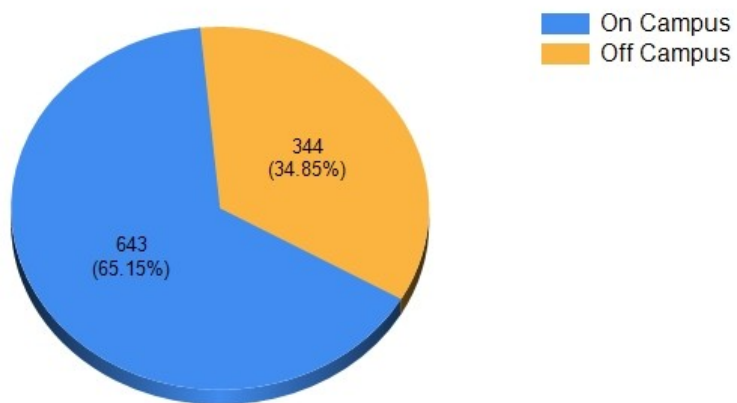## Do you live on campus or off campus?
(987 Responses)

On Campus
Off Campus

344
(34.85%)

643
(65.15%)

Do you own a computer?
(987 Responses)

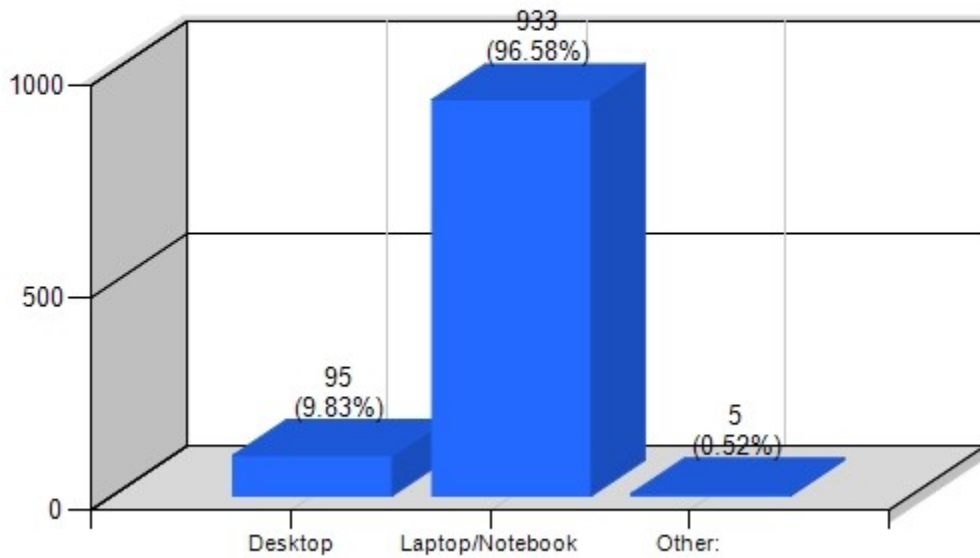**Yes**
No

973
(98.58%)

14
(1.42%)
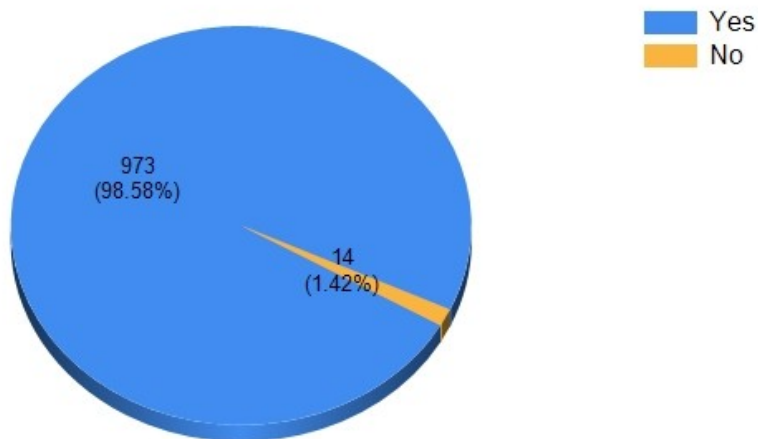
Which of the following devices do you own?
(529 Responses)

Device	Count	Percentage
Netbook	194	(36.67%)
Smart phone	248	(46.88%)
eReader/Tablet	49	(9.26%)
Other:	150	(28.36%)
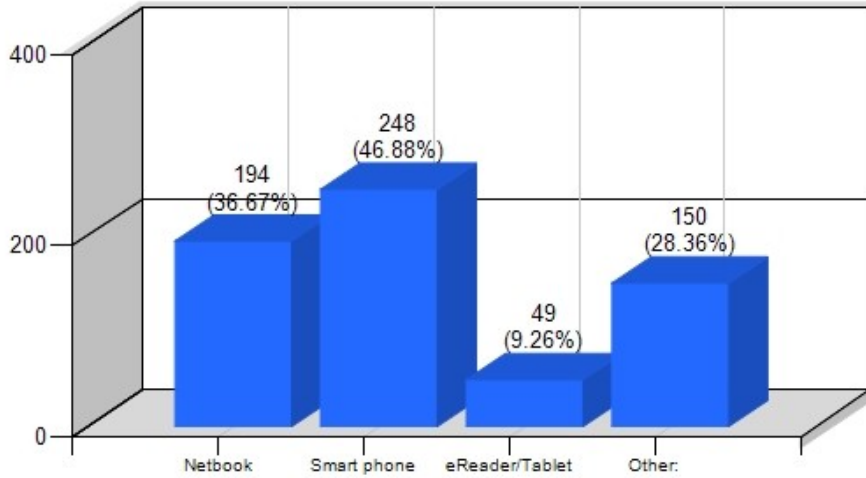
What type of computer do you own?
(966 Responses)

