Q2 - Classification (Check all that apply)

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Undergraduate Student</td>
<td>53.86%</td>
<td>419</td>
</tr>
<tr>
<td>2</td>
<td>Graduate Student</td>
<td>26.48%</td>
<td>206</td>
</tr>
<tr>
<td>3</td>
<td>Non-Degree</td>
<td>10.93%</td>
<td>85</td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td>11.95%</td>
<td>93</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>778</td>
</tr>
</tbody>
</table>

Other

- on line course
- LEND
- CDM
- Professional Development
- Post grad credit
Law
lend
RN Cont Ed
Forensics
A.S / A.A degree
certificate as CDM
certification course CDM
Dietary manager course
MT professional
Dietary Manager class
CEU
Education for work
Veteran Entrepreneur Program
Fellowship
Medical Student
Certificate Course
Associates
Mortician
CILT
M.D.
Instructor/PhD Candidate
Staff
Faculty
Professional
Professor
High school student
Lab Education Coordinator at facility accepting UND MLS students for Clinical Lab rotations
Dietary manager liscense
Single course
DEDP
Instructor/Staff
international
Certificate
Child Welfare Training
Law Enforcement
SIM-ND
Professor
Working Stiff
Staff
certificate
faculty participant
DEDP
Online
CDM program
Staff
Student
DM-9 Nutrition & Foodservice Professional Trgn
staff
Child Welfare Attendee
VEP
Just taking one course online
VEP
First Year Teacher
EMS Hours
CDM Courses
Certificate
CERTIFICATION
Medical Technologist
Child welfare training
Staff, occasional student.
Faculty
Child & Family Services
Q3 - College or Area of Study

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>College of Arts and Sciences</td>
<td>18.68%</td>
<td>141</td>
</tr>
<tr>
<td>2</td>
<td>College of Business and Public Administration</td>
<td>9.67%</td>
<td>73</td>
</tr>
<tr>
<td>3</td>
<td>College of Education and Human Development</td>
<td>16.56%</td>
<td>125</td>
</tr>
<tr>
<td>4</td>
<td>School of Aerospace Sciences</td>
<td>5.03%</td>
<td>38</td>
</tr>
<tr>
<td>5</td>
<td>College of Engineering and Mines</td>
<td>7.95%</td>
<td>60</td>
</tr>
<tr>
<td>6</td>
<td>School of Law</td>
<td>0.66%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Department</td>
<td>Percentage</td>
<td>Count</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------</td>
<td>------------</td>
<td>-------</td>
</tr>
<tr>
<td>8</td>
<td>School of Medicine and Health Sciences</td>
<td>12.05%</td>
<td>91</td>
</tr>
<tr>
<td>9</td>
<td>College of Nursing and Professional Disciplines</td>
<td>10.33%</td>
<td>78</td>
</tr>
<tr>
<td>10</td>
<td>Non-credit (Office of Extended Learning)</td>
<td>3.71%</td>
<td>28</td>
</tr>
<tr>
<td>11</td>
<td>LEND (School of Medicine and Health Sciences)</td>
<td>0.79%</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>Undecided</td>
<td>2.25%</td>
<td>17</td>
</tr>
<tr>
<td>13</td>
<td>Other</td>
<td>12.32%</td>
<td>93</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>755</td>
</tr>
</tbody>
</table>
Q5#1 - Please indicate your satisfaction.

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Satisfied</th>
<th>Not Satisfied</th>
<th>Did Not Use</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Email (<a href="mailto:UND.techsupport@UND.edu">UND.techsupport@UND.edu</a>)</td>
<td>56.43%</td>
<td>2.44%</td>
<td>19</td>
<td>320</td>
</tr>
<tr>
<td>2</td>
<td>UND Tech Support (777-6305)</td>
<td>37.94%</td>
<td>1.94%</td>
<td>15</td>
<td>466</td>
</tr>
<tr>
<td>13</td>
<td>NDUS Help Desk (777-6305, press 1)</td>
<td>30.28%</td>
<td>2.45%</td>
<td>19</td>
<td>522</td>
</tr>
<tr>
<td>3</td>
<td>Live Chat</td>
<td>20.80%</td>
<td>2.58%</td>
<td>20</td>
<td>593</td>
</tr>
<tr>
<td>4</td>
<td>Tech Support web page &amp; knowledgebase</td>
<td>28.96%</td>
<td>2.60%</td>
<td>20</td>
<td>527</td>
</tr>
<tr>
<td>5</td>
<td>Blackboard Student Resource Course site -</td>
<td>46.84%</td>
<td>3.10%</td>
<td>24</td>
<td>388</td>
</tr>
<tr>
<td></td>
<td>self-help tutorial</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------------</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>6</td>
<td>Blackboard Student Manual</td>
<td>30.66%</td>
<td>237</td>
<td>3.23%</td>
<td>25</td>
</tr>
<tr>
<td>7</td>
<td>Adobe Connect Pre-flight Checks</td>
<td>16.54%</td>
<td>127</td>
<td>1.95%</td>
<td>15</td>
</tr>
<tr>
<td>8</td>
<td>Memorial Union Service Desk</td>
<td>22.21%</td>
<td>171</td>
<td>1.56%</td>
<td>12</td>
</tr>
<tr>
<td>9</td>
<td>Online tutorials/user manual (YouTube, Atomic Learning, etc.)</td>
<td>34.37%</td>
<td>265</td>
<td>2.08%</td>
<td>16</td>
</tr>
<tr>
<td>10</td>
<td>Instructor of the course</td>
<td>70.19%</td>
<td>544</td>
<td>6.97%</td>
<td>54</td>
</tr>
<tr>
<td>11</td>
<td>Peer</td>
<td>53.95%</td>
<td>417</td>
<td>2.33%</td>
<td>18</td>
</tr>
<tr>
<td>12</td>
<td>Learned on my own or did not need help</td>
<td>75.53%</td>
<td>574</td>
<td>4.74%</td>
<td>36</td>
</tr>
<tr>
<td>Comments (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>everyone very helpful</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>buggy and freezes. tried to avoid using</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comp Sci majors don’t need tech support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Difficult to use from android devices.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Still don't understand why you can't login to certain services with the &quot;@und.edu&quot; username/email and have to use the &quot;@ndus.edu&quot; instead. It's totally confusing, and it seems like it was poorly planned...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>too many emails about maintance. sometimes i wouldn't receive any emails for days.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have reported several issues via email with no response. (non-technical , email phising reports).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I get a lot of stuff that doesn't pertain to me (campus alerts - I've never set foot on campus; road closures - doesn't apply; Hockey tickets - I don't care; etc...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Found them to be very efficient</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I sent an email to my professor and she never received it.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A++</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sends me notifications of spam email? If I spammed email than I don't want to hear about it at all</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Great group. Very helpful</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>overall good but sometimes the typing lags, a quick refresh solves this. Mild issue.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>always ready to help and positive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very helpful when I had challenge accessing SPSS</td>
</tr>
<tr>
<td>When I ask for help, I get it. I think the glitches I run into are more in the design of the system; certainly not the fault of tech support.</td>
</tr>
<tr>
<td>Always helpful!</td>
</tr>
<tr>
<td>How about &quot;partially satisfied&quot;? They were helpful, but DEDP students often use streaming data on phones to listen while driving, etc. Tech support needs to be savvy on state of the art phone streaming.</td>
</tr>
<tr>
<td>Excellent!</td>
</tr>
<tr>
<td>however they could not resolve my connectivity issues</td>
</tr>
<tr>
<td>somewhat satisfied, often can't answer my question</td>
</tr>
<tr>
<td>Comments (optional)</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Still don't understand why you can't login to certain services with the &quot;@und.edu&quot; username/email and have to use the &quot;@ndus.edu&quot; instead. It's totally confusing, and it seems like it was poorly planned...</td>
</tr>
<tr>
<td>Problem in deciding which to contact (UND or NDUS)</td>
</tr>
<tr>
<td>Very quick response. They worked diligently to make sure issues were resolved satisfactorily. So grateful they were there.</td>
</tr>
<tr>
<td>always friendly!</td>
</tr>
<tr>
<td>Rude on the phone when I called</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>This support system is by FAR the most responsive to my individual needs.</td>
</tr>
<tr>
<td>Should make this the number one go to option. Put more time, money, and effort into this because it solves problems faster than any other thing possibly could.</td>
</tr>
<tr>
<td>didn't know existed</td>
</tr>
<tr>
<td>The best! Very helpful.</td>
</tr>
<tr>
<td>Surprisingly quick and easy</td>
</tr>
<tr>
<td>always helpful</td>
</tr>
<tr>
<td>was quick, easy, and friendly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>clunky, difficult to find things</td>
</tr>
<tr>
<td>I find the website horribly difficult to navigate, finding information I need/want takes too many clicks, and often times I get bounced between several pages (again too many clicks).</td>
</tr>
</tbody>
</table>
Too advanced for me. I did not understand some terms.

