

Q1 Please enter the number of devices (laptop, smartphone, tablet, etc.) that you brought to campus and connect to the wireless network.

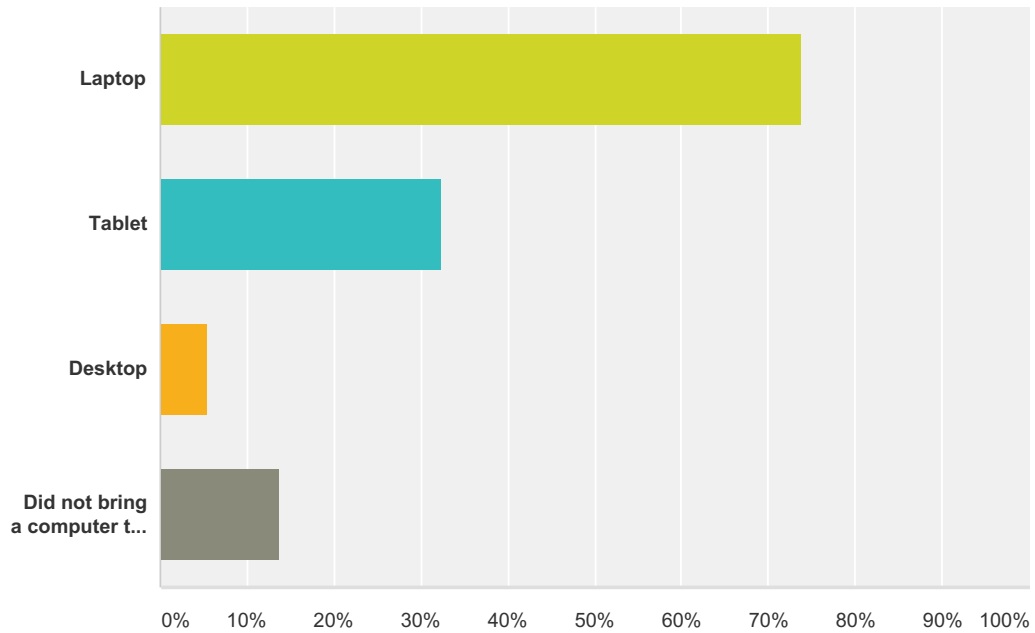
Answered: 536 Skipped: 0

Campuswide the average is two devices per student

To help follow why some questions were answered and others skipped I will provide the logic in red font showing where that response sent the students for their next question.

Q2 Please select the type of computer you brought to campus. Select all that apply.

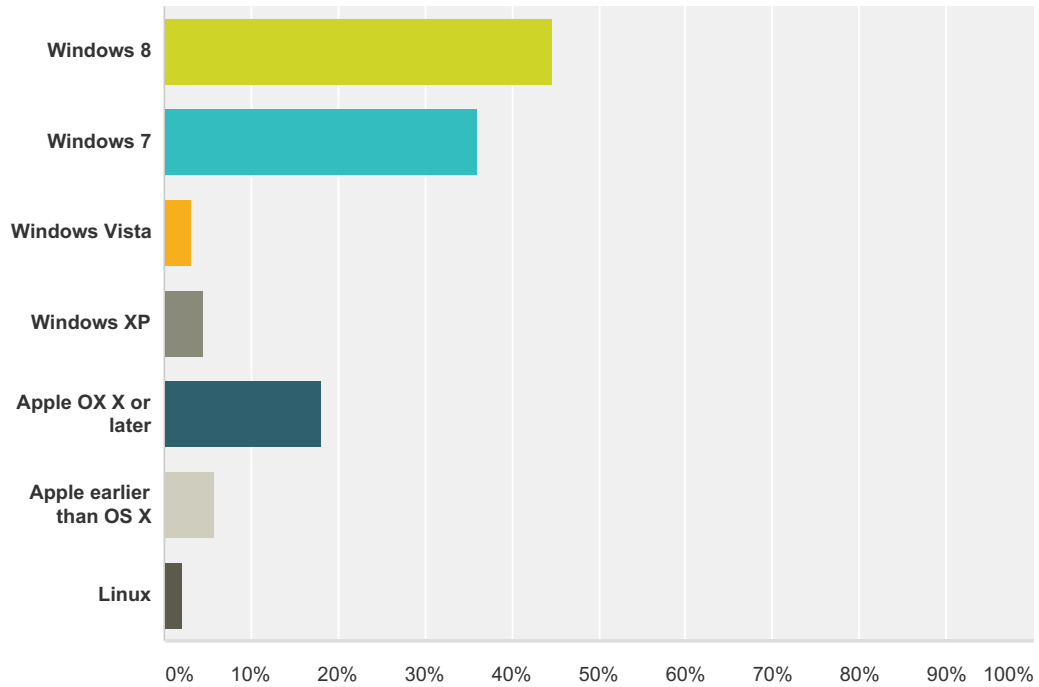
Answered: 532 Skipped: 4



Answer Choices	Responses
Laptop Q3	73.87% 393
Tablet Q3	32.33% 172
Desktop Q3	5.45% 29
Did not bring a computer to campus Q5	13.72% 73
Total Respondents: 532	

Q3 Select the type of operating system currently installed on the computer(s) you brought to campus. Please select all that apply

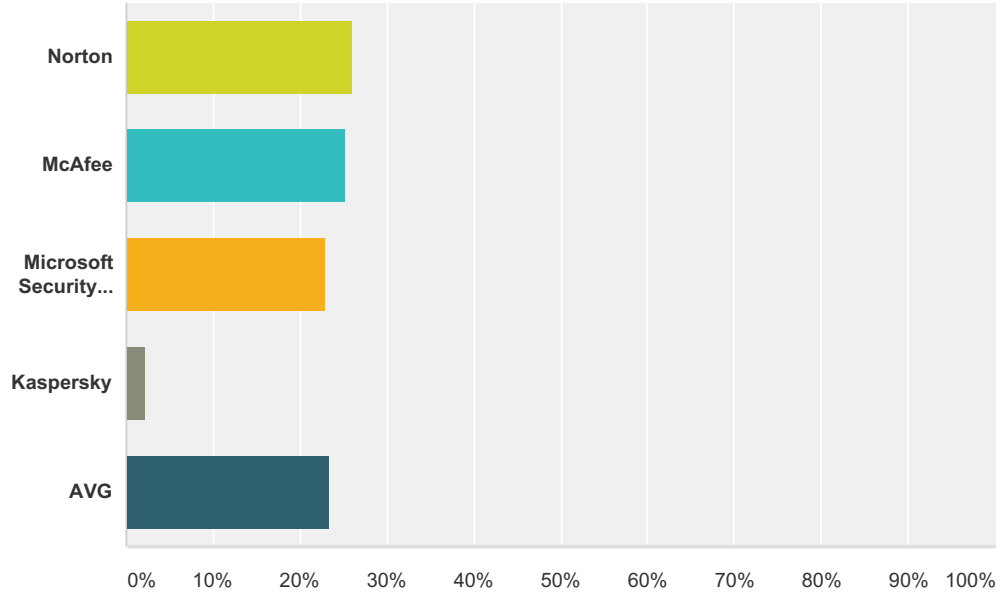
Answered: 458 Skipped: 78



Answer Choices	Responses
Windows 8 Q4	44.76% 205
Windows 7 Q4	36.03% 165
Windows Vista Q4	3.06% 14
Windows XP Q4	4.59% 21
Apple OS X or later Q5	18.12% 83
Apple earlier than OS X Q5	5.90% 27
Linux Q5	2.18% 10
Total Respondents: 458	

Q4 Please select or provide the type of anti-virus software currently running on your personal computer.

