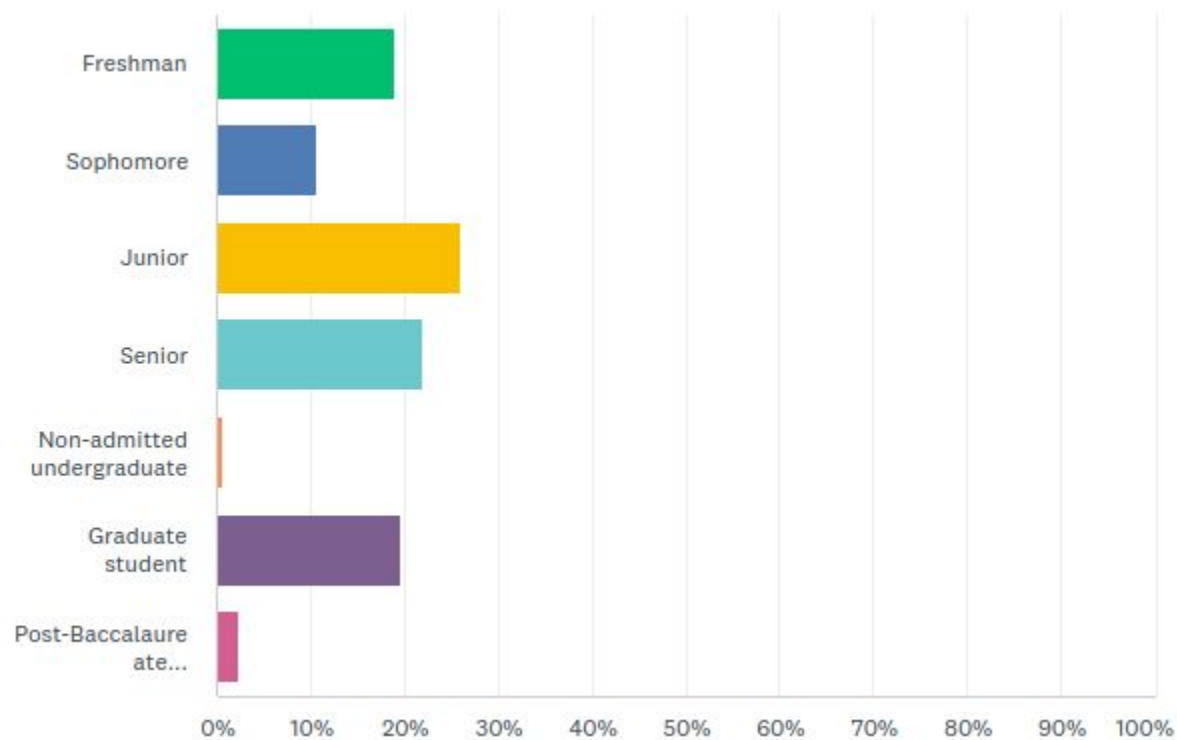


Student IT Satisfaction Survey 2021



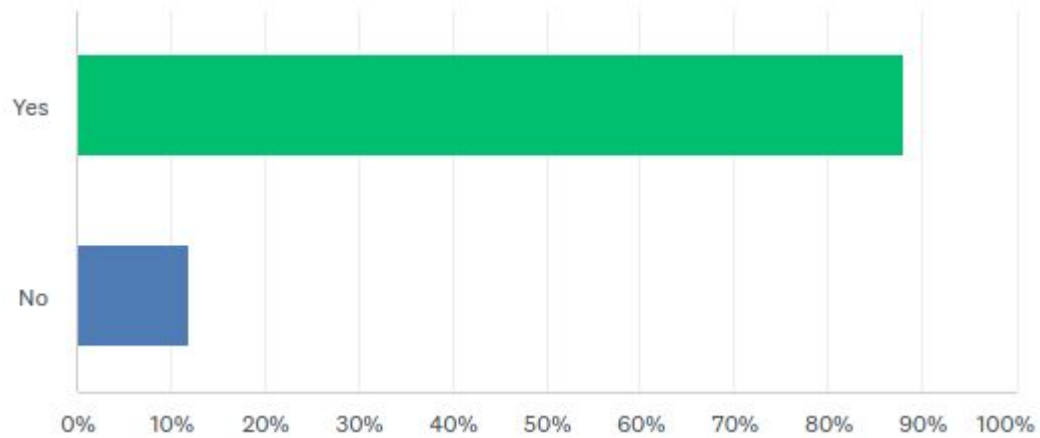
Q1: My current class standing is

Answered: 169 Skipped: 0



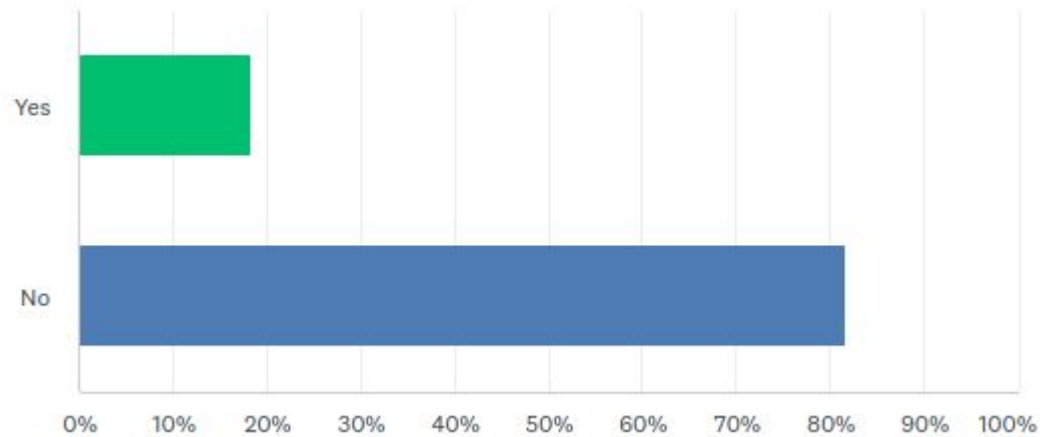
Q2: Are you a full time student?

Answered: 169 Skipped: 0



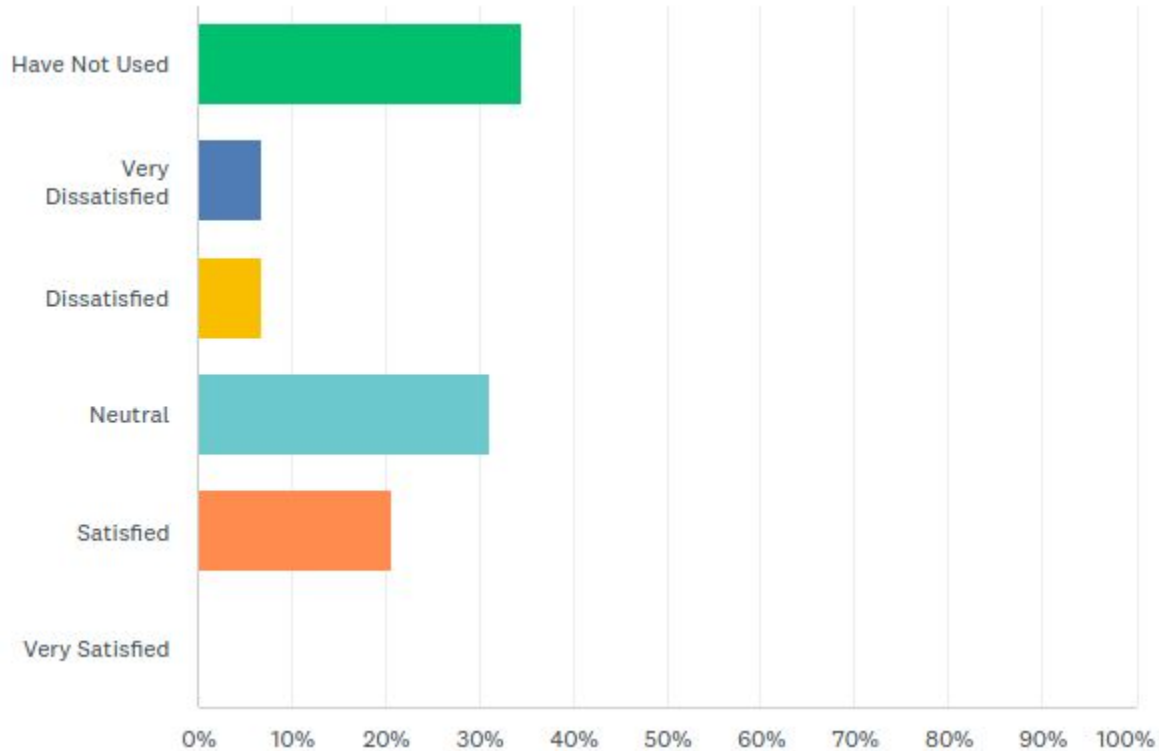
Q3: Did/do you live in a residence hall or on-campus housing?

