

# **JMU Technology Satisfaction Survey, 2011**

## **Faculty and Staff**

### **Key Findings**

1. For the eighth straight year, overall satisfaction with technology at JMU remains high with over ninety percent reporting satisfied/very satisfied.
2. Ninety-three percent report overall satisfaction with Microsoft Exchange e-mail.
3. Survey shows a growing use of video including JMUtube and video sharing sites such as YouTube by faculty and staff.
4. Survey found ten percent increase from 2010 in faculty and staff using smartphones and eighteen percent currently using iPads.

### **Background**

Since 2004, the Technology Satisfaction Survey strives to shed light on the satisfaction with technology of faculty and staff working at JMU. While the annual survey focuses on satisfaction, it also looks at the use of technology and other factors that may contribute to the ratings. The survey is a joint effort of Information Technology (IT) and Libraries and Educational Technologies (L&ET). The survey continuously evolves as the technologies impacting the University change. Gathering data annually provides IT and L&ET an opportunity to explore trends in the use of technology at JMU. Some findings remain consistent year after year. Others point to potential changes that IT and L&ET will use to inform decisions relating to technology and related services. For example, increased use of video and other bandwidth intensive applications led to a major network upgrade in 2011 and growing dissatisfaction with the campus email service led to a change in email service providers in 2010.

Reviewing the results of the 2011 survey provides insight into the level of satisfaction with IT initiatives including the switch to Microsoft Exchange e-mail, improvements to the campus wireless network, and the University's enhanced Internet connection via National Lambda Rail (NLR). L&ET uses the survey to monitor satisfaction with technology and services including the Blackboard course management system and classroom technology as well as to look for trends with implications for teaching and learning.

### **Methodology**

The JMU Technology Satisfaction Survey builds on the surveys from the previous years. All full and part time faculty and staff receive e-mail invitations to participate in the web-based quantitative survey. The report of the survey uses comments from the open-ended survey questions to illustrate discussions of the findings. The tables included in the report provide longitudinal data from 2011, 2010, and 2009 when available.

## Demographics

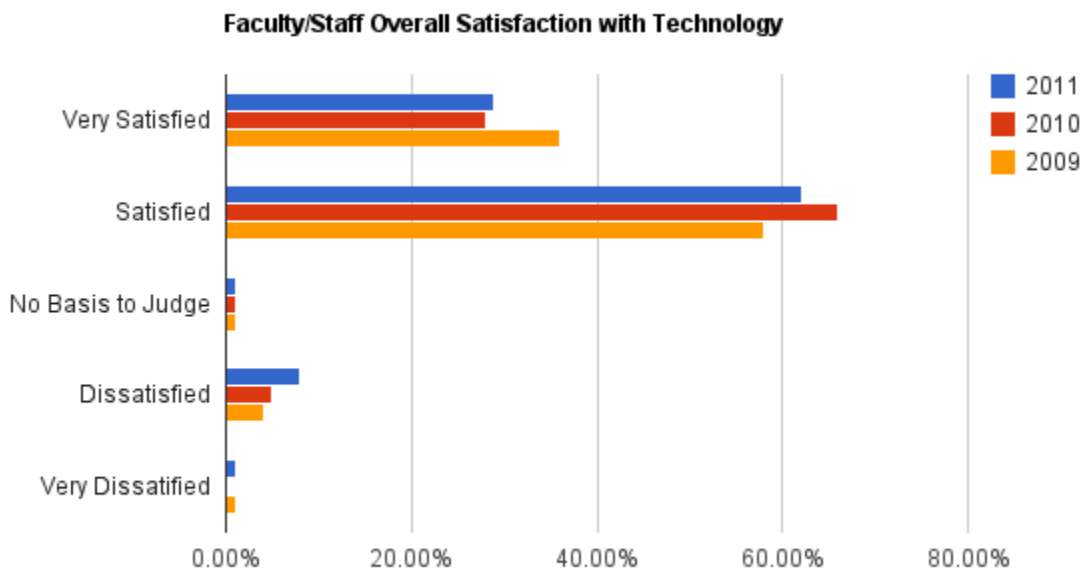
The response rate remains at nearly twenty percent for the survey. As in previous surveys, nearly half of the 656 respondents classify themselves as staff, with administrative and professional faculty making up twenty percent of the respondents and instructional faculty accounting for thirty percent (Table 1). As in previous surveys, sixty percent of the respondents indicate that they did not teach (Table 28).

## Findings

### **Overall satisfaction with technology at JMU remains high with over ninety percent reporting satisfied/very satisfied.**

Nearly thirty percent of the survey respondents report that they are very satisfied overall with technology at JMU with an additional sixty-two percent reporting they are satisfied (Table 4). Since its inception, ninety percent or more of the faculty and staff have expressed overall satisfaction with technology at JMU on the annual survey. Comments include: “Thanks for all you do- IT does a great job and our systems very reliable thanks to your work.” “The technical staff have always been incredibly helpful. I appreciate all they do!”

