Q2 Please select the type of computer(s) you brought to campus. Select all that apply.
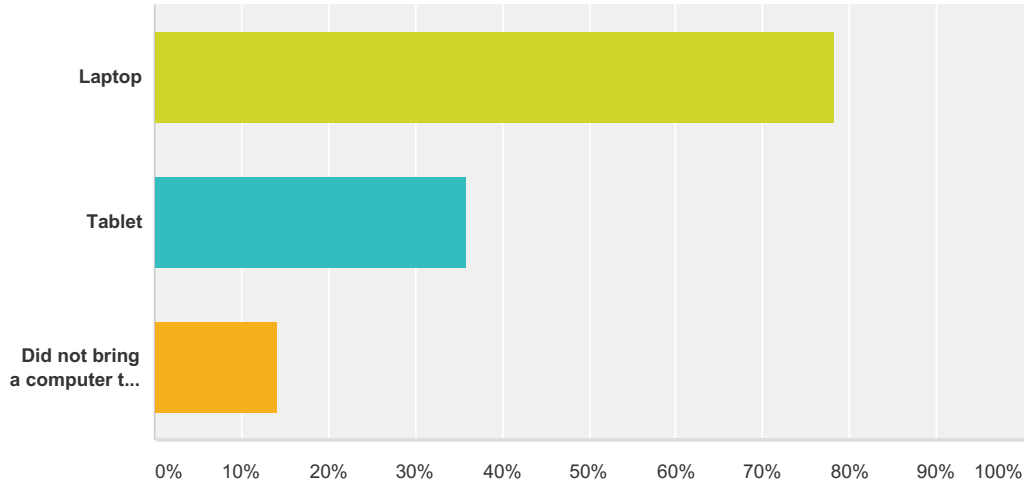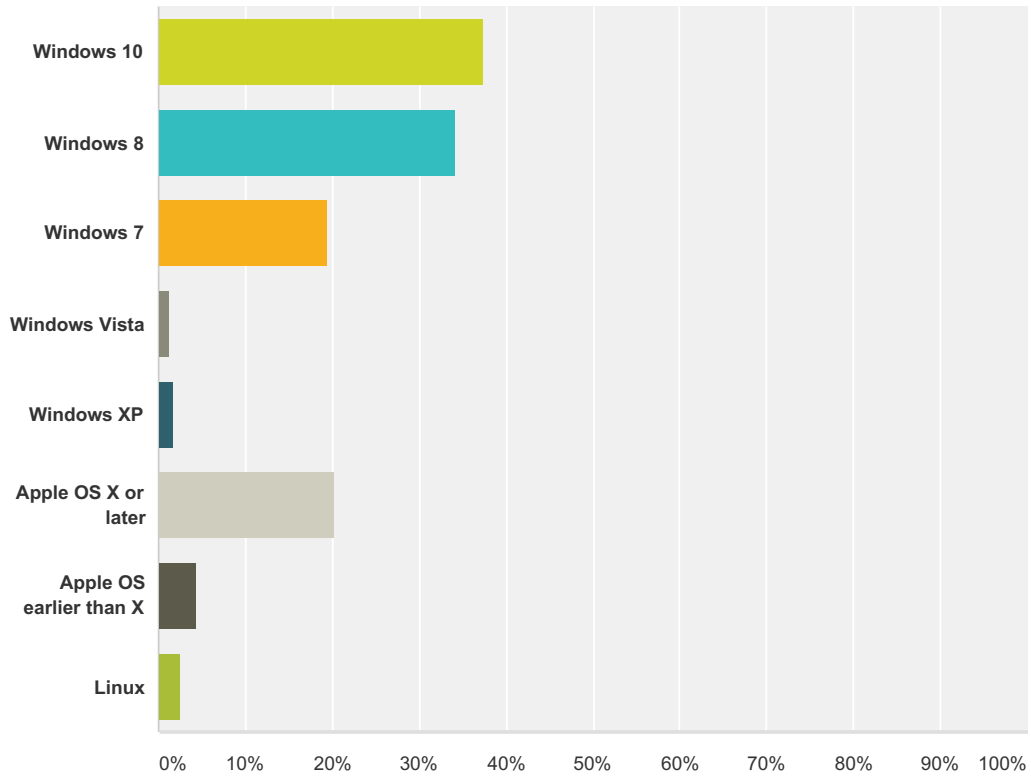
Answered: 671   Skipped: 2

Answer Choices	Responses	
Laptop	**78.24%**	525
Tablet	**35.92%**	241
Did not bring a computer to campus	**14.16%**	95
Total Respondents: 671		

Q3 Select the type of operating system currently installed on the computer(s) you bring to campus. Please select all that apply.
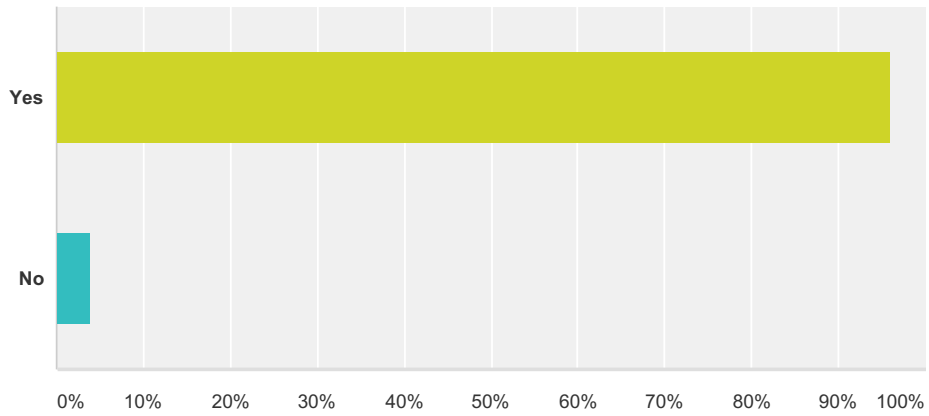
Answered: 575   Skipped: 98

Answer Choices	Responses	
Windows 10	**37.39%**	215
Windows 8	**34.26%**	197
Windows 7	**19.48%**	112
Windows Vista	**1.22%**	7
Windows XP	**1.74%**	10
Apple OS X or later	**20.35%**	117
Apple OS earlier than X	**4.35%**	25
Linux	**2.43%**	14
Total Respondents: 575		

Q4 Did you bring a smartphone or portable device to campus to connect to SSUnet?

Answered: 666   Skipped: 7

Answer Choices	Responses	
Yes	**95.95%**	639
No	**4.05%**	27
Total		**666**

Q5 Select all the smartphones and/or portable devices (excluding laptops) that you bring to campus.

Answered: 638   Skipped: 35
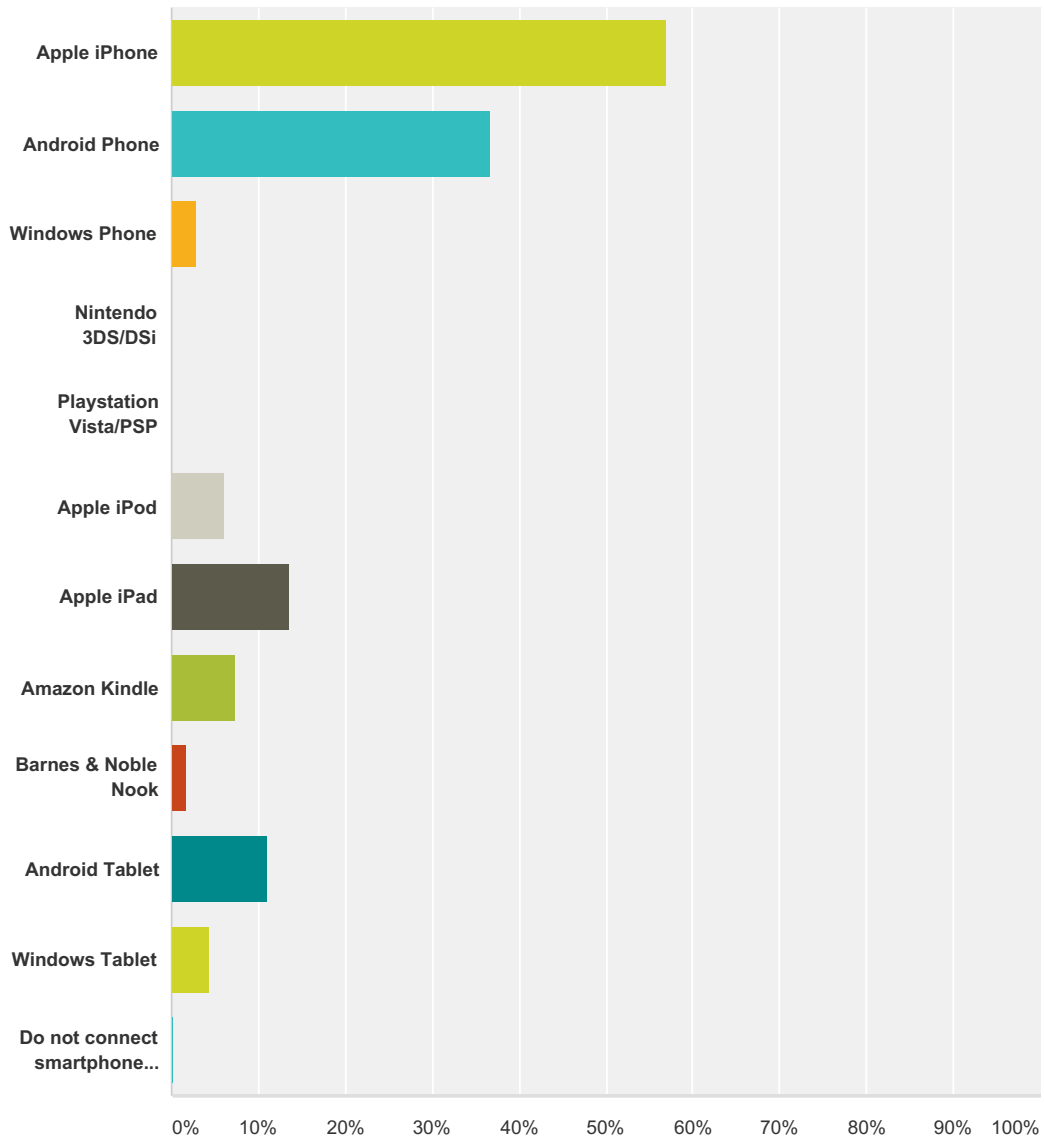
Answer Choices	Responses	
Apple iPhone	**57.05%**	364
Android Phone	**36.83%**	235
Windows Phone	**2.82%**	18
Nintendo 3DS/DSi	**0.00%**	0
Playstation Vista/PSP	**0.00%**	0
Apple iPod	**6.11%**	39

Apple iPad	**13.48%**	86
Amazon Kindle	**7.21%**	46
Barnes & Noble Nook	**1.72%**	11
Android Tablet	**10.97%**	70
Windows Tablet	**4.39%**	28
Do not connect smartphone and/or portable device to SSUnet	**0.16%**	1
Total Respondents: 638		

## Q6 Were you able to connect your personal laptop, smartphone, or portable device to SSUnet without assistance?

Answered: 665   Skipped: 8
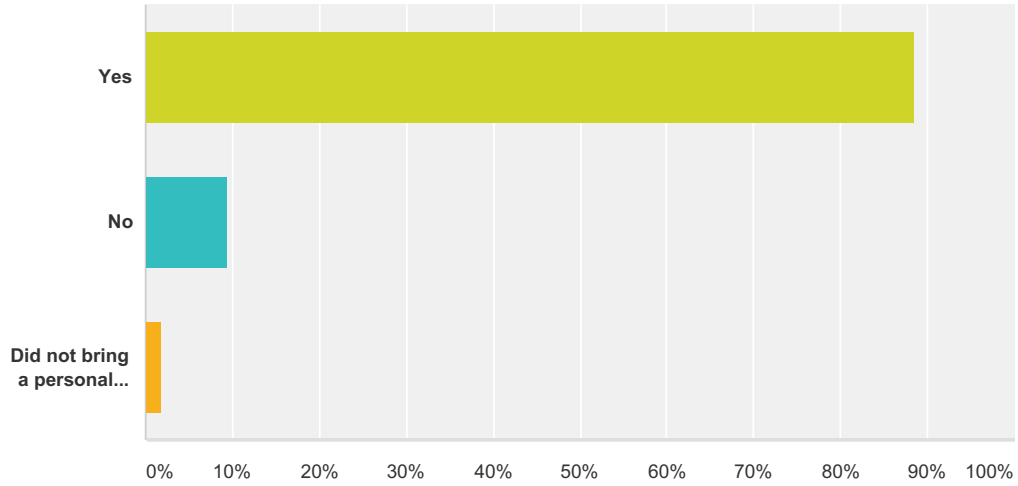
Answer Choices	Responses	
Yes	**88.57%**	589
No	**9.47%**	63
Did not bring a personal device to connect to SSUnet	**1.95%**	13
Total		**665**

