

2008

2008 Annual
Student Survey

TELSAC

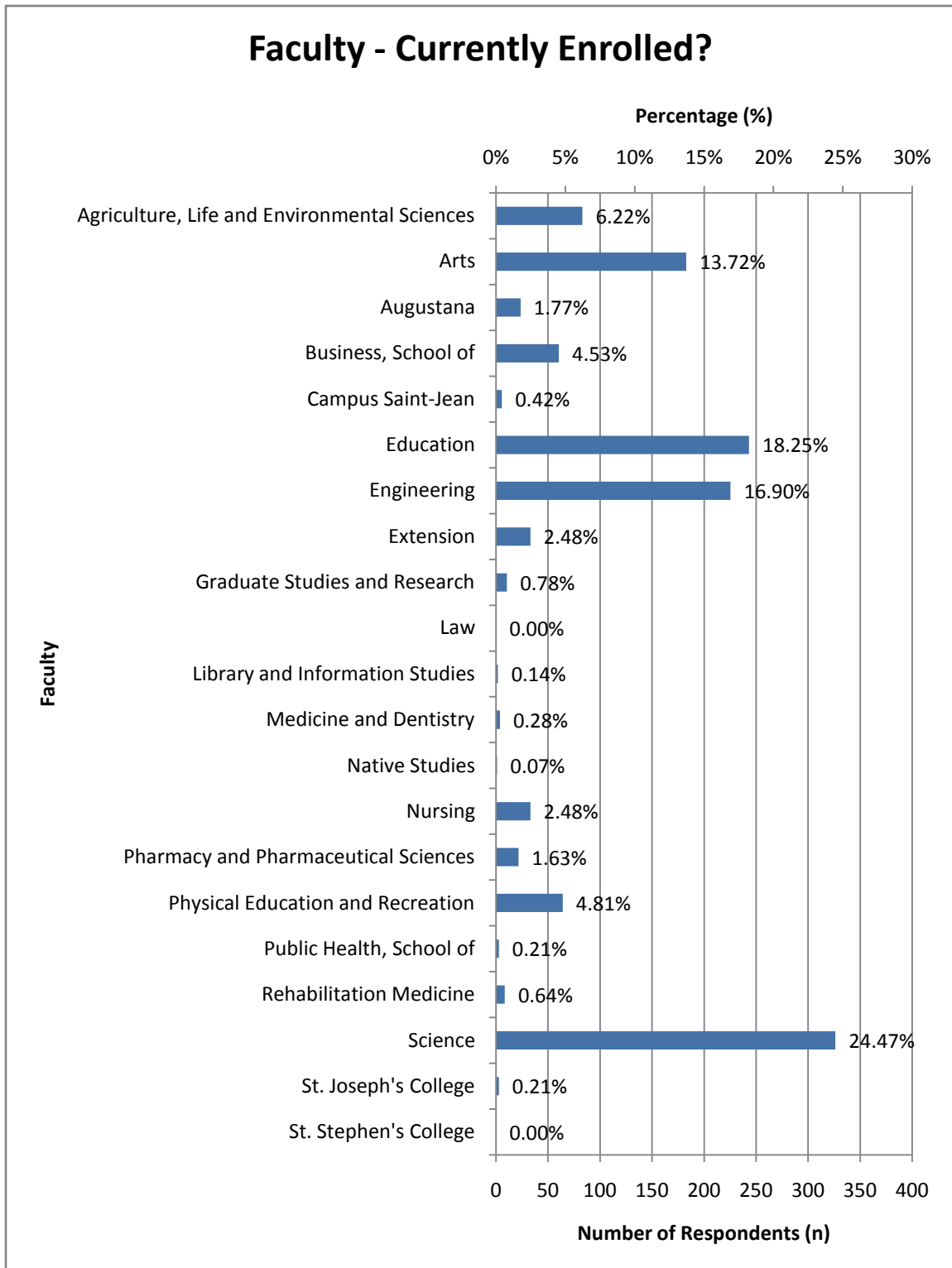


[TELSAC ANNUAL STUDENT SURVEY]

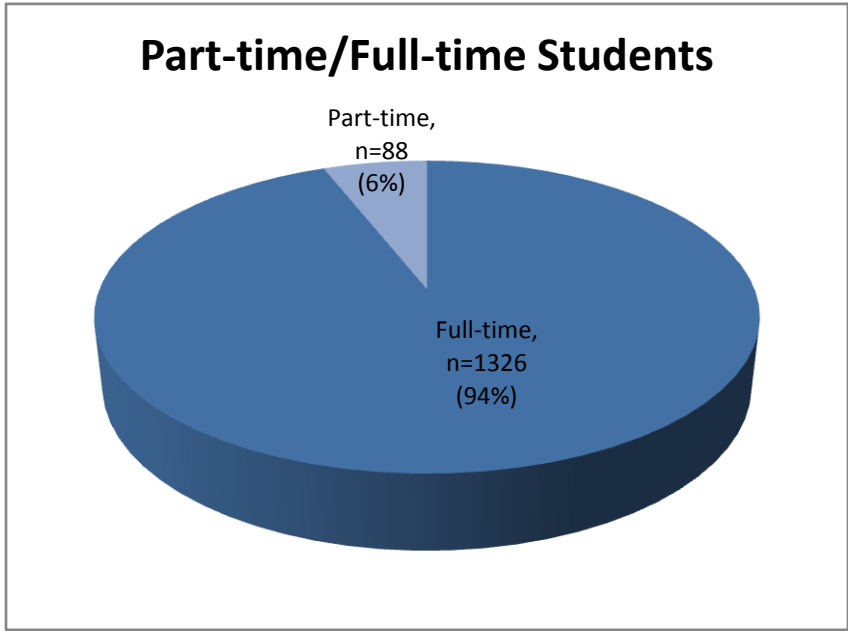
This survey was conducted as a Quality Assurance Measure, as outlined in section 66.4.2 of the GFC Policy Manual. In total 1414 (N=1414) students participated in this survey. The survey was conducted in April 2008 by the Technology Enriched Learning Spaces Advisory Committee (TELSAC) on behalf of the Vice-Provost (Information Technology).

DEMOGRAPICS

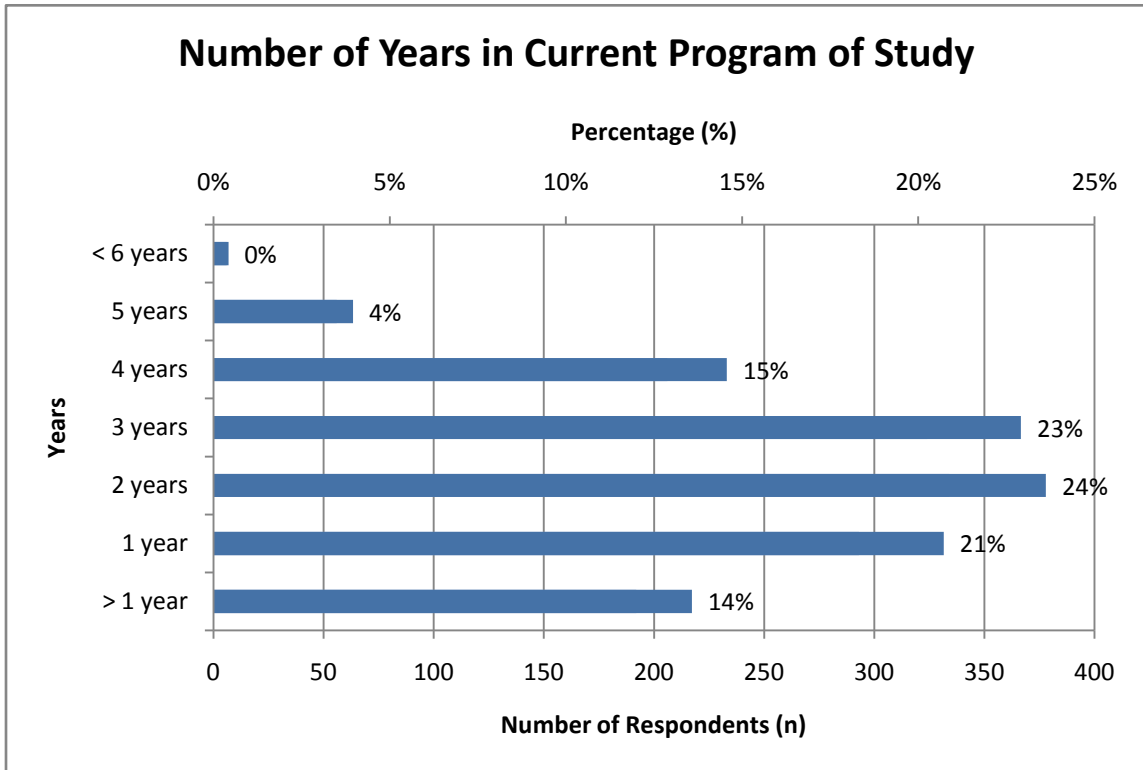
1. In which Faculty are you currently enrolled?



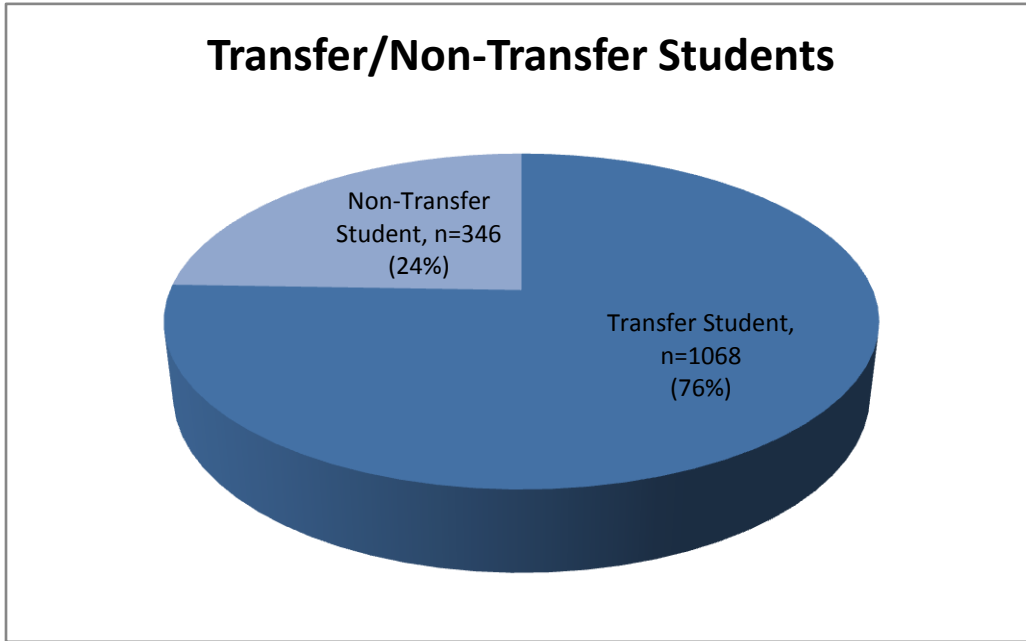
2. Are you a full-time student or a part-time student?



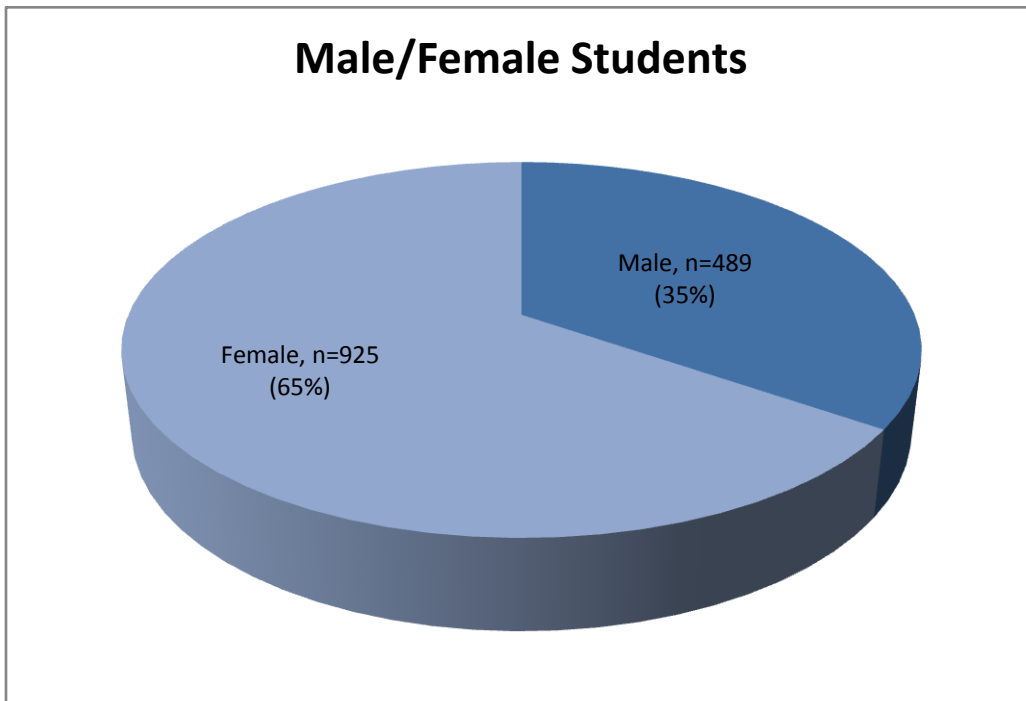
3. How many years have you been in your current program of study?



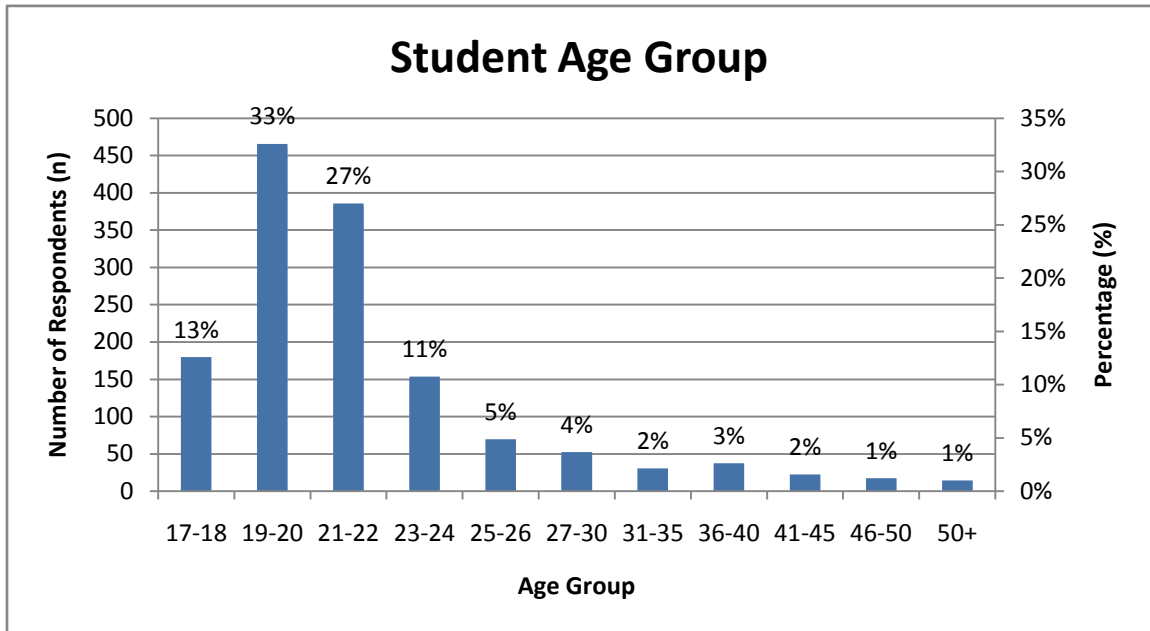
4. Did you transfer into your current program from another institution?



