

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.

2014 Survey Respondents

The survey was sent in early May 2014 to every actively enrolled SOU student. The survey was open for a month. There were 192 respondents (sample error of 6.8%) with the following characteristics:

Student Status	N	Percent
Full time	166	86%
Part time	26	14%

Student Class Standing	N	Percent
Freshman	29	15%
Sophomore	23	12%
Junior	36	19%
Senior	77	40%
Non-admitted undergraduate	3	2%
Graduate student	20	10%
Post-Baccalaureate non-degree seeking	4	2%

Currently Live in a Residence Hall	N	Percent
Yes	53	28%
No	139	72%

Own a Personal Computer	N	Percent
Yes	184	98%
No	3	2%

Primary Personal Computer Type Used	N	Percent
Macintosh desktop	5	3%
Macintosh laptop	37	20%
Windows desktop	34	19%
Windows laptop	105	58%

Own a Mobile Device	N	Percent
Yes	160	86%
No	27	14%

Use Mobile Device More Than Personal Computer	N	Percent
Yes	72	45%
No	85	53%
Do not own a PC	2	1%

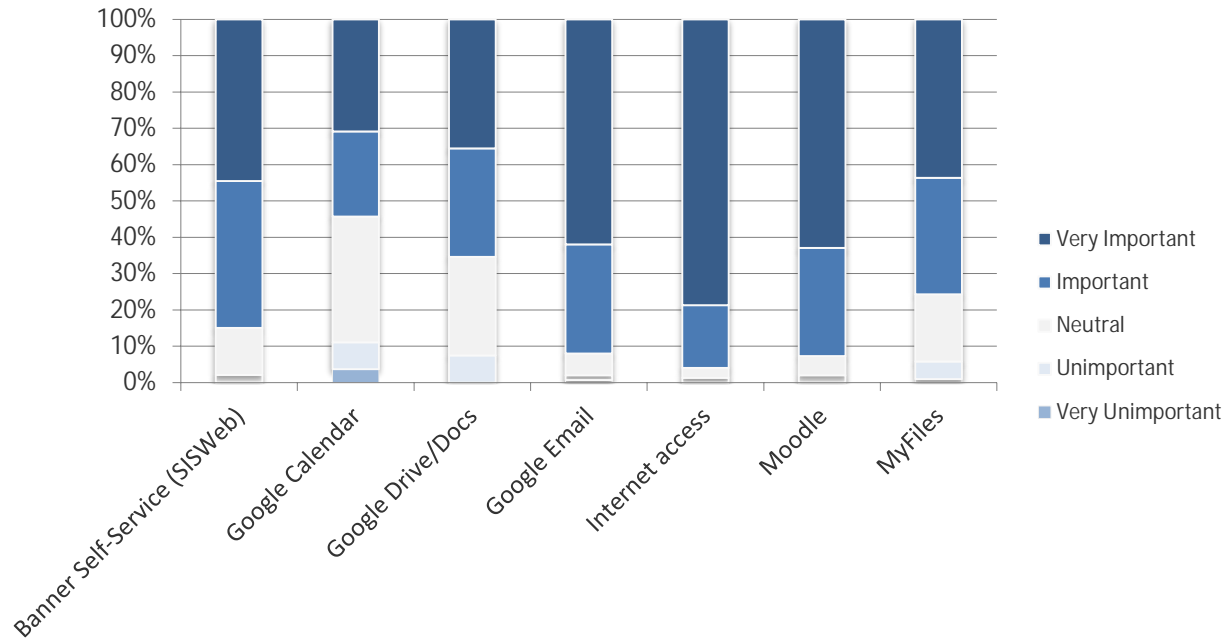
Types of Mobile Devices Owned	N	Percent
Cell phone	24	15%
eReader	33	21%
iPad	35	22%
iPod	41	26%
Laptop	98	62%
Smart phone	131	83%
Tablet	29	18%
Other (chromebook, gaming devices)	6	4%

I use the Computer Labs at SOU	N	Percent
Never	40	22%
Only during class	20	11%
Less than once a month	28	15%
Once a month	7	4%
2-3 Times a month	24	13%
Once a week	16	9%
2-3 Times a week	32	17%
Daily	19	10%