Q7 If you received assistance from the UIS Help Desk to connect a device to SSUnet, Shawnee State's wireless network, did you...(please check all that apply)

Answered: 63   Skipped: 610
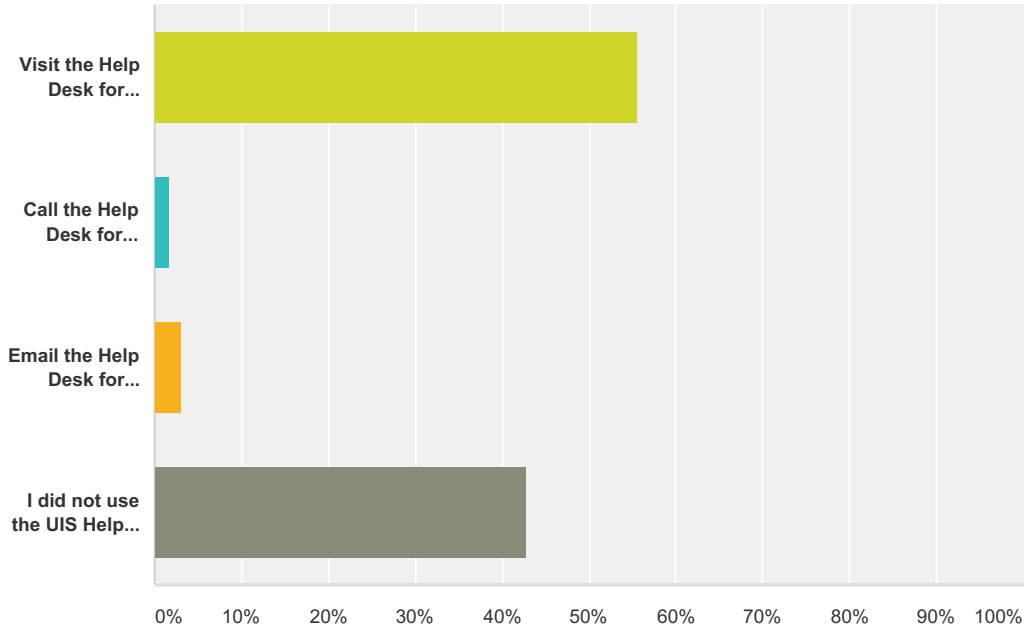
Answer Choices	Responses	
Visit the Help Desk for assistance in connecting the device	**55.56%**	35
Call the Help Desk for assistance	**1.59%**	1
Email the Help Desk for assistance	**3.17%**	2
I did not use the UIS Help Desk for assistance	**42.86%**	27
Total Respondents: 63		

Q8 Please select the most appropriate reason why you were not able to successfully connect to SSUnet that resulted in you needing to visit or contact the UIS Help Desk.

Answered: 36   Skipped: 637
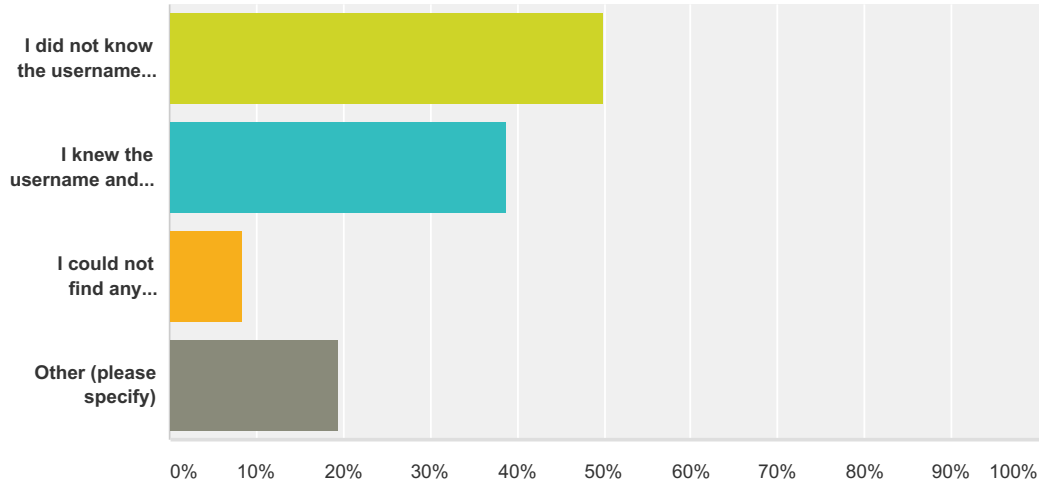
Answer Choices	Responses	
I did not know the username and/or password	**50.00%**	18
I knew the username and/or password but it would not work	**38.89%**	14
I could not find any instructions to assist	**8.33%**	3
Other (please specify)	**19.44%**	7
Total Respondents: 36		

#	Other (please specify)	Date
1	The login prompt on a Nintendo 3ds would not show up. Other devices have connected successfully	10/7/2015 11:13 AM
2	laptop issues	10/4/2015 3:58 PM
3	I was not redirected to the log-in page !	10/4/2015 1:18 PM
4	Cisco wouldn't download on laptop last year	10/1/2015 10:47 PM
5	My laptop would not connect to the wifi because the new wifi does not work on my laptop which is about 4 years old.	10/1/2015 5:46 PM
6	Returning student, forgot I had to reset my SSU password	10/1/2015 5:33 PM
7	Internet wouldnt work	10/1/2015 3:54 PM

Q9 If you received assistance to connect a device to SSUnet from the Help Desk or the 'getting IT going' session, how would you rate the service provided.

Answered: 36   Skipped: 637
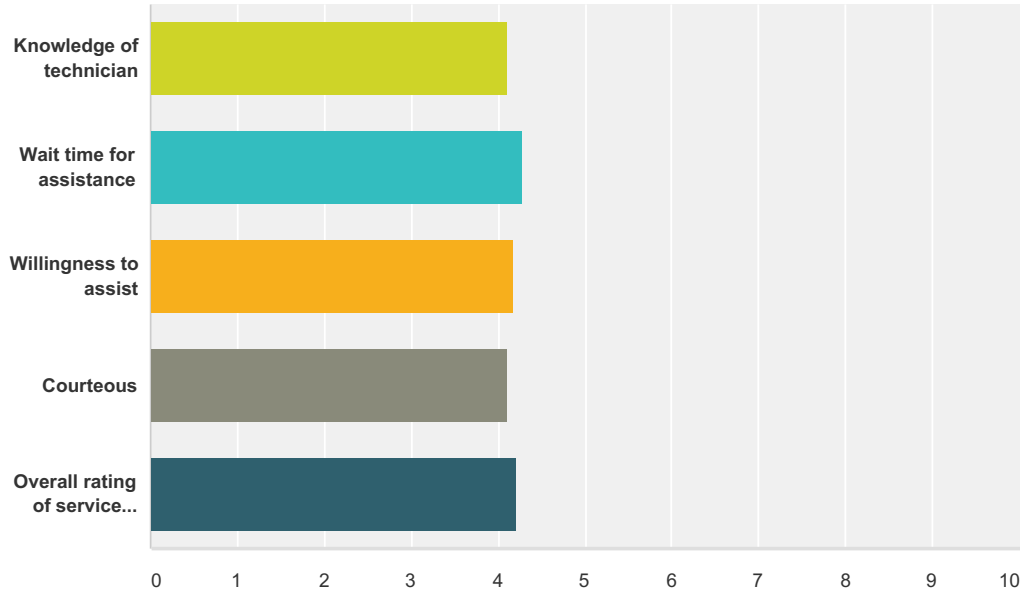
	Excellent	Good	Fair	Poor	No opinion	Total	Weighted Average
Knowledge of technician	**50.00%** 18	**25.00%** 9	**13.89%** 5	**8.33%** 3	**2.78%** 1	36	3.11
Wait time for assistance	**52.78%** 19	**33.33%** 12	**5.56%** 2	**5.56%** 2	**2.78%** 1	36	3.28
Willingness to assist	**55.56%** 20	**22.22%** 8	**11.11%** 4	**5.56%** 2	**5.56%** 2	36	3.17
Courteous	**44.44%** 16	**36.11%** 13	**8.33%** 3	**8.33%** 3	**2.78%** 1	36	3.11
Overall rating of service provided	**50.00%** 18	**33.33%** 12	**8.33%** 3	**5.56%** 2	**2.78%** 1	36	3.22

Q10 How important is it to you to get your computer, smartphone, or tablet connected to SSUnet the first day of classes?
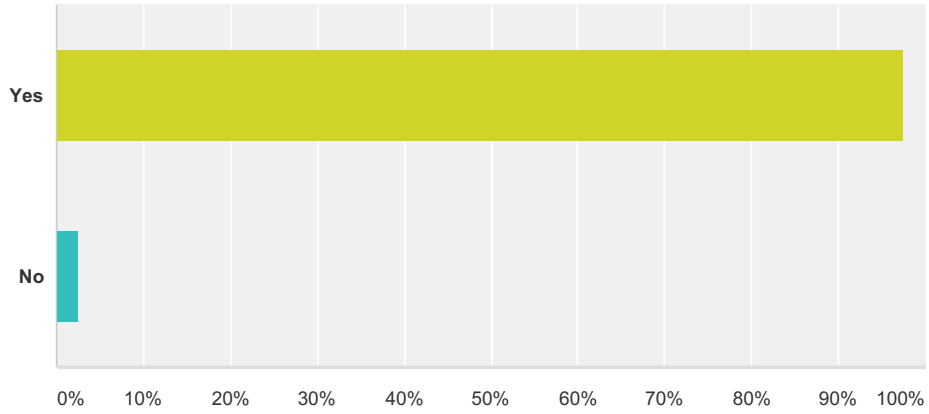
Answered: 649   Skipped: 24
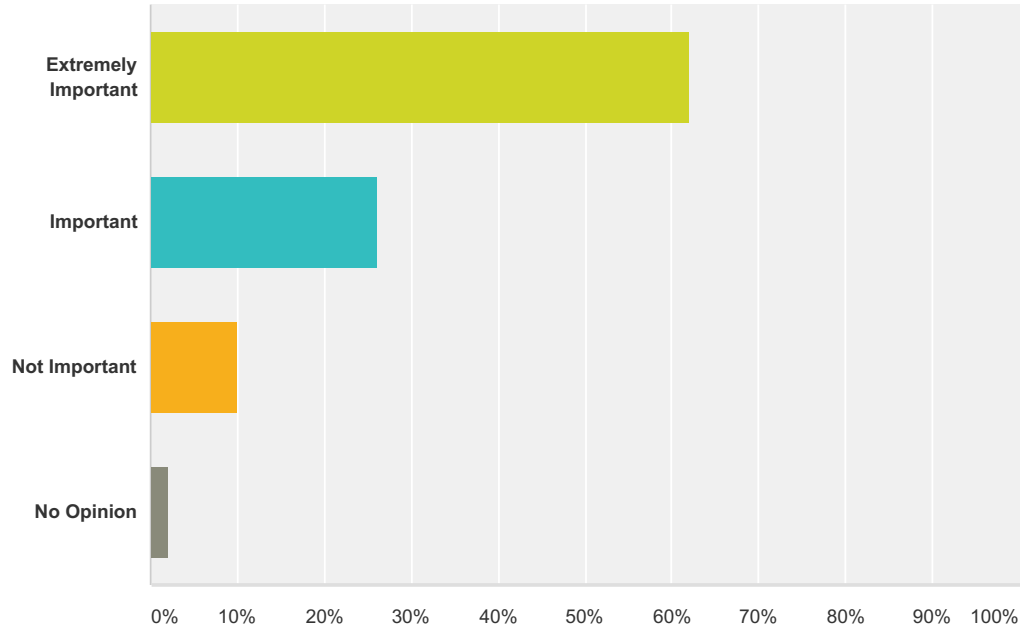
Answer Choices	Responses	
Extremely Important	**61.94%**	402
Important	**26.04%**	169
Not Important	**10.02%**	65
No Opinion	**2.00%**	13
Total		**649**

Q11 Were you able to successfully sign into your email (@mymail.shawnee.edu) account this Fall Semester?

