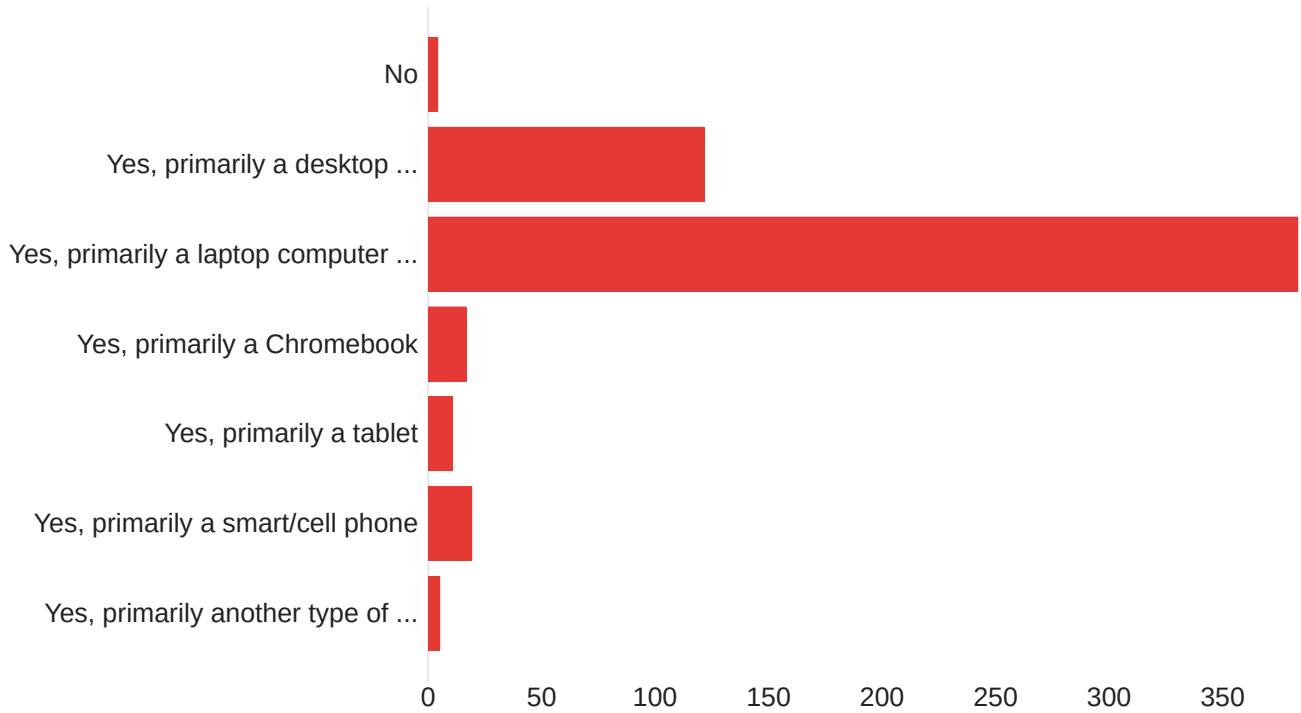


IT Student Survey 2021

563 Responses

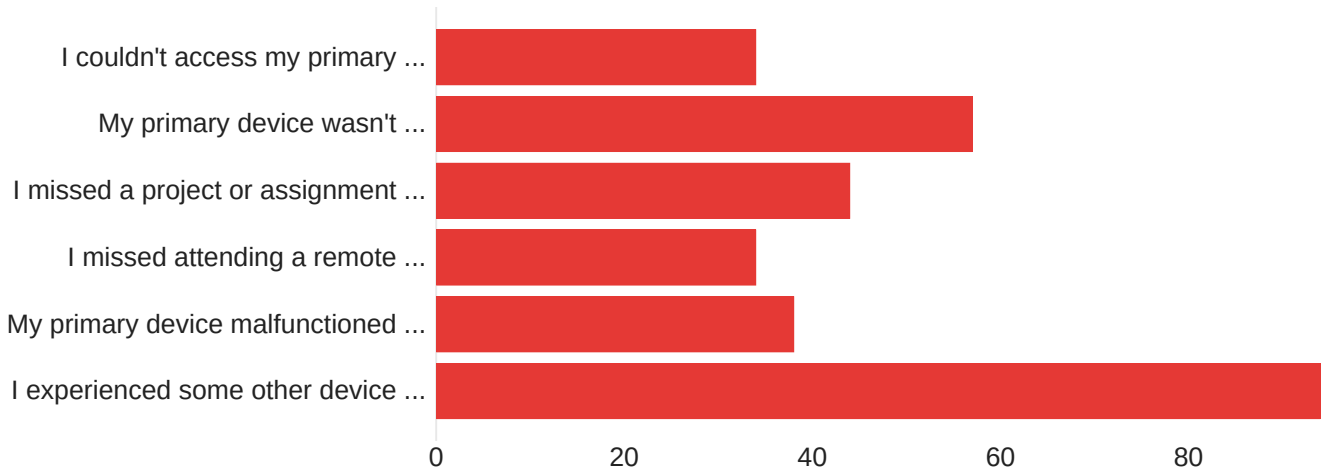
May 2021

Q1 - Do you have easy access to a reliable device (e.g., computer, tablet, phone) that meets most or all of your needs as a student?



Field	Choice Count
No	4
Yes, primarily a desktop computer (Windows, Apple, or other operating system)	122
Yes, primarily a laptop computer (Windows or Apple operating system)	383
Yes, primarily a Chromebook	17
Yes, primarily a tablet	11
Yes, primarily a smart/cell phone	19
Yes, primarily another type of device (please specify)	5
Total	561

Q2 - Thinking back over the past week, which of the following have you personally experienced? (Please select all that apply.)



Field	Choice Count
I couldn't access my primary device when I needed it because I had to share it with a family member or friend.	34
My primary device wasn't equipped to perform a task I needed it to perform for a class.	57
I missed a project or assignment deadline because I couldn't access my primary device or my primary device wouldn't work.	44
I missed attending a remote class session because I couldn't access my primary device or my primary device wouldn't work.	34
My primary device malfunctioned or was broken and required repair, support, or replacement.	38
I experienced some other device issue (please specify).	94
Total	301

I experienced some other device issue (please specify). - Text

A a;kdl a;ldk a a;lkdf a;lk a;lksdfj a; a;lksdf a;kldj aldkfj;j

ASU campus wifi is not good

Blackboard failed to take in my submissions.

Blackboard kept logging me out

Could not log on using the blackboard app with Apple device

Device had to update, so I missed study time

Does not apply

Every thing was fine

Getting locked out of blackboard account

Had an issue trying to upload a video assignment with Kaltura. After selecting the Kaltura video from My Media to upload, several times, I would receive an error message that ASU couldn't connect/login with Kaltura.

I cannot use one of the templates for a class.

I could not complete assignments in an orderly fashion due to wifi outages messing with my work

I could not get access to wifi

I couldn't get into my angelo account.

I didn't experience a device problem so none apply.

I got kicked off one of my online classes because I got disconnected from WiFi.

I had a hard time using a kaltura

I had no issues

I missed assignments due to my password needing to be reset. I was unable to connect to the school wifi or access rampart/blackboard.

I use some one else computer sometimes.

I was delayed on a meeting due to an update taking a significant time.

IT problems on the ASU end that could not be fixed the entire semester.

Idk

Infrequent loss of internet connection.

Internet

Internet connection over the past week was a challenge since many teachers have lectures and assignments posted online and not having a stable connection hurts.

Internet in our area is spotty often

Laptop overheating due to 4 hour online presentation. My lap top battery likely needs servicing.

Loss of WiFi connections several times

Microsoft word was giving me trouble

Mostly none of the above; my primary device isn't *optimized* for what I was wanting to do on it.

My audio didn't work when I joined Zoom/ Webex

My device had trouble getting a stable connection to perform tasks necessary for my job.

My internet connection at my house can be very weak at times

My internet was down and I couldn't access online classes

N/A

N/A

N/A

N/A

N/A

N/A

NA

Na

Needed to update

No issue.

No issues

No issues

No issues.

No problems

No problems like that.

