

ECAR Study of Students and Technology, 2014

Appalachian State University Benchmarking Report

1.1. Age	Appalachian State University	MA Public Institutions	All US institutions
18–24	1565	12127	48067
	93.4%	82.8%	73.2%
25+	111	2518	17563
	6.6%	17.2%	26.8%
Total respondent count (Percentages sum to 100%)	1676 100.0%	14645 100.0%	65630 100.0%

1.2. Class standing	Appalachian State University	MA Public Institutions	All US institutions
Freshman or first-year student	420	3385	16051
	25.1%	23.1%	24.5%
Sophomore or second-year student	356	2670	15620
	21.2%	18.2%	23.8%
Junior or third-year student	437	3760	14639
	26.1%	25.7%	22.3%
Senior or fourth-year student	428	4306	15383
	25.5%	29.4%	23.4%
Other type of undergraduate student	35	524	3937
	2.1%	3.6%	6.0%
Total respondent count (Percentages sum to 100%)	1676 100.0%	14645 100.0%	65630 100.0%

2.1. Own: Laptop	Appalachian State University	MA Public Institutions	All US institutions
No, and I don't plan to purchase one.	34	513	2576
	2.1%	3.6%	4.0%
No, but I plan to purchase one.	15	448	2019
	0.9%	3.1%	3.1%
Yes, I currently own one.	1605	13459	59925
	97.0%	93.3%	92.9%
Total respondent count (Percentages sum to 100%)	1654 100.0%	14420 100.0%	64520 100.0%

2.1. Own: Tablet	Appalachian State University	MA Public Institutions	All US institutions
No, and I don't plan to purchase one.	816	5555	25265
	58.8%	44.4%	44.8%
No, but I plan to purchase one.	127	1357	5630
	9.2%	10.8%	10.0%
Yes, I currently own one.	444	5599	25505
	32.0%	44.8%	45.2%
Total respondent count (Percentages sum to 100%)	1387 100.0%	12511 100.0%	56400 100.0%

2.1. Own: Smartphone	Appalachian State		

	University	MA Public Institutions	All US institutions
No, and I don't plan to purchase one.	120	1282	5916
	7.5%	9.2%	9.5%
No, but I plan to purchase one.	35	526	2278
	2.2%	3.8%	3.7%
Yes, I currently own one.	1453	12152	54140
	90.4%	87.0%	86.9%
Total respondent count (Percentages sum to 100%)	1608	13960	62334
	100.0%	100.0%	100.0%

2.1. Own: E-reader	Appalachian State University	MA Public Institutions	All US institutions
No, and I don't plan to purchase one.	968	8156	35832
	74.9%	73.4%	71.2%
No, but I plan to purchase one.	31	353	1749
	2.4%	3.2%	3.5%
Yes, I currently own one.	293	2596	12741
	22.7%	23.4%	25.3%
Total respondent count (Percentages sum to 100%)	1292	11105	50322
	100.0%	100.0%	100.0%

2.2. Device OS/type: Laptop	Appalachian State University	MA Public Institutions	All US institutions
Windows	854	8918	38948
	53.4%	66.4%	65.2%
Mac	725	4223	19541
	45.3%	31.5%	32.7%
Linux	13	92	551
	0.8%	0.7%	0.9%
Other	7	148	549
	0.4%	1.1%	0.9%
Don't know	1	42	175
	0.1%	0.3%	0.3%
Total respondent count (Percentages sum to 100%)	1600	13423	59764
	100.0%	100.0%	100.0%

2.2. Device OS/type: Tablet	Appalachian State University	MA Public Institutions	All US institutions
iOS (iPad)	274	3404	14665
	62.1%	61.1%	57.7%
Windows OS	45	523	2411
	10.2%	9.4%	9.5%
Android OS	102	1306	6851
	23.1%	23.4%	27.0%
BlackBerry OS	0	10	58
	0.0%	0.2%	0.2%
webOS	0	15	57
	0.0%	0.3%	0.2%
Other OS	7	86	440
	1.6%	1.5%	1.7%
Don't know	13	231	926
	2.9%	4.1%	3.6%
Total respondent count (Percentages sum to 100%)	441	5575	25408
	100.0%	100.0%	100.0%

2.2. Device OS/type: Smartphone	Appalachian State University	MA Public Institutions	All US institutions
iPhone	1027	6827	30562
	70.8%	56.2%	56.6%

	10.5%	50.3%	50.0%
Android phone	390	4872	21287
	26.9%	40.2%	39.4%
Windows phone	19	212	1099
	1.3%	1.7%	2.0%
BlackBerry phone	6	47	249
	0.4%	0.4%	0.5%
Other smartphone	9	137	649
	0.6%	1.1%	1.2%
Don't know	0	24	129
	0.0%	0.2%	0.2%
Total respondent count (Percentages sum to 100%)	1451	12119	53975
	100.0%	100.0%	100.0%

2.2. Device OS/type: E-reader	Appalachian State University	MA Public Institutions	All US institutions
Kindle	190	1722	8859
	65.7%	66.8%	70.0%
Kobo	0	12	86
	0.0%	0.5%	0.7%
Nook	91	715	3014
	31.5%	27.7%	23.8%
Sony Reader	1	22	158
	0.3%	0.9%	1.2%
Other e-reader	7	88	452
	2.4%	3.4%	3.6%
Don't know	0	19	93
	0.0%	0.7%	0.7%
Total respondent count (Percentages sum to 100%)	289	2578	12662
	100.0%	100.0%	100.0%

2.3. Device usage: Laptop	Appalachian State University	MA Public Institutions	All US institutions
Haven't used in the past year	16	289	1616
	1.0%	2.0%	2.5%
Use for academic and other purposes	1602	13424	59722
	95.9%	92.4%	91.9%
Use for academic purposes only	37	654	2713
	2.2%	4.5%	4.2%
Use for other purposes only	15	163	946
	0.9%	1.1%	1.5%
Total respondent count (Percentages sum to 100%)	1670	14530	64997
	100.0%	100.0%	100.0%

2.3. Device usage: Tablet	Appalachian State University	MA Public Institutions	All US institutions
Haven't used in the past year	642	4601	21131
	44.6%	36.1%	37.0%
Use for academic and other purposes	511	5769	24690
	35.5%	45.3%	43.2%
Use for academic purposes only	45	420	1568
	3.1%	3.3%	2.7%
Use for other purposes only	240	1946	9725
	16.7%	15.3%	17.0%
Total respondent count (Percentages sum to 100%)	1438	12736	57114
	100.0%	100.0%	100.0%

2.3. Device usage: Smartphone	Appalachian State University	MA Public Institutions	All US institutions
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Haven't used in the past year	103	1223	5540
	6.3%	8.7%	8.8%
Use for academic and other purposes	1194	9886	42929
	73.3%	70.2%	68.4%
Use for academic purposes only	8	114	380
	0.5%	0.8%	0.6%
Use for other purposes only	325	2860	13958
	19.9%	20.3%	22.2%
Total respondent count (Percentages sum to 100%)	1630	14083	62807
	100.0%	100.0%	100.0%

2.3. Device usage: E-reader	Appalachian State University	MA Public Institutions	All US institutions
Haven't used in the past year	938	7918	34697
	70.1%	69.3%	67.5%
Use for academic and other purposes	200	1709	7995
	14.9%	14.9%	15.5%
Use for academic purposes only	29	327	1380
	2.2%	2.9%	2.7%
Use for other purposes only	172	1479	7368
	12.8%	12.9%	14.3%
Total respondent count (Percentages sum to 100%)	1339	11433	51440
	100.0%	100.0%	100.0%

2.4. Academic success: Laptop	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	7	79	356
	0.4%	0.6%	0.6%
Not very important	24	246	1056
	1.5%	1.8%	1.7%
Moderately important	70	863	3705
	4.3%	6.2%	6.0%
Very important	327	3046	12540
	20.0%	21.8%	20.2%
Extremely important	1207	9765	44397
	73.8%	69.8%	71.5%
Total respondent count (Percentages sum to 100%)	1635	13999	62054
	100.0%	100.0%	100.0%

2.4. Academic success: Tablet	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	67	456	2158
	12.2%	7.4%	8.3%
Not very important	160	1301	5672
	29.1%	21.2%	21.8%
Moderately important	162	1940	8191
	29.5%	31.7%	31.5%
Very important	88	1231	5095
	16.0%	20.1%	19.6%
Extremely important	73	1197	4849
	13.3%	19.5%	18.7%
Total respondent count (Percentages sum to 100%)	550	6125	25965
	100.0%	100.0%	100.0%

2.4. Academic success: Smartphone	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	37	339	1591
	3.1%	3.4%	3.7%
Not very important	256	1974	9140

not very important	21.5%	19.9%	21.3%
Moderately important	437	3201	14116
	36.8%	32.3%	32.9%
Very important	231	2009	8488
	19.4%	20.3%	19.8%
Extremely important	228	2387	9610
	19.2%	24.1%	22.4%
Total respondent count (Percentages sum to 100%)	1189	9910	42945
	100.0%	100.0%	100.0%

2.4. Academic success: E-reader	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	55	372	1727
	24.4%	18.5%	18.7%
Not very important	79	607	2873
	35.1%	30.2%	31.2%
Moderately important	54	578	2623
	24.0%	28.8%	28.4%
Very important	25	266	1087
	11.1%	13.3%	11.8%
Extremely important	12	184	910
	5.3%	9.2%	9.9%
Total respondent count (Percentages sum to 100%)	225	2007	9220
	100.0%	100.0%	100.0%

2.5. Handheld activity: Access library resources	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	238	1960	10644
	15.3%	14.6%	17.9%
Not very important	346	2660	12791
	22.2%	19.8%	21.5%
Moderately important	440	3580	14917
	28.2%	26.6%	25.0%
Very important	290	2664	11012
	18.6%	19.8%	18.5%
Extremely important	244	2590	10257
	15.7%	19.3%	17.2%
Total respondent count (Percentages sum to 100%)	1558	13454	59621
	100.0%	100.0%	100.0%

