

# JMU Technology Satisfaction Survey, 2013

## Faculty and Staff

### Key Findings

1. For the ninth straight year, overall satisfaction with technology at JMU remains high with ninety-percent reporting satisfied/very satisfied. (Table 4)
2. Ninety-three percent report overall satisfaction with Microsoft Exchange. (Table 18)
3. Infrastructure improvements are making a difference. Satisfaction with and awareness of JMU Official Wireless service remained the same while campus network bandwidth increased in satisfaction from sixty seven percent to seventy three percent. (Table 15)
4. Wireless access to email from a personally owned device increased six percent from sixty-one percent to sixty-seven percent. (Table 8)
5. The survey found a ten percent increase from 2012 in faculty and staff usage of iPads (Table 35) and a fifteen percent increase in the use of smart phones moving from fifty-three percent to sixty-eight percent. (Table 36)
6. IT continues to add services to MyMadison and the Employee Self-Service functionality satisfaction increased five percent from eighty-three percent to eighty-eight percent. (Table 6)

### 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 additional bandwidth increases in 2012 and 2013.

Reviewing the results of the 2013 survey provides insight into the level of satisfaction with IT initiatives including the additional services in MyMadison, increased availability of the wireless network, and additional bandwidth increases as mentioned above. L&ET uses the survey to monitor satisfaction with technology and services including the course management systems Blackboard and Canvas 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 received invitational e-mails in spring 2013 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 2013, 2012 and 2011, when available.

## Demographics

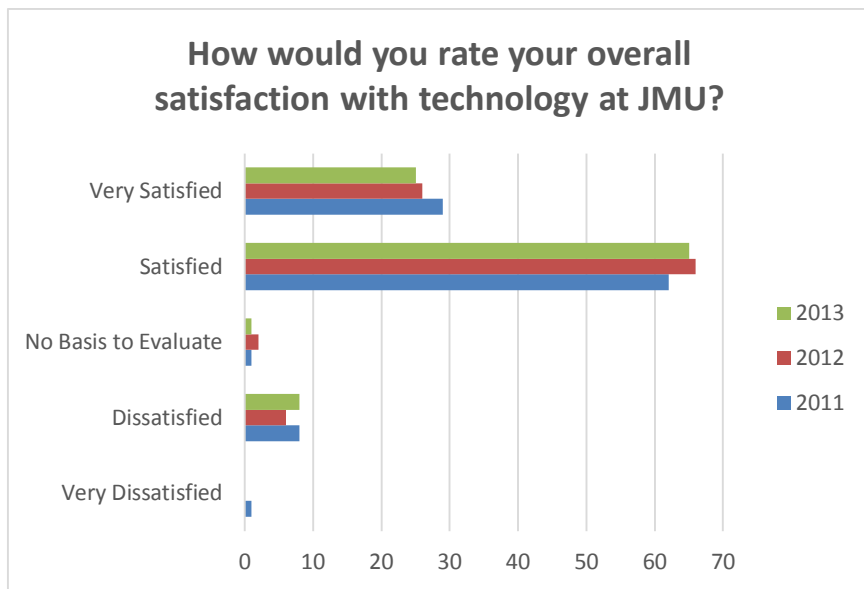
The response rate dropped to thirteen percent in 2013 from fourteen percent in 2012. As in previous surveys, half of the 536 respondents classify themselves as staff, with administrative and professional faculty making up twenty-one percent of the respondents and instructional faculty accounting for twenty eight percent (Table 1).

## Findings

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

Twenty-five percent of the survey respondents report that they are very satisfied overall with technology at JMU with an additional sixty-five 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: "I've always had excellent customer service from EVERYONE in IT."

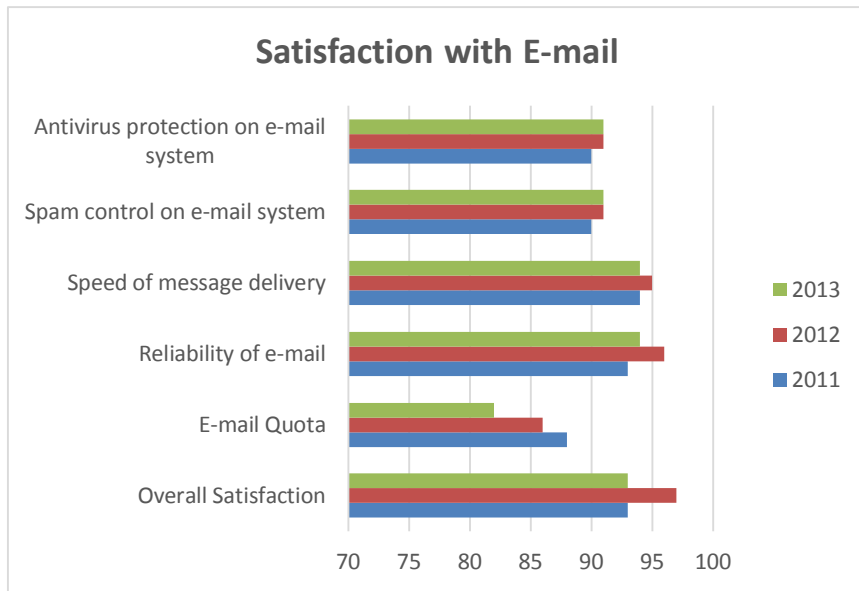
Table 4



### **Ninety-three percent report overall satisfaction with Microsoft Exchange e-mail (Table 18).**

Ninety percent or more express satisfaction with spam control, anti-virus protection, speed, and reliability of JMU e-mail (Table 18). Just over sixty percent report using JMU e-mail through a client such as Outlook or Entourage; while thirty-seven percent use the web-based Outlook Web App (Table 17). Three-fourths report using Exchange calendar (Table 40). Among users, ninety percent report satisfied/very satisfied with Exchange calendar (Table 41).

