

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.

### 2015 Survey Respondents

The survey was sent in May 2015 to every actively enrolled SOU student. The survey was open for three weeks. There were 193 respondents (95% confidence level with a sample error of 6.95%) with the following characteristics:

Student Status	N	Percent
Full time	166	88%
Part time	22	12%

Student Class Standing	N	Percent
Freshman	21	11%
Sophomore	30	16%
Junior	48	26%
Senior	62	33%
Non-admitted undergraduate	0	0%
Graduate student	24	13%
Post-Baccalaureate non-degree seeking	3	2%

Currently Live in a Residence Hall	N	Percent
Yes	44	23%
No	144	77%

Own a Personal Computer	N	Percent
Yes	180	98%
No	3	2%

Primary Personal Computer Type Used	N	Percent
Macintosh desktop	9	5%
Macintosh laptop	48	27%
Windows desktop	26	15%
Windows laptop	96	54%

Own a Mobile Device	N	Percent
Yes	167	91%
No	16	19%

Use Mobile Device More Than Personal Computer	N	Percent
Yes	90	55%
No	70	42%
Do not own a PC	5	3%

Types of Mobile Devices Owned	N	Percent
Cell phone	15	9%
eReader	40	24%
iPad	44	27%
iPod	44	27%
Laptop	93	56%
Smart phone	149	90%
Tablet	31	19%
Other	0	0%

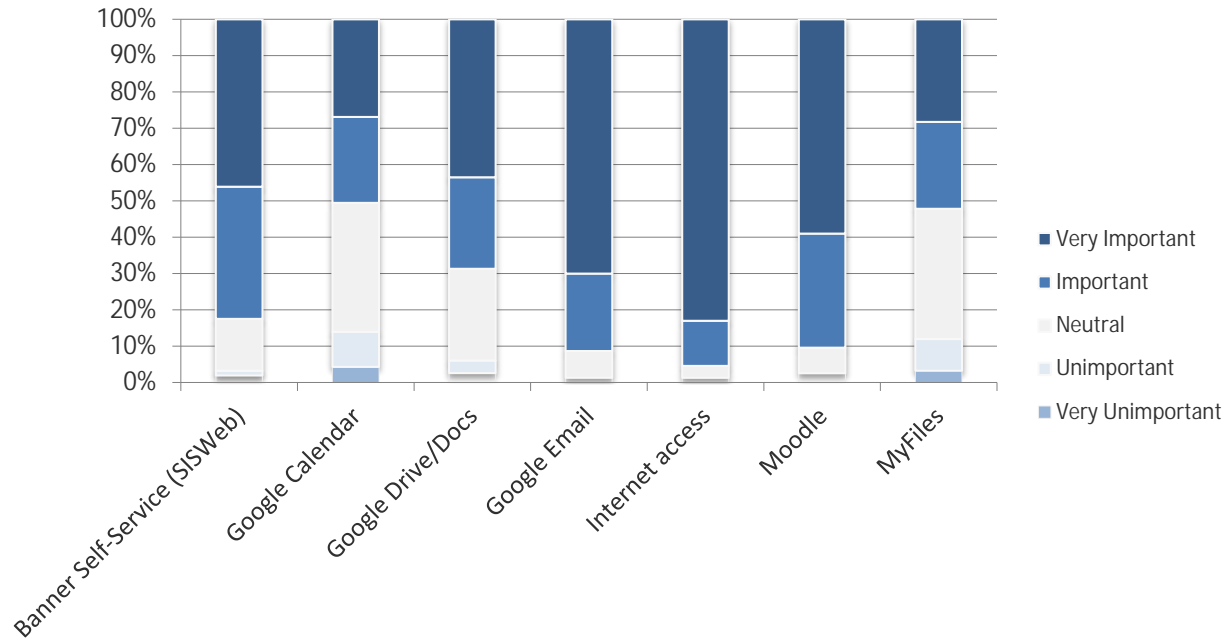
I use the Computer Labs at SOU	N	Percent
Never	37	20%
Only during class	23	13%
Less than once a month	20	11%
Once a month	12	7%
2-3 Times a month	27	15%
Once a week	15	8%
2-3 Times a week	30	16%
Daily	18	10%

