Student IT Satisfaction Survey 2018

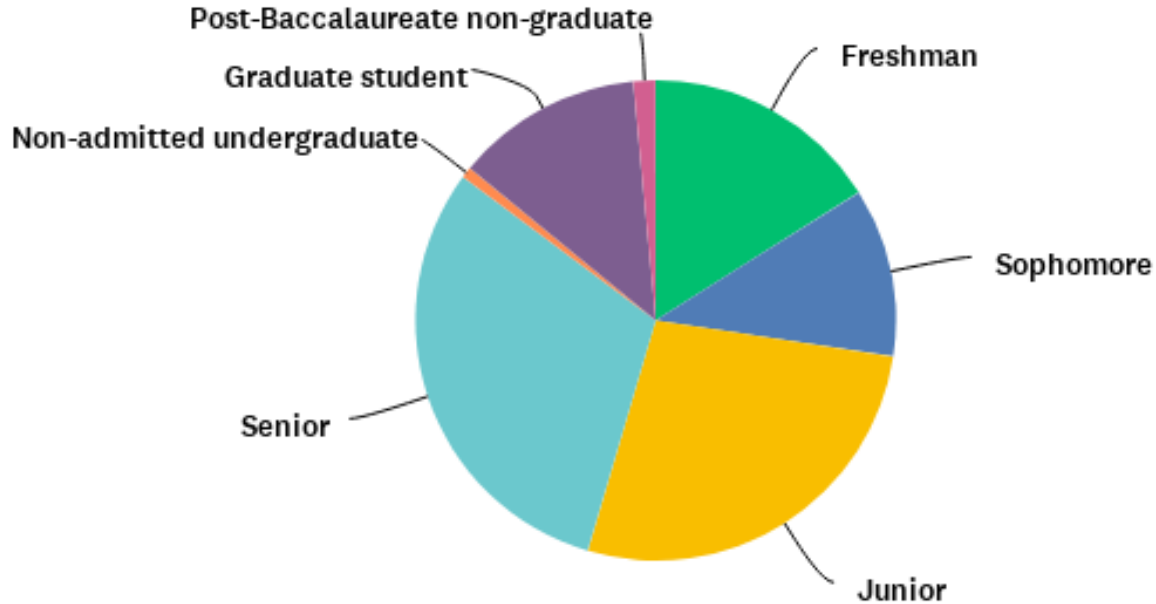EASTERN
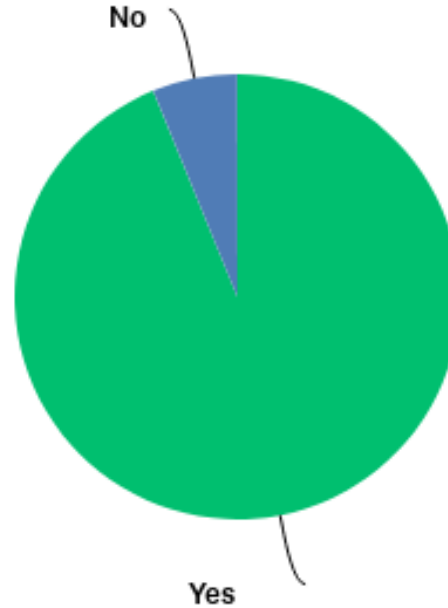WASHINGTON UNIVERSITY

Q1: My current class standing is

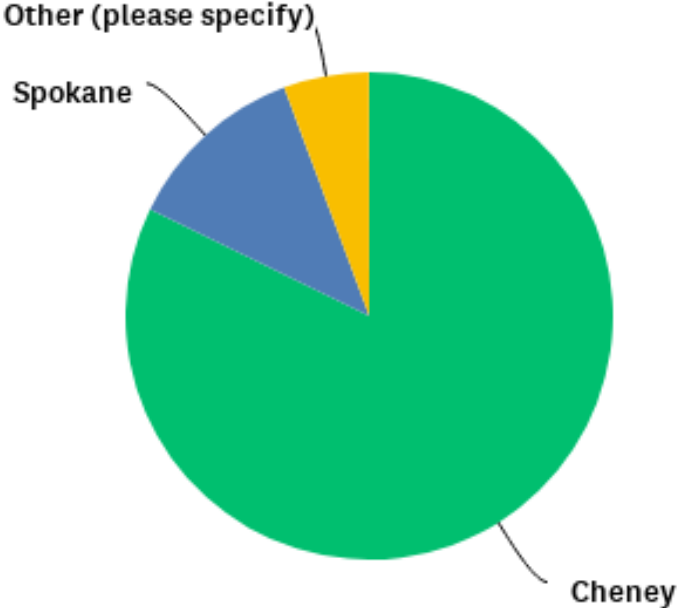Answered: 405   Skipped: 0

Q2: Are you a full time student?
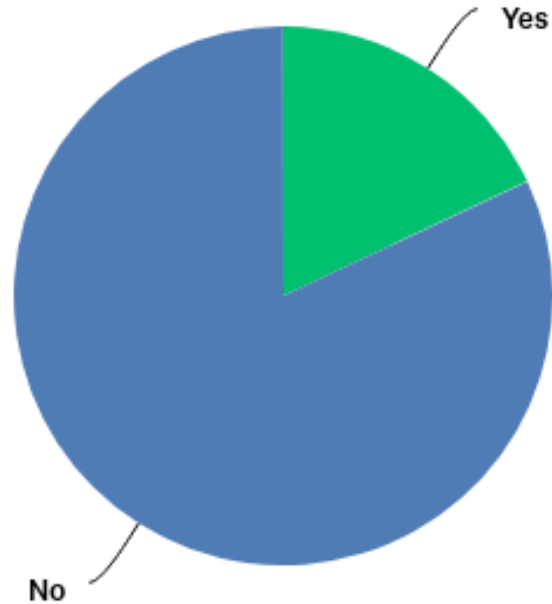
Answered: 405   Skipped: 0

