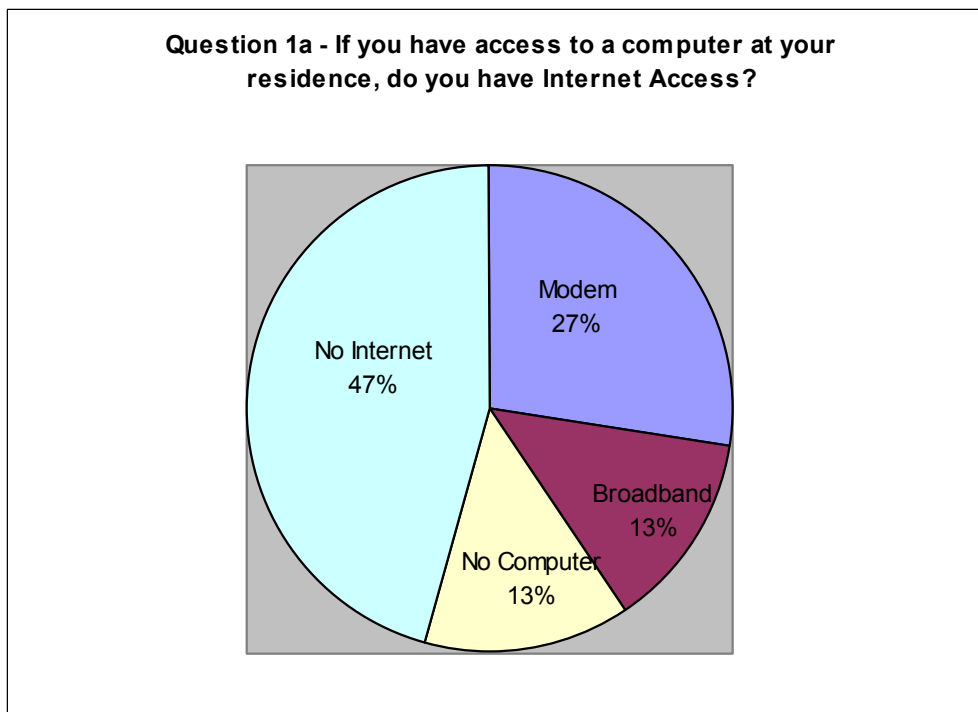
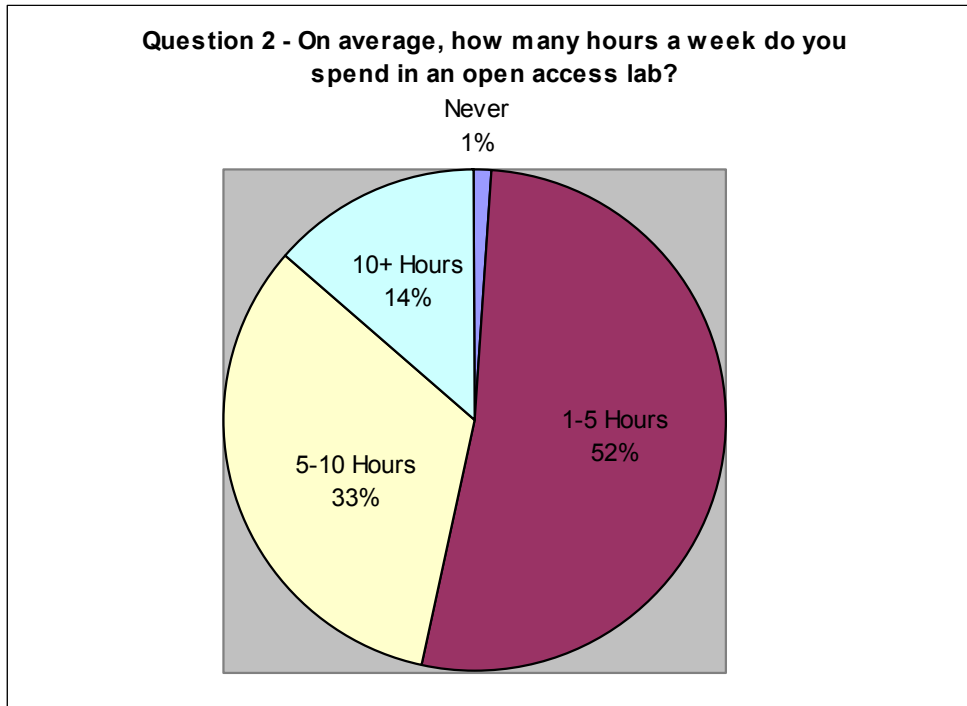


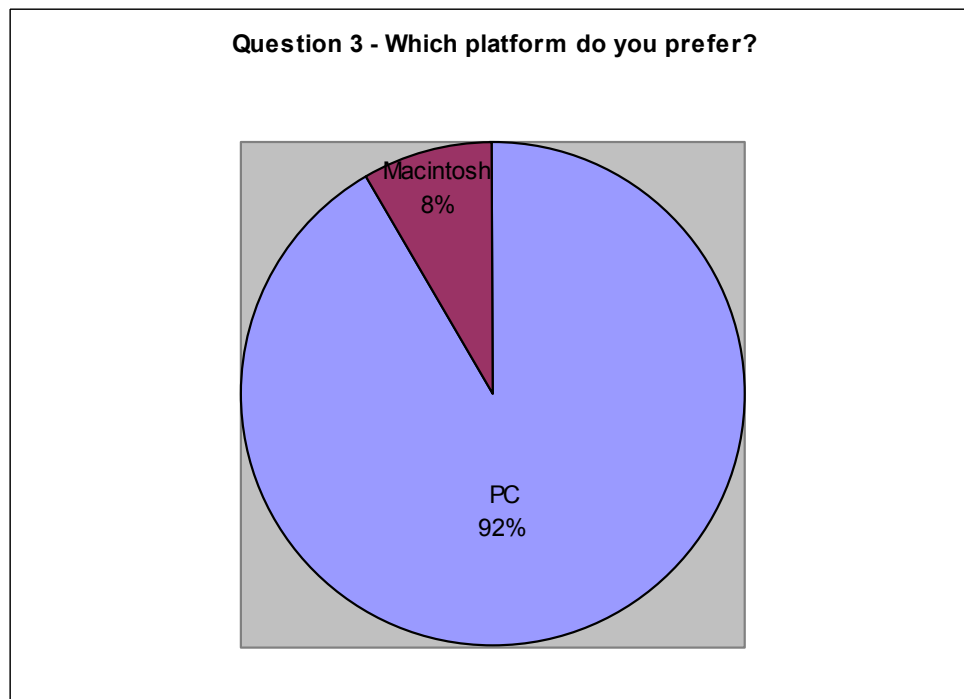
Of the 1,517 respondents to the survey, 73% have access to a computer off campus, while 27% have no access to any computer off campus.



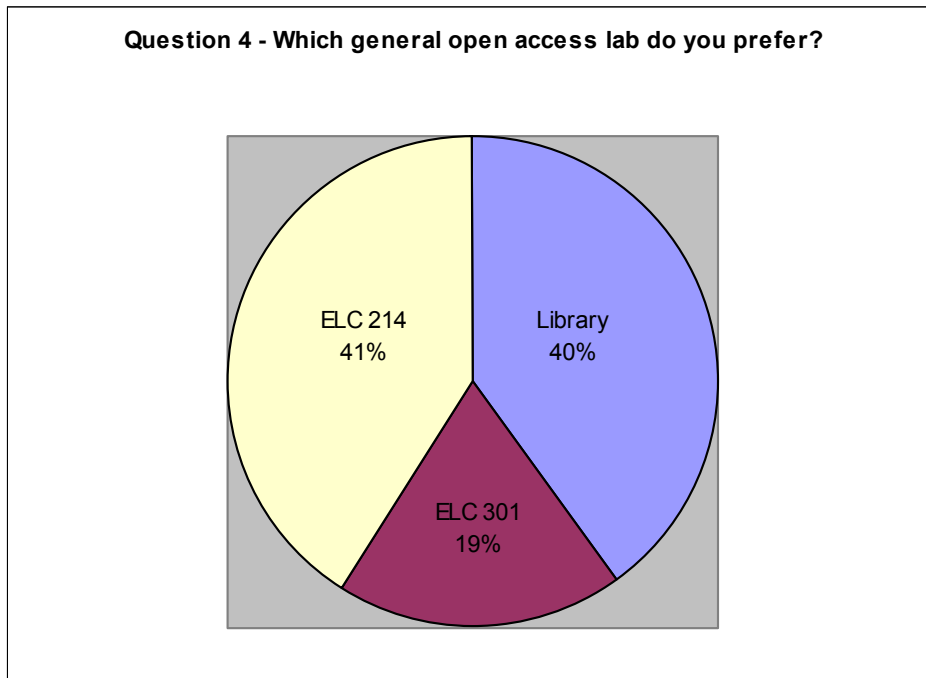
Of all respondents, 40% have internet access from home, while 60% have no access.



