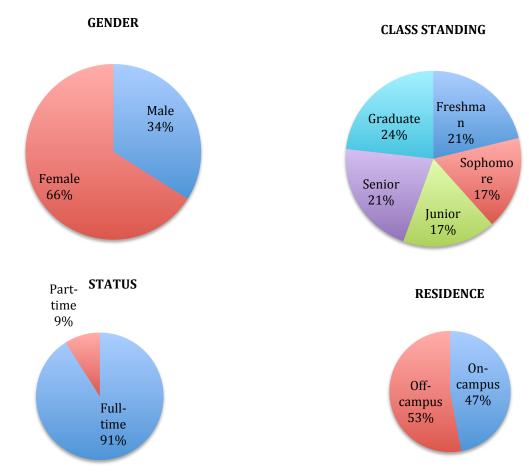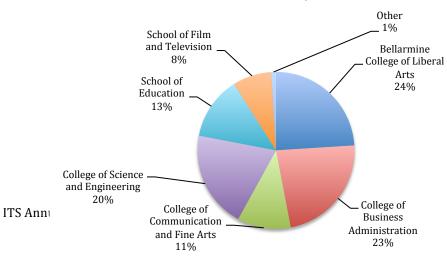# STUDENT SURVEY

Total student participation in this survey was 1,059 respondents (14% of the total undergraduate and graduate population – 7,758). Students were encouraged to participate in the survey through the methods stated in the Methodology section. Additionally, Information Technology Services staff manned tables in high-traffic pedestrian areas 2 separate afternoons during the week of November 29th, 2010. Students were asked to either use one of the available laptops at the table to complete the survey, or were handed a flier instructing them how to access the survey on their own time.
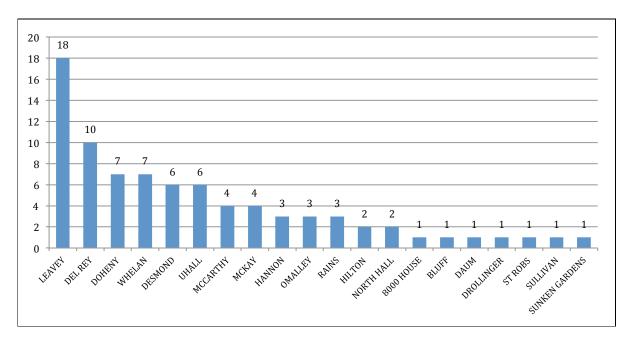
Demographics – Students

GENDER

Male
34%

Female
66%

CLASS STANDING

Freshman
21%

Graduate
24%

Senior
21%

Junior
17%

Sophomore
17%

STATUS

Part-time
9%

Full-time
91%

RESIDENCE

On-campus
47%

Off-campus
53%

PRIMARY MAJOR

Other
1%

School of Film and Television
8%

Bellarmine College of Liberal Arts
24%

School of Education
13%

College of Science and Engineering
20%

College of Communication and Fine Arts
11%

College of Business Administration
23%

Wireless

Students were asked to give feedback on any wireless issues of which they were aware at the time they took the survey. Issues were interpreted as slowness, sporadic connectivity, inadequate coverage, etc. There were a total number of 82 issues reported, representing 7% of all survey respondents. Wireless network coverage improvement was performed at the end of 2010 across campus, and reported wireless issue responses is expected to be lower in the future.

WIRELESS ISSUES REPORTED:

Wireless access/speed in dorm rooms
Wireless access across campus was perceived by 81% (816) of respondents as Average, Fast or Amazing. 17% (177) perceived LMU wireless speed as slow.

General Access to Technology

Personal Computer Access
What type of computer/platform(s) do you own?
Owners of Macintosh computers slightly topped Windows owners (663 to 597), and laptops (Mac and Windows) outnumbered desktops (1,065 to 195)

Computer	Count
Windows - Desktop	145
Windows - Laptop	452
Mac - Desktop	50
Mac - Laptop	613

1% (10 respondents) do not own a computer. Answers in the Other category (11 responses) include Linux laptops and iPads.

Primary computer age *(n=698)*
When asked the age of their primary computer, 402 (58%) of respondents answered less than or equal to 2 years old. 42% (296) of students have a computer that is older than 2 years.

Preferred primary operating system *(n=1,057)*
Students were asked for normal, everyday usage which primary operating system they preferred to use (personal preference). 40% of respondents preferred to use Windows, 59% preferred Macintosh OS and 1% preferred Linux.

