

# **DoIT 2014 Computing Survey: Student Attitudes, Opinions and Usage**

**PRELIMINARY FINDINGS**



**WISCONSIN**  
UNIVERSITY OF WISCONSIN-MADISON

## Background

### **OBJECTIVE:**

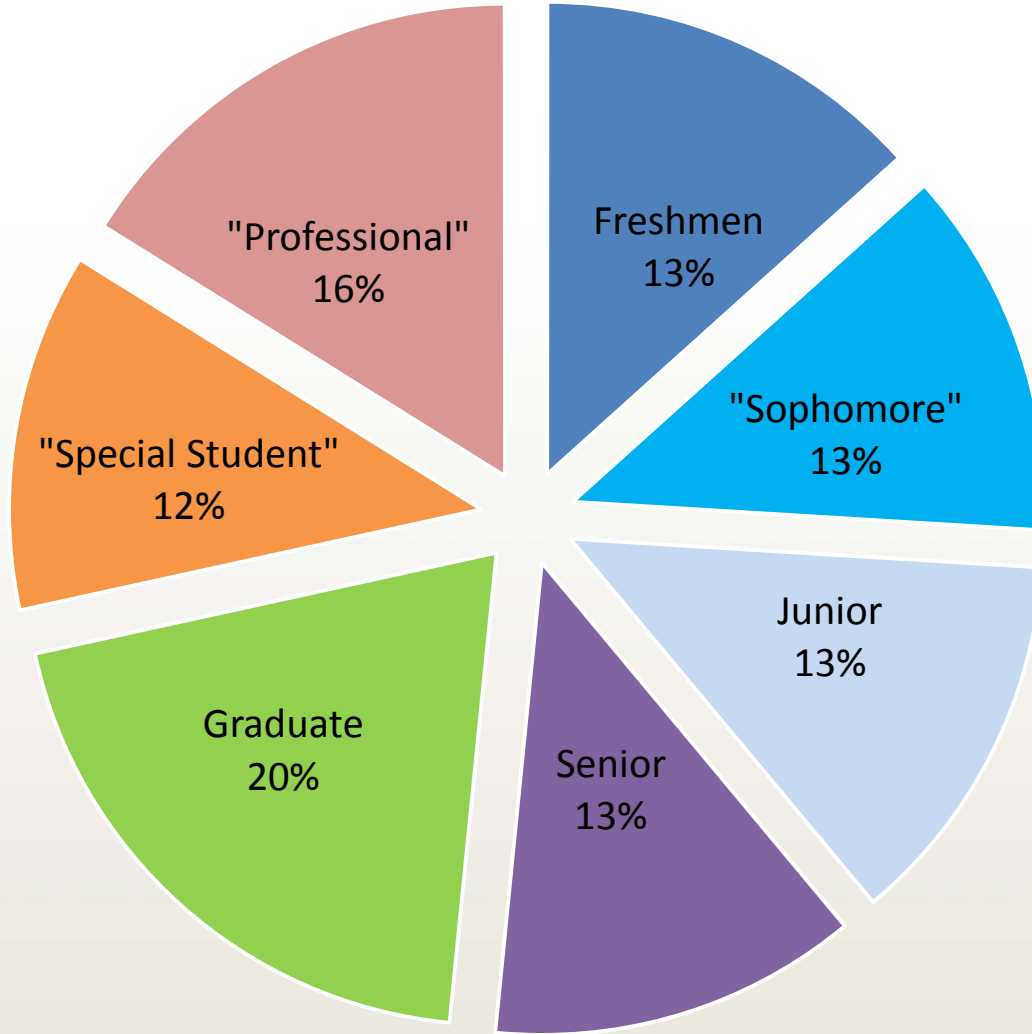
The purpose of this research is to help the Division of Information Technology understand student awareness and usage of information resources.

### **METHOD/APPROACH:**

An online survey was administered during the Spring 2014 semester to a representative sample of the entire student population. 285 students completed the survey. This is a 24% response rate.

The approach taken in compiling this report was to provide the key pieces of data that will inform a decision, highlight difference/ uniqueness, or inform action moving forward.

