

Student Technology Survey Report 2010 - 2011

Office of Information Technology

The report is prepared for the campus community and the Northwest Commission on Colleges and Universities (NWCCU) response teams. This report summarizes the results of the survey the Office of Information Technology (OIT) conducted in April 2011. It details how OIT will address the concerns students communicated in their responses. Many of the action items are dependent upon funding.

For more information, visit http://oit.unlv.edu/about_us/survey.html

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Sample

In the spring of 2011, UNLV enrolled 24,874 individuals in at least 1 credit hour course. In April 2011, OIT e-mailed the survey to 8,600 randomly selected students. With 1149 respondents (13% response rate), OIT is 99% confident in the results, with a 3.5% error level.

OIT extracted records from the Student Information System for all students with an L-number who were enrolled in at least one course at UNLV in spring 2011. The original file contained 24,874 records. OIT sent the survey to randomly selected students from all enrolled students. Based on prior survey results, OIT estimated a 12% percent response rate and determined that 1,023 respondents were needed. In order to achieve that result, OIT needed to create a random sample of 8,525 students.

Below is the procedure OIT used for generating a random sample of students.

1. Created a list of all enrolled students from Student Information System
2. Deleted duplicates
3. Created new column in report and insert random numbers using an Excel random number generator script.
4. Sorted by random number.
5. Deleted listings that did not have email addresses.
6. Resorted by random number, ascending order and selected the first 8,600 listings as the sample set.

Due to the nature of student use of UNLV e-mail, OIT sent postcards to the entire sample population asking them to log in to Rebelmail in order to take the survey. OIT used the “Survey Random Sample Calculator” available at Custominsight.com to determine confidence and error levels.

Limitations of the Study

The responses do not fairly represent the opinions of students who do not use Rebelmail, do not forward Rebelmail, or who have never activated their accounts. Those students may also be less aware of technology services, and may be more disgruntled with technology services. Likewise, the responses may overly represent the opinions of those students who are more technically savvy and “connected” to UNLV. OIT made its best effort to solicit opinions of non-Rebelmail users by distributing a customized postcard mailer. We know that this method worked because several students e-mailed the Vice Provost claiming that they were looking for the survey, but could not find it. Evidently, the survey software did not e-mail the survey to all students in the sample set. As a result, some students may have tried to access the survey, but upon not seeing it right away, gave up. OIT fixed the error with the software within a week in order to get the survey to all students in the sample.

Sample Summary

8,600 sample
1149 respondents
13% response rate
99% confidence
3.5% error

Limitations

Responses do not reflect opinions of students who do not use or forward Rebelmail.

Overall Impression

A large majority of students (79%) generally agree that UNLV provides the technology needed to support their academic needs (see Graph 1).

Students rely on easy access to computer labs, and the software and printing services offered by the labs. Of the open-ended comments related to what OIT does well, 40% specifically mention satisfaction with computer lab access and services (see Graph 2). The results indicate the need to ensure all labs are open, available, accessible, and up-to-date.

Students appreciate being able to access course materials online via WebCampus. They like being able to get feedback, communicate with their instructors and classmates, and enjoy the ease-of-access to course resources.

Students also appreciate the speed, reliability and availability of Internet access on wired and wireless (wi-fi) networks.

“Easy” and “ease of use” are phrases most often used in student responses. Students want technology to be easy, fast, and reliable. Convenience is key.