Table 18



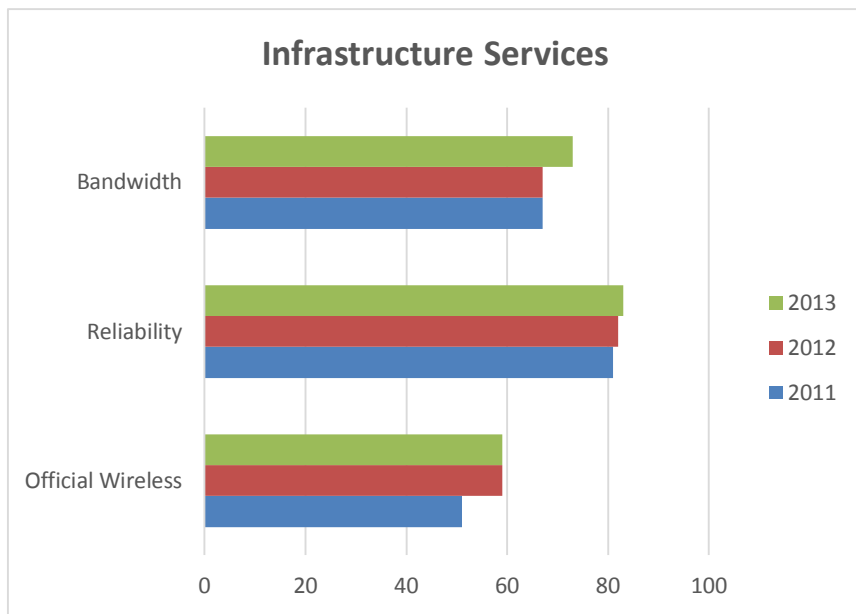
**Overall satisfaction with central systems, the campus network, and IT services remain consistent with findings from previous surveys.**

Overall satisfaction with central administrative applications including Student Administration, Finance, remains consistent with previous years with nearly one-third reporting satisfaction and the rest responding no basis to judge (Table 7). Human Resource System shows a six percent decrease in satisfaction with a corresponding six percent increase in no basis to judge, while Central System Reporting increased three percent in satisfaction.

Satisfaction with Computer Security remains high: the balance of security and ease of use (82%), confidentiality of information (83%), and the security of the campus network (87%) [Table 19]. Eighty seven percent indicates satisfied/very satisfied with the amount of information received in regards to computer security (Table 21). E-mail continues to be the way that faculty and staff would like to see information on computer security with nearly two-thirds indicating interested or very interested (Table 20).

Over eighty percent indicate satisfaction with the reliability of the campus network (Table 15). Satisfaction with the network bandwidth increased from sixty-seven percent to seventy-three percent, showing that our continued efforts to increase bandwidth are noticed (Table 15). More faculty and staff report using the Official Wireless network with seventeen percent indicating No Basis to Judge, down six percent from 2012 and a total of fifteen percent from 2011 (Table 15).

Table 15



The Computing HelpDesk continues to show a high level of satisfaction at eighty-four percent overall (Table 23) with eleven percent having no basis to judge. 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 (68%), and IT Training (69%) [Table 24]. The majority indicated satisfaction with software and operating system installation with sixty-six percent reporting satisfaction and one-fourth reporting no basis to judge (Table 24).

Eighty-eight percent express satisfaction with MyMadison Employee Self-service up from eighty-three percent in 2012 with nine percent indicating no basis to judge (Table 6). Forty-percent express satisfaction with MyMadison Instructor/Advisor Self Service, with No Basis to Judge increasing to fifty-six percent (Table 5). With the increases in No Basis to Judge, the satisfaction level increases slightly from 2012.

