



Computer Services Survey (01-02-1)
March 2002

During the Fall 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.

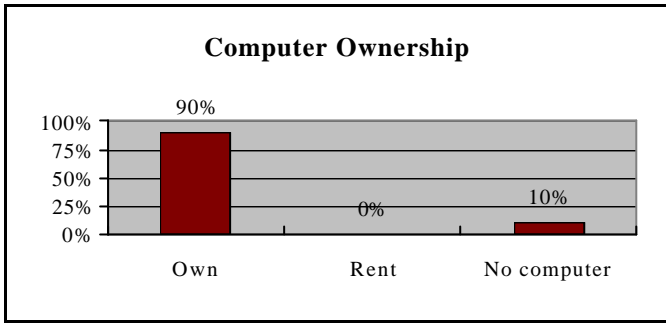
Executive Summary

Ninety percent (90%) 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. Sixty-eight percent (68%) are required to have an e-mail account for at least one of their courses, although 65% use non-NU based service. Eighty-two percent (82%) had at least one course in which they used a computer for purposes other than word processing. Seventy-three percent (73%) said they use Interactive Self-service, with the primary reason being to access the Registrar's system. Slightly less than three quarters of the respondents (70%) 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. Just over a third (35%) of students use RESNET, and hook-up speeds were rated as average.

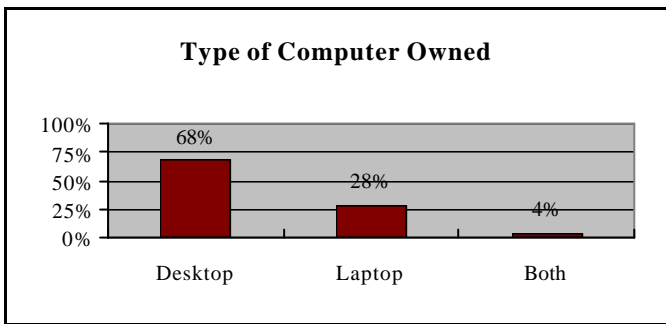
Respondent Characteristics:

<u>College</u>	<u>n</u>	<u>%</u>	<u>Gender</u>	<u>n</u>	<u>%</u>
Arts & Sciences	188	39%	Male	226	47%
Bouvé	64	13	Female	<u>253</u>	<u>53</u>
Business Administration	90	19		479	100%
Computer Science	19	4	<u>Residence</u>	<u>n</u>	<u>%</u>
Criminal Justice	35	7	Home with parents	68	14%
Engineering	40	8	NU residence facility	242	51
Engineering Technology	10	2	Non-university housing	<u>169</u>	<u>35</u>
University College	15	3		479	100%
Unknown	<u>18</u>	<u>4</u>	<u>Final Disposition of the Sample</u>	<u>n</u>	<u>%</u>
	479	100%	Completed interviews	479	26%
<u>Class Year</u>	<u>n</u>	<u>%</u>	Contacted, but refused	327	18
Freshman	137	29%	Not contacted	300	16
Sophomore	96	20	Phone numbers unavailable	711	39
Middler	78	16	Ineligible/unusable	<u>13</u>	<u>1</u>
Junior	74	16		1830	100%
Senior	92	19			
Other	<u>2</u>	<u>0</u>			
	479	100%			

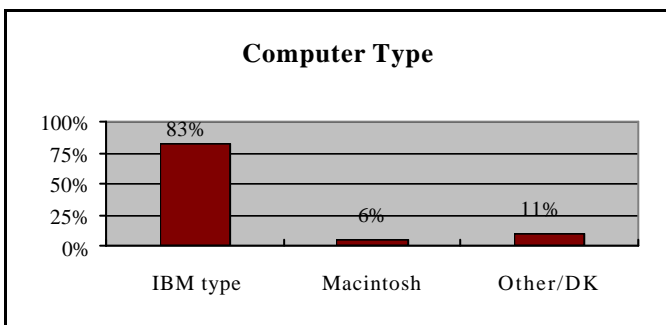
Computer Usage



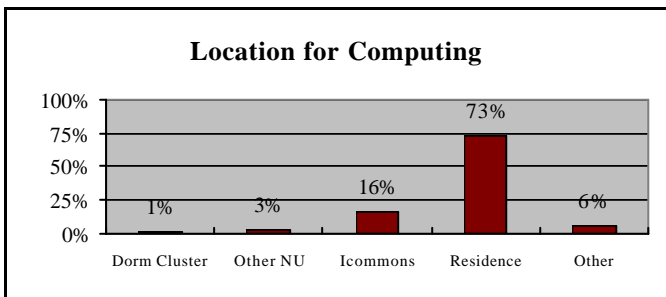
◆ Ninety percent (90%) of the students surveyed reported owning their own computer.



