Student IT Satisfaction Survey 2023

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Q1: My current class standing is

Answered: 226   Skipped: 0
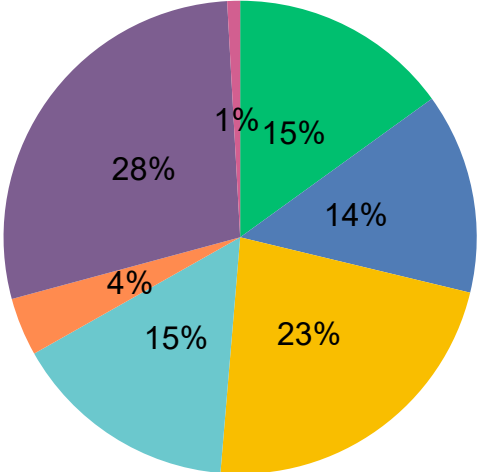
🟩 Freshman	🟦 Sophomore
🟨 Junior	🟦 Senior
🟧 Non-admitted undergraduate	🟪 Graduate student
🟥 Post-Baccalaureate non-graduate	

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Q2: Are you a full-time student?

Answered: 226   Skipped: 0

Pie chart showing responses: Yes 85% (green), No 15% (blue).

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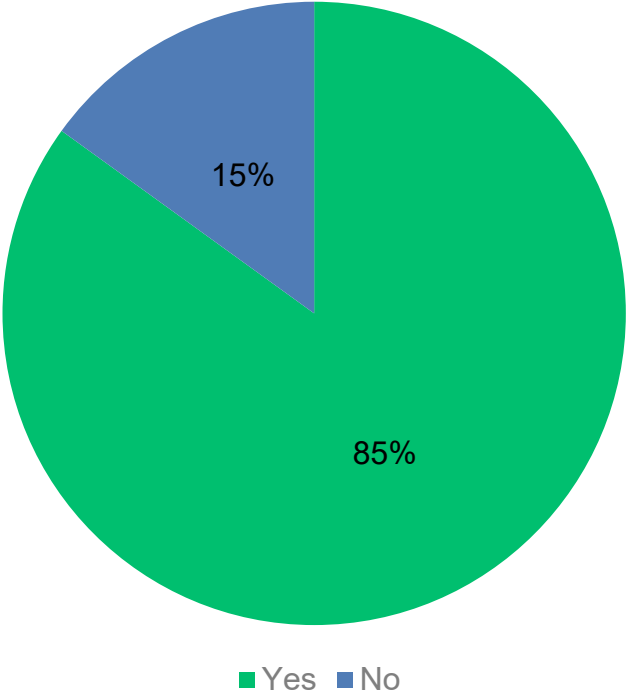
Q3: Do you live in a residence hall or on-campus housing?

Answered: 226   Skipped: 0

21%

79%

■ Yes ■ No

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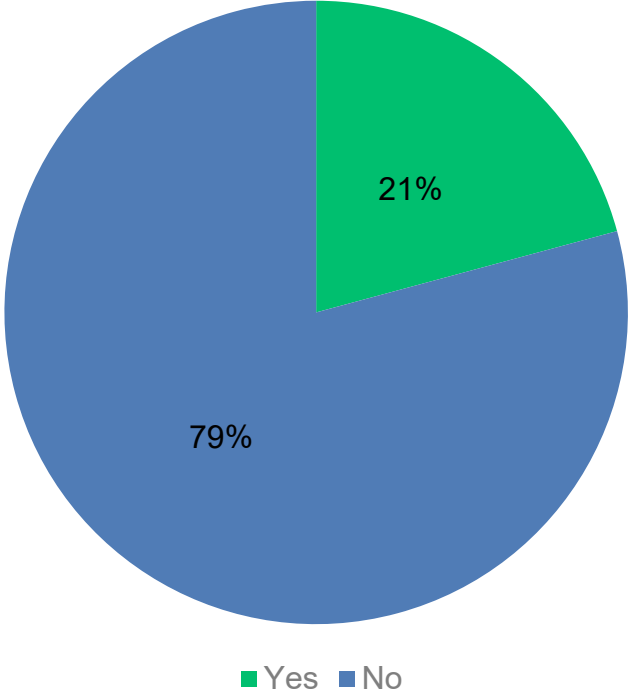
# Q4: Please indicate your evaluation of the IT services available in on-campus housing

Answered: 38   Skipped: 188
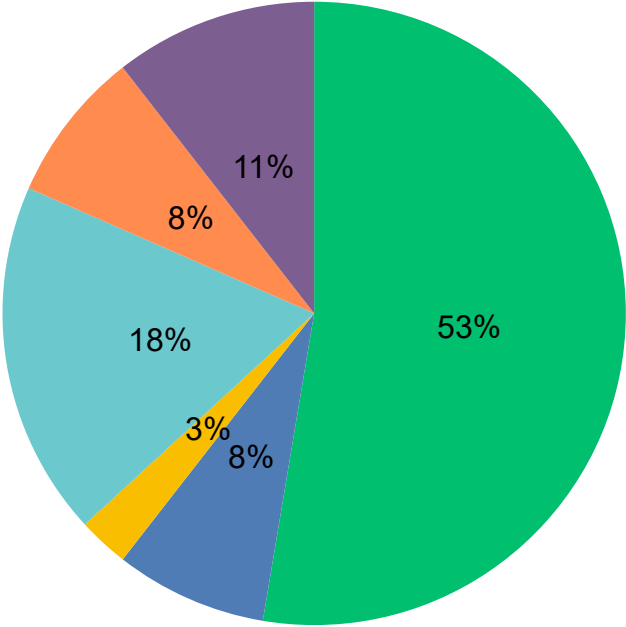
Legend: ■ Have Not Used ■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