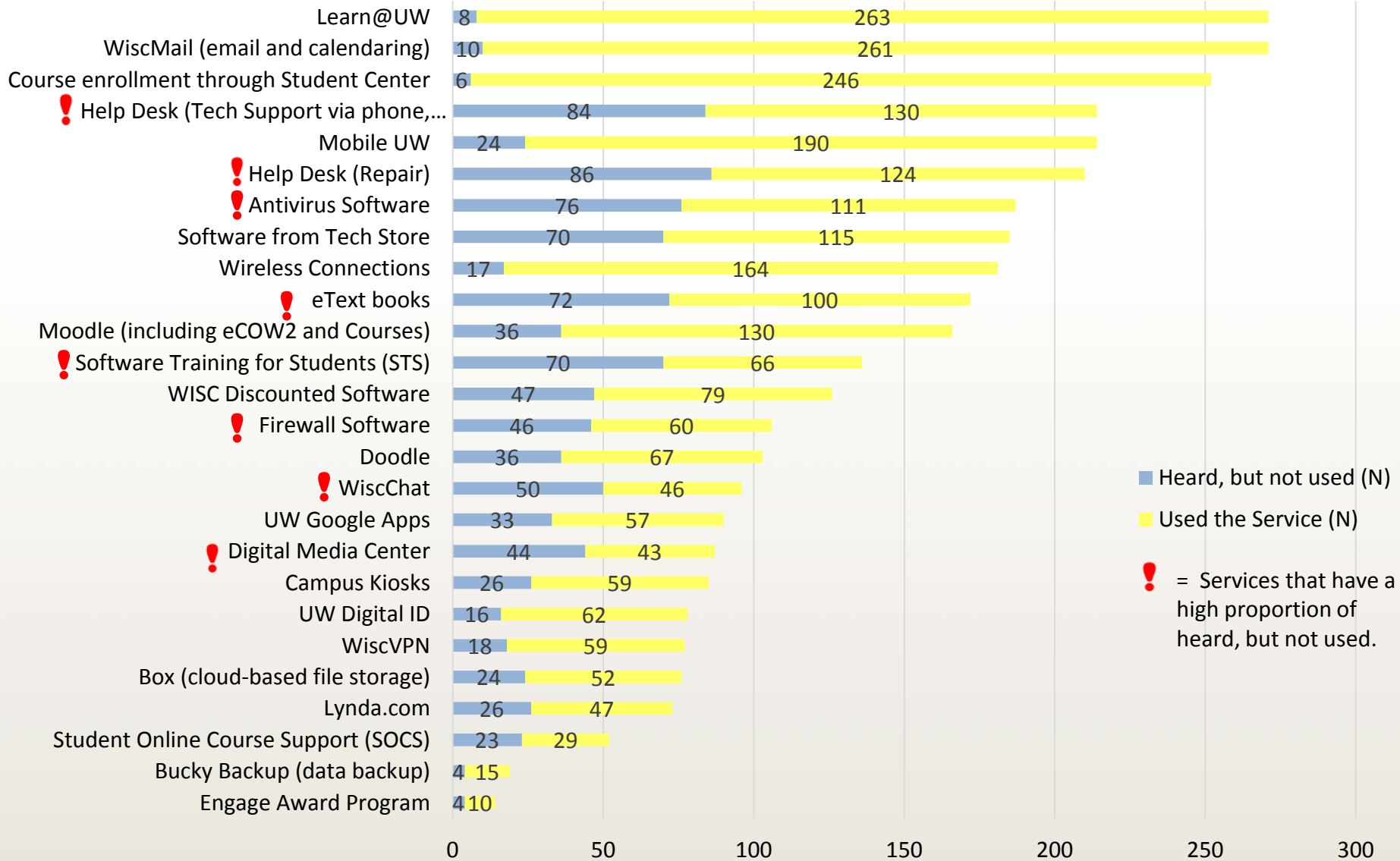
# STUDENT RESPONDENTS BY YEAR IN SCHOOL



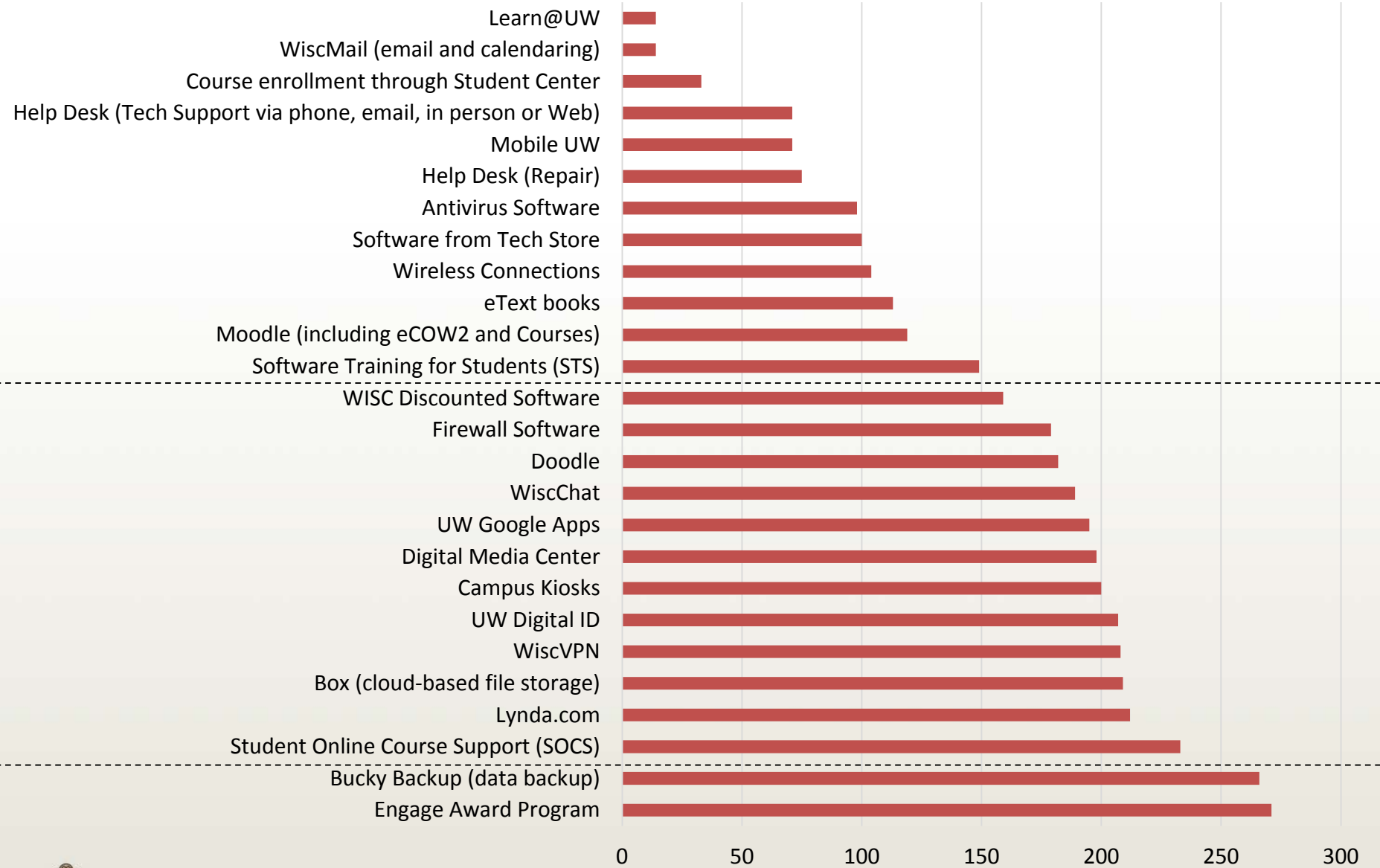
The sample distribution was comparable (13%-16%) with a slightly higher proportion of Graduate students (20%).