Internet access at home *(n=1,057)*
1,029 respondents (97%) have high-speed internet at home. Eleven (1%) reported that they used dial-up access, while 17 (2%) responded that they have NO internet access at home.

Internet connectivity at LMU *(n=1,058)*
Wireless connections to the internet were used most often by students while they were on campus (761 responses - 72%). Wired connections were used by 28% of respondents (297 responses).

Office Applications
When asked what office suite they most often used, Microsoft Office Suite was by far the most popular answer (961 responses - 91%). Apple's iWork Suite was used by 147 (14%) of respondents. Some students apparently use both application suites.

Which version of Microsoft Office are you using?
10% 2003 or older (Windows)
38% 2007 (Windows)
14% 2010 (Windows)
8% 2004 or older (Mac)
36% 2008 (Mac)
6% 2011 (Mac)

Which version of iWork are you using?
1% iWork '05
8% iWork '06
27% iWork '08
65% iWork '09

Specific Technology Activity Usage

Smartphone access *(n=1045)*
Students either plan to buy an internet-ready Smartphone within the next 12 months or already own one
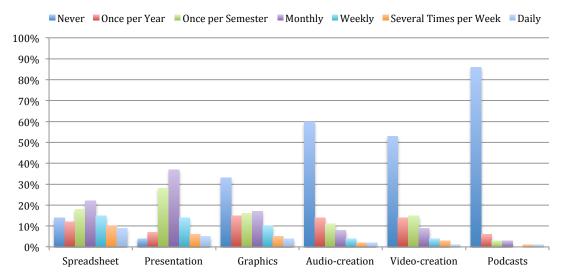(73% - 767)

Type of Smartphone access *(n=759)*
Among those who own Smartphone(s) or plan to own one, their two choices of Smartphone are iPhone
(41%) and Blackberry (32%). Other includes Windows Mobile, Android, Palm, etc. (combined 27%).
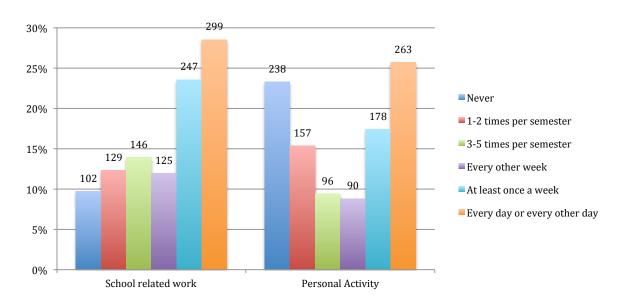
How often do you do the following (for school, work, or recreation)?

Creation Tools
Respondents most frequently use Spreadsheets, Presentation, and Graphics software. 86% of the
respondents never create podcasts. Over half of the respondents never use audio- (60%) or video-
creation (53%) software.

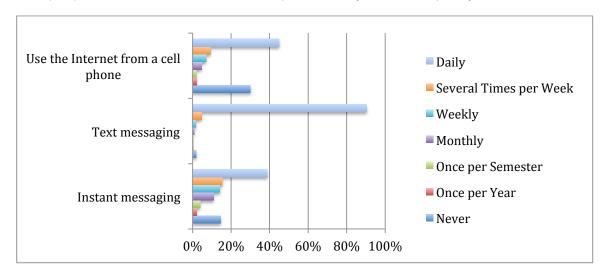**How often do you use computers on campus to do school work or personal usage (i.e. surfing, checking email)?**

Communication Tools

90% (952) use text messaging daily

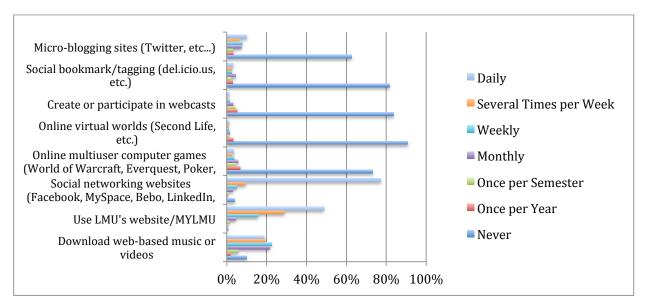69% (721) use instant messaging weekly or more frequently

