the system is being used heavily, things slow down a bit, but overall no real problems. Not sure if I will get a laptop, right now I don't use any wireless systems since I don't have a laptop.
8. I feel like UNLV needs to make every building wireless and make sure it is strong throughout the campus
9. Can't access internet in classrooms
10. It's always fast, so no complaints from me.
11. On campus housing, internet is so slow. Also, I sometimes cannot use wireless.
12. It is faster than what I have at home.
13. You cannot get a signal that is steady in some of the class rooms. One teacher asked that we bring our laptops so we could navigate a certain website along with him. As soon as you were connected, you lost the signal.
14. I am planning to get a laptop pretty soon but whats the point in having one if there isn't wireless connection when I need it the most.....
15. Sometimes the computers can be slow.
16. I'm happy with the internet at school. It would never hurt to have more though.
17. In some labs, it takes much time to just send a job to the printer. This might be because of the Network or the printer capacity!
19. Lied library is the easiest wireless system to date.
20. MORE LOCATIONS NEEDED! And, some locations that have Wi-Fi do not have consistently strong signals.
21. The wireless connection isn't very reliable even in Lied library. The connection is slow and I am usually kicked off the network several times in one sitting.
22. The internet is much faster on campuse than other computers but often times there isn't a computer available/
23. I only use the wifi connection in the engineering halls, and it seems to be good and fairly reliabel.
24. The wireless speed is fine, but lately it's been somewhat unsteady on the engineering building, that was like 2 weeks ago. I think UNLV should create more wireless locations so we don't have to worry about if this building is ok or not with the signal. I don't use wired internet on campus.
25. More Wi-Fi locations would make it easier for me to use computers in the library because other people would bring their laptops and use Wi-Fi instead of the campus computers.
26. I've never been bounced or slowed down with a wired connection. However I have in the past had issues with my Wi-Fi (particularly in the SSC) although the problems in CEB seem to have been resolved.
27. There have been many times this semester where my wireless connection (and it wasn't my laptop because none of the laptops of other students worked either) did not work in the architecture building. There has to be more wireless connections in outdoor locations.
28. It would be great if the campus could be almost completely wireless like other campuses.
29. There have been times on campus that while in a Wi-Fi area my internet has just stopped working, or is very slow.
30. The connection speed at UNLV is not as fast as my home internet connection but it is good enough.
31. I use the internet at UNLV everything runs smoothly.
32. Sometimes I have to refresh. Sometimes I don't. I don't take my laptop to school about Wi-Fi, can't really give an honest opinion, I rather use the computers on campus because it convenient in its location around. There is a computer lab in almost every building so I'm satisfied.
33. I suppose the on-campus connections are ok, my home is better and more reliable.
34. There are some classrooms that I can never get wireless in.
35. The Ham Fine Arts building needs a wireless connection that we can count on. So far there is not internet for the students there.
36. As long as the wireless and wired accesses are running properly, they run very well which is why I gave them a good rating.
37. I have not used the wireless connection service yet.

Wireless coverage at UNLV is questionable in certain areas. For example, in BEH, it is extremely difficult to connect to the wireless network in room 241. The strength of the signal is extremely weak and sometimes will not even allow me to connect to the internet. Also, I followed the instructions for setting up a secure VPN connection over UNLV's wireless network on my Mac, but I am frequently disconnect from the VPN with an error message that says the remote site terminated the connection. This happens even in areas that have strong WiFi signal strength, such as the student union...

38. I often lose my connection while I'm in the middle of a web page or the internet will be down. It is frustrating. UNLV should strengthen the connections it already has, specifically in the library.

39. I can't get Wi-Fi in the life sciences building. I'd love to see wireless access from anywhere on campus.

40. Not all buildings have a reliable Wi-Fi network. I had 2 classes in the CBC building and the connection rate was terrible...I could rarely get a connection that lasted and when I did I would lose it. This is not the case for all buildings, however, as I have been incredibly satisfied throughout most of campus.

41. The few times I have attempted to access the wireless on campus, I have been unsuccessful. For example, to go to UNLV, the entire campus needs to be wireless accessible - including outdoor common areas, in any way possible.

42. I strongly agree that more wireless locations should be added, by that I mean I wish to see stronger signals in many areas where signals exist but are either weak or intermittent.

43. While in the law library, there are instances where I am able to connect to the Internet, then I tried going to a specific website and the connection was lost.

44. Wi-Fi is spotty in BEH, not all classrooms are covered, especially 2nd floor and rooms on the outside of the building.

45. I use Web Campus constantly and rarely have an issue. When I need help, I have always received the appropriate tech support that corrects the situation.

46. Fast connection

47. Dorms have fast internet, but its not reliable, sometimes it gets over and slows, thus not everybody for homework, sometimes I can't get any internet in my room, or resnet is gone block happy, can't upload a photo or assignment cause they think im downloading...resnet is psycho - def we need more wi-fi on campus, internet is very important in this age, laptops all over, wifi needs to meet this demand, not that it needs to be floating in the middle of norht field but like the lobby of the dorms would be nice for example.

48. No complaints

49. The wired internet is sufficient, but I would like to see more Wi-Fi Locations to keep students connected as much as possible.

50. I usually don't bring my computer to school. I have only done so 1-2 times, so I mostly use the computer labs when I am on campus.

51. My laptop doesn't seem to hold the wireless internet provided by UNLV. If you have a way to help me fix it, please let me know.

52. I've never had a problem with internet usage at UNLV which I was worried about since connections at other schools often go down.

53. WE NEED ACCESSIBLE WIRELESS IN THE HFA ARTS BUILDING!!! WE NEED WIRELESS NOT PROTECTED BY A PASSWORD! FINE ARTS MAJORS ARE ON CAMPUS 7 DAYS A WEEK AND SPEND ALL OF OUR TIME IN HFA. WE PAY JUST AS MUCH AS OTHER STUDENTS; BUT WE CANNOT ACCESS THE WIRELESS IN HFA! THIS NEEDS TO CHANGE!!!!

54. I have Wi-Fi capabilities on my laptop at home, but I just prefer to leave it at home. I never have a problem finding an open computer on campus.

55. I don't have a laptop computer so I only use my desktop computer at home.

56. At Lied Library, I use my laptop and sometimes a yellow triangle with a "1" pops up stating "Limited or no connectivity" (don't understand what that means) when it seems as if I have full connection. During that time the icon is present, I am unable to use the internet until it disappears.

57. THE WI FI SUCKS

58. In some areas you cannot even connect More wi-fi around surrounding areas of the campus

59. Never had a problem with my laptop.

60. I can be in class and want to call up teacher posted notes, websites that illustrate a question I want answered, or verify a comment I want to make and half the time the building I am in doesn't even GET wireless. This is particularly bad in the CBC, and tons of classes are held there!

61. Great service

62. The wired internet at the labs is always faster than my connection at home.

63. The wired internet is pretty good too, but often I have trouble connecting to it--I have a Macintosh and sometimes my AirPort shows that I am receiving the wireless signal but I can't sign on to the network.

64. As a constant user of CEB-B, I would love to be able to access the internet there.

65. I am an art student and frankly it pisses me off that we do not get wireless in the art building. Is my degree or am I less important? Do I pay equal technology fees as everyone else? Yes I do, so I should have access to all the things equally. Univ should the entire campus wireless. I mean
63. come on if I can make wireless at my house then UNLV can make wireless at their house. I would even say offer wireless that covers surrounding areas so that if a student wants to go drink a coffee across the street and use a safe UNLV connection they are able. Cost to benefit ratio says cover unlv in wireless.

64. Need more internet near and in the recreation center.

65. The connection speed in my dorm room (Hughes) is sometimes really slow and I can't always access websites I need for my classes because of the slow connection. The internet connection in the FDH building it also very unreliable sometimes and I think that needs some work.

66. Sometimes, I'm not always able to connect to the internet in some of my classrooms.

67. I haven't had any issue with the wireless connection.

68. The wireless internet connection is really slow on campus.

69. I don't have a laptop; i use the library which is reliable and fast

70. I use UNLV wireless on my cell phone and the signal is very weak in certain locations. It's frustrating if you're trying to get things done while walking.

71. Wireless should be EVERYWHERE!!!!

72. There have been occasions when I have been in a Wireless Hotspot and still have had trouble connecting to the internet.

73. Again, hit-or-miss, I gave up bringing my laptop to class a few semesters ago b/c it didn't work in all my classes. It has caused me to get a smart phone so I can check my emails whenever and wherever.

74. It works well but there are spots at the law school which don't have a signal...and that sucks...like in the LIBRARY.

75. The internet does not work in many of my classes, at any rate, the signal gets dropped and sometimes runs slow

76. Wifi is capped at UNLV's 60 kb/s.

77. I have had difficulty connecting to the wireless network recently.

78. In parts of the campus in class rooms there are little to no wi-fi connections to the UNLV network.

79. Very infrequently used, but usually satisfied

80. For the most part the wired internet is good, but does get slow at times causing real lag and wasting of time.

81. More wifi locations are needed. Only some locations have it and while I am in my office on campus I would like to have wifi so I could get more done.

82. I now have service all through CEB which is where I am most of the time. The only time I've had problems is in SSC.

83. I don't think that we should create more wireless locations due to security reasons. Wireless networks are not the most secure networks and as such am very apprehensive when using wireless networks.

84. some areas are weak and lose signals

85. dorms

86. UNLV should definitely expand the wireless network. I can't get any work done if I'm in a no wireless zone.

87. There need to be more wifi access points because some buildings are great and others stink. Usually the one class you really need the internet for, doesn't have it like the beam hall

88. the law school library's wireless connections are unreliable.

89. I've never used wired connection. I've brought my laptop to campus several times and loading times were good.

90. There needs to be more locations with wireless.

91. For the times I have used a UNLV computer, it completely fit my needs. I have never had trouble, but do not use them often enough to accurately answer as to their reliability, and have never used wi-fi, with no plans to do so before graduation.

92. I work as a graduate assistant and use the Novell network.

93. Wireless has something to be desired. MANY places are lacking signal and many that do are so overloaded that it's slow.

94. I could not succeed without UNLV's wireless connection, so improving it would only help more!

95. Wireless on campus is unreliable. One day it may work in a building it should, the next you can't connect. This is a big issue when working on group projects/meetings in a location you all decided to choose for wireless, and then you need to relocate.

96. I don't have a laptop.

97. I never used the WiFi internet at UNLV yet but I have no idea how I can get my account number to use the WiFi internet.

98. Wireless internet at UNLV is great for the most part. It is really frustrating when I cannot get wireless internet in a particular classroom though. This has happened often enough for me to be upset.

99. It doesn't make any sense for some buildings wireless and some not. Make the whole campus wireless

100. I love wireless. The only building that needs to be improved is BEH. All others seem great, but certain spots in BEH are dead zones. Totally happy with wireless other than that.

