

Q1. When do you use the UAlbany website? List the occasions for which you have used the website.

- I use UAlbany's website to find information about learning programs I'm interested in. As a prospective student, the site was where I went to learn more about the MSW program.
Now, as a graduate student, I've gone to UAlbany's website looking for the course requirements for the MSW program. I've also gone to UAlbany's website to learn more about financial aid, CARES funding, other opps to have graduate school funded, and for information about benefits students can take advantage of.
- Blackboard classes and activities; Enrollment; Financial Aspect; Buying books and merchandise from the bookstore; Update my student information; Check on campus news; Get my ID; Adding funds to my card; Application for graduation
- I use the UAlbany website when I go on blackboard or check my emails. I also enroll in classes as well as look for certain classes on the UAlbany website. I can view my transcript on the website.
- To check my emails; To check my classes; To submit assignments; To use the library research services; To look at programs for my undergraduate degree and graduate degree
- I rarely use it because I find it frustrating to navigate and we as students often rely on each other to point out how to find something. I use the website when I need to look at the schedule of upcoming classes. Otherwise I really try to find other ways to find answers to my questions
- I primarily use the UAlbany website when looking for specific information or to access materials for my courses or class registration, financial aid, and using the UAlbany library's database.
- I use the Albany website to:
 - use the library and related resources
 - look up information about professors
 - find links for email, myualbany, blackboard, etc.
- I personally use the UAlbany site to find what events are happening on campus. I tend to get the upcoming events in my email and then from there get more information from the calendar of events. As off campus student, and one that does not live downtown Albany, I do not know what is truly happening in the city or on campus. Checking this weekly and planning events out monthly are important to me. Even if I am unable to attend, I am given the facts and information and contact information to follow up with afterwards. I find current events highly important to all, but especially as a Social Worker student its even more so because we will be assisting many different cultures, who believe in different things, sometimes opposite our own morals and values. It's important to put aside the differences and be able to treat the person behind that. Its certainly helpful learning and seeing both sides of cultural events and how it affects all.

- I researched the UAlbany website when I was applying last year to learn about courses, tuition costs, and scholarship opportunities. I have not really used it since, except for looking up course descriptions for the spring semester.
- I use the UAlbany site almost everyday. I use it to open my school email and to get to the library site.
- I only use the UAlbany website to access MyUAlbany/Blackboard.
- I have mostly used it when looking for general information, especially before I was accepted to the university. Now I rarely use that site and mostly use either MyUAlbany or Blackboard.
- I obviously use the UAlbany website for school, but I also use it for:
 - work (I work for the Continuing Ed Program)
 - Finding Research articles (may or may not be for school)
 - When I need help finding out information that is related to UAlbany
 - and/or when I am attempting to learn how to navigate the UAlbany website
- To look for classes when it's class registration time; To look up information on programs when I was applying for grad school; To look up professors in the department; To look up events when I was in undergrad.
- I don't use it very often. Sometimes I will use it to go on my MyUAlbany or to look up services UAlbany has to offer when I need to look up things for my internship.
- I really only use the website for the my UAlbany portal, Blackboard, and the Library/e-reserve. I think as a grad student, that's about all that really pertains to me. I find it mostly caters to undergrad, considering that's their main population.
- I use the UAlbany website several times, weekly to check on updates and get to my email and blackboard.
- Only when looking for classes or needing to log on to myUAlbany account. I only go on MyUAlbany max 3 times a month.
- To see the academic calendar; To check my Epay status; To possibly find course listings
- I usually use the UAlbany website to look up phone numbers or emails of specific departments. I also use it to look up classes for the new semester and the semester schedule. When researching grad programs, I also took advantage of the website to learn more about each program and what it offered.
- I've used the UAlbany website for Blackboard, Dewey library hours, and the schedule for virtual fitness services.
- I use the UAlbany website to find information for students when they call my job (I work for the Department of Residential Life here at UAlbany). Lately I've been using the website to stay up to date with the COVID-19 regulations.
- I use the UAlbany Website when:
 - Accessing classes through blackboard
 - To my check e-mail
 - Scheduling classes each semester

Q2. Were there times that you couldn't find the information that you wanted/needed from the UAlbany website? If yes, what was the information that you wished to know but couldn't find?