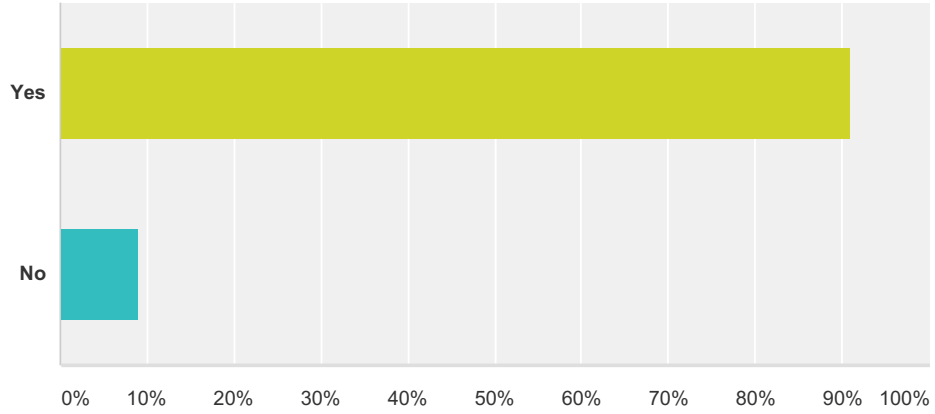
Answered: 384 Skipped: 152



Answer Choices	Responses	Count
Norton	26.04%	100
McAfee	25.26%	97
Microsoft Security Essentials	22.92%	88
Kaspersky	2.34%	9
AVG	23.44%	90
Total		384

Q5 Did you bring a smartphone or portable device to SSU to connect to the wireless network provided on campus?

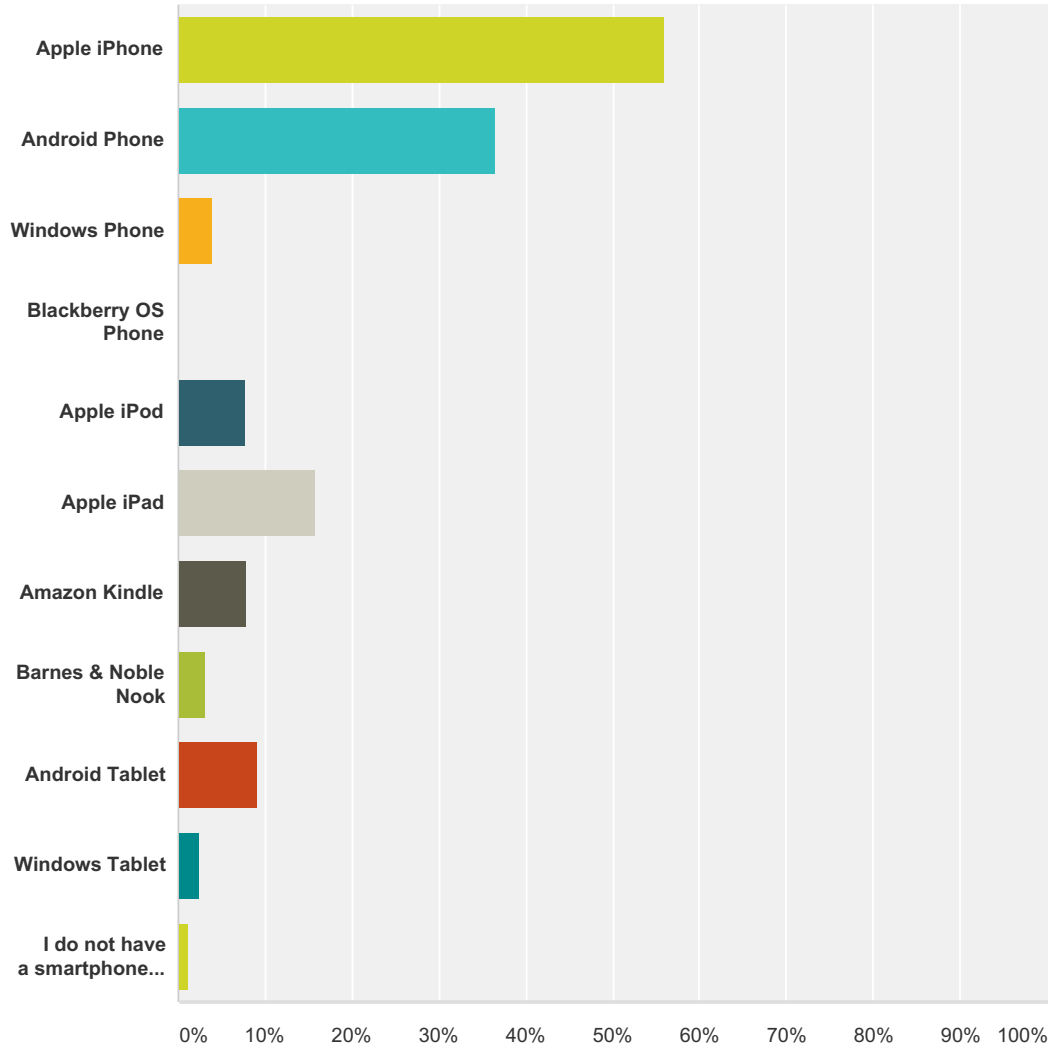
Answered: 522 Skipped: 14



Answer Choices	Responses
Yes Q6	91.00% 475
No Q7	9.00% 47
Total	522

Q6 Select all the smartphones and/or portable devices (excluding laptops) that you brought to SSU.

Answered: 477 Skipped: 59



Answer Choices	Responses
Apple iPhone	55.97% 267
Android Phone	36.48% 174
Windows Phone	3.98% 19
Blackberry OS Phone	0.21% 1
Apple iPod	7.76% 37
Apple iPad	15.93% 76
Amazon Kindle	7.97% 38

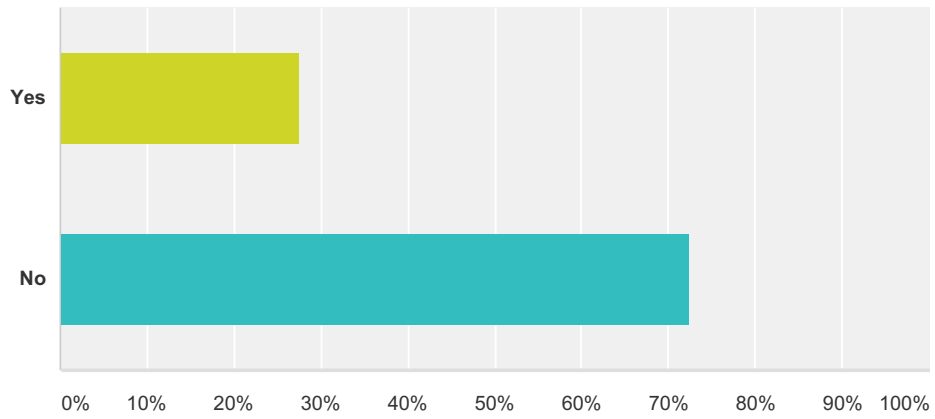
Campuswide Student Survey 2014

Barnes & Noble Nook	3.14%	15
Android Tablet	9.22%	44
Windows Tablet	2.52%	12
I do not have a smartphone or portable device that I connect	1.26%	6
Total Respondents: 477		

After answering this question students were sent to Q8

Q7 Do you live in Shawnee State Housing?

