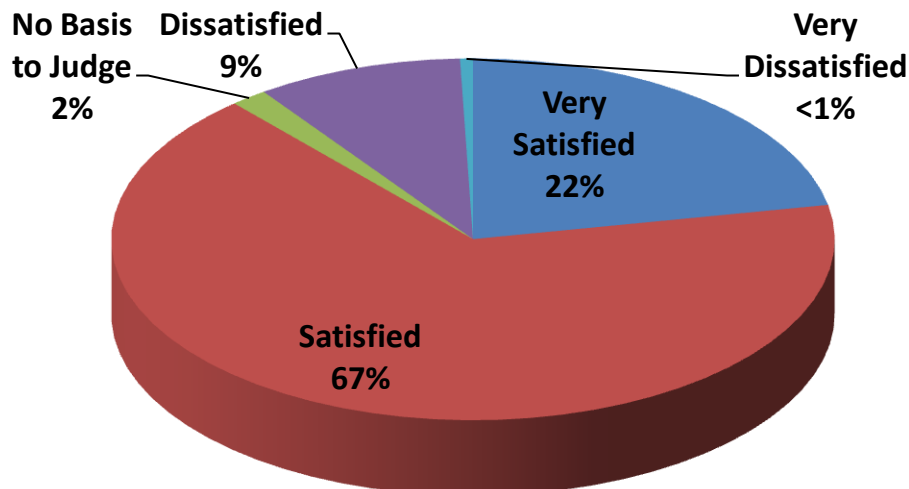


2009 Technology Satisfaction Survey Student Responses

This is the sixth year that Information Technology (IT) and the JMU Libraries and Educational Technologies (L&ET) have collaborated to study student satisfaction with technology at James Madison University. The survey went to all graduate and undergraduate students in February, 2009. The response rate for the 2009 survey was eight percent. Freshman account for twenty-nine percent of the responses, sophomores for twenty-three percent, juniors for seventeen percent, seniors for twenty percent, and graduate students for eight percent (Table 2). Forty-three percent of the students responding to the survey live on-campus with the remaining fifty-seven percent living off-campus (Table 1).

Nine out of ten students report overall satisfaction with technology at JMU

Eighty-nine percent of students report overall satisfaction with technology at JMU with twenty-two percent stating very satisfied (Table 4). For overall satisfaction with technology services and support in their learning experience, eighty-four percent of students indicate very satisfied/satisfied (Table 5).



Ninety-four percent express overall satisfaction with Blackboard

The percentage of students expressing satisfaction with Blackboard remains high with ninety-four percent reporting very satisfied/satisfied overall with Blackboard as a teaching and learning tool (Table 17). The survey asks about satisfaction with specific Blackboard functionality. Ninety-seven percent express satisfaction with the syllabus; ninety-three percent indicate satisfaction with online readings (Table 17). Eighty-nine percent report very satisfied/satisfied with links to video and other media, eighty-five percent with access to sample exams, eighty percent with taking exams and quizzes, and eighty-eight percent with sharing materials among students and faculty (Table 17). Seventy-three percent indicate satisfaction with Blackboard's online discussion boards with nineteen percent stating no basis to judge (Table 17). Eighty-nine percent report satisfaction with keeping track of grades (Table 17).

The majority indicate no basis to judge regarding Blackboard support. Sixty-nine percent indicate no basis to judge for Blackboard support on the web and seventy-three percent for Blackboard support via e-mail (Table 18).

Nine out of ten students indicate positive perception of e-campus and computer security

Ninety-three percent of students express overall satisfaction with e-campus (Table 6). Satisfaction with network security continues to remain high. Nine out of ten students report very satisfied/satisfied with the balance between security and ease of use, confidentiality of information, and security of the JMU network (Table 12).

Respondents using Computing HelpDesk and computer repair continue to express satisfaction

A significant percentage of survey respondents state no basis to judge for IT services including the Computing HelpDesk, computer repair, and software downloads. Forty-eight percent express overall satisfaction with the HelpDesk with forty-seven percent indicating no basis to judge (Table 13). One-third report satisfaction with computer repair with sixty-one percent stating no basis to judge (Table 14). Fifty-two percent indicate satisfaction with software downloads with forty-three percent listing no basis to judge (Table 14).

