

2019 ETRAC Student Survey

Informed Consent

Conditions and Stipulations

1. This online survey is being conducted for research purposes. The data resulting from this anonymous survey will be made available to your academic institution. You cannot be identified by your responses. It will be available as individual responses and in aggregate formats. It will be available to the general public in the form of public presentations, reports, journals or newspaper articles, and/or in books.
2. The online survey involves questions about your IT experiences and expectations in higher education. Beyond demographics, all questions will only address IT-related issues.
3. This survey is expected to take about 15 minutes to complete. Taking the research survey is voluntary. If you do not wish to participate, there will be no penalty or loss of benefits. If you do not participate, it will not affect your college/university status in any way. If you choose, you may stop your participation at any time. If you choose to participate, you may skip any question you do not wish to answer.
4. If you have any questions about the research survey and your rights as a participant,
5. you can contact the research team through benchmarking@educause.edu. You will not directly benefit from taking the survey. Your responses will provide data to inform higher education institutions on how to best improve IT experiences for students and faculty. You may choose to enter a drawing for one of a set of Amazon gift cards (one \$100 card and 38 \$50 cards) provided by EDUCAUSE for the national pool of survey participants.
6. You cannot be identified by your survey responses. All personally identifying data will be removed from the data set before the researchers analyze results, the researchers will not be able to identify you. Researchers cannot remove anonymous data from the database should you wish to withdraw it.
7. EDUCAUSE owns and maintains the data collected for the project. De-identified individual response data are stored on EDUCAUSE computers and/or in cloud-based storage systems. The data is stored indefinitely for use in analysis and benchmarking. Data are password-protected and accessible only by authorized individuals.
8. By selecting “I agree” below, you are agreeing to participate in the research study, according to your rights as a voluntary research participant as outlined above, and you provide consent to EDUCAUSE to use your survey responses as outlined above.

You must be an adult (at least 18 years old, in most jurisdictions) and a full-time or part-time undergraduate student to participate in this survey. Indicate your agreement with the informed consent statement below.*

I agree.

I do not agree.

If you choose this option, you will exit the survey.

Section 1: About You

What is your age?*

Which of the following best describes your class standing during the current academic year?*

Freshman or first-year student

Sophomore or second-year student

Junior or third-year student

Senior or fourth-year student

Fifth-year student or beyond

Other type of undergraduate student

Not an undergraduate student

**Please note, only undergraduate students are eligible to take this survey.*

Incentive

If you would like to be entered into a drawing for a \$50 or \$100 Amazon.com gift certificate, please provide your email address here.

The drawing will be held by June 29, 2019. E-mail addresses will be dissociated from the rest of the survey data after the survey window closes, keeping your responses anonymous. Your email address will only be used for the purpose of this drawing and will be permanently deleted from our database no later than July 31, 2019.

Section 1: Device Ownership, Access, and Use

1.1 How many Internet-capable devices (e.g., desktops, laptops, tablets, smartphones, wearables, gaming devices, streaming media devices) do you own?

Only include devices you actively use.

- None
- One
- Two
- Three
- Four
- Five
- Six or more

1.2a Which of these devices do you have access to?

Select all that apply.

- Desktop
- Laptop
- Hybrid or 2-in-1 device (e.g., Lenovo Yoga, Microsoft Surface)
- Tablet
- Smartphone
- Smartwatch (e.g., Apple Watch, Fitbit Ionic, LG Watch, Moto 360, Samsung Gear)
- Augmented/virtual reality headset (e.g., Google Cardboard/Daydream, Oculus Rift, Samsung Gear VR)
- 3D printer
- Gaming device (e.g., PlayStation, Xbox)
- Streaming media device (e.g., Amazon Fire TV Stick, Apple TV, Google Chromecast, Roku)
- Voice-controlled speaker/assistant (e.g., Amazon Echo, Google Home)

Section 1: Device Ownership, Access, and Use (Cont.)

1.2b For the devices to which you have access, please tell us how you have access to them?

Select all that apply.

	Personally own	Borrow from friends, family, etc.	Provided by or on loan from college/university
Desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hybrid or 2-in-1 device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tablet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smartwatch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Augmented/virtual reality headset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3D printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaming device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streaming media device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice-controlled speaker/assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3 In the past year, to what extent have you used each device for your academic work?

