

# Appendix C

## Student Information Technology Use and Skills in Higher Education: 2005 Survey Questionnaire

**T**hank you for your willingness to answer this survey, which focuses on your experiences with and opinions about information technology. The information you and other undergraduate students provide will be reported in a national study that will be available to higher education institutions. We will also make available to your school's leaders data that you and your classmates give us about your school. The primary goal of the study is to better understand student experiences with information technology, which, in turn, can help your school's leadership to respond to your IT needs.

Your answers are confidential, and neither your school nor the EDUCAUSE Center for Applied Research will be able to identify you.

For the purposes of this survey, information technology refers to "personal electronic devices such as laptops and handheld computers, cell phones, and your institution's computers and associated devices."

Please submit your survey responses as soon as possible within the next two weeks. It should take you approximately 15 minutes to complete the survey. If permitted by your state law, each participant who provides an e-mail address may be entered in a drawing for one of a hundred \$50 gift certificates.

We appreciate your time and participation. If you have any questions or concerns, please contact the campus representative specified in the e-mail you were sent.

Click the Next button to begin the survey. Once again, thank you for your assistance!

### **Section 1. About You**

We may only survey students age 18 or older.

**1.1** I am 18 years old or older. [Required] <If no, go to end of questionnaire. If yes, go to 1.2>

- No
- Yes

**I give my consent to the following.**

For this survey you were selected at random from a list of freshmen and seniors at your institution. We ask that you read this form and ask any questions you may have before agreeing to be in the study.

Sponsored by the EDUCAUSE Center for Applied Research, this study is being conducted by Dr. Robert Kvakik of the University of Minnesota and Judy Caruso of the University of Wisconsin–Madison.

**Background Information**

If you agree to be in this study, please complete and submit the following survey. The survey asks for basic background information and questions you about:

- ◆ What kinds of information technologies you use and how often.
- ◆ What your level of skill is at using different information technologies.
- ◆ How these technologies contribute to your undergraduate experience.
- ◆ What value information technologies provide in teaching and learning in higher education.

It will take about 15 minutes to complete the survey. Please answer the questions to the best of your ability. There is no right or wrong answer. You only need to fill out the survey once.

**Risks and Benefits of Being in the Study**

There are no physical, psychological, social, or medical risks associated with your participation in this study. The benefit of your participation is to inform school officials of the benefits of their technology investments for students.

**Compensation**

We will hold a raffle for gift certificates of \$50 from Amazon.com for participating in this survey. If you choose to participate in the raffle, you must include an e-mail address in the space provided at the beginning of the survey. Once the survey has closed, we will conduct a random drawing from the e-mail addresses of all those who participated within two weeks of the closing of the survey, where permitted by state law. Based upon last year's response rate, your chance of winning is estimated to be approximately 1 in 168.

Your e-mail address will be kept separately from the data collected in the survey. It will not be used to connect your survey responses with your name, nor will it be used for any purpose other than to contact you should you win the prize.

**Confidentiality**

The records of this study will be kept private. In any report we might publish, we will not include any information that will make it possible to identify a subject. Research records will be stored securely, and only researchers will have access to the records.

**Voluntary Nature of the Study**

Participation in this study is voluntary. Your decision whether to participate will not affect your current or future relations with your institution, with any of the institutions participating in this survey, or with EDUCAUSE. If you decide to participate, you are free not to answer any non-required question or withdraw at any time without affecting those relationships.

## Contacts and Questions

You may direct any questions to the researchers conducting this study:

Robert Kvavik, 612-625-2400, kvavik@umn.edu

and Judy Caruso, 608-263-7318, judy.caruso@doit.wisc.edu

If you have any questions or concerns regarding this study and would like to talk to someone other than the researcher(s), contact the Research Subjects' Advocate line, D528 Mayo, 420 Delaware St. SE, Minneapolis, MN 55455, (612) 625-1650.

If you wish to print a copy of the survey before completing it online, a PDF version is available from the link in the header. Once you complete and submit the survey by clicking the Finish button, a summary of your responses will be displayed with the option to print and/or save them.

## Statement of Consent

**1.2** I have read the above information and have had the opportunity to ask questions and receive answers. I consent to participate in the study. [Required] <If no, go to end of questionnaire. If yes, go to 1.3>

- No
- Yes

**1.3** If you are interested in entering the drawing for a \$50 gift certificate, please enter your e-mail address. [paragraph memo field]

## Section 2. Your Use of Electronic Devices

**2.1\_2.7** Which of the following electronic devices do you own? Check all that apply.

- 2.1 Personal desktop computer
- 2.2 Personal laptop computer
- 2.3 Personal digital assistant (PDA), e.g., Palm device
- 2.4 Smart phone (combination cell phone and PDA device)
- 2.5 Cell or digital phone
- 2.6 Electronic music device, e.g., iPod
- 2.7 Wireless adapter

**2.8** Excluding your use of cell phones, how many hours each week do you normally spend using an electronic device (computer, Palm device, etc.)?