Nearly ninety percent report overall satisfaction with General Computer Labs

Nine out of ten students are satisfied/very satisfied with the computers in General Computing Labs (Table 21). Two-thirds of the students report satisfaction with the software, printing, and lab availability for course assignments (Table 21). Students cite Carrier Library 101 [twenty percent], East Campus Library 1310 [fourteen percent], and Showker 206-208 [eleven percent] among the General Computing Labs used most frequently (Table 20). Forty percent express satisfaction with 24-hour lab availability with forty-four percent indicating no basis to judge (Table 21).

A significant number of students report no basis to judge scanners [seventy-eight percent] and wireless remote printing [sixty-one percent] (Table 21). Sixty-one percent report no basis to judge computer lab assistants (Table 22).

Sixty-four percent of students express satisfaction with campus network

This year's survey shows a five percent drop in satisfaction from last year in student satisfaction with the campus network with thirteen percent very satisfied, fifty-one percent satisfied, twenty percent dissatisfied, seven percent very dissatisfied, and nine percent with no basis to judge (Table 7).

Comments include: "Myself and a large group of friends would like better internet connections here, because the ones we currently have are slow and won't download whole files (such as ebooks required for a project we did) ..." "The internet speed in the dorm rooms are way too slow. I understand the need to put a cap on the rooms. But I have been assigned work online multiple times where we were required to watch videos, but I was unable to due to the slowness of the download speed."

Half report satisfaction with official wireless (VPN)

Half express satisfaction with the official JMU wireless with less than twenty percent reporting no basis to judge (Table 7). One-third indicate satisfaction with the JMU pilot wireless with half reporting no basis to judge (Table 7). Comments include: "I would like to see the problem of getting randomly kicked from the wireless network fixed. It happens no matter what the link strength or quality and no matter how fast I am transferring." "The JMU Pilot Wireless is a great advance over the VPN approach. I applaud your advance in this area."

No basis to judge continues to increase for telephone services

Sixty-two percent report "no basis to judge" for the telephone services up from fifty-nine percent in 2008 (Table 7). The percentage of students reporting "no basis to judge" for telephone services has grown steadily over the six years the survey has been conducted. Nearly sixty percent express satisfaction with cable television system with thirty-six percent indicating no basis to judge (Table 7).

Sixty percent report using JMU e-mail and forty percent forward their e-mail

The percentage of students forwarding their e-mail jumped this year to forty percent compared to twenty-eight percent in 2008 (Table 8). Students offer the following reasons for forwarding their e-mail: additional quota [seven-eight percent], consolidating e-mail into one account [sixty-seven percent], use for personal mail [forty percent], and want another e-mail client instead of Webmail [thirty-four percent] (Table 9). Eighty-seven percent of the students who forward their e-mail report using Gmail (Table 10).

Eighty-six percent report using a laptop

Laptop computer use jumped from twenty-five percent in 2004 to eighty-six percent in 2009 (Table 23). Three-quarters report using a Microsoft operating system with forty percent using Microsoft Vista (Table 24). Twenty percent have computers with the Macintosh OS (Table 24).

The amount of time that students report spending on the computer remains consistent for the six years that the survey has been conducted with fifty-two percent indicating that they spend more than 16 hours per week and nearly thirty percent citing more than twenty hours per week (Table 26).

Mozilla/Firefox replaces Internet Explorer as the browser used most often

Internet Explorer (IE) dropped from half of the students reporting using it in 2008 to thirty-five percent in this survey (Table 27). Forty-five percent report using Mozilla/Firefox with another sixteen percent using Safari (Table 27).

Eighty-eight percent report cell phones with text messaging

One-quarter currently use cell phones with Internet capabilities (Table 23). Thirteen percent currently use an iPod Touch (Table 23). Eighty-eight percent use cell phones with text messaging up from seventy-eight percent in 2007 (Table 23).