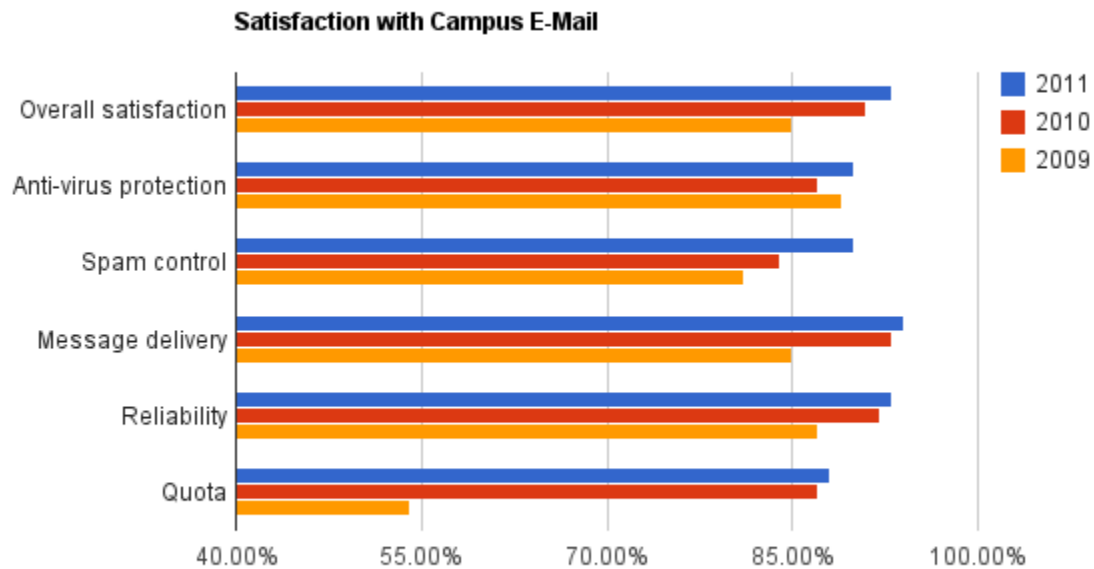
Diagram: Table 4



**Ninety-three percent report overall satisfaction with Microsoft Exchange e-mail.**

Ninety percent or more express satisfaction with spam control, anti-virus protection, speed, and reliability of JMU e-mail (Table 14). Half report using JMU e-mail through a client such as Outlook or Entourage; while forty-six percent use Outlook Web App (Table 13). Two-thirds report using Exchange calendar (Table 36). Among users, ninety percent report satisfied/very satisfied with Exchange calendar (Table 37). Comments include: “Thanks for the major improvements to the email system. For years, I've found our email system a challenge to use, not so much because of the software, but because of the limitations of the system (storage, speed, etc.). While the new system has a few quirks (buggy calendar sharing, etc.), it's a huge improvement. Thank you!”

Diagram: Table 14



**Overall satisfaction with central systems, the campus network, and IT services remain consistent with findings from previous surveys.**

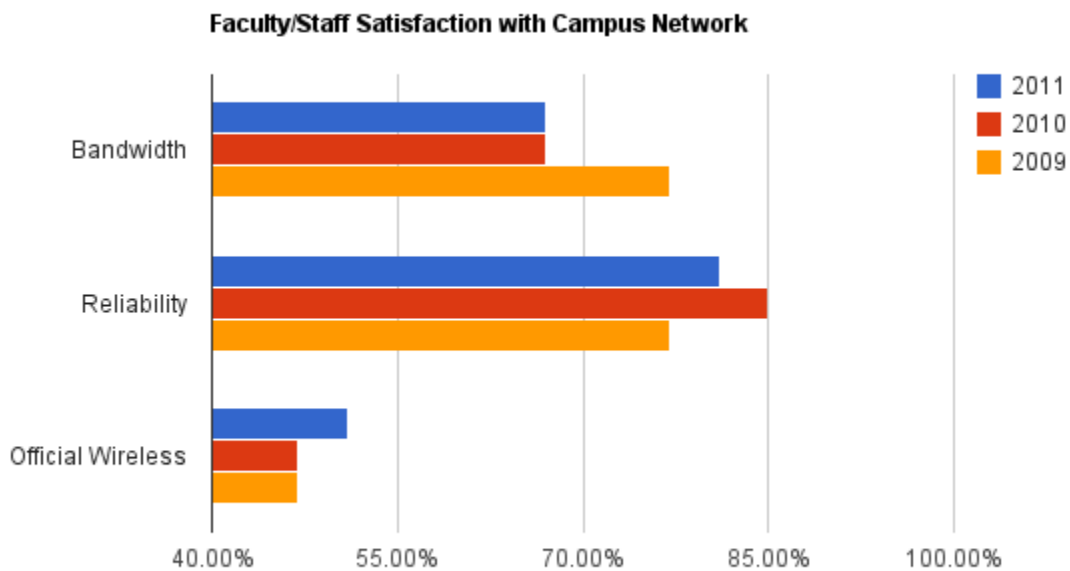
Satisfaction with J-ESS continues to be high. Ninety-three percent express satisfaction with J-ESS (Table 6). Two-thirds remain satisfied with E-Campus with nearly thirty percent continuing to indicate no basis to judge (Table 5). Overall satisfaction with central administrative applications including Student Administration, Finance, and Human Resources remains consistent with previous years with one-third reporting satisfaction and most responding no basis to judge (Table 7).

Satisfaction with Computer Security remains high: the balance of security and ease of use (83%), confidentiality of information (80%), and the security of the campus network (86%) [Table 15]. Nearly ninety percent indicates satisfied/very satisfied with the computer security

information received (Table 17). E-mail continues to be the way that faculty and staff would like to see information on computer security with two-thirds indicating interested or very interested (Table 16).

Over eighty percent indicate satisfaction with the reliability of the campus network (Table 11). Two-thirds express satisfaction with the network bandwidth, which remains consistent with the 2010 findings (Table 11). More faculty and staff report using the Official Wireless network with less than one-third indicating no basis to judge, down five percent from 2010 (Table 11).

