

Survey:

IT Survey 2006-07



IT Survey

iconnect@ub
From the first click.

Student Information Technology (IT) Experience Survey

Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *IT Survey 2006-07*. The results analysis includes answers from all respondents who took the survey in the 21 day period from Tuesday, November 21, 2006 to Monday, December 11, 2006. 1946 completed responses were received to the survey during this time.

This is a raw qualitative comments report. The data will be summarized for the final report and posted separately.

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Filter:

Responses Received: 1946

29) Please take this opportunity to share your thoughts on public sites, NetPass and/or iPrint.

It has been wonderful not waiting for printouts
V143
Possibly we can have a greater amount of pages to print from iPrint next semester.
I could use more pages for iPrint per semester
i think iPrint is a good idea to help get people to print less but i think the amount of prints people get should be allocated differently. a 1st year undecided major taking 12 credit hours doesnt need to print nearly as much as a senior management or law major taking 20 credits.
The public computers seem very slow and outdated
they aren't bad
I ran out of my allowance with a month of school left. I cant help that my professors make me print everything.
i pay a lot of money as part of the fee to use the computer labs i shouldnt have to pay to print too.
the iPrint interface is clunky. The system hardly ever works. Still offers little control over printing (ability to cancel jobs and such). Does not appear to provide any savings.
iPrint is stupid
N/A
Could use some linux computers at public sites for faster login. Login is ridiculously slow at public sites -- seems to take five minutes for all login scripts to process, and more if I have to turn on computer in lab myself.
iPrint is complicated and terrible. it always has some error and it doesnt print, or it says it printed, uses my quota, then ends up not printing at all.
I like the public sites since they help me to get my work done at school (I commute).
No idea
sometimes netpass takes so long to load

i have no problems with iprint
iPrint limit is not enough for online classes where you have to prints books of every thing.
Like it.
They are very useful.
i have to go into a different option to sign on. also my i-print does not work at all it will not let me print.
its easy to use
bothers me to sign in every time.
iPrint is a waste of money.
iPrint should be bassed on classes....science makes you run out
-
start with the standard 650 pgs for 15 credits and add 50 pgs extra to print per credit taken over 15
need more ipring quota
iPrint allotment is inadequate, i ran out before half way through the semester.
I think there should be more public sites that you can print from so there are shorter wait times.
We need a larger print quota!
good
good idea
iPrint limitation is too small.
Thus far, I have used public sites very little. Capen Hall's facilities have been adequate. However, the IPrint system is extremely inconvenient and convoluted. It would be much easier to have public access printing. What little assistance provided to use the system has been confusing--Mostly due to the condescending, lackadasical staff. This is the first thing that needs to be changed.
it works well for me
Need better printers in the pub sites. Clement's breaks down constantly.
I use UB WiFi in some of the buildings... The range is fair, but it would be nice to be able to it outside.
for some people, the amount allowed to print is adequate, for others, it doesn't even come close (especially for grad students).
i don't like how iprint charges money for printouts
Try hiring people who speak English.
iprint paper quotas are bullshit
iprint works for me, but some people may need more than whats allowed
I am personally happy with NetPass as it provides me with secure browsing but iPrint is completely useless and very annoying when u need an urgent print out.
not sure
theyre wonderful
The express computers are way too slow. IT takes about five minutes or longer to just get the mstarted.
Kimball Towers computer lab is a great asset to the nursing school
iprint = horrible netpass = too leanient
iprint is horrible. i have a problem atleast one out of every 5 times i use it
printing should not cost
They are great! I really have no strong opinions, other that when I iPrint, it'd be great for the printing stations to post how long they're delayed, so that they wouldnt get 50 of the same question repeatedly.
please increase the iprint allocation

They are fine
Should be able to be used by multiple computers as I have 2 laptops and use them simultaneously.
i have never had a problem with either of these
I hate Iprint. We should not have to pay extra for printouts when we pay a computer fee already!
I would like a larger allotment for iprint.
Sometimes takes to long to print.
I print can be confusing, sometimes i do not know if i have released my work yet to be printed and end up not printin it
i don't use them that often, but i am very grateful that there is so much access when i do need them
public sites are very important and helpful, so is the netpass. But when it comes to printing i think it should be free, however iprint is helpfull mostly...
I think printing should be unlimited for the amount of money I pay to go here, even at state school prices. Furthermore, money could be saved on scaling back the number of public computers. Now with most everyone owning a computer, and many owning laptops, improving wireless accessibility on campus should be more of a priority.
nothing
iPrint quota was not enough for me, especially because it was my first time to tale 7 courses, 2 being online course- which requiered a lot of powerpoint slides printing...
the printing should be faster. i have always encountered problems whenever the printer is on delay and i need my printing as soon as possible.
I hate how NetPass makes me enter my username and password multiple times, very often, until my web browser is actually allowed to connect and load a website.
good
iPrint is absolutely unwanted...it is too time consuming and the limit should be increased.
cool
iPrint is fast but have too many bugs
I like that because of IPrint there are less printer delays than before and that it is easy to use and tells me how much money I have to print.
iPrint does not affect me but I have many friends who need to print out notes for class which is mandatory. They never have enough pages left and will have to pay for the rest. We have to pay hundreds for books we should atleast be able to print for free. Thats what we pay fees for.
Works pretty well for my needs
iPrint has not enough quota for us to print. The public sites in Capen is always occupied during the day and is quite noisy at night even though there are not many people.
none
i think iprint is poor, even if we deserve that amount of print jobs, the amount that get lost and are filed wrong or just plain blank almost is a quarter of my prints which i have had to reprint.
it is good as it is
iprint software crashes...
I would like iprint to print in color, or maybe it does, and I am unaware of where I can print color.
I believe that NetPass should be there to make sure all necessary updates are installed on the computer. Too often though have I had problems installing the latest software and still getting no connection. Days later I get it, not knowing how I got it back.
i have no thoughts
We should not be charged for printing at all.
It would be realy convinent if you could send print jobs from locations out side of the library
I would like there to be more computers available for people to use in the Lockwood and Capen libraries.

I think iPrint is usefull at decreasing the printer wait time...however i think students should be allowed to print some more before being charged.

iprint is good...but ub should make it more faster....

iprint is too expensive, cosidering the amount of work i have to print for my classes.

n/a

The quick connect public site computers are a bit of an oxymoron as it takes at least 10mins for the computer to fully load for one to use it.

I think that NetPass and iPrint are useless wastes if money.

i think i have gotten 2 or 3 virus since i have been at school since fall 2006.

n/a

iPrint is awesome and very useful and appropriate.

I do not know how to use iPrint but would like to. When I go to the iPrint site to learn how, I can not find what I'm looking for.

I think they're great. They help keep computers rather safe and create an even and fair experience on campus, when it comes to printing and making sure everyone can access the on campus computers.

I have never used iPrint and am a little confused by it.

The people who work in the facilities do not do their job. They are always reading the paper and working on other things instead of organizing the printing.

I have used all of these appliances and have found they are fairly easy to use.

Computers in Capen library work really slow and slow.

i don't know what that is.

I have never used iPrint and am a little confused by it.

sorting of iprint is slow

iPrint takes a long time to load so I never know if what I needed to print went through or not. Then sometimes there are three print requests for the same thing and I have to do it al over again.

we should get rid of iPrint!

we need more money on the account

there should not be a printing limit

It should be based on your major, I am a nursing major and if we didn't have free printing in our computer lab I would definitely go over the allocated amount

I like iprint, it helps out a lot

It's all good :)

i think that all of the applications that i use are very good and work well

Its pretty annoying

There should be some public sites located in the CFA. Art students who are not enrolled in Computer Art classes do not have any computers to use in this building, and most art majors are pretty much confined to this building. Many of us feel as if our UB technology fee is simply for other students, not for us.

Very efficient

iPrint should have rollover money from UB Purse. If student didn't use allt he money one sem., it should be transfered to next semester.

They are great and provide much help for the students

iPrint works well

Net Pass I think is great to help prevent viruses that people may not be aware of, from infecting a large system. The iPrint I have differing opinions about. First of all I think it is great to keep a limit to prevent people from printing out books of worthless material. However, I think it is a very small quota that has been set, I personally have a lot that I have to print out and I pay a lot of money for stuff at UB and should be able to print more (at least enough to print what I need to for class without being penalized).

i dislike the limited printing

I think they have been very useful for me due to the fact that i live on South Campus and often do work between classes in the libraies

I am a grad student who usually is on campus for a limited amount of time. Two out three of my classes this semester required me to print several very long online articles. If I came to campus 1/2-1 hour before class, there was no way I could expect to have these printed. There was always a wait at the 'rush hour' around 3-4pm. It seemed like the workers were overwhelmed as well. Perhaps having additional printers would help, if possible. Also, I noticed I had to wait for a computer many times when people were playing games. There should be a way to monitor academic and non-academic use.

iPrint works well although I do not know how to print out pages that are not double-sided and I cannot find that information on the website

good

no comments

do not like iPrint, old way was fine

I think each department should have it's own printers.

UBFS storage is way too small, I download data for assign. and have to delete some to enter more. This is for just one assignment!

Everything is really wonderful!

what is netpass?

i hear a lot of moaning and groaning about iPrint. i personally don't need my entire allotment, and i hear grad students want more. i've gone where i had to wait upwards of half of an hour to get what i printed, and i think that's crazy. recently the wait has bene around 15 minutes, but i still think there should be some kind of 'express' lane for those printing less than 10 pages. the grad students will run off, oh 50 pages at a time, and it slows things down for everyone else.

The iPrint quota is fine as it is - 650 pages per semester, however the rollover period should be extended to length of undergrad/grad period, since we're paying for it every semester.

iPrint is fine

they are just fine

Because I work for CIT, I think iPrint is a blessing in disguise but I wish the system was more stable.

iPrint is great.

iPrint works fine. Print regularly with no problems

Don't have any

iPrint is fairly user friendly

iPrint has randomly deleted my printouts after i've paid for them. i've found myself all too often sending things to print 3 or 4 times to get one printout.

good

the computer lab in bell hall is well maintained and print time is short.

sometimes I don't really like it because some professors go through the notes too fast to write them down in class, so you have to print them out so you have the information and it really made a dent in my quota

it works very well for me

public site computers shouldn't be used for the purpose of gaming, downloading musics nor chatting. There are many times people who wants to do their serious school works, but occupied by people who aren't using it for priority uses.

that's just ok...

Personally, the allocation amount is inadequate for graduate study. i have used my allotment strictly for two classes, and have run out. Seems unlikely that anyone else would NOT have the same problem.

It is nice to be able to print using the campus computers instead of using our own ink and paper.

they work just fine in most cases

Convenient

Amount of pages for iPrint is too small.

none

Buy more printers.

I think that students need more information because I have no idea what iPrint is and I'm just guessing as to what NetPass is.

iPrint is great, it gives enough pages and cut down greatly on printing turnaround times. NetPass sometimes asks for my password twice.

good

It's better if we could print from our own computers.

iLove iPrint

There should be some copiers can be paid using iprint account

NetPass is good for keeping people who know nothing about computers off the internet and spreading viruses. All students should be required to install a fire wall before connecting to the internet

iPrint quota is far too low

they need more allocation for iprint

iPrint works better than the old printing system which had a longer turnaround wait

Satisfied so far. Thx!

I enjoy my time using UB computers.

iprint is good.

I like how we get a certain amount of money from iPrint, but I think it's a waste of paper to print out our name on a whole sheet of paper sometimes.

no comment

Need a bigger allotment for iprint!!! It is definitely not enough for class documents.

iPrint mostly under construction..

iPrint is easy to use and students can print out alot, but sometimes the waits are long and it is hard to find/log onto a computer for a while, especially when professors put up notes last minute. maybe there should be an increase of computers which are updated so they run faster? also, mainly because so many students print at the same time, alot of times students papers are mixed up, so maybe there should be more organization or faster printers? just an opinion.

Facilities are really good.

need more paper

with iPrint, there is hardly ever any wait for printouts...I like it!!

have not used iPrint yet. heard some glitches are still in effect with it

there should be no iprint

No one told me that I had a purse quota to print from, it would have been better to know this from the start, since I had no idea what it was when the option appeared while printing a paper.

Excellent computing services.

