

Classroom Technology Survey
Winter '09
Question 26

Which element of classroom technology causes you the most frustration?

1. Missing and/or non-functioning equipment.
2. NA
3. Web CT
4. Poor quality data projectors, no ambient light control in rooms
5. When the technology does not work, or a cable is missing, etc.
6. When a projection system, notepad camera, microphone is not working
7. Equipment is not always working--last faculty did not report a problem.
8. ALL things technological....
9. Class lighting
10. Connecting laptops to the wall jack and getting the computer desktop to project on the screen. I've been using this equipment for years now and still, every time a student plugs in their laptop, it feels like a crap shoot...you just never know if the image will show up on the screen.
11. Besides not having a monitor, it is HUGELY frustrating that the system will log me off after 15 minutes of inactivity. While there is an application I can run, I occasionally forget to set it and find myself interrupted in the middle of a discussion to run to stop the system from logging me off. It also makes me look like a dufus when it is the students that point out that I'm getting logged out. I know that ITR is protecting me from me by having it log out, but it's a frustrating situation that should be revised.
12. Inconsistency in showing video files; also, the lack of space to write on both white/chalkboard and show a presentation at the same time.
13. Lack of monitor
14. Smart Box Systems all different
15. Overhead projectors that disappear out of the classroom; the lack of consistency in equipment - every classroom is different - some require a laptop; others require only a flashdrive

Classroom Technology Survey
Winter '09
Question 26

16. Limited training so have to figure out things such as using ResponseWare (audience response software) on my own
17. Network connections and video projectors
18. The settings in certain classrooms, e.g. Manzanita Hall 130
19. The cable connections are flakey.
20. Connecting and turning on the computer related wires and screen
21. When it doesn't work
22. Wireless internet - when a room does not get good reception
23. Poor sound speakers.
24. The projector
25. Rooms without a computer, rooms with only a projector
26. Login process is slow
27. Annual change in software related to use of the plotter and the lab assistance limited knowledge on how to access custom settings when trying to plot larger jobs. Only reason for the complaint is because once you get proficient with software it is disheartening to have to discover a change which causes you to take too much time getting a plotting job completed.
28. Just when things doesn't work, but that's seldom.
29. The computer/projector interface
30. Using a new piece of hardware without sufficient documentation or information.
31. Active Directory conflicts with LAN technology
32. Updating software and not being able to use it with what I have
33. Wireless mouse
34. No computer in classroom and poor equipment position
35. Weak usability, reliability, and accessibility
36. DVD and videos

Classroom Technology Survey
Winter '09
Question 26

37. Not sure
38. Relative poor quality of data projector—image is often fuzzy.
39. Missing equipment
40. WebCT
41. Lack of standard - all classrooms different technology
42. The frequency with which "something" goes wrong, as well as the sheer number of things that can potentially go wrong, from faulty wiring to smartroom rules that differ from one classroom to the next. Often the problem is resolved by addressing an extremely obscure issue, of the "I never would have figured that out without technical support" variety.
43. Classrooms without computers, keyboards, and mice. Sometimes it's impossible for me to use Powerpoint, and the computers that the department provides are quite heavy and difficult to carry across campus.
44. DVD, VCR--hard to turn on parts of equipment
45. Finding the right source to switch from on device to another
46. Switching between mediums -- e.g., Powerpoint to DVD, etc.
47. Lens cover not removed, software not updated
48. When things don't work, but are easily fixed if support were more easily available in the evening, when my classes are, or better instructions were on hand.
49. No personal video monitor have to watch screen and block some students' views
50. Speed of the devices used for turning on the system and changing the slides
51. Plasma screen in Noski does not work with my personal laptop (to the best of my knowledge) so students suffer
52. Media box being in the back of a classroom (Education building) and the cable to the laptop being too short. It is extremely inconvenient.
53. See above for obstacles

