Survey Results
& Analysis

for

2007 Student IT Experience Survey

IT Survey

2007 - 2008   Student Information Technology (IT) Experience Survey

Tuesday, November 20, 2007
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Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled *2007 Student IT Experience Survey* . The results analysis includes answers from all respondents who took the survey in the 21 day period from Wednesday, October 31, 2007 to Tuesday, November 20, 2007. 3415 completed responses were received to the survey during this time.

1) What type of computer(s) do you use? (Check all that apply.)

Response	Count	Percent
Laptop/Notebook	2720	79.6%
Desktop	1973	57.8%
Tablet	47	1.4%
Smartphone (cell phone with computing features)	220	6.4%
PDA/handheld (computing features without cell phone)	125	3.7%

2) What operating system(s) do you use on your computer(s)? (Check all that apply.)

Response	Count	Percent
Windows Vista Home	635	18.6%
Windows Vista Ultimate	237	6.9%
Windows Vista Business	94	2.8%
Windows XP	2577	75.5%
Mac OS X 10.5 (Leopard)	143	4.2%
Mac OS X 10.4 (Tiger)	305	8.9%
Mac OS X 10.3 (Panther) or earlier	57	1.7%
Linux or other Unix-based OS	166	4.9%
Don't know	47	1.4%
Other	46	1.3%

3) If you chose Linux/Unix, which version is running on your computer?

Response	Count	Percent
Ubuntu	66	40.5%
Fedora	15	9.2%
SuSE	6	3.7%
Red Hat Enterprise Linux	20	12.3%
Gentoo	6	3.7%
UBLinux	37	22.7%
Other	13	8.0%

4) How do you connect to UBIT resources? (Check all that apply.)

Response	Count	Percent
ResNet	955	28.0%
Dial up modem (UB)	301	8.8%
Dial up modem (e.g. AOL, Earthlink, Juno, etc.)	72	2.1%
Cable modem (e.g. Time Warner)	1423	41.7%
DSL - Digital Subscriber Line (e.g. Verizon)	569	16.7%
Satellite dish (e.g. Dish Network)	25	0.7%
Shared wireless access point (e.g. shared apartment wireless).	769	22.5%
Don't know/Not applicable	165	4.8%

5) How often do you back-up (make a copy to another storage media) your important digital files?

Response	Count	Percent
Daily	275	8.1%
2-3 times per week	263	7.7%
Weekly	373	10.9%
Monthly	768	22.5%
I don't back up my files	1335	39.2%
I don't know	393	11.5%

6) In what ways do you protect yourself from copyright violations when using peer-to-peer file sharing programs? (Check all that apply.)

Response	Count	Percent
I tried to disable the "upload" feature, but the software prevented it	243	7.1%
I disabled the "upload" feature in the software application(s)	573	16.8%
I put my computer behind a hardware router (e.g., Linksys, Netgear)	687	20.1%
I investigated how to disable this feature, but got frustrated and gave up	221	6.5%
I do not use peer-to-peer file sharing software	1983	58.1%

7) What websites or email clients do you use to read your email? (Check all that apply.)

Response	Count	Percent
UB Webmail	2837	83.1%
Entourage	43	1.3%
Gmail	1193	34.9%
Hotmail	1008	29.5%
Mulberry	285	8.3%
Mac mail	125	3.7%
Outlook or Outlook Express	386	11.3%
Pine	51	1.5%
Thunderbird	219	6.4%
Yahoo	1310	38.4%
Don't know/Not applicable	12	0.4%
Other	299	8.8%

8) Do you use "@buffalo.edu" as your primary email address?

Response	Count	Percent
Yes	2201	64.8%
No	1195	35.2%

10) How did you initially get your UB-related software?

Response	Count	Percent
CD at orientation	790	23.2%
CD from UBMicro	1101	32.4%
Download	1022	30.1%
Burned a CD on a public site computer	13	0.4%
A friend	29	0.9%
I do not use UB provided software	413	12.2%
Other	30	0.9%

11)   How would you prefer to obtain UB-related software?

