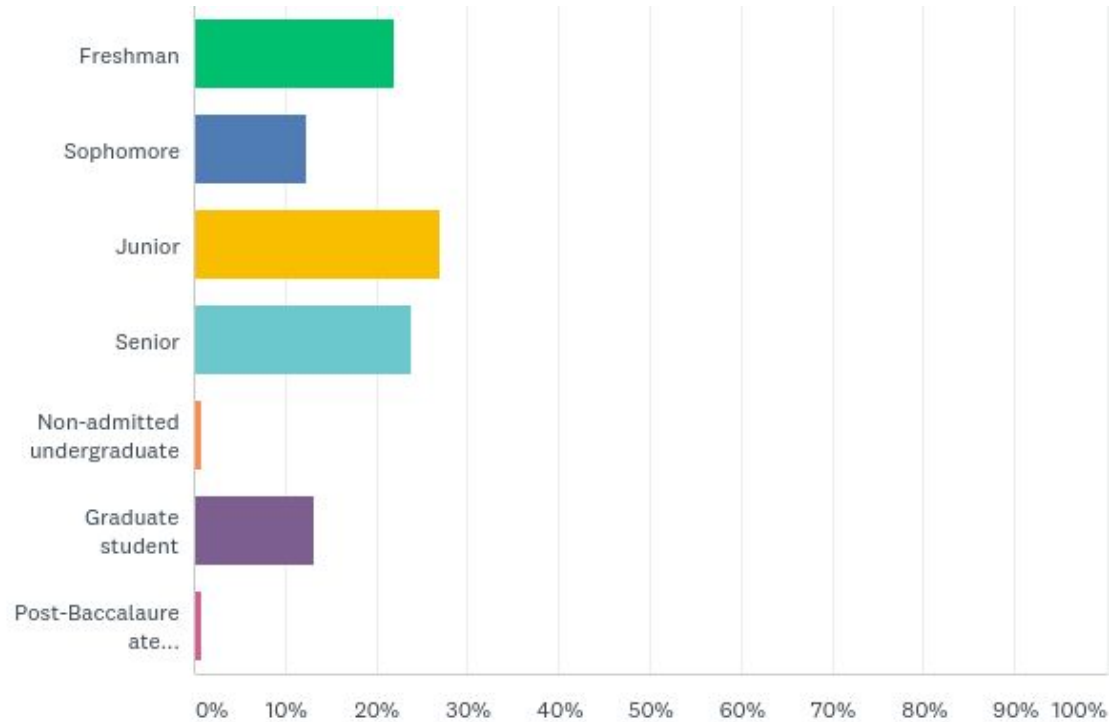


Student IT Satisfaction Survey 2020



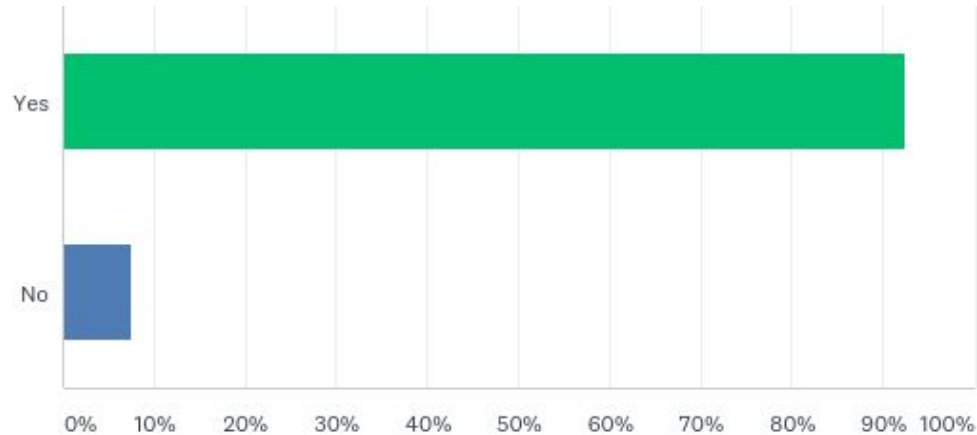
Q1: My current class standing is

Answered: 251 Skipped: 0



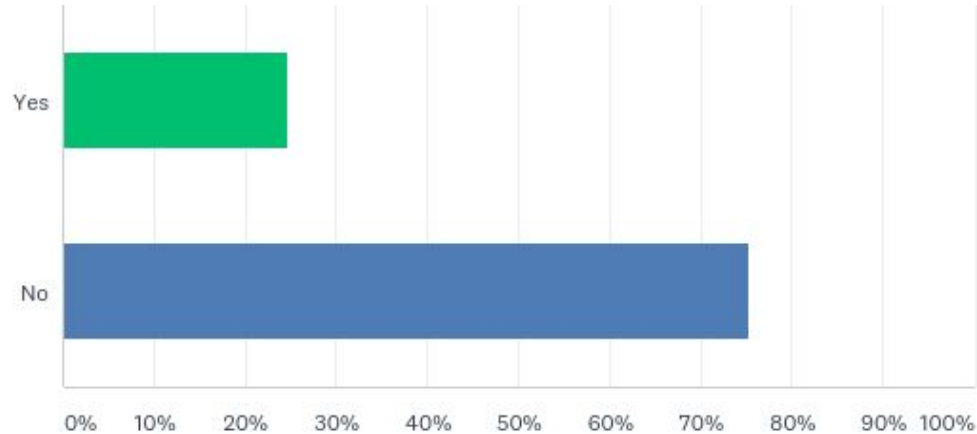
Q2: Are you a full time student?