Classroom Technology Survey
Winter '09
Question 26

54. Software incompatibility, dead batteries, password protections that do not allow quick fixes of problems.
55. N/A
56. My students often use their various personal laptops for Powerpoint presentations and showing YouTube clips. Every computer has to be treated differently it seems. Sometimes you have to press F8 to make it work, other times it some other key. But there are no written instructions anywhere. Sometimes you do everything correctly, and you still can't get the image to project. SOOOO Frustrating.
57. When things don't work as expected. Systems should be checked/tested more frequently.
- (a) Lighting arrangements need to be adapted. We need better ways to dim lights, without turning them out, better shades for classrooms with windows, etc. (b) There need to be ways to suspend the quick lockdown of inactive computers to facilitate movement from one type of pedagogy to another.
58. While the projectors in the rooms I use are fine, the lighting could use some work. Either the classroom is too bright or entirely dark, there really is no good middle ground between the two.
59. Projectors should avoid remotes. They usually do not work or they are missing. Wireless too slow.
60. Lack of a unified system in the classroom
61. Connecting the computer to the big projection screen.
62. Slow older computers that take time opening files are almost embarrassing during lectures. Also slow older computers that have something wrong with them and move forward in the PowerPoint presentation without my touching the fingerboard. Older digital projectors with lines that show in the middle of images. I also find very new versions of software frustrating to deal with--I have pretty current software, but the brand-newest version is frustrating to deal with in front of the class. It will cause me to personally purchase the newer software much earlier than I would actually need to do--just to get through class.
63. The equipment changes from classroom to classroom, it seems
64. Computer

Classroom Technology Survey
Winter '09
Question 26

- 65. DVD player/overhead projectors
- 66. Switching between computer and video interfaces can be tricky.
- 67. Video
- 68. Lack of computers in classrooms. Classrooms with no technology (i.e. non-smart classrooms) Lack of appropriate cables and power outlets. Missing remotes for VHS/DVD Placement of black boxes in smart classrooms Lack of remote controls for PowerPoint presentations
- 69. The projectors are not bright enough. Turning off the lights causes students to fall asleep. Leaving all the lights light makes it difficult to see the material being projected.
- 70. No iPod support.
- 71. Missing cables or non-functioning equipment
- 72. WebCT.
- 73. None
- 74. Finding keys and people who can tell me how things work.
- 75. Wireless connection (on old computers from department)
- 76. Some of the stuff on WebCT (course website) does not work properly.
- 77. Projectors that don't work/can't receive a computer signal.
- 78. Things not being where/there when they are supposed to be
- 79. Overhead projectors.
- 80. Needing to bring own laptop; not having a remote.
- 81. The set up in most classrooms is horrible. No room to put my computer; position of the black boxes is often odd; how about a table next to the black box or outlets. I often end up with my computer on the floor somewhere.
- 82. Quality- quality of the screen, room arrangements- no white boards, no doc camera.

Classroom Technology Survey
Winter '09
Question 26

83. When only some of the technology works. In MZ hall, the computers are in the classrooms---they are NOT hooked up. Instead, they are piled onto of the cabinets collecting dust. AH!
84. Data projectors don't communicate with computer.
85. Network Connectivity
86. No support for part timers especially in the evenings.
87. Internet
88. Video
89. Trying to get the data projector to communicate with my laptop
90. Missing pieces to the technology
91. Ability to "connect"
92. ?
93. Connecting laptop to projector
94. Clunky computers in computer labs with limited software. Poor performance of university servers and wireless network. Limited storage space on university servers.
95. LCD
96. Failed equipment
97. Powerpoint and Internet access.
98. When it is SLOW
99. Carting it to and from the classroom
100. Video plug-ins not always up to date in ed. bldg. computer labs
101. Not having projection systems in all classrooms
102. Video/DVD, ability for captioning for the Hearing Impaired students
103. Not getting wireless in some parts of campus. And that not all smart cabinets have the same equipment.

