

An online survey was conducted of SOU students to determine their views on the most important types of technology and support services and to understand where there are opportunities to improve technology and services. This survey will be done each year and, based on the results, improvement strategies will be developed and goals will be set so that improvements are measured on an annual basis.

### 2011 Survey Respondents

The survey was sent in early May 2011 to every SOU student with an active institutional email account. There were 377 respondents with the following distribution:

Student Status	N	Percent
Full time	328	87.0%
Part time	49	13.3%

Student Class Standing	N	Percent
Freshman	45	11.9%
Sophomore	44	11.7%
Junior	100	26.5%
Senior	141	37.4%
Non-admitted undergraduate	1	.3%
Graduate student	38	10.1%
Post-Baccalaureate non-degree seeking	8	2.1%

Currently Live in a Residence Hall	N	Percent
Yes	86	22.8%
No	291	77.2%

Online Course Participation	N	Percent
Yes	213	56.5%
No	164	43.5%

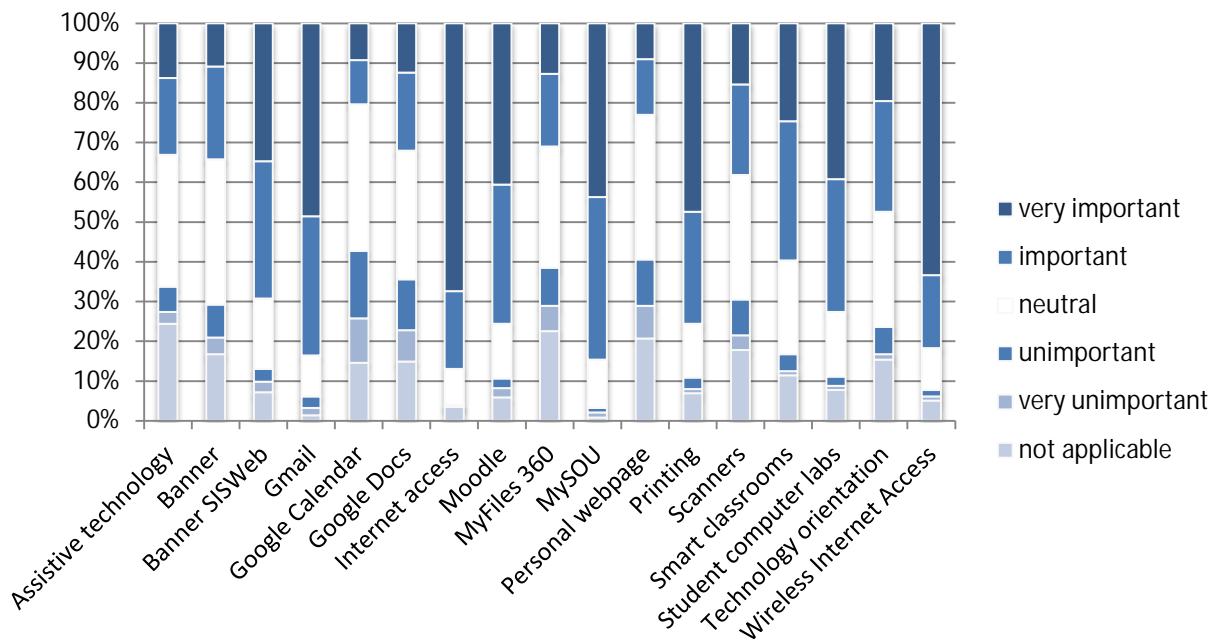
Primary Personal Computer Type Used	N	Percent
Desktop	71	18.8%
Laptop	286	75.9%
Netbook	8	2.1%
Do not own a computer	12	3.2%

Primary Personal Computing Platform Used	N	Percent
Windows PC	262	69.5%
Macintosh	98	26.0%
Linux	4	1.1%
Do not own a computer	13	3.4%

