

**2006**

**UW-Madison**

**Student Computing Survey**

**Report**

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## **Introduction and Methodology**

The 2006 UW-Madison Student Computing Survey was developed and implemented by the Division of Information Technology (DoIT) under the leadership of Kathi Dwelle. Its primary purpose was to assess use and satisfaction with IT services offered to students at UW-Madison. The information collected will be used as guidance to the Student Information Technology Initiative (SITI) Committee for technology funding decisions. SITI was the sponsor of the study.

DoIT has conducted a student survey annually since 1998. Many of the questions in the 2006 survey have been asked in previous years, providing an opportunity to analyze trends. The survey results from several years are compared in this report as appropriate.

For the 2006 survey, a random sample of 1600 UW-Madison undergraduate, graduate, and special students were invited via e-mail to participate in the study. This e-mail included a description of the purpose of the study and a unique URL to link to the survey software. Students had the option of unsubscribing from the sample by clicking a link within the e-mail. Students exercising this option were removed from future mailings about the survey. After the initial e-mail invitation, follow-up e-mails urging participation were sent. The survey period was in March and April 2006. Of the 1600 invited students, 604 responded to the survey. This is a 37.8% response rate at a 99% level of confidence with a margin of error of +/- 5.2%.

The web-based survey software was created by DoIT's Business and Financial Applications Group using Active Server Pages. Survey data then was processed and analyzed using SAS statistical software.

## Highlights of the Results

The 2006 University of Wisconsin-Madison Student Survey was completed by 604 undergraduate, graduate and special students. Highlights of their responses include:

- Ninety-two percent of the students reported owning a computer, with 18% owning both a laptop and a desktop machine. Laptop ownership in 2006 was at 64%, up from the 56% noted in the 2005 study. Desktop machines were owned by 46% of the students in 2006, down from 61% in the 2005 survey.
- More than 53% of the student respondents reported owning a portable music/video player, up from 35% in 2005.
- PDA ownership was 14%, slightly lower than the levels of 2004 (18%) and 2005 (17%).
- Only 25% of the students who own laptops reported that they bring their laptops to class more than 75% of the time. The primary reasons mentioned for not bringing their laptops to class were “it’s too heavy” and “I don’t need it.”
- Seventy-nine percent of the student respondents own a cell phone. This is down from the 2005 survey when 87% of the students reported owning cell phones.
- Most students identified Microsoft Internet Explorer as the most used web browser at 64%, followed by Firefox at 35%.
- Forty-five percent of student respondents reported routinely accessing the Internet using commercial broadband services. In addition, 34% of the students indicated that they routinely access the Internet through the general access computer labs.
- Connection to the Internet via the campus wireless network in 2006 was 30%, up from the 26% reported in 2005. Of the students who use wireless, 62% primarily use public campus locations for access to the Internet.
- The mean hours of active Internet use reported by students was 19 hours per week. This matches the hours reported in the 2005 survey.
- Students identified the College Library computer lab as the general access computer lab they use the most (27%).
- The WiscMail e-mail account was identified by 66% of the students as their primary e-mail account. The majority of them noted that they check their WiscMail e-mail account 2 or more times per day (73%).
- Sixty percent of the students reported that they never change their NetID password. Most of the students (76%) also reported that they never intentionally share their NetID and passwords with others.

- Forty percent of the students indicated that they never back up their data. Only 26% indicated that they never update their web browsers. Almost 27% reported that they have updated their web browsers in the past week.
- The DoIT services with the highest student awareness were My UW-Madison and WiscMail at 87%. These services were also identified as the most used services at 67% and 65% respectively.
- Sixty-seven percent of the students taking the survey have taken a course that used a course management system. Of these students, more than 66% had a positive or very positive experience with it.
- Students were most satisfied with direct UW-Madison network connection through UW employment with a mean satisfaction of 4.2 where 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, and 5 = very satisfied. The general access computer labs were second with a mean of 4.1.
- Eighty-nine percent of the students indicated overall satisfaction with UW-Madison's computer resources. The mean overall satisfaction was 4.2 where 1 = very dissatisfied, 2 = dissatisfied, 3 = neither dissatisfied nor satisfied, 4 = satisfied, and 5 = very satisfied. This is improvement over the satisfaction means of 2004 (3.9) and 2005 (4.1).
- The most desired improvement to the general access computer labs was "more open hours" at 29% with "larger computer tables/more work space" second at 25%.
- When students were asked to allocate \$100 towards new and improved computer services, "more wireless locations" was first with a mean of \$16.56, followed by "additional discounted software offerings" at \$11.79.

## Demographics of the Respondents

Of the 604 student respondents to the survey, 78% live off-campus. They are majoring in many different areas with the largest number of students in the study majoring in the social sciences (18%) (see Figure 1).

**Figure 1. UW-Madison Student Majors (Multiple responses) (N= 603)**

<b>In what disciplines are you majoring in? (N=603)</b>	<b>Frequency</b>	<b>Percent</b>
<b>Social Sciences</b>	<b>111</b>	<b>18%</b>
<b>Life sciences</b>	<b>99</b>	<b>16%</b>
<b>Humanities</b>	<b>71</b>	<b>12%</b>
<b>Engineering</b>	<b>75</b>	<b>12%</b>
<b>Professional</b>	<b>70</b>	<b>12%</b>
<b>Business</b>	<b>60</b>	<b>10%</b>
<b>Physical sciences</b>	<b>40</b>	<b>7%</b>
<b>Education</b>	<b>44</b>	<b>7%</b>
<b>Other or Undecided</b>	<b>38</b>	<b>6%</b>
<b>Fine arts</b>	<b>17</b>	<b>3%</b>

The median age of the respondents was 22.0 with 23.8 the mean age (see Figure 2). The age distribution of the survey respondents varies from the youngest at 17 years and the oldest at 99 years.

**Figure 2. UW-Madison Student Age (N= 532)**

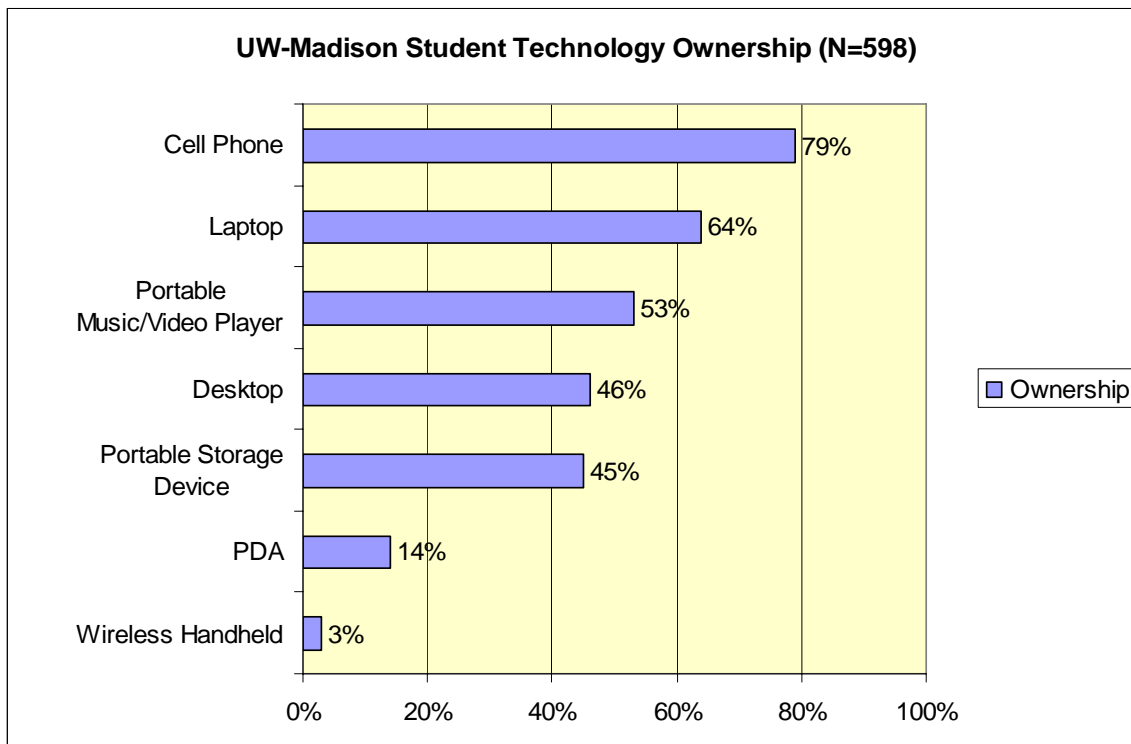
<b>What is your age? (N=532)</b>	<b>Frequency</b>	<b>Percent</b>
<b>17-20 years</b>	<b>181</b>	<b>34%</b>
<b>21-23</b>	<b>177</b>	<b>33%</b>
<b>24-99</b>	<b>174</b>	<b>33%</b>

## Ownership and Use of Hardware and Software

### Computer ownership

Overall student computer ownership (desktop and/or laptop) is 92%, down from the 97% reported in the 2005 Survey (see Figure 3). More than 18% of students indicated that they own both laptop and desktop machines.

**Figure 3. UW-Madison Student Ownership (N=598)**



When comparing student ownership from 2003 to 2006, there is a steady downward trend in desktop computer ownership (70% in 2003 to 46% in 2006) and an upward trend in laptop computer ownership (39% in 2003 to 64% in 2006) (see Figure 4). Another trend includes an increase in portable music/video player use (35% in 2005 to 53% in 2006).