Answered: 661   Skipped: 12

Answer Choices	Responses	
Yes	**97.58%**	645
No	**2.42%**	16
Total		**661**

Q12 Is this your first semester at Shawnee State University?

Answered: 661 Skipped: 12
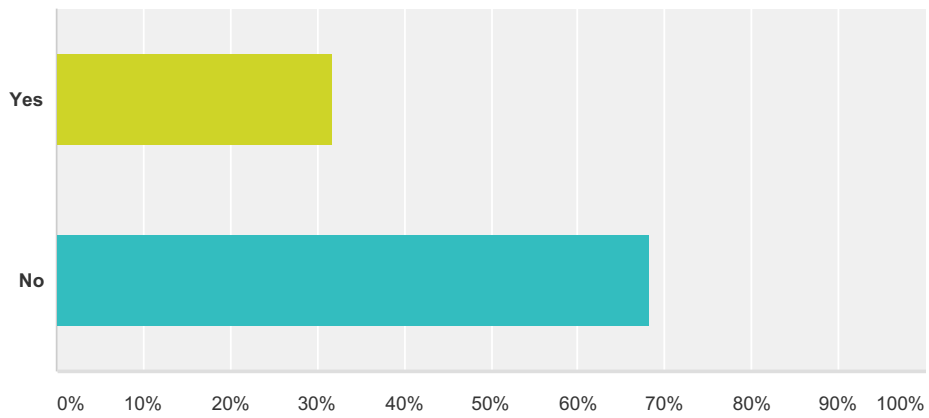
Answer Choices	Responses	
Yes	**31.77%**	210
No	**68.23%**	451
Total		**661**

Q13 How did you receive the information containing your email address and one-time password?

Answered: 210   Skipped: 463
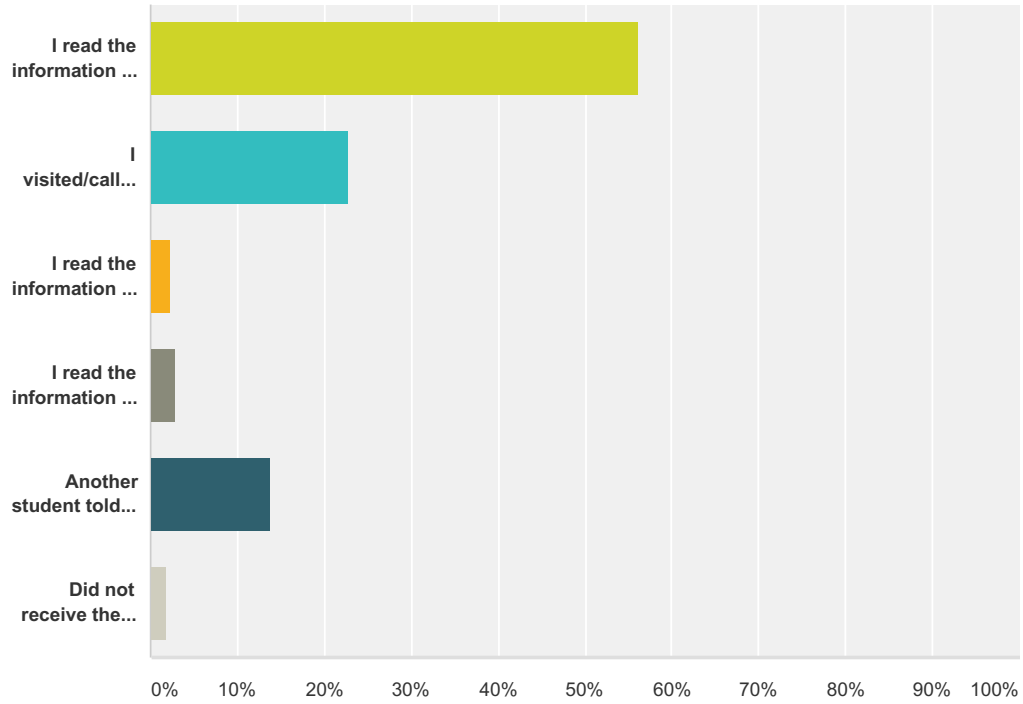
Answer Choices	Responses	
I read the information in the Notification Center on MySSU	**56.19%**	118
I visited/called the Help Desk to get the information	**22.86%**	48
I read the information in a Help Desk publication	**2.38%**	5
I read the information on the UIS web site	**2.86%**	6
Another student told me the information	**13.81%**	29
Did not receive the information	**1.90%**	4
Total		**210**

Q14 How are you using your @mymail.shawnee.edu email account?

Answered: 661   Skipped: 12
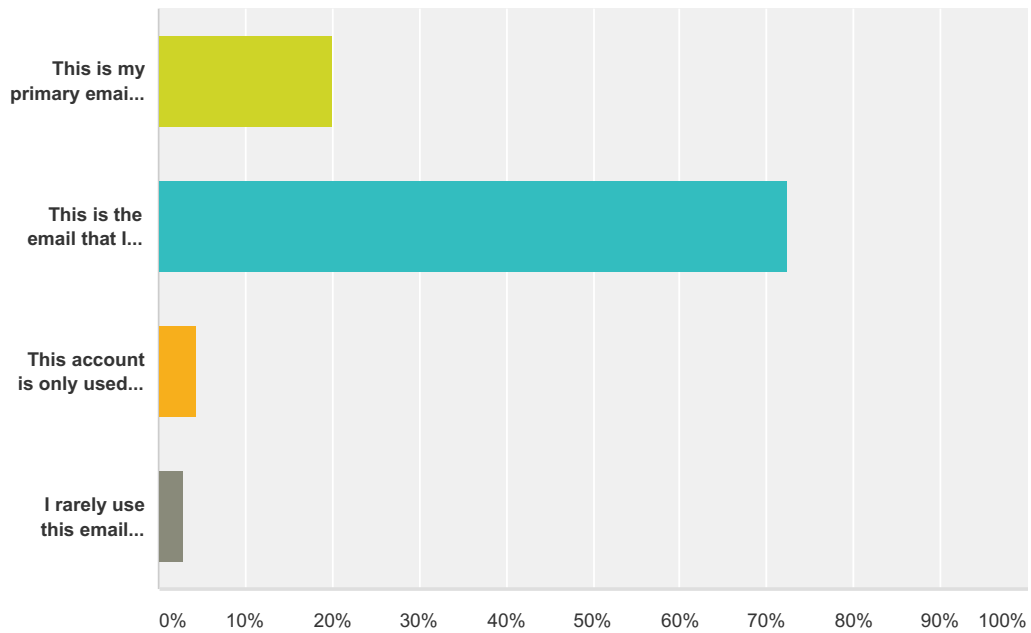
Answer Choices	Responses	
This is my primary email address for both personal and school use	**20.12%**	133
This is the email that I only use for school	**72.47%**	479
This account is only used as a secondary email account	**4.39%**	29
I rarely use this email account	**3.03%**	20
Total		**661**

Q15 Are you aware that a Notification Center is found in MySSU Student Portal that contains all important notices regarding the business of being a student at Shawnee State University?
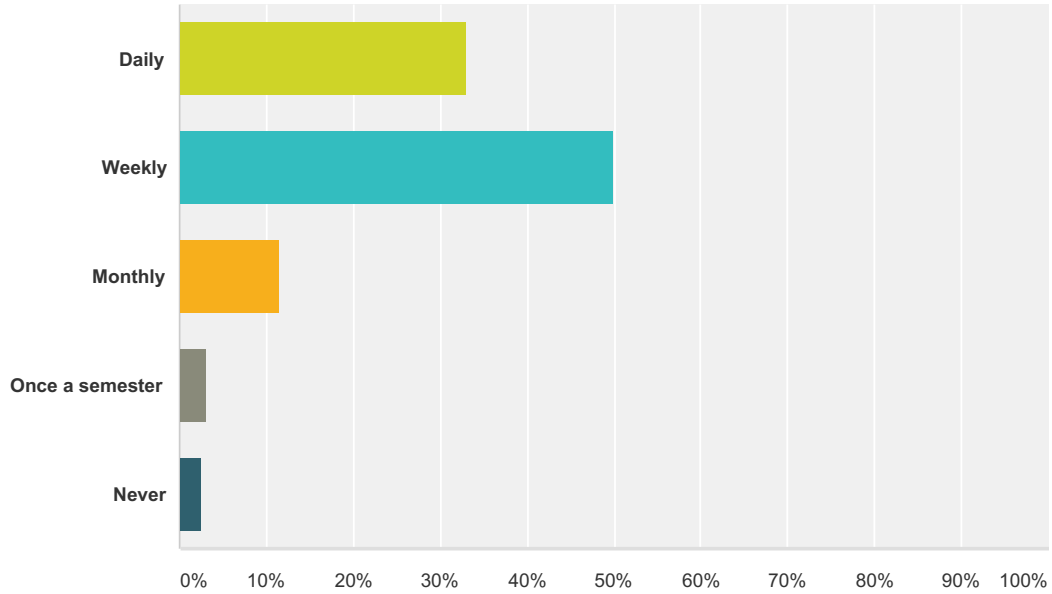
Answered: 660   Skipped: 13
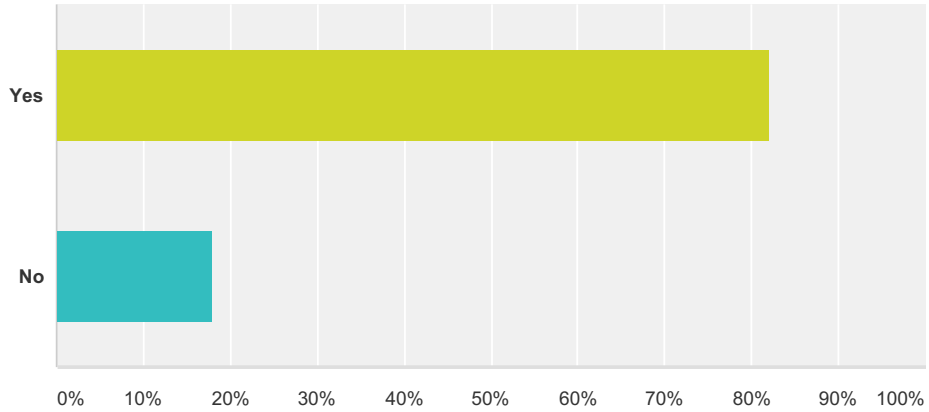
Answer Choices	Responses	
Yes	**82.12%**	542
No	**17.88%**	118
Total		**660**

Q16 How often do you check for new notifications sent to your Notification Center?

Answered: 542   Skipped: 131

Answer Choices	Responses	
Daily	**33.03%**	179
Weekly	**49.82%**	270
Monthly	**11.44%**	62
Once a semester	**3.14%**	17
Never	**2.58%**	14
Total		**542**

Q17 If SSU were to remind you via a periodic text message to read the notices sent to your Notification Center, would this be helpful to you?