Diagram: Table 11



Over eighty percent express overall satisfaction with the Computing HelpDesk (Table 19). Comments include: “Whenever I need help and call the Help Desk I find that the help is great. I have a Mac and need to talk usually to "Mac people" and you have some great ones at the help desk.” “I have found the general IT Help Desk to be wonderful. They are extremely patient, courteous and helpful. Outstanding service. “

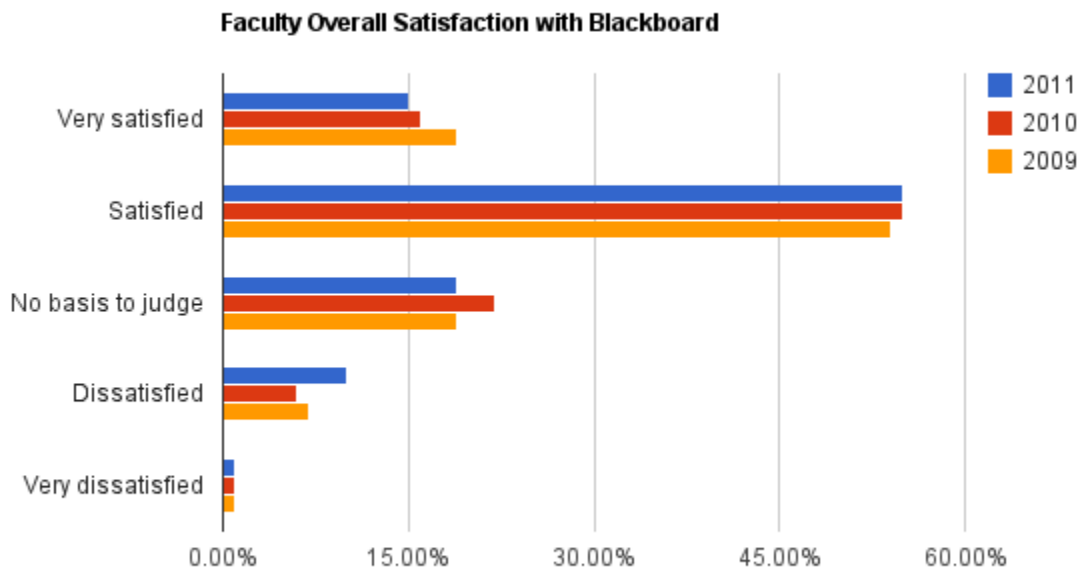
The level of satisfaction remains consistent with previous surveys for other Information Technology Services including software downloads (67%), repairs and maintenance of JMU-owned computers (70%), and IT Training (72%) [Table 20]. An exception in the 2011 survey is the large increase in software and operating system installation satisfaction with nearly seventy percent reporting satisfaction and only one-fourth reporting no basis to judge, compared to fifty-five percent satisfaction and over forty percent with no basis to judge in 2010 (Table 20).

**Blackboard appears to extend beyond the classroom with nearly sixty percent of the faculty and staff reporting use of Blackboard.**

Nearly sixty percent of the respondents report using Blackboard, although only forty percent of respondents indicate that they teach (Table 8). Instructional faculty made up thirty percent of the survey respondents with AP faculty at twenty percent and staff at forty-seven percent (Table 1). Over eighty percent of respondents indicate using Blackboard for sharing materials among students, faculty, and staff (Table 9).

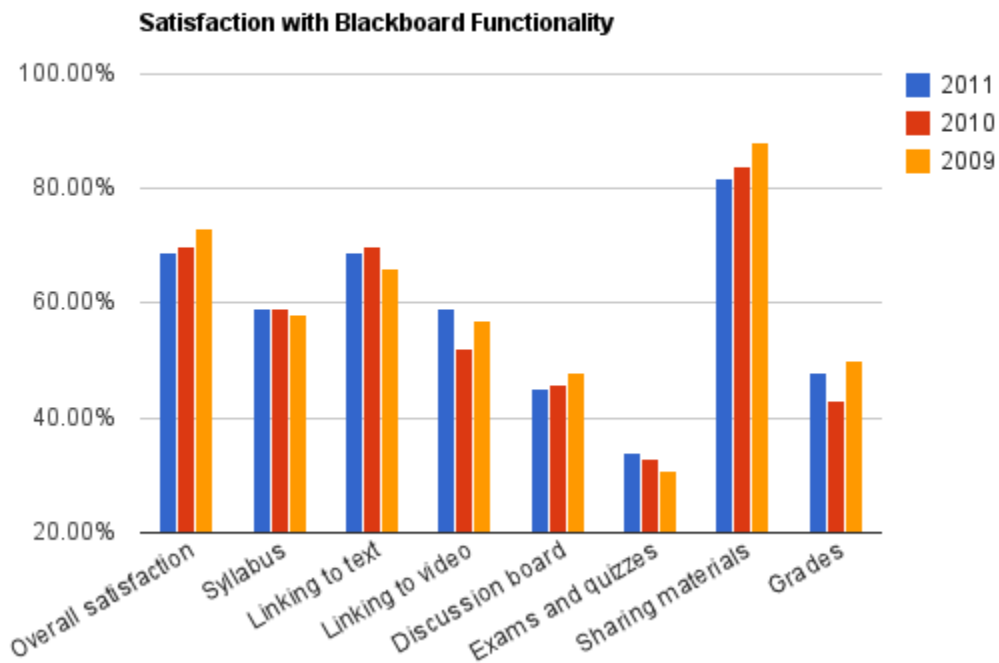
Among the Blackboard users, fifteen percent report very satisfied overall with Blackboard as a teaching and learning tool with another fifty-five percent indicating satisfied (Table 9). Eleven percent express dissatisfaction with Blackboard.

Diagram: Table 9



Satisfaction with the following Blackboard functionalities remain consistent with previous surveys: syllabus (59%), online readings and links to text-based materials (69%), online discussion boards (45%), exams and quizzes (34%), and sharing materials (82%) [Table 9]. Satisfaction increased for keeping track of grades to forty-eight percent, up from forty-three percent in 2010 (with nearly forty percent indicating no basis to judge) [Table 9]. Satisfaction also increased for using Blackboard to link to video and other media including PowerPoint and Presenter to fifty-nine percent, up from fifty-two percent in 2010 (Table 9).