Classroom Technology Survey
Winter '09
Question 26

104. Unavailability of quick responses by university help desk
105. The wiring from the A/V box in the room to a laptop needs to be much longer because it restricts you from being very near the A/V box. There should be more hook-up connections in the middle of the room for presentations.
106. I would like it to be easier to use my own computer in the classroom.
107. Wireless goes in and out, can't access the web hardly ever in certain rooms - 600 building in the art area very bad. Also, I need personalized training on Web CT and no one will answer my emails regarding this request.
108. Lack of plugs, projector, no computer in room
109. Setup prompts during lectures. Slow wireless network with multiple logins. Performance of the built-in computer. My laptop is far better than what is in the classroom.
110. Disruption of connections, missing controls
111. Occasional connectivity issues.
112. The classroom technology never works when I need it. Never. Especially if a student needs to use a Macintosh. The right connection cords are never available, and when they are it takes a ridiculous amount of time to get things to work. This is the main problem: nothing works properly straight off the bat, even when I ask students to take the equipment in hand.
113. Connectivity using my own computer or thumbnail drive
114. The CD/DVD players are very basic and not user friendly. I waste class time accessing specific DVD and CD tracks or portions thereof. If I want 3:31 on track 17, I should be able to go directly to track 17 and have a good scan to get to 3:31. Manzanita 130 does not have such equipment. MZ130 should also have a turntable, as should all classrooms in Cypress Hall.
115. Black box button that don't work properly, JA 100
116. The more complicated aspects in data projection systems and servicing of the projectors.
117. Computer needs to be by the box instead of being able to lecture from a podium

Classroom Technology Survey
Winter '09
Question 26

118. I am not familiar with the clickers and some of the other services offered and have not used them.
119. Having to haul a PowerPoint projector, extension cords, etc into the lecture room and hook up everything before each lecture and then dismantle everything when I'm done.
120. When something doesn't work
121. New technology that I have not been taught because I teach during the hours orientation is given and a second or third orientation is not scheduled. Then everyone expects you can use the new stuff and doesn't want to take the time to educate you because they believe you were not responsible for showing up to the class.
122. Lack of LCD projector. I have to go and cart the equipment across buildings. In many cases, the last lecturer is still using the equipment and I am late getting the equipment set up.
123. Turning the equipment on
124. Not having access
125. Computer connectivity
126. Remote is usually lost/setting up Powerpoint connection with personal computer
127. Old and/or poor maintained equipment. Poor connectivity of components.
128. Video projector
129. UVN
130. The server and old CPU's
131. None
132. Powerpoint
133. LCD Projectors in various classrooms. Though kept in lockboxes, there are remote controls missing, cables missing, and audio cable missing.
134. When I have to bring equipment to a classroom that is not a smart classroom

Classroom Technology Survey
Winter '09
Question 26

135. Using the system is a pain. It looks like wires are rigged with outdated technology.
136. Over head projector and connection to the web via computer
137. The projector
138. Outdated equipment and software
139. This is difficult to answer as I rarely use anything: I do not know who to get "Black Box" keys from in various buildings. I have never been trained on the "Black Box." Often there is no TV/VCR/DVD in the rooms. Lack of consistency. I would use more if I knew how to use it.
140. Dead batteries
141. Slow connection. No phone access so that we can use UVN
142. Sound capability of Elluminate drives me nuts
143. Not applicable
144. Not having the right cables and not being able to get access to the keys that let you into the tech
145. Lack of outlets locations for presentation area
146. Connecting data projector to the computer(s) I bring to class.
147. IT...they are not always available...
148. Lack of simple remote for advancing slides
149. All of it. I often do not use the technology in the classrooms that I teach in because more often than not they do not work and it takes too much time to mess with. Often I will go to a classroom ahead of time to make certain that things are working and then when I get to my actual class time, it will not work.
150. No computers
151. NA
152. When the configuration is inflexible and does not support the activities I need to do in my lecture. Slow network. No printing in lab.
153. Connecting everything

