2009 Fall Student Computer Survey
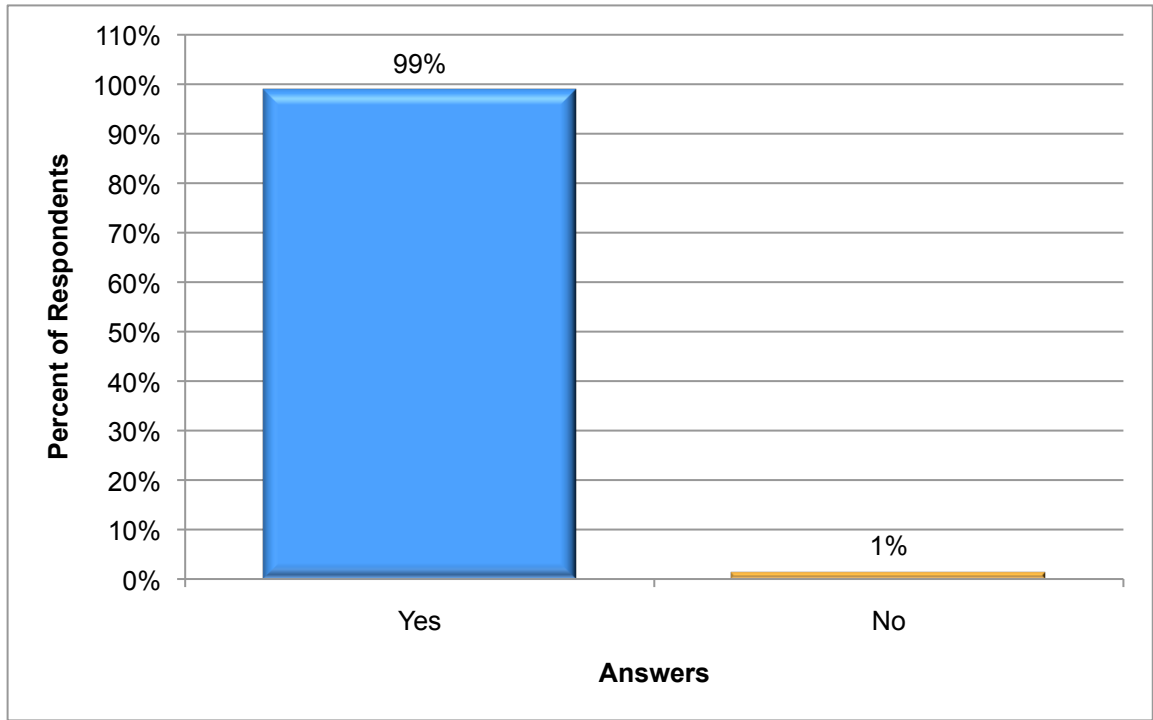## Summary Report
Monday, December 07, 2009

1. Do you own a computer?

Response Rate: **100% (N=953)**   **Question Type:** **Choose one**
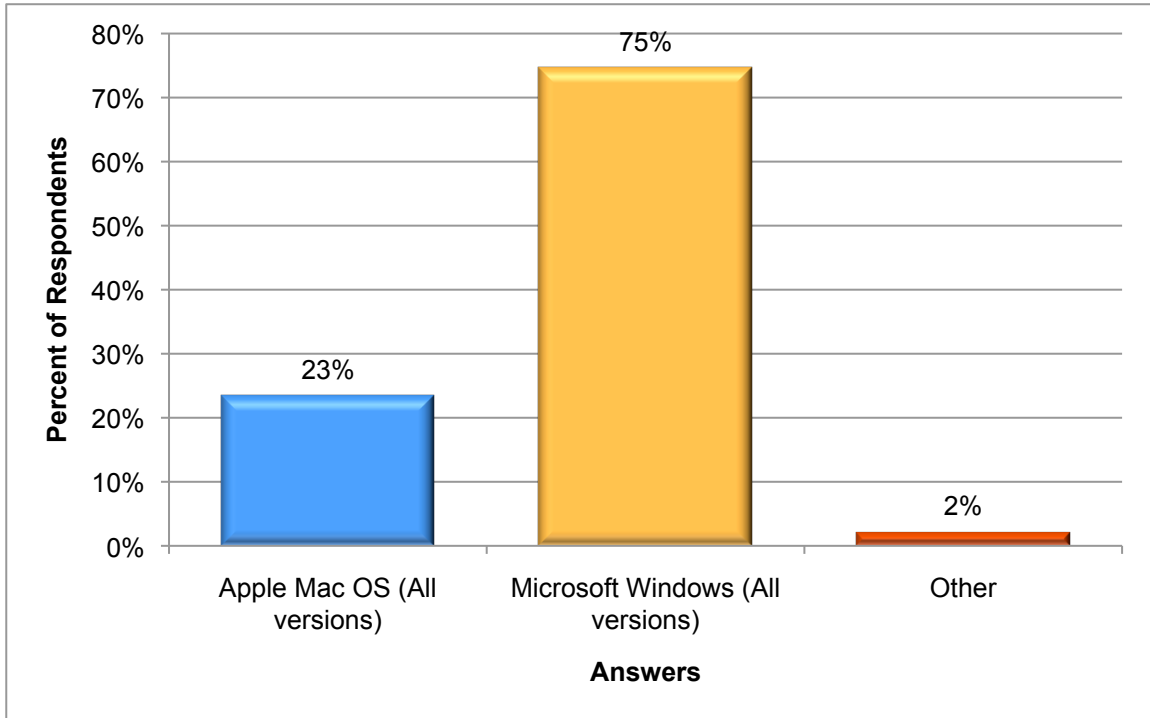