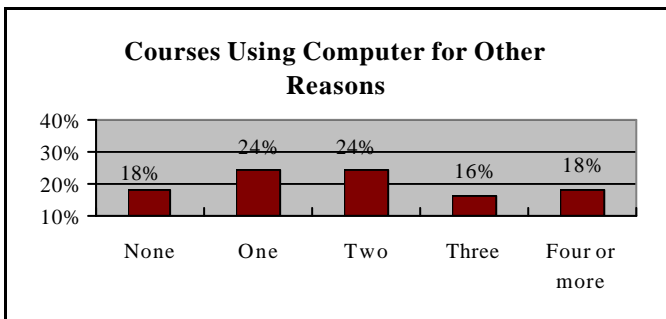
◆ Of those that own their own computer, 68% own a desktop computer, while 28% own a laptop. Another 4% own both.



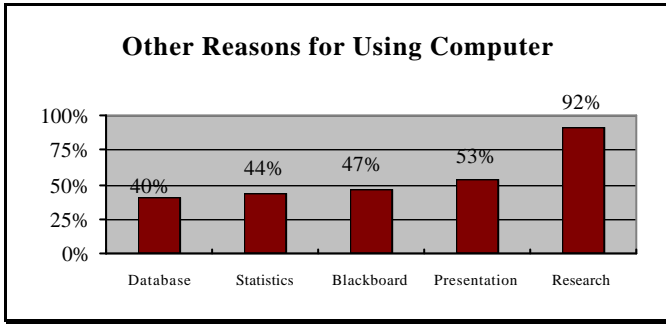
◆ Of those that own their own computer, 83% have a machine that is IBM compatible.



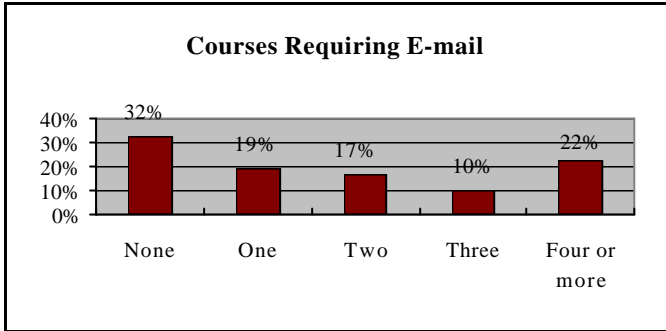
◆ Nearly three quarters of the respondents (73%) report that they most frequently do their computer work at their place of residence.



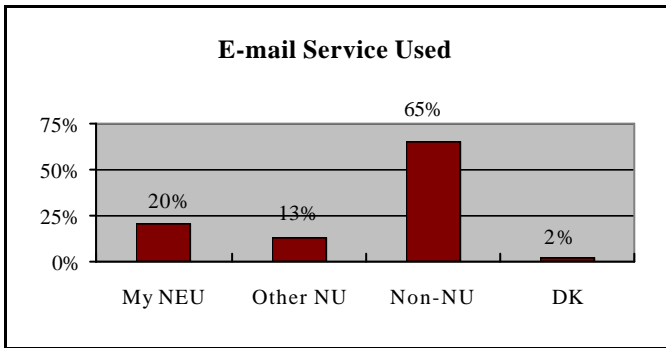
◆ Eighty-two percent (82%) of respondents had at least one course in which they used a computer for purposes other than word processing.



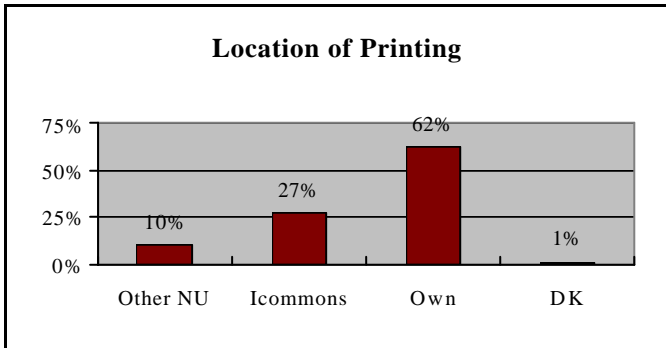
◆ Of those who use their computer for course work other than word processing, most use it for research, followed by presentations, Blackboard services, statistics and analysis, and database work.