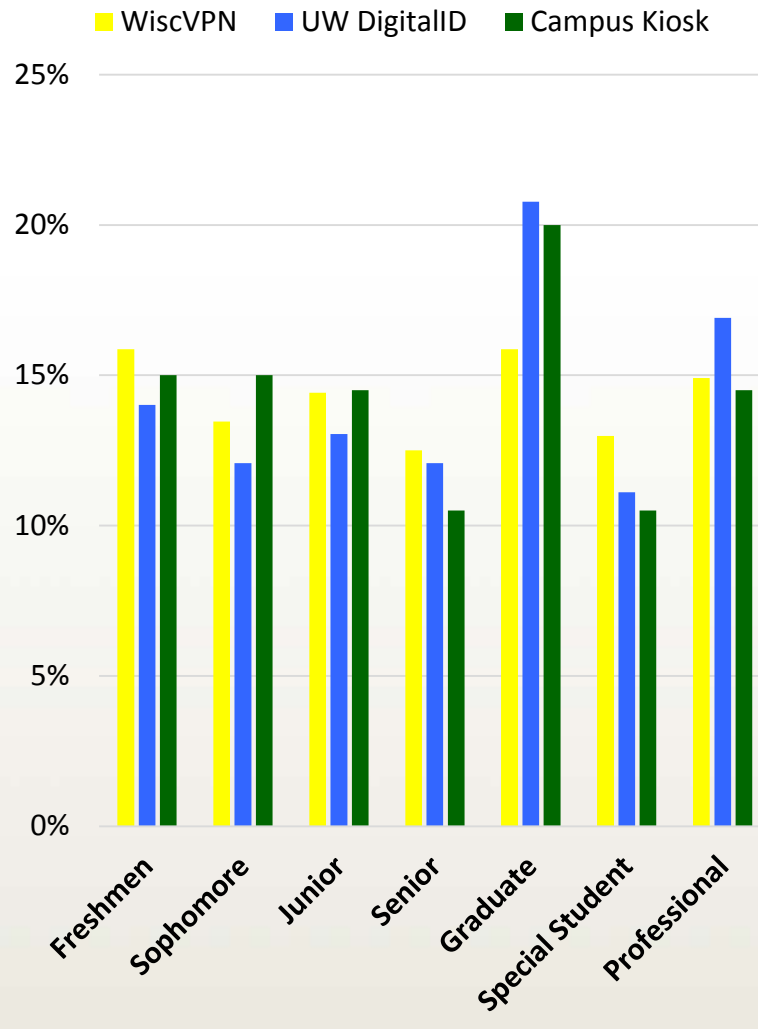
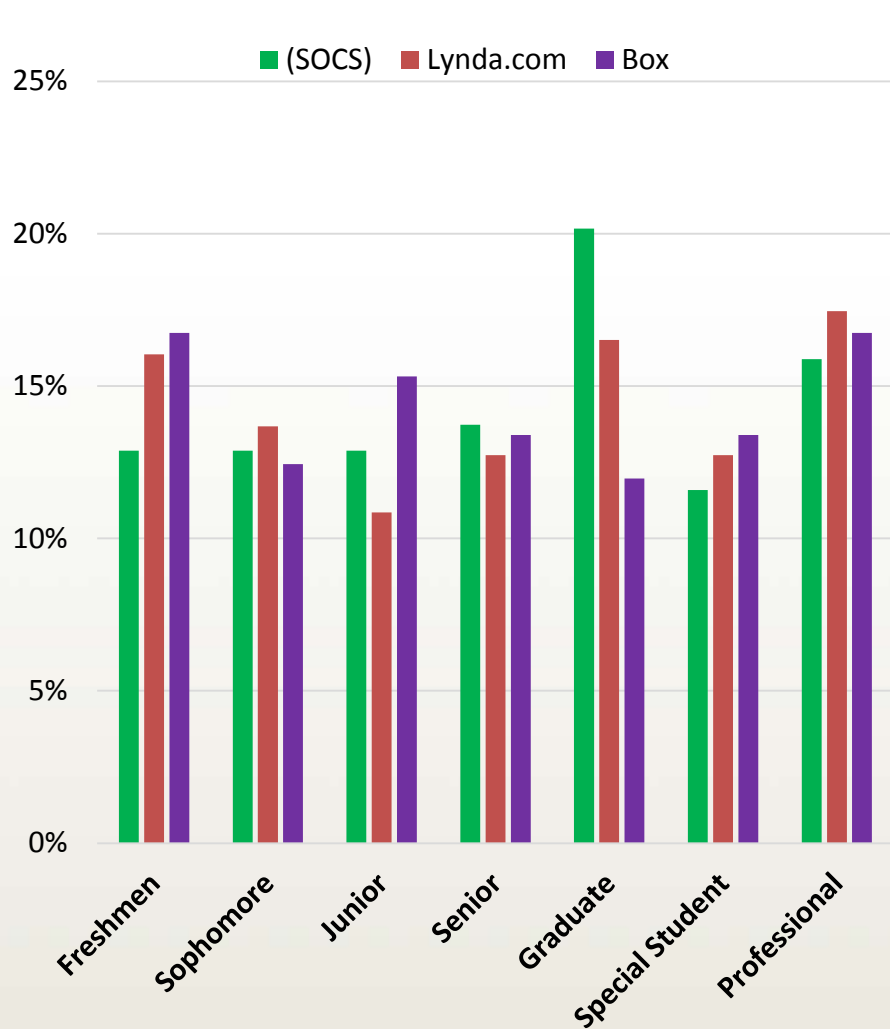
# STUDENT USAGE AND AWARENESS