Diagram: Table 9

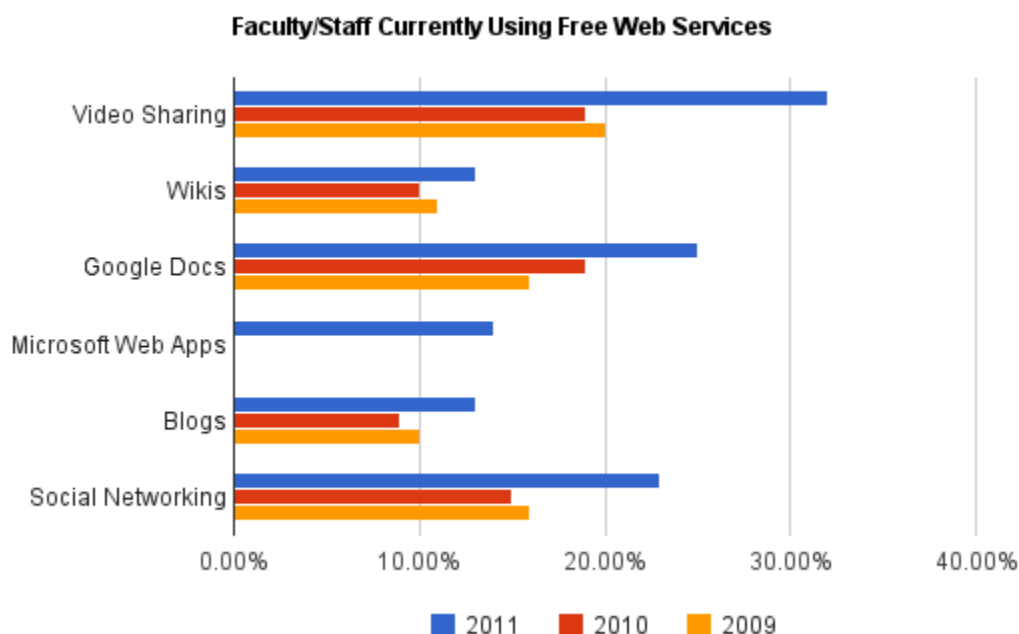


**Survey shows a growing use of video with an increased percent reporting use of JMUtube and web video sharing sites such as YouTube.**

Sixteen percent indicate that they are currently using JMUtube, a service of the Center for Instructional Technology (CIT) to manage video and other media, with another twenty-four percent expressing interest, up from ten percent using JMUtube in 2010, (Table 25). Thirty-two percent report that they currently use video sharing sites such as YouTube with another twenty three percent noting interest, (Table 24). Comments include: “Students need JMU video hosting site for videos for class that can be easily be kept confidential (non-public).”

The survey shows growth in the use of freely available web applications. In addition to video sharing, respondents report using Google Docs (25%), social networking sites such as Facebook (23%), Microsoft Office Web Apps (14%), blogs (13%), and wikis (13%) [Table 24].

Diagram: Table 24



**Satisfaction for Classroom Technology and other Libraries and Educational Technologies (L&ET) services remain consistent with previous surveys.**

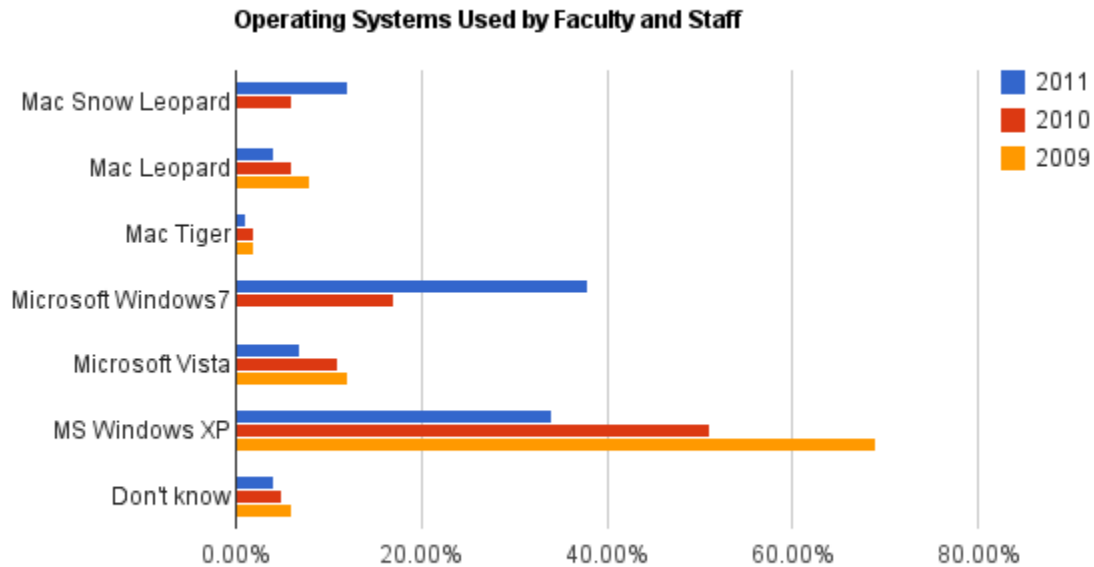
Of respondents who teach, over eighty percent express overall satisfaction with the technology in the classrooms and labs (Table 30). Most taught in classroom equipped with technology. Sixty-one percent indicate they teach most of their classes on the West Campus with twenty-seven percent on the East Campus (Table 29).

Satisfaction remains consistent with previous surveys for L&ET services including off-campus access to on-line library resources (52%), streaming technology for video and sound files (33%), Media Resources equipment checkout (29%), and software checkout (18%), with the large percentage continuing to report no basis to judge (Table 23). The Center for Instructional Technology (CIT) services including housecalls (26%), faculty training using technology in teaching (32%), and walk-in services (26%) [Table 22] as well as Blackboard e-mail support (49%) and self-help (53%) [Table 10] remain consistent with the levels of satisfaction and no basis to judge reported on previous surveys.