101. There are many areas on campus where I can't get a decent signal (BEH for example)

102. Don't use network.

103. The internet on campus is pretty much up to speed and works. I really do not use wi-fi on campus.

104. I never had a problem with Wi-Fi on Campus.

105. Sometimes the internet on the library computers is REALLY slow. I'm sure this just has to do with the number of people using the network, but still its REALLY slow.
Overall the wireless access works great; however, there are certain locations within the law school building library where I cannot get a signal. I know other students with the same problem. But, in general, it works great.

There can always be more Wi-Fi locations.

The wired internet connection can be very week living in the dorms.

The wireless service can be very week living in the dorms.

I just have to comment on the more Wi-Fi locations. The whole school should be covered in Wi-Fi.

I have difficulty using the Wi-Fi connection in the Law Library. It’s slow or doesn’t connect at all.

I have difficult using the Wi-Fi connection in the Law Library. It’s slow or doesn’t connect at all.

Some buildings the wireless is not accessible including FDH and some parts of TBE. I am not sure what can be done about this since both are concrete buildings which limit 802.11 in general.

The speed is kind of slow. Maybe there’s a lot of people on it that makes it slow, but it should be faster, or maybe I’m not near a wi-fi location. Put more locations up.

I am not able to get a steady connection in the BEH building, or MPE where my classes are held!

I can’t get the internet in the CBC Lecture Halls such as CBC A110.

We need more hotspots and faster internet speeds around campus.

I don’t use wireless myself, but my friend does and she seems pretty happy with it, except she can’t connect in some areas of the campus.

UNLV SRWC wireless doesn’t work well, other locations work well.

Never had a problem with my laptop using wireless.

I did not access the Web while in campus.

I don’t have a laptop yet, but would be interested in refurbished or swapped keyboards that weren’t brand new. It would be great to have more access to laptops for older college students and single parents who might not otherwise be able to have one.

I don’t use wireless that much, but when I do use it, it suits my needs. More wi-fi locations on campus would be nice.

Overall good speed in computer labs, crashes once in a while, but not too much.

The internet is fast and I have no problems with it.

I never have available wi-fi access in areas of campus I am usually at like the MPE building and in FDH.

Need a faster network and more available locations for wireless.

The internet does not work in many of my classes.

The problem with wi-fi, I sometimes face while using it on campus, is the signal will disappear for a second and then my internet has to re-boot again.

I have been able to adequately access teh internet at convenient locations.

The wired internet jacks in my office are non-functional, and the unlv wireless signal does not reach my office in the technology building.

The internet service is very slow and sometimes my laptop cannot even get a signal outside, and in some buildings like CBC, and TBE the wireless access is non-existent due to poor signal strength unable to penetrate the building materials.

I have not used wi-fi on campus.

I am able to access the internet quickly and easily in most classrooms.

Don’t use any internet on campus.

The speed is not as fast as it could be, and the connection is not very reliable especially in some buildings. I find I have to log back in a few times if I let my computer or my phone (which supports Internet) go idle. I do not utilize the service too much since the computer is mainly for note taking in class, which is the only reason I agree it meets my needs.

I work using a netwokred computer on campus, and I have almost always had strong connectivity that is consistent.

Sometimes the wireless can be really slow. Other than that, I just wish there would be wi-fi locations on campus. Especially the freakin’ CBC C building!

The wireless network is a huge hassle to use with my iPhone.

There is no wireless in tonopah.

On occasion, my Macbook laptop will not load the login page to connect to the UNLV wireless system. I can visit other UNLV.edu pages, but when I try to visit another website, nothing will load. Because I could visit UNLV.edu webpages, I searched and searched trying to find a link to login to the wireless network, but I could never find it. I could access wireless.unlv.edu, but no where on that page could I actually login. I restarted my computer and it still would not work. I don’t know why this occurs on some occasions and not others.

computers in beh lab (only lab I really use) lag and sometimes take forever to load.

some times in class and in certain parts of the law library it is difficult to get a signal

11A: Whenever I am in the library the computers move slower than warranted. The system is fickle; sometimes the internet connection will work & I can get to and from sites quickly. Other times, it’s like waiting for winter snow to thaw after a blizzard. It takes an OBSCENELY long time. Also, I have recently had significant problems with the keyboards in the library. When I’m typing all of a sudden letters that have no subtle correlation with what I’m writing start coming up in place of what I’m typing. I’ll hit “A” and the computer will type a “#”. This has happened with multiple computers on different floors.
116. 11B: The connection IS reliable if it is indeed slow at times. I can always get on the internet when I connect.

117. 11C: I am always able to do what I need to do on the Internet when I hook up wirelessly. I don't have connection problems and its own abilities (speed in particular) are more reliable than wired hookups.

118. 11D: ABSOLUTELY!!! I don't like having to walk so far to get a decent connection. More outdoor connections please!

119. UNLV Wi-Fi should be everywhere on campus!

120. I've never used a the wireless on a laptop, but it works horrible on my iphone. I'm not sure why either.

121. In some lab some connection take a little longer than others do.

122. Often I have not had a good wireless signal because of my location on campus. I think there should be coverage throughout the entire campus.

123. signals are good but some students find it difficult to stay connected wirelessly.

124. The internet connection is pretty good. I never have problems with my wireless or when I am in the computer labs. Maybe extend the wireless access points to the Thomas and Mack center too.

125. Sometimes I am early to school and want to check my mail on my laptop in my car but the wireless doesn't connect in the parking lot.

126. n/a

127. I've had no problems using my laptop in a variety of locations. Spending more money for greater access range seems extravagant given today's budget concerns.

128. I have used only wired internet and UNLV, but friends tell me (and I seem to see from other students) that the wireless connections are good as well. UNLV makes the internet very readily available in many ways all over campus, which is helpful and convenient.

129. Some buildings and rooms do not have wi-fi connection and since my classrooms tend to repeat semester to semester it is a problem

130. Wi-Fi is decent, but on busy days like Tuesday and Thursday, it gets really slow specialty if you are trying to download material from webcampus. Speed limit should be increased if possible and more Wi Fi locations are definitely a must, such as the physics building, cbc has bad reception just to name a few.

131. It seems that the routers are a little overworked, espically in the FDH lab. It takes a few minutes or try to load things in there. Most of the other labs ive worked at arent a problem....

132. wif doesn't work well in the cbc building (even my cell phone doesn't work there). nor does it work in one of the classes in the beh build. I think its beh 305.

133. Our wired networks (as I used them only a few times as I was here) works well because it works as it is suppose to.

134. However, the wireless networks are extremely slow. At up to only 70KB/s inside the LIED library, it is extremely slow especially when we have huge PDFs and Powerpoint presentations to view and review. Either add more wireless routers so that we may be closer to their hot-spots or provide all students with LAN cables so that we don’t have to purchase them ourselves.

135. Wi-Fi is TOO SLOW and more signal is needed. Everywhere, in CBC, everywhere. It should be accessible from the whole campus.

136. Just not enough Wi-Fi

137. Never left waiting for pages to load or ever had the connection dropped, wired or wireless.

138. The internet operates at an acceptable speed.

139. Sometimes the wireless connection can be slow, or it’s just not available where I’m at. I am satisfied with it though because it’s usually a second option and I don’t have real problems finding a wired connection in a LAB or library.

140. Based on my schedule I cannot get to the lab to sign up for on campus access.

141. I don't have a laptop to use these services

142. It would be really nice if more wi-fi locations could be created in new areas of campus, such as the majority of the BEH building (as many classrooms have a horrible signal) and the CBC buildings.

143. On my i-phone it is slow and cuts out sometimes

144. When I do have to access the internet, it is usually through my labtop. I have a difficult time accessing wireless networks around campus, mainly in and around the art buildings (HFA, GRA). I also occasionally sit at the COffee Bean, Chipotle, or Starbucks across the street, and it would be nice to be able to reach wireless access from there.

145. Especially in CBC C building!

146. The internet seemed fairly weak in classes where I may have needed it.

147. The logging in process is difficult and confusing. It can be difficult to sign in too.

148. There are times when I need the internet and the signal was unavailable while I was in the classroom. The fact that the dorms are not wireless makes it inconvenient when visiting friends or working on group projects or just having a group study session. The study rooms only have 4 ethernet outlets which means students are out of luck if there are people in the rooms using them.

149. I don't use "on campus" computers or services.

150. I sometimes find it a little slow and I am not able to webcam for some reason but when I am connected to my server at home I can

151. I work at the Shadow Lake campus and do not access services from the main UNLV campus.

152. When I downloading an application onto my lap top, it took quite a while to finish. Since at the time, I was in a weekly group meeting with my classmates, we had to wait until next week’s meeting to actually use the software, because it took too long to download.

153. The internet service is already helpful, but it would be convenient if wifi was available in more areas of the campus.

154. My only complaint is that there needs to be more wireless locations, but I know you're working on it diligently. Thank you for this!!! :)
Can we have some wireless in HFA (the art side) and Grant Hall please? There's no signal out there.

I am a computer science major, so the bulk of my time is spent in the CBC and the engineering complex, yet these two buildings have THE WORST wireless access on campus.

I use some labs, the led and cm1 with little or no real problems

Works great when I need it, although logging on takes forever.

Wireless access on 5th floor is not consistent some times when using Laptops checked out in library

I feel that most of everything is reliable. The Wi-Fi meets certain needs even though the speed lags at times. There should however be more connected areas because other schools, the standards are a lot higher. This will help UNLV get known as a very efficient and connected wi-fi school.

At the UNLV library, the speed of the machines is pretty good.

I do not have a laptop that supports wireless.

I usually use a wired connection while on campus and I use wi-fi with my cellphone. Entering a user name and password all the time can get tedious.

It would be nice if there was another option other than logging on each time you use it. How about registering your computer once and then you will be automatically logged in after that. <~ talking about wifi.

Where wired connections exist, they are very fast. Unfortunately wired connections are quite rare - which would be okay if we had more hotspots. None of my MBA classes have wireless connectivity and power plugs are also rare.

I have never had to wait for a page to load for more than a few seconds.

It doesn't freeze up on me and it is even faster than my computer at home which amazes me because I find that it must be harder to maintain public computers because of all the things other people might install into them.

Sometimes the computer lab in the CEB on the 2nd level, the internet seems to time out or become disconnected often. FYI - it is also very warm in that computer lab.

I have no complaints

Wifi disconnects constantly.

Sometimes I have to hold my computer a certain way just to pick up a faint signal in some buildings. In the FDM first floor I can rarely access the internet or if I do, I lose it quickly. Same thing with in the WRI. The signal needs to either be made stronger or need more locations within a building with WIFI.