2.5. Handheld activity: Check grades	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	115	860	4799
	7.4%	6.4%	8.0%
Not very important	170	1170	5834
	10.9%	8.7%	9.8%
Moderately important	360	2819	13016
	23.1%	20.9%	21.8%
Very important	418	3760	15934
	26.8%	27.9%	26.7%
Extremely important	494	4850	20092
	31.7%	36.0%	33.7%
Total respondent count (Percentages sum to 100%)	1557	13459	59675
	100.0%	100.0%	100.0%

2.5. Handheld activity: Register for courses	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	385	2524	12265
	24.7%	18.7%	20.6%

	27.1%	18.7%	29.9%
Not very important	379	2461	11755
	24.3%	18.3%	19.7%
Moderately important	282	2551	11385
	18.1%	18.9%	19.1%
Very important	221	2170	9623
	14.2%	16.1%	16.1%
Extremely important	293	3776	14645
	18.8%	28.0%	24.5%
Total respondent count (Percentages sum to 100%)	1560	13482	59673
	100.0%	100.0%	100.0%

2.5. Handheld activity: Use the CMS/LMS	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	279	1246	6680
	17.8%	9.2%	11.2%
Not very important	294	1388	6942
	18.8%	10.3%	11.6%
Moderately important	337	2892	12888
	21.5%	21.5%	21.6%
Very important	300	3418	14606
	19.2%	25.4%	24.5%
Extremely important	354	4533	18598
	22.6%	33.6%	31.1%
Total respondent count (Percentages sum to 100%)	1564	13477	59714
	100.0%	100.0%	100.0%

2.5. Handheld activity: Access information about events, activities, and clubs/organizations	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	110	1133	6668
	7.0%	8.4%	11.2%
Not very important	164	1699	8650
	10.5%	12.6%	14.5%
Moderately important	447	3897	16714
	28.6%	29.0%	28.0%
Very important	459	3599	14918
	29.4%	26.7%	25.0%
Extremely important	381	3131	12688
	24.4%	23.3%	21.3%
Total respondent count (Percentages sum to 100%)	1561	13459	59638
	100.0%	100.0%	100.0%

2.5. Handheld activity: Read e-texts	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	250	2195	10075
	16.0%	16.3%	16.9%
Not very important	289	2300	9923
	18.5%	17.1%	16.7%
Moderately important	402	3372	14531
	25.7%	25.1%	24.4%
Very important	359	2822	12685
	23.0%	21.0%	21.3%
Extremely important	262	2756	12373
	16.8%	20.5%	20.8%
Total respondent count (Percentages sum to 100%)	1562	13445	59587
	100.0%	100.0%	100.0%

2.5. Handheld activity: Communicate with other students about class-related matters outside class	Appalachian State University	MA Public Institutions	All US institutions
	54	559	2640

Not at all important	34	300	3040
	3.5%	4.1%	6.1%
Not very important	64	731	4295
	4.1%	5.4%	7.2%
Moderately important	281	2669	12222
	18.0%	19.8%	20.5%
Very important	533	4322	18141
	34.2%	32.1%	30.4%
Extremely important	626	5189	21388
	40.2%	38.5%	35.8%
Total respondent count (Percentages sum to 100%)	1558	13469	59686
	100.0%	100.0%	100.0%

2.5. Handheld activity: Look up information while in class	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	124	1040	5742
	8.0%	7.7%	9.6%
Not very important	212	1586	7447
	13.6%	11.8%	12.5%
Moderately important	455	3477	15156
	29.2%	25.8%	25.4%
Very important	409	3667	15904
	26.2%	27.2%	26.6%
Extremely important	359	3708	15476
	23.0%	27.5%	25.9%
Total respondent count (Percentages sum to 100%)	1559	13478	59725
	100.0%	100.0%	100.0%

2.5. Handheld activity: Capture static images of in-class activities or resources	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	228	1859	9476
	14.7%	13.8%	15.9%
Not very important	337	2486	11437
	21.7%	18.5%	19.2%
Moderately important	466	3691	15931
	30.0%	27.5%	26.7%
Very important	299	2895	12393
	19.2%	21.5%	20.8%
Extremely important	225	2507	10345
	14.5%	18.7%	17.4%
Total respondent count (Percentages sum to 100%)	1555	13438	59582
	100.0%	100.0%	100.0%

2.5. Handheld activity: Record your instructor's lecture or in-class activities	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	468	3471	16310
	30.0%	25.8%	27.3%
Not very important	418	3270	14737
	26.8%	24.3%	24.7%
Moderately important	308	2844	12071
	19.7%	21.1%	20.2%
Very important	197	1907	8185
	12.6%	14.2%	13.7%
Extremely important	169	1976	8402
	10.8%	14.7%	14.1%
Total respondent count (Percentages sum to 100%)	1560	13468	59705
	100.0%	100.0%	100.0%

2.5. Handheld activity: Participate in interactive class	Appalachian State		

activities	University	MA Public Institutions	All US institutions
Not at all important	309	2175	11348
	19.9%	16.2%	19.0%
Not very important	403	2675	12471
	25.9%	19.9%	20.9%
Moderately important	370	3397	14325
	23.8%	25.3%	24.0%
Very important	271	2734	11247
	17.4%	20.3%	18.9%
Extremely important	201	2468	10213
	12.9%	18.4%	17.1%
Total respondent count (Percentages sum to 100%)	1554	13449	59604
	100.0%	100.0%	100.0%

2.5. Handheld activity: Use the mobile device as a digital passport for access or identification	Appalachian State University	MA Public Institutions	All US institutions
Not at all important	382	2910	14039
	24.5%	21.6%	23.5%
Not very important	390	2877	13067
	25.0%	21.4%	21.9%
Moderately important	342	3217	13595
	21.9%	23.9%	22.8%
Very important	259	2346	10062
	16.6%	17.4%	16.9%
Extremely important	189	2111	8922
	12.1%	15.7%	14.9%
Total respondent count (Percentages sum to 100%)	1562	13461	59685
	100.0%	100.0%	100.0%

3.1. Wireless experience: Reliable access to Wi-Fi throughout campus	Appalachian State University	MA Public Institutions	All US institutions
Poor	245	2002	7542
	14.8%	13.8%	11.6%
Fair	356	2691	10536
	21.5%	18.5%	16.2%
Neutral	283	2367	9493
	17.1%	16.3%	14.6%
Good	578	4781	20983
	34.8%	32.8%	32.2%
Excellent	174	2191	11007
	10.5%	15.1%	16.9%
N/A	23	523	5608
	1.4%	3.6%	8.6%
Total respondent count (Percentages sum to 100%)	1659	14555	65169
	100.0%	100.0%	100.0%

3.1. Wireless experience: Reliable access to Wi-Fi specifically in classroom/instructional spaces	Appalachian State University	MA Public Institutions	All US institutions
Poor	109	1295	5160
	6.6%	8.9%	7.9%
Fair	236	2047	8186
	14.2%	14.1%	12.6%
Neutral	230	2040	8071
	13.8%	14.0%	12.4%
Good	706	5509	23266
	42.5%	37.9%	35.7%
Excellent	343	3081	14771
	20.7%	21.2%	22.7%
	37	578	5692

N/A	2.2%	4.0%	8.7%
Total respondent count (Percentages sum to 100%)	1661 100.0%	14550 100.0%	65146 100.0%

3.1. Wireless experience: Ease of login to Wi-Fi network	Appalachian State University	MA Public Institutions	All US institutions
Poor	197	1448	5144
	11.8%	9.9%	7.9%
Fair	297	2180	8133
	17.8%	15.0%	12.5%
Neutral	298	2291	8896
	17.9%	15.7%	13.7%
Good	613	5292	22849
	36.8%	36.4%	35.1%
Excellent	238	2922	15214
	14.3%	20.1%	23.4%
N/A	21	425	4912
	1.3%	2.9%	7.5%
Total respondent count (Percentages sum to 100%)	1664 100.0%	14558 100.0%	65148 100.0%

3.1. Wireless experience: Network performance	Appalachian State University	MA Public Institutions	All US institutions
Poor	232	1574	5864
	13.9%	10.8%	9.0%
Fair	352	2533	9715
	21.1%	17.4%	14.9%
Neutral	272	2386	9861
	16.3%	16.4%	15.1%
Good	614	5465	24054
	36.9%	37.6%	36.9%
Excellent	181	2200	11293
	10.9%	15.1%	17.3%
N/A	14	391	4369
	0.8%	2.7%	6.7%
Total respondent count (Percentages sum to 100%)	1665 100.0%	14549 100.0%	65156 100.0%

3.2. Simultaneously connected devices	Appalachian State University	MA Public Institutions	All US institutions
None	34	532	5560
	2.0%	3.6%	8.5%
One	471	4749	21500
	28.2%	32.5%	32.8%
Two	1033	7676	32217
	61.8%	52.5%	49.2%
Three	118	1435	5290
	7.1%	9.8%	8.1%
Four	12	159	586
	0.7%	1.1%	0.9%
Five	3	34	135
	0.2%	0.2%	0.2%
Six or more	1	34	166
	0.1%	0.2%	0.3%
Total respondent count (Percentages sum to 100%)	1672 100.0%	14619 100.0%	65454 100.0%

3.3. Handheld support: Accessing library resources	Appalachian State		
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	University	MA Public Institutions	All US institutions
Service not offered/does not function	107	715	3671
	6.9%	5.3%	6.2%
Haven't used service in the past year	524	4500	23444
	33.5%	33.4%	39.3%
Poor	75	612	2729
	4.8%	4.5%	4.6%
Fair	137	1140	4490
	8.8%	8.5%	7.5%
Neutral	260	2299	9293
	16.6%	17.1%	15.6%
Good	357	3048	11435
	22.9%	22.6%	19.2%
Excellent	102	1161	4594
	6.5%	8.6%	7.7%
Total respondent count (Percentages sum to 100%)	1562	13475	59656
	100.0%	100.0%	100.0%

3.3. Handheld support: Checking grades	Appalachian State University	MA Public Institutions	All US institutions
Service not offered/does not function	153	591	2864
	9.8%	4.4%	4.8%
Haven't used service in the past year	164	1623	8783
	10.5%	12.0%	14.7%
Poor	129	645	2975
	8.3%	4.8%	5.0%
Fair	181	1313	5498
	11.6%	9.7%	9.2%
Neutral	216	1915	8332
	13.8%	14.2%	14.0%
Good	532	4980	21012
	34.1%	37.0%	35.2%
Excellent	186	2403	10208
	11.9%	17.8%	17.1%
Total respondent count (Percentages sum to 100%)	1561	13470	59672
	100.0%	100.0%	100.0%

