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Introduction

The Information & Communication Technologies (ICT) department conducted an Information Technology (IT) survey in Spring 2015. The survey was released to all NMSU students enrolled at the Las Cruces campus. The purpose of this survey is to help determine the technologies students are currently using and would like to see implemented at NMSU.

Questions were gathered from departments and committees who support technology. Participating departments included the Faculty Advisory Committee on Technology (FACT), Online Course Improvement Program Board (OCIP), Instructional Innovation and Quality (IIQ), Academic Technology, the Library, and the ICT Leadership Team (LT). Data gathered from the survey questions will be shared on stp.nmsu.edu. The data derived from the survey is summarized in this report and will be used to help determine future IT project proposals, as part of the Student Technology Fee projects for the NMSU Las Cruces campus.

Each year, Information & Communication Technologies (ICT), with the advisement of the Student Technology Advisory Committee (STAC), work to complete a proposal to continue the Student Technology Fee. The funds from this fee are allocated to IT projects benefiting students and recommended by STAC. Each year, STAC, FACT, the Associated Students of New Mexico State University (ASNMSU), the Student Fee Review Board (SFRB), and other NMSU leadership have requested additional feedback on IT services from the general student population. An IT survey is used as a method of collecting this feedback and is conducted every two years to help evaluate NMSU student IT services.

Student IT Survey Results

The Student Information Technology Survey 2015 Report summarizes responses from 1,732 NMSU students. Each question within the survey was designed to obtain an answer that is based on the student’s opinion and perception. Although some questions required an answer, they are all voluntary. If a question requires an answer, the student has the option to opt out of answering the question by selecting “neutral” or “I prefer not to answer.” Of the 1,732 students taking the survey, 1,546 of them completed the entire survey. An 89% completion rate. All questions relate to technology with the exception of the first four questions, which are intended to collect demographics on the student respondents.

Question 1. Prize Drawing

The prize drawing for students who visited the survey link was made available on the entry page of the survey. The students had the option to enter their NMSU email address to enter the drawing. The drawing was conducted at the conclusion of the survey. Prizes given away included: iPad mini, Beats by Dre, and Starbucks gift cards.

There were 1,635 students who provided their email address to participate in the prize drawing.
Question 2. What is your class standing? (Demographic Question)

The chart below represents the overall class standing of respondents surveyed. Of the 1,685 students, 432 answered their class standing as being a senior or in their final year of college, 345 answered they were a junior or were in their third year of college, 248 answered sophomore or second year, 257 answered freshman or first year, and 352 responded with being a Graduate as their class standing. The remaining 98 respondents chose to answer “I prefer not to answer” or skipped the question.

Answered: 1,685   Skipped: 47
**Question 3. Are you currently a full-time or part-time student?**  
(Demographic Question)

Of the 1,685 students who responded to “Question 3. Are you currently a full-time or part-time student?” 70.6% answered full-time, 25.8% part-time, and 3.6% who preferred not to answer. In comparison with the 2012 survey, a significant increase in number of students who participated in the 2015 survey occurred in the part-time category, with 119 student respondents.

Answered: 1,685  Skipped: 47
Question 4. What college does your primary major fall under (e.g., undeclared is College of Arts & Science)? (Demographic Question)

Students were asked to select their primary major and department from a list of choices provided. Those who did not find their college listed from the list of options, commented in the “other” field provided. Combined with the answer options from the pre-determined list of options and those who chose to write in their major are included in the graph below. Although the survey targeted Las Cruces campus students, some students from the Dona Ana Community and Carlsbad campus completed the survey. Of the respondents who answered this question, a larger portion answered they were from the following colleges: Business Management, A&S Criminal Justice, H&SS Nursing, and College of Education Curriculum and Instruction, departments contributed the most.

Answered: 1,649   Skipped: 250
Question 5. Which of the following devices do you use to access the NMSU internet (AggieAir wireless/wired or other connection)? (check all that apply)

This question allowed for multiple responses. Most commonly selected responses included “Laptop/Netbook,” “Cellphone,” “Campus computer (labs and stations),” and “Tablet/iPad.” Of the respondents who answered question five, 84% said they use a laptop/netbook to access the NMSU internet. More than half of the respondents who answered use campus computers to access the NMSU internet. Compared to the 2012 survey results, the number of devices used to access the NMSU internet (Aggie Air wireless/wired) has increased by 3%. In this year’s survey, wearables was added as an answer option. The detailed list of responses for question number five can be found in Appendix A: Which of the following devices do you use to access the NMSU internet (Aggie Air wireless/wired or other connection)?

Answered: 1,589  Skipped: 143
Question 6. How satisfied are you with the following services on campus?

Of the respondents who answered, the majority were either very satisfied or satisfied with my.nmsu.edu at a total of 1,334. Similarly, 1,281 respondents answered they were either very satisfied or satisfied with Canvas (learn.nmsu.edu), 1,136 answered they were either very satisfied or satisfied with computers in the labs. The most dissatisfied services included AggieAir Wireless (not including Housing) and Student Housing Wireless in Rooms, following closely behind were Aggie Print Stations.

The respondents were given the option to provide additional comments for this question. In the comments, AggieAir was mentioned 175 times. Many respondents commented that AggieAir is unreliable, spotty, and slow. In addition, 25 students commented on the Feed digital signage screens around campus, with some of the following comments: it is unnecessary, ineffective, the slides are too fast, and the screens are a waste of money. Other comments, both positive and negative, referenced computer labs and printing on campus. The detailed list of responses for question number six can be found in Appendix B: How satisfied are you with the following services on campus?

Answered: 1,589   Skipped: 143
Question 7. In your opinion, how do most of your professors feel about using technology as a learning tool in their courses?

According to students, 41% selected the answer which states, “Professors believe that technology can be a useful tool and encourage students to use it.” In addition, 28% of respondents believe professors generally integrate technology into the classroom setting.

Those who commented in "other" highly expounded on the professors use and understanding of technology. The detailed list of responses for question number seven can be found in Appendix C: In your opinion, how do most of your professors feel about using technology as a learning tool in their courses?

Answered: 1,577   Skipped: 155

- Professors understand technology and it is fully integrated in my classes.
- Professors believe that technology can be a useful tool and they encourage students to use it.
- Professors treat technology as an option for their classes.
- Professors do not understand technology and do not use it.
- Other (please specify)
Question 8. What types of software do you need that is not currently available in the ICT general labs?

Students were asked an open-ended question regarding their access to software in the ICT computer labs. From the responses received, many students indicated they would like to have access to Adobe Creative Cloud, MATLAB, and SPSS. Many of the requested software mentioned is currently available in all ICT Computer Labs: general Adobe, Microsoft, Adobe Photoshop, Apple Software, and SAS. Antivirus software is available for free as a download to all students for personal devices as well as on the computer lab machines. MATLAB is offered in other non-ICT department labs. Many of the software not available in the ICT Computer Labs may be available for use in department labs. Non-ICT labs are department managed computer labs that may not offer access to this software. Beginning Fall 2015, ICT plans to offer MATLAB in all of ICT computer labs. In addition, ICT will be placing signs on each computer that have the SPSS and SAS software to promote awareness. There were a total of 357 students who chose not to answer this question and wrote in N/A, none, or some other text. The respondents who answered may have provided a list of software. Compiled in the chart below is a summary of all the software listed. The percentage shows the amount of times each software was mentioned.

Answered: 823  Skipped: 909

The detailed list of responses is found in Appendix D: What types of software do you need that is not currently available in the ICT general labs?
Question 9. To what extent do you agree with the following statements?

According to student responses, the use of mobile devices, and online communication tools, enhances their learning, and better prepares them for the workplace. A majority of students said, Canvas as a learning and communication tool, makes them feel connected to their instructor and other students. Many students responded positively to this question versus the minority who responded with a neutral answer or disagreed to some extent with the statements.

Answered: 1,581   Skipped: 151

By the time I graduate, the technology I have used in my courses will have adequately prepared me for the workplace.

2.4% 3.6% 8.4% 19.9% 46.9% 18.9%

I get more actively involved in courses that use technology.

2.4% 3.7% 6.6% 27.0% 40.2% 20.1%

I prefer to register for classes where materials are provided online.

1.7% 5.6% 10.1% 23.8% 35.5% 23.2%

When I entered college, I was adequately prepared to use technology needed in my courses.

1.1% 4.8% 9.9% 13.1% 45.5% 25.5%

Having computer labs on campus helps me to be successful as a student.

3.6% 2.6% 2.4% 16.5% 37.7% 37.2%
Technology better prepares me for future educational plans (i.e., transferring to another degree program, getting into graduate school).

Technology makes me feel connected to other students.

Technology makes me feel connected to professors.

Technology helps me achieve my academic outcomes.

The use of mobile devices in class can enhance learning.

I am more likely to get involved in a campus activity when made aware of it through technology.
Technology makes my education more affordable.

I appreciate instructors who use Canvas (learn.nmsu.edu) as a learning and communication tool in my courses.
Question 10. How important are non-WEPA printers to you? Please select the phrase that best describes you.

This question was written with the intent to collect information about student printing preferences. Students had the option to select the statement they most agreed with in regards to the two printer options available in the ICT computer labs. On campus the two different printing options are referred to as WEPA and non-WEPA. The WEPA stations are a kiosk style printer with several printing options to include printing from the cloud. The non-WEPA printer is the traditional printer connected to a computer station where print jobs are released.

The most common response from students who answered this question was, “I do not have a preference between non-WEPA and WEPA printers” at 31.8%. More often students stated they prefer to use a WEPA printer. While there was a strong preference for using printers on campus in general, a surprisingly large number of students stated they do not print on campus at 28.6%. The detailed list of responses for question number 10 can be found in Appendix E: How important are non-WEPA printers to you? Please select the phrase that best describes you.

Answered: 1,526 Skipped: 206
Question 11. If the Help Desk offered computer equipment repairs for a charge, would you bring your computer to the Help Desk for repairs (Help Desk currently does not do hardware repairs).

The majority of respondents stated they would bring their computer to the Help Desk if they offered computer equipment repairs for a charge at 68.2%. There were 25.4% of respondents who answered “No,” they would not bring their computer to the Help Desk for repairs. Among those who selected “No,” and provided feedback, there was a concern about cost, and the experience level of the students that would be performing the repairs on the computers. The detailed list of responses for question number 11 can be found in Appendix F: If the Help Desk offered computer equipment repairs for a charge, would you bring your computer to the Help Desk for repairs?

Answered: 1,589    Skipped: 143
**Question 12. How important is it that you are better trained or skilled at using available technologies to learn, study, or complete coursework?**

The highest response provided by students for this question was it was extremely important that they were better trained and skilled at using available technologies. Overall, student responses show the importance of technology and its role in their education. A recent article in the Campus Technology publication online, “Research: 6 in 10 Millennials Have 'Low' Technology Skill” by Diane Schaffhauser, highlights the need for higher education to better prepare students with technology skills for their professional careers after college. NMSU ICT can better assist students with the use of technology by increasing their skills with making current software accessible.

Answered: 1,577   Skipped: 155

![Pie chart showing responses to Question 12](chart.png)
Question 13. Give us examples of your needs for training or technical skills or let us know in what ways you want to receive training

(For example: face-to-face, online, a little online and face to face, videos, a presentation style, 1 hour training, 1 semester training, more one-on-one support, on-demand, training given by your instructors, peers, or other staff)

This question was designed to be open-ended in order to learn more about the respondents needs and desires for training. The answers are summarized in the graph below into categories. Those categories assigned to answers included: face-to-face, online, a little online and face-to-face, videos, a presentation style, 1-hour training, 1-semester long training, more one-on-one support, on-demand, and training given by instructors, peers, or other staff.

The response rate is low in comparison to 956 students who skipped this question. Of the 776 respondents who answered the open-ended question, 44.8% chose to describe the type of training they would like to receive by using the examples provided to them in the question. Of the types of training requested, a little online and face-to-face training was one of the most frequently mentioned. To help illustrate related responses, some comments were grouped into categories. See the graph below for a snapshot of some of the more common responses. For the original responses, see Appendix G: Give us examples of your needs for training or technical skills or let us know in what ways you want to receive training.

Many student comments referenced trainings that are already available to them. This highlights the need to communicate these resources to the students.

Answered: 776    Skipped: 956
Question 14. Please rate your satisfaction with NMSU ICT’s computing support and technology services.

Student responses show an overall satisfaction with NMSU ICT’s computing and technology support services. The majority of the respondents were neutral when asked what their satisfaction level was with pricing of services. Students are charged a student technology fee as part of tuition and fees, which covers most of the IT services provided to students.

Answered: 1,523   Skipped: 209
Question 15. Please rate your satisfaction with each of the following services.

Listed in this question were many ICT services where students had the opportunity to rate their satisfaction, based on their experiences. Students were most satisfied with the Canvas, Learning Management System (learning.nmsu.edu). Other services, such as, software offerings, computer labs, and myNMSU (self-service features) trended in receiving the most positive feedback.

Students were overall more positive about AggieAir when responding to this question, in comparison to how they responded to question 18. The large number of “neutral” and “do not use” responses may be correlated with the student’s familiarity or use of these services, such as the Finance System, IT’s help pages (ict.nmsu.edu), Human Resource System, Central Reporting System (Cognos, ePrint), IT Telecommunications services (phone services), Virtual Private Network (VPN) (vpn.nmsu.edu), IT’s PC/Apple Maintenance (work orders), and IT Computer Sales. Many of the systems listed below are used primarily by staff on a regular bases, rather than the students.

Answered: 1,529   Skipped: 203

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Neutral</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
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<tbody>
<tr>
<td>IT Computer Sales</td>
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<tr>
<td>IT’s PC/Apple Maintenance (work orders)</td>
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<td>Virtual Private Network-VPN (vpn.nmsu.edu)</td>
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<td>IT Telecommunications services (phone services)</td>
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<td>Central Reporting System (Cognos, ePrint)</td>
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<tr>
<td>Human Resource System- Overall</td>
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<td>IT’s Help pages (ict.nmsu.edu)</td>
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<td>Finance System-Overall</td>
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<td>Campus data network (wired)</td>
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<td>Help Desk (646-1840)</td>
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<td>Computer equipment in classrooms</td>
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<td>Campus data network (wireless)</td>
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<td>SPAM filtering</td>
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<td>Student System-Overall</td>
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<td>myNMSU (employees self-service features)</td>
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<td>Student computing labs</td>
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<td>IT’s software offerings (Adobe, Microsoft, SAS, SPSS)</td>
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<tr>
<td>learn.nmsu.edu (Canvas)</td>
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</table>

N/A = I do not use
Question 16. How do you prefer to communicate with your instructor outside of the classroom? (Check all that apply)

The primary preferences for students on how instructors contact them outside of the classroom was email, Canvas, and in-person. An “Other” comment box was provided for additional comments. Some students described how their form of communication depends on what works best for the instructor, which may include a combination of ways in how they attempt to reach their instructor.

Although communication “by phone” was a preset answer option to this question, many who commented chose to note they preferred to communicate with their instructor by phone. Other forms of communication mentioned, included Adobe Connect, Google Voice, and hand written notes left in the instructor’s office box. In comparison with how students answered in the 2012 survey, email remains the most common preferred method of communication for students when communicating with their professors outside of the classroom. The detailed list of responses for question 16 can be found in Appendix H: How do you prefer to communicate with your instructor outside of the classroom?

Answered: 1,546    Skipped: 186
Question 17. What vendors/stores do you frequently shop that do not offer student discounts?

Students were asked an open-ended question about the vendors they shop from who do not offer student discounts. The most common listed vendors are illustrated below. The size of the words are based on the frequency they appeared in the comments. Although technology was not specified in the question, students listed vendors who sell technology products. Other types of vendors mentioned offer non-technology products and services. A detailed list of responses for question number 17 can be found in Appendix I: What vendors/stores do you frequently shop that do not offer student discounts?
Question 18. Please provide us any comments you feel will help us improve technology services for NMSU students.

Students were asked to provide feedback on ways to improve technology services here at NMSU. Based on the responses, majority of students requested a stronger and stable wireless internet connection. The next most commonly mentioned improvements were related to printing and computer labs. In the image below, the most common words repeated by students were grouped together. Suggestions for computer lab services included charging stations, free printing services, and copiers/scanners. The detailed list of responses for question number 18 can be found in Appendix J: Please provide us any comments you feel will help us improve technology services for NMSU students.
Appendix A: Which of the following devices do you use to access the NMSU internet (AggieAir wireless/wired or other connection)?

The following responses were provided by students under the fill in the blank section of question number five, “Which of the following devices do you use to access the NMSU internet (AggieAir wireless/wired or other connection)?” The question was designed to allow for multiple responses. Some respondents indicated that they use devices that were not listed. The responses below are in raw form and may include misspellings or other typographical errors.

- I don't use NMSU wifi because it's unreliable, I bought my own hotspot
- Smart TV
- anything i can use, i try to
- wireless router
- Aggie Air hasn't work for my devices for over a year
- wireless router
- I do not use NMSU internet, I am a distance ed student.
- Nintendo DS
- Smart TV

Appendix B: How satisfied are you with the following services on campus?

Students were asked to rate their satisfaction or dissatisfaction with IT services on campus in question number six. Some students chose to provide additional information. The responses below are in raw form and may include misspellings or other typographical errors. Responses are categorized by one or more of the following headings: AggieAir, Housing Wifi, Personal Device, Campus Computers, Canvas, Housing Internet, Digital Signage, Lab, Aggie Print, Printing, Department Technology, Fees, Help Desk, Network Registration, myNMSU, Cable, Lab, Software, Equipment Rental, Distance Ed, Email, Network Connection, TV, Websites, Housing DSL, General, Library, AggieAir Guest, East Mesa, ICT, DACC, Housing, Password, Tutoring, Not Applicable, None, Aggie Transit, and Housing Wired. If the comments are positive, negative, or neutral, they may have a plus (+), minus (-), or asterisk (*) symbol above the category assigned.

- WEPA printers are often down, AggieAir is not always working well in Corbett
- The Aggie Print stations have been out of service a couple time this semester and would be fixed a couple of days later. Also, I've lived on campus for two years and the wireless internet has weak signal. I have to go to computer labs to make sure my quiz or test are safe to save.
- The limit of printing is 20 pages. This does not cover 1 set of required weekly paperwork for nursing. It would be nice if there were an exception for required material. Many students print pages and pages of junk and we get hassled for paperwork we have to have filled out every week for clinicals.
- Not enough WEPA printers on the campus. I have to go all the way to Pete's Place to print.
• Printers in the computer center are extremely slow!
• In regards to the WEPA printers, many times they are not working so I have to go find a different one that is.
• There is not enough Aggie printing stations
• It would be nice if there were more print stations around campus.
• I feel that if there is enough money in the budget, there should be a future investment in Wepa printing stations
• need more WEPA stations!
• Aggie print stations in the housing areas would be extremely helpful (Chamisa lobby)
• WEPA printing is great, Pharos is old, outdated, and unreliable.
• The Aggie Air wireless is really slow in Walden but pretty good everywhere else I have been.
• There are few places of the science hall where there is no wifi coverage for both AggieAir and AggieGuest
• Aggie Air is terrible, Housing internet is OK at best.
• AggieAir and all housing area internet is exceptionally slow. Peak hours are useless. You don't have the required bandwidth for the amount of traffic.
• The wireless connection is very unreliable at times in Vista Del Monte (South Campus). I have switched to the Ethernet and so far so good. Thank you :).
• AggieAir need to be better in chamisa village, ate times it works.
• Aggie air does not work on my iphone
• AggieAir on my iPhone will not connect for me. I always put in my username and password but it always gives me an error message.
• I can never connect to the AggieAir Wireless with my tablet or smart phone.
• Some times AggieAir takes a while to connect to. Some time it also disconnects my phone from wireless and data when I move from class to class and the only way to fix is to restart my phone. Not sure if that is my phones problem (I have a galaxy S5) or something else. It also happens with my laptop when I connect to AggieAir during class but when I get home it won't let me connect to my internet without restarting. Not sure why all of that happens.
• I am very dissatisfied with the Aggie Air. For about 2 months now, I have not been able to load an video: youtube, netflix, etc. on my iPad or iPhone when connected to Aggie Air. It is very frustrating.
• In Jett Hall, the wireless isn't that great in the study areas. Also, it can take 5 minutes to print 5 pages in the CHME computer lab.
• Aggie Air is often slow and many times has failed on me.
• "I lived in housing in 2011, so it has been a while. I'm sure things are much different from my time in the dorms."
I know it is a work in progress, however because I am in the ACES college, there are areas where we don't get wireless at all (Farms, Neale Hall, Meat lab, various barns)

The internet on campus, everywhere has been severely lacking

The aggieair wifi frequently kicks me off of the connection or will say internet access is not available.