There are a lot of dead wi-fi spots in the law school. Because I'm a law student, all I care about is wireless at the law school. We do have it, but many spots around the building have very weak or zero signal.

The computers can be faster but they are not slow at the labs.

some classrooms in the cbc buildings do not receive wireless or if it does it is extremely slow to the point where checking email or even trying to log onto webcampus is virtually impossible

when I lived in the dorms it was like lightning.

Notes on the UNLV's Wireless Network:

When I am able to connect to the wireless, it has been reliable. However, streaming videos online is not always smooth. I have encountered many times where videos have to buffer constantly which makes the videos highly unwatchable. Keep in mind, these are not high quality movies that I was streaming. These were smaller videos on multiple websites, with the length probably at the maximum of 20 minutes.

I have also encountered multiple problems with getting re-directed to the Wireless Log-in Page. Often times I can connect fine to the network, however, my browser does not re-direct properly.

I tried IE7, and Mozilla Firefox 3.x.x. I end up having to browse to the Wireless Log-in Page manually, which is not always fast to load. This has happened on two of my laptops: one ASUS EeePC and one ACER Intel Core2Duo Laptop

The wired connections in the lab I use are adequate for web surfing, but as soon as I connect my GIS software to an online service, it brings the network to its knees, the lab computer freezes, and I have to close the application to recover. This does not happen when using my aircard in the lab.

Wireless signal is weak and slow in my classroom on the first floor of the BEH.

Beh building has terrible signal. Beh 107, 127, 111. Rarely have signal, if so, very slow.

The BFA Art Studios need wireless internet access.

As far as I am aware, there is not a WIFI location in/around the CBC, which would be very helpful.

Wireless is not always working in certain locations.

It would be nice if the wireless network wouldn't kick me off every 5 minutes.

wired internet runs slow a lot of times and sometimes my internet will quit for no reason.

Make the dorms wireless
On some days, the speed of the internet is very slow. Trying to log on to webcampus on days when classes are held in computer labs can be slow and irritating.

WebCampus is too slow.

I would like to have string wifi connections everywhere. So that while I am waiting for my classes I am able to work on things on the computer.

Wireless service in the law school is "Okay" at best; it "bleeds" through to the first floor and in some classrooms it is really pathetic...

Low signal in most classrooms for wireless.

Most of the time the Internet is reliable and fast to load pages.

I work in the Westwood lab at the school of Architecture - dual monitors and high speed computers. Working with programs such as ArcGis, Cadd, Photoshop, this helps shorten the design process.

It is very superb.

Little to no WiFi in CBC class rooms, FDH and EGR building B wireless is intermittent.

Although have great connectivity in SU and Library.

only times i've used internet at school was at computer labs/library.

Never use computers on campus. May bring laptop if there were more places to get WiFi.

My laptop is not configured for wireless but I plan to have it fixed.

I use online internet occasionally from the STS complex. The service is spotty and slow in that location. Increasing the number of locations would be a beneficial service.

Because I wanted to set up a small LAN for some experiments, IT told me to sign up for Novell. I did, and now I have an extra layer of sign in for no reason.

The bandwidth needs to be increased. There are times I have a connection, for example, in the SRWC and there is no actual internet coming through, or the internet connection is so slow that pages and applications time out: I have tried doing web campus homework in that Balance Cafe and the connection is usually slow.

I think unlv should make more wireless locations because in one of my classes (CBC C BUILDING) i dont get any wireless signal at all.

More wireless locations, particularly in the residence halls, would be excellent.

There has been times in Aug. 2008 where i went to use Webcampus and the system was down. Besides that it works very well.

the wifi connections on campus are not very good

computers in computer lab takes a little bit of time to open up

however, i face no problems using my own computer

i have never had a problem finding a place to use my laptop

I have never used the wireless services at UNLV and don't know how many wireless locations there are on campus.

we should be able to access Wi-Fi from any location on campus

I really like the speed of it and I personally use it a lot.

Some classrooms do not pick up UNLV wireless

Only twice of the multiple times that I have used the wireless service has it ever been really slow.

If we have the money (Which I doubt with these d*mn budget cuts...) I would like to see more of the campus with Wi-Fi.

Every classroom and lecture hall should have Wi-fi.

Were students can use the Wireless connection from ANY outdoor sitting area - especially if the foot traffic warrants it. We generally have beautiful weather in Las Vegas- might as well put it to use!

The times that I have used wireless with my own computer in various locations throughout the campus, and the wired connections in the Library on the library's computers. Both had quick and reliable speeds. The only time I remember not being able to receive a wireless signal on campus when I would have liked, was while sitting in the middle of CBC's giant lecture hall. No surprise, and not that inconvenient considering I can access the 'net virtually anywhere else on campus that I've tried.

I've never had problems, so no reason to be dissatisfied.

I would like to see more wireless services, especially in the study room off of the Book and Bean. This seems to be the only area that is quiet.

I've never been in a spot that didn't receive wifi

there are no wireless internet service in some classrooms in building CEB where i have a lot of my classes.

I've brought my wireless laptop to school before and the speed was just fine. I've never found a place on campus where I couldn't get internet, thats why I answered dont know to the last question

I study architecture at the architecture school, but also in the downtown design center. I tend to use my laptop for my work, so it is convenient for me to be able to set up shop anywhere on campus.

I get frustrated when I can not register for classes because of one reason or another.

I can only connect to wireless in the SU.

Total Respondents 250
2. Describe technology information you would be interested in learning about:

1. Building/Coding HTML/WebSites.
2. more audio visual programs.
3. For starters, what's all available as a student at UNLV (hardware and software).
4. nothing
   I would definitely like to hear about the technology related to my field which is in the hotel college other than that I would also like to go to a few workshops on web designing and free lancing.
5. Tools for the 21st Century student as well as Web 2.0 applications.
6. discounts on high-quality lap top computers, discounts on software suites
7. Apple's interface.
8. I don't really know a whole lot about technology in the first place so I wouldn't know what to learn about.
9. Internet Connections
   Learning to use basic programs that are used for school like the microsoft office programs and adobe reader. Learn how to do proper attachments in email and what are good programs to get as well as what is worth the price.
10. Everything available at UNLV and all Landscape Architecture technologies.
11. note taking software.
12. gmail
13. LexisNexis and Automatic citations
14. No input.
15. web campus and unlv technologies
16. I would be interested in learning about the latest computer software programs and other accessories, cell phones, and mp3 players.
17. I like the weekly descriptions that are sent out as to what is going on at UNLV. the ones that come all the time are a little annoying. I know that they are helpful, but they clutter my inbox. It would be nice if you could figure out a way to send them out in bundles rather than sporadic.
18. I would be interested in learning how UNLV is going to make accessing technology necessary for our school experience more readily available to all students.
19. Adobe creative suite
   Website design and publishing, maintaining computers, how to backup drives properly, how to protect myself online, how to properly use firewalls, etc.
20. adobe products, pdf to photoshop ot after effects...
21. Don't know.
   Learning how to use Microsoft Office. Most classes will require a student to use Word, PowerPoint and sometimes Excel. But the other programs aren't used. It would be great to go into the working world having knowledge and experience using all the programs in Microsoft Office.
22. There's nothing specific I'd like to learn about.
23. Anything latest.
24. ONLINE video at the main website link
25. 24 hour access to labs and registration information
26. Specifics -- for future technologies that might be deployed.
27. How to use essential academic programs more efficiently and effectively. Ie. Microsoft Word, Power Point.
28. na
29. I'm not sure.
   I would like to know how to build sophisticated websites. I can build simple ones I just want to know how to build more options into my sites. I would also like to know where I can checkout and use great technology at unlv
30. Anything really
31. How to maximize programs for school purposes, e.g. Microsoft OneNote.
32. The unlv files sauer thing.
   I think UNLV should co-op with a local buisness ie: MAC store/CompUSA and mail a discount coupon out to students from UNLV in a technology newsletter. It makes money for vendor & saves students money. Thats big in the down economy.
33. technology information is a very general term.
34. None.
35. Anything pertaining to cyber security, keeping students safe from technological attacks
36. Programs used every day like Photoshop, Microsoft Office, etc. If not free workshops then maybe create such classes under the appropriate college/major.
37. Can't think of any.
   Only information required for school/work use. That is not my area and I have no idea where I would even begin.
38. What RSS feed and Listserv is.
39. I am not interested.
40. None that I can think of offhand.
Design software; Adobe programs

the use of html

N/A

I find that typically I know more about technology than a lot of the people at these help desks and lab assistants. I would like basic computer upkeep, as well as the newest technology insight and advances for the basic student. Affordable deals on laptops on campus and off campus-possibly a deal with a business that refurbishes older laptops etc.

The newest things in development or on the market.

I am not very computer literate. I would like to know what is going on and stay with the times. I would like to know about things that would make school easier like spreadsheets and maybe a handout available on line for an easier step by step because if I don't use it constantly I am likely to forget.

I have a very hard time keeping up with technology basic trainings on outlook or or certain microsoft programs such as Access

No Answer Entered]

just friendly technology tips in e-mails. This will keep me updated with the latest gadgets and how to keep systems running smoothly. It is learning about the small things that makes all the difference.

Nothing taking a computer class can't handle. Though it would be greatly beneficial (and amusing) if the same knowledge provided in computer classes were provided for FREE as "technology information."

The technology information I'm interested in learning about is when I have a problem that forces me to learn about it. I'll do a google search to figure out how to accomplish something. I do tell friends to call the UNLV help desk for things though.

photoshop and webpage

Music software, maybe photo and video editing software

Open Source Software

Using design programs like ProEngineer or Autocad.

whatever technology that will make taking classes and learning easier.

RSS Feed and Listerv

'how to' workshops on how to use programs would be nice

I only ask for help at school when something is broken in the network or in the printing dept. I haven't found the computer lab technicians very helpful when needing to do something such as opening files or what not, but I have seen people ask for their help when trying to use certain web features such as WebCampus and they don't seem to receive the personal help they require. Student technicians should receive more training with interpersonal skills as much as they require more technical experience.

Online access to training.

I never knew I could do the above

Usually none, unless it is absolutely required.

Creating an online store.

Animation software that can be used for making lively animated slides for presentations.

I would be interested in learning about audio (MIDI) technology.

Only if there was something new that I would not be able to use unless I had instruction.

Linux and open source programs.

Time management

Computer note taking

Computer test taking

Computers in the classroom

Effective Research

How to get programs that clean your computer and are easy to use, reliable and affordable for use with my computer at home.

computer programing, and software cleanup

I am more interested in the introduction of technology such as the creation of the iPhone, BlackBerry Storm, etc. I am also fascinated about programming and codes that I see often such as torrents, open dns, etc. Regarding programs, I would not mind learning how to use Adobe Photoshop, continue using Dreamweaver and CADD.

