



2024 Student Tech Survey

Reporting



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Trending Highlights

Results from 1,667 VCU Students



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Survey Result Highlights

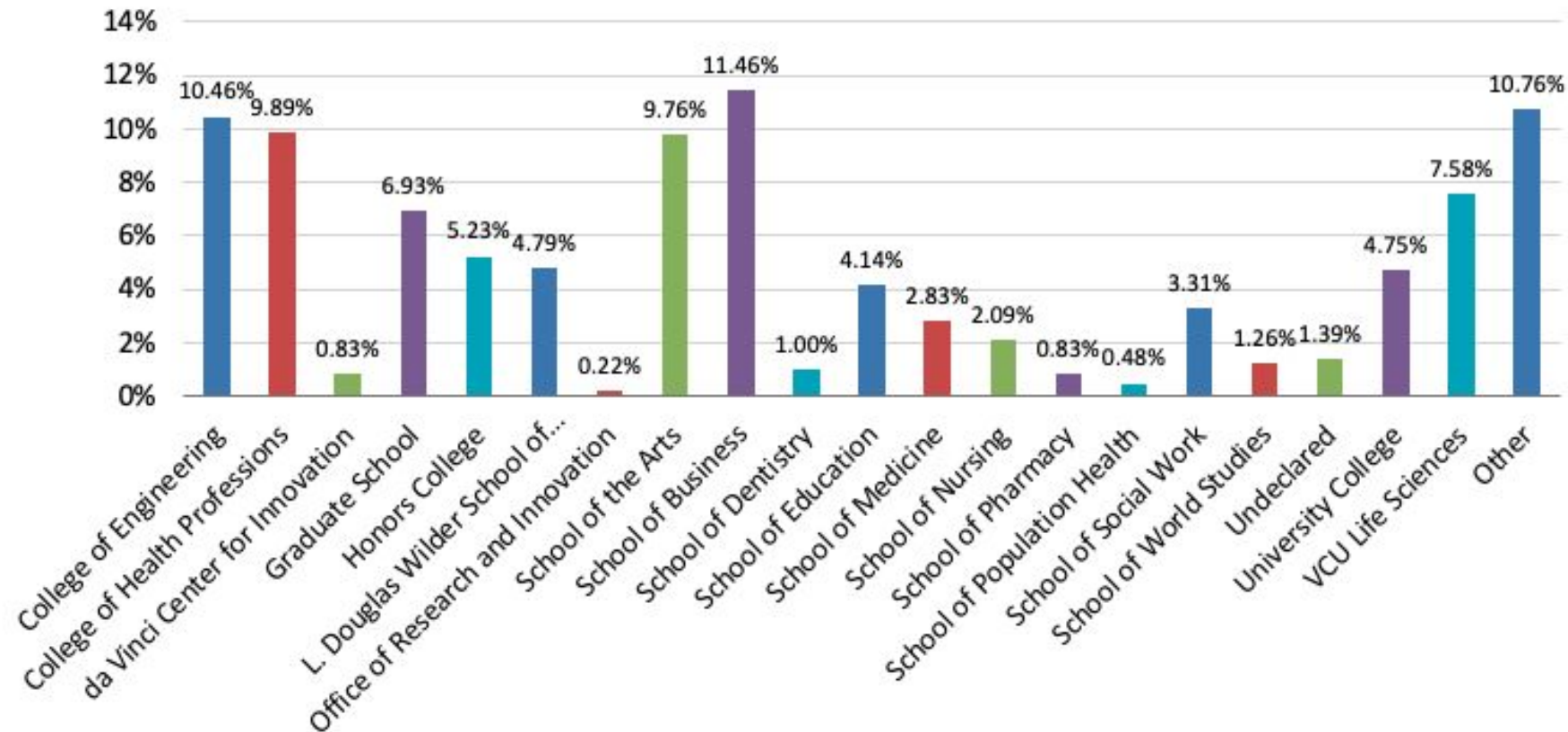
- 72.05% VCU is “average” in its adoption & use of technologies used for the learning experience
- Technology that does NOT cost additional money is most valued using technology for learning
- myVCU portal (my.vcu.edu) is the technology resource most students are aware of
- 48.5% can easily find what they are looking for in the MyVCU portal & 48.92% can sometimes find what they are looking for in the MyVCU portal

Survey Result Highlights (continued)

- 83.78% have access to reliable internet connections on campus
- Google drive is most used Google app
- Majority (51.9%) prefer text messaging for receiving IT alerts and outages
- 36.76% do not have the VCU mobile app on their phone & 29.61% rarely use the VCU mobile app (total 66.37% of non use)
- 37.80% are neutral on updates/notifications from VCU mobile app, 26.41% are satisfied

Survey Question Results

Chart: Please select the school(s) or college(s) that you primarily take classes in:

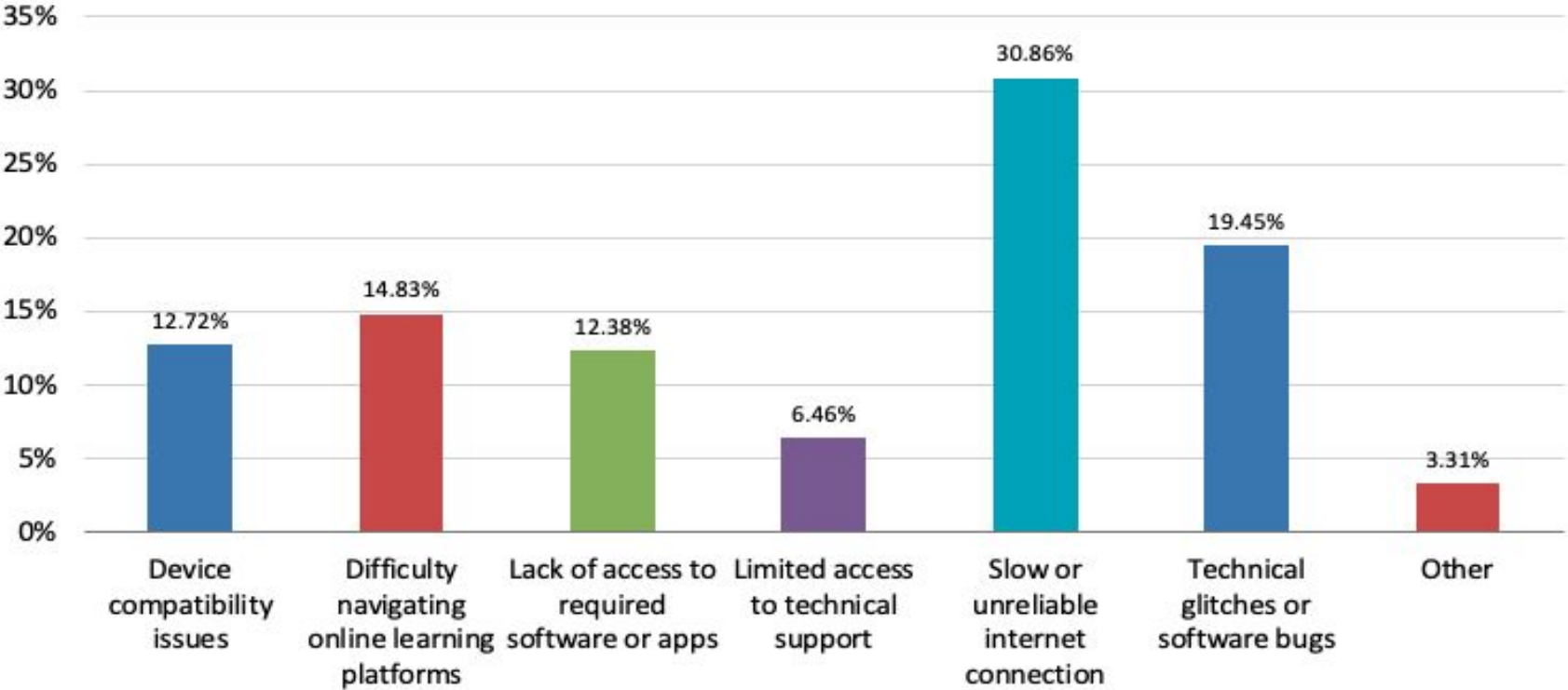


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Mean : 10.010 | Confidence Interval @ 95% : [9.727 - 10.294] | Standard Deviation : 6.933 | Standard Error : 0.145

Have any of the following
technological barriers impacted
your ability to complete
coursework?

Chart: Have any of the following technological barriers impacted your ability to complete coursework? (Check all that apply)



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Mean : 3.995 | Confidence Interval @ 95% : [3.925 - 4.064] | Standard Deviation : 1.802 | Standard Error : 0.035

Highlights of Other Technology Barriers

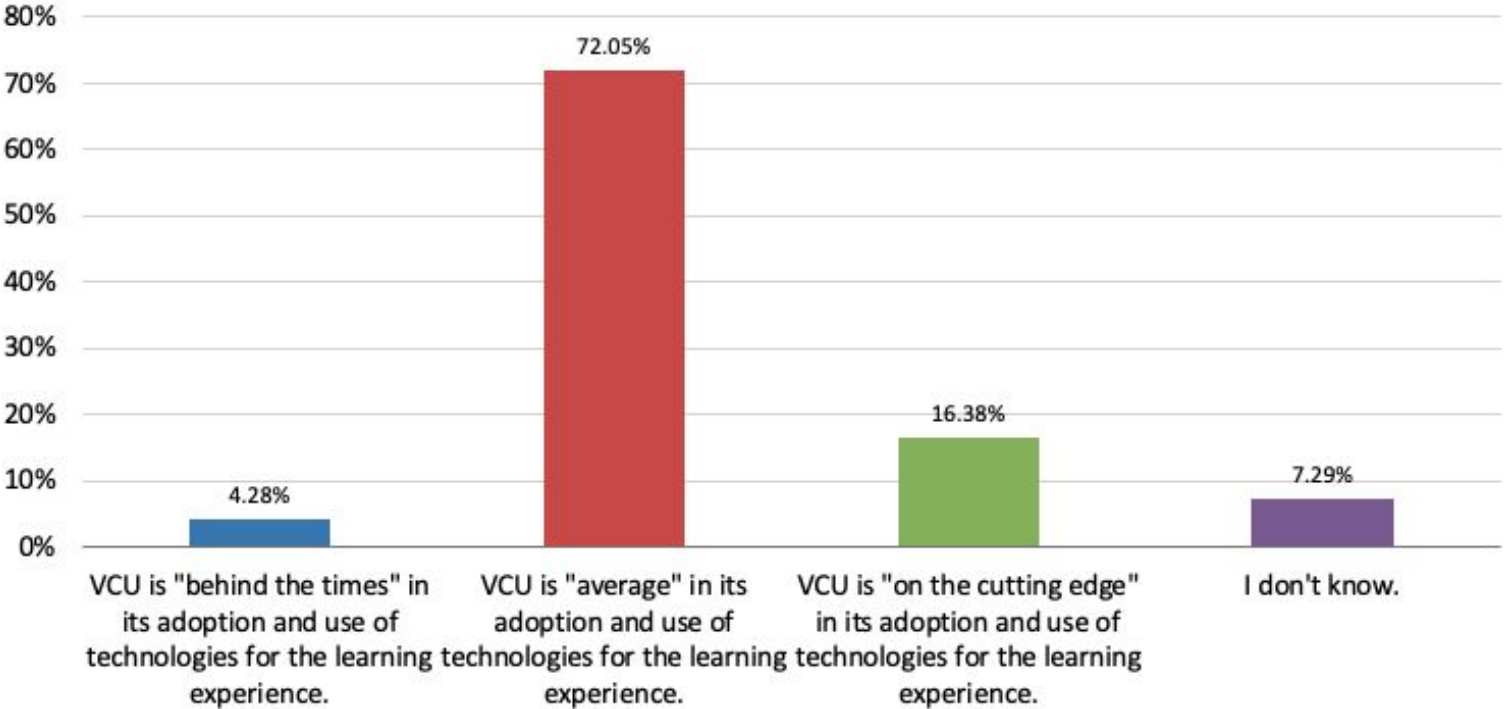
- The most significant barrier reported is slow or unreliable internet connection at 30.86% but this result is skewed with over 80% reporting reliable internet connection on campus on another question.
- 19.45% report technical glitches or software bugs
- Difficulty navigating online learning platforms is the third highest ranked barrier with 14.83%
- Lack of access to required software or apps is reported by 322 students or 12.83%