Answered: 169 Skipped: 0



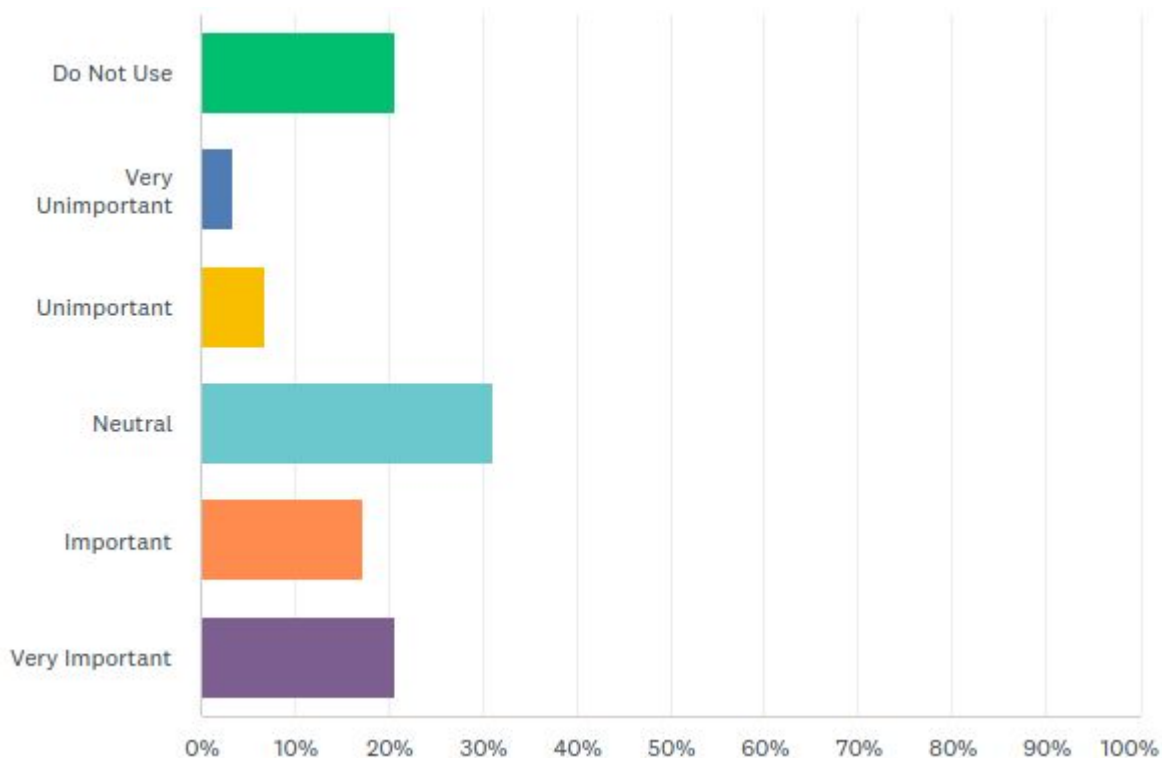
Q4: Please indicate your evaluation of the IT services available in on-campus housing

Answered: 29 Skipped: 140



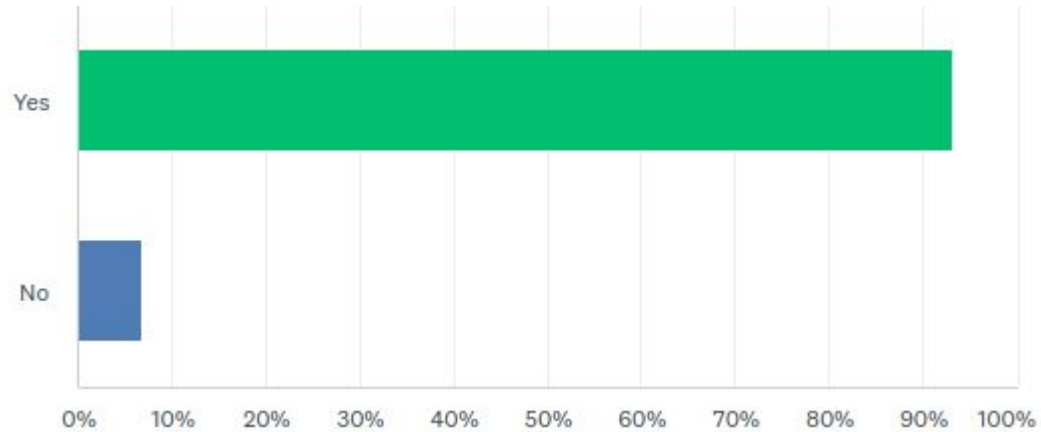
Q5: Please indicate your evaluation of the importance of the IT services in on-campus housing to you

