

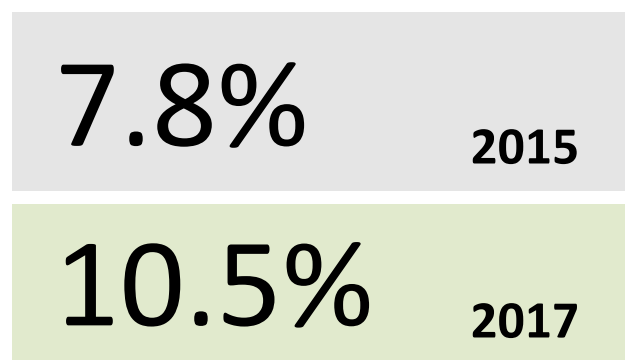
# **ECAR 2017**

## **Student Technology Survey**

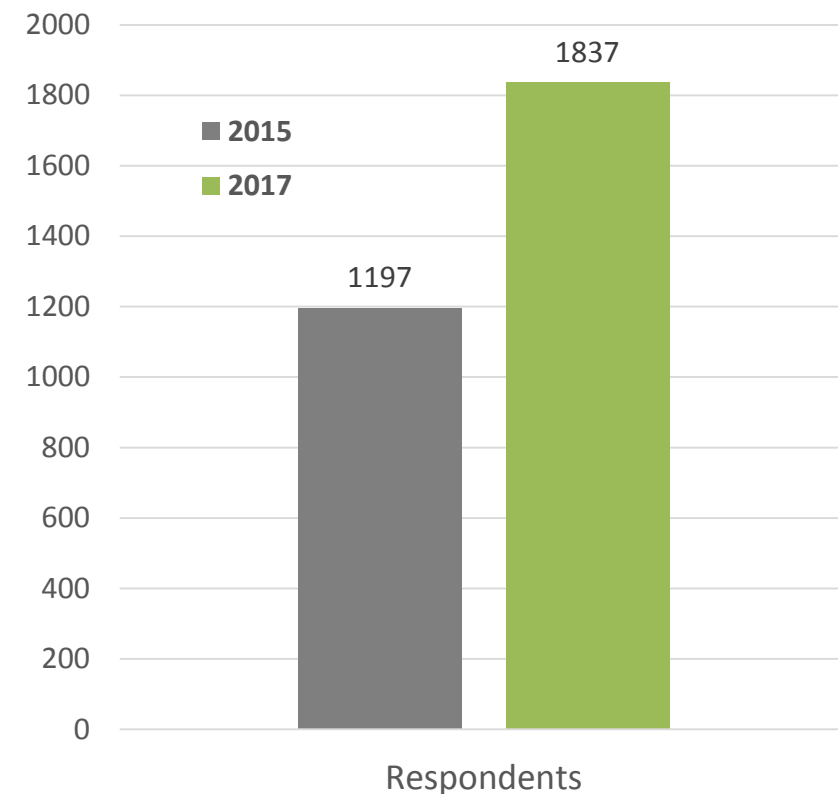
**(EDUCAUSE Center for Analysis and Research)**

# ECAR Survey of Student Technology Use

- Sponsored by EDUCAUSE
  - 124 participating institutions
  - 43,559 student respondents
- CSU, Chico
  - Participated in 2013, 2015, 2017