Answered: 251 Skipped: 0



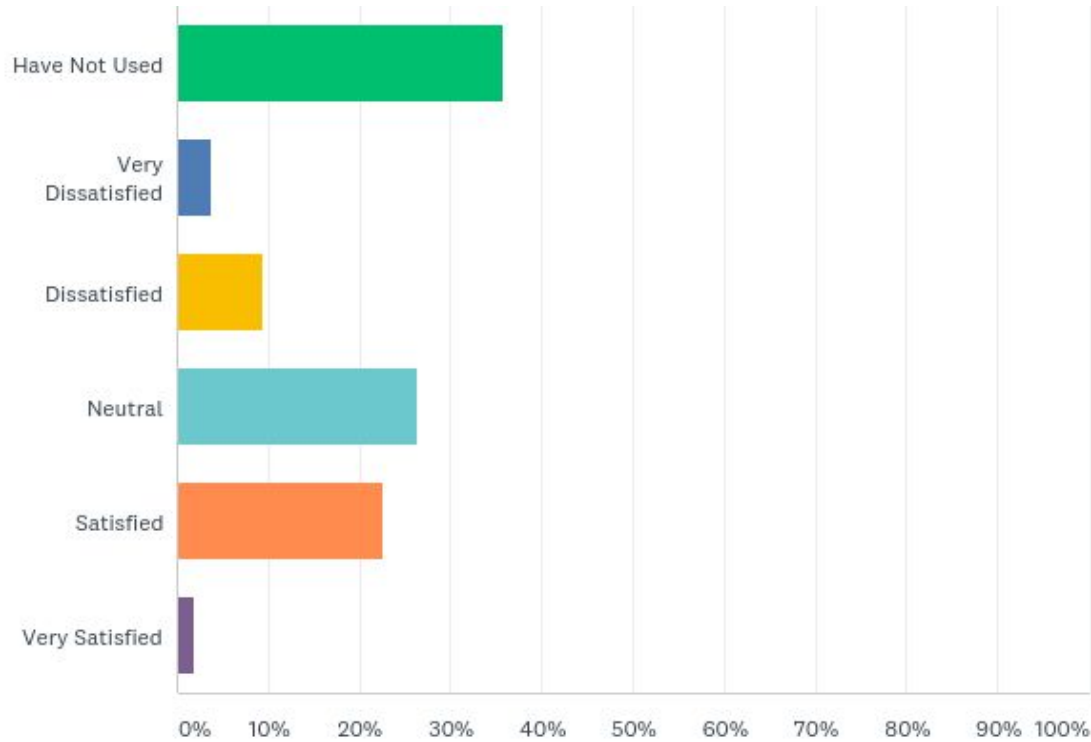
Q3: Did/do you live in a residence hall or on-campus housing?

Answered: 251 Skipped: 0



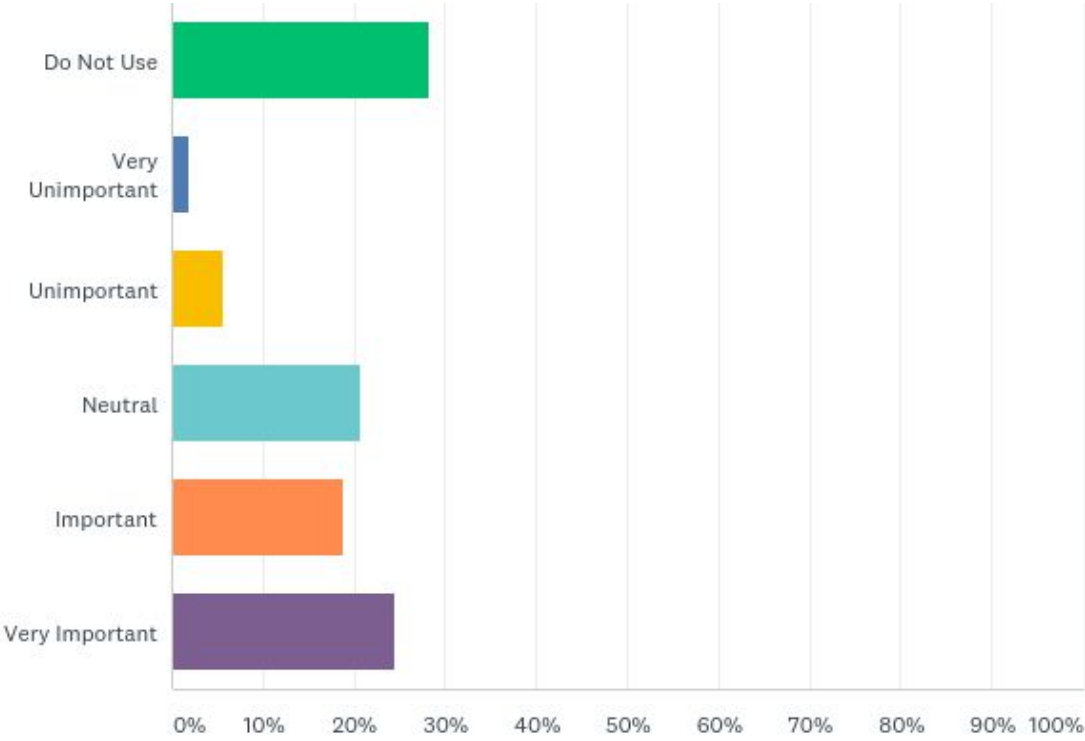
Q4: Please indicate your evaluation of the IT services available in on-campus housing

Answered: 53 Skipped: 198



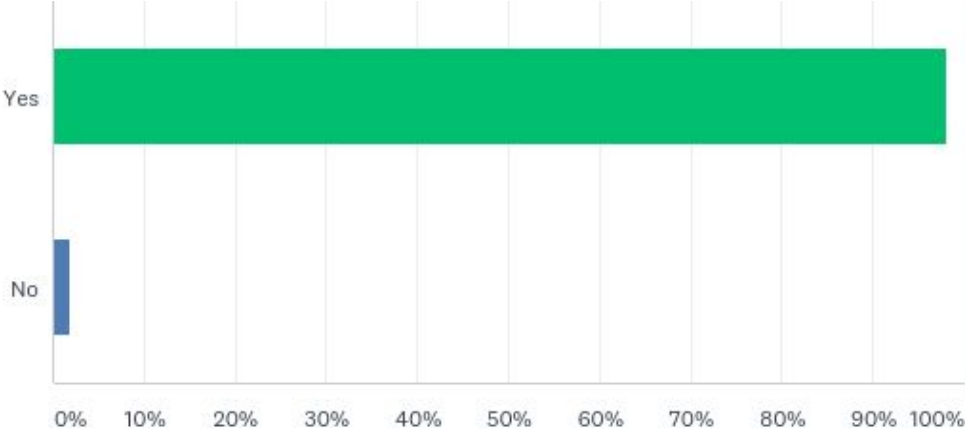
Q5: Please indicate your evaluation of the importance of the IT services in on-campus housing to you

