

Spring 2003 Students Technology Survey Responses

Item ID	Question	Number	% of All	SD	Mean	Change	Signif.†	Yes (%)	Change	No(%)	Change
Global											
General											
QGLOB1	Importance of computing/network resources to school work	3150 3191	99.8% 99.6%	1.86 1.92	8.49 8.40	0.09	*				
QGLOB2	Satisfaction with campus computing/technology resources	3097 3117	98.1% 97.3%	1.85 1.82	7.62 7.51	0.11	*				
Q4A9	Knowledge of computer hardware & software important to school work	3153 3195	99.9% 99.7%	1.72 1.85	7.56 7.38	0.18	***				
Q1A8	How well university has prepared with technology skills	3036	96.2%	2.48	6.60	6.60					
Classroom Use 1A											
General											
Q1C0	N classes taken over last 2 years	3103 3155	98.3% 98.5%	7.40 7.21	15.06 14.44	0.62	**				
Q1A1B	N classes taught completely online	3101	98.3%	1.16	0.32	0.32					
Q1A2B1	Satisfaction with online courses cf. to regular classroom instruction	1512	47.9%	2.33	6.10	6.10					
Q1A2B	N classes taught partially online	3100	98.2%	2.04	1.10	1.10					
Policy											
Q1A3	Importance of having electronic access to instruction any time/place	3086 3135	97.8% 97.8%	2.16 2.09	8.11 8.48	-0.37	***				
Technologies											
Q1C1b	Satisfaction with use of Internet to help fulfill course requirements	2896 2812	91.8% 87.8%	1.94 1.93	7.64 7.78	-0.14	ns				

†The relative significance of changes in responses between the 2001 survey (in black) and the 2003 survey (in red) is indicated by asterisks:

* The probability that the observed change is attributable to substantive, not random, factors is from 95% to 98%;

** The probability that the observed change is attributable to substantive, not random, factors is 99% or greater;

*** The chances that the observed change is due to random rather than substantive factors is 1 in 1,000 or less;

ns The change was not statistically significant.

Absence of an indication of significance means the 2001 survey did not include a comparable question, or that the number of responses was insufficient for statistical analysis.

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Q1C3c	Satisfaction with use of e-mail to help fulfill course requirements	2539	80.4%	2.06	7.97	0.20	ns				
		2355	73.5%	2.31	7.77						
Q1C4b	Satisfaction with use of computer lab to help fulfill course requirements	2283	72.3%	2.14	7.29	-0.23	ns				
		2245	70.1%	2.15	7.52						
Q1CAmt1	Amount of required computer use in courses	3082	97.7%								
		3127	97.6%								
	Too Little	593	19.2%			-6.4%					
		802	25.6%								
	Right Amount	2364	76.7%			6.0%					
		2210	70.7%								
	Too Much	125	4.1%			0.4%					
		115	3.7%								
Q1CAMT2	Amount of Internet use required in classes	3093	98.0%								
	too little	583	18.8%								
	right amount	2389	77.2%								
	too much	121	3.9%								
Q1C1P	Proportion of classes taken requiring Internet use	3095	98.1%	0.34	0.52	0.08	***				
		3147	98.2%	0.33	0.44						
Q1C3P	Proportion of classes taken requiring e-mail use	3090	97.9%	0.36	0.39	0.08	***				
		3151	98.3%	0.34	0.31						
Q1C4P	Proportion of classes taken requiring computer classroom or lab	3099	98.2%	0.20	0.17	0.01	ns				
		3149	98.3%	0.20	0.16						

Online Info Resources 1D

Q1D1	Used electronic info resources (ILL, DB, searches, catalogs)	3142	99.6%				**	84.4%	2.6%	15.6%	-2.6%
		3189	99.5%					81.8%		18.2%	
Q1D1a	Satisfaction with <u>quality</u> of electronic info resources through library	2641	83.7%	1.69	7.93	0.12	*				
		2602	81.2%	1.70	7.81						
Q1D1c	Satisfaction with <u>ease of use</u> of electronic info resources through library	2640	83.7%	1.77	7.75	0.16	**				
		2597	81.1%	1.85	7.59						

Administrative IS 3A

Q3A2a	Use of admin info system for registration information	3147	99.7%				***	85.8%	19.0%	*	14.2%	-19.0%
		3194	99.7%					66.8%			33.2%	