**Ninety percent report satisfaction with the computer used most often at JMU.**

Nearly eighty percent report using Windows: Windows 7 (38%), Vista (7%), and Windows XP (34%) [Table 38]. Sixty-eight percent indicate that their computers are three years old or less (Table 39). Fifty-three percent report using Internet Explorer most often followed by Firefox (34%), Chrome (7%), and Safari (6%) [Table 42].

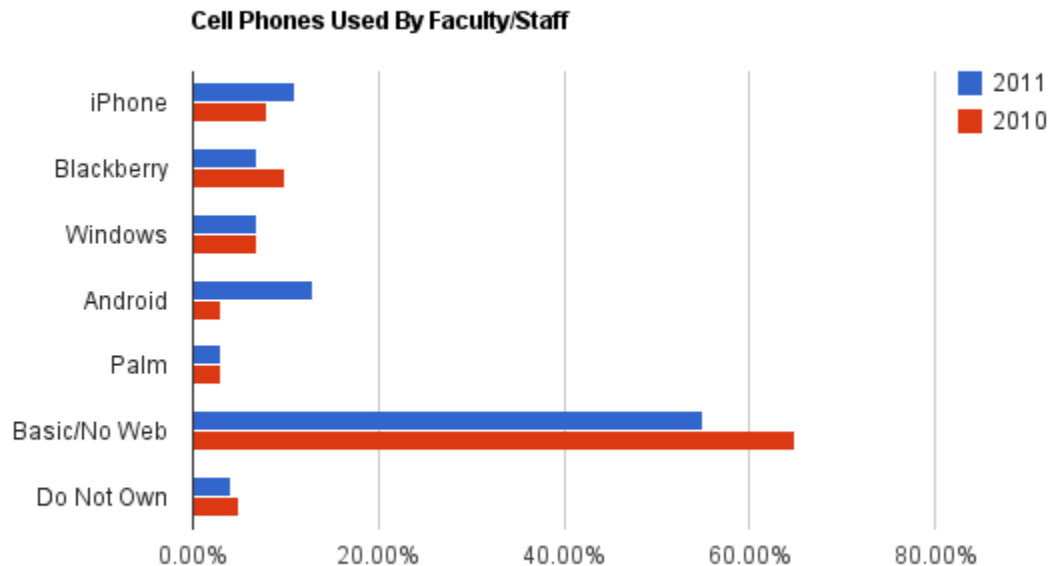
Diagram: Table 38



**Rising percentage of faculty and staff report using portable devices (e.g. smartphones, tablets).**

Forty-one percent of the faculty and staff reported using smartphones, up ten percent from 2010 (Table 33). Faculty and staff with smartphones report using the following: Google Android (13%), iPhone (11%), Blackberry (7%), Windows Mobile (7%), and Palm OS (3%) [Table 32]. This year's survey shows fifty-five percent interested in conducting University business via web browser on the cell phone, up from forty-nine percent in 2010 (Table 35). Comments include "Mobile apps and mobile/ iPad friendly pages will probably be more and more important to develop in the near future."

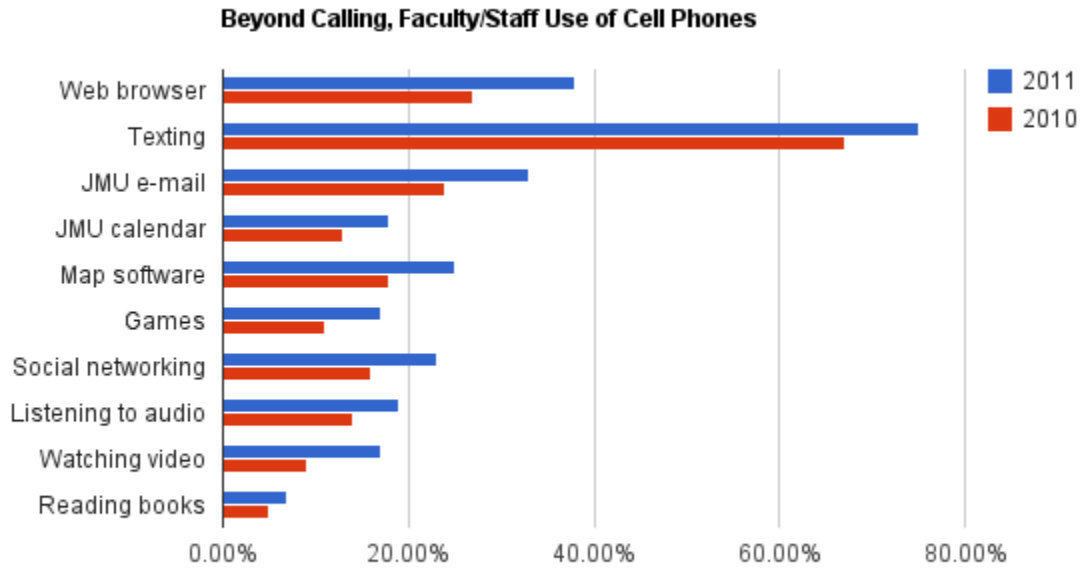
Diagram: Table 32



Eighteen percent of the faculty and staff indicate they currently use iPads with an additional fourteen percent looking to purchase (Table 31). Twenty percent currently use an iPod Touch, up from fifteen percent in 2010 (Table 31). Nine percent report using the Kindle and 4% use the Nook e-book reader (Table 31). The increased use of these devices is also reflected in the drop in respondents indicating no basis to judge the Official Wireless network from thirty-seven percent in 2010 to thirty-two percent in 2011 (Table 11). Over half indicate satisfaction with the Official Wireless service (Table 11).