5. Please indicate your gender.

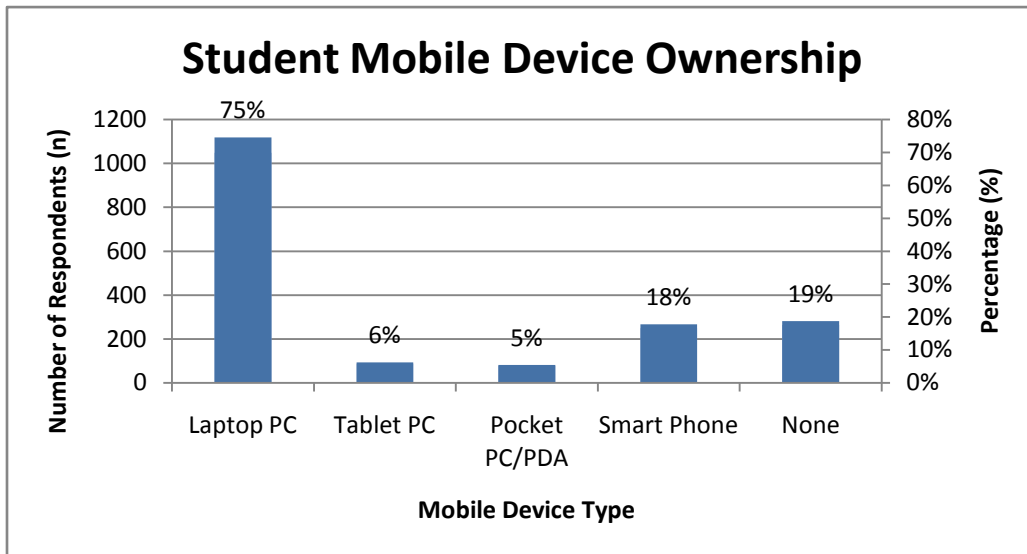


6. Please indicate your age group.

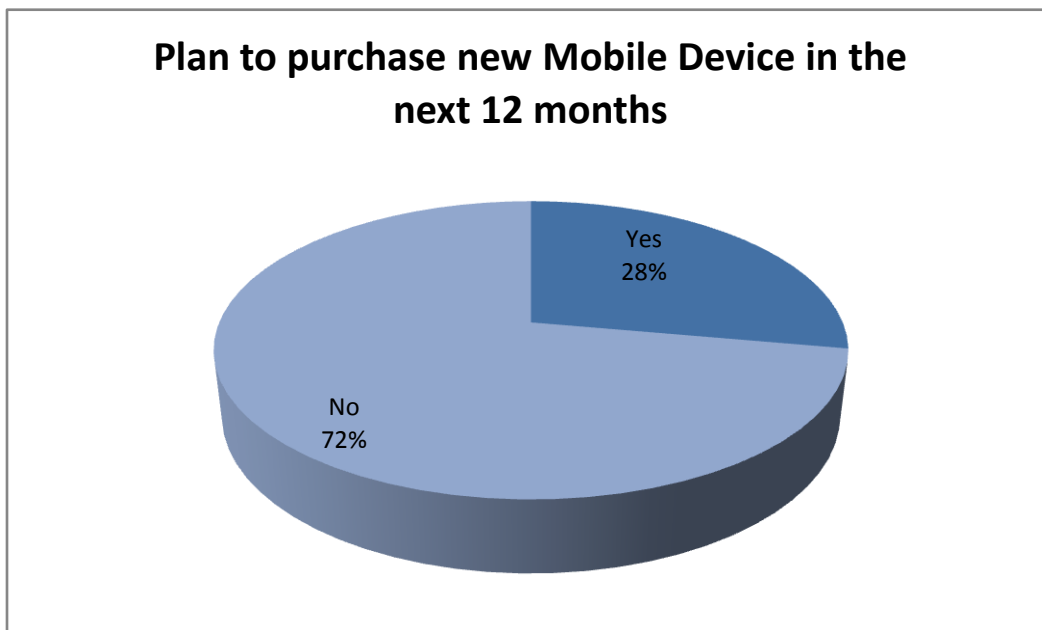


MOBILE COMPUTING

7. Of the following mobile computing devices which do you currently own?



- Please note a single student respondent may have indicated that they own more than one type of mobile computing device.
8. Do you plan to purchase a mobile computing device (laptop PC, tablet PC, Smart Phone, Pocket PC/PDA in the next 12 months)?

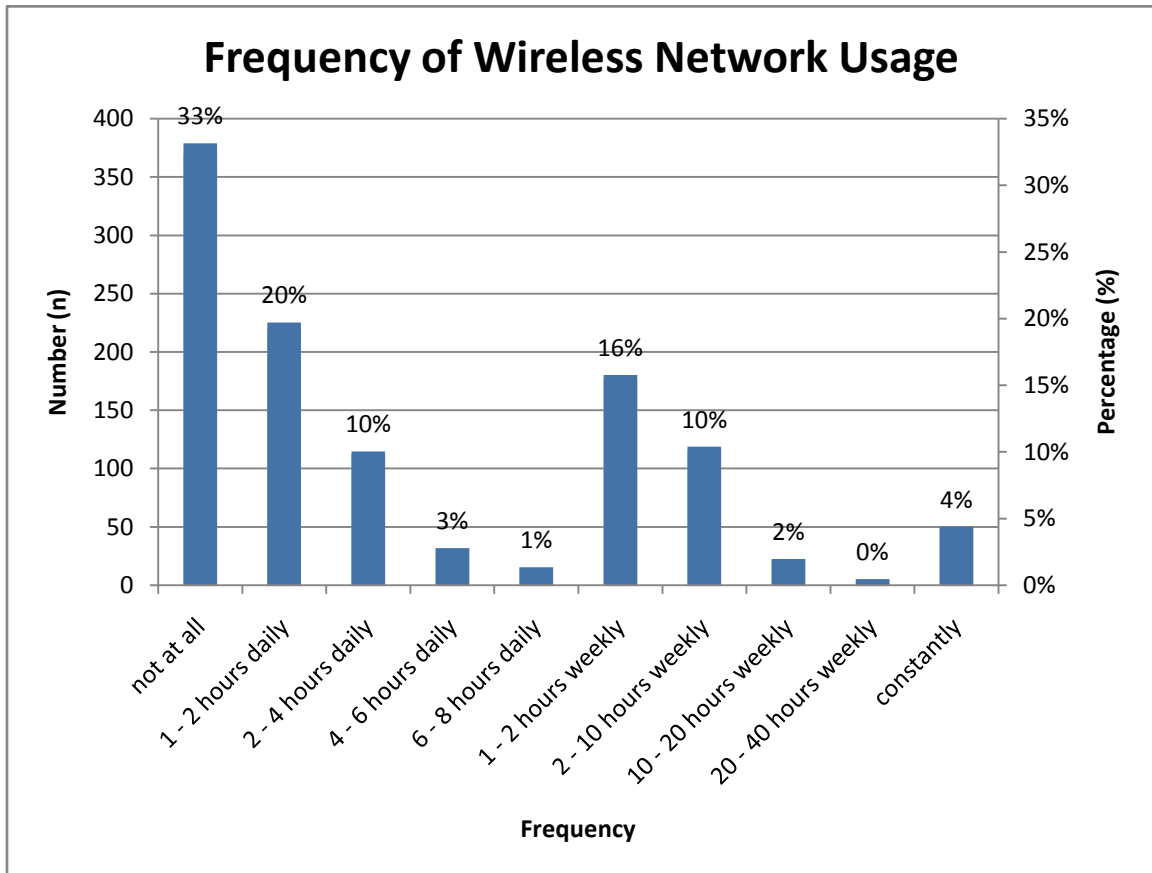


9. If you currently own a mobile computing device, please let us know the approximate age of your equipment.

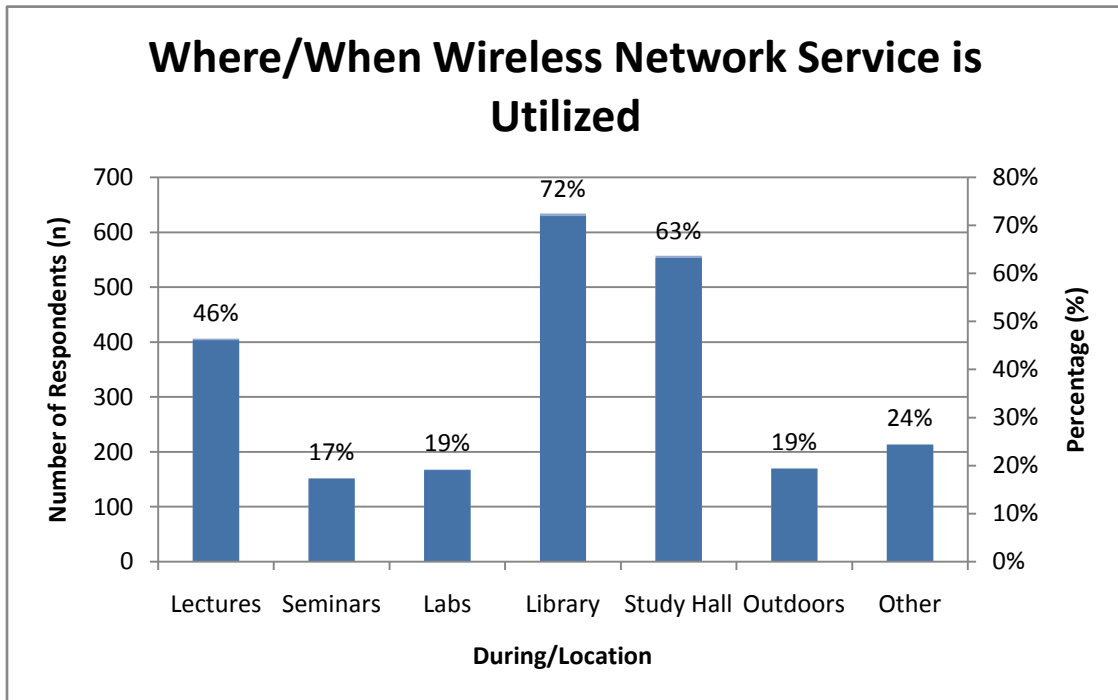
	< 1 year	1-2 years	2-3 years	3-4 years	4-5 years	> 5 years	Total
Laptop PC	39% (398)	32% (324)	15% (150)	9% (94)	3% (33)	3% (27)	1026
Tablet PC	23% (18)	23% (18)	13% (10)	15% (12)	9% (7)	17% (13)	78
Pocket PC / PDA	43% (37)	29% (25)	11% (10)	8% (7)	5% (4)	5% (4)	87
Smart Phone	53% (123)	33% (77)	11% (25)	3% (6)	1% (2)	0% (0)	233
Total Respondents							1101

➤ Please note a single student respondent may have indicated that they own more than one type of mobile computing device.

10. Do you make use of wireless networks on campus?



11. If you own a mobile computing device where/when do you use it on campus? Check all that apply.



- Other, please specify
 - Hallways and seating area on the 3rd floor business
 - SUB, HUB, lounges, Dewy's (old power plant)
 - Residence (With our own wireless router)
 - Cafeteria
 - distance learning student
 - I do not bring my laptop to school
 - HUB
 - Lister Cafeteria
 - ed cafeteria
 - Coffee House
 - Corbett Hall Foyer
 - i'm nowhere near campus *grin*
 - SUB & CAB
 - do not use it
 - SUB, CAB
 - Ed Lounges, HUB when I can get a signal
 - I don't, my course is all correspondence.
 - Tori-business atrium
 - In my dorm room and the "dish" area of the Ravine Complex
 - Residence
 - Do not bring laptop to school, as wireless access in arts buildings is limited
 - I've tried but I've found it hard to connect
 - Lister Center
 - Sub

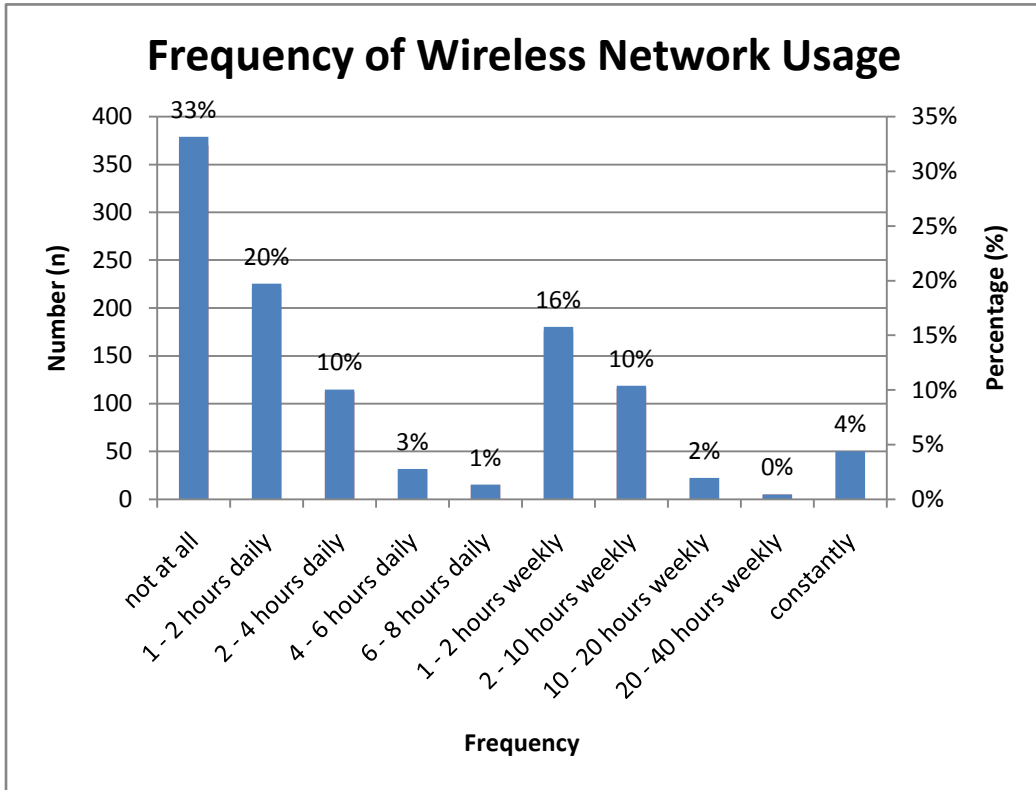
- Use it for my E-Learning purposes as I'm a distance ed student
- anywhere available
- General work between classes
- home only
- CAB
- sub
- Sub
- In my office for graduate students
- Pharmacy Lounge
- Studying in Student Association Offices
- SUB
- cab
- don't use SmartPhone (my only mobile computing device) for wireless activity at all.
- Lounges/Cafeterias
- hub mall
- cafeterias, student lounge
- distance student - this question does not apply
- hallways
- student buildings (SUB, CAB, etc)
- Residence
- Basement of Ed building and 4th floor lounge
- sub, hub, cab
- places to sit like CAB, SUB, upper floors of Tory
- Waiting for a friend, SUB
- Open areas, such as sitting areas about campus
- I am a remote student
- I study is online and I rarely am on campus
- Hub Mall (try to)
- Do not bring it to campus.
- Spares
- CAB food court
- Students Union Building
- Just study breaks at school.
- SUB
- sub
- my whole program is by distance. i use my laptop to access WEBCT from BC, most days.
- In my dorm, don't tend to bring it to campus, it's heavy
- Outside of class (ETLC, CAB, Education)
- CAB
- SUB
- In my office on campus
- HUB
- CAB
- Coffee House
- Lunch (usually in ETLC)
- coffee shops, HUB mall, Bus Stop
- HUB Mall, SUB, hallways, etc
- I don't because there is never enough room for the lectures I like to use it in
- CAB

- CAB
- CAB
- At home
- Common Areas
- I don't really use it anymore but when I do, it's in study spaces.
- I don't use it on campus
- CAB, CHEM
- I do not bring them on campus.
- clinical
- Student Group Offices
- at home
- CAB
- Residence dorm
- in the hall outside of classes
- CAB basement, Hub mall, SUB
- ETLC tables (3,4,5th floor) and ETLC atrium
- don't
- SUB and ETLC open areas
- Ed/EdN, DP, CSB, Tory
- SUB, Meeting rooms
- Education fourth floor lounge, Pharmacy students study room
- CAB, SUB
- in CAB cafe
- EVERYWHERE
- SUB, CAB
- Cab basement
- distance learning
- student group offices in the basement of SUB
- HUB Residence
- cab
- SUB
- Cafeteria
- Hallways
- Wherever I need to at the time
- Augustana Coffeehouse
- etlc,cab
- SUB, CAB, ETLC
- nowhere
- CAB basement, SUB food court
- Hub Mall
- between classes
- HUB
- home
- Student Lounges
- A special project
- Lister
- Dorms
- Residence
- HUB & SUB
- dorm room
- HUB, HC pedway, Tory-Bus atrium etc. Lounge areas basically.

