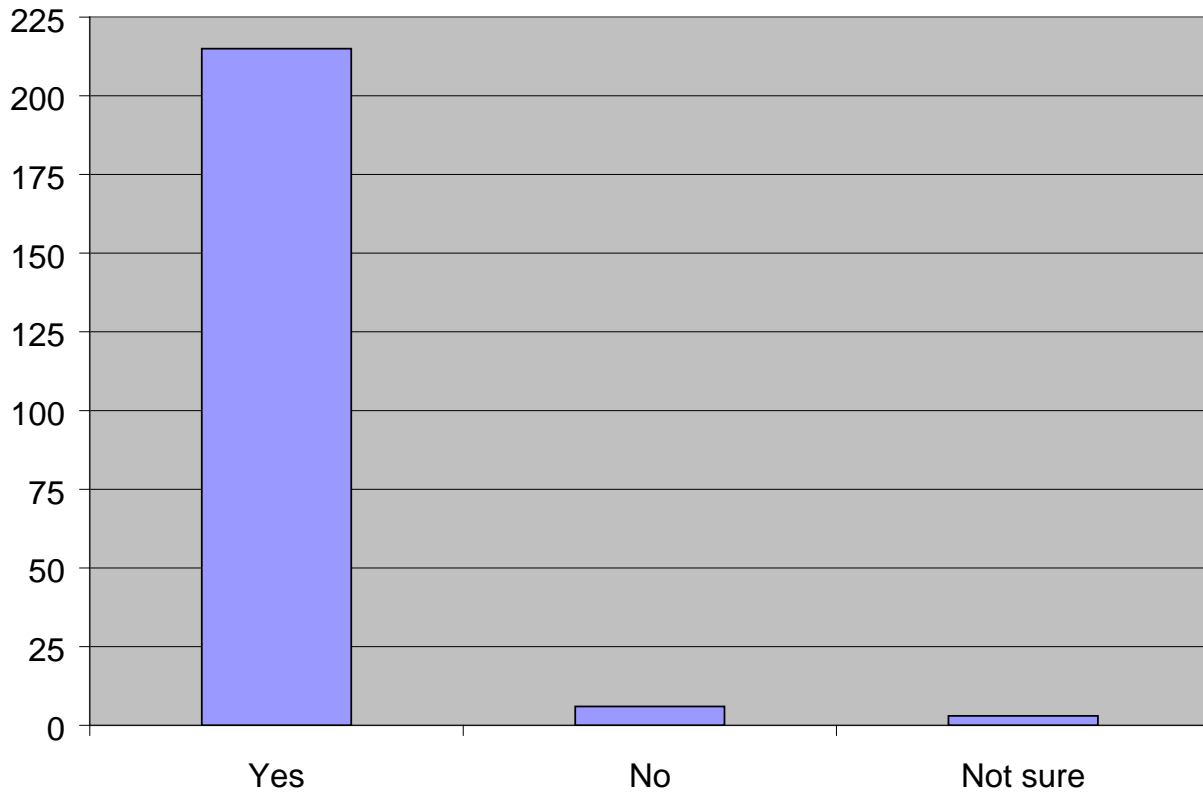


**21. Does your campus communicate with residents prior to their arrival in campus housing about services provided by, requirements to use, or recommendations concerning the use of the residential computer network?**

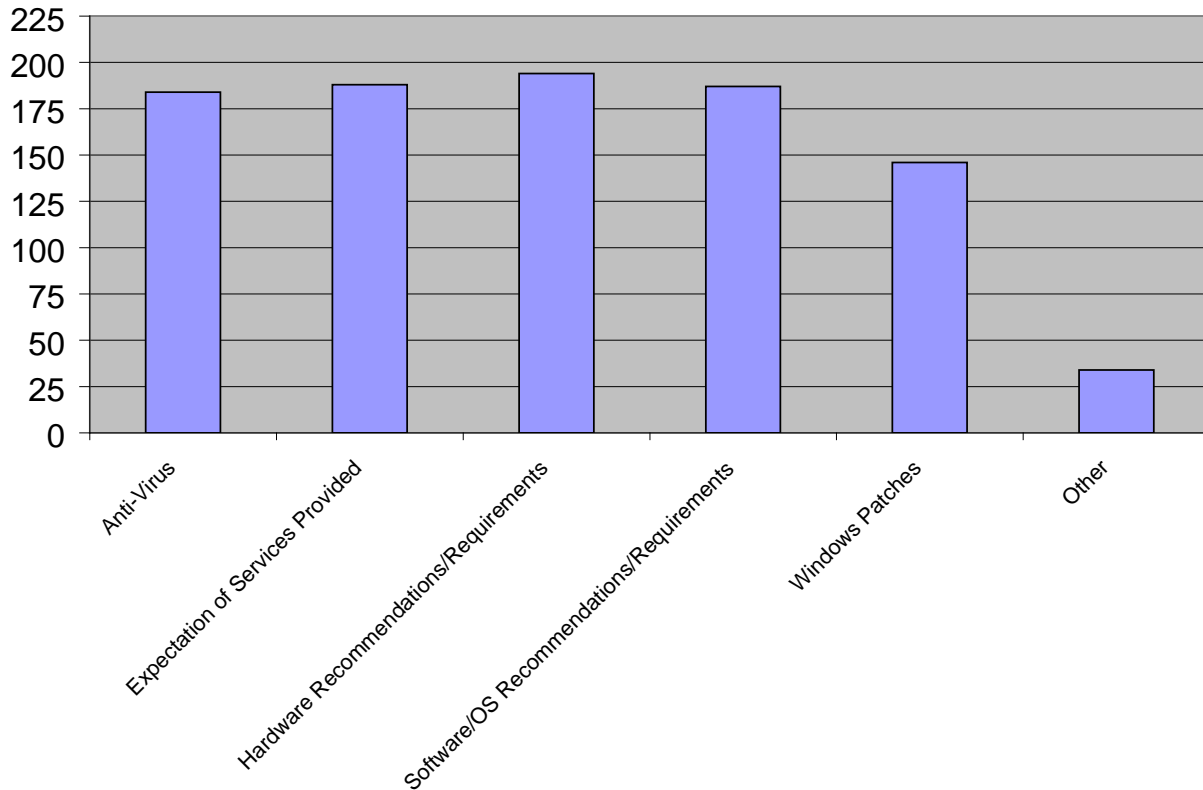
- Yes
- No
- Not sure



	Frequency	Percent
Yes	215	96%
No	6	3%
Not sure	3	1%

**22. What information does your campus communicate to residents prior to their arrival in on-campus housing? (Check all that apply)**

- Anti-virus software
- Expectation of services provided to users of the residential computer network
- Hardware recommendations/requirements
- Software/OS recommendations/requirements
- Windows patches
- Other (please specify)

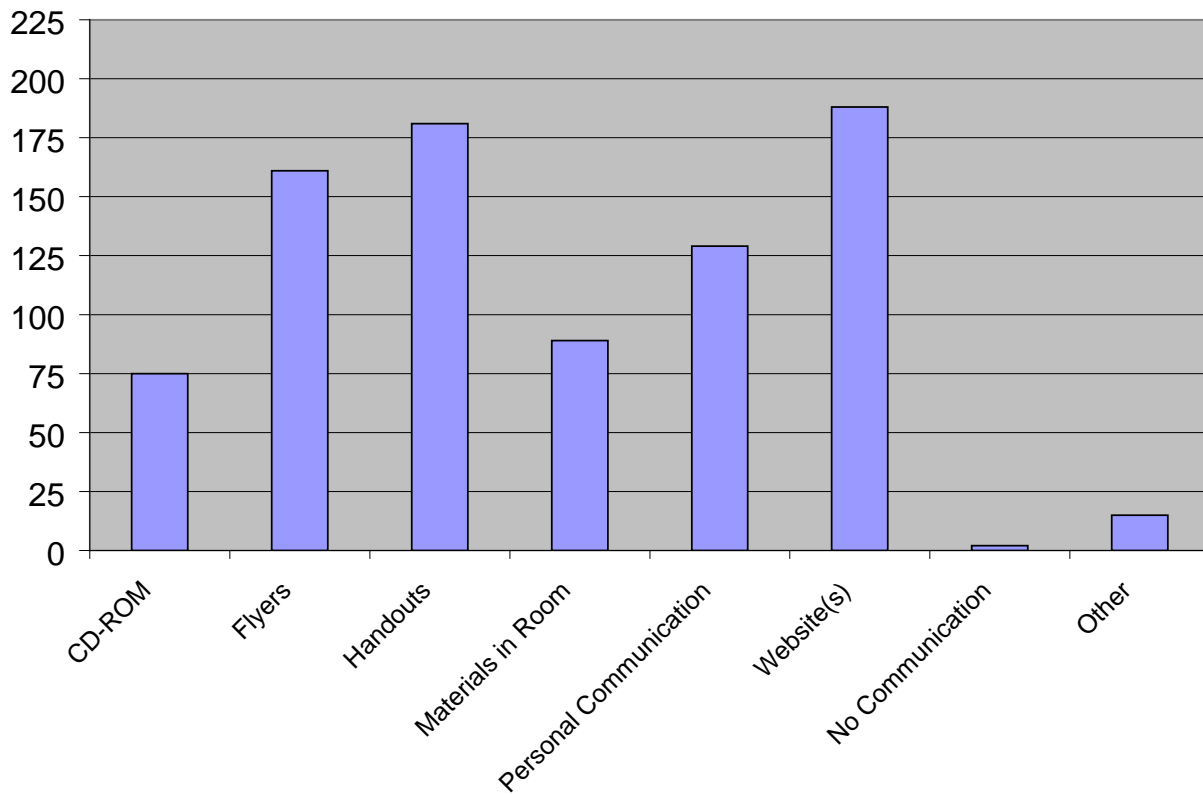


	Count	Proportion
Anti-Virus	184	86%
Expectation of Services Provided	188	87%
Hardware Recommendations/Requirements	194	90%
Software/OS Recommendations/Requirements	187	87%
Windows Patches	146	68%
Other	34	16%

9 respondents did not answer question 22 as they indicated in a previous question (21) that they do not communicate with residents prior to their arrival.

