

My Report

Last Modified: 09/30/2015

1. Classification (Check all that apply)

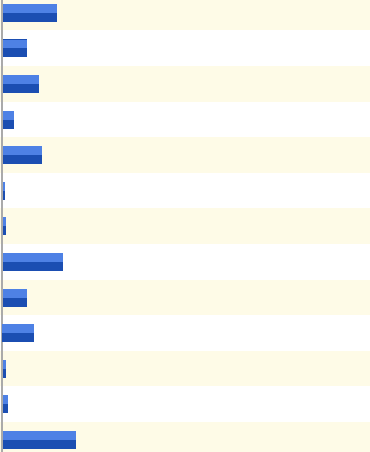
#	Answer	Bar	Response	%
1	Undergraduate Student	<div></div>	140	38%
2	Graduate Student	<div></div>	73	20%
3	Non-Degree	<div></div>	104	28%
4	Other	<div></div>	60	16%

Other
Self education
Medical Doctor
Continuing Education
Staff
continuing education law enforcement
Children and Family Services Training Center
Law
online course
Coroner
post graduate
Ex-student
Staff
Grad student at another University seeking CE credits or specialty credits
online training credit hrs
staff
Certificate
LEND
EMT
Continuing education
I have a MA but the course certificate based
Medical Degree
Law Enforcement
Faculty
credit hours
Online DIT Training
Extended Learning
Noncredited student
Firefighter/Indianapolis
CDM Online
Continuing Ed
Forensics
Death Investigator
Online learning
certificate
on line CEU
death investigator
law enforcement
online
law enforcement/coroner
coroner

Statistic	Value
Min Value	1

Max Value	4
Total Responses	366

2. College or Area of Study

#	Answer	Bar	Response	%
1	College of Arts and Sciences		52	15%
2	College of Business and Public Administration		24	7%
3	College of Education and Human Development		35	10%
4	School of Aerospace Sciences		11	3%
5	College of Engineering and Mines		38	11%
6	School of Geology & Geological Engineering		2	1%
7	School of Law		4	1%
8	School of Medicine and Health Sciences		57	16%
9	College of Nursing and Professional Disciplines		23	6%
10	Office of Extended Learning (previously Continuing Education)		30	8%
11	LEND		3	1%
12	Undecided		5	1%
13	Other		70	20%
	Total		354	

Other

Statistic	Value
Min Value	1
Max Value	13
Mean	6.91
Variance	18.11
Standard Deviation	4.26
Total Responses	354

3. What course/organization sites are you using? (Check all that apply)

#	Answer	Bar	Response	%
1	Traditional (on-campus)		113	31%
2	Blended (combination of alternating classroom and online activities)		20	5%
3	Hybrid (online & on-campus students)		25	7%
4	Online & Distance Education (credit - semester based & open enrollment)		169	46%
5	Non-credit		74	20%
6	Committees, groups and organizations		17	5%
7	MyAdvisor		5	1%
8	Other (please specify)		25	7%

Other (please specify)
death investigation
Haven't taken a class in many years
online training, law enforcement courses
TWEN
received info about courses through co workers
I haven't taken a class in years, yet I still get these surveys.
lend CEU'S
not sure of others - still new to using blackboard
Use BlackBoard as a contractor.
random required training and occasional Atomic Learning segments
blackboard - on-line only
LEND
I was not allowed to enter I received threats
mostly on campus, some online classes
Online class for job-related interest in forensics.
Online
LEND Continuing Education credits
taking cmd course
death investigations
online certificate credit only
strictly online, I'm in AZ
on line only
online death investigation courses
Death Investigation for POST Credit and profesional enrichment

Statistic	Value
Min Value	1
Max Value	8
Total Responses	365

4. Please indicate your satisfaction with the support resources.

#	Question	Satisfied	Not Satisfied	Did Not Use	Total Responses	Mean
1	Email (UND.techsupport@UND.edu)	201	11	153	365	1.87
2	UND Tech Support (777-6305)	116	8	238	362	2.34
3	LiveHelp Chat	74	9	277	360	2.56
4	techsupport.UND.edu (webpage & knowledgebase)	77	7	276	360	2.55
5	Blackboard Student Resource Course site - self-help tutorial	191	12	161	364	1.92
6	Blackboard Student Manual	130	7	223	360	2.26
7	Adobe Connect Pre-flight Checks (online courses only)	89	6	261	356	2.48
8	Service Desk (Memorial Union-Apple/Dell Warranty Repairs)	43	4	312	359	2.75
9	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	93	12	254	359	2.45
10	Instructor of the course	240	26	94	360	1.59
11	Peer	132	9	215	356	2.23
12	Learned on my own or did not need help	254	20	82	356	1.52
13	NDUS Help Desk (777-6305, press 1)	82	9	270	361	2.52

Statistic	Email (UND.techsupport@UND.edu)	UND Tech Support (777- 6305)	LiveHelp Chat	techsupport.UND.edu (webpage & knowledgebase)	Blackboard Student Resource Course site - self-help tutorial	Blackboard Student Manual	Adobe Connect Pre- flight Checks (online courses only)	Service Desk (Memorial Union- Apple/Dell Warranty Repairs)	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	Instructor of the course	Peer	Learned on my own or did not need help	NDUS Help Desk (777- 6305, press 1)
Min Value	1	1	1	1	1	1	1	1	1	1	1	1	1
Max Value	3	3	3	3	3	3	3	3	3	3	3	3	3
Mean	1.87	2.34	2.56	2.55	1.92	2.26	2.48	2.75	2.45	1.59	2.23	1.52	2.52
Variance	0.96	0.87	0.66	0.68	0.96	0.92	0.75	0.43	0.77	0.77	0.92	0.71	0.71
Standard Deviation	0.98	0.93	0.81	0.82	0.98	0.96	0.87	0.65	0.88	0.87	0.96	0.84	0.84
Total Responses	365	362	360	360	364	360	356	359	359	360	356	356	361

5. Please comment on your experience.

Default - Email (UND.techsupport@UND.edu)
Comments (optional)
Sometimes things come through, sometimes they don't.
Quick response
I hate the way that it collapses the conversation making me open each prior email to go back and see what someone said before.
access, easy to read, user friendly
did not need to use
rarely used during my course
Tech was great but responses were a little delayed
to much spam from the college and the ralph trying to solite money for tickets
I explained a detailed problem and they only provided a generic solution that did not work.
slow response
Difficulty linking it to other email address
Emailed to enter the course and with any queries about the online course, great quick responses. Very friendly and amazingly helpful!
Default - UND Tech Support (777-6305)
Comments (optional)
The "Transfer Tree" from NDUS to CILT and back seems inefficient
No wait
answered questions,
did not need to use
I LOVE Tech Support. I have a question or issue for them about once a month, and they always help me with patience and speed. Gold star!
Very helpful and time efficient
Very helpful and proactive
Default - LiveHelp Chat
Comments (optional)
No wait
This is a very handy feature
did not need to use
Didn't help/just told me to call help desk
This is fantastic when in a distance program!
Asked a question and was never even given a repsonse
Not sure if I've used this?
Josh was very helpful.
Very helpful!
Works great, I love it!
Very helpful and proactive
Default - techsupport.UND.edu (webpage & knowledgebase)
Comments (optional)
Can't always find what you need
need more info about setting up mobile apps and office 365.
did not need to use
Default - Blackboard Student Resource Course site - self-help tutorial
Comments (optional)
When it is up an working it is okay, but its down too much.
extremely helpful
did not see this will look at it
Default - Blackboard Student Manual
Comments (optional)
did not see this will look for it and read
ip
Cumbersone
Default - Adobe Connect Pre-flight Checks (online courses only)
Comments (optional)
Didn't know this even existed
Default - Service Desk (Memorial Union-Apple/Dell Warranty Repairs)
Comments (optional)
only use google systems
I was unsatisfied with their inability to answer how long a repair would take. While I understand it's difficult to estimate how long fixing a computer will take, I need to know an estimate so I can make alternate plans.
did not need to use
Got my computer fixed in 2 days. Very satisfied.
Default - Online tutorials/user manual (YouTube, Atomic Learning, etc.)
Comments (optional)
Again, it can be hard to find stuff

Difficulty accesing. Log in did not work

Default - Instructor of the course

Comments (optional)

Promptly answered my questions, returned e-mail and graded lessons and examinations.

