
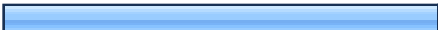








## 1. Please indicate your primary campus:

		Response Percent	Response Count
East Grand Forks		0.0%	0
<b>Thief River Falls</b>		<b>100.0%</b>	<b>78</b>
answered question			78
skipped question			0




## 2. Have you used technical support services in ITS?

		Response Percent	Response Count
Yes		65.4%	51
No		34.6%	27
answered question			78
skipped question			0







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

		Response Percent	Response Count
Extremely Satisfied		23.3%	17
<b>Very Satisfied</b>		<b>35.6%</b>	<b>26</b>
Satisfied		27.4%	20
Somewhat Satisfied		9.6%	7
Not Satisfied		4.1%	3
answered question			<b>73</b>
skipped question			<b>5</b>

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

		Response Percent	Response Count
Yes		<b>67.9%</b>	<b>53</b>
No		7.7%	6
I use my own laptop.		24.4%	19
answered question			<b>78</b>
skipped question			<b>0</b>

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

		Response Percent	Response Count
D2L, eServices, eAcademy, eMail		32.3%	21
File storage, Jump drives, etc.		33.8%	22
Wireless, Printing, Logging in		33.8%	22
<b>Virus Removal</b>		<b>67.7%</b>	<b>44</b>
Computer Care		49.2%	32
Other (please specify in next question)		10.8%	7
answered question			65
skipped question			13

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

	Response Count
	13
answered question	13
skipped question	65

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

	Response Count
	22
answered question	22
skipped question	56

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

**Response  
Count**

15

**answered question**

**15**

**skipped question**

**63**

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

1	more printing need	Feb 23, 2012 10:01 AM
2	None	Feb 22, 2012 3:40 PM
3	none	Feb 22, 2012 9:56 AM
4	HELPING ME STAY IN TOUCH WITH THE SYSTEM BEFORE PROBLEMS MIGHT ACCUR AND SOME SORT OF TRAINING EXERCISE TO STAY UP WITH TODAYS DEMANDING WORLD	Feb 22, 2012 5:08 AM
5	I would like to learn more indepth how to utilize the office word, excel and so on.	Feb 21, 2012 7:08 PM
6	na	Feb 21, 2012 4:57 PM
7	N/A	Feb 12, 2012 10:10 AM
8	Introductory courses on MS Word, Excel, PwrPt, etc, as might be given in High School classes. I would also like a basic course in navigating the Windows status bars, icons, and tools	Feb 10, 2012 11:04 AM
9	none at all	Feb 9, 2012 3:23 PM
10	video games	Feb 9, 2012 8:44 AM
11	I would be interested in all of these - but only if offered as a D2L - since I am not on campus now.	Feb 8, 2012 2:12 PM
12	Troubleshooting wiring, hardward, software issues	Feb 8, 2012 11:11 AM
13	Networking, building, arbitrary cleaning, data management, data technologies	Feb 8, 2012 8:52 AM



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

1	need more printing opportunity for my money and make it cheaper to print	Feb 23, 2012 10:01 AM
2	No	Feb 22, 2012 3:40 PM
3	none	Feb 22, 2012 9:56 AM
4	Better IT support for computer issues on school issued laptops	Feb 22, 2012 7:08 AM
5	I WISHTHEY COULD CONVERT D2L TO FIT ALL SCHOOOL APPLICATIONS AND THIS WOULD FREE UP DOWN TIME OF LOGGING IN TWO - THREE DIFFERENT SYSTEMS AND TRYING TOREMEMBER 3-5 DIFFERENT PASSWORDS AND WAITING TIME FOR DOWNLOADSALONG WITH HAVING TEACHERS USE AND POST ONLY TO ONE SYSTAM AT TIME EXAMPLE SOME USE D2L - SOME USE EMAIL AND OTHERS WANT YOU TO SURF THE INTERNET	Feb 22, 2012 5:08 AM
6	no	Feb 21, 2012 4:57 PM
7	just would like to get answers when the computer acts up not alot of help from IT dept.	Feb 21, 2012 2:31 PM
8	Have needed IT support before 8:00 a.m. It would be nice to have someone available.	Feb 21, 2012 12:49 PM
9	no very satisfied	Feb 21, 2012 12:33 PM
10	No.	Feb 21, 2012 12:28 PM
11	No	Feb 21, 2012 10:10 AM
12	N/A	Feb 12, 2012 10:10 AM
13	It would be nice if there was IT help available before 8:00 a.m. classes begin.	Feb 10, 2012 11:10 AM
14	no comment	Feb 9, 2012 3:23 PM
15	No	Feb 9, 2012 2:26 PM
16	nope	Feb 9, 2012 8:44 AM
17	Not at this time. Relatively new field for me at this point.	Feb 9, 2012 4:49 AM
18	no	Feb 8, 2012 7:17 PM
19	No	Feb 8, 2012 2:16 PM
20	It would have been helpful when I was purchasing my laptop to have gotten help in knowing what things I needed, and what wasn't worth the effort	Feb 8, 2012 2:12 PM
21	no	Feb 8, 2012 9:29 AM
22	Not really	Feb 8, 2012 8:52 AM





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

1	we need printing to be cheaper, its costing us alot of money.	Feb 23, 2012 10:01 AM
2	none	Feb 22, 2012 9:56 AM
3	A computer learning session would benifit the student body.	Feb 22, 2012 7:08 AM
4	LOWERING THE ACCESS FEES, I PAY FOR INTERNET AT HOME THROUGH WIKSTROM AND ONLY HAVE TO PAY 30.00 AFTER THE 150.00 HOOKUP FEE, IAM PAYING OVER TWO HUNDRED DOLLARSFOR JUST 6 MONTHS OR LESS AND STILL HAVE A LONGER DELAY TIME (HOPEFULLY THIS WAS HELPFUL IF NOT PLEASE IGNORE) THANKYOU AGAIN FOR ALL YOU DO.	Feb 22, 2012 5:08 AM
5	na	Feb 21, 2012 4:57 PM
6	Would be nice sometimes to get answers, as in one time I was taking a test and the computer froze I went and got someone from IT , he came and looked at the computer, just looked at it never touched it and said there was nothing he could do that was not a good answer	Feb 21, 2012 2:35 PM
7	very happy with college facilities	Feb 21, 2012 12:33 PM
8	N/A	Feb 12, 2012 10:10 AM
9	no comment	Feb 9, 2012 3:23 PM
10	No	Feb 9, 2012 2:26 PM
11	I have come on a random number of days during the week after 8pm and the computer labs were closed. Also I came last weekend on a Sunday at 3pm and the campus/labs were locked even though there were posted times they were open. Please keep labs open at the times that are designated to be open. Thanks.	Feb 9, 2012 8:55 AM
12	none	Feb 9, 2012 8:44 AM
13	A class on how to do certain things on excel and power point would be very helpful.	Feb 8, 2012 9:31 PM
14	The technology staff is very helpful, and respectful towards students.	Feb 8, 2012 4:29 PM
15	Would be nice if we could have some mini-USB to USB or even just USB extention cables that people could borrow for devices when/if we forget them at home. Use a sign-out board to keep track of who has what and charge people accordingly for unreturned cables. I know of a place you can probably get them in bulk for cheap, please contact me at allen_langlie@student.northlandcollege.edu	Feb 8, 2012 8:52 AM