Q1.2 - Where do you live?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alexander</td>
<td>1.72% 30</td>
</tr>
<tr>
<td>2</td>
<td>Avent Ferry</td>
<td>6.86% 120</td>
</tr>
<tr>
<td>3</td>
<td>Bagwell</td>
<td>2.23% 39</td>
</tr>
<tr>
<td>4</td>
<td>Becton</td>
<td>1.94% 34</td>
</tr>
<tr>
<td>5</td>
<td>Berry</td>
<td>0.97% 17</td>
</tr>
<tr>
<td>6</td>
<td>Bowen</td>
<td>3.95% 69</td>
</tr>
<tr>
<td>7</td>
<td>Bragaw</td>
<td>7.83% 137</td>
</tr>
<tr>
<td>8</td>
<td>Carroll</td>
<td>3.77% 66</td>
</tr>
<tr>
<td>9</td>
<td>ES King Village</td>
<td>0.00% 0</td>
</tr>
<tr>
<td>10</td>
<td>Greek Village</td>
<td>2.63% 46</td>
</tr>
<tr>
<td>11</td>
<td>Gold</td>
<td>0.40% 7</td>
</tr>
<tr>
<td>12</td>
<td>Lee</td>
<td>8.86% 155</td>
</tr>
<tr>
<td>13</td>
<td>Metcalf</td>
<td>5.20% 91</td>
</tr>
<tr>
<td>14</td>
<td>North</td>
<td>2.69% 47</td>
</tr>
<tr>
<td>15</td>
<td>Owen</td>
<td>3.60% 63</td>
</tr>
<tr>
<td>16</td>
<td>Sullivan</td>
<td>7.15% 125</td>
</tr>
<tr>
<td>17</td>
<td>Syme</td>
<td>2.86% 50</td>
</tr>
<tr>
<td>18</td>
<td>Tucker</td>
<td>3.54% 62</td>
</tr>
<tr>
<td>19</td>
<td>Turlington</td>
<td>1.66% 29</td>
</tr>
<tr>
<td>20</td>
<td>Watauga</td>
<td>0.97% 17</td>
</tr>
<tr>
<td>21</td>
<td>Welch</td>
<td>0.80% 14</td>
</tr>
<tr>
<td>22</td>
<td>Wolf Ridge</td>
<td>12.58% 220</td>
</tr>
<tr>
<td>23</td>
<td>Wolf Village</td>
<td>13.32% 233</td>
</tr>
<tr>
<td>24</td>
<td>Wood</td>
<td>4.46% 78</td>
</tr>
</tbody>
</table>
Did you connect to the internet with an Ethernet cable to a wall jack?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>no</td>
<td>93.54% 1636</td>
</tr>
<tr>
<td>yes</td>
<td>6.46%  113</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Did you connect to the internet with an Ethernet cable to the access point in your room?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>yes</td>
<td>13.04% 228</td>
</tr>
<tr>
<td>no</td>
<td>86.96% 1521</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q2.6 - How satisfied are you with the quality of service provided by connecting an Ethernet cable to the wireless access point (white box with "Aruba" printed on the front)?
Did you connect to the internet via wireless to the SSID ncsu?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>yes</td>
<td>90.05% 1575</td>
</tr>
<tr>
<td>no</td>
<td>9.95% 174</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q2.7 - How satisfied are you with the quality of service provided by the "ncsu" wireless network in your room or apartment?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td></td>
<td></td>
<td>682</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td></td>
<td></td>
<td>733</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td></td>
<td></td>
<td>42</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td></td>
<td></td>
<td>84</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td></td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Did you connect to the internet via wireless to the SSID eduroam?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>no</td>
<td>64.89% 1135</td>
</tr>
<tr>
<td>yes</td>
<td>35.11% 614</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q2.8 - How satisfied are you with the quality of service provided by the "eduroam" wireless network in your room or apartment?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very satisfied</td>
<td></td>
<td>280</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat satisfied</td>
<td></td>
<td>254</td>
</tr>
<tr>
<td>3</td>
<td>Neither satisfied nor dissatisfied</td>
<td></td>
<td>27</td>
</tr>
<tr>
<td>4</td>
<td>Somewhat dissatisfied</td>
<td></td>
<td>37</td>
</tr>
<tr>
<td>5</td>
<td>Very dissatisfied</td>
<td></td>
<td>13</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Did you connect to the internet via wireless to the SSID ncsu-guest?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>no</td>
<td>82.56% 1444</td>
</tr>
<tr>
<td>yes</td>
<td>17.44% 305</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q2.9 - How satisfied are you with the quality of service provided by the "ncsu-guest" wireless network in your room or apartment?

<table>
<thead>
<tr>
<th>Field</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>84</td>
<td>27.63%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>153</td>
<td>50.33%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>41</td>
<td>13.49%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>22</td>
<td>7.24%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
<td>1.32%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Did you connect to the internet via wireless to a personal or other wifi network

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>no</td>
<td>95.65% 1673</td>
</tr>
<tr>
<td>2</td>
<td>yes</td>
<td>4.35% 76</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q2.10 - Why did you connect to a personal wireless router instead of/in addition to one of the NC State provided wireless networks?

- Couldn't use wireless printing: 5
- Couldn't use Chromecast or other streaming device: 8
- Couldn't connect to an ncsu-provided wireless network: 22
- Needed more security: 7
- "ncsu" and/or "eduroam" networks not reliable: 21
- Other reason: 13
Q3.1 - Having high-speed internet access available in my room influenced my decision to live on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly agree</td>
<td>28.70%</td>
<td>485</td>
</tr>
<tr>
<td>2</td>
<td>Agree</td>
<td>26.63%</td>
<td>450</td>
</tr>
<tr>
<td>3</td>
<td>Neither agree nor disagree</td>
<td>28.11%</td>
<td>475</td>
</tr>
<tr>
<td>4</td>
<td>Disagree</td>
<td>11.66%</td>
<td>197</td>
</tr>
<tr>
<td>5</td>
<td>Strongly disagree</td>
<td>4.91%</td>
<td>83</td>
</tr>
</tbody>
</table>
Q3.2 - Having high-speed internet access in my room has had a positive impact on my ability to get my course work done.
Q3.3 - While here at NC State I have used computer network access to such a degree that it has hindered my academic success. (e.g. over use of web surfing, Facebook, online games, etc.)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Agree</td>
<td>8.82% 149</td>
</tr>
<tr>
<td>2</td>
<td>Agree</td>
<td>14.97% 253</td>
</tr>
<tr>
<td>3</td>
<td>Neither Agree nor Disagree</td>
<td>23.14% 391</td>
</tr>
<tr>
<td>4</td>
<td>Disagree</td>
<td>39.64% 670</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Disagree</td>
<td>13.43% 227</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q3.4 - How satisfied are you with the quality of internet access in your room or apartment?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very satisfied</td>
<td>43.08% 728</td>
</tr>
<tr>
<td>2</td>
<td>Satisfied</td>
<td>45.86% 775</td>
</tr>
<tr>
<td>3</td>
<td>Neither satisfied no dissatisfied</td>
<td>6.75% 114</td>
</tr>
<tr>
<td>4</td>
<td>Dissatisfied</td>
<td>3.55% 60</td>
</tr>
<tr>
<td>5</td>
<td>Very dissatisfied</td>
<td>0.77% 13</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q3.5 - How much do you actively use the internet connection in your room on an average day?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Less than 1 hour</td>
<td>1.18% 20</td>
</tr>
<tr>
<td>2</td>
<td>1-2 hours</td>
<td>11.30% 191</td>
</tr>
<tr>
<td>3</td>
<td>3-5 hours</td>
<td>45.80% 774</td>
</tr>
<tr>
<td>4</td>
<td>5-8 hours</td>
<td>30.71% 519</td>
</tr>
<tr>
<td>5</td>
<td>9 or more hours</td>
<td>11.01% 186</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q4.1 - Was your computer affected by adware, spyware, viruses or trojans at any time this year?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2.94% 49</td>
</tr>
<tr>
<td>No</td>
<td>97.06% 1617</td>
</tr>
</tbody>
</table>

97% No
Q4.2 - What antivirus software do you use on your primary computer? (Software that is installed and running in the background; not something you use for occasional scans.)
Q4.3 - What method(s) do you regularly use to back up your important files?
Q4.4 - Which of the following Google Apps have you used for school/academic related tasks?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gmail</td>
<td>98.20% 1636</td>
</tr>
<tr>
<td>Drive (Docs, Sheets, Slides, etc.)</td>
<td>94.48% 1574</td>
</tr>
<tr>
<td>Calendar</td>
<td>77.07% 1284</td>
</tr>
<tr>
<td>Hangouts / Meet</td>
<td>14.59% 243</td>
</tr>
<tr>
<td>Keep</td>
<td>8.34% 139</td>
</tr>
<tr>
<td>Sites</td>
<td>9.36% 156</td>
</tr>
<tr>
<td>Groups</td>
<td>7.80% 130</td>
</tr>
<tr>
<td>None of the above</td>
<td>0.24% 4</td>
</tr>
</tbody>
</table>

Showing rows 1 - 9 of 9
Q4.5 - How useful do you find Google Drive for working collaboratively on academic tasks?

70% Extremely useful
25% Very useful

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Extremely useful</td>
<td>69.98% 1091</td>
</tr>
<tr>
<td>2</td>
<td>Very useful</td>
<td>24.76% 386</td>
</tr>
<tr>
<td>3</td>
<td>Moderately useful</td>
<td>4.49% 70</td>
</tr>
<tr>
<td>4</td>
<td>Slightly useful</td>
<td>0.71% 11</td>
</tr>
<tr>
<td>5</td>
<td>Not at all useful</td>
<td>0.06% 1</td>
</tr>
</tbody>
</table>

1559

Showing rows 1 - 6 of 6
Q4.6 - What is the operating system you use most frequently to do schoolwork? (for example: writing papers, doing projects, homework)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Windows</td>
<td></td>
<td>922</td>
</tr>
<tr>
<td>2</td>
<td>Macintosh OS X</td>
<td></td>
<td>445</td>
</tr>
<tr>
<td>3</td>
<td>Linux (any distribution)</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>4</td>
<td>iOS</td>
<td></td>
<td>101</td>
</tr>
<tr>
<td>5</td>
<td>Android</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>Chrome OS</td>
<td></td>
<td>129</td>
</tr>
<tr>
<td>7</td>
<td>Not sure</td>
<td></td>
<td>31</td>
</tr>
</tbody>
</table>

Showing rows 1 - 8 of 8

![Pie chart showing operating system choices](image)
Q5.2 - How many devices (computers, game consoles, etc.) do you have connect to the internet?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero</td>
<td>0.12% 2</td>
</tr>
<tr>
<td>1</td>
<td>2.92% 48</td>
</tr>
<tr>
<td>2</td>
<td>38.83% 638</td>
</tr>
<tr>
<td>3</td>
<td>33.05% 543</td>
</tr>
<tr>
<td>4</td>
<td>16.19% 266</td>
</tr>
<tr>
<td>5</td>
<td>5.11% 84</td>
</tr>
<tr>
<td>6</td>
<td>1.46% 24</td>
</tr>
<tr>
<td>More than 6</td>
<td>2.31% 38</td>
</tr>
</tbody>
</table>

Showing rows 1 - 9 of 9

[Diagram showing percentages and counts]
Q5.3 - What type of computer(s) do you connect to the internet?

- Portable - Laptop, Netbook, or Tablet: 86.61% (1423)
- Desktop: 1.03% (17)
- Both a portable (laptop, netbook, or tablet) and desktop: 12.17% (200)
- I don't connect a computer to the internet in my room/apartment: 0.18% (3)

Showing rows 1 - 5 of 5
Q5.4 - Which of the following devices do you own and connect to the internet? Check all that apply.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Laptop designed to run Windows</td>
<td>59.86%</td>
</tr>
<tr>
<td>2</td>
<td>Laptop designed to run Mac OS X</td>
<td>40.88%</td>
</tr>
<tr>
<td>3</td>
<td>Laptop designed to run ChromeOS</td>
<td>4.29%</td>
</tr>
<tr>
<td>4</td>
<td>iPad / iPad Mini / iPad Air / iPad Pro</td>
<td>14.19%</td>
</tr>
<tr>
<td>5</td>
<td>Handheld tablet designed to run Android (e.g. Nexus, Galaxy Tab)</td>
<td>5.66%</td>
</tr>
<tr>
<td>6</td>
<td>Handheld tablet designed to run Windows (e.g. HP Stream, Toshiba Encore)</td>
<td>0.81%</td>
</tr>
</tbody>
</table>
Q5.5 - What are the brand/manufacturer of the portable computer(s) you use frequently?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td></td>
<td>714</td>
<td>44.38%</td>
</tr>
<tr>
<td>Lenovo</td>
<td></td>
<td>307</td>
<td>19.08%</td>
</tr>
<tr>
<td>Dell</td>
<td></td>
<td>264</td>
<td>16.41%</td>
</tr>
<tr>
<td>HP/Compaq</td>
<td></td>
<td>214</td>
<td>13.30%</td>
</tr>
<tr>
<td>Microsoft</td>
<td></td>
<td>112</td>
<td>6.96%</td>
</tr>
<tr>
<td>Asus</td>
<td></td>
<td>52</td>
<td>3.23%</td>
</tr>
<tr>
<td>Acer</td>
<td></td>
<td>47</td>
<td>2.92%</td>
</tr>
<tr>
<td>Samsung</td>
<td></td>
<td>35</td>
<td>2.18%</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>29</td>
<td>1.81%</td>
</tr>
<tr>
<td>Amazon</td>
<td></td>
<td>19</td>
<td>1.20%</td>
</tr>
<tr>
<td>Toshiba</td>
<td></td>
<td>14</td>
<td>0.87%</td>
</tr>
<tr>
<td>MSI</td>
<td></td>
<td>12</td>
<td>0.75%</td>
</tr>
<tr>
<td>LG</td>
<td></td>
<td>10</td>
<td>0.62%</td>
</tr>
<tr>
<td>Alienware</td>
<td></td>
<td>6</td>
<td>0.37%</td>
</tr>
<tr>
<td>Sony Vaio</td>
<td></td>
<td>2</td>
<td>0.12%</td>
</tr>
<tr>
<td>#</td>
<td>Field</td>
<td>Count %</td>
<td>Choice Count</td>
</tr>
<tr>
<td>----</td>
<td>--------------</td>
<td>---------</td>
<td>--------------</td>
</tr>
<tr>
<td>15</td>
<td>Other</td>
<td>1.80%</td>
<td>29</td>
</tr>
<tr>
<td>3</td>
<td>Amazon</td>
<td>1.18%</td>
<td>19</td>
</tr>
<tr>
<td>14</td>
<td>Toshiba</td>
<td>0.87%</td>
<td>14</td>
</tr>
<tr>
<td>11</td>
<td>MSI</td>
<td>0.75%</td>
<td>12</td>
</tr>
<tr>
<td>9</td>
<td>LG</td>
<td>0.62%</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Alienware</td>
<td>0.50%</td>
<td>8</td>
</tr>
<tr>
<td>13</td>
<td>Sony Vaio</td>
<td>0.12%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 16 of 16

