

## **Technology at Simmons College**

### **Assessment of Student Use of Technology, December 2004**

In December 2004, Technology User Services surveyed Simmons College students about what technology they own, and how they use technology in their coursework.

**Question 1:** Which of the following devices do you own? (check all that apply)

Note: multiple answers were allowed.

Type of Device	No. of Responses	%
Cell phone	662	89
Digital camera	373	50
iPod or other MP3 Player	175	24
PDA (e.g. Palm Pilot, iPaq)	173	23
Scanner	284	38
USB key/flash storage	244	33
None of the above	31	4

Cross tabulation between Degree type (# 27) and Type of Device (# 1)

Type of Device	Degree Type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Cell Phone	295	94	359	86	8	80	662
Digital Camera	146	46	222	53	5	50	373
iPod or other MP3 Player	85	27	89	21	1	10	175
PDA (e.g. Palm Pilot, iPaq)	61	19	111	27	1	10	173
Scanner	111	35	169	41	4	40	284
USB key/ flash storage	93	30	147	35	4	40	244
None of the above	9	3	21	5	1	10	31
<b>Total respondents</b>	315		417		10		742

**Question 2:** Do you currently own a computer?

Computer Owner	No. of Responses	%
Yes	723	97
No	19	3
<b>Total</b>	742	100

Cross tabulation between Degree type (# 27) and Computer owner (# 2)

Computer owner	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Yes	313	99	402	96	8	80	723
No	2	1	15	4	2	20	19
<b>Total respondents</b>	315		417		10		742

**Question 3: How many computers do you own?**

Note: response was not required, so total omits 3 respondents.

Computers owned	No. of Responses	%
1	474	66
2	164	23
3 or more	82	11
<b>Total</b>	720	100

Cross tabulation between Degree type (# 27) and Computers owned (# 3)

Computers owned	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
1	234	75	237	59	3	38	474
2	53	17	108	27	3	38	164
3 or more	25	8	55	14	2	25	82
<b>Total</b>	312		400		8		720

Cross tabulation between Computers owned (# 3) and Class year (# 29)

Class year	Computers owned						Total
	1		2		3 or more		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
2005	61	26	11	21	4	16	76
2006	59	25	15	28	7	28	81
2007	64	27	14	26	5	20	83
2008	50	21	12	23	9	36	71
2009	0	0	1	2	0	0	1
<b>Total respondents</b>	234	99	53	100	25	100	312

**Question 4: What type(s) of computer(s) do you own?**

Computer type	No. of Responses	%
Laptop	299	41
Desktop	230	32
Both	194	27
<b>Total</b>	723	100

Cross tabulation between Computer type (#4) and Degree type (#27)

Computer type	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Laptop	157	50	140	35	2	25	299
Desktop	94	30	133	33	3	38	230
Both	62	20	129	32	3	38	194
<b>Total respondents</b>	313		402		8		723

Cross tabulation between Computer type (#4) and Class year (#29)

Class year	Computer type						Total
	Laptop		Desktop		Both		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
2005	43	27	22	23	11	18	76
2006	37	24	29	31	15	24	81
2007	42	27	25	27	17	27	84
2008	35	22	18	19	18	29	71
2009	0	0	0	0	1	2	1
<b>Total respondents</b>	157	157	94	100	62	100	313

**Question 5:** Do you own a Mac or Windows computer? (check all that apply)

Note: multiple answers were allowed.