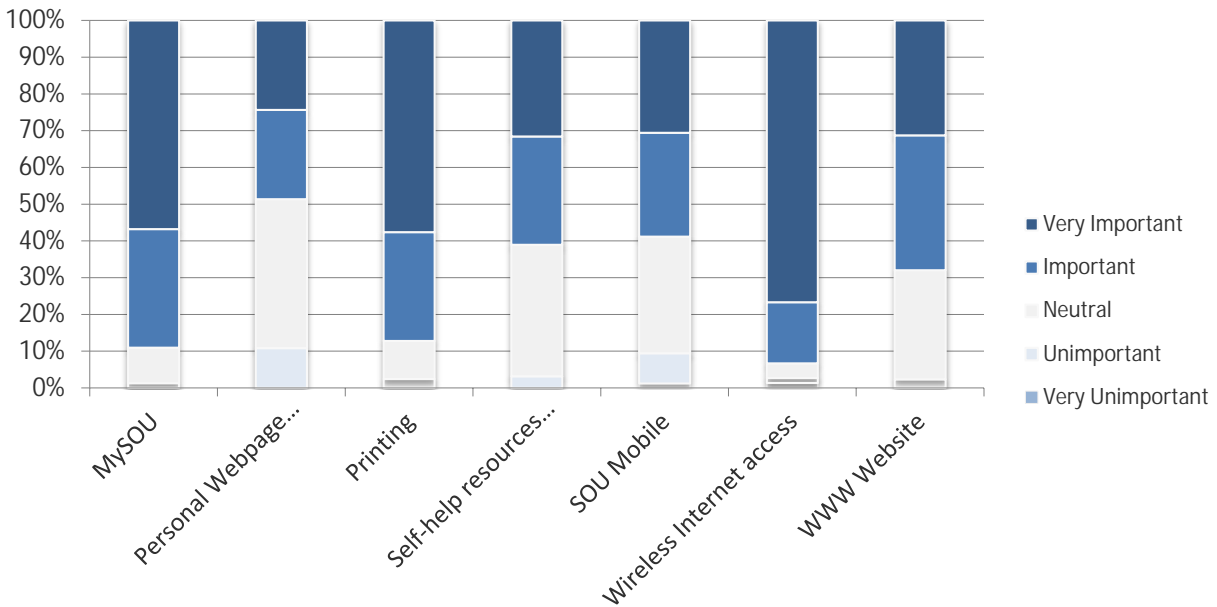
Why do you use the Computer Labs at SOU?	N	Percent
Do not own a computer	1	1%
Do not like to study/work at home	31	22%
Fill time between classes	57	40%
For software unavailable on my pc or mac	59	41%
Required during class	45	31%
Printing	102	71%
To have assistance readily available	16	11%
Other (convenience, P drive access)	20	14%

