





# spring2014studentsurveys

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
## 1. Classification (Check all that apply)

#	Answer	Bar	Response	%
1	Undergraduate Student		350	52%
2	Graduate Student		198	29%
3	Non-Degree		87	13%
4	Other		53	8%

Other
Staff
professor
Organization
staff
faculty participant
Certified dietary mgr. certificate
staff
Clinical site Ed coord
Offsite education coordinator
MT - CEU
Nutrition & Foodservice Professional Training
Staff Member
Staff
Professional Student
Faculty
Distance Online
CEU- CREDITS
Certificate
first year teacher mentor program
Post graduate
CDM
Law
dietary managers course
Facilitator
UND staff
student
Child Welfare Certification
Contractor
staff
Graduated 2012
certificate
Clinical Education Coordinator
Certificate
clinical affiliate site coordinator
CDM
ASD Grad Certification
Former graduate student
SIM ND Truck Driver
Continuing Education
staff
MLS students intern
distance
LEND participant

Statistic	Value
Min Value	1
Max Value	4
Total Responses	674

## 2. College or Area of Study

#	Answer	Bar	Response	%
1	College of Arts and Sciences		144	22%
2	College of Business and Public Administration		54	8%
3	College of Education and Human Development		95	15%
4	School of Aerospace Sciences		29	4%
5	College of Engineering and Mines		75	12%
6	School of Geology & Geological Engineering		2	0%
7	School of Law		7	1%
8	School of Medicine and Health Sciences		75	12%
9	College of Nursing and Professional Disciplines		57	9%
10	Office of Extended Learning (previously Continuing Education)		23	4%
11	LEND		6	1%
12	Undecided		9	1%
13	Other		70	11%
	Total		646	

### Other

Statistic	Value
Min Value	1
Max Value	13
Mean	5.44
Variance	16.13
Standard Deviation	4.02
Total Responses	646

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

#	Answer	Bar	Response	%
1	Traditional (on-campus)		339	51%
2	Blended (combination of alternating classroom and online activities)		49	7%
3	Hybrid (online & on-campus students)		54	8%
4	Online & Distance Education (credit - semester based & open enrollment)		283	42%
5	Non-credit		20	3%
6	Committees, groups and organizations		37	6%
7	MyAdvisor		22	3%
8	Other (please specify)		18	3%

Other (please specify)
none
I access blackboard to get class information for Medical Laboratory Science students at our hospital site.
continuing education
Online
dietary managers certificate
Resident Teaching Program
study abroad
I don't even know what you're talking about.
Contractor
None
instructor
CDM
I use Blackboard services for SIM ND truck.
Nutrition and Foodservice Professional Training Program
Engineering
To access student study guide material for MLS
LEND

Statistic	Value
Min Value	1
Max Value	8
Total Responses	671

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)	356	12	302	670	1.92
2	UND Tech Support (777-6305)	238	19	410	667	2.26
3	LiveHelp Chat	214	21	429	664	2.32
4	techsupport.UND.edu (webpage & knowledgebase)	175	12	476	663	2.45
5	Blackboard Student Resource Course site - self-help tutorial	297	22	353	672	2.08
6	Blackboard Student Manual	191	13	460	664	2.41
7	Adobe Connect Pre-flight Checks (online courses only)	135	10	515	660	2.58
8	Service Desk (Memorial Union 3rd floor-Apple/Dell Warranty Repairs)	102	4	562	668	2.69
9	Online tutorials/user manual (YouTube, Atomic Learning, etc.)	186	14	468	668	2.42
10	Instructor of the course	489	30	150	669	1.49
11	Peer	339	14	307	660	1.95
12	Learned on my own or did not need help	495	31	126	652	1.43
13	NDUS Help Desk (777-6305, press 1)	172	22	474	668	2.45

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 3rd floor-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	1.92	2.26	2.32	2.45	2.08	2.41	2.58	2.69	2.42	1.49	1.95	1.43	2.45
Variance	0.98	0.91	0.86	0.78	0.96	0.82	0.65	0.52	0.80	0.70	0.98	0.63	0.76
Standard Deviation	0.99	0.95	0.93	0.88	0.98	0.90	0.81	0.72	0.90	0.84	0.99	0.80	0.87
Total Responses	670	667	664	663	672	664	660	668	668	669	660	652	668

5. Please comment on your experience.

Default - Email (UND.techsupport@UND.edu)
Comments (optional)
would be nice to be able to use other email sources at times (like my work email address)
Hate the email system, it changes my password everytime I try to access it.
I don't like that my previous name still shows up on my email even after they said it was fixed.
Very difficult to use when hotmail/MSN is my primary email...just kind of takes everything over
I have more than one account with und because of my job and the emails get scattered about between the two accounts.
Service was fast.
Slow and doesn't update well
due to heart attack un able to participate. hope to raise money to re-enroll in class
Graduated 2012
I have an email account, but I primarily use my work email
Default - UND Tech Support (777-6305)
Comments (optional)
I don't like that my previous name still shows up on my email even after they said it was fixed.
Couldn't solve my problem
Excellent help with Adobe Presenter!
Did not really even know that we had this
Add 24-7 Support Please for issues with online exams!
Always very helpful
Not knowledgeable in everything I needed
Always very helpful!
Not very friendly.
love it they are available weekends and evenings
Everyone I speak to knows calling this number is a colossal waste of time.
my computer had some bugs and they fixed it
No communication skills whatsoever
Graduated 2012
My proctor messed up the password. She was able to call and have the password reset even during an evening time.
Never received an answer to my question for help.
Great people to work with!
Excellent work!
SUPER!
Very Helpful
Default - LiveHelp Chat
Comments (optional)
Took foreeeeeeeeeever
Not helpful, didn't provide new info
Very helpful. Easy to use and gives a quick response!
Very quick and easy to use, competent technicians too.
Very helpful with enrollment questions
This is a great feature! Very helpful!
They often didn't know the answer and would direct me somewhere else.
I don't think this was available for my course.
I've used this a lot. This is the most helpful resource. I love how quick it is.
Ditto
These folks are SO great!
Extremely good communication skills; very responsive
Graduated 2012
very helpful
AWESOME!!
Great people to work with!
unable to use due to hours offline
During my test it told me to save I hit only button that was available on my screen with my proctor standing there. got a message saying I missed a question hit ok to go back to question and it said I saved and submitted test. got a hold of live help chat and he said he couldn't do anything and then stated I could have hit the back button I asked for further reference where on my screen was the back button he just kept stating it's on the page but wouldn't tell me where on the page.....I was very frustrated by that point. my experience with live help desk was NOT very helpful and probably won't use them again
Default - techsupport.UND.edu (webpage & knowledgebase)
Comments (optional)
good step-by-step instructions. I like the instructional videos as well.
Search function could be improved
Even worse.
i have used it to figure out how to connect to our shared drive at home
Graduated 2012
a ubuntu or rhel tutorial for vpn access would be nice

Default - Blackboard Student Resource Course site - self-help tutorial

Comments (optional)

Very difficult to navigate  
The Blackboard is not user-friendly; easily gets  
A joke, right?  
Graduated 2012

Default - Blackboard Student Manual

Comments (optional)

Bet that's an exciting read.  
Graduated 2012

Default - Adobe Connect Pre-flight Checks (online courses only)

Comments (optional)

I do use Connect for Hybrid classes, and I do like the interface.  
Excellent resource!  
Did not know how to access it prior to classes starting. Websites are not helpful  
I used the pre-flight which indicated everything worked fine, but when presenting the audio did not work.  
I was not aware of this feature; it might have been useful earlier.  
Graduated 2012

Default - Service Desk (Memorial Union 3rd floor-Apple/Dell Warranty Repairs)

Comments (optional)

Didn't know we had this.  
Didn't know this existed  
These people are excellent  
Graduated 2012

Default - Online tutorials/user manual (YouTube, Atomic Learning, etc.)

Comments (optional)

I wouldn't say either here, but use as a supplement only and take it all with a grain of salt.  
There are may good free sources out there. I use them a lot.  
Glitches are common on Tegrity  
Atomic Learning login has never worked despite assistance from Tech Support. I gave up.  
I'd need to be blindfolded & at gunpoint.  
Graduated 2012

Default - Instructor of the course

Comments (optional)

i am the instructor  
Absent  
It would be helpful if after taking a test online for an online course, that you could see the corrected version of your test so as to allow you to make notes of the incorrect answers for the final test.  
Not all of my instructors used Blackboard so I do not know my grade in the class for half of my classes  
Instructor had lots of tech difficulties and never came to class until 7pm (start time) or later and then always had to work out her tech difficulties on our class time. Completely annoying and unprofessional.  
Instructor is difficult to connect via phone - does not return calls  
Very Satisfied  
we had someone from the library show us some tricks that were helpful  
The instructor(s) either took a long time to get back to me or still hasn't  
Graduated 2012  
I took 3 courses online this semester. The first instructor was not an issue, I felt I had the same experience as a student taking the class at UND. The second class I had mixed results, the instructor would respond to me, but his responses were short and I felt I was not getting the same experience as in person students. The last instructor was a bear to work with, he was not very responsive, did not use Blackboard for submitting assignments/posting grades, wouldn't (at first) allow for any taking of tests and quizzes beyond the on-campus class time (I had to get the distance program to talk to him to get a 24 hour window for exams and a agreed evening time for quizzes), and I became very concerned that on campus students were accessing old quizzes/homework/exams that I could not access (and violated the honor code too) such that I feel I was at a 20% final grade disadvantage and hopefully will squeek by with a C; I will not take a class from this prof again; including seeking other competing university programs to take classes and then transfer into UND.  
I LOVE DORIS, Helps me!!  
not all communicate in a timely manner  
Somewhat satisfied, felt his grading was a bit harsh  
I was new to this type of layout; the instructor was very helpful in answering my questions of how to get around the website.  
Mojdeh Mardani and her TAs were fantastic. Dr. Ranganathan was considerably less repsonive.