Answered: 29 Skipped: 140



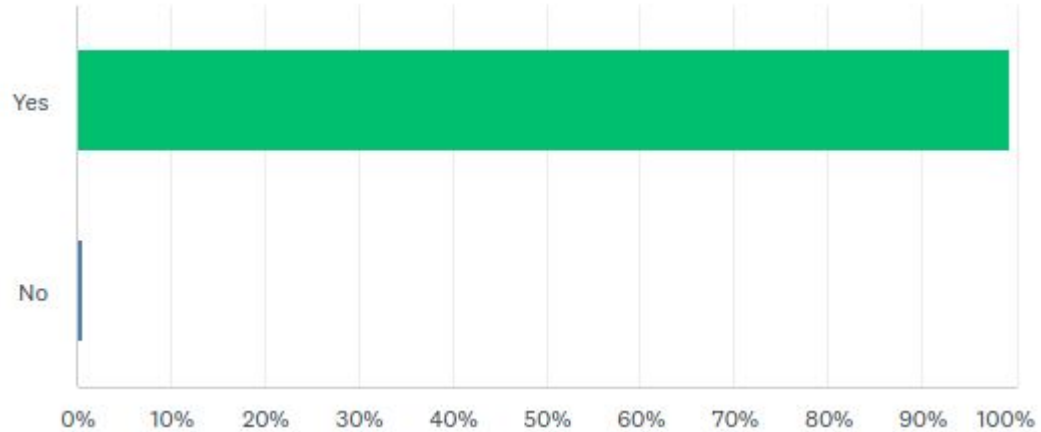
Q8: I have Internet access at home

Answered: 29 Skipped: 140



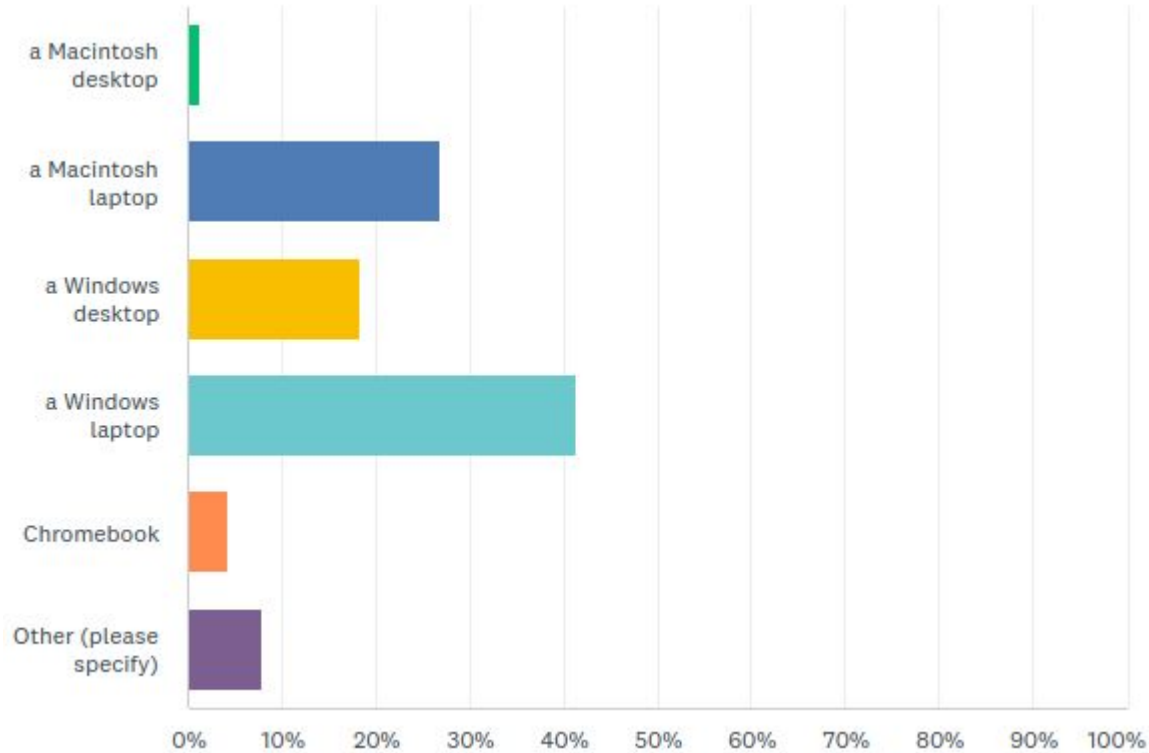
Q9: I own a personal computer

Answered: 167 Skipped: 2



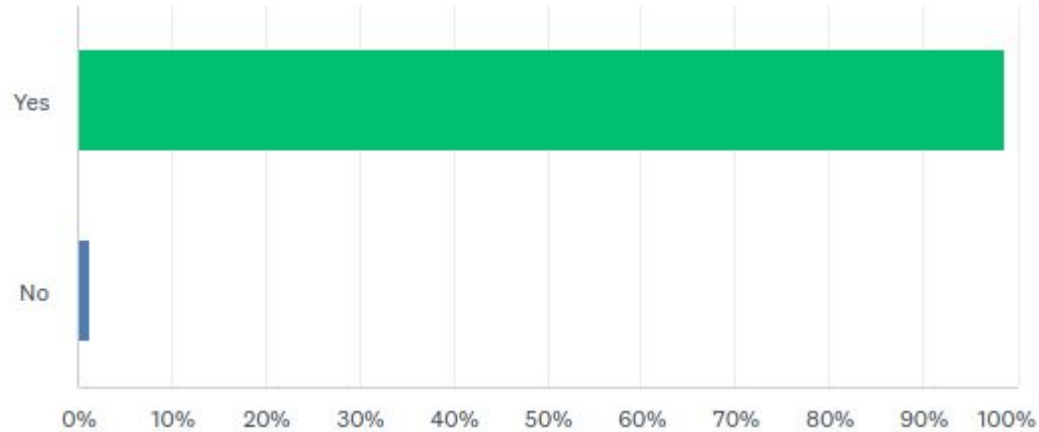
Q10: My primary personal computer is

Answered: 164 Skipped: 5



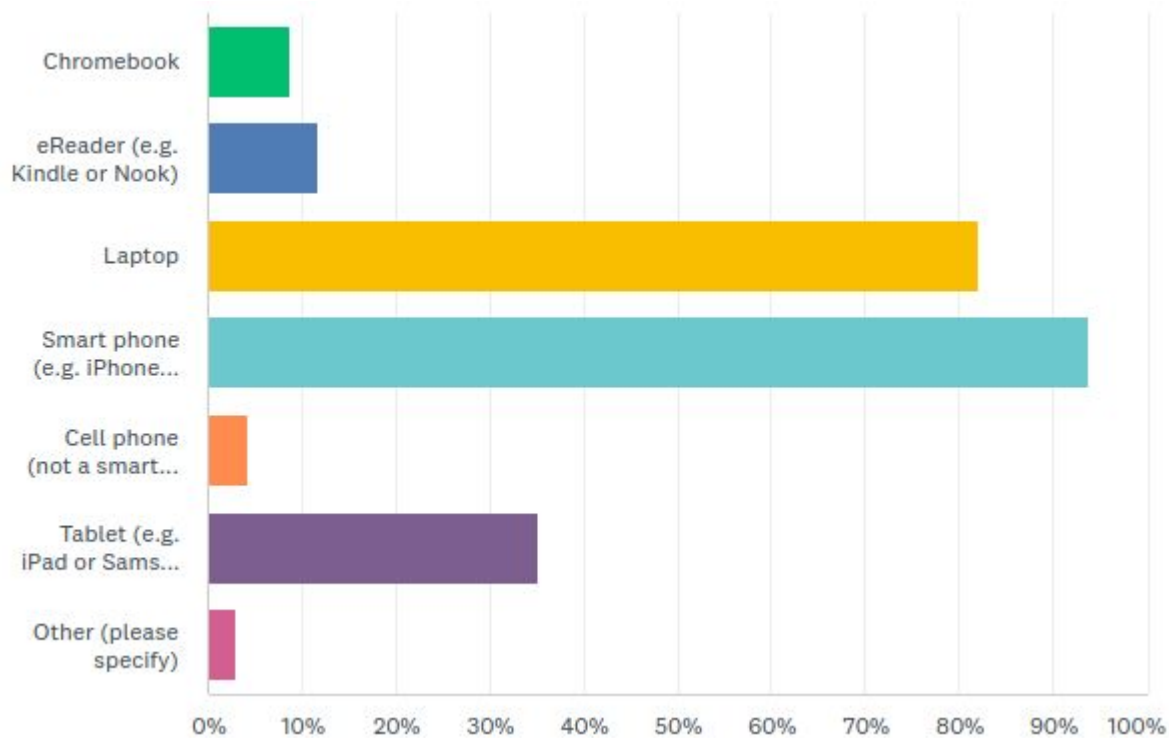
Q11: I own a mobile device (iPad, smart phone, etc.)

Answered: 165 Skipped: 4



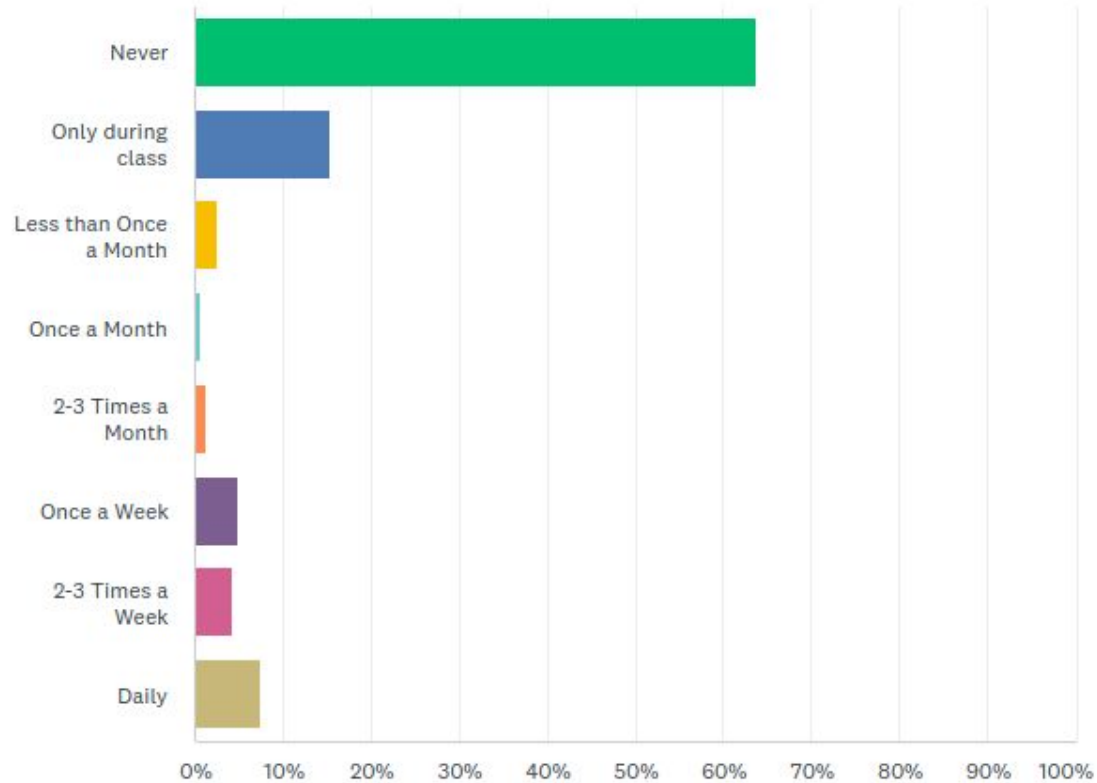
Q12: I own the following mobile device(s) (select all that apply)

Answered: 162 Skipped: 7



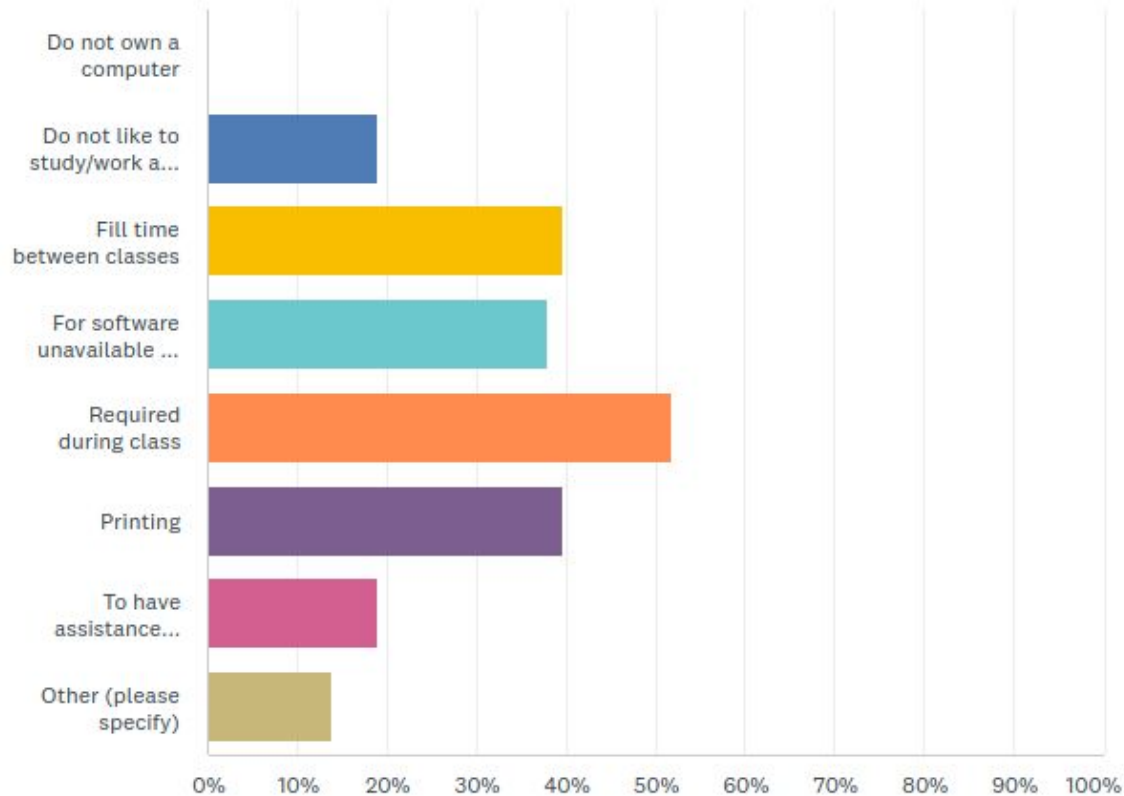
Q13: I use/used the computer classrooms and labs at EWU