**Figure 4. UW-Madison Student Ownership 2003, 2005 and 2006**

<b>UW-Madison Student Ownership 2003, 2005 and 2006</b>	<b>2003</b>	<b>2005</b>	<b>2006</b>
<b>Cell phone</b>	<b>64%</b>	<b>87%</b>	<b>79%</b>
<b>Laptop computer</b>	<b>39%</b>	<b>56%</b>	<b>64%</b>
<b>Portable music/video player</b>		<b>35%</b>	<b>53%</b>
<b>Desktop computer</b>	<b>70%</b>	<b>61%</b>	<b>46%</b>
<b>Portable storage device</b>		<b>32%</b>	<b>45%</b>
<b>PDA</b>	<b>18%</b>	<b>17%</b>	<b>14%</b>
<b>Wireless handheld</b>			<b>3%</b>

### **Laptops in class**

Only 25% of the students who own laptops (N= 384) bring their laptops to class more than 75% of the time. Of the students who bring their laptops to class 50% or less of the time, they reported their primary reasons for not bringing their laptops were “it’s too heavy” and “I don’t need it.”

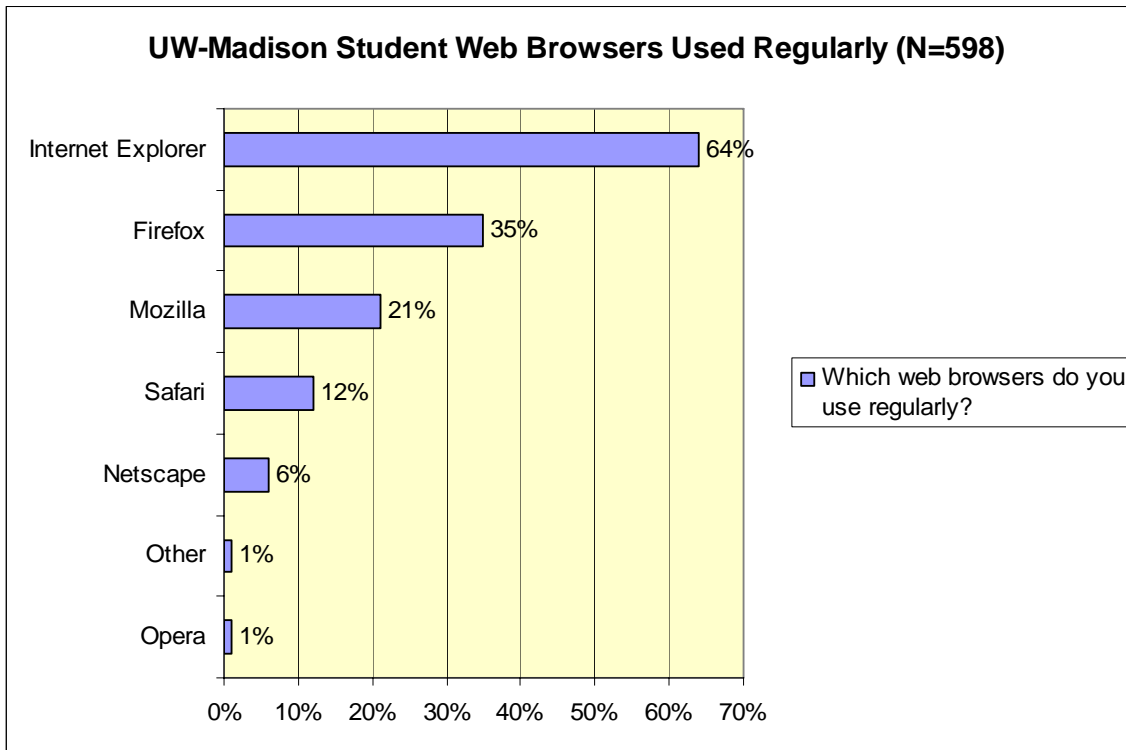
### **Phone services**

Seventy-nine percent of the student respondents own a cell phone (N=598). This is down from the 2005 survey when 87% of the students reported owning cell phones. When asked if their cell phone can connect to the Internet through their cellular network, 53% of the students reported the ability to do so with 24% uncertain about whether their cell phone could connect. More than 85% of student respondents reported that their primary phone service is cellular with another 4% indicating that they use both cell and land line services equally (N=540). Only 5% of the respondents reported using voice over IP services. In the open-ended comments for “other phone services,” students also indicated use of “Skype,” “Google talk,” and “Yahoo IM-voice.”

## Web browsers

Student respondents indicated a wide variety of browsers in use. When asked to check all the browsers they use, students identified Microsoft Internet Explorer (64%) as the most used browser with Firefox (35%) as the second most used browser (see Figure 5).

**Figure 5. UW-Madison Student Web Browsers Used Regularly (N=598)**



Many different Internet sites were reported by students as the primary internet site used for their browser start page. The most-cited Internet web site was Google (21%) followed by WiscMail (18%) and Other (16%) (see Figure 6). Some of the web sites reported in “Other” included the UW-Madison departmental home pages, computer vendors’ home pages, and various news services’ home pages.

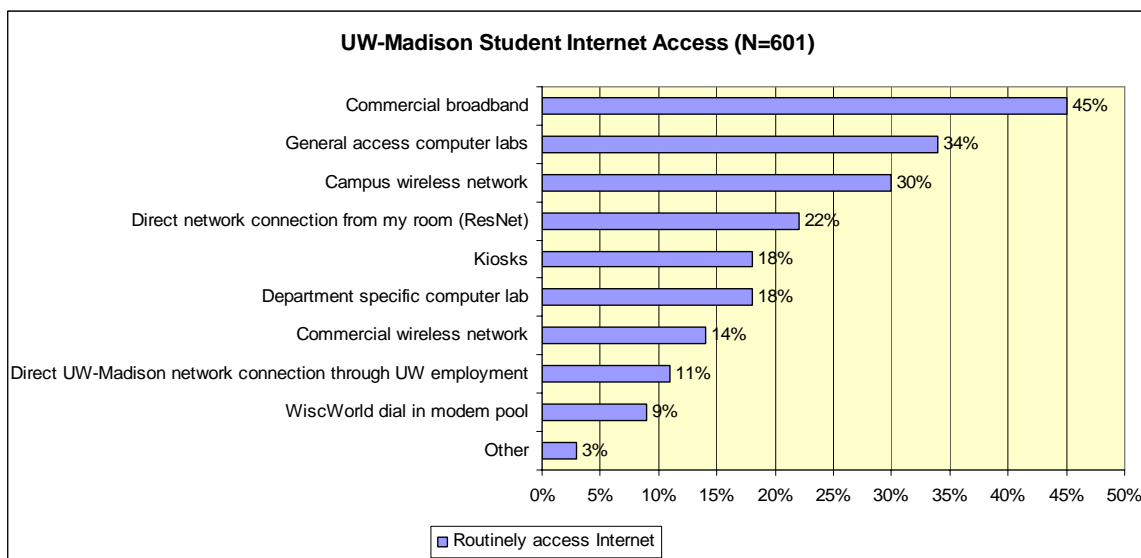
**Figure 6. UW-Madison Student Primary Internet Site for Browser Start Page (N=551)**

What internet site do you use for your start page? (N=551)	Frequency	Percent
Google	118	21%
WiscMail	99	18%
Other	89	16%
My UW-Madison	61	11%
UW-Madison homepage	57	10%
Yahoo or My Yahoo	55	10%
MSN	52	9%
Hotmail	10	2%
AOL	8	2%
Computing@UW-Madison(DoIT homepage)	2	0%

### Internet access and time used

Forty-five percent of student respondents reported routinely accessing the Internet using commercial broadband services (see Figure 7). Other primary access methods included general access computer labs (34%), campus wireless network (30%), and connection from residence hall room via ResNet (22%).

**Figure 7. UW-Madison Student Internet Access (N=601)**



When comparing Internet access in 2006 to previous years, there is a decline in use of the WiscWorld dial-in modem pool (63% in 2000 to 8% in 2006) and an increase in use of the campus wireless network (26% in 2005 to 30% in 2006) (see Figure 8).

**Figure 8. UW-Madison Student Internet Access 2000, 2005 and 2006**

	<b>2000</b>	<b>2005</b>	<b>2006</b>
<b>Commercial broadband</b>	<b>6%</b>	<b>58%</b>	<b>45%</b>
<b>General access computer labs</b>	<b>42%</b>	<b>44%</b>	<b>34%</b>
<b>Campus wireless network</b>		<b>26%</b>	<b>30%</b>
<b>Direct network connection from my room (ResNet)</b>	<b>28%</b>	<b>22%</b>	<b>22%</b>
<b>Department specific computer lab</b>		<b>21%</b>	<b>18%</b>
<b>Kiosks</b>		<b>33%</b>	<b>18%</b>
<b>Commercial wireless network</b>		<b>10%</b>	<b>14%</b>
<b>Direct UW-Madison network connection through UW employment</b>			<b>11%</b>
<b>WiscWorld dial in modem pool</b>	<b>63%</b>	<b>12%</b>	<b>8%</b>
<b>Other</b>	<b>15%</b>	<b>20%</b>	<b>3%</b>

The most used wireless access location cited by students was public campus locations (62%). Other locations used included home wireless (54%), off campus (40%), and department locations (29%) (see Figure 9).

**Figure 9. UW-Madison Student Wireless Access (N=459)**

<b>Public campus locations</b>	<b>62%</b>
<b>Home</b>	<b>54%</b>
<b>Off campus</b>	<b>40%</b>
<b>Department locations</b>	<b>29%</b>
<b>Other locations</b>	<b>1%</b>

Note: Includes only students who use wireless

In 2005 wireless access at public campus locations was used by 75% of the students while only 62% of the students in the 2006 study reported use at public campus locations (see Figure 10). Use of wireless at other locations is also down.