Device	Count	Percentage
Desktop	95	(9.83%)
Laptop/Notebook	933	(96.58%)
Other:	5	(0.52%)

In which residence hall do you live?
(643 Responses)

Legend:
- Blanton-Nason-Brewer Hall
- Campbell Apartments
- Centennial Hall
- Dobson Hall
- Fair Apartments
- Grim Hall
- Missouri Hall
- Randolph Apartments
- Ryle Hall
- West Campus Suites

Values shown: 122 (18.97%), 3 (0.47%), 66 (10.26%), 87 (13.53%), 71 (11.04%), 21 (3.27%), 164 (25.51%), 90 (14.00%), 15 (...)
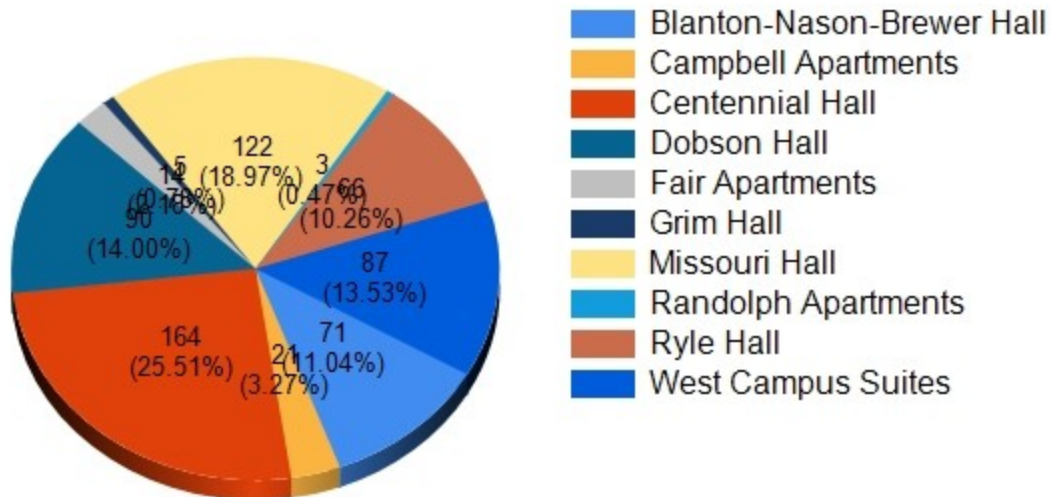
Please rate your overall satisfaction regarding the campus-wide wireless network:
(986 Responses)

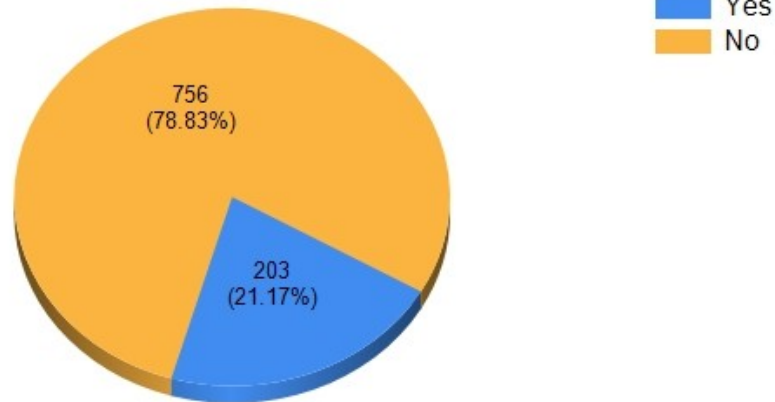|	Radio Buttons				
	Very Satisfied	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Overall satisfaction	171 (17.34%)	593 (60.14%)	152 (15.42%)	46 (4.67%)	24 (2.43%)

Do you have Internet access?
(344 Responses)

Legend:
- Yes
- No

Values shown: 338 (98.26%), 6 (1.74%)
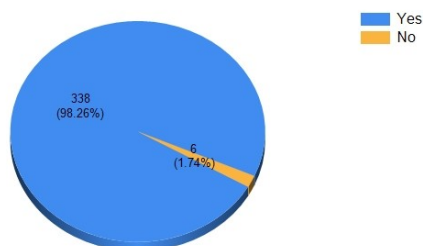
If you have Internet access, please choose your connection type.
(332 Responses)

- Cable Modem
- DSL
- Don't Know
- Other:

141 (42.47%)

34 (10.24%)

17 (5.12%)