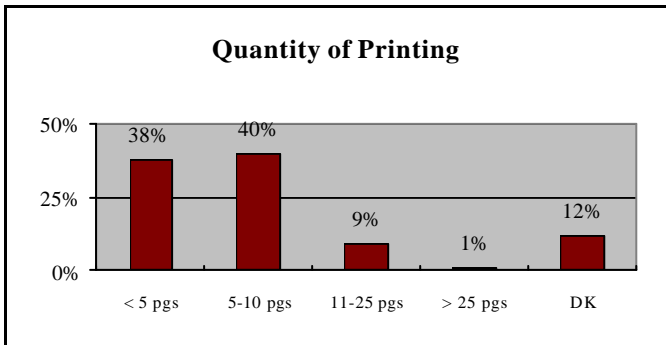
◆ Sixty-eight percent (68%) of respondents indicated they are required to have an e-mail account for at least one of their courses.



◆ Sixty-five percent (65%) of students using e-mail said that they use a non-NU service.

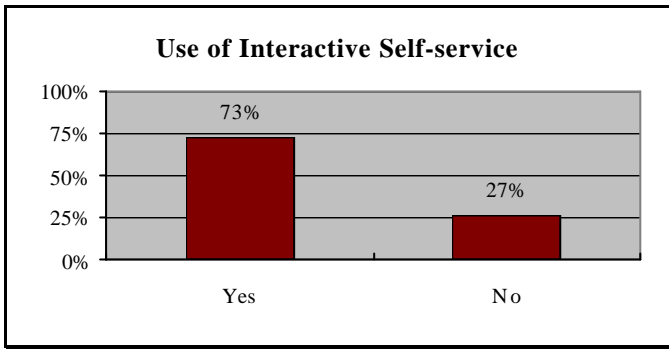


◆ Nearly two thirds (62%) report that they do their computer printing on their personal printer, while 37% indicate they use a university computer.

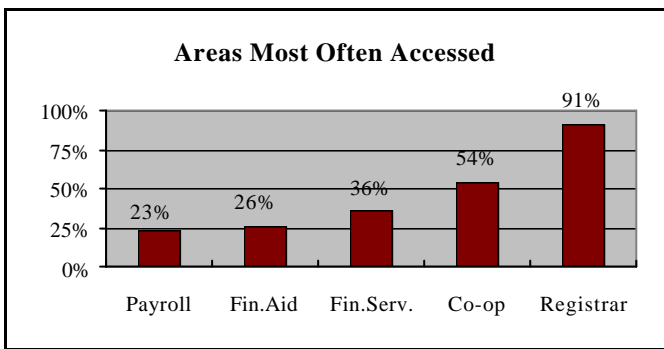


◆ Of those using a University printer, 38% of the students said they usually print less than 5 pages at any one time. Another 40% say they usually print 5 to 10 pages at any one time.

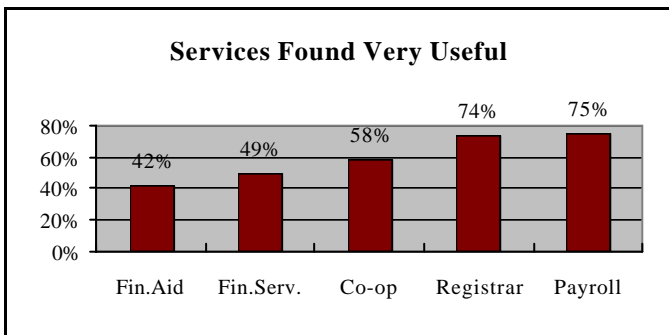
Interactive Self-service



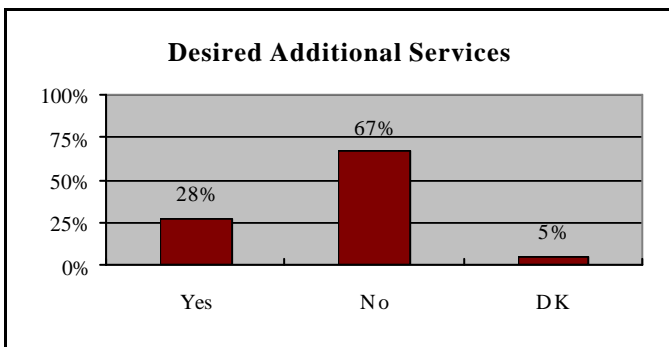
◆ Seventy-three percent (73%) of students use Northeastern’s Interactive Self-Service.