Answered: 53 Skipped: 198



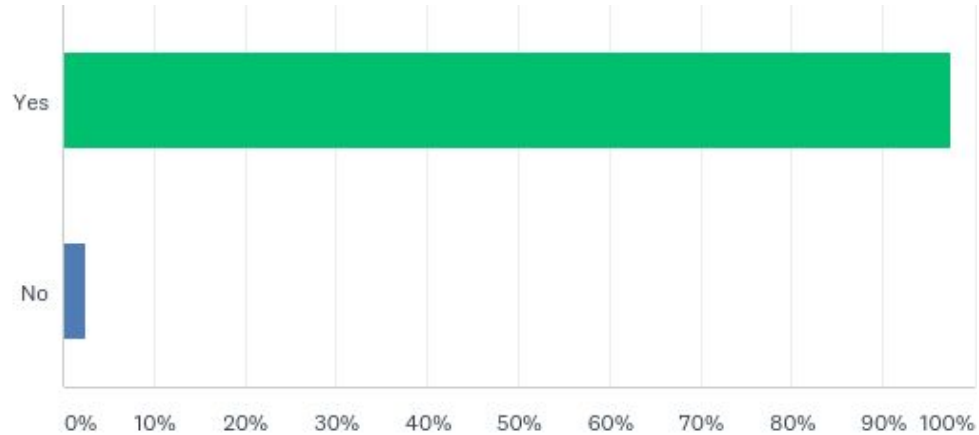
Q8: I have Internet access at home

Answered: 53 Skipped: 198



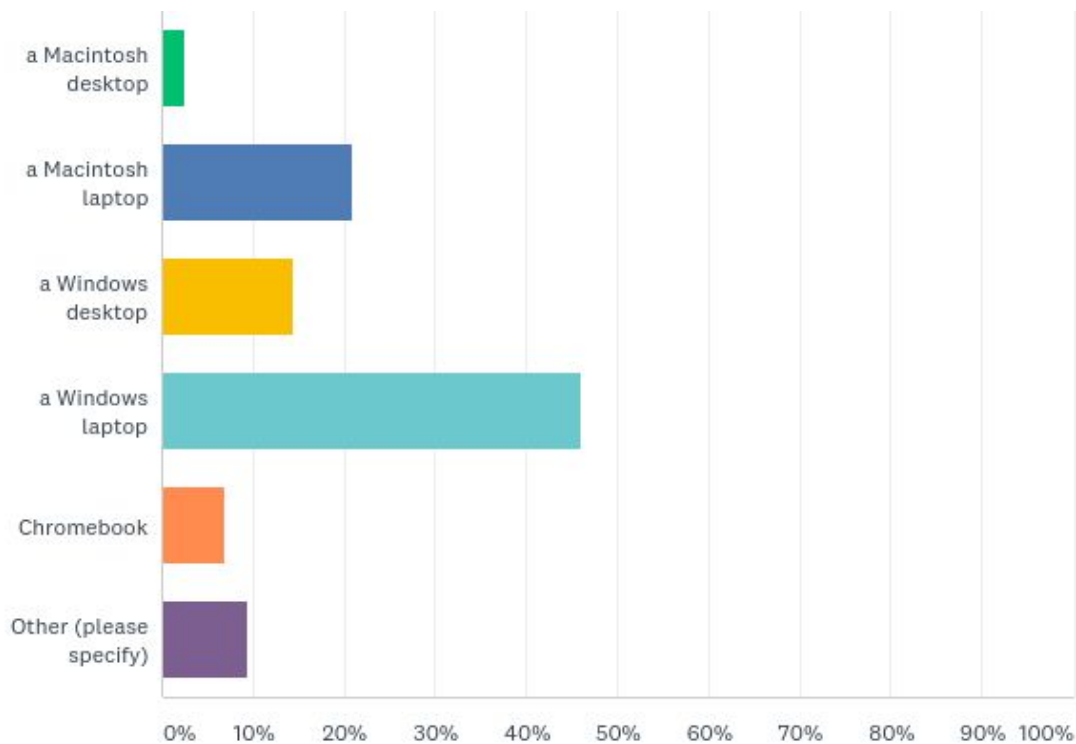
Q9: I own a personal computer

Answered: 242 Skipped: 9



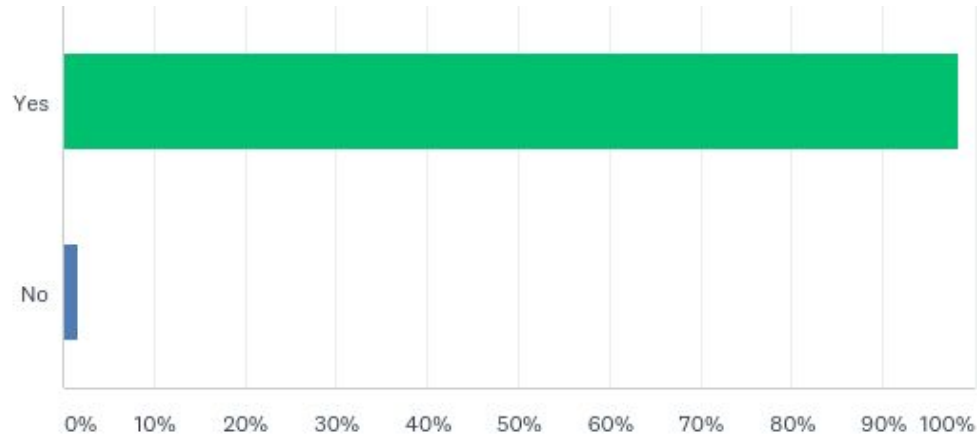
