

Classroom Technology Survey

Winter '09

Question 21

Over the course of the semester, I have sought technical support for the following reasons? Other (please specify).

1. NA
2. Data projector malfunction, Ethernet socket broken
3. Missing items such as cables and equipment left in odd configuration by prior user.
4. Wiring was moved so it was incorrect. MOST of my frustration has to do with showing video: from not being able to rewind or fast forward on UVN, having the wrong video showing on UVN (2 classrooms assigned the same channel), but much more frustrating is the issue of trying to show video clips from the computer in class either through PowerPoint or through any other software
5. Connectivity cables not working.
6. Computer not booting properly
7. Computer to projector connection not working
8. WebCT set up
9. Sometimes equipment is stolen.
10. Data projector often acts up; won't start, bulb is out, etc.
11. No sound from amplifier
12. Stolen equipment
13. Most often, the problem is with other system users changing the configuration. For example, they mess with it such the ON function no longer means ON; part of the system turns ON, other parts go on standby, and the rest stays off.
14. Getting projector to work with a student's computer
15. Theft, vandalism/damage to equipment
16. Missing equipment - cables, etc.
17. Setting up video recording equipment.
18. Classroom equipment needs repair; cables missing from smart box

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19. Having problems with the close-captioning system
20. Classroom equipment is not working, or the remotes are missing.
21. Getting audio with .ppt; slow connection when showing on line video
22. Projector or screen broken- has happen occasionally but not once/semester
23. Printer issues
24. Being able to email my classes, kb was not even enough to send out syllabus
25. Problems with computers in Science & Math computer labs
26. Cannot install programs on my station without administrative password
27. Some DVD players don't read all DVD's
28. Need specific equipment
29. Audio of one device (DVD) had been disconnected. Technician disconnected another audio device (laptop) when fixing the first problem, less recently. That was a few years ago. I think my last problem was dirty VCR heads.
30. Projector stuck and would not lower to proper position
31. N/A
32. Classroom server problems
33. I started a new course in Kinesiology and was not familiar with the cart
34. Could not log, could not get sound
35. Video formats and transcoding
36. Keys not provided to me in advance for access to teaching stations in JH2206
37. Need key for equipment box.
38. Printers need paper
39. Bulb are burned out
40. Use computer lab
41. I'm not teaching this semester.

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42. Projector bulb overheat/burnout
43. The image that was projected on the screen was very hard to see. The color needed to be brighter and sharper.
44. Equipment not configured as it should be or was changed by another user.
45. I get on campus an hour in advance for this specific problem
46. Acquiring and loading software; trouble-shooting equipment breakage; computer virus
47. In JR214 often the computer is tampered with and the internet connection is lost
48. Consumer Sciences lecture hall was "nonstandard"
49. This semester? None yet!
50. Equipment broken - overhead projector bulb need replacement - overhead projector out of focus
51. Bulb in overhead projector burned out (often happens)
52. Equipment not working properly
53. Remote for LCD- data projector (in ceiling) missing- student has to stand on table to turn on and off
54. Cords missing
55. Overhead projector wasn't working. Room has smart box but no computer.
56. Data projector was overheating and needed cleaning/dusting
57. Equipment in classroom was missing or NOT working (e.g. remote controls; overhead projector light not working, among other issues)
58. Cords to laptops not functional
59. Projector died
60. Classroom is a lab
61. Availability of software
62. Wireless equipment not behaving correctly.

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63. The volume on the VCR did not work.
64. My new laptop outperforms the data projector; it took a while to figure out the problem
65. Missing/stolen/broken equipment
66. Malware, dead keyboards/mice
67. Need white board support
68. Printer not working, cable problem
69. Wrong video or poor connection to UVN
70. Missing equipment and/or cable hookups
71. Burned out bulb in data projector
72. Missing remote, audio issues, closed captioning
73. Projector bulb (but not this semester)
74. Broken/stolen equipment
75. Equipment malfunction
76. Equipment not functioning.
77. Bent pin on installed VGA cable, panel controlling lights doesn't work (managed by A/V, not PPM)
78. No cable to connect laptop to black box in smart room...
79. Projector was inaccessible through usual wall/black box connections
80. Arrangement of the equipment -- remotes falling down behind the equipment, cables missing
81. DVD player issues and system control issues
82. Answer for question 23: hard to know: from a couple of minutes to 30 minutes if I have to call for outside my dept. help
83. I bring my own laptop, LCD, etc.