We pay enough tuition so we should not be limited with iprint quotas

Too many check stops with net pass, one to get online, one to get to myUB, one to get on email, ect. iPrint an public computers in areas like capen and lockwood are slow and print stations are either understaffed, equipment that breaks down, or just too danm slow.

blah
not a big fan of netpass. should be able to override it on certain ports.
Graduate students should have unlimited printing. Our programs simply requires lots of printing. 500 pages isn't nearly enough; I use that in one class.
We need more pages to print, from all of my classes i am not able to print out all the notes for them
none
i hope they disinfect the keyboards at public sites often....
Good.
I think iPrint works great and the only problem i have at all is sometimes the lack of computers when i need one.
The iprint program needs to be improved. As an accounting student we I have a lot of work to do and shouldn't have to deal with problems with printing.
IPrint should allocate more paper for students.
need more pages available to students. teachers are not handing out readings, therefore we have to print out ALOT of handouts.
more pages for iprint maybe.
The only thing is the delay in printing. I don't know if that's due to iPrint or not, but sometimes there are delays of a few hours, which is really inconvenient.
brah
NetPass is extremely annoying. It never works right and takes forever.
limit for iprint too low - especially for law students
Alot of times there are problems with the iPrint at certain areas, and with the NetPass sometimes it takes a while for me to get through to a site with out it explaining why.
We need a faster printer in the Red Jacket computer lab.
its not bad
n/a
I think iPrint is a good idea because I can remember when people would just print out loads and loads of useless things that wasted paper. Sometimes, however, you have to separate a document into a couple of sections because it won't all print at once. I think that's a hassle simply because the document isn't even that large to begin with.
i dont think there
I THINK THEY WORK PRETTY WELL AS IS
Rarely use them so I can't comment
n/a
Awful idea, shouldn't have to pay for printing
iprint is horrible
iPrint should be done away with, I shouldn't have to pay to print out my work. We already pay in tuition
I think NetPass is important though sometimes it can be a nuisance.
i am solely on south campus, so i don't have any problems, but north campus sucks for computers. the wait is too long and too many of the computers on south campus don't have word.
I love that with iPrint I can now get my printouts immediately whereas in the we often had to wait several hours or longer.
ok
need more printer to reduce time on waiting
Put more computers at Public sites.
Since i am in grad school i print more so i feel like there should be a larger number of prints allowed

Quick print center computers are too slow.
i print is ok but i dont really like paying to print papers. especially because we pay so much for tution
it is good but maybe there should be more computers
The 3rd floor Lockwood Cybrary was a nice addition. I think it should be done for more floors of the library, so no one has to wait during peak times of the day.
I am working a PhD student working on a qualifying paper and research and need a much larger allotment for my literature searches. The allotment should be based on your level at U.B. i.e.freshmen vs. doctoral student...etc. I have spent money out of pocket as well as purchased my own larger printer for home. In addition, I need to use iprint for my GA work.
as a grad student i already finished my quota 3/4 way through the semester. for undergrads the quota is fine, but grad and law students should have a higher quota because we have much more work to do
I have no idea how much is left in my account.
works well
The front back printing is not preferred, I know printing on one side is a paper depleter but no person ever normally hands in a term paper double sided. NetPass is not a significant problem or asset.
It is not a bad idea, nor a good one.
the new iprint system and releasing your documents is a little confusing. I have times where my documents weren't released, there should be better instructions on how to release documents to printing.
It is very helpful for new students.
I feel that the printing allocations should be a little bit bigger.
I think the fact that it costs 4 cent per page is ridiculous... not to mention that the pages are double sided and for both costs 8 cents.
More laptop ports and more flat screen computers.
It's getting better with waiting to get the print outs.
print time turnaround is often slow if there is any urgency. Also the pub sites in the dorms are not open late enough for late night printing.
Iprint is good.
don't like iprint
works good
I work on campus and have been lucky not to need to use public sites more than once or twice but they met my needs.
none
the iPrint quota is not enough if all classes require notes to be printed out.
iPrint needs to have larger allotmetn for graduate students...they do not have text books and print research articles as their references for MOST classes
we need to be able to have a higher quota for printing
dont use
iPrint makes sense in terms of reducing waste, but professors need to know that they can't expect us to print out hundreds of pages of notes...or the allocation needs to be bigger.
You do not give enough paper quota for students before we have to pay. I am forced to print at home or elsewhere because I run out of paper so fast and I cant afford to pay ub anymore money to buy paper for myself. We should receive at least double what we get now and it should carry over between semesters and years.
Public sites make it possible for me to complete work for my graduate classes.
good
They are effective
good idea
It has improved vastly over the years.

iPrint NEVER works right. I also don't like how this university scans the files on my computer. What about the right to privacy?

I can't get on via wireless most of the time I am on at North Campus. I like iPrint but for the MSW program the allocation is humouress. We have so many articles assigned/research we have to do, the allocation does not cover half of what we need. Never mind that this amount totally prohibits us from actually using any of it for papers.

not sure if you can but how can you use iprint from a personal computer connected to the ub wireless internet? if it is possible it should be advertised. if not, make it possible...

we should have more iprint money--its not enough

iPrint's allotment isn't necessarily fair for certain majors. Some classes require printing of course notes and labs that can far exceed the current limit. However, keeping the SENS printers off the quota is the best way to deal with this.

I print helped cut down the print time because people are now aware of how much they are printing, I agree with UB on implamenting this program

we need more computers

its excellent service

There is a demand for people using computers in Capen at peak times. The printint is MUCH faster this year than last year (good job!!) but there is still a wait for the use of the computers.

There should be instructions on how to use iPrint online when one goes to use it.

I wouldn't even know how to use iPrint even if I needed to

very crowded at times.

No idea as i do not own one.

Never used either

They are good

I try to avoid iPrint at all costs because of the time lag between the computer and the printing service

I think they all work for a better performance for me.

more allocation for iprint is needed

dont know about it

we should not have a limit on printing. Professors live by posting slides so they can go more quickly, we should not have to pay more money because they have the technology to go faster.

iprint is not user friendly. it takes too much time to log in and the number of sheets you have is limited so it is extremely bothersome.

by using the iprint, Im sure they could have saved unnecessary printing jobs. however, engineers can log into unix system and not pay for their printing jobs thus it needs further changes.

I am satisfied with the current functioning of Iprint.

nothing

actually, in my case, I need to print out a lot of class powerpoint works from iprint. this semester, I have to put more money to print out my class works!

color printing badly needed

n/a

iPrint- very handy for the printerless.

Should be able to print from a lap top.

Get rid of iprint and the guy who came up with the printing quota to begin with. It is by far the worst idea I have heard any university ever make, the idea that a university a center for learning can have a ration on paper is absurd. They said it was because of the long lines, so why dont they just get more printers?

For graduate students the amount of printing may be to small.

ada af fga asfdasfd ffaag agf.

I do not like the purse quota, copies should be free and unlimited for students.

iPrint should increase the maximum number of printing pages

computers are very slow

its very nice and easy to use

I wish the dorms had wireless and that my computer would work better. It runs so slow and I don't know what's wrong with it.

I'm not familiar enough to make a comment.

Last I knew NetPass is incompatible with Firefox. Takes too long to scan my computer. Also tries to scan my computer after I have been on campus all day. Have it check once every 24 hours and not every 6.

iPrint should be dismissed there should be no limit on the amount a student can print. Some of use have our entire coursepacks online in which we have to print out. Which takes a large amount from the quota

im not sure how ot use it

The 15 minutes computers are easy to access but they are very slow.

For the amount of work or readings that are required for my graduate studies, I do not feel the quota is reasonable.

NONE

iPrint is just absolutely atrociously administered. Perhaps it isn't the iPrint system itself, but honestly, how did it EVER seem like a good idea to have every student wait behind a stupid wall of boxes to have a team of 3 lazy undergrads shuffle papers around as if meant something! Why not put the stupid printers where students can walk up and take what is theirs! We are ALL literate individuals! I've gone to a lot of university's, real ones, not crappy ones, this is my 4th, and at every one printing is not at all problem. And some were larger than UB! Put some trust in students! Allow them to choose a specific printer, print to it, and retrieve their own printouts. The waiting system is just absolutely absurd and wastes my time literally EVERY day. It's also costing you money, having to pay people to socialize in their inept, faux ivory tower.

iPrint, on certain days, is fairly slow. I wish more printers could be made available to reduce waiting time.

I want to be sure that others will not be able to access information that I have viewed or accessed on a public computer. Obviously, I need to logout, but I want to be sure that NOBODY (including IT personnel) has access at any time.

iprint seems to work pretty well though it's confusing when It's down because you don't know if your print went through or not

I think you should increase the quote for iprint from 650 pages to 1000pages.

iPrint takes forever to come up in Capen, I have waited as long as 7 mins just waithing for iPrint ask me how I want to pay.

Good Stuff!

I have my laptop, so I rarely use public sites.

not much to say. iprint is easy to use and i don't need netpass

Iprint is okay. It actually stops others from using too much paper especially for unimportant reasons.

they all seem to be working well for me so far.

the pick up station takes forever

takes too long to get the stuff you print out

Works fine.

no

iPrint is great, the quota is in weird numbers though

Graduate students should get a bigger print allotment

iPrint always has a wait and you can get charged for printing that never came out. FRUSTRATING

Use departmental computers, which is not funded by iPrint. We have to pay for printing. Why not make iPrint available at departmental computers?

iprint is great unless you have a class where the teacher assign a lot of articles to read and print out. I am in grad school now and have access to a lab, but had i been back in undergrad taking gen eds, esp. world civ, iprint would have been a nightmare. When it comes to getting pint outs workers are also sometimes lazy and let them stack up or put them in the wrong bins.

iPrint is useless

i like how the nursing lounge doesn't use i print

When using iprint it prints papers on both sides which a lot of teachers dont allow, I am unsure if there is a way so it would not print double sided, if it didnt print double sided then I would be able to use it more frequently.

good

i like it

iprint has its bugs like everything else

The major of the student should have a weight in the amount of iPrint allowed. Some major need to print more than other, like science majors.

I think the printing at UB are great, especially on South campus. They have worked to get the system right and I think that its easy for people to print and get work done. I do think we need more computers on both campuses...UPDATED computers that don't take forever to run. Otherwise I think computing at UB is great!

I love the fact that iprint makes shorter lines because of less people printing alot of things.

the few times i have used iPrint i have had to wait hours for my papers. this is very inconveniant.

it's always backed up

so so.

iPrint should print out more in color too!

When iPrint is down and there are no cover sheets, the library should just not allow people to print.

Need iprint access from off campus.

public sites are super neat. iprint is butt

Grad students should NOT have a limit on their printing ability. I printed only what professors required us to read for class and my quota was completely gone. Our tuition is high enough and we are generally an older more mature population and less wasteful with our printing priorities.

the cover sheet on each page is overkill. There should be one cover sheet for each SET of jobs sent simultaneously from one user/computer

I haven't had problems with anything.

N/A

Netpass sucks, iPrint should not exist and the public sites are comfy.

I hate waiting over a half hour for a print-out when I need it now. When I do get the print-out, I'm missing the last three pages to my report because the print staff have such a boring and stupid job they can't think straight. Here's an idea: Why not spread out those bajillion printers on the first floor in Capen into separate areas? For example: use color to indicate print areas. Get rid of your useless print staff, who constantly mix up print jobs anyway, and allocate a printer to each area. When students get on a computer, there'll be a sign or something indicating they are in the ORANGE print area. When they print something out, they can just walk over to the ORANGE printer and grab their print. It's SIMPLE. We have enough bureaucratic hoops to jump though here at UB, and trying to convince the print staff to hand over the missing half of your print job 10 minutes before a class shouldn't be one of them.

Some of the public computers that most students really would like to use quickly run like DINOSAURS especially the ones you stand up to use in Capen. It takes 10 mins to log on sometimes when all you have to do is hit print.

some public sites get very congested late at night, which is when i tend to avoid them.

not sure

have to wait too long in line and then too long to get the computer started, then the computer responds very slowly (re: public sites). iPrint seems unneccesary to me. what's the point of it? maybe i just don't understand what it is...

I am not familiar with either.

I think the websites our found fast and easy.