3.3. Handheld support: Registering for courses	Appalachian State University	MA Public Institutions	All US institutions
Service not offered/does not function	286	1173	5060
	18.3%	8.7%	8.5%
Haven't used service in the past year	536	4346	21667
	34.4%	32.3%	36.3%
Poor	155	961	4105
	9.9%	7.1%	6.9%
Fair	97	992	4295
	6.2%	7.4%	7.2%
Neutral	177	1806	7624
	11.3%	13.4%	12.8%
Good	219	2787	11295
	14.0%	20.7%	18.9%
Excellent	90	1405	5622
	5.8%	10.4%	9.4%
Total respondent count (Percentages sum to 100%)	1560	13470	59668
	100.0%	100.0%	100.0%

3.3. Handheld support: Using the CMS/LMS	Appalachian State University	MA Public Institutions	All US institutions
	182	723	3646

Service not offered/does not function	11.6%	5.4%	6.1%
Haven't used service in the past year	382	1873	10429
	24.4%	13.9%	17.5%
Poor	120	860	3949
	7.7%	6.4%	6.6%
Fair	181	1504	6289
	11.6%	11.2%	10.5%
Neutral	225	1984	8894
	14.4%	14.7%	14.9%
Good	366	4487	18487
	23.4%	33.3%	31.0%
Excellent	109	2041	7995
	7.0%	15.1%	13.4%
Total respondent count (Percentages sum to 100%)	1565	13472	59689
	100.0%	100.0%	100.0%

3.3. Handheld support: Accessing information about events	Appalachian State University	MA Public Institutions	All US institutions
Service not offered/does not function	63	444	2376
	4.0%	3.3%	4.0%
Haven't used service in the past year	247	2561	14529
	15.8%	19.0%	24.4%
Poor	30	413	1871
	1.9%	3.1%	3.1%
Fair	136	1146	4685
	8.7%	8.5%	7.9%
Neutral	279	2415	10077
	17.8%	17.9%	16.9%
Good	640	4751	19209
	40.9%	35.3%	32.2%
Excellent	169	1727	6879
	10.8%	12.8%	11.5%
Total respondent count (Percentages sum to 100%)	1564	13457	59626
	100.0%	100.0%	100.0%

3.3. Handheld support: Reading e-texts	Appalachian State University	MA Public Institutions	All US institutions
Service not offered/does not function	121	940	4252
	7.8%	7.0%	7.1%
Haven't used service in the past year	474	4455	20265
	30.4%	33.2%	34.0%
Poor	48	438	2063
	3.1%	3.3%	3.5%
Fair	134	1011	4227
	8.6%	7.5%	7.1%
Neutral	268	2222	9223
	17.2%	16.6%	15.5%
Good	390	3120	13769
	25.0%	23.2%	23.1%
Excellent	122	1238	5727
	7.8%	9.2%	9.6%
Total respondent count (Percentages sum to 100%)	1557	13424	59526
	100.0%	100.0%	100.0%

3.4. How many instructors ...effectively use technology to support your academic success?	Appalachian State University	MA Public Institutions	All US institutions
None	2	83	557
	0.1%	0.6%	0.9%

	U. S. / 0	U. S. / 0	U. S. / 0
Very few	100	1243	4583
	6.0%	8.6%	7.1%
Some	347	3823	15825
	21.0%	26.5%	24.5%
Most	579	4540	19583
	35.0%	31.4%	30.3%
Almost all	469	3322	14816
	28.3%	23.0%	22.9%
All	159	1425	9291
	9.6%	9.9%	14.4%
Total respondent count (Percentages sum to 100%)	1656	14436	64655
	100.0%	100.0%	100.0%

3.4. How many instructors ...have adequate technical skills for carrying out course instruction?	Appalachian State University	MA Public Institutions	All US institutions
None	2	85	484
	0.1%	0.6%	0.7%
Very few	81	1041	3933
	4.9%	7.2%	6.1%
Some	325	3621	14510
	19.7%	25.1%	22.5%
Most	648	5028	21712
	39.3%	34.9%	33.6%
Almost all	423	3192	14477
	25.6%	22.1%	22.4%
All	171	1457	9505
	10.4%	10.1%	14.7%
Total respondent count (Percentages sum to 100%)	1650	14424	64621
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: CMS/LMS	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	520	1780	8818
	31.2%	12.2%	13.6%
Used in at least one course	199	1567	6661
	12.0%	10.8%	10.2%
Used in about half of my courses	185	2745	10260
	11.1%	18.9%	15.8%
Used in most of my courses	461	5103	19586
	27.7%	35.1%	30.1%
Used in all my courses	300	3338	19688
	18.0%	23.0%	30.3%
Total respondent count (Percentages sum to 100%)	1665	14533	65013
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: E-portfolios	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1172	11028	49818
	70.7%	76.3%	77.1%
Used in at least one course	332	1985	7784
	20.0%	13.7%	12.0%
Used in about half of my courses	90	781	3381
	5.4%	5.4%	5.2%
Used in most of my courses	46	460	2305
	2.8%	3.2%	3.6%
Used in all my courses	17	192	1314
	1.0%	1.3%	2.0%
Total respondent count	1657	14446	64602

(Percentages sum to 100%)	100.0%	100.0%	100.0%
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3.5. Resource/tool usage: E-books or e-textbooks	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	752	7030	27432
	45.3%	48.5%	42.3%
Used in at least one course	546	4156	18257
	32.9%	28.7%	28.1%
Used in about half of my courses	228	1838	9262
	13.7%	12.7%	14.3%
Used in most of my courses	109	1047	6097
	6.6%	7.2%	9.4%
Used in all my courses	25	429	3865
	1.5%	3.0%	6.0%
Total respondent count (Percentages sum to 100%)	1660	14500	64913
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Simulations or educational games	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1035	9273	40505
	62.3%	64.0%	62.5%
Used in at least one course	441	3335	15050
	26.6%	23.0%	23.2%
Used in about half of my courses	125	1096	5163
	7.5%	7.6%	8.0%
Used in most of my courses	46	558	2781
	2.8%	3.9%	4.3%
Used in all my courses	13	222	1340
	0.8%	1.5%	2.1%
Total respondent count (Percentages sum to 100%)	1660	14484	64839
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Recorded lectures or "lecture capture"	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1192	9537	42450
	71.7%	65.7%	65.4%
Used in at least one course	305	2689	11656
	18.3%	18.5%	17.9%
Used in about half of my courses	88	1085	5109
	5.3%	7.5%	7.9%
Used in most of my courses	58	794	3638
	3.5%	5.5%	5.6%
Used in all my courses	20	408	2096
	1.2%	2.8%	3.2%
Total respondent count (Percentages sum to 100%)	1663	14513	64949
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Online collaboration tools	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	378	3459	15812
	22.8%	23.9%	24.3%
Used in at least one course	470	3363	15209
	28.3%	23.2%	23.4%
Used in about half of my courses	367	2780	11885
	22.1%	19.2%	18.3%
Used in most of my courses	307	3041	12278
	18.5%	21.0%	18.9%
Used in all my courses	137	1859	9835
	8.2%	12.8%	15.1%

	9.3%	12.9%	15.1%
Total respondent count	1659	14502	65019
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your tablet during class	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1192	9171	42717
	71.7%	63.2%	65.8%
Used in at least one course	209	2132	8155
	12.6%	14.7%	12.6%
Used in about half of my courses	138	1423	5892
	8.3%	9.8%	9.1%
Used in most of my courses	89	1178	4988
	5.4%	8.1%	7.7%
Used in all my courses	35	608	3186
	2.1%	4.2%	4.9%
Total respondent count	1663	14512	64938
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your smartphone during class	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	653	5532	27215
	39.2%	38.0%	41.8%
Used in at least one course	553	4412	17932
	33.2%	30.3%	27.6%
Used in about half of my courses	263	2311	9716
	15.8%	15.9%	14.9%
Used in most of my courses	149	1457	6325
	8.9%	10.0%	9.7%
Used in all my courses	48	836	3882
	2.9%	5.7%	6.0%
Total respondent count	1666	14548	65070
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your laptop during class	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	293	3918	16597
	17.5%	26.9%	25.5%
Used in at least one course	482	4037	15269
	28.9%	27.8%	23.5%
Used in about half of my courses	459	3059	12656
	27.5%	21.0%	19.5%
Used in most of my courses	308	2229	11206
	18.4%	15.3%	17.2%
Used in all my courses	128	1299	9334
	7.7%	8.9%	14.3%
Total respondent count	1670	14542	65062
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Social media as a learning tool	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	850	7220	34164
	51.0%	49.8%	52.6%
Used in at least one course	497	3960	16445
	29.8%	27.3%	25.3%
Used in about half of my courses	184	1782	7433
	11.0%	12.3%	11.4%
Used in most of my courses	100	1067	4598
	6.0%	7.4%	7.1%

Used in all my courses	35	481	2305
	2.1%	3.3%	3.5%
Total respondent count (Percentages sum to 100%)	1666	14510	64945
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: 3D printers	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1563	13294	59349
	94.2%	91.8%	91.6%
Used in at least one course	37	443	2279
	2.2%	3.1%	3.5%
Used in about half of my courses	30	344	1405
	1.8%	2.4%	2.2%
Used in most of my courses	20	266	1127
	1.2%	1.8%	1.7%
Used in all my courses	9	132	619
	0.5%	0.9%	1.0%
Total respondent count (Percentages sum to 100%)	1659	14479	64779
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Non-keyboard or non-mouse interfaces	Appalachian State University	MA Public Institutions	All US institutions
Did not use at all	1203	10089	45220
	72.2%	69.5%	69.6%
Used in at least one course	259	2000	8500
	15.5%	13.8%	13.1%
Used in about half of my courses	108	1111	4917
	6.5%	7.7%	7.6%
Used in most of my courses	74	852	3919
	4.4%	5.9%	6.0%
Used in all my courses	23	462	2432
	1.4%	3.2%	3.7%
Total respondent count (Percentages sum to 100%)	1667	14514	64988
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: CMS/LMS	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	130	985	5099
	7.8%	6.8%	7.9%
Disagree	209	1347	6276
	12.5%	9.3%	9.7%
Neutral	621	4558	21437
	37.3%	31.4%	33.0%
Agree	516	5068	21386
	31.0%	34.9%	33.0%
Strongly Agree	190	2554	10672
	11.4%	17.6%	16.5%
Total respondent count (Percentages sum to 100%)	1666	14512	64870
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: E-portfolios	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	223	2050	10123
	13.4%	14.2%	15.6%
Disagree	257	2313	10391
	15.5%	16.0%	16.1%
Neutral	765	6591	29316
	46.1%	45.5%	45.3%
	341	2613	10763

