A Higher Education TechQual+ Study

Spring 2014 Student Technology Survey
for Georgia Southern University

Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
http://www.techqual.org
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From the Higher Education TechQual+ Principal Investigator

This report is the result of a survey of technology service outcomes conducted at Georgia Southern University. The survey instrument has been developed through a collaborative effort between multiple institutions of higher education, a project known as the Higher Education TechQual+ Project. The goal of this project is to create a standardized survey instrument that assesses IT service outcomes in higher education, in a way that provides for benchmarks and comparisons between institutions. The results contained within this report are based on this survey. I hope that the reader finds the results enlightening and helpful in planning, developing, and managing technology services at Georgia Southern University.

The Higher Education TechQual+ Project is modeled on the LibQual+ project developed by the Association of Research Libraries (ARL) in conjunction with the Texas A&M University Libraries. I am grateful to the pioneering work accomplished by the LibQual+ research team and recognize that their work has truly transformed libraries by creating a culture of assessment within the library practice. It is my hope that the Higher Education TechQual+ Project will have a similar transformative effect for technology organizations in higher education.

Dr. Timothy M. Chester
Principal Investigator
Higher Education TechQual+ Project
About the Higher Education TechQual+ Project

The Higher Education TechQual+ Survey had its origins in a pilot project conducted at Texas A&M University at Qatar in the Spring of 2006. Under the leadership of Dr. Timothy M. Chester, the management team of Information Technology Services (ITS) worked to build a survey instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for continuous improvement and strategic planning.

They modeled their work on the existing SERVQUAL and IS SERVQUAL approaches, but paid particular attention to pioneering work by the leadership of Texas A&M University Libraries and their partners from the Association of Research Libraries who had previously developed the LibQual+ survey instrument. The LibQual+ conceptual approach was also based on SERVQUAL, a tool used in the private sector to assess service quality.

Following the success of the pilot project, a research project was commissioned by Dr. Timothy Chester. The goal of the project is to develop a scientifically reliable and valid instrument that can be adopted by all institutions of higher education to assess IT service performance. The TechQual+ survey is delivered through a web portal (http://www.techqual.org), thus shielding the participating institutions from the rigors and complexities of survey research.

The Higher Education TechQual+ Core Instrument is a web-based survey that requires approximately 20 minutes to complete. It asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for up to 13 IT service outcomes expected by faculty, students, and staff.

TechQual+ was developed through multiple rounds of qualitative and quantitative data collection from participating institutions. Using this data, the TechQual+ instrument is continually refined with the goal of insuring that the resulting instrument is both valid and reliable. The goal of the project is to understand what end users feel that "technology outcomes" really are and then to develop an instrument that allows for the systematic exploration of these outcomes in a way that allows for continuous improvement and strategic planning.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Association of Research Libraries as they developed and implemented the LibQual+ process. The success of the TechQual+ project will be due in large part to the pioneering research that produced the LibQual+ survey.
**Project Coordinators for Georgia Southern University**

The Higher Education TechQual+ Project is a cooperative project between institutions of higher education. Each participating institution is represented by project coordinators who direct and conduct surveys for their institution.

This survey was conducted by the project coordinators for Georgia Southern University. The Higher Education TechQual+ project coordinators for this institution are:

Burrell, Steven  
Vice President of IT and CIO  
ITS  
sburrell@georgiasouthern.edu
The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis \( H_0: \text{Adequacy Gap Score} = 0 \). Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

**Service Adequacy Gap Score**: This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceed end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.

**Service Superiority Gap Score**: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds end users desired expectations, a negative number indicates a gap between perceived service performance and end users desired expectations.

**Zones of Tolerance:**

For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is also computed and displayed against the zone of tolerance for each respective service dimension. This chart graphically displays the end users range of expectations across all service dimensions and your organizations performance against those expectations.
For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the y axis of the chart, and each 'spoke' represents one dimension of service. The colors green, yellow, blue, and red are used to express the perceived service levels against end users range of expectations (or, zones of tolerance).

Incomplete Surveys: The data contained in this report includes cases where the respondent completed an individual item but did not complete the survey in its entirety.

Suggestions: When the perceived rating is below the minimum level of service, the end user is provided the opportunity to make suggestions on how the quality of this service can be improved. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term.
**About this Higher Education TechQual+ Survey**

This survey consisted of multiple IT service outcomes grouped together into distinct core commitments expected by faculty, students, and staff. These core commitments for this survey were designed to assess these categories of IT service outcomes:

- **Connectivity and Access**
  Tell us about the quality of the Internet service on campus.

- **Technology and Collaboration Services**
  Tell us about the quality of Web sites, online services, and technologies for collaboration.

- **Support and Training**
  Tell us about your experiences when obtaining assistance with technology on campus.

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the Georgia Southern University campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

- **Minimum Service Level Expectation** - the number that represents the *minimum level of service* that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

- **Desired Service Level Expectation** - the number that represents the level of service that the respondent *personally wants*. The respondent selects a rating that represents the level of services he or she desires.

- **Perceived Service Performance** - the number that represents the level of service that the respondent *believes is currently provided*. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

**Core Commitments and IT Service Outcomes for This Survey**

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

- **Connectivity and Access**
  When it comes to...
  
  - Having a campus Internet service that is reliable and that operates consistently across campus.
  
  - Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.
  
  - Having wireless Internet coverage in all of the places that are important to me on campus.
  
  - Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

- **Technology and Collaboration Services**
When it comes to...

Having campus Web sites and online services that are easy to use.

Accessing important campus Web sites and online services from my tablet or other mobile device.

Having campus technology services available that improve and enhance my collaboration with others.

Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

Support and Training

When it comes to...

Technology support staff who are consistently courteous and thoughtful.

Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

Getting timely resolution to problems that I am experiencing with campus technology services.

Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

Additional Questions

Additionally, the project coordinators for Georgia Southern University included these additional questions with this survey, for which respondents were asked to provide responses.

Do you live in Georgia Southern University managed housing? (Multiple Choice Question) Self-reported students only.

a) No
b) Yes

What areas of campus would you like to have better Georgia Southern wifi service? (Open-ended Question) Self-reported students only.

What are the best ways for the University to communicate important messages to you as a Georgia Southern student? (Multiple Answer Question) Self-reported students only.

a) Text messaging
b) eMail
c) Folio
d) my.Georgiasouthern portal
e) Digital signs on campus
f) www.georgiasouthern.edu
g) Call my phone/leave a message
h) Other

What new University IT services are missing, and should be implemented in the future? (Open-ended Question) Self-reported faculty, students, staff, not declared only.
What is one thing that Georgia Southern could do to make technology awesome for you? (Open-ended Question) *Self-reported students only.*

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

a) 
b) 

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

a) 
b)
**Population Analysis**

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of Georgia Southern University. The Higher Education TechQual+ project protocols state that respondents (n) should represent a random sampling of the total population (N). The responsibility for assuring a sufficiently large random sample resides with the project coordinators at Georgia Southern University. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical significance of the findings of this study.

This breakdown of total population (N), respondent (n), and completed surveys is based on the data that was entered for this survey by the Georgia Southern University project coordinators. This analysis is accurate to the extent that: (1) the attributes that were entered for each respondent are correct; and (2) the total population and sub-population (by attribute) information that was entered is correct. For self-reported attributes, values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

### Total Population / Respondents

<table>
<thead>
<tr>
<th>Population Size (N)</th>
<th>Respondents (n)</th>
<th>Respondents (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>8313</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>12%</td>
</tr>
</tbody>
</table>

### Attribute: University Role (self-reported)

<table>
<thead>
<tr>
<th></th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>10</td>
<td>4</td>
<td>40%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>4</td>
<td>2</td>
<td>50%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>8</td>
<td>4</td>
<td>50%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>998</td>
<td>766</td>
<td>76%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>76%</td>
</tr>
</tbody>
</table>

**Legend:** Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

### Attribute: Sex (self-reported)

<table>
<thead>
<tr>
<th></th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>17</td>
<td>7</td>
<td>41%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>562</td>
<td>416</td>
<td>74%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>441</td>
<td>353</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>76%</td>
</tr>
</tbody>
</table>

**Legend:** Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

### Attribute: Age Group (self-reported)

<table>
<thead>
<tr>
<th></th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>26</td>
<td>14</td>
<td>53%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>836</td>
<td>636</td>
<td>76%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>104</td>
<td>79</td>
<td>75%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>31</td>
<td>26</td>
<td>83%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>20</td>
<td>18</td>
<td>90%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3</td>
<td>3</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>76%</td>
</tr>
</tbody>
</table>

**Legend:** Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted
### Attribute: field1

<table>
<thead>
<tr>
<th></th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Resp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRESHMAN</td>
<td>0</td>
<td>2170</td>
<td>0%</td>
<td>215</td>
<td>162</td>
<td>10%</td>
</tr>
<tr>
<td>JUNIOR</td>
<td>0</td>
<td>1786</td>
<td>0%</td>
<td>292</td>
<td>188</td>
<td>14%</td>
</tr>
<tr>
<td>SENIOR</td>
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<td>2388</td>
<td>0%</td>
<td>296</td>
<td>224</td>
<td>12%</td>
</tr>
<tr>
<td>SOPHOMORE</td>
<td>0</td>
<td>1969</td>
<td>0%</td>
<td>257</td>
<td>202</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>8313</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>12%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Resp. Rate = # Attempted / n

### Attribute: field2

<table>
<thead>
<tr>
<th>Gender</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Resp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>0</td>
<td>4143</td>
<td>0%</td>
<td>571</td>
<td>420</td>
<td>14%</td>
</tr>
<tr>
<td>M</td>
<td>0</td>
<td>4170</td>
<td>0%</td>
<td>449</td>
<td>356</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>8313</td>
<td>0%</td>
<td>1020</td>
<td>776</td>
<td>12%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Resp. Rate = # Attempted / n
**Key Findings for All Respondents**

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0$: Adequacy Gap Score $= 0$. A positive adequacy gap score indicates service performance exceeding respondent’s minimum expectations, a negative score indicates service performance below respondent’s minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having campus Web sites and online services that are easy to use. Adequacy Gap Score = 0.32; N = 778; P = 0.00</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus. Adequacy Gap Score = -0.22; N = 834; P = 0.00</td>
</tr>
<tr>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device. Adequacy Gap Score = 0.17; N = 746; P = 0.03</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads. Adequacy Gap Score = -0.33; N = 827; P = 0.00</td>
</tr>
<tr>
<td>Having campus technology services available that improve and enhance my collaboration with others. Adequacy Gap Score = 0.46; N = 747; P = 0.00</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus. Adequacy Gap Score = -0.54; N = 816; P = 0.00</td>
</tr>
<tr>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information. Adequacy Gap Score = 0.22; N = 752; P = 0.00</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus. Adequacy Gap Score = -0.39; N = 822; P = 0.00</td>
</tr>
<tr>
<td>Technology support staff who are consistently courteous and thoughtful. Adequacy Gap Score = 0.39; N = 661; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services. Adequacy Gap Score = 0.31; N = 650; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form. Adequacy Gap Score = 0.37; N = 675; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services. Adequacy Gap Score = 0.58; N = 637; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
Data Charts for All Respondents

Below are the charts for this view of the survey data.
## Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis \( H_0 : \text{Adequacy Gap Score} = 0 \). Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

### Connectivity and Access

Tell us about the quality of the Internet service on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Mean 6.38</td>
<td>8.53</td>
<td>6.16</td>
<td>-0.22</td>
<td>2.37</td>
<td>834</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.87</td>
<td>0.88</td>
<td>1.89</td>
<td>2.20</td>
<td>1.91</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td>Mean 6.53</td>
<td>8.56</td>
<td>6.20</td>
<td>-0.33</td>
<td>2.36</td>
<td>827</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.84</td>
<td>0.83</td>
<td>1.95</td>
<td>2.22</td>
<td>1.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus.</td>
<td>Mean 6.73</td>
<td>8.53</td>
<td>6.19</td>
<td>-0.54</td>
<td>2.35</td>
<td>816</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.98</td>
<td>0.93</td>
<td>2.10</td>
<td>2.52</td>
<td>2.16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus.</td>
<td>Mean 6.59</td>
<td>8.41</td>
<td>6.20</td>
<td>-0.39</td>
<td>2.22</td>
<td>822</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  2.07</td>
<td>1.08</td>
<td>2.10</td>
<td>2.50</td>
<td>2.19</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having campus Web sites and online services that are easy to use.</td>
<td>Mean 6.71</td>
<td>8.38</td>
<td>7.03</td>
<td>0.32</td>
<td>-1.35</td>
<td>778</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.76</td>
<td>0.98</td>
<td>1.59</td>
<td>1.89</td>
<td>1.63</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td>Mean 6.51</td>
<td>8.25</td>
<td>6.68</td>
<td>0.17</td>
<td>-1.57</td>
<td>746</td>
<td>0.03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  2.02</td>
<td>1.23</td>
<td>1.75</td>
<td>2.18</td>
<td>1.87</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td>Mean 6.35</td>
<td>8.08</td>
<td>6.81</td>
<td>0.46</td>
<td>-1.27</td>
<td>747</td>
<td>0.00</td>
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<td></td>
<td></td>
<td>Dev  1.92</td>
<td>1.30</td>
<td>1.67</td>
<td>1.91</td>
<td>1.74</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td>Mean 6.69</td>
<td>8.32</td>
<td>6.92</td>
<td>0.22</td>
<td>-1.40</td>
<td>752</td>
<td>0.00</td>
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<tr>
<td></td>
<td></td>
<td>Dev  1.85</td>
<td>1.10</td>
<td>1.71</td>
<td>2.02</td>
<td>1.75</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Support and Training

Tell us about your experiences when obtaining assistance with technology on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>6.85</td>
<td>8.39</td>
<td>7.24</td>
<td>0.39</td>
<td>-1.15</td>
<td>661</td>
<td>0.00</td>
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<tr>
<td></td>
<td></td>
<td>1.80</td>
<td>1.01</td>
<td>1.59</td>
<td>1.95</td>
<td>1.60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td>6.96</td>
<td>8.43</td>
<td>7.27</td>
<td>0.31</td>
<td>-1.16</td>
<td>650</td>
<td>0.00</td>
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<tr>
<td></td>
<td></td>
<td>1.77</td>
<td>0.96</td>
<td>1.61</td>
<td>1.90</td>
<td>1.61</td>
<td></td>
<td></td>
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<tr>
<td>11</td>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td>7.06</td>
<td>8.53</td>
<td>7.09</td>
<td>0.03</td>
<td>-1.44</td>
<td>657</td>
<td>0.68</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.73</td>
<td>0.85</td>
<td>1.71</td>
<td>1.98</td>
<td>1.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>6.84</td>
<td>8.35</td>
<td>7.21</td>
<td>0.37</td>
<td>-1.14</td>
<td>675</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.83</td>
<td>1.04</td>
<td>1.63</td>
<td>1.94</td>
<td>1.68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>6.18</td>
<td>7.89</td>
<td>6.76</td>
<td>0.58</td>
<td>-1.13</td>
<td>637</td>
<td>0.00</td>
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<td></td>
<td></td>
<td>2.09</td>
<td>1.45</td>
<td>1.77</td>
<td>1.94</td>
<td>1.80</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Suggestions from All Respondents

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.
Having a campus Internet service that is reliable and that operates consistently across campus.