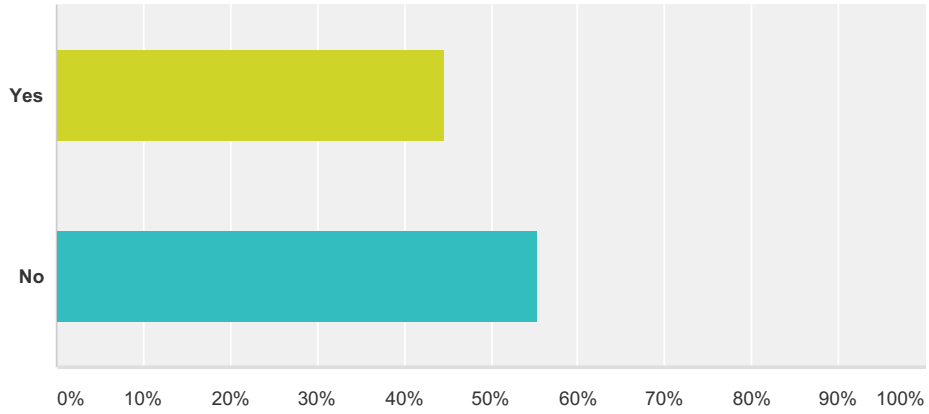**Answered: 659   Skipped: 14**
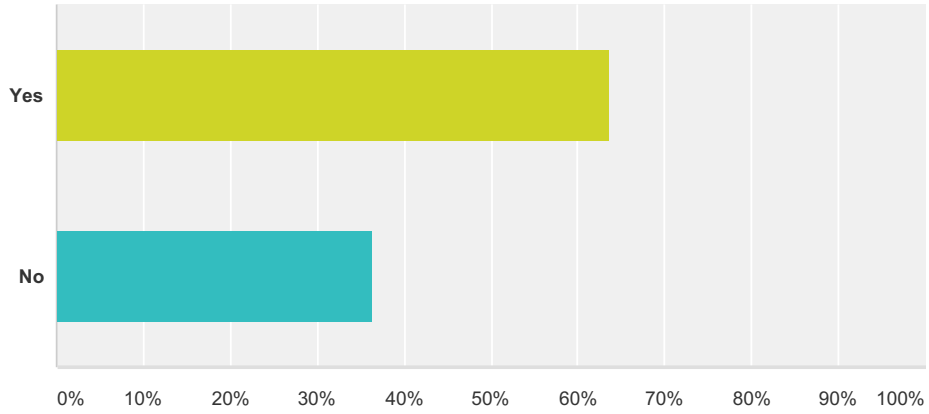
Answer Choices	Responses	
Yes	**63.58%**	419
No	**36.42%**	240
Total		**659**

Q18 Were you aware that you could enroll for self-service password reset/change feature for all your accounts at Shawnee State University?
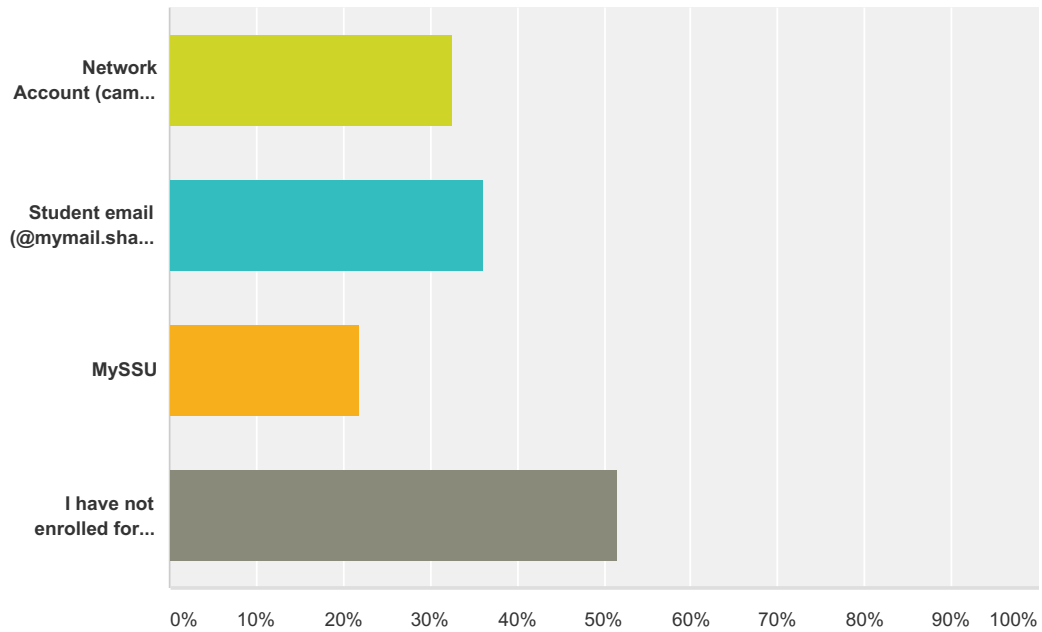
Answered: 658   Skipped: 15

Answer Choices	Responses	
Yes	**44.68%**	294
No	**55.32%**	364
Total		**658**

Q19 Have you enrolled for the self-service password reset for the accounts listed below? (Please select all that apply.)
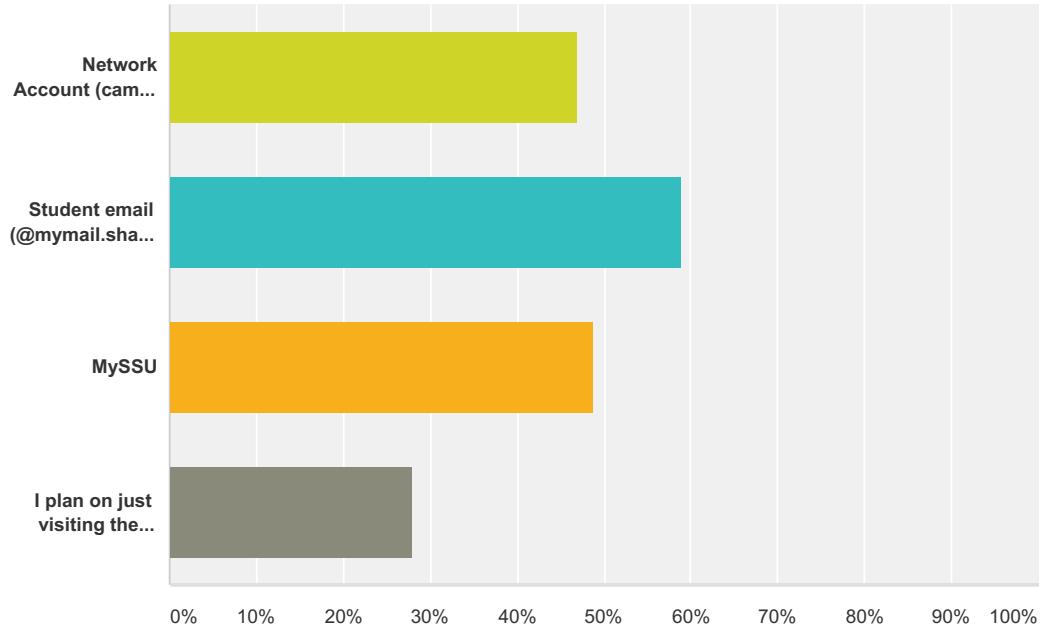
Answered: 297   Skipped: 376

Answer Choices	Responses	
Network Account (campus computers, SSUnet, library resources)	**32.66%**	97
Student email (@mymail.shawnee.edu)*	**36.03%**	107
MySSU	**21.89%**	65
I have not enrolled for any self-service password reset option	**51.52%**	153
Total Respondents: 297		

Q20 Knowing the benefits that self-service password reset feature can offer, please indicate the accounts you plan on enrolling. (Please select all that apply.)
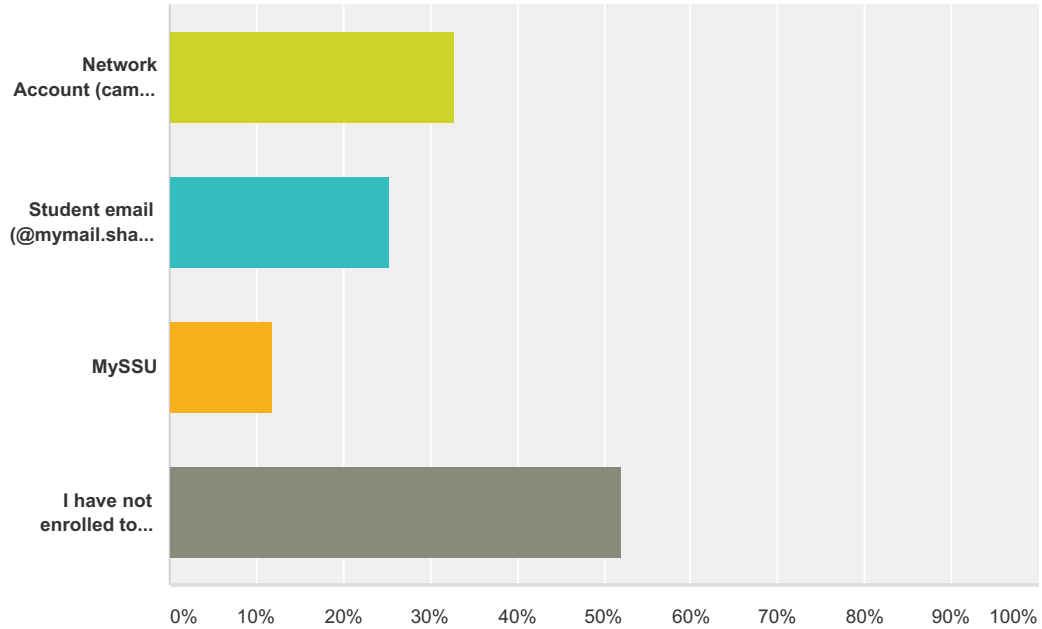
Answered: 362   Skipped: 311

Answer Choices	Responses	
Network Account (campus computers, SSUnet, library resources)	**46.96%**	170
Student email (@mymail.shawnee.edu)*	**58.84%**	213
MySSU	**48.90%**	177
I plan on just visiting the Help Desk with a picture ID	**27.90%**	101
Total Respondents: 362		

Q21 Have you ever had to use the self-service password reset feature for any of your SSU accounts? (Please select all that apply.)

Answered: 292   Skipped: 381

Answer Choices	Responses	
Network Account (campus computers, SSUnet, library resources)	**32.88%**	96
Student email (@mymail.shawnee.edu)*	**25.34%**	74
MySSU	**11.99%**	35
I have not enrolled to reset a password through self-service	**52.05%**	152
Total Respondents: 292		

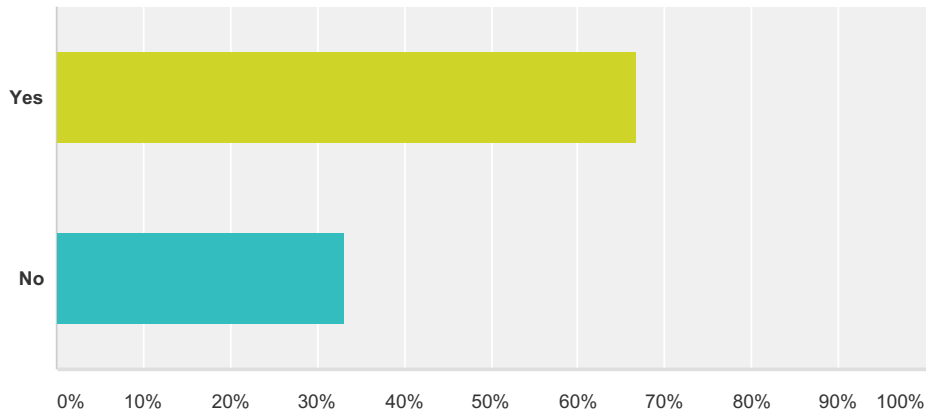## Q22 Have you previously reviewed Shawnee State's published statement concerning P2P networks?