1609
Q5.6 - What other devices do you own and connect to the internet?

<table>
<thead>
<tr>
<th>Field</th>
<th>Count</th>
<th>Percentage</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart phone</td>
<td>1383</td>
<td>88.71%</td>
<td>1383</td>
</tr>
<tr>
<td>Game console/handheld gaming device (e.g. Playstation, Xbox, Nintendo)</td>
<td>461</td>
<td>29.57%</td>
<td>461</td>
</tr>
<tr>
<td>Smart watch</td>
<td>241</td>
<td>14.92%</td>
<td>241</td>
</tr>
<tr>
<td>Smart TV</td>
<td>199</td>
<td>12.15%</td>
<td>199</td>
</tr>
<tr>
<td>Streaming video device (Roku, Chromecast, Apple TV)</td>
<td>182</td>
<td>11.61%</td>
<td>182</td>
</tr>
<tr>
<td>Google Home / Amazon Alexa / Apple HomePod</td>
<td>169</td>
<td>10.26%</td>
<td>169</td>
</tr>
<tr>
<td>Wireless/networked printer</td>
<td>13</td>
<td>0.80%</td>
<td>13</td>
</tr>
<tr>
<td>eReader (e.g. Kindle, Nook)</td>
<td>60</td>
<td>3.65%</td>
<td>60</td>
</tr>
<tr>
<td>Wireless router / wireless access point</td>
<td>42</td>
<td>2.60%</td>
<td>42</td>
</tr>
<tr>
<td>Portable media player (iPod)</td>
<td>33</td>
<td>2.04%</td>
<td>33</td>
</tr>
<tr>
<td>Smart Devices (IoT - smart lights, etc.)</td>
<td>31</td>
<td>1.90%</td>
<td>31</td>
</tr>
<tr>
<td>Other device not listed here</td>
<td>30</td>
<td>1.86%</td>
<td>30</td>
</tr>
<tr>
<td>Blu-Ray player</td>
<td>18</td>
<td>1.12%</td>
<td>18</td>
</tr>
<tr>
<td>Network switch</td>
<td>12</td>
<td>0.74%</td>
<td>12</td>
</tr>
</tbody>
</table>

# Field Choice Count
7 Smart phone 1383
2 Game console/handheld gaming device (e.g. Playstation, Xbox, Nintendo) 461
<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Smart watch</td>
<td>15.46%</td>
<td>241</td>
</tr>
<tr>
<td>3</td>
<td>Smart TV</td>
<td>12.76%</td>
<td>199</td>
</tr>
<tr>
<td>5</td>
<td>Streaming video device (Roku, Chromecast, Apple TV)</td>
<td>11.67%</td>
<td>182</td>
</tr>
<tr>
<td>12</td>
<td>Google Home / Amazon Alexa / Apple HomePod</td>
<td>10.84%</td>
<td>169</td>
</tr>
<tr>
<td>9</td>
<td>Wireless/networked printer</td>
<td>7.25%</td>
<td>113</td>
</tr>
<tr>
<td>6</td>
<td>eReader (e.g. Kindle, Nook)</td>
<td>3.85%</td>
<td>60</td>
</tr>
<tr>
<td>1</td>
<td>Wireless router / wireless access point</td>
<td>2.69%</td>
<td>42</td>
</tr>
<tr>
<td>10</td>
<td>Portable media player (iPod)</td>
<td>2.12%</td>
<td>33</td>
</tr>
<tr>
<td>13</td>
<td>Smart Devices (IoT - smart lights, etc.)</td>
<td>1.99%</td>
<td>31</td>
</tr>
<tr>
<td>14</td>
<td>Other device not listed here</td>
<td>1.92%</td>
<td>30</td>
</tr>
<tr>
<td>4</td>
<td>Blu-Ray player</td>
<td>1.15%</td>
<td>18</td>
</tr>
<tr>
<td>11</td>
<td>Network switch</td>
<td>0.77%</td>
<td>12</td>
</tr>
</tbody>
</table>

Showing rows 1 - 15 of 15
Q6.1 - What problems, if any, have you experienced with the ResNet (internet) connection in your room this year?

- Lost network connection
- Slow speeds / lag
- Frequent buffering on streaming video (e.g. YouTube, Netflix, Hulu)
- Video calls dropped or low quality
- I didn't experience any problems this year
- Video game disconnection

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Lost network connection</td>
<td>67.57% 1096</td>
</tr>
<tr>
<td>1</td>
<td>Slow speeds / lag</td>
<td>41.37% 671</td>
</tr>
<tr>
<td>3</td>
<td>Frequent buffering on streaming video (e.g. YouTube, Netflix, Hulu)</td>
<td>22.19% 360</td>
</tr>
<tr>
<td>4</td>
<td>Video calls dropped or low quality</td>
<td>21.70% 352</td>
</tr>
<tr>
<td>6</td>
<td>I didn't experience any problems this year</td>
<td>19.17% 311</td>
</tr>
<tr>
<td>5</td>
<td>Video game disconnection</td>
<td>9.12% 148</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q7.1 - Have you ever needed help with computing problems while at NC State (including getting your ResNet connection to work)?

<table>
<thead>
<tr>
<th>Choice</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20.69%</td>
<td>332</td>
</tr>
<tr>
<td>No</td>
<td>79.31%</td>
<td>1273</td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q7.2 - When you needed help with computer problems while at NC State, how often did you seek help from those sources?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Not At All</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OIT Walk-in Center (101 West Dunn Building)</td>
<td>42.60%</td>
<td>47.13%</td>
<td>10.27%</td>
<td>331</td>
</tr>
<tr>
<td>2</td>
<td>NC State Help Desk (515-HELP, <a href="mailto:help@ncsu.edu">help@ncsu.edu</a>)</td>
<td>72.21%</td>
<td>24.77%</td>
<td>3.02%</td>
<td>331</td>
</tr>
<tr>
<td>3</td>
<td>NCSU Network Operations Center (513-9675, <a href="mailto:support@ncstate.net">support@ncstate.net</a>, <a href="mailto:network@ncsu.edu">network@ncsu.edu</a>)</td>
<td>88.22%</td>
<td>10.57%</td>
<td>1.21%</td>
<td>331</td>
</tr>
<tr>
<td>4</td>
<td>Departmental or College Help Desk</td>
<td>84.59%</td>
<td>13.90%</td>
<td>1.51%</td>
<td>331</td>
</tr>
<tr>
<td>5</td>
<td>Professor or TA</td>
<td>79.15%</td>
<td>19.03%</td>
<td>1.81%</td>
<td>331</td>
</tr>
<tr>
<td>6</td>
<td>Family Member</td>
<td>64.35%</td>
<td>26.28%</td>
<td>9.37%</td>
<td>331</td>
</tr>
<tr>
<td>7</td>
<td>Another Student</td>
<td>26.89%</td>
<td>50.15%</td>
<td>22.96%</td>
<td>331</td>
</tr>
<tr>
<td>8</td>
<td>Off-campus Vendor or Help Desk (e.g. Geek Squad, Genius Bar)</td>
<td>88.52%</td>
<td>10.27%</td>
<td>1.21%</td>
<td>331</td>
</tr>
</tbody>
</table>

Showing rows 1 - 8 of 8
Q7.3 - How would you rate the service you have received from the OIT Walk-in Center?

(101 West Dunn Bldg.)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Excellent</td>
<td>46.03% 87</td>
</tr>
<tr>
<td>2</td>
<td>Very Good</td>
<td>30.16% 57</td>
</tr>
<tr>
<td>3</td>
<td>Good</td>
<td>17.46% 33</td>
</tr>
<tr>
<td>4</td>
<td>Fair</td>
<td>3.17% 6</td>
</tr>
<tr>
<td>5</td>
<td>Poor</td>
<td>3.17% 6</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q7.4 - How would you rate the service you have received from the NC State Help Desk?

(515-HELP, help@ncsu.edu)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Excellent</td>
<td>35</td>
<td>38.46%</td>
</tr>
<tr>
<td>2</td>
<td>Very Good</td>
<td>17</td>
<td>18.68%</td>
</tr>
<tr>
<td>3</td>
<td>Good</td>
<td>26</td>
<td>28.57%</td>
</tr>
<tr>
<td>4</td>
<td>Fair</td>
<td>12</td>
<td>13.19%</td>
</tr>
<tr>
<td>5</td>
<td>Poor</td>
<td>1</td>
<td>1.10%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q7.5 - How would you rate the service you have received from the NC State Network Operations Center (513-9675, support@ncstate.net, network@ncsu.edu)

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Excellent</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>Very Good</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>Good</td>
<td>9</td>
</tr>
<tr>
<td>4</td>
<td>Fair</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Poor</td>
<td>0</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q7.6 - How useful would an NC State Help Desk web-based chat be to you if you had a computing question?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very useful</td>
<td></td>
<td>512</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat useful</td>
<td></td>
<td>746</td>
</tr>
<tr>
<td>3</td>
<td>A little useful</td>
<td></td>
<td>253</td>
</tr>
<tr>
<td>4</td>
<td>Not at all useful</td>
<td></td>
<td>89</td>
</tr>
</tbody>
</table>

Showing rows 1 - 5 of 5
Q8.1 - Have you used the technology-equipped collaborative spaces on campus? These spaces typically have an LCD display that can be shared and are available in places like DH Hill and Hunt Libraries.

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 No, I wasn’t aware they were available.</td>
<td>264</td>
</tr>
<tr>
<td>2 No, I haven’t needed such a space.</td>
<td>593</td>
</tr>
<tr>
<td>3 No, the spaces have been in use when I’ve needed them.</td>
<td>55</td>
</tr>
<tr>
<td>4 Yes, I have used them occasionally.</td>
<td>533</td>
</tr>
<tr>
<td>5 Yes, I used them frequently.</td>
<td>93</td>
</tr>
<tr>
<td>6 Yes, but not as much as I would have if more were available.</td>
<td>51</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q8.3 - How often do you use a computer lab?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Never</td>
<td>42.23% 671</td>
</tr>
<tr>
<td>2</td>
<td>1-2 times per semester</td>
<td>28.89% 459</td>
</tr>
<tr>
<td>3</td>
<td>1-2 times per month</td>
<td>13.28% 211</td>
</tr>
<tr>
<td>4</td>
<td>1-2 times per week</td>
<td>10.20% 162</td>
</tr>
<tr>
<td>5</td>
<td>3-5 times per week</td>
<td>3.46% 55</td>
</tr>
<tr>
<td>6</td>
<td>6-8 times per week</td>
<td>0.88% 14</td>
</tr>
<tr>
<td>7</td>
<td>9 or more times per week</td>
<td>1.07% 17</td>
</tr>
</tbody>
</table>
Q8.4 - How often do you use VCL (the Virtual Computing Lab)?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Never, but I was aware of VCL</td>
<td>713</td>
</tr>
<tr>
<td>2</td>
<td>Never, and I was unaware of VCL</td>
<td>494</td>
</tr>
<tr>
<td>3</td>
<td>1-2 times per semester</td>
<td>232</td>
</tr>
<tr>
<td>4</td>
<td>1-2 times per month</td>
<td>72</td>
</tr>
<tr>
<td>5</td>
<td>1-2 times per week</td>
<td>43</td>
</tr>
<tr>
<td>6</td>
<td>3-5 times per week</td>
<td>21</td>
</tr>
<tr>
<td>7</td>
<td>6-8 times per week</td>
<td>9</td>
</tr>
<tr>
<td>8</td>
<td>9 or more times per week</td>
<td>5</td>
</tr>
</tbody>
</table>

Showing rows 1 - 9 of 9
Q8.5 - Are you aware of the OIT Walk-in Center (101 West Dunn Building)? The OIT Walk-in Center provides computer support to students, including hardware repair for in-warranty computers purchased through the NC State Bookstore.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, and I visited the Walk-in Center for help at least once this year.</td>
<td>20.39% 324</td>
</tr>
<tr>
<td>2</td>
<td>Yes, but I didn't need help this year.</td>
<td>42.16% 670</td>
</tr>
<tr>
<td>3</td>
<td>Yes, but I don't think I would ever need to visit for help.</td>
<td>9.25% 147</td>
</tr>
<tr>
<td>4</td>
<td>No, but I would have visited the Walk-in Center if I had known about it.</td>
<td>7.36% 117</td>
</tr>
<tr>
<td>5</td>
<td>No, and I don't think I would ever need to visit for help.</td>
<td>20.83% 331</td>
</tr>
</tbody>
</table>
Q8.6 - How useful is it for you to have access to a public (WolfPrint) printer in your residence hall?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very useful</td>
<td>62.37% 991</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat useful</td>
<td>20.39% 324</td>
</tr>
<tr>
<td>3</td>
<td>A little useful</td>
<td>8.81% 140</td>
</tr>
<tr>
<td>4</td>
<td>Not at all useful</td>
<td>8.43% 134</td>
</tr>
</tbody>
</table>