- Have Not Used: 53%
- Very Dissatisfied: 8%
- Dissatisfied: 3%
- Neutral: 18%
- Satisfied: 8%
- Very Satisfied: 11%

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Q5: Please indicate your evaluation of the importance of the IT services in on-campus housing to you

Answered: 37   Skipped: 189
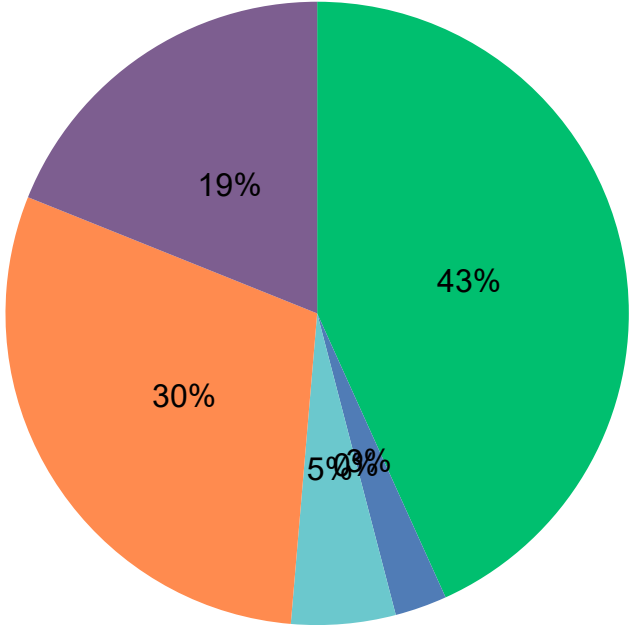
43%

19%

30%

5% 0% 3%

Do Not Use Very Unimportant Unimportant Neutral Important Very Important
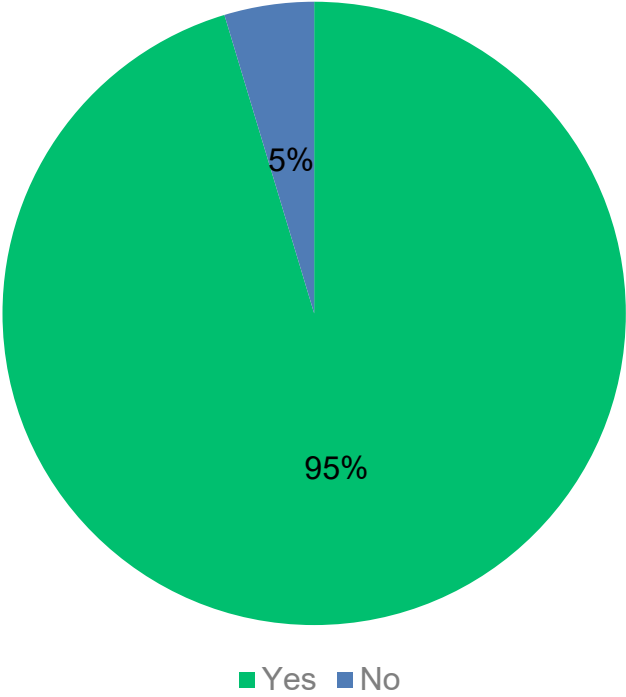
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Q8: I have Internet access at home
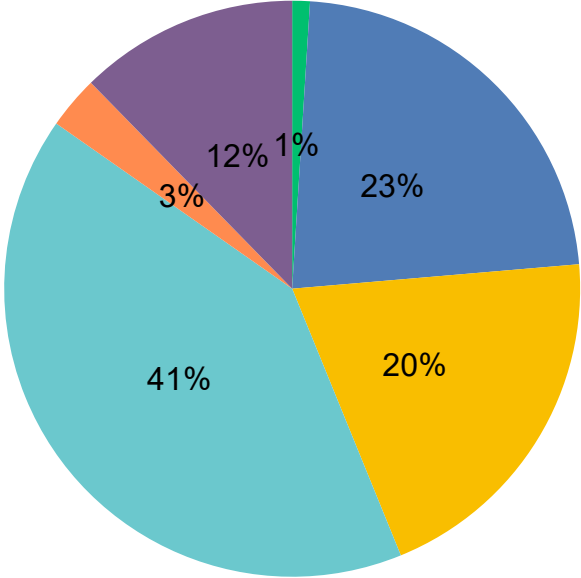
Answered: 38   Skipped: 188
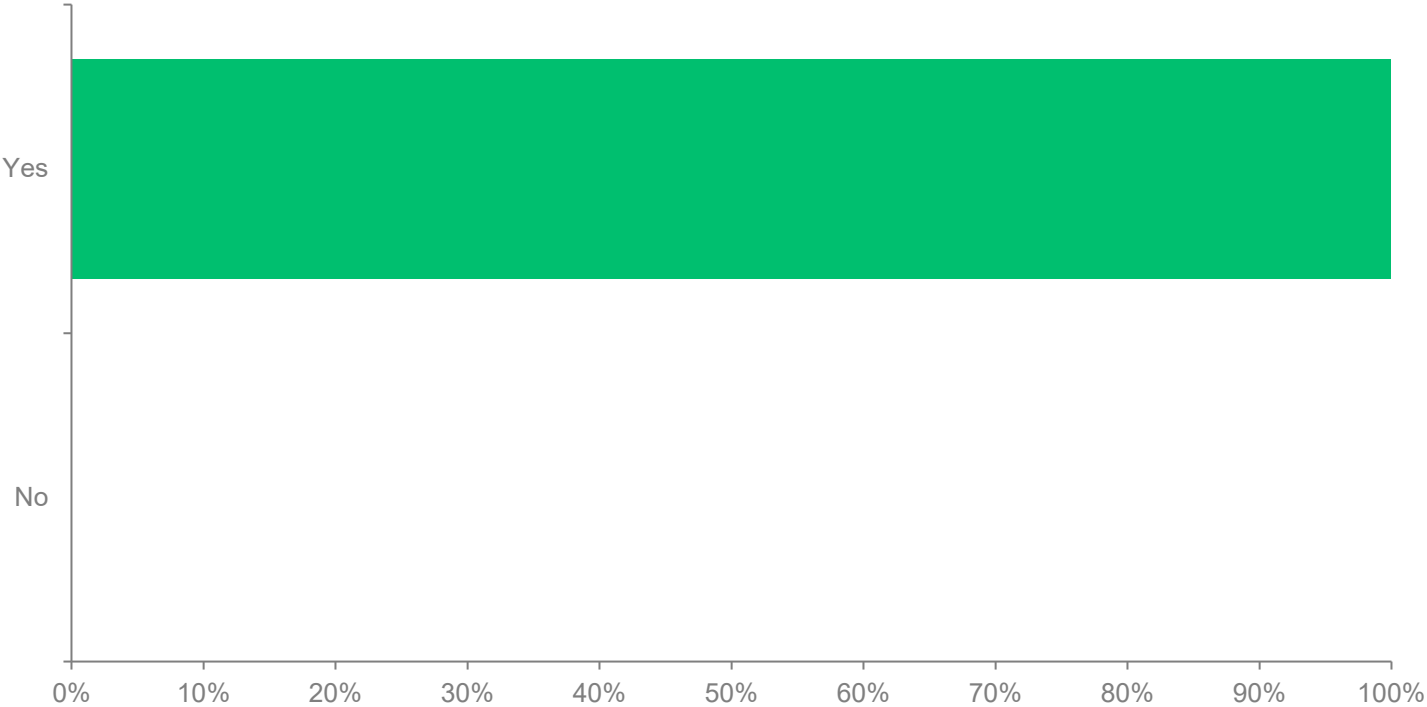
Q9: I own a personal computer