Answered: 47 Skipped: 489

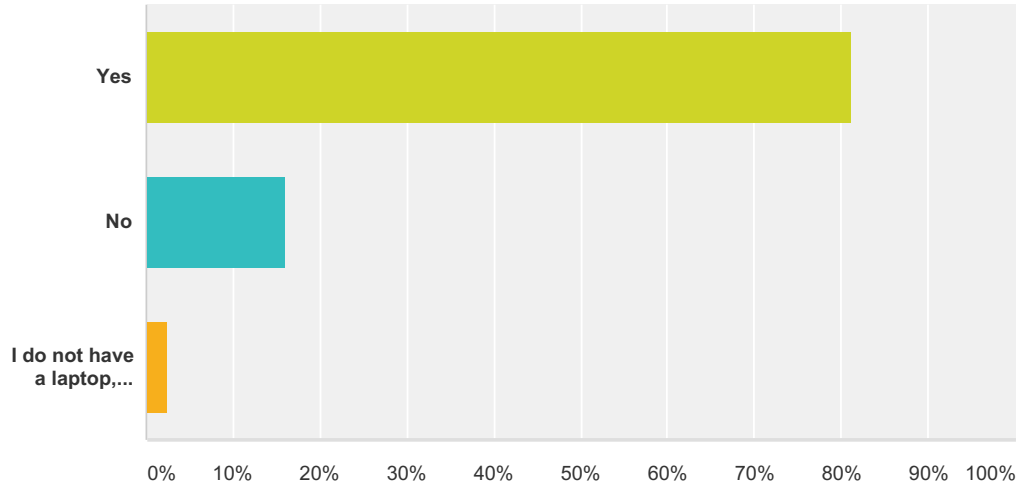


Answer Choices	Responses	
Yes Q12	27.66%	13
No Q8	72.34%	34
Total		47

Housing students were asked the support questions in the Housing Survey 2014.

Q8 Were you able to connect your personal laptop, smartphone or portable device to the wireless network without assistance?

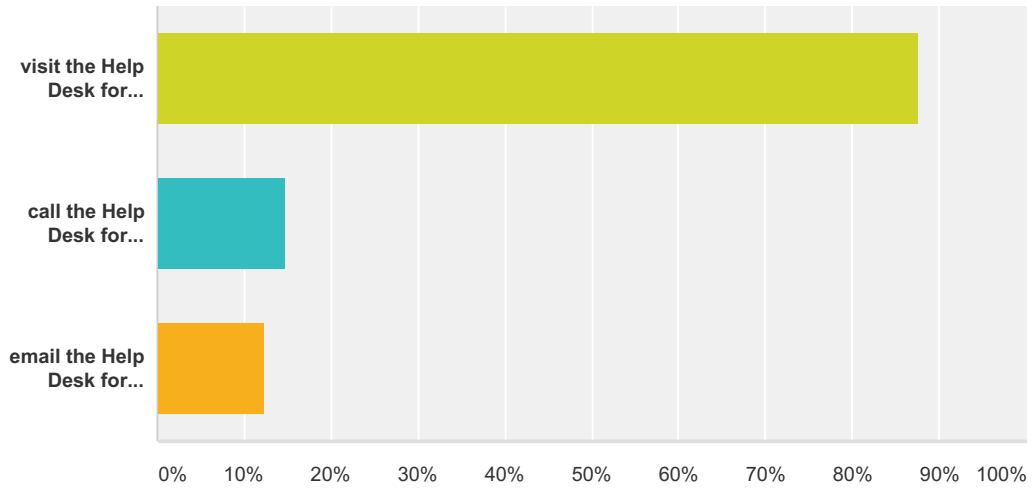
Answered: 508 Skipped: 28



Answer Choices	Responses
Yes Q12	81.30% 413
No Q9	16.14% 82
I do not have a laptop, smartphone or portable device that I connect at SSU Q12	2.56% 13
Total	508

Q9 If you received assistance to connect a device to the wireless network from the UIS Help Desk did you...(please check all that apply)?

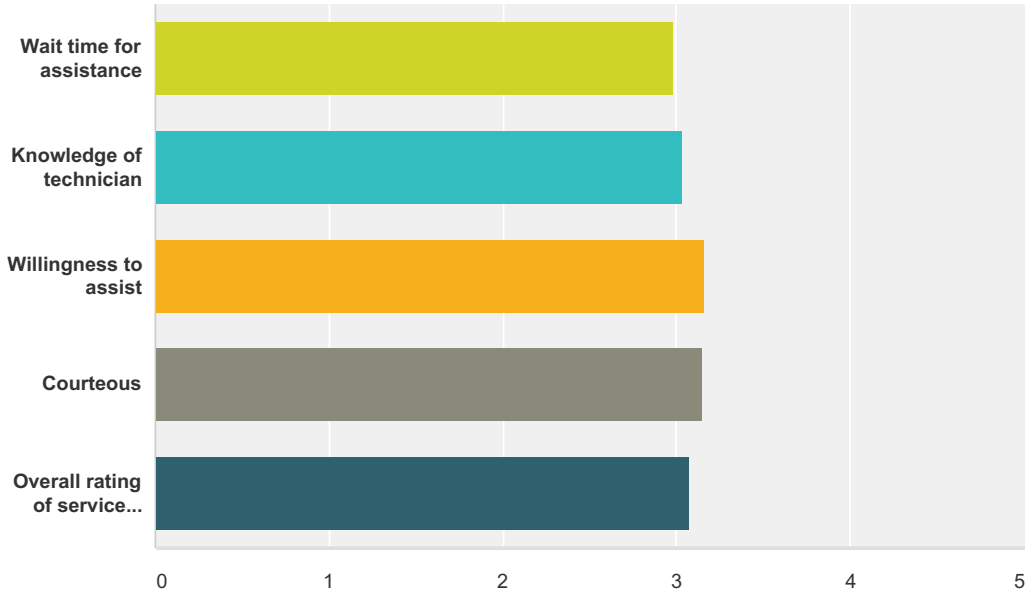
Answered: 81 Skipped: 455



Answer Choices	Responses
visit the Help Desk for assistance in connecting the device.	87.65% 71
call the Help Desk for assistance.	14.81% 12
email the Help Desk for assistance.	12.35% 10
Total Respondents: 81	

Q10 If you received assistance to connect a device to the wireless network at SSU, how would you rate the service that was provided

Answered: 81 Skipped: 455



	Excellent	Good	Fair	Poor	No Opinion	Total	Weighted Average
Wait time for assistance	45.68% 37	33.33% 27	3.70% 3	8.64% 7	8.64% 7	81	2.99
Knowledge of technician	45.00% 36	35.00% 28	7.50% 6	3.75% 3	8.75% 7	80	3.04
Willingness to assist	51.25% 41	31.25% 25	7.50% 6	2.50% 2	7.50% 6	80	3.16
Courteous	51.25% 41	30.00% 24	8.75% 7	2.50% 2	7.50% 6	80	3.15
Overall rating of service provided	47.50% 38	32.50% 26	7.50% 6	5.00% 4	7.50% 6	80	3.08

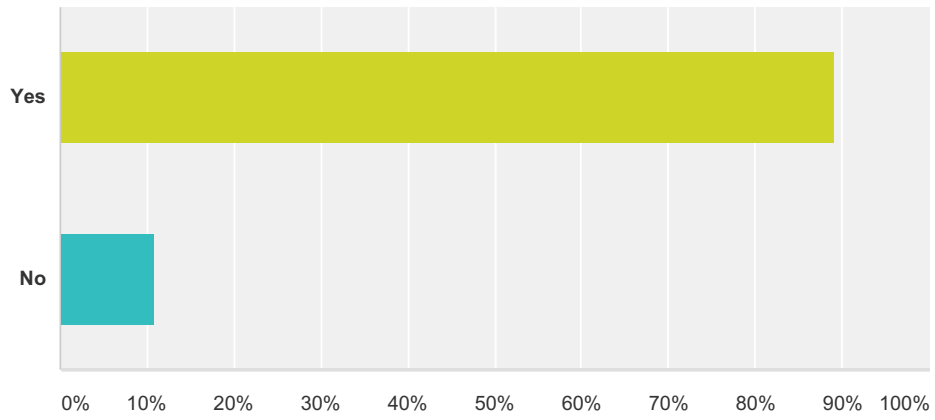
Q11 What can the UIS Help Desk do to improve the service rating provided in previous question?