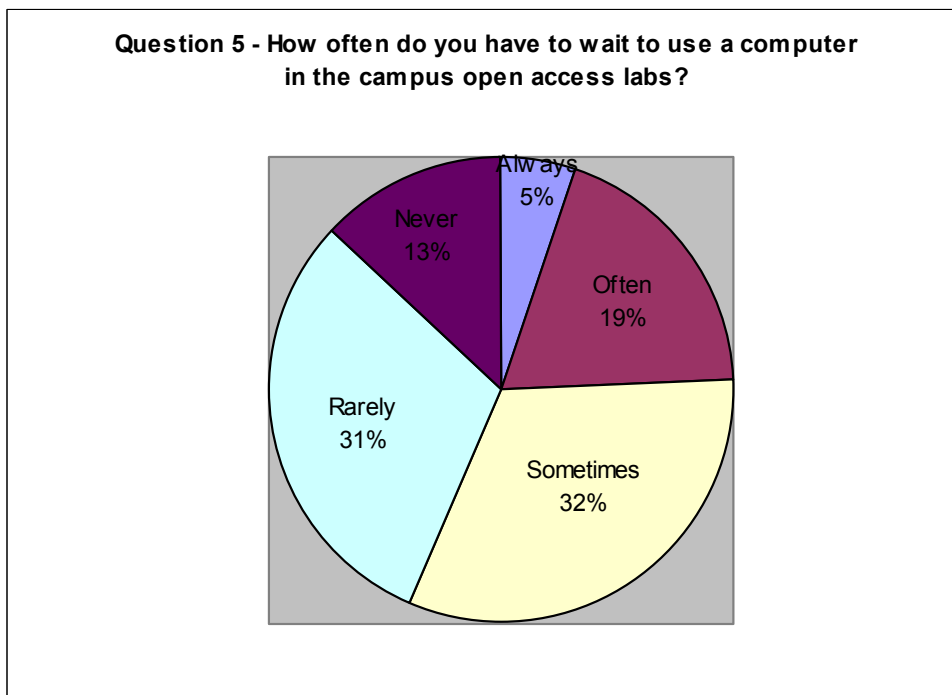
Based on these percentages, the average number of hours spent in the open access labs per respondent is approximately 6 hours per week.



The majority of respondents prefer the PC platform.



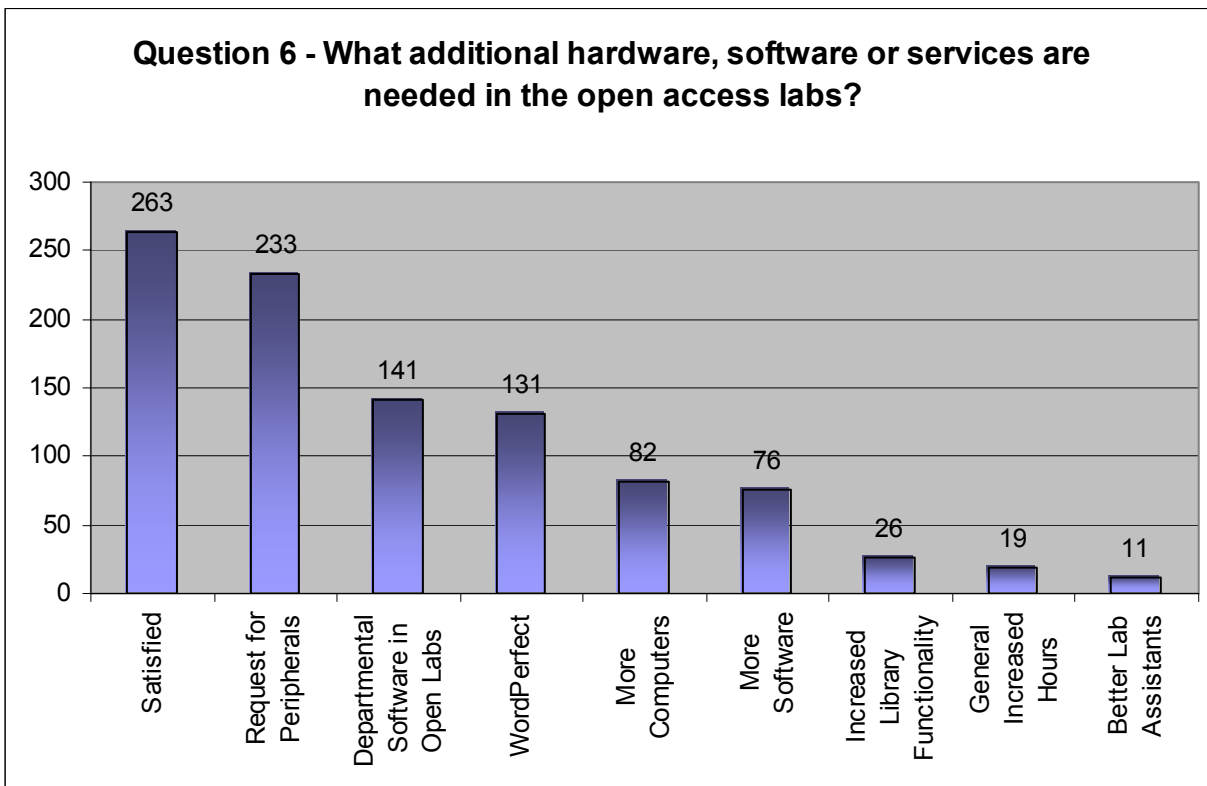
Open access labs ELC 214 and the Library share an equal preference among respondents, due in part to the higher number of available computers in these two labs, and the fact that they are open on weekends.



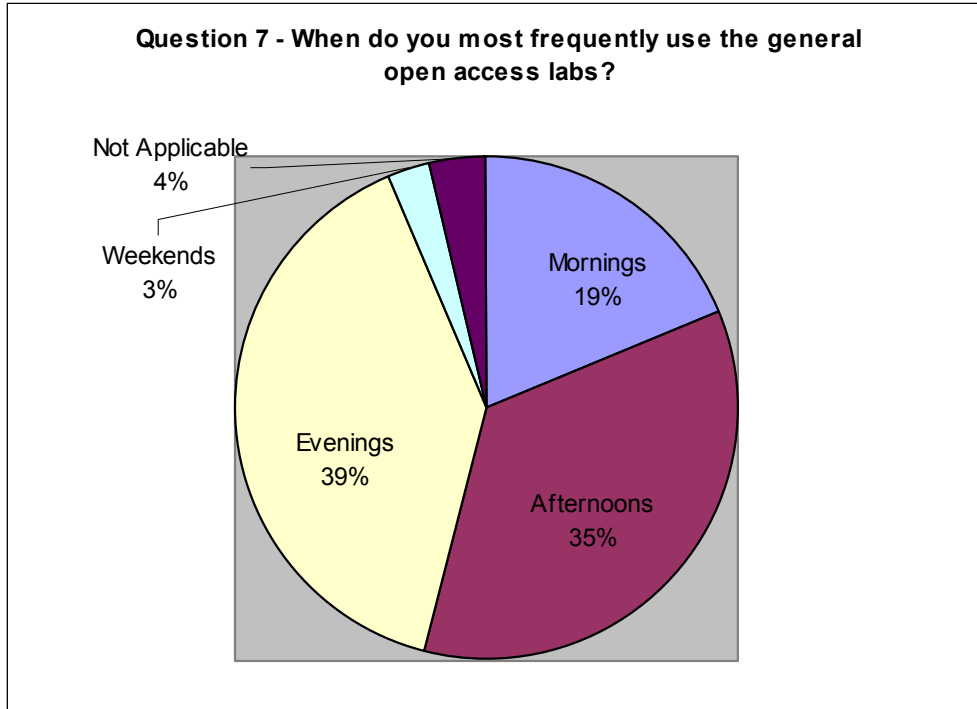
The percentage of respondents that wait for a computer never, rarely, or sometimes is 76%. Of the 24% that wait often or always for a computer, 69% of those use the library computers more than other open labs.