Answered: 215   Skipped: 11

- Yes ■ No
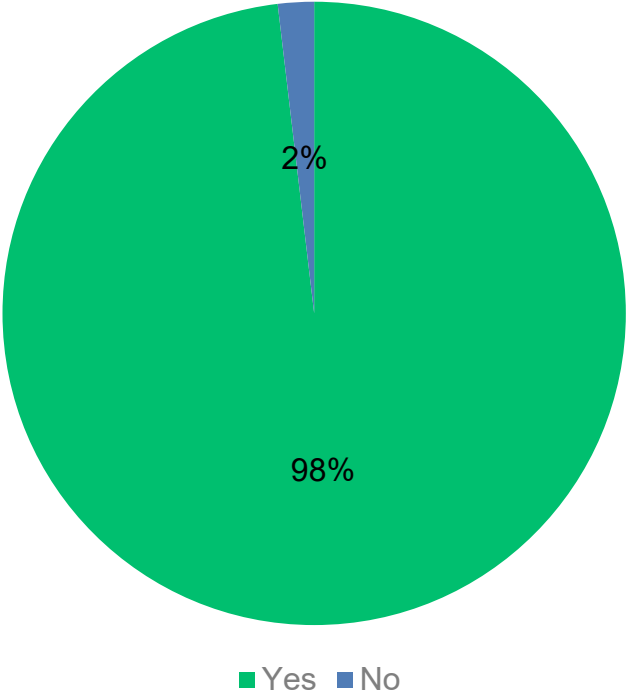
Q10: My primary personal computer is

Answered: 203   Skipped: 23

Legend:
- a Macintosh desktop
- a Macintosh laptop
- a Windows desktop
- a Windows laptop
- Chromebook
- Other (please specify)

Pie chart values: 1%, 23%, 20%, 41%, 3%, 12%

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Q11: I own a mobile device (iPad, smart phone, etc.)

Answered: 214   Skipped: 12

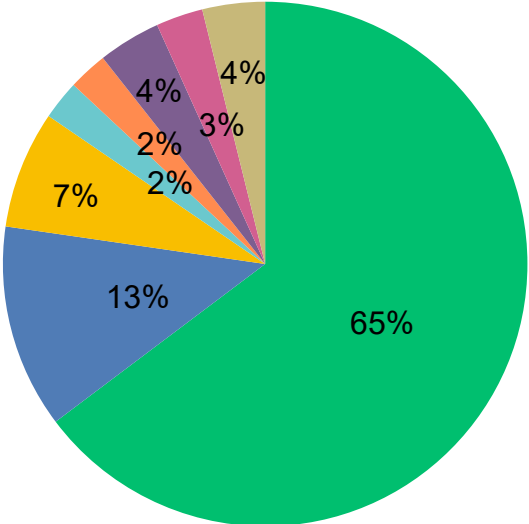EASTERN WASHINGTON UNIVERSITY

Q12: I own the following mobile device(s) (select all that apply)