None

None

None

None

None

None of the above

Nothing

Nothing

Nothing was wrong

Nothing?

Password expired

Slow laptop

The only real issue I've had is the wifi in Texan hall causing me to drop out of test and lectures.

The wifi in my dorm wasn't working for my devices this whole school year.

Thunderstrom was making wifi spotty

Unable to use any devices due to inability to access reliable internet

When I am not at home and I need to use my ipad, it is not as easy to use. My classes require toggling between multiple tabs and other multitasking funtions. It is simply just not as easy on an ipad. I have considered purchasing a laptop for when I am not at home, but wifi would be an issue at that point as I do not currently use a hotspot from my phone. (My ipad has a cell plan).

Wifi

Wifi in the Vanderventer apartment was out

Wifi issues

constant disconnecting and reconnecting to the wifi

dead battery

didn't experience an issue

internet issue

my device did not experience any issues

my laptop crashed

n/a

n/a

no issue

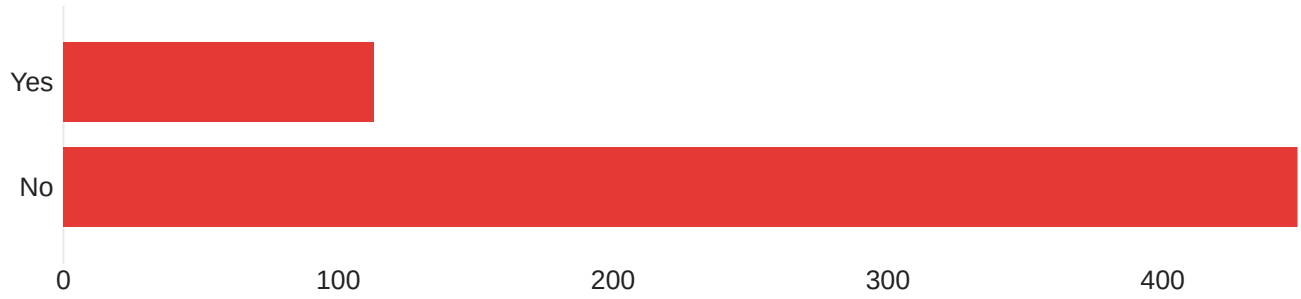
no issues

none

none of these

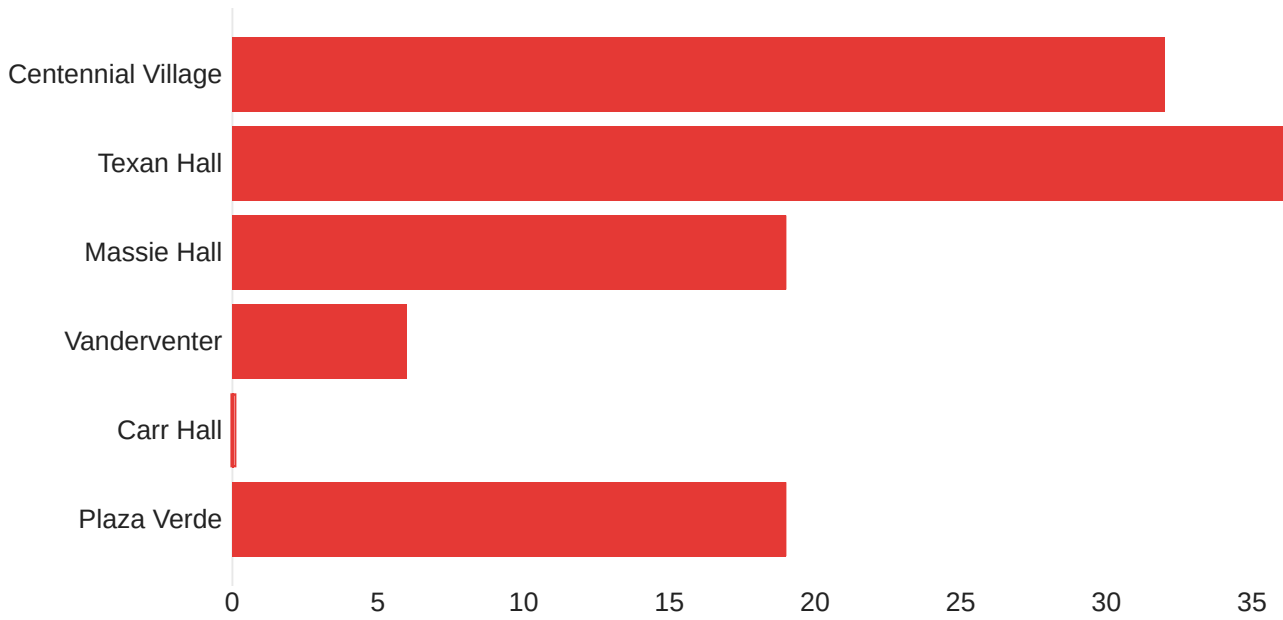
password expired

Q3 - Do you live on campus?



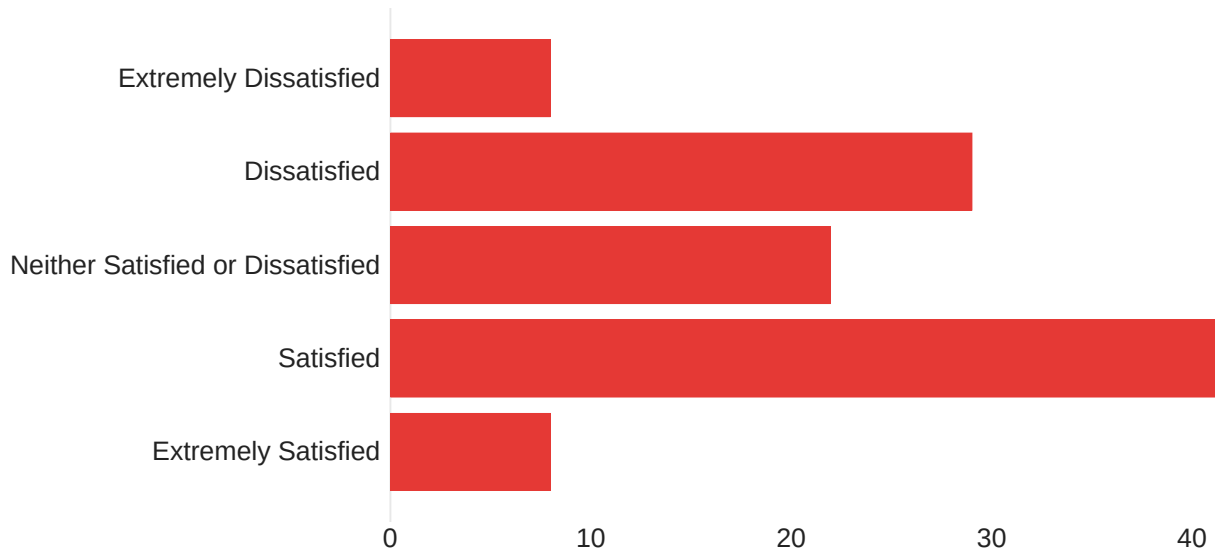
Field	Choice Count
Yes	113
No	449
Total	562

Q4 - Where do you live on campus?



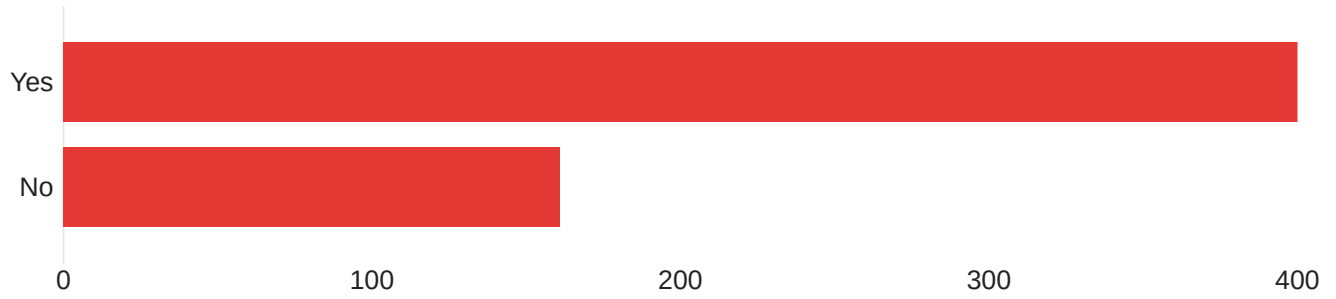
Field	Choice Count
Centennial Village	32
Texan Hall	37
Massie Hall	19
Vanderverter	6
Carr Hall	0
Plaza Verde	19
Total	113

Q5 - How satisfied are you with your Residence Hall Internet access?