The internet service provided works well, but whenever you suffer drops from the network you think it might as well be the end of the world. Still a good service. [#1654542]

-----

Consistency! Having great internet in only some buildings is really annoying. [#1654659]

-----

n/a [#1654835]

-----

On wire, the Internet is fast and reliable. [#1654895]

-----

As the top University in the state, I think this should be widely available. I do not know what the issue is, but, often, I have better luck using GSUguest Wifi over other connections. [#1654927]

-----

WiFi on campus does not always work well, it does not connect in some classrooms. Add more routers so the internet connects better and is faster in classrooms and the library. [#1654949]

-----

3 words, Buses....need....internet. [#1655011]

-----

Make it faster and more broad across campus. Also, ResNet isn't very good [#1655242]

-----

it works pretty well. Wifi is a bit slow. [#1655278]

-----

NA [#1655395]

-----

I'm in the Interior Design Dept. and there are days were it literally takes us 30 minutes to download a small file. One day about a month ago, it took TWO HOURS to access my school email in a computer lab, which is appalling at best. We need better computers, or some sort of improvement in the speed and consistency of the internet. [#1655474]

-----

The campus internet is always spotty. If you are not right on top of the library or pedestrian, it's hit or miss at best. [#1655484]

-----

It cuts out at many points on Campus, it's really irritating because some labs have better internet than others. It's frustrating. Try to bring everyone on the same page. [#1655606]

-----

this is very important however when a lot of students are on campus, the internet is way too slow [#1655670]

-----

Find a better way to have electronic devices besides laptops connect like tablets or phones [#1655794]

-----

Very important to have full coverage of internet service around campus. Sometimes it can be hard to connect or have a weak signal in many locations. [#1655893]

-----

We are a big campus and each student pays thousands of dollars to attend this school. That being said, there is no excuse as to why we should not have internet service that is reliable, consistent, and available across campus. [#1655965]

-----

our internet service is sad, and unreliable. anything would be better. [#1656003]
-----
The Wifi is very limited in the higher level floors of Centennial Place so it would be helpful if you could get better and more wireless routers up there. [#1656069]
-----
This works pretty well, except in my dorm room. [#1656346]
-----
It removes obstacles when trying to do school work and allows me to utilize all my time. [#1656371]
-----
Connecting wirelessly from my devices is not always easy and does not always work... The network should more easily accessible [#1656602]
-----
The internet service is always dropping, and some places not strong [#1656772]
-----
Having a stronger system that can handle all the devices that are being used at different times would be good because when a lot of people are connected, the connection gets weaker for others. [#1656869]
-----
Right now I am in the library and my wifi isn't working.... [#1657064]
-----
The internet will go out when I am up late at night studying. You have to make sure you have a router. [#1657156]
-----
The bandwidth on campus often is not adequate especially in the library and Newton building. It is slow and very spotty. [#1657237]
-----
wider bands and less restrictions on all websites [#1657448]
-----
Have a system that is reliable and doesn't go out (wifi) every 5 minutes. [#1657841]
-----
You always have to re download that service installer and it takes forever [#1657978]
-----
YES PLEASE. Resnet is TERRIBLE. but everywhere else is ok. [#1658113]
-----
Also important. Especially is most math/physics classrooms [#1658167]
-----
the internet cant handle when it gets to "peak" hours when everyone is using it and it starts to lag. when we have to apply to classes and i stayed up till 6 in the morning the servers completely stopped for like 20 minutes. this shouldnt happen on a college campus. ever. [#1658325]
-----
This is INCREDIBLY important, especially at such a big and reputable school like Georgia Southern. The network overall is quite reliable, but I have had quite a few problems with the Ethernet port in my room this year (I'm sure it's a fluke). Overall, the network has always been available when needed and if it was down, students were well accommodated by faculty and staff due to the outage. [#1658386]
-----
The internet is not consistent across campus. [#1658406]
-----
Internet signal more stronger in buildings such as the business building. [#1658424]
I certainly wouldn't rely on it in any way, shape, or form. It's strange that you might have a wireless signal throughout multiple buildings, but the walkway right outside that building often has none. You should probably just get a few really good routers instead of dozens of crappy ones. [#1658438]

On my laptop I am 99% of the time, unable to use the internet at faster transfer rate than 3kbps, making campus wifi unusable unless I am at a school computer. p.s. I have full or 4/5 bars of connectivity, low ping and full connection, just no down speed (often up speed is just fine but down is about 3kbps on speed test or won't even load it) [#1658482]

The internet the dorm is not the best. The connectivity goes in and out. It can be very slow at times. [#1658685]

Increase the speed of the central server to maximum or add more server and to upgrade peach net if not fiber then get fiber wire. the Network on campus is not like dsl but would not be consider reliable. [#1659037]

I do not know much about improving internet service for an entire campus. Something definitely needs to be done though; I should be getting speeds four times faster than what I get now. I've had classes cancelled because the internet was too slow, and the teacher could not stream the video he had prepared for class. I'm not expecting to be able to download several gigabyte files in a minute; I would just like to be able to watch a video on Youtube without having to let it load up for a couple of minutes. [#1659101]

It's pretty bad in Freedom's Landing. [#1659137]

Some wireless internet connections, even though they are recognized, does not allow connection. I would said work on strengthening the signals all around campus or just remove the signals that don't allow connections. When we try to connect to these signals, waiting on its long load, then realizing it doesn't work absorbs time a lot of time and in that time frame we could of just went to somewhere with a better connection. [#1659189]

I do no have any suggestions at this time. [#1659323]

The service could use improvement. Sometimes its hard to connect with wifi on campus. The speed of the internet could be improved as well. [#1659337]

Sometimes have problems connecting Iphone [#1659591]

Get better WIFI locations. The WIFI doesn't work all over campus sometimes. Sometimes I don't receive WIFI connectivity in some of my classes all semester. Internet connectivity should be available in class at all times and should also be available all over campus. [#1659860]

Yes very important. [#1660154]

I don't really know what a practical thing to do is, but my wifi always goes in and out...even if I don't move where I'm sitting from (especially in Russell Union). [#1660171]

Centennial, Williams Center [#1660190]

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The wired internet speed is difficult to improve due to physical, technological, and geographical limitations. However, in my dorm I roughly average 6mps, and on peak times it's down to 1-2mps, which is an extremely low number to do anything professionally internet based, such as uploading viral videos to Youtube, or creating podcasts. This is a problem. My suggestion to this would be to hastily shift financial resources to improve the internet speed. [#1660361]

-----

This is important, since I have been here the internet has been fine. It doesn't give me too much trouble. I have had one time where I was in Cone Hall and it went out, but came back on pretty fast. [#1660366]

-----

The service gets slow and freezes from time to time. Nevertheless, I find the internet service to be reliable overall. [#1660670]

-----

The new Biology building has very poor internet. I will randomly lose my connection. This problem is consistent [#1660764]

-----

I can never get on the gsucampus wifi, I have to connect through gsuguest no matter where I am on campus. It will then disconnect me from the wifi when I am walking from building to building. [#1660905]

-----

Extremely hard to pick up service using different devices. Easy for iphone/ipad but difficult for MacPro. [#1661284]

-----

Sometimes the internet does not work at all times when needed. There may need to be constant checking with the internet services, especially times when a lot of courses are administering online tests. [#1661370]

-----

Please make it faster, slow as hell sometimes [#1661471]

-----

Internet would often cut out randomly around campus, and wireless internet is incredibly slow due to high traffic. [#1661498]

-----

Faster and more stable internet is always a positive upgrade that satisfies everyone. [#1661605]

-----

We have frequent campus internet downtime that makes it impossible for faculty/staff to complete their job duties. [#1661711]

-----

n/a [#1661734]

-----

Fix the spotty internet coverage [#1662362]

-----

As far as I know the university has recently upgraded its hard line connection but they need to increase the wireless which is what a majority of the students use. [#1662409]

-----

I almost never could get wifi in the Nessmith Lane Conference Center. [#1662414]

-----

ResNet is not dependable. [#1662475]

-----

Very important, forest drive building has horrible service, while the library can usually be relied upon. [#1662478]

-----
Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

It's still a fine service. It works something like 99.99% of the time. If only we could get 3 9's for 4 9's. [#1654542]

n/a [#1654835]

When in a time crunch, it's nice to get things done quickly. It's also nice to listen to Pandora without the internet chopping up songs as you go along (this has not happened to me since the increase in bandwidth). [#1654927]

Traffic is hard, I understand. [#1655011]

Very important. Needs improvement. [#1655015]

I live on campus in Centennial and I have been displeased with the internet to date. When I step out of my dorm it is not much better, and intact I cannot download things like I can in my dorm. That is disappointing. [#1655130]

larger bandwidths [#1655278]

NA [#1655395]

Again, this is a large university. In classes that require computers to complete large scale course assignments, having reliable internet and computers is pertinent to the outcome of our final projects.... TWO HOURS TO OPEN MY GMAIL. [#1655474]

If I could access the internet on anything besides my laptop top I would say yes but there is barely any way for me to login into the internet on my phone or tablet that I have to wait till I'm at home or use my phone's data. [#1655794]

our internet service is sad, and unreliable. anything would be better. I've heard they slow down social media sites. that is ridiculous and idiotic. [#1656003]

The campus wifi system is always operational, and can be accessed almost anywhere, but the speeds are ridiculously slow. The only fast internet connection on campus is at a computer lab. The wifi needs improvement as far a speed goes. [#1656016]

Get a better ISP. I'm not expecting GA Tech-like speeds (btw, they get 100Mbps on a bad day); however, I've never had the pleasure of getting speeds higher than 7Mbps. The only place that's feasible is any computer in the library; I would assume this has to do with the wired connection, however, that's what I'm always using when I'm connected at my dorm (Centennial). I get faster internet at my house in Atlanta (about 50Mbps down, 20Mbps up). I would expect a college have faster internet. [#1656031]

Very slow on different devices and moderately slow on desktops. [#1656064]

The internet here isn't all that fast, but it gets the job done. [#1656346]

Needs improvement especially during nights and busy times like registration and finals. [#1656352]
It is hard to do work in a timely manner when the assigned webpages and videos will not load on mobile phones and laptops, the internet service is slow. Even in the student dorms.

Configure the network so that a student will be allowed to download information at high speeds during certain times of the day.

It is about the same speed everywhere as it used to be before they claimed to have updated the speeds recently.

We have extremely poor internet service, especially during busy library hours. The internet is unbearably slow.

It's important to have fast access to the web across campus, especially in the academic buildings' classrooms. I want to be able to quickly look up information during class if I need to.

Streaming takes a while, or sometimes doesn't work.

Being that the campus is a decent size and there are a good amount of students, I feel as though a stronger broadband or a different company with better and faster connection would greatly be appreciated.

Please take a second to compare our internet speed and reliability with that of Georgia Tech. Now, take a second to compare the number of students that attend here and Georgia Tech. There is no reason that internet services shouldn't be a top priority here at Georgia Southern.

Internet is extremely slow, especially in peak hours. This can be very frustrating when working around five or six O'clock at night. Recently I read that Georgia Southern has started to throttle "non-essential" internet services. Georgia Southern should not have to throttle internet in 2014. As a major university, it is unfortunate that the internet is in this condition. I do not have the experience to suggest what would be required for improving internet speed.

The bandwidth on campus often is not adequate especially in the library and Newton building. It is slow and very spotty.

With the high demand of college homework and projects, we need an internet service that can provide rapid speed with the amount of students hitting the internet at the same time.

Simply for every kind of downloads that we do, we need the best.

Certain websites should not have their bandwidth throttled. The amount of preposterous money paid by every student every semester in technology fees should provide the best internet imaginable for ALL websites.

We need faster internet.

You always have to re-download that service installer and it takes forever.
NEED this so it doesn't take hours to download teachers presentations [#1658167]

This is the big one. Fast Internet is one of the many things companies like Google are trying to make available throughout the US. With a decaying copper infrastructure and ISP's that refuse to upgrade their networks to fiber optics, the US has fallen behind as the world leader in Internet speeds. At Georgia Southern, the Internet isn't that great. I get it's spread out with thousands of devices connected, but I'd expect much better from such a large university. We're bigger than Georgia Tech yet the average user there gets 20Mbs download speeds and the average user here MAYBE gets 1Mbs. More money REALLY needs to be put into laying down as much fiber to the school from the ISP as possible. [#1658386]

The internet isn't fast and downloading is a pain in the ass. Some downloading options aren't even available, likely under the assumption that torrents are only used for piracy. Looking for alternatives is also a pain in the ass. Don't block something just because it's unfamiliar to you, and having to log in to the network each and every time I restart my computer is yet another pain in the ass. [#1658438]

On my laptop I am 99% of the time, unable to use the internet at faster transfer rate than 3kbps, making campus wifi unusable unless I am at a school computer. p.s. I have full or 4/5 bars of connectivity, low ping and full connection, just no down speed (often up speed is just fine but down is about 3kbps on speed test or won't even load it) [#1658482]

Is a dream of mine [#1658965]

Downloads are not very important to me. I expect all of my downloads to take several hours, and they already do. A faster download speed would be nice, but that is low on my priority list. [#1659101]

I do not have any suggestions at this time. [#1659323]

The service on campus is not fast and sometimes looses connection. [#1659337]

quicker internet, sometimes just quits working [#1659448]

Yes [#1659471]

The internet on campus being fast is probably the most important of all. Way too many people on the server. Not only for students but for teachers too. [#1659649]

The internet at this school does not even work half of the time, and when the internet does work it is extremely slow. [#1659870]

It's not horrible, but it's definitely not as fast as my house here. [#1660171]

Centennial, Williams Center [#1660190]

Having fast internet is important but reliable and connectivity are more of my concern at the moment because those are sorely lacking when it comes to mobile devices. (The internet in the IT and Library on the desktop computers work great. [#1660209]
Very important, we need fast internet service for everything. [#1660366]

ResNet sucks at Centennial place. I expected a connection that would allow me to watch a youtube video in HD without having to wait 5 minutes for it to load. The internet speed can definitely be improved. Having to log into ResNet every damn time is really annoying too; it would be nice if that wasn't necessary. [#1660392]

No problem in this area [#1660594]

Has improved greatly since the bandwidth addition [#1660905]

My goodness. If I'm not using a campus computer, the internet is spectacularly slow. Not only this, but when connecting, and I already have the software installed for verification, it still asks me to and refuses to allow access. Several times, I have been kicked off while using the internet to only have the page "you need to install this safety software" show up for no apparent reason. Remove this requirement or create better software. Preferably remove it. [#1660981]

It would be nice to have reliable wireless internet access across campus. The connection constantly wavers and dips in and out of connection speeds throughout the day. It's very frustrating during high-traffic times. This should be fixed with the tuition/room & board of the students. [#1660985]

There are times when the internet lags and the bandwidth is not high enough for rapid downloading. Sometimes due to those who play video games that require large bandwidth usage. [#1661370]

Internet is good, could be a little faster. [#1661449]

Please I want this [#1661471]

Internet only works well when using an ethernet cable [#1661498]

"Wireless only" residential areas are unacceptable. A wired connection option should be standard in all residences. Wireless connections are much less stable and reliable. [#1661590]

No problem it's just fine [#1661706]

The internet is not fast. [#1661734]

EXTREMELY IMPORTANT. I think the university does a pretty good job of this. [#1661826]

This is important for many reasons including work and recreation but is very important when you are taking an online test you don't want the web page to time out and you get locked out of the test [#1662409]

It could be faster [#1662414]
**Having wireless Internet coverage in all of the places that are important to me on campus.**

I can get wireless coverage just about everyone on campus, aside from outside. But don't tape routers to squirrels just yet, it isn't that big of a deal. [#1654542]

n/a [#1654835]

The wireless connection here is painfully bad. That is not only my opinion either. The connection times out or disconnects sporadically. And when it is connected, the speed is barely manageable for activities. Ironically, the IT building has the worst WI-FI. You are not able to use multimedia efficiently. [#1654895]

Wireless Internet is available in most areas on campus, however accessing its usage can be frustrating especially to new students without the knowledge of how to utilize these services. [#1654941]

Buses, as wifi hotspots. [#1655011]

important to students as well. There should more places where students can use wireless Internet coverage to study or do work before upcoming classes. [#1655015]

Very much so! [#1655130]

some buildings seem to have weird spots in classrooms that wireless just doesn't work. [#1655218]

I get coverage everywhere but the quality of the signal is my problem. An example would be my dorm room, while I get a signal in their, it is too weak to do anything with. [#1655348]

NA [#1655395]

this is true [#1655670]

There are many buildings, such as the math building, where it gets much worse. [#1655673]

It would be nice to have wifi all through campus. Even outside, be pretty sweet to have wifi at sweetheart circle [#1655706]

Having wireless coverage is great if I could log on. [#1655794]

THIS is SO important! There is no reason why I should be sitting in the union and have no internet access. [#1655965]

do it. [#1656003]

The wifi is spotty and difficult to connect to, at best. It's a hassle to connect to wifi reliably all throughout campus. Not sure what protocols you guys are using, but there has to be something wrong with how you're authenticating users; on a good day, it takes me about 20 seconds to connect to the wifi on my Nexus 7 (Android tablet). Maybe it's something wrong with my tablet? I doubt that, as I don't have any sort of issues at my house in ATL. [#1656031]

The signal is sometimes weak which causes devices to disconnect or run slowly. [#1656064]
It is the same as the first comment. It is a major issue for CLs too because the internet only picks up in certain areas. [#1656069]

This would be something that needs improvement, as I have little to no coverage in my dorm room. [#1656346]

Allows me to do work where ever I need or want to [#1656371]

All buildings should have at least one computer lab with many available computers. [#1656385]

The wireless access in the IT building, on the first floor, down the hallway of the study rooms does not work and is not conducive to group meeting where the members bring their laptops to work together. I would like to see that rectified. Thanks. [#1656517]

I have essentially no wireless access anywhere outside of buildings, where I spend up to half of my on-campus out-of-class time. [#1656555]

I receive wireless internet in a lot of spots on campus but the speed of the internet is very unreliable to get anything done. [#1656556]

I'm in the business building Monday-Friday, if anything that building should have some of the best wifi on campus. Instead the signal is weak. Depending on where I am on campus the signal can be very strong to very weak. [#1656640]

While walking on the pedestrian, the wifi goes in and out so much that I just turn off my wifi. [#1656878]

I have no service on the second floor of library, old bio building and Veazy [#1657064]

I can't even watch Netflix in my DORM ROOM. This, I do not even understand. [#1657135]

I don't really have good coverage in the Dining Commons. [#1657156]

Would be nice to be able to sit in parking lot in-between classes and work on homework on laptop. [#1657179]

Horrible wifi in Math/physics [#1657204]

Wi-Fi that covers the entire university campus would be nice. Currently Wi-Fi gets very weak in some areas, and it is far more convenient for me to turn off my Wi-Fi and waste data because campus Wi-Fi isn't encompassing enough. [#1657212]

The bandwidth on campus often is not adequate especially in the library and Newton building. It is slow and very spotty. [#1657237]

Provide private on campus Wifi for all students [#1657517]
Yes this should be of high importance. Using data plans on cellular services are high already and with a student on a college budget, wi-fi usage would be awesome. [#1657519]

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Poor WiFi in Newton classrooms [#1657533]

