



Academic Year 2011-12 Student Information Technology Survey

Executive Summary July 1, 2012

Background

The Academic Year 2011-12 Student Information Technology (IT) Survey was administered as a web survey in the Spring 21012 semester. Information Technology Services worked with CASE (the Center for Applied Statistics and Evaluation) to prepare, distribute, and analyze the survey data. This survey provides benchmark data to evaluate changes in satisfaction with IT services and technology, and to identify new trends and gather suggestions for change. The survey was completed using the Checkbox Survey software by Prezza Technologies, Inc. The full results of the survey with comments can be seen at the following link:

<http://its.truman.edu/surveys.asp>

Survey Response Rate

There were 594 responses out of approximately 6,000 emailed invitations sent to current students. Users were required to login using their Truman Active Directory account and were only allowed to take the survey once. The login names were only used to authenticate individuals and were not associated in any way with the survey, making it confidential. Of those students responding, 67.85% live on campus and 32.15% live off campus.

Computer Type and Operating System

For those students who responded to this survey, 99.83% own their own computer, and .17% do not. Those taking the survey were asked to click checkboxes indicating the type of computer and operating system that they use. (These responses were not mutually exclusive as any respondent may use multiple computer types.)

Type of Computer	Operating System	Other Devices Owned (431 responses)
<ul style="list-style-type: none"> Desktop – 8.63% 	<ul style="list-style-type: none"> Windows – 76.01% 	<ul style="list-style-type: none"> Netbook – 27.61%
<ul style="list-style-type: none"> Laptop – 97.12% 	<ul style="list-style-type: none"> Macintosh OS – 27.87% 	<ul style="list-style-type: none"> Smart Phone – 64.97%
<ul style="list-style-type: none"> Other - .85% 	<ul style="list-style-type: none"> Linux/Unix – 5.74% 	<ul style="list-style-type: none"> eReader/Tablet/iPad – 22.74%
	<ul style="list-style-type: none"> Other - .17% 	<ul style="list-style-type: none"> Other – 20.88%

While most students (79.76%) said they were not planning to purchase a computer or other electronic device within the next year, of those who were planning to make a purchase, Windows and Macintosh systems were the top selections, followed by Smart phones.

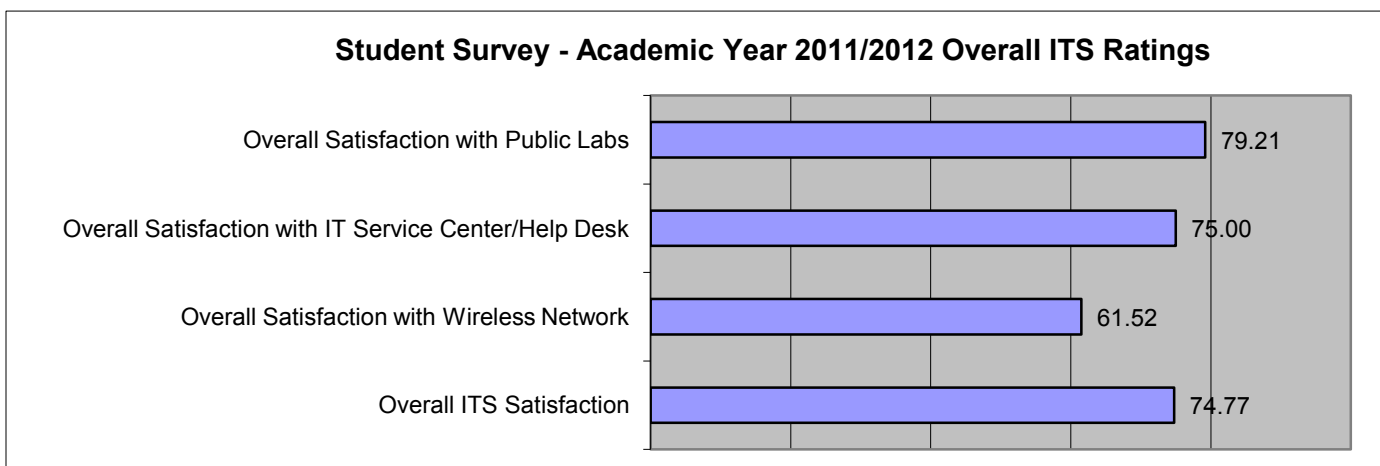
Internet Access from Home (for students living off-campus)

Students were asked about the type of Internet access they used from off-campus. It appears that broadband connections are continuing to be the most popular as the top two responses were DSL (34.39%) and Cable Modem (47.62%), 3.70% said they have some other connection type, 13.76% said they don't know what they are using (but they are using something), and just 0.52% of the respondents indicated that they have no Internet access at home.

