Student IT Survey Results Summary – December 2008:

This self-administered online survey was conducted during the last week of classes, beginning the morning of 12/05/08 and ending on 12/12/08 @11:59 pm. It was sent via email by the Office of the Registrar to a simple random sample of 5000 students reflective of the overall student population using their University of Arizona email accounts. The total number of student responding was 491, giving a total response rate of 9.8%. Students were free to skip questions, however the percentages of students responding are calculated using the total percentage of overall students respondents (% of n=491). Items of particular interest appear in boldface.

Personal Technology:

- **91.2% of students reported using a laptop computer** (+2.0% from last year), **3.9% of students reported using a Netbook/Subnotebook** (new data), while **67.6% of students reported regularly using a desktop computer** (+6.8%).

- **66.6% of student respondents reported using a laptop regularly while on campus** (On-campus: 8.6%, Both on-campus and Off-campus: 58.0%), which is an increase of +2.7%.

- **90.2% of students reported having access to high-speed internet access at their place of residence** (DSL or Cable: 60.9%, WiFi: 20.4%, High-speed Ethernet: 9.0%)

- iPhone/Smart phone/PDA usage grew to **23.6% of all students** (+11.4%), while cellular phone usage (with text messaging capability) dropped to 82.5% of students (-4.8%).

- **Over 73.3% of the students surveyed report maintaining a social networking presence at Facebook** (+2.1%). Students reported a significant decrease in the use of MySpace (-15.4% to 36.3% of students) and Friendster (-15.6% to 0.8% of students).

- Students report that:
  - **64.4% watch videos on YouTube weekly** (daily: 22.2%, weekly: 42.2%), up +6.2%.
  - **58.2% listen to on-line music weekly** (daily: 29.1%, weekly: 29.1%), up +5.4%.
  - **18.1% listen or watch podcasts weekly** (daily: 6.1%, weekly: 12.0%), up +4.6%.
  - **12.8% participate in on-line games weekly** (daily: 5.5%, weekly: 7.3%), new data.
  - **7.7% maintain a blog weekly** (daily: 3.1%, weekly: 4.7%), up by 0.1%.
  - **3.7% visit SecondLife weekly** (daily: 1.2%, weekly: 2.4%), up by 0.8%.

- **95.7% of students reported that Email or Listservs are their preferred method of communication**; the second most common method was via UA Student Link, which was chosen by 42.2% of the students. 31.6% would be interested in being contacted through a text messaging communication system, if it was an available option. The interest in receiving communication through announcement s in the AZ Daily Wildcat fell -22.1% to 22.8% of students.

UA Technology Resources:

- **66.6% of students report using the UA Wireless network on a weekly basis** (daily: 47.7%, weekly: 18.9%), which is an increase of +4.2% since last year. 12.6% of students reported never using the UAWiFi network (-2.0%).
Students also reported that:

- 54.6% use the Library Info Commons computers at least monthly (daily: 11.6%, weekly: 26.3%, monthly: 16.7%), down -4.9%.
- 40.1% use Program/Dept/College labs or Resources at least monthly (daily: 14.5%, weekly: 15.1% monthly: 10.6%), up +6.4%.
- 37.1% use Open Access computers labs at least monthly (daily: 9.8%, weekly: 12.4%, monthly: 14.9%), down by 3.3%.
- 26.9% use the Library Info Commons – Presentation Practice rooms at least monthly (daily: 2.4%, weekly: 8.4%, monthly: 16.1%), up 1.0%.
- 25.5% checked out equipment from OSCR and/or Library at least monthly (daily: 0.4%, weekly: 17.1%, monthly: 7.9%), new.
- 19.6% have used the UA-CBT Online Tutorials at least monthly (never: 61.1%), up +13.6%.
- 8.1% have checked out equipment from your Dept/Program/College at least monthly (daily: 0.6%, weekly: 1.2%, monthly: 6.3%), new.

- 41.8% of students report meeting in a computer classroom at least once a month in one or more classes this semester.
- 25.7% of students report being enrolled in one or more courses that requires meeting on-line.
- 12.6% of students report being enrolled in one or more courses that are completely on-line.

**UA IT Support Services:**

- 23.0% of students reported using the Info Commons Help Desk at least once.
- 19.3% of students reported using their Program/Dept./College IT support at least once.
- 17.7% of students reported using an OSCR lab for technical assistance at least once.
- 12.0% of students reported calling the 24/7 IT Support Center at least once.
- 10.0% of students reported making a visit to the 24/7 IT Support Center at least once.
- 7.5% of students reported attending at least one Program/Dept./College workshop at least once.
- 7.1% of students reported accessing the OSCR On-line Help Forums.
- 4.3% of students reported utilizing the 24/7 IT Support Center web-based Chat/Remote Assistance.
- 2.6% of students reported attending at least one UITS/OSCR workshop at least once.