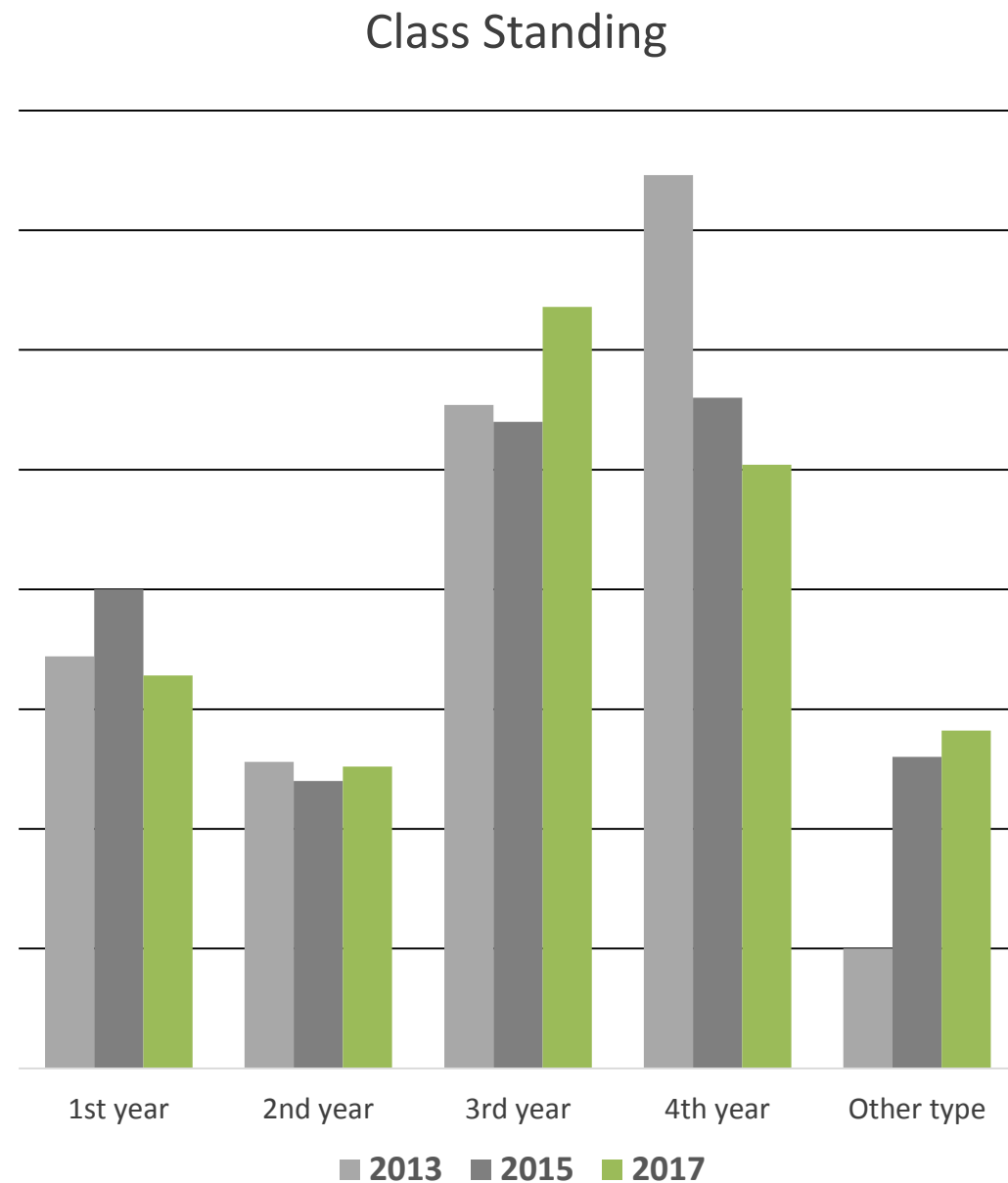


*Percent of CSU, Chico students who completed ECAR Survey*



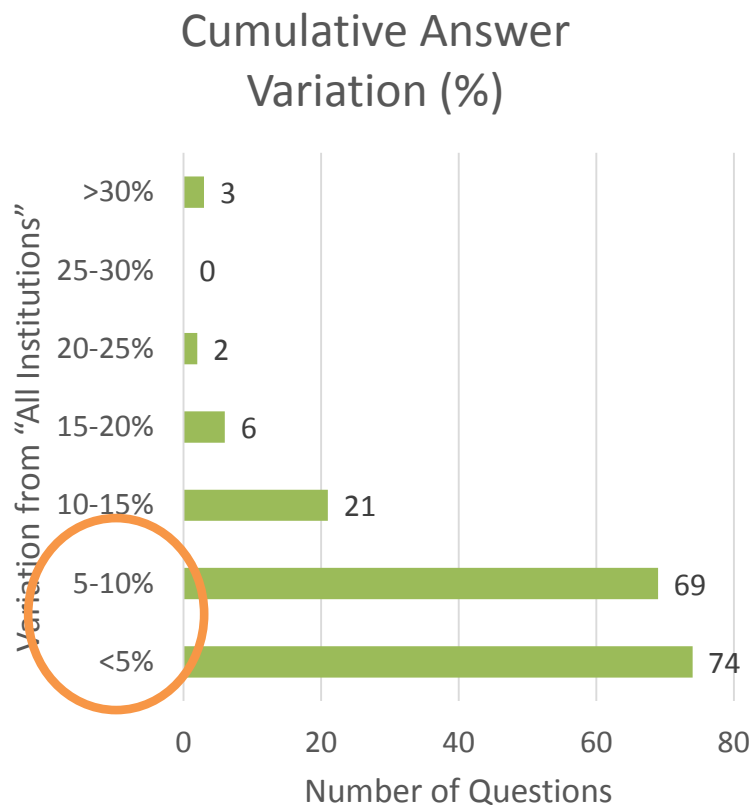
# ECAR Questions

- 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

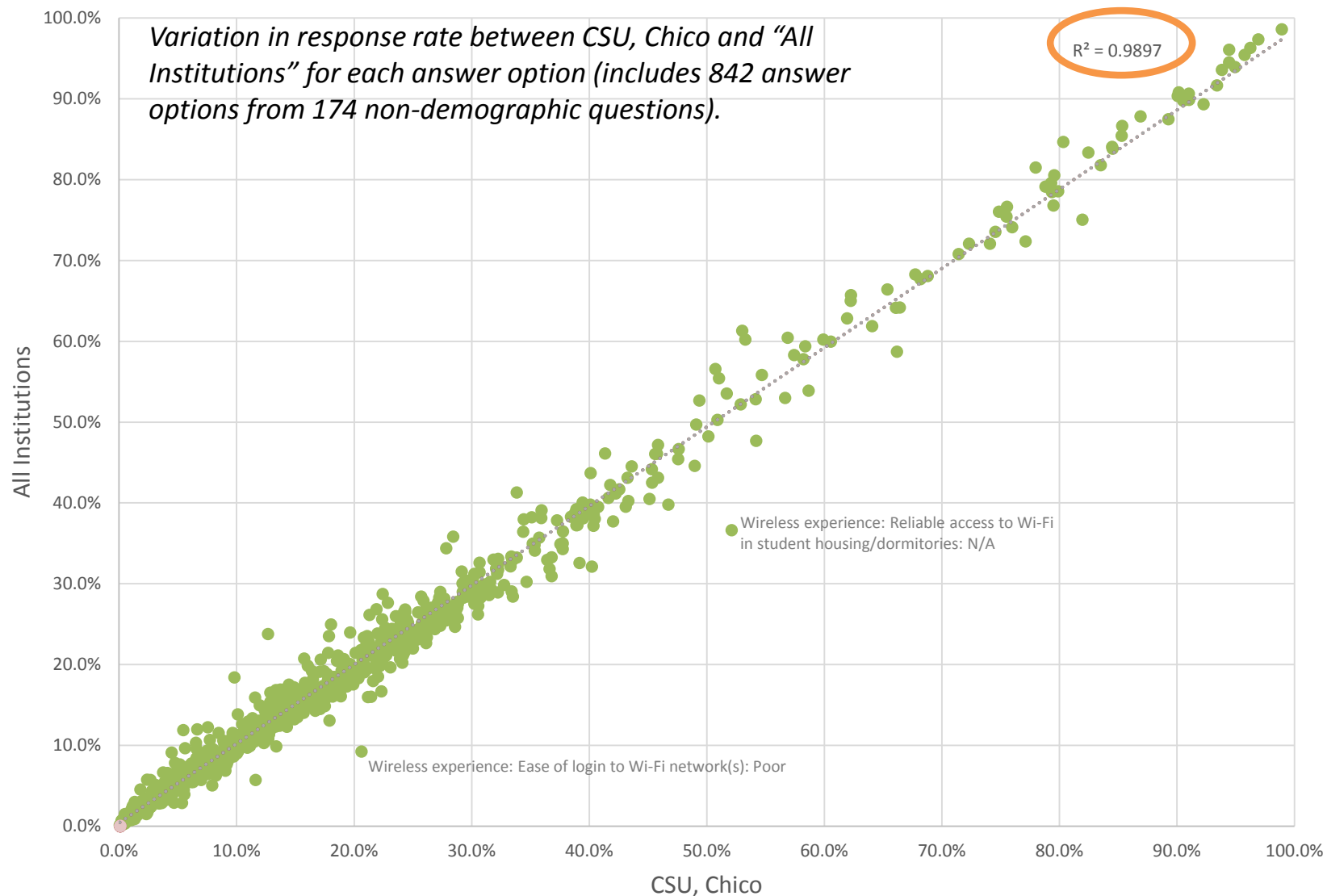


# Chico Compared to Other Institutions

- CSU, Chico is almost impossibly **average**

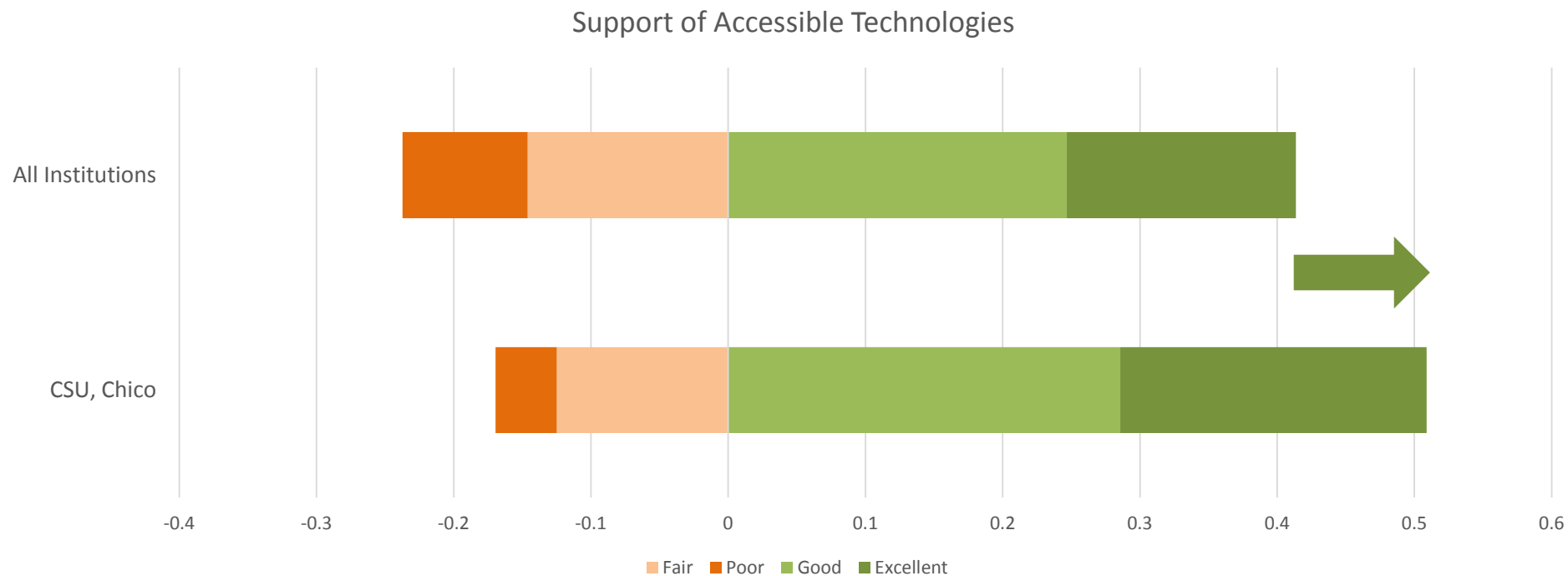


CSU, Chico Answers vs. All Institutions



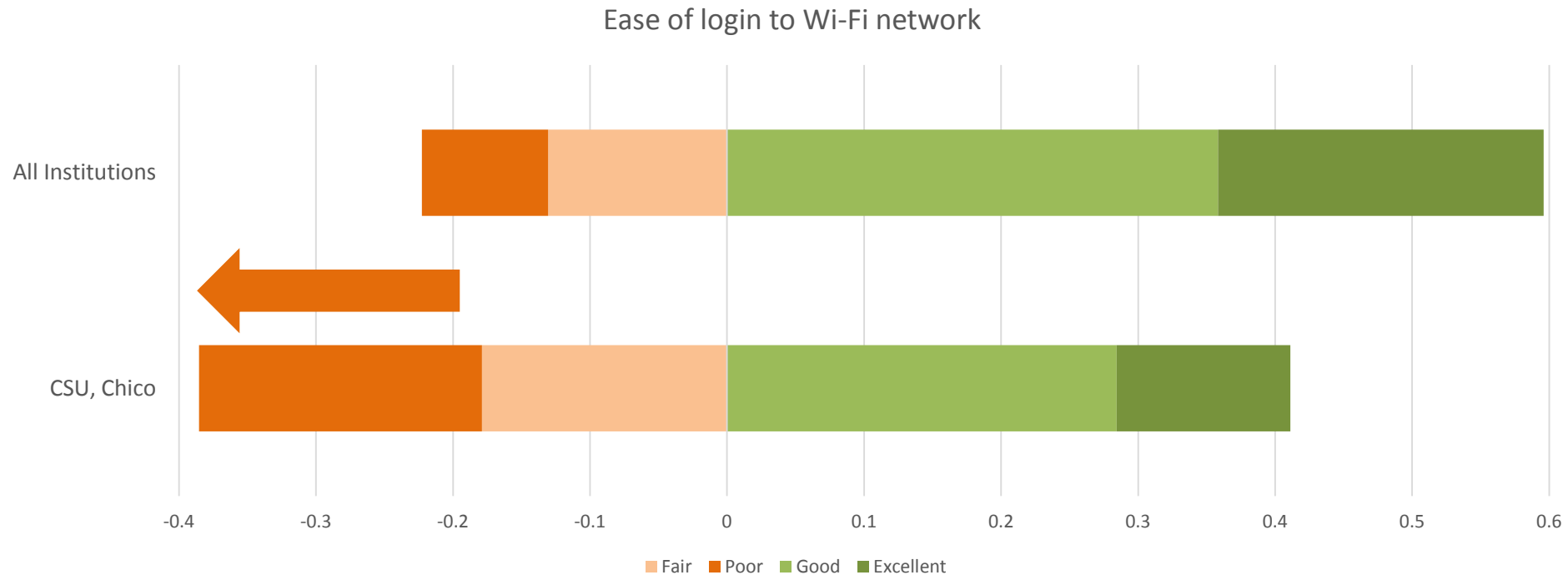
# Where We're Most Different

- We have significantly **better support** of accessible technologies



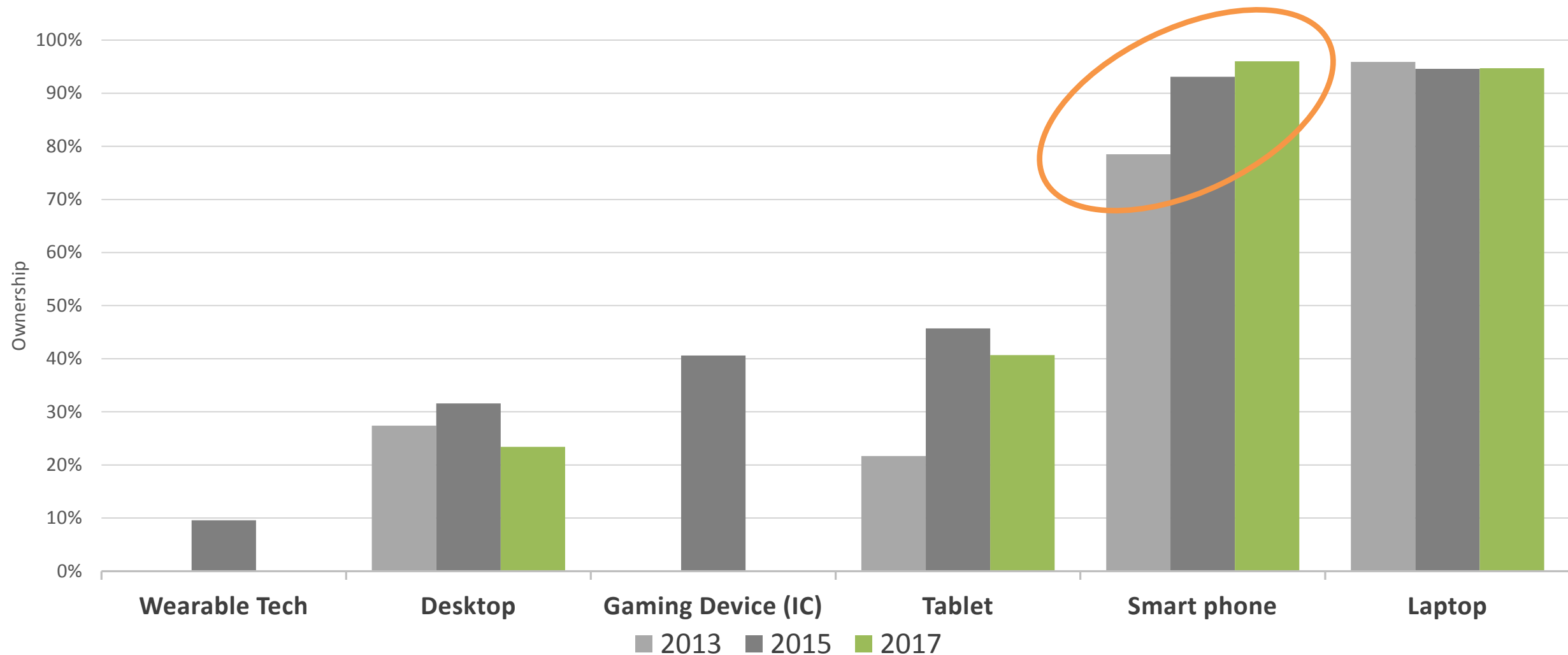
# Where We're Most Different

- We have significantly **lower satisfaction** with the ease of logging into the wifi network