Yes	**941**	**99%**
No	**12**	**1%**
Total Responses	**953**	

2. What operating system does your primary computer run?

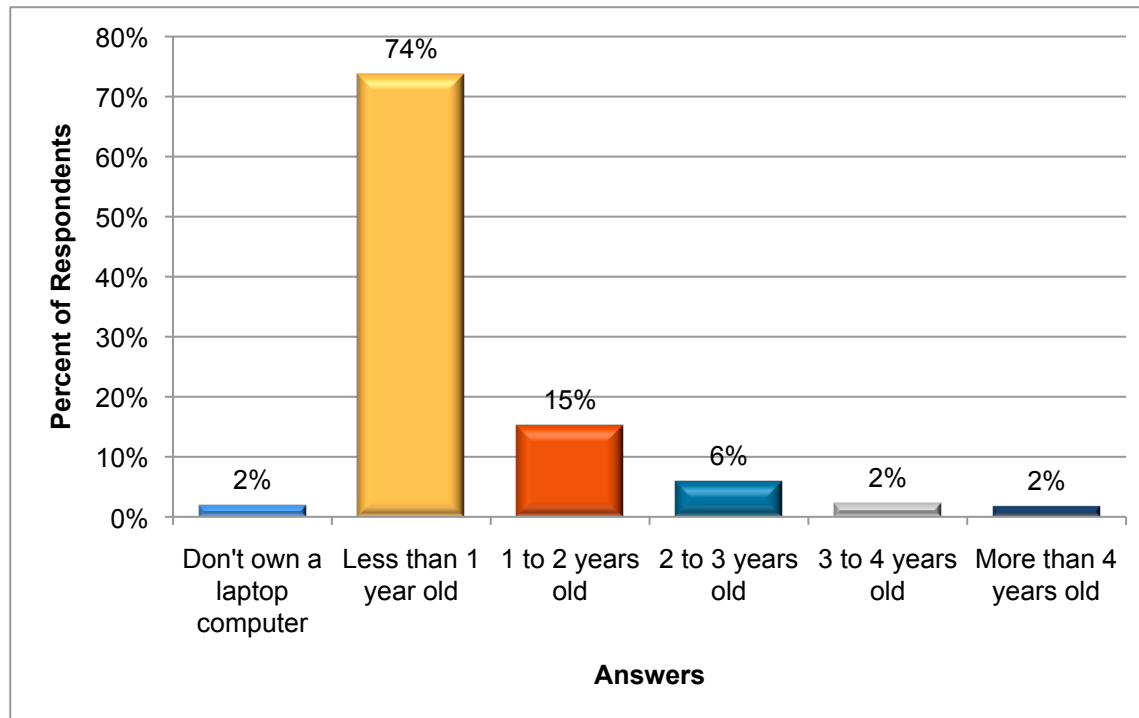Response Rate: **98% (N=934)** Question Type: **Choose one**