It's needs to be more user friendly.
Bugs to work out a first; but eventually work well
Don't understand why we can't just use Microsoft Office 365...it's better, it allows us to have a syncing drive and share documents with others for collaboration, etc.
Why are we using this?
More detail would be helpful

Don't understand why we can't just use Microsoft Office 365...it's better, it allows us to have a syncing drive and share documents with others for collaboration, etc.
Why are we using this?
It's acceptable. Bare bones.

Loved this option to incorporate class discussion. Much better than typing chat rooms alone

Always friendly and able to help me in some way!
I'm a graduate student and I was not allowed to check out a Computer for one hour in order to present my thesis at a conference being held in the memorial union. What am I, 12?
tried to get help once on campus and person at the desk was not helpful with using adobe connect which is what I needed help with
Able to help with some things, but not all
Helped me reserve a room very nicely

Comments (optional)

Comments (optional)

Need better manual for M/S project manager
rather have face to face trng
hard to find good tegrity instructions

Comments (optional)

great !!!!!!
One I was satisfied with, one I wasn't
poor response time in emails... (weeks later)
I was satisfied with Prof. Faircloth but I was very unsatisfied with Prof. Hollingworth
The instructor was not satisfactory. He failed to provide appropriate feedback, refused to provide corrected tests (so it was impossible to see what you did wrong and learn from it, only a score), and at times failed entirely to respond to emails with questions regarding the class. He was the worst instructor I have ever had.
Mark Guy

haven't gone into far enough yet

How does this even relate to CILT? Do you mean did I ask an instructor for technical support?

Fantastic

I took several courses. Which one?

The instructor was great.

I am the instructor for my courses.

Instructors seem not to embrace online learning. They actually seem to hate it.

Awaiting first grades from instructor

Again, partially satisfied. Critiques of individual instructors are what you need.

Instructor gave very little feedback. It's frustrating working hard for something to not have any sort of feed back.

The instructors would just refer you to tech help.
Most instructors have not been helpful in troubleshooting blackboard issues or even course related questions. They don't seem to understand the technology.

Comments (optional)

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How does this even relate to CLT? Do you mean did I ask a peer for technical support?</td>
</tr>
<tr>
<td>What is meant by this?</td>
</tr>
</tbody>
</table>

Comments (optional)

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was the live chat they I relied upon when I couldn't figure something out on my own.</td>
</tr>
<tr>
<td>These questions don't make sense</td>
</tr>
<tr>
<td>struggled to learn--no time for self-taught with constant interruptions in main dept office</td>
</tr>
<tr>
<td>?</td>
</tr>
<tr>
<td>I asked for help, and I never got the help I needed.</td>
</tr>
<tr>
<td>I did take the blackboard course in my first semester, and found it helpful then.</td>
</tr>
<tr>
<td>The media course forced me to teach myself. I really wish some instructors would accept iPads and MacBooks. :-/</td>
</tr>
</tbody>
</table>
Q39 - If you used the Memorial Union Service Desk, please provide any feedback on the services you received (location, hours of availability, repair/response turnaround time, convenience/availability of services)

<table>
<thead>
<tr>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you used the Memorial Union Service Desk, please provide any feedback on...</td>
</tr>
<tr>
<td>Good explanation of location and direction around campus, always available and always helpful.</td>
</tr>
<tr>
<td>Did not use the MUSD.</td>
</tr>
<tr>
<td>Very helpful people to help me find where to go.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>did not use this service</td>
</tr>
<tr>
<td>I was told where to go when I asked where to get student tickets.</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>great as always.</td>
</tr>
<tr>
<td>Help desk helped me with computer problem. It didn’t take long. I don’t remember what the problem was.</td>
</tr>
<tr>
<td>just used it to get my ID card and it was easy, quick and they were very friendly. It was mid week around 2pm</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I just used it to fax, it was helpful.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>Never have</td>
</tr>
<tr>
<td>I used one stop, it was always very fast and helpful service.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>It was very easy to access them and they were very helpful whenever you needed help.</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>Did not use.</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>I received help at the office and printing station. The workers were friendly for the most part. The workers at the service desk know a good amount of info from my experience.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>Friendly and helpful</td>
</tr>
</tbody>
</table>
I primarily used it to get Kleenex and I borrowed scissors once.

Used the support desk when my computer went down. They always made time for me when I walked in. Most of the time it would be a pretty fast turn around other times they needed to keep it for a while to run diagnostics on it.

Great resource to just drop in and get any questions answered.

Very helpful

They tried to be helpful when I lost my keys.

They were really helpful and friendly, and I got what I needed quickly

N/A

I used it for faxing things and it was useful and did not conflict with my schedule.

I asked the location of something on campus. The service was good.

I'm taking online courses and did not access.

Did not use.

Booked rooms for student groups, need marker boards in rooms on second floors!

I had lost an item and they checked to see if had it in lost and found, and they gave me other places that I could look where it might be dropped off at.

NA

None

I was in memorial union service desk early this semester to complain about my email not functioning, the staff attended to me nicely and fixed the problem.

none

It’s good

personal helped explain me where a specific building was

I used the Lost and Found at the service desk on 2 or 3 occasions and found them to be both professional and helpful.

N/A

An increase in friendliness and customer oriented approaches would enhance the experience.

Location, use of office supplies, how certain services work, ways that UND helps, and various other services

N/A

NA

They are always available to help and support my needs when I have any issues

N/A

It was just a quick question about the printers and they were able to answer right away. They were very helpful.

N/A

N/A
Always available
Not used.
N/A Do not know what this is
Very knowledgeable. Not a question they couldn't answer.
I use the Memorial Union helpdesk on occasion if I can't find things on my own. I have no specific times/dates. Usually helpful, if they don't know they will tell me, which I like so I can look elsewhere. Friendly I just had simple questions and they could help with all of them.
Very convenient, hours were reasonable.
I was in there once with a question and I was told, in no uncertain terms, that they didn't serve my kind there. (I'm staff) Rude people.
N/A
N/A
N/A
Good
N/A
I just use their stapler but I mean that's always sitting there full of staples and ready to use ??
It took a little bit to have them find the answer, but they were able to help me in the end.
Not applicable
The works at the Memorial Union Service Desk do an amazing job. I've been helped by two young women in particular that provide great service. Shiny and Shelan. I want their amazing work ethic to be noticed.
-K
n/a
Did not use.
I asked locations for rooms and general information.
The location of the service desk is very convenient and the staff is always friendly. I've only used it once or twice but they have been helpful in getting a response to me quickly. I'm a graduate student and I was not allowed to check out a Computer for one hour in order to present my thesis at a conference being held in the memorial union. What am I, 12?
I asked them 3 questions. They were all promptly and correctly answered.
Great team .
N/A
The Memorial Union Service desk was always often available during the week. They have convenient hours of operation. They were prompt in being able to address both problems I had. Once, their solution was quick and worked well. The other time, I received some advice that didn't turn out to work. Other than that, they have been a good on-campus resource.
Did not use
N/A
| **Very helpful** |  |
| **N/A** |  |
| **All good, except weekends** | Great live chat. I tried to get the blackboard app to enable notifications when lectures were posted but they determined the app was unreliable for this purpose. Please ask blackboard app to fix this bug. They helped me reserve a room in the union and it was quick and painless. |
| **N/a** | They helped me out a ton when I thought my computer was infected! They are very efficient, helpful, and kind. I greatly appreciate their service! I was helped on how to get to some classes and they were very kind and showed me where to go. Very helpful. Only used them once. |
| **Location and hours** | Did not use The people at the service desk at the union are amazing. Not only did they help me to get wireless internet on my laptop, but they also set it for my phone as well. |
| **NA** | Availability of services Very welcoming and helpful, these guys seem like they really care about the work they are doing and want their users to be running at their very best! Thanks a ton again guys! |
| **xdfhg** | Too many rows for PDF export, try exporting to Word or CSV |
**Q6 - What other support resources would you find helpful to receive? (example - newsletters, workshops, webinars, email)**

<table>
<thead>
<tr>
<th>What other support resources would you find helpful to receive? (example - ....)</th>
</tr>
</thead>
<tbody>
<tr>
<td>post of newsletters and UND updates around UND areas</td>
</tr>
<tr>
<td>Maybe more specific emails.</td>
</tr>
<tr>
<td>Online library</td>
</tr>
<tr>
<td>The emails were really helpful to know what's going on. The Facebook pages also helped to know where to go.</td>
</tr>
<tr>
<td>access to class discussions, powerpoints, and lectures is outstanding</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Emails.</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Emails.</td>
</tr>
<tr>
<td>Email, especially if it is filtered for appropriateness. I don't know how I wound up on a military/veterans list - I have never served! I tried unenrolling, but I still get some emails. This makes me quickly go through my emails and I probably delete stuff that I would find interesting or possibly important.</td>
</tr>
<tr>
<td>more prompts email response from instructors... (especially for those of us that can't physically come in and see instructors)</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>Workshops and newsletters</td>
</tr>
<tr>
<td>Youtube</td>
</tr>
<tr>
<td>Monthly emails from the University president discussing changes in the University as well as proposed solutions to problems that we have.</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>I found the UND newsletters and emails helpful.</td>
</tr>
<tr>
<td>The services that are provided are very helpful! I would not use a webinar, workshop or read a newsletter as quickly as some of the services already provided.</td>
</tr>
<tr>
<td>email, text</td>
</tr>
<tr>
<td>Emails</td>
</tr>
<tr>
<td>email's would be helpful to receive.</td>
</tr>
<tr>
<td>If we could have had a reading seminar/workshop on a different day than the one that was given that would have been helpful as I couldn't attend the only day it was on.</td>
</tr>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>
More student interaction... and more professor encouraging students to use the messenger services and possible chat boards...