Half the time iprint is either down or not working right. Plus, it's ridiculous that I have to pay for printing at a school whose funding comes from my tax dollars.
They work well and are convinient to my use
NetPass is fine. never printed on campus
iprint is awesome
Not a large enough allocation
Please get rid of iPrint, it works just fine, but I require unlimited printing capabilities. I do recycle so its not as much of enviromental problem as it might seem. Just increase the amount of paper recycling bins and things would be better. Thanks.
Should have unlimited iPrint!
good
would like to use iprint.. will try for spring semester.
I like it and understand taht it is bein used to save wastage of paper.
iPrint is annoying. I pay a technology fee and shouldn't have a limited amout of printings.
work well for me because i also have access to OMC. i on't know what i would do without OMC because i print more documents there than i would be allowed on iprint.
I think we should be able to set up our computer once using NetPass and that's it. We should just be able to immediatly go on the internet without logging in (at least in the Res Halls and Apartments). Plus NetPass seems to be random. Sometimes it scans my computer before letting me log on to the internet and sometimes it doesn't. iPrint should give more money/credit to Graduate student because we have a lot of printing to do. Some times one of my articles will have more that 40 pages, plus I usually have more that three articles to print for each class on a weekly basis.
good
NetPass keeps my computer safe.
The computers in the library are old, slow, and antiquated. iPrint needlessly hogs memory and slows down the whole process. There has to be a better way of ensuring med students and idiot undergrads don't use the printing services as a copier and make 50 copies each of graphic laden powerpoint files.
I haven't had any problems finding an open computer and as far as netpass goes, I feel comfortable knowing that most people connecting to the network has nothing wrong with their computer so nothing will be spread through the network.
I hate Iprint. I think it sucks.
Efficent and overall good rating.
I think it would be nice to have more computers.
there shouldn't be a limit on iPrint
Well maintained. More utilities can be installed
iPrint quota is TOO SMALL for graduade students! We have different needs!
raise the page allowance per person
I understand why iprint is in use but the quotas really need to be increased, at least for pharmamcy students
One or two computers at some spots may help people to find their place or do some quick works.
iprint is does not allow a reasonable amount of prints, especially for grad students. I used more than half of my allowance on one of my courses within the first 2 weeks of classes. These print outs were mandatory for course readings. I and many other students are forced to print out readings at our GA jobs, which then jeopardizes our jobs. Grad students have a lot of required readings that are posted on ublearns, some of which are 25 or more pages each! iPrint is not fair to grad students.
iprint is good and very important, not many shcools have this service but just a little slow
Would like to access iPrint wirelessly
iprint sometimes does not work for me. There are definitely flaws in the system and needs to be monitored better.

we need more allocations for Iprint and more computers and better wireless
The computers that you only have 15 minutes on, the express computers are extremely slow. By the time i get to the website i need 5 minutes have gone by.
everything takes too long
need more public computer sites and printers
it works
We need a larger purse for iPrint, class notes take up alot of pages.
Yay for public sites.
iPrint allocation should be increased since a lot of course related materials are becoming more and more available for downloads and students need more iPrint allocation to print those documents including their papers and assignments.
Either get rid of the print allocation or increase the allocation dramatically. Increase the allocations for science majors because of 30569742390 pages power point slides per lecture. Also, increase the logon speed for quick access computers. You spend 5 minutes waiting for it to log on, 5 minutes to wait for the desktop to load, and 5 minutes for it to start the internet.
Concerning iprint, some majors and graduate work demand more printing than the current amount provided.
The printing takes a long time.. Like almost half hour or more most of the time.
I think school should not charge us the fee for printing paper.
n/a
I print is very limiting esp for a graduate student who relies n print outs
The 15-min computers on the first floor of capen takes too long to load.
It's fine
Wasn't needed in my opinion, then again i dont know how hetic some students can get with their prints out.
Iprint is pretty convenient, except when the printers get stuck and your command doesn't go through for almost hours. Sometimes, UBFShome just doesn't sign you in for no reason - that can be a problem for people who work mostly in public computer sites and store a majority of their work in their UBFS space.
I prefer using my department's computer lab in part because it is easier to use my USB jump drive. They have a wire that comes up to the desk so I don't have to fumble with the front USB ports in the Lockwood Cybrary. Note this is a minor complaint.
They're all adequate.
I do not like iprint because I don't think that there is enough money for both semesters.
no thoughts
Can I use iPrint from my laptop?
iPrint is very usefull but the allocated amount should be significantly higher!
Should be free!
when iPrint was not working sometimes I was not aware and I panicked that I couldnt print when in reality I had about 15 copies waiting for me downstairs and I never went to pick them up because I assumed nothing was printing.
They are important for many programs that I do not have on my laptop that I can access on campus.
works ok to me
Great!
in most cases the iprint in most locations are always down. the express computers on lockwood and on capen are to slow they need to be faster if they are called express.
iPrint. Queues. Are. Really. Long. And that makes me a sad panda.
When printing in the libraries, i can only get it to print on both sides of the pages, and i would like to know how to print out paper with only one side of writing on it, because i can not turn that in for classes most of the time.
The above question will suffice.

not very efficient

don't use

there should be iprint stations in the residence halls!

Computers take too long to log in. I'm never sure what is going print when I iprint

What is NetPass?

never used them

I mostly work in Bell 101 and in this site the main problem which people face is the text documents do not get printed. Please look into the matter..

iPrint is a good idea but the computers used as so slow as it is, it just lags it back even more.

I think that iPrint is a good idea, but it should be given on the basis of how much each class needs print-outs. For example, if you have to print out slides and write papers for a class, you would obviously need to print more for that class than someone would have to print for a small discussion-based class.

It is better to make us be able to use our own computer to make an iprint.

I usually have to wait for a while to use the computer in the public site. and cybelibrary you can never get a computer. Printing takes a while to come out.

I think we need more computer considering there are alot of people on campus and they need to use the computers. Also, I think that we should not be allocated a certain number of pages we are allowed to print.

All public sites should provide basic Microsoft Office software access. (viewers)

I enjoy them

I think there shouldn't be limited amount of money for iPrint.

At first I wasn't too happy about the iprint idea, but now that it is up and running I like it a lot. Papers are printed so much faster then before.

I don't know why people complain about iprint - it's very well executed. I appreciate UB not restricting web access/sites.

In the beginning of iPrint, I was overcharged by 10x and when I asked the consultant, they told me there was nothing they could do. There should be a way of fixing this.

i think that whatever printing we have left over should carry one to the next semester and/or year

Make the 15 minute computers log on faster I spend more time waiting to log on than to research.

It's all good.

I do not like iPrint. There have been many times I do not receive all of my printouts and have to pay a second and third time because people who sort it do not pay close enough attention.

I don't like iPrint because it is really inconvenient for me to use the library computers. I have my own printer at home, so it is much easier to use that than to wait in lines at the library - sometimes for several hours - to get the prints. I think that it is a good concept, because it encourages students who use the printers to save paper as they can see that it is coming out of their pocket. But then there are students like me, who wouldn't normally use the printers but feel like they have to because they're spending more money on iPrint than they would with their own faster printer. and they're clogging up the libraries for people who really need those printers. Therefore, I don't think that all students should be required to pay for the print fee, because not all students are using it. It would make a lot more sense if students who use the libraries printers put as much as they would like on their account and then everybody would be happy. There are more than 27,000 students at this university, thats nearly \$900,000 for iPrint! I can't imagine that all of that money is going to be used this semester alone. Also, I've found that a lot of people don't even know about iPrint.

iprint when i have used it prints front and back, which many teachers dont like students to do for essays or work that needs to be handed in...i am unsure if this could be turned off so you can print only on one side

iPrint, while I understand the motive behind it, is not a good program. Besides the fact that it constantly breaks down, I am required to print out countless notes for my classes. As of now I do not know if I will have enough quota left to finish out the semester. If iPrint is going to be kept, the quota MUST be increased.

I do not think all library computers should be used for emailing and surfing the web. there are people there to actually do RESEARCH and to wait for an computer when someone is goofing off on one is very annoying.

iPrint is easy and managable. It is a convinient way to take prints at anytime of the day provided the location of it is limited.

Convenient locations and times for students without a computer.

After exceeding quota, the current payment system is very poor, with two big problems: (1.) The User Interface on the iPrint stations is very non-intuitive (I figured it out myself after a few times, but I've seen many other people struggle with it). (2.) There should be a payment method that does not require walking up to another computer to log in and to keep those cards. The whole thing is unnecessarily time consuming and it's very easy to lose the cards after purchase. On-line payment into a printing account should be allowed from credit cards, checking account tranfer, etc., so that the account can be replenished occasionally similar to how Campus Cahs works.

the public sites would be better if the stations processed faster

My only problem is that there are not enough computers for all students. And yet some are on them to shop or something else non-school related. We need more computers! I shouldn't have to wait every time I go to use one. Yesterday I waited 15 minutes just to get on one of the timed computers.

use a public site 1 - 4 times a semester

I think iPrint is doing well. Has reduced wait times and the allocation is fine for me. Too many people were printing unnecessarily. Keep the program going. As an incentive to reduce paper consumption, is there any way students who do not use their entire yearly allocation could use the money some other way? Donate it to academics? Get campus cash? Reduce the cost of IT fees? Currently and economically speaking, while setting an allocation keeps students from going over the limit, many people I've spoken with have the attitude that by the end of the year, they will print out "whatever" to use up the entire allocation since they already paid for it and won't get that money back. There's no incentive to not print up to the allocation amount.

Netpass gave me problems logging on to my computer the first couple weeks of school. The CIT help desk couldn't figure out the problem.Turns out it was annoying netpass blocking me from using my computer.

I don't mind it

I think iPrint is great, it cut down on the wait time for all of the people not printing useless 500 page documents for one page they needed. Now I can go in after a class, print something, and have it for my next class and not even be late.

I think iPrint is great, it cut down on the wait time for all of the people not printing useless 500 page documents for one page they needed. Now I can go in after a class, print something, and have it for my next class and not even be late.

I'm not sure if MAC address cloning is needed when using a router with NetPass, but I had to. There should be more obvious information regarding this so that setting up a router is much easier.

The iPrint is easy but sometimes it takes too long for the printouts.

So far so good I haven't had any problems yet.

Need to have a way to see if document has printed rather than just if it has been routed to the printer. Otherwise, iprint is a major improvement over the older printing systems.

I don't understand the quota on iprint. between 10am and 3pm it's impossible to find a public workstation that's not in use!

I haven't noticed a difference with using netpass; I still get spywear and trojans and other viruses from time to time.

I feel that graduate students should have higher number of allocation for printing as we need it to print out research and school related readings.

Students should be able to access iPrint from their own computers, and not have to go to a computer lab, sign onto a computer, and then print it.

I feel the resources allocated for all of these are scarce for what is needed. I always have to wait forever to get a computer when all I really want is to print something and then it takes sometimes until the next day to get it. What a waste of time and energy especially when I don't live on campus!

More papers should be alloted for iprint services.

Could you please bring back the online printer status check. This will make it easier to send printouts to the best site and help cut down waste. Also some classes require a great deal of printing. Can you make it so that school related printouts, as deemed by proffesors on UB Learns, not count towards your printout limit.

iPrint is inadequate for the needs of graduate students. I had to ask my faculty adviser to print a copy of my dissertation proposal to use for my defense because it would use up too many pages. Most of the articles need to be printed out, because it takes longer to read from a computer screen. In essence, we are paying for undergrads who felt it necessary to print out their football picks, powerpoints one to a slide, etc. Too often people are seen using the computers in public sites for recreational uses while there is a line for using them.

when iPrint works, it's great. when iPrint doesn't work, it's a pain.

They have all worked better than I expected, however it is annoying when people use public computer sites for recreational web browsing (facebook) when I need to do important class work. I often end up waiting for these people who don't really need to be on the computer.

GOOD

Takes too long to print jobs to be completed in Capen.

printing at Capen is INSANE

iPrint does not allocate enough print out for students especially now that teachers are encouraged to put everything on UBLearn and students are required to print out syllabi, lecture notes, and other reference materials

Especially for graduate students the allocation for printing is less than desired. I had to go off campus to print out some things for class because my allocation was already gone. That was only printing regular course work as well.

I have to time when I'm using public sites, because you can't get a comp. certain times of the day.

I don't know if it is possible, but it would be nice to use the iPrint service from an off campus computer. I usually end up having to wait 20-30 minutes to get on a computer to print something off.