- Do not use
- Less than an hour
- 1–2 hours
- 3–5 hours
- 6–10 hours
- 11–15 hours
- 16–20 hours
- More than 20 hours

**2.9\_2.19** How many hours each week do you normally spend on each of the following activities using an electronic device (computer, Palm device, etc.)? (Do not use, Less than an hour, 1–2 hours, 3–5 hours, 6–10 hours, 11–15 hours, 16–20 hours, More than 20 hours)

- 2.9 Classroom activities and studying using an electronic device
- 2.10 Using a library resource to complete a course assignment (e.g., a library resource on your official school library Web site)
- 2.11 Surfing the Internet for information to support your coursework
- 2.12 Writing documents for your coursework
- 2.13 Creating, reading, sending e-mail
- 2.14 Creating, reading, sending instant messages
- 2.15 Writing documents for pleasure
- 2.16 Playing computer games
- 2.17 Downloading or listening to music or videos/DVDs
- 2.18 Surfing the Internet for pleasure
- 2.19 Online shopping

**2.20\_2.25** How many hours each week do you normally spend on each of the following activities using an electronic device (computer, Palm device, etc.)? (Do not use, Less than an hour, 1–2 hours, 3–5 hours, 6–10 hours, 11–15 hours, 16–20 hours, More than 20 hours)

- 2.20 Creating spreadsheets or charts (Excel, etc.)
- 2.21 Creating presentations (PowerPoint, etc.)
- 2.22 Creating graphics (Photoshop, Flash, etc.)
- 2.23 Creating and editing video/audio (Director, iMovie, etc.)
- 2.24 Creating Web pages (Dreamweaver, FrontPage, etc.)

**2.25** Completing a learning activity or accessing information for a course using course management systems (ANGEL, WebCT, Blackboard, Desire2Learn, FirstClass, etc.)

**2.26\_2.36** What is your skill level using the following computer technologies and applications? (Do not use, Very unskilled, Unskilled, Skilled, Very skilled) (*Very unskilled=have not used the software; Unskilled=have used the software but not regularly; Skilled=full use of basic features but not advanced features; Very skilled=ability to use advanced features, link the software with other software, troubleshoot problems, and upgrade/patch the software*).

- 2.26 Word processing (Word, etc.)
- 2.27 Spreadsheets (Excel, etc.)
- 2.28 Presentation software (PowerPoint, etc.)
- 2.29 Graphics (Photoshop, Flash, etc.)
- 2.30 Creating and editing video/audio (Director, iMovie, etc.)
- 2.31 Creating Web pages (Dreamweaver, FrontPage, etc.)
- 2.32 Course management systems (ANGEL, WebCT, Blackboard, Desire2Learn, FirstClass etc.)
- 2.33 Online library resources

- 2.34 Computer operating systems (Windows, OSX, etc.)
- 2.35 Computer maintenance
- 2.36 Securing your electronic device (firewalls, antivirus software, etc.)

**2.37 How would you rate your information technology skills compared to other students' skills on your campus?**

- Much less skilled
- Less skilled
- About the same skill level
- More skilled
- Much more skilled

**2.38\_2.42 Why did you learn the following computer technologies and applications? (Do not use, To improve my course performance, Class or major requirement, Campus requirement, Required for student organization activities, Personal interest, Employment, Other)**

- 2.38 Spreadsheets (Excel, etc.)
- 2.39 Presentation software (PowerPoint, etc.)
- 2.40 Graphics (Photoshop, Flash, etc.)
- 2.41 Creating and editing video/audio (Director, iMovie, etc.)
- 2.42 Creating Web pages (Dreamweaver, FrontPage, etc.)

**2.43 During the academic year, what is your most frequently used method for access to the Internet?**

- Commercial dial-up modem service (e.g., AOL, EarthLink, etc.)
- School-operated dial-up modem service
- Commercial broadband service (e.g., DSL modem, cable modem, etc.)
- School-operated wired broadband service
- Commercial wireless network
- School-operated wireless network

**2.44\_2.50 Which of the following concern you regarding information technology? (Not a concern, Small concern, Significant concern, Major concern)**

- 2.44 Inadequate access to printing
- 2.45 The age of my computer hardware and software
- 2.46 Slow or inadequate network access
- 2.47 My technical skill level in troubleshooting my computer
- 2.48 Computer viruses, worms, or Trojan horses
- 2.49 Spam
- 2.50 Inadequate technical assistance and help available to me on my campus

### Section 3. Your Use of Technology in Courses

**3.1** Which of the following best describes your preference with regard to the use of technology in your courses?

- I prefer taking courses that use *no* information technology.
- I prefer taking courses that use *limited* technology features (e.g., e-mail to instructors and limited use of PowerPoint in class).
- I prefer taking courses that use a *moderate* level of technology (e.g., e-mail, several PowerPoint presentations, some online activities or content).
- I prefer taking courses that use technology *extensively* (e.g., class lecture notes online, computer simulations, PowerPoint presentations, streaming video or audio, etc.).
- I prefer taking courses that use technology *exclusively* (i.e., are entirely online with no required face-to-face interactions).

