A Higher Education TechQual+ Study

Spring 2016 Student Survey
Georgia Southern University

Prepared by
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Vice President for IT and Chief Information Officer

Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
http://www.techqual.org
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TechQual IT Satisfaction Report: Spring 2016 Students 2
Forward: 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 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 Coordinator 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:

Dr. Steven Burrell
Vice President of IT and CIO
sburrell@georgiasouthern.edu
Higher Education TechQual+ Data Analysis Guide

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 H0: Adequacy Gap Score = 0. Additionally, two other important measures are included that 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 your ability to access technology services through the Internet

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 with those supporting your use of technology services

Other Important Information Technology Services
Assesses other important IT service outcomes 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 Measures 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

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate Wi-Fi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Support and Training

10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.

Other Important Information Technology Services

14) Do you live in Georgia Southern University managed housing? (Multiple Choice Question) Self-reported faculty, students, staff, not declared only.
   a) No
   b) Yes

15) What are the best ways for the University to communicate important things to you as a Georgia Southern student? (Multiple Answer Question) Self-reported faculty, students, staff, not declared only.
   a) Text messaging
   b) my Georgia Southern eMail
   c) Folio
   d) the my.Georgiasouthern portal
   e) Digital signs on campus
   f) www.georgiasouthern.edu
   g) Call my phone/leave a message
   h) Other
16) Tell us about a University IT service that you find helpful and why. (Open-ended Question) Self-reported faculty, students, staff, not declared only.

17) Tell us about a University IT service that needs improvement, and why. (Open-ended Question) Self-reported faculty, students, staff, not declared only.

18) What areas of campus or housing would you like to have better Georgia Southern wifi service? (Open-ended Question) Self-reported faculty, students, staff, not declared only.

19) 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.

20) If there was one thing that Georgia Southern could do to make technology awesome for you, what would that be? (Open-ended Question) Self-reported faculty, students, staff, not declared only.
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>20,500</td>
<td>3,813</td>
<td>19%</td>
<td>902</td>
<td>693</td>
<td>24%</td>
</tr>
</tbody>
</table>

### Attribute: Sex (self-reported)

<table>
<thead>
<tr>
<th></th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>26</td>
<td>15</td>
<td>57%</td>
</tr>
<tr>
<td>Female</td>
<td>495</td>
<td>372</td>
<td>75%</td>
</tr>
<tr>
<td>Male</td>
<td>381</td>
<td>306</td>
<td>80%</td>
</tr>
<tr>
<td>Totals:</td>
<td>902</td>
<td>693</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># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>45</td>
<td>28</td>
<td>62%</td>
</tr>
<tr>
<td>0-24</td>
<td>625</td>
<td>480</td>
<td>76%</td>
</tr>
<tr>
<td>25-34</td>
<td>154</td>
<td>122</td>
<td>79%</td>
</tr>
<tr>
<td>35-44</td>
<td>50</td>
<td>41</td>
<td>82%</td>
</tr>
<tr>
<td>45-54</td>
<td>16</td>
<td>13</td>
<td>81%</td>
</tr>
<tr>
<td>55 &amp; Above</td>
<td>12</td>
<td>9</td>
<td>75%</td>
</tr>
<tr>
<td>Totals:</td>
<td>902</td>
<td>693</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
Executive Summary
A stratified random sample of 3,813 student were surveyed using the TechQual+ instrument with 902 attempts and 693 complete responses obtained for a response rate of 24%.

Students perceptions were overwhelming positive and statistically significant (P=0.0) in 10 measures: easy to use websites; online services for teaching and learning; collaboration tools; tools for decision making; classrooms and meeting spaces; timely resolution of problems; knowledgeable support staff; communications; training and self-help information. Students perceptions of “Having an Internet service that provides adequate Wi-Fi coverage” did not meet their minimum expectations (gap score -0.20) and statistically significant (P=.02)

Among the suggestions for improvements students offered consistent remarks to expand Wi-Fi coverage. The following table identifies where students identified the need for better Wi-Fi coverage.

<table>
<thead>
<tr>
<th>Locations for Improvement</th>
<th>Freq</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Halls</td>
<td>42</td>
</tr>
<tr>
<td>Sweetheart/Pedestrium/Outside</td>
<td>37</td>
</tr>
<tr>
<td>Library</td>
<td>23</td>
</tr>
<tr>
<td>RAC, Student Union</td>
<td>14</td>
</tr>
<tr>
<td>Everywhere/all</td>
<td>10</td>
</tr>
<tr>
<td>Math-Physics</td>
<td>8</td>
</tr>
<tr>
<td>Newton, Russell</td>
<td>5</td>
</tr>
<tr>
<td>Education</td>
<td>4</td>
</tr>
<tr>
<td>Hanner, COBA, old Biology</td>
<td>3</td>
</tr>
<tr>
<td>Forrest Drive, Engineering</td>
<td>3</td>
</tr>
<tr>
<td>Buses</td>
<td>3</td>
</tr>
</tbody>
</table>

The differences between students living on campus versus off campus were statistically insignificant due to large standard deviations in responses. However it is notable that overall, students living on campus were more pessimistic than other students regarding the adequacy of internet and Wi-Fi services.

ITS has recently made significant upgrades to the Library wireless environment and other locations will receive budgeted upgrades with state-of-the-art CISCO wireless technology. Other needed improvements identified by students included improving cellular services, upgrading computers and adding dual screens, provide long-term loans for laptops, provide more print stations and charging stations, and adding additional discipline-specific applications to the VLab environment.

Heat maps of student responses reveal that students in the College of Public Health seem most dissatisfied with IT services while students in Business Administration are the most satisfied. Many of these requested improvements are already established projects or are being addressed with year-end and student technology fee funded projects for FY17.

For as many students who cited Folio as a problem, there are those who identify it as being a helpful tool and application. Some students also cite the Wi-Fi service as being beneficial to their experience. Students also identified Microsoft 360, V Labs, Google Apps, and the ITS help desk services as exceeding their expectations.

Students indicated that they prefer email (37%) and text messages (24%) when receiving important communications as Georgia Southern student.

Georgia Southern out-performs peer level institutions. When comparing Georgia Southern students to other masters level and low research universities IT services are rated higher in 11 categories and scored similarly in the area of Wi-Fi coverage. Georgia Southern students rated the adequacy gap of Internet speed to be negative and slightly greater (-.15) than peer institutions.

A separate study of faculty and staff using the TechQual+ instrument was also performed in 2016 and is available in a separate report.
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:

### Positive Perceptions (Adequacy Gap Score > 0)

- Having Web sites and online services that are easy to use.
  \[ \text{Adequacy Gap Score} = 0.53; \ N = 666; \ P = 0.00 \]

- Having online services that enhance the teaching and learning experience.
  \[ \text{Adequacy Gap Score} = 0.46; \ N = 643; \ P = 0.00 \]

- Having online services that enhance the teaching and learning experience.
  \[ \text{Adequacy Gap Score} = 0.45; \ N = 664; \ P = 0.00 \]

- Having technology services that allow me to collaborate effectively with others.
  \[ \text{Adequacy Gap Score} = 0.54; \ N = 649; \ P = 0.00 \]

- Having systems that provide timely access to data that informs decision-making.
  \[ \text{Adequacy Gap Score} = 0.43; \ N = 636; \ P = 0.00 \]

- The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
  \[ \text{Adequacy Gap Score} = 0.33; \ N = 633; \ P = 0.00 \]

- Getting timely resolution of technology problems that I am experiencing.
  \[ \text{Adequacy Gap Score} = 0.32; \ N = 614; \ P = 0.00 \]

- Technology support staff who have the knowledge to answer my questions.
  \[ \text{Adequacy Gap Score} = 0.34; \ N = 576; \ P = 0.00 \]

- Receiving communications regarding technology services that I can understand.
  \[ \text{Adequacy Gap Score} = 0.58; \ N = 618; \ P = 0.00 \]

- Getting access to training or other self-help information that increases my effectiveness with technology.
  \[ \text{Adequacy Gap Score} = 0.56; \ N = 605; \ P = 0.00 \]

### Negative Perceptions (Adequacy Gap Score < 0)

- Having an Internet service that provides adequate Wi-Fi coverage.
  \[ \text{Adequacy Gap Score} = -0.20; \ N = 658; \ P = 0.02 \]

- The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Data Charts for All Respondents

Below are the charts for this view of the survey data.

Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.
Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.
**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 Ho: 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 your ability to access technology services through the Internet

<table>
<thead>
<tr>
<th>#</th>
<th>Item</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 an Internet service that operates reliably.</td>
<td>Mean</td>
<td>6.76</td>
<td>8.63</td>
<td>6.97</td>
<td>0.21</td>
<td>-1.66</td>
<td>669</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.76</td>
<td>0.79</td>
<td>1.72</td>
<td>1.91</td>
<td>1.70</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>Mean</td>
<td>6.86</td>
<td>8.51</td>
<td>6.95</td>
<td>0.09</td>
<td>-1.66</td>
<td>654</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.68</td>
<td>0.77</td>
<td>1.79</td>
<td>1.95</td>
<td>1.75</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>Mean</td>
<td>6.84</td>
<td>8.57</td>
<td>6.65</td>
<td>-0.20</td>
<td>-1.93</td>
<td>658</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.81</td>
<td>0.89</td>
<td>1.99</td>
<td>2.16</td>
<td>1.86</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>Mean</td>
<td>6.98</td>
<td>8.60</td>
<td>7.05</td>
<td>0.06</td>
<td>-1.55</td>
<td>635</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.91</td>
<td>0.90</td>
<td>1.86</td>
<td>2.13</td>
<td>1.85</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 Ho: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation.

Red Color = Perceived < Minimum; Green Color = Perceived > Desired;

### Technology and Collaboration Services

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</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 Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>6.73</td>
<td>8.38</td>
<td>7.27</td>
<td>0.53</td>
<td>-1.11</td>
<td>666</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.71</td>
<td>0.08</td>
<td>1.52</td>
<td>1.64</td>
<td>1.42</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean</td>
<td>6.64</td>
<td>8.24</td>
<td>7.09</td>
<td>0.46</td>
<td>-1.14</td>
<td>643</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.79</td>
<td>1.10</td>
<td>1.61</td>
<td>1.77</td>
<td>1.52</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>Mean</td>
<td>6.72</td>
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</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>Mean</td>
<td>6.86</td>
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<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>Mean</td>
<td>6.81</td>
<td>8.40</td>
<td>7.14</td>
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<td>1.94</td>
<td>1.67</td>
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</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 Ho: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation.

Red Color = Perceived < Minimum; Green Color = Perceived > Desired;
Support and Training
Tell us about your experiences with those supporting your use of technology services

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
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<tr>
<td>12</td>
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<td>1.74</td>
<td>1.47</td>
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<tr>
<td>13</td>
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<td>8.03</td>
<td>6.93</td>
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<td>-1.10</td>
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<td>increases my effectiveness with technology</td>
<td>Dev</td>
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<td>1.36</td>
<td>1.79</td>
<td>1.98</td>
<td>1.78</td>
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</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 HZ: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation.
Red Color = Perceived < Minimum; Green Color = Perceived > Desired.

Preferred Method of Communication
Students were asked, “What are the best ways for the University to communicate important things to you as a Georgia Southern student?”

Students Preferred Method of Communication

- Text: 24%
- Email: 37%
- Folio: 7%
- Portal: 5%
- Signs: 10%
- WWW: 12%
- Cellular: 5%
- Other: 5%
Heat Map for Student Major Colleges

The following heat map table summarizes average adequacy gap scores for student responses by their associated major college. An index is computed of the average adequacy gap scores for the college as an indicator of student’s overall perceptions of IT services adequacy by college. Totals are also computed for each question indicating student’s adequacy perceptions affiliated with each of the 13 measures.

