

UW-GREEN BAY

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Survey Results -- Overview

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Faculty Staff Technology Survey

Respondents: 295 displayed, 295 total

Status: Closed

Launched Date: 10/31/2008

Closed Date: 12/08/2008

Display:

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1. Please select the box that represents your affiliation.

		Response Total	Response Percent
Faculty		95	33%
Instructional staff		13	5%
Academic staff		82	29%
Classified staff		97	34%
Total Respondents		287	
(skipped this question)			8

2. What type of machine is your primary workstation on campus?

		Response Total	Response Percent
Windows PC		254	89%
Macintosh		31	11%
Total Respondents		285	
(skipped this question)			10

3. Please indicate your degree of satisfaction with the following computer applications. If you do not use the application, please mark "Don't Use."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
Office 2007 for Windows	25% (59)	55% (131)	8% (18)	7% (17)	4% (10)	2% (4)	239
Outlook Web	35% (82)	51% (121)	8% (18)	2% (4)	0% (0)	4% (10)	235
Expression Web	2% (5)	9% (21)	6% (15)	1% (3)	0% (1)	81% (186)	231
Internet Explorer 7	26% (62)	57% (134)	7% (17)	2% (4)	1% (3)	6% (14)	234
Total Respondents							939

4. Please indicate if you would like training on the following applications:

	Yes	No	Response Total
Word 2007	26% (58)	74% (162)	220
Excel 2007	38% (85)	62% (139)	224
PowerPoint 2007	27% (59)	73% (160)	219
Access 2007	36% (77)	64% (137)	214
Publisher 2007	31% (67)	69% (150)	217
Outlook Web	21% (45)	79% (171)	216
Expression Web	22% (47)	78% (165)	212
Internet Explorer 7	10% (22)	90% (189)	211
		Total Respondents	1733

5. Comments:

View responses to this question [view](#)

Total Respondents 52
(skipped this question) 243

6. Please indicate your degree of satisfaction with the following computer applications. If you do not use the application, please mark "Don't Use."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
Office 2008 for Macintosh	23% (7)	42% (13)	26% (8)	3% (1)	3% (1)	3% (1)	31
Entourage for Macintosh	7% (2)	43% (13)	20% (6)	20% (6)	3% (1)	7% (2)	30
Outlook Web	16% (5)	42% (13)	23% (7)	6% (2)	3% (1)	10% (3)	31
Safari	13% (4)	52% (16)	19% (6)	6% (2)	0% (0)	10% (3)	31
Firefox	37% (11)	47% (14)	3% (1)	0% (0)	0% (0)	13% (4)	30
						Total Respondents	153
						(skipped this question)	142

7. Please indicate if you would like training on the following applications:

	Yes	No	Response Total
Word 2008	7% (2)	93% (28)	30
Excel 2008	17% (5)	83% (25)	30
PowerPoint 2008	19% (6)	81% (25)	31
Entourage for Macintosh	10% (3)	90% (27)	30
Outlook Web	7% (2)	93% (28)	30
Safari	3% (1)	97% (29)	30
Firefox	6% (2)	94% (29)	31
		Total Respondents	212
		(skipped this question)	83

8. Comments:

View responses to this question [view](#)

Total Respondents 12

(skipped this question)

283

9. Please indicate your degree of satisfaction with the following technology services. If you do not use the service, please mark "Don't Use."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
CIT Help Desk (2309)	50% (133)	35% (94)	8% (20)	3% (9)	1% (2)	3% (8)	266
Performance & reliability of your office computer	29% (77)	53% (139)	11% (28)	5% (12)	1% (2)	2% (4)	262
Learning Technology Center	30% (78)	30% (79)	10% (27)	1% (3)	0% (1)	29% (76)	264
Web Services Office (Webmaster)	28% (73)	28% (74)	7% (19)	0% (1)	0% (1)	36% (96)	264
Annual Computer Updates (Summer Rollout)	28% (74)	37% (98)	20% (52)	3% (8)	1% (3)	11% (30)	265
Three year replacement plan for faculty & staff computers	31% (83)	40% (106)	14% (37)	4% (11)	3% (7)	8% (21)	265
Technology Workshops	18% (48)	40% (105)	16% (42)	2% (5)	1% (2)	24% (63)	265
Remote Desktop Service	32% (84)	34% (89)	8% (22)	4% (11)	3% (8)	18% (48)	262
WebDAV (remote access to campus files)	14% (36)	20% (51)	8% (21)	2% (4)	2% (5)	55% (143)	260
Campus Online Calendar	12% (32)	26% (68)	17% (45)	7% (17)	3% (7)	35% (92)	261
Media Services Classroom Support	19% (50)	20% (54)	9% (25)	1% (2)	0% (1)	50% (133)	265
Media Services Test Grading Service	6% (17)	10% (25)	8% (21)	4% (10)	1% (2)	71% (188)	263
Media Services Equipment Checkout Program	25% (66)	25% (65)	10% (26)	2% (4)	0% (0)	39% (103)	264
						Total Respondents	3426

10. Comments:

View responses to this question

[view](#)**Total Respondents** 65

(skipped this question) 230

11. Please indicate your degree of satisfaction with the following computer systems. If you do not use the system, please mark "Don't Use."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
Desire2Learn Course Management System (D2L)	10% (25)	27% (71)	7% (19)	2% (6)	0% (1)	53% (137)	259
GBShare File Sharing System	10% (27)	26% (68)	15% (39)	3% (9)	3% (7)	42% (108)	258
Advising information (SIS)	9% (22)	24% (62)	12% (31)	7% (17)	1% (2)	48% (122)	256
Class rosters (SIS)	12% (31)	33% (86)	10% (25)	2% (6)	0% (0)	42% (109)	257
Degree progress (SIS)	7% (18)	17% (44)	8% (21)	6% (16)	2% (5)	60% (154)	258
Grade submission (SIS)	11% (28)	22% (57)	8% (21)	3% (8)	0% (0)	55% (142)	256
Cofrin Library Catalog (Voyager)	9% (23)	21% (55)	17% (43)	3% (8)	1% (2)	49% (127)	258
MetaLib (Library)	7% (17)	20% (51)	15% (39)	3% (9)	0% (1)	55% (141)	258
FindIt! (Full Text Locator)	5% (14)	15% (39)	11% (29)	1% (2)	1% (2)	67% (173)	259

ILLiad (interlibrary loan) (Library)	15% (39)	16% (41)	9% (24)	1% (3)	0% (1)	58% (151)	259
Universal Borrowing (Library)	15% (38)	15% (39)	7% (19)	2% (4)	0% (1)	61% (158)	259
						Total Respondents	2837

12. Please indicate if you would like training on the following systems:

	Yes	No	Response Total
Desire2Learn Course Management System (D2L)	14% (34)	86% (214)	248
GBShare File Sharing System	23% (57)	77% (190)	247
Advising information (SIS)	10% (24)	90% (224)	248
Class rosters (SIS)	6% (15)	94% (232)	247
Degree progress (SIS)	10% (26)	90% (222)	248
Grade submission (SIS)	6% (15)	94% (230)	245
Cofrin Library Catalog (Voyager)	11% (27)	89% (221)	248
MetaLib (Library)	15% (36)	85% (212)	248
FindIt! (Full Text Locator)	15% (36)	85% (210)	246
ILLiad (interlibrary loan) (Library)	11% (26)	89% (221)	247
Universal Borrowing (Library)	10% (26)	90% (222)	248
		Total Respondents	2720

13. Comments:

View responses to this question [view](#)

Total Respondents **39**
(skipped this question) 256

14. Please indicate your degree of satisfaction with the following classroom technologies. If you do not use the technology, please mark "Don't Use."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
Computers in technology classrooms	37% (34)	38% (35)	11% (10)	3% (3)	2% (2)	10% (9)	93
Availability of technology classrooms for my courses	23% (21)	32% (30)	16% (15)	14% (13)	6% (6)	9% (8)	93
Clickers (Student Interactive Response Systems)	2% (2)	3% (3)	6% (6)	0% (0)	1% (1)	87% (81)	93
Tech classroom touch screen control systems	16% (15)	35% (33)	13% (12)	6% (6)	1% (1)	28% (26)	93
Tech classroom nontouch screen control systems	9% (8)	19% (17)	22% (20)	11% (10)	0% (0)	39% (35)	90
Classroom lighting control – MAC Hall	11% (10)	24% (22)	15% (14)	17% (16)	7% (6)	26% (24)	92
Classroom lighting control – not MAC Hall	8% (7)	17% (16)	26% (24)	6% (6)	5% (5)	38% (35)	93
Document cameras	10% (9)	26% (24)	20% (19)	12% (11)	0% (0)	32% (30)	93
DVD/VCR Players	18% (17)	35% (33)	17% (16)	4% (4)	2% (2)	23% (21)	93