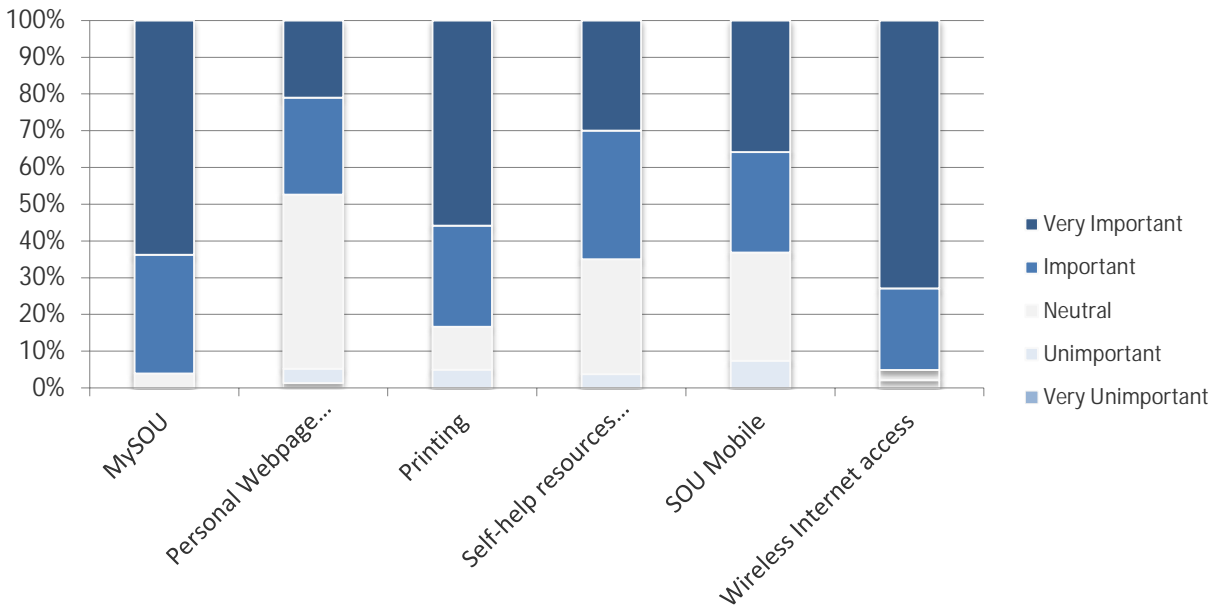
Why do you use the Computer Labs at SOU?	N	Percent
Do not own a computer	2	1%
Do not like to study/work at home	31	21%
Fill time between classes	67	46%
For software unavailable on my pc or mac	55	38%
Required during class	41	28%
Printing	95	65%
To have assistance readily available	17	12%
Other (group work, do not bring laptop)	12	8%

2014 Survey Results

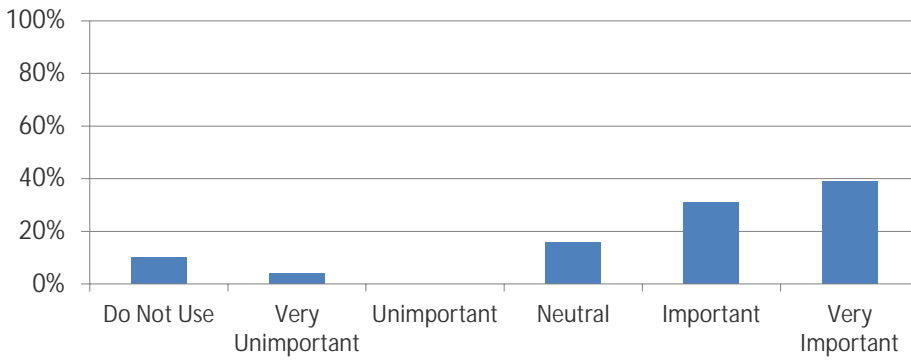
Importance of Information Technology Services



Importance of Information Technology Services (continued)