Default - Peer

Comments (optional)

apower helped with connecting me to printers and s drive  
Graduated 2012

Default - Learned on my own or did not need help

Comments (optional)

many things are learned by trial and error...should be more intuitive  
This item is awkwardly phrased. I see what you're getting at but it doesn't follow from the rest of the survey.  
I AM VERY DUMB EACH YR TRYING TO FIGURE THIS SYSTEM OUT. IT'S MY FAULT.  
I reached out to fellow students and my instructors when I needed help.  
This is a poor question. What does it even mean?  
Are you serious. Do you realize you are working at a university? Or maybe you aren't, huh?





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

Text Response
I thought the information I recieved as a apart of blackboard training in 2013 summer was really useful for my experiences as a graduate teaching assistant for online courses.
support for faculty. Faculty stated she was working with IT - but could never get our blog site or videos to work...
Training sessions for organizations using Blackboard. Collaboration with other users.
newsletters
Webinar or short YouTube videos on adobe connect usage.
None
none. The website information works best.
I think there are quite a bit of resources. I really liked having the livehelp chat, they answered my questions when ever I had an issue and it was an immediate answer.
Nothing.
Nada
all the links in the library online are helpful.
webinars
I think webinars would be helpful. I would like to see the teachers and classmates for courses be a little more accessible to the distance students. In my eng 200 course with Professor Stanlake he was excellent about repeating in class students questions for the distance students so you felt more included. He was also excellent when responding to assignment questions over email. All in all I felt his course and approach was excellent. As far as my other course, ptre 201 I felt kind of out of the loop on. Mr. Johnson didn't repeat questions from the in class students so you had to guess what it was they were talking about and when I would have questions or comments via email sometimes I would get a response and sometimes I wouldn't. I guess overall I am satisfied but I would like for it to be easier to ask fellow students questions and stuff like that.
Workshops that students are well informed about.
We rarely know what we need until it arises so I'm not sure how these resources would help...likely they would not be read. The online help and pre-flight for the distance students has been invaluable.
Nothing I can think of.
I thought the class was great as is.
Workshops online or webinars
Law school provided an "intro course" at the beginning of the year, which was helpful, particularly for students who were new to UND
N/A
Workshops and speakers'
Better support for Google Chrome
Webinars would be good.
Professors are exceptionally difficult to work with. they don't seem to have time to help the students.
Promotion of resources at residence hall meetings
Webinars
There are many internet based resources that help with Maxwell's equations, wave equation, P-SPICE, etc. I used those.
Print newsletters would be great. Maybe a one page thing about campus events every week into my physical mailbox. That would be awesome.
Newsletters
N/A
n/a
N/A
Webinars
I would find it most useful to get notifications on my cell phone (android) of when a professor has an announcement, posts a grade, and posts an assignment.
Newsletters that are sent out before the events take place would be nice.
I TAKE THIS COURSE YEARLY, BUT IT IS TO BE SENT, I BELIEVE IN DECEMBER. I DO WISH THE COMPLETION PAPER WOULD BE SENT MONTHLY, OR SO WHEN COMPLETE. AS I NEED IT FOR MY LAB RECERT IN JUNE. SO I HAVE TO ASK FOR IT TO BE SENT VIA EMAIL PRIOR TO GIVEN SEND OUT DATE.
Workshops
The search features of the Chester Fritz Libraray
none
The tech support in Wilkerson complex
UND webiste
Newsletters
Videos
Nothing
Webinars
Class websites
Newsletters may be helpful to find out more information
The support resources currently available are more than sufficient.

N/A

none

workshop

none

None

Everything is sufficient.

A live chat or audio conference option would have been nice.

Not sure

Oh no, I just saw this as one of your examples -- please don't send out newsletters or weekly emails.

A single, simple 24/7 help hotline staffed with experienced personnel would be a great addition to UND's "online" education programs. The company hired to run tech help was typically slow, inexperienced and not responsive.

Maybe the emails every now and then. Or I saw flyers.

Newsletters would be nice

webinars, workshops on technology available.

phone app

Being able to email professors was extremely helpful.

N/A

Do you folks realize we have an academic library on campus? Now go play with your surveys and stop bothering people.

At the library

UND Engineering help desk

none

Library books and art collections

Having a blackboard tutorial/webinar would be useful.

Didn't use any other resources.

Webinars

I feel the Atomic Learning courses don't give staff the chance to really focus on their learning since there are still ALL the interruptions and no time to learn software on my own. I would prefer to have training on software as a class in a computer lab with a live instructor who can understand questions and relate to people. I miss the trainings Heidi Strande used to teach. Most of the time I didn't understand how to word my question until someone else started asking questions, then the whole group would be stimulated to see how other's questions relate to their situation. The Atomic Learning courses are such a disappointment--it feels like Administration is leaving us staff members to hang out to dry, yet we're expected to learn new software and keep the University running. Please rethink this process.

The notification emails, phone calls, etc. effectively made me feel like I was part of the UND community even though I am half way around the country.

All that have been suggested would be valuable additional resources.

Allow me to access campus connection fully from my iPad. If my PC goes down (which it does quite often) I am unable to pay bills and access school information without locating another PC.

I like newspapers.

different websites

Monthly or biweekly Newsletters that highlight the resources available. You offer a lot but it's hidden and not promoted.

like having the ECE Graduate Student Support page on Blackboard

newsletters

webinar and web session with instructor

None.

I don't need other means of support resources.

Emails sent from the school to UND email address

Newsletter

N/A

Ability to copy / save multiple document from blackboard to computer instead of having to save one at a time.

I would find it more useful if there was continuity among online classes. Each class is organized so vastly differently that it becomes confusing. Also, when a teacher provides videos of lectures that detail important course information, said information should also be available in a written format on Blackboard.

webinars, newsletters

N/A

I really can't think of any. UND provides more resources than I have seen present at other NC Universities.

More technology classes offered at the Harley French Library or the Chester Fritz.

not sure yet

N/A

Not sure.

Webinars

Better email correspondence with instructors/advisers.

I would hope to receive information on different workshops- on students scholarships, campus jobs and etc.

Newsletters, UND website

This table has more than 100 rows. [Click here to view all responses](#)

Statistic	Value
Total Responses	125

7. How often do you log in to Blackboard?

#	Answer	Bar	Response	%
1	More than once a day		246	37%
2	Once a day		123	18%
3	A few times a week		176	26%
4	Once a week		35	5%
5	Less than once a week		89	13%
	Total		669	

Statistic	Value
Min Value	1
Max Value	5
Mean	2.40
Variance	1.88
Standard Deviation	1.37
Total Responses	669

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.	595	63	658	1.10
2	My instructors use the Blackboard tools effectively in my courses.	522	131	653	1.20
3	I am satisfied with using Blackboard as a tool to assist in my coursework.	596	58	654	1.09
4	Blackboard helps me prepare for class	549	98	647	1.15
5	Blackboard helps me work more efficiently	534	116	650	1.18
6	Blackboard provides access to course materials, resources and submit assignments	622	27	649	1.04
7	Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.	581	70	651	1.11
8	Blackboard allows me to communicate with peers/instructors	498	146	644	1.23
9	Blackboard helps me to work with classmates in groups	410	223	633	1.35

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	1.10	1.20	1.09	1.15	1.18	1.04	1.11	1.23	1.35
Variance	0.09	0.16	0.08	0.13	0.15	0.04	0.10	0.18	0.23
Standard Deviation	0.29	0.40	0.28	0.36	0.38	0.20	0.31	0.42	0.48
Total Responses	658	653	654	647	650	649	651	644	633

9. Please comment

Default - My Blackboard course sites are organized and easy to use.
<b>Comment (optional)</b>
NA
All the material from previous courses got transferred to one of my courses which made everything confusing for myself as a TA and for students, as well as the instructor.
not this semester
n/a
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
It would be nice to be able to jump from course to course in blackboard instead off having to go back to the courses main page to get to another course.
Could be simplified/more intuitive
The ones that are there are generally alright
N/A
Professor specific...some are great, some are awful.
none of my teachers used blackboard this semester.
each instructor has a different set up on blackboard and the categories used are different for each course
Essential!
depends on the instructor
Never used blackboard
layout makes it difficult to find things
This depends on the teachers, who each have a different style/organization for blackboard
n/a
Each class uses different sections
Depends on the course
once I took the tutorials
inclass links are on left side of page, but to change classes the link is on the top right side. It would be better if they were all together.
Do not like the new "my grades" set up from the homepage, I find it confusing
Not all were well organized.
Some professors need to better utilize the different tabs on the left of BB
hard to navigate and confusing
Usually, depending on the instructor
Graduated 2012
for the most part. Some professors get folder happy and that becomes too overwhelming
every teacher organizes their site differently so it's hard to find information
Individual courses can vary wildly in how well they use the site
I am having troubles with blackboard on Internet Explorer. Would like that figured out.
I prefer paper
depends on the class how organized and easy to use
I have not used it yet, start classes in June
I didn't know how to turn in assignments- very poorly explained
Sometimes I have to look around for the assignment submission areas
Some more than others; highly depends on the instructor
Default - My instructors use the Blackboard tools effectively in my courses.
<b>Comment (optional)</b>
NA
not this semester
Blackboard would be better if the instructors would use it...many aren't keeping it up.
USE THE GRADES SECTION!!
2of my 3 regular campus classes do not use blackboard
Used quizzes
n/a
each instructor does it differently
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
Perkins does not use blackboard

yes, they seem to know how it work quite well.

