

JMU Technology Satisfaction Survey, 2013

Students

Key Findings

1. Eighty-five percent report overall satisfaction with technology at JMU. (Table 4)
2. Ninety-five percent of Microsoft Live@edu users express overall satisfaction with the percentage forwarding their email to another provider dropping another five percent from 2012. (Table 11 and Table 8, positive indication that the move from our old email system to the MS Live@edu service has been well received.
3. Campus network bandwidth and wireless satisfaction continues to vary with campus network bandwidth satisfaction maintaining a sixty-four percent rating while campus network reliability and official wireless satisfaction dropped eight percent and seven percent respectively. (Table 7) We believe this is due to student's desire for ubiquitous wireless connectivity available on campus.
4. For the past academic year, students indicated a five percent increase in the number taking at least one course online. (Table 18)
5. Smartphone use increased dramatically with over eighty percent indicating they use a smartphone. iPhone users increased from nine percent 2011 to fifty three percent in 2013. (Table 26)
6. Respondents indicated a twenty-percent increase with checking Blackboard via their smartphone and fifty-one percent indicated they use their smartphones to check MyMadison. Respondents also indicate an increase in the utilization of cell phones for web browsing, checking email, social networking, gaming and more.
7. The use of Collaboration Tools in coursework shows an increase with very useful growing from 29% to 38%; moderate useful from 28% to 33% and no basis to judge decreasing from 36% to 23. (Table 37)
8. Participation with responding to this survey continues to decline with only a three percent return rate for 2013 down from five percent in 2012. Due to the continued decline and response rates, IT & L&ET decided to break the instrument into two separate surveys. A trends survey was conducted in the fall 2013 and the satisfaction survey will be conducted in spring 2014.

Background

Since 2004, the Technology Satisfaction Survey strives to shed light on the student satisfaction with technology at JMU. The survey also looks at the use of technology and other factors that may contribute to the levels of satisfaction. The annual survey is a joint effort of Information Technology (IT) and Libraries and Educational Technologies (L&ET). The survey continuously evolves as the technologies impacting students at the University change. Gathering data annually provide IT and L&ET an opportunity to explore trends in the use of technology at JMU. Some survey 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.

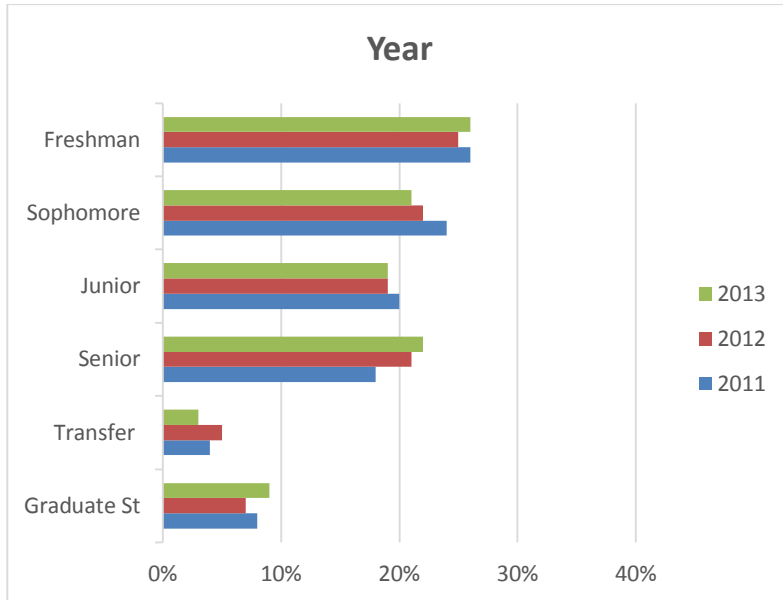
The 2013 survey provides insight into the level of satisfaction with IT services that are not meeting expectations including the network reliability and the campus wireless network. IT is currently expanding wireless in the residence halls and monitoring wireless access issues due to congestion.

Methodology

The JMU Technology Satisfaction Survey builds on the surveys from the previous years. All full and part time undergraduate and graduate students receive invitational e-mails 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.

The response rate is three percent for the survey. Sixty percent of the 669 respondents live off-campus; forty-percent reside on-campus (Table 1). The following chart illustrates the classifications of the respondents.

Table 2

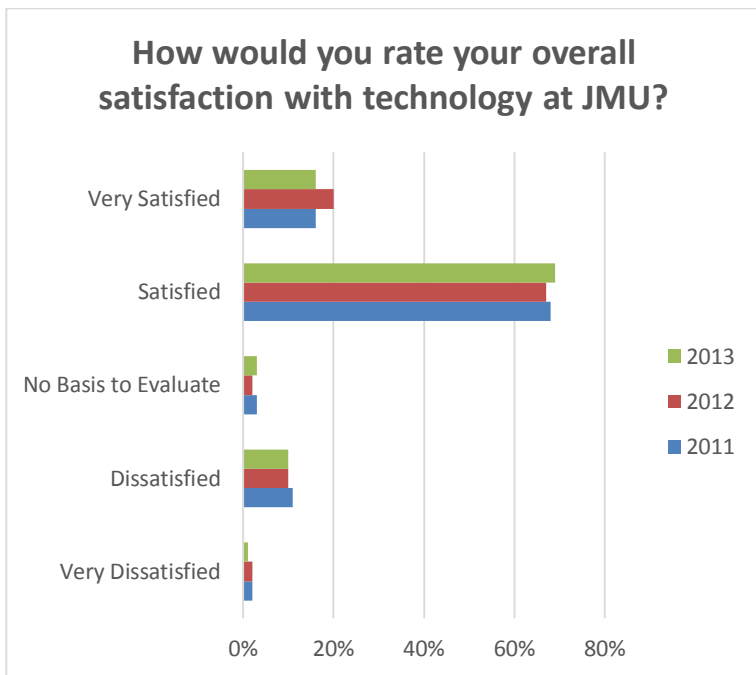


Findings

Eighty-five percent report overall satisfaction with technology at JMU.

