
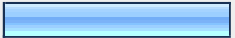
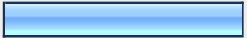

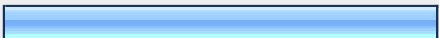
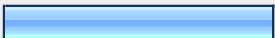



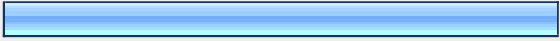
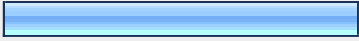






ITS undergraduate student survey

1. Please indicate your current status at W&L:			Response Percent	Response Count
First year			25.4%	139
Sophomore			24.6%	135
Junior			26.1%	143
Senior			23.9%	131
			answered question	548
			skipped question	0

2. What is your anticipated major? Make more than one selection if you plan a double-major:			Response Percent	Response Count
Williams School (economics, business administration, accounting or politics)			47.8%	262
Sciences (psychology, biology, chemistry, physics/engineering)			29.6%	162
Humanities			35.4%	194
Journalism			6.8%	37
Other			8.6%	47
			answered question	548
			skipped question	0

3. Where do you currently live during the academic year?			Response Percent	Response Count
On campus (includes fraternities and sororities)			60.9%	334
Off campus			39.1%	214
			answered question	548
			skipped question	0

4. When using your personal computer in your room, how likely are you to use the following means of connecting to the Internet:								
	Never	Rarely	Occasionally	Frequently	N/A	Rating Average	Response Count	
Wireless connection	4.0% (13)	8.2% (27)	10.1% (33)	76.5% (251)	1.2% (4)	3.61	328	
Wired connection	34.4% (109)	23.7% (75)	7.6% (24)	30.9% (98)	3.5% (11)	2.36	317	
Elaborate on your answer, if you like:							82	
							answered question	331
							skipped question	217

5. What kind of Internet connection do you use at your off-campus residence?			Response Percent	Response Count
Don't know			2.3%	5
None			0.9%	2
Dial-up access			0.9%	2
High speed access (such as cable, DSL)			95.8%	204
			Other (please specify)	7
			answered question	213
			skipped question	335

6. How many computers did you bring to W&L (this question concerns only desktop or laptop computers; you'll be asked about other electronic devices later)?

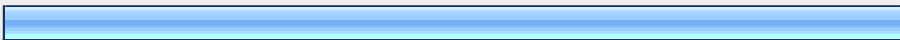

		Response Percent	Response Count
None		0.7%	4
One		91.9%	498
Two		7.0%	38
Three or more		0.4%	2
		answered question	542
		skipped question	6


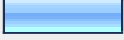



7. Are these computer(s) laptops or desktops? Please check all that apply

		Response Percent	Response Count
Desktop		5.2%	28
Laptop		98.2%	532
		answered question	542
		skipped question	6

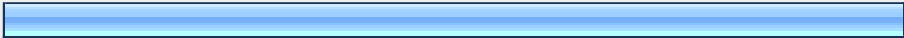
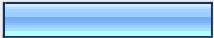
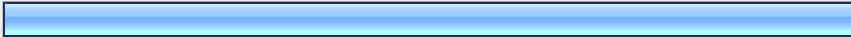
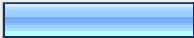

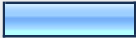
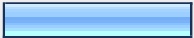
8. What operating systems do you use on these personally owned computers? Please check all that apply:

		Response Percent	Response Count
Macintosh OS X		33.6%	182
Macintosh running Windows		2.0%	11
Windows		67.9%	368
Unix		0.7%	4
		Other (please specify)	4
		answered question	542
		skipped question	6













9. Do you use a cell phone at W&L?				
			Response Percent	Response Count
Yes		99.1%	537	
No		0.9%	5	
			answered question	542
			skipped question	6

10. Please indicate which type of cell phone you use:				
			Response Percent	Response Count
iPhone		6.3%	34	
BlackBerry		12.7%	68	
Windows Mobile phone		3.4%	18	
Google Android phone		0.0%	0	
Palm OS phone		1.3%	7	
Ordinary cell phone (can't run Office applications, access e-mail and Web pages)		76.4%	410	
			Other (please specify)	17
			answered question	537
			skipped question	11

