

*A Higher Education TechQual+ Study*

**2015 TechQual IT Survey Project  
for Washington State University-Tri Cities**



**Higher Education TechQual+ Project**  
Assessing IT Service Outcomes for Technology Organizations in Higher Education  
<http://www.techqual.org>

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## ***From the Higher Education TechQual+ Principal Investigator***

This report is the result of a survey of technology service outcomes conducted at Washington State University-Tri Cities. 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 Washington State University-Tri Cities.

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 Coordinators for Washington State University-Tri Cities***

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 Washington State University-Tri Cities. The Higher Education TechQual+ project coordinators for this institution are:

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Interim Director Information Technology  
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## Higher Education TechQual+ Data Analysis Guide

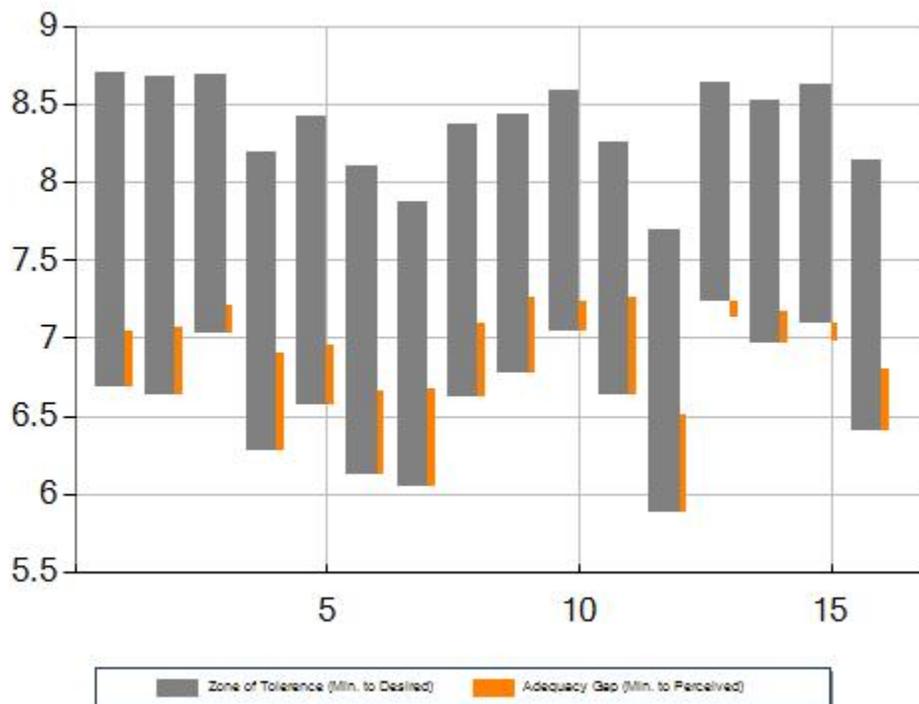
The data from this survey is presented in multiple ways:

**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  $H_0: Adequacy\ Gap\ Score = 0$ . Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

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

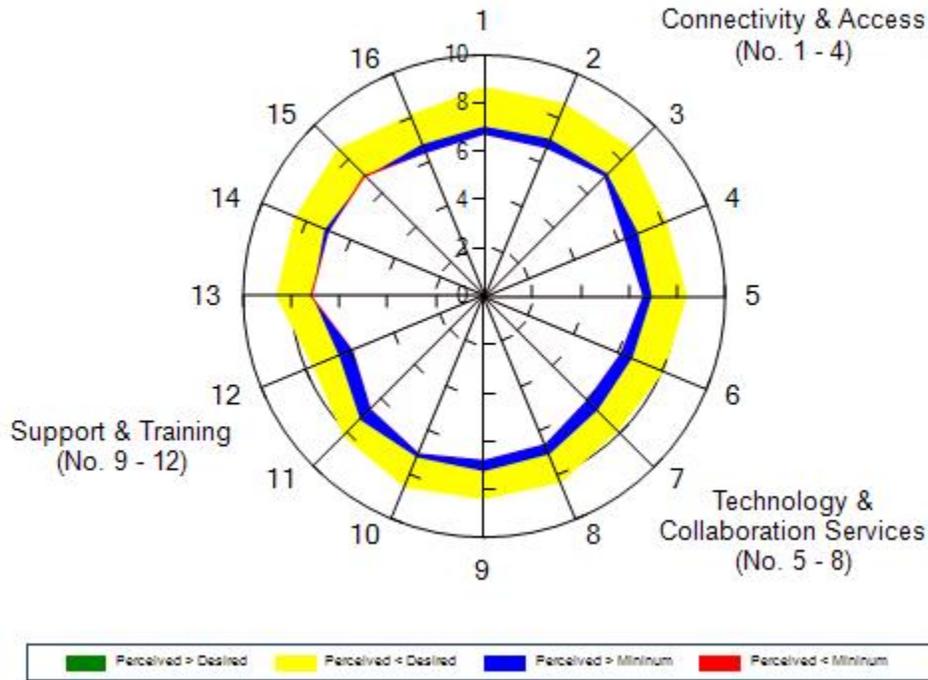
**Service Superiority Gap Score:** This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service 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.

## Radar Charts:



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 Washington State University-Tri Cities campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

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

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

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

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

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

### **Connectivity and Access**

*When it comes to...*

Having an Internet service that operates reliably.

Having an Internet service that provides adequate capacity or speed.

Having an Internet service that provides adequate Wi-Fi coverage.

Having adequate cellular (or mobile) coverage throughout campus.

### **Technology and Collaboration Services**

*When it comes to...*

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

Having online services that enhance the teaching and learning experience.

Having technology services that allow me to collaborate effectively with others.

Having systems that provide timely access to data that informs decision-making.

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

### **Support and Training**

*When it comes to...*

Getting timely resolution of technology problems that I am experiencing.

Technology support staff who have the knowledge to answer my questions.

Receiving communications regarding technology services that I can understand.

Getting access to training or other self-help information that increases my effectiveness with technology.

### **Other Important Information Technology Services**

*When it comes to...*

Having information and access to new useful instructional technologies and methods (video/audio production tools, proctoring software, clickers, wikis, etc.).  
*Self-reported faculty only.*

Ease of use and the availability of support for the Learning Management System (Blackboard). *Self-reported faculty, students only.*

High speed computing for research *Self-reported faculty, students only.*

Internet speed specifically in terms of research needs. *Self-reported faculty, students only.*

Open computer lab hours (West 145, West 235, CIC 219) *Self-reported students only.*

Open computer lab environment (i.e. cleanliness, noise level, temperature, etc.).  
*Self-reported students only.*

Software availability in the open computer labs. *Self-reported students only.*

Storage space used specifically for research data. *Self-reported faculty, students only.*

The availability of classrooms or meeting spaces with videoconference technology. *Self-reported faculty, staff only.*

How important is it to you to have an open computer lab on campus? This would be a computer lab that would not be shared with any classes. *Self-reported students only.*

### **Additional Questions**

Additionally, the project coordinators for Washington State University-Tri Cities included these additional questions with this survey, for which respondents were asked to provide responses.

If you could pick one thing for Tri-Cities IT to focus on improving over the next year, what would it be? (Multiple Choice Question) *Self-reported faculty, students, staff only.*

- a) WiFi Speed
- b) Cell Phone coverage on campus
- c) Help Desk support
- d) Blackboard
- e) Hardware support for personally owned computers
- f) Training
- g) Classroom Technology (please be specific in the comments)
- h) Other (please be specific in the comments)

Which of these do you believe are the most effective methods for communicating WSU time sensitive information to students? (Check all that apply) (Multiple Answer Question) *Self-reported faculty, students, staff only.*

- a) Blackboard announcement
- b) Email
- c) Text message
- d) Verbal announcement in class
- e) Campus media (i.e. Digital displays, posters, booths, etc.)
- f) Facebook
- g) LinkedIn
- h) Other (please be specific in the comments)

Tell us up to 3 WSU Tri-Cities technology services that need improvement and why? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

Tell us up to 3 WSU Tri-Cities technology services that you find helpful and why? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

What new WSU Tri-Cities technology services are missing and should be implemented in the future? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

What classroom technology would you like to see updated or installed in near the future? (Open-ended Question) *Self-reported faculty, students, staff only.*

What is the location, on campus, with the worst technology? (i.e. classroom, lab etc. please be specific) (Open-ended Question) *Self-reported faculty, students, staff only.*

What is the location, on campus, with the best technology? (i.e. classroom, lab etc. please be specific) (Open-ended Question) *Self-reported faculty, students, staff only.*

Excluding classrooms, do you find it easy or difficult to find locations to charge your personal devices? (i.e. laptops and tablets. If your answer is difficult please tell us the locations we can make improvements) (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

Please comment on student printing at WSUTC. (i.e ease of printing, printing from the web interface and printing from you personal laptop or tablet) (Open-ended Question) *Self-reported students only.*

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

- a)

b)

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

a)

b)

## Population Analysis

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of Washington State University-Tri Cities. 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 Washington State University-Tri Cities. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical significance of the findings of this study.

The analysis below is based upon self-reported information (page 1 of the survey) from respondents obtained via the "direct link" method of data collection. Values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

### Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	356	202	57%

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

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	63	4	6%
Faculty	0	0	0%	65	51	78%
Staff	0	0	0%	51	39	76%
Student	0	0	0%	177	108	61%
<b>Totals:</b>	0	0	0%	356	202	56%

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

### Attribute: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	73	10	13%
Female	0	0	0%	165	111	67%
Male	0	0	0%	118	81	68%
<b>Totals:</b>	0	0	0%	356	202	56%

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

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

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	108	33	30%
0-24	0	0	0%	97	58	59%
25-34	0	0	0%	57	34	59%
35-44	0	0	0%	40	31	77%
45-54	0	0	0%	21	15	71%
55 & ABOVE	0	0	0%	33	31	93%
<b>Totals:</b>	0	0	0%	356	202	56%

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

## Key Findings for All Respondents

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

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

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

Having an Internet service that provides adequate Wi-Fi coverage.

*Adequacy Gap Score = -0.50; N = 234; P = 0.00*

Having adequate cellular (or mobile) coverage throughout campus.

*Adequacy Gap Score = -1.51; N = 239; P = 0.00*

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

*Adequacy Gap Score = -0.62; N = 224; P = 0.00*

Having online services that enhance the teaching and learning experience.

*Adequacy Gap Score = -0.41; N = 210; P = 0.01*

Having technology services that allow me to collaborate effectively with others.

*Adequacy Gap Score = -0.42; N = 209; P = 0.01*

Having systems that provide timely access to data that informs decision-making.

*Adequacy Gap Score = -0.72; N = 201; P = 0.00*

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

*Adequacy Gap Score = -0.85; N = 216; P = 0.00*

Ease of use and the availability of support for the Learning Management System (Blackboard).

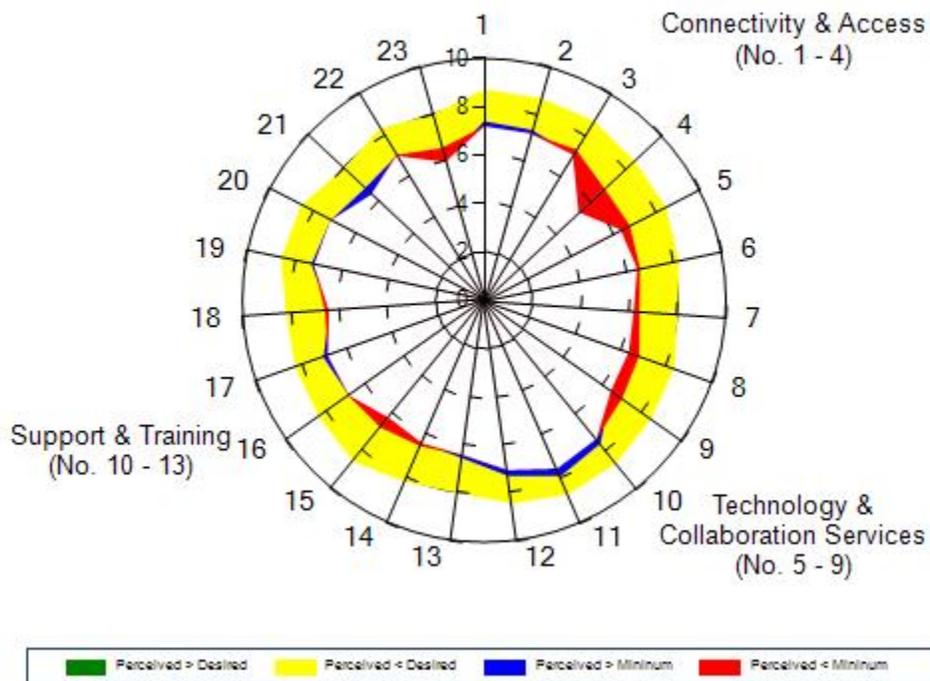
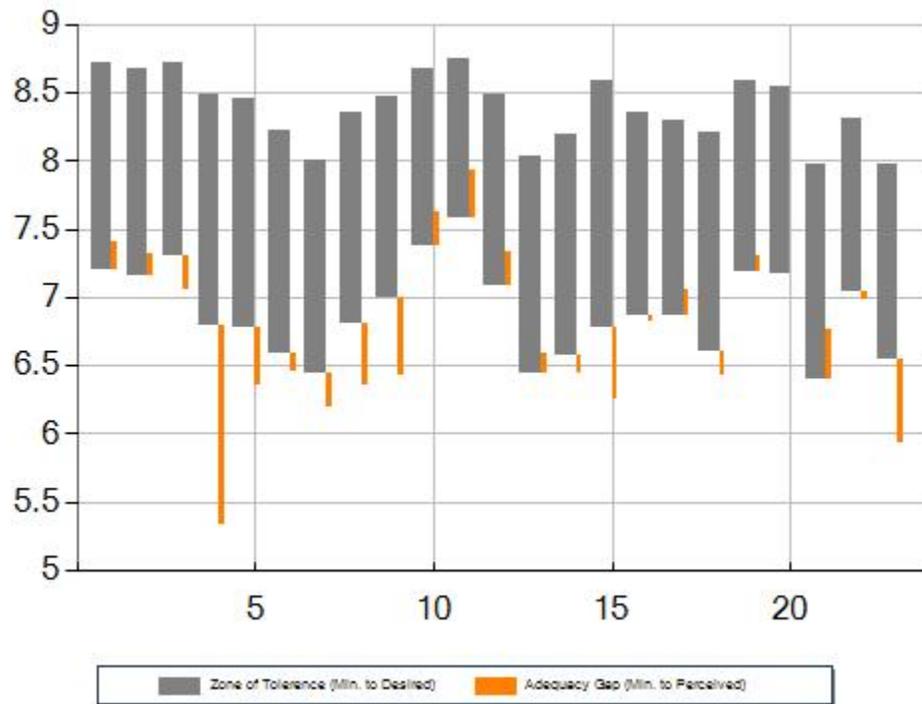
*Adequacy Gap Score = -0.82; N = 157; P = 0.00*

How important is it to you to have an open computer lab on campus? This would be a computer lab that would not be shared with any classes.