Projectors (computer, VHS/DVD, Document camera)	23% (21)	40% (37)	20% (18)	3% (3)	2% (2)	12% (11)	92
Overhead transparency projectors	7% (6)	27% (25)	11% (10)	0% (0)	0% (0)	55% (51)	92
35mm slide projectors	2% (2)	6% (6)	5% (5)	1% (1)	1% (1)	84% (78)	93
TV/VCR	9% (8)	27% (25)	10% (9)	0% (0)	1% (1)	54% (50)	93
Wireless microphones	0% (0)	8% (7)	4% (4)	0% (0)	0% (0)	88% (80)	91
						Total Respondents	1294

15. Please indicate if you would like training on the following:

	Yes	No	Response Total
Computers in technology classrooms	7% (6)	93% (86)	92
Availability of technology classrooms for my courses	7% (6)	93% (86)	92
Clickers (Student Interactive Response Systems)	19% (18)	81% (75)	93
Tech classroom touch screen control systems	10% (9)	90% (82)	91
Tech classroom nontouch screen control systems	5% (5)	95% (87)	92
Classroom lighting control – MAC Hall	13% (12)	87% (80)	92
Classroom lighting control – not MAC Hall	3% (3)	97% (89)	92
Document cameras	5% (5)	95% (87)	92
DVD/VCR Players	1% (1)	99% (91)	92
Projectors (computer, VHS/DVD, Document camera)	3% (3)	97% (88)	91
Overhead transparency projectors	1% (1)	99% (91)	92
35mm slide projectors	1% (1)	99% (91)	92
TV/VCR	1% (1)	99% (91)	92
Wireless microphones	4% (4)	96% (88)	92
		Total Respondents	1287

16. Comments:

View responses to this question [view](#)

Total Respondents **32**

(skipped this question) 263

17. Please indicate your degree of satisfaction with computer labs in support of your teaching.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use	Response Total
PCs in main General Access lab (IS1129)	10% (10)	19% (19)	5% (5)	0% (0)	1% (1)	64% (63)	98
iMacs in main General access lab (IS1129)	5% (5)	6% (6)	4% (4)	1% (1)	0% (0)	84% (82)	98

New Multimedia lab in IS1129J (iMacs that boot into Windows or Mac OS)	3% (3)	3% (3)	5% (5)	0% (0)	0% (0)	89% (87)	98
PCs in Library General Access lab	6% (6)	11% (11)	3% (3)	0% (0)	0% (0)	80% (78)	98
CIT staff support with instructional applications	20% (19)	25% (24)	6% (6)	1% (1)	0% (0)	48% (46)	96
Consultant assistance in IS General Access lab	7% (7)	15% (15)	5% (5)	1% (1)	0% (0)	71% (69)	97
Consultant assistance in Library lab	6% (6)	4% (4)	3% (3)	0% (0)	0% (0)	86% (83)	96
Group project rooms in IS General Access Lab	5% (5)	7% (7)	3% (3)	1% (1)	0% (0)	84% (82)	98
Group project rooms in Library	3% (3)	5% (5)	1% (1)	1% (1)	0% (0)	90% (88)	98
Other Specialty Computer labs	6% (6)	4% (4)	5% (5)	2% (2)	0% (0)	83% (81)	98
						Total Respondents	975

18. Comments:

View responses to this question

[view](#)**Total Respondents** 7

(skipped this question) 288

19. Please indicate the importance of the following technologies or services.

	Very Important	Moderately Important	Slightly Important	Not Important	Response Total
D2L course management system	54% (128)	20% (47)	9% (21)	17% (40)	236
Instructional design support	38% (88)	28% (65)	13% (29)	21% (49)	231
Web design support	46% (107)	31% (73)	12% (28)	11% (26)	234
Clickers (Student Interactive Response Systems)	15% (36)	28% (65)	20% (46)	37% (86)	233
Wikis	9% (20)	31% (69)	20% (45)	40% (90)	224
Blogs	10% (23)	32% (73)	19% (44)	38% (86)	226
Online Survey Tool	31% (71)	38% (87)	11% (26)	21% (48)	232
					Total Respondents 1616

20. Please comment about these or other technologies or services.

View responses to this question

[view](#)**Total Respondents** 36

(skipped this question) 259

21. Please rate the importance of the following new technologies?

	Very Important	Moderately Important	Slightly Important	Not Important	Response Total
Wireless in classrooms for students	43% (104)	23% (56)	13% (32)	21% (52)	244

Wireless in campus labs	52% (126)	25% (60)	9% (21)	15% (37)	244
Wireless in faculty/staff offices	46% (112)	25% (60)	13% (31)	16% (40)	243
Web Content Management System (user friendly web site update tool)	35% (83)	36% (84)	15% (35)	14% (34)	236
Online forms for campus paperwork	65% (160)	24% (60)	6% (15)	5% (13)	248
Podcasting of course materials to students	20% (46)	30% (71)	21% (48)	29% (69)	234
Desktop interactive video conferencing	28% (67)	33% (79)	22% (53)	17% (42)	241
				Total Respondents	1690

22. Please comment or identify other new technologies you would like us to explore.

View responses to this question [view](#)

Total Respondents 35
(skipped this question) 260

23. Please indicate if you personally own the following technology tools:

	Yes	No	Response Total
Windows desktop computer	78% (199)	22% (56)	255
Windows laptop computer	54% (137)	46% (115)	252
Macintosh desktop computer	10% (24)	90% (215)	239
Macintosh laptop computer	8% (20)	92% (219)	239
Tablet computer	3% (7)	97% (230)	237
Personal Digital Assistant (PDA – PalmPilot, PocketPC, etc)	21% (51)	79% (194)	245
Smart phone (cell phone with Internet access such as iPhone, BlackBerry, Treo, etc.)	20% (50)	80% (195)	245
			Total Respondents 1712

24. Please indicate whether you use the following operating systems on your personally owned computer?


	Yes	No	Response Total
Vista	35% (85)	65% (159)	244
Windows XP	73% (181)	27% (66)	247
Earlier version of Windows	17% (40)	83% (190)	230
Macintosh OS 10.5 (Leopard) or 10.4 (Tiger)	11% (26)	89% (207)	233
Earlier version of Macintosh OS	8% (18)	92% (213)	231
Linux or Unix	5% (11)	95% (220)	231
			Total Respondents 1416

25. Would you participate in a campus text message alert system (via cell phone) to inform you of emergency situations on campus?

Response Total **Response Percent**

Yes		152	60%
No		100	40%
		Total Respondents	252
		(skipped this question)	43

26. Overall, how satisfied are you with the technology that UW-Green Bay provides?

		Response Total	Response Percent
Very Satisfied		102	40%
Satisfied		129	51%
Neutral		18	7%
Dissatisfied		6	2%
Very Dissatisfied		0	0%
		Total Respondents	255
		(skipped this question)	40

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Survey Results -- Details

[Results Overview](#)

Faculty Staff Technology Survey

Respondents: 295

Status: Closed

Launched Date: 10/31/2008

Closed Date: 12/08/2008

5. Comments:

**Full
Response**

- | | | |
|-----|---|----------------------|
| 1. | I am still struggling with some of the new functions of Word 07. | view |
| 2. | I Would like a little more indepth training seminars on the above mentioned applications--otherwise, I feel that everything is great | view |
| 3. | In particular I am stilling having problems with Outlook. This is the only concern I have about Office 2007 for Windows Both Pete and Mark as well as Roni have tried to fix - but nothing works. It is frustrating, limits my work and concerns me that errors occur. | view |
| 4. | Whenever we get updated it takes quite a while to get the old programs used on specific computers back to working correctly. I appreciate the work done by the help desk to accomplish this. I miss the editing program that was on the computers before the update, of course I can't remember the name but it was easier to use and let me do many things. | view |
| 5. | It's a personal gripe but I really don't like the rearrangement of various tasks in the new "Word". I'm sure I'll get used to it in time, but it's a pain having to search for commonly used tasks. | view |
| 6. | N.A. | view |
| 7. | I enjoy working with Publisher and would like to be more proficient in graphic work. | view |
| 8. | I would like to see a followup class to the basic training, that might be a swift overview of the basic, but then taking it further, not just the classes on specifics, like Mail Merge. More classes/more times need to be offered also. | view |
| 9. | I'd like to learn to create a pod cast. | view |
| 10. | During the past year, there was a problem with my account in relation to Internet Explorer. When I called the help desk to troubleshoot this issue, no one seemed interested in helping resolve the issue, so I use Mozilla Firefox exclusively. | view |
| 11. | I'd like to fit it all your computer workshops now and then, if only for a refresher. We need to learn as many shortcuts these days as possible. Please keep the internal workshops going. The Help Desk staff is extremely helpful. Never do they make us feel dumb. I heard EXCEL has tons of stuff most of us aren't utilizing. I'd like to get my budget spreadsheet templates more detailed. | view |
| 12. | I tend not to use IE. I'm a firefox user. | view |
| 13. | My training needs are met! | view |
| 14. | Outlook is not performing consistently. Items, particularly in calendaring, just disappear for no apparent reason. | view |
| 15. | I don't feel the enhancements to Office 2007 outweigh the changes and omissions of applications from the old version. | view |
| 16. | My only issue with the 2007 versions are the online help. More often than not the help does not answer the question. | view |
| 17. | I have not found the increased functionality of Office 2007 useful. I am using more clicks to accomplish what I used to be able to do with fewer clicks and I am not taking advantage of anything I couldn't do before. This might mean I need training to make Word 2007 act more like previous versions. | view |