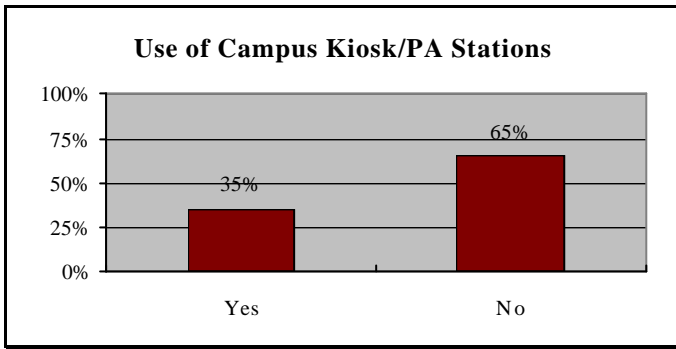
◆ The Registrar’s area is the area most often accessed by those using Interactive Self-service (91%).



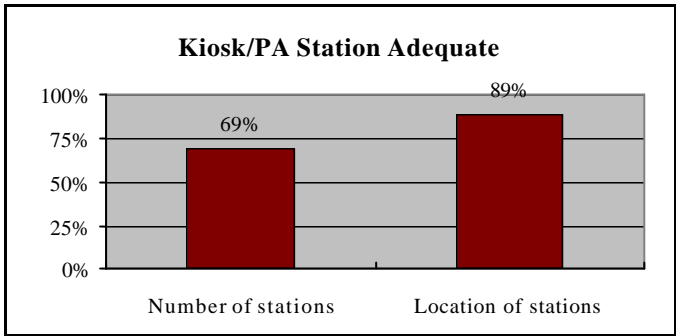
◆ Three out of four students accessing the Payroll and Registrar area via Web Self-service indicate that the service is “very useful” for them.



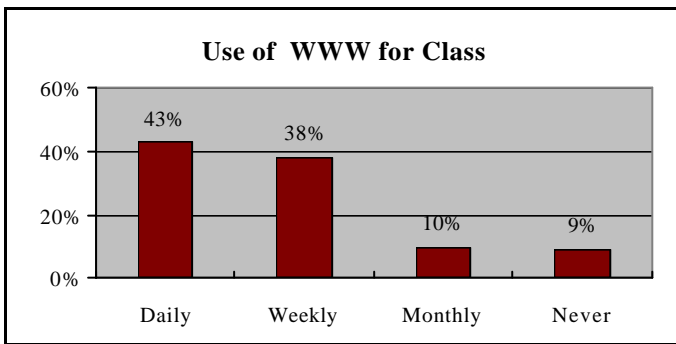
◆ Less than a third (28%) of those that use Interactive Self-service indicate they would like additional services to be made available online. Primarily, they would like the ability to register for courses.



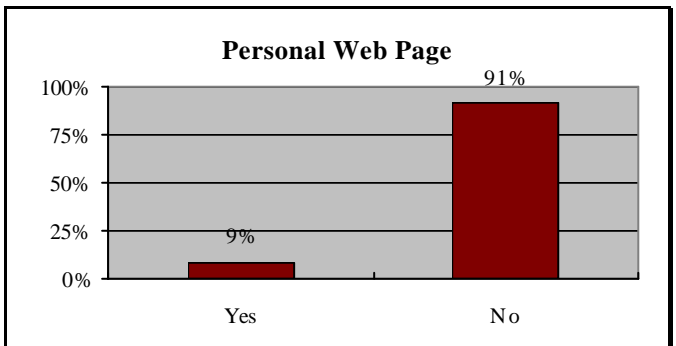
◆ Approximately one third (35%) of the students interviewed indicated they had recently used a campus kiosk or other public-access computer station.