<table>
<thead>
<tr>
<th>Student’s Major College</th>
<th>N</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q5</th>
<th>Q6</th>
<th>Q7</th>
<th>Q8</th>
<th>Q9</th>
<th>Q10</th>
<th>Q11</th>
<th>Q12</th>
<th>Q13</th>
</tr>
</thead>
<tbody>
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<td>BUSINESS ADMINISTRATION</td>
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<td>-0.39</td>
<td>-0.10</td>
<td>0.38</td>
<td>0.32</td>
<td>0.31</td>
<td>0.48</td>
<td>0.27</td>
<td>0.16</td>
<td>0.27</td>
<td>0.59</td>
<td>0.87</td>
</tr>
<tr>
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<td>0.24</td>
<td>0.24</td>
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<td>0.57</td>
<td>0.48</td>
<td>0.73</td>
<td>0.57</td>
<td>0.31</td>
<td>0.45</td>
<td>0.49</td>
</tr>
<tr>
<td>ENGINEERING/INFORMATION TECH</td>
<td>169</td>
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<td>0.23</td>
<td>-0.01</td>
<td>0.22</td>
<td>0.86</td>
<td>0.61</td>
<td>0.59</td>
<td>0.62</td>
<td>0.33</td>
<td>0.51</td>
<td>0.54</td>
<td>0.91</td>
<td>0.63</td>
</tr>
<tr>
<td>HEALTH &amp; HUMAN SCIENCES</td>
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<td>0.32</td>
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<td>0.19</td>
<td>0.71</td>
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<td>0.75</td>
<td>0.57</td>
<td>0.48</td>
<td>0.31</td>
<td>0.55</td>
<td>0.54</td>
<td>0.63</td>
</tr>
<tr>
<td>LIBERAL ARTS &amp; SOCIAL SCIENCE</td>
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<td>-0.19</td>
<td>-0.42</td>
<td>0.01</td>
<td>0.23</td>
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<td>0.61</td>
<td>0.33</td>
<td>0.14</td>
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<td>0.53</td>
<td>0.38</td>
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<tr>
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<td>-0.29</td>
</tr>
<tr>
<td>SCIENCE &amp; MATHEMATICS</td>
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<td>0.55</td>
<td>0.10</td>
<td>0.33</td>
<td>-0.07</td>
<td>0.17</td>
<td>0.26</td>
<td>0.38</td>
</tr>
<tr>
<td>VP ACADEMIC AFFAIRS</td>
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<td>0.06</td>
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<td>0.57</td>
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<td>0.32</td>
<td>0.33</td>
<td>0.57</td>
<td>0.55</td>
</tr>
</tbody>
</table>

Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate Wi-Fi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.
On Campus vs Off Campus Residence Perceptions

A comparison of students living on campus versus off campus with respect to the questions concerning internet and wi-fi service was conducted. Students living on campus have overall poorer ratings of adequacy (larger negative adequacy gaps) than students living off campus. However, the results were not statistically significant due to large standard deviations. These results suggest that while on-campus students may have negative perceptions of wi-fi services, opinions overall are vary widely. This makes sense given that some areas of housing and campus are both under-served with respect to wi-fi services.

<table>
<thead>
<tr>
<th>Student's Major College</th>
<th>N</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Q5</th>
<th>Q6</th>
<th>Q7</th>
<th>Q8</th>
<th>Q9</th>
<th>Q10</th>
<th>Q11</th>
<th>Q12</th>
<th>Q13</th>
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<td>-0.86</td>
<td>-1.09</td>
<td>-0.91</td>
<td>-0.10</td>
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<td>-0.25</td>
<td>0.26</td>
<td>0.11</td>
<td>-0.19</td>
<td>-0.25</td>
<td>0.18</td>
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<td>0.20</td>
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<tr>
<th>Student's Major College</th>
<th>N</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
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<th>Q5</th>
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<th>Q11</th>
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<th>Q13</th>
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<td>-0.39</td>
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<td>0.17</td>
</tr>
<tr>
<td>VP ACADEMIC AFFAIRS</td>
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</tbody>
</table>

Difference (On - Off)  
-0.69 -0.90 -0.70 -0.41 -0.11 -0.05 -0.17 -0.03 0.04 -0.19 -0.25 -0.03 -0.20

TechQual IT Satisfaction Report: Spring 2016 Students
Suggestions by Student’s Major College

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 organized by the student’s major college and are unedited.

BUSINESS ADMINISTRATION

This is the one down fall to being an online student. Most of the training and self-help events are held during hours I would have to take time off from work to attend.

I think somehow making the email systems between folio and campus email could somehow connect easier. The issue of professors some not responding to one over the other is very annoying. And seems to give the professor and easy way out if they have taken days or even weeks to respond.

More computers in the IT building study rooms instead of only one. And possibly a projector in the larger study rooms.

There are not enough rooms that allow for technology to enhance learning. When I have a problem, the situation gets solved in a quick manner. Sometimes when I receive information on technology the terms are so broad that I have a hard time understanding. This needs to be a priority so students may fix and understand the problem themselves.

When I log in to mygsu my password is automatically there. It would be so nice if the password would go from mygsu to Galileo. I’ve forgotten my password several times and have had to change it.

Having multiple emails makes communicating with professors more difficult, because some professors use folio and others use G-mail. I think that folio email should be eradicated because it is outdated and difficult to use I think that we need more study group spaces. Especially ones with a computer or two.

During crunch times of the semester, the library simply does not have enough study rooms. I know that Georgia Southern isn’t responsible for the textbook learning sites, but having a specific staff member who specializes in the most used ones would be a big benefit. Often sites like Vistas, My Math lab, Wiley plus, and connect, are difficult to use and have issues. If there was a person on campus that we could direct our questions to, that would make a big difference, especially for online classes.

Probably most important out of survey. Please improve The IT group studies are awesome but aren’t as readily available as students would like

With more data being required, service enhancers for cellular data would be very useful to most people on campus.

I do not want to download the software that is required to use the internet on campus. It messes with my PC running capabilities. Sometimes when I am not in a building, but I am on campus, the wi-fi does not work. Professors are not utilizing online services to enhance the learning experience. I currently have an advanced class where all my professor does is read off the powerpoints we already have access to. It is a waste of my time. As of right now, the only easily accessible way of communicating with my peers (in terms of submitting and correcting documents) is google mail. Folio is not easily accessible. Maybe if there were a widget we could download on our smartphones, it would make it easier. Also, I do not have to be notified every time I submit something in my drop-box. That is not what I need to be notified about. This is a huge issue for me. In my building, the computer lab is almost ALWAYS occupied by a lecture and is inaccessible. Also these computer labs close down at 5pm when students need it most. There are still classes in the building until 6:15 at least, but the computer labs are closed down at 5? This is inconvenient for students. See above. The staff currently manning the IT service desks and other
computerized rooms do not have the knowledge to assist with technological problems. They just sit there and play on the computer all day.

Is very important, Wi-Fi should not hold students back in learning. It enhances it and I would like for it to expand.

RAC WIFI; First Floor Library Coverage needs work as well! FIRST FLOOR LIBRARY COVERAGE! Online classes need to be more available! need more projectors in the residence hall clubhouses. WHY ARE THE WILLIAMS CENTER MACS ALWAYS BROKEN?! THEY ARE EITHER NOT FUNCTIONING FOR LOGIN ACCESS OR OPERATE SLOWLY. WHAT'S THE PROBLEM? MACS HAVE BEEN BROKEN ALLOYEAR IN THE WILLIAMS CENTER. Adobe Product tutorial workshops.

There are gaps when the wifi switches routers that make it hard to use streaming apps or conduct internet searches. Georgia southern never officially switched my major after they responded to my request leaving me without an advisor going into the fall semester.

There are several places on and around campus that the wifi doesn't work properly. I do not understand this survey's possible responses to the questions.

very important as well Some classrooms in the business building, like on the second floor doesn't have good cell phone coverage. very important Need to have a couple more meeting spaces in the library and IT building.

Wifi is strong in heart of campus but fades as you leave the center. Some points at the center say they work however once connecting to them they seem to offer little service In certain areas of COBA & IT I no longer receive cellphone service. Library as well.

Wi-fi is unreliable and slow. Many times I have to turn off my wi-fi and just burn my data. Again, our "coverage" is not reliable, clear, or fast. Many of the web-based programs that are required for class assignments don't work reliably. Folio and the banner have been down for maintenance and have limited access. The technology for this is comprised of apps students download on their own and this aspect of learning is completely ignored. I feel communication in this area seems nonexistent.

Certain days or times during the day, the internet slows down so much that email has trouble loading. I have very spotty service (tmobile) in most buildings on campus. My phone will not connect to Campus WiFi only to Guest Wifi and that signal is rarely available in buildings I am in.

 Improve Wi-Fi speeds unless you can increase care your connections this may be outside of your control The combination of portal Bolio and wings is a mess. Especially the time up features. Additionally using my phone to do the survey and it is annoying.

Its slow in the dorms Its pretty slow. and sometimes I have to turn on and off the WiFi to get it to work better

The speed is very low in some areas of the library. Some parts of the library don't have wifi. When the library is full, the internet is super slow.

bandwidth issues downloading / uploading large files to google drives and folio takes 30+ minutes (100mb)

I chose a seven because sometimes the internet gets really slow in classes when a lot of students are trying to access the same thing or at random times it might be because of the website or the amount of content on the website etc. all downloads of a certain length are extremely slow I remember one of my professors telling us to download something for the class somewhere off campus due to this my issue is
usually with schedule maintenance other than that i really dont have a problem with the campus technology
Actually, the communications I have had have been pretty good, once I knew the questions to ask. Undergrads are very savvy and figure out things intuitively, older grads may need a bit of hand-holding at the outset. Then we're good. I am an older grad student and at first it was confusing to utilize folio and the library, etc. I am better now. At first my sister advised me to "just go in and start pressing buttons." I have since mentored other older grad students who didn't catch on at first. - that's pretty funny to me. Anyway, I know we are a very small group, but some sort of folio start-up email would have been helpful when I was accepted to the program.

The majority of my experience with online tech has been excellent, however, I feel that many professors lack training to best take advantage of what is available. Online course add-ons are expensive and when they are not used efficiently (or at all) --> :-( $$$$$$$$. Also, I often have trouble accessing the internet on my phone through GSU's WIFI; not always, but too often.

Very needed and crucial for me to get work accomplished in a timely manner. Online tutorials, modules would be helpful so I could watch them on my time.

Better coverage in the library More user friendly instructions for accessing JSTOR and linked full text resources

I do not come to campus for classes.

As a graduate student in the college of education my access to wifi in the building on weekends is not always consistent. I often have to use the guest access rather than my login access. Sometimes it crashes and is unreliable during class.

There is poor wifi coverage in many buildings on campus. Many of my professors expect us to bring our laptops to class to take part in online activities and I was constantly having to look on with someone else because I was being kicked off of the schools wifi.

Would be nice to get wi-fi over not just majority of campus, but all. Some buildings you cannot get much cellular coverage in, for example, the Math and Physics building.

The internet speed is fairly well. Perhaps stability of the wifi and Internet on campus and in the door rooms can be improved.

Would like Would like Would like

I had an issue one Saturday in the Library when I had to meet a professor to go over some course work. I just about panicked because I couldn't connect to the wifi and I needed to pull my assignment up online. I did not have a local copy of it. For some reason impulse would not let me connect. It was acting up. The guy working at the library desk tried helping me. Impulse wouldn't finish downloading on my laptop. Since I could connect to the guess wireless if there had been a place I could have went to and manually downloaded it that would have been great. If there is I did not know about it. So we were not even able to run it. I asked him if he could pull it down and put it on a USB drive. He couldn't figure out how to download it so I could run it manually. It would be nice if you could provide some of the staff on campus with the Impulse file so if people have similar issues they can manually run it and then get access. It wasn't an issue of not having up to date antivirus software. I am familiar with Impulse and know that it can be a hassle. Ironically I was able to connect to the guest wifi network without having to go through the Impulse check. The guy working at the library said that it was Saturday and no one was working in IT. Since I was able to get it working on the guest SSID I didn't worry about trying to go by the helpdesk. I am a graduate student 2 hours away so I don't come to campus often and haven't been by the helpdesk. Other than that everything is great! I love the portal and love the way the student self-service banner looks and works.
Sometimes the wifi goes in and out. Frequently enough to notice. Southern Ambassadors tell people that wifi works in Sweetheart Circle. It does not function well there. Some buildings the wifi goes in and out and times out.

**ENGINEERING/INFORMATION TECH**

I recently started using "Building a Better U" to start learning a programming language, though I’m not sure if students are aware of this resource or its features.

As a student majoring in engineering, I sometimes find myself in need of specific software that can only be accessed in the IT Building (SAP 2000, MathCAD, Solid Works, etc.). In my opinion, if it’s possible, it would be beneficial to either extend the operation hours in that facility or add those programs to the library since it follows a 24 hour schedule. Otherwise, I am pleased with Georgia Southern’s technology availability and reliability.

In Sanford Hall, on Sweetheart Circle, a lot of the time computers are down and just not doing well. I personally do believe students are adjust swivels in the classrooms which provide strain for the computers. I would really like to see maybe even the teachers educated on not letting the students mess with the computers. It truly is frustrating! I am always experiencing tech problems in there.. and they often go unresolved for weeks.

N/A

Sometimes when servers go down or are undergoing maintenance it takes a little longer than expected to be resolved. Would be nice if the downtimes could be shortened.

As a whole tech level is good. Some of the classroom could really use an update. Particularly classrooms in the caruth building.

Have them open for longer times, and make it easier to get a classroom without having to battle with paperwork and staff.

The biggest issue i have is that i am a Computer Science student and it can become increasingly difficult to get access to the technology we need for our assignments. With only 2 rooms in the IT building containing such software and the hrs of the IT building sometimes can be inconvenient.

The different types of software used for a specific class is not at all desired locations some computers have it and some do not, but the desired locations have classes at certain times and having to work around that can be aggravating other then having full time access in desired locations.

Get us better computer to handle solid works and such. Make it easier to reserve these rooms and such. get rid of 25 live.

Personally, I believe that VLAB is very helpful but it need to also include SSMS.