**23. Once residents arrive on campus, what methods are used to communicate with them prior to initial network connection? (Check all that apply)**

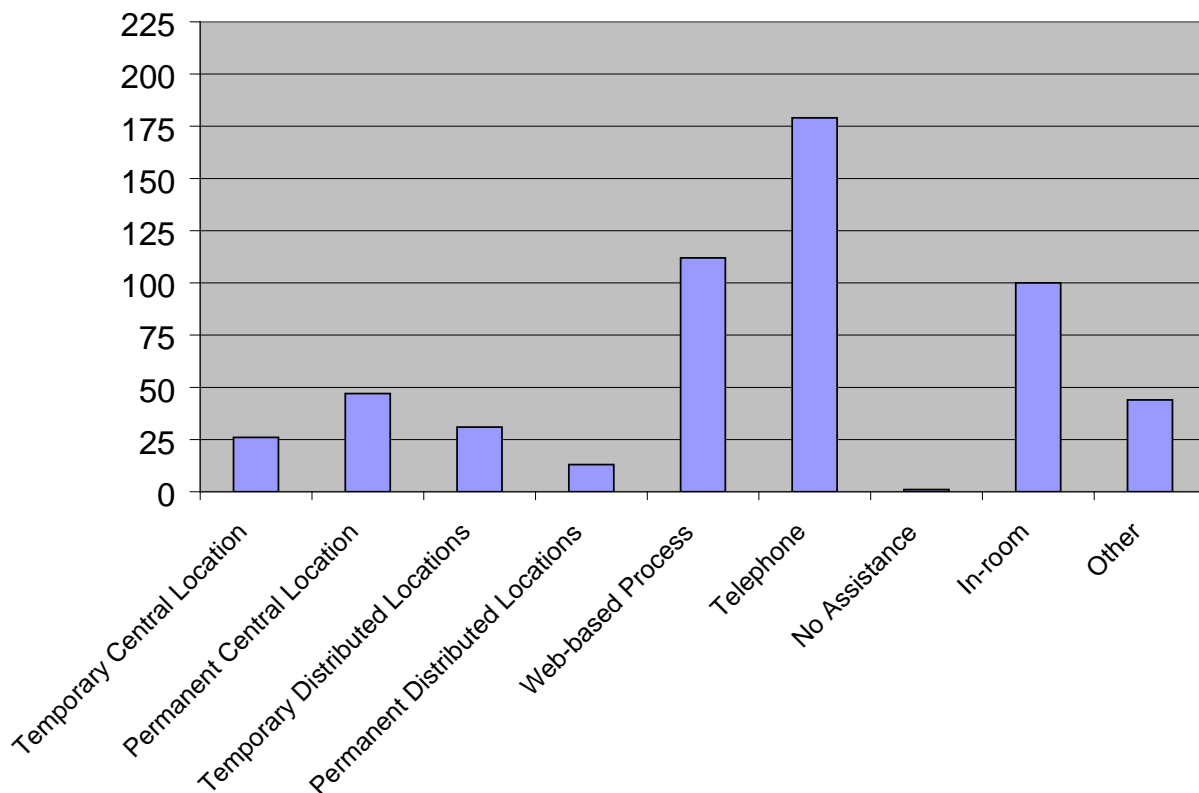
- CD-ROM
- Flyers (posted in common areas, in hallways, on doors, etc.)
- Handouts (pamphlets, booklets, etc. given to residents or made available to them)
- Materials placed in room
- Personal communication (i.e. "in person," before, during, or after move-in with Residence Life staff, IT staff, ResNet staff, etc.)
- Website(s)
- We do not communicate with the residents in this manner or at this time
- Other (please specify)



	Count	Proportion
CD-ROM	75	33%
Flyers	161	72%
Handouts	181	81%
Materials in Room	89	40%
Personal Communication	129	58%
Website(s)	188	84%
No Communication	2	1%
Other	15	7%

**24. Once residents arrive on campus and attempt to connect to the network, where do they obtain configuration assistance? (Check all that apply)**

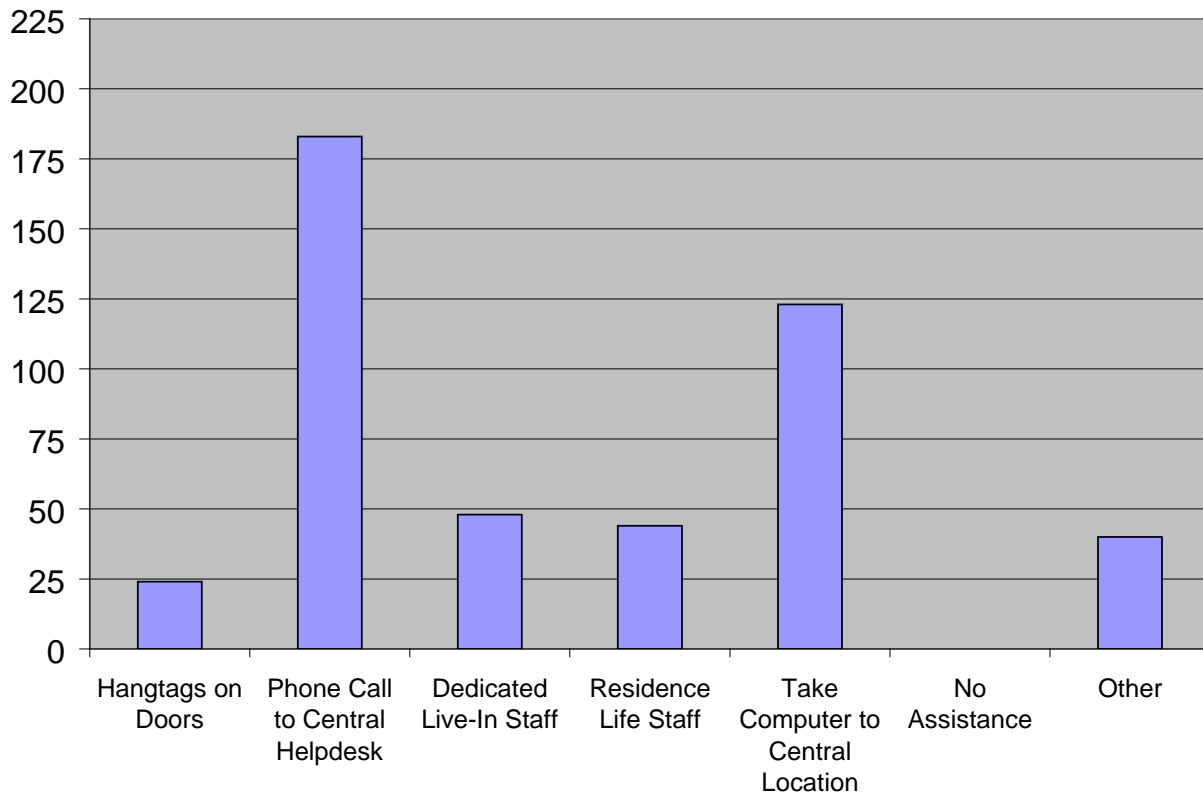
- All residents are required to go to a temporary central location (a converted lobby, study room, TV lounge, etc.)
- All residents are required to go to a permanent central location (the ResNet Office, Helpdesk, etc.)
- All residents are required to go to temporary distributed locations (converted lobbies, study rooms, TV lounges, etc.)
- All residents are required to go to permanent distributed locations (ResNet Offices, remote Helpdesks, etc.)
- Assistance is offered via a web-based process
- Residents call for assistance via their telephone
- We do not provide configuration assistance to residents
- We meet the resident in their residence (after an appointment has been set, a hangtag has been placed on their door, etc.)
- Other (please specify)



	Count	Proportion
Temporary Central Location	26	12%
Permanent Central Location	47	21%
Temporary Distributed Locations	31	14%
Permanent Distributed Locations	13	6%
Web-based Process	112	50%
Telephone	179	80%
No Assistance	1	0%
In-room	100	45%
Other	44	20%

**25. During the beginning of the semester, when most residents are arriving on campus and initially connecting their computer to the network, how do residents request setup or configuration assistance? (Check all that apply)**

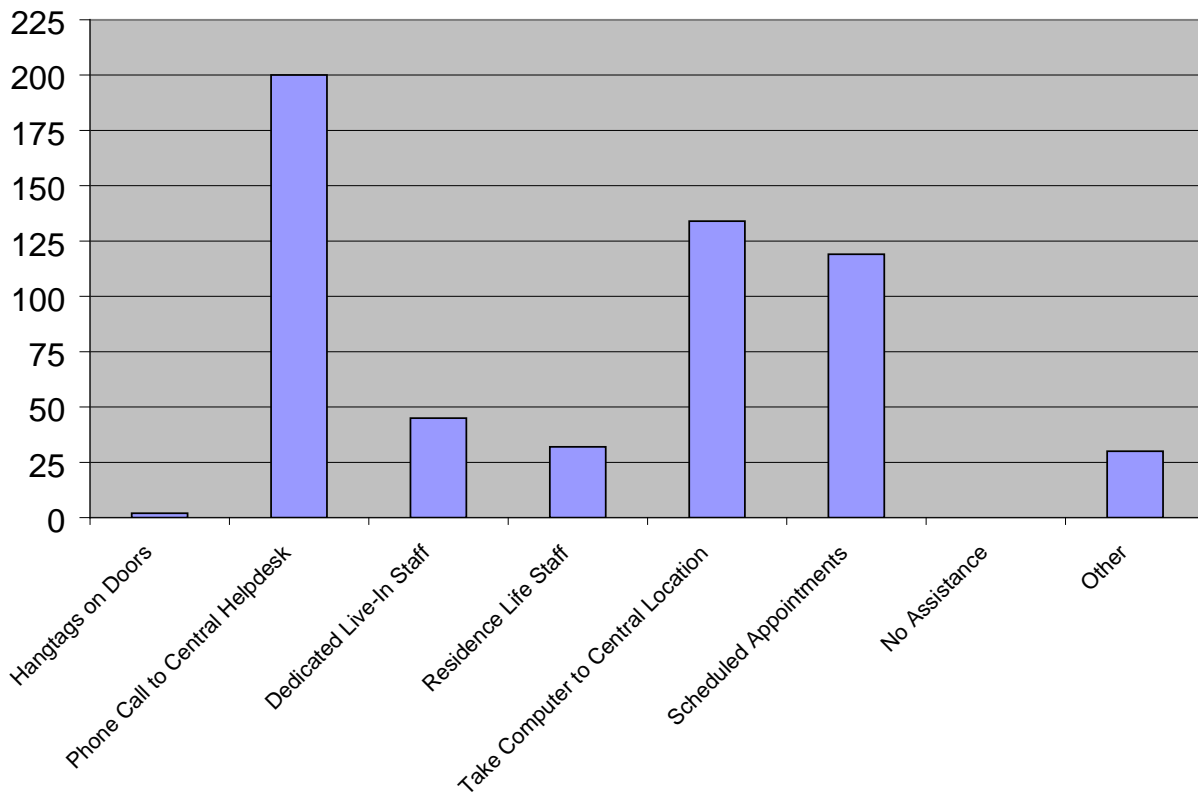
- Hangtags on doorknobs
- Phone call to central helpdesk
- Request for assistance through dedicated live-in network support student staff (RCC, ResNet Technician, etc.)
- Request for assistance through Residence Life staff (RA or CA)
- Take computer to central location(s)
- We do not provide setup or configuration assistance to residents
- Other (please specify)