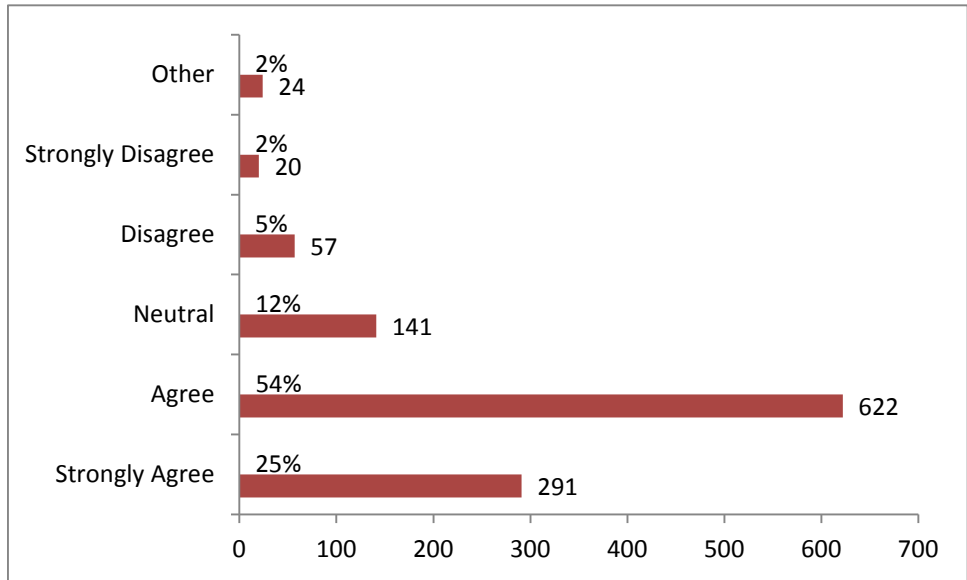
Areas of Improvement

Students value wireless and want more ubiquitous access; 68% of respondents think UNLV should create more wireless locations. Also, while overall satisfaction with lab access, equipment, and software is high, many students want more access to these services. This illustrates the importance of these resources for students, and the need to continue to focus resources on the labs. Students overall find the help they need through the Help Desk, but they would like faster responses to problems, more knowledgeable and courteous staff.

Students would like for the MyUNLV registration system to be easier to use and for all the links and features of the program to work properly. They would also like for WebCampus to work more smoothly and be used consistently by professors.

Students continue to show frustration with the number of login and technology process variations on campus. For example, they are frustrated by the variance between computer lab and library logins and the difference in printing processes. This issue may be addressed by the new integrated student information system. In the meantime, OIT includes several objectives in this report that may produce some relief to students.

Graph 1: Overall, the technology provided by UNLV supports my academic needs.



Graph 2: Categorization of open-ended responses to question: Earlier you said UNLV technology meets your academic needs. Can you tell us what we're doing really well in that area?

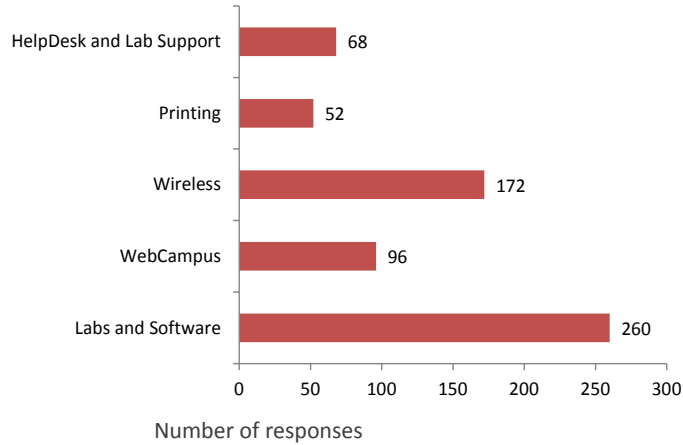


Table 1: Help Desk and Web Registration Services Satisfaction Rates

<i>Please rate your SATISFACTION with items listed below.</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Never used</i>	<i>Response Total</i>
UNLV's Online Web Registration System	15.39% (167)	43.5% (472)	17.6% (191)	15.12% (164)	8.11% (88)	0.28% (3)	1085
Student Help Desk phone support (895-0761)	15.96% (173)	20.94% (227)	19.93% (216)	3.69% (40)	0.92% (10)	38.56% (418)	1084
Student Help Desk walk-in help (SU 231)	11.53% (124)	15.72% (169)	19.91% (214)	1.86% (20)	0.37% (4)	50.6% (544)	1075

In an open ended question, students elaborated on their Help Desk experiences; 19 out of 49 comments (39%) expressed satisfaction with both the friendly service and ability to fix problems of the Help Desk staff. Of the negative comments, students mostly complain about inconsistency when using Help Desk services. At times, staff is not courteous and often not knowledgeable enough to provide solutions to students. Additionally, students feel that wait times are too long for getting help and reaching someone on the phone is challenging.

