

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.

2016 Survey Respondents

The survey was sent in May 2016 to every actively enrolled SOU student. The survey was open for three weeks. There were 128 respondents (95% confidence level with a sample error of 8.6%) with the following characteristics:

Student Status	N	Percent
Full time	108	87.1%
Part time	16	12.9%

Student Class Standing	N	Percent
Freshman	15	12.1%
Sophomore	21	16.9%
Junior	27	21.8%
Senior	43	34.7%
Non-admitted undergraduate	0	0%
Graduate student	14	11.3%
Post-Baccalaureate non-degree seeking	4	3.2%

Currently Live in a Residence Hall	N	Percent
Yes	44	35.5%
No	80	64.5%

Own a Personal Computer	N	Percent
Yes	114	98.2%
No	2	2%

Primary Personal Computer Type Used	N	Percent
Macintosh desktop	0	0%
Macintosh laptop	31	27.7%
Windows desktop	9	8%
Windows laptop	72	64.3%

Own a Mobile Device	N	Percent
Yes	115	99.14%
No	1	.9%

Use Mobile Device More Than Personal Computer	N	Percent
Yes	70	62.5%
No	42	37.5%
Do not own a PC	0	0%

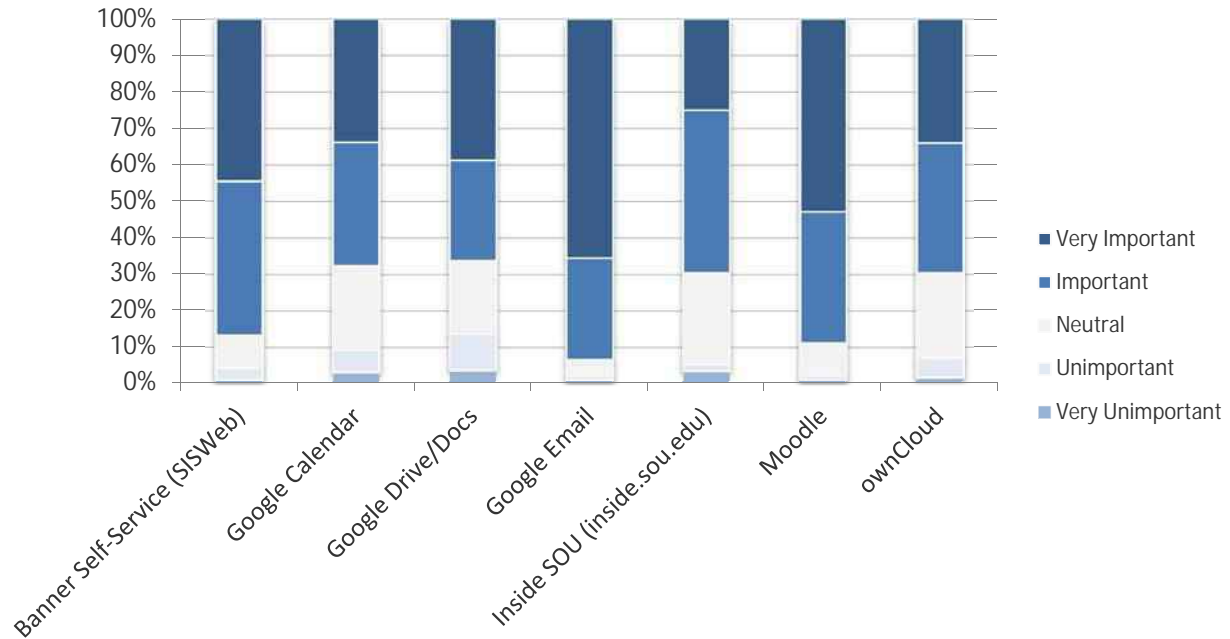
Types of Mobile Devices Owned	N	Percent
Cell phone	7	6.2%
eReader	16	14.2%
iPod	26	23%
Laptop	67	59.3%
Smart phone	103	91.2%
Tablet	50	44.3%
Other	2	1.8%

I use the Computer Labs at SOU	N	Percent
Never	15	12.9%
Only during class	18	15.5%
Less than once a month	20	17.2%
Once a month	6	5.2%
2-3 Times a month	19	16.4%
Once a week	12	10.3%
2-3 Times a week	20	17.2%
Daily	6	5.1%