18. The new version of Microsoft Office is NOT intuitive and it is frustrating to figure out how to do things that were so easy before. I know time will change this, but some features are flat out gone!! [view](#)
19. I can do the basics, but am looking for assistance with merges in Word, and other intermediate items in all programs. Used PowerPoint this week, and it seems that there are less features available than before. [view](#)
20. I don't understand the need for an upgrade to Office 2007. The University spent a lot of money for an upgrade that wasn't necessary, nor needed from a technology standpoint. Most businesses I deal with still use Office 2003 [view](#)
21. Its annoying that I can't download applications to my office computer. I would like to see @risk an Excel add on installed somewhere on campus. [view](#)
22. I'm often frustrated by Word 2007 but I know eventually it will come. It just seems so much more inconvenient. Plus, there are a lot of times where someone can't open a document I send because they don't have 2007. [view](#)
23. there are many things i know how to do well in these programs but also may features which i don't know how to use [view](#)
24. UWGB IT depends too heavily on Microsoft technology and doesn't seem to try hard enough to reduce costs by adopting new technologies. [view](#)
25. Word 2007 is so slow, I can't even describe the frustrations I have with it. The new features were definitely NOT improvements, and my productivity has suffered as a result of the slow response time from the application and the fact that I can't find anything I need. The forms features are horrible, to put it nicely. The new merge process is very "user UNfriendly" and doesn't allow the options that were once available. The new locations for features in EXCEL are extremely hard to find. Again, this cuts productivity time down dramatically. [view](#)
26. I am familiar with the operation of Excel, Word, and PowerPoint. If the session focuses on maximizing the use of these programs, that would be helpful. [view](#)
- I have no experience in publisher, access, expression and would appreciate a session that covers basic info.
27. I would like to see Firefox as an alternative to Internet Explorer. [view](#)
28. We need training when the time comes to utilize a function. It is difficult to find the time for training and then I may forget what I learned. The training you provide may not be what I need. [view](#)
29. Office 2007 has required an adjustment, but has added little value. Some functionalities, not that much is improved in the scope or quality (at least in the routine functions that I use), and everything had to be re-learned [view](#)
30. On Outlook you can no longer click and drag appointments to move them from one person to another persons calendar in one step
It is more difficult to find things in Word 2007 so many menus, Word is also slower in coming up when clicking on the icon. It also seems difficult to find the help screen. [view](#)
I would like to see an easier system on Outlook to be able to schedule,move, edit appointments for approximately 10 staff person's schedules.
31. I would like a little window pop-up for outlook to say that your 'out of office assistant' is still on. When I'm out I set the dates/times, but I've emailed others on campus and gotten their response, though they are back and it's still on! [view](#)
32. I had trouble with switching to Office 2007, and actually am still having trouble. It took me a long time to figure out that the "windows" icon was where "save" "print" etc. was...I didn't even SEE it, I was so used to thinking of it as a decoration. That's the kind of stuff that gives me grey hairs. [view](#)
33. I would like to see online tutorials, or things we could access in ways that fit our busy schedules. [view](#)
34. Dreamweaver and Adobe training would be nice. [view](#)
35. Because of the significant changes in Office 2007 from the previous issue, I feel more detailed training should have been offered prior to its rollout. I think 2007 is less an updated version of the package...rather it has been like learning a whole new program. While Office 2007 interactive is somewhat helpful, particularly with less complex commands, it is of little use for figuring out more complex tasks. Even if the budget would not support training the majority of the faculty and staff, perhaps the identification of "power users" within each division/unit would have been helpful. Power users would be trained in all the nuances of the program and would be a resource for users within their own division/units to go to for help. [view](#)

36. I am a new employee and would appreciate training in the 2007 suite of Microsoft products. I have signed up for a CIT class and am on a waiting list for another one. Patricia Theyerl has kindly offered to teach me what I need for now until I can get into a formal training. I REALLY appreciate the promptness and kindness shown to me by the Help Desk personnel. Thank you very much! [view](#)
37. Some of the interfaces of Office 2007 are better than the previous edition but there are also a lot of things hidden in unexpected places. There needs to be a way of eliminating all hyperlinks at once on a text page, and control of numbering, margins, and page indents is very temperamental. [view](#)
38. I do not know what expression web is? [view](#)
39. This isn't your fault, but I'm still getting confused with some things I routinely did with the previous version of Microsoft's Word and Powerpoint. [view](#)
40. The applications in Office 2007 seem to operate very, very slowly. Outlook web could be improved by having the ability to organize and sort email-- for example, to sort email by "unread" would be helpful. Also, use of the "contacts" features is limited. [view](#)
- I.T. AND L.T. APPEARS DISTANT & UNDERSTAFF!!! LEARNING NEW TECH. CAN BE FRUSTRATING FOR FACULTY.
41. ALSO, THERE SEEMS TO BE THIS MYSTERIOUS CORPORATE-DRIVEN & YOUTH-DRIVEN COMPULSION TO USE THE NEW TECH---BUT WHERE IS THE EVIDENCE THAT USING IT INCREASES ACTUAL STUDENT LEARNING VERSUS THE "ANCIENT" CHALK-BOARD. [view](#)
- OF COURSE, SOME STUDIES-USUALLY DONE BY TECHNO-EDUCATORS---SAY THE TECH. IS SUPERB--BUT, I AM SKEPTICAL PRIMARILY DUE TO HOW FAST THESE TECHNOLOGICAL CHANGES ARE OCCURRING & WHO PROFITS BY THEM.
42. I am just not the best on computers and can use all the help possible. [view](#)
43. The new Word is very awkward. I liked the old Word better, and it's not just because I was used to the old program. Sometimes updates make things worse, and this is a perfect example. Frankly, I hate the new Word. [view](#)
44. I would prefer Dreamweaver as HTML editor. [view](#)
45. I'm not really sure what some of these programs are and thus whether I need (or even would like!) training. [view](#)
46. I don't need it at the moment, but I have needed help with Access in the past--especially after an upgrade when the features are different or moved around. [view](#)
47. I love your help desk staff and trainers. They are all very helpful, whenever I need help. [view](#)
48. I needed instruction when it came out, but what was offered was too basic--I needed insight into the changes that were made in the product, but training gave only basic instruction on how to do simple things. [view](#)
49. With the Office 2007 switch, desktop search capabilities were disabled by CIT without saying one word to anyone. The stated reason is extreme slowdown at login time. The result, however, is that Outlook searches are non-functional. This is unacceptable. The searches are essential, but so is reasonable login time. Microsoft is obligated to provide a solution. If they don't, we need to re-consider if the switch to Office 2007 was correct. [view](#)
50. I would like training on SPSS. Our program is purchasing Second Life and would like training on that. Would also like training on "mediasite" if UW-Green Bay purchases it. Not sure if these responsibilities are within your office. [view](#)
51. Tech support (help desk) is terrific. They are available and ALWAYS helpful! [view](#)
52. I feel very comfortable figuring out new software/applications on my own. [view](#)



Survey Results -- Details

[Results Overview](#)