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Q3A2b	Satisfaction with online access to registration information	2698 2134	85.5% 66.6%	2.08 1.85	8.10 8.26	-0.16	**					
Q3A3a	Use of admin info system for grade information	3148 3194	99.7% 99.7%				***		87.9% 71.0%	16.8% *	12.1% 29.0%	-16.8%
Q3A3b	Satisfaction with online access to grade information	2763 2268	87.5% 70.8%	1.87 1.88	8.60 8.57	0.03	ns					
Q3A4a	Use of admin info system for financial aid information	3127 3191	99.1% 99.6%				***		40.7% 28.8%	12.0% *	59.3% 71.2%	-12.0%
Q3A4b	Satisfaction with online access to financial aid information	1272 915	40.3% 28.6%	2.02 1.98	7.92 7.99	-0.07	ns					
Q3A5a	Use of admin info system for billing information	3138 3192	99.4% 99.6%				***		40.1% 19.9%	20.2% *	59.9% 80.1%	-20.2%
Q3A5b	Satisfaction with online access to billing information	1257 631	39.8% 19.7%	1.96 1.85	8.16 8.24	-0.08	ns					
Q3A7a	Use of admin info system for progress-to-degree information	3123 3185	99.0% 99.4%				***		36.7% 22.4%	14.3% *	63.3% 77.6%	-14.3%
Q3A7b	Satisfaction with online access to progress-to-degree information	1143 713	36.2% 22.3%	2.12 1.98	7.67 7.91	-0.24	*					

General Computer Use 4A

General												
QUSE3_1	Use computer on Campus	3154 3201	99.9% 99.9%				ns		68.9% -0.7%		31.1% 0.7%	
QUSE3_2	Use computer at Work	3154 3201	99.9% 99.9%				*		42.1% 2.5%		57.9% -2.5%	
QUSE3_3	Use computer at Home	3154 3201	99.9% 99.9%				ns		92.9% -0.7%		7.1% 0.7%	
QUSE3_4	Use computer at Public Library	3156 3201	100.0% 99.9%				ns		2.5% 0.0%		97.5% -0.0%	

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QUSE3_5	Use computer at Friend's/Relative's House	3156 3201	100.0% 99.9%				ns	4.5%	0.1%	95.5%	-0.1%
QUSE3_6	Use Laptop/Mobile Computer	3156 3201	100.0% 99.9%				ns	1.4%	0.4%	98.6%	-0.4%
QUSE9	Importance of computer literacy for future employment	3152 3195	99.9% 99.7%	1.55 1.52	9.08 9.12	-0.04	ns				
QUSE3_7	Use computer at other location	3154	99.9%					1.7%	1.7%	98.3%	98.3%
QUSE2	Hours per week use of computer	3102 3114	98.3% 97.2%	13.13 13.41	16.34 16.37	-0.03	ns				
QUSE4_1A	Frequency of computer use on campus	2164 2225	68.6% 69.4%				***				
	Never	6 5	0.3% 0.2%			0.1% 0.2%					
	Almost Never	41 60	1.9% 2.7%			-0.8% 2.7%					
	Once a Term	174 210	8.0% 9.4%			-1.4% 9.4%					
	Monthly	259 343	12.0% 15.4%			-3.4% 15.4%					
	Weekly	942 957	43.5% 43.0%			0.5% 43.0%					
	Almost Daily	742 650	34.3% 29.2%			5.1% 29.2%					
QUSE4_2A	Frequency of computer use at work place	1328 1264	42.1% 39.5%				ns				
	Never	7 7	0.5% 0.6%			-0.0% 0.6%					
	Almost Never	9 10	0.7% 0.8%			-0.1% 0.8%					
	Once a Term	13 10	1.0% 0.8%			0.2% 0.8%					
	Monthly	31 37	2.3% 2.9%			-0.6% 2.9%					
	Weekly	229 208	17.2% 16.5%			0.8% 16.5%					
	Almost Daily	1039 992	78.2% 78.5%			-0.2% 78.5%					