Answered: 163 Skipped: 6



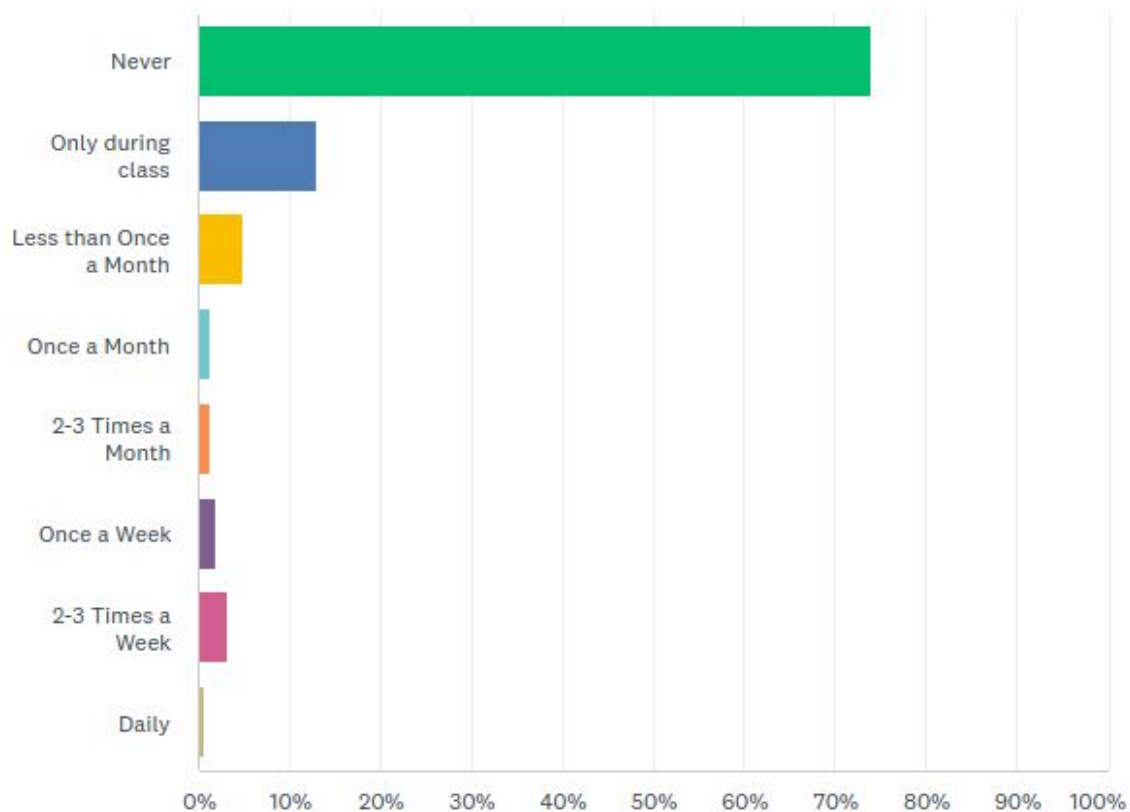
Q14: Why do/did you use the computer classrooms and labs? (select all that apply)

Answered: 58 Skipped: 111



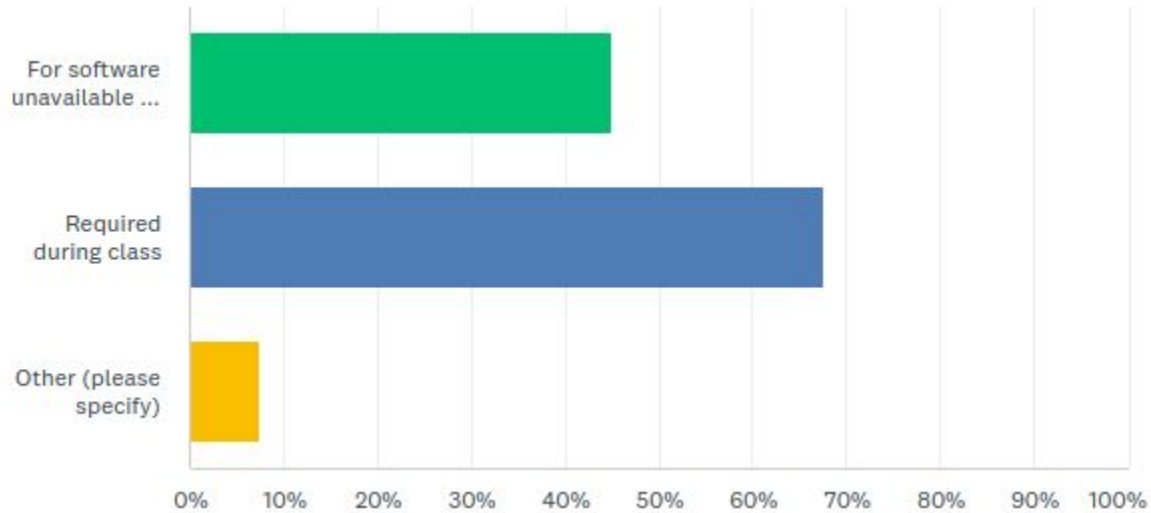
Q16: I use the virtual lab at EWU

Answered: 161 Skipped: 8



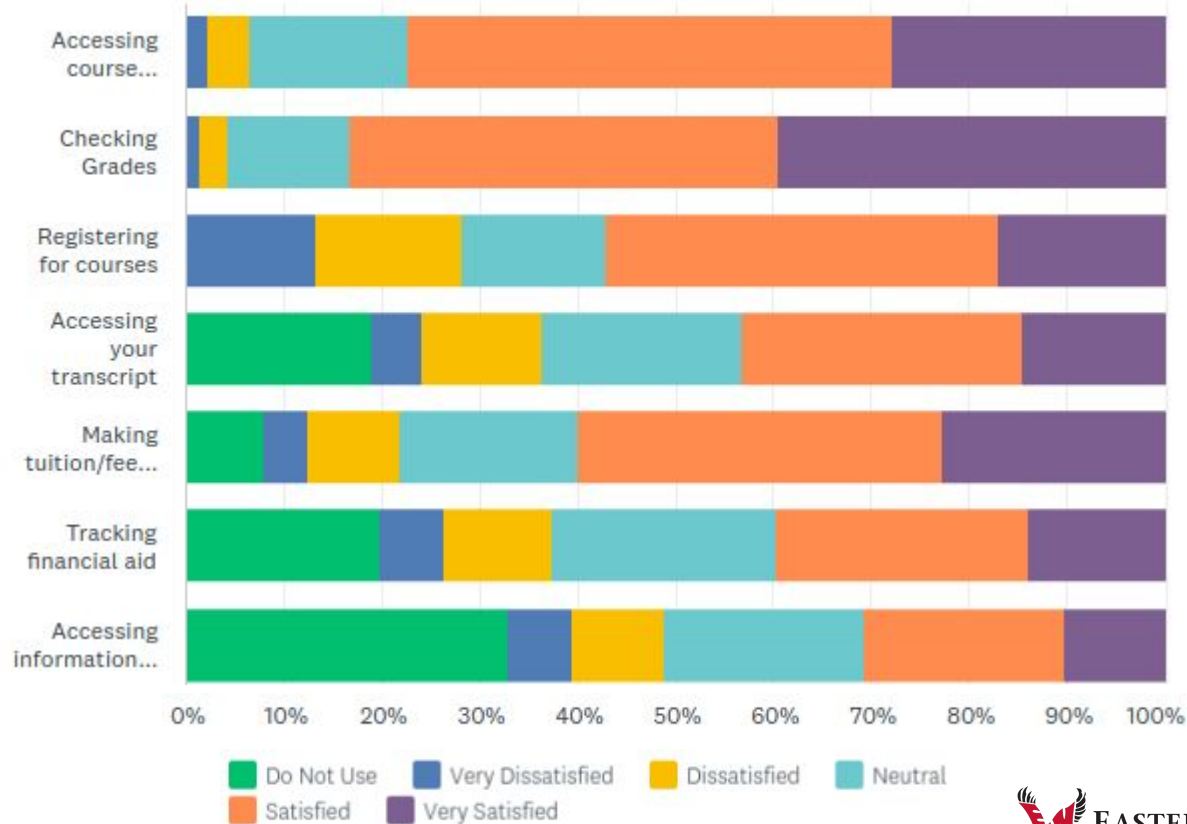
Q17: Why do/did you use the virtual lab? (select all that apply)