Response	Count	Percent
CD	1249	36.9%
Download	2104	62.1%
Other	33	1.0%

12) Which of the following instant messenger (IM) programs do you use? (Check all that apply.)

Response	Count	Percent
AIM	2131	62.4%
AIM Express	677	19.8%
GAIM/Pidgin	135	4.0%
Google Talk	404	11.8%
Meebo	253	7.4%
MSN IM (Windows Messenger)	799	23.4%
Trillian	120	3.5%
Yahoo!	457	13.4%
Jabber	10	0.3%
iChat	198	5.8%
Adium	94	2.8%
I do not use instant messenger (IM) programs	384	11.2%
Other	98	2.9%

13) Which Web browser(s) do you use? (Check all that apply.)

Response	Count	Percent
Internet Explorer 7.0	1839	53.9%
Internet Explorer (any earlier version)	601	17.6%
Firefox	2302	67.4%
Opera	103	3.0%
Safari	439	12.9%
I don't know	18	0.5%
Other	63	1.8%

14) Please indicate your top 5 preferences for wireless access in north campus academic and non-residential areas. (Use each option only once.)

Rank Item	Rank	Points
Capen Hall	1	8109
Lockwood Library	2	5646
Don't know / Not applicable 1	3	4426
Don't know / Not applicable 2	4	3573
Student Union	5	3286
Don't know / Not applicable 3	6	2985
Natural Sciences Complex	7	2164
Knox Lecture Hall	8	2161
Don't know / Not applicable 4	9	2135
Baldy Hall	10	1997
The Commons (outside restaurants area)	11	1768
Don't know / Not applicable 5	12	1148
Jacobs Management Center	13	1111
Clemens Hall	14	906
Bell Hall	15	772
Center for the Arts	16	692
O'Brian Hall	17	682
Alumni Arena	18	621
Cooke Hall	19	537
Fronczak Hall	20	422
Hochstetter Hall	21	363
Furnas Hall	22	350
Baird Hall	23	344
Park Hall	24	338
Norton Hall	25	301
Mathematics Building	26	289
Talbert Hall	27	233
Bonner Hall	28	220
Ketter Hall	29	194
Center for Tomorrow	30	146
Jarvis Hall	31	125

Katharine Cornell Theatre	32	106
Trailer Complex	33	66
Dorsheimer Laboratory/Greenhouse	34	58
Child Care Center	35	50
Slee Hall	36	32

15) Please indicate your top 5 preferences for wireless access in south campus academic and non-residential areas. (Use each option only once.)

Rank Item	Rank	Points
Don't know / Not applicable 1	1	10515
Don't know / Not applicable 2	2	8498
Don't know / Not applicable 3	3	6561
Don't know / Not applicable 4	4	4443
Diefendorf Hall	5	2326
Don't know / Not applicable 5	6	2285
Harriman Hall	7	1452
Abbott Hall	8	1274
Kimball Tower	9	1212
Biomedical Education Building	10	858
Clark Hall	11	692
Diefendorf Annex	12	635
Farber Hall	13	585
Biomedical Research Building	14	512
Sherman Hall	15	509
Parker Hall	16	447
Hayes Hall	17	394
Crosby Hall	18	366
Cary Hall	19	364
Squire Hall	20	297
Hayes A	21	287
Farber Annex	22	228
Foster Hall	23	222
Sherman Annex	24	212
Hayes B	25	194

Hayes C	26	190
Wende Hall	27	172
Beck Hall	28	162
Acheson Hall	29	147
Acheson Annex	30	109

16) Please indicate your top 5 preferences for wireless access by location theme. (Use each option only once.)