Some professors (J. Jackson....) still refuse to use this system

I think all instructors should use blackboard. Several do not and their classes would be much more enjoyable and easier to study for if they did

Some do, but over half rarely use Blackboard

Some didn't use blackboard

both of my instructors don't delete old info from previous semesters. It gets really confusing, especially when trying to see what my current grade is!!

Not all, but some professors didn't use blackboard as students had requested to communicate and update grades.

N/A

Some construction of class websites need organization or to go over their layout in class.

Some do not, most do.

Most of the professors

Most use it, some sparingly.

Some don't use it at all and that is really difficult

depends on the instructor

Some don't use it at all, or don't post grades in it.

Two out of five classes use Blackboard.

depends on the course/instructor

Again, depends on the teachers, those who actively use it, use it fairly well.

NA

two of my instructors use other sites

No Grades

n/a

Mostly

Occasionally they do, but we meet in class everyday so it's not always necessary to use Blackboard

Some do some don't

Not all instructors use it, as some use another site. Would be much easier if they used Bb too.

Some just throw everything into one folder

Tool this instructor a long time to return homework grades

some more than others, I would like to see all teachers using the site

Quite a few of the teachers don't actually keep up assignments or announcements in blackboard

na

Tried to put a recording in that was broke up the lecture into small recordings; recordings were unable to be followed logically and were difficult to open

Graduated 2012

too many are using just discussion board! There are so many different and creative ways and they are NOT expanding their knowledge by using the same old same old

Although she did not use grading

Could be a lot more organized

Some professors did, others did not

Jacob Bell should be shown how to use balckboard again.

A few don't utilize them at all

I had one class of three that was not used effectively by one prof.

Some are slow to posting content that they said would be up by a certain date.

Grading system unorganized

I have some professors who use it well, and some who don't.

The instructor usage appears to be very instructor-specific

many of the course relative grade weights are calculated with an error

sometimes/ sometimes not

Depends on instructor

Most but not all do.

I have not used it yet, start classes in June

A few times audio or video was not on but it's better this semester than last.

Lots of variation between instructors

Some more than others; highly depends on the instructor

Instructor required blog posts but never activated the blog function until near the end of the semester (way past due date given). In an attempt to meet course requirements, I had to physically log in and check to see if the blog was active on a daily basis.

Default - I am satisfied with using Blackboard as a tool to assist in my coursework.

<b>Comment (optional)</b>
NA
n/a
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
Once you learn to use it. Tutorial should be a course requirement. I didn't do it and should have.
group work doesnt work well on blackboard
Again, only half of my instructors use it
I think it would help me if I could take the online course
N/A
I don't use the blackboard site for this
n/a
I don't think the information is well organized
I really only look at it for grades or the syllabus
There are a number of uploading and downloading functions for homework assignments that are not possible with mobile options.
Graduated 2012
yes
All assignments do not load properly and have to be emailed to instructors anyway.
I have not used it yet, start classes in June
In the evenings our classes often had difficulties with sound and connections.
It doesn't always work.
Depends, sometimes its helpful and sometimes it's an issue.
<b>Default - Blackboard helps me prepare for class</b>
<b>Comment (optional)</b>
NA
nuetral
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
An email with assignment requirements and rubric would have been equally sufficient.
The ones that do use it, mainly use it for readings or assignments so that does prepare me for class
N/A
no prep needed for class
Good for broadcast communications with instructors, digital documents.
It is class
I don't use the blackboard site for this
not applicable
NA
n/a
Sometimes
no way to know when the assignments are due. have a calendar of the assignments? a way to display one or all of the classes' assignments would be greatly beneficial
na
N/A
Depends on the instructor
Graduated 2012
I am online student.
I have not used it yet, start classes in June
NA
On line is too difficult and time consuming. I download and work offline.
NA
<b>Default - Blackboard helps me work more efficiently</b>
<b>Comment (optional)</b>
NA
nuetral
n/a
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
More efficiently than what?
Not necessarily work more efficiently, just can't choose a neutral standpoint.



Not enough teachers use it
When used correctly by the professors this would be true.
Like having the flexibility to work from home
neither agree or disagree
I don't use the blackboard site for this
NA
n/a
Doesn't beat paper
It is difficult to find necessary information
Can make things confusing if poorly organized
Graduated 2012
Organizationally, yes, but doesn't really affect my work in any way.
Neutral, neither agree nor disagree
I like it when profs put up their lecture notes.
Sometimes this is accurate. It is more a teacher perk.
I have not used it yet, start classes in June
I organize on my own computer.
Tedious to have to check all the time
Blackboard makes very slightly less efficient.
NA
This depends most on how the course is organized in blackboard. It can be a hindrance if used set improperly.
<b>Default - Blackboard provides access to course materials, resources and submit assignments</b>
<b>Comment (optional)</b>
NA
I do not use blackboard. Aerospace uses htmlEz, which is awesome.
na
Only when professors upload resources.
when the prof remembers to post it
The classes that use it, yes
N/A
Essential!
assignments
n/a
On the app for discussion board, you cannot see what the instructor has written (like the prompts to answer).
if instructors utilize it properly
I never submit online
na
only the online version. mobile version doesn't allow for uploads and view corrected material easily
Graduated 2012
This was not a discredit to Blackboard, but to my current instructor.
please see above comment under support resources.
I have not used it yet, start classes in June
N/A
<b>Default - Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.</b>
<b>Comment (optional)</b>
NA
not this semester
When the profs actually used the grades, they never do.
A lot of the grades are weighted and blackboard won't calculate the correct percentages. It takes everything on points earned out of points possible.
n/a
Not all professors use Blackboard even though the course is listed
have not had feedback through BB
It would be helpful if after taking a test online for an online course, that you could see the corrected version of your test so as to allow you to make notes of the incorrect answers for the final test.
I do not use blackboard. Aerospace uses htmlEz, which is awesome.

na
Blackboard does well here. I wish instructors would grade quicker, I have waited 3 to 4 weeks which is way to long.
Not all professors use Blackboard.
Not enough teachers use it
Didn't know about this.
It was hard when some of my professors didn't update grades in Blackboard until towards the end of the semester, then I was unable to know my grade in the class the majority of the semester.
N/A
When instructors update the system.
Need more timely grading
Email is better, in my opinion.
It does this for most classes. Ther have been some in the past that are not linked to outside sites correctly. That makes it more difficult to keep trak of the grades in those causes because they do not update regularly.
Not all professors use this option
Good for grades, not ideal for feedback.
Essential!
NA
One instructor doesn't enter timely grades. That bothers me.
they don't do that
n/a
They dont update regualrly
Only if used by the instructor.
I agree with this statement under almost all cases, but some courses do not use blackboard and I find this very inconvenient.
Depends on the instructor
After submitting a journal page, you cannot comment back to the instructor.
I don't like that some professors don't use Blackboard to post grades because it is hard to know where we are at in a class
not applicable in law courses
Not easy to receive instructor feedback.
One professor did not enter ANY grades until the last week of class. This must be changed so I can monitor my progress on an assignment basis
Two of my instructors didn't utilize blackboard for this purpose
there is little instructor feedback, but that is a function of the instructor not BB
Not all of the grades end up being recorded in blackboard
sometimes it's hard to view my grades
Depends on the instructor
Graduated 2012
if the instructor uses it
Some grades, but not all
Instructor did not use
English Department refuses to use Bb, makes it hard to follow along in courses, causes a lot of wasted paper in printed out sheets that could have just been Word documents on Bb
No instructor feedback. One of my profs did not use it for any submission (except exams) and does not use it to track grades.
Some still don't use it for grading. I can't always make time to come visit them in their office to check my grade.
I sometimes have a difficult time opening up my instructor comments, which is very frustrating.
Needs to provide test feedback such as which answers a student got wrong so they may learn.
Unless the teacher does not post the current total grade.
I have not used it yet, start classes in June
Instructor comments via email.
grades only, no feedback
Neither of my profs used this feature consistently
Teachers do not always utilize blackboard.
Did not use
Default - Blackboard allows me to communicate with peers/instructors
<b>Comment (optional)</b>
NA
n/a
Did not use

use email

I do not use blackboard. Aerospace uses htmlEz, which is awesome.

na

I don't use BB to communicate with peers/instructors

Communication is mostly through e-mail or in-person.

I didn't communicate with my instructor through Blackboard.

I just email people

One of the case studies was difficult. I went over all the information numerous times, studied other sources and ended up using a process of elimination for the test. I don't think I learned much from that study. Answers should be available for learning!

Email seems better for this.

Instructors yes, peers no.

Essential

Not easy to find peers on Blackboard.

Instructors seem to use external tools to connect students (like Google Plus). I'd prefer working with Blackboard.

NA

n/a

This feature has not been promoted in my courses.

Many instructors do not take advantage of the tools set up in blackboard to create a class roster with names and emails of the students, TAs, or professors of a class. I would find it very useful if they did use those tools.

the email feature of blackboard is confusing where to get to it

The email doesn't work very well....it adds a bunch of "garbage" to the emails I send.....I ended up just using my regular UND email account instead.

never used

not applicable in law courses

Never tried to communicate through blackboard, always used email

I haven't seen anything that would allow me to communicate with peers

this function is not used

Graduated 2012

Never used it in this way - used the email directory if needed

if it does I don't know how

Did not use for this

I use email to communicate with Profs

I used UND email for communication with instructors. That is because I don't have outlook set up correctly on my computer

Didn't use. Communicated via email.

I usually just e-mail the teacher.

I have not used it yet, start classes in June

I use direct email, not UND email.