Students also expressed frustration with the new MyUNLV registration system. Overall they see its potential, but claim its interface is not well designed and difficult to navigate. They find themselves making mistakes in registering due to difficulty navigating and too many unnecessary steps to completion. Further, they are disappointed by features that are listed in the system but do not function, most often citing the inability to print unofficial transcripts or calculate a cumulative GPA. Students suggest that there should be a way to give feedback through the MyUNLV portal and perhaps links to instructions/help/or FAQ. Students also expressed a desire for more reliability and faster loading of the system and more integration between Rebelmail, WebCampus, and MyUNLV.

Table 2: Help Desk and Web Registration Action Items

<i>Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
MyUNLV features should function properly (unofficial transcripts, calendar, cumulative GPA calculation)				
Registration requires too many steps causing students to make mistakes (leaving classes in their shopping cart)				
Students want access to help/support.				
Students want integrated systems with a single login				
Students would like to have more knowledgeable and professional interactions with the Student Help Desk				

Network

A majority of students agree (60%) that the wired Internet connection on campus is reliable and meets needs (see Table 3). Satisfaction rates for wireless Internet (wi-fi) service show that nearly 15% of the student respondents do not feel that the wireless network meets their needs. Students were slightly more satisfied with UNLV secure wifi; however nearly 13% did not feel that it met their needs. Students want more wireless coverage on campus, as indicated in the responses below. Table 5 on the following page details action items related to the network.

Table 3: Network Satisfaction Rates

Service statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Never Used	Response Total
Speed of campus wired Internet connection meets my needs	21.6% (216)	37.9% (379)	11% (110)	5.7% (57)	2.4% (24)	19.2% (192)	1000
My wired Internet connection is reliable	19.82% (198)	37.34% (373)	12.91% (129)	5.11% (51)	2.2% (22)	19.12% (191)	999
Campus wireless Internet services meet my needs	17.25% (172)	38.01% (379)	13.54% (135)	10.13% (101)	4.41% (44)	14.54% (145)	997
Campus secure wifi meets my needs	18.66% (186)	30.99% (309)	13.14% (7.42)	7.42% (74)	5.42% (54)	20.26% (202)	997

Open-ended responses to network ratings were provided by 396 students (Table 4). The responses included 48 (19%) positive remarks regarding the general network. Many students requested more wireless access points, improvements to the wireless login system, and ability to connect to the network with their smartphones and other devices. The table below also lists the most commonly requested areas for wireless expansion.

Table 4: Network Open-ended Response Analysis

Please describe EXAMPLES of why you rated UNLV's network services the way you did:	Quantity
Generally positive experiences with network speed/reliability	102
General campus Internet speed or responsiveness problems	84
Residence Hall wired network reliability problems	3
Wireless account & log in problems	52
Wireless expansion requests/weak signal by location TOTAL	139
WHI	40
BEH	64
BHS	20
CBC	43
FDH	43
CEB	35
HFA	36
Residence Halls	14
TBE	35
Other areas	261

Table 5: Network Action Items

<i>Network Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
Students call for more wireless access points. Most often cited locations for students were BEH, FDH, CBC, and WHI				David Peers
Authentication process and password setup for UNLV Secure are unreliable. Network frequently kicks off users and re-requests login information.				Cam Johnson
Connectivity with smartphones, iPods, and other devices is limited.				

