Student Study, 2014

Message to Participants and Informed Consent

Welcome to the 2014 ECAR Student Technology Survey. This survey should take you 15–20 minutes to complete, and your responses are anonymous. We ask questions about your experiences with and attitudes toward technology and your academic experiences. Your responses will help people on your campus and beyond understand how to use technology more effectively to benefit students. There are no right or wrong answers; we'd just like you to answer as honestly as you can. Participation in the survey is completely voluntary, and at any point you can choose to exit the survey.

Study Description

Technology is a critical part of undergraduate students' experiences in higher education. This study explores technology ownership, use patterns, and expectations as they relate to the student experience. The results of this study can be used to improve IT services, increase technology-enabled productivity, prioritize strategic contributions of information technology to higher education, plan for technology shifts that impact students, and become more technologically competitive among peer institutions.

Conditions and Stipulations

1. I understand that all information I provide in this survey will be kept confidential. I will not be personally identified in any reports. I agree to complete this online survey for research purposes and that the data derived from this anonymous survey may be made available to my academic institution in unitary and aggregate formats and/or to the general public in the form of public presentations, reports, journals or newspaper articles, and/or in books.

2. I understand the online survey involves questions about my information technology (IT) experiences and expectations in higher education. Beyond demographics, all questions will address IT-related issues.

3. I understand that this survey is expected to take 15–20 minutes to complete. I understand that my participation in this research survey is totally voluntary and that declining to participate will involve no penalty or loss of benefits. Choosing not to participate will not affect my college/university status in any way. If I choose, I may discontinue my participation at any time. I also understand that if I choose to participate, I may decline to answer any question that I am not comfortable answering.

4. I understand that I can contact the research team through survey@educause.edu if I have any questions about the research survey and my rights as a participant. I understand that the survey does not contain any questions that are a foreseeable risk, nor any questions likely to create discomfort to participants. I am aware that my consent will not directly benefit me, but will provide data to inform higher education institutions on how to best improve IT experiences for students and faculty.

5. Responses will be kept confidential to the degree permitted by the technology used. However, no absolute guarantee can be given for the confidentiality of electronic data. Your survey responses are anonymous; once responses are submitted, the researchers will not be able to identify you or remove anonymous data from the database should you wish to withdraw it. EDUCAUSE owns and maintains the data collected for the project. Unitary-level data are stored on an EDUCAUSE server indefinitely for use in longitudinal analysis. These data are contained in systems that can only be accessed through password-protected accounts and reside on servers protected by multilayered firewalls, within a SAS 70 Type II certified commercial data center.

6. By clicking "I agree" below I freely provide consent and acknowledge my rights as a voluntary research participant as outlined above and provide consent to EDUCAUSE to use my survey responses in the technology research in the academic community projects.

You must be at least 18 years old and a full-time or part-time undergraduate student to participate in this survey. Indicate your agreement with the informed consent statement below. *Required.
( ) I agree.
( ) I do not agree. <<exit survey>>

Section 1: About You

1.1 What is your age? We may only survey students 18 years and older. *Required. <<exit survey if not at least 18 years of age>>

_____

1.2 Which of the following best describes your class standing during the current academic year? *Required.
( ) Freshman or first-year student
( ) Sophomore or second-year student
( ) Junior or third-year student
( ) Senior or fourth-year student
( ) Other type of undergraduate student
( ) Not an undergraduate student. Note, only undergraduate students are eligible to take this survey. <<exit survey>>

1.3 If you would like to be entered into a drawing to receive a $50 or $100 Amazon.com gift certificate, please provide your e-mail address here.
The drawing will be held by June 30, 2014. E-mail addresses will be disassociated from the rest of the survey data after the survey window closes, keeping your response anonymous. Your e-mail address will only be used for the purpose of this drawing and will be permanently deleted from our database no later than July 31, 2014.