Classroom Technology Survey
Winter '09
Question 26

- 154. Malfunctioning or poorly maintained data projectors.
- 155. None
- 156. NO EQUIPMENT AVAILABLE IN THE EVENING!!!!!! AND NO ONE TO HELP!!!!!!
- 157. Battery problems this semester; generally counterintuitive interface; substantial startup time.
- 158. WebCT
- 159. VHS/CD projector - In some halls, hard to figure out sound/video outputs
- 160. Our dept has no true smart classrooms, we use carts - occasionally they are not available (fortunately for me and unfortunately for students many faculty do not use tech so competition for cart access is a minor issue - but a big deal when a problem). the other frustration is bureaucratic silly rules - don't take the dept cart to other buildings, assigned class room in other building is not smart - hummm - follow the rule, hurt the customer or break the rule and help the customer?
- 161. Computer
- 162. Network connectivity problems
- 163. Software
- 164. There is no monitor for the computer in JA100
- 165. VCR
- 166. The placement of the plugs for the smartrooms are often in awkward positions.
- 167. Wireless - lousy in Nordhoff hall
- 168. Slow access during peak use cycles
- 169. Lack of responsibility
- 170. Locked cabinets, variety of technology without instruction, etc.
- 171. Internal configuration of the equipment to make sure that my video clips play within my Powerpoint

Classroom Technology Survey
Winter '09
Question 26

172. Already provided equipment and supplies- often missing or not useable
173. Simple things like the difficulty getting a replacement bulb for a digital projector in a timely manner...the most sophisticated systems still need a quick response team to keep them running when needed.
174. Smart classrooms that are dumb. They can be dumb in two ways: First they just have a projector but no computer or they have a computer but unreliable Internet access. Second, they have the above, but once the screen is down there is not available board space to write on. This is JUST A MATTER OF POOR PLANNING!!! In math it is pedagogically moronic to project everything. Students go into a coma instantly. We need to project partially completed notes, which the students have in their hands, and then complete those notes (via working out word problems or proofs) live (via speaking and writing on a board). Anything else simply does not work... I have tried.
175. Wireless Internet, students don't have enough outlets to plug in their computers
176. The fact that there is only one classroom that I regularly teach in which is a 'smart classroom'--- in all others I have to cart around a projector, cables, and extension cords!
177. Different equipment and/or connectivity issues in every single classroom! I am not savvy enough to figure it out.
178. Equipment that doesn't work
179. Room configurations. I was going to write Harry an email about this - the room configurations, lack of white boards, poorly placed white boards and other simple things that just need re-arrangement is a big deal.
180. Lack of it
181. Overhead projectors so dirty students can barely see the slides. Burned out bulbs in overhead projects and no replacement available.
182. Faulty equipment
183. Unpredictability of my computer and the proper functioning of the classroom technologies
184. When files won't load or multimedia in PowerPoint doesn't work.

Classroom Technology Survey
Winter '09
Question 26

185. Projectors
186. When batteries need replacement in remote or remote is missing
187. One of the reasons I use my own laptop is that I know I can trust video/audio synchronization in my presentations. That is not always the case when moving to a different computer, much less platform (e.g., PC to Mac).
188. Getting it to work with 2 different remotes
189. Occasional problems getting projector and laptop to communicate
190. Poor resources for teaching art history. Remote control never works; computers are out-of-date and not even in the classroom. A "smart" classroom should at least have a computer in the room.
191. Old VCR machines
192. Getting the classroom equipment to work
193. Having my class try to use the Linux operating system in the JR 254 Computer Lab for Windows applications
194. Nothing
195. I would like it if the A/V box was another foot toward the center of the classroom because I'm off very far to one side and have to move a table over to hold my computer, which is tethered very close to the box. I have to move stuff around a lot, and it's harder to connect with people on the far side of the room. Everything else is good!
196. Need to be able to use a projector and screen, but at the same time have space to write. Would be nice to have two screens: one for computer projector and another for overhead (so both could be used simultaneously).
197. Some classrooms do not get good wireless signals. Many classrooms have HORRIBLE locations for your laptop computer to reach the LCD cord connection. I've had to teach in Education classrooms and leave my laptop in the back of the classroom so it may be hooked up to the LCD projector- that is pointless. Even in classrooms where the connection is to the side is highly undesirable.
198. Contradictory instructions on equipment and online.
199. Occasional use of technology. Not knowing which settings are needed.

