

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.

### 2017 Survey Respondents

The survey was sent in May 2017 to every actively enrolled SOU student. The survey was open for three weeks. There were 228 respondents (95% confidence level with a sample error of 6.4%) with the following characteristics:

| Student Status | N   | Percent |
|----------------|-----|---------|
| Full time      | 182 | 86.3%   |
| Part time      | 29  | 13.7%   |

| Student Class Standing                | N  | Percent |
|---------------------------------------|----|---------|
| Freshman                              | 30 | 14.2%   |
| Sophomore                             | 26 | 12.3%   |
| Junior                                | 56 | 26.5%   |
| Senior                                | 73 | 34.6%   |
| Non-admitted undergraduate            | 3  | 1.4%    |
| Graduate student                      | 18 | 8.5%    |
| Post-Baccalaureate non-degree seeking | 5  | 2.4%    |

| Currently Live in a Residence Hall | N   | Percent |
|------------------------------------|-----|---------|
| Yes                                | 72  | 34.1%   |
| No                                 | 139 | 65.9%   |

| Own a Personal Computer | N   | Percent |
|-------------------------|-----|---------|
| Yes                     | 202 | 98.1%   |
| No                      | 4   | 1.9%    |

| Primary Personal Computer Type Used | N   | Percent |
|-------------------------------------|-----|---------|
| Macintosh desktop                   | 3   | 1.5%    |
| Macintosh laptop                    | 54  | 27%     |
| Windows desktop                     | 23  | 23%     |
| Windows laptop                      | 120 | 120%    |

| Own a Mobile Device | N   | Percent |
|---------------------|-----|---------|
| Yes                 | 201 | 97.6%   |
| No                  | 5   | 2.4%    |

| Use Mobile Device More Than Personal Computer | N   | Percent |
|---|-----|---------|
| Yes   | 116 | 57.7%   |
| No  | 82  | 40.8%   |
| Do not own a PC                               | 3   | 1.5%    |

| Types of Mobile Devices Owned | N   | Percent |
|-------------------------------|-----|---------|
| Cell phone                    | 25  | 12.4%   |
| eReader                       | 29  | 14.4%   |
| iPod                          | 31  | 15.4%   |
| Laptop                        | 137 | 68.2%   |
| Smart phone                   | 182 | 90.6%   |
| Tablet                        | 83  | 41.3%   |
| Other                         | 7   | 3.5%    |

| I use the Computer Labs at SOU | N  | Percent |
|--------------------------------|----|---------|
| Never                          | 48 | 23.9%   |
| Only during class              | 30 | 14.9%   |
| Less than once a month         | 27 | 13.4%   |
| Once a month                   | 6  | 3%      |
| 2-3 Times a month              | 22 | 12%     |
| Once a week                    | 24 | 11.9%   |
| 2-3 Times a week               | 24 | 11.9%   |
| Daily                          | 20 | 10%     |

| Why do you use the Computer Labs at SOU? | N   | Percent |
|--|-----|---------|
| Do not own a computer                    | 1   | .7%     |
| Do not like to study/work at home        | 37  | 24.3%   |
| Fill time between classes                | 61  | 40.1%   |
| For software unavailable on my pc or mac | 65  | 42.8%   |
| Required during class                    | 60  | 39.5%   |
| Printing                                 | 104 | 68.4%   |
| To have assistance readily available     | 19  | 12.5%   |
| Other                                    | 21  | 13.8%   |