I think allocating 1000 sheets per semester is needed for some students who take 19 credits...

good

I don't feel iPrint is necessary.

iPrint is good for the people who print text books. but how many people are really printing text books? we all see them but what % is that really compared to the rest of us who are smartly printing. because it hurts us smartly printing people. but it's not THAT awful if you're going to save lots of paper netpass is stupid, it never does anything when you're firewall is up, as it says. so should we take our firewall down so we can let netpass (and 12359028 viruses that are on the network) into our computer? that's pretty ridiculous or I just don't understand how netpass works.

Works fine

printing sometimes takes long but is very good.

iPrint is great once and a while when I run out of ink and/or paper - it's saved me on a couple of occasions already.

N/A netpass. Public sites are adequate, some computers (Capen overflows) are annoyingly slow. Driver files don't support all flash drives (I have a Pretec 514mb thumb drive that I need to plug into the rear USB ports for it to work). Like that I can use Mozilla, a lot. Very Very happy with iPrint, keeps wait times way way down on important printouts. Overall good impression.

The university does a terrible job of familiarizing graduate students with UB computing information. The only reason I know anything is because my assistantship is in a computing dept., where I am fortunate enough to get computers to access whatever I need including printing. The major problem with iPrint is that no feedback was ever solicited from the graduate students; you just dropped a policy on us. It would have been nice to be asked for our input before setting the low quota.

iPrint saves paper

I do not like to release my iPrint documents

No comments/suggestions.

good number of computers

They are great. I don't mind typing my password in for security and iPrint is helpful.

Not familiar

Netpass sometimes does not work in the dorm rooms

The computers at Capen are terribly slow and make it hard to get into UB Learn.

People need to limit their printing of articles that include many pages. Today there was someone printing out a whole text book, 117 pages! I have to wait 15 minutes just to have my 2 page paper print.

give more allocation for graduate student.

ITs great

i did not know if my paper had printed and i was over charged for reprinting

what's iprint?! i ran out of ink it sounds helpful!

They are all convenient.

i dont know about them. i like iprint.

Please allocate more computers for iprint, because I have to wait for printing very long every time.

printers are always backed up, hard to get items you want printed right away

i like the service they have in the lab and also with the iprint. it's quick and easy.

The wireless network needs to be improved. Bandwidth in Capen is usually saturated before lunch making it almost unuseable.

The iPrint allocation is insufficient for masters level students. I personally have chosen to print from home more, costing me a great deal in print cartridges. I thought my fees covered this.

Wireless access is great, i would like a router in knox so i can download ppt slides off from ub learns right before lecture starts; as for resnet, we should be able to configure the firewall to meet our needs on an individual basis (i have a hardware firewall/vpn connection that bypasses it, but i wish i didnt have to do that)

iPrint is annoying and doesn't offer enough prints. I pay a technology fee so I shouldn't be limited in the amount of prints I can make.

i love the UB campass and the school's setup. everything on campass is convenient

They are good

it's ok. I find it does what i need it for

I think it has greatly reduced printing time, however it may be due ot more printers available; such as in Lockwood. For Graduates though, the paper allowance may need to be increased.

they are ok

iPrint rocks!

I think that there should be more wireless access points on campus, to my knowledge, the rooms in knox hall dont have wi-fi access. That would be pretty useful. Also, sometimes I have trouble with the wireless signal on UBwireless when I'm in areas I shouldn't like the UGL.

I'm a Grad student and the allowance is not enough. Also, half the time the printer doesn't work in the music library but it either takes from your purse or from your card and your out the money.

good, good, good. thx

I think that NetPass works well, i've only had one problem with it being slow, but it was fine in about an hour.

no comment

Wouldn't mind seeing more computers fill up the open space in the cybrary (Unless there is something else in mind for it)

none

They are very convient.

Please enforce a quieter atmosphere at public sites.

iPrint very often takes ages to print material and sometimes prints badly, ink is dirty and dark.

there pretty useful

very useful and easy to access

The internet connection in Residence Hall changes over time during a day. Very good at night but is horrible in the morning afternoon.

i feel that iprint never works when i try to print something. the people working there always tell me the servers down! and i cant stand waiting 2 hours for one paper to print!

I have bunch of my quota of iPrint. Can I transfer (add up)the left over to next semester quota?
As a professional/graduate student, I quickly used up my print quota. My teachers require very elaborate notes. The quota should be increased for higher-level students.
good
Don't use them
NetPass should be explained better to students.
There should be a very visible notice and currently updated way to tell students how long the printing wait time is. Perhaps like a ticker sign of some sort
I think iPrint is great, but there are times when the wait is entirely too long and as a graduate student, I feel that the allocation could be increased.
I think,iprint shld be scrapped seeing as there still delays in print.
There are limited public sites. iprint dosent allocate sufficient prints.
public sites and iPrint has worked really well for me
The express machines are STILL slow. Fix them please. Also, the wireless access point in the back of capen basement (where the little individual cubicles are) is broken. If you sit at the individual table next to the broken wall with a board over it (near that access point area), you'll get good signal but no connectivity. I was a bit concerned about iprint at first but now i see the allocation is way more than I need - I have no problems with it.
iprint should be free
I think there should be a higher quota of prints for each student
iPrint should be available for use with personal computers (or if it is, better instructions on how to use it). Writing papers on my computer is nice, but would like to print to a school computer.
iPrint is a good idea to save paper/ink/money/the environment, but the limit should be slightly increased.
NetPass causes my computer to continually connect and disconnect from the web. It is anoying and counterproductive.
I have heard my friends complaining about the wait times to print a document. They have told me it can be upwards of an hour. I personally have no experience with this because I do all my printing from home.
I think you should be able to access iprint from your personal laptop in the library instead of only from the computers there. And if you can already, there should be a poster telling you how because i couldn't.
printing should be free!
Need to sync passwords and user names
More information should be posted on my ub pages... not quite sure if I am familiar
iprint: slow
I live in the dorms, and have no idea what NetPass is. Unless its that box that pops up prompting password to let you access the internet?
we should be able to print an unlimited amount of pages
net pass- ok iprint- annoying
sometimes iprint takes an extremely long time
iprint
It happen often that the wireless network is not working correctly. Also it's annoying not to be able to get the printing delay on line for the engineering printers (Bell 101 and UNIX printer in Capen).
Note: Question 22: I have taken a calculated risk to run OS X without anti-virus software, since there are no known viruses for OS X. I wouldn't dare do that in Windows.
You should allow wireless printing.
What is netpass?
Don't use
I like it.

why deal with iPrint when the unix printers don't have it? netpass just bothered me when i lived in the dorms. But I bet it's good for people who don't know what their computer is doing automatically.

no comments.

usually does a good job but every once and a while i will pay to print something and it never ends up printing.

31) Please take this opportunity to share any comments regarding "Help" services, please be specific about which source you're referring to (e.g., CIT Help Desk, Cybrary, UBMicro, etc.).

V153

Possibly CIT can be opened on weekends.

I have found the univeristy help services (all of them) to be a waste of time and/or money. My friends, on average, know more than some of your staff members and i dont have to wait in line.

wlonderful

N/A

I don't really use help services that much.

CIT help desk

never used them

Love it.

Help is always avaiable.

I dont need help. Anyone that is having these computer problems is pretty much an idiot.

-

it is okay now.

graduate students should be allowed a larger purse

the 2 times that i have used them, they always solved the problem

I think UBMicro does a better job than any of them in helping when there is a problem. Unfortunately they're just a private vendor and can't do a lot. The other two, honestly, don't seem to know what they're doing when you call them.

none

no comment

they need more training

Help services at UB are not easy to access therefore i sometimes resort to my friends who are always there to help me.

not sure

theyre awesome

I tried CIT help desk and they were not useful at all and they did not listen to my problem so I never wasted my time again

CIT Help Desk rocks my world!

CIT is amazing! Has saved my computer many times!

dont really use them so i dont know

ub micro helps to run diagnostic computer problems

They need to speak more clear.

Never used them and I don't know how to contact them

cit, the one time i used them was very prompt and helpful.

it would be nice if UB micro had more reasonable prices when it comes to fixing computers. before they even do anything , they charge you just to look at your computer. CIT i find very un helpful, they dont seem to care about your problem.

i have used the CIT help desk a few times, but i have a lot of friends who are very good with computers so i usually go to them first

from my experience, UBmicro is the most easy way to get help besides staff...

No Comments

good job

most PSC's don't know a whole lot more than an average computer literate student - Don't hire dummies!!! They need to lose the attitude as they aren't that smart and their job is merely sorting papers! Whats really bad is the fair lot who are just lazy!!!

Never really use them

I've only used them a few times and they were helpful I suppose

The CIT Help Desk is very inefficent and often provides service that is not very professional. Their hours do not meet the needs of my hours and often of my friends. Their tools for diaganostics are rather limited and are basic entry level diaganostics. For more technical issues they do not seem to know what to do.

none

the people in the libraries that work there are usually clueless when you need help when your computer is messing up.

none, I think the CIT Help desk is a good place to get help most of the time.

I feel like the CIT help desk reads out of a book and has no experience of their own.

My friend shares a large knowledge about computers so every question i come to him with he is usually able to answer.

none

I work for CIT Helpdesk, so I know what to check and where, regarding any service related issues

Usually the students working at the CIT Help Desk are able to help me adequately.

I think they are doing fine.

cybrary is nice nad well managed service....

CIT help desk should be able to respond quickly

n/a

The CIT HelpDesk is awesome, they should all get raises!

-

CIT help desk or even CIT staff is very helpful,most of the time they are able to resolve our problems

CIT help has been very helpful and informational. Whenever I call they are on the job right away. Thank You.

they are doing good

CIT Help Desk is very helpful.

Ever since CIT wasn't allowed to touch my laptop I haven't gone there because they are useless now. I would rather sign a form giving them permission to fix my computer, otherwise why would I be there?

its good

I fix my own problems, so I've never needed to try them.

theyre helpful

Very helpful

So, fare, I had not encountered any of such difficulties, but if I do, I know who to go to for help.

I am not familiar with having a problem so bad with my computer that i need to consult these services. I am usually able to fix it myself.

good

no comments

CIT generally qualified to meet problems

i hang around campus a lot, as i commute, and generally everyone i've asked for help has been helpful. i went to the cit help desk to hook up my laptop to the wireless network, and that was a major help.

UBMicro should provide some support for its software. Specially when it concerns licensing and serial codes.

more helpful if cit people spoke better english

CIT Help Desk is very helpful

Cybrary - Capen

Never have had any problems yet.

Dont have any

generally helpful

.

i never really use any of the university supported "help" services.

it was good

CIT works decent.

nop

You assume that help is necessary for these items. there is no N/A available. If someone has not encountered this problem before, they do not need help solving said problem, right?

I feel like UB Micro repair service isn't reliable. I feel much more comfortable asking my friends for computer help because I can trust them more.

I went to UB CIT Help Desk when I couldn't get my user name and password to work.

My friends are all computer engineering majors, therefore any issue I have with computing can be solved by them in less time than it would take me to contact a UB site, CIT help desk, or book, etc.

none

I'm not sure how or where to use the CIT help desk, the Cybrary or UBMicro.

CIT was very helpful every time I have called them. If they did not know what to do with the problem I was having they would even point me in the right direction of where I could turn to to obtain help.

good

should be more accessible

I have only had to call CIT a few times, but they have fixed the problem over the phone and promptly.

response should be quicker

I have never gotten help I am a computer engineer

i use the internet.

no comments

Satisfied so far. Thx!

I had a good experience the one time I took my computer to UBMicro for servicing.

I do not really know of any help services.

There are never any problems, and if there are I choose to solve them myself.

UBMicro and CIT Help Desk really good services for students..

The help services are very fast.

do not use them...take too much time and too expensive

they are very helpful

none

very good.

The people at lockwood cybrary should be more informed about what is going on with the iprint system.

They seem pretty adequate.
always goto friends, then cit help
I've never really had to get help outside of my room mates. They are very knowledgeable.
friends rock
no comments
n/a
N/A
no comment
n/a
Help services for CIT is excellent
UBMicro is a great 'help' service and I'm very thankful for it.
Need more staff
CIT is very helpful
no comment
they are veyr helpful
very helpful
I think Ubmicro was a very sufficient place to get software that is provided at a cheap cost. Keep up the good work
They are very helpful and efficient.
More hours for CIT help desk
The help desk and its consultants do great work.
very nice
There seems to be ready help available each time I have needed it.
none
the people at ubmicro are very helpful
They are very helpful.
good
n/a
cit help desk is very helpful
Cybrary staff rocks, expecially mike white!
Awesome! Thank you CIT help desk, you have helped me get this far in school.
n/a
CIT Help Desk has done an amazing job helping me in the past with computer related problems.
Frendly and helpful
My dad knows alot about computers.
The CIT Desk has always been helpful (or called me back promptly) to me when I called or brought my laptop into their walk-in office.
The CIT help desk has helped me multiple times with my computer and every time has been a very good experience.

