

Southern Utah University

Fall, 2002 Student Information Technology Survey

Summary of Results

During the last two weeks of Fall Semester, an IT Satisfaction Survey, sponsored by the IT department, was administered via the Web. The purpose of the survey was to determine overall satisfaction with present technology services provided for student use in the 28 computer labs on campus.

There are presently 3,988 active student computer accounts, of those, 1,517 completed the survey for a 38% completion rate. All colleges and schools were represented with the College of Education having 236 respondents, College of Humanities and Social Science 319 respondents, School of Applied Science and Technology 194 respondents, College of Performing and Visual Arts 100 respondents, College of Science 357 respondents, and School of Business 311 respondents.

Seventy three percent of those taking the survey have access to a computer off campus, and forty percent have internet access. The majority of respondents (92%) prefer the PC platform.

The respondents using campus resources prefer ELC 214 and the Library, 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 use the library computers more than other open labs.

In response to the question, "What additional hardware, software, or services are needed in the open access labs", 984 comments were received, grouped into the following categories:

Satisfied	27%
Request for Peripherals	24%
Departmental Software in Open Labs	14%
WordPerfect	13 %
More Computers	8%
More Software	8%
Increased Library Functionality	3%
General Increased Hours	2%
Better Lab Assistants	1%

Most respondents use the open access labs in the afternoons and evenings, and the average number of hours spent in the open access labs per respondent is approximately 6 hours per week. The majority (78%) of respondents indicate that the lab

assistants are available to help when they need it, and 82% of respondents indicate that the lab assistants' ability to help was adequate to excellent. Most respondents (91%) are satisfied with hours 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 open labs in ELC should have longer weekend hours. IT took action by hiring an additional student for extended weekend hours in ELC 214. Most of the respondents (99%) are satisfied with the current technology in the open access labs, 96% are satisfied with the current software offerings in the open access labs, 76% indicate that the number of available computers meets their needs, and 89% of respondents indicate that their printing needs were being met adequately or very well.

The respondents indicate that the following computer lab attributes are the most important in descending order:

- Network speed
- Speed of computers
- Short waiting lines
- Black and white printing capability
- Extended hours of operation
- Location
- Variety of software
- Color printing capability
- CD authoring capability
- Scanning capability

The majority (95%) of respondents use the Internet to conduct research and access faculty web sites to view class-related information. The majority (90%) of respondents use email to communicate with faculty and classmates, and 87% of respondents use the library reference system.

The majority of respondents indicate a preference of using an email account other than their SUU email account, and the 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, and lack of knowledge about how to use the SUU account.

The majority of respondents indicate satisfaction with the campus computer environment and approximately 50% of respondents have plans to employ emerging technologies in their educational processes.

The results of the campus survey will be made available to members of ACUC (Academic Computer User Committee) and Deans' Council, and will be posted to the Web. The information provided by the respondents will be openly discussed in the next ACUC meeting. The purpose of the discussion will be to establish what actions need to be taken to implement the suggestions and improvements the students would like have in the computer labs.