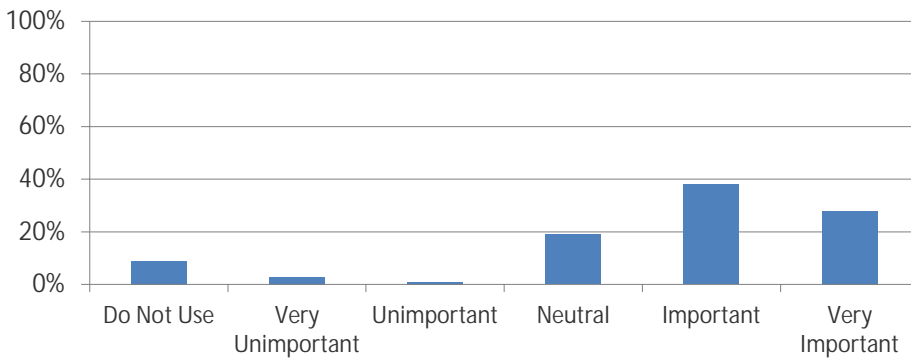


Importance of Information Technology Services in the Residence Halls



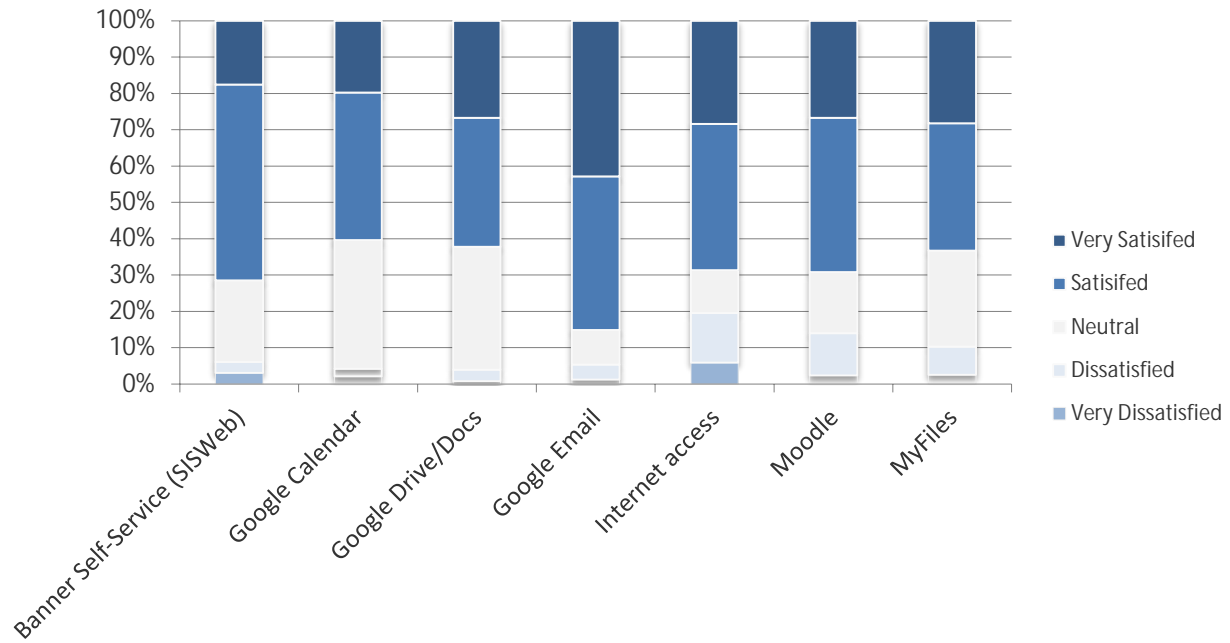
Student respondents, on average, rated the overall importance of Information Technology Services in our Residence Halls at 3.69, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 10 percent of student respondents indicated that they do not use any IT Services in their residence hall. Only self-identified residents were asked this question.