Q3: My primary campus is

Answered: 405   Skipped: 0

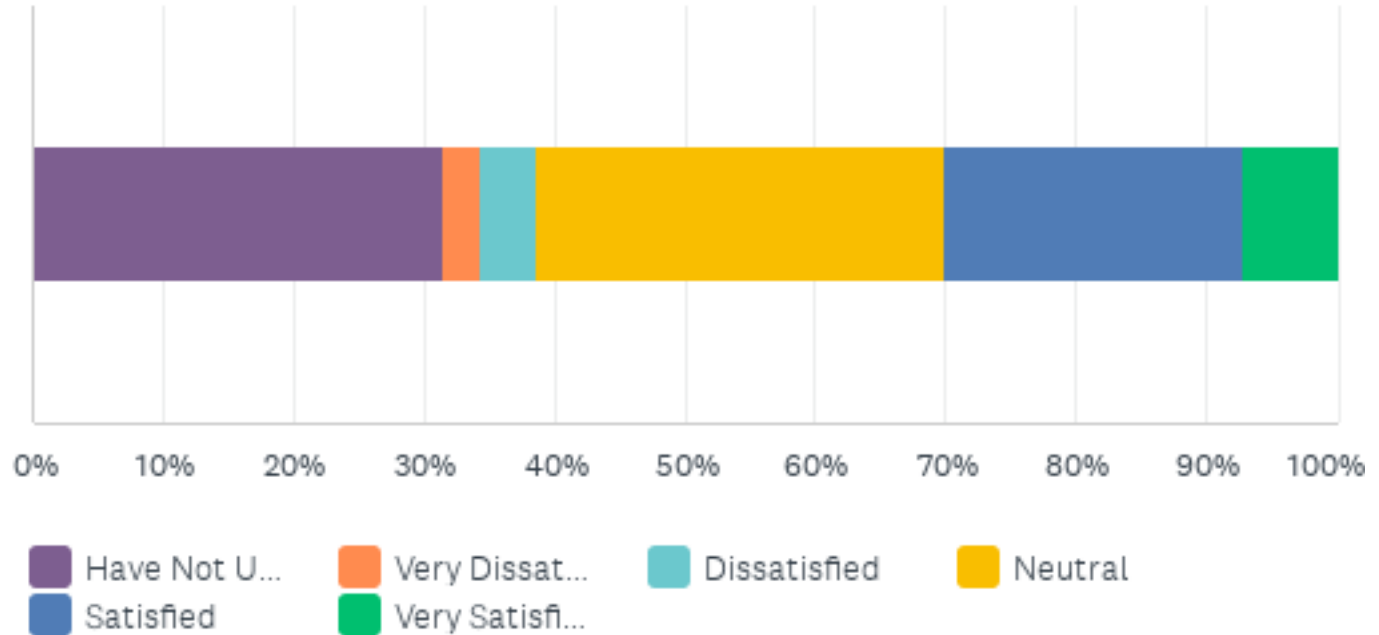# Q4: Do you live in a residence hall or on-campus housing?

Answered: 405   Skipped: 0

Q5: Please indicate your evaluation of the IT services available in the residence halls and on-campus housing

Answered: 70   Skipped: 335

Legend: Have Not U... | Very Dissat... | Dissatisfied | Neutral | Satisfied | Very Satisfi...

Q6: Please indicate your evaluation of the importance of the IT services in the residence halls and on-campus housing to you

Answered: 70   Skipped: 335
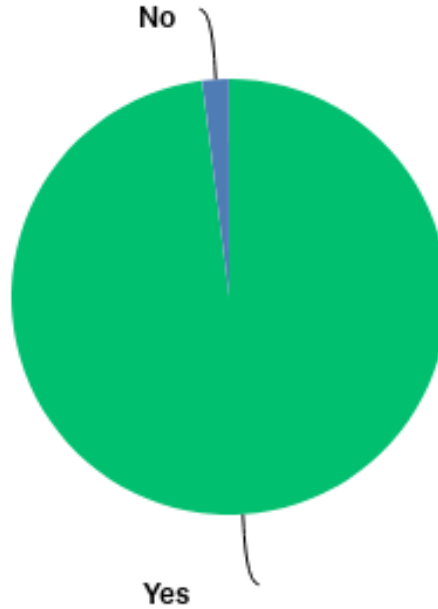

Legend: Do Not Use, Very Unimp..., Unimportant, Neutral, Important, Very Import...
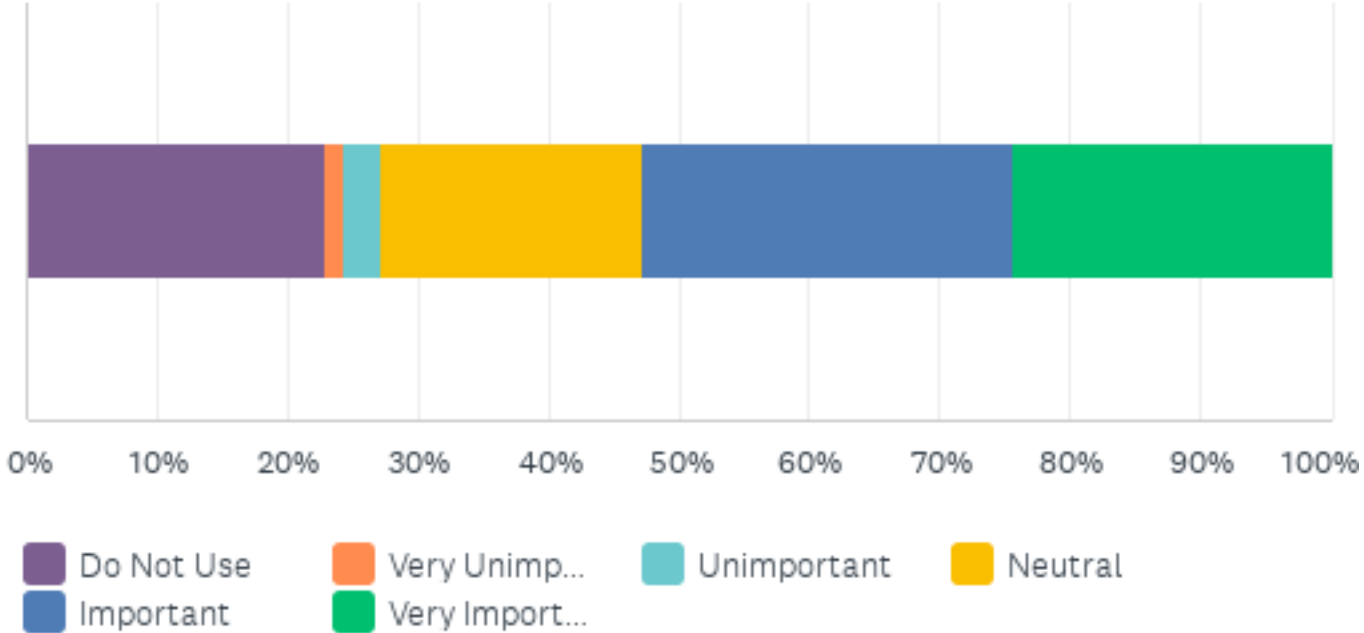
Q9: I own a personal computer