Q10: My primary personal computer is

Answered: 235 Skipped: 16



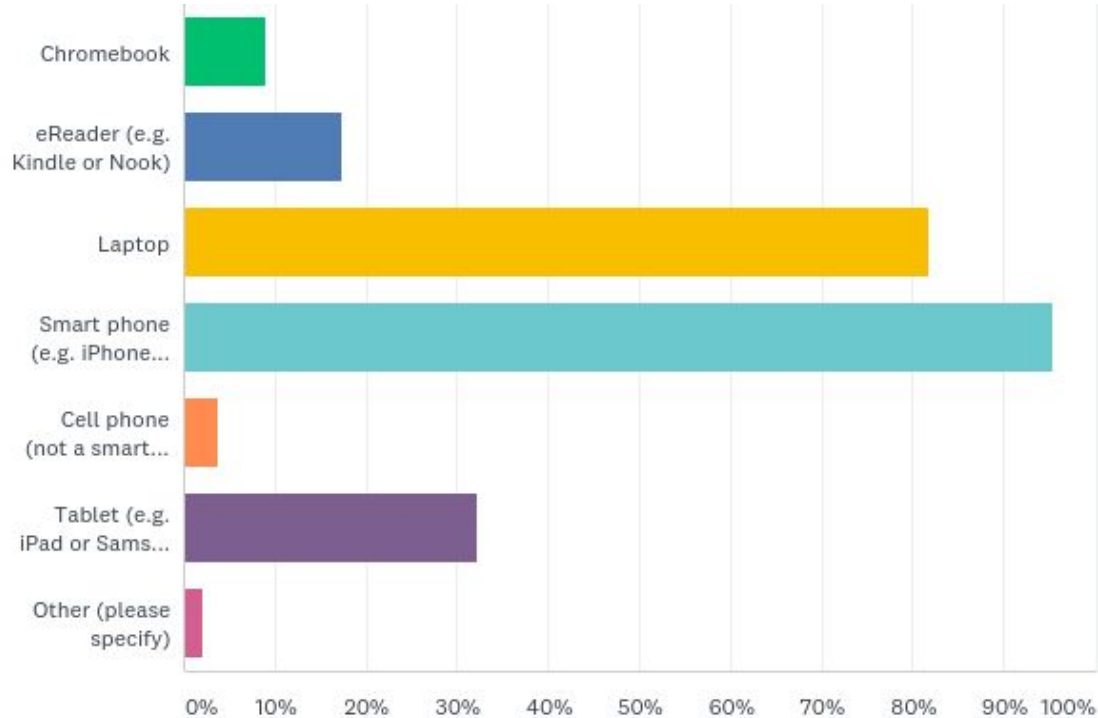
Q11: I own a mobile device (iPad, smart phone, etc.)

Answered: 240 Skipped: 11



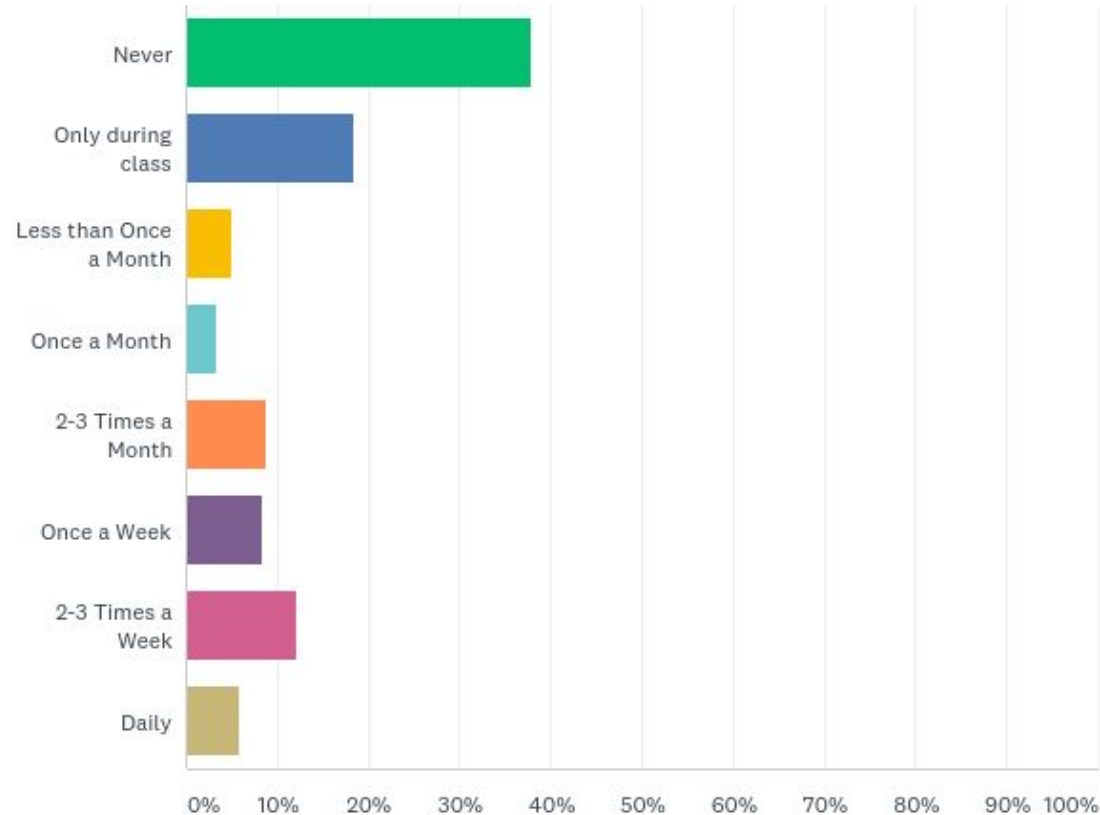
Q12: I own the following mobile device(s) (select all that apply)