Have teachers tell students about sites that could help them perform better such as khan academy and chegg. Set up functions on campus to help students what need extra help with gathering information.

Refine the comprehensiveness of the information Train staff more thoroughly in broad topics

Cellphone coverage in the IT building I'd no good.

I get only one bar of signal in my dorm so i cannot talk on the phone and i get no signal at all in the IT building or most of Landrum. The people in your classes should be pre-saved as contacts in your email or you should at least be able to search for students' emails in GSU. I have to email the teachers directly if i
do not have a way to contact someone else in my class in case of an emergency situation. The mobile site is really slow and the app does not work on my phone

I think that cellular coverage throughout campus definitely needs to be improved on the first floor of certain buildings (IT, Math etc.).

Not only a convenience, but a necessity. Unable to receive campus alerts.

Poor service in the info tech building

signal repeaters inside of buildings would be helpful. The IT building has especially poor cell coverage.

I feel having wi-fi that covers the entire campus is a really good thing that you guys have right now, but popular places like the union have really bad wifi. So I would suggest to focus more on the popular places and make sure they have really good wifi before you go and upgrade the wifi for outside

I frequently lose WiFi on my phone when walking around campus.

I have a lot of trouble keeping a wifi connection in the library in the 3rd and 4th floors.

If there could be no gaps in the Wi-Fi coverage. More coverage for more phone companies (T-Mobile). Connect Folio to Gmail more effectively. N/A Cone Hall Tutoring needs bigger room. N/A People who will improve computers (Watson Hall Computers). N/A N/A

Living in the dorms on campus, I was able to use WiFi 70-90% of the time with good connection mostly anywhere around the dorms. Now when I am on campus, I can connect to campus WiFi almost always, but NEVER able to use it once connected because it is so slow and overused. UPGRADE BANDWIDTH!!!!!!! You have 20,000+ student and Thousands more faculty!

Near building in campus have good WI-FI coverage but not so much when your get far from buildings.

The Internet speed is fine over ethernet and WiFi but my major concern is coverage. It seems there are many dead spots for the WiFi around resident halls and inside dorm rooms that are the farthest from the source.

The Wi-Fi coverage is outstanding for the size of the campus, but the amount of traffic on the Wi-Fi at certain points of the day, causes the network, at times, to be unreliable. Better mobile look for folio. The mobile pages do not respond and just do not work in general. I prefer to open the desktop view on mobile because the pages will actually work

The Wi-Fi coverage is relatively slow on my laptop that is fitted with a new technology AC band Wi-Fi chip. This chip also supports N, G and all other platforms however on campus it is relatively slow compared to connection at my house. Also Wi-Fi is not available in all locations on campus so expanding coverage is a must. Currently all of the labs and computer rooms that are used for our courses remain locked until a teacher or administrator arrives and unlocks the class. This is not ideal when needing to work on a project that is not during regular hours which is usually required of us as engineering students. I have attended other colleges in Savannah that leaves the buildings unlocked and available to the students almost 24 hours a day not including the weekends. I have yet been able to access a computer lab or room with lab equipment before 8 am or after about 5 pm unless I personally find someone to let me in. I feel as a student I should be allowed to work in the lab and perform the necessary tasks to complete my work on campus at any time needed. This is one huge draw back to attending Georgia Southern as an Engineering student in the Mechanical Department. I have technical questions from time to time that relate to engineering applications and I am unable to receive answers for these question and have to fall back on researching the topic on internet forums and finding the answers online. I do not have that problem often.
The wifi doesn't work it's best in on the first floor of the library sometimes.

There's no reliable wi-fi in the COMPUTER SCIENCE building. That's just embarrassing. If by 'online services' you mean folio, my'insertsubject'lab, and wings; these are not services. These are tests of my ability to withstand frustration. Google documents is horrible. The lack of adequate small group project spaces with sufficient internet / computer access is deplorable. Even in the COMPUTER SCIENCE building. C'mon! Everything a computer science student DOES after the first couple intro classes is small group oriented. That's how we work! I can fix most computer problems myself. If I run into a problem I cant fix it usually doesn't get fixed because tech support is a joke. You dont have any.

Wi-Fi coverage in the IT building is not good. For my organization we tend to hold skype meetings every now and then to host our guest speakers. We where barely able to hold the call without serious lag every so often despite the fact that we didn't even have our video up. T-Mobile is particularly bad around here. My phone calls drop constantly and this has been a really big problem for me because most of my job interviews are over the phone.

Wifi is horrible on mobile devices.

wifi sucks at gsu. especially it building i gets like no service bruh more online learning material. make it interactive communication on folio sucks. i really hate the email and news thing

Faster internet needed.

Just Fine Decent Just Fine

Speed is definitely needed, as I resorted to using the Ethernet cord.

It could be due to the vast amounts of people who are accessing the wi-fi but sometimes, especially during the evening, the wi-fi becomes rather spotty. Also, one cannot get wi-fi access in certain spots of the dorm rooms. If possible, there could be different wi-fi access points available that only let students with the password on the floor to access it, allowing for a more even distribution.

The internet seems to always drop late at night when I'm trying to work. The internet is ridiculously slow, even with Lan In freedom's landing you can't even connect to the Wi-Fi in your room, and the rooms don't have Ethernet ports so you are left without internet. In slot of the buildings I can't even connect to the internet with my phone A lot of the computers in the engineering labs are dated and need to be updated. Not enough study rooms in library Computer labs with broken computers that don't get fixed for weeks

The on-campus internet in the library is usually alright, but other places on campus, it drops out randomly. There need to be more 'study' rooms available on campus. The ones we do have get used up quickly. Allowing Engineering majors access to the IT building computer lab after hours would be nice as well due to the library getting rather loud later in the day and at night.

Wireless internet will kick off students and require to login again. In IT, Math/Physics, and a few other buildings cellular service is nonexistent. We have the mediums but need to be improved by requiring more teachers to use them and more simplistic. We have the mediums but need to be improved by requiring more teachers to use them. Classrooms are pushing forward but could be improved further with teachers understanding the technology better.
HEALTH & HUMAN SCIENCES

I have had great service with the tech team.

Wifi freezes sometimes, but it's not a big issue

More classrooms available with computer programs that are required for classes. (Dartfish)

googledrive on mygeorgiasouthern.edu is amazing! Hollis building is in need of updated computer labs. The administration/advisers will make everyone leave the lab if they want to have a meeting, and this is with no notice. Hopefully, when this happens, you're lucky enough to have the other smaller lab unlocked...but if not you can always go over to Russel Union and listen to loud music while you try to work....

Have internet hotspots on the large parking lots.

needs better wifi throughout campus pretty much The SHE building needs improvement. yes in the library

There isn't adequate internet service close to the parking lot.

Campus Wi-Fi needs to be better.

Coverage is spotty around campus Coverage is spotty around campus

I always have trouble getting wifi to work on my laptop and cell phone while on campus.

I have no suggestions

The Wi-Fi coverage both on the pedestrian and in most of the housing clubhouses are very slow. I'm thinking this is more of a cell service topic which comes from the service provider so not sure what the school can do.

Wifi never works when I am using my cellphone. It says I am logged on but no websites will load. Make sure mobile wifi works, or it because pointless.

Improving the speed of the computers when logging in would be helpful. The library computers take extremely too long to log in.

Very important

Better wifi connection. Also wifi on the bus could help last minute research.

Highly recommended Highly recommended Highly recommended Highly recommended

Tends to be okay. Wifi can be somewhat spotty in some rooms on campus, but overall it gets the job done. University websites are drastically better than they were previously, but still have room for improvement. Mygsu looks cleaner now, but there is still lots of wasted space and redundant links on the main page that make everything look cluttered and difficult to find. I'm not entirely sure what this question means. I will say though that as a graduate student, I don't have access to many of the journals I need through the university. Makes my job a lot more frustrating. See above. In my only experience with technology services, not only was my issue not resolved in a timely manner, it was completely ignored and potentially cost me a valuable opportunity. I would rate this aspect a 0/10 if I could. I have only submitted one IT helpdesk inquiry regarding submission of a research project through the university online. the submission process wasn't working, and I was told I would need to submit a helpdesk request. the person on the phone had no idea what I was talking about, which is understandable because it wasn't in the department she works for. I told her that I had a deadline for submission and she said she
would find out what needs to be done and call me back soon. Not only did I never receive a call back, I got an email 4 days after the deadline that the attendant was made aware of, not to answer my question, but to ask if my problem was resolved. Clearly it wasn’t, because the helpdesk department never bothered to call me back or likely even look into my inquiry. By far, the worst experience I’ve had with any department on the entire university campus. I was completely ignored and it most likely cost me a spot presenting research, which was an opportunity that could have yielded valuable experience for me. Wouldn’t know. Never received one.

The wifi on campus could be more reliable More rooms in IT for group projects, maybe with printers in them

This has gotten a little better over the years. I have not seen it completely down in a long while. Oh man, this is a big one. The speeds. The computers in Hollis need an update. Even some of the library computers I find taking a huge chunk of time (that I do not have) out of my academic working time. I haven’t been recently, but I have noticed in the past that Sweetheart Circle’s WiFi wasn’t that great. It could either be a hit or a miss on whether I could get coverage there. If I do get cell phone coverage I find it to be slow. I do not know if I am supposed to get coverage on the Buses, but when I do (which is rare) it is spotty. Also, it typically is slower then if I am on a computer. There are spots on campus I do not get WiFi. They aren’t too hard to use. Folio works fine. Google drive/doodle and google sharing is nice but that’s the only service I know of. I don’t really know how to answer this: my academic decision-making comes from research articles. Typically using Galileo I can get decent articles. I have trouble with this. When doing group projects, a neutral place to meet is the library. However, study rooms can be difficult to get due to the amount of people always occupying them. Granted, I typically go at prime hours of the night which are not always best. A suggestion I could make would maybe be for some of the study rooms to have two computers. I believe this would help when group projects are being worked on. I live off-campus so I can not answer this thoroughly. I have not used them recently, because in the past years that I have had questions regarding my laptop, they were not answered like I felt they should have been. What communications? Nothing is ever communicated to me regarding technology. I don’t even know how to get access to training. I feel as if we as students are just expected to know all these technological things without any training or help. I would appreciate some sort of program on campus that could help those who are less tech-savvy. For example: I was working on a research poster for a symposium, however, when I sent to have it printed I had the hardest time trying to meet the size requirements because I could not adjust the size of my poster. It eventually did get worked out, but not without a good deal of trouble. As far as school services, I had no idea where to turn to about my question.

LIBERAL ARTS & SOCIAL SCIENCE

I communicate with the support through e-mail, so it could have been a communication gap between me, being 64 and the support staff being much younger, that was the reason it took a month or so to resolve an issue I had with the Folio app on my phone. When Eric called me to find out the problem we were able to resolve it very quickly.

I have no suggestions at this time.

Yes Yes

I am a transgender man and the fact that my legal name shows up on roll and the internet when people search for my email PUTS ME IN DANGER. There needs to be a policy so people like me can change our names in banner without having to change it legally since that is too expensive for students to afford. I will also be a GTA soon and students seeing my legal name as opposed to what I go by could create a bad situation that prevents students from learning and then creates a problem if students try to move classes because they dont agree with me being transgender because of their religion or anything like that. I NEED TO BE ABLE TO CHANGE MY NAME WITHOUT HAVING TO PAY THOUSNADS TO GET IT
The graduate graphic designers lab and computer lab at the sculpture studio computers are slow enough to make working difficult because of slow download times.

Biggest gripe is the WINGS application doesn't work well for me. The other services are fine, but not current technology. I'm a manage system administrators for a Fortune 500 company. The services provided for collaboration seem to be very lacking. It's possible it's because of the courses I selected, but they all seem to have the same back drop. The drop boxes and discussion areas seemed very dated. The closest thing to cutting edge was outside of GSU site and on the McGraw-Hill sites. Same as above. Several times in my 11 online classes I had to use sources external to GSU provided services. I gave this a low score because the WINGS system is in GUI mode doesn't work for me. I have to access using the Site Map mode. During several of my classes at GSU I had to use my own WebEx account for group assignments. The provided Google Hangouts were a failure.

I able able to research all the information that I need in the comfort of my home which is awesome since all my classes are online. This semester has been a blast. I was scared at first because I like being face to face but the teacher are able to put the lectures on Foilo and I was able to understand.

buses and other outdoor area around campus, especially away from campus at places like the scene shop, costume shop (especially since both are being moved either further from campus) do not provide good wifi to devices.

In some buildings, cell service is literally not available. Example: IT Building.

My mobile coverage isn't good, but the wifi being available everywhere makes up for it.

Rarely have cellular coverage in multiple buildings around campus.

The cellular coverage of the school is great I only encounter deadzones in the Math & physics building and Dining Commons.

The service in the library sometimes is terrible.

Wifi goes in & out sometimes. Even at the library Assume all End users are not tech inclined

Focus on increasing bandwidth for "GSUCampus" Wi-Fi, perhaps drawing from "GSUGuest" Wi-Fi. Maintains a focus on simplification and minimalism website designs that work to create an intuitive online experience. Possibly the creation of an "Eagle Net Help Center" that provides short video clips for resolving common and some uncommon technological problems.

