Student IT Survey Results Summary – March 2011:

This self-administered online survey was sent out on Tuesday, March 8 @ 5:00 pm and the last email reminder to vote in the survey was sent on Tuesday, March 15. The survey sample was developed by the UAccess Student team was sent via email by the UITS to a simple random sample of 5000 students reflecting the overall student population, by sending an email invitation to their University of Arizona email accounts. The total student response was 497, giving a response rate of 9.9%. Percentages reported below are of the total percentage of student respondents (% of n=497). This was the first year using the Illume Survey tool in place of the UA Student Link that was created in-house years ago and a difference process was used to solicit the student sample; therefore when comparing year to year results (change in % of respondents), a true apple-to-apples is not provided. Items of particular interest appear in boldface.

Personal Technology:

- **Device Usage:** 96.8% of students reported regularly using a laptop computer (up 6.4% from last year), 73.8% of students reported regularly using a desktop computer (up 14.5%), **21.1% of students reported using a Netbook/Subnotebook regularly** (up 9.1% from last year), and **20.5% of students reported using an iPad/Tablet Device** (new category this year).

- **Device Usage on Campus:** 76.6% of student respondents reported using a laptop regularly while on campus (on-campus: 3.6%, both on-campus and off-campus: 73.0%), which is an increase of 7.5% and equal to the increase in usage the previous year. 11.5% of students reported using their Netbook/Subnotebooks on campus, up 3.2% from last year. 10.9% of students that reported using an iPad/Tablet device used it on-campus.

- **Operating System daily/weekly usage (% change)** – note: students may select more than one response:
  - Windows XP: 37.4% (-20.1%)
  - Windows Vista: 28.6% (-19.3%)
  - **Windows 7: 46.7% (+24.0%)**
  - Mac OS 10.4 (Tiger): 6.8% (-3.3%)
  - Mac OS 10.5 (Leopard): 14.7% (+0.5%)
  - Mac OS 10.6 (Snow Leopard): **28.0% (+15.4%)**
  - Linux: 6.4% (-5.6%)
  - Other: 2.4% (new)

- 28.0% of students were required to use Clickers in the spring 2011 semester (19.1% for one class only), and 66.6% of students reported being required to use a clicker in at least one class during their time so far at the UA. 31.2% have been required to purchase 1 clicker, 22.9% have been required to purchase 2 clickers, 8.1% report having to purchase 3 or more clickers. 25.6% of students agreed or strongly agreed that the use of clickers enhanced their classroom experience; 16.3% were neutral, and 29.0% disagreed or strongly disagreed that clickers enhanced their classroom experience.

- 93.2% of students reported having access to high-speed Internet access at their place of residence (DSL or Cable: 66.2%, WiFi: 22.7%, High-speed Ethernet: 4.2%)

- **iPhone/Smart phone/PDA usage** grew by 24.2% to being used by **55.3% of all students**, while cellular phone usage (with text messaging capability) rose by 7.4% to 81.0% of all students (after having dropped in % usage the previous two years).
- 88.3% of the students surveyed report maintaining a social networking presence at Facebook (a 1.7% increase), 18.5% in Twitter (up 2.5%), while MySpace usage decreased 10.6% to 12.7% overall and Linked-In usage fell 0.3% with 13.3% students maintaining a presence.

- Students report on a weekly basis that:
  - 72.6% watch videos on YouTube weekly (daily: 26.2%, weekly: 46.5%), up 11.9%.
  - 67.6% listen to on-line music weekly (daily: 34.0%, weekly: 33.6%), up 12.0%.
  - 20.1% listen or watch podcasts weekly (daily: 6.2%, weekly: 13.9%), no combined change to last year.
  - 14.5% follow RSS feeds (daily: 7.8%, weekly: 6.6%), down 1.8%.
  - 14.5% participate in on-line games weekly (daily: 6.2%, weekly: 8.2%), up 1.4%.
  - 10.5% maintain a blog weekly (daily: 4.0%, weekly: 6.4%), up 4.4%.
  - 1.6% visit SecondLife weekly (daily: 0.8%, weekly: 0.8%), up 0.3%.

- 95.8% of students reported that Email or Listservs are their preferred method of communication; the second most common method chosen a year ago was via UA Student Link, which is no longer available. 34.0% would be interested in being contacted through a text messaging communication system, if this was an available option, and 29.6% would like information posted to a UA website (+1.0%). The interest in receiving communication through announcements in the AZ Daily Wildcat dropped 2.2% to 15.7%.

- 91.8% of students report using Microsoft Office regularly (down 1.3%), 43.7% report using Google Docs (up 11.8%), OpenOffice is used by 13.1% regularly (down 4.6%), and 10.1% report using Apple iWorks (up 3.6%).

**UA Technology Resources:**

- 87.9% of students report using the UA Wireless network on a weekly basis (daily: 65.2%, weekly: 22.7%), which is an increase of 16.8% since last year; 1.2% of students reported never using the UAWiFi network (-5.5%).