Question 6 – What additional hardware, software, or services are needed in the open access labs?
The comments and suggestions that respondents gave to question 6 can be grouped into 7 major points, with a specific number of requests on some, as follow:

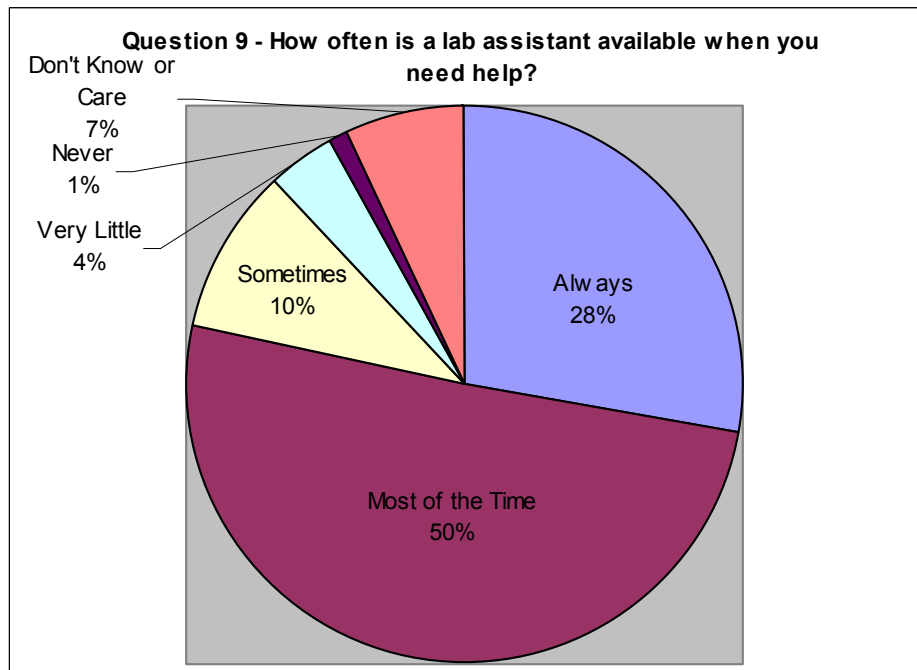
- The open labs should provide more peripherals such as scanners (126), CDRW drives (75), color printers (30), and headphones (16)
- The following software packages which are generally available only in teaching labs, should be made available generally:
 - Quark Xpress 5 (23)
 - Macromedia Studio MX (Dreamweaver, Flash, Freehand, Fireworks) (19)
 - QuickBooks Pro 2001 (16)
 - Adobe PageMaker 7 (12)
 - AutoCAD 2002 (12)
 - Adobe Illustrator 10 (8)



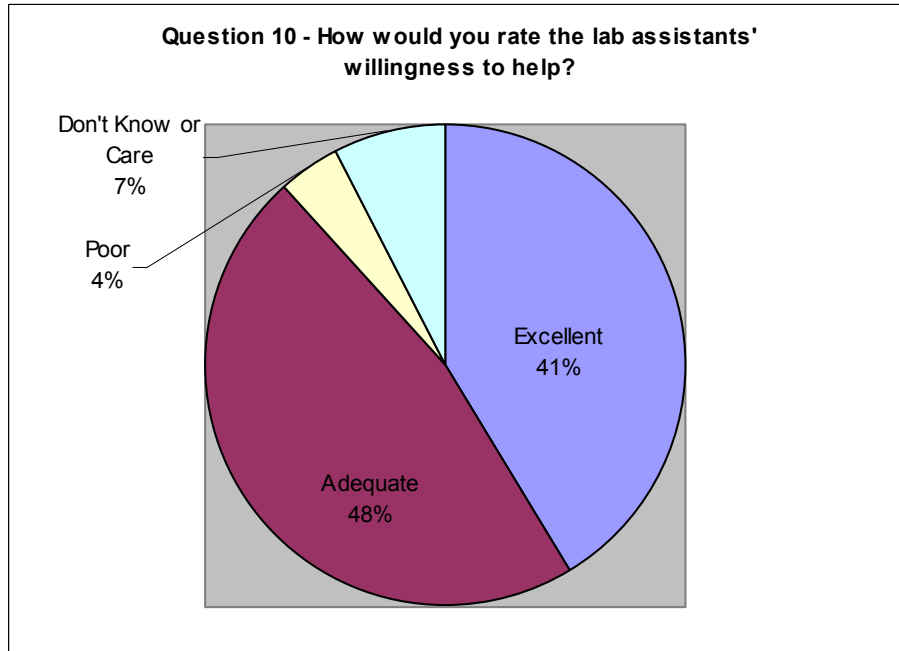
This graph shows how the 984 respondents commented on question 6, grouped into general categories.



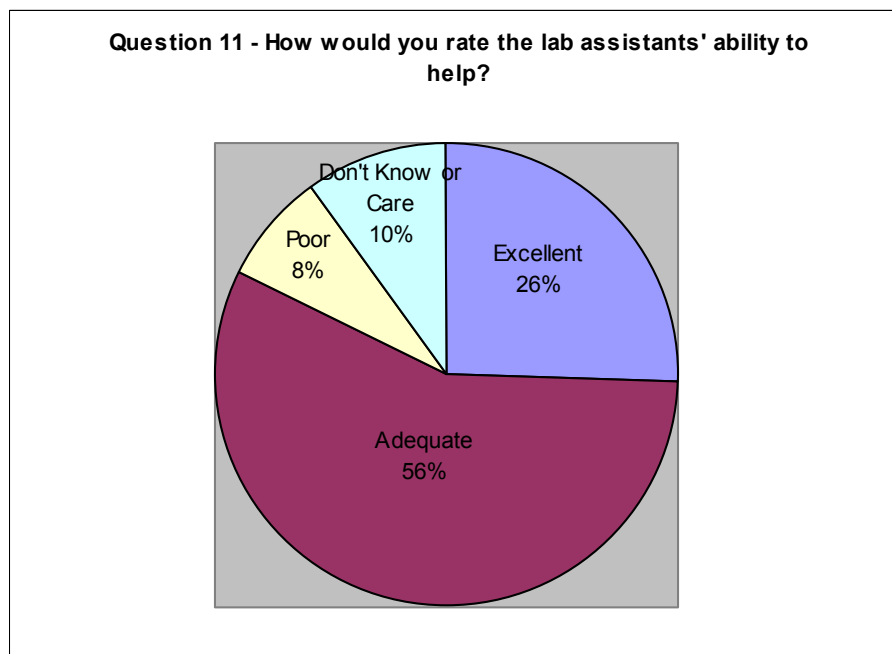
The open access computer labs are most frequently used in the afternoons and evenings.



