

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 is conducted each year, so that our performance is measured on an annual basis. The results of the annual IT surveys are used to develop improvement strategies and set departmental goals.

### 2012 Survey Respondents

The survey was sent in early May 2012 to every SOU student with an active institutional email account. The survey was open for a month. There were 399 respondents, an increase of 20 responses from 2011, with the following characteristics:

Student Status	N	Percent
Full time	350	87.7%
Part time	49	12.3%

Student Class Standing	N	Percent
Freshman	52	13.0%
Sophomore	49	12.3%
Junior	108	27.1%
Senior	134	33.6%
Non-admitted undergraduate	4	1.0%
Graduate student	39	9.8%
Post-Baccalaureate non-degree seeking	13	3.3%

Currently Live in a Residence Hall	N	Percent
Yes	80	20.1%
No	319	79.9%

Own a Personal Computer	N	Percent
Yes	378	97.4%
No	10	2.6%

Primary Personal Computer Type Used	N	Percent
Macintosh desktop	8	2.1%
Macintosh laptop	89	23.5%
Windows desktop	68	18.0%
Windows laptop	213	56.3%

Own a Mobile Device	N	Percent
Yes	366	94.3%
No	22	5.7%

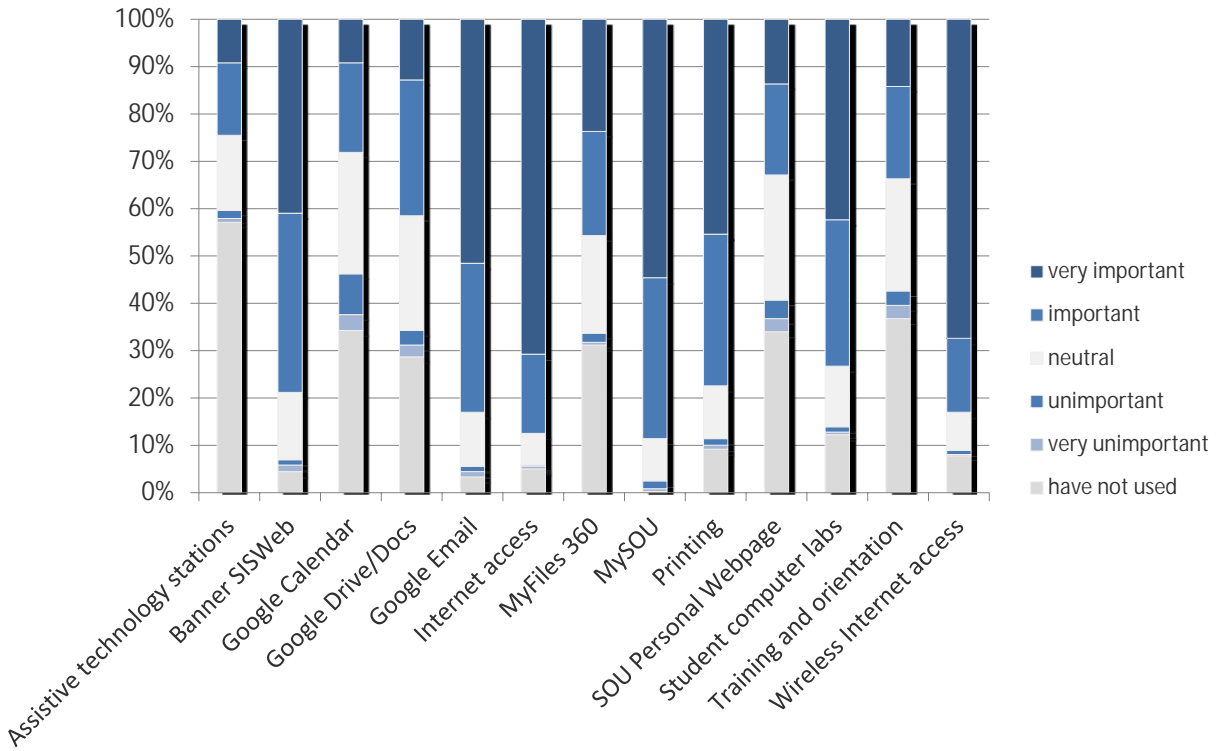
Use Mobile Device More Than Personal Computer	N	Percent
Yes	107	29.2%
No	251	68.6%
Do not own a PC	8	2.2%