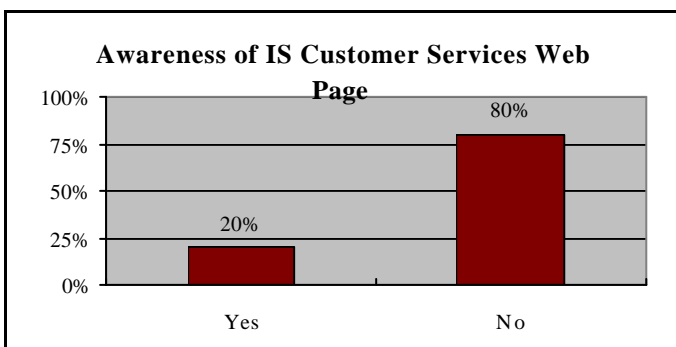
◆ Those that use the kiosks or public-access computer stations find the number of stations, and their locations to be adequate. Students rated the reliability just above average ($\bar{X}=3.5$) on a five point scale, where 1=Not Very Reliable and 5=Very Reliable.



◆ Eighty-one percent (81%) of students interviewed reported accessing the World Wide Web at least once a week as part of their class work.

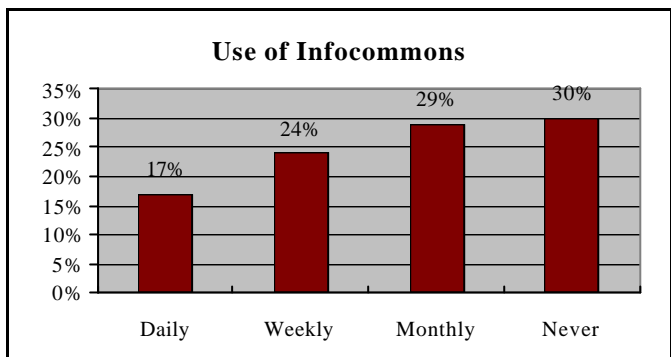


◆ Most students do not have their own web page.

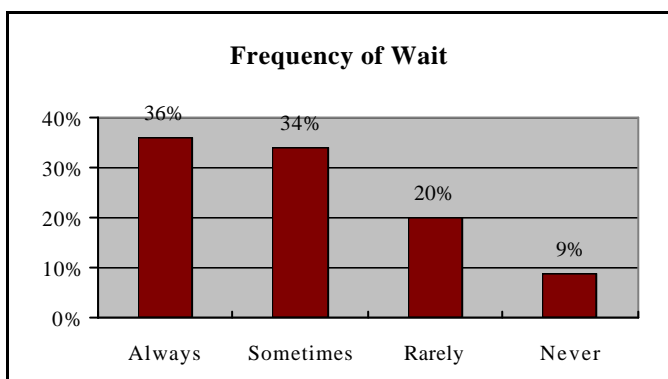


◆ Most students (80%) are not aware of the IS Customer Service Web Page. Of those who are aware, one fifth have used it. All who used it were satisfied.

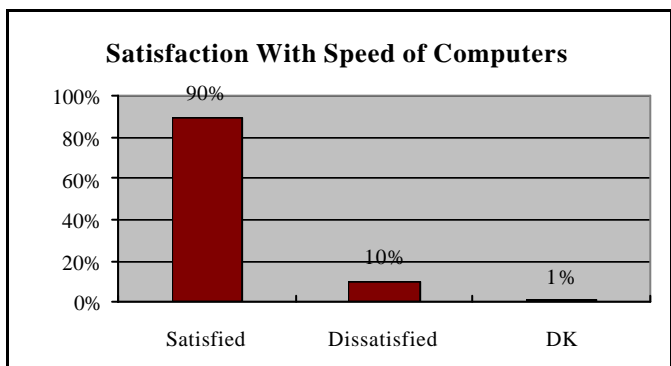
Infocommons Usage



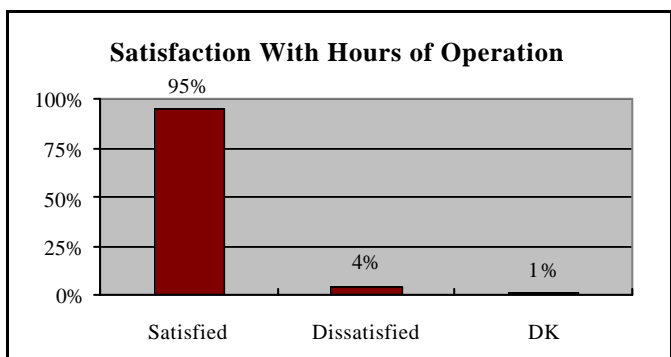
◆ Seventeen percent (17%) report using Infocommons on a daily basis during the quarter, while 30% say they never used it.