Overall Importance of Information Technology Services

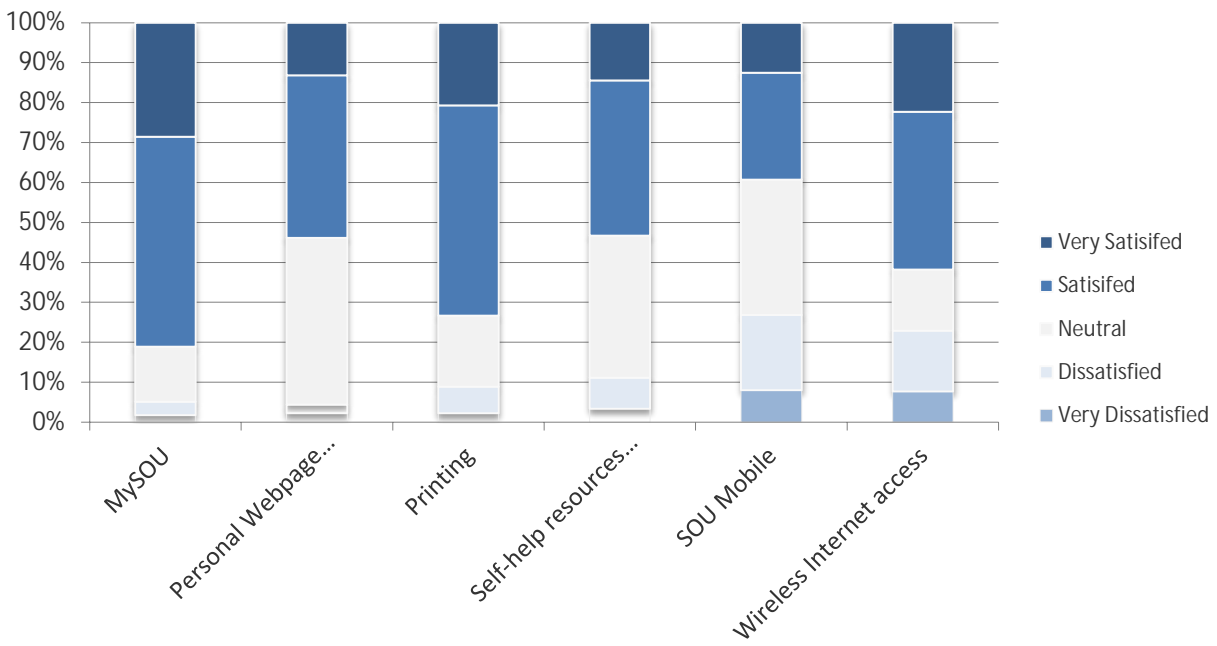


Student respondents, on average, rated the overall importance of Information Technology Services at 3.59, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 9 percent of student respondents indicated that they do not use any IT Services, although that seems difficult to manage with many college services now only available online.

Satisfaction with Information Technology Services

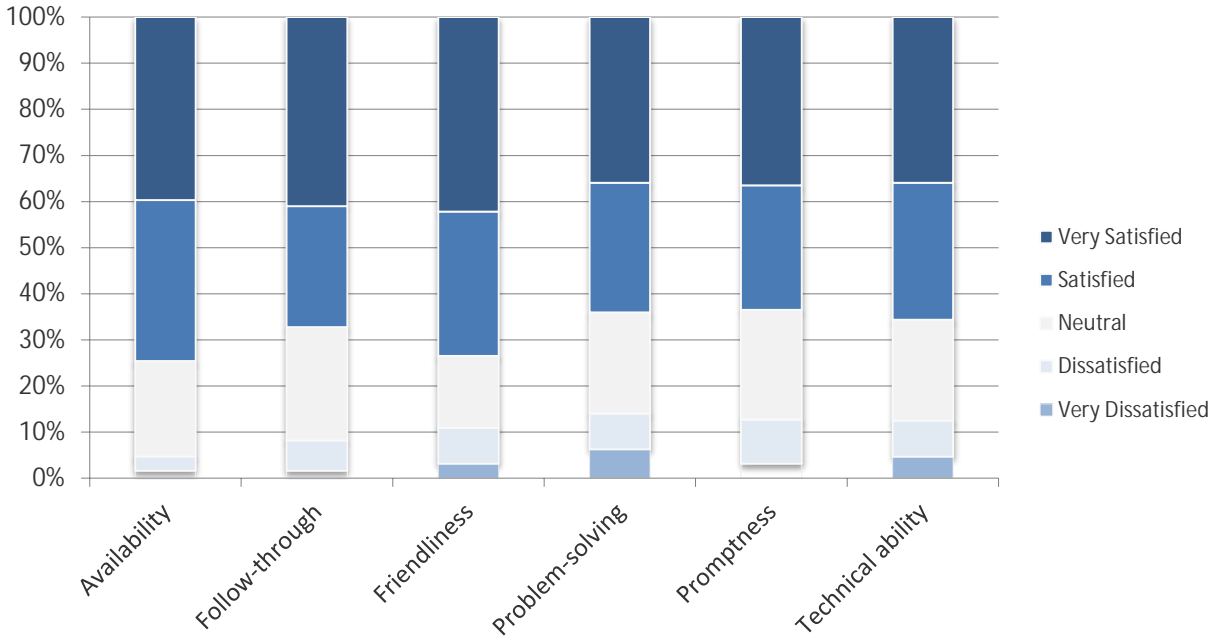


Satisfaction with Information Technology Services (continued)