	Count	Proportion
Hangtags on Doors	24	11%
Phone Call to Central Helpdesk	183	82%
Dedicated Live-In Staff	48	21%
Residence Life Staff	44	20%
Take Computer to Central Location	123	55%
No Assistance	0	0%
Other	40	18%

**26. After their initial connection, how do residents request assistance with their network connection (i.e. on-going support throughout the semester)? (Check all that apply)**

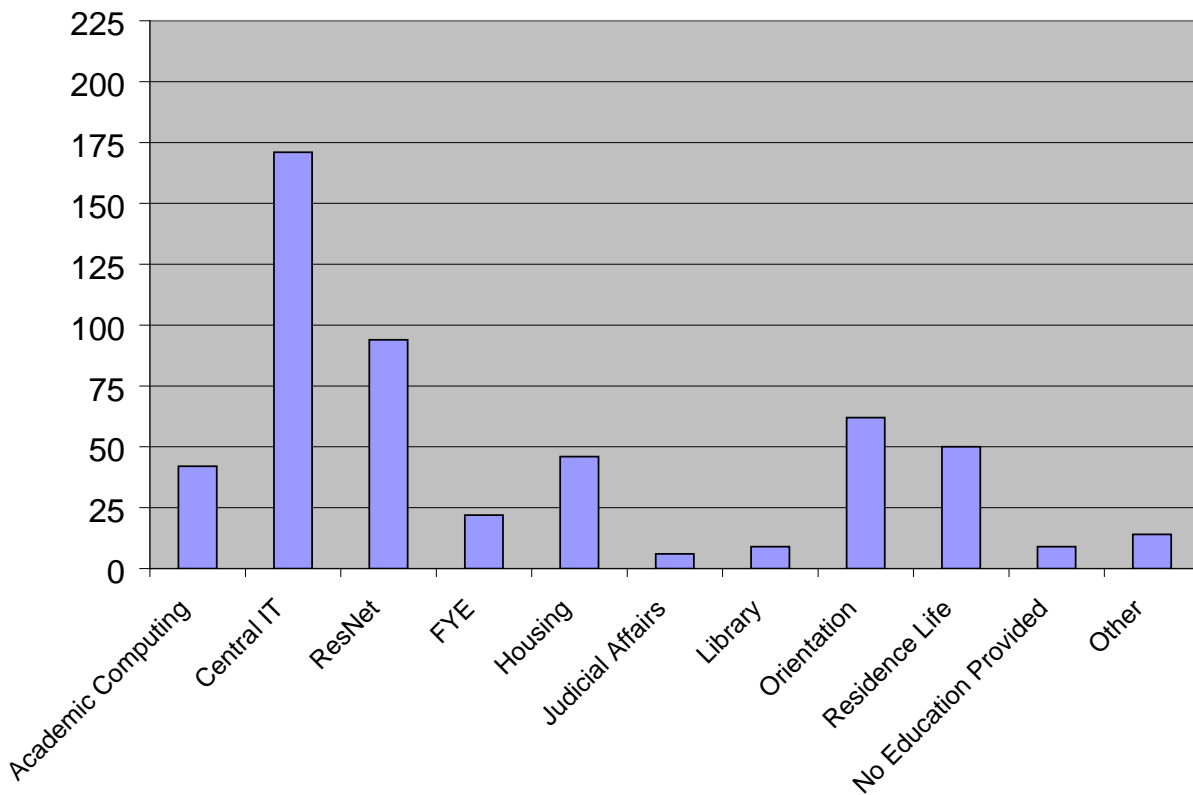
- Hangtags on doorknobs
- Phone call to central helpdesk
- Request for assistance through dedicated live-in network support student staff (RCC, ResNet Technician, etc.)
- Request for assistance through Residence Life staff (RA or CA)
- Take computer to central location(s)
- Scheduled in-room one-on-one appointments
- We do not provide this type of assistance to residents
- Other (please specify)



	Count	Proportion
Hangtags on Doors	2	1%
Phone Call to Central Helpdesk	200	89%
Dedicated Live-In Staff	45	20%
Residence Life Staff	32	14%
Take Computer to Central Location	134	60%
Scheduled Appointments	119	53%
No Assistance	0	0%
Other	30	13%

**27. Which programs, departments, or services work to provide education (programs, workshops, educational flyers, roundtable discussions, demonstrations, etc.) regarding the proper, safe, and effective use of the residential computer network to residents? (Check all that apply)**

- Academic Computing
- Central IT
- Dedicated "ResNet" department, group, team, or individual
- Freshman Year Experience
- Housing
- Judicial Affairs
- Library
- Orientation
- Residence Life
- We do not provide any education to our residents
- Other (please specify)

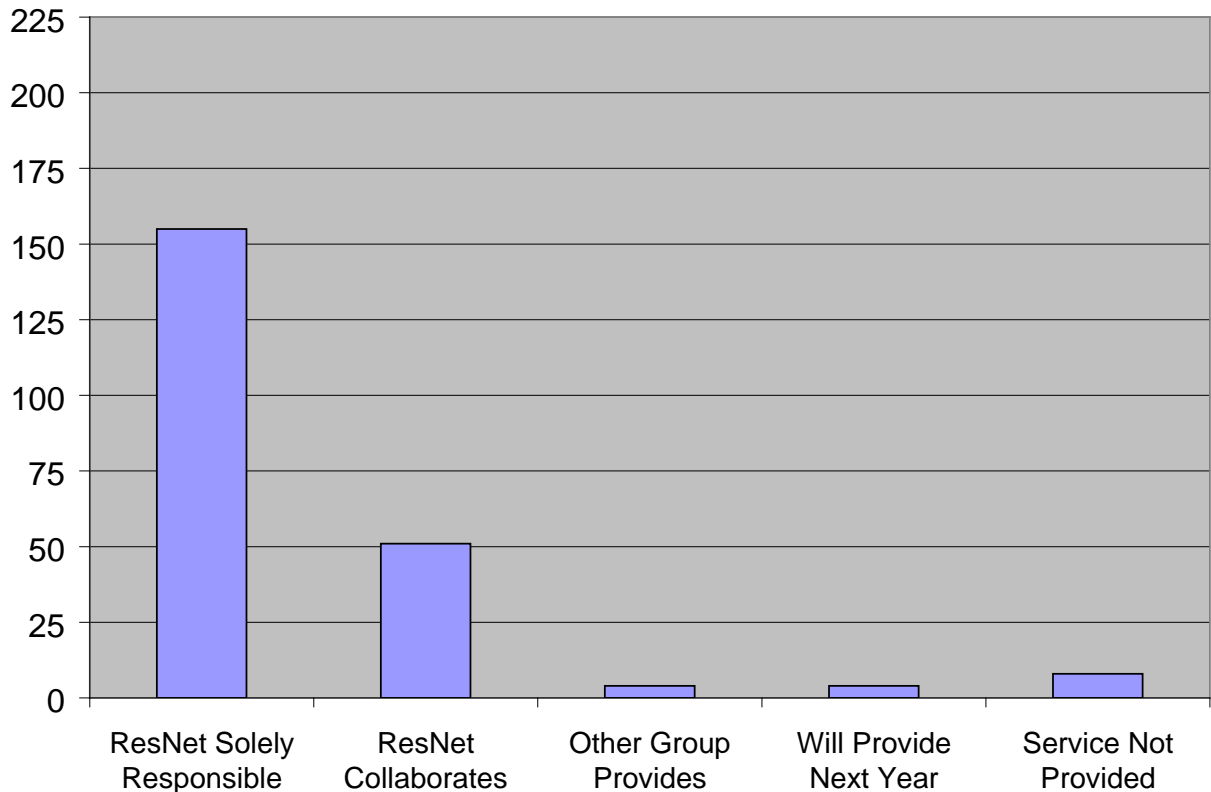


	Count	Proportion
Academic Computing	42	19%
Central IT	171	76%
ResNet	94	42%
FYE	22	10%
Housing	46	21%
Judicial Affairs	6	3%
Library	9	4%
Orientation	62	28%
Residence Life	50	22%
No Education Provided	9	4%
Other	14	6%

**28. If your institution offers any of the following services, please indicate if the group that provides end-user support for users of the residential computer network (i.e. the "ResNet" group) is responsible for providing the specific service.**

