Telecommunications Services Satisfaction Survey of Residence Halls – Spring 2011

Housing and Telecommunications conducted a survey in Spring 2011 to determine the satisfaction of the residents with the information technology service offerings in the halls. We sent out 1770 requests to participate in the survey, and we received 406 responses or 23% of the residents.

We asked some demographic information from the respondents and here are the responses:

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>118</td>
<td>28.85%</td>
</tr>
<tr>
<td>Male</td>
<td>284</td>
<td>69.44%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>No answer</td>
<td>7</td>
<td>1.71%</td>
</tr>
</tbody>
</table>

Are you an international student?

<table>
<thead>
<tr>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18</td>
</tr>
<tr>
<td>No</td>
<td>387</td>
</tr>
<tr>
<td>No answer</td>
<td>4</td>
</tr>
</tbody>
</table>

How many semesters, including the current one, have you lived in campus housing at Michigan Tech?

<table>
<thead>
<tr>
<th>Count</th>
<th>%</th>
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<tbody>
<tr>
<td>2 or less</td>
<td>195</td>
</tr>
<tr>
<td>3 or more</td>
<td>210</td>
</tr>
<tr>
<td>No answer</td>
<td>4</td>
</tr>
</tbody>
</table>

We have included the responses for all students as well as break down by gender since there were enough responses from both males and females to be representative and because there were some differences in perceptions by gender. Since we did not get a large response from our international students, we did not include any separate results for this group.

Survey Results

The core of the survey was a satisfaction rating for each of the four major services offered in the halls – landline telephone service, Resnet, Rovernet, and television. With the exception of Rovernet, each service is provided in every residence hall room. Rovernet is provided in the lobbies, kitchens, and public areas in the buildings. The most common response for each service has been highlighted.

Please tell us your experiences with: Telephone line in your room

| | All Students | Male Students | Female Students |
| | Count | % | Count | % | Count | % |
| I use this service regularly, and it meets or exceeds my expectations | 98 | 24% | 63 | 22% | 31 | 26% |
| I use this service regularly, and it does NOT meet my expectations | 12 | 3% | 8 | 3% | 4 | 3% |
| I do not use this service | 293 | 72% | 210 | 74% | 82 | 69% |
| No answer | 2 | 0% | 1 | 0% | 0 | 0% |
| Non completed or Not displayed | 4 | 1% | 2 | 1% | 1 | 1% |

Please tell us your experiences with: Resnet connection in your room

| | All Students | Male Students | Female Students |
| | Count | % | Count | % | Count | % |
| I use this service regularly, and it meets or exceeds my expectations | 283 | 69% | 204 | 72% | 75 | 64% |
I use this service regularly, and it does NOT meet my expectations 106 26% 73 26% 32 27%
I do not use this service 14 3% 4 1% 10 8%
No answer 2 0% 1 0% 0 0%
Non completed or Not displayed 4 1% 2 1% 1 1%

Please tell us your experiences with: Television service in your room

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>%</th>
<th>Count</th>
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<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I use this service regularly, and it meets or exceeds my expectations</td>
<td>203</td>
<td>50%</td>
<td>150</td>
<td>53%</td>
<td>52</td>
<td>44%</td>
</tr>
<tr>
<td>I use this service regularly, and it does NOT meet my expectations</td>
<td>69</td>
<td>17%</td>
<td>53</td>
<td>19%</td>
<td>14</td>
<td>12%</td>
</tr>
<tr>
<td>I do not use this service</td>
<td>131</td>
<td>32%</td>
<td>78</td>
<td>27%</td>
<td>51</td>
<td>43%</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Non completed or Not displayed</td>
<td>4</td>
<td>1%</td>
<td>2</td>
<td>1%</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>

Please tell us your experiences with: Rovernet wireless network service in your hall