Which of the following best describes your thoughts about VCU's overall approach to using technology for enriching students' learning experiences?

VCU's Overall Approach to Using Tech to Enrich Students' Learning Experience

- The majority of students (72.05%) report VCU is “average” in its adoption and use of technologies for the learning experience
- 16.38% report VCU is on the “cutting edge” of technology adoption
- Only 4.28% report VCU is “behind the times” in its adoption and use of technology

Chart: Which of the following best describes your thoughts about VCU's overall approach to using technology for enriching students' learning experiences?



Mean : 2.267 | Confidence Interval @ 95% : [2.236 - 2.298] | Standard Deviation : 0.654 | Standard Error : 0.016

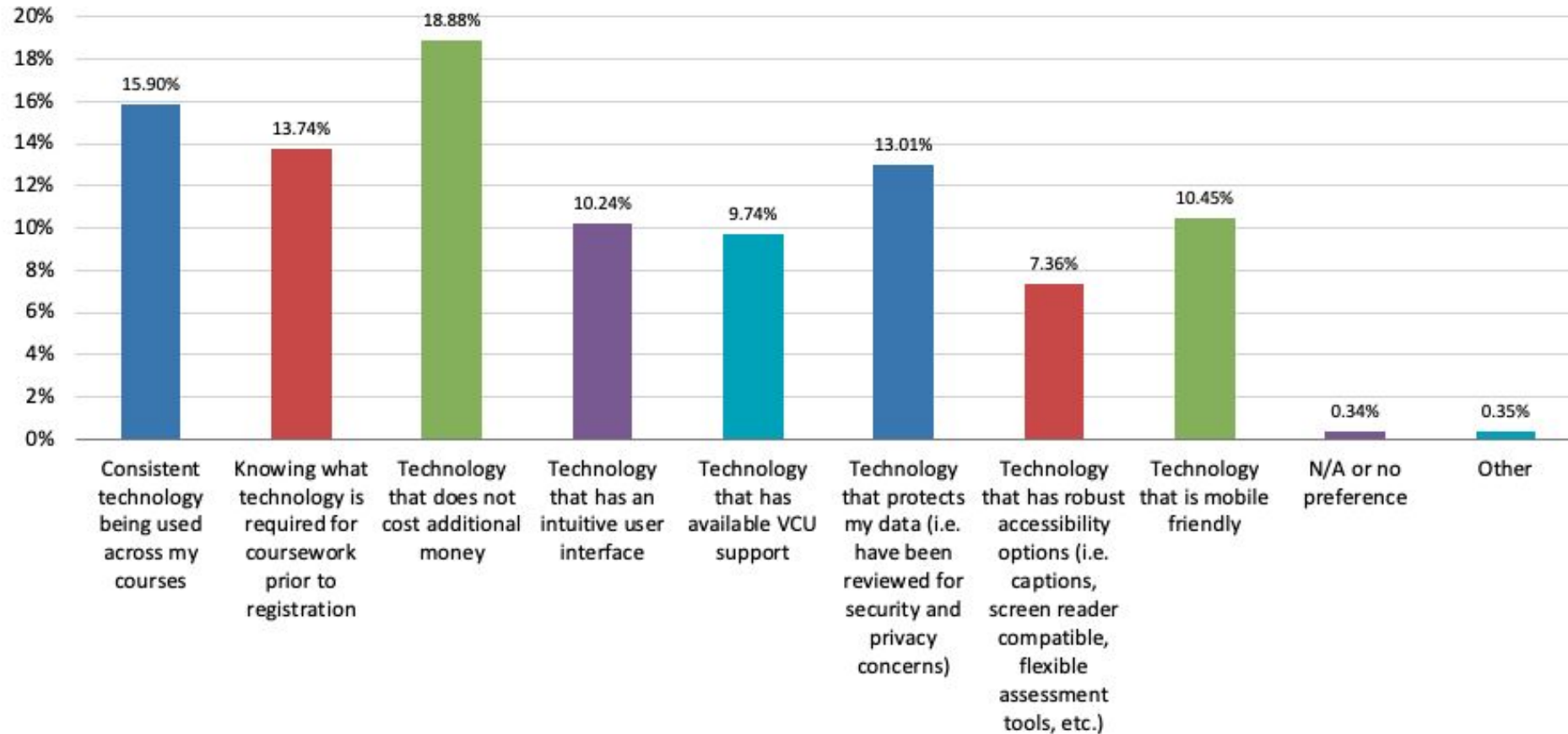
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Please select the top 5 items that are most important to you when using technology for learning.