Answered: 206   Skipped: 20
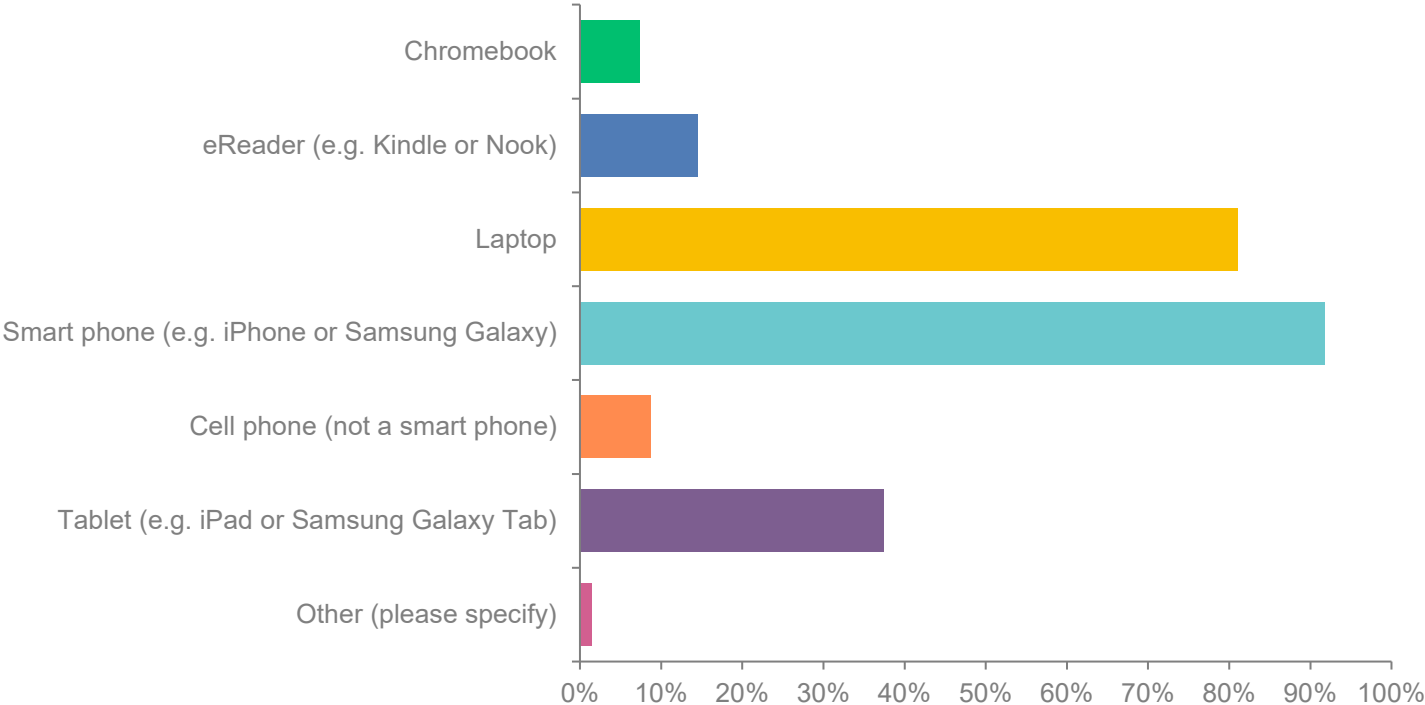
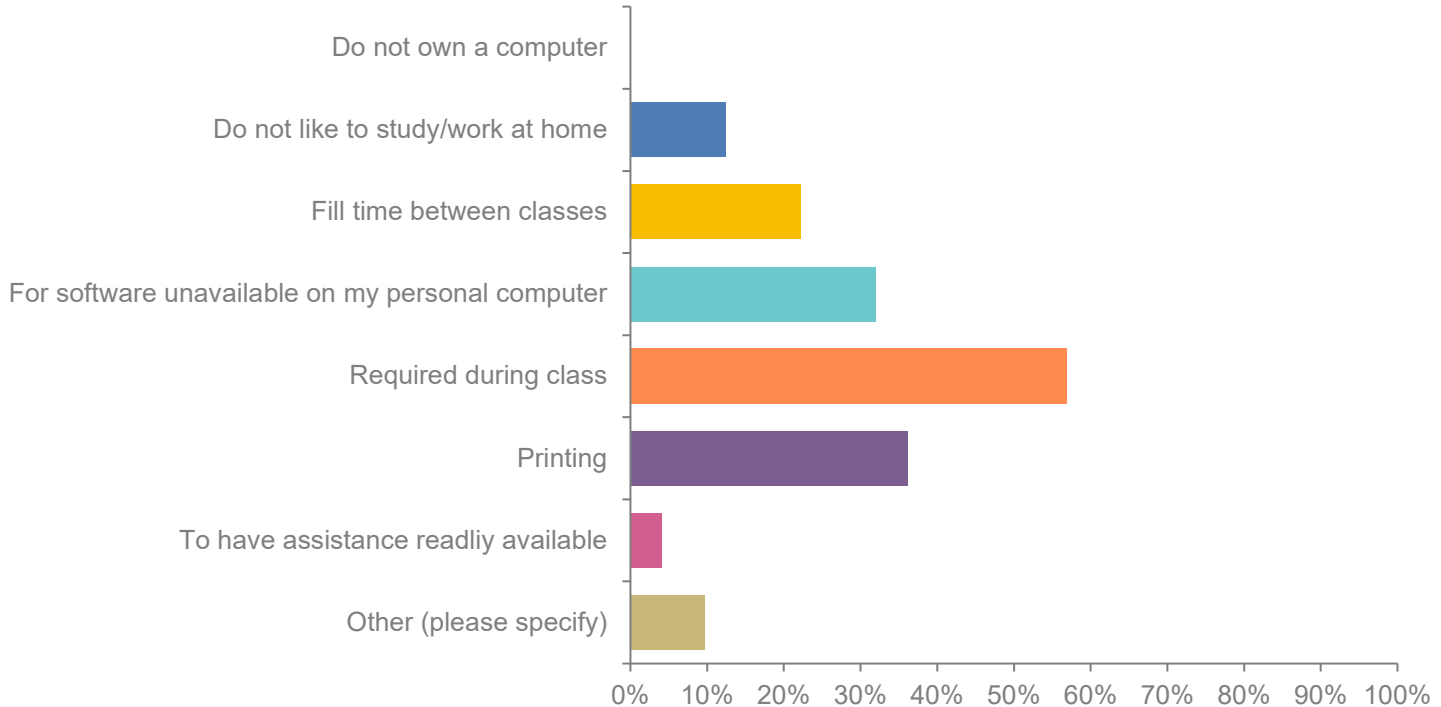# Q13: I use the computer classrooms and labs at EWU