- Students report that:
  - 36.0% use the Library Info Commons computers weekly (daily: 11.9%, weekly: 24.1%), which is up 6.6%. Monthly usage (60.4%) is the highest it has ever been in the four years the survey has been conducted.
  - 46.9% of students report using the Multimedia Zone at least once.
  - 31.6% have used the UA-CBT Online Tutorials at least once.
  - 27.2% use Program/Dept/College labs or Resources weekly (daily: 10.9%, weekly: 16.3%), down 3.6%.
  - 22.3% use Open Access computers labs weekly (daily: 6.2%, weekly: 16.1%), up 4.2%.

- 39.4% of students report meeting in a computer classroom at least once a month in one or more classes this semester (up 10.0% from last year).

- 23.5% of students report being enrolled in at least one class during the fall semester that required them to meet online (up 6.7% from the previous year).

- 16.1% of students reported being enrolled in at least one completely online class during the fall semester (up 5.1% from the previous year).

**UA IT Support Services:**

- 41.6% of students reported using the Info Commons Help Desk at least once (+17.6%).
- 32.8% of students reported calling the 24/7 IT Support Center at least once (+7.9%).
- 29.4% of students reported visiting the 24/7 IT Support Center at least once (+7.7%).
- 20.5% of students reported visiting an OSCR Lab for technical assistance at least once (+3.4%).
- 19.7% of students reported using the 24/7 web-based Chat/Remote Assistance at least once (+9.6%).
- 19.1% of students reported using their Dept/Program/College IT Support at least once (-4.7%)
- 11.3% of students reported attending a Dept/Program/College IT Workshop at least once (+4.9%).

UA Licensed Software:

- 46.1% of students reported being unaware of the UA Site License website (+5.7%)

Student Technology Priorities:

- Students priorities:
  - 85.7% Site-licensed software for students to use for free (Matlab, MS Office, Adobe SW, etc.) (highest: 63.4%, middle: 22.3%)
  - 81.7% Open-access Computer Labs (highest: 44.7%, middle: 37.0%)
  - 80.1% Classroom Technology/Presentation Equip. (highest: 39.4%, middle: 40.6%)
  - 75.3% More Library Electronic Books and Journals (highest: 47.9%, middle: 27.4%)
  - 72.4% Further develop UAccess Student (highest: 45.7%, middle: 26.8%)
  - 63.8% Dept or Program-specific Computer Labs (highest: 28.0%, middle: 35.8%)
  - 58.6% Online Learning (Online classes & Classroom Podcasts) (highest: 26.8%, middle: 31.8%)
  - 58.3% IT Support personnel to assist students (highest: 14.2%, middle: 44.1%)
  - 57.0% Online Tools for Learning Research Skills (highest: 22.7%, middle: 34.2%)
  - 56.5% Student loan-type program to finance student computer purchases (highest: 28.0%, middle: 28.6%)
  - 54.5% Online Tools for learning research skills (highest: 22.7%, middle: 31.8%)
  - 54.5% Additional Computer Lab/Classrooms for instruction (highest: 17.1%, middle: 37.4%)
  - 53.9% Additional IT Support personnel to assist students (highest: 18.5%, middle: 35.4%)
  - 44.4% Computer File Storage Space accessible via the Internet (Digital Locker) (highest: 17.7%, middle: 26.7%)
  - 42.3% More Loaner laptops available for Check-out (highest: 14.7%, middle: 27.6%)
  - 42.1% Additional Equipment available for Checkout (highest: 13.1%, middle: 29.0%)
  - 41.1% Student Technology Workshops & Training Opportunities (highest: 13.3%, middle: 28.2%)

Personal Information:

- What year do you anticipate graduating? (n=493)
  - 2011 (May) 28.0%
  - 2012 37.6%
  - 2013 22.5%
  - 2014 8.2%
  - 2015 2.0%
  - 2016 or later 0.8%

- How close to campus do you currently live? (n=493)
  - On-campus 9.1%
  - Less than 1 mile away 25.2%
  - More than 1 mile away 65.0%

- In what type of dwelling do you currently reside? (n=494)
Email invitation sent to Students:

Dear UA Student,

You have been randomly selected to participate in a survey put together by the University of Arizona Information Technology Student Advisory Board (ITSAB). This survey, among other data, will help ITSAB 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 during the past year. We expect this survey to take 10-15 minutes for you to complete, and no personally identifiable information will be collected with the results. The survey will need to be filled out by Sunday, March 13th at 11:59 pm. Once completed, your name will be entered in a drawing for one of 50 $20 cash giveaways.

Click here to start the survey

For more information about the Information Technology Student Advisory Board, please visit our website at http://itsab.arizona.edu/. This survey instrument was developed and administered with the assistance of UITS, UAccess Student Team staff, UA Libraries, EMSG, and the Office of the Registrar.

Thank you very much for your participation,

ITSAB