140 (42.17%)
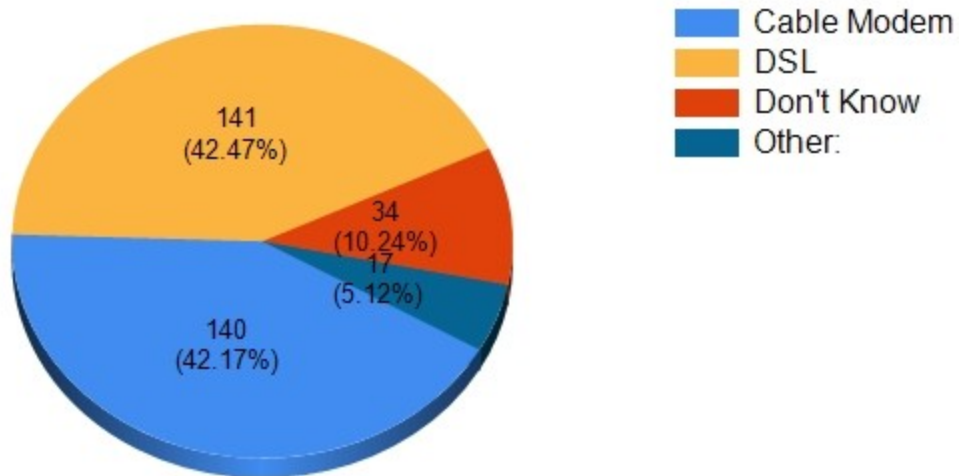
What operating system platform(s) do you use on your computer(s)?
(966 Responses)

771 (79.81%) — Windows-based

226 (23.40%) — Mac-based

41 (4.24%) — Linux-based

2 (0.21%) — Don't Know

5 (0.52%) — Other:
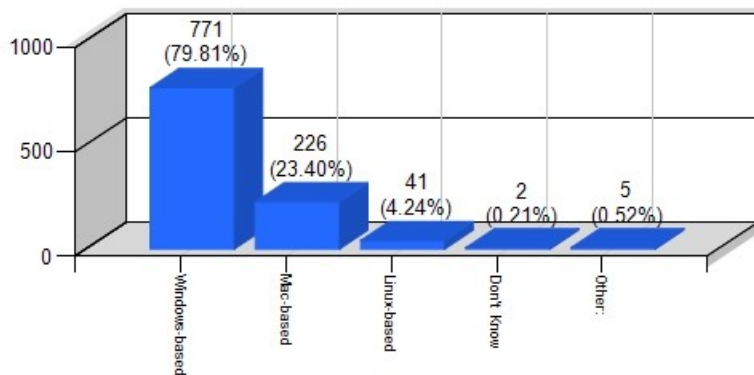
Do you use the University-provided McAfee Antivirus software?
(959 Responses)

Yes
No

756
(78.83%)

203
(21.17%)

Do you plan to purchase a new computer within the next year?
(979 Responses)

Yes
No

869
(88.76%)

110
(11.24%)
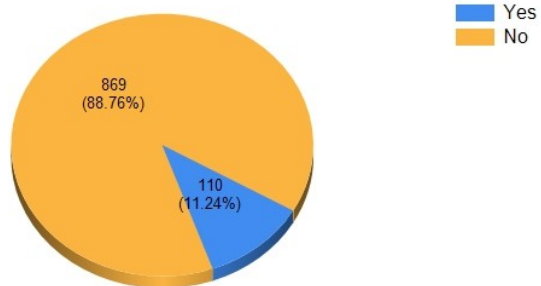
If you plan to purchase a new computer, what type do you anticipate purchasing?
(151 Responses)

Legend:
- Windows-based
- Mac-based
- Linux-based
- Unknown
- Other:

Values shown:
- 52 (34.44%)
- 8 (5.30%)
- 19 (12.58%)
- 4 (2.65%)
- 68 (45.03%)
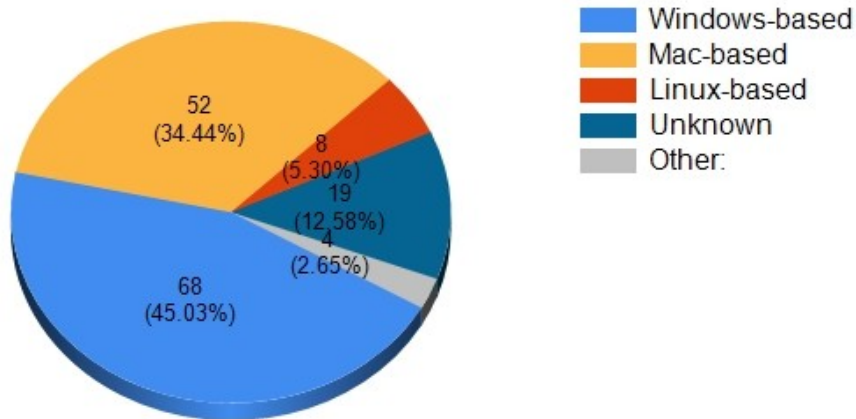
When you need to access Truman information, how often do you use TruView?
(987 Responses)

-	Radio Buttons				
-	**Always**	**Usually**	**Sometimes**	**Rarely**	**Never**
TruView Use	554 (56.13%)	327 (33.13%)	82 (8.31%)	22 (2.23%)	2 (0.20%)

How often do you use TruView for the following services?
(987 Responses)

-	Radio Buttons				
-	**Always**	**Usually**	**Sometimes**	**Rarely**	**Never**
Email (access to Gmail)	675 (68.39%)	118 (11.96%)	61 (6.18%)	56 (5.67%)	77 (7.80%)
Blackboard	591 (59.88%)	193 (19.55%)	109 (11.04%)	62 (6.28%)	32 (3.24%)
News	40 (4.05%)	110 (11.14%)	319 (32.32%)	308 (31.21%)	210 (21.28%)
Calendars	68 (6.89%)	162 (16.41%)	329 (33.33%)	230 (23.30%)	198 (20.06%)
Groups	42 (4.26%)	85 (8.61%)	209 (21.18%)	268 (27.15%)	383 (38.80%)
Access to your student records	542 (54.91%)	231 (23.40%)	166 (16.82%)	32 (3.24%)	16 (1.62%)
Other resources	87 (8.81%)	143 (14.49%)	498 (50.46%)	137 (13.88%)	122 (12.36%)