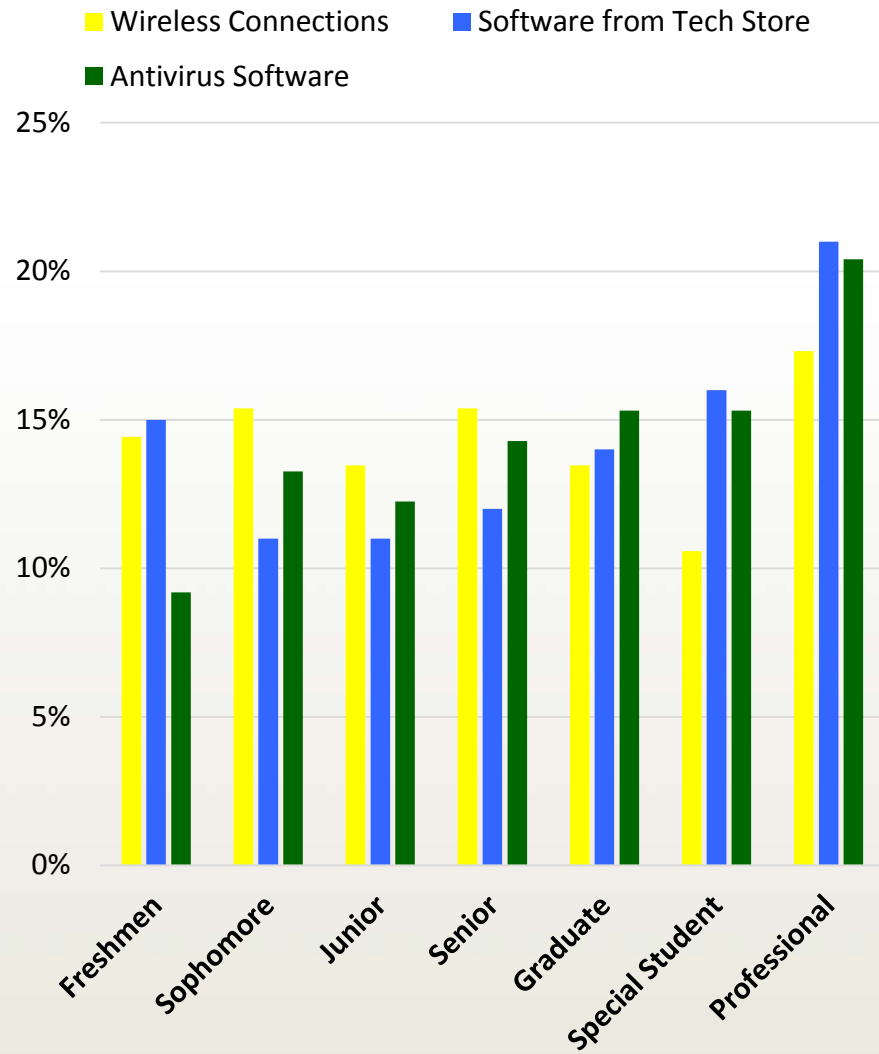
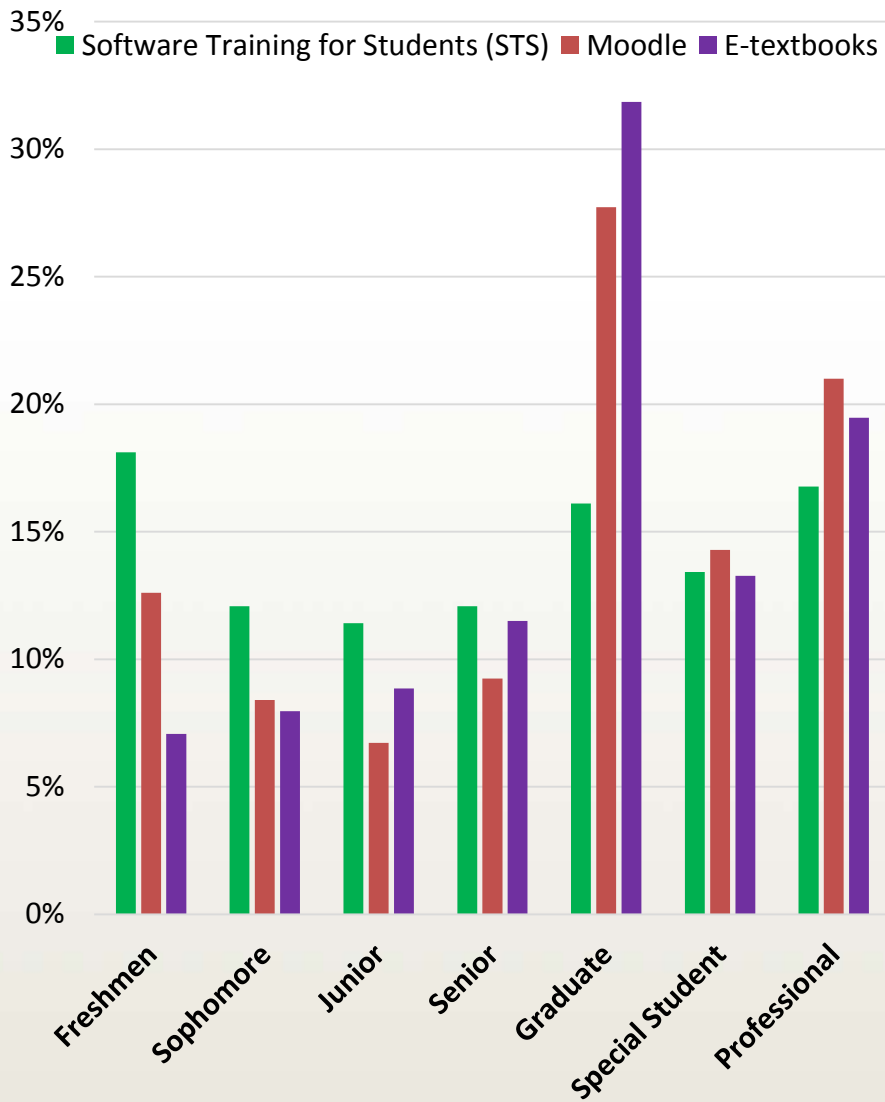
# HAVE NOT HEARD OF THIS SERVICE