# What Has Changed Over Time

# Smartphone Ownership has Reached Saturation





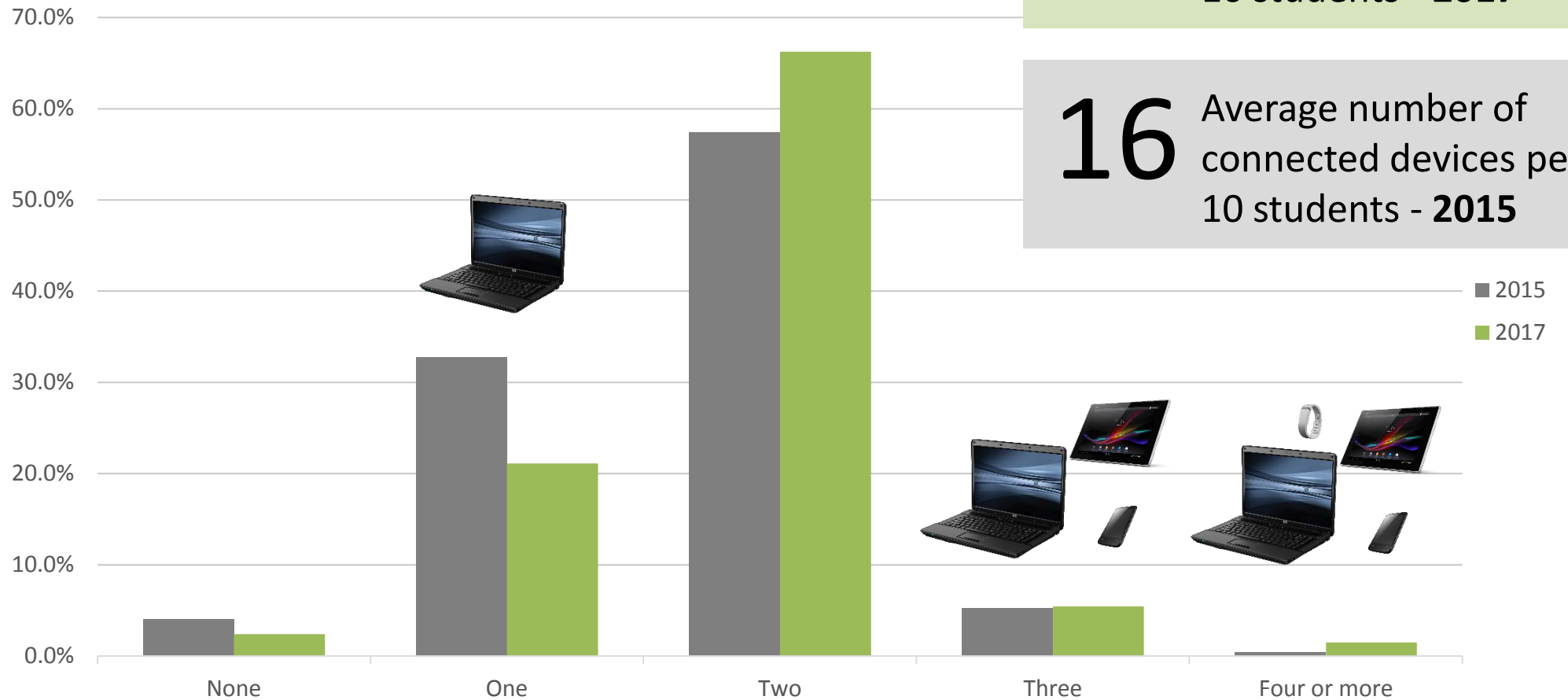
# Connected Devices Continues to Rise

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



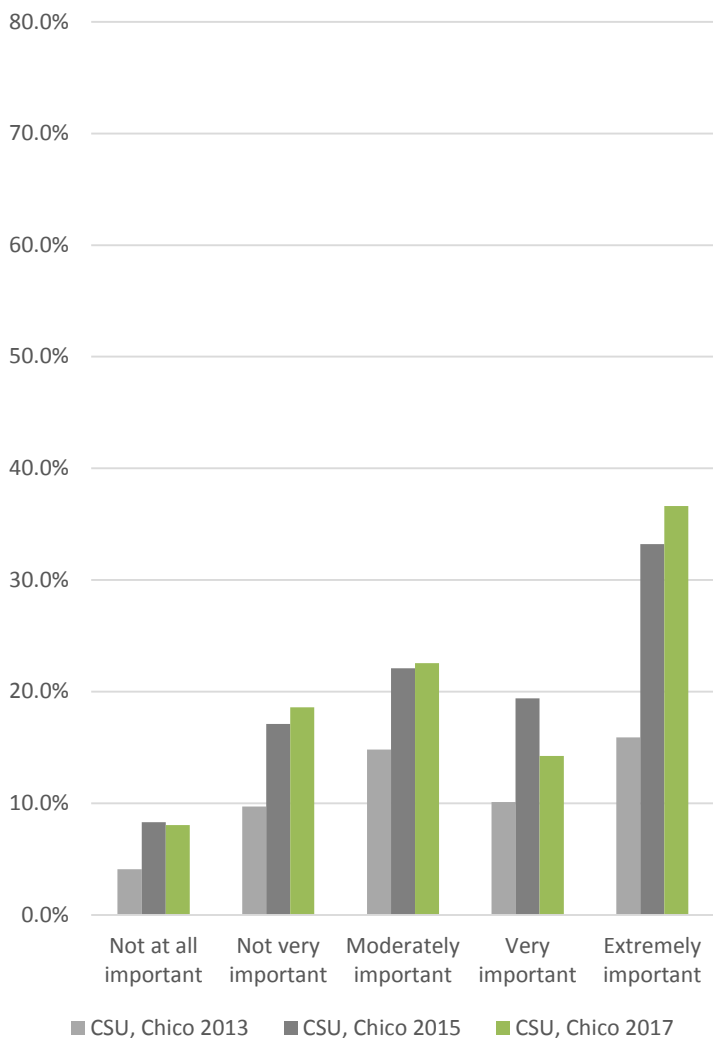
**19** Average number of connected devices per 10 students - **2017**

