



Campus Connected

The data in this report are the results from the 2018 VCU Freshman Computing Survey.

The survey is distributed by the independent research firm **QuestionPro** to field confidential responses from first-year VCU students. The responses provide VCU Technology Services with valuable information to optimize the technology experience for current and future VCU students.

This year's survey was distributed by email to 4,518 students. Reminder notifications were sent twice during the survey period from October 17 to November 5, 2018. In addition, the survey was also promoted through social media and campus-wide digital signage.

The survey was viewed by 1,269 students, with 586 students beginning the survey with a completion rate of 100%. Two randomly selected students completing the survey were chosen to receive one of two Apple Watches for their participation.



2018 Freshman Computing Survey

What is the primary computer that you own and use at VCU?

Laptop	96%
Desktop	2%
Tablet Device	1%
Do not own one	1%

How old is your primary computer?

Less than one year old	63%
One year old	11%
Two years old	8%
Three years old	8%
Four plus years old	6%
Four years old	4%

What operating system (OS) does your primary computer use?

Microsoft Windows	40%
Apple Mac OS X	57%
Other	3%

Do you own more than one computer?

No	76%
Yes	24%

Do you own a personal printer?

No	61%
Yes	39%

How frequently do you carry your portable computer (laptop or tablet device, but not Smartphone) with you to class, library, or other VCU buildings?

Daily	80%
Several times a week	14%
About once a week	3%
Rarely	2%
Less than once a week	1%

Tell us about the handheld devices you own. (Select all that apply)

Apple iPhone	62%
Android based cellphone	7%
Apple iPad	11%
Handheld gaming device (Nintendo DS or Switch, Sony PSP, etc.)	13%
Apple iPod Touch	4%
Android based tablet	2%
Other	1%

During the next three years, I expect my Internet use with a handheld device will:

Stay the same	57%
Increase	33%
Greatly increase	5%
Decrease	4%
Greatly decrease	1%

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Have you downloaded the VCU Mobile app for handheld devices?

Yes	80%
No	20%

Which services available on VCU Mobile have you used this semester? *(Select all that apply)*

Blackboard	12%
MyVCU	11%
Alerts	9%
Courses	9%
Dining	8%
Schedule	7%
RamSafe	6%
GRTC	5%
RamRide	5%
Events	4%
LiveSafe	4%
Maps	4%
Emergency	3%
Library	3%
Athletics	2%
Directory	2%
News	2%
Instructor	1%
Sites	1%
Training	1%
Videos	1%

What would you like to see included in VCU Mobile that is not already available?

(Select all that apply)

eServices	16%
Check current grades	14%
Class registration	14%
Athletic tickets	11%
Financial Aid Notification	11%
Financial Holds	10%
Alert Notification	6%
Campus Learning Center	7%
Intramural schedule	3%
Elections	
<i>(SGA, Homecoming, etc.)</i>	8%

Do you know about the MyVCU Portal (my.vcu.edu)?

Yes	96%
No	4%

How frequently do you log into the my.vcu.edu portal?

Weekly	58%
Daily	38%
Monthly	3%
Rarely	1%

How would you prefer VCU notify you of a campus emergency?

(Select the top three)

Text messaging	31%
Email	26%
Instant messaging	13%
VCU Alert webpage	9%
Twitter	7%
Public Access System	5%
VCU website front page	4%
Voice telephone call	4%
Facebook	1%

LyndaCampus is an educational resource loaded with thousands of professionally created video training for just about every topic.

And the best part.... Lynda is a completely FREE resource for all VCU students.

Have you logged into lynda.vcu.edu?

No	87%
Yes	13%

Did you know that VCU Technology Services uses Twitter (vcutechservices), Instagram (vcutechservices), and Facebook (VCUTechServices) to share tips and giveaways with students?

No, I wasn't aware.	36%
Yes, but I don't follow.	33%
Yes, I follow.	31%

What sort of content would you find beneficial and like to see from our social media team?

(Select all that apply)

Contests and giveaways	24%
Technology tips and tricks	21%
Alerts about service interruptions	17%
Info about available TS services	17%
Cybersecurity tips	10%
Students using TS services	6%
TS employee features	4%
Technology tips and tricks	1%

Do you use VCU Search?

No	60%
Rarely	28%
Often	11%
Always	1%



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