Default - Peer

Comments (optional)

The quality of student interaction was not very helpful of informative barring a few examples.

Default - Learned on my own or did not need help

Comments (optional)

I found that almost everything I learned in the course I had to research and teach myself or find resources in my own community or professional connections.

Default - NDUS Help Desk (777-6305, press 1)

Comments (optional)

they were unable to help me claim my id, turns out if I had read the instructions, I would never have needed to ask for help. The instructions were very clear.

1

[illegible]






6. What other support resources would you find helpful to receive? (example - newsletters, workshops, webinars)

Text Response
Tutoring on Blackboard is absolutely wonderful
Webinars
Anything that would consistently work. I would use Blackboard more but it is so unreliable that I find myself avoiding it. I also second guess my email and as a result to try build in redundancy (like gmail) so I can trust that I am getting everything, and that everything I send goes out correctly.
text alerts
Online courses with a video (face) component---even doing a few math problems and uploading then to YouTube would be helpful. In its current format, despite the good instructor, the course isn't worth the money. Other support resources: enable your blackboard courses to be used on tablets/iPads. There's a way to do it.
workshops
If you used Google+ and gave tips on there that would be awesome
No. None of those things.
Nothing pops to mind as far as support resources are concerned
Webinars and workshops would be helpful regarding Social Work field since we have to maintain competency and complete 30 hours of training.
news letters, webinars, anything online for distance users.
Notes provided in the tutorial and used by the instructors should be available for downloading....as it is I have to rewrite the notes by hand by pausing the tutorial and then starting it again...it seems strange that the notes are currently not available for downloading..I will refer to these notes over and over for study purposes...
Removal from survey e-mailing. IF YOU PUT HALF THE WORK INTO FIXING/REPLACING BLACKBOARD THAT YOU DO INTO THESE SURVEYS, YOU WOULD BE SOMEPLACE!
Professor should be required to make available through Blackboard either his class on the given lesson, or a very strong link to Youtube.
I use Khan Academy that has shown to be pretty useful.
Online workshops for distance education students, aimed at the courses in their field of study.
More continuing education courses for police/investigations.
Newsletters
A single centralized list for the different learning mediums. Maybe something focused on distance students to not feel like everything is focused on the on-campus students
More classes on DIT
Newletters, I like to be informed on activities about once a week.
N/A
N/A
in-person training should be re-established on campus.
I am satisfied with the resources provided.
Holograms.
Webinars for particular software techniques would be great. Posting of programming language shortcuts (SQL, C++, etc.) in a forum or handbook for specific software would be intriguing as well.
Webinars and Workshops
Newsletters.
Webinars and software help like Lynda.com or math learning resources
webinars
N/A
None.
NA
Workshops, webinars etc.
blocking participants who have political motives and hate women I did not appreciate my hacker or commie ransom ware administrator
None
webinars
more engineering professors less vice presidents sucking up all of the colleges money
online interaction with other students to work together to solve problems in a forum
more videos instead of just all power point and lecture
The online courses you offer are great but I would like to be able to print the slides out to take notes on as I watch the presentations. It would be very helpful for the way I learn.
Suggestions for additional readings or webinars, or even conferences
Nothing.
better instruction and more input from instructor.
More classes for death investigators, webinars.
Best part was the flowcharts. I am actually understanding stats and how the formulas are derived.
none

AAA++++
workshops, seminars
nap centers in union
webinars and newsletters would be fantastic!
Current resources are adequate.
Audio downloads of online lectures
I would love to have a single sign on source. I would love to be able to log into blackboard and be able to access my email account and campus connection and not have to reenter a user id and password. A portal that is one stop shop and example is the air force, army, and navy portals. Also, the book store should be a direct link from black board and the courses I'm taking and take me to a list of books required for the courses that I'm taking--I envision clicking a buy books link from blackboard and it taking me to a shopping cart screen that will list all the required course material with suggested material and I can just check box on or off what I want to purchase.
webinars, workshops, community forums for online/distant learners to communicate with fellow classmates.
I was not able to log into my blackboard. I called numerous times but was unsuccessful every time.
email on up date online classes
Online Lectures with Audio, youtube links to view, blackboard extra material to supplement the course and recommended reading.
I wish this course had some interactive exercises and tutorials. I've done calculus I and II via distance learning before but using a different text which utilized an online portal with videos and lots of exercises to aid in mastering the skills; this was missing in this course and I had to find online resources on my own which was basically like looking for a needle in a haystack. Fortunately I was able to find a free, online course with videos and worked problems. Sadly, it took me many months to find this resource which led to a delay in my completing course work and a need to file for an extension. Things would have been so much easier for me if I had had access to something similar for this course. Having said a that I would utilize UND online courses for future independent learning given the high caliber of the professor for this course and as courses are economically priced and convenient for adult learners like me. I would recommend the UND online courses to others. Only caveat for my future use is I make will be sure to have a backup source for lectures; I'll also be sure to tell this to others I recommend UND distance learning to.

Statistic	Value
Total Responses	60

7. How often do you log in to Blackboard?

#	Answer	Bar	Response	%
1	More than once a day		104	28%
2	Once a day		43	12%
3	A few times a week		106	29%
4	Once a week		41	11%
5	Less than once a week		71	19%
	Total		365	

Statistic	Value
Min Value	1
Max Value	5
Mean	2.81
Variance	2.12
Standard Deviation	1.46
Total Responses	365

8. Please indicate your agreement with the statements.

#	Question	Agree	Disagree	Total Responses	Mean
1	My Blackboard course sites are organized and easy to use.	318	41	359	1.11
2	My instructors use the Blackboard tools effectively in my courses.	287	65	352	1.18
3	I am satisfied with using Blackboard as a tool to assist in my coursework.	314	41	355	1.12
4	Blackboard helps me prepare for class	289	58	347	1.17
5	Blackboard helps me work more efficiently	284	69	353	1.20
6	Blackboard provides access to course materials, resources and submit assignments	333	24	357	1.07
7	Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.	302	52	354	1.15
8	Blackboard allows me to communicate with peers/instructors	262	85	347	1.24
9	Blackboard helps me to work with classmates in groups	220	123	343	1.36

Statistic	My Blackboard course sites are organized and easy to use.	My instructors use the Blackboard tools effectively in my courses.	I am satisfied with using Blackboard as a tool to assist in my coursework.	Blackboard helps me prepare for class	Blackboard helps me work more efficiently	Blackboard provides access to course materials, resources and submit assignments	Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.	Blackboard allows me to communicate with peers/instructors	Blackboard helps me to work with classmates in groups
Min Value	1	1	1	1	1	1	1	1	1
Max Value	2	2	2	2	2	2	2	2	2
Mean	1.11	1.18	1.12	1.17	1.20	1.07	1.15	1.24	1.36
Variance	0.10	0.15	0.10	0.14	0.16	0.06	0.13	0.19	0.23
Standard Deviation	0.32	0.39	0.32	0.37	0.40	0.25	0.35	0.43	0.48
Total Responses	359	352	355	347	353	357	354	347	343

