

Southern Utah University
Spring, 2007 Student Information Technology Survey

Summary of Results

By

Information Technology

During the first two weeks of April 2007 (Spring 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 in the 30 computer labs on campus.

There are presently 4,707 active student computer accounts; of those 920 completed the survey for a 19.5% completion rate (1,180 completed the survey in 2004). All colleges and schools were represented, with the college of Education having 122 (2004, 202) respondents, College of Humanities and Social Science 197 (2004, 285) respondents, College of Computing, Integrated Engineering & Technology 95 (2004, 122) respondents, College of performing and Visual Arts 72 (2004, 98) respondents, College of Science 227 (2004, 274) respondents, School of business 175 (2004, 199) respondents, and 32 respondents did not declare a school/college.

Eighty-four percent (2004, 77%) of those taking the survey have access to a computer off campus; sixty-three percent (2004, 49%) have internet access, and those that have internet access fifty-seven percent (2004, 29%) have broadband access. The broadband access has increased 117% over 2004, and 250 % over 2003.

The Library is preferred by 44% (48% in 2003) of the respondents for the following reason: lab environment is better. The ELC 214 was preferred by 56% (33% in 2004) of the respondents, because a computer is always available, and they are excited about the dual monitors.

Most of the respondents use the open-access labs in the afternoon and evenings; and 59% of the respondents spend 1-5 hours in the open access labs per week, while 23% of the respondents spend 5-10 hours in the open access labs per week, and 9% of the respondents spend more than 10 hours per week in the open access labs. The majority (70%) (77% in 2004) of the respondents indicate that the lab assistants' are available to help them when needed; 77% (84% in 2004) of respondents are satisfied with the lab assistants' willingness to help. The majority (76%) of the respondents are satisfied with the lab assistants' ability to help with questions or problems.

Most of the respondents (94%) (97% in 2004) are satisfied with the hours the labs are open, of the respondents that marked "Poorly" most would prefer the open access labs be open for longer hours, on night and weekends. The current technology in the labs meets the needs of 97% of respondents. The current software in the labs meets the needs of 94% (97% in 2004) of respondents. The respondents

would like to have a menu on the desktop, listing the available software applications available in the lab, and if possible all software applications should be in all labs. The majority (94%) (90% in 2004) of the respondents indicated that the available computers are meeting their needs adequately, to very well. The respondents that marked "Poorly" would like additional computers added to the Library, and extended hours. The majority (87%) (89% in 2004) of respondents indicated that their printing needs were being met adequately, or very well. The respondents that marked "Poorly" would like printing improved in the library, and the cost of color printing reduced in ELC 214.

Web search engines are used by 61% (49% in 2004) of the respondents on a regular basis for research purposes and 7% (9% in 2004) of the respondents do not use a search engine. The majority of the respondents 86% (81% in 2004), access a faculty web site during a semester for information; however, only 24% of the respondents access a faculty web site for all course syllabi, and assignments. 81% of the respondents used email during the semester to communicate with classmates and/or their instructor, compared with 68% in 2004. The majority (68%) (69% in 2004) of the respondents used the Library databases during the semester. WebCT is used by 82% of the respondents in their academic classes, and only 18% of the respondents are not accessing WebCT.

The majority of respondents (94%) (93% in 2004) are satisfied or very satisfied with the computing environment on campus. There has been a 200% increase in notebook ownership since 2004 survey, and 31% of the respondents that own a notebook computer bring them to campus and access the wireless network. Approximately 75% of respondents have plans to employ emerging technologies in their education process, compared with 66% in 2004. This is a 13% increase when compared to 2004 survey.

SUU is considering changing from Net Mail to Google's Gmail, the majority (80%) of the respondents, are willing to have Information Technology pursue an alliance with Google's Enterprise Solution Division, also the majority of the respondents are willing to provide SUU their preferred email address, which would provide the university a better way to keep in contact.

The following suggestions and improvements requested by student will be implemented by Information Technology:

- Upgrade the printers in the Library
- Put a printer release station in the Library and ELC 214
- Install Office 2007 on notebooks for check out in the Library
- Improve wireless connectivity across campus

The following suggestions will be discussed in more detail with ACUC:

- Color printer for the Library
- Additional open hours for ELC 214 on weekends

- Longer weekend hours
- Longer holiday hours
- Same versions of software across campus. For example, the same version of Photoshop in all labs that it's available
- Dual monitor in more labs
- Duplex printing in more labs
- More locations with Photoshop/Dreamweaver
- Moving from net-mail to Gmail for students

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
- Chairs in Library are not very comfortable