The IT Experiences of Undergraduate Students: 2018 ECAR Findings

D. Christopher Brooks, EDUCAUSE
Joseph D. Galanek, EDUCAUSE
Dana C. Gierdowski, EDUCAUSE

5 November 2018

2018 report topics

- Device access and ownership
- Device use and importance
- Student technology experiences
- LMS use and satisfaction
- Learning environment preferences
- Experiences with instructors & technology
- Home internet access: Commuter students & learning environments
- A day in the online life of a student
- Accessibility
- Student success tools
Total surveys
• 64,536 students
• 130 institutions
• 9 countries
• 36 US states

2018 report
• 54,285 student responses
• 114 US institutions

Poll question #1
- How many of you have participated in the ETRAC student and/or faculty studies before?
  - Neither the student nor the faculty studies
  - Student study only
  - Faculty study only
  - Both the student and faculty studies
How to participate

NOW – Jan 2019
• Complete a planning form
  • www.educause.edu/etrac

Jan 2019 – Apr 2019
• Deploy surveys on your campus

July 2019
• Access your data

Student devices
Student device access & ownership

Student device use and ratings of importance
Student experiences of wireless networks

- Reliability of access to Wi-Fi in campus libraries
- Reliability of access to Wi-Fi in classroom/instructional spaces
- Ease of login to Wi-Fi network(s) provided by the institution
- Reliability of access to Wi-Fi in student housing/dormitories
- Reliability of access to Wi-Fi in outdoor spaces
Student learning environment preferences, by residence

Questions?
Poll question #2

- In which of the following learning environments do you think most students prefer to learn?
  - Completely face-to-face
  - Mostly but not completely face-to-face
  - About half online and half face-to-face
  - Mostly but not completely online
  - Completely online
Student learning environment preferences

Experiences with instructors & technology
Experiences with instructors & technology

<table>
<thead>
<tr>
<th>My instructors typically…</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>...use technology during class to enhance learning with additional materials</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...encourage me to use online collaboration tools</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...use technology to engage me in the learning process</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...encourage me to use technology for creative or critical thinking tasks</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...have me use my laptop as a learning tool in class</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...encourage me to use my own technology devices during class to deepen learning</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...have me use my hybrid/2-in-1 as a learning tool in class</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...have me use my tablet as a learning tool in class</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
<tr>
<td>...have me use my smartphone as a learning tool in class</td>
<td>![Bar chart for Strongly disagree]</td>
<td>![Bar chart for Disagree]</td>
<td>![Bar chart for Agree]</td>
<td>![Bar chart for Strongly agree]</td>
</tr>
</tbody>
</table>

"About half of the professors I’ve had over the course of my college career have not allowed laptops in the classroom to take notes. This is not helpful to me…"

"I would like for professors to encourage using technology in class such as laptops for note-taking, rather than reprimanding us [for] using it."

"Due to my disability, allow me to use my smart-pen Bluetooth connected to my smartphone."
Student success tools

Student evaluations of student success tools

<table>
<thead>
<tr>
<th>Tools that aid in academic success</th>
<th>Haven't used service</th>
<th>Found service useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guidance about courses you might consider taking in the future</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Early-alert systems designed to catch potential academic trouble</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tools that suggest how to improve performance in a course</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tools that suggest new or different academic resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tools that aid in being a student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree planning or mapping tools that identify courses needed to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>complete your degree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree audit tools that show the degree requirements completed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-service tools for conducting student-related business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-service systems for tracking credits, credit transfers, and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dual enrollment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-service referral systems to social or community resources</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentages among students who are aware of each tool
Poll question #3

- How do you think students would rate your institution’s awareness and support of the needs of students with disabilities for accessible or adaptive technologies for their coursework?
  - Poor
  - Fair
  - Neutral
  - Good
  - Excellent
Institutional awareness of students’ accessibility needs

Where can I find the report?

https://tinyurl.com/ECAR2018SS
Questions?

https://tinyurl.com/ECAR2018

THANK YOU!

Dana C. Gierdowski
Researcher
Email: dgierdowski@educause.edu
Twitter: @dgcierdo

Joseph D. Galanek
Senior Researcher
Email: jdgalanek@educause.edu
Twitter: @josephgalanek