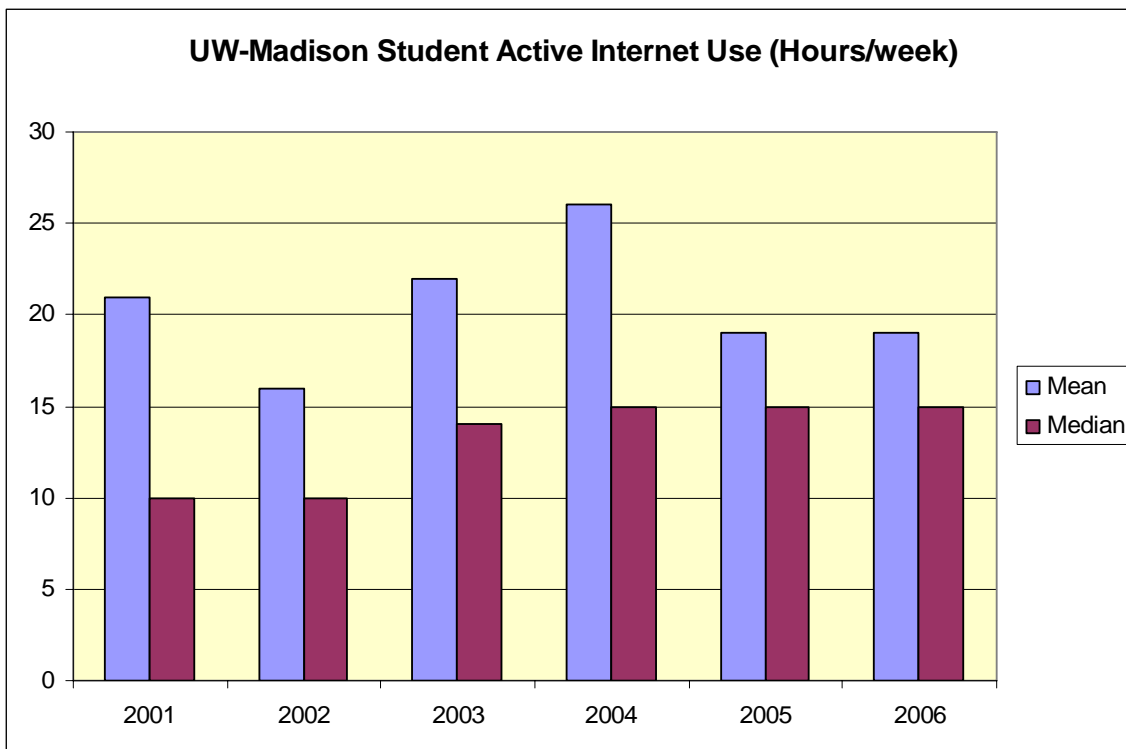
**Figure 10. UW-Madison Student Wireless Access 2005 – 2006**

	2005	2006
<b>Public campus locations</b>	<b>75%</b>	<b>62%</b>
<b>Home</b>	<b>64%</b>	<b>54%</b>
<b>Off campus</b>	<b>45%</b>	<b>40%</b>
<b>Department locations</b>	<b>36%</b>	<b>29%</b>
<b>Other locations</b>	<b>3%</b>	<b>1%</b>

Note: Includes only students who use wireless

Students reported varying numbers of hours per week of active Internet use. Seven percent indicated that they did not use the Internet. The mean hours of active Internet use was 19 hours per week and median hours of use was 15 hours. This matches the hours reported in the 2005 survey (see Figure 11).

**Figure 11. UW-Madison Student Active Internet Use (Hours/Week) 2001 – 2006**



## General Access Computer Lab Use

More than 70% of student respondents use the campus general access computer labs. The most popular lab is the College Library Lab (27%), followed by the Memorial Library Lab (14%) (see Figure 12).

**Figure 12. UW-Madison Student General Access Computer Lab Use (N=534)**

Which on-campus computer lab do you use most? (N=534)	Frequency	Percent
College Library Lab	143	27%
Memorial Library	73	14%
Wendt Library	42	8%
Steenbock Library	39	7%
Health Science Lab	29	5%
Union South	18	3%
ARCH at Gordon	11	2%
ARCH at Elizabeth Waters	8	2%
CALS	7	1%
MSC/SOO	4	1%
ARCH at Kronshage	3	1%
ARCH at Chadbourne	2	0%
LSS	2	0%
I don't use any of these	153	29%

Students reported the greatest needs for a lab computer between the hours of 6:00 PM and 10:00 PM (30%) with 10:00 AM to 2:00 PM (23%) and 2:00 PM to 6:00 PM (22%) also needed (see Figure 13).

**Figure 13. UW-Madison Student Need for Lab Computer (N=430)**

What hours do you usually need a computer lab?	Frequency	Percent
6:00 am - 10:00 am	43	10%
10:00 am - 2:00 pm	100	23%
2:00 pm - 6:00 pm	95	22%
6:00 pm - 10:00 pm	127	30%
10:00 pm - later	65	15%

## WiscMail Use

The WiscMail e-mail account was identified by 66% of the students as their primary e-mail account with another 27% indicating that they used their WiscMail e-mail account primarily to keep their UW correspondence separate from their personal e-mail (N=559). Only 7% noted that they only used WiscMail to forward e-mail to another address.

Most students reported that they checked their WiscMail e-mail account 2 or more times per day (73%) (see Figure 14.). Only a few students (5%) indicated that they never checked their WiscMail e-mail account.

**Figure 14. UW-Madison Student Using WiscMail E-Mail Account (N=559)**

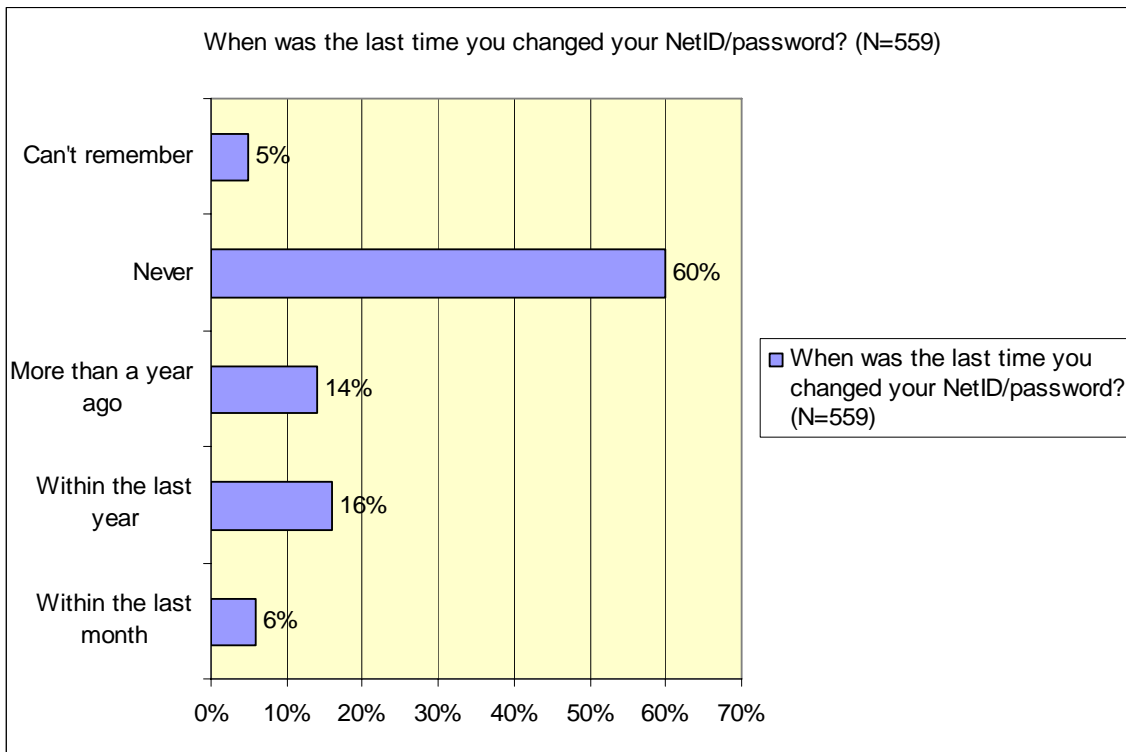
<b>How often do you check your WiscMail account in a typical week? (N=559)</b>	<b>Frequency</b>	<b>Percent</b>
<b>2 or more times per day</b>	<b>410</b>	<b>73%</b>
<b>Once a day</b>	<b>42</b>	<b>8%</b>
<b>2-3 times per week</b>	<b>69</b>	<b>12%</b>
<b>Once per week</b>	<b>7</b>	<b>1%</b>
<b>Once per month</b>	<b>5</b>	<b>1%</b>
<b>I don't use WiscMail</b>	<b>26</b>	<b>5%</b>

The primary access method reported for checking WiscMail was using a web browser (80%) following by using an e-mail client (11%) (N=532). Nine percent of the students noted that they use both a web browser and an e-mail client.

## Security and Computer Practices

Sixty percent of the students reported that they never change their NetID password (see Figure 15.). Of the remaining 40%, only 6% have changed the password in the past month. Sixteen percent have changed their password within the last year. Most of the students (76%) reported that they never intentionally share their NetID and passwords with others (see Figure 16).

