Q1 Are you a new or returning student?

Answered: 128   Skipped: 0
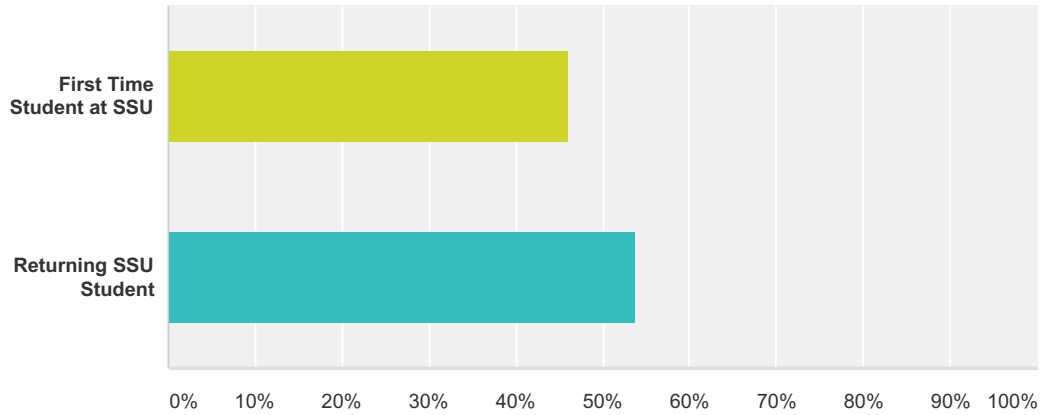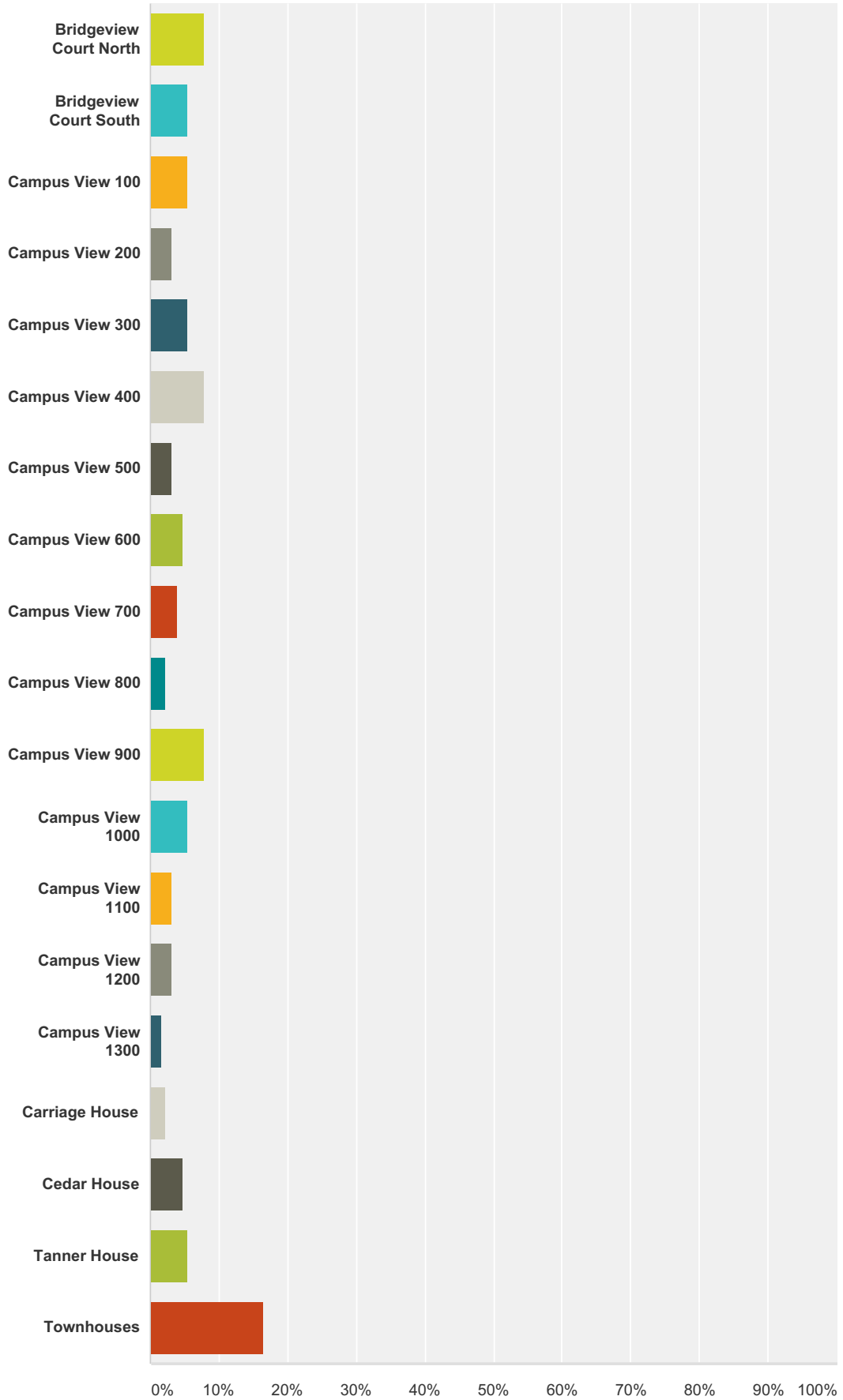

Answer Choices	Responses	
First Time Student at SSU	**46.09%**	59
Returning SSU Student	**53.91%**	69
Total		**128**

To help follow why some questions were answered and others skipped I will provide the logic in red font showing where that response sent the students for their next question.

Q2 Please select the housing unit you are currently living in.

Answered: 127   Skipped: 1

Housing Survey 2014

Bridgeview Court North	
Bridgeview Court South	
Campus View 100	
Campus View 200	
Campus View 300	
Campus View 400	
Campus View 500	
Campus View 600	
Campus View 700	
Campus View 800	
Campus View 900	
Campus View 1000	
Campus View 1100	
Campus View 1200	
Campus View 1300	
Carriage House	
Cedar House	
Tanner House	
Townhouses	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Housing Survey 2014

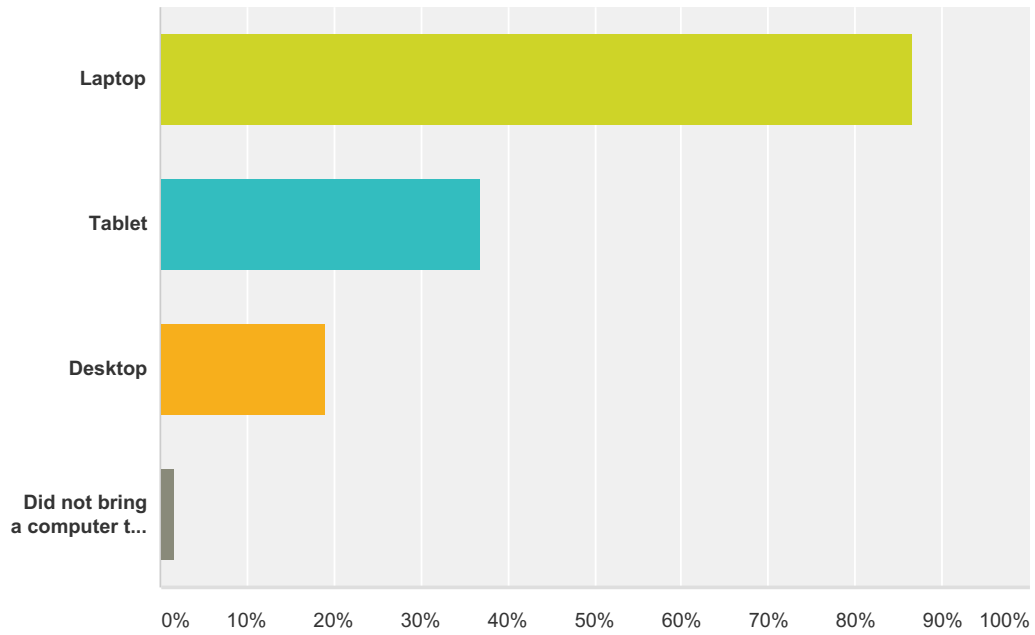| Answer Choices	Responses	
Bridgeview Court North	**7.87%**	10
Bridgeview Court South	**5.51%**	7
Campus View 100	**5.51%**	7
Campus View 200	**3.15%**	4
Campus View 300	**5.51%**	7
Campus View 400	**7.87%**	10
Campus View 500	**3.15%**	4
Campus View 600	**4.72%**	6
Campus View 700	**3.94%**	5
Campus View 800	**2.36%**	3
Campus View 900	**7.87%**	10
Campus View 1000	**5.51%**	7
Campus View 1100	**3.15%**	4
Campus View 1200	**3.15%**	4
Campus View 1300	**1.57%**	2
Carriage House	**2.36%**	3
Cedar House	**4.72%**	6
Tanner House	**5.51%**	7
Townhouses	**16.54%**	21
Total		**127**

Q3 How many devices did you bring to connect to SSU's Residential/Wireless networks?