Answered: 207   Skipped: 19

- Never
- Only during class
- Less than Once a Month
- Once a Month
- 2-3 Times a Month
- Once a Week
- 2-3 Times a Week
- Daily

65%
13%
7%
2%
2%
4%
3%
4%

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Q14: Why do you use the computer classrooms and labs? (select all that apply)

Answered: 72   Skipped: 154

Q16: I use the virtual lab at EWU

Answered: 207   Skipped: 19

- ■ Never
- ■ Only during class
- ■ Less than Once a Month
- ■ Once a Month
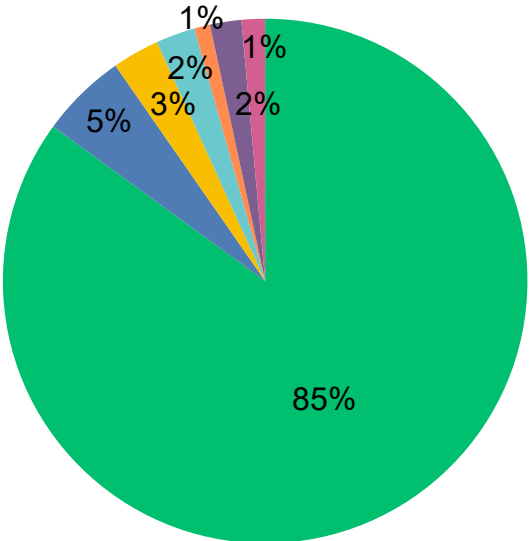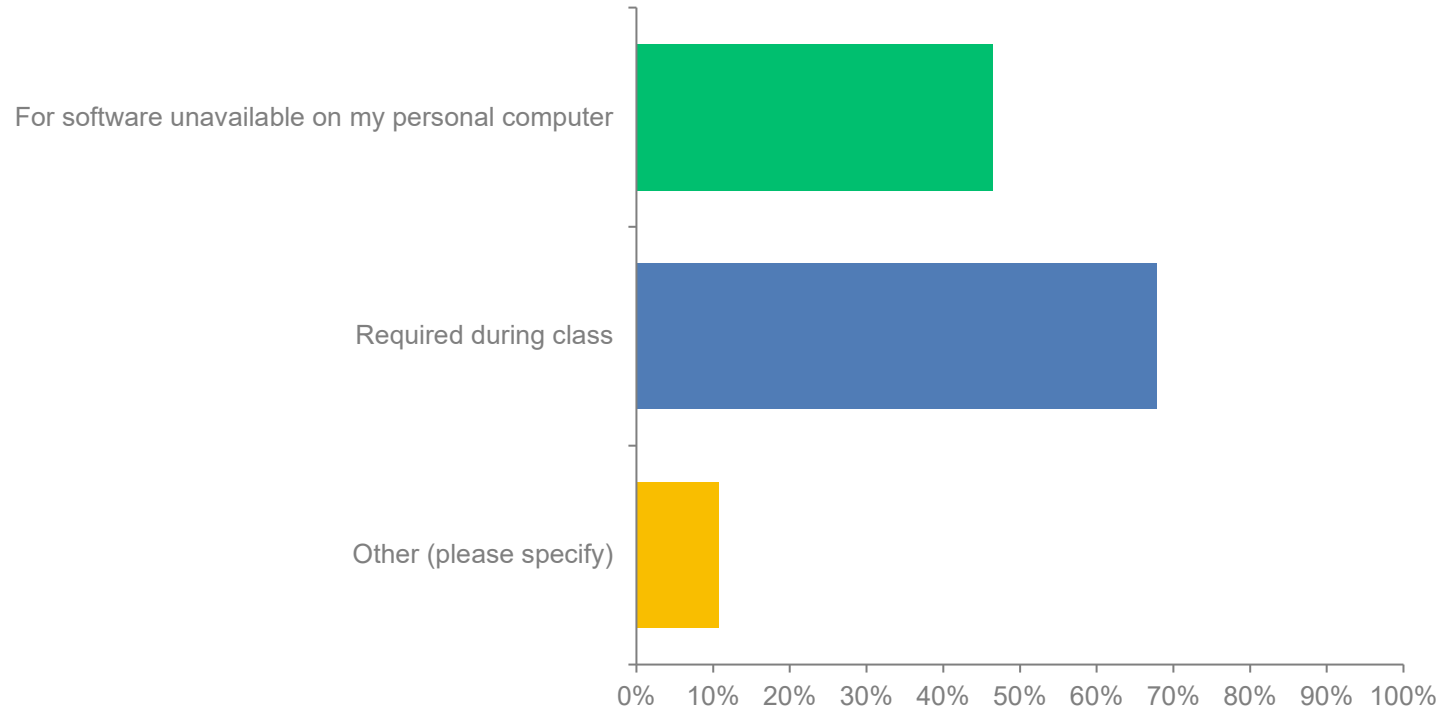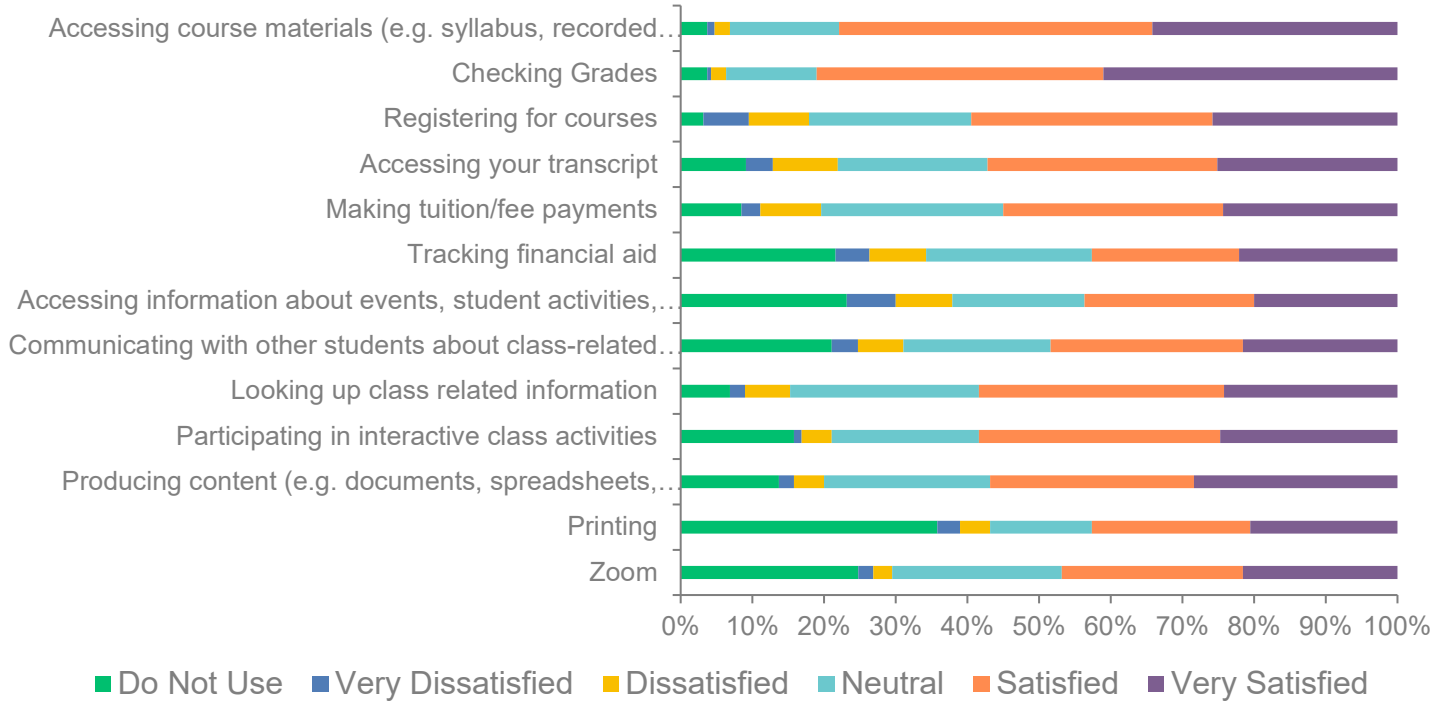- ■ 2-3 Times a Month
- ■ Once a Week
- ■ 2-3 Times a Week
- ■ Daily