Answered: 292   Skipped: 381
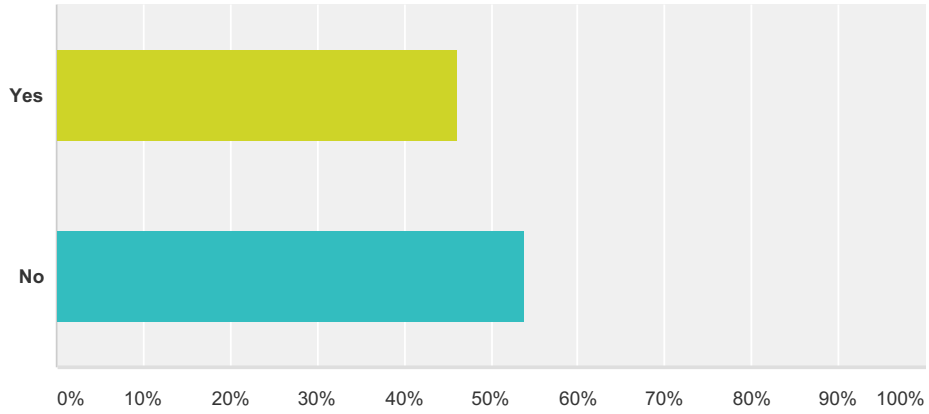
Answer Choices	Responses	
Yes	**46.23%**	135
No	**53.77%**	157
Total		**292**

Q23 Were you aware that this program exists for Shawnee State students?

Answered: 652   Skipped: 21

Answer Choices	Responses	
Yes	**66.72%**	435
No	**33.28%**	217
Total		**652**

Q24 Have you purchased Microsoft software through the Shawnee State University agreement with Microsoft?

Answered: 436   Skipped: 237
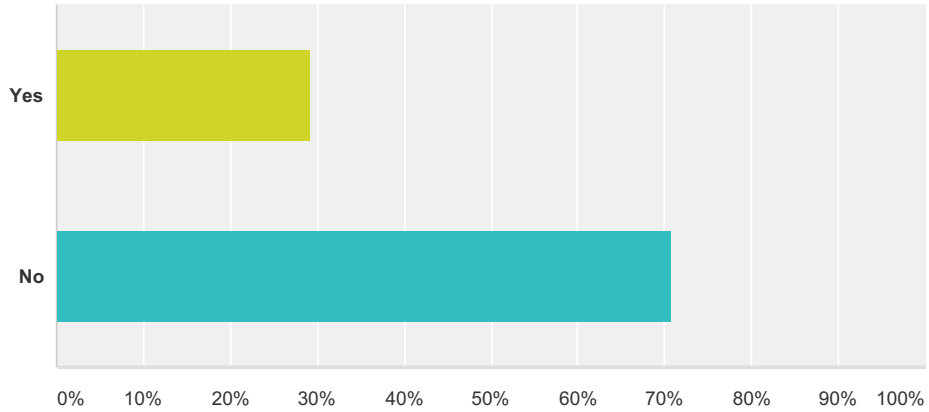
Answer Choices	Responses	
Yes	**29.13%**	127
No	**70.87%**	309
Total		**436**

Q25 Do you think you will purchase Microsoft software through this agreement?

Answered: 525   Skipped: 148
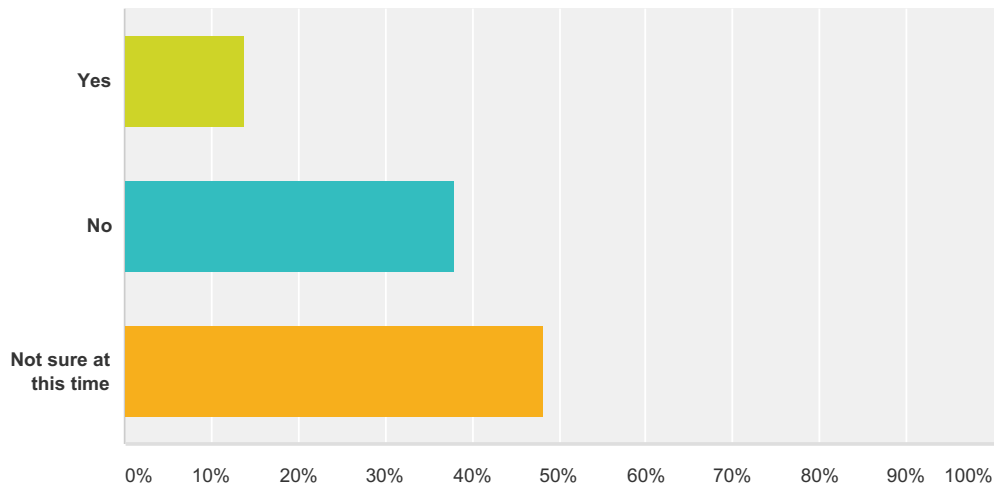
Answer Choices	Responses	
Yes	**13.71%**	72
No	**38.10%**	200
Not sure at this time	**48.19%**	253
Total		**525**

Q26 Please rate the service you experienced with purchasing, downloading, and installing software from the Shawnee State's webstore managed by Kivuto Solutions.

Answered: 128   Skipped: 545
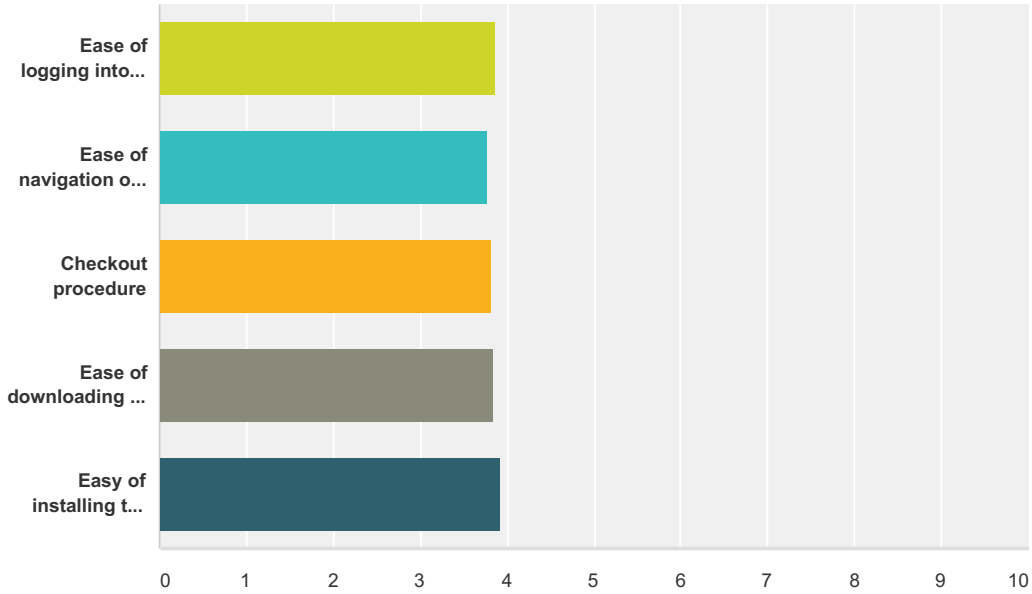
	Excellent	Good	Fair	Poor	No Opinion	Total	Weighted Average
Ease of logging into the webstore	**42.97%** 55	**34.38%** 44	**5.47%** 7	**0.78%** 1	**16.41%** 21	128	3.87
Ease of navigation of the webstore	**38.58%** 49	**35.43%** 45	**7.87%** 10	**1.57%** 2	**16.54%** 21	127	3.78
Checkout procedure	**40.16%** 51	**37.01%** 47	**5.51%** 7	**0.79%** 1	**16.54%** 21	127	3.83
Ease of downloading the software	**41.27%** 52	**31.75%** 40	**9.52%** 12	**5.56%** 7	**11.90%** 15	126	3.85
Easy of installing the software	**44.44%** 56	**31.75%** 40	**7.94%** 10	**3.97%** 5	**11.90%** 15	126	3.93

Q27 Do you know about SSU Alert and the service it provides to you as a student?

Answered: 652   Skipped: 21
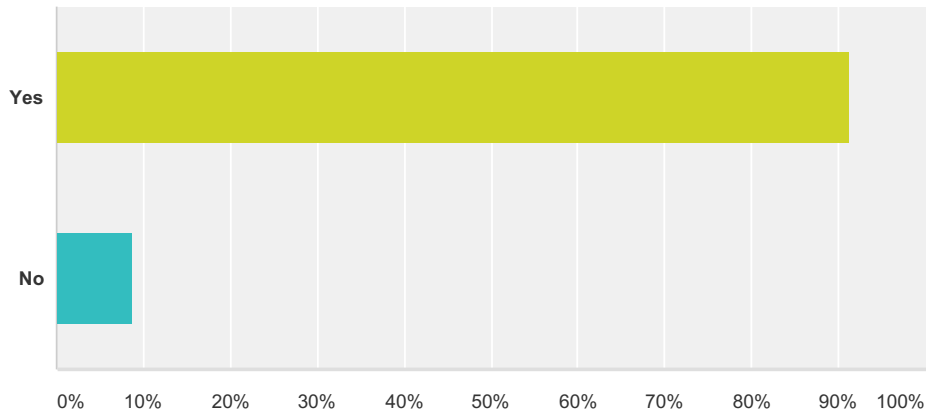
Answer Choices	Responses	
Yes	**91.26%**	595
No	**8.74%**	57
Total		**652**

Q28 Have you registered with SSU Alert or Opted out of this service?

Answered: 651   Skipped: 22
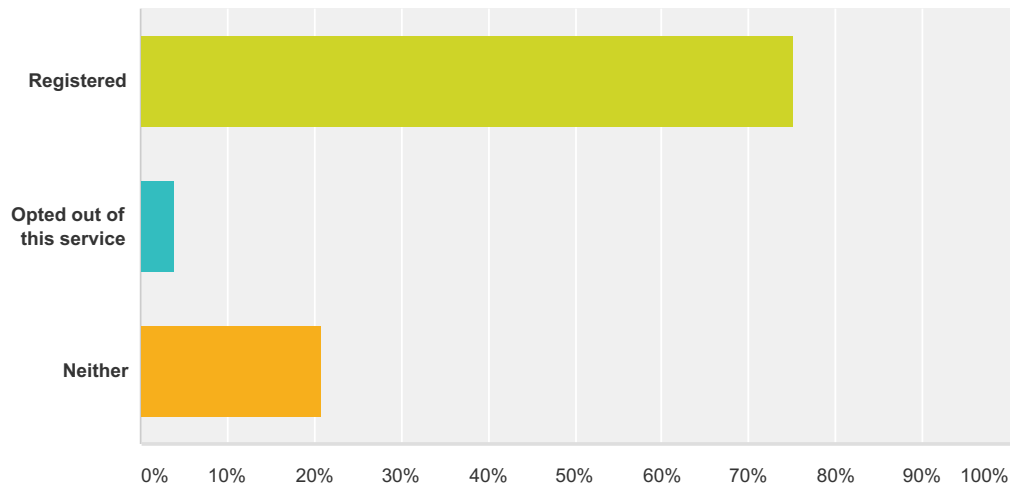
Answer Choices	Responses	
Registered	**75.12%**	489
Opted out of this service	**3.99%**	26
Neither	**20.89%**	136
Total		**651**

Q29 After review and understanding the purpose of SSU Alert, do you feel SSU Alert is an effective method of notifying you in the event of an emergency on or near campus?
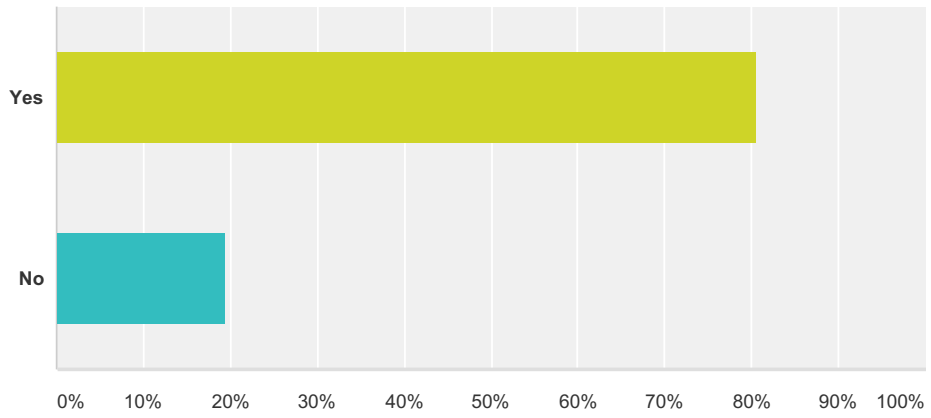
Answered: 162   Skipped: 511
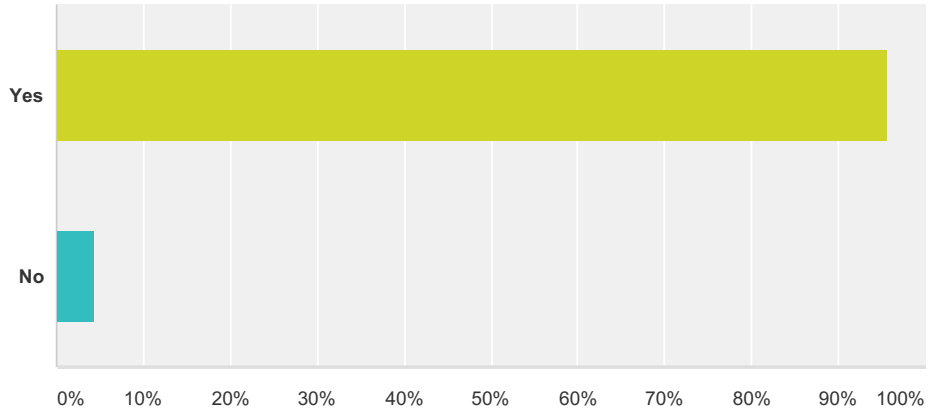
Answer Choices	Responses	
Yes	**95.68%**	155
No	**4.32%**	7
Total		162

Q30 Have you received any communication from the SSU Alert service?

