

ECAR Study of Undergraduate Students and Information Technology, 2018

Note: The online version of this survey may be shorter due to question branching or question skipping.

Welcome to the 2018 ECAR student technology 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. Colleges and universities can use the results of this study to better engage students in the learning process. Furthermore, institutions can use the data to improve information technology (IT) services, increase technology-enabled productivity, prioritize strategic contributions of IT to higher education, plan for technology shifts that impact students, and become more technologically competitive among peer institutions.

In this survey, 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 would just like you to answer as honestly as you can. Participation in the survey is completely voluntary, and you can choose to exit the survey at any point. Your responses are anonymous. Required questions are indicated with an asterisk (*)

This survey is expected to take about 15 minutes to complete. While we do our best to ensure a good survey response experience for you on mobile devices such as cell phones and tablets, you may find that you have the best survey response experience while using a desktop or laptop computer. Please use the survey's navigation buttons below to go back or forward within the survey; using your device or browser's navigation buttons may result in lost answers.

Conditions and Stipulations

1. This online survey is being conducted for research purposes. The data derived from this anonymous survey will be made available to your academic institution as anonymized individual responses and in aggregate formats and to the general public in the form of public presentations, reports, journal or newspaper articles, and/or in books.
2. The online survey involves questions about your IT experiences and expectations in higher education. Beyond demographics, all questions will address IT-related issues.
3. This survey is expected to take about 15 minutes to complete. Participation in this research survey is totally voluntary, and declining to participate will involve no penalty or loss of benefits. Choosing not to participate will not affect your college/university status in any way. You may discontinue your participation at any time. If you choose to participate, you may skip any question that you do not wish to answer.
4. You can contact the research team through survey@educause.edu if you have any questions about the research survey and your rights as a participant.
5. Your consent will not directly benefit you but will provide data to inform higher education institutions on how to best improve IT experiences for students and faculty. In addition, you may choose to enter a drawing for one of a set of Amazon gift cards (one \$100 card and 38 \$50 cards) provided by EDUCAUSE for the national pool of survey participants. <<only visible if institution opts in to the ECAR-hosted incentive program>>

6. Your survey responses are anonymous; once all responses are submitted, all personally identifying data will be removed from the data set, prior to the researchers' conducting analyses; 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. De-identified individual response data are stored on EDUCAUSE computers and/or in cloud-based storage systems indefinitely for use in analysis and benchmarking. Data are password-protected and accessible only by authorized individuals.
7. By selecting "I agree" below, you are consenting to participate in the research study, according to your rights as a voluntary research participant as outlined above, and you provide consent to EDUCAUSE to use your survey responses as outlined above.

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

- I agree.
 I do not agree. <<exit survey>>
If you choose this option, you will exit the survey.

Screening Questions

What is your age? *Required. <<exit survey if not at least 18 years of age>>

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
 Fifth-year student or beyond
 Other type of undergraduate student
 Not an undergraduate student <<exit survey>>
Please note, only undergraduate students are eligible to take this survey.

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

The drawing will be held by June 30, 2018. E-mail addresses will be disassociated from the rest of the survey data after the survey window closes, keeping your responses 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, 2018.

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Section 1: Device Ownership, Access, and Use

In this section, we ask about the various types of technologies that you own or have access to and how you use them for your academic work.

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

Only include devices you actively use.

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

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

Select all that apply.

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

1.2b For the devices to which you have access, please tell us how you have access to them? <<If respondent indicates they have access>>

Select all that apply.

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

1.3 In the past 12 months, to what extent have you used each device for your academic work? <<if respondent indicates they have access>>

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

1.4 How important is each device to your academic success? <<show if respective item in Q1.3 = anything but “Did not use at all” options>>

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

Section 2: Campus Technology Experiences

In this section, we ask about your experiences with technology that you use at your college/university and/or with technology that is provided for you at your institution.

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

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

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

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

2.3 Thinking about the past 12 months, please rate your experiences with Wi-Fi networks on campus: <<show if respondent does not exclusively take online courses>>

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

2.4 Do you live...?

- On campus
- Off campus

2.5 Thinking about the past 12 months, please rate your experiences with your Internet connection at your home/off-campus residence. <<if respondent is off campus>>

- I don't have Internet access at my home/off-campus residence.
- Poor
- Fair
- Neutral
- Good
- Excellent

2.6a To the best of your knowledge, which of the following online student success tools are provided by your institution?