**16** Average number of connected devices per 10 students - **2015**

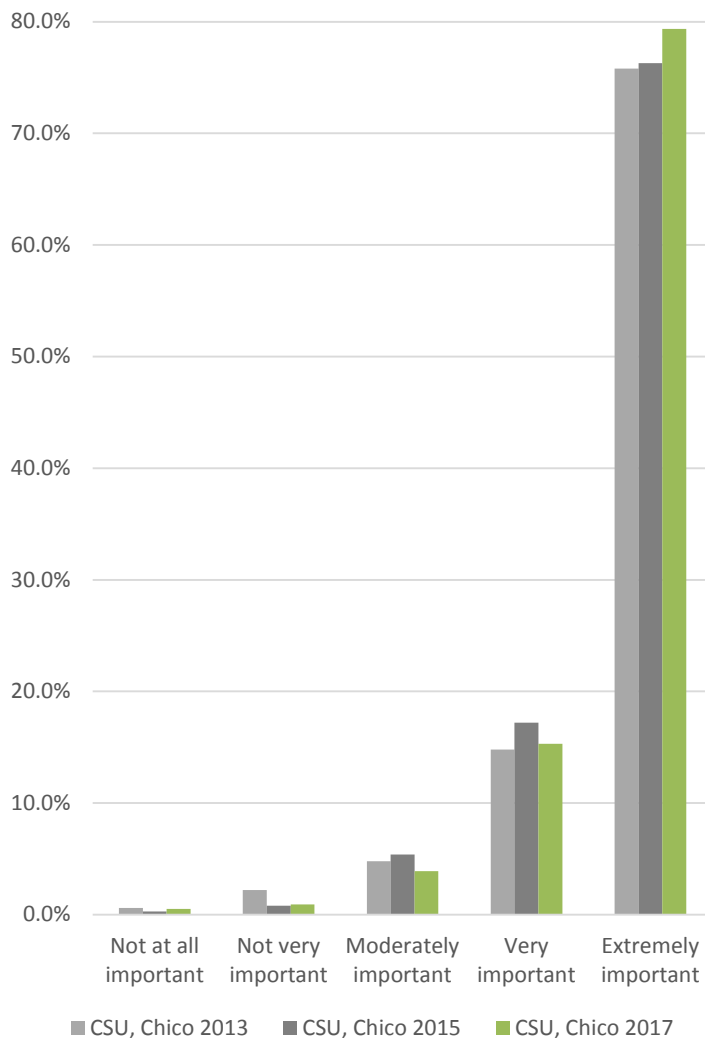


# Importance of Devices to Academic Success is Up

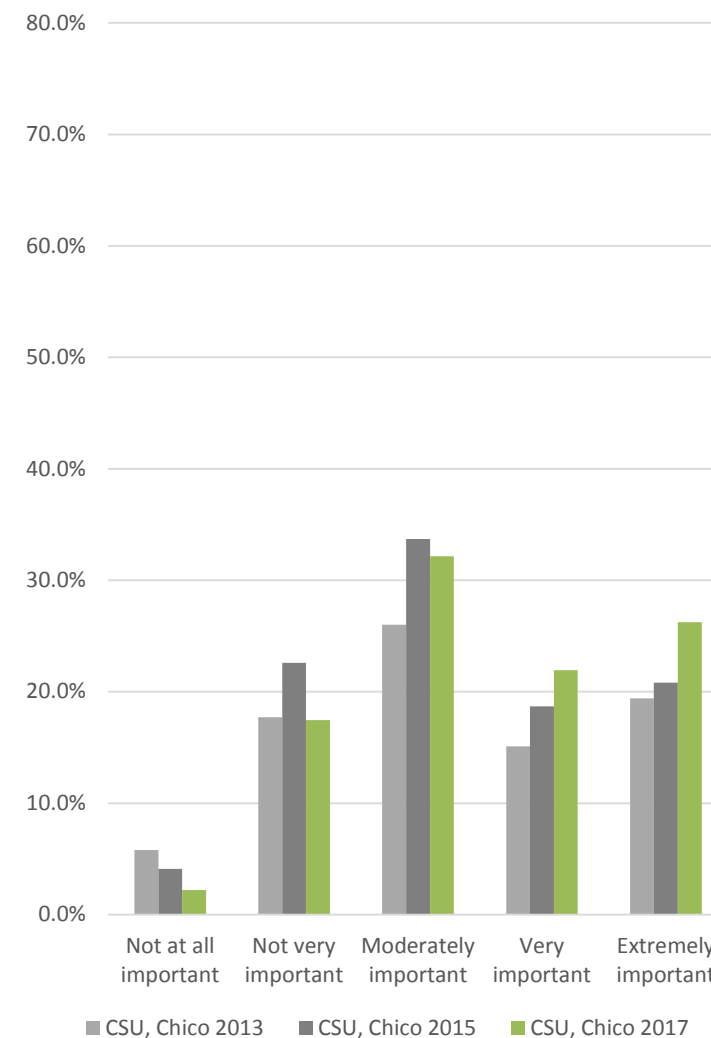
Desktop



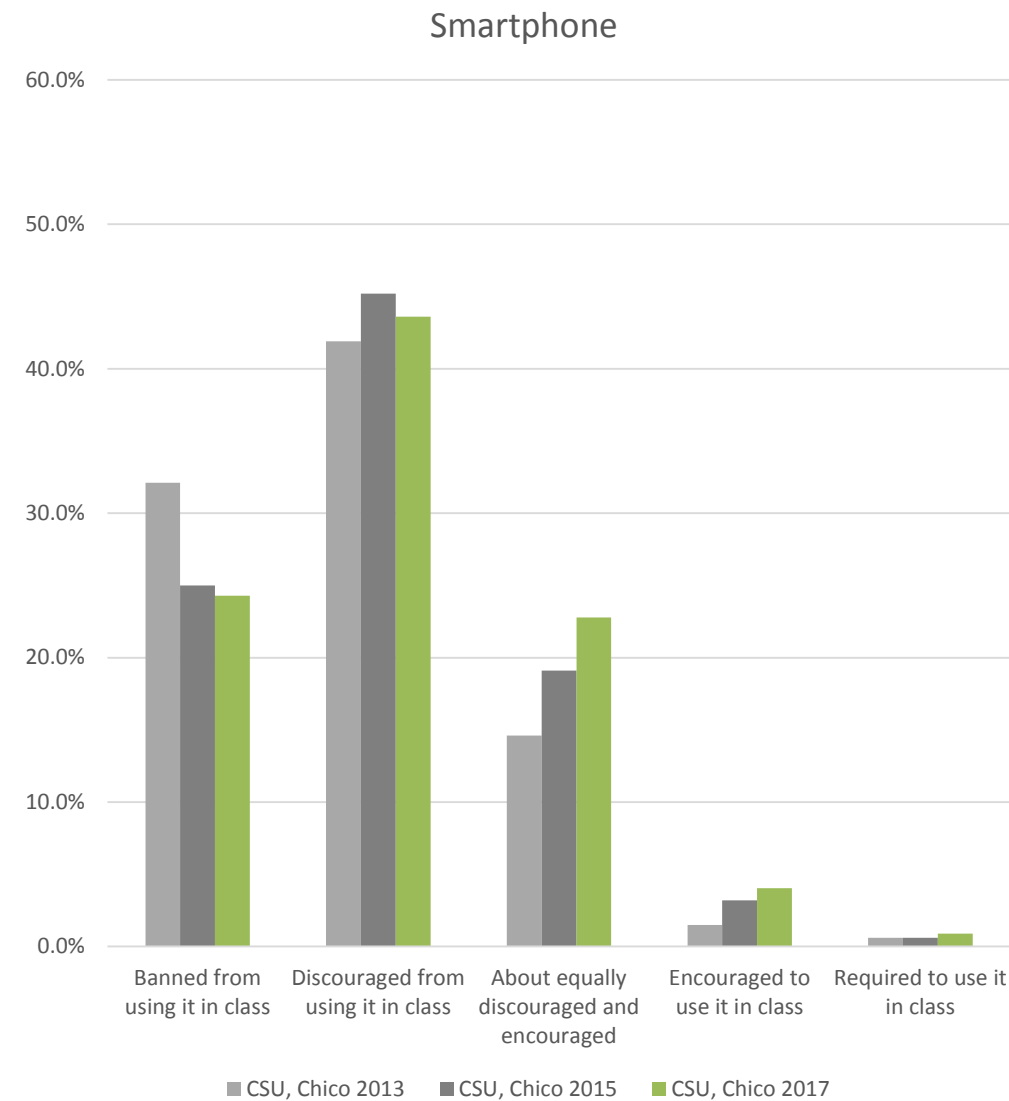
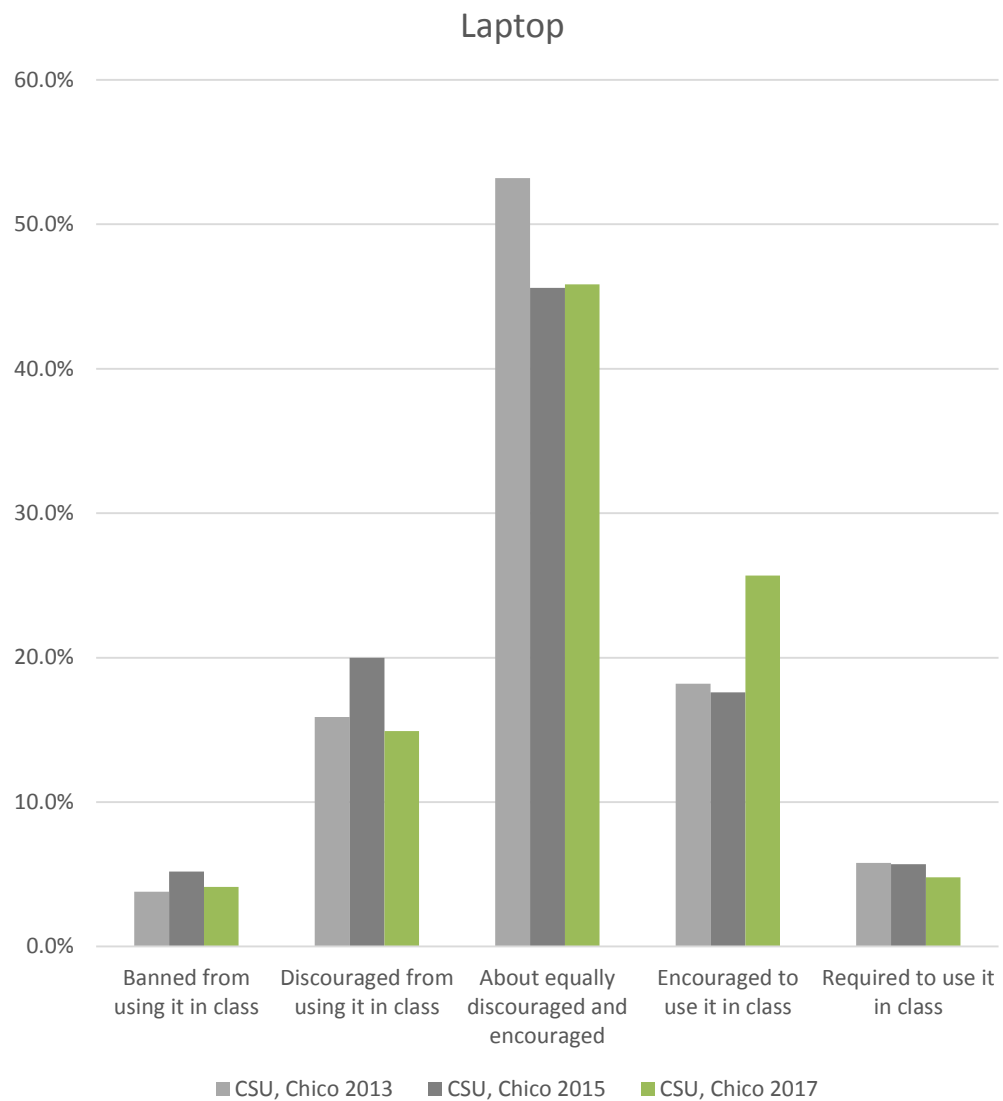
Laptop



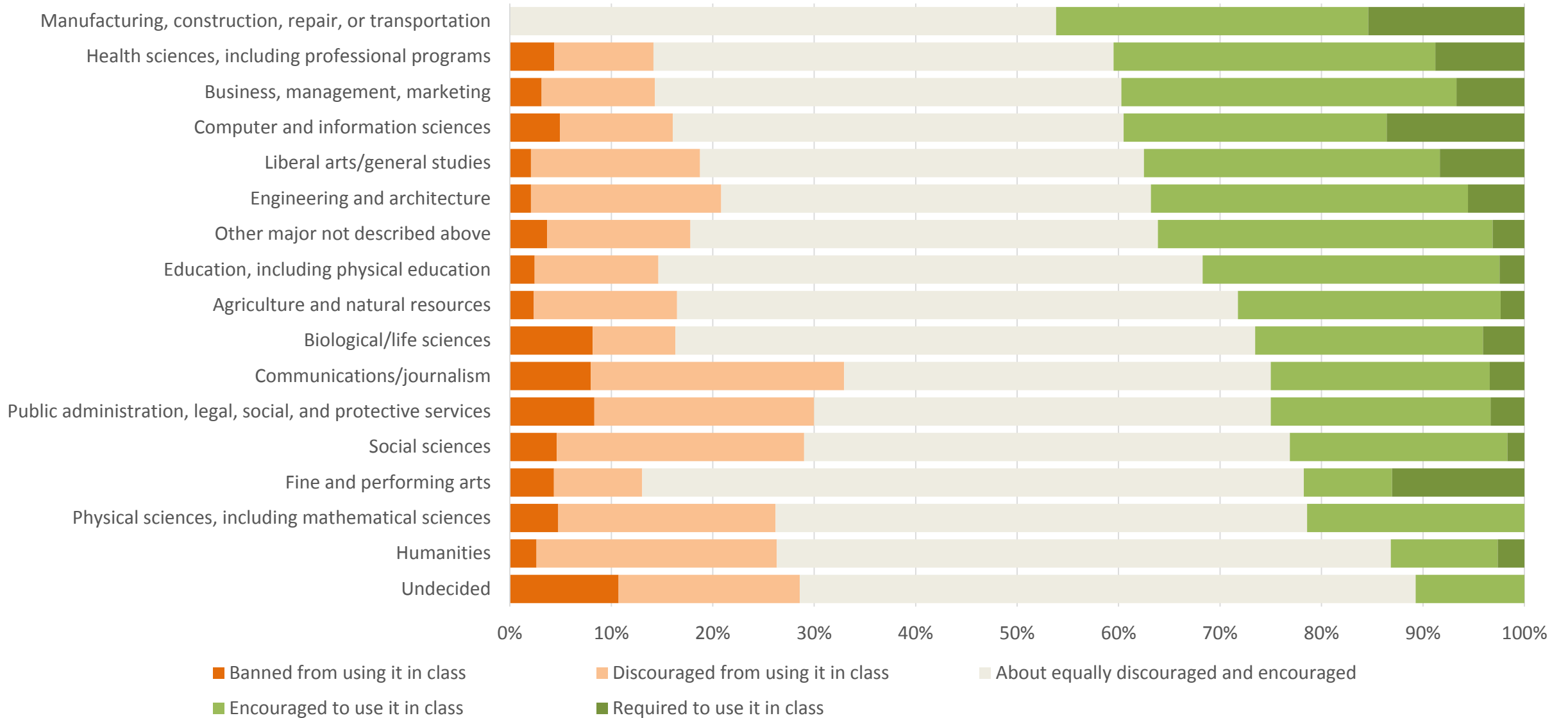
Smartphone



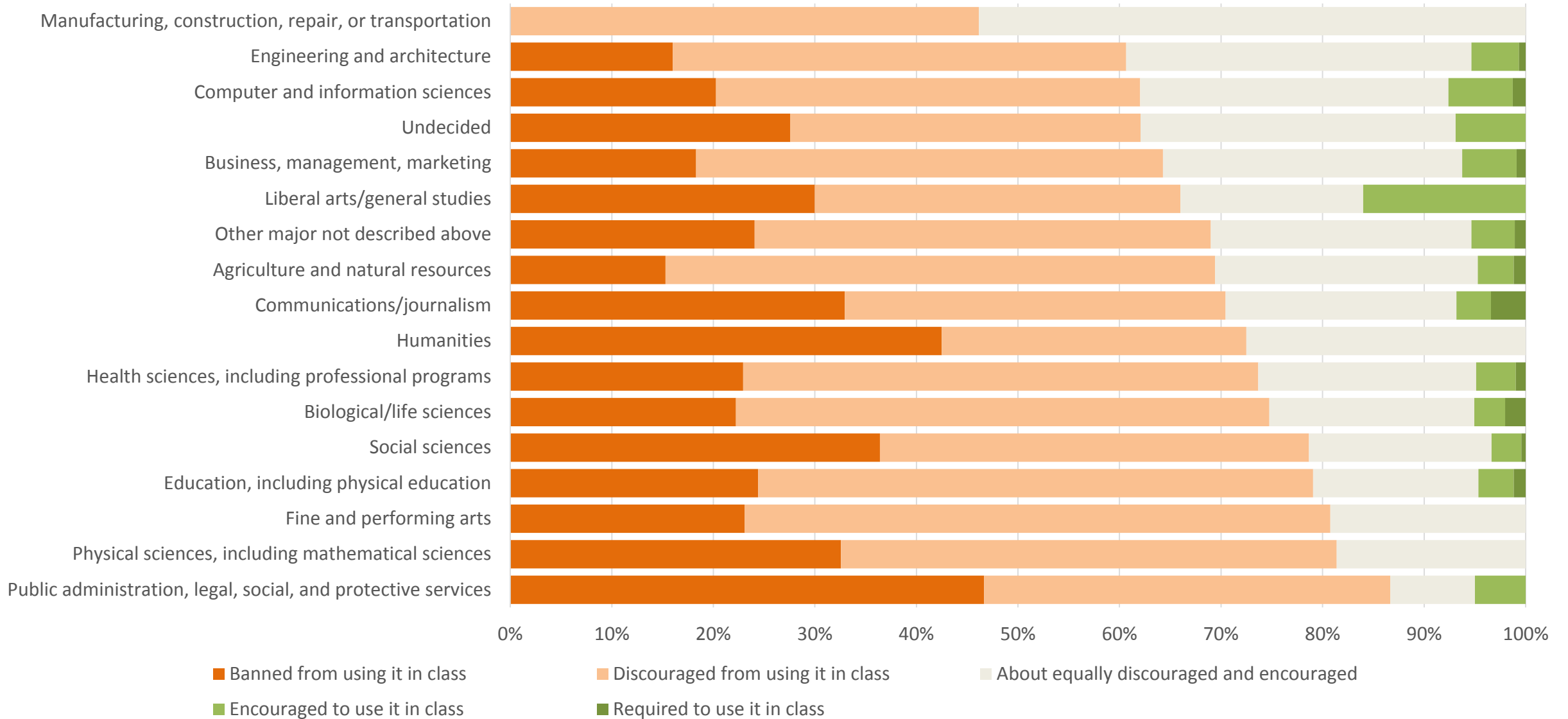
# Acceptance of Devices in Class is Rising