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>%</th>
<th>Count</th>
<th>%</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I use this service regularly, and it meets or exceeds my expectations</td>
<td>118</td>
<td>29%</td>
<td>74</td>
<td>26%</td>
<td>43</td>
<td>36%</td>
</tr>
<tr>
<td>I use this service regularly, and it does NOT meet my expectations</td>
<td>209</td>
<td>51%</td>
<td>148</td>
<td>52%</td>
<td>59</td>
<td>50%</td>
</tr>
<tr>
<td>I do not use this service</td>
<td>76</td>
<td>19%</td>
<td>59</td>
<td>21%</td>
<td>15</td>
<td>13%</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Non completed or Not displayed</td>
<td>4</td>
<td>1%</td>
<td>2</td>
<td>1%</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>

52 students indicated that they used all four services but were unhappy with at least one of them. The following are responses to the question “You have indicated some displeasure with one or more of the services offered. Can you describe what would be needed for our services to meet your needs?”

- I barely get a signal for the wireless and I only live a few rooms down from the kitchenette.
- It would be awesome to have a jack in the room that's not in the middle of the doorway, but I realize that's expensive to do. It would still be an improvement to not lose connectivity every time someone walks by and bumps the cord slightly out of the jack but still far enough that the connection goes out.
- A larger wireless network range in DHH
- Rovernet accessibility throughout the entire hall not just the kitchenettes.
- tv channels are unreliable, rovernet needs to cover more area
- I don’t think anyone I know necessarily needs the NFL and NHL Network, or the 4-5 different versions of ESPN in addition to 3 MTV’s. I’d prefer to lose the multiple channels like that and gain more HD channels, since we currently only have ABC and NBC, and rarely, FOX. So, less luxury channels and more HD channels is the short version of my suggestion.
- If there is more help available, even if its just an online forum for people to get answers to questions.
- It’s often very slow, not sure how to fix that
- The wireless is questionable at times and at others is barely functioning.
- Have had many problems with Resnet connections for laptops and XBox
- The process to access Rovernet seems to change every time...
  - the channels provided on telecom are not standard and miss things like the disney channel. Also, you are not able to receive HD channels with a receiver paired with a standard television. The wireless can only support one student at a time and if multiple users pair up, it ends up timing out frequently.
- Convert tv broadcasts into analog signals
- I’ve had many nights where I’ve had to go to other rooms to do my homework because the internet is down in my room (by Ethernet cord) and half the other rooms on at least my floor. The wifi has the same issue sometimes.
- The TV quality is poor sometimes.
The resnet connection in my room never works at the beginning of every semester. Sometimes I have managed to fix the problems, sometimes I have needed to request help from resnet’s staff. By now you would think it would be simple, but my computer/resnet continues to find creative ways to encounter problems talking to each other.

The internet breaks down a lot. Which is extraordinarily frustrating when almost all of my homework is due online.

the wireless is a pain to login every time i need to use it. During weather warning the tv doesn’t have sound and the most recent one stayed on for over a weekend so i couldn’t watch tv with sound.

faster internet

Range and service is very poor on the wireless routers

The bandwidth was reduced earlier this year has never been restored which makes our internet quite slow. The wireless has the same problem. For the cable the channels take a long time to load, this could be my TV however.

Resnet needs to be sped up. The bandwidth limits make it almost impossible to play online games or download software. Rovernet could be sped up as well. Also, there are many places where it just doesn’t reach. The television changes channels too slowly. I don’t think anyone ever watches the Husky Movie Channel.

In some areas in the dorms the internet access is not strong at all.

Add caller ID to the phone service Increase per-host and overall bandwidth for Resnet; Improve/fix registration system improving usability and security

I find that MTU cable does not do a great job, most of the channels are grainy and those that are digital tend to be blocky, plus we don’t even get all the local channels in HD, (Fox and the Super Bowl comes to mind)

The internet does not have a reliable connectivity at times.

My internet keeps getting cut off during high bandwidth usage. The school has looked into the problem and it still doesn’t work as it should.

The wireless coverage is extremely spoty. We need a stronger connection.