Web cams

Training courses offered by OIT are not advertised well. I came to know about them just a week ago after spending 10 months in unlv. Courses offered by TLC on the other hand are advertised well.

how to use new software available

just the newest things coming out like cell phones, mp3's, computers, laptops etc.

whatever I need to.

GIS

I am very familiar with most programs.
3. Earlier you said UNLV technology does not meet your academic needs. Please tell us how campus computing can better meet your needs.

1. The e-mail system is horrendous and needs to be fixed!!!!!!

   - Provide Macintosh computers for use with all programs available for architecture and film studies at all times, not just when there are no classes. There is not sufficient time available to the students to really learn on their own. There are no lab assistants who are educated on the programs to help students out, and it is highly inconvenient to be kicked out of the only room that has the programs you can work with, for a class to start. Some of these programs require a lot of work and some people must work full time to put themselves through school. So maybe the college can appreciate that and give the students what they really need, more Macintosh computers and not another dorm building or upgrade to a building that is fine. Stop wasting our money on things that don’t need to be fixed, and fix the real issues.

   - Access to terminals with better processing power would be nice, as would comfortable chairs in places other than the library. Additional labs with CS3/GIS software would be beneficial. A dedicated graphics and large format printing lab would help students who have to make posters or maps.

   - I do not use RebelMail because the system is not user friendly, and I am not happy that I had no say in my username (and my username does not match my actual name). I do not like Webcampus for the reasons I have stated before. I do not use the computers on campus because attempting to locate a computer lab is time consuming, and the library computers are always in use. The few times that I have attempted to access the wireless on campus I have been unsuccessful, so I prefer to leave campus for my computer needs. I don’t know how these issues can be fixed.

   - Printing in the law library is a nightmare. If printing in computer labs are free, why can’t printing in the law library be free too? The PCs load slowly and the newer, faster computers are in buildings that don’t seem to need them (like the education building). Why should the education majors have access to nicer computers while the rest of campus has to suffer with slow computers?

   - Access to Mac desktops.

   - More user-friendly WebCampus/Web Registration.

   - I think the fee should only be necessary to those who actually use the Internet at the school.

2. More computer labs and longer hours

   - GET WIRELESS EVERYWHERE. That is the main theme to my review. I dont have wireless Internet in HFA or Grant Hall. I am a visual person pursuing a visual degree I need to have access to visual material via the internet in my classes, and in my school.

3. Faster computers, with a faster wifi network.

   - There should not be a required technology fee. It should only be applied to classes where the technology is really used. I have classes where the only advanced technological thing in the room are the light bulbs. If you call a chalk board and chalk expensive technology then I would have to say that the money is well worth it. When a teacher uses less than $4 worth of chalk per semester then I think I am being robbed of my meager wages. If there are 50 students per class paying at least $4 for one credit hour then UNLV is robbing them of approximately $200, minus the small cost of chalk, and don’t forget the cost of the eraser. Knowing that UNLV is not a ‘university’ but a corporation, people must expect to be charged for nonsensical items, most that are unnecessary, unknown or not used by those who pay for it.

   - Better programs

   - Better workstations

4. I use it at home, no reason to go to UNLV.

5. Webcampus seems to be repairing or under repairs, also I have had many times when assignments are not sent for whatever reason

6. On campus there is a need for more wi-fi internet spots, some of the lab instructurs do not seem to know to be that well informed about computers.
The internet jacks in room 108 of the Technology building are not operational and my computer does not connect to wireless well at all.

I would like access to more free program downloads such as Microsoft Office, SPSS, etc.

UNLV needs to adopt a uniform policy across the board on how a lab should be setup and force managers to routinely upgrade the systems so that all software is roughly the same version. Also all labs should have Openoffice installed because its free and students will use it because we are notoriously poor. Upgrade systems and fix non-working computers. Make sure printers have paper, toner, and ink. Laser printers are expensive initially but for the money they offer alot more printing capability. The use of ONE ACCOUNT in any lab on campus, in addition, the need to use only one account to have money in to print. All students should be able to print from all labs even the special ones, if I need to use a mac I should be able to go into the college of education labs and use one not be told it is only for one set of degree students.

I feel that UNLV technology is not simplistic or easy to use, so instead I work at home and find other options than wasting time with UNLV technology to try to figure it out.

it's ridiculous that the wireless does not extend across campus and even in the "hot spots" the speed is horribly slow.

The computers are so slow. Need to switch to Apple.

I love the library, it works well for studying. However, lowering the print prices to 1 cent per page would be really helpful, those pennies stack up and that would mean a lunch or snack which is helpful!! The chairs at the library (the hard wood ones) are extremely horrible, these need to be upgraded!!! They are often the cause of back aches upon studying for more than an hour and of course, our bottoms suffer greatly from the hard wood. I know its a small thing, but this would definitely increase people's ability to study if they had better chairs, it would make us look forward to studying in the library more often rather than dread sitting on the hardwood chairs only to come out frustrated from studying and tired as well as having back aches from not being able to adjust the height and one's posture on the chair which is more possible with the computer chairs. FIX IT!!!

Make the labs more available and do not allow the lab techs to close the lab in the engineering building early because they have a date.

Have the labs open later, wireless internet in the dorms.

I think that for a lot of students who do not attend classes on campus or live on campus it makes no difference if there is a computer lab or not. I won't ever use a computer lab because between my work and home-I don't need to.

Install engineering software at additional lab locations.

HAVE A BETTER AND BIGGER COMPUTER LAB FOR THE ART BUILDING.

We should very rarely "HAVE" to come in to the library, student union and the infamous information station to gain access to critical services, such as library access, internet access, copy account access, etc. after these accounts were created. I have been at UNLV for 9 years now for my BS and MS degrees and Research post. In several times, I have to update my account status, library card status, etc., etc. Why can't all of this foot work/ paper work be automated through a phone call or a nifty web service like this? Every semester it's the same thing, gather any paperwork, pack the back pack and start walking all over UNLV. Seems counter productive to be unrealitic for this technologically efficient society we now live in. Thinking ahead, I am going to copy and paste this comment into all future Student Survey's until something changes or UNLV makes updating aging accounts (> 0.25 yr) easier.

more wireless locations. faster connections

As a graphic design major, I feel that I need access to computers in the classroom more (ART 107, 108)

Campus tech does not have many of the programs I use on a regular basis, e.g., Dragon naturally speaking, Atlas ti. etc. Additionally, the training opportunities offered through the Library are often designed for individuals who seem to need remedial training on computers, not technically savvy college students.

You have this very nasty policy of not sending my outgoing e-mails or letting me receive incoming e-mails on RebelMail when I am near my storage limit. I do not have to be over the limit for this to happen. If you are going to enforce the rule, then at the very least you should tell me you are doing it.

more access points

Make the registration process easier for CCSD teachers.

Computers in Library need engineering software such as mathcad, autocad

Total Respondents 36

4. Earlier you said UNLV technology meets your academic needs. Can you tell us what we're doing really well in that area?

I appreciated in your survey the options for things like 'I don't know' and 'Never use'

It is good to have Wi-Fi on campus and the computers in the grad lounge in the library.

I think that WebCampus, for the most part, is very easy to navigate and is user-friendly. I like taking the online courses because the WebCampus is great. I have not used the computer labs very often, but the few times I have, I have not encountered any problems or speak of.

The computers have the programs we needs like microsoft office that is a big thing. We have a lot of labs which is good. I do not like how almost the computer does microsoft visio. At home most students still have an older version so yeah the files are compatible, it still makes it hard to use. I do like how the BEH lab has both microsoft office 2007 and 2003.

Providing licensed softwares like MATLAB and other stuff and lettign us access IEEE papers for my academics

providing wireless internet really...

UNLV's wireless makes web research very convenient for those of us with laptops. Although I feel it should be made available in more areas on campus, I have been satisfied with the wireless. Webcampus also makes it easy to retrieve course materials, check grades, etc. Rebelmail is easy to use and is convenient.
1) tech support helped fix my working computer.
2) I downloaded anti-virus software from unlv website.

Providing students with access off campus. Also, offering a great deal of locations for the computer lab.

The Media Resources desk really helps me keep on track with my classes when I have to miss a class. The people there are very helpful and polite.

The wireless connection is good. I can log in whenever I need. HOWEVER.. I want to be able to print from my laptop in the library, but I have Vista.

Again, this is my first semester at UNLV, but so far the lab availability has been great, much better than the library, not as crowded. Everyone I have needed for my classes has been available. The only thing I have detected are a few WebCampus software glitches. 1.) When I try to open powerpoint presentations downloaded by my professor, I get kicked out for security reasons, so I have to go back in and re-open. Not a major hassle. The other glitch is occasionally when I try to download files and have in a Webcampus email, the my computer icon is not showing, so I have to re-boot and hope that a specific window shows up (not sure of the name in the title bar, but it allows me to select a “run” option), then everything is fine. Otherwise I have been pleased with the labs.

Oh, one other thing, its nice when the lab assistants enforce the rules of the lab, like no cell phones, or keeping people quiet, no food etc. Makes the lab a much more professional place and helps me concentrate on my work.

Thanks

Fast internet connection, easy log in/out, clean labs, nice size monitors

everything is very easy to use

Providing new development programs, such as adobe flex, in MIS classes, as well as keeping up to date with the Microsoft Office Suite and Vista in the computer labs.

There are always computers available when I enter the library. I feel satisfied with the technology inside the classroom as well.

very convenient.

Getting WiFi was the best thing - It just needs to be available in all areas of the UNLV campus without any problems - One time I logged on and it booted me off all of a sudden and then another time I was in a different classroom that I have never been in before and I was not able to log online for some reason - it wasn't recognizing WiFi

By providing the myriad of library subscriptions.

Online access both wired and wireless
great

The access to computers is definitely something I have gotten used to plus the advantage of no-blocking is an added bonus as I dont get a blocked page when I try to search for even non-explicit contents.....

As a computer assistant at 2 on campus computer labs, I am required to know more about the programs than most students. I believe informing the students of the basic usage of computer labs would be an improvement. For example, I have worked in the LRC for more than 7 years and find that most students do not know that they can save information on their H-Drives AND that they can access this information off campus. Many students do not realize that when the computers are ghosted and froze, that no information they save on the desktop or D drive will be remain after they log off and the machine reboots.

Also, as a part time instructor who uses webcampus with classroom teaching, I find that many of my freshman students do not know they need a Novell acct to log onto campus computers outside of the library. I find myself having to give many of my own student one on one instructions in getting a Novelle acct. and guide them through using the Webcampus system.

The main things that I need to do at school(logging onto the internet and printing), UNLV technology enables me to do this with few problems.

providing more info. via email instead of posters and wireless connections for laptops

When I was taking online classes in the last summer they had no need to help and explained the system to me. I also went to the office and they explained more items I didn't know about it. I have learned the UNLV technology offered to the students should really be used. I have truly used it to my benefit with school and have better organized myself. And it's more reliable then my home computer.

