

2018 – 2019 End of the Year Report

Name of committee: Academic Computing Committee

Chair of committee: Zhifeng Xiao

Committee members:

Zhifeng Xiao, Chair (ENG)

Dan Galiffa (SCI)

Erin Dick (HSS)

Scott McAuley (BUS)

Valerica Vlad (BUS)

Daniel Schank (HSS)

Wen-Li Wang (ENG)

Chuck Yeung (SCI)

Jim Serafin, ex officio (BITS)

Todd Say, ex officio (BITS)

Pam Silver, ex officio

Andrew Sanford, SGA Vice President

Approximate meeting dates/ number of times met:

- Friday, March 15th, 2019
- Friday, April 12th, 2019

Charges

Charge #1: Develop an annual IT survey to collect feedback, needs, and suggestion from faculty and students.

The ACC and the Behrend Information Technology Services (BITS) will conduct two surveys, each focusing on a unique population; faculty/staff and students. The questions were aimed at discovering:

- Where students are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in their experience.
- What improvements are most important?
- Trends to help prioritize the continuous improvement initiatives that will make it easier for Behrend students to complete their work.

Progress with charge:

Data are collected, and initial analysis on the results is completed.

Faculty/staff IT survey

- We have received 67 responses from faculty/staff across all schools and campus divisions.
- Results can be found in the appendix.

Student IT survey

- 123 responses received

- Results can be found in the appendix.

Recommendations:

The ACC could use this first-hand material to discover the most pressing issues and to determine the charges for the next year.

Any other relevant information/ discussion

NA

Suggested charge(s) for next year

Suggested charge #1: Investigate ways to increase the awareness of cyber threats

Suggested charge #2: Investigate ways to make training opportunities more accessible

Suggested charge #3: Review IT survey results and make a list of prioritized action items

Appendix

Result of IT Survey for Faculty/Staff

- Which school/campus division are you currently with?

● Black School of Business	10
● School of Engineering	10
● School of Humanities and Soci...	10
● School of Science	15
● Other	18



- How would you rate your overall satisfaction with the technology available in the classrooms and lecture rooms where you teach students?

54

Responses



3.94 Average Rating

- How would you rate your overall satisfaction with the technology available in the labs where you teach students?

42

Responses



3.86 Average Rating

42

Responses



3.86 Average Rating

- [optional] If you have issues with the technology in the classrooms or labs (e.g., podium, touchpad, document projector, projector, mic, speaker, software, etc.), please describe it in the textbox

1	anonymous	Sometimes the projector in a classroom does not work, but I call it in and usually someone is in the classroom in 10-15 minutes to fix the problem.
2	anonymous	The internet is slow to come up.
3	anonymous	I wish the screens were in better places and the projection was better quality. I often have issues with speakers being full of static the first week in the semester. They should be routinely checked.
4	anonymous	Length of time to log in and load basic features like Chrome is a challenge at times.
5	anonymous	My biggest problem(s) this semester in lab has been how excruciatingly slow the CLM has made the login and startup process. With sometimes only 10 minutes between courses, there have been several times that I had to start my class late because my computer took more than 10 minutes to make it through the startup process. Not to mention how long it took for applications to start, even when I make sure I only try to start one thing at a time lest I overstress the system.
6	anonymous	I don't think BITS can do anything about it, but the roaming profile seems to take forever to load in classrooms and labs
7	anonymous	Sometimes, I arrive to find the cabinet locked, and I don't have a key. The software on the desktop is outdated -- I click the Canvas link, it opens a browser, I get a message that says the browser is out of date! In terms of labs, I never heard what happened to the software that allows me to control the students' computers.

8	anonymous	In Nick 167, the projector won't turn off. In OBS 117, it takes up to 15 minutes for Chrome to start. The short cuts on the task bar don't always work. In Witkowski 109, the sound doesn't always work on the podium.
9	anonymous	the projector in some of the classrooms is very dim (burke 208)
10	anonymous	I had a month-long log-in issue that resulted in a temporary account this semester. No one seems to know why?
11	anonymous	No document cameras in Burke computer labs.
12	anonymous	document projectors are rather difficult to use, especially in OBS building
13	anonymous	Intermittent malfunctioning of projector bt computer and doc cam.
14	anonymous	Not everywhere seems to have good sound/speaker options if I need to show a video or clip
15	anonymous	The computers can be slow at times. The internet takes ~5 mins to load on every computer (not great for showing videos, websites, etc.)
16	anonymous	The podium computers are slow to log into and slow to load Chorme.
17	anonymous	Projectors not bright enough. Need dual projectors.
18	anonymous	Incredibly slow to start the computer in each class since everything was put on "the cloud"
19	anonymous	Slow loading times of software. Sometimes missing files for Visual Studio so they have to be rebuilt. Forever to login to a lab computer even after 15 weeks of class.
20	anonymous	The projectors in OBS 105 & 106 have been very tempermental this year and were replaced multiple times. It's difficult to teach a laboratory class when you can't show them their prelab video so they can quickly get to work.
21	anonymous	student computers take a long time to long into...the computers we have available in our office for students to use require you to login first, we sometimes have Prospective students and/or Alumni who are in our office for appointments and would like access to the internet for career assessments/job searching and/or Word to do resumes...we would like to provide support for them but they do not have PSU access id's ??
22	anonymous	minor issues which usually are fixed by the staff

- How would you rate your overall satisfaction with the remote connectivity service including remote desktop, remote lab, and VPN?

54

Responses



3.61 Average Rating

- [optional] If you are NOT satisfied with the remote connectivity service (e.g., remote desktop, remote lab, and VPN), please describe your issues below:

1	anonymous	Too hard to use, especially if you have a Mac. Online instructions not very clear.
2	anonymous	The remote desktop function works about 75% of the time.
3	anonymous	There are periods when it is very slow to connect or will not connect at all. If I wait a few hours it normally works.
4	anonymous	I do not use Remote Services... I have always used Box for access across all of my devices. I may switch to OneDrive, but I prefer an enterprise cloud solution personally
5	anonymous	I haven't used it so I didn't rate it.
6	anonymous	At times it is very slow from my home, but that may be an issue with my data provider.
7	anonymous	I cannot find these things, and the instructions to do so are byzantine. Might as well not exist.
8	anonymous	I have never gotten the remote connectivity to files on the P: drive to work for me.
9	anonymous	They don't always seem easy to log on remotly
10	anonymous	I've never been able to access it off of campus, and it frequently crashes in my office.

11	anonymous	My "remote desktop" system is great when it works; on heavy traffic days, such as first day of semester, it is extremely hard to access. This is a big problem, as these are the days I need access to student records.
12	anonymous	I always seem to have trouble being able to access my remote desktop
13	anonymous	Can be slow at times to connect. Navigation links are confusing
14	anonymous	Simple commands, such as opening/saving a document, when working on the cloud, take significantly longer than they should when not on campus.
15	anonymous	I do not use Remove lab but students say that at times it does not work or very, very slow.
16	anonymous	I prefer not to use the remote desktop. I am more comfortable with my own laptop. In my experience, virtual machines involve lag and downtime that I don't want to deal with.
17	anonymous	I don't use remote features.
18	anonymous	dang hard to make connections with new devices - clunky
19	anonymous	Each time I connect with remote desktop through the classroom computers, I cannot save the login details and it requires me to re-enter the login information. After entering psu\userid with password to connect to the e8gateway, I have to choose additional sign-in options, sign in with a different account, and then re-enter my user id without the "psu\" in front to log in to my actual computer. If I do not go through this complicated process every time, it does not properly connect the P:\ drive and other network drives because it tries to use the gateway log-in information and cannot map the network drives properly with the psu\ domain included.

- How would you rate your overall satisfaction with the technology support for your research?

43

Responses



4.28 Average Rating

- [optional] If you are NOT satisfied with the research support you receive from Behrend IT, please describe your issues below:

1	anonymous	I clicked by mistake. I do not use IT for research
2	anonymous	I have three devices -- a personal PC, an office mac, and an iphone -- that cannot talk to each other. Only my personal phone meets my needs.
3	anonymous	I am part time and do not do research.

- How would you rate your overall satisfaction with your office desktop/workstation?

66

Responses



4.21 Average Rating

- [optional] If you are NOT satisfied with your office desktop/workstation, please describe your issues below:

1	anonymous	S-L-O-W
2	anonymous	tough to update - need admin approval
3	anonymous	would like to install my own programs
4	anonymous	Cannot get Zoom to work. I have either audio OR video cannot get both to work at same time
5	anonymous	It can be slow at times.
6	anonymous	I would prefer a laptop
7	anonymous	4 gigs of ram is absurd. The computer is so slow it is virtually unusable most days.
8	anonymous	more memory would be nice.
9	anonymous	Again, weird log-in stuff - it takes a lot of time to access the server. I miss simply being able to get on the internet without the cloud.