Gaps on campus were wifi drops causing mobile data usage. Some areas included are the older buildings.

Get disconnected a lot and slow.

I believe that the internet and wifi here at Georgia Southern is good, there are areas on campus where I may experience some technical difficulties. I hear some kids say the service here is horrible, but for the most part mine works perfectly, except in the library where I totally have no service. I tend to avoid the library due to me not having service in there.

My greatest struggle this year was having wifi in my room. While I was able to keep my laptop on an ethernet, my phone almost never received wifi in my room and therefore ran up my data usage.

None

Occasionally does not work although it has been much better in the past year. Printers in classrooms.
Possibly having more WiFi sources across the campus would help with spreading the range father and having it be more reliable as well. Stressing to the staff the importance of getting things solved in a timely manner to instill that moral within them would help.

The Wi-Fi coverage takes a dive in many locations throughout campus, namely around the Newton building, all the buildings surrounding the Center for Arts and Theater, and on the pedestrian from the library entrance to the Russell Union. I have noticed there are some locations where cellular coverage drastically drops. On the pedestrian in front of the library is one such area. Also, the area around the Center for Arts and Theater. Expansion would be a good idea, but is not too prudent. I feel that Folio’s web page design is rather archaic, and I find it’s mobile app version to be too difficult to navigate. Apart from this, I have no complaints. No problems here. I spend the majority of my time on-campus in the Newton building or the library, both of which have more than enough meeting spots and classrooms. I have not had any issues in this area, though I’ve heard that this is a particularly strong area. No complaints here.

The wi-fi on campus could definitely be improved- especially ResNet. I can be sitting in my dorm room on my bed and be unable to connect to the network.

When I need the internet the most, such as to print out a project from online, and the internet goes out, there is no excuse I can give my teachers. Therefore, having adequate wifi coverage is definitely a need. This is very important to me because if my data is almost out the fact of having a reliable mobile coverage throughout campus is a must have. I don’t like having to switch between servers every few minutes though when walking through campus because it is a hassle, so if the wifi could cover more ground that would be beneficial. This makes life so much easier, if I don’t understand something then I’m not going to use it. When watching netflix, it always takes a few minutes to get the resolution right. Sometimes the staff doesn't understand my questions and that can be very annoying because I think I’m being clear.

Wi-Fi coverage is rather spotty at best. Some buildings its pretty worthless. We had one class (COBA) that required students to connect to the wireless for a cooperative class activity and it was impossible. Some of the students had to make hot-spots on their phones so that we could complete the class projects.

Wi-Fi on campus is not consistently reliable

As mentioned before, the wifi is very slow and sometimes doesn't even work. The wifi is very bad and unreliable. The only way that I am fully able to use the internet is if I am connected to an Ethernet cable. I have had to take many late night trips to the library because I didn't even have internet access. I pay way too much to not receive good wifi in my Centennial dorm.

For GS being such a large campus the service runs pretty quickly in my opinion, but I definitely see a difference when I am in the populated places around campus. i.e. the RAC or the Union Just as many other students, I'm readily on-the-go, but the wifi doesn't always keep up with me and I end up having to use data because it works 10x more efficiently. When having access to wifi around campus and not always being able to use it poses a problem for me, This goes along with the wifi usage. I definitely use my phone throughout the entirety of the day and having access to coverage around campus is very important to me. I can keep up with emails, as well as our folio system when internet is available.

The folio email is in a strange format and is difficult to navigate. That being said, I'm pretty bad with technology.
The internet actually moves at a surprisingly great pace except when I'm in the dorms. I know our campus is big and don't expect all tech to connect but when I try to connect a device that's not my phone or computer (i.e. tablet) the internet won't work.

The internet on campus is always slow. I get it, there's a ton of people that are there which makes it slower, but I feel like maybe there should be some way to make it faster. Given everything else that GSU is cheap about, I can't help but imagine they are skimping in this area just like with everything else. The wifi often cuts out as I am walking to class or riding the bus which is hella inconvenient when I am trying to look things up online, message friends to see where they are on campus, or trying to access folio. I get zero coverage on campus and have to connect to the wifi to do anything on my phone.

Whenever I try to use my laptop in the library it's always very slow. I have t-mobile service provider and I always loose service whenever I'm in the library or the Carroll Building. The technology support staff that I've interacted with have always been very polite and always answer my questions to the best of their abilities.

As previously stated, EVERYTHING IS ONLINE. reliable internet is extremely important. literally? everything is online. if we don't have adequate capacity or speed, everything goes tits-up pretty fast. it's difficult to find things on the redesigned mygsu page. if i don't know exactly what something is called, i can't even search for it. the layout is cramped and irritating. folio is complicated to get into, the buttons don't adequately direct to what they claim to direct (if you click a message on the internal email using the header link, where the alert comes up, it directs you to a page that claims you have no message. you have to change the settings to the class the message came from [difficult when you DON'T KNOW which class it pertains to], scroll, and manually select the message. if there is a 'quick link' alert to a message, it should link TO THE MESSAGE), and going back pages and selecting individual items for new tabs is difficult on the quick-content links provided at the bottom of each of the main pages for each course. (being that if you click the items there, the javascript does not allow for the items to be opened in individual pages on their own. if you click through and have to go back, it takes you to the top of the page on that course's home page, and scrolls you to the top of the quick content links as well. when you're trying to get things quickly, it's a hassle.) i work in an it supervision position on campus and we often have trouble in getting in contact with it services when our tech is not working properly. i have to go through my boss, who has to go through about 2 layers of people to get a message out, to which they usually respond that it will be a few days. meanwhile students are chewing on my legs wondering why the tech is still screwing up and it's been a week.

Chrome doesn't work in the Education Bld computer lab and it is beyond annoying. Wi-Fi is a hassle on campus. I understand the reasoning behind clearing everyone from the network systematically but I've gotten to the point of just logging on the guest one just so I don't have to deal with constantly logging in. Logging in on a tiny phone screen takes hella long. At last remember my credentials so I don't have to keep typing the same thing over and over. My Chromebook doesn't support Java so logging onto WINGS is impossible and I have to find another computer should I need to do so. It's not a dealbreaker, but it is frustrating.

have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service have better service

I believe the way that each student has to log into the computer network and then log into mygsu is somewhat slow and redundant. I have to re-log into the GSU network in every building I have class in on campus. I hope that in someway the way students login can be improved. The speed of the WiFi network seems to lag while I am attempting to do online assignments especially when pertaining to accessing my online classes. So hopefully a few tweaks to overall network speed can fix this issue. I find that some of the websites that students are required to access are difficult to navigate and as such are easy to get frustrated with. I would like to see professors create short video clips to augment difficult classes like
I feel that the self help videos could be improved so that the videos are easier to learn from and not as difficult.

Internet goes down occasionally Wi-fi is not great while walking around campus; only reliably works when inside a building Library loses coverage easily, and probably other buildings too More high-tech rooms in buildings like Newton and Forest Drive

Like I mentioned, having perfect wifi on such a large campus is unrealistic. I believe that the wifi operates as good as it should with so many people using it. I know it's very hard to have super great wifi when there are 20,000 people on campus. The wifi on campus is actually great from what I've experienced. I don't know what can be done about resnet but that's where the real problem is. The only problem I've had with the wifi has been in my bedroom. I guess I got put in the Bermuda Triangle of technology because my connection is fine anywhere else in my building, including my living room. My bedroom is the only place where it's painfully slow almost all the time.

My dorm room was kind of a dead zone for wifi. My computer would have trouble connecting unless I had my ethernet cord. I suggest checking the strength and frequency of the wifi boxes.

Some of the larger buildings have issues with maintaining a wifi connection while going across the building. I assume they are running from radio internet connections and could use extenders to overlap ranges. Folio could use some updates and enhancements. Professors should be required to learn how to use Folio as most of them make terrible attempts to use the service for important classwork but instead it interferes with grading and learning.

The internet works for the most part except when you really need it to like during registration. So maybe expanding the bandwidth (or whatever it is) so more people can be on at once. I don't really know a lot about internet service or how to fix things but I know what I don't like. I really only have time to respond to emails in between class and the wi-fi connection is very spotty behind the library, on the pedestrian, near the Hollis/Herty building.

there seems to be frequent interruptions in various depts. in this building n/a We received new routers but wifi still fades in and out (evident as my phone dings all day when the wireless network is available. n/a We need easier ways (other than google) to share confidential information with coworkers. It should not take an act of congress in order to create a private folder that can be shared and that updates instantaneously. Again, we need filed sharing (not google) that can be seen by chosen coworkers. Often students come to COE in search of computer labs which are often being utilized by faculty. We need an open lab with open availability for students in this building. As a staff member, I went online in search of upcoming technology training courses but was unable to locate any (ex. Intro to Excel and Powerpoint)

When someone utilizes their personal computer on campus the required download of the add on before you can accept agreement is flawed. Even after downloading required file it will not allow users to connect via personal computer.

PUBLIC HEALTH

None None

I have T-Mobile, this service does not work very well throughout the campus

Wifi service goes in and out on campus frequently thus resulting more data usage. Wifi not accessible in certain buildings on campus. Can be delay response.

Please do something about the wi-fi. It's getting out of hand. I can understand the wifi not working in the buses, but sometimes while on campus the metro Pcs service works better than the wifi. Also. Wifi at freedoms Landing should be improved. I live in room C, where wifi dies. I do not know what should be
done or how much it would cost, but please put my student fees to work with the wifi. That's my only complaint.

Wifi has improved but does not allow work on most devices, mostly do to the sign in page to access internet. No availability (that I know of) of web-based cameras or access to collaborative classes worldwide, enhance culturalism. Log-on time on computers are inadequate, and delays early arrive to class. Most students print off their slides before class but waiting in the printer and log-in time cause quite a bit of stress.

**SCIENCE & MATHEMATICS**

There are videos available to help me learn how to use the technology services I need; however, they were difficult to find. If you could advertise these services and their locations more, then it would make it much easier.

Having IT help come out and fix issues in classrooms when technology isn't functioning properly. Having more informative emails about the services that are offered through the school that students can take advantage of.

Need more assisting services for the more difficult courses. ie: math, foreign lang., etc.

Specify and explain vlab better. Perhaps have an explanation of what vlab is at the login menu. I remember Wifi capability in Newton was not great. At least in room 1102 where computers not available for students to use.

The quality of some of the online services are very subpar. The reliability of these services are lacking as well. If, as a student, I am made to pay for such services they should work reliably and there should be a level of ease within the use of these services. And students should not be forced to use online services because professors choose to be lazy or because administration wants to be technologically "in" with other universities. Because if a student isn't happy, that student will not succeed. If a student can't trust the technology that they are being FORCED to use, they will not succeed. Ultimately technology and online services will fail at some point. Have contingencies in place for when this happens.

It could help during times that urgent communication is required

I think GSU's coverage is great but speeds can be slow at times. Technology is the future. We are the future. Technology is a priority for us in every aspect.

More wifi plz More coverage

The Wi-Fi coverage inside my dorm does not work. Luckily I have ethernet availability, otherwise I would not be able to study within my room, which is sad. I'm not sure how that can be fixed, but maybe better routers or signal boosters.

The wifi in my room only works when i'm right next to the door

The wifi on campus is subpar and drops very often when I am using it.

Wifi is unreliable No idea where this is at.

I am an international student and therefore I skype home a lot. Well with the internet speed currently, my call drops every few minutes and one person or the other is constantly saying "what? I didn't hear a what you said, it cut there." Only a few spots in my room are able to pick up the wifi and if it is picked up, it's only at a strength of one or two bars.

Important

Have it where the Wi-Fi doesn't randomly disconnect I would like it if you stop throttling internet services when we view things such as Youtube The dorm I was in at Freedoms Landing had it where my
room was outside the wireless range and it was so bad I had to go to my bathroom 3 10 feet away and got a monumental boost People who responded were timely and efficient, though the problems themselves couldn’t be solved with current methods

I don’t like that I have to login to the wifi every single time I open my laptop, at my undergraduate we had to login to the wifi once with our IDs and we were connected unless we were inactive for more than a week I do not like folio, or any type of service like it, but that is my opinion, I prefer email I had no help when I first got here, I still don’t really get how the printer system is supposed to work

I say that it is not reliable because the internet connection is slow; so even when it says it’s connected, I am not able to get through to any page that I desire. When connected to the wifi, especially in high traffic areas like around the Russell Union and midway down the pedestrian, it’s hard to get the internet to run efficiently and in a timely manner. I assume that it’s due to so many people being on it all at once, so if we had a way to maybe manage allowing higher traffic to come through without slowing down the internet, that would help greatly. WiFi coverage going down Forest Drive is not at its best, and it would be beneficial to have service along this road. A few of these wifi problems happen while on the buses as well as when walking down the road.