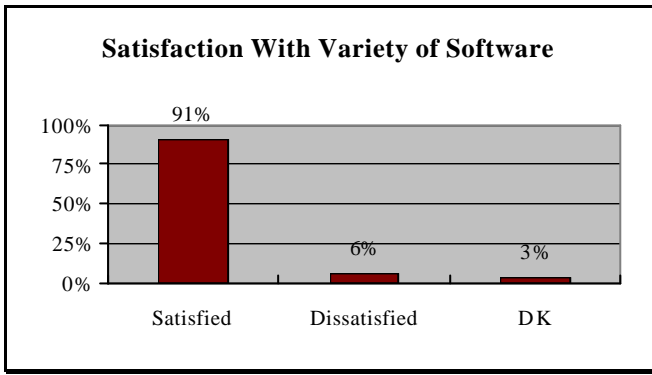
◆ Thirty-six percent (36%) of Infocommons users indicate they “always” or “most of the time” have to wait for a computer in the facility. Fifty-four percent (54%) of users encounter a wait occasionally.



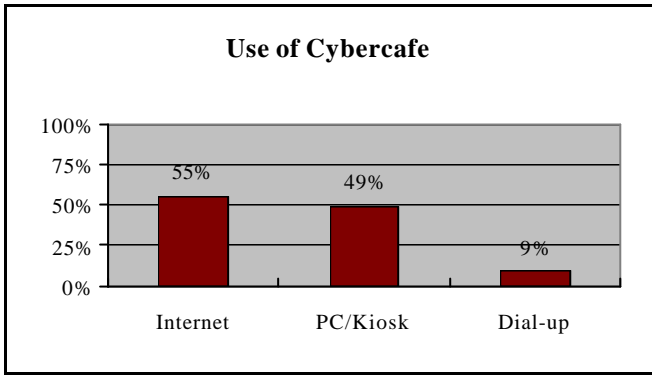
◆ The speed of the Infocommons computers is satisfactory to the vast majority of users (90%).



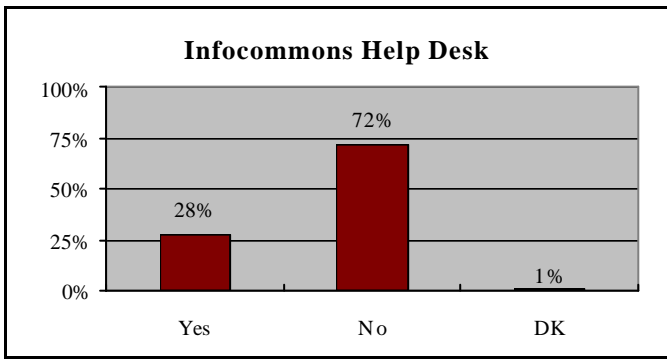
◆ Most Infocommons users are satisfied with its hours of operation (95%).



◆ Most users are satisfied with the variety of software available to them at Infocommons (91%).

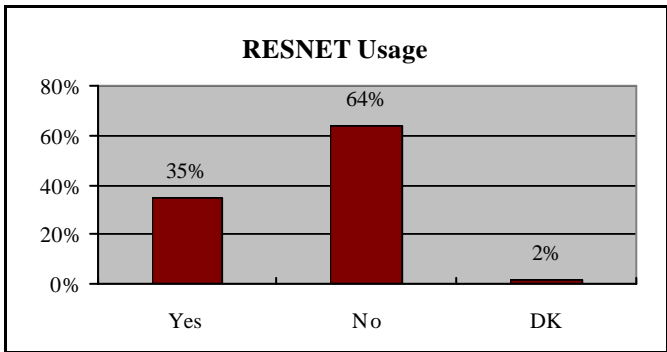


◆ Of the students that use the Cybercafe, most use an internet connection or a PC or Kiosk.