10	anonymous	My "remote desktop" system is great when it works; on heavy traffic days, such as first day of semester, it is extremely hard to access. This is a big problem, as these are the days I need access to student records.
11	anonymous	at times internet is slow
12	anonymous	Slow logging in, doesn't seem to update very fast
13	anonymous	Personal Laptop
14	anonymous	It restarts at inconvenient times and frequently. After a restart, I sometimes lose connectivity with my printer. Right now, it won't recognize it as scanner. Funny thing, my computer just restarted without warning during this survey.

- How would you rate your overall satisfaction with the office/campus printers?

65

Responses



4.05 Average Rating

- [optional] If you are NOT satisfied with the office/campus printers, please describe your issues below:

1	anonymous	more color would be nice
2	anonymous	In the labs, for students, they are often out of ink or not connected to the computer. It's also confusing for students outside of the lab to choose printers. In the lab in Hammermill, I often get students printing from outside and walking into the classroom to get their papers.
3	anonymous	Scanning can sometimes be an issue in terms of the location where my scans end up...
4	anonymous	Started having students submit .pdf files for two reasons, one is to save paper, but the biggest reason was the quality of prints students were able to get from many of the printers in the BURKE basement labs was abysmal. I know many of the problems are likely from over use and abuse, but streaky prints or ones with greyed out spots, are difficult to read.
5	anonymous	One quarter of the time, documents don't print.
6	anonymous	No option for color. Printers seems often on the edge of failing.
7	anonymous	Cannot get access from computers in the office. Have to use VPN or remote connection.
8	anonymous	hard to connect to the printers because the printers don't have human readable names. It would be better if the printers had names like Jeff, Sam, Alisha, Jenny. Most of the time, I don't remember which is the HP Laserjet 3456 and which is the HP Officejet 7832. Especially when there is a student in my office who is stressed and I have to print something off for him or her.
9	anonymous	I think it would be great to push a paper free environment.
10	anonymous	They rarely default to the correct one, and we don't have an especially useful system for replacing ink.
11	anonymous	buggy for printing pdfs
12	anonymous	we are ready for an upgrade in printers to help support the daily use by our offices
13	anonymous	Student print station in front office is very, very slow.
14	anonymous	The printer names used to state where the printers are located (e.g. AMIC 234, AMIC 234 color, Burke 239). Now, I have to remember each time that E8 ENG 2 or 4 or 1 corresponds to which printer.

- How would you rate your overall satisfaction with the storage service, including P/U/X Drives, WebFiles, Box, and OneDrive?

65

Responses



4.18 Average Rating

- [optional] If you are NOT satisfied with the storage service (e.g., P/U/X Drives, WebFiles, Box, and OneDrive), please describe your issues below:

1	anonymous	They are often unreliable.
2	anonymous	Oddly enough, I normally like options, but currently there are too many and when collaborating it makes it difficult when some people are using box, some are using one drive, and I must admit, most of my work is still on my P drive because I worry that the cloud data is not secure and will not be regularly available. If Office doesn't work, like one full day last fall, we're basically SOL for accessing anything.
3	anonymous	See above. If I cannot access all storage services from all devices, they are worthless to me. And the proliferation of cloud services is absurd.
4	anonymous	I hope we can move to OneDrive instead of the P: drive soon.
5	anonymous	Not easy to access off campus
6	anonymous	I strongly dislike OneDrive and Office 365. Box is awesome and I much prefer it to OneDrive. P/U/X files, rarely use them.
7	anonymous	Box does not have a Linux client (so much for an anonymous survey).
8	anonymous	Too confusing with all the options and the ones located at U.P are too slow in response
9	anonymous	I feel like everything is in flux and I have no idea where to put stuff. I can see PSU ending Box support and moving to OneDrive, but I have no idea. No consistency.
10	anonymous	I don't use these as I've had online/cloud files erased too many times over the years or the files are too slow to sync.
11	anonymous	Its getting confusing to know where to keep things and to have to keep switching to new platforms.
12	anonymous	P drive keeps losing connection and saying network drive is inaccessible, so I have to reopen the windows explorer folders

- How would you rate your overall satisfaction with the campus wired/wireless network?

65

Responses



4.02 Average Rating

- [optional] If you are NOT satisfied with the campus wired/wireless network, please describe your issues below:

1	anonymous	Cannot connect to WiFi in certain classrooms (not recalling which specific ones at the moment)
2	anonymous	I cannot get my pc configured correctly to use it. Even when I go on as a visitor, half the time, it kicks me off at irregular intervals.
3	anonymous	When my office used to be in Carriage House Annex II, there were connectivity issues.
4	anonymous	it hardly works in my building
5	anonymous	at times internet is slow or kicks me offline
6	anonymous	Difficult sign in process for "psu" network. Should be same 2FA process.
7	anonymous	I have never been able to sign on to the campus wireless network
8	anonymous	Wireless occasionally kicks users off.
9	anonymous	drops a lot
10	anonymous	I don't use the wireless because I can't find out how to sign up to use it on my device.
11	anonymous	phones work great, sometimes have issues with laptops/surface pro connection to Wifi...maybe due to age of our devices
12	anonymous	seems slow at times

13	anonymous	Seems like it stays connected fine for the last year or so. Beforehand there were many outages.
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- How would you rate your overall satisfaction with the video conferencing tools (Zoom, Skype, Polycom, etc.?)

53
Responses



- [optional] If you are NOT satisfied with the video conferencing tools (Zoom, GoToTraining, Skype, Polycom, etc.) please describe your issues below:

1	anonymous	See above comment about use of Zoom from my office computer
2	anonymous	I use Zoom for meetings all the time. It would be good to have cameras in the certain classrooms for better connectivity. Burke 236, 153, 001, 002, and a few on the 200-level hallway should be the first priorities in my opinion.
3	anonymous	I cannot get all three devices to use them.
4	anonymous	Zoom has not been as user friendly as Abode Connect. We have had issues with the format and screen sharing. We probably need to brush up on our comfort level with Zoom, but overall I have found it not as user friendly for presentations and set up.
5	anonymous	always issues with Zoom
6	anonymous	I don't use video conferencing tools.
7	anonymous	love zoom, getting rid of polycom,
8	anonymous	needs more support - we have tried to do webinars several times with shared control and they do NOT work well
9	anonymous	Zoom has some great functionality, but I think is less user friendly and professional-looking than Adobe.

- How would you rate your overall satisfaction with the IT ticket service (SNOW)?

64
Responses



- [optional] If you are NOT satisfied with the IT ticket service (SNOW), please describe your issues below:

1	anonymous	tough to enter ticket when computer is down
2	anonymous	I'm not sure why I have problems with SNOW, but I do.
3	anonymous	The ticket itself is really poorly designed. Level of urgency is confusing.
4	anonymous	The web interface is Meh. Used to be place for additional comments-no longer. But IT staff responds very well and generally very quickly. Very happy with the local staff at Behrend. PSU bureaucracy appears bent on making their jobs harder.
5	anonymous	It creates an abysmal amount of messages and is awkward to communicate through.
6	anonymous	Hard to find the form.
7	anonymous	SNOW feels cumbersome.
8	anonymous	The process is confusing, though all of our support people are great at explaining it.
9	anonymous	hard to find site to enter ticket
10	anonymous	I have resorted to walking to help desk and asking for help filling out IT ticket online. Perhaps it has improved, but when first introduced, it was a mess.
11	anonymous	Receive numerous duplicate messages, needs to ask better questions on the form, poor form interface for users

12	anonymous	I would prefer talking to a person because they know the questions to ask. Submitted a ticket usually ends up with a lengthy email exchange
13	anonymous	It is a very confusing system. Have not figured out why I am directed to two different systems/screens to enter a ticket. Hard to maneuver and cannot believe that the first they do NOT ask you is what room. In one system it never asks what room. In the other you have to go back and add it later. One tells you the status of your ticket and the other is just a mess. Still not sure they are connected.
14	anonymous	It was very confusing but has improved.
15	anonymous	It takes about 5 minutes of going in circles to figure out where to submit an IT request from the BITS website. Every time it is a huge source of frustration.

- How would you rate your overall satisfaction with the IT help desk?