I do not get wireless in my room. also connection issues are frequent even with a strong signal

The Ethernet ports on the wall should work!!! Most of the time only one of them works, they are the most used because everything works through the internet. They are obviously wired using a shitty set up!

Increased Range for the wireless routers

Sometimes the signal of the wireless internet is not reliable.

Wireless internet coverage for all dorm rooms.

DHH has very limited rovernet service. It would be nice to either have stronger routers or a few more in order to make the entire building an internet hotspot.

Wireless in the rooms would be convenient, but the internet line works.

I do not get very good internet connections in my room... its really hard to do homework when its as slow as it is now, even with an ethernet cable.

Many of the channels on my television do not come in clearly.

Better wireless coverage. More HD channels and G4 network.

Take the restriction off of download speeds, game downloads take forever. Tv should be available in hd. Rovernet should cover a higher percentage of rooms.

There is no rovernet accessible in my dorm. Extending the range of routers would solve this problem

Internet after first semester was awful.

TELEPHONE - The quality of calls is lacking and I lose connection one out of every ten calls or so. I used to think this had to do with the ‘budget’ phone I had but even replacing it I still have a very poor connection. TELEVISION - The quality of certain channels is lacking, I think this has to do with it being a satellite and not cable connection. However, I also remember us having good ‘geek’ channels like G4 but that has been replaced by boring channels instead. Why?! RESNET - I used to run Hulu, Modern Warfare 2 and an IM client together; ever since the new ‘limits’ they are using, I don’t have this option. I don’t know anything about the new limits but I’m only online for about an hour doing normal work until the connection speed is crippled down to nothing and I have to quit. I know that off-campus internet options aren’t the best but that isn’t an excuse for not having high-end connections in the residence halls.

Increase the speed of the internet
These students were also asked what service they would be willing to eliminate or reduce to improve the service that they found unsatisfactory. Here are their responses:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliminate telephone line in room</td>
<td>11</td>
<td>21%</td>
</tr>
<tr>
<td>Reduce the number of Resnet connections in room from 2 to 1</td>
<td>5</td>
<td>10%</td>
</tr>
<tr>
<td>Eliminate the Husky Movie Vision channel (26 in analog, 23.3 digital)</td>
<td>27</td>
<td>52%</td>
</tr>
<tr>
<td>Eliminate or reduce Rovernet coverage</td>
<td>4</td>
<td>8%</td>
</tr>
<tr>
<td>Eliminate the television service in the room</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>8%</td>
</tr>
</tbody>
</table>

Of the students that selected ‘Other’ as an option for what to eliminate, here are their suggestions:

- Eliminate expensive bonus channels
- Make the connections better
- Eliminate unused channels (i.e. Science Channel, CSPAN, CSPAN2)
- the heat could be turned down

Most of the remaining survey respondents (close to 340 students) indicated that there were one or more services that they didn’t use as well as one or more services that they were dissatisfied with. These students were asked what improvement they would make if the service they did not use was eliminated. Their responses follow here. The highest percentage responses are highlighted.

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add more Resnet jacks to every room</td>
<td>9</td>
<td>2.7%</td>
</tr>
<tr>
<td>Increase the speed of my Resnet connection to the Internet</td>
<td>74</td>
<td>21.8%</td>
</tr>
<tr>
<td>Make Resnet more reliable</td>
<td>49</td>
<td>14.5%</td>
</tr>
<tr>
<td>Add more channels to the TV service (would require us to make more of the channels digital)</td>
<td>16</td>
<td>4.7%</td>
</tr>
<tr>
<td>Make the television service all digital and high-def digital</td>
<td>25</td>
<td>7.4%</td>
</tr>
<tr>
<td>Add more movies to the Husky Movie Vision channel (channel 26, 23.3 digital)</td>
<td>8</td>
<td>2.4%</td>
</tr>
<tr>
<td>Add more Rovernet coverage</td>
<td>51</td>
<td>15.0%</td>
</tr>
<tr>
<td>Make cellphones work better in my hall</td>
<td>57</td>
<td>16.8%</td>
</tr>
<tr>
<td>No - don’t add anything. Use the money to offset other costs</td>
<td>36</td>
<td>10.6%</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td>3.5%</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
<td>0.6%</td>
</tr>
<tr>
<td>Total:</td>
<td>339</td>
<td></td>
</tr>
</tbody>
</table>