Classroom Technology Survey
Winter '09
Question 26

- 200. Changing back and forth with the equipment (DVD to laptop to VCR, etc)
- 201. The fact that we have one smart classroom with 700 music majors. We should have computer and projection screens and working DVD players in every single classroom in the music building.
- 202. Connectivity
- 203. Wireless keyboard and mouse
- 204. That everyone thinks the computer does the work or makes it easier. In animation it does not. It makes more work and the student must bring much creativity and art skill to it.
- 205. None.
- 206. Students who talk too much. Wait no technology there. Okay, none of it is frustrating.
- 207. Wireless Internet is a distraction for students.
- 208. Wireless network
- 209. Closed captioning. Some classes have a very simple toggle switch while others you have to find the menu on technology being used.
- 210. The fact there is NO computers and I have to take my own to all my classes (which means leaving at least 30 min. before the start of classes to set up the equipment when I teach in other buildings).
- 211. Wireless connectivity and projection
- 212. It would be nice to have computers in the smart classrooms. If I have to take something down with me anyway (such as a computer), it's easier just to take a smart cart (which has the data projector and computer together).
- 213. Wireless access and speed.
- 214. Wireless connection
- 215. I find little trouble with any.
- 216. Not having a forward, student-facing screen for instructors to look at and the cords that force laptop users to stand within 3 feet of the black box.

Classroom Technology Survey
Winter '09
Question 26

- 217. NA
- 218. Accessibility, video
- 219. None
- 220. Watching television - some classrooms are equipped, and some aren't, and there doesn't seem to be a standard way of accessing television channels.
- 221. Unstable network
- 222. Dead batteries and wireless mouse/keyboard communication problems sometimes due to antenna distance to computer.
- 223. Dealing with little glitches
- 224. Slow systems or crashes
- 225. The projectors/screens block the white board
- 226. That I have to obtain the projector from a separate room and wheel it into the classroom, set it up and break it down.. along with my computer... each and EVERY day if I want to use Powerpoint for my lectures. I wonder how many hours of my time this probably represents after the last few years? Enough to have written another major grant proposal? Probably so.... Seems like a few thousand dollars of equipment investment would free up a LOT of faculty time.... seems like a no-brainer to me....
- 227. Equipment not up-to-date (no Mac hook-up) or low quality (projectors)
- 228. Overhead projector
- 229. Lack of "smart room" projection options in computer lab and an appropriate place to project
- 230. Windows operating system.
- 231. The variety of logon variations. There have been many different iterations...and continue to be.
- 232. Showing DVDs using classroom computer
- 233. Some of my assigned classrooms have no technology; only a white board
- 234. Missing remotes and figuring out volume controls on DVD Players and VCRs.

Classroom Technology Survey
Winter '09
Question 26

- 235. Sometimes delays, not lately
- 236. Although the wired access to the Internet (during lectures) is reliable, wireless, which I use with my laptop during labs, is unpredictable and mostly non-existent.
- 237. Marginal support after 5 pm when things are going wrong. Missing remote controls.
- 238. Problems with VCR/ CD/ DVD--this is a minimal issue; otherwise, there is no problem.
- 239. Hardware longevity issues
- 240. Unable to connect laptop to in-classroom wires/technology, and inability to use DVD in classroom without outside laptop/LCD projector
- 241. This may be more of my skills levels, but the ability to quickly set up the class presentation at the start of a session, to move around the classroom while still being able to move PowerPoint slides forward, etc., to move back and forth between different teaching forms (PowerPoint to video clip/VCR/DVD and back).
- 242. Sound...lecture/voice amplification
- 243. Having to schlep a projector, computer to a classroom across campus that has two broken TVs--we couldn't even watch a VCR film--and there was too much light coming through the windows, which impaired students ability to make out images--this is a problem in a number of classrooms on campus
- 244. The white boards. I am not using them at all this semester, because they are not functioning correctly.
- 245. Any lack of preparation results in disaster
- 246. None
- 247. Increasing pressure to use technology for all the wrong "reasons": it's cheaper, it's newer, it's efficient, students like it, it helps with large enrollments, etc.
- 248. Projector
- 249. When there is not a CPU in the classroom