61

Responses



4.28 Average Rating

- [optional] If you are NOT satisfied with the IT help desk, please describe your issues below:

1	anonymous	students are nice but not too helpful to faculty
2	anonymous	I had an issue with my office computer and thought I would just run over to the help desk in the Library to ask a question and they sent me to three different people before I was able to find out the answer. Finally, I just found that submitting a ticket was the best option to get things done.
3	anonymous	Usually staffed by students and not really helpful for the issues that we seem to call with.
4	anonymous	lack of support available for late afternoon/evening classes
5	anonymous	Because I work on both a pc and MAC, I rarely find a single person who can answer my questions.
6	anonymous	You are AWESOME!!!!
7	anonymous	Students very seldom seem to be able to help with faculty issues,
8	anonymous	The students at the help desk typically have limited knowledge on how to fix issues
9	anonymous	Communication could be improved of timelines for installations as well as a time to meet in person to fix issues.

- How would you rate your overall satisfaction with the training/learning resources and opportunities for learning new software and IT services?

54

Responses



3.85 Average Rating

- [optional] If you are NOT satisfied with the training/learning resources and opportunities for learning new software and IT services, please describe your issues below:

1	anonymous	Could use more support with Canvas l.p.
2	anonymous	Class are not offered when I can take them usually.
3	anonymous	Not enough clearly advertised opportunities; more individual instruction needed.
4	anonymous	Have not used them much
5	anonymous	Poor rollout for LionPath and Workday.
6	anonymous	Not even sure they have ever had training.
7	anonymous	Just need to be reminded more regularly of training opportunities
8	anonymous	There's training for new software? I have seen a few e-mails for Canvas info, but that's it.

- How would you rate your overall satisfaction with the breadth, quality, and the ease of finding what you need in Behrend websites?

66

Responses



3.41 Average Rating

- [optional] If you are NOT satisfied with the breadth, quality, and the ease of finding what you need in Behrend websites, please describe your issues below:

1	anonymous	I don't think the websites are very intuitive or user friendly, and they aren't very aesthetically pleasing either.
2	anonymous	faster to google
3	anonymous	not always easy to navigate
4	anonymous	Locating items it not always obvious and the search function rarely finds what I'm looking for. When I finally find something I tend to bookmark it in case I can never find it again.
5	anonymous	It's a problem with any bureaucracy. The page hierarchies make sense to the developer, but not to other people.
6	anonymous	SO counter-intuitive. The amount of time I have spent searching for certain university services/offices is absurd. This mentality that the website should primarily serve potential students is outdated.
7	anonymous	Answers often feel buried.
8	anonymous	Behrend's website is difficult to navigates, not user friendly and not appealing
9	anonymous	could be much better. The search bar still tag searches, user testing please.
10	anonymous	Too much drilling down. Text heavy.
11	anonymous	Sometimes I find 'dead links' on the behrend website.
12	anonymous	Finding basic contact info on our website can be surprisingly difficult. I usually default to a more specific Google search.
13	anonymous	Where can I begin?
14	anonymous	The ease of finding what I need why I gave three stars. I think it's more of a departmental issue than an IT issue though.
15	anonymous	The Behrend intranet is not at all easy to navigate and most of the navigation page is inactive/not linked to anything
16	anonymous	Give the people in charge of programs and departments more control of their own websites
17	anonymous	There are a few things that are difficult to dig down to.
18	anonymous	It is not always organized in the most obvious way
19	anonymous	It is getting more difficult finding the correct resource as the website has changed over time
20	anonymous	not always a logical path to find what you need, especially searching what software is already available in what classroom each semester

- How would you rate your overall satisfaction with the technology notification distributed by the Behrend IT?

63

Responses



4.17 Average Rating

- [optional] If you are NOT satisfied with the technology notification distributed by the Behrend IT, please describe your issues below:
NA
- How would you rate your overall satisfaction with the cyber protection and training provided at Behrend? (e.g., protection on the end-point system, malicious software, phishing, identity, and

so on.)

58

Responses



4.00 Average Rating

- [optional] If you are NOT satisfied with the cyber protection and training provided at Behrend? (e.g., protection on the endpoint system, malicious software, phishing, identity, and so on.), plea.

1	anonymous	I do get phishing emails, nothing concerning.
2	anonymous	Protection seems OK. Training? I think all I get are fake phishing emails for training.
3	anonymous	Protection is very good, but Faculty training is minimal.
4	anonymous	What training?
5	anonymous	Not sure what training was done.
6	anonymous	Is there training on this?

- Are there additional technology services you feel Behrend should be offering?

1	anonymous	better projectors - most are dim
2	anonymous	More help with Macs and laptop maintenance
3	anonymous	More workshops on the basics of MS Office. Many of the programs I am not familiar with.
4	anonymous	I have yet to be able to successfully teach a class remotely. There are times during the semester where I need to be away for a single class or two. I would like to be able to teach those classes remotely.
5	anonymous	Testing labs where we could send our students to take tests in a safe and secure online environment
6	anonymous	Smart boards. I teach graphical topics and it often nice to be able to draw on the screen. We also need HDMI ports in classrooms so I connect my surface to the projectors. I can use that for drawing too.
7	anonymous	I am deeply concerned by the conversion of computer lab space to nursing space. Our statistics courses are rapidly running out of room -- more lab space is needed.
8	anonymous	WE do not have enough lab space to offer the tech-based courses we would like to offer.
9	anonymous	Would like some sort of tablet technology in each classroom to write on documents presented on the screen. And record such information.
10	anonymous	More staff trained on specific application packages

- Do you have any other comments you would like to share about technology at Behrend?

1	anonymous	Any time I have asked for personal help the IT Department has been quick, efficient, and wonderful.
2	anonymous	IT staff is awesome!! Very responsive and helpful!!
3	anonymous	Behrend's IT Staff are the Best!!!! I just got a new computer with the new Word version. The entire process went smoother than it ever has (I've been here 30 years). Rick Sawtelle and Michelle Newcomb were so knowledgeable and helped me immediately with problems or questions. Nick Silka is ALWAYS willing to help me via phone no matter how busy he is. Jason Artello will go out of his way to help anyone. Michelle Brown does not simply put a work-order in or transfer the phone call. She will take the time to try to execute the problem. If she cannot solve the problem, she will put the work-order in for you and/or transfer your call to an IT tech. The entire IT staff is always willing to help.
4	anonymous	The new system of requesting technology before we enter the classrooms is redundant. For instance, if I always teach in the same labs, can't the technology I always need just stay on the systems? Do I need to request them every semester? This should probably be addressed

		by IT. We got the information from our Chair and i'm not sure they had all the answers at the time. They just told us it's something we have to do now, like ordering books every semester.
5	anonymous	Jim and Todd do a fantastic job of running IT initiatives!
6	anonymous	You all are wonderful and every time I've had a problem, even if it was self-induced, I've been helped in a timely fashion by friendly people.
7	anonymous	I think our IT team is great. Responsive, friendly, knowledgeable, flexible...you really can't ask for more from any group of people
8	anonymous	The IT Dept. is very responsive to our computer/printing needs and it is truly appreciated.
9	anonymous	My computer needs are really simple -- e mail, word processing, accessing cloud, making Power Point slides -- and yet, as I say above, nothing functions efficiently other than my personal iphone. The server configuration is particularly terrible. I was at the airport yesterday and literally could not send an email from Outlook.
10	anonymous	I think our IT does an amazing job.
11	anonymous	I strongly dislike Office 365 and strongly dislike Outlook. Most of my students feel the same and have all of their email forwarded to their gmail account as do I. Office 365 promises increased functionality but it is not there, emails disappear, the conversation view is a nightmare for me. Often students will claim that they emailed me and I never get the email yet it shows up in the forwarded email to gmail. Next semester, I am tempted to ignore office 365 and just use gmail. I am used to it, it is easier to use, it is what all of the students prefer as well.
12	anonymous	Our IT team is very helpful. I'm usually at my worst when I need them, and they are patient and easy to deal with.
13	anonymous	The staff are fabulous! Always helpful and quick!
14	anonymous	Equipment seems to be responding slower and slower
15	anonymous	Love our IT but really would like to see faster loading times in the labs.
16	anonymous	So far, no real negative experiences with any of the technology on campus. Office and classroom setups are fine and get the job done. I'm not a great fan of virtual desktops, but that's a preference thing.
17	anonymous	Rick is great!
18	anonymous	The Behrend IT team is usually quick to respond and solve tech problems for me. They usually are knowledgeable about various issues and tend to have a solution to problems.
19	anonymous	IT staff are very helpful and supportive
20	anonymous	We are grateful to all the IT department, amazing patience and ability to resolve problems. Thank you !
21	anonymous	Switching everything to the cloud is nice until the cloud isn't available for some reason.
22	anonymous	Requesting a list of software installations per classroom and per lab each semester for every class is very inefficient. Each semester we usually want the same software for our classes per department. It would be nice to keep that list and just make any modifications/updates and/or additions/subtractions from there.