Answered: 127   Skipped: 1

Campuswide the average is three devices per student

Q4 Please select the type of computer you brought to campus. Select all that apply.
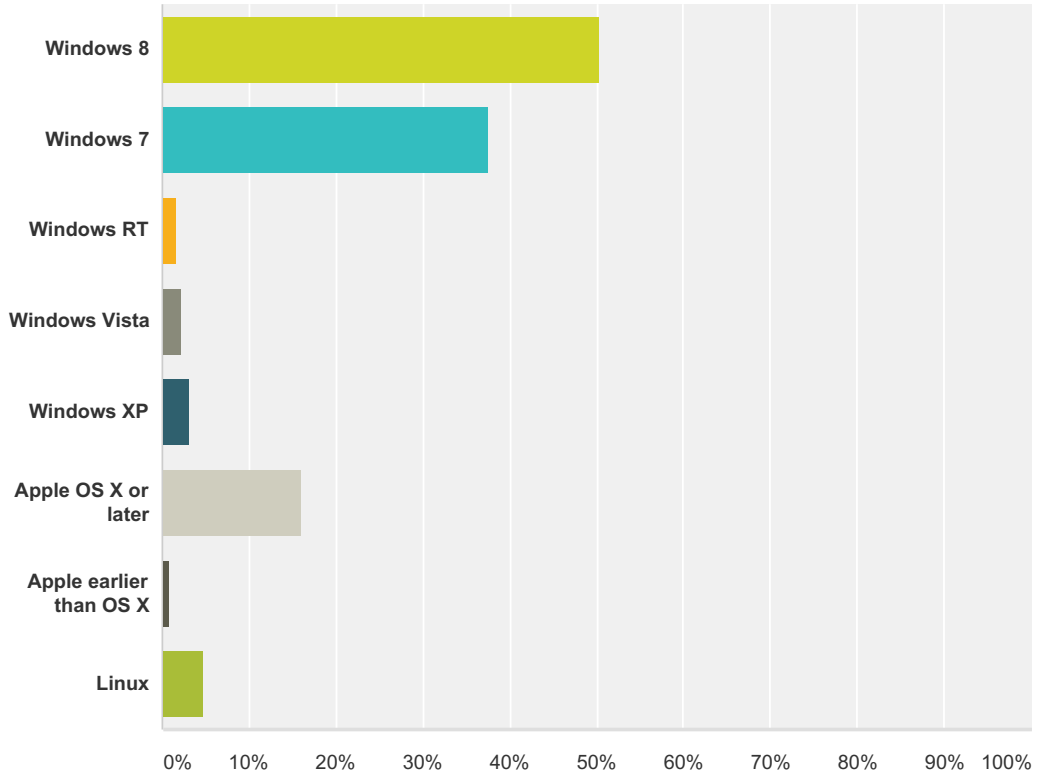
Answered: 127   Skipped: 1

Answer Choices	Responses	
Laptop Q5	**86.61%**	110
Tablet Q5	**37.01%**	47
Desktop Q5	**18.90%**	24
Did not bring a computer to campus Q6	**1.57%**	2
Total Respondents: 127		

Q5 Select the type of operating system currently installed on the computer(s) you brought to campus. Please select all that apply.
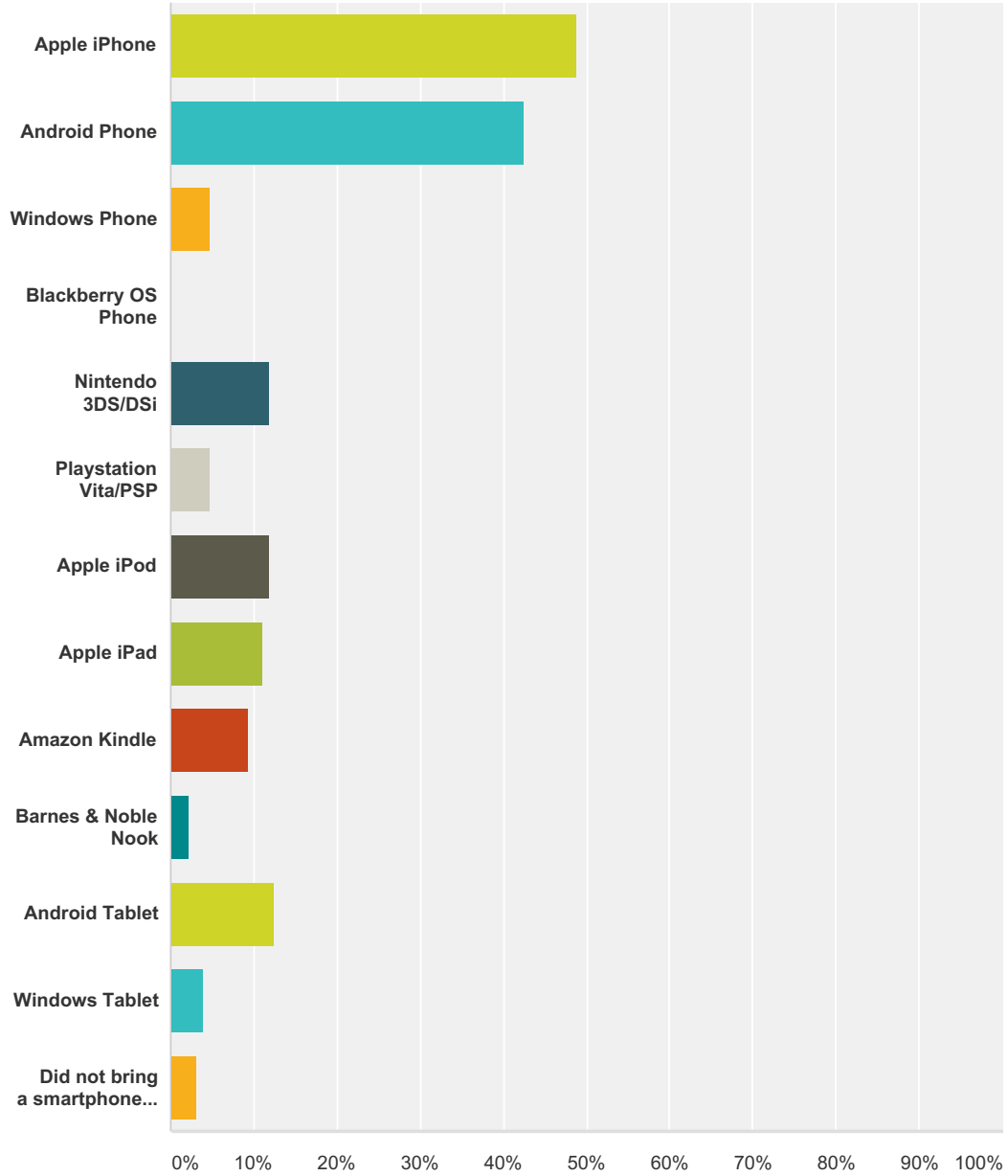
Answered: 125   Skipped: 3

Answer Choices	Responses	
Windows 8	**50.40%**	63
Windows 7	**37.60%**	47
Windows RT	**1.60%**	2
Windows Vista	**2.40%**	3
Windows XP	**3.20%**	4
Apple OS X or later	**16.00%**	20
Apple earlier than OS X	**0.80%**	1
Linux	**4.80%**	6
Total Respondents: 125		

Q6 Select all the smartphone and portable devices (excluding laptops) that you brought to SSU.

Answered: 127   Skipped: 1

Answer Choices	Responses	
Apple iPhone	**48.82%**	62
Android Phone	**42.52%**	54
Windows Phone	**4.72%**	6
Blackberry OS Phone	**0.00%**	0

Nintendo 3DS/DSi	**11.81%**	15
Playstation Vita/PSP	**4.72%**	6
Apple iPod	**11.81%**	15
Apple iPad	**11.02%**	14
Amazon Kindle	**9.45%**	12
Barnes & Noble Nook	**2.36%**	3
Android Tablet	**12.60%**	16
Windows Tablet	**3.94%**	5
Did not bring a smartphone or portable devices	**3.15%**	4
Total Respondents: 127		