Sixteen percent state very satisfied overall with technology at JMU, a four percent decrease since 2012, with an additional sixty-nine percent responding satisfied (Table 4). Only eleven percent express dissatisfaction (Table 4).

Table 4

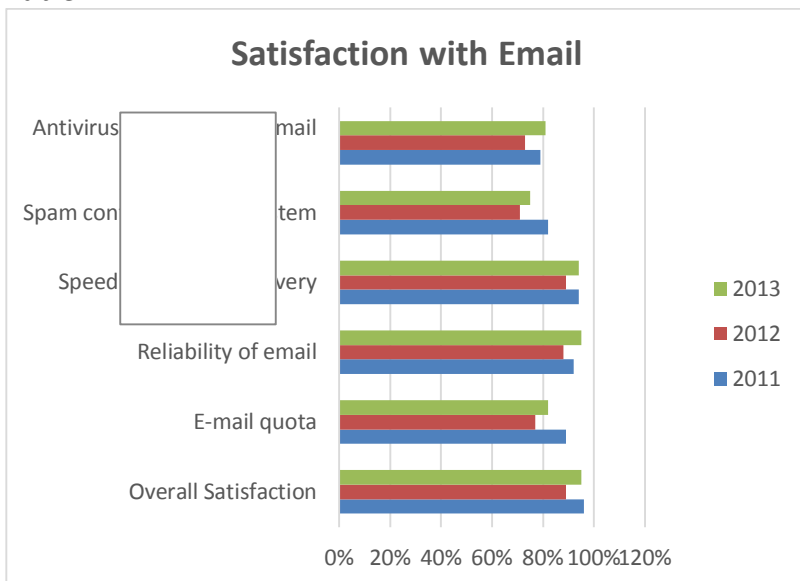


Ninety-five percent of Microsoft Live@edu e-mail users express overall satisfaction with the service.

The University moved to Microsoft Live@edu in spring 2010. Ninety-five percent of the users of the Microsoft Live@edu e-mail express satisfaction with the service. Students report satisfied/very satisfied with speed of message delivery (94%), reliability (95%), e-mail quota (82%), anti-virus protection (81%) and spam control (75%) (Table 11). All of these percentages show an increase in satisfaction

Eighty-three percent use Microsoft Live@edu for their email (Table 8). The percentage of students electing to forward their email to another service provider dropped from twenty-seven percent in 2011, to seventeen percent in 2013 (Table 8).

Table 11



Satisfaction with MyMadison, Computer Security, and Computing Lab Facilities remains high.

Eighty-four percent report overall satisfaction with MyMadison (Table 6).

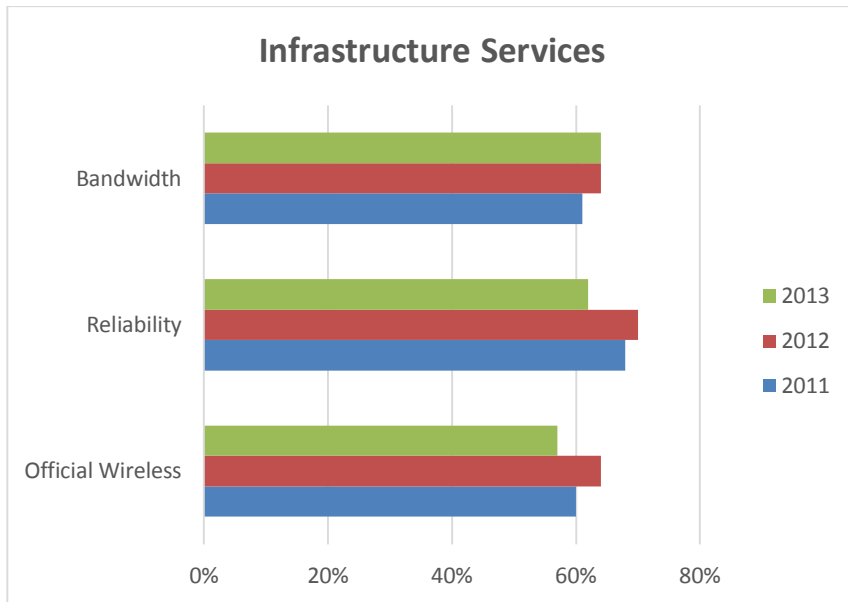
Satisfaction with computer security and the confidentiality and security of the JMU networks also remains high with ninety percent expressing satisfaction (Table 12). Over three-fourths indicate satisfaction with the ease of understanding, timeliness, and amount of computer security information (Table 14). E-mail remains the preferred method for receiving information on computer security with fifty-five percent stating interest (Table 13).

Students remain satisfied with the Computing Lab Facilities with eighty-five percent reporting satisfied/very satisfied (Table 24). Eighty-five percent report satisfaction with the computers in the labs (Table 24). The Computing Lab in Carrier Library 101 continues to be the facility students cite as the one that they use most often (Table 23).

Sixty-four percent express satisfaction with network bandwidth.

While IT continues to make improvements to the campus network, meeting the increased need for wireless connectivity remains a challenge. Satisfaction with network reliability and the wireless network both decreased this year. (Table 7) We believe this is due to the increasing number of mobile devices, tablets and laptops being used as well as the desire for ubiquitous wireless access. We will continue to monitor wireless congestion areas and install additional access as possible. We are also continuing to install wireless access in new areas (i.e. residence halls and academic areas).

