Student Study, 2017

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

Welcome to the 2017 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 25 minutes to complete.

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. I agree to complete this online survey for research purposes and that the data derived from this anonymous survey may be made available to my academic institution in individual responses and aggregate formats and/or to the general public in the form of public presentations, reports, journals or newspaper articles, and/or in books.
2. I understand the online survey involves questions about my IT experiences and expectations in higher education. Beyond demographics, all questions will address IT-related issues.
3. I understand that this survey is expected to take about 25 minutes to complete. I understand that my participation in this research survey is totally voluntary and that declining to participate will involve no penalty or loss of benefits. Choosing not to participate will not affect my college/university status in any way. If I choose, I may discontinue my participation at any time. I also understand that if I choose to participate, I may decline to answer any question that I am not comfortable answering.
4. I understand that I can contact the research team through ecarsurvey@educause.edu if I have any questions about the research survey and my rights as a participant. I understand that the survey does not contain any questions that are a foreseeable risk, nor any questions likely to create discomfort to participants. I am aware that my consent will not directly benefit me but will provide data to inform higher education institutions on how to best improve IT experiences for students and faculty.
5. I understand that my 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 analysis; the researchers will not be able to identify me or remove anonymous data from the database should I wish to withdraw it. EDUCAUSE owns and maintains the data collected for the

project. Individual response data are stored on an EDUCAUSE server and in a cloud-based storage system indefinitely for use in longitudinal analysis. These data are contained in systems that are in password-protected commercial or cloud-based data centers that are SSAE 16 SOC certified. Only the account holder can access the data contained within the account.

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

You must be 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.

Section 1: About You

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

1.2 Which of the following best describes your class standing during the current academic year?

*Required.

( ) Freshman or first-year student

( ) Sophomore or second-year student

( ) Junior or third-year student

( ) Senior or fourth-year student

( ) Fifth-year student or beyond

( ) Other type of undergraduate student

( ) Not an undergraduate student. Please note, only undergraduate students are eligible to take this survey. <<exit survey>>

1.3 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, 2017. 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, 2017.

<<only visible if institution opts in to the ECAR-hosted incentive program>>

Section 2: Device Use and Ownership

2.1 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

2.2 Do you own any of these devices?

	No, and I don't plan to purchase one within the next 12 months.	No, but I plan to purchase one within the next 12 months.	Yes, I currently own one (or more).
Desktop			
Laptop			
Tablet			
Smartphone			

2.2a What type of operating system (OS) does your *desktop* have? <<show if Q2.2 indicates ownership>>

If you have more than one desktop, please select the one you use most often for school-related work.
( ) Windows
( ) MacOS or OS X
( ) Chrome OS
( ) Linux
( ) Other
( ) Don't know

2.2b What type of operating system (OS) does your *laptop* have? <<show if Q2.2 indicates ownership>>

If you have more than one laptop, please select the one you use most often for school-related work.
( ) Windows
( ) MacOS or OS X
( ) Chrome OS
( ) Linux
( ) Other
( ) Don't know

2.2c What type of *tablet* do you have? <<show if Q2.2 indicates ownership>>

If you have more than one tablet, please select the one you use most often for school-related work.
( ) iPad
( ) Windows tablet
( ) Android tablet
( ) Amazon Fire
( ) Other
( ) Don't know

2.2d What type of *smartphone* do you have? <<show if Q2.2 indicates ownership>>

If you have more than one smartphone, please select the one you use most often for school-related work.
( ) iPhone
( ) Android phone
( ) Windows phone
( ) Other
( ) Don't know

2.3 In the past year, to what extent have you used each device for your academic work?

	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					
Tablet					
Smartphone					

2.4 How important is each device to your academic success? <<show if respective item in Q2.3 = anything but "Did not use at all" options>>

	Not at all important	Not very important	Moderately important	Very important	Extremely important
Desktop					
Laptop					
Tablet					
Smartphone					

2.5 How important is it that you are able to do the following activities *from a handheld mobile device* (e.g., smartphone or tablet)? <<show if options in Q2.2 indicate tablet or smartphone ownership>>