Internet does randomly go off for extended periods of time in my residence hall, would be remedied with ethernet access Allow ethernet capabilities in other residence halls More Wi-Fi Hotspots as people travel all around campus but not every area is covered MORE WI-FI HOTSPOTS Im fairly decent with computers myself, I require very little assistance

I’ve never experienced Internet that is this unreliable. It’s fast, but I can’t keep a connection long enough to do anything noteworthy. I don’t need training to know how to use the internet

Sometimes my wifi doesn’t work for no reason... It’s very very slow

The internet should not cut out ever. Faster the better. Today many things require fast and stable internet connections to run properly

**VP ACADEMIC AFFAIRS**

Because I don’t have phone here(I’m exchange student) I need to connect my devices every time I want do something. So I wish WiFi is more available entire university. Sometimes I cannot use wifi.

Sometimes I have an okay wifi connection, but it doesn’t always work. Especially when I am walking around the entire campus. The classrooms have great technology with minor malfunction. Maybe the should be smart boards because the teacher can write on them instead of having to use the elmos and buying dry erase markers all of the time.

The WiFi drops between buildings and can be a bit of an inconvenience. Some classes don’t have service.

Needs better ability to handle increased usage at peak times, such as 8pm to 11pm
Helpful IT Services
Tell us about an IT Service that is helpful to you and why.

BUSINESS ADMINISTRATION
a lot of computer access on campus
Access to Microsoft.
Alerts
Cism tutoring. It helps
Double paneled computer screen setups in the library!!
Fixing computers
Folio Maintenance was prompt and efficient.
Folio: simple, effective, efficient
Google drive technology and hangouts that we use for our online group collaboration.
Helped me with my laptop having issues fairly easily.
I believe that the lab being available at most hours is helpful. A lot of programs fn only be accessed through the lab.
i find My.georgiasouthern.edu very helpful because everything a student wants to know is right there and if you cant find it there is a handy search menu. i also like folio when its used efficiently and correctly because it is a big help towards class.
I once had trouble with my laptop and it was exponentially helpful to have a place on campus to get it worked on.
I think having access to programs like premier pro is great. I don’t need it for school but it is nice to have for an editing hobby I just wish more computers had it.
I think the fact that GSU internet does not allow to watch porn is a good thing. I have a friend who was addicted to it, but now slows down because of it.
I believe that lab internet does not allow to watch porn is a good thing. I have a friend who was addicted to it, but now slows down because of it.
If the professor has a problem with technology, the IT department is quick to fix the issue.
It fixed my computer.
my.georgiasouthern.edu is very helpful because I can get to anything I need from that website.
Quick action on fixing broken material
Tech-support has been very helpful with computer issues at work.
The amount of computers available at all times during the day
the desktop sharing new system where you can access GA Southern programs from home
The help desk. I had issues regarding my personal laptop and the lockdown browser application. The help
desk personally scanned my computer and resolved the issue and sent an email to my professor stating
that they had corrected the issue on the ticket and he complied and reset my test.
The various open computer labs on campus allow me to get access to a computer if im on a particular
side of campus.
Thr IT Help Desk is filled with "IT Miracle Workers." They respond quickly, professionally, and if they do
not know the answer, the find someone who knows the answer. I have had extensive experience,
particularly with GIL Express and Ebrary checking out an ebook from another USG institution. I go so
much help, and everyone was so concerned that I would give everyone the day off and a raise!
VLAB- It provides equal opportunity for all to use the programs available on this desktop for a lower cost.

**EDUCATION**

Based on my own experience as a graduate student/Teaching Assistant at Georgia Southern University,
I'm extremely satisfied with the IT service provided. All the full-time staff members are very friendly and
helpful.
Everything
Folio - organizes due dates
Galileo-provides numerous articles that assist with all my classes
haven't had any problems but if i have questions someone always responds
I don't utilize the IT services at Georgia Southern
I find the SMART Boards that are located in the education building are very helpful. As a future educator,
I need to have experience with the SMART Board and its just very interesting to have. I love those things.
I have never used it before.
I use my.georgiasouthern.edu all of the time. Everything there is very useful to me.
It is cheap and offers the college students services at a reasonable price.
IT services are willing to stay on the phone and go step by step until students have their problems
resolved.
Students are made aware ahead of time about any update that may occur with the internet services.
The computer labs and printing make things easier.
The Help Desk. They are very helpful. (Especially Pattie)
The IRC in the Education building is awesome! During the most stressful times (EdTPA) they were very
helpful! One male in particular, he was great!
The IT help desk because of timely responses
The library and the education building's IRC is extremely helpful. They are both nice places to work that
are welcoming and comfortable. Both places internet works great and it is very convenient.
The most helpful University IT service, especially in the years closer to graduation, is Eagle Career Net.
This platform allows students to prepare themselves for the real world by allowing individuals to become
engaged in research about hiring companies in their career field. This was a program I used a lot during
my Junior and Senior years at Georgia Southern.
The wifi is good to have when I bring my laptop although it can be spotty.
They helped me with registration issues that I was having. But no one could get my money back for
registering for certification, this was not needed in the teacher certification program and was not made
clear when filling out forms. Email after email was sent to register for graduation or for certification.
user friendly
Whenever I email, they usually respond within 24 hours.
Wifi on campus
WIFI, Folio and Google Docs
All IT programs are user friendly therefore saving the students' time.
All the software and hardware available to us across campus.
Any time that I have had a question, it has been answered very thoroughly and they don't treat me like an incompetent female as I know a decent amount about technology.
Dual monitors in (I believe) room IT 2204; they allow the class to be more productive with our time.
Extended hour computer labs
Folio is very helpful for me to keep up with my grades and my classes
Free diagnostic on computer repairs. It saves money
Free software.
Gmail
Good internet connection
Great Wi-Fi in my dorm room so I can't study and do homework easily!
I don't know.
I feel quite informed about all my responsibilities from the classes, I take and get updates which is very amazing. But I have not seen the system change to upgrade itself. It can do so much more
I find it helpful that whenever there is a problem with a technological device in a lab or classroom, someone is sent right away to fix it.
I find the campus (not guest) Wi-Fi helpful because it allows me to perform my class work in a place of my pleasure on campus.
I have only made use of the call in tech support.
I like that the Google Drive app is included on the my.georgiasouthern portal. I've used it a lot to collaborate with group members. Some teachers even create shared folders where students turn in work.
I rather enjoy using MyGS because it holds access to everything from Gmail, to Folio, and to DegreeWorks. The Eagle Card and finger and eye scanners are wondrous things due to the amount of futuristic-like security they bring to campus.
I think the new vLab is a great addition. May use it as an electronic portfolio in a way to present presentations, projects, etc.
Mygeorgiasouthern it has everything a student needs right on one page
N/A Never had a problem
On campus computers are always fast
PC aid
Repair broken equipment
The ability to have tech support really is helpful.
The access to programs such as solid works and office 360 is great.
The availability of computer labs across campus is really helpful. I can quickly drop in, find an open seat, print something, and be out of the lab in 5 minutes. "Free printing" is nice. I don't ever wish to carry tons of quarters around to print things.
The Banner module, I think is what it is called, is probably the most helpful IT service on campus. It is used for student account maintenance, course creation, to manage student information and other things. Some of these important tasks being the most important to schooling that being registration and invoice payment through WINGS.
The emails are helpful because I can set up emails to go directly to my phone.
The free Microsoft package.
The free software downloads are awesome, very helpful as a student.
The new virtual machines launched March 22. I can access programs even when I'm away from school.
The number of labs are great.
The University's IT service provided IT students with events and meetings that could enhance the performance and our knowledge as IT students.
They are usually pretty good and responding quickly.
uhhhh...
Vlab
Vlab is a very time saving feature and will continue to be helpful as we integrate more and more software.
Vlab is interesting. But it doesn't support much soft wares. It would be great if other soft wares are included in it.
Vlab. I love the fact that I don't have to go through the troubles of installing software anymore.
when there is something going on having to do with the safety of others, the text messages and phone calls are a great thing know. getting emails with events going on with campus, how to get tickets to events and such is helpful.
Wifi - it lets me gain access to further my education
You have wifi available in all buildings of the school, the website is really good. The gmail email provided for us is a good correspondence between the school, the classmates, teachers and I because I can connect it to my phone and turn on notifications. The portal or folio email has no way of effectively communicating info with me.

HEALTH & HUMAN SCIENCES
A service that I could turn to my simple questions. Maybe having an email I could send questions to.
Correct problems with Technology
Eagle alerts
Easy access
easy to talk to
Extended Wi-Fi is helpful when you want to use your laptop outdoors such as on Sweetheart Circle and in courtyards.
Fat service
Have not used any it services.
Having Patti Reaves available to us has been a huge help. She is always willing and able to help us and has always been extremely helpful!!!
having someone there to help sort out issues when needed
Helping with mastering chemistry
I don't know any services that have helped me
I find IT department helpful when getting back to me via email in a timely manner.
I guess it would be management of the network, because I use library computers quite a bit. It certainly wouldn't be the helpdesk department. and the tech store doesn't carry SPSS licenses. That would be a valuable addition.
I just like how there are a lot of computer labs on campus.
I like having someone who can be reliable and fix my computer
Internet is important for all my classes.
It is helpful that the staff if nice.
nothing
Tech support. They help answer my questions about technology related issues.
The access to computer labs and media rooms
The accessibility of getting answers from tech guys with problems with not only Georgia southern portals but computers as well.
The availability of computers, the cell phone coverage around campus, IT people are usually very helpful and knowledgeable.
The wifi allows me to use my phone all over campus.
They are very quick when it comes to things that need to be fixed
They help very well
Wi-Fi, because I have full access to the internet and is able to work on my on computer

LIBERAL ARTS & SOCIAL SCIENCE
Charging stations for phones are very convenient as well as printers available and computers all over campus.

Eagle alert. Since it keeps me informed in case of any emergency.

FOLIO...makes communication with classmates and instructors much easier than regular e-mail. one doesn't have to keep up with everyone's contact information, it is automatically provided.

Free and reduced software downloads. This is very helpful especially for a student on low/no budget.

Great service overall. GREAT!!

Help desk is very helpful whenever I have an IT question

Helps me stay in touch. Very helpful.

I can call with any questions

I don't really find any helpful. I find them functional, but that's not saying much.

I have never used the IT service

I know I can ask any question (even if it's dumb) and I will get an answer.

I like the cable tv services, banner, and computer labs.

I like the IT store even though they weren't able to help me & I found the solution on YouTube. But great concept.

I'm not sure.

it is very good

IT shop

my Georgia Southern email. the second something occurs, I am notified instantly.

My Georgia Southern has improved a lot since the redesign so it is actually usable now.

no

On campus wifi is very helpful although it has its problems.

Resnet help center was a lifesaver when my wifi went caput.

Tech Corner Help center

The Centenial guys know what to do. It's nice to have a place on campus to bring your computer if something goes wrong.

The helpline is useful especially when I need immediate help and am no longer on campus.

The IT store is a good idea, considering this town has no Best Buy. which is weird, for a town with a college IT department as big as this one???

The many computers that are available.

The ones that fix the computers are helpful because without them we as students would not be able to do our assignments.

The online classes. I live 4 hours from GSU and the online classes have made it possible to work on my Bachelors degree.

The resnet building at University Villas was very helpful when I had a question about my TV. The smart boards and speakers in the Foy Building are very helpful for hearing music and for in-class activities.

The Tech Corner has been extremely helpful to me on multiple occasions. I once had difficulty with updating my MacBook Pro to the newest version of Mac OS X, so I took it to them and they were able to update it and clean my computer of viruses within one day.

The tech corner. They fix everything, even phone screens and are conveniently located on-campus.

The tech interface in the classrooms is very helpful and user friendly. The ability for any student to log in and easily deliver a presentation is great.

The technology tables in the library. They make collaborating for group projects easy.

They know their stuff and the staff is friendly.

Vlab

Whenever I have called for technical support I have had prompt and effective resolution.

PUBLIC HEALTH

Folio

Free software from IT is amazing!
Myhelptech
The IT Department and Henderson Library staff seem to be very helpful when one experiences technical issues related to utilizing technology.

**SCIENCE & MATHEMATICS**

computer lab in the IT building. It has a lot of seats open and is a good work space.

IT services at the Math and Physics building are immensely helpful in general. If there is any issue of the computers in my office, the issue is rectified immediately and with tremendous hospitality.

Not helpful and expensive
The ability to get solutions to my technical issue via email or phone.
The computer repair center is a helpful service. I admit I don't know much about computers and when my computer crashed they were able to restore my hard drive and recover my school files.
The computers and other technological tools (scanners, printers, etc.) in the library are most helpful. In a world centered around technology and business and bureaucratic information is handled online, the resources available at the library make it possible for the individuals on campus to stay on pace with current times. I've had to scan and upload several documents for applications and I know the library is my one stop shop to take care of these things.
The willingness of the IT workers is helpful. I don't know of a specific service I've used but I know when I've asked for help at Georgia Southern, I've received it.
they help when I need them

Wifi connections have been good so far. A personnel helped me with a wifi issue on my phone

**VP ACADEMIC AFFAIRS**
The library look up system has been helpful because the library is big and I would be lost without it.