Conducting business with UBMicro was a disappointing experience to say the least. Their initial helpfulness concerning the issues I had with my laptop soon faded to accusations of intentionally misusing and therefore breaking my laptop. UBMicro not only worked slowly in "fixing" my laptop, but their "fixes" were done incorrectly and resulted in my having to bring my laptop back three times for repairs that could have been done correctly the first time with the help of a higher level of skill and accuracy. Their unprofessional attitude was continuously exhibited through their lack of ability to call back when promised, finish repairs on time, and properly label my laptop to prevent it from being the victim of a computer mix-up. On top of their inability to politely and quickly repair my laptop, they were also unable to put it back together properly. A screw was not put back into my laptop before it was returned to me, which led to yet another trip to UBMicro. Unfortunately I will not be using UBMicros "services" again.

None

Don't use them

google

UBMicro charge too much for such a simple task as formatting computers. they need to lower their prices since its only for students

I'm generally tech savvy so most difficulties are resolved with a bit of web research.

I have nothing to say at this moment.

nothing

Help Desk RULES!

cit help desk is hard to understand. when i needed help they continued to tell me that what my problem was couldnt happen when it was and the solution was rather simple.

I have never used help services.

Help services are very nice for everyone!

asdfasdf agaga sfds fgj gfsgf hshg.

sometimes the services are not helpful, they do not know things and do not go further to help you find the answer

Thus far CIT help desk has helped me to set up my UB account and access UB learns - good job.

I never use them because I don't know where they are or I don't have time to go there, especially from the dorm rooms

I wish the wait period at UBMicro was not as long.

The CIT Help Desk is very helpful and usually always friendly while helping people with their problems.

I <3 THE HELP DESK

NONE

The CIT help desk is very helpful and convenient.

My father and brother-in-law are both computer engineers, if I have any problems, I contact them.

I have a work computer and home computer. I try and decipher home computer problems on my own using web or UB's CIT web site. But if my work computer had a problem, I would immediately call our IT support staff.

The guys at CIT help desk are really helpful though it seems like they could use more training a lot of them really just have "stock" answers to all my questions

Not advertised enough.

UB Micro always helps me when I come in with a computer issue. They really know their stuff.

The CIT Help desk is always of great help.

I have used UB micro several times they seem to be helpful and always seem to fix my problems.

Help doesn't come right away..usually few days..too slow

no

I tend to try to figure things out for myself. As a one of my last resorts I will contact the service providers directly (via the phone). It would be nice if they offered support through instant messaging. I would be more likely to contact them that way. I've found that that feature for the library has been very helpful.

CIT service is good

they are knowledgable and personable
always use CIT help desk for UB problems, dell service for the rest, also aol.
Help services are okay.
My UB has a problem with saving passwords. It will never save your own if you tell it to and it will save other friends information when you tell it not to.
N/A
N/A
CIT Help Desk has always been very reliable and helpful for me, I have used it frequently throuhgout my 4 years at UB. I have heard rumors that funding for it may stop. I think that would be a terrible inconvenience to UB Students.
The CIT Help Desk was super helpful about helping me change my password when mine for some reason just stopped all together working one day. I was lucky though. I've called before sometimes and it's hard to understand the broken english of a large percentage of the people employed there.
CIT Help Desk has always been very reliable and helpful for me, I have used it frequently throuhgout my 4 years at UB. I have heard rumors that funding for it may stop. I think that would be a terrible inconvenience to UB Students.
Whenever I have called the CIT helpdesk in the past, I've often needed to try back for a while because of the "high call of volumes". It needs a better system.
not sure
Its always there if i needed it
cit help desk i s very helpful
CIT is very good
All those checked "other" I have not had trouble with ever or I would just solve the problem on my own.
None
I love CIT, they have been very helpful in the past, and more often the not they are a delight to recieve help from. However, there are rare occassions when they seem irriated but overall they do a fantastic job.
nice i like
CIT help desk- very helpful!
i am not familiar with what help services are available and where i can find them if i need them. are there any on south campus, i rarely go to north campus.
CIT Help Desk has a really long turn around time. Sometimes when they get back to me, my problem has already been solved.
I do it myself most of the time
good
I have a warranty with Best Buy and usually take my computer there with any problems myself, or my friends cannot fix.
If I have computer problems, I don't mind researching on the web to find the solution myself. If it seems to complicated for me to do or if I don't have the equipment to fix it, then I'll seek professional help, which I've gone to the CIT Help Desk before.
Do not really use "help" services.
Very good help at CIT
CIT web is not quite well organized. So do the new library web. It is not easy to find needed information.
I have never had a problem with with any of those things. If I did, I would ask my brother because he is a computer geek
none
CIT is very helpful
help desk
All very helpful and efficient

.
The CIT help desk has always helped me with any problems encountered.
new location much better
its good
I work at another university and utilize their support...or I contact my buddy, Elias...but I've never had an issue using my UB services. Kudos.
The students working should be more informed about difficulties with computer problems.
UBMicro is incredibly expensive even for a diagnostics check. Why doesn't my tuition pay for computer help???
The staff at the CIT help desk are very helpful and kind. Library staff always goes the extra mile. I cannot say enough about the productive assistance gained from and the professionalism of the library staff.
CIT Help Desk is a life-saver. They always know what to do any they are patient and polite.
I think the UBMicro should provide more service for student to fix their computer.
n/a
never used them
I go to my boyfriend, he works for the CIT helpdesk.
nvr used them
Please note that I purchased my laptop from UBMicro so I turn to them for help when something I bought from them with it, like software, doesn't seem to be doing what it should. This preference is not a reflection on the services of CIT which I have found to be excellent when I use them :)
I've never really needed to use the help services, but I've heard good things.
very helpful at the CIT help desk
My first choice is to usually consult with my family, more specifically my dad.
very helpful
CIT Help desk is very efficient and helpful.
it took the cit help desk about two months to fix a problem i had with my printing.
There should be an "I've never needed help with this" option.
the cybrary staff and ubmicro are very helpful
Its a good system, no other words for it.
CIT guys are helpful but are limited due to vast array of hardware/software available to UB students.
CIT Help Desk has been very responsive to my needs thus far.
never used
UBMicro over charges way too much and do not know anything.
None
I believe CIT students needs to be trained more. I had a problem with my computer and no on in the cit office could help me. I had to take it to UB micro for help.
I think UB micro is a great way to get help !!
the people at UB micro are very helpful
I believe that they're all easily located and helpful.
CIT has been very helpful in the past however has not been so much lately.
the CIT Help desk people are great! Keep up the good work!
Very good expertise. Occasionally a small number of Print Center workers talk to each other in very loud voices and it's a little disturbing. It's only a small percent, but they should be reminded to speak in low voices, not have yelling conversations.
haven't had a need to go to any of them yet

never had any issues
CIT help desk was very helpful when needed.
Whenever I needed help with UB...when calling I always got an answering machine and a phone call a week later. So I never bothered going for help again. I found the CIT help pretty useless.
I usually figure things out myself or call my laptop providers(DELL). CIT help desk is now a last resort for me because they told me my laptop was old and the network card was fried and had to get it fixed. I bought this laptop this year and netpass was the problem.
They are helpful
I haven't had much of a need for any of that yet.
The CIT help desk should avoid putting people on hold for long periods of time. Help-desk consultants should tell you how long they anticipate putting you on hold and give you the option for them to call you back. This will be beneficial for students who have limited cell phone daytime minutes.
cit help desk has always been very polite and quick to respond. thanks!
There should be no charge for just checking the default of your computer in UBMicro especially for UB Students. It is alot of money.
I don't often have problems and when I do I'm computer savvy enough to handle them on my own.
Not sure what UBMicro is or what it stands for?
good
CIT is always big help.
For all 'help' services, I personally figure it out or use my father, who runs an IT firm..
n/a
Cybrary staff is very helpful.
they really do help
CIT Help Desk is my preference.
I once used the CIT Help Desk and they were extremely helpful. they knew everything that they needed to know and fixed my problems very efficiently. not to mention the two different men i spoke to on staff at that time were very nice, considerate, helpful people. they made my computer troubles go away right on the phone. if i ever have computer troubles again they will be the first people i will contact.
UBMicro should decrease prices.
great help
let people know what is out there and who can help and how.
It is not easy for me to contact with CIT Help Desk, Cybrary, UBMicro,etc.
UBMicro is very helpful
people who are for CIT are very helpful and nice. they have helped when i had issues with printing and logging to my accounts.
Most of the time I can take care of the problems myself and if I cannot, I am able to call everyone in my family because they are all computer literate.
CIT Help desk is not helpful in my problems, they are more for those who have minor problems that i can easily solve; when i have a problem with UB resources, i find that UB micro is useless and my friends are a better resource
nfdgh
Howie on the Second floor is always helpful.
The help services are alright.
cit help desk majorly rocks! help desk always gets back to u quickly with awesome help that actually helps!! to everyone at the help desk-i luv u!!!! UB micro hours are not convenient-please consider being open on weekends!!
CIT Help Desk has always been very helpful to me, there service is fast and reliable.
The CIT Helpdesk is an amazingly helpful service

none
very easy to use
The CIT Help Desk is never helpful.
I dont use them that often
cit help desk has been very helpful
the current help service is very helpful
UBMicro was not helpful when I used their services to repair a virus infection. Their prices were comparable to outside service, they did not save all the data, they rearranged the data that they did recover, they did not use the restore disk provided by HP but "used" one of the free MS office installations. Then we I had difficulty using the second free installation on another laptop they gave me misinformation.
It is annoying the the CIT help desk staff isn't available on weekends
CIT is always busy and sending them e-mails doesnt help.
Very happy with help from UB CIT
Last time I emailed CIT for help, I got a reply back that they had accidentally erased my email and could I resend it. I wasn't impressed. They seemed more clueless than I was!
I used once or twice and people are very helpful.
i have been given adequate help from the CIT Help Desk. They are very reliable. Also the people working at UBMicro are very helpful as well, when i had computer problems they knew what to do about it; they knew what they were talking about
Help desk is very helpful
I have been very satisfied with the service I recieved.
CIT is fantastic this year. anytime I've had to use cybrary, I have gotten adequate help. No experience with other two (2).
ubmicro
What is difference between CIT help desk and UB documentation?
Mostly the CIT help desk, which has been very helpful, especially once during early fall semester.

38) Please take this opportunity to share any additional comments regarding MyUB.