Satisfaction Ratings

Most questions asked respondents to rank services on three key areas – friendliness of staff, timeliness of resolutions, and overall satisfaction. The choices available were Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, and N/A. ***It is important to note that this year the rating scale was changed to this five-point scale, which should provide more balanced feedback.***

ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. Any rating less than 80% is also flagged for further follow-up and analysis.



Students reported they use TruView to find the information they need, noting they use it 87.54% of the time to search for resources or to access administrative/academic applications.

Trends, Needs, and Concerns

In addition to the rating scale, there was also an opportunity for respondents to provide open-ended comments on services. These will be useful to ITS and other University IT service providers for use in planning new services and for making changes to improve existing services.

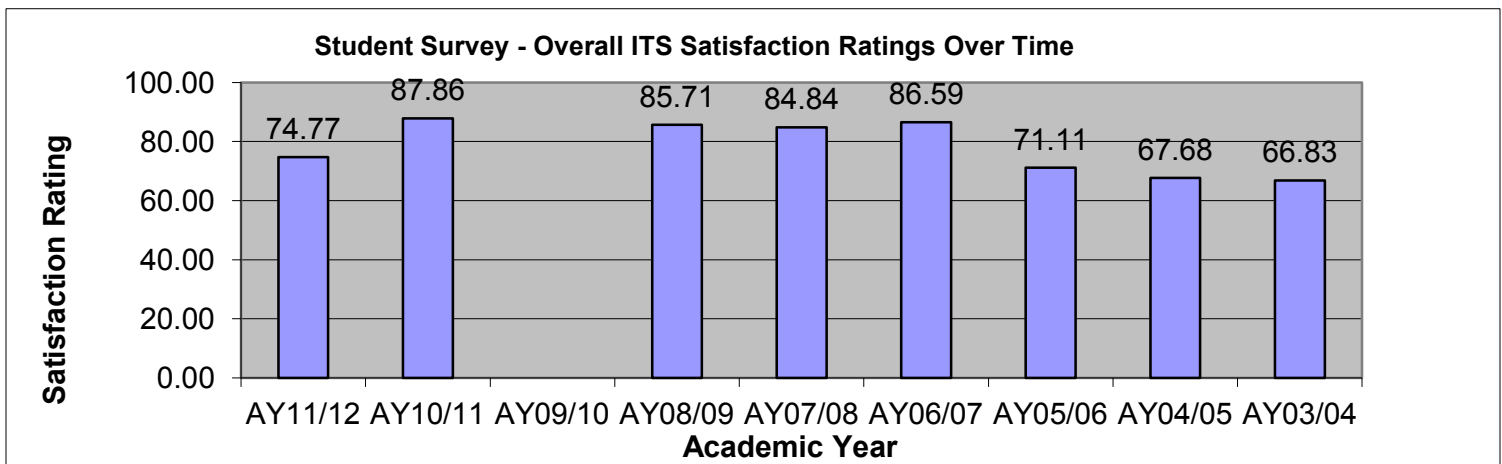
Needs and Concerns:

While there were 594 total student respondents to the survey, not every student responded to every open-ended question. For the student survey the open ended-question responses were focused on mainly the speed of the internet, Truview services, and IT services.

Overall, students and faculty felt that the internet speed was slow during the afternoon and night time. They both also said they had trouble loading videos on YouTube; many instructors complained that it takes too long to load making it hard to show videos during class. Students said the registration process can be slow as well. Another issue cited by students was that the printers in residence halls are not reliable due to lack of paper or ink.