_____
<<only visible if institution opts into the ECAR-hosted incentive program>>

Section 2: Device Use and Ownership

2.1 Do you own any of these devices?

	No, and I don't plan to purchase one within the next 12 months.	No, but I plan to purchase one within the next 12 months.	Yes, I currently own one (or more).
Laptop			<<show 2.2a>>
Tablet or iPad			<<show 2.2b>>
Smartphone			<<show 2.2c>>
E-reader			<<show 2.2d>>

2.2a What type of operating system (OS) does your *laptop* have?
If you have more than one *laptop*, please select the one that you use most often for school-related work.

( ) Windows
( ) Mac
( ) Linux
( ) Other
( ) Don't know

2.2b What type of operating system (OS) does your *tablet or iPad* have?
If you have more than one *tablet*, please select the one you use most often for school-related work.

( ) iOS (iPad)
( ) Windows OS
( ) Android OS
( ) BlackBerry OS
( ) webOS
( ) Other OS
( ) Don't know

2.2c What type of *smartphone* do you have?
If you have more than one *smartphone*, please select the one that you use most often for school-related work.

( ) iPhone
( ) Android phone
( ) Windows phone
( ) BlackBerry phone
( ) Other smartphone
( ) Don't know

2.2d What type of *e-reader* do you have?
If you have more than one *e-reader*, please select the one that you use most often for school-related work.

( ) Kindle
( ) Kobo
( ) Nook
( ) Sony Reader
( ) Other e-reader
( ) Don't know

2.3 Regardless of whether you own one, please tell us how you use each device.

	Haven't used in the past year	Use for academic and other purposes	Use for academic purposes only	Use for other purposes only
Laptop				
Tablet or iPad				
Smartphone				
E-reader				

2.4 How important is each device to your academic success? <<show if respective item in Q2.3 = either "use for academic" options>>

	Not at all important	Not very important	Moderately important	Very important	Extremely important
Laptop					
Tablet or iPad					
Smartphone					
E-reader					

2.5 How important is it that you are able to do the following activities *from a handheld mobile device* (e.g., smartphone or tablet)? <<show if use options in Q2.3 = either indicate smartphone or tablet use>>

	Not at all important	Not very important	Moderately important	Very important	Extremely important
Access library resources					
Check grades					
Register for courses					
Use the course or learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.)					
Access information about events, student activities, and clubs/organizations					
Read e-texts					
Communicate with other students about class-related matters outside class sessions					
Look up information while in class					
Capture static images of in-class activities or resources					
Record your instructor's lecture or in-class activities (audio, visual, or audio/visual)					
Participate in interactive class activities					
Use the mobile device as a digital passport for access (e.g., accessing facilities or services) or identification (e.g., personal identification unit or marker for logging campus activities or services)					

Section 3: Technology and the College/University Experience

3.1 Thinking about the past year, please rate your experiences with college/university wireless networks:

	Poor	Fair	Neutral	Good	Excellent	N/A
Reliable access to Wi-Fi throughout campus						
Reliable access to Wi-Fi specifically in classroom/instructional spaces						
Ease of login to Wi-Fi network(s) provided by the institution						
Network performance (e.g., speed/bandwidth)						

3.2. How many devices do you typically connect/try to connect to the network *at the same time* when you are on campus?
( ) None
( ) One
( ) Two
( ) Three
( ) Four
( ) Five
( ) Six or more

3.3 Thinking about the past year, please rate your institution's support of the following activities you've experienced *on a handheld mobile device* (e.g., smartphone or iPad): <<show if use options in Q2.3 = either indicate smartphone or tablet use>>

	Service not offered/does not function on my mobile device	Haven't used service in the past year	Poor	Fair	Neutral	Good	Excellent
Accessing library resources							
Checking grades							
Registering for courses							
Using the course or learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.)							
Accessing information about events, student activities, and clubs/organizations							
Reading e-texts							

3.4 Thinking about your college/university experience within the past year, how many of your instructors...

	None	Very few	Some	Most	Almost all	All
...effectively use technology to support your academic success						
...have adequate technical skills for carrying out course instruction						