Showing rows 1 - 5 of 5
Q9.1 - Why do you use campus computing labs? For each of the reasons below please select how often you visit a lab primarily for this reason.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Never</th>
<th>Occasionally</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Print</td>
<td>22.45%</td>
<td>23.88%</td>
<td>18.40%</td>
<td>20.70%</td>
<td>14.57%</td>
<td>913</td>
</tr>
<tr>
<td></td>
<td>Access software I don't have</td>
<td>35.38%</td>
<td>25.63%</td>
<td>18.51%</td>
<td>12.81%</td>
<td>7.67%</td>
<td>913</td>
</tr>
<tr>
<td></td>
<td>Field</td>
<td>Never</td>
<td>Occasionally</td>
<td>Sometimes</td>
<td>Often</td>
<td>Always</td>
<td>Total</td>
</tr>
<tr>
<td>---</td>
<td>---------------------</td>
<td>-------</td>
<td>--------------</td>
<td>-----------</td>
<td>-------</td>
<td>--------</td>
<td>-------</td>
</tr>
<tr>
<td>3</td>
<td>Read e-mail</td>
<td>70.21%</td>
<td>15.33%</td>
<td>8.11%</td>
<td>2.96%</td>
<td>3.40%</td>
<td>913</td>
</tr>
<tr>
<td>4</td>
<td>Work with others</td>
<td>30.34%</td>
<td>30.78%</td>
<td>22.23%</td>
<td>12.81%</td>
<td>3.83%</td>
<td>913</td>
</tr>
<tr>
<td>5</td>
<td>Do research/homework</td>
<td>33.41%</td>
<td>28.92%</td>
<td>18.29%</td>
<td>13.47%</td>
<td>5.91%</td>
<td>913</td>
</tr>
<tr>
<td>6</td>
<td>Play games</td>
<td>87.95%</td>
<td>5.70%</td>
<td>3.83%</td>
<td>1.75%</td>
<td>0.77%</td>
<td>913</td>
</tr>
<tr>
<td>7</td>
<td>Kill time</td>
<td>75.58%</td>
<td>12.60%</td>
<td>7.45%</td>
<td>3.40%</td>
<td>0.99%</td>
<td>913</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q9.2 - Which computer lab do you use most frequently?

- Wolf Village Unity Lab: 81
- Avent Ferry Unity Lab: 55
- Honors Village Commons Unity Lab: 50
- Sullivan Unity Lab: 40
- North Unity Lab: 30
- DH Hill Unity Lab: 388
- Hunt Library: 129
- ES King Village Unity Lab: 66
- EOS Lab (Daniels, EB1): 73
- College Lab (CHASS, CALS, etc): 0
Q9.3 - When you use a computer lab, which operating system do you prefer to use?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Windows</td>
<td>67.69%  618</td>
</tr>
<tr>
<td>2</td>
<td>Macintosh</td>
<td>26.94%  246</td>
</tr>
<tr>
<td>3</td>
<td>Linux</td>
<td>5.37%  49</td>
</tr>
</tbody>
</table>

Showing rows 1 - 4 of 4
Q10.1 - During this year did you watch recordings of classroom content for on-campus classes you were taking?

### Field Choices

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No, I didn't take any classes that met on campus</td>
<td>2.47% 39</td>
</tr>
<tr>
<td>2</td>
<td>No, recordings were not available for any of my classes</td>
<td>33.57% 530</td>
</tr>
<tr>
<td>3</td>
<td>No, recordings were available for my class(es) but I didn't watch them</td>
<td>6.78% 107</td>
</tr>
<tr>
<td>4</td>
<td>Yes, I watched recorded content once or twice</td>
<td>20.14% 318</td>
</tr>
<tr>
<td>5</td>
<td>Yes, I watched recorded content occasionally</td>
<td>18.75% 296</td>
</tr>
<tr>
<td>6</td>
<td>Yes, I watched recorded content frequently</td>
<td>18.30% 289</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q10.2 - For what reasons have you watched recorded classroom content? Please enter a percentage corresponding to how much of your viewing was done for each reason.

- To better understand the course material: 46.2%
- To review for a quiz or exam: 22.31%
- To catch up on a class session I missed: 20.26%
- Other: 11.22%
Q10.3 - Why didn't you watch the available recordings?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sound quality was poor</td>
<td></td>
<td>3.51%</td>
</tr>
<tr>
<td>2</td>
<td>Video quality was poor</td>
<td></td>
<td>7.02%</td>
</tr>
<tr>
<td>3</td>
<td>I didn't find it useful</td>
<td></td>
<td>66.67%</td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td></td>
<td>22.81%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 5 of 5
Q10.21 - How helpful was watching the recorded content? (This was only asked of people who said they watched the recorded content occasionally or frequently AND who watched the recorded content at least 60% of the time for reasons other than watching in lieu of attending)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Extremely helpful</td>
<td></td>
<td>269</td>
</tr>
<tr>
<td>2</td>
<td>Helpful</td>
<td></td>
<td>191</td>
</tr>
<tr>
<td>3</td>
<td>Somewhat helpful</td>
<td></td>
<td>72</td>
</tr>
<tr>
<td>4</td>
<td>A little helpful</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>5</td>
<td>Not at all helpful</td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q11.1 - During this academic year, how many of your courses used an electronic polling system such as TopHat?

![Pie chart showing the distribution of responses]

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0 - none of my classes used electronic polling</td>
<td>23.46% 369</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>27.72% 436</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>26.00% 409</td>
</tr>
<tr>
<td>4</td>
<td>3</td>
<td>13.86% 218</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
<td>5.34% 84</td>
</tr>
<tr>
<td>6</td>
<td>5</td>
<td>1.59% 25</td>
</tr>
<tr>
<td>7</td>
<td>6</td>
<td>0.76% 12</td>
</tr>
<tr>
<td>8</td>
<td>7</td>
<td>0.19% 3</td>
</tr>
<tr>
<td>9</td>
<td>8</td>
<td>0.06% 1</td>
</tr>
<tr>
<td>10</td>
<td>more than 8</td>
<td>1.02% 16</td>
</tr>
</tbody>
</table>

Showing rows 1 - 11 of 11

1573
Q11.3 - How were the polling tools used in your courses? Please fill in the number of courses you took that used polling tools for each option.

A lot of this data wasn't entered correctly - a lot of people used percentages instead of numbers of classes. I normalized it all in Excel and found the following usage stats (added how many classes used TopHat for this purpose and divided by the total number of classes people said used TopHat):

- **attendance/participation:** 81%
- **comprehension checks:** 48%
- **quizzes/tests:** 32%
- **promoting discussion:** 25%
- **group work:** 9%
Q12.1 - Have you enrolled in Duo two-factor authentication and/or Google two-factor authentication?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, I was required to because I am also an employee of the university</td>
<td>34.93% 540</td>
</tr>
<tr>
<td>2</td>
<td>Yes, I was required to as a consequence of my account being administratively disabled</td>
<td>1.75% 27</td>
</tr>
<tr>
<td>4</td>
<td>Yes, I chose to enroll</td>
<td>18.05% 279</td>
</tr>
<tr>
<td>5</td>
<td>No, but I knew it was available to me</td>
<td>36.55% 565</td>
</tr>
<tr>
<td>6</td>
<td>No, because I didn't know it was available to me</td>
<td>2.33% 36</td>
</tr>
<tr>
<td>7</td>
<td>No, I don't have any idea what this is</td>
<td>6.40% 99</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q12.2 - What device(s) have you enrolled in Duo and Google 2-step verification?

- Enrolled in Duo
  - Cell phone: 0
  - Land-line phone: 0
  - Tablet: 0
  - U2F USB key: 0
  - Other: 0

- Enrolled in Google
  - Cell phone: 650
  - Land-line phone: 0
  - Tablet: 0
  - U2F USB key: 0
  - Other: 0
Q12.3 - Which of the following methods do you use for logging in with Duo for Shibboleth-protected services such as MyPack Portal?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Through a prompt on my phone or tablet</td>
<td>83.60%</td>
<td>8.31%</td>
<td>8.08%</td>
<td>866</td>
</tr>
<tr>
<td>2</td>
<td>By typing a code I get from the Duo app on my phone or tablet</td>
<td>17.55%</td>
<td>45.50%</td>
<td>36.95%</td>
<td>866</td>
</tr>
<tr>
<td>3</td>
<td>By typing a code I receive via text message</td>
<td>18.24%</td>
<td>26.10%</td>
<td>55.66%</td>
<td>866</td>
</tr>
<tr>
<td>4</td>
<td>Using a U2F USB key</td>
<td>3.46%</td>
<td>6.58%</td>
<td>89.95%</td>
<td>866</td>
</tr>
</tbody>
</table>

Showing rows 1 - 4 of 4
Q12.4 - Which of the following methods do you use for logging in to Google services when 2-step verification is required?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Through a prompt on my phone or tablet</td>
<td>58.56%</td>
<td>13.63%</td>
<td>27.83%</td>
<td>866</td>
</tr>
<tr>
<td>2</td>
<td>By typing a code I get from the Google app on my phone or tablet</td>
<td>23.33%</td>
<td>27.25%</td>
<td>49.42%</td>
<td>866</td>
</tr>
<tr>
<td>3</td>
<td>By typing a code I receive via text message</td>
<td>34.76%</td>
<td>27.48%</td>
<td>37.76%</td>
<td>866</td>
</tr>
<tr>
<td>4</td>
<td>By typing a code I receive via a telephone call</td>
<td>3.00%</td>
<td>7.27%</td>
<td>89.72%</td>
<td>866</td>
</tr>
<tr>
<td>5</td>
<td>By typing one of my printed backup codes</td>
<td>3.00%</td>
<td>8.31%</td>
<td>88.68%</td>
<td>866</td>
</tr>
<tr>
<td>6</td>
<td>Using a U2F USB key</td>
<td>3.12%</td>
<td>6.70%</td>
<td>90.18%</td>
<td>866</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q12.5 - Do you have any comments about NC State's use of 2-step verification?

<table>
<thead>
<tr>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>It sucks. At least revert to a 30 day rememberance period. Allow non-NC State employees to disenroll. Improve cellular reception in buildings.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Stop making us try to enroll</td>
</tr>
<tr>
<td>Please keep it optional.</td>
</tr>
<tr>
<td>Nope</td>
</tr>
<tr>
<td>It's very difficult when you're a student abroad.</td>
</tr>
<tr>
<td>Please make it longer than 14 days</td>
</tr>
<tr>
<td>It's a pain in the butt</td>
</tr>
<tr>
<td>Annoying if u change mobile numbers</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>I haven't been required to thus far (to my knowledge).</td>
</tr>
<tr>
<td>For those who use it, it seems annoying to them sometimes.</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>It would be nice to have a push like DUO instead of a type in code.</td>
</tr>
<tr>
<td>It would be more of an inconvenience than actually useful if I were to use it.</td>
</tr>
<tr>
<td>Given the sensitive data that my NCSU account contains, I feel much safer knowing that any time my account is logged into from an unfamiliar device (such as a library computer) a 2-step verification procedure is necessary. I don't see it as a hassle; I see it as a welcome security measure.</td>
</tr>
<tr>
<td>I think 2-step verification is a good thing to prevent account hijacking. I'm glad that NC State encourages users to use 2-step verification.</td>
</tr>
<tr>
<td>Extend the remember me option to be longer than 2 weeks.</td>
</tr>
<tr>
<td>It's a little time consuming</td>
</tr>
<tr>
<td>It is a useful way to secure your account</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>Comment</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>2 step verification was a bit annoying especially when your phone or device wasn't around you.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>There needs to be a way people can still access their accounts when their phone doesn't work. My friend's phone died and he couldn't get any of his work done.</td>
</tr>
<tr>
<td>It works</td>
</tr>
<tr>
<td>I've heard that it is extremely annoying to use especially when you need to use it constantly to sign in. I use it one other websites where I am always signed in and when I am forced to log off it is pretty frustrating, and I can imagine it being far more annoying when you have to use it constantly. I've generally heard nothing good about it and I'd be extremely frustrated if the university required me to employ it since I have no security issues.</td>
</tr>
<tr>
<td>No I do not</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>none</td>
</tr>
<tr>
<td>It's useful but don't think it is necessary for students because the accessible information isn't very useful outside the dedicated user.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>MAKE THE AUTO VERIFICATION LAST MORE THAN TWO WEEKS</td>
</tr>
<tr>
<td>It's fine</td>
</tr>
<tr>
<td>Sometimes it doesn't work</td>
</tr>
<tr>
<td>Good initiative for security, but it's tedious to be having to take out your phone, specially at Testing Centers</td>
</tr>
<tr>
<td>Every time I have attempted to use one of the codes provided through the DuoMobile app, they have not worked. This topic may require further documentation to avoid operator error.</td>
</tr>
<tr>
<td>It's secure, but sometimes my phone's data connection can be shady, which is why I don't choose to use 2 step verification</td>
</tr>
<tr>
<td>I found it annoying that the “remember me” feature decreased to 14 days. Also I'm not a fan of having two otherwise useless apps on my phone but the other options also kind of suck because they're so time consuming. So in general I don't like the two-step verification because it's disruptive and because the google app just generally sucks and takes forever to work</td>
</tr>
<tr>
<td>Don't listen to the people who say it's annoying. It's for their own good.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Nope</td>
</tr>
<tr>
<td>Why???</td>
</tr>
</tbody>
</table>
Do you have any comments about NC State’s use of 2-step verification?