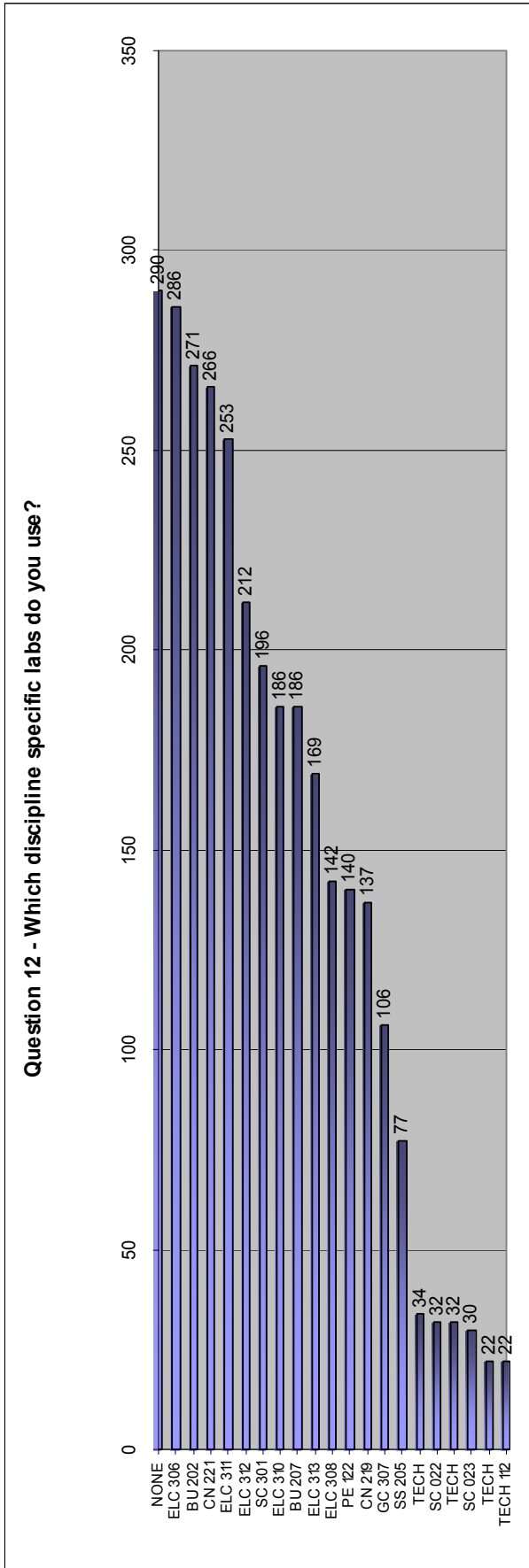
The majority (78%) of respondents indicate that the lab assistants are available to help them when they need it. In order to accommodate the remaining percentage of respondents, IT is concurrently implementing a new 'time clock' system to ensure a lab assistant is always on duty.



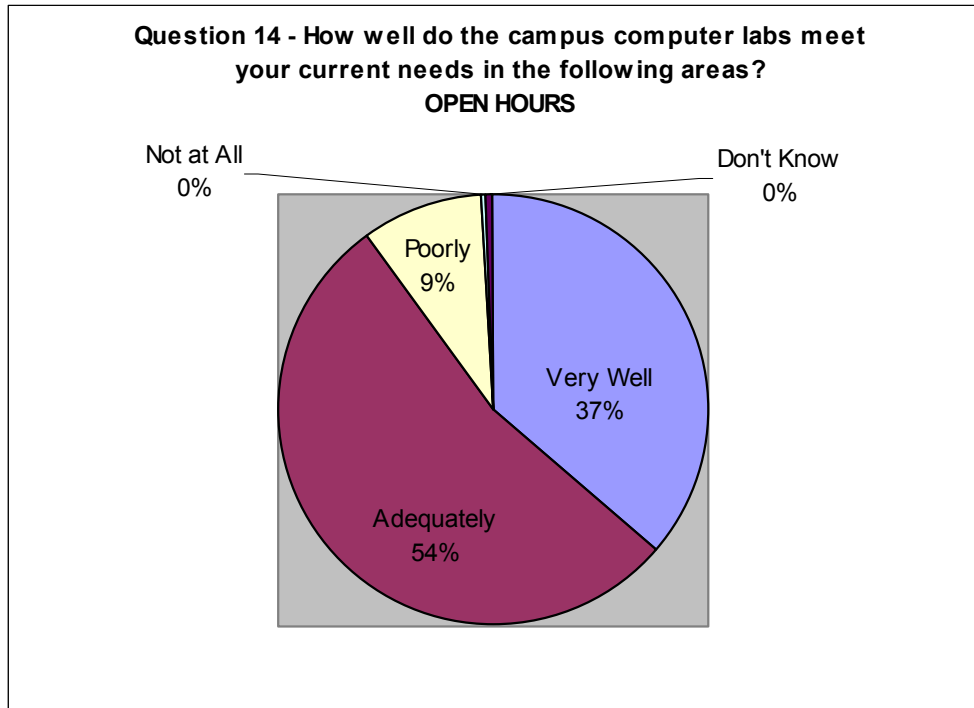
Respondents indicate that the lab assistants are concerned and willing to help them with questions or problems.



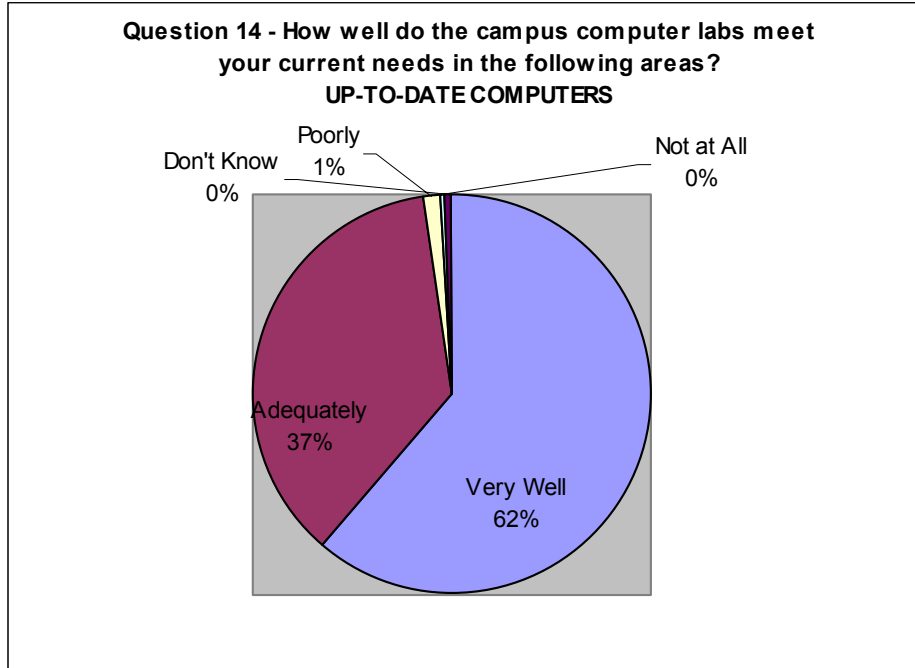
The majority (82%) of respondents indicated that the lab assistants' ability to help was adequate to excellent. IT is seeking to address the concerns of the 8% who marked 'Poor' by implementing a new system of training and certification. This new system seeks to improve the lab assistants' working knowledge of computer hardware and software as well as their problem-solving skills.