# STUDENTS WHO HAVE NOT HEARD OF THIS SERVICE BY YEAR



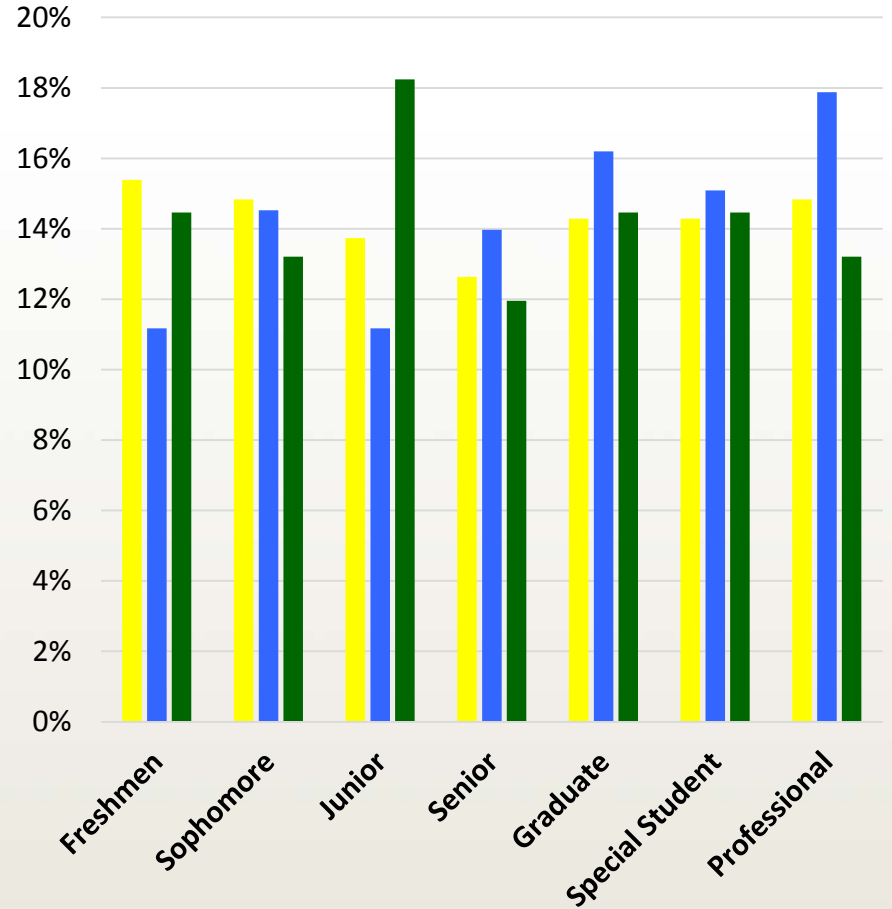
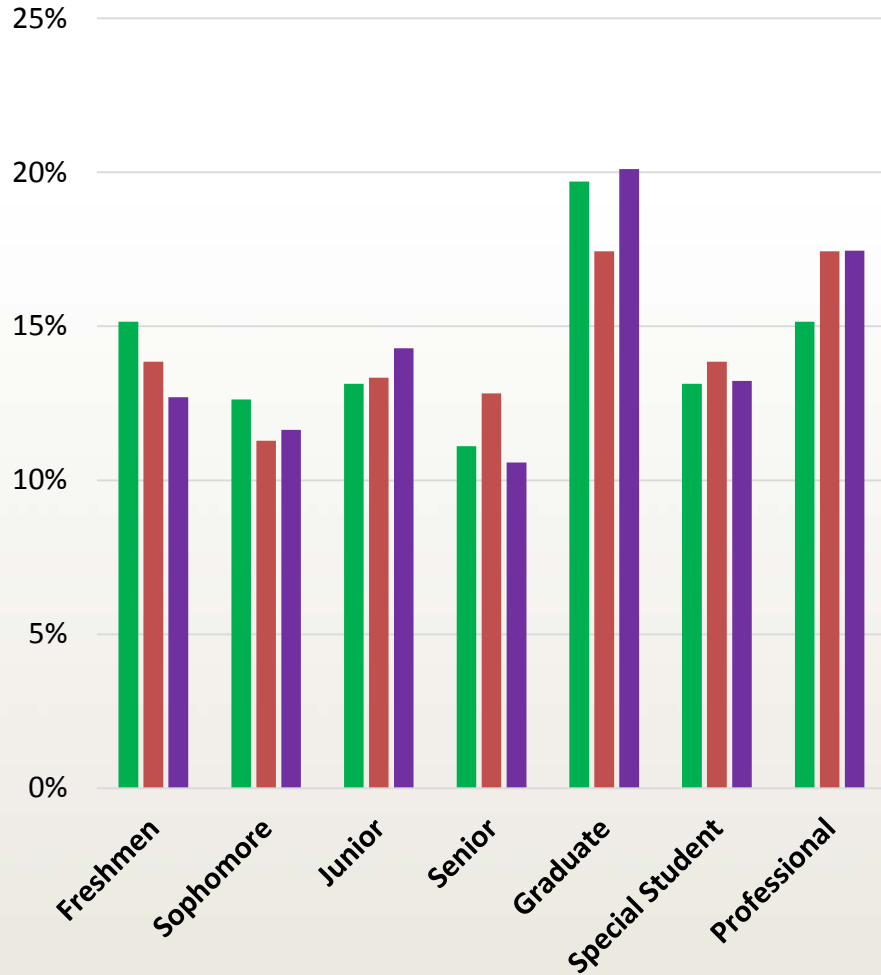
# STUDENTS WHO HAVE NOT HEARD OF THIS SERVICE BY YEAR



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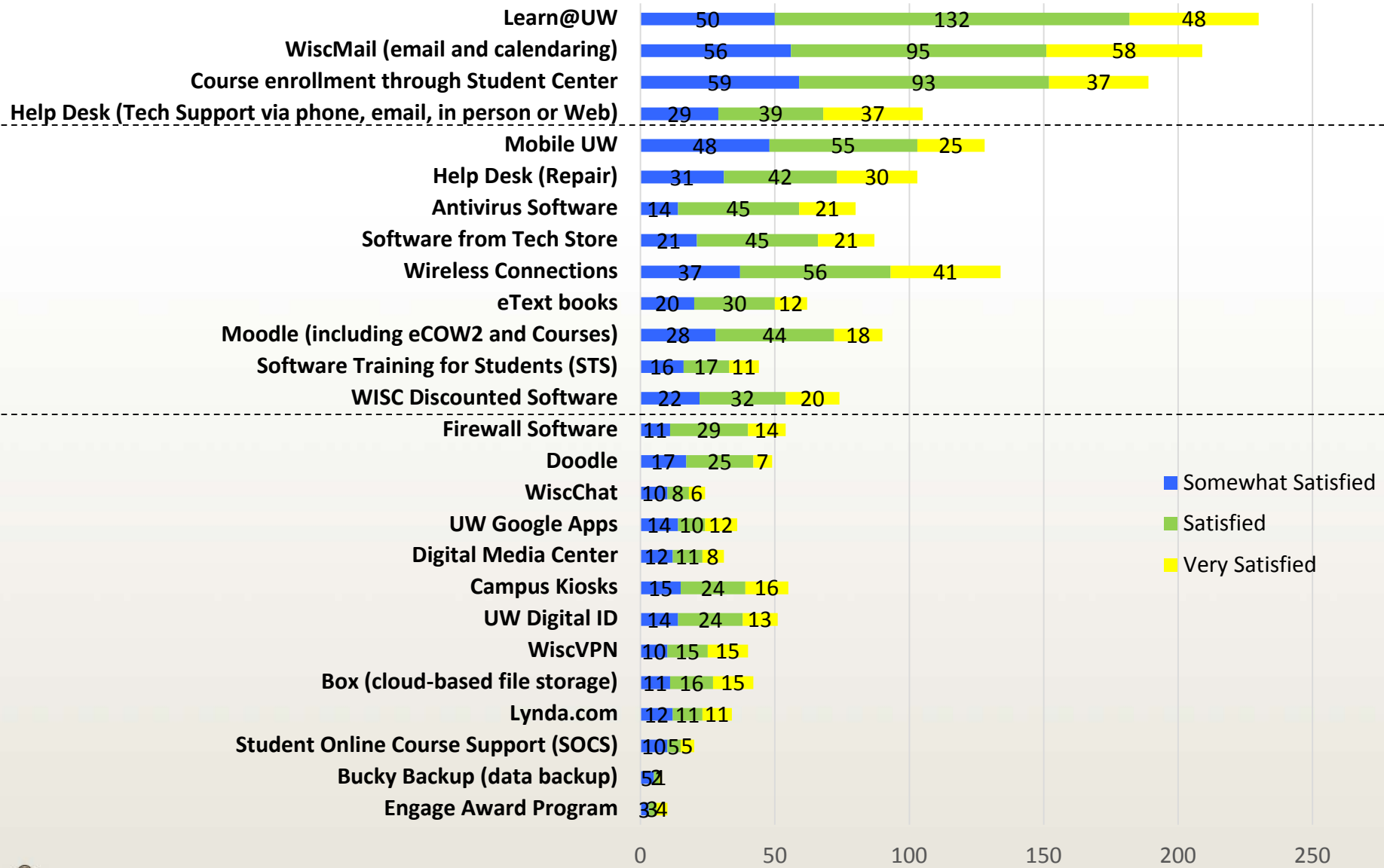
Digital Media Center UW Google Apps WiscChat