E-mail

Overall, students are highly satisfied with Rebelmail provided by Google. They report 81.38% satisfaction with the new e-mail system. This percentage is markedly higher from the 2009 Student Technology Survey, wherein students reported only 52% satisfaction with Rebelmail. Since the last assesment, Rebelmail provided by Google has replaced the prior Rebelmail system and appears to have satisfied most users.

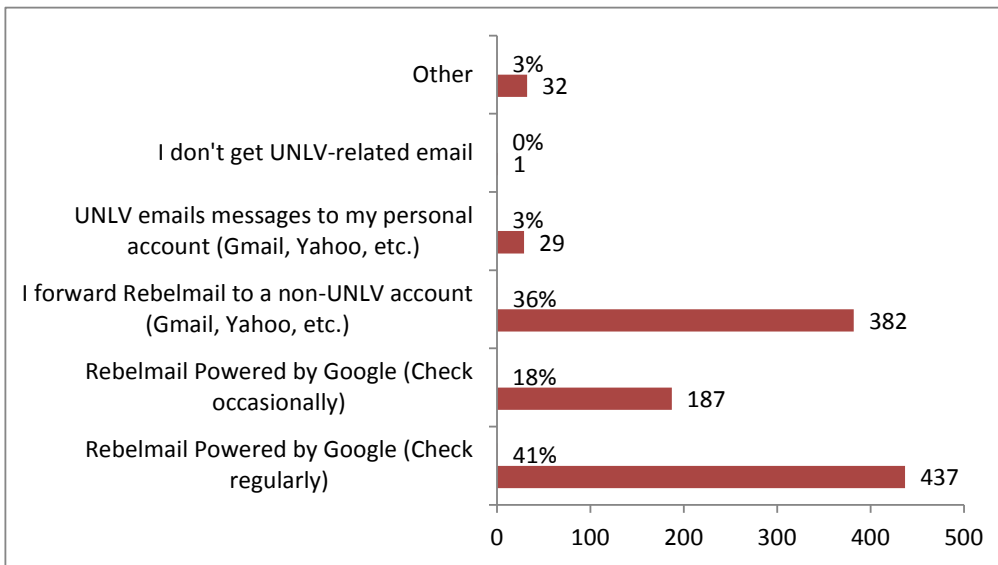
Table 6: E-mail Satisfaction Rates

<i>E-mail Client</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Never Used</i>	<i>Total</i>
Rebelmail (Powered by Google)	39.37% (426)	41.68 (451)	12.29 (133)	3.33% (36)	1.29% (14)	2.03% (22)	1082

In an open ended question, students gave general positive feedback about the quality of the new email system compared to the old one. They found it easy to use and had little trouble accessing it. They also appreciated the convenience of being able to forward Rebelmail to other email services. Some of the negative responses included complaints that the system is not always working properly. Additionally, several students who already use Gmail as their primary email account find it inconvenient and unnecessary to use Rebelmail. Students would also like for Rebelmail and email from WebCampus to somehow be integrated and for Rebelmail to have calander features similar to those of regular Gmail.

Given the fact that students were solicited by e-mail, it is not surprising that most reported receiving Rebelmail. Of students who answered the question 95% either retrieved e-mail from their Rebelmail account (59%) or had it forwarded to another account (36%). Only 1 person (out of 1064) reported that they did not receive UNLV e-mail.

Graph4: What is your primary way to get UNLV-related email?



Students who selected “other” as their primary way to get UNLV-related email chiefly report that they receive email on their cell phones, Blackberry, and Android devices.

Table 7: E-mail Action Items

<i>E-mail Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
Students want to see integrated communication systems, i.e. one place for “E-mail” instead of having e-mail in WebCampus and Rebelmail				

Computer Labs

In Table 8, student overall satisfaction rates for labs are high (77%); students were least satisfied with the ease of printing (10%) and ease of logging into computer labs (13%). About 51% of students use computer labs. The content analysis below categorizes 248 suggestions for improving computer labs, given by 194 student respondents. Students overall were frustrated with the difficulty of remembering multiple logins, the slowness of computers while logging in and running software, and the dirtiness of labs. Students suggested cleaning wipes be available for their use in labs, more comfortable chairs, better climate control, a single sign on for all labs, and for cheaper printing from higher quality and faster printers. Students would also prefer to have the labs well marked with signs, so they know which rooms they are welcome in, and instructional signage for things like printing and logging in. Additionally, students would like areas set up in labs for quick printing and the ability to print in labs from their laptops. Students requested longer hours, early morning for students needing to print/study before 8 am classes and later for night students. Students may be unaware of lab hours for different labs across campus; better communication and information may improve student satisfaction with computer labs. Table 9 shows how OIT will address these concerns.

