



Computer Services Survey (00-01-3)
April 2001

During the Spring Quarter, 2001, NUPULSE conducted a survey with a sample of full-time undergraduates. The purpose of the survey was to benchmark student satisfaction with a variety of computer services being offered.

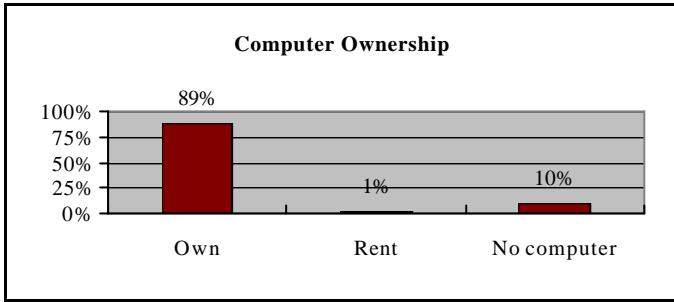
Executive Summary

Eighty-nine percent (89%) of the student respondents report owning their own computer. The majority of these are desktop computers. Most frequently students do their computer work at their place of residence. Eighty-five percent (85%) were required to have an e-mail account for at least one of their courses and 82% indicated that they check e-mail at least once a day. Eight out of every ten students said they use **Web Self-service** with the reason being to access the Registrar's system. Most students do not have their own web page, although 84% access the web at least once a day. Slightly less than two-thirds of the respondents (64%) said that they used Infocommons and the large majority expressed satisfaction with the hours of operation, the variety of software available and the speed of the computers.

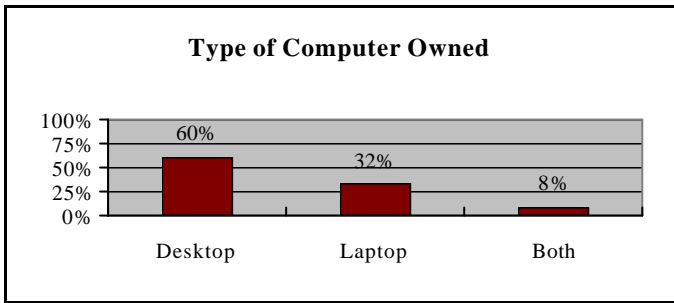
Respondent Characteristics:

<u>College</u>	<u>n</u>	<u>%</u>	<u>Gender</u>	<u>n</u>	<u>%</u>
Arts & Sciences	58	33	Male	101	57
Bouvé	31	18	Female	<u>76</u>	<u>43</u>
Business Administration	37	21		177	100%
Computer Science	9	5			
Criminal Justice	12	7	<u>Residence</u>	<u>n</u>	<u>%</u>
Engineering	22	12	Home with parents	23	13
University College	<u>8</u>	<u>5</u>	NU residence facility	58	33
	177	100%	Non-university housing	<u>96</u>	<u>54</u>
				177	100%
<u>Class Year</u>	<u>n</u>	<u>%</u>	<u>Final Disposition of the Sample</u>	<u>n</u>	<u>%</u>
Freshman	59	33	Completed interviews	177	20
Sophomore	20	11	Contacted, but refused	153	17
Middler	17	10	Not contacted	48	5
Junior	31	18	Phone numbers unavailable	524	58
Senior	49	28	Ineligible/unusable	<u>0</u>	<u>0</u>
Other	<u>1</u>	<u>0</u>		902	100%
	177	100%			