**Figure 15. UW-Madison Student Changing NetID and Password (N=559)**



**Figure 16. UW-Madison Student Sharing NetID and Passwords (N=553)**

To what extent do you keep your NetID and other passwords private? (N=553)	Frequency	Percent
<b>I freely share my passwords</b>	<b>6</b>	<b>1%</b>
<b>It depends: some passwords I share, some I don't</b>	<b>38</b>	<b>7%</b>
<b>I occasionally share a password</b>	<b>74</b>	<b>13%</b>
<b>If I share a password, I change it promptly</b>	<b>15</b>	<b>3%</b>
<b>I never intentionally share a password</b>	<b>420</b>	<b>76%</b>

Important data is not backed up on a regular basis by most students. Almost 40% of the students reported that they have never backed up their data (N=559). Another 28% indicated that they back up their data every six months or so with another 17% performing backups monthly. Only 6% of the students indicated that they back up their data on a daily basis.

Students reported greater frequency with updating their web browsers with released patches or new versions. Almost 27% reported that they updated their web browsers in the past week (N=556). Another 32% did so in the past month and 15% in the past year. Only 26% of the students indicated that they never update their web browsers.

Nearly 71% of the students reported running a firewall on their computer (N=554). Seventeen percent knew that they did not run a firewall and the remaining 12% did not know what a firewall was.

## **Awareness, Satisfaction, and Use of UW-Madison IT Services**

Students reported awareness and use of most of DoIT's IT services with the greatest awareness reported for My UW-Madison and WiscMail at 87% and greatest usage for My UW-Madison at 67% (see Figure 17).

**Figure 17. UW-Madison Student Awareness and Usage of IT Services (N=597)**

	<b>Are you aware of this service?</b>	<b>Do you use this service?</b>
<b>My UW-Madison</b>	<b>87%</b>	<b>67%</b>
<b>WiscMail</b>	<b>87%</b>	<b>65%</b>
<b>Campus wireless network</b>	<b>71%</b>	<b>37%</b>
<b>My WebSpace</b>	<b>70%</b>	<b>23%</b>
<b>Computer kiosks</b>	<b>70%</b>	<b>39%</b>
<b>WisCal</b>	<b>70%</b>	<b>12%</b>
<b>DoIT Repair Service</b>	<b>69%</b>	<b>12%</b>
<b>General access computer labs (InfoLabs)</b>	<b>67%</b>	<b>30%</b>
<b>Software Training for Students</b>	<b>66%</b>	<b>7%</b>
<b>Anti-virus software</b>	<b>64%</b>	<b>28%</b>
<b>Laptop checkout</b>	<b>62%</b>	<b>11%</b>
<b>DoIT Tech Store Showroom</b>	<b>59%</b>	<b>14%</b>
<b>DoIT Tech Store Product Sales</b>	<b>59%</b>	<b>15%</b>
<b>Help Desk by telephone</b>	<b>57%</b>	<b>16%</b>
<b>Help Desk walk-in area</b>	<b>55%</b>	<b>11%</b>
<b>WISC software</b>	<b>53%</b>	<b>12%</b>
<b>DoIT Tech Store (online catalog)</b>	<b>52%</b>	<b>12%</b>
<b>Help Desk web site</b>	<b>51%</b>	<b>10%</b>
<b>TechNews (DoIT's email newsletter)</b>	<b>46%</b>	<b>6%</b>
<b>Other equipment checkout</b>	<b>45%</b>	<b>9%</b>
<b>Online software training</b>	<b>34%</b>	<b>2%</b>
<b>IT Bytes</b>	<b>24%</b>	<b>3%</b>

The DoIT services for which students reported the highest satisfaction levels were anti-virus software and WISC software both with a mean of 4.4 where 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, and 5 = very satisfied (see Figure 18). Students expressed least satisfaction with IT Bytes with a mean of 3.1.

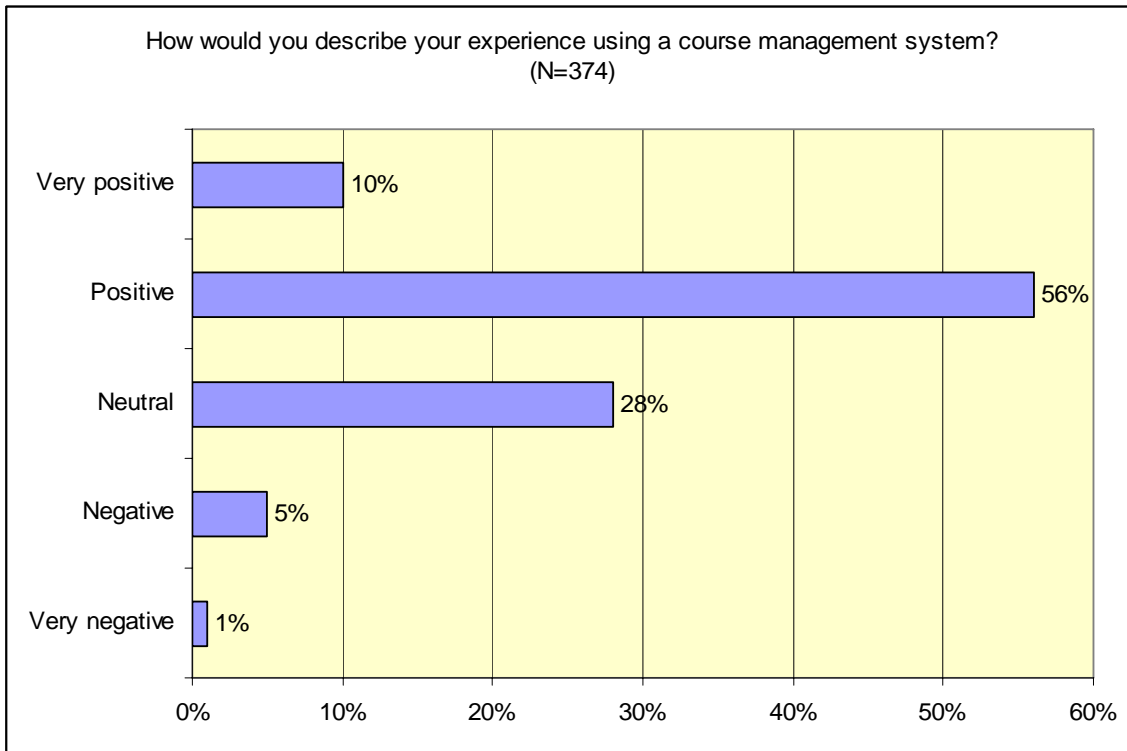
**Figure 18. UW-Madison Student Satisfaction with IT Services**

	<b>Service users</b>	<b>Mean</b>
<b>Anti-virus software</b>	<b>94</b>	<b>4.4</b>
<b>WISC software</b>	<b>42</b>	<b>4.4</b>
<b>WiscMail</b>	<b>242</b>	<b>4.3</b>
<b>Other equipment checkout</b>	<b>33</b>	<b>4.3</b>
<b>Campus wireless network</b>	<b>130</b>	<b>4.2</b>
<b>Help Desk by telephone</b>	<b>55</b>	<b>4.1</b>
<b>General access computer labs (InfoLabs)</b>	<b>111</b>	<b>4.2</b>
<b>My UW-Madison</b>	<b>250</b>	<b>4.2</b>
<b>DoIT Tech Store Product Sales</b>	<b>49</b>	<b>4.1</b>
<b>DoIT Repair Service</b>	<b>39</b>	<b>4.1</b>
<b>My WebSpace</b>	<b>88</b>	<b>4.1</b>
<b>Laptop checkout</b>	<b>41</b>	<b>4.0</b>
<b>Software Training for Students</b>	<b>23</b>	<b>4.0</b>
<b>Help Desk walk-in area</b>	<b>33</b>	<b>3.9</b>
<b>Help Desk web site</b>	<b>28</b>	<b>3.8</b>
<b>DoIT Tech Store (online catalog)</b>	<b>33</b>	<b>3.8</b>
<b>DoIT Tech Store Showroom</b>	<b>43</b>	<b>3.8</b>
<b>Computer kiosks</b>	<b>145</b>	<b>3.7</b>
<b>Online software training</b>	<b>6</b>	<b>3.7</b>
<b>WisCal</b>	<b>46</b>	<b>3.7</b>
<b>TechNews</b>	<b>22</b>	<b>3.4</b>
<b>IT Bytes</b>	<b>8</b>	<b>3.1</b>

Scale: 1 = Very dissatisfied, 2 = Dissatisfied, 3 = Neither satisfied nor dissatisfied, 4 = Satisfied, 5 = Very satisfied

Sixty-seven percent of the students who took the survey have taken a course that used a course management system. Of these students, more than 66% had a positive or very positive experience with it (see Figure 19). Those students who reported a negative experience with the course management system were invited to explain. Comments from these students focused on how slow the system was, how unfriendly it seemed, and the lack of adequate reliability.

**Figure 19. UW-Madison Student Satisfaction with Course Management System (N=374)**



Note: Includes only students who have used the course management system

The students in the 2006 survey reported experience levels with the course management system that are very similar to those levels reported in the 2004 and 2005 surveys (see Figure 20).

**Figure 20. UW-Madison Student Overall Experience with Course Management System 2004 – 2006**

Experience with Course Management System	2004	2005	2006
Very Positive	10%	11%	10%
Positive	53%	53%	56%
Neutral	31%	29%	28%
Negative	4%	7%	5%
Very Negative	2%	0%	1%

Students were also asked how satisfied they were with their Internet access methods. For UW-Madison-provided services, students were most satisfied with their network connection through their UW employment (mean of 4.2 where 1 = extremely dissatisfied, 2 = dissatisfied, 3 = neither dissatisfied nor satisfied, 4 = satisfied, and 5 = extremely satisfied) (see Figure 21). They were least satisfied with the computer kiosks around campus and commercial wireless network, both with a mean of 3.5.