<table>
<thead>
<tr>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>I actually like it although most people hate the inconvenience. It’s a really good security practice and not too annoying.</td>
</tr>
<tr>
<td>Na</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>It sucks, I am way more likely to lose my phone or get it stolen than the desktop computer that literally never leaves my apartment</td>
</tr>
<tr>
<td>It's annoying &amp; is more trouble than it’s worth</td>
</tr>
<tr>
<td>I prefer Duo to support 2FA standards so that I do not have to use their apps for Duo 2FA to work, but otherwise it has been great to use.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Nope</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>It’s kind of annoying</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Hate it</td>
</tr>
<tr>
<td>It’s a pest when my phone is dead.</td>
</tr>
<tr>
<td>It’s a good system</td>
</tr>
<tr>
<td>I personally don’t use it but I think it’s great that it is available.</td>
</tr>
<tr>
<td>It's incredibly annoying and I wish there was a way to disable it during times I don't need it</td>
</tr>
<tr>
<td>It is inconvenient, especially when logging into Drive to pull up a presentation when I have to give a presentation in class.</td>
</tr>
<tr>
<td>I hear a lot of people say it's very aggravating.</td>
</tr>
<tr>
<td>Can we extend the remember me back to at least 30 days. It's such a pain and slows me down.</td>
</tr>
</tbody>
</table>
Do you have any comments about NC State's use of 2-step verification?

No.

No I don't use it because it seems like an inconvenience

N/A

seems like a little too much of a hassle

it is so annoying

Protective

no

I find it annoying but appreciate it.

nope

It's annoying.

no

I hear its a pain

It sucks that you have to have your phone to log onto your computer. My friend forgot his phone when he went to the delta testing center and couldn't log into the computer. He ended up missing his test.

wicked smaht

It used to last a month on a device but was changed to every 14 days. Please change it back to a month

I hate it, it's annoying that once we enroll we can't un-enroll

Not really

At home, I have very poor cell service, making signing in with a Google code difficult.

Moving to such a small number of days between authentications is very annoying

I don't want it

It's easy to use

Add an option to remove if an employee.
Do you have any comments about NC State’s use of 2-step verification?

N/A

no

It would cause me a lot of trouble since my phone often dies

I do not like having to type in a code every time I log in

It works

The reason I have not used it is because you can't undo it.

No

No

It's annoying, but it's useful. I understand why 2-factor is put in place, but it can be irritating at some times

The duo app broke for me when studying abroad and now doesn't send push requests, very annoying

Very secure

Yeah it sucks.

Personally, I do not like the 2 Factor Authentication. I understand why it's useful but find it tedious and annoying to use.

no

Don't make it a requirement it's a hassle

takes too long

no

Annoying

I like the security of it but sometimes I'm not on my phone and I think personally it would be a hassle for me

N/A

I hate it honestly but it is secure. Sucks that you can not un-enroll

no

It should be mandatory for students. Internet security needs to be stressed to students. I will enroll in duo after the survey.

I wish the "remember me" function for your personal device was longer than 14 days.
Do you have any comments about NC State's use of 2-step verification?

I have heard many people have issues with Duo frequently and while I don't know much about how it works, I've heard specifically that it can be exceptionally hard to disable in the event that one loses access to their devices.

It is annoying that it is only 14 days

Get rid of it

stressful

N/A

N/A

I think it should be lengthened to more than 14 days every time you have to reenter your password. Also, there should be an easier option for the instances in which someone forgets their phone--professors often leave their phones in their offices and have to run to get them, delaying class.

it needs to be better or have better options and have the option to actually remove it

N/A

Unnecessary

It sucks!

No

Tedious

I understand why but I hate it and just want to put my login info in and go to my material

Please do not make this mandatory I hate it and everyone hates it we all hate it

I do not use it, so no

It probably is really helpful for security but it no doubt slows down students and staff.

It was frustrating when the system was down and I could not log into my account. I think there needs to be a way for students to still log in even if the Duo services are not functioning properly.

It's nice

Too much work

Honestly I wish that 2FA services weren't all exclusive, especially considering all of them use the same TOTP system. I'd like to consolidate all of my TOTP codes into one app and remove the clutter that the rest cause. I'm currently using andOTP on my Android phone as it supports OpenPGP encryption of its backups.

No
Do you have any comments about NC State's use of 2-step verification?

Frustrating when you are trying to log in quickly.

I don't like that it expires every 14 days and that the google verification must be done every time, the texts from google are slow and very inconvenient

its very lengthy and annoying

The Duo app is super fast. It's less annoying than I'd expect it to be.

It is AWFUL. The absolute worst system. If my phone is dead or not on my person, I can't access anything I need to, even my classwork. I want it gone but there is no way for me to opt out of it. Please get rid of this.

I hate it please stop using this

It's super inconvenient and I haven't experienced any issues without it, so I have doubts about its necessity.

It is inefficient and ridiculous

no

I think Google Authenticator is far superior to Duo in terms of user experience. I use Google Authenticator for all 2FA except for NCSU Shibboleth. With Duo I have had frequent issues of outages, missed notifications, and the app crashing, while I have never had similar issues with Google Authenticator.

It can be incredibly inconvenient.

N/A

N/A

Nope

No

I think that the 2-step verification is a very useful thing to have because it helps to ensure that your accounts are safe; however, I think that is more of a hassle than a help. Sometimes I might not have my phone on me and so I wouldn't be able to get into the account that I need.

It should be mandatory for all students, regardless of employment status.

no

figure out a better delta system for when there is no access to phones

It is a hassle and it makes taking tests at the Delta Center a pain

Yeah

The timeframe should be increased for remembering a device

I think it is a lengthy process, but I understand the precaution as a university and why it is required for employees.
<table>
<thead>
<tr>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don't want it</td>
</tr>
<tr>
<td>People who have it sometimes have issues when there is no phone service in a building.</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>Necessary but annoying; good to have both a security key and a phone thing as options (I broke my phone and couldn't get it fixed for a week, so I had to get the security key. It's nice to have that if I'm without my phone sometimes).</td>
</tr>
<tr>
<td>I am glad it is no mandatory.</td>
</tr>
<tr>
<td>I do not want it. Please do not make it compulsory. I have other things that do this, and it drives me absolutely insane.</td>
</tr>
<tr>
<td>I do not and will not use it. It seems useless to me.</td>
</tr>
<tr>
<td>Smart idea but personally I change my passwords every few weeks it's just easier then having to approve myself through the program.</td>
</tr>
<tr>
<td>none</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>Nope.</td>
</tr>
<tr>
<td>i didn't want to go through the trouble</td>
</tr>
<tr>
<td>iphone's require a text message or phone call, but there's not a lot of service in certain classrooms, so it isn't really helpful. Andriods just need to unlock their phones, which is unfair.</td>
</tr>
<tr>
<td>I feel like this is an annoying extra step that I hope to never have to use.</td>
</tr>
<tr>
<td>N/a</td>
</tr>
<tr>
<td>i hate it</td>
</tr>
<tr>
<td>I don't want to ever have duo.</td>
</tr>
<tr>
<td>I thing it is nice to have and easy to use.</td>
</tr>
<tr>
<td>Duo is the worst but I know that its necessary</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>No</td>
</tr>
</tbody>
</table>
Do you have any comments about NC State’s use of 2-step verification?

Make it easier to register a new device, I still haven’t figured out how to register my new phone even though it’s the same phone number so I just have duo text me the codes.

I don’t want it, don’t do it

It’s really unnecessary and annoying, I actually hate it... sorry 😞

Is it worth the time and energy? How significant is the added safety?

No

I don’t like how I am required to use it but oh well

No

Sometimes it doesn’t let me log in and says my session has expired even if I just sent a new push. I have to try a few times and then it works.

Change it back to 30 days

complicated for testing

The biggest annoyance is that Duo can’t remember my phone (there’s “cookie issues” or something, idk, I’ve heard the app is just written badly) so I have to 2FA *every time* if I use NCSU’s services on my phone. Fixing this would be a huge quality-of-life improvement.

When I don’t have service sometimes it takes longer than necessary for the text to get sent through

No

Bring back the remember for 30 days option

I think it’s unnecessary for the average student

no

I understand the thought process behind it, but I also think being required to change your password once a semester pretty much would take care of the issue and the Duo-authentication is a bit overkill. I’m not sure if changing your password once a semester is required or not, but I know I had to during this past semester and I believe that was enough security.

it sounds like a hassle

NC State’s 2-step verification has not seemed to be a problem and is not a hassle to use so I do not have a problem with it and I hope that it is helping as much as it should be.

no

Sometimes my phone would die (I lost my charger as well) and I would have no way to access academic sites and even my email— a huge flaw in the system that depends wholly on a singular device, maybe make it computer friendly??

None
Do you have any comments about NC State’s use of 2-step verification?

<table>
<thead>
<tr>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I like how responsive it is. Only flaw is having to pull my phone out</td>
</tr>
<tr>
<td>I understand that it is tremendously important for the security of my account; however, it still is cumbersome at times to have to rely on my phone to check for homework.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Somewhat annoying</td>
</tr>
<tr>
<td>I don’t have it but I believe it is good for protection purposes, but I don’t think that one should have to renew it all the time on their personal computer.</td>
</tr>
<tr>
<td>One of my friends has it and it seems really inconvenient</td>
</tr>
<tr>
<td>It’s really annoying which is why I avoided using it</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>The only reason I don’t do it is because I often don’t have my phone when I am studying and it’d be a pain if I couldn’t log on since I don’t have my phone with me</td>
</tr>
<tr>
<td>Sometimes the option of “remember me” does not always honor your choice. I don’t believe this is a problem for the university though.</td>
</tr>
<tr>
<td>This is a very inconvenient step when logging in to my accounts especially at delta testing systems and on my own computer. I also am very annoyed that it now only remembers you for 14 days instead of 30.</td>
</tr>
<tr>
<td>very excessive</td>
</tr>
<tr>
<td>My email was often hard to log into and often required a printed backup code.</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>too much</td>
</tr>
<tr>
<td>Allow printed back-up codes in the event that someone loses their phone, but may still need to access email &amp; Moodle for time-sensitive tasks (such as assignments).</td>
</tr>
<tr>
<td>I find it really annoying to have to constantly flip back and forth between my phone and laptop, and the keys are not easy to get if you have left your phone somewhere or it ran out of battery.</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>I think sometimes it’s a bit overkill, especially with using the same computer over and over again</td>
</tr>
<tr>
<td>Comment</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td>Do you have any comments about NC State’s use of 2-step verification?</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Annoying and frequent</td>
</tr>
<tr>
<td>The duo app doesn’t backup to Google Cloud and when I switched phones I couldn’t get duo to work on the new one</td>
</tr>
<tr>
<td>I’ve never had anyone try to access my account, but it’s good to know if someone did.</td>
</tr>
<tr>
<td>I hate it help me turn it off</td>
</tr>
<tr>
<td>Nope, I think it’s all well and good.</td>
</tr>
<tr>
<td>It’s more an inconvenience than useful</td>
</tr>
<tr>
<td>No.</td>
</tr>
<tr>
<td>It’s smart and I understand why it’s required, but it’s still annoying haha.</td>
</tr>
<tr>
<td>I have no concerns or comments I think having a verification step in place is beneficial and strengthens the safety of accounts.</td>
</tr>
<tr>
<td>It’s annoying and I want to opt out but I can’t</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>I don’t want to use it because it’s annoying</td>
</tr>
<tr>
<td>There are great.</td>
</tr>
<tr>
<td>It’s not necessary</td>
</tr>
<tr>
<td>I feel that this is a great thing to have and everyone should be encouraged to have something like this. I feel sometimes it is slow, but maybe that might be due to the internet causing it to timeout.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>It’s nice to have extra security but sometimes Duo goes down and I can’t access my classes or moodle for assignments</td>
</tr>
<tr>
<td>Inconvenient that you can’t unenroll from it</td>
</tr>
<tr>
<td>its useless, who wants to steal my google drive stuff/ see what I am enrolled in, idc if they do but it takes 5 min of my time everytime i want to log in</td>
</tr>
<tr>
<td>It’s honestly quite bothersome when you have to do it on every new computer you use. I wind up needing to use Duo/Google at least once a day between my work computers and such. It’s gotten to the point where sometimes, I will avoid using my accounts because I don’t want to deal with 2-step.</td>
</tr>
<tr>
<td>Many students do not like 2-step verification.</td>
</tr>
<tr>
<td>i hate it</td>
</tr>
</tbody>
</table>
Do you have any comments about NC State’s use of 2-step verification?

Two-Step Verification can be annoying and only appears at random times.

Helpful

No

It's good but annoying

It can be inconvenient if your phone dies and you get logged out of your employer system at work

2FA/MFA should be the security standard for everyone. No exceptions.

My only comment on 2-step verification is that I feel it requires a new verification too frequently on some devices. I find myself re-authenticating on my laptop almost every 3 days, which is not quite as long as the software says it will last. I'll survive though.

It's annoying

No

I think NC State's use of 2-step verification is useful and necessary for the security of all students and faculty/staff. Better safe than sorry!

No

It should be simpler

It seems like a lot of hassle

It seems stupid when people are logging in on their phones. Also, what am I supposed to do if I'm in a building with Wi-Fi and cell connections bad enough that my phone won't connect to the internet?

How do you turn it off?

Please make the automatic save days longer. Around 30 days instead of 14

No

I don't know how to set it up but I think it should only be for using a new computer.

Nope

Google authentication? Only hear bad things about duo

Nope. It seems legitimate.

STOP MAKING US DO IT. I HAVE NO SENSITIVE INFORMATION LET SOMEONE HACK ME.

