

Southern Utah University
Fall, 2004 Student Information Technology Survey

Summary of Results
By
Information Technology

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 5,382 active student computer accounts; of those 1,180 completed the survey for a 22% completion rate (1,388 completed the survey in 2003). All colleges and schools were represented, with the College of Education having 202 (2003, 238) respondents, College of Humanities and Social Science 285 (2003, 299) respondents, College of Computing, Integrated Engineering & Technology 122 (2003, 179), College of Performing and Visual Arts 98 (2003, 100) respondents, College of Science 274 (2003, 325), and School of Business 199 (2003, 247) respondents.

Seventy-seven percent (2003, 75%) of those taking the survey have access to a computer off campus; forty-nine percent (2003, 44%) have internet access, and those that have internet access twenty-nine percent (2003, 18%) have broadband access. The broadband access has increased 61% over 2003.

The Library is preferred by 48% (45% in 2003) of the respondents for the following reasons: accessible parking, and resources available. The ELC 214 was preferred by 33% (37% in 2003) of the respondents, because a computer is always available, and there is no waiting. The ELC 301 was preferred by 19% (18% in 2003) of the respondents, because there is no waiting, and the lab environment is better. The percentage of respondents that wait for a computer, never, rarely, or sometime is 93% (92% in 2003). Of the 7% that wait, often or always, for a computer; 80% of those use the library computers.

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 2003, and 2002 survey. The majority (77%) (80% in 2003) of the respondents indicate that the lab assistants are available to help them when needed; 84% (87% in 2003) of respondents are satisfied with the lab assistants' ability to

answer questions or problems. Most of the respondents (91%) 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.

Most of the respondents (97%) (99% in 2003) are satisfied with the computers in the open access labs; 96% (97% in 2003) are satisfied with current software offerings in the open-access labs. The majority (88%) (90% in 2003) 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 (89%) (85% in 2003) of respondents indicated that their printing needs were being met adequately or very well. The respondents that marked “Poorly” would like to print on the front and back of the paper, and would like the printers full of paper, and kept in good working condition.

Web search engines are used by 49% (52% in 2003) of the respondents on a regular basis for research purposes and 9% (6% in 2003) of the respondents do not use a search engine. The majority of the respondents 82% access a faculty web site during the semester for information; however, only 56% (38% in 2003) of the respondents access a faculty web site for most of their assignments, and only 70% of the respondents use e-mail during the semester to communicate with classmates and/or their instructor. The majority (69%) of the respondents used the Library databases during the semester. WebCT is used by 17% of the respondents on a regular basis, and 24% of the respondents indicated that they use WebCT sometimes.

The respondents are favorable to having short workshops on the following topics:

- How to save paper by printing two pages one sheet of paper
- How to access the F drive from off campus
- How to forward university e-mail to their preferred e-mail account
- How to set up their notebook for wireless network access
- How to save information on a CD
- How to set up and use their personal web space for publishing web pages
- How to navigate within WebCT
- How to send attachments in e-mail
- How to use the calendar feature in Netmail

Ask the faculty that teaches CS 1000 courses to add the above topics to their classes.

The majority (78%) (74% in 2003) are in favor of leaving the print balance at its current level of 200 pages per semester, 15% are willing to have the balance reduced to 100 pages per semester, and 8% (5% in 2003) are willing to increase the page cost for all pages printed in excess of 200 pages to eight-cents per page. End of fall semester print balances, (pages, number of students) were as follows:

Zero, 302

1-99, 1553
 100-199, 1259
 200-299, 3742
 300-399, 493
 400-499, 743
 500-599, 239
 600-999, 577
 1000-9962, 162

The majority of respondents (93%) indicated satisfaction with the campus computing environment. This is the same satisfaction level as last year. Approximately 71% (66% in 2003) of respondents have plans to employ emerging technologies. This is an 8% increase compared to the 2003 survey.

The majority (85%) (89% in 2003) of the respondents do not have a notebook computer. There are 177 respondents that do have a notebook computer. In 2003 there were 148 that had a notebook computer. Of those that bring their notebook to campus 7% use the campus network. Most of the respondents indicated (75%) they would use wireless notebook computers if they were available for check out in the library.

Only 82 of the respondents that bring their notebook computers to campus connect to the wireless network. There are over 300 wireless devices (PDAs, notebook computers, and wireless cell phones) in the hands of students that connect to the campus wireless network on a regular basis (based on IT logs). The faculty and staff have 75 wireless devices that are used on campus. What is actually happening on campus doesn't correlate with the survey results. If the students that use wireless devices were surveyed that outcome would be totally different.

The respondents would like faculty to post more class information on their web pages. The respondents would also like a better calendar, more information about campus events and activities, and additional information about SUUSA regular meetings and Senate action items. The respondents would also like the web page testimonials kept updated with current students.

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

The following suggestions and improvements requested by students will be implemented by Information Technology.

- Set up duplex printing in ELC 214 and Library
- Make available USB Floppy and Zip Drives
- Validate the strength of the wireless signal where deployed
- Inform students where labs are located on campus
- Make sure the default home page for all computers is www.suu.edu
- Monthly training for Lab Techs

- Create a print pool for HP 9000 printers in Library and ELC 214

The following suggestions will be discussed in more detail:

- The possibility of adding notebook computers for checkout in the library
- Color printer for the Graphics Art lab

The following suggestion will be forwarded to the Library Administration:

- Recommend to Library Administration to consider all possible ways to increase open library hours for evening use

The following suggestion will be forwarded to the Southern Utah University Student Association:

- Students want more information about activities and events published