9. Please comment

Default - My Blackboard course sites are organized and easy to use.
Comment (optional)
Organized yes, easy to use NO!
Some are, others are not
Format could be a little easier to use. Once a section of the course was completed the next was available but when coming back into the site there was no indication as to which section was currently being studied.
confusing at first to find what you need to find
Usually
Did not use
I did not use Blackboard
I'm used to Canvas so it is just a small learning curve
they should be all standard, but every instructor organizes differently
The grade book is not intuitive.
Fantastic
Depends on the professor. Some...not so much.
at first it was hard to get a started
Some are, some are a wreck!
there are so many ways of entering resources and pages it becomes confusing.
Default - My instructors use the Blackboard tools effectively in my courses.
Comment (optional)
not all of them use it.
I don't really feel one way or the other about this, it sort of depends on the instructor
Did not use
Some do, some don't
I would have liked the option to download the presentation from Adobe Presenter.
would have preferred to have grades updated more regularly
Some don't
Did not use
ENGR 201 instructor prefers to use a separate webpage
I did not use Blackboard
Most of my professors don't even use Blackboard.
Some don't use it at all
N/A DID NOT USE
For the most part, yes. I've had a couple instructors that don't use it or do not post grades.
Only a few each semester actually use it.
some teachers don't use it
I don't see any tools that are used.
Not all of them used it
Again, depends on the professor. Some do! One, especially, though, does not.
N/A
Some do
they were very repetative and very dry
Default - I am satisfied with using Blackboard as a tool to assist in my coursework.
Comment (optional)
Blackboard is very unreliable
Did not use
I want to access NB from my phone, iPad, etc
It works better than other schools
Did not use
notes need to be downloadable
I did not use Blackboard
It is cumbersome to find where in the course I last left off. Plus visual aids are not in a particular location - they are embedded in the lessons and difficult to relocate
I actually like Canvas better because I'm used to it

N/A
Default - Blackboard helps me prepare for class
Comment (optional)
Blackboard can't be trusted
N/A
Did not use
I did not use Blackboard
I don't need to prepare for class because I'm taking a self study course.
Didn't get that deeply involved.
N/A
Would have been if I could have see how many lessons and topics of each module in advance.
n/a
N/A
Default - Blackboard helps me work more efficiently
Comment (optional)
I swear there is a panic sensor in BB, and as deadlines get closer, it crashes more frequently.
N/A
Did not use
I did not use Blackboard
Students should be able to edit submissions, which could then be noted as 'edited' with time aNd date to maintain deadline requirements
N/A
See above
N/A
It would be nice if you could organize and move the courses already completed so you don't have to scroll to the bottom to get the current course.
Default - Blackboard provides access to course materials, resources and submit assignments
Comment (optional)
See above comment
Did not use
Great for enroll anytime
Did not use
I did not use Blackboard
not all professors use blackboard. not saying this is a bad thing, and being old fashioned is just fine, but it would be nice to at least see grades for every class throughout the semester. Not asking for the whole notes, powerpoints, study guide she-bang, just so i can keep track of my grades. office hours don't work for everyone and we're not allowed to ask over email. so... end rant
See above
Submit lesson needs to be more clear
n
N/A
Some instructors choose not to use the submit function and it is truly annoying
Default - Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.
Comment (optional)
This again depends on the instructor. Some are more on top of things than others.
Did not use
Did not use
The grades screen is really hard to use through a mobile browser.
I did not use Blackboard
if they keep up with it, which a lot don't.
Nothing is ever correct
N/A DID NOT USE
should be required for grades to be entered
I have seen this work before, but generally my instructors send feeback/comments on tests/papers in via pdf or another annotation software
I wouldn't know a stalker hacked my portal
in person is the best
Not all instructors
Not really did not receive any feedback from instructors. Also for grades could not see percentage grade what I got wrong

UI leaves something to be desired
n/a
N/A
Except for Dr. Kolodka's classes...
I cant figure out how to access final grades.
Default - Blackboard allows me to communicate with peers/instructors
Comment (optional)
I don't trust it so I don't use it.
Did not use
N/A
Was not aware of this until the end of the course, but didn't need anyway.
N/A
but did not use
Did not use
I did not use Blackboard
N/A DID NOT USE
I really like that I can email my classmates for notes when I miss class even if I don't personally know them.
Did not use...
this was not a function of my self paced class
Have not used this function of BB
Did not use Blackboard for this.
remove the subersive
have not heard from anyone since i started the class
No attempt here on my part
n/a
N/A
I still use email for communicating with peers/instructors. Email is too simple to want to try and use BB for communication purposes.
didn't acutally use
I didn't use this feature
Default - Blackboard helps me to work with classmates in groups
Comment (optional)
did not use
never used for this purpose
Google docs is far superior, and it works...
Did not use
N/A
N/A
did not use
Google Docs preferred
Did not use
I did not use Blackboard
Didn't have classmates to work with.
N/A DID NOT USE
Did not use...
my course was a self paced course, no classmate interactions ocurred
Also have not used this function
Did not use Blackboard for this.
I've always used email and Google Drive to work on group projects.
remove the deviant and it will be great
no need to work in groups
Didn't use
N/A
I think it does this well, but I have little to no experience with it.
No attempt here on my part
just didn't do any of this in this course

10. What type of computers do you have? (check all that apply)

#	Answer	Bar	Response	%
1	Desktop Computer Windows	<div></div>	165	45%
2	Desktop Computer Mac	<div></div>	29	8%
3	Laptop Computer Windows	<div></div>	221	61%
4	Laptop Computer Mac	<div></div>	82	22%
5	Other	<div></div>	16	4%
6	Do not own a computer		1	0%

Other
why would anyone still need a desktop
linux, tablet and smart phone
Google Chrome
Chromebook
Desktop Linux and Laptop Linux
Surface Pro Tablet
surface
Windows notebook
desktop linux
Chromebook
tablet windows
Phone
Laptop LInux
IPAD
Dell

Statistic	Value
Min Value	1
Max Value	6
Total Responses	365

11. What mobile devices do you have or use? (check all that apply)

#	Answer	Bar	Response	%
1	Tablets (ex: iPad, Android, Microsoft Surface)	<div></div>	188	52%
2	Smart Phones (ex: iPhone, Android)	<div></div>	303	84%
3	e-Reader (ex: Kindle, nook)	<div></div>	68	19%
4	Other mobile devices	<div></div>	12	3%
5	Do not have a mobile device	<div></div>	20	6%

Other mobile devices
Google Glass
samsung gear
iphone
Cellphone
android
Sliding-Keybaord Phone
cell phone
windows smart phone

Statistic	Value
Min Value	1
Max Value	5
Total Responses	359

12. If you have a mobile device, how do you use it for education? (Check all that apply)

#	Answer	Bar	Response	%
1	Communication (email/text/voice)	<div></div>	235	69%
2	Classroom (view content, mobile device as a clicker)	<div></div>	105	31%
3	Reading (resources, ebooks, websites)	<div></div>	139	41%
4	Homework (discussion posts, completing assignments and viewing grades)	<div></div>	109	32%
5	Personal use only	<div></div>	133	39%
6	Other	<div></div>	6	2%

Other
everything else
Blackboard app
Resources
Navigating campus
work
Usually cannot use for coursework

Statistic	Value
Min Value	1
Max Value	6
Total Responses	339

13. What would you like to use your mobile device for in the future?

Text Response
Blackboard
clickers
Nothing at all. We are way too wed to digital cloud based services and this is dangerous.
Personal use only
I would LOVE to be able to access Adobe Connect on my iPad.
Ye
an app for blackboard. the ability to download all assignments/ readings on an ipad - sometimes you have to be on a computer to load certain materials.
I want to access my online course from my iPad/iPhone
scheduling classes,
Not that this is UND related, but the utilities and working apps for iPad are pretty bad, unless you want to pay a fortune, so I find that using my iPad for school is useless.
Payments, key to get into buildings, health, remote control for UAVs, education apps compatible with Google Now, 3d printing
Less.
As much as possible: notes, labs, computations, HW, design, phone, wireless connection. The more the better.
I feel like you are not listening because I said this in the last survey. You should see how they are using Blackboard at other schools. Baker College uses it WAY more effectively. You are not doing a terrible job but you could make my live as an online student WAY easier. For instance if the lectures were available in MP# or MP\$ format (available on to record native on any windows or Linux box) I could listen to my lectures as I commute, exercise, relax, am away from my computer, am at the DMV, whatever. But NO I have to be on a computer because the smartphones can't use adobe connect
everything
Calls and messages
Unsubscribing from your list? Maybe you could make an app for that?
N/A
Not a fan of using my mobile devices for education. Prefer laptop.
Same
Receive automatic updates from Blackboard
All the above.
I really like the Blackboard APP for my phone, it is very useful and I would like more school related apps because they are more convenient
Documents / printing to mobile printers.
N/A , Would not use my personal devices for job training requirement hours needed.
The same things I'm able to use it for now.
In the future it would be nice to have a blackboard site specifically built for mobile devices that would have all the functionality of the current computer based site.
Personal use
Virtual sex.
a mobile flashcard app would be amazing!!!
Put hours of the dining center, wellness, etc on app
The blackboard app for IOS is pretty good and flexible. It could have faster loading times for PDF's and the like, but overall, I think it works nicely.
Live streaming of lectures
Instructor communication app that allows for a more speedy response over traditional email.
N/A
yes
Your mom
The same things I use it for now.
Nothing for school. I prefer laptops/desktops for all school work
Exactly as I am now. I prefer to use a laptop or desktop for distance learning courses.
research
I really have no need to use my phone for school
Accessing classes. My iPad does not work with Adobe Connect, or at least I cannot make it work.
Watching Tegrity videos, It might be possible but I haven't tried.
I would like email to go back to what it was last week and not have to be re-directed to the UND site every time now
Same
for personal use only
no
Viewing grades
For the love of Math, please update the UND uprint system so that I can upload and print a document from an iOS device