Platform	No. of Responses	%
Mac	109	15
Windows	641	89
Other	10	1

Cross tabulation between Degree type (#27) and Platform (#5)

Platform	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Mac	33	10	74	17	2	20	109
Windows	289	90	346	81	6	60	641
Other	0	0	8	2	2	20	10
<b>Total respondents</b>	322		428		10		723

**Question 6:** How old is your computer? (If you own more than 1 computer, how old is your newest computer?)

Computer age	No. of Responses	%
0 – 1 year	324	45
2 – 3 years	284	39
4 – 5 years	91	13
6+ years	24	3
<b>Total</b>	723	100

Cross tabulation between Degree type (#27) and Computer age (#6)

Computer age	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
0-1 year	134	43	186	46	4	50	324
2-3 years	136	43	146	36	2	25	284
4-5 years	35	11	55	14	1	13	91
6+ years	8	3	15	4	1	13	24
<b>Total respondents</b>	313		402		8		723

**Question 7:** What operating system(s) do you currently run on your computer(s)? (check all that apply)

Note: percentages are based on total number of respondents (723)

Operating system	No. of Responses	%
Windows XP	501	69
Windows 2000 / Windows NT	92	13
Windows ME / Windows 98	126	17
Windows (other, or don't know which)	17	2
Mac OS X	85	12
Mac OS 9	22	3
Mac OS (other, or don't know which)	9	1
Other (e.g. Linux / UNIX)	13	2
I don't know	3	0

Cross tabulation between Degree type (#27) and Operating system (#7)

Operating system	Degree type						Total
	UG		Grad		No Degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Windows XP	239	76	259	64	3	36	501
Windows 2000 / Windows NT	34	11	58	14	0	0	92
Windows ME / Windows 98	44	14	79	20	3	36	126
Windows (other, or don't know which)	9	3	7	2	1	13	17
Mac OS X	24	8	59	15	2	25	85
Mac OS 9	5	2	16	4	1	13	22
Mac OS (other, or don't know which)	4	1	5	1	0	0	9
Other (e.g. Linux / UNIX)	2	1	8	2	3	36	13
I don't know	2	1	1	0	0	0	3
<b>Total respondents</b>	313		402		8		723

**Question 8:** How often do you download operating system (i.e. Windows or OS X) updates to protect your system(s)?

Frequency of security updates	No. of Responses	%
Never	83	11
Sometimes	190	26
Regularly	169	23
My computer does it automatically	219	30
I don't know	62	9
<b>Total</b>	723	100

**Question 9:** *How often does your antivirus software download new virus definitions?*

Frequency of virus definitions	No. of Responses	%
Daily	115	16
Weekly	255	35
Monthly or less frequently	79	11
I don't know	223	31
I don't own antivirus software	51	7
<b>Total</b>	723	100

**Question 10:** *Do you use instant messaging (IM)?*

IM user	No. of Responses	%
Yes	475	64
No	267	36
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and IM User (#10)

IM user	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Yes	272	86	198	47	5	50	475
No	43	14	219	53	5	50	267
<b>Total respondents</b>	315		417		10		742

**Question 11:** *What IM program(s) do you use? (check all that apply)*

Note: multiple answers were allowed; percentages based on total number of respondents (475).

IM Programs	No. of Responses	%
AOL, AIM, or iChat	431	91
MSN	110	23
Yahoo	91	19
Other	22	5

**Question 12:** *For what purpose(s) do you use IM? (check all that apply)*

Note: multiple answers were allowed; percentages based on total number of respondents (475).

IM Purpose	No. of Responses	%
Academics	186	39
Social (family or friends)	470	99
Work/business/professional	88	19
Other	25	5

**Question 13:** *What software do you use to complete your coursework? (check all that apply)*

Note: multiple answers were allowed; percentages based on total number of respondents (742).