No access to Aggie air in preciado park an in other outside areas

The wifi is very slow and does not always work in all of the classrooms

AggieAir drops frequently

You could blanket this campus in decent wi-fi for a fraction of the football team’s annual losses. Seriously, Aggie Air is constantly slow and glitchy because its overloaded by the fraction of a fraction of students that actually use it.

WIRELESS IN CAMPUS IS NOT GOOD AT ALL.

Academic Research Building. Aggie Air is not that strong.

The wifi internet speed on campus is horrible. Most times it needs to buffer just for a 30 second video. What service do you have AOL dialup?

I work and take classes in Gerald Thomas Hall and downstairs the AggieAir access is rather spotty.

Aggie Air and wireless internet around school are very temperamental, sometimes will work and some days will just refuse to connect to anything.

The wireless internet is not very strong in some areas of campus and it makes it difficult to do homework or classwork

AggieAir has been cutting out recently at random. I don't know why, but it has been slightly inconvenient.

Aggie wireless is not always reliable because you don't know if the connection is going to be good or not.

Aggie Air is slow in many buildings including Jett Hall. Only one or two bars of signal in many of the classrooms.

certain areas of campus wifi drops on many devices or is just really slow

Does the school subscribe to dial-up internet services?? The slowest least reliable wifi services. Most times can't even load a 20 second video. I'm usually better off using my personal data that the schools wifi.

AggieAir can be pretty inconsistent at times- low signal, occasional dropouts, sometimes very slow with full signal.

It's sad that I can stand two feet outside the doors of the English Building on the parking lot side and not get Aggie Air.

The internet isn't the most reliable. It's not terrible but with how the internet has impacted learning, better internet could help with that.

AggieAir wireless does not provide a reliable connection in some places on campus.
• Wifi could be better, not all areas on campus offer wifi either
• The internet across campus especially lately has either been slow or unavailable.
• Spend more money on maximizing and expanding the wireless coverage. I work in two different buildings on campus, and there are spots in the building that I work that don't have wifi. I notice this around campus, and it would be great to have more access to it.
• AggieAir is not that good
• WiFi goes down several times which makes it hard to work on campus.
• Aggie Air wireless varies in signal strength from building to building. It is sometimes non-existent in some rooms!
• In some areas the wifi is either very slow, or is really bad in many of the buildings.
• Need meru outside APs sucks when devices catch wifi but signal is too weak so I have to turn wifi off to have internet while walking
• The wireless around campus is adequate for what is necessary, but I believe that a stronger signal and more area would improve its efficiency.
• AggieAir is usually very good, but occasionally the signal strength gets very weak despite having a transmitter located in my office just eight feet from my laptop.
• AggieAir does well with my devices on finding new connections without searching as I travel from building to building. Mynmsu and canvas have many issues regarding organization and function. Email malfunctions when I scroll down.
• Aggie Air Wireless is great!
• Was never able to use the cable TV in the dorms, tried multiple times.
• Canvas is slow. Ran out of rental laptops toward then of a semester. Sometimes AggieAir wireless slow. Seems kind of wasteful and redundant information.
• We used to be able and download a .zip file with all the course files, this semester it is only one at a time... I am very upset about this change. Everything else is good.
• Recently, both my nmsu and Canvas have experienced some glitches. I have especially been experiencing issues with Canvas-getting logged into the system, receiving email, and being able to access Canvas from my nmsu.
• Canvas is awful. my.nmsu.edu is also awful. It is archaic and hard to navigate. I hate how a new screen pops up every time I click something.
• Canvas is a pain in the neck at times. Especially on an ipad.
• Canvas can be a pain in the neck, especially on an ipad.
• It is really complicated to use canvas using apple devices.
• I don't like the mail service in Canvas. It's too slow, I haven't been able to figure out how to "CC" people in messages!
• The App for Iphone of learn.nmsu.edu do not notify when instructors upload homework or upcoming events and also I have tried to send messages through the app and messages were never received.
• Canvas - The quizzes for almost all of the classes I have taken in 2 years are messed up in one way or another. Some of the answers are missing, some of them are placed more than once, some of them even grade the quiz wrong and has to be adjusted by the teacher. This looks unfavorably on a University. How do you think the students feel when they are being taught by an institution that cannot even guarantee that the quizzes they administer are incorrect?

• Canvas was much more student friendly when the To Do list was available. The calendar feature is not ideal for students.

• I cannot access my canvas account and this is problematic when taking an online course

• I do have issues with Canvas, it does on occasion not publish my work the first time.

• I don't like the new canvas phone app very much, it's slow and inconvenient.

• Sick of pop ups in canvas and not receiving notifications on home screen.

• Canvas shows me currently enrolled in past courses.

• Canvas as a whole is good. When the Prof. don't know how to use it, that's a problem.

• "DACC Main Campus, is a far greater Safe Accessibility for Students with Disabilities than, East Mesa.

• Main Campus Shuttle (Less Injuries) (Testing Access) (Stationed Computers)"

• Computer Lab in Civil Engineering building suffers from problems concerning availability of programs. Some days the programs will be available and other days they are not. Also, AggieAir cuts out sometimes when in the Engineering Complex.

• Computer lab in CHSS has very slow running computers!

• The Feed seems like an ineffective way to get information across to students. I think that it is a good idea, but having a replaying slideshow that loops all day desensitizes students I think. Maybe short video clips, like announcements could work? That way they can hear a voice that only tells them the highlights between loops in the slides

• Put more feed tv's

• I glance at "The Feed" once in awhile but I would say that less than half of the time it is something I am interested in or of service to me. In general I have been dissatisfied with print services on campus. Both in Engineering and elsewhere on campus and for that reason usually do not use my allotted print money and have bought my own printer. Printing services are generally slow and several times when I have had printers jam and destroy the papers I was printing I was told that I would only be credited for what did not actually printed. The crumpled illegible papers I was told were printed and I would not be credited for them.

• The Feed should show News22

• the feed is stupid

• Udate "the feed" more often. it always has old information on it.

• The Feed" takes too long to post a tv slide. I would like to see it less than 2 weeks.
- The Feed goes too fast sometimes.
- The Feed" often changes screens faster than I can follow, making it difficult for me to read and understand everything on the slides.
- TV screens are completely useless and unnecessary waste of electricity.
- For The Feed screens, the time for each ad needs to be longer. Some of them are too quick to read.
- The Feed still has yet to gain momentum. It's not a "source" that people actively use quite yet.
- The Feed TV screens should have a pause and back button for local users to read and copy down fully something they're interested in. They won't wait for it to cycle around, it's frustrating when you do and still don't get enough of it read or copied, and the whole purpose of The Feed is to disseminate information.
- The feed has too much info that's not useful that dilutes the important info
- The Feed" is pretty cool except the volume is never on. I really like the computers on campus, except I think that the mac lab in odonell hall needs to run on apple software and not windows. I think students should be able to learn how to get around in mac software more.
- The Feed TV screens are generally good, but they are wasted in Taos. In 10 minutes you have seen everything, then you are wishing for regular TV. When I was student before, I got a lot of my news at Taos: I saw most of the OJ Simpson trial there, and most of the coverage of the Rwanda genocide, along with other important news. Now, my time at Taos is largely wasted. I know that have the Feed avoids requests for other channels, but that is a wimp out decision as far as I am concerned when people can and should be learning things even while eating. 2) One glaring shortcoming of the computer labs is that there is no way to properly work remotely on the CS machines from other campus locations after hours. Someone who has money can remote in and using a proper (i.e., expensive) terminal emulator, will have full access to the Linux machines, while on-campun and poorer off-campus students will not. I see this as an equity issue which should be addressed. I was personally inconvenienced by this even this semester, when my (off campus) computer crashed and I was forced to use Pete's place facilities for after hours homework. When I asked about terminal emulators for remote log-ins, what I found out was that ICT does not support it since the Linux clusters belong to the CS department. When I asked the CS department, the advice was to do what they did--take a laptop with your software and use only the ICT-provided internet, bypassing the security issues. Well, gee, if I had the money for a laptop and the terminal emulator, I would not have needed to go to Pete's place either! I put in a formal complaint to ICT, but last word I got was that it was shuttled off to someone who deals with these issues, and I have not heard back, so I guess it's too hard/expensive/small to do much about. In any event, I know the need may be small, but as an economic equity issue I think it needs addressed
with either: a) availability of a decent terminal emulator/remote log-in to CS Linux from the ICT labs (probably cheaper/easier), or b) at least one Linux system/station with direct line to the CS Linux servers in key ICT labs and especially Pete's place (probably more expensive, but addresses security concerns better)."

- I have only seen "The Feed" at Corbett Center and Frenger. It would be nice to see this in other public areas also.
- I have used the feed several times for my office, and have been very satisfied with quick response!
- I am an online student so many of these on campus resources don't apply to me.
- Distance Education Student: therefore, I do not have access to the majority of on-site services at Las Cruces.
- Online support for distance students is lacking.
- Distance learning student
- I marked neutral on most of the items, as they do not affect me. I am taking all my classes online.
- sometimes its hard to get wifi from sitting area at east mesa daem
- Please change nmsu email provider! It sucks to use on anything (impossible on mobile devices of any kind). Same for canvas, mobile devices are horrible to try to do anything, especially email professors.
- My NMSU email has had some trouble with speed and notification. I wish there was a way to get it on my phone.
- Advertise the Equipment Rental Program. Not a lot of people know about it; I'd guess less than 20% of students.
- As a dual status student, I was told I cannot use the Equipment Rental Program.
- I would like to say that I have thought about using the equipment rental service many times, I just haven't been able to--i think it is an excellent program and would hate to see it go away.
- The keyboards and mouses are almost always really greasy and loose or broken. -WEPA printers are usually out of order. -Canvas is generally good, as long as the professors know how to use it.
- Some of these people are not friendly to work with at all when asking a question. They are very snobby and make you feel stupid when asking something.
- it was ok
- I never had problems on none of these. But I never use housing either because I live in my own house. I do not live around the camp.
- I don't live on campus
- I love NMSU
- Thank you for keeping these programs running so smoothly!!
• I have been trying for months call the help desk multiple times and still can't hook my phone up to the wireless.
• At times, it can be very difficult to get someone on the phone (HELP DESK) or to respond to email.
• Half the time the Help Desk doesn't answer the phone
• The Help Desk is very hit or miss. Seems like more training and a greater emphasis on customer service is needed.
• The student family housing internet dsl has an ok download speed but the upload is horrible especially when you need to upload assignments.
• NMSU Greek & ROTC has horrible wireless internet which services as an enormous inconvience to the residents living there, financially and educationally. Students are often pushed to purchase their own routers in order to have internet, an extra, unnecessary cost since Aggie Air should be provided.
• The wireless networks in housing and in other places on campus was spotty, sometimes it worked and sometimes it didn't. Also, every time I wanted to use my laptop or tablet I had to log into the system all over again.
• The wireless in housing areas (public and private) is extremely slow compared to the wireless in other buildings on campus.
• Aggie Air for the on campus apartments (namely Chamisa) is TERRIBLE. It needs to be fixed, it is not fair that we don't have decent access to the internet when we pay so much to live on campus.
• I pay a lot of money to live in pinon hall and i don't get wifi. I have been told over winter break and spring break they were adding new wifi to reach all of the building and both times nothing has worked.
• The internet in housing is so slow, it is included in the rent in family housing but if more than one person tries to use it you can not watch anything. Some people go out and pay for it extra so they have better service.
• I tried to use NMSU wifi in my dorm room my freshman year. When a problem would arise, i'd attempt to call the help desk, 95% of the time no one answered and the when the phone was picked up they were massively unhelpful. The school's service was slow, spotty, and generally unreliable. I ended up spending a few hundred dollars setting up my own wifi network and hotspot.
• The wifi and internet connections in family housing hardly EVER work! Most of the help desk people can be extremely rude, and not at all helpful!
• Housing (sutherland) is slow....and does not work a lot of the time. Help desk you either have to wait along time or you get someone that does not know what you are talking about or you are required to leave a message and they "never" call you back.
south campus family housing internet is completely unusable. We have to pay comcast because the DSL is unable to load up basic services needed for class such as youtube and netflix (both required for classes we are in) when it even connects at all. there is no other option for family housing that to pay large amounts to comcast.

The internet in the residential areas is absolutely horrible. I lived on campus my entire undergraduate career (4 years), and the internet connections were often very slow or go out entirely. I am very satisfied with the Aggie Air wireless connection that I receive on campus, but when I did live on campus, the residential area's internet/wi-fi was terrible. I graduated in May 2014, so I doubt that the students living on campus now have seen much improvement.

I have lived in north campus housing and south campus housing, and I have consistently had problems with connecting to the internet. It is ridiculously awful, and ICT has never fixed my problems for the long term.

The internet in the dorms is really bad. They tell you you can connect without a router but the internet is absolutely awful without one. It's mediocre if you get a router.

When living on campus the Wireless housing and the ethernet port were not ideal and made online classes difficult

We frequently are without internet access in family housing.

I lived in Cervantes and never got internet from the school.

The Housing internet is pretty bad.

Internet in the dorms is constantly fluctuating. Ethernet ports are too fragile, too.

Internet in housing is not very strong

The Student Housing Wireless in Rooms in Pinon is aweful. I can't get a strong signal and it slows down my phone. Also there is basically no internet in the Lobby of Pinon. It is worse then my room and has no connection.

Internet in Greek housing is terrible.

The wifi in the dorms (Pinon) never works. The Ethernet port has been on and off (but mostly off) for a month and no one will fix it.

Housing internet particularly is very slow wirelessly. I often had to disconnect from wifi and use cellular data to connect to the Internet, or use an Ethernet connection.

I did not want wireless internet in my room in Garcia Hall. When the wireless router was set, my own router was removed without my knowledge. Now that the wireless router is there, my own wireless network is unstable and slow. I refuse to use an open network, since it is unsecured.

I did not request wireless internet in Garcial Hall dorms. My router was unplugged without notice. Since the wireless routers were install, my own router has become slow.
• internet in housing goes out multiple times a day which makes it hard for me to complete assignments and also if the printers aren't working trying to go all over campus to find a working printer.
• Many of the residents in my area do not get wifi.
• Greek Housing has terrible wireless signal.
• Student housing wireless isn't anything superb
• The Greek Housing AggieAir is not reliable by any means.
• i am in RGH and the WiFi bounces from good to bad
• I have never lived on campus but I do have friends that live on campus and I visit them regularly and the wifi can be very terrible.
• Wi-Fi connectivity inside apartment units is consistently poor.
• Terrible internet connections in campus housing are one of the many reasons I moved off campus.
• I get little to no wireless internet in the dorm rooms
• Housing Internet is Terrible
• Wifi in Chamisa is very slow, and almost not reachable from the bedroom.
• The internet at housing is very slow. Since I have an online class and Skype sessions are needed, it is so hard to have a good experience on Skype sessions because the internet is so slow and it always stops or the internet shuts down.
• I believe stronger wi-fi connection in housing would be better.
• Housing Wireless is awful and cuts in and out all of the time.
• I live in Chamisa and hardly ever have consistent wireless internet!
• wifi in chamisa 2 rooms are horrible. Most of the time you don't get any wifi.
• The wireless internet in the rooms could be better. Sometimes the signal is so weak it takes forever to accomplish any work.
• wifi and lan at housing are far away from being satisfying 
• need Faster and better wifi for garcia dorms
• I live off-campus, and do not use the housing wireless
• Some of the wireless internet has a poor connection to my devices, more specifically in some of the buildings, but the wireless internet in the dorms and the libraries are excellent.
• In the family housing, the internet should be upgraded. Every time after it rains or has bad weather, the internet is horrible!
• Have gotten nothing but excuses, misinformation, and shoddy work from ICT. Stopped even bothering with them, they cause more problems on top of the ones they fail to fix. The housing DSL barely qualifies as internet (and is not broadband at all under current standards) forcing us to pay for outside internet to get usable service. The DSL is so shoddy I can barely access the internet, much less get any work done. We don't have a
housing ethernet port, just a phone line for the DSL. Why no AggieAir for all campus? AggieAir seems to work fine where it covers.

- In the computer labs I am embarrassed that I don't know how to use the printer...I am an older student and it is unsettling that I don't get it.
- In computer lab internet is very some but it is free. Ill still use it anyways!
- The computers in the computer labs are extremely slow. Odonnald Hall takes at least 3 minutes to login.
- Lab computer are very slow!!!
- Some of your labs need newer computers, or clean them up. They are painfully slow.
- Wish there were more quiet computer labs with long hours that had iMacs. It can be hard to concentrate in Pete's place, and williams annex has short hours.
- The computers and printers in the labs are oftentimes extremely slow. Oftentimes It takes more than 5 minutes to log on and more than 5 minutes to print a one page document.
- computers take too long to log in
- Lab computer keyboards and mice are beyond needing replaced in many cases.
- When I try to use computers in the aggie close to student family housing a lot of the time something is not working and I cannot access it to print off assignments.. Also housing internet cuts out sometimes multiple times a day which can be frustrating if I am working on a homework assignment.
- I am taking a class that uses Adobe Lightroom. The computer classroom at DACC in the CMT dept on the lower level on has two computers with this software. Sometimes they aren't available.
- Calling the IT help number is great for questions, but I find that trying to get people (in Pete's Place particular) to help face to face is more challenging. Usually if they don't know the answer they end up saying to call and ask the help desk or that I should Google it, which is not what I need to hear when I simply ask an SPSS question. I know it's not a "real job" to them, but I expect them to at least know how I can access some features that the computers have.
- lab workers are lazy and talk too much.
- The computer lab are so clean and the systems are fast enough.
- Campus lab room computers need to be updated quarterly.
- Lab computers lack essential Microsoft excel features and programs like power query
- It would be really nice if we could have a remote desktop option to use programs only available on campus computers such as matlab, mathcad,cad, aspen Etc. It would be really beneficial to have access to these at home by using our nmsu ID.
- I think we should get more computers at the libraries.
- my.nmsu.edu is not intuitive to navigate, it takes awhile to figure out where to click to get where you're going. AggieAir is unreliable on some devices, like tablets. It is often times
difficult to connect to AggieAir in Jett Hall, yet my tablet can connect just fine to AggieGuest in the same room, which is frustrating because AggieGuest requires constant logging in.