	Not at all important	Not very important	Moderately important	Very important	Extremely important
Course activities (e.g., use e- texts; communicate with other students or instructors about class- related matters; look up course- related information while in class; take pictures of in-class activities)					
Noncourse activities (e.g., access library resources; register for courses; make tuition/fee payments; track financial aid)					

2.6 Thinking about the past year, please rate your institution's support of the following activities you've performed or experienced on a handheld mobile device (e.g., smartphone or tablet).
<<show if Q2.5 indicates Moderately important, Very important, or Extremely important>>

	Service not offered/does not function on my mobile device	Haven't used service in the past year	Poor	Fair	Neutral	Good	Excellent
Accessing library resources							
Checking grades							
Accessing course content (e.g., syllabus, recorded lectures, supplemental learning materials, e-texts, podcasts, blogs)							
Using the learning management system (e.g., Blackboard, Moodle, Sakai, D2L Brightspace, Canvas)							

Registering for courses							
Reviewing transcript							
Making tuition/fee payments							
Tracking financial aid							
Accessing information about events, student activities, and clubs/organizations							
Providing identification to access campus facilities or services							
Verifying/recording attendance for class or campus activities							
Using e-texts							
Communicating with other students about class-related matters outside class sessions							
Communicating with instructors about class-related matters outside class sessions							
Taking notes in class							
Looking up course-related information while in class							
Taking pictures of in-class activities or resources							
Recording your instructor's lecture or in-class activities (audio and/or video)							
Answering questions posed in class to generate/tally automatic responses							
Participating in interactive class activities (e.g., group discussion, collaborative writing)							
Producing content (e.g., documents, spreadsheets, presentations, videos)							

Section 3: Technology and the College/University Experience

3.1 How would you describe your overall technology experience at your institution?
( ) Poor
( ) Fair
( ) Neutral
( ) Good
( ) Excellent
( ) Don't know

3.2 How many devices do you typically connect (or try to connect) to wireless networks *at the same time* when you are on campus?

( ) I don't visit campus.
( ) None
( ) One
( ) Two
( ) Three
( ) Four
( ) Five
( ) Six or more
( ) Don't know

3.3 Thinking about the past year, please rate your experiences with wireless networks on campus:

	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 other indoor public spaces						
Reliability of access to Wi-Fi in outdoor spaces						
Ease of login to Wi-Fi network(s) provided by the institution						
Network performance (e.g., high speed, no interruptions)						

3.4 How useful do you find the following online student-success tools provided by your institution?

	Service not provided	Don't use 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							
Suggestions for how to improve performance in a course							
Suggestions about new or different academic resources (e.g., tutoring, skills-building opportunities)							
Degree planning or mapping tools that identify courses needed to complete my degree							
Degree audit tools that show the degree requirements completed							
Online self-service tools for conducting student-related business (e.g., registration, finances, grades and transcripts, etc.)							

Digital tools that keep a record of services used, advice given, or decisions made							

3.5 Thinking about your college/university experiences within the past year, how many of your instructors…

	N/A or don't know	None	Very few	Some	Most	Almost all	All
…use technology adequately for course instruction							
…use technology in face-to-face settings to engage you in the learning process							
…use technology during class to make connections to the learning material or to enhance learning with additional materials (e.g., by providing audio or video examples/demonstrations/simulations of learning concepts)							
…encourage you to use your own technology devices during class to deepen learning (e.g., by searching online for related concepts, examples, or demonstrations)							
…encourage you to use online collaboration tools to communicate/collaborate with the instructor or other students in or outside class							
...encourage you to use technology for creative or critical-thinking tasks							
...have you use your tablet as a learning tool in class							
...have you use your smartphone as a learning tool in class							
...have you use your laptop as a learning tool in class							