Doodle Firewall Software Wisc Discounted Software

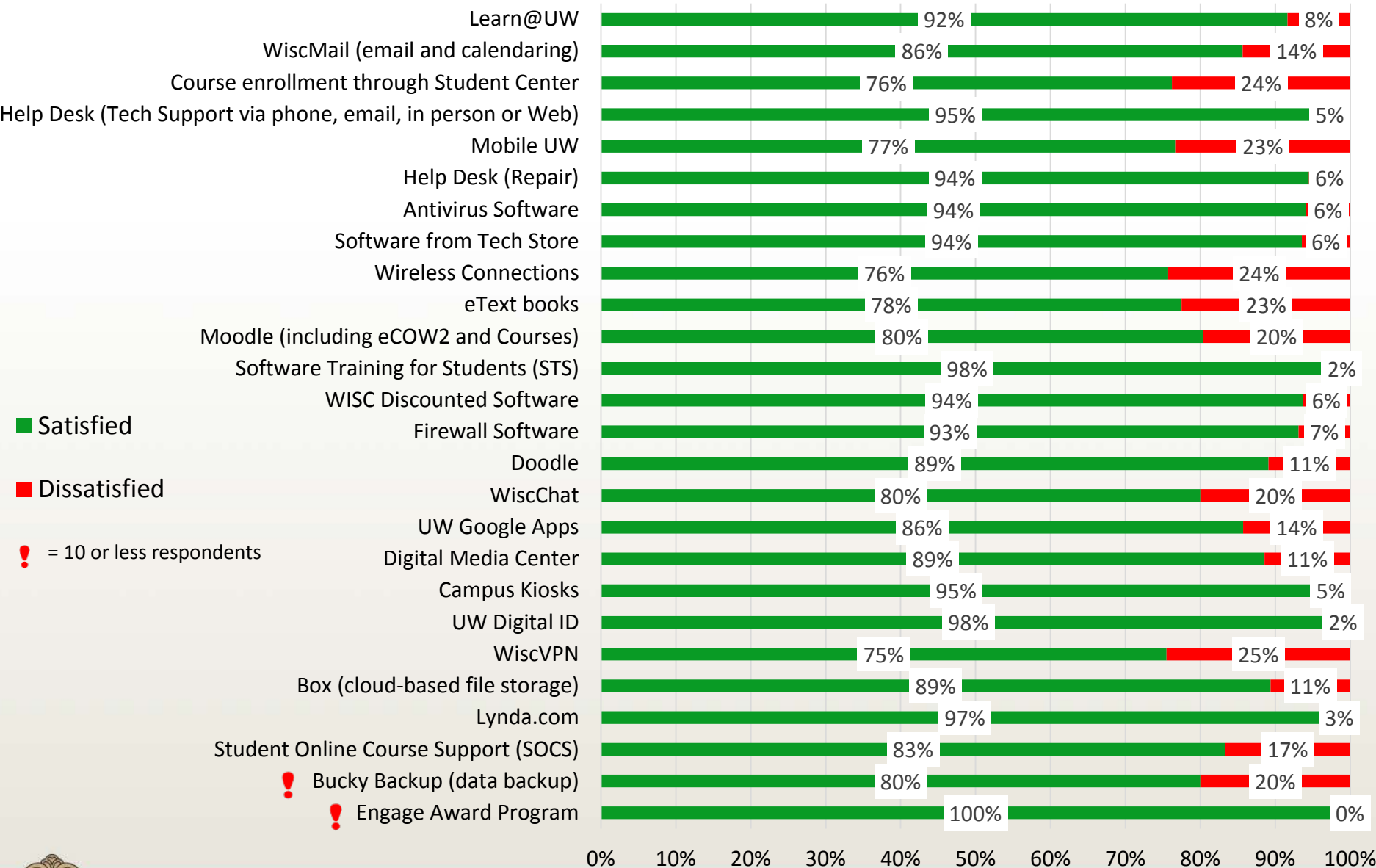




# STUDENT SATISFACTION



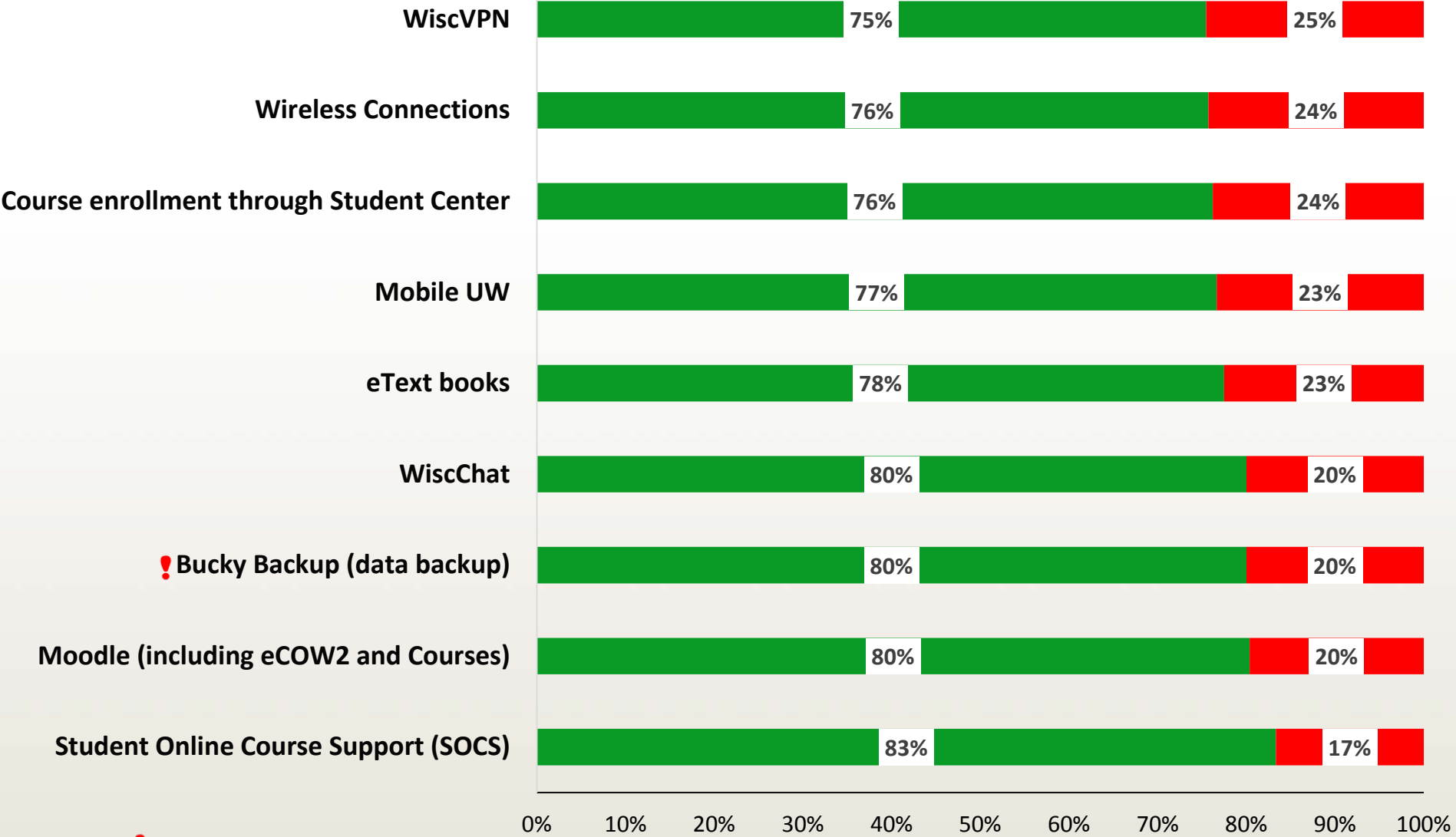