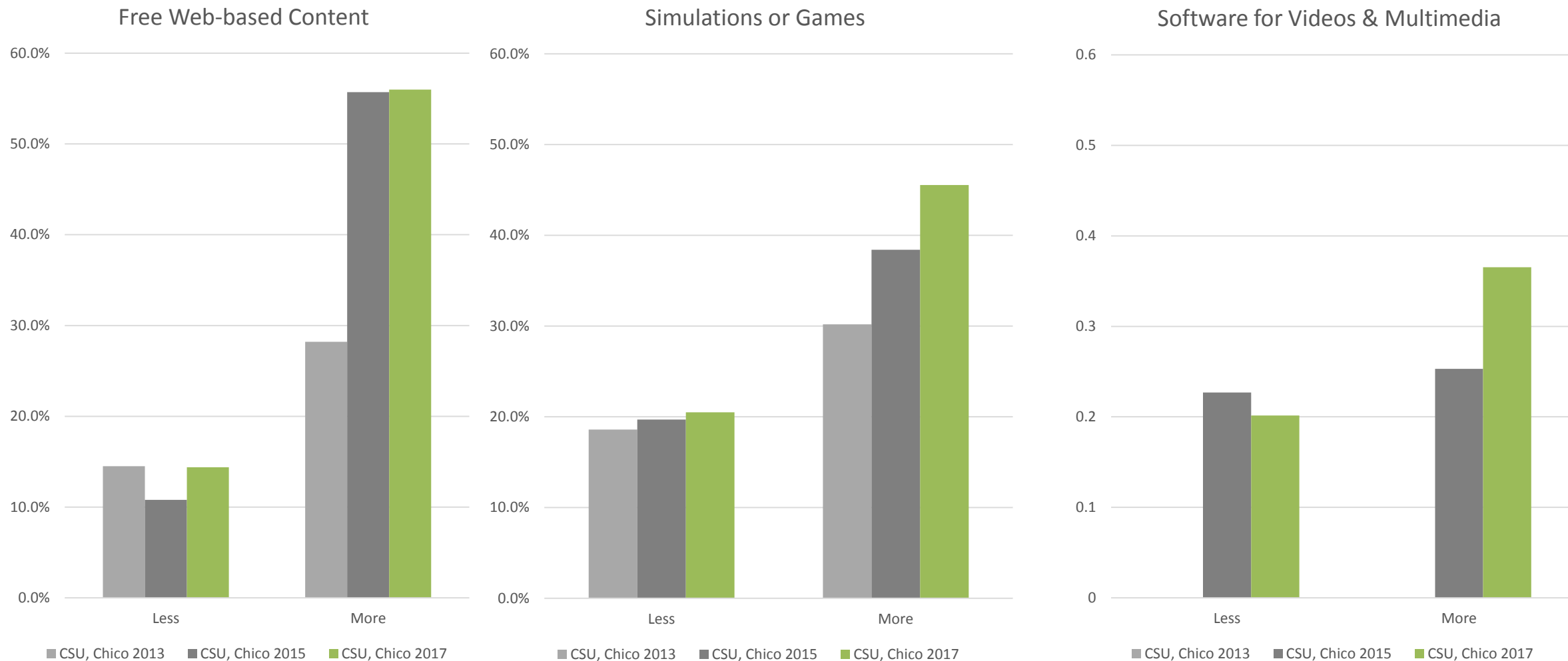
# Acceptance Varies by Major: Laptops



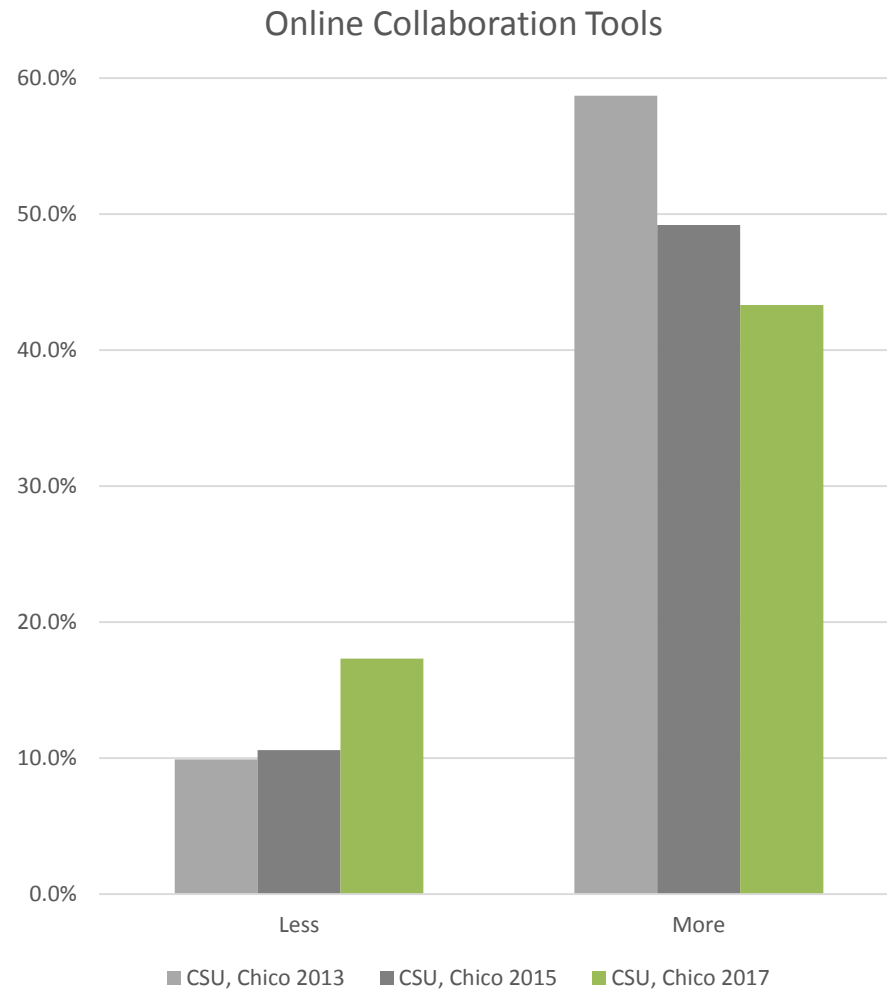
# Acceptance Varies by Major: Smartphones



# Students Want Faculty to Use Some Things More

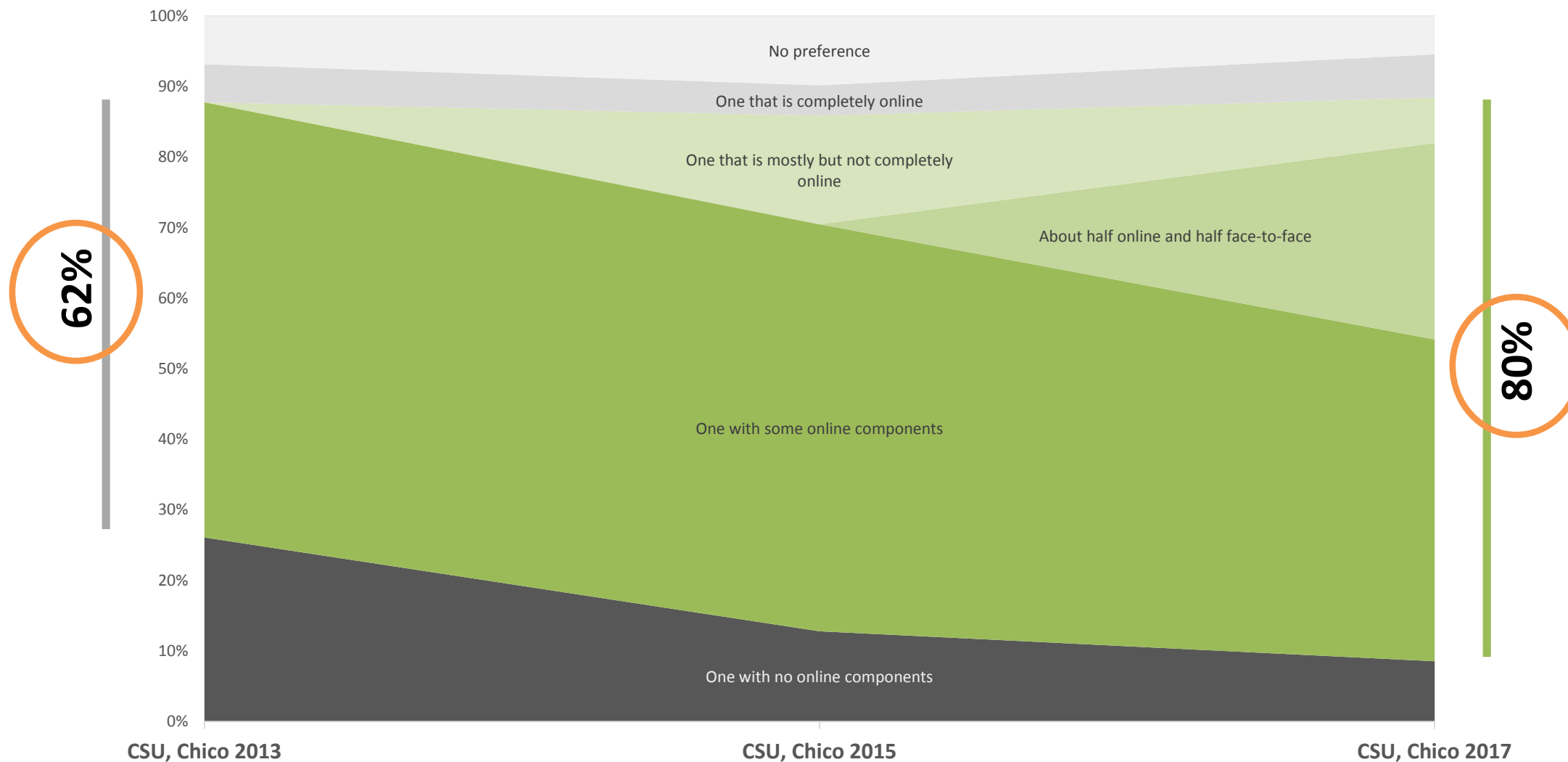


# ...and a Few Things Less



# More Students Want Blended Classes

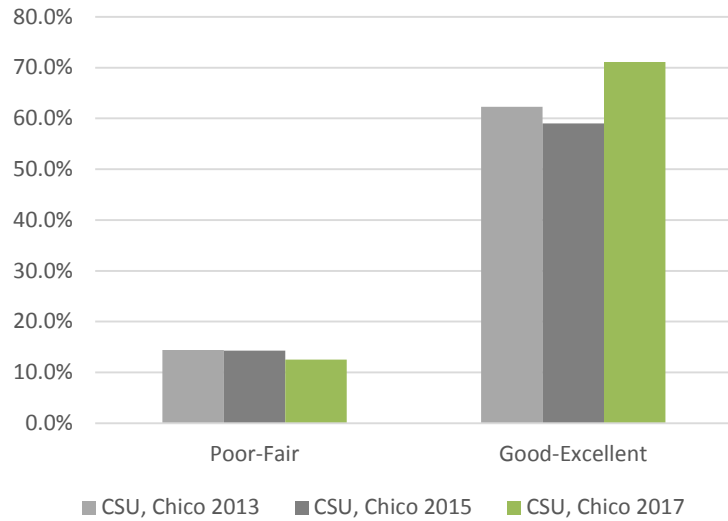
*“Type of Learning Environment You Prefer”*