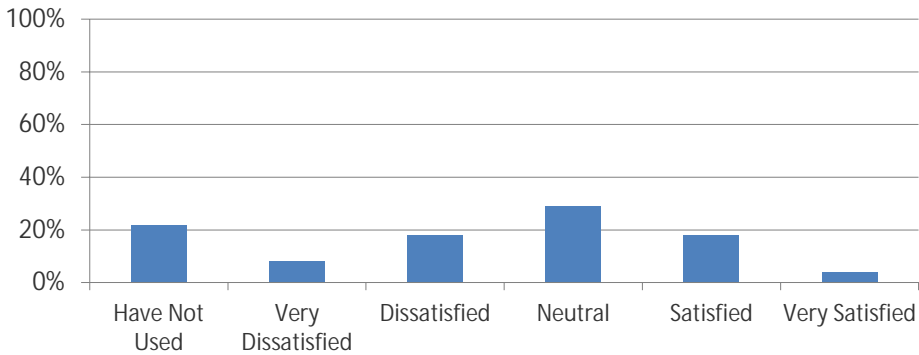


Use the IT Help Desk	N	Percent
Yes	53	29%
No	106	59%
Avoid if possible	21	12%

Satisfaction with the Information Technology Help Desk

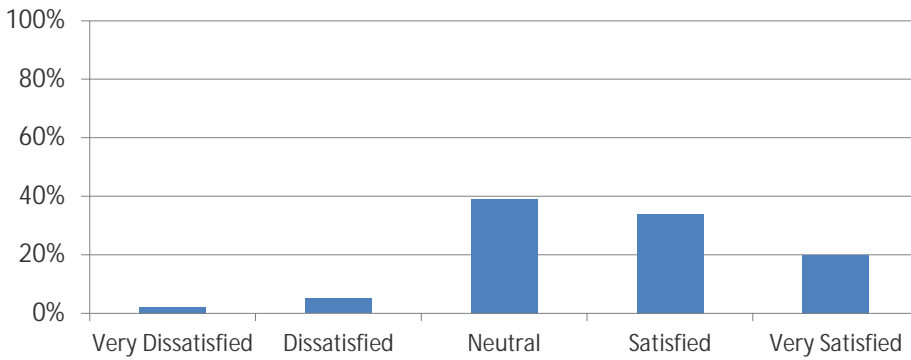


Satisfaction with Information Technology Services in the Residence Halls

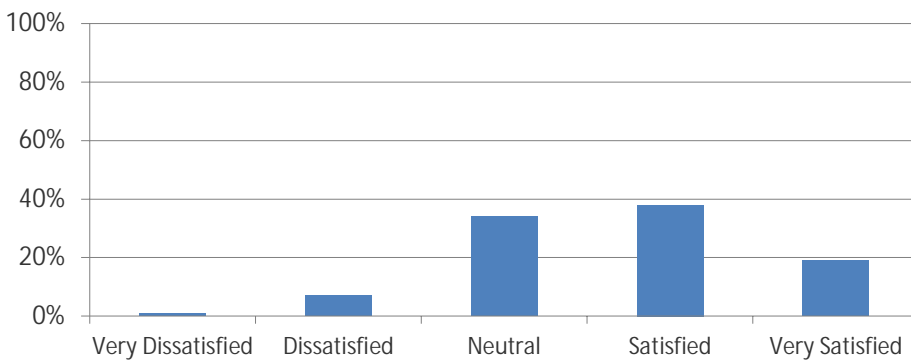


The overall average satisfaction with Residence Hall Information Technology Services was 2.24, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

Satisfaction with Communication about Information Technology Issues and Projects



Overall Satisfaction with the Technology and Services provided by Information Technology



The overall average satisfaction with Information Technology Services was 3.67, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 3.62 on the same scale.