An increased number of faculty and staff indicate using their cell phones for the following activities: web browser (38%), texting (75%), checking JMU e-mail (33%), checking JMU Exchange calendar (18%), using map software such as Google maps (25%), playing games (17%), social networking (23%), listening to audio (19%), and watching video (17%) [Table 33]. IT and L&ET will continue to monitor the adoption and usage patterns of mobile devices.

Diagram: Table 33



Surveys Returned	656	( 770 752)
Surveys Distributed	3,711	(3,661 3,691)
Return Percentage	18%	(21% 20%)

2010 and 2009 results are shown in parenthesis.

Instructional Faculty	30%	(30% 30%)
Administrative & Professional Faculty	20%	(21% 23%)
Staff (classified & wage)	47%	(49% 47%)
Affiliate	3%	( 0% 0%)

Full-time	83%	(86% 87%)
Part-time	17%	(14% 13%)

I do not teach	59%	(60% 59%)
Arts & Letters	11%	(10% 10%)
Business	4%	( 3% 4%)
Education	4%	( 3% 4%)
Integrated Science & Technology	10%	(10% 11%)
Science & Mathematics	6%	( 6% 5%)
Visual & Performing Arts	2%	( 3% 1%)
Graduate	1%	( 1% 1%)
General Education	1%	( 0% 0%)
Other	4%	( 4% 3%)

Very Satisfied	29%	(28% 36%)
Satisfied	62%	(66% 58%)
No Basis to Evaluate	1%	( 1% 1%)
Dissatisfied	8%	( 5% 4%)
Very Dissatisfied	1%	( 0% 1%)

E-Campus Overall Satisfaction	64%	(67% 66%)	31%	(29% 29%)
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J-ess Overall Satisfaction	93%	(94% 95%)	4%	( 3% 4%)
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Student Administration Reporting	29%	(31% 31%)	69%	(66% 66%)
Student Administration-Overall	34%	(33% 33%)	64%	(64% 64%)
Finance System-Overall	36%	(33% 34%)	61%	(64% 62%)
Human Resource System-Overall	49%	(48% 48%)	47%	(48% 48%)
Manager Self-Services	33%	( )	65%	( )

Yes	57%	(50% 55%)	No	43%	(50% 45%)
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	Very Satisfied/ Satisfied	No Basis to Judge
Overall, as a teaching & learning tool	69% (70% 73%)	19% (22% 19%)
Syllabus	59% (59% 58%)	37% (39% 37%)
Online readings & links to text-based materials	69% (70% 66%)	25% (25% 28%)
Links to video, audio & other media (e.g. Presenter, PowerPoint)	59% (52% 57%)	34% (40% 37%)
Online discussion boards	45% (46% 48%)	43% (45% 44%)
Exams and quizzes	34% (33% 31%)	53% (57% 59%)
Sharing material among students/faculty/staff	82% (84% 88%)	11% ( 9% 8%)
Keeping track of grades	48% (43% 50%)	39% (42% 39%)

Note: Percentages are respondents that use Blackboard.

	Very Satisfied/ Satisfied	No Basis to Judge
Self-help and FAQ's found on the web	53% (51% 55%)	36% (38% 36%)
Help via e-mail	49% (47% 48%)	45% (48% 50%)

	Very Satisfied/ Satisfied	No Basis to Judge
Campus network bandwidth	67% (67% 77%)	20% (16% 9%)
Campus network reliability	81% (85% 77%)	8% (6% 9%)
Official Wireless	51% (47% 47%)	32% (37% 42%)

	Very Satisfied/ Satisfied	No Basis to Judge
Shared Drives	66% (70% 71%)	17% (16% 14%)
Video & Other Streaming Needs	44% (43% 43%)	46% (46% 47%)

JMU e-mail through Outlook Web (OWA) (exchange.jmu.edu)	46%	(46% )
JMU e-mail through client software (such as Outlook, OS X Mail, Entourage)	50%	(44% 35%)
CISAT Exchange server e-mail ( <a href="mailto:e-id@cisat.jmu.edu">e-id@cisat.jmu.edu</a> )	1%	( 5% 5%)
Math & Science Exchange server e-mail ( <a href="mailto:e-id@csm.jmu.edu">e-id@csm.jmu.edu</a> )	0%	( 0% 0%)
Other	2%	( 4% 0%)

	Very Satisfied/ Satisfied	No Basis to Judge		
Anti-virus protection on e-mail system	90%	(87% 89%)	7%	( 9% 8%)
Spam control on e-mail system	90%	(84% 81%)	3%	( 3% 4%)
Speed of message delivery	94%	(93% 85%)	1%	( 2% 3%)
Reliability of e-mail	93%	(92% 87%)	2%	( 3% 3%)
E-mail Quota	88%	(87% 54%)	3%	( 3% 2%)
Overall Satisfaction	93%	(91% 85%)	1%	( 1% 2%)

	Very Satisfied/ Satisfied	No Basis to Judge		
Balance between security and ease of use	83%	(87% 89%)	4%	( 3% 4%)
Confidentiality of information (SSN, grades)	80%	(85% 86%)	19%	(13% 13%)
Security of JMU network	86%	(89% 91%)	12%	( 9% 9%)

2010 and 2009 results are shown in parenthesis.