Answered: 236 Skipped: 15



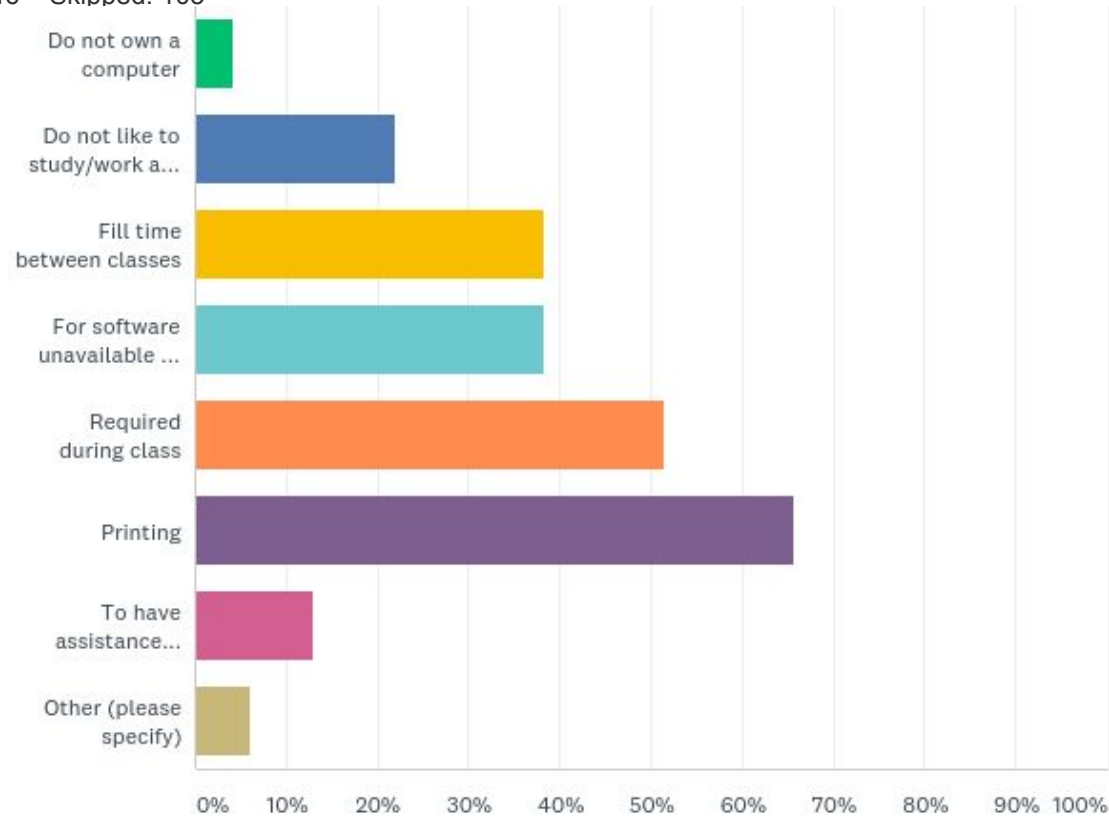
Q13: I use/used the computer classrooms and labs at EWU

Answered: 238 Skipped: 13



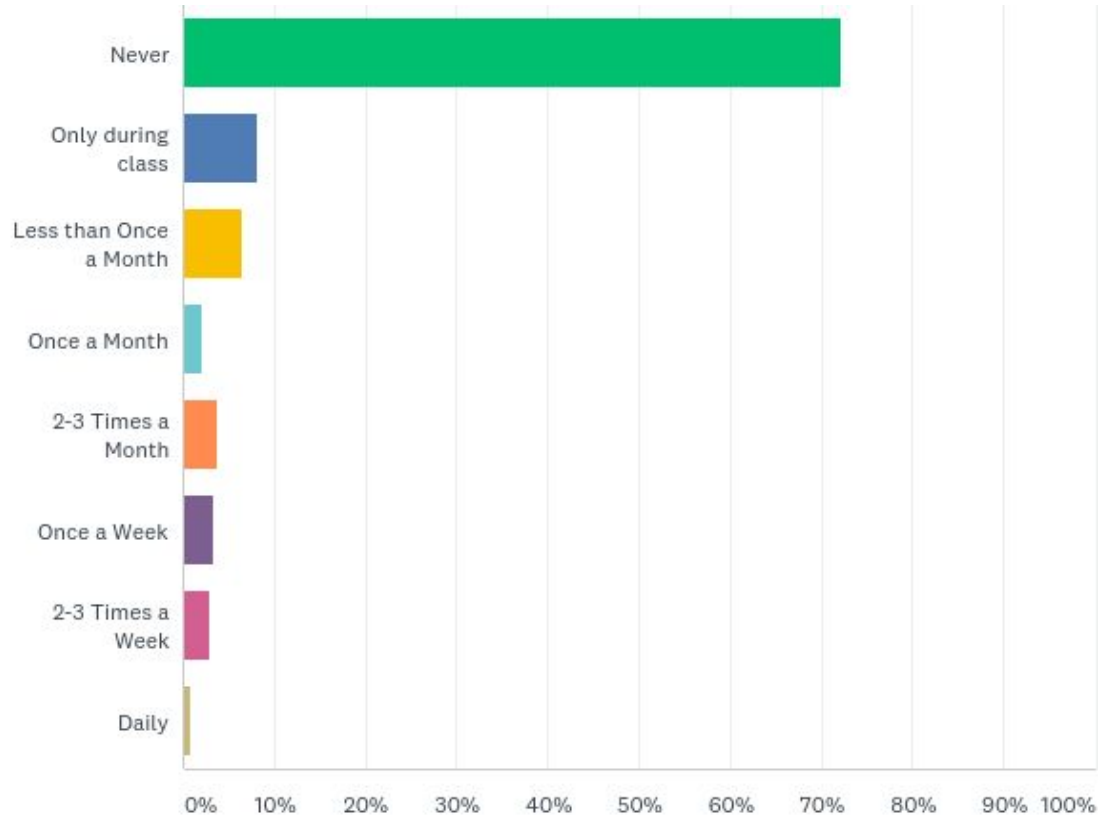
Q14: Why do/did you use the computer classrooms and labs? (select all that apply)