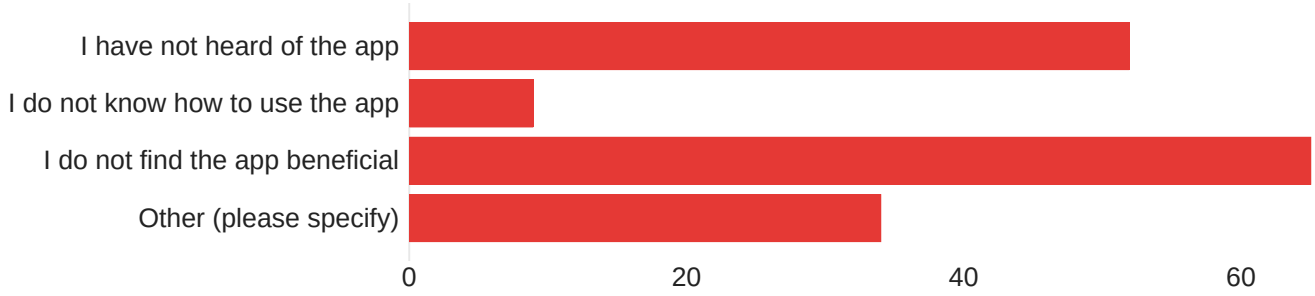
Field	Choice Count
Extremely Dissatisfied	8
Dissatisfied	29
Neither Satisfied or Dissatisfied	22
Satisfied	46
Extremely Satisfied	8
Total	113

Q6 - Do you use the ASU mobile app?



Field	Choice Count
Yes	400
No	161
Total	561

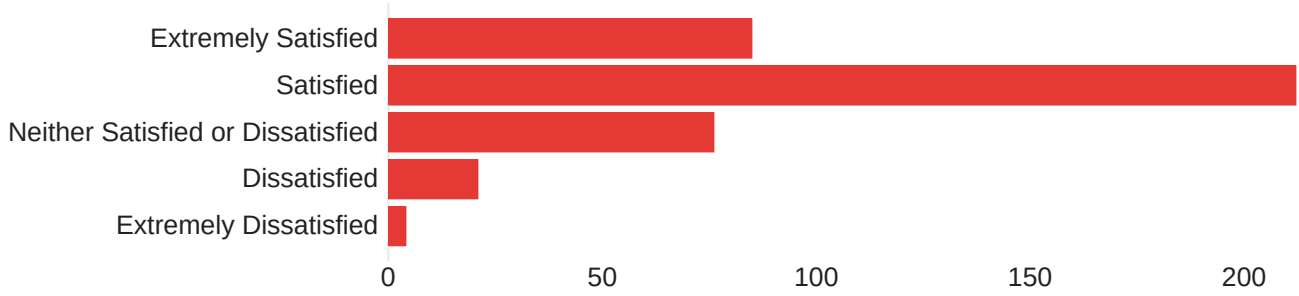
Q7 - Why do you not use the ASU Mobile App?



Field	Choice Count
I have not heard of the app	52
I do not know how to use the app	9
I do not find the app beneficial	65
Other (please specify)	34
Total	160

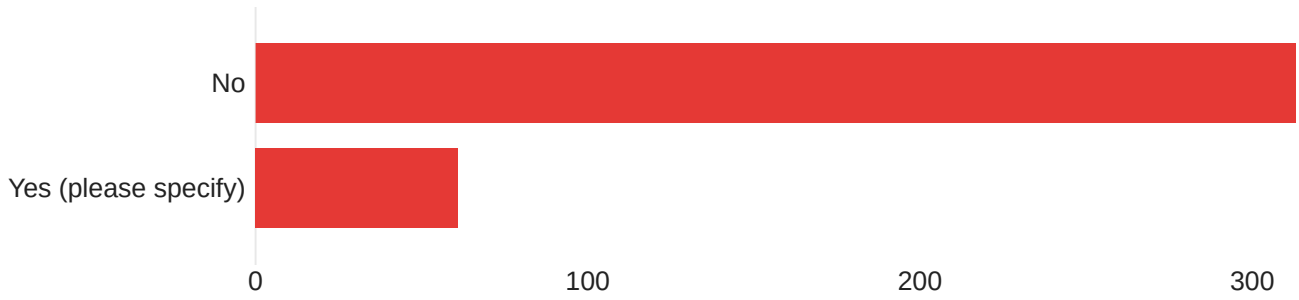
Other (please specify) - Text

Q8 - How satisfied are you with the ASU Mobile App?



Field	Choice Count
Extremely Satisfied	85
Satisfied	212
Neither Satisfied or Dissatisfied	76
Dissatisfied	21
Extremely Dissatisfied	4
Total	398

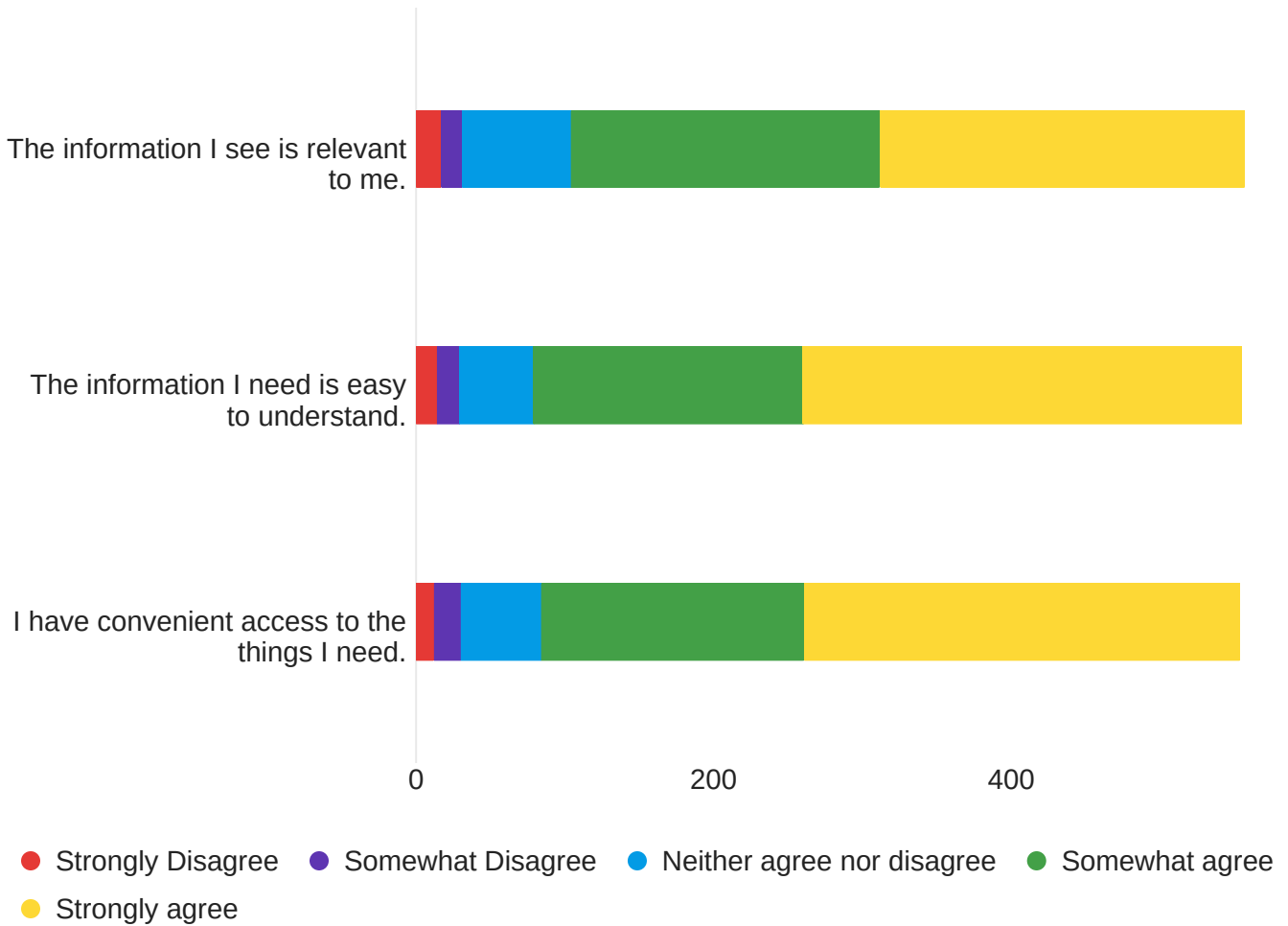
Q9 - Is there any feature you would like to see added to the ASU Mobile App?