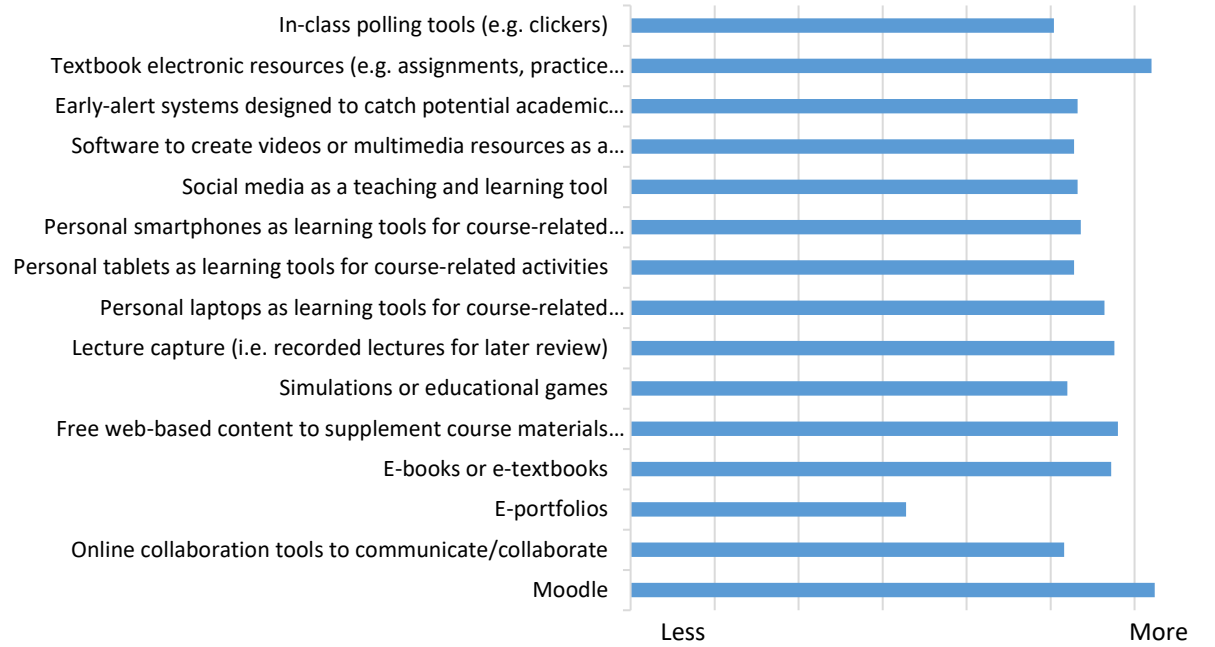
| Use the Green Print Stations  | N  | Percent |
|-------------------------------|----|---------|
| Yes                           | 61 | 31.6%   |
| No                            | 60 | 31%     |
| I have no idea what these are | 72 | 37.3%   |

## 2017 Survey Results

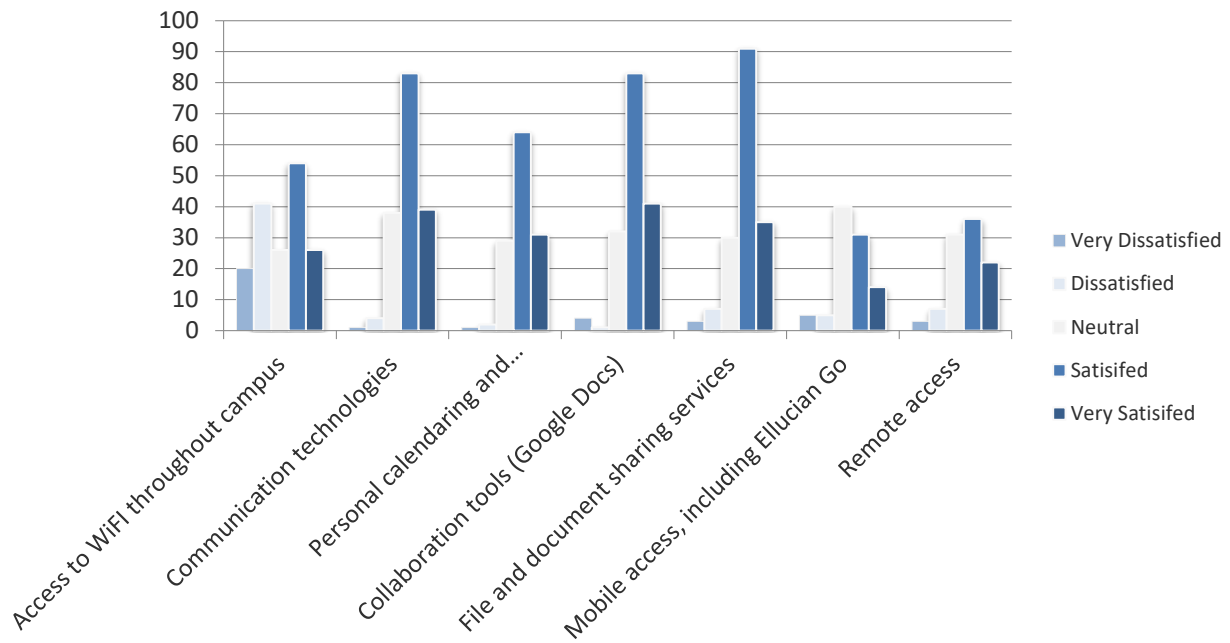
| How many of your instructors...  | None | Very Few | Some | Most | Almost all | All |
|--|------|----------|------|------|------------|-----|
| ...use technology adequately for course instruction                              | 0%   | 7%       | 19%  | 30%  | 31%        | 14% |
| ...use technology in face-to-face settings to engage you in the learning process | 7%   | 13%      | 20%  | 24%  | 25%        | 12% |
| ...use technology during class to show material                                  | 0%   | 6%       | 15%  | 31%  | 31%        | 18% |
| ...encourage you to use your own technology devices during class                 | 9%   | 32%      | 23%  | 14%  | 15%        | 7%  |
| ...encourage you to use online collaboration tools to communicate/collaborate    | 3%   | 15%      | 26%  | 23%  | 19%        | 13% |
| ...encourage you to use technology for creative or critical-thinking tasks       | 9%   | 13%      | 29%  | 22%  | 16%        | 11% |
| ...have you use your tablet as a learning tool in class                          | 56%  | 22%      | 14%  | 2%   | 3%         | 2%  |
| ...have you use your smartphone as a learning tool in class                      | 40%  | 32%      | 18%  | 3%   | 5%         | 2%  |
| ...have you use your laptop as a learning tool in class                          | 20%  | 30%      | 22%  | 11%  | 10%        | 6%  |