*Adequacy Gap Score = -1.01; N = 96; P = 0.00*

## Data Charts for All Respondents

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



## Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis  $H_0$ : 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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.17	8.73	7.29	0.12	-1.43	241	0.28
		Dev	1.58	0.64	1.55	1.80	1.60		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.17	8.67	7.16	-0.02	-1.51	242	0.89
		Dev	1.55	0.70	1.62	1.86	1.65		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.32	8.73	6.82	-0.50	-1.91	234	0.00
		Dev	1.58	0.59	1.81	2.04	1.85		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.76	8.44	5.26	-1.51	-3.19	239	0.00
		Dev	2.08	1.08	2.43	3.11	2.73		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis  $H_0$ : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.81	8.47	6.19	-0.62	-2.28	224	0.00
		Dev	1.61	0.89	1.83	2.20	1.97		
6	Having online services that enhance the teaching and learning experience.	Mean	6.62	8.28	6.20	-0.41	-2.08	210	0.01
		Dev	1.79	1.10	1.83	2.19	1.98		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.49	8.04	6.07	-0.42	-1.97	209	0.01
		Dev	1.90	1.30	1.88	2.34	1.97		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.89	8.37	6.17	-0.72	-2.20	201	0.00
		Dev	1.67	1.00	1.94	2.25	2.02		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.07	8.48	6.22	-0.85	-2.26	216	0.00
		Dev	1.65	0.97	1.94	2.34	2.11		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis  $H_0$ : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

## Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.28	8.62	7.43	0.15	-1.19	201	0.25
		Dev	1.42	0.74	1.61	1.83	1.69		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.58	8.73	7.70	0.12	-1.03	191	0.33
		Dev	1.37	0.66	1.56	1.70	1.56		
12	Receiving communications regarding technology services that I can understand.	Mean	6.99	8.40	7.20	0.21	-1.20	201	0.11
		Dev	1.73	1.10	1.60	1.85	1.66		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.53	8.04	6.36	-0.16	-1.68	201	0.31
		Dev	1.95	1.48	2.00	2.30	2.11		

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

## Other Important Information Technology Services

Assesses other important IT service outcomes on campus

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Having information and access to new useful instructional technologies and methods (video/audio production tools, proctoring software, clickers, wikis, etc.). <i>Self-reported faculty only.</i>	Mean	6.72	8.24	6.13	-0.59	-2.11	46	0.11
		Dev	1.74	1.16	1.95	2.43	2.15		
15	Ease of use and the availability of support for the Learning Management System (Blackboard). <i>Self-reported faculty, students only.</i>	Mean	6.84	8.58	6.02	-0.82	-2.56	157	0.00
		Dev	1.77	0.89	2.03	2.30	2.15		
16	High speed computing for research <i>Self-reported faculty, students only.</i>	Mean	6.89	8.39	6.61	-0.28	-1.77	109	0.22
		Dev	1.99	1.25	1.78	2.31	1.94		
17	Internet speed specifically in terms of research needs. <i>Self-reported faculty, students only.</i>	Mean	6.92	8.31	6.89	-0.04	-1.43	105	0.85
		Dev	1.90	1.33	1.77	2.02	1.73		
18	Open computer lab hours (West 145, West 235, CIC 219) <i>Self-reported students only.</i>	Mean	6.51	8.08	6.30	-0.20	-1.78	83	0.52
		Dev	2.25	1.51	2.01	2.90	2.48		
19	Open computer lab environment (i.e. cleanliness, noise level, temperature, etc.). <i>Self-reported students only.</i>	Mean	7.24	8.60	7.10	-0.14	-1.50	84	0.51
		Dev	1.48	0.73	1.68	1.97	1.68		
20	Software availability in the open computer labs. <i>Self-reported students only.</i>	Mean	7.15	8.54	7.04	-0.11	-1.51	81	0.64
		Dev	1.60	0.80	1.61	2.13	1.60		
21	Storage space used specifically for research data. <i>Self-reported faculty, students only.</i>	Mean	6.46	8.01	6.58	0.12	-1.43	76	0.63
		Dev	2.11	1.53	1.92	2.11	1.92		
22	The availability of classrooms or meeting spaces with videoconference technology. <i>Self-reported faculty, staff only.</i>	Mean	7.04	8.31	6.80	-0.24	-1.51	74	0.26
		Dev	1.51	1.00	1.70	1.86	1.85		
23	How important is it to you to have an open computer lab on campus? This would be a computer lab that would not be shared with any classes. <i>Self-reported students only.</i>	Mean	6.64	8.01	5.63	-1.01	-2.39	96	0.00
		Dev	2.21	1.67	2.44	2.99	2.61		

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

## **Suggestions from All Respondents**

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

**Having an Internet service that operates reliably.**

Internet service is limited to inside buildings we need to have a campus that is totally wired so that students, faculty and staff has access throughout the campus, inside and out. [#2062782]

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pretty good here [#2062808]

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Outages can be very problematic for students working on a deadline or test. Minimizing these while students are on campus is essential! [#2062836]

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Often, the wifi shuts down for extremely long periods of time. Investing in high quality wifi service is very important as most students use it for their laptops and phone (which they use to complete most assignments). [#2062852]

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Consistent wifi throughout the buildings, and faster [#2062860]

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more wireless bandwidth [#2067623]

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Internet is slow and difficult to access. [#2067653]

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Internet service that is reliable is helpful. [#2067654]

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Internet is love. Internet is life. It's way faster than my shitty country internet so no complaints here. [#2067725]

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Better wifi signal spread to some of the less populated areas, Far end of the East bld, etc. [#2067755]

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The service is glitchy. I cant even load a page without it forgetting Im logged in for 2 minutes. [#2067779]

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***Having an Internet service that provides adequate capacity or speed.***

I've had downloads time out while trying to sync my Dropbox to my tablet, only a few GB, but the system seemed to kill my bandwidth after a single GB; I can understand slowing it down for the benefit of the most users, but to stop it altogether is ridiculous. [#2062848]

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The internet is wonderful here at wsu tri cities. [#2062920]

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The main issue I see is a hardware issue. The computers ion the classrooms are too swlow to boot and operate. They need to be replaced with more faster, more modern machines [#2067649]

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The capacity is small. [#2067653]

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Adequate Internet is very helpful for research. [#2067654]

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The campus needs a solid connection to high speed, high capacity data service. Fiber optic cables should be connecting buildings and the campus to fiber optic cables in the city. [#2067681]

-----

Can be sluggish at times. More speed would be great. [#2067704]

-----

The Internet service to the library computers is ridiculously slow (taking over 5 min to open an internet browser and 5+ more to load a web page). [#2067720]

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Very important, especially with so many people. [#2067753]

-----

Internet is way way way too slow. I spend more time on downloading than I do using. [#2067779]

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**Having an Internet service that provides adequate Wi-Fi coverage.**

My ipad and phone work well, with good speed. thank you. [#2062801]

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The whole campus should absolutely be covered, we are behind in this respect. [#2062805]

-----

WiFi seems to randomly fall off [#2062808]

-----

Wifi coverage can be better outside of the building. Now the coverage fails even a few feet away from the door. [#2062811]

-----

Install wireless service outside for coverage in common areas like the courtyard outside of the West Atrium and the seating area outside of CIC. This would help staff who needed wireless connectivity for outdoor campus events. [#2062819]

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Wi-fi can be slow in some rooms [#2062822]

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We do not have adequate Wi-Fi coverage in East 120 and 122. Wi-Fi coverage in BSEL 173 cuts out periodically for up to 5 seconds [#2062823]

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this is very important to me and the wifi works well in most classrooms but it will sometimes disconnect on my phone [#2062912]

-----

I would like to be able to go into the grass area of the campus and not have to worry about if I will be having any Wifi connection there, I would like to be able to study in that area if there was internet connectivity. [#2062916]

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Other then having to get your WSUTC accounts from support internet is great. [#2062920]

-----

need wi fi as you move about the buildings [#2067582]

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The wifi is weak at best and it isn't everywhere. [#2067653]

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Having Wi-Fi is nice but necessary. [#2067654]

-----

This is essential for students and myself. Some offices have spotty coverage. [#2067668]

-----

It's slow around parts of campus. [#2067691]

-----

Many areas have little to no reception [#2067704]

-----

Wi Fi which covered the "quad"/ outdoor area between the East/West Bldgs and CIC would be ideal. [#2067720]

-----

wifi is love. wifi is life. have it reach more places please! [#2067725]

-----

Wi-Fi coverage needs to cover outside in courtyard areas [#2067759]

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Wifi sucks, drops out every three feet. [#2067779]

**Having adequate cellular (or mobile) coverage throughout campus.**

Poor coverage in most buildings [#2062782]

-----

additional cell tower for Verizon customers [#2062788]

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This is important as well in case of an emergency. The worst places is the laboratory rooms and in BSEL building. [#2062793]

-----

The whole campus should absolutely be covered, we are behind in this respect. [#2062805]

-----

dismal-I understand we are below the road, but it seems the campus could do something to boost service [#2062808]

-----

Cellphone coverage is poor. [#2062811]

-----

My cellphone provider have very poor signal in campus. I don't know if WSU can actually do anything about it. [#2062815]

-----

I would like to be able to receive and make phone calls through out the campus. I hope that the school will realize the importance of cellular coverage and take proper action to make it available. [#2062820]

-----

cell data coverage seems to have improved in North Richland overall in the last few months. If wi-fi is usable and reasonably fast the cellular is less important. [#2062822]

-----

There is almost no cellular coverage on campus for most providers. [#2062823]

-----

Enable QOS to prioritize WiFi calling or install cellular range extenders throughout the building. [#2062848]

-----

I dont really get reception in any of the rooms [#2062877]

-----

Cell coverage is spotty which is ridiculous for 2015... [#2062878]

-----

Improve the signal and don't block it because of a radio station on campus. [#2062895]

-----

As an employee of the library, I have encountered many patrons who are unable to receive good cell phone signals when inside the library. Most of these phones had AT&T; Verizon phones have had fewer problems. [#2062896]

-----

I don't know the ins and outs of getting better cellular coverage on campus, but it is both a safety and convenience problem to have inadequate cell phone coverage in many campus buildings. Not only can we not use cell phones in an emergency, we also don't have a way for people to reliably reach us while in meetings or the like. Also, AMS professors sometimes want students to use cellular technology to communicate with students at other campuses during classes, and students can't do this, undermining the professor's instructional approach. [#2062901]

-----

In over half the classrooms on campus cell service sucks, plain and simple. I know that teachers dislike students having cell phones in class but most of us need them for in case of emergency. [#2062911]

-----

I hardly have any cellular service on campus [#2062912]

-----

There are some parts of the campus that do not receive any coverage. [#2062916]

-----

Please resolve this I often only have one bar in various areas throughout the campus. I'm on AT&T. Thanks, it would be very helpful if I could have adequate signal on campus. This is one of the most important to me out of all the other areas stated in this survey. [#2062917]

-----

Cell coverage is lacking where I am located. This can be remedied. [#2062921]

-----

Coverage is spotty in the buildings, so I have to go outside. This isn't always a bad thing thought because I don't like to be on my personal phone at work. [#2062924]

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I cannot use my cell phone inside the East or West building [#2062925]

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I would like to be able to use my phone throughout campus [#2067572]

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maybe having wireless internet on the sidewalk to the cic building and outside on the tables for students only. because some students rather do work outside in a computer [#2067575]

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CIC in front of the cafe, corridors in west building etc do not have coverage at all [#2067578]

-----

Numerous dead spots on Verizon. Probably their problem, though. [#2067581]

-----

Very important in this day & age. my cellphone does not work in any building. [#2067582]

-----

Our coverage is terrible especially on the first floor and in the CIC [#2067583]

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Let the cellular coverage signal be available throughout campus [#2067585]

-----

Coverage by west building by W101 should be improved [#2067590]

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I would love for there to be better cell service. I don't know how exactly to make this better. But I've applied to jobs before and have missed the call because of the terrible cell service inside the buildings. [#2067611]

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Would help with the number of public and off campus visitors we have. [#2067613]

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The signal in BSEL is very poor. Maybe adding some indoor mobile signal amplifier may help. [#2067625]

-----

The reception I currently have in West is virtually nonexistent; I can only communicate via text, and even that's somewhat touch and go. The reception I get in CIC's not much better. Although I don't necessarily need my phone regularly for anything work-related, I did run into a couple of situations where I needed to leave the building just to make a phone call. Although I'm planning on switching carriers within the next several months, it would be nice to have better reception in the buildings on campus, especially for campus visitors who often complain about the lack of reception and spotty wi-fi. [#2067627]

-----

The campus has lots of dead spots and you have to go outside to use your cell phone [#2067635]

-----

Cell phone service on the main campus is very poor with my verizon phone. Although I rated internet service very highly, I am referring most often to my office. The internet/computers in the classroom are very slow and often delays classroom teaching/work. [#2067641]

-----

There is next to no cellular coverage at all. [#2067653]

-----

My lab is in the basement of the East Bldg. Cell phone service is lousy (due to the way the bldg is constructed). I don't expect there is a practical way to get cell coverage in the building because of physics. My expectations are low. Cell service is not good in classrooms either, but I generally don't need cell service in class. [#2067656]

-----

None at this time [#2067669]

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Not having good cellular service on campus is a problem in every building. [#2067681]

-----

I would like and need this since I have a small, special needs child who sometimes requires mommy. I get horrible cell coverage and therefore I'm worried and stressed all the time that her school won't be able to get a hold of me in a timely manner if needed. I do have AT&T but I've been with this service for over 20 years, so I hate to have to change. [#2067691]

-----

There is little to no cell phone reception inside the buildings at WSUTC. This includes classrooms and offices. Some providers are better than others, but most consider having reliable access to cellular networks a necessity everywhere on campus. [#2067693]

-----

Can not use cell phones effectively in many of the hallways [#2067707]

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Cellular reception is often marginal or not accessible in many areas on campus, which makes it very difficult for students to make important phone calls to check on work, family, or other important personal matters during breaks between classes, etc. [#2067709]

-----

The campus should put up a tower to improve cell service. I believe the complete lack of cell phone coverage on campus is a very serious safety issue. If there were any type of incident (someone getting sick in the classroom, or falling in a hallway when not a lot of people are around) there is NO ability to call 911 from a cell phone. There are no land-lines for the classrooms and, frankly, I doubt our students know how to use WSUTC's phone system. [#2067714]

-----

it is unacceptable in most campus locations at the current time. [#2067744]

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There is zero service in the West Building in many areas. Dependent on connecting to wifi [#2067759]

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Horrible as is. [#2067766]

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This is an issue of safety and security. I do at times work late in my office (CIC) and call my spouse as I am walking to the parking lot. [#2067771]

-----

Dead zones need to be found and improved. The thickness of building walls and heavy reliance on steel framework offer specific challenges for providers and users. [#2067775]