52% (645) access the internet from their cell phone weekly or more frequently
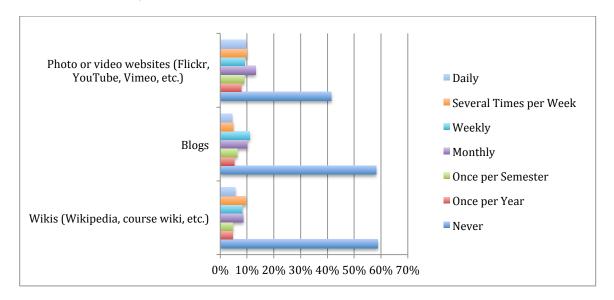

Web Tools

High percentages of respondents **never** used certain online tools, including Online Virtual Worlds (91%) and Webcasts (84%). Highest percentage of respondents used LMU's Website/MyLMU (49%) and Social Networking Websites such as Facebook (77%) **daily**.

Contribution to Web 2.0

How often do you contribute content to the following (for school, work, or recreation)?
About half of the respondents never contribute content to web 2.0.

Perceived Skill Levels

Overall, there is positive self-perception regarding tech skills in the following areas. LMU students categorize themselves fairly or very skilled respectively in almost all areas except graphics software (56% indicating not at all or not very skilled) and computer maintenance (39%). Three topics related to the use of information on the web show high confidence.

HOW SKILLED WOULD YOU RATE YOURSELF AT THE FOLLOWING:

Technology in the Classroom

Preference towards the level of technology use in class *(n=1,056)*

79% of students prefer courses that have extensive and moderate use of technology. Only 19% desire courses with limited or no technology.

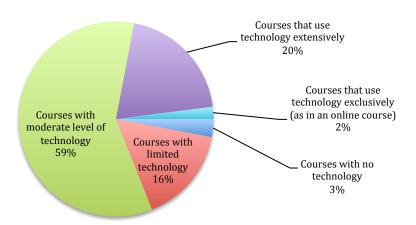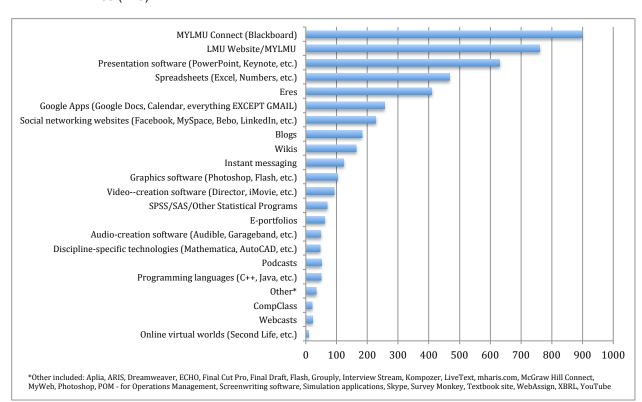Courses that use technology extensively
20%

Courses that use technology exclusively (as in an online course)
2%

Courses with moderate level of technology
59%

Courses with limited technology
16%

Courses with no technology
3%

Technology use in LMU classes
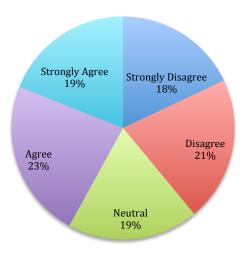
Top 5 technologies that are frequently used:
- MYLMU Connect (899)
- LMU website/MYLMU (761)
- Presentation software, such as PowerPoint, Keynote, etc. (631)
- Spreadsheet software, such as Excel, Numbers, etc. (461)
- ERes (410)

Technology	Value
MYLMU Connect (Blackboard)	900
LMU Website/MYLMU	761
Presentation software (PowerPoint, Keynote, etc.)	631
Spreadsheets (Excel, Numbers, etc.)	461
Eres	410
Google Apps (Google Docs, Calendar, everything EXCEPT GMAIL)	260
Social networking websites (Facebook, MySpace, Bebo, LinkedIn, etc.)	230
Blogs	185
Wikis	165
Instant messaging	125
Graphics software (Photoshop, Flash, etc.)	105
Video--creation software (Director, iMovie, etc.)	95
SPSS/SAS/Other Statistical Programs	70
E-portfolios	60
Audio-creation software (Audible, Garageband, etc.)	50
Discipline-specific technologies (Mathematica, AutoCAD, etc.)	50
Podcasts	55
Programming languages (C++, Java, etc.)	55
Other*	30
CompClass	20
Webcasts	25
Online virtual worlds (Second Life, etc.)	10