Apple Mac OS (All versions)	218	23%
Microsoft Windows (All versions)	697	75%
Other	19	2%
Total Responses	**934**	

3. How old is your newest personal laptop computer?

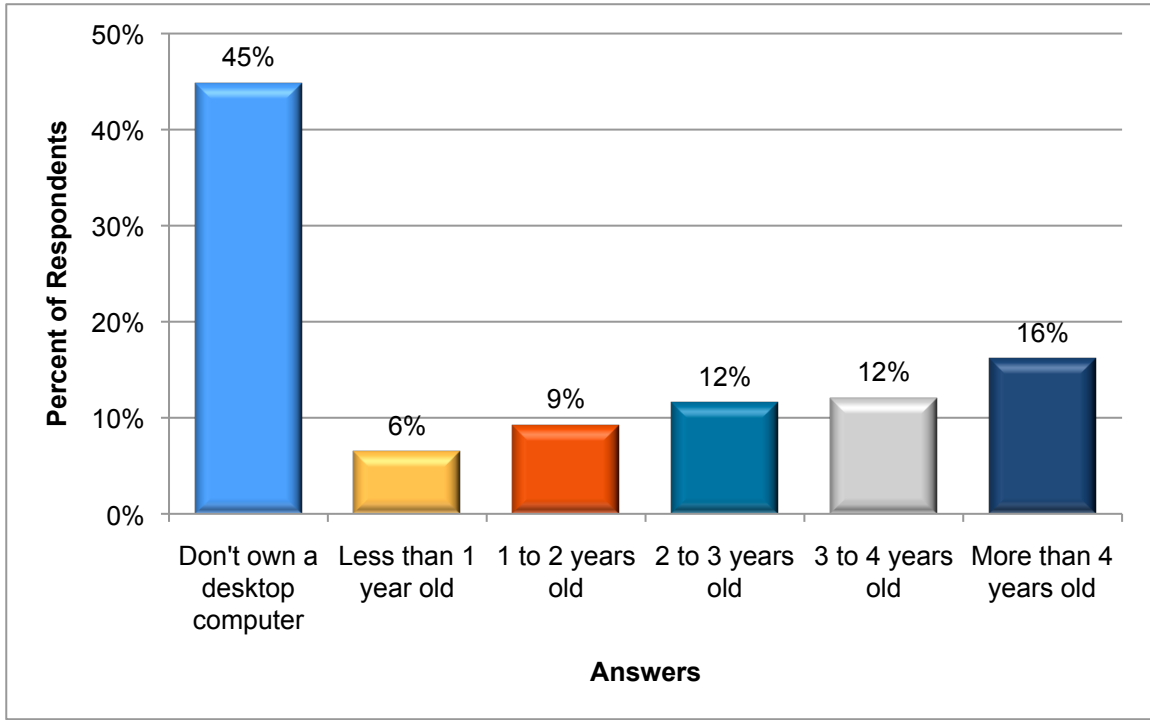Response Rate: **98% (N=935)**   Question Type: **Choose one**

Don't own a laptop computer	17	2%
Less than 1 year old	688	74%
1 to 2 years old	141	15%
2 to 3 years old	54	6%
3 to 4 years old	20	2%
More than 4 years old	15	2%
Total Responses	**935**	