**Ninety four percent of the faculty and staff who teach report using Blackboard (Table 12).**

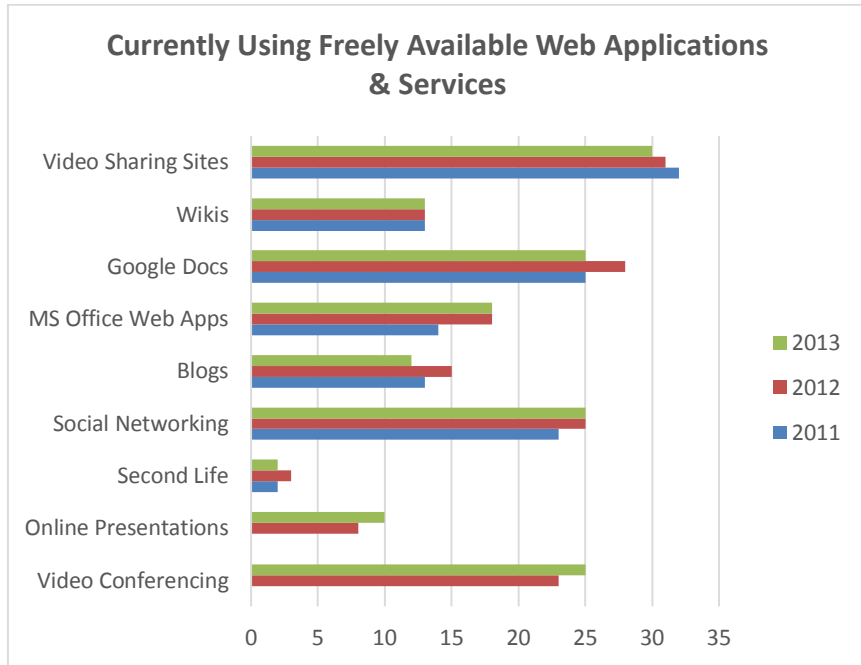
Ninety four percent of the respondents report using Blackboard. Instructional faculty made up twenty-eight percent of the survey respondents with Administrative and Professional faculty at twenty-one percent and staff at fifty-one percent (Table 1).

**Survey shows continued use of video, JMUtube and web video sharing sites such as YouTube as well as freely available web applications and services.**

One-fourth of respondents indicated they are satisfied with JMUtube, a service of the Center for Instructional Technology (CIT) to manage video and other media. (Table 27) Thirty percent report that they currently use video sharing sites such as YouTube with another thirty two percent either interested or looking to use, (Table 28).

The survey shows stability in the use of the following freely available web applications: Google Docs (25%), social networking (25%), MS Office Web Apps (18%), blogs (12%), wikis (13%), video conferencing (25%), and online presentation tools (10%)(Table 28).

Table 28



**Satisfaction for Classroom Technology decreased slightly while satisfaction with other Libraries and Educational Technologies (L&ET) services remain consistent with previous surveys.** Seventy seven percent express overall satisfaction with the technology in the classrooms and labs (Table 34), a decrease from eighty one percent in 2012. Most taught in classrooms equipped with technology. Fifty-seven percent indicate they teach most of their classes on the West Campus with twenty-seven percent on the East Campus (Table 33).

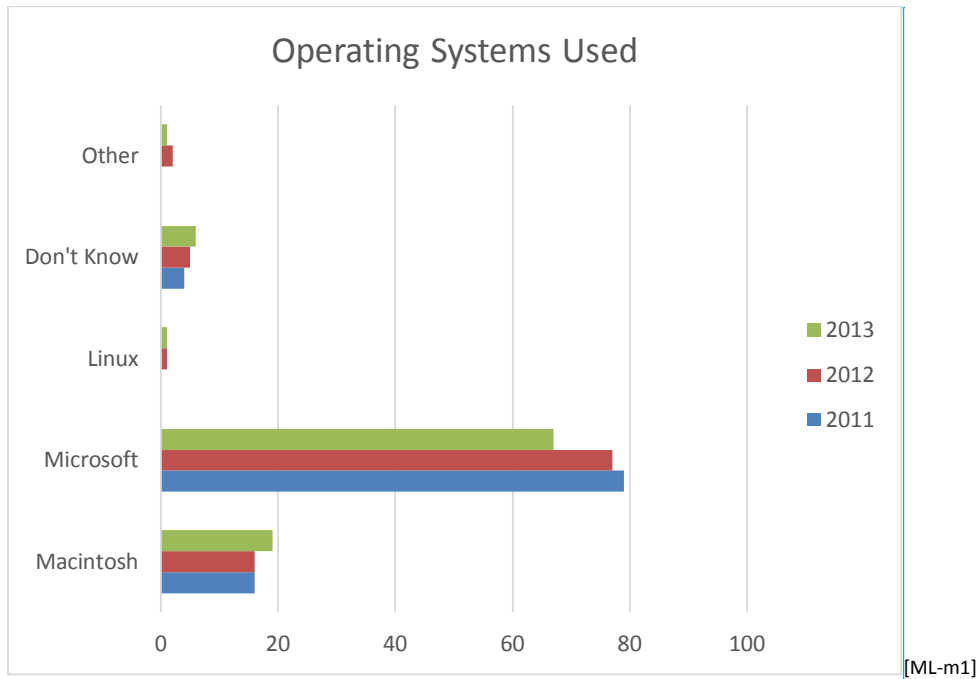
Satisfaction remains consistent with previous surveys for L&ET services including off-campus access to on-line library resources (46%), video and audio upload and delivery services (26%), Media Resources equipment checkout (27%), and software checkout (19%), with the large percentage continuing to report No Basis to Judge (Table 27). The Center for Instructional Technology (CIT) services including faculty development training on teaching tools and systems (e.g. Blackboard) (47%), one on one consultations (e.g. House Calls) (42%), faculty development training on using technology in teaching (45%), institutes, sandboxes and immersion programs (e.g. Institute for Online or Hybrid Course Development, Classroom Technology Sandbox, etc.) (26%), as well as video production services (20%) walk-in services (33%) (Table 26) remain consistent with the levels of satisfaction and No Basis to Judge reported on previous surveys.