**UA Licensed Software:**

- 58.0% of students reported being aware of the UA Site License website (up +9.6% from last year)

**Student Technology Priorities:**

- Students priorities:
  - 88.8% Classroom Technology/Presentation Equipment (highest: 44.2.4%, middle: 44.6%), up +2.4%.
  - 87.0% Open-access Computer Labs (highest: 46.4%, middle: 40.5%), down -1.2%.
  - 85.3% Site-licensed software for students to use for free (highest: 56.0%, middle: 29.3%), new.
  - 74.7% More Library Electronic Books and Journals (highest: 44.2%, middle: 30.5%), up +0.7%.
  - 71.3% Dept or Program-specific Computer Labs (highest: 21.8%, middle: 49.5%), down -0.2%.
  - 68.8% Additional Computer Lab/Classrooms for instruction (highest: 24.6%, middle: 44.2%), up +6.6%.
  - 65.2% Online Tools for Learning Research Skills (highest: 28.3%, middle: 36.9%), down -0.3%.
  - 64.0% Further develop UA Student Link (highest: 28.1%, middle: 35.8%), down -8.4%.
62.3% Additional equipment for checkout (highest: 31.6%, middle: 30.8%), up +15.5%.
55.8% Additional IT Support personnel to assist students (highest: 13.2%, middle: 42.6%), new.
49.7% Internet-accessible computer file storage space (highest: 17.1%, middle: 32.6%), down -3.9%.
36.7% More loaner laptops available for check-out (highest: 9.2%, middle: 27.5%), new.

How satisfied are you with the UA WebMail System:
- Very satisfied: 23.4%
- Somewhat satisfied: 46.4%
- Barely satisfied: 19.1%
- Unsatisfied: 7.7%
- Very unsatisfied: 1.6%

If the UA were to provide email services through a third-party, which provider would you prefer?
- Google: 65.4%
- Yahoo: 18.1%
- Microsoft: 12.4%

Should the UA consider using a third-party to provide email and online collaborative workspace applications to students?
- Yes: 39.7%
- No: 28.9%
- No opinion: 29.1%

Personal Information:

What is your current classification? (n = 487)
- Undergraduate: 66.6%
- Graduate: 31.4%
- Non-degree Seeking Undergraduate: 0.2%
- Non-degree Seeking Graduate: 1.0%

What College or School are you currently majoring in? (n=485)
- Social & Behavioral Sciences: 18.7%
- Science: 17.7%
- Eller College of Management: 14.1%
- Engineering: 9.2%
- University College: 5.5%
- Agriculture and Life Sciences: 5.5%
- Education: 4.9%
- Medicine: 4.7%
- Humanities: 4.3%
- Fine Arts: 3.5%
- Graduate College: 2.0%
- Law: 2.0%
- Pharmacy: 1.6%
- Information Resources & Library Sciences: 1.6%
- Nursing: 1.4%
- Optical Sciences: 1.2%
- Architecture & Landscape Architecture: 1.0%
- Mel & Enid Zuckerman College of Public Health: 1.0%
- UA South: 0.4%
- Honors College: 0.2%
What year standing are you in your program? (n=483)
- Undergraduate-Freshman 14.3%
- Undergraduate-Sophomore 16.7%
- Undergraduate-Junior 13.8%
- Undergraduate-Senior 17.3%
- Undergraduate-5th year or more 3.9%
- Graduate-1st year 10.0%
- Graduate-2nd year 8.6%
- Graduate-3rd year 4.5%
- Graduate-4th year 2.2%
- Graduate-5th year or more 3.9%
- Other 1.0%

What year do you anticipate graduating? (n=470)
- 2008 (Dec.) 6.1%
- 2009 27.7%
- 2010 20.6%
- 2011 20.4%
- 2012 17.7%
- 2013 or later 5.1%

How close to campus do you currently live? (n=488)
- On-campus 16.7%
- Less than 1 mile away 24.8%
- More than 1 mile away 57.8%

In what type of dwelling do you currently reside? (n=488)
- House/Condo/Townhome 52.7%
- Apartment Complex (more than 8 units) 24.8%
- UA Residence Housing 16.1%
- Apartment Building (8 units or less) 5.7%

Introductory Text appearing at the beginning of the Survey:

This survey has been developed by the Information Technology Student Advisory Board (ITSAB) to better understand the computing needs of students at the University of Arizona.

Please answer the questions as truthfully as you can, based on your experience while attending the University. While the use of your NetID (via WebAuth) is required to access the survey, no personally identifiable information will be collected or saved with the results. The use of WebAuth will help ensure that only selected students can take this survey, and that each participant can only submit their responses once.