*Other included: Aplia, ARIS, Dreamweaver, ECHO, Final Cut Pro, Final Draft, Flash, Grouply, Interview Stream, Kompozer, LiveText, mharis.com, McGraw Hill Connect, MyWeb, Photoshop, POM - for Operations Management, Screenwriting software, Simulation applications, Skype, Survey Monkey, Textbook site, WebAssign, XBRL, YouTube

Online Learning

Willingness to take a completely online course *(n=1,057)*

42% of students agree or strongly agree that they would be willing to take a course offered completely online from an LMU Professor.
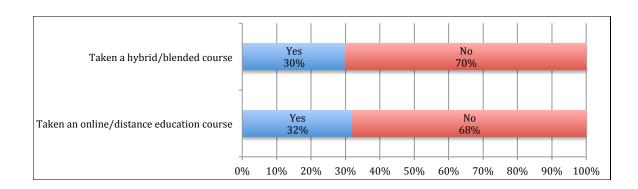

Experience with a hybrid class *(n=1,054)*
Have you ever taken a course where part of the class was spent online rather than in the classroom?
These are sometimes called a hybrid or blended class.
69% has never taken a hybrid class.

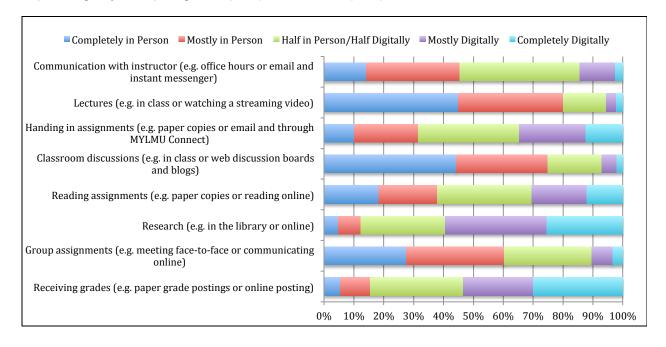**Experience with a distance education class** *(n=1,055)*
Have you ever taken a course where you didn't meet face-to-face with your instructor in the form of an online or distance education course?
68% no
32% yes

Preference to classroom activities on/offline

For the following classroom activities, please indicate if you prefer to have the interaction face-to-face (in person) or through some form of digital technology.
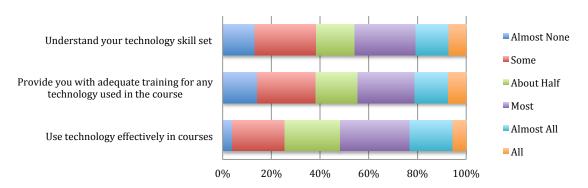
For example, if you had your choice would you prefer to communicate with your instructor in class and their office hours (in person), or do you prefer to email your instructor (digitally)?
Top two in-person responses were lectures (45%) and class discussion (44%)
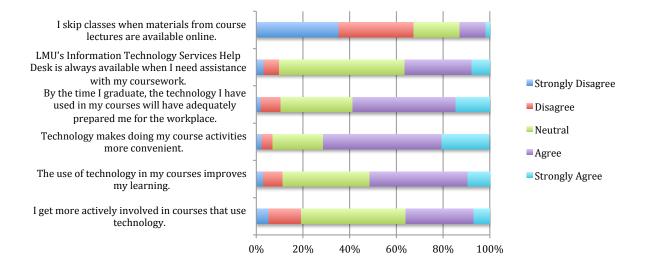Top two digitally: receipt of grades (30%) and research (25%)

Classroom Technology Integration

Perception about faculty technology integration

HOW MANY OF YOUR INSTRUCTORS...

	Almost None	Some	About Half	Most	Almost All	All

Understand your technology skill set

Provide you with adequate training for any technology used in the course

Use technology effectively in courses

Beliefs toward technology in learning

I skip classes when materials from course lectures are available online.

LMU's Information Technology Services Help Desk is always available when I need assistance with my coursework.

By the time I graduate, the technology I have used in my courses will have adequately prepared me for the workplace.

Technology makes doing my course activities more convenient.

The use of technology in my courses improves my learning.

I get more actively involved in courses that use technology.