Answered: 80 Skipped: 456

These comments will be provided in a separate document

Q12 Do you know about SSU Alert and the service it provides to you as a student?

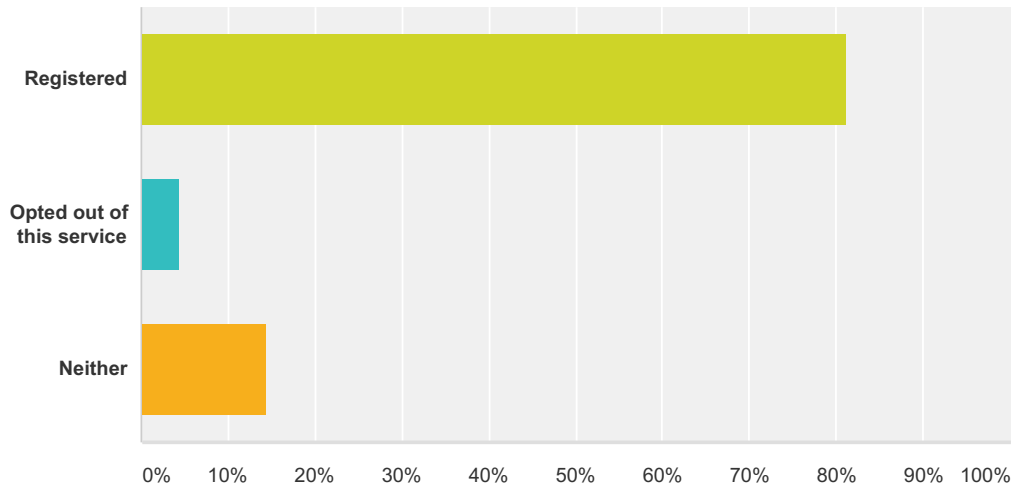
Answered: 518 Skipped: 18



Answer Choices	Responses
Yes Q13	89.19% 462
No Q14	10.81% 56
Total	518

Q13 Have you registered with SSU Alert or Opted out of this service?

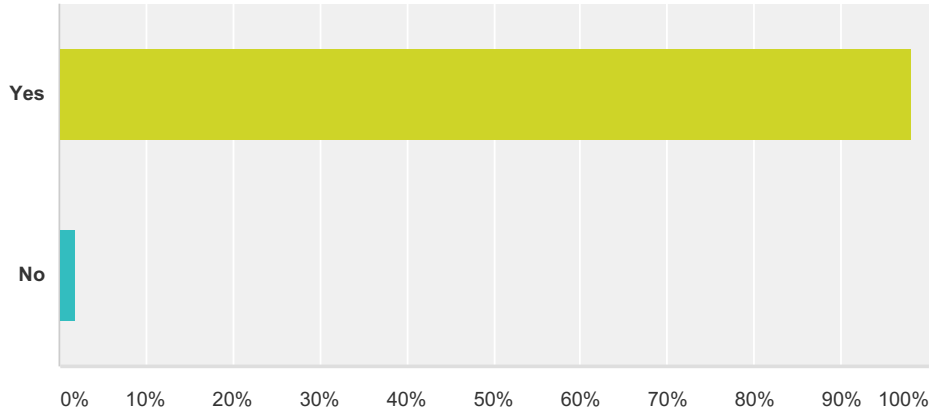
Answered: 463 Skipped: 73



Answer Choices	Responses
Registered Q15	81.21% 376
Opted out of this service Q16	4.32% 20
Neither Q16	14.47% 67
Total	463

Q14 After reviewing and understanding the purpose of SSU Alert, do you feel SSU Alert is an effective method of notifying you in the event of an emergency on or near campus?

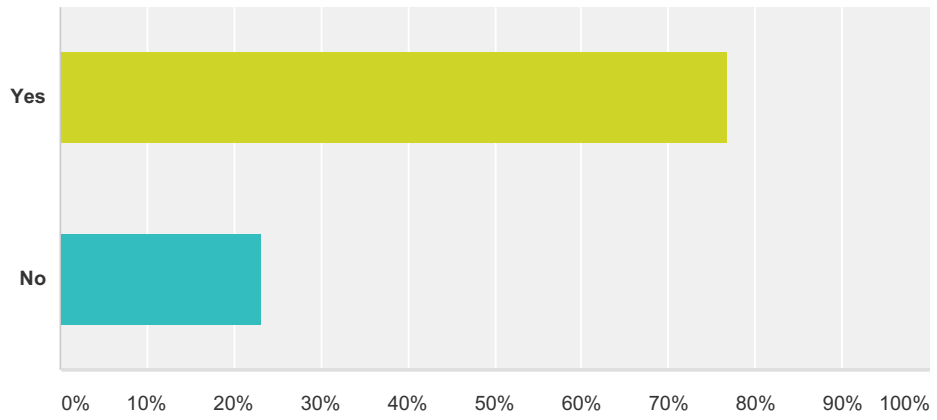
Answered: 56 Skipped: 480



Answer Choices	Responses
Yes Q16	98.21% 55
No Q16	1.79% 1
Total	56

Q15 Have you received any communication from the SSU Alert service?

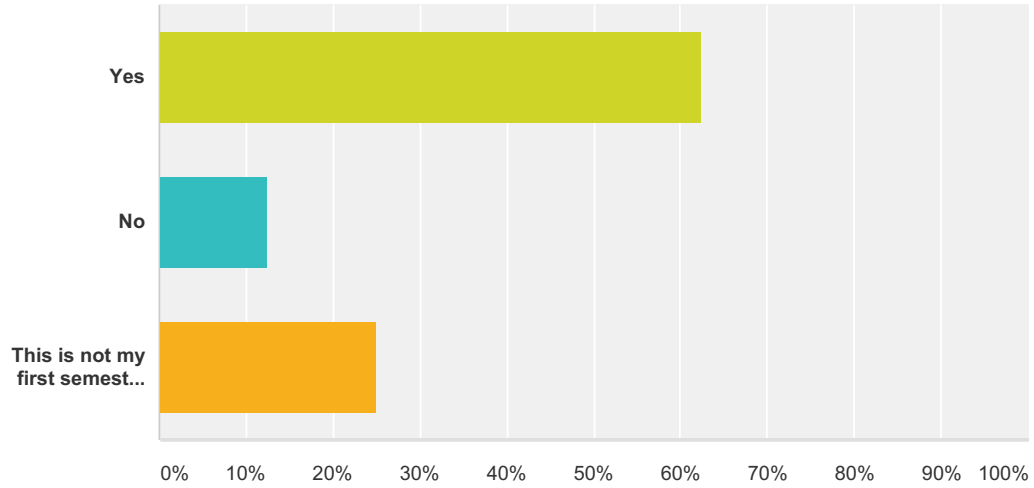
Answered: 377 Skipped: 159



Answer Choices	Responses
Yes	76.92% 290
No	23.08% 87
Total	377

Q16 Were you able to successfully sign into your email (@MyMail.shawnee.edu) account on your first attempt without assistance?