-----

Cant even make a phone call or send a text anywhere on campus, the second i step off campus I always have coverage. Nowhere have I never had coverage but the campus [#2067779]

-----

PLEASE! [#2067784]

-----

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

Updating of websites need to be improved. Few (travel) systems are automated. Need to move away from PDF templates and word documents which has to be printed out and submitted in hard copy, and develop programs which allows electronic signatures and submission for approvals electronically  
[#2062782]

-----

You have done fairly well at updating links on the computer site. Your mobile site has a functioning link for Angle on it. [#2062794]

-----

<http://public.wsu.edu/~forms/eforms.html> The e-form system is "new" but not well designed from a user or efficiency perspective. The interface is not intuitive, certian functions like deleting a draft have a button, but do not work. Travel forms are especially cumbersome. Unfortunately it appears that more forms will come online in the future, however we should learn from the current issues and resolve them, even if it means scrapping the system and starting new, before incorporating additional forms into the system. [#2062819]

-----

I find it annoying when I have to click through multiple different pages to find class schedules or graduate school information. In addition it's not clear sometimes when I'm about to be redirected to a Pullman campus page. [#2062822]

-----

Navigating WSU websites are quite frustrating, they tend to be disorganized and lacking a flow.  
[#2062838]

-----

I don't understand the question. Internal websites that the university runs; MyWSU, etc.? These services tend to be exceptionally slow when making database requests, which is NOT understandable. Internet sites such as google, youtube, MIT OpenCourseWare, etc.? That's covered in other questions.  
[#2062848]

-----

More training on wordpress would be helpful. We should also be facilitating the creation of faculty web pages (and related research group pages). Information on some of our programs is woefully out of date, and it is not clear who is responsible for fixing those. [#2062865]

-----

Our Tri-Cities web site needs major changes. Information needs to be updated. Difficult to navigate  
[#2062870]

-----

Websites are dated and often have broken links or outdated information. Quality control of all WSU TC websites should be someone's responsibility (Currently it is up to whomever 'manages' each website. This leads to broken communication and a lack of consistency). [#2062878]

-----

Continue working on improving the website and implement the changes/updates. [#2062895]

-----

The WSU website is sometimes rather confusing to navigate, although I think it has improved a bit in the past year. Additionally, as a suggestion, it might be helpful if there were a link on the website (or an email sent to students) providing tutorials for Blackboard and ANGEL. Not everyone may need them, but I think they would be helpful to students who are new to the school or relatively unfamiliar with computers. [#2062896]

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having more than one staff member for the whole campus empowered to make changes to a website would result in more timely updates. [#2062901]

-----

This semester alone im am using Blackboard, Angel, Zzuiss, and my wsu email to find all my class homework and projects. This is a huge problem. Together all these websites make this semester rather frustrating. Its not impossible but its rather inconvenient. My suggestion is to standardize one site for everyone to use. [#2062920]

-----

The web content and architecture needs to be completely revised. [#2062924]

-----

The WSU T-C website has improved, but it is often still difficult to find what you are looking for. The website needs to be indexed better and the "crumbs" from one page to another need to be logical. This could be a problem with the organization of the information on the webpages as well as the fine-tuning of the search engine crawling the site. [#2067577]

-----

In myWSU, after opening student center and then say my academics, I don't see a an option to go to student center. The top left student button takes me to myWSU home rather than student center. Also angel email facility is not user friendly [#2067578]

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Your website needs to be easier to navigate. [#2067581]

-----

The fact that the CBC website is much easier to navigate than yours is pathetic. The purpose of a website is to provide a starting point to navigate from to find all of the services and information that a; company, school, or entity of any kind, is trying to provide online. It is much too difficult to find the information needed on your website. Sometimes the only way to get to something is to get there by going through the "a to z" index, and that index is hidden and hard to find for someone that has not become familiar with the site. At a minimum you need to put a link on the main page to the "a to z" index, but that is only a temporary fix. [#2067604]

-----

myWSU is a pain to navigate. WSUTC's web site is dated and not updated regularly. Blackboard is cumbersome because instructors all use it differently. the differences between what uses WSU verses WSUTC logins is annoying [#2067623]

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I'm tired of being redirected ALL the time. Update your tree. [#2067653]

-----

I am very new to using Blackboard and did not need to use Angel. I'm finding the learning curve very steep (brick wall steep). The handout materials don't seem to help me much. However, when I call Tim L. I get very effective help with what must seem like stupid questions. I am very new to electronic collaboration. I will be better able to answer these questions by the end of this semester. [#2067656]

-----

My biggest complaint is with the MyWSU not working probably 75% of the time that I have tried to use it [#2067657]

-----

The WSU website(s) are very challenging for trying to find vital information from the home page. I have much better luck finding what I need using Google searches which then connect me to the appropriate WSU websites. [#2067668]

-----

It is frustrating to have assignments split between both blackboard and angel. Also, neither are particularly straightforward. [#2067671]

-----

I wish the interface between Pullman and TriCities was easier to use. Having two email addresses is cumbersome. I like TriCities' system more than Pullman's. [#2067672]

-----

The interface for ZZUSIS feels too 'cluttered', with so many links and options on the front page it can be hard to find what you are looking for. It needs to be better organized and/or better visually designed. The means of accessing the student center could be improved by having a shortcut to the student center in a toolbar or menu bar that is always visible. [#2067674]

-----

The wsu tricities website is confusing in the sense that the page content frequently changes and often will interlink between wsu pullman and tricities. Many pages are still undeveloped. Im not sure if what i see is correct. It is a beautiful website though. [#2067690]

-----

The WSU TC website is very disorganized. It is difficult for students to find answers about basic questions (such as- how do I add more money to my account so that I can print in the library after my free limit is met?) Many links on departmental websites simply go to the wrong pages. [#2067720]

-----

I am sometimes confused about if I'm seeing information about WSU TC specifically vs. websites that have information about other WSU campuses. I often have trouble finding simple information -- like a schedule of classes for the current semester for WSU-TC. I deal most often with navigation to the registrar and I don't find that navigation straight-forward enough. [#2067748]

-----

angel and blackboard sucks [#2067779]

-----

**Having online services that enhance the teaching and learning experience.**

That depends on the class and the instructor. [#2062784]

-----

WSU is great with this [#2062801]

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There are too many fragmented systems which anyone @ wsu needs to access. Every class is using different system for communication, notification, teaching, submission etc.. Too many places where you can get notifications. [#2062804]

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The e-mail policy is horrible! I have to stop what I'm doing in Angel or Blackboard or whatever, start from scratch at Zzusi/MyWSU/whatever, login (twice!!), click a few dozen links, then I need to make sure I censor what should be free speech (remember the 1st amendment?) so my comments don't become public record or available to hackers. (Too late for the hacking.) It's a pain in the I-can't-say-what just to ask my instructor a simple question. A lot of other students want to ask instructors a question after class, but I often need to get to a different building and take care of between-class needs all in 10 minutes. I can't even communicate conflicting office hours without publicizing it to the Chinese. This policy does absolutely nothing to prevent confidential information from leaving the campus. It only makes it minimally less convenient to knowingly divulge secrets, and much more convenient to unknowingly divulge secrets. Please let us use our own e-mail accounts! [#2062833]

-----

I don't know of any that are offered/available except Blackboard/Angel. Angel was simple, Blackboard is too clunky with trying to integrate everything into a single dashboard. [#2062848]

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Classroom computers are "okay" for instruction, but we need polling software [#2062870]

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Online services should always enhance the teaching and learning experience, especially from the perspective of a prospective student who is evaluating our campus based off of their first interaction with our campus - our website. [#2062878]

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School is very good in this area [#2062910]

-----

Quit changing online things like blackboard and Angel; pick one and stick with it. I learned one, and then it changed, and I was annoyed I had to learn another system. Imagine how the kids feel? [#2062919]

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instructors need to use Blackboard better. half of my instructors have no clue how to develop a robust learning environment outside of a physical classroom. [#2067623]

-----

It might be that I am not aware of these services. Is there one location faculty can go to find these? [#2067641]

-----

blackboard, angel and all these other tools don't really enhance learning, they simple provide a space for students to upload assignments. The tools for creating and grading the assignments are not very helpful. [#2067648]

-----

Better electronic face to face collaboration with students and professors --Blackboard has tools for this. [#2067653]

-----

I am very new to using Blackboard and did not need to use Angel. I'm finding the learning curve very steep (brick wall steep). The handout materials don't seem to help me much. However, when I call Tim

L. I get very effective help with what must seem like stupid questions. I am very new to electronic collaboration. I will be better able to answer these questions by the end of this semester. [#2067656]

-----

I prefer Blackboard over ANGEL, and I think most students and faculty will agree once they are used to using Blackboard. One drawback of Blackboard is that it crashes often. I realize that Blackboard crashing is beyond the control of WSUTC, but the campus grinds to a halt when the system is down. [#2067693]

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I truly embrace technology in the classroom. Instructors should be able to operate this technology. Their illiteracy slows down the learning process. [#2067726]

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Replacement of aging equipment is a huge challenge. [#2067775]

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**Having technology services that allow me to collaborate effectively with others.**

WSU T-C has the basic teleconferencing or video conferencing. Needs to update to online tools like Skype etc. [#2062782]

-----

AMS is horrible of shared campus meetings. Recommend go to meeting, adobe or webex as alternative. Seeing faces is not as important as being able to share documents and have good sound quality [#2062787]

-----

Sometimes being a distance learner is frustrating and can be difficult to collaborate with fellow nursing students in Spokane and Yakima. [#2062797]

-----

Blackboard learn has an incorporated spell check feature. I use a MAC OS, and the spell check features of the OS do not work inside of blackboard learn, as they do in other systems, more frustrating the spell check feature imbedded in blackboard learn does not work with the MAC OS and/or the Firefox browser. I typically have to write all of my communications to students in a word document to check spelling and then cut and paste them into Blackboard. This is not effective. [#2062819]

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See my comments about the atrocious e-mail policy elsewhere in this survey. [#2062833]

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There should be an app for the staff email. Interface is also lacking, not as friendly as the outlook 365 email. [#2062877]

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I would like to have a campus wide online meeting space (separate from Blackboard) which allows me to collaborate across the state/world and share what i'm looking at on my screen as well as allowing my meeting companions to control what's on my screen. Something similar to Zoom. I would also like to have a chat service through our website which allows the Admissions office and advisers to communicate with prospective and current students via IM. [#2062878]

-----

In addition to AMS between campuses, would like to see more "go to meeting" or MS Lync or MS Business Skype for desktop discussions and sharing of screens, collaboration. All these tools would be useful on this campus too, not just between campuses. [#2062922]

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Seems like we're moving towards using SharePoint for more projects, but it's not a very intuitive system. [#2062924]

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Need collaborative tools that work from the desktop. [#2067577]

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I am not aware or do not have knowledge of these types of tools. [#2067641]

-----

Better electronic face to face collaboration with students and professors --Blackboard has tools for this. [#2067653]

-----

I am very new to using Blackboard and did not need to use Angel. I'm finding the learning curve very steep (brick wall steep). The handout materials don't seem to help me much. However, when I call Tim L. I get very effective help with what must seem like stupid questions. I am very new to electronic collaboration. I will be better able to answer these questions by the end of this semester. [#2067656]

-----

At the Tri-cities nursing campus it is annoying to have to rely on someone else to un mute the microphone when you have something to say. It would be nice to have buttons like Spokane so that we could each have control of our own voice. [#2067665]

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There are occasional problems with AMS on other campuses. Ours seems to be fine, but it is frustrating when other campuses can't get hooked up or people can't be seen or heard when the meeting is supposed to start. [#2067691]

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This service doesn't seem to be widely available or used much, but would be very helpful to have. [#2067709]

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Blackboard Collaborate seems a bit outdated. I have had much better experiences with group work in Canvas. [#2067726]

-----

Currently I am Skyping or using the WSU phone bridge. Both have problems on a regular basis. We need quick/easy ways to collaborate that do not involve scheduling and are easy for folks to jump on - including faculty from other universities with whom we are collaborating. [#2067754]

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Adding sharepoint sites for different departments to collaborate on campus [#2067759]

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Blackboard and angel suck. Cbc does a better job with canvas. [#2067779]

-----

It is imperative given the work with graduate students and other colleagues that there are platforms to use to discuss important matters. Place and space can be mitigated. [#2067784]

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***Having systems that provide timely access to data that informs decision-making.***

The systems are outdated and slow. [#2062782]

-----

When a site or service is down you could place a notification on the login screens of the services that are down. This way students and staff know when they need to go someplace else instead of wasting time trying to figure out the service is currently down when the down time is unexpected. [#2062794]

-----

I don't believe Tri-Cities can assist with the old technology. WSU as a whole needs to upgrade most of its technology. It seems to be stuck in the early 80's [#2062808]

-----

Data about jobs, internships in the Tri-Cities area will be interesting. [#2062815]

-----

Accounting and report generation for all types of data and other critical activities should be available via myWSU, and not a mirage of independent home-grown systems. I suggest people soft, which I have used at other institutions. In this system I was able to accomplish a number of tasks ranging independently and efficiently. In WSU's situation with independent systems similar tasks take significant more time and is often fraught with errors and mishandling due to human errors at every step of the way. [#2062819]

-----

See above comment about Blackboard. Otherwise, no issues. [#2062836]

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I haven't encountered any problems with this so no comment. I just want to be informed about the time we have and when can we use technology. [#2062837]

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This is mostly a zzusis/MyWSU issue. It's not a usefu as needed for summary information like enrollments in classes. I don't think this is a TC problem. [#2062865]

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Not sure where to look or who to ask for help when I need data. Takes several attempts to ask for information. Usually have to wait a long time. [#2062870]

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I believe biggest problem is WSU's financial reporting, or rather lack of meaningful, userfriendly financial reports. [#2062871]

-----

This is always an issue. My department runs primarily off of data that informs our decision-making but it seems that our services and reports that provide this information is frequently not updated or just purely not working. This should never ever be an issue with a college campus. [#2062878]

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More people with access to and training for reporting would help disseminate data and inform decision making. [#2062901]

-----

School is very on top of available software for students to use to help with decision-making [#2062910]

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Enhance WSU library data base search capability. [#2062921]

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It seems like all decision making is centralized and no departments have the authority to take action. The process is cumbersome and less than transparent. [#2062924]

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It seems most data comes through email. Cumbersome. [#2067577]

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Email response time is horrible [#2067592]

-----

N/A [#2067611]

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Sites are down or can only be accessed by following a specific path. [#2067653]

-----

I am very new to using Blackboard and did not need to use Angel. I'm finding the learning curve very steep (brick wall steep). The handout materials don't seem to help me much. However, when I call Tim L. I get very effective help with what must seem like stupid questions. I am very new to electronic collaboration. I will be better able to answer these questions by the end of this semester. [#2067656]

-----

This is somewhat dependent on the instructor set up of each course. Unfortunately, Pearson MasteringChemistry has failed to meet my expectations. My class finally gained access to the system yesterday - Week 3 into the course. This is unacceptable and has hindered my learning experience. [#2067726]