V197
I don't use it, and I think there should be a different and better way of informing students about checkstops.
I really like this feature. It is easy to see what Campus events are going on.
wonderful
I like having all the information I need in one place.
nothing
Gotta have it.
My UB has all of the essentials needed.
-
I like it
it has been very helpful. i use it as my homepage
none
no comment
pretty easy to use, could use a better search feature
The temperature that u indicate on MyUB shound also be available in degree celcius.

none
it's cool
MyUB is very useful and has many good, accessible tools.
nice
easier layout of web site is needed
Its fine
I didnt know about the "View My Final Exam Schedule"
Probably the ONLY way that commuter students can feel somewhat connected to UB.
often too cluttered, everything looks the same. i supposed i could create my own page, but i am too lazy.
Please bring back the GPA calculator, it was a useful tool.
myUB is an excellent guide to our status in the university.
Nothing
wish all the features could work 24/7.
It's pretty pretty pretty good
MyUB is a great portal, however it seems to lack real time information. For example the snowstorm of oct 13th, the purpose of myub is to inform and nothing was posted.
i like
I think MyUB is great, I love it, it makes college so much easier.
The features are fantastic, but I normally get work done after dinner. Sometimes I'd like to make a change or view something and it's past 11PM.
none
I like the way it is set up and the services it offers, but I would like it to be available 24x7
it really works well...i am fully satisfied with Myub....
services on myub should be on 24 hours
n/a
n/a
MY Ub is really good and can be optimized for better services
nothing
The Final Exam schedule needs to be improved upon
n/a
MyUB is wonderful. Please, please, please GET WIRELESS THROUGHOUT THE COMPLEXES. One of the things we were told at orientation was that wireless was present throughout UB, but it's extremely hard to get it in most locations.
i like it
Good system
Very efficient
Webmail should be updated. It is not user-friendly.
good
no comments
It would be convenient if after we have signed in to MyUB, that I can access UBLeans and Webmail w/out signing and signing in again, and then again for Iprint, and again for UBFS, and again for grades, and again,again,again
none
MyUB is great organization tool.
none

.
overall im happy with MyUB
myub is really a good source to access and checkout my graades, and other academic status.
Overall it is nicely set up, no complaints.
none
good service
I love it.
good
It's quite good
MyUB is a great place to keep everything connected. If possible, adding iPrint to it would be great.
course registration should be more convenient
it is good
Satisfied so far. Thx!
I like MyUB. I find it to be very helpful and I use it daily to do homework, check email and just search for events.
The program to access our webmail and ublearns is ridiculous, the amount of times we have to type in password and ubit name, and we cant go back in the mail to look at the inbox again, one has to click on mail again this is a terrible feature, not easily accessible at all
provides a lot of useful information, especially the Need to Know reminders are very helpful
simple
none
excellent.
nice
no comments
n/a
There needs to be an easier way to log out after going to multiple pages - it's a pain to get back to the logout screen.
no coment
n/a
NONE
I like the academics/courses section of MyUB as well as the search directory.
Make it more customizable
none
very helpful
Myub needs to be easier to be using the dars reports
It is an effective tool to obtain information regarding grades and class schedules.
Its really good and improved a lot.
i enjoy myub
I think it works well. i like having rss feeds
none
i do not like the new format, should go back to the old one
It needs to have more important things on the front page, not the news and events at ub.
Great resource that connects me to other resources (library, e-mail, UB learns, registration).
very convient

n/a
I do not like the way it was redone from last year (2005)
I really like the features of MyUB
Could someone post info on how to create a spam folder for Webmail? Or maybe how to block those e-mails? Please!?
It is a very resourceful tool.
i like it
MYUBs online payments section does not indicatates the list of payments that im paying for. it needs to be more detailed instead of just showing the balance
MyUb is very useful since it gives comprehensive information about all the necessary details concerning with the university.
nothing
none
I love the weather feature.
Great program
gadfgsda afdga afgad tyxvhgfs sgfhs fdsaga ghrth bhf.
UB Events schedules are too up to the minute - meaning that if I want to see or attend a particular event I have usually missed it by the time I see it on MyUB - please consider posting the weeks events - rather than the current days and maybe the day after.
none
NONE
Very helpful!!!
I think it's a great tool. Almost like one-stop shopping for UB faculty, staff and students.
I want to be able to use all of the features during any time of the day or night.
none
MyUB is a great site. I find everything that I need to know on there.
Looks awful...
no
I use MyUB a lot to receive class information.
I always use MyUB to go to the Career Services and Resident Hall websites
a great resource
not bad
I don't know what I'd do without it.
MyUb should be more colorful.
I love using MyUB.
not sure
Its constructed well
I use UB learns more
it is clutered
MYUB is great, I wish I would have made more of an effort to use it, I dont think there are much more important improvements to be made, what is available is more the aduequte, but I'm sure I'm over looking something that could be improved.
wicked
color coding the categories

good
Why in the hell are "transactional services" like simply viewing grades closed after 11pm? Viewing & accessing information from a database shouldn't be that big of a deal --- and how is that a "transaction" anyway, since a student is simply viewing their grades? Also, MyGrades needs to be updated to real-time status.
goo
Sometimes, it is hard to find what I need because letters are small and categorized.
.
its nice
My UB is very convenient
it is organized
very good and convenient
n/a
could be simplified
I am still getting us to using MyUB. I intend to use it more frequently in the future to stay better informed about what is happening on campus. It would be neat if MyUB came up automatically when I sign into the system instead of the generic UBIT page--no offense to UBIT.
no comments
I love the way events on campus are displayed daily on MYUB
longer hours on certain parts such as My Dars Report.
I think that students should be allowed to see thier student account information such as financial aid award summaries, to help streamline information for students. Also, the balance of thier account would be nice too, sort of a blance sheet, showing awards, payments, and balance. Like a statement online. Many other colleges have this feature and it provides students access to much information online, rather than having to call or come to UB in person.
Eh, I view it as a necessary evil.
yup
None.
More registration windows of registering for classes.
My Ub is great you have everything right there in one place!
it is the easiest page to use
It's truly an important site and it greatly aids me in my daily life at UB.
Suggest a less cluttered layout, with a little nicer organization of everything please.
MyUb is Great, The only problem I've found is that it doesn't tell if you have a credit balance on your billing account
works great - but would not fare well with out my own PC, continuous on-line access, own printing
i use ublearns for most things
None
I use it all the time, works well
Myub has too many options available. It should be simplified because it is too cluttered and not helpful, even after UB introduced the customization options.
It's easy to navigate. User friendly!
keep up the good work. it's easy to use and accessible. i have no complaints.
Too cluttered
no idea

In certain circumstances, MyUB is useless. e.g. as a university staff member, I was reentering the university. I could not access my DARS reports until my reentry went through and I was "changed" on MyUB from "Staff" to "Staff, Student". It was much easier when Student Response Center maintained their own link to DARS (which they don't anymore now that it's available on MyUB).

i like it how it is...don't make crazy changes

MyUB is annoying to deal with and feels disorganized to navigate. Also is very unappealing as far as web pages go.

MyUB is a very helpful site with a variety of resources.

good

I love it. I use it at least 5x/ day

Very useful

It serves it's purpose well - but the webmail could be set up better I find it's interface somewhat awkward.

n/a

MyUB is very useful.

NO Comments

My Final Exam Schedule should include final exam schedules for law students.

none

I love MyUB.

i think its a great tool and i dont think it really needs much improvement. everything is right in one place, and it is very easy to search and access just about anything here at UB

easy to use, but the layout is a little plain

It would be nice to have imap for email services instead of a simple forwarding.

myub works well and should have limited access times

more information about financial aid, and reminders about deadlines and events.

i like myub but if you improve it more that would be easier and efficient.

Great, organized place for everything i need

There are many features about MYUB that I am unaware of. I am especially interested in the "Need-to-Know" reminders feature. It would be nice to have an email sent conveying its features.

sadsad

I am a doctoral student so don't really have finals, etc. that I need to consider.

I think that MyUB is a great tool and getting by with administrative activities here would be much harder without it.

myub is cool.

none

My UB is very useful

i like it, very useful

We need more 24/7 features. Espacially, for the DARS report and checkstop.

I enjoy the fact the you can customize MyUB.

I mainly use MyUB now as a gateway to Ereq, other avenues do not work.

New MYUB is good.

My UB brings me up to date. i get those informations about the school easily.

Great website, needs a more stable webmail!!!

I would love it if the Webmail was easier to access. You have to log on twice in order to gain access to your messages, and once you've gained that access, it not only slow to load, it is bulky in terms of usage (ie: can't hit return button, have to hit inbox, can't see any of your sent messages). Not only that, but its ugly. Its nice to have the email address, but as for actually using the service, its not worth the hassle. I've got all my university mail forwarded to my gmail account, and I love it.

Under #35, I would just combine the very important "Tighter integration of course schedule with registration" and very important "Ability to access the University course schedule real-time" into the extremely important: "Tighter integration of the real-time course schedule with registration." As for real-time info, I don't see why the full listings of a division's courses can't be updated in real-time. (Separately, I can discern no consistency in what the various shades for those listings means, except that darker red means closed and non-darker-red means open to some extent).

its good

Note: Law School final exam schedules not on MyUB.

Could have a link to the engineering account for Engineering majors

It is complicated to me.

I use myub when i need to. Web registration gets used once a semester. My grades gets used at the end of the semester. Schedule at the beginning of the semester. etc... It's not a homepage for me, it's a resourse. Which is fine.

Why would I want to get my news and weather from UB

no comments.

Put a link to my UB public web page

41) Please provide any additional comments that you would like to share with UB IT Administration about services provided. What could be improved? What services are we not providing that you need?

V222

Just to have CIT opened on the weekends.

If it were not for the TV posting I would never of known that class was canceled. even 645 news said we were open until midday.

wireless... we need more/better wireless. univeristy apartments should have ub wireless, sometimes in jacobs the wireless craps out. i dont want to have to hunt for a chair thats under the router to access wireless. however when i do connect to wireless and its a good signal, its great.

Urgent campus notifications should not be delivered through email if thousands of people have no power or internet connection for a week or longer!

wonderful

Nothing

None.

Services are great, and services are available for all needs.

-

when a emergency happens, it is hard to contact via internet

There should be a log out desktop icon so people don't forget to log out.

I thought the whole "October Surprise" was completely handled wrong. I know that it was a total surprise and caught everyone off guard, but there should have been some emergency plan that went into effect. The school did NOT keep us informed, I found out from off campus news and family that were watching and listening to the news stations. Otherwise, I probably would have gotten up and gone to class. I think that everyone was really confused over that whole time span, and UB did a terrible job at keeping us informed.

none

no comment

The apartment directors should be incharge of letting their students know about such instances.

none

they're great
great job
Possibly contact the SA and RA's in the dorms in order to spread the word about closures, emergencies.
COMMUTERS!!!!!! VERY LITTLE INFORMATION REACHES US!! We dont have campus tv. We dont have RA's. We miss a lot of information. Which is why MYUB helps sooo much!
none.
no specific comments, so far everything is working well.
no
One of the best changes would be having to login just once to access UBLearns, MyUB, Webmail, UBLibrary....
To me everything works quite well
During the snowstorm, does who did not have internet access or electricity could not be informed of any news, accept when they came to the north where there was electricity and access to the net.
I think for a major research university UB's IT status is sub par with other universties. For example the webmail system is horrible, there are limits on VPN, many services aren't available 24x7 etc.
none
I think that the services are excellent. Many of my friends that go to different universities, do not have anything similair to what we have here at UB. I love the services, they make everything so much easier.
I rarely view the campus emergency channel unless prompted by something else. Maybe have a ticker go across the bottom of each channel when something is wrong. The cable itself has awful reception.
none that I can think of
No additional comment really. All the services provided are ok with me.
N/A
n/a
More Workshops
I tried to use 645-NEWS during the October Surprise but it was not working correctly the first day.
nop
n/a
Wireless Internet is not available in many places
The Art Students in the CFA should be provided with a small lab to use. Even 5-10 computers in a room in the basement would be helpful.
N/A
no comments
If I don't complete work at one sitting, it is difficult to open up, say MY DOC's, and to continue after a class. I have tried two diff. flash drives and it is extremely hard to find a computer where these will function. A pain in the butt.
about the october storm---why did it take so long for the announcement about the school closing to come through? i commute and i had a class scheduled for 9am, it wasn't on the tv or radio or myub until at least 7:30. how many thousands of students go here and they couldnt get an announcement out sooner? i am sure i was not the only one left wondering. i live in Niagara Falls, so i couldnt just look out my window to see exactly how bad it was out there.
none
if there isnt any power, its hard to find out information that can only be relayed if you have electricity.
Sevices are working good.
None
as far as campus cable goes, the movies suck, since the repeat movies throughout the month.
na
none

Not sure at this time.
I think the services provided are excellent.
nothing.
good
iPrint should be accessible from dorm rooms so that a student can print and then go to the library to pick it up.
There should be more wireless AP, especially in some classrooms in north campus.
everything is great
Satisfied so far. Thx!
Help with computer hardware..
faster?
more pay to consultants
none
nice.
tell us about closing over email, thats why its their. its cool though
Online access to closing information during the october storm was pathetic. The first thing I did was check MyUB, email and UB homepage and found nothing on any of them.
no comments
n/a
n/a
NONE
I would like to receive an email if there are school closures.
Easier access to Microsoft Office tools after initial time.
Ub related Events information in emails
none
not sure
I think the getting the notice out to students about the closing needs to be done better. I thought we had class that morning because there was no notice on myub, no email, and no notice in the hall. I didnt find out till I checked a friends away message and they told me where to check for the closing. Usually if something occurs we almost immediately get an email but we didn't for the october closing.
Efficiency in print out turn around time.
645-NEWS be updated properly
non
none
more computers on campus for the graduates only
Hire more people at CIT. There are not enough people sometimes.
i like it the way it is
n/a
Class/workshop on what is available on system to use and how to use it. Example: MyUB I know I am not using it to its full potential. Human contact works for me not websites. Important information - ex.10/06 storm. Students allowed to go to North campus with family and stay warm. Should be communicate via cell phone only mode of functioning communication in an emergency. Frustrating to find this out when we could have used it and did not know it was available. Hopefully next time we will.
The services in place work well as long as they are executed as they are designed.
wireless in the Flint apartments (as well as the other dorms and apartments) How can I stop the spam e-mails!?