Which resources/tools do you wish your instructors used less...or more?

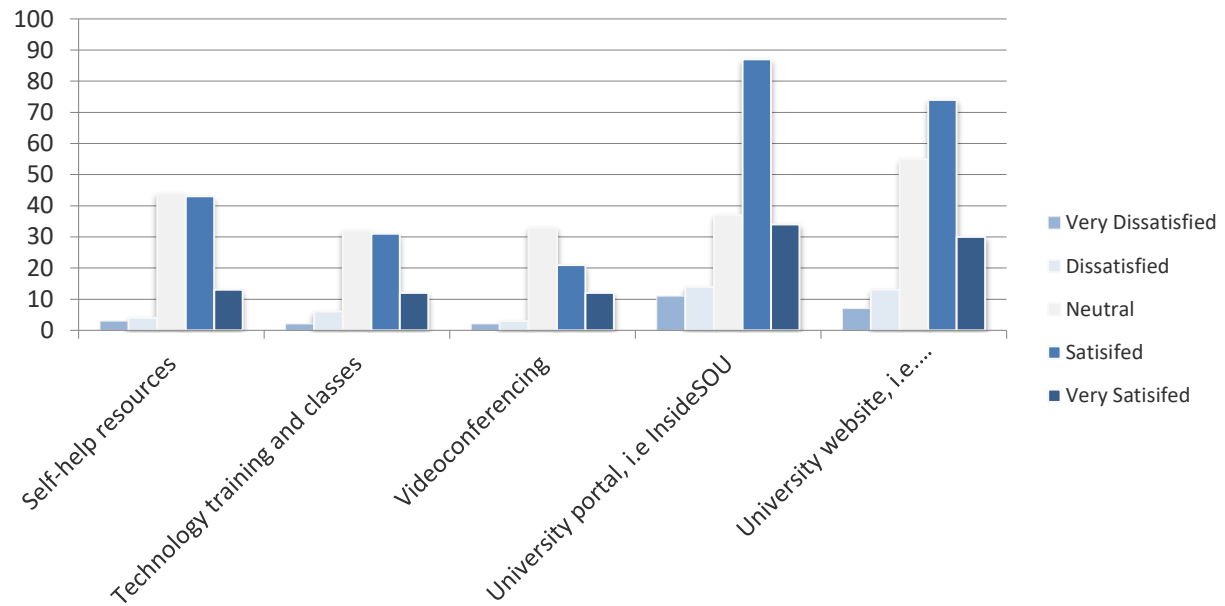
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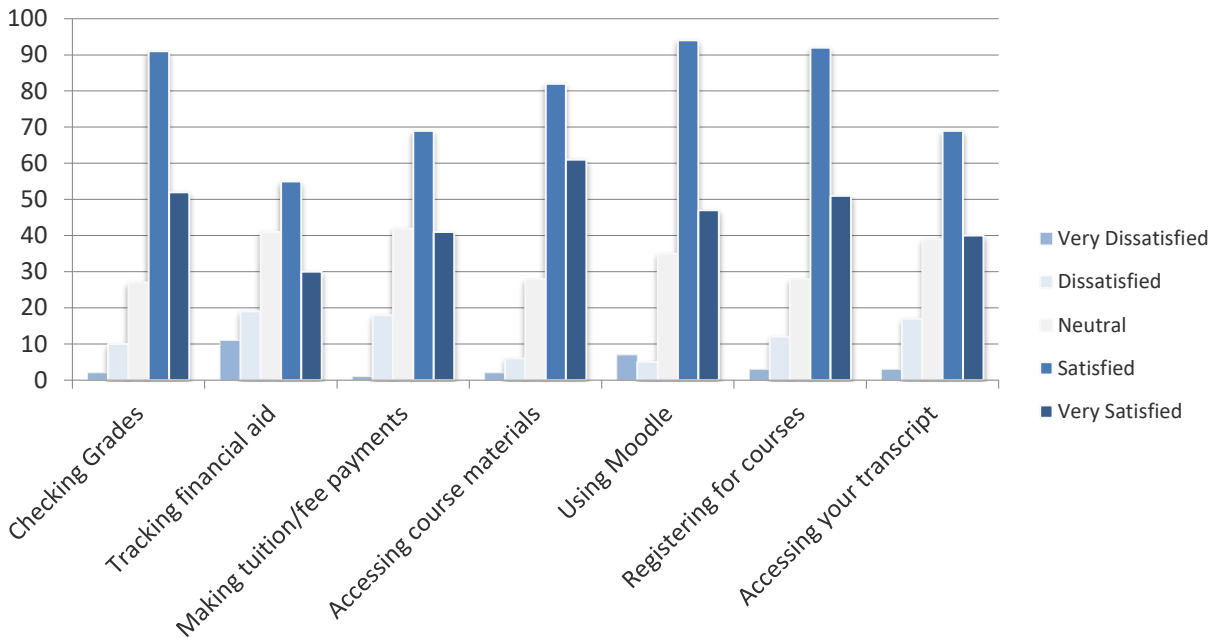
Satisfaction with Information Technology Services