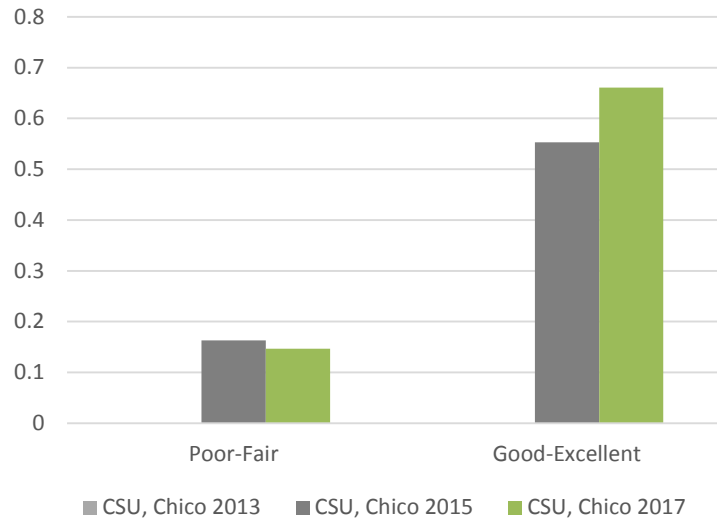


# Perception of Handheld Device Support is Up

Check Grades



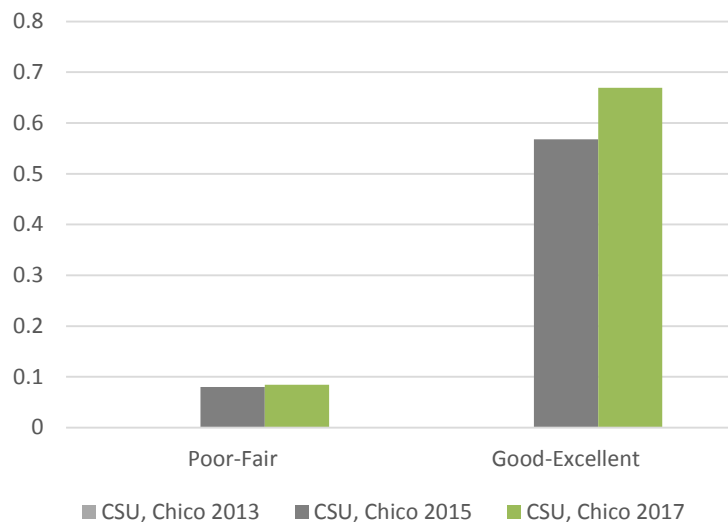
Access Course Content



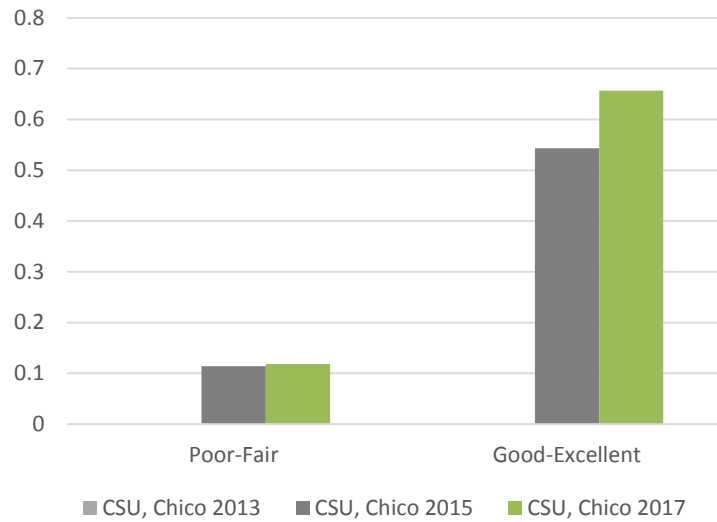
Review Transcripts



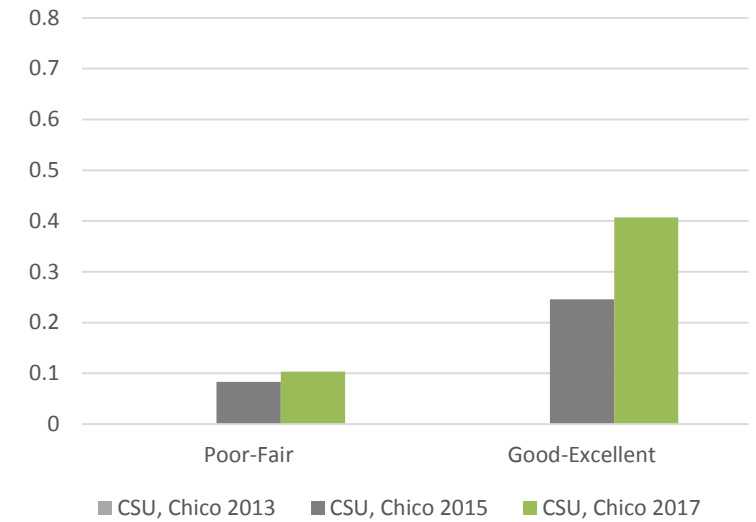
Communicate with Instructors



Look Up Course Info



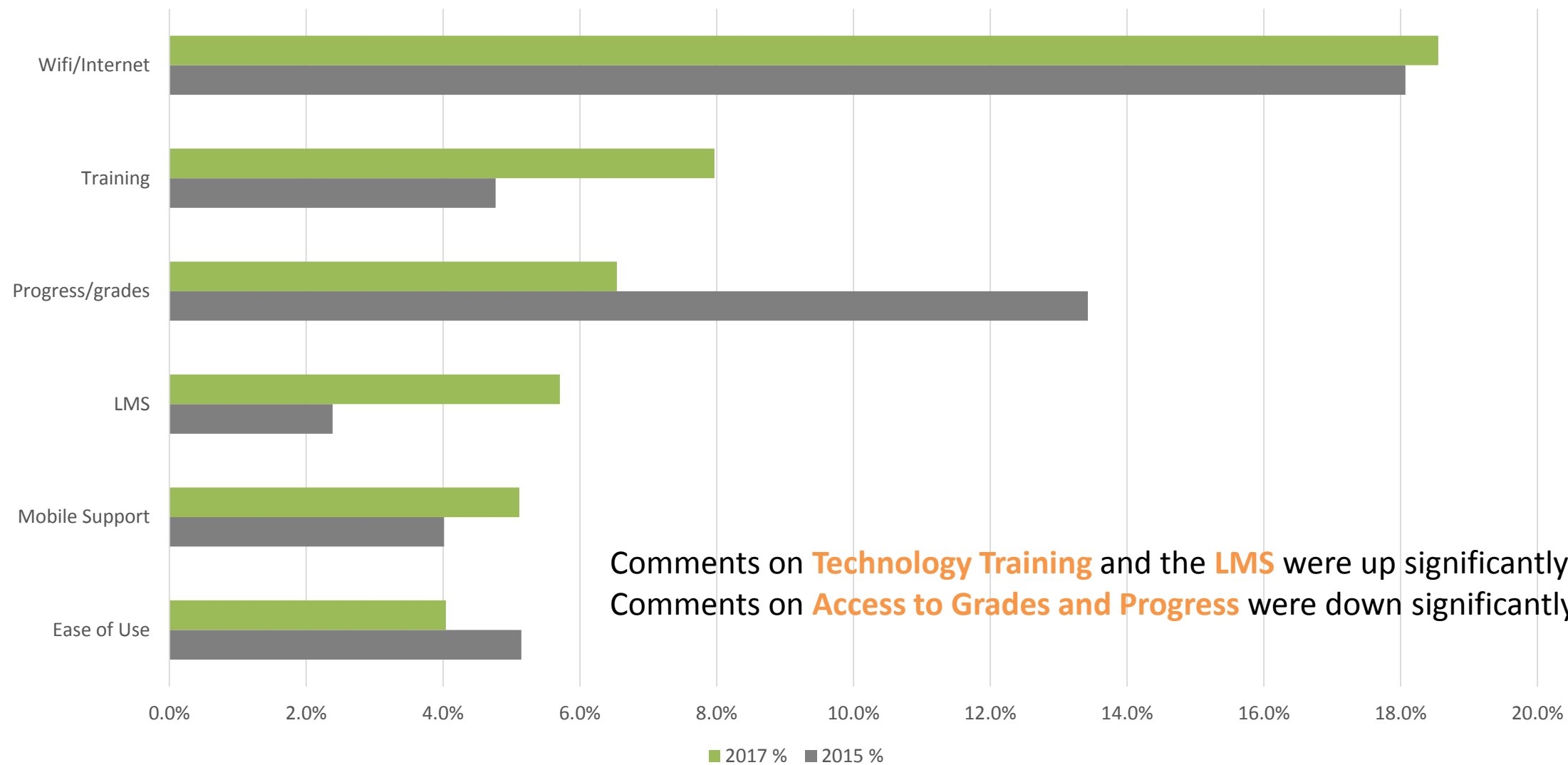
Answer Questions Posed in Class



# Student Comments

# Comments by Theme

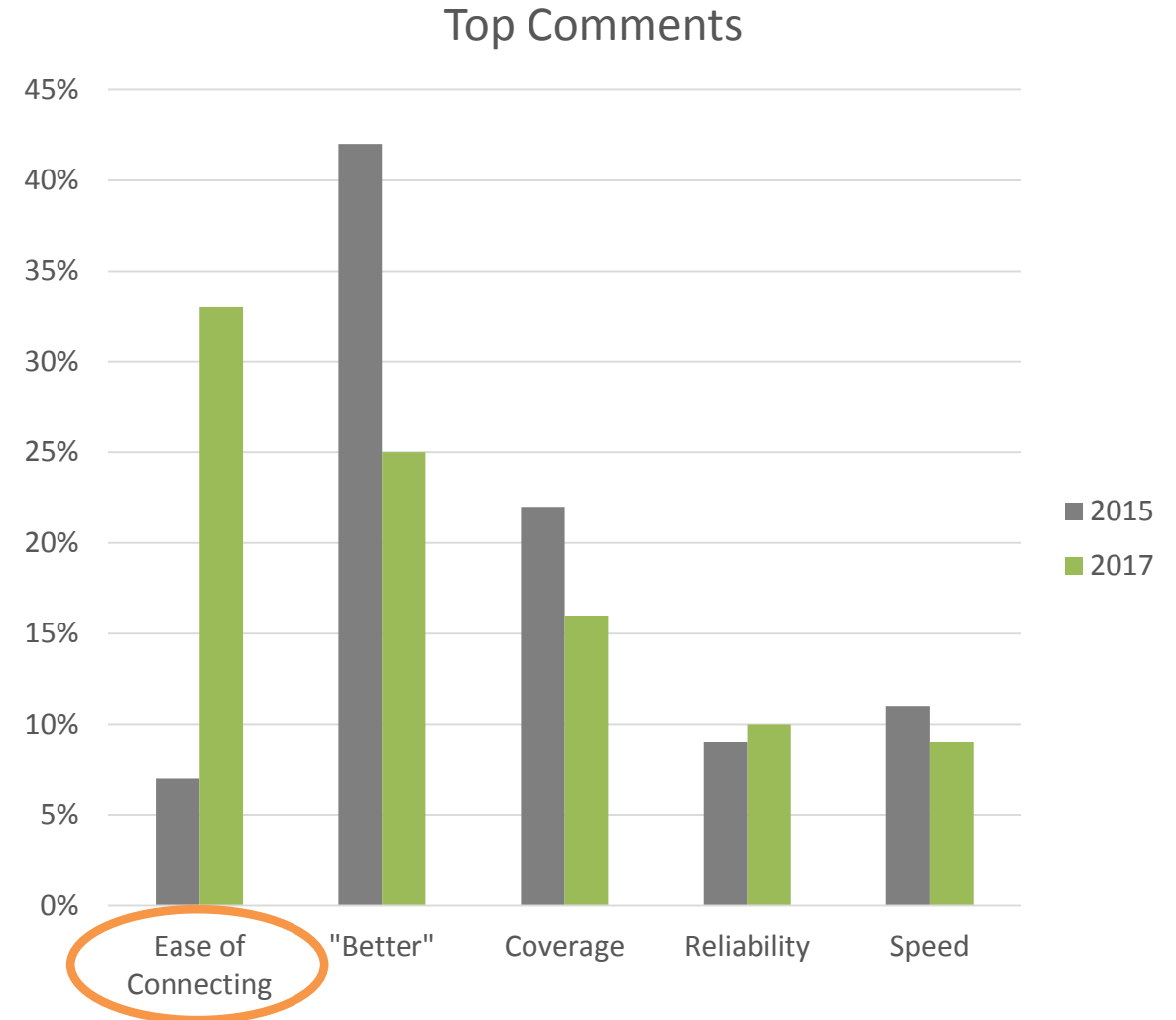
“Tell us ONE thing that your institution can do with technology to enhance your academic success.”