Please rate your satisfaction with each of the following TruView services.
(986 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Registration & Add/Drop	266 (26.98%)	497 (50.41%)	122 (12.37%)	43 (4.36%)	58 (5.88%)
Open Course List	316 (32.05%)	537 (54.46%)	89 (9.03%)	16 (1.62%)	28 (2.84%)
Student Schedule	366 (37.12%)	515 (52.23%)	63 (6.39%)	11 (1.12%)	31 (3.14%)
Transcripts & Transfer Credit	308 (31.24%)	513 (52.03%)	67 (6.80%)	17 (1.72%)	81 (8.22%)
Student Account Information	297 (30.12%)	541 (54.87%)	83 (8.42%)	13 (1.32%)	52 (5.27%)
Financial Aid Application Status	211 (21.40%)	459 (46.55%)	131 (13.29%)	21 (2.13%)	164 (16.63%)
Student Employment/Payroll Records	211 (21.40%)	427 (43.31%)	88 (8.92%)	10 (1.01%)	250 (25.35%)
Address Update	265 (26.88%)	480 (48.68%)	135 (13.69%)	44 (4.46%)	62 (6.29%)
Early Progress & Final Grades	279 (28.30%)	528 (53.55%)	96 (9.74%)	18 (1.83%)	65 (6.59%)

What internet services do you typically use (check all that apply): (981 Responses)

- Web Browsing: 938 (95.62%)
- Email: 969 (98.78%)
- Social Networking (Facebook, Twitter, etc.): 937 (95.51%)
- Video Streaming (YouTube, Netflix, etc.): 859 (87.56%)
- Gaming (computer gaming, Xbox Live, Playstation): 209 (21.30%)
- Instant Messaging: 287 (29.26%)
- Video/Audio Chat: 479 (48.83%)
- File Transfer (Steam, P2P): 151 (15.39%)
- Videoconferencing: 98 (9.99%)
- Other: 13 (1.33%)
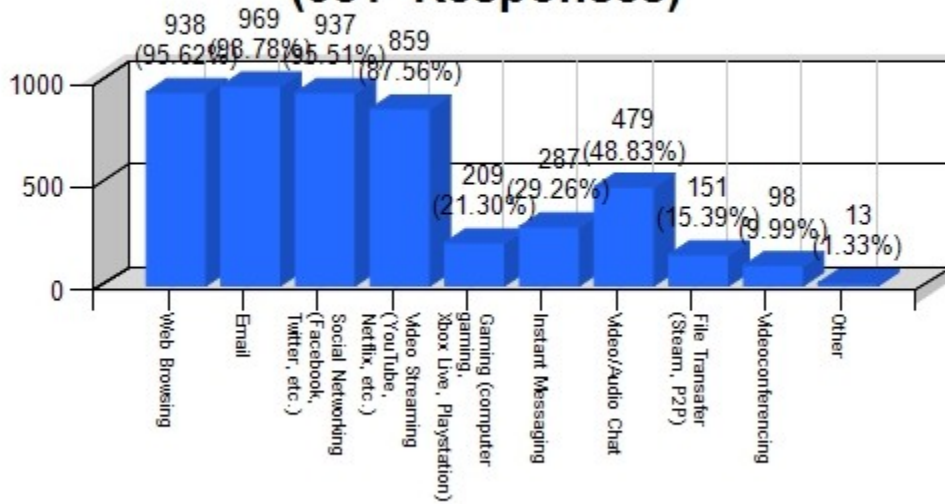
In November, ITS more than doubled the University's internet bandwidth. Have you noticed an improvement in your network performance since then?
(975 Responses)

Legend:
- Yes
- No
- I don't know

- 728 (74.67%) — Yes
- 104 (10.67%) — No
- 143 (14.67%) — I don't know
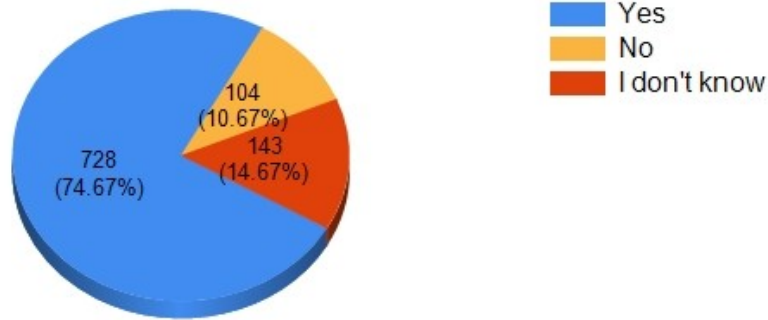
If you have used the ITS Service Center located in Pickler Memorial Library since July 1st, please rate your satisfaction with the following aspects or services.
(937 Responses)

