

ACTIONS TAKEN

Computers

Positive 1

"I enjoy that laptops can be taken out and have found that helpful." Faculty Exercise Science/OT/PT

Response:

Although laptops are three hour loan, iPads can be borrowed overnight and we plan to add more.

Negative 12

"The size of the new computers is perfect. However, they are far less efficient than those we had before in terms of performance." Graduate Business, MBA

Response:

Three people commented that the new thin clients seemed slower than the fat client computers they replaced. Information Resources (IR) timed the two types of computers to see if this perception was true and found that the thin clients were faster. One comment indicated that the second floor seems to take longer than the first floor. In the timed test, the two floors were in one second of each other, sometimes the first floor computer connected faster, sometimes the second floor.

[Note: It is possible that those who experienced slowness were seeing the tip of a problem that escalated after the