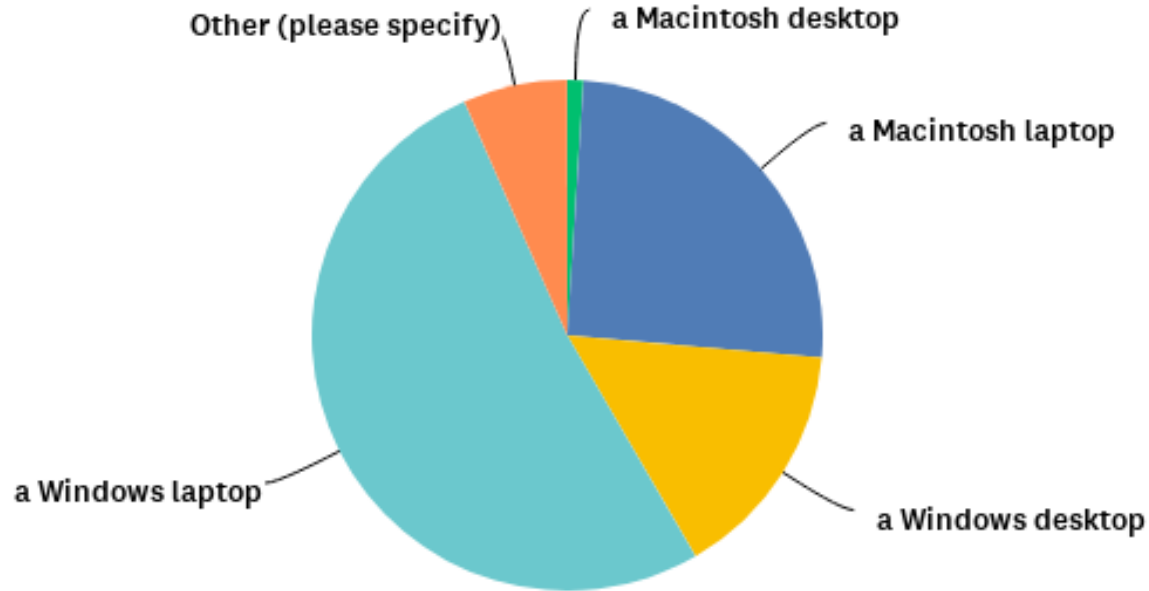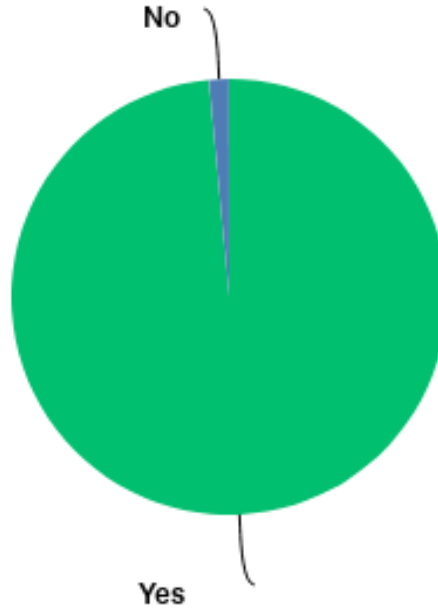Answered: 402   Skipped: 3