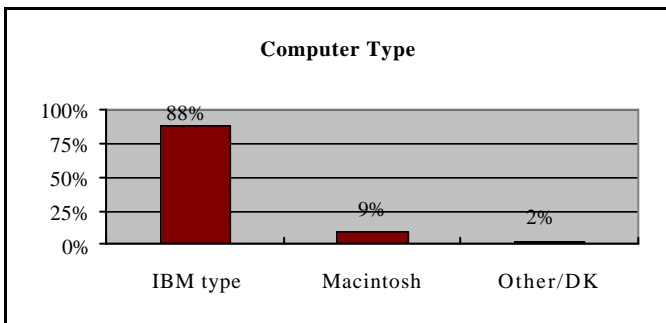
Computer Usage



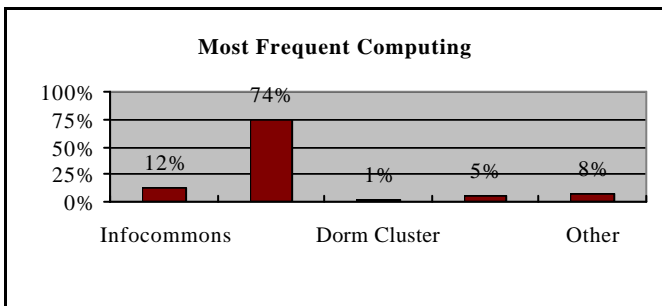
◆ Eighty-nine percent (89%) of the students surveyed reported owning their own computer.



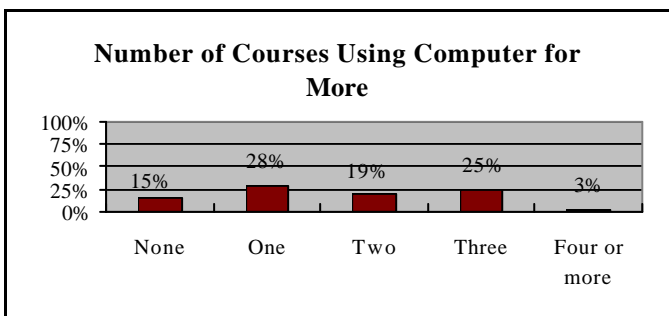
◆ Of those that own their own computer, 60% own a desktop computer, while 32% own a laptop. Another 8% own both.



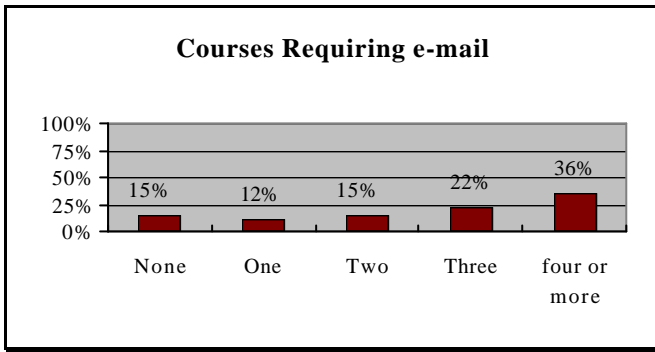
◆ Of those that own their own computer, 88% have a machine that is IBM compatible.



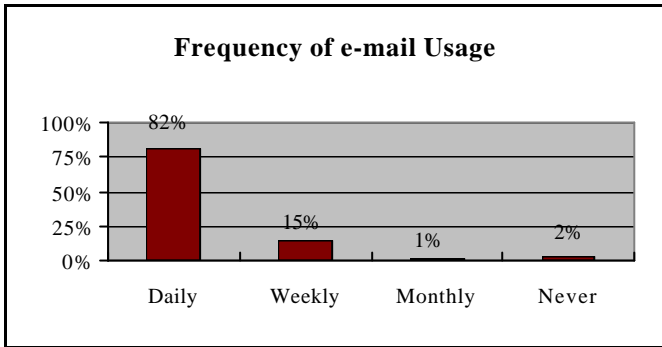
◆ A large majority of the respondents (74%) report that they most frequently do their computer work at their place of residence.