Categorization of open-ended responses to “Please tell us what we can do to IMPROVE the campus computer labs”

a. None/satisfied	11	k. Lab comfort/aesthetics/function	
b. Open longer hours	27	• Atmosphere/signage/space	8
c. Available computers		• Chairs	10
• Unspecified type	11	• Wheelchair accessibility	1
• Mac	6	• Temperature/air quality	6
d. Number of labs/locations	6	• Cleanliness	21
e. Too man logins/passwords	20	l. Specialty software	7
f. Login speed	18	m. Software updates	6
g. Lab monitor friendliness/knowledge	12	n. Access to scanners	2
h. Enforce academic use	4	o. Printing	
i. Machine quality	44	• Quality (2-sided; color; speed)	9
j. Allow drinks	2	• Print from laptops in labs	5
		• Cost	5
		• Improve print approval process	7

Table 8: Computer Lab Satisfaction Rates

<i>Please rate your SATISFACTION with the computer lab services listed below:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't know</i>	<i>Never used</i>	<i>Response Total</i>
Computer quality	21.27% (107)	52.49% (264)	16.3% (82)	6.76% (34)	1.39% (7)	0.4% (2)	1.39% (7)	503
Printer quality	24.1% (121)	46.41% (233)	14.94% (75)	3.78% (19)	1.59% (8)	1.2% (6)	7.97% (40)	502
Ease of logging in	22.36% (112)	47.9% (240)	15.57% (78)	9.38% (47)	3.19% (16)	0.2% (1)	1.4% (7)	501
Ease of printing	21.51% (108)	43.43% (218)	15.94% (80)	8.17% (41)	2.19% (11)	1.2% (6)	7.57% (38)	502
Support provided by lab assistants	24.55% (123)	36.13% (181)	19.96% (100)	4.39% (22)	2.79% (14)	3.19% (16)	8.98% (45)	501
Comfort of chairs and tables	18.56% (93)	49.9% (250)	21.56% (108)	6.79% (34)	1.6% (8)	0.2% (1)	1.4% (7)	501
Cleanliness of labs	25.1% (126)	47.01% (236)	17.73% (89)	6.77% (34)	1.99% (10)	0.2% (1)	1.2% (6)	502
Hours of operation	20.2% (101)	45.6% (228)	18.4% (92)	9.8% (49)	2.2% (11)	2.4% (12)	1.4% (7)	500
Overall	19.56% (97)	57.06% (283)	18.35% (91)	2.62% (13)	0.6% (3)	0.4% (2)	1.41% (7)	496

Table 9: Computer Lab Action Items

<i>Computer Labs Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
Students want more open hours. (also when labs are open, buildings need to be accessible)				
Multiple computer accounts exist on campus. Students would like to have just one account				
Students convey concerns regarding lengthy account login speeds				
Student want more computers to be available				
Students want more access to scanners, copiers, color printers, and photo printers				

<i>Computer Labs Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
Students dislike multiple print accounting systems				
Lab monitor customer service				
Students can be more satisfied with computer lab cleanliness				
General information about campus computer labs is not reaching all students				

WebCampus

WebCampus is UNLV's supported course management system. In Table 10, 90% of student respondents have used WebCampus in the last two semesters. 78% are satisfied with the ease of use and 89% are generally satisfied with WebCampus. However, only 52% have used the provided phone support and even less (44%) have used the self-help materials provided. General satisfaction may increase if students request support and receive answers to their questions.