The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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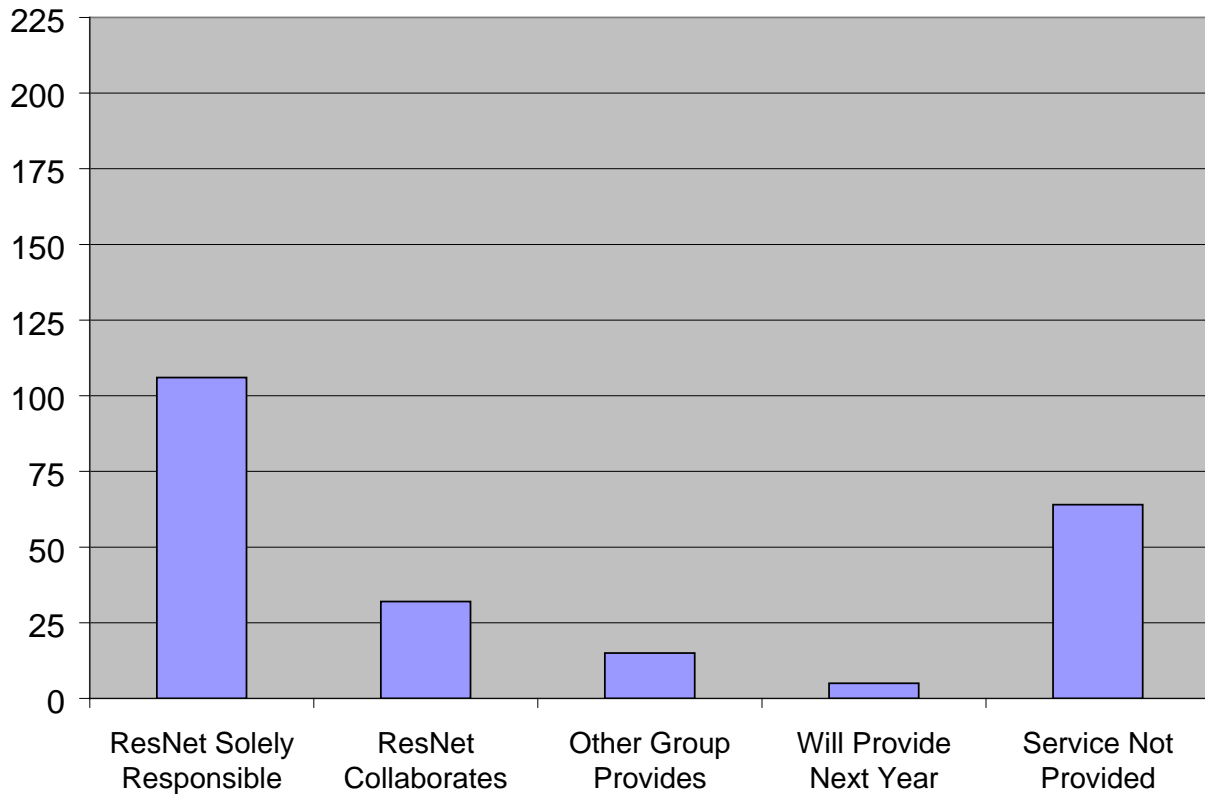
Assistance to users of the residential computer network identifying and removing malicious software (viruses, adware, spyware, etc.)



	Frequency	Percent
ResNet Solely Responsible	155	69%
ResNet Collaborates	51	23%
Other Group Provides	4	2%
Will Provide Next Year	4	2%
Service Not Provided	8	4%
No Answer	2	1%

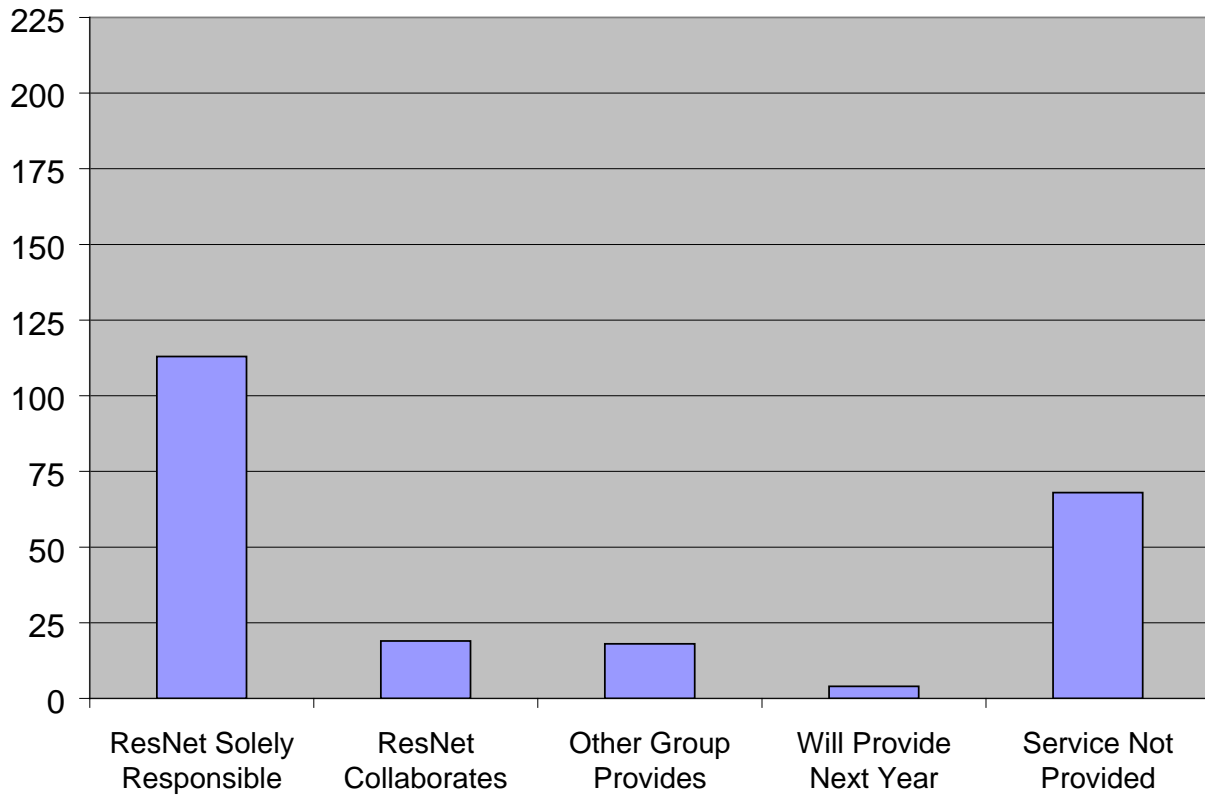
The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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Assistance to users of the residential computer network installing and using software applications



	Frequency	Percent
ResNet Solely Responsible	106	47%
ResNet Collaborates	32	14%
Other Group Provides	15	7%
Will Provide Next Year	5	2%
Service Not Provided	64	29%
No Answer	2	1%

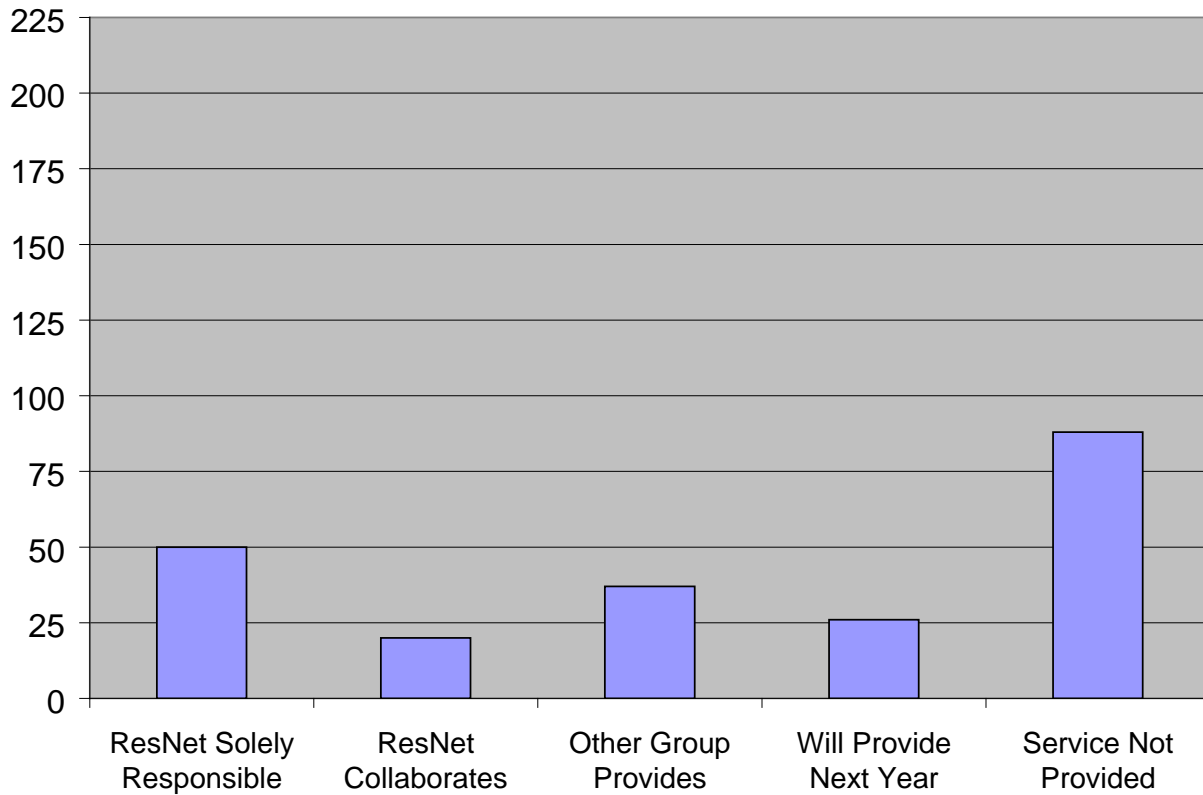
The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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	Frequency	Percent
ResNet Solely Responsible	113	50%
ResNet Collaborates	19	8%
Other Group Provides	18	8%
Will Provide Next Year	4	2%
Service Not Provided	68	30%
No Answer	2	1%