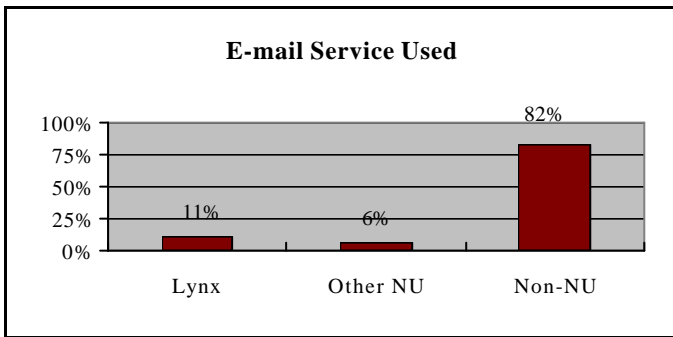
◆ Eighty-five percent (85%) of respondents had at least one course in which they used a computer for purposes other than word processing.



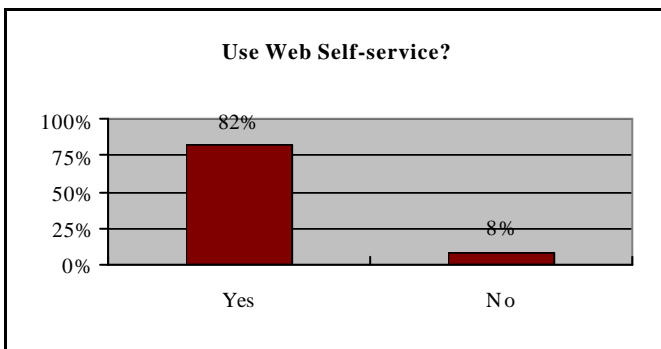
◆ Eighty-five percent (85%) of respondents indicated they were required to have an e-mail account for at least one of their courses.



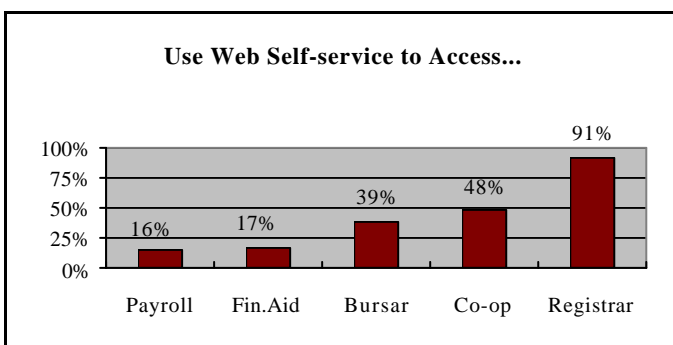
◆ Eighty-two percent (82%) of the students interviewed reported checking their e-mail at least once a day.



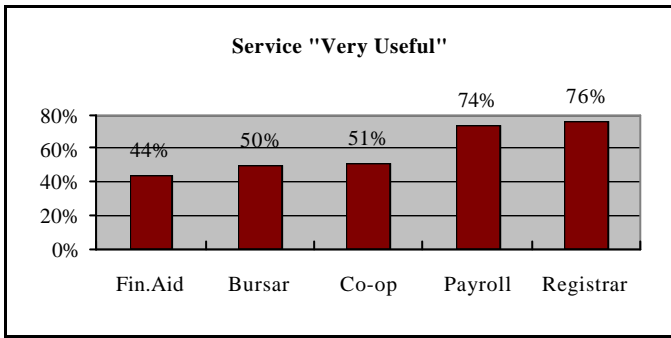
◆ Slightly more than eight out of every ten of the students that use e-mail, use a non-NU service.



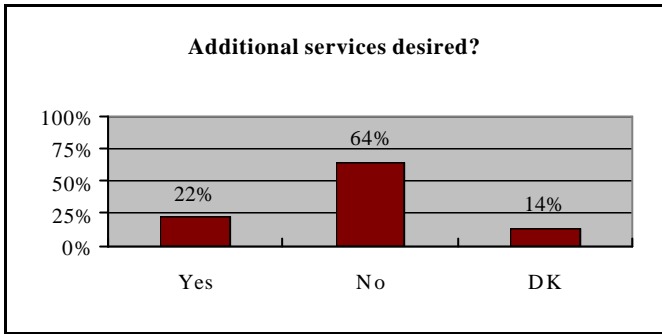
◆ Eighty-two percent (82%) of students use Northeastern's **Web Self-Service**.