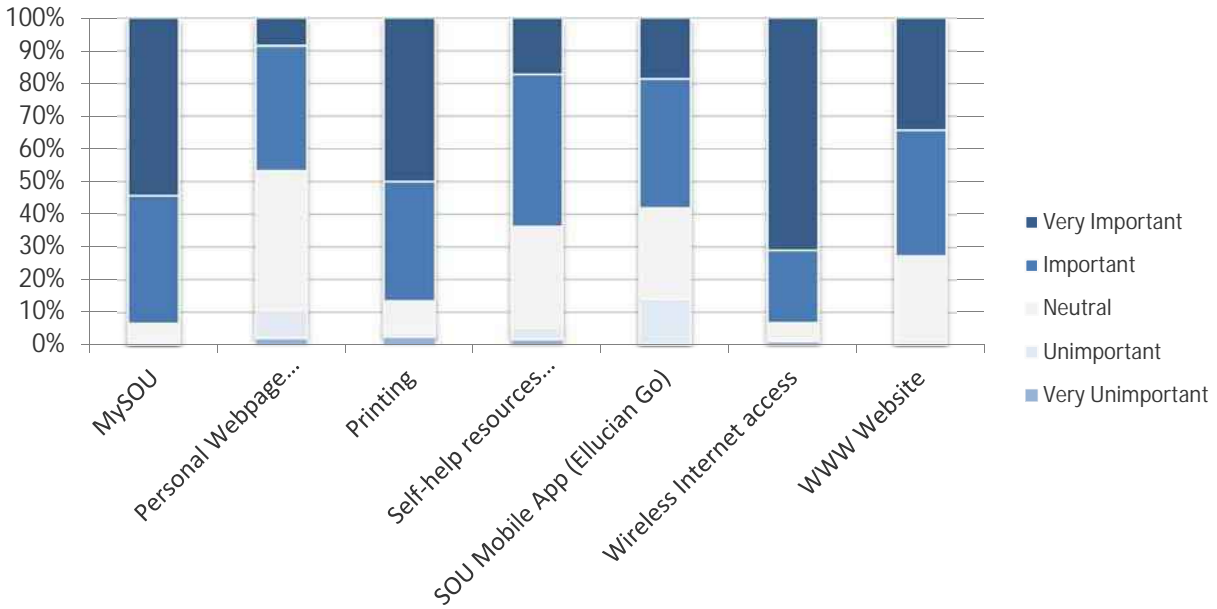
Why do you use the Computer Labs at SOU?	N	Percent
Do not own a computer	1	1%
Do not like to study/work at home	16	16.2%
Fill time between classes	27	27.3%
For software unavailable on my pc or mac	35	35.4%
Required during class	35	35.4%
Printing	68	68%
To have assistance readily available	9	9%
Other	8	8%

2016 Survey Results

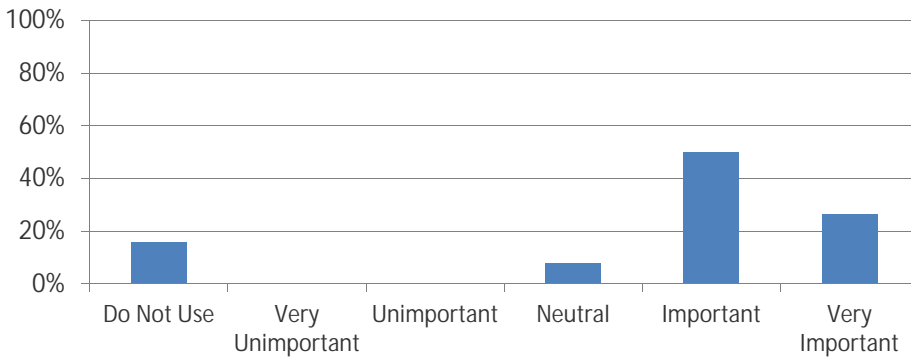
Importance of Information Technology Services



Importance of Information Technology Services (continued)