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Blackboard is sometimes slow and clunky. MyWSU is even worse. [#2067753]

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This is critical in making decisions about programs and services. [#2067784]

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***The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.***

AMS classes are outdated -- either hire more faculty or improve the process for interactive classes which engage students at all receiving points. Muting students to improve quality of recordings is unacceptable. Having proctor requirements that interfere with unit workflow or add burden to local staff is unrealistic. Consider ExamSoft with online proctoring or other resources. [#2062787]

-----

Each "smart" classroom should have a podium with sufficient space for a computer and necessary connections (not just vga). Light controls, projector and automatic screen controls should either be incorporated into the podium or on the wall very near the podium. Classroom computers should be up-to-date and not take 5-8 minutes to log-in, load the Windows OS, and configure the desktop environment to the user. This should be able to be accomplished in less than 60 seconds. [#2062819]

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For face to face instruction really the most important is does Powerpoint work and can it play videos? [#2062822]

-----

I have five classes. None of the instructors record their lectures. If I'm absent for some reason, I can't learn what was taught as efficiently. [#2062833]

-----

This I do not have a problem with. But I do want to compliment the amount of computers we have in the library. Many of those who do not have a computer or have forgotten can use it for their own necessities. [#2062837]

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Too often instructors are unfamiliar with the systems cobbled together in a classroom and have to rely on a student to get up and running. This takes directly away from learning time. Typical computer images are incomplete: Office is not registered, Adobe Acrobat is not registered, IE requests addon enable/disable. The base system was installed and not configured appropriately. [#2062848]

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We can reserve rooms but the process is not user friendly. [#2062870]

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This seems to be relatively okay, however I'm always blown away by the classrooms who's set up is archaic. There is a classroom in the East building which doesn't even have a computer tower. [#2062878]

-----

The computers in classrooms are old and slow - sometimes logging in takes upwards of 5 minutes! That may not seem like a lot, but when you are teaching back to back classes in two different buildings and trying to deal with students along the way, the 10 minute passing period is already tenuous at best. To have to waste class time for a computer to boot up is ludicrous. Also, it would be awesome if the rooms could be equipped with clicker technology. [#2062885]

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Our classrooms have adequate technology with our main campus in Spokane. [#2062894]

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We need a better job of room scheduling and availability. Suggestion: posting the availability of rooms daily for students to know when they can go in there and study and we dont interrupt them when there is about to be a meeting. [#2062895]

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Students who form study groups for classes need to be able to come together in a quiet space where they will not disrupt others. Also having the technology in a study room allows the freedom of sharing our ideas with one another without passing around a laptop. [#2062911]

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Most of my classes are over full and lectures are standardized instead of personalized. [#2062920]

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Having some classes where teachers can record and distribute the ongoing class would be great. There are AMS rooms but these are not used for local recording as per my knowledge. This can be useful in case the teacher may not be present for a week and he has to record and distribute couple of his/her classes. [#2067578]

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Over half the time I cannot find even one open computer. [#2067588]

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Classroom not big enough for a cpt s 121 course [#2067592]

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Too Many times last year I had professors that had to call for tech support, and even had to cancel classes a few times. [#2067604]

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why arent the classrooms using HDMI as a standard interface? the classrooms in West are just sad [#2067623]

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At a minimum every classroom should have a computer and projector. [#2067635]

-----

Room availability always seem to be a challenge! [#2067641]

-----

Classroom desktop computers take FOREVER to boot up when powered on. A big lag time from Power On until able to use PowerPoint, browser, or anything. I prefer to not schlep my laptop around but rather use a USB thumb drive, so a quicker power up would be very much appreciated ... [#2067642]

-----

Especially in the EE labs, the computers available are deplorable. I rely on students installing and configuring software on their personal computers which means I end up spending time providing tech support to them rather than teaching. If there are going to be computers in a lab, then they need to be internet connected and current hardware and a standard configuration. Otherwise they need to be removed from the space and the school should provide better support and licensing to students for software that will facilitate learning. Additionally, there should be adequate presentation tools, such as reliable projectors are big screen TV's available, and electronic white boards. [#2067648]

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Professors don't know how to use the technology or it does not work [#2067653]

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I am very new to using Blackboard and did not need to use Angel. I'm finding the learning curve very steep (brick wall steep). The handout materials don't seem to help me much. However, when I call Tim L. I get very effective help with what must seem like stupid questions. I am very new to electronic collaboration. I will be better able to answer these questions by the end of this semester. [#2067656]

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Better projection systems, including the use of HDMI. Many laptops no longer have vga capabilities built in. [#2067664]

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This is improving. Thank you for the upgrades. [#2067668]

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Ensuring reliability in the ones we already have takes precedence. [#2067676]

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Our technology is old and outdated but it works for my purposes. [#2067691]

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Could still use bigger TV screens for distance class viewing although some progress has been made in 224W [#2067707]

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There is a big problem with the AMS classes being disrupted by microphones not being turned on, cameras not working right at one campus or another, and other interference, such as a delay in the video transmission so that a professor takes the notes off the camera screen before the Tri-Cities students have had a chance to copy down the notes because the image is delayed or blurred by interference. [#2067709]

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The conference set up between Tri Cities, Pullman, and Prosser has been iffy. An average of 8 minutes of lecture time is lost daily in my Viticulture classes due to faulty software and operators. [#2067726]

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Desperately need more laboratory space. [#2067733]

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Classrooms need to be modified to allow for more collaborative learning (round tables, walls that can be written on, etc) [#2067744]

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The classroom I'm currently using requires me to restart my laptop to get the projector to recognize the input from my machine. Not a major big deal, but annoying. I think this issue is just the continual problem of keeping classrooms updated with latest technology -- the tech advances fast enough that it's tough to keep up with, even in the best of times. [#2067748]

-----

Having up to date classrooms seems essential in a polytechnic academic culture. [#2067784]

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**Getting timely resolution of technology problems that I am experiencing.**

good service from the computer guys [#2062808]

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More tech support available in campus during business hours. [#2062815]

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E-mail policy [#2062833]

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Usually get immediate help for classroom issues and most Desktop issues. [#2062870]

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You do an amazing job - thank you! [#2062885]

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instructors dont know who to contact when there is a technical problem. also, there are too many professors who cant log into the classroom computers and ask students to log them in. network security must be a joke here [#2067623]

-----

We have a great IT dept. They need to be empowered by the main campus to resolve technology issues for our students and staff. Better access to my.wsu [#2067635]

-----

I mainly teach in the evening, and there is no assistance available during that time. [#2067648]

-----

Tech is useful if they know their business. [#2067653]

-----

Help desk guys are really helpful> of the 6 or so different network environments I have experienced throughout my career. WSU/TC help desk folks are by far the best, the most effective, the most responsive, etc. [#2067656]

-----

Nearly half the computers in the CIC library are non-functional, or have response times of over 5 mintues. It is nearly impossible to complete simple tasks with these computers. The issue is known, library staff have informed IT, and the solution is merely to tape papers on those computers not working. [#2067720]

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**Technology support staff who have the knowledge to answer my questions.**

I attempted to use support services for blackboard in Spring 2015. I visited the WSUTC campus' person office in W145 (who's name I forget) that person was not in the office during the office hours on my three attempts. I also emailed questions to the support staff. Based on the mediocre and/or lack of a response to the issues I was experiencing, I lost confidence that those in the support role could actually help me solve the issues I was encountering. I struggled with certain tools throughout the semester, only to figure it out on my own after much grief. A simple 2 or 3 minute session with a knowledge person would have helped me overcome these issues up front. [#2062819]

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No way to have e-mail sent from a third-party e-mail account through wsu.edu to my instructors. [#2062833]

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It would be nice to get an answer via email instead of having to go to the IT office for help. [#2062836]

-----

I've had multiple issues with my laptops. Last semester, right before finals my laptop crashed and I went to IT at main campus hoping they could do something, anything. Instead, they just told me to buy a new one. Also, last week a classmate and I had issues with one note that we downloaded from the school's package and IT couldn't help us log in, they told me to call main campus IT, main campus couldn't help, they told me to call Microsoft. Then I met a student in the hallway and she figured out the problem in two minutes. [#2062864]

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It would be nice to have a reference page or FAQ making it clear who handles what - what we ask staff here about, and what gets handled by Pullman IT. [#2062901]

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I appreciate our IT staff and find them to be helpful and friendly. My perception of their work is that they're asked to be responsible for a wide variety of projects and tasks so their knowledge base is wide rather than deep. [#2062924]

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Make staff answer faster because when a student emails them, they take forever!!!!!!!!!!!! to answer [#2067585]

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Good explanations please [#2067606]

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AMS staff is wonderful. IT/computer staff need help. [#2067621]

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You guys have been unable to answer my support questions on several occasions. [#2067653]

-----

Help desk guys are really helpful> of the 6 or so different network environments I have experienced throughout my career. WSU/TC help desk folks are by far the best, the most effective, the most responsive, etc. [#2067656]

-----

I have had great experiences receiving technology support from WSUTC staff, both in the classroom, in my office, and otherwise. [#2067693]

-----

I have found the technology staff to be very responsive to my needs, even following up when they haven't heard from me about if my problem is resolved. When they don't know the answer, they try to find it out -- I appreciate this. [#2067748]

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NO HELP FOR BLACKBOARD ISSUES WAS GIVEN [#2067782]

**Receiving communications regarding technology services that I can understand.**

Non provided [#2062782]

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Please rephrase this question. Are you asking if the person can understand what is being communicated regarding technology services or if they are receiving an adequate amount of communication regarding technology services? [#2062794]

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I also don't have a problem with this. I am liking our email system. It is very easy to contact my professors. [#2062837]

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For the most part this is a non-issue. It is important when it's needed, but it's rarely needed (at least for me) [#2062878]

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Messages tend to be brief and jargony. When I get a message I could tell you that there are problems that staff are working to solve, but I often don't understand what the problem actually is and how it could affect my work day. [#2062924]

-----

Your consistency sucks. [#2067653]

-----

Blackboard, the travel expense software, and the WSU/TC website are the services I use the most. Written material re/ the first 2 are not very helpful. They don't help me find the info I need to operate the software. I find the main website hard to navigate if I don't know exactly how to find what I'm looking for. The search engine isn't very effective in finding what I'm looking for. [#2067656]

-----

This can be hit or miss in regards to "understanding" the content. Thanks for trying. [#2067668]

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provide training for those that will be using the technology. [#2067740]

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THE BLACKBOARD TUTORIALS ARE NOT HELPFUL AND STUPID TO WATCH [#2067782]

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**Getting access to training or other self-help information that increases my effectiveness with technology.**

Non available [#2062782]

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Many students do not know of any university resources to teach them things such as file extensions, mapping network drives, etc. Increasingly, these are becoming necessary for work, and such skills are never addressed by the university; students are expected to "just know" how to use a computer.

[#2062848]

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none [#2062859]

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Most of the training is online or AMS from Pullman. [#2062870]

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Blackboard training has been frustrating to access - it is hard to just watch a seminar on AMS without having an actual course space to go in and work with at the same time. You have to work with the site to see what the issues you have with it are. [#2062901]

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I have to say I have used blackboard before but ours is really hard for people to understand, myself included. Giving both students and faculty a tutorial on how to use it effectively would be most helpful.

[#2062911]

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I look for these opportunities off campus. [#2062924]

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Technology or software? Unaware of training for either. [#2067577]

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Are there even resources for this? [#2067653]

-----

Blackboard, the travel expense software, and the WSU/TC website are the services I use the most. Written material re/ the first 2 are not very helpful. They don't help me find the info I need to operate the software. I find the main website hard to navigate if I don't know exactly how to find what I'm looking for. The search engine isn't very effective in finding what I'm looking for. I'm taking a Blackboard training course Tuesday so I'll know more about the effectiveness of FTF training after that. [#2067656]

-----

I appreciate the training seminars but I work full time which makes it difficult to attend video conferences. [#2067668]

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It would be helpful to have workshops in which to explore new technologies, share ideas with colleagues and students. [#2067681]

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I EMAILED FOR HELP WITH BLACKBOARD AND NO HELP WAS GIVEN.... VERY DELAYED RESPONSE [#2067782]

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Faculty are self-directed learners and need this access. [#2067784]

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***Having information and access to new useful instructional technologies and methods (video/audio production tools, proctoring software, clickers, wikis, etc.).***

This falls outside of the purview of IT but I think if each department faculty had access to a instructional design expert/ course builder expert we could all greatly enhance our use and implementation of LMS, and other instructional technologies. In addition to this we would need real time to utilize this information (summer teaching enhancement grants to support summer work to build a course instead of trying to "squeeze it in" when we are all bogged down in teaching during the school year). [#2062802]

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This would be helpful [#2062870]

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We need clickers. [#2067640]

-----

I am developing a new graduate certificate program. It is an important program objective that all courses be offered via distance learning. All of these services are going to be very important if I and my colleagues are to succeed in converting or developing new courses to distance learning. I don't have an experience base from which do draw a perception of performance in this area. [#2067656]

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***Ease of use and the availability of support for the Learning Management System (Blackboard).***

I have played a little, and watched some tutorials. What would be most helpful is a "fake" classroom site with students and folders and such which a) a tutorial would coach me through using (I learn by doing, not so much by watching), and b) then which I could go into and test the theory without risking damaging my departments folders and lists. [#2062801]

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Since blackboard is new for everyone. I would like to see more support. [#2062815]

-----

When an uploaded document (instructor's lecture notes, e.g.) is opened, I'd like to see a "next document" link so I don't have to click a link for the master list for everything in Blackboard, then scroll down to where the documents are, then scroll through the entire list of documents to find the next document. This is especially true given the number of uploaded documents per class, multiplied by 4 or 5 classes. [#2062824]

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You can't send external emails from the system like you could with Angel. If you can, we haven't been shown how. Internal messages don't work because there's no notification right away. [#2062836]

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Having a single learning management system that will not be changed in the near future is desirable. Every time a system changes both staff and students suffer. We are currently having the issues with the learning curve of blackboard as well as resistant teachers still using angel, it is confusing and frustrating to not only learn a new system but also to switch between systems. [#2062838]

-----

Angle much more easily separated courses, where BB tries to put it all together in one place. The start page for BB doesn't even go to a logon page, I have to load a page, click to go to another and sign on there. Just put the sign-on information on the start page: learn.wsu.edu Why is the course menu an additional window instead of incorporated into the sidebar on the left? Many disruptive issues such as this. [#2062848]

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It's still trial and error. Ask another faculty member for help and YouTube videos. It will take time. [#2062870]

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With Angel one could see the class average but on blackboard you cant. I like to see how well the rest of the class is doing so that I can compare. [#2062877]

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There is a lot of confusion with what the teachers put on and how they do it. It would be nice if the teachers had more training so they could provide information that is accessible for us. [#2062894]

-----

I believe part of the issues currently being faced with Blackboard is that it is a new software for instructors to use. Not only do they have to import all of their data from Angel to the new system, but the way Blackboard is organized is a bit different. However, I would like to see a tab on Blackboard of something along the lines of "My Classes" because it is rather difficult to navigate the page when I click on other tabs, but want to go back to the main page for my classes on Blackboard. [#2062910]

