When they need tech support they look to:

- University help desk: 58%
- Internet: 24%
- Friends or family: 72%

Students who use the help desk rate the overall service as good or excellent: 72% Agree

77% Feedback on performance compared to other students in class
83% Personalized information on degree progress
76% Personalized quizzes to inform instructor of help needed

Lecture capture: 58%
Freely available content beyond campus: 51%
Learning management system: 43%

Students say they learn best with a blend of online and face-to-face work: 67%

Students typically connect to the network with at least two devices at a time:

- Smartphone/Tablet: 61%/50%
- Laptop/Tablet: 31%/20%
- Smartphone only: 2013 - 68%, 2014 - 65%
- Laptop/Tablet only: 2013 - 12%, 2014 - 3%
- Smartphone/Other: 2013 - 31%, 2014 - 3%
- Laptop/Tablet/Other: 2013 - 8%, 2014 - 17%

Laptops: 17% Encouraged/Required, 26% Banned/Discouraged
Tablets: 20% Encouraged/Required, 12% Banned/Discouraged
Smartphones: 65% Encouraged/Required, 3% Banned/Discouraged

Used the LMS in at least one course: 91%
Wants LMS access on their smartphone: 38%

Things students would change about their LMS:
1. Comprehensive calendar
2. More user-friendly interfaces
3. Better features for interaction and communication
4. Better mobile device compatibility
5. More (or better) instructor participation

Top resources wanted:
- Personalized information on degree progress: 83%
- Feedback on performance compared to other students in class: 77%
- Personalized quizzes to inform instructor of help needed: 76%

Preference by degree status:
Undergrad:
- Partially online: 77%
- Completely online: 5%
- No online components: 18%
Grad:
- Partially online: 62%
- Completely online: 14%
- No online components: 3%

Leaning management system use:
- Partially online: 71%
- Completely online: 15%
- No online components: 5%
- No preference: 11%

Students who use the help desk rate the overall service as good or excellent: 72% Agree

IT Support:
- Internet: 58%
- Friends or family: 58%
- University help desk: 26%

Students who prefer not to answer:
- Undergraduates: 555
- Graduate Students: 775
- Total: 1330

For more information please visit: cio.arizona.edu/ecar-2014-survey-results