4. How old is your newest personal desktop computer?

Don't own a desktop computer	**419**	**45%**
Less than 1 year old	**60**	**6%**
1 to 2 years old	**86**	**9%**
2 to 3 years old	**108**	**12%**
3 to 4 years old	**112**	**12%**
More than 4 years old	**150**	**16%**
Total Responses	**935**	

5. How should VCU first notify you of a campus emergency? (Select only one.)

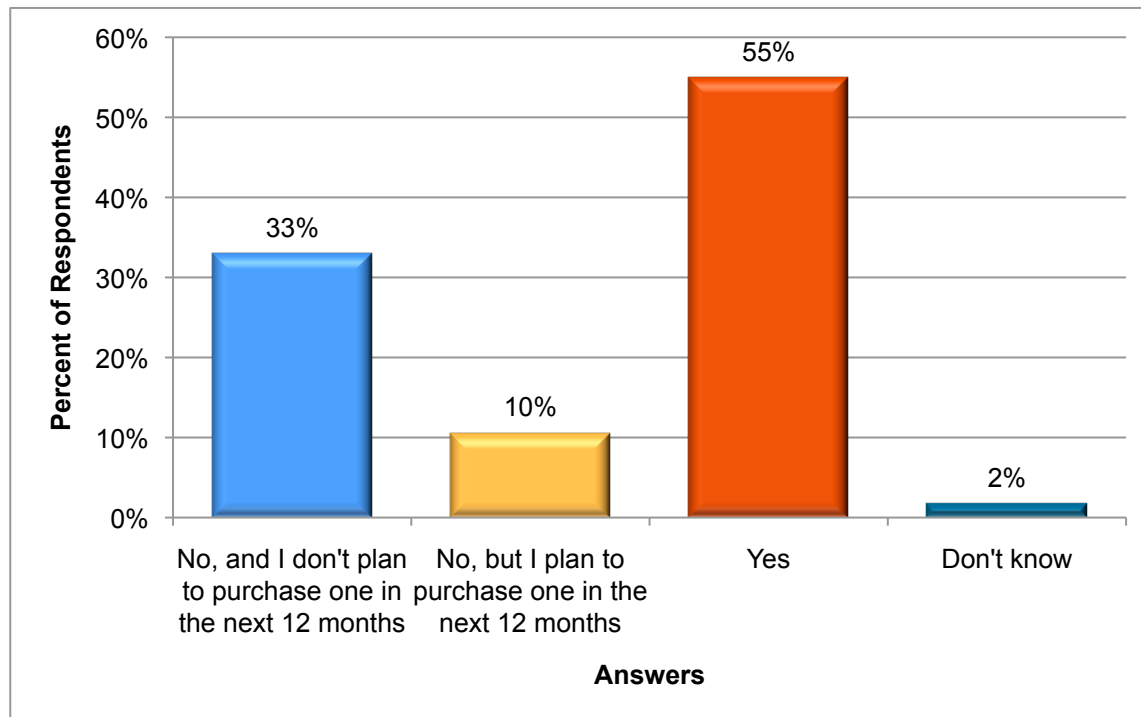Response Rate: **99% (N=943)**   Question Type: **Choose one**