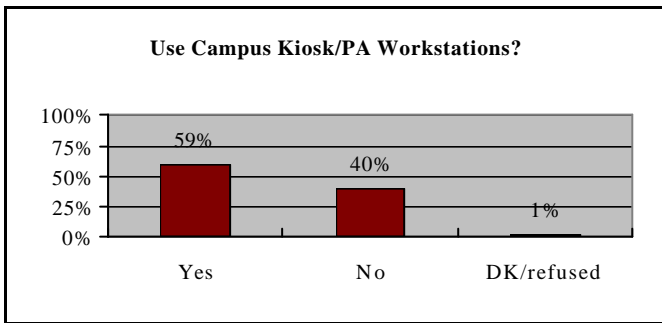
◆ The Registrar's area is the area most often accessed by those using **Web Self-service** (91%).



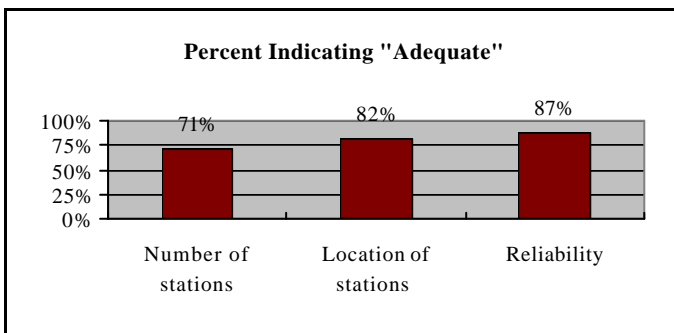
◆ More than three out of every four students (76%) accessing the Registrar's area via **Web Self-service** indicate that the service is "very useful" for them. It is about the same for those accessing Payroll. Financial Aid was considered the least useful of the areas available.



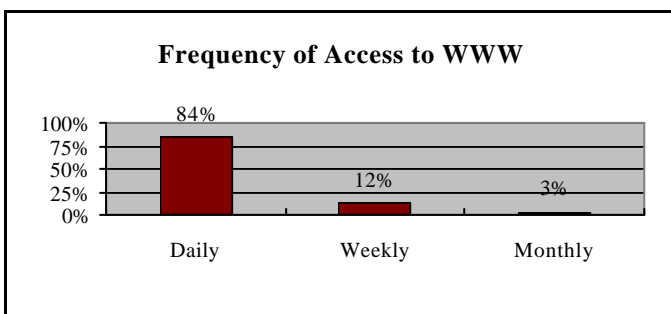
◆ Less than a quarter (22%) of those that use **Web Self-service** indicate they would like additional services to be made available online. Primarily, they would like the ability to register for classes online.



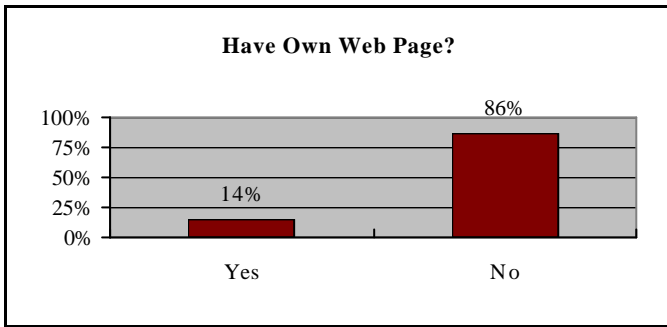
◆ Close to 60% of the students interviewed indicated they had recently used a campus kiosk or other public-access computer station.