No
personal use
No clue. I'm about 15 years behind in terms of personal electronics.
Clicker questions
Exactly what I use it for now. I will use it for the purpose of gaining an educational advantage if the school is willing to pay for my phone and my monthly phone bill. Otherwise, if I am paying for my phone, I will continue to use my phone how I see fit.
Since I don't have a smart phone, there's not really a whole lot more I can do with my device.
No
Personal only
My kindle could not access the recorded classes through blackboard.
I would like to be able to listen to lectures or tegrity on my phone. I may be able to do that now, but haven't put it together.
nothing
Same use
mobile email
print from saved pdf from phone, quick and easy
writing papers, research
Nothing education related.
just a phone
Watch my lectures and submit assignments, if possible
Streaming video lectures
I prefer using the computer for pretty much everything my phone can do. My cell phone is used for texts, calls, and quick Google searches and I would like it to stay that way.
I have an iPad and would like to be able to access Microsoft office. I know it is possible, but I'm not quite sure how to do it.
viewing powerpoint slides, reading assignments
The Blackboard website is not at all mobile friendly. On my Android phone using Google Chrome, an incredibly common browser, I cannot scroll down when viewing the gradebook. This is just one of many shortcomings of the Blackboard system. This system appears to be antiquated and poorly maintained, with little attention given to ease of use and compatibility with modern day devices.
I'd like to be able to do course work on my iPad but have so far been unable to do so.
Personal use only
Checking grades
Would really like to be able to use iPad for coursework

Statistic	Value
Total Responses	77

14. Computer Labs: How often do you use the following UND Computer Labs?

#	Question	Never	Less than Once a Month	Once a Month	2-3 Times a Month	Once a Week	2-3 Times a Week	Daily	Total Responses	Mean
1	Memorial Union Lab	312	27	3	7	3	5	3	360	1.30
2	Chester Fritz Library Lab	303	29	9	8	5	4	2	360	1.34
3	Residence Hall Labs	345	9	2	1	2	0	1	360	1.08
4	College or School Specialty Labs	288	17	5	9	18	11	11	359	1.69

Statistic	Memorial Union Lab	Chester Fritz Library Lab	Residence Hall Labs	College or School Specialty Labs
Min Value	1	1	1	1
Max Value	7	7	7	7
Mean	1.30	1.34	1.08	1.69
Variance	0.97	0.97	0.25	2.53
Standard Deviation	0.99	0.98	0.50	1.59
Total Responses	360	360	360	359

15. Computer Labs: Please comment on your experience using UND Computer Labs this semester. (Please specify lab when applicable) 1. What works well? 2. What needs improvement? 3. What would you like to use in the future?

Text Response
I do not/have not had to use a computer lab in my continuing education courses
Some of the laptop carts have computers that are a bit slow, but other than that they are generally pretty good, and very convenient.
Labs are sufficient.
I enjoyed that the computers were there for my use when I needed a pc instead of a Mac. The computers in some places need to be updated because they were really slow like in some places in upson. I like using th school computers and would like to keep them. I really enjoyed the kibrary computers as they helped me stay focused in the quiet environment and they worked really well.
I did not use any computer labs.
Everything is fine. Possibly more space in the future.
I would like to see 24 hr lab hours available in the Starcher Technology labs, I would also like to see them open on weekends due to some students not being able to make it in during week days because of work.
N/A
What is with only having apple and windows systems? How are you going to integrate mobile and wearables?
Printing, especially color printing. There's almost always an open computer. Log-on takes forever, and your profile is never saved (so it seems). Share drive space non-existent? Remote access to specialize programs such as MATLAB, ANSYS, with limited licenses is a bit convoluted, and the connection unreliable.
Chester Fritz Library Lab has been an invaluable resource for my masters degree online.
Computer worked well, access to programs, FRAME SYSTEM Close Circuit TV worked well, volume, minimum interruptions
I take classes online from a distance, I do not use these labs
Good
In my experience, the printers have been an issue. Roughly half the time I've tried to print at the apartment community center, the printers have been either not working at all, or they print really poor quality pages.
Well, as a onetime distance learning student from years ago, I think probably none of the above...
Amount of computers is nice Faster log in times! (not 20 minutes) Computers that don't take all day to start
N/A
N/A since I am a distance education student.
The new Union study space is a pretty decent upgrade. I think it needs more normal height chairs and normal tables. I don't like straining to keep my computer on my lap or haunching over on one of those small, short tables. The library has nice space, but the chairs are so old I avoid it to avoid the ensuing back pain.
Did not use
I never used them, I heard they start up really slow though
The online Fritz resources were helpful, but difficult to navigate at times.
Have my own so I don't use them.
Easily accessible but very slow. Updated computers are needed.
N/A
The computer lab at the library is slow logging on. The computers at the College of Nursing are extremely quick so it's hard not to compare the two!
The computer lab in the union is absolutely horrible. It's like whenever you log in the computer has to install an entire operating system. These labs are supposed to be available for students when they need the resources on campus, which is usually a time constrained matter. Student don't have 10 minutes to wait for the stupid computer to log in. I needed to print some docs before a final this week. I had about an hour before the test. I timed the system from the moment I put in my password. How long would you expect it would take to log into the computer, access blackboard, and print 4 MSWord documents? It took 25 minutes, most of which was the system log in and the stupid searching for printer. What a horrible system being used and a waste of my and every other students time. I always feel like I traveled back in time and I'm waiting for my windows 95 to boot up and a good few minutes for my AOL to dial up.
NA
I use the gamble lab and find it works great. The floor feels hollow but the computers and printers work just fine. They can be slow at times but that's understandable. As far as improvement. Staples would be nice because the office across the hall isn't always open.
N/A did not use
The login for all of the computers takes a too long.
I use the INMED computer lab. I like that I'm usually one of the only students in there at all times. It is very quiet and my favorite place to study or get class notes. Nothing about it needs improvement.
It would be perfect if we have wireless keyboard and mouse with some kind of detection so people can not steal them.
Chester Fritz library computers are always very slow. Good luck logging on in less that 4 minutes.
They are slow logging in. This process needs to be sped up. I will sometimes wait up to 20 minutes just for it to log in to my profile.
They take too long to log in. School of engineering needs more computers. Not enough for everyone and class sizes are getting bigger.
They take forever to log in. We need more screens in engineering.
I was an online student
I have used the Geography and Geology labs to have access to ArcGIS software features. I have been remotely accessing SPSS 22 via Citrix and have overall been pretty happy with its usage.
Do not use a lab
Chester Fritz Library Lab: 1. The internet and Blackboard functioned well. 2. I only ever used the computers for Blackboard so I really don't know if anything else needs improvement. 3. Besides the computers, nothing.