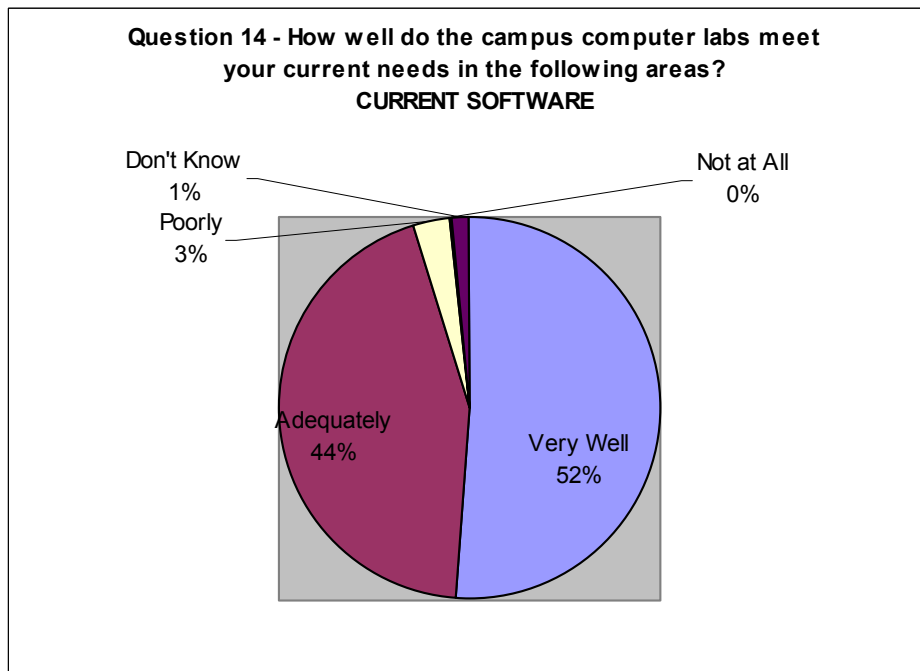
IT recognizes the need to commit the most time and resources to those locations that are most used by students. This graph shows how the 1,517 respondents use the discipline specific labs.



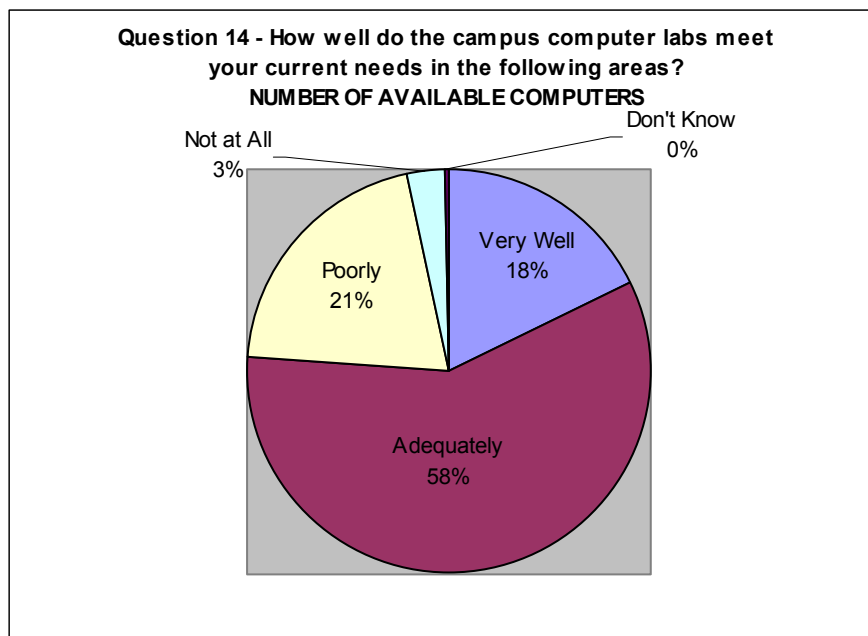
Most respondents are satisfied with the hours that the labs stay open. Many of those that indicated 'Poorly' also commented that the hours in the library should be extended on weeknights and weekends, and that the open labs in ELC should have longer weekend hours. IT took action by hiring an additional student for extended weekend hours in ELC 214.



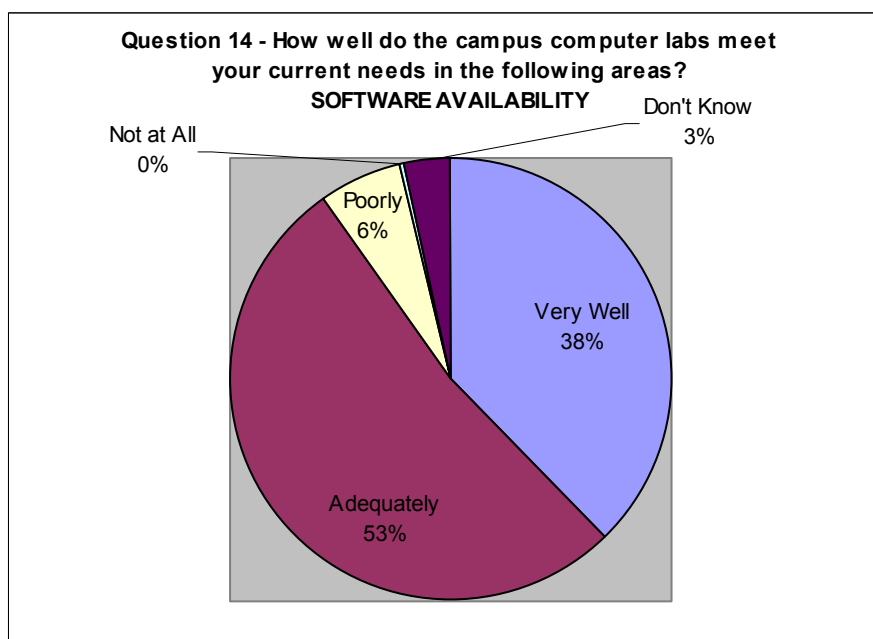
Current technology in labs meets the needs of 99% of respondents.



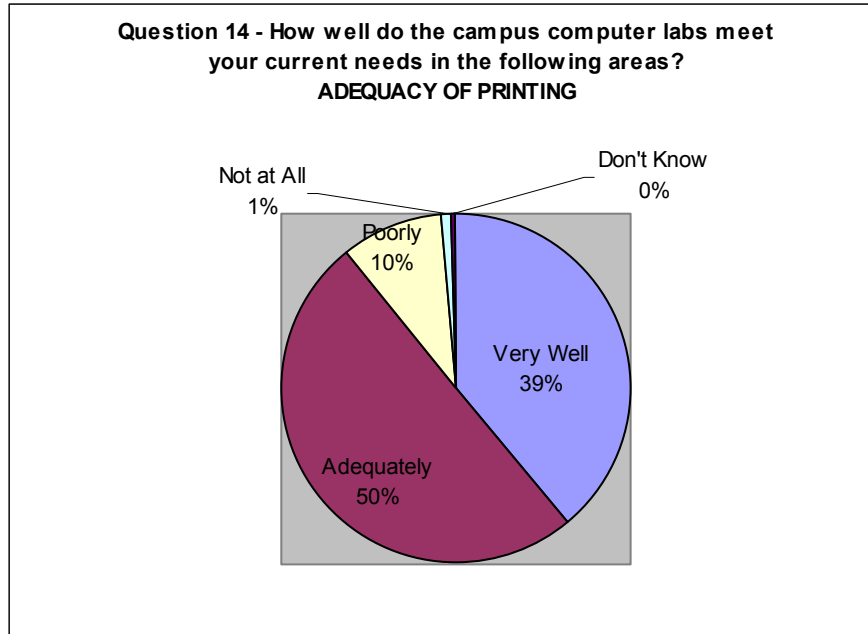
Current software in labs meets the needs of 96% of respondents. See Q15 – Comments on Current Software for explanations of those who indicated poorly in this area.