Answered: 146 Skipped: 105



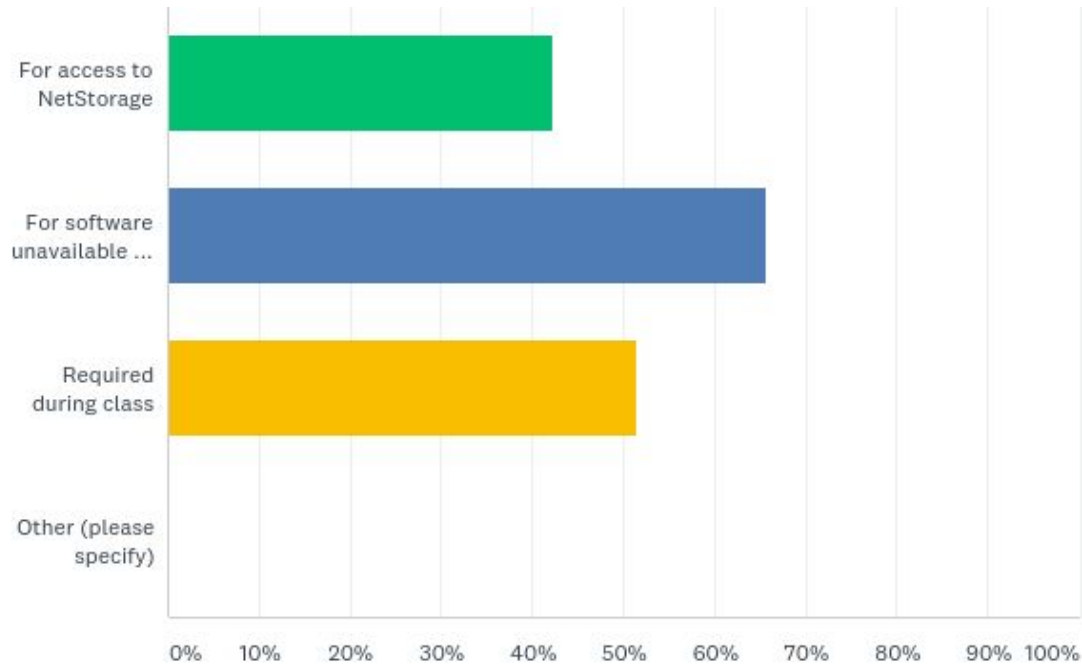
Q16: I use the virtual lab at EWU

Answered: 233 Skipped: 18



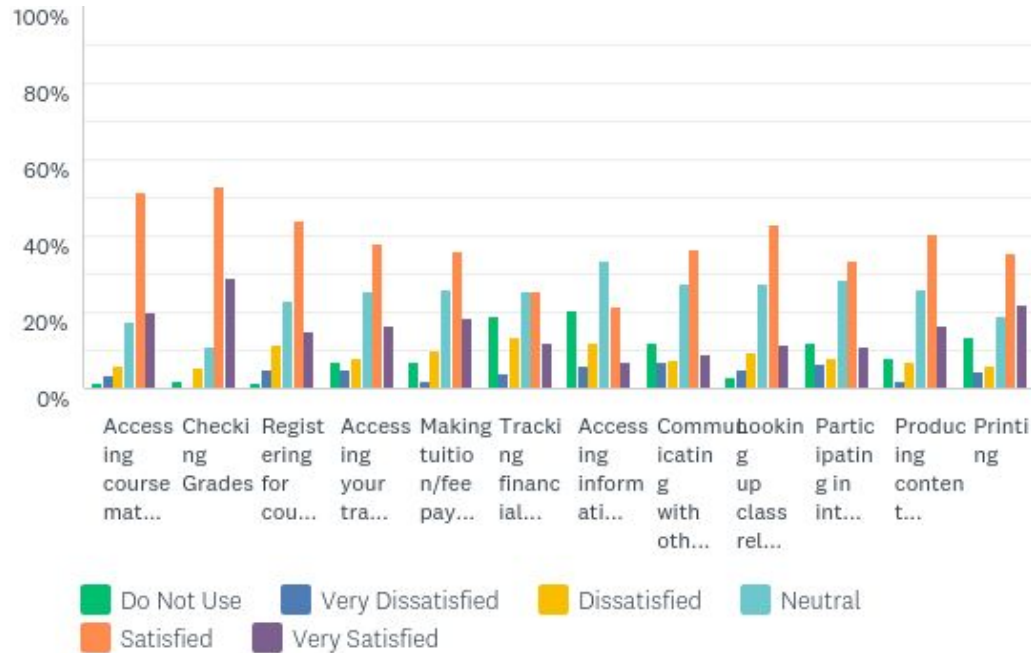
Q17: Why do/did you use the virtual lab? (select all that apply)

Answered: 64 Skipped: 187



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

Answered: 208 Skipped: 43



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

Answered: 208 Skipped: 43

Key:

Accessing course materials (e.g. syllabus, recorded lectures, files, etc.)