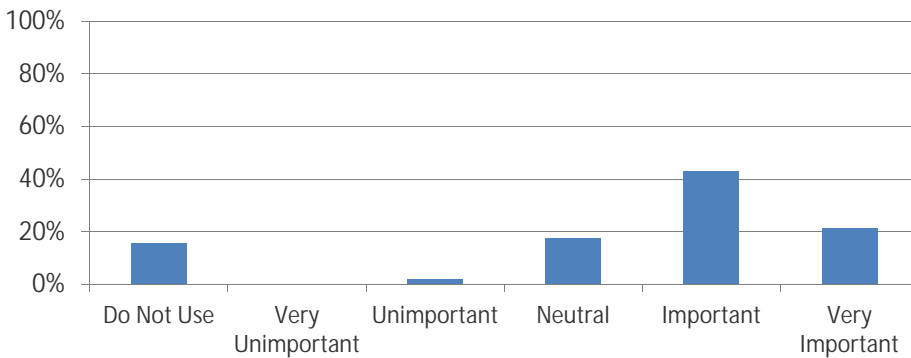


Importance of Information Technology Services in the Residence Halls



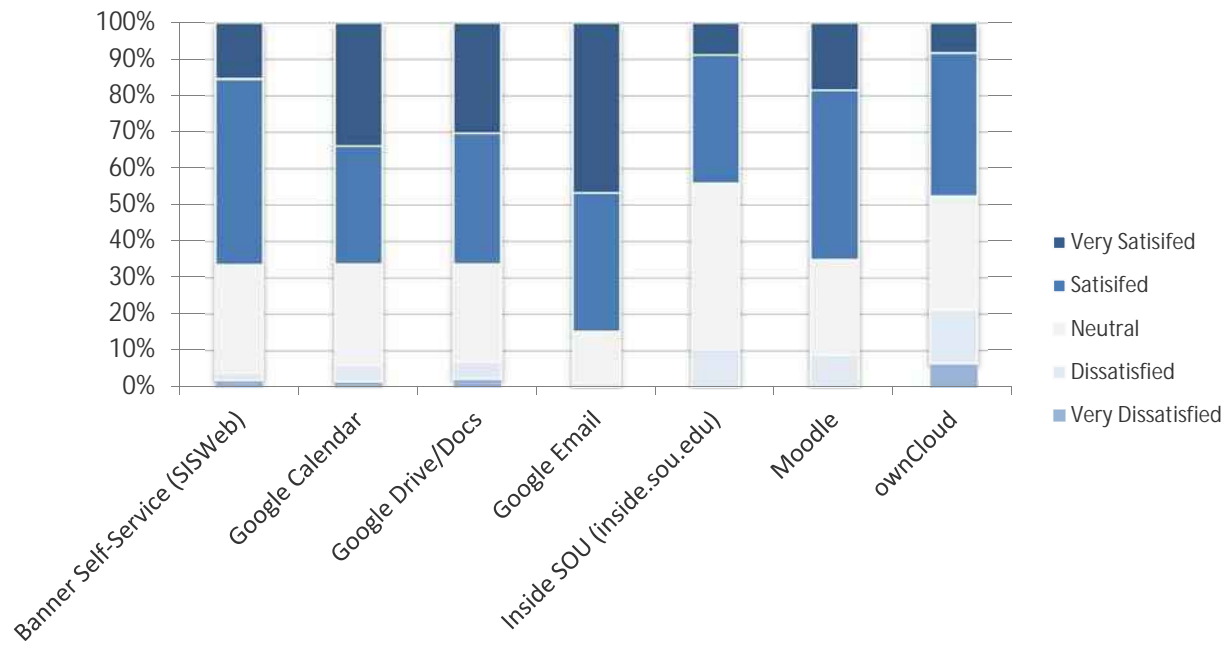
Student respondents, on average, rated the overall importance of Information Technology Services in our Residence Halls at 4.55, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 16 percent of student respondents indicated that they do not use any IT Services in their residence hall. Only self-identified residents were asked this question.