I never tried to communicate through blackboard.

n/a

email

Almost exclusively use email, rarely group threads

Depends what features the instructors have enabled and how they are used

Did not use

Tend to use email

As long as the instructors set a discussion board link that is easily visible, otherwise most students will miss it.

**Default - Blackboard helps me to work with classmates in groups**

**Comment (optional)**

NA

neutral

n/a

did not use

use google

n/a

I do not use blackboard. Aerospace uses htmlEz, which is awesome.

na






I have only used the discussion part for groups. It would be nice if instructors said that DEDP students could work on assignments as a group when they work in groups in the class.

Didn't have to/Don't know
I didn't use BB to work in a group
Do not use
difficult, everyone is at a different level.
n/a
Don't use this feature
N/A
didn't use
We usually use facebook as well.
Haven't seen this feature used yet.
N/A this semester
I don't use the blackboard site for this
not applicable
NA
n/a
n/a
Didn't use for that purpose
I am unable to connect with other students in my class through blackboard. This may be because professors are not using the available tools.
If the instructor knows how to effectively manage group work.
Not used very often.
never used
not applicable in law courses
No opportunity for group work in any classes so far.
our class did not do this
It was hard to submit documents and work on the same thing at the same time. We used google docs so we could write and edit together and then submit in blackboard.
did not use this feature
Have not worked in groups but I have communicated with other students through email obtained from DEDP section of BB
Never tried
Any groups I've been in haven't used blackboard
the course does not use this function
Didn't use, but looks easy enough.
N/A
Graduated 2012
Never used it in this way
Did not use for this
No group work
I don't like working in groups on blackboard, so this is a good thing that I don't have to use it.
Didn't use.
However, I usually do not use this.
Did not use
a group shared folder would be helpful for team projects
Did not need to work as a group with other students
I have not used it yet, start classes in June
N/A
did not use that way
n/a
Some features are available but still hard to do
Not applicable
N/A
NA

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

#	Answer	Bar	Response	%
1	Desktop Computer Windows		216	32%
2	Desktop Computer Mac		30	4%
3	Laptop Computer Windows		452	67%
4	Laptop Computer Mac		164	24%
5	Other		23	3%
6	Do not own a computer		3	0%

Other
Linux
Ipad
Surface2
Smart phone
Laptop Linux
Laptop Computer Ubuntu Linux
Chromebook
Desktop Linux
Windows Tablet
linux
tablet
iPad
Desktop RedHat Linux and laptop Ubuntu linux
tablet
desktop linux
Use my computer at work
Linux desktop and laptop
desktop/laptop linux
Surface Window Tablet
ipad
Linux

Statistic	Value
Min Value	1
Max Value	6
Total Responses	672

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

#	Answer	Bar	Response	%
1	Tablets (ex: iPad, Android, Microsoft Surface)		262	39%
2	Smart Phones (ex: iPhone, Android)		518	78%
3	e-Reader (ex: Kindle, nook)		118	18%
4	Other mobile devices		34	5%
5	Do not have a mobile device		61	9%

Other mobile devices
phone
dumb phone
iPod touch
Kindle
iPod
samsung intensity 2
Cell phone, not a smart phone
flip phone
iPod
cell phone
ipod 5
dumb phone
iPod Touch
Samsung Alias 2
phone
blackberry playbook
TracFone
Samsun verison cellphone
regular phone
iPod
Cell Phone

Statistic	Value
Min Value	1
Max Value	5
Total Responses	664

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)		486	78%
2	Classroom (view content, mobile device as a clicker)		229	37%
3	Reading (resources, ebooks, websites)		253	41%
4	Homework (discussion posts, completing assignments and viewing grades)		240	39%
5	Personal use only		189	30%
6	Other		20	3%

Other
Not used for education.
Cloud Storage - Google Drive
Blackboard app
Don't have one
business
Matlab
4chan
I mainly check grades and responses to my discussion posts. I do not use it to post any assignments. You cannot view all information.
see above.
when my pc is down
Paying school bills, viewing school information on campus connection
communicating with clients
N/A
A lot of BB features are not compatible with my phone
Do not use mobile device for education.
Google Hangouts w/ student peers

Statistic	Value
Min Value	1
Max Value	6
Total Responses	623



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

Text Response
uploading videos
campus connection and a more friendly und app
With blackboard.
I had a little trouble downloading the .pdf files associated with a few of my assignments (when using my tablet). I had to log on to Blackboard from my laptop at home, which wasn't always convenient. I would like that to improve. I use my tablet for pretty much all classwork.
Textbooks, email, clicker substitute
N/A
full connectivity
AIMS. Perhaps a student chat, as I hope to be a flight instructor and would rather use a UND student message service instead of text.
Everything
Checking und email. I can not get it to work on my phone.
I think it is great to have blackboard and tegrity apps. what they offer is all what I have needed so far.
contiue education
Play recorded audio lectures uploaded by professors
Clicker
Adobe Video
Adobe Video
Not homework. I like to listen to music on it
I don't have a mobile device to use for education purposes.
Use it more if a class needs additional tools-so students have access to everything on one device and so it is more inexpensive and so students do not have to keep buying devices.
potentially in-class participant?
nothing
I am happy with it's use presently.
N/A
Learning and homework
just phone calls --like in the 'olden' days
Using it as a clicker would be nice.
A tablet friendly version of the Blackboard would be nice.
Maybe one day I will upgrade, but as of right now my laptop is all I really need for homework and special stuff like that.
Recording lectures for future use.
Answer clicker questions
printing off assignments
Does Bb have an app for iPad?
Same.
Not books.
Not sure...
N/A
n/a
Just what I use it for now.
The same things.
Yes
I would like to my mobile devices to have textbooks on it, so my costs for school are cheaper.
I plan to purchase an iPad I would use it for viewing course content but my phone is not suitable for that.
receiving announcements instead of via email
Viewing online lectures
listening to lectures
Nothing more.
To upload assignments
Same
Adobe connect
Textbooks

A better blackboard app

I would love if blackboard had a mobile site or an app I could use on my smart phone.

If I had a smartphone, just for pulling up assignments.

I would like to use my mobile device to communicate with members of my class for group projects

Would like to continue using it as a clicker. I like using it to receive messages when classes are cancelled.

N/A

no

n/a

No comment.

reviewing all assignments for selected courses by day, week, month, etc. Have it display all of the content in the syllabus, but in a calendar form to stay on top of homework.

I only use my iPhone to check for grades and responses to assignments I've posted. I wouldn't use it for anything more. Everything else I do on my laptop because I like to create and save assignments in a word document where I can type faster.

I really like the Blackboard App. It's fast and makes it easy to look at a document or assignment I need to complete without having to log in to a computer or get out my laptop.

n/a

Anything for school. I just bought it, so I'm hoping to have it figured out for when I start grad school in the fall.

Calling people

I like the Tegrity lectures quite a bit; but only because the professor who recorded his lectures was very good at doing so.

Nothing school related. It is enough of a leash already.

Would love to take quizzes from the blackboard mobile app.

Taking quizzes

Quizzes

Accessing all blackboard content

I think everything I use it for is fine.

For looking up medications and nursing care plans online

yes

I feel the amount of time we are able to use our mobile device is sufficient in every course. I think we are beyond the stage of hiding our phones and taking it out in class all of the time.

Campus connection application- blackboard app is great, I would like to see a similar app for campus connection.

N/A

First drop at the next hockey game.

Nothing more, I use my computer for school work.

It would be nice if you created applications for the windows phone platform.

Up to date app

n/a

Not sure; if there are suggestions a tutorial would be helpful.

i would like to be able to use it instead of the clickers in all classrooms

Responding to questions instead of a clicker

Everything.

turning in assignments

Allow me to access campus connection fully from my iPad. If my PC goes down (which it does quite often) I am unable to pay bills and access school information without locating another PC.

Space Travel.

Watching lectures

I think it is good with how much I use it now.

It is too small to use comfortably. But I could see how online quizzes are appropriate.

Accessing more than view only for campus connection

Finding an easy way to send (email) attached word documents.

a course in app development would be nice

Better access to Discussion Board in BlackBoard.

Bedside patient care

email

id like to not have to use it for school

get notifications, grades, and assignments

This table has more than 100 rows. [Click here to view all responses](#)

Statistic	Value
Total Responses	149



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	480	73	26	33	27	14	9	662	1.69
2	Chester Fritz Library Lab	486	75	26	32	20	16	6	661	1.63
3	Residence Hall Labs	606	31	8	8	3	0	0	656	1.13
4	College or School Specialty Labs	473	37	29	36	26	35	23	659	1.94

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	5	7
Mean	1.69	1.63	1.13	1.94
Variance	1.92	1.72	0.26	3.06
Standard Deviation	1.38	1.31	0.51	1.75
Total Responses	662	661	656	659