Rank Item	Rank	Points
Library commons areas	1	9521
Residence hall common area/lounges	2	6312
Student gathering spaces and meeting rooms	3	6006
Indoor areas in food and cafe courts	4	5808
Campus hallways outside large lecture halls	5	5144
Outdoor areas near food courts	6	3384
Don't know / Not applicable	7	2668
Residence hall hallways/laundry facilities	8	2522
Residence hall eating establishments	9	2384
Campus bus stops	10	2118

18) Do you use your smartphone or PDA to connect to any of the following websites? (Check all that apply.)

Response	Count	Percent
MyUB	364	10.7%
UBlearns	308	9.0%
UB webmail	306	9.0%
Departmental websites	95	2.8%
Library websites	80	2.3%
I don't use my smartphone/PDA to connect to these sites	2404	70.4%
Other	140	4.1%

19) What cell phone features do you use? (Check all that apply.)

Response	Count	Percent
Web browsing	587	17.2%
Calendaring	1314	38.5%
Document management (MSWord, Excel)	188	5.5%
Email	483	14.1%
Music	971	28.4%
Pictures	1935	56.7%
Text messaging	2480	72.6%
Video	944	27.6%
I use a cell phone with limited features (primarily voice calls only)	784	23.0%
I do not own a cell phone	91	2.7%

20) How often do you use computers in each of the following locations?

(Percentages)	Every day	Several times a week	Once a week	Several times a month	Once a month	Several times a semester	Never/Don't know/Not applicable
Classrooms	12.0%	16.2%	8.8%	6.7%	3.6%	11.2%	41.6%
Home or school-year residence	87.3%	5.6%	1.6%	0.8%	0.3%	0.7%	3.6%
Campus office	15.1%	10.3%	5.2%	4.0%	2.6%	6.1%	56.6%
Departmental labs	11.4%	14.8%	9.0%	5.4%	3.7%	7.3%	48.5%
Public computing sites	21.9%	29.5%	10.1%	9.0%	2.9%	7.3%	19.3%
UB libraries	30.0%	36.1%	9.8%	9.2%	3.6%	6.3%	5.0%
Anywhere I can find a wireless connection	20.1%	17.0%	6.3%	10.1%	3.3%	9.9%	33.3%

22) Please indicate your favorite place for each of the following activities.

(Percentages)	Library	Classroom(s)	Public computing lab/ Cybrary	Cafe/ coffee shop	Dining hall	Student Union	Hallways	Outdoors	Residence hall study lounge	UB residence (e.g. room/ apartment)
Study	61.3%	2.7%	3.9%	3.5%	0.5%	0.9%	0.7%	0.9%	2.9%	22.6%
Surf the web	26.1%	2.6%	13.5%	4.4%	0.5%	2.0%	0.9%	0.8%	1.4%	47.8%
Meet with friends	11.2%	4.6%	3.2%	26.2%	2.9%	19.9%	3.1%	10.2%	2.7%	15.9%
Work on group projects	56.3%	7.9%	10.3%	6.6%	0.7%	2.9%	1.2%	0.9%	7.1%	6.1%
Write papers	49.5%	1.6%	10.0%	1.9%	0.6%	0.8%	0.3%	0.4%	2.0%	32.9%
Conduct online research	53.3%	1.5%	15.0%	1.3%	0.5%	1.0%	0.4%	0.3%	1.2%	25.5%
Print	57.3%	1.1%	26.8%	0.7%	0.5%	0.5%	0.3%	0.3%	0.8%	11.8%
Use a computer	34.2%	1.7%	15.5%	2.1%	0.3%	0.9%	0.6%	0.9%	1.3%	42.5%
Watch videos	16.4%	2.1%	9.2%	3.6%	0.7%	2.7%	0.6%	2.2%	3.0%	59.6%
Eat	4.2%	1.2%	1.0%	22.7%	13.8%	16.9%	0.9%	3.9%	1.5%	33.9%
Relax	9.8%	1.0%	1.7%	10.7%	0.9%	7.7%	1.1%	9.8%	2.9%	54.5%

24) To what extent do you agree or disagree that each of the following enhances your registration experience?