Wi-Fi throughout campus.
IT Services that Need Improvement
Tell us about an IT Service that needs improvement and why.

BUSINESS ADMINISTRATION
DegreeWorks option does not work consistently, will sometimes cause browser to crash (Firefox). MyGeorgiaSouthern app has to be reinstalled every 2-3 months, crashes on iPhone 6.
Faster service.
Georgia southern app i dont find it very user friendly it may just be my phone
I am a graduate student, online at a distance. I think there needs to be a special page for graduate students, online at a distance, that provides very succinct details with links and steps to access ALL of the research and online resources available for graduate level research, not only at GSU, but any and all USG.edu institutions. Now, the graduate page and all of these other pages are simply too wordy, too much to read, and not presented in full detail. Someone needs to create a master Excel spreadsheet with real links, explanations, descriptions, and the massive resources available in the USG.edu system of institutions, not just GSU> The research standards for graduate school are much higher, but the library pages are "mickey mouse" at best.
I think it's because I have a last name with T, but I never get Eagle Alerts when it is relevant.
I think the available WiFi could be improved. Sometimes when I use my laptop on campus it randomly disconnects.
I want just one e-mail. Having a Folio e-mail and a Georgia Southern e-mail is to confusing. Have it all operate as one.
Interaction with portal and all the resources it is connected to need to be simplified and made into one system (dashboard would be great) or at least single sign on and a longer timeout period.
More computer stations in the library/IT building that have 2 screens connected
no issues
Not sure
nothing
Nothing really at the moment needs to be fixed.
NOthing really Its actually decent
Resnet should have multiple locations.
Safeconnect needs to stay installed. It would kick my out of presentations that I couldn't get into until I downloaded safe connect again!
The internet speeds and cellular wifi connections
The library WIFI. Because the internet should work the same everywhere in the library.
the printing system where you can print from home, make it easier and more efficient to use
The wifi can be unreliable at times.
The wifi on campus in certain parts of campus does not provide the best signal. For example when I am eating at lake side I only have 1 bar of wifi coverage.
We need a better access to internet anywhere on the campus.
WiFi at times
Wifi could be better. Some dorms have trash wifi.

EDUCATION
Degreeworks could be better updated.
for those of us who are a little older and non-traditional students, it would be nice to get additional information that is typically only advertised in dining areas or at russell union;I personally only go to education building...
Galileo
having faster internet
I have never used it before.
I think the GAs hired by the IT service can be a bit hard to deal with. They don’t seem to know anything, but again I can’t require too much from GAs.
I would like more access to fax machines in order to send documents. Some businesses and organizations use it still
It needs to expand on the different services to better serve students.
My GS is quite busy. I’d like to be able to turn off some of the features to simplify my view when logged in.
No improvements at this time.
nothing
The printers should be able to print over 8-10 pages at a time. As an education major, it makes it difficult to have to keep printing out small sets.
WiFi. It’s spotty.

ENGINEERING/INFORMATION TECH
all of the above
Apparently the Wi-Fi isn’t great in ALL of the dorms. So, if they were all how Freedom’s Landing is hooked up, it could be improved.
Better app. Other than that and extremely slow wifi occasionally
Breakfast in the info tech building
Buildings that allow better cellular service.
cheaper rates because the cost in itself for the product.
Color Printers around the campus and not just in the library.
Downloadable software because it didn’t work for my computer. Also my computer cannot connect to the wifi due to my antivirus
Get rid of folio email
Employee willingness to assist technical problems
Everything I have experienced is fine.
Fixing phones
Folio
For normal daily use, I really can't complain. If I lived in the dorms I'm sure I would complain about internet speed, but I haven't lived in the dorms in over 4 years.
GSU TV’s are crowded with announcements.
having access to more variety of software for a variety of majors on multiple systems. This is being done somewhat through vlab, but it would be nice if some of the cs software was integrated into this.

I am satisfied.

I don't know.

I noticed that the new VLab has basic software available, such as Microsoft Office. It would be nice to have access to software that is more specific to Information Technology and Second Disciplines, such as ArcGIS (for Geographic Information Science) or the ability to remote into our own VM from home. An example of this would be a Hadoop cluster which is a Capstone project this semester. Currently we must be on campus to access it or download a different VM with a completely different Hadoop environment setup.

I would love to see that expanded and also I would love to have the ability to request non-standard software such as FEA software that is not used in the university as a whole.

make your availability more known to students

More software on more computers.

nothing

Nothing specific comes to mind.

Security - During the incident in the Math and Physics building, I feel like our security services (alarms and cameras) didn't quite go as par. Some buildings have better security needs unlike the Math and Physics building.

The Folio email component is a bit weird as it opens up in a scroll box on the page, rather than filling up the entire page without the need for the small scrolling box. Also, sometimes MyInvolvement doesn't work as well as it should as some buttons do not even work most of the time, especially when I am using the search bar.

The on-campus WiFi is my main complaint. Everyone connects their phones to the WiFi, making it impossible to work with a laptop while on campus.

The people at the IT desk in the IT building dont always know what they are talking about if they are experienced with one type of computer (i.e. Mac) and you have a question about a different kind (Dell) which isn't a bad thing, but they could use a little guidance.

The redirect login page for the campus network could be improved. I use a macbook, and in 30% of the times i attempt to connect, I can not access the redirect login page.

The wifi in the student housing cuts off at random times during the day for a few minutes sometimes. Usually, I don't need to use the IT services all that much. Folio is what a lot of professors use, thankfully I don't have many. It reduces teacher and student face to face time.

vLab connection and storage problem. It frequently loses signal and says I don't have enough storage to run predictive analytics (SAP software).

We need better internet

Why do you block porn?

Wi Fi coverage. Because I rely on internet and it might be hard finding a computer at time

WiFi

Wifi in different builds can be better then others. when using the gsuguest wifi, it has better reception then the other when it comes to phones and using your own computer. this is just from my experience when trying to get reception.

wifi on campus

Wings. The system just looks outdated. It could be made to be more interactive with the users.

HEALTH & HUMAN SCIENCES

Campus Wi-Fi can be slow and unreliable sometimes.

Cell phone service in the IT building is terrible.

Correct Problems with PC

Everything is fine

I can't think of any

I don't know of too many of them.
I'm not sure if this belongs here, but I do not like the printing system that is set up on campus. I enjoy being able to use points that I have already paid for as part of my student fees, but only being able to print 10 pages at a time is a hassle, especially since I am a graduate student who mostly always prints more pages than that.

It always needs to be faster.

Making sure IT is fulfilling and properly fixing each students problem.

None

nothing

Nothing.

Reduce the amount of time needed for each fix. Its very annoying

So far haven't had any issues with the IT services.

Some of the computers in the Hollis Lab do not connect to the printers like they need to. The smaller computer lab in Hollis, that particular printer rarely works. Printing items is less confusing when you have to plug in your ID in order to print. By having that option, printing is more organized and less paper and printing points are wasted.

Sometimes short term repair

Sometimes WiFi doesn't pick up well in parkin areas.

speed

The computers need to work more often in the williams center

the helpdesk department. In my experience they didn't do anything to solve my problem, and knowing that, still thought it would be beneficial to check up on me and see if my problem was resolved. They are ineffective and in my experience don't actually seem to do their job.

the printers in the school of human ecology build keep breaking

The wifi

The wifi connection and speed. Also it may be more time efficient if when you log into a campus computer with your GSU login and password to have the computers already know who you are and log you in to my.georgiasouthern.edu

The Wi-Fi connection should be available and strong all around campus. Printers should be easier to operate or the people in charge of them should know how to operate them properly. The Wi-Fi connection slows down a lot at night and acts weird on my laptop at some places during the day after booting it up again.

The wifi goes in and out at my dorm very often

LIBERAL ARTS & SOCIAL SCIENCE

Access to Microsoft programs is not as easy as said. Glitchy with varying computers.

Adobe programs in the library

All IT services that I have used, mainly just Internet at home to access course material has worked without any issues or problems.

Better wi-fi connection, faster internet service.

Campus Wi-Fi. I sometimes need to use my computer when the library is full or I have to use my own software and sometimes the connection is too weak.

every time i go there for a quick, "hey my computer's acting weird, any ideas?" their response is that they don’t know but if i want to pay a ridiculous amount to have them look at it overnight, i could do that. THIS IS UNHELPFUL AND I AM TOO POOR TO DO THAT.

Folio services that crash or stop working constantly.

I believe that the internet should be a more steady than it is. Sometimes the internet restarts at random times and at the worst moments possible. Overall, the internet reliability is very high, but it would be nice to have it even higher.

I do not know of any that needs improvements.

I had a difficult time with the Folio app on my phone. The support staff had a difficult time asserting me. However, Eric was very patient and we worked through it. They didn’t realize they were working with a 64 year old that was as savvy wither technology as they were.
I have no complaints.
I haven't use the IT service so Im not sure
I like the WiFi range could be stronger and more reliable across campus.
I'm not sure.
IT call center more pleasnt way of communication
Kennedy's WI-Fi s not reliable when you get further away from the lobby.
Maintence. They either charge too much or don't fix what I need fixed.
Need to find a group sharing portal similar to WebEx since the ones provided, like Google Hangouts don't work.
no
None to be specified.
None.
nothing
Recovering passwords for mygeorgia southern without having to call technical support.
Resnet is unreliable.
ResNet, the connection goes out half the time even if I'm in my room
text messaging, they were coming in and all of a sudden they stopped.
The gasuresnet wifi at school and the RAC does not work on my phone. I have to sign into gsuguest.
The store in centennial. They're rude unhelpful and expensive.
The Wifi because sometimes it doesn't connect to my device.
The wifi range needs improving
Vlab. Lags on certain computers
Wi-fi on campus that works everywhere.
You need to create a policy for transgender students to change their name in banner without having to change it legally because not being able to do that puts us in danger especially with campus carry laws coming into question.

PUBLIC HEALTH
None.

RESNET

SCIENCE & MATHEMATICS
Computer repair. $100 just to look at something is steep especially for students.
Don't use it so n/a
Getting responses to technical issues with devices that cant be moved (e.g. TV connections, etc.).
Honestly, I don't think anything needs improvement. We have so many tools available to us already that I can't even think of something that needs fixing.
I don't know where it is in the building and every other GSU service that I have been to has been inadequate so I assume they probably are as well
I wish that I would of been able to use my Chromecast on my tv but it wouldn't let me.
In the library during long study sessions the wifi seems to oscillate on a cycle kicking my computer off the internet for a few moments than reconnecting. It is not a major issue as I can reconnect however it is quite annoying.
Internet connections in some of the Major Dept. buildings have slower connections in certain areas.
Internet is horrible
internet speed because many things require top notch internet to run properly.
Math and physics building has horrible computers
more geologic software
quicker solutions
The wifi login
WiFi on campus needs improvement. It's usually slow or doesn't work at all.
VP ACADEMIC AFFAIRS

Folio because sometimes it doesn't work right.
The lighting presets in the big auditorium in the Arts building need to be configured differently. They are incredibly dark on preset number 3, however too bright for any other in order to see the PowerPoints on the screen. Our instructor has requested that this be fixed and it has not been.
**Wi-Fi Improvement Areas**

What areas of campus or housing would you like to have better Wi-Fi service?

**BUSINESS ADMINISTRATION**

business building
Dorms.
Everywhere
First Floor Library
Freedom's landing
 Freedoms landing!
I have great WiFi service in the COBA building and library. These buildings are the only ones that I go in.
IT building
Library, COBA
Library.
Monarch 301, RAC
Mostly the dining commons.
N/a- online student
Not sure
Online graduate students must come to campus. There's no temporary housing for us. At times, we need to come to campus, sometimes for 1 day, 1 week or 1 month. Create distance education temp housing that is reasonable and quickly available on a short term basis only for distance graduate students.
 outskirts...
 probably dorms
 SOUTHERN PINES, COURTYARD.
Sweet heart circle
The COBA building
The dinning commons and in the library.
the halls and business building
the IT lab, the cell coverage in there is already nonexistent and the wifi is really spotty
The RAC
The sporting events (Hanner, the football and baseball stadiums)
the sweetheart circle and the pedestrian
University villas wifi is not as stong as it needs to be!!