Of the students that selected ‘Other’ as an option for what to improve, here are their suggestions:

- Make the internet from rovernet and resnet faster and more reliable
- add another cable jack in the room so you can use more then one tv
- more AC wall outlets
- Access to Resnet jacks that work in the kitchenettes for hall socials (online video games on a projector, etc.)
- Increase Resnet Speed, Add more TV Channels, Add more movies, Add Rovernet to every room.
- My phone gives me trouble when trying to call other res hall rooms.
- Add Rovernet coverage in every room AND MAKE CELLPHONES WORK BETTER IN MY ROOM
- I want sportmans ch damnit
- Improve the reliability of Rovernet
• can’t make wireless connections through hall unless in lower levels
• i dont have access in my room!!!! 2nd floor east mcnair
• improve the wireless internet

The final question of the survey asked “Do you have any final comments, suggestions, or improvements you wish to share with us?” We received 138 responses:

• I that you should always have a strong wireless connection no matter where you are on campus including the dorms. If NMU can have such a great wireless internet service why do we settle for so much less. Also, HBO and Showtime kind of come in. I realize this is suppose to be a pay for service. I feel that we should not be able to see those channels at all then. Also, I would like to see the sports channels in HD and I think that we should try to get more football games. The Green Bay Packers have a strong following up here and the second highest amount of students that come to Tech are from Wisconsin. We should be able to have the choice of which game we want to watch. I do not use the phone service, but I do think it is a handy feature to have available. One thing that would be a great help is to either have two cable jacks in the room or provide students with a splitter and long cable to wrap around the room if so desired. Thank you for your time.
• It would also be awesome if I didn’t have to re-register all of my MAC addresses every semester. It would also be great if the server had some better load handling.
• The first question should have had more options other than I use this service or I don’t. I would have preferred to answer the question on a scale of 1-5, I don’t use this service or I do use this service frequently.
• It’d be nice to have a few more ethernet jacks in the rooms, because depending on the Hall each room could easily have 4+ computers. And the wireless has been pretty shoddy as of late, it dips in and out. It was alot better last semester; but all in it’s still above average and usually online.
• The dorms should be wireless, I pay a lot of money to go here and nothing is even reliable here.
• North Wads has absolutely zero wireless connectivity. The rovernt connection simply doesn’t exist.
• make the internet more reliable and faster. the campus tv service could use a little work like getting rid of the unnecessary blank channels, less campus info channels, and organize the channels better throughout the channel numbers.
• Not only should the dorms have complete wireless, but so should all of campus. If Northern can manage it, then we should be able to too.
• Better internet (fast, less disconnects, easier to set up) more digital/HD chanels
• Get rid of the phone lines, get some HD channels, and increase the internet speed.
• stop the cssc floor from having thier LAN parties. I’m pretty sure its them that bogs down the internet at times
• I have duo OS in my laptop, because of the same phsical address, I cant register both of my OS. So I think it can be fixed in such problem.
• Resnet is usually very good. A few hiccups now and then, but nothing terrible. Rovernt doesnt reach very far, would be nice if it went farther. Other than that, very satisfied with technology services in the residence hall.
• I have issues when using skype on my computer. The internet is regularly slow when it comes to video chatting and I know its from my end of the connection. I also know that it is not my computer hardware but the internet connection itself. I connect through the wireless router in my room. But on some occasions the connection has been fine. When having residents answer this survey, change the page where it asks, “what specifically we would like to change” to select all that apply. Thanks
• The Internet in the room is phenomenal, and the phone works fine. I just don’t see a need for so many dumb channels like MTV-U, ESPNU, ESPNClassic, NHL/NFL Network, etc. I’d rather have more High Definition channels.
• I don’t understand why our internet speeds are now capped at around 512 KB/s.
• nope
• The wireless internet does not reach my room, which is okay, but can be annoying sometimes.
• bandwidth throttling is a little annoying at times.
• The Nintendo DS and, by extension, the Pokemon series of video games, are incompatible with WPA encryption. If there are any WEP encrypted hotspots, the resnet website should better explain where they are, and how to connect to them. I love me my pokemans.