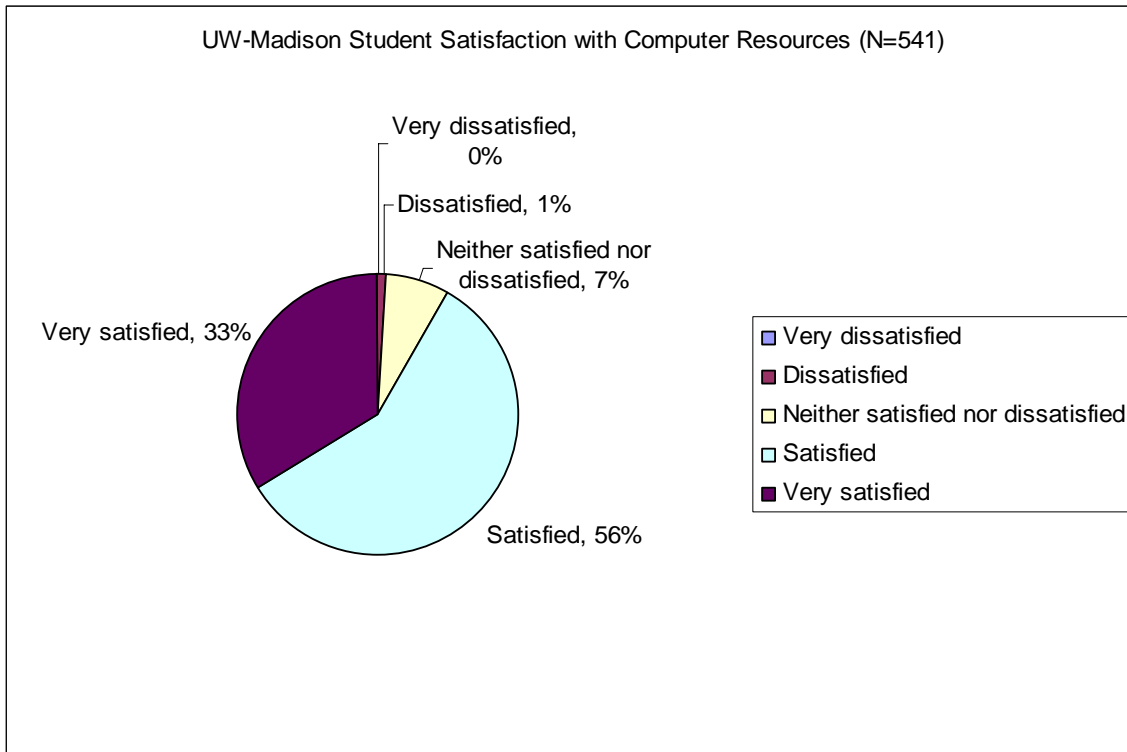
**Figure 21. UW-Madison Student Satisfaction with Internet Access Method**

	<b>Service Users</b>	<b>Mean</b>
<b>Direct UW-Madison network connection thru UW employment</b>	<b>63</b>	<b>4.2</b>
<b>General access computer labs</b>	<b>205</b>	<b>4.1</b>
<b>Direct network connection form my room (ResNet)</b>	<b>131</b>	<b>4.0</b>
<b>Department specific computer lab</b>	<b>107</b>	<b>4.0</b>
<b>WiscWorld dial in modem pool</b>	<b>51</b>	<b>3.8</b>
<b>Commercial broadband</b>	<b>268</b>	<b>3.7</b>
<b>Computer kiosks around campus</b>	<b>107</b>	<b>3.5</b>
<b>Commercial wireless network</b>	<b>83</b>	<b>3.5</b>

Scale: 1 = Very dissatisfied, 2 = Dissatisfied, 3 = Neither satisfied nor dissatisfied, 4 = Satisfied, 5 = Very satisfied

Student respondents were generally satisfied with the overall computing resources at UW-Madison with more than 89% indicating they were satisfied or very satisfied (see Figure 22).

**Figure 22. UW-Madison Student Satisfaction with Computer Resources at UW-Madison (N=541)**

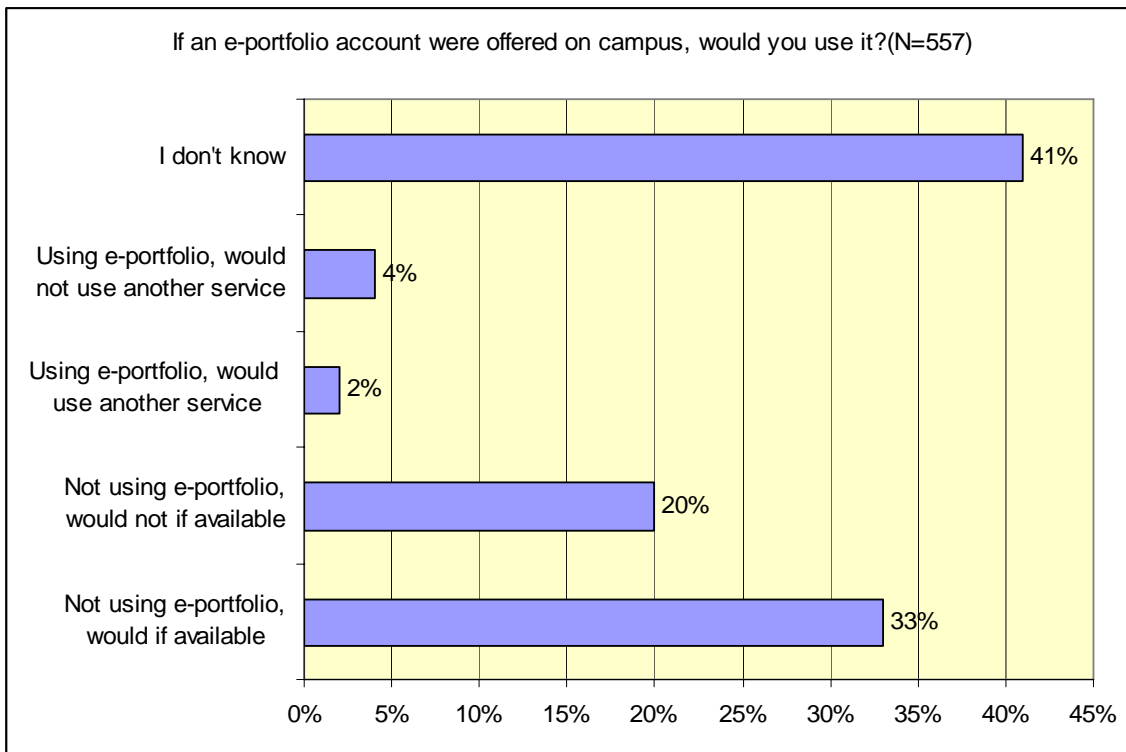


This overall satisfaction with UW-Madison computer resources has increased over the past 3 years. In 2004, the mean was 3.9; in 2005, the mean was 4.1, and in 2006, the mean was 4.2 where the scale is 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, and 5 = very satisfied. When students were asked if they were more satisfied with the computer resources at UW-Madison this year than last year, most students indicated that they were equally satisfied with last year (77% for those students attending UW-Madison both years) and another 16% were more satisfied this year than last year (N = 523).

## New and Improved IT Services

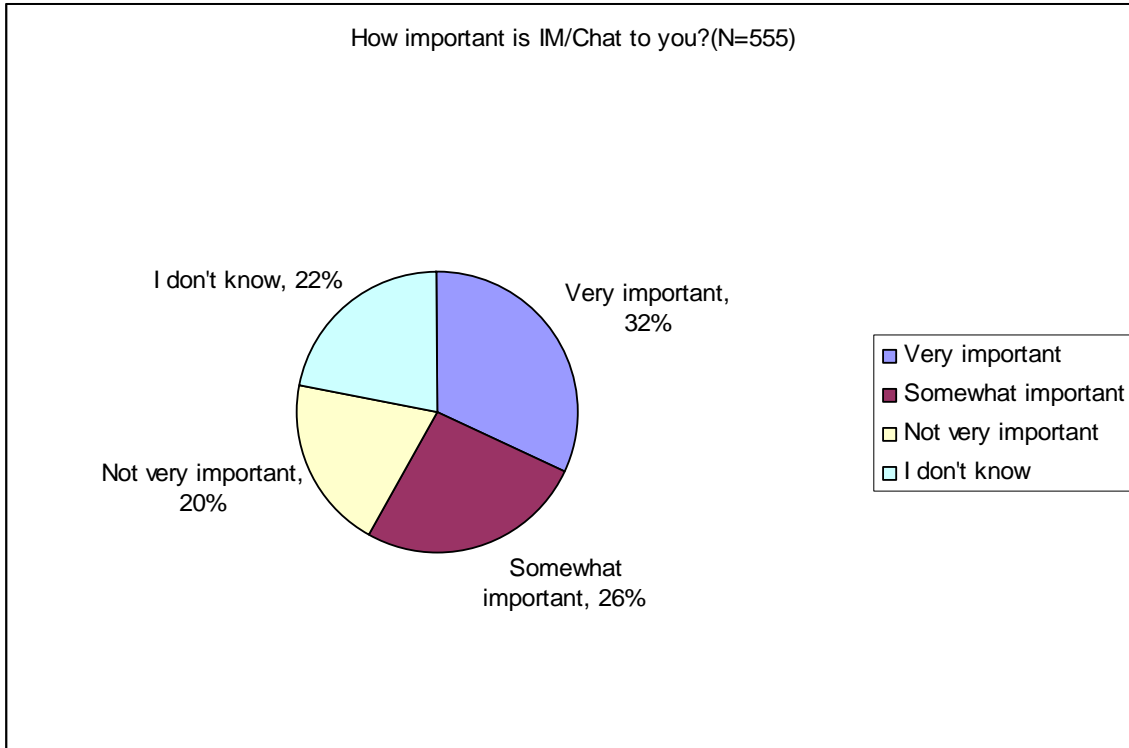
Many of the survey questions were aimed at obtaining information about potential new services that could be offered and soliciting ideas for possible improvements to existing services. One of the potential new services is e-portfolio. Many of the student responses to the question, “if an e-portfolio account were offered, would you use it?” were that they would use an e-portfolio account if offered (35%) (see Figure 23). This compares with 36% of the students in 2005 who stated that they would use an e-portfolio account if it was offered.