- Please leave your name and email if you want us to follow up on the issues you list in this survey.

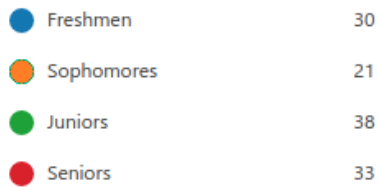
Omitted due to violation of privacy

Result of IT Survey for Student

Which school are you in?



What class year are you in?



How would you rate your overall satisfaction with the technology available in the classrooms?

121

Responses



3.27 Average Rating

How would you rate your overall satisfaction with the technology available in the labs?

122

Responses



3.34 Average Rating

[optional] If you have issues with the technology in the classrooms or labs (e.g., podium, touchpad, document projector, projector, mic, speaker, software, etc.), please describe it in the textbox

1	anonymous	Log in takes too long. Only has been an issue this year
2	anonymous	Sometimes the projectors wouldn't work and teachers can't fix it very quickly so the whole day it will stay that way.
3	anonymous	Loose cables in classrooms that display weird yellow hues over the screen
4	anonymous	Slow and or unable to connect for presentations.
5	anonymous	The only thing I could complain about is how slow some of the computers are. Yesterday it took me ten minutes to log in and open canvas.
6	anonymous	The computers in the plastics labs are always dying or not working
7	anonymous	Slow speeds
8	anonymous	ArcGIS software does not properly run on the school computers because it has to go to main campus and back to us
9	anonymous	Computer not working or very slow.
10	anonymous	Science labs need more heavy equipment.
11	anonymous	The issue I had was how slow the projection turns on in the nick and obs buildings. I will have to wait like 20 mins for everything to turn on, which is annoying at some times. As

		well, I have tried printing papers at the hammermill computer lab and I would be charge money when it doesn't print.
12	anonymous	Computers are slow and have long login times
13	anonymous	some have long boot times(in library)
14	anonymous	1) Most 4:3 monitors in the school have lost their color, have dead pixels, or broken mounting. It would be a massive quality of life to update monitors to new 16:9 displays. 2) Please find some way to reduce the time to load software on PCs. I realize it's because of the virtual licensing and such but it sometimes cuts into class time
15	anonymous	very slow loading for internet browsers and applications
16	anonymous	Takes a long time for programs to load. Upon logging in. Could take up to 10 minutes just to open Google Chrome. This slows down my productivity and wastes my time knowing I have to wait for it to load. Printers can be unreliable. You can print fine one minute and 5 minutes later print again but get an error saying it's offline. The monitors are old and outdated. Would be nice to have widescreens in all labs and monitors that show true color. When working in Excel or Creo it can be hard to be fine lines and this is frustrating. I understand that as students we need to respect the school but how much can replacing staples and three hole punches be? This make is frustrating as students to have to carry these around with us when we go to a good school that this should be provided. Also the chairs are uncomfortable and mostly all torn or the hydraulic is broken
17	anonymous	All campus computers are excessively slow to log in, since the update to windows 10, as well as taking forever once logged in to be able to launch a program
18	anonymous	I've only had the speakers not play and at one point most computers in a lab didn't have intellij after an update
19	anonymous	I wish there was more software on the computers. There's a lot of slowness.
20	anonymous	Computers for software heavy classes need better optimized internals
21	anonymous	Software limited to too few places
22	anonymous	ArcGIS works extremely slow in lab also projector bulbs could be replaced in some rooms
23	anonymous	Some things take too long to open, specifically Google chrome
24	anonymous	They are the slowest things I have ever dealt with. I would rather use MS-DOS than continue using these. Hardware should be updated alongside software.
25	anonymous	Programs I need were sometimes not installed
26	anonymous	Need more color printers
27	anonymous	I have issues when logging into my psu account when it opens up opening chrome is so slow. Not sure if that's something that can be fixed.
28	anonymous	TV doesn't work in some labs, projectors turning green or too dark for detailed use!
29	anonymous	So slow
30	anonymous	It takes several minutes to load just the chrome search page on the computers.
31	anonymous	The computers are so slow. Penn State is a massive University. There is no reason it should take 5 minutes simply to open Google chrome. Ridiculous.
32	anonymous	autocad in burke007 has source file issues, not available to use remote lab, relogix in burke143 not installed on all computers,
33	anonymous	Computers boot up slow and I have issues running things
34	anonymous	Intellij keep needing to enter licenses, also lab computers are very slow
35	anonymous	Projector is too dull, we can't see certain colors on the screen if they're light
36	anonymous	I wish we had more labs with the dual monitors. The dual monitors make working on projects much easier.
37	anonymous	The computers are very slow during user log in, many of the software programs are not available in every computer or are expired.

38	anonymous	Some labs don't support software that uses a lot of memory, like Unreal Engine. That makes it hard to work on labs/projects in a reasonable time frame when I cannot access the 1 lab that supports a software until 8PM most days.
39	anonymous	My only issue is that some professors don't know how to use it and then have a small heart attack when things go wrong
40	anonymous	Many pieces of software is out of date. (Ex: IntelliJ is old) -- Only Java 8 is available on the system. (Current: Java 12)
41	anonymous	I had to create a pathway every time I tried to open AutoCAD.
42	anonymous	Projector never works, TV screens in conference rooms don't work
43	anonymous	projectors usually wash out pictures and diagrams projected on a presenters slides. The laptops used in my physiology lab always have errors and so it takes us additional time to complete labs due to restarting computers
44	anonymous	Boot Time, outdated licenses, lack of software on certain machines.
45	anonymous	Everything takes 20 minutes to load
46	anonymous	Teachers have to sign into computer to use the document projector. Not all labs have inventor
47	anonymous	Computers need to be faster in all labs, however the senior design lab computers need to be much faster and their has to be more senior design computers.
48	anonymous	Yeah half the projectors dont work properly like they have wiring issues which could be solved with less heavy wires, more efficient wiring, or literally scotch tape but im guessing some of these projectors arent reported because its notorious that our support for this stuff is bad dont get me wrong but stop hiring students and hire some professionals at least one that can schedule checkups on our devices
49	anonymous	The projects did not work quite often for professors in AMIC
50	anonymous	With the new virtual desktop environment combined with the 5 1/2 year old hardware, the machines are too slow and we often waste class time waiting for users to login and applications to load.
51	anonymous	Some of the technology is not as user friendly as I think I would like to see it. I wish there were directions on the podiums for how to use the touchpads and projectors so professors and students did not waste as much class time trying to figure it out.
52	anonymous	Every projector in the science building doesn't work
53	anonymous	A lot of the projectors have malfunctions and low quality.
54	anonymous	Lab computers are slow and take 5 minutes just to open google chrome
55	anonymous	computers in lab have outdated and slow software on them.
56	anonymous	There have been a few times where the projector stops working which halts the entire class until its fixed.
57	anonymous	Keyboards on workstations in the labs often need to be cleaned and are missing the flip stands.
58	anonymous	Log in times are a disaster and nothing loads until 10 mins after logging in.
59	anonymous	The computers are extremely slow. It can take up to 5 minutes for internet browsers to open. Also, there is not enough open time in the computer labs. I have assignments that must be done on a lab computer, but classes are normally in here when I want to work. The Black School of Business should have their own computer labs.
60	anonymous	Sometimes they do not work, and some professors do not know what they are doing all the time. It makes learning and teaching difficult at times.
61	anonymous	I was a graduate of Cranberry MBA program. The instructors often had problems displaying info from their computers on the classroom view-screen

How would you rate your overall satisfaction with the remote connectivity service including remote lab and VPN?