Q7 Select all the internet-connected entertainment devices you brought to SSU

Answered: 127   Skipped: 1
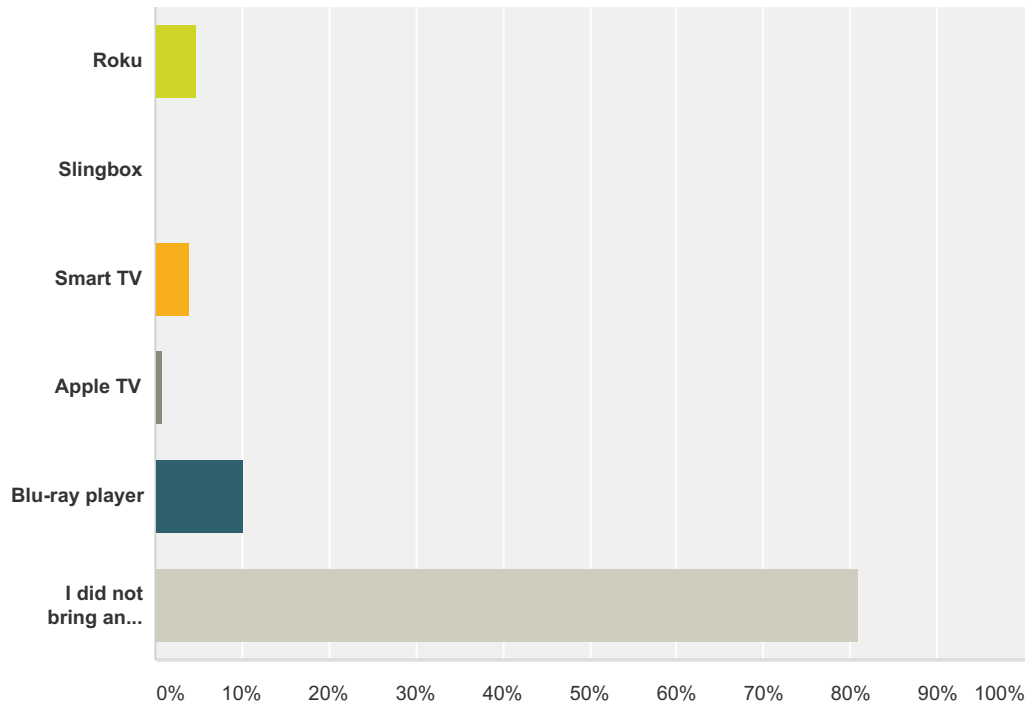
Answer Choices	Responses	
Roku	**4.72%**	6
Slingbox	**0.00%**	0
Smart TV	**3.94%**	5
Apple TV	**0.79%**	1
Blu-ray player	**10.24%**	13
I did not bring an internet-connected entertainment device	**81.10%**	103
Total Respondents: 127		

Q8 Before you can connect your laptop, smartphone, or tablet to the Residential/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?
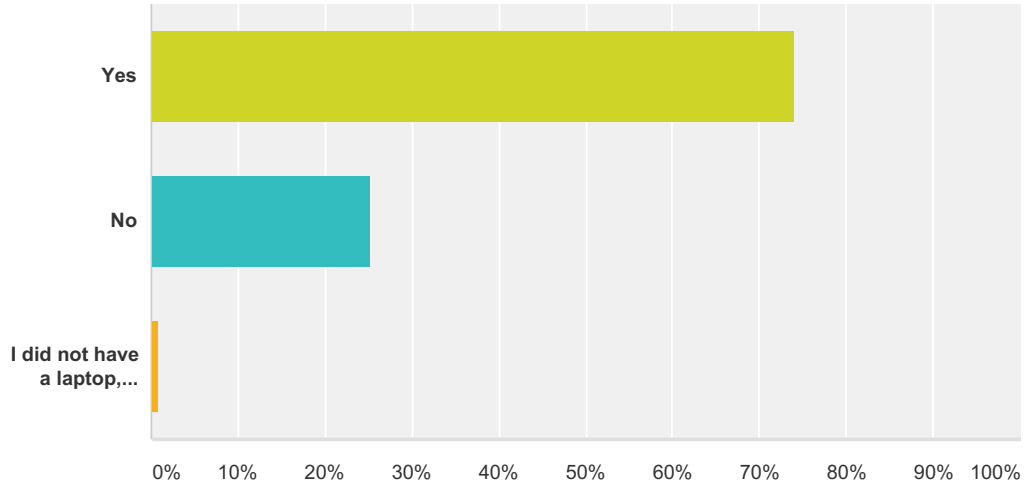
Answered: 127   Skipped: 1
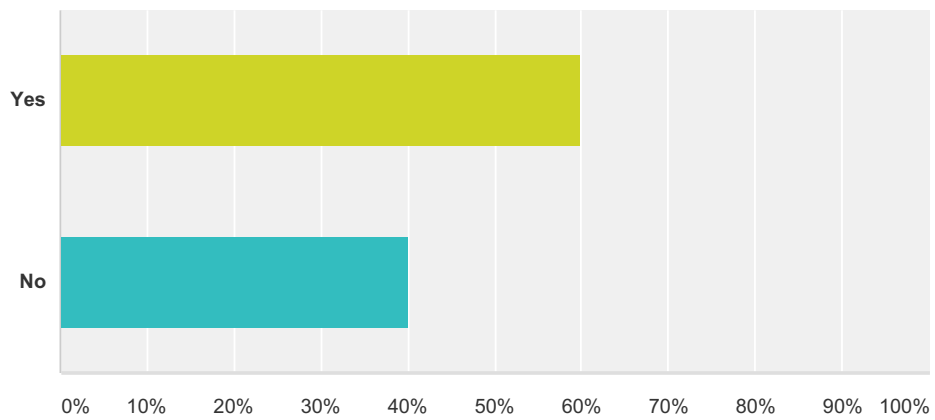
Answer Choices	Responses	
Yes	**59.84%**	76
No	**40.16%**	51
Total		127

Q9 Were you able to connect your personal laptop, smartphone, or portable device to the Residential/Wireless Network without assistance?

Answered: 127   Skipped: 1

Answer Choices	Responses	
Yes Q26	**74.02%**	94
No Q10	**25.20%**	32
I did not have a laptop, smartphone, or portable device that I connect to the Residential/Wireless Network. Q26	**0.79%**	1
Total		**127**

According to the response the majority of the students were able to connect without assistance. This is a good sign that the technology is working but leaves on 32 respondents to provide feedback about our 'getting IT going'

Q10 If you received assistance to connect your device(s) to the Residential Network from the UIS Help Desk did you...(please check all that apply)

Answered: 32   Skipped: 96
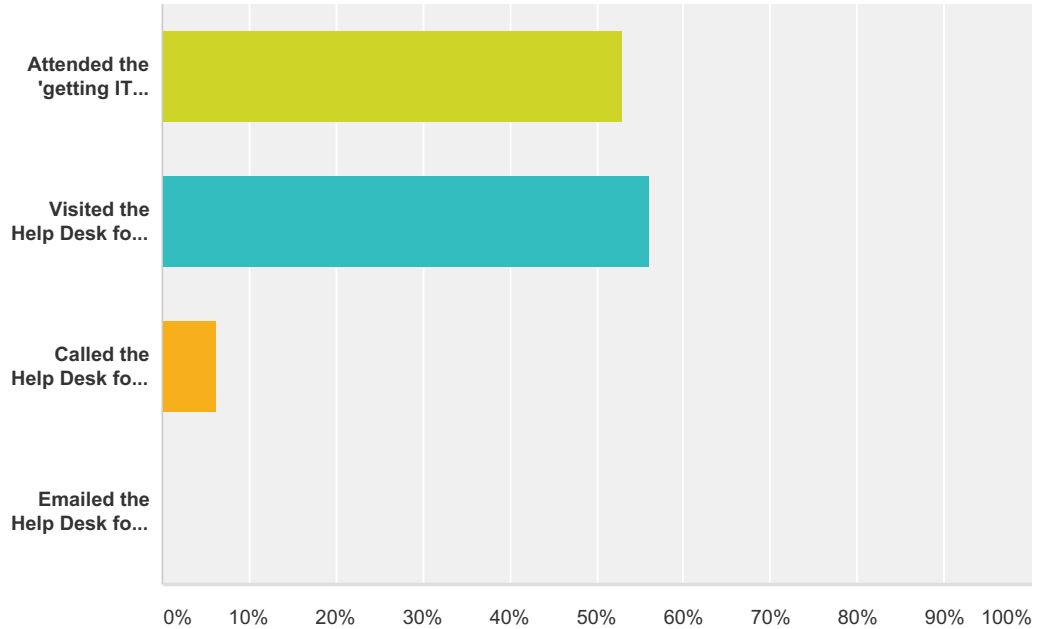
Answer Choices	Responses	
Attended the 'getting IT going' help sessions during move-in on August 14th, 15th or 17th Q11	**53.13%**	17
Visited the Help Desk for assistance Q26	**56.25%**	18
Called the Help Desk for support Q26	**6.25%**	2
Emailed the Help Desk for support Q26	**0.00%**	0
Total Respondents: 32		

Again we wanted to ask the students about our 'getting IT going' sessions so this narrows it down even further.