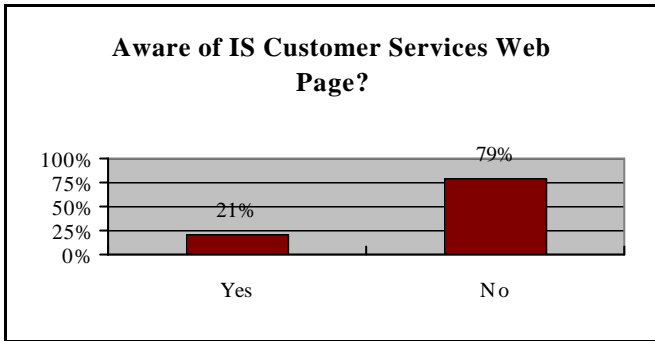
◆ Those that use the kiosks or public-access computer stations find the number of stations, their locations and their reliability to be adequate.



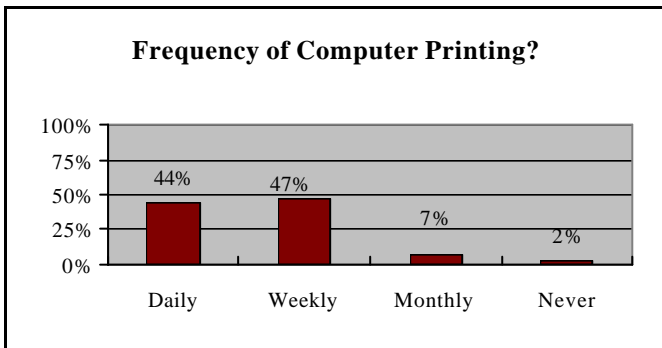
◆ Eighty-four percent (84%) of students interviewed reported accessing the World Wide Web (internet) at least once a day.



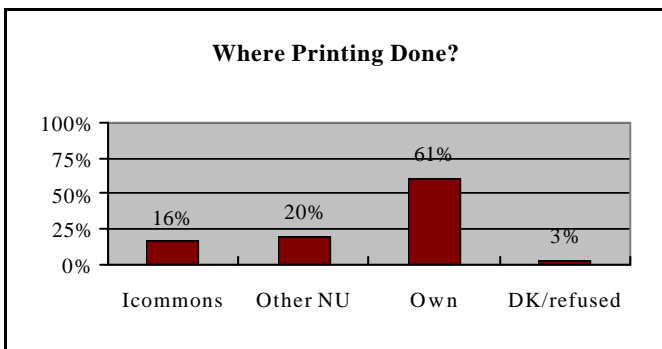
◆ Most students do not have their own web page. Of those that do, 72% are hosted on non-NU systems.



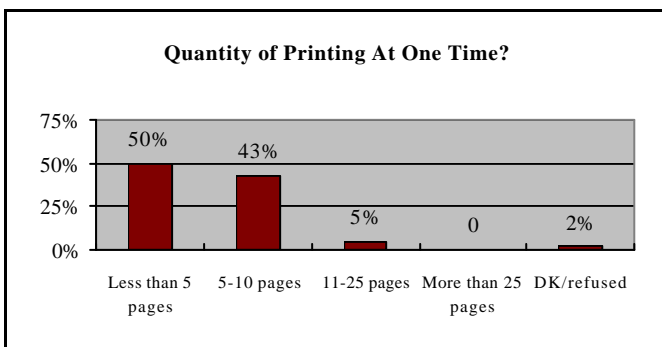
◆ Most students (79%) are not aware of the IS Customer Service Web Page at www.help.neu.edu. Of those that are aware of it (n=37), only one quarter have ever used it.



◆ Less than half of the students (44%) print something from a computer on a daily basis. Another 47% print something from the computer a few times a week.