**Table 16 Where would you like to see JMU Computer Security Information?**

	Very Interested	Interested	Somewhat Interested	Not Interested
Facebook	6% ( 6% )	15% (13%)	12% (15% )	67% (66% )
Twitter	2% (2% )	6% ( 6% )	8% ( 8% )	84% (83% )
Blog	2% ( 3% )	10% (10% )	14% (15% )	73% (72% )
Podcast	2% (2% )	10% ( 8% )	10% (12% )	79% (78% )
RSS Feed	3% ( 4% )	10% (10% )	14% (14% )	73% (72% )
E-mail	26% (27% )	41% (44% )	20% (18% )	13% (12% )
Online Video Tutorials	11% (12% )	32% (30% )	20% (22% )	37% (36% )
Other	3% ( 5% )	3% ( 5% )	5% ( 4% )	90% (85% )

**Table 17 How satisfied are you with the JMU Computer Security Information you receive?**

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of understanding	90% (93% )	5% (3% )
Timeliness	88% (93% )	8% (4% )
Amount of information	87% (91% )	7% (4% )

**Table 18 How Frequently do you see Virus Warnings/Evidence on your Computer?**

	Daily	Weekly	Occasionally	Never	Do Not Use
Windows	2% (3% )	7% (9% )	43% (47% )	38% (32% )	10% ( 9% )
Macintosh OS	<1% (<1% )	<1% (2% )	6% ( 6% )	24% (23% )	69% (69% )
Linux	0% (0% )	0% (<1% )	<1% ( 2% )	8% ( 9% )	91% (89% )

**Table 19 Computing HelpDesk**

	Very Satisfied/ Satisfied	No Basis to Judge
Promptness	80% (78% 82%)	15% (15% 14%)
Professionalism of Staff	80% (80% 83%)	16% (16% 14%)
Self-Help and FAQ found on Web	64% (63% 64%)	30% (29% 31%)
HelpDesk Overall Satisfaction	81% (79% 84%)	14% (14% 12%)

**Table 20 Information Technology Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on the Computing web site	67% (68% 66%)	26% (27% 30%)
IT Training	72% (72% 72%)	25% (25% 26%)
Web Manager	35% (37% 40%)	57% (56% 54%)
Repair and maintenance of JMU owned computers	70% (69% 72%)	25% (25% 24%)
On-Line Computing News on main computing web page	55% (62% 67%)	42% (34% 30%)
Software and operating system installations	69% (55% 53%)	24% (42% 44%)
Project Initiation Questionnaire	26% (23% 22%)	66% (71% 74%)
System Alerts found on main Computing web page	55% (62% 66%)	39% (32% 30%)
File and Printer Sharing	64% (55% 55%)	26% (39% 39%)

**Table 21 How do you prefer to learn new technology?**

In a Classroom lead by instructor	14%	(18% )
Electronic resources such as computer-based or web-based training	24%	(22% )
Blend of computer based training and Instructor-led	57%	(55% )
Other	4%	( 4% )

**Table 22 Center for Instructional Technology**

	Very Satisfied/ Satisfied	No Basis to Judge
Housecalls	26% (25% 31%)	73% (74% 68%)
Faculty development training on teaching tools and systems (eg: Blackboard, MDID, Presenter, Digital Video)	36% (35% 39%)	61% (64% 59%)
Faculty development training using technology in teaching	32% (31% 31%)	66% (68% 67%)
Walk-in Services	26% (25% 25%)	73% (74% 75%)
Institutes, sandboxes and immersion programs (eg: Institute for On-Line or Hybrid Course Development, Classroom Technology Sandbox)	20% ( )	78% ( )

**Table 23 Libraries and Educational Technologies Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	52% (54% 54%)	42% (43% 43%)
Streaming technology-upload/download video, sound files	33% (31% 30%)	62% (65% 66%)
Software checkout SPSS/SAS)	18% (19% 18%)	81% (79% 81%)
Media Resources equipment checkout (video cameras, audio recorders)	29% (30% 32%)	69% (69% 66%)

**Table 24 Interest in using Freely Available Web Applications and Services as Part of Teaching or Work**

	Currently Using	Interested	Looking to Use	Not Interested
Video sharing sites (YouTube)	32% (19% 20%)	23% (34% 33%)	11% (6% 8%)	34% (41% 38%)
Wikis	13% (10% 11%)	22% (25% 29%)	10% (6% 8%)	54% (59% 51%)
Google Docs	25% (19% 16%)	31% (32% 36%)	11% (6% 7%)	34% (43% 42%)
MS Office Web Apps	14% ( )	33% ( )	11% ( )	42% ( )
Blogs	13% (9% 10%)	20% (27% 25%)	9% (5% 7%)	58% (59% 58%)
Social Networking (Facebook, MySpace)	23% (15% 16%)	16% (25% 20%)	7% (5% 7%)	54% (55% 56%)
Second Life	2% (2% 2%)	11% (10% 15%)	6% (2% 3%)	81% (86% 79%)
Other	5% (6% 3%)	7% (7% 5%)	7% (0% 2%)	82% (87% 90%)

2010 and 2009 results are shown in parenthesis.

**Table 25 Interest in using the following Instructional Technologies**

	Currently Using	Interested	Looking to Use	Not Interested
Elluminate	6% (6% 5%)	15% (19% 20%)	10% (5% 4%)	69% (70% 71%)
Respondus	4% (4% 3%)	12% (14% 17%)	5% (1% 3%)	80% (80% 77%)
Clickers/Student response systems	5% (4% 3%)	16% (20% 17%)	7% (4% 5%)	71% (72% 75%)
Madison Digital Image Database (MDID)	9% (6% 5%)	22% (25% 28%)	6% (5% 5%)	63% (64% 62%)
JMUtube	16% (10% )	24% (32% )	7% (6% )	53% (53% )
Plagiarism Detection (SafeAssign)	2% (<1% )	23% (29% )	13% (7% )	63% (64% )
Lecture capture or recording	7% (3% )	20% (28% )	10% (6% )	64% (63% )
Video production	7% (4% )	23% (28% )	9% (5% )	61% (62% )
Social Media (e.g. blog, wiki)	12% (9% )	17% (24% )	8% (5% )	63% (62% )
Smartboards	5% ( )	22% ( )	10% ( )	63% ( )