Faculty Staff Technology Survey

Respondents: 295

Status: Closed

Launched Date: 10/31/2008

Closed Date: 12/08/2008

8. Comments:

**Full
Response**

1. I could use help in getting Firefox downloaded for use at home since I'm using D2L now and need to access that both from home and office. Safari doesn't always work well with D2L; Firefox in my office has been much more reliable. [view](#)
2. Although I am satisfied with Entourage, it is often glitchy, slow, and tends to stall at times. Nonetheless, I am pleased to be working on a Macintosh workstation - love it. [view](#)
3. The "yes" means maybe, if I have time. [view](#)
4. I am very satisfied with my workstation on campus - except for Safari. I use Safari at home with no problems, but cannot use it at work because it freezes the computer. [view](#)
5. Entourage is very unstable. The single program interface is actually harder to navigate between mail, address book and calendar than Mac Mail, iCal and Address Book, in my opinion. (easier to Alt-Tab between programs than find the button in the top left of the entourage screen. (but that's just being particular). [view](#)
6. The problem isn't the availability of training, it is that the software keeps switching from year to year making training necessary. Each time the software changes I have to waste lots of time learning to use the new programs. The new programs almost never, however, have any advantage over the old ones, and often are less usable. [view](#)
7. I don't use Office 08, currently, because of potential conflicts with Turning Point software. [view](#)
8. I don't feel the need for training, but I feel that the university should provide much better support for Mac users. It is ridiculous for an institution of this size to have only one person in CIT who is qualified to service a Mac. [view](#)
9. My weakness is being able to keep up with te software changes in my own specialty areas so I simply want to be a user of office type software. Power point for exampole seemed to become less intuitive than it used t be so although it might do more I don't use it enough to keep up with the updates and changes. It is bad enough that every time we update or Vectorwoks CADD program by the time we get it mounted on all our machines and in our lab a new version seems to come out within a couple of months. [view](#)
10. Use a service other than D2L that actually works with Macintosh. While Safari and Firefox are "supported" browsers, there are serious problems with both on D2L. [view](#)
- I would like campus forms like the TER to not require use of Macros - which they shouldn't need anyway. Office 2008 doesn't support macros, although they'll likely be supported in the next release. [view](#)
- The WebDav solution (instead of the insecure FTP) is fully supported on Mac OS X, but has never worked properly on the university's servers. It makes transferring more than one or two files impossible without errors. PLEASE find a fix for this - it simply doesn't work. [view](#)
- There is another problem that occurs on UWGB servers that does not occur outside of campus. Any .webloc file (a URL address file saved from Safari that allows you to click on it and open that site) gets damaged and is unusable after some period of time. All Macs I've ever owned or used have never had problems, except those on the UWGB campus. I suspect a problem with the file server damaging the files. It makes what is a great part of the Mac operating system nonfunctional, and it has essentially [view](#)

destroyed my ability to revisit sites of interest I've saved as .webloc files at a later date.

It would be very beneficial to look at KRONOS support for the Mac platform. I realize UWGB doesn't control this, but it is inconvenient for those of us on Macs to not be able to use our office machines for student payroll.

I would also like people to keep in mind that OS X 10.6 will have native support for Microsoft Exchange, so users who prefer Mail and iCal can be fully and easily supported.

11. Entourage seems to randomly eat email; attach things without warning; when working from remote locations the information doesn't transfer (e.g. messages don't get marked as replied to except on the machine in use; same with deleting messages, etc.); fairly regularly error messages (currently getting #18599 when trying to respond to a faculty member from campus)

[view](#)

12. My strength is in the graphics applications using CS3. I make my presentations using a pdf made from an InDesign multi-page layout as I have more control over layout and don't like the bells and whistles and standard templates that come with PowerPoint.

[view](#)

Organization of ALL the electronic data is a constant struggle and takes so much time. Managing and archiving email is an area I'd like advice on how to do well and easily. I'm not one to trash files as soon as I read them as I often use them for reference or evidence so they do pile up.

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10. Comments:

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1.

The calendar I gave the "dissatisfied" rating to is the one located at <http://calendar.uwgb.edu/> -- I'm not sure that's what you mean by "campus online calendar". I don't like this one because 1) I find it hard to navigate and 2) clicking the bird doesn't return you, nor does the "back" arrow. I don't think you can return to the home page without opening a new window. Arghhh...

I know you are aware of the faculty dissatisfaction with the test grading serves following Ruth's retirement. I certainly hope you are thinking of ways to remedy the situation. If you don't come up with something quickly, I hate to think about what things will be like come final exam week.

[view](#)
2.

Also, Media Services always tells me they send students to check out the classrooms every Friday afternoon for dry erase markers that have died, transparency film rolls that are completely used, transparency light bulbs that are burned out, etc. There have been a number of instances when I have run out of transparency film and there has not been a spare roll. Or, when I have an overhead transparency projector bulb burn out, and find the secondary bulb is burned out too, then I have to spend 5 minutes trying to figure out how to change the bulbs (so please have the students make sure both bulbs are working).

[view](#)
3.

I wish the three year replacement plan were a two year plan. Computers are changing far more rapidly now than they were several years ago. They're really pretty ancient at the end of three years.

[view](#)
4.

The Help Desk and Media Services staff are wonderful!

[view](#)
5.

I have found the help desk to be EXTREMELY helpful!! They are great to work with and I use this the most of anything listed above. I was also very pleased with the summer roll-out staff, who were very accomodating as to when they could actually update my computer.

I think the idea of WevDAV is great, but I have not taken the time to use it yet.

[view](#)
6.

I hear Windows users rave about the Remote Desktop Service; unfortunately, I am not able to use this tool as this service does not allow remote access to a campus Macintosh computer. It would be nice to be able to access a Macintosh workstation from home.

[view](#)
7.

I have never been able to use the WebDAV. Everytime I have attempted to use the service I cannot gain access to the system.

[view](#)
8.

I am very dissatisfied in the replacement plan for designers on campus. The lack of campus support for high-tech machines for video-editing, storage, etc.. could cripple our department in a few years.

Media Services Equipment checkout? Recent charge for computer and monitor on a cart - one hour, no technician present, \$40? Seems high.

[view](#)
9.

I was just annoyed because I asked about my new computer this summer and was told I was not getting one and then I came in on the day they were swapping computers and I was getting a new one-very inconvenient

I think there should be one online campus calendar that pulls from all the other campus calendars at the Kress, Residence Life and Student Life

I have only had to call classroom support once, but when I did they said they would be there right away and it was a half hour

[view](#)

10. Media services, the Helpdesk, and the Learn Technology offices are very helpful. They have helped solve many problems in a timely and friendly manner. I am very satisfied. [view](#)
- I have tried using Remote desktop from home with no success.
11. The Help Desk and Media Services staff are always very friendly and accommodating. The Help Desk is an absolutely needed and useful service. [view](#)
12. Scan trans- often wondered why academic departments don't have scanning machines in each department, so as not to run down and pick up. Also, wouldn't it be a nice service if faculty and staff could check out tech service equipment without being charged when the equipment wasn't being used for class purposes? If even just campus events... [view](#)
13. Media services has been very good about setting up needed equipment. Help desk is also quite helpful. The three year replacement plan is a waste of money. How about every 5 years. [view](#)
- I know that Media Services has been asked to take on additional work (without additional resources) with the test grading services, so I feel bad complaining about this service. The staff have been professional and kind about the grading process, but the wait time for results is frustrating.
14. Educationally, we know it is best to give students feedback on performance as quickly as possible, and I now often have a class period in between when I give a test and when I am able to discuss it with my students. In fact, I typically have the essays graded before I can give feedback on the multiple choice portion of the exam. [view](#)
15. I've never gotten the Remote Desktop to work properly, so I don't trust it. I would love to be able to have this as a reliable tool. [view](#)
16. I don't believe we need to replace computers every 3 years. My machines are working perfectly when they are replaced. Please consider a 4-5 year turnover schedule. [view](#)
17. As you can see - every thing is going along fine. [view](#)
18. *[No Answer Entered]* [view](#)
19. I didn't know there was a campus online calendar! [view](#)
20. LTC does an excellent job of helping with D2L and other computer apps for my class [view](#)
- Help desk is great! LTC - great. Staff in media services are not all user friendly (cordial, willing to help etc). Test Grading is clearly a major problem, student learning is impaired and their anxiety enhanced with the delay - even with the improvements!!!!!!!!!!
21. Media checkout is good, but staff sometimes sit there while you are waiting to get their attention at the counter. [view](#)
22. I'm off campus. [view](#)
23. The online calendar could be more user-friendly [view](#)
24. the students that answer the help desk calls are not always able to solve the problems [view](#)
- I typically use Google calendar; it will be nice if the Unviersity calendar can communicate with the Google calendar, so that I can stick with just 1 calendar.
25. There are many nice features in google calenadar over and beyond the Outlook calendar, thats why I am sticking to it. Its much easier to enter the events, and to modify them in Google calendar....take a look yourself... [view](#)
26. I chose dissatisfied with regard to summer updates solely because summer is our busiest time of the year so it is very inconvenient for us. [view](#)
27. Better video cameras and better digital cameras (digital SLR's) for checkout at media services is REALLY needed. [view](#)
- With budget the way it is, I don't see the reason to replace computers every three years. The remote desktop service varies - sometimes when using the service, I am disconnected and my work is not saved. Now I have to remember to save frequently.
28. [view](#)
29. I would like for each of the nurses to have complete access to individual computers--budget is a barrier. [view](#)
30. Please ensure the Media Service workers plug in the internet EVERY time they drop off a portable workstation to classrooms. Otherwise it takes 5-10 minutes for th computer to recognize teh internet connection, which is valuable class time wasted. [view](#)