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Q17: Why do you use the virtual lab? (select all that apply)

Answered: 28   Skipped: 198


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Q19: Thinking about this past year, please rate the systems and support for the following activities you've performed or experienced

Answered: 190   Skipped: 36

Chart categories (top to bottom):
- Accessing course materials (e.g. syllabus, recorded…
- Checking Grades
- Registering for courses
- Accessing your transcript
- Making tuition/fee payments
- Tracking financial aid
- Accessing information about events, student activities,…
- Communicating with other students about class-related…
- Looking up class related information
- Participating in interactive class activities
- Producing content (e.g. documents, spreadsheets,…
- Printing
- Zoom

Legend: Do Not Use | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied

Axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
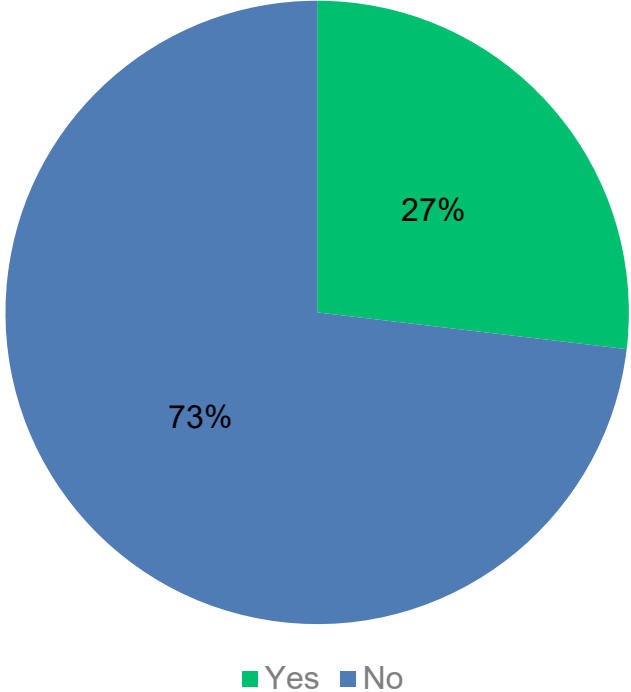
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Q20: Thinking about this past year, rate your experience with the following technologies and services
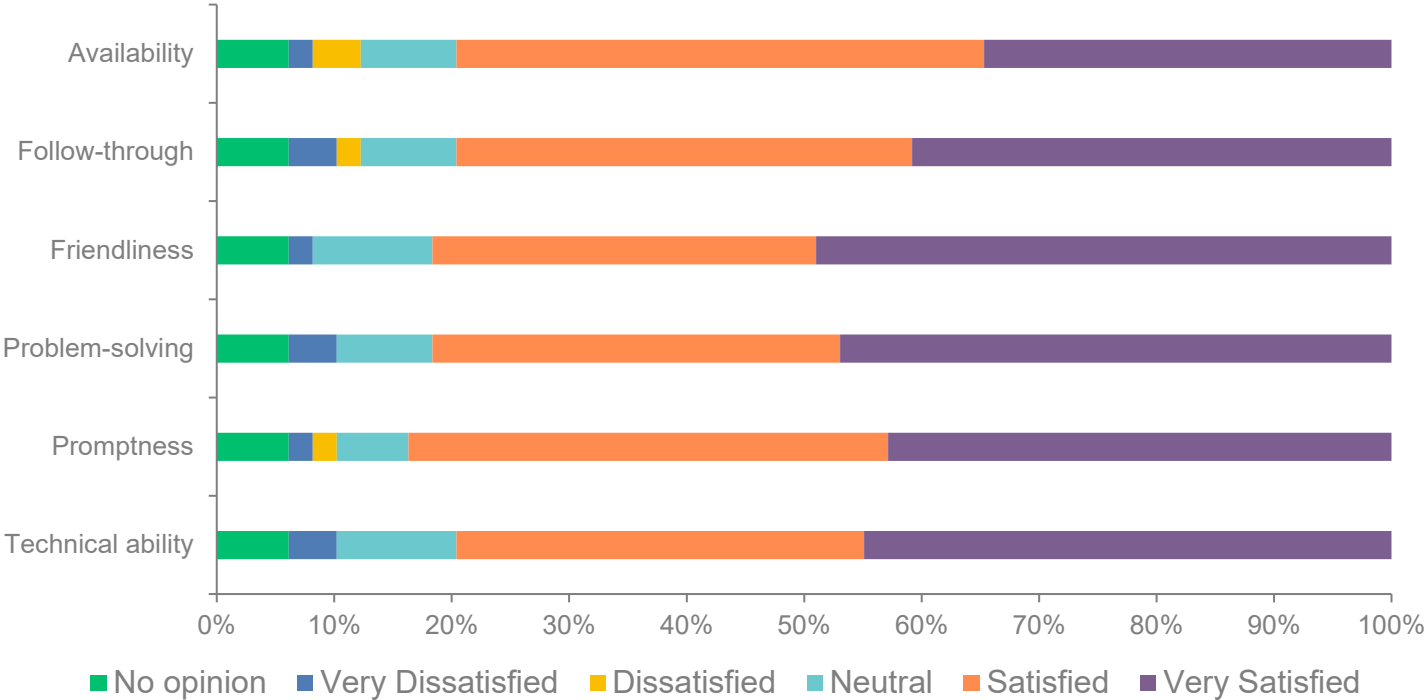
Answered: 190   Skipped: 36
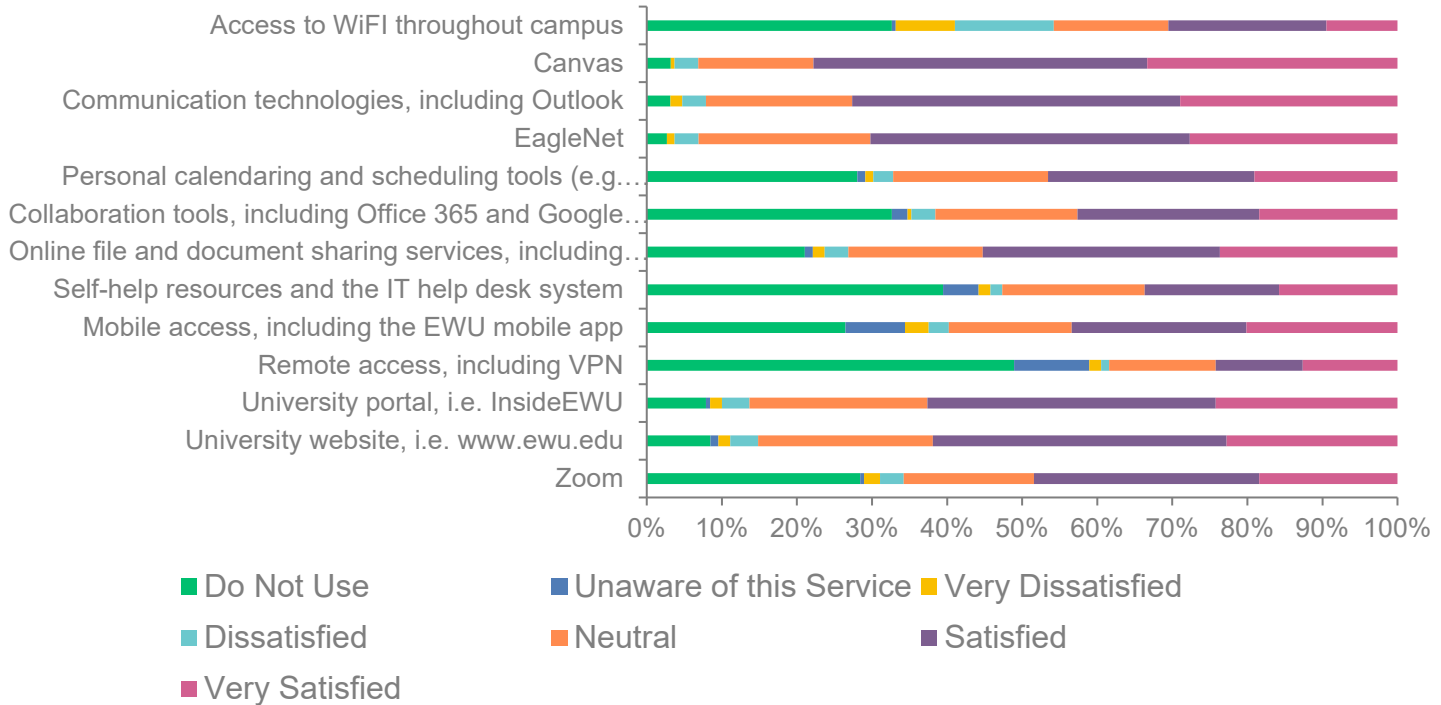
Q25: I use the services of the IT Help Desk