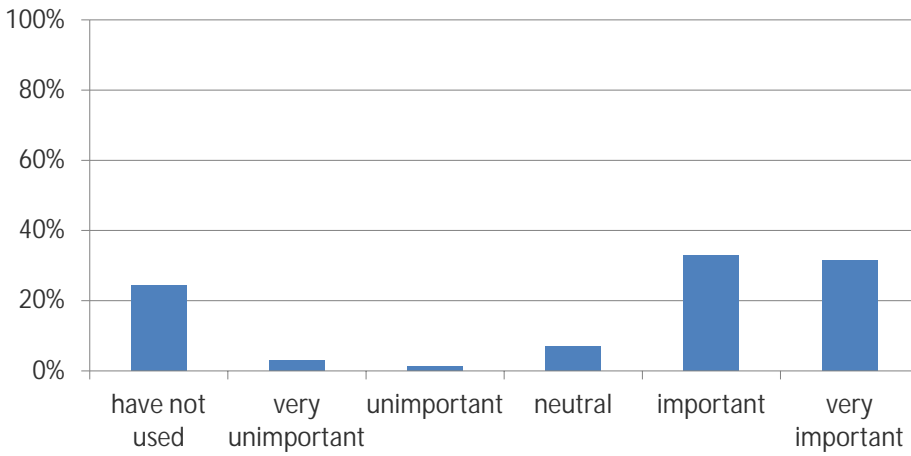
Types of Mobile Devices Owned	N	Percent
Cell phone	156	42.6%
eReader	48	13.1%
iPad	39	10.7%
iPod	133	36.3%
Laptop	245	66.9%
Smart phone	213	58.2%
Tablet	18	4.9%
Other (Blackberry, gaming devices)	14	3.8%

## 2012 Survey Results

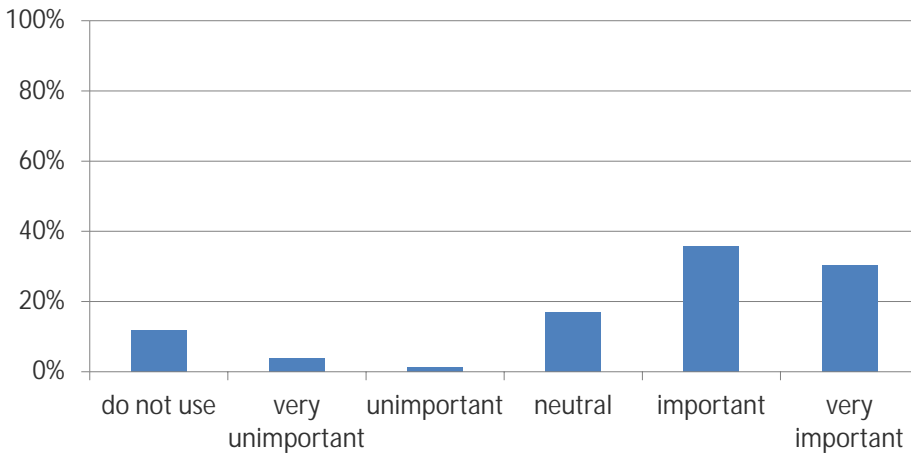
### Importance of Information Technology Services



