

Southern Utah University
Fall, 2003 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 services provided for student use in the 28 computer labs on campus.

There are presently 4,658 active student computer accounts; of those, 1,388 completed the survey for a 30% completion rate. All colleges and schools were represented, with the College of Education having 238 respondents, College of Humanities and Social Science 299 respondents, School of Applied Science and Technology 179 respondents, College of Performing and Visual Arts 100 respondents, College of Science 325 respondents, and School of Business 247 respondents.

Seventy-five percent of those taking the survey have access to a computer off campus; forty-four percent have internet access, and of those that have internet access, eighteen percent have broadband access.

The Library is preferred by 45% of the respondents (40% in 2002) for the following reasons: the number of new computers, the accessible parking, and the resources available. The ELC 214 was preferred by 37% (41% in 2002) of the respondents, because a computer is always available, and it is not as formal as the Library. The percentage of respondents that wait for a computer response, never, rarely, or sometimes is 92%; compared to the 2002 survey this is a 21% increase. Of the 8% that wait, often or always, for a computer; 60% of those use the library computers more than the other open labs. The respondents that waited, often or always, in the 2002 survey was 24%.

Most respondents use the open-access labs in the afternoons and evenings, and the average number of hours spent in the open-access labs is between 5-6 hours per week. This is the same as reported in the 2002 survey. The majority (80%) of the respondents indicates that the lab assistants are available to help them when needed; 87% of respondents are satisfied with the lab assistants' ability to answer questions or problems. This is a 6% increase over the 2002 survey. Most of the respondents (93%) are satisfied with the lab hours, of the respondents that marked "Poorly", most prefer the Library lab, and would prefer the library hours extended during the week and on weekends. Some of the respondents would also like the open hours in ELC 214 extended on weekends and holidays.

Most of the respondents (99%) are satisfied with the computers in the open-access labs; 97 % are satisfied with current software offerings in the open-access labs. Those that marked "Poorly" would like to have discipline-specific software applications

available in the open labs, such as Quark and QuickBooks, and Microsoft Office Suite, added to the reference computers in the library. The majority (90%) of the respondents indicated that the available computers are meeting their needs adequately or very well. The respondents that marked "Poorly" would like additional computers added in the Library. The majority (85%) of respondents indicated that their printing needs were being met adequately or very well. The respondents that marked "Poorly" would like additional printers in the library, and the paper trays in the printers, be full of paper. They also requested that the printer in SC 301 be better maintained.

Web search engines are used by 52% of the respondents on a regular basis for research purposes and 6% of the respondents do not use a search engine. The majority of the respondents (81%) access a faculty web site during the semester for information; however, only 38% of the respondents access a faculty web site for most of their assignments, and only 68% of the respondents use e-mail during the semester to communicate with classmates and/or their instructor. The majority (71%) of the respondents used the Library databases during the semester.

The majority (97%) of the respondents consider themselves literate in computers, 95% are satisfied with their ability to use Microsoft Office software, 90% indicate they are comfortable with their computer skills; therefore, they are not interested in improving their computer skills by attending basic computer workshops. The majority (62%) respondents have had very limited experience using web development software.

The majority (74%) respondents are in favor of leaving the print balance at its current level of 200 pages per semester, 16% are willing to have the balance reduced to 100 pages per semester, and 5% are willing to increase the page cost for all pages printed in excess of 200 pages to eight-cents per page. During fall semester 4,658 students printed, of those that printed 200 or more pages (1,410 students), the average was 321 pages, and the highest was 3,091 pages. For those that printed, less than 200 pages (3,248 students), the average was 88 pages.

Only 11% of the survey respondents have a notebook computer. The 148 respondents that have notebook computers would like to have notebook connections in the classrooms, the library, and the student center. They would also like to have wireless connections available throughout the entire campus.

Of the respondents, 90% visit the SUU web site on a regular basis. The respondents would like the faculty to put more information on their web pages (syllabi, office hours, course materials, etc.). They would also like a complete schedule of student activities available on the SUU web site.

The majority of respondents (93%) indicated satisfaction with the campus computing environment. This is an 8% increase compared to the 2002 survey. Approximately 66% of respondents have plans to employ emerging technologies. This is a 32% increase compared to the 2002 survey.

The results of the campus survey will be posted on the SUU web site, making it available to the entire campus.

The suggestions and improvements the students would like to have implemented:

- Microsoft Office on all computers in the Library.
- Consider rules of courtesy for computer labs users.
- Additional printers in the Library.
- Increase Library open hours.
- Departmental software in the Open Labs.
- Increase open hours in ELC 214 on weekends and holidays
- Wireless connections across campus.
- Additional scanners in the open labs.
- Better maintenance of the printer in SC 301.
- More information available on faculty web pages.
- Complete schedule of student activities on the SUU web site.