## 2015 Survey Results

### Importance of Information Technology Services

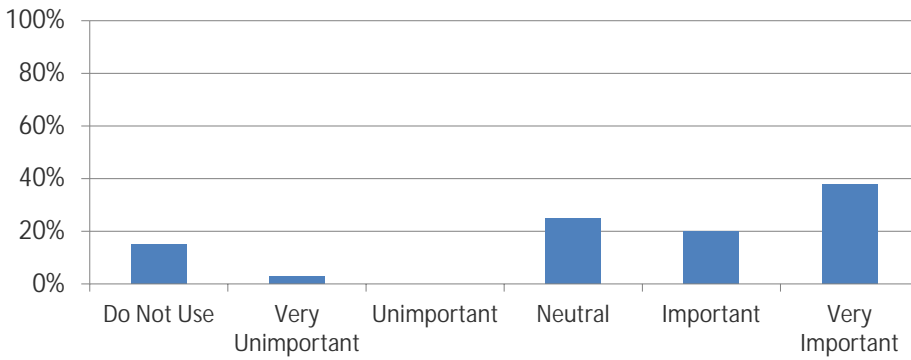


### Importance of Information Technology Services (continued)



Importance of Information Technology Services in the Residence Halls

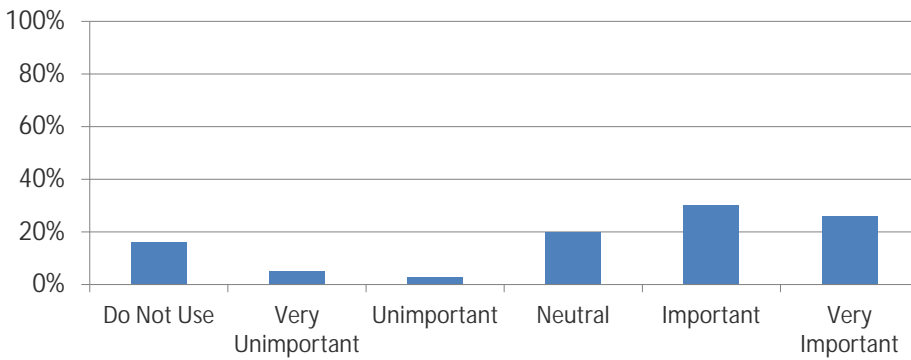
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Student respondents, on average, rated the overall importance of Information Technology Services in our Residence Halls at 3.459, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 15 percent of student respondents indicated that they do not use any IT Services in their residence hall. Only self-identified residents were asked this question.

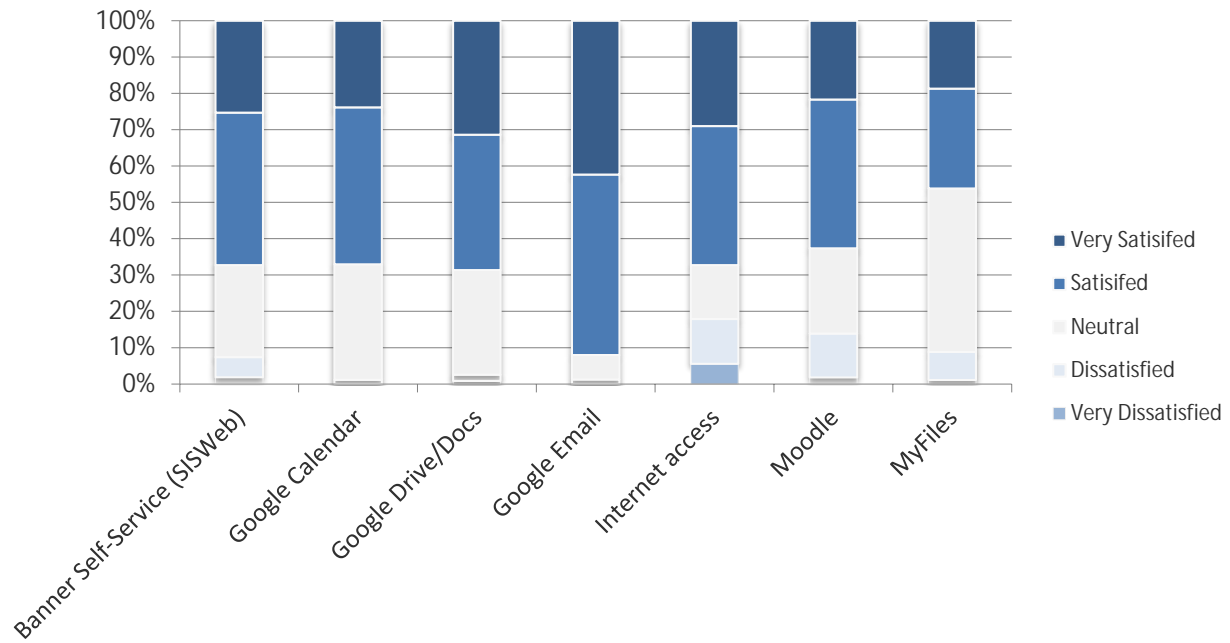
Overall Importance of Information Technology Services