Items Most Important to Students Using Technology for Learning

- #1 Technology that does not cost additional money
- #2 Consistent technology being used across different courses
- #3 Knowing what technology is required for coursework BEFORE registration
- #4 Technology that protects my data and is reviewed for security and privacy concerns
- #5 Technology that is mobile friendly

Chart: Please select the top 5 items that are most important to you when using technology for learning?

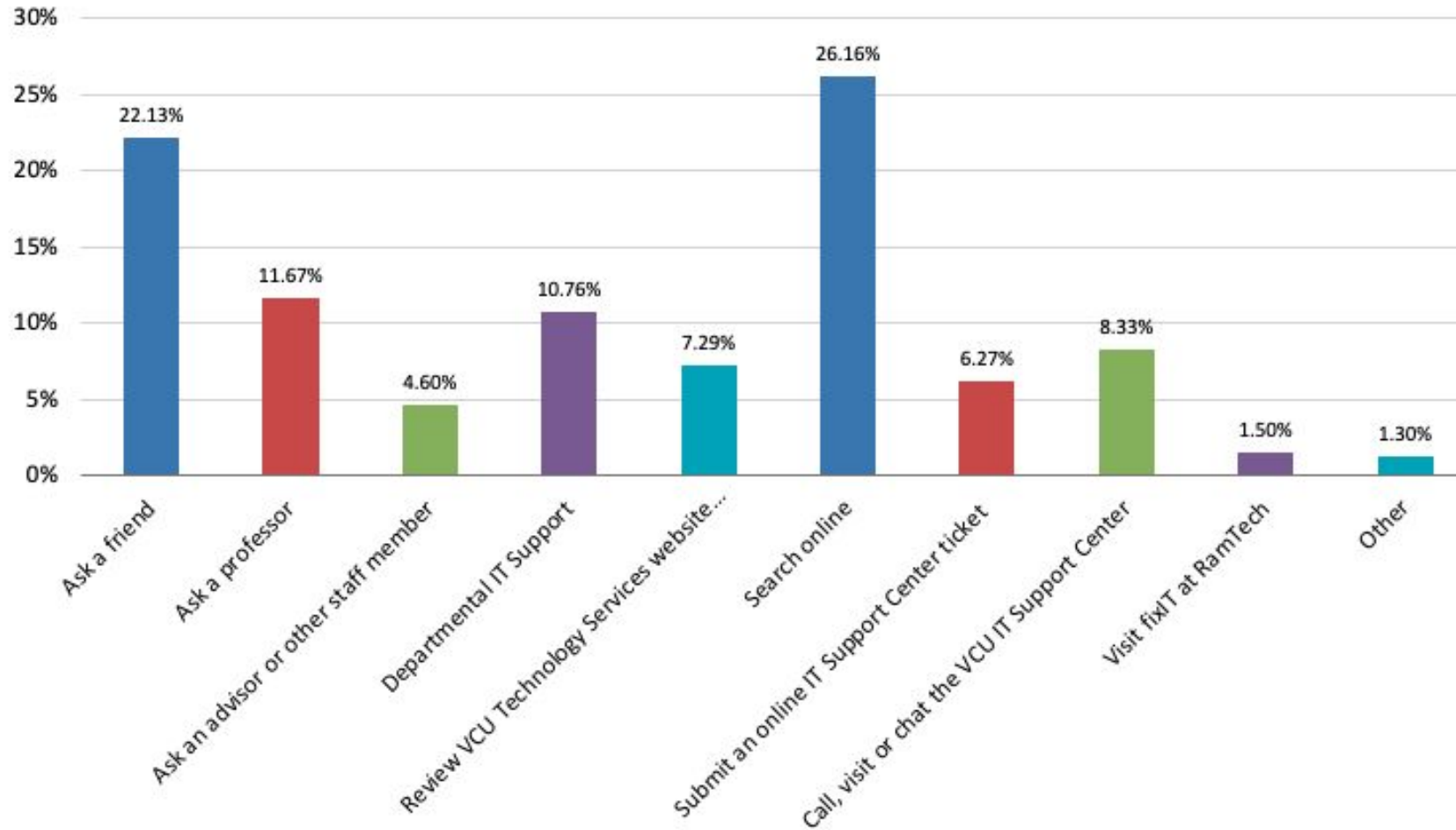


How do students seek technical support?

Students Seeking Technical Support Report:

- Majority of students either search for support online (26.16%) or ask a friend (22.13%)
- This is followed by 11.67% asking a professor
- While 10.67% seek help from departmental IT support

Chart: When seeking technical support or help, what do you do?