(Percentages)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know / Not applicable
Ability to register during weekdays	55.6%	22.8%	12.6%	1.4%	1.5%	6.0%
Additional registration period provides easier access to BIRD and Web Registration	51.9%	25.0%	12.8%	1.2%	0.7%	8.4%

25) Please indicate in which of the following locations you use your laptop/notebook, and whether it is used for individual work, group work, or both.

(Percentages)	Individual work	Group work	Both individual and group work
Library	47.2%	7.3%	45.5%
Classroom	58.2%	10.9%	30.8%
Public computing lab/ cybrary	52.4%	8.8%	38.7%
Cafe/ coffee shop	59.1%	9.2%	31.7%
Dining hall	60.2%	10.6%	29.2%
Student Union	53.8%	12.0%	34.2%
Hallway(s)	62.3%	9.8%	27.9%
Outdoor space	56.4%	9.4%	34.2%
Residence hall study lounge	49.6%	10.5%	39.9%
UB Residence (e.g. room/ apartment)	57.4%	6.8%	35.8%
Other	49.2%	6.7%	44.1%

26) Think about the places where you study on your own. For these individual study spaces, please indicate the top 5 most important features you prefer to have available (with 1 being the most important).

Rank Item	Rank	Points
web access	1	8253
wireless access	2	6004
quiet environment	3	5825
access to a printer	4	5821
room to spread out papers and books	5	5016
power for laptops and cell phones	6	4881
comfortable furniture	7	4247
privacy	8	3890
access to cell phone service	9	1222
access to course-related software	10	1131
ease of being found by friends	11	724
access to chalkboards/whiteboards	12	627
movable furniture	13	542
access to a large flat screen or video projector	14	305

27) When working or studying together in groups outside of class, what's the average
size of the group you study with (including yourself)?

Response	Count	Percent
2-3	1855	56.3%
4-6	1031	31.3%
7-10	59	1.8%
11 or more	20	0.6%
I do not participate in group work	330	10.0%

28) Think about the places where you study in groups. For these group study spaces,
please indicate the top 5 most important features that you prefer to have available.
(with 1 being most important)

Rank Item	Rank	Points
Wireless/Web	1	9448
Room to spread out papers and books	2	7070
Power for laptops, cell phones, etc.	3	5912
Printers	4	5252
Comfortable furniture	5	4282
Privacy	6	3026
Movable furniture	7	2301
Ease of being found by friends	8	2229
Chalkboards/whiteboards	9	1932
Cell phone service	10	1847
Course-related software availability	11	1633
Don't Know/Not Applicable	12	890
Large monitor, TV or projector	13	735

30) How often do you use MyUB?

Response	Count	Percent
Every day	1829	55.0%
Several times a week	1119	33.7%
Once a month	124	3.7%
Several times a month	155	4.7%
Several times a semester	75	2.3%
Never	11	0.3%
Don't know/Not applicable	11	0.3%

32) When using UB public computing sites, please rate your level of agreement with the following:

(Percentages)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know/Not applicable
Computers are generally in good working condition	42.6%	43.4%	8.4%	2.5%	0.8%	2.4%
Hardware is up to date	40.6%	42.8%	10.2%	2.9%	0.8%	2.7%
Noise level is acceptable	26.7%	38.7%	20.2%	8.7%	3.7%	2.1%
Lighting is adequate	35.1%	46.8%	11.3%	3.8%	1.0%	2.0%
Temperature is comfortable	30.0%	43.1%	14.8%	7.3%	2.8%	2.1%
Chairs are comfortable	26.2%	40.7%	18.5%	9.2%	2.8%	2.6%
Tables are comfortable	27.0%	42.1%	18.9%	7.2%	2.5%	2.4%
iprint allocation is reasonable	24.6%	36.4%	16.0%	10.1%	8.3%	4.6%
Printing services are convenient	25.8%	37.5%	18.0%	9.9%	5.3%	3.6%
Staff is helpful	26.3%	38.5%	22.1%	4.6%	2.1%	6.3%
Hours are convenient	32.7%	41.0%	15.5%	5.8%	2.1%	2.9%

33) On average, how many hours per week do you use public computing sites?