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I think blackboard works fine although it can be a little confusing at first [#2062912]

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in past college experiences, i found that i like canvas a lot better. [#2062920]

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Might just be lack of ease. But also could be lack of training for the teachers or myself [#2067592]

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The availability of this service is integral to the functioning of many classes. The inability to view, edit, or submit material provided by instructors has a detrimental effect on a student's sense of well-being. [#2067595]

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Blackboard has many tools that are underemployed or neglected because professors have no idea what they are doing. [#2067653]

-----

Written material re/ Blackboard is not very helpful. It doesn't help me find the info I need to operate the software. I'm attending a Blackboard workshop on Tuesday. I'll know more about the effectiveness of FTF training after attending. [#2067656]

-----

This is available but not always easy to access or use. Video conferences are not useful for learning a computer program because each individual has different learning needs for software. [#2067668]

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The user interface and switching between classes seems difficult. CANVAS to me was better and more straightforward. [#2067671]

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Need workshops. [#2067681]

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It is very difficult to have both blackboard and angel. There are not resources on learning blackboard for students. More importantly teachers dont feel comfortable with blackboard after learning angel and so they each individually use the system differently. Regardless of student resources, if the professors are using the system in their own makeshift ways, students have to relearn each new professors methods. [#2067690]

-----

I learned more from sitting down with a couple of people one-on-one. I thought the AMS/Pullman workshops were a waste of my time. [#2067691]

-----

Many students and instructors seem to be confused by Blackboard and we are all kind of on our own to figure it out. Also, important AMS courses that used to be recorded and available to students to re-watch from home at a later time have now been re-directed to Blackboard, but are not posted to Blackboard and are thus, no longer available to students, making it very difficult to keep up with class material if the student isn't able to review the material a second time or due to an absence. [#2067709]

-----

As a new hire, I would have liked to have gotten any information regarding Blackboard or the email system, for example [#2067714]

-----

I cannot view any of the video lecture content for MBIOS 580 and am reading the transcripts (which is not nearly as efficient or effective.) The helper for the class has not responded to my instructor's inquiry regarding the issue. Instructors were not familiar with the system at the onset of Fall term, and the first couple of weeks worth of material was posted late. [#2067720]

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Blackboard is infinitely better than Angel. However, it is not as intuitive as Canvas. Many instructors do not utilize all of the features of Blackboard. Instead, they post all weekly content and assignments in one giant announcement. This is cumbersome and tiring to decipher. [#2067726]

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Being adjunct faculty, it is hard for me to make training sessions. More training sessions, online training sessions, or more publicity for the training sessions that are available would be good. [#2067748]

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OK, still learnin the interface. [#2067753]

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There may be adequate support out there, but have not found it yet. [#2067775]

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Blackboard is terrible to use. Canvas at CBC was way easier to use [#2067782]

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### ***High speed computing for research***

I believe that for my needs the computing speed is high enough for research. [#2062894]

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The library computers are sometimes very slow, freeze, or otherwise inhibit the patron from using the equipment efficiently. This past week, especially, almost all of the computers had problems. I believe the computers are very old and in need of updates or replacements. [#2062896]

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Library computers really need to be updated. The labs are often noisy so I don't use them unless really required. A computer lab with library like peace and updated computers would be great. [#2067578]

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Better electronic face to face collaboration with other researchers --speed not up to par nor do we have front facing cameras. [#2067653]

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***Internet speed specifically in terms of research needs.***

Please see previous answer. [#2062896]

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Better electronic face to face collaboration with other researchers --speed not up to par nor do we have front facing cameras. [#2067653]

-----

The internet is so slow that I spend more time loading things than I do actually using what i loaded. [#2067779]

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**Open computer lab hours (West 145, West 235, CIC 219)**

During the summer semester I took ME 116 and ME 216. The lab hours are decent, the problem was that WSU-TC was holding some sort of program where elementary students were using the computer labs and running start students students were using them as well, and it was not easy to find access to the computer labs besides that time set for class. Sometimes it was more convenient to work out some problems during the morning and then asking the professor questions during the designated class time, and with the set schedule that the school provided that wasn't an option. It should be a priority that students who are paying for tuition have access to the computer labs that have adequate software. [#2062793]

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Class schedules are not posted, so you cannot conveniently know when you may be kicked out due to a class. Recommend putting a very clear class schedule at each lab in time for each new semester. [#2062805]

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I'm not very aware of the hours the labs are open/provided for us. I'm a Running Start student and this hasn't been mentioned very well. [#2062837]

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Too often we are kicked out of computer labs while studying/doing homework for a course. We need a dedicated open computer lab. [#2062848]

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none [#2062859]

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Not applicable to me because I'm not at main campus. I mostly study at the nursing building. [#2062864]

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Perhaps the library should be open until 10:00 especially since some evening classes run later [#2062877]

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I would really like to have a computer lab that would not be interrupted by a class. [#2062916]

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Should have all or at least one in Wedt and CIC open when school opens and close when school closes [#2067571]

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this would be nice to have and be posted clearly if it is already in place. [#2067588]

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Labs are always busy or are open weird hours. [#2067653]

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he hours are ood, but the computers in CIC are slow and often troublesome. There are few there as well, so competition can be fierce. [#2067753]

-----

I wasn't aware these computer labs were even available. There should be one designated computer center/lab for students who only have classes in the west building for all day use. I have all my evening classes in the west building and there is no quite space one can work on homework. [#2067764]

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**Open computer lab environment (i.e. cleanliness, noise level, temperature, etc.).**

none [#2062859]

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Noise level is often high due to undergraduate students in West Unix lab [#2067578]

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Problems in the library with 50% of computers [#2067606]

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The lab doesn't really foster collaboration. Also, they are often dirty. [#2067653]

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The buildings are way too hot and the desks are too close to each other. [#2067779]

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**Software availability in the open computer labs.**

I would like to see every software that we require for the different classes in campus and on-line available for students in every open lab. [#2062815]

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Software setup is incomplete on the base system image. Office and Adobe Acrobat require registration every time a student logs on for the first time in a day. Internet Explorer isn't configured properly with addons/etc. Undoubtedly there are many more similar issues for other software packages. Chrome opens with 2 tabs explaining itself, as if it has never been opened before, this is an unwanted waste of time... [#2062848]

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The lab did not have the necessary programs for the first lab [#2067592]

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**Storage space used specifically for research data.**

This is likely to be an increasing need and suggest that we should be planning for some kind of storage, back-up storage, and security that we do not now have easy access to. [#2062865]

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It would be nice to have a shared/common server to be accessed from every computer. [#2067753]

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Horrible as is. I had to buy an separate external drive to store data. [#2067766]

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***The availability of classrooms or meeting spaces with videoconference technology.***

Very limited [#2062782]

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The nursing lab space would be enhanced with internet/ AMS availability. The nursing campus in general needs more small spaces (2-6 seats) with AMS capability, so we don't use a large classroom, or the only meeting room for 2 graduate students. [#2062801]

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OK, but always messy looking with wires everywhere. Why isnt this stuff mounted to the walls with wires through the ceiling? [#2062808]

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It seems like we have better access to AMS space now than in the last couple of years. That is nice. [#2062901]

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It'd be nice if all our classrooms had this technology. It'd be even better if I could join meetings from my office. [#2062924]

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We could use more classrooms with videoconferencing technology [#2062925]

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We need more of our classrooms to be updated with video conference technology. [#2067635]

-----

I am developing a new graduate certificate program. It is an important program objective that all courses be offered via distance learning. Videoconferencing going to be very important if I and my colleagues are to succeed in converting or developing new courses to distance learning. I don't have an experience base from which do draw a perception of performance in this area. Last term I helped teach a WSU/TC course. I had very unsuccessful experience in video taping my lectures. The speed was so slow I had trouble completing the recording before the next class was scheduled to use the classroom, and there was no way to complete the recording after logging off. As we develop our offering of distance learning courses, it will be important to video conference with people who are not at WSU video conference facilities. For example, US DOE staff in Washington DC would like to take some of our courses, which would have regular video conferenced classes. [#2067656]

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AMS scheduling can be difficult. We need more AMS rooms. [#2067754]

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Does not quite meet the needs. [#2067775]

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***How important is it to you to have an open computer lab on campus? This would be a computer lab that would not be shared with any classes.***

It is very important to have an open computer lab that isn't shared with any classes. As mentioned in my previous experience during the summer semester, it makes working on school work more convenient and allows students the flexibility to use it when they have time available. Also some of the software's we use in engineering or computer science classes are expensive or when we are allowed to use them, we are provided the student version, which usually does not include everything the program is useful for. Having computer lab with all the necessary software's would be much appreciated. [#2062793]

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If you expect students to be IT literate then have a dedicated space for that use, if students are to complete for jobs, we have to be fluent in the use of IT. [#2062805]

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This would be very useful for every student. Sometimes is uncomfortable to share a lab with a class. [#2062815]

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Extremely important. [#2062848]

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There is no computer lab where I attend class. The nursing building. [#2062864]

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DEDICATED COMPUTER LAB SPACES. Especially one's that include several LAPTOP ONLY desks and areas with charging stations. Sharing computer labs with classes (the current situation) is terribly inconvenient especially when in the middle of homework or a project and asked to leave. Sure there is the Library in CIC, but some of the staff there are rude and after several negative experiences there I never want to set foot in the Library again. [#2062883]

-----

It is very important! As a nursing student on the Lee campus we do not have access to a computer lab and I don't want to drive out to the main campus just to use a computer. Also I would like to have our own printer that works with Word Docs etc. [#2062894]

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Very important, it would be wonderful and very useful. [#2062916]

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Very and You need at least one and that is up to date on all the software programs [#2067571]

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That would be the best. I do not bring my laptop but there is more often than not I need to get on a computer while in between classes. [#2067588]

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A lot more computers in the library would be sufficient, if they were to be upgraded like the ones in west 145 have been this year. ( I am not aware of the current computer situation in the library, because I have yet to go there this year for fear of the dreaded slow computers. If they have been upgraded, then just more of them would be great.) [#2067604]

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Study hall setting, used for quiet work. [#2067632]

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A lot of the programs students need are only available on certain computers. [#2067653]

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If this is to be a proper campus, it is essential that we have a designated computer lab. Lab times posted on the rooms shared with courses are not always accurate, and it is silly to run around multiple buildings trying to find a lab rather than having a centralized one. [#2067720]

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This is very important to me. I don't have a printer or anything at home and being able to just walk in and print something out is so beneficial. More of this please. [#2067725]

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Very important. I rely on the on-campus computers to print and do research! [#2067753]

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Extremely important especially in the the west building. [#2067764]

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The classes are already so full people are required to bring in their own laptops, bigger laps are needed. [#2067779]

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## **Additional Questions for All Respondents**

The project coordinators for Washington State University-Tri Cities included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

***If you could pick one thing for Tri-Cities IT to focus on improving over the next year, what would it be? (Multiple Choice Question) Self-reported faculty, students, staff only.***

<b><i>a) WiFi Speed</i></b>	<b>19</b>	<b>9 %</b>
<b><i>b) Cell Phone coverage on campus</i></b>	<b>74</b>	<b>35 %</b>
<b><i>c) Help Desk support</i></b>	<b>5</b>	<b>2 %</b>
<b><i>d) Blackboard</i></b>	<b>42</b>	<b>20 %</b>
<b><i>e) Hardware support for personally owned computers</i></b>	<b>8</b>	<b>3 %</b>
<b><i>f) Training</i></b>	<b>12</b>	<b>5 %</b>
<b><i>g) Classroom Technology (please be specific in the comments)</i></b>	<b>34</b>	<b>16 %</b>
<b><i>h) Other (please be specific in the comments)</i></b>	<b>11</b>	<b>5 %</b>

**Which of these do you believe are the most effective methods for communicating WSU time sensitive information to students? (Check all that apply) (Multiple Answer Question) Self-reported faculty, students, staff only.**

a) Blackboard announcement	54	26 %
b) Email	153	74 %
c) Text message	118	57 %
d) Verbal announcement in class	62	30 %
e) Campus media (i.e. Digital displays, posters, booths, etc.)	47	22 %
f) Facebook	25	12 %
g) Linkedin	3	1 %
h) Other (please be specific in the comments)	4	1 %

**Tell us up to 3 WSU Tri-Cities technology services that need improvement and why? (Open-ended Question) Self-reported faculty, students, staff, not declared only.**

Website updates, more advanced technology for meetings, presentations etc. [#2062782]

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As mentioned before, I believe that the availability for a separate computer lab, more capable computer, and the cellular coverage. They all play an important part in our education and in safety. I have already discussed why it is important to have the computer lab open to students and that it is not assigned to any class. For the computer hardware, because when running programs like Solidworks, SciLab, Matlab, etc, the computer tend to run slow, which is time consuming and frustrating. Finally the cell phone capability is more of using it to safety reason. I would like to be able to use my cellphone for an emergency rather than anything else. [#2062793]

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The website needs to be improved especially the mobile version. Your links are not duplicated between to top and bottom of the page. As such links with higher priority such as mywsu and blackboard(which is missing) should be under the top drop down menu not the one at the bottom of the page. A lot of people have and use smart phones to access the internet. A notification that a service is unavailable at the moment when it becomes unexpectedly so and is expected to be down. [#2062794]

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MyWSU and its predecessor Zuis has had too many hiccups in service Cell coverage is limited and needs to be expand on the main campus and expanded campus sites [#2062795]

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HANDS ON Faculty training in the basics of accessing various services, putting in grades, using folders, copying material each semester. Sample sites to practice these skills on. I would love to access other lectures and resources, but I don't know how and I don't see easily how to learn. (when I get a desparate need, I have a student show me. Not impressive!) [#2062801]

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I have had a little trouble understanding where to get assistance: Blackboard, vs IT, vs email... maybe clearer points of contact (phone and email) for support for each of these [#2062802]

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Cell phone connectivity. Wi-fi [#2062805]

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All classrooms should have technology available-not just TV's but digital classroom boards for collaboration with other campuses or classes it seems the internal IT structure has not been upgraded in a long time [#2062808]

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Computers in the Electrical Engineering labs. Need update Computers in the Library. Need update Cell phone coverage.Need better coverage. [#2062815]

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Training workshops on Office Suite software programs (i.e., Adobe, Photoshop, Excel, etc.) [#2062816]

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cellular coverage, wifi speed, and change back to angel learning system instead of black board. Blackboard is more confusing to use and angel is more user friendly. [#2062820]

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Blackboard layout, in-class video recording. [#2062824]

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E-mail policy, e-mail policy, and e-mail policy. [#2062833]

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-Wifi: Our internet connection is pretty slow, and hard to research when it comes to using our phones.  
-Cell Phone Signal: Low signal and having a hard time communicating. -BlackBoard: A session for those

who are new to the school and those who aren't so familiar with this feature should have a tutorial and go over how to do certain things. [#2062837]