**Eighty-eight percent report satisfaction with the computer used most often at JMU (Table 44).**

Nearly seventy four percent report using Windows: Windows 8 (7%), Windows 7 (58%), Vista (2%), and Windows XP (7%) (Table 42). JMU has been working with departments to phase out Windows XP as Microsoft has

announced support for XP will end in spring 2014. Approximately seventy percent indicate that their computers are three years old or less (Table 43). Forty-two percent report using Internet Explorer most often, which is a decrease of seven percent from last year, followed by Firefox (31%), Chrome (16%), and Safari (10%) (Table 46).

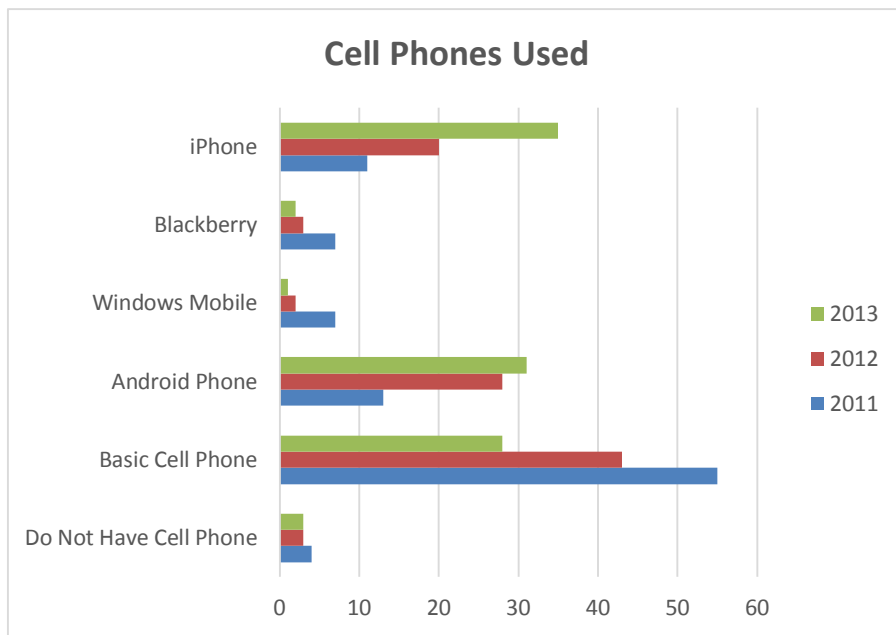
Table 38



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

Faculty and staff report using the following phones: iPhone (35%), Android (31%), Blackberry (2%), and Windows Mobile (1%). Twenty-eight percent of the faculty and staff reported having basic phones (Table 36). This year’s survey shows twenty-seven percent interested in conducting University business via web browser on the cell phone, which was a significant drop from fifty-five percent two years ago (Table 39).

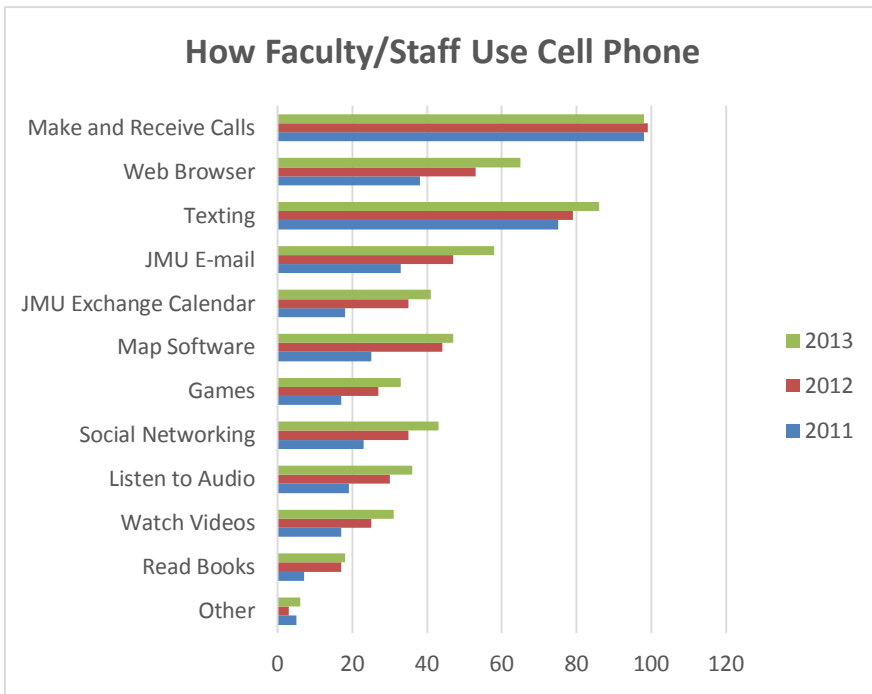
Table 36



Fifty percent of the faculty and staff indicate they currently use iPads with an additional seven percent looking to purchase, a significant increase from eighteen percent two years ago (Table 35). Eighteen percent currently use an iPod Touch (Table 35). Twenty one percent report using the Kindle, an increase of twelve percent from 2011, and eight percent use the Nook e-book reader (Table 35). The increased use of these devices may also reflect in the drop in respondents indicating No Basis to Judge concerning the Official Wireless network from thirty-two percent in 2011 to seventeen percent in 2013 (Table 15). Fifty-nine percent indicate satisfaction with the Official Wireless service (Table 15).