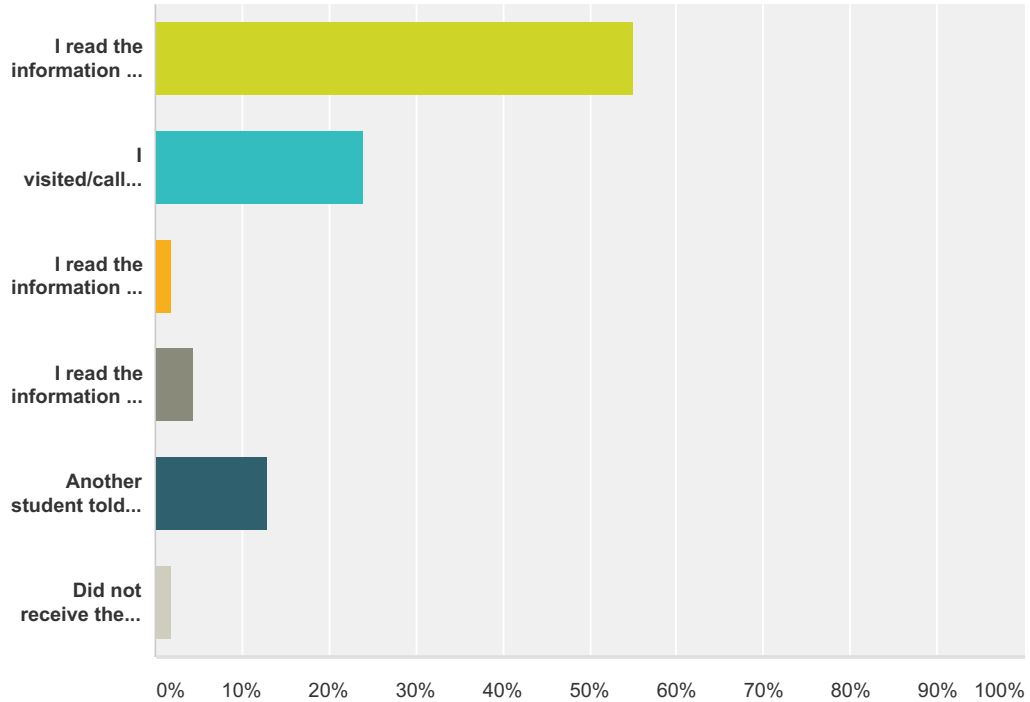
Answered: 517 Skipped: 19



Answer Choices	Responses
Yes Q17	62.48% 323
No Q17	12.57% 65
This is not my first semester at SSU. Q18	24.95% 129
Total	517

Q17 How did you receive the information containing your username and one-time password for your @MyMail.shawnee.edu email account?

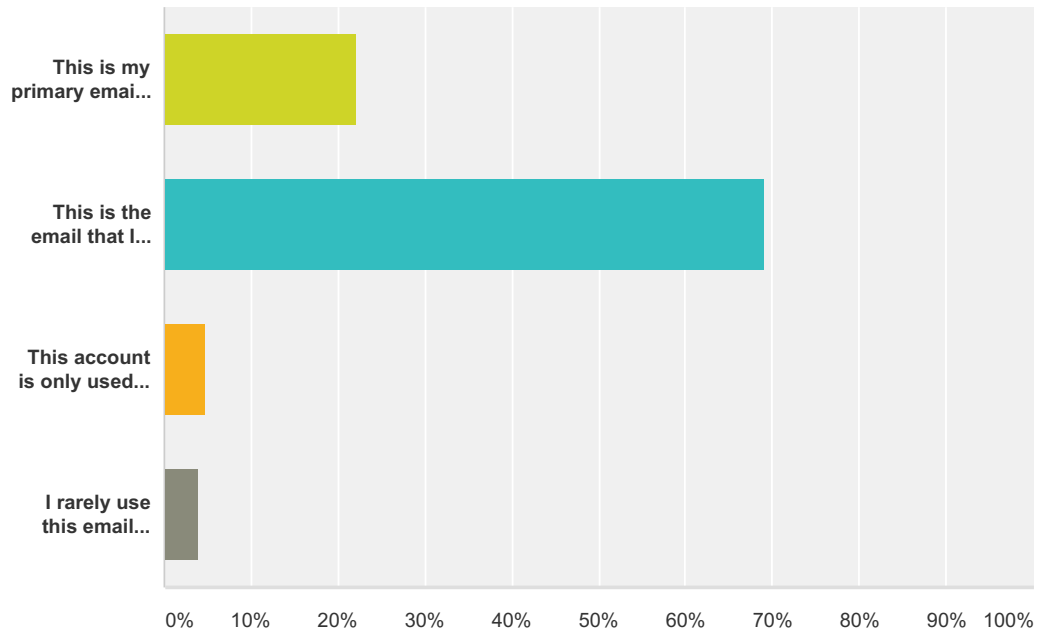
Answered: 388 Skipped: 148



Answer Choices	Responses
I read the information in the Notification Center on MySSU	55.15% 214
I visited/called the Help Desk to get the information	23.97% 93
I read the information in a Help Desk publication	1.80% 7
I read the information on the UIS web site	4.38% 17
Another student told me the information	12.89% 50
Did not receive the information	1.80% 7
Total	388

Q18 How are you using your @MyMail.shawnee.edu email account?

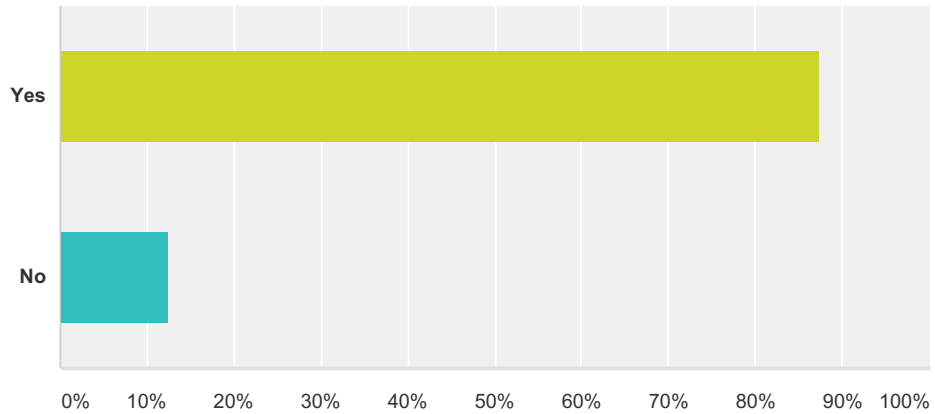
Answered: 517 Skipped: 19



Answer Choices	Responses
This is my primary email address for both personal and school use	22.05% 114
This is the email that I only use for school	69.05% 357
This account is only used as a secondary email account	4.84% 25
I rarely use this email account	4.06% 21
Total	517

Q19 Are you aware that a Notification Center is found in MySSU Student Portal that contains all important notices regarding the business of being a student at Shawnee State University?

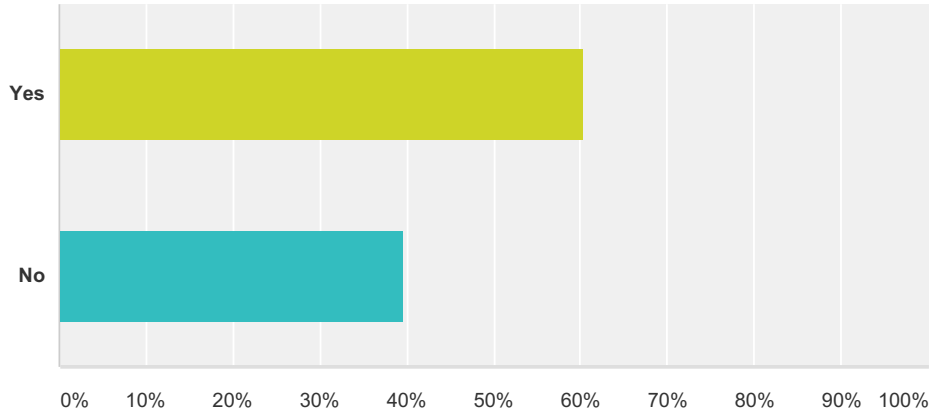
Answered: 517 Skipped: 19



Answer Choices	Responses
Yes	87.43% 452
No	12.57% 65
Total	517

Q20 Were you aware that you could enroll for self-service password reset/change feature for all your accounts at Shawnee State?