Table 10: WebCampus Use

<i>Have you used WebCampus in the past two semesters?</i>	<i>Response Percent</i>
Yes	962 (90%)
No	88 (8%)
I don't know	14 (1%)

Table 12 categorizes student comments about WebCampus. In general, students feel that WebCampus is easy to use once they become familiar with it and agree that it can be an effective teaching and learning tool if used well. Many students wish that more professors used WebCampus to its full capabilities. Negative comments about WebCampus reflect students' frustrations with the user interface, excessive clicking to find things, site maintenance, slow loading pages, downloading and uploading problems, and timing out of the program during crucial activities—such as quizzes.

Table 11: WebCampus Satisfaction Rates

<i>Please rate your SATISFACTION with WebCampus items listed below</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't know</i>	<i>Never used</i>	<i>Response Total</i>
Ease of use	31.56% (291)	46.75% (431)	10.52% (97)	7.92% (73)	3.04% (28)	0.00% (0)	0.22% (2)	922
Phone Support	10.13% (93)	12.75% (117)	20.81% (191)	2.07% (19)	1.31% (12)	5.12% (47)	47.82% (439)	918
Online Self-help materials	13.54% (124)	20.2% (185)	22.93% (210)	4.37% (40)	2.84% (26)	4.37% (40)	31.77% (291)	916
Overall	23.66% (217)	50.71% (465)	14.83% (136)	7.2% (66)	3.05% (28)	0.11% (1)	0.44% (4)	917

Table 12: Categorization of WebCampus Open-ended Responses

<i>Category</i>	<i>Quantity</i>
Positive – General	96 (24%)*
Neutral – Training Needed/ Wider and more consistent use by professors	68 (17%)
Negative – Software (Browser, Java, Assignments, Slow Response, Timeouts, Login Problems, etc.)	76 (19%)
Negative – Content (User Interface, Features and Functionality, Files, Java, Videos)	99 (24%)
Negative – General	48 (12%)
Negative – Maintenance	20 (5%)
Total	407

*Indicates percentage of total comments falling within each category.

Table 13: WebCampus Action Items

<i>WebCampus Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
WebCampus times-out and logs students out during timed assignments.				
WebCampus is not accessible on all internet devices				
Professors do not use WebCampus to its full capabilities; many do not use it at all, and many are not skilled at designing courses.				
Students would like to access old classes or an archive of them after the course is over.				
Features listed in WebCampus do not function, especially "Chat"				

File Storage

Students prefer to access files related to UNLV business from home. Remote access is very important to students. Table 14 indicates students' actual usage of online file storage. When asked about their preferred method of file storage and access, 30% of students preferred online access, compared to only 6% who preferred to use the H Drive.

- 59% of the student respondents share files both on and off campus.
- 80% of students share their files from a thumb drive.
- Only 27% of respondents have ever used the Netware file storage system to share files, and only 7% use it regularly.
- However, 46% of students have used online file storage services, such as Dropbox, to share files.

Table 14: Frequency and types of file sharing and storage

<i>How often do you...</i>	<i>All the time</i>	<i>Often</i>	<i>Sometimes</i>	<i>Seldom</i>	<i>Never</i>	<i>Don't Know</i>	<i>Didn't know that I could</i>	<i>Response Total</i>
Share class files with others	7.31% (72)	10.76% (106)	20.81% (205)	19.7% (194)	28.12% (277)	2.44% (24)	10.86% (107)	985
Access shared class files at home	9.97% (98)	16.68% (164)	20.55% (202)	13.84% (136)	25.03% (246)	2.54% (25)	11.39% (112)	983
Use a thumb drive to store files	30.64% (303)	23.96% (237)	15.37% (152)	9.81% (97)	14.46% (143)	2.02% (20)	3.74% (37)	989
Use UNLV's Novell/Netstorage (H drive)	2.76% (27)	4.39% (43)	8.16% (80)	11.22% (110)	48.67% (477)	5.31% (52)	19.49% (191)	980
Use online file storage services (Dropbox, SugarSync, etc.)	7.19% (71)	6.69% (66)	8.71% (86)	9.32% (92)	55.93% (552)	2.94% (29)	9.22% (91)	987
Use Google Docs to share files	5.7% (56)	6.41% (63)	14.75% (145)	15.46% (152)	47.61% (468)	2.85% (28)	7.22% (71)	983