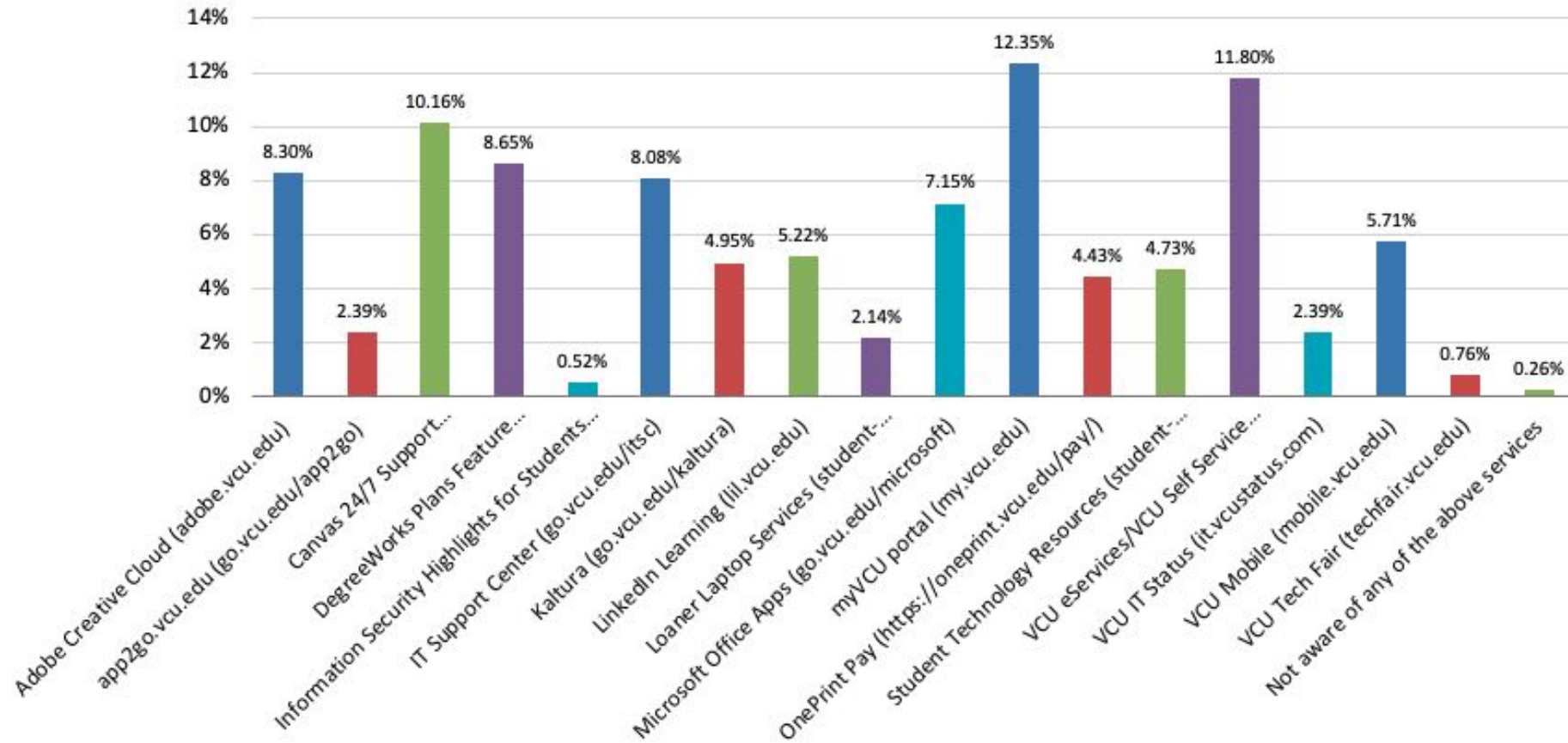


Which of the following technology resources are you aware of?

Technology Resource Awareness

- Students are aware of the MyVCU portal and eServices
- Students reported awareness of Canvas 24/7 support
- Adobe Creative Suite, DegreeWorks, and the IT Support Center followed
- Low awareness of Information Security Highlights, Loaner laptop services, and apps2go.vcu.edu
- Lowest awareness reported is the VCU Tech Fair

Chart: Which of the following technology resources for students are you aware of? (Check all that apply)



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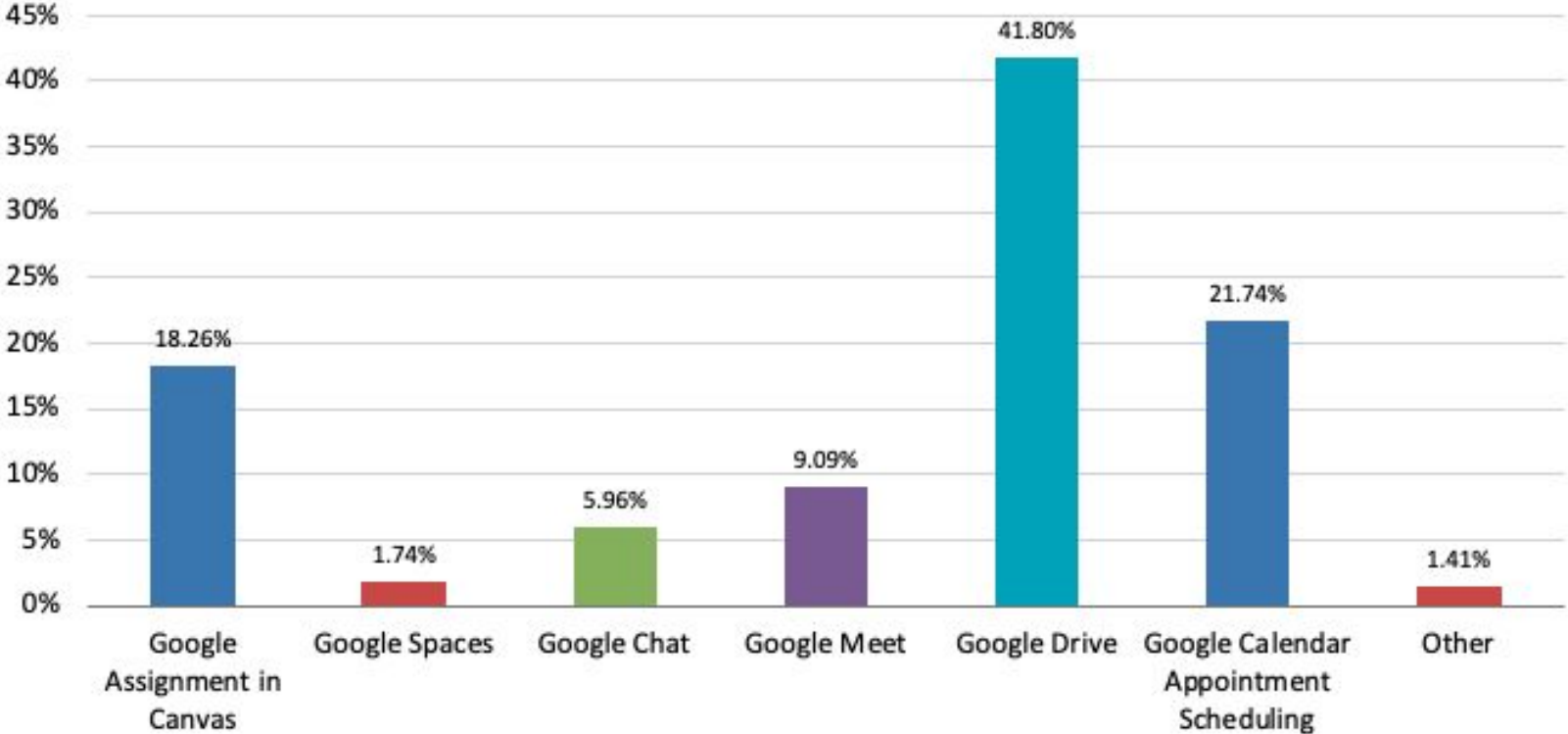
Mean : 8.570 | Confidence Interval @ 95% : [8.484 - 8.656] | Standard Deviation : 4.713 | Standard Error : 0.044