Answered: 40 Skipped: 129



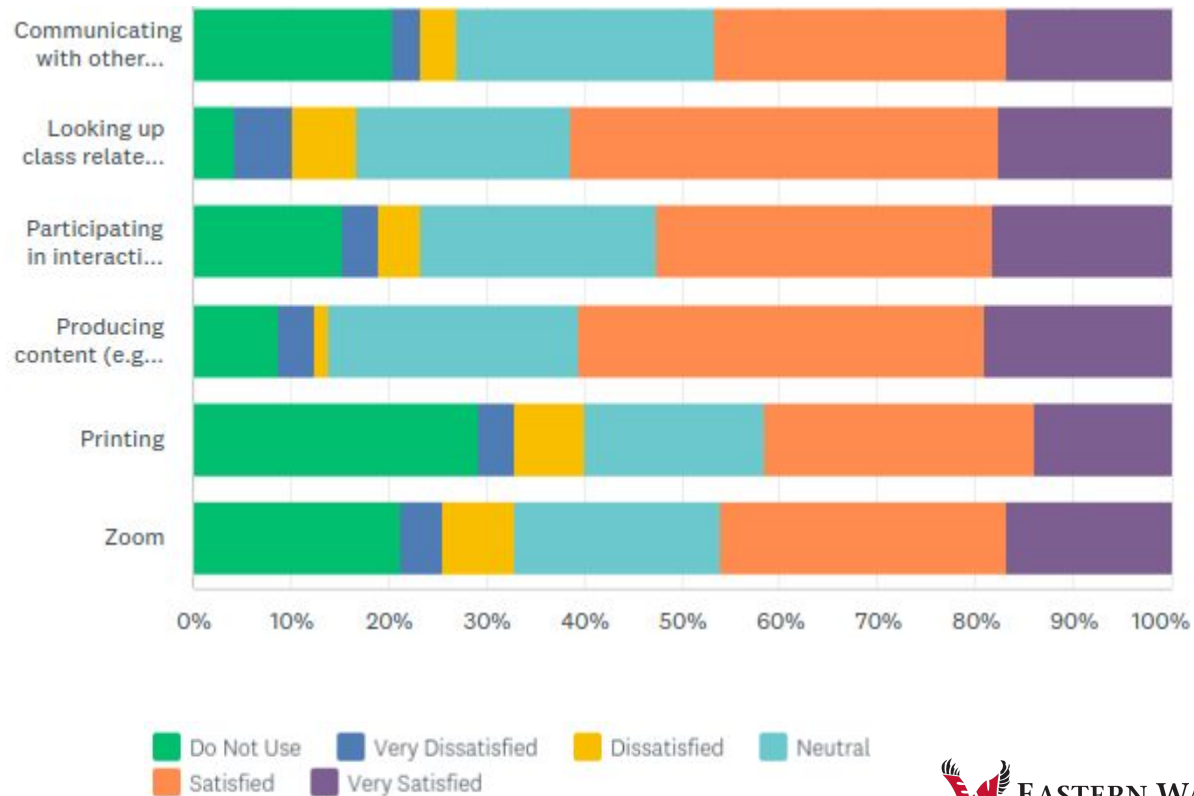
Q19: Thinking about this past year, please rate the systems and support for the following activities you've performed or experienced (continued on next page)

Answered: 137 Skipped: 32



Q19: Thinking about this past year, please rate the systems and support for the following activities you've performed or experienced (see next page for key)

Answered: 137 Skipped: 32



Q19: Thinking about this past year, please rate the systems and support for the following activities you've performed or experienced

Answered: 137 Skipped: 32

Key:

Accessing course materials (e.g. syllabus, recorded lectures, files, etc.)

Checking Grades

Registering for courses

Accessing your transcript

Making tuition/fee payments

Tracking financial aid

Accessing information about events, student activities, and clubs/organizations

Communicating with other students about class-related matters outside class sessions

Looking up class related information

Participating in interactive class activities

Producing content (e.g. documents, spreadsheets, presentations, videos)