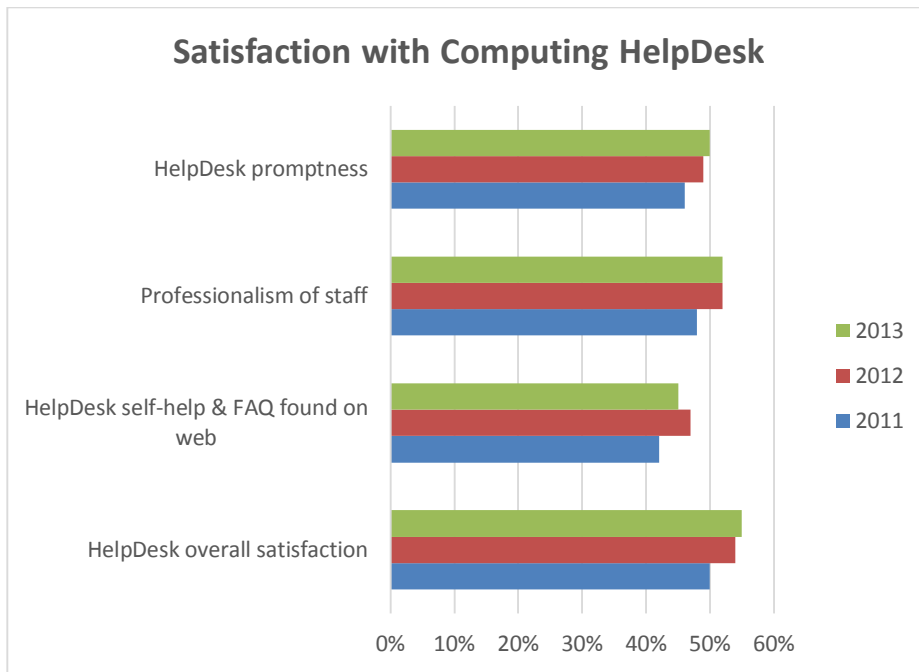
Table 7



Overall satisfaction with Computing HelpDesk and other IT services including warranty repair and software downloads continue to be consistent with findings from previous surveys.

Overall satisfaction with the Computing HelpDesk and software downloads from the Computing web site continues to remain consistent with previous survey years. (Table 16 and Table 17)

Table 16



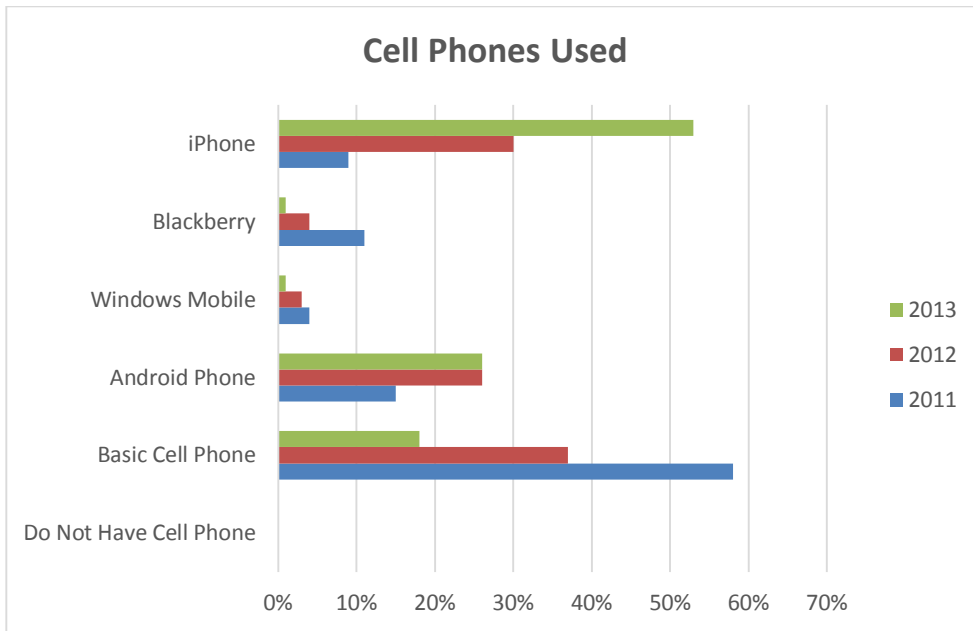
Overall satisfaction with Blackboard dropped this year

Overall satisfaction for Blackboard dropped (Table 20) from ninety percent to eighty-four percent with almost all students having a basis to judge. Libraries and Educational Technologies is currently implementing a new Learning Management System (LMS), Canvas.

Eighty-two percent own smartphones and thirty-seven percent currently use an iPod Touch.

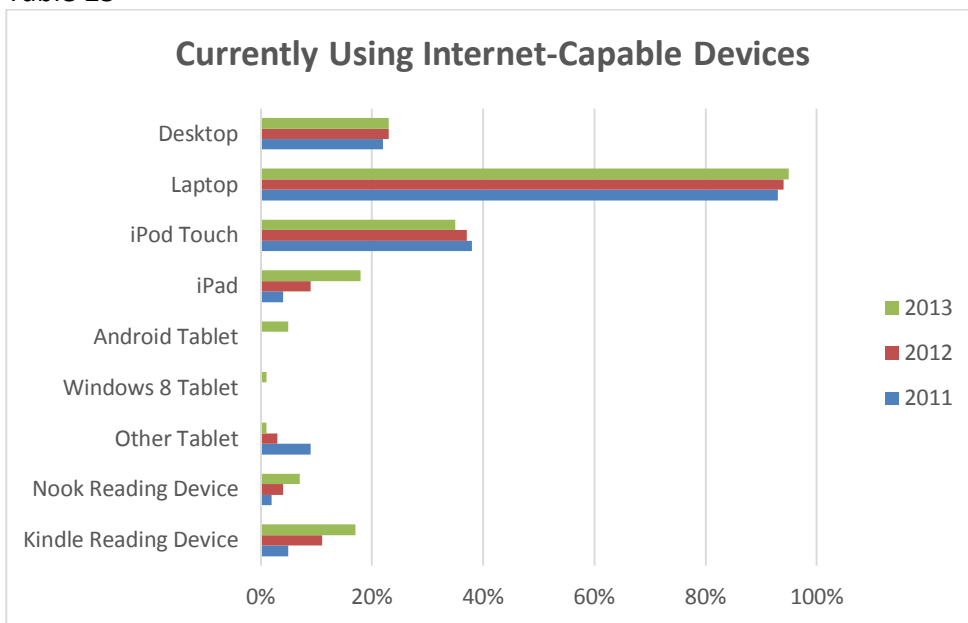
All students report owning a cell phone (Table 26). Eighty-two percent own Smartphones, a significant increase from sixty-three percent in 2011 (Table 26). Students with smartphones report using the following: iPhone (53%), Android (26%), Blackberry (1%), and Windows Mobile (1 [Table 26]. However, only thirty-onepercent of respondents are interested in conducting University business via their cell phone while forty-seven percent are not sure if they are interested in conducting University business via their cell phone (Table 29).