Agree	20.5%	18.1%	16.6%
Strongly Agree	74	906	4100
	4.5%	6.3%	6.3%
Total respondent count (Percentages sum to 100%)	1660	14473	64693
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: E-books or e-textbooks	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	181	1758	8117
	10.9%	12.1%	12.5%
Disagree	245	2156	9229
	14.7%	14.9%	14.2%
Neutral	613	5230	22827
	36.8%	36.1%	35.2%
Agree	479	3772	16930
	28.8%	26.0%	26.1%
Strongly Agree	146	1582	7731
	8.8%	10.9%	11.9%
Total respondent count (Percentages sum to 100%)	1664	14498	64834
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Simulations or educational games	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	180	1704	8199
	10.8%	11.8%	12.7%
Disagree	227	2019	9442
	13.7%	13.9%	14.6%
Neutral	650	5311	23770
	39.1%	36.6%	36.7%
Agree	491	4027	17090
	29.5%	27.8%	26.4%
Strongly Agree	115	1432	6301
	6.9%	9.9%	9.7%
Total respondent count (Percentages sum to 100%)	1663	14493	64802
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Recorded lectures or "lecture capture"	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	149	1380	6715
	9.0%	9.5%	10.4%
Disagree	221	1763	7850
	13.3%	12.2%	12.1%
Neutral	534	4444	20018
	32.1%	30.7%	30.9%
Agree	575	4675	20133
	34.6%	32.3%	31.1%
Strongly Agree	183	2231	10064
	11.0%	15.4%	15.5%
Total respondent count (Percentages sum to 100%)	1662	14493	64780
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Online collaboration tools	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	113	1037	5275
	6.8%	7.1%	8.1%
Disagree	152	1339	6085
	9.1%	9.2%	9.4%
Neutral	584	4605	21084
	35.1%	31.7%	32.5%

	09.1.17	01.1.17	02.9.17
Agree	622	5248	22359
	37.4%	36.2%	34.5%
Strongly Agree	192	2281	10041
	11.5%	15.7%	15.5%
Total respondent count (Percentages sum to 100%)	1663	14510	64844
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Your tablet during class	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	212	1830	9022
	12.8%	12.6%	13.9%
Disagree	312	2160	9995
	18.8%	14.9%	15.4%
Neutral	651	5258	23917
	39.2%	36.3%	36.9%
Agree	360	3631	15050
	21.7%	25.1%	23.2%
Strongly Agree	126	1599	6798
	7.6%	11.0%	10.5%
Total respondent count (Percentages sum to 100%)	1661	14478	64782
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Your smartphone during class	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	218	1951	9722
	13.1%	13.4%	15.0%
Disagree	327	2650	12113
	19.7%	18.3%	18.7%
Neutral	618	5176	23273
	37.2%	35.7%	35.9%
Agree	381	3392	13960
	22.9%	23.4%	21.5%
Strongly Agree	119	1349	5815
	7.2%	9.3%	9.0%
Total respondent count (Percentages sum to 100%)	1663	14518	64883
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Your laptop during class	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	113	1136	5787
	6.8%	7.8%	8.9%
Disagree	195	1562	7175
	11.7%	10.8%	11.1%
Neutral	504	4498	20205
	30.3%	31.0%	31.1%
Agree	577	4796	20219
	34.7%	33.1%	31.2%
Strongly Agree	272	2500	11485
	16.4%	17.3%	17.7%
Total respondent count (Percentages sum to 100%)	1661	14492	64871
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Social media as a learning tool	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	236	2138	10714
	14.2%	14.7%	16.5%
Disagree	354	2726	12526
	21.3%	18.8%	19.3%

Neutral	624	5319	23445
	37.6%	36.7%	36.2%
Agree	360	3242	13497
	21.7%	22.4%	20.8%
Strongly Agree	86	1070	4641
	5.2%	7.4%	7.2%
Total respondent count (Percentages sum to 100%)	1660	14495	64823
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: 3D printers	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	302	2658	12837
	18.2%	18.4%	19.8%
Disagree	316	2807	11944
	19.0%	19.4%	18.4%
Neutral	691	5946	26261
	41.7%	41.1%	40.6%
Agree	229	2020	8905
	13.8%	14.0%	13.8%
Strongly Agree	121	1039	4811
	7.3%	7.2%	7.4%
Total respondent count (Percentages sum to 100%)	1659	14470	64758
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Non-keyboard or non-mouse interfaces	Appalachian State University	MA Public Institutions	All US institutions
Strongly disagree	205	1925	9477
	12.3%	13.3%	14.6%
Disagree	324	2540	11641
	19.4%	17.5%	17.9%
Neutral	746	6206	27194
	44.8%	42.8%	41.9%
Agree	293	2796	12014
	17.6%	19.3%	18.5%
Strongly Agree	98	1044	4537
	5.9%	7.2%	7.0%
Total respondent count (Percentages sum to 100%)	1666	14511	64863
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Accessing course content	Appalachian State University	MA Public Institutions	All US institutions
Not offered	71	191	1125
	4.3%	1.3%	1.7%
Don't use this feature at all	114	366	1896
	6.9%	2.5%	2.9%
Very dissatisfied	15	254	1228
	0.9%	1.8%	1.9%
Dissatisfied	53	609	2947
	3.2%	4.2%	4.5%
Neutral	249	2260	9811
	15.0%	15.6%	15.1%
Satisfied	797	7324	31536
	48.0%	50.6%	48.7%
Very satisfied	360	3473	16234
	21.7%	24.0%	25.1%
Total respondent count (Percentages sum to 100%)	1659	14477	64777
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Managing your assignments	Appalachian State University	MA Public Institutions	All US institutions
Not offered	81	336	1847
	4.9%	2.3%	2.9%
Don't use this feature at all	140	872	4639
	8.4%	6.0%	7.2%
Very dissatisfied	28	498	2455
	1.7%	3.4%	3.8%
Dissatisfied	126	1310	6008
	7.6%	9.0%	9.3%
Neutral	326	3087	13150
	19.7%	21.3%	20.3%
Satisfied	720	6176	26002
	43.4%	42.6%	40.1%
Very satisfied	237	2206	10667
	14.3%	15.2%	16.5%
Total respondent count (Percentages sum to 100%)	1658	14485	64768
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Checking course progress	Appalachian State University	MA Public Institutions	All US institutions
Not offered	73	218	1301
	4.4%	1.5%	2.0%
Don't use this feature at all	116	402	2202
	7.0%	2.8%	3.4%
Very dissatisfied	47	582	2643
	2.8%	4.0%	4.1%
Dissatisfied	188	1405	6351
	11.3%	9.7%	9.8%
Neutral	290	2713	11556
	17.5%	18.7%	17.8%
Satisfied	717	6602	28348
	43.2%	45.6%	43.8%
Very satisfied	227	2552	12370
	13.7%	17.6%	19.1%
Total respondent count (Percentages sum to 100%)	1658	14474	64771
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Accessing information about institution news, events, or activities	Appalachian State University	MA Public Institutions	All US institutions
Not offered	103	596	3208
	6.2%	4.1%	5.0%
Don't use this feature at all	192	1440	7833
	11.6%	10.0%	12.1%
Very dissatisfied	25	398	1886
	1.5%	2.8%	2.9%
Dissatisfied	106	1052	4828
	6.4%	7.3%	7.5%
Neutral	435	3898	16822
	26.3%	27.0%	26.0%
Satisfied	646	5418	22473
	39.0%	37.5%	34.7%
Very satisfied	150	1653	7653
	9.1%	11.4%	11.8%
Total respondent count (Percentages sum to 100%)	1657	14455	64703
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Submitting course assignments reliably	Appalachian State University	MA Public Institutions	All US institutions
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Not offered	71	215	1298
	4.3%	1.5%	2.0%
Don't use this feature at all	115	500	2801
	7.0%	3.5%	4.3%
Very dissatisfied	16	315	1464
	1.0%	2.2%	2.3%
Dissatisfied	74	795	3559
	4.5%	5.5%	5.5%
Neutral	242	2499	10580
	14.6%	17.3%	16.4%
Satisfied	816	7222	30952
	49.3%	49.9%	47.8%
Very satisfied	320	2917	14053
	19.3%	20.2%	21.7%
Total respondent count (Percentages sum to 100%)	1654	14463	64707
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Engaging in meaningful interactions with other students	Appalachian State University	MA Public Institutions	All US institutions
Not offered	99	479	2465
	6.0%	3.3%	3.8%
Don't use this feature at all	277	2067	9763
	16.7%	14.3%	15.1%
Very dissatisfied	44	497	2374
	2.7%	3.4%	3.7%
Dissatisfied	131	1227	5817
	7.9%	8.5%	9.0%
Neutral	491	4325	18116
	29.6%	29.9%	28.0%
Satisfied	512	4620	19814
	30.9%	31.9%	30.6%
Very satisfied	102	1265	6454
	6.2%	8.7%	10.0%
Total respondent count (Percentages sum to 100%)	1656	14480	64803
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Collaborating on projects or for study groups with other students	Appalachian State University	MA Public Institutions	All US institutions
Not offered	121	604	3626
	7.3%	4.2%	5.6%
Don't use this feature at all	245	2258	12045
	14.8%	15.6%	18.6%
Very dissatisfied	61	584	2560
	3.7%	4.0%	4.0%
Dissatisfied	160	1372	6272
	9.7%	9.5%	9.7%
Neutral	495	4254	18232
	29.9%	29.4%	28.2%
Satisfied	476	4278	16913
	28.8%	29.6%	26.1%
Very satisfied	96	1100	5064
	5.8%	7.6%	7.8%
Total respondent count (Percentages sum to 100%)	1654	14450	64712
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Engaging in meaningful interactions with your instructors	Appalachian State University	MA Public Institutions	All US institutions
Not offered	98	479	2397