Field	Choice Count
No	313
Yes (please specify)	61
Total	374

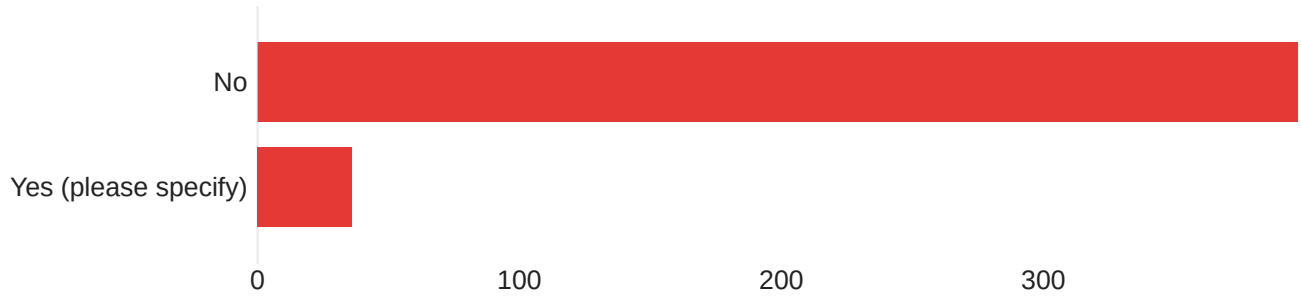
Double click to edit

Q10 - Please rate the following statements regarding RamPort.



Field	Strongly Disagree	Somewhat Disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
The information I see is relevant to me.	17	14	73	208	245	557
The information I need is easy to understand.	14	15	50	181	295	555
I have convenient access to the things I need.	12	18	54	177	293	554

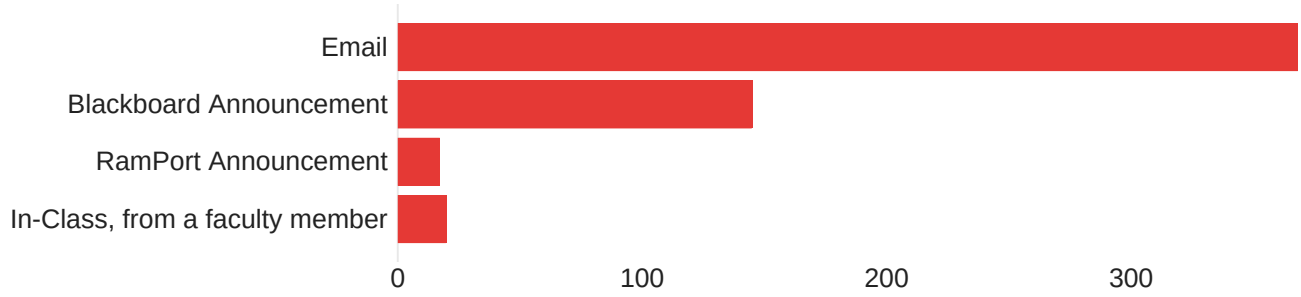
Q11 - Is there anything you would like to see added to RamPort?



Field	Choice Count
No	397
Yes (please specify)	36
Total	433

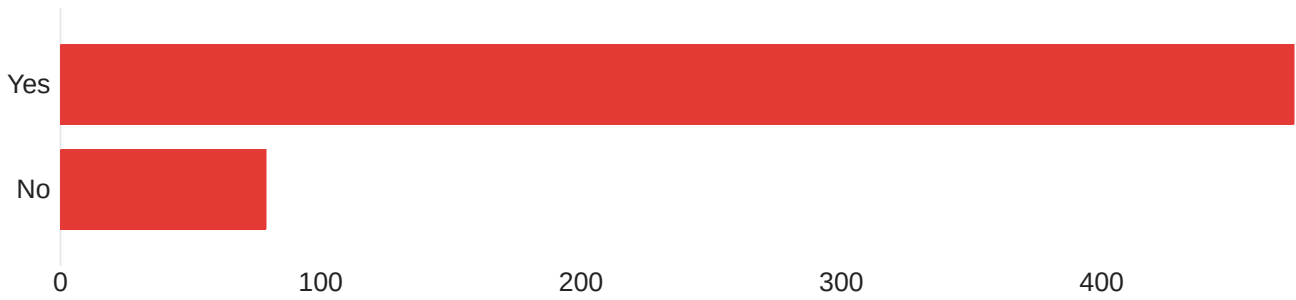
Yes (please specify) - Text

Q12 - How would you like to receive communications about Blackboard updates or new tools?



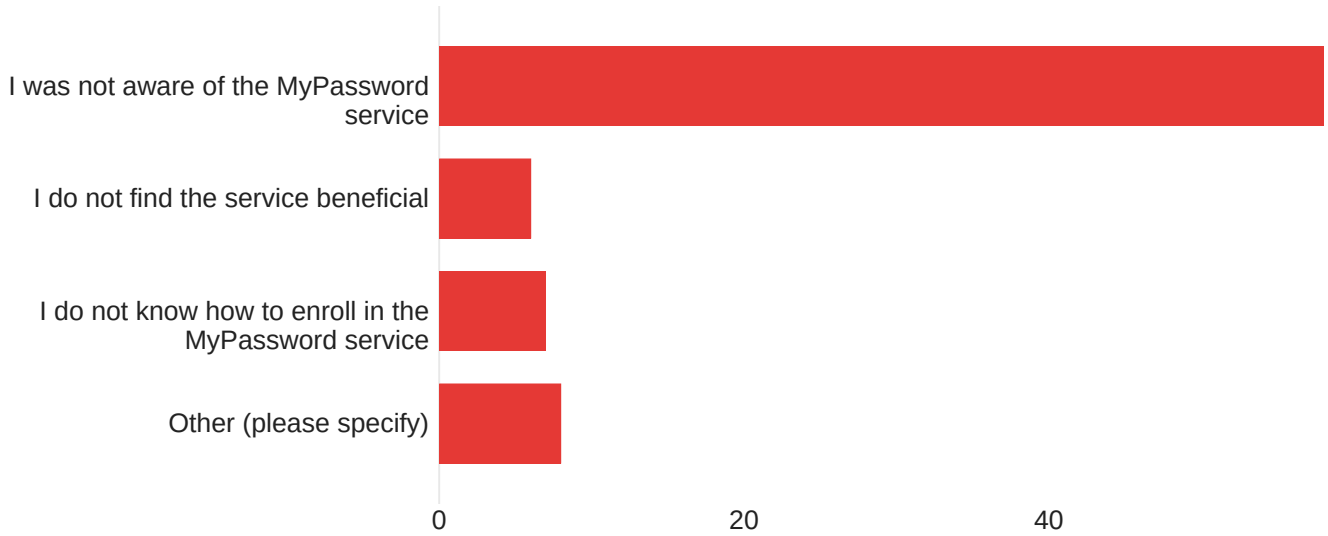
Field	Choice Count
Email	368
Blackboard Announcement	145
RamPort Announcement	17
In-Class, from a faculty member	20
Total	550

Q13 - Have you enrolled in MyPassword, the ASU service that allows you to reset your password or to access your account when you forget your password?