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In my specific situation, I primarily use a laptop. I use a lenovo u430 ideapad. I have tried to connect to the internet at least 3 times a week for the past 2 semesters. My attempts to connect have been considerably inconsistent. Some times (rarely) my pc boots right up and connects to "gsucampus", but the vast majority of the time, my computer will awaken from sleep mode and not be able to connect. For a while it would ask me to download some software in order to access the network. I downloaded it only to be met by the same prompt the next time I tried to access "gsucampus". So often times I had to use "GSUguest". Even then it would take a few minutes to connect before having me input my email information. When connecting to "gsucampus" the download prompt doesn't show up anymore, but I still cant connect, or it will connect, but all of the pages will time out until it disconnects me from the network altogether. There have been times where I have spent the entire class period restarting my computer, or jumping from network to network until something clicks. I will be working next year as a full time employee for the university and think that some changes in consistency should take place regarding wireless networking. UNLESS it is the fault of my computer (which I suppose it could be with all the virus blockers and whatnot), in that case, I'm sorry you had to read all of this and hope the rest of your day is awesome. [#1657588]

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It works most of the time, so many people have smart phones that it seems to mess with connections in some buildings like the union. [#1657748]

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You always have to re download that service installer and it takes forever [#1657978]

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There is not internet coverage on some places on campus. If there is if goes on and off constantly. [#1658182]

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the access to wireless internet throughout campus is actually really good. [#1658325]

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For me, the wifi can be very spotty when I am on campus and even further extremely slow. I do understand that there are thousands of people trying to all use the same wifi though. [#1658344]

-----

Not consistent. In some places there is none at all. [#1658406]

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This place is a wireless nightmare. You can get multiple wireless drops in the Russel Union Center while sitting right in the center of it. [#1658438]

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Not sure how to improve it but not everywhere I go on campus has wifi and most places that do have it the service is really slow so I usually switch over to 3G on my phone. [#1659001]

-----

Although the wireless is there there is no connection being made. I suggest putting more wireless router or upgrade to a stronger router that cover and WORK to 95% of the campus. Sitting in front of an I.T building and my wireless connection can't even connect.... [#1659037]

-----

There are places in the russle union building that the wifi just dies. [#1659074]

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This is not very important to me. [#1659101]
Provide wireless internet in all of the rooms in all of the dorms. Several of the rooms on the outsides of dorms do not have access to wireless internet. [#1659309]
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There are times in the library on the first floor where the wireless does not pick up. [#1659323]
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better wireless all throughout campus and in the dorms [#1659448]
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Yes [#1659471]
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Most locations on campus have internet but signal varies by location in the building. [#1659649]
-----
Get better wireless everywhere. [#1660154]
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The wifi goes in and out a lot the farther towards the "edge" of campus you go. [#1660171]
-----
Williams Center [#1660190]
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This is important to access email or folio from a persons phone as they go to class no matter the building or location on campus. Also getting wifi out at the stadium and RAC would improve things. [#1660209]
-----
This goes with the answer for coverage because there are times when I have needed to use my phone to look something up at that very moment and I cant because I have no coverage. The IT lab is the worst I have seen. It is the technology building and there is no cell coverage in here. [#1660278]
-----
ResNet is the main issue I have. I can't be in my room and have good WiFi. It is just a pain. The wireless internet in other buildings are awesome. [#1660322]
-----
the wifi needs work but there are computer labs in most buildings [#1660330]
-----
I have my tablet, and I also sometimes have my lap top. It makes it easier being able to connect when I need it. Sometimes when it is nice outside, I would love to be able to be outside on my laptop or tablet with wireless internet. [#1660366]
-----
The few times I am anywhere other than in my office, to me, doesn't really justify having our university shell out extra money for that service. [#1660625]
-----
I like that the GSUcampus WiFi only requires me to put in my username & password. On the other hand, my WiFi tends to go out around Sweetheart Circle. [#1660670]
-----
Wifi available all across campus. Not just in building [#1660734]
-----
New Biology building has poor coverage [#1660764]
-----
Having wifi on the pedestrium would be awesome. Also I have had issues with wifi in the study rooms in the IT building on the 1st floor. I think specifically the room number I had consistent issues with is 1108. [#1660905]
-----
Wireless access in the forest drive building seems to be an issue in some spots. This building is used a lot and I feel it is important to ensure the wireless coverage for those using the internet in class. [#1661155]

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Wireless coverage should include easy access through wi-fi on phones. Does not happen all the time, especially in the library [#1661370]

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I have barely any cell service in any of the buildings, and I get wifi about 70% of the time [#1661471]

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n/a [#1661734]

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The wireless connection is unreliable. I have to use a cord for everything. [#1661850]

-----

Internet is an extremely important tool in our daily lives and we are unable to do much of what we do if it does not work. Having a reliable, fast, and wireless internet service is a must. The bandwidth, something that will be being improved soon as I understand it, could be increased, especially in the residence halls and in public areas. Sometimes, wireless internet is difficult to access in the public areas of campus, making working difficult at times. It would be absolutely awesome if I had enough wifi signal for everything to work well whether I was in a hammock at Sweetheart Circle, in my residence hall, or even at the stadiums, where wireless internet seems to be the least reliable. My best suggestion would be to improve on the wireless availability in areas where it's not at prevalent yet on campus. [#1661929]

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Sometimes the internet service on Sweetheart Circle is not steady and pushes you off of the internet. [#1662252]

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The RAC has terrible wifi reception, especially in the dance room and back gym. [#1662362]

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I've never been not able to get internet where I absolutely NEED it. [#1662414]

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Wifi is often spotty in buildings [#1662475]

-----

Wireless access in the parking lots would be extremely helpful to commuters who eat lunch in their cars. (Which is a lot of students) [#1662478]

-----

The wifi in Lakeside dining commons, and the Main dining commons rarely works for me, my devices cannot connect and when they do it normally fails, this also goes for the Newton building [#1662584]

-----
Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

This is important, but I know it cannot be done all the time, especially around all of those computers in the IT building and such. When you've been in the library for hours without a cell signal, it can get a bit annoying to have to walk outside constantly to check on group members (if they're coming, where you are in the library) or to set up other things while you're trying to also study. If you pack everything up to go outside, you risk losing your computer or study room, if you don't pack up while you leave, you could have your stuff stolen easily. [#1654416]

-----

In room 1202 in the Computer Information Technology building (CIT), one gets barely any reception. One is lucky to get signal within that section of the building. It's not too much of an issue, personally, but I find it annoying to be concerned if I have missed a call or if a text didn't send from my phone or if my phone didn't receive a text due to lack of signal while in that lab. [#1654420]

-----

Cell reception has improved greatly since my first year here it seems. I'm not sure if you guys have done anything with it somehow. But It seemed years ago I could never get service in the IT building and now I don't have an issue with that. [#1654542]

-----

There is not a lot of wireless internet and cellular coverage in the IT building, especially in the computer lab on the first floor. [#1654594]

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Bad cellphone reception in bottom floor of the library [#1654651]

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The RAC is really bad at cellular coverage with those with AT&T and so is the library on the first floor. [#1654716]

-----

n/a [#1654835]

-----

Cellular coverage is great outside, but again, the IT building completely erases the coverage. I am not able to receive any phone calls or messages while I am in the building. [#1654895]

-----

It is very hard to connect to the internet. I NEVER comes up immediately and it should automatically remember computers so I don't have to sign into the wifi EVERY SINGLE TIME I open my laptop... [#1654924]

-----

I never have any service in the IT building. I spend most of my time there so that sucks. [#1654969]

-----

many places on campus just don't have cellular service, especially the most populous areas such as the russell union, or the IT building. [#1655011]

-----

IT building, Russell Union, Carroll building [#1655021]

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not sure how this can be solved. but not having service in the IT building is a dissapointment, this is where I spend a majority of my time. [#1655278]

-----

This is very important to me, so far I have coverage everywhere except Landrum. [#1655348]

-----

NA [#1655395]
Its a safety hazard. There is no service in a majority of the IT Building, which beside being ironic, could be dangerous if an emergency occurred. [#1655474]

-----

um this is not that important. at times it is but helps with studying [#1655670]

-----

In certain buildings, such as COBA, cell service is almost nonexistant. This is fine for during classes but if you are trying to contact someone to pick you up in the rain, it is a mild inconvenience. [#1655681]

-----

Great coverage in most places but in some I get no service till I leave the building [#1655794]

-----

Many times on upper floors of large buildings the cellular service is dead. [#1655893]

-----

please. it doesn't work in a lot of newton [#1656003]

-----

Specifically in COBA cellular service is very minimal and also i ther buildings. [#1656064]

-----

Important encase of emergency. You never know what could come up and today we are very dependent on cell phones to do so many of our daily tasks. [#1656371]

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It would help to improve campus life satisfaction with a better chance of having a signal in all buildings, especially including the dining commons and dormitories. [#1656376]

-----

I have cellular coverage everywhere on campus, but the wifi needs to be improved. [#1656385]

-----

In many buildings on campus, I will have cellular coverage when I first enter the building but after walking down just one hall, it completely stops. Many times I am waiting on an important call while in class and I am not able to know if I received it or not because I have no service. [#1656406]

-----

The windows in the I.T. building and other buildings on campus will not permit very much change in the lack of cell phone signals. [#1656498]

-----

I don't know if it's the architecture or what, but cellular service in the IT building definitely isn't ideal. [#1656522]

-----

The IT building has poor cellular coverage in most of its rooms. Better coverage costs money. I'd rather see our school spend its extra dollars on Statesboro's streets and sidewalks [#1656535]

-----

I find getting a signal in a lot of buildings across campus very difficult to obtain. This wouldn't be a problem for me if the wifi signal was improved. [#1656556]

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Extremely important for in case of emergency situations. [#1656619]

-----

Whenever I am in the nursing and chemistry build, especially in Wrapsody, I have no cell coverage at all. I have to eat by the windows so I'm able to use my phone if I'm not on wifi. [#1656640]

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This is an important issue, but today most of us can access most forms of communication via WiFi, and most buildings provide good cell signal anyway. This should not be a priority. [#1656723]

-----
Carroll Building and all outside areas, no connection [1656890]
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I have no service on the second floor of library, old bio building and Veazy [1657064]
-----
I don't really get good service in the Dining Commons. [1657156]
-----
The IT labs are notorious for dropping Verizon service. I either get no service or very crummy 3G service. [1657169]
-----
Bad service in math/physics [1657204]
-----
The library has bad coverage on the first floor. [1657212]
-----
I have AT&T and for some reason I have no phone service in this building on my cell phone almost as soon as I step in the building. This is important because I cannot receive calls and I come over to work on graphic design projects for classes (using the Adobe Master Suite). I always feel like I have to run outside every so often to see if I missed any important calls from family or friends or potential employers. [1657282]
-----
I can get cellphone service in the building on forest drive and before the Library, but once I get to the Bio or Math and Physics building I have to step outside if I want even just a text message to go through. I wish I knew who to resolve the issue, but I do not other than making iPhone users be able to get on the WiFi on campus that will help with looking at email and such [1657504]
-----
Yes, I've been in the IT bldg, and coverage is spotty. I have AT&T personal service. [1657519]
-----
It makes no sense that a person can't call home from a building - especially a residence hall. [1657538]
-----
Somehow find a way for students with Tmobile carrier cellphones having the ability to make and receive calls in the IT building [1657676]
-----
Modern buildings = faraday cages [1657748]
-----
my cell service only works half the time while I'm inside many of the building on campus [1658039]
-----
I would really like cell service in the main computer lab in the IT building. [1658113]
-----
The library barely has any cell phone service even in the areas where talking at a normal level is permitted. [1658134]
-----
i have no service in centennial when i use the restroom or walk through the halls. like at all. numerous dropped calls in my room i cant even go into the living area if im on the phone. i have to lean into the window and even then i might have a dropped call [1658325]
-----
I'm not sure if there is a way for you to get better cellular coverage, but I have a 4G t-mobile cell phone and on a good day on campus and in my dorm it reaches 2G. However, even then I'm still not able to use my own internet on my cell phone at a good level and sometimes my calls drop. If there was a way that you could improve upon this that would be great. [1658391]
There's almost no cellular coverage anywhere. Unless I'm connected to wireless I have 2G. Which is probably because there are no cellular towers down here. I have nothing to suggest because building one of those isn't just something you do overnight free of charge. [#1658438]
-----
I use 4g since the wifi is so slow. Some buildings don't have enough coverage to use 4g. [#1658457]
-----
I have no service in the IT/Nursing and parts of the Carroll building. [#1658641]
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Another dream of mine [#1658965]
-----
I have Verizon and have nothing to complain about. [#1659001]
-----
I have T-Mobile. I do not expect cell coverage to improve. [#1659101]
-----
Math and Physics building cellular coverage is bad. [#1659287]
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In the Hanner building, on the the bottom floor cell phones have no service. Even though the cell tower is right next to the building. No one is able to have service down there. [#1659323]
-----
Important [#1659471]
-----
Almost never have good cellular coverage. Especially in the Nursing/Chemistry building. [#1659860]
-----
First floor of the library, especially in the study rooms have no cellular coverage [#1659946]
-----
Cell Service in the IT Building is really bad. It's not a huge pressing need, it would just be nice to get a signal in the classrooms. [#1660172]
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Russel Union [#1660190]
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If the coverage was great all over campus it would make things a lot easier on students. This would make things easier to look up in a brief moment. [#1660278]
-----
there are many "dead zones" for cell phones throughout the campus and in building ie the math and physics building [#1660285]
-----
ALWAYS. If you look around, most studnets are always looking their phones. This is a generation where we use our phones for not just talking, but also emails and more. I have my school emails sent to my phone, so it is important I get cell phone coverage all over the school. [#1660366]
-----
I do think cellular coverage all throughout campus is a necessity - for emergency purposes. For instance, if someone is walking to their car and needs Public Safety, cellular coverage becomes paramount in that a few minutes could mean the difference between life or death. But this example is extreme of course. :-)[#1660625]
-----
I believe this depends on the individual's carrier and it's not Georgia Southern's responsibility. If I cannot get cellular service on the bottom floor of the business building, or any other building, maybe I should go outside. [#1660629]
math building is the worst for me, as i never have service in the second or first floor. all others are fine, however. [#1660650]

Cell service is terrible in the IT building. [#1660670]

I personally believe there should be cell phone jammers in classrooms. It's very distracting seeing and hearing others' phones constantly flashing and buzzing. [#1660691]

The IT building needs enhancement in cellular coverage. [#1660695]

Library first floor has no cellular coverage. Other buildings seemed to be lined with lead and aluminum foil, as coverage is spotty inside. [#1660981]

There are a myriad of "dead zones" on campus. It's quite frustrating when I'm in some of the buildings on campus and I don't receive cellular signal anywhere. ex: The IT Building and the Library [#1660985]

I have sprint. I usually have very bad service in most of the buildings on campus. [#1661042]

Cellular coverage seemed to be an issue in the CEIT and Forest Drive building. Cellular coverage may be important in the event of an emergency that could be in place. [#1661155]

Once I leave my dorm room at university villas, I immediately don't have any more wifi. [#1661327]

I do not receive service for my phone in both the library and IT buildings. I have a cell phone provider that is not well known (Metro PCS) maybe if the network extended to receive cellphone signal for smaller phone providers I and many others would be more satisfied. [#1661370]

I don't get good cell service in the old biology building. How am I supposed to not pay attention in class if I can't use my phone? [#1661449]

Landrum, all engineering buildings. [#1661471]

it needs to be more stable [#1661607]

Need better cellular coverage in information technology building [#1661706]

Cellular coverage (even with Verizon) is spotty at best. I constantly have people telling me they've called when I have never received a notification. [#1661711]

The math building is the worst place to try to get cellular service. [#1661720]

I have zero reception in the IT building. [#1661730]

Russell Union has a no coverage zone. [#1661734]

It is important but I also realize that sprint doesn't have better coverage than when i was with verizon. [#1661840]
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I lose service on the back side of campus where the wild life center is [#1661850]
-----
T-Mobile has poor coverage in Statesboro. [#1662193]
-----
some places do not have great cell service and I believe it is very important to always have service for the safety of students in case of emergency. [#1662417]
-----
For some reason, connecting to the university network greatly slows down the loading process on my phone. It's actually easier to just use my family's data plan. Whatever can be done to improve that would help. [#1662536]
-----
get cellphone coverage in the IT building [#1662584]
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**Having campus Web sites and online services that are easy to use.**

Easy to use and up and running most times. I like that we get warnings when maintenance occurs, but it feels like it is a lot. Perhaps it is just the time of night I tend to do homework. [#1654416]
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The current web systems work well as far as I am concerned. [#1654542]
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I don't particularly like the set up of Folio. It can be confusing to navigate and find information on Folio. Many of my professors don't seem to understand how to use it very well and often have very different ways of presenting information on Folio. [#1655384]
-----

NA [#1655395]
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this is true [#1655670]
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change folio! [#1656003]
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The resnet login page when you first open up the internet on your personal labtop is way to slow to appear and there for makes it frustrating trying to connect to the internet by a personal labtop because the page never pops up. [#1656385]
-----

Get rid of folio and go back to GeorgiaView or something similar. Folio is terrible. [#1656459]
-----

Students are more or less forced to use the University's websites (folio to submit assignments, wings to register, parking and transportation to buy parking passes, etc. The University cannot continue to force students to use these services if they are difficult to use. The university does a pretty good job at making all of their websites simple and user-friendly. [#1656723]
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It is hard to find current information on college's website. [#1657179]
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The MyGeorgiaSouthern interface is awful. So is Folio. It would be worth hiring someone who has the ability to make a webpage that doesn't appear as if it was designed in a notepad file using basic HTML. MyGeorgiaSouthern looks like the 2005 myYahoo interface. [#1657212]
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The WINGS titles are all the same. Maybe specify and organize the WINGS categories better. [#1657288]
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Our frequently asked questioned about every department should be on each departments' site. Also, virtual tours would help the secretary staff from being tour guides 20% out of their day. [#1657538]
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Yes! this is very important; online services enable students to become more independent; student can seek out information on their own [#1657657]
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Mostly easy to use. Some link rot present [#1657748]
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There is not a single GSU website that is easy to use. It should not take a google search to find what you need... [#1658704]
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I don't want to have to sign in everytime I come on campus with my wifi, just let us log in. And I also hate that stuff that I downloaded for my Mac book, that stuff jacked up my Mac book [#1658965]

I get lost when trying to sign up for advising with my adviser. Folio is decent but it needs to lose the classes I took in past semester because I have to sort through them every time I want to look at a current class. [#1659001]

Important information on campus websites should be easily accessible; it shouldn't take 20 pages to find what you are looking for. [#1659101]

Folio is awful. [#1659137]

Need to redesign the gsu website, I can't find ANYTHING on it... Even things I've found before, I still spend a half hour finding them [#1659619]

Very important for new and current students to be able to navigate the school websites.. [#1659649]

Honestly just making them a lot more direct and user friendly, there are a lot of times I have trouble finding things I need on these websites. [#1660278]

The georgia southern website doesn't even seem like it was created by a professional web designer. It is in desperate need of usability testing and improvements. [#1660905]

There is no easy way to navigate to the union page or 25live from the MyGeorgiaSouthern homepage. 25 live also has an annoying pop up that makes it impossible to navigate when you click on the link provided in the email address sent after you make a reservation. [#1660972]

Sometime the websites are down. There are a lot of times where people try to get more information about something, but then cannot access the web page from the link provided because it no longer exists. [#1661370]

Seems alright [#1661471]

n/a [#1661734]

I tend to have poor luck with the website in regards to finding information about classes and my major. Searching for something that should be simple ends up taking half an hour. Links often don't work/are out of date. [#1662475]
Accessing important campus Web sites and online services from my tablet or other mobile device.