• I did not like in the beginning of the year when the sportsman channel changed to the golf channel

• Make sure channels don't go off air at random times. It makes it difficult to watch the Price is Right when CBS doesn't come in for a full week.

• Cellular device connection would be better as well.

• The wireless internet from the kitchenettes do now reach down the length of the hall. Wireless is so much more convenient, but if you leave in the middle of a hall you can only get wireless if you know someone with a router.

• The television and phone are great. The wireless internet tends to be slightly slow but is easy to use and reliable for the most part.

• When it comes to internet, each minute of downtime possibly effects a students grade in a class. With such technological based learning, we use not only the web, but also MTU sponsored websites to do homework and study. When services are down deadlines aren't often pushed back. Fix downtime, that's one obstacle that will help us students do our work.

• Keep up the good work.

• You need more HD. Move a lot of the channels over to digital and get more HD offerings. I know a LOT of people in on campus housing with HDTVs that would love this. The fact that we didn't get to watch the super bowl in HD is very disappointing. You should try to get at least FOX HD and CBS HD (would cover NFL games). Also, try maybe to get Fox Sports Detroit HD so we can watch wings games in hi def.

• I love MTU!!! Keep up the good work Information Technology people! :) 

• The wireless is rather weak, though I can understand that due to the placement of the wireless access points - the slow internet that is not 100% reliable gets very annoying, unfortunately.

• Continue to improve the Resnet speed and Rovernet service. There is a noticeable improvement in Rovernet service in the residence halls over last year.

• Allow for the whole campus to have wireless internet and allow for better cell phone service in the Hillside Apartments.

• I was only allowed to pick one suggestion, so I chose getting all digital and high-def channels. The current lineup is fine, but most of the analog channels are fuzzy, and some almost unwatchable. However I would also like to see an increase in Resnet connection reliability. The speed is great and consistent, but there's at least once a week where I lose my connection for several minutes, if not more often. I feel this is unacceptable.

• It would be nice to have wireless internet access in every room or at least better coverage within each hall other than just a couple of rooms on either side of the kitchenette, if that.

• N/A

• The Internet blows.

• better wireless

• ALL of the improvements on the previous question should be improved. It's kind of insane that this is a 'Tech' school and yet I can't get wifi in my hall.

• I live right next to the kitchenette, so it really isn't a problem for me, but I know that people have a lot of complaints about the wireless. While it works fine for me, it would be awesome if all of the rooms in Wads could have wireless internet.

• We need faster internet, and more ports in room as well as a better selection of tv channels

• hopefully in the near future wireless access without ethernet cables would be available because alot of times there are multiple PC trying to use internet connection in one room. Considering we can't hook wireless routers because of IT's don't want us too.

• The school servers connect poorly to the Playstation network and can take 3+ minutes to hook up and have very lagey connections even with an ethernet cable. The PS3 works fine on any other internet connection.

• Buy things we actually need because they break literally every other day like the dryers in all of McNair rather than new stoves we didn't need.