Answered: 489   Skipped: 184

Answer Choices	Responses	
Yes	**80.57%**	394
No	**19.43%**	95
Total		**489**

Q31 Were you aware of the Atomic Learning service offered through Shawnee State?

Answered: 645 Skipped: 28
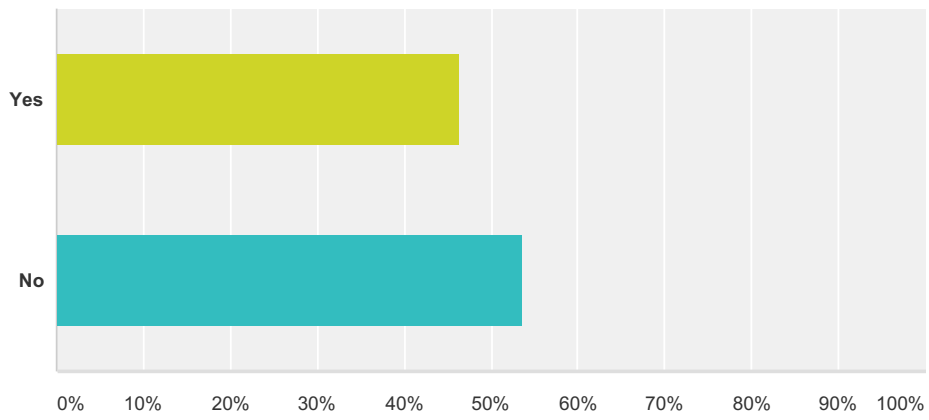
Answer Choices	Responses	
Yes	**46.36%**	299
No	**53.64%**	346
Total		**645**

Q32 Have you had the opportunity to use Atomic Learning?

Answered: 299   Skipped: 374
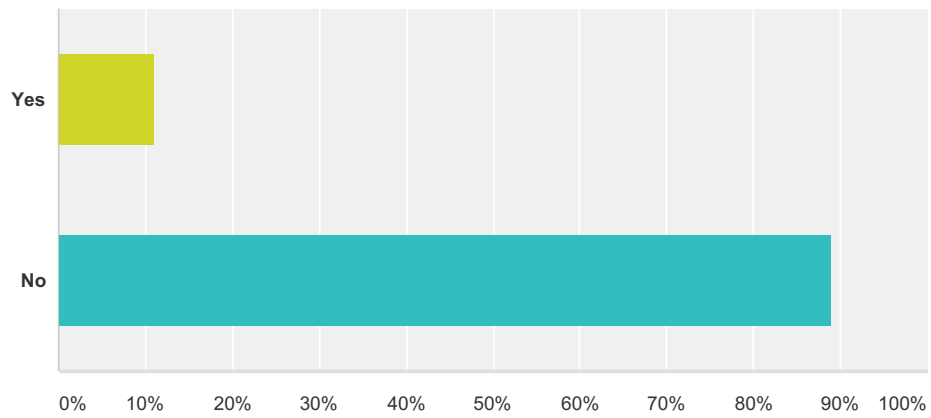
Answer Choices		Responses	
Yes		**11.04%**	33
No		**88.96%**	266
Total			**299**

Q33 After being made aware of Atomic Learning, do you feel you will refer to Atomic Learning's large library of tutorial videos for assistance?

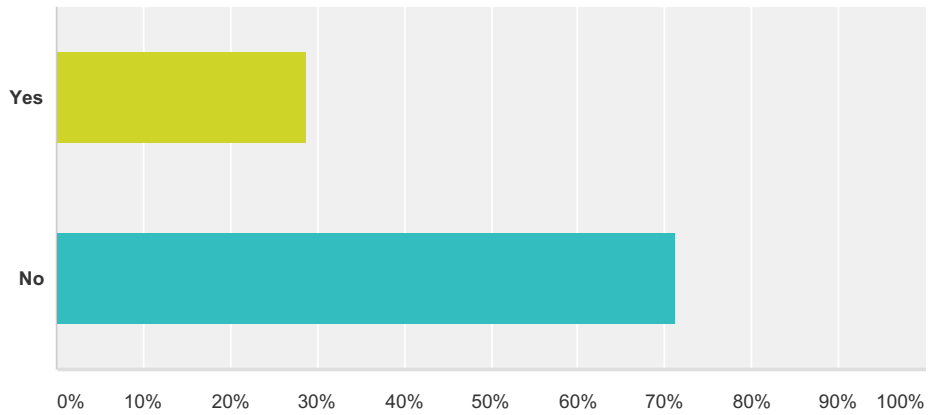**Answered: 346   Skipped: 327**
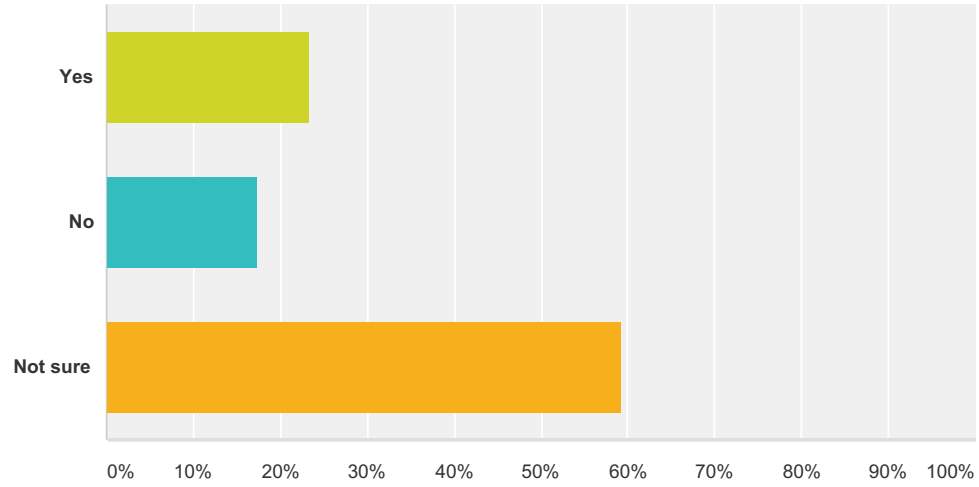
Answer Choices	Responses	
Yes	**23.41%**	81
No	**17.34%**	60
Not sure	**59.25%**	205
Total		**346**

Q34 Do you live in Shawnee State Housing?

Answer Choices	Responses	
Yes	**28.84%**	186
No	**71.16%**	459
Total		**645**

Q35 Do you connect any laptop, desktop, smartphone, tablet or other device to the Time Warner/Wi-Fi Solutions managed Residential Network?
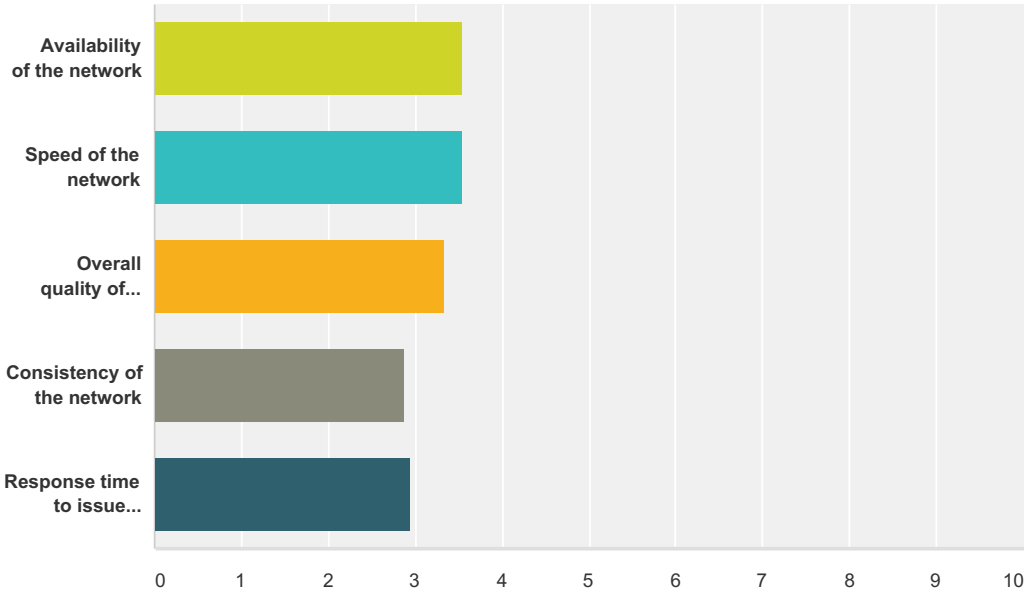
Answered: 186   Skipped: 487
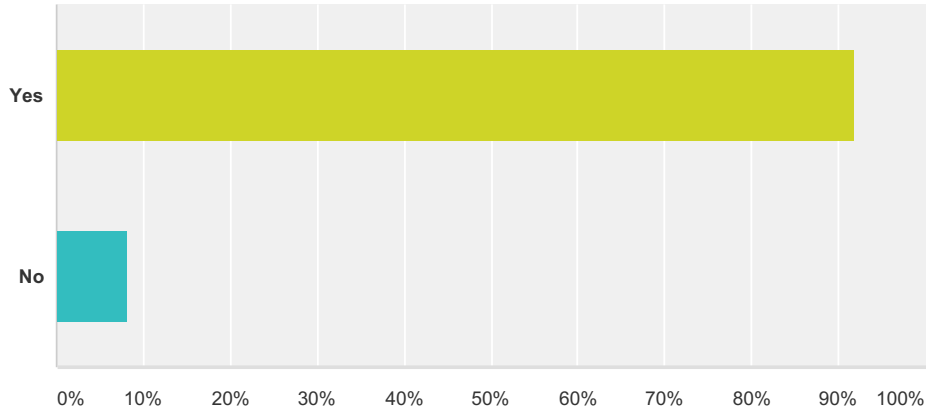
Answer Choices	Responses	
Yes	**91.94%**	171
No	**8.06%**	15
Total		**186**

Q36 How would you rate the quality of service of the Time Warner/Wi-Fi Solutions managed Residential Network?