I would find emails as helpful support resources.

Consistent communication from the professor would have been helpful. Also, a clear grading rubric and clearly delineated assignment expectations and scoring guidelines for same would have been very helpful.

One Stop Student Services

Entrepreneur center updates and reach outs throughout the year of the program

Building maps - a map of a certain building. For example, a map of Merrifield, Gamble, or Witmer. The maps can be online and easily accessed via mobile.

I want the University to actually unleash Microsoft 365, tell people to use and how to use it, and to forget Blackboard.

Instructors not using Blackboard as a way to teach but as a tool

help from the library. Megan and others are so helpful.

Newsletters or workshops

Newsletters

email newsletters.

Not sure.

The newsletters were useful but could use more information that can be found on bulletins in buildings.

None

None

nope

I think everything right now is helpful

Newsletters, email

UND
None

Newsletter
printers in every dorm
N/A
N/A
More printers around campus like in the residence halls
N/A
Workshops and more available blackboard resources.
NA
There needs to a an access via the UND Web Site to a comprehensive, university wide telephone book
N/A
NA
N/A
can't think of anything
N/A
email
On-line library resources are excellent.
N/A
I called tech support for help with SPSS. I was unable to access SPSS via portal. Was unable to log on and complete homework for several days. called tech support. young man worked on my computer for several hours and finally resolved problem by loading SPSS on my laptop. Very professional and helpful and patient with working with me to reslove problem.
I would like to see links of lectures, instead of pure class notes and assignment, in Blackboard. Only having notes and assignment makes the class boring and hard to understand.
N/A
Workshops
Email
Email
Email
Webinars on using the Canvas/Blackboard for new students.
Newsletters would be a cool added feature.
I don't live in the dorms anymore so it's a little harder to keep up with all the campus activities because I don't find out about them until they're happening.
face to face computer training.
email
<table>
<thead>
<tr>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails are the most helpful.</td>
</tr>
<tr>
<td>I have to call UND EVERY TIME i want to register for classes online. It's always a 2-day nightmare, averaging about 9 phone calls per semester. The system is NOT INTUITIVE at all.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I'm not really sure what I would use for help.</td>
</tr>
<tr>
<td>Ability to communicate with other distance students in a forum setting</td>
</tr>
<tr>
<td>More printing formats. Only PDF? Seriously?</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>I really enjoyed the CILT workshops and the FAQ online.</td>
</tr>
<tr>
<td>Actually qualified and trained people</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>Und support services was the most helpful</td>
</tr>
<tr>
<td>I believe webinars, specially on how to use CampusConnection to first year students would be beneficial. I personally struggled a lot, specially because I had to start signing up for classes in another country, so having something to guide me through that would have made my transfer a lot easier.</td>
</tr>
<tr>
<td>Too many rows for PDF export, try exporting to Word or CSV</td>
</tr>
</tbody>
</table>
Q7 - How often do you log in to Blackboard?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>More than once a day</td>
<td>47.41%</td>
<td>366</td>
</tr>
<tr>
<td>2</td>
<td>Once a day</td>
<td>14.38%</td>
<td>111</td>
</tr>
<tr>
<td>3</td>
<td>A few times a week</td>
<td>20.73%</td>
<td>160</td>
</tr>
<tr>
<td>4</td>
<td>Once a week</td>
<td>4.27%</td>
<td>33</td>
</tr>
<tr>
<td>5</td>
<td>Less than once a week</td>
<td>13.21%</td>
<td>102</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>772</td>
</tr>
</tbody>
</table>
Q8#1 - Please indicate your agreement with the statements.

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Agree</th>
<th>Disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>My Blackboard course sites are organized and easy to use.</td>
<td>91.04%</td>
<td>8.96%</td>
<td>68</td>
</tr>
<tr>
<td>2</td>
<td>My instructors use the Blackboard tools effectively in my courses.</td>
<td>84.09%</td>
<td>15.91%</td>
<td>119</td>
</tr>
<tr>
<td>3</td>
<td>I am satisfied with using Blackboard as a tool to assist in my coursework.</td>
<td>92.70%</td>
<td>7.30%</td>
<td>55</td>
</tr>
<tr>
<td>4</td>
<td>Blackboard helps me prepare for class</td>
<td>87.53%</td>
<td>12.47%</td>
<td>93</td>
</tr>
<tr>
<td>5</td>
<td>Blackboard helps me work more efficiently</td>
<td>83.87%</td>
<td>16.13%</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>Statement</td>
<td>96.66%</td>
<td>723</td>
<td>3.34%</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
<td>--------</td>
<td>-----</td>
<td>-------</td>
</tr>
<tr>
<td>7</td>
<td>Blackboard allows me to receive instructor feedback and access my grades to keep on track in my courses.</td>
<td>92.19%</td>
<td>685</td>
<td>7.81%</td>
</tr>
<tr>
<td>8</td>
<td>Blackboard allows me to communicate with peers/instructors</td>
<td>79.92%</td>
<td>593</td>
<td>20.08%</td>
</tr>
<tr>
<td>9</td>
<td>Blackboard helps me to work with classmates in groups</td>
<td>69.15%</td>
<td>502</td>
<td>30.85%</td>
</tr>
</tbody>
</table>
Q8#2 - Please comment

Comment (optional)

<table>
<thead>
<tr>
<th>Comment (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>varies on instructors some were more organized</td>
</tr>
<tr>
<td>Blackboard does seem to be down for maintenance issues quite often.</td>
</tr>
<tr>
<td>Need to standardize links on course home page</td>
</tr>
<tr>
<td>not very accessible</td>
</tr>
<tr>
<td>Professor Hollingworth's Blackboard was a disaster to encode</td>
</tr>
<tr>
<td>N/a I havent sent in any of my course work yet</td>
</tr>
<tr>
<td>I wish that all teachers had the same system.</td>
</tr>
<tr>
<td>I hate almost everything about Blackboard. Teachers do not use it the way it is supposed to, so what is the point?</td>
</tr>
<tr>
<td>Class does not use it</td>
</tr>
<tr>
<td>Was hard to understand in the beginning</td>
</tr>
<tr>
<td>my blackboard needs an organizational overhaul. it is hard to use for students and even harder to use as an educator</td>
</tr>
<tr>
<td>The way some instructors arrange their websites are chaotic, but the overall layout for most classes is easy</td>
</tr>
<tr>
<td>It's unavailable at the worst times</td>
</tr>
<tr>
<td>Difficult to find courses</td>
</tr>
<tr>
<td>limited use</td>
</tr>
<tr>
<td>do not use</td>
</tr>
<tr>
<td>It takes a while for me to get used to it.</td>
</tr>
<tr>
<td>I do not like how the grade book is set up.</td>
</tr>
<tr>
<td>For the most part, some are less organized and somewhat difficult due to the professor's organization</td>
</tr>
<tr>
<td>Sometimes blackboard can be a little difficult because every professor sets it up a little different</td>
</tr>
<tr>
<td>Different instructors post assignments and quizzes under different tabs, and some instructors are not consistent with where they post.</td>
</tr>
<tr>
<td>Too many extraneous items.</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>nurs500 sometimes hard to navigate</td>
</tr>
<tr>
<td>Disorganized home page</td>
</tr>
<tr>
<td>Plan to work on Gradebook further</td>
</tr>
<tr>
<td>It would be easier if I could log in and look at what I need in a class week to week. So if there were tabs in each class that were labeled by weeks it would be helpful because after awhile there is tabs on Blackboard that we used in the beginning of the year that are no longer needed that are just clutter on the page.</td>
</tr>
</tbody>
</table>
Depends on who the teacher is cuz each class has a different layout it seems
The arrangement of site could use some tweaking
every class is different = confusing
Mobile version of blackboard is poor on google chrome Galaxy s7
I couldn't see the site by my cellphone
Moodle course sites are typically better than Blackboard.
It may be the instructors fault, but the way they set up their pages are not very user friendly.
NA
Use only for organization

Comment (optional)

Comment (optional)
not applicable
No grades have been posted, or perhaps I don't know how to access.
Most of the instructors use blackboard, but some do not so that was inconvenient
2 of 3 do.
Prof. Hollingworth used blackboard as a crutch - he reverted to multiple choice instead of essay for test questions as a way to save him time to correct tests - but his tests were tricky and did not represent the material
N/a
some instructors did not use it at all, students strongly dislike it
tabs to drop assignments are not always available in a timely fashion.
Some of the instructors don't use the site to its fullest potential
some instructor don't use at all and it is extremely inconvenient.
Some will put assignments up and won't put their due dates onto the calander. They may be in the syllabus but it would be more convenient to have them on the calendar since I'm on it so often.
All except one
Only some are, and even those could be done better. The professors just don't put the effort into them that they should to organize them well.
I do not like when teachers save things as a Doc. I wish they would have just saved it as a pdf. It makes everything easier and faster.
Class does not use it
Dr. Votava and Dr. Onchwari utilized MANY of the features on Bb while most effectively used most tools and only a couple did not use most of the tools such as gradebook and submitting assignments through Bb.
Some professors do not use blackboard
depends on the instructor some did this well some did not

some do

My first time using it, it feels easy and manageable!