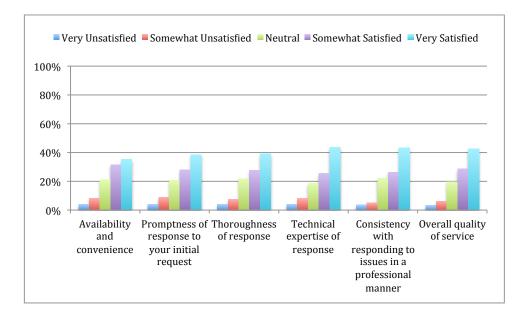Legend: Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree

Help Desk Usage by Students

Overall, LMU students prefer to contact the Help Desk by phone, email, and walk-in. The least preferred method of contact was online chat.

Via Phone (at 310-338-7777)	368
Via Email (at helpdesk@lmu.edu)	261
Via Online Chat (available at http://its.lmu.edu)	55
Walk-in	326
Never Contacted	446

71% of respondents were satisfied or very satisfied with the overall quality of service from the Help Desk. No distinction was made between the Faculty/Staff Help Desk and the Student Help Desk in this year's survey. This will be addressed next year to more accurately reflect satisfaction percentages with the Student Help Desk.

Of the services listed in the survey, the following services received less than 70% satisfaction rate and should be targeted for improvement:

- Availability and convenience
- Promptness of response to initial request
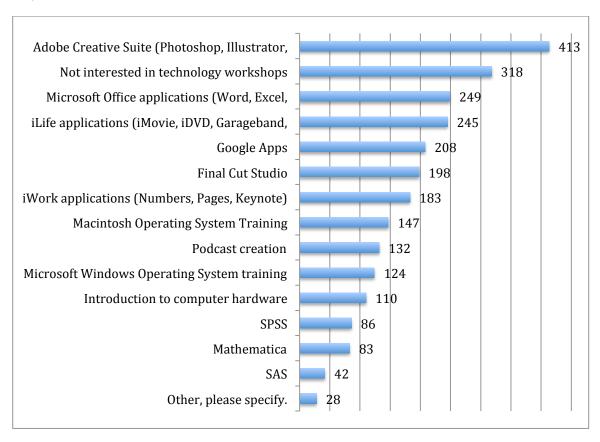- Thoroughness of response

The following services received satisfaction ratings at 70% or above.

- Technical expertise of response
- Consistency with responding to issues in a professional manner

Technology Workshops

Students were asked what technology workshops they might attend if made available. The most common selections were: Adobe Creative Suite (413 responses), Not interested in any workshops (318), Microsoft Office Applications (249), and iLife Applications (245).

In Fall 2011, the Student Innovation Center will be offering drop-in sessions covering the basics of commonly used applications at LMU, including Microsoft Word, Powerpoint, Adobe Creative Suite, MyLMU Connect, etc. The Center will also engage faculty for specific technology workshops that might be part of curriculum.
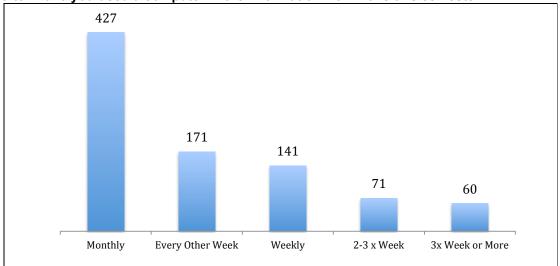
Workshop	Responses
Adobe Creative Suite (Photoshop, Illustrator,	413
Not interested in technology workshops	318
Microsoft Office applications (Word, Excel,	249
iLife applications (iMovie, iDVD, Garageband,	245
Google Apps	208
Final Cut Studio	198
iWork applications (Numbers, Pages, Keynote)	183
Macintosh Operating System Training	147
Podcast creation	132
Microsoft Windows Operating System training	124
Introduction to computer hardware	110
SPSS	86
Mathematica	83
SAS	42
Other, please specify.	28

Information Commons

As part of the ongoing collaboration between Information Technology Services and the William H. Hannon Library, questions regarding technology usage in the library were included in this survey. All questions regarding the Information Commons were vetted by library staff and all relevant survey responses were provided to them as well.

Have you used the public computers in the Information Commons in the William H. Hannon Library?
871 (82%) yes
186 (18%) no

How often have you used a computer in the Information Commons this semester?

Operating System choice of Information Commons computers

This question was asked due to the ability of the Information Commons computers to boot into either Windows XP or Macintosh operating systems.