Classroom Technology Survey
Winter '09
Question 26

- 250. Inconsistent configuration of smart classrooms makes it difficult to know what to expect when using a new room. Missing equipment (E.G. remote controls, cables, etc.) result in me bringing my own to avoid unexpected problems.
- 251. The wires and remotes inside the black box are unnecessarily complicated. Just showing a DVD becomes a bother. The simple TV and video/DVD equipment were much simpler.
- 252. Powerpoint--when students bring in presentations, but the room doesn't have a computer-- we often have problems with laptop connections
- 253. Getting support for evening classes
- 254. Switching between multiple devices plugged into the data projector. Overhead projectors are frequently broken.
- 255. Students are looking at their cell phones. How can we use that to teach them...?
- 256. I only use what I know and what the students need, therefore, I avoid frustration whenever possible
- 257. Difficulty getting the projectors to work, usually somebody has to stand on a desk and flip a switch on the ceiling
- 258. NA
- 259. Getting computers to connect to the overhead LCD projector
- 260. When the network is down...
- 261. Finding someone has moved remote or batteries.
- 262. Broken, defective, stolen equipment
- 263. The fact that some smart rooms don't have computers.
- 264. Computer
- 265. Availability of computers. The computer I use is pretty slow to start. It is a desktop on a cart and I cannot start it up in the hallway while waiting for the previous class to end. It would be nice just to roll right in and be ready to go within 2 minutes.

Classroom Technology Survey
Winter '09
Question 26

- 266. It all does! I know six different languages (which are of course a form of technology), but I don't speak computer!
- 267. No computer in the classroom; laptop connections located inconveniently
- 268. There is an URGENT need for computers in the classroom. It is hard to have to personally finance the university's lack of resources and have to bring my personal computer to class every day. Moreover, it is more frustrating to have to always wonder whether or not the "smart" resources will actually work.
- 269. Wiring and cables
- 270. Sound system.
- 271. When someone leaves something uncharged, and I have to wait to get someone to fix the mouse.
- 272. Lack of a monitor; lack of adequate white board space.
- 273. Equipment not functioning as it should; colleagues who don't log off the computer after using it.
- 274. The labor support is quasi-talented, but grossly understaffed given the amount of equipment they need to manage to support academic activities (and I am including the decentralized staff too).
- 275. None
- 276. The lengthy set-up time (connecting my laptop to the black box and then getting online took so much time last semester, I quit using technology... a shame for my students!)
- 277. Spotty WIFI connections.
- 278. Going from Powerpoint presentations to video in the smart classes in Sagebrush
- 279. No software
- 280. Each room is configured differently
- 281. Network Connectivity
- 282. None

Classroom Technology Survey
Winter '09
Question 26

- 283. Having to bring my own laptop. Also, having to bring my own batteries in case the remotes are empty.
- 284. We don't have what we need. Nothing.
- 285. Loss of wireless connections
- 286. The fact that we do not have a way to deploy software to students via a web application.
- 287. Dependence on "administrative" passwords. I think we should be offered the chance to become the sysadmin so that we can upgrade or bypass certain programs.
- 288. The lack of technology to begin with
- 289. Sound and video on the laptop - student's use for their presentations.
- 290. I teach in a smart classroom but I don't have a laptop so I still have to check out an entire cart (computer tower plus projector)
- 291. N/A
- 292. Sometimes the LCD will not connect to my computer
- 293. The video players - previous users having altered the setup in ways that are difficult to switch to the right source. No clear directions on how to reset the system. Sometimes takes 3-4 minutes just to get both video and audio out. Sometimes complicated by the fact that instructors sometimes do not lock the AV box and students alter the settings when there are no classes using the room (i.e. playing their music or videos in the class.
- 294. Many times, it is hard to make the projector to connect to the appropriate equipment. Also, the setup is a nightmare sometimes.
- 295. Learning to use new versions of software (e.g., office)
- 296. UVN is all that I use and I have problems every semester...more than once or twice!
- 297. None. I can work around it.
- 298. The data projector
- 299. WEB-CT!! We need Blackboard.

Classroom Technology Survey
Winter '09
Question 26

300. Tech glitches - not updated computer software, not support