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
1. Having someone there to answer questions and help when needed 2. Nicer printers
U-Print is cumbersome and annoying to use and makes printing a nightmare.
Montgomery Hall Lab -The printer is unreliable and never seems to work when needed
I think the printing works fine. The computers do take awhile to load up which can be tedious when I am only printing one page, but I understand there is not much that can be done about that.
The windows computers take decades to log in. I have spent more than a half hour waiting for them and have been forced to just walk away. The Business lab in gamble doesn't recognize my username and password even though I am a business student!
I have used the lab in CILT for training and very satisfied.
Labs are important for accessing software that perhaps I don't need all the time but may need occasionally for specific projects.
I enjoyed the held that I could get in the Technology Graphics computer lab when I needed it. Or when something didn't work, a tech was there quickly to repair
Some of the computers take way too long to start up. It would be nice if the computers worked a little faster, especially if I just want to print something.
I appreciate the availability of scanners. However, the most convenient one is the large scanner located near the checkout desk in the Chester Fritz library.
N/!
its all good
On-line classes. Did not go to campus.
1. CEM Labs - After your first login on a computer it is relatively fast and can access all of the programs I need fast. 2. CEM Labs - The time it takes to login on a computer for the first time is really long. Memorial Union Lab - Don't use Windows 8. 3. Faster logins and less Windows 8.
N/A - Off Campus
In general I really love the computer labs!
2) I wish Citrix was more user-friendly and less complicated in order to utilize SPSS when I am off-campus. 3) As a psychology student I would like to have SPSS available on more computers than just in Corwin-Larimore and Gillette, which are the only locations that I am aware contain computers with SPSS available. Citrix is incredibly frustrating, and the Corwin-Larimore lab is very small and often used for Comps for the grad students and actual classes, so it can be hard to get in there. I only learned about the computer lab in Gillette having SPSS this year, which although very helpful and rarely full, it isn't always the most convenient place to have to go when most of my classes are in Corwin-Larimore. It would be much easier if at least a few computers in the library had SPSS on them as well, or if, as stated above, Citrix was more user friendly.
Never used one - I am an online student
2. Comouter lab in the Gamble Hall 1st floor does NOT allow front/back page copy, so it takes twice time to wait for the printer to finish making all the copies and costs money for printing twice more.
Having smaller rooms with fewer computers available for small group (2-6 people) work that requires computers and discussion. The small room will allow for privacy and avoid disruption to others working near by.
on-line/distance - so not on campus
I did not use them much, but one of the few times I did, the printer broke.
N/A
They are great
Some computers wouldn't turn on in the Upson I lab. The lab in the union is always available.
I would like the computer labs to be open earlier in the day. Especially the union computer lab
Wish there was a more organized way to keep projects separated from other students work. In the Merrifield computer labs, students used the same login information and all our work and projects became mixed together and/or deleted or misplaced.
1. The printing stations by the computers works well. 2. At the Chester Fritz, initials are sometimes required prior to opening any email attachments, which is frustrating. 3. I would I like Windows 8 at all computers on campus.
N/A...distance student.
1. all computers I have used have worked well 2. login takes a significant amount of time but there is a lot of students using the internet 3. nothing
1. Printing is available all the time. 2. Speed of login and cost of printing. 3. Either give more printing money, or lessen the cost. Students already have a lot to pay for.
N/a
College of Nursing computer lab was used last semester and worked well, but connection was slow & could be improved. In the future, use of tablets for interactive library searches would be of interest.
It is nice to have so many options in a variety of different places. In the future, it would be nice to be able to print on both sides of a page so that not as many pages are wasted.
I have not used the labs enough to formulate an educated opinion.
Law school lab is extremely slow, especially when only using it for printing purposes.
The only problem I have ever encountered is that the mouses get old and stop working properly. I run into this relatively frequently. The left mouse button either doesn't click or double clicks.
The printing system is often not working properly. It would be nice to print from personal computers.
UNION LAB: 1. Printing is fast & easy, also like being able to access SPSS fast 2. It seems like it takes a really long time to log in to our account (computer to warm up) 3. Computers have everything I need
Am not happy with the printing charges
Rm 220 lab clean, available when needed, workstations always available and operable.
NA

I like there's a choice between macs and del computers. So far I have liked everything and disliked nothing. I do really like the swipe your card to pay for printing papers.

In the specialty labs, its useful to have all the computers with similar software for group collaboration. However, it does take an extraordinary amount of time to sign into the computers.

newer computers

1. the computers in there stay up to date which is really helpful! 2. Keeping people quiet in there...It is hard to work on school work when people are chatting away

Have not used any labs

I am an online student far away so do not use UND computer labs.

The computers are SLOW. I went to print off material and had to wait nearly 10 MINUTES for the stupid computer to log me in.

All worked well.

N/a

There are many computers available which is nice. I don't like how long it takes to log into the computers. Using these computers or just up to date computers is fine.

Most things work well. I'm glad that UND doesn't filter their internet. UND must implement touchscreen monitors with Windows 8. This is the future.

1. Once turned on machines are typically fast and efficient. 2. Takes way to long to log in. 3. Collaboration with Google, i.e. drive.

Computers worked well and printing was simple

Starcher hall computers are laggy, and can be frustrating to use.

N/A

I would like to see certain programs/systems available in more labs than just those specific to a certain school. The biggest hassle I've found is trying to work my schedule around the times that the lab is open just because a specific program is located in only one lab (i.e. Matlab, ArcGIS, GRAnalyst to name a few). It would be nice to either have them available on even just a few machines in multiple labs or be able to have an extended trial to use on a personal computer for the duration of the class.

I do not like that the Union closes an hour earlier than the library, during the week. I think the Union should be open till midnight. I also think there should be a 24/7 computer lab available. After midnight there is no place on campus to study.

Hyslop Lab--the computers were frequently needing updates that weren't being ran and the Adobe was so out of date that it wouldn't open PDFs.

N/A

NA

I am off campus so no

The residence hall computer lab should have student ID access, so I don't have to go and sign out a key. It would also be nice to have more scanners available.

takes forever to log on!

1. Duel screens work well, and greatly improve efficiency of accomplishing homework

Lab in Integrated Studies part of O'kelly 1. Everything 2. Newer printer 3. I don't know

N/A

n/a

not used

I like that they are everywhere. It is helpful to do homework other places and not having to carry a laptop around campus. I think that they do need more scaners now that teachers require scanned in homework, some do not allow pictures of the homework.

I do not use them very often, but as I know, they are okay. Some could be updated, possibly.

The windows 8 computers in Gamble hall are awful and never work right. Also the lab printers in Gamble in the main lab are awful. I choose black and white and somehow they print out of the color printer and I get charged \$.25 for each page when I clearly chose the black and white printer and it is in black and white, but the color printer is printing.

Never used them

Chester Fritz Library Computer Lab is well-run.

NA

Never used

The Integrated Studies/Humanities lab is my first choice, as the printer is free to use and a computer is almost always available.

It needs to be 250 miles closer to me.

I use the computer lab in the Med School Library, every thing works well there.

Good experience

I love that I am able to access library holdings via internet and they can email scanned journal entries to me as well.

2. I think that the Memorial Union printing hours should b adjusted so there is printing before 8:00 am. I also do not like that you cannot buy printing money besides designated hours in the UCard office. I would like to be able to put money into a machine to get more money on my card.

1. There are plenty of computers, so I never have to wait for someone to finish using a computer. 2. Nothing. 3. There should be an easy-to-locate computer lab and printing station in every building....if there isn't already.

I used Gamble Hall lab on a regular basis. Everything works well, other than some computers don't print to the printer, and some computers have issues with using the mouse, its either too sensitive or not sensitive enough.

never use

n/a

I would prefer the Memorial Union Lab to open earlier in the mornings; I barely had enough time to print anything prior to my 8 o'clock classes and no other buildings were open.

The occupational therapy computer lab would be better if classes were not held there so it was always accessible. otherwise, I have to wait, go in early to use, or walk to another building to print papers, etc.

I only use the online libraries.

The computers on campus take FOREVER to log in on. You put in your name and password and it takes a few minutes before you even get to the desktop. That can be

frustrating when I just want to quickly print something before class.

Law school lab is very small and computers are old and slow. New renovations should help this problem. Better wireless in the new law school renovation when its complete. Please increase the speed and connectivity of wireless in memorial union.

n/a

NA

The computer labs on campus are great, I just wish it didn't take so long to log in to the computers

Have updated software, updated hardware, and be running all the programs that I need to use. Options to use Mac devices is always appreciated. A good monitor is nice. Decrease the log in time.

They all work pretty well besides taking an hour to log into the computer

I was rarely in a lab, but I noticed that the really old computers took minutes to get through the NDUS log in process. So I never went into a lab. But really, why invest in labs from your point of view? Laptops have saturated the market and mobile is not too far behind. You could board up half the labs on campus and no one would notice.

N/A

N/A

**This table has more than 100 rows. [Click here to view all responses](#)**

Statistic	Value
Total Responses	194

16. Please rate your satisfaction

#	Question	Very Satisfied	Satisfied	Neutral/Do Not Use	Dissatisfied	Very Dissatisfied	Total Responses	Mean
1	Residence Halls	26	79	476	32	16	629	2.89
2	Memorial Union	78	171	360	16	5	630	2.52
3	Academic Buildings	89	190	296	42	14	631	2.53
4	UND Libraries	89	154	370	11	5	629	2.51
5	Public Campus Spaces	48	156	368	41	16	629	2.72

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	2.89	2.52	2.53	2.51	2.72
Variance	0.43	0.60	0.80	0.62	0.64
Standard Deviation	0.66	0.77	0.89	0.79	0.80
Total Responses	629	630	631	629	629



17. Please add any

Default - Residence Halls
<b>Comments (optional)</b>
Do not use
Connection very slow and frequently disconnects.
Usually it is pretty good, but sometimes I can not to anything on it because it is so slow.
N/A
Inconsistent
n/a
Some days the wireless service worked well and other days it was near impossible to use the internet even with the ethernet cable.
Can be slow at night when everyone is on it
trying to skype on the res halls wifi is not really possible, it cuts out every five minutes
When it works, it's good. But it's patchy. My room, Smith 223, is a deadzone for wi-fi.
NA
Update Bek's WiFi
didnt like being blocked from use sometimes
na
N/A
Graduated 2012
Sometimes slow
Terrible in Walsh on my mac.
It is really hard to get wifi that works in my dorm room.
N/A
connection needs to be stronger
N/A
It is great at times and other times shuts down often
Distance Student.
Slow internet
Default - Memorial Union
<b>Comments (optional)</b>
Some areas of the union do not get very good reception, and if it is particularly busy, you might not have an option of moving to a place where the signal is stronger.
Do not use
No consistent connection throughout building.
Slow
N/A
Not powerful enough
I do not like the new internet connection process.
Often cannot receive wireless
n/a
The wireless internet is really bad in the Student Success Center which is frustrating.
NA
N/A
Graduated 2012
I bring my laptop once in a while but the internet is SO BAD it's not worth it, I end up going to the Union computer lab instead.
N/A
connection needs to be stronger
N/A
Default - Academic Buildings
<b>Comments (optional)</b>
Education bldg is spotting
Gamble often had trouble connecting via iPad.
Dissatisfied only due to needing to log into wireless and not being allowed the option to save the login/password on my computer or mobile device.
There are often times when the signal is weak even in academic buildings which is frustrating when you are trying to complete school work and don't want to be bothered with going to a computer lab when you have a functional laptop which would work if the wifi worked.