One teacher didn't know how to use.

have not gotten in far enough yet

Some instructors don't use it and it is difficult especially when they don't post grades

English teacher took 2/3 of the semester to "Figure out how to post grades"

Some instructors rarely use Bb.

Some do a wonderful job, others use little of BlackBoards capabilities.

They try, but blackboard sucks

No professors put up grades

Some of them do not. Like when they cancel an assignment and it doesn't notify anyone by email.

na

NA

do not use

Some instructors much better at it

Different instructors use Blackboard differently. There is no 'neutral' answer.

Some fail to send out emails when making announcements and myself and other classmates fail to see the important information that they are trying to give to us.

Some teachers didn't hardly use at all. Very hard to track grades and progress when they won't use it

I wish all grades were posted.

Instructors seem to ignore and/or hate using blackboard to the detriment of students

Depends on instructor. Each has his or her shortcomings.

Aviation uses EZ-LMS and Meteorology uses Top Hat. It was confusing to get used to at first.

n/a

na

for the most part

depends on instructor

Took hybrid course remotely this summer

The glitches were far and wide

My 2 older ones less.

Some teachers do it very well, and some choose not to.

When class was cancelled, it was not posted on blackboard, and was not emailed to us for some classes.
not uniformly

Maybe post more videos, tips for the final test.

Did not use

they need training too

They should all use it in the same ways so there's no unique instructions or setups.

I wish the BB would be more IPad friendly.

With some exceptions of course.

N/A

Sometimes professors don't like to use Blackboard for class. It's a great resource.

Some instructors do a great job, but most do a poor job of using Blackboard

Some of my professors don't use blackboard very well

My instructors do not submit feedback regularly, do not know how to utilize blackboard functions to make exams user friendly and rarely update their blackboard pages.

Seminar professor blocked us from using tegrity to get us to come to class

NA

N/A  Do not have courses in Bb

Some instructors choose not to use it

Not all of them use it

infrequent updates, inaccurate grading, often will change dates of content without notifying students

Comment (optional)

Comment (optional)

Question: Does everything in BB automatically go to email also? Or do I need to check both daily?

D2L was easier for me to use at my previous university.

N/a

I have nothing to compare it to.

Nope

Class does not use it

Absolutely LOVE Bb and all of its useful tools to encourage multiple methods for learning.

haven't gotten in far enough yet

Why are we using this?
For the most part.

na

do not ude

It is not as user friendly as it could be, and sometimes it is not 100% reliable.

n/a

na

I would really appreciate if notifications were enabled within the blackboard app so that I could be notified when new grades get posted, rather than having to constantly refresh when I’m waiting for an exam score!!!!!!!

I WILL NEVER TAKE AN ONLINE CLASS EVER AGAIN BECAUSE BLACKBOARD WAS SO GODDAMN AWFUL. IT WOULD NEVER SAVE ANY OF MY ANSWERS TO ESSAY QUESTIONS AND EVERY TIME I STARTED TO TYPE A RESPONSE TO AN ESSAY QUESTION THE CURSOR WOULD JUMP TO ANOTHER QUESTION. SOOOOO FRUSTRATING AND MADE HOMEWORK ASSIGNMENTS THAT SHOULD HAVE BEEN SIMPLE HOURS TO COMPLETE. FIX IT.

I really liked the way blackboard was set up for students, I found it really helpful.

It crashes and goes down so often it makes paper report cards better choices

Did not use

antiquated

N/A

The exams are not user friendly and are frustrating how the save function makes your cursor jump all over the page when you are typing in text. It can cause miskeyed answers if you are unaware of the glitches.

NA

N/A

Comment (optional)

Comment (optional)

not applicable

I only use blackboard for my assignment

He posted what we needed to do for the next week

n/a

No special means to prepare for class I have found.

N/a

still unsure about what blackboard is.

That's my job, not Blackboard's (at least, not how it's currently set up to operate - if it were more like Office 365, then maybe it would)

Class does not use it
havnet gotten in far enough yet
But having video materials would help.
Useless - Very unsatisfied
na
in most online BVI SPED classes, all the lessons are listed, so I CAN work ahead, if I want to; in SOME BVI/SPED grad classes, the lessons are meted out one per week; I don’t like that very much, and I don’t understand why it’s done that way.
N/A
do not go to a "class"
n/a
na
Did not use
N/A
NA
N/A

Comment (optional)

not applicable
If used consistently. A calendar would be nice.
n/a
How does it make one more efficient?
N/a
It is hard to navigate when your professors don’t know how to use it
Nope - it actually hampers workflow
Class does not use it
finding where people orginize things through blackboard can be difficult
havnet gotten in far enough yet
Very dissatisfied
na
N/A
However, there is a learning curve.

n/a

N/A

It’s often slow and the instructors never update it.

NA

N/A

I’m neutral on this.

Comment (optional)

I was not instructed to submit via BB, other than posting to wiki or blog.

N/a

I did figure out how to submit assignments.

Submitting assignments can be difficult sometimes depending on where the professor wants the assignment to be submitted.

Yes, I can download things from Blackboard.

Class does not use it

haven't gotten in far enough yet

It’s unavailable at the worst times

na

N/A

n/a

na

esp harley french library

Most teacher want work handed in or use the website provided by book

Homework should still be assigned from the book because for most of my classes, I didn’t even need the books.

N/A

Submitting assignments and having access to shared files is important.

Blackboard has this capability, but many of my instructors wanted paper assignments.

NA

N/A
One course yes, one course no.

As long as the instructor is posting the grades for the course

n/a

The instructors do not enter grading in a timely manner to blackboard, so it is useless to keep track of one's grades that way.

N/a

My professors never put in grades

I can see the grades that certain instructors will upload, but it doesn't provide me with an average (GPA) that is easy to see. I guess it's my job to interpret the total points results - funny, I thought that's what we built computers for...

Class does not use it

depending on instructor

havnet gotten in far enough yet

Some instructors need to get pushed into the 21st century or told to leave. It's frustrating when instructors do not use blackboard.

Sometimes it can be hard to view my grades.

Although many do not use it for feedback other than grades.

na

NA

N/A

Some teachers don't use and I wish they would

Instructor feedback is hard to access depending on where the instructor leaves the feedback. Also, instructors don't always leave feedback and there's really not a clear way to tell without going into the grade and looking.

Not up-to-date that much however

n/a

na

I would like a way to capture/save/print the comments

I don't know if it has instructor feedback

This could be a bit easier

Did not use

Teachers rarely update or put grades in
access grade but only when profs use it. not all use it.

when the instructors place the grades in there

I wish BB would allow me to give feedback directly to instructor at the graded comment site.

Did not need help

I am missing some grades and I want to know my GPA

N/A

Instructors have difficulty setting weighting of grades in blackboard properly, resulting in grades not being properly calculated in blackboard.

Some instructors at UND rarely used Blackboard for grades.

Only if the instructor actually gives feedback in a timely manner. Mine don't.

Brittney Christy does not post any grades on blackboard. Very difficult.

NA

N/A

it allows me to receive feedback, but instructors are pretty terrible about giving feedback

Comment (optional)

Comment (optional)

not applicable

Email seems more efficient for this, unless large group.

It is helpful to send out group emails.

There is no way to chat with peers on blackboard - no way to click on a student through blackboard and send them an email. If there is, it sure is not intuitive.

N/a

Instructors could encourage other students to use Blackboard more often to communicate with online students.

No, I use my email

I have, literally, never communicated with a single person via Blackboard (at least not knowingly), and I wouldn't, given the choice....

Class does not use it

NA

haven't gotten in far enough yet

Wish you could use Blackboard to communicate with professors rather than email

Once again. Some instructors are absolutely horrible. They need to be dealt with. Nothing technology can fix. But HR sure could.
Not utilized

I'm not entirely sure how this function would work, but it's a nice idea. I mainly use email

Did not use

limited use

NA

I don't know how to access a direct email address to one of my fellow grad students, so I can directly email them (other than talk with them in the forums); did I miss something? Maybe their email addresses could be displayed in a 'roster' somewhere?