	Radio Buttons				
-	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	199 (21.24%)	240 (25.61%)	52 (5.55%)	17 (1.81%)	428 (45.68%)
Expertise / Knowledge	129 (13.77%)	231 (24.65%)	91 (9.71%)	33 (3.52%)	449 (47.92%)
Hours / Availability	167 (17.82%)	243 (25.93%)	47 (5.02%)	14 (1.49%)	462 (49.31%)
Account / Password Assistance	120 (12.81%)	173 (18.46%)	19 (2.03%)	14 (1.49%)	605 (64.57%)
Wireless Network Connection Assistance	119 (12.70%)	162 (17.29%)	42 (4.48%)	16 (1.71%)	594 (63.39%)
Antivirus Software Installation	69 (7.36%)	100 (10.67%)	22 (2.35%)	29 (3.09%)	708 (75.56%)
Equipment Checkout	92 (9.82%)	121 (12.91%)	26 (2.77%)	17 (1.81%)	673 (71.82%)
Overall Satisfaction	133 (14.19%)	277 (29.56%)	68 (7.26%)	19 (2.03%)	431 (46.00%)

If you have used any of the main ITS Campus Computer Labs in the past year (VH2000, PL312), please rate the following aspects:
(915 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Lab Hours / Availability	200 (21.86%)	341 (37.27%)	35 (3.83%)	15 (1.64%)	321 (35.08%)
Availability / Amount of Computers	150 (16.39%)	315 (34.43%)	115 (12.57%)	20 (2.19%)	313 (34.21%)
Performance of Computers	87 (9.51%)	299 (32.68%)	148 (16.17%)	64 (6.99%)	314 (34.32%)
Available Software	155 (16.94%)	344 (37.60%)	55 (6.01%)	6 (0.66%)	351 (38.36%)
Group Study Rooms (PL312)	116 (12.68%)	248 (27.10%)	61 (6.67%)	14 (1.53%)	471 (51.48%)
Lab Personnel Courtesy / Friendlliness (VH2000)	108 (11.80%)	239 (26.12%)	51 (5.57%)	5 (0.55%)	506 (55.30%)
Lab Personnel Expertise (VH2000)	81 (8.85%)	215 (23.50%)	49 (5.36%)	10 (1.09%)	551 (60.22%)
Overall Satisfaction	114 (12.46%)	402 (43.93%)	64 (6.99%)	10 (1.09%)	315 (34.43%)

Please rate your satisfaction with the following services provided by ITS Network and Web Services:
(987 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Y: Drive (Personal network storage)	199 (20.16%)	391 (39.61%)	37 (3.75%)	12 (1.22%)	348 (35.26%)
T: Drive (Personal web site storage and support)	85 (8.61%)	187 (18.95%)	24 (2.43%)	11 (1.11%)	680 (68.90%)
Organization / Group web sites	78 (7.90%)	219 (22.19%)	55 (5.57%)	18 (1.82%)	617 (62.51%)

Please rate your overall satisfaction with ITS.
(987 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Overall Satisfaction	179 (18.14%)	632 (64.03%)	96 (9.73%)	16 (1.62%)	64 (6.48%)

What new services would you like to see available at Truman?
(144 Responses)

|	
-	-
	be able to get wordpress/mysql actually working on an organizational website. (can never connect)
	fast computers, friendly/knowledgeable staff
	maybe a computer tutoring program, a lab where students can come and ask questions on how to use elements of computers or computer programs
	Better compatibility with Mac-based computers.
	Allowing the virtual network to print to your own local printer, instead of one on campus.
	Reliable WiFi, better organization website format, and more computers in VH.
	I can't think of anything - except better handicap access to the campus!
	VMWare needs to be intregated properly on Truman's campus. The ITS staff needs to make adjustments for it to work properly when there are a multitude of students using school computers.
	Not sure.
	i have no idea.
	ITS Wise the ability for remote support would be nice. I have computer issues often and it is a pain sometimes to walk all the way over. If the techs could remote in to my computer to help like Dell can that would be very convenient. Another thing that would be nice is if Truman had other OS's we could choose from on the virtual desktops. The ability to use OSX or Linux need be would be excellent
	ITS that can fix problems
	Virus cleaning.
	Easier network printer connection; possibly google's cloud print
	Personal computer help besides Internet issues
	I'd like to see more bandwidth again, with the need for the internet for homework and assignments, I believe it should be as fast as possible.
	Upgraded software
	If students could get training on how to set up and maintain organizational websites - I'm personally a webmaster for one of my fraternities - I would think that such training would be extremely useful and appreciated.
	If my smartphone were supported on the network! Other than that, it's great; I especially liked the bandwidth update.
	I'd love a one stop place similar to Kinkos. It's frustrating having to go all over campus because a printer is down or this lab doesn't have a copy machine, or this building has no lab at all.
	START WORKING ON PERSONAL COMPUTERS AGAIN!
	ITS workign on student computers
	They should be more knowledgeable about Macs. The school has a Mac lab, so there is not reason they shouldn't know how to deal with them. I had a mac issue a while back and I was turned away because they said they didn't know about Macs.
	Help with general computer issues. Not requiring a password change, because that messes up printer connectivity on personal computers.
	Being able to print to server printers from Macs
	I would like the network to support Zune HD internet.
	a job in ITS? :) In all seriousness, I don't think I have any super-great suggestions. Other than perhaps combining the bat file for the printing connection and the bat file for the network's drives itself.
	Antivirus!