Do not use  
I am consistently 'kicked off' and have to re-log in. This was next to impossible when having to utilize SPSS in class. VERY frustrating.  
If we give wrong password then it don't allow to use the network  
Glad I don't have to log in every single time anymore!  
Lap top is able to connect to the union wifi but is quarantined whenever I try to log onto an academic building's.  
Hughes Fine Arts has terrible wireless connection  
I've had little to no connection in merrifield, Abbott, Corin larimore  
Not powerful enough  
Some buildings have dead zones and many lose connection near doors  
n/a  
They were slow  
My computer will not stay connected to the Hyslop wifi  
NA  
my wifi works in the union; however, every time i try to log in in an academic building it quarantines my computer  
logging in to UND network is a pain  
for campus visit  
N/A  
Graduated 2012  
safeconnect is a hassle  
again, try to use my computer in other buildings and its WEAK so I have to disconnect and connect, very disappointed  
3rd floor of Gamble has terrible Wi-Fi  
SafeConnect  
N/A  
SafeConnect has serious problems. Everyday have to reinstall to get internet access, but will not actually prompt be to log-in to safe connect. so internet wont load but wont ask me to logon to safe connect. EVERY day problem  
connection needs to be stronger  
N/A  
Gamble has horrible signal  
The wireless cuts out in the mornings, usually on Mondays or Wednesdays.  
Seems like cell phone loses battery power quickly searching for signals at times  
Abbot

Default - UND Libraries

Comments (optional)

Dissatisfied only due to needing to log into wireless and not being allowed the option to save the login/password on my computer or mobile device.  
Do not use  
n/a  
It seems to be very slow a lot and I usually need to disconnect and reconnect my computer to get it going (in the Chester Fritz)  
NA  
logging in to UND network is a pain  
na  
N/A  
Graduated 2012  
N/A  
connection needs to be stronger  
N/A

Default - Public Campus Spaces

Comments (optional)

spotting coverage  
Dissatisfied only due to needing to log into wireless and not being allowed the option to save the login/password on my computer or mobile device.  
Do not use  
Wellness Center could be better  
Should be a single wireless hub, that covers all campus sectors. Like Harvard.  
parking lots have no WiFi  
It is very spotty  
n/a

I don't want to download a virus check for my Mac. In my experience, virus checks act like a virus, and make everything slower.

NA

logging in to UND network is a pain

na

N/A

Graduated 2012

Poor/no signal

Hard to connect

N/A

connection needs to be stronger

N/A

UND should do a better job equipping outdoor spaces with wifi coverage

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	83	94	417	17	16	627	2.66
2	Kiosk locations	66	87	442	26	10	631	2.73
3	Computer lab locations	84	142	384	14	4	628	2.54
4	Black and white printer availability	101	166	349	9	6	631	2.45
5	Color printer availability	49	91	442	32	13	627	2.79

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	2.66	2.73	2.54	2.45	2.79
Variance	0.70	0.59	0.60	0.65	0.55
Standard Deviation	0.83	0.77	0.77	0.81	0.74
Total Responses	627	631	628	631	627

19. Please add any

Default - Web print option
<b>Comments (optional)</b>
Document type requirements are tricky.
just found out it was an option
Do not use
Usually is very nice, the residence halls' printers just need to be fixed
i love uPrint!!
It would be nice if my things stayed in queue longer than 2 hours; becomes a hassle
Such a pain in the ass to have to convert everything to a pdf
Do not like new process for reloading uPrint dollars. Wastes paper unnecessarily
never have figured out how to use the printing...
N/A
Great system this is very helpful to print from your laptop!
I would like it if we didn't have to send it as a PDF
n/a
Allow us to print from an iPad. Even if this means an app or a feature in the UND app. The iPad normally only allows photos to be uploaded on the internet, so allow PDF's to be opened in a uPrint app or something.
Not nearly enough money for law/graduate students.
NA
it is hard to use
I think the need for documents to be uploaded in a PDF format is outdated. Other format options need to be available.
na
N/A
Graduated 2012
I always cut it close on paper use
should be easier to use
Very dissatisfied with all because whenever I try to print on campus, they say I am not authorized even though I use my studen ID
sucks
N/A
let us use formats other than pdf
N/A
Confusing.
not allowed to print anymore
<b>Default - Kiosk locations</b>
<b>Comments (optional)</b>
i was unable to get my computer to work with it in the past havent tried recently
phone didn't get help - didn't know who was in charge of kiosk in that spot
Do not use
Don't use
could use more or give map of location of usable printers
it's nice they are there but complicated to get uploaded and printed.
N/A
johnstone/fulton kiosk is broken more ofne than not
Need more in the Wilkerson Complex
More buildings need this service
There need to be one at the stompng grounds in U place
Have one in Bismarck
n/a
NA
johnstone location was my primary but was out of use a lot
Difficult to set up with my mac
na
N/A

Graduated 2012
need Kiosk in Uplace
Should have one in most of the buildings
N/A
would be nice if kiosks could print double sided
always jammed. print slow
Med library never work
N/A
slow, jammed/dont work/low tonner
Wilkinson's U-print is awful. That is all
<b>Default - Computer lab locations</b>
<b>Comments (optional)</b>
Do not use
Don't use
Print quality not great at some locations
n/a
NA
can be slow at times
na
N/A
Graduated 2012
N/A
Printing is expensive.
N/A
easy to use
<b>Default - Black and white printer availability</b>
<b>Comments (optional)</b>
Do not use
Generally pretty good
could use more or give map of location of usable printers
cost too much
Need more in the Wilkerson Complex
n/a
NA
na
N/A
Graduated 2012
N/A
I'd like the printers in the College of Nursing to have a double sided option. Also a booklet option.
N/A
not allowed to print anymore
I would like front/back printing options more widely available.
<b>Default - Color printer availability</b>
<b>Comments (optional)</b>
Not really aware of where color printing is available besides the library and it's expensive
Do not use
Only at the Library
cost too much
I couldn't find any.
n/a
NA
na
N/A
Graduated 2012
Never used it

Wish there was more color printers available

N/A

This is very expensive. I would of used more if it wasn't so expensive.

N/A

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	421	56	24	11	7	6	12	44	581
2	Text Message	51	128	58	34	36	44	83	43	477
3	Phone	26	51	84	63	37	50	81	86	478
4	Blackboard Main Page	58	165	92	90	35	29	12	16	497
5	Social Media (Facebook, Twitter)	6	14	36	69	116	94	59	51	445
6	Subscribe to RSS Feed	8	17	42	63	86	109	78	39	442
7	UND Tech Support Main page (techsupport.und.edu)	23	41	80	72	67	68	91	33	475
8	Other (please specify)	12	6	7	9	14	16	3	72	139
	Total	605	478	423	411	398	416	419	384	-

Other (please specify)
UND webpage
UND Homepage
UND Website
Direct brain wave transfer.
N/A
Phone call
Flyers taped to telephone poles (nothing that is sent to my phone or accounts; that's terribly annoying)
Not at all
Not at all
33
Campus Connection
On the information boards or the table stands in the dining center
UND homepage
UND main page
Letters
none
None
n/a

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	1.99	4.16	4.96	3.19	5.36	5.34	4.79	6.07
Variance	4.37	5.60	5.08	2.95	2.63	2.79	3.88	5.79
Standard Deviation	2.09	2.37	2.25	1.72	1.62	1.67	1.97	2.41
Total Responses	581	477	478	497	445	442	475	139



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

Text Response
no comment
Google hangout
webcam, online lectures with the ability for instant questions and feedback
N/A
None
N/A
3D printing
N/A
Anything related to smartphone/cell phone.
Smartboards. easier than projectors?
none
n/a
na
N/A
Discount on office 360 for iPad
A live classroom environment.
Can't think of any at this time.
Direct brain wave transfer and touchscreens.
Better utilization of green energy through technology... OLED monitors/tv's. Push for better cellular reception and 4G on campus. 3D printing module on campus for faculty and student usage. Looking at MOOCS...
N/A
I don't know.
NA
None
3D printing
N/A
I'm not up-to-date on emerging technologies.
N/A
more about nutrition and healthy food
none
Video chats would be much better than just typed chats for online classes, but apparently the infrastructure is not available for that.
No Comment.
Bluetooth 2.0 might be an interesting model to try out that may help in using printing kiosks.
n/a
Google Glass, Apple TV, Chromecast, Android TV, Amazon Fire TV, smartwatches
I'm too busy with class to know of any new technologies.
A technology which blocks notificand from finding me.
n/a
None
Don't know
None.
tablets
I think if there was better ways to print off paper, and better ways to get quarters for washing machines, it would be appreciated.
no
none
iPad mini
Smart boards
I write fiction and I've recently used smashwords.com to self-publish an e-book and wondered if master/doctoral students could use this process for their theses/dissertations. Other sites also handle this task. Then we could easily get an electronic version of their work for future reference.
none that I know of
tablets
Google docs was helpful for collaborating as a group

ucsc genome browser local mirror
n/a
none
None.
None
Satisfied with the technology we use now
Smartboard
n/a
Bike lanes throughout Grand Forks.
All
None
N/A
Google glasses
moodle
tie in dropbox or something similar to support group projects for DEDP (Distance Engineering Degree Program). App or text alerts for new content or announcements in blacboard.
Cloud-based technologies, Google fiber-like network and 3-D printing.
NA
I'm graduating this spring, so none.
N/A
Na
A more mobile friendly and Kindle friendly Campus Connection and Blackboard would be nice. Updating the map app on the UND app to show where you are relative to your destination would be helpful as well.
There is no Big Data Lab, no Hadoop available, no NoSQL available, there is ABSOLUTLY no one at UND, who can teach any thing about it.
n/a
No
So many cool apps available in higher ed now... Tablets can be used more in class. File sharing programs like Dropbox.
.
I like the text messages
N/A
Moodle seems to be a good alternative to Blackboard and excels in many areas when compared to Blackboard.
None that I know of.
None.
not interested
None at this time