- ETLC Solarium
- NREF, ETLC, SUB
- grad student office space
- cafeteria
- HUB, SUB
- Food Courts
- Common Areas (UWS network)
- Lobbies, SUB
- student club room
- CAB
- SUB
- Freetime
- CAB
- CAB
- SUB
- HUB
- lister
- residence
- Coffee House
- CAB, HUB, SUB
- CAB, SUB
- SUB
- Business Building (Business Lounge) and Atrium
- cafeteria, anywhere there is a signal
- ETLC Cafeteria (Atrium)
- SUB
- spares in hub, sub, ed, etlc, or cab
- Humanities, Hub, Cab, Tory
- SUB
- in Business/Tory atrium at tables near vending machine, in CAB near tim hortons, or in SUB near the SUB stage and MAC computers
- In many of the lounges
- my office
- in halls waiting for class
- Coffee house
- SUB
- During presentations
- food court
- SUB
- Lounges
- Lister Hall
- Lunch Rooms/Hub Mall/Lounges
- Lounges, cafeterias
- SUB, Education North and South
- SUB, CAB
- ETLC 2 floor
- Cafeteria
- Dorm room
- CAB/SUB
- MBA Lounge
- Wherever I can get a connection

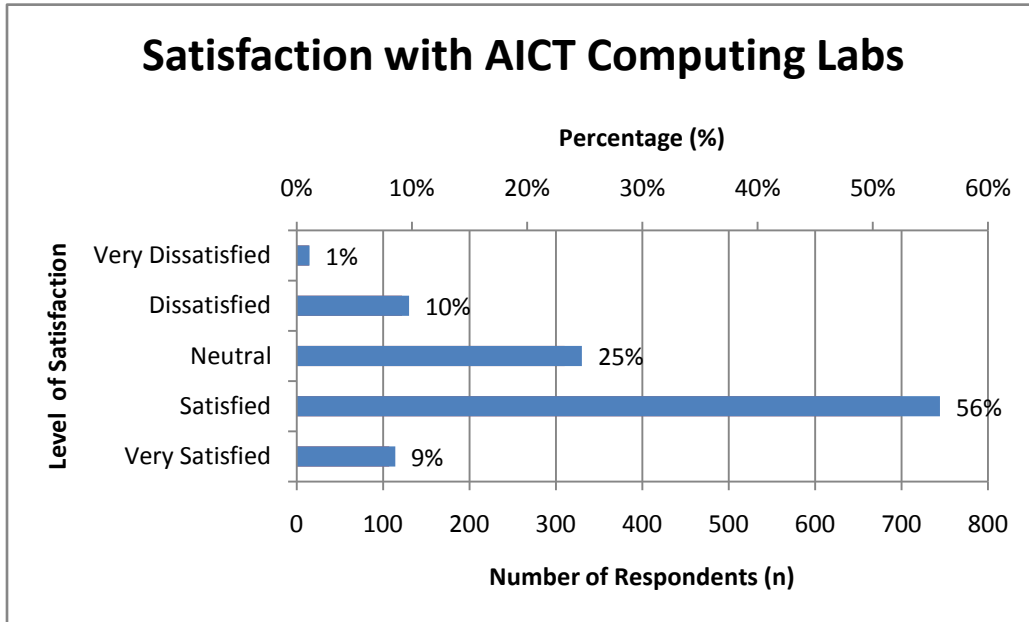
- Lister Hall
- student lounges
- Room
- Ed Lounge (4th floor, north building)
- SUB
- Ed Lounge/ Cafe
- CAB, SUB
- Hallways
- HUB Mall
- Everywhere there is wireless!
- SUB, Tory Atrium, Dewey's, Lister
- SUB, CAB, ETLC, Arts Building
- Education Caf
- hallways, hang out areas
- Hub Mall
- scheduling as required
- Around ETLC
- Student Areas eg: CAB and SUB
- SUB
- CJSR
- Mostly when doing graduate level powerpoint lectures with internet access required to show videos etc.
- Student Office
- ETLC main area
- Free time at school
- cafeterias
- Hub
- HUB
- SUB
- CAB
- theres a laptop area in cameron, and in CAB
- Sub, Cab, Hub
- room
- 4th floor lounge (Education building)
- SUB
- CAB, SUB, etc.
- CAB

12. We would like to assess the need for power outlets on campus for mobile computing devices. When using your mobile computing device - do you require a power outlet?

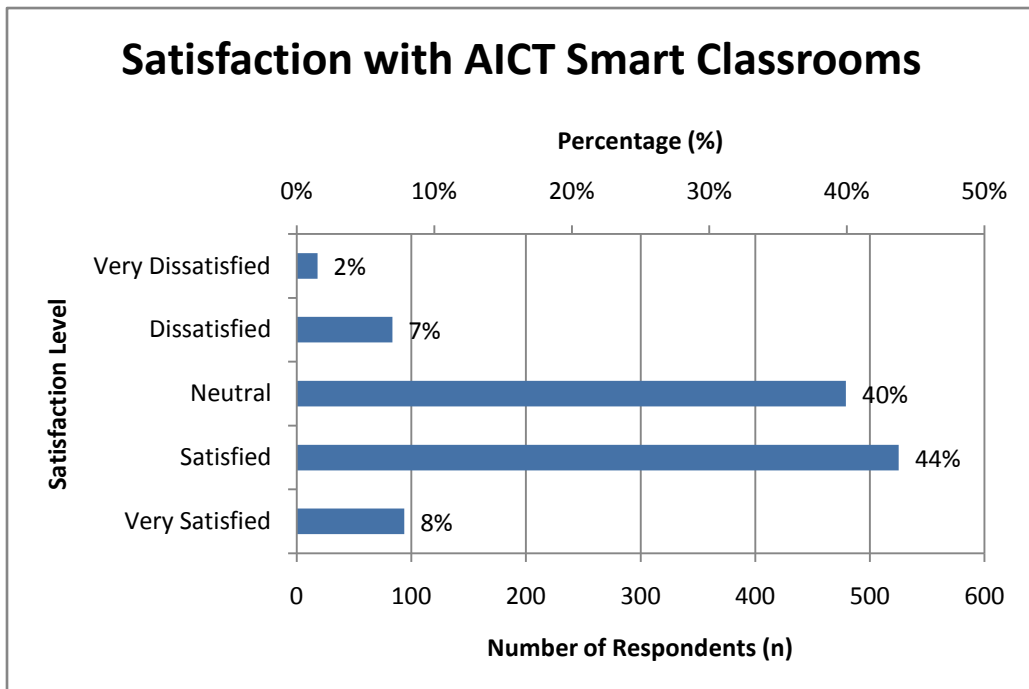


COMPUTING LABS AND SMART CLASSROOMS

13. How would you rate your satisfaction level with the technology in campus computing labs managed by AICT?

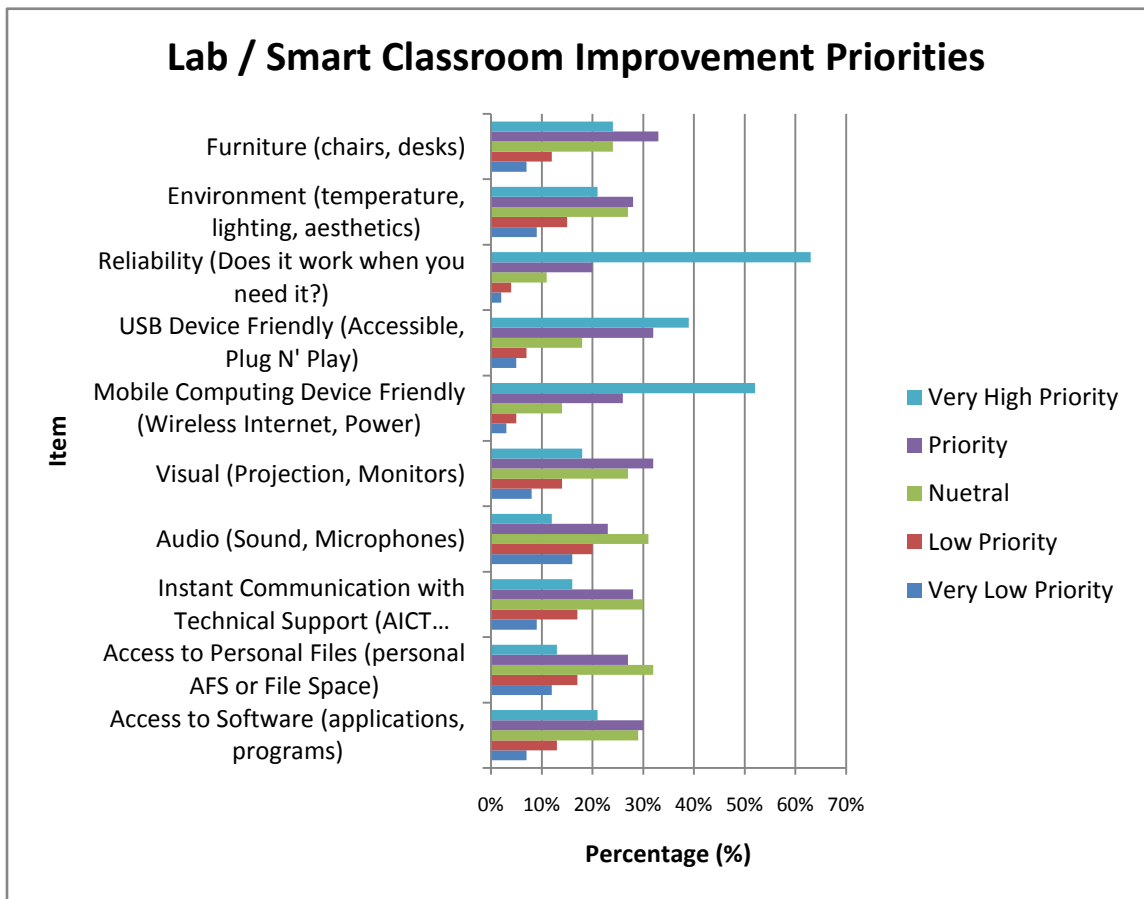


14. How would you rate your satisfaction level with the technology in smart classrooms managed by AICT?



15. What can the University do to improve lab and smart classroom facilities? Please indicate which aspects you feel should be given priority for improvement. (1 = low priority, 5 = high priority)

	1	2	3	4	5	Response Average
Furniture (chairs, desks)	7% (84)	12% (147)	24% (278)	33% (388)	24% (281)	3
Environment (temperature, lighting, aesthetics)	9% (107)	15% (173)	27% (323)	28% (334)	21% (245)	3
Reliability (Does it work when you need it?)	2% (26)	4% (48)	11% (129)	20% (238)	63% (739)	4
USB Device Friendly (Accessible, Plug N' Play)	5% (55)	7% (77)	18% (219)	32% (374)	39% (459)	3
Mobile Computing Device Friendly (Wireless Internet, Power)	3% (33)	5% (64)	14% (165)	26% (306)	52% (610)	4
Visual (Projection, Monitors)	8% (97)	14% (163)	27% (322)	32% (375)	18% (216)	3
Audio (Sound, Microphones)	16% (184)	20% (231)	31% (360)	23% (265)	12% (136)	2
Instant Communication with Technical Support (AICT Helpdesk, Classroom Support)	9% (109)	17% (202)	30% (356)	28% (306)	16% (185)	3
Access to Personal Files (personal AFS or File Space)	12% (144)	17% (196)	32% (372)	27% (313)	13% (153)	3
Access to Software (applications, programs)	7% (85)	13% (148)	29% (342)	30% (350)	21% (251)	3



16. With respect to smart classrooms and lab facilities do you have any other comments?

- More outlets or at least add extension cords to ones that are hard access
- The software in the classrooms do not match the software in the labs. The classroom computers need to be updated.
- Web CT stinks
- Some of the computer labs need bigger desks. When you are working on a computer you likely need a keyboard, mouse, binder(or textbook) and a notepad in front of you. Some labs do not have enough room resulting in crowding of those that do. An example of a good lab is Mec E 3-3 and an example of a poor lab is the other lab on the third floor of Mec E.
- firefox?
- I do not understand why not all of the printers are able to do 2-sided print jobs. It would be nice if all labs had the capability to do 2-sided printing, at least so we have the option to save paper.
- we need plug in's and the access for all types of computer to the internet
- Most of my classrooms and lab facilities were relatively well equipped, both with technology and support staff.
- Make lab time usage more visible. I.e. Make the time table showing when a lab is being used for a class and when it is open to the general student body more visible. Provide a list of other computer labs nearby if the one you are at is full.
- The computers need upgraded so that they will run videos and animations from the internet of USB
- - the phys ed computer lab is booked quite frequently by outside groups and research groups that it is dissapointing student's lab time gets diminished since we pay alot of fees towards its upkeep and maintenance
- All classrooms on campus should be smart classrooms! I was expected to do a class presentation and the class room was only equiped with a white board and an overhead. This is very out dated technology for a University who claims they want to be one of the top 20 universities by the year 2020.
- I am an exchange student and in my home university in Norway all classrooms have computers making it easier for profs to use powerpoint. this should be available in all classrooms here too
- get projectors that work!!!!!!!!!!

- have wireless internet access in comp labs and wireless printing capabilities (I haven't been able to print from my laptop since the university switched to UWS and your auto setup failed on my xp laptop and ur manual intructions were wrong with regards to verification. (it took me hours to get it sorted out!)
- The engineering area is developed well, other then access to software.
- In my final year I require a lot of software for my final projects, however there are limited areas where the licenses are available (if they are even up to date when required), and these areas often have younger students in them. Especially ones using CAD. There should be more coordination or labs dividing up the lab time.
- I have found it quite a bit harder to access computer friendly environments outside the engineering portion of campus.
- The AICT should really examine the computer lab environments that they are designing, renovating or maintaining. These are areas where students spend a lot of their time and they should be friendly.
- Issues:
noise pollution (from lights, monitors, air systems and computers themselves)
temperature control (should not require a winter jacket to sit in the room)
accessibility (should be easy to insert a USB device and headphones)
- Haven't been in them much
- Regarding the online helpdesk, if you're problem is that you cannot access you're account, the helpdesk (Which appears to be the only support available) is useless to you.
- In smart classrooms the computers often don't work when you need them. This is sometimes due to other people fiddling with the settings but is frustrating. Also, in many of the lecture theatres (mainly Telus and Education), the microphone batteries often die two to three times a class. This is very disruptive to lectures and is consuming as people begin to talk and then focus has to be regained. As well, often there is no other batteries to change to so the professor just shouts and is hard to hear.
- I think all students should have access, or be able to easily obtain it, to smart classrooms.
- most comp labs, specifically mece 3-3 are ridiculously hot.
- in nursing we use the Simulation Labs, i find the lab could be more useful if the scenarios used were more challenging and time was not so rushed, and the group sizes were smaller
- The education building has a great need for more smart classrooms. Very few are equipt with anything more than an overhead projector...doesn't allow furture teachers vary many chances to work with technology.