The common programs that I need are provided across the campus with pretty reliable computers.

Almost everyone of my classes/professors have used Webcampus to some extent, this makes it very easy to achieve my goals.

I have access to wireless wherever I am needing it.

Webcampus is very organized and is easy to navigate. I take online classes every semester and I feel that Webcampus is very beneficial for me. Webcampus has also evolved and improved over the past 2 years. It is a great system to have and I like having the option to use it whenever I want.

everything is easy to use and understand

Wireless Internet Service is very important, especially for those of us who have laptops. However, more Wi-Fi spots are needed.

Computerization, such as registration and class functions, is the new way of doing things. It's good that UNLV is embracing this new trend. However, its systems badly need streamlining.

Many are not up-to-par with modern technology.

Web campus

Your login works quickly, the library one stinks, and I can usually get to a lab pretty quickly if I need to.

Fast Internet
Many locations
Good Printers
Nice staff

Everything in webcampus and the unlv homepage is easily accessible, easy to understand, and usually pretty quick.
Providing computers to search on the internet. Providing microsoft office, providing a large amount of computers, providing services like webcampus, providing wireless internet on campus.

being able to download files and save, print, store.

I haven’t had to much trouble logging on. Your systems seem to always work when I’m on them.

I also know that if I have a question I can get an answer.

I used WebCampus for classes that I taught and found it helpful. The email is great. Right now, that is all that I need. I like the classes offered and attend those that I can use.

the programs required to complete my assignments are available.

Computer labs are really resourceful while working for submissions. They are fast and have most recent useful softwares required for Architecture students.

Most of the softwares I use are available in the computer labs (TBE A311 or TBE B367). Also, never had a problem with getting a computer station in the computer labs.

I’ve always been able to find a computer (at least in the GPSA lounge) when I need one and it has all the software I need to do what I need to do.

You have at least some access to Linux.

UNLV meets my needs when it comes to having access to a plotter and large format scanners.

Access to internet, more wireless hot spots would be nice though.

Having it available suits my needs. I do not need anything more than what UNLV provides.

I think that the wireless is the best thing about technology on campus. I usually go to campus, even if I don't have a class, or stay late because the wireless and the facilities (such as comp labs and library) since I don't have a printer at home.

The technology resources available to me in the library sufficiently meet my needs as a student. I do most of my printing there because of the low cost.

It help get satisfying grades on my classes.

My wireless internet connections in class work very well. That is the only UNLV technology about which I'm aware that I've had exposure.

Helpful in person staff!

Research, research, research! UNLV's computer research capabilities have improved exponentially since arrived on campus 2 years ago.

Computers are easy to access most anywhere on campus.

The network is very responsive

access to programs I dont have a home. Like peachtree.

Its easy, fast, and most of all convenient in locations around school. I can check homework, updates, and also personal needs in between classes and as time allows. I can step ahead and do homework on campus rather than waiting to get home and needing to rush, etc.

They are in almost every location on campus and are easy to use.

I am able to interact with the web-campus and have a continuous up-to-date advisory since mail can be received in the particular class, etc.

As I have little experience with college related technology, I just assume that UNLV is meeting my very low expectations. Accessing the library online is a strong point.

they provide accurate help for students most of the time.

The Web Campus Program has been very useful for me to download lecture materials in the form of pdf and audio files, I have been able to check my grades regularly and assess my progress throughout the semester, and I have also had the chance to communicate with my professors and other academic officials via rebel mail effectively.

Providing wireless internet access around campus is a very good idea, since it allows me to do my work anywhere it is available. However, as previously stated, the coverage in some important areas are lacking.

when the internet is working its fast and the computer labs are accessible

Webcampus works well for me in regards to ease of use.

Provide computers and printing when I really need it, ie computer labs. Keep up the good work and expand the availability of online registration.

The computers are reliable and have large monitors. The large monitors are a nice feature because it does not force me to strain my eyes attempting to read the text on screen. Also, the school computers are not filtered like the CCSD computers are and this allows me access to websites I consider useful and permits me to access information useful to my classes.

providing the services around campus. If you look, I think that finding computer labs are pretty easy. I don't usually use mac computers, so finding a PC is pretty easy. I think that as student, we should be able to log in between semesters. When I was first enrolled, I could not log into the system because I didn't have my id and it was quite complicated to get started. Also, during the summer, even though I was planning on registering, etc., it was problematic to log into the computers at the library. If I'm a student, I should be able to use the computers. At my undergrad, we still had access to the systems a year after we were graduated. During periods between semesters, why make it hard for students to get online? I think they need a better grace period before they put your account on lock-down.

The few times that I have called the help desk, they have been very helpful in walking me through the steps to get my problem resolved.

Good in limiting downtime (i.e., very rarely are the computers not functioning)

There are a sufficient amount of computers in the ASL and Computer labs for me to use. I rarely have trouble logging in also.

my computer is working and you helped fix my rebelmail address

The use of internet in the rooms as well as wi-fi on campus

The wireless connection in the law school buildings works just fine, and thats really my main need on UNLV campus.

On Webcampus. I can easily view my course requirements and grades

easy to find information.
78. WebCampus keeps me up to date with all my course assignments and Distance Education courses. I wish all the instructors would use it more. I also have had positive experiences with the tech help.

79. Numerous computer labs on campus lab hours are excellent.

80. There are adequate amounts of labs found throughout campus.

81. The computer labs have relevant professional software available. The internet speed is great.

82. It helps when typing up papers due. It helps to find the books I want to read from the library.

83. Just keeping the computers running with internet access meets my academic needs.

84. I am taking a Music Technology class and I am learning a lot to further my career in music. I am very happy to that I am taking that class and have recommended it to all of my friends.

85. WebCampus, On line notes at Professor’s websites, I like the availability of computers and internet. The hours and number of computers allow me to get my work done. I’m also glad that printing is cheap and easy to do.

86. My ability to contact professors through webcampus is a dream. Their replies are prompt and they are more likely to reply to an email than to return a phone call. Also WebCampus is so easy to use, I didn’t even have to ask anyone (faculty, students, Help Desk staff) how to use it.

87. By making it easier for the students to take quizzes/exams/journals with almost immediate results. Up to date announcements are well appreciated especially for any changes in the calendar. This kind of technology extends our classroom lesson to a more relax and less structured environment.

88. Providing wireless internet, late library hours, cheap printing

89. The computers are very fast, have large screens, printers connected and work quickly.

90. Providing access to key technologies like computing and printing

91. Inside Lied Library the wireless spectrum and coverage works everywhere I have tried it. As a graduate student, this is very important. Its also nice to see a plethora of 115v outlets.

92. Having computer labs available all throughout campus...

93. Can’t remember a specific moment. Just keep up the good work.

94. Computer access is great.

95. Hours are very well set up, convenient for students who work in the morning and night. --- a lot of computers available and internet access throughout campus

96. Everything that my professors require can easily be completed by using the technology on campus.

97. I can get the information I need for classes!

98. There are enough computer labs that I can easily access one if not the other. Generally (except for midterm-finals time) I can find an available computer if I did not bring my own.

99. Computers are well maintained, wireless has always been accessible, email and webcampus is overall pretty reliable

100. It plays the media files I need from webcampus for my online classes.

101. I am able to use the wireless access on my laptop, in most places on campus.

102. I’ve been able to do all of my Nursing PhD program online from 500 miles away and everything has worked great.

103. A lot of my assignments are accessed through the UNLV Web Campus site. I can do all my classwork from home.

104. Providing the technology

105. I have access to internet through the use of my own computer

106. It’s always available.

107. I like how there are almost always computers available for my use. It is where I do most of my homework.

108. The speed of the internet and the availability of the computers and the network are fast, very convenient and easy to use.

109. The internet speed is pretty good, which make easy for me to research or use internet. and there are many program in computer such as Microsoft office.

110. There seems to be plenty of computers available. Even when the library computers are all in use, I will most likely be able to find a computer to use in a lab.

111. It meets my needs in that I don’t rely on UNLV computing unless I’m without my own computer or I need to write a paper and hunker down in the library all day. There are plenty of computers to choose from, even though I don’t always remember which unlvc password to use.

112. There are multiple areas that I can access the internet and the computer labs are open when I need them. The lab assistants are there to help me if I need it, and I have never felt like I was a nuisance.

113. Many computers; campus-wide WiFi; and up to date technology.

114. I think there is enough technology on campus to always get my work done. The computer labs are really great. The only thing I wish is that we could add money to our computing accounts directly.

115. Music Technology

116. Computers are readily available if I need them, I can always find someone to explain how to use tools I don't know.

117. There are computers that I can access to print out the necessary materials I need for my classes.

118. Computer access at school is very easy and reliable in the Honors College Computer Lab. I never have to worry if the internet will be working or if I'll be able to use a computer.

119. When I need to get online I do not have difficulty finding an open terminal. And when I find one I can accomplish what I need with relative ease.
A note about the webcampus. I have been at UNLV for some time now (over 4 years) and I feel webcampus's biggest issue is the professors that use it to teach with. It has tremendous potential and the instructors rarely use even 30% of the tools available to teach with. The experience can be far more greater than just a class.

I feel when I take classes online that the professors purposely provide obstacles to learning. (I feel they are intimidated that it is taking their jobs, thus they purposely do not put the time and effort into a rich learning experience for the student) Contrary they use the technology as an purposful impedament thus making it as worse an experience as they can for the students and purposely strive to lower GPS's with this technology.

I would propose that an member from the technology department randomly select any online class and maximize it using the teaching technology available. This template and compare it to the class being offered and the technology and teaching tools this class offers. I think you will see a "great" difference.