Which of the following Google Apps do
you use?

Usage of Google Apps

- 41.8% of students report using Google Drive as the most used Google app
- Next, 21.74% report using Google Calendar Appointment Scheduling
- Followed by 18.26% using Google Assignment in Canvas
- Google Spaces are the least used, with only 1.74%

Chart: Which of the following Google apps do you use? (Check all that apply)



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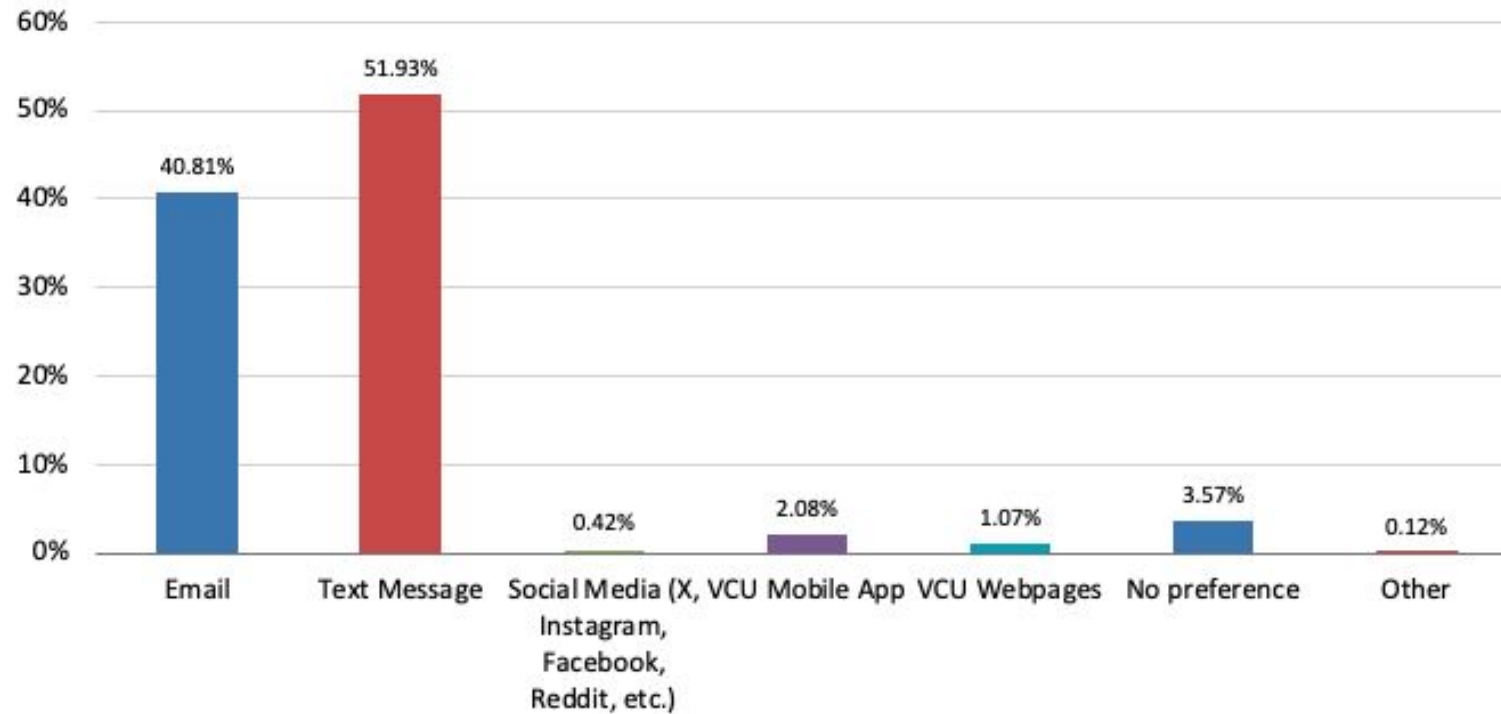
Mean : 4.253 | Confidence Interval @ 95% : [4.196 - 4.310] | Standard Deviation : 1.768 | Standard Error : 0.029

What is your preferred method for receiving IT alerts about service outages?