- The my.nmsu.edu and Canvas are the most used and needed part of online classes, but are not easily accessed. I would think they would be a predominant part of any or all NMSU web pages not a small icon on the bottom of a page.
- MyNmsu could be improved for mobile devices. Zooming in causes the site features to spread.
- My nmsu is great!!
- Aggie air won't let me connect on my iphone, says it isn't updated with my info.
- AggieAir is very confusing to sign into and has many problems.
- Aggie air will not let me log on. I always have to use Guest.
- Cannot login to internet anywhere on campus.
- When in an academic building, you should be able to use your Aggie username to log on to the wifi instead of having to sign in as a guest every time.
- no comment
- N/A
- Graduated before many of these were implemented
- Neutral answers are services I have not used before.
- I am a staff member, not a student.
- Fix password rest
- I have a difficult time connecting my mobile devices to the wireless network. The connection says that I am unauthorized but I am a full time student, who pays tuition.
- Housing wireless and ethernet is a pain to deal with, even with a router wireless is touchy. Ethernet ports need to be installed or even replaced in many of the unites i've stayed in.
- I live in Sutherland family housing and I am constantly having issues with my internet. I bought a better wireless router thinking that that may be the problem but my internet goes out at least a few times a week still.
- Using multiple devices on AggieAir is a huge pain
- WiFi in housing is horrible, everyone needs their own router to access the internet.
- There needs to be a Wepa kiosk in the Business Complex computer lab, not an independently run pay for print system
- Printers in grad labs often Are kantakerous , under grad labs have crash issues.
- It is highly annoying that we are required to bring our own printer paper but you do not provide our campus with a duplex printer to save paper. For as much as we pay in fee's and distance learning fee's and having to take classes via TV screens (which is a horrible experience), the LEAST you could do would be to save us money on our own paper by
providing a duplex printer. Better yet, INCLUDE paper into our fees. What legitimate college doesn't allow their students to print papers?

- We hardly have any printers available to us near the Engineering Buildings! A lot of us Engineering Majors feel really "left out" when it comes to the availability of these printing stations. I never even use my $20 of free printing money because people are always on these computers at the library when we actually go and try to use them. These computers should be put on timers so people don't stay on them all day.
- print: not always correct, does not always print double sided
- My only complaint would be when it comes to printing in the WEPA printer within the Williams Building there is nobody readily available in case of a paper jam or other printer malfunction. There should always be someone there or nearby to stay on top of that.
- the printers are in need of service too often. VERY inconvenient
- print stations in the lab- a print job should be only available for 5 minutes. later it should cancel itself if job is not done. because most of the times the print job is given then the student realises the printer is not working or has no paper. so when more paper are installed the printer first does the pending job which is not needed at the moment. so i wud say the printer should have a constraint to keep the job pending for 5 minutes and then delete it or ask the user to cancel the job before switching off the system.
- I LIKE TO GO WITH THE TUTOR THEY HELP A LOT
- Ability to watch TV on various televisions, particularly Corbett. On the weekends, there is no discernible reason why I can't watch sports on a different station.
- TV screens should play more educational programs, not just mtv or fox news
- The nmsu.edu takes time when off campus but on campus runs quickly. Housing DSL could be faster but ok for low internet use. Never used Equipment, or Ethernet Port and TV screens are very informational.
- school website is always slow and always have problems logging in.

Appendix C: In your opinion, how do most of your professors feel about using technology as a learning tool in their courses?

The following response were provided by students under the fill in the blank section of question number seven, “In your opinion, how do most of your professors feel about using technology as a learning tool in their courses?” Students were given a list of options to choose from in a list. Some respondents choose to provide additional feedback. The responses below are in raw form and may include misspellings or other typographical errors.

- I have had both experiences: fully integrated and partially. Both courses were fine
- B and E. They want you to use it but don't necessarily know how to use it themselves
- Depends on the teacher, I have had both sides of the spectrum
- last semester my professor didn't know how to turn on the speakers
- Pencil and paper by hand is the way to learn many topics.
- Some don't use at and some are very dependent on it.
- I was majoring in Early Childhood, now just minoring. But as future teachers technology is very important to incorporate in the classrooms because we live in a technology world.
- Professors understand technology and sometimes integrate it into classes.
- Teachers rely a bit too much on technology, sometimes to the students' detriment. Online-only homework assignments are more difficult for people like me.
- Since I am a DL student, I have to assume that the instructors are well versed in the technology. I haven't seen anything suggest otherwise.
- I travel for classes at main campus and would like more options to have courses online or video cased.
- It varies. Some professors are on top of it while others seem to struggle with it.
- It's a combination. Some teachers use it really well and it is moderately integrated in my class. Some teachers suck at using it, and are really disorganized but it is heavily integrated in the course. And one teacher I have never uses it and doesn't post grades anywhere, so it's kind of hard to keep track of my grade in the class.
- Professors treat technology as an option/tool, but many have no idea how to use it. In turn, it confuses students.
- I do not use technology in my classrooms.
- Professor Dr. Bartley from FCSE does not understand technology that well.
- Not sure how they feel.
- I have not had any issues that would sway me either way.
- Only allowed to use a calculator on phone.
- Professors believe that technology can be a useful tool and they encourage students to use it. Professors treat technology as an option for their classes.
- Some professors are very familiar with technology & make great use of it. Others are technologically challenged.
- Fix password rest.
- This one is all over the map. I have not had any professors that do not understand and do not use technology but it equally ranks between the other three options you provide here.
- Some professors know it really well, others never use it.
- Some prefer technology, and some do not really understand it.
- Professors understand and try to use technology in class but it frequently malfunctions.
- Always problems with tech in classrooms.
- No complaints in my one class on campus.
- Some professors like technology and others are completely opposed to it.
- Some of my professors fully integrate technology and use it to add to my classes...others do not really understand how to use it. It is a mixed experience.
- It's required for the classes. I don't think they all enjoy using technology. It just depends on the professor.
- Some professors do not like using technology.
- I have only taken online courses so I don't feel I am qualified to answer on behalf of my professors.
- Between Professors treat technology as an option and do not understand technology and do not use it.
- Not all professors believe in technology integration. Some heavily, some lightly, some not at all. Causes confusion amongst multiple classes.
- It really depends on the professor.
- My professors use technology as a learning tool but don't always know how to operate devices.
• Professors use it but over uses it when it comes to out of class activities when an in class course.
• canvas requirements in studion art courses are a waster of time and I resent having to pay the online course delivery fee for them. Rip off.
• Professors use technology but have a poor understanding of how it works.
• OK with technology, but wide criticisms of using Canvas
• It is mostly only used for powerpoint presentations and even then some don't know how to use it.
• online courses mostly self taught, professors should use recorded webex or similar. would be great if books provided online
• Some use it others don't.
• I have professors at both ends of using it extensively and with limited use.
• The older professors try to incorporate but have problems with it
• All of my courses are through canvas, some use the options available through canvas very well. Others, not so much.
• Professors use the technology, but seem to have little knowledge in it. That's why most of the students are failing. Technology is harming our learning.
• This question is too general. Most of my professors understand tech and it is fully integrated in my classes but there are a couple who are old school all the way.
• It's a mixed bag, some hate it and some love it but none know how to use it.
• Have difficulty using it but want to use it as a learning tool
• Professors usually apologize and complain about Canvas
• Nearly every Proff has complained about Canvass and apologized
• most of the time it is the case as specified above. but sometimes they can use things
• Most pros understand. Some classes in the ed. dept are taught by Emeritus pros who often don't effectively use canvas.
• mixed, some Profs are tech saavy, others are technophobes
• Mix of useful tool, and optional/hassle to use for them
• all my professors use technology but one which makes it hard to access my grades
• Professors use it when needed
• half use it, half ignore
• many profesors see technology as a nessary evil
• N/A
• Not taking class that requires this technology
• Some professors embrace the use of technology for their courses, while others do not include any technological teaching methods whatsoever.
• I've had professors on both ends of the spectrum. Some understand it and use it and some do not!
• I have had some professors that do not know how to use technology, when it is easier for us as students to get everything in one place. They were coming up with excuses on why they never learned how to use it.

Appendix D: What types of software do you need that is not currently available in the ICT general labs?

The following responses provided by students under the fill in the blank section of question that were not grouped into the graph above for question 8, “What types of software do you need that is not currently available in the ICT
general labs?” Responses removed from the list included, none and N/A. The responses below are in raw form and may include misspellings or other typographical errors.

- 2013 word processing
- 2-sided printers
- 3D Modeling software (NX Unigraphics and SolidWorks)
- A better OS to use other then 8.1!! Should of left Win7, till Win 10 came out!!!
- A free statistical analysis program such as SPSS
- A scientific Calculator software could be useful especially since this product is so expense.
- access to engineering software on the general computers, remote access to engineering software from off campus
- ACL and Smithville
- Adobe
- Adobe Acrobat
- Adobe Acrobat. Need more software available for remote students! Software in labs is useless to me
- Adobe and flashplayer
- adobe digital edition, OCS/Lync
- Adobe Illustrator, ChemDraw, Originlab, Grapher
- Adobe in design, Photoshop, and illustrator might be useful.
- Adobe Lightroom and Photoshop
- Adobe Photoshop
- Adobe Photoshop and Adobe Bridge
- Adobe Photoshop.
- Adobe Premiere for my computer (free)
- adobe software such as Indesign, Adobe Acrobat XI Pro, Photoshop, etc.
- adobe suit
- Adobe Suite
- Adobe would be amazing to use when Milton Hall is closed and I can work on my photography assignments.
- Al software that I need is currently already available at the labs.
- All are available.
- All I've used that is a software provided by the school is SPSS. I don't use programs too often.
- All of my software needs have been met.
- All of the engineering software. MathCAD, MATLAB, NX, etc.
- All of the types of software that I need are currently available in the ICT general labs.
- All programs that I use are already accessible.
- all provided
- All software is available
- All software is provided that I need.
- All software is provided. However, it would be convenient to have a free license of MATLAB, like we do for AutoCAD and Microsoft Office.
- All software I've needed to date has been available.
- All software needed has been available
- All software needed is available.
- All softwares are available.
- All softwares I need are available.
- All the software I needed were on the general labs computers, just most of the times the computers processing capabilities were painfully slow.
- All types are provided
- Almost every program i have used it great.
- Am not familiar enough with ICT general labs to know what they offer.
- An .xps viewer
- An updated, larger lab could be used in the counseling department for grading materials that require the specific computer programs.
- anti virus
- Anyone
- Anything Linux-based
- Apple software.
- Arc GIS
- ArcGIS
- ArcMap
- ARCMap
- ArcMap and ArcCatalog
- As a student I want better access to Internet security like Sophos
- As noted in my comments for #6 above, the labs need a decent Windows and Mac to Linux terminal emulator and remote log in (the suggested SSH's
like Putty is NOT enough). What is needed is something like MindTerm (http://www.cryptzone.com/products/mindterm/overview; see features comparison at http://en.wikipedia.org/wiki/Comparison_of_SSH_clients). A web-based terminal emulator may also work, as long as it can handle showing the full GUI of the terminal it is emulating.

- Auto Cad
- Auto desk adobe
- AutoCAD, Adobe pro (to manipulate PDFs), Google Sketch up 3D modeling
- AutoCAD, MathCAD
- autocads 3d and 2d
- Autodesk
- batter chargers for labtops, etc.
- Being a CJ major we don't need much software other than microsoft office. I know of a few engineering students that complain about the lack of certain software that is not available to them.
- "Blender!
- I know Maya is the boss in terms of digital media. But what about of us that want to do that stuff in their own free time? Obviously we won't be splurging on Maya and at some point in time in our lives, those of us doing it for fun will not be able to download Maya for free.... so classes on Blender, Maya's formidable freeware foe, will greatly benefit and be able to create stuff because we won't have any costs upfront.
- All we'll have to do is download Blender for free no matter what and that's a cause I'll stick by through thick and thin :)"
- Box Cloud Technology
- "c++
- nx9"
- CAD
- Cad, Ms Office
- CADD all types, Google Earth, GIS.
- Can't think of any
- Can't think of anything
- Can't think of anything...
- Canvas, Word, Excel, PowerPoint.
- Chemdraw
- Chemical engineering programs such as Aspen.
- color printers
- Computer
- Computers/Printers
- consistent internet connection! the aggieair station is very unreliable in my office
- Copiers and scanners
- copy machines
- Currently, none.
- Data set technologies
- Docking stations for Surface Pros, smartphones, and tablets. Docking station is a easy hook up that provide keyboard mouse and a bigger screen. It would be nice if students could just connect their devices. It is not super common right now but it will be very soon.
- don't have enough macs
- don't use general labs
- Earphones
- editing software
- end note
- EndNote
- Every single computer software that i need at the moment is currently available at the general labs
- everything i need is available
- Everything I need is available in the general labs.
- everything I need is in the lab.
- Everything I need is there for me to utilize.
- Everything I need, I have been able to find and utilize.
- everything is available
- Everything is current with my needs.
- everything is good
- Everything I've needed has been available.
- Everything that I have needed the ICT labs have had! Very helpful.
- eviews program
- Excel Ad In Power Query,
- excel power query
- Excel Solver
- Faster Browser
- Film editing software.
- Final Cut
- Final Cut Pro, instead of Premier. Adobe Creative Suite on more if not all computers.
- Finance Software
Fix password rest
Forensics
From my knowledge you all have it all.
G
Garage Band
GIS programing somewhere that is open more.
Good
Good
good free editing software
google drive and google docs
Graphing software like "Igorpro", citation software like "ENDNOTE"
Graphpad prism
Hardware help is needed more than software
Has Everything I Need.
Having screencasting software would be great. I don't have a computer at home and some of my courses require screencasting. I had to go elsewhere to complete those assignments.
hey have all the software I need.
hookups/capability to connect tablets (for drawing)
I am a distance learner, so I have never used the ICT general labs.
I am not really sure. I have not used them much
I am satisfied with the options given. The library needs a huge update though on MS office
I believe ICT has all of the available software you need already to satisfy students needs.
I believe that all software that I have had to use is available in the labs.
I believe the messaging system (outlook) could be improved with easier usage. The Feed is alright, but I dislike it when it plays sounds. (esp- in computer labs)
I believed I'm offered everything I need here at NMSU.
I can't think of any
I can't think of any types of software, besides what is already available.
I currently do not need any software.
I do not know
I do not use the labs so not sure.
I do not use the labs.
I DONT KNOW
I don't know
i don't know
I don't know
I don't know much about the ICT general labs.
I don't know where the ICT general labs are.
I don't know, I've never used them.
I dont know.
I don't know.
I don't know. Never been there.
I don't need to use the labs
I don't use general labs.
I don't use ICT labs.
I don't use the labs so I'm not sure what software is currently available.
I don't use the labs.
I feel satisfied with the types of software available currently.
I feel that the current software that is used for classes is already on the computers.
I generally have everything I need.
I have all that I need for school
i have almost everything i need.
I have everything I need.
I have found the ICT general labs very helpful. I don't need any specific software for my major so what is provided is proficient
I have had all needed software.
I have had no issues with software
I have never been to the ICT labs.
I have never used an ICT general lab.
I have never used the ICT general labs.
I have never used the ICT general labs.
I have no clue.
I have no issues with any labs I have worked in.
I have not had this issue.
I have not used the ICT general labs.
I have not used the labs.
I haven't come across any yet.
I haven't ever used one of the labs, what sort of software do you have? How can i find out more?
I haven't had any issues with this
I need the software available on all computers that we use for my biomechanics class.
I needed statistical software...looked all over campus and it is only available in a few. SPSS
- I only ever use Microsoft Office when I am at the labs and that is on the computers.
- I only need to use what is already available.
- I only use basic software that was equipped.
- I think that all that I need is available.
- I think there needs to be more WEPA printers because if the only printer is out of order then I can't print.
- I think they have all the software available in all ICT general Labs
- I think we have access to everything needed
- I use matlab a lot but I'm not sure if it is in all computers
- I use matlab but I think they have it
- I use my own computers primarily, unless professors demand Linux specific instruction. I have too large of a list of software as a professional developer.
- I use my own software.
- I use the software from the campus
- I would like to be able to purchase an adobe acrobat that can print to pdf at a reasonable rate. some professors demand all papers be pdf'd.
- I would say Adobe suite software but there seems to be enough specific computer labs in the art building, so nothing comes to mind.
- ICT labs have general software that are useful.
- ICT labs were not used often enough to determine a need
- Idk
- IDL
- If you are not familiar with certain aspects of the internet or computer usage, it would be beneficial to have a starter course as a freshman to help guarantee understanding and ability to get full use out of it.
- I'm not sure if it is offered somewhere and I just haven't found it, but it would be really nice to have a few computers with the Adobe CS6 suite. I might not be aware of it because I'm not in a program that would commonly use software like that, however I have a had a few assignments where this software would have been wonderful to have access to.
- I'm not sure....
- I'm satisfied with the software available at student access points at NMSU.
- InDesign