E-mail	90	10%
Text message (SMS)	750	80%
Instant message	5	1%
Facebook	12	1%
MySpace	0	0%
Other social network (e.g. Bebo, LinkedIn, etc.)	0	0%
Public-address systems (sirens, digital signs, loudspeaker, etc.)	57	6%
VCU front webpage (www.vcu.edu)	9	1%
VCU Alert! webpage	3	0%
Voice telephone call	16	2%
Other	1	0%
Total Responses	**943**	
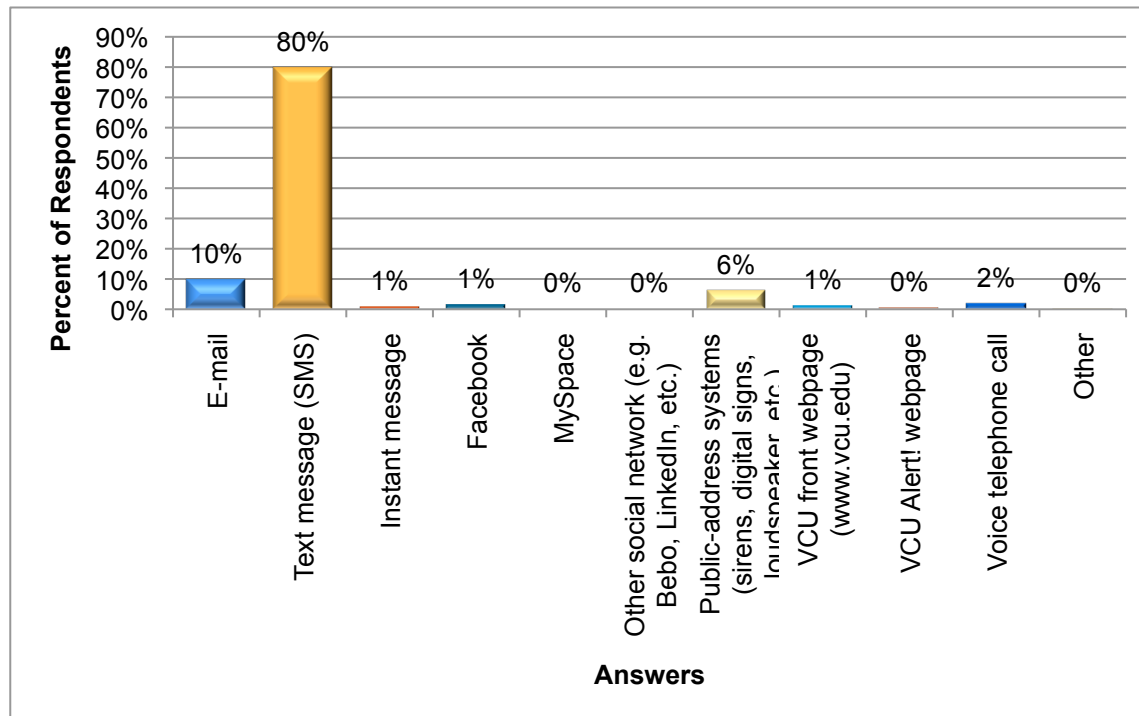
6. Do you own a handheld device that is capable of accessing the Internet (whether or not you use that capability)? Examples include iPhone, Treo, BlackBerry, other Internet-capable cell phone, iPod touch, PDA, Pocket PC, etc.
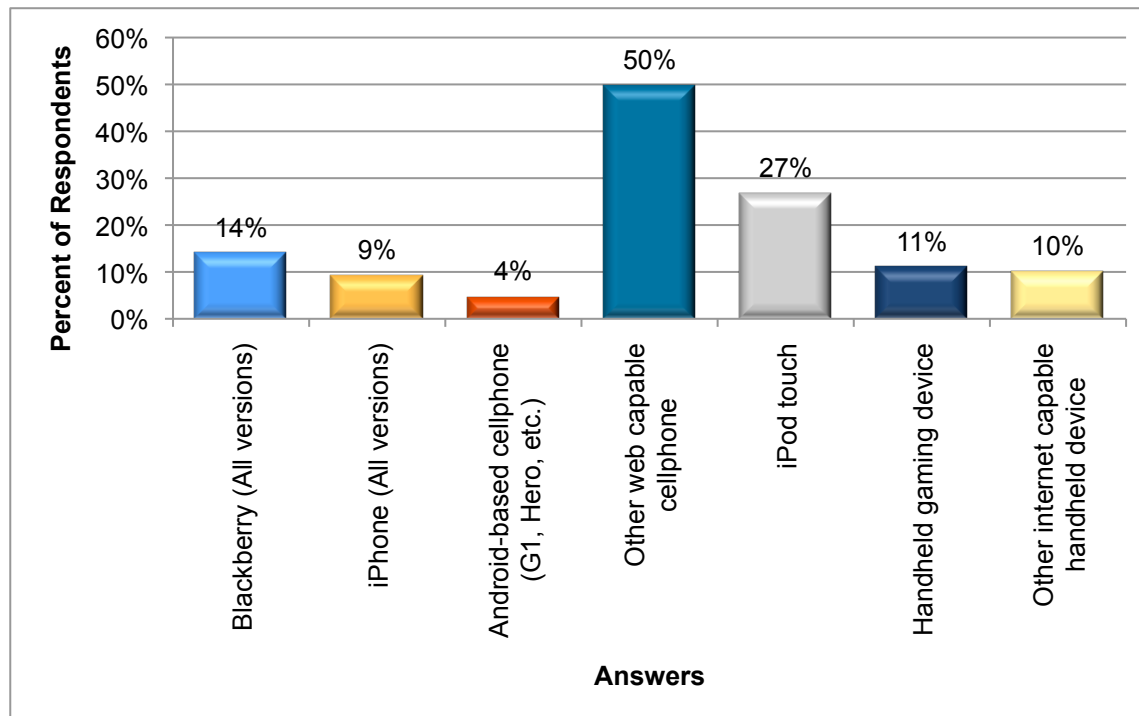
Response Rate: **99% (N=943)**   **Question Type:** **Choose one**