- Yes, i was unable to find a semester-by-semester outline of the UAlbany MSW program on the UAlbany website.
- At first, yes. Since I had my BA in UA, I am now familiar on where to find the information that I need. On my first time, I had trouble looking for my UAlbany Net ID, ID number, and tough time registering, dropping, and swapping classes.
- Yes this semester I was not able to find the name of my advisor on the UAlbany website. I had to email someone to help me find my advisor.
- Yes, when I was apply to the dual masters program for criminal justice and social welfare, the website had stated false information and I could not find the updated information anywhere on the website. I ended up having to call a few different people and visiting the graduate school building.
- I often find it difficult to find information specifically for UAlbany's graduate programs as the main page primarily provides content related to their undergraduate experience. The important material for the School of Social Welfare is spread across various pages, with the majority of content on the Academics and Community tabs of Blackboard. I have been seeking specific information on where MSW students tend to be placed to see what organizations the university is partnered with to think about where I may like to intern, work or volunteer in the future.
- At this point I have not had difficulty finding any information.
- The most valuable information that I need from the school sites, is regarding my course classes. I will say that based on recent events of signing up for the second semester classes. Finding the course list for part time students was challenging, and then finding all the information that is needed to sign up. I went through many links and sites and asked other students for assistance. I will say that it seemed all of us were going through the same struggle. As it wasn't just as simple of finding it on the social worker page.
- When searching for wanted or needed information, there hasn't been much trouble obtaining it. One thing I am having difficulty with at the moment is trying to create a class schedule because there is no selection for spring 2021.
- When I was researching scholarships, I remember that the dates for application deadlines were not updated, but once I emailed admissions about it, they fixed it! I think it would also be helpful if there was a page for MSW professors. When I was a new student and trying to register for classes, I had to ask a former graduate about professor recommendations because there is no information page about professors on the website. It would be nice if the page could be updated to show Professors and the courses they teach, and some personal information about each professor.
- I don't remember the exact information but I know I've often felt like the website is overly complicated. Could be organized differently to more easily find what you are looking for
- No, not yet.
- No.
- Not really. All the information is there you just need to use the right keywords.
- Not necessarily. For the things I usually look up, they are relatively easy to find and easily accessible.
- Recently, I was searching everywhere for the list of classes I was supposed to take for the spring semester but not finding it anywhere including the UAlbany site. I finally ended up just posing the question to the Facebook group that Olivia and I set up.

- Yes, there were multiple times. When I first transferred here and was unfamiliar with the website it was extremely difficult. I mostly could not find where to register, where to find my transcripts, where my classes are on the site, and any military support UAlbany offers.
- Most of times I was able to find the information I was looking for. I couldn't find class information for next semester before because it wasn't yet to be posted.
- Yes, I feel like sometimes the webpage is hard to navigate. Sometimes when you search things it seems as though what you were looking for doesn't come up, but I have been able to find it looking around on the website rather than just being able to search and find it that way.
- I was looking to see the exact course requirement list for the social work program but I ALWAYS have an issue finding it.
- In my opinion, there is a lack of information about financial aid. Suggestions could be providing a list of services, where to find them, and benefits to the services via video or a detailed list.
- Financial Aid was hard to navigate and hard to access. I'm not sure if that is because of COVID-19 and they are not on campus. The info on the website wasn't really helpful for grad students. There was a lot of detail for undergrad but not for graduate students. Communication was severely lacking. For example, the student health center answered me immediately about forms within 12 hours via e-mail. The financial aid office took two weeks to respond to an e-mail about a loan.
- I have been able to find what I needed through searching on Google and it navigates me back to the website.
- I might not have looked hard enough, but I do wish under the field placement information it mentioned that your field placement must be in the albany area even during COVID. I know I had personal issues with that.

Q3. If UAlbany releases a mobile app, what information would you like to see on the app? Also, what kind of features would you like to have on the app? Dream big and creatively!

- I'd want to see quick links to:
 - UAlbany email
 - My UAlbany financial aid info
 - My UAlbany courses and course catalogs for enrolling in future semesters
 - Access to Blackboard

Ideally, the app would also show me a digital student ID.

It'd also be nice for the course catalog to provide quick-links to lookup professors on third-party professor review websites.

- I currently have the app downloaded in my phone mobile ID. It has been helpful but I would like it to be more engaging and lively. Improvisation on the app speed as strong suggested. I would also like use it as if I have all the access to my ualbany information. Degree evaluations and easy access to professors and academic advisors would be nice.
- I think UAlbany should find a way to link or make their own zoom tab so that way everything a student needs for their online classes are through one app. We are in a pandemic, therefore everything is remote. Sometimes zoom is not reliable and then professors have to record and upload themselves on blackboard. Instead of recording on one app and trying to upload it to another, professors should be able to just record and hit submit.
- Important information regarding the school.
- Specific sections for each school within the university with important notices and dates so students don't have to email and search a million different areas.
- I would love to have a UAlbany app that is very clear and easily navigated. Ideally, the app would be catered to the needs of the individual who is logged in. For example, as a graduate student, I would want to login and see tabs with information about financial aid, campus-resources available for graduate students, and content related to the graduate level experience in the School of Social Welfare. This would include a link to Blackboard, a page dedicated to the field experience (list of organizations, spotlights showcasing alumni or the fieldwork of current students, contact information, essential documents), a page outlining registration for classes,
- It's hard for me to answer this because I have actually never been to campus! So I really do not use the website often. I would like professor profiles and contact information -- maybe even links to their publications.
- A UAlbany App would be amazing. I would love to see a calendar of events and be able to click on it and find the local events happening on campus and in the Albany area, that then links up with the event information. It also would be nice to have fast information regarding class information, like a map of the campus that synchs with your class and your able to find it on campus. As well synch you with the other students in the class so you can chat, work on projects, or ask questions via text through the app.
- I would like to see updates about COVID, academic calendar, map of both campuses, department/faculty information, weather updates, an event calendar or page with seminars/programs hosted by clubs or departments
- Ualbany Email would be important to include. I don't know about anyone else, but my iphone does not allow me to add my ualbany email to my phone because Microsoft is not accepted on my iphone. It would be nice to be able to check my school email from my phone and not just from my laptop.