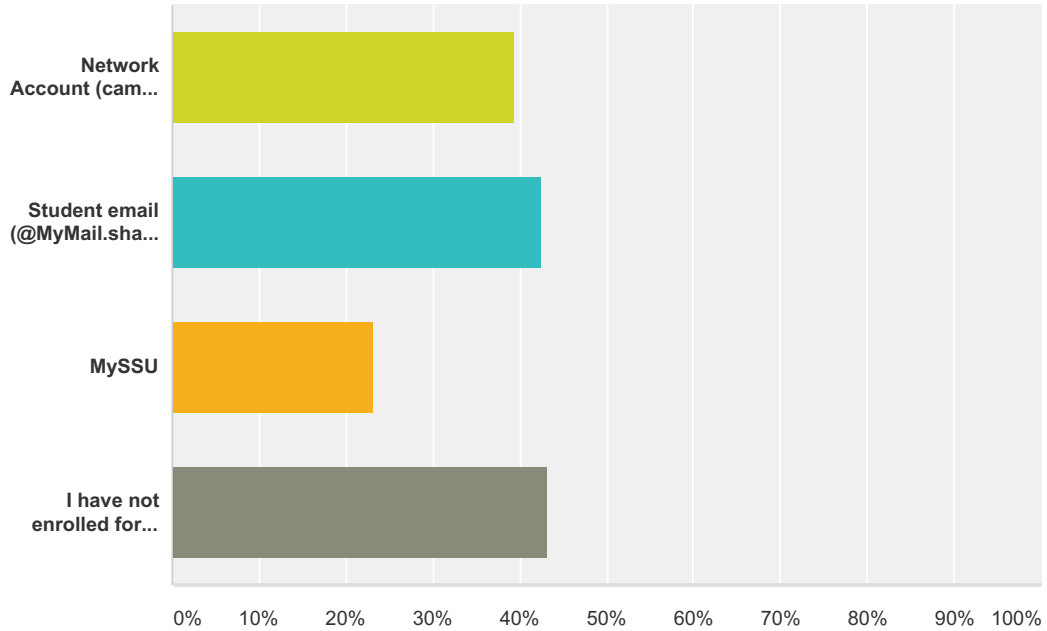
Answered: 517 Skipped: 19



Answer Choices	Responses	
Yes Q21	60.35%	312
No Q22	39.65%	205
Total		517

Q21 Have you enrolled for the self-service password reset for the accounts listed below? (Please select all that apply)

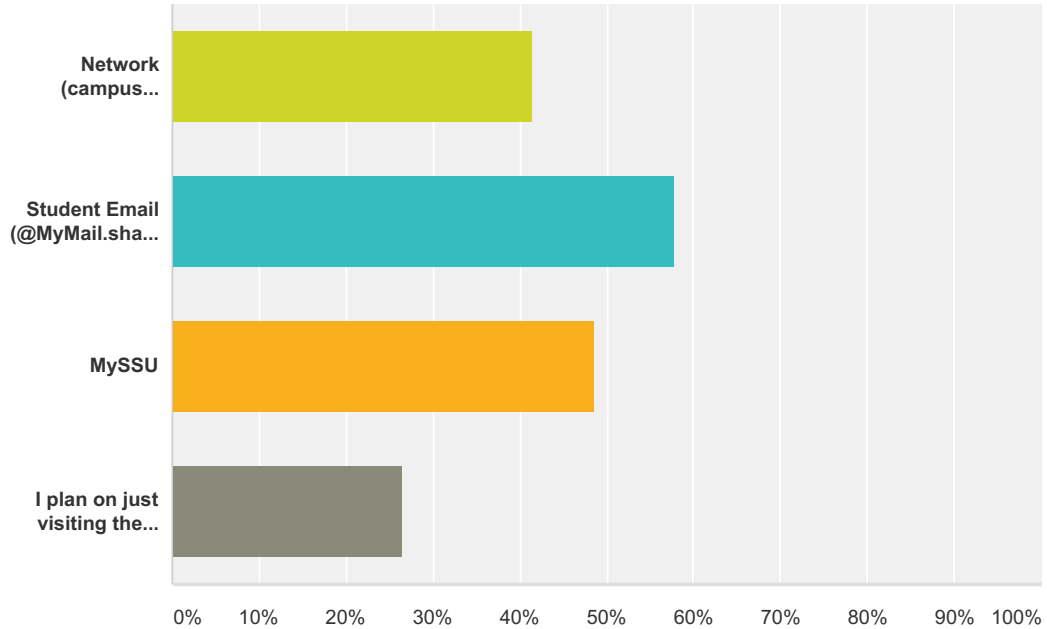
Answered: 312 Skipped: 224



Answer Choices	Responses
Network Account (campus computers, wireless connection, library resources) Q23	39.42% 123
Student email (@MyMail.shawnee.edu) Q23	42.63% 133
MySSU Q23	23.08% 72
I have not enrolled for any self-service password reset options Q22	43.27% 135
Total Respondents: 312	

Q22 Knowing the benefit that self-service password reset feature can offer, please indicate the accounts you plan on enrolling. (Please select all that apply)

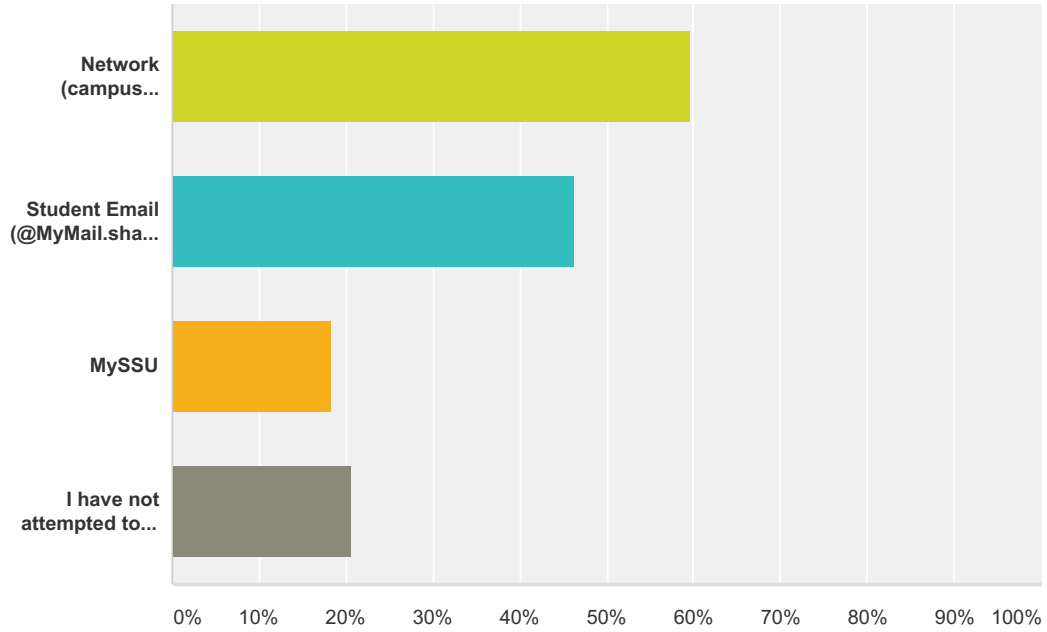
Answered: 335 Skipped: 201



Answer Choices	Responses
Network (campus computers, wireless connection, library resources) Q24	41.49% 139
Student Email (@MyMail.shawnee.edu) Q24	57.91% 194
MySSU Q24	48.66% 163
I plan on just visiting the Help Desk with a picture ID Q24	26.57% 89
Total Respondents: 335	