117
Responses



[optional] If you are NOT satisfied with the remote connectivity service (e.g., remote lab and VPN), please describe your issues below:

1	anonymous	Tried several times and could not access remote lab
2	anonymous	Have yet to use it
3	anonymous	N/A dont use this service because it's easier to use my home computer because it's more powerful
4	anonymous	It is way too slow. Half of the software I need isn't on it, so I end up needing to come to campus anyways, and theres like 12 different remote labs. There should just be one.
5	anonymous	remote lab is unusable unless on school computer
6	anonymous	Having to use original password from 3yrs ago when they made me change it multiple times? Yeah i have no idea what my password is or how to get it so I can't use remote lab
7	anonymous	The passwords don't update. I have to use my first PSU ID password to log into remote lab. That's not an issue but a lot of my peers think remote lab doesn't work because they're using their most recent password.
8	anonymous	very slow and takes a long time to load
9	anonymous	Remote lab would never connect. Tried multiple times, multiple ways
10	anonymous	It's so slow and unreliable. Connection is also tricky
11	anonymous	Easy to use but very slow, which deals with either internet or servers of the remote lab
12	anonymous	It's slow.
13	anonymous	Haven't used it
14	anonymous	Rarely used it, slow, needs good internet connection
15	anonymous	Crappy connection for most uses and the system might not be suitable for.
16	anonymous	Remote lab is also very slow
17	anonymous	Crashes a lot. As well as not connecting to server properly.
18	anonymous	Very laggy and not user friendly
19	anonymous	other than being super slow, software i needed not there
20	anonymous	I've tried multiple times, followed every instruction to a T, but it won't work.
21	anonymous	Very, very slow and laggy
22	anonymous	Something there are glitches that cause the remote lab to freeze or it wont allow us to connect.
23	anonymous	No GNU+Linux support. Existing documentation out of date and uses obsolete and/or non-free software. I had to figure it out myself and once I did, the school showed no interest in updating the instructions or even investigating the issue; my instructions are on file.
24	anonymous	Remote lab is extremely slow and lags.
25	anonymous	Occasionally, remote lab runs slower than I feel like dealing with so I will log off, but most of the time it runs fine.
26	anonymous	Never use it.
27	anonymous	My main issue with remote lab is the lag, they also could be named better when choosing which remote server you want to be one. Especially since some software is only offered on a small number of computers. At times I am unsure if the server I am selecting will have all

		the programs that I need. That being said I have been here long enough to now know which ones I need to choose.
28	anonymous	Remote lab seems to be slow even in the best connections possible to it.
29	anonymous	Sometimes really slow
30	anonymous	I have never used remote lab.
31	anonymous	Slow, glitch prone
32	anonymous	The programs in remote lab are very slow, even unresponsive at times. It also crashes fairly often, on multiple devices. Still convenient though!
33	anonymous	Again, the connection needs to be faster. If someone attempts to use autocad or ansys through remote lab then it is way too slow.
34	anonymous	Surprisingly the VPN and tunneling services are actually quite good with ssh
35	anonymous	Matlab rarely works as well as very slow loading times and no option to limit to one screen when used on dual monitors
36	anonymous	Remote machines take too long to load; also, the server will lose its connection randomly, at least once a day. After reconnect, any file explorer windows with shared devices open must be closed and reopened since the file path history is inaccessible.
37	anonymous	I have only tried to use remote lab once and I could not get it to work. I also do not have much a reference point for this because I live on campus and rarely have to use special programs that require me using a school computer or remote lab.
38	anonymous	The software is a little bit hard to figure out and navigate at first
39	anonymous	The VPN logs out too fast.
40	anonymous	A lot of programs that I used for my classes are not in the remote labs and there are really long downloads to use them later.
41	anonymous	I was unable to connect remotely using linux following the instructions. It would be great to improve your linux support for noobs.
42	anonymous	Slow
43	anonymous	connection is slow and everything takes forever to load
44	anonymous	Often times my RemoteLab drops.

How would you rate your overall satisfaction with the campus printers?

123

Responses



3.39 Average Rating

[optional] If you are NOT satisfied with the campus printers, please describe your issues below:

1	anonymous	Paying for printing is ridiculous given how much we pay in tuition each
2	anonymous	Out of toner many times
3	anonymous	Some printers (mainly the one outside of Bruno's) leaves black marks on the pages
4	anonymous	It's hard to tell which one is the connected one and the default setting sometimes lead in to a printer outside of the room.
5	anonymous	Wish there were more around campus. Would be nice to have one at every dorm.
6	anonymous	There should be more color printers
7	anonymous	for what we pay the quality isn't great, often have streaks in paper
8	anonymous	Would love to have free printing.
9	anonymous	They never work, are out of paper constantly, should be color printers.
10	anonymous	No color printers in amic?

11	anonymous	Burke 008 and 0013 printers break seemingly weekly or produce ill quality prints often. I understand that these printers probably get the most use but it would be nice to have newer printers there or improved reliability of these printers
12	anonymous	Most of the ones down stairs in Burke suck
13	anonymous	They always tend to jam at the worst time
14	anonymous	***Making us pay for printing... where's my tuition dollars going???
15	anonymous	Aren't always working
16	anonymous	Need color printers!!! More more more
17	anonymous	quality of printers are lacking, and the availability of color printers is too limited and costly.
18	anonymous	There isn't any printers in Trippe hall and there needs to be
19	anonymous	Printers are often out of ink and mess up my papers when printing. They often have random black/grey lines all over them.
20	anonymous	they sometimes do not print correctly
21	anonymous	The printers in Reed are usually not working which makes it incredibly hard to print things
22	anonymous	Sometimes of the printer put streaks all throughout the papers. It depends on the printer because some are really good but others would not give you a professional looking paper.
23	anonymous	Logging in as a Penn State user should be sufficient to allow me to print on any network-connected printer which is accessible for student use, regardless of whether I am using RDP or not. If there is a charge for paper, it should happen transparently and without my notice. Rather than shoving all my documents through a mystery server and requiring me to use proprietary software with unknown privacy practices to print, another means should be investigated.
24	anonymous	Printers are sometimes down
25	anonymous	Very good! Sometimes a print operation will refuse to work on certain computers, but this is a minor issue.
26	anonymous	Don't work half the time
27	anonymous	I am fine with the printing on campus. Mostly because I do not do a lot of printing
28	anonymous	Expensive and not enough color printers
29	anonymous	the printers often leave streaks of ink
30	anonymous	Frustrating and take forever to print and turn on
31	anonymous	Always broke
32	anonymous	I think they need to be monitored and maintained better so that students are not running out of paper or ink when trying to print important class materials for things like presentations.
33	anonymous	Don't put a cap and make sure replace in more often the quality is poor.
34	anonymous	Sometimes they don't work. Or may be out of ink and you lose your money that you spent printing the pages!
35	anonymous	I use my own printer because of the cost.
36	anonymous	Staplers don't work often
37	anonymous	Mainly how fast the ink runs out. The reed printers also sometimes print random lines on papers that are printed out.
38	anonymous	We should not have to pay to print. I only print the required materials from my professors and I still usually go over my limit. Printing used to be free on campus.
39	anonymous	The printers are offline a lot. Paying for printing is annoying.
40	anonymous	I had to pay 25 cents per sheet to get copies at the Cranberry RLA.

How would you rate your overall satisfaction with the storage service, including P/U/X Drives, WebFiles, Box, and OneDrive?



[optional] If you are NOT satisfied with the storage service (e.g., P/U/X Drives, WebFiles, Box, and OneDrive), please describe your issues below:

1	Dont like onedrive
2	Always run out of space and have to go in and request more with the P drive
3	They are garbage, so I use my own laptop and thumb drive.
4	only complaint is that the one time it was unaccessible for a day
5	It would be appreciated if there was a way for students taking classes with software that creates large files to digitally apply for an expanded P drive for a semester. For example, many FEA students fill their P drive even with compression and working in the temp drive
6	P drive needs to be larger
7	I love the cloud storage, but the P U X drive separation is annoying
8	Good once a compsci major showed me the website to increase my storage
9	I'd like more storage, but it's plenty to use for now.
10	I had egt 121 and PLET 232 and ran out of space half way through the semester! Can anyone get a temp. increase for creo heavy classes!
11	Slow
12	P drive is too small. Can't even fit one semesters work.
13	The outsourcing of email (this is in the category of storage) to Microsoft as a SaaS is an unacceptable freedom issue. I have had problems logging in from Gmail and Thunderbird which were mysteriously "resolved" when I authenticated via Microsoft's website. When I send links to people, the text remains the same but the link content is replaced to something that redirects through Microsoft computers first. This is unacceptable. The integration of email with Microsoft services such as Word or OneDrive, while providing reasonable utility, engenders a dependency on proprietary services which exist with the aim of supplanting use of software as such, thereby not only restricting the digital liberties of the entire student body but also establishing norms on computer use. This collaboration between the entrenched tech giant Microsoft and the education giant Penn State creates a ruthless socializing force which shapes people to unknowingly embrace an ideology of computer use which would normalize the erosion of their privacy and attitudes about owner-controlled devices and software.
14	Sometimes the drives just get too full and act pretty slow. But mostly, they're fine.
15	I only ever used the P and X drives and have had nothing but good experiences.
16	Needs to be simplified.
17	Fill up quickly
18	dont use
19	I'd like a way to sync my P drive with OneDrive
20	Why do we have Box and Office365 OneDrive? Is that not redundant? The X drive should be replaced with OneDrive.
21	The only criticism that I have is that I am not sure how to properly utilize the different types of Drives on the school computers
22	Box and OneDrive, great ideas
23	It would be great if you could automatically sign into one drive upon signing into campus workstations. Instead of having to sign into each app individually.
24	When putting our final paper together in SharePoint, too many times the font and spacing was changed from what myself and my team members had used on our personal computers to what was displayed in the

	document in SharePoint once the files were uploaded. And several times, changes I made in SharePoint itself to the document were not saved.
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How would you rate your overall satisfaction with the campus WIFI network?