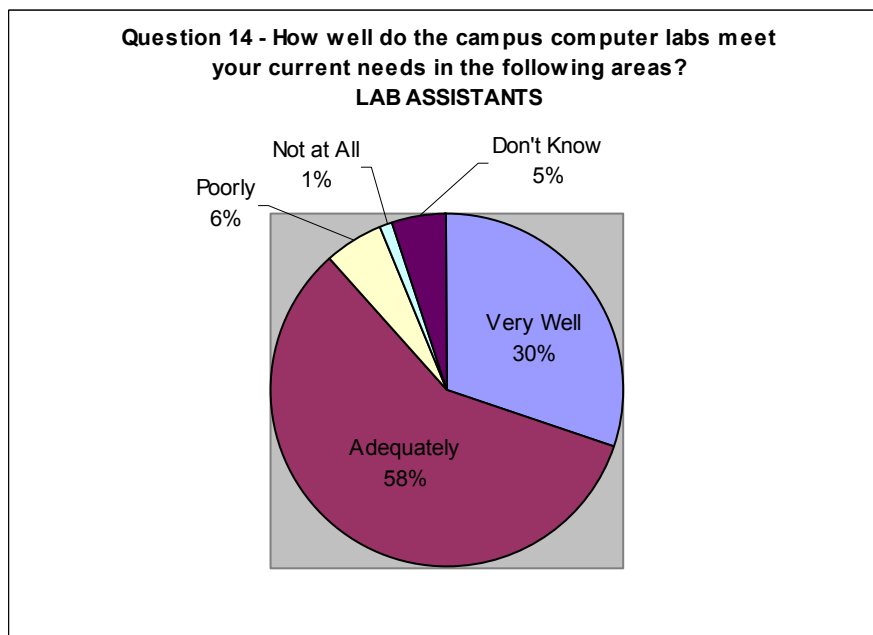
The majority of respondents (76%) indicated that the number of available computers meets their needs. More than half of those that responded poorly to this question also indicated that they spent most of their time in the library (cross-referenced with question 4), and commented in question 15 that the library needs more computers and longer hours.



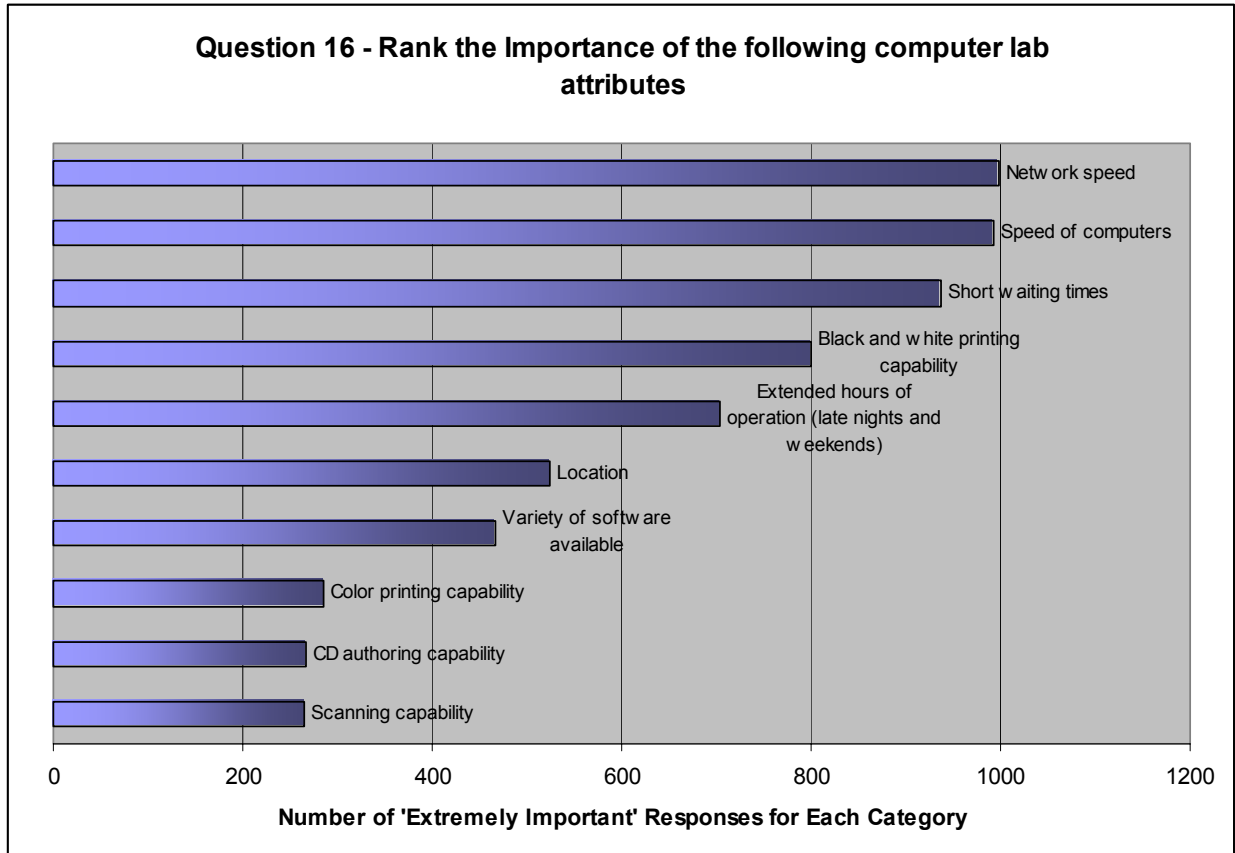
The availability of software meets the needs of 91% of respondents at least adequately. Most of the 6% that responded poorly indicated in question 15 either that they wanted Corel WordPerfect, or that they wanted access to departmental software in the open labs.



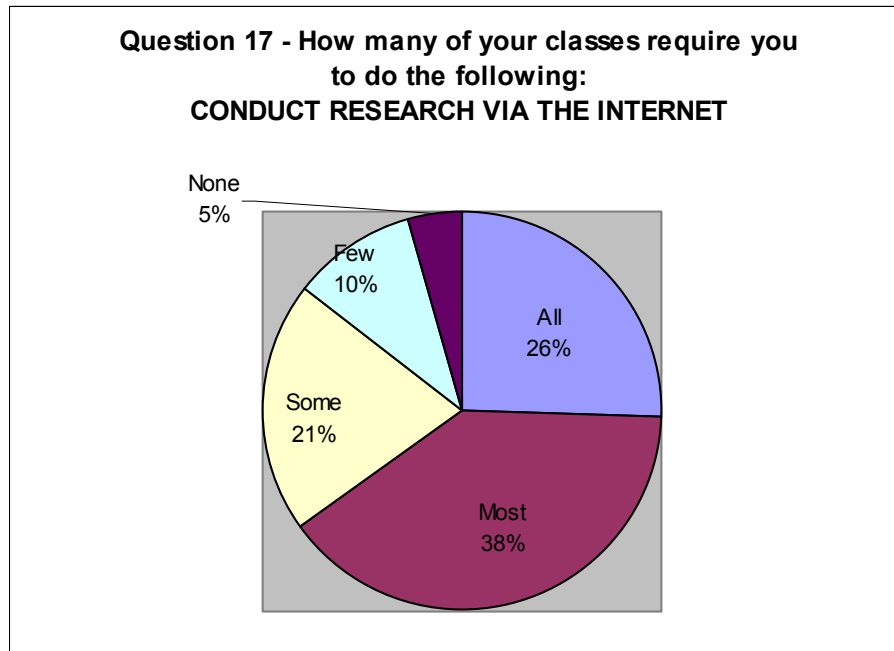
The majority (89%) of respondents indicated that their printing needs were being met adequately to very well. IT is working to further address the printing needs of students, and has already purchased two new printers to be installed in the open labs this semester.