- power outlets required everywhere!
- my laptop needs to always be plugged in!
- If somebody could clean them regularly that would be nice. The floors of the labs and classrooms are cleaned but the keyboards and computers themselves are never touched, and the screens become filthy over the year, as do the keyboards. Lots of keyboards are sticky, missing one or both of the flip stand sticks underneath them (for elevating the keyboard) and you can see the dead skin in between the keys.
- Labs in biosci are not very well equipped for media use
- slow wireless connection on campus.
- A lot of the keyboards are sticky and could use replacing, especially in Rutherford Library.
- There should be more computers in the labs for students, and some discipline code to keep them quiet.
- No the majority of the lab facilities are very useful and I rarely experience problems.
- Have an extra microphone in the smart classrooms ready to go so the profs don't have to spend time changing the batteries.
- Some locations have poor internet reception. For example lecture theaters on the first floor of ETLC
- Make AFS accessible everywhere (i.e. ETLC labs)
- Clean keyboards.
- lab sizes are a little big , i.e more students than there are computers
- Get rid of WebCt
- The most important change the University needs to make is to create access to power outlets for the majority of students in most classrooms. Also, upgrades are needed to more desk-space in lecture halls, especially the older buildings (CAB, CEB, etc.)
- I'm not sure most professors understand the extent to which a smart classroom can be useful. Also, I think there are a lot of professors who are given smart classrooms without actually needing them. Furthermore, quite a few of my courses that have required much multimedia usage have not been assigned properly equipped rooms. I'm not sure how the assignment of rooms works, but I would give priority to certain types of courses, for example, any cultural studies or beginner language class essentially requires a fully equipped classroom. Most courses in economics, philosophy, and even political science don't make use of smart classrooms at all. The classroom rotation system used in beginner language courses works well for allocating smart classrooms.

- Computer labs are very often too hot (poor ventilation).
- Software restrictions on computers are VERY annoying. I say reduce restrictions and just re-image the computers each night. I.e. allow installation of 3rd party software.
- grease the keyboard trays once in a while. In some of the labs they're painfully loud (CAB 3rd floor).
- Many smart classrooms are far too warm. The technology in the majority of the labs is very well maintained thus performing as it should.
- provide rentable earphones for use in the computer labs
- Basically we just need more computers. It is incredibly annoying that the Phys Ed faculty has only one computer lab and it is usually booked by some other faculty (agriculture, engineering...) and we can't use it. These faculties have several labs of their own so maybe they should use them or at least provide us with another lab.
- Make sure the professors understand the technology they are trying to use
- I find it very difficult to obtain and keep a wireless signal in the Business building, especially in the library. For a world renowned facility, I would expect the "hot spots" to actually be that: spots where you can access the internet. As for the classrooms, more than two or three electrical outlets per room would be very much appreciated. Additional labs in the business building would also be helpful. When working on long assignments where there are 300 students per subject, it can get very difficult to find an available computer.
- Smart classrooms are great, but so many of the profs have no idea how to use them, which results in a lot of lecture time being wasted as they fiddle around with the technology.
- All the classes need to be equipped with computerized devices as this is an in thing.
- Wheeling computers and projector in classes which at times do not work does not keep the image of the university where it deserves.
- The smart classes are great places and everybody would love to always have a class where you can have access to all teaching aids.
- It would be nice to see the smart classrooms invade the seemingly impenetrable Tory Building.
- Simple to use. Widespread use. Fast.
- Have a designated Quiet area in computer labs - too many people are disruptive.
- Standardize monitor cable hook ups in smart classrooms or always provide an adapter cable.

- Improve the speed/computing power of the Knowledge common study room computers (they are by far the slowest computers on campus)
- MEC 3-3 is a great lab because of the ease of usb and headphone connection, OpenAFS network drives, most software works, and there aren't many annoying Administrator rights (like when trying to safely remove a usb drive).
- It would be better to have a more consistent set of Apps for all engineering labs. And more software tools like a photo editor, screen capture, Firefox, etc.
- Need better temperature controls in Labs.
- The microphones are always cutting in and out during a lecture, no matter which microphone they use. Makes listening difficult if you don't sit close enough to the professor. Some classrooms are WAY too cold (EAB 3-27).
- The Knowledge Center is often overcrowded.
- Wireless internet should be accessible in lecture rooms to view lecture slides and content posted on WebCT.
- The lab's are always in use by other classrooms, especially in ruthorford south. Add another computer lab that cannot be sceduled for class time. It's very frustrating, especially because there are minimal plug in's in south, if i even chose to bring my laptop.
- The education building does NOT have enough smart classrooms or wifi access. It is pathetic of the university to try prepare us as teachers of the 21st without providing us with technology in our classrooms.
- I've just noticed that most professors have a limited idea of how to use the smart classrooms. Also, when a piece of equipment has issues, there's no 'quick' way to fix it so that you can go on with what you're doing. There's nobody to call.
- Computers should be set up to use the highest resolution available on the monitor: e.g. 1280x1024 in the Knowledge Common and the labs in ETLC. The blurring and distortion that results when a 1024x768 resolution is used on a 1280x1024 screen is unacceptable.
- Microphone in the classrooms seem to always cut-out
- Facilities are rather poor. I usually need a plug and very very few classrooms have plugs. The computers are poorly maintained and are incredibly outdated. The only computer lab I am satisfied is several in ETLC, with the core 2 duo processors and top of the line equipment to accommodate engineering programs. A lot of the facilities, for example knowledge common, doesn't even have sufficient chairs. So many computers cannot be used as there isn't a chair.
- They rarely work (projectors, networking) when you need them and labs are few and often booked.

- there are limited outlets in both classrooms and libraries.
- Bookings in the PE computer room should be posted ahead of time or not at all. We only have one tiny computer lab and it is a great inconvenience to trek around campus to find a lab
- No installation of the software for engineering student , such as Visual C++ and so on in other place other than ETLC.
- The computer labs on campus are a disgrace. After contacting AICT about problems I had been having on campus computers I received no response. My conclusion has been that they are too busy addressing other complaints to respond.
- Professors should be given information/training on how to use to microphones (where to place on their body) and how to avoid feedback.
- The Physical Education and Recreation computer lab is poorly maintained. It is always booked out for some 3rd party's use preventing students' use and hurting rapport with the faculty. Printing is poor quality sometimes and very slow and inefficient (in our lab).
- The web browsers in the Education 3rd Floor Mac Lab could use some updating.
- Don't seem to be enough computer labs in and around ETLC for all the students who need to use them
- I might have something to add once i have been on campus for a week in july 2008.
- More design labs in NREF (Civil Engineering Building) with the programs that we need to work on projects with. ie: S-Frame, GeoSlope and AutoCAD.
- I find the chairs in kcommon very uncomfortable.
- The group study areas in kcommon are a great facility. It would be good if we can more such closed group study facilities, especially in the engineering buildings.
- Professors always have trouble w/ the microphones, it would be beter if they had headsets so they aren't constantly adjusting the volume throughout class.
- Computer keyboards are always dirty and sometimes smell (like in Rutherford north), they are frequently out of service, and slow. Authentication pops up more than once (the grey box not the authentication program)which is frustrating to most people. Wireless in the rutherford is only good in some zones on the first floor and non existent on the other floors this restricts people's ability to move around the library. Double sided printing would be beneficial to trees and students.
- Many of the computers don't seem to be updated with the latest JAVA and internet explorer(particulary computers in Med Sci and HT Coutts.)

- The smart classroom/computer lab in Chemistry West (1-50) is consistently held at a temperature that is far too hot for comfort. In addition, the desk/computer pods are poorly designed in that the metal desk leg sticks out right in front of the computer and makes it awkward to sit at a computer.
- I would like to see a lot more of them as there is a huge difference between smart and other classrooms.
- desk sizes; they should be larger and more similar to those in ETLC.
- Access given to students to use the smart classrooms so that we may practice our presentations
- With respect to the Faculty of Physical Education and Recreation it would be nice if we had wireless internet in our building. It is a pain to have to go somewhere else just to access the internet from your laptop. As well, often the computer lab that we have access to is either full or quite often being used for experiments meaning that we have no computer/internet access at all unless we leave our building.
- 1) Police the labs and enforce a no food or drink rule (ie. kick people out who are eating). Keyboards and lab desks laden with crumbs are unsanitary.
2) AICT should have a computer lab with no scheduled labs on the Business/Tory side of campus, as it is sometimes very difficult to find an available computer to work on on that side of campus. Alternatively, make more programs available in Knowledge Common, whose computers do not have Shazam or SAS and some other programs.
- NOT ENOUGH COMPUTERS!!! can never find a computer in any lab in a engineering building during busy times!!! get way more computers
- the labs are always full in Tory, Rutherford, Cameron. More general computer space is needed as the university population increases.
- Don't use my laptop at all in the labs, wish I could plug my laptop into the a power supply in the smart classroom
- no need to authenticate
- Currently, I don't use the lab facilities
- Connecting the laptop PC with the printer in the computing lab, so that students from laptop PC also can print it in the computing lab.
- Would very much like to have a secure FTP program to access the AFS from labs in the physics building (CEB) and CAB.
- Have profs take a course in how to use the equipment....many are technologically impaired.
- It would be great if there are more computers provided at SUB. (I don't know how to use those three computers at SUB, instructions are not clear).

- I would very much like Ipod Touch/Iphones to be able to access the wireless internet at the university.
- finish making them all smart, as some of the instructors are having difficulties with the old classrooms which are not as effective for delivering a lesson.
- I don't know about the other labs, but in the Arts lab specifically, a good 50% of the headphones provided at the computers have lost their microphone's functionality. This makes it very frustrating when trying to record things for language classes and the like.
- I am currently taking a class that uses STELLA to model relationships, but STELLA is only available in one lab on campus. This lab is usually full of students, or booked by other instructors, which has made it difficult to get work done. As well often the schedules of the computer lab are only available on the door and not online which makes planning difficult.
- Doubled sided printing on all printers would be nice(I think onecard handles this). An incentive to printed doubled sided and save paper, eg, 12 cents for one side, 6 cents if your printing on the back of that paper. Saves students 60 cents if printing 10 pages, saves half the sheets(requires less maintenance and refilling printers)
- All classrooms should be smart classrooms. Some classrooms in Tory Building just have a chalkboard and occasionally an overhead, those classes are brutal. You can tell the teachers themselves don't like it, and they cannot show a full scope of material for you to learn as they do not have the resources to do it. Desks need to NOT be crammed into a classroom. T B 60 is an example of too many very small desks crammed into one room. It is difficult to move around in and possesses a potential fire hazard.
- Need more computers.
- But sometimes, it's really cold in the computer labs we have here at the campus st. Jean.
- Printers should be able to print double-sided. What a waste of paper!!
- I rarely if ever use them, therefore I really do not have an opinions either way.
- Temperature control of rooms and labs (very warm when busy)
- MATLAB on the ETLC smart classrooms
- It's not very conducive to having a prof teach the entire class at once. It would be better if they could do it on a big screen for the whole class to see rather than individuals waiting around for one prof to go to each person/group (but perhaps that has more to do with the lack of knowledge of my prof than it does with the facilities...I don't know which was the case in this situation)
- I have never attended a lecture where the projector works properly.

- In a lot of the NREF and ETLC classrooms the wireless internet does not always work it is intermittent.
- They need WAY more outlets like the ones in ETLC, needs stronger wireless connection.
- Smart classrooms have often been more of a hassle than help towards learning. The amount of time it takes to get the equipment working properly takes away from lecture time and is a general annoyance for students. These classes would be fabulous if they were more reliable and if instructors had a better understanding of how to work them!
- Some of the labs (but not all) have old equipment (tube monitors) that are hard to use. Also some of the mice don't have a middle roller button, which is annoying.
- WIRELESS IN MORE PLACES
- like.. have it actually work in HUB.... humanities and TORY LECTURE!
- Switch to Mac
- The facilities available in the Van Vliet Center are very poor. The lab is constantly booked for groups entirely unrelated to the University, we have about 20 computers for over a thousand students, and there is no wireless available. It's about time the University recognized the needs of the smaller faculties on campus and started to put some of their funding towards these faculties.
- The "common" labs on campus (i.e., Knowledge Common) are very well equipped and comfortable, however, labs in other parts of campus (such as the basement of Biological Sciences) are horrible, with old computers and monitors. These need to be improved.
- Also I would like to make the suggestion that students be encouraged to use campus computers for course work rather than their own personal wants. I can't count the number of times I went to a busy computer lab with an assignment, only to find that most of the computers were being taken up by people using Facebook.
- I rarely need help when I'm in the computing labs, but when I do, there's no one to be found.
- some printers get jammed and still charge you
- I'm not entirely sure which are considered "smart" classrooms and labs, but a lot of the time in larger theaters the mic cuts out and the instructor doesn't know how to fix it and has to fumble with it for a while before giving up, i think it would be good if there was at least a number they could call when their mic doesn't work or the bulb in the projector burns out or the screen doesn't come down.
- It would also be nice in more public facilities such as CAB to have more power outlets as opposed to everyone trying to get the one table next to the outlet which is intended for custodial use and often result in laptop and outlet fires.

- The most important things, in my mind, are having paper and ink in the OneCard-operated printers, and having USB flash drive access on the front of every PC. These are the only services I really rely on from day to day.
- Wireless internet doesn't work with my Palm Pilot.
- There are often problems with the classrooms crashing or projectors not working properly or even at all. Wastes time and/or makes it harder to take notes etc.
- More rooms need power outlets for every desk, and the wireless internet in many cases needs to be upgraded. (ie UWS needs to be EVERYWHERE)
- The labs are all very DARK and it is hard to work there. In the Libraries the WebCT does not work properly!
- keep expanding UWS
- More plug ins would be nice because it's really hard to find accessible ones that aren't on the wall and a distance away.
- I don't use them very much, but they work well for my purposes!
- The other day I went to my classroom (empty at the time) with a group to practice a long and important group presentation. Of course, the computer in the classroom was locked and required an instructor's code. The presentation practice rooms in the Learning Common had been booked up by other groups in advance, so we'd hoped to find another place to practice. I know that it is important to have a password on the computers, and probably saves a lot of trouble in the long run, but in this particular case we wished we had been able to access the equipment.
- I'm not really sure as to why each computer lab I go into has to have a slightly different setup, thus making the first few minutes of any session there a learning process. Rather, couldn't they all be the same with only changes in the programs being run on the computers?
- Tory building and other such arts buildings are left out of the technology aspect and most professors need it. It seems like too much funding is going to the sciences
- I would really like two printers in Dent-pharm or at least that the one printer WORKED.
- About sanitation, can something be done to sanitize computer keyboards and mice in labs and libraries? These things are hardly ever cleaned the way other frequently touched objects are, probably because they are often overlooked. This is especially apparent in the labs where they have nice white laptops and keyboards covered with grime, but black keyboards are also pretty dirty (invisibly so). Even placing hand sanitizers in the labs and libraries would help.
- Not a technological issue, but clean the mice/keyboards more frequently in the public labs, some of them are horrible and greasy and sticky with food etc.

- Many of the labs don't have the programs I require ie. The full MS suite should be in all labs. Also when a lab alternates between freezing cold and tropical conditions, it is hard to get any work done
- I don't know if this will be possible during my program at the U of A, but it would be nice if all classrooms in Humanities and Tory could be a smart classroom.
- Temperature of labs in CEB are too high
- Decrease the lab time in the computer labs, during mid-day 12:00-2:00pm there are never any accessible computers because of lab times.
- Wireless internet capability needs to be expanded on campus. Every classroom and study space should have access to wireless internet. The computer lab in the Van Vliet building (Phys. Ed. East) is often booked for other faculty use. IT IS THE ONLY LAB FOR PHYSED AND REC STUDENTS ANS SHOULD BE AVAILABLE FOR THEM!
- I have no access to smart classrooms in our building
- I would like to see more classrooms and with the latest technology incorporated. The University of Alberta should always be a leader in technology delivery. Also, I would like to see all courses have their whole component: lecture notes, supplemental material of the course, recorded lecture talks (DVD recorded), all course textbooks on Reserve, and any other lecture materials: all completely available on WebCT for each and every course. In this day and age it can now be done. This does not rule out the need for the instructor's wisdom or learning as much communication needs to be done in person in an interactive environment. Plus what is important and what is not so important one usually only gets a feel for by attending class; that is, the emphasis of class lecture material. Also, there is more to be learned from going to class as the greatest means of communication comes across with the full gambit of non-verbals (communication) coming from both instructors and students and so most clarify the meaning behind questions, answers, information and communications. Course instructors are definitely needed or are a certain necessity and they will never be taken out of the process. The ultimate value of an instructor goes completely beyond whatever advanced technology can incorporate into the learning and communication process. No matter what technological advances may come the way of a new period of advancements course instructors or professors will always be needed. They bring clarification to subject matter, emphasis to course material, communicate in person nuances that the communication process requires to attain a full and proper meaning, etc. They also, bring priority and balance to course material, inspire students through their insightful questioning and answers to those questions, and last answer students questions and inquiries much more effectively or adequately in a classroom environment. I love having professors and would never want to do without one. They are most surely irreplaceable.
- Extension of computer lab hours should be considered.
- It would also be nice if the printers/photocopiers managed by AICT were better managed...for example toner/ink levels monitored better...and making sure paper is available especially at busier times of year (end of semester, etc.)