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Computers in labs are dated and extremely slow. Updating an operating system does not make a computer up to date, other attributes are needed to keep current with a rapidly advancing world and job market. This such as RAM and video cards are necessary with the high demand programs that we are learning. [#2062838]

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Classroom technology: Teachers cannot use cobbled computer/projector systems in rooms. Student/classroom computer base images are incomplete and demonstrate a lack of professionalism in the IT department. [#2062848]

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Wifi reliability- it is poor and tends to drop out completely for hours on end. Student Email access- the email area is extremely hard to find and no one knows how to access their email regularly via phone or computer app. Poor cell phone reception- service often drops in most of the west/east building and half of the CIC. [#2062852]

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Classroom Technology: We are behind the game and have old monitors and computers in those spaces Outlook: connecting with Pullman to share calendars and Lync [#2062862]

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Help desk and support for students and their personal computers. [#2062864]

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Web site updating (already answered this) Creation of personal web pages for faculty (coverage is now uneven) [#2062865]

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Training on how to use more technology in instruction Update WSUTC web pages [#2062870]

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Cell phone coverage is weak. Instructions and training in how to use conference room technology. [#2062871]

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Just please fix Blackboard so that we can see the class average [#2062877]

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Real time communication between Zzusi/peoplesoft and CollegeNet's CRM. Better Maintenance of ALL WSU Tri-Cities Webpages for the sake of consistency and quality control. [#2062878]

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I have a hard time navigating through blackboard. Hopefully this will improve as I use it more. Why do I have to wait for software to perform it's initial set up every time I log into a lab computer? [#2062882]

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Dedicated Computer lab spaces, especially ones that include open desk spaces for laptops only, and especially rooms that do NOT share time with classes. [#2062883]

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Classroom technology needs some drastic updates - newer/faster computers, clickers, improved audio (for videos shown in class). [#2062885]

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I think it is important to improve cell coverage in case of an emergency. I have text messages set up for emergencies, but I only have cell coverage about half of the time. [#2062891]

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I would like to have better access to printing services on the Nursing Campus on Lee Blvd. [#2062894]

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Cell phone service--in case of emergency one would need to find a landline to make a call. Imaging system--this service not working prevents good customer service to students. [#2062895]

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I believe students and community members would greatly benefit if the library had new or updated computers. [#2062896]

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Immediate access of SEARCH-IT articles available to ALL campuses- many of the articles are only available to Pullman campus [#2062897]

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I have around 10+ websites I need to remember plus their username and passwords for the five classes I'm taking - I'm not sure how but not having to ever do this again would be amazing. The wifi can be very spotty and randomly drop in speed. I get terrible cell coverage inside, while not needed, would be very nice to have an improvement. [#2062904]

-----

Email policy. Who come up with such an useless and stupid policy? Why can a counselor not send emails to outside email addresses? How is he supposed to communicate with prospective students? Fix WSU email before making it mandatory to use. This is just annoying and unnecessary. I'm glad at least some professors have enough common sense to still respond to outside emails or WSU would be even worse off. [#2062908]

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Blackboard needs to become user friendly for effective use. Cell service needs to improve for peace of mind. Classroom technology needs to improve for both student and faculty usage. [#2062911]

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the mywsu website [#2062912]

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1. The login page for the website should be it's own bookmarkable page, not a link from the main WSU page. 2. Find Chem lab experiments that don't use computers! Oregon State University does it, why do we have to have computers that either don't work but can be put away or work but take up half the bench space available in lab? Get us laptops that we can put away at the end of the day so we don't have to worry about what gets on them when we aren't using them! 3. The online class schedule is atrocious. Oregon State University has their class schedule planned out 4 YEARS in advance, so students and advisors know what will be offered so they can all plan ahead and know what they need to take when so they don't get stuck taking an extra year because they couldn't plan ahead! 4. (I know you said 3 but this is important too) The library access to online journals is hit or miss, with some journal articles being easy to get and some downright hard to get. On top of all that, the WSU worldcat article request form doesn't work with the ILL department. I have requested several articles through this mechanism, but when I checked in a week later to see why I hadn't gotten my ILL article, there was no record of my request. How lame is that? [#2062919]

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Things i wish WSU Tri-Cities Had: More high tech seating area, ( a bigger lounge or nap spheres). In a way i think zzu is outdated in the web, Same with angel. [#2062920]

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IT is a moving target. WSU-TC has done a wonderful job in keeping up with the pace. [#2062921]

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Web site support - WordPress is still a bit of a mystery and it's unclear to me who actually owns it (department, Marketing, IT) [#2062924]

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cell phone coverage videoconferencing rooms could be set up to allow instructors to move throughout the room [#2062925]

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Cell phone coverage not entire school has a connection [#2067571]

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the wireless internet outside, faster login into computers, more computer labs. [#2067575]

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library computers cellular network scanning services [#2067578]

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Need better, faster computers in the class rooms [#2067584]

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More computers in the library, and ALL computers up to date campus wide. Also computers (Not Notebooks) that work well in all labs, because students should not have to bring a laptop from home, unless it is in the class requirements that all students buy their own laptop for the class. [#2067604]

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Blackboard its lacking. Metering Chemistry its not working. [#2067606]

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Definitely Blackboard, cell coverage, and some emails. [#2067611]

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continue to have problems with AMS services to Spokane [#2067616]

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IT staff needs help. Need people with knowledge to help students with mobile devices. [#2067621]

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Blackboard. It is still not 100% phone/tablet / iPad compatible [#2067622]

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1) the technology in classrooms sucks and needs to be improved. 2) we need single point authentication so we dont have to have WSU and WSUTC logins 3) training, instructors cant do their job [#2067623]

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Wi-fi speed, cellphone coverage, classroom technology; namely accessibility and user-friendliness of AMS classrooms [#2067627]

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Internet service to off-campus buildings (Einstein, Energy Solutions, etc.) [#2067629]

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Database designer would be nice to help staff create some databases to stream line processes. [#2067635]

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Classroom computers are often slow. [#2067640]

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Presentation tools in class rooms and labs are sub par. Instructors need to be able to present to large groups of students and it is difficult to do that today. [#2067648]

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1. As above, replacing classroom computers [#2067649]

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Classroom computers- (see below) [#2067652]

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Wifi - We can't do our work Cell service - I can't get safety updates Training - Professors have little to no understanding of how to do their stuff [#2067653]

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Cell phone coverage Support for personal computers [#2067654]

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Blackboard needs to be more user friendly, or at least have training material that helps users understand what they need to do. [#2067656]

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MyWSU because it is currently having so many issues. Blackboard could be more uniform through each class so that I am clicking the same link to view assignments in all my classes instead of trying to figure out each teacher's unique set up. Cell phone coverage on campus is pretty spotty. [#2067657]

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Classroom projection equipment, need HDMI capabilities, as well as HD projectors in all rooms. [#2067664]

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Blackboard and Angel because it is difficult to keep track of assignments. [#2067671]

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Improve the internet interface with Pullman. Right now it's cumbersome to check two emails and the Pullman system seems less user friendly. [#2067672]

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ZZUSIS: Again, I think the interface needs improvement. It would be nice if we could more easily get detailed info about classes we are registering for or that will otherwise be occurring in the future. Also, there seem to be some issues with classes being displayed on blackboard and ANGEL. [#2067674]

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It would be good to have more workshops to help adopt new technologies and to keep improving mastery of technologies. [#2067681]

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Blackboard is nice but it not easy to access or find all of the information I need for my classes. Sometimes I miss stuff or can't open stuff correctly to complete my assignments. Not always a problem with my computer since others are having the issue too. [#2067683]

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Cell service - personal contacts [#2067686]

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The wsu tri. Website. Teachers learning blackboard. [#2067690]

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Cell phone/ text capability for AT&T users. [#2067691]

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The technology available in the various classrooms should be standardized so they are consistent everywhere on campus. Some (but not all) academic disciplines and student support services (such as tutoring) would greatly benefit from having access to newer technology such as electronic white boards. [#2067693]

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blackboard training for faculty cell coverage class room technology [#2067702]

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Wi if. Cell coverage and speed [#2067704]

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Outlets to plug in cell phones in CIC [#2067706]

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1. No longer having access to AMS archived class recordings now that everything has switched over to Blackboard... the courses are no longer accessible to students. [#2067709]

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We need more printers. Because all the printers all the are available to use have classes in them and you get yelled at if there is a class and you print and don't know that there is a class. Cellular coverage is also a plus. I have Verizon and there are parts where i still can't get coverage. I also think that we

should have something like google drive where we can get more storage to upload our documents onto the drive. [#2067711]

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Blackboard needs a lot of improvement especially for people who have never used it before, it is difficult to submit things when you aren't familiar with the website. [#2067718]

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Having functional computers in the library, expanded wi fi coverage for internet usage outdoors, and a designated computer lab. [#2067720]

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Blackboard and Classroom Tech [#2067726]

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updated computers in the library - more computers in the library. Classrooms need more plug in options for electronic devices and smart boards MyWSU need to have more access to permsissions, need to get permissions in a timely manner. [#2067730]

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Cell Phone dead zones [#2067731]

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Cell coverage is awful - I get no service in my office. [#2067746]

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Training for using Blackboard -- I know how to use it, so I don't need the basics - I need help with how to use the more advanced options. I'm in the middle -- I know the basics, I don't think I want the super-fancy things, but I want help to understand the in-between functions of Blackboard (like drop boxes, online rubrics, etc.) More information about how the firewall works on campus. I have tried to use videos as part of my powerpoint presentations in class, but I've given up because usually they won't go to the website (often YouTube) because it's blocked. I'm adjunct, so I log in to the wireless network with my laptop as a visitor. I suspect this is the problem, but I have not been able to come to a training session to find out. In thinking about this, I've realized that when deficiencies in technology limit my teaching, it's usually because either I don't know what technology is available or I don't know how to make the most of the technology that I do use. I think that more training for teaching faculty is probably the answer. That being said, I'm only going to make the time to come to a training session if I'm fairly sure that I'll learn something useful. This makes communicating what the training or help sessions cover a challenge -- it will need to be clear what the people can expect to learn or what they can explore while they're in the session. I realize this makes your job really hard -- sorry to be a pain. [#2067748]

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CIC computers are VERY slow and sometimes unreliable! Blackboard is cumbersome and hateful to use. I really wish we didn't have it--it's just one more area I need to check, and it takes up valuable time. [#2067753]

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Out dated machines - they are slow, worthless, and a pain [#2067755]

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Cell phone coverage is not accessible on many buildings on campus. This can prevent receiving campus alerts through texting and calling if needed. [#2067759]

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Training sessions need to be advertised, especially to adjunct professors [#2067763]

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The only one that comes to mind is cell phone coverage. In the west building I have no signal and I get worried if there is a family emergency and no one is able to reach me. [#2067764]

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Server settings for WSU email, that could be used by students to use there phone for official email are not provided by the school, though they can be looked up. This lowers email response time to that of a text message, and should be encouraged for new students at each terms beginning. [#2067765]

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Classroom computers take forever to start up. [#2067766]

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Blackboard is not user-friendly in my eyes. It seems like things are found in multiple places and I can't seem to find anything. I always feel like I'm missing announcements or assignments. I don't know how much control you guys have over the interface/platform, but I can't stand it. [#2067772]

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Updating and upgrading equipment. Increased competent staffing to assist and augment the good team already in place. [#2067775]

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I think IT services are good. I sometimes struggle getting everything to work correctly in the classroom, but the IT personnel are very attentive. It was also very useful that this group explained why computers run slowly in classrooms (because they are set up for high security and therefore log on and log off are complete without shortcuts that one's personal computer is set to take). I say this because this type of education can be useful so that those who use your services have realistic expectations for performance. [#2067777]

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Wifi speed, blackboard, phone coverage [#2067779]

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Training by instructors that know how to teach about technology not just know technology! Offer the classes in a hands on manner not just a Powerpoint. I need help using all the different set up in the classrooms (computers and doc cams) and I cannot find anyone to set up an appointment and help me with my questions. One set up in one classroom is not the same as another - Why? [#2067781]

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The services provided have been exemplary. The thing that needs improvement are more resources to work with to accomplish the updates needed to equipment. [#2067784]

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**Tell us up to 3 WSU Tri-Cities technology services that you find helpful and why? (Open-ended Question) Self-reported faculty, students, staff, not declared only.**

Service from the staff [#2062782]

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I found the techelp very fast and efficient at enabling my account for the computer science lab.

[#2062794]

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Net printing at nursing bldg so I don't have to go to main campus computer labs to print [#2062797]

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The IT help desk is absolutely awesome -- patient, calm, immediately available. They should all get a raise and a commendation! [#2062801]

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IT office is awesome. AMS office is awesome. [#2062805]

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Staff is always available and helpful Blackboard is an improvement over Angel [#2062808]

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Open Labs. To print documents, do homework and study. [#2062815]

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angel learning and my wsu i don't have a third but the wifi could be better [#2062820]

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Office 365 (except the non-POP3-compatible e-mail) [#2062824]

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Office 365. Saves me some money for now. [#2062833]

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Besides what I listed for the improvements, I have no problems with technology services. I'm still a new Running Start student so I'm still in the process of getting to know things here. [#2062837]

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Office 365; can use at home @wsu.edu E-mail address; can use it for registration in professional organizations [#2062848]

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Help desk in the IT office- workers are always prompt and very helpful. [#2062852]

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Help desk: Are people are great and always solve my problems on my work computer and for AMS [#2062862]

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"Help desk" function works well. Staff are skilled and responsive. [#2062865]

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Helpful staff! [#2062870]

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Help Desk is very responsive to call in requests for help. Conference room support is very responsive to immediate need or assistance. [#2062871]

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I genuinely appreciate the person to person services provided by the staff at TECH. Services. They are a life saver more often than not. [#2062878]

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YOU. The people behind the technology are amazing. You are responsive, knowledgeable, and helpful (the perfect trifecta in terms of customer service!). [#2062885]

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Wifi is amazing [#2062894]

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The Emergency Alert text system is always helpful for letting students know of immediate problems. The IT room in the CIC building has always been helpful whenever I have gone in with a question or problem, as well as whenever a professor has called or emailed them regarding technology trouble. They are also good at communicating any present or potential computer issues via email. The charging station in the CIC building also seems to be very helpful so far. [#2062896]

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Blackboard is very nice, have you tried Angel? While the IT desk is kinda far from most of my classes, they were very easy to work with. The wifi speeds can be pretty nice at times. [#2062904]

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blackboard is useful but professors need better training on how to use it [#2062912]

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1. The classroom technology guys are AWESOME! I find their constant monitoring of classrooms exceptionally helpful, and they are always there to help when class is in session. [#2062919]

-----

N/A Internet is fantastic. Thanks for making my life easier to do all my work. [#2062920]

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IT has been consistently responsive. The AMS staff have always been there for me and it will be difficult to replace to skill and dedication of Don Frame for phone services. [#2062921]

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Staff members are responsive. [#2062924]

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Excellent tech support! [#2062925]

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I would really like to see personal response devices available for use in the classroom. [#2067569]