But I never communicate with them through it.

N/A

I did all communication through e-mail.

I have a instructor-assigned group on blackboard and the fact that I don't get notifications from it is very detrimental to my work.

n/a

na

Never received responses or confirmation of receipt. Unprofessional

Did not know that was a function

Did not yous this function

I did not see a way to communicate with the instructor besides email.

but not in a great user-friendly way

Mainly just through email

Did not need

N/A

Don't use it for this purpose, face to face interactions mostly

N/A

Blackboard is not a good medium for communication with peers and instructors.

My instructors don't communicate well with blackboard.

NA

Instructor did not add "Email" tool

N/A

never used blackboard for this

I haven't used it to communicate.

Not utilized
Comment (optional)

not applicable

I WORK INDIVIDUAL

We blogged a couple of times.

Assuming, only used once
don’t do this

n/a

I have been communicating via text and phone with students - blackboard does nothing whatsoever

N/a

I did not have an opportunity to use BB for this purpose.

I agree, but I like working with google docs with group members

Did not use.

Same comment as above.

Only for group blog posts

Huh? Um, no.

Class does not use it

never used

NA

haven’t gotten in far enough yet

Not a part of the course.

Easier to just use google docs

N/A

It would, but have not used it for such.

did not use

Did not use

N/a

na

NA

I really don’t work in groups in my grad classes online, other than the discussion boards (which, in my opinion, really doesn’t qualify as group work).

But I never use that function
We don't work in groups of classmates for this course.

N/A

we use Google Docs

Have not used it

This is sometimes a challenge

It would be better if BB had an edit feature for online discussion posts. Also if Tegrity had a video edit feature also. Thanks.

Is that an option?

No notifications from when there is a new response to a thread I made or new posts on a thread I am participating.

It was a self study course.

Online program with no peers

n/a

na

Haven't done this

Did not use

I have never used blackboard to work with classmates but it is a good idea, maybe in the future

My course did not make us work in groups. I worked alone.

Not used

Did not have group projects

Did not use

but there are better ways than blackboard, like Google, etc

N/A

Wiki needs to allow group responses. This way the group can keep up with what all is being said.

Did not use

That's a feature?

N/A

Not applicable

Don't use it for this purpose, use face to face or google drive, chat, dropbox etc

N/A

Blackboard is NOTHING compared to Google Docs in this regard.

NA

Instructor did not add "Email" tool
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>never used blackboard for this</td>
<td></td>
</tr>
<tr>
<td>Not utilized</td>
<td></td>
</tr>
</tbody>
</table>
### Q13#1 - Computer Lab Usage

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Never</th>
<th>Monthly</th>
<th>Weekly</th>
<th>Daily</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Memorial Union Lab</td>
<td>88.48%</td>
<td>668</td>
<td>9.01%</td>
<td>68</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Chester Fritz Library Lab</td>
<td>85.52%</td>
<td>644</td>
<td>11.16%</td>
<td>84</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Residence Hall Labs</td>
<td>94.79%</td>
<td>709</td>
<td>3.48%</td>
<td>26</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>College or School Specialty Labs</td>
<td>83.24%</td>
<td>626</td>
<td>6.12%</td>
<td>46</td>
<td>2</td>
</tr>
</tbody>
</table>
Q13#2 - Please comment on your experience

Comments (optional)

I am taking courses online.
i do not attend classes on campus
live in Fargo
distance student
DEDP
Not in Grand Forks
The is the only place where I can print an Excel from blackboard without haveng to download it, durn it into a document. I just want to print it and go, without so much fuss
off campus
Good
Online student
N/A
I take off campus classes (online).
few times a semester
I'm off campus this semester
Too busy
on line
Did not use
On occasion, as needed
I have my own computer
Not applicable
I was a distance student.
na
I am not on campus
Same comment for all labs: I am in the distance program, so I am not able to use them.
Almost daily
Only twice this semester
Distance student
Online student.
I have only used it once ever.

Distance Student

Comments (optional)

I do not attend classes on campus
live in Fargo
I have used this twice in accordance with an English course.
DEDP
Not in Grand Forks
off campus
Good
Online student
N/A
few times a semester
I'm off campus this semester
Used it Freshman year maybe a couple of times.
fast and efficient
great
on line
Did not use
Once this semester
I used to use the Library Lab alot, but I don't know where they moved it to
na
I am not on campus
Same comment for all labs: I am in the distance program, so I am not able to use them.
one
Had a class period in the lab
Distance student
Online student.
Distance Student

Comments (optional)

I do not attend classes on campus
live in Fargo
DED
Not in Grand Forks
off campus
Online student
N/A
use these a lot more
I'm off campus this semester
Used it more in the summer and it was the Wilkerson Lab.
on line
Did not use
When on campus
I don't live in the Residence Halls
No lab courses.
na
I am not on campus
Same comment for all labs: I am in the distance program, so I am not able to use them.
Distance student
Online student.
When I lived in the residence halls I used Wilkerson's quite often.
Distance Student

Comments (optional)
Comments (optional)

for Astronomy lab
No on campus classes
live in Fargo
DED
Not in Grand Forks
off campus
Online student
N/A
I'm off campus this semester
on line
Too crowded
Did not use
I occasionally use the labs down in Streibel Hall.
When on campus
There are specialty labs?
Gamble Hall
na
Gamble Hall
I am not on campus

Same comment for all labs: I am in the distance program, so I am not able to use them.

Distance student
have and office in the building
Online student.
Distance Student
Q15#1 - Please comment on your satisfaction.

Comments (optional)

I am never on campus.

Got slow a couple of times when everyone was trying to be on it

live in Fargo

DEDP

Not in Grand Forks

Very slow, weak, only 5mba per download THATS TERRIBLE.

Hamline Square Apartments

Online student

N/A

it does go out very often though, that could be improved

The speeds have went down since last year. Wifi speed for the most part is not good in University Place. Hard wire helps a bit but still not good.

I'm off campus this semester

Common areas have crappy connection.

can connect most days

sometimes doesn't connect

Need to put way more effort into high speed, stable internet. No excuses for internet going down on a college campus, that is the only way students are able to complete things in the modern world. If the internet is down, students literally cannot complete assignments because there are very few to no written assignments given out by professors these days. Should be fast, easy to access, and stable, all throughout the entire campus, not just in certain spots. Should be able to get the same Wi-fi on a bench as in a administrative building.

Slow connection

What is this? Do you mean wifi? This sounds like a phone service.

Did not use

days where internet was too slow to do anything

Spotty reception

The wireless internet was hit or miss almost every day on whether it would provide adequate speeds in which to do work. Many days the connection speeds were too slow to do work and I was forced to go off campus to use the internet.

Bronson needs more range on routers

Connection difficulty often occurred. could not connect to wifi somedays when I needed it

*needs* to be faster and more reliable
Can't get it in WVa.

Not applicable

This could be upgraded further, especially in hallways and public spaces

na

The internet is super slow

It can be really sketchy when sitting in the wing areas, and the internet suddenly will go out on all devices (even though there is wifi)... but overall it is pretty good.

Very bad signal in Squires Hall

can become slow during evenings

Can be slow time to time

Less than a 1MB upload and download speed sometimes makes it feel like Dial-Up the best thing in the world.

My phone disconnects all the time

I am a distance student - N/A

The wifi is spotty and doesn't always work

Cannot connect and use in commons area for McVey 4th floor

Common areas need better wifi connection so we can collaborate and work together on homework without having to worry about the internet connection

Distance student

Little to no service, in McVey commons areas

common areas need additional access points, connectivity is VERY spotty.

There were multiple connection problems.

Sometimes, it doesn't work well.

WiFi goes out very often

Spotty at times

Distance Student

Comments (optional)

internet would kick me off even though it worked in the dorms

live in Fargo

DEDIP

Not in Grand Forks
Online student
N/A
safe browsing was not always available

I'm off campus this semester
Why do I have to sign in ALL THE TIME? Why am I being throttled?

service is not consistent in the union and outside
Would be wonderful if there was a way to know how many more days until I had to re-authenticate my devices. Like the days left until I have to reset my password on Blackboard.. I hate having to fumble around wondering why wifi doesn't work until, oh wait I have to load a web page because this app isn't working, or sucking up my cellular data.

slow connection
Did not use
Often get spotty signal in dining areas of MU

na
I am a distance student - N/A

Could be stronger
Distance student
Distance Student
Wifi would kick me off

Comments (optional)

internet would kick me off even though it worked in the dorms
live in Fargo

DED
Not in Grand Forks

Online student
N/A
safe browsing was not always available

I'm off campus this semester
Frequently would not connect last year

Except for O'Kelly
Why do I have to sign in ALL THE TIME? Why am I being throttled?