- Some of the instructors have a hell of a time with the screens, they go up and down apparently at random. As for the labs, there are not enough computers on campus, you have to really think where to go, and the labs are usually booked. I've had computer labs, and we usually have to ask the students not in the class to please leave, because we need the computers
- Personally, as an EAS student I would really like to see WiFi connectivity in the EAS building and in Tory (second and third floors especially).
- There needs to be more times that students can gain access to labs, most the time there is a class in them and you have to search all over campus for a computer, especially if you need something like SPSS. They should also be open earlier on weekends.
- Wireless is not connectable in many buildings, the signal is not strong enough to get any connection, leaving you to have to go to loud study areas.
- With respect to the classrooms I've been in - the tables are either too small/uncomfortable (frustrating when writing exams) or old (ie. cracked chairs, the board used to aid in writing may be cracked as well). Some classrooms have torn projector screens.
- The Humanities Building is in desperate need of smart classrooms. It really is unfair that nearly all the engineering classrooms are well equipped but when I take a language class the instructors have to bring in cd players or projectors.
- Much of the software is out of date and needs to be updated, also the amount of actual computers are available are limited, especially in the Van Vliet centre.
- Increasing lab space in terms of the amount of computers available is a very high priority. It is very difficult to obtain a computer mid-morning to late-afternoon to complete assignments or do online studying.
- have not observed any problems as of yet, usually the professor's lack of knowledge with the devices, perhaps more educational sessions for instructors on how to use classroom devices
- As a faculty of nursing student, the internet availability to which we have is little to none at all which is very frustrating with the amount of our program that is based online (mostly through web-ct). It is very disheartening that a university of our caliber has such variable wireless internet however i must also commend the progress i have noted within the last year (ie. UWS in SUB) towards better service. As well I find as someone who does not use their one card to make purchases on campus it can be difficult trying to print off documents for example that one may have forgotten to print at home when a credit card is required or minimum deposit when the only time it will be used is to print off a document once and a while- the option of change/coins i know would be helpful.
- Students should be able to book smart facilities without requiring a technician to unlock it at a ridiculous fee.

- half of my classes don't get Smart rooms...maybe more smart rooms?
- the computers in the coutts library are very slow and very unreliable, even though the computers in the coutts library lab are very fast and reliable. why is this? it would be nice to have more labs with fast internet access and reliability. it would also be nice to have laptop plug in outlets scattered throughout campus.
- The technology in place is good, but there are often not enough computer stations for everyone who needs them.
- They are fine.
- In ETLC, the computer labs on the 2nd floor are often full. Having more computers available would be great. Also, the equipment on upper floors (ie. 4 and 5) needs to be updated.
- Allow students to access smart classroom technology to practice presentations using full microphone and projector capabilities. Give students access codes, especially in faculties where presentations are the norm, such as business.
- allow for use of drinks in the classrooms, and in some of the smart areas, the power cords are broken, and thus making the power tables, just tables
- Perpetual problem with unsensitive mice, or hyper sensitive mice. This is not related to the level it is set at but broken equipment. They jump around a lot or are slow.
- Temp in comp labs it always too high. (mec3-3, 4-19? had the radiant heaters supplying heat when the room was already hot)
- There should be more computers.
- Need labs where you can go to work as there are not enough computers in the library and going down to the labs sometimes interrupts a class or you don't know if you are allowed in if there is a class going on.
- All the classrooms in HUM should become smartrooms. Having to be in a non-smart room for half of my French classes really disrupts the ability for my instructor to teach effectively.
- I transferred from the University of Lethbridge and I am surprised with the hours on the computer labs. I use the labs in the education building and often find I am waiting for them to open or they are closing early. This especially applies on the weekend hours. At the UofL there was always IT support present at each lab and the hours are far more extensive. This facility does not have these issues but I still have a problem with hours.
- make certain faculty specific programs (eg Microsoft Project) available at more computer labs

- You need to pay a LOT more attention to user's security and privacy needs. You've cover YOUR OWN security needs, but completely ignored OURs. The AICT labs allow anyone to install software, leaving remove for users to install keyloggers and other malicious software. YOU are protected because you reimaged frequently, but WE are left at risk. The old wireless system is the same way. You have protected AICT by forcing authentication, but left USERS at risk by not encrypting. Thank you for the new UWS which allows for encrypted connections for all users!
- Other campuses around North America have very strong wireless services, the U of A has many areas on campus where the wireless services are simply sub-par. For example Rutherford Library 4th floor has no internet access.
- More plugins would be nice. And a more reliable wireless connection in some buildings.
- Smart Classrooms are only useful if the powerpoint presentations they are used for are also available for downloading.
- The wireless signal strength in the lower ETLC lecture rooms are below par. Too often the connection fades out.
- most of the computers in AICT labs have terrible sticky keyboards. Also, the windows computers use an outdated Internet Explorer, which is frustrating when trying to access newer websites.
- I really like the iClicker devices that are being used in the MIS courses. I think if these were integrated into each desk it would give a unique way of polling the class on a regular basis to gauge how many students are actually understanding the concepts being taught.
- Wireless!!!! need wireless everywhere... and also, I use UBUNTU operating system, I got it to work with UWS, but is not that stable, so getting support from AICT would be great.
- We need more power outlets - that's part of the reason why I don't bring my computer. With 3 classes in a row on a Tues/Thurs, there is NO WAY my laptop would last that long.
- The internet in the Education South building is not present in most classrooms or has a very weak signal. It is frustrating when you need to access something in class.
- No complaints about the smart classrooms, all the labs should have colour printers available and a machine to put money into our on cards
- The UofA is the most highly sought after university in the world...It should have the latest technology across campus (that should include the EDUCATION faculty!!!).
- Availability is low in my faculty and there are connectivity problems between software hardware within the faculty. (ex video cameras interface well with Macs but the instructors UofA issued laptop is PC and Mac labs are booked presenting the problem of getting a AV room during a 9-5 day of classes.)

- Never experienced a smart classroom.
- get some smart boards for the Ed students (in the ed building) and provide a course/short seminar on them
- Some computers, such as the Common Knowledge study hall do not have easy access to the USB plug ins as other labs do
- I believe that the classrooms were great to have my classes in. However it was hard to find room to work on class assignments when not in session because the computer labs were often booked and then there were no places to work. The library is lacking in technology in Coutts.
- The computers are rarely updated and we don't have the authority to fix them. This means that it is often difficult to do what you need to do!
- I find the new wireless system at the university to be very unreliable. The UWS system does not allow me to connect most times in places & at times the old ualberta wireless would. Also, I can still connect to the old wireless in some places where I cannot connect to the new. Please make the new system universal & reliable.
- It would be great if all the classrooms could be updated to be a smart classroom.
- Are they really "smart" anymore? Most of the technology in "smart" classrooms are outdated. What about SmartBoards, Senteos, etc? A projection system with a sound system doesn't make a smart classroom.
- Also, there is a definite need to teach instructors HOW to use the equipment effectively.
- Differing operating systems in certain labs create unnecessary problems. In specific, the *.docx file is a huge pain. The lack of compatibility with other systems makes it a very frustrating aspect of vista as it is the default.
- Having access to a smart classroom is useless if the prof doesn't know how to use the equipment properly. Far too often I have been in a smart classroom where the prof doesn't use the equipment at all, or tries to use it but doesn't know how.
- It is very frustrating that the Phys-Ed lab is constantly booked by classes when you rely on it to be available to print notes etc. Also, 12 cents to print seems a little steep.
- The university wireless network has alot of dead zones and disconnects users often in high traffic areas.
- Some classrooms, although central to the building, do not have internet access, which is concerning when typing notes or downloading the PDF lecture notes. It is frustrating to find out that you can simply highlight the notes on the PDF if there were only internet access.

- Please place notes on the ED lab doors on how to get in. For a month I thought the doors were locked because the handles would not turn but really I just had to pull the door.
- The mice and keyboards in most labs that are used more often are in dire need of replacement. Some of the keys do not always register unless pushed really hard and the scroll wheel on the mice has a lot of play, making scrolling frustrating at the best of times. Computers in Cameron study hall are in need of replacement and more computer labs on campus would be nice, especially because the better labs have classes in them a lot of the time. More smart classrooms would be nice as well
- The campus is mostly set up with smart classrooms but so much more could be done with them. I think for maybe \$1000 per classroom you could set up a video capture system and save lectures as podcasts for the students to use later. Even if they only stay available for a week after the lecture that would be enormously helpful when you have to miss a class. This is NOT a difficult thing to accomplish - it just requires the political willpower to do it.
- more training for professors!
- All of this technology is a waste of money and time.
- The schools we teach in don't even have white boards or textbooks or library books let alone internet access; let alone wi-fi, so why teach it to us when it is completely useless in our practicums.
- More emphasis needs to be put on providing us with practical materials such as teacher resource manuals/textbooks for our practcums.
- We need hard copy resources to teach from not electronic.
- We need more practical application and much less theory.
- The program needs to be uncompressed, if you want good teachers compressing the program is NOT the way to do it, neither is technology.
- I have only had one class, in 2 years of study, in a smart classroom. More classrooms need this! FAB, Tory have very little tech!
- This survey has a bias. The only reason that I do not bring my laptop into my lectures (forcing me to answer not at all) is because I can not access wireless internet and there are no power outlets. If these were available my answer would have been very different!
- I think that instructors that teach classes in smart classrooms should be required to take a training course. I have had more than one instructor who has wasted class time and/or required student help to use the equipment.

- Yes I do. The computer lab in knowledge common is absolutely disgusting. They keyboards are covered with a thick film of unknown but dirty substance. Seriously, it is not appropriate to have such dirty work stations. You guys should hire people to clean them because I don't want to be part of an epidemic that originated from dirty computers at school.
- Another thing I am not satisfied with, is with regards to the computers in knowledge common. they never work. I don't know what is wrong with it but every time I try to authenticate, the box closes. Then there are computers that will not work because a message pops up that says the network has shut down.
- There are no USB utilities on the workstations in knowledge common. I think the computers need replacement there as they are no longer reliable.
- Other than knowledge common, the other computers I have used around campus seem fine to me.
- I've noticed that in some select computer lab facilities, the abundance of comfortable seating diminishes rapidly during the start of a class, especially when there is a good instructor or TA teaching.
- Printers are unreliable at best. Equipment is not reliable. Classrooms look like they could use a fresh coat of paint, nicer seats and desks. More plug ins and cleaner white boards. Temperature varies by classroom location, location within the classroom and time of year.
- Need Smart boards in EDU buildings
- In terms of the smart classrooms on campus, those we have are excellent. However, as an education student I am often in classrooms that do not even have a computer in them. I would bet that most students in engineering can hardly remember what a transparency projector looks like, while we are lucky if we have one. In other words, the smart classrooms that the university already has are fine, lets just get some more...
- Smart labs are great for technology but poor for learning, as the classroom style continues to be capitalistic with little room for flexibility due to the theatre style set up.
- Sometimes wireless network access is poor, interferes with learning.
- The Ed building has few smart rooms, and it is really frustrating when planning and orgnizing group class presentations. Class rooms have no equipment and it must be booked in advance, minimum two weeks to have access to any of it.
- There never seem to be enough lab facilities available, especially during peak times of the semester. Also, the wireless internet is very unreliable and has low signals in many of the places that it is needed.

- I do not like the fact that internet and other activity on the computers is not deleted. When I sit down at a computer, it should be a blank slate, and not contain a list of all the places all the previous users went (Internet History, Temp Internet Files, Cookies, etc.) and not contain a list of the titles of papers and projects of the previous users (Recently Used Files). When a person logs off a computer, or when a computer shuts down, it should be wiped clean of all of those things. I am very concerned about safety and security.
- Also, more computers should be made available. It can be very difficult at times getting onto a computer in the University. In addition to getting more computers for the libraries and labs, I would like to see computers in most/all of the classrooms
- Many public schools have been equipped with SmartBoards, but the Education Building, for example, has one SmartBoard in the computer lab. All, or at least most, of the classrooms in the Education building should be equipped with SmartBoards and SmartBoard technology (permanent projectors, software, etc.)
- I have been using the microfilm machines in the library frequently this semester. I have two comments about that. Can't the newspapers, etc. on the microfilm be put on the computer to make them easier to read and access? If not, if the machines have to continue to be used, I think there should be computers set up beside the microfilm machines so that we can type the information we need rather than having to handwrite it and transcribe it.
- The lab computers are getting slightly out dated. P4's....We can do better than that.
- Rather than having them in the basement with no windows, have them with windows above ground
- I have rarely had a chance to use them, but I hear they're great.
- I just think all classrooms should have access to greater technology.
- The more of each, the better, as the University continues to move through the most technological time in history. It is very frustrating to end up in a building or classroom that is not wireless accessible
- The smart classroom technology needs to be reliable, and I have had some classes in which the technology refuses to function at all.
- The engineering area needs more computers.
- The system tends to be very slow alot of the time.
- The computers in the library lab are used endlessly bookings for whole classes therefore, many times students who have projects to complete are at a loss because the labs are not available.
- More availability of wireless internet and plug-ins in lecture spaces would be fantastic

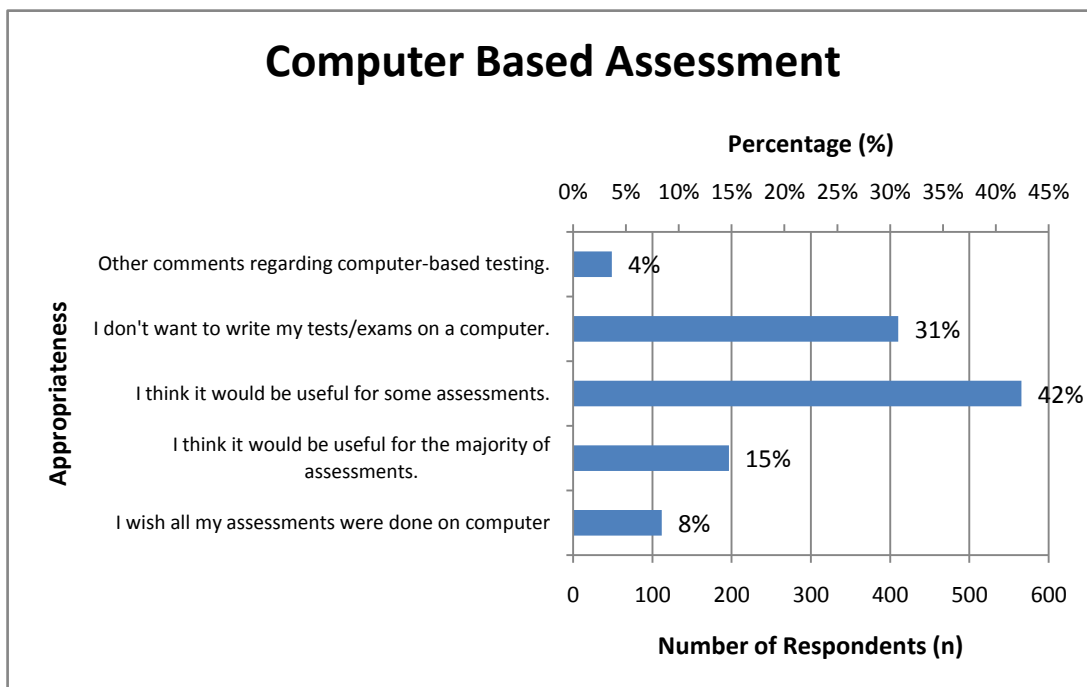
- Knowledge Common Study Halls have computers which perform VERY poorly. Typing would take a few seconds to appear and a lot of the programs won't run. The Chairs are too short and not enough desk space. Most supplies such as a stapler, paper clips, hole puncher should be provided and the door connecting Knowledge common and cameron should be assessable from both sides.
- I find the facilities highly unreliable: the computer labs in the libraries are highly unreliable, and I find the wireless signal to be unpredictable. My laptop runs on Vista, and the most reliable method of printing that I have is to change the format of my documents, load them onto my jump drive, and use a UofA computer to print. However, the public computers available for printing (especially at Rutherford and the Business building), often will not load my documents, will not read my jump drive, or the printers are not working.
- Before I bought a laptop, I used the Knowledge Common, which I found to be very easy to use, and very reliable. The lab is very busy, however.
- There should be more 3rd and 4th year labs in NREF. Any computer labs our classes need (a couple a semester) must be done during class time because 2nd year labs fill up the computer labs almost every day from 2-5.
- To make sure that the speakers and microphones work ALL the time
- To have more power outlets for laptops
- Lots of wireless is inaccessible in classrooms even though laptops are able to pick up the wireless signal--the computer is unable to connect regardless of how strong the signal is (Tory BW-1 especially)
- More desk space, more plug-ins, and areas within the building/room equally disperse wireless, (i.e. some rooms will not have wireless or will be a weak signal in one part of the room).
- There need to be more. All classrooms should be equipped with technology.
- I would like to see higher accessibility of the SHAZAM program
- Being able to bring in (via internet) outside contributors to classroom content that is really industry specific and have a conversation with people in the midst of a project would provide valuable insight into the future possibilities. As such a reliable and high bandwidth internet connection is necessary
- The Education library facilities were often limited (programs teachers use or need to know how to use for classrooms today are not usually available), or not working (off line) or full(main floor - which has more programs).
- The wireless in NREF is keeps cutting out and is horribly frustrating
- They're alright but if the professors could learn how to use them properly that would be beneficial