Field	Choice Count
Yes	474
No	79
Total	553

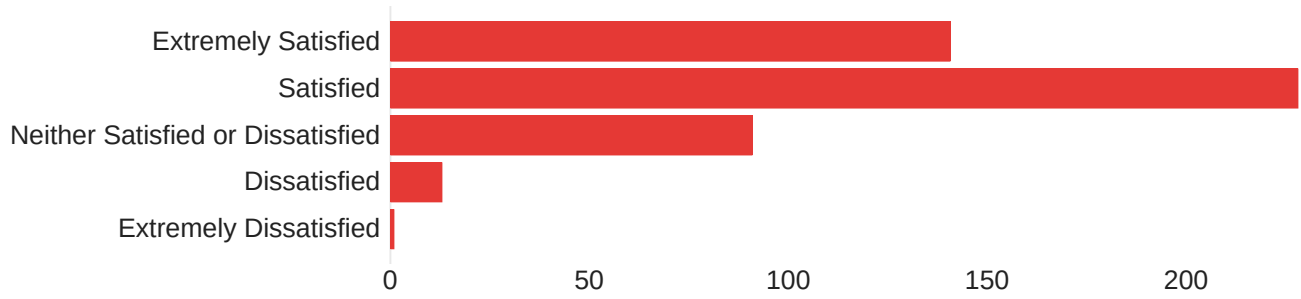
Q14 - Why have you not enrolled in MyPassword?



Field	Choice Count
I was not aware of the MyPassword service	58
I do not find the service beneficial	6
I do not know how to enroll in the MyPassword service	7
Other (please specify)	8
Total	79

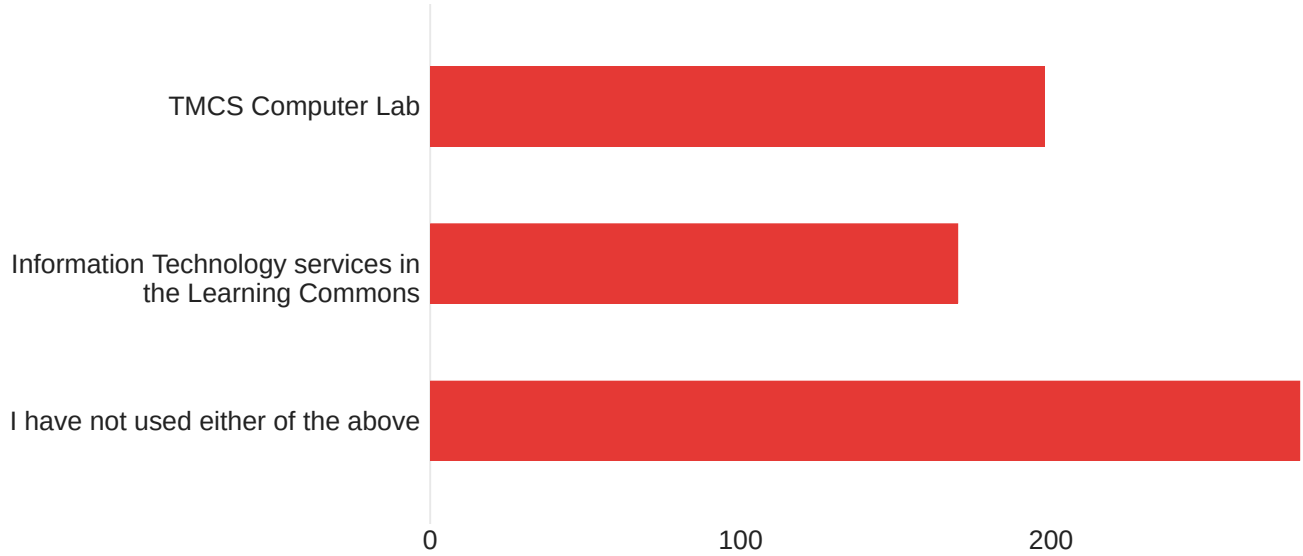
Other (please specify) - Text

Q15 - How satisfied are you with the MyPassword service?



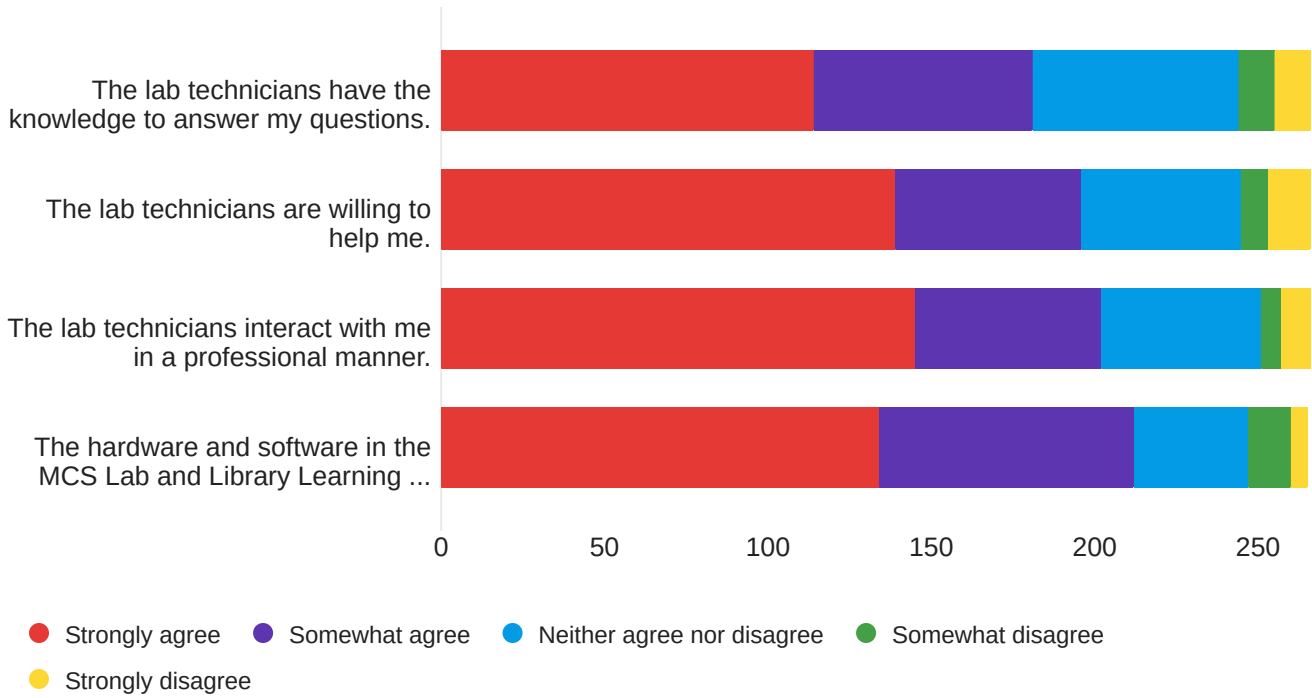
Field	Choice Count
Extremely Satisfied	141
Satisfied	228
Neither Satisfied or Dissatisfied	91
Dissatisfied	13
Extremely Dissatisfied	1
Total	474

Q16 - Which of the following campus computer labs have you used?
(check all that apply)