Q11 In the previous question you indicated that you attended one of the UIS "getting IT going" help sessions. What day did you attend?
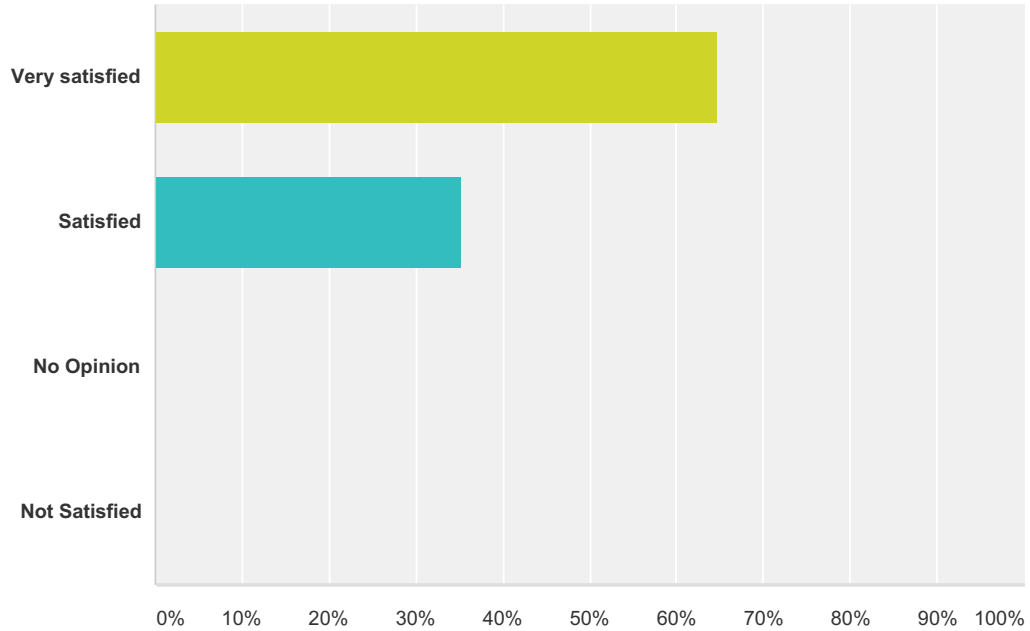
Answered: 17   Skipped: 111
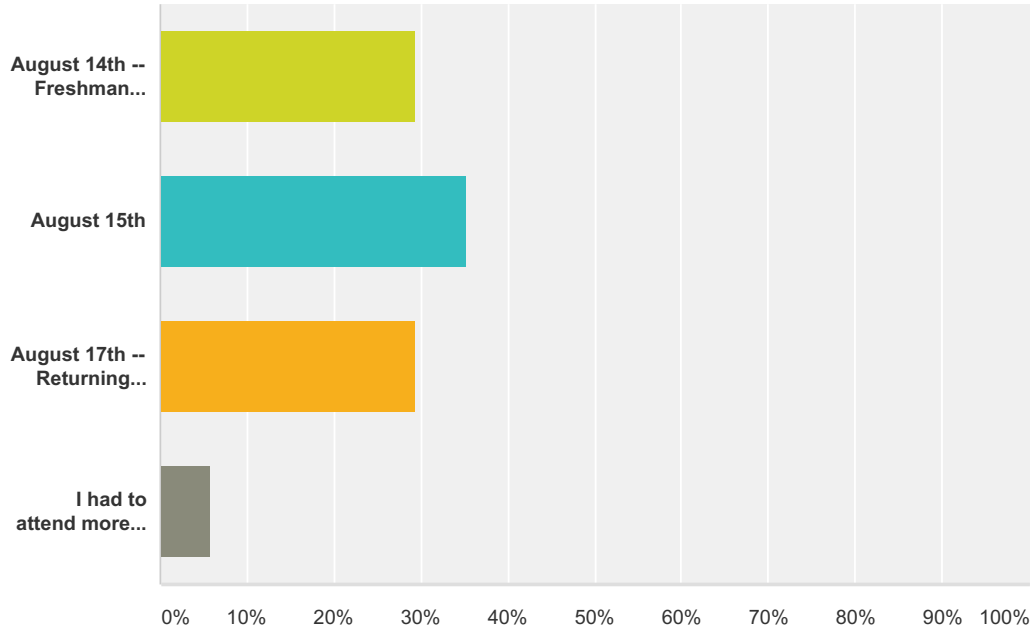
Answer Choices	Responses	
August 14th -- Freshman Move-In Day	**29.41%**	5
August 15th	**35.29%**	6
August 17th -- Returning students Move-In Day	**29.41%**	5
I had to attend more than one day	**5.88%**	1
Total		**17**

Q12 How satisfied were you with the overall experience of the UIS 'getting IT going' help session(s)?

Answered: 17   Skipped: 111

Answer Choices	Responses	
Very satisfied Q16	**64.71%**	11
Satisfied Q16	**35.29%**	6
No Opinion Q16	**0.00%**	0
Not Satisfied Q13	**0.00%**	0
Total		17

**Q13 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: 0   Skipped: 128

There were no responses to this question because all feedback indicated satisfied or
very satisfied.

## Q14 How did you first find out about the UIS 'getting IT going' help sessions?

Answered: 17   Skipped: 111
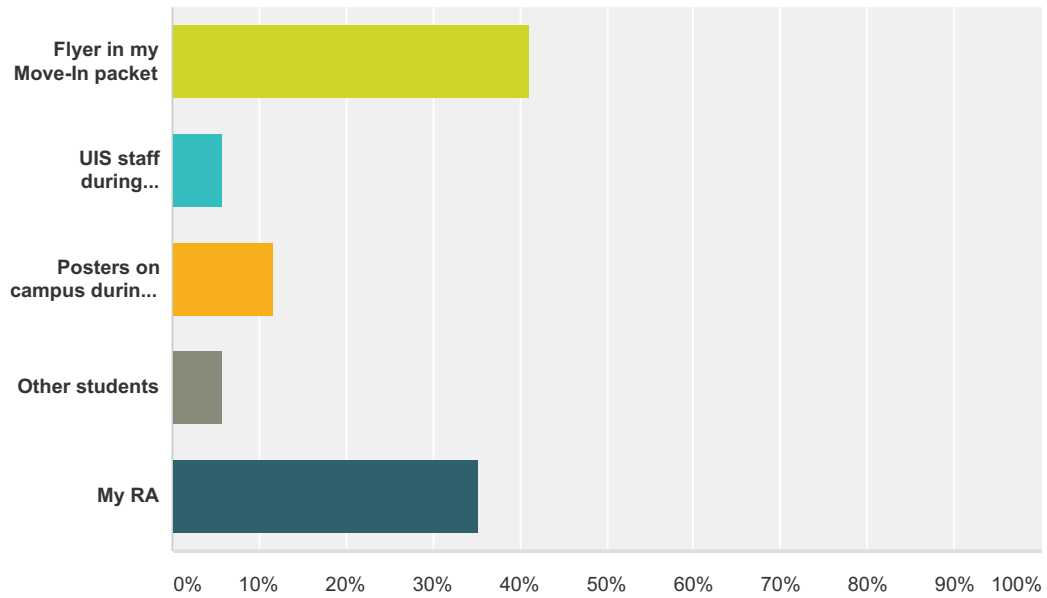
Answer Choices	Responses	
Flyer in my Move-In packet	**41.18%**	7
UIS staff during checking-in (individuals with iPads assisting with passwords)	**5.88%**	1
Posters on campus during Move-In Day activities	**11.76%**	2
Other students	**5.88%**	1
My RA	**35.29%**	6
Total		**17**

Q15 Did you attempt to connect your computer to the Residential/Wireless Network prior to coming to the 'getting IT going' session(s)?

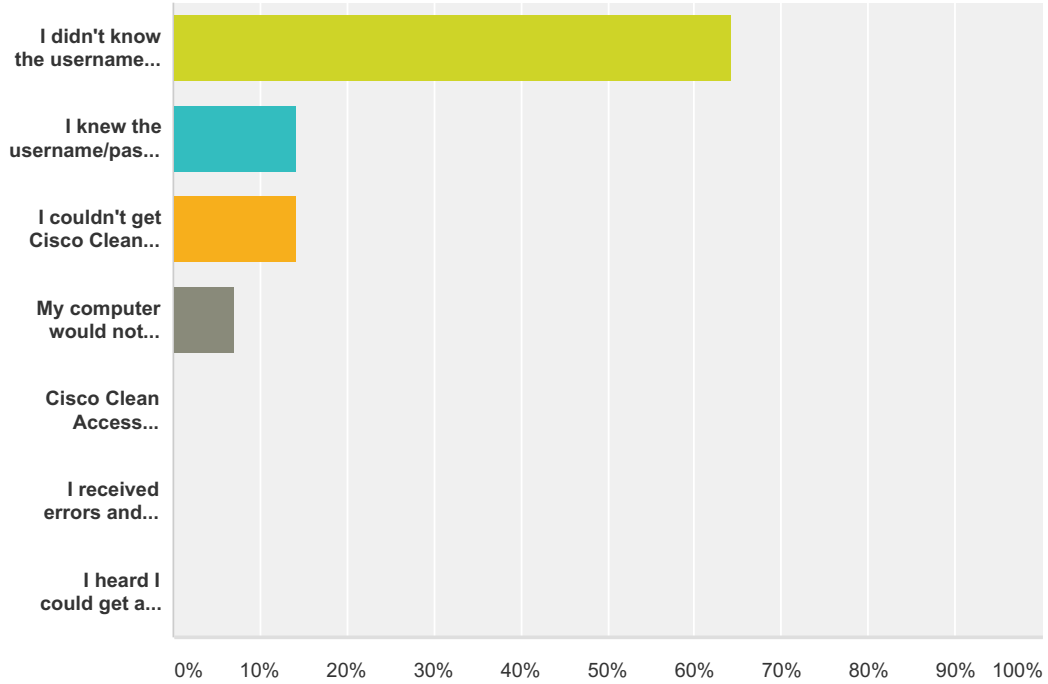**Answered: 17   Skipped: 111**
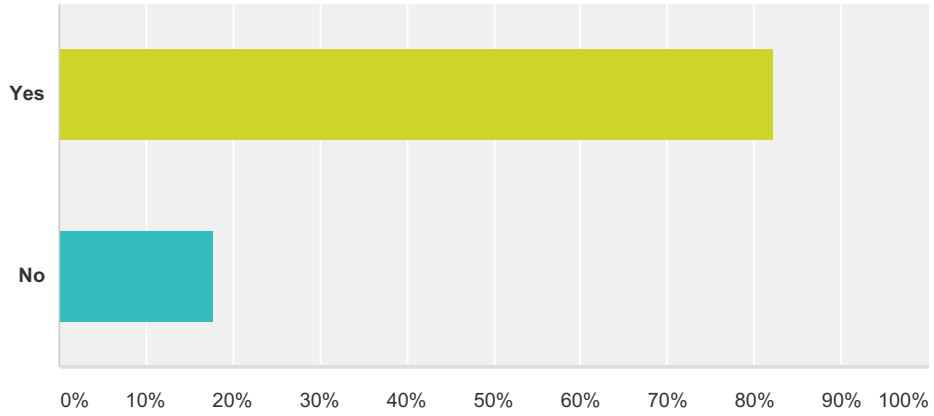
Answer Choices	Responses	
Yes Q16	**82.35%**	14
No Q17	**17.65%**	3
Total		**17**

Q16 After you attempted to connect, what was the primary reason you came to the 'getting IT going' help session(s)?