- There should be more smart classrooms on campus (especially in Tory and Humanities).
- The new wireless internet doesn't work with my laptop. I have a Dell computer and it doesn't work properly with the operating system. I can set it up to work at the university, but at the cost of being able to connect at my house, which is not worth it. I wish the internet would just go back to the "authenticate" application like it used to be.
- They need to be more easily accessible to teachers and students. When doing presentations we have often had to bring in projector and computer technology from the loaning room in the basement of the education building because we didn't have the keys and login for the smart classroom technology.
- On the whole smart classrooms and labs are satisfactory. Making classrooms more laptop friendly is, in my mind, the most urgent area for improvement-I feel that internet access for laptops is lacking in many classrooms on campus. I particularly enjoy using certain classrooms in ETLC as they have power outlets and ethernet ports at every station so that I can use my laptop at will.
- better access to one card pass protected computer labs; these rooms are generally easier to work in but if i don't have a class in one of these rooms how do i get approval? Also, in CEB the computer labs are quite drafty and cold especially in the mornings.
- More computer labs are needed on campus, the existing ones are often overcrowded during the day.
- the smart classrooms i have been in are pretty well equipped. I had no problem opening my work and navigating around on the computers. They even opened my Ukrainian work and the words did not show up as gibberish. Overall i am pleased
- It would be great to be able to have wireless internet anywhere on campus, including Tory Turtle. I find that I am often searching for a plug in for my lap top. It would be helpful if there were more plug ins in the ed cafeteria, large lecture classrooms, etc.
- The professors should be given a short crash course on how everything in smart classrooms work and be taught some basic troubleshooting because sometimes a lot of valuable class time is wasted trying to get technology to work.
- there should be more power outlets in classrooms and across campus.
- The computer lab in Phys. Ed. could use some more space and computers available to the students. There is always a lineup of people waiting to access the next available computer during peak hours.
- When the printer runs out of paper in the Corbett lab, it is frustrating when the paper trays cannot be accessed and we have to wait a long time for techs to come and fix the problem

- The business building is in dire need of plug-ins along the desks. There are too many computer users and far too few plug-ins, and when you have three 3-hour classes in a day you need the power supply.
- I've never been in a Smart Classroom, and I rarely have labs - it would be nice, however, if seating in Arts Labs (ie Film Studies) would be renovated.
- Just clean up the carpet floors more often. I see food/drink spills that aren't cleaned up off the carpet for the whole semester.
- the furniture needs to be comfortable, not plastic like CEB which hurts after 30 mins of sitting
- The business labs are either too hot or freezing cold
- It is so hot in the Telus Building classrooms that I am uncomfortable for my entire class. It is unacceptable seeing as how it is such a simple fix - turn off the damn furnace. Or fix thermostats. Whatever. Also wireless Internet at the U of A is pathetic. It isn't available in Rutherford (where I spend a lot of time) or anywhere else except SUB and Business. Pathetic for a world-class university.
- Replace, noisy/stiff keyboards. Replace mouses with wheel broken(this is probably number 1 on my most annoying list). For libraries make it so you don't need to authentic every page. Different browsers (like 80% of the computers use only internet explorer, when Firefox and other browsers have much better adblocking, and are more user friendly and come with other options).
- In order to eject USB keys, they need to be ejected before it is pulled out. The right click button on the mouse is disabled and it doesn't show up on the left hand action bar so there is always the potential of information being destroyed on the key, defeating its purpose. Wireless also needs to be improved, the signal needs to be stronger and allow for the use of more people because the system is constantly used by many which slows down the speed. In general, there needs to be more plugs everywhere, especially in the libraries
- In general, labs are always crowded. It is tough to find a spot to work most days. And because the labs do not have the current versions of software (such as office) students are forced to do their work in the labs, since the professors do not accept newer versions of the files.
- More Outlets!! Engineering is a god send, it has outlets for every student. They should all be like that!
- don't have classes in multiple labs at the same time so there is no room for personal use of any computer
- need more
- Student groups should be given access to smart capable classrooms without a 'tech'. We have all used computers and are fully capable of pressing play ourselves.

- Put more of them in Humanities and Tory
- Instructors should be taught how to use the equipment in smart classrooms. Often, if an instructor wishes to show a video or use some other technology in the classroom, they spend a good ten or fifteen minutes trying to get it to work properly because they don't really know how to use the equipment.
- It would be nice if the program software was updated at least once every 5 years if not more. I find it frustrating dealing with the old softwares incompatibility with the current software that I have myself.
- The smart classrooms are nice, but there are not enough of them in the Education building. The majority of the Education classrooms you are lucky to even have a working projector and you are stuck in these tiny desks.
- computer labs should be available to students 24-7
- I feel there is not enough computers to facilitate student needs.
- The Tables and chairs in the business lounge are absolute crap, pretty much the cheapest quality i have ever seen. The microwaves are also very cheap and there is 2....but only one works. It has been like that for more than an entire semester.
- wireless service is terrible, the signal is poor and putty constantly losses connection.
- I transferred from Grant Macewan....there facilities were much nicer and actually kept up.
- I know this campus is bigger and more "prestigious" but for the money i pay to go hear...I expected i would get alot more.
- More plug outlets for portable devices like laptops.
- I have never experienced a SMART CLASSROOM in the Education building. Perhaps introducing this echnology to the faculty (or elementary education students) would be appropriate, being that we will be needing to use technology in our own classrooms one day.
- There should be more computers with all types of software on them(i.e. Frontpage and other business software) in other labs on campus. We should get a list of which labs have which types of software so that when labs are full, we have access to the software. Also, it is difficult to get wireless in some classrooms on campus. This needs to be addressed.
- I wish they were a little bit cleaner. The keyboards usually feel and look very dirty and buttons often stick.
- They seem to do everything I need them to, at least within the business building. The biggest issue is the online personal file system is complicated to the point of being useless.

17. Using computers to conduct tests/exams/assessments provides an alternative to the traditional paper and pencil format. How do you feel about computer-based testing?



- Other comments regarding computer-based testing.
 - I think both options should be available, for those who are more comfortable on computers, but paper should absolutely be available so that those who are less comfortable on a computer do not have a disadvantage.
 - I find that doing assignments/prelabs/tests online are not beneficial. This is due to the fact that many of my classes deal with math or are related to math and to solve a problem it is best to write it down, step by step on paper, and come to an answer. Transferring the final answer to the computer leaves one more opportunity for unnecessary mistakes to be made. I also have found, and in discussing my peers agreed that, online assessment seems less serious, less absolute than dropping a paper assignment in a box and therefore the material is taken more lightly and the opportunity to learn is somehow missed, or if not missed undervalued because to many computers are a way of speeding things up. Assignments on the computer, (i supposes essays exempt) seem to be rushed and poorly done. I'm sure i have repeated myself but i just do not believe in using the computer to test, i am however an avid supporter of technology as a tool to assist in learning through simulations, or software etc.
 - I have to do weekly assignments on the computer. I find it horrible! You usually have to extrapolate graphs which have one or two value points on each axis, and if you miss spell something (or miss type) you get the question wrong. There is also no feed back, where did I go wrong on the questions I lost marks?

- "I think it would be useful for some assessments": I've written/submitted numerous exams/quizzes/assessments via computer in the past and there's always that concern of technology failure/ineffectiveness. It always makes me nervous to submit any academic document online and because I've actually had various problems in the past I am maybe more concerned/nervous than most. I've experienced a electrical blackout during an online timed assessment, a computer shut-down/froze a few times, I had WebCT problems during one online quiz and one problem during an assignment submission, and a few other computer/technology related issues.
- Other than for multiple choice questions, delivery of exams via computers is not useful. Small errors in rounding are not handled well and differences in the approach taken to solve a problem are not accounted for. Therefore, the emphasis becomes too great on learning how to perform a series of steps rather than creatively approaching a problem. With computerized testing, the creative approach has not been taken into consideration, and usually results in an "incorrect" answer.
- I would be concerned that writing on a computer would make it so that the tests only evaluate the ability to get the correct answer, as opposed to knowing how to do the steps, which is really more important than getting the answer
- I take tests online now and I find it to be okay. The ability to return to questions and improve your answers in a legible manner is very helpful.
- This is appropriate for courses that incorporate the technology, of which there are many in the Electrical Engineering stream. Now in my second year of the program, there is not very much computer integration; hopefully this changes in coming courses, and the exams are reflective.
- It really depends on how the assessments are set up.
- If they are set up much the same way as a paper and pencil exam (ie. you can do the questions in any order and revisit questions, only submitting the assessment as one big assignment when you're all done with it), then it would be a good thing.
- However, if the assessment is set up in such a way that questions must be answered one at a time, in order, and submitted as they are answered - this is a poor way of conducting an assessment and should not be allowed to happen.
- Also, it must be ensured that the internet connection is reliable. I've had the internet cut out while I've been in the middle of an assessment before and that is a very stressful thing to have happen.
- Computer should be used as a tool to solve problems. For example, students should be able to use computers to do calculations during exams.
- Should be definitely available - however depending on the class students should be given an option.

- I think it mostly depends on what kind of test it is. I think a computer would be a great idea for a test entirely multiple choice or true and false, but if it is completely short answered or even a couple questions with written work it wouldn't be effective. Since people sometimes need to draw diagrams or write out long mathematical equations, having it on a computer would just take too much time to set up and format.
- I HATE writing exams on a computer. They are great for most aspects of school, but when it comes to exams, writing them on the computer is the worst possible disadvantage for students who are used to written exams (or who are not young students who are used to using computers)
- Tests for computer science are often best done with a computer (at least partly) but other tests should not be done on computer.
- I've written some tests for my research class in the smart labs and I found it highly disruptive. Everyone is constantly opening the door to leave (and those doors aren't quiet when they open and close) and many people aren't used to the computers so there is a constant level of chatter which makes concentrating on an exam quite difficult
- I usually would prefer to write all my assessments on computers but I have had two very traumatizing situations where I was writing exams and something happened with either the computer, the connection or WebCT itself. I nearly failed both exams and was left very unsure of writing exams on computers. If writing assessments online will be more common in the future then teachers need to be more understandable when situations like mine come up rather than marking the test as if nothing happened.
- For some I do enjoy having the use of computers (such as when i am writing an essay exam or mostly word based exam). This is because i tend to make lots of corrections and i type faster than i write. I wouldn't mind computer based multiple choice exams, that way it could be set up so when times up, times up and there wouldn't be the problem of eraser marks in the bubbles, as long as i would be able to change the answers until the end of the test. However, for all types of tests, i would like a paper copy of the questions so that i would be able to write things down (i work out problems i'm unsure of on the exam).
- I think it would be useful for some assessment but WebCT is terrible for this use (cannot open multiple parts of your Vista account simultaneously, cannot use browser's "Back" button, and you must wait for Java to start.) WebCT seems to be stuck in 1995 for some reason.
- I think this would often be helpful -- I type a lot faster than I write, my writing is sometimes difficult to read, and it's a lot easier to make edits on a computer. However if it's possible/likely that equations/diagrams would be used in response to a question it would be important to be able to write one's responses on paper, if one wanted to.

- For written tests. Save the hand cramps, and most people can type twice as fast as they write. Plus, more legible for marking in some cases.
- I think that computer based testing may cause strain to the eyes from looking at the monitor over a long period of time. But it will save paper if taking a multiple choice exam.
- For English or history essay exams, computer-based testing would be extremely useful because I can type much faster and neater than I can write by hand. Writing such exams on a computer would allow me to achieve my potential in those classes.
- For programming courses, I think that a test made up of writing code would be a much better method of assessment than the current multiple choice exam. A paper exam for a programming course is a complete farce.
- No exams on computer, that it shows more computer competency then anything else. Also there should be no reason why computer labs are closed so that exams can be written, Students who use labs in a building should not be denied access a couple of days in advance of an exam. Spend some money hire someone to reset the computers that night so that they are ready in the morning instead of days of no access. Some computers have programs that are not accessible in any other labs!
- Assignments done on the computer are fine; but I would NOT want to do any kind of test/exam on a computer.
- I have never done well on computer based assessments, due to the fact that I do not live my life tied to the screen. What I mean is that not all of us are at the same level of proficiency with the technology, and I can do better on paper.
- never completed a computer based test.
- I agree that the use of computers would be beneficial when doing assessments especially with reducing the cost of paper and the effects on the environment however many people like myself need to be able to write, make notes, highlight and even doodle on their tests as test taking strategy and a learning technique. Therefore, assessments on the computer must be user friendly and even a software program may need to be created in order to gain full support.
- I hate computer based exams, unless its relevant or necessary. U don't have the freedom of pen and paper, and there's to many potential complications when entering answers on a computer (it's much easier to enter information incorrectly). And computer based assignments are more easily forgotten about and missed i find. Also, internet connection problems can arise unexpectedly and can cause u to submit late, or not be able to do it at all. Paper is safer!
- I think it is okay for some classes and assignments. It definitely saves a couple trees!

- I think all essay and written assignments should be submitted via email or web ct, and professors should have access to tablet computers to mark them. It is faster, assignments are not lost, the hand in time cannot be disputed and it saves on paper and ink costs.
- Choice should be given for those without the necessary skills/ability to complete a computer test.
- I do not do computer based exams or testing, I am a student with a disability and I would need a scribe if this was the only option for me.
- I think that computer-based testing might be a more environmentally-friendly way of conducting learning assessment.
- I think if computer-based testing is implemented, students should also be given the option to write it the traditional way.
- The time constraint is a very inadequate reflection of the overall course. (MGTC 352) Especially for quizzes.
- we were thrown off during a midterm and I lost all of my long answers, which affects my average! Impossible to access course readings when needed. Total chaos! Can't believe I was forced to pay 800.00 for course!
- Personally I wouldn't like that option, I would prefer to write it out myself, but students should be given the option to choose.
- I feel that if a major number of tests were done electronically, there would be new problems with cheating and hacking into personal information to change results etc, and possible computer crashes, slow hard drives and so on.
- Many professors are very incapable when it comes to technology, too.
- It might be easier to do than sitting hunched over at a desk, but then your eyes would hurt, etc.
- It would be useful for SOME assessments.
- Short answer and multiple choice tests are the most applicable to computer testing, but not many of my courses use these. ENGG405 and complimentary studies courses are the only ones so far.
- I think it would be useful for the majority of assessments (multiple choice exams). It would save paper and grading time.
- Computer based testing has a great potential provided the interface does not hamper a student's ability to enter their answers. I was using the mastering physics web utility for assignments which had some issues surrounding the format of math equations.