This is pretty important. The app isn't exactly flawless, so I deleted it. Also, I don't like how folio goes to mobile mode when I don't ask it to, and only after I click certain things. Then it results in an error and I have to go back to desktop mode, which works pretty well except for email. [#1654416]

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I find it difficult to use the mobile options or access mobile versions of sites. But I feel it is a low priority. [#1654542]

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n/a [#1654835]

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Buses. [#1655011]

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Very important. Needs improvement. Stronger connection. [#1655015]

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I use an Apple iPad Air and I have had connection issues with the internet. I would suggest more testing over the campus as it only happens in key areas. Specifically the Carroll and Forest Drive buildings. [#1655130]

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NA [#1655395]

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yes [#1655670]

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make this better. this is the way of the future. [#1656003]

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My tablet (Asus Transformer 10.1 inch) cannot perform quizzes under Folio, although everything else works fine. [#1656191]

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It would be helpful to have email as part of the mobile app. [#1656213]

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Georgia southern app is awsome [#1656385]

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I'd like access to folio from my tablet. [#1656459]

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Accessing certain areas on WINGS on a cellular phone normally cause problems and certain buttons become "unclickable" and results in me having to restart my internet browser or use a different one. [#1656556]

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It is rare I get internet through my iPad. I also sometimes have problems connecting to GSU campus internet on my laptop. [#1656628]

-----

This is vital since almost every student I know has some form of a tablet and every student has a smartphone. Most of us are on our phones most of the day but we do not always necessarily have access to a computer. [#1656723]

-----

The Georgia Southern app simply provides a link to the actual webpages, which don't have a mobile version. It would be far more convenient for the Georgia Southern app to have a built in interface than it would be for all sites to have a mobile version. The GSU app should be redesigned. [#1657212]

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The sites load up but sometimes require a lot of zooming to work them properly. [#1657237]

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Same thing as the other one, no cell phone service means no texts or phone calls but only in the IT Building as far as I know. [#1657282]

-----

On the GSU app, I have accidentally hit the wrong back button a number of times, and it's frustrating when I accidentally exit out of folio and have to log all the way back in. [#1657288]

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The website is not very helpful and viewing the full site is not always beneficial. [#1657707]

-----

I would like to be able to access ALL my.georgiasouthern.edu has on the Georgia southern app. I would also like to be able to constantly check wings on my phone especially during registration. [#1658167]

-----

It would be nice to improve access to folio and wings and my.georgiasouthern in general. A lot of things like grades on folio, I can't access without being on a computer. If there was a way to make certain links more accessible even on mobile devices would be good. [#1658391]

-----

I have the Georgia Southern app. However, most of the time I just end up using Safari on my phone when I am on the go because it is much easier to access than the actual app itself. The websites themselves for Georgia Southern, are by far very easy to access and use, but, the actual app is the reason I rated this section a little lower, because I feel that the app is more trouble than it's worth. [#1658641]

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It just needs to be better. [#1658965]

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Folio is awful on my mobile device. I can not check anything while I am on my phone. I can't stand it so I usually check it on a computer or don't check it at all. [#1659001]

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I like the GSU app. It had a few kinks but definitely efficient & easier to navigate when in a hurry. [#1659043]

-----

When it comes to online learning, mobile is essential. The reason why I take online courses is that I have a busy schedule and being able to access all course materials on the go is extremely important to me. The biggest issue I have now with the service is the utilization of McGraw Connect services. They are not very mobile friendly. When it comes to the courses that are on Folio, I don't have as much of an issue but it could be more fluid in terms of user friendliness. [#1659183]

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I do not have any suggestions at this time. [#1659323]

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There are too many confusing ways for students and teachers to send messages and assignments... Email? Folio? Email via folio? Folio notifications? I'm confused? Just write it on the board. [#1659619]

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Yes, I have to use my phone sometimes and it makes it 10X easier when I can. [#1660154]

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The mobile device is fine it is just if I am on my laptop in the IT building it goes in and out of internet. I guess that is because most people are on the internet. [#1660156]
I own a tablet and I use it all the time. It would be nice to be able to access important school information. It is pointless of even having my tablet at school if I can't get internet access to online pages that I need. [#1660366]

I have a very hard time with Folio on my mobile devices. Some pages seem to be cut off at the bottom while others sometimes don't want to load. The Folio email is the main culprit of my problems. [#1660629]

my.georgiasouthern has a mobile app that I find completely useless. It never does anything I need it to. [#1660764]

Some services are not available on Folio mobile site, I could not view an announcement my professor posted the other day. [#1660905]

The information is mostly there, just in a slightly user friendly way. Perhaps make the apps have more information to be accessed. Also, make the wifi easier to be accessed through cell phones [#1660981]

Using mobile devices to access campus Web Sites is usually last resort option for me. Browsing the website on my mobile device does not meet the same standard as accessing the website via a laptop or desktop computer. More specifically accessing the web site from a smart phone. [#1661037]

Works, but is still slow. wouldn't mind a special app instead of access to just the website. [#1661370]

I would like folio's mobile site to suck a little less, I can't see any documents on there. [#1661449]

I like to check my e-mail on my Samsung Android phone while riding the bus. I'm with Metro PCS. I can NEVER check my e-mail while riding the blue bus (I never ride the gold one) so I don't bother. It's not until I am physically in a building, in between classes that I can check my e-mail. Last year when I tried to use my MacBook Pro I had issues connecting to gsucampus internet. I rarely bring my laptop with me on campus but when I did this year it worked so apparently internet service is getting better. I figured I'd probably be able to use GA Southern websites with no problem on campus & I was write. [#1661660]

n/a [#1661734]

Connecting through the wireless on tablet and phone were always tricky. It took forever for the login page to pop up and load [#1661850]

It is difficult to find what I need on the mobile site. Even when on my tablet. [#1662193]

when trying to access folio off of a cell phone, sometimes it will 'crash' or not load the page [#1662417]

The Georgia Southern app doesn't always work correctly on the iphone and will glitch up sometimes. [#1662545]
Having campus technology services available that improve and enhance my collaboration with others.

Google drive? That seems to work [#1654542]

NA [#1655395]

This is incredibly important at any university, especially in courses that require specialized programs such as REVIT Architecture, AutoCAD, Photoshop, Illustrator, etc. There is no reason why we should not be receiving updated programs that are available in more than one facility, and that is simply not the case. Some of these programs are not even available in the library, or if they are installed, they are on computers that are rarely accessible, as they are constantly being used by other students who DO NOT use those programs. [#1655474]

yes [#1655670]

I love this and know a few students who know how to use google+ to work together. When we use it works great but many students and teachers don't know how to use it. I think there needs to be a portion added to FYE to teach the students about the benefits and how to use google+, folio, and more. [#1655794]

I think that the services provided through “MyApps” such as google drive are adequate to meet students needs. [#1656517]

The only campus technology service that actively provides this ability that I can think of is Google Drive. If the university could improve collaboration tools (such as virtual meeting software) it would not only make group assignments easier and more efficient, but it would teach students how to use these real-life tools. [#1656723]

All students on campus should be able to take any tech issue to the IT building where there is a specific office from 9-5 M-R, 9-3 F, and 9-12 S in order to handle issues. After hours M-R, 5-9. [#1657538]

As far as I know there aren't any sites that allow me to connect with other students. However, it is easy and simple to look up their name and send an email, but thats if you know their first and last name, if not then hopefully not many people share that name or a picture is provided. [#1657707]

On my laptop I an 99% of the time, unable to use the internet at faster transfer rate than 3kbps, making campus wifi unusable unless I am at a school computer. p.s. I have full or 4/5 bars of connectivity, low ping and full connection, just no down speed (often up speed is just fine but down is about 3kbps on speed test or won't even load it) [#1658482]

The classes that I have taken the utilize Adobe Connect have been great so far. Its nice to have the perceived physical interaction with the professor and the class. [#1659183]

Yes [#1659471]

We need cellular signals strengthened in the library and older buildings on campus. [#1660044]

Technology should be available in all buildings at all times. Some sort of lab should be in all buildings. It would be more convenient than having to walk all the way to the library, IT, or russel union. [#1661370]
n/a [#1661734]

No comment, sorry [#1661784]
Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

There are almost enough computers, but I can never find lab time for my tutoring sessions. Forces me to instruct upwards of 10 people off of 1 screen in a cubicle. Doesn't happen much anymore, but it was an issue. [#1654542]

-----

n/a [#1654835]

-----

We need more public printers in more than just three locations. Every building should be required to have a computer lab open. Its difficult to print items when you have to go across campus to the only location that is open in time for my 8am classes. [#1654924]

-----

I suggest upgrading the Windows 98 Logic Analyzers in the Electrical Engineering department. It is absurd that we are using oscilloscopes that save using floppy disks. [#1654956]

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This goes back to having a lack of Cellular service on certain occasions. [#1655011]

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Better projectors, and wifi or strong internet service would be good for enhancement. [#1655015]

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NA [#1655395]

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The projectors in many of the classrooms seem to be broken more often than not. [#1655484]

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Make sure that all computers, projectors, VCR/DVD, etc. are working from day one and not have class time wasted on having something not connected properly. [#1655502]

-----

yes [#1655670]

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I wish we had ways to still be at the classroom if we can't make it because we are sick or busy with work or something. Yes I know many teachers oppose this because some students would take advantage but it could broaden the reach of the students who could attend that class. [#1655794]

-----

this is good, but you need to educate professors too. while it isn't in many classrooms, those that it is do not know how to use it. [#1656003]

-----

It makes it easier to do collaborative learning and enhances our capability to learn with different learning styles [#1656371]

-----

Technology is fine. [#1656385]

-----

In many classrooms the only way to connect a laptop is VGA. while this method still works for most computers it now only meets the bare minimum and does not encourage the use of more mobile technologies. [#1656517]

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Classrooms are adequately equipped for the most part [#1656602]

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This is a huge issue. If the university could provide more forms of technology in the classroom student productivity and learning would greatly increase. Just because a class is not a CISM or IT course does
not mean that technology cannot drastically improve the learning experience. The days where we go to "lab" to have access to computers should be in the past. [#1656723]

Carroll has no access for students to meet silently or have computer access for students [#1656890]

The business building feels like walking into the 90s. Its empty, old projections, old desks everything. The labs are nice, but they always have classes in them. [#1657001]

Classrooms should have smartboards. [#1657179]

Poor WiFi in Newton Classrooms. [#1657533]

My building, Carroll, seems to be like high school with technology (I am almost 34 years old). We had smartboards in my jr. college in 1999. I should only have to take a tablet to class since my ebooks are on it. [#1657538]

The physics classrooms in the math and physics building need a touchscreen pad the professor can write on and have the written material presented on each tables computer monitor and projected on the board. A simple wacom bamboo tablet would do this easily, and it only costs $80.00. [#1658030]

The printers on campus are not always reliable. [#1658217]

On my laptop I am 99% of the time, unable to use the internet at faster transfer rate than 3kbps, making campus wifi unusable unless I am at a school computer. p.s. I have full or 4/5 bars of connectivity, low ping and full connection, just no down speed (often up speed is just fine but down is about 3kbps on speed test or won't even load it) [#1658482]

I'd much rather learn from a teacher that knows what they are talking about and write what they know on a white board but now all they do is put information on a slide show and expect students to read and comprehend it. [#1659001]

Define classroom...Having only some classroom with projector while some uses chalkboard...What age are we living in the 90's? [#1659037]

I do no have any suggestions at this time. [#1659323]

the internet is not really strong in class rooms and would like for it to be improved [#1659584]

Computer and projector in every room. Smart rooms. [#1660154]

This is very important, I am a Public Relations major, and we do a lot of presentations and more, and it is nice to be able to have the nice technology to present work. It would be nice to have more technology to share work with each other. [#1660366]

All programs are not available in all the labs throughout the IT building, i.e., TextPad. [#1660613]

Some of the rooms have passwords locking the volume at a mute. This is fine when there is class because the Professor more than likely knows the password. However, it can be troublesome for a
student organization who has went through the proper procedure to reserve that space. Perhaps all the locks can be set to unlock after 5 PM. [#1660670]

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More individual study rooms in buildings other than library [#1660734]

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Professors often have trouble with the screen up front used to present, and I, as a student who needs to present to my class, have never received any information or training on how to use that small screen next to the computer. [#1660905]

-----

Putting Matlab and Microsoft Visual Studios on ALL computers in the Technology building and some other buildings throughout campus is something that needs to happen in the near future. [#1661037]

-----

Certain classrooms need certain technologies, for example, programming principles. Some of the classes that should have a lab at all times for learning purposes do not have that chance except on certain days. [#1661370]

-----

Tech is fine. [#1661471]

-----

For half the time one of my professors or a student wants to use technology, the computer freezes, or the internet is too slow to show the clip that enhances the class. [#1661734]

-----

that could be improved. One of my teachers still uses chalk... [#1662414]

-----

teachers who’s lecture presentation style require technology should be supplied with the necessary equipment. I had a math class last year where the teachers laptop wasn’t connecting with the technology in class the first day of class and she tried to get it fixed all semester and it was never done. this made it difficult as she had to rewrite everything by hand everyday in class on an overhead projector because the room also had no white boards. [#1662417]

-----

while the technology in the rooms is often very advanced the most common issue is that the instructors do not know how to operate said technology [#1662584]

-----
Technology support staff who are consistently courteous and thoughtful.