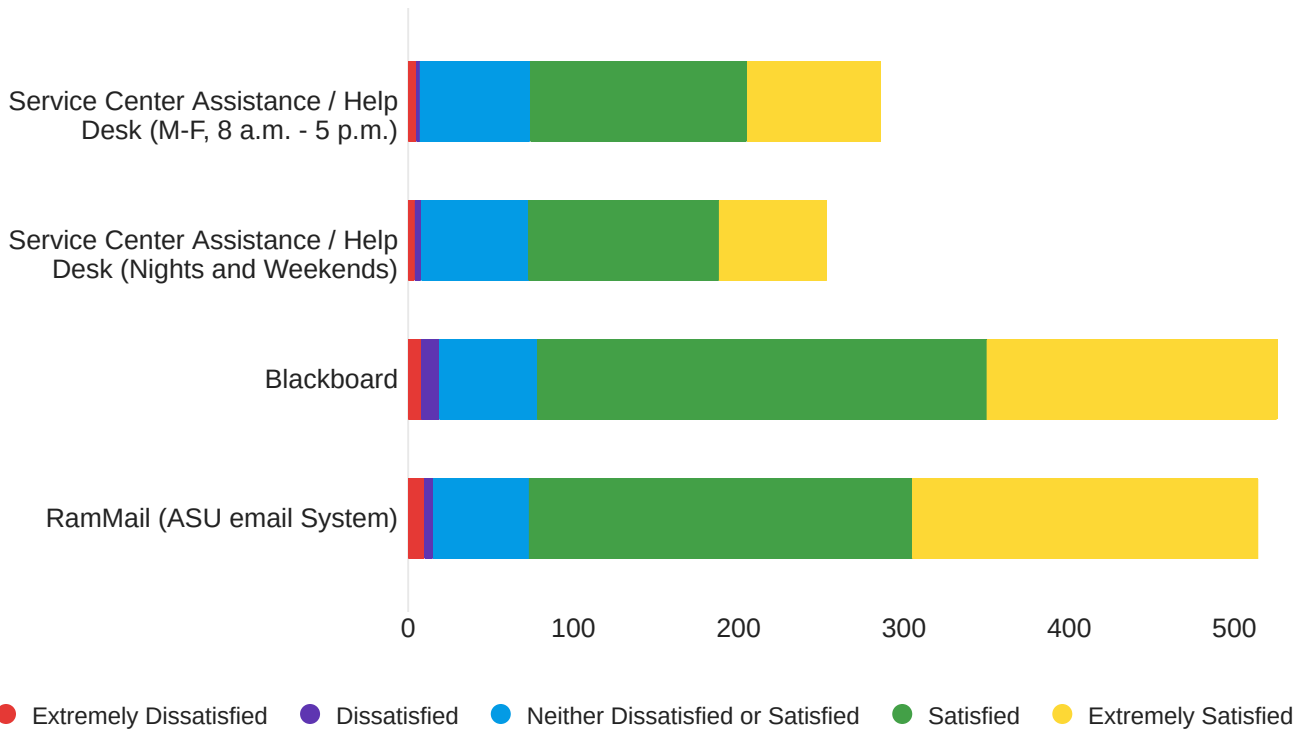
Field	Choice Count
The MCS Computer Lab	198
The Information Technology services in the Learning Commons within the Library	170
I have not used either of the above	280
Total	648

Q17 - Please rate your agreement or disagreement with the following statements in relation to the MCS Computer Lab and the Information Technology services in the Learning Commons within the Library.



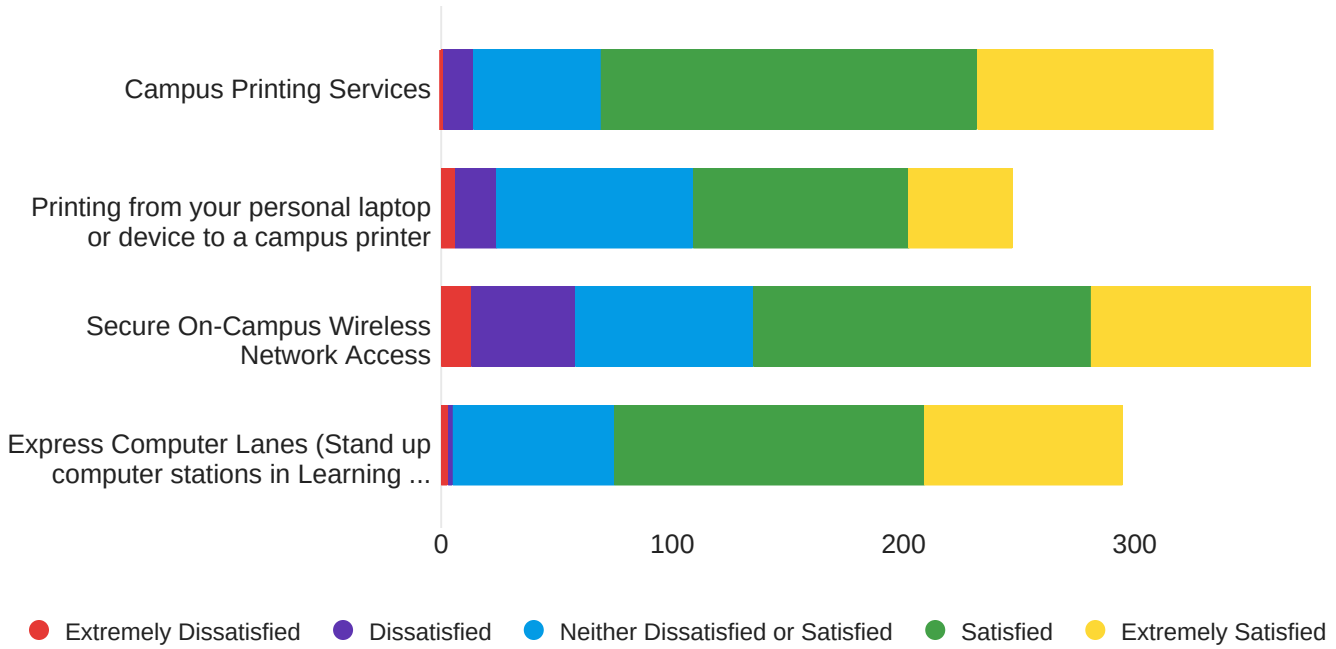
Field	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
The lab technicians have the knowledge to answer my questions.	114	67	63	11	11	266
The lab technicians are willing to help me.	139	57	49	8	13	266
The lab technicians interact with me in a professional manner.	145	57	49	6	9	266
The hardware and software in the MCS Lab and Library Learning Commons operate in a reliable manner.	134	78	35	13	5	265

Q18 - Please rate your satisfaction with the following services.



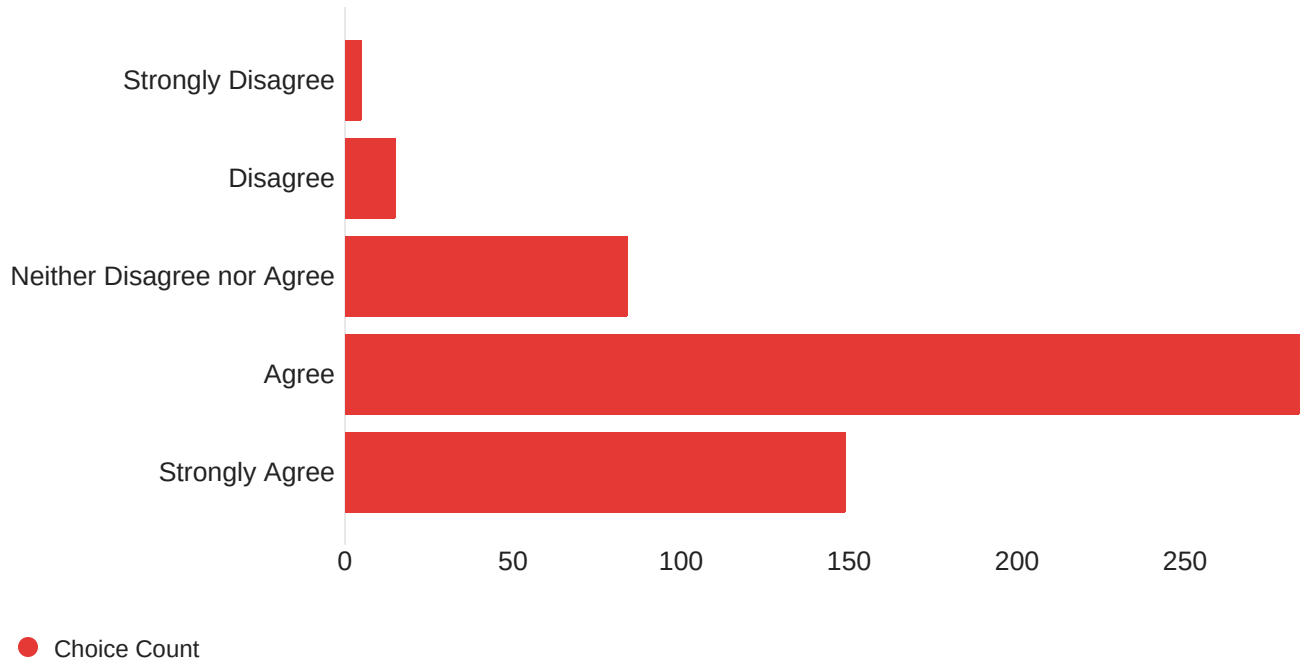
Field	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service	Total
Service Center (M-F, 8 a.m. - 5 p.m.)	5	2	67	131	81	54	201	541
Service Center (Nights and Weekends)	4	4	65	115	65	75	211	539
Blackboard	8	11	59	272	176	6	8	540
RamMail (ASU email System)	10	5	58	232	209	8	18	540

Q19 - Please rate your satisfaction with the following services.