**3.2\_3.6** To what extent does each of the following describe your experiences in your courses? (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree)

- 3.2 I am more engaged in courses that require me to use technology.
- 3.3 Overall, my instructors use information technology well in my courses.
- 3.4 The instructors' use of technology in my courses has increased my interest in the subject matter.
- 3.5 I primarily use information technology in courses to improve the presentation of my work.
- 3.6 My school needs to give me more training on the information technology that I am required to use in my courses.

**3.7\_3.11** To what extent has the use of information technology in courses helped you? (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree)

- 3.7 The use of information technology in courses has helped me better understand complex or abstract concepts.
- 3.8 The use of information technology in courses has helped me better communicate with my instructors.
- 3.9 The use of information technology in courses has helped me better communicate and collaborate with my classmates.
- 3.10 The use of information technology in courses has resulted in prompt feedback from my instructors.
- 3.11 Courses that use information technology allow me to take greater control of my course activities (e.g., planning, apportioning time, noting success and failure).

**3.12** Have you taken a class that used a course management system (e.g., ANGEL, WebCT, Blackboard, Desire2Learn, or FirstClass)? [Required] <If no, go to 3.23. If yes, go to 3.13>

- No
- Yes

**3.13** How would you describe your own overall experience using a course management system?

- Very negative
- Negative
- Neutral
- Positive
- Very positive

**3.14\_3.22** How valuable did you find the following course management system features? (Did not use, Not valuable, Valuable, Very valuable)

- 3.14 Syllabus
- 3.15 Online readings and links to other text-based course materials
- 3.16 Online discussion board (posting comments, questions, and responses)
- 3.17 Access to sample exams and quizzes for learning purposes
- 3.18 Taking exams and quizzes online for grading purposes
- 3.19 Turning in assignments online
- 3.20 Getting assignments back from instructors with comments and grades
- 3.21 Sharing materials among students
- 3.22 Keeping track of grades on assignments and tests

**3.23\_3.24** Which of the following benefits from using information technology in your courses was the most valuable to you?

- Improved my learning
- Convenience
- Helped me manage my course activities (e.g., planning, apportioning time, noting success and failure)
- Helped me communicate with my classmates and instructors
- No benefits
- Other
- 3.24 Please describe (optional)

**3.25** The use of information technology in my courses has improved my learning.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

**3.26** Do you normally bring your laptop to class?

- No
- Yes

## Section 4. Information About You

### 4.1 What is your gender?

- Male
- Female

### 4.2 What is your age?

- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="radio"/> 18 | <input type="radio"/> 24 | <input type="radio"/> 30–39             |
| <input type="radio"/> 19 | <input type="radio"/> 25 | <input type="radio"/> 40–49             |
| <input type="radio"/> 20 | <input type="radio"/> 26 | <input type="radio"/> 50–59             |
| <input type="radio"/> 21 | <input type="radio"/> 27 | <input type="radio"/> 60–69             |
| <input type="radio"/> 22 | <input type="radio"/> 28 | <input type="radio"/> 70 or over        |
| <input type="radio"/> 23 | <input type="radio"/> 29 | <input type="radio"/> Decline to answer |

### 4.3 What is your cumulative grade point average (GPA)?

- |                                  |                                  |
|----------------------------------|----------------------------------|
| <input type="radio"/> Under 2.00 | <input type="radio"/> 3.25–3.49  |
| <input type="radio"/> 2.0–2.24   | <input type="radio"/> 3.50–3.74  |
| <input type="radio"/> 2.25–2.49  | <input type="radio"/> 3.75–4.00  |
| <input type="radio"/> 2.5–2.99   | <input type="radio"/> Don't know |
| <input type="radio"/> 3.00–3.24  |                                  |

### 4.4 Are you a senior or freshman? [Required]

- Senior
- Freshman

### 4.5 Are you a full-time or part-time student? [Part time is fewer than 12 credit hours per semester/quarter]

- Full time
- Part time

### 4.6 Do you reside on campus or off campus?

- On campus
- Off campus

### 4.7 \_4.16 What disciplines are you majoring in? Check all that apply.

- 4.7 Social sciences
- 4.8 Humanities
- 4.9 Fine arts
- 4.10 Life sciences, including agriculture and health sciences
- 4.11 Physical sciences
- 4.12 Education, including physical education
- 4.13 Engineering
- 4.14 Business
- 4.15 Other
- 4.16 Undecided

**4.17** Which institution are you attending? [Required]

Before proceeding, please confirm that the name of your institution appears in box 4.17.

**4.18** If you have any other comments or insights about your information technology use and skills, please feel free to share them with us below. [Paragraph field]

**Section 5. Thank You**

You have reached the end of the survey. Thank you! Please submit the survey by clicking the Finish button. After clicking Finish, a summary of your responses will be displayed with the option to print and/or save them. Please click the Finish button now.

**– END SURVEY –**