No, and I don't plan to purchase one in the next 12 months	**310**	**33%**
No, but I plan to purchase one in the next 12 months	**99**	**10%**
Yes	**518**	**55%**
Don't know	**16**	**2%**
Total Responses	**943**	

7. Please tell us about the devices you own:

Response Rate: **56% (N=534)**   Question Type: **Choose many**

Blackberry (All versions)	74	14%
iPhone (All versions)	48	9%
Android-based cellphone (G1, Hero, etc.)	24	4%
Other web capable cellphone	265	50%
iPod touch	142	27%
Handheld gaming device	58	11%
Other internet capable handheld device	53	10%
Total Responses	**664**	

8. How often do you use the Internet from your handheld device?

Response Rate: **56% (N=534)**   Question Type: **Choose one**

Never (do not use the Internet capability).	**133**	**25%**
Once a year.	**12**	**2%**
Once a quarter/semester.	**27**	**5%**
Monthly	**40**	**7%**
Weekly	**45**	**8%**
Several times per week	**71**	**13%**
Daily	**206**	**39%**
Total Responses	**534**	
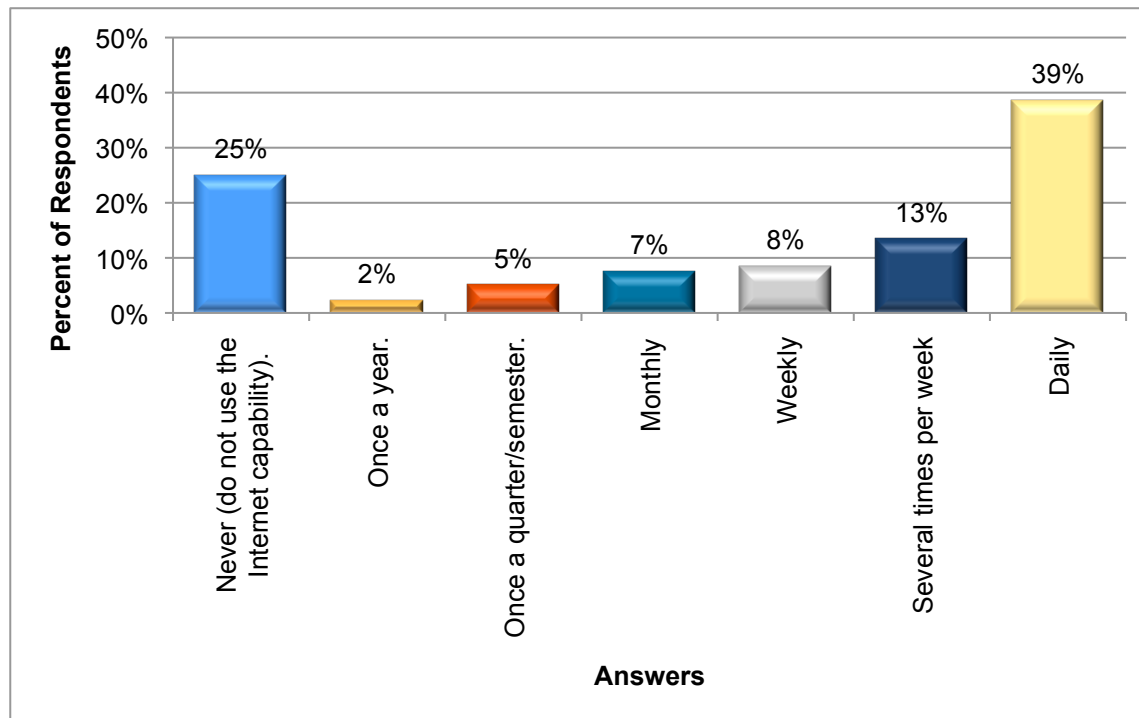
9. In the next three years, I expect my use of the Internet from a handheld will:

Greatly decrease	23	2%
Decrease	13	1%
Stay the same	385	41%
Increase	358	38%
Greatly Increase	160	17%
Total Responses	**939**	
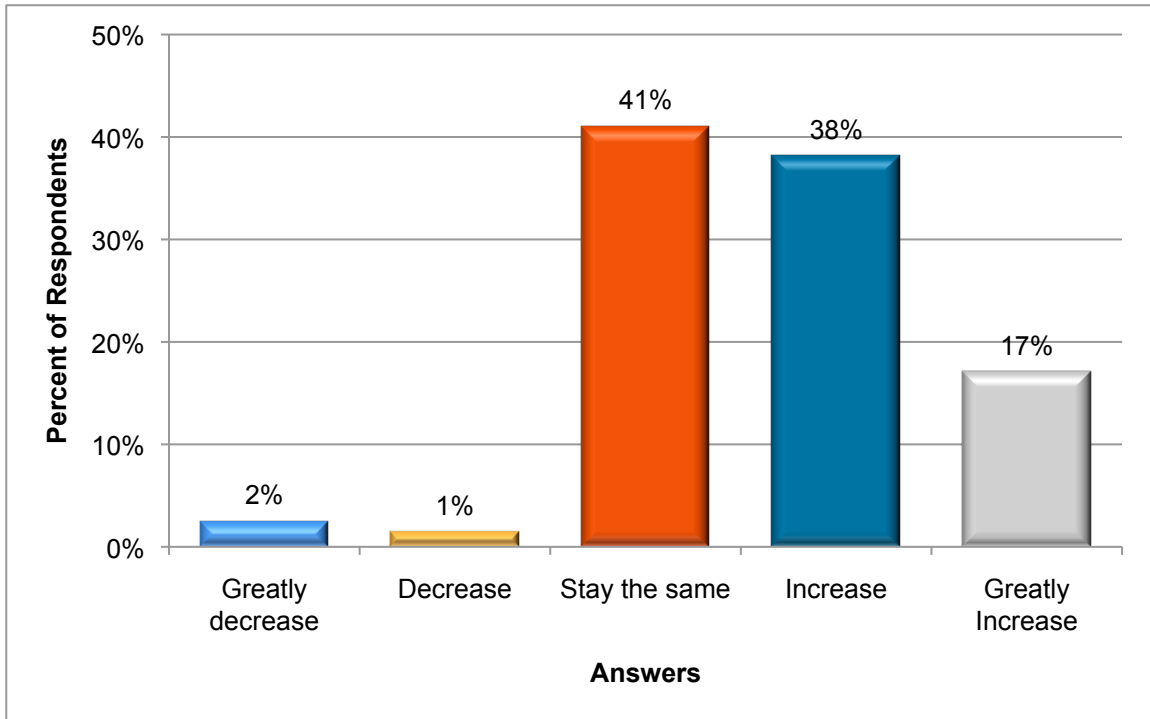
10. Which of your VCU's IT services would you be most likely to use if they were available on your handheld Internet device? Check up to 3.