Nope, but it seems beneficial
<table>
<thead>
<tr>
<th>Comment</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any comments about NC State’s use of 2-step verification?</td>
<td></td>
</tr>
<tr>
<td>I know it’s necessary but I don’t like it</td>
<td></td>
</tr>
<tr>
<td>wish it could do the 30 day recognition instead of 14 days now :(</td>
<td></td>
</tr>
<tr>
<td>Can y’all delete my duo</td>
<td></td>
</tr>
<tr>
<td>It’s very tedious that it doesn’t automatically remember you, and that the time it remembers you was dropped from 30 to 14 days</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
<tr>
<td>It’s useless and should be taken away. It’s annoying and wastes my time. I understand we might need to have it but I know that many students and I don’t enjoy it.</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
<tr>
<td>It secure which is nice but it’s also annoying which is why I haven’t signed on yet</td>
<td></td>
</tr>
<tr>
<td>It gets annoying because of the 14 day expiration</td>
<td></td>
</tr>
<tr>
<td>It works well. It was a bit difficult to switch 2FA between my old phone and my new phone, but it wasn’t that bad.</td>
<td></td>
</tr>
<tr>
<td>Nope</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>I hate it</td>
<td></td>
</tr>
<tr>
<td>I needed to take the instruction course to use it, but my time got cancelled and was not rescheduled.</td>
<td></td>
</tr>
<tr>
<td>can we please do remember me for more than 14 days</td>
<td></td>
</tr>
<tr>
<td>It needs to be easier to disable. I do not have the app on my phone and I am not able to disable it.</td>
<td></td>
</tr>
<tr>
<td>If more people could use it that would be great! Promote it more in the beginning of the year.</td>
<td></td>
</tr>
<tr>
<td>I’ve heard it sucks</td>
<td></td>
</tr>
<tr>
<td>Should allow for a longer time than 14 days to be automatically verified.</td>
<td></td>
</tr>
</tbody>
</table>
Q13.1 - How often do you use each of the following streaming video services?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Amazon Instant Video (including Prime)</td>
<td>13.37%</td>
<td>40.18%</td>
<td>46.45%</td>
<td>726</td>
</tr>
<tr>
<td>2</td>
<td>Broadcast network websites/apps (e.g. ABC, CBS, Fox, NBC)</td>
<td>8.77%</td>
<td>29.05%</td>
<td>62.19%</td>
<td>972</td>
</tr>
<tr>
<td>3</td>
<td>Premium network websites/apps (e.g. HBO Go, Showtime Anytime)</td>
<td>12.86%</td>
<td>21.94%</td>
<td>65.20%</td>
<td>1019</td>
</tr>
<tr>
<td>4</td>
<td>Hulu/Hulu Plus</td>
<td>38.07%</td>
<td>26.17%</td>
<td>35.76%</td>
<td>559</td>
</tr>
<tr>
<td>5</td>
<td>Netflix</td>
<td>63.85%</td>
<td>24.06%</td>
<td>12.09%</td>
<td>189</td>
</tr>
<tr>
<td>6</td>
<td>Sling TV</td>
<td>1.86%</td>
<td>4.93%</td>
<td>93.22%</td>
<td>1457</td>
</tr>
<tr>
<td>7</td>
<td>YouTube</td>
<td>72.23%</td>
<td>23.93%</td>
<td>3.84%</td>
<td>60</td>
</tr>
<tr>
<td>#</td>
<td>Field</td>
<td>Frequently</td>
<td>Occasionally</td>
<td>Never</td>
<td>Total</td>
</tr>
<tr>
<td>----</td>
<td>-------</td>
<td>------------</td>
<td>--------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>8</td>
<td>iTunes</td>
<td>12.73%</td>
<td>15.29%</td>
<td>71.98%</td>
<td>1563</td>
</tr>
<tr>
<td></td>
<td></td>
<td>199</td>
<td>239</td>
<td>1125</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Vudu</td>
<td>1.41%</td>
<td>4.35%</td>
<td>94.24%</td>
<td>1563</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22</td>
<td>68</td>
<td>1473</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Plex</td>
<td>1.41%</td>
<td>2.50%</td>
<td>96.10%</td>
<td>1563</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22</td>
<td>39</td>
<td>1502</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
### Q13.2 - How often do you purchase video content from the following sources?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Amazon (not Prime)</td>
<td>3.52%</td>
<td>19.45%</td>
<td>77.03%</td>
<td>1563</td>
</tr>
<tr>
<td>2</td>
<td>Google Play</td>
<td>1.02%</td>
<td>6.65%</td>
<td>92.32%</td>
<td>1563</td>
</tr>
<tr>
<td>3</td>
<td>iTunes</td>
<td>2.62%</td>
<td>11.84%</td>
<td>85.54%</td>
<td>1563</td>
</tr>
<tr>
<td>4</td>
<td>Playstation Store</td>
<td>1.47%</td>
<td>4.16%</td>
<td>94.37%</td>
<td>1563</td>
</tr>
<tr>
<td>5</td>
<td>Vudu</td>
<td>1.22%</td>
<td>2.30%</td>
<td>96.48%</td>
<td>1563</td>
</tr>
<tr>
<td>6</td>
<td>Xbox Video Store</td>
<td>0.90%</td>
<td>3.01%</td>
<td>96.10%</td>
<td>1563</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
**Q13.3 - How often do you use the following social media services?**

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facebook</td>
<td>27.70%</td>
<td>38.96%</td>
<td>33.33%</td>
<td>1563</td>
</tr>
<tr>
<td>2</td>
<td>Twitter</td>
<td>35.00%</td>
<td>23.16%</td>
<td>41.84%</td>
<td>1563</td>
</tr>
<tr>
<td>3</td>
<td>Google+</td>
<td>3.58%</td>
<td>7.23%</td>
<td>89.19%</td>
<td>1563</td>
</tr>
<tr>
<td>4</td>
<td>LinkedIn</td>
<td>8.64%</td>
<td>37.75%</td>
<td>53.61%</td>
<td>1563</td>
</tr>
<tr>
<td>5</td>
<td>Pinterest</td>
<td>10.75%</td>
<td>30.26%</td>
<td>58.99%</td>
<td>1563</td>
</tr>
<tr>
<td>6</td>
<td>Reddit</td>
<td>19.71%</td>
<td>22.90%</td>
<td>57.39%</td>
<td>1563</td>
</tr>
<tr>
<td>7</td>
<td>Instagram</td>
<td>68.39%</td>
<td>17.21%</td>
<td>14.40%</td>
<td>1563</td>
</tr>
<tr>
<td>8</td>
<td>Snap Chat</td>
<td>69.55%</td>
<td>17.47%</td>
<td>12.99%</td>
<td>1563</td>
</tr>
<tr>
<td>9</td>
<td>Tumblr</td>
<td>4.99%</td>
<td>11.96%</td>
<td>83.05%</td>
<td>1563</td>
</tr>
</tbody>
</table>
Q13.4 - NC State offers Lynda.com online courses for free to the campus community.

Prior to reading this statement, were you aware of this service?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, and I used Lynda.com at least occasionally this year</td>
<td>3.53% 55</td>
</tr>
<tr>
<td>2</td>
<td>Yes, and I used Lynda.com once or twice this year.</td>
<td>3.46% 54</td>
</tr>
<tr>
<td>3</td>
<td>Yes, but I didn't use Lynda.com this year</td>
<td>15.46% 241</td>
</tr>
<tr>
<td>4</td>
<td>No, but I would have used it had I known about it.</td>
<td>47.15% 735</td>
</tr>
<tr>
<td>5</td>
<td>No, but I wouldn't have used it even if I had known about it.</td>
<td>30.40% 474</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q14.2 - Do you have a TV in your room or apartment?

Yes 52%, 805
No 48%, 751
Q14.3 - Do you watch WolfTV/cable television on campus?

Yes (19%)
19%, 301

No (81%)
81%, 1,255
Q14.4 - If the overall cost of WolfTV (campus cable television service) could be reduced by dropping premium movie channels such as HBO, Showtime, Cinemax and the Movie Channel, would you be in favor of dropping such channels from the lineup?

- Yes (drop the channels and charge me less)
- No (keep the channels even if rates are slightly higher)
Q14.6 - We are considering removing WolfTV (cable television) access from the bedrooms. How important is it to have access to the WolfTV cable system in your bedroom? (asked to those living in Wolf Village and Wolf Ridge)

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Extremely important</td>
<td>13.02%</td>
<td>59</td>
</tr>
<tr>
<td>2 Very important</td>
<td>7.06%</td>
<td>32</td>
</tr>
<tr>
<td>3 Moderately important</td>
<td>16.56%</td>
<td>75</td>
</tr>
<tr>
<td>4 Slightly important</td>
<td>10.60%</td>
<td>48</td>
</tr>
<tr>
<td>5 Not at all important</td>
<td>52.76%</td>
<td>239</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q14.7 - We are considering removing WolfTV (cable television) access from the bedrooms. How important is it to have access to the WolfTV cable system in your living room if it is not available in the bedrooms? (Asked to those living in Wolf Village and Wolf Ridge)
Q14.8 - We are considering removing WolfTV (cable television) from the residence hall rooms. How important is it to have access to the WolfTV cable system in your residence room?

<table>
<thead>
<tr>
<th></th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Extremely important</td>
<td>4.91% 64</td>
</tr>
<tr>
<td>2</td>
<td>Very important</td>
<td>5.21% 68</td>
</tr>
<tr>
<td>3</td>
<td>Moderately important</td>
<td>14.72% 192</td>
</tr>
<tr>
<td>4</td>
<td>Slightly important</td>
<td>11.35% 148</td>
</tr>
<tr>
<td>5</td>
<td>Not at all important</td>
<td>63.80% 832</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q14.9 - We are considering removing WolfTV (cable television) from the residence hall rooms. How important is it to have access to the WolfTV cable system in your residence hall lounges if it is not available in your room?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Extremely important</td>
<td>172</td>
<td>15.59%</td>
</tr>
<tr>
<td>2</td>
<td>Very important</td>
<td>174</td>
<td>15.78%</td>
</tr>
<tr>
<td>3</td>
<td>Moderately important</td>
<td>240</td>
<td>21.76%</td>
</tr>
<tr>
<td>4</td>
<td>Slightly important</td>
<td>152</td>
<td>13.78%</td>
</tr>
<tr>
<td>5</td>
<td>Not at all important</td>
<td>365</td>
<td>33.09%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q14.10 - What type of material would you like to see more of on WolfTV (campus cable television service)?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Music channels</td>
<td>6.66% 139</td>
</tr>
<tr>
<td>Movie channels</td>
<td>32.44% 677</td>
</tr>
<tr>
<td>Education channels</td>
<td>6.04% 126</td>
</tr>
<tr>
<td>Sports channels</td>
<td>22.90% 478</td>
</tr>
<tr>
<td>No opinion</td>
<td>31.96% 667</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q14.11 - OIT offers an all-NC State sports television channel, PackTV, on WolfTV (campus cable television system). Of the following, which would you like to see more coverage of on PackTV?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NC State men's/women's club basketball</td>
<td>12.63% 294</td>
</tr>
<tr>
<td>2</td>
<td>NC State hockey</td>
<td>16.37% 381</td>
</tr>
<tr>
<td>3</td>
<td>NC State men's/women's lacrosse</td>
<td>5.71% 133</td>
</tr>
<tr>
<td>4</td>
<td>NC State men's/women's rugby</td>
<td>5.33% 124</td>
</tr>
<tr>
<td>5</td>
<td>NC State men's/women's club soccer</td>
<td>10.09% 235</td>
</tr>
<tr>
<td>6</td>
<td>Coaches' shows</td>
<td>2.58% 60</td>
</tr>
<tr>
<td>7</td>
<td>Intramural Sports</td>
<td>8.81% 205</td>
</tr>
<tr>
<td>8</td>
<td>No opinion</td>
<td>36.21% 843</td>
</tr>
<tr>
<td>9</td>
<td>Other</td>
<td>2.28% 53</td>
</tr>
<tr>
<td>Field</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NC State Sailing team (club sport) races!</td>
<td></td>
<td></td>
</tr>
<tr>
<td>nc state football</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NC State softball</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Club Baseball</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swimming</td>
<td></td>
<td></td>
</tr>
<tr>
<td>club volleyball</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wrestling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ultimate Frisbee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The channel sucks, nobody trying to watch that</td>
<td></td>
<td></td>
</tr>
<tr>
<td>already too many sports channels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NC State Wrestling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NC State women's club volleyball</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Club sports and events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gymnastics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>womens flag football</td>
<td></td>
<td></td>
</tr>
<tr>
<td>wrestling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>club swim team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wrestling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NC State Club Softball/Baseball</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Track and field</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NC State Cheerleading
NC men’s/women’s tennis
Please Hockey
Wrestling
Football!!!
Women’s games in general
Quidditch
swimming/diving!
swimming!!!
Club Ultimate frisbee
NCSU Wrestling
Didn’t have the WolfTV cable, so not sure what events were shown. I would expect to see the main sports such as basketball, football, soccer, and baseball/softball, but I wouldn’t use any of the other ones
Rowing Club
Club Ultimate Frisbee
Baseball
gymnastics and swimming
Volleyball!!
The major sports, the channel never had them when I wanted to watch it
anything women
NC State men’s/women’s cross country
Club softball!!!!
dont have a tv
Squash
ncsu revenue sports (football and basketball)
Club Volleyball. Literally why is that not currently an option?

Club Quidditch

Tennis
Q15.1 - Which of the following devices do you use to view broadcast/cable television and/or video services (Hulu, Netflix, etc.)?

- Laptop Computer: 1352
- Mobile phone: 970
- Television / Smart TV: 441
- Game console (Playstation, Xbox, Wii): 314
- Desktop Computer: 160
- Handheld tablet (iPad, Kindle, Galaxy Tab, etc.): 152
- Roku: 126
- Amazon Fire TV: 100
- I do not use any of these devices to view television shows and/or video: 63
- Chromecast: 58
- Apple TV: 53
- Blu-ray Player: 15
- Other device not listed here: 11
- Android TV / NVidia Shield: 6
- Western Digital WDTV Media Player: 4
Q15.2 - Out of the following choices, which would you most prefer to watch broadcast/cable television and video services (Hulu, Netflix, etc.) on?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Television</td>
<td></td>
<td>637</td>
</tr>
<tr>
<td>Desktop computer</td>
<td></td>
<td>110</td>
</tr>
<tr>
<td>Laptop computer</td>
<td></td>
<td>721</td>
</tr>
<tr>
<td>Handheld tablet (iPad, Kindle, Galaxy Tab, etc.)</td>
<td></td>
<td>88</td>
</tr>
</tbody>
</table>

Showing rows 1 - 5 of 5
Q15.3 - What type of music would you like to hear on WolfBytes Radio?

- Alternative: [bar length]
- College Music: [bar length]
- Country: [bar length]
- Dance/EDM: [bar length]
- Metal: [bar length]
- Rap/Hip Hop: [bar length]
- Rock/Classic Rock: [bar length]
- Top 40: [bar length]
- No opinion: [bar length]
Q16.1 - What type of cell phone do you primarily use?