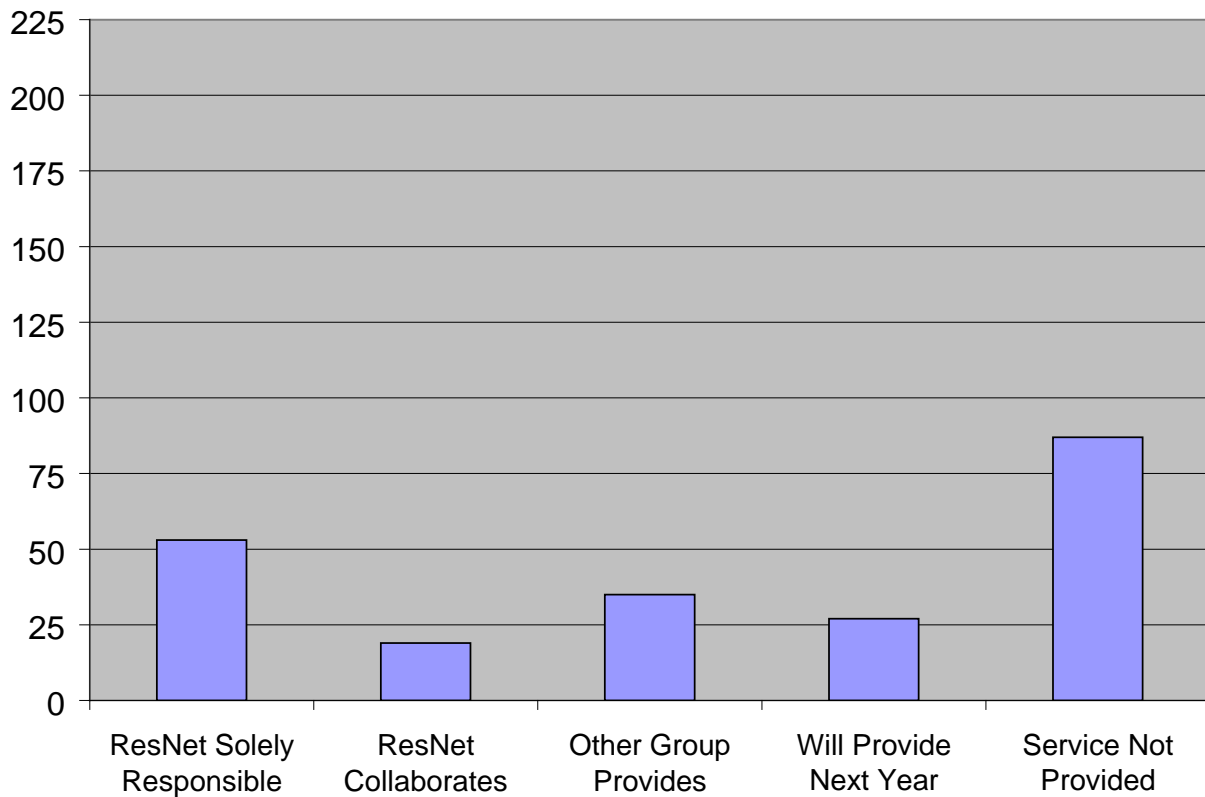
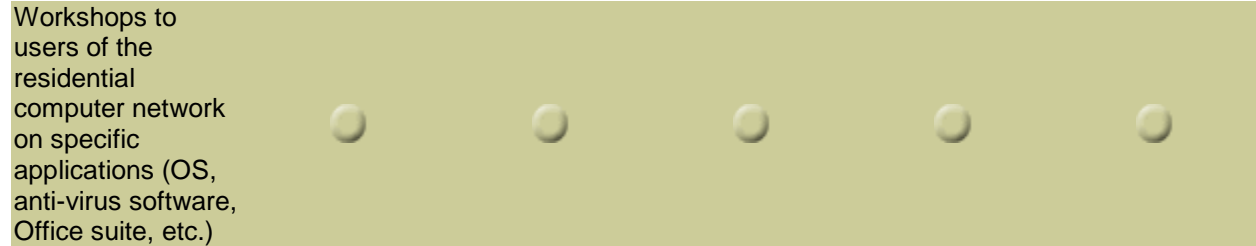
The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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Workshops to users of the residential computer network on basic computer use



	Frequency	Percent
ResNet Solely Responsible	50	22%
ResNet Collaborates	20	9%
Other Group Provides	37	17%
Will Provide Next Year	26	12%
Service Not Provided	88	39%
No Answer	3	1%

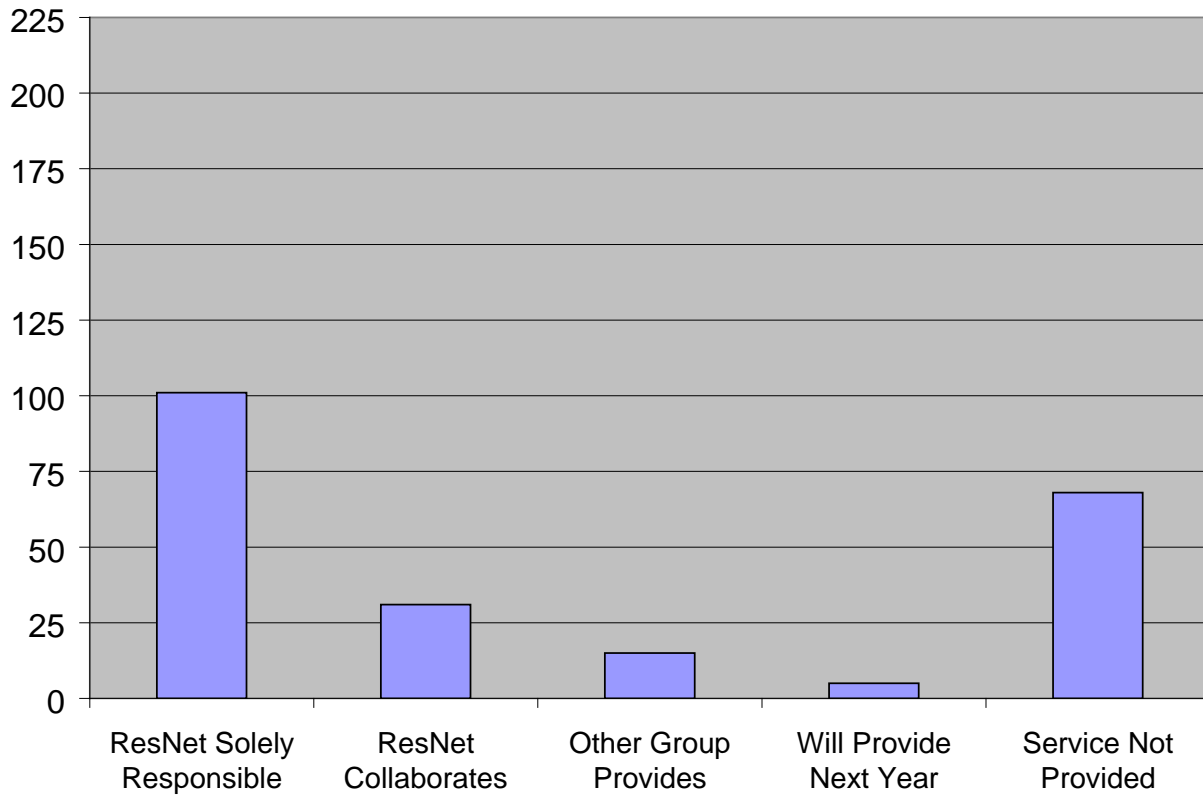
<p>The group which provides end-user support for users of the residential computer network is solely responsible for this service</p>	<p>The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service</p>	<p>Another group provides this service</p>	<p>This service is currently not provided but will be in the next year</p>	<p>This service is currently not provided and we do not plan on offering it in the next year</p>
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	Frequency	Percent
ResNet Solely Responsible	53	24%
ResNet Collaborates	19	8%
Other Group Provides	35	16%
Will Provide Next Year	27	12%
Service Not Provided	87	39%
No Answer	3	1%

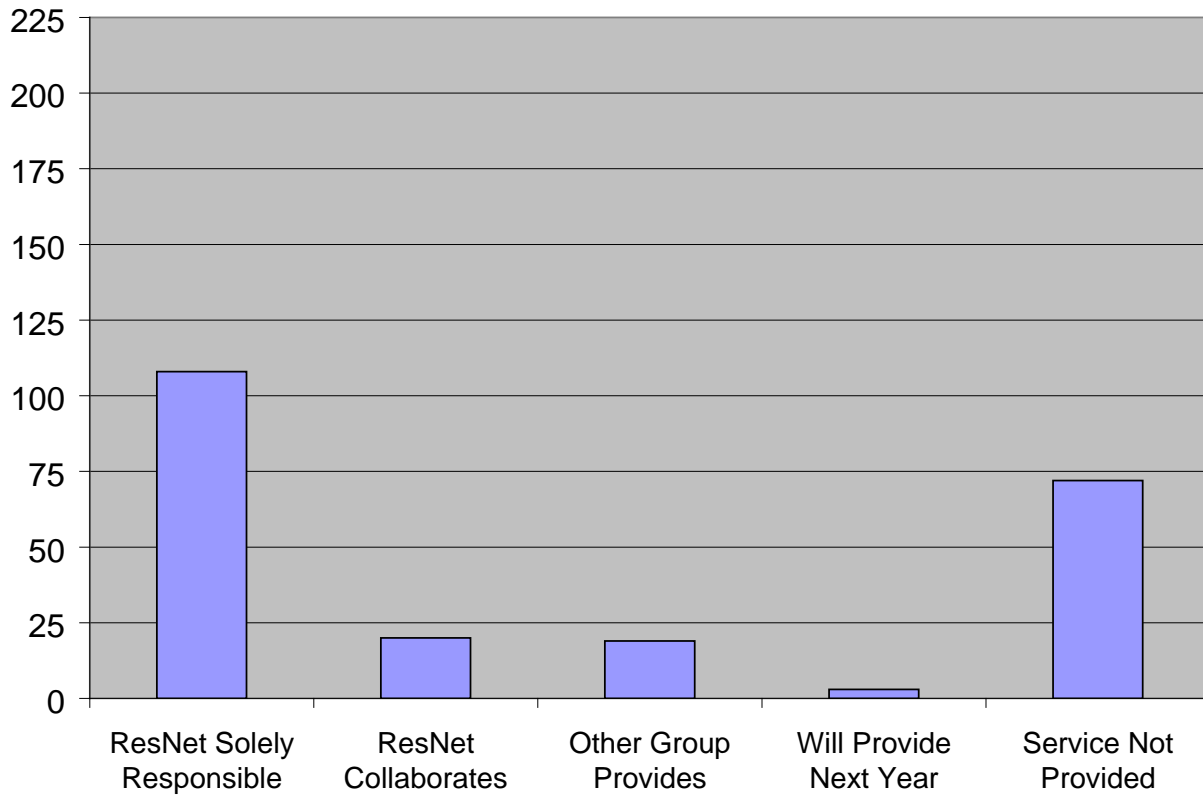
The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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Hardware failure diagnosis and assistance for users of the residential computer network