Table 26



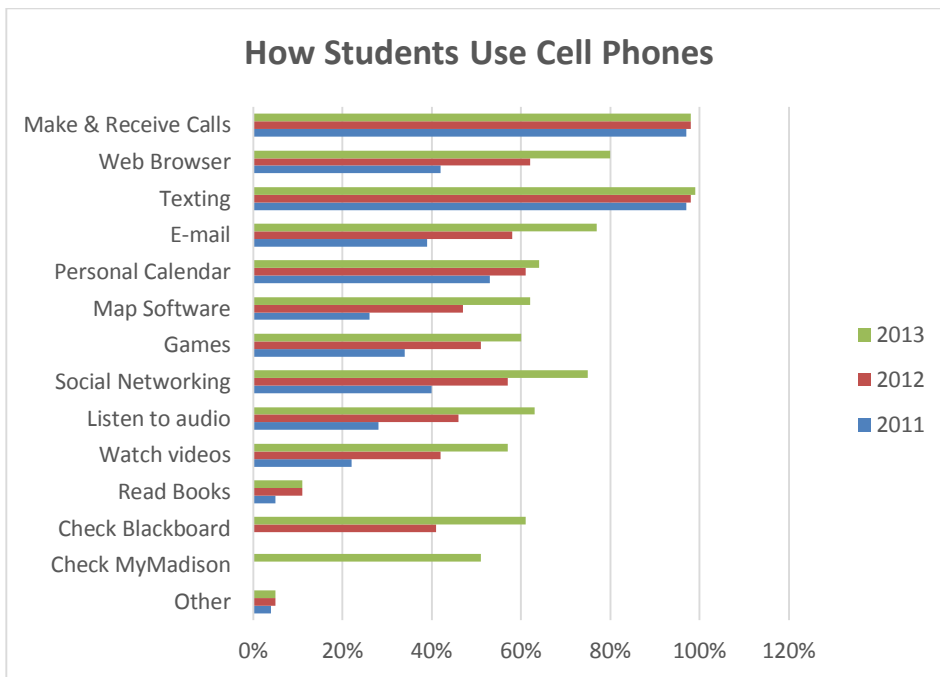
Eighteen percent currently use iPads, up from nine percent in 2011, with an additional ten percent looking to purchase (Table 25). Thirty-five percent currently use the iPod Touch, down two percent from the past surveys (Table 25). Seventeen percent uses the Kindle with seven percent using the Nook e-book reader, both increased from last year (Table 25).

Table 25



Students report doing the following activities on their phones: texting (99%), web browsing (80%), checking personal calendar (64%), checking e-mail (77%), social networking (75%), playing games (60%), map software (62%), listening to audio (63%), and watching video (57%), check Blackboard (61%) and, with a significant increase in all categories. For the first time in the survey, we asked about access to MyMadison. Fifty-one percent indicated they use their phone to access MyMadison. (Table 27)

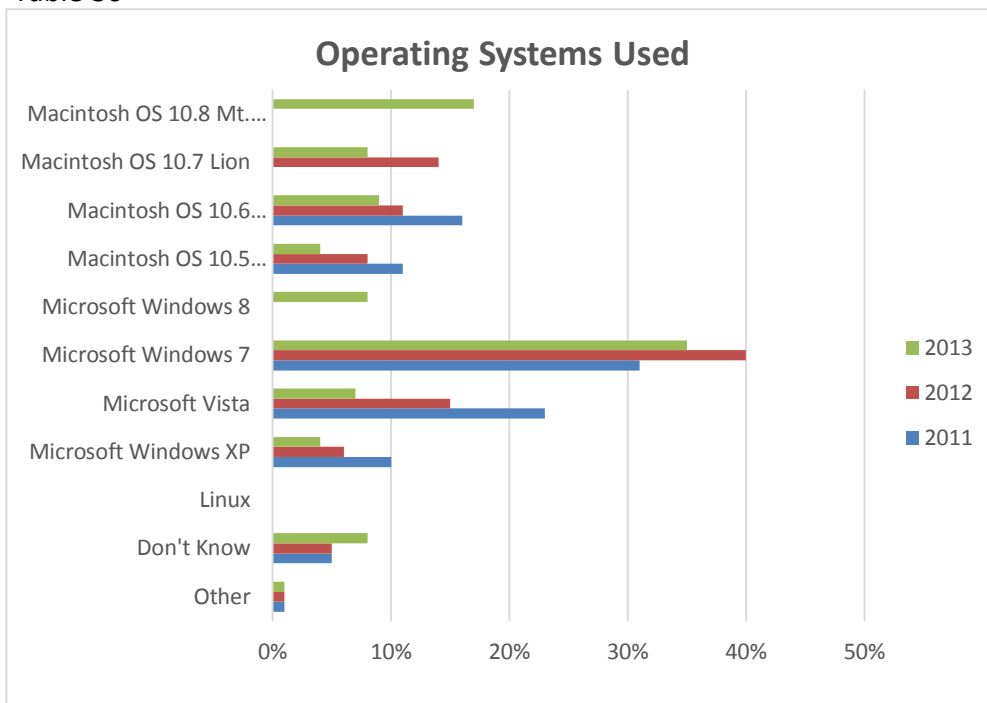
Table 27



Over one-third use Macintosh computers while fifty-four percent use Windows PCs.