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Blackboard is SUCH an improvement over Angel. It allows for a very interactive digital classroom. [#2067570]

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the computer rooms, the wireless around campus, and the printing. because they all help students [#2067575]

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training on MS Office tools [#2067577]

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wifi blackboard [#2067578]

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I have been quite impressed with the speed that a call for service is answered when a professor calls during class. And the fact that the dinosaur computers in west 145 were updated, is huge. It no longer takes me 30 to 40 minutes to log in to a computer. It will still be hard for you to live that one down. [#2067604]

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I find angel helpful [#2067611]

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AMS operators - extremely responsive to faculty needs. Willing to help work on a problem until a solution is reached. All of the staff members show a commitment to helping students and faculty. No problem is too small or too great. Staff show a genuine concern for students. Excellent leadership in Aaron Brumbaugh! [#2067621]

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Blackboard, campus media, emails [#2067629]

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Help desk does a great job. When you email or call they are timely [#2067635]

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Wifi access is the most useful tool that is provided [#2067648]

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IT support desk - usually has a solution [#2067653]

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The IT support [#2067654]

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Help desk services are very good. Staff are knowledgeable, timely, and seem to care about helping. [#2067656]

-----

Blackboard is very helpful I just think it could be more uniform. The IT personnel that work so hard to keep everything running... because without them nothing would function for long I guess. I'm not sure about a 3rd. [#2067657]

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I'm a new adjunct and I can't say enough about the Blackboard help I've received from Tim and Brian. Trying to set up my grade center was difficult for me. Why they didn't shoot me when I kept coming into their office is beyond me. Their patience and support was incredible. I have nothing but gratitude for their help! [#2067672]

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Blackboard seems to work well for the most part. [#2067674]

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AMS support is excellent. Support with tech (software) questions is excellent. [#2067681]

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I'm not on the main Tri-Cities campus and with my class schedule I'm having problems getting the time to go to technology services to get help to resolve computer issues with blackboard or email or getting a new printer account set up. [#2067683]

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The Tech TEAM x 3 - always pleasant and helpful [#2067686]

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They're always friendly and helpful. Quick and trying to improve. [#2067690]

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The staff because they're fabulous and helpful and always nice to work with. [#2067691]

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The support staff has been very helpful in my experience. [#2067693]

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Blackboard. [#2067704]

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outlets in class rooms under desks [#2067706]

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The people in the media room are very helpful [#2067707]

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1. Help Desk has always been friendly, helpful, and responsive whenever I have had a question or problem. 2. Having all AMS classes recorded, archived, and available for students to review throughout the semester. [#2067709]

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I find it helpful where you record the classes. I can go back and look at the lectures. [#2067711]

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I have gone to the WSU-TC IT office several times in the last three weeks and the staff is knowledgeable, polite and very, very helpful. Each of my problems has been resolved. [#2067714]

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The folks in IT have been very helpful with personal computing issues. If the computers worked, the library computers would be ideal for catalog research & printing relevant material. The Panopto system for video recording lectures to be shared between campuses would be fantastic, were it consistently working, as it makes a wider variety of courses available and makes lectures available for later review (or for watching should a class be missed due to illness.) [#2067720]

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Good cell phone coverage [#2067731]

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1. Blackboard for relaying information to my students -- especially since I'm adjunct and not on campus.
2. zzusis (myWSU) for me to check rosters, submit grades, etc. [#2067748]

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The quick service when something is stuck. I am amazed at how quickly someone comes to my classroom to fix something. WOW!!!! THANK YOU!!! [#2067763]

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I find helpful the use of the wifi. I have the luxury to bring my laptop and work on homework from anywhere on campus. [#2067764]

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The AMS crew rocks--they are usually much more accessible than IT. [#2067766]

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I find the IT Help Desk to be extremely helpful. They have always solved any work-related tech issues I have had in a very timely manner (I am a student staff member). [#2067772]

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The system is consistently stable and reliable and that is hugely important for the preservation of data both for ongoing work and for the long term. That is greatly appreciated! There is usually rapid and competent turnaround for help requests. [#2067775]

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My main issues are classroom and AMS technology, and I think they are working better than ever. [#2067777]

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Budgeting. I need an additional screen and a computer that works . . . How does the budget work? [#2067781]

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I find the staff helpful and always polite and courteous. The response time is quick. There is a lot of capacity that is under utilized but with more resources could be tapped. [#2067784]

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**What new WSU Tri-Cities technology services are missing and should be implemented in the future? (Open-ended Question) Self-reported faculty, students, staff, not declared only.**

N/A [#2062797]

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Coug sync could be more user friendly. Can each student be required to get signed into Coug sync, or incentive? [#2062805]

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More bandwidth for "go to" meeting rather than always having to do video conferencing for staff and other meetings [#2062808]

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better wifi [#2062820]

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POP3 compatibility, authorization to use our own e-mail account. The current policy severely restricts what would otherwise be free speech, subjecting all thoughts and opinions to public record and therefore potential harassment. [#2062824]

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A good e-mail policy. [#2062833]

-----

I think the technology services/IT should get themselves out there and let people who and where they can be located. The location of the IT department in WSU Tri-Cities is quite hard to find. They should also have a class for those who want to focus on being IT. I want to be an IT in the future and I'd love to be a teacher's helper or internt to see how it works. [#2062837]

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Student personal PC support: virus removal self-help [#2062848]

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Student platforms required (student email, Blackboard) lack apps or are very challenging to use. [#2062852]

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Text messaging infrastructure [#2062862]

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Better cell phone connectivity. Instructions and training in use of conference room technology. [#2062871]

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Online communication IM portal for prospective and current students to be connected to admissions, fin-aid, advisers, library resources etc... Could also have application for faculty to use during 'office hours'. [#2062878]

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Clickers [#2062885]

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CougSync has always worked very well, but so far I do not think it has been used much this year. I would support an increased use of CougSync. [#2062896]

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Places to plug in a laptop integrated into desks - they have them in Pullman so I know they exist! [#2062904]

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Don't know right now. [#2062919]

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services is scattered. its like oh HERE IS A BUNCH OF SERVICES, but they are never all together or easy to get too. they all require loads of work to get too. ease of service needs much work. [#2062920]

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Sometimes I believe we have too many technologies and should focus on the core values of quality-personalized instruction and individual mentoring to enhance the student experience. [#2062921]

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desktop collaboration [#2062922]

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Joining AMS meetings through my office computer [#2062924]

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more computers. [#2067575]

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data repositories [#2067577]

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N/A [#2067611]

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More support for mobile technology with Blackboard Smooth the start for students the 1st week of school- connecting to wireless, BB, printers. Maybe roving support personnel. [#2067621]

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why dont we have a fully WSUTC integrated app for my iphone? is there even one for android? also the blackboard app isnt as useful as the backboard site. make the blackboard app have all the features of the website and make its interface better. i do all of my work and stuff on tablets and phones...i want apps [#2067623]

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I would install a large color public message board on George Washington Way to announce campus events and activities. [#2067629]

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Let's add clickers. [#2067640]

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Large screen tv's instead of projectors for displaying information. (projectors require that you turn off the lights which changes the teaching dynamic) [#2067648]

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Tech support/training - Ethernet connection points [#2067653]

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Cell phone coverage [#2067654]

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Being able to include people at non-WSU sites in video conferenced classes is important to "growing" courses taught via distance learning. However, I'm not sure that such technology is available yet. [#2067656]

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I would like to be able to connect to AMS classes and video conferences from my desktop. [#2067681]

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Not sure at this time. [#2067683]

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I'm so far behind in knowing what new technology is I can't even comment on this. [#2067691]

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HDMI support in the class room 4k displays in the class room USB 3.1 support on computers a robust app for the campus that integrates blackboard, myWSU, and all student services [#2067702]

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Ability to use debit, credit or wsu id cards on vending machines [#2067706]

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A designated computer lab. Introductory information to all students regarding what services are available and where to begin BEFORE the term begins (e.g. acquiring an on-campus computer login PRIOR to the start of courses). [#2067720]

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Public Announcements via the TV screens - taking over the classroom projectors. IE: important safety, very time sensitive material. [#2067730]

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More charging stations around campus along with USB furniture or 120v access to charge laptops, tablets and cell phones etc. [#2067731]

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Common server. [#2067753]

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I don't think anything is missing. [#2067763]

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I think there should be laptops available for check out to students who cannot afford to purchase one. I also would like to see online tutoring. [#2067764]

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Short throw projectors, new doc cams that actually work, iPad connectivity to projectors. [#2067766]

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It would be fantastic if IT was allowed to help students with their personal computers. [#2067772]

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Increased accessibility and state-of-the-art equipment for existing and expanded computer labs and library. [#2067775]

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better access to video conferencing for group meetings bigger screens to see people [#2067784]

-----

**What classroom technology would you like to see updated or installed in near the future?  
(Open-ended Question) Self-reported faculty, students, staff only.**

I would like more powerful computers, because it would run the programs I use actually function properly. A computer lab that is open to the students where no classes are assigned to so students can use when they need a computer available. [#2062793]

-----

Videos played from Spokane do not display well on our screen Sometimes our class does not connect with Spokane when it should which results in TC students missing class content Having Spokane student's questions broadcast to TC without them needing to push a button because they often forget to press it and the teachers don't repeat the questions and move on quickly before TC students can ask for clarification (VERY FRUSTRATING!!!) which also results in TC students missing class content [#2062797]

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digital blackboards, more non traditional rooms, charging/power at desktops [#2062808]

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better wifi [#2062820]

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Grammar-checking techqual questions. [#2062824]

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E-mail, video recording. [#2062833]

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I think everyone should have a computer to use in classrooms. It will definitely be a good tool for people to use when learning something. For example, when a teacher is going too fast on a power point, a student can have the exact the same copy of the power point on her personal computer to help her. This can also be a positive effect for those who can't see very well at the front desk, and having a computer in front of them to jot things down will be helpful. [#2062837]

-----

Record lectures, video and audio, for students to view in case they must miss class. [#2062848]

-----

N/A [#2062852]

-----

electronic screens, lighting to darken the projector area but keep the classroom lit, [#2062862]

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I would like to see better podiums in each classroom. The technology we have is fine, but a lot of it is on projector carts. [#2062865]

-----

Polling [#2062870]

-----

Smartboards and integrated tech in student resource areas (admissions office, fin-aid, ect..) [#2062878]

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Updated audio [#2062885]

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Provide Classroom printers [#2062894]

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I think the library computers should be updated or replaced. The classroom computers might need to be modified at some future date, as well, as they are also growing old. [#2062896]

-----

More wifi coverage with faster speeds. [#2062904]

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Projectors. [#2062911]

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Nothing that I know of yet... [#2062919]

-----

i would like a better teacher computer set up [#2062920]

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The classroom computers have always felt out dated and slow. I heard that the classroom technology was updated over the summer, but I haven't had a chance to take a look at it yet. [#2062924]

-----

Better video conference in class [#2067571]

-----

none. [#2067575]

-----

video recording [#2067578]

-----

so far this semester each classroom has had a tech issue with monitors or playing media [#2067588]

-----

Better sound systems, since class size is getting larger and it is becoming harder to hear when you are further back in the class. Both for hearing the professor lecturing, and during video presentations. When the professors are showing a video and all they have are the desktop speakers at the computer, they think it is loud enough, because they can hear it just fine while sitting directly in front of them, but students in the back of the room cannot hear. [#2067604]

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I would like to see an update of computer systems in the classrooms [#2067611]

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White boards that record what's written and can save them as PDFs. [#2067629]

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Computers and projectors in every classroom Swipe entry system for computer labs, work rooms that allow student, staff and faculty access. Get rid of keys [#2067635]

-----

Faster Classroom desktop computers -- from power on to operational [#2067642]

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computers [#2067649]

-----

The classroom computers are slow and often take a long time to load at the beginning of class. It would be helpful if ALL classrooms had phones so we could call for help easily (CIC is limited) [#2067652]

-----

Blackboard collaboration software. [#2067653]

-----

NA [#2067654]

-----

Faster computers Uniform multimedia equipment -- (so we don't have to learn a new system for every classroom) [#2067668]

-----

I'd like a computer in 233 and a projector that will project from drawings or other written material that is placed on the desktop area, as well as from my computer. It would also be nice to have a SmartBoard. [#2067672]

-----

Newer and more computers in the library and student lounge. [#2067682]

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I don't have any at this time. [#2067683]

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I think the stands that the computers are on are gross and ugly. It makes us look outdated. there are wires everywhere (safety hazard for one), the carts are hard to maneuver sometimes. But, again, it all works, so for me I'd rather have cell coverage than new cars. [#2067691]

-----

Some of the computers should be updated for speed. If a computer is turned off at the beginning of class, then it takes upwards of 10-15 minutes to boot up, log in, and access Blackboard or other online resources in some classrooms. Even if the computer is turned on, sometimes it takes over 5 minutes to log in and run the necessary programs. [#2067693]

-----

better class room computers newer class room computer monsters touch screens in the class room enhanced apps for the campus [#2067702]

-----

na [#2067706]

-----

Bigger viewing screens [#2067707]

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Computers with faster start/load times [#2067721]

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Plug ins in the desks - smart board technology. [#2067730]

-----

study lab with fast internet and touch screen technology. [#2067731]

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The ability for a student to be watching/listening and participating in a class from an off site location (not AMS). Instructor needs to be able to interact with the student. [#2067744]

-----

New computers! They are slow, have terrible audio, etc. Also the projectors are old, loud, and unreliable. [#2067746]

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More printers! [#2067753]

-----

Anything that would improve teaching and learning [#2067758]

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Computers need to be equipped with speakers that can carry video sound across AMS classrooms during in class presentations. [#2067759]

-----

I am happy with the technology that is available to me. [#2067763]

-----

Apple compatibility with the technology available in the classroom. [#2067764]

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I'd like to be able to open a PDF in class without having to accept the Adobe conditions each time (which takes forever). [#2067766]

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Computers in the classroom are kind of old, and need to be performed faster. [#2067769]

-----

Equipment [#2067775]

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**What is the location, on campus, with the worst technology? (i.e. classroom, lab etc. please be specific) (Open-ended Question) Self-reported faculty, students, staff only.**

General classrooms. There is often some sort of difficulty with the projectors - usually the ability to connect to computers. [#2062789]

-----

I only utilize the nursing classrooms [#2062797]

-----

Electrical Engineering lab computers. [#2062815]

-----

the lou... [#2062820]

-----

Grass blade #1968543G. [#2062824]

-----

East building (no computer lab) [#2062833]

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East building [#2062836]

-----

I only have three classes as a Running Start student so I haven't encountered anything bad. Although Room 104 in the BSEL Building, the projector slide is covering our whiteboard which makes it harder for my teacher as well as the students that take it. [#2062837]

-----

West computer lab, library computers. It appears some have been updated finally. [#2062848]

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Library [#2062852]

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E228 and classrooms [#2062862]

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There is a classroom in the east building which is completely void of a computer... The classroom next to TRIO. [#2062878]

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The other computer labs (not the Mac lab) have old, outdated computers struggling to run the latest software. [#2062883]

