# Fall 2009 & Spring 2010 Assistive Technology Lab Survey Comments

## What things do you like about the Assistive Technology Lab?

**Software**

* reading software
* The program systems they use to view textbooks and the computer can read the text or your possible highlights of the text to enhance learning a possible subject.  
  I wonder if there is a possibility to enforce this in music text, due to the foreign language background some text is unable to pronounce. For example, would it possible for programs to also read the text and still pronounce musical terms such rubato or sforzanto. Maybe I'm a bit skeptical, but I would mind testing out my text to see the possibilities. I'm a music major and usually never have much time to read all the musical text when I'm in a practice room to go over a new piece.   
  That's my personally comment for now. I'm off to get some rest otherwise I might sleep in class again...oops! XD
* I like showing the JAWS demonstrations for groups who come to the lab. I also like that JAWS is on every computer in the lab. Stuart and Roland are the BEST!
* The great program that helps me to read and understand books better
* zoomtext  
  cctv
* I love the lab technology, software and support. The staff is always helpful and accommodating.
* Using the programs for research, and being a test subject for new oral programs for the computer. I tend to use audio and language programs and try to modify them to benefit my needs.
* I like the JAWS program and the demonstrations of it. These demonstrations can be helpful to other JAWS users.
* All the assistance software, the speed scanner.

**Environment**

* I like how the environment is perfect for getting work done if I try to do the work on my computer at home most of the time I get distracted and it never gets done but when I come hear I am super productive
* The privacy. I treasure my privacy.
* its more relaxed and welcoming
* I enjoy the availability of the lab at all times. Also, I love the way the lab tech can help find a desirable setting for its students.
* It gives me a place to study and concentrate on the work that I need to get done.
* Color of the room.
* Nice place to study
* For the most part, the AT lab is a quiet environment I can work in, which I covet, maybe if it had more computers then it would be slightly better.
* Quiet atmosphere, conducive to work.
* I like that there is a quiet environment that helps me focus on my school work. The staff is also very helpful and informative.
* It’s very convenient being able to do my work on campus
* It's a comfortable place to get work done. And the staff is very helpful.
* I like that it is normally a lot quieter compared to the library, and I enjoy the fact that I can print in here.

**Staff**

* helpful staff
* Was instrumental in my studies. Stuart especially takes the time to help myself understand difficult technical issues. He has a relaxed and helpful manner that helps my lab experience go beyond tech support; it adds a human element that pulls it all together.  
  Lauren, is helpful as well and helps to feel relaxed.
* I love the lab. It helps me in my studies and my research. The tools are excellent and the staff is wonderful and very helpful. Kind and caring. I also get good tips and help from other students with disabilities. I feel at home here. I love coming here.
* When I am having trouble using different software someone is there who can assist me. Something with the different types of hardware
* What I like about the lab is that it is a productive place with helping me getting my work done. If I need any help or assistance the staff is always there to help me.
* Stuart and Roland are amazing. They are both very helpful and knowledgeable. They put me at ease. I feel so comfortable here!
* STU!
* I like that the technology of the lab enables me to do my work and assist me with my disability. Most of the staff is friend with the exception of certain ones.
* I like that they always is available help when you need it.
* I love the helpful, friendly staff. I like the fact that the lab technology is always up-to-date.
* The way Roland and Stuart and Lauren are so helpful to me and all the students. And that the lab is so accessible.
* Very helpful. Friendly.
* They have wonderful staff that is willing to help. They have all the newest equipment for learning.
* The people are a great help
* Nice, helpful staff.
* I like how there is always a lab technician available to assist you with any technological problems you are having, and they do it with a smile
* Stuart and Roland are both great. Stuart has helped me learn certain software, and he is very patient and calm, and explains things in a clear way.  
  The computers are great! They work well, and have a fast internet connection.
* The speed with which the printers print stuff. The staff also is always friendly and professional.
* The assistive technology lab is always willing to help.
* There are several things that I like about the lab, of course I am just a beginner, a suggestion would be to explain what Stuart, Roland and Elise is allowed to help with. I might already know the answer and that is with the computer and technology!
* They are always available and always wanting to assist students.

**General**

* Everything.
* YouTube
* The main problem on this tool is that it is not that fluent, and that much explainable of use of particular choices to make. Not to sound that degrading, but am asking politely if it could be much more disable student friendlier! : )
* n/a
* I really enjoy working at the lab it is extremely helpful
* It really truly helps me understand work a lot better through hearing, and works on my writing assignments. Students helping each other
* Everything
* More computers
* Nothing. It is very helpful
* Everything. I'm in and out of the lab a lot when I'm on campus.
* The lab allows me to use technology that I would not have access to at home.
* I can access all the FAU website, plus I don't have to pay for printing.
* I like how every time I walk in to the lab I can find a computer to work on no matter how busy it may get.  
  I also like how whenever I have a problem finding things there is always someone there to help me figure things out.
* Really helps with my academics gives lots of support.