	Better web pages for organizations. Also an organization e-mail address through truman. A folder on a shared drive that everyone in an organization could access, like the student files.
	can't think of much
	internet that always works, and a truview equivalent that is less of a hindrance and more of a tool for students.
	Maybe some kind of online guide to web hosting and domain purchasing for students.
	Faster internet!
	Better download rates.
	i cant think of any one, because i have been satisfied with what ever they have provided to us.
	Computer hardware repair, and other troubleshooting help, rather than just virus protection and help.
	Expanded internet broadband.
	McAfee Software download available for students again, since it has been down all year.
	Cloud networks would be a plus but more wireless security would be needed.
	Help desk for providing troubleshooting help with programs or issues with personal computers.
	Faster internet for things like Skype.
	personal computer assistance and fixing
	It would be nice to be able to network a personal computer to residence hall or other building printers, or at least have the process more clearly outlined.
	24/7 Access to a Truman computer lab
	Zip drives working in ALL campus computers. Until this year my zip drive worked fine, now it doesn't work practically anywhere.
	It would help to continue improvement on Mac compatibility with services and software.
	Can you please lower/change the encryption on the internet so that the Nintendo DS and DSi will be able to connect to the internet for online play? Thanks!
	No ideas at this time
	better iternet connection
	virus protection for macs and troubleshooting with slow or infected computers for maybe a small service fee.
	Ability to log on to either a Windows OS or a Mac OS at start up. (possible? I don't know)
	I am not aware of where I can get McAfee that was mentioned earlier in the survey. I didn't think it was available anymore??
	Better ethernet connections for dorm rooms, wireless is still spotty.
	Virus services.
	Being able to print at home when using y drive
	Open ports so people can torrent. Shame on you guys for blocking ports. ಠ_ಠ
	I would like to see faster and more reliable wireless access in the dorms.
	I don't really have any suggestions for that. Everything that I have needed is provided already.
	More in-depth computer help. I have had several issues with my laptop since coming to Truman, and all ITS could do was refer me to an off-campus service.
	n/a
	Virus removal from personal computers and laptops.
	More knowledge regarding macbooks. A lot of people own Apple items, and it would be nice to see more offered for macs.

	There needs to be better Mac services, both for students who own Macs and also for the Mac lab.
	I don't know
	I think some computers outside the lab of VH would be good idea as lab that lab is bit crowded most of time.
	I cannot think of any.
	Faster internet, better computers in the residence halls, updated truview.
	I don't know much about computers etc...so I don't really have any suggestions. I'm pretty happy with how well everything is working. Especially since the internet has gotten a lot faster.
	None
	More wireless!
	Printing to hall desks from personal computers and not just from labs.
	new computers that are actually fast and don't take 10 minutes to turn on
	I don't really need anymore distractions but if you guys come up with something helpful I will probably use it, bearing it's helpful to my academic needs.
	Personal computer repair at a free or at least discounted price
	I just wish that the internet worked consistently throughout different parts on campus.
	I would like to see an upgrade to operating systems on campus. I think it would also be beneficial if you offered another Mac-Based lab on campus for students to utilize more. Having the Mac-Based lab in the library opened during limited hours should be open during all library hour service. Most students do a lot of work late at night so it would work to a students needs having them at the same time as the library.
	Windows 7
	Faster internet that doesn't cut in and out.
	Assistance with personal laptops Availabillity to get diagnosis and order parts for computers through the school
	im sure you do what you can with the money you get.
	more smartboards in classrooms
	live chat so basic problems for students off campus can be fixed
	Allow ITS to do basic checks on personal computers.
	The printers moved back to the 3rd floor of the library.
	Don't know.
	More Mac computers and more printers.
	Better wireless.
	I would like to see them working on student computers again
	Better Linux tech support
	More support for personal computer problems.
	Faster Internet and a better connection
	Wireless for Android phones.
	Internet that is always fast
	Truman ITS help students only with software problems in their laptops. If ITS can start helping students with hardware problems in their laptops, that would be great.
	A 24 hour computer lab with a printer available. Once the library closes, only the residence halls are open. If you don't live on campus and need to access files from scifinder for a research paper, you are out of luck. Also, having additional computers with access to scifinder would be beneficial.

	More first floor computers in Pickler, and a small lab for printing in every main building.
	n/a
	Blackboard for Blackberry, more Mac labs that can be utalized like the other labs(i.e. when I was in one last semester I could not print)
	Just the ability to skype with family easier - the connection at times cuts off, though it may be on their side instead of Truman's.
	The internet could definitely still be faster.
	Better internet
	Start looking for faster internet now, that way in a few years the university won't be stuck in the dark ages for a period like it was up until the upgrade this year.
	More Mac Compatibility.
	Go back to having a student run IT service. I don't give a rats ass about connection speed or spending money to make truview better.
	Helping with personal computer problems.
	help with fixing computers/viruses like the program available last year.
	VMware actually work properly
	computers on the first floor of the library that allow you to eject or take out your flash drive without deleting stuff or messing up files you have stored on it. (this happens to me every time I use my flashdrive on 1st floor computers)
	I'm graduating, so it won't affect me. Do something awesome.
	I think everything is fine the way it is.
	More hardware! Computers, printers, and scanners. Maybe more computers in the dorms.
	maybe organizational leader seminars where ITS could show organizations what tools are available to help with organization of their group and events
	DROPBOX !!! Please
	ITS services that were provided last years to students.
	Matlab available for students
	How about some required training for all professors on how to use the technology in the classroom? I've noticed this becoming a more relevant problem. In fact, just the other day my professor wasted an entire class period because she did not know how to operate the system and came with no backup material. Perhaps this speaks more to the shortcomings of this specific professor, but I certainly don't think that I should be paying tuition to have to waste an hour of my day, sitting in a classroom, watching my professor fumble aimlessly. Yes, students attempted to help her and no, we couldn't figure out what needed to be done.
	demonstrations of programs more software available like adobe acrobat pro
	I feel like there are not as many ITS people specialized in Macs, and when there is a problem, it can be hard to get ahold of someone who is familiar with Macs.
	I would like to see the ITS assist students in removing viruses and Trojans from personal computers.
	none
	nothing
	Allow wifi access for nintendo wii!
	I rarely talk to you people.
	Nothing. It's all good.
	n/a
	More printers. Printers in easier places (like on the 3rd floor of PL or back in MG).