Statistic	Value
Total Responses	83

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
meeting with CILT folks is the best for help Uploading videos is a pain in the butt
Thank you for getting rid of the double password nonsense when printing. It was ridiculous.
Works well
I liked it - it was easy to navigate to get info for each of my classes.
Instructors need training. I do all my class work as a distance student. Things work perfectly 95% of the time. Hate the JAVA updates for our chat rooms.
Blackboard and the way my course is designed is horrible to navigate.
Tech staff on campus have been very good.
Wireless in the residence halls is disappointing. It is very slow and drops out completely periodically. I do realize some of this might be because every one and their dog keep their wireless printers connected.
The technology worked well this semester.
Extremelly helpfull, very good response to any inquiry
N/A
The way that blackboard is set up is Not user friendly. Instead of each assignment having a specific place to go to you have to hunt for it. There should be a itemized list, example: unit 1 assignment 1 assignment 2 etc When my homework says to go over the written assignment with my teachers there should be a specific area titled "written assignments"! I should not have to email my teacher to ask what is being referred to. This course should be laid out more like a text book.
Good
2) I think that wifi access has been much better this semester, or perhaps I've just been really luck, but that should definitely be a constant issue that is looked into and addressed at a collegiate institution.
Blackboard, email, and the program professors use to record their lectures (I can't remember the name...maybe Adobe Breeze??) works well. I would like to be able to download lectures as an Mp3 or Mp4 and listen to the lectures while in the car or not near internet.
I used very limited amounts of technology for classwork this semester. Faster wireless connection would be nice to have.
It all worked well. It took me a few times to get used to the format and how to maneuver it all.
Most of it works decently, just a few times I'll be trying to print something or email something important and it will crap out on me.
I have had a bad experience with the online course. Because I don't have a computer to work on my assignment and I had a hard time emailing my instructor. I feel that I will benefit from correspondence classwork instead of online course.
I like being able to be a distance learner. I can still attend classes from Minot. I wish other students would stop using wireless during Adobe classes, as it messes things up for others. Those doing it don't seem to mind, but it is really frustrating to me. I pay good money for my classes and education and want to get the most out of it. Also, I would appreciate it if the professor would open the classroom prior to start time, so that I can run my audio setup and so she can work out her tech difficulties prior to class time. Class is supposed to start at 7pm. I don't know that she has ever opened the classroom before 7pm and is usually late. I don't have time to do my audio setup and she also doesn't have time to work out her tech difficulties. I feel it is not only annoying and unprofessional, but disrespectful to myself and my classmates. Our time is valuable as well.
1)The Internet is usually up and running and fairly fast. The computer labs usually have plenty of computers available to use. 2) More color printers around campus would be nice. 3) If more color printers were provided, I would use those in the future.
The issues seem to be on the part of various users...classmates that have faulty connections/equipment. Otherwise, the technology has been great.
I have only really used my laptop, the wireless, and the printer. Everything worked well.
1. Technology updates are usually done at a time when I am sleeping so I never am unable to use the sites. 2. Speed of technology is slow. I understand there are a lot of people on at one time.. but its really really slow.
it was great.
n/a
Blackboard was very useful when the professors used it. It is a great way to find assignments, communicate, and do homework efficiently.
Tegrity has a lot of issues with Mac computers. I have only been able to access online lectures using school computers. This creates an issue considering I have to upload presentations to blackboard using tegrity. It is a very clunky system. When viewing others online presentations, if I pause the video for any reason or use the skip forward function, I have to completely reset the tegrity viewing session.
Overall, very satisfied with UND tech services for the last 6 years. Really dislike the new process for loading more money onto a U-Card for printing purposes, mainly because it wastes a lot of paper.
na
Adobe Connect works pretty well but the audio that comes from the distance student's mic into the classroom is often echoed, making it a bit distracting to the speaking student. Otherwise it works pretty well overall.
The speed of printing, the accuracy of the card scanners.
Love it, very accessible
Concerning Blackboard: Although none of my teachers used blackboard this semester, it would have been very helpful if they at least registered the class there so that we could have access to the class roster and email addresses of fellow students. Trying to track down peers for group assignments and general questions was frustrating.
1. The blackboard courses work well. 2. Ease of saving Citrix app documents to my hard drive. 3. A live classroom environment.
ok
I went full electronic this year for notes and am very satisfied
I am open to any technology that enhances the online and distance learning experience and accessibility!
1. Blackboard was fine. 2. PeopleSoft is CLUNKY. 3. Any iPad apps for Blackboard or UND in general?
The hardwire connection and wireless connection were both sub-par in walsh Hall. It is even worse in Odegard. I can barely load a page there.
Everything works ok except for UND's lack of direct brain wave transfer instead of Wi-Fi.

I was great... No real need for improvement except for expansion.

N/A

SafeConnect with Laptops and Phones has been horrible, at least on the JDO Aerospace Campus. I have to log in every time my computer or phone leaves one building to the other. Sometimes it involves restarting the computer, because of a program with SafeConnect wanting to re-download.

The Education building does not have good wireless service.

The technology works well, but can be frustrating at times, such as campus connection. Campus connection has flaws that need to be worked out and the whole page needs to be worked out better.

I has no issues.

Overall it's worked fine for me. The only minor issue is that I am an online student and have to scan in my assignments, which requires access to a scanner. My course materials mention that scans through photos e.g. iPhone app do not come in at high enough resolution to read the assignments in the program that is used by the professor to access the scans. The course would be more accessible to online students without this restriction, but in my case it has been manageable since I have access to a scanner at my workplace.

2. I was unable to attach files and submit assignments via blackboard using android. I'm not sure if this was my device or a compatibility issue.

Blackboard is great. The only challenges I have had are in delivering or hearing some recordings. Often Internet Explorer must be used rather than Firefox- which would save a lot of frustration to know up front.

Did not use.

1. Having course material (particularly extra) available online, as well as recording the lectures. 2. Online homework, every one I have used has had bugs that has made it more difficult to use that just doing assignments out of a book. 3. Improved online homework sites. Not repeatedly using a site that has the same bugs every semester.

Chester Fritz Library search features are very good, but somewhat slow and sluggish. Maybe something to accelerate the searches, and reduce the number of keystrokes required too?

The UND WIFI is not very good for my phone at least. It is probably because so many students are using it. Otherwise, the technology is fine as far as in classrooms and libraries. The Memorial Union is a great place altogether.

More outlet stations

NA

Livechat

technology not really supported at Bismarck campus well

I like having computers to check out in the Music Department. I would like WebPrint if it didn't need to be in PDF. Lab computers and others need to be updated more frequently.

Blackboard and Campus Connection need serious improvement. They are not user friendly at all. The fact that my professors use Blackboard often actually inhibits my learning.

Most things work great! No complaints.

My only problems have been with Citrix. It does an adequate job but it would be nice if I could run the software natively on my own machine. Saving, printing, and copy paste often cause crashing.

There was a delay in receiving grades in class...professor unable to post any grades until post mid-term due to tech problems. This created anxiety for students and difficult to formally assess their performance.

I am an online student and so I did all of my work from home. However, it would be great if blackboard offered an app for smartphones.

The wi-fi in the res. halls is inconsistent in signal strength when not plugged in.

It would be nice to use a platform for online classes that can be used with wireless internet.

I wish there was more outlets at the library

Many classes use online sites for homework and more (ex: mymathlab, masteringchem, masteringbio, webassign). I have found these to be useful while doing homework, except for webassign. I feel there is very little help provided on the site to help when students are stuck on a problem.

1. Fast internet 2. I don't know....it all seems fine to me. 3. Just what I've been using currently.

N/A

im really just getting started on my on online classes .

no comment

Overall works well, but could be better. Video chats would be better than typed chats. Also, some of the recorded lectures had sound problems and wouldn't show displays. The Chester Fritz online library is REALLY good and useful.

The wireless internet is slow at times. Printing has been successful.

I would love an option for teachers to post assignments in a public calendar so students can view one or more classes at a time (especially if in a professional program). I have found that communication about due dates is very frustrating and a simple notification of a change with the change made on the public calendar in the new due date would be the easiest way for students to understand what the teachers desire.

I always have trouble sending a group email from blackboard. I feel like I'll put all my group members' name in and it only goes to the first person on the list.

The internet speed needs to increase and also the wireless needs to be more consistent. Better connectivity and access to more wireless on campus. Student apartment residents should have faster access to residence hall or school wireless.

It worked very well for me. No complaints.