**Table 26 Satisfaction with the Following Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Technology services/ support in teaching experience	42% (44% 39%)	52% (54% 58%)
Technology services/support for increasing productivity and collaboration with colleagues	47% (52% 47%)	46% (43% 48%)

**Table 27 Computing Labs Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Software installation requests	31% (28% 25%)	63% (70% 73%)
Reservation requests	26% (23% 21%)	72% (76% 78%)
Availability for hands-on instruction	22% (24% 19%)	76% (74% 80%)

**Table 28 This academic year, how did you teach most of your classes?**

Do not teach classes	58% (60% 61%)
100% face-to-face in the classroom	27% (26% 27%)
Mixture with face-to-face in classroom and some online	13% (12% 12%)
Online (80% or more) with little or no face-to-face time in classroom	1% (1% 0%)

**Table 29 Where did you teach most of your classes this semester?**

Technology classroom East of I-81	27%	(29% 11%)
Technology classroom West of I-81	61%	(59% 24%)
Classroom with no permanently installed technology East of I-81	3%	( 5% 1%)
Classroom with no permanently installed technology West of I-81	4%	( 7% 2%)
Computer lab East of I-81	2%	( )
Computer Lab West of I-81	2%	( )

Note: 2010 percentages are respondents that teach.

**Table 30 Technology in the Classroom/Lab**

	Very Satisfied/ Satisfied	No Basis to Judge
Overall Satisfaction with Technology in the Classroom/Lab	81% ( )	9% ( )

Note: Percentages are Instructional Faculty only.

**Table 31 Intent to Use the Following Devices**

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	85% (87% 73%)	<1% (1% <1%)	11% (11% 13%)
Laptop	70% (67% 57%)	6% (6% 5%)	13% (15% 17%)
Netbook	9% (6% )	3% (5% )	68% (67% )
iPod Touch	20% (15% 9%)	2% (4% 5%)	58% (58% 57%)
iPad	18% ( )	14% ( )	38% ( )
Android/Other OS Tablet	5% ( )	4% ( )	70% ( )
Nook Reading Device	4% ( )	2% ( )	74% ( )
Kindle Reading Device	9% ( )	3% ( )	65% ( )

**Table 32 Which Type Cell Phone Do You Use?**

iPhone	11% (8% )
BlackBerry	7% (10% )
Windows Mobile	7% (7% )
Google Android	13% (3% )
Palm OS	3% (3% )
Basic Cell Phone (can't access e-mail/web)	55% (65% )
Do Not Have Cell Phone	4% (5% )

**Table 33 How Do You Use Your Cell Phone?**

Make and receive calls	98% (99% )
Web browser	38% (27% 21%)
Texting	75% (67% 49%)
JMU e-mail	33% (24% )
JMU Exchange calendar	18% (13% )
Map software (e.g. Google Maps)	25% (18% )
Games	17% (11% )
Social Networking (e.g. Facebook/Twitter)	23% (16% )
Listen to Audio	19% (14% )
Watch Videos	17% (9% )
Read Books	7% (5% )
Other	5% (6% )

**Table 34 Text Messages from JMU Beyond Emergency Notifications**

Yes	28% (26% )
No	52% (56% )
Not Sure	21% (18% )

**Table 35 Conducting University Business via Web Browser on Cell Phone**

Yes	55% (49% )
No	26% (30% )
Not Sure	18% (21% )

**Table 36 Access to Exchange Calendar**

I do not use Exchange Calendar	33%	(35% )
Outlook Web	19%	(21% )
Outlook Desktop Client	41%	(32% )
Entourage	3%	(3% )

2010 and 2009 results are shown in parenthesis.

**Table 37 Exchange Calendar Satisfaction**

	Very Satisfied/ Satisfied	No Basis to Judge
Overall Satisfaction	89% (82%)	3% (6%)

**Table 38 What operating system do you use most often at JMU?**

Macintosh OS 10.6 Snow Leopard	12%	(6%)
Macintosh OS 10.5 Leopard	4%	(6% 7%)
Macintosh OS 10.4 Tiger	1%	(2% 2%)
Microsoft Windows 7	38%	(17%)
Microsoft Vista	7%	(11% 12%)
Microsoft Windows XP	34%	(51% 69%)
Linux	0%	(1% 1%)
Don't Know	4%	(5% 6%)
Other	0%	(1% 2%)

**Table 39 How old is your computer?**

Less than a year	16%	(14% 18%)
1-3 years	52%	(56% 49%)
More than 3 years	25%	(22% 22%)
Don't know	7%	(8% 11%)

**Table 40 Overall Satisfaction with Computer Used Most Often at JMU**

	Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied
	91% (89% 91%)	8% (11% 9%)

**Table 41 How many hours a week do you spend performing work tasks on your computer?**

0-5	5%	(4% 3%)
6-10	7%	(6% 7%)
11-15	9%	(7% 9%)
16-20	12%	(15% 14%)
more than 20	67%	(68% 67%)

**Table 42 Internet Browser Used Most Often**

Internet Explorer	53%	(57% 63%)
Firefox	34%	(33% 32%)
Safari	6%	(6% 4%)
Chrome	7%	(4%)
Other	1%	(0% 1%)

**Table 43 Using JMU Web to Find Information**

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	80% (84% 84%)	12% (12% 11%)
CIT	51% (52% 52%)	45% (46% 45%)
JMU Libraries	61% (67% 66%)	34% (30% 31%)
Technology classrooms	31% (37% 38%)	64% (59% 59%)
Overall experience with JMU web	86% (90% 91%)	7% (5% 4%)

**Table 44 Usefulness of Information on the JMU web?**

	Very Useful/ Useful	Slightly Useful/ Not Useful
	86% (89% 89%)	13% (11% 12%)