Response	Count	Percent
Less than 1 hour a week	566	17.2%
2-4 hours a week	1202	36.5%
5-10 hours a week	896	27.2%
More than 10 hours a week	500	15.2%
I never use public site computers	69	2.1%
Don't know/Not applicable	59	1.8%

34) Usually, how long do you have to wait to use a public site computer?

Response	Count	Percent
No wait	601	18.4%
Less than 10 minutes	1654	50.6%
10-20 minutes	703	21.5%
20-30 minutes	200	6.1%
Between 1/2 hour and an hour	83	2.5%
More than an hour	28	0.9%

35) Do you use UBlearns to watch or download class lectures?

Response	Count	Percent
Yes	1655	50.4%
No, none of my classes require viewing video lectures	1229	37.4%
No, but I would like access to recorded course lectures	352	10.7%
Other	46	1.4%

37) How many of your classes require you to use each of the following technologies?

(Percentages)	Four or more	Three	Two	One	None	Don't know / Not applicable
Email	54.6%	17.4%	12.2%	6.8%	5.0%	4.0%
Instant messaging	6.0%	3.7%	3.1%	3.2%	69.7%	14.3%
Course management system (e.g. UBlearns)	47.9%	21.4%	14.5%	7.7%	4.9%	3.6%
Course website	25.2%	11.0%	14.4%	18.6%	24.6%	6.2%
View assigned videostreams/webcasts?	8.5%	6.1%	8.7%	14.7%	51.5%	10.6%
Listen to assigned audio streams	6.7%	4.4%	6.7%	13.4%	57.2%	11.5%
Access podcasts	4.8%	3.3%	3.3%	3.9%	69.8%	14.9%
Blogs	4.9%	3.5%	4.1%	7.5%	65.9%	14.1%
Online social network (e.g., MySpace, Second Life)	5.1%	3.1%	3.2%	3.5%	70.9%	14.2%
Wiki	7.2%	3.9%	4.5%	5.9%	63.7%	14.8%

38) If any of your classes require you to access podcasts or audio-/video streams of course material, how do you access it? (Check all that apply.)

Response	Count	Percent
iPod (any model)	278	8.1%
mp3 or mp4 device (other than iPod)	162	4.7%
Laptop/Notebook	943	27.6%
Personal desktop computer	444	13.0%
Public or departmental computer	338	9.9%
None of my classes require me to access content this way	1552	45.4%
Other	22	0.6%

39) When you connect to the Internet from home or off-campus, do you use UB VPN to access campus resources?

Response	Count	Percent
Yes	921	27.9%
No	1139	34.5%
I don't know what UB VPN is	1237	37.5%

40) What firewall do you use on your computer?

Response	Count	Percent
Symantec client	1316	39.9%
Windows firewall	868	26.3%
Other software firewall	258	7.8%
Hardware router	207	6.3%
I'm not familiar with firewalls	415	12.6%
I choose not to use a firewall	134	4.1%
Other	100	3.0%

41) What anti-virus software do you use on your primary computer?

Response	Count	Percent
Symantec software provided by UB	1575	48.4%
Symantec software provided by another source	674	20.7%
I don't use anti-virus software	245	7.5%
Don't know	417	12.8%
Other	342	10.5%

42) How do you keep your computer's operating system and applications updated ("patched") and secure? (Check all that apply.)

Response	Count	Percent
My computer downloads updates automatically	2364	69.2%
I manually download and install updates	753	22.0%
I install additional Internet security software	419	12.3%
I do not regularly update or patch my computer's security	220	6.4%
Don't know/Not applicable	248	7.3%

43) UB has a computer security website. How familiar are you with this site and the security policies and information on it?