Select all that apply.

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

2.6b How useful do you find the following online student success tools provided by your institution? <<if provided>>

	Haven't used service	Not at all useful	Not very useful	Moderately useful	Very useful	Extremely useful
Guidance about courses you might consider taking in the future (e.g., "other courses you might like" or "we recommend" suggestions)						
Early-alert systems designed to catch potential academic trouble as soon as possible						
Tools that suggest how to improve performance in a course						

Tools that suggest new or different academic resources (e.g., tutoring, skills-building opportunities)						
Degree planning or mapping tools that identify courses needed to complete your degree						
Degree audit tools that show the degree requirements completed						
Self-service tools for conducting student-related business (e.g., registration, finances, grades and transcripts)						
Self-service systems for tracking credits, credit transfers, and dual enrollment						
Self-service referral systems to social or community resources (e.g., volunteer opportunities, community events, crisis counseling)						

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

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

2.8 Please indicate your overall satisfaction with the LMS: <<only ask if respondent uses LMS>>

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

2.9 Do you have a physical or learning disability that requires accessible or adaptive technologies for your coursework?

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

2.10a How would you rate your institution’s awareness of student needs for accessible or adaptive technologies needed for your coursework? <<display if answer to 2.9 was any of the “yes” options>>

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

2.10b How would you rate your institution’s support for the accessible or adaptive technologies needed for your coursework? <<display if answer to 2.9 was any of the “yes” options>>

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

Section 3: Academic Technology Preferences, Experiences, and Learning

In this section, we ask how technology is used at your institution to support student learning and about your opinions of that technology.

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

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

3.2 In a typical day, approximately how much time do you spend actively engaged in each of the following online activities?

	None	Less than 1 hour	1–2 hours	3–4 hours	5–8 hours	More than 8 hours
Online research/homework						
Social media (e.g., Facebook, Twitter, Periscope, Snapchat)						
Streaming video (e.g., Hulu, Netflix, Sling, Amazon)						
Online gaming						
Other online activity						

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

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

...have me use my laptop as a learning tool in class <<if student has access to a laptop>>					
...have me use my hybrid/2-in-1 as a learning tool in class <<if student has access to a hybrid/2-in-1>>					
...have me use my tablet as a learning tool in class <<if student has access to a tablet>>					
...have me use my smartphone as a learning tool in class <<if student has access to a smartphone>>					

3.4 Thinking about your future, to what extent do you agree with the following statements?

	Don't know	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Technology will play an important role in my career.						
Technologies that I use in my courses now are relevant to my career.						
Technological skills that I develop in my courses now will adequately prepare me for my career.						

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

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

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

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

- No <<preselected>>
 Yes

Section 4: Demographic Questions

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

- No
 Yes

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

- Part time
 Full time

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

- No
 Yes
 Don't know

4.4 I am currently enrolled to earn... <<if respondent answers Yes to 4.3>>

Select all that apply.

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

4.5 In what area is your major? <<if respondent answers Yes to 4.3>>

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

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

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

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

- No
- Yes
- Prefer not to answer

4.7 Are you eligible for Pell Grants? <<U.S. institutions only>>

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

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

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

4.9 Are you married or in a domestic partnership?

- No
- Yes
- Prefer not to answer

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

Select all that apply.

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

4.11 How many hours a week on average do you work? <<if respondent answered "Yes" to 4.10>>

- Fewer than 10
- At least 10 but fewer than 20
- At least 20 but fewer than 30
- At least 30 but fewer than 40
- More than 40

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

- One-to-one device usage (i.e., every student had a school-issued computing device)
- Bring your own device (BYOD)
- Students shared a set of classroom devices
- Devices were available in a centralized laboratory/space
- None of the above

4.13 How do you identify?

- Male
- Female
- Other
- Prefer not to answer

4.14 What is your ethnic background? <<U.S. institutions only>>

Select all that apply.

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

Please tap the right arrow below to submit your survey. <<if taking survey on a mobile device>>

Please click the "Submit" button below to submit your survey. <<if taking survey on a nonmobile device>>

Thank you for responding to the 2018 ECAR student technology survey!