	Did not use at all	Used for at least one course	Used for about half of my courses	Used for most of my courses	Used for all my courses
Desktop	()	()	()	()	()
Laptop	()	()	()	()	()
Hybrid or 2-in-1 device	()	()	()	()	()
Tablet	()	()	()	()	()
Smartphone	()	()	()	()	()
Smartwatch	()	()	()	()	()
Augmented /virtual reality headset	()	()	()	()	()
3D printer	()	()	()	()	()
Gaming device	()	()	()	()	()
Streaming media device	()	()	()	()	()
Voice-controlled speaker/assistant	()	()	()	()	()

Section 1: Device Ownership, Access, and Use (Cont.)

1.4 How important is each device to your academic success?

	Not at all important	Not very important	Moderately important	Very important	Extremely important
Desktop	()	()	()	()	()
Laptop	()	()	()	()	()
Hybrid or 2-in-1	()	()	()	()	()
Tablet	()	()	()	()	()
Smartphone	()	()	()	()	()
Smartwatch	()	()	()	()	()
Augmented/virtual reality headset	()	()	()	()	()
3D printer	()	()	()	()	()
Gaming device	()	()	()	()	()
Streaming media device	()	()	()	()	()
Voice-controlled speaker/assistant	()	()	()	()	()

Section 2: Campus Technology Experiences

2.1 How would you describe your overall technology experience at your institution?

- Poor
- Fair
- Neutral
- Good
- Excellent
- Don't know

2.2 In the past 12 months, have you taken any course (or participated in a competency-based program) that was completely online?

- None of my courses have been completely online.
 - Some but not all of my courses have been completely online.
 - All of my courses have been completely online.
-

Section 2: Campus Technology Experiences (cont.)

2.3 Thinking about the past year, please rate your experiences with Wi-Fi networks on campus:

	Poor	Fair	Neutral	Good	Excellent	N/A
Reliability of access to Wi-Fi in student housing/dormitories	()	()	()	()	()	()
Reliability of access to Wi-Fi in campus libraries	()	()	()	()	()	()
Reliability of access to Wi-Fi in classroom/instructional spaces	()	()	()	()	()	()
Reliability of access to Wi-Fi in outdoor spaces	()	()	()	()	()	()
Ease of login to Wi-Fi network(s) provided by the institution	()	()	()	()	()	()

2.4 Do you live...?

() On campus

() Off campus

Section 2: Campus Technology Experiences (cont.) - Student success

2.5a To the best of your knowledge, which of the following online student success tools are provided by your institution?

Select all that apply.

- Guidance about courses you might consider taking in the future (e.g., “other courses you might like” or “we recommend” suggestions)
- Early-alert systems designed to catch potential academic trouble as soon as possible
- Tools that suggest how to improve performance in a course
- Tools that suggest new or different academic resources (e.g., tutoring, skills-building opportunities)
- Degree planning or mapping tools that identify courses needed to complete your degree
- Degree audit tools that show the degree requirements completed
- Self-service tools for conducting student-related business (e.g., registration, finances, grades and transcripts)
- Self-service systems for tracking credits, credit transfers, and dual enrollment
- Self-service referral systems to social or community resources (e.g., volunteer opportunities, community events, crisis counseling)

2.5b How frequently do you use the following online student success tools provided by your institution?

	Haven't used service	Less than once per year	At least once per year	At least once per semester	At least once per month	At least once per week
Guidance about courses you might consider taking in the future (e.g., "other courses you might like" or "we recommend" suggestions)	()	()	()	()	()	()
Early-alert systems designed to catch potential academic trouble as soon as possible	()	()	()	()	()	()
Tools that suggest how to improve performance in a course	()	()	()	()	()	()
Tools that suggest new or different academic resources (e.g., tutoring, skills-building opportunities)	()	()	()	()	()	()
Degree planning or mapping tools that identify courses needed to complete your degree	()	()	()	()	()	()
Degree audit tools that show degree requirements completed	()	()	()	()	()	()
Self-service tools for conducting student-related business (e.g., registration, finances, grades and transcripts)	()	()	()	()	()	()
Self-service systems for tracking credits, credit transfers, and dual enrollment	()	()	()	()	()	()
Self-service referral systems to social or community resources (e.g., volunteer opportunities, community events, crisis counseling)	()	()	()	()	()	()

2.5c How useful do you find the following online student success tools provided by your institution?