Eight out of ten students use social networking sites and text messaging daily

This year's survey included a question on how frequently student use various applications. Eighty-six percent use text messaging daily and eighty percent visit social networking sites daily (Table 31). The other application used daily is instant messaging at forty-one percent (Table 31). Activities and applications that twenty-five percent or more report using on a weekly basis include downloading web-based music or videos [twenty-six percent], spreadsheets [twenty-seven percent], and presentation software [thirty percent] (Table 31). Applications that a large percentage of student report never using include the Internet from a cell phone or PDA [sixty-nine percent], audio-creation software [seventy-three percent], video-creation software [seventy-three percent], online multiplayer games [seventy-nine percent], online virtual worlds [ninety-four percent], podcasts [seventy percent], webcasts [seventy-nine percent], and social bookmarking [eighty-four percent] (Table 31).

Fifteen percent were enrolled in one online class during the academic year

A question about online classes was added in 2008. Fifteen percent report being enrolled in one online class during the academic year (Table 15). Seventy-eight percent of the respondents had no online classes (Table 15).

Over sixty percent indicate satisfaction with off-campus access to library resources

Over sixty percent indicate satisfaction with off-campus access to on-line library resources with twenty-seven percent stating no basis to judge (Table 19). This year's survey shows a small increase in the awareness of streaming technology for sound files and video with nearly half reporting satisfaction and with forty percent indicating no basis to judge (Table 19). Two-thirds of the respondents state no basis to judge for Media Resources software and equipment checkout (Table 19).

Students express satisfaction with overall web experience

Eighty-seven percent respond very satisfied/satisfied for overall experience with the JMU web (Table 28). Eighty-six percent indicate that the information on the JMU web is very useful/useful (Table 29).

One-third cite technology as important in their decisions to attend JMU

One-third indicate very important/important when asked about the importance of technology resources and services in their decision to attend JMU (Table 30).

Nearly forty percent of students report buying their computer at the JMU Bookstore

Thirty-nine percent state that they purchased their computers from the JMU Bookstore (Table 34). One-quarter report buying their computers at big box retailers such as Walmart, Costco, and Best Buy, sixteen percent from Dell or Apple online, nine percent from an Apple Store, and eleven percent from other sources (Table 34).

Surveys Returned	1,417	(1,362	317)
Surveys Distributed	17,699	(17,109	3,500)
Return Percentage	8%	(8%	9%)

Note: 2008 and 2007 Survey Results are Shown in Parenthesis.

Table 1 Residency

On-campus	43%	(46% 45%)
Off-campus	57%	(54% 55%)

Table 2 Year

Freshman	29%	(31% 31%)
Sophomore	23%	(21% 18%)
Junior	17%	(21% 18%)
Senior	20%	(17% 20%)
Transfer	3%	()
Graduate Student	8%	(10% 14%)

Table 3 Off-Campus Access to Internet

NTC/Shentel	37%	(44% 51%)
Comcast	25%	(25% 20%)
Verizon DSL		(10% 8%)
Verizon Cable Modem		(5% 5%)
Verizon	5%	()
Dialup (AOL, EarthLink)	2%	(3% 7%)
Wireless (Verizon, Sprint, Alltel, etc.)	11%	()
Other	21%	(14% 9%)

Table 4 Overall Technology Satisfaction

Very Satisfied	22%	(22% 22%)
Satisfied	67%	(67% 69%)
No Basis to Evaluate	2%	(2% <1%)
Dissatisfied	9%	(9% 7%)
Very Dissatisfied	<1%	(<1% <1%)

Table 5 Overall Satisfaction with Technology Services and Support in Learning

	Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied
Overall satisfaction with technology services and support in learning	84% (85% 87%)	8% (6% 6%)

Table 6 E-Campus

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of understanding information	94% (92% 86%)	1% (<1% 2%)
Ease of access to information	90% (87% 84%)	1% (1% 3%)
Overall satisfaction	93% (91% 86%)	2% (2% 2%)

Table 7 Infrastructure Services

	Very Satisfied/ Satisfied	No Basis to Judge
Campus network infrastructure (bandwidth & reliability)	64% (69% 69%)	9% (12% 9%)
Telephone services	35% (36% 44%)	62% (59% 51%)
Cable television system	59% (57% 62%)	36% (37% 35%)
Official Wireless (VPN)	48% (42% 44%)	17% (23% 31%)
Pilot Wireless	32% ()	49% ()

Table 8 E-mail System Used Most

JMU e-mail	60% (72% 76%)
JMU e-mail forwarded to another service provider such as AOL, Window Live Hotmail, Yahoo, or Gmail	40% (28% 24%)

Table 9 If you forward your e-mail to another service provider, why?