	5.9%	3.3%	3.7%
Don't use this feature at all	234	1820	8490
	14.1%	12.6%	13.1%
Very dissatisfied	42	525	2421
	2.5%	3.6%	3.7%
Dissatisfied	129	1321	5993
	7.8%	9.1%	9.2%
Neutral	476	4143	17278
	28.7%	28.6%	26.7%
Satisfied	564	4771	20856
	34.1%	33.0%	32.2%
Very satisfied	113	1415	7380
	6.8%	9.8%	11.4%
Total respondent count (Percentages sum to 100%)	1656	14474	64815
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Receiving timely feedback on course assignments	Appalachian State University	MA Public Institutions	All US institutions
Not offered	73	288	1644
	4.4%	2.0%	2.5%
Don't use this feature at all	115	573	3052
	6.9%	4.0%	4.7%
Very dissatisfied	46	644	2888
	2.8%	4.4%	4.5%
Dissatisfied	190	1706	7528
	11.5%	11.8%	11.6%
Neutral	416	3798	15899
	25.1%	26.2%	24.6%
Satisfied	668	5836	25446
	40.3%	40.3%	39.3%
Very satisfied	151	1631	8282
	9.1%	11.3%	12.8%
Total respondent count (Percentages sum to 100%)	1659	14476	64739
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Receiving meaningful feedback on course assignments	Appalachian State University	MA Public Institutions	All US institutions
Not offered	73	370	2040
	4.4%	2.6%	3.2%
Don't use this feature at all	126	749	3941
	7.6%	5.2%	6.1%
Very dissatisfied	42	599	2827
	2.5%	4.1%	4.4%
Dissatisfied	156	1666	7673
	9.4%	11.5%	11.9%
Neutral	384	3895	16058
	23.1%	26.9%	24.8%
Satisfied	710	5552	23984
	42.8%	38.4%	37.1%
Very satisfied	168	1641	8193
	10.1%	11.3%	12.7%
Total respondent count (Percentages sum to 100%)	1659	14472	64716
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Overall satisfaction	Appalachian State University	MA Public Institutions	All US institutions
Not offered	72	189	1031
	4.3%	1.3%	1.6%

Don't use this feature at all	113	294	1729
	6.8%	2.0%	2.7%
Very dissatisfied	18	359	1671
	1.1%	2.5%	2.6%
Dissatisfied	60	913	4224
	3.6%	6.3%	6.5%
Neutral	333	3440	14955
	20.1%	23.8%	23.1%
Satisfied	858	7384	31965
	51.7%	51.1%	49.4%
Very satisfied	205	1883	9104
	12.4%	13.0%	14.1%
Total respondent count (Percentages sum to 100%)	1659	14462	64679
	100.0%	100.0%	100.0%

3.9. Interest: Guidance about courses you might consider taking	Appalachian State University	MA Public Institutions	All US institutions
Don't know	39	327	1594
	2.3%	2.3%	2.5%
Not at all interested	49	577	2753
	3.0%	4.0%	4.3%
Not very interested	111	949	4616
	6.7%	6.6%	7.1%
Moderately interested	469	3968	17390
	28.3%	27.5%	26.9%
Very interested	623	5016	21778
	37.5%	34.7%	33.7%
Extremely interested	369	3617	16532
	22.2%	25.0%	25.6%
Total respondent count (Percentages sum to 100%)	1660	14454	64663
	100.0%	100.0%	100.0%

3.9. Interest: Alerts if it appears your progress in a course is declining	Appalachian State University	MA Public Institutions	All US institutions
Don't know	44	379	1773
	2.6%	2.6%	2.7%
Not at all interested	70	653	3482
	4.2%	4.5%	5.4%
Not very interested	143	1144	6097
	8.6%	7.9%	9.4%
Moderately interested	522	4448	19384
	31.4%	30.8%	30.0%
Very interested	539	4399	18983
	32.4%	30.4%	29.4%
Extremely interested	344	3435	14929
	20.7%	23.8%	23.1%
Total respondent count (Percentages sum to 100%)	1662	14458	64648
	100.0%	100.0%	100.0%

3.9. Interest: Suggestions for how to improve performance	Appalachian State University	MA Public Institutions	All US institutions
Don't know	40	392	1839
	2.4%	2.7%	2.8%
Not at all interested	44	568	2669
	2.7%	3.9%	4.1%
Not very interested	111	991	4515
	6.7%	6.9%	7.0%
Moderately interested	471	4121	17991

moderately interested	28.4%	28.5%	27.9%
Very interested	628	4997	22028
	37.9%	34.6%	34.1%
Extremely interested	365	3375	15525
	22.0%	23.4%	24.0%
Total respondent count (Percentages sum to 100%)	1659	14444	64567
	100.0%	100.0%	100.0%

3.9. Interest: Suggestions about new or different academic resources	Appalachian State University	MA Public Institutions	All US institutions
Don't know	48	423	1933
	2.9%	2.9%	3.0%
Not at all interested	40	556	2658
	2.4%	3.8%	4.1%
Not very interested	128	1447	6885
	7.7%	10.0%	10.7%
Moderately interested	617	5017	21900
	37.2%	34.7%	33.9%
Very interested	540	4306	19193
	32.5%	29.8%	29.7%
Extremely interested	287	2708	12014
	17.3%	18.7%	18.6%
Total respondent count (Percentages sum to 100%)	1660	14457	64583
	100.0%	100.0%	100.0%

3.9. Interest: Automated tracking of your course attendance	Appalachian State University	MA Public Institutions	All US institutions
Don't know	52	567	3156
	3.1%	3.9%	4.9%
Not at all interested	223	2375	12478
	13.4%	16.4%	19.3%
Not very interested	260	2361	11556
	15.7%	16.3%	17.9%
Moderately interested	460	3817	15853
	27.7%	26.4%	24.5%
Very interested	420	3135	12462
	25.3%	21.7%	19.3%
Extremely interested	246	2205	9191
	14.8%	15.2%	14.2%
Total respondent count (Percentages sum to 100%)	1661	14460	64696
	100.0%	100.0%	100.0%

3.9. Interest: Feedback about performance compared to other students	Appalachian State University	MA Public Institutions	All US institutions
Don't know	41	376	1780
	2.5%	2.6%	2.8%
Not at all interested	91	891	4307
	5.5%	6.2%	6.7%
Not very interested	152	1301	5976
	9.1%	9.0%	9.2%
Moderately interested	453	3959	17326
	27.2%	27.4%	26.8%
Very interested	553	4475	19459
	33.3%	31.0%	30.1%
Extremely interested	373	3453	15806
	22.4%	23.9%	24.4%
Total respondent count (Percentages sum to 100%)	1663	14455	64654
	100.0%	100.0%	100.0%

3.9. Interest: Personalized support and information on degree progress	Appalachian State University	MA Public Institutions	All US institutions
Don't know	39	366	1649
	2.4%	2.5%	2.6%
Not at all interested	29	366	1759
	1.8%	2.5%	2.7%
Not very interested	72	678	3137
	4.3%	4.7%	4.9%
Moderately interested	438	3652	16085
	26.4%	25.3%	24.9%
Very interested	646	5233	23019
	39.0%	36.2%	35.7%
Extremely interested	433	4147	18912
	26.1%	28.7%	29.3%
Total respondent count (Percentages sum to 100%)	1657 100.0%	14442 100.0%	64561 100.0%

3.9. Interest: Personalized quizzes or practice questions	Appalachian State University	MA Public Institutions	All US institutions
Don't know	43	372	1756
	2.6%	2.6%	2.7%
Not at all interested	39	580	2718
	2.3%	4.0%	4.2%
Not very interested	125	1141	5124
	7.5%	7.9%	7.9%
Moderately interested	483	3988	17422
	29.0%	27.6%	26.9%
Very interested	550	4587	20338
	33.1%	31.7%	31.4%
Extremely interested	423	3790	17344
	25.4%	26.2%	26.8%
Total respondent count (Percentages sum to 100%)	1663 100.0%	14458 100.0%	64702 100.0%

3.9. Interest: Personalized visualizations and dashboards	Appalachian State University	MA Public Institutions	All US institutions
Don't know	60	537	2488
	3.6%	3.7%	3.9%
Not at all interested	41	534	2669
	2.5%	3.7%	4.1%
Not very interested	119	1099	5147
	7.2%	7.6%	8.0%
Moderately interested	525	4420	18855
	31.6%	30.6%	29.2%
Very interested	567	4679	20841
	34.2%	32.4%	32.3%
Extremely interested	348	3180	14620
	21.0%	22.0%	22.6%
Total respondent count (Percentages sum to 100%)	1660 100.0%	14449 100.0%	64620 100.0%

3.11. Individualized messages	Appalachian State University	MA Public Institutions	All US institutions
I think this is great.	346	3029	13688
	20.8%	20.8%	21.0%
This sounds positive.	825	6517	28413
	49.5%	44.8%	43.7%
	332	3441	15618

I am neutral.	19.9%	23.7%	24.0%
This sounds negative.	106	983	4642
	6.4%	6.8%	7.1%
I am totally against this.	58	563	2671
	3.5%	3.9%	4.1%
Total respondent count (Percentages sum to 100%)	1667	14533	65032
	100.0%	100.0%	100.0%

3.12. Wish instructors used: CMS/LMS	Appalachian State University	MA Public Institutions	All US institutions
Don't know	256	1298	7091
	15.4%	9.0%	11.0%
(Less) 1	103	829	3456
	6.2%	5.7%	5.4%
2	96	961	4288
	5.8%	6.6%	6.6%
3	471	3812	18374
	28.3%	26.4%	28.4%
4	401	3494	15144
	24.1%	24.2%	23.4%
(More) 5	336	4061	16236
	20.2%	28.1%	25.1%
Total respondent count (Percentages sum to 100%)	1663	14455	64589
	100.0%	100.0%	100.0%