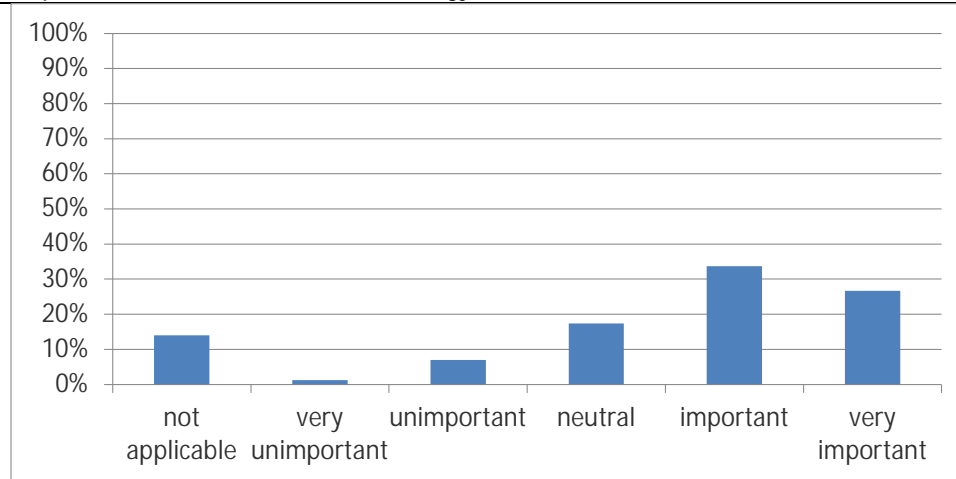
Mobile Devices Used for School	N	Percent
Android Phone	54	14.3%
iPad	28	7.4%
iPhone	71	18.8%
iPod Touch	69	18.3%
None	76	20.2%
Other	190	50.3%

## 2011 Survey Results

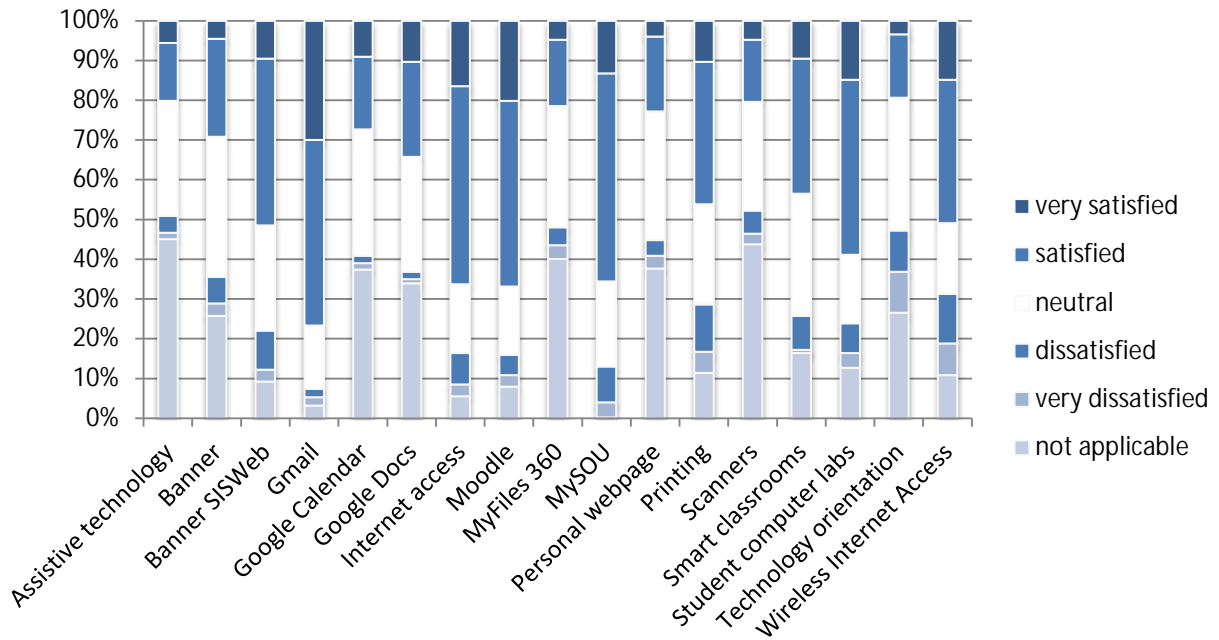
### Importance of Information Technology Services