- A very user friendly planner that was automatically synched to your syllabus so all of your assignments automatically get put into the calendar. And if assignments were added or changed you would get an alert. It would also automatically give you reminders as assignments were coming up. Maybe there could be like a SIRI on the app where you could just ask her to find you things on the app.
- I'd like to see cancellations, important info regarding COVID 19 on campus, student housing, fun activities, things to do on campus etc. Features? I'd like to see speed, settings to help with the disabled, simplicity, bright and colorful themes, push notifications.
- I personally do not have much of a use for the app, though I can see students living on campus being able to use this app often, however.
- I would want to have easy access to class registration information, relevant contact information for professors and staff members, and maybe a News section. My big frustration thus far is that it seems like important information is either hidden, non-existent, or only referred to once in an email or something like that. Having the mobile app be a hub where we could go for all the most important information would be super helpful.
- First, I would like to see a part of the app that keeps us updated on UAlbany news, sports, activities, etc. I think this would be a great way to bring the community closer while keeping everyone in the loop.

I also think a way for the student to check their classes and grades are important. Maybe, the app could quickly show the student what upcoming assignments they have, or their most recently graded assignment.

Finally, there should be a chat feature on the app that allows students to interact with each other. This could be everyone in UAlbany interacting, or just each graduate/undergraduate program interacting amongst themselves.

- UAlbany has several mobile apps that include information for residential students and for events. I would like to see something that lets us keep track of our academic career, such as our credits and classes to take. Because so far, the only way to see that without asking for help from our advisor is through the degree audit and the program curriculum, which can be confusing sometimes across different departments. I struggled with this a lot in undergrad. And right now, I would also like to see updates on COVID-19, positive cases, school's actions, and resources for students.
- I would like to see all the services UAlbany has to offer students on the app. I think it would be helpful, especially for students who are struggling, to have an easy way to find something they may need. For example, if a student is really struggling mentally going on the app searching the counseling center and then either being given a number to that service or an option to make an appointment on the actual app would be helpful as well. Sometimes if there is too many steps to apply for a service or make an appointment it may not seem worth it to a student, but if all the information and ability to make an appointment/apply was in one place (the app) students may find it a lot easier to get the help they need. This type of feature for each service offered on campus could make it more accessible for the UAlbany community.
- I would like to see information more related to the program I am in. Most of the times im looking for 1 specific document. It would be cool if it would be sections depending on what school you are in specifically.
- Definitely would like to see a directory of contact info for certain departments. Being able to have emails and phone numbers listed would lead to less hassle for students looking for help with financial aid, the writing center, or the CAPS etc. I think even a COVID section right now would be very beneficial for updates on pauses, testing, precautions in general etc.

- If UAlbany released a mobile app, I would like to see additional services that the participants could be virtual, a map of the campus, job listing, career preparation, and professional development. If possible, access library books via the mobile app.
- Alerts and a warning system, which include things like closures and COVID info, winter warnings, weather, etc. Also any kind of immediate issues on campus like outages, closures, etc. and security issues like potential safety issues. I don't really know if these things exist already because I don't live on campus but a service on the app that allows students to contact campus security or better yet, a peer, that could walk them home or pick them up if they feel unsafe. I don't know how feasible this is but it would be nice if the ualbany app could combine blackboard so it's all in one. Social groups would be great, to be able to connect with classmates, grad students, etc. I think it's especially hard for grad students, who are off campus so it's harder to meet people!
- school calendar, updated syllabi, link to blackboard
- I would want to see all the information that can be found on the website on the app as well. I would want a feature where we can do everything at UAlbany (buying food, making appointments, checking out books) all on the app.
- A Blackboard and MyUAlbany tab; Meal plan accounts would probably be useful
- Events coming up; Organized by major; Ways to connect with each other, especially with COVID going on