Preferred Method for Receiving Alerts About Service Outages

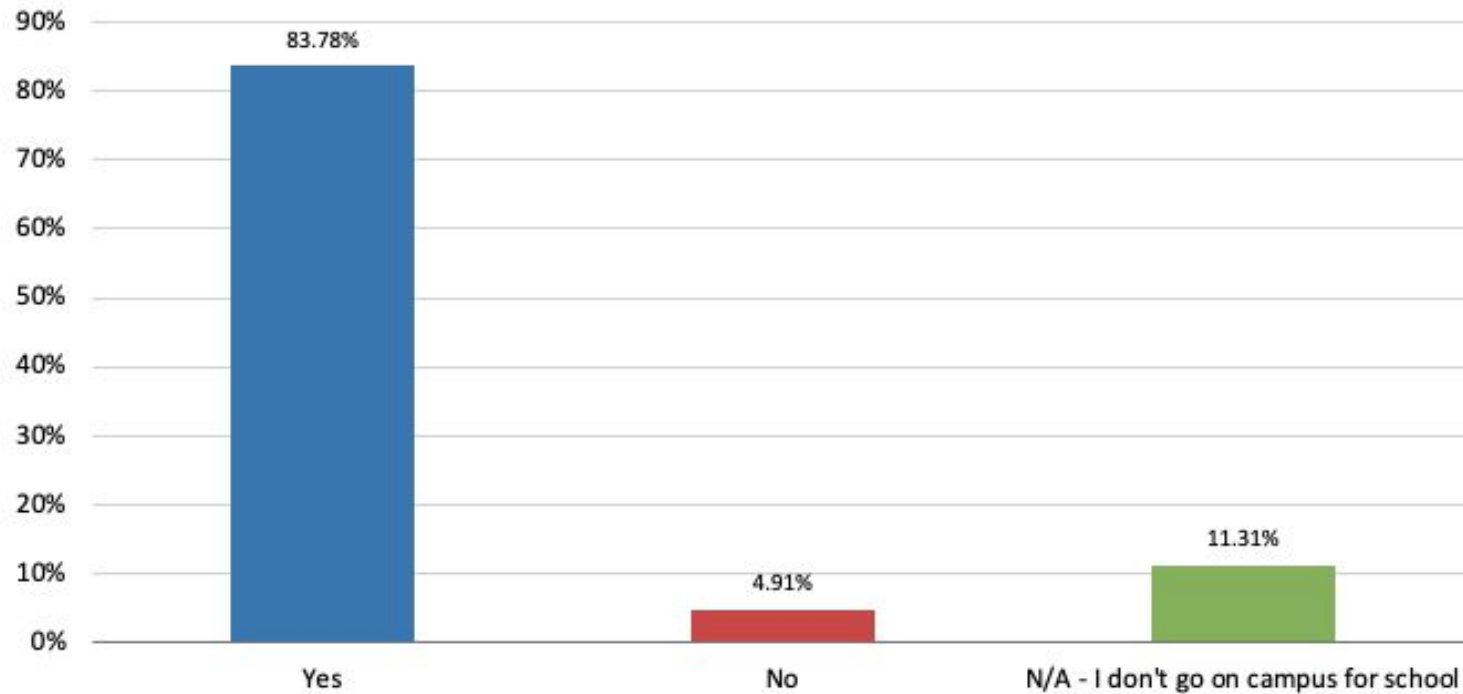
- Most students prefer text messages, at 51.93%
- Email is the second most preferred method, at 40.81%
- Of additional significance, only 7 students (0.42%) prefer social media as a method for receiving these communications
- Only 1.07% prefer VCU webpages
- Only 2.08% prefer the VCU mobile app

Chart: What is your preferred method for receiving IT alerts about outages?



During a typical week, is it easy for you to get access to a reliable internet connection when you're on campus?

Chart: During a typical week, is it easy for you to get access to a reliable internet connection when you're on campus?