Student administrative services (official grades, registration, etc.	374	40%
Library services	74	8%
Course or learning management system (Blackboard, Lon Capa)	406	43%
Email system	722	77%
Campus information (news, events, map, directory, bus routes, handbook, etc.	227	24%
Payment for things on campus (e.g. vending machines, food services)	120	13%
Download/stream course lectures (podcasts)	167	18%
Use as clickers for course polling and quizzing	238	25%
None of the above	30	3%
Total Responses	**2358**	
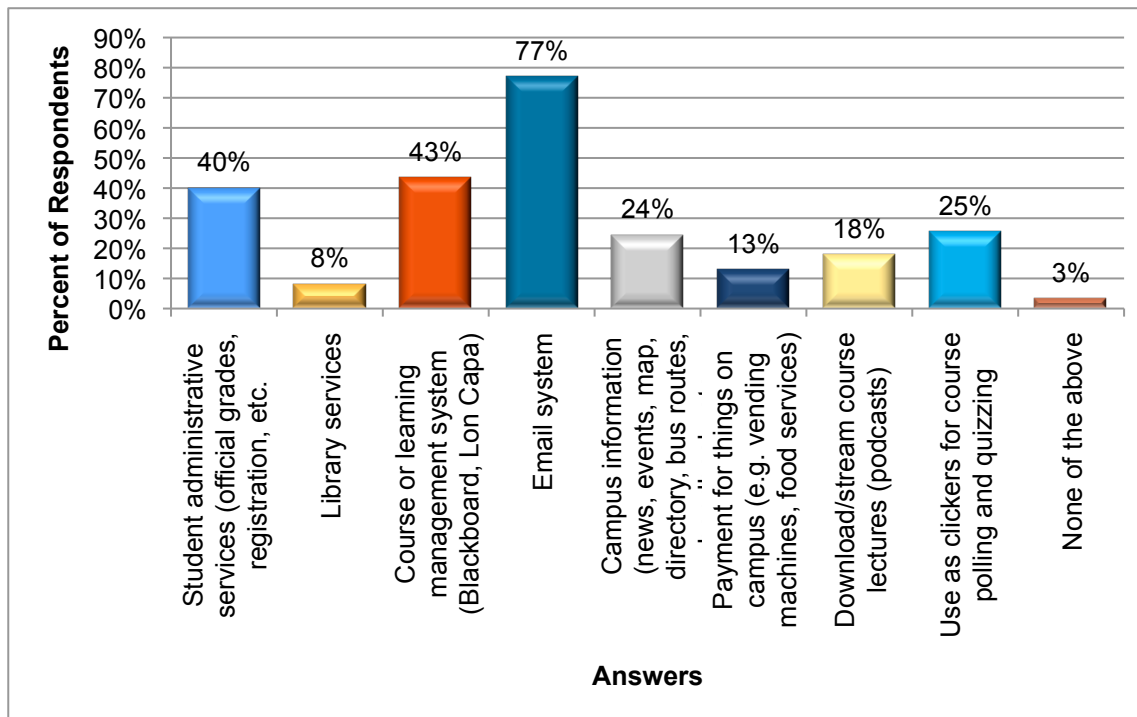
11. What keeps you from using the Internet, or using it more often, from a handheld device? Check up to 3.

Response Rate: 97% (N=925)   Question Type: Choose many

Plenty of other ways to access the Internet	329	36%
No compelling reason to access the Internet	105	11%
Cost of handheld device	312	34%
Cost of data service	341	37%
Device usability issues (small screen, keyboard, etc.)	225	24%
Inadequate battery life	139	15%
Limited access to the network (e.g., hot spots, wireless carrier coverage)	157	17%
Network connection too slow	253	27%
Lack of applications that are useful to me	55	6%
Cost of applications that are useful to me	73	8%
Concern about the security/privacy problems of mobile technology	36	4%
Concern about the potential health problems of mobile technology	5	1%
Other	43	5%
Total Responses	**2073**	