**Figure 23. UW-Madison Student E-Portfolio Opinion (N=557)**



Student respondents reported that IM/Chat was important to them with 32% stating that it was very important and 26% stating that it was somewhat important (see Figure 24). In the 2005 survey, 36% of the students reported that IM/Chat was very important and 30% stated that it was somewhat important.

**Figure 24. UW- Madison Student Importance of IM/Chat (N=555)**



Students expressed the greatest desire to have free software training in the areas of graphics and animation (36%), web design (33%), and spreadsheets (32%) (see Figure 25). Seventeen percent of the students stated that they wanted no free software training.

**Figure 25. UW-Madison Student Desired Free Software Training (N=576)**

<b>In what areas would you like to have free software training? (N=576)</b>	<b>Frequency</b>	<b>Percent</b>
<b>Graphics and animation</b>	<b>205</b>	<b>36%</b>
<b>Web design</b>	<b>189</b>	<b>33%</b>
<b>Spreadsheets</b>	<b>182</b>	<b>32%</b>
<b>Presentations</b>	<b>133</b>	<b>23%</b>
<b>Multimedia</b>	<b>117</b>	<b>20%</b>
<b>Databases</b>	<b>114</b>	<b>20%</b>
<b>Portfolio development</b>	<b>112</b>	<b>19%</b>
<b>Operating systems</b>	<b>101</b>	<b>18%</b>
<b>None (no free software training)</b>	<b>99</b>	<b>17%</b>
<b>UW provided tools</b>	<b>90</b>	<b>16%</b>
<b>Hardware</b>	<b>88</b>	<b>15%</b>
<b>Math (such as MathCad)</b>	<b>81</b>	<b>14%</b>
<b>Desktop publishing</b>	<b>67</b>	<b>12%</b>
<b>Word processing</b>	<b>61</b>	<b>11%</b>
<b>Other software training</b>	<b>22</b>	<b>4%</b>

When asked how (what method) they would like to receive the free software training, 90% of them said that they didn't want any training (N=593).

Students also reported that they would like improvements in the general access computer labs. Figure 26 displays these potential improvements in order from the most desired improvement to the least desired (see Figure 26).

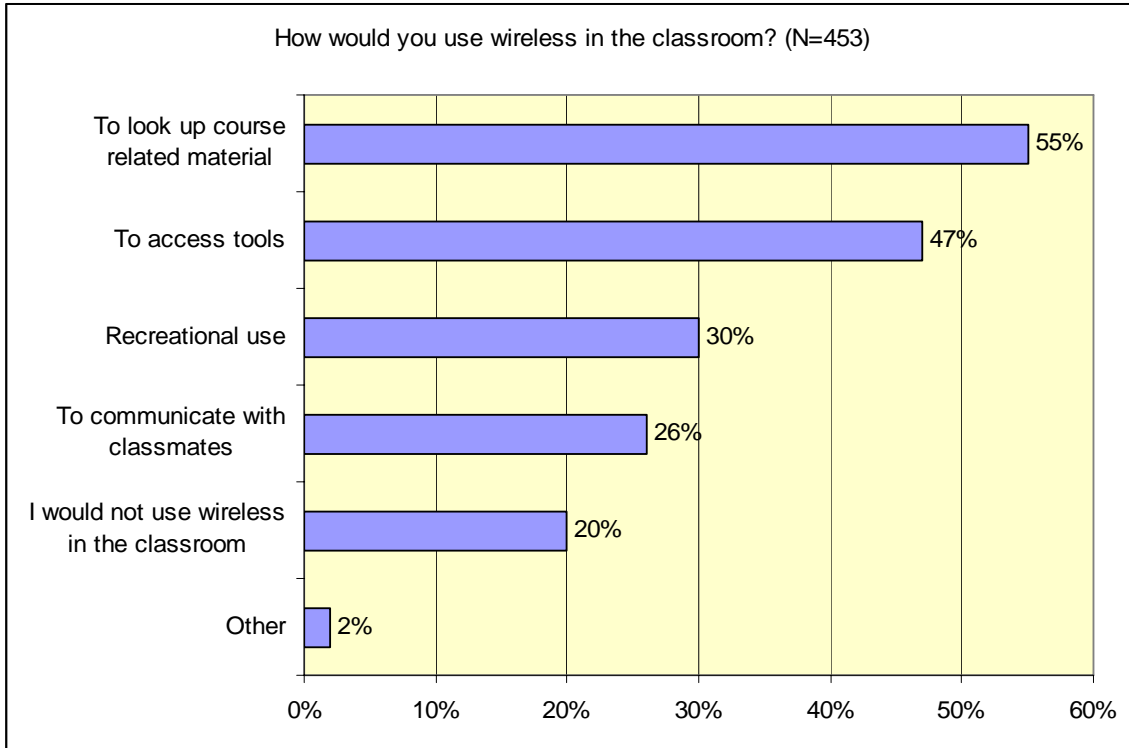
**Figure 26. UW-Madison Student Changes Desired for General Access Computer Labs (N=600)**

<b>What changes would you like to see for general access computer labs? (N=600)</b>	<b>Frequency</b>	<b>Percent</b>
<b>More open hours</b>	<b>176</b>	<b>29%</b>
<b>Larger computer tables/more work space</b>	<b>148</b>	<b>25%</b>
<b>Comfortable seating with more electrical outlets</b>	<b>139</b>	<b>23%</b>
<b>More group work areas</b>	<b>136</b>	<b>23%</b>
<b>Faster, more current computers</b>	<b>136</b>	<b>23%</b>
<b>More scanners</b>	<b>117</b>	<b>20%</b>
<b>More color printers</b>	<b>110</b>	<b>18%</b>
<b>No opinion</b>	<b>96</b>	<b>16%</b>
<b>I'm Satisfied</b>	<b>93</b>	<b>16%</b>
<b>More DVD burners</b>	<b>83</b>	<b>14%</b>
<b>More digital and video cameras for checkout</b>	<b>84</b>	<b>14%</b>
<b>Better air conditioning</b>	<b>77</b>	<b>13%</b>
<b>Other</b>	<b>21</b>	<b>4%</b>

The relative order for desired improvements in the general access computer labs largely agrees with the responses to the 2005 study.

If a wireless network was installed in the classroom, students indicated that their primary use would be to look up course-related material (55%) and to access tools (47%) (see Figure 27). Only 20% said that they wouldn't use wireless in the classroom.

**Figure 27. UW-Madison Student Potential Use of Wireless in the Classroom (N=453)**



Note: Includes only students who use wireless computing

When students were asked what it would take for them to use or increase their use of wireless on campus, they selected a number of items. Both “more locations on campus” and “longer battery life” were picked by 36% of the respondents (see Figure 28.) Other reasons garnering more than 20% of the responses included having “lighter weight equipment” (30%), “more electrical outlets” (25%), and “having a laptop or other portable device” (24%).

**Figure 28. UW-Madison Student Reasons to Use or Increase Use of Wireless (N=599)**

<b>What would it take you to use or increase your use of wireless on campus? (N=599)</b>	<b>Frequency</b>	<b>Percent</b>
<b>More locations on campus</b>	<b>215</b>	<b>36%</b>
<b>Longer battery life</b>	<b>213</b>	<b>36%</b>
<b>Lighter weight equipment</b>	<b>179</b>	<b>30%</b>
<b>More electrical outlets</b>	<b>150</b>	<b>25%</b>
<b>A laptop or other portable device</b>	<b>141</b>	<b>24%</b>
<b>Better security</b>	<b>95</b>	<b>16%</b>
<b>A location near large classroom</b>	<b>94</b>	<b>16%</b>
<b>Easier to use (set up)</b>	<b>88</b>	<b>15%</b>
<b>A location in residence hall</b>	<b>66</b>	<b>11%</b>
<b>A wireless card</b>	<b>51</b>	<b>9%</b>
<b>Nothing</b>	<b>50</b>	<b>8%</b>
<b>Other</b>	<b>21</b>	<b>4%</b>

Students responded with a variety of options for new and improved computer services at UW-Madison. When allocating \$100 between various services, “more wireless locations” was selected as the most desired service with a mean of \$16.56 (see Figure 29.) Next highest means were for “additional discounted software offerings at \$11.79 and “faster computer network” at \$11.60. For those students who allocated monies to “more kiosks around campus,” they suggested a number of locations with many responses indicating that all university buildings should have a kiosk. For those students who allocated monies to “a new computer lab,” locations they suggested varied widely with no one location being the most desired overall. Student suggestions for “other services” to allocate funds to included more software options and a variety of other services.