1. My laptop is not configured for wireless but I plan to have it fixed.
2. There have been times on campus that while in a Wi-Fi area my internet has just stopped.
3. I have never had a problem with any technology resources on campus or at home.
4. Some buildings and rooms do not have Wi-Fi connection and since my classrooms tend to repeat
5. In regards to technology, easy to find information.
6. Hours are very well set up, convenient for students who work in the morning and night. I love the
7. It's always fast, so no complaints from me.
8. By providing the myriad of library subscriptions.
9. I used WebCampus for classes that I taught and found it helpful. The email is great. Right now,
10. I love the library, it works well for studying. However, lowering the print prices to 1 cent per page
11. If I have to go to a computer lab to print to computer lab printers without having to move the file to a thumb drive and go to the lab.
12. Wireless rocks. Online database remote access is great. Computers are always running
13. The computer labs I use are the ones in TBE and in FDH, these labs have most of the software
14. The computer labs are really quick and generally accessible.
15. You offer many computers, in the library and in labs around campus. The computers in the library
16. The newest things in development or on the market.
17. Adobe creative suite
18. Online access to training.
19. I just like how the computer labs are available at the hours I need, and its free to use! I also like
20. It doesn't freeze up on me and it is even faster than my computer at home which amazes me
21. Adobe creative suite
22. Easy access to web campus and current student information.
23. Ease of access
24. Wireless rocks. Online database remote access is great. Computers are always running
25. The technology is REALLY up to date
26. Technology is VERY up-to-date and high quality. It is easily accessible (in many places, for many
27. In the classes that have had them, I prefer having assignments and quizzes online. Plus having videos and PowerPoint presentations posted on WebCampus has been helpful as well.
28. I love the ability to access computers and internet virtually anywhere on campus.
29. There have been times on campus that while in a Wi-Fi area my internet has just stopped.
30. I have never had a problem with any technology resources on campus or at home.
31. Some buildings and rooms do not have Wi-Fi connection and since my classrooms tend to repeat
32. I have no complaints about the use of webcampus for classes, other than it being incompatible with my browser, it still works just fine.
33. The computer labs are great and easy to use.
34. I find the Webcampus to be very user friendly. The website is easy to navigate. The library is
35. I love the ability to access computers and internet virtually anywhere on campus.
36. Ease of access
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116. I find the Webcampus to be very user friendly. The website is easy to navigate. The library is
117. Easy access to web campus and current student information.
The fact that it is there meets my needs.

I feel that I am able to contact my professors and classmates easily. The system works when needed most of the time. I can submit files to my teachers and learn online. I can register online. All of those things are important to me.

Having all the necessary tools to meet with what is required of the students at UNLV. Access to computers, printers, internet and wireless access are all important tools necessary for today's students. There are many places to use computers on campus.

I have had great success in the library and in computer labs in the library.

Speed of internet, availability of printers, ease of access to wireless network.

n/a

any programs I need to use are typically available on any and every computer on campus, it's very handy

The resources the computer have are what the teachers require our projects/papers to use. The amount of resources we have such as search engines/bibliographies are most likely unknown to many people.

It is available in the library when I need it.

Lots of computers available; relatively fast and very reliable wired internet connections; excellent help from students and Tech staff; variety and availability of Tech. training programs

The computers and printers in the Lied and CML libraries work excellently to serve my needs. They're fast, I can log onto them with the same UN and password, and the printers shoot out the papers I need at an excellent pace and a fair price.

on campus availability of computers/wireless networks and speed of internet access are adequate for my needs

The computer labs I use are the ones in TBE and in FDH, these labs have most of the software needed for my engineering modeling and/or foreign language study. It would be nice to be able to have easier access to program installation (if needed) however it has only been once or twice was a problem

Generally, If I need a computer in the morning I can find one in the MSU. The computers are clean and not difficult to use. It has the necessary programs I need to use for my classes.

There are computers available all over campus.

There's always the latest programs on the computers. I can everything on a campus computer. I can access my email when I need to and do some homework online when I have some extra time on campus.

Webcampus is great. I love taking quizzes and having access to documents and grades and e-mail through the class. The library access to articles and journals from home is also very useful. easy use of the computers and can easily print things when needed.

Ease of use for web-mail and online classes

It works.

The access that I get with technology is fast and reliable.

as long as I have access from my dorm I'm happy.

By offering wireless internet around campus and by hosting the webcampus/registration online.

Everything

information is easy to access because there are many options in order to find it.

ample amount of computer labs, updated computer hardware and monitors, faster

Getting Wi-Fi

There are a lot of computer labs located throughout the school which makes it nice that students can stop in before class.

By simply providing it.

Providing an email account and providing the software in the Engineering lab that I need to meet me academic needs.

I have access to a computer when I need one. They are reliable and fast. If I bring my laptop to school I have wireless and the connection is very good.

Access to information like the library

All I need is email, a place to find out information about UNLV, and the ability to register for classes and check grades. Everything else I might need I can provide for myself.

My having a very accessible webcampus system and awesome library hours. I also enjoy the architectural library and CML computers etc. You also have a very knowledgeable staff when it comes to dealing with troubleshooting.

I can get online and search papers articles get on webcampus when I need something...and I never have a problem so far that my computer froze on me or turned off. good service!

Computers are great as well as the software in them. Librarians and other assistants are great too.

Its available where ever you are!

Computers and printers are available much of the time.

Providing mostly reliable computers with high-speed connections.

well, internet access is fast so I can get my work done in a timely manner. The equipment is up to date and easy to use.

All computers are nice and up to date

I love how the computers are updated to the latest software and that we as students have access to several computer labs to help us if the library were filled

you provide computers and internet
accessibility. There are many places on campus where I can use technology

Everything is updated and new. There isn't really much I could offer to help it

Up to date computers/monitors/plotters. They are well maintained as well. Libraries are very convenient to print, but not the lab (arch lab), perhaps the printing would be more efficient if the lab printing system was like that of the libraries.

Easy access to web campus and online classes as well as up to date access to my unofficial transcripts, schedules and class listings.

for example, the webcampus, that is really good because you can talk about everything on campus there.

I have no problem getting information from the library staff and computer labs. there aren't enough computers available, and the admin. office is a disaster

It is important that computers are running error free. That in itself meets my standards.

Access to information and printing is convenient, fast and easy, both at home and in the library

Overall I am satisfied with my tech needs at UNLV. I am not heavy user of UNLV services, but almost whenever I needed them they met my needs. I like that the staff is always helpful.

When I need to get online or access Web campus I can. There are terminals on campus I can access when I need too without much travel.

It has been there when I needed it and hasn't caused any problems.

Support staff has to be friendly (some of them are not now). Also, they need to improve support service.

the facilities and internet connections make it easy for students to have quick, reliable access to technology

Wi-Fi on campus is good and meet my limited needs. WebCampus is a good tool, but it could be improved upon. Some of my professors have already found other more user-friendly programs in place of WebCampus.

It is easy to navigate everything I need from the UNLV homepage. I can access online Registration, lotus notes, RebelMail, and any other service all from the homepage.

I like WEB campus & online registration.

the use of computers in the library is really good, fast and secure.

The wired internet is quite fast, there is enough space in computer labs (though if there isn't, the next one ain't too far away), there're people in labs we can ask for help, etc.

I use UNLV computers for doing my projects. I didn't face any problems with the computer systems till now.

Internet speed are great which translates in no lag whatsoever = while doing my research ad

teaching educational videos online

Online classes, registration, and bill pay rock!

I feel like I have access to a computer on campus whenever. This helps me in checking grades conducting research, etc.

In my experience, the computers function for the daily use of what I need. That means photoshop, email, youtube, and Microsoft Word. Every once in a while I'll use statistical software for a Research Methods class, but for the most part, I'm content with the service.

There are lots of labs everywhere and usually computers become available.

available databases in the library, easy online registration, readily available computer stations around campus

Everything!

I always have access to what I need for schoolwork, ALWAYS ALWAYS! I appreciate that help.

I am able to access the internet and a computer when I need it on campus. The computers at the LIED Library are very good with the students' needs. And the WI-FI is crazy fast! But I do wish that there was wi-fi in every building.

Allowing access to computers until late hours of the day. Providing a free wireless network on campus, and even providing access to power for laptops in class.

I'm able to use the programs necessary for my classes and can find access at one of the computer labs at almost any hour

The availability and small size of the lab is perfect for me when I need to type an assignment or just need to use the computer with out having to go to the library. In addition I like how close some labs are to most of my classes in the case I need to check something quick or print an assignment without worrying about getting carried away and being late

they are sufficient enough for me to do research at school. It's great that there are many computers to use, so I'll always have a backup plan

Having well-equipped computer labs on campus other than in the Lied Library that have good hours. This is very nice

I just like how the computer labs are available at the hours I need, and its free to use! I also like how the wireless internet is free!

instructors placing tutorials/quizzes/past tests/help learning links/online help on the webcampus website. this make my learning process easier/faster and another tool I can use while attending UNLV.

I think you've kept current and used technology often. Some teachers (and students) use the technology more efficiently than others, but it is available.

I can always count on being able to use a computer at UNLV, no matter where I am on campus, and there are usually many resources available for me to use in regards to help with technology.

Also, webcampus made it easy for me to take online and hybrid/comprehensive classes, and RebelMail helps me stay up-to-date with information regarding UNLV and provides me with a free e-mail service for my personal e-mails also.