	Faster internet(of course, as I'm sure most everyone is saying).
	Web pages able to be manipulated more through HTML, and that are not as prone to crash after you try to do something important.
	Speedier internet.
	Virus Removal
	The ability to use a USB drive on computers in my dorm. I know it's supposed to work, but my computers don't.
	Help with personal computers again.
	Virus removal
	Just a freshen up of truview once in a while.
	Catered sushi.
	Maybe they could run a class near the beginning of the year to help set up people's computers for the year.
	Increased bandwidth
	Just let the wireless connect automatically without the password; you can't get it off campus anyway it's too weak of a signal
	N/A
	I'm not really familiar with the services they currently offer but possibley they should send more info about what they help out with each semester for the new students who else wouldn't know. Possibly rental of computer accessories such as web cam and micropone headsets to have video chats etc.
	faxing/mail services
	I would like for ITS to be able to remove viruses from student computers.
	faster internet speed. Easier routes to configure laptops and non-campus computers/laptops/net-books to the Truman network. better anti-virus.
	short seminars or some kind or information that teaches about the free programs Truman offers (virus protection, etc)

Was Truman a technological upgrade or downgrade from your high school?
(976 Responses)

- Upgrade
- Downgrade
- About the same
- N/A

92 (9.43%)
253 (25.92%)
31 (3.18%)
600 (61.48%)
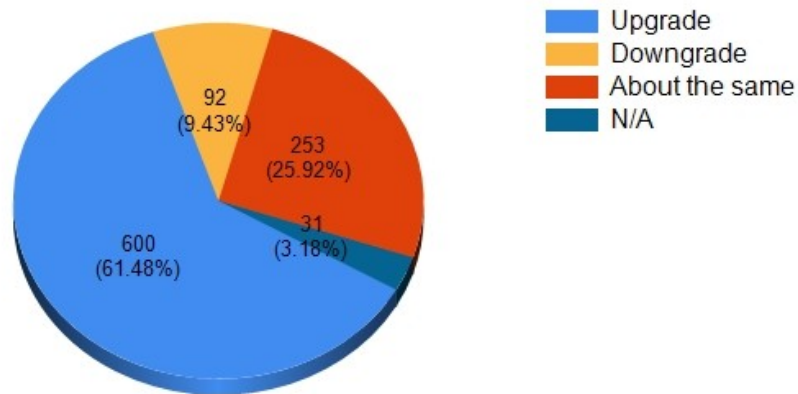
Please share any additional comments or suggestions you have for ITS.
(66 Responses)

-	-
	Blackboard's discussion forums are VERY hard to use. I wish that you all would make all of the posts on a thread visable instead of them all disappearing as you write your response. For example, I am reading a thread on my Shakespeare studies forum. I catch a thought mid-sentence of the person's opinion and click reply... EVERYTHING they had written disappears and, if I want to maintain a view of what they wrote while I am responding, I have to copy and paste their text into my reply box, or quote it. Call if it's unclear - 665-3606
	The library computers need to be available for 24 hours.
	The mice at all the computers I've used on campus have chunks of grime on the feet which make functioning almost impossible and the keys are often sticky. Periodic cleaning is needed.
	Allow the West Campus computers' front USB drives to be used.
	Please upgrade the system if not to Windows Vista, at least upgrade Microsoft Office.
	If you saw my high school, you'd feel like Full Sail in Florida.
	I forgot to mention this earlier in the survey, but thank you for adjusting the equipment rental periods to stop making people return stuff at 7am.
	I went to a big high school, but Truman is much bigger than that. So...I guess there is a wider range of software and tools available overall, but in terms of performance per capita, it's about the same.
	I am having trouble with some of the computers seeing my USB external storage cards (especially in Magruder), and it is a little inconvenient to have to go from computer to computer sometimes to try and find a computer that will see the USB so that I can download homework assignments or pdf files.
	Applications on campus computers are out-of-date and hinder performance (ex. Windows OS, Firefox, Office, VLC, Adobe). Google Chrome should also be made available. Most importantly, that software on the left side of the screen that doesn't go away even when I'm doing something like a PowerPoint presentation; who thought that was a good idea? You know the thing I'm talking about. The little gray bar with an arrow on it with more options if I click it. I don't know the name because it's useless; I just close the process whenever I need to.
	I appreciate your patience and expertise and understand all of the flack you guys get and how difficult it can be to put up with frustrated people. Keep up the good work!
	The monitors used in some of the labs and in some residence halls support a higher resolution than what the display is currently set at. JUST SAYING....
	I went to a private high school, so our IT budget was hefty. I am sure you're doing a remarkable job given the volume of students.
	VPN is fantastic!
	My laptop can't connect directly to the printer in my residence hall because my Mac's software is too new? Or something? Lame. If I connect to the Truman network via the Remote desktop software, it still won't let me print from my laptop. I always have to send an email to myself and go log on to a university computer.
	none
	I very much appreciate virtual desktop that was very helpful during my Psych research project in which my group member and I had to access University software.
	Also, thanks SO MUCH for the VPN client and ability to remotely access Truman's computers/network; it made stats a billion percent better, and I got an A. Go ITS
	The virtual desktop was the best thing ITS has done.
	On TruView, it would be nice to have an easy to find link for changing my account password. Every time I need to change it for a reason other than the 6 month required change, I have to search for it on Truman.edu and it's usually hard to find.
	Better location and get a printer back on the 3rd floor in Pickler library.