**Figure 29. UW-Madison Student Desired New and Improved Computer Services (Doesn't total \$100 as some students entered less than \$100) (N=591)**

<b>How would you like to allocate \$100 toward new or improved computing services? (N=591)</b>	<b>Mean</b>
<b>More wireless locations</b>	<b>\$16.56</b>
<b>Additional discounted software offerings</b>	<b>\$11.79</b>
<b>Faster campus network</b>	<b>\$11.60</b>
<b>Help with anti-virus protection</b>	<b>\$8.73</b>
<b>More content in My UW-Madison</b>	<b>\$8.72</b>
<b>More computers in computer labs</b>	<b>\$8.22</b>
<b>More security measures</b>	<b>\$5.24</b>
<b>Commercial music service for a fee</b>	<b>\$5.24</b>
<b>More laptops available for check out</b>	<b>\$5.00</b>
<b>More computer kiosks around campus</b>	<b>\$3.87</b>
<b>New computer lab on campus</b>	<b>\$3.48</b>
<b>Other IT</b>	<b>\$1.15</b>

In 2005, “more wireless locations” was also identified as the most desired service with a mean of \$16.71, very close to the 2006 mean of \$16.56.

Students shared many thoughts in response to the question, “What new or improved IT services and resources would you like at UW-Madison?” In the more than 200 comments, students’ suggestions included better wireless coverage, laptops for all, and many “I don’t know”s. Also, many students noted their satisfaction with IT at UW-Madison.

## Survey Instrument

# Welcome to the 2006 UW-Madison Student Computing Survey!

Thank you for providing the UW Division of Information Technology (DoIT) with information about students' needs and preferences. Upon completion of the survey you will be entered into our drawing. Five lucky students will win an iPod shuffle!

Currently, it is taking XX minutes for the average respondent to complete this survey. You can keep track of your progress with the completion bar in the upper-left corner of each page.

If you start the survey and do not complete it, you can pick up where you left off by clicking on the URL provided in your email message.

*[Click here to begin the survey](#)*

## Section 1 - Information Technology Ownership

1. Which of the following *information technology* products do you own? [**CHECK ALL THAT APPLY**]

**If you do not own any of the products listed below, check here**

*[go to Q5 and code Q1a-g and Q2, Q3 & Q4 "8"]*

- a. Desktop computer
- b. Laptop computer
- c. Cell phone service
- d. Personal Digital Assistant (e.g., Palm, PocketPC, Handspring, etc.)
- e. Portable music/video player (e.g., iPod, MP3 player, etc.)
- f. Portable storage device (e.g., USB drives, cruisers etc.)
- g. Wireless handheld device (e.g., TREO, smart phone, Blackberry, etc.)

*[if g is checked, it should force a check in c]*

*[if b is checked, go to Q2]*

*[if c is checked, make sure to ask Q4]*

*[if a, b and c are not checked, go to Q5]*

*[if Q1 isn't answered, go to Q5]*

*[missing=9]*

**[DON'T RANDOMIZE]**

2. What percentage of time do you bring your laptop to campus?

- a. less than 25%
- b. 25% to 50%
- c. 51% to 75%
- d. more than 75%

*[if a or b is checked, go to Q3]*

3. Why don't you bring your laptop to campus more often?

**[Comment box]**

4. Can your cell phone connect to the Internet using your cellular provider's network?

- a. Yes
- b. No
- c. I don't know

5. In the left-hand column below, please choose your primary phone service. In the right-hand column, please indicate all phone services that you use.

Primary:      Additional phone services you use:

- a. Cell phone
- b. Regular (land line)
- c. Both cell and regular (split equally)

- d. Voice over IP (VoIP such as Skype, Vonage, etc.)
- e. Other \_\_\_\_\_

***[If a or c are checked, go to Q6, otherwise, skip to Q7]***

6. Can your cell phone connect to a WiFi (802.11) network (such as the campus Wireless Network) when available?
- a. Yes
  - b. No
  - c. I don't know

## ***Continue***

7. Which operating system(s) do you use on the computer(s) you own? [**CHECK ALL THAT APPLY**]
- a. I don't own a computer
  - b. Macintosh OS X or earlier
  - c. Windows 98/ME
  - d. Windows NT/2000/XP
  - e. Linux
  - f. Unix
  - g. I don't know
  - h. Other \_\_\_\_\_

8. Which Web browsers do you regularly use? [**CHECK ALL THAT APPLY**]
- a. Netscape
  - b. Internet Explorer
  - c. Safari
  - d. Mozilla
  - e. Firefox
  - f. Opera
  - g. I don't know
  - h. Other \_\_\_\_\_

***[RANDOMIZE a – f]***

9. Overall, how satisfied are you with the computing resources UW-Madison provides?
- a. Very satisfied
  - b. Satisfied
  - c. Neither satisfied nor dissatisfied
  - d. Dissatisfied
  - e. Very dissatisfied
  - f. I have not used any of the resources

***[if f is checked, go to Q11]***

***[if Q9 is not answered, code "9" and go to Q11]***

10. Think back to last year at this same time. Compared to last year, what is your current satisfaction level with the computing resources available for your use at UW-Madison?

Are you . . .

- a. More satisfied than last year
- b. Equally satisfied now as I was last year
- c. Less satisfied than last year
- d. I don't know
- e. I did not attend UW-Madison last year
- f. I have not used any of the resources

*[if a is checked, go to Q10A]*

*[if c is checked, go to Q10B]*

*[missing=9)*

A. Why are you more satisfied this year? *[Comment box]*

B. Why are you less satisfied this year? *[Comment box]*

## Section 2 - Web and Email use

11. How do you routinely access or connect to the Internet? **[CHECK ALL THAT APPLY]**

- a. WiscWorld dial-in modem pool (dialed-in from home or off-campus)
- b. Direct UW-Madison network connection from my room (ResNet)
- c. General access computer labs (InfoLabs - e.g., Memorial Library, College Library, Union South, Steenbock, ARCH, etc.)
- d. Department-specific computer lab (e.g., Engineering, SoHE, Business, etc.)
- e. Commercial broadband (cable modem, DSL, or commercial wireless network, e.g., Charter, TDS, SBC, Verizon, etc. )
- f. Computer kiosks around campus
- g. Commercial wireless network
- h. Direct UW-Madison network connection through my UW employment
- i. Other (specify) *[text box]*

12. Please check the general access computer lab you use the most. **[CHECK ONLY ONE]**

- a. ARCH at Kronshage
- b. ARCH at Chadbourne
- c. ARCH at Gordon
- d. ARCH at Liz Waters
- e. CALS Lab
- f. Steenbock Library Lab
- g. LSS Lab
- h. Health Sciences Lab
- i. College Library Lab
- j. Memorial Library Lab
- k. MSC/SOO Lab
- l. Union South Lab

- m. Wendt Library Lab
- n. I don't use any of these computer labs.

*[respondent must check only one]*  
*[RANDOMIZE a – m]*

13. During what hours do you usually need a lab computer? **[CHECK ALL THAT APPLY]**

- a. 6:00 a.m. – 10:00 a.m.
- b. 10:00 a.m. – 2:00 p.m.
- c. 2:00 p.m. – 6:00 p.m.
- d. 6:00 p.m. – 10:00 p.m.
- e. 10:00 p.m. - later

### *Continue*

14. Overall, on a scale of 1 - 5, with 1 being extremely dissatisfied and 5 being extremely satisfied, please rate the performance of these services. *[insert each applicable Internet mode from Q11 a thru h]?*

1. Extremely dissatisfied    3. Neither satisfied nor dissatisfied    5. Extremely satisfied

- 1.     2.     3.     4.     5.

*[5-point scale]*  
*[missing = 99]*

### *Continue*

15. On average, how many hours **per week** are you actively using the Internet, including checking email?

\_\_\_\_\_ hours per week

*[if Q15 is not answered, code "999"]*  
*[put check on this one; can't be more than 168]*

16. What Internet site do you use as your start page when connecting to the Internet?

- a. My UW-Madison
- b. UW-Madison homepage
- c. Yahoo or My Yahoo
- d. Hotmail
- e. MSN
- f. Google
- g. WiscMail
- h. AOL
- i. Computing@UW-Madison (DoIT homepage)
- j. Other (please specify) *[text box]*

*[missing=9]*

*[RANDOMIZE a – i]*

An e-Portfolio is a personalized, Web-based collection that a student creates to include coursework, artifacts from extra-curricular activities and reflective annotations and commentary related to these experiences.

17. If an e-Portfolio account were offered on campus, would you make use of it?

- a. Yes
- b. No
- c. I'm already using another service through my college, school or department
- d. I don't know

18. How do you use your WiscMail email account?

- a. As my primary email account
- b. To keep my UW correspondence separate from my personal email
- c. Only to forward email

*[respondent must check only one]*

19. How often do you check your WiscMail email account?

- a. 2 or more times per day
- b. Once a day
- c. 2-3 times per week
- d. Once per week
- e. Once per month
- f. I don't use WiscMail

*[if f is checked, skip to Q21]*

20. How do you check your WiscMail email?

- a. I use a browser to access WiscMail's Web Mail interface (wiscmail.wisc.edu)
- b. I use an email client on my computer (Thunderbird, Mail.app, Outlook, etc.)
- c. I use both Web Mail and an email client

*[if b or c is checked, go to Q21]*

21. Which email client(s) do you use? **[CHECK ALL THAT APPLY]**

- a. Thunderbird
- b. Mozilla
- c. Outlook Express
- d. Outlook
- e. Netscape
- f. Eudora

- g. Mail.app
- h. Entourage
- i. Other \_\_\_\_\_

***[RANDOMIZE a – h]***

22. When was the last time you changed your NetID password?
- a. Last month
  - b. Last year
  - c. Never
23. To what extent do you keep your NetID and other passwords private?
- a. I freely share my passwords
  - b. It depends; some passwords I share, some I don't
  - c. I occasionally share a password
  - d. If I share a password, I change it promptly
  - e. I never intentionally share a password
24. How often do you back up your important data?
- a. Daily
  - b. Weekly
  - c. Monthly
  - d. Every six months or so
  - e. Never
25. When was the last time you updated your Web browser with released patches or new versions?
- a. Last week
  - b. Last month
  - c. Last year
  - d. Never
26. Do you run a firewall on your computer?
- a. Yes
  - b. No
  - c. I don't know what a firewall is.