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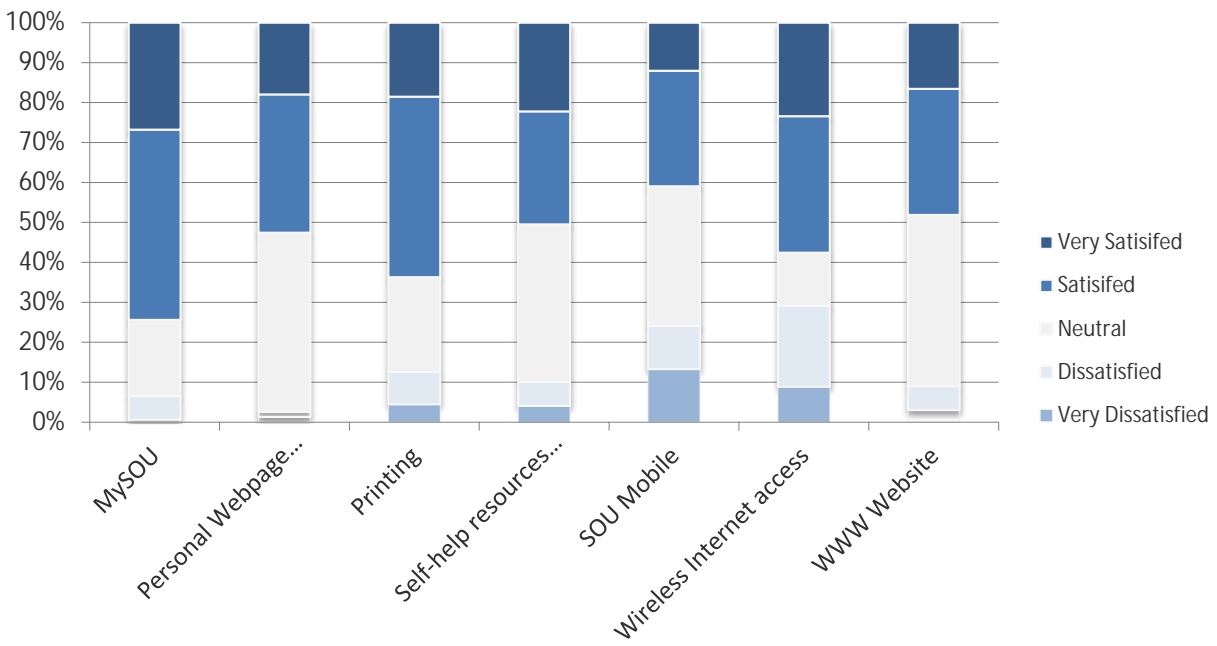


Student respondents, on average, rated the overall importance of Information Technology Services at 3.2, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 16 percent of student respondents indicated that they do not use any IT Services, although this seems to be an issue of semantics and may reflect an acceptance of some IT functions as just part of the operations of other departments.

Satisfaction with Information Technology Services

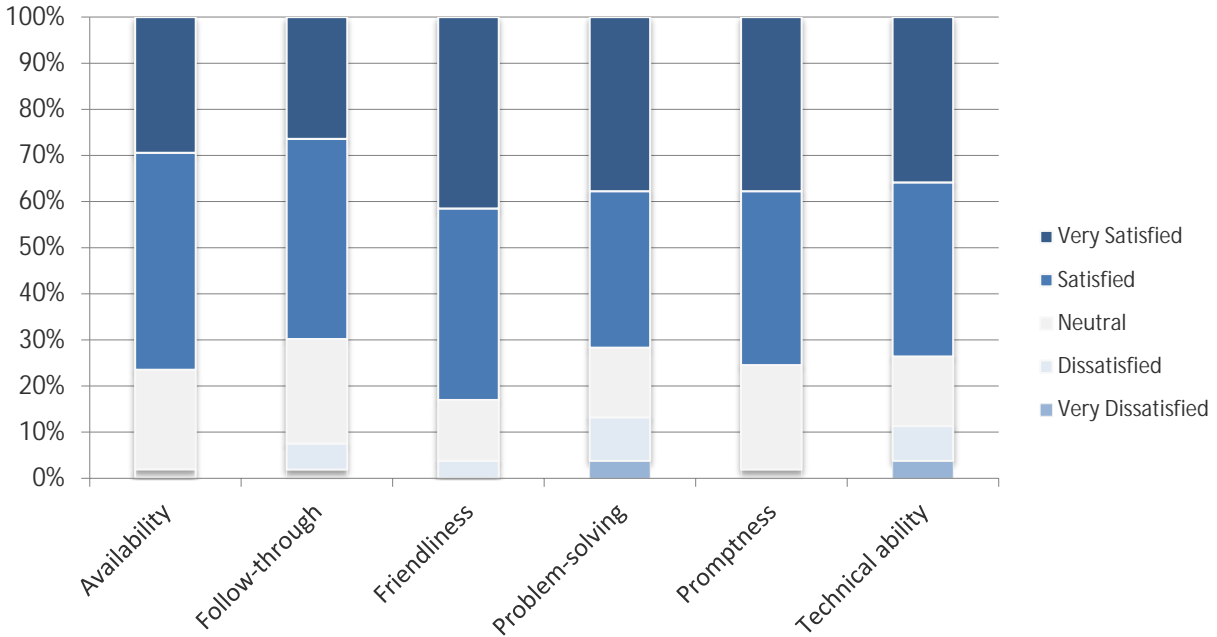


Satisfaction with Information Technology Services (continued)