Students may use thumb drives more often than Novell Netstorage because UNLV limits storage to 100 MBs on the server; a small thumb drive generally supports 2 GB. Also, thumb drives may be easier to access and use.

Due to budget constraints, OIT cannot increase our file storage capabilities and services. So, even though 19% of UNLV students are not aware of file storage services, OIT chooses not to expand education about the services but will, instead, focus on learning more about student understanding and use of Novell Netware.

Table 15: File Storage Action Items

<i>Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
Students share files but do not use UNLV's file sharing system (Novell H: drive)				

Technology Ownership & Use

Throughout this document OIT reports on student use of campus technologies, which is summarized below:

- 95% get Rebelmail, either by directly accessing the account or by forwarding Rebelmail messages to a personal account.
- 61% have used the Student Help Desk phone support.
- 49% have used the Student Help Desk walk-in support.
- 51% use computer labs. Although roughly half of the students use computer labs, on 6% use them as their primary computer. Most of the time, students use computers at home (62%), on UNLV's wireless network (11%), at work (10%), and in campus libraries (5%).
- 90% use WebCampus. Of those, 78% are satisfied with its ease-of-use, 11% are dissatisfied; whereas only 48% of faculty are satisfied with ease of use and 19% are dissatisfied.

Ownership of Campus Technology

See Table 16 for details about student access to technology. In general, they report having access to more technology than the UNLV employee respondents.

- 99% of students own cell phones; 84% own smart phones.
- 46% have high-speed Internet; 43% have wireless; 4% use dial-up.
- 46% have a Windows laptop; 36% have a Windows desktop; 23% own Mac laptops; 11% own a Mac desktop.

Table 17 shows how OIT will consider these trends in relationship to technology decisions.

Table 16: Technology Access for Employees and Students

<i>Technology</i>	<i>Students who have the technology at home</i>	<i>Employees who personally own these technologies</i>
Cell phone	99%	94%
Microsoft Office	42%	8%
High speed Internet (DSL, Cable)	46%	17%
External drive (USB, thumbdrive)	43%	13%
Wireless Internet	43%	27%
Digital audio (iPod, MP3 player)	44%	40%
Windows LAPTOP computer	46%	37%
Windows DESKTOP computer	36%	11%
Digital recorder (TIVO, DVR)	43%	47%
Adobe Creative Suite	27%	6%
Smart phone (Blackberry, iPhone, Palm)	84%	62%
iPad/tablet computer	24%	22%
Mac LAPTOP computer	23%	16%
Mac DESKTOP computer	11%	7%
Dial up Internet (modem)	4%	n/a
LINUX/UNIX computer	7%	3%

Table 17: Technology Ownership Action Items

<i>Key Issue/Insight</i>	<i>Method</i>	<i>Lead Person</i>
Students own more laptops than desktops	<ul style="list-style-type: none"> • Consider student use and ownership of mobile devices when planning physical design of spaces. 	All staff
Many students own USB (Thumb, Jump) drives	<ul style="list-style-type: none"> • When purchasing new computers for labs, consider monitors with USB ports. 	All staff

Communication

Students were asked about how well OIT communicates when there are outages and maintenance in different systems. Overall students were satisfied with the amount of communication they received. In open ended explanations, students indicated that they are not often inconvenienced by routine maintenance and that communication is usually adequate. They were primarily concerned with outages in WebCampus, since many assignments have time limits, and feel that WebCampus adequately informs them; however, students suggested that they would like to receive WebCampus communications in their Rebelmail.