Answered: 14   Skipped: 114
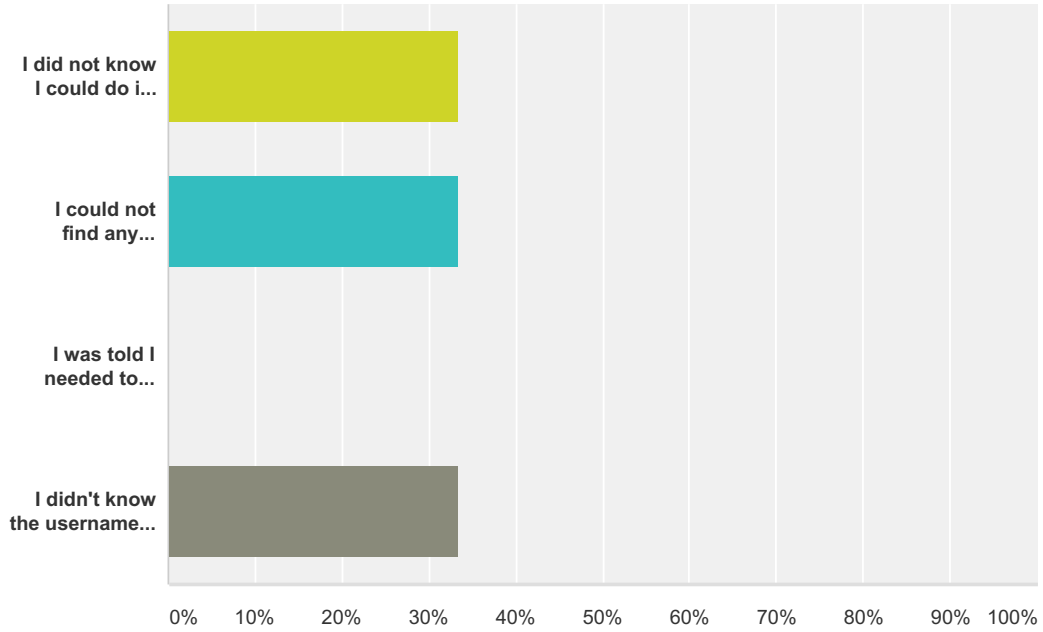

Answer Choices	Responses	
I didn't know the username and/or password Q18	**64.29%**	9
I knew the username/password but it would not work Q18	**14.29%**	2
I couldn't get Cisco Clean Access to install Q18	**14.29%**	2
My computer would not perform the Windows Updates Q18	**7.14%**	1
Cisco Clean Access indicated I needed to install an anti-virus program installed Q18	**0.00%**	0
I received errors and didn't know how to resolve them Q18	**0.00%**	0
I heard I could get a free bag - I was able to set my computer up on my own Q18	**0.00%**	0
Total		14

Q17 Please select the most appropriate reason why you chose not to attempt to connect before coming to the 'getting IT going' help session(s).
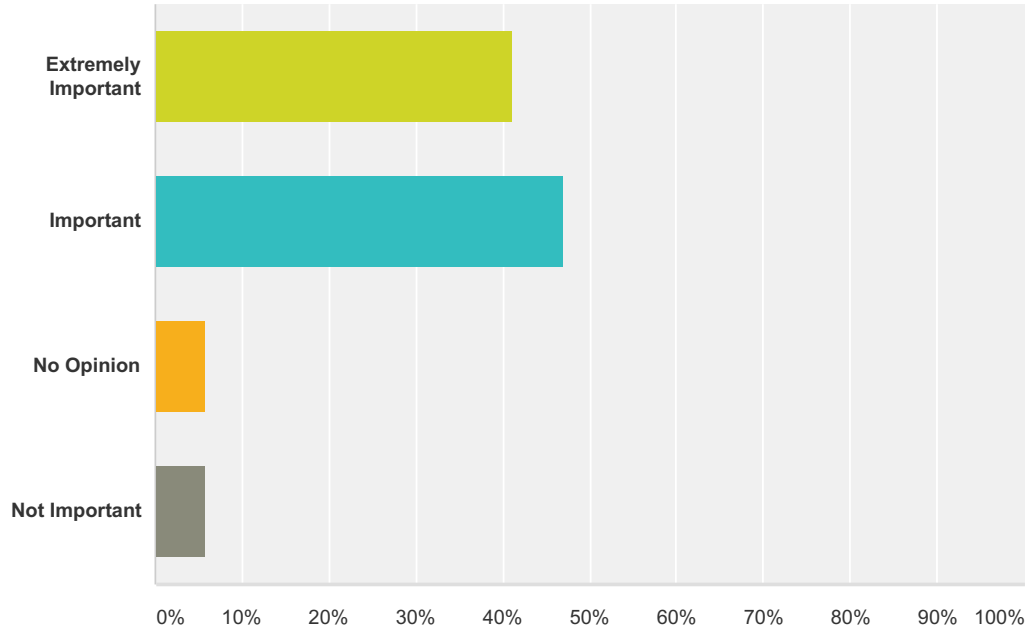
Answered: 3   Skipped: 125

Answer Choices	Responses	
I did not know I could do it on my own Q18	**33.33%**	1
I could not find any instructions to assist Q18	**33.33%**	1
I was told I needed to attend Q18	**0.00%**	0
I didn't know the username and/or password Q18	**33.33%**	1
Total		**3**

Q18 How important is it to you to get your computer, smartphone, or tablet connected to the Residential/Wireless Network your first day/night on campus?
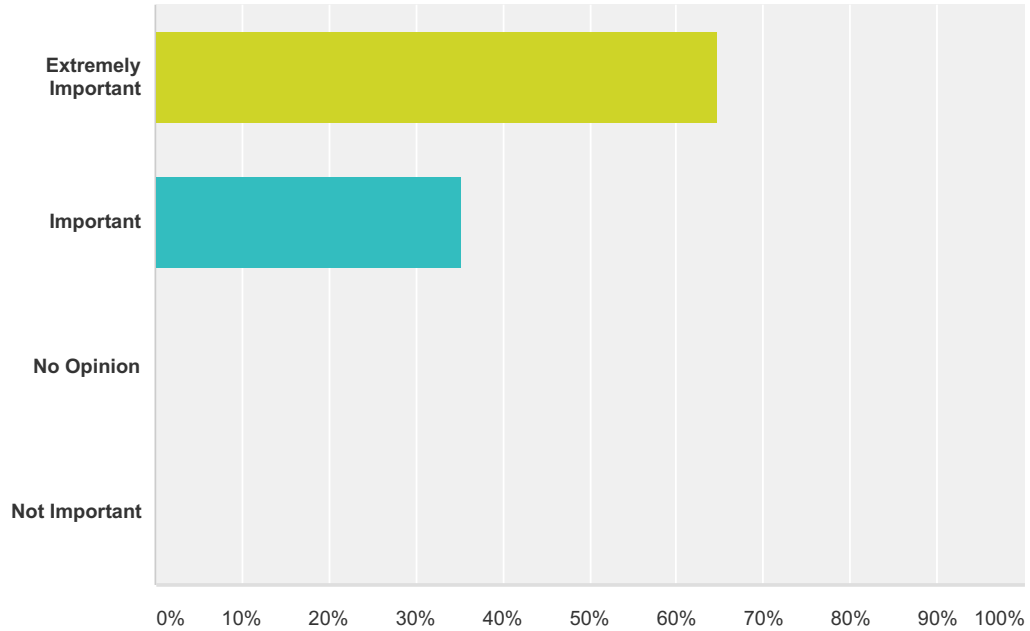
Answered: 17   Skipped: 111

Answer Choices	Responses	
Extremely Important	**41.18%**	7
Important	**47.06%**	8
No Opinion	**5.88%**	1
Not Important	**5.88%**	1
Total		**17**

Q19 How important is it to you that UIS offers the 'getting IT going' service to provide you with assistance?

