



Minnesota State Colleges and Universities

Student IT Survey

Please take approximately 10 minutes to complete this information technology survey. This survey is part of a comprehensive look at information technology systems and services provided by both Minnesota State Colleges and Universities institutions and the Office of the Chancellor. Students, faculty and other college and university staff will be surveyed.

The systemwide survey is sponsored by the System Technology Strategy Council which includes student and faculty representatives. The survey results will be used to formulate and recommend technology strategies and identify opportunities for improvement.

Your answers will be kept confidential and will only be reported as summary data. We will not use your name in any reports of our results. You are in no way legally required to respond, and failure to respond will have no effect on your access to campus computer resources. Without your participation, however, your opinions will not be included and the results of the survey will not be as comprehensive or useful in planning information technology services on your campus. Participation is voluntary, however, 35 participants will be chosen at random and will receive a \$50 gift certificate to be redeemed at their campus bookstore.

Thank you for your participation.

[Next](#)

[Save & Complete Later](#)

** Denotes a Required Field*





Please provide the following information about yourself:

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*I am a:

*Gender:

*Age:

Ethnicity:

[Back](#) [Next](#) [Save & Complete Later](#)

* Denotes a Required Field





Please provide the following information about yourself:

*I am enrolled at the following College or University:

I also attend classes at:

If you chose 'Other' please specify:

*I attend my college/university:

- Full Time [edit](#)
- Part Time

*I am a:

- Freshman/1st Year [edit](#)
- Sophomore/2nd Year
- Junior [edit](#)
- Senior
- Graduate Student [edit](#)
- Other

If other, please explain:

*What BEST describes your current level of information technology (IT) skills and abilities?



Novice (email, internet, and word processing usage) [edit](#)



Basic (Novice skills, and spreadsheets and other software usage)



Advanced (Basic skills, and minimal programming skills) [edit](#)



Expert (Advanced skills and extensive programming skills, and/or IT major/minor)

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Please respond to the following items by selecting **Yes, No or I Don't Use**.

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*I am currently or have previously been enrolled in an online course.

- [Yes](#) [edit](#)
- No

*Desire2Learn (D2L) features meet my educational needs.

- [Yes](#) [edit](#)
- No
- [Don't Use](#) [edit](#)

If no, please explain:

*My D2L homepage is easy to access and navigate.

- [Yes](#) [edit](#)
- No
- [Don't Use](#) [edit](#)

If no, please explain:

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** Denotes a Required Field*



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Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Availability of information technology support services via the web, help desk, etc.

	-	-				
	2	1	0	+1	+2	N.A.
Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Student access to the campus computer network.

	-	-				
	2	1	0	+1	+2	N.A.
Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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* Denotes a Required Field



Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*My understanding of future information technology priorities and plans at my campus.

	-	-	0	+1	+2	N.A.
Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Availability of on-campus opportunities to gain technology skills and experience.

	-	-	0	+1	+2	N.A.
Level of Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Back](#) [Next](#) [Save & Complete Later](#)

* Denotes a Required Field





Please respond to the following items by selecting **Yes, No or I Don't Use**.

*I know how to report an information technology problem (e.g., equipment, application software, etc.) on my campus.

[Yes](#) [edit](#)
 No

*I am aware of student information security policies and responsibilities on my campus.

[Yes](#) [edit](#)
 No

*I am aware of other technology (computer lab, usage/downloading, etc.) policies on my campus.

[Yes](#) [edit](#)
 No

[Back](#) [Next](#) [Save & Complete Later](#)

* *Denotes a Required Field*





Please indicate whether you **Use** or **Don't Use** the following services as provided by your campus.