Answered: 171   Skipped: 502


	Excellent	Good	Fair	Poor	Total	Weighted Average
Availability of the network	**14.62%** 25	**42.69%** 73	**24.56%** 42	**18.13%** 31	171	2.54
Speed of the network	**15.79%** 27	**36.84%** 63	**32.75%** 56	**14.62%** 25	171	2.54
Overall quality of service	**6.47%** 11	**37.65%** 64	**38.82%** 66	**17.06%** 29	170	2.31
Consistency of the network	**2.34%** 4	**22.22%** 38	**38.01%** 65	**37.43%** 64	171	1.89
Response time to issue resolution	**3.53%** 6	**23.53%** 40	**37.65%** 64	**35.29%** 60	170	1.94

Q37 Select all the internet-connected entertainment devices you brought to SSU that you connect to the Time Warner/Wi-Fi Solutions managed Residential network.
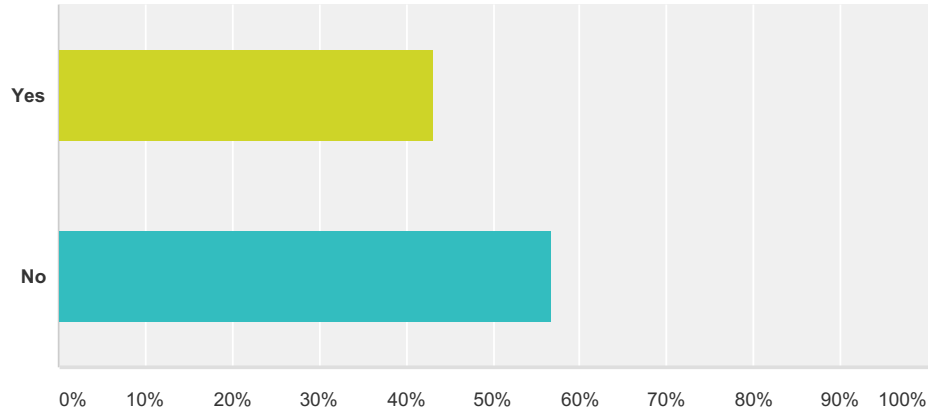
Answered: 170   Skipped: 503
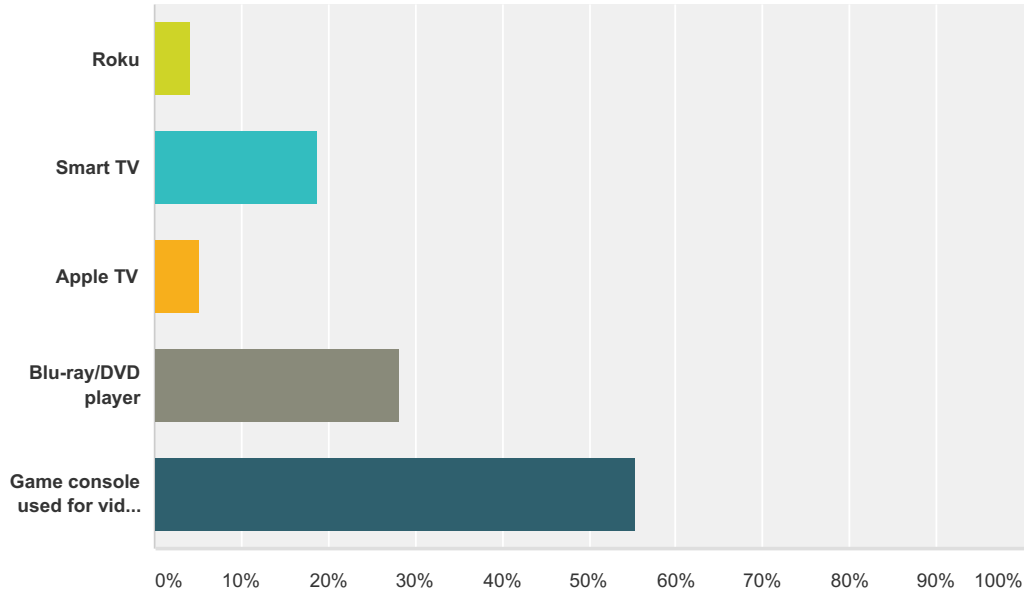
Answer Choices	Responses	
Roku	**4.12%**	7
Smart TV	**18.82%**	32
Apple TV	**5.29%**	9
Blu-ray/DVD player	**28.24%**	48
Game console used for video streaming	**55.29%**	94
Total Respondents: 170		

Q38 Did you move into Shawnee State Housing on August 21st (Freshman Move-In Day)?

Answered: 169   Skipped: 504

Answer Choices	Responses	
Yes	43.20%	73
No	56.80%	96
Total		**169**

Q39 Before you can connect your laptop, smartphone, or tablet to SSUnet, Shawnee State's wireless network, you must first reset your network account password. In an effort to improve this process, UIS had staff in the UC during Move-In registration with iPads assisting students with changing their network passwords. Did you have an opportunity to take advantage of this service?
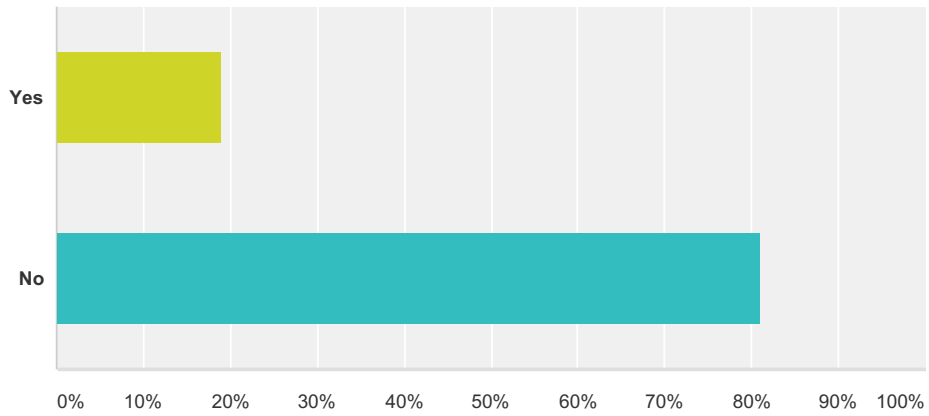
Answered: 73   Skipped: 600
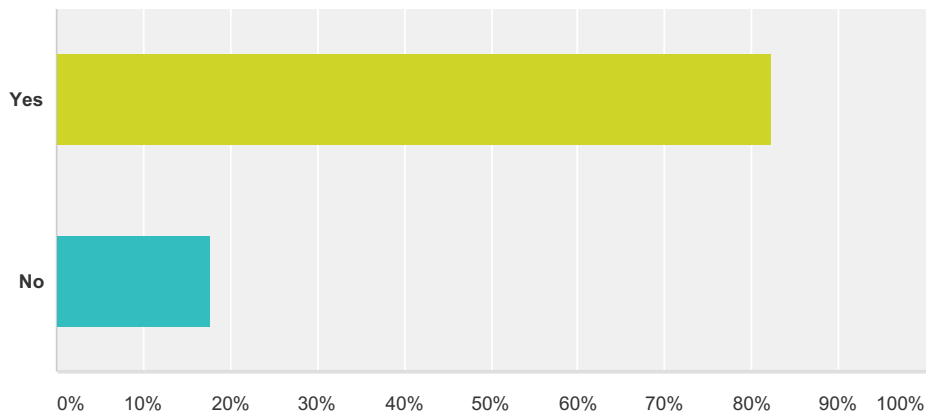
Answer Choices	Responses	
Yes	**82.19%**	60
No	**17.81%**	13
Total		**73**

Q40 Did you attend a 'getting IT going' session on August 21st or August 23rd?

Answered: 169   Skipped: 504

Answer Choices	Responses	
Yes	**18.93%**	32
No	**81.07%**	137
Total		**169**

Q41 How satisfied were you with the overall experience of the UIS 'getting IT going' help session(s)?

Answered: 32   Skipped: 641
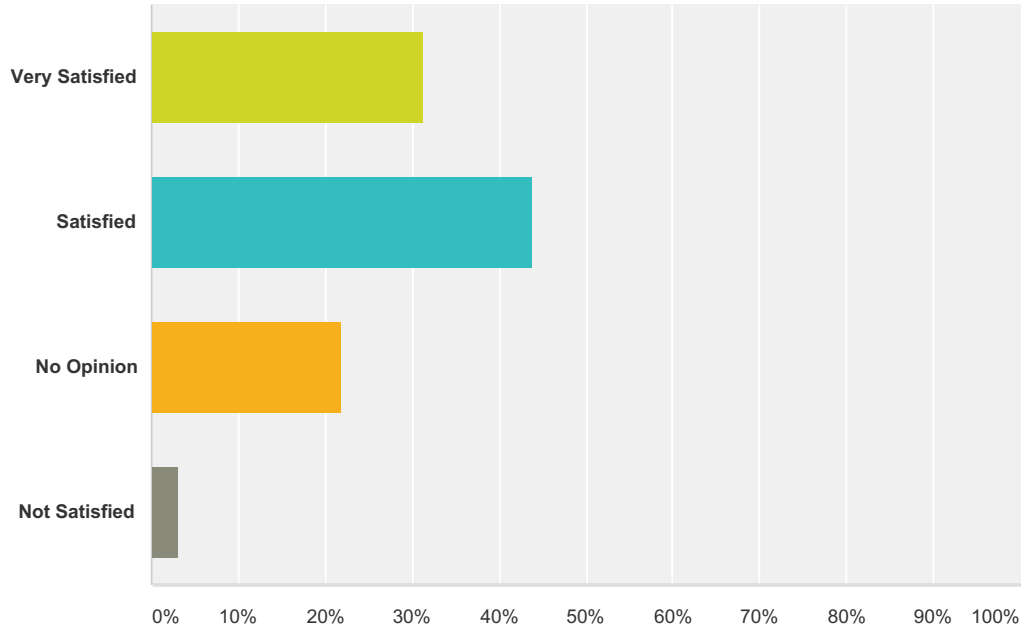
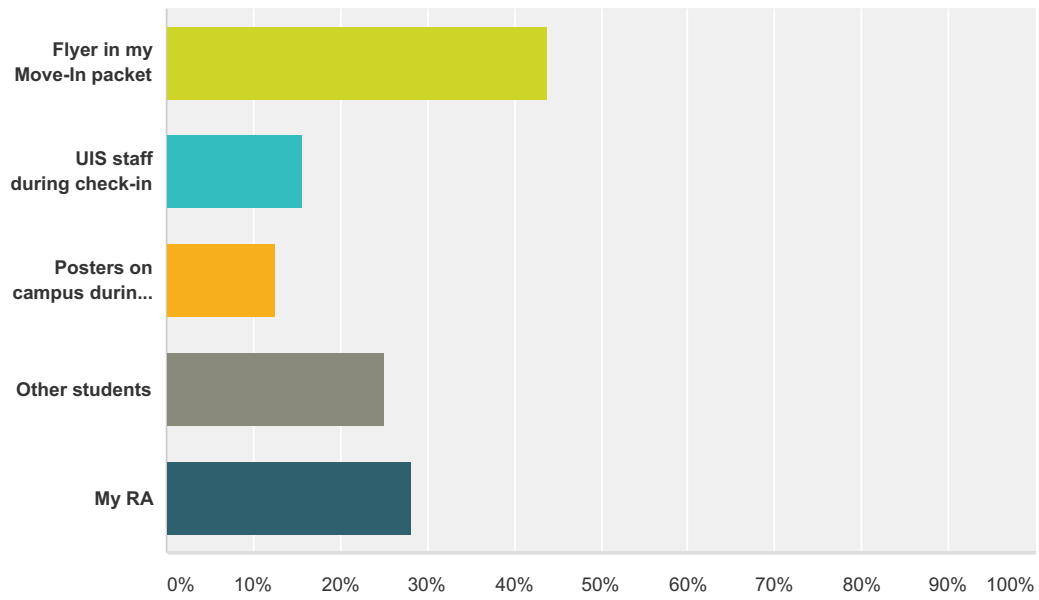| Answer Choices	Responses	
Very Satisfied	**31.25%**	10
Satisfied	**43.75%**	14
No Opinion	**21.88%**	7
Not Satisfied	**3.13%**	1
Total		**32**

Q42 One reason for this survey is so UIS can improve our services during the Move-In process. You indicated that you were not satisfied with the overall experience. Please provide some information on what UIS can do that will improve these sessions.

Answered: 1   Skipped: 672

#	Responses	Date
1	I went for help to set up a game system to the new network and they basically told me that they had no clue how to do it. They need to know how to use the network from time warner even if it's not "their" network.	10/9/2015 9:34 AM

## Q43 How did you first find out about the UIS 'getting IT going' help sessions?

Answered: 32   Skipped: 641

Answer Choices	Responses	
Flyer in my Move-In packet	**43.75%**	14
UIS staff during check-in	**15.63%**	5
Posters on campus during Move-In Day activities	**12.50%**	4
Other students	**25.00%**	8
My RA	**28.13%**	9
Total Respondents: 32		

Q44 Please select the reason(s) you attended one of the 'getting IT going' help sessions.