In the new SMHS, very spotty and often did not work

slow connection

The wifi does not always work.

Gillette, and basement of O'Kelly are horrible for internet speed

For the most part. They seemed to have a few connection issues during the Fall semester

Wireless has been unreliable and often requires me to re-authenticate for no apparent reason.

Did not use

sometimes very slow

Satisfied for the most part, but the internet connection online seem to go out pretty frequently

Reception is spotty in Witmer

This could use work

na

Connectivity issues in Ed Bldg

Slow and cumbersome

When I get into large classes like intro to sociology, the Internet goes down due to all the kids joining at once

wifi tends to go in and out very frequently at the new med school

I am a distance student - N/A

Distance student

Harrington Hall has very slow download speeds for an engineering building

Slow at times, frequent and considerable down times this semester

Distance Student

Wifi would kick me off

Comments (optional)

Comments (optional)

live in Fargo

DEDP

Not in Grand Forks

Online student
I'm off campus this semester

Love the search engine on the Chester Fritz Library and access to databases

slow connection

Did not use

na

Wifi will go in and out so frequent it's better to use Mobile Hotspot and run my data plan to hell for my phone instead.

I am a distance student - N/A

Distance student

CFL wireless is weaker at outside walls of building.

did not use

Distance Student

Comments (optional)

Comments (optional)

live in Fargo

often does not work well

DEDIP

Not in Grand Forks

Online student

N/A

It is always a bad signal if you are walking or in certain areas because of the different receivers it is trying to connect with.

Sometimes it wouldn't work when walking to classes, there are some dead areas on campus.

safe browsing was not always available

I'm off campus this semester

outside across campus is touch and go

connection was either weak of non-existant

slow connection

little to no connection outside of buildings

It is a little spotty
For the most part
Did not use
I know it’s hard to cover all areas outside but I feel like more seating areas outside should have Wi-Fi
Goes in and out a lot
hit or miss on whether the wifi really works
Sometimes a little spotty
Needs to cover more outdoor space
There are many dead spots across campus
na
Again, slow and cumbersome
Can be slow time to time
Shitty and slow, I can get stuff faster over the 4G network on my phone
I often times have a hard time getting a connection or it cuts out frequently
I always lose wifi walking to classes
I am a distance student - N/A
Distance student
Very poor quality
Can’t stay on facetime when walking across campus
Great coverage, just could be better
can not use the UND wireless out of academic building, such as on the campus road
Spotty
Distance Student
Wifi would kick me off
Q15#2 - Please rate your satisfaction

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Satisfied</th>
<th>Neutral/Do Not Use</th>
<th>Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Residence Halls</td>
<td>18.00%</td>
<td>75.03%</td>
<td>6.96%</td>
<td>53</td>
</tr>
<tr>
<td>2</td>
<td>Memorial Union</td>
<td>37.24%</td>
<td>58.03%</td>
<td>4.74%</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>Academic Buildings</td>
<td>46.06%</td>
<td>45.28%</td>
<td>8.66%</td>
<td>66</td>
</tr>
<tr>
<td>4</td>
<td>UND Libraries</td>
<td>34.70%</td>
<td>62.38%</td>
<td>2.91%</td>
<td>22</td>
</tr>
<tr>
<td>5</td>
<td>Public Campus Spaces</td>
<td>32.24%</td>
<td>56.71%</td>
<td>11.05%</td>
<td>84</td>
</tr>
</tbody>
</table>
Q16#1 - Please rate your satisfaction

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Satisfied</th>
<th>Neutral/Do Not Use</th>
<th>Dissatisfied</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Web print option</td>
<td>39.18%</td>
<td>55.94%</td>
<td>4.88%</td>
<td>758</td>
</tr>
<tr>
<td>2</td>
<td>Kiosk locations</td>
<td>32.50%</td>
<td>60.39%</td>
<td>7.11%</td>
<td>760</td>
</tr>
<tr>
<td>3</td>
<td>Computer lab locations</td>
<td>26.75%</td>
<td>69.80%</td>
<td>3.44%</td>
<td>755</td>
</tr>
<tr>
<td>4</td>
<td>Black and white printer availability</td>
<td>43.21%</td>
<td>52.96%</td>
<td>3.82%</td>
<td>759</td>
</tr>
<tr>
<td>5</td>
<td>Color printer availability</td>
<td>19.58%</td>
<td>71.48%</td>
<td>8.94%</td>
<td>761</td>
</tr>
</tbody>
</table>
Q16#2 - Please comment on your satisfaction.

Comments (optional)

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>live in Fargo</td>
</tr>
<tr>
<td>DEDP</td>
</tr>
<tr>
<td>Not in Grand Forks</td>
</tr>
<tr>
<td>were broke down too many times.</td>
</tr>
<tr>
<td>Online student</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>However, I do not like how if you don't print within a few hours then it goes away.</td>
</tr>
<tr>
<td>I'm off campus this semester</td>
</tr>
<tr>
<td>Documents are often deleted within 2 hours of uploading</td>
</tr>
<tr>
<td>usually broke in Fulton/Johnstone/Smith building</td>
</tr>
<tr>
<td>sometimes my credits disappeared, i don't know why</td>
</tr>
<tr>
<td>NO WAY TO REFUND IF THE PRINTER IS JAMMED. You can't do anything about this as a student, you just show up to the printer, verify and start printing, then it jams, and you're left with nothing. There is nobody who can come by and fix a lot of these. lot of the time for example in the residence halls at night, and you are just out of $3.00, which is a lot for a college student</td>
</tr>
<tr>
<td>website never finishes uploading submission, but when refreshed is says it's done.</td>
</tr>
<tr>
<td>I dislike the printing because I always have to convert to a pdf, and hardly anything I need to print is already a pdf. It takes an annoying amount of time, and it is really frustrating when I need something printed fast and the printer stops working or is out of paper and there is nothing I can do. Then I need to go and find a different computer to try and upload my assignment again! This is not a good system, at least let people re-access things that they uploaded! and also let assignments be in the print cue for at least a day, not just an hour that's not enough time.</td>
</tr>
<tr>
<td>Only PDF format? Come on, guys.</td>
</tr>
<tr>
<td>Not user friendly, big learning curve</td>
</tr>
<tr>
<td>I do not know what it is.</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>It’s annoying that you can only submit documents as PDFs</td>
</tr>
<tr>
<td>It works, but it’s more of a minor annoyance that the file must first be saved as a pdf</td>
</tr>
<tr>
<td>For some reason, this never worked for my computer.</td>
</tr>
<tr>
<td>Web page gets stuck updating on chrome, switching to a different tab from say webprint to active jobs will usually fix it.</td>
</tr>
<tr>
<td>May times the printer have been out of ink</td>
</tr>
<tr>
<td>I am a distance student - N/A</td>
</tr>
</tbody>
</table>
as an older student who started the program late with no instructions I find the kiosk intimidating to use
Print word Docs
Distance student
It takes a very long time to upload a job to a printer
Please get rid of swiping the card. Have another option if you do not have ucard
Distance Student

Comments (optional)

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>live in Fargo</td>
</tr>
<tr>
<td>DEDP</td>
</tr>
<tr>
<td>Not in Grand Forks</td>
</tr>
<tr>
<td>broke down too often</td>
</tr>
<tr>
<td>Often had no paper</td>
</tr>
<tr>
<td>Online student</td>
</tr>
<tr>
<td>Put one in U-Place</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>Need to add one in U Place. We pay extra money for housing and if we need to print in middle of night, we would have to walk far to get printout while residence halls have easy access.</td>
</tr>
<tr>
<td>Need more kiosks in academic buildings</td>
</tr>
<tr>
<td>I'm off campus this semester</td>
</tr>
<tr>
<td>Need more sites on-campus and students readily told where the sites are</td>
</tr>
<tr>
<td>can't connect to my computer</td>
</tr>
<tr>
<td>there needs to be one in the basement of leonard hall</td>
</tr>
<tr>
<td>Many times they are not functioning and I have to find a different kiosk before class. It has jammed several times but still charged me for printing, or sometimes the touchscreen just completely does not work.</td>
</tr>
<tr>
<td>One more in the nursing building would be nice</td>
</tr>
<tr>
<td>Needs to be more print locations, like in every building</td>
</tr>
<tr>
<td>should have more in more traffic-heavy areas (i.e. the union), each academic building should have a uPrint)</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>SLOW SLOW SLOW. Takes forever to print anything more than 1 page!</td>
</tr>
<tr>
<td>Need more machines and they need to be more visible</td>
</tr>
</tbody>
</table>
printers should be in the lobby of the residence halls
The one in Johnstown/Fulton is always broken
I am a distance student - N/A
Need one in Corwin Larimore
I can't seem to find any in merrifield unless I'm just blind.
Need kiosks in dorms instead of having to go to Wilkerson or further for printing.
Distance student
I have to go to academic building to print out
They should be in every building and residence hall
Distance Student