# Common Themes: Wifi

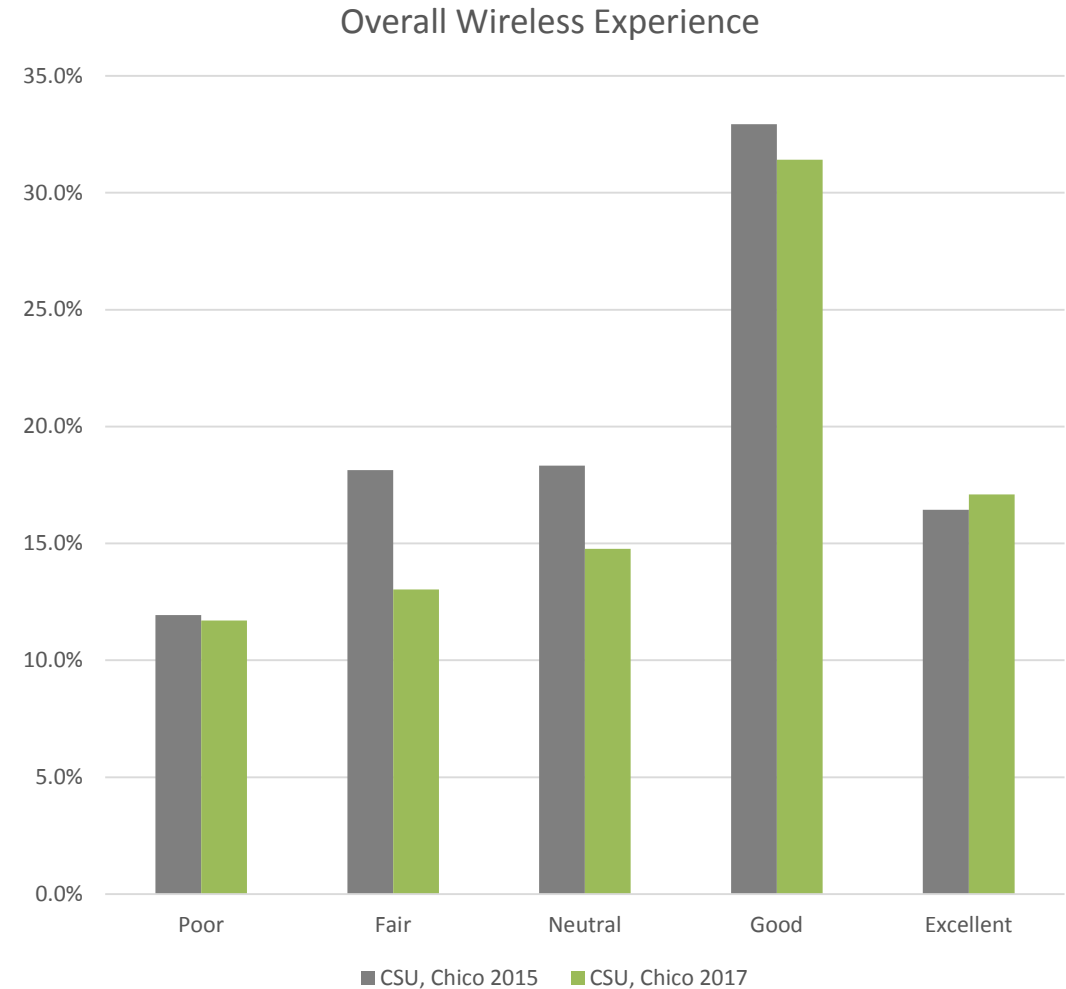
- **Ease of connecting** became the top comment regarding wifi. Almost all of these comments were critical.

**#1** Rank of **wifi/internet** in ECAR comments



# Common Themes: Wifi

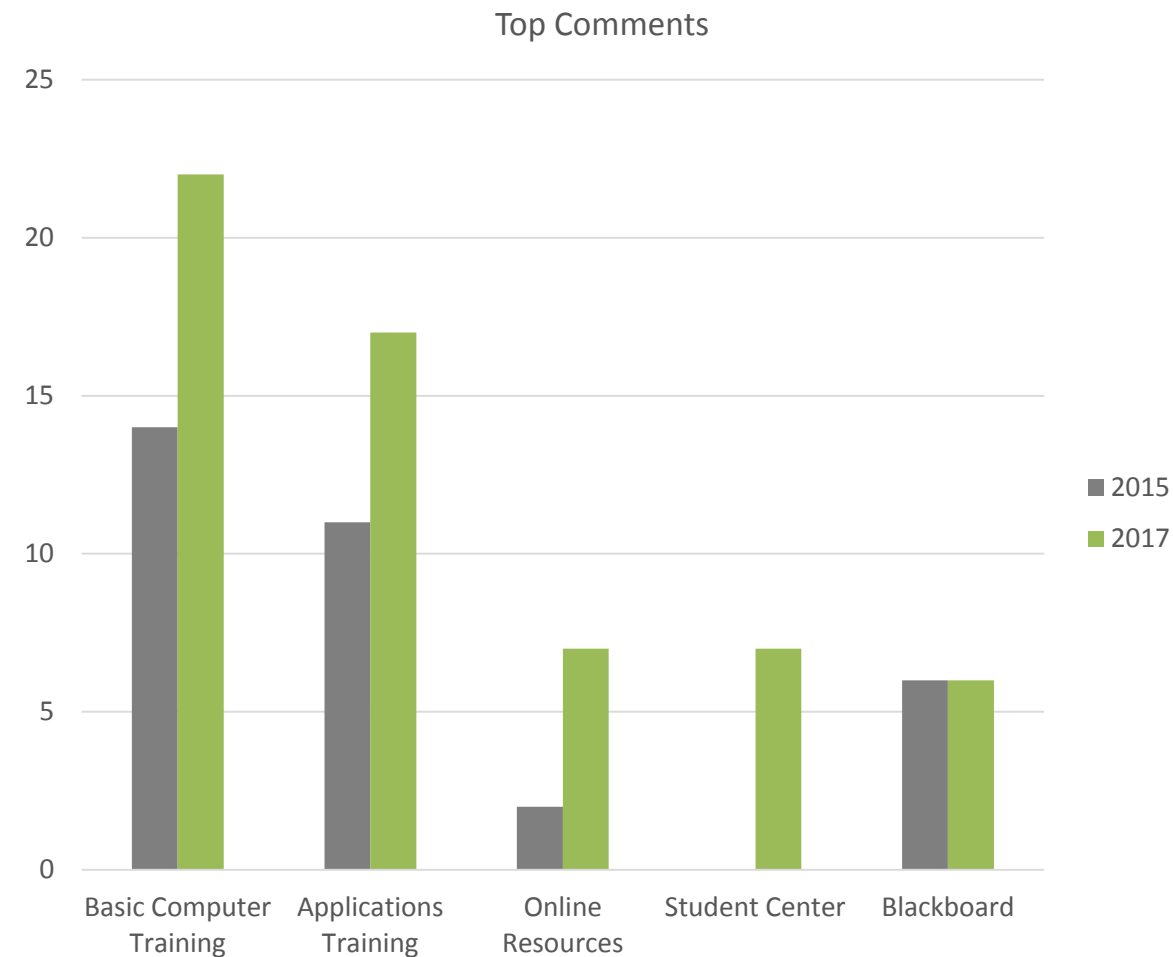
...though **overall satisfaction** with wireless is fairly high



# Common Themes: Technology Training

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

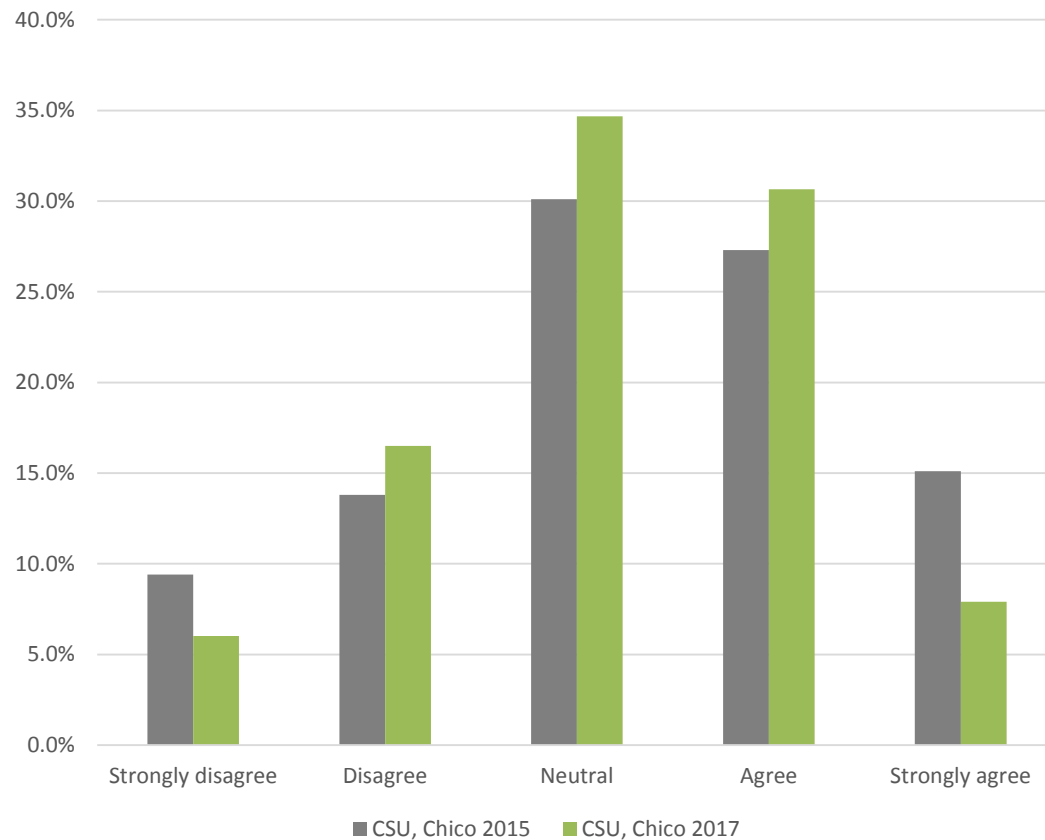
**#2** Rank of **technology training** in ECAR comments