Overall Importance of Information Technology Services

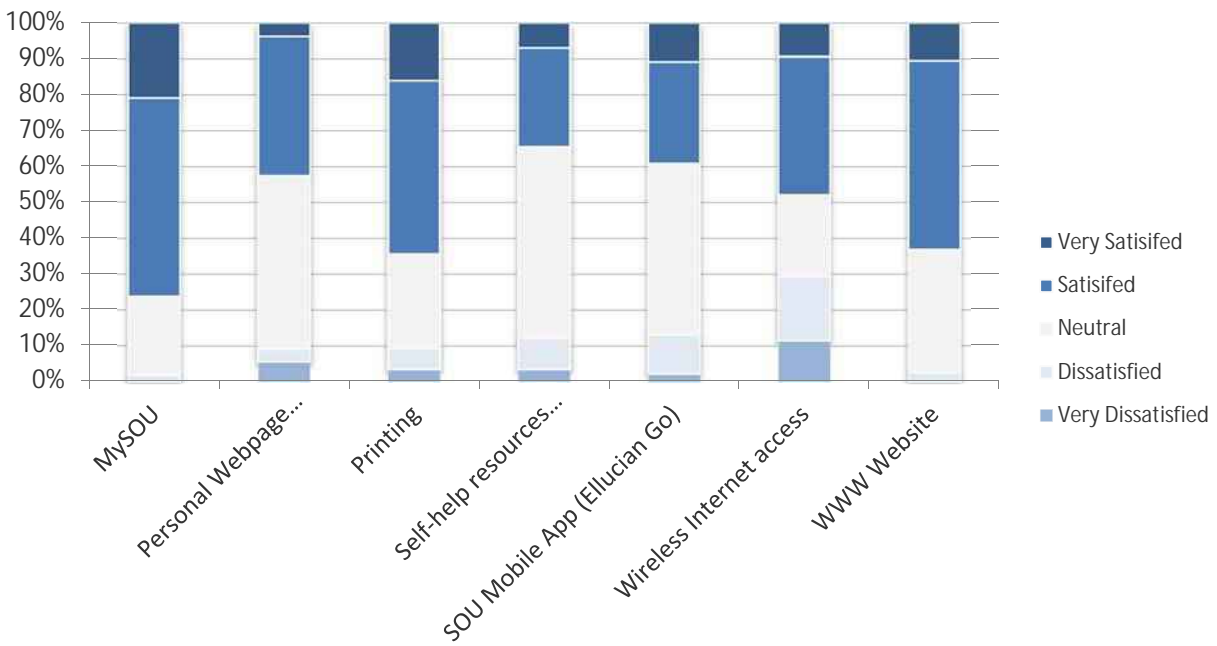


Student respondents, on average, rated the overall importance of Information Technology Services at 4.37, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 15.8 percent of student respondents indicated that they do not use any IT Services, although this seems to be an issue of semantics and may reflect an acceptance of some IT functions as part of the operations of other departments.