<table>
<thead>
<tr>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>25.47%</td>
<td>396</td>
</tr>
<tr>
<td>iPhone</td>
<td>73.57%</td>
<td>1144</td>
</tr>
<tr>
<td>Windows Phone</td>
<td>0.26%</td>
<td>4</td>
</tr>
<tr>
<td>Other smartphone</td>
<td>0.32%</td>
<td>5</td>
</tr>
<tr>
<td>Basic phone (no web browsing)</td>
<td>0.19%</td>
<td>3</td>
</tr>
<tr>
<td>No phone</td>
<td>0.19%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7

Total: 1555
Q16.2 - Which of the following services do you use on your cell phone during a typical week?

<table>
<thead>
<tr>
<th>Field</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send/receive text messages</td>
<td>1491</td>
</tr>
<tr>
<td>Send/receive e-mail</td>
<td>1443</td>
</tr>
<tr>
<td>Make/receive phone calls</td>
<td>1409</td>
</tr>
<tr>
<td>Access social media services (Facebook, Twitter)</td>
<td>1339</td>
</tr>
<tr>
<td>Listen to streaming audio content (Pandora, Spotify, podcasts, etc.)</td>
<td>1314</td>
</tr>
<tr>
<td>Watch YouTube videos</td>
<td>1177</td>
</tr>
<tr>
<td>Track Wolfline buses</td>
<td>1150</td>
</tr>
<tr>
<td>Order food via an app</td>
<td>1129</td>
</tr>
<tr>
<td>Access campus mobile services (m.ncsu.edu or m.lib.ncsu.edu)</td>
<td>1073</td>
</tr>
<tr>
<td>Watch streaming video (Netflix, Amazon Instant Video)</td>
<td>854</td>
</tr>
<tr>
<td>Play games</td>
<td>846</td>
</tr>
<tr>
<td>Do schoolwork</td>
<td>721</td>
</tr>
<tr>
<td>None of the above</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Make/receive phone calls</td>
<td>90.79% 1409</td>
</tr>
<tr>
<td>2</td>
<td>Send/receive e-mail</td>
<td>92.98% 1443</td>
</tr>
<tr>
<td>#</td>
<td>Field</td>
<td>Choice Count</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>3</td>
<td>Send/receive text messages</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Access campus mobile services (m.ncsu.edu or m.lib.ncsu.edu)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Access social media services (Facebook, Twitter)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Listen to streaming audio content (Pandora, Spotify, podcasts, etc.)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Watch streaming video (Netflix, Amazon Instant Video)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Watch YouTube videos</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Play games</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Order food via an app</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Do schoolwork</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Track Wolfline buses</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>None of the above</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 14 of 14
Q16.3 - Who is your cell phone provider?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AT&amp;T</td>
<td>23.45%</td>
<td>364</td>
</tr>
<tr>
<td>2</td>
<td>Sprint</td>
<td>9.54%</td>
<td>148</td>
</tr>
<tr>
<td>3</td>
<td>T-Mobile</td>
<td>9.09%</td>
<td>141</td>
</tr>
<tr>
<td>4</td>
<td>Verizon Wireless</td>
<td>45.04%</td>
<td>699</td>
</tr>
<tr>
<td>5</td>
<td>Boost Mobile</td>
<td>0.71%</td>
<td>11</td>
</tr>
<tr>
<td>6</td>
<td>Cricket</td>
<td>1.61%</td>
<td>25</td>
</tr>
<tr>
<td>7</td>
<td>Republic Wireless</td>
<td>0.58%</td>
<td>9</td>
</tr>
<tr>
<td>8</td>
<td>StraightTalk</td>
<td>2.06%</td>
<td>32</td>
</tr>
<tr>
<td>9</td>
<td>Ting</td>
<td>0.45%</td>
<td>7</td>
</tr>
<tr>
<td>10</td>
<td>US Cellular</td>
<td>2.96%</td>
<td>46</td>
</tr>
<tr>
<td>11</td>
<td>Virgin Mobile</td>
<td>0.58%</td>
<td>9</td>
</tr>
<tr>
<td>#</td>
<td>Field</td>
<td>Choice Count</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Other</td>
<td>3.93% 61</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 13 of 13
Q17.1 - For you personally, which of the following methods are successful ways to convey information about events and happenings at NC State?
Email from clubs, organizations, or your college or department

Posters inside campus buildings

Posters outside

Electronic billboards (TV monitors in buildings around campus)

Chalking on campus sidewalks

The Howl student email newsletter from the Student Body President

Tables set up on the Brickyard or elsewhere on campus

Official NC State Twitter accounts

NC State Google Calendar

Events calendar linked from ncsu.edu

Posters in Wolfline buses

Table tents/napkin holders in dining halls

Club, organization, or departmental website

Official NC State Facebook pages

Technician - electronic edition

Technician - paper edition

WKNC 88.1 FM

Wolfbytes TV/Radio
<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technician - paper edition</td>
<td>5.15% 79</td>
</tr>
<tr>
<td>2</td>
<td>Technician - electronic edition</td>
<td>6.26% 96</td>
</tr>
<tr>
<td>3</td>
<td>Wolfbytes TV/Radio</td>
<td>1.43% 22</td>
</tr>
<tr>
<td>4</td>
<td>WKNC 88.1 FM</td>
<td>1.96% 30</td>
</tr>
<tr>
<td>5</td>
<td>Official NC State Facebook pages</td>
<td>14.60% 224</td>
</tr>
<tr>
<td>6</td>
<td>Official NC State Twitter accounts</td>
<td>26.79% 411</td>
</tr>
<tr>
<td>7</td>
<td>Electronic billboards (TV monitors in buildings around campus)</td>
<td>41.00% 629</td>
</tr>
<tr>
<td>8</td>
<td>Events calendar linked from ncsu.edu</td>
<td>24.25% 372</td>
</tr>
<tr>
<td>9</td>
<td>NC State Google Calendar</td>
<td>25.36% 389</td>
</tr>
<tr>
<td>10</td>
<td>Club, organization, or departmental web site</td>
<td>20.60% 316</td>
</tr>
<tr>
<td>11</td>
<td>Email from clubs, organizations, or your college or department</td>
<td>75.68% 1161</td>
</tr>
<tr>
<td>12</td>
<td>The Howl student email newsletter from the Student Body President</td>
<td>35.72% 548</td>
</tr>
<tr>
<td>13</td>
<td>Posters inside campus buildings</td>
<td>53.46% 820</td>
</tr>
<tr>
<td>14</td>
<td>Posters outside</td>
<td>48.50% 744</td>
</tr>
<tr>
<td>15</td>
<td>Posters in Wolfline buses</td>
<td>23.40% 359</td>
</tr>
<tr>
<td>16</td>
<td>Table tents/napkin holders in dining halls</td>
<td>21.77% 334</td>
</tr>
<tr>
<td>17</td>
<td>Chalking on campus sidewalks</td>
<td>37.03% 568</td>
</tr>
<tr>
<td>18</td>
<td>Tables set up on the Brickyard or elsewhere on campus</td>
<td>34.55% 530</td>
</tr>
</tbody>
</table>

Showing rows 1 - 19 of 19
Q17.2 - Please rank your choices with 1 being the way you most prefer to receive information about events and happenings at NC State.

Smaller numbers indicate higher favorability!
**Q18.1 - What innovative technology solution(s) have you seen or heard of that NC State should consider implementing?**

Online NC State technology support

| None |

Automatic trash cans

| Maybe more free online courses. |

| None |

Solar paved parking lots and molten salt reactors. On a more serious note, there was a feedback tablet by the door of my GC120 class they never seemed to acknowledge was there, but it let you indicate how you felt about class that day with just a tap of an icon. I think all classes should have that so they can get an idea of which topics are hard, and the teacher should remind everyone it’s there/announce its presence at the beginning of class, so they get the most feedback possible. Also, keeping Lime scooters around; they’re SO convenient!

| Some of my friends that attend other universities have free access to DirectTV or something like that using their student email account. This is a service I would take advantage of if it were available to me. |

Google Fiber

| Purchase a Slack package for NCSU classes to use. |

More solar energy

| N/A |

Tophat for all attendance tracking.

| not sure |

| I have not heard of any ITS that is better than what NC State already has |

Removing the "ncsu" internet eventually.

| None really |

Incorporating the technology on centennial onto main campus.

| Gondola system to transport students from main to centennial campus |
What innovative technology solution(s) have you seen or heard of that NC St...

- Wolfline scooters
- Live chat for IT support
- ECOPRT!
- N/a
- N/A
- No
- None.

The only thing I can think of sparked from the last question. I think the Stafford commons screen could be used a lot more. It is almost never on. I think it would be great to post events and announcements on there!

- Google calendar
- Better 2 factor authentication
- N/A
- I haven't really heard of any
- Television streaming.
- None
- Better computers and internet speed throughout campus.
- Never heard of any
- I am not aware of innovative technology solutions that would be of use.
- N/A
- NA
- I haven't heard of any.
- I can't think of a solution that NC State doesn't already have.
- None
What innovative technology solution(s) have you seen or heard of that NC St...  

None

**Netflix/streaming services subscriptions instead of cable. Bigger screens for computers in upper levels of DH Hill**

**NC State should consider implementing a method to wirelessly display what is on a phone or computer on one of the TVs in the library.**

**Adding USB-C charging cables at charging stations**

**An app to make it easier to get athletic tickets! Basketball or football**

**I have no idea.**

**N/a**

**discount drinks for own cups brought to talley and one-earth and the atrium.**

**na**

**NA**

**-app with calender**

**UNC students can use HBO Go for free using their student account which I believe would make me use the HBO service more.**

**None**

**None**

**None**

**I'd like to eventually have 5g over campus so that the wifi when going around campus doesn't cut out.**

**None**

**Utilizing QR codes to lead students to the Events Calendar. For example, the slideshow that appears on Talley TVs should have QR codes on it.**

**Better WiFi in Greek village**

**I haven't heard of any**

**None**

**emails are all I need**

**TV**

**I have not heard of any innovative solution that should be implemented by NCSU.**

**I can't think of any that we aren't currently using.**
<table>
<thead>
<tr>
<th>What innovative technology solution(s) have you seen or heard of that NC St...</th>
</tr>
</thead>
<tbody>
<tr>
<td>outdoor outlets</td>
</tr>
<tr>
<td>Printers in all residence halls</td>
</tr>
<tr>
<td>Haven't heard any</td>
</tr>
<tr>
<td>Robot</td>
</tr>
<tr>
<td>I think ncsu does not need any technology solutions</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>more outlets closer to bed</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>Have not heard or seen anything.</td>
</tr>
<tr>
<td>I probably have heard of some but cant think of any.</td>
</tr>
<tr>
<td>I don't have any to suggest at this time.</td>
</tr>
<tr>
<td>Aerial/drone photography classes related to GIS</td>
</tr>
<tr>
<td>I don't know.</td>
</tr>
<tr>
<td>Fiber internet if you don't already use that.</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>I haven't heard about it</td>
</tr>
<tr>
<td>Unc has their HBO online</td>
</tr>
<tr>
<td>None that I have really needed or wanted</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>None.</td>
</tr>
<tr>
<td>I'm not sure</td>
</tr>
<tr>
<td>None come to mind.</td>
</tr>
<tr>
<td>Not really sure</td>
</tr>
<tr>
<td>Suggestion</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>more whiteboards on tables</td>
</tr>
<tr>
<td>I haven't heard of anything, maybe digital billboards?</td>
</tr>
<tr>
<td>I have not heard of any.</td>
</tr>
<tr>
<td>none</td>
</tr>
<tr>
<td>I would encourage us to use more composting trash receptacles, but also to do some informational sessions/pamphlets on what each item from places like campus eateries should be discarded as.</td>
</tr>
<tr>
<td>I'm not really aware of any personally.</td>
</tr>
<tr>
<td>Using student IDs and a pin code to get into dorm rooms instead of keys. I feel like way too many people lose their keys and it would be a lot less work on RA's and maintenance for a student to replace their ID than for maintenance to replace all of the locks in a suite.</td>
</tr>
<tr>
<td>more solar panels</td>
</tr>
<tr>
<td>Being able to use campus ID's (all campus of dining dollars) to activate lime scooters.</td>
</tr>
<tr>
<td>Free airpods for all.</td>
</tr>
<tr>
<td>N/a</td>
</tr>
<tr>
<td>Guud wifi m8</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>more printers on campus like in the residence halls, also more charging stations.</td>
</tr>
</tbody>
</table>
What innovative technology solution(s) have you seen or heard of that NC St...

Google Home

online technology chat room for help online with computer problems

None to my knowledge

I don't have any. I think the technology available here is already above average.

Google fiber

unsure of the question

billboards

Holograms. Specifically of Michael Jackson, Tupac and Leonidas of Sparta.

Railway for transportation on campus

Find bus routes starting at a specific location besides your current location.

Idk

Unsure.

I have not heard of anything new recently.

None

None at the moment

We don't need ANY more technology. What we need are tables and comfortable chairs with back support to study and do homework. NO MORE TECHNOLOGY SPACES. THEY DON'T GET USED. WE JUST WANT TO SIT. Also more outlets/plugs.

N/A

n/a

biometric access and payment

None that I know of

i think its all good to go great job!!

Nothing that I can think of.

A website / app to allow people to borrow textbooks, kitchen supplies, etc

Dunno
Adobe software free for students pls

I do not know of any technological innovations that NC State should include within the college. The technology that it currently has is performing well.

Easier way to get alerts!!

Can not think of any.

Being able to connect devices without having to reconnect every 5 minutes

None

None

N/A

i think we should consider implementing phones here to use in case we lose service, because my service is really bad in my room

LED lights, free hbo

N/A

none

N/A

Better wifi

Longent technology on football stadium

Charging stations for devices

NC State has all of the technological solutions that I can think of.

replacing a lot of the walls, and desks with whiteboard surfaces

N/A

I overheard that there is construction for new study rooms in D H. Hill and will contain technology such as monitors that will prove useful for students.