The computer labs and school computers for use are ok however, the wifi quality and even the land lines in my residence hall is not very good. It's hard to skype even when plugged into the internet.

The wi-fi in the halls needs improving, and it needs it bad. I like chiclet keyboards similar to the style that Apple makes, so I would love to see more of those at the school computer labs. Windows 8.1's latest release might not be a bad thing to instal on some of the lab computers. uPrint works, but you need an iOS printing option.

I enjoy Citrix but it would be nice if the programs were a little more up to date. The 3D software on Citrix (Pro/E 5.0) is a couple years older than what is on the actual computers (Creo 2.0) in the labs.

Please don't change the student email. It's getting to be a joke, the number of email addresses a person who's been here for 10 years has is ridiculous. Also, PeopleSoft is horrible but you know that and there's nothing you can do about it. Finally, I think the most important thing you can do is not to just buy more technology because it's shiny and neat. Rather, you should help to educate the faculty on how to use existing technology more effectively. Too many poorly crafted assignments and modules are used because, hey, it's on BlackBoard, so it must be effective teaching.

Blackboard is a decent system. Tech help is an abomination. The personnel are poorly trained and are responsible for a good deal of my time wasted. Proctored exams for

non-degree students should be optional in certain courses e.g. language courses. It is an incredible waste of time and effort for the student and the proctor to have to go through the tutorial and the proctor designation, scheduling of exams. I can understand the need if the course is an element of a degree or certification but the UND proctor rqmt for my language course is one reason, even more than the poor quality of the tech support, that is leading me to look elsewhere to pursue online education.

Everything worked well, however it could be organized a little more clearly.

The Outlook inbox acts strangely sometimes on my macbook pro. Sometimes when I sign in, I have to refresh before it will actually go to my inbox, and sometimes when I sign in through the UND Website's link, it sends me to a traditional outlook inbox that does not retain any of my emails.

Some of the printing kiosks are almost always out of order. Need more reliable printers

It

I think computers work well and printers are fast. But the wireless network needs to be changed and the availability of printers need to be rearranged.

Blackboard and email worked well. This particular instructor took a very long time to upload homework grades. However, this didn't degrade my learning experience at all.

I like having a tutorial on apps and technology to improve productivity. I think that every department on campus should consider having that at the beginning of the semester.

works well

I really enjoy the wifi availability, unless it goes down! I think the printing options needs work, it is really unfair how much it costs for one print off of paper. I would like to see in the future free printing for students. We pay so much money as it is, Im sure there is a way to incooperate more printing money into a student. Especially since its the professors who want us to print information for them.

Every time you send a message about service outages, equipment problems, etc., you've failed your job. Keep thinking about that.

I think the technology was great, the improvement needs to be when there is a problem it needs to be addressed quicker, I would like to see more color printers

Basic tech support in classrooms (computers, projectors) is poor. Lots of time wasted getting these basics to operate correctly.

I like the alerts when schools closed, and I like the advanced notice on blackboard maintenance. I'm good with it all as is

Described my concerns above, but overall it's a great system to have.

I really like the new printing options. Do not like how you have to put more money on it though. Would like to see direct access to adding more money.

Works great

Ditch the Atomic Learning and set up a computer lab for staff to learn all the software needed to more all the topics we handle.

**This table has more than 100 rows. [Click here to view all responses](#)**

Statistic	Value
Total Responses	183

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
Audit of Josh Jones and Josh Reede. Focus on STUDENT needs rather than self serving admistration.
I think the Center does a great job they have been very helpful when I need equipment, help with Blackboard for UND Dining. I appreciate everything they do.
Offer a technologies class.
N/A
I think the system is great.
I don't like anything about using this. It's confusing, not set up to use easily. Items are scattered, not grouped together according to what I need. Had I known all the problems I would be having I would of taken the course through the mail.
None
N/A
Not that I can think of now
N/A
ALL professors should be required to use blackboard. At a minimum it helps provide a central location for syllabi a class rosters. Some instructors create a blackboard page but do not use it, or do not update it regularly. It is VERY helpful and beneficial for students to have a professor who regularly takes advantage of blackboard.
CILT support has always been very helpful. I appreciate the assistance!
No.
The technology available in Montgomery Hall is dismal compared to other learning facilities on campus.
Keep on being awesome. You may not always get praise, but you are VERY appreciated!!
no
n/a
Besides the issues experienced using tegrity, everything has been satisfactory. If any other issues had come up, the people at live help and tech support had been able to resolve with the problem.
na
N/A
Easier to access colored printing
Not at this time.
I can't think of anything at this time.
Make the internet connection better in Walsh.
Add direct brain wave transfer services.
Keep pushing boundaries...
N/A
Logining in once to SafeConnect and it remembering for a while, maybe once a semester.
Nothing, except for campus connection and making it easier to maneuver and select classes.
Standardized course pages for distance classes would be useful. Instructor training on collaborative tools within BlackBoard would be useful. I prefer to avoid external accounts and web 'freebies' for my class work. I think that all class work should be able to be done and submitted in BlackBoard.
Make some of the knowledge more available. I didn't know that there was a computer center in the Union.
no
Good!
NA
No
continue recording workshops for later viewing, especially useful for non-Grand Forks people
The amount of money allocated towards free printing should be increased for grad students or they should get to have a rollover effect from one semester to the next if you have extra printing money at the end of a semester.
None
Is there any way every professor can be REQUIRED to use blackboard? Because the classes in which professors do not have blackboard are very unorganized and stressful (especially when I don't know where I stand in the class with my grade). I'm sure MOST students would agree with me.
N/A
no
no
N/A
I think it would be nice if they added a USB stick adaptor onto the UPrint stations around campus so that if we just have to quickly print something, we can stick a flash drive in and get it printed quickly instead of having to wait for the slow computers if we don't have a laptop with.
Please drop the PDF requirement in order to print around campus. Also, all the computer labs need to be updated with better quality computers and printers. Invest some \$ on new technology.
no

Improve the wireless in the residence halls, and add iOS printing support for uPrint.

Emphasis: Please review the proctor requirement for non-degree students seeking online education. It is unnecessary and I would have rather spent more time studying/interacting with peers and the professor than sending emails and going through proctor tutorial/designation process for exams. At most, the proctor rqmt should be optional.

N/a

It was fine

change the UND website and blackboard and campus connection because it's probably the most difficult thing to understand at first.

no

I loved this option in every resident hall.

Fix the BB system so former employed students do not need to call tech support once a semester to change their email because the system automatically reverts their email to the @my.und tag versus the @my.und.edu.

na

Nope.

No

None

I would like for the instruction to be more clear to use and beable to get intouch with the instructor.

n/a

Find a video player that works in google chrome and/or Firefox.

no

Maybe just figuring out why some academic buildings require you to make changes to your computer in order to gain access to their Internet.

n/a

no

Add more internet wall outlets in the Residence buildings, especially UPlace.

None.

No

No, overall very content.

Improve podcasts and video recording download time.

No

N/A

No

No

n/an/a

Later

No

No. I have been very satisfied with my experience.

Adobe Connect seems to be a good program for hybrid learning.

I think there should be one place for everything instead of Campus Connect and Blackboard and...I feel like everything should be in one place that would be way easier.

No, thank you

Na

No

Just fix adobe connect problems.

I think it is ridiculous the amount of fees that I pay for taking a distance class.

Bring in a CIO, with Computer Science not Information Science, that is it or carry on living in legacy world of technology. I am an International Student, my I-20 is Valid till next year May 2015, and Chester Fritz Lbrary has no clue, as the technology is not connected, and library thinks, I will not be here in Summer 2015. Payroll has no clue, what is my student status, unless I physically drop my paper documents, are we living in pre-computer era or what?

n/a

No

n/a

Nopr

Just need to know what you guys do exactly and maybe I would actually use thus more as a resource when I need help.

.

no

N/A

n/a

N/A

N/A

No

Can't think of anything.

no

This table has more than 100 rows. [Click here to view all responses](#)

Statistic	Value
Total Responses	103



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

Text Response	
ralph renger 7-6522	
Chuck Crummy, 777-3609	
N/A	
Mollie Thomas at work (806) 675-2342 or email me at mollie.thomas@fundlrc.com	
Katelyn 701-388-9252	
n/a	
na	
Elizabeth Denning 701 238 1258	
Christopher Poole, moot@4chan.org	
Derek J. Englund 701-610-3588	
N/A	
alexander knudson 507-279-1256	
ThuVan,Nguyen (408)740-6544	
no thank you	
Anant Kumar Garg anant_g89@yahoo.in	
DANIELLE WESLEY 13184343967	
Emma Novak 715-441-3650	
I get enough of your spam. Continue to talk in your echo chamber. I have no confidence in your ability or sincerity.	
Carol Sloan - ESPB Need not contact)	
Na	
Marilyn Gregoire 7-3446	
n/a	
Andrew Cullen	
DANIELLE WESLEY 13184343967	
no	
No	
Abby Runck E-mail: abby.runck@my.und.edu	
Brandy Jackson	
No Thank You	
Crystal White 660-646-0170	
Penny Short, but all my experiences were pleasant. So I'm good.	
Adam Olson - 715-220-3717. You need not contact me unless you have any questions. Thank you.	
Gabriel Merchant 763-267-3764	
Evan Flathers eflat2012@gmail.com 406-945-8189	
Contact me if you want. W0762253. I'm in the computer.	
Atif Farid Mohammad, 701-610-6675	
n/a	
Julian Nelson- 218-469-0443	
.	
no	
N/A	
N/A	
Boma Afonya 218-470-0153	
Ekhi Arzac 940-206-3494	
no concerns	
Martha Mino 954-668-3621	

Statistic	Value
Total Responses	46