3.5 In the past year, to what extent have you used...

	Did not use at all	Used in at least one course	Used in about half of my courses	Used in most of my courses	Used in all my courses
...the course or learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.)					
...e-portfolios					
...e-books or e-textbooks					
...simulations or educational games					
...recorded lectures or "lecture capture" (for later use/review)					
...online collaboration tools (e.g., Blackboard Collaborate, Adobe Connect, Google Docs)					
...your tablet during class (for class-related, not personal, purposes)					

Cont'd

...your smartphone during class (for class-related, not personal, purposes)					
...your laptop during class (for class-related, not personal, purposes)					
...social media as a learning tool					
...3D printers					
...non-keyboard or non-mouse computer interfaces, such as voice, touchscreen, and gesture-based interactions					

3.6 I could be a more effective student if I were better skilled at using...

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
...the course or learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.)					
...e-portfolios					
...e-books or e-textbooks					
...simulations or educational games					
...recorded lectures or "lecture capture" (for later use/review)					
...online collaboration tools (e.g., Blackboard Collaborate, Adobe Connect, Google Docs)					
...my tablet during class (for class-related, not personal, purposes)					
...my smartphone during class (for class-related, not personal, purposes)					
...my laptop during class (for class-related, not personal, purposes)					
...social media as a learning tool					
...3D printers					
...non-keyboard or non-mouse computer interfaces such as voice, touchscreen, and gesture-based interactions					

3.7 Please indicate your satisfaction with the following activities associated with the learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.) at your institution.

	Not offered	Don't use this feature at all	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Accessing course content (e.g., syllabus, recorded lectures, supplemental learning materials, e-texts, podcasts, blogs)							
Managing your assignments (e.g., due-date notifications, progress notifications, time-management tips)							
Checking course progress (e.g., assignment grades/points, to-date cumulative grade/points)							
Accessing information about your institution's news, events, or activities							
Submitting course assignments reliably							
Engaging in meaningful interactions with other students (e.g., via discussion boards, direct contact, or social media connections)							

Cont'd

Collaborating on projects or for study groups with other students							
Engaging in meaningful interactions with your instructors (e.g., via discussion boards, direct contact, or social media connections)							
Receiving timely feedback on course assignments							
Receiving meaningful feedback on course assignments							
Overall satisfaction							

3.8 If you could design your school's learning management system from scratch, what features would you add?

_____

_____

_____

3.9 How interested are you in your institution providing you with...

	Don't know	Not at all interested	Not very interested	Moderately interested	Very interested	Extremely interested
...guidance about courses you might consider taking in the future, such as using "other courses that you might like" or "we recommend" suggestions						
...alerts if it appears your progress in a course is declining						
...suggestions for how to improve performance in a course if your progress is substandard						
...suggestions about new or different academic resources (e.g., tutoring, skills-building opportunities, etc.)						
...automated tracking of your course attendance via college/university ID card scanners or other automated tracking system						
...feedback about your performance compared to that of other students in your class or your major						
…personalized support and information on your progress towards your degree goal (through the learning management system)						
…personalized quizzes or practice questions oriented to your strengths or weaknesses so that you and the instructor know what you need more help on (through the learning management system)						
…personalized visualizations and dashboards that give you real-time feedback about your progress in a course or learning experience (through the learning management system)						

3.10 What other type of alerts or advice would you consider most useful to improving your academic performance? <<IF very/extremely interested in alerts>>

_____
_____
_____
_____

Many colleges/universities are starting to use the data they collect from/about students to create individualized messages about academic progress, training, and guidance opportunities. These data could come from transactional records (e.g., logging in/out of a campus website/application/service), tracking activities from your student ID/smart card, or direct input from your advisors, counselors, or instructors.

3.11 Which statement below best describes your opinion of this practice?
( ) I think this is great.
( ) This sounds positive.
( ) I am neutral.
( ) This sounds negative.
( ) I am totally against this.