123
Responses



[optional] If you are NOT satisfied with the campus WIFI network, please describe your issues below:

1	anonymous	Difficult to connect to, constantly disconnects, slow
2	anonymous	The Burke ground floor have poor digital.
3	anonymous	The internet isn't bad at all but i have found there's some places on campus where I do not have any internet connection. A may place I have noticed this is outside of trippe and it is extremely misfortunate because that is a wonderful place to study.
4	anonymous	Wifi is really slow
5	anonymous	Frequent random disconnects on laptop and phone
6	anonymous	can be slow with poor bandwidth
7	anonymous	It didn't work on my laptop the second part of my second semester and I asked for help.
8	anonymous	Please upgrade this. There are newer standards available, and your WiFi infrastructure is slow.
9	anonymous	The wifi disconnects me all the time is very annoying.
10	anonymous	I have only had poor signal around the restroom area of the Zurn building
11	anonymous	disconnects frequently
12	anonymous	Mobile is difficult to connect
13	anonymous	It is a pain to get connected and a HUGE hassle to get reconnected Secure W2 has given me many issues
14	anonymous	Often unreliable
15	anonymous	Pain in the butt to connect to
16	anonymous	SecureW2 is awful
17	anonymous	Always issues connecting to the psu wifi with my laptop because it just keeps trying to connect. When I try to delete my current download on the computer it wont delete. I'm very frustrated with the issue of having to do this.
18	anonymous	OK connection
19	anonymous	I wasted my money on a google home to come to find out that i can't use it on your wifi
20	anonymous	Horrible spotty connection
21	anonymous	Very slow, always disconnects
22	anonymous	It can be slow at times in the residence halls.
23	anonymous	it just always disconnects or is very slow
24	anonymous	Wifi sometimes drops out randomly
25	anonymous	If more than 25 people are on it it doesnt work
26	anonymous	It works most of the time and reconnecting usually doesn't have a problem, but every so often its seems like connecting is impossible.
27	anonymous	My wifi cuts out a lot, at least 3 times a week and then I have to manually reset it each time
28	anonymous	It has trouble linking with some phones. It also disconnects at random times.
29	anonymous	every so often the wifi drops from my computer and or phone and will not reconnect for a few hours and sometimes up to two days

30	anonymous	When account access passwords, which is required ever 12 months, there are sometimes issues reconnecting phones or laptops
31	anonymous	Most of the time it stops working when I'm outside of the dorms
32	anonymous	I will often get kicked off the wifi on my computer, even though i did not change anything
33	anonymous	Goes on and off
34	anonymous	After a virus was detected on my computer, I could no longer connect to the school WiFi, even after taking it to the IT desk for a week.
35	anonymous	It's almost... Too secure.
36	anonymous	I for one have been re moved from wifi access and am still removed and although countless tickets have been submitted in assurance this would be fixed. Im certain the it's DEFINITELY going to be taken care of with a state of the art ticket system
37	anonymous	The direct connection Ethernet has had issues this year with not working all the time expectantly, it has been fine recently so I hope this issue has been resolved
38	anonymous	Sometimes it does not work very well at all and there are spots on campus that I have not gotten wifi to work in which is very inconvenient.
39	anonymous	My WiFi never works on campus, it doesn't connect and when it does it is so slow
40	anonymous	Sometimes it kicks me off for no apparent reason and I have to try things like shutting down my computer or re-downloading the software to be able to connect again (doesn't happen too often but it does happen)
41	anonymous	It is very poor quality.
42	anonymous	Difficult to follow in how to connect.
43	anonymous	The wireless wifi cuts in and out every so often. Specifically on phones. There are also multiple instances where it just slows down to where it can't be used.
44	anonymous	At times connectivity can be sporadic wherein my phone will connect but my laptop will not. This only occurs rarely however.
45	anonymous	cant walk across campus and remain connected the whole time

How would you rate your overall satisfaction with the IT help desk?

119
Responses



[optional] If you are NOT satisfied with the IT help desk, please describe your issues below:

1	anonymous	IT people have no idea what they are doing and can't hold a simple computer question/conversion very disappointing. But gives me more business for my small business
2	anonymous	Never used it
3	anonymous	Finding the phone number is impossible for specific locations (Burke, Hammermill, etc)
4	anonymous	Takes them a long time to fox stuff, especially if you work here
5	anonymous	Not myself, but from what I heard...limited usefulness
6	anonymous	Never needed it
7	anonymous	I had to show them how to connect my laptop to the wifi
8	anonymous	Never used it so 5 stars for not needing it.
9	anonymous	I've never utilized the IT desk.
10	anonymous	They're SUPER helpful, and I'm totally satisfied.
11	anonymous	Our IT department is bad theres no other way to describe it. I've literally solo'd the helpdesk department for wallstreet companies as an intern and I know it isn't that hard. Seriously we

		are an embarrassment to every single recruiter attempting to use our tech and professor that cannot get basic equipment to present class notes. Fix yo
12	anonymous	What Help desk
13	anonymous	Fast help
14	anonymous	Sometimes they act like it's a bother to them when I need help. Most of the employees are pretty good though.

How would you rate your overall satisfaction with the training/learning resources and opportunities for learning new software and IT services?

117
Responses



[optional] If you are NOT satisfied with the training/learning resources and opportunities for learning new software and IT services, please describe your issues below:

1	anonymous	I did not know there was any
2	anonymous	LRC tutor did not know Photoshop was not available on Burke.
3	anonymous	Favoritism towards computer majors makes it impossible for anyone else to do/use
4	anonymous	Didn't know it existed
5	anonymous	Many softwares are not up to date, and necessary software is sometimes only in a specific lab, which has class all day every day
6	anonymous	They slack
7	anonymous	I know almost all the documentation is from UP
8	anonymous	Rating and Satisfaction Not Applicable
9	anonymous	I'm not aware of many training/learning resources
10	anonymous	They seem secluded and non-inclusive.
11	anonymous	Never used this
12	anonymous	Haven't really been told or have known that there were such resources for training and learning
13	anonymous	I did not know that was a thing.

How would you rate your overall satisfaction with the breadth, quality, and the ease of finding what you need in Behrend websites?

119
Responses



[optional] If you are NOT satisfied with the breadth, quality, and the ease of finding what you need in Behrend websites, please describe your issues below:

1	anonymous	The search area need improvement
2	anonymous	It's a rabbit hole. To find something I just search what I need on Google
3	anonymous	Lionpath is still a mess.
4	anonymous	the software engineering major has less information then some other majors(like ME) and has a different format

5	anonymous	The FAQs for anything are so hard to find. Too many pages on the website.
6	anonymous	Updates!
7	anonymous	Not very user friendly.
8	anonymous	They're not easy to navigate and have many traps
9	anonymous	some professors do not know how to use canvas, they should be taught how to use it
10	anonymous	Due to Penn State's immense overreach, there is occasional "balkanization", inconsistency in expectations concerning where information should be found. I am interested in at the least all Behrend sites using one theme and one set of design rules. There should be no elements which would be subject to blocking by an ad blocker (trackers), website content should be delivered in a conformant, universal, conservative and accessible format and should be strictly comply to open standards. (eg opening websites in a text browser or with a braille reader should yield meaningful results).
11	anonymous	PSU websites are a little outdated; often enough I can click a link on a PSU site's page and the page doesn't exist or something like that. Also, they can be confusing and sort of looping around to navigate through.
12	anonymous	It would be very helpful if there was a glossary of websites and what they're used for. As a freshman, last semester I was extremely overwhelmed with all of the websites and not remembering which one to use for what.
13	anonymous	Academic and advising info specific to Behrend is sometimes out dated and should be updated.
14	anonymous	Way to many outdated links
15	anonymous	It's not Behrend specific, so I still rated question 18 with 5 stars. But Lionpath is a terrible website to navigate.
16	anonymous	Half the time i had no idea some of the internet services existed
17	anonymous	The Behrend Website has numerous mistakes throughout, redundant pages, broken links, and instances of pure incompetence (See the caption for the diversity picture @ https://behrend.psu.edu/photo/26677/2017/02/24/behrend-diversity).
18	anonymous	There are just so many websites for many different things it was hard at first to keep track of them all and I still probably do not know what all is fully available to me as a student
19	anonymous	Too many small links in different places to get to where you need to go. Better off searching on google to get to the right page
20	anonymous	Not very organized
21	anonymous	Not organized and hard to find what I'm looking for
22	anonymous	Updated RAP sheets are really annoying to find.
23	anonymous	Behrend Websites are confusing, you have to click 20 times before you get what you need.