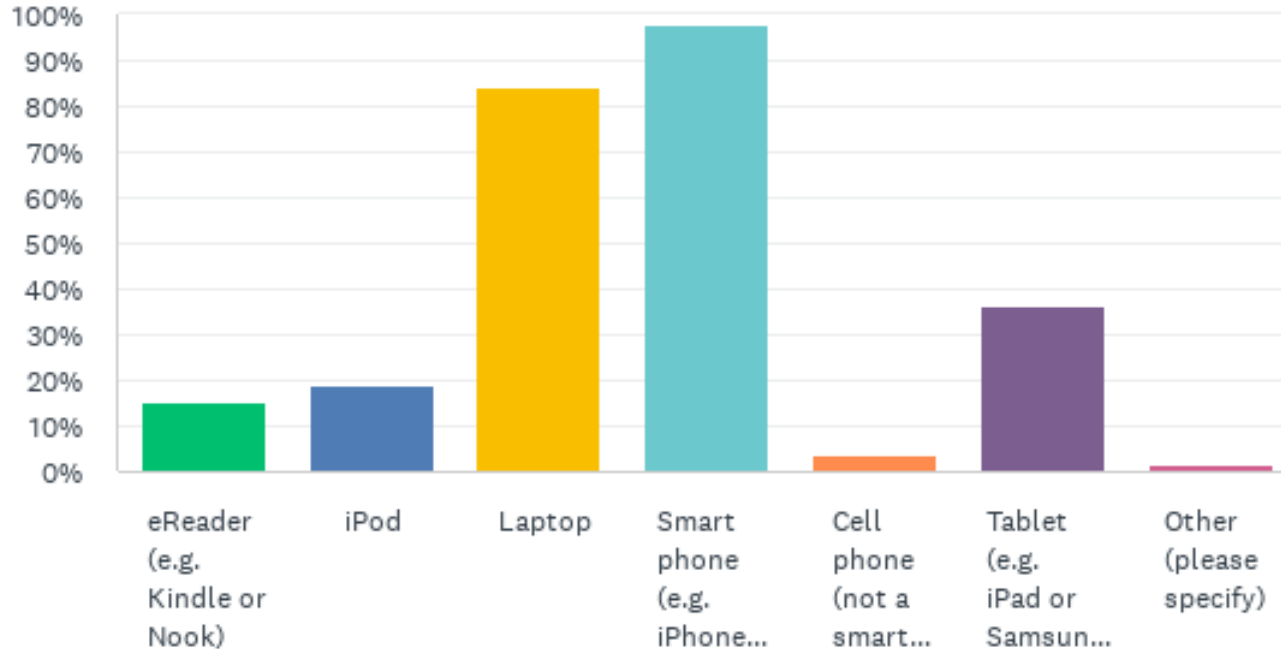# Q10: My primary personal computer is

Answered: 394   Skipped: 11

Q11: I own a mobile device (iPad, smart phone, etc.)
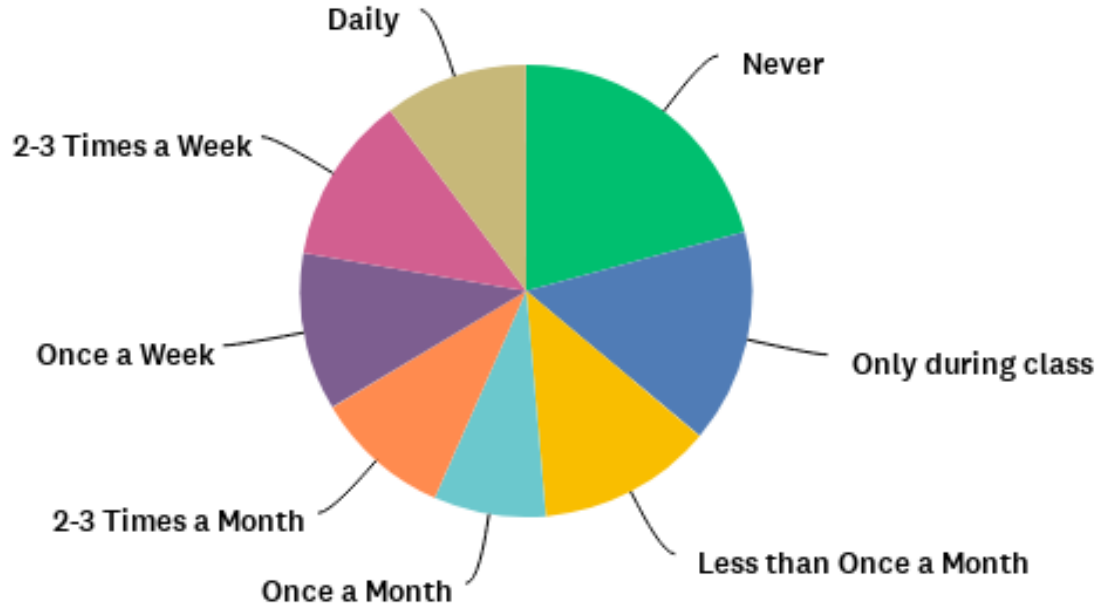
Answered: 402   Skipped: 3

Q12: I own the following mobile device(s) (select all that apply)
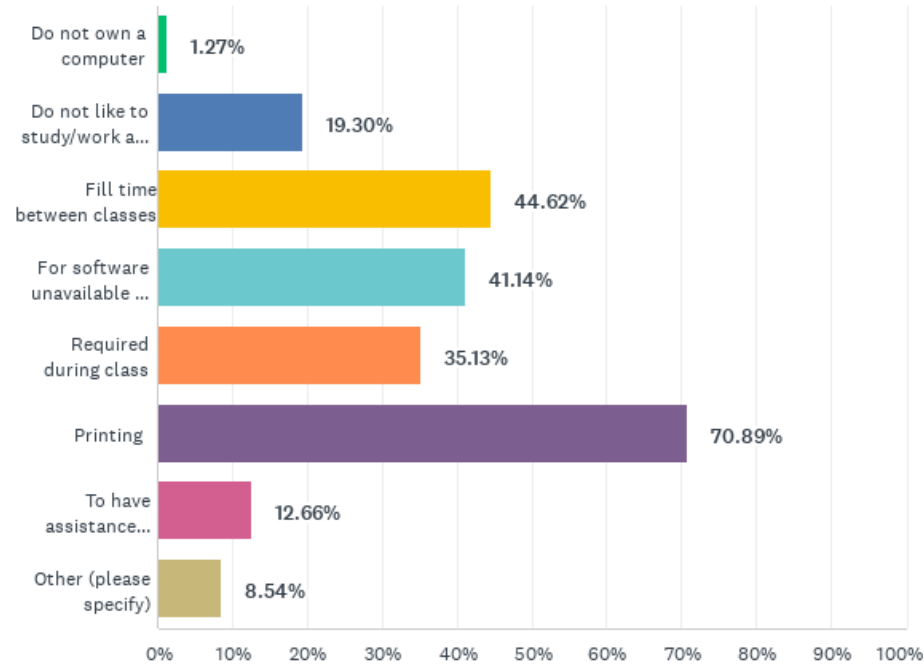
Answered: 393   Skipped: 12

Q13: I use the computer classrooms and labs at EWU

Answered: 399   Skipped: 6

Q14: Why do you use the computer classrooms and labs? (select all that apply)

Answered: 316   Skipped: 89

Category	Percentage
Do not own a computer	1.27%
Do not like to study/work a...	19.30%
Fill time between classes	44.62%
For software unavailable ...	41.14%
Required during class	35.13%
Printing	70.89%
To have assistance...	12.66%
Other (please specify)	8.54%