3.6 Which resources/tools do you wish your instructors used less…or more?

	Don't know	(Less) 1	2	3	4	(More) 5
Learning management system (e.g., Blackboard, Moodle, Sakai, D2L Brightspace, Canvas)						
Online collaboration tools to communicate/collaborate						
E-portfolios						
E-books or e-textbooks						
Free, web-based content to supplement course-related materials (e.g., OpenCourseWare, Khan Academy, iTunes U, YouTube, etc.)						
Simulations or educational games						
Lecture capture (i.e., recording lectures for later use/review)						
Student laptops as learning tools for course-related activities						

Student tablets as learning tools for course-related activities						
Student smartphones as learning tools for course-related activities						
Social media as a teaching and learning tool						
Software to create videos or multimedia resources as a learning tool for course-related activities						
Early-alert systems designed to catch potential academic trouble as soon as possible						
Search tools to find references or other information online for class work						
Publisher electronic resources (e.g., quizzes, assignments, tutorials, homework, practice problems)						
In-class polling tools (e.g., clickers, Poll Everywhere, SMS-based tools)						

3.7 Please indicate your satisfaction with using your institution's learning management system (e.g., Blackboard, Moodle, Sakai, D2L Brightspace, Canvas, etc.) to perform the following activities:

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

	Don't know	No	Yes
Receiving feedback on course assignments			

3.8 Please tell us about your personal devices and online account security practices.

	Don't know	No	Yes
I sometimes let other people use my mobile devices unsupervised.			
In general, I secure access to my computer, tablet, and smartphone with a password or PIN.			
In general, I use a combination of alpha, numeric, and symbol character passwords for my online accounts.			
I have given the password or PIN *for my computer, tablet, or smartphone* to another person in the past 12 months.			
I have given my password or PIN *for an online account* to another person in the past 12 months.			
I have let someone log in as me to a college or university service, system, application, or website in the past 12 months.			
I have had a computer, tablet, or smartphone stolen in the past 12 months.			
I have had an online account hacked in the past 12 months.			

3.9 Does your institution provide *mandatory or optional* information security training?
Select all that apply.
[ ] No <<exclusive>>
[ ] Yes, mandatory training
[ ] Yes, optional training
[ ] Don't know <<exclusive>>

3.10 In the past 12 months, have you participated in your institution's information security training? <<if 3.9 = Yes>>
( ) No
( ) Yes
( ) Don't know

3.11 How useful was the information security training? <<if 3.10 = Yes>>
( ) Not at all useful
( ) Not very useful
( ) Moderately useful
( ) Very useful
( ) Extremely useful

3.12 Why do you think your institution's security training was not useful? <<if 3.11 = Not at all useful, Not very useful>>

_____
_____
_____

Section 4: Learning Environments

4.1a In what type of learning environment do you most prefer to learn?
( ) One with no online components
( ) One with some online components
( ) About half online and half face-to-face
( ) One that is mostly but not completely online
( ) One that is completely online
( ) No preference

4.1b In what type of learning environment do you think you learn best?
( ) One with no online components
( ) One with some online components
( ) About half online and half face-to-face
( ) One that is mostly but not completely online
( ) One that is completely online
( ) No preference

4.2a In the past 12 months, including the current term, how many for-credit *courses* have you taken or are you currently taking? <<dropdown max 20+>>

4.2b In the past 12 months, including the current term, how many for-credit *courses* have you taken or are you currently taking *in each of the following categories*? Please ensure the total matches your answer to 4.2a.
_____No online components, completely face-to-face components
_____Some online components, mostly face-to-face components
_____About half online and half face-to-face
_____Mostly online, some face-to-face components
_____Completely online, no face-to-face components

4.3 Which of these would you include on your résumé?
Select all that apply.
[ ] Undergraduate degree/diploma (associate's or bachelor's) from an accredited college or university
[ ] Certificate from an accredited college or university program
[ ] Certificate from an industry-based training program
[ ] Certificate of completion from an institution/organization offering freely available course content
[ ] Digital badge that represents a skills-based competency or completed activity
[ ] E-portfolio
[ ] Jobs worked during college
[ ] Major projects completed during coursework
[ ] Volunteering/community service
[ ] Other, please specify:_____