11. Please tell us how you use your cell phone - check all that apply:

		Response Percent	Response Count
Making and receiving phone calls		99.4%	534
Web browser		22.7%	122
Texting		93.9%	504
E-mail		20.7%	111
Personal Calendar		33.3%	179
Map software such as Google Maps		14.2%	76
Games		20.5%	110
Other (please specify)			27
		answered question	537
		skipped question	11

12. What kinds of electronic devices do you use at W&L? Please check all that apply

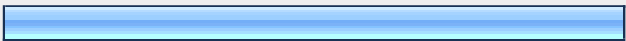



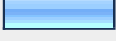

		Response Percent	Response Count
Microsoft Xbox 360		18.3%	94
Nintendo Wii		10.3%	53
Apple iPod Touch		16.5%	85
Apple iPod (not a Touch)		60.0%	309
Sony Playstation 3		9.3%	48
Sony PSP		1.7%	9
Nintendo DS		2.5%	13
Personal printer		62.5%	322
Personal scanner		32.0%	165
Television		78.4%	404
Amazon Kindle		0.6%	3
Sony Reader Digital Book		0.8%	4

	Other (please specify)	38
	answered question	515
	skipped question	33

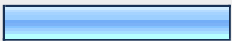




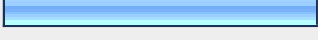
13. If you own a laptop computer, how often do you carry it from your room to campus?			Response Percent	Response Count
Never		5.4%	28	
Rarely		25.6%	132	
Occasionally		34.6%	178	
Frequently		34.4%	177	
What influences your decision about whether to carry your laptop to campus?			286	
	answered question	515		
	skipped question	33		

14. Please evaluate your experience in requesting technology assistance from the Information Desk (formerly known as the HelpDesk) in Leyburn Library, either in person, over the phone or via the Web:			Response Percent	Response Count
Not applicable		29.3%	151	
Very unsatisfactory		2.5%	13	
Somewhat Unsatisfactory		6.8%	35	
Neutral		14.4%	74	
Somewhat Satisfactory		24.9%	128	
Very Satisfactory		22.1%	114	
Please add any comments about your experience with the Information Desk (formerly known as the HelpDesk) :			87	
	answered question	515		
	skipped question	33		

15. Please evaluate your experience in requesting assistance through Web Help Desk (entering requests in online form):

		Response Percent	Response Count
I'm not familiar with this		68.3%	352
Very unsatisfactory		1.6%	8
Somewhat Unsatisfactory		1.9%	10
Neutral		9.1%	47
Somewhat Satisfactory		11.8%	61
Very Satisfactory		7.2%	37
Please add any comments about your experience with Web Help Desk:			24
answered question			515
skipped question			33

16. Please evaluate your experience with the technology offered on the newly renovated floor of Leyburn Library. How satisfied are you with these resources?

		Response Percent	Response Count
Not applicable		24.7%	127
Very unsatisfied		2.1%	11
Somewhat Unsatisfied		4.9%	25
Neutral		9.9%	51
Somewhat Satisfied		24.1%	124
Very Satisfied		34.4%	177
Please add any comments: What do you especially appreciate about the technology in the renovated space? What could be improved?			131
answered question			515
skipped question			33

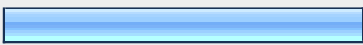
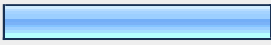
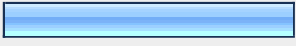


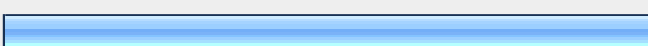

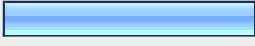

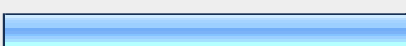

17. ITS is considering various projects to enhance the technology environment at W&L. Please rate the importance of the following (Part 1):