Fifty-four percent use a version of Microsoft Windows: Windows 8 (8%), Windows 7 (35%), Vista (7%), Windows XP (4%) [Table 30]. Google Chrome is becoming the browser of choice with forty-five percent of the students indicating their use of Chrome. Students report the following browsers: Chrome (45%), Safari (23%) Firefox (19%), and Internet Explorer (12%) [Table 34].

Table 30

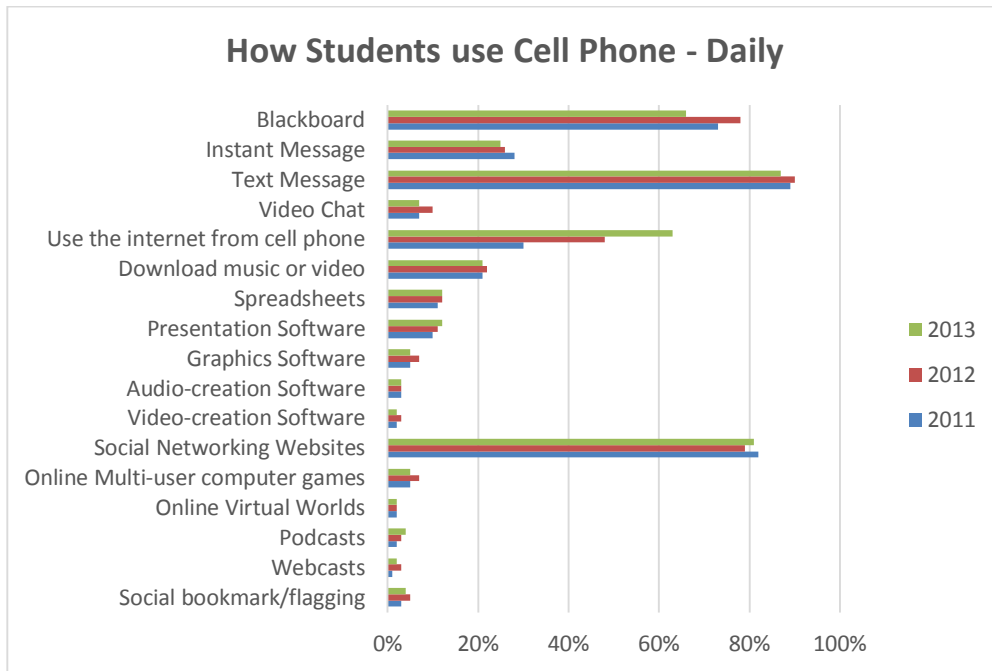


Daily use of technology includes texting, social networking, and Blackboard.

Students report regularly using a variety of technologies. Technologies used daily by a majority of students include: text messaging (87%), social networking (81%), and Blackboard (66%) [Table 38]. Additional technologies used on a weekly basis by over a quarter of the respondents include downloading music or

videos, instant messaging, use internet from a cell phone, spreadsheets, presentation software such as PowerPoint, and video chat (Table 38).

Table 38



Surveys Returned	669	(963 1,196)
Surveys Distributed	19,728	(19,289 18,835)
Return Percentage	3%	(5% 6%)

Note: 2012 and 2011 Survey Results are Shown in Parenthesis.

Table 1 Residency

On-campus	40%	(44% 44%)
Off-campus	60%	(56% 56%)

Table 2 Year

Freshman	26%	(25% 26%)
Sophomore	21%	(22% 24%)
Junior	19%	(19% 20%)
Senior	22%	(21% 18%)
Transfer	3%	(5% 4%)
Graduate Student	9%	(7% 8%)

Table 3 Off-Campus Access to Internet

Don't Know	6%	(7% 9%)
None	12%	(16% 17%)
Dial-up Access	0%	(1% 1%)
Wireless Card		
3G/4G Services (Verizon, Sprint AT&T, etc)	20%	(17% 9%)
High Speed Access (Comcast Cable, Verizon DSL, Ethernet through your apartment complex, etc.)	62%	(60% 63%)

Table 4 Overall Technology Satisfaction

Very Satisfied	16%	(20% 16%)
Satisfied	69%	(67% 68%)
No Basis to Evaluate	3%	(2% 3%)
Dissatisfied	10%	(10% 11%)
Very Dissatisfied	1%	(2% 2%)

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	79% (80% 81%)	10% (13% 9%)

Table 6 MyMadison

	Very Satisfied/ Satisfied	No Basis to Judge
MyMadison Overall Satisfaction	84% (88% 88%)	3% (3% 2%)

Table 7 Infrastructure Services

	Very Satisfied/ Satisfied	No Basis to Judge
Campus network bandwidth	64% (64% 61%)	11% (13% 13%)
Campus network reliability	62% (70% 68%)	5% (7% 7%)
Streaming Video	57% (53% 46%)	16% (15% 16%)
Official Wireless	57% (64% 60%)	5% (7% 8%)

Table 8 E-mail System Used Most

JMU e-mail Live@Edu (e-id@dukes.jmu.edu)	83% (78% 73%)
JMU student (Live@Edu) account to another service provider (e.g. AOL, Yahoo, Gmail)	17% (22% 27%)

Table 9 What is the main reason student e-mail is forwarded to another service provider?