- Ios8
- Ipads/tablets for the students to use/rent.
- Issue is not with available software, which is generally well-rounded, but the age and obsolete quality of the lab computers makes many productivity and more advanced software unusable due to failure to upgrade on a reasonable schedule. 10 year old computers are not acceptable, especially given significant changes in computing technology. For example, 10 years ago USB drives were only starting to get used, now people generally have several. Modern computers use different processors, RAM, secure operating systems, and larger hard drives to facilitate the use of modern programs, especially those that have to do with research.
- It has it all.
- it is okay
- It would be helpful if for CMI students Each semester they could have access to the adobe creative suite in other places other than the CMI labs for free. The CMI labs are usually full and during heavy traffic times they crash.
- It's good.
- I've never come across anything I needed and didn't have access to.
- LabVIEW, MATLAB
- Lockdown browser
- Lockdown Browser is not available on all computers
- Lockdown programs
- Mac computers, and reading software
- Mac OS.
- Major specific software, such as NX which is available only in Engineering labs.
- Many adobe programs are exclusive to the art department labs and it would be a lot more convenient to have them more widely available in the general labs.
- Many of the required business information systems programs can only be operated on PCs and cannot be accessed from the ICT labs or the library system. This forced me to buy a PC that I didn't otherwise need so that I could pass two required classes.
- MathCAD 3.0, Polymath
- Mathcad or Matlab
- Mathcad, MatLab, and Aspen
- Mathematica Wolfram
• Matlab
• Matlab
• Matlab
• Matlab
• MATLAB
• MATLAB
• MATLAB
• Matlab
• Matlab
• matlab
• Matlab
• Matlab (in engineering labs though)
• Matlab and NX 9.0
• MATLAB nxcad
• MATLAB!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
• Mat-lab, but that is ok. It is available in the engineering labs
• Matlab, MathCad
• Matlab, Mathcad
• MATLAB, MathCad
• MATLAB, MathCAD, BaseCamp
• Matlab, Mathematica
• matlab, siemens nx, office
• matlab, windows 8
• Maya, Motionbuilder, Photoshop, Vicon Blade
• maybe a newer version of a anti virus
• matlab is randomly in some computer and not others.
• Microsoft
• microsoft
• Microsoft Office
• Microsoft Office
• Microsoft Visio
• Microsoft word is not available in TB 3rd floor labs
• Microsoft word PowerPoint and excel
• More available computer and printing stations
• More design software for engineering
• More SAS
• Movie editing software- Final Cut Pro
• MyItLab
• myITlab, SAP and Peachtree
• N/A all software necessary is available at the labs.
• n/a do not use ICT general labs
• N/A do not use labs
• n/a I've never used ICT labs
• n/a. All the software I use is available in the ICT labs.
• N/A. We need microsoft word, and other word processing programs, as well as powerpoint. But I'm pretty sure ICT has all those.
• N/A-I don't use the computer labs on campus.
• natural reader
• Need to be able to update the most current java.
• Never used
• No
• No answer.
• no clue?
• no comment
• No. I need to using Oracle data modeler, SAP system this semester. I found them in BC lab. That really helps me.
• None as of now
• None at the moment
• none at the moment
• None at this time
• none at this time
• none everything is fine
• None have come to mind. Everything seems accessible.
• None I can think of at this moment.
• None I can think of.
• none really
• None really, at least not software to do homework (which is all that people should be doing on those computers anyway).
• None so far.
• none that i can think of
• None that I can think of at the moment
• None that I can think of at this moment. NMSU is very technology forward
• None that I can think of right now.
• None that I can think of.
• None that I have run into this far into my degree.
• none that I know of
• None that I know of ...
• None that I know of right now.
• None that I know of.
• None that I know of.
• None that I know of.
• None that I'm aware of
• None!
• None, everything i have needed when going to those labs has been available.
• None, ICT has all the softwares I've needed.
• None, that i know of.
• None. The software is good.
• None. I only use them for printing and web browsing.
• None. The labs had everything I needed.
• Not all of the labs have the Responds Lockdown browser.
• Not anything that I can think.
• Not applicable.
• Not really sure. I never had trouble with anything and everything I needed was there.
• not software just better servers
• Not sure
• Not sure
• Not sure
• Not sure
• not sure
• not sure
• not sure new to using the computer for class and class work. can use more hands on training courses.
• not sure what ICT labs even offer.
• Not sure, but maybe photo software programs?
• not sure, I am taking on line classes at the moment
• Not sure, just updated versions of Microsoft office
• Not sure.
• not sure.
• not too sure on this
• Nothing at the present time.
• nothing comes to mind
• nothing i can think of at the moment
• Nothing I can think of.
• Nothing I need.
• Nothing I use is available in the campus computer labs. Programming with a text editor in Python with apps for Github etc.
• Nothing is needed
• Nothing that I can think of
• Nothing that I can think of
• Nothing that I can think of
• Nothing that I can think of
• nothing that i can think of
• nothing that I know of so far
• Nothing.
• noting
• Nvivo, SPSS
• NX 9, python....IDK.
• NX 9.0
• Occasionally I've needed to scan documents for class. This isn't an urgent need, just something I've noticed but haven't found a solution for on campus.
• Offer Windows discount for students!!!
• Only specialized writing software, but I've got that sorted.
• Oracle SQL Developer, SAP
• Origin/IGOR, Photoshop, Illustrator
• Panopto
• PASCO
• pdf editor (converter to doc)
• Phone charging stations
• Photo editing
• Photoshop
• Photoshop
• Photoshop
• photoshop
• Photoshop
• photo
• Photoshop
• Photoshop
• Photoshop that is usable. The scratch disks are never up to capacity.
• Photoshop would be a helpful addition
• Photoshop, Dreamweaver, etc.
• Photoshop, Illustrator, basically all Adobe programs.
• Photoshop, MATLAB.
• Photoshop, newest adobe.
• Photoshop?
• Polymath
• Polymath, MathCAD, MATLAB, Aspen Plus, but those are all provided in the Engineering computer labs so it isn't a huge deal
• PRAAT, endnote, SALT
• Prezi
• PREZI
• Prism
• Prism, Matlab
• Professors have all software they require, though sometimes they wish they could update it more frequently.
• Programming
• Programming Languages as well as Statistical Analysis based Software; such as:- R, MATLAB, SAS etc.
• Psych lab
• PuttySSH, Google Chrome
• R, MATLAB, Visual Studio, SAS
• recorder
• REVIT & Printers
• Safari
• SAP accounting software
• SAS
• SAS
• SAS for statistics
• SAS PROGRAMMING
• SAS programs
• SAS, R, and G*Power
• SAS, TSP
• Scanners
• SIBELIUS
• Skype
• so far all has been available for my courses.
• so far all software I use is available.
• so far so good
• Software - Adobe Photoshop, adobe acrobat pro
• Software for all types of majors should be available at the libraries that are open late.
• Software that engineers use, but I wouldn't expect ICT to purchase those licenses.
• solid works 2013-2014
• Some sort of file compression program (e.g. 7-Zip), a screen recording program would be very useful (personally, I use Camtasia Recorder, but there are other alternatives available), some text to speech program (I use Balabolka on my desktop), and also, Evernote would be useful. I would also recommend notepad ++ (for my occasional programming needs), and finally, some sort of file conversion software (I use FormatFactory, but I wouldn't recommend it for this application).
• some type of update that allows to play videos because it currently is not available
• Sometimes for my projects I need a software to edit my videos and audio for my broadcast class and multi media classes.
• Sometimes you need to print more things as: power points, study schedules, and more and a limit of 25 pages even if you do back and front is not realistic. If all printing pertains to school than I believe it's valid and if not should have the 25 page limit. Also only at Pete's place is there color printing; color printing should also be available at the DACC library. At the library things are run smoothly and they are thoughtful and understanding.
• sootier, but maybe this is so because it requires a personal account?
• specialized software--vector works and cinema 4d does not need to be in all labs.
• SPSS
• SPSS
• Spss
• SPSS
• SPSS
• SPSS
• SPSS
• SPSS
• SPSS
• spss and nvivo not available in all labs and sometimes there are classes in the labs that have the programs and we can't use it all the time.
• SPSS in computer labs.
• SPSS was only available in one lab. SAS is another.
• SPSS!!!!!
• SPSS, SAS, AMOS- Any statistical software
• SPSS, NVIVO
• Stata, GAMS
• Stata, GIS
• Statistical programs such as R, Matlab, GIS
• Statistics programs like SAS (which is in some labs, but not in all of them)
• Statistics software required for Biostatistics classes
• Tablet
• The ACL software for Auditing classes.
• The latest Microsoft update.
• The main thing need from the ICT labs are Internet and Microsoft office and both of this are fully provided.
• the software is fine, the computers often seem to have trouble running it though.
• The software on the lab computers is sufficient for my needs.
• The software that is provided from the ICT general lab is all i have needed
• The university does not offer much in the way of statistical software to students. I believe this to be a huge disservice to your student population. If NMSU wants to be taken seriously as a research institution, it needs to off more in the way of statistical software to every student, on every computer.
• There has never been a software I need that has not been provided.
• There is not a copier in the lab I most frequently use, only a printer.
• There is nothing that i currently need.
• There isn't any software that I need that isn't available in the labs.
• They are all available.
• they have all i need thus far
• They have everything I need!
• they have mostly everything
• They have the basic software that I need.
• They offer all the software that I am needing currently.
• this is the most I've ever used a computer, I'm not sure
• Ubuntu as OS
• Unknown, do not use the lab
• Unsure
• Up to now, the types of software needed for my classes are provided by the ICT general labs;therefore, I have no suggestions to make for this question.
• Updated Physics Programs in Intro to Acoustics
• Updated versions of programs such as Firefox, Chrome, Adobe Reader, etc.
• Usable scanners and their software
• Virtual Learning tools. Lectures online.
• Virtual Machines to run Linux OS's for work with Computer Science home work (it would be nice to work at other locations than just the cs lab)
• visio , spss
• Visual studio 2013
• Visual Studio, Microsoft SQL server, MySQL and Eclipse IDE
• What I need is available.
• what I use is available
• windows
• windows 8
• windows virtual photon analysis software
• Word and I am able to do my BCIS homework on it too.
• Would not know to be honest

Appendix E: How important are non-WEPA printers to you? Please select the phrase that best describes you.

The following responses were provided by students under the fill in the blank section of question number 10, “How important are non-WEPA printers to you?” Students were given a list of options to choose from. Some of the students chose to utilize the fill in the blank option to identify their preference, rather than using the preselected options offered. The responses below are in raw form and may include misspellings or other typographical errors.

• I dont know what this is
• I have no idea what a WEPA printer is
• I use non WEPA printers regularly
• But need more of them  
• I do not know what the difference is.  
• Need more WEPA printers  
• Why use WEPA when I can use athletics  
• I have my own personal printer  
• I use WEPA when I forget to print at home  
• What is a WEPA printer? Might want to exlan what that is in future surveys.  
• Paying to print irritates me. I pay a thousand dollars a class for tuition, I should be able to print whatever I want.  
• the lines always seem to be long, perhaps it would help to set up more printers?  
• I don't know what WEPA printers are  
• I mostly use non wepa printing, only because there isn't one by any of the engineering buildings. Which is really annoying because only wepa printers print in Color. I would like to print in color without having to walk all the way to the library.  
• i dont know what WEPA means  
• What's a WEPA printer?  
• What in the world is WEPA?  
• I have my own printer.  
• I print in my department's computer lab  
• WEPA printers are often not useful to me because they are often closed for service  
• I dont know the difference  
• They are both useful in various ways.  
• I don't even know what non-WEPA printers are.  
• i have my own printer in my room  
• Very important. The non-WEPA printers are the only ones I can get to work. Even in the library they weren't able to help me.  
• as long as i can print for free it doesn't matter, my favorite place to print is in the engineering lab. I try to avoid wepa  
• I have a personal printer at home that is my primary source to print.  
• Fix password rest  
• I do but it is a last resort  
• What is a WEPA printer?  
• none  
• I use the WEPA printers specifically for when I have to print in color.  
• WEPA printers never work!  
• It depends on if I have funds on my aggie ID  
• I don't know what non-wepa is  
• Not sure what WEPA printers are  
• I use both.  
• I have no idea what WEPA printers are.  
• mostly use WEPA but in the Chicano labs the printing is also useful as well as in the honors college  
• I don't know what WEPA means!  
• i don't use the printers on campus  
• what are non-WEPA printers?
I do not know what WEPA stands for? I don't know.
I use the printers but for more pixelated images the quality was low.
I don't know what WEPA means
Not sure what this means
I do not know what WEPA is, but more printing options would be nice.
I have no idea what non-WEPA printer is :
They are very convenient until you run out of ony on your campus card.
I don't know what a WEPA printer is.
I don't know what that is
what is WEPA printers
I print for free at DACC!!!!!!!!!!!!!!!
I lean toward non-WEPA, but not strongly enough to say that I prefer non-WEPA
Would use WEPA all the time if they actually worked
i enjoy the fact that the WEPA printers are available but my first choice is my personal printer.
I don't know what WEPA printers are
What the hell is a wepa printer?
I only use WEPA printers
I don't print on campus because it costs me money! ;)
Engineering has their own printing account each semester
i don't know what WEPA printers are.
I have only use these printers especially because I am able to use my allowance card
This semester I don't print on campus. But previously, I was only aware of WEPA printers
have no idea what a WEPA printer is
I do not know what WEPA printers are
I do all my printing from the printers provided within my department
print in department lounge
Can you use aggie print money on non-WEPA printers?? Where are they located?
Printing is far too expensive. On top of that, I completed my entire undergrad without knowing I had money available for printing - no rollover funds.
Most of my printing is at home and the rest is in our private lab not sure if it is a WEPA printer or not
I don't understand the question
I don't know what WEPA is
I do not know what WEPA printers are.
What is a WEPA printer?
I really don't mind if it's WEPA OR NON-WEPA
I do not know what WEPA stands for
I use the free astronomy department printers
Do don't know
I use both!
What the heck is a non-WEPA printer?
I have no idea what this is, not sure we have this option.
WEPA is a great idea but is completely unreliable and slow so I often don't use it even though I would prefer to
don't know what that is non-WEPA?
• Usually print at home
• non-WEPA printers are useless because most students don't carry around coins and if you desperately need too print something you can't because the WEPA printers are across campus.
• there needs to be color printers on campus

Appendix F: If the Help Desk offered computer equipment repairs for a charge, would you bring your computer to the Help Desk for repairs?

Below is a list of the unique comments that were provided by students in the fill-in-the-blank portion of question number 11, “If the Help Desk offered computer equipment repairs for a charge, would you bring your computer to the Help Desk for repairs (Help Desk currently does not do hardware repairs)” Students were given a list of options to choose from. Some of the students chose to utilize the fill-in-the-blank option to identify their preference, rather than using the preselected options offered. The responses below are in raw form and may include misspellings or other typographical errors.

• I don't know if I would trust a student to fix my computer as opposed to a professional.
• I am unsure if I would access this. I do not live in Las Cruces so I am probably not likely to take my computer so far from home for repairs.
• it's expensive
• I can repair my computer myself. I imagine others would like the service, however.
• I would not know how qualified the student was who was working on my computer.
• I do my own repairs
• I would bring my computer for repair if the help desk provided it's services for free
• Perhaps would use.
• My husband fixes computers.
• I already have someone who I take my computer to for repairs.
• I'm not sure
• also depends on how expensive
• If I'm going to pay I'd rather take it to professionals (i.e. Best Buy)
• My father and husband both are very good with computers, they have always been able to help me with problems like these. But I'm sure it could be useful for others, especially if it's cost effective.
• They already can't fix the equipment they offer for free!
• If i didn't know how to repair my own hardware I would use it.
• was never on campus
• I live in Albuquerque and am taking online classes exclusively.
• I don't have confidence that they won't make the problem worse or break the warranty of a given item.
• I know how to fix my lap top.
• I'm savvy enough to repair equipment. It might be helpful for others, though.
• I do computer repair on my own.
• It depends on the amount charged and the time it would take.
• I am apple repair certified myself
• It depends on how knowledgeable the person doing the repair is.
I would love that, as it stands now I'd have to send my computer out of state to be fixed. I'd be willing to pay a ton of money to have it fixed here on campus, provided it could be done quickly.

I repair my own computers. But I would have no problem recommending it to someone else.

Live out of area
I only take my computer to the apple store
I dont know if i can trust the help desk with my computer
Most likely seek other places for repair. More likely to guarantee work, possibly cheaper.
It depends on how much is being charged because we already pay a lot for school so the repair should be free.

I do not live in Las Cruces.
I have a Mac and I would prefer to take it to Apple
I do not trust student staff to work on my computer
I might, it would depend on the cost
My dad is an engineer, he'll fix my computer for free.
I build and maintain my own computers
Only if the staff is trained and experienced, were not when last visited
College is expensive. It's nice not to pay for something that could help, but it understandable if there is a charge.
My dad is a professional computer tech.
The great thing about it is that it is free, take that away, and I might as well spend my money at a place that has a better reputation
I already ave a computer equipment repair man.
I need hardware repair and I would gladly pay.
This would probably depend on how good i think the computer repair employee is at repairing.
I live 3 hours away from campus so I don't use any campus resources unless they are online
I work in IT in the community, so I do my own repairs
because just like everything on campus it would be more expensive then just taking to a specialized firm or office
I'd take it somewhere else like Best Buy
I would likely go a different business for repairs UNLESS the help desk was decently cheaper, or they developed a good reputation.

Are they qualified?
I use a Mac and would require an Apple Authorized Service Provider to receive service under my warranty.
If Help Desk was Authorized then yes, I'd highly consider it.

Yes, if I were on campus, I would use it if costs were better than outside sources.
If I were on campus, I would probably use them if the cost was better than using an outside source.
i dony know
I have someone in my family that usually helps with those sort of things. For free.
If I'm going to get charged I'd rather go to Best Buy.
fix it myself..
I had brought in my laptop when it broke and the clerks I spoke with didn't do anything beyond attempt to turn it on and off. My troubleshooting skills were more advanced than these "experts."
I said no simply because I know people in CS department who could fix it for me for free.
It would likely be too costly.
Fix password rest
• I do my own repair, though if the cost were low enough, I would consider it.
• I prefer to do my own repairs.
• I need my computer repaired in my home through remote.
• Students would really take advantage of this service if it was to be provided!
• because i do my own repair
• I'm a distance education student.
• I know how to fix it myself.
• I know people who could help for free or I'd likely replace the computer.
• I built my computer and can usually fix it myself.
• Most students can not afford to pay.
• Maybe, I don't know.
• I do not repair technology, as it is already obsolete at the time of purchase. If it fails me, I let it go and try something else. I know what works and I go for it.
• I would not trust the Help Desk with my computer.
• I don't live on campus, so it wouldn't be my first resource.
• I would require some sort of proof of their ability and skill.
• Not no, but maybe. Depending on how affordable the repairs were.
• I know enough about computer equipment to do repairs myself. I can see this being useful for others without my kind of knowledge, though.
• But depends how qualified they are.
• I have a new laptop and it would void my service contract.
• This would be great!
• Husband is in IT, repairs all our computers.
• they shouldn't charge for on campus students.
• I don't live on campus.
• I live out of town. Otherwise I might.
• It would void my warranty.
• Maybe.
• My laptop is currently broken and I would like to have someone else take a look at it that understand student money restraints.
• I can do most repairs myself.
• I work IT so I would fix my own machine. If I was not IT, I think that is a good idea!
• that would be nice because if there something i dont know to do they can help
• Only if the person is qualified.
• I do not live nearby, can repair myself.
• I would want a professional.
• I don't want to pay to have my computer repaired at all.
• I've been an IT for over 10 years. I repair it myself.
• I can usually do it myself.
• I would take it to the DeBug club.
• We already pay a lot for our schooling you would think this would cover the charge for computer repairs!
• I think it depends on how much it would cost, but if I was really desperate then I would pay for a repair.
• I'm not sure how much it's going to cost.
• it would depend on the price.
Wouldn't go through the Help Desk.
I have a lifetime warranty at Best Buy on my computer.
I would rather have the equipment serviced directly from the manufacturer.
I feel like we already give this school enough of our money. I don't think that we need to be spending more money when it's not guaranteed you will even fix the problem.
but I now have a warranty, but I would have w/ my old laptop.
I am unaware of the qualifications of the Help Desk, especially as related to computer repairs.
I have a team I already go through for repairs.
I do it myself
I guess it would depend on how much they are charging and how good they are at fixing the problem.
Do not trust level of competency to fix computer problems, especially when paying for repairs
If we're already paying for the Help Desk, the repairs should be free as well.
If they are going to charge, why go to them?
I am a distance student, so this option would not be valuable to me.
i wouldn't trust them
Help Desk has not been very helpful in the past, lost trust in that system.
I have warranty with apple
Only if it was cheaper than going to an outside source.
I know how to repair my own equipment
While help desk is great at what they do, they do not seem like professional computer technicians and I would rather go to someone more qualified.
Not generally; only in an extreme extreme case
I don't think students at the HD are qualified for hardware fixes
I already have a person I take it to who does it for free
I would feel more comfortable going to a professional computer repair store
distance learner
It's free now, why would I want that to change?
Because they probably wouldn't fix it right.
I prefer to use a commercial source like Geek Squad
My husband is a CS Graduate from NMSU so he provides my IT support.
I don't believe half the students in the Helpdesk are qualified to work on personal devices.
my dad can fix it for free
It would not be convenient since I am not near the campus.
I am a certified computer technician and an electrical engineer. I know how to fix my own equipment.
It would depend on how much they charged,
I am confident in my ability to fix most common problems.
I've never used the Help Desk nor do I know what it is.
I would prefer to work on my own computer first.
My husband is a CPU tech guy and can fix things for me
I would probably get a friend to help me or my dad, they wouldn't charge me.
I am generally able to perform my own repairs at home.
I live out of town. However, if I lived on campus I would use the service. I would consider a NMSU resource reliable, affordable and easy to access.
I have a Mac so I would probably take it to Apple Care. But it's a cool idea!
• I might consider it if it were priced competitively with local area computer repair shops
• I've heard they are terrible at software problems.
• Not sure I would trust them to do repairs.
• I feel like the amount I pay for tuition goes towards things like this. Having to pay more for something that I believe is a provided service is not something I want to
• I would if they were less expensive than other places
• I would rather fix myself for free
• I don't know how I feel about leaving my computer with anyone now that we can save passwords to our browsers.
• The services are usually free.
• My computer gets sent back to the company for repairs
• I repair my own computers
• I do not live in the area
• My answer is I'm not sure, but there is no option for that answer.
• I would fix it myself
• I use DeBug Club
• I am a graduate student who spends 1/2 my time in another town so I probably would not
• I would prefer to find repairs for cheap or free
• ultimately depends on the price
• I will do it myself
• I can fix my desktop mostly myself.
• Only if I can be sure that the person working on my computer is properly trained to do so and I have some assurance that if something goes wrong, Help Desk will do everything in their power to fix it.
• I can fix my own problems
• We already pay for school as well as everything that goes with it and as a student if your computer fails it makes it harder and more stressful to complete assignments. We don't need to be charged for it as well, not every student gets a full ride or help
• I do not have a lap top
• Most ICT workers do not have the full skills to work on computers compare to a friend that is a professional ICT and knows what to fix on my computer.
• Not sure how well the job will be done
• I prefer to repair my own equipment.
• It would depend how much it would cost me. But free is always better.
• I do not know how skilled they are and do not want it more damaged than it was before.
• Depends on how much of a charge
• my only fear is that they would have it forever
• Don't trust hardly anyone with my Mac... That's what Apple Store is for.
• I would fix it myself, I am very familiar with the hardware I work with.
• because I have to pay for it on top of my tuition I pay
• I would go somewhere else or buy a new device.
• I would go to an expert
• I am skilled in computer repair.
• If I didn't know how to fix computers, I probably would - but I know how to fix my own computer problems and have no need to ask for help.
• don't trust others with personal computers
• I would fix it myself
• I already know how to fix my own things
• It would depend on the fees and what kind of repairs that would be done.
• I fix my own equipment all the time and fix it for others as well.
• I would use the Debug Club at DACC
• I would not trust many people to work on my macbook, however I know others would.
• I’d do it at home, but I have to option of having family members and friends who understand and can competently work on computers
• I’m a Computer Science Intern. If I can't fix my own computer I'm in a bad way.
• They barely offer support with current matters, why would I bring in my computer?
• not sure
• It all depends on the cost of the service
• I live in Arizona
• Not sure. Would they have the qualifications to do the job?
• I'm a CS major that works in IT, I can do it myself
• I can repair my own computer.