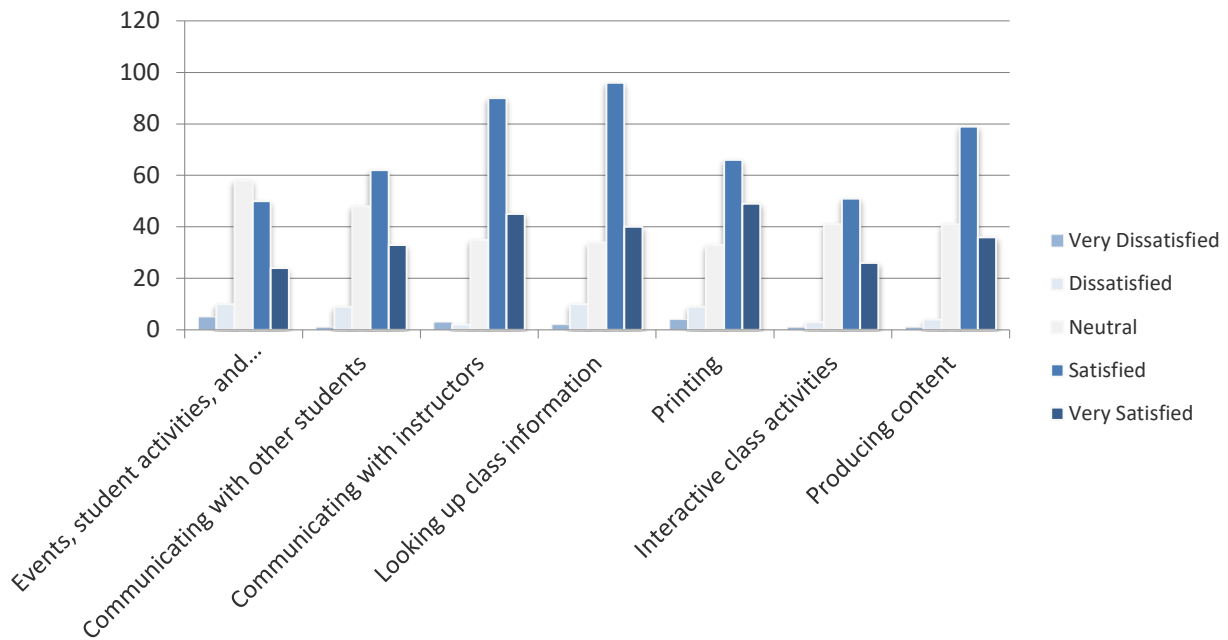
Satisfaction with Information Technology Services (continued)