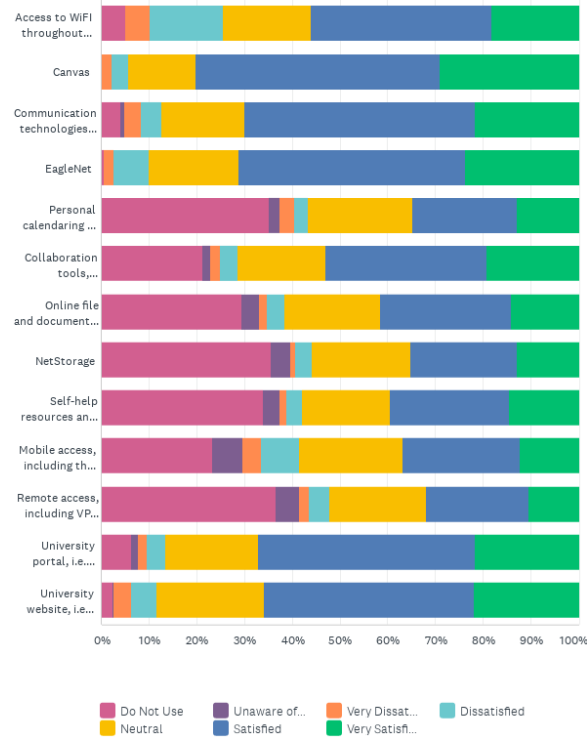# Q16: Thinking about this past year, please rate the systems and support for the following activities you've performed or experienced
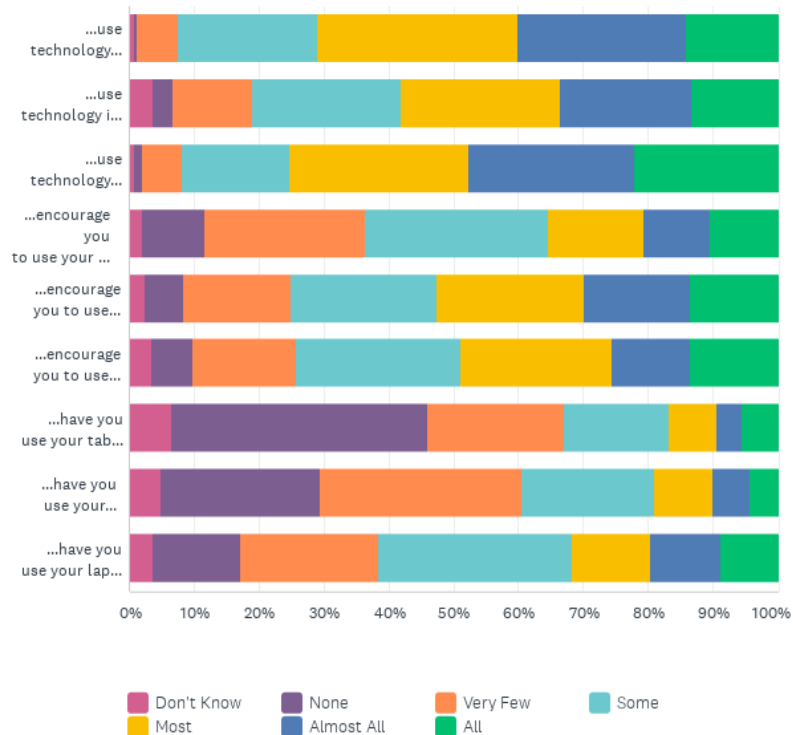
Answered: 370   Skipped: 35
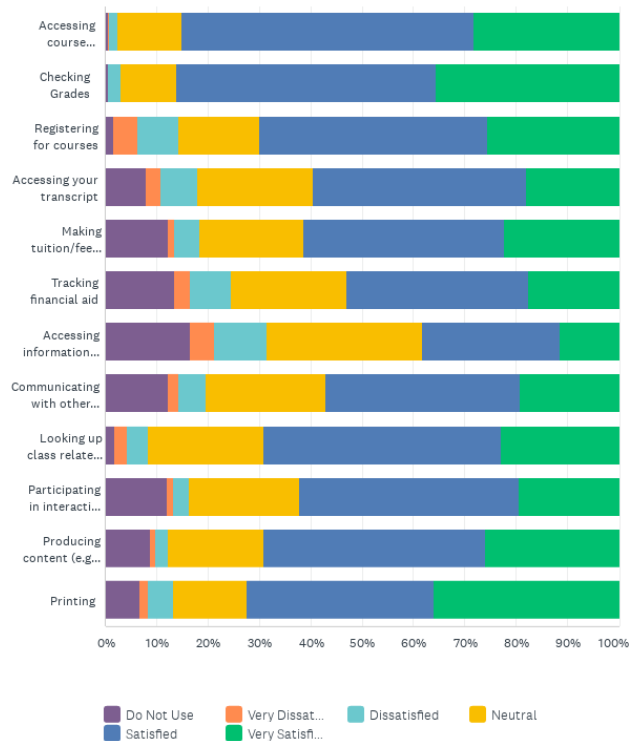
Q17: Thinking about this past year, rate your experience with the following technologies and services

Answered: 370   Skipped: 35

Q22: Thinking about your experiences over the past year, how many of your instructors...
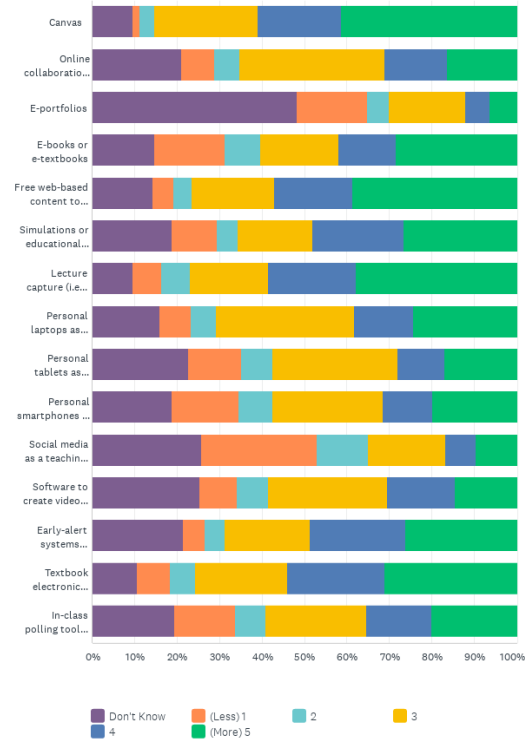
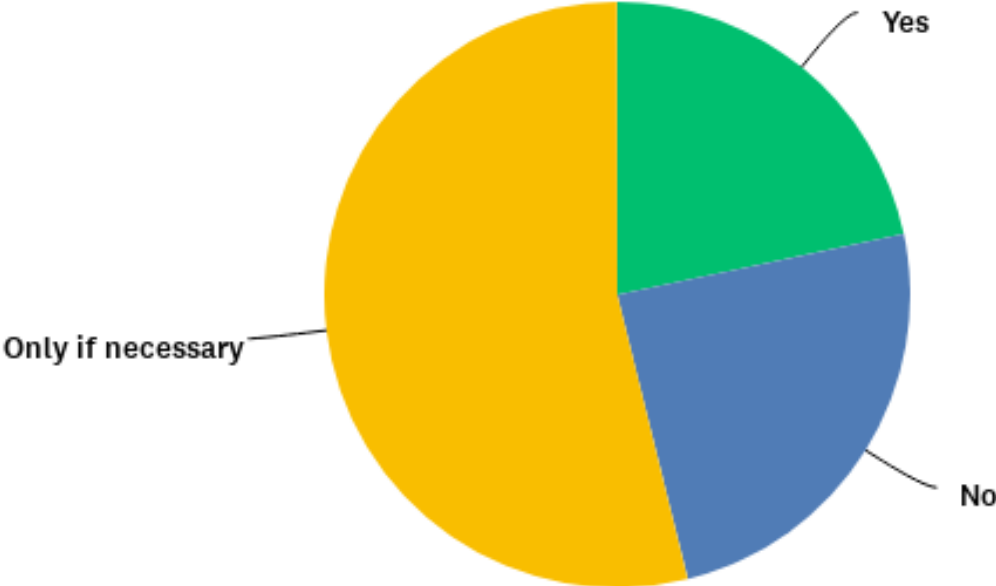Answered: 328   Skipped: 77