Never dealt with it. [#1654542]

-----

Very important. Most people don't know a lot about computers and the staff needs to remember that and not treat people like they're incompetent. [#1654659]

-----

n/a [#1654835]

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This is extremely important. I had some ResNet workers tell me the reason my internet is slow is because a lot people watch porn all the time. Not really needed. Pretty unprofessional. [#1654927]

-----

very beneficial [#1655670]

-----

The technology staff for the computer rooms in the Union are never there. Everytime something is wrong, no is there to fix the problem [#1655914]

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The staff I have dealt with previously has always had an attitude problem. [#1655965]

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I have not experienced talking to a tech staff member that was rude at georgia southern and that means a lot [#1656371]

-----

Everyone I've talked to is actually pretty rude. Especially the receptionist girls on every floor. [#1656441]

-----

The Computer Store has a great staff. The library needs people who actually know how to work with computers. [#1657212]

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Do not talk down on people because they do not know the terminology or what is wrong with the issue. Computers/technology is foreign to most people. [#1657538]

-----

I usually get friendly and helpful support. [#1657540]

-----

It would be nice to have an explicit, IT building or kiosk or something that I could go to with questions about some of the issues I have been having specifically relating to the wireless network. If this already exists, it might be a good idea to advertise it more frequently, seeing as how I've been here for 4 years and have no idea if one exists or not. [#1657588]

-----

Perhaps it depends on the department, but some tech staff can be pretty rude and treat students like they're idiots (albeit some are). However, a helpful attitude goes a long away. [#1658561]

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I've called multiple times with questions pertaining to tech support on GSU websites and nobody I talk to seems to know anything about what I need help with and always seem pissed at me for calling. [#1659001]

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Polite staff is always a positive. [#1659101]

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The last couple times I got help, the people were rude and dismissive. [#1659137]

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A lot of the items are not applicable to me. I am an online student and I live in Texas. [#1659321]
The staff needs to be people friendly and not close minded like some are. [#1660278]
sometimes staff is rude and short with people [#1661327]
no comment [#1661370]
No encounters [#1661471]
I've only come in once to use your services & Ronnie Mehelic IS THE BEST! He's helpful because he figured out what was wrong with my computer, courteous because when it took longer than his 1 day turn around he let me know about how much longer it would take, thoughtful because after I said I might buy an external hard rive online he gave me about 3 suggestions as to where I could find some. You did a great job hiring & training him! [#1661660]
n/a [#1661734]
Student staff in the IT building are not very helpful [#1662166]
my computer has had a continuing problem where for an unknown reason at different times and at sporadic places around campus it will only load my.georgiasouthern.edu and redirect back to that if you try to go to any other page. I have a mac and I had a friend who was having the same issue also on a mac. I had to speak to several different technology people and the problem was never really solved. the range of helpfulness of the employees i spoke with was varied. Only two people were actually helpful, Pattie Beblowski and Justin Smith. others whom i reach out for help gave me excuses or actually blamed my problems on the fact that I have a macbook. I found this so inappropriate. A ton of students on this campus use apple products and our campus even sells mac's so there is absolutely no excuses for an employee to use the brand of my computer as an excuse as to why my computer shouldn't work on campus. [#1662417]
Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

I have rarely needed such a thing, except once in the library when I was trying to download a program and had to request special access. It was a whole mess. [#1654416]

-----

Never dealt with it [#1654542]

-----

n/a [#1654835]

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Why would someone be hired if they do not know (or cannot be taught) about IT services and such? [#1654927]

-----

I feel that sometimes, the people who are charged with completing a specific task are not always equipped to handle those problems. It took 2 months of back and forth conversation to fix a printer default setting on our computers. A month ago, we updated our Revit program and somehow in the process, all other programs were wiped from our computers... including Microsoft Office. Some of them still do not have the basic programs. [#1655474]

-----

Hire people who actually know how to deal with people who are completely computer illiterate instead of assuming that all students have an above basic knowledge of computers. [#1655502]

-----

yes this is important [#1655670]

-----

they are [#1656003]

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Gives me someone I can trust to help fix my problems without taking advantage of me financially. [#1656371]

-----

I've never used tech support staff, so I'm not sure. [#1656615]

-----

This is important when a major problem arises that is preventing students from accomplishing tasks or completing assignments. The technology support staff should be better trained so that they can focus on all types of problems while also having the ability to assist and explain issues to students who are not as tech-savvy. [#1656723]

-----

There have been times when I've spoken with different Reps and gotten conflicting info for my issue. I think training and info needs to be standard. [#1657540]

-----

I had an issue with wireless technology not working correctly on my laptop. I went to over three different locations on campus where I heard differing things. Nobody wanted to test my computer in the environment which it was failing. Eventually I stopped bringing my laptop to campus because it was more of a hassle to have it work on the network than the benefits gained by having it. [#1657748]

-----

Actually get knowledgeable employees that actually care about people they are trying to help rather than people looking to get a paycheck. [#1659001]

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Knowledgeable staff is always a positive. [#1659101]

-----

If you cant help the people your supposed to help you shouldn't be there. [#1659649]
The IT staff uses a program (Audible Magic) to detect "illegal" content on one's computer, mainly P2P software. It is also the exact same program a notorious virus (SOPA Virus) uses to scam people for money. Instead of the program simply giving a warning to delete the content, like when it tells the user to update the required antivirus software, the program bugs the computer, disabling the internet for it. The only way to enable the internet would be to click "I comply" on the ransomware. However, if the internet is lost between the time when the program activates and when you click "I comply," problems occur. The only way the program can unlock a computer is if the internet is activated. The only way the internet can be activated through the GSU network is through a log in. The program prevents the log in from happening, because it hijacks the internet until you click "I comply." It's a never ending circle. Also, the IT staff's policy should not be based on fear-mongering when it comes to P2P software. The IT staff should mimic the SOPA opinions of Google, Yahoo!, YouTube, Facebook, Twitter, AOL, LinkedIn, eBay, Mozilla Corporation, and Wikipedia when those companies boycotted the bill. Also, the program can be triggered by simply having a P2P client, even it's unused. Or an internet extension that has the same name of a P2P software. When the IT staff was asked, "why does having a P2P client bring up a red flag, when the act of distribution of uncopyrighted files is completely legal," the response was "That is a risk the university does not want to take." [#1660361]
Getting timely resolution to problems that I am experiencing with campus technology services.

I feel like most times I can troubleshoot things myself. [#1654416]

-----

It's nice that the bandwidth is being upgraded, but a majority of Internet use revolves around the sites for which our prioritized bandwidth suppresses. Even with the added bandwidth, there hasn't been a noticeable change. I still have to wait for a video to load entirely before I can watch it without pauses for loading. Either that or wait until people are asleep and for ionosphere interference to die down... Seriously... The wifi is like AM radio.... Additionally, my apartment complex has no hard line Internet access. Had I that kind of access, such issues might resolve themselves. [#1654479]

-----

Never dealt with it, but would hope it is a good response time. [#1654542]

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The discontinuity that exists between those that run ResNet and the group that takes care of IT Services is rather confusing and unexplained to the public. Makes for a difficult time trying to figure out who to go to first with issues. [#1654927]

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Really need to improve down time with campus housing wifi connection. Students need all the time they can get to accomplish their work and extra-curricular projects. [#1655015]

-----

haven't had any issues. [#1655278]

-----

2 months to fix a printer default and a month with no Microsoft. Something needs to be improved, whether its hiring multiple experienced professionals or better communication. [#1655474]

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Getting help in Newton with faulty technology is like getting teeth pulled. You have to wait an hour or more for something that could have been resolved in three seconds with a little creativity. We need more staff in various buildings. [#1655606]

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yes [#1655670]

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our internet service is sad, and unreliable. anything would be better. [#1656003]

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If the university could provide a help hotline to assist students and possibly even remote access the student's machine (assuming the student gives permission of course!) I think this would greatly help. [#1656723]

-----

When I call there is one individual working in your department that is particularly rude. I can never get my issue resolved if I get this individual as he is convinced all female students are incompetent tech idiots and treats you as such. I am sorry I am unable to provide his name. However he was an older man, not a student and was on duty in the day hours. Also, I have had an issue with D2L all semester with spell checking my posts for my courses. If I attempt to spell check on a post or reply to a post within my courses NURS 4133, 3130 or 4160 the screen and text box in which I am typing my post/reply freeze, it never spell checks and the only way to get out of the screen is to close the entire tab thus losing your post or reply. This has occurred numerous times, on different days, in different courses with different posts but always in the spell check step. If you do not copy the post before you start the spell check you lose it all together. Which is obviously frustrating and a total waste of my study time. [#1657058]

-----

There have been times that is has taken longer to resolve my matter due to incorrect info or conflicting info or instructions from the staff. [#1657540]
yeah. I expect this of any organization. Especially with living on-campus, I'm completely depending on campus internet to let me keep up with my school. [#1658113]

I would like a nearly instant response during business hours, but I understand that's not probable. [#1659101]

Not always as prompt as I would like them to be. [#1660594]

Most of the time this is dealt with accordingly, but on other occasions it is not solved fast enough and important deadlines for classes are missed (tests and quizzes on folio, etc) [#1661370]

You guys are pretty quick at fixing stuff, maybe take the site down for maintenance less often. [#1661449]

n/a [#1661734]

IT store was always backed up. [#1661850]
Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

n/a [#1654835]

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Should be an easy-to-understand guide online to help employees, students, and faculty understand the available services on campus and typical issues which can be resolved. Possibly a running list of issues that were solved and what the cause was - this way customers can predict whether or not their issue is common and fixable. [#1654927]

-----

Downtime for Tech Services is often communicated appropriately, however at time the disturbance to vital services for non traditional students is frustrating. [#1654941]

-----

no issues. [#1655278]

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yes [#1655670]

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This really wouldn't be an issue if MyGeorgiaSouthern had a usable interface. [#1657212]

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As soon as someone is aware that there will be some technical difficulties in regards to the internet, let the students know. It is not very convenient finding out the internet will be down a couple hours after receiving the email. [#1659101]

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very fast IT service and response [#1659448]

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Should be sent through an e-mail. whether or not people actually want to go through the tutorials is up to them. but it should be available on the website or something. [#1661370]

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No problem [#1661706]

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Communication is a huge issue at GSU. Policies are put in place but never explained or relayed to faculty/staff. [#1661711]

-----

n/a [#1661734]

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responses were timely but were usually not helpful because IT couldn't solve the issue [#1662417]

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Sometimes wifi can go out for hours without any explanation, mainly ResNet. [#1662475]

-----
Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

Not all students are tech savvy and many could benefit from additional resources including training on the use of Google Drive (and other Google resources available to students) and Folio. [#1654941]

NA [#1655395]

I got some training when I first came to southern but after that its so difficult to find help and when you do find it, sometimes it gets too confusing you give up or only learn what's necessary. I think there needs to be a portion added to FYE to teach the students about the benefits and how to use google+, folio, and more. [#1655794]

I don't know of any training or self-help information that is currently in use. [#1656517]

Also wouldn't be an issue if MyGeorgiaSouthern/the library website was usable. [#1657212]

Self-explanatory. [#1657538]

It would be helpful if there were webinars or some process where I can go to get instructions for standard common issues. [#1657540]

there was help and support for this? WHERE?!?!? [#1659037]

More options. [#1660278]

Seems fine [#1661471]

I am not aware of any location or people that teach skills except in the library sometimes. [#1661734]
Additional Questions for All Respondents

The project coordinators for Georgia Southern University included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
**Do you live in Georgia Southern University managed housing? (Multiple Choice Question) Self-reported students only.**

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</tr>
<tr>
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<td>282</td>
<td>35 %</td>
</tr>
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What areas of campus would you like to have better Georgia Southern wifi service? (Open-ended Question) Self-reported students only.

Unknown. I do not use wifi that often while I am on campus. So at the time of this writing, I wouldn't know of any deadzones concerning wifi. [#1654420]

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The library, Russell union, IT building [#1654423]

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Library parking lot to submit assignments after hours. [#1654434]

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Residence halls. Also would like hard line access. [#1654479]

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Library [#1654528]

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On all areas of campus. I do not connect to campus wifi when not because it is so slow that using data allows me to reach what I am searching for quicker 99% of the time. [#1654541]

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No clue. I seem to lose coverage at the Rotunda. [#1654542]

-----
everywhere [#1654574]

-----
IT building and COBA [#1654594]

-----
All buildings. For example, Newton, COBA [#1654617]

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Williams Center near career services and the george anne [#1654627]

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The legacy!!! [#1654648]

-----
everywhere. [#1654659]

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Older buildings. I.e. Newton, Biology bld, ect. [#1654667]

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in open areas so that when it is warm outside I can eat lunch and get work done while enjoying the sunshine [#1654676]

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it [#1654702]

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forest drive building [#1654706]

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RAC Forest Drive [#1654716]

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In the academic buildings. [#1654717]

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Math-Physics Building [#1654735]

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Foy and residence halls [#1654740]
The Henderson Library. [#1654750]
-----
Walking towards russell union, between the williams center and foy; Also in the parking lots on campus such as the parking lots near the education building along around administrative buildings. [#1654774]
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The library and the union. [#1654779]
-----
walk-ways in between the different colleges. [#1654792]
-----
all [#1654835]
-----
Pedestrian, Russell Union [#1654846]
-----
Not sure [#1654873]
-----
Centennial, College of Education [#1654885]
-----
library [#1654893]
-----
N/A [#1654894]
-----
Everywhere, but mostly IT. [#1654895]
-----
Library, hearty, [#1654913]
-----
I usually get decent coverage over campus...But the second floor of the IT building is a deadzone...maybe it's only for me. [#1654927]
-----
I mainly use Georgia Southern wifi in my residence hall, so I am not sure. [#1654931]
-----
THE LIBRARY (duh) [#1654956]
-----
All areas seem to be consistent [#1654969]
-----
UV/KN/CP [#1655011]
-----
areas near the bus routes. and near the rac. [#1655015]
-----
Carroll building [#1655021]
-----
On campus as a whole, the wifi is horrible once I leave my dorm. [#1655022]
-----
Campus [#1655036]
-----
Russell Union [#1655053]
EVERYWHERE!!!!!!!!!!! It is the worst, I have EVER experienced. The union is a complete nightmare.

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BUS building and IT [#1655119]

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In university Villas [#1655120]

-----

Caroll and Forest Drive buildings [#1655130]

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Outside the Russell Union, in the grass. [#1655168]

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The dorms (southern pines) and landrum. [#1655180]

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The dorm’s reception is the worst, all of them. Also, some of the areas with classes like Newton or COBA. [#1655187]

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Landrum [#1655217]

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g eo logy/geography building, carrol building [#1655218]

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In all buildings [#1655232]

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The dining halls, residence halls [#1655242]

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THE WHOLE CAMPUS!! ESPECIALLY THE RAC AND THE UNION! [#1655273]

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Sweetheart Circle & Russell Union Lecture Halls [#1655275]

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Centennial bldg 4 [#1655294]

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The dorms [#1655348]

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in my dorm southern pines [#1655351]

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library [#1655362]

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sometimes the internet comes on and off i will like an improvement in building 2 centennial especially the last floor. [#1655391]

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NA [#1655395]

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Russel Union [#1655417]

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Sweetheart Circle [#1655453]

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outside [#1655474]
Many of the older buildings don’t have good wifi service (Old Biology Building, Newton, Forest Drive). [#1655484]

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Rac fields [#1655485]

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While in the student union, the Georgia Southern Wi-Fi seems to be intermittent. [#1655488]

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all areas [#1655500]

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The Rac, The Russell Union, Sanford Hall, Art Building, [#1655504]

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The Math/Physics Building. I never have 4G. It will benefit me greatly if I can get in touch with my family and I am a math major and spend the most of my time there. [#1655514]

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the library, information technology building, and Russell union [#1655561]

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Information Technology Building. Ironic. [#1655575]

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So far my internet needs have been met wherever I may be on campus. [#1655581]

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Outside Forest Drive, Newton [#1655606]

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Don’t have a smart phone. [#1655624]

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All athletic venues (Paulson Stadium, Hanner Fieldhouse, JL Clements, etc) [#1655640]

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library [#1655670]

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RAC, math building [#1655673]

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Hanner, Paulson Stadium [#1655701]

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Full campus wifi [#1655706]

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Copper Beech [#1655724]

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In certain building I find it easy to get access to wifi, but outside or buildings or in between buildings is where the wifi lacks. Also, faster wifi with phones, tablets, laptops, etc. would be very helpful. [#1655775]

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I live at the Garden District and I’m not pleased, but excited to move to Planter’s Row. [#1655794]

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Coba [#1655810]

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A place that I would say needs some improvement would be the COBA building when trying to access mygeorgiasouthern material from a mobile device. [#1655838]

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The information technology building. [#1655887]
Math/Biology building seems rather weak. [#1655893]

All areas of campus need better wifi services. I have troubles in a lot of different places all over campus. The library is one of the most important places to get good reliable wifi and that's usually where I have the most issues. [#1655912]

The classrooms [#1655914]

In front of and behind the library (which are currently dead-zones). [#1655928]

The parking lots [#1655939]

Entire campus [#1655957]

Everywhere. The internet service is extremely unreliable every place on campus. [#1655965]

Math and physics building, newton building [#1655987]

housing! [#1656003]

the library, and the chemistry building. [#1656016]

I.T. Building. Sometimes, it's quite difficult to get any broad-ban. [#1656019]

All of it. Everywhere. It's never a bad idea to have wifi everywhere. I want to be able to walk across campus and not disconnect from wifi at all. [#1656031]

Ideally everywhere, but mostly in the classrooms and Union. [#1656064]

Especially on the top floors in buildings. they need to be improved but it would be helpful if we could get a strong enough signal to cover all of Georgia Southern so we would not have disconnecting issues due to dead spots. [#1656069]

On the buses while they are riding on campus. [#1656092]

resnet [#1656095]

When I walk through the Centennial area, and down the road the Gold Route and Blue Route buses drive through. [#1656112]

Forest Drive, IT building [#1656128]

Centennial Place, Dinning Halls. [#1656173]

Dorms, IT building, math and physics [#1656196]
Chemistry building [#1656231]

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Although I do not live on campus, I have tried to use wifi in different residence areas and found it sometimes slow or even not available. [#1656244]

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Southern Pines, Engineering [#1656256]

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In on-campus housing, specifically, Southern Courtyard. [#1656317]

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Kennedy Hall, Centennial Place, Landrum, Lakeside [#1656346]

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Outer parts of campus and walkways. [#1656352]

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Math & Physics building, LANDRUM, upstairs in the Russel union [#1656371]

-----

Kenneddy, walking around campus in general. Can not get wifi to work on phone when inside a education building or the library. [#1656385]

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Math/Physics building and especially the Library. [#1656406]

-----

All of Freedom’s Landing and the bus stop at the stadium [#1656441]

-----

I live in Atlanta. N/A. [#1656459]

-----

statesboro wide free wifi [#1656491]

-----

The Foy Building [#1656498]

-----

SHE building and pedestrian so I can sit outside to do work. [#1656514]

-----

The areas that I spend the majority of my time all have adequate wifi service. (IT building, Starbucks) After more thought, the wifi range in Kennedy Hall is poor in the rooms. The only decent spots in the rooms to connect to wifi are near the interior walls closest to the routers that line the hallway. [#1656517]

-----

Within 50 feet of building entrances/exits. [#1656555]

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It would be great to see a possible change to give the entire campus wifi coverage even when I’m not in a particular building. In which the moment I step on campus I can get a wifi signal and lose it once I step off campus. [#1656556]

-----

Everywhere... Especially outside, sweetheart circle, the rac, etc. [#1656602]

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The S.H.E building. [#1656607]

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Everywhere. [#1656615]

-----

everywhere, especially in COBA. the strength of the wi-fi could be improved everywhere. [#1656619]
Residence halls and the older academic buildings like Newton, Carroll, and Forest Drive. 