Answered: 17   Skipped: 111

Answer Choices	Responses	
Extremely Important	**64.71%**	11
Important	**35.29%**	6
No Opinion	**0.00%**	0
Not Important	**0.00%**	0
Total		**17**

Q20 Do you feel the 'getting IT going' sessions are a service that should be continued through future Fall Move-In activities?
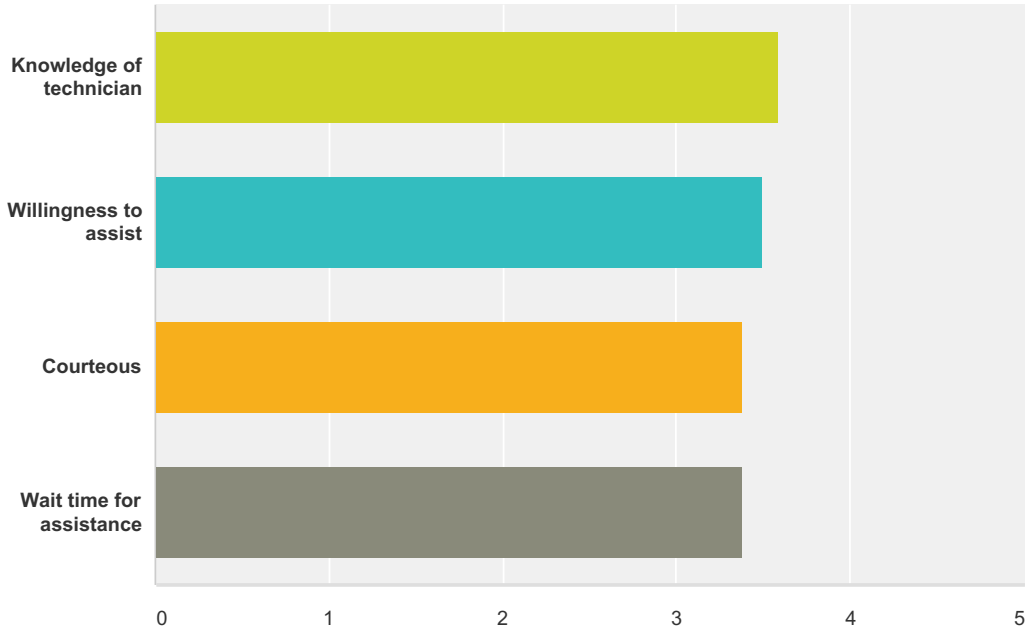
Answered: 17   Skipped: 111
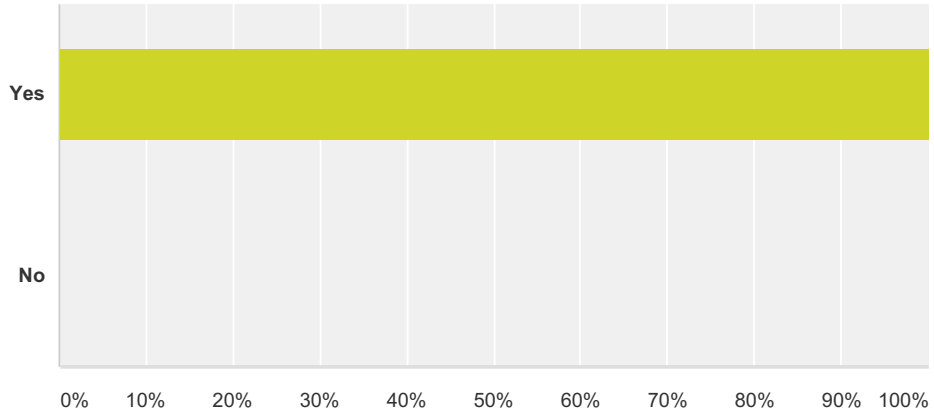
Answer Choices	Responses	
Yes	**100.00%**	17
No	**0.00%**	0
Total		**17**

Q21 Please rate the following items as they relate to the technician that provided assistance during the 'getting IT going."

**Answered: 17   Skipped: 111**

	Excellent	Good	Fair	Poor	No opinion	Total	Weighted Average
Knowledge of technician	**64.71%** 11	**29.41%** 5	**5.88%** 1	**0.00%** 0	**0.00%** 0	17	3.59
Willingness to assist	**56.25%** 9	**37.50%** 6	**6.25%** 1	**0.00%** 0	**0.00%** 0	16	3.50
Courteous	**43.75%** 7	**50.00%** 8	**6.25%** 1	**0.00%** 0	**0.00%** 0	16	3.38
Wait time for assistance	**43.75%** 7	**50.00%** 8	**6.25%** 1	**0.00%** 0	**0.00%** 0	16	3.38

## Q22 Please rate the following items as they relate to the location and layout of the 'getting IT going' session.

Answered: 17   Skipped: 111
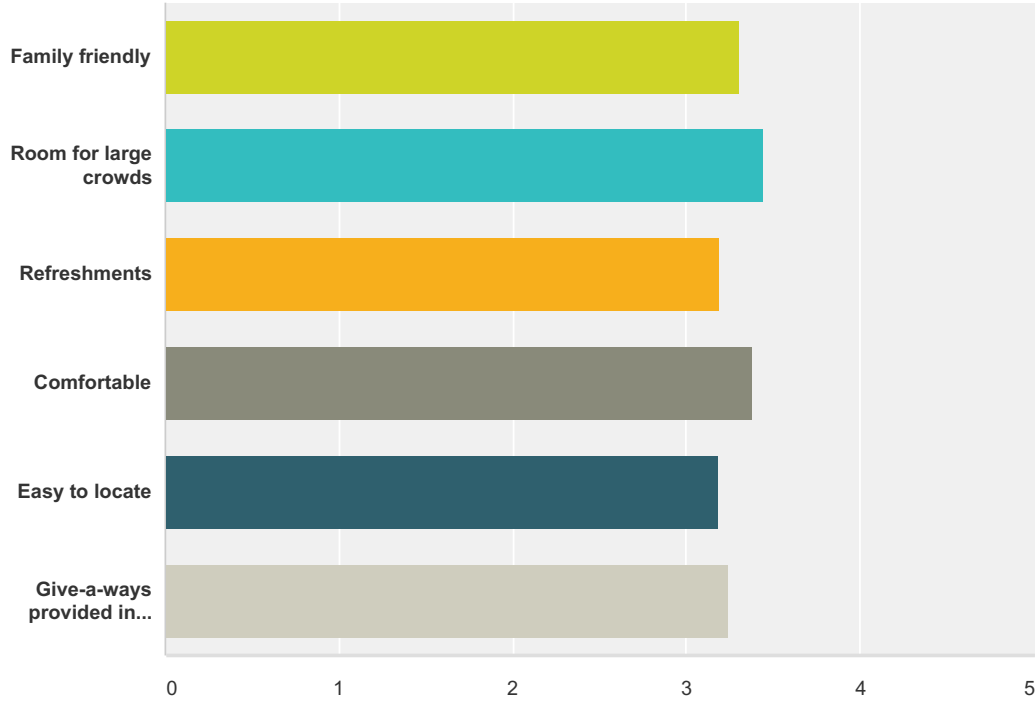
	Excellent	Good	Fair	Poor	No opinion	Total	Weighted Average
Family friendly	31.25% 5	68.75% 11	0.00% 0	0.00% 0	0.00% 0	16	3.31
Room for large crowds	50.00% 8	43.75% 7	6.25% 1	0.00% 0	0.00% 0	16	3.44
Refreshments	50.00% 8	25.00% 4	18.75% 3	6.25% 1	0.00% 0	16	3.19
Comfortable	50.00% 8	37.50% 6	12.50% 2	0.00% 0	0.00% 0	16	3.38
Easy to locate	47.06% 8	29.41% 5	17.65% 3	5.88% 1	0.00% 0	17	3.18
Give-a-ways provided in backpack	50.00% 8	37.50% 6	6.25% 1	0.00% 0	6.25% 1	16	3.25