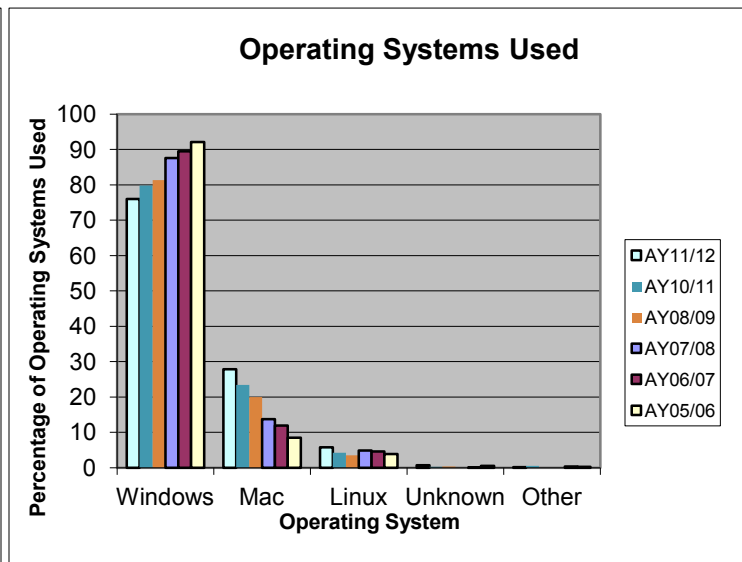
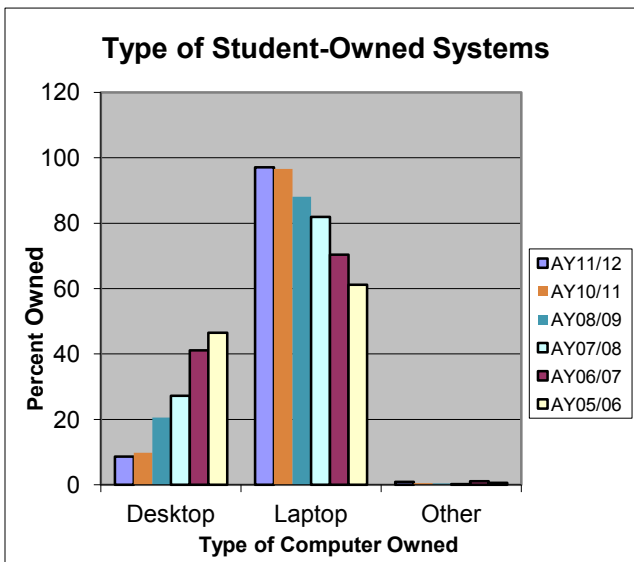
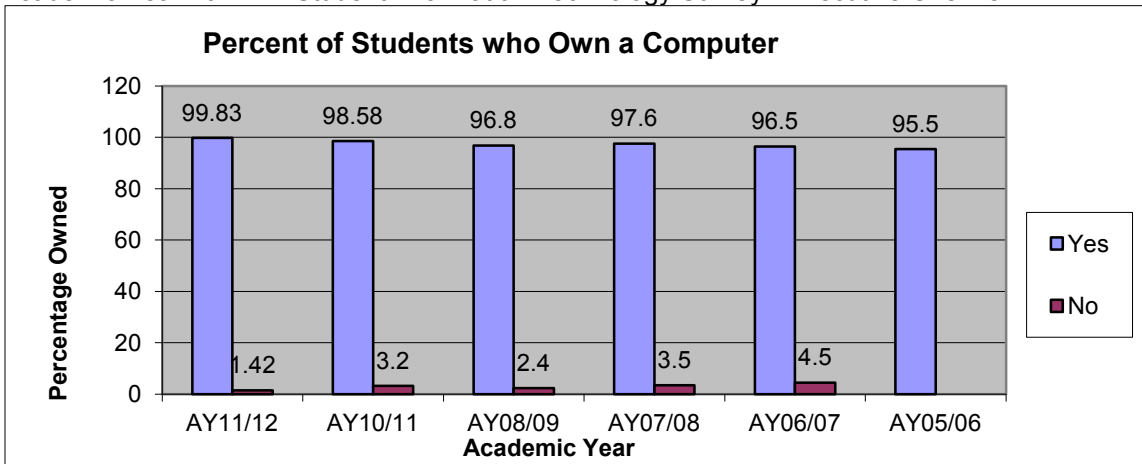
Trends:

Over the past several years, the overall satisfaction with ITS services has fluctuated up and down slightly (which is to be expected) but our ITS goal is to keep the overall satisfaction rate above 90% as much as possible. The following chart shows the overall ITS satisfaction rating over time from the students.



*** In academic year 2009/2010, ITS worked with one of our high-level statistics classes on several specialized technology surveys. Because of this, a general campus survey request was not distributed.*

*** In academic year 2011/2012 the rating scale was changed to a five-point scale, allowing more choice.*



Survey Action Items and Follow-Up

The annual IT survey is a valuable tool that helps ITS evaluate its strengths and weaknesses. We will continue to make enhancements and improvements to the services we offer, and the plans for these improvements and survey action items can be found at <http://its.truman.edu/surveys.asp>.

Conclusion

If you have any questions about this survey, please feel free to contact Donna Liss, Chief Information Officer, via email at dliss@truman.edu or call at x4163.