

2015

MISO Technology Undergrad Student Summary

Measuring Information Service Outcomes

Follow this and additional works at: http://www.exhibit.xavier.edu/univ_reports_it



Part of the [Higher Education Commons](#)

Recommended Citation

Measuring Information Service Outcomes, "MISO Technology Undergrad Student Summary" (2015). *Information Technologies*. Paper 1.

http://www.exhibit.xavier.edu/univ_reports_it/1

This Restricted Access Artifact is brought to you for free and open access by the University Reports, Surveys, and Other Materials at Exhibit. It has been accepted for inclusion in Information Technologies by an authorized administrator of Exhibit. For more information, please contact exhibit@xavier.edu.

MISO 2013/2015 Comparison Summary Undergraduate Student Survey Technology Specific	Survey Year	Population Size	Completed/ Partially Completed Responses	Response Rate
	2013	700	312	44.6%
	2015	1,000	420	42.0%

Applications/Software

LEARNING MANAGEMENT SYSTEM (BLACKBOARD - 2013) (CANVAS - 2015)

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
Blackboard	2013	288	4.77						
Canvas	2015	415	4.87	2.05%					

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
Blackboard	2013	272	3.84					
Canvas	2015	378	3.89	1.29%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
Blackboard	2013	254	3.61					
Canvas	2015	346	3.8	5.00%				

PORTAL/INTRANET (MYXU Portal - 2013) (Student Hub - 2015)

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
MyXU Portal		No data for 2013							
Student Hub	2015	419	4.48						

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
MyXU Portal	2013	271	3.82					
Student Hub	2015	375	3.76	-1.60%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
MyXU Portal	2013	254	3.56					
Student Hub	2015	345	3.72	4.30%				

TECHNOLOGY SERVICES WEBSITE www.xavier.edu/help

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	287	2.06						
	2015	416	1.67	-23.35%					

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	261	3.04					
	2015	360	2.57	-18.29%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	197	3.5					
	2015	261	3.56	1.69%				

XAVIER FILE SHARES FOR SAVING DOCUMENTS

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	416	2.41						

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	351	2.52					

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	244	3.6					

XAVIER PROVIDED ONE DRIVE STORAGE

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	418	1.9						

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	351	2.37					

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	225	3.59					

Services

CAMPUS COMPUTING LABS

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	289	3.15						
	2015	417	2.75	-14.55%					

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	259	3.17					
	2015	361	2.99	-6.02%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	225	3.47					
	2015	283	3.57	2.80%				

VIRTUAL COMPUTING LABS

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	286	1.69						
	2015	413	1.63	-3.68%					

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	231	2.32					
	2015	338	2.34	0.85%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	155	3.41					
	2015	218	3.5	2.57%				

CAMPUS PRINTERS

Over the course of a semester, on average, how often do you use the following services?

	Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	No data for 2013							
2015	416	4.33						

How important are these services to you?

	Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	No data for 2013						
2015	377	3.86					

How dissatisfied or satisfied are you with the following resources and services?

	Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	No data for 2013						
2015	342	3.56					

WIRELESS ACCESS TO THE INTERNET ON CAMPUS

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	419	4.85						

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	269	3.83					
	2015	376	3.89	1.54%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	247	3.08					
	2015	347	3.46	10.98%				

PERFORMANCE OF WIRELESS ACCESS ON CAMPUS

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	272	3.88					
	2015	377	3.89	0.26%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	247	2.66					
	2015	346	3.1	14.19%				

BORROWING LAPTOPS

Over the course of a semester, on average, how often do you use the following services?

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	418	1.84						

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	257	2.91					
	2015	342	2.64	-10.23%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	195	3.63					
	2015	242	3.67	1.09%				

HOW INFORMED SO YOU FEEL ABOUT THE FOLLOWING?

		Answered Questions	Mean	+/-	Not informed	Somewhat informed	Informed	Very informed
Available technology services	2013	253	2.45					
	2015	345	2.52	2.78%				
Current issues regarding cell phones, viruses and spyware	2013	252	1.99					
	2015	345	2.04	2.45%				

Support

SUPPORT FOR YOUR INNOVATIVE IDEAS

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	360	3.04					

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	260	3.45					

OVERALL COMPUTER SERVICE

How important are these services to you?

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	268	3.51					
	2015	374	3.36	-4.46%				

How dissatisfied or satisfied are you with the following resources and services?

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	242	3.37					
	2015	317	3.55	5.07%				

TECHNICAL HELP DESK

Over the course of a semester, on average, how often do you use the following services?

	Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	No data for 2013							
2015	416	1.74						

How important are these services to you?

	Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
2013	259	2.86					
2015	370	2.71	-5.54%				

How dissatisfied or satisfied are you with the following resources and services?

	Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
2013	207	3.46					
2015	296	3.48	0.57%				

Technology Ownership

Do you personally own the following devices?		Total Responses	Yes	+/-
Desktop computer	2013	245	17.55%	
	2015	336	16.96%	-0.59%
Laptop computer	2013	247	97.57%	
	2015	337	96.74%	-0.83%
Android smartphone	2013	247	20.65%	
	2015	324	18.52%	-2.13%
iPhone smartphone	2013	245	56.73%	
	2015	335	80.30%	23.57%
Other smartphone	2013	245	4.49%	
	2015	327	1.83%	-2.66%
Mobile phone	2013	245	62.86%	
	2015	336	84.23%	21.37%
E-book reader	2013	247	23.48%	
	2015	333	23.42%	-0.06%
Portable media device	2013	246	78.86%	
	2015	336	68.75%	-10.11%
Printer	2013	247	57.89%	
	2015	335	51.04%	-6.85%
Video game player	2013	246	48.37%	
	2015	334	44.31%	-4.06%
Tablet	2013	244	20.08%	
	2015	333	42.94%	22.86%
Blu-ray player	2013	247	65.59%	
	2015	332	27.11%	-38.48%
Wearable fitness technology (e.g. Fitbit, Jawbone)	2013	<i>No data for 2013</i>		
	2015	331	16.01%	NA