*Campus-Provided Email Account

Use Satisfied edit	Use Unsatisfied edit	Don't Use edit	Not Available edit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Comments:</p> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>			

*Campus-Provided Printing Services

Use Satisfied edit	Use Unsatisfied edit	Don't Use edit	Not Available edit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Comments:</p> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>			

*Campus Computer Store

Use Satisfied [edit](#) Use Unsatisfied [edit](#) Don't Use [edit](#) Not Available [edit](#)

Comments:

▲
▼

*Campus Computer Labs

Use Satisfied [edit](#) Use Unsatisfied [edit](#) Don't Use [edit](#) Not Available [edit](#)

Comments:

▲
▼

*Campus Computer Help Desk/Customer Support

Use Satisfied [edit](#) Use Unsatisfied [edit](#) Don't Use [edit](#) Not Available [edit](#)

Comments:

▲
▼

*Campus-Provided Software/Hardware Training

Use Satisfied [edit](#) Use Unsatisfied [edit](#) Don't Use [edit](#) Not Available [edit](#)

Comments:

▲
▼

*Wireless Campus

Comments:

Use Satisfied edit	Use Unsatisfied edit	Don't Use edit	Not Available edit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			

*Accessing Computer Network from Campus

Comments:

Use Satisfied edit	Use Unsatisfied edit	Don't Use edit	Not Available edit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			

*Accessing Computer Network from Home

Comments:

Use Satisfied edit	Use Unsatisfied edit	Don't Use edit	Not Available edit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			

[Back](#) [Next](#) [Save & Complete Later](#)

* Denotes a Required Field





Please answer the following questions according to your **overall satisfaction** with technology services and equipment at your campus.

*Overall, how would you rate your current satisfaction with technology services?

- Completely Satisfied [edit](#)
- Satisfied
- Neutral [edit](#)
- Dissatisfied
- Completely Dissatisfied [edit](#)

*Has your satisfaction with technology services changed over the last twelve months?

- I am More Satisfied Now [edit](#)
- No Change
- I am Less Satisfied Now [edit](#)

If your satisfaction has changed, please explain:

*Overall, how would you rate your current satisfaction with technology equipment?

- Completely Satisfied [edit](#)
- Satisfied
- Neutral [edit](#)
- Dissatisfied
- Completely Dissatisfied [edit](#)

*Are you able to get the online information or data that you need?

- Yes [edit](#)
- No

If you answered no, please describe the problem you are having or the information/data you are unable to retrieve:

What one technology related change would improve your educational experience?

[Back](#) [Next](#) [Save & Complete Later](#)

* Denotes a Required Field





YOUR RESPONSES HAVE BEEN SAVED/SUBMITTED!

If you clicked the **SAVE & COMPLETE LATER** button, your survey will read **SURVEY INCOMPLETE** below and you must come back to the survey to complete and officially submit your responses.

Important Note: If you would like to change an answer, hit the Backspace button on your keyboard to return to the last page of the survey.

You may print this page if you would like to have a copy for your records. To do this, click PRINT Page button. **To EXIT this survey, simply close your Internet browser.** Thank You!

MNSCU INFORMATION TECHNOLOGY SURVEY (Survey Complete)

[Title Page](#) (Page Complete)

Minnesota State Colleges and Universities Student IT Survey Please take approximately 10 minutes to complete this information technology survey. This survey is part of a comprehensive look at information technology systems and services provided by both Minnesota State Colleges and Universities institutions and the Office of the Chancellor. Students, faculty and other college and university staff will be surveyed. The systemwide survey is sponsored by the System Technology Strategy Council which includes student and faculty representatives. The survey results will be used to formulate and recommend technology strategies and identify opportunities for improvement. Your answers will be kept confidential and will only be reported as summary data. We will not use your name in any reports of our results. You are in no way legally required to respond, and failure to respond will have no effect on your access to campus computer resources. Without your participation, however, your opinions will not be included and the results of the survey will not be as comprehensive or useful in planning information technology services on your campus. Participation is voluntary, however, 35 participants will be chosen at random and will receive a \$50 gift certificate to be redeemed at their campus bookstore. Thank you for your participation.

[Demographics](#) (Page Complete)

Please provide the following information about yourself: Page 1 of 8

*I am a:
 *Gender:
 *Age:
 Ethnicity:

Student
 Male
 18-20
 Please Choose One

Affiliation Student (Page Complete)

Please provide the following information about yourself: Page 2 of 8

*I am enrolled at the following College or University:

Alexandria Technical College

I also attend classes at:

Please Choose One

If you chose 'Other' please specify:

*I attend my college/university:

Full Time

*I am a:

Freshman/1st Year

If other, please explain:

*What BEST describes your current level of information technology (IT) skills and abilities?