I feel the services are very adequate at this time
nothing
none
If there is an emergency, just make it known multiple ways.
sadf sfda adfa atwetwtrtq fds.
I think texting would be the best way to get the message to an individual faster and more convient for the individual.
As a member of the Residence Life staff, I can attest that I had a hard time finding out important information during the October Suprise storm and found everything out doing my own research. There should be maybe a phone tree and consistant information relayed (such as the closing info being different on the NEWS line than the 2345 line).
NONE
I would like to have licensing rights, and access, to a full version of Zone Alarm. I would like to have that full version provided on the computing website for free download as a student. I feel that this program is the best out there, and it would provide crucial services to students and faculty alike.
It took a while for the 645-NEWS to be updated for the storm, causing some confusion as to whether classes were cancelled for the entire day or not.
no
When I received the email about the campus being closed it was via email through my professor. It would be nice if on the MyUB site there would be a listing of whether or not your classes were canceled for that week. Such as a box off to the side, where it shows what classes you're currently enrolled in, whether or not class is taking place that week. Example: "English, Status: Canceled for 11/27"
campus parking information
A lot of the information on the website and phone service was not updated timely. People still thought there was classes at 5 pm on Friday- the day after the storm!!!
Signing in to UB is the only thing that I would like to be improved.
it is good
N/A
N/A
The webmail system has lots of faults considering it is so crucial here at UB. Most teachers communicate on the weekly basis using it and the school administration uses it a lot too. Lots of error messages and it looks quickly put together and unprofessional. It's inconvenient. You can't easily get back to the inbox. I'm not sure where the program came from but my friends in other colleges have a lot nicer email systems.
not sure
allow more web registration windows to be added
dont know
I thought it was very difficult to know what was going on during the October Storm initially. Every other school was closed thursday night and there was no reason to wait until friday morning. Students needed to know what was going on, and everyone was very confused about whether or not the University was closed. I live off campus and we were dealing with the power-outage at my house and I had no idea if I was going to have an exam that was scheduled the next day.
None
okey
good
I use MyUB daily and I think any important information should be put there.
When the storm hit every school/business was providing information rapidly on the phone/internet. All except UB. I even received "busy signals" on multiple occasions trying to call the NEWS phone number despite the pledge to never let this occur. I also noticed on the friday that the storm hit that the UB operator told me that they had no communication from administrators but they knew campus would be closed, yet for hours until the afternoon came around the UB NEWS phone line remained at the default "everything is ok" message. Somebody seriously dropped the ball on that one!

I called 645-NEWS to see if classes were canceled during the storm. It was not updated. There was obviously no power. I had an exam that day and I live in Darien which is 40 minutes away. If my father wouldn't have told me I was not allowed to go I would have risked my life to take an exam because no one updated the phone. Very annoying.

none

MyUB would be the best way but if there is no power then I think a cell phone text would be good

I would like more access to informative staff.

Free computer training provided by university.

good,

n/a

Printing from the dorms to campus would be very helpful

I don't live on campus so I did not receive the e-mail.

everything's great

Receive wireless connection in all dorm rooms, rather than having to use the ethernet cable.

Starting up a web server on my personal computer every time I need to run some PHP or Ruby code on a page is no fun. Better tools for my UB web page would allow me to use it for this classwork.

text messaging would be the fastest means, because nearly all of UB students have cell phones..

I can't think of anything right now.

lockwood library gets poor wireless reception

Better computers that do not take 6 mins to boot up because it's running a program that counts how long you have been on.

None.

For the e-mail service, sent e-mails should be able to be retrieved

I called 645-2345 to check on my class during the October Storm and the person I spoke with was rather rude. He answered my simple question-"Are classes canceled today?" with a sarcastic "Why-did you have another snow storm?"

I have no problem with the IT administration

The system works for me. However, improvement is always necessary.

(1.) Would be nice to be able to print from laptop wireless here, if there's a way to do that it should please be publicized better. (2.) On the library PCs, would be nice to have software that allows writing PDF files. Again if there's something for that already, it's not well known. (3.) Worst thing about UBIT is crazy SLOWNESS of logging on to "express" computers in Libraries. absolutely ridiculous that to use the thing for at most 15 minutes, just waiting to get logged on after entering username/password takes over 5 minutes! All it should need to do each time is verification and minor network connections, should take much closer to 5 seconds, than to 5 minutes! All this, every login while people are often waiting in lines during daytime hours. I realize the login time does not count against the 15 minutes of use - that is not my point. It just should not take anywhere near that long to be validated for login and it wastes the time of many people every day, with the delays snowballing if you're waiting behind 10 people in line, each of whom will experience that long delay. (4.) More open hours for Bell 101 and/or Lockwood Library would be great!

I think being able to download the programs that are normally only offered on disks from UB Micro is a great idea if you aren't already doing it... also having 24/7 access to web registration and my dars report would be awesome if at all feasible

e-mail capabilities ie. forwarding e-mail using address book I can not do.

None

I have no qualms

so far so good.

Need to install PSPICE on computers in Bell and other locations. It is one of the primary programs used by electrical engineering students and is not even available anywhere except the e.e. labs in Furnas.

There should definitely be a color printing service available, even if you have to charge the students more. Currently, if I need to print something in color, I have to go to the Finger Lakes Printing in the Commons. They have the monopoly as it is.

I was very upset with how late it took to make the decision to close. I was in one of the hardest hit areas and couldn't even leave my house because of power lines and debris closing my street. when it was cleared, it was barely safe and i still had no heat, safe water, or electricity for weeks. people need the ability to plan ahead especially when, as students, our resources are scarce. administration needs to be mindful of this and that not everyone lives on campus.
no idea
don't forget about the people at the comfort inn...like mee. Like question #44.
Help staff staff have been most friendly, knowledable and helpful the 2 times I have called them this semester.
good
Although UB website/MyUB did report the closing of the university, it did not report it nearly fast enough or accurately.
There are some activities that are not acceptable after 11pm. It would be nice for them to be extended.
Its good
n/a
I would like to forward my ub mail to another account.
Some computers could be faster.
n/a
Access to information and where to go to find it.
Faster and better wireless internet connection would be much appreciated.
The ability to register for all classes arranged by the web scheduling wizard with a single click at the end of the wizard would be useful.
Installation DVD Burner.
i hate police.
i think everything is great beside may be installing some more printers which can faster the system so that students don't have to wait for them to printed out.
Firewall services on main router: i have a public ip address, but it is useless to me!!! My home T1 line is better for speed!
xzvx
Quite frankly if I was not on campus and my power was out it would have been difficult for me to find out that the campus was closed unless someone whom had power and knew called me.
I really like being able to get onto MyUB and find out everything I need, it's really helpful.
Send out an a general pre-recorded message
With the storm I received conflicting reports from 645-news and other notifications. Try to keep it uniform and updated regularly.
none
A weatherline that could be called by students to hear a prerecorded message about closings and weather information would be helpful
The website should have been updated - many students were left without information that weekend.
I dont have any complain.
There should be "study stations" where people can access the internet but don't need to print anything, and others where people just need to do word processing, and print things, but not access the internet
Up to date web site even under heavy traffic
integration of UB liberaries with UB VPN client will be very helpful.
the only improvements i would like to really see are regarding web registration. it was such a hassle to not be able to log on until 9am when it opened at 7am. i know there was also registration through BIRD but sometimes the phone line didnt go through either. i also feel more comfortable doing it online, where i am actually able to see my classes while registering.

Wireless Access points in knox please... theres no legitimate reason to avoid this issue. I have a tablet PC so I (in theory) could download notes off ublearns and write on the fly - not so if I can't access them. And if I leave, its going to be tough justifying returning to the classroom that day because I probably missed a significant amount of material in the 5-10 minutes it takes to walk somewhere else, auth, login to shib, grab the files, walk back.

Again, the terrible quality of the campus email system could easily be improved.

Please see #38.

nothing really

Better living conditions in Governor's

It's been always good.

1. Nursing lounge computers are completely shot. Need new ones, or a purge. 2. Be able to change fonts, text size, color, etc. for webmail and mulberry 3. Be able to use a jump drive with U3 software on it in computer labs.

it seems pretty good overall.

The message on 645-news should be updates right away, and an email should be sent

Sometimes wireless routers could be placed in better spots... I havent seen one person use the wireless in the dining halls at Ellicott, perhaps they could be more valuable in lounges, or laundry rooms?

46) Please provide any additional comments that you would like to share with UB IT Administration about services provided. What could be improved? What services do you need that we are not providing?

V227

Just to have CIT opened on the weekends.

when a virus was found on my computer i removed it but within an hour i received an email telling me to clean my computer or be booted from the network, a logical thing to do to save everyone but when i said i had cleaned it i was warned that i'd have to take it to ub services to pay to have it cleaned if i got another virus. this is not fair. ub charges a crazy high amount. kick me off if i dont clean it but dont make me pay the university to clean it.

wonderful

nothing

None

Possibly a more extensive weather guide.

i feel it should be required to meet with an advisor atleast once a year, because i find that a lot of people and up staying longer because they were misinformed.

There needs to be one place so that students can access scholarship applications that are thru the university such as memorial funds/scholarships from donors. I recently found out about a scholarship that was posted on the wall in Kimball, no one knew anything about it and I even went into the Student Response Center. It is a shame that students pass up these opportunities up when there is no direct communication between the staff and the students.

-

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pretty good

the time when I turn on the computer takes too long

none

no comment

Accessing N drive from public cites other that bell and Furnas is very difficult and some students are unaware of these possibilities. Students should have more information about this and please make this process easier.

none

doing a good job

great job
Again, better services for commuters to know about events/ closings/ announcements/ etc.
this is question number 41 as well.
no specific comments, so far everything is working well.
Nothing
nothings need to be improved
cool beans
It's all good
The webmail is not user friendly. There has been many cases reported where we cant access the webmail.
The support desk, webmail, availability of resources.
none
rar25@buffalo.edu
Fix the reception on the campus cable.
If this survey wasn't so long I would've actually answered these questions to my best ability however you ask too many questions and it takes to long and i doubt anyone takes the 40 minutes to actually read everything.... in my opinion you should shorten this survey and you might actually get some honest feedback
none
Again, I'm fine with all of the services provided.
The survey is too long. I think it can be made shorter.
Can not think of any
n/a
There is already a lot of information and resources out there regarding whats what and how to do different things at UB, however it needs to be better organized and structured to make it easy to find.
slight scope of improvement as it is almost perfect at present
merry christmas
n/a
n/a
Generally things are great - I'd work on the wireless and fixing the problems with UB Webmail. If a file name in an attachment has a space in it, the filename will not download properly. In addition, many things will not display properly in the window.
good work
N/A
no comment
no comments
I hope I win the ipod nano!
none
Cool
Everything is great so far. More workstations could be beneficial when I am on campus.
None
none
Again, the registration windows should be increased. And the checkstops should be established AT LEAST 3 days before the actual registration day, and no checkstops should be added on the weekends; and the office that establish the checkstops should take responsibilities if the student cannot register on-time in the demanded course due to the late checkstops.