	Not at all useful	Not very useful	Moderately useful	Very useful	Extremely useful
Self-service systems for tracking credits, credit transfers, and dual enrollment	()	()	()	()	()
Degree planning or mapping tools that identify courses needed to complete your degree	()	()	()	()	()
Degree audit tools that show the degree requirements completed	()	()	()	()	()
Self-service tools for conducting student-related business (e.g., registration, finances, grades and transcripts)	()	()	()	()	()
Tools that suggest how to improve performance in a course	()	()	()	()	()
Self-service referral systems to social or community resources (e.g., volunteer opportunities, community events, crisis counseling)	()	()	()	()	()
Guidance about courses you might consider taking in the future (e.g., “other courses you might like” or “we recommend” suggestions)	()	()	()	()	()
Early-alert systems designed to catch potential academic trouble as soon as possible	()	()	()	()	()
Tools that suggest new or different academic resources (e.g., tutoring, skills-building opportunities)	()	()	()	()	()

Section 2: Campus Technology Experiences (cont.) - Learning Management Systems

2.6a In the past 12 months, how much did you use your institution's learning management system (e.g., Blackboard, Moodle, Sakai, D2L Brightspace, Canvas)?

- Did not use at all
- Used for at least one course
- Used for about half of my courses
- Used for most of my courses
- Used for all my courses

2.6b Please indicate your overall satisfaction with the learning management system:

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

2.6c Where do you go for technical support related to using your institution's learning management system? Select all that apply.

- My instructor(s)
- My institution's help desk
- The help function within the learning management system
- Google or other internet search
- YouTube search
- My classmates
- My friends
- My family
- Other: _____

2.6d How would you rate the technical support provided for the learning management system?

	Poor	Fair	Neutral	Good	Excellent	Don't know
My instructor(s)	()	()	()	()	()	()
My institution's help desk	()	()	()	()	()	()
The help function within the learning management system	()	()	()	()	()	()
Google or other internet search	()	()	()	()	()	()
YouTube search	()	()	()	()	()	()
My classmates	()	()	()	()	()	()
My friends	()	()	()	()	()	()
My family	()	()	()	()	()	()
Other	()	()	()	()	()	()

2.7a. Did your institution provide mandatory or optional learning management system training?

- No
- Yes, mandatory training
- Yes, optional training
- Don't know

2.7b In the past 12 months, have you participated in your institution's learning management system training?

- No
- Yes
- Don't know

2.7c How useful was your institution's learning management system training?

- Not at all useful
 - Not very useful
 - Moderately useful
 - Very useful
 - Extremely useful
 - Don't know
-

Section 2: Campus Technology Experiences (cont.) - Accessible and adaptive technologies

2.8 Do you have physical or learning disabilities that require accessible technologies or accommodations for your coursework?

- No.
- Yes, I have one or more physical disabilities.
- Yes, I have one or more learning disabilities.
- Yes, I have both physical and learning disabilities.
- Prefer not to answer

2.9a How would you rate your institution's *awareness of student needs* for accessible technologies or accommodations needed for your coursework?

- My institution is not aware of my needs for accessible or adaptive technologies.
- Poor
- Fair
- Neutral
- Good
- Excellent
- Don't know

2.9b How would you rate your institution's *support* for the accessible technologies or accommodations needed for your coursework?

- I am not provided with the accessible or adaptive technologies I need.
- Poor
- Fair
- Neutral
- Good
- Excellent
- Don't know

Section 3: Academic Technology Preferences, Experiences, and Learning

3.1 In what type of learning environment do you prefer to learn?

- One that is completely face-to-face
- One that is mostly but not completely face-to-face
- About half online and half face-to-face (blended)
- One that is mostly but not completely online
- One that is completely online
- No preference

3.2 For each of the following activities or assignments, please indicate your preferred learning environment.

	Completely face-to-face	Mostly face-to-face with some online components	Equal parts face-to-face and online	Mostly online with some face-to-face components	Completely online	Not applicable
Homework / assignment submission	()	()	()	()	()	()
Collaborations or projects with peers	()	()	()	()	()	()
Peer-reviewing / peer-grading activities	()	()	()	()	()	()
Faculty / student conferences	()	()	()	()	()	()
Student presentations	()	()	()	()	()	()
Course-related discussions	()	()	()	()	()	()
Lectures	()	()	()	()	()	()
Labs / demonstrations	()	()	()	()	()	()
Exams, quizzes, or tests	()	()	()	()	()	()
Asking questions	()	()	()	()	()	()

Section 3: Academic Technology Preferences, Experiences, and Learning (cont.)