3.12 Which _resources/tools_ do you wish your instructors used less…or more?

	Don't know	(Less) 1	2	3	4	(More) 5
Course or learning management system (e.g., Blackboard, Moodle, Sakai, Desire2Learn, Canvas by Instructure, etc.)						
E-portfolios						
E-books or e-textbooks						
Freely available content beyond your campus (e.g., OpenCourseWare, Khan Academy, iTunes U, Mayo Clinic, etc.)						
Simulations or educational games						
Lecture capture (for later use/review)						
Online collaboration tools (e.g., Blackboard Collaborate, Adobe Connect, Google Docs)						
Your tablet as a learning tool in class						
Your smartphone as a learning tool in class						
Your laptop as a learning tool in class						
Social media as a teaching and learning tool						
3D printers						
Early-alert systems to catch potential academic trouble as soon as possible						

Section 4: Learning Environments

4.1 In what type of learning environment do you tend to _learn most_?
( ) One with no online components
( ) One with some online components
( ) One that is completely online
( ) No preference

4.2 In the past year, to what extent have your courses/learning environments been blended?
By "blended" we mean that at least part of your experience was through online delivery of content and part was through face-to-face interaction with your instructors and that there was at least some element of control over time, place, path, or pace.
( ) None
( ) A few
( ) About half
( ) Nearly all
( ) All

4.3 In the past year, have you taken a course (or participated in a competency-based program) that was offered completely online (i.e., with no formal face-to-face interaction with your classmates or instructors)?
( ) No
( ) Yes

4.4 In the past year, have you taken a MOOC (massive open online course) through any institution/organization (e.g., Coursera, Udacity, edX, MITx, etc.)?
( ) No, and I don't know what a MOOC is.
( ) No, but I do know what a MOOC is.
( ) Yes, but I didn't complete one.
( ) Yes, and I completed one.

4.5 Have you earned a digital badge or other type of digital credential that certifies your competency in a topic, activity, or subject area?
( ) Don't know
( ) No
( ) Yes

4.6 When you think about documenting the skills you gain during your higher education experiences, which of these would you include on your résumé? Select all that apply.
[ ] Undergraduate degree/diploma from an accredited college or university
[ ] Certificate from an accredited college or university program
[ ] Certificate from an industry-based training program
[ ] Certificate of completion from an institution/organization offering freely available course content
[ ] Digital badge that represents a skills-based competency or completed activity
[ ] E-portfolio
[ ] Other, please specify: _____
[ ] N/A

4.7 To what extent do you agree with the following statements?

	Don't know	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
I get more actively involved in courses that use technology.						
I am more likely to skip classes when materials from course lectures are available online.						
When I entered college, I was adequately prepared to use technology needed in my courses.						
Technology makes me feel more connected to what's going on at the college/university.						
Technology makes me feel connected to other students.						
Technology makes me feel connected to instructors.						

Cont'd

In-class use of mobile devices is distracting.						
When it comes to social media (e.g., Facebook, Twitter, LinkedIn), I like to keep my academic life and my social life separate.						
I wish I had been better prepared to use institutionally specific technology (e.g., the course registration system, the learning management system, the library search system) when I first started college.						
I wish I had been better prepared to use basic software programs and applications (e.g., MS Office, Google Apps, etc.) when I first started college.						

4.8 Tell us ONE thing that _your instructors_ can do with technology to better facilitate or support your academic success.

_____
_____
_____

4.9 Tell us ONE thing that _your institution_ can do with technology to better facilitate or support your academic success.