NA
The New printing system is great!
N/A
yes
Sucks
I've never used a UND computer lab.
I would totally check out UND's computer labs but my education with UND has thus far only been online based.
All on-campus computers take forever to log on.
na
N/A
1. Internet connection is fast 2. Takes forever to log in, and that is frustrating. Also, I hate the new printing system. I prefer the one from about four years ago where you just create a password and then type it into the kiosk. 3. I'm graduating, but I would like the sign-in to be much faster.
Dont load so many programs on to them, they take forever to log into. (i've waited 20 mins to log in before, and other have waited 30 mins...rediculous) Gillete should have Microsoft Office, Internet, and SPSS only, make labs for specific tasks so the computers dont slow down so much
never used them
n/a
It takes -way- too long to log into the windows computers in basically any lab except the Union lab. I haven't had a problem on lab Mac computers.
-
Log in is horribly slow.
unknown
Would like to see double screens in more labs
1. The amount of computers is nice, there seems to always be an open computer. 2. The quality of many computers needs to be updated, the computers are very slow many times. 3. iPads or other tablets
I did not use the computer labs. I own a Mac Mini and a very nice printer. I have no need for a computer lab where strangers may monitor my academic progress.
There are too many computers for the amount of usage. In the future, reduce the amount of machines and invest in other technology or services.
I mostly used the penguin lab in Streibel. It's very nice and works great. The only problem is that the computers put out a bit too much heat and it's like always 90 degrees in that room.
The lab in the memorial union is terrible. Every time I try to log in it takes at least ten minutes, and when I try to print something the computer freezes. I still hate the upgrade to windows 8.
Not applicable
N/A
I am not on campus.
I am online in Seattle, WA. It would be a bit far to get there and much too cold.
have not used one
N/A
N/A
As a distance student, I did not use computer labs on campus.
N/A I didn't use any
Didn't use them as a distance Ed student.
I exclusively used the Upson II computer lab. 1) The lab always had a computer open and is open enough to allow for group work without significant hassle. 2) The computers boot up VERY slowly such that if I had to print something last minute, I knew I would be about 10 minutes late. Also, the printer was almost always out of paper or ink and when it wasn't, it seemed to have an "out of order sign" on it as no one ever bothered to try and fix it. 3) If the computers were kept updated so that they would boot up in 2-5 minutes and not 15, I would be happy. The same goes for the printer - if no one can bother to keep it working/in service, remove it to free up the space. Outside of that, I would like to keep using this lab as it was convenient and had all that I needed.
NA
I did an online distance learning course - I did not enter any labs so could not comment.
Haven't used, as I am attending online.

Statistic	Value
Total Responses	80

16. Please rate your satisfaction

#	Question	Very Satisfied	Satisfied	Neutral/Do Not Use	Dissatisfied	Very Dissatisfied	Total Responses	Mean
1	Residence Halls	10	29	280	12	8	339	2.94
2	Memorial Union	25	68	232	7	8	340	2.72
3	Academic Buildings	32	72	211	15	10	340	2.70
4	UND Libraries	24	50	250	7	9	340	2.79
5	Public Campus Spaces	13	59	234	22	11	339	2.88

Statistic	Residence Halls	Memorial Union	Academic Buildings	UND Libraries	Public Campus Spaces
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	2.94	2.72	2.70	2.79	2.88
Variance	0.33	0.53	0.66	0.51	0.51
Standard Deviation	0.57	0.73	0.81	0.72	0.71
Total Responses	339	340	340	340	339

17. Please add any

Default - Residence Halls
Comments (optional)
N/A
dont use it I am an online distance user
Did not use
Internet always slow in squires
N/A
SafeConnect Sucks.
The Resnet internet is rather unstable for me. The internet disconnects at least once or twice a day for me.
Could be better! Difficult to get connection in the afternoon hours.
N/A
Can be slow in the evenings
Walsh wifi is acceptable
2011, very poor service
distance student
Default - Memorial Union
Comments (optional)
N/A
Can be slow now and then
dont use it I am an online distance user
SafeConnect Sucks.
N/A
distance student
Default - Academic Buildings
Comments (optional)
N/A
UND secure disappeared off my laptop a few weeks into the semester... i would rather use this one than the other UND network
dont use it I am an online distance user
Some buildings are better than others
SafeConnect Sucks.
Fine Arts Center was bad
N/A
SafeConnect has always been frustrating, not recognizing that the policy key is installed or not detecting AVG. Frequent NAT errors. Should try out something like WPA2 Enterprise like NDSU where you log in on the native Windows interface.
distance student
Default - UND Libraries
Comments (optional)
N/A
dont use it I am an online distance user
SafeConnect Sucks.
Sometimes can be slow
i know most students seem to be dissatisfied with the library as it stands - lack of outlets, poor internet in some places, but I feel as though most students don't understand it's an old building and you can't just put outlets in. I feel like what is available is sufficient and appreciate your willingness to listen.
N/A
distance student
Default - Public Campus Spaces
Comments (optional)
N/A
spotty coverage
dont use it I am an online distance user
Spotty connections across campus sometimes. It's almost there, though. I just wish there was more continuity across campus in theses spaces.
SafeConnect Sucks.
It can be spotty in certain areas

Sometimes can be rather slow
N/A
Should be stronger, more available, easier to connect to, and faster.
Needs more coverage
distance student

Statistic	Residence Halls	Memorial Union	Academic Buildings	UND Libraries	Public Campus Spaces
Min Value	-	-	-	-	-
Max Value	-	-	-	-	-
Total Responses	-	-	-	-	-

18. Please rate your satisfaction

#	Question	Very Satisfied	Satisfied	Neutral/Do Not Use	Dissatisfied	Very Dissatisfied	Total Responses	Mean
1	Web print option	30	46	244	12	7	339	2.76
2	Kiosk locations	14	44	258	15	6	337	2.87
3	Computer lab locations	18	49	261	7	5	340	2.80
4	Black and white printer availability	30	55	239	14	3	341	2.72
5	Color printer availability	12	29	271	21	7	340	2.95

Statistic	Web print option	Kiosk locations	Computer lab locations	Black and white printer availability	Color printer availability
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	2.76	2.87	2.80	2.72	2.95
Variance	0.55	0.40	0.40	0.51	0.37
Standard Deviation	0.74	0.63	0.63	0.72	0.61
Total Responses	339	337	340	341	340

19. Please add any

Default - Web print option
Comments (optional)
I preferred the previous Web printing option.
N/A
have no idea how to use this - so UND is making a fortune off me, I never print to these, and never use my "allowance"
didnt know about this option
The printing program is awful. There were better programs before this current one.
Having to submit in PDF form is a hassle
It would be nice if it could print directly from Word instead of converting to PDF.
times when paper was out and the machine not working when needed
requiring it to be a pdf is fine but it creates unnecessary hassle and an unwanted extra step
N/A
It needs to be stocked more often.
I love this feature, and use it almost daily
the default should be set to print double sided to save paper
Would like to be able to submit files other than Pdfs
N/A
I can't webprint from my iOS devices, and that's a shame.
It would be great if there was an option to print out lecture slides 6 to a page instead of having to print them out full size. It wastes a lot of paper and ink.
Having to convert everything to PDF is frustrating. It would be nice if there was an installable driver so you could direct upload to uPrint.
distance student
Tell me more about this. Is this something that would be useful to a distance ed student or not?
Default - Kiosk locations
Comments (optional)
N/A
dont use it I am an online distance user
It is extremely slow and often takes multiple swipes before it works. The touch screens also are not very responsive.
I studied in the union basement area and watched student everyday be let down by that kiosk printer. I saw tech workers called to the station multiple times a week and the printer was still never fixed.
I haven't seen them in some buildings, which frustrates me because I do t always know where a computer lab is near me.
N/A
Need more locations in the union and around campus
Need to be one in O'Kelley
The Kiosk locations are very accessible within Gamble Hall and the Union, I haven't really ventured much into other departments to comment upon their situations.
There could be more
N/A
Several of the printers are very slow.
distance student
Default - Computer lab locations
Comments (optional)
N/A
dont use it I am an online distance user
It would be better if my computer didn't have to search for printer for 3 minutes before I could print.
I do t always know if there is one in a building.
N/A
N/A
The lab in the memorial union is terrible. The computer always freezes when I try to print.
distance student
Default - Black and white printer availability
Comments (optional)
N/A
dont use it I am an online distance user
N/A