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

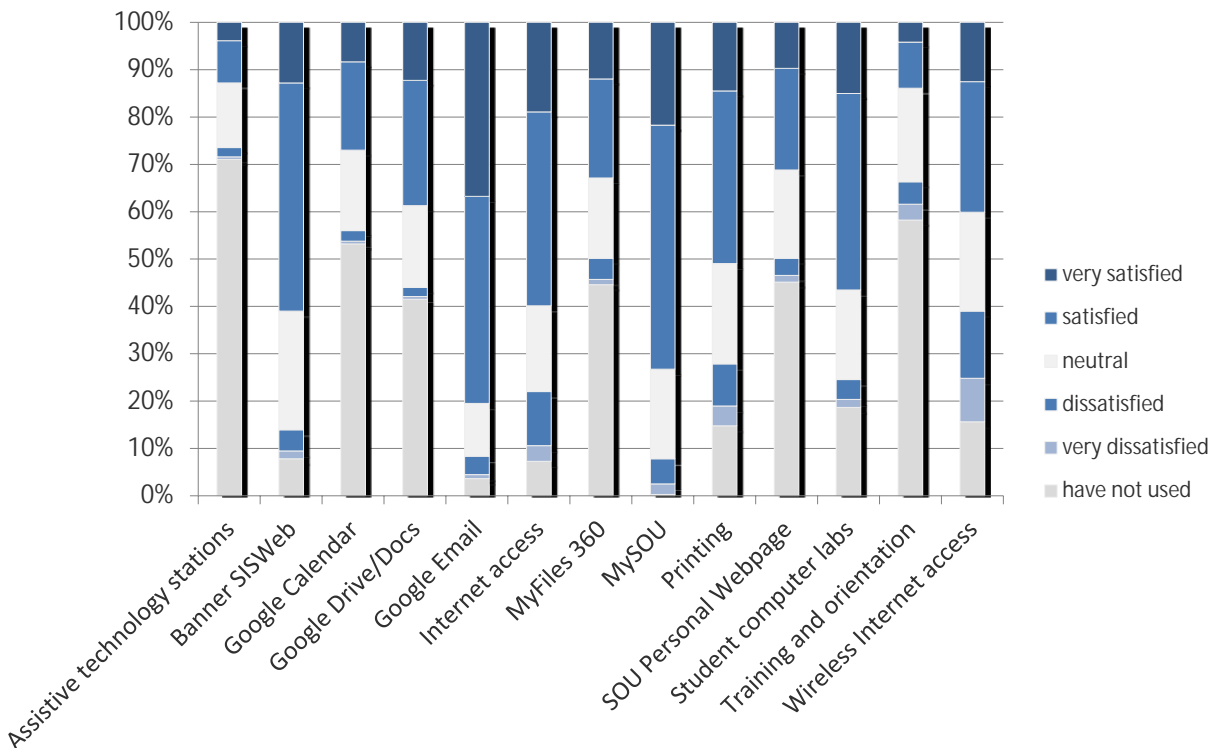


Overall Importance of Information Technology Services



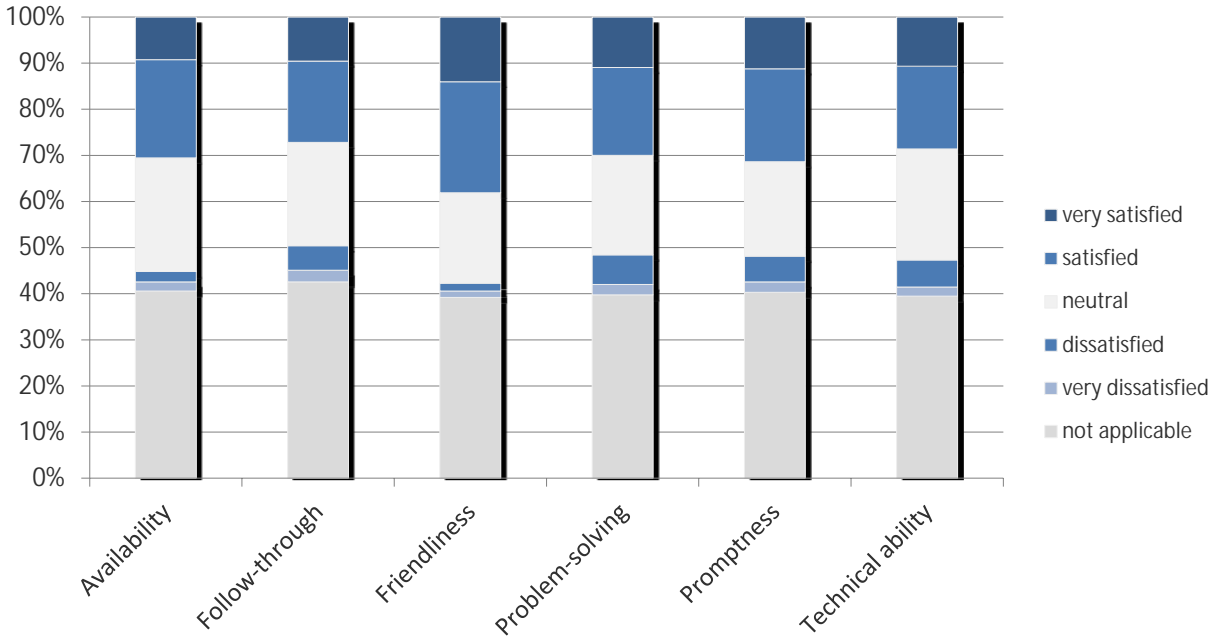
Student respondents, on average, rated the overall importance of Information Technology Services at 3.52, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. A significant percentage of student respondents (11.9 percent indicated that they do not use any IT Services), although many seem unclear as to the role of Information Technology at SOU.