Appendix G: Give us examples of your needs for training or technical skills or let us know in what ways you want to receive training

Below is a list of the unique comments that were provided by students for the open-ended question. The repeated responses were removed below and were included in the graph found under heading, “Question 13. Give us examples of your needs for training or technical skills or let us know in what ways you want to receive training (for example: face-to-face, online, a little online and face to face, videos, a presentation style, 1 hour training, 1 semester training, more one-on-one support, on-demand, training given by your instructors, peers, or other staff).” Responses that include “None” or “NA” were removed from the list below. The responses below are in raw form and may include misspellings or other typographical errors.

• I like face to face training but, I feel online training is more time efficient.
• Training given by instructors
• Online and face to face
• I would like more basic training in using Excel as it is used in many and most careers and it is a difficult program to use. It would be helpful face to face rather than presentation because I would probably get bored, would jot pay attention, or would be unable to retain the information if it was given via lecture or presentation.
• I will like a training on the multiple uses of canvas and not wait until I can become a TA
• online
• face to face, 1 hour trainings, one on one support
• Face to face, 1 hour training
• Excel was pretty hard for me to learn on my own. I’d be open for any kind of training to help.
• face to face
• videos
• face to face and online presentations
• face to face
• Face-to-face
• face to face, hand on
• If there is new software that I have to learn for a specific course, per se, psychology, I would like to have a face-to-face kind of instruction, or do it as a class.
• just give me the materials and i can teach myself.
• "presentations work best for me
• I could always learn more about every program/ technical skills, no matter how proficient I am in them."
• more online training..
• lecture videos and notes made available online.
• 1 hour face to face
• online (face-to-face optional), ***videos***, on-demands, or training given by instructors
• preferably online since I am a distance ed student, on demand would be nice (sort of like a self-paced program or recorded webinar that you can access any time)
• a little online and face to face
• training is important to receive through both face to face communication and communication online when we cannot meet inface to face communication
• I liked to overview of Canvas when the switch was made from blackboard.
• Face-to-face
• online
• videos
• Online, videos, training given by my instructors
• semester training
• I like to learn face to face and through presentations.
• on-demand
• 1 hour training, face to face, and more one-on-one support I think would be the most helpful.
• Face to Face training from a professional who is willing to be patient with my learning pace.
• face to face
• I want more face-to-face options. I'm so tired of online classes and they are much more expensive. It's gotten very hard for me to continue.
• 1 hr training
• face-to-face
• require Canvas training BEFORE able to sign up for online classes.
• 1 hour training face to face
• N/A
• I like having hands on experience when learning new things.
• Technology is now a big factor in the business world and knowing how to properly use it is key. It's great knowing how to calculate acct. or finance problems on paper and it's something we should know but we have no idea how to do them on a computer or with the real programs corporations use. The school should look into offering an in-depth course that properly shows students how to use office and other programs. This would help us seem more proficient in the business world as well as something good to add to our resume, instead of us claiming we know how to use excel when we truly really have no idea what we're doing.
• presentation style
• Face-to-face, online, videos, and training would be very beneficial.
• online
• Microsoft Word, and the Mac equivalent, are used for writing papers in every major. There should be training classes for both.
• face to face
• Training by instructors and 1 hour training
• online
• spss statistics software
• face-to-face, a little online and face to face
• Training given by instructors
• YouTube Videos on Solid works autocad and office sweet.
• on-demand and more one-on-one
• I prefer one-on-one face to face type of sessions.
• I prefer training done online. I am very busy, and typically I do not have time for extra training unless it is done on the computer.
• 1 hour training
• Online
• A mixture of face to face and online training, duration to be determined by complexity of a given item.
• I'm a hands on type of learner. I do enjoy face-to-face lectures where I'm able to ask questions and be walked through the issue.
• I think a 1 semester online training would be nice to learn the various technology skills needed.
• Training given by my instructors is most useful for me.
• I learn best by having to use a certain technology. If a professor required us to use a certain technology and then taught it in class, that would be the most effective way of learning for me.
• Online
• none
• I would prefer if I go to the ITC lab and get face to face help and one on one support I feel that would be the most effective way for me to understand the problem at hand.
• online
• presentation style
• online
• I prefer videos and online.
• Videos, presentation styles, peers, training given by instructors
• Blend classes help to see the importance of both.
• ways that I would want to receive training is either face to face, on line, video or video chat, or even by someone knowledgeable of the material.
• On-demand
• More instructions on how to get onto aggie air
• I learn by online, so I would appreciate more workshops (or to be made aware of existing workshops).
• Apple training for my career not school related
• face to face primarily, secondarily utilize 1 class period trainings for introductory generals. Anything past generals and it gets rather redundant, especially when you are a senior and you've already gone through a training atleast once a semester since you started college.
• online.
• a little online and face to face; online
• I prefer hand on training
I would prefer face-to-face or training given by instructors, peers, or other staff.
videos, workshops, online modules
Just a tour of all the functions available on MyNMSU.
Face to face
a little online and face to face
Online
A little online and face to face
Online
I use to attend the main campus, but moved out of state, and I am now continuing my education on-line. I do not know "Excel," and very little about "PowerPoint," although in my marketing class a year ago, my instructor did help me to navigate my way through to be able to complete my assignment, but that is all that I know, and I am now having trouble being able to open my links before I would send to instructor so he/she would be able to open. I would love videos in a presentation style, because I am a "visual" individual. I am also an older student, (63-in May) and I am NOT computer savvy. Having better technical skills would really help me. Everything that I know now, I learned at NMSU.
Online
a little online and face to face
Psychology programs used by clinical psychologists or in hospitals
a little online and face to face
face to face is better but online would be fine
face to face, online trainings
Face to Face, Online
training given by instructor
Online, videos, training by instructors.
a little online and face-to-face, or with videos
One-on-one support is the best being trained by my instructors.
Becoming more familiar with programs and such
I would like face-to-face, hands on training.
Training given by instructors is crucial. It's a quicker way to learn. If I am able to follow along and replicate what my professor is doing with various programs, I am able to master and utilize the program quickly.
Training or seminars, in-class by instructors
i would like to be able to have lectures recorded and uploaded to re-watch outside of class. That would tremendously help
Face To Face, Presentation, On-Demand
I just need a little with how to work the computers
I probably need a while course bc I don't know much about technology.
online
Training in Excel and MS online
presentation style
Face to face, presentation
hour training session would help me get better at the software we're using. (excel, MATLAB, MathCAD...etc)
Excel, in class- face to face.
Face to face
• Face to face is always good. The more personal the experience, the better.
• face-to-face
• Online modules (e.g., for quick start-up using the Tools panel like those offered by Adobe in Photoshop, etc.) or semester-long instruction that develops deeper projects, creative media projects
• Training by instructors
• face to face
• "JAVA workshop
• R workshop, not a full class because I may not have time"
• A little online and face to face
• 1 semester training
• Face-to-face
• Video, face to face, lecture, training
• Offer a course on technical skills training that would be worth credit
• face-to-face, and more one-on-one support
• a little online and face to face
• webinars
• webinars, videos
• face to face
• Online and videos, occentional face to face
• training given by instructors
• N/a
• Maybe an course that is integrated in the new student orientation to get a student familiar with the technology on campus
• How to use the projector.
• face to face, online
• on-demand
• Online
• Short online training would be best. It was offered as a free activity on canvas that we could access all semester would be great
• Face to face
• I enjoy face to face training. However, I feel as though a video would be just as beneficial, and may even save costs such as labor and other resources. If i could watch a video, it would save me and the person doing the training quite a bit of time in the long run.
• one hour training
• online trainings like workshops or webinars
• Videos
• I speak for me as staff and student. i would love any technology training offered.
• The way i have gotten through college is through having actual face to face training by professors or student assistants. I don't feel a person would be able to absorb all the information through just a video, because if they have a question about something they have to email the instructor to set up an appointment or wait on a response through email.
• on how to be encourage to complete all work when is due at the online courses
• A little online and face-to-face
• 1 hour training
• It isn't very important to me but my peers often ask me for help learning new programs because with online learning the teachers aren't always very helpful with that
• Face-to-face instruction is the most rigorous. I not only see it in the classes I take, but in the quality of student that is in class versus online. As a future employer, an interviewee with face-to-face education will trump an interviewee with only online education. The online programs are simply weaker all around.
• I believe it is much easier to learn technology when it is done face to face, therefore would've liked to see tutoring in general being offered much as other subject areas that NMSU makes available to students who need tutoring, say, in math, English, and the like. I believe such tutoring services on on-going basis would go a long ways in helping students become more proficient in the use of technology rather than offering training for a day, which will be long forgotten if not used, whereas if tutoring is given when it is needed, the 'tutee' will benefit from such an encounter greatly as the lesson learned will be ingrained permanently in the student's brain - that I firmly believe.
• Face to face
• a little online and face to face
• One on one support
• How to videos or posting in the labs would prove beneficial for anything that does take specialized knowledge. Holding trainings on the newer software may also aid some students in their educational journey.
• N/A
• a little online and face to face, videos
• Videos and online
• Small conventions with someone teaching basics that many aren't aware and from there each meeting keep teaching newer information
• Face to face
• "videos
• training given by instructor"
• on line tutorials are helpful
• 1 hour training
• Adding other devices
• face to face
• Excel spreadsheet
• Presentation style
• Online
• I don't know much about computers or Technology but, I do hear about it and I would like to learn. For me it's better in a class.
• more one-on-one support
• I do not need any training in anything right now.
• Face-to-face
• face to face training
• a little online and face-to-face.
• Online Courses
• videos
• Presentation style
• As of now i dont have needs for any training but in the future i do believe it would be helpful
• Face to face is always best. an issue i notice is not that there is not face to face but that the "instructor" is either very vague on important details or they do not seem really engaged in helping the helping 110%. Instructors do not go above and beyond to assist students.
• Face to face on scanning
• face to face
• face-to-face
• By instructors
• training giving by the instructor.
• Face to face
• Presentation style
• Training sessions would be a great way to go in depth into with what your trying to train for. Or an online series of tutorials works to for those who are busy and can't make the training sessions.
• Face to face courses
• Need to know more about my computer through one-on-one support
• Semester class on how to type faster
• Face to face
• Online, videos, presentation style, training
• It is extremely important that we constantly review any software that we might have to use in the future. While learning how to use new software or equipment so we can keep up when we hit the work force. For example sometimes I forget how to use Excel since I rarely use it. I do not know how to use some features on my computer.
• DATA ANALYSIS FACE TO FACE TRAINING
• I receive training from my professors.
• Help knowing how to use online when I have never taken one.
• "Wordpress- Online
• Maximize Google Forms for Campus Organization Use- Online, In person
• Maximize Office 365 - One Drive, Email signatures, Sites, Tasks, Delve"
• Face to Face
• face to face
• face to face
• Some of the programs that teachers use at mediums for testing or reading in class are somewhat hard to understand the first few times I use them. I would like to be able to have a one on one, face to face learning from someone that knows how to use the mediums.
• I like for a course to be either fully online or fully face to face. I find that when they mix online with face to face it gets confusing and work gets forgotten.
• Face to Face
• Face-to-face
• Online, 1 hour training, 1 semester training
• face-to-face
• Online and face-to-face. I need to be able to implement it but I also need to be able to see how it is being done.
• One hour training sessions.
• Infographics on how to use programs.
• Face-to-face
• More online discussions or help with homework, teachers should be available online to answer questions
• I prefer face to face or a little online and face to face.
• little of online and little of face to face.
• It would helpful to have more technical training in typing skills or a typing class, because they're necessary for many professional careers. This could be done even as an online program like "type to learn" through ICT or something. Also, it would be beneficial to better understands the needs and maintenances required for different types of technologies students use daily. Personally, I would to become more savvy in my use of programs, devices, and overall technology.
• Basic introductions when a new program is replacing another for example, when Canvas replaced Blackboard. The introductions were helpful.
• I think so far the instructions from the instructors have been clear and had no issues.
• online chat
• online, videos, on-demand, by instructors at the beginning of the course
• online, videos online, on-demand, training by instructors at the beginning of the course
• A little online and also face to face, training for first time users (1 hour seems to short, closer to 2 would be better).
• A little face-to-face and online
• training given by instructors
• Training on how to fix problems with software, face to face.
• Combination of face-to-face and online from professors and peers.
• Different Technology trainings that are an hour long would be nice
• online presentation style
• online and videos
• I like both face to face training, online training, on demand training, and videos are always extremely helpful.
• How to use all basic programs and their fundamental functions
• I think either face-to-face or presentation style would be helpful to me.
• None
• I prefer training online, videos, presentation style and sometimes face to face.
• Online trainings work the best for me but depending on the material sometimes face-to-face training sessions are more adequate to cater to that training need. Shorter the better....
• a little online and face to face.
• more one-on-one support, on-demand
• A face to face that is one-on-one and is given by peers throughout a semester,because i learn and understand concepts better when a peer is teaching me rather than an instructor.
• How to navigate Canvas more thoroughly
• face to face and sometimes in videos
• online and face to face; presentation style
• online, on demand, training by instructors, peers or staff.
• I don't need training
• I would prefer face-to-face or a hybrid of online and face-to-face training. Website design and general PC maintenance training would be helpful.
• Face-to-face or videos
• probably hour training on computer functions
• I need to be prepared when I graduate and find a job. So, I do need all the training I need to succeed
• a little on line and a little face to face
- online, face-to-face, one-on-one
- face to face or detailed video would work
- I believe that face to face training as well as online training are very effective in the learning progress.
- Face-to-face with some online assistance.
- On demand
- 1 hour training
- Visual learning such as face-to-face, videos and training given by your instructors.
- How to make an excel spread sheet.
- One-on-one support
- FACE TO FACE
- videos
- more one-on-one support
- presentation style
- Face-to-face
- As far as technical skills, I know the education industry loves command line development, and it is good that students learn it first.... however, so far it inadequately prepares students for the workplace. As a professional I have done both, and I will defend the professors in-so-far as I do believe students should learn the basics first.... We still hire degree students completely unfamiliar with the tools of professional software development.
- face to face, videos, one on one
- face to face and videos
- Online
- face to face
- Online, would be better. Because i connected at all times
- My needs in regards to training or technical skills would be a little online and face to face as well as videos, and presentation style as well as 1 hour of training. This different means of training help me learn effectively and keep me up to date.
- I think the best way would be face to face with some online training that way its not only a lecture but also a on hands training
- I prefer face to face, but a video available to refer to, rewind, is also very helpful.
- When instructed to use current items like twitter, prezi, etc, as per a class assignment, I would be nice to have a place to access and learn the process instead of trying to figure it out and possible failing the assignment.
- I believe classroom training supplemented by technology labs and on-line assignment systems (like Canvas) in whatever topic is vastly superior in most ways to fully on-line courses. Here at the main campus, a course should never be offered in the on-line version if it is not also simultaneously offered in the classroom/lab/resources mode. That means every semester, every class without exception. Remote learning is great, and nice to leverage the skills of the professors with, and nice to give access for those who can't get to campus, but the assemblage of technology/professors/classrooms/labs/resources is superior and should not be short changed. Having experienced many educational environments (including military and business classrooms, on the job training, and field instruction settings), I can say without a doubt that the way I want to get advanced training is face to face from professors, with peers in classroom, on teams in labs, and with hands on the technology--not reading or watching videos about it online.
- online and face to face.
- none
• online courses
• Face-to-face as well as a little on online.
• Face to face training for better technical skills would help me. I'm a hands on learner.
• online
• Online, more one on one support, presentation style and videos.
• I SEMESTER TRAINING
• I SEMESTER TRAINING
• online presentation
• Online and videos
• a little online and face to face.
• presentation style, one hour training, online
• I prefer online training as I am consistently traveling throughout the year for competition purposes. This limits my ability to do much face-to-face contact or learning. It would have been beneficial to have a starter course as a freshman when I was first beginning and did not have many other commitments.
• I do not need any.
• not my needs specifically but more training overall needs to be done. probably face to face
• 1 hour training
• 1 semester training, more one on one support
• I think I need to know more about managing/understanding how networks of multiple systems and devices operate. What the lingo means etc. Video training isn't a bad idea.
• Face to face
• 1 hour training on canvas
• all of the above
• face to face
• videos, presentation style
• how to use matlab mostly.
• face to face training, one on one support
• I think a combination of online and face-to-face will be beneficial.
• online
• 1 hour training
• I don't have any. Tutorials that have the option of being downloaded would be nice. That's for people who are a little more advanced.
• My major is Computer Science; most of the technical training I need I get through my coursework.
• I will need to learn programs that allow for statistical analysis as part of my marketing degree. Preferably I'd learn this through my classes, taught by my instructor. However, I would also like the ability to learn how to do this in my spare time by having "projects" to work on. All of the software I know how to use at this point has been because it was necessitated for some reason, so having some type of real-world necessity would be great at getting me motivated to really explore the program and all of its features.
• Videos
• I think Microsoft Excel Training would benefit a large portion of the Student Population, because many of us (including Engineers) don't know how to use it very well, and are expected to figure it out on our own if we don't. I think a variation of how it is offered would cater to everyone's needs.
• Face to face
I want others to be trained on how to communicate in person, aside from technology. I also want public service announcements and training on proper bicycle riding. I feel these should be offered through technology as that is the popular form of communication.

Online and face to face
online, semester or hour training
face to face
a on 1 hour face to face followed by more online instruction
face to face, a little online, videos
Canvas navigation varies by instructor and at times, with each new class, it is challenging to orient to the new system. Does your IT department offer course building option to the instructors that might align design elements between curriculums?