Comments (optional)

live in Fargo
DEDP
Not in Grand Forks
broke down too often
There needs to be more kiosks available especially in Clifford hall.
Online student
N/A
I'm off campus this semester
Need to know locations
Often had low ink, no paper, no toner, etc.
na
Same as above.
I am a distance student - N/A
Distance student
did not use
Distance Student
<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>more than one in the ed building</td>
</tr>
<tr>
<td>live in Fargo</td>
</tr>
<tr>
<td>DEDP</td>
</tr>
<tr>
<td>Not in Grand Forks</td>
</tr>
<tr>
<td>often broken down</td>
</tr>
<tr>
<td>Online student</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I'm off campus this semester</td>
</tr>
<tr>
<td>not enough around campus</td>
</tr>
<tr>
<td>allow it to print straight from Microsoft word and Excel</td>
</tr>
<tr>
<td>Need more double-sided printing locations</td>
</tr>
<tr>
<td>Printers seem to always jam or break</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>I am a distance student - N/A</td>
</tr>
<tr>
<td>Distance student</td>
</tr>
<tr>
<td>often it is out of order</td>
</tr>
<tr>
<td>Distance Student</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ed building</td>
</tr>
<tr>
<td>I think that we should add one more somewhere on campus because it is a long walk to the library.</td>
</tr>
<tr>
<td>live in Fargo</td>
</tr>
<tr>
<td>DEDP</td>
</tr>
<tr>
<td>Not in Grand Forks</td>
</tr>
<tr>
<td>idek where one is</td>
</tr>
<tr>
<td>Online student</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
Nearest one is a 10 minute walk from residence halls/ University Place. Need one in Wilkerson atleast.

Not enough of these

I'm off campus this semester

need to have color printers in leonard hall

Need way more color printer locations. Theres not one in Merrifield.... HOW IS THIS POSSIBLE?

Not enough

I wish there was one in the Union

This info needs to be shared, perhaps a map

na

More color printer kiosks should be placed

Need more color printers around campus

Very limited locations

I am a distance student - N/A

Distance student

There is no way to tell where the color print stations are.

I had to walk across campus. Color copies are SO EXPENSIVE

Distance Student
Q17 - How would you prefer to receive notifications regarding system scheduled maintenance and other technology updates? (check all that apply)

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Email</td>
<td>90.73%</td>
<td>685</td>
</tr>
<tr>
<td>2</td>
<td>Text Message</td>
<td>19.07%</td>
<td>144</td>
</tr>
<tr>
<td>3</td>
<td>Phone</td>
<td>3.18%</td>
<td>24</td>
</tr>
<tr>
<td>4</td>
<td>Blackboard Main Page</td>
<td>35.23%</td>
<td>266</td>
</tr>
<tr>
<td>5</td>
<td>Social Media (Facebook, Twitter)</td>
<td>2.91%</td>
<td>22</td>
</tr>
<tr>
<td>6</td>
<td>Subscribe to RSS Feed</td>
<td>0.93%</td>
<td>7</td>
</tr>
<tr>
<td>7</td>
<td>UND Tech Support Main page (techsupport.und.edu)</td>
<td>6.49%</td>
<td>49</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>1.19%</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>-------</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
<td>755</td>
<td></td>
</tr>
</tbody>
</table>

**Other (please specify)**

- **both:** kpavek@coroner.lacounty.gov / kimpavek@att.net
- **don't need at this time**
- **I would prefer to make it so that I have to seek it out (via RSS), and, if I am forced to have them, then emails.**
- **don't care**
- **Currently, I get my notifications through e-mail. Which isn't helpful when I have no internet connection/ system is down**
- **I graduated and do not want to receive any more emails from UND**
- **Please quit e-mailing about the maintenance unless the outage is going to be for a long time. I don't need to know that Blackboard will be down for an hour. If I try to log in at that time, I can find the information elsewhere.**
- **None**

**New Email address:** gaylenroth@gmail.com  **Cell phone #:** 406-591-0172
Q40#1 - Select

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Already Using OER in some of my courses</td>
<td>6.78%</td>
<td>93.22%</td>
<td>708</td>
</tr>
<tr>
<td>2</td>
<td>Not using currently, but interested</td>
<td>33.43%</td>
<td>66.57%</td>
<td>700</td>
</tr>
<tr>
<td>3</td>
<td>None of my courses are using OER</td>
<td>46.23%</td>
<td>53.77%</td>
<td>703</td>
</tr>
</tbody>
</table>
Comments (optional)

Interested

I like this a lot, UND should use it in more classes

I don't know what that is

What is OER? Why is this the first time I am hearing about this? Does it mean we get to have Office 365 and OneDrive and better collaboration tools replace Blackboard and U-drive?
Standard of learning, ability to get books for cheaper, AND ability to go back and look at previous courses without needing to buy the books.
What is it?

I think at least one of my classes uses OER.

I do not know what this is

I am not but I love OER's in some fields

na

never heard of it

Comments (optional)

Comments (optional)

What is OER? Why is this the first time I am hearing about this? Does it mean we get to have Office 365 and OneDrive and better collaboration tools replace Blackboard and U-drive?

na

possibly

I would have to know specifics.

I don't know what this is

Comments (optional)

Comments (optional)

don't know what it is

correct - none of them were as far as I know
Don't even know what it is

???

I

What is OER? Why is this the first time I am hearing about this? Does it mean we get to have Office 365 and OneDrive and better collaboration tools replace Blackboard and U-drive?

Correct, none of my courses are utilizing OER unless I'm unsure what this is?

I don't know if my new course will be using

na

Not informed

na

would be interesting in learning about this

I have never heard of them so I would assume not.

I don't know what OER is.

no idea

N/A I do not have any courses

I don't know what OER is
Q20 - Is there anything you would like to add to help the Center for Instructional & Learning Technologies improve your overall experience using technologies at UND?

Is there anything you would like to add to help the Center for Instructional...

UND is the best ever on forensic medicine and forensic science. Hope you all continue.

I am currently taking an online Certified Dietary Manager course and the dynamics behind the website are a little confusing at times. It would be good if there was a help desk phone number that we could call in for a quick reference or guide to some of the aspects of manipulating this course.

To make campus connection more user friendly.

.

N/A online student, experienced no problems.

none I am very pleased with the technologies available

I don't know if you are in charge of this or if you can pass it on to someone who is, but directed text messages would be nice. Living in Bismarck, I don't care about evacuations or shelter in doors or what-nots. I do appreciate the texts about school closures. I would prefer to get texts about stuff happening in Bismarck. I had my tests proctored at BSC. It would have been really nice to have been notified of the lockdown last spring, as I could have been there for a test!

n/a

not at this time

I need better wifi, it is unfair to live in a dorm hall with a common area, yet no wifi routers around so Cannot even do my homework out there. Sometimes even being in my room I find myself not able to load pages, quizzes especially are frustrating because they are timed and take half of the time to load

no

No

I need a more user friendly program and something that explains the instructions step-by-step

Yes, read my comments

I was satisfied using the technologies at UND.

I was working too many hours to be able to study or turn in any of the tests or assignments. I am almost getting some time to study if I can get my kitchen fully staffed. I just need to get started. need a little encouragement I guess.

I would like if the lab computers would have faster log in times.

NA

Always very, very helpful!

I do not use Black Board. I am not a student at this time.

Good

I had difficulty accessing Skype to discuss with my instructors
It would be great if any is posted to your blackboard account that you get notifications like grades, assignments being posted, etc.

Nice experience thank you. Veterans Entrepreneur Program updates or future plans would be nice throughout the year.

Provide better WiFi connection in the Residence Halls and have more UPrint stations. At least provide a map of where the UPrint stations are.

Can we use Office 365 and better collaboration and syncing cloud drives that are accessible from anywhere and faster non-throttling wifi instead of whatever you guys are doing now, pretty please?

Have the Lib or the union open longer, especially on the weekends.

Faster boot times for computers would be nice.

Quiet and loud areas of computer lab would be great so that groups for projects can gather around an area without feeling they are disrupting others in the computer lab, especially at the Union.

I am concerned that Blackboard was chosen for the wrong reasons as the common student LMS. Although ~70% of campuses/students use Blackboard, this doesn't seem like a good reason *by itself* to adopt and go.

Probably 70% of the population eats too much sugar, but we shouldn't make that the reason to put sugar in everything we make.

Blackboard isn't a good product. People need to realize that and consider alternative options. Head-in-sand method of decision-making.

Get stable internet, that should be of the upmost priority rather than furnishing the hockey team further.

Make on line Proctors more available and info on how to contact them easily. I only contacted mine once and it was not a good experience.