EDUCATION
All housing
Dorms and classrooms on campus.
Education building
Education Building.
Had low connection on fourth floor of Library a few nights ago. I was in the area with the dark wooden desks.
Hollis Building, Buses
I always had trouble connecting to wifi when I lived in eagle village
I cannot really say, it has been a while since I have been in the building (maybe the older buildings).
i do not live on campus
I don't live on campus or near campus, so I can't say anything about it.
I don't live on campus. I am an on-line student.
I live out of town and I am an online student so this doesn't apply to me.
More outside because I like to do homework outside on campus.
N/A (I take on-line courses)
n/a I'm a completely online student
Sweetheart circle
The buses should have some type of wifi connector or enhancer. While moving through campus, the wifi tends to go out.
The classrooms.
The Education Building. I do my school work in this building religiously and it would continue to be extremely helpful if the wifi service is as best as it can be.
The union. The different colleges such as COE and Carrol Building

ENGINEERING_INFORMATION_TECH
2nd floor of IT
A nice improvement would be the route the Gold Bus takes to the RAC and certain parts of the RAC itself.
All of campus, mostly Russell Union extended to the Engineering building. Math and Physics has no service either.
All throughout campus.
Along the pedestrian on the benches. My favorite spot on campus is on the far side of the lake, where I can see both Lakeside and Henderson Library in the same eyeshot. If Wi-Fi was reliable out there, I'd spend most of my time in that spot. However I do bring my laptop out in the spring time to do work and watch the ducks, so reliability and signal strength to the pedestrian would be helpful.
Areas where there can be larger crowds
Campus dorm wifi. I don’t live on campus anymore but it wasn’t great and others are still complaining about it
Centenial
dorms
Everywhere on campus needs great wi-fi, especially the Union.
Faster internet speeds
I don't have much opinion, I'm in the math and physics building a lot so I use those computers.
I get adequate wifi service everywhere.
I think the wifi is pretty strong already and nowhere specific that I know of on campus or in campus housing needs an improvement.
I would like the IT building to have better reception inside the building.
if signal could reach around the pedestrian that would make things a little better
IT building
It would be nice if sweet heart circle had wifi access
just performance increases across the spectrum, mainly pedestrian and bus routes, but also anywhere students kick back between classes.
Last semester the library's wifi wasn't very stable, and it was always disconnecting my computer.
Library study rooms
Math building
Math/Physics building
Math/Physics building.
One area in particular is around Lakeside dining commons.
Residence Halls
Sweetheart circle
The areas in between building when waking to class
The computer science building would be nice!!!
The Engineering building mainly.
The library, specifically the 3rd and 4th floors.
The main walk way on campus.
The res-net wifi does not provide sufficient enough coverage and crashes more than it works it seems.
I had this issue when I lived on campus and I know plenty of people who have this issue currently.
The Rosenwald building.
The Russel Union
the union, and the rac fields
The union.
They all should really.
Union has areas that are weak inside.
University Villas Wifi service could stand to be improved. During prime study hours the computer wifi and streaming capacity is very low. When I'm watching Netflix I would love to have it not buffer in the middle of the movie.
University Villas, and give them Ethernet plugs.
Watson Pods
Within the dorms could have better coverage.

HEALTH & HUMAN SCIENCES

Dorm rooms
Dorms and library
Eagle Village bedrooms
Everywhere especially in the buildings. Wifi does not work on my cellphone regardless of being connected.
 Freedoms Landing
Hanner Building
I do not live on campus, nor have I ever lived on campus. I cannot help in providing information to this question.

In areas where the wi-fi has trouble reaching such as the further into a building you go or outside of a building on campus
- In the dorm rooms
- In the housing
- Library
- Library and the pedestrian
- Math building, Carroll building, in between buildings, and sweetheart
- Newton building, stadium
- nothing
- Nursing/chemistry building
- Paulson Stadium Hanner field house
- SHE building
- Some of the older building seem to lose connection to the wifi. Especially like the math and physics and the natural science buildings.
- Sometimes the internet in housing can be really slow. I know you guys don't really have a lot of control over that, but it can certainly be annoying at times.
- Southern Pines/PAC, Forest Drive, Pedestrian
- Sweetheart circle
- The busses
- The dorms.
- the Hollis building.
- The Hollis building. Please, please.
- The library and school of human ecology
- The natural sciences (old biology building).
- The newton building
- The RAC
- The recreation activity center (RAC)
- The SHE building
- The wifi in Hollis is spotty at times, especially this week it has had trouble connecting to my computer.
- Union, RAC

**LIBERAL ARTS & SOCIAL SCIENCE**

All areas. The campus needs a stronger wireless connection in crossroad zones
- All of them.
- All of them? I have friends who live on campus and whenever I visit them there seems to always be something going on with the internet (crashing, issues connecting, etc) or it's just really slow. It's part of why I decided not to live on campus.
- Along the Pedestrium.
- Areas between class buildings
- At the library and Russell Union building.
- Bus routes
- Campus wide wifi should look at being improved. Wifi also is sometimes unreliable in the dorms as well.
- Centennial Place
- Centennial Place Building 1
- Centennial Place.
- Ceramic and sculpting building
- Dorms, natural sciences building, library
Forest Drive Building, areas between buildings
Freedoms Landing and Dinning Commons.
freedoms landing and the art building
Greek row
I lived in the center of Centennial Place Building 1 and rarely received quality wifi.
I would enjoy having more wifi service outside of the buildings on campus such as sweetheart Circle, the RAC, and the Pedestrian.
KENNEDY
literally all of it. also the art building can never get proper wifi for mac products, which is weird as hell considering i think it has more mac products in it than the entire rest of campus.
my personal dorm room, also some buildings are not able to hold wifi in classrooms.
My wifi is spotty in the Carroll building sometimes, that is the only building I am usually in.
N/A - I'm 100% online.
n/a...I am not on campus nor in campus housing. I am a fully online student in Haralson County, Georgia.
Near the RAC could be better
no
No specific areas.
None. Do not live on campus.
On forest drive, and on the pedestrian.
Outside of buildings. Excellent inside!
Russel Union Building.
Sanford and the CAT
Southern Courtyard.
Sweetheart Circle and other outdoor areas. I get no Internet there.
The break room in the MSC and library
The dorms.
the football stadium and track.
the forest drive building
The library and the RAC.
the library, the service is horrible all throughout. With it being 24 hours and students going there all times of the night if something happens how will the police be notified if there is no service.
The Newton Building, the area between the library and Russell Union on the pedestrian, the buildings surrounding the Center for Arts and Theater and the Forest Drive Building could all use much stronger signals.
The Newton Building. This building is already not a very invested in building, but I don’t think it is asking too much to modernize it to allow better wifi service.
The pedestrian and the Union
The RAC
The RAC needs better Wifi inside and outside
The Rac, Forest Drive, Engineering Building, Library.
The RAC. It would be nice to have better wifi and cell phone service while working out.
The University Building houses at lot K have recently had very spotty and unreliable coverage that could us improvement.
The wifi is insanely slow
Union, Southern courtyard
University Villas building 5
Walking through the campus from the edge of campus and the new biology building would be nice.
There is no area that i know of that could have better wifi, unless you count the areas between the buildings.
PUBLIC HEALTH

Freedoms Landing
Freedoms Landing and all of Resnet really
None.
Within the classroom buildings (IT, Education, etc)

SCIENCE & MATHEMATICS

All housing could use better wifi. I've heard multiple stories of students being in the middle of an online test or quiz and then being kicked off the server because it became too busy.
Better internet connections in outside areas not in specific buildings so that work can also be done outside.
Busses
dont care
Down Forest Drive and on the pedestrian, especially between the Williams Center and the Human Ecology Building.
Geology Dept.
herty building
I frequent the RAC, Russell Union, Landrum, and the chemistry and new biology buildings and can't say that I've had any issues with WiFi service in any of these areas.
lakeside dining commons
Libary
My building CP 1 on the fourth floor needs faster wifi
Newton Building.
None, it works fine.
Outside of buildings down the "main drag"
southern pines, academic areas
The bedrooms.
The commute between classes
The dorms, because that is where a majority of studying occurs, and due to the world today many things are needed online, so without reliable access individuals cannot study in their rooms.
The library oscillation is really my only complaint.
The Library should have the best wifi on campus
The Pedestrian needs better wifi. It cuts off as students pass Henderson library and the lakes.
Watson

VP ACADEMIC AFFAIRS

Everywhere, mostly in the Russell Union
I think either Newton or Sanford has spotty wifi reliability. I don't remember which one exactly.
I would like for it to be good consistently across campus
In some class rooms when I have to look up things on our own devices
Kennedy Hall, Sweetheart Circle
Parking lots.
Southern Pines and in Dining Commons
Missing Services

**BUSINESS ADMINISTRATION**

Charger ports that don’t get frayed on campus.

Everything should be mobile ready. Including this survey, which is not.

Forest drive building

Graduate student distance education portion Video Conferencing with the professor or fellow students, should be included in the tuition and IT systems, such as GO TO MEETING.

IT help for classes

I would really like if there was a Georgia Southern app for tutoring or something like the StudyBlue app that is exclusive to Georgia Southern students and teachers.

It would be cool if the mygeorgiasouthern web page had university notifications pop up like Tweets so students could see which department the notification is coming from.

More access to programs for all students

New Microsoft upgrades and access to rentable laptops.

Not sure

Please put BlueJ on more computers that just in the IT lab for Java classes

There is nothing missing.

Wireless charging stations

**EDUCATION**

Computers are finally being updated and that is great.

I do not know what IT services we are offered.

I’m not really sure what else could be offered.

I’m satisfied with what I’ve received so far.

It would be really nice if students could rent items such as laptops, tablets and iPads. I think that most students don’t have the funds to afford high-quality things for schooling and going to the library every night can be a hassle and unsafe. I would love to be able to rent an iPad for the semester or year. Just like anything else, if I broke it or something happened to it, I would know that I have to pay for it.

Live Chat for IT problems

None at this time.

**ENGINEERING/INFORMATION TECH**

A way to collaborate on work that isn’t Google Docs.

Being an engineering major, I think that AutoCAD should be available on all on-campus computers.

I can’t think of anything that other schools do that we aren’t also doing.

I think the Virtual Lab is a great idea but as a computer science student I don’t think it offers very many services and software that are beneficial to my major.

In the parking lots

It would be good if there was a seminar or series of seminars offered where students could learn more about their technology, how to properly use it, be sage with it, and repair it. This would help a lot of students who are just now becoming independent since their parents can’t fix all of this for them when they are down here. You could also do a seminar where Dell users can learn to use Mac and visa versa. I, personally, know very little about Mac, whereas I know a lot about Dell and Dell-related things.

MacBooks in the info tech building

Matlab 2016 Arduino support is missing everywhere.

Microsoft tutorials

More use with cloud services would be nice.

None that I can think of.

None.

not much
nothing

Provide a free computer repair service.

QR Codes

Seeing as how I may not have access to my laptop or a campus computer lab all of the time, it would be very beneficial if there were more mobile features and that the existing ones worked better. Some are great, like the My Georgia Southern Portal, while others are lacking, like the Registration page. I would also like more customization options for the portal.

Smartphone apps

Student key card access to specific classrooms/buildings based upon courses enrolled in.

The services now are within expectation. The more technology that allows visual creativity is often more sought after. I would suggest a smart board, something that we can escape the chair and table trap of technology.

Universal calendar system to students.

HEALTH & HUMAN SCIENCES

An email or digital way to communicate simple questions so I don't have to either go on campus or stop what I'm doing to walk across campus for something simple. Maybe if there was help in the Library (that I knew of).

Everything is fine

I don't have any new services

More of the printers that are set up to type in your ID before you can print a paper.

More tables and chairs.

None I can think of

None they're great

nothing

Refer back to the second question

Sell SPSS licenses in the tech store and have a helpdesk department that does something besides answer phones and lie to people.

Touch screen computers, or more computers that have to monitors

Transportation around campus

LIBERAL ARTS & SOCIAL SCIENCE

???

Access to a greater number of online journals, databases, and historical newspapers.

I am not sure of any that are missing or that needs to be implemented in the future.

I don't know.

I have no suggestions.

I think that it is pretty much on par.

I wish that my TV that is not HD could receive the same amount of channels as my friends who can afford to have an HD TV have. The movie channels I have now are nice but I would much like to see more be added. Maybe a service that provides converter boxes to students to rent for the semester or school year?

Idk

More printers for student access in classrooms and/or academic buildings!

More wifi coverage.

N:a

no

None that I can think of.

None.

Not sure

Not sure about this, but I don't like all the branching out of GSU sites when registering and paying.

nothing
Nothing is missing that I am aware of. I can access my courses wherever I have an Internet connection, including on my cell phone.

Nothing that I can think of. Nothing’s really MISSING, I don’t think, but a lot of things are difficult to access. Make all of IT services more accessible, please.

Phone and tablet maintenance.

Student discounted computer/hardware parts...even if ordered.

Tablets/iPads.

The buses should have WiFi on them

wacom tablets in the library to use with Adobe programs on mac computers .

WI-FI at Kennedy, University Villas, Southern Courtyard

**PUBLIC HEALTH**

3D printing, once it becomes more streamlined and more reliable... Access to live guest speakers streaming or after the speech streaming.

Availability of Tablets

Free wifi

None.

Safety polls throughout campus that can be utilized by pressing a button in the case of an emergency throughout campus

**SCIENCE & MATHEMATICS**

A better printing/scanning option for non teaching assistant graduate students

Better MyGeorgiaSouthern mobile app that includes a working directory of Georgia Southern’s departments, faculty, and staff so that calls can be made directly from the app. It’s super inconvenient to need the number for health services, the Physics department office, my advisement center, or a professor’s office while I’m walking around on campus and not be able to access that information and make a call through the mobile app. It would also be useful to know all the place where students can print on campus through the mobile app. May seem like a small feature but I would make a huge difference for freshmen who aren’t quite familiar with campus yet. Walking directions embedded in the app for the most used student services department would be useful in the app also. Met a freshman in their second semester here who didn’t know where Health Services was (Before the move).