Online.
A presentation style on the newest softwares that can be useful for courses or in our future job.
I prefer a little face to face, a little online, and educational videos.
video
I don't feel like I need training on anything at this point.
I prefer to have more hands on training with the newest and latest software and technology, so I can be better prepared for my career working with Nasa as a Aerospace Technician.
on demand training
I would like online training.
online
Face-to-face; presentation style; 1 hour training
face to face and online
on line
I would prefer online training
"face-to-face
videos
1 hour training"
IDK
face to face, training given by the instructors
a little online and face to face
face to face, presentation, one-on-one
Learning to write code for Matlab in person without taking the course would be nice.
It was important for me to learn how to use Canvas before taking online classes, but I don't want to sit through a long training that isn't very hands-on. Is there a way to make it a game? Even though I have taken many online classes, there are things in Canvas that I am still learning. Professors use Canvas in different ways--some use files, some use modules, and Canvas seems to be changing too. Some of my courses have orientations that help me learn how to navigate the course. Other courses have out-dated schedules, a syllabus from the wrong semester, and assignment deadlines set during days in which the campus is closed like Spring Break or the upcoming Spring Holiday, no rubrics or communication of expectations. I am not sure how to handle online classes that are poorly designed. I do not want to talk to the instructor because I am afraid of getting a bad grade.
A little online work as well as face to face would help with learning the course material.
face to face
More availability for online courses.
- face-to-face, videos, I hour training, peers, instructors, or other staff
- I will like to receive training on a little online and face to face.
- face to face and online
- Presentation Preparation
- I prefer face to face training and classes although online examples and online options are handy for both professors and students.
- I don't need technical training on computer systems, but I do need required programs to be accessible from ICT and library systems.
- I think a few of these activities could be helpful for students. But too much of it can be a problem. Face to face and technology based learning work better together.
- face to face need structed
- Training given by your instructors, peers, or other staff
- Because I am in ICT. Online training would best. But I think both face to face and online should be offered.
- face-to-face or a little online and face to face
- face to face
- videos, face-to-face, 1 hour trainings
- Online videos on demand
- one semester training
- I would prefer training on both a face to face basis but also online with presentations and interactive software.
- a little online and face to face, training given by instructors, and face to face
- Online
- I prefer to receive training in the following areas: face-to-face, online, a little online and face to face, videos, training given by your instructors, peers, or other staff.
- face-to-face
- More Computer excel course and computer problem solving courses.
- Videos, Training from instructors, face-to-face, step-by-step tutorials
- All the classes are online, but if the class is face to face in will attend.
- online training
- online training
- videos
- well as for me, i learn more with face-to-face interaction BUT i happen to be taking the ICT program all online because i live in albuquerque.
- basically all hands on training like it would be in a real world job.
- a little online and face to face, videos, 1 hour training, training given by instructors and peers.
- I think by having short classes as technology changes is very helpful. Technology continues to improve and change and students, staff, and faculty can benefit by keeping their knowledge updated.
- video is always better.
- face to face helps
- face to face explanation
- A class step by step on selected learning skills. For instance the library had a presentation on how to use their online resources. It was helpful but a the same time was rushed. Many fell behind because the presenter had to cover a lot in a little amount of time.
- Face to Face, Videos, Presentation Style
• GIS and R program training would be extremely helpful. If you all had online courses and demos, that would be outstanding. Also adobe creative suites would be helpful if installed in all computers.
• Everyone learns differently so I would have to answer that all avenues should be available because this is not just about me.
• I believe that one-on-one support or live chat is most helpful. It is hard to learn directly from videos or online articles. It is easier when you are able to communicate with someone human on a back and forth basis.
• I prefer face-to-face training where I can have immediate response from the instructor to any question I may have.
• videos
• a little online and face to face
• blended learning, short presentations or classes
• online
• Still learner about how a computer works and operate.
• a little online and face to face
• none
• More one on one support would be helpful and 1 semester training could be if that were an option and maybe for a credit.
• online, one-on-one support
• 1 hour training, on-demand
• Communication
• I would have rather learned Solidworks instead of NX.
• All
• Face to face, some online, some videos, training by instructors.
• Any form of training for creating surveys and computer experiments that could be used for research projects
• I am a nursing major so maybe systems that are used in the nursing field, and I like face to face training better.
• More technology workshops would be nice.
• online and videos
• none that I can think of
• face to face, online, video tutorials.
• Me personally I prefer to receive training face-to-face, I believe hands on training students can learn more and ask questions when they have one or come up with a problem. Some staff take days or not at all to reply to students emails, this is very frustrating. Cannot accomplish things right if not directed the right direction.
• I do not need training.
• videos, presentation styles, training given by staff
• on demand, and training given by peers, instructors, and or other staff.
• I prefer face-to-face training. I have had chances to train for Canvas in the Teaching Academy. I found that preparation very useful.
• Face-to-Face training is best for some individuals.
• Training given by instructors so they know how to use the technologies too
• For me I learn best in a face to face learning/ training
1 hour training, because sometimes I have questions and need help and it takes me a very long time to figure it out.
My program is online so everything is online. I am very happy with the way they do it.
online training and videos
face to face
Videos online
In Canvas, the examples are so difficult to understand. Sometimes the examples are what we use to learn material and apply it. It would help if we could have the examples displayed on the same page as our homework so we don't have to close one window to access our problems.
I feel like online videos/tutorials would be very helpful in learning new information. You can watch it as many times as you want if you don't understand the first time which is very helpful.
a little online and face to face
face to face
The labs I go to have always had someone if you need help.
a little online, a little via telephone or face-to-face, on-demand
I would prefer face-to-face and on-demand training or training given by instructors, peers or staff.
Canvas Training for Professors
Online, videos, and support on demand.
face to face
1 hour training, online and face-to-face.
Face to face training given preferably by our instructors. I have a full time job outside of class so I do not have spare time to be taking training courses if they are not being implemented into my schedule.
I'm not sure
face to face and online
videos, face to face
Depends on what exactly we are talking about. I think a video about canvas, there the student had the training in one browser window and canvas in the other where they could follow along, that would probably be sufficient for most students. If they come from a background without computers in their home, they will likely need a one-on-one session.
I would like to receive 1 hour online training.
a little online and face to face
Excel spreadsheet
Video tutorials
A little online and face to face.
videos
i don't need any technical training from the college. I get all I need at work and from other sources.
Online training.
Videos are probably easier, for coursework or canvas I believe instructors should give a training.
Online, Videos, on-demand
If you just put step by step instructions online for how to use certain programs and how to do certain things that would be really helpful
I think an hour training focused on basic troubleshooting skills would be beneficial.
1 hour training, training given by instructors, peers, or other staff, as well as face-to-face support.
online, face-to-face
• An example of my need for training is when using powerpoint software. I know how to use it slightly well, but would not mind some 1 hour training to enhance my current knowledge.
• Workshops, face-to-face, video tutorials
• I would like to receive training face-to-face. Sometimes I need some help with new programs they have and would like to take advantage of more online stuff. I would also like more one-on-one support.
• online
• I am a work study and needed to learn the banner screen and was helped face to face and online
• face-to-face but hands on
• online and face-to-face
• training given by instructors, face to face and online, 1 hr training., videos
• online training and videos
• no more than one hour training, online training is OK, on demand is nice. Canvas trainings are good.
• I do basic Word, and that's about it. I don't have a lot of time, so I would say if the training was provided by instructors that would be fine.
• More one on one
• online training with video.
• Videos
• Online
• If I get a hands on approach on how to use all of Microsoft Office, then I will be set for the future.
• How to maintain and protect a computer. Face to face training for about an hour.
• face-to-face, online
• A Forum with how to information, or simply questions that students with problems can post that the Help Desk can answer or other people can answer.
• I prefer online training.
• If professors could utilize more technology or better integrate it within their classrooms, this would be most helpful to me.
• on line and face 2 face classes like using excell, basic & intermediate computer skills like cutting/pasting web site information, making power point presentations for class
• Since I am a distant education student, I feel that if there were videos or presentation style online courses that would be helpful to utilize everything online that my classes could use.
• online courses have helped me the most with the option of face-to-face when needed for support or future help.
• face-to-face learning is the easiest for me to learn and train.
• more one-on-one support
• I feel there is a split for my needs; face-to-face and online.
• A little online and face to face. I can usually learn from reading or watching a video, but sometimes having a person there to answer questions is helpful.
• Face to face or a video.
• Electronic Medical Records
• Face to face
• Training
• a little online, face to face, and videos
• Need online / Skype like / shared screen resources. With emphasis on shared screen. I don't use onsite sources
• Not sure
• Although it may be the role of graduate programs, adequate SAS or SPSS seem to be fairly standard across most fields; having just one course is not completely useful. Workshops would be helpful.
• semester training, a little online and face to face. Training giving by a instructor or peers and other staff will work.
• Face to face
• Online
• face to face, more one on one support, 1 semester training
• I would like to learn more about using Excel. I prefer presentation style.
• Non-traditional students often have a hard time understanding Canvas, providing training and allowing professors to inform students in the beginning of the semester that need the training to take part.
• Face-to-face is the best way to learn anything, but a little online training is okay. Videos are alright, but again, face-to-face is the best because you can ask questions and it's interactive. One hour training seems fine.
• Online training is helpful
• self learning
• I think calling about issues with technology should be easier, the one time I called they were not very helpful and so I've never called again and I've had to figure it out myself if I have issues.
• "1. Face-to-Face.
• 2. Online.
• 3. On-demand.
• 4. 1 hour training."
• one semester training
• How to videos that are publicly available would widely help most of the population
• I like it fine with part face to face and part online. It works good for me.
• face to face and alittle on line - presentation style, -more one on one support - training giving by my instructors or other staff
• online, video and face to face is much better.
• the needs i have for training or technical skills is through training given by instructors and mentors.
• a little online and face to face,
• A video training seminar would be the best, video aide along with an individual for one-on-one support.
• I receive face-to-face training for an excel course and prefer to have a professor explain things to me in person.
• a little online and face to face
• 1 hour training with excel - in person
• Chatting directly in the discussions instead of waiting for a response from other students in another day
• One on one excel training
• I would like to receive face-to-face training on using some of the applications on the MAC computers.
• I don't think a purely online course can prepare us for classes that require hands-on, such as computer hardware where you have to learn how to install a motherboard, memory cards, etc. The simulations on testout.com do not suffice. Perhaps if that class had a couple of mandatory in-class days where we actually get our hands on the inside of a computer, I would feel better about it.
• all online.
• Knowing how to use the normal programs available on the computers would be good, I usually have to youtube videos in order to understand how to operate programs.
• Face-to-face
- Online videos like youtube
- One on one training both face to face and online.
- videos
- little online and face to face training. I'm not sure about this question, it's not very clear.
- videos and training hours on specific subjects, like how to properly utilize Excel
- Face-face
- online training and technical skills online
- Power point
- OTL Instruction
- I do like videos but I am a face to face person as well. I think for older adults that are not up on technology it would be nice for a mini semester of training.
- YouTube or online canvas training classes
- face-to-face
- I'd love more opportunity to learn technology outside of the classroom
- software should be intuitive and not need a lot of training
- I would like there to be a presentation or availability for face-to-face training at appropriate times throughout the semester on the following programs: RISA, NX, SolidWORKS, AUTOCAD.
- Hands on training in all Microsoft programs.
- face-to-face, online, a little online and face to face, videos, a presentation style, 1 hour training, 1 semester training, more one-on-one support, on-demand, training given by your instructors, peers
- face to face or online videos. I'm a visual learner so I need to be able to see what I'm supposed to be doing.
- Face-to-face
- i think presentations that are open to all students would be useful as they could explain issues and solutions to a large group of students reducing future problems.
- online
- Presentation Style or "How to " Videos
- On demand would be nice
- Excel
- Face-to-face, and one semester training.
- Additional training/access ability to AdobeConnect
- On demand help would possibly help. Instant help when needed
- a face-to-face workshop would be great
- I learn best in online courses.
- I think one on one training would be helpful to me but some people could benefit from videos
- A little online and face to face.
- Face-to-faceand online.
- face to face videos are very helpful and more efficient.
- I am much better at figuring it out on my own or though professors having special training on what they need for their class.
- I would like to learn how to use Illustrator and Photoshop.
- a lil face to face and online
- Video tutorials would be great.
- A presentation style
- face-to-face
• webinar, 1 hr training
• Short tutorials
• face to face
• I could use some help with excel or basic computer troubleshooting. I would say a presentation or an hour training would be the best.
• face-to-face is best
• a little online and face to face
• Face-to-face, training by instructor, coherent online, coherent readings.
• I intend to become a video-game developer and need to understand the technology I will use. I prefer to learn via classes, assistance by students and peers, videos on the internet as well as forums, and hands on experience
• online
• Face-to-face is the most effective way to learn about technology.
• Face to face
• Presentation style for education
• video presentations
• face to face seminars, or trainings for excel and other programs.
• Face to face training. Once a semester. Especially to incoming freshman.
• Online
• Not required
• Online, videos, on demand. I don't want to leave the comfort of my home for training, but I do want to learn. I don't want it to be live. I'd rather watch a video that was recorded previously.
• Online, a little online and face to face
• Online
• Online and face to face programm classified by different level
• Training in engineering software via training sessions (1 hour or less) for a whole month of a semester (depending on the difficulty of the software).
• 1 Hour training and face-to-face seem the best ways to receive training.
• face to face training videos power point presentations 1 semester training
• I prefer face-to-face training but I also do not mind a mixture of both
• I feel that a hierarchical catalog of training and self-teaching resources, easily searched by someone not familiar with standard terminology, can be very helpful. On-demand support in the form of videos and illustrated procedural documents are very helpful.
• I learn best from doing, so I find short introductions and then online resources to most conducive to my learning technology related material.
• My preferred style is in person. However, as an online student, I find videos very helpful.
• Training given by instructor for possible credit.
• face to face
• As a film major, it's important to learn about the technical side of filmmaking so it's valuable to have face-to-face training of equipment and editing software by instructors.
• A hybrid of online and face to face training would be preferable.
• Face to face
• 1 hour training for using the classroom overheads etc so things go smoothly when you are required to do a presentation.
• Face-to-face
• Files management, how to use email, how to download Office 365. Short how-to videos.
• 1 hour training per week on modern technologies in education
• A little online and face to face one on one support, better online math tutors
• 1 hour training
• As a business major I could use more training in Microsoft Office and other common workplace programs/software. I would prefer presentation style, 1 hour training, and training by instructors.
• I prefer learning technical skills face to face and little bit online. Face to face allows me to focus more at the task at hand than just going online to learn. You can get distracted easily. 1 hour trainings are great as workshops for students who have limited time.
• Online, in class
• Quick videos that show how to use the tools, or solve common problems.
• SAS spas r
• Online
• more one on one support
• online, presentation style, videos
• I have never needed training to deal with any of the technological services provided at NMSU. I only complete technology training when my campus job requires it.
• a little online and face to face
• I would be very glad to see more online videos concerning the use of the software offered in the computer labs (not so much for me, but I get frustrated when I am the only person in an entire lab that knows how to correctly use some of the basic features of Microsoft Office). I also think that videos describing the functions of the software offered on the lab computers would be helpful.
• sign up for one on one such as in writing center
• A little online and face-to-face.
• face-to-face, or videos.
• online training, also a little online and face to face.
• None
• I began at DACC before transferring to main campus. I feel a computer knowledge assessment included with remedial math and other subjects would have benefitted me greatly. As a former work study library aide this was confirmed by the amount of students needing general computer assistance including how to format a paper
• I think a short video or presentation style would be good.
• I simply enjoy using technology.
• Online, on-demand, presentations.
• I have no specific needs at this time.
• For distance learners online is essential. I also think phone support is important.
• Videos
• Any training in a technical skill is valuable, more face to face time with industry professionals is best for my degree path
• Semester courses, online training, seminars/ workshops
• face-to-face, training and hour, one-to-one support
• Online
• some software or Canvas training either face to face or a little face to face and a little online would be helpful
• on-demand, training by instructors, online, videos
• I would like a basic, working knowledge of computer lingo, and training in basic troubleshooting.
• Continued one on one support in computer labs is most helpful
• A range of different chemical engineering related softwares and biochemical engineering lab equipments
• Online classes
• training in class by instructor
• presentation slides
• Having a supplemental excel help course would be helpful (one that is taught by students at night, etc.)
• face to face, hands on
• I could use some training in how to build a website using Google Sites.
• Little online and face o face
• videos
• Online and face to face
• Programming and big data handling are very important. Any instruction is better than none, but I'd prefer it to be integrated into the already existing coursework.
• I think one on one and presentations are most effective for me.
• There are several software packages that I will need training in. On demand online is ideal for me, as I tend to have time from training at about 9 pm.
• none at this time
• one hour training if it was a simple task, or a week training. not semester long training unless adequate training takes that long
• Face to face and online
• More one-on-one support given by peers
• A little bit online a little bit face to face
• One on one support when I need extra training.
• Online
• videos
• For myself, I prefer face to face trainings.
• a little online and face to face
• Face-to-face, videos
• Provide “HOW TO” videos online
• On demand
• Online tutorial
• A little online and face to face
• face-to-face, 1 hour training
• I like that the engineering college provides seminars on the various programs we use in classes and will use in the professional world. I'm satisfied with how much training is currently provided, I never needed further training over what was already taught in class.
• face to face, 1 semester training, and presentation style
• Face-to-face
• A little online and face to face
• 1-3 hour training workshops would be very useful for different skills.
• On demand, in person, semester training
• A little online and face I face: occasional programs used in classes.
• More online course books would be fantastic.
- online
- Face-to-Face is best, but can be supplemented with some online as well.
- On line
- training
- A one hour training backed up with online material
- If I could google search simple things like, switch students in my course from one lab section to another (NMSU canvas) and actually find an answer, that would be extremely valuable. The basics are already covered elsewhere.
- both face to face and online
- 1 hour training
- Online training, as I am out of town studying MPH Online.
- face to face training on excel
- Online and face to face presentations with an interactive component for faculty and students would be nice to help faculty implement technology and help students use the technology.
- Face to face and face to face and a little online
- There should be free videos showing how to search for resources through the NMSU online libraries (articles, etc.) since that was never explained. I also suggest free resume help for students via internet communication with an adviser/editor.
- I think a semester training or training given by instructors, because it would be helpful for the student to know exactly what the teachers are asking for.
- Face-to-face
- face to face
- online
- Online
- I have started working in social media. There are so many apps, and new technology being created everyday, it would be nice to have some ongoing courses, training, or workshops on how to navigate them all. Especially all that can be done in the google.doc programs. I'm just amazed by it, and its to overwhelming to learn, and the market demands it. (you can email me at jrex@nmsu.edu if you would like to see what I'm talking about)
- Online video sharing
- In class with good notes
- Online
- face to face and online
- Training by peers
- I prefer hands-on training.
- Don't need anything.
- online
- online
- Face-to-face
- Online
- more one-on-one support, peers
- face to face
- Videos would be a great way to teach proper methods for specific skills along with online presentations.
- If I was to choose a way to receive training, I would choose face-to-face or one-on-one support.
- online
• 1 semester training
• Initial application process should include evaluation / training in ability to use all applicable software and computer equipment for that major to determine the individual needs of the student.
• online
• I just prefer canvas over paper
• Face to face training lessons
• face to face
• Better to get know how to use Canvas, software for classes required, where get videos, and log in websites.
• face-to-face and somewhat online
• I would say a mix of a little online and face to face, videos, and a presentation style. on demand would be helpful as well.
  Online trainings would be great. For anything and everything technology wise.
• online
• I don't really need training for anything but I do see the need for training for my fellow students. All of the training methods mentioned above would be great!
• As a nursing student, I will need to understand advanced technology for multiple of uses. Planning with patients, attending meetings, and creating discussions with other coworkers can be less of a hassle with today's useful technology.
• Presentation Style
• online
• On line
• face-to-face
• face to face training
• training given by your instructors, face-to-face, other staff
• I need to know how to use technical skills for the usual email, scheduling, internet usage, uploading and retrieving images, as well as other skills that are associated with my specific profession.
• Wish Excel/Access training was offered for staff - prefer online. Would love to learn Banner and Cognos to be more marketable as a Full time NMSU employee.
• a little online and/or face to face, video and/or presentation styles would help to improve skills.
• more one on one support. especially in math courses with scientific calculators.
• I believe what would be most beneficial to me would be a little online and face-to-face, videos, presentation style, and more one-on-one support.
• Training in After Effects and Excel, preferably in a face-to-face, hands on style.
• I like face-to-face, and hands on
• how to load/configure softwares and apps. Using collaborator software.
• a hybrid of face to face and online would work
• I prefer to receive all training face to face. I feel I am more attentive and actually retain the information presented to me when it is done in this way.
• Presentations/training in a classroom setting to get instant feedback from others in attendance
• a little online, sometimes face to face
• face to face
• Presentation style: students do not need to rely on technology but need to know how to work with it
• face to face and hands on
• Face to face training
• One hour face to face training on how to properly use the campus' Barnes & Noble.

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• Face-to-face training will be appreciated by some students
• At a "HalfTime" Status I, prefer 1-2 Canvas Instruction Classes per Semester.
• Online but at the same time face to face
• Face to face semester training
• A little online and face to face
• Videos, one-on-one support, on demand, all given by experienced personnel.
• online
• Videos.
• I guess I would like online training.
• short face-to-face training for classes that require technical
• I am going to school to better myself as I am 72 I probably will not go to work as I am retired.
• training given by instructors
• Face to face and videos.
• online
• mini semester courses
• math and English

Appendix H: How do you prefer to communicate with your instructor outside of the classroom? (check all that apply)

Students were given a list of options to choose from. Some of the students chose to utilize the fill in the blank option to identify their preference, rather than using the preselected options offered. Below is a list of the unique comments that were provided by student in question number 16, “How do you prefer to communicate with your instructor outside of the classroom?” The responses below are in raw form and may include misspellings or other typographical errors.