• Also improve cell phone coverage in tha halls
• Make game counsels that do not have a web browser i.e. XBOX 360 be able to connect to the wireless internet
• please add wireless coverage in my room, 2nd floor east mcnair. It is something i would expect in a college dorm, i was very suprised when i noticed we did not have it.
• It would be nice to have wireless internet in all the rooms.
• The rovernet signal is usually not accessible unless you are right next to the kitchenettes. You can always rely on being able to have a wired connection, so having good signal no matter where you are in the hall would be nice.
• Rovernet has had shaky reliability this year for me. Some days it works just fine, other days it's a pain to get anything on the internet to load.
• The "Study Lounges" in West McNair, as well as some in East McNair, need to be equipped with wireless internet. Also, putting a router in the hallway corners in the West McNair would help my socials with my hall that I do in our corner.
• getting a good wireless signal is often very difficult, and then signing in often causes problems as well.
• Wireless works fine in the kitchenette in my hall, but the signal doesn't travel very far from the kitchenette.
• Is there a way to have wireless internet in the dorm ROOMS, not just the kitchenets?
• This is a tech school, it astounds me that there is no reliable wireless network available in all dorm rooms. Also it would be nicer if it were faster
• If the internet was faster it would cover up most of the issues with connectivity of online games.
• Some games have issues with Resnet when playing online, and I am not sure why, it might be ports needing forwarding or just plain speed needing increase.
• Watch the tv because sometimes the listings aren't changed or a weather alert thing stays on for a long time eliminating the sound.
• Rovernet seems to have had a lot of dhcp and authentication failures last semester that were quite disruptive.
• Get a good cable package that actually works on regular basis.
• 1.the food is good, but it also has area to improve 2.need wireless internet in the dorms
• stop limiting our internet connection speed to the outside world. If you want to limit bandwidth then try and catch the people who torrent stuff. if you don't want to spend money monitoring that stuff then spend the money to get more than a 1 gig line to the school. while i do not notice the speed decrease when just browsing the internet i do notice it when doing legal downloads. another idea i have seen implemented in other locations is the idea of a P2P network sponsored by the university. i believe iowa state has a system setup where people can share (or submit to share) things like movies or music. the idea behind it is to take traffic off the outgoing lines and keeping it on the faster local LAN. while this is technically illegal somehow they get around it. if students have a way to get movies and music for free quickly on the LAN, where no outside are monitoring so they cant "get caught" then they will use that more. i have a feeling that this would significantly free up the outgoing network line. whatever happens you cannot under any circumstance limit the internet speed enough to make things like Netflix or Hulu unusable. you would have a riot on your hands. you also cannot block these sites. since the TV here is terrible quality the thing we tun to most is out computers to watch TV. Speaking of TV, i think that so many people have digital tuners in their TV's now that you could probably force all channels to be digital. perhaps have boxes available for those students that still have older TV's. you could rent them out like you do with network switches. HD is key now. students bring up HD TV's for their xbox's and PS3's and would like watching HD TV as well. Back to the network... Many students have come to realize in the dorms that they can share files with each other as long as they are attached to the same router. i have seen some people host a "movie serer". this is all good but the internal LAN is not really capable of handling the speed required for HD Video. this could also help alleviate some congestion on the out lines, by allowing better "streaming". upgrading the LAN to gigabit would significantly help in this regard. these are my suggestions based on how i see the network and TV working.
• Picture quality in general for the television could be better. Often there are some channels with poor reception that aren't digital.