3.12. Wish instructors used: E-portfolios	Appalachian State University	MA Public Institutions	All US institutions
Don't know	662	6024	28747
	40.0%	41.7%	44.6%
(Less) 1	249	2100	9296
	15.0%	14.6%	14.4%
2	174	1371	5426
	10.5%	9.5%	8.4%
3	340	2739	11859
	20.5%	19.0%	18.4%
4	141	1157	4849
	8.5%	8.0%	7.5%
(More) 5	91	1041	4348
	5.5%	7.2%	6.7%
Total respondent count (Percentages sum to 100%)	1657	14432	64525
	100.0%	100.0%	100.0%

3.12. Wish instructors used: E-books or e-textbooks	Appalachian State University	MA Public Institutions	All US institutions
Don't know	317	2879	12567
	19.1%	19.9%	19.5%
(Less) 1	274	2451	10387
	16.5%	17.0%	16.1%
2	206	1492	6220
	12.4%	10.3%	9.6%
3	348	3084	14179
	20.9%	21.3%	22.0%
4	259	2058	9564
	15.6%	14.2%	14.8%
(More) 5	259	2485	11658
	15.6%	17.2%	18.1%
Total respondent count (Percentages sum to 100%)	1663	14449	64575
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Freely available content beyond your campus	Appalachian State University	MA Public Institutions	All US institutions
Don't know	327	3067	14126
	19.7%	21.2%	21.9%
(Less) 1	117	1074	4325
	7.1%	7.4%	6.7%
2	116	980	3900
	7.0%	6.8%	6.0%
3	336	2906	12509
	20.3%	20.1%	19.4%
4	389	2881	13277
	23.4%	19.9%	20.6%
(More) 5	374	3546	16458
	22.5%	24.5%	25.5%
Total respondent count (Percentages sum to 100%)	1659	14454	64595
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Simulations or educational games	Appalachian State University	MA Public Institutions	All US institutions
Don't know	280	2629	12924
	16.9%	18.2%	20.0%
(Less) 1	207	1631	7143
	12.5%	11.3%	11.1%
2	150	1290	5362
	9.1%	8.9%	8.3%
3	370	3182	14072
	22.3%	22.0%	21.8%
4	367	2912	12932
	22.2%	20.2%	20.0%
(More) 5	282	2790	12097
	17.0%	19.3%	18.7%
Total respondent count (Percentages sum to 100%)	1656	14434	64530
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Recorded lectures or "lecture capture"	Appalachian State University	MA Public Institutions	All US institutions
Don't know	238	2035	10163
	14.4%	14.1%	15.7%
(Less) 1	132	997	4014
	8.0%	6.9%	6.2%
2	107	893	3543
	6.5%	6.2%	5.5%
3	338	2702	11721
	20.4%	18.7%	18.2%
4	389	3165	14219
	23.5%	21.9%	22.0%
(More) 5	454	4650	20897
	27.4%	32.2%	32.4%
Total respondent count (Percentages sum to 100%)	1658	14442	64557
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Online collaboration tools	Appalachian State University	MA Public Institutions	All US institutions
Don't know	233	1911	9707
	14.0%	13.2%	15.0%
(Less) 1	136	1219	4873
	8.2%	8.4%	7.5%
2	160	1257	5353

2	9.6%	8.7%	8.3%
3	468	3837	17847
	28.2%	26.6%	27.6%
4	394	3084	13729
	23.7%	21.3%	21.3%
(More) 5	270	3142	13043
	16.3%	21.7%	20.2%
Total respondent count (Percentages sum to 100%)	1661	14450	64552
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your tablet during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	457	3450	17660
	27.6%	23.9%	27.4%
(Less) 1	275	2126	9523
	16.6%	14.7%	14.8%
2	162	1267	5230
	9.8%	8.8%	8.1%
3	384	3166	14115
	23.2%	21.9%	21.9%
4	200	2073	8550
	12.1%	14.4%	13.2%
(More) 5	180	2350	9452
	10.9%	16.3%	14.6%
Total respondent count (Percentages sum to 100%)	1658	14432	64530
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your smartphone during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	308	2701	14235
	18.6%	18.7%	22.0%
(Less) 1	308	2666	11991
	18.6%	18.4%	18.6%
2	197	1538	6295
	11.9%	10.6%	9.7%
3	387	3385	14827
	23.3%	23.4%	23.0%
4	260	2074	8584
	15.7%	14.3%	13.3%
(More) 5	200	2101	8659
	12.0%	14.5%	13.4%
Total respondent count (Percentages sum to 100%)	1660	14465	64591
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your laptop during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	158	1684	9181
	9.5%	11.7%	14.2%
(Less) 1	143	1279	5468
	8.6%	8.8%	8.5%
2	122	1140	4784
	7.3%	7.9%	7.4%
3	437	3627	16448
	26.3%	25.1%	25.5%
4	420	3089	13469
	25.3%	21.4%	20.8%
(More) 5	382	3634	15251
	22.9%	25.1%	23.6%

	23.07%	23.17%	23.07%
Total respondent count (Percentages sum to 100%)	1662	14453	64601
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Social media as a learning tool	Appalachian State University	MA Public Institutions	All US institutions
Don't know	331	2906	14573
	19.9%	20.1%	22.6%
(Less) 1	353	2807	13072
	21.3%	19.4%	20.2%
2	207	1645	6897
	12.5%	11.4%	10.7%
3	357	3281	14501
	21.5%	22.7%	22.5%
4	243	2035	8502
	14.6%	14.1%	13.2%
(More) 5	169	1778	7032
	10.2%	12.3%	10.9%
Total respondent count (Percentages sum to 100%)	1660	14452	64577
	100.0%	100.0%	100.0%

3.12. Wish instructors used: 3D printers	Appalachian State University	MA Public Institutions	All US institutions
Don't know	782	6808	31443
	47.1%	47.1%	48.7%
(Less) 1	222	1963	7725
	13.4%	13.6%	12.0%
2	102	906	3613
	6.1%	6.3%	5.6%
3	214	2114	9424
	12.9%	14.6%	14.6%
4	149	1106	5230
	9.0%	7.7%	8.1%
(More) 5	191	1550	7128
	11.5%	10.7%	11.0%
Total respondent count (Percentages sum to 100%)	1660	14447	64563
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Early-alert systems	Appalachian State University	MA Public Institutions	All US institutions
Don't know	202	1795	9249
	12.2%	12.4%	14.3%
(Less) 1	114	889	3822
	6.9%	6.2%	5.9%
2	105	895	3814
	6.3%	6.2%	5.9%
3	318	2864	13508
	19.2%	19.8%	20.9%
4	449	3492	15262
	27.1%	24.2%	23.6%
(More) 5	470	4497	18924
	28.3%	31.2%	29.3%
Total respondent count (Percentages sum to 100%)	1658	14432	64579
	100.0%	100.0%	100.0%

4.1. Preferred learning environment	Appalachian State University	MA Public Institutions	All US institutions
One with no online components	221	2288	9717
	13.2%	15.7%	14.9%

	13.5%	13.7%	14.9%
One with some online components	1249	9771	41394
	75.1%	67.2%	63.6%
One that are completely online	52	749	5657
	3.1%	5.1%	8.7%
No preference	142	1740	8363
	8.5%	12.0%	12.8%
Total respondent count (Percentages sum to 100%)	1664	14548	65131
	100.0%	100.0%	100.0%

4.2. Extent of blended courses	Appalachian State University	MA Public Institutions	All US institutions
None	123	1588	10501
	7.4%	10.9%	16.2%
A few	650	6344	25198
	39.1%	43.6%	38.8%
About half	466	3887	15762
	28.0%	26.7%	24.3%
Nearly all	354	2242	10490
	21.3%	15.4%	16.1%
All	69	485	3023
	4.2%	3.3%	4.7%
Total respondent count (Percentages sum to 100%)	1662	14546	64974
	100.0%	100.0%	100.0%

4.3. Taken completely online course	Appalachian State University	MA Public Institutions	All US institutions
No	1117	8098	34765
	67.5%	56.0%	53.8%
Yes	538	6351	29835
	32.5%	44.0%	46.2%
Total respondent count (Percentages sum to 100%)	1655	14449	64600
	100.0%	100.0%	100.0%

4.4. Taken MOOC	Appalachian State University	MA Public Institutions	All US institutions
No, and I don't know what a MOOC is.	1324	11620	49905
	79.8%	80.0%	76.8%
No, but I do know what a MOOC is.	272	2238	11278
	16.4%	15.4%	17.4%
Yes, but I didn't complete one.	36	320	1984
	2.2%	2.2%	3.1%
Yes, and I completed one.	28	344	1778
	1.7%	2.4%	2.7%
Total respondent count (Percentages sum to 100%)	1660	14522	64945
	100.0%	100.0%	100.0%

4.5. Earned digital badge	Appalachian State University	MA Public Institutions	All US institutions
Don't know	413	3872	16624
	24.8%	26.7%	25.6%
No	1131	9644	43727
	67.8%	66.6%	67.4%
Yes	123	973	4512
	7.4%	6.7%	7.0%
Total respondent count (Percentages sum to 100%)	1667	14489	64863
	100.0%	100.0%	100.0%

4.6. Would include on résumé	Appalachian State		

	University	MA Public Institutions	All US institutions
Undergraduate degree	1559	12955	57154
	94.0%	89.4%	88.2%
Certificate from an accredited college or university	760	6403	30468
	45.8%	44.2%	47.0%
Certificate from an industry-based training program	471	3885	20076
	28.4%	26.8%	31.0%
Certificate of completion of free course	378	3088	14462
	22.8%	21.3%	22.3%
Digital badge	348	2740	12751
	21.0%	18.9%	19.7%
E-portfolio	334	2462	11228
	20.1%	17.0%	17.3%
Other	28	313	1651
	1.7%	2.2%	2.5%
N/A	66	838	3764
	4.0%	5.8%	5.8%
Total respondent count	1659	14493	64811

4.7. I get more actively involved in courses that use technology.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	39	379	1755
	2.4%	2.6%	2.7%
Strongly disagree	104	1081	4669
	6.3%	7.5%	7.3%
Somewhat disagree	221	1809	8023
	13.4%	12.6%	12.5%
Neutral	530	4659	20469
	32.1%	32.3%	31.8%
Somewhat agree	529	4359	18915
	32.1%	30.3%	29.4%
Strongly agree	227	2117	10549
	13.8%	14.7%	16.4%
Total respondent count (Percentages sum to 100%)	1650	14404	64380
	100.0%	100.0%	100.0%