## What things do you dislike about the Assistive Technology Lab?

**Equipment**

* The headphones sometimes glitch.
* should have more pcs
* More Computers
* When all the computers are filled up because there are not enough of them.  
  in the spring this happened a lot   
  NEED MORE COMPUTERS
* the computers freeze
* One computer in 2nd row towards the wall was really slow last semester
* The possibility of not having a computer available when I arrive. Then those rare administrative blockages stopping me from using a possible program to help me.
* I don't like how some of the computer stations have different headphone sets, some of them are not as go as the Sony headsets.
* Sometimes the computers are all full, and the computer that has the CCTV is always taken I cannot use it even when the lab is not full.
* Sometimes the computer screens have very small fonts and I think that needs to be fixed. Also the headphones used to listen to things needs to be changed or adjusted so that everyone can feel comfortable using them.
* Nothing really, except there are a few computers without head phones and there are times they are all in use.
* I believe there should be more computers in the lab.

**Lab**

* it closes at 5 I wish it was always open
* It’s not that I dislike, but the things that need improvement are: The lab is often too crowded and it needs more space. Also sometimes students talk at length and it could be distractive to people like me with learning disabilities. It is sometimes hard to concentrate. I believe that if the place was bigger and perhaps divided differently, it could be more helpful. Thank you for your help, and have a great holiday.
* I wish it were open longer and that it were larger with more people because sometimes I must wait to get things done
* I think that it closes too early and sometimes you get thrown out of the lab.
* I love the assistances provided to the students.
* There isn't a place for me to sit and hook-up my personal computer. It would be nice to have empty desks for personal computer space with wireless printing. Sometimes there is too much noise in the lab and I can't concentrate.
* There is too much talking in this lab at times. I do have to apologize because I am at fault as well but I do work on it as well not to talk
* I wish this lab was open ion weekends.
* That it closes at 6 and is not opened on weekends
* It’s a bit small and would probably be best if these computers and options were throughout the campus or at least the library.
* Not all computers have the same programs and are labeled. It gets busy and you may have to wait.
* unfortunately doing work here is not great because of constant interruption from other osd students
* That it closes at 6 p.m. and on weekends
* Sometimes the lab gets too crowded and noisy, and makes it hard to concentrate and focus. Overall, I do recommend the lab to all people with disabilities. Also additional computers and space are needed.
* I wish the lab could stay open later if possible
* I just wish that the lab was open later during the week, because the hours conflict with my class schedule.
* not allowed to talk on phone even for important things
* The noise that some people do in the lab. It is hard to focus with so much noise.
* Some of the people that enter the lab like to have personal conversations which can be distracting.
* At times it can get a little loud, but that is only about 10% of the time, and I am able to work through the noise.

**General**

* Nothing
* None
* Nothing
* All is well! Very well actually!
* n/a
* So far, no negative comments on my part. Just personally curiosity in my positive comment. :)
* Nothing.
* I like everything about it!
* nothing really
* Nothing
* None
* There is nothing that I dislike about the Lab
* I always see the positive in everything no negatives
* Nothing
* Nothing
* I like everything!
* Nothing.
* Nothing.
* I like everything about the lab.
* I am always an optimist I over weigh positive over negative

## Please use this area to give us any additional comments that you may have.

**Equipment/Software**

* Allowing students to connect to Microsoft exchange would be helpful, as sending email is an issue.
* I wouldn't mind trying out new programs and look for possible customizing to computers to coordinate them. I test them out mostly on my laptop plenty of times, especially the speech recognition program Windows Vista has that helps those who can type much to control their computer by voice command. Still under working process, but it excels in my speech pronouncing and diction when I test the program.   
  I use it to practice foreign languages for my field, and it’s helpful in my practice.
* I do have to say there are times that I had to wait for a computer. The lab may want to think about getting more computers.
* Keep staples in the automatic staplers!
* I truly appreciate all the technological advances this lab uses to help students with disabilities (i.e., kurzwell, JAWS and zoomtext)
* The computers should be increased in memory because sometimes some of them are very slow.

**Staff**

* I Love OSD, Stuart and Rolland rock. The front desk people e and advisors are terrific. G-d Bless.
* The lab is very well run. Stuart always knows what is going on, and can help with everything. I couldn't ask for more. Thank you so much!
* Just thanks for all you do   
  I am sure this is a job that is full of things to do.  
  And I thank you for the time you give the students   
  :)
* I find the staff and ODS students very friendly and supportive of one another. It’s like a big warm and loving family, and I enjoy coming and spending time here. This is a very important component that is rare on campuses. I cherish it and me thank you for that.
* Keep up the great work. You are wonderful!

**General**

* N/A
* their great
* I appreciate the fact I can stay here as long as I like as long as I don't bother anyone and vice versa.
* have a nice day
* I love this idea for students with disabilities and wish I had more time here.
* All have been mentioned!
* KEEP UP THE GREAT WORK!
* I love everyone at the OSD office.
* Look forward to completing my degree program with the help of these resources.
* Just keep on doing everything like present times
* would be nice if lab was not clogged up with people not doing work they just play on face book and talk
* Could you please enforce the rules that the lab is to be a quiet place? Thank you
* None needed.
* I understand that it can be difficult to fund printing in the lab, but maybe if the people using the lab for printing participated in a fund raiser then the costs may not be as difficult.
* I like how every season there is decorations to fit that holiday.
* I don't think anything needs to be fixed. The lab is working great now!
* For me it is help with my reading book that I have to use, I do not know how to really maneuver how it works!
* Fine just the way it is