none
good
iPrint should be accessible from dorm rooms so that a student can print and then go to the library to pick it up.
There should be more copiers for us to use
everything is great
Satisfied so far. Thx!
As stated previously, it is not easily accessible, and very redundant in the amount of times password and ubit name must be provided, as well as one cannot go back to inbox without clicking on mail first, it is a terrible program.
Everything is nicely planned..Thank you..
Should have indoor places where you can wait for the bus, which I know many students would appreciate, especially since buses don't come often, Also maybe a bus from Flint to Ellicot/Governors would be convenient. As stated above i-print has some flaws. As a transfer student though, i found many benefits of the university in comparison to the university I transferred from(i.e. cheaper food, making the student feel their opinion's matter, changes to accomodate students interests, interconnected buildings etc.)
It was really hard to access whether or not Ub was closed on certain days during the October blackout.
none
good but why not to be better.
69
n/a
n/a
NONE
The services provided are excellent. I like very much MyUB and Webmail.
Productivity and network access needs to be improved.
more pages allowed to print please!
not sure
The only thing would be that if there is another closing if someone could send an email as soon as you decide to close that would be great.
non
So far I am happy with everything. I have yet to utilize all of the resources because there are so many.
none
get rid of iprint
Update campus news more often
you are doing a good job
Somehow I am getting excessive unwanted e-mails from external surces. I do filter these e-mails but still have to delete. AT this point I am getting 30-40 of these e-mails per day. This has been troubling.
n/a
The wireless connection in wireless internet zone's are ridiulously slow
I'm pretty happy with the way things are.
I am in an off campus site in Corning NY so I never get to campus -- but I use UB learns and library extensively
None
Make the section for computers more.
more computers. faster computers. more printers.
nothing
I know it's too late, but iPrint is pretty freakin' clunky. Why couldn't it be integrated into the browser?

none
It's great!
Get rid of the printing quota. Thats all that I want.
DAS edfwefg fvdsfgsdfg sdfgea fdsgsdfgsdfg dsfgsd shrsyerye fds.
more computers available, do not like to wait to print things when i am in a hurry to get to classes.
It should be easier to view our campus cash, dining dollars and meal plan. It would also be helpful to outline how much (if any) of that money will be transfered from one semester to the next.
Great job!
NONE
Your entire network setup is trash. Why, please please tell me why, I must wait for 15 minutes (literally, I timed it this morning) for a computer to turn on, log in, and actually start a web browser? Are you loading EVERYTHING off of some obscenely old network mounted drive? It is completely and unacceptably slow. I don't know what on earth you're doing, but come on man, there's no way it should take 10 minutes to boot to a login screen. Your network isn't that cool; there isn't that much going on; quit kidding yourself! Just have some kind of disc image that it wipes to every night, and have all services be based on kerberos or anything, anything but what you do now. I apologize for my rage, but really really is infuriating, and every single graduate student feels the same way.
This, of course, is a pipe dream, but you asked...wireless service, at home (for commuters) provided by UB. Maybe one day...
See question #41.
none
no
I know this may not be possible but I think it is VERY important for the video distance learning sites (i.e. MCC and Cornell Cooperative extension) to offer wireless connectivity. I know MCC does but I don't have any way to log into that being that I'm really a UB student and not an MCC student. And the Cornell ext. doesn't offer anything like this and our professor seems to think that they do in the fact that she keeps telling us that we can access the course documents she wants us to have for class (that she posts RIGHT before class) via the internet.
I think that printing should NOT be priced, graduate students need to be able to freely print and obtain needed online material!
I wish you could go back to the way it was originally, where you open up MYUB and there is your schedule. But the new features are nice too.
Iprint limit needs to be increased for grad students. There are more notes and required readings we must print. This quota is insufficient!
the people in capen circulation are not nice
N/A
N/A
My @buffalo.edu email address is getting a LOT of spam mail, sometimes up to 30 spam emails a day. This is very annoying
not sure
none
None
Keep up the great work, I honestly feel you guys have my back, thanks.
My UB website is not very good when doing a general key word search. You can never get to the website you need.
kool
everything is fine. but parking is a nightmare...
none
I think the services UB offers now are working well.
FYI - In question 45, you spelled Biomedical incorrectly. =)

iPring quota is far way too small to graduate students.
none
I need user name + password at the same time to login to the webmail. Sometimes, session errors happen.
Overall good job. Thanks
.
I took this survey on 11/29/2006
Sometimes its clunky, but overall - stuff is fairly intuitive to navigate. Kudos and thanks for making my education a little easier. And Elias rocks...miss him! :)
Wow, how did you know I was pre-pharm? You are doing a good job. I need more help accessing the ublib site, which should be more clear and easier to access.
Have unlimited priting.
Wireless Access Points in resident halls and laundry room. Instant connection/logon to RESNET/NetPass (the internet) instead of typing in your username and pw everytime you turn on your computer. dynamic ip addresses connection to BitTorrent (open certain ports) more hours of on-campus computer centers more access to computers in lockwood/capen/med libraries
Free computer training provided by university.
Need to have all professors use UB Learns for course work and grading.
Bulletins about parking
good, great job
n/a
information sessions on how to optimally use all the features
I would like some services to be extended through out the night. 11pm is too early.
I need more workshops on things like Excel, Photoshop, Dreamweaver, etc., etc.
Broaden the wireless network areas. The commons have no wireless connectivity and some Class rooms have no wireless activity even some places in Capen have very low connectivity.
Printing from the dorms to campus would be very helpful
again its all good
The hardisk space should be much larger for the Pc's in the libraries. More programs like photoshop should be installed. Msn messenger, yahoo messenger, AOL etc.Headsets should be provided too make it more easier for students to do their work with an audible experience.
often webmail is "aborting" this is VERY annoying. also internet connection to on-campus apartment seems slower this year. also annoying.
You guys are doing fine. I would like to see more access in Knox and the classrooms/lecture halls in NSC for wireless.
I'm in both CSE and INF, but it only let me pick one. Checkboxes might be better than radio buttons.
Please keep up the good work.
i didn't know school was closed until way later than i should have. emails should have gone out, and myub should have reflected the news. also RAs should have known about it as soon as the decision was made and posted it in the dorms.
As mentioned before, it takes WAY too long to log into computers, especially when I just want to check email. This is a limitation of using XP.
Awesome work maintaining though!
None
Registering for classes (the actual registration process) is not very intuitive. Need a queue-type system when online registration is at capacity.
i have no problem with the IT administration
The system works for me. However, improvement is always necessary.

More knowing staff and willingness to help in the computer labs/libraries.

Services are very well provided, yet sometimes we students have difficulty getting access to computers during class hours and have to wait long.

#46 looks like an identical question wording to #41. Hopefully all answers will be merged together for these. but in case not I'll paste my answers to #41 here also: (1.) Would be nice to be able to print from laptop wireless here, if there's a way to do that it should please be publicied better. (2.) On the cybrary PCs, would be nice to have software that allows writing PDF files. Again if there's something for that already, it's not well known. (3.) Worst thing about UBIT is crazy SLOWNESS of logging on to "express" computers in Cybraries. absolutely ridiculous that to use the thing for at most 15 minutes, just waiting to get looged on after entering username/password takes over 5 minutes! All it should need to do each time is verification and minor network connections, should take much closer to 5 seconds, than to 5 minutes! All this, every login while people are often waiting in lines during daytime hours. I realize the login time does not count against the 15 minutes of use - that is not my point. It just should not take anywhere near that long to be validated for login and it wastes the time of many people every day, with the delays snowballing if you're waiting behind 10 people in line, each of whom will experiece that long delay. (4.) More open hours for Bell 101 and/or Lockwood Cybrary would be great!

i think everything offered is cool...i know that you do the technicals and all that, I've just never been able to check them out, so if those aren't already posted on the list of events on myub that would be a positive

It is very annoying to have to continually sign into ublearns. There should be a way to have auto-login or remember your name and password.

The printing allowance could be expanded a bit. I ran out of available printing weeks ago and I have only printed out the readings that professors posted online for us to print out. I also think there need to be more computers! But the CIT staff is all very friendly and helpful.

love the free software - I will hate losing all the computing services of UB

Have workshops on computer maintenance and security. I used to be employed with CIT and many students do not understand basic security and care for their computers. I fixed many students' computers in the dorms for them (I told them it wasn't official or "CIT related" work, it was completely on my own.) Students do not understand spyware, adware, and firewalls at all.

None

It's good

I would like access to iPrint balance on any computer, not just public site computers. Perhaps through UBLearns or MyUB.

I would like access to iPrint balance on any computer, not just public site computers. Perhaps through UBLearns or MyUB.

UC IT has been there for me when I needed it and has not let me down yet.

Need more information available on what students can do to make their computers work better and how to trouble-shoot common problems: ex: computer working slowly. Especially since the CIT Helpdesk won't look at laptops generally.

See above.

no idea

The Comfort inn was nothing like dorm life.

It would be great if I could use UB IT to get help with security and efficiency issues related to my laptop. If I could drop it off or get a consult I would be happy to pay a reasonable fee for that service.

good

I cant afford to buy a ipod!

n/a

Improve webmail and wireless connection in the dorms. Aside from that all is well and you guys do a great job with support!

my email is kmrich2@buffalo.edu

This is a repeat question.

n/a

I would like to know who gets these iPods that you give away. I have not recieved one during my stay here at UB. I have filled numerous surveys out as well.

No Comments.

on the email, you should be able to view sent messages. I can not re-look at old messages I have sent out.

i want a diamond in the back, sunroof top brotha at the scene with a gangsta lean

good work

Revision of UBiquity.

the webmail sometimes runs really slow when using it at home

It would also be nice to have a larger selection of laptops for sale at ubmicro, such as ones from Hewlett Packard. While it's nice that UB has a linux distribution, it's based off of redhat. Frankly, Redhat was good in the 90's, it's time to change with the flow. To get students more involved with linux perhaps switching to another distribution, such as ubuntu might help. Along the same lines, it would be nice to see on the downloads page more open source alternatives to commonly used windows programs, such as OpenOffice and gaim.

It is hard to use epay, because the limitation of my credit card is less than the tuition fees.

i think it would also be helpful if you install more computers in the lab so that students sometimes don't have to wait for someone else to finish.

keep the servers up 24/7

you need to give the cit help desk more tools to help us that have more complex problems that a simple program such as word not installing right.

the housing situations needs to be improved.(students in the COMFORT INN)

More trainig for software and computer use. Will Helfer's sessions are helpful but not offered enough. I would like training and space to create a webpage.

I think that UBMicro is pretty overpriced. I also think that wireless access on campus should be improved. Other then that, I really don't have any complaints at all.

The printing purse needs to be greater since in grad school the teachers put a lot on line for us to download and read. A LOT!

you're doing a good job! I hope that whoever is reading this is having the best day of his/ her life! (i'm sorry. yes i know i'm insane, and im ok with it)

none

Integrate UB Learns into MyUB or completely change the layout. There are many features left unused and navigation is abhorrent.

more e-mail and password security

Good luck.

The most important thing for me is having steady speed of connection and accessability of wireless network on campus. In Nox Hall, there is no way to use wireless service. It is very inconveinient.

I would be grateful if you improve the wireless connection speed because it is sometimes very slow.

We need more lab access.The friday and saturday cut down on the linux lab is a iit restrictive

How do I access my home directory/storage space??

Wireless networks can be unreliable at time of heavy traffic. And wireless networks are non-existent in Knox lecture halls.

see above (same question)

Wireless networks are slow (11mbps)in many areas and speeds in high volume areas are HORRIBLE. The SU, Knox, and many others need updated and imporved wireless that is faster and can handle a higher volume of traffic. Also, Knox 20 has no signal and is a great nuisance to many.

Website links to student clubs and organizations at UB.

Some how get parking information on the web real time that can be downloaded to cell phones.

Again, the terrible quality of the campus email system.

As to your questions about updated windows, virus scan, and firewall software, I sincerely hope this is not an attempt to gauge the necessity of certain updates being required as a prerequisite for using the university's network. We all know that the truly stupid will find a way to cause trouble anyway. And in the meantime, most everyone else is confused and inconvenienced during the upheaval that inevitably surrounds the institution of such an update-verification program. As far as I can tell, the costs outweigh any (imagined) benefits. Maybe I'm wrong and this idea isn't even in the backs of your minds, but I despise those verifications systems so much that you can't begin to imagine. I used a Windows 98 SE machine--happily, and virus/worm/other problem-free--for years until a verification system brought on by people with poorly-maintained newer systems caused me a whole host of issues. And the problems the system sought to remedy persisted. I believe that's one of Murphy's laws--something to the effect of if you build an idiot-proof machine, they'll build a better idiot.

nothing

More help and services need to help stuents solve problems when the computer has problem like installing, virus. and so on

It's been always good.

It would be nice if the myUB and webmail could be integrated better, perhaps making the email another tab at the top of myUB. That would avoid having to move to another page and another login. Perhaps maybe even updating to run a newer version of the email, like a newer Microsoft Outlook for the inbox.

see #41

No additional comments.

Please add more printers where one can print from private laptops. Thanks