Software used	No. of Responses	%
Access	46	6
Dreamweaver	48	6
Excel	437	59
Internet/Web browser (e.g. Firefox, Internet Explorer, Netscape, Safari)	603	81
Minitab	28	4
Photoshop	128	17
PowerPoint	507	68
SAS	3	0
SPSS	48	6
WebCT	639	86
Word	711	96
Other, please specify	68	9

Other software specified	No. of Responses
Appleworks	8
Illustrator	7
Quark Xpress	7
Acrobat	6
MS Publisher	6
WordPerfect	5
jGrasp	4
ArcView	3
iMovie	3
Adobe	2
BBEdit	2
FileMaker	2
Light Wave	2
MS Works	2
Note pad	2
Adobe Creative Suite	1
Bibliographer	1
Custom databases	1
Dell Photo Center	1
Dragon Natural Speak	1
EndNote	1
Excel	1
Final Cut Pro	1
Flash	1
FrontPage	1
Fugu	1
Graphic Converter	1
InDesign	1

Java	1
Keynote	1
Lotus Wordpad	1
Mac OSX Mail	1
My SQL	1
NetNewsWire	1
Office Suite	1
OmniPage Pro	1
Online program e.g. molecular modeling program	1
Pagemaker	1
Paint	1
PDF viewing	1
PHStat	1
Quattro Pro	1
Quicktime Pro	1
Scanner	1
Snagit	1
Text editor	1
Text pad	1
Transmit	1
Vi	1
Word	1
WS-FTP	1
XMetal	1
XMLSpy	1
XMTL Editor	1

Cross tabulation between Degree type (#27) and Software used (#13)

Software used	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Access	10	3	36	9	0	0	46
Dreamweaver	4	1	43	10	1	10	48
Excel	193	61	240	58	4	40	437
Internet/Web browser (e.g. Firefox, Internet Explorer, Netscape, Safari)	256	81	340	82	7	70	603
Minitab	17	5	11	3	0	0	28
Photoshop	45	14	79	19	4	40	128
PowerPoint	232	74	275	66	0	0	507
SAS	1	0	2	0	0	0	3
SPSS	15	5	33	8	0	0	48
WebCT	273	87	360	86	6	60	639
Word	301	96	401	96	9	90	711
Other, please specify	30	10	36	9	4	40	70
<b>Total respondents</b>	<b>315</b>		<b>417</b>		<b>10</b>		<b>742</b>

**Question 14:** *What email software do you use? (check all that apply)*

Note: multiple answers were allowed; percentages based on total number of respondents (742).

Email software used	No. of Responses	%
AOL	121	16
Apple mail	25	3
Entourage	5	1
Eudora	22	3
Microsoft Outlook or Outlook Express	192	26
Netscape	30	4
Simmons WebMail	634	85
Web-based email (e.g. Gmail, Hotmail, MSN, Yahoo)	470	63
Other	83	11

**Question 15:** *Is @simmons.edu your primary email address?*

Simmons Primary address	No. of Responses	%
Yes	282	38
No	460	62
<b>Total</b>	<b>742</b>	<b>100</b>

Cross tabulation between Degree type (#27) and Simmons Primary address (#15)

Simmons Primary address	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Yes	195	62	84	20	3	30	282
No	120	38	333	80	7	70	460
<b>Total respondents</b>	315		417		10		742

**Question 16:** Do you forward your @simmons.edu mail to another account?

Forward from Simmons	No. of Responses	%
Yes	188	25
No	554	75
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and Forward from Simmons (#16)

Forward from Simmons	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Yes	58	18	127	30	3	30	188
No	257	82	290	70	7	70	554
<b>Total respondents</b>	315		417		10		742

**Question 17:** How often do you check your Simmons email account, or the account to which you forward Simmons mail?

Frequency of email checking	No. of Responses	%
Daily or more frequently	599	81
Several times a week	114	15
Once a week or less often	29	4
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and Frequency of email checking (#17)

Frequency of email checking	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Daily or more frequently	293	93	301	72	5	50	599
Several times a week	20	6	90	22	4	40	114
Once a week or less often	2	1	26	6	1	10	29
<b>Total respondents</b>	315		417		10		742

**Question 18:** *The last time you needed help with your computer hardware or software, where did you get the best/most help?*