N/A
distance student
Default - Color printer availability
Comments (optional)
N/A
You never know which can and cannot print color until you go to the kiosk.
didnt know I had an option to use my own printer
N/A
N/A
gillete needs color
More color printing kiosks need to be made available
distance student

Statistic	Web print option	Kiosk locations	Computer lab locations	Black and white printer availability	Color printer availability
Min Value	-	-	-	-	-
Max Value	-	-	-	-	-
Total Responses	-	-	-	-	-

20. How would you prefer to receive notifications regarding system scheduled maintenance and other technology updates? (Number one as your most preferred)

#	Answer	1	2	3	4	5	6	7	8	Total Responses
1	Email	234	19	8	7	6	11	3	32	320
2	Text Message	20	91	24	16	13	13	53	27	257
3	Phone	14	26	44	33	22	22	36	54	251
4	Blackboard Main Page	29	74	47	47	19	14	20	8	258
5	Social Media (Facebook, Twitter)	4	6	23	32	64	50	30	28	237
6	Subscribe to RSS Feed	5	10	16	28	51	72	36	9	227
7	UND Tech Support Main page (techsupport.und.edu)	9	19	39	46	33	32	43	19	240
8	Other (please specify)	7	3	5	3	8	5	5	39	75
	Total	322	248	206	212	216	219	226	216	-

Other (please specify)
NO PLEASE NO! I do not want to receive any push notifications. DO NOT CALL ME OR TEXT ME.
info TV; there's a few of the in MU, Upson, around campus. Great for passers by.
Carrier Pigeon and Fax. Mimeograph machine?
dont want updates
notification sent via work email only
N/A
Campus Connection.
Text is immediate and most preferred
Link on UND.edu front page or current student page
Pigeon
alternate email address a non UND email

Statistic	Email	Text Message	Phone	Blackboard Main Page	Social Media (Facebook, Twitter)	Subscribe to RSS Feed	UND Tech Support Main page (techsupport.und.edu)	Other (please specify)
Min Value	1	1	1	1	1	1	1	1
Max Value	8	8	8	8	8	8	8	8
Mean	2.18	4.16	5.00	3.45	5.35	5.27	4.83	6.09
Variance	5.38	6.00	5.28	3.53	2.69	2.40	3.70	6.06
Standard Deviation	2.32	2.45	2.30	1.88	1.64	1.55	1.92	2.46
Total Responses	320	257	251	258	237	227	240	75

21. Please list any emerging technologies that you might be interested in using.

Text Response
A 3-D Printer could be really cool, and useful in some applications.
n/a
None.
I cannot think of any
Promethean Boards
Octalens, for the Auto Cad department.
I am not this tech savvy.
Google Glass, UAV, 3d printing, robotics, biometrics, bitcoin, solar
3D Connexion Space Mouse. Solidworks. Desktop Publishing software, and modeling (such as Blender).
Raspberry Pi
None at this time
Not an emerging technology, but we really need two-sided printing. There's a ton of paper getting wasted.
I heard that interweb thing might be taking off.
Cell phone investigative equipment
None
None
Unsure of any
N/A
Don't get rid of the mouse.
NA
N/A
Live lecture viewing technology so I could participate in class in real time.
I hate to say, but I think we are on a technology runaway locomotive!!! The burgeoning availability of different ways to connect leaves many types on the brink of becoming obsolete or out-of-favor and thus leaves comfort in the dust. I prefer pen and paper.
3D Printers
Holograms.
Bluetooth 2 connectivity and faster internets and better connections on campus and in student apartments
Virtual reality
I would be interested in the proliferation of online note taking/interaction for professors. Adobe Connect has some interesting features I feel professors could further utilize within classes.
Google glass
Nothing really comes to mind. I would rather see the computers we have be upgraded instead,
TopHat for classroom integration and less pressured participation
3d printing
Prezi
None that I can think of.
Tablets
symantec ghost
None
telegraph.
Google Glass, Microsoft HoloLens, Virtual Reality in general, Smart Boards, 3D printers
-
I am not aware of any.
Tablets
A flying car would be great for the winter seasons in North Dakota and Minnesota. It would also be very helpful for both pedestrian students and people operating motor vehicles if some kind of high priority crosswalk button existed. Then the students could press the button before crossing and some kind of lights would appear on the road for a predetermined length of time. If you require extra technologically innovative/creative ideas, I have quite a collection of ideas.
More computers with split screens.
none
None
smart boards
Oculus rift during live lecture distance education
None noted.

none
don't know

Statistic	Value
Total Responses	51

22. Please comment on your experience using technology at UND this semester. 1. What works well? 2. What needs improvement? 3. What would you like to use in the future?

Text Response
I enjoyed using the Adobe presenter.
The Blackboard site works very well, the online classes are suitable for my area of expertise
Everything is great and better than expected.
I only took one class online. I found navigating through the subjects somewhat confusing and pages did not load at times; causing me to log-off and visit the classroom later.
The laptop carts and computer labs are pretty good, and wireless around campus is generally good. Blackboard is terrible. Bordering on totally unreliable. I have had issues with items I submitted (or tried to submit) for grades, and it seems like the closer a due date is the more likely Blackboard is to be down. Email also seems sketchy at best. Sometimes I get things, sometimes I don't. Sometimes things send, sometimes they don't.
Distance student
It has been a while but it seems to me the ability to pause a course and start over at the same point needs some improvement. I believe there were also issues with being able to back up to a previous slide.
Do not have a comment
Wireless connection can be sketchy. Almost never works for long at REA
The material met my expectations.
There were a number of days that Blackboard was not working due to technology issues; to see that number cut down would be a benefit to instructors and students.
Everything worked fine this semester. I would like to have access to former classes and materials via Blackboard. From my understanding, when the courses are finished, students can no longer go back and retrieve material. This is unfortunate.
At times I needed to contact IT due to no sound in classroom. It would be nice to have dual screens in the classrooms.
Online classes for distance education need a video lecture component. Also, we need to be able to use our iPads for blackboard.
I enjoyed everything. The only thing I would change (because I've seen it done elsewhere), is that I would have liked the option to download the presentation from Adobe Presenter.
1. It worked okay I had a lot of trouble with the wireless internet at my job located in the Strinden center. I think wireless needs to be improved. I would like it to be accessible anywhere on campus!
I have logged into Adobe Connect a couple of times to view recordings of class... this service is terrible!! The recording was choppy, the sound cut out, the video paused every minute to minute and a half, it took me 3 hours to listen to an hour and half of lecture. And we have had nothing but trouble in our classroom this year - video issues, sound issues, connection issues, feedback through the site. I feel bad for each distance student. This looks very poor for UND, and especially for graduate level classes, where professionals are attending and productivity is seriously suffering. The professor was very frustrated as well. This must be fixed. The recordings I tried to listen to were useless.
Nothing works well, everything needs improvement, I would like to use some 21st technology at UND for a change
It was fine.
The programs have worked very well to be able to follow them and still work at the same time.
No issues this semester really. Tech needs pretty simple.
Blackboard Blackboard Mp3
Access to and information available from instructor Outlines and Course Material. No comments on improvement.
I have had no problems using the blackboard
Printer kiosk at uplace!!!!
1. The print kiosks are in convenient locations. 2. Apartment community center printer rarely works and needs help. 3. I would like to have access to two-sided printing.
The on line Death Investigation course is excellent, instructors are clear and informative....my only disappointment as already described is that the notes presented on each subject are not available for downloading therefore for study purposes I have to write them out by hand, a fairly ridiculous situation in this day and age. I contacted the school and asked if the notes could be obtained and was informed that this was not possible...I think this should be changed and the notes should be available for study purposes, even if there were a slight cost involved.
Removal from survey e-mailing. IF YOU PUT HALF THE WORK INTO FIXING/REPLACING BLACKBOARD THAT YOU DO INTO THESE SURVEYS, YOU WOULD BE SOMEPLACE!
I thought that all the technology worked well, besides campus connection still needs work.
None
Back to the printing software, it is very user unfriendly. The only option is to convert whatever it is you want printed into pdf. It's not flexible.
I am satisfied with all.
I have never had a problem with technology at UND, sometimes the wifi gets bogged down but that's my only issue. I've been fairly impressed.
As a distance-based, online student I was extremely impressed at the level of functionality and effectiveness that were provided in the online learning tools such as blackboard and adobe connect classroom. There were very limited technology issues throughout the semester, and when a situation did arise, it was almost always easily and quickly resolved with Tech Support. My online learning experience has been very engaging and enriching and I attribute that in large part to the outstanding functionality of the programs being used for teaching tools.
The wireless is fine, but could continue to be improved. I know some students have difficulty connecting at the College of Nursing.
The wifi periodically stops working and takes a long time to get started up again.
Webassign for math courses is a pain, there has to be better options.
NA
I'm fairly satisfied with technology here on campus. The Wi-Fi having issues all year would be the biggest technological issue.
user friendly along with convenience.
I've only used the INMED lab. It provides everything I need and is a quiet, private space. It does not need any improvements.