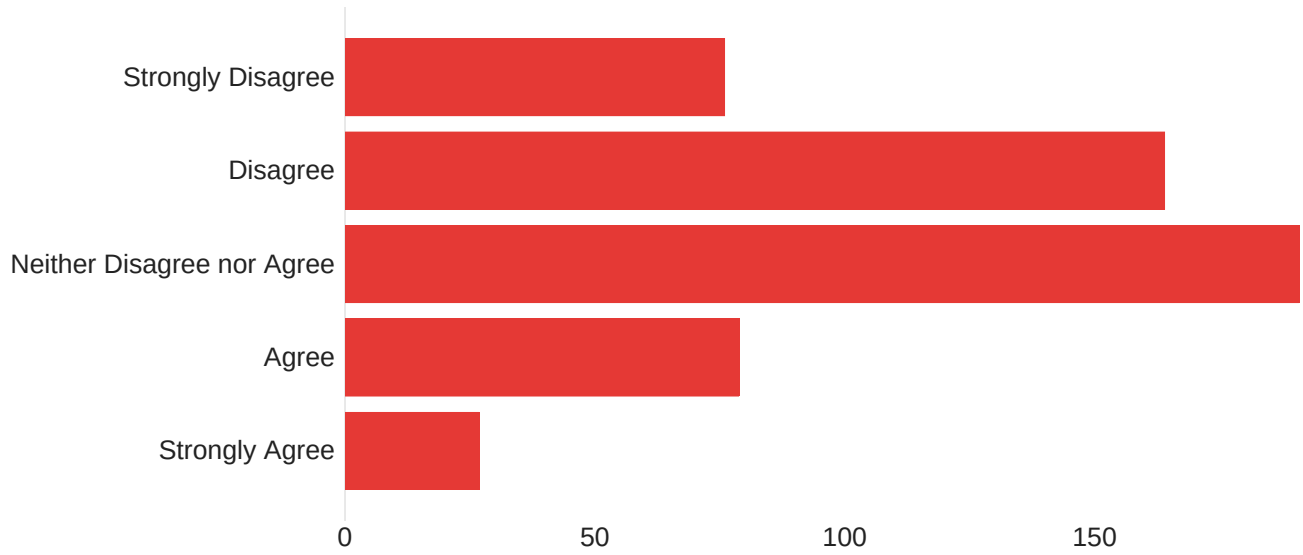
Field	Extremely Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Extremely Satisfied	Unaware of the service	Heard of, but have not used the service
Campus Printing Services	1	13	55	163	102	56	151
Printing from your personal laptop or device to a campus printer	6	18	85	93	45	100	195
Secure On-Campus Wireless Network Access	13	45	77	146	95	39	126
Express Computer Lanes (Stand up computer stations in Learning Commons and MCS Lab)	3	2	70	134	86	88	158

Q20 - I feel my personal information maintained by ASU (such as my social security number) is secure so that unauthorized personnel cannot access it from ASU's network.



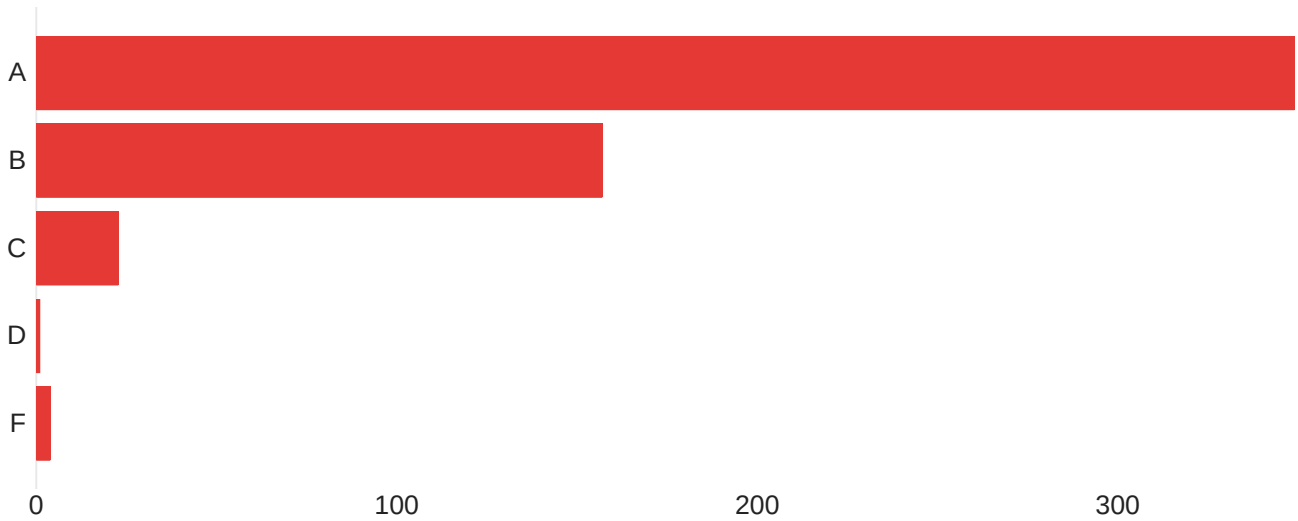
Field	Choice Count
Strongly Disagree	5
Disagree	15
Neither Disagree nor Agree	84
Agree	284
Strongly Agree	149
Total	537

Q21 - I am personally concerned with hackers penetrating Angelo State's network.



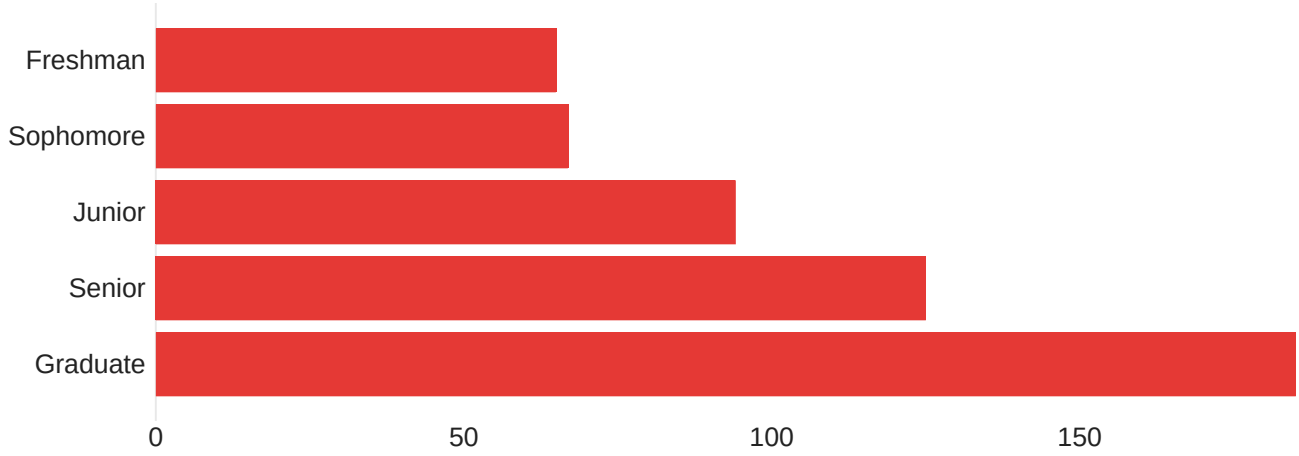
Field	Choice Count
Strongly Disagree	76
Disagree	164
Neither Disagree nor Agree	191
Agree	79
Strongly Agree	27
Total	537

Q22 - If you had to give Information Technology Services an overall grade, what would it be?