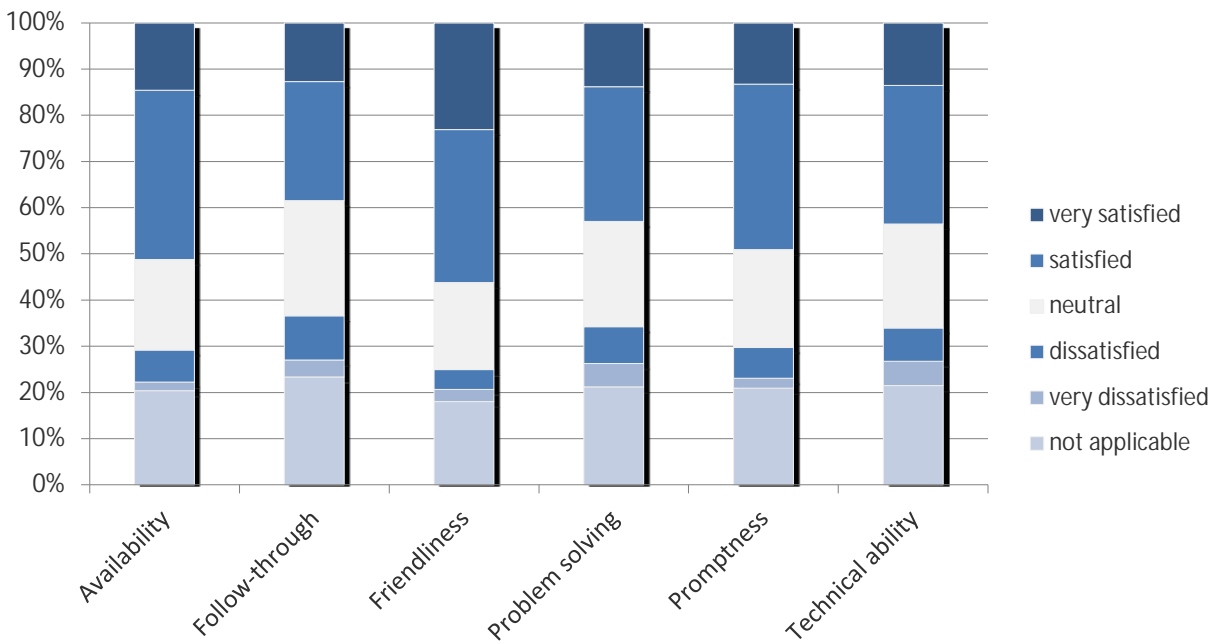
### Importance of Information Technology Services in the Residence Halls



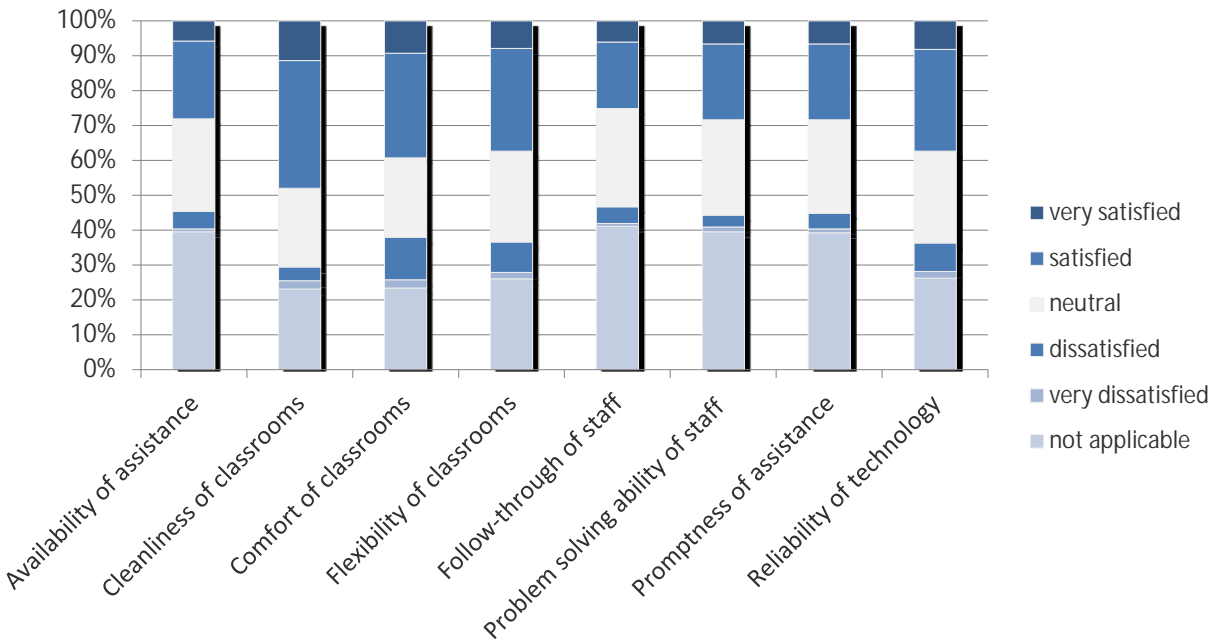
Satisfaction with Information Technology Services