3.3 What are the most important things for you to have when you are studying? Select up to three.

- Quiet places
- Physical access to reference materials
- Rooms or spaces for collaboration (e.g., rooms with movable furniture and/or software to work collaboratively)
- Access to specialized software
- Access to Wi-Fi
- Mobile phone reception
- Access to snacks and coffee/soda
- Access to power outlets
- Room to spread out (e.g., laptop, books, papers)
- A secure place where you can leave your belongings for a short time
- Access to printers
- Other: _____

3.4 Thinking about your college/university experiences within the past 12 months, rate your level of agreement with the following statements: My instructors typically...

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
...use technology to engage me in the learning process	()	()	()	()	()
...use technology during class to enhance learning with additional materials (e.g., by providing audio or video examples/demonstrations/simulations of learning concepts)	()	()	()	()	()
...encourage me to use my own technology devices during class to deepen learning (e.g., by searching online for related concepts, examples, or demonstrations)	()	()	()	()	()
...encourage me to use online collaboration tools to communicate/collaborate with the instructor or other students in or outside class	()	()	()	()	()
...encourage me to use technology for creative or critical-thinking tasks	()	()	()	()	()
...have me use my laptop as a learning tool in class	()	()	()	()	()
...have me use my hybrid/2-in-1 as a learning tool in class	()	()	()	()	()
...have me use my tablet as a learning tool in class	()	()	()	()	()
...have me use my smartphone as a learning tool in class	()	()	()	()	()

Section 3: Academic Technology Preferences, Experiences, and Learning (cont.) - Open-ended

3.5a What is ONE thing you would like *your instructors* to do with technology to enhance your academic success?

3.5b What is ONE thing you would like *your institution* to do with technology to enhance your academic success?

3.6 What technologies have the greatest positive impact on your academic work?

3.7 May we share your open-ended, written responses with your institution?

If you have included information in your written responses that could identify you, we suggest choosing "No."

No

Yes

Section 4: Data and Information Security Questions - Behaviors and training

4.1 Please tell us about your personal devices and online account security practices.

	No	Yes	Don't know
I sometimes let other people use my mobile devices unsupervised.	()	()	()
In general, I secure access to my computer, tablet, and smartphone with a password, PIN, or biometric security feature.	()	()	()
In general, I use a combination of alpha, numeric, and symbol character passwords for my online accounts.	()	()	()
I use a password vault or manager to generate and store my passwords.	()	()	()
I have given the password or PIN for my <i>computer, tablet, or smartphone</i> to another person in the past 12 months.	()	()	()
I have let someone log in as me to a college or university service, system, application, or website in the past 12 months.	()	()	()
I have had a computer, tablet, or smartphone stolen in the past 12 months.	()	()	()
I have had an online account hacked in the past 12 months.	()	()	()
I use encrypted apps to message with my friends and/or family.	()	()	()
I have given my password or PIN for an <i>online account</i> to another person in the past 12 months.	()	()	()

4.2 Does your institution provide *mandatory or optional* information security training? Select all that apply.

- No
- Yes, mandatory training
- Yes, optional training
- Don't know

4.3 In the past 12 months, have you participated in your institution's information security training?

- No
- Yes
- Don't know

4.4 How useful was the information security training?

- Not at all useful
- Not very useful
- Moderately useful
- Very useful
- Extremely useful

4.5 What could your institution do to make the information security training more useful?

Section 4: Data and Information Security Questions (cont.) - Preferences and opinions