Legend: Don't Know, None, Very Few, Some, Most, Almost All, All

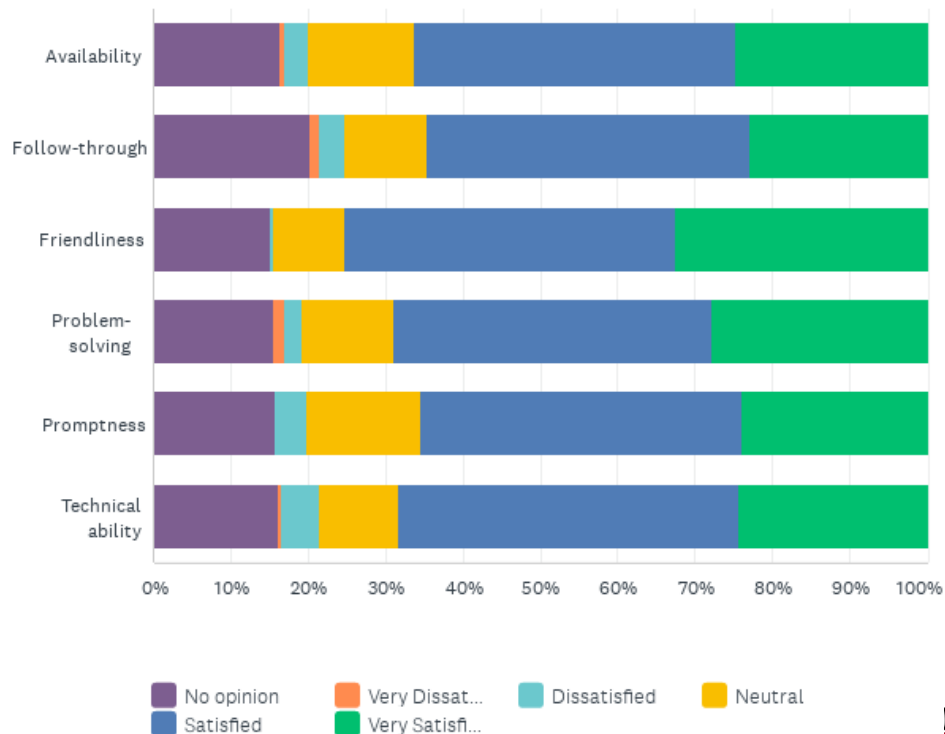# Q23: Which resources/tools do you wish your instructors used less or more?

Answered: 306   Skipped: 99
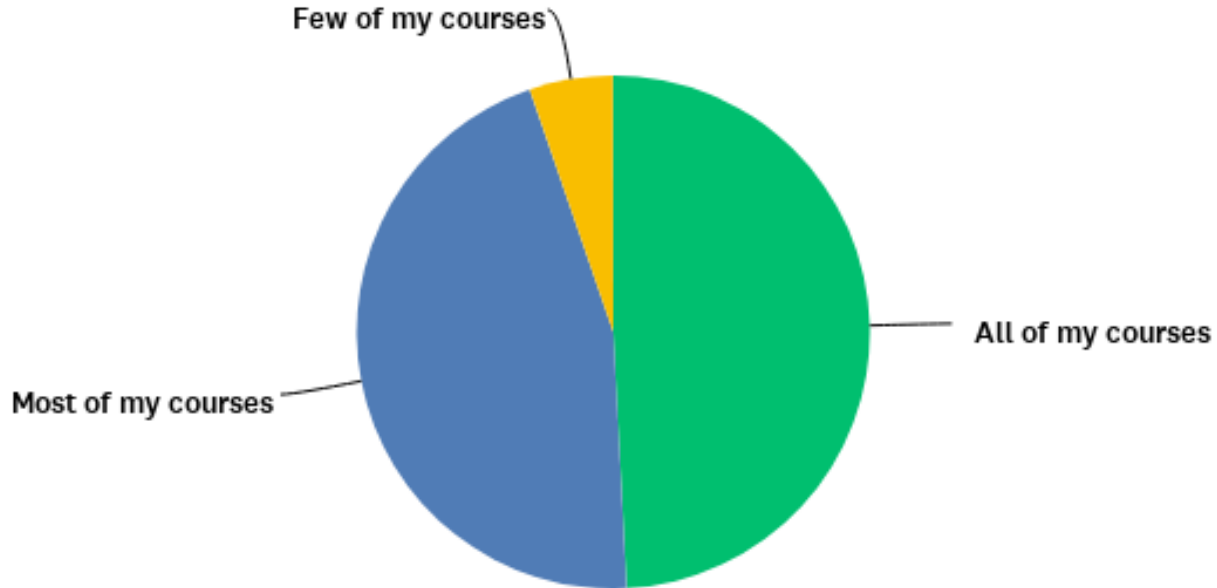
Q24: I use the services of the IT Help Desk