4.7. I am more likely to skip classes when materials are available online.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	32	440	2768
	1.9%	3.0%	4.3%
Strongly disagree	329	3846	18430
	19.9%	26.6%	28.6%
Somewhat disagree	300	2482	10909
	18.1%	17.2%	16.9%
Neutral	291	2833	12207
	17.6%	19.6%	18.9%
Somewhat agree	509	3426	14212
	30.8%	23.7%	22.0%
Strongly agree	194	1414	6022
	11.7%	9.8%	9.3%
Total respondent count (Percentages sum to 100%)	1655	14441	64548
	100.0%	100.0%	100.0%

4.7. I entered college adequately prepared to use technology needed in my courses.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	26	265	1124
	1.6%	1.8%	1.7%
Strongly disagree	40	620	2955
	2.4%	4.3%	4.6%

	2.4%	4.3%	4.6%
Somewhat disagree	156	1500	6271
	9.4%	10.4%	9.7%
Neutral	268	2810	11243
	16.2%	19.5%	17.4%
Somewhat agree	693	5341	23512
	41.9%	37.0%	36.5%
Strongly agree	470	3884	19366
	28.4%	26.9%	30.0%
Total respondent count (Percentages sum to 100%)	1653	14420	64471
	100.0%	100.0%	100.0%

4.7. Technology makes me feel more connected to the institution.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	26	284	1359
	1.6%	2.0%	2.1%
Strongly disagree	46	601	2746
	2.8%	4.2%	4.3%
Somewhat disagree	104	978	4339
	6.3%	6.8%	6.7%
Neutral	308	3273	14684
	18.6%	22.7%	22.8%
Somewhat agree	762	5885	25610
	46.0%	40.8%	39.8%
Strongly agree	410	3410	15656
	24.8%	23.6%	24.3%
Total respondent count (Percentages sum to 100%)	1656	14431	64394
	100.0%	100.0%	100.0%

4.7. Technology makes me feel connected to other students.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	35	358	1646
	2.1%	2.5%	2.6%
Strongly disagree	107	1100	4978
	6.5%	7.6%	7.7%
Somewhat disagree	187	1597	7306
	11.3%	11.1%	11.3%
Neutral	429	4081	18229
	26.0%	28.3%	28.3%
Somewhat agree	625	4867	21462
	37.9%	33.8%	33.3%
Strongly agree	267	2409	10779
	16.2%	16.7%	16.7%
Total respondent count (Percentages sum to 100%)	1650	14412	64400
	100.0%	100.0%	100.0%

4.7. Technology makes me feel connected to instructors.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	34	338	1442
	2.1%	2.3%	2.2%
Strongly disagree	101	1103	4700
	6.1%	7.7%	7.3%
Somewhat disagree	176	1552	7502
	10.6%	10.8%	11.6%
Neutral	400	3952	17377
	24.1%	27.4%	27.0%
Somewhat agree	670	5064	22320
	40.4%	35.1%	34.7%
	276	2400	11067

Strongly agree	16.7%	16.7%	17.2%
Total respondent count	1657	14409	64408
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.7. In-class use of mobile devices is distracting.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	25 1.5%	382 2.6%	2348 3.6%
Strongly disagree	139 8.4%	1472 10.2%	6987 10.8%
Somewhat disagree	235 14.2%	2132 14.8%	9147 14.2%
Neutral	412 24.9%	3544 24.6%	15192 23.6%
Somewhat agree	520 31.4%	4134 28.7%	18022 28.0%
Strongly agree	323 19.5%	2752 19.1%	12716 19.7%
Total respondent count	1654	14416	64412
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.7. I like to keep my online academic and social lives separate.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	39 2.4%	402 2.8%	1886 2.9%
Strongly disagree	28 1.7%	392 2.7%	1806 2.8%
Somewhat disagree	94 5.7%	881 6.1%	4179 6.5%
Neutral	294 17.8%	2749 19.0%	11530 17.9%
Somewhat agree	546 33.0%	4104 28.4%	17474 27.1%
Strongly agree	652 39.4%	5909 40.9%	27674 42.9%
Total respondent count	1653	14437	64549
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.7. I wish I'd been better prepared to use institution-specific technology.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	60 3.6%	508 3.5%	2359 3.7%
Strongly disagree	120 7.2%	1358 9.4%	7082 11.0%
Somewhat disagree	231 13.9%	1724 12.0%	8221 12.8%
Neutral	492 29.7%	4335 30.1%	19308 30.0%
Somewhat agree	489 29.5%	4073 28.2%	17370 27.0%
Strongly agree	266 16.0%	2422 16.8%	10106 15.7%
Total respondent count	1658	14420	64446
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.7. I wish I'd been better prepared to use basic software.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	60 3.6%	478 3.3%	2120 3.3%

	2019	2020	2021
Strongly disagree	270	2454	13057
	16.3%	17.0%	20.2%
Somewhat disagree	290	2280	10595
	17.5%	15.8%	16.4%
Neutral	476	4234	17933
	28.7%	29.3%	27.8%
Somewhat agree	395	3278	13362
	23.8%	22.7%	20.7%
Strongly agree	166	1715	7441
	10.0%	11.9%	11.5%
Total respondent count (Percentages sum to 100%)	1657	14439	64508
	100.0%	100.0%	100.0%

4.10. Tech support	Appalachian State University	MA Public Institutions	All US institutions
Peers, friends, or family	1419	11326	47600
	85.2%	78.0%	73.3%
Instructors or teaching assistants	829	6558	30081
	49.8%	45.2%	46.3%
Google, YouTube, or another online source	1312	10318	46580
	78.8%	71.0%	71.8%
Company or vendor	117	851	4484
	7.0%	5.9%	6.9%
Help desk services	348	3578	15527
	20.9%	24.6%	23.9%
Other	20	300	1560
	1.2%	2.1%	2.4%
Total respondent count	1665	14523	64911

4.11. Help desk experience: Walk-in	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	1	36	450
	0.3%	1.0%	3.0%
N/A	41	539	3654
	12.1%	15.5%	24.3%
Poor	3	50	271
	0.9%	1.4%	1.8%
Fair	19	183	685
	5.6%	5.2%	4.6%
Neutral	21	318	1287
	6.2%	9.1%	8.6%
Good	139	1259	4658
	41.0%	36.1%	31.0%
Excellent	115	1103	4013
	33.9%	31.6%	26.7%
Total respondent count (Percentages sum to 100%)	339	3488	15018
	100.0%	100.0%	100.0%

4.11. Help desk experience: Phone	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	5	67	355
	1.5%	1.9%	2.4%
N/A	97	910	4071
	29.1%	26.3%	27.0%
Poor	10	105	503
	3.0%	3.0%	3.3%
Fair	10	203	862
	3.0%	5.9%	5.7%

Neutral	39	419	1608
	11.7%	12.1%	10.7%
Good	105	1047	4301
	31.5%	30.2%	28.5%
Excellent	67	713	3376
	20.1%	20.6%	22.4%
Total respondent count (Percentages sum to 100%)	333	3464	15076
	100.0%	100.0%	100.0%

4.11. Help desk experience: E-mail	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	2	62	290
	0.6%	1.8%	1.9%
N/A	97	976	4034
	28.9%	28.4%	26.9%
Poor	4	96	500
	1.2%	2.8%	3.3%
Fair	22	206	917
	6.5%	6.0%	6.1%
Neutral	38	458	1747
	11.3%	13.3%	11.7%
Good	115	1056	4545
	34.2%	30.7%	30.3%
Excellent	58	587	2956
	17.3%	17.1%	19.7%
Total respondent count (Percentages sum to 100%)	336	3441	14989
	100.0%	100.0%	100.0%

4.11. Help desk experience: Web form	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	9	167	815
	2.7%	4.9%	5.5%
N/A	139	1379	6003
	41.9%	40.5%	40.7%
Poor	6	92	469
	1.8%	2.7%	3.2%
Fair	21	208	746
	6.3%	6.1%	5.1%
Neutral	48	534	2163
	14.5%	15.7%	14.7%
Good	72	684	2917
	21.7%	20.1%	19.8%
Excellent	37	339	1650
	11.1%	10.0%	11.2%
Total respondent count (Percentages sum to 100%)	332	3403	14763
	100.0%	100.0%	100.0%

4.11. Help desk experience: Chat/instant messaging	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	30	369	1711
	9.2%	10.9%	11.6%
N/A	164	1722	7129
	50.2%	50.8%	48.2%
Poor	5	68	377
	1.5%	2.0%	2.6%
Fair	10	101	468
	3.1%	3.0%	3.2%
Neutral	38	457	1732

	11.6%	13.5%	11.7%
Good	43	401	1880
	13.1%	11.8%	12.7%
Excellent	37	269	1487
	11.3%	7.9%	10.1%
Total respondent count (Percentages sum to 100%)	327	3387	14784
	100.0%	100.0%	100.0%

4.11. Help desk experience: Self-service FAQ	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	8	153	714
	2.4%	4.5%	4.8%
N/A	111	1204	5192
	33.5%	35.4%	35.2%
Poor	12	124	606
	3.6%	3.7%	4.1%
Fair	16	224	967
	4.8%	6.6%	6.5%
Neutral	46	542	2369
	13.9%	16.0%	16.0%
Good	96	783	3241
	29.0%	23.0%	22.0%
Excellent	42	367	1676
	12.7%	10.8%	11.4%
Total respondent count (Percentages sum to 100%)	331	3397	14765
	100.0%	100.0%	100.0%

4.11. Help desk experience: Overall rating of help-desk services	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	1	16	57
	0.3%	0.5%	0.4%
N/A	20	176	797
	6.0%	5.1%	5.3%
Poor	4	76	373
	1.2%	2.2%	2.5%
Fair	12	206	945
	3.6%	6.0%	6.3%
Neutral	27	438	1806
	8.1%	12.7%	12.0%
Good	167	1572	6700
	49.9%	45.6%	44.7%
Excellent	104	961	4326
	31.0%	27.9%	28.8%
Total respondent count (Percentages sum to 100%)	335	3445	15004
	100.0%	100.0%	100.0%