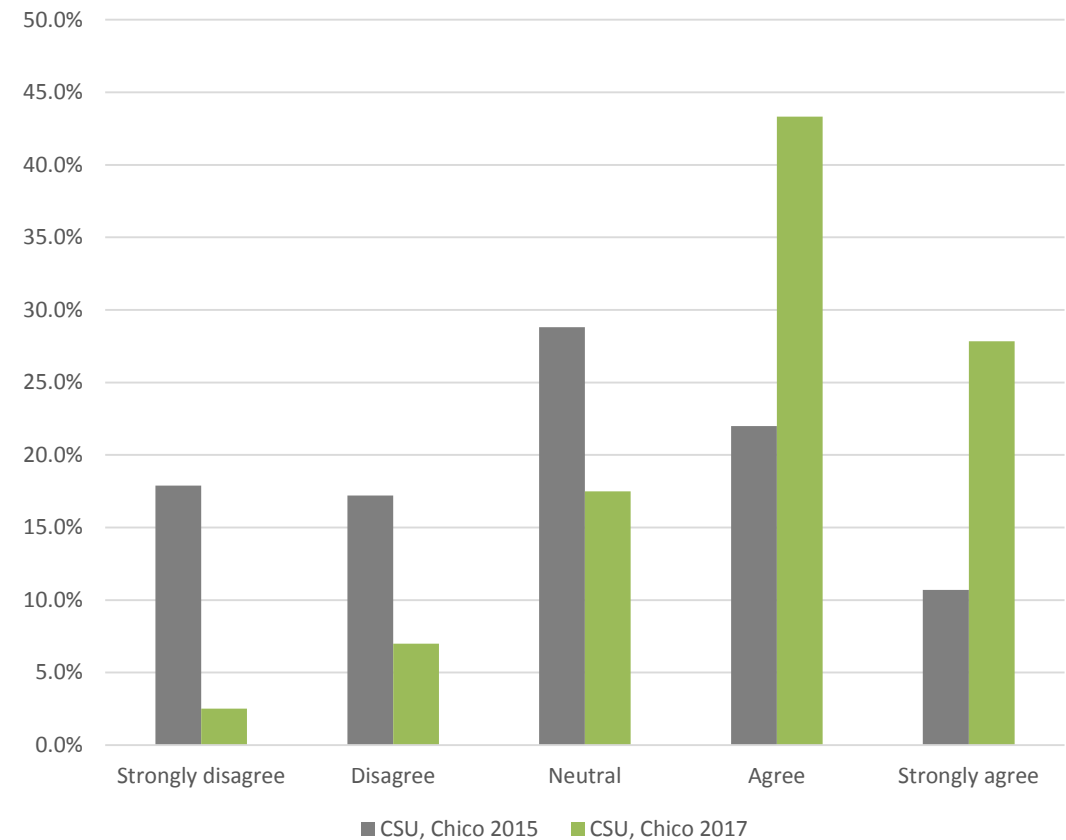
# Common Themes: Technology Training

...though overall students feel well-prepared technology-wise

My institution sufficiently prepared me to use institution-specific technology



I was well prepared to use basic software programs and applications when I started



# 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

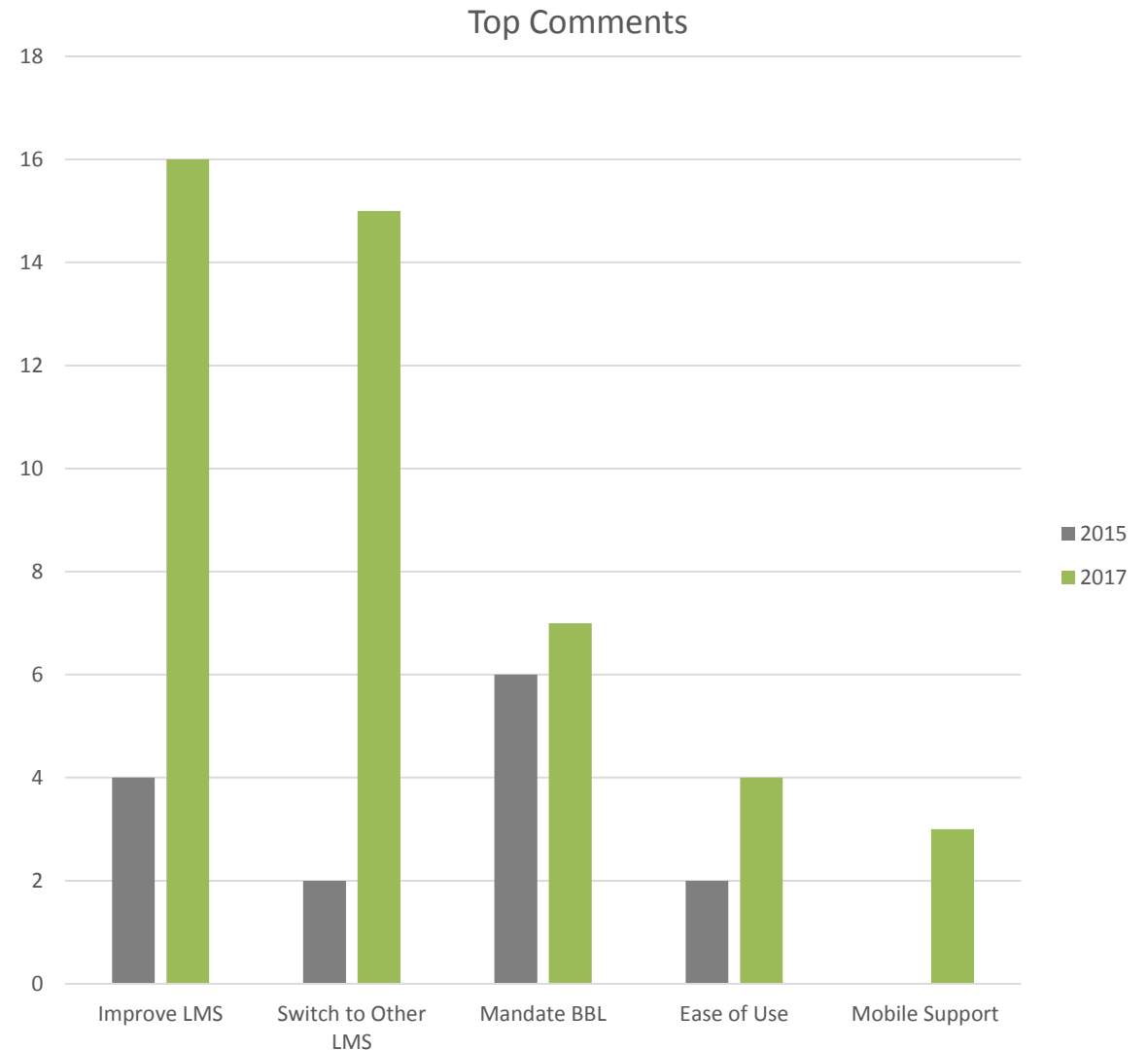
- “Make degree progress more easy to understand”
- “Update grades more frequently ”
- “Outline the steps I need for graduation”
- “Make notifications more effective and clear about assignments and other due dates”
- “Get alerted when the class is not going well”



# Common Themes: LMS

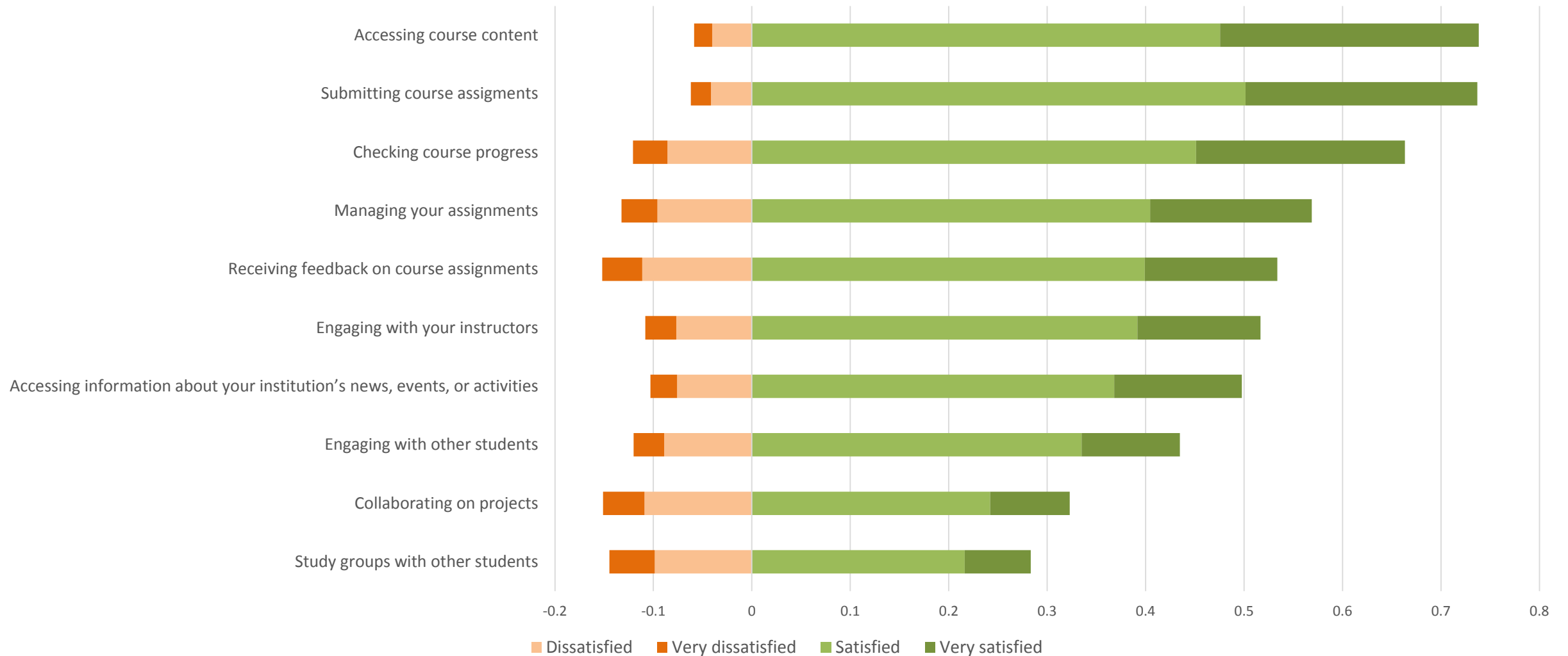
- Comments **increased 100%** over 2015.
- Moved **from #9 to #4** in most comments.
- Most comments were about improving Blackboard or switching to another LMS

**#4** Rank of **LMS** in  
ECAR comments



# Common Themes: LMS

...though overall satisfaction with the LMS is high



# 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.