1. Connecting with classmates via blackboard IM helped me complete group projects effectively. 2. The Tegrity player had some issues this semester with the plugins (primarily Microsoft Silverlight) that allow playback. The bug fixes on the Tegrity help page for this issue didn't solve the problems I was having. 3. Live lecture viewing technology so I could participate in class in real time.

Convenience is the main attribute. Convenience is also the main foible. In trying so hard to be all things to all people at all times, the technology advances in learning are making it all about knowing the system which one is trying to use, rather than the subject matter one is trying to learn. It is VERY distracting.

I don't know if we have fax machines, but if we don't we should get some.

The wifi can be very slow sometimes

It worked well overall except when I went to take my tests. I'm an online student living in Fargo, so I would go to the NDSCS tech building to take my tests. I don't know what happened for sure, but in one of my classes, the answers/questions got so messed up somehow. There was some glitch in the system. It wasn't explained to me very well. Anyway, my professor and und tech had to spend quite some time on it to fix the glitch.

All computers should be running Windows 8.1 64-bit. SafeConnect sucks and needs to be eliminated. I would like to use Windows 10 in the future, without SafeConnect.

More printing locations and better laser printers that are stocked and working. Printer in the new space downstairs would be nice.

Get rid of safe connect

Everything worked well!

Blackboard worked great

The wifi is really bad in The Hughes Fine Arts Center, there should be more printing kiosks in academic buildings and dorms, the app could use some updates

Overall, in every MPA course I've taken this semester, Adobe Connect has been a valuable tool for interaction between the on-campus students, the professor, and the distance-learning students. It would be interesting to see what other features we could utilize to optimize the learning experience. I think Blackboard's features page design could be improved. In the future, I think more of a streamlined open chat (akin to Google Hangout) could be an interesting way to link online distance-learning students, the professor, and on-campus students.

Have just used the blackboard service to view lectures and results.

1. Blackboard, eZ LMS, and Campus Connection are all run smoothly for me. 2. I can't think of anything that really needs improvement. 3. I really don't have any other technologies that I would rather use. I would instead prefer that that money be spent to upgrade existing equipment.

1) the live chat is fantastic for UND distance learning students 2) independant math courses (ie MATH 165,166) do not show up on the same page as concurrent classes...jumping back and forth from spring to summer enrollment is the obly way to see the class...cumbersome 3) staff are wonderful and answer emails very professionally and surprisingly prompt! 4) the geology department impaired hearing services when contacting the department are difficult to converse with somce many students are not impaired: the department should only utilize one line for hearing impaired

I took 2 classes collaboratively and I used 2 different programs in addition to Blackboard. I managed to do fine in both classes.

Sioux suck

1. There is always good wifi service in the buildings/classrooms. 2. I can't use my laptop at school. I already use Webroot as an antivirus program, but I always get a screen that says I need to install an antivirus program on my computer when I try to log onto UND's wifi with my laptop. It's very frustrating when I need to do my homework and I don't have time to talk to tech support, so I have stopped bringing my laptop to school. So I always just use my phone, but I would really like to be able to use my laptop. It would be really nice if UND's wifi would either change something or recognize Webroot as an antivirus provider. 3. I would like to be able to use my laptop with UND's wifi in the future.

Safe Assign was a disaster, not only did I run into issues with it counting common phrases as plagiarism but it also counted correctly sourced quotes or parentheticals as plagiarism. I understand it's uses in the classroom maybe be beneficially but those kinks should be worked out.

It was great the black board was easy to navigate which made the program very enjoyable.

I really enjoyed the web based course. I am hoping in the future that an online doctorate of education is available that allows me to work on my own schedule.

What I would like to see in the future: 1) Requirement of all professors/course instructors to put grades on Blackboard. It's hard to know how you're doing in a course if instructors choose not to use Blackboard 2) Some type of screen or app for the library so you know what study rooms are open. When leaving an empty study room, could simply click a screen that lets other screens in the building (entrance of lib, for example) know that there is a study room open on 3rd floor for example. Also we just need more study rooms in general.

you tell me I want to try

Wonderful experience.

Blackboard is great, it would be better if I could access school email from it.

Blackboard worked well

Everything works great.

Would Have liked instructor to have used more media - video especially- in the course

What technology? There're computers, sure, and there's a smartboard in the Union I guess... But we're still using mainly chalkboards and our computers are ancient. UND is incredibly behind the technology times.

-

Speakers voice was a little monotone.

The entire online lecture was fantastic. Very useful.

technology didn't always work in classes that were also recorded for online students causing the class to be delayed

Generally it has been very good. Nothing specifically comes to my mind that is problematic.

1. The computer labs provide a good use of technology, otherwise I feel like UND isn't that advanced technology wise. 2. Technology around campus could be improved in the library, for example, with the implementation of smart boards. 3. Providing segways for rent.

I did not use UND technology.

Class material was easy to access and understand. The course was laid out well on-line and worked nicely for topic and type of presentation.

just how to turn in your work I feel needed to be clearer

The exams were not prepared correctly-I took two and they were identical. I also see typos in course material, and I expect a higher level of editorial care given to online courses.

1. Blackboard is great and has good organization. 2. Volume control in Tegrity. I have to have my computer over the highest in volume to hear lectures. 3. note taking capability on pdf or other program so I can just take notes on my ipad with something like I-flow. Then no printing out lectures.

didn't use any

Ok

citrix reciever, is awesome!! makes it possible to everything at home with no worry of loosing connection or dealing with a low signal

I found it nearly impossible to do the work on my own without any on-line lectures. I wish I would have been told this before I sent in money for the class. Only having a list of lessons and problems to complete does not constitute instruction, in my view, and I was very displeased with the errors I found in the texts used for the class and there being no errata notes available.

The "upgrade" to Adobe Connect this semester was not an "upgrade" at all, it was horrible find something new quick! The audio was initially horrible and slowly improved over the semester but still was not as good as the previous semester. Previously I did not notice I was in an online classroom, but this semester I was accutely aware of it in the "improved" classroom.

I would like to see a survey on class enrollment. I think the way we register for classes could be easier. All special topic courses are listed under one title and you need to click each one to find out which course it is, which would be fine, if you could use the back button, but unfortunately that doesn't work and you need to start back at the beginning if it wasn't the course you were looking for.

1) Classroom computers were all that I used (outside of the computer lab mentioned previously) and they always worked well. No improvements were noted and I would be happy to continue using the same technology in the future.

Everything worked well for me.

Have used moodle and blackboard is way better

The UND faculty need to be much more extensively trained in the use of the Blackboard system. The professor of my class often had trouble accurately inputting grades into the gradebook and receiving assignments through Blackboard. As a result, my experience through UND Online & Distance Education was arduous at best. If the faculty had a basic proficiency with this system, my experience would have been much better and I would have been able to spend much more time on the subject matter of the course instead of trying to coach my professor through using Blackboard.

one stop shop with a dashboard/portal that is a single sign on location to access all UND sights (email, blackboard, campus connection, etc...)