5.1. Number of internet-capable devices used	Appalachian State University	MA Public Institutions	All US institutions
None	12	145	643
	0.7%	1.0%	1.0%
One	107	1031	4539
	6.4%	7.1%	7.0%
Two	753	5292	22671
	45.2%	36.4%	34.8%
Three	521	4964	21128
	31.3%	34.1%	32.5%
Four	189	1895	8710
	11.3%	13.0%	13.4%

Five	45	522	2742
	2.7%	3.6%	4.2%
Six or more	39	691	4663
	2.3%	4.8%	7.2%
Total respondent count (Percentages sum to 100%)	1666	14540	65096
	100.0%	100.0%	100.0%

5.2. In-class experience: Smartphone	Appalachian State University	MA Public Institutions	All US institutions
N/A	90	1098	7773
	5.4%	7.6%	12.0%
Banned from using it in class	544	4227	15600
	32.9%	29.3%	24.1%
Discouraged from using it in class	794	6006	25563
	48.0%	41.6%	39.5%
Neither discouraged nor encouraged	193	2532	13070
	11.7%	17.5%	20.2%
Encouraged to use it in class	26	495	2216
	1.6%	3.4%	3.4%
Required to use it in class	7	91	440
	0.4%	0.6%	0.7%
Total respondent count (Percentages sum to 100%)	1654	14449	64662
	100.0%	100.0%	100.0%

5.2. In-class experience: Tablet	Appalachian State University	MA Public Institutions	All US institutions
N/A	421	3100	16925
	25.5%	21.5%	26.3%
Banned from using it in class	134	1214	4220
	8.1%	8.4%	6.6%
Discouraged from using it in class	374	2639	9814
	22.7%	18.3%	15.2%
Neither discouraged nor encouraged	624	6028	27061
	37.8%	41.8%	42.0%
Encouraged to use it in class	92	1254	5634
	5.6%	8.7%	8.7%
Required to use it in class	5	178	743
	0.3%	1.2%	1.2%
Total respondent count (Percentages sum to 100%)	1650	14413	64397
	100.0%	100.0%	100.0%

5.2. In-class experience: Laptop	Appalachian State University	MA Public Institutions	All US institutions
N/A	54	804	5476
	3.3%	5.6%	8.5%
Banned from using it in class	81	885	3123
	4.9%	6.1%	4.8%
Discouraged from using it in class	434	2750	10102
	26.2%	19.0%	15.6%
Neither discouraged nor encouraged	860	7578	31647
	51.8%	52.4%	48.9%
Encouraged to use it in class	207	2046	10661
	12.5%	14.1%	16.5%
Required to use it in class	23	397	3691
	1.4%	2.7%	5.7%
Total respondent count (Percentages sum to 100%)	1659	14460	64700
	100.0%	100.0%	100.0%

5.2. In-class experience: Wearable technologies	Appalachian State University	MA Public Institutions	All US institutions
N/A	1258	10133	46609
	76.3%	70.5%	72.6%
Banned from using it in class	79	893	3192
	4.8%	6.2%	5.0%
Discouraged from using it in class	104	825	2935
	6.3%	5.7%	4.6%
Neither discouraged nor encouraged	181	2142	9897
	11.0%	14.9%	15.4%
Encouraged to use it in class	20	294	1255
	1.2%	2.0%	2.0%
Required to use it in class	7	78	324
	0.4%	0.5%	0.5%
Total respondent count (Percentages sum to 100%)	1649	14365	64212
	100.0%	100.0%	100.0%

For the next set of questions, respondents were asked to rate themselves on a scale of 0–100.

6.1a. Disposition towards IT		Appalachian State University	MA Public Institutions	All US institutions
Reluctant vs. Enthusiast	Mean	67.1	69.3	70.8
	SD	22.6	22.6	22.7
	N	1554	13162	59165
Late adopter vs. Early adopter	Mean	59.8	61.8	62.5
	SD	24.1	24.8	25.2
	N	1518	12933	57863
Technophobe vs. Technophile	Mean	62.7	64.1	65.4
	SD	21.3	22.5	22.9
	N	1451	12184	55003
Skeptic vs. Cheerleader	Mean	57.8	59.7	60.8
	SD	21.3	22.2	22.5
	N	1477	12351	55496
By-the-book vs. Experimenter	Mean	58.6	58.7	59.4
	SD	22.3	23.7	24.2
	N	1482	12571	56437
Critic vs. Supporter	Mean	61.4	63.3	64.0
	SD	21.8	22.2	22.3
	N	1471	12440	55851
Conservative vs. Radical	Mean	52.8	53.1	53.8
	SD	20.5	21.9	22.2
	N	1436	11976	53981

6.1b. Attitude towards IT		Appalachian State University	MA Public Institutions	All US institutions
Dissatisfied vs. Satisfied	Mean	65.1	67.6	68.7
	SD	18.8	19.9	20.1
	N	1497	12762	57411
Discontent vs. Content	Mean	64.4	66.7	67.7
	SD	18.5	19.2	19.5
	N	1472	12564	56295
Perturbed vs. Pleased	Mean	64.4	66.5	67.5
	SD	18.4	19.3	19.6
	N	1446	12423	55827
Burdensome vs. Beneficial	Mean	68.4	70.6	71.6
	SD	20.6	21.3	21.3
	N	1471	12492	56186

Useless vs. Useful	Mean	74.2	75.3	76.6
	SD	18.7	19.5	19.3
	N	1468	12589	56396
Distraction vs. Enhancement	Mean	61.8	63.9	65.4
	SD	22.1	23.1	23.3
	N	1462	12407	55559

6.1c. Usage of IT		Appalachian State University	MA Public Institutions	All US institutions
Never connected vs. Always connected	Mean	72.1	74.5	75.5
	SD	20.1	20.5	20.4
	N	1486	12728	57157
Peripheral vs. Central	Mean	62.5	64.8	65.8
	SD	18.5	19.3	19.8
	N	1414	11931	53855
Old media vs. New media	Mean	66.5	68.2	68.8
	SD	18.7	19.2	19.4
	N	1451	12341	55233
Infrequent vs. Frequent	Mean	73.4	75.3	76.4
	SD	19.4	19.6	19.5
	N	1481	12578	56476
Satiabile vs. Insatiable	Mean	54.9	57.8	57.9
	SD	19.9	21.1	22.0
	N	1374	11526	52014

6.2. Gender		Appalachian State University	MA Public Institutions	All US institutions
Male		539	4727	22880
		32.5%	32.6%	35.3%
Female		1095	9581	40963
		66.1%	66.0%	63.1%
Other		1	30	175
		0.1%	0.2%	0.3%
Prefer not to answer		22	171	862
		1.3%	1.2%	1.3%
Total respondent count (Percentages sum to 100%)		1657	14509	64880
		100.0%	100.0%	100.0%

6.3. Academic goal		Appalachian State University	MA Public Institutions	All US institutions
Digital badges that certify my skills		135	1090	5341
		8.1%	7.5%	8.2%
A vocational/occupational certificate		100	856	4978
		6.0%	5.9%	7.7%
An associate's degree		123	1184	11277
		7.4%	8.2%	17.4%
A bachelor's degree		1438	12242	51089
		86.6%	84.6%	78.9%
A master's degree		721	5815	24222
		43.4%	40.2%	37.4%
A doctoral degree		224	1936	8660
		13.5%	13.4%	13.4%
Another professional degree		151	1047	5743
		9.1%	7.2%	8.9%
Other		19	230	1230
		1.1%	1.6%	1.9%
N/A		26	408	1832
		1.6%	2.8%	2.8%

Total respondent count	1660	14470	64789
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6.4. Major	Appalachian State University	MA Public Institutions	All US institutions
Agriculture and natural resources	15	172	933
	0.9%	1.2%	1.4%
Biological/life sciences	105	982	4458
	6.3%	6.7%	6.8%
Business, management, marketing	213	1996	9250
	12.8%	13.7%	14.2%
Communications/journalism	97	607	2311
	5.8%	4.2%	3.5%
Computer and information sciences	75	565	4016
	4.5%	3.9%	6.2%
Education, including physical education	187	1724	4490
	11.2%	11.8%	6.9%
Engineering and architecture	23	588	4713
	1.4%	4.0%	7.2%
Fine and performing arts	49	438	2020
	2.9%	3.0%	3.1%
Health sciences, including professional programs	272	1924	8915
	16.3%	13.2%	13.7%
Humanities	48	410	1762
	2.9%	2.8%	2.7%
Liberal arts/general studies	21	335	2163
	1.3%	2.3%	3.3%
Manufacturing, construction, repair, or transportation	6	43	240
	0.4%	0.3%	0.4%
Physical sciences, including mathematical sciences	59	400	1777
	3.5%	2.7%	2.7%
Public administration; legal, social, and protective services	39	303	1444
	2.3%	2.1%	2.2%
Social sciences	147	1454	5343
	8.8%	10.0%	8.2%
Other—please describe	291	2259	9557
	17.5%	15.5%	14.7%
Undecided	17	352	1745
	1.0%	2.4%	2.7%
Total respondent count (Percentages sum to 100%)	1664	14552	65137
	100.0%	100.0%	100.0%

6.5. Part-time/Full-time	Appalachian State University	MA Public Institutions	All US institutions
Part-time	87	1616	12451
	5.2%	11.2%	19.2%
Full-time	1578	12877	52363
	94.8%	88.8%	80.8%
Total respondent count (Percentages sum to 100%)	1665	14493	64814
	100.0%	100.0%	100.0%

6.6. Ethnicity	Appalachian State University	MA Public Institutions	All US institutions
White	1453	9784	45616
	87.3%	67.4%	70.4%
Black/African American	52	871	4061
	3.1%	6.0%	6.3%
Hispanic	77	2666	8349
	4.6%	18.4%	12.9%

American Indian or Alaskan native	21	238	1358
	1.3%	1.6%	2.1%
Asian/Pacific Islander	58	1002	5929
	3.5%	6.9%	9.1%
Other	19	324	1463
	1.1%	2.2%	2.3%
Prefer not to answer	70	581	2901
	4.2%	4.0%	4.5%
Total respondent count	1664	14516	64826

6.7. On/off campus	Appalachian State University	MA Public Institutions	All US institutions
On campus	782	5220	19975
	47.3%	36.0%	30.8%
Off campus	873	9263	44805
	52.7%	64.0%	69.2%
Total respondent count (Percentages sum to 100%)	1655	14483	64780
	100.0%	100.0%	100.0%