31. I do not understand why computers have to be re-imaged every year. It is very disruptive for work. I wonder if this summer's re-imaging was a must. It was just for partitioning change and Office 2007 deployment, but from a user's point of view, Office 2003 was just fine and one partition shouldn't be a reason to reinstall the whole OS. I'm hearing that there might be another re-imaging next summer for Vista, but I don't need Vista. Why is it that every computer in the university needs to be updated/upgraded together? Is it that difficult to maintain mixed OS's? (that is, Vista for only new computers, so XP + Vista until all the old computers will retire.) It even feels like UWGB IT infra is managed more for the IT managers than for users. [view](#)
32. When I can speak with Roni or Mark at the Help Desk, I get good results. Otherwise, the advice is usually to reboot and then I get referred to someone else. [view](#)
33. I am currently teaching on-line courses and will teach a campus course in spring so will have more of an opinion about many of these in summer. [view](#)
34. My computer takes a long time to boot up in the mornings with all of the updates. WebDAV is great though it doesn't work well with Linux. [view](#)
35. CIT is oftentimes difficult to work with at best and there is a lack of follow through. CIT should be a service based department, however, the area attempts to make decisions without knowledge about how things truly work and are processed. CIT should be here to improve processes, however, the opposite is usually the case. The department seems to make decisions on what is easiest for them and not what is best for the campus. Seems to be control issues and I am not sure if it is lack of knowledge or not wanting the work. [view](#)
36. The operating system seems more unstable. I have had to call the Help Desk more often since the upgrade to Windows 2007 than I did in all my previous years working here. Several times, needed to reclone, reset settings, etc. Its not only my experience-- its everyone in our office [view](#)
37. I absolutely love being able to log into my computer from home and access EVERYTHING. That was a great enhancement! [view](#)
38. I sure hope that the problems with test grading are straightened out before finals! Bring Ruthie back! [view](#)
39. used the remote desktop last semester and it was ok - have a mac - so is not available - i'd rather have the use of the mac than the service - if i were given a choice [view](#)
40. I've been trying for years to improve my computer's performance. It just runs slow. It affects my performance. I spend a lot of time waiting for my computer to do things. Why should I be able to type in a word processing program faster than electrons can move??? I'm not asking it to do quantum calculations, just open an email or save a word document. I've complained, but the solutions are never adequate and the help desk never follows through. Its frustrating. [view](#)
41. The new test-grading set-up is terrible. I've experienced a great drop in service since Ruth left. [view](#)
42. Help Desk staff are wonderful to work with and always very responsive. Media Services staff have been great to work with. I love using remote desktop, however it doesn't always work smoothly. [view](#)
43. Annual Computer Updates satisfactory with the exception of the 2007 rollout. [view](#)
44. More Macbooks available for checkout [view](#)
45. Remote Desktop hangs about half the time I try to use it, and once it does, there's no way to start over from scratch. [view](#)
- My day job responsibilities simply never seems to free me up for the workshops that are offered on campus.
46. I wish there were some tutorials available to us for things like Excel & Powerpoint & D2L (so I can use it in a more sophisticated fashion than I now do) [view](#)
- I also wanted to say that I think the service I receive from Media Services is outstanding in all areas from equipment to exam grading etc. Very good and dedicated people and if someone does not have the answer immediately they find someone who does and always do it with a smile and a great attitude. Mike and Dan in particular are outstanding professionals.
47. The help desk has always been great, and works with my students in a timely fashion. [view](#)
48. The CIT Help Desk staff is phenomenal! I love remote desk-top! This resource is critical to my operation. Please continue to invest in this kind of support. [view](#)
49. Wish more people used outlook calendar [view](#)

50. I'm glad the remote desktop is available but it seems to time out too often. I'm not sure what WebDAV is or how it differs from remote desktop. [view](#)
51. It would be great if the university had a subscription to meetingwizard or another type of online meeting scheduler for scheduling meetings with multiple people from off-campus. [view](#)
51. Campus OnLine Calendar needs to have more functionality. Not helpful to have to wade through tennis reservations at the Kress Center if someone is looking for whether or not a public lecture or concert is taking place on a certain date. [view](#)
52. My dissatisfaction with the summer rollout of computer updates is based on the fact that sometimes these updates require significant reinstallation of specialty software. In light of the budget situation of the UW system, we should also consider replacing campus computers only every four or even five years. Four- to five-year-old computers often run just fine, in particular since operating systems are not turned over as quickly any longer. With increasing student enrollment and the higher demand of equipment in science labs and the arts it is unacceptable that a significant portion of the classroom modernization funds are used for computer updates every year. WebDAV does not work well with Windows Vista (one reason more to stay with established and WORKING software such as Windows XP). [view](#)
53. I'm a kid [view](#)
54. What do you mean by Campus Online Calendar? [view](#)
55. Media services classroom support is over-the-top wonderful. [view](#)
56. I would like to see all classrooms have computers, data projectors and screens. [view](#)
57. I don't think replacing the computers every 3 years is necessary. It could be 4-5 years. [view](#)
58. Staff are very nice and helpful. Students are usually helpful and nice. [view](#)
59. There is little or no support from the university for department websites. Web Services Office seems uninterested. [view](#)
60. I wish I could give the webmaster an even higher rating. [view](#)
61. WebDAV does NOT work reliably between off campus Macs and the UWGB file servers - even with a new machine off campus, despite full compatibility from Apple. Single files work, but managing folders does not. [view](#)
62. Many attempts at working with the help desk and Josh have NOT resolved this issue. [view](#)
62. Sometimes the remote desktop does not load from home. [view](#)
63. Remote access is a great service; it seems to randomly close when I try to save anything back, though, and is incredibly slow, and often everything freezes; the staff is generally friendly and helpful (Dianne Blohowiak, Josh Goldman, Gary Huebner and Mike Schmitt are especially terrific); the workshops could be more efficient (e.g., distribute power points in advance) and are frustrating when not employing Macs for those of us who are Mac users. [view](#)
64. My computer, which was new this fall, has some serious issues which I will hopefully call the help desk about soon. [view](#)
65. I put neutral for the Technology workshops mostly because I have and use a Mac and the workshops I've taken use PCs with the same program but there are big differences so it is like not taking the workshop. Also my perception of the LTC is that it is mostly for PCs and not Macs. The LTC slide scanning was not very good the one time I used it so have not used it again - maybe it has improved. [view](#)



Survey Results -- Details

[Results Overview](#)

Faculty Staff Technology Survey

Respondents: 295

Status: Closed

Launched Date: 10/31/2008

Closed Date: 12/08/2008

13. Comments:

Full
Response

1. Degree Progress has some bugs needed to be worked out. For instance the general education requirement listing. The sciences are not working properly. [view](#)
The Cofrin staff is very helpful. If I cannot figure out how to find something myself I have always received courteous assistance from the reference librarians.
2. I am also extremely happy with the D2L system. I teach internet courses and have very few problems. Andy Speth and Leif are great. [view](#)
3. Really helpful classes have been provided by Pat Thyriel [view](#)
4. Two things about SIS could be improved. First, it would be helpful (especially during registration) to be able to keep SIS open and not get timed out. It takes time to have to log in many times a day. Second, the degree progress is sometimes hard to interpret. A simple checklist would be great. [view](#)
The D2L upgrade was not smooth and there were a lot of issues I was not expecting when I taught my summer class online.
5. Accessing SIS is ridiculously slow and there are so many different levels of clicking that need to happen to load a student's information it is frustrating. [view](#)
The Degree Progress Report is confusing - especially that the credits to graduate don't count courses enrolled in while the major plan does.
6. Would like the Learning Tech staff to be able to log onto our computers remotely and help us with projects that was, instead of going down there. SIS is a much better setup than we've ever had, but still a little hard to maneuver around--could be a little more simple maybe. [view](#)
7. I find SIS is confusing and complex. It requires regular use to remember how to navigate and accomplish tasks. It is not user friendly for compiling reports. [view](#)
8. ILL and Universal borrowing are fantastic and efficient. Thanks. D2L gets the job done but is not particularly user friendly. [view](#)
9. I tried GBShare once and could not get it to work properly (with assistance). I should try again, but I have only heard negative things about that particular feature, particularly with regard to ease of use. [view](#)
10. I use D2L a great deal for my courses, and it is really nice to have an online course system although D2L has many flaws. Most significantly, since it is monitored in Madison, the system may freeze up during busy time (midterms and finals!) causing havoc here with students but our local folks may not be able to do anything. [view](#)
11. The advising information and degree progress reports continue to be obscure and are difficult to interpret. [view](#)
12. Even with direct training with Pat - I feel GBShare is not very user friendly. [view](#)
It used to be the case the MetaLib wasn't very user friendly--if that has changed, I'm not aware of it. But I basically quite using it.
13. As for training, perhaps on online tutorial/screencast would be most accessible and useful. [view](#)

