Assessing the User Experience: What do your students think?

In today’s session...

- What is EDUCAUSE Analytics & Research?
- Students vs. Faculty: Who said what in 2019?
- What will we know in 2020?
- How do I get my hands on the data?
What is EDUCAUSE Analytics & Research?

“Dedicated to understanding the role of IT and technology in colleges and universities and to expanding the knowledge base for institutional decision-making and planning.”

EDUCAUSE Analytics & Research

Provides EDUCAUSE members and institutions with:
- Benchmarking and analytics services
- Research reports
- Infographics and interactives
- Blog posts
- Data tables, survey instruments

Analytics Services - Director, Leah Lang
Research - Director, Christopher Brooks
Flagship Analytics & Research resources:

- Core Data Service
- Top 10 IT Issues
- Horizon Report
- IT Workforce Study
- HP XR Study
- Student & Faculty Analytics and Research

"Student and faculty data to start conversations with peers, institutional leaders, and faculty about achieving common education tech goals."

Annual student survey and biennial faculty survey focused on:

- Learning/Teaching Environment Preferences
- Use of and satisfaction with technology and IT solutions
- Technology experiences on campus and in the classroom
- Differences in student and faculty experiences

- Data for users to explore and benchmark aggregate-level end-user data.
- Data for research reports, infographics, blog posts, and presentations.
Student & Faculty Studies (cont’d)
Students vs. Faculty: Who said what in 2019?

Learning Environment Preferences
Students said...

“I think the number one thing I would like to see my instructors using technology for would be engagement with the class. Currently, my instructors tend to use technology almost entirely as a presenting interface which I feel is a missed opportunity given the vast possibilities technology poses for engagement.”

“I want my professors to stop reading PowerPoint slides word-for-word off of a screen, and to start using the technology at hand to create a different kind of lecture that will engage their students in the learning process.”

“I'd love for there to be more interactive polling and questions during class. Even though I don't like the idea of being in lecture everyday, that would keep me more engaged if the instructors were more dynamic with their tech use.”
Faculty teaching environment preferences for specific course-related activities and assignments

Technology Use in the Classroom
Students

Faculty
Students said...

“many of my professors do not allow technology in the classroom. Most of the books I need for class are much cheaper as digital copies, and if I need to bring the book to class, I should be allowed to utilize the technology I have access to.”

“I’ve had a few instructors who were strict on the no-technology during class policy. The majority of my textbooks/readings are on my tablet for easy access, so it was sometimes difficult to participate in class discussions about the readings.”

“Many instructors oppose using laptops in class. This is very troublesome for me because most of my textbooks are digital. They effectively prohibit me from using my textbook in class.”

“Require professional development...”

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<thead>
<tr>
<th>Device</th>
<th>With integrating technology PD ban or discourage</th>
<th>Without integrating technology PD ban or discourage</th>
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<tbody>
<tr>
<td>Laptop</td>
<td>18%</td>
<td>27%</td>
</tr>
<tr>
<td>Tablet</td>
<td>23%</td>
<td>34%</td>
</tr>
<tr>
<td>Smartphone</td>
<td>49%</td>
<td>63%</td>
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What will we know in 2020?

Poll

The 2020 Student Study will cover the following topics, which topics are most interesting to you? (pick your top 3)

- Learning environments
- Courseware
- Accessibility
- Advising
- Student success tools
- Early-alerts and digital nudges
- Emergency notification
- Online harassment
- Data privacy
- Overall satisfaction
- Device connection to Wi-Fi
# EDUCAUSE Technology Research in the Academic Community

## 2020 topics

<table>
<thead>
<tr>
<th>Student Learning</th>
<th>Student Support and Advising</th>
<th>Student Safety and Well-being</th>
<th>Student Technology Services</th>
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[https://www.educause.edu/etrac](https://www.educause.edu/etrac)

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**How do I get my hands on the data?**
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dates to remember

Sign up for ETRAC/
Launch ETRAC surveys

Gain access
to new
ETRAC data

Sign up for ETRAC

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

You are here

https://analytics.educause.edu/

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1) Gain administrator status

https://analytics.educause.edu/
This is your administrator Request administrator role OR send an email to remind your administrator to sign up.

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2) Review resources

https://analytics.educause.edu/

What will you launch the survey?
What is your population and sample size?

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3) Sign up
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4) Launch survey

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5) Monitor responses

Response counts are updated once the survey is open. Visit your planning form to submit or edit your sampling plan information, if necessary, and refresh this page. Changes to the planning form may take up to several hours to reflect here.

- Reported population: 1,955
- Reported sample size: 1,955
- Current response count: 31
- Current response rate: 10.3%
- Estimated margin of error: 6.6%

https://analytics.educause.edu/

6) Analyze data

Filter and download

Study: Faculty/Staff
Year: 2019

Question: What is your age?

- 21-4
- 25-4
- 30-4
- 35-4
- 40-4
- 45+4

Question: Which of the following best describes your class standing during the current academic year?
- Freshman or first-year student
- Sophomore or second-year student
- Junior or third-year student
- Senior or fourth-year student

https://analytics.educause.edu/
Thank You

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