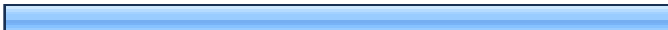
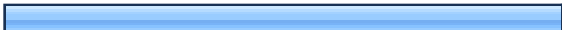







1. Please indicate your primary campus:

		Response Percent	Response Count
East Grand Forks		100.0%	99
Thief River Falls		0.0%	0
answered question			99
skipped question			0




2. Have you used technical support services in ITS?

		Response Percent	Response Count
Yes		83.8%	83
No		16.2%	16
answered question			99
skipped question			0







3. How do you rate the technical support you receive?

		Response Percent	Response Count
Extremely Satisfied		30.9%	29
Very Satisfied		35.1%	33
Satisfied		24.5%	23
Somewhat Satisfied		9.6%	9
Not Satisfied		0.0%	0
answered question			94
skipped question			5

4. Do the student computer labs/cyber areas fill your technology needs?

		Response Percent	Response Count
Yes		46.4%	45
No		4.1%	4
I use my own laptop.		49.5%	48
answered question			97
skipped question			2

5. If the IT Dept offered workshops, would you attend?

		Response Percent	Response Count
D2L, eServices, eAcademy, eMail		22.0%	18
File storage, Jump drives, etc.		26.8%	22
Wireless, Printing, Logging in		23.2%	19
Virus Removal		68.3%	56
Computer Care		56.1%	46
Other (please specify in next question)		14.6%	12
answered question			82
skipped question			17

6. If you chose other; please indicate additional technology training/workshop needs:

	Response Count
	15
answered question	15
skipped question	84

7. Do you have additional technology needs? Please explain.

	Response Count
	23
answered question	23
skipped question	76

8. Please submit additional technology-related ideas and comments.

**Response
Count**

21

answered question

21

skipped question

78

Q6. If you chose other; please indicate additional technology training/workshop needs:

1	all of the above	Feb 22, 2012 10:02 PM
2	Just a general class getting you familiar with what type of computer would best suit your needs.	Feb 22, 2012 9:03 AM
3	No I wouldn't attend	Feb 22, 2012 8:07 AM
4	I would attend a class that would help me to identify programs that I could remove safely, or disable from startup but could still access them, helping speed up my desktop.	Feb 22, 2012 12:04 AM
5	None	Feb 21, 2012 8:22 PM
6	Would this be in addition to the d2l training we already get for d2l?	Feb 21, 2012 3:10 PM
7	I would only attend the workshops if there was an online workshop like with webex meetings.	Feb 19, 2012 3:23 PM
8	It's what I'm in school for now.	Feb 11, 2012 9:59 AM
9	n/a	Feb 10, 2012 8:40 AM
10	Privacy on the internet,	Feb 9, 2012 8:56 AM
11	I don't think I would attend any workshops	Feb 9, 2012 6:17 AM
12	Computer programs such as Excel.	Feb 8, 2012 10:51 PM
13	Trouble shooting	Feb 8, 2012 3:33 PM
14	Training workshops for instructors to know how to give online students a better learning opportunity through D2L	Feb 8, 2012 2:36 PM
15	None. I know how to resolve my own problems.	Feb 8, 2012 11:29 AM

Q7. Do you have additional technology needs? Please explain.

1	just a brush up on how to use my computer more accurately	Feb 22, 2012 10:02 PM
2	No	Feb 22, 2012 11:17 AM
3	no	Feb 22, 2012 9:03 AM
4	no	Feb 22, 2012 8:07 AM
5	no	Feb 22, 2012 1:14 AM
6	no	Feb 21, 2012 10:24 PM
7	no	Feb 21, 2012 5:05 PM
8	maybe i phone and comp. compatibility	Feb 21, 2012 3:10 PM
9	No	Feb 21, 2012 2:12 PM
10	Yes, I would love if the lectures for my distance classes that are only once every couple weeks could be broadcasted or available for future viewing online because I am not able to attend at the time and location of the lectures...I am a distance student.	Feb 19, 2012 3:23 PM
11	nope	Feb 17, 2012 1:21 PM
12	none	Feb 12, 2012 4:36 AM
13	No.	Feb 11, 2012 9:59 AM
14	n/a	Feb 10, 2012 8:40 AM
15	It would be nice to have loaners, not to take home, but to use while your own computer was being worked on. A lot of times you need the computer right away to finish a paper in class or reference literature while the instructor is talking. Having to wait an hour or two just isn't practical all the time.	Feb 9, 2012 8:56 AM
16	nope	Feb 9, 2012 6:17 AM
17	Not at this time	Feb 8, 2012 10:51 PM
18	I'm having issues with my GDP Link site. On my computer its not downloaded right or something because when I use my friend's computer to log in it allows me access to Word properly but it won't do it on my laptop.	Feb 8, 2012 7:32 PM
19	The computers in the labs are extremely outdated and slow-I would like it if they were replaced with a newer model!	Feb 8, 2012 6:20 PM
20	You need to make more training available for instructors and more options available for online students. Would like to see more options like lectures online and chats. We pay more for online classes and receive nothing more than campus students actually less!!	Feb 8, 2012 2:36 PM
21	No.	Feb 8, 2012 11:29 AM