14. With the omission of student addresses from the UWGB website directory, it would be nice to be granted access to this information in SIS. [view](#)
15. I find it is not often training I want as much as answers to specific questions when they occur. [view](#)
- SIS is STILL not intuitive and/or user friendly. It is tedious and inefficent (time consuming). Students can't read and/or understand it. Finally, I can make sense of it, but it is still not as clear as it could be!! Grades for large classes should be able to be submitted in a batch NOT each person. It is still not clear that the grades have been "submitted". I always save it twice and hope it works. How about som CLEAR indicator ala YOUR GRADES HAVE BEEN SUBMITTED TO THE REGISTRAR to let us know for sure.
16. Class rosters have problems when moving into excel, e.g., they have very odd formats (numbers don't act like numbers). Also, the print version has different fields (which I use) that aren't in the download version. [view](#)
17. Library access to on line journals is much improved. [view](#)
18. While I do not need training on the Cofrin Library catalog, I think an in-depth training exercise for new student employees would be most beneficial. Some training exercises for them to try on their own would be great, too. We've wanted to develop some for years, but simply do not have the time. [view](#)
19. D2L is so slow when you need it most at the end of the semester. There should be an easier way to return to an advisee's main screen on SIS. Instructors should be able to receive automatic emails when a student adds or drops their class. [view](#)
20. GB share is too cumbersome to use. We need workflow and electronic signatures or approval process. Campus wide technology decisions should come from the top, not controlled by CIT. [view](#)
21. The most recent upgrade to D2L made it a little more user-unfriendly. It is a bit harder to navigate and the smaller type makes it hard to read. Our students feel the same way. [view](#)
22. I use SIS to check student status, addresses, and other personal information along with class schedules. It would be helpful to be able to see if they are enrolled for the current semester on Term spot without having to go to another spot then click through again for current semester when they are registered for the next semester even though current semester isnt complete yet [view](#)
23. I feel i am comfortable at an intermediate level - if there were advanced training videos available - that might help - LTC has been very helpful [view](#)
24. Library staff have been so helpful with supportive materials for class. I like the SIS system for grading. [view](#)
25. The Library link needs to go solely to the Library with a link to other resources. Too many searches of the Library fail even when the keywords are specifically in the title of the work. If you're going to link to an on-line resource then the link needs to work all the time from all campus computers without requesting logins or passwords. [view](#)
26. SIS (1) Tracking student progress is hard. (2) Also, some requirements can "fall between the cracks" in the system--i.e., not correctly tracked by SIS. Example: One advisee had fulfilled the natural science Gen. Ed. requirement. But SIS did not recognize it as such. When I communicated with Mike Herry, he was aware of this glitch. (3) The system won't provide transfer students' GPAs for me, which seems like a simple task for a computer system (I regularly need such information, when students apply for our unit's major). [view](#)
- The single biggest weakness in my mind as an avid advisor...is the AWFUL LAYOUT FOR THE SIS DEGREE PROGRESS REPORTS in SIS.
- Don't get me wrong...all of the imformation is there but it could be VISUALLY ORGANIZED SO MUCH MORE EFFECTIVELY BY A GOOD GRAPHIC ARTIST WHO KNOWS ABOUT FONTS ANDREADABILITY.....of Information.
27. That is the biggest screen of GRAY INFORMATION I can't even begin. Also this is notpicky...but why so many extra clicks. for example when you want to select a students transcript...You select Transcript on one screen which then goes to a screen where you must select UW-Green Bay...it is the only option to select...Then you have to wait for that to load ad then you select Transcript which is the only option there to select as well...and then you wait for that to load ad then you finally get into the transcript. [view](#)
- WHY??? Select student transcript...then go right to that transcript oneclick away...I hope someone can tell me it is a security issue and I can forgive it but I have seen students access their SIS info at other UW Campuses in much quicker fashion.

At least adjust te software to play Jeopardy theme music while waiting for this stuff to load.

28. As new faculty, I'd like to have an overview of how to use the share system. Also, an overview of SIS would be great. [view](#)
29. Information and learning is always a good thing. [view](#)
30. The degree progress portion of SIS is a bit cumbersome and sometimes difficult to follow. I don't think this is a problem with CIT rather how the program is written. [view](#)
31. The interlibrary loan dept. is quite wonderful. [view](#)
32. It would be nice if student photos could be part of the class rosters on SIS. Perhaps create a separate "photo roster" with their student ID photos. [view](#)
33. Degree progress reports are confusing and very difficult for students, staff, and faculty to work with. [view](#)
34. I would like to use GBshare but have not had any success getting it to work. I see enourmous opportunity for it but can't figure it out. [view](#)
35. I and my students are very frustrated with "Find It", full text is never available or very difficult to find. Seems we should have a data base that has more full text since this is what the students need to do their work. It would be nice if we had access to full text "PubMed" and full text "Cochrane data base" [view](#)
36. The SIS (advising) interface is clumsy, especially drop-in student panel. [view](#)
(I've already done training in a number of the systems); the newest version of D2L is an improvement, but much of it is still anti-intuitive with arcane vocabulary, and for those things we only do once or twice a year, it's hard to recall, which results in repeatedly pestering the LTC for help; the embedded html editor only works occasionally, and I have to use 3 different browsers depending on what I'm trying to do (print, manage the course, upload images). SIS is horrible in terms of navigation, formatting, and pretty much everything other than the actual information it houses.
37. MetaLib and Universal Borrowing are both clunky and not particularly user friendly in my opinion. Occasionally, one of them doesn't work how it should (returns errors one time and then the next works fine). I have used far superior library database interfaces (such as WorldCat, for instance). SIS is also fairly clunky and awkward, but seems to work okay. [view](#)
38. Image sharing library [view](#)
39. [view](#)



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16. Comments:

**Full
Response**

1. Lighting in MAC 229 is very frustrating. The lights are constantly dimming no matter if I use the touchpad or the wall controls. [view](#)
2. The document cameras (at least in my classrooms) don't work very well. They're hard to focus and often I can't get them to focus properly. I've pretty much given up using them. [view](#)
3. The Remotes for the DVD/VHS players don't work well to control Select Scene and other items. [view](#)
4. This is very specific, but the controls for DVDs are hard to use if you are trying to get to a specific point on a DVD rather than just trying to play it. At times I could not use the control to get to chapters on a DVD. [view](#)
5. Since the upgrade of software this summer, I have been getting "pop-up" messages everytime I login on one of the classroom computers. They are messages related to software (when you first login and then if you try to launch Outlook). I know it's a very minor thing, but it's annoying to have to deal with everyday for no apparent reason. [view](#)
6. I teach in the MSW program so my course are taught at FVTC. I will be teaching some undergrad in future. Essentially at this point, I have no experience with the UWGB classroom system. [view](#)
7. In general, technology is wonderful and works well. Problems arise, however, with individual faculty use -- someone changes settings and forgets to change them back; faculty forget to log off; faculty forget to report problems or broken equipment; faculty do not turn off remote controls and batteries wear out. Media services has been really good at fixing problems when they are reported, and I know they can't monitor every room every hour of every day. But perhaps more vigilance in encouraging faculty to remember to report problems and log off would be appreciated. [view](#)
8. I wish all tech classrooms were like those in MAC! [view](#)
9. I've used the doc cams occasionally and they don't seem to work very well (in terms of creating a clear, usable image). [view](#)
10. In my opinion, there is NOT a good lighting setting for MAC classrooms. Either the white board is in the dark or I am in the dark! Control panels seem better, but there are still quirks and I often have to start over to get them do function/respond. [view](#)
11. You didn't mention the marker pens, but as a whole, they are a bust!!!! I would say if you walked into a room and tried the pens, 75% do not have sufficient ink to make a decent dark mark on the board. Many times they last for about a sentence and then they are gone. This takes time from lecture trying to find a decent writing utensil!! [view](#)
12. The screen class room tech system: as you try to close down something - move your cursor on "X", you see that Tech Mgmt window pop up from the right. That is annoying, and wastes time [view](#)
13. Document camera does not project very well on to the screen in MAC 113 [view](#)
14. Better projectors for rooms for Art Classes. More MAC tech classrooms! We have ONE that can service a large lecture classes. [view](#)