Stream Wolf TV over the internet

I really have no idea

i don't know any

N/A
What innovative technology solution(s) have you seen or heard of that NC St...

None!

Bragaw does a "weekly newsletter" that states what's happening at brag and it's sent to all the residents... I think state should do that that has like games that are happening that week and like big events that are happening

1

None

Remind is something that allows texts to be sent to groups and you can enroll in it. I wish that UAB used this rather than email when they have fun things like LDOC activities

I haven't heard of any.

Watching the football or basketball games in VR.

Free subscriptions to some networks as a student at ncsu

No opinion

Charging stations for phones around campus

None

N/A

POE lighting fixtures.

Further VR/ AR support

Having Tapingo for off campus options, but implementing meal credits for them

I think what NC State is doing right now is good and I don't think it needs to be changed.

A more utilized/widespread campus app, with events, rewards, tie-ins to social media, links with "the brick".

I've seen where everyone on campus gets alerts, on their phones similar to a National Weather service announcement

I cannot recall coming across anything that could be implemented by the university in this way.

Maybe make a way for students to see how busy dining halls are so they'll know when is the best time to go

Trees with outlets built inside or vending machines with school supplies.
What innovative technology solution(s) have you seen or heard of that NC State...

More publicly available data visualizations of various campus stuff would be sick. Also, I wish housing didn't let us choose our rooms and instead we just requested buildings and groups and we would be assigned a room in that building with that group, that would be nice. The system of choosing rooms is logistically a nightmare, stressful, and pointless for many; I don't give a damn if I'm in room Grove 413 or 411, I just want to be in Grove damnit. It would be interesting, but unnecessary, to request high/middle/low floors.

Fixing Roku/Google chrome streaming

Not really innovative, but the WiFi between buildings is abysmal. Also, for some reason, Fountain dining hall WiFi is incredibly slow during high load. My guess is a lack of access points.

I haven't heard of any

More VR, more 3D printing!

Hololens 2 (for NCSU Libraries)

None

I think NC State does a god job of being tech savvy/current

Some classrooms have a very poor wifi signal (EB1). This makes it hard to access class materials when in these lecture halls

I haven't heard of any.

Better cell reception on Centennial Campus

None

I think that it would be nice if NC State provided U2F keys for students.

None really, just needs more advertising and awareness.

CONTACTLESS STUDENT ID
What innovative technology solution(s) have you seen or heard of that NC St...

<table>
<thead>
<tr>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am not educated in this realm</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>Google fiber</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>trash - recycling filtering trash cans.</td>
</tr>
<tr>
<td>I don't know</td>
</tr>
<tr>
<td>im not entirely sure what google fiber is but yall should implement it</td>
</tr>
<tr>
<td>not as of recently</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>NA</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Fiber optic internet</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>Na</td>
</tr>
<tr>
<td>I'm not sure</td>
</tr>
<tr>
<td>3D printed food</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None.</td>
</tr>
<tr>
<td>I don't use cable or tv so my opinion is invalid for the matter of WolfTV.</td>
</tr>
<tr>
<td>scooters</td>
</tr>
<tr>
<td>Charging stations around campus buildings.</td>
</tr>
<tr>
<td>I'm not even sure what this means</td>
</tr>
</tbody>
</table>
None in familiar with
N/A
None
Window solar panels (They're clear solar panels that generate electricity. There's an outlet by the window where a person can use the window for electricity. There's a TEDTalk about it.)
I have heard of and seen none.

I havent heard of any new ones

Allowing wireless printing for personal printers in dorms (if possible)

Light switches...learn how to turn lights when buildings aren't in use

none

idk

Providing more access to electronic resources, like smart boards.

not having to keep signing in for the wifi

None really

n/a

Student ID on iPhones

I saw the new shower equipment that reads you the time, humidity, and allows one to time there shower.

N/A

At the time of this survey, there are no further innovative technology solutions that NC State can implement.

None

N/A

None really, I'm not involved with that part of campus a lot.

Better screen or projector outside of Talley to see sport events or movies

This might be a stretch but there are these little pods that are beds just for one person that people can take a quick nap in. It is placed in front of a information desk to make sure that there is only one individual per pod. I just hope that people don't be disgusting about it.
What innovative technology solution(s) have you seen or heard of that NC St...

<table>
<thead>
<tr>
<th>A messaging system you can sign up for.</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>More Solar Panels</td>
<td>None</td>
</tr>
<tr>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Putting our Student ID card (OneCard) on Apple watches, for ease of use. (Duke and Alabama do this)</td>
<td>N/a</td>
</tr>
<tr>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>I don't think I do personally.</td>
<td>Google fiber, hybrid buses</td>
</tr>
<tr>
<td>None that I know of</td>
<td>A website dedicated specifically to club exclusive events or activities.</td>
</tr>
<tr>
<td>n/a</td>
<td>None really</td>
</tr>
<tr>
<td>Pocket Points</td>
<td>Better police alert messaging.</td>
</tr>
<tr>
<td>Using technology that relies on green energy</td>
<td>None come to mind at the moment.</td>
</tr>
<tr>
<td>None really</td>
<td>Yall good</td>
</tr>
<tr>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Nothing we do not already have</td>
<td>Google Fiber</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What innovative technology solution(s) have you seen or heard of that NC St...</td>
<td>None yet</td>
</tr>
<tr>
<td></td>
<td>none</td>
</tr>
<tr>
<td></td>
<td>lime scooters, with rockets</td>
</tr>
<tr>
<td></td>
<td>None.</td>
</tr>
<tr>
<td></td>
<td>N/a</td>
</tr>
<tr>
<td></td>
<td>AR walls</td>
</tr>
<tr>
<td></td>
<td>Wireless charging in tables.</td>
</tr>
<tr>
<td></td>
<td>I think it would be very helpful for students if color printers were also available in the dorms, not every single one, but perhaps one in each general location. This way you don't have to travel all the way to the library where it could be crowded.</td>
</tr>
<tr>
<td></td>
<td>I don't have any good idea</td>
</tr>
<tr>
<td></td>
<td>We need more self-run 3D printing services. There are already a lot of places to 3D print on campus, but there definitely need to be more on Centennial Campus and they need to be of high quality like the ones in the ECE Makerspace. Those printers are always busy because they are amazing and students are allowed to run them after taking a training. There should be priority printers for certain majors like Mechanical Engineering and Electrical Engineering. I'm not saying that because I'm one of those majors either because I'm not, but I've heard complaints from people in those majors that they often need printers for their course work but they aren't open because someone is printing a model of their favorite action figure. Don't get me wrong, I want 3D printers that are open to everyone, but I also recognize the need for priority printers for students in certain majors/courses. Basically, more 3D printers for everyone.</td>
</tr>
<tr>
<td></td>
<td>I have not heard of anything that we do not already have, we are pretty up to date with our technology.</td>
</tr>
<tr>
<td></td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>giving everyone a free ipad to take notes</td>
</tr>
<tr>
<td></td>
<td>NOTHING.</td>
</tr>
<tr>
<td></td>
<td>na</td>
</tr>
<tr>
<td></td>
<td>charging stations around campus?</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Free printing available so you can get rid of the wolfprint technology, since it is always down.</td>
</tr>
<tr>
<td></td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Have not heard anything like that yet.</td>
</tr>
<tr>
<td></td>
<td>NC State should consider more solar panels around campus so students can interact with them closely. The solar panels are usually far away from students and we cannot see them up close and hands on.</td>
</tr>
</tbody>
</table>
I feel that it would be useful to have more printers in the Wolf Ridge apartments. As of right now, I only know of one printer in Tower Hall. I know a lot of people use it and it becomes out of order quite frequently and makes it inconvenient to be productive with school work. I think maybe having one on every other floor or at least one in each building would allow the life of the printer to go a long ways because there will not be such a large amount of people trying to utilize it.

Everyone at UNC has access to an Adobe Creative Cloud subscription as part of their tuition, but as a design student here, we are required to pay for it monthly in order to participate in our classwork. It would be amazing if that was a potential resource for us.

more sustainable energy use

closing the free expression tunnel, its full of low iq degenerates who suffocate what ever is left of their pitiful iq by inhaling paint fumes all day and ban skateboarders

Charging stations

google fiber

100% wifi access across campus, including outdoors.

Not sure

N/A

n/a

I haven't heard of any.

N/A

more digital art/drawing devices should be made available around campus like the Lenovo Yoga A940 or Surface Studio

Oh man this is a broad question. Frankly there isn't too much true innovation that has strong college campus applications yet that I have looked into. I would however like to see a greener campus power grid. Oh, also drop Apple products around campus, I know most of those TV's around campus are operated by Mac Minis and I have no clue who made that decision. Just use something like a raspberry pi or an Arduino. Maybe get in touch with the computer scientists and the electrical/computer engineers, those people are smart.
What innovative technology solution(s) have you seen or heard of that NC St...

N/A

None

None

Na

None

n/a

None

n/a

None

n/a

Ability to add student ID to Apple Pay (like Duke)

Fix eduroam

None

Nothing really

Haven’t heard of anything worth implementing

I am unsure.

None.

I haven't heard of anything we don't have

I haven't heard any

Using the NFC on iPhones to add our student id to use for things like buying a drink or getting food to even opening doors that require our student id

- hoverboards

TopHat (which is free for students) in all courses instead of using clickers.

More video boards

Phone/Smart watch access to buildings / Mobile payments via NFC, Wolfline bus shelter arrival time screens

None

Smart parking initiatives to identify open parking spaces on campus and handle it all better. Theres always empty parking spaces in the parking lot outside wolf ridge yet I wasn't allowed to get a parking space, and sometimes the parking space gets filled with people without a pass.
What innovative technology solution(s) have you seen or heard of that NC St...

A walking bridge to centennial

i don't know what this is

Honey pot servers

Nope

none

Gigabit Fiber internet

Solar panel lights in more areas - the solar pavilion in the triad is a great example it would be nice to have that near the swings on the way to DH Hill.

Screens in the study rooms that actually work

Virtual labs through vr

none

Texts and social media.

Free antivirus software for laptops and cellphones is provided in many universities

n/a

A robot that takes food to students.

I'm really not sure about what type of improved technology.

Smart solar trash compactors like there are on Hillsborough

I don't know

electronic billboards

None that it isn't already implementing to some degree.

I'm not sure.

I haven't heard of any innovative solutions that aren't already in place.

None yet

N/A

Haven't heard of any
What innovative technology solution(s) have you seen or heard of that NC St...

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
<td>I can't think of any off the top of my head, but I'm sure there are some that should be implemented.</td>
</tr>
<tr>
<td>Ability to use NFC on phones to work as our student ID's.</td>
<td></td>
</tr>
<tr>
<td>WiFi on the buses so students can work on homework or study</td>
<td></td>
</tr>
<tr>
<td>Put the &quot;hit the switch&quot; stickers in places where we actually control the lights instead of public buildings where the lights stay one 24/7.</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Use of 3d printers made more publicly</td>
<td></td>
</tr>
<tr>
<td>Na</td>
<td></td>
</tr>
<tr>
<td>none</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Na</td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td></td>
</tr>
<tr>
<td>The TV on Stafford commons catches my attention often</td>
<td></td>
</tr>
</tbody>
</table>
Q18.2 - Do you have any feedback about ResNet, ComTech, the Office of Information Technology, or any of the questions on this survey?

I wish that more information was available on technology support systems and opportunities on campus.

Nope

N/A

No

I feel that this gave a very comprehensive indication of my technology usage and I hope it helps. Also, I think feedback surveys are really important, and I'm glad you guys are taking the time to get people's opinions.

Please stop timing out VCLs for non-use. I've lost lots of work because of that. Or at least set the timeout to a few hours.

no

No

no

You guys are doing great!

I would like to offer praise to the OIT Walk-In Center for the help they have given me over this past academic year. Their service has always been quick and has usually been effective. I was also very thankful when they provided me with an OIT Loaner Laptop when my personal computer was left in their possession for repairs.

No

No.

Just please fix the internet, it's really slow

It would be valuable to know how this survey is being used.

No

n/a

no

I was unable to connect my amazon speaker to the wifi, couldn't figure out why.
Do you have any feedback about ResNet, ComTech, the Office of Information T...

<table>
<thead>
<tr>
<th>N/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>No.</td>
</tr>
</tbody>
</table>

The only thing I can think of sparked from the last question. I think the Stafford commons screen could be used a lot more. It is almost never on. I think it would be great to post events and announcements on there!

<table>
<thead>
<tr>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nope</td>
</tr>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

WiFi is fast but disconnects frequently

<table>
<thead>
<tr>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>No I do not</td>
</tr>
</tbody>
</table>

No questions

<table>
<thead>
<tr>
<th>None that I can think of.</th>
</tr>
</thead>
</table>

some answer options included the brickyard but none about the centennial grass area or breezeway

<table>
<thead>
<tr>
<th>None</th>
</tr>
</thead>
</table>

Add a channel guide for wolfTV

Problems with the internet would occur consistently outside of my room and many times in the study rooms at DH Hill where I would either have to connect my laptop to my personal hotspot, which uses data I pay for, or I would have to use data on my phone.

<table>
<thead>
<tr>
<th>NA</th>
</tr>
</thead>
</table>

Please don't get rid of WolfTV in the bedrooms. I enjoy watching cable in my room and would not really want to do so on a TV in the common living area. Also, please add more channels to WolfTV.

<table>
<thead>
<tr>
<th>Add more WiFi hotspots outside the halls, like in the brickyard, court of Carolinas, free expression tunnel, etc</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>None</th>
</tr>
</thead>
</table>

Add more WiFi hotspots outside the halls, like in the brickyard, court of Carolinas, free expression tunnel, etc

<table>
<thead>
<tr>
<th>None</th>
</tr>
</thead>
</table>

I have noticed major improvement in the service provided by ResNet and ComTech this year in comparison to the previous academic year. However, I have experienced a number of issues printing documents from campus computers during this academic year.

<table>
<thead>
<tr>
<th>Fix the late night latency issues</th>
</tr>
</thead>
</table>
I do not.