***Continue***

27. How important is Instant Messaging/Chat (e.g., MSN Messenger, AOL Instant Messenger, etc.) to you?

- a. Very important
- b. Somewhat important
- c. Not very important
- d. I don't use it

*[missing=9]*

28. Have you taken a class that used a course management system (such as [Learn@UW](#), WebCT, Blackboard, Desire2Learn, eTeach, or Moodle)?

- a. Yes
- b. No

*[if b is checked, go to Q31]*

29. How would you describe your own overall experience using a course management system?

- a. Very negative
- b. Negative
- c. Neutral
- d. Positive
- e. Very positive

*[if a or b is checked, go to Q30]*

30. Why was your experience using a course management system negative? Which course management system are you referring to?

*[Comment box]*

## *Continue*

### Section 3 - Awareness and Use of Computing Services

31. Which of the following services are you aware of? Which have you used since the beginning of fall semester (September 1, 2005)? [CHECK ALL THAT APPLY]

**If you are not aware of any of the services listed below, check here .**

*[go to Q33 and code Q31 and Q32 "8"]*

	Aware of	Used since fall semester
a. My UW-Madison.....	<input type="checkbox"/>	<input type="checkbox"/>
b. WiscMail.....	<input type="checkbox"/>	<input type="checkbox"/>
c. My WebSpace (free Web-based storage for files & Web pages).....	<input type="checkbox"/>	<input type="checkbox"/>

- d. Software Training for Students (free classes).....
- e. DoIT Repair Service.....
- f. DoIT Tech Store Showroom.....
- g. DoIT Tech Store Product Sales (1210 W. Dayton) .....
- h. DoIT Tech Store (online catalog) .....
- i. Help Desk – by Web (Help Online).....
- j. Help Desk by telephone (264-HELP).....
- k. Help Desk walk-in area at DoIT .....
- l. General access computer labs (InfoLabs).....
- m. *TechNews* (DoIT’s email newsletter) .....
- n. *IT Bytes* (DoIT’s monthly page in the Badger Herald).....
- o. Online software training (free service) .....
- p. Anti-virus software (free download or free CD from Tech Store) ...
- q. Campus wireless network (in public locations).....
- r. Campus computer kiosks.....
- s. Laptop checkout at general access computer labs (InfoLabs) .....
- t. Other equipment checkout at general access computer labs  
(such as digital and video cameras, microphones, projectors).....
- u. WiscCal (online calendar).....
- v. WISC software (discounted Microsoft, Adobe, etc. software).....

*[if respondent checks “used,” then “aware of” must be checked also]*  
**[DON’T RANDOMIZE]**

## *Continue*

32. Using the scale provided, please rate your **satisfaction** with each of the following services.

*[1=Extremely dissatisfied, 2=Dissatisfied, 3=neither, 4=Satisfied, 5=Extremely satisfied]*

General	Extremely Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely Satisfied
a. My UW-Madison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. WiscMail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. My WebSpace (free Web-based storage for files & Web pages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Software Training for Students (free classes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. DoIT Repair Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. DoIT Tech Store Showroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. DoIT Tech Store Product Sales (1210 W. Dayton)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

h. DoIT Tech Store (online catalog)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Help Desk - by Web (Help Online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Help Desk by telephone (264-HELP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Help Desk walk-in area at DoIT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. General access computer labs (InfoLabs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. <i>TechNews</i> (DoIT's email newsletter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. <i>IT Bytes</i> (DoIT's monthly page in the Badger Herald)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Online software training (free service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Anti-virus software (free download or free CD from Tech Store)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Campus wireless network (in public locations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Campus computer kiosks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Laptop checkout at general access computer labs (InfoLabs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Other equipment checkout at general access computer labs (such as digital and video cameras, microphones, projectors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. WiscCal (online calendar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. WISC software (discounted Microsoft, Adobe, etc. software)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***[only present those services used in Q31]  
[if Q32 is not answered, code each "9"]***

**Section 4 - Other Services**

*Continue*

33. On what topics would you like to have free software training? [**CHECK ALL THAT APPLY**]

- a. Web design (such as Dreamweaver)
- b. Databases (such as Access)
- c. Presentations (such as PowerPoint)
- d. Spreadsheets (such as Excel)
- e. Graphics and Animation (such as Photoshop, Illustrator or Flash)
- f. Portfolio development
- g. Operating Systems (such as Windows, Mac OS X or Unix)
- h. Multimedia (such as ACID, Vegas Video or iMovie)
- i. Desktop Publishing (such as Quark Xpress)
- j. Math (such as MathCAD)
- k. Hardware
- l. Word Processing (such as Word)
- m. UW-provided tools (e.g., WiscCal, My WebSpace, etc.)
- n. None
- o. Other (specify) *[text box]*

*[RANDOMIZE a - m]*

34. How would you like to receive free software training? [**CHECK ALL THAT APPLY**]

- a. Student instructor in classroom
- b. Web-based training
- c. I don't want any training
- d. Other \_\_\_\_\_

*Continue*

35. Assuming you could split \$100 among the following services, how much would you allocate to each? If you don't want to allocate any money to an area, just enter "0."

- a. More wireless locations on campus .....\_\_\_\_\_
- b. Additional discounted software offerings.....\_\_\_\_\_
- c. More computers in computer labs .....\_\_\_\_\_
- d. Commercial music service for a fee .....\_\_\_\_\_

- e. More laptops available for checkout.....\_\_\_\_\_
- f. Faster campus network .....\_\_\_\_\_
- g. More content in My UW-Madison (such as ride board, text book exchange, etc.) .....\_\_\_\_\_
- h. Help with anti-virus protection.....\_\_\_\_\_
- i. More security measures .....\_\_\_\_\_
- l. More computer kiosks around campus .....\_\_\_\_\_
- Where? *[text box]*
- k. New computer lab on campus.....\_\_\_\_\_
- Where? *[text box]*
- l. Other IT *[text box]*.....\_\_\_\_\_

**TOTAL = \$100**

***[Include a checksum (sum to 100). If sum does not equal 100, return them to Q35 for one more try and then let them proceed.]***

***[RANDOMIZE a - k]***

***[If Q35 is not answered, code "999".]***

36. What changes would you like to see for the general access computer labs (InfoLabs)?

**[CHECK ALL THAT APPLY]**

- a. Larger computer tables that offer more work space
- b. More group work areas
- c. Faster, more current computers
- d. More DVD burners
- e. More digital and video cameras for checkout
- f. More color printers
- g. More scanners
- h. More open hours
- i. Comfortable seating with more electrical outlets
- j. Better cooling (air-conditioning)
- k. I am satisfied with current InfoLabs
- l. No opinion
- m. Other *[text box]*

***[RANDOMIZE a - j]***

37. Do you currently use wireless computing (either on campus or elsewhere)? If so, where have you used it? **[CHECK ALL THAT APPLY]**

- a. I don't use wireless computing.
- b. Public campus locations (Unions, libraries, Terrace, etc.)
- c. Department locations

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- d. Home
- e. Off campus (e.g., coffee shops, laundromats, airports, etc.)
- f. Other

***[If a is checked, skip to Q39]***

38. How would you use the wireless network in the classrooms if it were available?

**[CHECK ALL THAT APPLY]**

- a. I would not use it
- b. To look up course-related material
- c. To communicate with classmates
- d. To access tools (i.e., calendar, email, etc.)
- e. Recreational use
- f. Other \_\_\_\_\_

39. What would it take for you to use or increase your use of wireless on campus?

**[CHECK ALL THAT APPLY]**

- a. A laptop or other portable device
- b. More locations on campus
- c. A wireless card
- d. A location in residence halls
- e. A location near large classrooms
- f. Easier to use (set up)
- g. Lighter weight equipment to come on the market
- h. Longer battery life to come on the market
- i. Better security
- j. More electrical outlets
- k. Nothing would make me change my use.
- l. Other (specify) ***[comment box]***

***[RANDOMIZE a -j]***

***Continue***

40. Where do you live?

- a. On campus (e.g., residence hall)
- b. Off campus (e.g., apartment)

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c. Other (please specify) \_\_\_\_\_  
*[missing=9]*

41. In what disciplines are you majoring? [**CHECK ALL THAT APPLY**]

- a. Social Sciences
- b. Humanities
- c. Fine Arts
- d. Life Sciences, including Agriculture and Health Sciences
- e. Physical Sciences
- f. Education, including Physical Education
- g. Engineering
- h. Business
- i. Professional (e.g., Medical, Law, Veterinary, etc.)
- j. Other or undecided

42. Please indicate your age.

*[Drop down menu with ages from 17 – 99]*

43. What new or improved information technology services and resources would you like at UW-Madison?

*[comment box]*

**Submit**

**You're done!**

**Thanks for your help! You are now entered for the drawing to win one of five iPod shuffles.**

**Winners will be notified by email.**

**To check out the results from last year's survey,  
point your browser here:**

**<http://www.doit.wisc.edu/about/research/>**