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Math and Physics building, Williams Center, Carruth Building 

-----

COBA 

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COBA, Nursing and Chemistry building, and the Math and Physics building. 

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The biological sciences building, math/physics building, art building 

-----

COBA building 

-----

I would like to have better WiFi service in COBA and IT, but I am an IS major so of course my opinion will be biased. The WiFi access needs to have better connectivity to tablets and smartphones. Occasionally the WiFi will not connect to my tablet depending on what classroom I am in. This is very frustrating. 

library 

-----

Main buildings, bus stops if possible 

-----

The Union and dorms. I lived in the dorms last year and the internet was constantly slow and having trouble. 

-----

on-campus housing, classrooms, and in the union. 

-----

Engineering Building, Newton 

-----

parking lots and fields at the RAC 

-----

Carroll 

-----

In the classrooms, the bandwidth is horrible especially on the math and physics building 

-----

Williams center, outside, Russell union, wifi update in all buildings, rac has no reliable wifi- people will utilize it to listen to music and such while working out 

-----

The dorms 

-----

along the bus routes. 

-----

everywhere 

-----

Chemistry/nursing buildings 

-----

Old bio, library, RAC, Veazy, Hollis, Carroll
Does not matter my goal is to live off campus

Student housing

Forrest drive (the entire street)

Dorm rooms should have good wifi.

Dining halls; COBA;

parking lot

Housing, Chemistry Building, and Education Building. (Pretty much the opposite side of campus compared to Russell Union)

Math/physics building

All of campus being improved in speed and connection would be very useful to students and staff alike.

Eagle village and dining halls

Centennial Place building 4, Chemistry building, the Performing Arts Center, and Landrum Dining Commons

Our room. Really everywhere.

On campus. The buildings work pretty okay and in the library, but out on campus, if you want to sit at a table while on your phone, it is pretty weak and takes a while to load.

sweetheart circle

The Russell Union, Nursing/Chemistry Building, and the Hollis Building; Everywhere honestly, but specifically those places.

I would like to have good access to it in all buildings.

by union and wing ending with education and nursing building

Freedoms landing

The academic buildings(e.g. Math and Physics Building) behind the Russel Union

N/A

Around parking lot 41 and Freedom's Landing
Classrooms [1657533]
-----
Between the lake at the education building and the RAC. [1657538]
-----
It would be nice to have it everywhere, if affordable. It would be even nicer to run a fiber optics network, but that's just my $0.02. I have trouble reaching a network in Hanner as well. [1657588]
-----
buildings on campus [1657602]
-----
All [1657604]
-----
nothing much [1657614]
-----
Education building and off campus housing [1657625]
-----
It goes in and out walking all around campus, there are dead spots walking from COBA towards Russell Union. Even by the library. [1657644]
-----
New Biology Building [1657678]
-----
Everywhere I use it has good service! [1657722]
-----
The bottom level of math and physics [1657732]
-----
while walking on the pedestrian [1657746]
-----
Russel Union, Recreation Activity Center (RAC) [1657748]
-----
All academic buildings, dinning halls, walking throughout campus [1657755]
-----
On the walkways between the RU and education bld [1657790]
-----
All of Herty Building and Math/Physics Building. [1657827]
-----
I can connect everywhere, it tends to be slow at the rac however. [1657832]
-----
Service (wifi) is terrible at Freedoms Landing. [1657841]
-----
Near Hollis and some of the older buildings. [1657842]
-----
the RAC [1657844]
-----
Hanner, Math and Physics building [1657845]
-----
In the library, and IT Building. [1657855]
-----
The IT building, and outside of buildings if possible [1657857]
The buses and the math and physics building [1657875]
Freedoms landing [1657879]
Main campus buildings [1657888]
Everywhere [1657907]
Center for Art and Theatre, Biology Building [1657927]

when we leave the stadium our wifi goes off and gets really slow as well as when ever you are just riding the bus it goes out [1657978]
All academic buildings and athletic venues. [1657994]
Coverage is generally good. Sometimes spotty along the pedestrium or sweetheart circle, but generally okay. [1657995]
Math building [1658003]
all [1658039]
Sweetheart Circle is in great need of broader wifi coverage, along with much of the pedestrium. [1658050]
Outside of buildings on the general campus [1658083]
Southern Pines [1658092]
Campus housing!!!! Kennedy wifi is TERRIBLE! [1658113]
Campus Crossings and 111 South [1658114]
Freedom's Landing [1658134]
Centennial buildings, math/physics, newton [1658167]
Areas outside buildings on campus is where the wifi service could be better. [1658182]
Math and Physics building, Foy [1658185]
COBA [1658187]
Inside all the buildings [1658194]
The RAC [1658217]
The Math and Physics building WiFi in my opinion could be better.

Dorms!

I.T. Building, Residential buildings.

I would like to see access to GSU wifi all around the campus

Dining Halls, they receive the most traffic and therefore need a bit more attention as to their speeds.

Newton Building, Math and Physics Building, Freedom’s Landing

Residential Halls

Dorms, Dining Halls

Sweet Heart Circle

Kennedy

Every where

All over

All of it.

The buses should have Wifi services. Also the Dining Commons and the Lakeside Dining areas should have better Wifi

everywhere because it is no-where

Bus routes

IT Building

I know the Union probably has a lot of routers for the wifi but, I have always had issues connecting there. If it’s at all possible to make the routers stronger so, that it is possible to be outside and do homework.

Foy Music Building

The dorms’ internet goes in and out a lot.

HOllis building
Human of ecology [#1658716]
-----
outside of the buildings [#1658790]
-----
Pac and recital hall [#1658835]
-----
all throughout campus [#1658842]
-----
COBA, 3rd floor [#1658904]
-----
Pretty much everywhere, but especially Russell. I shouldn't have to sign in as gsu guest because there isn't adequate wifi, I'm a student not a guest [#1658965]
-----
The fields at the RAC, and all of the walkways in between classes. [#1659001]
-----
This is a yes and no answer, I once live at Southern Pine and let say the internet was horrible. how can you provide adequate living when the internet doesn't want to connect 75% of the time and the remaining 25% that want to connect is slower than a turtle chasing a car. you know it's moving but it's not gonna catch it. [#1659037]
-----
Residence Halls [#1659072]
-----
All [#1659074]
-----
Inside all buildings, including dorms [#1659082]
-----
The Math/Physics Building. [#1659101]
-----
Math/Physics Building [#1659126]
-----
Library [#1659128]
-----
Library [#1659133]
-----
Freedom's Landing/stadium [#1659137]
-----
Throughout the entire campus mostly but especially where I live (Freedom's Landing). It's really bad out here. [#1659145]
-----
business building [#1659147]
-----
When entering and leaving campus buildings the wifi tends to disconnect [#1659165]
-----
unknown [#1659170]
-----
n/a [#1659183]
The resnet areas, the different dining facilities, and the chemistry buildings are all places that could gain better wifi connections. [#1659189]
-----
forest dr building [#1659205]
-----
Math building. [#1659286]
-----
Math/Physics building [#1659287]
-----
In Freedom Landings [#1659291]
-----
In and around all Centennial Place and University Villas buildings. [#1659297]
-----
Housing [#1659298]
-----
On the bus routes to the RAC [#1659307]
-----
Centennial Dorm rooms on the outside rooms of the buildings [#1659309]
-----
I do not live in Georgis. I am not sure what areas do not have wifi service. I would love to see all areas have it since it is a college campus and studying could occur anywhere. [#1659321]
-----
Freedom's Landing [#1659322]
-----
The Hollis building is where I would like to have better wifi services. [#1659323]
-----
The dorms could use better service. [#1659337]
-----
everywhere [#1659353]
-----
COBA building, and IT building [#1659354]
-----
The dorms, ahem I mean the residence halls have spotty wifi in places, so any improvement in those would be wonderful for the students. [#1659376]
-----
All areas [#1659384]
-----
dining commons, classrooms [#1659385]
-----
All of them [#1659397]
-----
Russell Union Auditorium [#1659399]
-----
In some of the classrooms. [#1659404]
-----
It would be nice to have better wifi in the dining halls. [#1659408]
-----
Dorms
-----
the dorms, the wifi is very on and off
-----
Dining buildings
-----
dorm rooms
-----
The dorms and other residential buildings on campus
-----
Class Rooms
-----
the dining commons and classrooms.
-----
The IT building always seems to make my phone go out
-----
Not applicable as I am a fully online student.
-----
Library wifi can be spotty, I'm guessing other buildings suffer the same fate
-----
Near the education building
-----
Stadiums, hanner, veazy, etc.
-----
Dorms
-----
In the RAC and on the Bus.
-----
Everywhere
-----
Residence Halls, all classrooms on campus. Outside near the bus stops.
-----
library
-----
Math/Physics Building Sweetheart Circle
-----
Anywhere on campus is fine with me.
-----
Biological science building
-----
The union and newton building
-----
First floor of the library especially in study rooms
-----
along forest drive
-----
Centennial Place
The Newton Building would be a great place for better wifi service. My phone can get proper wifi service everywhere else but the Newton Building. I couldn't really use my laptop in the Newton Building because the connection to the internet isn't reliable. 

Wifi is not consistent throughout campus. I have to constantly check my phone to see if it's still connected to wifi when I move around campus—very annoying. We need to be able to support the amount of students at GSU now on a bigger wifi network.

Residence Halls

Russell Union, the RAC, Herty area

Bus stops would be nice

Centennial, Williams Center

Dorm Rooms i.e. Centennial Place, Eagle Village, etc.

Centennial Place seems to always have limited service during certain times of the day.

The Business building (COBA, the Carroll building, the Stadium, and the RAC)

Nursing building

By Southern Pines Housing and Paulson Stadium

IT building (for cellular service)

Sweetheart circle, the pedestrian, And Forest drive

The Biological Sciences building and in the Chemistry Building

My room. We don't have the best wifi in Freedoms Landing, building 9

Uv

Upper-levels of library
Centennial Place [#1660322]
-----
the wifi is always slow for me near the chem and IT building [#1660330]
-----
The on-campus housing, and dining halls wifi should be much more efficient then it is right now. [#1660334]
-----
Dorms, Interior Design Buildings [#1660340]
-----
College of Business Administration and Southern Pines [#1660349]
-----
the carol building [#1660351]
-----
N/a [#1660376]
-----
Bus stops [#1660407]
-----
Eagle Village, Library [#1660437]
-----
I don't care for Wifi-Service on campus as it serves relatively no purpose. [#1660519]
-----
The areas with outdoor benches or picnic tables. Most have no service at all. [#1660533]
-----
Landrum and RAC [#1660539]
-----
Residence Halls, the RAC [#1660542]
-----
Engineering Bldg [#1660561]
-----
all areas [#1660567]
-----
Hanner, tennis courts, baseball field [#1660585]
-----
home in the Statesboro area [#1660602]
-----
NA [#1660608]
-----
N/A [#1660613]
-----
pedestrian [#1660650]
-----
buses, where we walk/outside/Sweetheart Circle [#1660653]
-----
Sweetheart Circle [#1660670]
-----
Paulson stadium and bus stops [#1660695]
-----
behind buildings [#1660728]

-----

Business engineering and IT [#1660734]

-----

New Bio building [#1660764]

-----

The service seems fine, it is getting connected is the issue for me. [#1660905]

-----

More than just inside buildings and just outside of them. I want to be able to be on a park bench more than 10 feet from a building and still be able to do my homework [#1660981]

-----

In the dorms and in public student areas. Some dorms have horrible wifi connectivity. [#1660985]

-----

This isn't really an issue. If anything, I'd say between academic buildings on the pedestrian. It would be nice to have good WiFi on the buses, but I don't know if this is possible. [#1660986]

-----

The IT building. [#1661005]

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When I'm using my laptop or phone in the library or IT building it has very slow internet connection compared to that of the desktop computers available in those areas. [#1661020]

-----

Nessonsmith Lane, COBA [#1661027]

-----

The technology (I.T) building and the Library. [#1661037]

-----

I get the worst service when I set foot inside of any campus building. Not sure how much you can do about that. [#1661042]

-----

Outside sitting areas if possible [#1661046]

-----

nursing building and russell union. I find it hard to connect in both of these places at times. [#1661074]

-----

Foy Building [#1661105]

-----

RAC, sweetheart circle [#1661114]

-----

Forest Drive building [#1661155]

-----

In the dorms. [#1661196]

-----

walking area in the campus [#1661217]

-----

Everywhere. It's sucks pretty much all over campus. [#1661243]

-----

Sweetheart Circle, Herty Building [#1661284]

-----

IT Building, Library [#1661285]
The nursing/chemistry building [#1661323]
russel union, outside engineering building [#1661327]
Centennial Place complexes [#1661340]
My bed room [#1661352]
the non-technological buildings. [#1661370]
Art building. [#1661395]
Buses [#1661399]
All the areas I use are adequately wifi’d. [#1661449]
Everywhere. its subpar wherever I go [#1661471]
University Villas [#1661488]
Everywhere [#1661498]
Residence Halls, Union (Theater and Ballroom) [#1661499]
Centennial [#1661533]
The dorm rooms of southern courtyard seem to have low download/upload speeds. download speed used to be just over 1 mb/s but has dropped since the beginning of the school year to around 500 kb/s. [#1661561]
Southern Pines [#1661578]
Dorm-Southern Pines [#1661585]
Dining Commons [#1661602]
Teaching building,dinning commons,outside [#1661607]
I think GA Southern & al areas within a 15 mile radius of the school should have free, SPEEDY WiFi. [#1661660]
All over [#1661706]
N/A. I am a fully online student. I am getting my degree from my home in Rincon, GA. [#1661713]
math building [#1661720]
Russell Union [1661734]

maybe by the lake? [1661784]

Outside of Campus Buildings [1661804]

all areas of the campus [1661809]

In the nessmith-lane building, COBA, and Lunchrooms [1661813]

university villas. I don't like using the wifi on my computer because it makes it go slow. [1661840]

Forest Drive building, RAC, & Dining commons [1661847]

Parking lots on the outskirts of campus. [1661850]

Outside areas [1661894]

Library, University Villas, Russell Union, I.T. Building [1661905]

It would be great to have better wireless services at our sports venues and in our residence halls, as well in the outdoor spaces elsewhere on campus. [1661929]

1st floor of library [1661974]

Freedom's Landing, Carroll Building [1662027]

IT building [1662030]

Foy building. Math building. [1662072]

I spend a lot of time in the Forest Drive Building and the Union with little to no WiFi [1662073]

the buildings [1662085]

Bottom floor of math building [1662087]

Inside the math building and the engineering buildings. [1662116]

Chemistry Building Physics [1662184]

College of Business Administration, IT Building, School of Human Ecology buildings. [1662205]

Arts Building [1662219]

the IT building [1662222]
-----

I would like to have better wifi service on Sweetheart Circle and the path next to the baseball field leading to the softball stadium. [#1662252]

-----

I would love better wifi in the library, the union, and the forest drive building. [#1662261]

-----

the it building, library, and rac [#1662279]

-----

RAC, in the dorms [#1662362]

-----

The entire campus. Wifi gets really weak on path. [#1662373]

-----

The Psychology Bldg. (Brannen Hall) [#1662378]

-----

The library and the IT building [#1662398]

-----

Business and Carroll building [#1662401]

-----

Eagle Village, other resident halls [#1662409]

-----

i am an online only student [#1662411]

-----

Nessmith Lane Conference Center [#1662414]

-----

EVERYWHERE!!! [#1662428]

-----

The top floor & second floor near all the windows of the library doesn't seem to have very good connection. [#1662441]

-----

Walking to class [#1662456]

-----

Russell Union; places that are "hangouts" [#1662465]

-----

The dorms. [#1662475]

-----

Parking lots, forest drive building, outside hanner field house. [#1662478]

-----

Dorms [#1662487]

-----

The dorms [#1662496]

-----

Forest Drive building [#1662498]

-----

Nesssmith Conference Center/PAC [#1662536]

-----

The entire campus needs better wifi services. I can walk from Watson to Lakeside and lose all wifi until I walk back into lakeside. [#1662545]
my room during night time when everyone's home and on the computer. [#1662551]

Every where. None of my devices perform from WiFi. [#1662570]

Freedoms landing [#1662580]

Both of the Dining Commons, and the Newton Building [#1662584]

Dorms [#1662612]

It's pretty decent everywhere honestly. [#1662657]

buses [#1662689]
What are the best ways for the University to communicate important messages to you as a Georgia Southern student? (Multiple Answer Question) Self-reported students only.

- a) Text messaging 506 64%
- b) eMail 646 81%
- c) Folio 250 31%
- d) my.Georgiasouthern portal 251 31%
- e) Digital signs on campus 89 11%
- f) www.georgiasouthern.edu 179 22%
- g) Call my phone/leave a message 174 22%
- h) Other 7 0%
What new University IT services are missing, and should be implemented in the future? (Open-ended Question) Self-reported faculty, students, staff, not declared only.