Satisfaction with Information Technology Services

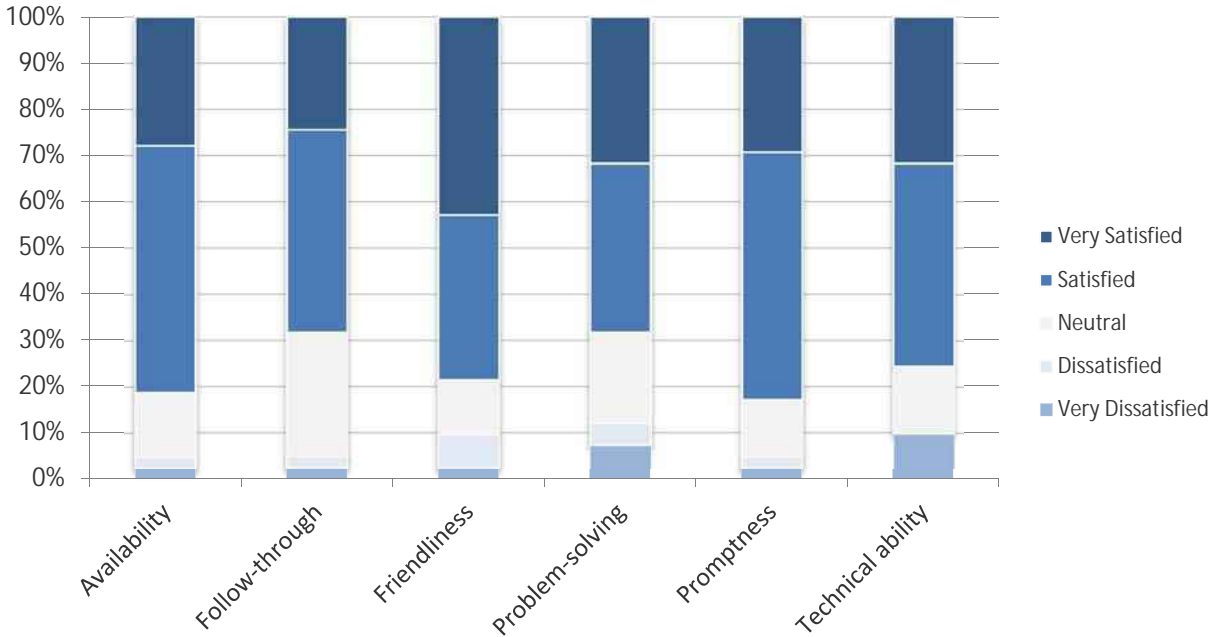


Satisfaction with Information Technology Services (continued)

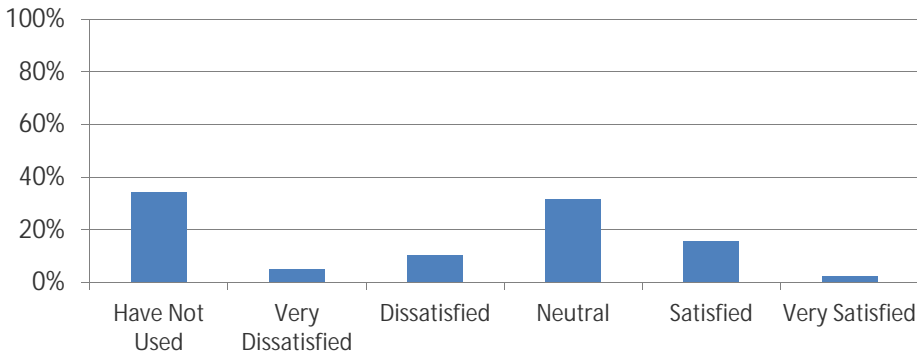


Use the IT Help Desk	N	Percent
Yes	34	31.8%
No	59	55.1%
Avoid if possible	14	13.1%

Satisfaction with the Information Technology Help Desk

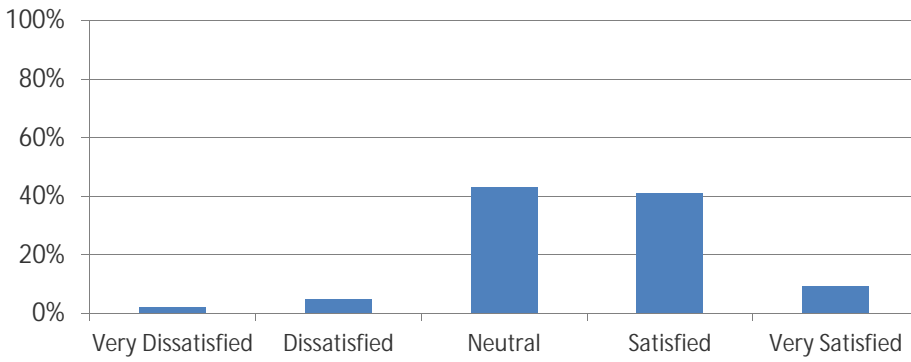


Satisfaction with Information Technology Services in the Residence Halls

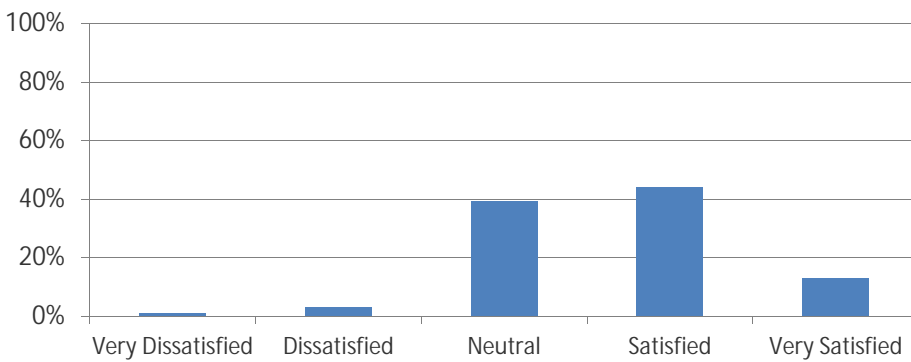


The overall average satisfaction with Residence Hall Information Technology Services was 2.97, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

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