Checking Grades

Registering for courses

Accessing your transcript

Making tuition/fee payments

Tracking financial aid

Accessing information about events, student activities, and clubs/organizations

Communicating with other students about class-related matters outside class sessions

Looking up class related information

Participating in interactive class activities

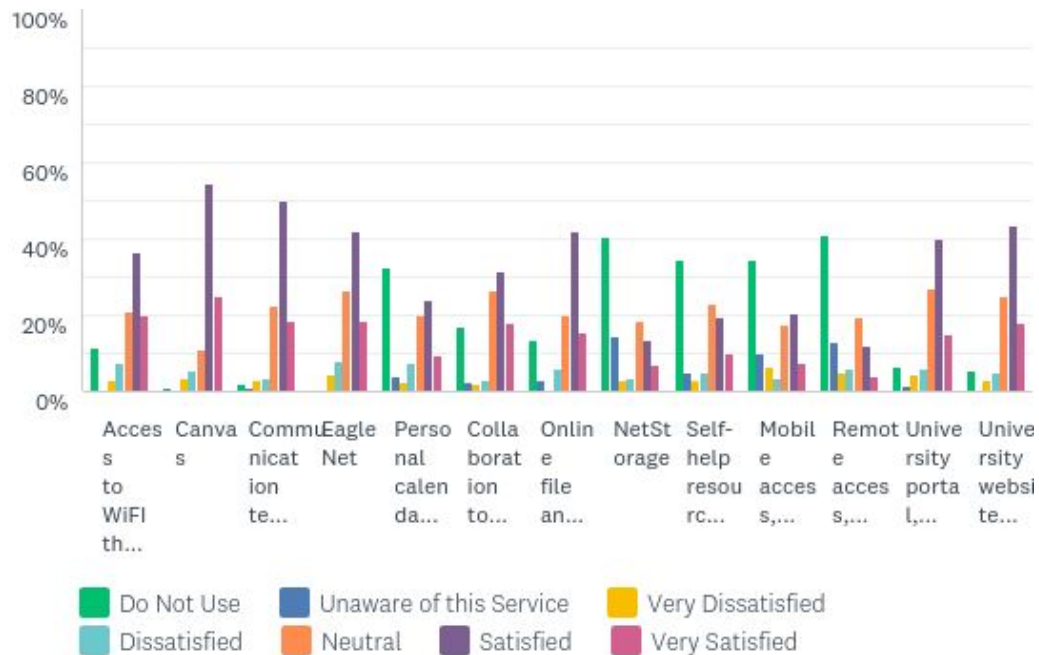
Producing content (e.g. documents, spreadsheets, presentations, videos)

Printing



Q20: Thinking about this past year, rate your experience with the following technologies and services

Answered: 207 Skipped: 44



Q20: Thinking about this past year, rate your experience with the following technologies and services

Answered: 207 Skipped: 44

Key:

Access to WiFi throughout campus

Canvas

Communication technologies, including Outlook

EagleNet

Personal calendaring and scheduling tools (e.g. Outlook Calendar)

Collaboration tools, including Office 365 and Google Apps

Online file and document sharing services, including OneDrive, Google Drive and SharePoint

NetStorage

Self-help resources and the IT help desk system

Mobile access, including the EWU mobile app

Remote access, including VPN and Virtual Labs

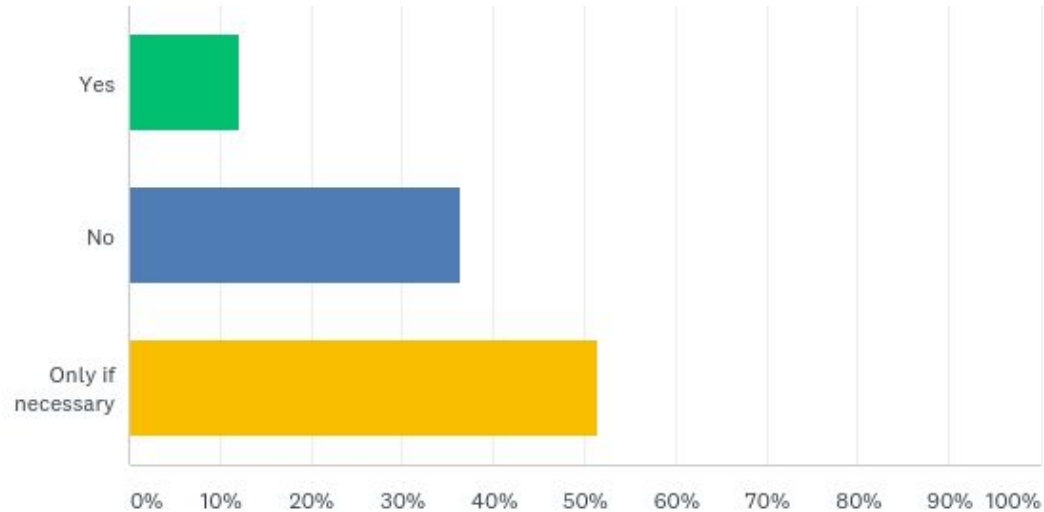
University portal, i.e. InsideEWU

University website, i.e. www.ewu.edu



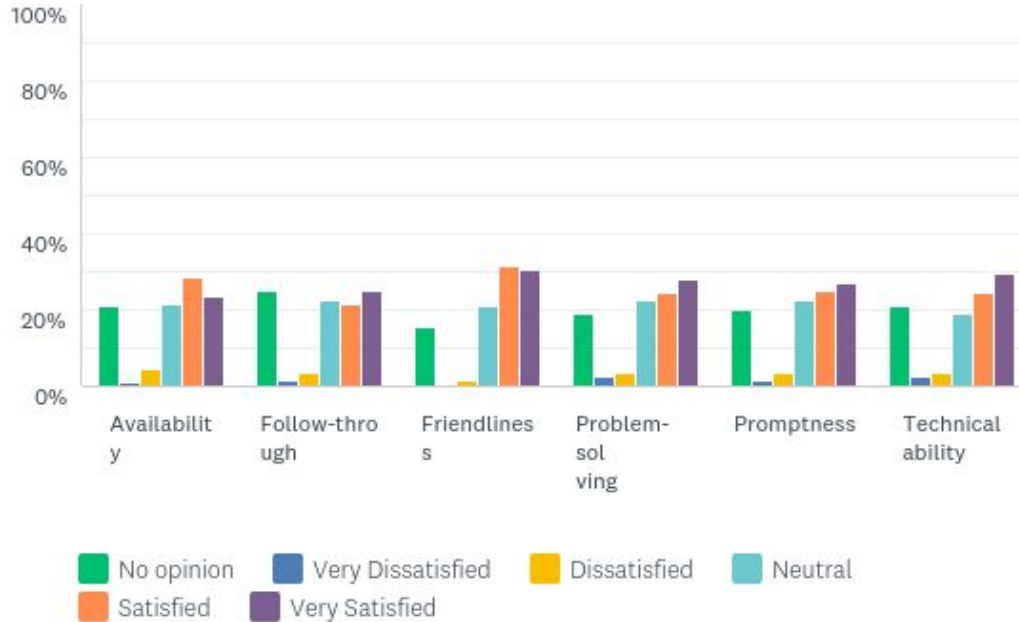
Q25: I use the services of the IT Help Desk