An increased number of faculty and staff indicate using their cell phones for the following activities: texting (86%), web browser (65%), checking JMU e-mail (58%), using map software such as Google maps (47%), checking JMU Exchange calendar (42%), social networking (43%), listening to audio (36%), playing games (33%), watching video (31%) and reading books (18%) (Table 37). IT and L&ET will continue to monitor the adoption and usage patterns of mobile devices. Information Technology is evaluating ways to make the applications used by students, faculty and staff more mobile friendly.

Table 37





Surveys Returned	536	( 552 656)
Surveys Distributed	3,994	(3,954 3,711)
Return Percentage	13%	(14% 18%)

2012 and 2011 results are shown in parenthesis.

Instructional Faculty	28%	(30% 30%)
Administrative & Professional Faculty	21%	(21% 20%)
Staff (classified & wage)	51%	(48% 47%)
Affiliate	0%	( 1% 3%)

Full-time	86%	(85% 83%)
Part-time	14%	(15% 17%)

Arts & Letters	26%	(10% 11%)
Business	11%	( 5% 4%)
Education	10%	( 5% 4%)
Integrated Science & Technology	12%	(11% 10%)
Science & Mathematics	13%	( 5% 6%)
Visual & Performing Arts	7%	( 2% 2%)
General Education	5%	( 1% 1%)
School of Engineering	1%	( 1% )
Other	21%	( 5% 4%)

Very Satisfied	25%	(26% 29%)
Satisfied	65%	(66% 62%)
No Basis to Evaluate	1%	( 2% 1%)
Dissatisfied	8%	( 6% 8%)
Very Dissatisfied	0%	( 0% 1%)

	Very Satisfied/ Satisfied	No Basis to Judge
Instructor/Advisor Self- Service		
Overall Satisfaction	40% (42% 64%)	56% (52% 31%)

	Very Satisfied/ Satisfied	No Basis to Judge
Employee Self-Service		
Overall Satisfaction	88% (83% 93%)	9% (13% 4%)

	Very Satisfied/ Satisfied	No Basis to Judge
Central System Reporting	22% (19% 29%)	76% (80% 69%)
Student Administration-Overall	34% (34% 34%)	61% (62% 64%)
Finance System-Overall	36% (35% 36%)	59% (61% 61%)
Human Resource		
System- Overall	48% (54% 49%)	46% (40% 47%)
Manager Self-Service	36% (33% 33%)	61% (63% 65%)

	Very Satisfied/ Satisfied	No Basis to Judge
To access e-mail from a personally owned device (e.g. pda, cell phone, iPad)	67% (61% )	19% (26% )

	Very Satisfied/ Satisfied	No Basis to Judge
To access e-mail from a personally owned device (e.g. pda, cell phone, iPad) from off-campus	80% (77% )	13% (18% )

Table 10 Level of Need for New Access Methods from JMU's Official Wireless Network

	Don't Anticipate Needing Such Access	Would Use This Access Method If It Were Available	I Have A Definite/ Significant Need	No Basis to Evaluate
Finance System	48% (46% )	16% (15% )	7% (6% )	29% (33% )
Core (i.e. non self-service) features of Student Administration System	45% (44% )	18% (16% )	8% (7% )	29% (32% )
Core (i.e. non self-service) features of Human Resource System	40% (40% )	26% (22% )	8% (8% )	26% (30% )

Table 11 Level of Need for New Access Methods from Off-Campus (Remotely)

	Don't Anticipate Needing Such Access	Would Use This Access Method If It Were Available	I Have A Definite/ Significant Need	No Basis to Evaluate
Finance System	53% (52% )	15% (15% )	6% (4% )	27% (29% )
Core (i.e. non self-service) features of Student Administration System	48% (48% )	17% (16% )	9% (6% )	26% (30% )
Core (i.e. non self-service) features of Human Resource System	44% (42% )	25% (26% )	8% (6% )	24% (26% )

Table 12 Learning Management System Currently Using

Blackboard	94%	(88% )
Moodle	1%	( 1% )
Canvas (by Instructure)	3%	( 0% )
CourseKit	1%	( 1% )
WordPress or another blog service	8%	(10% )
Wiki	2%	( 6% )
Other	7%	(10% )

Table 13 Blackboard Satisfaction

Note: Percentages are respondents that use Blackboard.

	Very Satisfied/ Satisfied	No Basis to Judge
Overall, as a teaching & learning tool	70% (44% 69%)	9% (44% 19%)
Assignments	57% ( )	27% ( )
Group work & Collaboration	27% ( )	53% ( )
Online readings & links to text-based materials	69% (45% 69%)	23% (50% 25%)
Links to video, audio & other media (e.g. Presenter, PowerPoint)	47% (37% 59%)	37% (57% 34%)
Online discussion boards	37% (30% 45%)	44% (63% 43%)
Exams and quizzes	31% (19% 34%)	45% (69% 53%)
Sharing material among students/faculty/staff	75% (54% 82%)	11% (39% 11%)
Keeping track of grades	54% (31% 48%)	23% (58% 39%)

2012 and 2011 results are shown in parenthesis.