_____
_____
_____

4.10 When you need technology support or assistance for school-related activities, which sources to you typically use? Select all that apply.
[ ] Ask your peers, friends, or family
[ ] Ask your instructors or teaching assistants
[ ] Search Google, YouTube, or another online source
[ ] Contact the company or vendor
[ ] Use the college/university help-desk services
[ ] Other, please specify: _____

4.11 Please rate your experience with the following college/university technology help-desk services: <<IF 4.10 = Use the college/university help desk services>>

	Service not offered	N/A	Poor	Fair	Neutral	Good	Excellent
Walk-in							
Phone							
E-mail							
Web form							
Chat/instant messaging (IM)							
Self-service FAQ							
Overall rating of help-desk services							

Section 5: Your Personal Computing Environment
5.1 How many Internet-capable devices do you own? Only include devices you actively use.
( ) None
( ) One
( ) Two
( ) Three
( ) Four
( ) Five
( ) Six or more

5.2 What is your typical in-class experience with the following devices?

	N/A	Banned from using it in class	Discouraged from using it in class	Neither discouraged nor encouraged about using it in class	Encouraged to use it in class	Required to use it in class
Smartphone						
Tablet or iPad						
Laptop						
Wearable technologies (e.g., Google Glass)						

Section 6: Demographic and Informational Questions

Please note: If you do not click on a slider at all, no response will be recorded. If you wish to submit a neutral response, you must click on the slider button in its original position. If you have been forwarded the PDF version of this survey to record your answers, it is suggested you mark the spot on the line where you think the slider should be moved.

6.1a Rate yourself in terms of your DISPOSITION towards information technology on the following scales:

Reluctant   0 _____[__]_____ 100 Enthusiast
Late adopter   0 _____[__]_____ 100 Early adopter
Technophobe 0 _____[__]_____ 100 Technophile
Skeptic   0 _____[__]_____ 100 Cheerleader
By-the-book   0 _____[__]_____ 100 Experimenter
Critic   0 _____[__]_____ 100 Supporter
Conservative 0 _____[__]_____ 100 Radical

6.1b Rate your ATTITUDE towards information technology on the following scales:

Dissatisfied   0 _____[__]_____ 100 Satisfied
Discontent   0 _____[__]_____ 100 Content
Perturbed   0 _____[__]_____ 100 Pleased
Burdensome 0 _____[__]_____ 100 Beneficial
Useless   0 _____[__]_____ 100 Useful
Distraction   0 _____[__]_____ 100 Enhancement

6.1c Rate yourself in terms of your USAGE of information technology on the following scales:

Never connected 0 _____[__]_____ 100 Always connected
Peripheral   0 _____[__]_____ 100 Central
Old media   0 _____[__]_____ 100 New media
Infrequent   0 _____[__]_____ 100 Frequent
Satiable   0 _____[__]_____ 100 Insatiable

6.2 Are you…?
( ) Male
( ) Female
( ) Other
( ) Prefer not to answer

6.3 I intend to earn… Select all that apply.
[ ] Digital badges that certify my skills
[ ] A vocational/occupational certificate
[ ] An associate's degree (or equivalent if from an institution outside the United States)
[ ] A bachelor's degree (or equivalent if from an institution outside the United States)
[ ] A master's degree (or equivalent if from an institution outside the United States)
[ ] A doctoral degree (or equivalent if from an institution outside the United States)
[ ] Another professional degree (MD, DDS, JD, Ed.D, etc.)
[ ] Other, please describe: _____
[ ] N/A

6.4 What is your major?
Pick the one that best fits your primary interest.
( ) 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, please describe: _____
( ) Undecided

6.5 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

6.6 What is your ethnic background? <<U.S. institutions only>> Select all that apply.
[ ] White
[ ] Black/African American
[ ] Hispanic
[ ] American Indian or Alaskan native
[ ] Asian/Pacific Islander
[ ] Other
[ ] Prefer not to answer

6.7 Do you live…?
( ) On campus
( ) Off campus

6.8 May we share your open-ended, written responses with your institution?
If you click "Yes," your written responses will be included in a file with all other written responses from the survey participants at your institution. Written responses will be separated from the rest of the survey responses to help preserve individual participants' anonymity. If you have included information in your written responses that could identify you, we suggest clicking "No."
( ) No
( ) Yes

Please click "Submit" to complete the survey.

Thank You!

Thank you for responding to the 2014 ECAR Student Study!