Q23 UIS realizes students receive a lot of information prior to Fall Semester. How would you prefer to receive the information regarding connecting your computer to the Residential network?
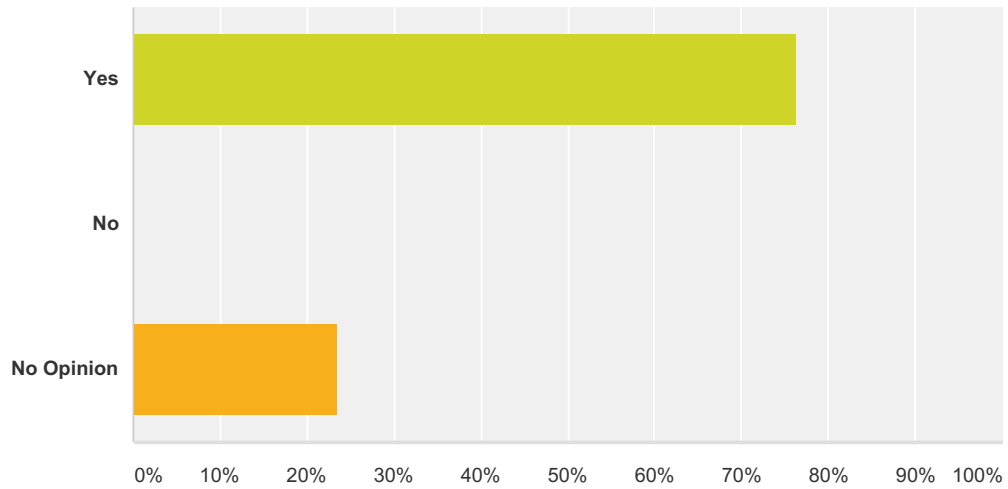
Answered: 17   Skipped: 111
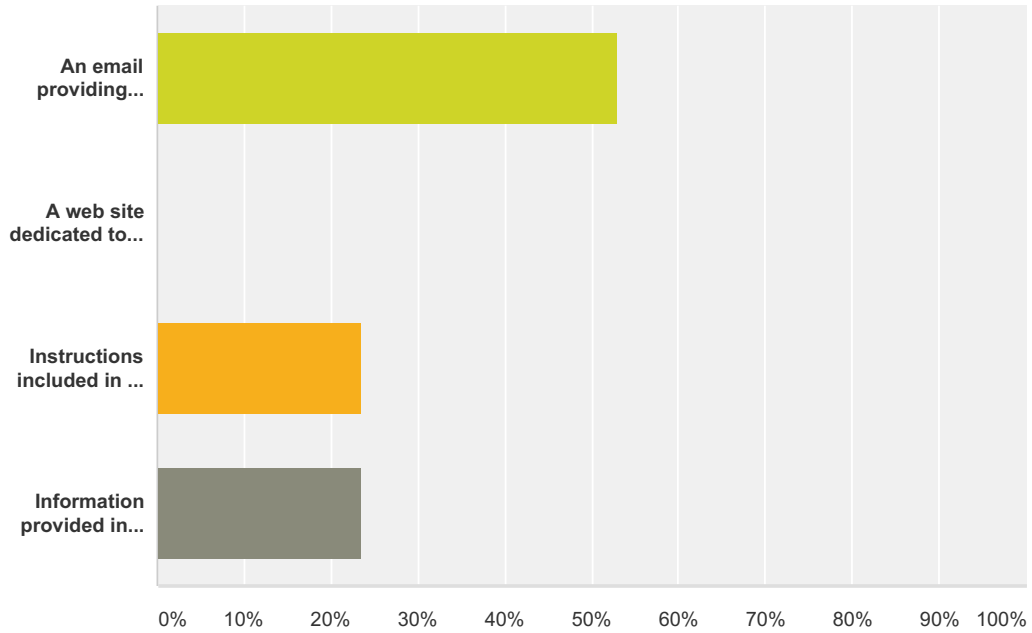
Answer Choices	Responses	
An email providing instructions before arriving at SSU	**52.94%**	9
A web site dedicated to explaining the requirements for connecting your computer	**0.00%**	0
Instructions included in the Move-In package received during check-in	**23.53%**	4
Information provided in each housing unit	**23.53%**	4
Total		**17**

Q24 UIS provides students that attend the 'getting IT going' sessions small giveaways which include a drawstring backpack, USB drive, and charge charger for portable devices. Do you feel future 'getting IT going' sessions should have similar giveaways?

Answered: 17   Skipped: 111

Answer Choices	Responses	
Yes	**76.47%**	13
No	**0.00%**	0
No Opinion	**23.53%**	4
Total		**17**

Q25 Please provide any suggestions for improving the 'getting IT going' sessions or the location of the sessions.

Answered: 11   Skipped: 117

Please provide any suggestions for improving the 'getting IT going' sessions or the location of the sessions.
Open-Ended Response

First moving in, I had not been on campus very much and wasn't positive what Massie was, let alone its location or how to get to the basement so I accompanied another student that was going. Now that i've lived on campus, I feel dumb for not being sure but the only complaint that is possible to make is that we may need extra emphasis where 'getting IT going' is located..

WiFi is too slow here, there shouldn't be a password to log on either because it kicks you off and you have to re enter it constantly. The home button on my iPhone is now worn because I have to open the WiFi and reconnect and exit it all day.

Hand out pamphlets with instructions on them.

No suggestions

i thought it was very helpful

Very helpful. My new surface would not connect to the WiFi. The UIS helped a lot

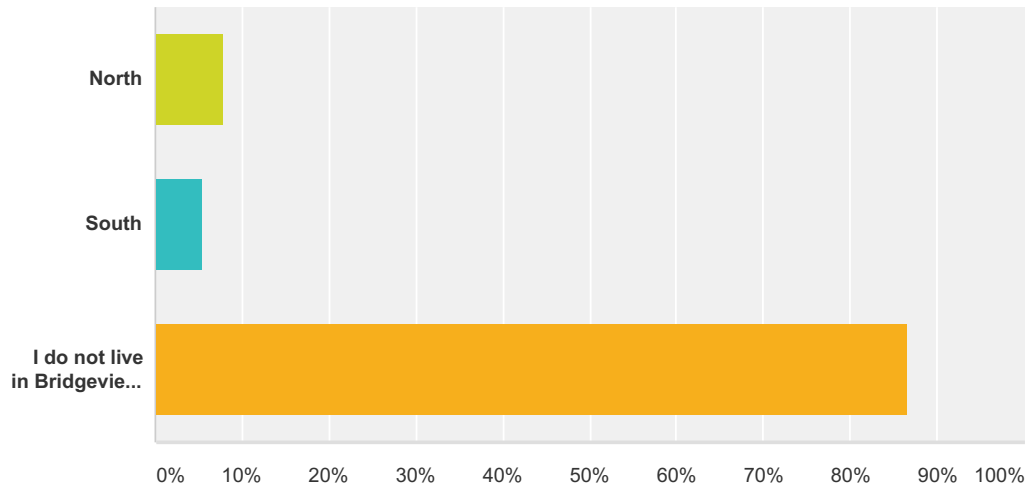I wouldn't change anything. The sessions were great and very helpful

n/a

No

None
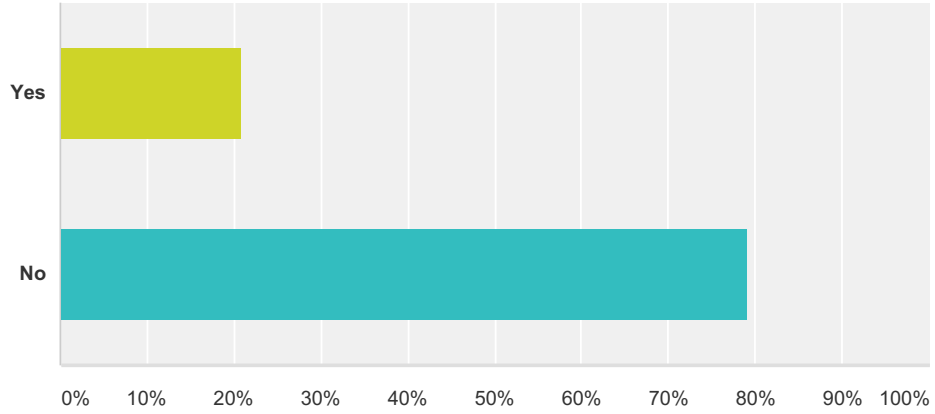
Q26 Do you live in Bridgeview Court - North or South?

Answered: 127   Skipped: 1

Answer Choices		Responses	
North	Q32	**7.87%**	10
South	Q32	**5.51%**	7
I do not live in Bridgeview Court	Q27	**86.61%**	110
Total			**127**

Q27 Do you own a game console (Xbox, Playstation, etc) that is currently connected to the Residential Network?

Answered: 110   Skipped: 18
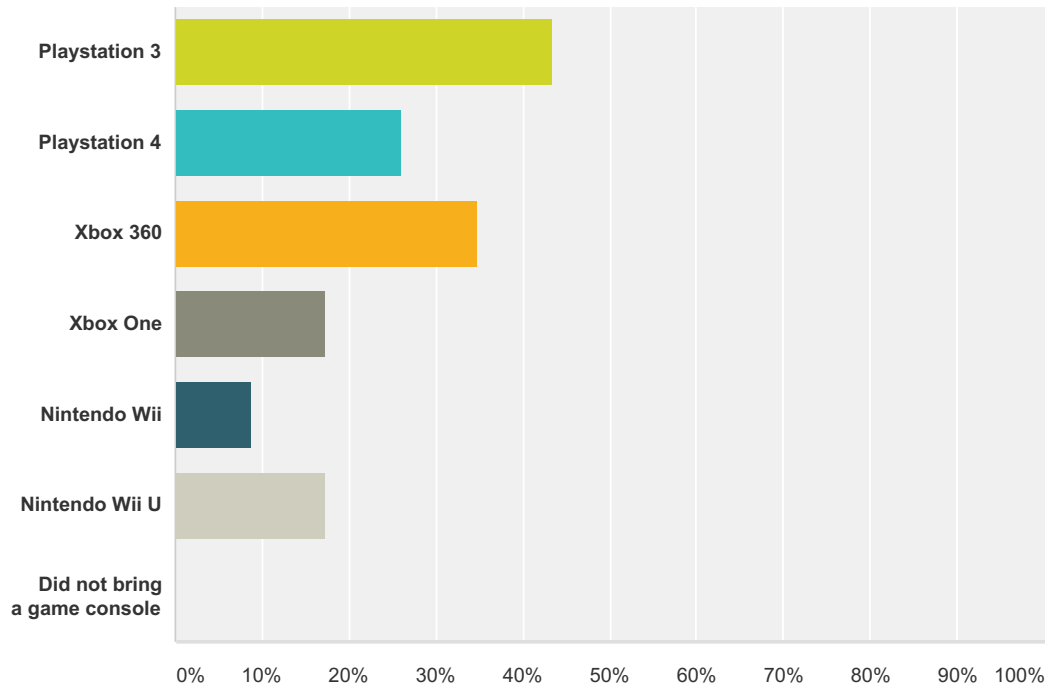

Answer Choices	Responses	
Yes Q28	**20.91%**	23
No EOS	**79.09%**	87
Total		**110**

Q28 Select all the gaming consoles that you brought (or intend to bring) to SSU.