Q25: Please evaluate each of these characteristics of service provided by the IT Help Desk
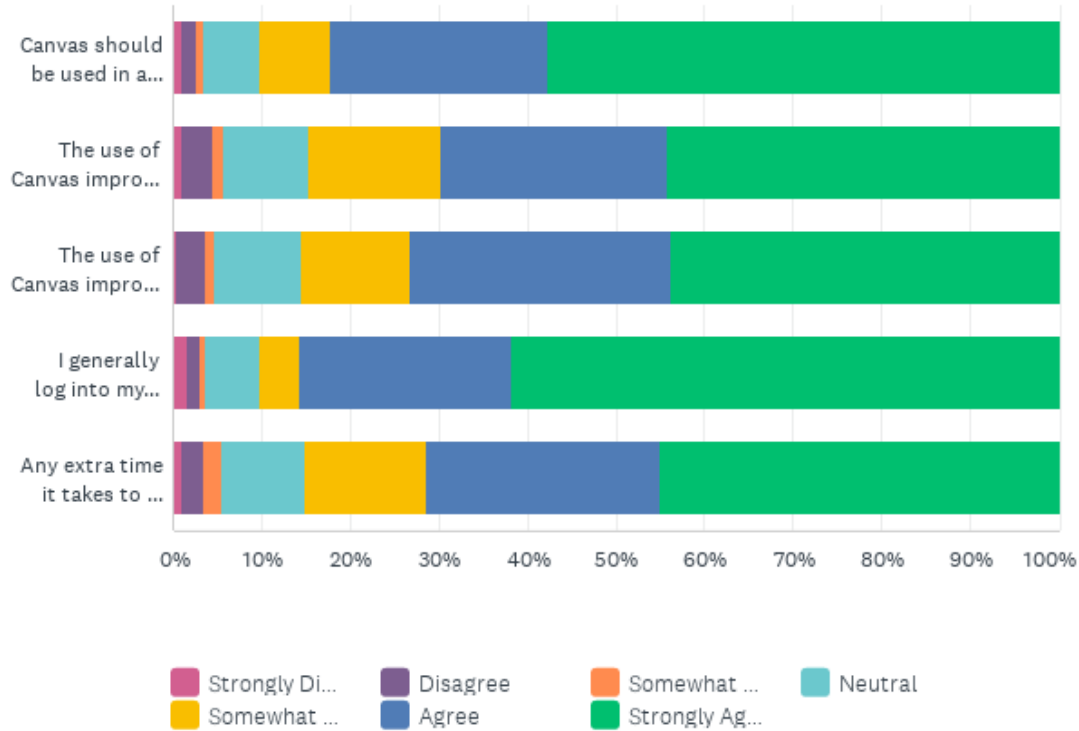
Answered: 219   Skipped: 186

Q27: In how many courses do your instructors use Canvas?

Answered: 303   Skipped: 102

Q28: How important is the use of Canvas to you?

Answered: 295   Skipped: 110

Legend: Strongly Di..., Disagree, Somewhat ..., Neutral, Somewhat ..., Agree, Strongly Ag...

Categories (top to bottom): Canvas should be used in a..., The use of Canvas impro..., The use of Canvas impro..., I generally log into my..., Any extra time it takes to ...

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Q29: How important are the following features of Canvas?

Answered: 293   Skipped: 112

|	Do Not Use	Very Unimp...	Unimportant	Neutral
Important		Very Import...		
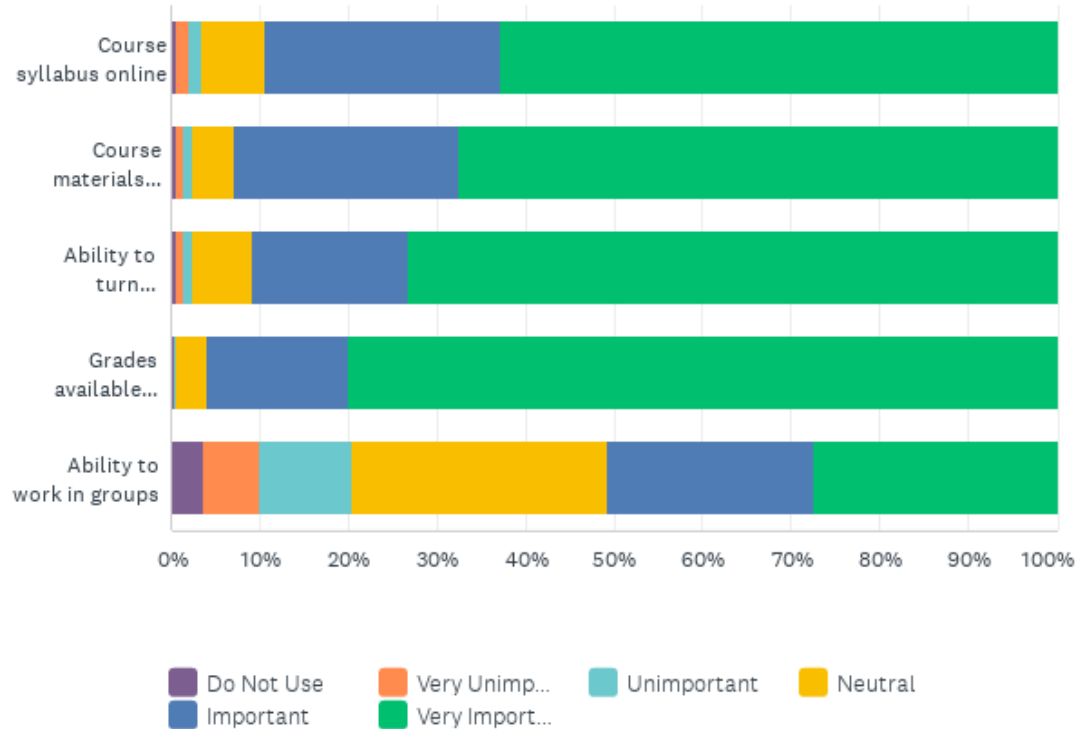
Q31: Overall, how important are EWU's IT services to you?