	Frequency	Percent
ResNet Solely Responsible	101	45%
ResNet Collaborates	31	14%
Other Group Provides	15	7%
Will Provide Next Year	5	2%
Service Not Provided	68	30%
No Answer	4	2%

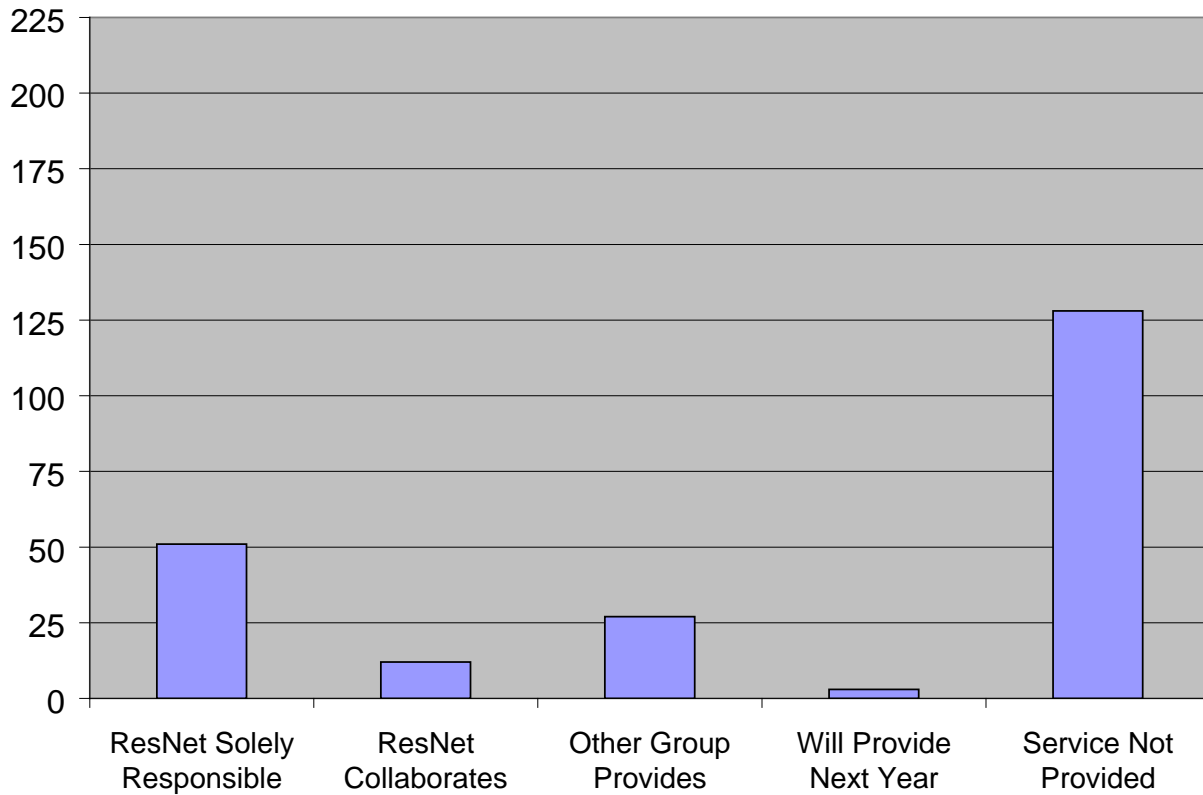
The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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	Frequency	Percent
ResNet Solely Responsible	108	48%
ResNet Collaborates	20	9%
Other Group Provides	19	8%
Will Provide Next Year	3	1%
Service Not Provided	72	32%
No Answer	2	1%

The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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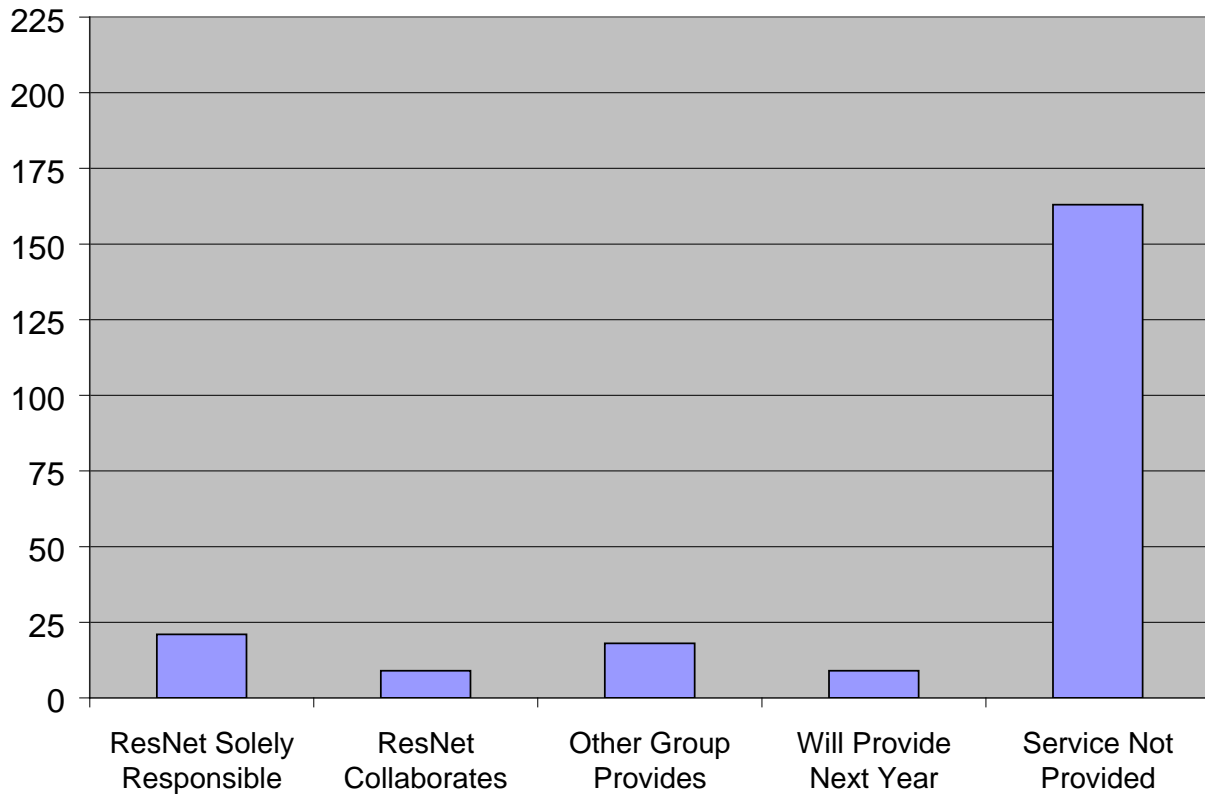
Hardware installation (other than NICs) for users of the residential computer network