Satisfaction with the Systems and Support for the Following Activities

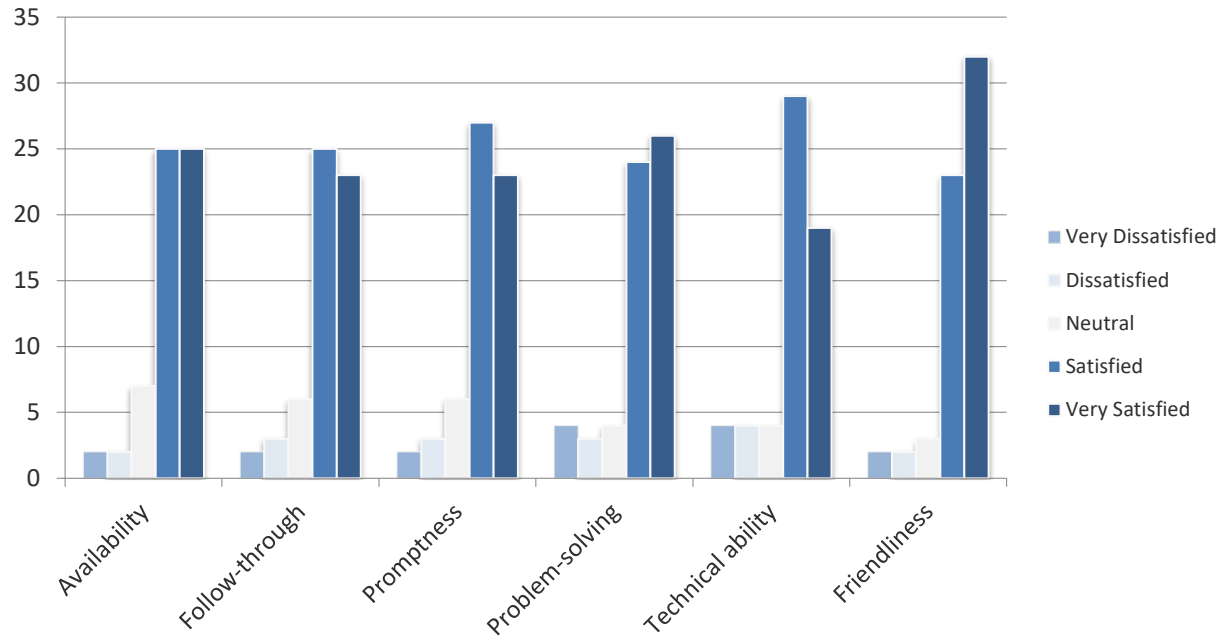


Satisfaction with the Systems and Support for the Following Activities (continued)



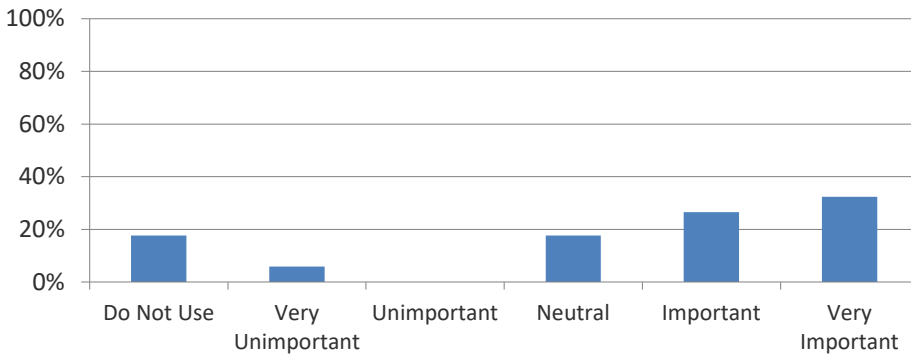
| Use the IT Help Desk | N   | Percent |
|----------------------|-----|---------|
| Yes                  | 47  | 26.7%   |
| No                   | 109 | 61.9%   |
| Avoid if possible    | 20  | 11.4%   |