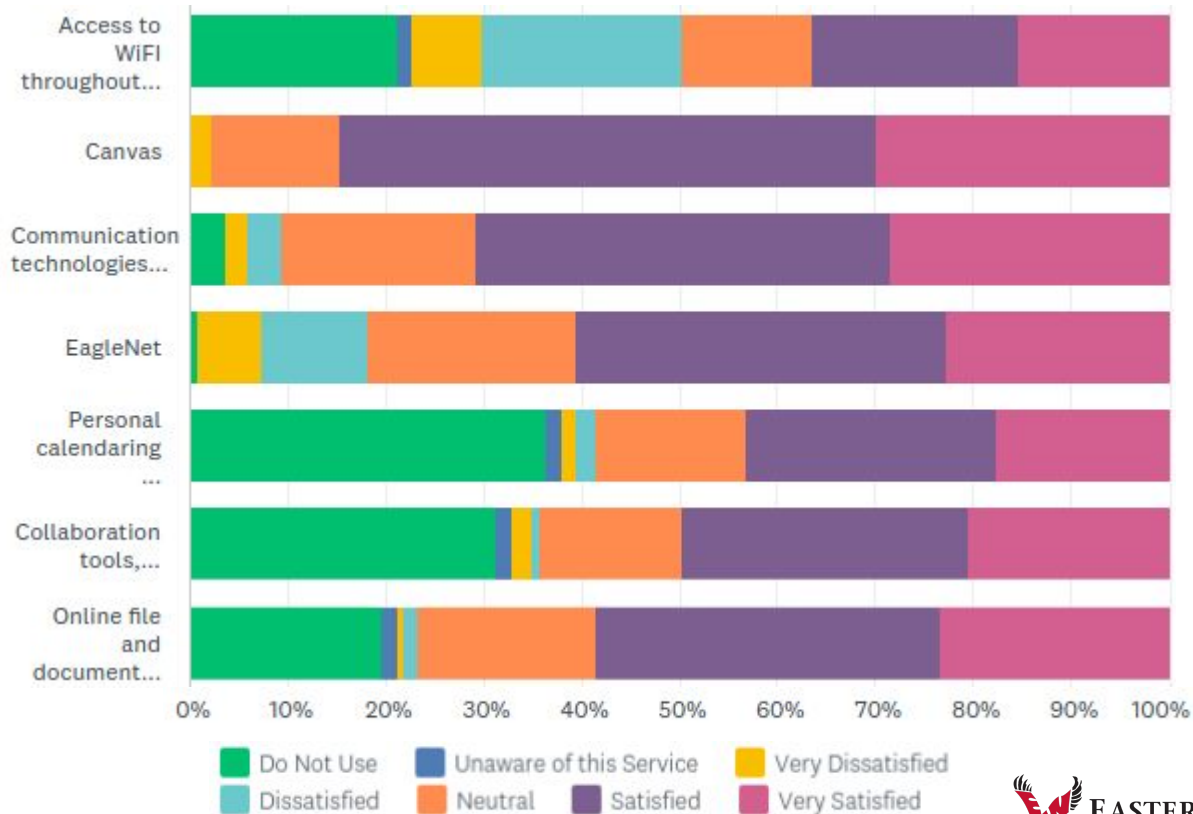
Printing

Zoom



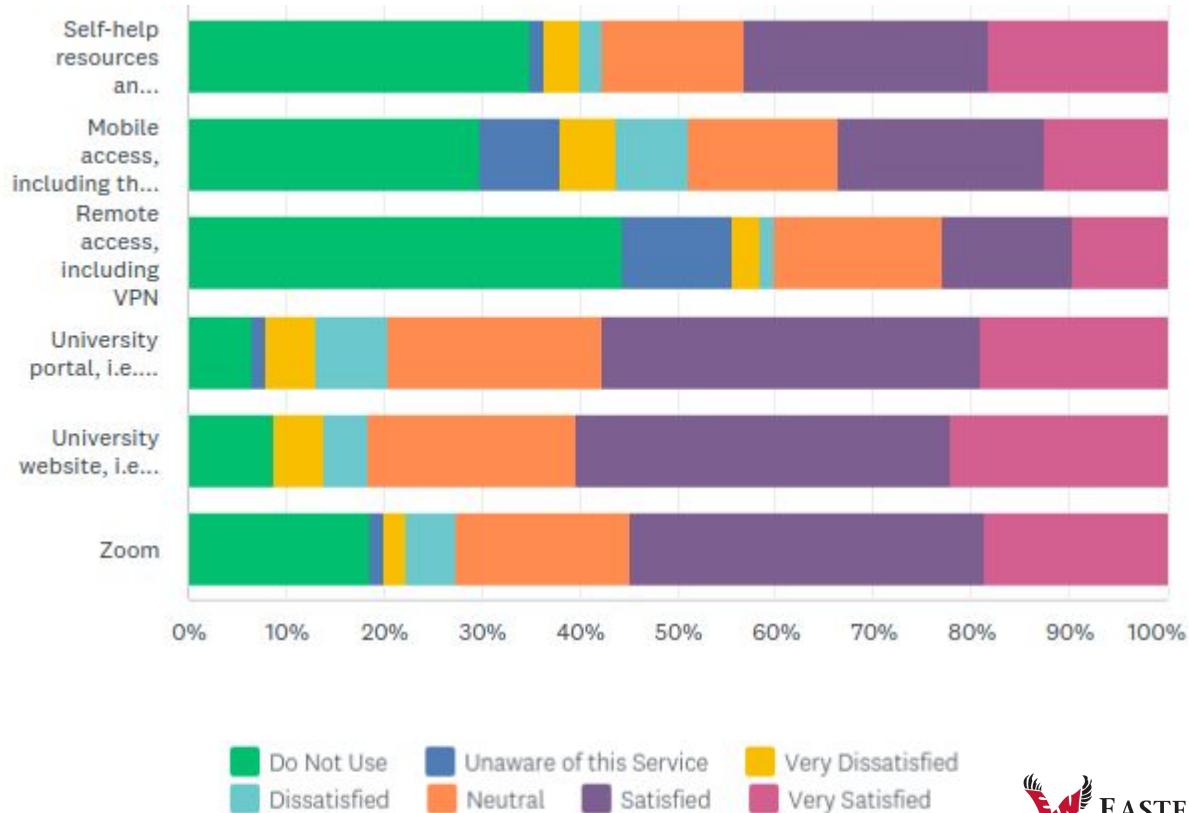
Q20: Thinking about this past year, rate your experience with the following technologies and services

Answered: 137 Skipped: 32



Q20: Thinking about this past year, rate your experience with the following technologies and services

Answered: 137 Skipped: 32



Q20: Thinking about this past year, rate your experience with the following technologies and services

Answered: 137 Skipped: 32

Key:

Access to WiFi throughout campus

Canvas

Communication technologies, including Outlook

EagleNet

Personal calendaring and scheduling tools (e.g. Outlook Calendar)

Collaboration tools, including Office 365 and Google Apps

Online file and document sharing services, including OneDrive, Google Drive and SharePoint

Self-help resources and the IT help desk system

Mobile access, including the EWU mobile app

Remote access, including VPN and Virtual Labs

University portal, i.e. InsideEWU

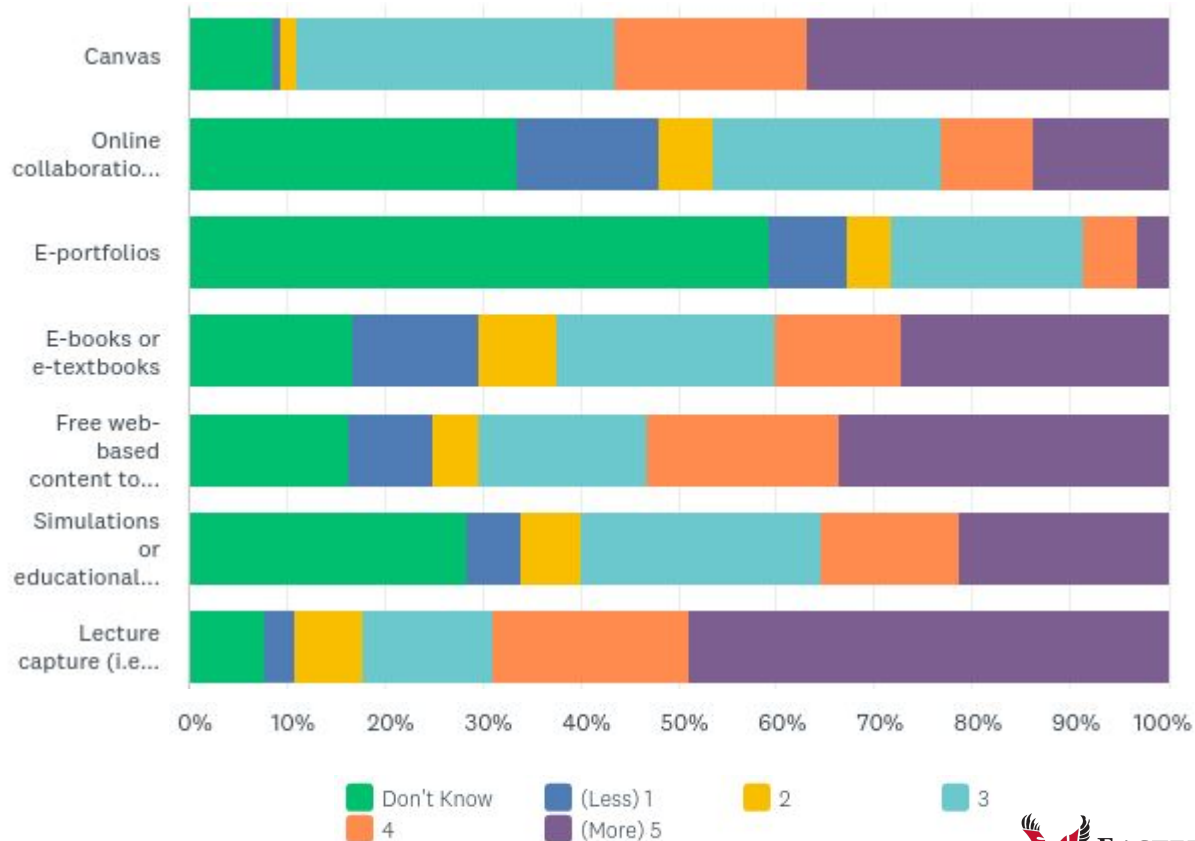
University website, i.e. www.ewu.edu

Zoom



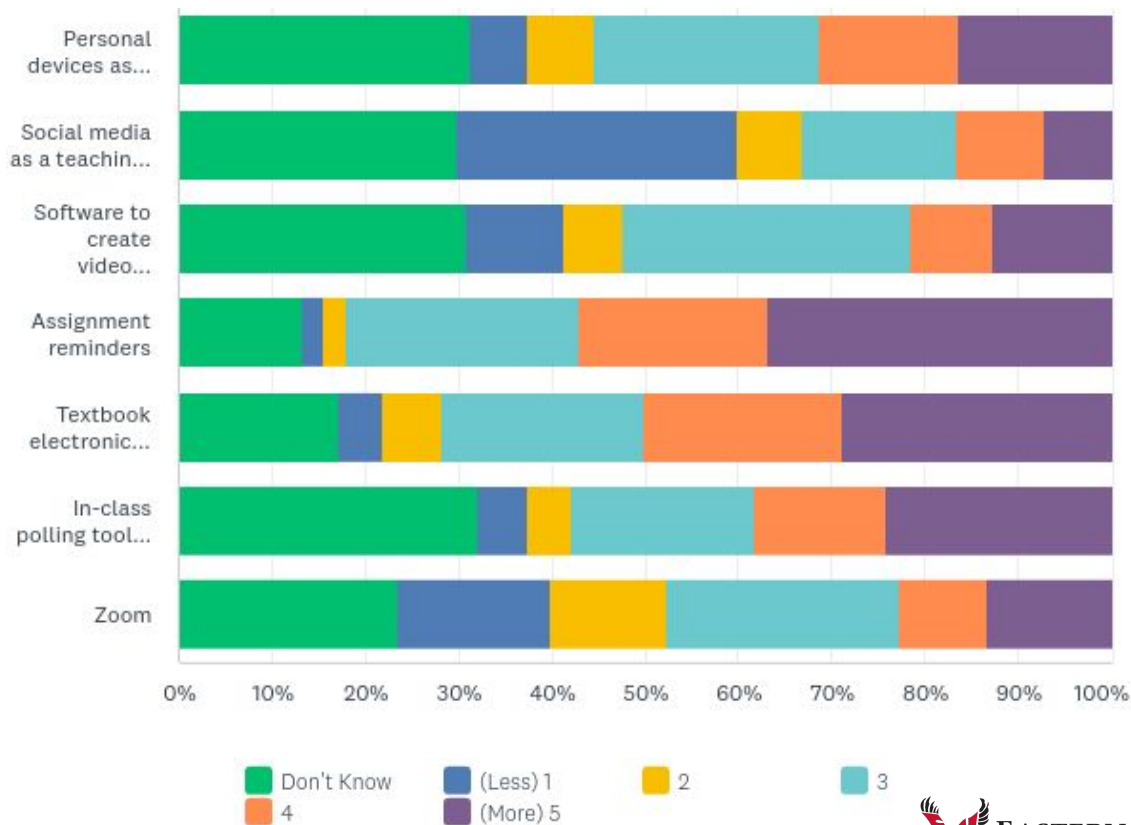
Q22: Which resources/tools do you wish your instructors used less or more? (continued on next page)