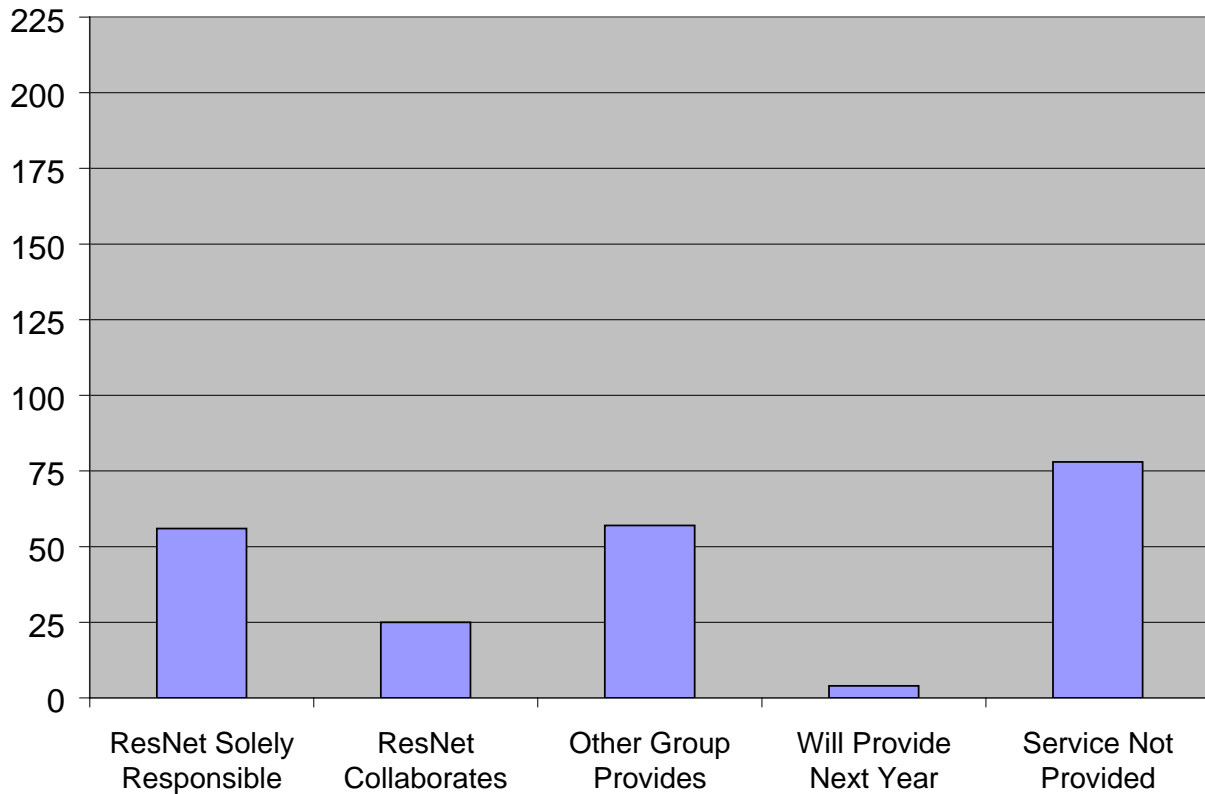
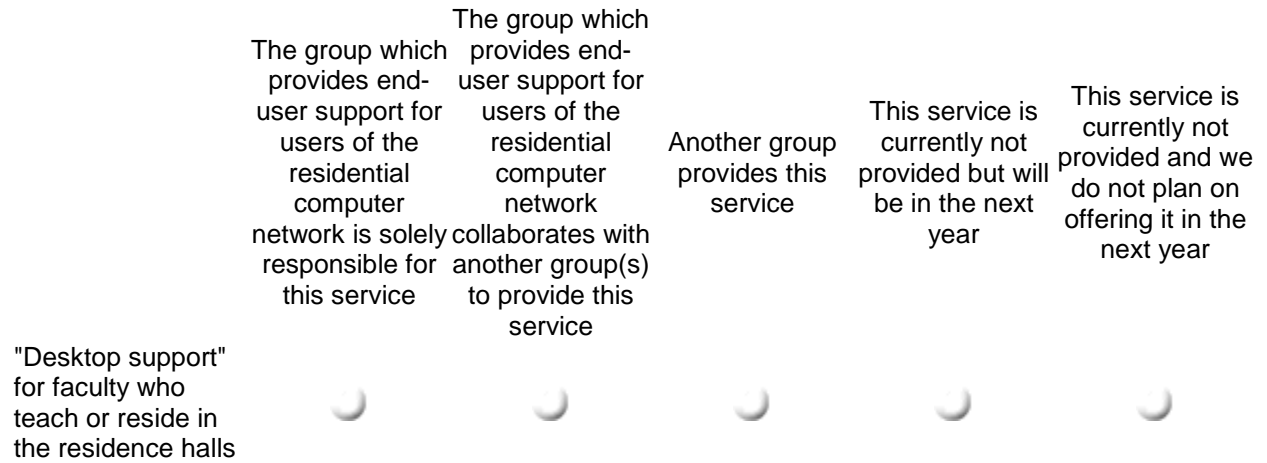
	Frequency	Percent
ResNet Solely Responsible	51	23%
ResNet Collaborates	12	5%
Other Group Provides	27	12%
Will Provide Next Year	3	1%
Service Not Provided	128	57%
No Answer	3	1%

The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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Social events such as LAN parties on the residential computer network



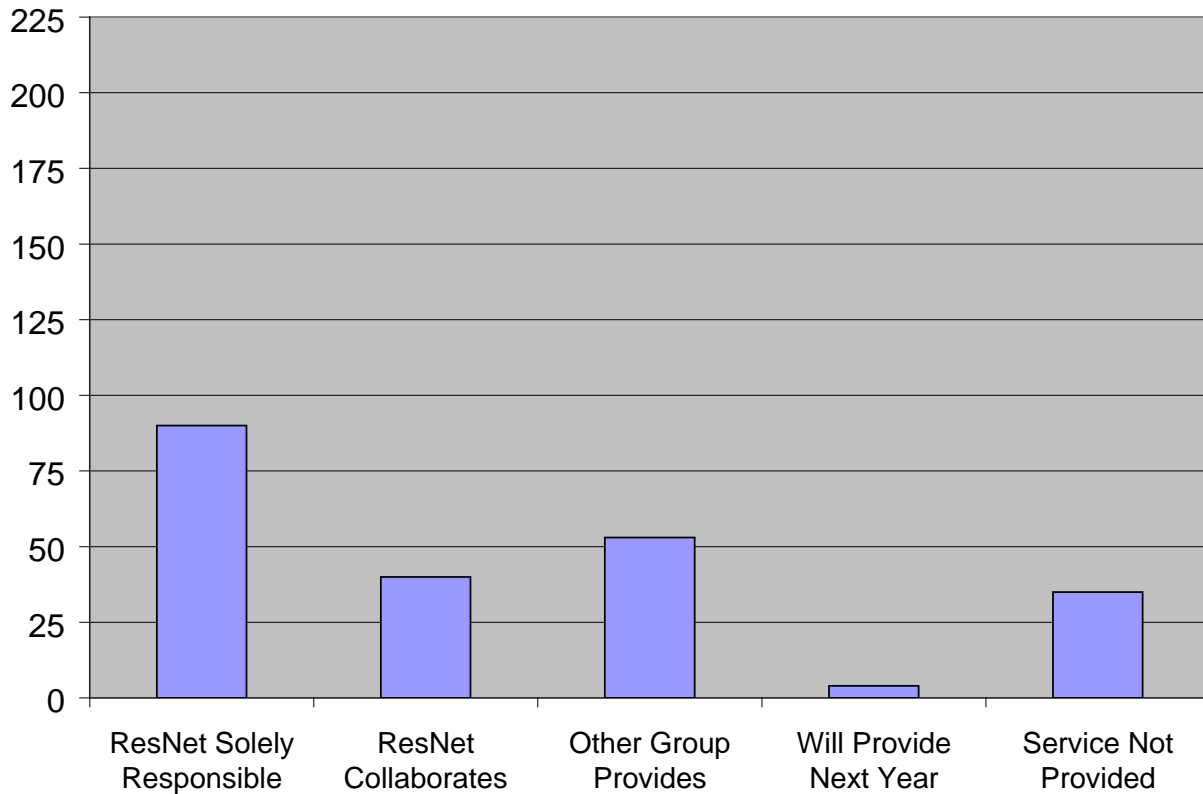
	Frequency	Percent
ResNet Solely Responsible	21	9%
ResNet Collaborates	9	4%
Other Group Provides	18	8%
Will Provide Next Year	9	4%
Service Not Provided	163	73%
No Answer	4	2%



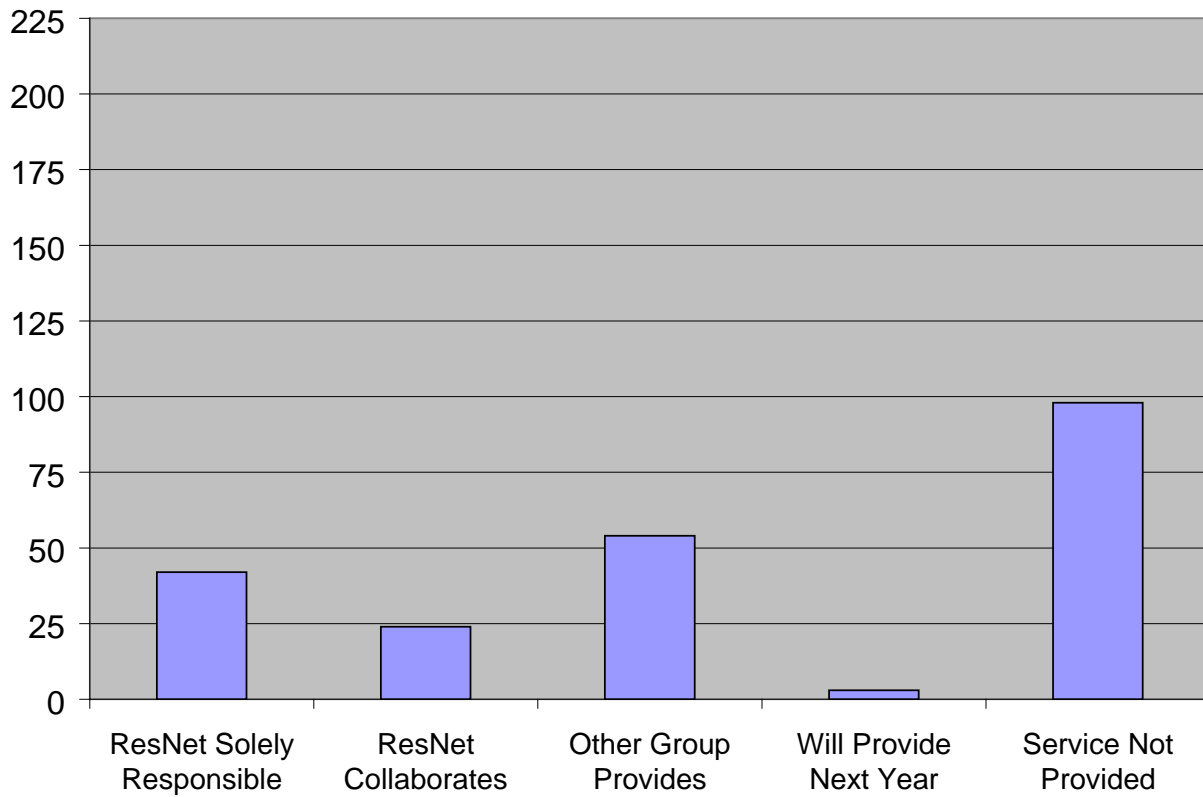
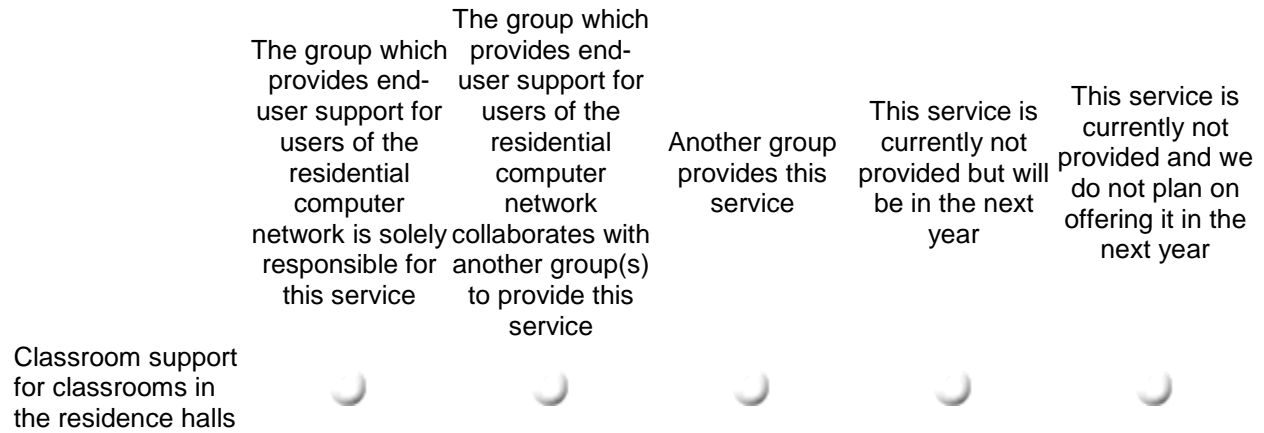
	Frequency	Percent
ResNet Solely Responsible	56	25%
ResNet Collaborates	25	11%
Other Group Provides	57	25%
Will Provide Next Year	4	2%
Service Not Provided	78	35%
No Answer	4	2%