Q23 Have you ever had to use the self-service password reset feature for any of your SSU accounts? (Please select all that apply)

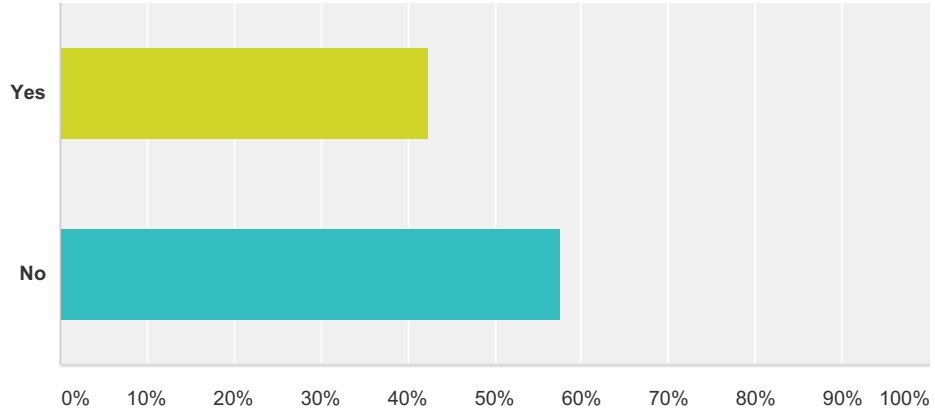
Answered: 179 Skipped: 357



Answer Choices	Responses
Network (campus computers, wireless connection, library resources)	59.78% 107
Student Email (@MyMail.shawnee.edu)	46.37% 83
MySSU	18.44% 33
I have not attempted to reset a password through self-service	20.67% 37
Total Respondents: 179	

Q24 Have you previously reviewed Shawnee State's published statement concerning P2P networks?

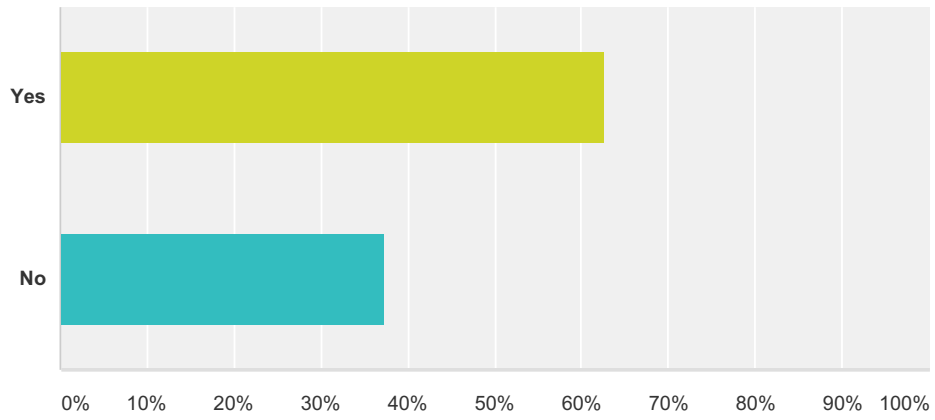
Answered: 514 Skipped: 22



Answer Choices	Responses
Yes	42.41% 218
No	57.59% 296
Total	514

Q25 Were you aware that this program existed for Shawnee State students?

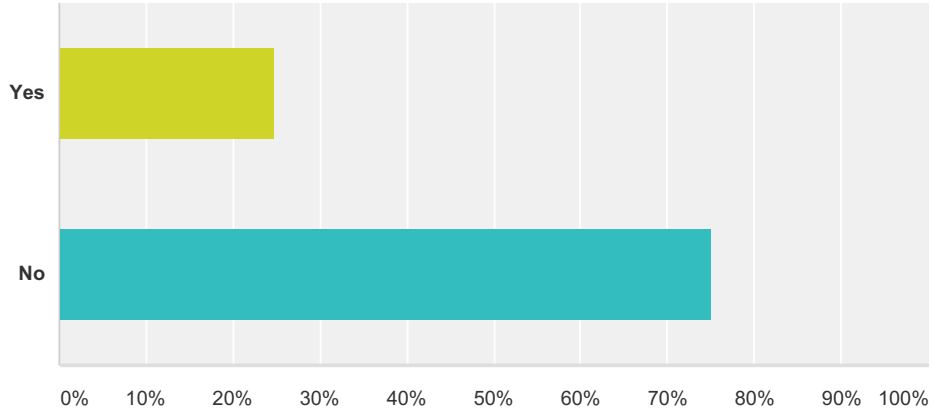
Answered: 512 Skipped: 24



Answer Choices	Responses
Yes Q26	62.70% 321
No Q27	37.30% 191
Total	512

Q26 Have you purchased Microsoft software through Shawnee State University's agreement with Microsoft?

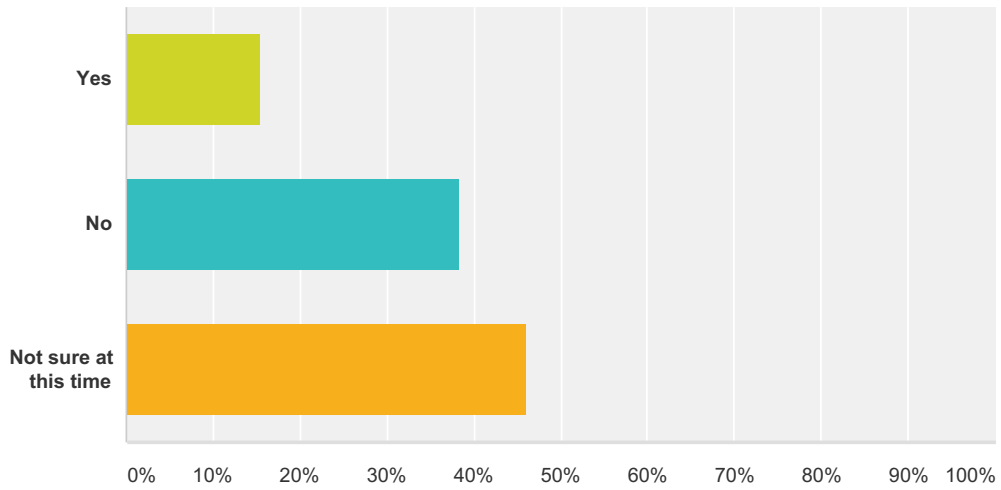
Answered: 321 Skipped: 215



Answer Choices	Responses	
Yes Q28	24.92%	80
No Q27	75.08%	241
Total		321

Q27 Do you think you will purchase Microsoft software through this agreement?