Novice (email, internet, and word processing usage)

Arena 6B Student (Y/N) (Page Complete)

Please respond to the following items by selecting Yes, No or I Don't Use. Page 3 of 8

*I am currently or have previously been enrolled in an online course.

Yes

*Desire2Learn (D2L) features meet my educational needs.

Yes

If no, please explain:

*My D2L homepage is easy to access and navigate.

Yes

If no, please explain:

Arena 4 Student (I/S) (Page Complete)

Please indicate how satisfied you are with each of the following items on your campus. Also indicate how important this service is to you on your campus. Importance: -2=Very Unimportant, -1=Unimportant, 0=Neither Important nor Unimportant, +1=Important, +2=Very Important, N.A.=Not Applicable Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N.A.=Not Applicable Page 4 of 8

*Availability of information technology support staff.

Level of Importance	- 2
Level of Satisfaction	- 2

*Knowledge/competence of information technology support staff.

Level of Importance	- 2
Level of Satisfaction	- 2

*Timeliness of responses to my technology needs by information technology support staff.

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Level of Importance	-2
Level of Satisfaction	-2

*Availability of information technology support services via the web, help desk, etc.

Level of Importance	-2
Level of Satisfaction	-2

*Student access to the campus computer network.

Level of Importance	-2
Level of Satisfaction	-2

[Arena 2 Student \(Y/N & I/S\)](#) (Page Complete)

Please indicate how satisfied you are with each of the following items on your campus. Also indicate how important this service is to you on your campus. Importance: -2=Very Unimportant, -1=Unimportant, 0=Neither Important nor Unimportant, +1=Important, +2=Very Important, N.A.=Not Applicable Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N.A.=Not Applicable Page 5 of 8

*Availability of a process for students to make information technology recommendations.

Level of Importance	-2
Level of Satisfaction	-2

*Availability of a process for students to provide feedback regarding information technology services.

Level of Importance	-2
Level of Satisfaction	-2

*My understanding of the range of information technology services provided to me as a student by my campus.

Level of Importance	-2
Level of Satisfaction	-2

*My understanding of future information technology priorities and plans at my campus.

Level of Importance	-2
Level of Satisfaction	-2

*Availability of on-campus opportunities to gain technology skills and experience.

Level of Importance	-2
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[Arena 4 Student \(Y/N\)](#) (Page Complete)

Please respond to the following items by selecting Yes, No or I Don't Use. Page 6 of 8

- *I know how to report an information technology problem (e.g., equipment, application software, etc.) on my campus. Yes
- *I am aware of student information security policies and responsibilities on my campus. Yes
- *I am aware of other technology (computer lab, usage/downloading, etc.) policies on my campus. Yes

[Checklist](#) (Page Complete)

Please indicate whether you Use or Don't Use the following services as provided by your campus. Page 7 of 8

- *Campus-Provided Email Account Use Satisfied
Comments: a
- *Campus-Provided Printing Services Use Satisfied
Comments: a
- *Campus Computer Store Use Satisfied
Comments: a
- *Campus Computer Labs Use Satisfied
Comments:
- *Campus Computer Help Desk/Customer Support Use Satisfied
Comments:
- *Campus-Provided Software/Hardware Training Use Satisfied
Comments:
- *Wireless Campus Use Satisfied
Comments:
- *Accessing Computer Network from Campus Use Satisfied
Comments:
- *Accessing Computer Network from Home Use Satisfied
Comments:

[Closing Questions Student](#) (Page Complete)

Please answer the following questions according to your overall satisfaction with technology services and equipment at your campus. Page 8 of 8

- *Overall, how would you rate your current satisfaction with technology services? Completely Satisfied
- *Has your satisfaction with technology services changed over the last twelve months? I am More Satisfied Now
If your satisfaction has changed, please explain:
- *Overall, how would you rate your current satisfaction with technology equipment? Completely Satisfied
- *Are you able to get the online information or data that you need? Yes
If you answered no, please describe the problem you are having or the information/data you are unable to retrieve:
What one technology related change would improve your educational experience?



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