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important	Rating Average	Response Count
Make course information, assignments, e-mail, other W&L data available through your cell phone	22.6% (116)	18.3% (94)	27.8% (143)	22.4% (115)	8.9% (46)	2.77	514
Provide University-required standard smart phone (such as the iPhone) with access to academic content such as course information, assignments, e-mail	27.4% (141)	16.3% (84)	22.6% (116)	20.2% (104)	13.4% (69)	2.76	514
Deliver software required for W&L coursework through a Web browser. This would allow students to access specialized software on their own computers rather than having to use a lab computer	3.1% (16)	3.9% (20)	5.8% (30)	27.3% (140)	59.8% (307)	4.37	513
Provide better support for laptop use on campus (more electrical outlets, lockers for laptops, laptop-friendly desks and furniture)	4.7% (24)	2.9% (15)	9.7% (50)	26.8% (138)	55.9% (288)	4.26	515
Add any comments on the projects listed above, or suggest others you'd like us to consider:							76
answered question							515
skipped question							33

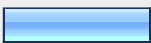
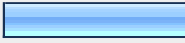
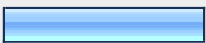
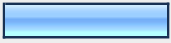
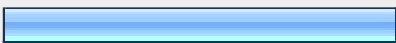
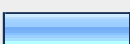
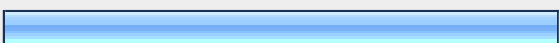
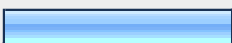
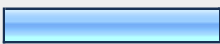
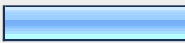
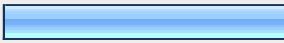
18. ITS is considering various projects to enhance the technology environment at W&L. Please rate the importance of the following (Part 2):

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important	Rating Average	Response Count
Provide technology support and training to students in residence halls, fraternities and sororities through paid students living in those areas	10.8% (55)	22.1% (113)	29.9% (153)	28.6% (146)	8.6% (44)	3.02	511
Provide wireless Internet access to all campus locations	2.5% (13)	1.2% (6)	2.1% (11)	7.8% (40)	86.4% (443)	4.74	513
Using social networking tools (Facebook, Twitter, etc.) to deliver university information	27.8% (142)	25.6% (131)	25.6% (131)	17.0% (87)	3.9% (20)	2.44	511
Create online ride board to facilitate communication among students seeking and offering rides to off-campus locations	6.0% (31)	9.7% (50)	23.2% (119)	36.6% (188)	24.5% (126)	3.64	514
Please comment on any of the projects listed above, or suggest others you'd like us to consider:							49
answered question							515
skipped question							33

19. From the list below, select the three most important features that you think should be in a revised WebRegistration software package (pick only three).

		Response Percent	Response Count
balanced rotation of WebReg starting times		39.4%	203
creating a schedule with no conflicts		29.3%	151
class-level (sr-jr-so-fy) prioritization in WebReg time		31.8%	164
prioritizing your course choices		24.3%	125
ability to override prerequisite or conflict warnings		9.5%	49
student ability to pick the specific section of a course		71.3%	367
meeting with your adviser prior to WebReg to receive access		7.6%	39
convenient access to online course descriptions		27.6%	142
availability of open/closed course information		8.3%	43
drop/add online into the beginning of the next term		44.5%	229
immediate feedback about any registration change		7.2%	37
		<i>answered question</i>	515
		<i>skipped question</i>	33

20. From the list below, what are the three least important features that you think should be in a revised WebRegistration software package (pick only three):

		Response Percent	Response Count
balanced rotation of WebReg starting times		15.9%	82
creating a schedule with no conflicts		20.0%	103
class-level (sr-jr-so-fy) prioritization in WebReg time		21.9%	113
prioritizing your course choices		17.9%	92
ability to override prerequisite or conflict warnings		43.3%	223
student ability to pick the specific section of a course		13.6%	70
meeting with your adviser prior to WebReg to receive access		61.0%	314
convenient access to online course descriptions		25.0%	129
availability of open/closed course information		23.5%	121
drop/add online into the beginning of the next term		19.8%	102
immediate feedback about any registration change		30.9%	159
		answered question	515
		skipped question	33

21. Please offer any other comments regarding the quality of technology-related services, your desires for enhanced information technology resources, or other aspects of information technology at W&L:

	Response Count
	40
	answered question
	40
	skipped question
	508