4.6 Please tell us how much you agree or disagree with the following statements about data/information privacy and security:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I have confidence in my institution's information security practices.	()	()	()	()	()	()
I understand relevant college/university policies about data use, storage, and protection.	()	()	()	()	()	()
I have confidence in my ability to follow my institution's information security policies and procedures.	()	()	()	()	()	()
My institution's privacy and security policies impede my productivity.	()	()	()	()	()	()
I benefit from my institution's privacy and security policies.	()	()	()	()	()	()
I have confidence in my institution's ability to safeguard my personal digital information (e.g., logins; swipe card data; accessing the library, health center, or fitness center; event attendance).	()	()	()	()	()	()
I have confidence in my institution's ability to safeguard my personal data (e.g., financial information, transcripts, test scores)	()	()	()	()	()	()
I understand how my institution uses the personal data they collect about me (e.g., personal digital data, financial data, academic data).	()	()	()	()	()	()
I benefit from my institution's collection and use of my personal data (e.g., improved services, advising).	()	()	()	()	()	()

4.7 Please indicate your preference for security versus convenience for each of the technologies or services provided by your institution.

	Security is most important	Both, but security is more important than convenience	Security and convenience are equally important	Both, but convenience is more important than security	Convenience is most important
User account / password policies (e.g. single sign-on, multi-factor authentication)	()	()	()	()	()
Connecting my personal devices to institutional networks (e.g., Wi-Fi, printing stations)	()	()	()	()	()
Accessing shared institutional resources while working on campus (e.g., shared computers, shared software, research data, financial data, transcripts, health-center appointments).	()	()	()	()	()
Accessing shared institutional resources while working off campus (e.g., shared software, research data, financial data, transcripts, health center appointments).	()	()	()	()	()

Section 5: Demographic Questions

5.1 Are you taking courses at more than one college/university?

- No
- Yes

5.2 Are you currently considered a full-time or part-time student at the institution that asked you to complete this survey?

Part time is typically fewer than 12 credit hours per quarter/semester or their equivalent.

- Part time
- Full time

5.3 Are you currently seeking a degree, diploma, or certification from the college/university that asked you to participate in this survey?

- No
- Yes
- Don't know

5.4 I am currently enrolled to earn...

Select all that apply.

- One or more digital badges that certify my skills
- A vocational/occupational certificate
- A college diploma
- An associate's degree or equivalent
- An advanced diploma
- A bachelor's degree or equivalent
- An honor's degree
- Other, please specify: _____

5.5 In what area is your major?

Select the one that is the closest match to your primary major.

- Agriculture and natural resources
- Biological/life sciences
- Business, management, marketing
- Communications/journalism
- Computer and information sciences
- Education, including physical education
- Engineering and architecture
- Fine and performing arts
- Health sciences, including professional programs
- Humanities
- Liberal arts/general studies
- Manufacturing, construction, repair, or transportation
- Physical sciences, including mathematical sciences
- Public administration, legal, social, and protective services
- Social sciences
- Other major not described above
- Undecided

5.6 Are you the first person in your immediate family to attend college?

Immediate family refers to the family in which you grew up.

- No
- Yes
- Prefer not to answer

5.7 Are you eligible for Pell Grants?

- No
- Yes
- Don't know
- Prefer not to answer

5.8 Are you a dependent, or do you have any dependents?

- Dependent
- Independent, no dependents
- Independent, with dependents
- Prefer not to answer

5.9 Are you married or in a domestic partnership?

- No
- Yes
- Prefer not to answer

5.10 Did you hold a job while taking classes during the past 12 months?

Select all that apply.

- No
- Yes, salaried employment
- Yes, hourly employment (not work study or assistantship)
- Yes, hourly employment (work study or assistantship)
- Yes, other
- Prefer not to answer

5.11 How many hours a week on average do you work?

- Fewer than 10
- At least 10 but fewer than 20
- At least 20 but fewer than 30
- At least 30 but fewer than 40
- 40 or more

5.12 Which of the following best describes your technology use in high school?

- One-to-one device usage (i.e., every student has a school-issued computing device)
- Bring your own device (BYOD)
- A set of classroom devices that students share
- Devices are available in a centralized laboratory/space
- None of the above

5.13 How do you identify?

- Male
- Female
- Other
- Prefer not to answer

5.14 What is your ethnic background?

Select all that apply.

- American Indian/Native American/Alaskan native
- Asian/Pacific Islander
- Black/African American
- Hispanic/Latino
- White
- Other
- Prefer not to answer