• More resnet jacks would be helpful for multiple devices requiring an internet hookup. If that didn't work then increasing reliability, and/or increasing cellphone reception, would be very helpful, as it seems the reception just continues to get worse here.
• WIFI IN ALL ROOM
- nope besides limited bandwidth I do not really have any problems.
- A jack on each side of the room would be nice, but its probably impractical; I would LOVE for every room to have wireless. Thanks.
- The dorm food is the single reason that I'm not living in the dorms next year.
- Only one phone jack in my room works.
- The internet likes to cut out randomly and it's kind of annoying. Also, if both desks/computers are on the same side of the room one of the cords has to wrap all the way around because there is only one jack per side. It's not a huge deal but it'd be nice if there was something you could do about it. Thanks :)
- My primary want is for the bandwidth limits to be lifted. Also, does huskymail really have to be down for maintenance every month?
- More rovernet coverage in the dorms would be nice so I can take my laptop to my friend's room and still get internet access. Also, I live in east wads. My friend lives in west wads and has a switch in his room. It's really annoying to have to re-register my computer on resnet if I plug into it.
- The resnet jack in my room doesn't work half the time, and the other half, it is super slow.
- You get Direct Tv so give me all the channels that you receive
- having rovernet through the dorms would greatly improve my happiness with the services provided
- More bandwidth/faster LAN
- Wireless would be beautiful in every room.
- I have yet to come across another student who uses the phone lines in their room. Wireless internet in the dorms would be nice, but I'm not sure if it would be worth the investment.
- If the reason that the internet has become an issue due to people who choose to illegally download content, I do not see why there cannot be more stricter rules against these actions. If that is not effective, why not use new software that is able to prevent or track users who illegally download. This way, the rest of campus will not suffer when they can take less time on surfing the internet for personal or school purposes.
- No.
- For a school of Technology, Michigan Tech has an awful lot of trouble keeping itself up to speed with technological issues. Northern Michigan University puts this place to shame in terms of connectivity.
- The issue I have with the wi-fi in the halls (at least in McNair) is that multiple times last year (I haven't used it this year, yet) I was unable to connect. It was seemingly random and most frequently occurred in the lobby by the main entrance.
- Please add wireless to the dorm rooms or add more Ethernet cord jacks PLEASE!!!!!! Oh and HBO would be VERY nice. We don't want some husky movie channel, we want True Blood and Boardwalk Empire on HBO!
- I have a high-def TV and only a handful of high-def channels. The quality is terrible. If you have the funds you need to fix this.
- there is definitely some kinks that need to be worked out of the internet up here.
- Rovernet doesn't work fluidly and is difficult to get a good connection all the time.
- For satisfaction, all answers were completely black and white with no gray area. Unfortunately, with the exception of internet service, None of my answers would be completely agree or disagree.
- More internet access in individual rooms would be nice. We have to use a splitter for many different things.
- Some rooms have poor jack placement. Jacks should be placed in a more accessible spot in each room, rather than right in front of the door. Also, the wireless signals in the residence halls need to be stronger; most rooms don't even get the signal in some halls. Lastly; the connection needs to be a bit more stable- or even strengthened during certain times.
- The entire campus should be wireless. All the channels should WORK.
- FIX IT!!!
- It would be nice to have resnet service in the rooms but Id be happy with just more rovernet coverage
- Speed and reliability are issues I would like to see fixed.
- I was personally upset when you took the G4tv off the channels. I love that channel adn when it came off I honestly stopped watching TV after that.
As of last fall there has been a huge drop in the speed of the internet. Also, the cable TV is not reliable and rover net does not reach any of the rooms in DHH.