Want all e-mail consolidated into one account	67%	(54%)
Use for personal mail	40%	(25%)
Additional Quota	78%	(80%)
Want to use an e-mail client instead of Webmail	34%	(29%)

Table 10 If you forward your e-mail, which service provider do you use?

Gmail	87%	(86%)
AOL Mail	1%	(3%)
Yahoo Mail	5%	(10%)
Windows Live Hotmail	3%	(6%)
Other	5%	(6%)

Table 11 E-mail Anti-Virus, Spam, Speed, Reliability, Quota

	Very Satisfied/ Satisfied	No Basis to Judge
Anti-virus protection on e-mail system	80% (81% 83%)	16% (14% 15%)
Spam control on e-mail system	79% (76% 74%)	10% (6% 9%)
Speed of message delivery	79% (86% 90%)	6% (3% 3%)
Reliability of e-mail	83% (90% 93%)	7% (3% 4%)
E-mail quota	32% (47%)	5% (4%)
Overall satisfaction	80% (84% 85%)	5% (5% 5%)

Table 12 Computer Security

	Very Satisfied/ Satisfied	No Basis to Judge
Balance between security and ease of use	89% (88% 90%)	7% (8% 6%)
Confidentiality of information (SSN, grades)	91% (89% 89%)	8% (10% 9%)
Security of JMU network	91% (90% 90%)	7% (8% 8%)

Table 13 Computing HelpDesk

	Very Satisfied/ Satisfied	No Basis to Judge
HelpDesk promptness	44% (44% 46%)	51% (50% 49%)
Professionalism of staff	46% (46% 47%)	51% (51% 51%)
HelpDesk-Self-help and FAQ found on web	39% (40% 43%)	55% (54% 54%)
HelpDesk overall satisfaction	48% (49% 50%)	47% (46% 46%)

Table 14 Information Technology Services

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on Computing web site	52% (52% 58%)	43% (42% 36%)
Warranty repair for personally-owned Dell/Apple computers	33% (35% 33%)	61% (60% 62%)

Table 15 For the academic year, how many online classes were you enrolled in?

None	78%	(77%)
One	15%	(16%)
Two	3%	(3%)
Three	1%	(<1%)
More than Three	3%	(3%)

Table 16 Do You Use Blackboard?

Yes	99%	(99% 100%)	No	1%	(1% 0%)
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Note: 2008 and 2007 Survey Results are Shown in Parenthesis.

Table 17 Satisfaction with Blackboard

	Very Satisfied/ Satisfied	No Basis to Judge
Overall, as a teaching and learning tool	94% (93% 95%)	2% (2% 1%)
Syllabus	97% (97% 99%)	2% (2% <1%)
Online readings and links to text-based materials	93% (93% 93%)	4% (3% 4%)
Links to video, audio and other media (eg Presenter, Powerpoint)	89% (84% 80%)	8% (11% 14%)
Online discussion boards	73% (72% 73%)	19% (19% 22%)
Access to sample exams and quizzes	85% (79% 79%)	13% (17% 19%)
Taking exams and quizzes	80% (76% 73%)	12% (16% 17%)
Sharing material among students, faculty, staff	88% (69% 71%)	6% (25% 25%)
Keeping track of grades	89% (87% 87%)	2% (4% 3%)

Table 18 Blackboard Support

	Very Satisfied/ Satisfied	No Basis to Judge
Self-help and FAQ's found on the web	28% (30% 33%)	69% (69% 66%)
Help via e-mail	25% (26% 29%)	73% (72% 70%)

Table 19 Libraries & Educational Technologies Services

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	62% (59% 62%)	27% (28% 28%)
Streaming technology-upload/download video, sound files	49% (44% 42%)	41% (45% 47%)
Media Resources software checkout (SAS)	35% (36% 37%)	64% (61% 60%)
Media Resources equipment checkout (video cameras, audio recorders)	33% ()	65% ()