14. Need more classrooms with technology. It is difficult in some rooms where technology is located to use whiteboards at same time or projector mounted in odd position (ES 306). In some situations, only lighting on one side of room can be controlled (not front vs. back - again ES 306). [view](#)
15. Would like more lighting in the front of the room in Rose 250. It is hard to see near the computer area, and at the podium. [view](#)
16. The computers in classrooms used to have a program that would play DVDs--it seems to be missing this semester [view](#)
17. Lighting in MAC is hard to figure out and lights sometimes go back on mid-lecture. The touch screens and nontouch interfaces need to be uniform across campus. Non-MAC classrooms need front/back lighting controls, not left/right or interspersed. These rooms all need to be rewired. Unibar is awful. [view](#)
18. Problems: (1) Not enough classrooms that are "tech" ready. (2) In different classrooms, the required "routine" for using the equipment can be quite different. [view](#)
- In the standard classrooms Obviously I wish there were MAC computers so we could use our Vectorworks CADD software in standard classrooms as well as in our CADD LAB which is not conducive to all kinds of classes.
19. The other problem is a UWGB problem we have very special needs in Technical Theatre and we do not have the kind of technology spaces for students working on Models and renderings in the design process. That kind of work cannot take place in a scene shop as it is a completely different kind of use of space and different tools as well. None of that is available so for many of my special design classes we do not have appropriate space or technology or budget to support the curriculum. [view](#)
20. I've had problems with lighting in SA314. In order to see the projector screen, I need to turn off the lights, but then the students do not have lighting to take notes. Better lighting would be beneficial in SA312. [view](#)
21. More information is always a good thing. [view](#)
22. The resolution of the older document cameras is terrible. I hoped that overhead projection would eventually be replaced by these cameras, but currently that is impossible. [view](#)
23. Some of the document cameras don't focus very well and I find myself using the old fashion overheads for better clarity. The unibar system is also kind of touchy sometimes, but I'm just happy to have tech rooms. I hope we'll have the money to make most all of the classrooms tech rooms. [view](#)
24. lighting in MAC is horrid. Not the light, but the seemingly whimsical control panel. [view](#)
25. There are issues with the technology classrooms. For example, in the MAC 122 Comp. Sci. lab there are pop-up messages (referring to Intel, I forgot at the moment) this year that weren't there before. Mozilla Firefox doesn't work in the lab on the instructor workstations. Every time Visual Studio is started up there is a long initialization sequence, for unknown reasons that is not fixed for a year now. This year the document cameras' "Auto Focus" feature does not respond, documents have to be manually brought in focus. The cameras focusing ability is significantly less than it was last year. Weird, given that these are the exact same cameras as before. There must have been some setup change, though. [view](#)
26. VHS/DVD/CD components are not linked and so it is impossible to make full use of the classroom technologies. The cheap shortcuts hurt instruction in the classroom. [view](#)
27. I have noticed over the last year or so that it is harder and harder to get into a tech room and assume the problem will get worse. [view](#)
28. The touch panels in ALL MAC hall classrooms irritatingly beep at random times - regardless of whether you're logged in or not. My colleagues and I find this VERY distracting to us while lecturing and to students while they're taking exams. Please find a fix to stop the darn things from beeping! [view](#)
29. The projector in our classroom needs to be replaced with hi-res. [view](#)
30. MAC Hall is bad for projection (screens don't work, screens only support horizontal slide images, lighting system is possessed); need more Macs in classrooms (e.g. PowerPoint reformats itself on the PC in weird ways); lighting in SA 350 constantly flickers (fluorescent isn't happy with dimmers); TH 316 is either too bright or totally dark; projectors are not especially good resolution; images are rough [view](#)
31. The main classroom I teach in (SA214) has no technology at all, except for a vcr/tv. It would really benefit from a projector w/a laptop interface. [view](#)

32. I would like to have ceiling mounted projectors and computers installed in ALL studio art classrooms. We show lots images and processes and with slides phasing out all the presentations are now digital. Plus being able to go directly to websites during class would be wonderful. The carts and bulky and hard to see around.

[view](#)

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UW-GREEN BAY



Survey Results -- Details

[Results Overview](#)

Faculty Staff Technology Survey

Respondents: 295

Status: Closed

Launched Date: 10/31/2008

Closed Date: 12/08/2008

18. Comments:

**Full
Response**

1. Bonnie has been excellent in support of our specialty lab MAC 122 - oops there goes the anonymity.
I have had a ton of printing problems with my students printing out SPSS output from Lab A. Although they can see output on the screen some output does not print while other output does. It is random, doesn't happen to everyone, and is very frustrating to the students. [view](#)
2. [view](#)
3. Is it possible to have at least one MAC group project lab in the library? [view](#)
4. I think what this campus has established with computer technology is pretty amazing. Although in a perfect world everyone would use MACs...and as in most ways over te years what makes things especially good here are te people. The help Desk folks are great...and genuinely helpful...and I will do nothing but praise Josh for his support on behalf of all Mac users. [view](#)
5. My students use the LS computer lab. This lab needs a computer with projection system for the instructor. [view](#)
6. I like to see the dual boot option on the Macs. I haven't checked them out in detail yet, but I'm assuming it's like my office machine, which is a reasonable solution. [view](#)
7. the GAC lab (student?) assistants have been mostly unhelpful; I've given up trying to do anything there that will require asking any questions; [view](#)

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20. Please comment about these or other technologies or services.

**Full
Response**

1. UWGB has an excellent, top-notch support system for the administrative operations of the D2L course management system. With the growing demand for online and web-enhanced courses, however, the support available for instructional design, specifically, is a weak point on this campus. More expertise and one-on-one support in instructional design is strongly needed on this campus. I would suggest collaborating with the Adult Degree Program to assist with this (as we've added an Instructional Technologist, initiated and financed the adoption of the Quality Matters rubric on this campus, and are working to finance (with the support of the Provost's Office), a webcasting system that would be available to all UWGB faculty, staff, and students. Adult Degree can play a significant role in providing instructional design support for the entire campus (in collaboration with the current services of the LTC). [view](#)
2. I'm answering these questions on whether these technologies and services are important TO ME, not whether they're important campus-wide. That would make a difference in my answers. [view](#)
3. most of these I don't use. [view](#)
4. I've mostly used networks shares for student submissions of programs so D2L is less important for me. I've just not investigated the other technologies as I've had no overwhelming reason to do so. [view](#)
5. I do not use any of #11 [view](#)
6. Sorry, don't use these but I'm certain they are very important for those who do. [view](#)
7. We need a decent Online Survey Tool that downloads easily into SPSS!!!!!!!!!!!!!! [view](#)
8. Since I don't have the option of selecting "do not use" for this section, I really don't feel I have any input on this. [view](#)
9. These tools are useful as long as there's not a lot to learn to use them. GB Share is still unfamiliar and I heard there were good and bad things about it and that I shouldn't begin using it until it's more user friendly and everyone is on the same page. Classified staff don't have access to D2L and I wonder if we should. Also, SYLLABI are being lost when not scanned from yrs ago and put onto D2L. There wasn't a good transition there---faculty started putting their syllabi onto D2L and there was (is) no tracking for historical values. Needs addressing. [view](#)
10. need a don't use choice [view](#)
11. We have been forced to use D2L, so that makes it by default important. I do not like it however. [view](#)
12. I would like to learn more about WIKI's-- is this a way to do synchronistic distance learning? [view](#)
13. None of these are applicable to my position here at UW-Green Bay [view](#)
14. Honestly, I'm not sure what "instructional design support" and "web design support" refer to. [view](#)
15. Wikis?? [view](#)
16. Although I don't use any of the above, I do think they are very important conceptually [view](#)
17. Wikis? Blogs? [view](#)