- Doesn't matter, it's the same difference. The assessments take like 5 minutes
- I think computer based testing would be good for me personally, but there are a lot of people that are not as comfortable using computers or get migraines when they have to use the computer for a long period of time. A choice of computer or paper testing would be the best if it were possible.
- It's good for classes where the majority of assignments and learning is done on computers.

18. Is there anything else you would like to tell us?

- Good job with UWS it is really good and works every time. Make sure all departments install it.
- Scrap Web CT, completely convert to Moodle.
- It would be nice to have more power outlets in public spaces such as SUB and lounges, and it would be nice if all power outlets worked.
- Just a suggestion: to have UWS in all the buildings, instead of just a select few!
- as a distance ed student you perhaps may have wanted to add a not applicable radial button. Question 13 required an answer which is really not applicable to me.
- - put wireless internet access in all buildings... especially the van vliet centre, please!
- The wireless internet on campus is appalling. There are too many wireless program versions because I went through all the trouble to download a program which I now realize will only give me access to wireless on certain parts of the campus. How convenient!! I asked for help concerning my wireless connection at the AICT office in Humanities, but they were extremely rude saying they didn't deal with that. I understand they exist primarily for classroom technologies, however AICT on their door means that I should be able to receive assistance for my technology needs. There are 37000 undergrads on campus. Surely there should be more than one facility to meet our computing needs, which are poorly met to begin with. Make wireless what it is meant to be - convenient and portable!!
- Professors should be encouraged (especially in engineering) to become computer/tablet friendly. I know a few engineering professors are teaching with tablets, and some have quit because they do not know how to use the tablet well enough. These professors should be encouraged and supported in their move to adopting tablet technology
- You need an n/a category for Faculty of Extension folks who aren't there.
- education has terrible internet accessibility
- It would be really helpful if the lectures are posted on WebCT so that students can refer them while studying for the exams and doing the assignments.

- There needs to be a banning of the use of facebook and other non-academic sources in computer labs. There are many times I walk into a lab and there are no computers available but half the people on the computers are using facebook. It is annoying and unnecessary.
- More information easily available on connecting PDA's to the wireless network would be greatly appreciated
- Last semester had a rough start, SUB, Rutherford, and ETLC did not always have reliable internet access. Access seems a lot better this semester. In Rutherford and SUB people are always fighting over plug ins, more plug ins need to be supplied. I do not use computer labs often, so I have no comments on them.
- In libraries - more outlets should be available to plug in laptops. Additionally, wireless connection is quite unreliable and should be made available to ANY location on campus.
- More "mac-friendly" software such as the INT-D software that is currently only available to PC users.
- The Wi-Fi around campus isn't dependable enough, particularly in the arts areas. The humanities building needs access desperately, and I've been having trouble with UWS in the Education building ever since it switched over. It's really hit-and-miss; some days it won't work at all. Others, I'll go through half a class before my computer can locate the signal.
- More power outlets in lecture theaters. My laptop is getting older and unfortunately doesn't hold a charge very long now. I would like to bring it to certain lectures but often cannot because it won't last the class. It would just be nice if there were more outlets.
- I can't believe the University of Alberta has such few wireless spots, and even when they do, they are often quite poor connections
- The wireless is very unreliable and it is hard to get anything accomplished when you constantly have to connect and reconnect because of a bad connection. I also think that Lister center is part of the University of Alberta campus and should have wireless internet available all through the buildings.
- Some professors have difficulty maneuvering in smart classrooms. It's like its way over their heads. Somehow the university and their bosses need to help them either get NON SMART CLASSROOMS to teach them or get them a dummy computer class on how to work everything. My prof this semester was really bad and it delayed class many times.
- Places such as HUB, Tory lecture hall and a number of lecture halls have no or very poor internet connection and force students to inconveniently go out of their way to get a connection. SUB also has poor connection from the better part of the day. I also find that the connection in Rutherford tends to cut in and out frequently.
- Get rid of WebCt

- The lecture halls with lots of desk space in ETLC are the format that the University should try to follow for ALL lecture halls.
- The classrooms in the education building are a disgrace - forget about smart classrooms, these rooms have chalkboards, not whiteboards, and the furniture is decades old. The acoustics are dreadful in these rooms.
- There needs to be more equitable sharing of resources.
- I like the UWS, but I'm curious why it took you so long to implement it. UofC has wireless access throughout the entire campus, we only have some supported areas. I think it should be top priority to make UWS campus-wide, including residences.
- It's extremely difficult to access internet from laptops on the University Wireless Network, you must install too much and can only do so if you have a newer computer.
- Why is the wireless system not compatible with Linux based systems? Many are and will be using it. Since the whole wireless system recently got a revamp, why wasn't this taken into consideration?
- Computer based testing only works if the professor knows how to use it. When they have no idea, trying to write a test on the computer is a pain for everybody involved and results in a lot of frustration. Proper training to the professors needs to be mandatory!
- Wireless connection is horrible in HUB - this needs to be somehow improved.
- Change all wireless to UWS if possible!
- As I don't have a laptop I use the computer labs all the time. The Cameron Learning Common is a very comfortable place to work, but the Rutherford is frustrating because for each new site visited my CCID and password are required. If there was a way to make the Authentication window available in Rutherford, that would be much appreciated because it would make researching a lot more bearable. Keep up the good work though!
- I will not take a class that requires online exams. Period. There are many other universities that actually care about students.
- The wireless access on campus is horrible!! It is very hard to find an area that actually works and once you do find an area that has access, there is no plug in around. Unless of course you go to ETLC where all of the money on campus is.
- I wish the wireless internet worked better, it often is not so good.

- My biggest suggestion would be to provide students more study space and for the rules in the existing spaces to be enforced by library staff. Quiet areas should be quiet and the students that don't understand the concept need to be reminded by staff. I transferred from Grant MacEwan where library staff would ask students to leave after being reminded for being too loud more than 2 times. As hard as that may be to do in a facility as large as the U of A, something does need to be done for those of us that actually use libraries for the purposes they were intended for.
- I would really really like to see more wireless hotspots around campus. Most of the time it is so difficult to get connected!
- More lunch time computer assistance should be offered in the lab for novice learners.
- They are easy to forget about, that is why writing on paper is better there is a time slotted into your day to write paper exams.
- Something faster and more reliable than webct is needed. The webmail program is fantastic. Webct is not.
- Computers& mice and workspace stations in comp. labs NEED TO BE CLEANED FREQUENTLY. the mice are dirty and greasy with fingerprint stains, the screens are sometimes dusty and unclear, and the keyboard is often sticky and dirty. However, the computers are very fast and efficient.
- 1. Install wireless in places like Humanities, HUB, CEB.
 2. UWS rarely work for me in CAB and Education.
 3. Wireless rarely works for me in Rutherford.
 4. More plug-ins and ethernet ports around campus would be nice.
- The wireless internet connection is poor in some areas. There are days when it is impossible to connect to the wireless. The internet connection is slow at times.
- Improve technology in first year labs and in lecture classrooms.
- Wireless cuts out frequently, needs improvement in Rutherford and Cameron.
- Also, should implement more power outlets in these libraries.
- JWS is well-service library
- Increase wireless service. Outdoors, and many classrooms do not have service.
- The internet in most class rooms is very SLOW, if it even connects in the first place. I have yet to find a reliable internet connection on campus.
- It is really frustrating that the only computer lab between LAW, Business and Humanities is Rutherford, which many other faculties also use. I think another lab would be VERY helpful. There is always a wait for computers, the computers are overused and often do not work properly as well.

- keep up with the UWS. there is no reason why every corner of this campus should not be covered.
- jw scott library needs more power outlets for notebooks etc
- It would be very useful to develop a secure platform that students could use as a replacement for calculators. This would be helpful in many courses, for example in statistics, we could analyze more reasonable data sets. In programming courses, the final exam could involve actually writing (and compiling!) a program, rather than simply writing out the code by hand. Often, the ability to troubleshoot a bug is more important than trying to write perfect code the first time since this can be done rarely.
- Allowing computers in exams could allow students to explore alternate ways of solving problems, for example by making a program and then using it to answer a question. By making computers one of the tools available in an exam (in many courses, not just programming), students will better understand what computers really are and how they can be used to solve problems.
- I'm not sure if this is the right place to report my dislike or inefficiency of webct.
- Webct is troublesome. Every time I go and open an assignment in webct, (while in class subject e.g. class 301 or others) webct prompts you to select "Down Load File", then it takes you back to main home page. Then you reenter class subject again and only then you can open assignment.
- I think that the use of the internet has been abused by teachers. It has made classes harder than they were before the internet was readily accessible. Teachers can now go through notes faster because students only need to print them off and no longer need to take the time to copy them down. This causes students to have to memorize more material. Teachers often post assignments online with instructions which also makes for more out of class work for students.
- In addition to the smart classrooms and lab facilities, the general use lab in the Education Coutts library barely functions. A lot of times, I have difficulty even checking webmail or hotmail. No one maintains those systems and the internet security is very minimal. Tory lecture halls have one of the worst receptions for internet. Especially in the basement, there is no reception. General comment of UA campus: very poor computer systems, wireless capabilities, etc. Its 2008, not 1990s, where the computers still use incredibly outdated Celeron processors. Webct only functions properly on core processors, anything slower tends to lag the computers. Even in some areas, the wireless cuts on and off and generally, the network is almost non-existent. Other than some libraries, sub, and cab, there's no guarantee you can access.
- The computer in library not allowed for other output devices such as headset.
- The sooner UWS can be distributed across the whole campus the better.

- 1) It would be helpful to have a copy of Mid Term Exams and Final Exams done online sent AUTOMATICALLY to the email account provided on registration as an official "record" of that submitted for assessment.
- 2) It would be helpful to have a published number to call for technical support (perhaps cited at the bottom of the screen or partitioned in some other area but available) and it would be helpful if someone were available for technical help... even by email.
- more laptop plugins around campus required!
- To make the UWS wireless service easier to use, I have tried to set up my lap top to UWS and the final step NEVER works, so all I'm able to use is the old ualberta wireless, which usually has poor connection.
- Often times the wireless connection would not be working. It would also be nice to have access to wireless in more places around campus.
- Having a recycled paper option while printing would be a very nice thing.
- WEBct loads only 1/3 of the time. I don't understand why.
- Wireless service is spotty at best, with the best service (which is also Mac friendly) not being provided by UWS.
- Computer based exams and assignments are difficult because marks are lost due to data input because of keyboarding and computer skills rather than marks lost due to miscomprehension of the actual concept being tested.
- The keyboards and monitors in the labs are usually dusty and dirty; is there any way that there could be more scheduled cleaning times.
- the classroom i have my night class in (HC), the professor has requested a new overhead be sent there since the one there already is broken which was in the beginning of the year, yet it has not been done.
- You really do need to include Open Studies as an option for what program we're taking. I'm not actually in Education yet.
- GET RID OF WEB CT, IT IS THE WORST PROGRAM I HAVE EVER USED...IT NEVER WORKS, AND THE COMPUTERS ON CAMPUS CAN NEVER RUN TEH PROGRAM PROPERLY
- It would be nice if there were more power outlets in classrooms and study spaces.
- I prefer having a tangible physical test that I can write on, and cross answers off on, etc.
- Supporting open standards could be an useful addition, the current newly implemented UWS wireless leaves linux users out in the cold, which seems like a step backward, where ualbertawireless was able to support linux fully and completely.

- I wish there were more computers/labs available so you wouldn't have to stay in line for 15 minutes to get one when you need it.
- Make wireless accessibility easier for students....very hard to actually set it up and get it working!!
- I was unable to connect to the wireless internet on Campus. Having a wireless tutorial for dummies would be greatly appreciated.
- More computers in certain places is a serious necessity
- Overall Smart classrooms have been VERY helpful to my learning here at the u of a. The classrooms that do not have Smart technology at times can hinder the class as less ranges of learning styles are met. It is also up to the teacher to use smart technology in order for their class to benefit from it.
- Internet classes should be strongly emphasized as being a priority that the UofA should put in place. Spend less money on enhancing current technologies and only maintain them. Use this money instead to develop these courses - the UofA is behind in this area when compared to other institutions.
- Yeah, sometimes, I'm working on my essay and then suddenly the network goes down and I can't save it into my AFS disk space. Or either, I can't print it.
- I think that computer labs should be open for university students 24/7. I feel that all university students should be able to access a computer lab via swiping their ONEcard to get admittance. I often study at the U of A beyond library hours and would greatly benefit from computer access.
- WebtCT is terrible.
- I think that computers would be best for exams that are written, not multiple choice. Also, during studying, wireless access on my laptop is KEY. It is VERY frustrating when I can't access the internet, or i have a slow connection. I think this is vital, and comfort during usage of the computers and facilities is vital as well. If I am spending 5 hours studying, I don't want it to be on a really uncomfortable chair.
- Every time I used WebCT, my computer was confused with the amount of pop-up windows, downloads and general crappiness of the system. It was practically impossible to use on my home computer.
- A lot of the power outlets in ETLC and NREF also do not work.
- why do some outlets not work (for example cameron library 2nd floor)
- there is a BIG lack of power outlets at school.. from classrooms to CAB cafe to libraries... everywhere u go there are not enough outlets to use.
- I just bought an IPOD touch and it has wireless capabilities, but yet I am unable to use it on our wireless system. I'm extremely dissatisfied. If I would have known this I would not have purchased it!

- Need more areas around campus with plug-ins with couches, to use laptops comfortably. Also Stronger Wireless internet all over campus, like Earth Science, Bio-Sci... etc.
- more computers labs for engineering.
- There are lots of older computers on campus that are still in use. I do have issues with some of these older computers being used as they often do not (seem to) have the hardware to handle the security patches and internet explorer installed on that computer, making them lag and unstable. While I understand that capital budget restrictions prevent the university from a 3 year turn-over on all computers, I do think that the oldest of these computers can be disconnected from the network and used as effective word processors/presentation builders and run much faster without the security patches.
- Also, I would encourage the university to consider installing Mozilla Firefox on its computers as it is a viable browser that is much more reliable and stable, in my opinion, than Internet Explorer.
- Furthermore, given the amount of time that students spend studying on weekends, I think it would be advantageous for students if group presentation rooms, such as those in Knowledge Common, had extended hours on weekends.
- it's very frustrating when places like libraries have wireless signs up but no networks are available and even moreso when the only networks available are restricted by faculty.
- It's also hard to find power outlets when you need to charge your laptop and the only places with outlets are super-packed computer labs in which all outlets are in use. and most hallway outlets are dirty power meant for custodian use, often leading to overheated laptops and adapters lighting on fire.
- it would also be convenient to have wireless access in all of HUB
- Often don't take computer as there are places such as medical sciences where there is no wireless.
- WebCT freezes A LOT of the time!
- Just more access to power outlets. Also, many of the plugs in NREF do not work.
- The labs are all very DARK and it is hard to work there. In the Libraries the WebCT does not work properly!
- Tory Building classrooms are worse than in third-world countries. It would be a good idea to transform this building into a museum of outmoded educational structures.
- You need to have more computer labs on campus and ESPECIALLY ones available to students at all times (not booked by classes). I find it absolutely crazy that there are so few accessible computer labs on campus.