Can’t think of any.

Don’t know for sure.

I can’t think of any; I think Georgia Southern University is and will remain up to date with new technology.

Instant availability to communicate with IT support for issues.

more iphone 5/6 charging stations in the clubhouses around campuses

**VP ACADEMIC AFFAIRS**

None that I can tell.
Make IT Awesome

BUSINESS ADMINISTRATION

Add some cool new radio stations in statesboro run by students so that there is more than just two genres on the radio.

Allowing for mobile friendly reservations of rooms on 25 live

Convince Google to install google fiber here.

Everything at the moment works great for me.

GO TO MEETING or other professional based video conferencing system to communicate face to face with professors, administration staff, deans, etc. and fellow students in team based projects. Many universities have full video lectures of professors, as if one is sitting in the course. This needs to be implemented and the internet and distance education is reality.

Holograms.

I would like for Georgia Southern to give students who take a class in the IT building to get a laptop of their own.

i would love if all of the georgia southern books for courses could be online im more used to online books than hard copies

I would love to have access to internet anywhere and all the time.

Improve ease of use on mobile devices for online classes. Taking quizzes, sending Folio messages, and uploading to dropbox is difficult or impossible on IPhone.

More charger ports and touch screens around campus.

Not making ALL students pay so much (fees &/or tuition). "Some" students use services less than others...

Not sure

Outdoor plugs around the tables would be nice.

Please put BlueJ on more computers that just in the IT lab for java classes

Professors need to find better ways than POWERPOINT to incorporate technology. Hands-on use of TODAY's methods for achieving results is better than learning the old way of doing things. We are being tossed into our industry without the understanding of the use of technology.

Provide outlets for electronics in the classroom

Remove the limit on the number of pages that can be printed at one time in the labs. Creating multiple jobs takes up too much time. If we want to print a large print job, we are going to print it, regardless of how many jobs we have to create. When creating multiple jobs, not only are we wasting our time but we are also wasting other student's time with making them wait for our several jobs to finish.

Start with reducing the clutter and hassle accessing information. Focus on user interface. Speed.

the leasing of laptops for an extremely discounted price

Wifi in the bus

EDUCATION

Access to virtual apps from the my.georgiasouthern.edu portal.

Being a non-traditional student, I often find myself out of the loop. That being said, if there isn't something like this already, I think it would be AWESOME for there to be a workshop/seminar available specifically for the education program's teacher candidates to familiarize them with classroom technology, programs, etc.

Easier access to linked full text resources

Everything works well. I seldom have any problem with IT service.

Have wifi everywhere.

having all university emails forwarded to phones or folio like messages from teachers

I do not have an opinion here.

I think that Georgia Southern is doing the necessary things to make technology awesome; I can say that when I visit the campus, I am definitely pleased.
I'm not sure.  
make it easy
More printer points for education majors. As an education major, it is constantly demanded to print out numerous worksheets for students that we have and not only copies, but most of the time colored copies as well. I know myself and many other students in my major have this same problem.
nothing
Please make the internet faster and more reliable
Provide more tablets/iPads for education majors to use during student teaching- with more space and easy to manage!
Send text messages when Folio will be down as opposed to an email.
Technology at Georgia Southern is already awesome.
They are doing a great job already.
They could have the option to rent items such as iPads and laptops. I would have rented an iPad and laptop every semester that I have been here.

ENGINEERING/INFORMATION TECH
A virtual work space or at least a way to access school resources from my home computer. I have over an hours commute. I'm not coming in on Saturday just because I need a special compiler the school has that would cost me over $100 to buy.
Allowing things like chromecast to connect
Better app. Be able to send/link folio and other school related emails to gmail account.
bring back the My.GSU app, needs to be more universal, include folio, email, and the other services of my.gsu. a one-stop shop app which can eliminate computer usage that works for Ios and Android is all.
Dim the lights in the IT labs and add LED backlighting to make it seem super space-age.
Educational wise just continue updating the computers and services the campus provides us to use in the future when the budget and opportunity allows. I find them helpful a lot of the time already but if it can get better why not. Personally though why not getting me a 1 TB USB that should be just fine.
Emphasis on, "Something that we can escape the chair and table trap of technology."
Engineering software free to engineering students
establish the connection with the city to create municipal wi-fi.
Ethernet landlines in all dorms, and augmented reality technology.
Everything is fine.
fast internet
Free Tuition would be nice
GIS tools/software made available in the I.T. Building. (ArcGIS, OpenGeoDa) A directory of what software is available on what computers (if this exists already, I don't know about it).
have it to were the wifi does not randomly drop for no apparent reason
I don't have a printer so having the ability send a print job to on campus printers for easy, fast printing would help so much.
Improve the WiFi around campus
Incorporate dual monitors in more IT labs.
Increase bandwidth of the wi-fi network around campus.
LTE cellular service everywhere on campus.
Make it easier to connect to the campus wifi
Make sure the computers in the engr building are able to perform the tasks that are given in classes.
Most of the computers are unable to run the needed programs for class
Make sure the internet can sustain the amount of people that will be using it.
More dual screen monitors on computers
more taught explanations on how to use the technology when something changes. having more computers classes dealing with your major to help you better understand the technology when it comes to having to use it for a class, other then having to figure it out and learn how to use it when it comes down to getting an assignment done.
not much
One thing would be to get special discounts and deals on more computer programs for my personal computer.
Possibly printing machines throughout campus. I recall seeing wepa at last year’s Techxpo which would allow one to print from any of the machines located around campus.
Provide a free computer repair service.
Rentable lap-tops
Segways
Simply exposing students to new(er) technology that the general public don’t get to see very often would be a great start. I enjoyed working with the Double Robotics Telepresence Robot in class one day. It was a very cool experience that, in all honesty, I probably won’t get to have again anytime soon.
Smartphone apps
Upgrade the computers maybe for just one lab in the engineering building that will be able to solve large analysis. This would require fast processors, lots of RAM along with the correct graphics cards for the programs. Currently we are limited on the meshing sizes and analysis possible using ANSYS for our Finite Analysis course. Solidworks is also another program that becomes slow fast when a large solid model is drawn up with many links and features to a part. This is a major problem with new design and engineering software. If a professor wanted to teach rendering using MAYA it would not be possible or very limited on the machines we currently use.

HEALTH & HUMAN SCIENCES
Be able to loan out laptops to those that are having been their laptops repaired
Better wifi connection. (Faster and more coverage)
Everything already is
FAST and reliable internet, please!
Faster wifi
Get a better wifi connection
Have available personal hot spots for our mobile devices
Help me learn how to get the most of the technology provided and what new, cool technology is available.
I am content with the technology that is provided at Georgia Southern University. But, it would be awesome to have more computer labs, specifically one in Hanner field house.
I don’t know
Improve wifi all the way through campus. Some places I lose connection when still being on campus.
More explorations
More wifi
nothing
Offer a free skill-building class for majors that don’t get taught computer stuff on a regular basis. (Like exercise science majors)
See above.
tutorial on folio

LIBERAL ARTS & SOCIAL SCIENCE
Awesome, fast wifi, and newer computers.
Better wifi
Better wifi, more perks with free software.
Discount on anti-virus services for students.
Faster computers in the library.
Fix theWiFi!!
Have more opportunities to learn outside of just classes. There are a lot of things that interest me regarding technology (basic coding, building PCs, learning HTML & CSS) but I’m not willing to switch my major because of idle curiosities. It’d be nice to have the opportunity to dabble in these subjects as a
hobby instead of having to take a class I have to pay for, could potentially fail, and that won't go towards my major. Hosting some sort of learning workshops in the evenings would be really cool.

Have students check out laptops for the semester
I think you all are doing a great job by asking student input and really caring about our voices. I can't think of anything specifically, but if I do, I will be sure to let you know.
I would love to see more touchscreen and advanced technology when it comes to the internet and accessing it.
Im not sure
improve the wifi in the library.
It already is awesome.
Keep implementing wireless printing, and maybe making portable chargers available to rent in the library.
Let us ascend into the network and become one with technology
Lower the price in the Tech Corner.
make it work properly? improve the wifi? stop making us jump through a million hoops to access anything?
Make it work.
Make the technology in the bookstore more affordable. I would like to buy a new computer from the tech store to support the campus but It's the same price as in the store.
Make the wi-fi better.
Make the wifi coverage better and keep the wifi consistent.
More availability and access to fast processing computers with various data processing programs such as Esri products, FEMA Hazus program, etc. Other than the small, extremely overheated ESCAL lab that is often crowded and is also used to host classes.
more biometrics around campus so that you need your card for everything
More convenient Resnet help center location.
no
Not assume that everyone is 19 and savvy computer users.
nothing
Nothing, i am happy with the technology that is provided now.
Nothing. Yall are doing a good job!
Offer more Apple products for student use.
Probably enhance the group gathering areas. As I said before, Google Hangouts was a failure. Need to ability to talk verbally and share documents in real time.
provide new technology and allow students to learn about it through inactive classes and workshops on campus .
Really, I just want stronger Wi-Fi! Wi-Fi is one of this universities few serious weaknesses in my opinion, and if it could be improved Georgia Southern would be that much closer to becoming perfect!
Should be able to use printer points for copier in the library but that's no big deal. You guys are really awesome!
Smartphones with student discount available for sale on campus.
Stronger routers
Timely service in the Sanford Hall
WiFi everywhere, not in some select places.
Wi-Fi on all campus grounds.

**PUBLIC HEALTH**

Have a reliable signal for all cellular services on campus
I am happy with what the University has provided so far!
None
Please make Resnet better
**SCIENCE & MATHEMATICS**

- A faster internet speed during peak usage hours.
- Better wifi and faster internet
- Don’t force it upon students. Give students the option. Because when that IT service fails, I want to still be able to continue on with my day and my education.
- Educating us more with fun technological events, and notify us of these events by e-mail. Tip: Students will go to any event if free food is provided
- Fast internet in university housing as well as in university buildings
- I think it’s already awesome.
- Just make WiFi better.
- More consistance coverage in Major Dept. buildings.
- more iphone 5/6 charging stations in the clubhouses around campuses
- My sprint service does not work inside the dining commons, and wifi is way too slow on campus in most academic buildings
- Printer page cap is annoying.
- Single time login for the wifi
- the ability to have wifi while outside of campus buildings.
- You already offer Microsoft Office 365 to all GSU students for free, so I don’t know anything else at the moment that would make it better.

**VP ACADEMIC AFFAIRS**

- For there to be fast and reliable wifi coverage on all campus
- Have rental things that some people can’t quite afford on their own.
Comparison of Results to Peer Institutions

The following tables compare Georgia Southern student responses to student responses at other masters colleges and research universities (low).

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 Ho: 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 Peer Comparison
Tell us about your ability to access technology services through the Internet

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Having an internet service that operates reliably. 🌟</td>
<td>6.75</td>
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<td>1.56</td>
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<tr>
<td>2</td>
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<td>8.61</td>
<td>6.93</td>
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<td>1.78</td>
<td>1.56</td>
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<td>3</td>
<td>Having an internet service that provides adequate WiFi coverage.</td>
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<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus. 🌟</td>
<td>6.97</td>
<td>8.59</td>
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</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 Ho: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired
## Technology and Collaboration Services Peer Comparison

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>My Survey</th>
<th>Dev</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
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<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use. 🌟</td>
<td>Mean</td>
<td>6.75</td>
<td>8.30</td>
<td>7.27</td>
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<td>-1.11</td>
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<td>1.88</td>
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<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience. 🌟</td>
<td>Mean</td>
<td>6.63</td>
<td>8.22</td>
<td>7.08</td>
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<td>1.93</td>
<td>1.62</td>
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<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others. 🌟</td>
<td>Mean</td>
<td>6.72</td>
<td>8.34</td>
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<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making. 🌟</td>
<td>Mean</td>
<td>6.87</td>
<td>8.34</td>
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<td>1.85</td>
<td>1.62</td>
<td></td>
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<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. 🌟</td>
<td>Mean</td>
<td>6.79</td>
<td>8.39</td>
<td>7.13</td>
<td>0.34</td>
<td>-1.29</td>
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</table>

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### Support and Training Services Peer Comparison

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>My Survey</th>
<th>Peer Group</th>
<th>Mean</th>
<th>Dev</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.🌟</td>
<td>6.90</td>
<td>7.08</td>
<td>5.69</td>
<td>0.92</td>
<td>1.20</td>
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<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.🌟</td>
<td>7.03</td>
<td>7.27</td>
<td>5.69</td>
<td>0.89</td>
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<td>12</td>
<td>Receiving communications regarding technology services that I can understand.🌟</td>
<td>6.77</td>
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<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.🌟</td>
<td>6.39</td>
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