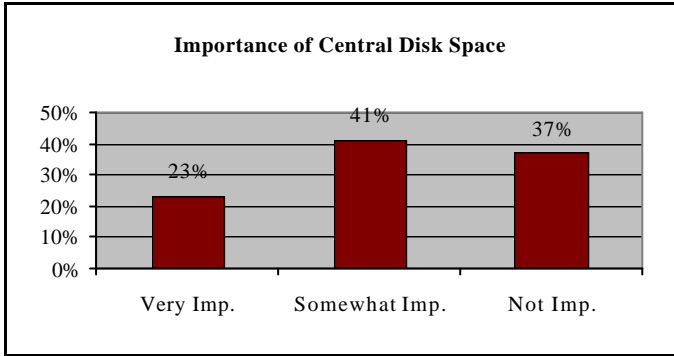
◆ More than six out of every ten students (61%) report that they usually do their computer printing on their own personal system, while 36% indicate they use a university computer for printing.



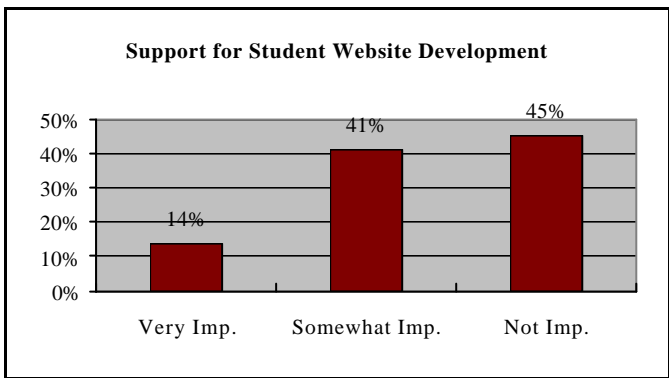
◆ Half (50%) of the students interviewed said they usually print less than five pages at any one time. Another 43% say they usually print five to ten pages at any one time.

New Services Being Explored

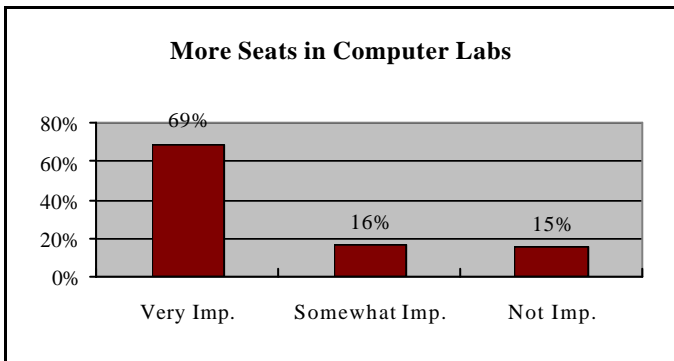
The students were also asked about the possibility of adding some new services and how important these services would be to them.



◆ Respondents were asked how important it was to have **central disk space** so they could store information on the NU system. Twenty-three percent (23%) said it was very important while 41% said it was somewhat important.

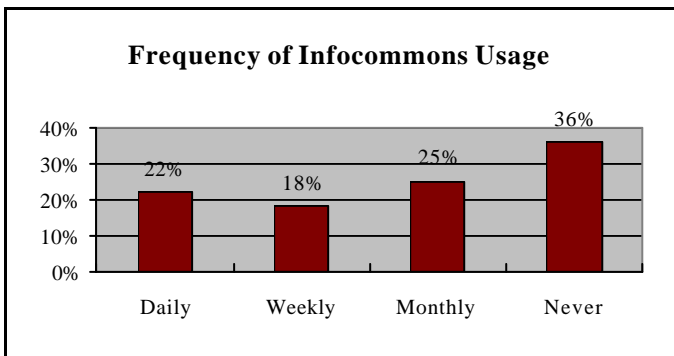


◆ Only 14% of respondents said it was very important to have formal support for the development of student web sites.