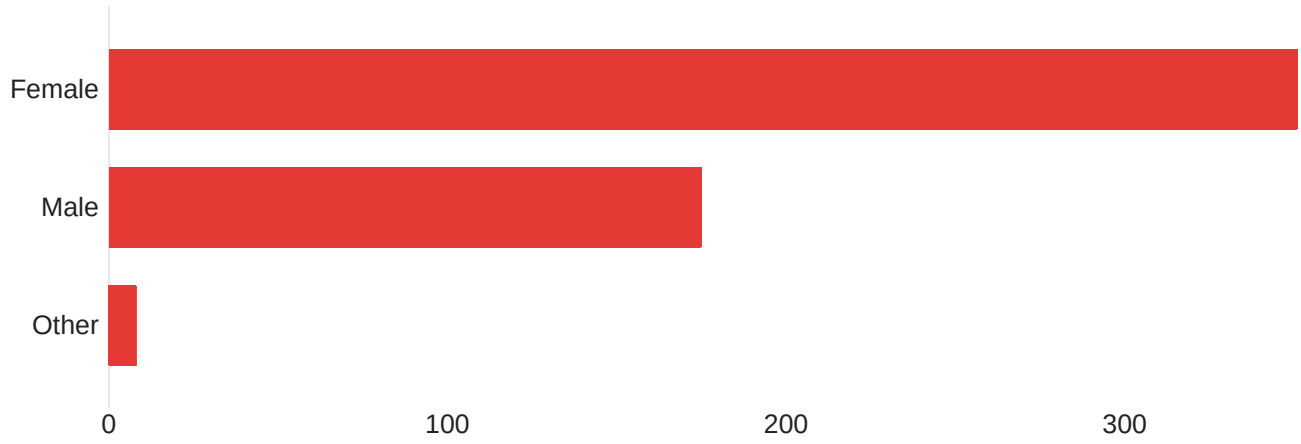
Field	Choice Count
A	349
B	157
C	23
D	1
F	4
Total	534

Q25 - What is your class standing?



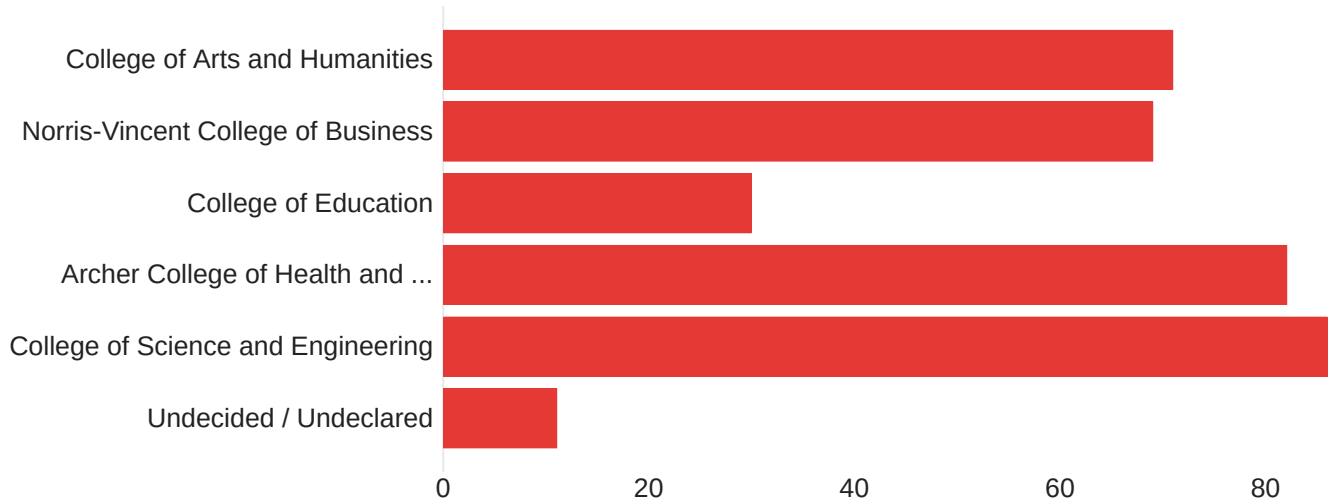
Field	Choice Count
Freshman	65
Sophomore	67
Junior	94
Senior	125
Graduate	185
Total	536

Q26 - What is your gender?



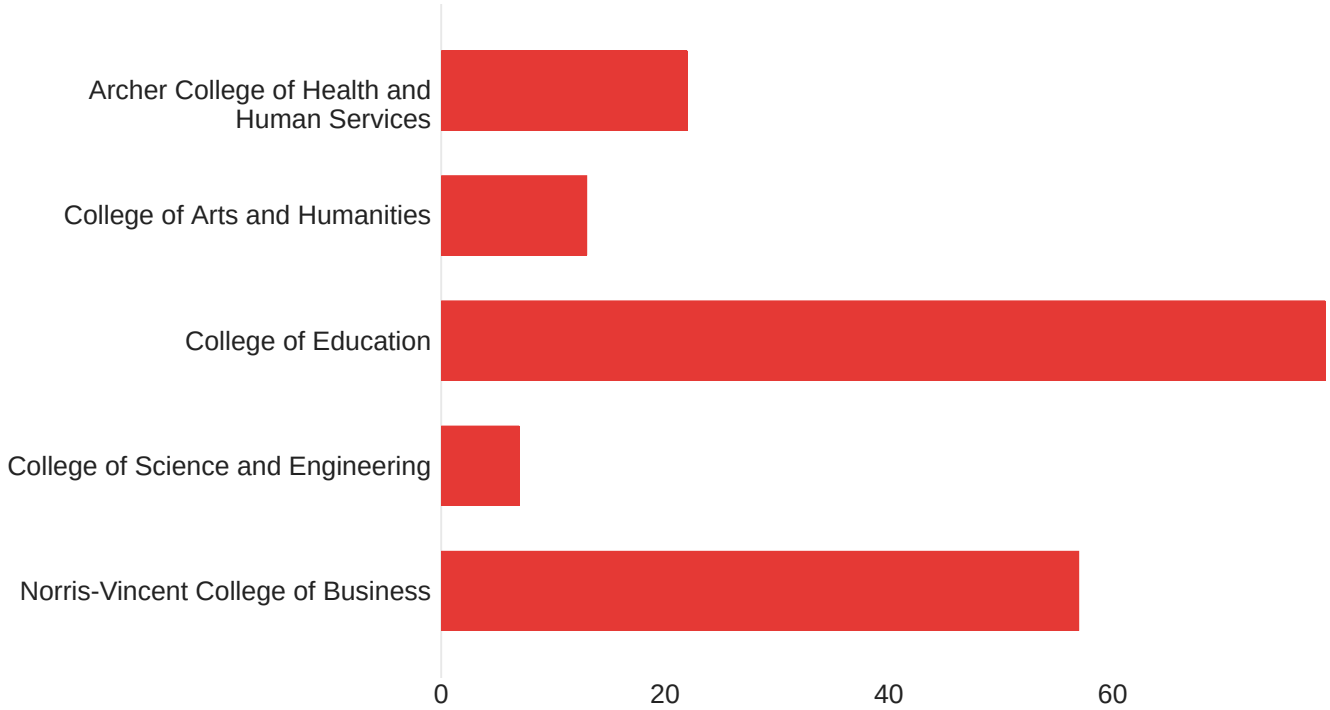
Field	Choice Count
Female	351
Male	175
Other	8
Total	534

Q27 - In which college is your academic major?



Field	Choice Count
College of Arts and Humanities	71
Norris-Vincent College of Business	69
College of Education	30
Archer College of Health and Human Services	82
College of Science and Engineering	86
Undecided / Undeclared	11
Total	349

Q28 - In which college are you studying in order to obtain your Master's or Doctoral degree?



Field	Choice Count
Archer College of Health and Human Services	22
College of Arts and Humanities	13
College of Education	79
College of Science and Engineering	7
Norris-Vincent College of Business	57
Total	178