Response	Count	Percent
Very familiar, have visited it often	377	11.4%
Familiar, have visited the site once or twice	739	22.4%
Know that it's a resource, but have not visited it yet	670	20.3%
Unfamiliar with this web site	1285	39.0%
Don't know/Not applicable	223	6.8%

44) Did you sign up for the new UB emergency alerts service (Rave Alerts) to receive text messages in case of a campus emergency?

Response	Count	Percent
Yes	983	29.7%
I tried, but the sign-up process was confusing and/or didn't work	154	4.7%
I didn't know about it	362	10.9%
Not yet, but I intend to	595	18.0%
I don't have/use text messaging on my phone	236	7.1%
No, I do not intend to sign up for UB emergency alert services	945	28.5%
Other	35	1.1%

45) From the following list, please indicate text message services that would interest you. (Check all that apply.)

Response	Count	Percent
UBlearns course announcements	1104	32.3%
Campus news & events	746	21.8%
Athletic news & scores	441	12.9%
Shuttle bus schedule & tracking	819	24.0%
Departmental text messages	626	18.3%
Assistance with library research	303	8.9%
None - I want emergency notifications only	1367	40.0%
Other	111	3.3%

46) Please rank the top 3 ways (with 1 being most important) that you prefer to receive official UB communication.

Rank Item	Rank	Points
Email	1	8381
MyUB	2	4800
Text messaging	3	2556
Paper mail (US Postal)	4	1830
Instant messaging (IM)	5	1588
No preference	6	410

47) Do you use the University telephone service in your Residence Hall/Campus Apartment?

Response	Count	Percent
Yes	431	13.1%
No	1360	41.2%
I do not live in a Residence Hall/Campus Apartment.	1509	45.7%

48) For what do you use the University phone service? (Check all that apply.)

Response	Count	Percent
Incoming calls	290	8.5%
Local calls	247	7.2%
Long distance calls	81	2.4%
Calling card calls	70	2.0%
On-campus calls	154	4.5%
Other	6	0.2%

49) Which of the following "softphone" (voice over IP) services do you use? (Check all that apply.)

Response	Count	Percent
Vonage	133	3.9%
Gizmo	51	1.5%
Skype	595	17.4%
Other	75	2.2%
None	1584	46.4%
Don't know/Not applicable	952	27.9%
Other	50	1.5%

50) Compared to last year, what is your current level of satisfaction with computing resources at UB?

Response	Count	Percent
Much more satisfied	397	12.0%
Somewhat more satisfied	876	26.5%
About the same	1118	33.9%
Somewhat more dissatisfied	125	3.8%
Much more dissatisfied	39	1.2%
I was not a student here last year	747	22.6%

53) What is your class standing?

Response	Count	Percent
Freshman	422	12.8%
Sophomore	542	16.4%
Junior	718	21.8%
Senior	829	25.1%
Graduate student	713	21.6%
Non-matriculated	39	1.2%
Don't know/Not applicable	37	1.1%

54) What is your residency status?

Response	Count	Percent
New York State	2609	79.2%
Out-of-State	171	5.2%
International student	495	15.0%
Don't know/Not applicable	19	0.6%

55) Where do you reside?

Response	Count	Percent
UB residence hall	715	21.6%
UB on-campus apartment	320	9.7%
Off campus - home	906	27.4%
Off campus - UB housing (Flickinger Court)	24	0.7%
Off campus - privately rented apartment	1162	35.2%
Off campus - apartment complex (e.g., University Village at Sweet Home)	177	5.4%

56) In which School or College within the University are you enrolled?

Response	Count	Percent
Architecture and Planning	62	1.9%
Arts & Sciences	958	29.1%
Dental Medicine	26	0.8%
Education	152	4.6%
Engineering & Applied Sciences	510	15.5%
Law	37	1.1%
Management	531	16.1%
Medicine & Biomedical Sciences	218	6.6%
Nursing	87	2.6%
Pharmacy & Pharmaceutical Sciences	193	5.9%
Public Health & Health Professions	211	6.4%
Social Work	70	2.1%
Undecided	237	7.2%

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