Already using another e-mail account	17%	(15% 12%)
Want all e-mail consolidated into one account	65%	(56% 56%)
Use for personal mail	5%	(5% 6%)
Additional Quota	0%	(1% 3%)
Other	13%	(23% 24%)

Table 10 Select which service provider you forward to.

Gmail	80%	(82% 86%)
Yahoo Mail	3%	(4% 3%)
Windows Live Hotmail	4%	(2% 4%)
Other	14%	(12% 6%)

Table 11 E-mail Anti-Virus, Spam, Speed, Reliability, Quota on Live@Edu (e-id@dukes.jmu.edu)

	Very Satisfied/ Satisfied	No Basis to Judge
Anti-virus protection on e-mail system	81% (73% 79%)	16% (24% 18%)
Spam control on e-mail system	75% (71% 82%)	7% (12% 7%)
Speed of message delivery	94% (89% 94%)	2% (7% 3%)
Reliability of e-mail	95% (88% 92%)	2% (8% 3%)
E-mail quota	82% (77% 89%)	13% (19% 9%)
Overall satisfaction	95% (89% 96%)	2% (7% 2%)

Table 12 Computer Security

	Very Satisfied/ Satisfied	No Basis to Judge
Balance between security and ease of use	88% (87% 87%)	7% (8% 8%)
Confidentiality of information (SSN, grades)	88% (87% 89%)	11% (12% 10%)
Security of JMU network	90% (89% 88%)	9% (10% 13%)

Table 13 Where would you like to see Computer Security Information

	Very Interested	Interested	Somewhat Interested	Not Interested
Facebook	10% (11% 13%)	21% (21% 24%)	19% (20% 18%)	50% (48% 45%)
Twitter	6% (6% 3%)	14% (12% 10%)	15% (15% 11%)	65% (67% 76%)
Blog	3% (5% 3%)	10% (11% 11%)	15% (17% 14%)	73% (68% 73%)
Podcast	2% (3% 2%)	8% (8% 8%)	12% (16% 12%)	79% (73% 78%)
RSS Feed	2% (4% 2%)	8% (9% 10%)	14% (17% 13%)	76% (70% 75%)
E-mail	21% (21% 23%)	34% (37% 38%)	22% (23% 23%)	23% (19% 16%)
Online Video Tutorials	7% (9% 8%)	21% (23% 22%)	23% (24% 23%)	48% (44% 46%)
Instructor-Led One Hour Session	5% (7% 5%)	12% (10% 13%)	14% (15% 14%)	69% (68% 68%)
Other	2% (2% 2%)	5% (6% 5%)	5% (5% 4%)	87% (87% 89%)

Note: 2012 and 2011 Survey Results are Shown in Parenthesis.

Table 14 How Satisfied are you with the JMU Computer Security Information you receive?

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of understanding	81% (81% 82%)	15% (16% 15%)
Timeliness	78% (78% 78%)	17% (18% 16%)
Amount of information	76% (78% 79%)	17% (18% 16%)

Table 15 How Frequently do you see Virus Warnings/Evidence on your Computer?

	Daily	Weekly	Occasionally	Never	Do Not Use
Windows	7% (6% 7%)	10% (11% 12%)	31% (37% 37%)	21% (21% 21%)	31% (26% 23%)
Macintosh OS	3% (3% 2%)	5% (3% 4%)	15% (11% 9%)	35% (34% 32%)	43% (49% 53%)
Linux	<1% (>1%<1%)	1% (1% 1%)	3% (4% 3%)	13% (12% 11%)	81% (82% 84%)

Table 16 Computing HelpDesk

	Very Satisfied/ Satisfied	No Basis to Judge
HelpDesk promptness	50% (49% 46%)	46% (46% 50%)
Professionalism of staff	52% (52% 48%)	46% (45% 49%)
HelpDesk-Self-help and FAQ found on web	45% (47% 42%)	49% (48% 54%)
HelpDesk overall satisfaction	55% (54% 50%)	41% (42% 46%)

Table 17 Information Technology Services

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on Computing web site	46% (54% 49%)	49% (42% 47%)
Warranty repair for personally- owned Dell/Apple computers	32% (38% 34%)	64% (58% 60%)

Table 18 For the academic year, how many of your classes were entirely online?

	78%	(79% 84%)
None	78%	(79% 84%)
One	15%	(16% 11%)
Two	4%	(3% 3%)
Three	1%	(1% 2%)
More than Three	2%	(1% 1%)

Table 19 Class Meeting Replaced with Online Activities

	36%	(44% 47%)
Never	36%	(44% 47%)
One-Two	42%	(39% 44%)
Three-Four	14%	(12%)
Five-Six	3%	(3%)
Seven or More	5%	(3%)

Table 20 Satisfaction with Blackboard

	Very Satisfied/ Satisfied	No Basis to Judge
Overall, as a teaching and learning tool	84% (90% 91%)	2% (2% 3%)
Access to sample exams and quizzes	83% (82% 85%)	8% (11% 10%)
Taking exams and quizzes	80% (79% 80%)	7% (9% 10%)
Keeping track of grades	78% (80% 82%)	2% (2% 3%)
Sharing material among students, faculty, staff	78% (82% 85%)	10% (9% 6%)
Online readings and links to text-based materials	88% (90% 93%)	3% (2% 2%)
Links to video, audio and other media (eg Presenter, Student Technology Satisfaction Survey 2013		

Powerpoint)	82% (86% 89%)	5% (5% 6%)
Online discussion boards	71% (75% 75%)	15% (14% 16%)
Group Work and Collaboration	58% (62%)	24% (23%)
Assignments	91% (94%)	3% (2%)

Table 21 Blackboard Support

	Very Satisfied/ Satisfied	No Basis to Judge
Self-help and FAQ's found on the web	27% (30% 30%)	67% (68% 67%)
Help via e-mail	22% (25% 27%)	73% (73% 71%)
Help via phone (85312)	18% (21%)	78% (77%)
Availability of Support	26% (29%)	69% (69%)