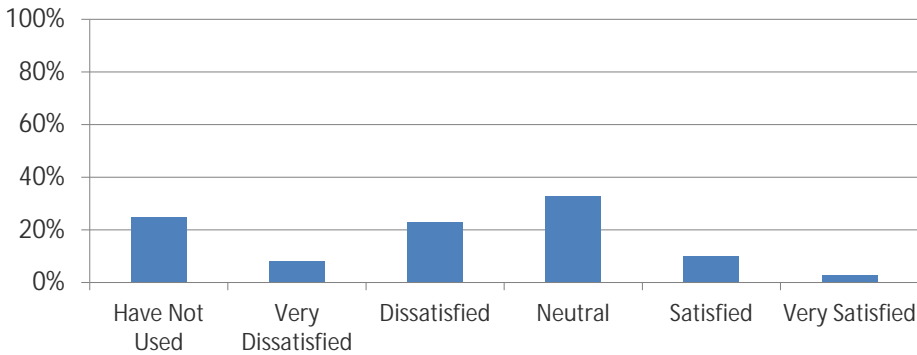


Use the IT Help Desk	N	Percent
Yes	39	23%
No	1115	67%
Avoid if possible	17	10%

Satisfaction with the Information Technology Help Desk



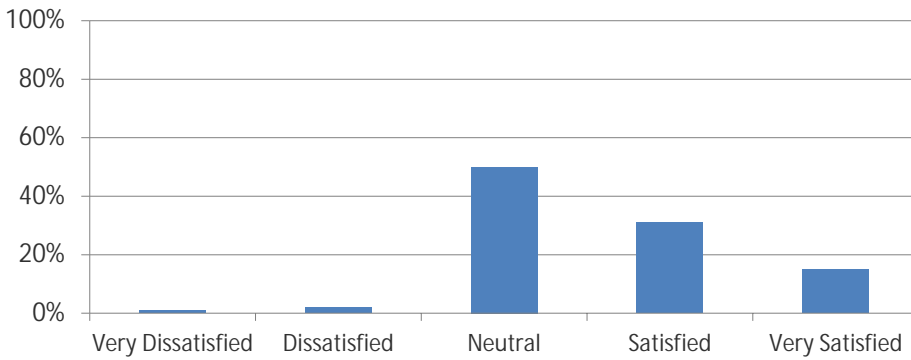
Satisfaction with Information Technology Services in the Residence Halls



The overall average satisfaction with Residence Hall Information Technology Services was 2.03, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

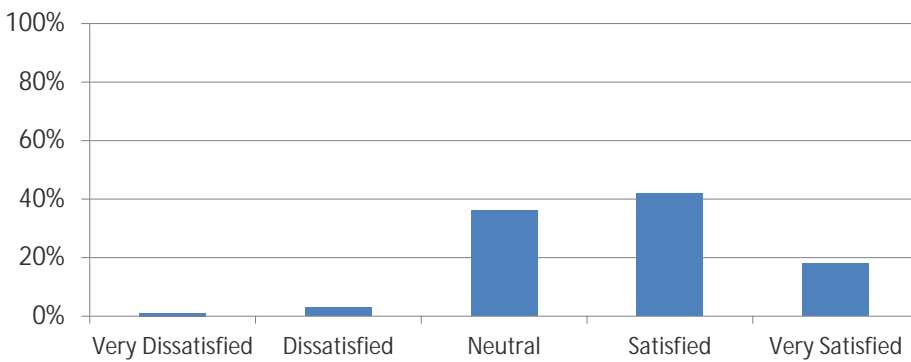
Satisfaction with Communication about Information Technology Issues and Projects

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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 3.73, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 3.67 on the same scale.