	( 2% 2%)	( 7% 10%)	(12% 10%)	(79% 79%)
RSS Feed	2%	8%	13%	77%
	( 3% 3%)	( 9% 10%)	(14% 14%)	(74% 73%)

**Table 14 Blackboard Support**

	Very Satisfied/ Satisfied	No Basis to Judge
Self-help and FAQ's found on the web	48% (34% 53%)	32% (56% 36%)
Help via e-mail or online request form	48% (31% 49%)	43% (66% 45%)
Help via phone (x8-5312)	38% (26% )	53% (72% )
Availability of support	56% (38% )	33% (59% )
Workshops & one on one consultations (e.g. House Calls)	30% (21% )	66% (77% )

**Table 15 Infrastructure Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Campus network bandwidth	73% (67% 67%)	12% (16% 20%)
Campus network reliability	83% (82% 81%)	6% ( 8% 8%)
Official Wireless	59% (59% 51%)	17% (23% 32%)

**Table 16 Storage Space**

	Very Satisfied/ Satisfied	No Basis to Judge
Shared Drives	75% (76% 66%)	15% (15% 17%)
Video & Other Streaming Needs	42% (47% 44%)	49% (46% 46%)

**Table 17 E-mail System Used Most**

JMU e-mail through Outlook Web (OWA) (exchange.jmu.edu)	37% (42% 46%)
JMU e-mail through client software (such as Outlook, OS X Mail, Entourage)	61% (56% 50%)
Other	2% ( 3% 2%)

**Table 18 E-mail Anti-Virus, Spam, Speed, Reliability, Quota**

	Very Satisfied/ Satisfied	No Basis to Judge
Anti-virus protection on e-mail system	91% (91% 90%)	6% ( 7% 7%)
Spam control on e-mail system	91% (91% 90%)	2% ( 4% 3%)
Speed of message delivery	94% (95% 94%)	2% ( 2% 1%)
Reliability of e-mail	94% (96% 93%)	1% ( 2% 2%)
E-mail Quota	82% (86% 88%)	6% ( 5% 3%)
Overall Satisfaction	93% (97% 93%)	1% ( 2% 1%)

**Table 19 Computer Security**

	Very Satisfied/ Satisfied	No Basis to Judge
Balance between security and ease of use	82% (85% 83%)	3% ( 3% 4%)
Confidentiality of information (SSN, grades)	83% (85% 80%)	16% (14% 19%)
Security of JMU network	87% (88% 86%)	11% (11% 12%)

**Table 20 Where would you like to see JMU Computer Security Information?**

	Very Interested	Interested	Somewhat Interested	Not Interested
Facebook	5% ( 5% 6%)	10% (15% 15%)	13% (13% 12%)	72% (67% 67%)
Twitter	2% ( 2% 2%)	6% ( 7% 6%)	8% ( 8% 8%)	84% (84% 84%)
Blog	3% ( 3% 2%)	7% (10% 10%)	14% (14% 14%)	76% (73% 73%)
Podcast	1%	4%	11%	83%

**Table 20 Where would you like to see JMU Computer Security Information? continued**

	Very Interested	Somewhat Interested	Not Interested	Interested
E-mail	23% (23% 26%)	40% (41% 41%)	18% (22% 20%)	19% (14% 13%)
Online Video Tutorials	13% (11% 11%)	28% (31% 32%)	20% (23% 20%)	39% (36% 37%)
Other	2% ( 3% 3%)	5% ( 4% 3%)	3% ( 3% 5%)	92% (90% 90%)

**Table 21 How satisfied are you with the JMU Computer Security Information you receive?**

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of understanding	91% (93% 90%)	3% (3% 5%)
Timeliness	90% (91% 88%)	5% (6% 8%)
Amount of information	87% (88% 87%)	4% (4% 7%)

**Table 22 How Frequently do you see Virus Warnings/Evidence on your Computer?**

	Daily	Weekly	Occasionally Use	Never	Do Not
Windows	2% (2% 2%)	7% (6% 7%)	35% (41% 43%)	44% (41% 38%)	12% (10% 10%)
Macintosh OS	1% (<1% <1%)	1% (2% <1%)	9% (5% 6%)	33% (29% 24%)	57% (64% 69%)
Linux	<1% (<1% 0%)	0% (<1% 0%)	1% (<1% <1%)	12% (11% 8%)	87% (90% 91%)

**Table 23 Computing HelpDesk**

	Very Satisfied/ Satisfied	No Basis to Judge
Promptness	81% (84% 80%)	13% (12% 15%)
Professionalism of Staff	85% (85% 80%)	13% (13% 16%)
Self-Help and FAQ found on Web	64% (68% 64%)	27% (25% 30%)
HelpDesk Overall Satisfaction	84% (86% 81%)	11% (11% 14%)

**Table 24 Information Technology Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on the Computing web site	67% (68% 67%)	26% (28% 26%)
IT Training	69% (71% 72%)	26% (27% 25%)
Web Manager	34% (33% 35%)	55% (55% 57%)
Repair and maintenance of JMU owned computers	68% (75% 70%)	26% (22% 25%)
On-Line Computing News on main computing web page	53% (58% 55%)	42% (39% 42%)
Software and operating system installations	66% (70% 69%)	26% (25% 24%)
Project Initiation Questionnaire	26% (24% 26%)	65% (68% 66%)
System Alerts found on main Computing web page	58% (61% 55%)	34% (34% 39%)
File and Printer Sharing	67% (73% 64%)	27% (21% 26%)

**Table 25 How do you prefer to learn new technology?**

In a Classroom lead by instructor	14%	(16% 14%)
Electronic resources such as computer-based or web-based training	24%	(21% 24%)
Blend of computer based training and Instructor-led	53%	(48% 57%)
One-on-one Consultation (e.g. House Calls)	7%	(11% )
Other	3%	( 4% 4%)

2012 and 2011 results are shown in parenthesis.