Table 22 Libraries & Educational Technologies Services

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	57% (59% 59%)	24% (29% 26%)
Video and audio upload/ delivery (JMUtube)	45% (47% 54%)	49% (48% 35%)
Media Resources software checkout (SAS)	39% (39% 41%)	59% (58% 56%)
Media Resources equipment checkout (video cameras, audio recorders)	42% (39% 39%)	56% (58% 59%)

Table 23 Computing Labs Usage

Chandler 134	2%	(1% 1%)
Godwin 342	2%	(2% 2%)
Hillside Basement (24 hrs)	5%	(7% 7%)
Showker 206-208	9%	(10% 9%)
Carrier Library 101	29%	(26% 22%)
Maury 203	1%	(0% 1%)
Harrison 111	1%	(1% 1%)
Johnston J7	0%	(0% 0%)
Memorial 3245	2%	(2% 2%)
Harrison 117	0%	(0% 1%)
Moody 203 (Mac lab)	0%	(0% 0%)
Harrison 103	2%	(1% 2%)
Carrier 119 (assistive technology)	2%	(2% 2%)
ETMC (Educational Technology & Media Center) in Memorial Hall	4%	(3% 2%)
Rose Library 1204 (Assistive Technology)	5%	(6% 6%)
Rose Library 1310 (24 hours)	15%	(12% 11%)
Miller 2101	3%	(4% 4%)
Forbes 1203-Theatre	2%	(1% 1%)
Forbes 2137 - Music	2%	(1% 1%)
Montpelier N177 (Mac Lab)	0%	()
Other	14%	(17% 20%)

Table 24 Satisfaction with Computing Labs Facilities Chosen Above

	Very Satisfied/ Satisfied	No Basis to Judge
Computers	85% (87% 87%)	12% (10% 9%)
Scanners	34% (33% 27%)	64% (64% 69%)
Software	67% (71% 69%)	29% (26% 29%)
Wireless Remote Printing	53% (55% 47%)	41% (41% 47%)
Printing in Lab	70% (70% 73%)	27% (25% 20%)
Lab availability for course assignments	69% (67% 69%)	24% (24% 21%)
Lab availability for 24- hour lab	54% (53% 50%)	39% (39% 41%)
Overall satisfaction	85% (86% 86%)	12% (11% 10%)

Note: 2012 and 2011 Survey Results are Shown in Parenthesis.

Table 25 Intent to use the following devices

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	23% (23% 22%)	3% (2% 3%)	65% (63% 65%)
Laptop	95% (94% 93%)	>1% (2% 2%)	2% (2% 2%)
iPod Touch	35% (37% 38%)	1% (5% 7%)	56% (44% 37%)
iPad	18% (9% 4%)	10% (11% 9%)	45% (44% 54%)
Android Tablet	5% ()	2% ()	81% ()
Windows 8 Tablet	1% ()	2% ()	83% ()
Other Tablet	1% (3% 9%)	2% (3% 5%)	87% (73% 66%)
Nook Reading Device	7% (4% 2%)	>1% (3% 2%)	81% (78% 79%)
Kindle Reading Device	17% (11% 5%)	66% (5% 6%)	(63% 68%)

Table 26 Which Type Cell Phone Do You Use?

iPhone	53% (30% 9%)
BlackBerry	1% (4% 11%)
Windows Mobile	1% (3% 4%)
Android Phone	26% (26% 15%)
Basic Cell Phone (can't access e-mail/web)	18% (37% 58%)
Do Not Have Cell Phone	0% (0% 0%)

Table 27 How Do You Use Your Cell Phone?

Make and receive calls	98% (98% 97%)
Web browser	80% (62% 42%)
Texting	99% (98% 97%)
E-mail	77% (58% 39%)
Personal calendar	64% (61% 53%)
Map software (e.g. Google Maps)	62% (47% 26%)
Games	60% (51% 34%)
Social Networking (e.g. Facebook/Twitter)	75% (57% 40%)
Listen to audio	63% (46% 28%)
Watch videos	57% (42% 22%)
Read books	11% (11% 5%)
Check Blackboard	61% (41%)
Check MyMadison	51% ()
Other	5% (5% 4%)

Table 28 Text Messages from JMU Beyond Emergency Notifications

Yes	19% (22% 44%)
No	43% (45% 35%)
Not Sure	38% (33% 21%)

Table 29 Conducting University Business via Web Browser on Cell Phone

Yes	31% (30% 61%)
No	21% (23% 19%)
Not Sure	47% (47% 20%)

Table 30 What operating system do you use most often?

Macintosh OS 10.8 Mt. Lion	17%	()
Macintosh OS 10.7 Lion	8%	(14%)
Macintosh OS 10.6 Leopard	9%	(11% 16%)
Macintosh OS 10.5 Leopard	4%	(8% 11%)
Microsoft Windows 8	8%	()
Microsoft Windows 7	35%	(40% 31%)
Microsoft Vista	7%	(15% 23%)
Microsoft Windows XP	4%	(6% 10%)
Linux	0%	(0% 0%)
Don't Know	8%	(5% 5%)
Other	1%	(1% 1%)

Table 31 Do you own a copy of Microsoft Office on your computer?

Yes	90% (92%)
No	10% (8%)

Table 32 How old is the computer you use most often?

Less than a year	25%	(28% 30%)
1-3 years	53%	(53% 53%)
More than 3 years	21%	(18% 16%)
Don't know	0%	(0% 1%)

Table 33 How many hours a week do you spend on your computer?