Source of computer help	No. of Responses	%
Family/friends	387	52
Manufacturer	108	15
Technology at Simmons College (e.g. Help Desk or Information Commons Technology Desk)	78	11
Simmons faculty or staff (other than Technology)	9	1
Work/colleagues	55	7
Other	37	5
I haven't needed help with my computer	68	9
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and Source of computer help (#18)

Source of computer help	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Family/friends	174	55	210	50	3	30	387
Manufacturer	48	15	59	14	1	10	108
Technology at Simmons College (e.g. Help Desk or Information Commons Technology Desk)	52	17	24	6	2	20	78
Simmons faculty or staff (other than Technology)	4	1	4	1	1	10	9
Work/colleagues	5	2	49	12	1	10	55
Other	9	3	28	7	0	0	37
I haven't needed help with my computer	23	7	43	10	2	20	68
<b>Total respondents</b>	315		417		10		742

**Question 19:** *What is your primary method of saving and transporting documents?*

Primary saving mode	No. of Responses	%
CD	45	6
DVD	1	0
Email	318	43
Floppy disk	136	18
Simmons server	37	5
USB flash storage or portable hard drive	168	23
Zip disk	16	2
Other	21	3
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and Primary saving mode (#19)

Primary saving mode	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
CD	18	6	24	6	3	30	45
DVD	1	0	0	0	0	0	1
Email	139	44	178	43	1	10	318
Floppy disk	60	19	73	18	3	30	136
Simmons server	21	7	14	3	2	20	37
USB flash storage or portable hard drive	64	20	103	25	1	10	168
Zip disk	6	2	10	2	0	0	16
Other	6	2	15	4	0	0	21
<b>Total respondents</b>	315		417		10		742

**Question 20:** What is your secondary method of saving and transporting documents?

Secondary saving mode	No. of Responses	%
CD	114	15
DVD	2	0
Email	234	32
Floppy disk	136	18
Simmons server	74	10
USB flash storage or portable hard drive	51	7
Zip disk	19	3
Other	32	4
I do not have a secondary method	80	11
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and secondary saving mode (#20)

Secondary saving mode	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
CD	36	11	77	18	1	10	114
DVD	2	1	0	0	0	0	2
Email	96	30	133	32	5	50	234
Floppy disk	58	18	77	18	1	10	136
Simmons server	38	12	36	9	0	0	74
USB flash storage or portable hard drive	22	7	28	7	1	10	51
Zip disk	7	2	12	3	0	0	19
Other	15	5	17	4	0	0	32
I do not have a secondary method	41	13	37	9	2	20	80
<b>Total respondents</b>	315		417		10		742

**Question 21:** *What is the best way to inform you of resources or changes in Technology?*

Note: multiple answers were allowed.

Technology change communication	No. of Responses	%
Campus announcements (the weekly Simmons email)	128	17
Email sent directly from Technology	557	75
Handouts in labs and the Information Commons	8	1
Signs	24	3
Simmons web site	18	2
Other	7	1
<b>Total</b>	742	100

**Question 22:** *How do you prefer to request services from or report problems to Technology?*

Service request mode	No. of Responses	%
Email	366	49
In person	82	11
Online forms	76	10
Phone	213	29
Other	5	1
<b>Total</b>	742	100

Cross tabulation between Degree type (#27) and Service request mode (#22)

Service request mode	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Email	132	42	228	55	6	60	366
In person	28	9	53	13	1	10	82
Online forms	26	8	50	12	0	0	76
Phone	129	41	81	19	3	30	213
Other	0	0	5	1	0	0	5
<b>Total respondents</b>	315		417		10		742

**Question 23:** *How do you prefer to learn about using computers and software?*

<b>Preferred Learning mode</b>	<b>No. of Responses</b>	<b>%</b>
From family or friends	156	21
In my courses	76	10
Manuals	15	2
One-on-one help from Technology staff	89	12
Online or software tutorials	93	13
Self taught through exploring	200	27
Workshops	101	14
Other	12	2
<b>Total</b>	<b>742</b>	<b>100</b>