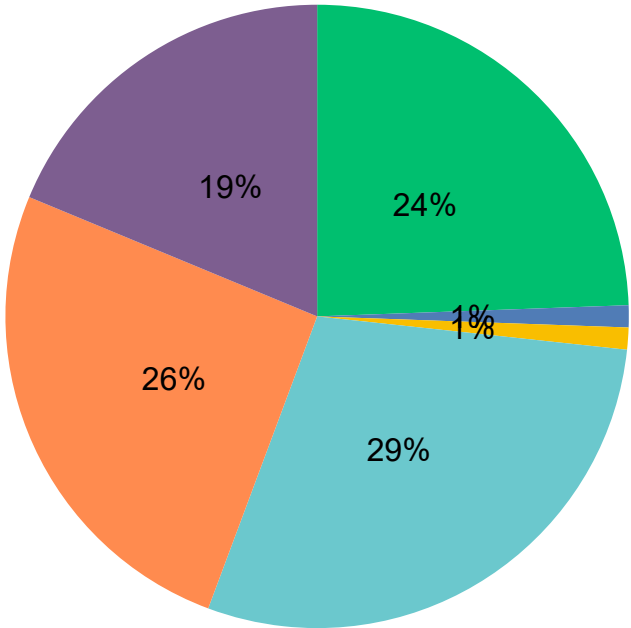Answered: 186   Skipped: 40

27%

73%

■Yes ■No

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Q26: Please evaluate each of these characteristics of service provided by the IT Help Desk

Answered: 49   Skipped: 177

Legend: No opinion, Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

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Q28: Overall, how important are EWU's IT services to you?

Answered: 176   Skipped: 50

Pie chart segments:
- Do Not Use: 24%
- Very Unimportant: 1%
- Unimportant: 1%
- Neutral: 29%
- Important: 26%
- Very Important: 19%

Legend: ■ Do Not Use ■ Very Unimportant ■ Unimportant ■ Neutral ■ Important ■ Very Important

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Q29: How satisfied are you overall with the communication about technology issues and projects from EWU's IT division during the past year?
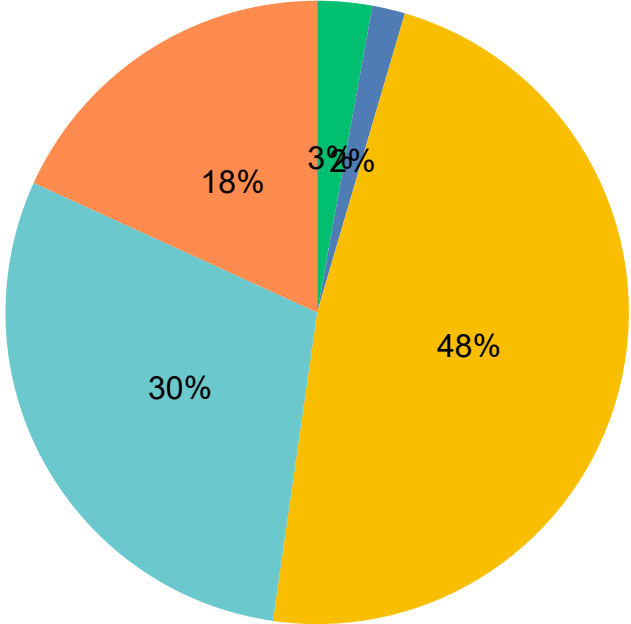
Answered: 176   Skipped: 50

Pie chart segments:
- 4% Very Dissatisfied
- 3% Dissatisfied
- 49% Neutral
- 27% Satisfied
- 16% Very Satisfied
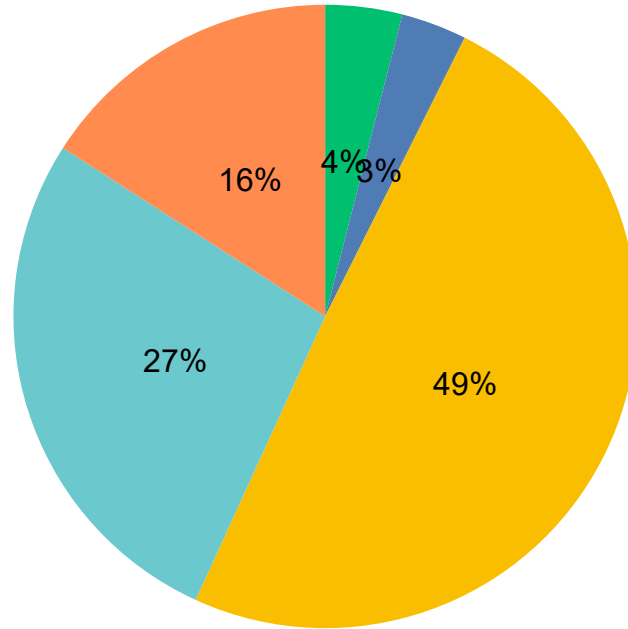
Legend: Very Dissatisfied · Dissatisfied · Neutral · Satisfied · Very Satisfied

Q30: How satisfied are you overall with the technology and support services offered by EWU's IT division during the past year?

Answered: 176   Skipped: 50

■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

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