0-5	4%	(3% 3%)
6-10	15%	(14% 13%)
11-15	23%	(26% 29%)
16-20	23%	(25% 26%)
more than 20	35%	(32% 29%)

Table 34 Internet Browser Used Most Often

Internet Explorer	12%	(14% 21%)
Firefox	19%	(33% 34%)
Safari	23%	(22% 24%)
Chrome	45%	(31% 21%)
Other	1%	(1% 1%)

Table 35 Using Web to Find Information On

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	68% (72% 77%)	28% (23% 18%)
JMU Libraries	85% (87% 87%)	13% (9% 10%)
Overall experience with JMU web	83% (87% 87%)	12% (6% 7%)

Table 36 How useful do you find the information on the JMU web?

	Very Useful/ Useful	Slightly/Not Useful
	79% (81% 83%)	21% (19% 16%)

Table 37 How useful have the following technologies been in your coursework?

	Very Useful	Moderately Useful	Slightly Useful	No Basis To Judge	Not At All
E-mail	77% (77% 76%)	21% (21% 23%)	1% (<1% <1%)	<1% (2% <1%)	<1% (<1% <1%)
Instructor's lecture notes or Powerpoint slides online	66% (67% 67%)	28% (27% 27%)	3% (2% 1%)	3% (4% 4%)	<1% (<1% <1%)
Audio or video Capture of an instructor's lecture	24% (25% 26%)	22% (5% 5%)	6% (47% 46%)	47% (2% 2%)	2% (22% 22%)

Note: 2012 and 2011 Survey Results are Shown in Parenthesis.

Threaded discussion board	19% (18% 16%)	31% (35% 38%)	17% (12% 15%)	27% (28% 26%)	6% (7% 5%)
Clicker/student response system	17% (16% 14%)	25% (30% 25%)	13% (9% 12%)	37% (39% 43%)	8% (6% 6%)
Online availability of videos or video clips	24% (25% 22%)	38% (41% 41%)	10% (7% 8%)	27% (25% 28%)	2% (2% 1%)
Video creation	8% (9% 8%)	15% (13% 14%)	5% (3% 4%)	68% (71% 72%)	4% (4% 3%)
Web Conferencing (Elluminate)	8% (9% 9%)	15% (14% 15%)	5% (4% 3%)	68% (70% 69%)	4% (3% 3%)
Collaboration Tools (e.g. Live@edu, Google Docs)	38% (29% 22%)	33% (28% 29%)	5% (4% 6%)	23% (36% 42%)	>1% (2% 1%)
Blogs (WordPress)	7% (9%)	18% (17%)	5% (5%)	64% (64%)	5% (5%)
Interactive Whiteboards or displays	12% ()	19% ()	3% ()	64% ()	3% ()
Second Life	4% ()	7% ()	2% ()	81% ()	6% ()
Facebook	19% ()	27% ()	9% ()	38% ()	7% ()

Table 37 How useful have the following technologies been in your coursework? continued

	Very Useful	Moderately Useful	Slightly Useful	No Basis To Judge	Not At All
Smartboards	9% ()	15% ()	3% ()	68% ()	5% ()
Second Life	4% ()	7% ()	2% ()	80% ()	8% ()
FaceBook	17% ()	27% ()	9% ()	38% ()	9% ()

Table 38 How often do you do the following (for school, work, or recreation)?

	Daily	Weekly	Occasionally	Never
Blackboard	66% (78% 73%)	32% (30% 24%)	2% (2% 2%)	<1% (<1% <1%)

Instant Message	25% (26% 28%)	13% (12% 15%)	20% (22% 21%)	42% (39% 37%)
Text Message	87% (90% 89%)	6% (6% 4%)	5% (3% 4%)	2% (2% 3%)
Video Chat	7% (10% 7%)	16% (22% 20%)	55% (46% 40%)	22% (22% 32%)
Use the internet from cell phone	63% (48% 30%)	9% (10% 8%)	6% (10% 13%)	22% (32% 48%)
Download music or videos	21% (22% 21%)	26% (30% 26%)	40% (38% 34%)	14% (17% 19%)
Spreadsheets (Excel, etc.)	12% (12% 11%)	25% (25% 28%)	44% (44% 42%)	19% (19% 19%)
Presentation Software (Powerpoint)	12% (11% 10%)	31% (31% 34%)	53% (54% 52%)	4% (5% 4%)
Graphics Software (Photoshop, Flash)	5% (7% 5%)	13% (13% 12%)	36% (36% 42%)	46% (43% 41%)
Audio-creation Software (Audible, GarageBand)	3% (3% 3%)	5% (6% 6%)	21% (22% 21%)	71% (68% 70%)
Video-creation Software (Director, iMovie)	2% (3% 2%)	5% (5% 4%)	26% (26% 25%)	66% (65% 68%)
Social networking Websites (Facebook, MySpace, Bebo, LinkedIn)	81% (79% 82%)	9% (11% 10%)	6% (6% 5%)	4% (4% 3%)
Online multiuser computer games (World of Warcraft, Everquest, Poker)	5% (7% 5%)	6% (7% 6%)	10% (13% 13%)	79% (73% 77%)

Table 38 How often do you do the following (for school, work, or recreation)? continued

	Daily	Weekly	Occasionally	Never
Online virtual worlds (Second Life)	2% (2% 2%)	3% (2% 3%)	6% (5% 5%)	89% (90% 91%)
Podcasts	4% (3% 2%)	5% (5% 6%)	18% (17% 17%)	74% (74% 75%)
Webcasts	2% (3% 1%)	4% (4% 3%)	13% (13% 14%)	80% (79% 83%)
Social bookmark/Flagging (del.icio.us)	4% (5% 3%)	5% (5% 4%)	9% (10% 8%)	82% (79% 86%)

Note: 2012 and 2011 Survey Results are Shown in Parenthesis.

Table 39 Overall Satisfaction with Telecommunications Services?

	Very Satisfied/ Satisfied	No Basis to Judge
JMU Cable TV System in Residence Halls	47% ()	42% ()
Emergency Phone Locations	54% ()	40% ()
Overall Satisfaction With Telecommunications Services	63% ()	33% ()