Answered: 32   Skipped: 641
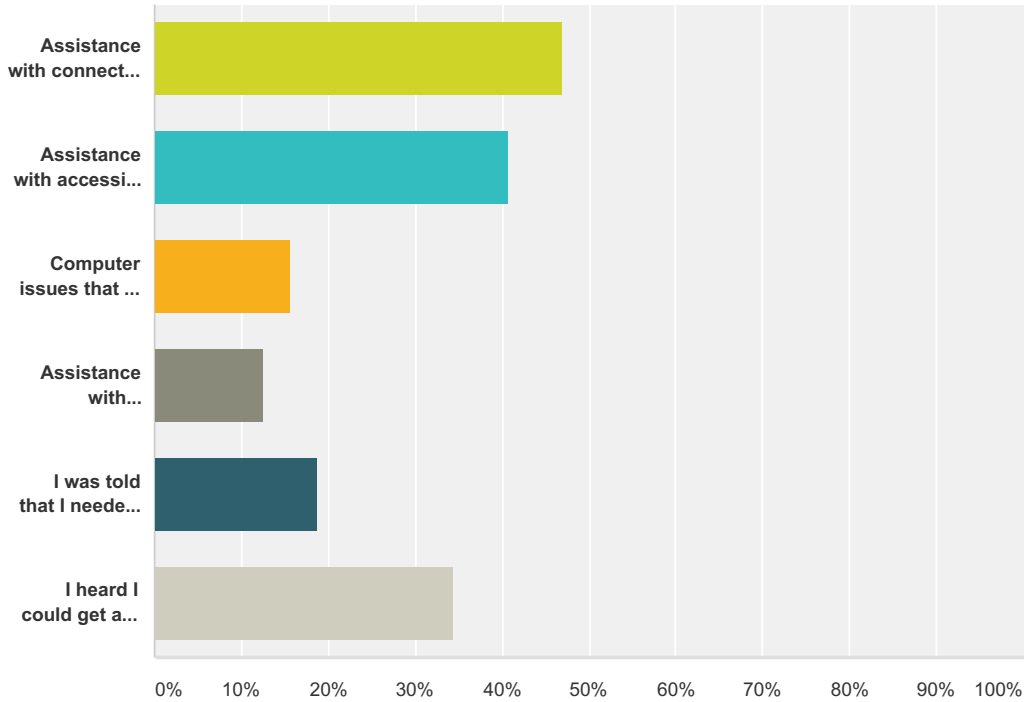
Answer Choices	Responses	
Assistance with connecting device to SSUnet	**46.88%**	15
Assistance with accessing my email account	**40.63%**	13
Computer issues that I could not resolve	**15.63%**	5
Assistance with registering for self-service password reset/change	**12.50%**	4
I was told that I needed to attend a 'getting IT going' session	**18.75%**	6
I heard I could get a free bag	**34.38%**	11
Total Respondents: 32		

## Q45 Please rate the following items as they relate to the location and layout of the 'getting IT going' sessions.

Answered: 32   Skipped: 641
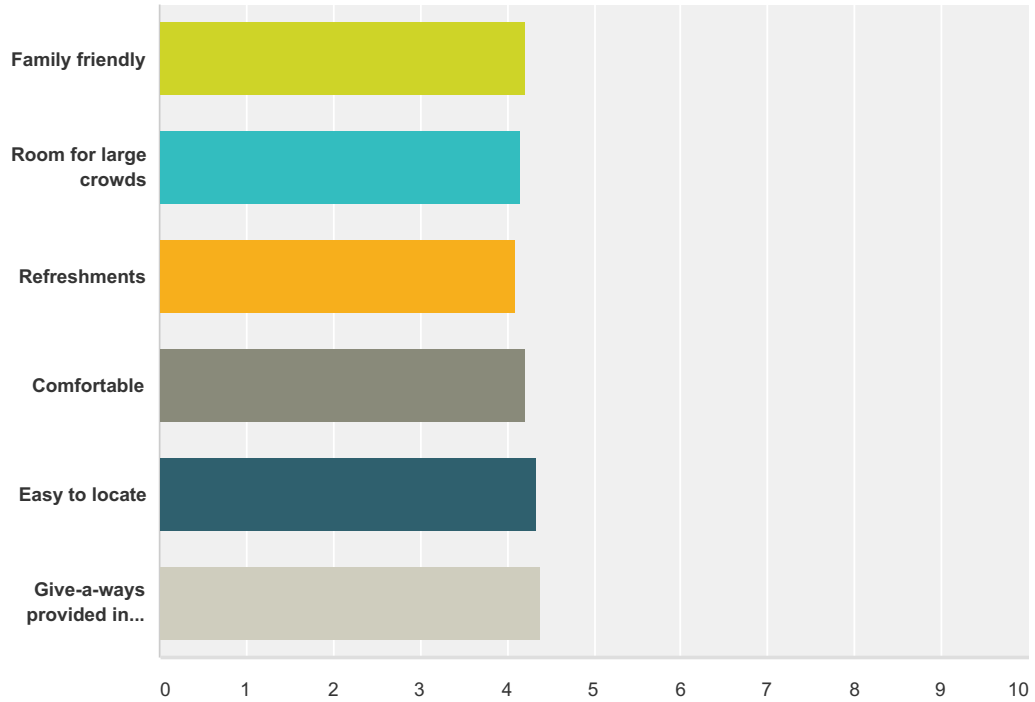
	Excellent	Good	Fair	Poor	No Opinion	Total	Weighted Average
Family friendly	28.13% 9	65.63% 21	6.25% 2	0.00% 0	0.00% 0	32	4.22
Room for large crowds	25.00% 8	65.63% 21	9.38% 3	0.00% 0	0.00% 0	32	4.16
Refreshments	32.26% 10	51.61% 16	12.90% 4	0.00% 0	3.23% 1	31	4.10
Comfortable	37.50% 12	46.88% 15	15.63% 5	0.00% 0	0.00% 0	32	4.22
Easy to locate	40.63% 13	53.13% 17	6.25% 2	0.00% 0	0.00% 0	32	4.34
Give-a-ways provided in backpack	50.00% 16	37.50% 12	12.50% 4	0.00% 0	0.00% 0	32	4.38

Q46 UIS provides students that attend the 'getting IT going' sessions small give-a-ways which include a drawstring backpack, USB drive, and charger for portable devices. Do you feel future 'getting IT going' sessions should have similar give-a-ways?
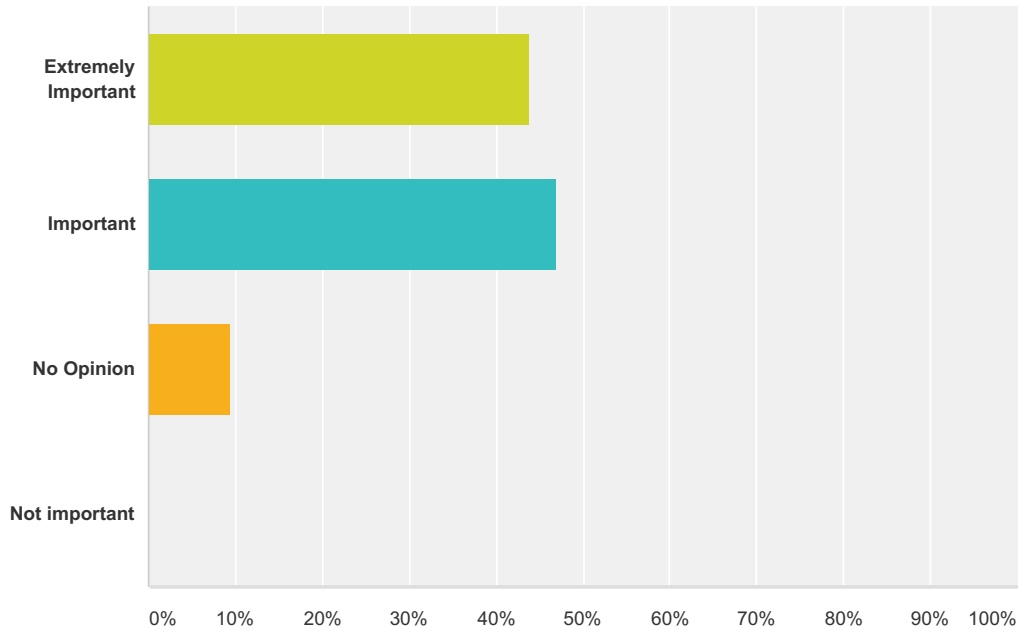
Answered: 32   Skipped: 641
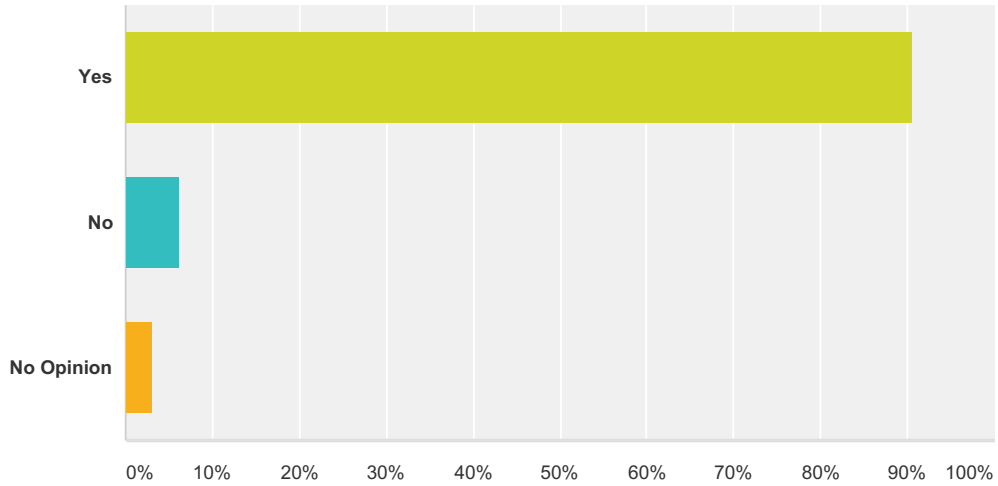
Answer Choices	Responses	
Yes	**90.63%**	29
No	**6.25%**	2
No Opinion	**3.13%**	1
Total		**32**

Q47 How important is it to you that UIS offers the 'getting IT going' service to provide you with assistance during the Move-In activities?
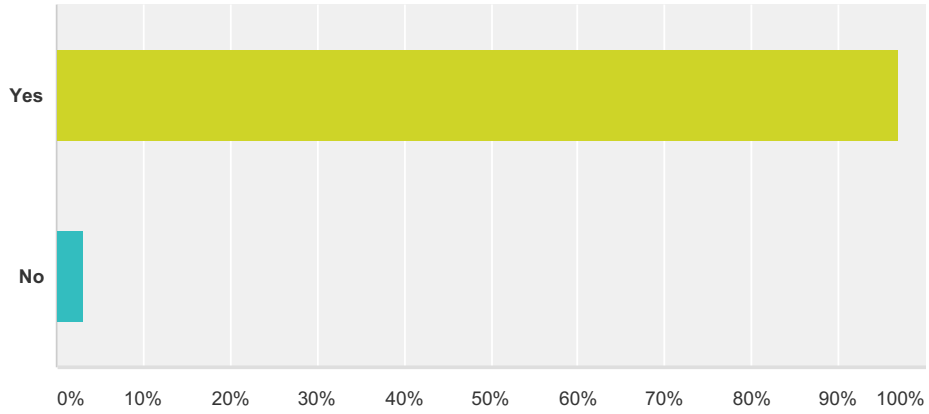
Answered: 32   Skipped: 641

Answer Choices	Responses	
Extremely Important	**43.75%**	14
Important	**46.88%**	15
No Opinion	**9.38%**	3
Not important	**0.00%**	0
Total		32

Q48 Do you feel the 'getting IT going' sessions are a service that should be continued through Fall Move-In activities?

Answer Choices	Responses	
Yes	**96.88%**	31
No	**3.13%**	1
Total		**32**