STUDENT COMPUTING PRIORITY SURVEY

To: Student Advisory Committee
Fr: Student Computing Workgroup
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By IT/Learning Operations

UNM Student Computing Workgroup Committee

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In April 2010, the UNM Board of Regents established a student fee of $5 per semester to improve computing services across the University. The 2010 UNM Student Computing Priority Survey was commissioned by the UNM Student Computing Workgroup, under the direction of the CIO’s Office, in Fall of 2010. The survey was designed to provide UNM data regarding student priorities for the spending of this fee ($200,000 in 2011) and to help set priorities in other IT operational budgets to the benefit of UNM students.

On November 12th, 2010, 26,285 students were invited, via email invitation.

The survey closed, January 18th, 2010, with over 4500 UNM students responding.
Methodology

- Rating scale questions
- Wide spectrum of campus technologies
- Text boxes available to capture qualitative information
- Survey response rate was 17%
- Margin of error (Confidence Interval) +/- 1.45
- Confidence level of 95%
- No demographics
- Student bias toward campus IT technology
- Branch campuses were not included in the survey, because the technology fees in question were not derived from branch campus students.

Survey Topics

Rank priorities in the following areas:
- Wireless Improvements (#1 with over 95% Very/Important ranking)
- Academic Software Issues (#2 with over 90% Very/Important ranking)
- Electronic Media Resources (#3 with over 88% Very/Important ranking)
- Student Computing Spaces (#4 with over 84% Very/Important ranking)
- Student Printing Improvements (#5 with over 82% Very/Important ranking)
- Classroom Technologies (#6 with over 78% Very/Important ranking)
- Apps for Mobile Devices (#7 with over 78% Very/Important ranking)
- And Preferred Computing Device (Laptops with over 65% avg.)
1. Wireless Improvements

Adding percentages for “Very Important” and “Important” for all categories, wireless is number one priority.

- 96% - More robust wireless
- 94% - Faster and better wireless in existing locations
- 91% - More classrooms with wireless access
- 86% - More wireless locations
- 40% - Wireless on busses
Qualitative data for Wireless

- 491 mentioned need for a wireless signal or better coverage at:
  - SUB
  - The Libraries
  - Outdoors (no specific area)
- 160 for better wireless signal
- 66 were satisfied with the wireless service
- 32 suggestions for wireless on buses and at bus stops
- 31 wanted the UNM wireless signal to extend off campus
- 27 mentioned problems with connecting or dropping from UNM’s wireless service, because the safeconnect security protocol was slow or unresponsive

Qualitative word analysis for Wireless
2. Academic Software Issues

Academic software accessibility ranked second place under wireless improvements.

- 91% - Accessing UNM software from my laptop or desktop (virtual)
- 90% - Accessing any UNM software from any UNM computer
- 78% - Expert help/better training to use software needed for classes (e.g. MatLab, SPSS, Maya)

Qualitative word analysis for Academic Software
3. Electronic media resources

Electronic media resources ran third and may be related to printing issues and paper conservation.

- 89% - More textbooks and classroom materials available electronically

4. Student Computing Spaces

- 85% - More power outlets
- 80% - Extended hours in computer pods/libraries/labs
- 73% - Charging stations
- 70% - Pod computers and printers replaced/refreshed more often
- 70% - Reserve student study rooms on the Web
- 67% - Web-accessible storage space for student files
- 55% - More kiosk / hallway computers
- 47% - Web video conferencing tools for students
Qualitative data for Computing Spaces

- 1006 of the comments mentioned location
- 132 of those mentioned classrooms specifically
- 40 were random comments
- 35 were satisfied
- 3 comments were about web conferencing
- More power outlets were called for at:
  - SUB
  - Zimmerman
  - Dane Smith Hall
  - Libraries (study areas)
- More power outlets were also asked for in the classrooms--especially the older classrooms. But floor outlets were specifically requested, because then people would not trip over power cords as much.
- People seemed to really like well placed outlets in the floors and desks.

Qualitative word analysis for Computing Spaces

![Word Cloud Image]
Excluding printing in color, students consistently gave printing items high priority.

- 83% - Working with faculty to reduce printing requirements
- 81% - Printing from student laptops or netbooks using wireless
- 78% - More printers in more locations
- 77% - Better quality printers (no jams)
- 55% - Option to print in color

862 comments suggesting printing locations
86 wanted to add more printers to existing printer locations
42 people mentioned wireless printing
32 mentioned free/cheaper printing
23 mentioned printer bars
21 wanted to reduce printing requirements
15 wanted “better” printing
Color printing was mentioned 7 times
6. Classroom Technologies

- 79% - More power outlets available in classrooms
- 72% - More projectors/screens in more classrooms
- 70% - More recorded lectures available online
- 70% - More power in seats in classrooms
7. Apps for Mobile Devices

- WebCT/Vista course access – 79%
- Real time UNM shuttle bus information - 70%
- Campus and building maps – 65%

What is your preferred computing device?

An average of 66% of all students who responded utilize a personal laptop for:

- Collaboration
- Attending class
- And for studying on and off campus

UNM Public computers received an honorable mention at 34% for students studying on campus.
Consistent Findings

- Overall, said Student Computing Priority Survey produced consistent findings with the Student Computer Use Survey conducted mid-March thru mid-April of 2010:

  ![UNM Office of the CIO](image)

  **Important or Very Important Needs**
  - More robust wireless 69%
  - Printing from laptops 67%
  - More common spaces with computers, printers 67%
  - More open collaborative spaces to use a laptop with tables, power, printing and wireless 65%
  - On-demand authenticated access to software for classes 62%
  - More power in classrooms, common areas 57%
  - More wired connections for laptops 48%
  - More Apps to mobile devices 39%

One sentence summary:

the majority of UNM students want their technology fees to be used to provide better wireless services, application availability, electronic media resources, computing spaces, printing, and power outlets for their laptops.