Seriously, the internet is terrible.

Prior to Thanksgiving break my internet connection was abysmal. I am glad that it has improved. Having more jacks in the rooms would allow for more flexibility in room arrangements.

#1 issue is internet reliability.

Get better food in the cafeteria!!

The internet is sometimes unreliable and slow.

The internet sucks. Make it better. It's pathetic. We pay enough to come to a school like this, then you throw crappy internet at us. Not cool. That's why I'm not coming back to housing next year. It was a joke.

The speed of the internet should be higher and consistent (6MB per port). The Cable is also a joke - the analog/digital hybrid the school uses needs to go all digital to keep up with common standards in technology and meet the needs of the 21st century we live in.

Resnet is pretty horrible. Let's be real, on in average week it probably goes down for at least an hour during one day.

Mainly I would like to see more digital and high def tv channels but the wireless coverage is spotty in wads (that's why I don't use it)

Adding more digital and high def channels would be appreciated. Going all digital would be ideal, and just find a way to loan or lease digital tuners for students who still have analog televisions.

the HBO and showtime channels don't ever come in

I am very happy with the internet, it is fast, but the wireless coverage is non-existent unless you supply your own router, which is rather inconvenient.

Remove the cap on the connections.

The internet is very slow as well as it shuts off randomly for a few seconds every once in a while

The internet is super slow, it really bothers me, being at a college I would expect it to go faster. TV channels sometimes don't work, should look into fixing that so they always work.

Add more digital and high definition TV channels. I have a HDTV and the channels look like crap all the time.

Resnet is strong in the kitchenettes which is awesome

sometimes my roommate can't access resnet and I am on it and sometimes the same thing happens with rovernet. they should be more reliable

If selecting multiple actions on the last question was possible, I'd have made two or three other suggestions.

Speeds used to be 6Mbps/6Mbps, which is halfway decent, 6 upload is really good and 6 down is mediocre. This year though the speeds got cut to ~4.2/4.6, upload is still good, but download is terrible, doesn't even meet federal standards for high speed internet. As a technological university we should have better internet.

Logging into resnet often causes problems. I usually get an error that says bad IP, and nobody seems to know how to fix this. Also, having resnet extend through the basement is wads would be nice. In the conference rooms I use my laptop alot, and rarely get service if any, and none of the outlets for wired networks even work in those rooms.

Wireless in rooms. Private bathroom means private. I do not believe two people using one is private. Vacuum rooms. do not let people eat food inside the room and make that smell bad it should be some law against that.

Add BBC America to the cable service and more rovernet coverage.

no

HDTV should be a priority over movievision. Any day.

The two most significant problems I find with ResNet is the lack of reliability (anecdotally, my roommate and I have patiently dealt with random lack of connection. But at times it can be severely detrimental, especially regarding things like online interviews and other forms of live chat). The second problem is the inability to connect multiple devices to the internet. The current router policy of "you're not allowed to but we know you're going to use one anyways," is two-faced and frustrating, especially for those who wish to remain within lawful standards.

thanks

no

This wasn't on the list of the previous question, but adding one more television jack to each room would be awesome. I mean two people live in the room and only one coaxial jack? Doesn't add up...
• The internet is decently fast. I'm just slightly disappointed that I don't get any wireless coverage in my hall
• The Rovernet would be most useful for study sessions in the dorm rooms that require computers. This would be a very nice improvement.
• Wider Resnet service would be nice, as would more tv channels and movies. Also more chicken in the dining halls would be nice and most of my hall agrees with me. Especially the chicken tenders.
• The main problem is the internet speeds. At home Wowway gives me 15mbps download, 1.5 upload. Resnet throttles the internet connection here at about 3.5 mbps upload and download. Increase our bandwidth! I don't like lagging at games.
• While trying to connect to Rovernet from the conference room in DHH, my laptop is regularly disconnected and takes several tries to reconnect to the router. Currently running Linux - Ubuntu 10.04
• The Rovernet service is often slow. Perhaps, if not put Rovernet in each room, expand its signal and increase bandwidth (if possible).
• Main problem is just frequent internet connection trouble. Some days I can't keep a connection for more than a few minutes either wirelessly OR plugged into the wall. That's all, thank you.
• Logging into Resnet just tends to be a pain. Wired is OK, with some flakiness, but wireless can be just bad. I'm either on and good, or it takes a minute or so of playing around with.
• With the price of living in the residence halls increasing, the last thing I'd expect is for the standard of living to decrease. Focus on the things that are important to 90% of the students (i.e. Internet) and eliminate the things that aren't (i.e. telephone and weird television).
• I like all the services I use except that rovernet doesn't work in McNair
• Voicemail: Make the voice mail system a little more user friendly - after I enter my passcode, the system gets halfway through the next message before I have the phone back up to my ear Internet: We have sporadic outages on my floor that get annoying.
• The only complaint is the occasional times when the wired internet fails and won't work, its only happened twice though
• even when wifi internet strength is high, it wont let me connect to the internet and the connection stays local.. which does me no good.
• Increase the speed of the interned
• No comment.