Are there additional technology services you feel Behrend should be offering?

1	anonymous	Literally update your computers. It should not take 30+ mins for chrome to open when I need to print ONE paper
2	anonymous	Virtual help desk for 24/7 support
3	anonymous	nope
4	anonymous	Computers at all the dorms.
5	anonymous	free computer training/IT training
6	anonymous	Tech support chat online from the help desk.
7	anonymous	CAM software for IE
8	anonymous	N/A
9	anonymous	No

10	anonymous	Gaming computers
11	anonymous	N/A
12	anonymous	Virtual reality, video gaming computers
13	anonymous	No
14	anonymous	Free printing
15	anonymous	I'd like more Mac machines—iMac or MacBooks.
16	anonymous	All the logins launch a VM on the server, correct? Allow Software engineers through Electrical Engineers the ability to install software. (Unreal is not installed on the Niagra labs, and my laptop does not have a graphics card to run it well)
17	anonymous	Giving everyone laptops that are paid for by tuition.
18	anonymous	Just more of what we have now! Updated materials and sources!
19	anonymous	Make the use of Google Home's available
20	anonymous	Better wifi connection on campus
21	anonymous	i understand people can steal the software when it is installed on that machine... but autocad and rslogix are both free and no reason to run those programs thru cloud
22	anonymous	3D printing
23	anonymous	None that I'm aware of
24	anonymous	Better wifi
25	anonymous	Cotton Candy Machines
26	anonymous	I believe Penn State should survey professors in each field to commission textbooks for courses in PDF format, with the commission paid both by students entering those classes and the university, with a mechanism for both student and professor feedback, wherein once the commission has been completed, a PDF document for the textbook is released licensed under a Creative Commons Attribution-NonCommercial-ShareAlike license at no charge. This process is repeated for every new edition, but money cannot be scalped for work which has already been performed.
27	anonymous	N/A
28	anonymous	No, I cannot think of any.
29	anonymous	Open space maker labs
30	anonymous	nicer computers
31	anonymous	phone repair
32	anonymous	Yes, LucidCharts
33	anonymous	Promethean or smart boards in each room
34	anonymous	More free softwares
35	anonymous	It would be cool to have wifi outside of the buildings as well. I'd love to stay fully connected until I leave campus, rather than going outside and having a weak connection or having to use data.
36	anonymous	P drive access through personal computer not using remote lab or vpn
37	anonymous	Yeah immediate support, maybe an actual professional who assess the situation and then send a student worker to fix it.
38	anonymous	AMIC should have another student computer lab. The small amount of computers available above Tim Hortons is not enough and the computer lab often has classes in it.
39	anonymous	None that I can think of at the moment
40	anonymous	Colored ink and VR.
41	anonymous	No
42	anonymous	Updated lab computers
43	anonymous	More linux support.
44	anonymous	Not that I can think of
45	anonymous	no

Do you have any other comments you would like to share about technology at Behrend?

1	anonymous	For the labs, it would be so much better if either chrome was fixed so it would boot up in faster (sometimes it takes 5 minutes) or change the default browsers and links on the page when you log in to Firefox.
2	anonymous	On line tutorials for software?
3	anonymous	nope
4	anonymous	We need faster computers to properly run ArcGIS. It's not like Penn State is short on money.
5	anonymous	Many of the computers are old and slow. It also takes very long to log in to the computers
6	anonymous	with the funds and equipment they have, it could be at least 60% better if it was managed better with competent IT people
7	anonymous	I feel like the technology at behrend is very outdated
8	anonymous	I know it would be expensive but I cannot understate how much the student body would appreciate new displays in the downstairs Burke labs. The 4:3 monitors feel small by modern standards and you can barely see the grids in Mathcad and Excel. It is also difficult to make any project that uses color because of how poor they show true color
9	anonymous	WHY DOES IT TAKE SO LONG TO LOAD ALL THE PROGRAMS, HOLY
10	anonymous	No
11	anonymous	Just that it seems there's a general lack of caring in the computer labs for up to date (speed) hardware and software
12	anonymous	No
13	anonymous	N/A
14	anonymous	My gripes stem from Maim Campus policies, not the it center at behrend.
15	anonymous	The computers on campus are extremely slow
16	anonymous	None
17	anonymous	Get better computers in Burke. It's sad how slow and incapable they are.
18	anonymous	Everything needs upgraded, and perhaps some labs should be switched to osx, I find that osx is far better for programming among other things. My comp sci professor always used mac to show us how to program as he said it is superior.
19	anonymous	No
20	anonymous	The library should be a sanctuary where knowledge may be freely accessed without fear of censorship, tracking, or infringement of free speech. Implement a zero-knowledge system which allows a student to use a library computer by authenticating without knowledge of the student's identity (I swipe my card and I can use the computer, which does not know who I am and has no means of finding out). The university which is invested in the sacred value of education should stamp out internal use of proprietary software and formats except when proprietary software is the only solution available. Adopt an official policy to use open formats such as PDF, OpenDocument where older documents are grandfathered in but new documents must use open formats, etc and require all administrative processes which would require paper to offer a means of digital submission using these formats. Require all professors to scan all content which would be handed out into PDFs and post these on canvas instead, with students opting in to paper documents (except when these printouts would be written assignments.) Discourage the use of university services which would require non-free or questionable privacy software to access as a prerequisite. The university should pave the way forward for industry and society in a harmonious and progressive way, rather than be subservient to corporate interests directly, and as such should place pressure on and champion the use of technologies -- after all, change can only occur in the younger segment of

		the population, which is not yet entrapped by the social and political of technology (I could be wrong -- everyone uses facebook, instagram, linkedin..)
21	anonymous	N/A
22	anonymous	The computers in Reed (upstairs) are painfully slow. I don't know if there's anything you can do about this but I always hate using them because of that. Also, I did not answer some of these questions because I do not use them and have no opinion of them (like remote lab).
23	anonymous	No
24	anonymous	overall I think we have great access to technology and I am thankfuk!
25	anonymous	Nope the staff is great!
26	anonymous	N/A
27	anonymous	Last year I was able to mimic an ID+ card swipe using an NFC ring, so I didn't have to take my card out everytime I wanted to get into a building. I guess that was insecure, but convenient! It didn't work this semester, so I guess you guys fixed it. Good job. Overall I'm super satisfied with Behrend's technology. Keep up the good work.
28	anonymous	The senior design room especially, but many places in amic are a cellphone service dead zone
29	anonymous	Embarassing
30	anonymous	Please fix the start time of some accounts/computers. It takes upwards of 10 minutes for chrome or other programs to boot sometimes.
31	anonymous	eLiving is complete garbage and needs someone competent to fix the massive amounts of issues that directly caused me to not be able to select a room when I was supposed to resulting in not getting the room I wanted. If the system was operational I would not have selected my room when the underclassmen did
32	anonymous	None
33	anonymous	I have highly enjoyed the technology renovation of Niagara Hall's basement and I wish more places (i.e. residence halls) would have better places to be able to access dual monitor computers, printers, and projectors
34	anonymous	Look into working with Schools to improve tech here on campus.
35	anonymous	Updated technology in burke labs, AMIC has well equipped labs like room 209 computers work well. The monitors are outdated in burke 008-015 and computers are slow.
36	anonymous	No
37	anonymous	Better protection for PSU email... almost a junk email for me rather than an university email...
38	anonymous	I'm not sure if it's your teams problem or not but there is practically no cell phone service on any building here on campus especially up in amic. I mean it's a brand new building and it's supposed to be an innovation center but I have to connect to WiFi just to use my phone? Doesn't make any sense.
39	anonymous	A lot of students have really long login times on computers on campus (Like 5-10 minute)
40	anonymous	Overall it is great. Keep up the good work.
41	anonymous	SLOW
42	anonymous	Penn State is a reputable school, but our technology is terrible. It is ridiculous how slow the computers are and how little labs there are.
43	anonymous	no

Meeting minutes

Friday, March 15, 2019

Those in attendance:

Zhifeng Xiao, Chair (ENG)
Daniel Schank (HSS)
Jim Serafin, ex officio (BITS)
Todd Say, ex officio (BITS)
Scott McAuley (BUS)
Chuck Yeung (SCI)
Aaron Mauro (HSS)

Those with schedule conflicts:

Dan Galiffa (SCI)
Valerica Vlad (BUS)
Wen-Li Wang (ENG)
Erin Dick (HSS)
Andrew Sanford, SGA Vice President