Satisfaction with the Information Technology Help Desk



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

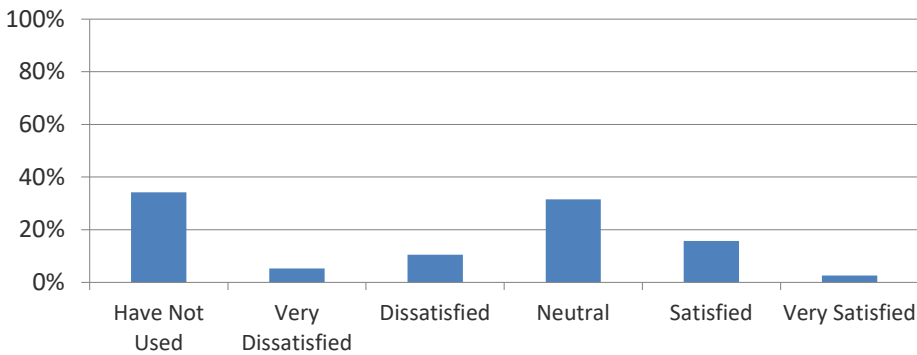
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Student respondents, on average, rated the overall importance of Information Technology Services in our Residence Halls at 3.26, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Just over 17 percent of student respondents indicated that they do not use any IT Services in their residence hall. Only self-identified residents were asked this question.

**Satisfaction with Information Technology Services in the Residence Halls**

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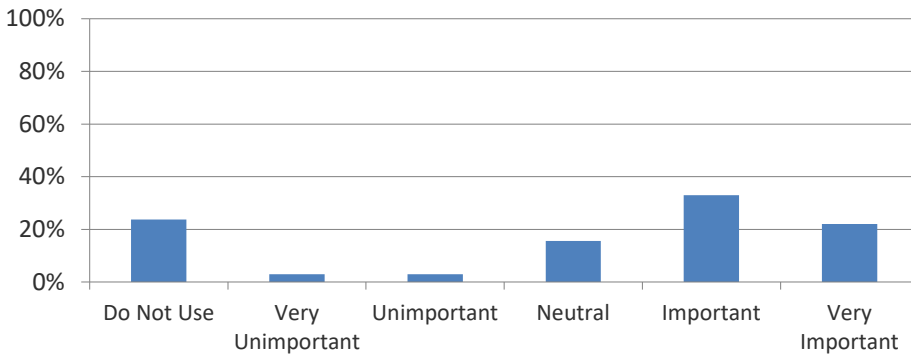


The overall average satisfaction with Residence Hall Information Technology Services was 2.44, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.



**Overall Importance of Information Technology Services**

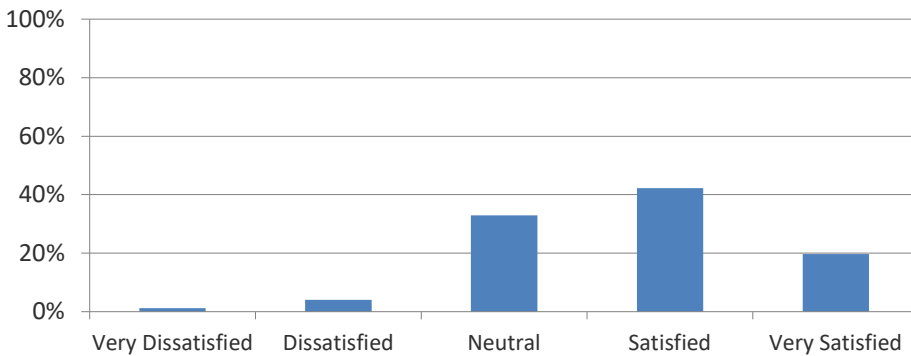
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Student respondents, on average, rated the overall importance of Information Technology Services at 2.97, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. About 23.7 percent of student respondents indicated that they 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.

**Overall Satisfaction with the Technology and Services provided by Information Technology**

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The overall average satisfaction with Information Technology Services was 3.75, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 3.65 on the same scale.