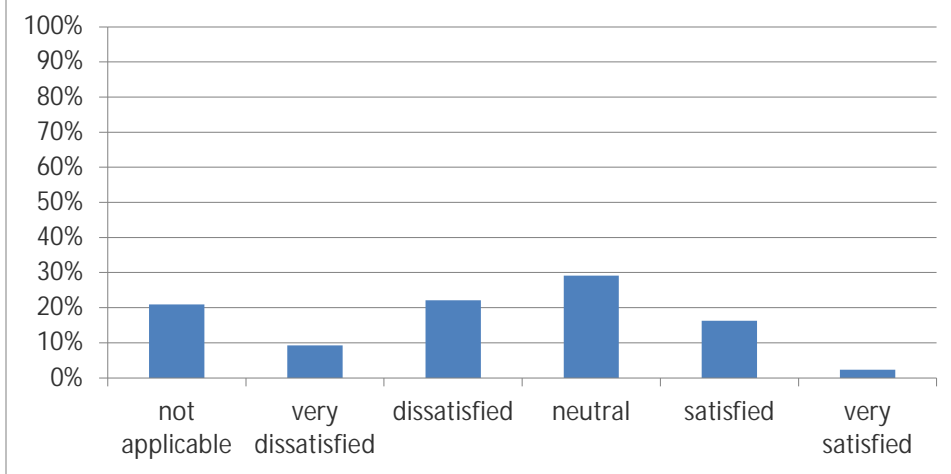
Satisfaction with the Information Technology Help Desk



Satisfaction with the Smart Classroom Technology and Support Services



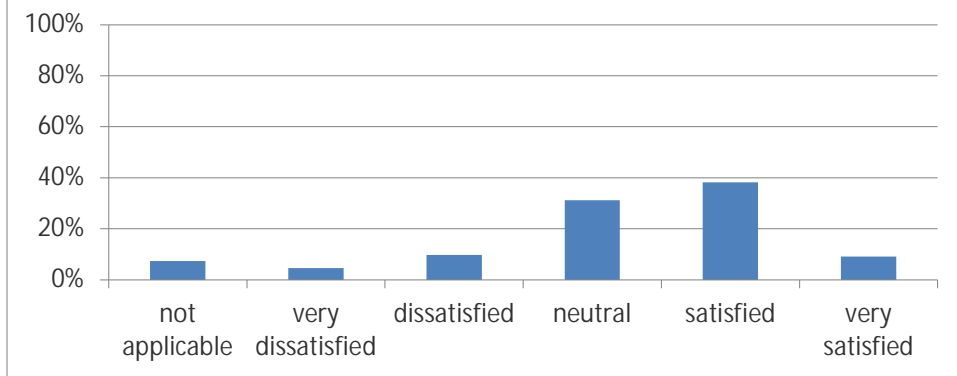
Satisfaction with Information Technology Services in the Residence Halls



The overall average satisfaction with Residence Hall Information Technology Services was 2.17, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

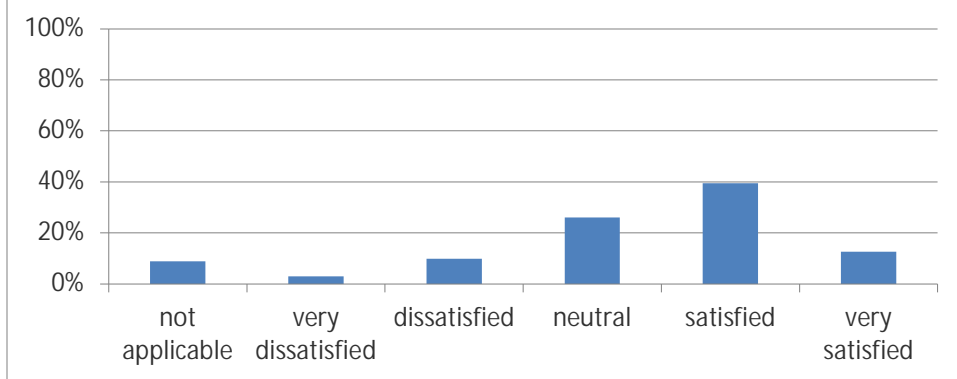
Satisfaction with Communication about Information Technology Issues and Projects

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Overall Satisfaction with the Technology and Services provided by Information Technology

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The overall average satisfaction with Information Technology Services was 3.16, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.