Answered: 303   Skipped: 102
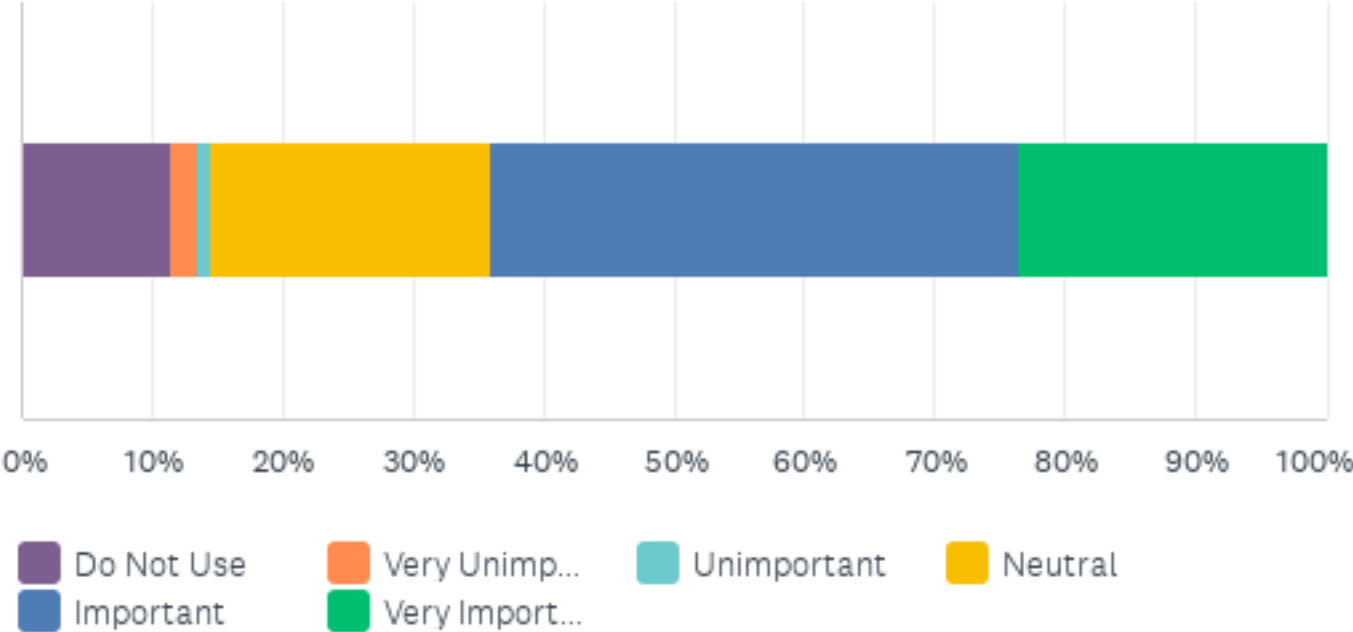
Q32: How satisfied are you overall with the communication about technology issues and projects from EWU's IT division during the past year?

Answered: 303   Skipped: 102

Legend: Very Dissat... | Dissatisfied | Neutral | Satisfied | Very Satisfi...
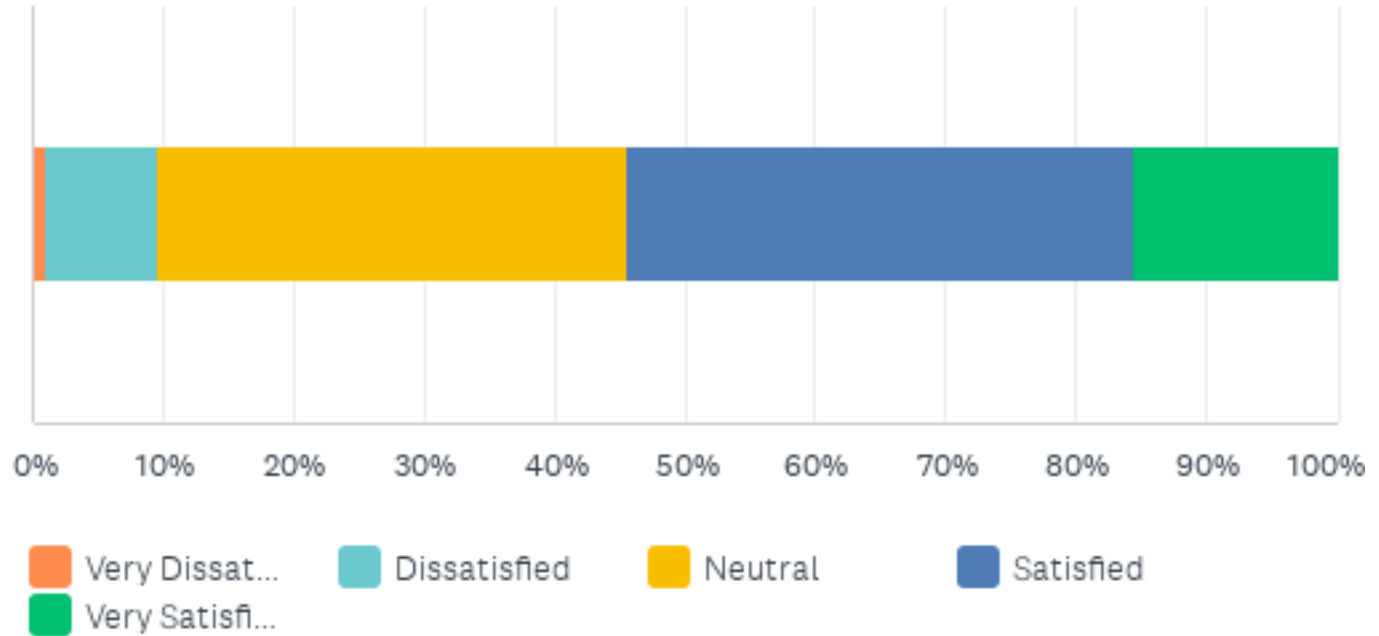
Q33: How satisfied are you overall with the technology and support services offered by EWU's IT division during the past year?

Answered: 303   Skipped: 102