Provides access to computer programs relevant to my specific major (Architecture: AutoCAD, Sketchup, Adobe CS, Revit, Archicad, etc.)
241. My favorite thing is that I can access library files from home and work...it is very helpful.
242. As long as the Wi-Fi is working, my academic needs are met. More over the school has decent quality equipment that is always available.
243. You provide the standardized tools that I need, which is helpful since at home I don't have access to Microsoft Office (I use open office at home instead and come to school and use Microsoft Office to make sure the format is correct and print it).
244. I mostly have to use computers at school to work on word or powerpoint files. To that end, most computers work well enough. But the school computers far exceed the use I need to get out of them.
245. Ummmm well you guys are OK but that's about it.
246. Anytime I've needed something to be done, I would have no problem getting it done.
247. It gives me access where ever I need it.
248. So far I have one really awesome teacher and one so-so teacher that I can't understand. Other than that, I'm being exposed to software I haven't had a chance to see before as well as technological principles I've been wanting to learn for a while.
249. Computers are available. The internet works. I love NetStorage!
250. The computers are always running well, with great internet. I couldn't complain.
251. I don't really use technology, but it works in the classes.
252. It's got updated Microsoft Office baby, that's all I need.
253. UNLV offers many computer labs that allow me to access electronic files and literature for classes, online classes and websites, as well as the ability to communicate with professors and fellow classmates.
254. campus
255. There are enough computer labs and ways to get UNLV assess while not on campus where I can always get the information I need to problems.
256. I really like the speed of the computers on campus (I have have to find a slow, bad-quality computer), and I really enjoy the wide availability of software suites that meet my needs (such as the availability of both Microsoft Office 2003 and 2007, as well as the Adobe suite, etc.). I REALLY REALLY enjoy the fact that some computer labs (such as the one in the MSU, I believe) don't charge for printing.
257. It's really good that I can access a computer in between classes. Sometimes professors post information that is crucial for class. However, during the day it is often hard to get a computer in the library because of the high demand.
258. The self help support through web campus is great.
259. Availability and quality of the technology offered, I feel meets or exceeds my needs and enhances my learning environment.
260. Your making the technology that is necessary for the class requirements cheap (printing paper costs etc...), for free (wifi or the computer labs) widely and readily available.
261. The large quantity of computers paired with the generally good quality of your systems makes them easy to use when I need to.
262. I don't have issues ever getting to computers or printers.
263. Plenty of computers available for use. Plenty of programs available for use as well.
264. Providing connectivity to the Shadow Lane campus.
265. I like all the computers available around campus. Has made it easy to check emails and work on school assignments between classes.
266. The availability of forwarding one's Rebel mail to their personal e-mail is very useful. I read every e-mail message of UNLV, including this one, sent to me that way. Also, WebCampus allows me to e-mail my teacher and other students and get their help/opinion regarding the class.
267. UNLV technology is easily accessible and easy to use. Although, I have never really needed assistance with any technological difficulties, there seems to be a good number of assistants who are ready to help.
268. Providing up to date Applications, and inexpensive printing is very nice. :) 
269. Providing access to updated/current equipment and programs.
270. Providing me with computer access to complete my homework while I'm at school.
271. I have access to servers to write programs on, that is all I really need.
272. You have computers in multiple locations on campus, so that I never have trouble finding one to either finish an assignment or browse the web.
273. Because webcampus can easily be accessed however, I always have a hard time downloading powerpoint presentations posted by my professors through webcampus.
274. I can access books for my research online.
275. On Campus use
276. I use computers on campus nearly twice a week and at hours a time to access webcampus and the internet in general. One of my primary needs is printing which would be expensive at home on the scale I use it so the price of .02 a page is very convenient.
277. I use computers, printers, Refworks extensively for my research and writing papers. Facilities provided at UNLV libraries and my department are very very helpful.
278. I like being able to access my files and the internet on campus. I stay in BEH and the MSU most of the time, and with labs in both buildings, I always have access to what I need. The speed of the log in is much faster than the library, and the internet speed is great. Lab assistants are helpful and educated on the labs.
279. I can usually pick up a connection almost everywhere only problem is that it isn't always a strong connection so sometimes it drops.
280. I am able to access a computer on campus whenever needed.
281. Labs can be found in all areas I frequent.
282. WebCampus, wireless internet & computer labs.
283. there is relative with which i can find and use computers while on campus
284. I can easily use the computer facilities available to better my education. Nothing too out of the ordinary
285. I think that WebCampus is very easy to use and navigate. Although there are times when it becomes unavailable, I have only had it affect me once. I also like that routine maintenance is advertised well in advance so that I can prepare for it.
286. I depend heavily on Webcampus to retrieve course materials for both distance education and on-campus classes. I feel that Webcampus has a few shortcomings, but the website is pretty dependable.
287. The resources are available and although I have not used much of it due to night school and schedule, I will be spending more time Spring Semester using the labs and resources.
288. WebCampus and the UNLV website are the only forms of UNLV technology that I truly rely on. Although WebCampus does have certain issues, it serves its purpose in general. The website is great although it would be so nice to have more forms available. Maybe this is a policy issue but I need to change my major and I have a full time job, school, etc. so it is very hard for me to make it to campus. It would be very nice to be able to submit a form online. Or to download one, sign it and fax it in.
289. MSDN Academic Access.
290. you have the latest MS office
291. It's widely available throughout the campus, which makes it easy if I have to run and find something online in a relatively short period of time.
292. I never have a problem using unlv computers. The environment is perfect for research
293. The software is kept up to date and the ease of accessing a pc in the lab or in the CML is really great.
294. I am able to have access to a computer at most any time.
295. There are multiple computer labs that I can access to get my school work done.
296. There are many different computer labs with varying operating hours, there are also many different applications available. I have always been able to find the program that I need on campus.
297. Usually, my school internet connection just works - no fuss. I like that! I like that I can access JSTOR from my laptop.
298. to do research and projects
299. since the computers in the lab are very slow, by providing a wireless internet connection for my laptop, you meet my needs.
300. I study often in the library and have no complaints in the technology available there.
301. great access to material for research purposes and on-line tutorials
302. You keep everything running, and secure. Thanks!
303. There is always plenty of computers readily available for anyone that needs to use one. The only complaint I have is that up to this date I still am unaware of how printing things in the library actually works or where the computer labs are located.
304. When I need a computer on campus (since I do not own a laptop) I can easily find a computer to use to access my work
305. i use the computers in the library and webcampus at least 5 times per week, and i am rarely in need of a computer and one is not available and webcampus is easy to navigate
306. Webcampus is always working and up to speed
307. Lots of wifi spots is great!
308. I asked OIT to increase my webspace and they did it instantly...!!!
309. Since there is wireless access on campus, it makes taking my laptop to UNLV for researching and such really convenient.
310. i can go to any lab.
311. wi fi is pretty much available in any building
312. the speed of the internet is great!
313. Offering a variety of classes online.
315. I'm able to access the internet typically in MOST spots on campus (although some common spots the signal is weak), there's usually a computer that's free for me to use wherever I go, printing is easy and it's typically quiet so I can get my work done.
316. I have never had a problem with any technology resources on campus or at home
317. It meets my needs because I don't really need it much other than wireless internet. Furthermore, the law school has its own tech guy, so if I did need tech help, we go to our own guy.
318. I can usually find a computer quickly on campus. Printing is quite easy, too.
319. every time that i need the technology to write papers etc., i have that, mostly because i have a laptop
320. Just having it available helps when i need access to something and don't have my personal laptop with me.
321. having technology.
322. Computer images have been reliable and secure. I rarely see profile errors, etc.
323. UNLV is doing well at trying to meet my academic needs. Systems seem to disparate. How many logins do I really need?
324. Ease of access to computers in labs and libraries is appreciated.
325. You have provided new Apple IMACs for the design lab and we have printers but the lab hours are still a problem
326. no comment
I have access to my class information online, through WebCampus and most of all the ability to access library journals and information via the web. The lab assistant is very helpful, fairly easy access logging in, very quiet, and printing is usually very easy and quick. The computer labs have the programs that I need. It allows me to keep up with my classes.

Help desk is indeed helpful. If I need something, I have access to it. The technology is available. The computer facility and equipment, the speed of internet.

The ease of finding research materials. Having enough labs for people to work during "peak hours". The numerous technology labs around campus makes it easy for me to find somewhere to do work.

Big computer labs with large comfortable chair, large computer screens, printer prints really fast. Don Castle is available and approachable.

Internet speed and access to computers. Keeping up on the latest versions of software - CAD, ArcGIS... And this is very important. Storage on the server for the students ... You would NOT be of service to the students if you took away the public drive. ............... Wireless access on campus and UNLV Library Access off campus.

All the technology is great that is provided for the students. I have access to AutoCad and other engineering and math programs that greatly help in me completing assignments.

I am able to access the internet quickly and easily in most classrooms. Making wireless connections accessible.

I work as a graduate assistant and use the Novell network. Privacy protection and virus protection. Having it available suits my needs. I do not need anything more than what UNLV provides.

I have never used the wireless services at UNLV and don't know how many wireless locations there are still a problem. I rather use computers on campus that are already connected directly than to use my laptop. I have never had a problem finding a place to use my laptop however, I face no problems using my own computer.

I have access to my class information online, through WebCampus and most of all the ability to access library journals and information via the web. The lab assistant is very helpful, fairly easy access logging in, very quiet, and printing is usually very easy and quick. The computer labs have the programs that I need. It allows me to keep up with my classes.

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All the technology is great that is provided for the students. I have access to AutoCad and other engineering and math programs that greatly help in me completing assignments.
I have access to the systems and programs that are required to get what I need done—well...

easy to contact teacher

Once I get a computer there I can get done what I need to get done. The problem is getting a computer in the library where I am most of the time.

Remote library access to academic databases with full article access

UNLV's website is informative, comprehensive and easy to navigate. WebCampus is a powerful tool.

I really like WebCampus and think it's a great idea to have professors post mid-semester grades.

Comfy chairs

The availability of technology when I need it, along with printing capabilities in the library (for a nominal fee, and tied to my Rebel Card) have made it REALLY convenient for me to finish homework, research papers, etc. and print them out in a one-stop-shopping way. That is extremely convenient for me, since I work two jobs in addition to taking a full course load and often only have a few minutes before heading to class to print out my documents. It also is extremely economical compared to Kinko's, where a single B/W print costs $.49.

Webcampus design, support and availability meets my needs for off-campus learning.

Other than, not finding an open computer in Lied Library after 9 a.m., the computers are easy to do just about anything with (related to school.)

I like Webcampus and how you can access information about classes

The computer lab next to the library is nice and efficient. The numbers of the computers in the Lied Library are sufficient as well as the ease of checking out laptops. It is very easy to navigate online registration as well as accessing grades. WebCampus is working perfectly at least 90% of the time.

there is always a way to access a computer to get my work done. there is never an excuse for not being able to get a project or paper done.

I have used the UNLV system for the last four years and I must say that it is in fact very user friendly of Web Campus. What I would like to see especially for graduate students, a database of computer programs that can be used when accessing online work such as SPSS.

There's a large number of computers on campus I've never had a problem getting to use one if needed. Open hours of the library make it to where even with a job and classes, I can still have time to go study or use the computers for homework until late hours. And computer labs on campus are plentiful so regardless of where I am I can have access to a computer.

I don't frequent the rest of campus, but the architecture building is well wired for the student body's needs. It meets most of those needs, but best of all, it constantly improves its resources.

Help me research and communicate with classmates.

wireless internet helps me get hw done while I'm at school.

Total Respondents 390

(skipped this question)
Student_GeneralComments

Survey Title: OIT Student Survey 2008

Survey Properties:

Total Respondents: 775

Responses By Question Analysis:

1. General comments:
   1. N/A
   2. Overall, the technology here on campus is very convenient.
   3. I really despise the new webcampus, the old version was much better. I think it is trying too hard to work and too much going on.
   4. Please fix the e-mail system for everyone's sake!
   5. MORE WIRELESS!
   6. The boot up time on many computers is too long. Please find a way to do something about that.
   7. You need a web site that gives daily updates. Kinda like Perez Hilton, it would post the latest on what's going on around campus. Trust me: Nobody wants emails about our campus on their computer. It takes up unwanted space and more time. If we want to read an update, their should be a campus website that we can go to ourselves! It should be our choice.
   8. I wish the teachers would all store their documents in 97-2003 microsoft office. Not all of us the new 2007 version. Sometimes it is frustrating when you cannot open a document because of this problem. Since 2007 is so new, they should be instructed of this.
   9. My only problem is with the RebelMail system having only a POP mail option and no IMAP option. I like to use Mac Mail to handle all my email accounts. All my other email accounts have IMAP capabilities so I can sync them right from the Mac Mail application. RebelMail, being a POP account, does not give me the syncing ability.
   10. I love giving feedbacks to improve whatever I am offered and am pleased to be of assistance!
   11. add the other language in the computer. like chinese.
   12. Storage size in computer labs should be increased to proper size (100 MB is not sufficient at all). The student webpage hosted by complabs.nevada.edu should be listed for web searching. Access to student account should be easily accessible from any computer in campus not only from computer labs.
   13. I'm pleased to be included in this survey pool of respondents. Thank you for this opportunity.
   14. I just recently started taking advantage of the technology that UNLV has to offer. Once I started to use my resources, it has made my school career much easier and much more successful.
   15. I will not continue my education past my BA degree at UNLV and I will not recommend the University to anyone else.
   16. Keep improving, but you are good enough for me.
   17. I haven't had any real problems with anything so I think you guys are doing pretty good.
   18. The only part of the technology that I have issues with is RebelMail. It is the most antiquated system around and it makes it PAINFUL to access my school emails daily.
   19. You need scanners to scan text and convert to word/text editable (?) documents.
   20. We need more PRIDE at school.
   21. I usually use the computers in the library when I am on campus.
   22. I'm working on my J.D. degree which isn't listed in question 21. Therefore, I listed my class standing as Master's degree.
   23. Im glad we have the technology we have. I am fascinated with the high-tech. Make me feel even proud to attend UNLV. The Lied Library is awesome. I love it and the computers in the computer labs are great!...Nicely!
   24. No other comments that would lend itself to this survey at this time.
   25. UNLV provides an excellent medium by which students can follow their academic progress through online technologies. I hope the services provided improve in the future and become even more efficient.
   26. I am a non-traditional student and generally do not use the rebemail account for emails.
   27. we need more computers in the music library because the lab is usually either closed or has classes in it. also, the computers in the lab are only MAC and sometimes my files don't open/save correctly on that system.
28. Overall, I am satisfied with the computer systems in the Architecture building.
29. tech is good, like most things could be better, but the point being at all times all could be better,
   but things are manageable and usable and for the most part accessible. I'd like more access to
   perhaps free software.
30. Keep up the good work
31. Thank you very much for helping the students meet their academic needs. Time is so precious
   nowadays that I really appreciate anything that would make campus life easier for me.
32. The student judicial affairs committee is ridiculous and relied upon for way to many easily solvable
   problems.
33. We need to change the technology ....
34. RebellMail sucks no doubt ....We need Internet 2
35. Need streaming video
36. 24 access
37. Bravo!
38. Thank you for asking. I have been wanting to tell someone to get wireless in my school for a long
   time.
39. It would be nice to integrate some more functional component(s) to webcampus for online
40. collaboration between students. The chat feature is still pretty artificial, and only provides more
41. real-time discussion. Something like Google Docs or Zune Notebook would be great.
42. Overall, our library and technology is amazing. Regulating websites and use is a big concern of
   mine as people abuse the computer lab.
43. UNLV needs to stop updating textbooks that do not need to be changed. To cut the sky rocketing
44. cost of textbooks UNLV should cut ties with contracts to publishers to have the "special UNLV
45. edition" of a textbook. It is the same edition of a book it just has that phrase on the cover or
46. the information on the inside is moved around in a different order.
47. I appreciate all the upgrading done over the last few years - but Rebellmail DESPERATELY needs
   an overhaul!
48. Keep up the good work
49. Overall satisfied however I think the expansion of the wireless network has been long overdue.
50. Work on that uploading problem with WebCampus. It is way beyond maddening when you have
51. to try and try to submit something that you have already been working on forever and are facing
52. a deadline.
53. None
54. Overall, I think the UNLV tech offerings are good. I would like to see more printing resources and
55. better will coverage.
56. I think we are spending too much on technology. We do not have to have every update before it
57. comes out. Our classes are being cut but we have millions of top dollar computers.
58. Overall, the campus technology is pretty useful and I am quite satisfied with it.
59. none
60. UNLV needs to stop sending me so many junk emails everyday.
61. The internet, while often helpful, has ruined people's skills to effectively communicate in writing.
62. This has nothing to do with this survey, I just felt like typing it.
63. Nothing new to add.
64. N/A
65. hope my answers helped!
66. Great survey-keep up the great work.
67. It's really hard to find an open computer in the library or the lab above the student union.
68. My only real problem is that when all the computers are in use in the library, I can't go to another
   computer lab because I have a hard time logging in. Can we get free e-mail telling us the
69. procedures for all computer labs, and which ones are available for all students; i.e. are the
70. computers in the hotel management building only available for students under that major or all?
71. Thank you for having this survey and letting my voice be heard.
72. I love the technology but the system is too old and needs to be changed to a different system.
73. Lotus notes and pioneer webmail are very outdated. Since UNLV wants to move to a research
74. university having an outdated email system is not helping in that transition. I encourage UNLV technology to
75. move towards groupwise. It's very easy and accessible.
76. I think with the number of students that are enrolled here at the campus, that there should be
77. more access to computers. Sometimes students will spend hours on computers and others just
78. need quick access to print something or check an assignment.
79. Overall UNLV doesn't even compare to the other colleges I've attended for the way it handles
80. technology, the length of its classes and access to its' teachers.
81. [No Answer Entered]
82. I am applying for the Master's Program right now.
83. I've completed Masters & two license endorsements, so this will probably by last time at UNLV.
84. Regarding question #28: Will I get free samples of said "new products" you will be
85. demonstrating? *wink wink, hint hint, nudge nudge...
86. Implementing some sort of thin client technology in the dorms would be great, You can use the
87. LTSP (linux Terminal Server Project) in a powerful server running "ubuntu" and then serve all your
88. cheap thin clients which can be "obsolete computers", but we all know college students wouldn't
89. like having a huge white box on their dorms acting as a thin clients. So maybe you can purchase
90. them at http://www.disklessworkstation.com/cgi-bin/web/200107.html?id=xzApW2Y4 ; this little
91. device can lended to students at the beginning of the year along with a flat screen monitor, or
92. they can bring theirs along, it doesn't really matter along as every students has access to a
93. centralized, safe place for their academic information.
94. Pros of LTSP Thin Client Technology:
95. -Low Power consumption - about 10 watts per terminal
96. -access to Internet, open office word processor, IM software, EVolution or thunderbird email
software, and many many more open source software.
- Centralized Storage: If a thin clients fails, it can be replaced and no data will be lost because thin clients don't have a hardrive, everything is stored on the main server or on a separate storage server.
- Centralization: lower administration costs since all software updates and software add-ons only need to be applied to the server.
- Desktop virtualization is available to those students that really need windows.
- Thin Clients and the server outlast the usual desktop computer (6-10 years)
- LTSP and ubuntu are "software libre" so there is no licensing costs

Cons
- Powerful Servers
- 100 Mbit network required, 1000 MBit is desirable
- Lots and Lots of reading, but it's all worth it :)

Ltsp Thin Clients pictures
- http://www.disklessworkstations.com/web/images/wireFree_sTop.jpg

More information
- ubuntu.com
- https://help.ubuntu.com/community/UbuntuLTS
- https://www.youtube.com/watch?v=TTHCJr7WqHA

If you guys really like this idea, it would be awesome to start a pilot project to see what students think about it. I'm willing to help a little :).

Jorge Alvarez
Good job Lori. Just keep an eye on your travel expenses with the STAB fee. I also noticed that this survey did not ask students if they would support a raise in the technology fee. I think that the decision not to ask about the technology fee increase is disappointing. Especially since OIT took the effort to send me a postcard in the mail about this survey. It would be interesting to see what students said. My guess is that students are content with the service and the fee. I am slightly concerned about upgrading to Windows Vista. I don't know if all the computers are on Vista, but I don't know how many people use Vista and are familiar with it. Vista may have been the one time where it may have been nice to drag our feet in moving to cutting edge technology.

Thank you for making sure that I got the link. The people in charge were very helpful with that.

Possibly a quiet-zone computer lab? This would be very very nice!

I love UNLV. It has been the best college experience for me!

any prizes for filling the survey?

Basically, please review mine as well as other people's surveys because a lot of this does affect us and we provide what improvements can be made with our own experience. Please consider the CHAIRS!!! Those would be the biggest upgrade and most comfortable feature when we are studying. Thank you!

I would really like a larger engineering computer lab. Larger monitors would be good too. Dual monitors would be even better! It makes working with AutoCAD easier.

I BLEED REBEL RED!!!!!!!!!! LV Sammies all in ya face. DELTA UPSILON, what you know about that!

Keep up the good work.

On the second floor of beam hall, there is one computer lab with horribly uncomfortable chairs. If you have extra budget (I doubt it though... with budget cut from state government) I would really appreciate if you change the chairs! Overall, you guys are doing great job! lab assistants are very helpful and friendly too!

I enjoy the on-line class option. It's very difficult in this day and age to drive to campus.

Cool! this survey is way too long

It would be great if you could access software at home using a Citrix server. Such things as SPSS.

I know they provide this at UNR and I don't understand how you can't remotely login and access it at UNLV.

Unfortunately I have not had the opportunity to use most of the services offered by UNLV. Had I used the resources available to me, I might be able to give a better-informed opinion.

Look toward's the future, change is good!

n/a

I would just improve the Wi-fi connection in some areas and also, many people don't have a clue on how to access their rebel mail. Most people don't even know they have one. I was fortunate enough to figure out how to get it forwarded to my regular email but something about the email system needs to be improved.

Need more computers in Library.

More computer availability. It is tough to find an available computer from 12:30pm-1:30pm on Wednesdays.

I love the music technology lab.

thanks, im out.

none

The staff in the computer desks are horrible

Please don't raise tuition. Also, why are tech fees so steep? $75? That's just criminal.

I try not to think about technology... which means you are doing your job...

Logging on to computer at the library take a long time.

from what little I've seen, it seems like the technology is alright here.

You have the idea of e-mail addresses wrong. Your e-mail address should be treated the same as your phone number. You should keep everyone's preferred e-mail address on file and update it when it changes in the same way that a female's last name might change when she gets married. Assigning e-mail addresses (xyz@unlv.nevada.edu) is a policy from the 1990s.
I would also like to see better and more security in our Education Campus. Security is a big issue especially at night.

Please make trainings available on weekends or evenings - I am a teacher and can’t go to the trainings you have during weekdays.

Please consolidate all the separate systems into one.

This survey was a good idea.

I am pleased with the integrity of your employees, and computer lab technicians.

Total Respondents 97

I am a non-traditional student and generally do not use the rebemail account for emails.

I usually use the computers in the library when I am on campus.

You need scanners to scan text and convert to word/text editable(?) documents.

I haven’t had any real problems with anything so I think you guys are doing pretty good.

I am applying for the Master’s Program right now.

Thank you for having this survey and letting my voice be heard.

I love UNLV. It has been the best college experience for me!

UNLV needs to stop sending me so many junk emails everyday.

Overall, our library and technology is amazing. Regulating websites and use is a big concern of

I appreciate all the upgrading done over the last few years - but Rebelmail DESPERATELY needs

If you guys really like this idea, it would be awesome to start a pilot project to see what students

I try not to think about technology... which means you are doing your job...

none

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