## SATISFIED VS. DISSATISFIED



# Student Survey

## SATISFIED VS. DISSATISFIED

■ Satisfied ■ Dissatisfied



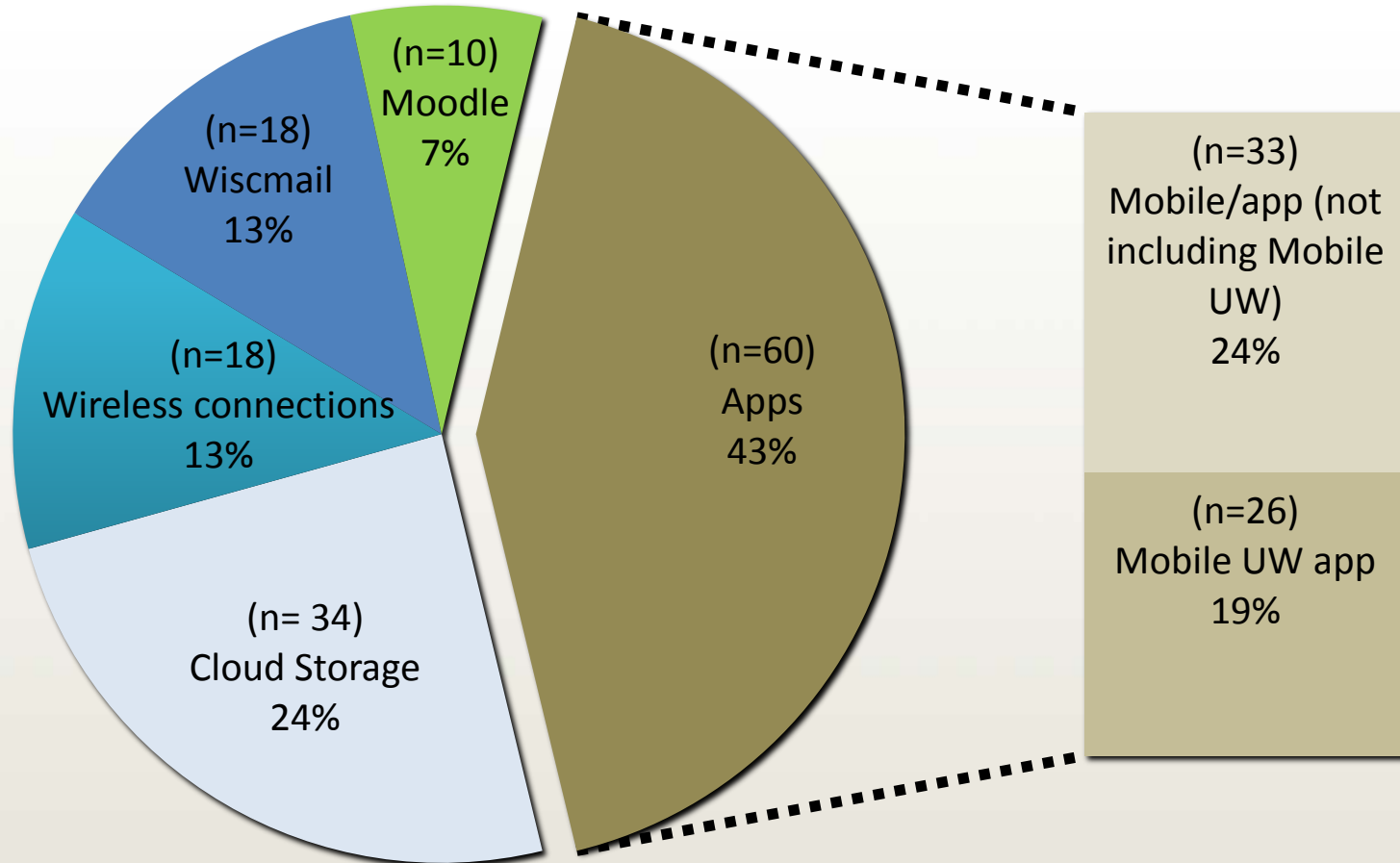
! = 10 or less respondents.