Table 20 General Computer Lab Usage

	Very Satisfied/ Satisfied	No Basis to Judge
Chandler 134	3%	(2% 3%)
Godwin 342	2%	(2% 1%)
Hillside Basement (24 hrs)	8%	(10% 9%)
Showker 206-208	11%	(12% 12%)
Carrier Library 101	20%	(31% 28%)
Maury 203	2%	(1% 2%)
Harrison 111	2%	(2% 2%)
HHS (A2) Bldg 2037	7%	(10% 15%)
Harrison 117	1%	(2% 2%)
Duke 110 (Mac lab)	1%	(1% <1%)
Moody 203 (Mac lab)	0%	(<1% <1%)
Harrison 103	1%	(2% 4%)
Carrier 102 (assistive technology)	0%	(<1% <1%)
Music Library B59	2%	(2% 2%)
Educational Technology & Media Center in Memorial Hall	3%	(5% 4%)
East Campus Library 1204 (assistive technology)	1%	()
East Campus Library 1310	14%	()
Miller 2101	4%	()
Other	18%	(16% 15%)

Table 21 Satisfaction with Computer Lab Facilities Chosen Above

	Very Satisfied/ Satisfied	No Basis to Judge
Computers	90% (88% 85%)	6% (8% 11%)
Scanners	20% (25%)	78% (72%)
Software	68% (68% 84%)	28% (29 % 14%)
Wireless Remote Printing	35% ()	61% ()
Printing	68% (65% 65%)	24% (24% 24%)
Lab availability for course assignments	68% (66% 66%)	20% (22% 22%)
Lab availability for 24-hour lab	41% (40%)	44% (47%)
Overall satisfaction	88% (86% 86%)	8% (10% 10%)

Table 22 Satisfaction with Computer Lab Assistants

	Very Satisfied/ Satisfied	No Basis to Judge
Knowledge & ability of assistants	34% (36% 38%)	63% (60% 57%)
Helpfulness of assistants	36% (37% 38%)	62% (59% 57%)
Overall satisfaction	37% (39% 40%)	61% (57% 56%)

Table 23 Intent to use the following devices

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	24% (27% 39%)	2% (2% 1%)	50% (48% 38%)
Laptop	86% (81% 71%)	3% (6% 12%)	3% (4% 6%)
Tablet PC	1% (2% 1%)	1% (2% 2%)	79% (75% 78%)
Palm OS Personal Digital Assistant	3% (3% 2%)	1% (2% 4%)	81% (75% 76%)
Windows Mobile Personal Digital Assistant	2% (3% 2%)	<1% (2% 2%)	86% (77% 74%)
Cell Phone with Internet Capability	25% (22% 22%)	10% (9% 6%)	35% (42% 43%)
Cell Phone with text-messaging	88% (84% 78%)	<1% (1% 3%)	6% (8% 12%)
iPod Touch	13% ()	10% ()	39% ()

Table 24 What operating system is installed on your computer?

	Very Satisfied/ Satisfied	No Basis to Judge
Macintosh OS 10.5 Leopard	12%	(5%)
Macintosh OS 10.5 Leopard with Boot Camp	1%	()
Macintosh OS 10.4 Tiger	7%	(10%)
Microsoft Vista (Ultimate or Business)	16%	()
Microsoft Vista Home	24%	()
Microsoft Windows XP Pro	14%	(44% 66%)
Microsoft Windows XP Home	22%	()
Linux	1%	(<1% <1%)
Don't Know	4%	(4% 7%)
Other	1%	(3% 5%)

Note: 2008 and 2007 Survey Results are Shown in Parenthesis.

Table 25 How old is this computer?

Less than a year	33%	(38% 39%)
1-3 years	49%	(47% 43%)
More than 3 years	15%	(15% 17%)
Don't know	2%	(1% 1%)

Table 26 How many hours a week do you spend on your computer?