Answered: 129 Skipped: 40



Q22: Which resources/tools do you wish your instructors used less or more? (key on next page)

Answered: 129 Skipped: 40



Q22: Which resources/tools do you wish your instructors used less or more? (key on next page)

Answered: 129 Skipped: 40

Key:

Canvas

Online collaboration tools to communicate/collaborate (e.g. Microsoft Teams)

E-portfolios

E-books or e-textbooks

Free web-based content to supplement course materials (e.g. Kahn Academy)

Simulations or educational games

Lecture capture (i.e. recorded lectures for later review)

Personal devices as learning tools for course-related activities

Social media as a teaching and learning tool

Software to create videos or multimedia resources as a learning tool

Assignment reminders

Textbook electronic resources (e.g. assignments, practice problems, tutorials)

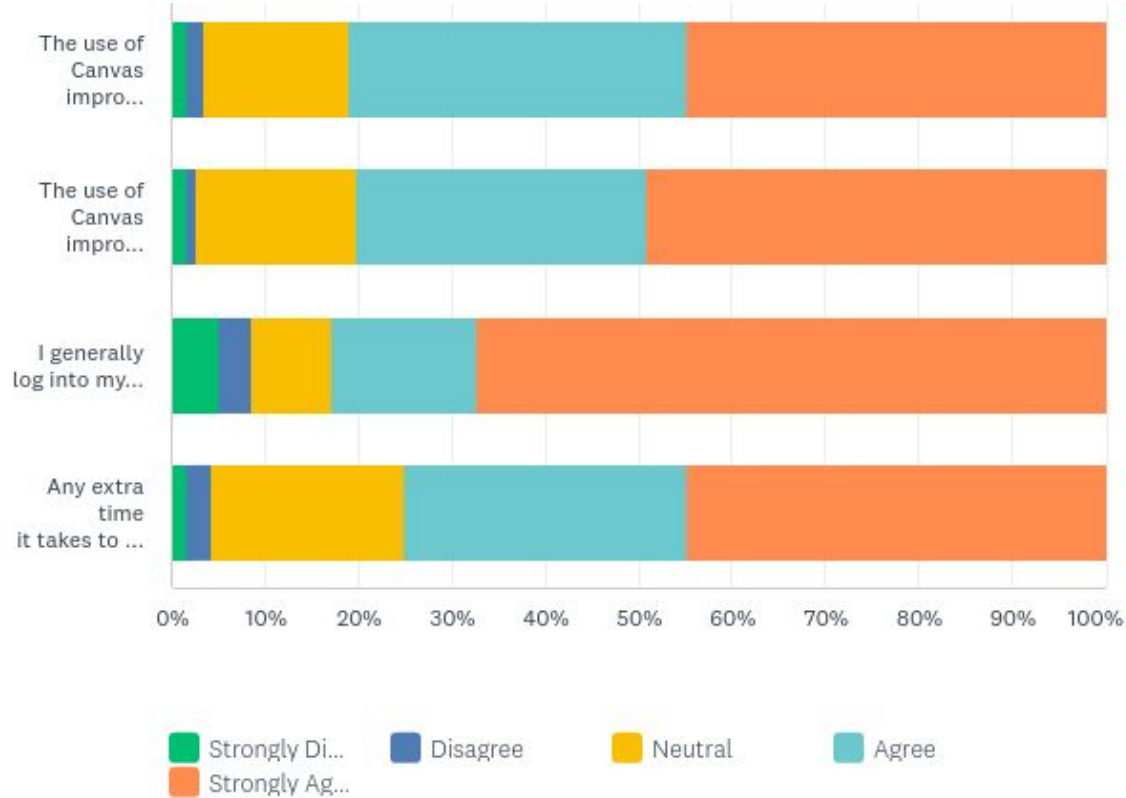
In-class polling tools (e.g. clickers or online polls)

Zoom



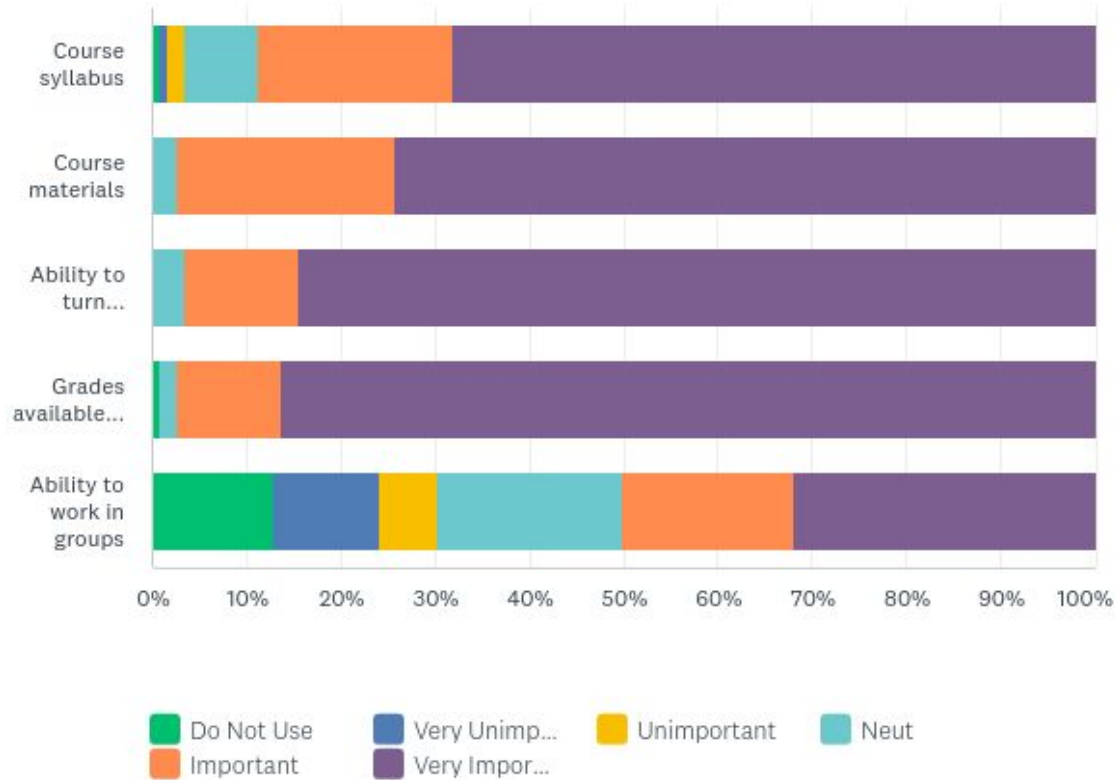
Q25: How important is the use of Canvas to you?

Answered: 116 Skipped: 53



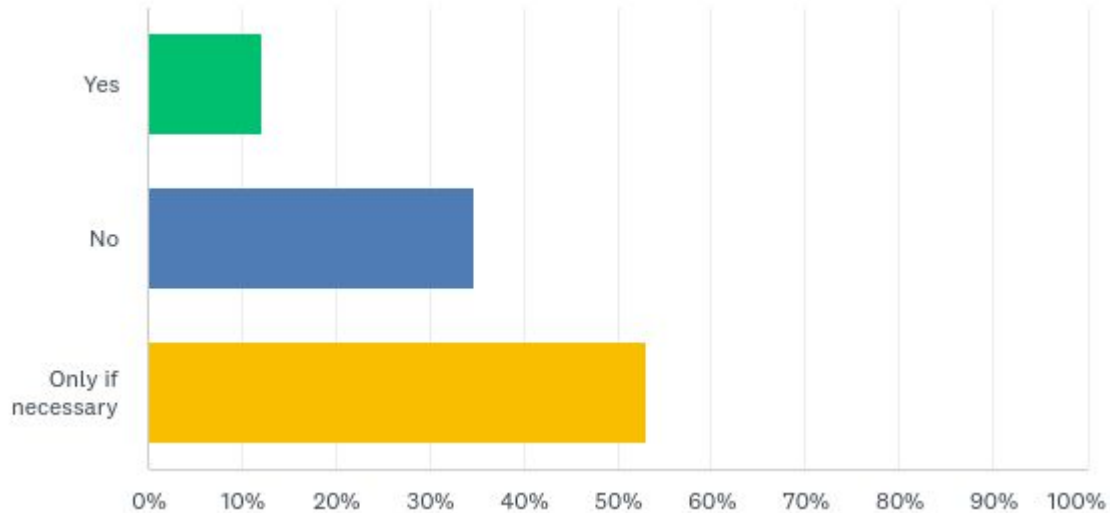
Q27: How important are the following features of Canvas?