I cannot be any more pleased with the Innovation Labs that are available in the Union and Wilkerson! I've devoted many study hours in those labs and it's been a great help to have the enclosed space to myself in order to focus (since I have such a hard time focusing). ***Wilkerson Innov. Lab DOES need more markers however! Union has plenty! Thank you!
<table>
<thead>
<tr>
<th><strong>Let me turn off the stupid phone calls about warnings around UND. I ONLY WANT TEXT MESSAGES!</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NA</strong></td>
</tr>
<tr>
<td><strong>N/A</strong></td>
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<tr>
<td><strong>NA</strong></td>
</tr>
<tr>
<td><strong>n/a</strong></td>
</tr>
</tbody>
</table>

- The videos are a bit dark, if possible, the presentations need to be brighter so to be better viewed.

- **N/A**

- No.

- No.

- On the blackboard Discuss we need to be able to save a post prior to submitting like we do on Complete tabs.

- As a distance student, I use Blackboard on my phone a lot, listening to lectures as I commute to work. The Blackboard App has different issues depending on which browser I use. Doesn't work very well on any of Safari, Chrome, or Firefox. You can't jump back or forward in the video and if you try it just starts over from the beginning. If a text comes in while you are listening it goes back to the beginning. Lately I just use the Tegrity app and that works better. The Blackboard app has a few bugs to be worked out.

- **Use ez LMS**

- I have taken courses online as a video. Even though it was very informative, I preferred is as a book that I could have printed out and highlighted important aspects of the course. I do learn better, and retain better, when I read it for myself, but for the course that I have used it for, it was very easy to use.

- Blackboard collaborate was unreliable. It was hard to get into the room many times.

- **Increase download speed, please**

- face to face computer training for staff. Now you do LIMITED topics.

- **N/a**

- I am doing all my work by hard copy and send through the mail.

- Change the online class registration process. The design of the page is frustrating, hard to understand. If you're unable to do so (outside your responsibility area), then join me in complaining about it - SOMEONE'S got to. It's that bad.

- **N/A**

- When communicating information to students, please be accurate. At the beginning, it is stated there are 14 questions. I counted 42. Falsification of data is frowned upon at this university.

- **N/A**

- **NO**

- **N/A**

- No.

- Direct links to stuff. Like typing UND.email.edu.edu takes me right to email login.

- Need to better train professors on how to use resources. For example, I had a professor who didn't know how to use a microphone. Sound quality for the first two lectures was awful until he was told to clip the mic to his shirt.

- Better wifi and less problem with taking quizzes on balckboard
Less blackboard outages would be nice.

Better support for iOS is always appreciated

N/A

Get rid of lapel mikes and use broad range/ long range room mikes. I need to hear what a student has asked, not just the professor’s answer. Also, if I am going to pay $3000 for a single course, I expect the professor to be fluent in English. He or she may be an expert in the subject matter, but if I cannot understand what is being said, I am being defrauded of my tuition funds.

Yes I would like to see anatomy and physiology introduced into black board online distance learning and incorporated with forensic pathology.

Every site that is under UND has a different layout (I understand that some are not under UND’s management), but it would be interesting to make them all more user friendly - lowering the learning curve. More people would be willing to use them. I hear many students complaining about the services from BlackBoard, campusconnection, Uprint. So there is something there that can be explored.

n/a

Its annoying to have to change my password every three months, when I come home the wireless in my house doesn’t work, I don’t know if that is more on UND or the combatability of my wireless system.

Nope.

Took only on line classes so many of thr above did not apply.

Technology is fine. I just don’t find some of the sites user friendly. I'm enrolled in another campus for online learning and find that they do a much better job of providing general instructional information. The blackboard tutorial was not helpful at all. There should be basic information or a "how to" for all services.

Pre-Built Templates for New Faculty designing courses under time constraint might prove to be of benefit. Several of the the nuances I learned were from other Faculty Members who I personally reached out to for assistance and recommendations. Due to their insight and experience, I was able to reach out to the appropriate staff in CILT quickly.

Would like to learn more about automatically uploading Gradebook from other sources (Cengage). Plan to schedule time over break prior to onset of next semester to fine tune a bit further. Note all students are aware of the free resources available to them as an enrolled student. Teaching a course has made me more aware of what is out there for them. As a transfer Graduate student, orientation to technology components was lacking - but found what I needed through colleagues/peers.

I have been happy with the services provided, I think just keep it up!

I think that professors should be required to attend some sort of CILT training. Most are not aware of the uses/functions of tools such as Blackboard and end up having students explain things to them.

Yes, it would be great if instructors used video more in their classrooms like MIT open courseware does or Yale Open courseware does. If I take a math course enroll anytime or online, I would like to feel like I am more connected to the actual course by being able to watch an actual class instead of reading PDF documents that explain really hard concepts in classes such as Calculus 3 or Differential equations.

It can not be more convenient. Everything is going well. I am really very satisfied with my learning experience as a whole and I want to take the chance to thank our Clinical chemistry instructor, Linda Ray for the great work to simplify and explain everything related to the course.

I wish I could have the chance to visit North Dakota one day to be able to visit the campus itself.

Many thanks again!

Medhat Zakhari
No

No?

Not sure if you have control over Campus Connection - but it is very, very hard to navigate and I would like to see that improved.

I think OER is a great idea for classes. I mentioned above that for most of my classes we didn’t even use the books because everything is online including notes and homework, but if it is going to be required to buy the books, then there should be something we need them for. For example, my math class used Web assign, and I really did not like that for homework; I think math homework should be assigned from our book.

No

For the cost of being here every year to further my education, the wifi network needs to be improved upon. It may just be because of windows 10 being a data hog and likely most people not knowing how to turn off a feature that gives Microsoft premission to use your bandwidth to download updates for nearby computer devices, this could be affecting the network.

Also bonus tip here’s how to turn it off:

Open Settings -> Update & Security -> Windows Update -> Advance Options (should be at the bottom) -> Choose how updates are delivered (cleverly hidden right under the first section of text, before insider builds section) -> move the slider to off.

All this does is tell microsoft that it can’t use your bandwidth to download updates but has to use theirs (they charge $120 + taxes for it, they can use their own bandwidth. I also hate microsoft....)

N/A

Instructor Becky Rude is excellent

Print capability for VEP students would be accommodating.

none thank you

Too many rows for PDF export, try exporting to Word or CSV
Q21 - Please include your name and phone number if you would like to be contacted regarding any of your comments or concerns.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claire Farwell</td>
<td>218/443-1753</td>
</tr>
<tr>
<td>My name is Jim Faulk, the medical examiner of Hancock County Ms. here at the beautiful beach on the Gulf Coast. UND courses are fantastic. I hope you keep these courses, and more to come. Thank your entire staff, they are the best. 228 369-7560</td>
<td></td>
</tr>
<tr>
<td>Sincerely, Jim Faulk</td>
<td></td>
</tr>
<tr>
<td>Jose Rodriguez</td>
<td>409-550-0826</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Steven Oliver</td>
<td></td>
</tr>
<tr>
<td>Efren R. Gomez</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:gefren62@gmail.com">gefren62@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>KIM PAVEK: 323-343-0792</td>
<td></td>
</tr>
<tr>
<td>PLEASE E-MAIL INSTRUCTIONS AND INFO TO: <a href="mailto:KPAVEK@CORONER.LACOUNTY.GOV">KPAVEK@CORONER.LACOUNTY.GOV</a> <a href="mailto:KMPAVEK@ATT.NET">KMPAVEK@ATT.NET</a></td>
<td></td>
</tr>
<tr>
<td>Kim- 218.230.4908</td>
<td></td>
</tr>
<tr>
<td>I would like to be contacted about my upset regarding professor hollingworth. I do not think he is a competent instructor. Students are successful despite him.</td>
<td></td>
</tr>
<tr>
<td>Ehron Nygard</td>
<td></td>
</tr>
<tr>
<td>Cell: 612-386-8316</td>
<td></td>
</tr>
<tr>
<td>Beckie granger</td>
<td>425-750-6880</td>
</tr>
<tr>
<td>Michael Jancik</td>
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<tr>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>Candy Canerday</td>
<td></td>
</tr>
<tr>
<td>Damian Riviez</td>
<td>+971 56 110 7528</td>
</tr>
<tr>
<td>Michael Lenselink</td>
<td>952-807-6017</td>
</tr>
<tr>
<td>James Griffith</td>
<td>701 340 3831</td>
</tr>
<tr>
<td>Zach Forschen</td>
<td>443-624-8113</td>
</tr>
<tr>
<td>Katelyn Hagen</td>
<td>952-412-1730</td>
</tr>
<tr>
<td>Madi Feist</td>
<td>541-410-0284</td>
</tr>
<tr>
<td>Seth Sherlock</td>
<td>1701-840-5203</td>
</tr>
</tbody>
</table>
I am starting to read more about front end developing and user experience, so the way I use these sites makes me think about that a lot.
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kailey Potratz</td>
<td><a href="mailto:kailey.l.moen@ndus.edu">kailey.l.moen@ndus.edu</a></td>
<td></td>
</tr>
<tr>
<td>Molly Griep</td>
<td></td>
<td>920-723-0626</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jonathan Bartels</td>
<td></td>
<td>7016409209</td>
</tr>
</tbody>
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