0-5	4%	(4% 2%)
6-10	18%	(18% 16%)
11-15	26%	(25% 25%)
16-20	24%	(24% 24%)
more than 20	28%	(30% 32%)

Table 27 Internet Browser Used Most Often

Internet Explorer	35%	(51% 53%)
Mozilla/Firefox	45%	(47% 50%)
Safari	16%	(14% 11%)
Other	3%	(0% 0%)

Table 28 Using Web to Find Information On

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	66% (69% 73%)	30% (27% 24%)
Telecommunications	47% (50% 60%)	49% (47% 38%)
Online Learning	57% (61% 70%)	40% (36% 27%)
JMU Libraries	85% (83% 85%)	11% (11% 11%)
Overall experience with JMU web	87% (87% 90%)	9% (9% 6%)

Table 29 How useful do you find the information on the JMU web?

	Very Useful/ Useful	Slightly/Not Useful
	86% (85% 90%)	14% (15% 10%)

Table 30 How important were technology resources and services in your decision to attend JMU?

	Very Important/ Important	Slightly/Not Important
	33% (31% 37%)	67% (69% 63%)

Table 31 How often do you do the following (for school, work, or recreation)?

	Daily	Weekly	Occasionally	Never
Instant Message	41%	16%	25%	19%
	()	()	()	()
Text Message	86%	5%	5%	4%
	()	()	()	()
Use the internet from cell phone or PDA	14%	4%	13%	69%
	()	()	()	()
Download web-based music or videos	17%	26%	39%	17%
	()	()	()	()
Spreadsheets (Excel, etc.)	12%	27%	46%	15%
	()	()	()	()
Presentation Software (Powerpoint)	9%	30%	59%	3%
	()	()	()	()
Graphics Software (Photoshop, Flash)	6%	13%	45%	36%
	()	()	()	()
Audio-creation Software (Audible, GarageBand)	2%	3%	22%	73%
	()	()	()	()
Video-creation Software (Director, iMovie)	2%	3%	23%	73%
	()	()	()	()
Social networking Websites (Facebook, MySpace, Bebo, LinkedIn)	79%	12%	5%	4%
	()	()	()	()
Online multiuser computer games (World of Warcraft, Everquest, Poker)	5%	4%	12%	79%
	()	()	()	()
Online virtual worlds (Second Life)	1%	<1%	4%	94%
	()	()	()	()
Podcasts	3%	5%	23%	70%
	()	()	()	()
Webcasts	2%	2%	17%	79%
	()	()	()	()
Social bookmark/Flagging (del.icio.us)	3%	3%	9%	84%
	()	()	()	()

Table 32 Have you used the "Buy your Books" in e-campus?

Not aware of	17% ()
Bought textbooks	45% ()
Check textbook prices	69% ()

Note: 2008 and 2007 Survey Results are Shown in Parenthesis.

Table 33 Did you buy a new computer since May 2008?

Yes 33% () No 67% ()

Table 34 Where did you buy your computer?

JMU Bookstore	39%	()
Big box retailer (Walmart, Costco, Best Buy)	25%	()
Dell/Apple Online	16%	()
Apple Store	9%	()
Other	11%	()

Table 35 Why did you purchase from the above retailer?

Price	71%	()
Warranty or Service Plan	59%	()
On-line Ordering Available	24%	()
Didn't know the Bookstore sold Computers	2%	()
Other	18%	()

Table 36 Did you visit the JMU Bookstore Computer Program during Freshman or Transfer Orientation?

Yes	45%	(38% 33%)
No	55%	(53% 61%)

Table 37 If you didn't visit the JMU Bookstore Computer Program during Freshman or Transfer Orientation, tell us why.

Received enough information on the patio from Bookstore and Information Technology Staff	4%	()
Insufficient Time	8%	()
Already had a computer that I was bringing	57%	()
Already checked the online information about the Bookstore Computer Program	13%	()
Other	18%	()

Table 38 How useful did you find

	Very Useful/ Useful	No Basis to Judge
Bookstore computer flyers	39% ()	55% ()
Bookstore computer program website	45% ()	50% ()

Table 39 Which of the following did you find helpful in purchasing your computer?

I did not purchase a new computer	32% ()
On-line information	39% ()
Mailer	10% ()
Orientation presentation	13% ()
Bookstore staff	29% ()
Other	11% ()