Answered: 198 Skipped: 53



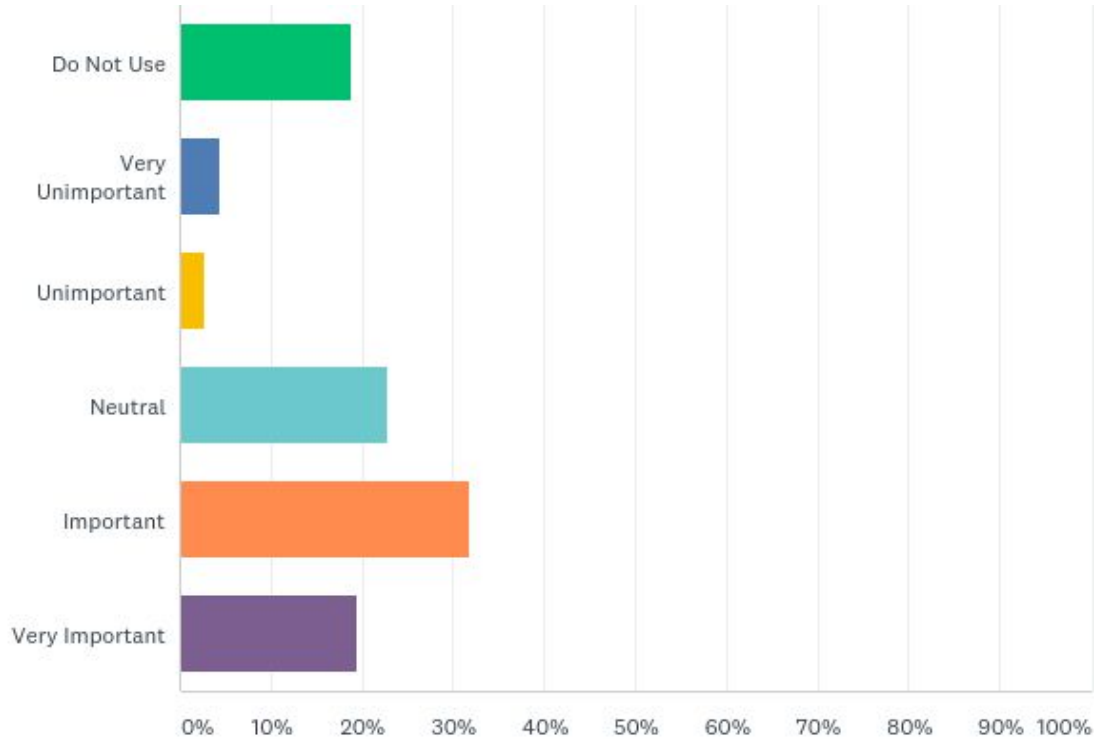
Q26: Please evaluate each of these characteristics of service provided by the IT Help Desk

Answered: 115 Skipped: 136



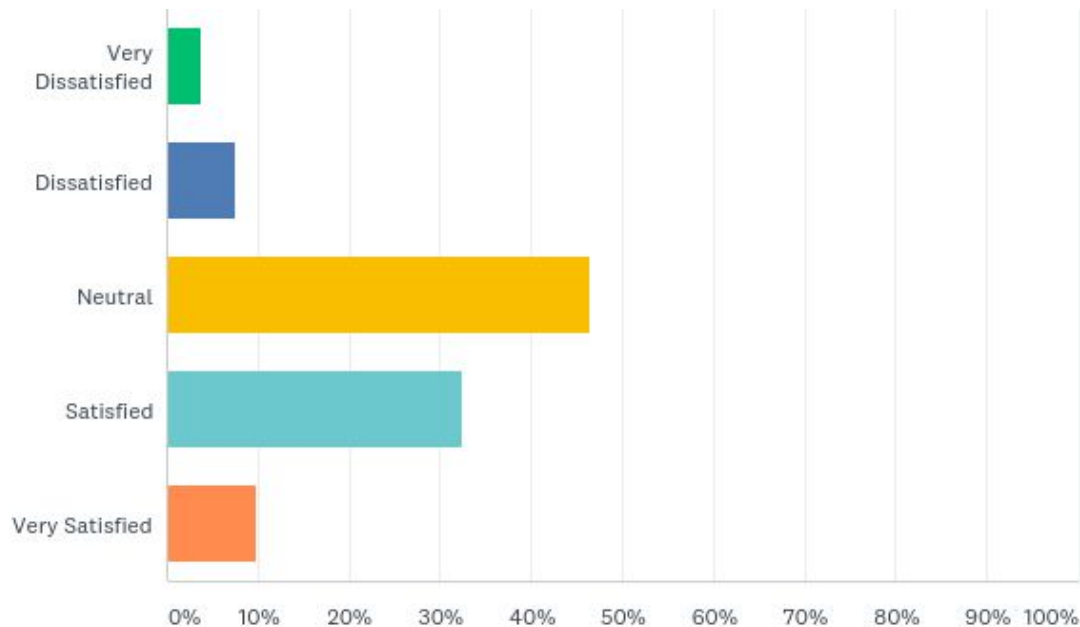
Q28: Overall, how important are EWU's IT services to you?

Answered: 185 Skipped: 66



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

Answered: 185 Skipped: 66



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

Answered: 185 Skipped: 66