Table 18: How satisfied are you with the communications you receive about problems related to the systems listed below

Communication about...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know	Don't Want to Hear about Problems	Response Total
MyUNLV	20.25% (209)	36.24% (374)	21.22% (219)	6.69% (69)	2.91% (30)	10.37% (107)	2.33% (24)	1032
Rebelmail	23.5% (242)	39.13% (403)	19.9% (205)	1.84% (19)	1.17% (12)	11.94% (123)	2.52% (26)	1030
WebCampus	24.83% (255)	41.48% (426)	17.43% (179)	4.67% (48)	2.04% (21)	6.91% (71)	2.63% (27)	1027
Computer Labs	14.83% (151)	22.79% (232)	25.34% (258)	2.75% (28)	1.38% (14)	25.34% (258)	7.56% (77)	1018
Netstorage (H: drive)	10.45% (107)	13.28% (136)	26.66% (273)	1.86% (19)	0.68% (7)	37.3% (382)	9.77% (100)	1024
Wireless (Wi-Fi)	12.99% (133)	20.41% (209)	23.34% (239)	6.25% (64)	3.42% (35)	27.83% (285)	5.76% (59)	1024

Social Media

We asked students to describe the ways they use social media for UNLV business. Roughly 24% of students do not use social media and do not wish to start. Students who do use facebook and twitter get official updates from UNLV departments, official news and announcements, student organizations, and event notification. They also use them socially and to complete and discuss assignments with classmates. Students who use social media to keep up with UNLV events and information would like to see more consistent updates and wider coverage of campus events by official UNLV Facebook and Twitter accounts. Additionally, students are concerned that they are missing important announcements because pages are not frequently updated or there are too many different feeds.

Graph5: How do you use social media for UNLV business?

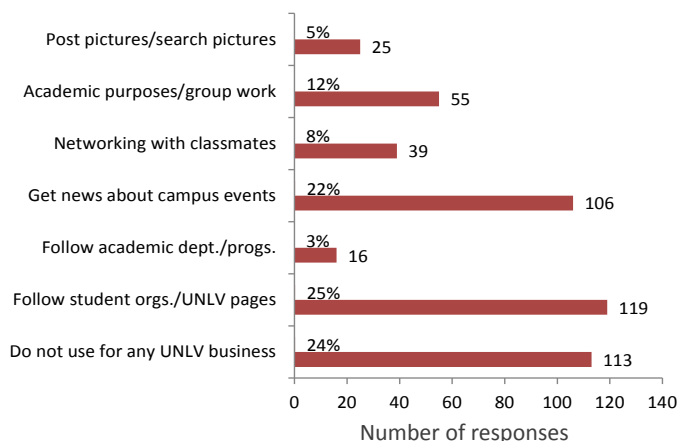


Table 19: Communication Action Items

Key Issue/Insight	Objective	Method	Time frame	Lead Person
Students would like UNLV's social media presence expanded				

General Comments

The “general comments” open-ended question at the end of the survey generated 153 comments from 156 respondents. Table 20 shows the areas and types of comments received.

Table 20: General Comments Summary

<i>Comments about OIT</i>	<i>Number</i>	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
General Comments	25	18	6	1
Comments about Survey	2	0	2	0
Computer Labs	28	5	12	11
Wireless	17	1	12	4
Classroom Technology (teacher use)	6	0	2	4
WebCampus	4	1	2	1
MyUNLV	17	0	4	13
Technology Fee	2	0	1	1
Website	3	0	0	3
Fewer logins/SSO	9	0	0	9
Other	24	5	11	8
Total	136	30	40	55
<i>Comments Not About OIT</i>	<i>Number</i>	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
General Comments about UNLV	6	0	3	3
Library	11	2	3	6
Total	17	2	6	9

Many students reiterated their concerns about computer labs, equipment, wifi, MyUNLV, and WebCampus; comments about these areas did not provide new insights separate from those already discussed in this report. Students did comment on the need for better and functional technology in their classrooms and a more intuitive website design.