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QUSE4_3A	Frequency of computer use at home	2925	92.7%				**				
		2994	93.4%								
	Never	3	0.1%		0.1%						
		1	0.0%								
	Almost Never	4	0.1%		-0.1%						
		8	0.3%								
	Once a Term	7	0.2%		-0.3%						
		15	0.5%								
	Monthly	46	1.6%		0.0%						
		46	1.5%								
	Weekly	467	16.0%		-3.8%						
		593	19.8%								
	Almost Daily	2398	82.0%		4.1%						
		2331	77.9%								
QUSE5	Self-rating of skill level in using computer	3152	99.9%				***				
		3201	99.9%								
	No Skills	4	0.1%		-0.1%						
		6	0.2%								
	Minimal Skills	385	12.2%		-4.1%						
		523	16.3%								
	Good Skills	1973	62.6%		0.7%						
		1981	61.9%								
	Excellent Skills	790	25.1%		3.5%						
		691	21.6%								
QUSE41BC	Hours per day use of computer on campus	738	23.4%	2.26	2.47	2.47					
QUSE42BC	Hours per day use of computer at work place	1035	32.8%	2.94	4.51	4.51					
QUSE43BC	Hours per day of computer use at home	2390	75.7%	2.11	2.53	2.53					

Workstation Access 4A

Hardware											
QI4A1	Access to a university-provided computer workstation	3094	98.0%				ns	93.5%	-0.5%	6.5%	0.5%
		3142	98.1%					94.1%		5.9%	
Q4A1c	Satisfaction with available university-provided computer workstation(s)	2768	87.7%	1.96	7.76	0.19	***				
		2806	87.6%	2.02	7.57						
QCOMP1	Currently own an operational computer	3155	100.0%				*	95.4%	1.3%	4.6%	-1.3%
		3197	99.8%					94.1%		5.9%	

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QCOMP2B	Age of computer (years)	3003	95.2%										
	less than 1	846	28.2%										
	1 to 3	1486	49.5%										
	more than 3	671	22.3%										
QCOMP4	Owns a laptop computer	3008	95.3%						35.6%	<u>35.6%</u>	*	64.4%	<u>64.4%</u>
QCOMP4A	Laptop has wireless capability	1043	33.0%						48.4%	<u>48.4%</u>	*	51.6%	<u>51.6%</u>
Software													
Q4A2	Access to university-provided software needed for school work	2752	87.2%					ns	84.5%	<u>-1.1%</u>		15.5%	<u>1.1%</u>
		2764	86.3%						85.6%			14.4%	
Q14A2c	Satisfaction with university-provided software	2262	71.7%	1.70	8.11	0.09		ns					
		2282	71.2%	1.76	8.02								
Network Access 4B													
Q4B1a1	Used campus access to Internet/Web from on campus	3149	99.8%						83.4%	<u>-1.2%</u>		16.6%	<u>1.2%</u>
		3202	99.9%						84.6%			15.4%	
Q4B1b1	Satisfaction with network to access Internet from on campus	2626	83.2%	1.71	8.48	0.10							
		2706	84.5%	1.71	8.38								
Q4B2a1	Used campus-provided e-mail account	3153	99.9%						52.6%	<u>-4.5%</u>		47.4%	<u>4.5%</u>
		3202	99.9%						57.2%			42.8%	
Q4B2b	Satisfaction with access to campus e-mail services	1652	52.3%	2.21	8.02	0.34							
		1825	57.0%	2.28	7.68								
Q4B3a	Used modem/cable/DSL/ISDN to access campus network	3142	99.6%						73.7%	<u>20.5%</u>	*	26.3%	<u>-20.5%</u>
		3176	99.1%						53.2%			46.8%	
Q4B3a1	Used dial-in modem to access campus network	2297	72.8%						64.6%	<u>64.6%</u>	*	35.4%	<u>35.4%</u>
Q4B3b1	Satisfaction with dial-in modem to access campus network	1482	47.0%	2.18	7.43	7.43							
Q4B3a2	Used cable modem to access campus network	2292	72.6%						37.4%	<u>37.4%</u>	*	62.6%	<u>62.6%</u>
Q4B3b2	Satisfaction with cable modem to access campus network	857	27.2%	1.83	8.23	8.23							