Answered: 23   Skipped: 105

Answer Choices	Responses	
Playstation 3	**43.48%**	10
Playstation 4	**26.09%**	6
Xbox 360	**34.78%**	8
Xbox One	**17.39%**	4
Nintendo Wii	**8.70%**	2
Nintendo Wii U	**17.39%**	4
Did not bring a game console	**0.00%**	0
Total Respondents: 23		

Q29 Were you able to locate the online MAC Registration form to submit the MAC Address(es) for your game console(s)?

Answered: 23   Skipped: 105
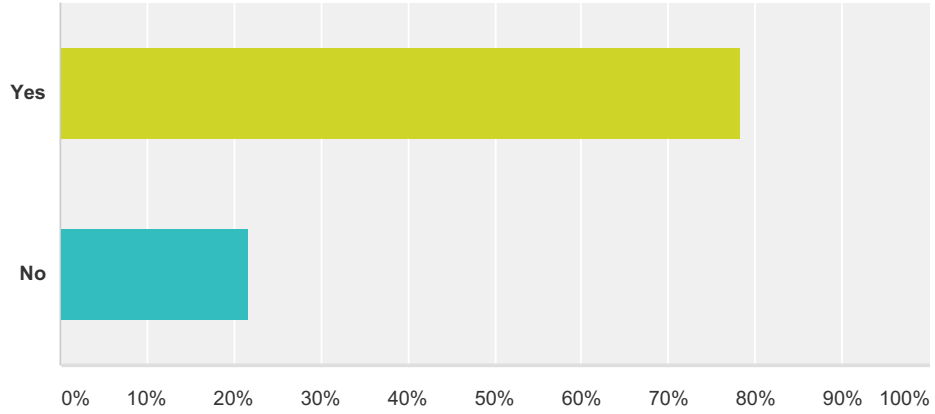
Answer Choices	Responses	
Yes	**78.26%**	18
No	**21.74%**	5
Total		23

Q30 After reviewing the information regarding the Game Consoles in Housing at Shawnee State, are there any suggestions to improve gaming on game consoles in the housing units?

Answered: 17   Skipped: 111

As far as I can tell I can't figure out how to connect with other players online yet I can use services such as Netflix. I saw something explaining why this is happening yet it is still confusing

Nope.

The only problem I ran into was the fact that Shawnee's internet does not let you connect to outside servers and for many modern day next-gen games, you cannot play them unless you connect to their servers. This was especially bad in my situation because when destiny was released, I bought a brand new ps4 and Destiny (it is required that you connect to their servers to play) and wasnt able to play my ps4 for 3 weeks when we eventually got our own internet (which i didnt want to get in the first place) and I was finally able to play it. There really is no reason that a console shouldnt be able to connect to outside servers if you're not able to game otherwise.

Allow nintendo servers through your firewall. Your system isn't insecure, its old. Update it.

Have better internet, because I couldn't even watch Netflix let alone play a game online on the school's network.

No

Get decent internet

None that I can think of at the moment.

No

Options to receive more dedicated bandwidth could become an incentive for students to choose housing over other options. Seeing as gaming requires a fast and steady connection, making this information clear to students could provide useful information for the student and the university.

Yeah, how about using the money we actually spend on the ISP in our fees to give us decent internet access. I know for a fact the school only has a 50Mbit download bandwidth. One student alone can pay for a connection like that. That is NOT ENOUGH FOR ALL THE STUDENTS. The evidence is staring you in the face when there are well over 10 student funded private networks that are being broadcasted as well. If the service doesn't improve then we should be allowed to opt out of it and not pay for it because it is terrible.

No.

Bandwith

Not every single device should be connected to the same wifi. Nothing but my laptop works online. Everything else is too slow to bother with.
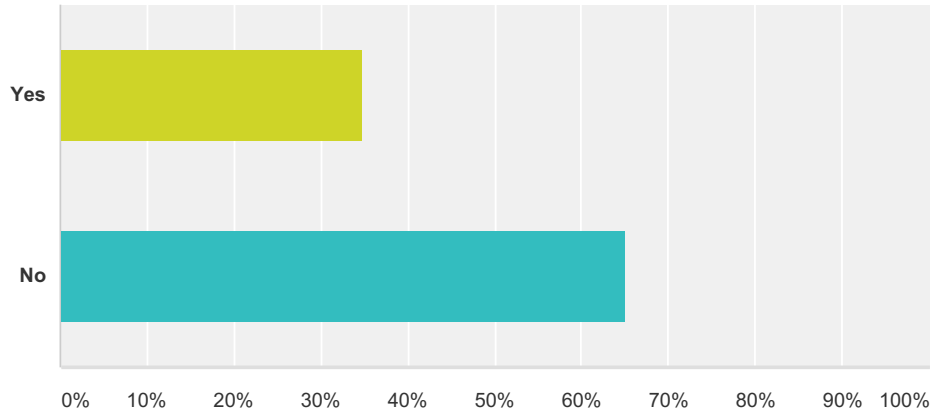
no

No, I can not get help from them

I feel like gaming on the game consoles in the housing units are great as they are.

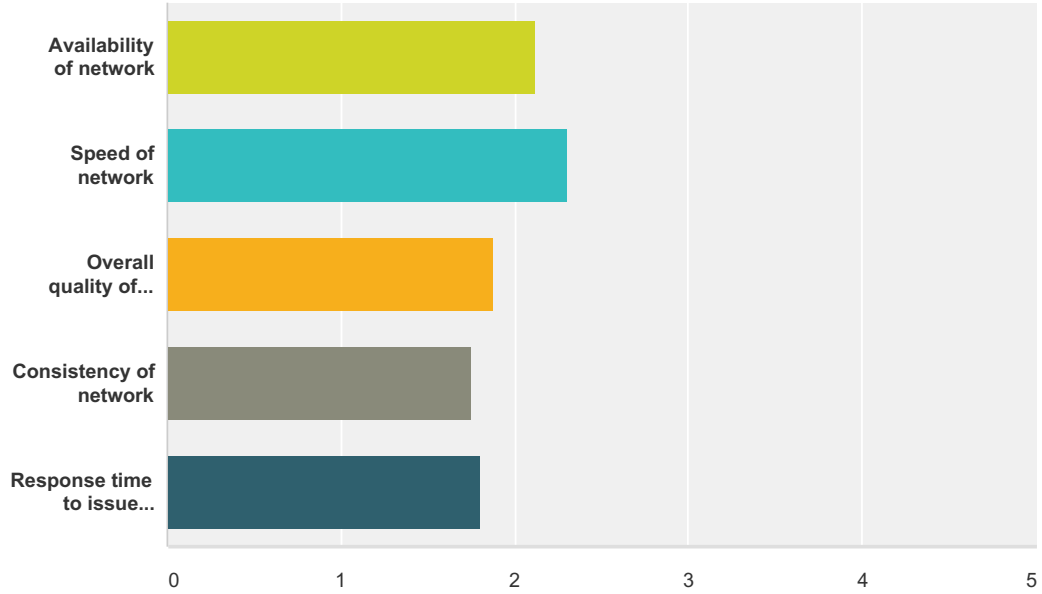## Q31 Do you use your computer to participate in any on-line PC Gaming on the Residential Network at SSU?

Answered: 23   Skipped: 105

Answer Choices		Responses	
Yes EOS		**34.78%**	8
No EOS		**65.22%**	15
Total			**23**

Q32 How would you rate the quality of service of the network (Internet & gaming) in the Bridgeview Court apartments?

Answered: 17   Skipped: 111

	Excellent	Good	Fair	Poor	N/A	Total	Weighted Average
Availability of network	17.65% 3	17.65% 3	23.53% 4	41.18% 7	0.00% 0	17	2.12
Speed of network	18.75% 3	25.00% 4	25.00% 4	31.25% 5	0.00% 0	16	2.31
Overall quality of service	12.50% 2	6.25% 1	37.50% 6	43.75% 7	0.00% 0	16	1.88
Consistency of network	6.25% 1	12.50% 2	31.25% 5	50.00% 8	0.00% 0	16	1.75
Response time to issue resolution	6.25% 1	18.75% 3	25.00% 4	50.00% 8	0.00% 0	16	1.81