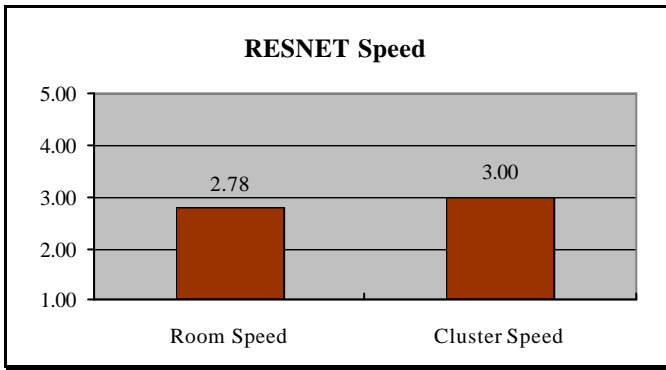


◆ Nearly three quarters (72%) of the students reported not having used the Help Desk located in Infocommons. All who did use it were satisfied.

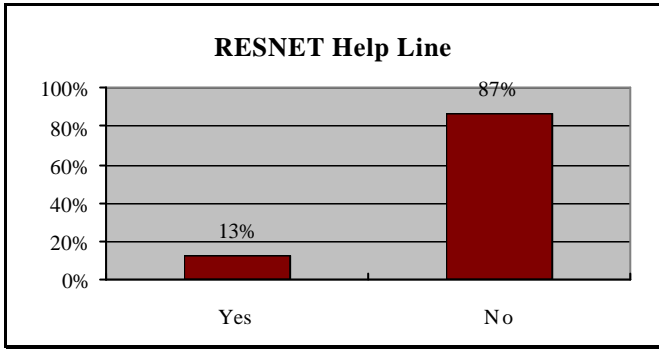
RESNET Usage



◆ Just over one-third (35%) of students have currently or recently used RESNET. Of these, 94% have access via room hook-up as opposed to a cluster hook-up.



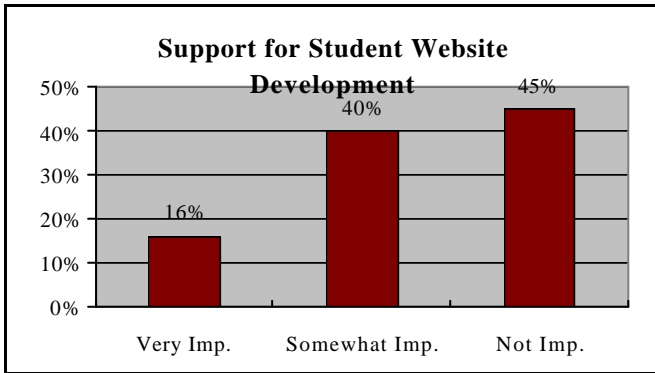
◆ On a five-point scale, where 1=Very Slow and 5=Very Fast, students rated the cluster hook-up as average in speed ($\bar{X}=3.0$) and the room hook-up speed just slightly lower ($\bar{X}=2.8$).



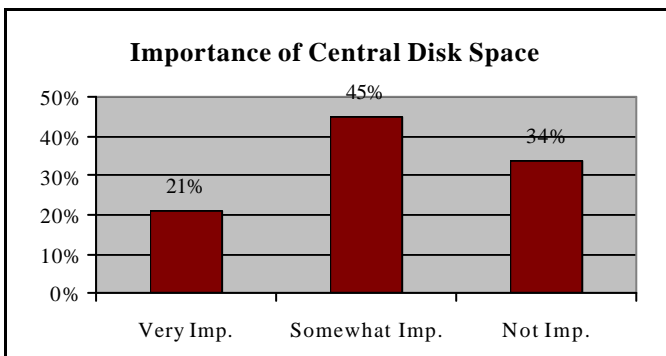
◆ Only thirteen percent (13%) of the RESNET users utilized the RESNET help line. Of those, 77% have called for assistance with service problems and 68% have called for online registration. Using a five-point scale, where 1=Very Poor and 5=Very Good, students using the Resource Center rated the support as average ($\bar{X}=3.1$).

New Services Being Explored

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



◆ Fifty-six (56%) of respondents felt it was important to have formal support for the development of student web sites.



◆ When asked how important it is to have central disk space so they could store information on the NU system. Twenty-one percent (21%) felt it was very important while forty-five (45%) felt it was somewhat important.