	Very Satisfied/ Satisfied	No Basis to Judge
One-on-one Consultations (e.g. Housecalls)	42% (31% 26%)	56% (68% 73%)
Faculty development training on teaching tools and systems (eg: Blackboard)	47% (34% 36%)	46% (63% 61%)
Faculty development training using technology in teaching	45% (29% 32%)	50% (70% 66%)
Walk-in Services	33% (23% 26%)	65% (76% 73%)
Institutes for Online & Blended Course Develop. Sandboxes & Immersion Programs (e.g. Classroom Technology Sandbox, Digital Storytelling, Mobile, etc)	26% ( )	70% ( )
Video Production Services	16% (19% 20%) 20% (16% )	82% (81% 78%) 76% (83% )

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	46% (46% 52%)	44% (48% 42%)
Video & Audio Upload & Delivery Services (e.g. JMUtube)	26% (25% 33%)	69% (72% 62%)
Software checkout SPSS/SAS	19% (18% 18%)	78% (80% 81%)
Media Resources equipment checkout (video cameras, audio recorders)	27% (29% 29%)	70% (69% 69%)
Availability of video & audio content (e.g. the Online Video Collection)	26% (26% )	69% (70% )

	Currently Using	Interested	Looking to Use	Not Interested
Video sharing sites (YouTube)	30% (31% 32%)	22% (23% 23%)	10% (10% 11%)	39% (36% 34%)
Wikis	13% (13% 13%)	21% (22% 22%)	6% (8% 10%)	60% (57% 54%)
Google Docs	25% (28% 25%)	28% (27% 31%)	9% (7% 11%)	38% (38% 34%)
MS Office Web Apps	18% (18% 14%)	34% (35% 33%)	8% (8% 11%)	38% (39% 42%)
Blogs	12% (15% 13%)	25% (21% 20%)	7% (9% 9%)	57% (55% 58%)
Social Networking (Facebook, MySpace)	25% (25% 23%)	21% (14% 16%)	6% (5% 7%)	49% (56% 54%)
Second Life	2% (3% 2%)	8% (9% 11%)	2% (<1% 6%)	89% (87% 81%)
Online Presentation Tools (e.g. Prezi, VoiceThread, Popplet, etc.)	10% (8% )	29% (32% )	11% (12% )	51% (48% )

	Currently Using	Interested	Looking to Use	Not Interested
Video Conferencing (e.g. Lync, Skype, Google, Hangout, Etc.)	25% (23% )	27% (30% )	12% (12% )	36% (5% )
Other	3% (5% )	8% (5% )	1% (3% 7%)	87% (90% 82%)

	Currently Using	Interested	Looking to Use	Not Interested
Elluminate	11% (11% 6%)	35% (29% 15%)	14% (14% 10%)	41% (46% 69%)
Respondus	12% (7% 4%)	36% (17% 12%)	10% (7% 5%)	43% (68% 80%)
Clickers/Student response systems	8% (7% 5%)	36% (20% 16%)	14% (6% 7%)	42% (67% 71%)
Madison Digital Image Database (MDID)	9% (5% 9%)	37% (27% 22%)	12% (8% 6%)	42% (60% 63%)
JMUtube	20% (12% 16%)	30% (28% 24%)	18% (9% 7%)	32% (52% 53%)
Plagiarism Detection (SafeAssign)	15% (5% 2%)	41% (24% 23%)	14% (9% 13%)	30% (63% 63%)
Lecture capture or recording	15% (8% 7% )	36% (21% 20%)	13% (10% 10%)	36% (61% 64%)
Video production	8% (7% 7% )	35% (26% 23%)	12% (9% 9% )	45% (58% 61%)
Social Media (e.g. blog, wiki)	16% (12% 12%)	32% (20% 17%)	9% (7% 8% )	43% (60% 63%)
Smartboards	16% (5% 5% )	32% (26% 22%)	9% (8% 10%)	43% (61% 63%)

	Very Satisfied/ Satisfied	No Basis to Judge
Technology services/ support in teaching experience	40% (43% 42%)	57% (53% 52%)
Technology services/support for increasing productivity and collaboration with colleagues	52% (53% 47%)	41% (41% 46%)

	Very Satisfied/ Satisfied	No Basis to Judge
Software installation requests for facilities west of I81	17% ( )	81% ( )
Software installation requests		

for facilities east of I81	12% ( )	87% ( )
Reservation requests for facilities east of I81	13% ( )	85% ( )
Reservation requests for facilities east of I81	11% ( )	88% ( )
Availability for hands-on instruction west of I81	12% ( )	87% ( )
Availability for hands-on Instruction east of I81	9% ( )	90% ( )

No	56% (59% 52%)
Not Sure	31% (29% 21%)

2012 and 2011 results are shown in parenthesis.