Unknown. [#1654420]
-----
Cloud based services [#1654423]
-----
More one sided printers across campus. Having to go to the library to print a formal lab report when I spend most of my time in Engr or IT buildings is extremely frustrating. [#1654541]
-----
one [#1654542]
-----
N/A [#1654716]
-----
None [#1654735]
-----
Use of tablets, card swipers/readers. [#1654774]
-----
I think it would be beneficial to include portable smart boards so that teachers in every college have the opportunity to utilize them as resources. [#1654792]
-----
Folio is confusing to most people I talk to. I was one of the first to use it when it was only a few classes used it that first semester. I know how to use it now through hours of frustration, trial, and error. I think that there should be a more helpful and hands on way to make it user friendly to new people. Most people do not look at an online tutorial like is on the folio main page, I admit I didn't either and still haven't. That may be frustrating but reality is most people do not want to spend that time when they could be doing something else that is productive. [#1654808]
-----
n/a [#1654835]
-----
N/A [#1654894]
-----
More available printing stations throughout campus. Every building should have a printing location like the one in Russell Union. [#1654924]
-----
Similar to workshops and clinics at the RAC which let students learn about basic bike repairs, belaying, etc. IT Services could host clinics about basic computer repairs or fixes...like reverting your system to an earlier date in order to fix an issue. (I'm sure you guys could come up with lots of stuff). [#1654927]
-----
I am satisfied with the current IT services. [#1654931]
-----
Lab [#1655036]
-----
Better training on individuals on how routers work and how to fix issues with people being bounced off when they live next to someone using it illegally. [#1655130]
-----
text alerts. [#1655168]
-----
Fixing phones and computers. [#1655187]
-----
None that I know of [#1655232]
-----
PRESENTATION SERVICES AND FACILITIES. [#1655338]
-----
NA [#1655395]
-----
Access to Dreamweaver [#1655453]
-----
Currently, there are still issues with Georgia Southern University registration. This not only affects the students. It also affects those that assist with registration as it creates an additional work load for those staff members as no students are able to register on their own even if he or she has a RAN number. [#1655488]
-----
idk [#1655500]
-----
More I.t. Tutoring. [#1655504]
-----
The IT building has sufficient services that are convenient considering the size of the building. [#1655581]
-----
For all that is holy get rid of folio and implement something better. [#1655606]
-----
n/a [#1655673]
-----
None that I can think of at the moment [#1655810]
-----
Unending accessibility after entering user information to acquire wireless internet connection. [#1655928]
-----
N/A [#1655939]
-----
I don't know. [#1656019]
-----
Maybe add a work order from to the homepage of My.Georgiasouthern.edu Page. [#1656069]
-----
many programs needed for technology/engineering majors, are not available in the library [#1656095]
-----
More places to print, and possible workshops on what to do when there?s a minor problem(that to most seems like a big problem) with the computer/laptop we are using. [#1656231]
-----
APPLE STORE [#1656371]
-----
More study rooms [#1656498]
-----
A mobile app the mirrors the abilities of my.georgiasouthern.edu [#1656517]
-----
Better collaboration services [#1656522]
-----
I haven't lived in a dorm since my freshmen year but I find it very useful for dorms to have both a wireless connection and a wired connection because in many dorms it was either one or the other and not both and I found that very frustrating since I prefer a wired connection for reliability and a wireless connection for leisure purposes. [#1656556]
-----
WiFi [#1656602]
-----
Larger computer monitors should be purchased and installed in the computer labs and classrooms (especially in the IT building). A lot of students do work that requires side-by-side viewing, and on some of the smaller monitors, this is incredibly difficult. The University should also make it so that once the user logs off, all of their data is erased. It is a pain to delete all of my files, downloads, recycle bin, and internet browsing data every time I have to log off. [#1656723]
-----
Complementary virus removals for mac [#1656924]
-----
Maps you can pull up on your phone showing you were the buses are atm. or maps at the bus stops with small lights or indicators showing where the buses are atm. [#1657001]
-----
More computer labs, an apple shop. [#1657064]
-----
Make folio and wings cell phone/tablet friendly [#1657204]
-----
I think that GSU does an excellent job with IT Services on campus. Keep up the good work. [#1657282]
-----
Idk [#1657315]
-----
Not sure. [#1657423]
-----
providing vibrations and frequencies that open the third eye [#1657448]
-----
Don't know [#1657505]
-----
Fiber optics networking. More consistent wireless networking. More versatility with campus computers requiring administrative rights (at least for specialized buildings like Brannen, Hanner, or Forest Drive (the only buildings I use). [#1657588]
-----
GSU has a lot of IT services but the problem is students are not aware of them [#1657657]
-----
More reliable campus WiFi/Internet and easier to access. [#1657689]
-----
Nothing I can think of! [#1657722]
-----
Faster WiFi in all buildings, more computer labs available for group studies other than library and IT building [#1657755]
-----
A better app for iPhone/ipad. The current one is kind of slow and does not allow access to everything the website has. [#1657832]

-----

I believe the services provided are already outstanding. [#1657842]

-----

Digital Signs and more computer stores so that the wait to get a computer fixed is not so long or more staff. [#1657855]

-----

I think that smart boards should be implemented, I believe that teachers would find that as a good resource in teaching. [#1657857]

-----

Fix apple products [#1657875]

-----

N/A [#1657888]

-----

?? [#1657927]

-----

No comment [#1657995]

-----

None [#1658003]

-----

more printers on campus. [#1658039]

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N/A [#1658114]

-----

I don't know [#1658185]

-----

Online ordering for food, breaks are short between classes and it would be great if I could order while I am on my way to pick up my food. [#1658239]

-----

I'm not really sure of anything that's missing because everything that I've needed thus far has been provided and seems to be of quality service and availability. [#1658366]

-----

I use as little of the services as possible so I wouldn't know what's available. [#1658438]

-----

remove the "safe connect" so I don't need to use guest internet. Safe connect completely ruined my VPN which I use back at my apartment and needed to use a system restore. [#1658482]

-----

I'm offsite, so I don't feel I can offer advice in this area. [#1658527]

-----

NA [#1658656]

-----

N/a [#1658691]

-----

im not sure [#1658790]

-----

How about televising it, folio is a worthless piece of crap, that doesn't even upload 75mb.... [#1659037]
Have a good mobile app!!! [#1659068]
-----
Nothing I can think of. [#1659101]
-----
N/A [#1659145]
-----
unknown [#1659170]
-----
Better mobile services. [#1659183]
-----
Equipment screen repair and other cosmetic equipment corrections. [#1659297]
-----
I do not use the IT building, therefore I do not have any suggestions at this time. [#1659323]
-----
more products [#1659404]
-----
None that I can think of [#1659408]
-----
Headphone repairs, if that is available. [#1659471]
-----
Good wifi [#1659537]
-----
I am not sure, but perhaps you could develop a social networking site for the types of announcements to which you refer above. [#1659608]
-----
Finding an academic calendar with actually class start and end dates would be wonderful. I have to hunt for it and it should be on the homepage! [#1659610]
-----
Gsu has an IT? [#1659619]
-----
Bus tracking [#1659660]
-----
IT should implement a mobile app if they had not implemented one. Internet speed should increase over time, whether it be on the bus or anywhere on campus. [#1659761]
-----
Holographic computers that you can access anywhere on campus at anytime. [#1659770]
-----
n/a [#1659911]
-----
How tos for technological fixes. [#1659938]
-----
n/a [#1660036]
-----
Printing from mobile devices such as tablets and phones [#1660139]
-----
Updated computers all around. [#1660154]
-----
Nothing [#1660162]

nothing, really. [#1660171]

The Biological Sciences building needs a computer lab [#1660245]

Don't know. [#1660313]

Apple care not just for computers. [#1660334]

N/a [#1660376]

Streamlined accounts. Our accounts are not based from a server aspect for saving. The may be managed by Active Directory, but they need to be accounts that have all documents and setting saved on the servers so that when a user logs onto one system their information will follow them regardless of the physical machine. [#1660519]

NA [#1660608]

N/A [#1660613]

I can't really add any suggestions - I believe our IT services are awesome! I know, I'm an employee and an on-line student. I have no issues at home or at work that aren't cleared up in a short amount of time. [#1660625]

The only thing I can think of is if, through our technology fee, students could receive a 6 month or 1 year subscription to Microsoft Office 360. At the end of year if that student is still enrolled they could renew that subscription. I pay $100 a year for this service but if the whole student body could get it a little cheaper that would be nice. [#1660629]

N/A [#1660670]

Faster computers in the library. [#1660691]

fast computer care [#1660712]

strong signal [#1660728]

I don't know that I would say this service is "missing," but as a future educator, I would really like for there to be a short workshop that teaches us how to operate a SMARTboard and the projector. [#1660911]

Digital signage that is interactive would be a good thing to implement to be eco-friendly and offer a new way for students to learn and inform themselves about campus activities and events. [#1660986]

There are trying times when I cannot find a computer to program on while on campus. Implement a more accessible way to essential programming tools on campus. Boost WiFi (See below). [#1661037]
ebooks and textbooks available for tablets [1661114]
-----
none [1661155]
-----
No suggestions [1661323]
-----
fax machines [1661327]
-----
Places where Linux is present. Some people appreciate linux and would like to learn more about it as well. [1661370]
-----
Allow students to add Apple TV to the server so they can use AirPlay and screen mirroring, a.k.a the only reason people buy Apple TV's. [1661449]
-----
Don't think it needs anything more [1661471]
-----
Google Fiber. More available software downloads for students that are paid for by tuition. [1661605]
-----
Enhance the internet stability [1661607]
-----
Maybe free training on software applications or how to use smart phones & MacBooks? I don't know. [1661660]
-----
Not applicable [1661706]
-----
Not sure... [1661713]
-----
n/a [1661734]
-----
Sorry, i'm not sure. [1661784]
-----
Allowing students to use on campus apps off-campus using the VApps in Vmware. Students are more likely to be productive and would allow georgia southern to have more marketing power towards future students. [1661918]
-----
There aren't really many IT services that are missing, though you don't exactly always know what's missing until someone gives it to you for the first time. I am pleased with campus IT services and appreciate the hard work that is put in to make sure the technology that we need is at our fingertips wherever we are on campus. [1661929]
-----
N/A [1662027]
-----
Personal computer services [1662166]
-----
i fell that we are up to date. [1662222]
I feel like the University IT service is missing wifi on the buses. I feel like the students would love and value this because sometimes it is a long ride to go all the way to your desired stop, and it would be nice to be able to log on to your laptop or tablet while on the go. [#1662252]

-----

somehow do automatic downloads of virus protection because i bought a new mac book pro from the university it department and have had many problems with it not connecting to gsus system [#1662279]

-----

Some buildings, path cannot get wifi. [#1662373]

-----

Well the ones i know about would be to expensive for the university to get a large number of. [#1662409]

-----

N/A [#1662414]

-----

1. email needs to be simplified. having a gmail and folio email is confusing for both students and teachers. some teachers will only respond to email on one account or the other. 2. if y'all can't get folio to work well on mobile devices from the internet then you should consider upgrading the app. the only reason i have to get on folio on the web instead of the app is because you can't see a lot of stuff on the app versus what you can access on the web. 3. maybe try to set up some places around campus that are strictly for printing. sometimes its hard to get to an empty computer to just print off something for class during the day because people are just messing around on the computer. also if these stations didn't have to have a 'monitor' they could stay open longer hours which would be good for a lot of students....(always needed to print something off for bio lab one night a week and the "computer lab" closed at 5 pm.) [#1662417]

-----

I don't feel that there are any IT services missing. [#1662465]

-----

Folio compatibility with ipad. [#1662478]

-----

Teleportation [#1662496]

-----

Possibly programs that teach students how to use excel or word, and if it is offered advertised better. [#1662545]

-----

repairing phones [#1662689]
What is one thing that Georgia Southern could do to make technology awesome for you? (Open-ended Question) Self-reported students only.

Somehow make a signal booster for the mobile devices while one is in a "deadzone" when it comes to signal from the cellular towers. [#1654420]
-----
Have more servers or wifi hotspots for more people to connect to. [#1654423]
-----
More bandwidth toward leisure sites [#1654479]
-----
Faster internet [#1654523]
-----
Better wifi connection across campus. [#1654541]
-----
The new website design looks good. Should be fine. Maybe beer chucking robot? [#1654542]
-----
faster wifi [#1654650]
-----
The campus wifi is very slow at times on phones and tablets. Websites do not always load. [#1654667]
-----
iPad [#1654702]
-----
More touchscreens [#1654716]
-----
More wifi! [#1654735]
-----
Use different services or provide didn't services to students free that teaching them how to create their own websites, and other things. Also have students use tablets to complete test or use clickers more in classes. [#1654774]
-----
Open a Cat Cafe!!!!! [#1654792]
-----
campus-wide wifi. wifi on the buses as well. [#1654835]
-----
Use more of the technology that we have but no one is using. Ex: smartboards in the IT building [#1654885]
-----
N/A [#1654894]
-----
Not prompt me to sign into the wifi every time. Wifi should remember devices instead of waiting 30 minutes into class for the stupid pop-up to sign in to actually pop-up. Very inefficient for students that are more fast paced than the pop-up. [#1654924]
-----
This is my favorite question. Technology on campus is awesome for me because I use simple things lie Google Drive. Similar to Advisers coming into freshmen courses, I think it would be beneficial for new students to get a quick lesson from IT Services during a class about services and opportunities that are available through IT Services which can help them for the rest of their college careers. If you like that idea I would contact Alicia Spence (ahowe@georgiasouthern.edu) from First Year Experience (FYE). [#1654927]
I think it is already awesome. [#1654931]

Communicate available services [#1654941]

Open (non-restricted) work labs, people can walk in and try to understand/see what they can do with certain things. [#1655011]

Update [#1655036]

Explain the how to's and make navigating simple [#1655040]

Better cell phone signal in the IT building. [#1655053]

Spend some money on our campus and not our mediocre football athletics department. [#1655064]

Better apps? More class rooms that utilize new technology. [#1655130]

Faster internet connection on the computers on campus [#1655139]

easier downloads from folio.. can be difficult for specific documents [#1655168]

More wifi hotspots [#1655187]

Better wifi [#1655232]

Make it faster [#1655242]

more use of technology everywhere on campus. b [#1655273]

Make it work. Where the heck is my tuition going? [#1655275]

Dedicate the 1st floor of the library to media. [#1655338]

Just fix the issues with the schools Wifi and always be on the look out for way to increase the bandwidth available to the individual student [#1655348]

Be able to use my phone in Landrum, not have spotty wifi [#1655417]

easier connection speed and availability for technology not made for campus, such as a personal laptop etc [#1655453]

Make the speed of the web server respond faster for those completing a class and was provided server space to create a website as part of a group project. [#1655488]
better cell and wifi reception [#1655500]
-----
To make sure that all computers have the same software installed on all the computers across campus. I ran into problems where computers in the library not having programs that the computer in the I.T. Building has and the I.T Building does not have the operation hours that the Library does. [#1655502]
-----
Having a basic video game design class as an elective. [#1655504]
-----
Could add to the already existing GS app. Have the app give notices when important dates are coming up. [#1655514]
-----
to make sure the computers are updated, specifically in the library. The study room computers could use improvement. Some computers in the back of 2nd floor do not have Microsoft which is inconvenient when the library is busy. The more computers available the better. It would never hurt to have more computers available on campus. [#1655581]
-----
Get better tech. [#1655606]
-----
It already is Awesome! Thank you! [#1655631]
-----
improve the wifi [#1655670]
-----
n/a [#1655673]
-----
easier access to internet through mobile device [#1655724]
-----
Wifi in UV [#1655810]
-----
Stronger wifi coverage throughout campus. [#1655893]
-----
Allow for higher tolerance and applicability in a class setting (apps, books, etc...). [#1655928]
-----
Time travel [#1655939]
-----
The main issue that I have faced is not the technology but the inconsistencies in how the individual professors organize the online assignments and information. Often, the online class structure is not updated and old information is left on the site. It is often difficult to find the instructions and assignments as a lot of the professors are not proficient in the application. During tests, they may have a picture with a question and the picture does not show up. This is very frustrating. [#1655952]
-----
Faster speeds [#1655957]
-----
Everything apple [#1655987]
-----
make it faster. [#1656003]
-----
get faster wifi [#1656016]
Make it easier to understand. [#1656019]
-----
Better speed. That's all. If it was fast, I can do more, thus, I'm more productive--and that's awesome to me. [#1656031]
-----
More charging stations in the buildings [#1656064]
-----
Just fix the dead spots [#1656069]
-----
technology is awesome [#1656095]
-----
Have it work in the dorms. [#1656196]
-----
provide workshops in common problems that occur with computers and how to fix them. Also, workshops on how to care for a computer/laptop. [#1656231]
-----
Faster wifi service. [#1656311]
-----
Better wifi speeds [#1656346]
-----
Give me information on all the technology that is available so that I can utilize it. Cell Phone service on almost all carriers is AWFUL in the Landrum Dining hall [#1656371]
-----
More eye scanners to get into dorms in case you forget or lose your ID [#1656385]
-----
Get rid of that abomination called folio. That is one terrible interface. GeorgiaView was much better. [#1656459]
-----
Assign I.T. majors a take home virtual machine with all I.T. related software pre loaded. [#1656498]
-----
Consistent/Fast bandwidth. [#1656517]
-----
Provide more post graduate services [#1656522]
-----
Reliable connection, quick streams, better compatibility with mobile devices. [#1656556]
-----
Better WiFi. Connectivity [#1656602]
-----
Update the technology in the S.H.E building by the CDC. Our computers are slow and printing takes forever. [#1656607]
-----
Make the Internet faster [#1656615]
-----
Make Wi-Fi easier to use via mobile devices that cannot use a web browser. [#1656622]
-----
Make sure all the computers in the library and other places on campus are updated with the software needed for students to be able to do assignments(power point, adobe, microsoft word). I always get pop up messages about downloading or updating software. [#1656667]
Georgia Southern should start offering more technology services in IT and the Library. The scanners are out of date, slow, and usually broken in the library. They should purchase some high-performance scanners for those students who like to store everything online. The university should also look into getting commonly used programs installed on all of the computers across campus. It is very frustrating to have to do a lab in only one classroom because the program is not offered anywhere else. Georgia Southern should speak with companies and see if there is any way to allow students to download certain software programs for free at home so the students do not always have to be on campus. Also, if the University could improve WiFi connectivity on mobile devices while providing some sort of Folio application for iOS and Android, that would be greatly appreciated. [#1656723]