The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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"Desktop support" for staff who work or reside in the residence halls



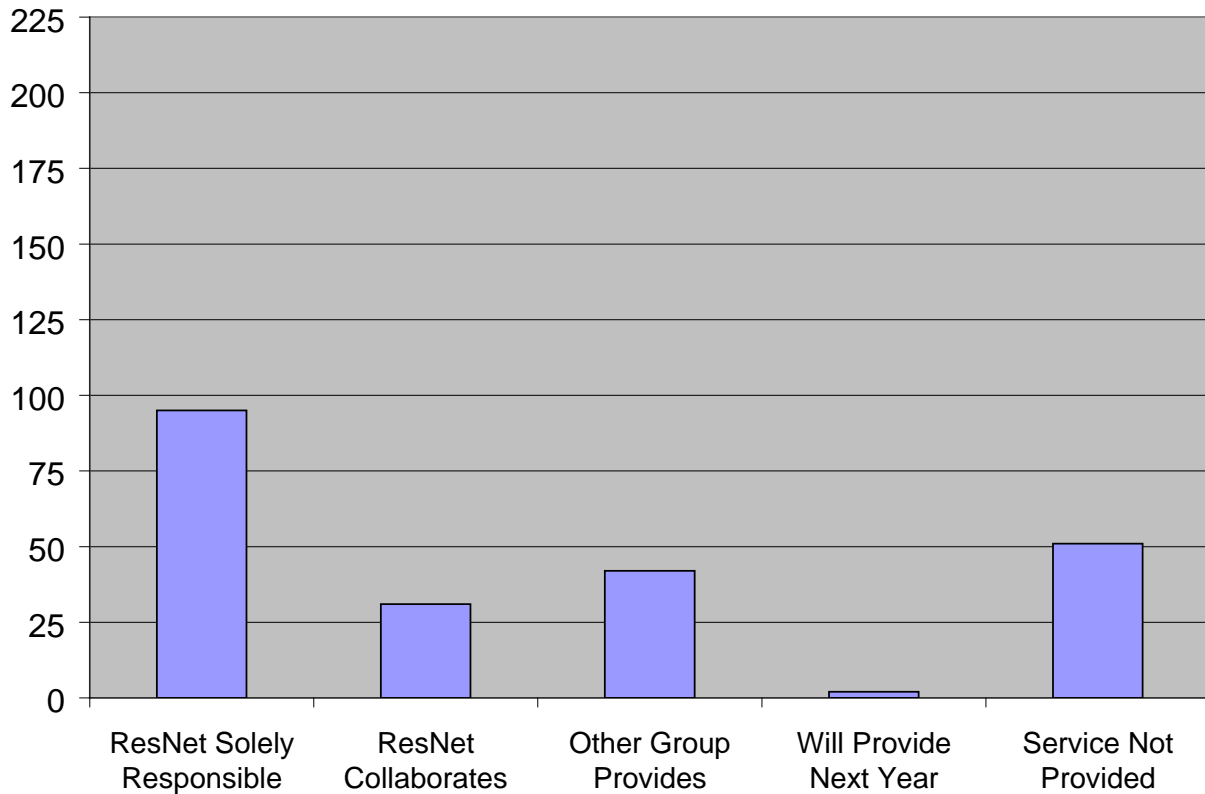
	Frequency	Percent
ResNet Solely Responsible	90	40%
ResNet Collaborates	40	18%
Other Group Provides	53	24%
Will Provide Next Year	4	2%
Service Not Provided	35	16%
No Answer	2	1%



	Frequency	Percent
ResNet Solely Responsible	42	19%
ResNet Collaborates	24	11%
Other Group Provides	54	24%
Will Provide Next Year	3	1%
Service Not Provided	98	44%
No Answer	3	1%

The group which provides end-user support for users of the residential computer network is solely responsible for this service	The group which provides end-user support for users of the residential computer network collaborates with another group(s) to provide this service	Another group provides this service	This service is currently not provided but will be in the next year	This service is currently not provided and we do not plan on offering it in the next year
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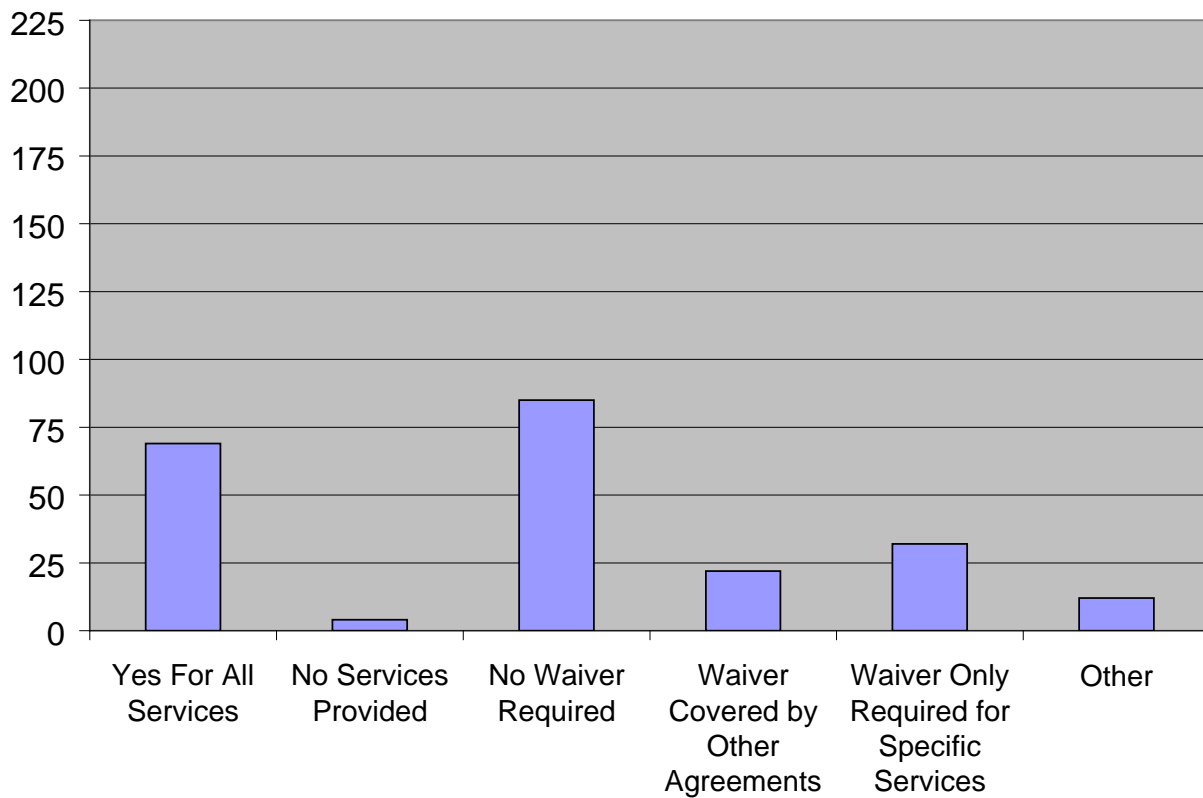
Computer lab support for computer labs in the residence halls



	Frequency	Percent
ResNet Solely Responsible	95	42%
ResNet Collaborates	31	14%
Other Group Provides	42	19%
Will Provide Next Year	2	1%
Service Not Provided	51	23%
No Answer	3	1%

**29. Are residents required to absolve your institution of potential liability or waive potential rights to hold your institution responsible for damages (i.e. sign a waiver) before you perform any support services?**

- Yes, they must sign a waiver before we perform any support service
- No, we provide no support services for residents
- No, we do not require our residents to sign a waiver
- No, all residents have already waived claims of institutional liability through previous agreements (Housing Contract, Computer Use Agreement, etc.)
- Residents must only sign a waiver if we perform specific support services but others do not require a waiver
- Other (please specify)



	Frequency	Percent
Yes For All Services	69	30.8%
No Services Provided	4	1.8%
No Waiver Required	85	37.9%
Waiver Covered by Other Agreements	22	9.8%
Waiver Only Required for Specific Services	32	14.3%
Other	12	5.4%