• phone
• I check my Canvas about 10 times daily, so I would assume so do teachers. This has been the best way for me. I feel cell phone numbers are too personal.
• always in person
• There have been instances when I have tried to contact professors inquiring about course offerings and unless I have taken a class with that professor in the past, they are unlikely to respond to my email.
• OnLine office hours has been very useful for more difficult classes
• Most of the faculty I contact in HRTM do not respond to emails, regardless of importance. If they won't use it, don't put it on the business card.
• Fix password rest
• Phone. This is generally by instructor preference. But my most preferred is in person if there is any clarification needed.
• phone call, notes on the professor's door or in thier in-box
• Phone
• (comment made by Dimitri) student did not provide comment
• Face to Face.
• telephone
• asynchronous lectures, recorded
• I refrain from saying "by email" or canvas because most professors are lazy and NEVER get back to me. The good ones however have gotten back to me through email, and even offered to meet up in person, which I appreciated. I think this question is less of a technology issue and more of a "lazy professor" issue.
• I only use email, canvas, and face to face communication, but I would use the others depending on availability and relationship with my professors
• Over the phone
• Adobe Connect, Google Voice
• The messaging feature in Canvas is TERRIBLE!
• Phone call
• I do not wish to communicate with my processor outside of class generally.
• Calling during office hours.
• Phone
• No Comment

Appendix I: What vendors/ stores do you frequently shop that do not offer student discounts?

Students were given an open-ended question where they could list the retail vendors they shop from that do not provide student discounts. Below is a list of the unique comments that were provided by students in question number 17, “What vendors/stores do you frequently shop that do not offer student discounts?” The responses below are in raw form and may include misspellings or other typographical errors.

<table>
<thead>
<tr>
<th>Office Depot</th>
<th>Albertsons</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacSun</td>
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Appendix J: Please provide us any comments you feel will help us improve technology services for NMSU students.

Students were given the opportunity to provide feedback on ways NMSU can improve technology. Below is a list of the unique comments that were provided by students in question number 18, “Please provide us any comments you feel will help us improve technology services for NMSU students.” The responses below are in raw form and may include misspellings or other typographical errors.

- I took orientation online and the presentation itself was bad. Most of the words on the final slides weren't completed or it would show a word with missing letters i.e. h l p. The sound also would cut out quite often.
- n/a
- i hate it when mumynamsu or canvas is down which is most of the time.
- Stop sending emails that shutdown our account and then it takes weeks to get back running. Seriously, a joke!
- I really like all the ways that the school uses technology, and my only complaint is that Aggie Air wireless is very unreliable and can be very frustrating to use at times.
- Only that canvas mail is regularly down and this is crucial for courses both online and hybrid.
- My only negative experience was contacting the help desk by phone on a Friday and not receiving any response. I contacted the help desk on Saturday but that was after hours. I was unable to connect to Canvas and this was an issue as I did need to submit an assignment.
- More information for foreign students who are getting started would be helpful. Maybe providing the study abroad office with a sheet of useful tips and information on how to get their network setup and where they can go for technological needs.
- Aggie Air will sometimes refuse to work, so I'll get on Aggie Guest and that fixes the problem. It's just harder, though
- N/A
- none at this time
- N/A
- WiFi isn't all too strong and has a hard time connecting with my laptop sometimes which hinders my ability to get homework done.
- Provide easier access to mobile devices first log-in. I always need to go to help desk to register my device because I cannot do that online.
- I desperately need Adobe Photoshop and Bridge other than in the on slab. It would be greatly helpful if we had the option to download it like we do with the microsoft programs. My focus in journalism is photography and I often need it, and the lab isn't always open.
- On the few occasions I have used the primary NMSU website as well as the NMSU library website I've found it very frustrating to try to find specifically what you're looking for. There's too much information and not a simple path to find a department head's phone number or email address for example.
- n/a
• After some phone calls, stops in person, visit from ICT, Chamisa internet speed was increased for wired connections.
• I think all technology available is doing a real good job perhaps more printers would be better
• new computers at Gasden Campus
• More computers
• I feel you're trying you're best I cannot argue against it. Please keep trying your best and I'll back you to my fullest content.
• Everything seems ok with me.
• I like overall. It is excellent.
• I would say the only real issue I have had was the computer labs in Odonnell Hall. The computers in the lab are extremely slow and the printer was out of order the last time I was in there. I use it because I can use my student ID, which is very convenient.
• Thank you for all that you do!
• Overall, very satisfied!
• Seriously, get faster more reliable internet. It's horrid wifi and decent wired.
• n/a
• N/A
• Aggie Air should include all of the campus.
• i am learning how to work using technology
• Update lab PCs and OSs frequently
• NMSU ROCKS
• better wifi
• -
• n/a
• More light.
• N/A
• cpus are not up to date when it comes to sites such as youtube, facebook, yahoo.
• None at the present time.
• I am very happy with the Canvas format for my online classes. I take all of my classes online and it is a convenient and affordable way to take classes. Some professors seem to be more knowledgeable about Canvas and utilize it better than others.
• None
• Get technicians that are honest and will admit when they don't know the cause of a problem, or will admit when they actually make the problem worse by not knowing what they were doing in the first place. Get better qualified technicians.
• n/a
• WE NEED MUCH NEW UPDATED TECHNOLOGY. SPECIFICALLY IN ENGINEERING DEPARTMENT. OUR COMPUTERS AND EQUIPMENT IS MISERABLE. SERVER SPEED COULD BE IMPROVED. AGGIE AIR IS LESS RELIABLE THAN AGGIE GUEST. ????
• Good job already
• Keep up the good work.
• The Canvas App for smart phones needs to be easier to navigate.
• N/a
• Thank you for all the help and services you provide
Overall I like the technology services, just the only problem I have had is with Aggie Air... In some dorm rooms it is weak while others it is strong.
I think having a free or very low-cost place to buy and fix computers would be very useful. It would also provide peace of mind for students.
I think a repair center for pcs or macs would be very helpful.
I think everything is flowing well....
N/A
none
I feel canvas is great at getting in touch with classmates who work together on assignments. The settings on notifications for canvas could be quicker.
Fixing and improving the wifi and ethernet cables would be extremely helpful and useful
It would be VERY helpful if all professors used CANVAS!!!
secured AggieAir internet in Greek Housing is my biggest issue.
N/A
"If there is a problem with the system, let me know right away. Tell me what the problem is and how soon it will be fixed.
Fix the wifi"
For those of us who do not know in depth about technology, it would be nice to see a video presentation on Excel, Powerpoint, or even know the different devices, and how they are used. I know that most of the young people will know this, and it may be elementary to them, but for the older students this would be great.
Services are extremely helpful now
it is hard to answer some of these questions because I am not at the campus I am an online student.
N/A
N/a
2- sided printers would be great
Work on Outlook
Remote desktop for engineering.
Aggie Air
I really think they use think about the parking saturation
More aggie print stations
Aggie air is often really slow or does not connect at all
The overall technology services are very good and helpful to the student at NMSU.
Keep technology up to date
Connecting to the wifi on my phone is sometimes impossible even though it says I am connected.
...
Longer opening hours
Thank you.
If the prices of printing were lower that would help everybody out!
Student help, their attitudes sucks, they need training in customer service!
Sometimes the wireless connection (Aggie Air) won't let me use certain apps to get in.
We need more food vending machines. If I get hungry at one in the morning, and I'm out of food, I get to just be hungry. Either buy more food vendors or move a few of them OUTSIDE the buildings that get locked up every night.
• Offer small free training courses in PowerPoint so we are more effective in presentations
• N/a
• Please make improvements to canvas so that students are aware of assignments and can easily connect their calendars to their cellular devices
• I have nothing to offer. More freebies?
• Go Camera for check out
• Charge stations could be installed across campus for Android devices, Apple, etc
• N/a
  • "more color printing available!
  • better wifi spread."
• N/A
• Go Cameras for check out
• Upgrade the number of ethernet outlets in the dorms, or improve wireless internet
• N/a
• Everything is great, keep up the great work.
• they are good
  • "The feed and the student hotline emails need to be revamped. Students are constantly complaining about not knowing about events even though we claim to be giving them adequate resources.
• Students immediately pass over the hotline emails because they have too much in them, and many misinterpret what information is given because of its title. Meanwhile the feed is just a repetitive slideshow with no real interaction. I think having an announcement VIDEO (WITH AUDIO) play once an hour from the feed would be really helpful in actually engaging people in Corbett."
• maybe have a little more interaction with students and orientation towards all of this services. Some (most) of them I didn't even know.
• Some of the older buildings on campus pose difficulties when accessing cellular wifi. Continue to work towards campus net neutrality
• more 24 hour keycard access
• I do not think the online course delivery fees are fair. I do not understand their purpose when full tuition price is already paid. What is the point of the extra fee?
• i would love training offered and help with computer repair services
• none
• For my case I only took online courses for general education courses such as theater, music, communications, human sexuality, etc., for these courses i found the online option to be the best option for me since in my opinion i think it would be better not to waste a class spot on one of these instead of one of my needed degree courses. If there were online courses for my harder courses like the type for my degree i would most likely not take them, due to the fact they are hard courses and need that face to face interaction with the instructor.
• N/A
• I think it is great when it is working but I have had trouble with the degree audit not being correct and the finance office being unresponsive to questions
• no comment
• Just bring newer technology int the school and help teachers understand the capabilities of this technology
• I really appreciated the helpdesk system. I am really satisfied with their responsiveness
• Better response when called to IT department.
• N/A
• It's difficult for business majors that need to work with SAP because it is exclusively available on the BC computer lab machines, and that computer lab is only open Monday-Friday. At least one weekend day, there should be some hours open. Or, SAP should be on other computers around campus. And there needs to be a WEPA kiosk near the business buildings somewhere. The closest one I know of is Corbett, That's just too far.
• Offer more scanning and free printing options
• Answering the phone for the help desk would be nice.
• Nothing right now. Good job!
• There have been some issues with Panopto this semester, it would be helpful for the IT people to understand how to better troubleshoot this difficulty.
• None
• Sorry I don't know much about Technology
• better clarification as to why some devices cannot use the wireless network on campus
• printers in the computer lab always are broken and most of the time is no body there to help us. also the computers are very slow and need updates constantly.
• I did not know how much computer labs we have on campus, need to promote it more so students can use them more.
• I have found that sometimes the computer might not get the wifi signal until having to move.
• None
• when working on updates on canvas still let students go on
• None
• Very satisfied with the services that NMSU offered while I was taking classes.
• None at the time, staff has been very helpful. Thank you.
• I tend to use the DACC computer lab and I've noticed that after typing in my log in and password, it takes a long time for the computers to warm up and get to the main page where I have access to the internet. Also, while I'm logged into Canvas, I've noticed that in order to view a pdf file for one my classes, I can't view it through Chrom. This happens with all of the computers that I've used there.
• n/a
• So far, I can not think of anything that could improve the available student resources. I feel I have been provided all the necessary helpful tools to get me through my classes.
• Work on wireless in Chamisa
• I think it's great especially since now you guys have an app.
• Having one-on-one assistance for professors who have difficulty delivering assignments via technology.
• No comments at this time.
• Making aggieair campus wide.
• Improve wifi.
• Improve aggie air. WiFi does not work most of the time.
• N/a
• "So far this year, the technology has been very good.

• However, I would like better wifi in the rooms, and a stronger signal for more devices. (printers, laptops, multiple laptops)"
• CMI computer lab instructors frequently complain about problems which plague the computers there which have been carrying on for a while, and impede their abilities to teach.
• Answer the phone, and don't keep transferring a person.
• Consider Surface Pro 2 rentals instead of iPads, they might be way easier to break. But a student would be able to have access to Office 365 and use their tablet. Maybe buy their own stylus.
• I need a better understanding of the wireless use in learning center.
• N/A
• Stay up to date with technology. Or not having a spill in the major computer lab and have it malfunction banner during registration.
• beef up wifi. everyone is using the NMSU wifi to stream data onto their phones and it drains capacity from laptops for school work.
• None
• More technology options, MUCH faster wifi
• There needs to be more powerful Internet capabilities, stronger technology will increase student education and smooth the current levels of canvas and local intranet usage.
• It is all mediocre and probably will not change. Overall I would rather go to Starbucks and use that internet instead. ICT never answers the phone and when they do I am put on hold or told to call back.
• Allow teachers to update software whenever they see fit, I had a course where most assignments could not be graded because they could not open. The students had used a newer version of a program, and the teacher still had the un-updated version.
• NA
• I would like to see online courses for all classes, the reason being is I work 2 jobs and it is difficult to get in to the classes i need, the classes i need are in class at the college.
• Do not have printing restrictions specially if it is for school material like in the computer lab they have a 10 page restriction.
• A few questions above need N/A response options. Some didn't apply to me.
• some of the above questions need an N/A because they didn't apply to me. I answered best I could, but really they didn't apply to me.
• I am a returning student and the use of the computer is very awkward. Specific directions on how to register, pay, and who to contact would be great.
• I think most technology services are met at NMSU. I do not live on campus so I do not really need technology services from NMSU, but if I did, I would go to the technology services at NMSU.
• none
• I am overall very satisfied with the IT services that NMSU provides.
• All services seem to be currently up to date.
• The MyNMSU website for the iPad does not work properly. Short cuts to email and Canvas are not present so it is never possible to get to those through MyNMSU.
• I have friends that live out in Chamisa and the wifi connection is horrible. We can never get any homework done over there so they have to come to my off-campus apartment for wifi.
• Better Wifi, there are places where you can't connect.
• more instructional videos, promotions of rental services.
• N/A
• Get faster internet.
• It would be wonderful if the school would look into providing windows operating systems for those of us who have macs. Or, at least a discounted price.
• BETTER WIFI
Technology is good in the ICT and the engineering computer lab has always worked great, but the computers at the library (Branson and Zuhl) suck because they keep shutting off randomly for some reasons so I have lost my work in the past so I never use them anymore. So many work on the computers in the library.

It would be useful to ensure that all professors complete training in the use of CANVAS. I have professors who struggle with using CANVAS and this sometimes affects students.

Also, having competent people working at the Help Desk would be wonderful. For instance, I called the Help Desk to report an issue with a computer in VDM, so that a work order could be created. The student told me that there was no lab in VDM. At first I thought he didn't know what VDM stood for, so I described my location. He again said the lab didn't exist. Another example would be when my laptop broke and multiple clerks at the Help Desk couldn't do any troubleshooting. The "trouble shooting" they did was attempt to do a hard reboot. My troubleshooting skills were much stronger, so the visits to the Help Desk were a waste of their and my time.

stabilize the WiFi in the dorms (RGH)
Never had problems
Nothing I can think of, good job!
The canvas app advertisement keeps popping up every time you open canvas, there should be something to stop asking you every time.
In one of my classes not only did I pay the tuition, but then we had to go online and pay for for the online class. This class was not an online class.
Every single technology that NMSU offers to students is highly appreciated and also help us students without computers to succeed in our careers.
- n/a
Fix password rest
None
electrify students (and professors) to utilize development tools provided by DreamSpark (free microsoft development for students) or professional level Linux tools at least.
- n/a
- n/a
Use technology completely or not at all. You only use it part way.
A faster internet would be better
I would recommend to improve the wireless system availability on campus since I sometimes have trouble getting wifi signal from some of my classrooms with my cell phone.
As an online students at the moment, I am very pleased with the resources available to me.
Make Aggie Air better
- n/a
Corbett Center could possibly use a "technology showcase" room where ICT could display or give hands-on experience with both new and older technology. It would be like a companion to the art gallery, but a way for ICT to expose students to current and anticipated future services or potential (being considered)
technologies. Also, the "museum pieces" currently on display at ICT and PSL could be rotated through the exhibit to provide interesting contrasts. The main point would be to expose people who aren't Computer Science or IT majors to what technology they could or should be using on campus, with a bit of the future mixed in. A Corbett Center gallery would also be accessible to families and visiting high school students NMSU is trying to recruit.

- none
- Overall it's pretty good. Very satisfied with it.
- Internet in housing sometimes doesn't work. Makes it a bit hard to do homework in our rooms.
- more training on online classes
- having a class on computers having a class online
- If we could somehow get another WEPA printer on the first floor of Corbett, and improve the strength of the wireless internet, that would be wonderful.
- please get higher speed internet that doesn't fail all the time.
- Some labs really need to be updated like the lab on the second floor in the EC3. This lab needs new computers that work all the time as well as a better printer. Many Industrial Engineers agree that it is almost useless and we prefer to use other labs that work correctly
- more technology courses should be required in general ed credits
- NA
- None! NMSU is pretty good about supplying us with the things we need to succeed when it comes to technology.
- better campus wireless
- I would love an email that states what the IT tech fee has been applied to at the end of each semester.
- Great!
- i prefer not to answer
- friendly service
- Training lessons for students to get familiar with CANVAS.
- None
- i wish the instructors who teach on line classes would video tape themselves doing the class lectures, so students can view and understand the material better.
- n/a
- Better Wi-Fi reception in apartment bedrooms
- Catch up with the other colleges in current technology equipment. Also provide more technology devices or teachers to implicate within their class rooms.
- “We need a wireless lounge again!! Quiet places, with carpeted floor are great for concentration.