273 (31%) Windows XP
594 (69%) Mac OS

Computer use
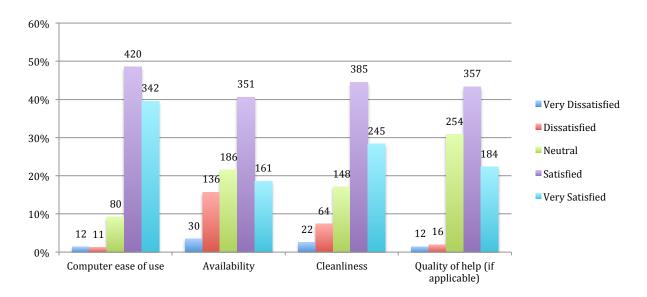496 – Personal Use
701 – Research
652 – Class assignment/presentation

Application use
817 use the internet, 664 use Microsoft Office applications, and 94 used Adobe Suite applications. Other responses (41) included printing, SPSS, iWork, Final Draft, and Final Cut Pro.

Examples of additional requested applications include Skype, Microsoft Publisher, Mathematica, and MATLAB. Other service requests include scanning, how-to signage, fax machines, and printers on other library floors.

Satisfaction

How satisfied are you with the following areas regarding the Information Commons? Data based on the 872 respondees who answered that they have used computers in the Information Commons
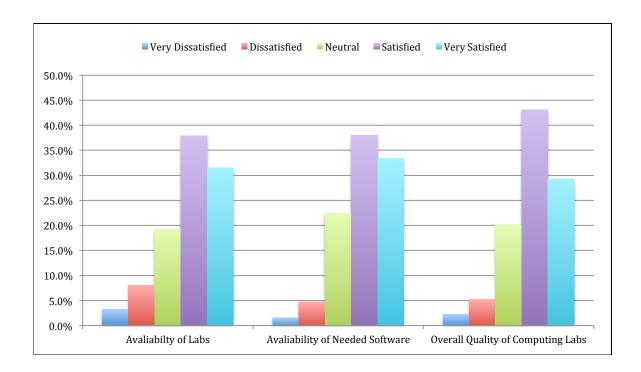

125 responders (12%) have used the Chat help feature available on the Library home page. Of those 125, 93% (115) were satisfied with the help they received.

846 responders (81%) have used a library Group Study Room. 699 have reserved a study room online. The majority of responders (440 – 63%) make study room reservations 1 to 4 times per semester. 77% of those making reservations online were satisfied or very satisfied with the reservation process.
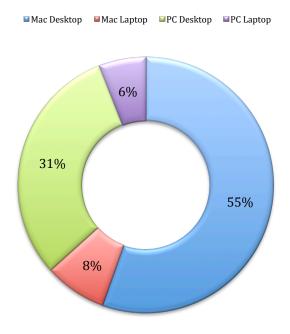
Labs

Students showed 69% satisfaction with availability of ITS-managed labs, 71% satisfaction with availability of needed software and 73% satisfaction with the overall quality of computing labs in 2010. Dissatisfied or very dissatisfied responses were at 11% for Availability of Labs, 6% for Availability of Needed Software and 8% for Overall Quality of Computing Labs. A number of highly specialized and general labs were created in 2010 and we are expecting an increase in overall satisfaction for 2011.

Computer Preference

Students were asked what type of computer they would prefer to use in campus labs.

■ Mac Desktop ■ Mac Laptop ■ PC Desktop ■ PC Laptop

6%

31%

55%

8%

SOFTWARE REQUESTED:

Students were asked what software titles they would like to see installed in labs. Adequately-licensed software will be installed in as many labs as possible per the requests below. Any responses requiring additional licenses will be considered in the upcoming year's academic software budget.

SOFTWARE	NUMBER OF RESPONSES
MATLAB	5
PHOTOSHOP	4
FINAL CUT	3
FINAL DRAFT	3
INDESIGN	3
MATHEMATICA	3
SKYPE	3
ADOBE	2
AUTOCAD	2
CHROME	2
FIREFOX	2
MULTISIM	2
SOLIDWORKS	2
30 Other pieces of Software	1

SUGGESTED LAB FEATURES:

Students were asked what other types of hardware they would like installed in the labs. Requests will be taken into consideration for this year's lab hardware budget.

ITEM	NUMBER OF RESPONSES
SCANNERS	58
COLOR PRINTERS	58
WEB CAMS	12
PRIVACY/CUBICLES	9
COPIERS	8
FAX	5