When instructors take the time to utilize the functions of Blackboard it is awesome. Some are disorganized and make it more difficult for students to maneuver and submit assignments.

I found that there are so many pages to negotiate in registering and then accessing courses, academic records, email, and blackboard, and student profiles. It would be helpful if there was one main portal and then links to all areas including blackboard.

I enjoyed the courses and they were very helpful and informative. I hope you continue to do the distance learning as it was very beneficial to me, and most probably many others who also joined the course.

I think everything works fine

Distance ed setup works fine.

Statistic	Value
Total Responses	97

23. Is there anything you would like to add to help the Center for Instructional & Learning Technologies improve your overall experience using technologies at UND?

Text Response
I answered "Satisfied" when asked about Blackboard as my choices were binary, but my experience is much more nuanced.
thanks great classes hoping for more
n/a
None
Indicate on the online course pages which sections have been completed and which sections are currently being studied.
The technology department is lacking compared to other colleges, if we had more and better technology we would see more people majoring in that field and even have more recruits looking in that department.
Please do ANYTHING different
No.
Merrifield is still using overhead projectors in their classrooms.
It would be helpfull if you sent a follow up email to tell us what you got out of these emails so that we knew you were reading them and what you were going to do with the info in them rather than delete it. I feel like the last one I sent in was not heard at all.
None at this time.
"CILT" really needs to either change their name or stop using that acronym. It is entirely too close to a derogatory phrase for female genitalia, and it jars me every time I see it in my email inbox.
Printer kiosk at uplace
See above.
Removal from survey e-mailing. IF YOU PUT HALF THE WORK INTO FIXING/REPLACING BLACKBOARD THAT YOU DO INTO THESE SURVEYS, YOU WOULD BE SOMEPLACE!
Make sure the professor wants to be instructor of a Blackboard course. This guy is not in sync with exams v. what we have covered in a lesson. Sometimes I see problems on exams and have never seen the material. A chapter or two later I notice that kind of problem. There seems to be little concern by the professor, and there seems to be zero accountability for the professor to have correct information. How many times does the professor have inaccurate information on exams. Attention to detail and situational awareness are as much of the educational experience as the actual material.
No.
Many instructors and students complain about Blackboard. I think that there are other programs out there, that many other schools use, that might be a better use of our resources than Blackboard.
None
None
N/a
blackboard sucks
NA
Not that I can think of
possibly having other options to use other than just firefox to access online courses
No.
I'd like to see an in-person training program re-established here at UND. Trying to learn software on Atomic Learning doesn't work since department office staff are constantly distracted with other issues. When the training is set up at a central location, the staff member is out of the office and can focus on learning. Otherwise, it's like expecting our students to learn their course lessons while at their part-time jobs. Plus, there is a comradry that helps to inspire a staff member at these classes. Plus, others ask questions that I sometimes find hard to pull together into words. We help each other and then we can go back to our offices and be inspired to apply what we've learned to our jobs. Atomic Learning doesn't work.
Live lecture viewing technology so I could participate in class in real time.
No idea right now.
Overall is great.
Better wifi
Eliminate SafeConnect.
No
Nothing in particular. If I think of something I will contact the CILT office.
Some online lectures require flash that do not work on certain browsers and smartphones. Would be a good idea to have your own software to avoid discrepancy for accessing important material.
Nothing comes to mind.
The instructions to get started in Blackboard were not provided. I believe at least the basic information should be given to new students.
No.
I really enjoyed my online experience. It is small, but I do feel that necessary updates should be done during winter and summer vacation.
I want to know who the control freak is that blacklists participants
None
Not that I can think of. I didn't really check, but I should have seen if there was an easy way to contact the instructor. There were some errors in the material that should be corrected.

3D printers should be more accessible on campus and open for student use, even if that means charging a fee. Printing using the uprint service should be possible on iOS devices. And UND should implement a laptop for every student program, which would refresh every two years. Basically, UND students would get their choice of laptop paid for by the University every two years. Other campuses (such as University of Wisconsin - Stout and Winona State have programs like this, and it's time we adopt it too.
-
NO
When instructors are recording they should eliminate all background noise and stay away from using words like ummm
when you do updates make sure all the applications still work on the computers
I do not believe so.
Require professors to post grades on Blackboard. There are many professors that keep students in the dark about their grades and I feel like if students are required to use Blackboard then professors should also have to use it.
No. I would like to add the fact that I am an absolutely terrible test-taker. My study habits are fine and my preparation is extensive; however, no matter how much time I spend in study for exams, I almost always fail the exam. I do not view this as being my fault. I am just stating that these people exist and I am one of them. It is difficult to be successful when the entire college experience is revolving around exams and testing well. I am excellent when it comes to writing. It would have been exemplary to my experience if there were some forms of options for the testing in courses.
I think the use of technology is something that cannot be avoided this day in age. My concern is in the amount that certain instructors are using it instead of teaching. They have the job to teach students. If they cannot do this they need to be fired. If they are going to rely solely on technology to do their work for them they don't need to be there.
Have instructors check reading content and do spellcheck.
Nothing at this time unless you can fix my failure to configure windows message. LOL
no
you should tell us what we get wrong to help with the laerning process
None
areas to study.... with more outlets for students to use their own devices
No, I think they do an excellent job!
I am a distance learner so would like to see more online courses offered, if possible. I really enjoyed the course and felt the instructor, especially for the first block, was very knowledgeable and good with the difficult material (death investigations).
More ability to store things in personal files. I would like to save my power points from classes in online folders that could be carried into a new semester.
Nope
You did a great job.
No
don't know
A better tutorial or other teaching aid for instructors? I'm not sure what their current resources are.

Statistic	Value
Total Responses	65

24. Please include your name and phone number if you would like to be contacted regarding any of your comments or concerns.

Text Response	
n/a	
Dr. William E. Field II, Chief of Pathology, Saratoga Hospital. 518-583-8442 - only if you need to talk to me though.	
ther Richardson ther_richardson@hotmail.com or ther.richardson@my.und.edu	
Dr. Roy Nicholson, 360-933-1249	
Removal from survey e-mailing. IF YOU PUT HALF THE WORK INTO FIXING/REPLACING BLACKBOARD THAT YOU DO INTO THESE SURVEYS, YOU WOULD BE SOMEPLACE!	
Bruce Scanlan, 319-524-2774. Not asking for a phone call but if in office would be willing to further explain any answers.	
None	
Anthony J. Lamanna 208-448-2706	
Sarah Wicks, 563-382-3216	
NA	
N/A	
Marilyn Gregoire 777-3446.	
Graham D. Shea, DDS 503-318-1996 cell/text	
Moheem Halari +17672777754	
Camille Meyer @ 701-789-9515	
Lawrence E. Brown (731) 343-4597	
You can contact me via email if interested.	
email me. mrs.117@hotmail.com	
Erik Peterman erik.peterman@my.und.edu 952-454-6519	
-	
Yvonne Rodriguez 787-312-6294	
No need for contact.	
My name is Jens Dage! and my cell phone number is (701) 610-8183. Do not call on the weekends as I work all weekend, every weekend.	
If you need to contact me for clarification, please feel free to call: Nancy Carlyle 206-399-6091	
Melissa Bell 940-366-2497	
N/a	
You don't need to contact me but I appreciate you offering the courses you did!! Just wanted to say nice job!! Det. Lisa Whitaker, Salt River Police Department Lisa.whitaker@srpmic-nsn.gov	
Gary W. Stout (you don't need to contact me about anything. I think you have all done an outstanding job and I want to thank you for a great educational experience.)	
Nancy Thompson at nancyliebsch@gmail.com Death Investigation Training, Basics - Order No.: 294986 Death Investigation Training, Mental Health First Aid - Order No.: 294988 Death Investigation Training, Cultural Competency - Order No.: 294991	
Statistic	Value
Total Responses	29