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

	N/A	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I get more actively involved in courses that use technology.							
I am more likely to skip face-to-face classes when streamed or recorded lectures are available online.							
I am more likely to skip face-to-face classes when materials presented in class are available online.							
I am concerned that technology advances may increasingly invade my privacy.							
My institution sufficiently prepared me to use institution-specific technology when I started college (e.g., the course registration system, the learning management system, the library search system).							
I was well prepared to use basic software programs and applications when I started college (e.g., MS Office, Google Apps, etc.).							
Use of mobile devices in face-to-face classes is distracting for me.							
Use of mobile devices in face-to-face classes is distracting for other students.							
Use of mobile devices in face-to-face classes is distracting for instructors.							

4.5a What is ONE thing you would like *your instructors* to do with technology to enhance your academic success?

_____
_____
_____

4.5b What is ONE thing you would like *your institution* to do with technology to enhance your academic success?

_____
_____
_____

4.6 When you need technology support or assistance for school-related activities, what do you typically do? Choose up to three items.
[ ] Ask your friends
[ ] Ask your family
[ ] Ask your instructors

[ ] Ask teaching assistants
[ ] Search Google, YouTube, or another online source
[ ] Contact the company or vendor
[ ] Use the college/university help desk services
[ ] Figure it out on your own
[ ] Other

4.7 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 chosen career after college.						
Technology that I use in my courses now will prepare me adequately for my chosen career after college.						

4.8a What types of course activities or assignments do you prefer to do online?

_____
_____
_____

4.8b What types of course activities or assignments do you prefer to do face-to-face?

_____
_____
_____

Section 5: Your Personal Computing Environment

5.1a What is your *typical* experience with the following devices in face-to-face classes?

	N/A	Banned from using it in class	Discouraged from using it in class	About equally discouraged and encouraged	Encouraged to use it in class	Required to use it in class
Smartphone						
Tablet						
Laptop						

5.1b How have you typically used these devices in your face-to-face courses?
Select all that apply.

	N/A	Use to take notes	Use to engage in nonclass activities while in class (e.g., checking e-mail, texting)	Use to make other connections with the learning material while in class (e.g., look up definitions of key terms, find more info on a topic)	Use for instructor-directed in-class activities	Do not typically use in class
Smartphone						
Tablet						
Laptop						

5.2 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

5.3a How would you rate your institution's *awareness of student needs* for accessible or adaptive technologies needed for your coursework? <<display if answer to 5.2 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

5.3b How would you rate your institution's *support* for the accessible or adaptive technologies needed for your coursework? <<display if answer to 5.2 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

5.4 To what extent do you agree with the following statements about distractions in the classroom? I get distracted during face-to-face classes because I…

	Don't know	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
…use social media						
…text						
…read e-mail						
…play games on a laptop or mobile device						
…access websites not related to class						

Section 6: Demographic Questions
6.1 How do you identify?
( ) Male
( ) Female
( ) Other
( ) Prefer not to answer

6.2 I intend to earn…
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 honors degree <<if outside U.S.>>
[ ] A master's degree or equivalent
[ ] A doctoral degree or equivalent
[ ] An advanced professional degree (MD, DDS, JD, EdD, etc.)
[ ] Other, please specify: _____
[ ] N/A

6.3 In what area is your major?
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

6.4 Are you currently considered a full-time or part-time student at the institution that asked you to complete this survey?
Part time is typically fewer than 12 credit hours per quarter/semester or their equivalent.
( ) Part time
( ) Full time

6.5 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

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

6.7 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

6.8 Are you eligible for Pell Grants?
( ) No
( ) Yes
( ) Don't know

6.9 Which of the following best describes your technology use in high school?
( ) One-to-one device usage (i.e., every student has a school-issued computing device)
( ) Bring your own device (BYOD)
( ) Students share a set of classroom devices
( ) Devices are available in a centralized laboratory/space
( ) None of the above

6.10 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

Please click the "Submit" button below to submit your survey. <<if desktop or laptop>>

Please tap the right arrow below to submit your survey. <<if phone or tablet>>

Thank you for responding to the 2017 ECAR student technology survey!