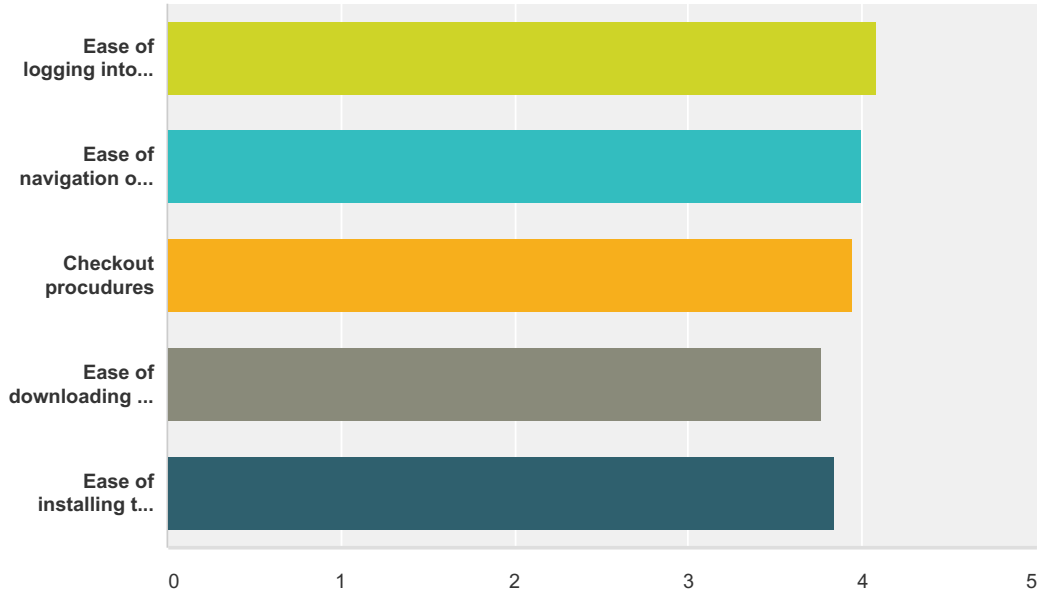
Answered: 432 Skipped: 104



Answer Choices	Responses	
Yes Q29	15.51%	67
No Q29	38.43%	166
Not sure at this time Q29	46.06%	199
Total		432

Q28 Please rate the service you experienced with purchasing, downloading and installing software from the Shawnee State's webstore managed by Kivuto Solutions

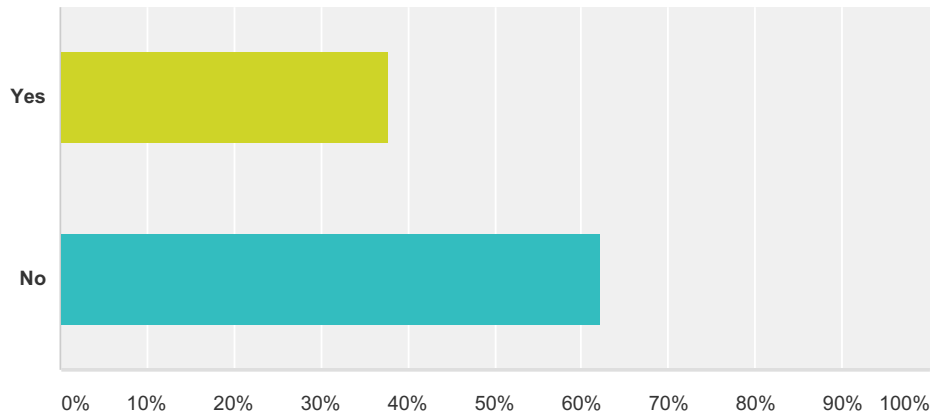
Answered: 80 Skipped: 456



	Excellent	Good	Fair	Poor	No Opinion	Total	Weighted Average
Ease of logging into the webstore	52.50% 42	28.75% 23	5.00% 4	1.25% 1	12.50% 10	80	4.08
Ease of navigation of the webstore	46.25% 37	33.75% 27	6.25% 5	1.25% 1	12.50% 10	80	4.00
Checkout procedures	46.25% 37	30.00% 24	8.75% 7	2.50% 2	12.50% 10	80	3.95
Ease of downloading the software	38.75% 31	26.25% 21	18.75% 15	6.25% 5	10.00% 8	80	3.77
Ease of installing the software	42.50% 34	27.50% 22	11.25% 9	8.75% 7	10.00% 8	80	3.84

Q29 Were you aware of the Atomic Learning service offered through Shawnee State?

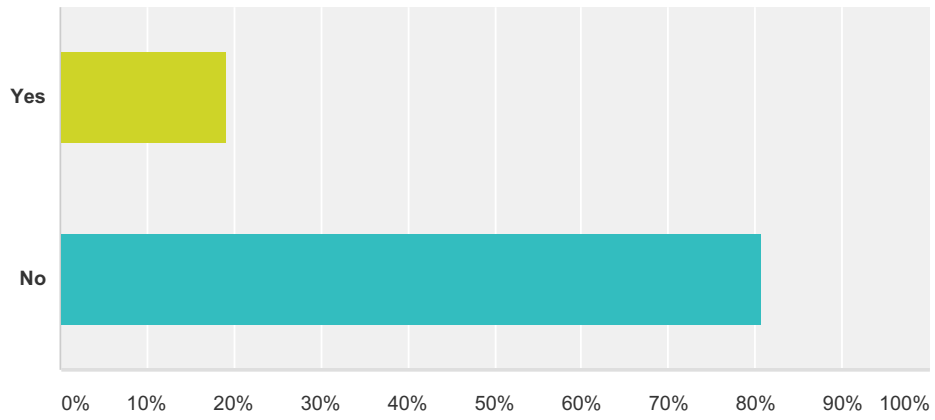
Answered: 511 Skipped: 25



Answer Choices	Responses
Yes Q30	37.77% 193
No Q31	62.23% 318
Total	511

Q30 Have you had the opportunity to use Atomic Learning?

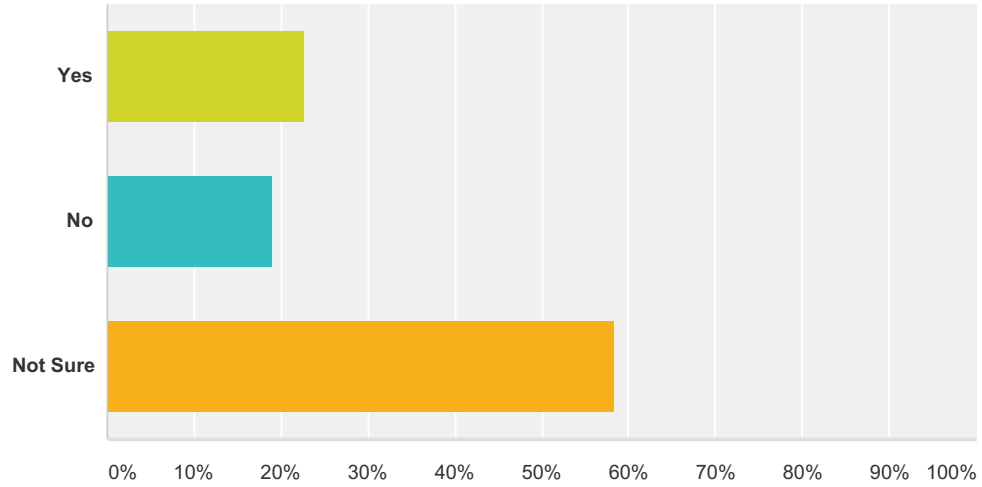
Answered: 193 Skipped: 343



Answer Choices	Responses
Yes EOS	19.17% 37
No EOS	80.83% 156
Total	193

Q31 After being made aware of Atomic Learning, do you feel you will refer to Atomic Learning's large library of tutorial videos for assistance?

Answered: 317 Skipped: 219



Answer Choices	Responses	
Yes EOS	22.71%	72
No EOS	18.93%	60
Not Sure EOS	58.36%	185
Total		317