- Also, don't let everyone and their mother have the ability to email me just because we attend the same university. webmail is horrible through nmsu, because of the amount of emails that are constantly coming in that are irrelevant to me.”
- More WEPA printers in the library.
- Just keep lab computers updated all over campus.
- The easier the technology is to understand, the more it will help students and professors
- Allow us to batch download .zip files of all our course contents again. We used to have this ability.
- More opportunities to learn about it
- Payroll deduction at book store for Apple products (ipads, powerbooks etc.)
- n/a
• no comment
• Continue to extend technology services at your learning services as you have; the one at the main campus of DACC is one of the friendliest service I have experienced.
• higher expectations and accountability for the monitors at the computer labs, specifically pete's place.
• Wi Fi needs to be improved. Signal goes away very often.
• Fix the quizzes on Canvas.... and there are a few instructors that I have had over the last two years that cannot spell, this also looks poorly on an institution when these individuals are supposed to be teaching me.
• GET BETTER INTERNET FOR THE DORMS
• I think it is necessary to include online training courses in order to learn the advantages that the use of technology has on campus. For example, how many thing the student could make if they use CANVAS correctly or another software.
• Whenever there are issues you should post notifications on the homepage or on the ict page -for example, outages like the exchange server being down or banner or canvas, should be posted immediately with updates or expected repair times. It's annoying not to be able to access things and have no idea when they will be up. It worthless to send out emails with this information, when the email servers cannot be accessed.
• I would love it if some kind of a printer driver was available for the Mac Laptops so that the students with MacBooks can print on campus without having to change to a lab computer to print things out.
• N/A
• Improvement of the wi-fi on campus
• NA
• I love Canvas! I wish there were more online support services for students. Also, online courses vary in quality. Before registering for classes, I try hard to learn by asking other students to find out what professors are good. The good online classes are wonderful and necessary for me to graduate. I often learn more than I would in a face-to-face class. However, the bad online classes are so bad that many students drop and/or stop caring about their grades. I have noticed that teachers who are wonderful in face-to-face settings might not "translate" to online.
• none
• Better support at the computer labs, they sit there and when you ask them for help they almost roll their eyes
• I haven't had any problems other than wondering if they could help me remove a virus that I have on my laptop.
• The computer hardware repairs.
• extended weekend hours for Help Desk support
• Many of the required programs for courses in business information systems are not available at ICT computers or in the library. This forced me to buy a PC that I did not otherwise need or want so that I could pass required classes. If a program is essential for any class, it needs to be available on campus computers - especially if the program works only on one type of computer (e.g., Mac or PC).
• Y'all are doing a good job.
• I am very satisfied with the technology services.
• n/a
• library computers to be faster and with the latest software.
• none
• maybe have someone know how to set up a wireless router
• Communication is very slow and response feels randomly selected. Not all of my e-mails are answered.
• technology should be available in every class construction building needs revit software and printers for hard copies
• Stronger Wireless signals and faster internet connections.
• WEPA in the business complex
• No improvements comments at this time.
• everything is great. keep up the good work.
• Please offer more free software and downloads for students with Mac books.
• Nothing
• N/A
• NOW, hands on training!!!!
• None
• na
• I am over pleased with the technology services. I can't speak for inside classrooms since my experience has been online. I feel technology can bring value to classrooms when done correctly but it is not necessary for every classroom environment.
• get word of services out more.
• NMSU mobile does not reflect what is offered through a computer, etc. if is not very helpful, the app.
• You should make the soft-wares that each department has purchased available to all the students in NMSU to use. In this form, not only members from a particular department can use it, but everyone.
• it is okay
• Sape
• I do enjoy the AggieAir wireless, computer lab availability, and the ideas of Canvas. I dislike the inconsistency of professor usage of Canvas, technological issues with email inbox scrolling, and lack of security for outside hackers.
• "More knowledgeable IT staff. Many times they do work-arounds instead of actually correcting the issue itself. Therefore it creates a larger inconvenience for the student just for the sake of closing the work order. Customer service and satisfaction should take precedence over volume.
• Also the Chemistry and math online websites (Webassign, etc), are atrocious. They are completely incompatible with most internet browsers, I couldn't connect with my tablet or any other type of device that wasn't a laptop or desktop. Their IT help desk was a joke, and their website layout are poorly designed and extremely glitchy at best.
• Speaking of poorly designed websites. The NMSU home page is embarrassing from a web design standpoint. It does not present a professional look at all. Its by far too busy, and cluttered. It needs to changed to a more simplistic, clean look. I feel like I'm at the home page of some rapper."
• Unable to download external softwares on to lab systems.
• I think that the technology at NMSU is great.
• Get better Wi-fi.
• Work with peoples that do not understand how a compter work for the first time?
• N/A
• More free printing services.
• None
• Most of the things I have little knowledge about or poor opinions on are due to the lack of information via online courses. Many of the things offered on campus that may be helpful to online students, are rarely mentioned.
• Keep doing wonderful things!
• N/a
• Computers in the libraries are too slow! The ones on the second floor of the CHSS building are also slow. The wireless, and wired connections in family housing really needs work! It never works when I need it for homework, and with having a family I am not always able to go to the computer lab to use the internet.
• Pay more attention to the wireless nets
• to me your doing a good job
• no comment
• None at the time.
• The wifi in some areas seem to be slow for example the Activity Center and Science Hall.
• I had a great experience this semester with an issue i had on canvas and i sent a problem ticket and i was surprised that my issue had been resolved within a couple hours, if not less.
• N/A
• I really don't have any complaints. I'm not too familiar with some of these services, but I'm interested in learning about them in the future.
• I believe that your intent is to be that good I have faith in NMSU intent to improve the technology !!!
• N/A
• Thank you for continuously improving the quality of NMSU's tech svcs
• n/a
• Overall I don't have any issues.
• I think that these services and very suffice and helpful.
• I know a lot of students that do not know that the ICT department is there to help them with canvas issues, antivirus, or installing Office.
• Need better connection
• N/A
• Hardware repair services is a great idea for students on campus.
• L
• Good
• Maybe to help fix computers hardware
• Keep up the great work!!!!!
• Doing a great job!
• Train some of the professors that are being forced to hold online classes how to use technology effectively. Some of the professor posted YouTube videos for classes are of very poor quality.
• none
• Work on the wireless that connects to the phones.
• More Wepa stations throughout campus.
• N/A
• n/a
• Many professors have trouble using projectors sometimes; they do not turn on or take a while. Having an instruction sheet with troubleshooting advice would be helpful in these situations.
• No comments necessary. Everything works out smoothly every time I use them.
• I would like an excel course.
• n/a
• I think they should have more computers at the libraries. Sometimes I have to take an exam or finish something online, and there is not any computers available.
• Great Job!!!
• Fix the wifi
• Improve the wireless connection (Aggie Air)
• Need to work on glitches from the financial system
• Wireless dead spots on campus (Regents Row area really bad). Overall, pretty good services here NMSU!
• I would like to request a student computer lab in Gerald Thomas. The closest one that Ag majors can utilize is Zuhl, which is not practical when needed for time between classes.
• We need more Macs. We need a place where software is uploaded on our laptops for us.
• N/A
• I have none
• I think we should push more teachers to utilize Canvas. I know a lot of teachers don't prefer to use it, but I know that it is easier to get in touch with teachers and keep up with classes if they do use it.
• N.A.
• Overall I am satisfied with services
• n/a
• Homogenize all service to wireless AggieAir in both buildings and ALL housing, better transparency about technology issues and steps taken to fix them. Better training and proof of competency of ICT staff as well as modern (don't have to be top of the line) computers that are capable of running the software NMSU is already paying for. Fix the WEPA printers so they actually work - either more stations or force the company to come out and do repairs, otherwise get a print system that works (the other student ID based system we already have works a lot better than WEPA). Make computers with lab software priority based - why am I waiting to use SPSS when someone is just poking around on Facebook or watching TV on a campus computer?
• A technology training course that could include personal computer protection and maintenance as well as details on services offered by NMSU pertaining to technology.
• Improve Canvas Mobile App
• Help desk Forum for Students and Staff.
• The current technology services goes beyond my needs as a student.
• NA
• refer #13
• SPSS software is needed throughout my major. It is not on enough computers around campus. It's way too expensive from the IT
• Require all professors to use academic technology/Canvas and provide slide decks for their courses before the class. Make the bookstore only stock eBooks. Lower prices on those books. And get AirAggie to be faster; it's painful to use most of the time.
• Wireless internet upgrade would be very helpful. There are quite a few buildings on campus that has a weak to non-existent wireless accessibility.
• Sometimes the wireless in my dorm changes to "Limited" and I am unable to access anything which puts me back on my work.
• Better outreach to online students to let them know of their options to purchase/download Microsoft products AND/OR get loaner computers for their time as a student. This needs to be done PRIOR to their enrollment and start of courses, and be done during their initial acceptance phase.
• Bring comcast to Pinon. Or add AMC and Food Network again.
• I've been very satisfied thus far in my studies at NMSU.
• No comments!
• NA
- rent laptops
- ICT doesn't really seem to do much outside of helping to fix computers that the school owns. I have asked them for help several times with mixed results.
- Remember that many students aren't on campus. Remote Learning. So if I need help, I can't take my computer in to you guys... will need remote help. Every professor uses canvas differently... dates wrong sometimes so don't show up in central calendar, use sections differently, and should use adobe connect more especially at the beginning of semester
- ..
- Once some of the wireless internet connections are improved in more buildings, the technology services for NMSU students are looking better and better.
- Integrate MOOCs, KhanAcademy, or CodeCademy into MyNMSU; not necessarily NMSU's, lets not reinvent the wheel, but so few students know these resources exist. Just an idea.
- No real comments but keep up the good work!
- Make it easier to connect to Internet from further locations
- You're doing great, I do not have any suggestions for improvement.
- improve the WIFI
- try to ensure stability in canvas
- There should be some training programes for students to upgrade on technology use.
- None
- Well, over my three years at NMSU Canvas has greatly been updated, so just keep that up! Maybe connectivity in some of the buildings, if ICT is in control of that.... My phone connection is horrible in Breland hall and parts of Milton! I have no idea why...
- everything is great as is.
- "Sometimes the Internet can be slow and knowing how to print on campus is confusing.
- The $20 printing fee is becoming a waste. Most professors want our work submitted on canvas anyway. If not get rid of, at least reduce that fee."
- Stronger WiFi signals across campus, Aggie Air is very slow sometimes and it's very difficult to connect in Science Hall
- N/A
- I have nothing to say about the technology service at NMSU. In my opinion, everything is well and fine and updated according to the mass general use. Proper maintenance of these services will be my recommendation.
- more choice of cable channels specially for holidays and weekends and weather realated days when school isn't in session
- More information about the Graduate assistant jobs through online is needed. Because there are in tons of positions available but only one or two will appear in career services website to apply all the remaining filled by presence of person.
- Make instructors aware that just because they have access to students doesn't make it ok to require work be turned in on weekends, holidays,or breaks!
- provide mini learning sessions for the applications on the MAC computers
- The online instruction service can be confusing when you're looking for current assignments. They can be in the "announcements" area, or in the assignment area, or on the testout.com or mylab.com site. I've missed a couple of assignments because I neglected to check all those places. It would be helpful if current assignments were always listed in one spot.
- Again docking stations. They will be a thing very soon.
- N/A
- N/A
- Better WiFi would help
- Work on aggie air log in.
- n/a
- Informational trainings on technology use.
- NMSU policy on academic and financial holds need to be reconsidered, too abusive and one-sided.
- n/a
- Due to an ever improving technological world, most of today's computers output an HD image. However the projectors in classrooms do NOT produce an HD image. Because of this many presentations or demonstrations run afloat, and this hurts everyone's education. In summary, the classroom projectors should be upgraded to HD projectors.
- "1) Have a help desk that answers the phone.
  2) Make it easier to connect devices
  3) Faster campus housing internet"
- Online learning is really important and should be better supported.
- The WEPA printers need to be maintained way better!! Every time I go to Zohl it is down, maybe put one more WEPA printer.
- Thank you for all the support and services!! Keep it up NMSU!
- I dont utilize ICT services as much as i should
- Work on having a stronger internet wireless on campus housing (Chamisa). Also I don't know what happened today, but the internet kept disconnecting today (03/30/15) at Corbett.
- n/a
- Matlab is a essential tool for any college graduate, I would encourge NMSU to provide Matlab to every student.
- Get better technology for classrooms!
- none
- None.
- N/A
- newer computer would help alot
- Overall everything is OK at the present time, though I would like to see ALL of the computer labs running with ALL the same software installed on them, to facilitate usage and not having to go to specific computer labs to complete work
- When there is a lot of students in the computer lab, computers start operating a bit slow. Also, logging in with username and password takes too long. Sometimes there's only a short break between classes and accessing a computer takes the majority of that time. Why does it say Canvas is an untrusted connection? Having to constantly confirm a security exception is utterly time consuming not to mention frustrating.
- N/A
- aggieair is very spotty
- n/a its great
- NA
- I think its fine
- Na
- None
- N/A
• Stronger WiFi. Stop blocking Clash of Clans.
• Thanks for the opportunity to take this survey!
• Stabilize AggieAir.
• Some spots on campus have little to no wifi connection and some aspects of canvas could use some reworking, just to make it easier to find them.
• I hate the NMSU email system (Office 365). It would be nice if it was replaced with a more user-friendly email system.
• In Housing, Pinon Hall needs AMC as a channel on TV. All other residence halls have AMC but Pinon does not.
• Something needs to happen with the internet - perhaps offering an Aggie Air North/South to help compensate for the high traffic. The wired options in the residence halls and apartments should also be upgraded.
• Stop technology with math programs.
• Continue asking as this survey does.
• ICT is a great tool to use when you are having trouble with technology. They are very knowledgeable of what they are doing.
• IT's help pages have failed me... as far as I remember. I was recently doing a search for a problem and every link google gave me was expired.
• Don't buy more MAC computers and teach students that mac are just a waste of money. It make me sick to see all those student with a 1000$ laptop that they use for browsing and pack office only
• N/A
• none
• What's the first thing you always think? Internet. Just streamline the website and keep wireless reliable on campus, and the rest is just icing.
• none
• I never use any ICT services or facilities.
• Please remember when doing surveys to word them such that online students can give accurate feedback. Thanks.
• There are some places where the WiFi is very weak or it looses connection.
• No comment.
• At this point I do not have any suggestions or comments.
• I love lamp.
• The spam filter was recently strengthened to an extreme degree. It regularly stops emails from others in my department.
• I think it will be much better that have live chat such the library just in case the students do not have access to certain sources.
• none
• -
• Offer Wordpress workshops for students and give contact numbers of the people who run the main WordPress pages for NMSU. I was student working on my departments website and I was having difficult time trying to figure out who actually was in charge of the site. ICT did not know who either, which made it more frustrating.
• n/a
• You're doing alright!
• n/a
- None; overall, I'm satisfied with the technology offered to NMSU students.
- Make the WiFi on campus seamless. So I can walk from Gardiner to Corbett without losing WiFi :)
- Up grades some of the computer labs around campus. Some of those systems are very old and slow.
- I think the technology services are pretty adequate
- The wireless connection needs to be stronger for the dorm rooms and mobile phones.
- Apple equipment.
- The messaging feature in Canvas is TERRIBLE! I have not met anyone that didn't have at least one complaint about it.
- don't charge for printing if no one uses it, help reduce overall fees for school by eliminating a lot of this tech fee.
- none
- I really think that the services for students online, like mynmsu/class registration needs to be updated desperately. Signing students up for classes routinely is difficult and confusing. This system is due for an upgrade.
- Help us change our awful usernames.
- Canvas is not a good service tool for a university...too many errors, too inefficient and complicated for teachers
- you guys are doing pretty good
- none
- I sometimes find it difficult to connect to AggieAir from my iPhone. I do not know enough about this topic to make any suggestions on how to improve this issue.
- There is not someone at the Knox Hall computer lab to assist if there is any printer/computer problem.
- No thanks
- It would be nice if there was maybe clorox wipes or disinfectants to clean keyboard, mouse and computer areas when finished using the computers. I think there should be a maintenance on the computers in the library because many times there is a lot of dirt and dust in the keyboards.
- It would be awesome if there was a service for computer repair on campus as well as an online remote service as well.
- thank you for helping us with technology couldn't do it without you guys
- I appreciate what you do for campus and I'm sure it can be frustrating at times. I've appreciated it and I think you've done a great job with the resources
- More online on-demand training. Better communication of what is available.
- Public (to authorized users) API endpoints would be an awesome feature. Students could create apps and services FOR themselves and the university. Currently you have to "scrape" pages and spoof cookie sessions.
- Discount for purchase or payment plans of computer/technology
- Better WiFi quality.
- Would be helpful if teachers actually used canvas
- I would love to see more WEPA/Aggie Print Stations. There aren't very many, and the non-WEPA printers are not as easy to use, and also don't print in color.
- Please improve the wireless in campus housing
- N/a
- I'm sure I'm in the minority, but the technology is not as important as the information and the interaction with an "expert" (professor). In many ways technology is making us dumber and less able to solve problems when they arise. I also think that technology can complicate the educational process too: if the
network goes down or for some reason you can't upload your assignment, you still get no mercy from the instructor anyway--Canvas makes getting anything out a professorial relationship almost impossible.

- none
- Overall I don't have any specific suggestions.
- The contact phone number is to be made 7 days a week, where I could not reach you in weekends.
- using WEPA is always a gamble, it may or may not work.
- To get actual useful wifi in on campus housing because it is super slow/unresponsive but the internet ports work fine.
- Faster WiFi with better signal, change nmsu email provider!
- More/easier training or instructions for professors so tech problems are more easily solved in class.
- Could we please get some new mice and keyboards for the libraries? My fingers are literally sticking to the keys as I write this and my mouse's scroll wheel is totally broken. Most computers in the libraries could also use some larger screens and better processors, but hey, let's just stick to the basics for now.
- Thanks for this survey. =)
- Many SPAM messages come through to my NMSU email address.
- Thank you
- Have a list of software that are available to students and in what department ir lab we can find them and make them available to everyone
- Using of latest technology installed on computer labs regarding hardware.
- Keep the Internet flowing nice and fast and I'll be fine!
- possibility to download only new files from canvas, its hard to figure out what was already downloaded and what not (selective downloads!)
- Nope
- Digital notice boards, in cafeteria. Stronger wifi
- Faster wireless internet on campus.
- Thank you so much for your great work and support.
- No Comments
- Specific team with knowledge to assist distance learners only (specific to them alone). There are many of us students that feel completely separated from the on location student body because of bad communication between support and ourselves. We have specific needs that on location students may not run into. As such, having a team trained intensely in Canvas and other net programs would be beneficial.
- expand wireless connection as well as add more television channels.
- expand wireless connections to housing departments on campus
- n/a
- -
- I'm pretty satisfied with what's currently available.
- Change canvas and my.nmsu
- Overall I've been satisfied the past 6 years at NMSU. I especially enjoyed that I could set up WEPA on my personal laptop and be able to print to WEPA printers from home!
- "1. Improve wireless. It tends to cut out while I'm in the middle of grading, which can be VERY frustrating.
- 2. Canvas is pretty horrible- it doesn't have half of the features of Blackboard, which limited my options for teaching my class.
- 3. Access to software.”
- N/A
• nope
• Have peers for all the classes specially math classes.
• Other campuses should have better printing options.
• I am overall satisfied.
• More WEPA print stations
• N/A
• If NMSU took more care of their technology, students might use it more.
• NA
• We were told that we would have a working local phone line when we moved in to Sutherland, but that has never been true and I do not know why we were told that, it would he helpful to have one as well as working internet
• a directory listing that is itself findable for on campus services and facilities. In other words, will someone actually construct a phone book for the campus to include preferred email etc.
• None
• Find a better budget to get better machines
• None
• Canvas shouldn't be changed so much. We get used to how it works and when it changes it creates complications for us.
• Keep going to work and help with NMSU students if need.
• A list of places where we get discounts for being part of DACC/NMSU
• a stronger wireless internet connection that reaches further.
• N/A
• N/A
• I am really proud of the good job that ICT does, really impressed.
• More labs? Which will come soon with the completion of Jacobs hall. It is extremely difficult to find an open computer within Zuhl or Branson libraries.
• Everything is fairly nice with the technology services at NMSU.
• I'm proud of the work that ICT is doing, really impressed.
• Don't have anything, everything is amazing!
• go aggies!!
• In Fall 14 I had to connect through vpn.nmsu.edu to complete an assignment. The ICT instructions on connecting were almost useless. It lead to error screens. I found the correct way to connect through trial and error and wrote my own instructions for my assignment.
• Better Wi-fi Connection!!
• I am over all very pleased with canvas, since I use this everyday for most of my classes. I have had great response time for the few times I have had problems. However, I wish I could use this edu email, for other discounts and promotions. Because it is a private network I have missed out on discounts.
• na
• I am just learning about computers so I cant really comment
• Make it easier to work with.
• Make Office 2016 for Mac available for free.
• gOOD
• I believe that technology services on campus are extremely helpful as is.
• printing is prohibitively expensive. stop being dicks with the cost of printing.
• :)
• Don't waste money on things we don't need. All the T.V's with just advertisements and all is a big waste. Just use money on what things are needed.
• Everything to me here is fine i have no problems
• Everything is fine
• the service is good, I am satisfied with it
• Provide people with better training so they can answer questions.
• None, good job.
• color printers
• N/A
• N/A
• Everything at NMSU needs improvement!
• N/a
• Better Transportation needs to complete work, in the Library Labs and Computer Labs.
• Love your canvas app
• Maybe get modern technology. Seems a lot of the tech we have on campus is older, bordering on obsolete. Cutting edge is expensive but at least have some tech that has some sort of an edge.
• Mainly improve AggieAir because it can be unreliable a lot of the time.
• More Aggie printing stations. Longer hours at the student labs in each major building.
• I really can't think of anything. I believe everything is ok for students.
• N/a
• N/A
• Keep up the good work.
• Phoenix online is taking the cake because their professors help, not try to make it hard to pass classes. For example they don't pile UNNECESSARY amounts of homework and trip students up in exams. I am "thinking" of going that route because my friends said they are learning with half the homework.
• I love technology services at nmsu but there is also room for improvement such as more WEPA stations throughout campus or making them more accessible.
• Fix the wireless connection on campus. It works great sometimes and other times it is not working properly.