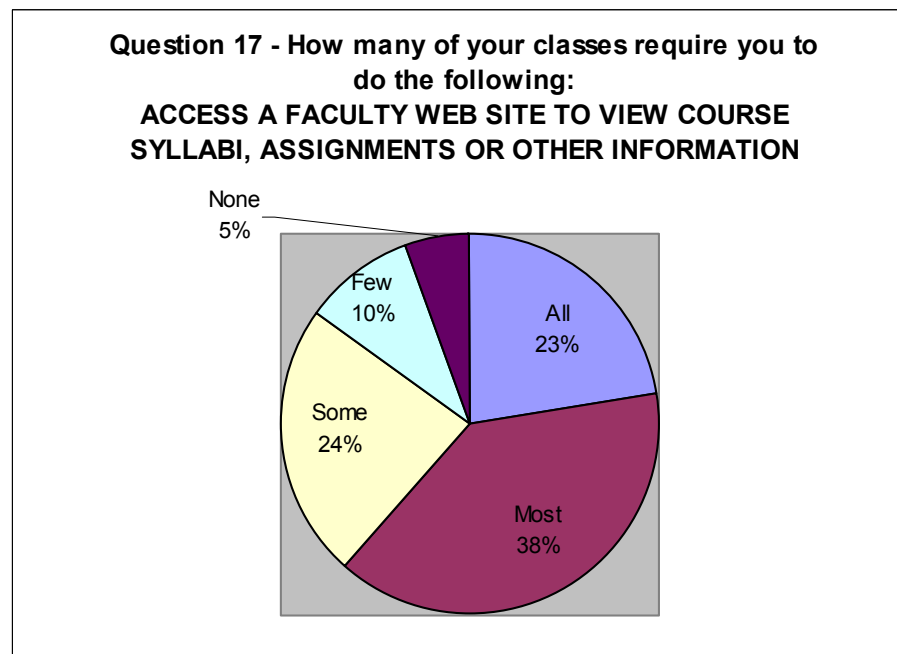
The majority (88%) of respondents indicated that their needs for assistance in the lab by lab assistants were being met adequately to very well. In order to continue to improve the service offered to students and address the needs of those who marked 'Poorly' or 'Not at All', IT is implementing this semester a new program of training and certification for all lab assistants.



The preceding graph shows relatively what the survey respondents rated as the most and least important attributes of a computer lab. Each bar represents the number of respondents that rated that attribute as 'Extremely Important'. IT commits to give the most attention to those things that students consider most important.

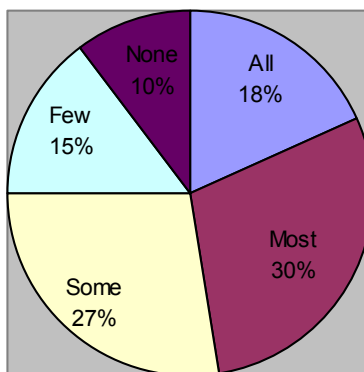


The majority (95%) of respondents use the Internet to conduct research.



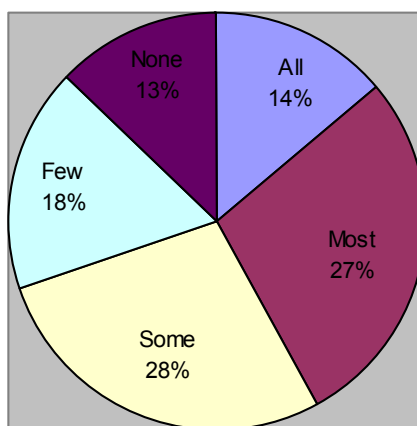
The majority (95%) of respondents access faculty web sites to view class-related information.

**Question 17 - How many of your classes require you to do the following:
USE EMAIL TO COMMUNICATE WITH CLASSMATES
AND/OR THE INSTRUCTOR**



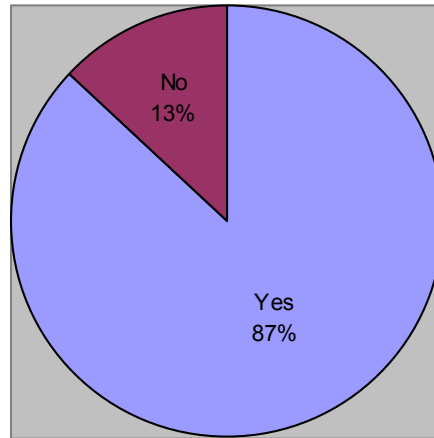
The majority (90%) of respondents use email to communicate with faculty or classmates.

**Question 17 - How many of your classes require you to do the following:
USE THE LIBRARY REFERENCE SYSTEMS**

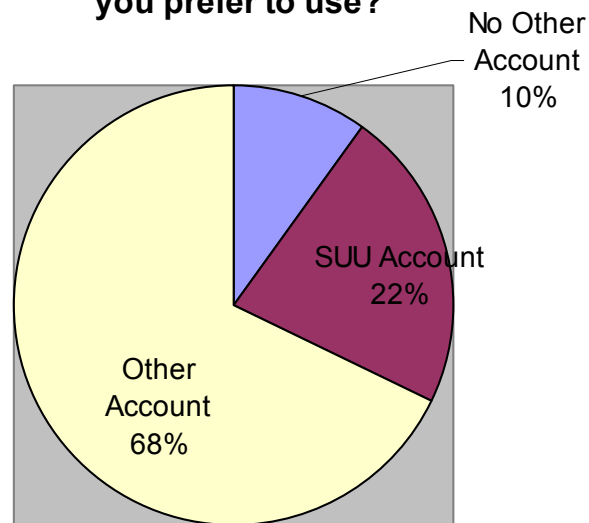


The majority (87%) of respondents use the library reference systems.

Question 18 - Do you have another email account in addition to your SUU email account?

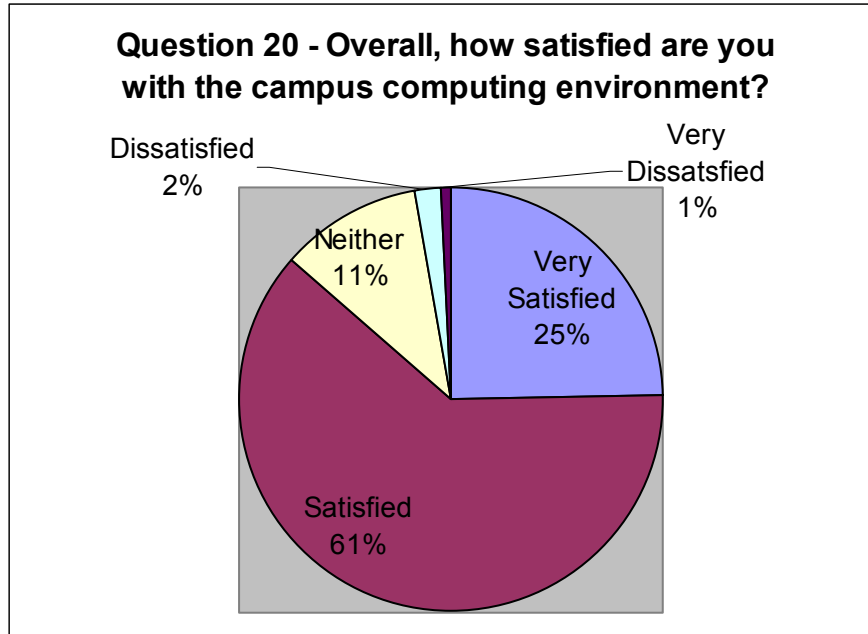


Question 18a - If yes, which email account do you prefer to use?

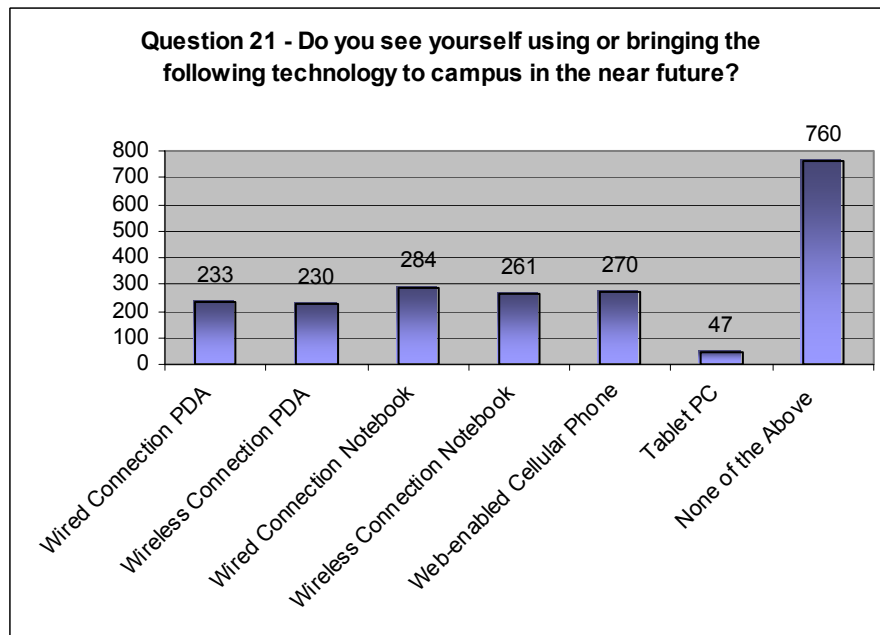


The majority of respondents indicated a preference of using an email account other than their SUU email account. From question 19, the major reasons for this preference are:

- Ability to have a personalized username
- Option to keep account after leaving SUU
- Email address is easier to share and already known by family and acquaintances
- Lack of knowledge about how to use the software

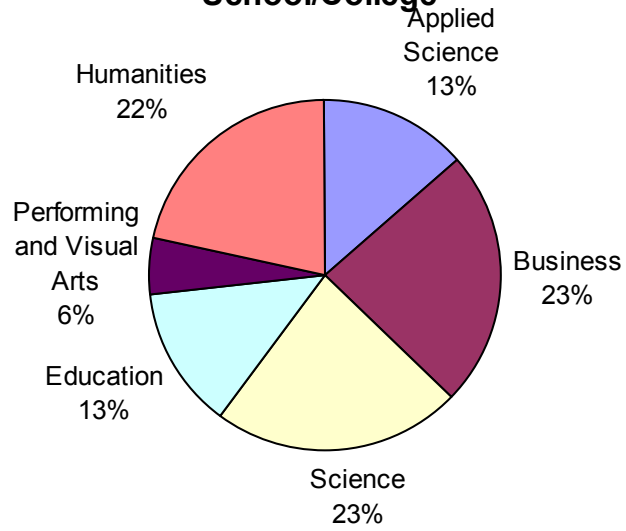


The majority of respondents indicated satisfaction with the campus computing environment. Those that indicated 'Dissatisfied' or 'Very Dissatisfied' did not provide any additional information to explain the reasons for their dissatisfaction.

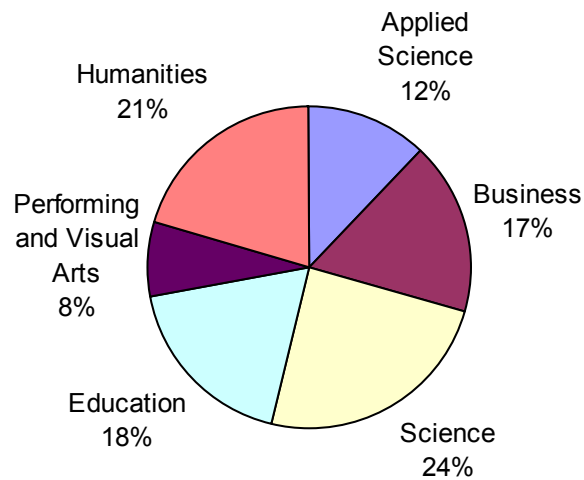


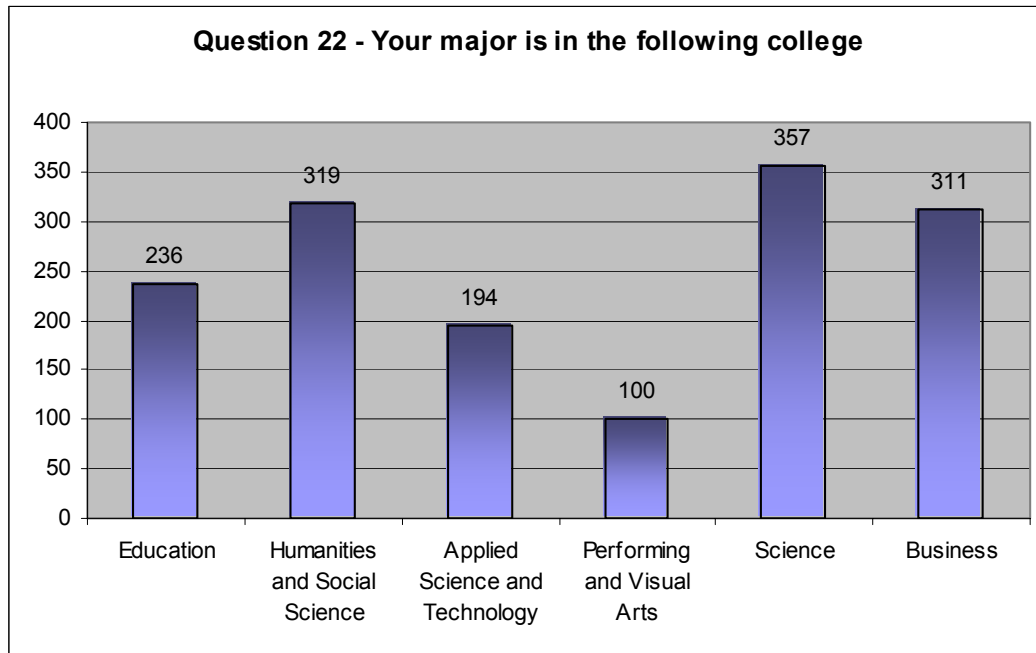
Approximately 50% of respondents have plans to employ emerging technologies in their educational processes. See the following graphs for a representation of those respondents separated by school or college.

Those who plan to bring at least one new/emerging technology sorted by School/College



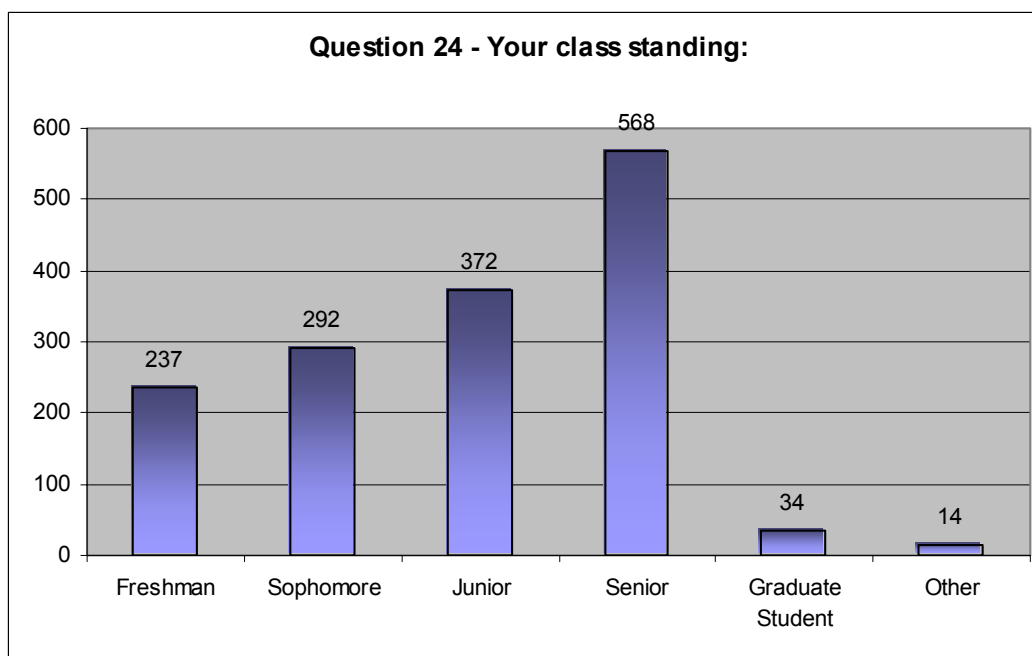
Those who do not plan to bring at least one new/emerging technology sorted by School/College





This graph shows the number of respondents by school/college that participated in the survey.

Question 23 showed that 93% of respondents live off campus, and 7% live on campus.



This graph shows the number of respondents by class standing that participated in the survey.