Answered: 116 Skipped: 53



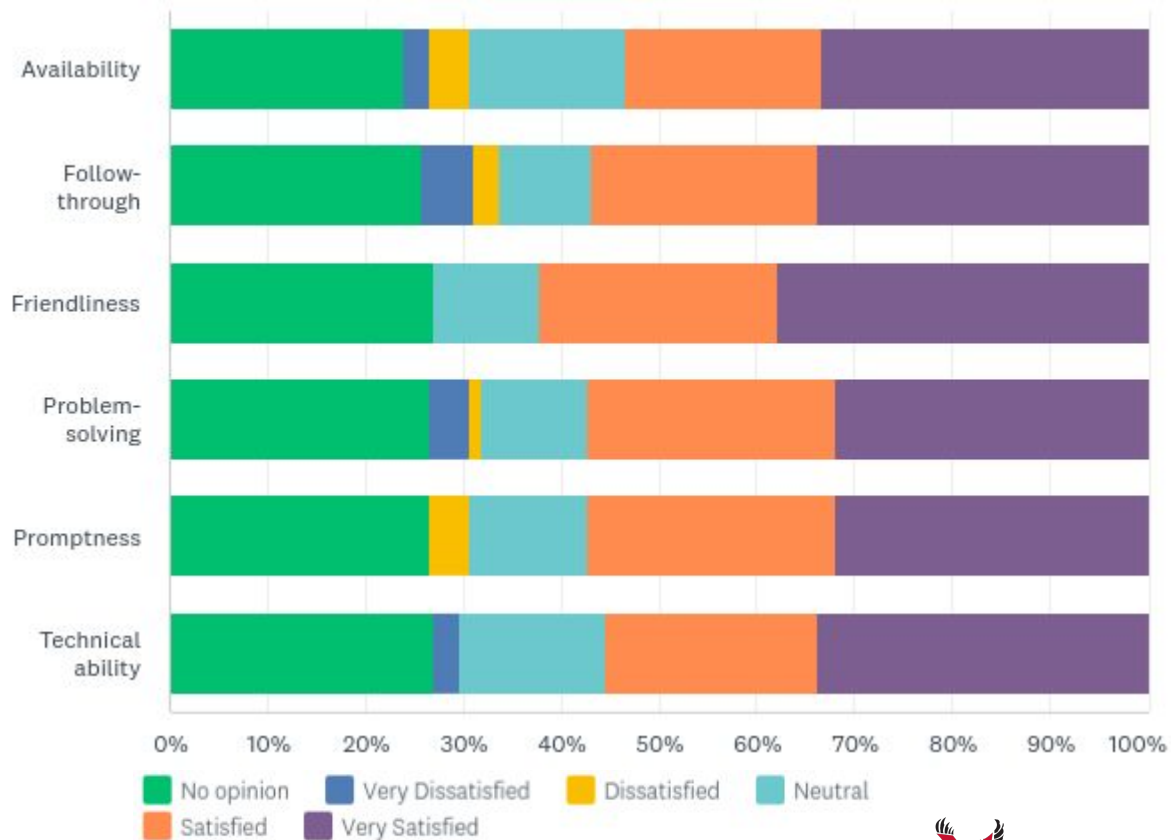
Q28: I use the services of the IT Help Desk

Answered: 115 Skipped: 54



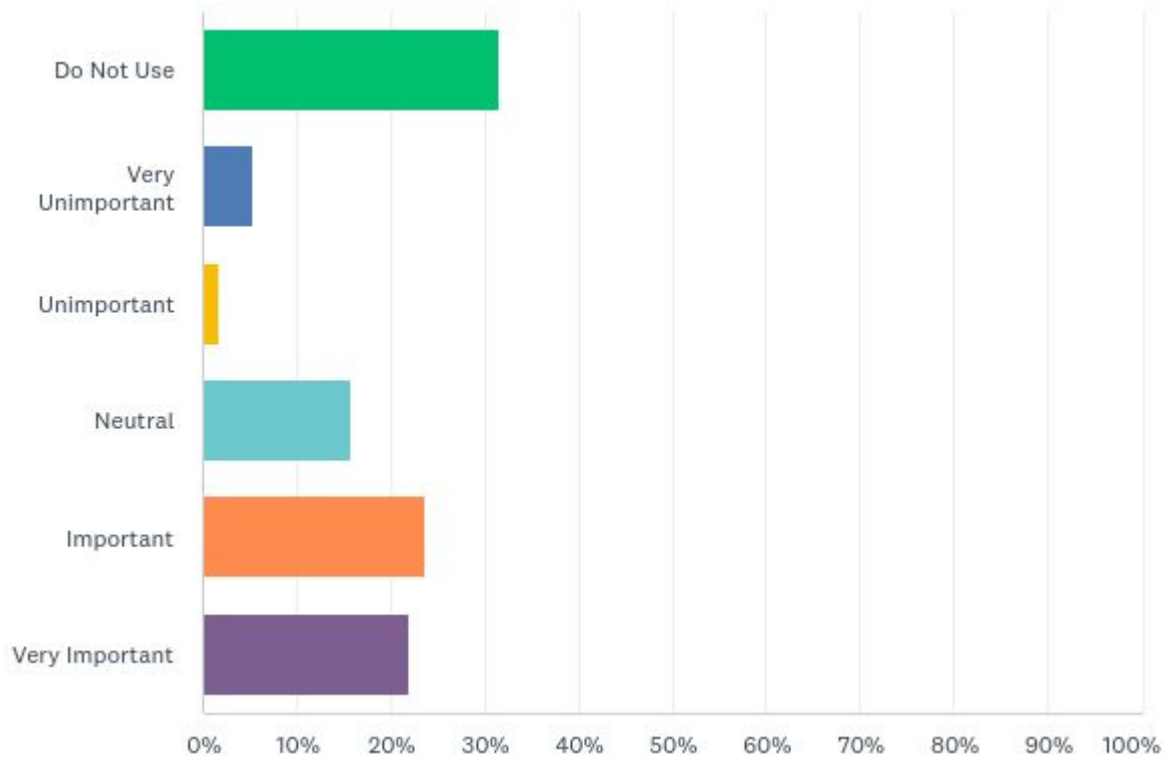
Q29: Please evaluate each of these characteristics of service provided by the IT Help Desk

Answered: 75 Skipped: 94



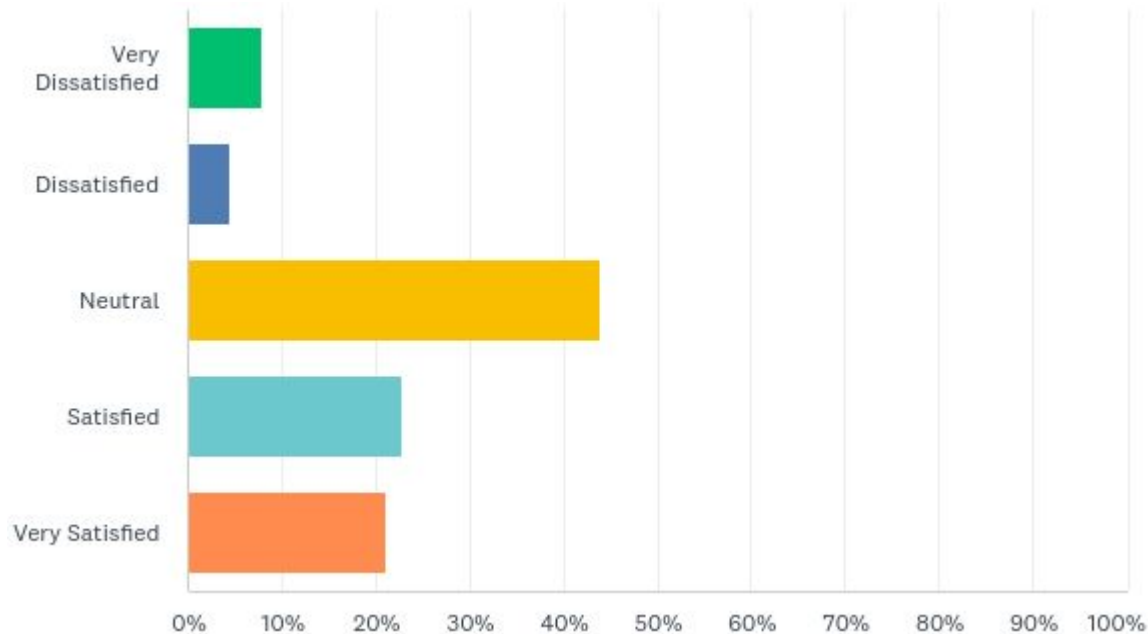
Q31: Overall, how important are EWU's IT services to you?

Answered: 114 Skipped: 55



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

Answered: 114 Skipped: 55



Q33: How satisfied are you overall with the technology and support services offered by EWU's IT division during the past year?

Answered: 114 Skipped: 55