- It would be useful to provide tutorials for connecting to UWS using some of the Linux operating systems.
- Generally, I think the computers on campus are good.
- Make sure that the computers in the labs are properly upgraded
- I'm doing a presentation in the Education building this week and had to change my presentation content because I've been told by the TA that there is no internet access in that classroom. I had planned to connect to Internet media in order to demonstrate a point in my presentation, so it is a disappointment that Internet is not available. As well, our class is doing public speaking presentations, but the computer brought to our classroom for the presentations (which unfortunately is not placed physically near the student doing the presentation) does not have a hand "clicker" for moving the presentation forward. During our presentation, we have to stop & tell another student to move the slide forward for us. I don't know the background about why the TA wasn't able to get the handheld remote control, but in this case it would have been really useful.
- On the first page of the survey you ask people to choose which faculty they belong to, however, you don't list open studies as an option. I chose faculty of Arts because I was forced to choose something, so you should be aware that there is a possibility sample data will not be representative. I have finished a B.A. with the faculty of arts and am now working at the university and taking a few classes through open studies.
- The reason I don't use my laptop on campus is because I have always had trouble connecting to the internet and keeping a connection. It is a waste of time for me to bring it and fiddle around with the internet instead of completing an assignment. I wasted a lot of money on a laptop that I cannot even use here.
- WebCT is a pain in the butt and is clunky to use, seriously it would almost be better to use Google Groups or something. Also, WinSPC3 and any other such thing that allows us to access our own personal storage space tends to not work more often than it does work...
- Please make the printer work.
- I'm very happy with UWS, and i hope it completely replaces ualbertawireless. also, a reiteration of the need for more power outlets, particularly in libraries. also, instruction on how to connect to university printers from your laptop would be nice.
- It is hard to find a computer to work on +/- 2 hours of noon, so it would be great if more public computer labs were available(with computers that don't take 1 minute to load a 30 page PDF)
- Thanks
- Above
- Nope. :)

- Telus Center is the best - follow what you have done with it.
- I would like to see the virtual or on-line student develop. The University needs to be sensitive to the demands of working (plus other priorities or demands) students and working people more than ever today. I wish that the University develop on-line Masters and PHD programs. Myself I would like to take an on-line Masters or PHD in Business (learn and take courses at your own rate of pace and write the exams when you are ready for them.) Hopefully the University of Alberta and its Faculties will change its mind concerning this. I think that it would be valuable to still have instructors for courses with scheduled lectures/talks and have students drop in or attend when they are available to attend (preferably in evenings). I would also like to see developed what I would call refresher programs: for those who have completed degrees but would like to stay current abreast the new and latest developments in their respective fields of study. It would be invaluable for the university to keep current its graduates by offering life long learning opportunities for those already graduated. They would come back from time to time to learn anew the supplements to their once taught programs: whether that be Science, Arts, Medicine, Law, Education, Engineering, Business, Etc. They could attend evening class and learn the new things every so many years as required and keep themselves always as marketable as a new graduate (knowing and having learned the newest and latest things) plus with all that experience that they have accumulated. The cost of the programs may be deferred to the employers cost of operations, the employee or both and could potentially bring in much needed revenues for the University, Hopefully former students will be interested enough to come back, participate and pay for this golden opportunity. But who would develop the refresher programs and what would be the the needed things to teach and for what courses and from what times. Much needs to be worked out. But one must ask this fundamental question is or is not the university an institute of higher and life long learning? Now if yes is that answer, which it is, then one should try offering on going refresher programs and see if their is the market for them and then sell them to professional of all fields. Life long learning is the wave of the future and the University should be an integral part of that learning. Lets get on that wave. The leaders of education are going to be those who offer refresher programs of life long learning and flexible on-line/opportunity to attend programs with the backed reputation and competent professional staff to make University the ultimate learning experience of this century. Please be open-minded and just envision the great future we have before us.
- Computer-related lab work would be an interesting possibility.
- I wish there was a set standard for class websites...I have heard professors complain about the quality of WebCT, but it's nice to have everything available in one place.
- Also, WebCT can seem a little confusing...I've noticed that in some classes WebCT has a lot of useless links, and that something must be confusing the instructors...because I get the feeling it's not easy for them to convey info to the students that way.

- Overall, AICT is doing a pretty good job. Work on improving wireless connectivity to more buildings (Tory, EAS). In addition there are several software programs that I would love to see an educational course on (MatLab especially). At the University of Saskatchewan several campus computer taught computer software education courses (office, SPSS, etc.) These courses were free of charge to students. Even so, I would pay money for a good course explaining the use of MatLab, including programming, using logic statements, etc.
- There should be more computer labs on campus. It is nearly impossible to find a computer lab, aside from the libraries, when on the north east end of campus.
- keep up the good work.
- SSPS on other computer labs around campus would be helpful
- Matlab and Origin in Knowledge Common and other labs. Potentially also Office 2007.
- The new UWS is a definite improvement, I would like to see all of campus covered.
- If I could access software licenses on university servers for expensive software packages like SolidWorks and ANSYS I would use my laptop more and the computer labs less.
- wireless in SUB is working better now, but more outlets are necessary.
- Wireless in Law Library and other Libraries really need some help!
- I find many of the computer labs on campus get full quite quickly, I think more computers are necessary. More plug ins for laptops as well, they all seem to get used.
- their needs to be a steady portion of physical writing because my spelling without a computer is terrible based on the spell check format. Takes away from real learning.
- Increased numbers power outlets would be a huge help in just about every area on campus but especially in places like Libraries where desks are provided to study but no outlets (or very few) for computing at those desks.
- More plug ins please!
- coffee dispensers in all labs would save a lot of walking :D
- It would be nice if the mice and keyboards were cleaned once, ever.
- Need to get the smart classrooms in the Business breezeway
- Ya. The mac lab in the basment of SUB is horrible!!! The computers are filthy and falling apart, the lights dont even work sometimes, and its just overall the most unkept and least attractive computer lab on campus.

- Please, oh please, get rid of WebCT. Honestly, what good does it do anyone? Instructors don't like it. It's buggy, its unusable. I can only imagine that it is expensive. This University needs and EXCELLENT learning management system. WebCT is the definition of "NOT excellent."
- again just to emphasize the importance of more power outlets in libraries would be helpful. Sharing outlets is annoying!
- There is a major lack of outlets for plugging in a laptop on campus which makes it very inconvenient when trying to use a computer, especially because the many of University's computers do not allow access to programs like Microsoft Word. As well, the wireless internet is very sporadic and hard to find and continuously use.
- AICT provides great tech support. More computers with the beefy engineering programs in rooms with working air conditioning would be awesome.
- It would be nice if wireless was in more places around campus, as well as more plug-ins for laptops.
- The wireless network is complete crap. It's slow and often drops out. Also, it's complete useless for mobile phones because you can't authenticate to the network. Sure I can try to install Putty for S60 but it's a crapshot at best.
- Overall I'm satisfied with the service provided by AICT, good job.
- I think computer-based would be nice for things like my written exams - ie, English/Comparative Literature/CHRTC classes where the exams are essay questions. It would help to speed things up for me, and make my writing much more legible. I would be very concerned with cheating, however.
- We need more one card money machines
- The computers in Rutherford North are not very fast, and some sites like hotmail and facebook do not work properly on them. These are important for communicating, and it is frustrating. The web browsers are outdated (they don't have tabs) and having to authenticate for every web browser is annoying. Also, in the sitting area at the entrance to Tory basement (near the vending machine) it would be nice to have plug-ins, because many students sit there. Lastly, there is almsot no wireless in humanities, hub, or tory, which for many arts students is where they spend most of their time, rather than areas like Cab, Telus, and ETLC which all have good internet. Thank you for sending a survey.
- I think there should be more labs and study spaces like the one in the top floor of the telus building. They are very nice, comfortable, and large, with lots of pwer outlets for laptops
- Need more access.
- I'm not sure if this is the right place to direct this comment, but it would be really great if the U used Linux friendly programs.

- I really do appreciate the computer labs on campus for their accessibility. I rely on them quite a bit.
- I think the wireless connection on campus needs IMMEDIATE improvement, it does not work well unless you are on the "favored" side of campus (Engineering). Also we need more plug ins and classrooms set up the way they are in ETLC as long tables as opposed to stupid little flip desks that don't have room or comfort!
- I've found it quite difficult to get on the new network, even through following the tutorial.
- More power outlets would definitely be great in common areas, libraries, and places like SUB.
- I recently purchased an Apple ITouch and I'm very dissapointed that I cannot connect to the internet because it does not allow me to download putty...are there any accomodations being made for this device?
- I however believe that if you were to use computers to conduct assessments, you should be sure that the computer is appropriate for the assessment. For example; Lab - Bio 108 would be useful to complete on the computer as we would not have to run about the room to look as specimens, and we would not have to wait in line for someone to vacate the station in order to complete the exam, as this adds a whole new aspect to the test anxiety and stress levels of students. Computers are interactive enough to provide a microscopic visual of the specimen, and there would be no waiting for someone to finish if the exam were completed in a computer lab, with assigned computers, a log in, etc etc. I believe that for students who can type proficiently this would be a better alternative to current testing... fill in the bubbles can be time consuming and mistakes made are not always discovered... Thank you for your time.
- thanks for updating the wireless! It would be sweet if I didn't have to change my network preferences everytime I switched between wireless and residence internet. it would also be nice to be able to type in just my username and not the ssh or 10.0.0.1 in terminal when I want to use residence internet.
- Use that \$1.3 million from the loss of credit card payments to convert to smart classes or add more computer labs on campus. Knowledge common is always packed and another comparable lab elsewhere would really alleviate the pressure on KC.
- I think AICT has done a great job in providing computing services to the campus. I just think that providing video podcasts of lectures and presentations would be a very easy and ENORMOUSLY beneficial technology to have.
- I'm incredibly frustrated that the entire Physed and Rec building is not wireless accessible. The lab is quite, secluded although a bit warm at times but for a campus building not to have wireless access is ridiculous.
- Until ALL public schools have this technology in ALL classrooms this is a waste of time and money.
- There is a reason why the school systems DO NOT have these technologies in them.

- Oh yes, and whom will pay the repair cost and upgrades of my laptop, if you decide to do this? Not I that's for sure, and not my already buldging student loans.
- More computers in ETLC
- I've grown quite fond of the access the university has provided to wireless capabilities and to technology as a whole. There are a few issues with connection in some areas to wireless connections and a lack of accessible outlets during a majority of the day.
- Please do not book out entire computer labs! Especially Corbett Hall... very disruptive to students in the building who have access to only that room.
- There is a serious lack of power outlets everywhere except the engineering buildings.
- There is a strong lack of appeal processes. Changes to the curriculum are made with no notice to the students and no consideration of part time student needs.
- This is frustrating and leads to an unsatisfactory experience at school when it should be a positive learning environment.
- web ct is a bad program, it does not like the back button, it is slow and always freezes, and only seems to work well on the university computers.
- Since everything we are required to hand in is computer generated, it is difficult to physically write everything when you use a computer 100% of the time otherwise.
- Some additional movements to allow access to trusted OpenSource software (Firefox, OpenOffice.org, etc.) in the user space would be beneficial to students.
- Get more computers. Get more technology.
- flat screen monitors are the way to go.
- Need to alter the quiz structure for MGTSC 352 either by adding more time or putting in less questions.
- Whith the amount of money charged in fees the expectation for better service is great!
- I can type better than I can write; much faster, much neater, and I can go back and change errors if I need to. I have very messy and slow writing and its a detriment during exam period, since all my exams are essay format.
- Please invest in making the U of A look nicer ... it looks like a dump right (except for the Engineering buildings)!
- Thanks for asking for OUR opinion!
- Excess of computer work could have a negative impact on one... Especially in terms of health issues... An ergonomic environment is in my point of view the most important thing to be improved...

- Wireless availability and functioning electrical outlets in SUB, Tory, and the libraries (particularly Rutherford) really needs to be addressed and improved, especially in the libraries. There aren't enough plug-ins, and the wireless service is spotty at best.
- The internet connection in some of the libraries are not very reliable and its very frustrating. Also, there isn't enough plug-in's around libraries and study halls for laptops or any other electrical devices.
- It would be very helpful and convenient to do all of the assignments through WebCT.
- When are you going to offer short classes in programs that teachers need to know in class. Smart boards and their uses, inspiration and other classroom programs that we need to know. One computer class in the beginning of an ed program is useful, but a follow up at the end would be nice.
- The university is doing a good job of implementing technology, however, the professors really need to be taught how to use all of these new things. Over half of my professors have no idea how to even turn on/off the lights in a smart classroom. This is not conducive to student learning.
- Webct is very difficult to navigate and I know that the university pays a lot of money to have access to that program - it is not worth it! I appreciate it so much more if my prof gets an email list for the class and emails out any necessary information, lecture notes, etc. It would also be seamless of the professor.
- It is annoying to not be able to connect to the internet in every class room. I use my laptop for all of my notes, and besides the problem of no power outlets, it sucks not being able to look up stuff that my prof is talking about in real time with the class. Using Wikipedia while in class really helps me.
- Get plugs in the classrooms. Please.
- Overall, things are progressing very well. I would like to see the steps taken so far extended to as many locations on campus as possible. The introduction of UWS was an absolutely fantastic idea!
- The biggest issue I have is whenever I use my Mac laptop in Education to access the Internet I seem to have to go through the whole connection deal again. The first time I had to do it I got so confused I had to take it down to the techs in the basement (which was hard to find)to get them to help me. I wish it was simpler to do the wireless connection (that it connected straight away on subsequent occasions) AND that it was easier to get techs to help you-more obviously available-times and places.
- Some types of assignment are fine on computer, but i wouldn't want to write a final exam on one. USB access ports are great when they are in the frint of the computer, and terrible if they are on the back like on some computers in knowledge common.
- Smart classrooms should be designed so that the projector screen doesn't get in the way of the whiteboard! This way the prof can use both at the same time!
- Faster, more reliable wireless access is needed.

- the education building needs wireless! you can only access wireless internet from some spots in the building.
- I appreciate the wide availability of computers for student use on campus.
- plugs plugs plugs!
- I rarely use the computers in Rutherford because they are not as user-friendly in regards to the internet compared to Knowledge Common.
- -i am dissatisfied with the extent of the wireless networks - some classrooms work and others don't in the same buildings - if wireless is available in a building, it should be available in all rooms in that building
- -it is so inconvenient to find available plugins for my laptop in so many classrooms
- -i think that the chairs with attached desk space are useless. the available desk space is so often less than the size of a standard piece of paper (which makes no sense to begin with!)- this is ridiculous, especially when trying to balance an expensive piece of computer equipment on top of it. it would be nice to have full size desks or tables to work on -
- -spend the 1.3 million dollars saved from the credit card fees and update some classrooms already! i hate paying money for outdated classrooms that are falling apart - buy some new chairs/desks already!
- None
- Would love to have wireless internet access for the entire university. Also i can not remember how many times i have been in an area that claims to offer Wifi and can never get a connection or can only connect if i am in a certain part of the room i am in.
- Wireless Internet Service is crap.
- All the chairs that are in front of any computers should be adjustable to decrease the results of poor posture.
- The classrooms and labs could be cleaned more often
- Get more Smart classrooms in the Ed. building. It seems to me that we are spending huge amounts of money to go to school at the U of A, but we do not have the technology that is required in this day and age. I have had a lot of classes now in classrooms where there is still a chalk board! It's pretty sad that some of the money we spend can't go into nicer facilities that have desks that actually fit adults, or at least a computer you don't have to wheel in from the library.
- The U needs more laptop plugins!! (ie more in Rutherford library, Cameron library and in SUB!)

- Security is also another big issue in study halls and libraries. You have to constantly be on guard to ensure your computer, bag or any other possession does not get stolen. There must be some way to improve this; perhaps installing cameras.
- Coming to U of A from Grant Macewan, I expected U of A to be an improvement. I pay more for tuition and in the community of Edmonton U of A is seen as the highest regarded institution to receive your education. Comparatively, Grant Macewan far exceeds U of A in the realm of technology. Although harsh, I would say that my high school is on par with U of A, atleast the technology I'm given access to. To often, I wonder how my tution is being implemented towards my "heightened" education.
- More labs where there are no classrooms held. Currently knowledge common is the only computer lab that I can think of that doesn't run classes and it is usually full. So it's pretty hard to find space during peak hours. MORE MAC LABS TOO!
- I normally have to write with SSDS when exams have long written answers, so having all exams on a computer for everyone would save everyone a lot of time, effort, and expense as I wouldn't need any speacial treatment. I'm sure it would also cut down on wasted paper, and give instant results for multiple choice which would be better for everyone involved espeacially the professors.