Satisfaction with Information Technology Services

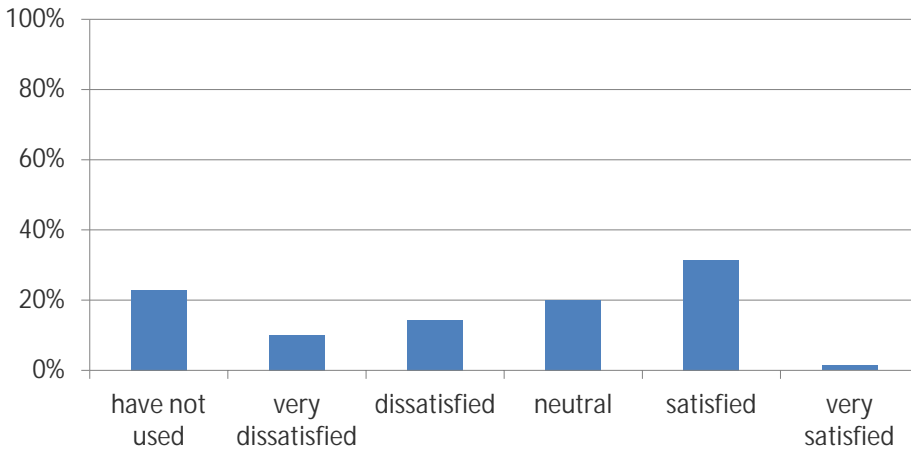


Use the IT Help Desk	N	Percent
Yes	134	37.5%
No	155	43.4%
Avoid if possible	68	19.0%

Satisfaction with the Information Technology Help Desk



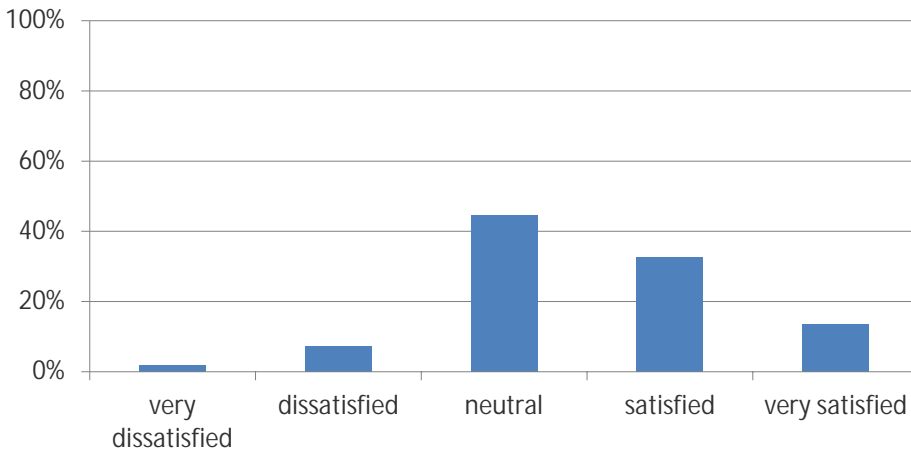
Satisfaction with Information Technology Services in the Residence Halls



The overall average satisfaction with Residence Hall Information Technology Services was 2.31, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year, average satisfaction was 2.17 on the same scale.

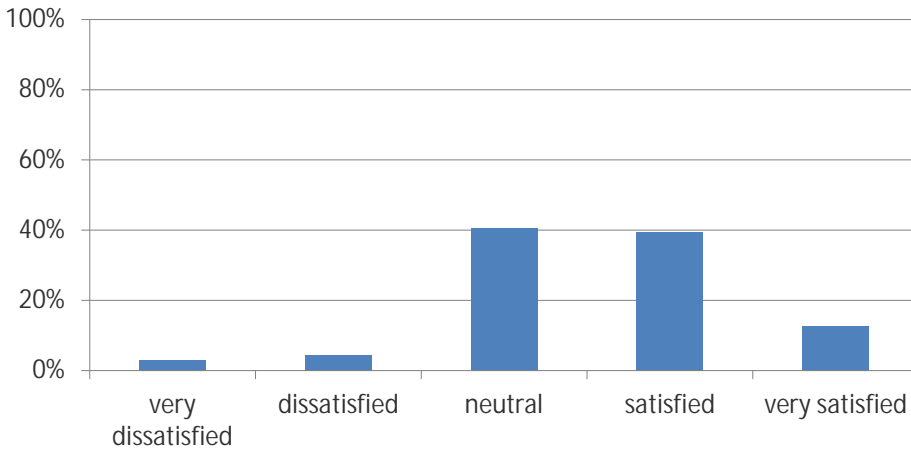
Satisfaction with Communication about Information Technology Issues and Projects

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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 3.54, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 3.17 on the same scale.