Q7. Do you have additional technology needs? Please explain.

22	None	Feb 8, 2012 11:26 AM
23	Bandwidth constructions are unnecessary, it's better to let someone download needed materials as fast as possible.	Feb 8, 2012 9:51 AM

Q8. Please submit additional technology-related ideas and comments.

1	none at this time but the IT department are very patient indeed.	Feb 22, 2012 10:02 PM
2	providing students with compensation, or exemption for technology fees, if they do not use the services.	Feb 22, 2012 3:34 PM
3	A heads up to potential students that a computer is a need when starting school.	Feb 22, 2012 9:03 AM
4	none	Feb 22, 2012 8:07 AM
5	The it guys are always friendly and helpful when there is a problem. However the computers are VERY slow and have a lot of issues if they let you log in at all.	Feb 21, 2012 6:43 PM
6	In my d2l classes I have to submit homework and then it is to send me a conformation email. But my email address is to long. I cant change my name so maybe the ***@ student.nothlandcollege.edu could be shortened. I would be nice to know for certain that my assignments were submitted.	Feb 21, 2012 3:10 PM
7	The computers and printers never work	Feb 21, 2012 10:31 AM
8	nothing	Feb 17, 2012 1:21 PM
9	I think things are going really well!	Feb 12, 2012 4:36 AM
10	n/a	Feb 10, 2012 8:40 AM
11	It's the basic things I brought my computer in for.	Feb 9, 2012 10:24 AM
12	none at this time	Feb 9, 2012 6:17 AM
13	It would be a lot less stressful and disruptive to my education if the college's computers didn't frequently go into "maintenance mode" and randomly decide to reboot. Since my classes have timed quizzes and exams via LockDown Browser and I must take them on-campus, it is very annoying to have the computer reboot on it's own in the middle of a quiz. This shouldn't happen!	Feb 8, 2012 7:09 PM
14	the computers seem to be really slow in the school sometimes, they also seem to be out of ink alot and it takes a long time to have someone fill them.	Feb 8, 2012 5:48 PM
15	Just wanted to say that every time I needed computer help, IT always was kind and very prompt!!! I was thankful for the excellent hours. Many times the help was needed after 4pm when noone was around but them--no library, no bookstore. Can't think of anything I'd liked changed--Thanks for the great service!!!!	Feb 8, 2012 4:03 PM
16	Anything that can improve online learning than putting a powerpoint presentation up and thats all for technology!!	Feb 8, 2012 2:36 PM
17	I know that there is a lot of computers to work on but about a month ago almost every computer I went on outside of the library did not work to print, save documents, or do anything that I needed to do school related. We are paying for these computers in our tuition so shouldn't they be working at all times for it to be fair for us?	Feb 8, 2012 11:58 AM
18	Could use more plug in's in common/ lunch room area for powering laptops and	Feb 8, 2012 11:39 AM

Q8. Please submit additional technology-related ideas and comments.

cell phones.

- | | | |
|----|--|----------------------|
| 19 | None. Technology in the Northland EGF campus is wonderful and always up to date and fast. I really enjoy using it. I do not have a very good computer at home so it is nice to come to the school and be able to complete my school work correctly and efficiently on the great computers that are provided. | Feb 8, 2012 11:26 AM |
| 20 | A small wireless network that automatically pushes the needed security certificates would be nice. Or a guest network that only shows a website that allows you to download the certificates needed to access the main network at Northland. It could also have the instructions on the same page. | Feb 8, 2012 9:51 AM |
| 21 | IT was very helpful, I have been in there 3 times and they explained how to fix my problem. The one time they took me step by step on their computer, so I could go home and fix the problem at home. | Feb 8, 2012 9:19 AM |