1. Committee member self-introduction

2. Review of charges

- a. Due to the missing of 17 - 18 final report, it is not clear about the exact charges in the year of 17 - 18. The committee discussed some items that were found in meeting minutes.
- b. Item 1: Work with CeTLI/CTLI to devise a strategy to increase awareness of trainings available to faculty and to expand the types of trainings available.
 - i. CeTLI/CTLI has a list of resources on their website and send out emails regularly. Jim mentioned there are video clips prepared for new hires regarding the training materials.
 - ii. The committee agreed that it would be great if these resources appear in the new faculty handbook. Zhifeng followed up on this after the meeting and found that the new faculty handbook (teaching) was outdated (last update was done in 2015; there may be a newer version but not available online). The committee should work with relevant parties to address this.
- c. Item 2: Work with IT to address the faculty needs as determined by the faculty survey done in 15 - 16.
 - i. Several items were discussed on this matter, including Admin privilege request; request of computer testing center; request for lighting and projector replacement; training for NetSupport; request for smartboards; computer/network storage request. Jim specifically mentioned the upcoming "Get Connected to OnePSU" initiative. Aaron asked about storage issues for classroom/lab usage. Todd would work with Aaron offline to provide a solution.
- d. Item 3: Devise plan to increase communication between schools and this committee

- i. ACC members will serve as point of contact for schools to facilitate a means of bidirectional communication between schools, this committee, and the BITS.
- e. Item 4: Gathering/distributing data on technology use in the classroom
 - i. This was discussed in detail in the proposed charges.

3. Discussion of proposed charges

- a. Investigate ways to increase the awareness of cyber threats (e.g., spear phishing, advanced malware).
 - i. Zhifeng suggested to run phishing tests on a regular basis, since targeted phishing scam is becoming an increasingly serious concern, and Behrend faculty and students should be more aware of phishing and cyber threats in general. Dan and Aaron shared their experience. The committee agreed on the importance of increasing cyber awareness. Todd did a training about phishing a couple of years ago and is willing to do more if necessary. Jim mentioned there will be more phishing tests in the coming months, and “victims” who clicked the malicious links will be reminded to take a training session.
- b. Investigate ways to facilitate the communication between BITS and faculty about software installation based on faculty needs.
 - i. Todd introduced the new model for classroom and lab software installation. Faculty no longer need to provide a list of software every year. In addition, BITS provide a page enables faculty and student to search for desired software and provide a list of labs with those software capabilities. Along with that, faculty can use an online form at <https://intranet.bd.psu.edu/intranet/instructional-software-readiness-program-to-make-new-software-request>.
 - ii. The working flow is already in place, but not all faculty are aware of that. The Committee will develop and implement a way to effectively pass information like this to faculty across campus.
 - iii. Todd showed a set of base software installed by default. Aaron suggested to have a discussion of the selected default software set. Software like Python and Eclipse were specifically mentioned and could be used in a lot of courses. Todd said that the choice of default software list is open for debate, the BITS usually decide based on software request history from recent years.
- c. Develop an annual IT survey to collect feedback, needs, and suggestion from faculty and students.
 - i. Zhifeng suggested to develop an IT survey and run at the end of each academic year. The purpose of the survey is two-fold: 1) to convey the relevant IT updates to faculty and students; this part should emphasize how daily operations of faculty/students will be affected; a Q and A kind of format may be suitable. 2) to gather needs, user experience, and suggestion from our faculty and students; this second part can be used as a basis of ACC charge proposals. Other committee members had the same impression. It is important to make BITS’ efforts accessible across the campus.

- d. Due to time limit, the committee did not have a chance to discuss the list of proposed charges in the 16 - 17 final report. This discussion will have to be pushed to the next meeting.

4. Action items

- a. The committee will start working on a draft of the IT survey, and plan to finish the first version before next meeting. The survey will be run near the end of the academic year.

5. Suggest times for final meeting in April (to be followed up by a Doodle Poll)

Friday, April 12th, 2019

Those in attendance:

Zhifeng Xiao, Chair (ENG)
Daniel Schank (HSS)
Jim Serafin, ex officio (BITS)
Todd Say, ex officio (BITS)
Scott McAuley (BUS)
Chuck Yeung (SCI)
Valerica Vlad (BUS)
Wen-Li Wang (ENG)
Erin Dick (HSS)

Those with schedule conflicts:

Dan Galiffa (SCI)
Aaron Mauro (HSS)
Andrew Sanford, SGA Vice President

1. Zhifeng stated the purpose of this meeting, which was to discuss the planned technology survey targeting Behrend faculty/staff and students. The goal of the survey is three-fold:
 - a. To find out where faculty/staff are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in their experience.
 - b. To identify what improvements are most important.
 - c. To discover trends to help prioritize the continuous improvement initiatives that will make it easier for Behrend's faculty/staff and students to complete their work.
2. The majority of the survey consisted of satisfaction questions that employed the following five-point scale. In addition to these selections, respondents had the option of selecting "N/A - Don't Know" or skipping the question. After each satisfaction question, respondents can elaborate their opinions on this subject in detail in a text box.
3. The committee first discussed the faculty/staff survey. The list questions are divided into the following categories: Demographics, Instructional/Research support, IT facility, IT help & notification, collaboration, and open-ended questions. The committee then discussed the questions one by one. Detailed revision and suggestion will be incorporated in the 2nd version of the survey will be attached after the minutes. Along the discussion, a few interesting ideas were proposed and talked about.
 - a. Todd mentioned it would be better to provide some guide information after a somewhat generic question so that respondents would have a direction of leaving a comment.
 - b. Jim suggested to ask respondents who have potential requests for research support to leave their names in case of future follow ups.
 - c. Scott mentioned it would be helpful if someone can compile a list of tricks that can improve teaching efficiency; it is good to have something like "ten tricks of Canvas you must know" and encourage our faculty to share tricks related to the use of instructional support systems. Zhifeng suggested to work with our learning center since they are more experienced and are willing to provide help.

- d. Wen-Li mentioned that instead of asking a general satisfaction question about office desktops/workstations, we may want to consider the frequency of those computers being updated/replaced; Valerica also expressed concerns about the mismatch of aged hardware and updated OS, which may slow down the system. For example, login speed had been a problem since we adopted Windows 10. Todd and Jim explained the current situation.
 - e. Todd mentioned that for some questions, we may want to change a way of stating them, because the choice of some IT services is not controlled in the Behrend level, and all we can do is provide training to improve user experience.
 - f. Wen-Li also mentioned the inconvenient printing service due to the confusion of printer names; Jim explained the reasons behind and will hand the issue to a team to address it.
 - g. Jim also mentioned the necessity of adding a question of cyber protection since a recent phishing test in university level showed the lack of security awareness for faculty members/staffs.
 - h. Regarding the help desk question, Wen-Li mentioned there was a help desk in Burke without signs; there used to be a sign but removed by someone. Todd will help address this issue.
 - i. Erin suggested to email students in Sunday evening when students are back to computer checking due dates, working on assignments, and sending emails to professors.
4. The committee then discussed the student survey, in which most questions form a subset of the those in the faculty/staff survey. In particular, the questions are divided into three categories: demographic, learning support, and open-ended questions. The committee then discussed the questions one by one.
 5. Jim mentioned that there will be a meeting with the new director of IT of Behrend in April 25th after the faculty council meeting in Burke 180. Zhifeng thinks it would be a good idea to spread the message to related campus divisions and school committees to get more attendees.
 6. Zhifeng will revise the survey based on inputs from the committee and share the version two draft with the committee for another round revision. Then Zhifeng will work with IT to put the survey online.

Two emails sent to faculty/staff and students for IT surveys

Dear member of the Behrend Community,

The Academic Computing Committee (ACC) and the Behrend Information Technology Services (BITS) are conducting an ITsurvey across all schools and campus divisions.

Your input about IT is crucial to us and will help the ACC and BITS discover the following

- Where faculty/staff are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in their experience.
- What IT improvements are most important?
- Trends to help prioritize the continuous improvement initiatives that will make it easier for Behrend's faculty/staff to complete their work.

The survey is anonymous unless an individual chooses to provide an email address and should take no more than 10 minutes to complete. The survey will close on May 3 and the link is below:

Faculty/Staff IT Survey

=====

Dear Behrend Student,

The Academic Computing Committee (ACC) and the Behrend Information Technology Services (BITS) are conducting an IT survey across all schools and campus divisions. Your input about IT is crucial to us and will help the ACC and BITS discover the following

- Where students are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in their experience.
- What improvements are most important?
- Trends to help prioritize the continuous improvement initiatives that will make it easier for Behrend students to complete their work.

The survey is anonymous unless an individual chooses to provide an email address and should take no more than 10 minutes to complete. The survey will close on May 3 and the link is below:

Student IT Survey