No

No

I think the wifi should be improved around Talley because I lose connection outside all the time and I think a lot of people like to work outside, so maybe boosters in the field.

The OIT has been amazing. I have had so many problems with my lenovo crashing this year and they saved me every time.

None

-more updates

None

None

None

The WiFi when I'm not in my dorm is absolutely terrible!

N/a

Na

No

None

no its good

N/A

ResNet is a very high quality internet service with very good peering and fiber optics. It is one of the things that make the resident hall and NCSU experience great.

no.

no

No

Nope

no, i have never been to OIT
Do you have any feedback about ResNet, ComTech, the Office of Information T...

None

n/a

No

None

No, thank you.

None that I haven't already addressed.

OIT has been very helpful to me!

Overall service is good, but it would be nice to expand the service more into green spaces so working outside could be more feasible.

Get rid of those expensive google jam boards in the libraries that are just for show.

Keep the WiFi from disconnecting all the time

Connor and Alex are great at their job

No

NA

N/A

None.

No

Nope

no

N/A

N/a

None

i want some airpods please

None that I can think of!

I do not think we should have to pay money to print
Do you have any feedback about ResNet, ComTech, the Office of Information Technology, or any other areas?

Y'all need to figure out how to keep the wifi from kicking you off after only an hour of not being on the internet.

ResNet absolutely sucked, specifically regarding housing selection. It created way more problems than the ones that it solved and made it nearly impossible for groups of 4 to get apartment style housing together. The website continuously crashed and took so long to load that it was impossible to cycle through the availability of one building let alone trying to do so in the whole of wolf ridge and wolf village. Honestly that process alone makes me almost sure I am living off campus the following year even though I have been set on living on campus all four years for a while. I recommend you fix the system so it can handle the amount of people you actually expect on it at a time. It would also be smart to set aside designated floors/apartments for individuals who have decided not to choose housing with a reestablished group. It is unacceptable that individuals could ALL of the completely empty apartments and leave groups of four with no on campus apartment options, especially when establishing groups was encouraged for those going into apartment style housing. Please resolve this.

give me airpods

make the wireless network compatible with SONOS sound systems

Nope it's all been pretty good over all.

Why do wolf ridge residents get charged extra for the high-speed internet when it is just the small internet everywhere else?

Too longz

no

No

no

No feedback

No.

Make sure devices stay connected

No

I think they work fairly well. No real concerns.

no

Wut gives 😞, bro, just make a move and ask her out.

the internet service is excellent.

No

N/A

Include more available WolfPrint printers in buildings where classes are held and in each Wolf Ridge building

No I do not.
<table>
<thead>
<tr>
<th>Feedback</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any feedback about ResNet, ComTech, the Office of Information Technology?</td>
<td>No</td>
</tr>
<tr>
<td>Make dorm internet speeds faster</td>
<td>n/a</td>
</tr>
<tr>
<td>Cell signal is hard to get in Wolf Ridge.</td>
<td>None</td>
</tr>
<tr>
<td>Great job this semester with all the work! Really enjoyed having little to no problems with the internet &amp; the television network.</td>
<td>No, always have been very helpful!!!!</td>
</tr>
<tr>
<td>Thank you for listening to IRC and putting our feedback in the survey. It means a lot to the council.</td>
<td>NA</td>
</tr>
<tr>
<td>The wifi is spotty all around campus, don't know if there's any way to fix that but it works well in the halls though</td>
<td>None</td>
</tr>
<tr>
<td>As someone who is not very tech-savvy, I have to ask a lot of questions and push a lot of buttons before I can get to where I want to go. I think it would be helpful if OIT in general used more layperson language when answering questions. They do a wonderful job, don't get me wrong, but I do not always know all the lingo.</td>
<td>No</td>
</tr>
</tbody>
</table>
Great technology, occasional drops in internet.

Chromecast connectivity is still spotty and does not enroll in Nomad properly.

I wish when OIT sets up a table in Talley that they had laptop camera covers, NCSU branded or plain would work. I've been dying to see those again because I missed them the last time they had them. I don't know when the Walk-In Help Desk room got rearranged and the student staff changed, but I've visited them multiple times this year with computer issues, expecting that I had already done more than they could do, and that they would only strictly follow a script. I was pleasantly surprised when I found that I could actually hold a conversation with them about the components in my computer, and during the conversation they picked up on the fact that I had already done as much as they could do, but were willing to try any to figure out my issue anyway. Apparently I have advanced issues. :

Fix dropout issues

Everything I used worked decently. Video calls are obnoxious no matter how good the internet is, but they are exceedingly frustrating on the school wifi.

Google Calendar events for NCSU events are annoying. I did not want to know about these events, but they take up space on my calendar. I REALLY don't want to go to these events especially because I know that so many other people will see it too and so the event will probably be super crowded. It would be better to have two separate calendars for student services and for NCSU events.

I think ResNet works pretty well, I just think that it could be better in some areas (ex Fountain dining hall)

I would recommend making wifi in dorms better but besides that I've been pleased with the wifi.

Extend the wifi range and/or improve quality - network drops/failures are common and I often struggle to load apps while on campus.

OIT office hours are helpful.
<table>
<thead>
<tr>
<th>Feedback Area</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any feedback about ResNet, ComTech, the Office of Information T...</td>
<td>No</td>
</tr>
<tr>
<td>I was able to sign into eduroam WiFi as a freshman but not any year since a...</td>
<td>No</td>
</tr>
<tr>
<td>The entering a percentage is unintuitive and hard to decide on when compared...</td>
<td>no</td>
</tr>
<tr>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>N/A</td>
<td>none</td>
</tr>
<tr>
<td>Nope. Y'all are doing a great job and know y'all have a good sense of what ne...</td>
<td>N/A</td>
</tr>
<tr>
<td>none</td>
<td>none</td>
</tr>
<tr>
<td>Please end mandatory tv subscription</td>
<td>none</td>
</tr>
<tr>
<td>I think the survey asked great questions to get the information they need. T...</td>
<td>no</td>
</tr>
<tr>
<td>no</td>
<td>N/A</td>
</tr>
<tr>
<td>All great, no issues whatsoever!</td>
<td>no</td>
</tr>
<tr>
<td>No</td>
<td>no</td>
</tr>
<tr>
<td>No</td>
<td>no</td>
</tr>
<tr>
<td>No</td>
<td>none</td>
</tr>
<tr>
<td>Nope</td>
<td>no</td>
</tr>
<tr>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>none</td>
<td>no</td>
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<td>No</td>
<td>no</td>
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<td>No</td>
<td>no</td>
</tr>
<tr>
<td>No</td>
<td>no</td>
</tr>
<tr>
<td>Nope.</td>
<td>no</td>
</tr>
<tr>
<td>N/A</td>
<td>no</td>
</tr>
<tr>
<td>Feedback</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>I don't know if ResNet is in charge of it, but many of the on campus WiFi networks can be very unreliable during the day.</td>
<td>no</td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
<tr>
<td>nope!</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Na</td>
<td></td>
</tr>
<tr>
<td>No opinion</td>
<td></td>
</tr>
<tr>
<td>Discounted additional anti-virus software would be wonderful.</td>
<td>No</td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>The wifi works great for me. I think a lot of students are unaware of eduroam so maybe some more publicity about that.</td>
<td>Nope</td>
</tr>
<tr>
<td>You guys are doing great!</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>I wish there was an &quot;Other&quot; option for the question about what kind of music we would like to hear on the Wolfbyte Radio because I would've said &quot;Kpop&quot;.</td>
<td>No</td>
</tr>
<tr>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>no, no questions</td>
<td></td>
</tr>
<tr>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>
Do you have any feedback about ResNet, ComTech, the Office of Information T...

<table>
<thead>
<tr>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>no</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>n/a</td>
</tr>
</tbody>
</table>

One of the questions asked about tracking Wolfline, and I use the Rider app to track the buses, and I don’t know if this is an app NCSU has control over, but it often will freeze or not show the buses correctly which makes getting from place to place difficult. Again I don’t know if State has control over the app but it might be something to look in to...

<table>
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</table>

I do not.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>nope</td>
</tr>
</tbody>
</table>

<table>
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<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

None

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<tbody>
<tr>
<td>N/A</td>
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</table>

Finding a way to have better coverage across the campus (and not just in the academic buildings), if possible, of the ncsu and eduroam networks

<table>
<thead>
<tr>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, Thank You!</td>
</tr>
</tbody>
</table>

I don't even know what goes on Pack TV so maybe make the student more aware of it?

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>I could not get my tv to connect to the internet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
</tr>
</tbody>
</table>

I really appreciate the technology repair center and the OITs timely responses to e-mails.

<table>
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<tbody>
<tr>
<td>no</td>
</tr>
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Signal strength when outdoors can vary dramatically.

<table>
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<tr>
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<table>
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<tbody>
<tr>
<td>n/a</td>
</tr>
</tbody>
</table>

<table>
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<tbody>
<tr>
<td>N/A</td>
</tr>
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</table>

No, some questions were like hmm why does that matter but it's fine
<table>
<thead>
<tr>
<th>Feedback area</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm gonna need a more reliable email login next year.</td>
<td>n/a</td>
</tr>
<tr>
<td>Needs to be a more consistent internet access, especially when our classes</td>
<td>n/a</td>
</tr>
<tr>
<td>need us online</td>
<td></td>
</tr>
<tr>
<td>It works pretty well, sporadic outages but that's normal on any network of</td>
<td>n/a</td>
</tr>
<tr>
<td>this size</td>
<td></td>
</tr>
<tr>
<td>Make it easier to get chrome cast to work</td>
<td>n/a</td>
</tr>
<tr>
<td>Detailed instructions to connect mobile devices, game consoles, and other</td>
<td>n/a</td>
</tr>
<tr>
<td>non-computer devices to the eduroam system</td>
<td></td>
</tr>
<tr>
<td>Internet connectivity goes out periodically and needs to be improved.</td>
<td>n/a</td>
</tr>
<tr>
<td>Keep up the great work!</td>
<td>N/A</td>
</tr>
<tr>
<td>Overall, the technology and wifi services here at NC State have been very</td>
<td>n/a</td>
</tr>
<tr>
<td>helpful and effective to me.</td>
<td></td>
</tr>
<tr>
<td>Keep going a great job!</td>
<td>n/a</td>
</tr>
<tr>
<td>Not anymore than has already been said.</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>n/a</td>
</tr>
<tr>
<td>None.</td>
<td>n/a</td>
</tr>
<tr>
<td>None.</td>
<td>n/a</td>
</tr>
<tr>
<td>None.</td>
<td>n/a</td>
</tr>
<tr>
<td>None.</td>
<td>n/a</td>
</tr>
<tr>
<td>No.</td>
<td>n/a</td>
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<td>No.</td>
<td>n/a</td>
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<tr>
<td>na</td>
<td>n/a</td>
</tr>
<tr>
<td>no</td>
<td>n/a</td>
</tr>
</tbody>
</table>
Do you have any feedback about ResNet, ComTech, the Office of Information Technology, or other IT-related services?

N/A

No, everything works well

None

No.

N/A

No.

I think that the routers for the apartments should be updated or maybe get router extenders for different areas of the apartments because sometimes the router is not strong enough to cover the entire apartment and the WiFi often loses connection.

None

none

no

No.

nope, love it

N/A

It was very spotty when walking around campus, when last year I had no problems.

n/a

Remember that not everyone watches TV and offer a "no opinion/don't watch" option for the "Drop channels and pay less/ keep channels and pay more" question.

Consider posting what types of problems OIT can help you with.

is there a way to fix wifi connection by court of carolina and brickyard because that is where I lose connection the most

N/A

Can you guys provide help with off campus residency internet?

Not really, though I still don't like responding to the TV questions as my opinions there really aren't applicable.

One earth needs better internet

No
Do you have any feedback about ResNet, ComTech, the Office of Information T...

<table>
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</tr>
<tr>
<td>No</td>
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I would recommend that the Office of Information Technology send more informational emails about security and the programs offered and available to all students. Some of the programs listed in this survey I have never heard of before, or I heard of but didn't know anything about.

<table>
<thead>
<tr>
<th>None</th>
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<tbody>
<tr>
<td>Na</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>It's good</td>
</tr>
<tr>
<td>Nope</td>
</tr>
<tr>
<td>Nope.</td>
</tr>
</tbody>
</table>

An app or something that, if opted in, notifies you if internet service is being worked on, because myself and many others complain to find out service is occuring and schoolwork plans were disrupted.

In the library area where there are long tables (ground floor), I often encounter problems connecting to the ncsu internet at all. This is the only place where I have consistently been unable to access internet on my computer.

| no |
| No I don't |
| You guys rock! |
| Nope, keep up the good work! |
| n/a |
| It's mostly good |
Do you have any feedback about ResNet, ComTech, the Office of Information T...

No.

none

I connected my phone and laptop to eduroam first year but never worked after I came back from summer

N0pe

none

none

none

N0pe, it works well!

No

No everything was perfect.

Not really

I have had a few issues with wolfprint throughout the year. The printers were broken or they never printed my job.

Nice survey

N0pe

When I don't use WiFi to call, I have horrible reception and drop calls all the time. Is this a dead spot for Verizon?

No

n/a

N/A

No further feedback.

no

Not that I can think of.

NCSU network is pretty good and I just occasionally have issues with edition so I stick to ncsu

n/a

I think it is very helpful with just some minor speed/connection improvements that can be made.

Just one - why do you want to know who my cell phone service provider is?
Do you have any feedback about ResNet, ComTech, the Office of Information T... 

It's great!

none

Please try to keep one of the networks up at all times in case a student has something due this happened to me twice this semester and I had to rely on my cell phone to do an assignment.

None

Alexander y'all doesn't have a printer in it

N/A

Na

Extend the coverage outside around the resident Hall's so you can study outside on your laptop

NO
## SC6 - used any Ethernet

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>used any Ethernet</td>
<td>0.00</td>
<td>2.00</td>
<td>0.10</td>
<td>0.34</td>
<td>0.11</td>
<td>1,749</td>
</tr>
</tbody>
</table>

End of Report