Cross tabulation between Degree type (#27) and Preferred learning mode (#23)

<b>Preferred learning mode</b>	<b>Degree type</b>						<b>Total</b>
	<b>UG</b>		<b>Grad</b>		<b>No degree</b>		
	<b>No. of Responses</b>	<b>%</b>	<b>No. of Responses</b>	<b>%</b>	<b>No. of Responses</b>	<b>%</b>	
From family or friends	80	25	76	18	0	0	156
In my courses	29	9	47	11	0	0	76
Manuals	6	2	8	2	1	10	15
One-on-one help from Technology staff	43	14	44	11	2	20	89
Online or software tutorials	33	10	59	14	1	10	93
Self taught through exploring	90	29	106	25	4	40	200
Workshops	27	9	73	18	1	10	101
Other	7	2	4	1	1	10	12
<b>Total respondents</b>	<b>315</b>		<b>417</b>		<b>10</b>		<b>742</b>

**Question 24:** For which software would you like to receive training/support? (check all that apply)

Note: multiple answers allowed; percentages based on total number of survey responses (742).

Software to learn	No. of responses	%
Access (databases)	264	36
Accessing Simmons Technology resources (e.g. file server)	118	16
Dreamweaver (HTML/Web page design)	335	45
Excel (spreadsheets)	205	28
FileMaker Pro (databases)	149	20
Fireworks (image editing)	130	18
Minitab (statistics)	52	7
Photoshop (image editing)	346	47
PowerPoint (presentations)	201	27
SAS (statistics)	73	10
Security and antivirus tools	168	23
SPSS (statistics)	93	13
WebCT (online component of Simmons courses)	50	7
Word	62	8

Cross tabulation between Degree type (#27) and Software to learn (#24)

Software to learn	Degree type						Total
	UG		Grad		No degree		
	No. of Responses	%	No. of Responses	%	No. of Responses	%	
Access (databases)	78	25	182	44	4	40	264
Accessing Simmons Technology resources (e.g. file server)	63	20	52	12	3	30	118
Dreamweaver (HTML/Web page design)	113	36	218	52	4	40	335
Excel (spreadsheets)	93	30	110	26	2	20	205
FileMaker Pro (databases)	42	13	106	25	1	10	149
Fireworks (image editing)	54	17	76	18	0	0	130
Minitab (statistics)	23	7	29	7	0	0	52
Photoshop (image editing)	157	50	186	45	3	30	346
PowerPoint (presentations)	74	23	122	29	5	50	201
SAS (statistics)	25	8	47	11	1	10	73
Security and antivirus tools	84	27	79	19	5	50	168
SPSS (statistics)	25	8	68	16	0	0	93
WebCT (online component of Simmons courses)	14	4	35	8	1	10	50
Word	21	7	39	9	2	20	62
<b>Total respondents</b>	315		417		10		742

**Question 25:** *What is your gender?*

Gender	No. of Responses	%
Female	669	90
Male	68	9
Other	5	1
<b>Total</b>	742	100

**Question 26:** *Where do you currently live?*

Place of residence	No. of Responses	%
On-campus (Resident Halls/Hotels)	231	31
Off-campus	511	69
<b>Total respondents</b>	742	100

**Question 27:** *What Simmons degree are you pursuing?*

Degree type	No. of Responses	%
Undergraduate	315	42
Graduate	417	56
Not in a Simmons degree program	10	1
<b>Total</b>	742	100

**Question 28:** *Are you a Dix Scholar?*

Note: Percentage based on total number of undergraduate respondents.

Dix Scholar	No. of responses	%
Yes	44	14
No	271	86
<b>Total</b>	315	100

**Question 29:** *What is your class year?*

Note: Percentage based on total number of undergraduate respondents.

Class year	No. of responses	%
2005	76	24
2006	81	26
2007	84	27
2008	73	23
2009	1	0
<b>Total</b>	315	100