ECAR 2017
Student Technology Survey
(EDUCAUSE Center for Analysis and Research)
ECAR Survey of Student Technology Use

- Sponsored by EDUCAUSE
  - 124 participating institutions
  - 43,559 student respondents

- CSU, Chico
  - Participated in 2013, 2015, 2017

Percent of CSU, Chico students who completed ECAR Survey

- 7.8% in 2015
- 10.5% in 2017

Bar chart showing respondents:
- 2015: 1197
- 2017: 1837
ECAR Questions

• 22 Demographic questions
• 174 Technology-related questions

Main Question Areas
• Technology Access and Ownership
• Handheld Device Support
• Student Success Tools
• Technology Use for Learning
  • LMS satisfaction
  • Learning tools
  • Classroom technology experiences
• Security
• Learning Preferences

Class Standing
Chico Compared to Other Institutions

- CSU, Chico is almost impossibly average

Cumulative Answer Variation (%)

<table>
<thead>
<tr>
<th>Variation from “All Institutions”</th>
<th>All Institutions</th>
<th>CSU, Chico</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;30%</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>25-30%</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>20-25%</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>15-20%</td>
<td>6</td>
<td>21</td>
</tr>
<tr>
<td>10-15%</td>
<td>21</td>
<td>69</td>
</tr>
<tr>
<td>5-10%</td>
<td>69</td>
<td>74</td>
</tr>
<tr>
<td>&lt;5%</td>
<td>74</td>
<td></td>
</tr>
</tbody>
</table>

Variation in response rate between CSU, Chico and “All Institutions” for each answer option (includes 842 answer options from 174 non-demographic questions).

Wireless experience: Reliable access to Wi-Fi in student housing/dormitories: N/A

Wireless experience: Ease of login to Wi-Fi network(s): Poor

CSU, Chico Answers vs. All Institutions

Variation in response rate between CSU, Chico and “All Institutions” for each answer option (includes 842 answer options from 174 non-demographic questions).
Where We’re Most Different

- We have significantly better support of accessible technologies
Where We’re Most Different

• We have significantly **lower satisfaction** with the ease of logging into the wifi network
What Has Changed Over Time
Smartphone Ownership has Reached Saturation

The bar chart shows ownership of different devices over the years 2013, 2015, and 2017. Smartphone ownership has reached saturation, as indicated by the high ownership percentages.
Connected Devices Continues to Rise

“How many devices do you typically connect/try to connect to the network at the same time when you are on campus?”

19 Average number of connected devices per 10 students - 2017
16 Average number of connected devices per 10 students - 2015
Importance of Devices to Academic Success is Up

Desktop

Laptop

Smartphone
Acceptance of Devices in Class is Rising

Laptop

Smartphone

Banned from using it in class
Discouraged from using it in class
About equally discouraged and encouraged
Encouraged to use it in class
Required to use it in class

Banned from using it in class
Discouraged from using it in class
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Required to use it in class

CSU, Chico 2013
CSU, Chico 2015
CSU, Chico 2017
Acceptance Varies by Major: Laptops

- Manufacturing, construction, repair, or transportation
- Health sciences, including professional programs
- Business, management, marketing
- Computer and information sciences
- Liberal arts/general studies
- Engineering and architecture
- Other major not described above
- Education, including physical education
- Agriculture and natural resources
- Biological/life sciences
- Communications/journalism
- Public administration, legal, social, and protective services
- Social sciences
- Fine and performing arts
- Physical sciences, including mathematical sciences
- Humanities
- Undecided

Legend:
- Banned from using it in class
- Discouraged from using it in class
- Encouraged to use it in class
- Required to use it in class
- About equally discouraged and encouraged
Acceptance Varies by Major: Smartphones

Manufacturing, construction, repair, or transportation
- Banned from using it in class
- Discouraged from using it in class
- About equally discouraged and encouraged
- Encouraged to use it in class
- Required to use it in class

Engineering and architecture

Computer and information sciences

Undecided

Business, management, marketing

Liberal arts/general studies

Other major not described above

Agriculture and natural resources

Communications/journalism

Humanities

Health sciences, including professional programs

Biological/life sciences

Social sciences

Education, including physical education

Fine and performing arts

Physical sciences, including mathematical sciences

Public administration, legal, social, and protective services

- Banned from using it in class
- Discouraged from using it in class
- About equally discouraged and encouraged
- Encouraged to use it in class
- Required to use it in class
Students Want Faculty to Use Some Things More
...and a Few Things Less
More Students Want Blended Classes

“Type of Learning Environment You Prefer”

- No preference
- One that is completely online
- One that is mostly but not completely online
- About half online and half face-to-face
- One with some online components
- One with no online components

CSU, Chico 2013
62%

CSU, Chico 2015
80%

CSU, Chico 2017
Perception of Handheld Device Support is Up

Check Grades

Access Course Content

Review Transcripts

Communicate with Instructors

Look Up Course Info

Answer Questions Posed in Class
Student Comments
Comments by Theme

“Tell us ONE thing that your institution can do with technology to enhance your academic success.”

Comments on **Technology Training** and the **LMS** were up significantly. Comments on **Access to Grades and Progress** were down significantly.
Common Themes: Wifi

- **Ease of connecting** became the top comment regarding wifi. Almost all of these comments were critical.

#1 Rank of **wifi/internet** in ECAR comments
Common Themes: Wifi

...though overall satisfaction with wireless is fairly high
Common Themes: Technology Training

- Comments increased 71% over 2015.
- Moved from #5 to #2 in most comments.

#2 Rank of technology training in ECAR comments
Common Themes: Technology Training

...though overall students feel well-prepared technology-wise.
Common Themes: Notifications

- Comments decreased 50% from 2015.
- Fell from #2 to #3 in most comments.

#3 Rank of receive notifications of grades and progress in ECAR comments

- “Make degree progress more easy to understand”
- “Update grades more frequently”
- “Outline the steps I need for graduation”
- “Make notifications more effective and clear about assignments and other due dates”
- “Get alerted when the class is not going well”
Common Themes: LMS

• Comments **increased 100%** over 2015.

• Moved **from #9 to #4** in most comments.

• Most comments were about improving Blackboard or switching to another LMS

#4 Rank of [LMS](#) in ECAR comments
Common Themes: LMS

...though overall satisfaction with the LMS is high

- Accessing course content
- Submitting course assignments
- Checking course progress
- Managing your assignments
- Receiving feedback on course assignments
- Engaging with your instructors
- Accessing information about your institution's news, events, or activities
- Engaging with other students
- Collaborating on projects
- Study groups with other students

Dissatisfied  Very dissatisfied  Satisfied  Very satisfied
Conclusions
Main Takeaways

• CSU, Chico continues to be very close to the average of all institutions participating in the ECAR survey.

• Student device ownership and overall use of IT services continues to rise in almost all areas.

• Need/desire for technology training appears to be an emerging trend.
What next?

• Plan to accommodate continued growth in both the use of devices on campus and the use of technology in learning, both in and outside the classroom.

• Plan for continually higher expectations of technology use and availability.

• Expect a greater need for training, tutorials, information, and instructions on as the use of technology continues to grow.