Make it more affordable. [#1656763]

Make the wireless internet for mobile phones faster. [#1656837]

Have live feeds on some of the security cameras around campus. I think this would reduce some of the petty theft, and other altercations that take place. Sometimes, I think it is quite interesting to watch people in general [#1656888]

Get better antivirus software for mac users [#1656924]

Add more reliable internet at the rac [#1656950]

Dont call me for minor pointless alarms at 3am! Dont call my phone at all. ever. Unless there is a tornado touched down and heading to statesboro or there is a tsunami coming in. Other something extreme. I dont need a phone call to know its cold outside. [#1657001]

I am an online student in nursing. However I also took some on campus courses. I think students new to D2L should have access to a tutorial about how to utilize and troubleshoot the Adobe connect, D2L capabilities, and how to access and use all utilities with the Henderson Library from off campus on line. This was not provided to us in orientation to our school/program of study and especially issues with D2L and accessing research materials from the library off campus can be problematic at times. However the library staff is incredibly helpful and resolved my issue quickly each time with courtesy and knowledgeable info. [#1657058]

Having better service, opening more computer labs for printing. Sometimes I have to go out of my way to print something off. [#1657064]

High internet speed would be nice. [#1657135]

Folio/WINGS become tablet friendly [#1657204]

Please Please Please hire competent website designers. Folio/MyGeorgiaSouthern/Whatever else is on the MyGeorgiaSouthern page has an atrocious design. Universities always struggle to develop usable web interfaces. A user-friendly GSU Services launchpad would be very nice. [#1657212]

Faster speed that is more reliable. Early evening internet speed is almost non existent. [#1657237]

Service and wifi on phones in dining halls [#1657283]
Don't make MAC users download SafeConnect. I already have an antivirus software, and my dad and I don't trust SafeConnect. I hate having it on my computer, and it sends me messages every day even though I set the notifications to once a week. Also, I would like to only sign into the wifi once. Not every single time I open my laptop or open up my browser. [1657288]

Not have the wifi go in and out. It makes me use all of my data. [1657315]

The wifi goes in and out a lot and is not strong on campus, getting those things fixed would be great. [1657332]

Improve the wi-fi so it doesn't cut in and out every hour or die for more than a few minutes at a time; improve cell service for all networks to get at least consistent 3G if not 4G services [1657372]

Putting a printing lab in all buildings. [1657423]

More availability and frequencies that open the third eye [1657448]

Have better wifi [1657457]

Java on the library computers [1657504]

They're doing it. [1657505]

Wireless EVERYTHING, including support for the MAC platform [1657519]

Turn up WiFi signal strength. [1657533]

All Reps being thoroughly knowledgeable of all procedures and resolutions. [1657540]

Not having to download software to access the “GSUcampus” wireless network. Not being pre-charged for 800 some odd pages of on campus printing per semester that I will never use. Seriously, knock it down to 200 or so and allocate the rest of the money elsewhere, you guys aren't fooling anyone. [1657588]

Make sure it works and works fast [1657604]

Improve the connection and speed of internet. Also get a better class site than Folio. GAView was pretty bad; however, Folio is worse! [1657641]

Optimize mobile access [1657657]

Strengthen the network [1657689]

Printers that work better in the nursing school! Specifically the reading room [1657722]

Reduce prices in the IT store for hardware components [1657748]
Have cheaper prices for personnel technology (Microsoft word, power point, virus protection, etc.) [#1657755]

-----

I would say to make wifi better in the on campus housing but I'm moving off next year so it wouldn't really matter to me anymore. [#1657841]

-----

Printers break a lot in the nursing building and the staff there to help isn't always the nicest. I suggest better customer service. I know that we are students, but we are still "customers" to Georgia Southern. [#1657842]

-----

Faster internet [#1657855]

-----

Technology around campus in general not just laptop but other technology items such as: iPads, tablets, and other items to get the students attention [#1657857]

-----

Fix the charging stations [#1657875]

-----

N/A [#1657888]

-----

more computers/printers in the library (maybe just another floor's worth [#1657927]

-----

not have me continuously re download the service installer especially during quizzes or online test [#1657978]

-----

No comment [#1657995]

-----

Free seminars [#1658003]

-----

Sale or provide access to wacom bamboo tablets at ($80.00 for new unused tablet). This would allow writing in digital format to either save as notes or have a group meeting over the internet with a group each writing on a digital sheet that is altered by each person to solve math related problems and share this information in visual form more quickly. [#1658030]

-----

Get Google fiber when it becomes available. [#1658047]

-----

Improve its wi-fi signal [#1658114]

-----

Make Ethernet cable available in all housing dorms and/or wifi at Freedom's Landing is in need of an upgrade. It's slow at certain times of the day. [#1658134]

-----

Make it easy to use [#1658185]

-----

Making sure coverage is available all over campus and easily usable on your cellphone. [#1658194]

-----

Fix the printers in the business building. They are always out of order and it takes weeks to fix them. [#1658195]

-----

Better and faster internet connection [#1658238]
i find that having to install safeconnect or whatever its called was a major hassle and gave me nothing but problems. i went from having to re download it every time i turned on my computer to having it work somewhat competently then completely blocking my internet usage until i could download something i NEEDED THE INTERNET TO DOWNLOAD. also not sure why i need to re log into the server every time i restart my computer i feel like it should be able to remember something like that but i dont know. [#1658325]

Allow access to GSU wifi at closely surrounding non university apartment complexes [#1658342]

Hovercrafts. Lets be honest, that would be sweet. [#1658344]

Faster Internet and have better software deals for students (such as windows upgrade licenses for around $20) [#1658386]

Just make the wifi reliable no matter where I am on campus. And at least a nice constant speed, but fast is preferred. [#1658391]

Faster wifi [#1658406]

Stop being so traumatically afraid of it. [#1658438]

make down speeds tolerable and remove safe-connect; that's all i ask [#1658482]

I have a Surface 2 and have to go to the library and get on one of the school's computers if I want to register for classes of check my grades. My friend has a Windows laptop hat is also touch screen and has to do the same thing. I can get on myGeorigiaSouthern, but am not able to access many things on the website. If you could make everything on the myGeorigiaSouthern website work on my Surface 2,Id be satisfied. [#1658497]

better mobile app [#1658632]

Have more and newer printers at the library so the wait is cut down, and the printers won't take so long to print. [#1658641]

NA [#1658656]

The campus wifi [#1658685]

N/a [#1658691]

Printing services needs more color printers [#1658716]

extend the wifi coverage [#1658790]

Fix it please [#1658965]
Provide faster internet and to let other ISP into the area so the student living off campus can get the speed they deserve to even access their homework [#1659037]
-----
More workshops for technology [#1659072]
-----
For wifi to work consistently [#1659082]
-----
Get rid of Folio, or at least require teachers that use it all of the time to keep it up to date. Folio is a very elaborate maze, and I have yet to figure it out. Linking the Folio mail with our mygsu email would also be nice; checking multiple websites for mail every day is a hassle. [#1659101]
-----
N/A [#1659145]
-----
unknown [#1659170]
-----
see my other answers. Being extremely mobile friendly helps. [#1659183]
-----
If you could make connections faster that would be amazing. I understand that many people use the same connections but if you could somehow manage that would be awesome for me. [#1659189]
-----
Put together a flyer or an information sheet of some kind that would educate me about the capabilities and features of the all of the provided technologies on campus. [#1659297]
-----
Provide faster and more reliable internet connections and speeds, regardless of internet volume. [#1659322]
-----
I do not have any suggestions at this time. [#1659323]
-----
Make the wifi more reliable and faster. [#1659337]
-----
faster internet service connection [#1659353]
-----
Use more technology in the classrooms (aside from iclickers) [#1659404]
-----
Make the internet more reliable/faster [#1659408]
-----
better wifi all throughout campus! [#1659448]
-----
Give away some cool gadgets and devices for those who succeed academically. [#1659471]
-----
Have faster internet speed and better wifi. [#1659537]
-----
better internet improvement and suggest that if some people don't have laptops and may not want to go to any IT or computer centers. Desktops should be provided in dorms or residential building [#1659584]
-----
I view technology as a service that is only AWESOME when it is consistent and reliable. If you achieve those two goals, then the service provided achieves awesome standards. [#1659608]
-----
Finding an academic calendar with actually class start and end dates would be wonderful. I have to hunt for it and it should be on the homepage! [#1659610]
-----
Use the money I pay in my technology fees to buy new lab equipment (ya know technology equipment fees) [#1659619]
-----
Better wifi. Allow all computers on campus to share similar software (adobe premier, photoshop, notepad ++, etc.) [#1659649]
-----
Provide more information on new technologies and how to work it [#1659660]
-----
Georgia Southern should add software in the library that are taught in classe [#1659761]
-----
Better connection & speed. [#1659770]
-----
Better Wifi [#1659860]
-----
Try to find better or smoother Internet connections, and make some websites easy to use via tutorials. [#1659911]
-----
Easier wifi access [#1659927]
-----
Expand the wifi network [#1659938]
-----
develop the "MyGeorgiaSouthern App" more [#1660036]
-----
Provide tablets for use in library and williams center [#1660139]
-----
More printing labs. [#1660154]
-----
I think it is fine, but when I use the lockdown browser it will not let me log out after I get to folio. I need to log out or else if you don't log in 20 minutes it logs out itself and then I am left on the same page. I cannot go back to my quiz or test and then I have to log in on a different computer. It gets exhausting. [#1660156]
-----
Better internet in residence halls [#1660162]
-----
just faster wifi [#1660171]
-----
Faster internet! [#1660172]
-----
Make internet connectivity faster and more reliable [#1660234]
-----
Keeping it up to date. [#1660278]
-----
Faster internet. [#1660313]
-----
Make the wifi actually work properly on campus. [#1660334]
Have something much better than chalkboards. At least whiteboards. Chalkboards are physically painful to hear. [#1660349]

I think creating a messageing system like an instant messenger (I know we have email) but at least between classmates, it would be nice to have instant messaging through mygeorgiasouthern.edu. It could just be an option, that way when we are online, we can have that quick talk between another classmate. [#1660366]

N/a [#1660376]

Faster internet everywhere. That is it. [#1660392]

Don't replace the IT building tech store with a restaurant. I like the IT building store where it is. It also helps to get a scantron when you need it on that side of campus instead of having to go all the way to the university store. [#1660407]

NA [#1660608]

N/A [#1660613]

I would like to see an area for approved campus clubs. Something like a blog with tools for a calendar and message board. Nothing over the top. I can go to the Union and get info but I don't really know where to get it online or the best way to contact some clubs or if the clubs are even recognized by the school. [#1660629]

Fix broken phones [#1660670]

get the charger ports like in the union everywhere [#1660712]

n/a [#1660728]

Wifi on the pedestal [ #1660905]

Georgia Southern could put some color printers in the IRC in the Education Building. [#1660911]

Faster logins, improved internet, and perhaps more computer terminals in general. Most are filled until the areas are closed down. [#1660981]

More reliable internet connectivity. [#1660985]

I think we need better mobile compatibility. The app currently used gets the job done, but it is not streamlined. For example, the MyGeorgiaSouthern section of the app does not provide access to grades when they come out, and the MyInvolvement portion of the app is not very useful at all. In addition, we need more technology that pushes collaborative learning. The rooms with multiple monitors in the new Biological Sciences Building help promote this idea. [#1660986]

Improve internet consistency. [#1661005]
Boost the WiFi. This state has the most atrocious WiFi speeds. PLEASE, this county only has TWO main ISP's available to me, Frontier and Northwestern. (Just Google the reviews for those guys). Something must be done, the WiFi for this county just does not meet the standards of today's media centered way of life. Students depend on fast WiFi, whether its downloading software or watching lessons from online. [#1661037]

The service speed and quality needs to be improved for wifi, especially with tablets, phones and other devices besides a general laptop. Also improve phone service please. [#1661042]

Training on any new gsu software instead of figuring it out once implemented [#1661046]

Provide software for students that need it for a particular class so that they can work on assignments off campus. Apache Software that provides applications that can be accessed by using your georgia southern credentials. [#1661155]

Specially in library, it works well. [#1661217]

Increase bandwidth and up the connection speed to actually allow me to wirelessly connect to the internet while on campus or an a dorm. That alone would make the technology "awesome" in this school. [#1661246]

If Georgia Southern is to continue down this path of integrating technology with learning in the classroom, the approach should be more uniform and not sporadic. It seems as if technology is being implemented in halted leaps and in a disjointed fashion, i.e. the technology infrastructure which has been updated hasn't been done in an adequate or uniform fashion making it virtually useless. The idea of integrating technology with classes is great, but I have seen its shortcomings up close. My physics 1 class was in one of the labs which had been updated by including computers. However, my professor never at any time included a lab which would require the students to use the computer. This is not the fault of the professor and this brings me to my second point. To my knowledge, Newtonian physics has not greatly changed since Newton. Spending thousands upon thousands of dollars to put this technology in place had no affect on my learning. Even if the lab was fully funded and updated, I highly doubt the added technology would have helped me in grasping any of the concepts any more so than the textbook which I spent $300+ to buy. It seems as if we are throwing money fist after fist trying to fill a gap which doesn't necessarily need to be fixed. I feel that if the university wants to address student success in the classroom, the approach should not be on developing a sophisticated technological infrastructure, but on increasing the quantity and quality of tutors on campus as well as reducing class size. [#1661314]

Folio improvements [#1661323]

make it easier to use [#1661327]

Hold more workshops to explain functions of different technologies across campus; i.e smart boards in classrooms at Newton and Google Docs/Google + widgets for easier long-distance conferences [#1661340]

I'm prove Wifi [#1661352]
Have easier updates that happen during times when people are not using the internet (such as the middle of the night around 3-5 am. Offer new technologies such as the google chromebook. Have a place to view upcoming technologies. Host things that involve upcoming technology. [#1661370]

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The enormous Macs in the library are enough awesome technology for me. [#1661449]

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Just make the wifi better, start with that. [#1661471]

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Just in general be better... The wifi is so shitty here [#1661488]

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Faster internet [#1661498]

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Be awesomely fast. thanks [#1661607]

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Offer apps & software for free or at least at a significantly discounted rate. That would encourage us to spend money within our community & keep it there instead of going elsewhere. [#1661660]

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Nothing just better cellular coverage [#1661706]

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I think your folio program is outstanding. I don't see any need to improve the method by which I am finishing college. [#1661713]

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Make internet faster and have classes to help students learn more about what options they have on campus. [#1661734]

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you know what would be cool, if they sent out a weather update as a text. it could just let you know that morning if it's going to rain that day. just an idea. [#1661784]

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Teach the Professors how to use the new technology. Some classes are behind on that experience [#1661850]

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It would be awesome to have a better printing system, maybe even remote printing where I could print something to any printer from my desktop and then, using a release system, release the job when I actually arrive at that printer rather than having to run into a computer lab just before class only to find that the computer you're on doesn't connect to the printer or to find the computer lab in your building full leaving you without the ability to print. [#1661929]

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To provide a payment plan for students that do not have computers or up to date technology, so it can be accessible to them so they can afford it. [#1661990]

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N/A [#1662027]

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Have adequate wifi that doesn't go out & I have better wifi in the IT & chemistry building [#1662030]

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More teacher use of technology and allowing use of technology in classes. [#1662072]

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the only issue i have is the wifi signal in the buildings. Most of the time the wifi is very slow or does not work at all [#1662222]
Georgia Southern could make technology awesome for me by allowing an easier connectivity while trying to connect to resnet. A lot of the time when you turn on your computer and go to the internet, the log in page will not come up for like five minutes. This becomes frustrating when you are trying to log in quickly just to check something for one second and then turn the computer off again. [#1662252]

explore wifi area [#1662373]

have wifi consistent around the whole campus [#1662401]

well if i could have my own router that would be awesome but i doubt we can do that so i will say, more availability to printers in other buildings. [#1662409]

Can't think of any suggestions at the moment [#1662414]

I believe some classrooms should be equipped with some sort of "airplay" system like apple has because I feel this would simplify many processes in the classroom which seem to have a ton of steps and sometimes professor cannot figure out how to get things to transfer correctly. air play would give them the ability to have it prepared before class, push one button and be ready to go. would save ALOT of time in some cases. [#1662417]

I would like better internet access in my dorm. [#1662465]

Have wifi that is more reliable in the dorms, especially during the busier hours, or have wifi that's not do temperamental when it comes to not actually being connected to Ethernet/outside wifi [#1662475]

Free segway rides home from the bars [#1662496]

Improve the wifi bandwidth. "if you provide the flour, we will provide the bread." [#1662545]

Some how let us print from out laptops. A movie streaming service would be mnice [#1662579]

more charging areas [#1662689]
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)
7.2973 (n=787)
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How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.9847 (n=786)