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Q4B3a3	Used DSL to access campus network	2296	72.8%					33.4%	<u>33.4%</u>	*	66.6%	<u>66.6%</u>
Q4B3b3	Satisfaction with DSL to access campus network	767	24.3%	1.72	8.51	<u>8.51</u>						
Q4B3a4	Used ISDN to access campus network	2266	71.8%					5.0%	<u>5.0%</u>	*	95.0%	<u>95.0%</u>
Q4B3b4	Satisfaction with ISDN to access campus network	114	3.6%	1.98	8.03	<u>8.03</u>						

Tech Support 4A

General

QCOMP4B	Campus technical assistance available for laptop computer	581	18.4%					54.9%	<u>54.9%</u>	*	45.1%	<u>45.1%</u>
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Telephone Call Center

Q4A4_1	Used call center or online help desk services	2894	91.7%				***	35.0%	<u>16.1%</u>	*	65.0%	<u>-16.1%</u>
		1882	58.7%					18.9%			81.1%	

Q4A4_1S	Satisfaction with call center or online help desk services	994	31.5%	1.96	7.55	<u>-0.08</u>	ns					
		354	11.0%	2.30	7.63							

Walk-in Help Desk

Q4A4_2	Used walk-in help desk services	2894	91.7%				***	32.7%	<u>5.1%</u>	*	67.3%	<u>-5.1%</u>
		2224	69.4%					27.7%			72.3%	

Q4A4_2S	Satisfaction with walk-in help desk services	943	29.9%	1.77	8.04	<u>-0.05</u>	ns					
		614	19.2%	1.92	8.09							

Computer Lab Staff

Q4A4_3	Used computer lab staff for help services	2894	91.7%				***	61.1%	<u>20.9%</u>	*	38.9%	<u>-20.9%</u>
		2530	79.0%					40.1%			59.9%	

Q4A4_3S	Satisfaction with computer lab staff support services	1751	55.5%	1.82	7.93	<u>-0.12</u>	ns					
		1011	31.6%	1.94	8.05							

Q4A4_4	Used other students for help services	2894	91.7%					46.4%	<u>46.4%</u>	*	53.6%	<u>53.6%</u>
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Q4A4_4S	Satisfaction with other student help	1340	42.5%	1.73	7.70	<u>7.70</u>						
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Q4A4_5	Used professor/instructor for help services	3156	100.0%					2.1%	<u>2.1%</u>		97.9%	<u>97.9%</u>
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Q4A4_6	Used friends, family, co-workers for help services	3156	100.0%					0.9%	<u>0.9%</u>	99.1%	<u>99.1%</u>
Other Service											
Q4A4_7	Used Other help services	2894	91.7%					1.0%	<u>-3.4%</u>	99.0%	<u>3.4%</u>
		1496	46.7%					4.3%		95.7%	
Q4A4_8	Used none of these help services	2894	91.7%					8.0%	<u>8.0%</u>	*	<u>92.0%</u>

Training 4A

<u>Item ID</u>	<u>Question</u>	<u>Number</u>	<u>% of All</u>	<u>SD</u>	<u>Mean</u>	<u>Change</u>	<u>Signif.T</u>	<u>Yes (%)</u>	<u>Change</u>	<u>No(%)</u>	<u>Change</u>
General											
Q4A7A	Used campus training activities or programs	3153	99.9%				ns	13.8%	<u>-1.0%</u>	86.2%	<u>1.0%</u>
		3195	99.7%					14.8%		85.2%	
Q4A8a1	Satisfaction with training activities/programs	433	13.7%	1.85	7.88	<u>0.11</u>	ns				
		463	14.5%	1.99	7.77						
Policy											
Q4A7	Importance of campus-provided training opportunities	3138	99.4%	1.97	8.48	<u>-0.13</u>	**				
		3186	99.4%	1.94	8.61						
Computer-based											
Q4A8A_1	Used computer-based training resources	435	13.8%				**	51.0%	<u>-10.6%</u>	**	49.0%
		474	14.8%					61.6%		38.4%	<u>10.6%</u>
Instructor-led											
Q4A8A_2	Used training workshop(s)	435	13.8%				*	61.8%	<u>7.4%</u>	*	38.2%
		474	14.8%					54.4%		45.6%	<u>-7.4%</u>
"Other training"											
Q4A8A_3	Used 'other' training resources	435	13.8%					3.7%	<u>-0.3%</u>	96.3%	<u>0.3%</u>
		474	14.8%					4.0%		96.0%	