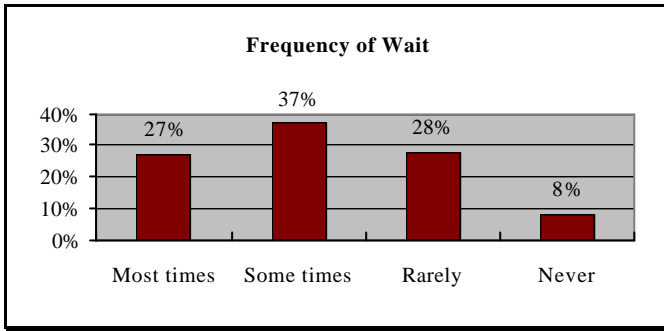


◆ About seven out of every ten students (69%) interviewed thought it was very important to have more seats in the computer labs.

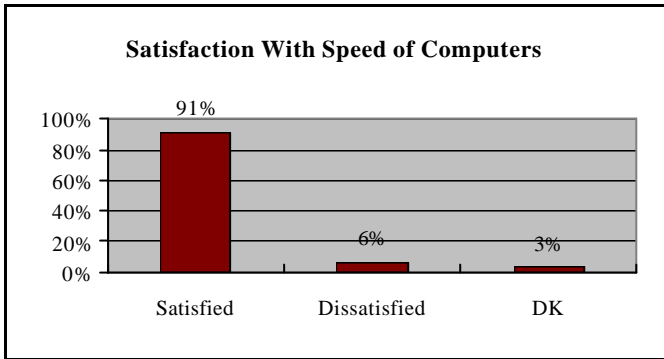
Infocommons Usage



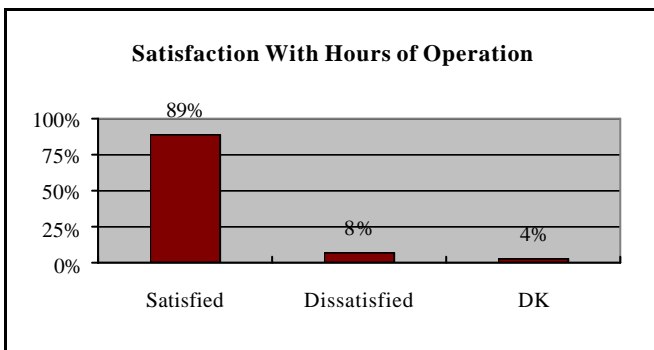
◆ Twenty-two percent (22%) report using Infocommons on a daily basis during the past quarter, while 36% said they never used it.



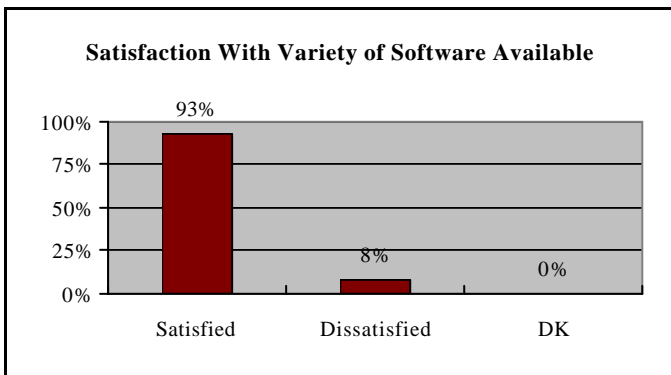
◆Twenty-seven percent (27%) of Infocommons users indicate they almost always have to wait to get a computer in the facility. The majority (65%) of users encounter a wait sometimes or rarely.



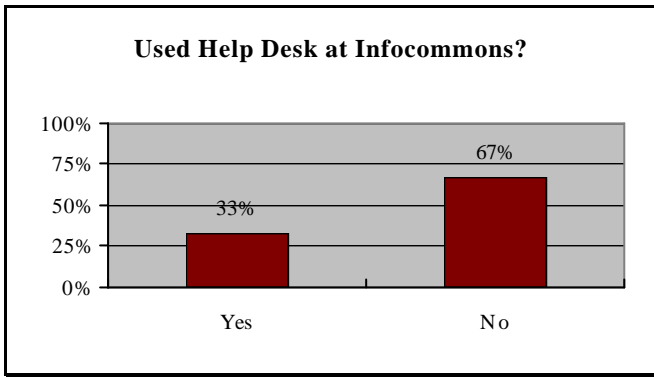
◆The speed of the Infocommons computers is satisfactory to the vast majority of users (91%).