-----

West building office suites 201 and 269 no cell phone service. [#2062895]

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From my experience, the library has the worst technology regarding cell phone service and quality of the computers. [#2062896]

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Most downstairs classrooms have horrible reception, other than that, they all seem about the same. [#2062904]

-----

East building [#2062911]

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some classrooms have really old computers [#2062912]

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Glass area in front of the Atrium, the first floor class room in the West building. [#2062916]

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Perhaps the library, but only because the computers are slow, not for any other reason. [#2062919]

-----

the east building [#2062920]

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East building lower floor..... [#2062921]

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CIC 120 [#2062924]

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CIC library and BESL building for cell phone coverage [#2067571]

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classrooms [#2067575]

-----

East auditorium (before the remodeling that is going on) [#2067590]

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Labs are extremely bad [#2067611]

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East Building [#2067629]

-----

east building classrooms [#2067632]

-----

EE Labs - running computers with windows XP, the same computers I used when I took the class a decade ago. [#2067648]

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classrooms [#2067649]

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East Building [#2067653]

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Tri-City campus [#2067654]

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Classrooms in the East building seem to have the oldest projectors. [#2067664]

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CIC 102b -- no multimedia equipment to speak of. [#2067668]

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As I recall one of the in-class computers in a lecture hall in the East building could be ridiculously slow. If you go in the front doors and down the hall to the right, its the lecture room furthest down. [#2067674]

-----

Library. The computers are slow, there aren't enough of them, and at least two are not working whenever I have been down there. [#2067682]

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N/A [#2067683]

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No cell service and I'm sure any other access to Wifi in the middle of the buildings. Very frustrating and worrisome for me personally. [#2067691]

-----

West class rooms [#2067702]

-----

horrible cell service in library in cic and East building [#2067706]

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I only teach from 224 W so I have no comparison to other locations this year [#2067707]

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The library in the CIC. [#2067720]

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CIC 210, 212, 214 [#2067721]

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BSEL [#2067726]

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Library. Classrooms that do not have smartboards or additional plug ins [#2067730]

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East, looks old d?cor, furniture and labs are out of date. [#2067731]

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West 133 - classroom by the door going out to BSEL. The projector is 'weak'. [#2067744]

-----

The classrooms in general are the worse. The computer labs aren't much better. [#2067746]

-----

In my experience, I haven't noticed big differences in the quality of tech on campus... [#2067748]

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N/A [#2067763]

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I would say the West building just because of the cell phone coverage and no computer lab availability [#2067764]

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West Building--pick a room. [#2067766]

-----

Technology across the campus is so consistently worn out that it's not possible to pinpoint one particular spot. No doubt, the one with which the user is most familiar would be identified as the worst! [#2067775]

-----

Library computers are outdated and antiquated, rendering them far less useful. [#2067786]

-----

**What is the location, on campus, with the best technology? (i.e. classroom, lab etc. please be specific) (Open-ended Question) Self-reported faculty, students, staff only.**

The Innovation Center and BESL labs [#2062789]

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I only utilize the nursing classrooms [#2062797]

-----

Wine Science Center classroom [#2062808]

-----

West building open lab [#2062815]

-----

the lab... [#2062820]

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Everywhere outside grass blade #1968543G. [#2062824]

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West building (has East Building's computer lab) [#2062833]

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BSEL, when it works. [#2062836]

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I found that the computer lab with the Apple Computers beside the English 101 class room(RM 239 I think) looks cool. [#2062837]

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CIC Computer lab, Linux lab [#2062848]

-----

Mac lab [#2062852]

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East 212 [#2062862]

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The boardroom in East. It's really unfortunate that the best tech on campus is housed in a room rarely used by students. Shows where the campus priorities are. [#2062878]

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Mac lab, hands down, has the best up-to-date technology. [#2062883]

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CIC 216 [#2062885]

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I would say that the Digital Technology & Culture computer lab has the best technology - regarding computers, tools such as the 3D printer, and the whiteboard wall. [#2062896]

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ICU? [#2062904]

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CIC 216 [#2062911]

-----

CIC [#2062916]

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Wherever the largest congregation of students is... [#2062919]

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THE CIC BULDING IN MY OPINION [#2062920]

-----

New Swine Science Center classrooms. [#2062921]

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East 212 Conference Room [#2062924]

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all buildings except in auditoriums [#2067575]

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CIC 216 [#2067590]

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Outside [#2067611]

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Nursing building -writable boards, consistent equipment in every classroom, projection unit. [#2067621]

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BSEL. [#2067629]

-----

BSEL Building or Innovation center. [#2067632]

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BSEL [#2067635]

-----

labs [#2067649]

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BSEL [#2067653]

-----

NA [#2067654]

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I like a lot of what is available in the BSEL, but I think their projectors have the worst resolution. [#2067664]

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CIC 216 -- good control of lights, sound, projector, etc. [#2067668]

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The newest building. [#2067681]

-----

Computer Lab in the library building. [#2067682]

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N/A [#2067683]

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The open spots in the hallways or outside. [#2067691]

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nursing facility or wine science [#2067702]

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West building [#2067706]

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Same as above [#2067707]

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The CIC upstairs computer lab (in regards to access to ArcGIS) [#2067720]

-----

Wine Science Center [#2067726]

-----

None - as we have no smart boards (these are used in public schools starting in middle school) - and no additional plug ins. [#2067730]

-----

All the newer classroom that have been remodeled. [#2067731]

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CIC 216 although audio appears to carry over from adjacent classrooms through the ceiling!!  
[#2067744]

-----

I have taught in the West buildings and the Science building and both are fabulous. [#2067763]

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The building with the library [#2067764]

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Our offices and service areas tend to be the best equipped and maintained, for which we are all grateful.  
[#2067775]

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The Mac lab, presumably, since I haven't actually used it. [#2067786]

-----

**Excluding classrooms, do you find it easy or difficult to find locations to charge your personal devices? (i.e. laptops and tablets. If your answer is difficult please tell us the locations we can make improvements) (Open-ended Question) Self-reported faculty, students, staff, not declared only.**

Easy in the West building and library, difficult in the East building. Having more outlets or power-strips would make it easier [#2062789]

-----

I only utilize the nursing classrooms [#2062797]

-----

Difficult. Conference Rooms (for during meetings, all buildings where meetings are held so devices can be charged. [#2062816]

-----

no there is no cellular coverage and I'm am constantly looking for wifi [#2062820]

-----

I haven't tried. [#2062824]

-----

n/a [#2062833]

-----

Difficult. There are often limited power plugs next to seats. [#2062836]

-----

The only charging port I have seen is in the Student Lounge. In the library, I found some ports on the ground as well as some on the wall. I think I'll be hanging out more in the library or the Student Lounge in the East Building. It would be nice to install more ports on those places for student purposes.

[#2062837]

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Difficult. Places without adequate access: tables in west atrium, east study area, library, CIC common area [#2062852]

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no [#2062862]

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This is not a problem for me, but I think students would like to see more options in the old commons. [#2062865]

-----

I haven't tried primarily because I don't usually charge my devices outside of my office. [#2062878]

-----

Very difficult. Any location that has room to sit has very little access to wall outlets. Same with the majority of classrooms. I have a six foot power cord and most desks are 8 foot or more from an outlet. [#2062882]

-----

IT IS SO DIFFICULT TO FIND PLACES TO CHARGE A LAPTOP. The West Atrium is ALWAYS full of students sitting in those chairs hogging the plug-in racks there. [#2062883]

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Yes. [#2062887]

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The only device I ever charge at school is my laptop, and it has always been easy to find an outlet for the charger cord. [#2062896]

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Can be difficult, we need more seating areas with charging near by [#2062904]

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Usually pretty easy. [#2062906]

-----

Hard especially in the CIC cafe area, there is only one outlet. [#2062911]

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more outlets everywhere especially in places where people sit between classes [#2062912]

-----

I find it difficult to charge my phone outside the class room because there is not many charging ports that are not being used by students. [#2062916]

-----

I don't have this problem, so I can't answer it. [#2062919]

-----

Yeah, i wish they had power strips under tables so that i didnt have to sit in a strategic location next to a wall. [#2062920]

-----

n/a [#2062921]

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No, but I'm in my office all day. [#2062924]

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You have outlets everywhere but docking stations would be better and look more appealing [#2067571]

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need more for phones like charging areas with chargers on the, [#2067575]

-----

yes [#2067578]

-----

classrooms need to have more charging stations like the library [#2067585]

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Easy, I go to the student lounge to charge my phone. [#2067590]

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I find it hard to find places to charge my devices. [#2067611]

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Very difficult [#2067622]

-----

no. can we get Qi surface charging in the tables in the classrooms? [#2067623]

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No, it's fairly difficult. [#2067629]

-----

yes [#2067632]

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N/A [#2067649]

-----

Difficult. We need more charging ports and outlets in areas like the east lounge and west atrium. [#2067653]

-----

Yes...not enough electrical outlet to charge devices [#2067654]

-----

It would be helpful to have power strips along tables/desks in classrooms/lecture halls for plugging in laptops/tablets. [#2067668]

-----

Places to charge personal devices are easily found. [#2067682]

-----

N/A [#2067683]

-----

Easy. More than enough. [#2067690]

-----

I don't notice this since I'm always in my office. [#2067691]

-----

not easy...there are few places to charge my devices. id like to see more wireless inductive charging stations [#2067702]

-----

na [#2067706]

-----

I am adjunct faculty and have no office desk so this is a problem. The Pullman campus provide space much better. [#2067707]

-----

Difficult. [#2067718]

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I do it in my office but if I had no office I don't know where I would plug in. Difficult in the East building - anywhere. West atrium - library - by the cafe - in office waiting area in CIC bldg. [#2067730]

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yes. plus finding classrooms and there are no real detailed and easy to find campus maps. maybe have new touch screen technology maps around campus and better signage. [#2067731]

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I haven't had trouble with this. [#2067748]

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Easy [#2067758]

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none [#2067763]

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Nope! [#2067764]

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I have an office, so that is not a challenge for me. [#2067775]

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Finding them is easy but they're in weird places (such as areas with no seats) [#2067786]

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**Please comment on student printing at WSUTC. (i.e ease of printing, printing from the web interface and printing from you personal laptop or tablet) (Open-ended Question) Self-reported students only.**

Printing in the labs works well. However, the amount of printing we can do before charges start applying means most printing needs to be done off campus when taking writing heavy classes. [#2062789]

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I like the net print option. At the end of last semester I (and other MacBook users in my class) suddenly had a difficult time submitting print jobs, but we haven't had similar problems this semester. Thanks for fixing that!! [#2062797]

-----

More training on how to print wirelessly. Get printers that do double sided printing. [#2062805]

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haven't tried printing anything yet [#2062820]

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ldk. [#2062824]

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n/a [#2062833]

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I don't really know much about printing in WSUTC because I haven't tried it before. [#2062837]

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Printing is currently a money-maker for the school. It costs the university far less than \$0.05/page to print (I can beat that price at home, and I don't get university/bulk discounts of anything). Charging students like this is outrageous. A quota is necessary to prevent users from printing EVERYTHING, but charging is profiteering. Give us a page limit of, say, 500 per semester, and it RENEWS EVERY SEMESTER. Or keep the current system in place but RENEW IT EVERY SEMESTER. [#2062848]

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need more printers. [#2062852]

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Myself and some classmates were under the impression that we got 200 pages each semester for printing. Therefore we have used them all and now have \$0.00 left. One of my classmates attempted to pay for printing via her cougarcard, and it didn't work. [#2062864]

-----

I have to find an open computer to print from. Which means I have to wait for the machine to start up or load up, then for things to initialize, then I can open the file and print. Of this 5 minute process, 20 seconds is waiting for the paper to process through the printer. It would be nice to have a dedicated machine that is always up and available just for printing. You open your file, hit print, select your account and then collect your printed paper, then sign out for the next person to print. [#2062882]

-----

With how high tuition is, student printing should be free (without excessively printing, like a 500 page document all at once or something). Also, there is a definite lack of ease-of-access locations to print something when an assignment is due, it's like, you're in the West Building and since the computer lab is occupied by a class you can't print there, and the computers in the student lounge is full so you can't print there, and you have 4 minutes to get to class in the East building, your only option is to hike it to the CIC building and try and print at the Library. Not that great... [#2062883]

-----

I would like printing to be more accessible with ability to print Word Docs from our computers. Also have double sided printing options and color printing options. Especially on the Lee Blvd. Campus!! [#2062894]

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Sometimes the library printers have problems and need to be restarted, but otherwise I have not had any problems with printing at school. [#2062896]

-----

I've never used it - better be free though. [#2062904]

-----

An app would be useful to print from when using a cell phone [#2062916]

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It would be easier if there were instructions or a guide on how to print from personal devices if there is not one made already. (If there is one, please make it readily available somewhere and known) [#2062917]

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I haven't used it yet. [#2062920]

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Easy very well done [#2067571]

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not used it yet. [#2067575]

-----

I did not know I can print from my personal laptop. Printing service is overall good. Scanning service, not so easily accessible. [#2067578]

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printers need to be available through the wifi network so that students can use their own laptops when printing things that they need. saves so much time [#2067585]

-----

I think that each department's students should have free printing. We pay student fees, to our departments, and we should get something out of it! In Pullman, each department has a login for each major and then you can print for free!!!! I would much rather have our student fees pay for that, than another stupid t-shirt!! Please make that a possibility!! [#2067589]

-----

I can't figure out how to print from my laptop. I tried connecting but, was not able. [#2067590]

-----

It's ok. Not too terrible. Would be easier if there was better computer access. [#2067611]

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Seems impossible to print from personal devices and difficult at times to even print from the school computers. Students appear to have no access to copiers. [#2067617]

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Not enough supported formats. [#2067653]

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It would be nice to have the \$10 for printing reset for each semester. [#2067665]

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Haven't tried yet. Don't know how though. [#2067671]

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I haven't used the printing services enough to make any good comments. [#2067674]

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Last semester I had a lot of issues getting the printer to print my documents. I would have to resave them multiple times to finally get it to go through. This semester I haven't had the time to set up a printer account to try and see if I still have the issue. [#2067683]

-----

I have never been taught how to print on campus but i hear it is easy. I dont use the campus printers and dont need to. [#2067690]

-----

Difficult to only be able to pay for printing in east building. Should be able to buy prints in more than one place. [#2067706]

-----

I have not yet tried printing from my personal laptop, and am not even sure where I would begin. [#2067720]

-----

Free unlimited printing! [#2067726]

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I haven't done much of it yet--but it would be nice to have more paper available for free. I haven't tried the interface, and I don't know how to print from my personal machine--I hadn't realized that was an option; I'll look into it! [#2067753]

-----

It would be nice (and maybe this is available and I didn't know) to be able to print from our personal laptops to the WSU printers. [#2067764]

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It's quick and easy but the limits make things difficult for everyone. And really, with the cost of education being as high as it is, we shouldn't be charged for printing out school-related assignments. [#2067786]

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

6.7990 (n=204)

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

6.7073 (n=205)

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