100% face-to-face in the classroom	63% (29% 27%)
Mixture with face-to-face in classroom and some online	31% (10% 13%)
Online (80% or more) with little or no face-to-face time in classroom	6% (2% 1%)

Technology classroom East of I-81	27% (25% 27%)
Technology classroom West of I-81	57% (59% 61%)
Classroom with no permanently installed technology East of I-81	6% (5% 3%)
Classroom with no permanently installed technology West of I-81	8% (6% 4%)
Computer lab East of I-81	1% (2% 2%)
Computer Lab West of I-81	1% (3% 2%)

	Very Satisfied/ Satisfied	No Basis to Judge
Overall Satisfaction with Technology in the Classroom/Lab	77% (81% 81%)	4% (9% 9%)

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	86% (88% 85%)	<1% (0% <1%)	10% (9% 11%)
Laptop	77% (74% 70%)	5% (3% 6%)	7% (14% 13%)
iPod Touch	18% (19% 20%)	3% (2% 2%)	64% (62% 58%)
iPad	50% (40% 18%)	7% (9% 14%)	24% (38% 38%)
Windows 8 Tablet	2% ( )	4% ( )	27% ( )
Other Tablet	3% (4% 5%)	1% (3% 4%)	80% (74% 70%)
Nook Reading Device	8% (6% 4%)	<1% (<1% 2%)	79% (78% 74%)
Kindle Reading Device	21% (19% 9%)	1% (3% 3%)	66% (63% 65%)

iPhone	35% (20% 11%)
BlackBerry	2% (3% 7%)
Windows Mobile	1% (2% 7%)
Android Phone	31% (28% 13%)
Basic Cell Phone (can't access e-mail/web)	28% (43% 55%)
Do Not Have Cell Phone	3% (3% 4%)

Make and receive calls	98% (99% 98%)
Web browser	65% (53% 38%)
Texting	86% (79% 75%)
JMU e-mail	58% (47% 33%)
JMU Exchange calendar	41% (35% 18%)
Map software (e.g. Google Maps)	47% (44% 25%)
Games	33% (27% 17%)
Social Networking (e.g. Facebook/Twitter)	43% (35% 23%)
Listen to Audio	36% (30% 19%)
Watch Videos	31% (25% 17%)
Read Books	18% (17% 7%)
Other	6% (3% 5%)

Yes	12% (12% 28%)
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Yes	27% (28% 55%)
No	34% (33% 26%)
Not Sure	38% (40% 18%)

I do not use Exchange Calendar	24% (25% 33%)
Outlook Web	13% (15% 19%)
Outlook Desktop Client	52% (45% 41%)
Entourage	1% (2% 3%)
iCal	3% (5% 2%)
Phone	6% (4% )
Tablet	1% (1% )
Other	1% (2% )

Very Satisfied/	No Basis	Satisfied	to Judge
Overall Satisfaction		90% (90% 89%)	4% (5% 3%)

Macintosh OS 10.8 Mt Lion	8% ( )
Macintosh OS 10.7 Lion	6% (6% )
Macintosh OS 10.6 Snow Leopard	4% (8% 12%)
Macintosh OS 10.5 Leopard	1% (2% 4%)
Microsoft Windows 8	7% ( )
Microsoft Windows 7	58% (52% 38%)
Microsoft Vista	2% (4% 7%)
Microsoft Windows XP	7% (21% 34%)
Linux	1% (1% 0%)
Don't Know	6% (5% 4%)
Other	1% (2% 0%)

Less than a year	14% (19% 16%)
1-3 years	55% (51% 52%)
More than 3 years	24% (20% 25%)
Don't know	7% (10% 7%)

Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied
88% (95% 91%)	11% (6% 8%)

0-5	3% (4% 5%)
6-10	5% (5% 7%)
11-15	7% (6% 9%)
16-20	11% (12% 12%)
more than 20	74% (72% 67%)

Internet Explorer	42% (49% 53%)
Firefox	31% (32% 34%)
Safari	10% (7% 6%)
Chrome	16% (12% 7%)
Other	1% (1% 1%)

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	77% (79% 80%)	15% (11% 12%)
CIT	47% (48% 51%)	49% (47% 45%)
JMU Libraries	61% (62% 61%)	34% (32% 34%)
Technology classrooms	29% (31% 31%)	68% (63% 64%)
JMU Telecommunications	39% ( )	56% ( )
Overall experience with		

JMU web 83% (90% 86%) 7% (4% 7%)

**Table 48 Usefulness of Information on the JMU web?**

Very Useful/	Slightly Useful/ Useful	Not Useful
	79% (85% 86%)	20% (15% 13%)

**Table 49 Are you teaching or have you taught credit courses at JMU during the current academic year?**

Yes	No
37% ( )	63% ( )

**Table 50 Overall Satisfaction with Telecommunications Services?**

Very Satisfied/	No Basis to Judge Satisfied	
Voice Mail Services	78% ( )	13% ( )
Emergency Phone Locations	45% ( )	51% ( )
Overall Satisfaction	82% ( )	12% ( )