Truman State University Student Technological Needs

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Executive Summary

Our group worked with Donna Liss, who is an employee in the Information Technology Services department at Truman State University, to find out what students want from the school as far as technology goes. We specifically looked at three main research questions:

- What types of new technological services would Truman students like to see from Truman State Information Technology Services?

- How can Truman State University integrate into the increasingly mobile technological world in a way that most benefits students?

- Are off campus students able to utilize on campus technology as much as is beneficial to them?

As a group, with the input of Ms. Liss, we developed a survey (see attached) and e-mailed it out to 1,922 Truman students on November 3. 2009. We closed the survey on November 20, 2009 after being open for 17 days, during this time we received 334 responses from a variety of Truman students.

As you can see from our survey we had different types of questions, meaning we ran different statistical tests to analyze our data. First of all we ran a proportions test to make sure our survey population was proportionate to the Truman population as far as male and female goes, which our survey population was. From there we ran our many statistical tests in SPSS to analyze our data. We also included open ended questions in our survey, the answers to these questions will be given to ITS and Ms. Liss so they can be individually reviewed and analyzed.

The results of our survey provided us with a lot of information on what Truman students want and need as far as technology goes, and what they think of the current technology already provided on campus. When looking at new services that ITS could add survey respondents determined that more room on the Y drive, more information about ITS during freshman week, keeping old versions of Word on Truman computers, and discount internet to off campus students would be beneficial. Survey respondents determined that they bring their computers to class an average of 1.72 times a week. They expressed that classrooms were equipped to meet their technological needs, but could be improved by adding more power outlets and making projectors adaptable to Macs. As far as cellular service on campus goes it was determined that most Truman students use AT&T as their cell phone provider, even though U.S. Cellular, Verizon, and Sprint were determined the have the best cell service on campus. Students surveys also indicated that they thought class notices through text messages would be useful, though they do not like the idea of receiving notices of campus events through text messages. There are different reasons that students use campus computers survey respondents said that the printer was the main reason, other significant reasons for using campus computers were for things like the U/Y drive, software programs, and the internet. When asked about VPN/Proxy 67.8 % of survey respondents said they had never heard of it, but of those who had previously heard of it found it useful, easy to upload, and easy to use.

Upon completion of this project Truman State University and especially ITS will have a better understanding of what Truman students want from the university as far as technology goes, ITS will be able to incorporate new technology into the university that they know the students will want. Other universities may also be able to use this research when determining what technologies they want to being to their campuses.