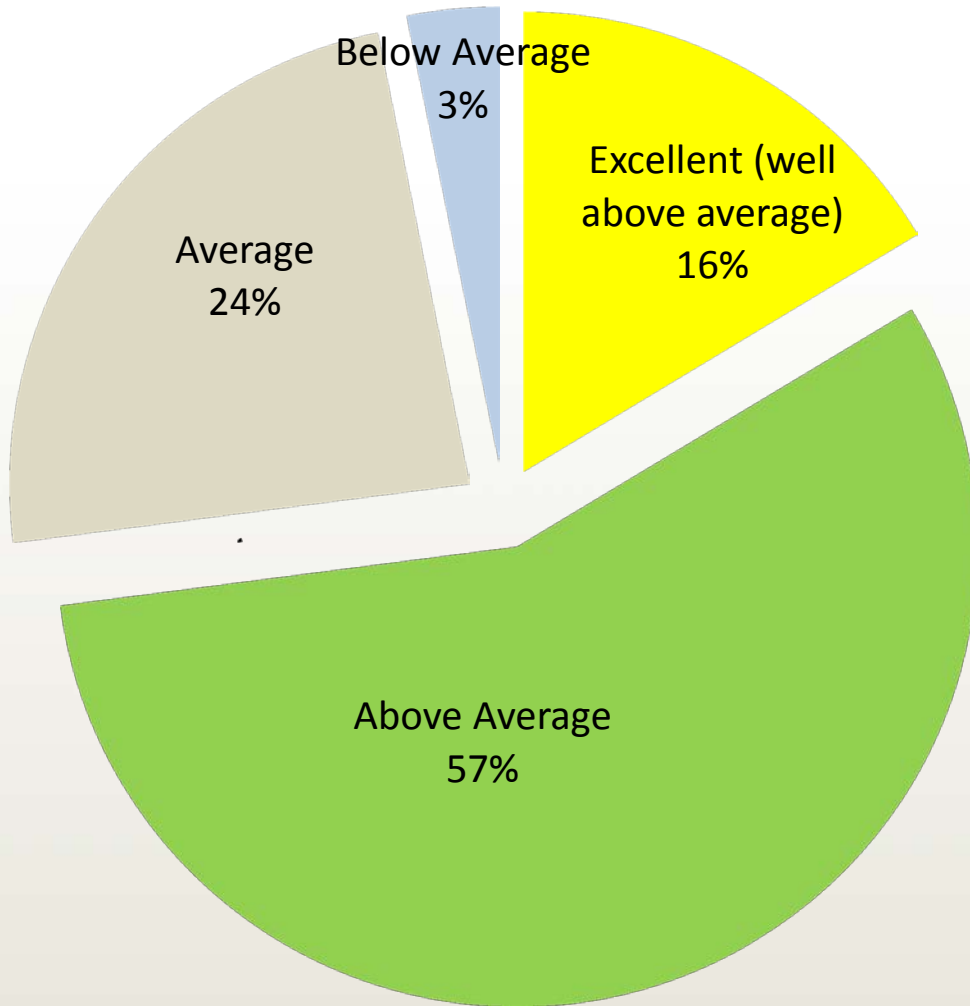
SERVICE	TOTAL DISSATISFIED	TOTAL SATISFIED	HAVE NOT USED	NO OPINION
LEARN@UW	21	230	15	11
WISCMail	35	209	10	23
COURSE ENROLLMENT THROUGH STUDENT CENTER	59	189	15	10
HELP DESK (TECH SUPPORT )	6	105	128	27
MOBILE UW	39	128	72	36
HELP DESK (REPAIR)	6	103	134	23
ANTIVIRUS SOFTWARE	5	80	146	39
SOFTWARE FROM TECH STORE	6	87	136	35
WIRELESS CONNECTIONS	43	134	70	22
Etext books	18	62	153	32
MOODLE	22	90	121	36
SOFTWARE TRAINING FOR STUDENTS (STS)	1	44	182	40
WISC DISCOUNTED SOFTWARE	5	74	157	28
FIREWALL SOFTWARE	4	54	172	35
DOODLE	6	49	171	41
WISCCHAT	6	24	198	37
UW GOOGLE APPS	6	36	184	38
DIGITAL MEDIA CENTER	4	31	191	39
CAMPUS KIOSKS	3	55	170	38
UW DIGITAL ID	1	51	168	43
WISCVPN	13	40	175	38
BOX (CLOUD-BASED FILE STORAGE)	5	42	180	40
LYNDA.COM	1	34	190	40
STUDENT ONLINE COURSE SUPPORT (SOCS)	4	20	201	37
BUCKY BACKUP (DATA BACKUP)	2	8	209	41
ENGAGE AWARD PROGRAM	0	10	211	39

# What technology trends the UW should pay attention to in the next year?

Mobile apps, cloud storage, and wireless connections were the top three choices of students.



# Overall Experience of Technology Support



A majority of students rate DoIT services at above average or better.

## Appendix

- Trends were compiled coding the open ended question “What do you see as the top three technology trends the UW should pay attention to in the next year?”
- Mobile was a top answer which was separately coded when the word mobile or app/s was mentioned from those that specified Mobile UW app.
- Cloud include all mentions of cloud, cloud storage, box, dropbox, and google drive.
- 167 participants answered the question and the top six choices were represented in pie chart pp.5. The percentages are a representation of the six question count total, not the total population opinion.
- Slides 10 & 11 Satisfied vs. Dissatisfied, were aggregated scores of somewhat dis/satisfied, dis/satisfied, and very dis/satisfied.