◆Most Infocommons users are satisfied with its hours of operation (89%).



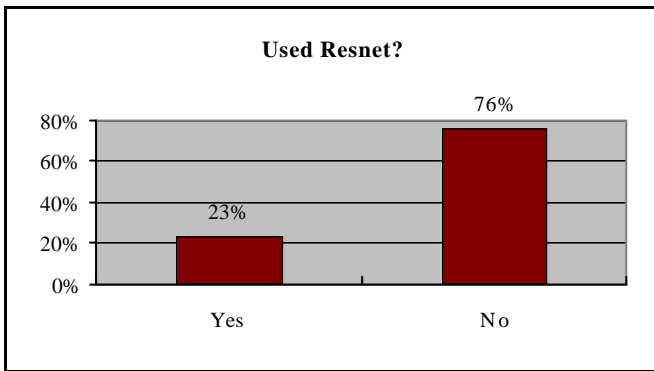
◆Most users are satisfied with the variety of software available to them at Infocommons (93%).



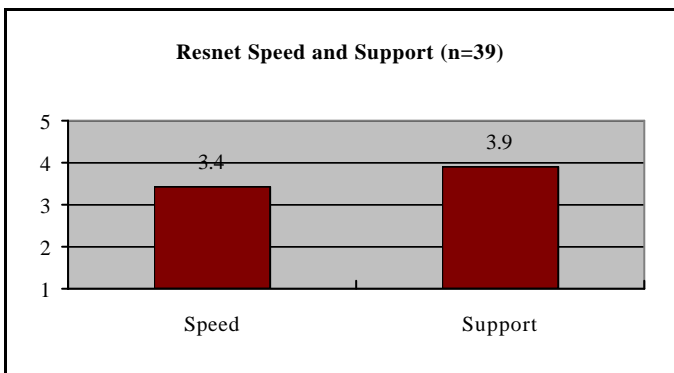
◆ Two-thirds of the students reported not having used the HELP Desk that is on the premises at Infocommons.

Of those that did use the service (n=37), 81% report that their problem was resolved satisfactorily.

RESNET Usage

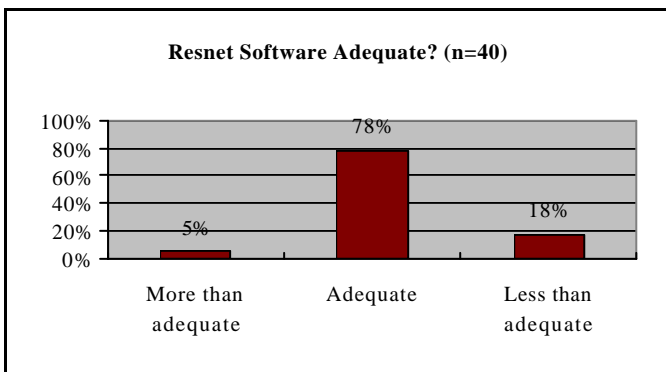


◆ Only 23% of students interviewed said they had currently or recently used RESNET. Most accessed RESNET through a room hook-up as opposed to a RESNET CLUSTER (a computer room located in many of the residential buildings).



◆ On a five-point scale, students rated their RESNET HOOK-UP positively in terms of speed and support.

[Note: 1=very slow and 5=very fast, and 1=very poor support and 5=very good support, respectively.]



◆ The majority of students (78%) indicate the software available through RESNET CLUSTERS is adequate for their purposes. The speed of the connection is rated very high at 4.7 on a five-point scale where 5= very fast.