	The two computers on the second floor of West Campus are terrible. Please reformat or replace them.
	Check to make sure that the computers allow USB drives to be used. Mine is still being rejected from both the library computers and the ones in Centennial
	Thank ya'll.
	All round improvement..but still, good job!
	I liked the iPhone App, but library surf can be improved, allow to sort categories and titles, etc.
	I think ITS is doing great job.
	One area that I would like to see an improvement in is the hall desk printers found in the residence halls. I work at the hall desk and there are times that the printers malfunction. When a hall desk worker calls in the concern, it will take hours for someone to come look at the printer. This has happened at both Missouri and Ryle Hall. Since there are hundreds of people using these computers, the papers get a bit backlogged. I would like to see these types of problems put on a higher priority. Also, when students come down to pick up their paper that did not print, they do not know if they will be charged for that paper. For some students, they just printed 12 page papers, think the command didn't go through, and try to print the paper again. This wastes 24pages of their account. While I realize this is only $2.40, every page to many students is valuable. For me, I know that I add money to my account every year. Thank you for taking the time to improve your services.
	None
	Keep calm, carry on.
	granted all people at my high school are issued a touchscreen notebook, and all books and test are issued via network.
	I think if most of the upgrades mentioned were completed or at least thought of and fully considered then ITS would start making considerable progress in upgrading the campus campus to be comparable with other universities. Also, I think more knowledgeable staff will relieve some frustrations ITS has acquired over the years.
	My high school had smart boards, only difference. The internet is much better.
	The ITS website makes it somewhat hard to search for things.
	most things are better here, but in high school I never had a problem finding a computer to work on, and never had problems with the printers. 10 computers in Centennial for over 600 people is not enough
	Forward or open port 27054 so that it is possible to play counter strike source
	ITS, I love you. Keep doing what you do.
	Rockwood school district has more smartboards, printers, scanners, and those type of things, but Truman has a greater availability of computers and more useful technology. Although Truman might be a slight downgrade, I think it is in a way that encourages learning.
	Move the printers back to the third floor or get more printers. It is such a waste of time walking up and down the stairs and half of the time my stuff doesn't even print.
	the virtual desktop makes the university computers log on very slowly
	I only say upgrade because some of the computers at my high school were still running Windows '98. Also, the banner on this page says Fall 2008 IT survey, it is now spring 2011, am I really to trust my IT needs to a group of hopefuls who don't even know how to change a web banner?
	The Index ran an article earlier this year (before the upgrade) on how students felt about the University Wireless. In a noticeable trend I've noticed for the Index, the article expressed opinions relatively opposite to how most students actually felt. Students are constantly whining about how slow the internet is (even after improving it substantially). If you're not sure on how the student body supports further upgrades, WE WANT THEM. Any support you may need to gain the resources or funds you need to continue to upgrade our internet you already have.
	Keep up the good work!
	My high school was Mac friendly, ITS is Mac friendly for the most part, but some programs made it difficult to connect to Truman's wireless server with my Mac
	THANK YOU for all the remote access.

	Keep up the good work.
	None really. Excellent job, for the most part.
	ITS services that were provided last years to students.
	whats the point of the question??? if the technological is downgrade then why would truman be an university???
	None
	Easy thing to do that will make the life of a student easier: Send an automated email out of someone tries to print but is out of print money. This would have saved me frustration a few times. This email could have a link to the site for adding money for anybody who doesn't know where it is. Obviously everyone is going to ask for faster internet, but it is my understanding that you are nearing Kirksville's limit, so screw those complaining people and just do what you can. There was a motion a while ago to provide netbooks cheap for students. What happened to this? This was a good idea but the deals were crappy so it isn't really working. If you could get most students to buy the same note/netbook via a nice deal that would be awesome. Especially since the IT people could learn everything about that specific OS and computer (this would make your job much easier). It would be FANTASTIC if a freshman could walk into there room and find a netbook already synced up with the wireless network and with McAffe installed all ready to use. Make this happen, it will be great.
	The computers sometimes take forever to log on, it's very frustrating sometimes.
	I would suggest hosting a seminar or lecture about how to protect personal computers from viruses for all interested Truman Students.
	nothing
	Consider putting some Apple products into the computer labs. I prefer Mac OSX to any sort of Windows programs.
	Jesus christ an upgrade. My old school had actual Nazi's in charge.
	I would mostly like for the network to be fast enough and be able to support the amount of students who use it. Especially during registration time, when everyone is trying to get online at the same time, the network should be able to handle that if we are expected to register that way.
	n/a
	Give MG back its printer.
	Is it really necessary to have to go through vmware whenever you log on to a campus computer? It's not a big complaint but it seems kind of silly
	More machines running off of actual Linux instead of having to use TightViewer
	Keep up the good work, guys. Also, please remember that the rest of us aren't as smart as all ya'll and need programs that are smart enough to deal with us.
	Please unlock ports for P2P. Also, redistribute the bandwidth to give more traffic to the dorms.
	I went to a school that required each student to have a laptop for use at school. I liked the assistance that they gave to you, and the IT guys were very helpful. I really have not had any problems this far, and I would hope that when I do, there will be people ready and willing to help.
	N/A