18. Will like to learn more about Instructional design support and Web design support, and how are faculty members using Wikis and Blogs in their courses here [view](#)
19. Don't use any of those above. [view](#)
20. Would like an online survey tool that provides better analysis than one we currently have. [view](#)
21. Why isn't there a "don't use" category for this page? I'm assuming some answers will be invalid from many of those who are surveyed who are not aware of what these items are. [view](#)
22. You need to be asking each department or division what technology is needed for them to improve processes and productivity. [view](#)
23. I don't know what some of these are. [view](#)
24. We all don't have the same level of experience or confidence when it comes to new technology. It is nice to know that there are qualified staff out there to help us when we get stuck. [view](#)
25. When I really need to know something i find that department and they usually help me or lead me to the correct contact [view](#)
26. For being a 3 person non-academic office web design support if very important. We are interested in learning more about Wikis, blogs and Online Survey tools to see if they can help our office become more efficient. [view](#)
27. Don't know what Wikis is. Sorry. [view](#)
28. D2L has made a very positive difference in my classes. I really appreciate it and the support staff connected to it. [view](#)
29. Don't know at this point what other services/trainings I will need (Web Design, etc.), but I am confident that you will provide what is needed. THANK YOU so very much. [view](#)
30. To be honest I don't know what Wikis is and there was no column for Do not know what it is. [view](#)
31. What is a Wikis [view](#)
32. I worry about D2L becoming obsolete. I have trouble importing textbook material and testbanks. Will we need to change to another system? [view](#)
- I don't know what you mean by instructional design support--do we have that?
33. Will need podcast and Second Life Support and also if we purchase Mediasite will need that support also. [view](#)
34. I'm not sure what this is asking--how much I use the service? how important is it to have help with it? Do we even have instructional design support? What I'd really really like and what a great number of campuses offer is staff to actually do work such as scanning, loading into D2L, etc. Colleagues at other institutions (even small ones) are shocked at the lack of support for faculty here in terms of these basic processes--elsewhere it's seen as a serious misuse of faculty time and expertise [view](#)
35. Some of these are "not important" to me at this time since I don't use them. I am considering an on-line class so I'm sure they would become much more important to me then. [view](#)
36. I don't use many of these but do find them important [view](#)



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22. Please comment or identify other new technologies you would like us to explore.

Full
Response

- | | | |
|-----|---|----------------------|
| 1. | The campus needs work flow software, electronic signature capabilities, and supported use of ImageNow electronic filing software to enhance administrative efficiencies. | view |
| 2. | Wireless classrooms invite students to spend the class surfing the web instead of being involved in class. | view |
| 3. | I don't know how to do either of the last two items on this page. | view |
| 4. | Technology is a good way to do more with less.

Our offices currently have no wireless access. It would be extremely helpful for students to have wireless access when they visit faculty in their offices. Can this be done? | view |
| 5. | I'd also like to suggest that someone meet with unit chairs periodically to inform them on technology plans. Will we be converting to Vista soon? Or skip to Windows 7 when it arrives? What are the plans for wireless expansion? How about wider access to Linux? What else is coming? How are faculty/staff likely to be affected? I would like to see a broader articulation of plans for the near and distant future.

Maybe a bit off topic here, but it is my strong opinion that faculty across the board need to be encouraged, trained, and funded (by departments) to use videoconferencing for classroom use (e.g., | view |
| 6. | connecting with classrooms and speakers across the nation and around the world). Vidconf. is underutilized and maybe not well understood at UWGB. | view |
| 7. | Again, I'm not familiar w/Podcasting but it is probably important for those who use this service | view |
| 8. | I would actually prefer that we could switch off wireless in the classrooms as students surf the web and check email instead of listening in large lecture classes. | view |
| 9. | The sooner that we can get the copy center forms online, the better. | view |
| 10. | Seems the UWGB campus is behind in wireless areas compared to other campuses and public buildings. We get asked in our academic department work area about it all the time. | view |
| 11. | need don't use again | view |
| 12. | I'd like less money spent on fancy technology and instead to be able to copy as many pages as I would like to use in the classroom as handouts without being hassled about copying costs. | view |
| 13. | A way to do distance learning with everyone at the same time. | view |
| 14. | I'd love to just have a laptop in my office with wireless capability that I could take directly to class. | view |
| 15. | Responding to question 17 - I do not own a cell phone, so my answer is n/a | view |
| 16. | We need to be cutting edge given the students today have been raised with all new technologies | view |
| 17. | Would like to see a program available to allow pictures to be taken from one document and then saved as a jpg/gif, etc. Paint isn't a very useful or helpful program, especially if you want to manipulate the photo. | view |
| 18. | Video conferencing would be important for ADP courses particularly | view |

19. Wireless in my office 4th floor LS is very weak... :([view](#)
20. wireless in offices would be nice. [view](#)
21. Wireless does not work in my office area in MAC section B. Difficult to work with students in that area. [view](#)
22. It really is quite embarrassing that we do both have wireless access in Wood Hall. By any measure, it is unacceptable since it cuts into productivity. [view](#)
23. I'm not exactly sure about the status of current UWGB WiFi network, but I believe it should be secured and configured as internal network. Again, I may be wrong, but the current wireless network is like an external one. Anyone can gain access, so students/faculty connecting wirelessly are treated as unknown general public. [view](#)
24. Thank you for asking! Workflow and electronic signatures are critical to eliminate all of the paper processes and for better security. [view](#)
25. I don't have any experience with many of these. [view](#)
26. I feel that we shouldn't just use new technology just because it is new, but the technologies that you have listed above have very valuable uses here on campus and can enhance the teaching and learning experiences. I think that the more we make available to everyone, the more comfortable we will all become. This will help as we move into the 21st century. Our next generation of students will expect us to have and utilize all of these technologies. We need to start getting comfortable with them now. [view](#)
27. It is frustrating as a MAC user that I cannot gain access to my computer desktop files from home. There are so many times that this would be the most amazing time saver and increase my efficiency. [view](#)
- The only thing I do not like about wireless classrooms for students is that some of them will be instant messaging and playing games and the instructor cannot tell. Especially in the University Theatre where I teach where it is completely impractical and impossible to walk the room while lecturing. [view](#)
28. I also have a personal issue with teaching and learning face to face. If I liked on line teaching or podcasting I would be working in Film and Television and not in THEATRE. I cherish HUMAN CONTACT as opposed to disconnected and largely disinterested learning approaches. I understand the convenience issue but that doesn't mean I have to like the implications. [view](#)
- With wireless, we won't have issues with students unplugging the network cables from the lab computers to plug in their laptops. Content management would mandate a unified look for the UWGB website. Currently it's a hodgepodge of all department's and individual's styles. There are, however, entities that should not be required to completely conform to the brand, such as Shorewood Golf Course, The Weidner Center and the Sports Center. Online forms would be great--let's try to be as green as possible. One thing that I do have to address is the color printer situation. The graphics students have had so many problems with printing. Either the printers are not working properly, or they are paying for a sub-par print. A professional-level/quality printer(s) that can print tabloid or larger, in B&W or color is essential. Duplex would also be nice. They spend quite a bit of money on each project and the quality is not there. We've also had situations where both the SA314 and GAC lab printers were out of service at the same time--usually when there is a deadline, and all of the students need to print their assignments.; With wireless, we won't have issues with students unplugging the network cables from the lab computers to plug in their laptops. Content management would mandate a unified look for the UWGB website. Currently it's a hodgepodge of all department's and individual's styles. There are, however, entities that should not be required to completely conform to the brand, such as Shorewood Golf Course, The Weidner Center and the Sports Center. Online forms would be great--let's try to be as green as possible. [view](#)
29. We should actually explore blocking of wireless transmissions in classrooms so that teachers don't have to police students using wireless technology. This is one of the core problems of the modern university: students using wireless electronic devices in the classroom. If you you could do one thing that would improve the climate of the classroom tomorrow it would be blocking wireless transmissions today. [view](#)
30. I might think some of these are more important if I knew more about them and started using them. The desktop conferencing could be useful for Modern Languages, which is my program. [view](#)
31. What do you mean by podcasting course materials--how does that work?
We need better access to database/web support. As far as I understand we can only use asp, why not php, why not sql? [view](#)
32. I know what I am about to suggest is likely impossible. However, many instructors have had problem with students going on-line during class and have had to resort to telling students they can't use laptops in class. I wonder if there would ever be a way to have the wireless in classrooms on a switch [view](#)

that is controlled by the instructor. That way, instructors who want students to have access to the web during the class (not sure there are too many of these) would be able to and those who don't can turn it off to prevent students from surfing.

33. I'd like the ability to video conference, but I have absolutely NO hope that the UWGB bandwidth would be adequate. There isn't even enough bandwidth now for viewing movies in my office or the classroom without video studdering at best. On Mac or Windows.

[view](#)

34. it would be nice if the online forms behaved themselves and/or were thoroughly Mac compatible; I was just doing Form A's, and the text boxes kept cutting off words instead of wrapping properly--so it's great to have the forms available, but it would be much less frustrating if they were more universal

[view](#)

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