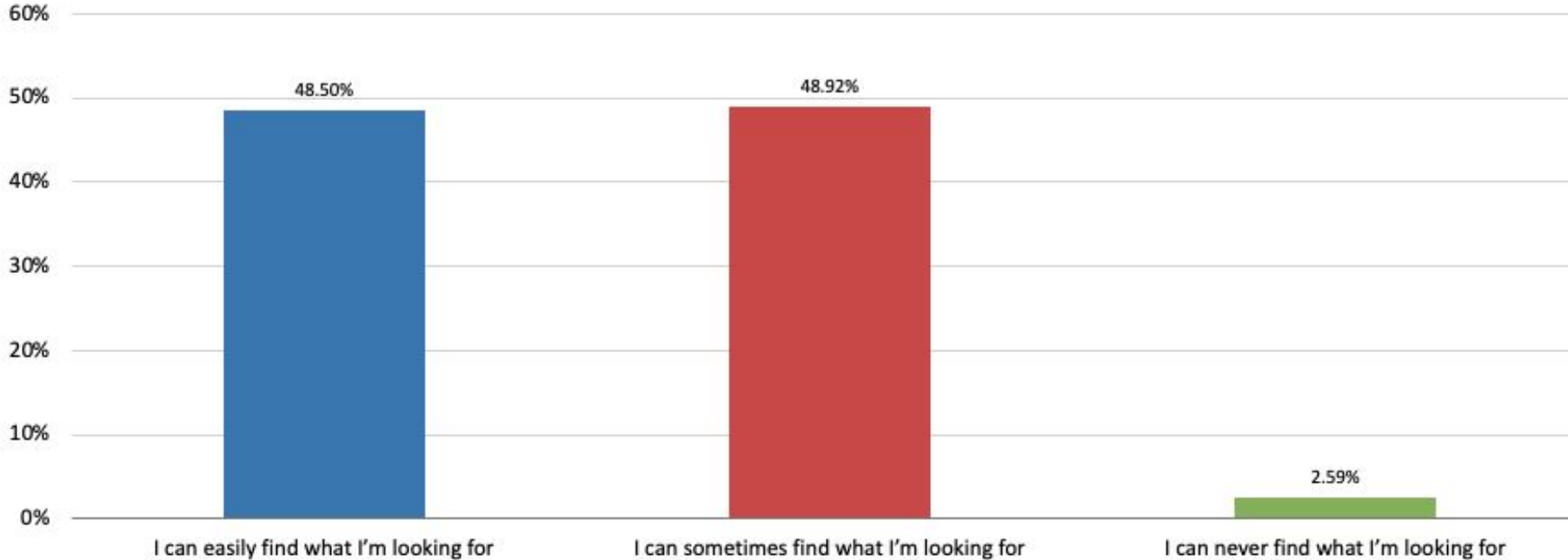


Please rate your experience using the
“MyVCU” portal interface (my.vcu.edu)



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Chart: Please rate your experience using the “MyVCU” portal interface (my.vcu.edu)



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Mean : 1.541 | Confidence Interval @ 95% : [1.515 - 1.567] | Standard Deviation : 0.548 | Standard Error : 0.013

How often do you use the "VCU Mobile"
app for accessing university services
on your phone?

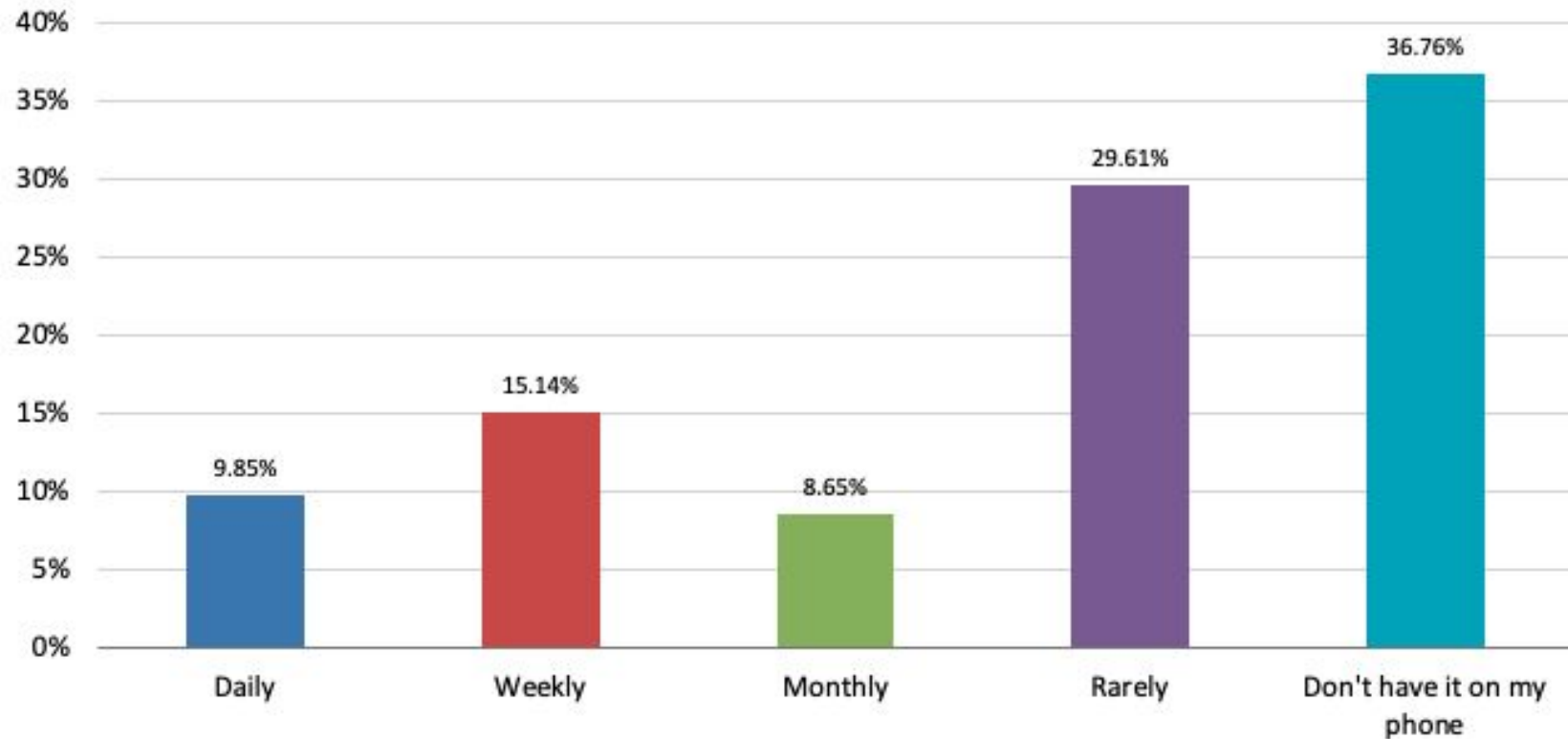


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Usage of the VCU Mobile App

- The majority of students (66.37%) either do not have the VCU mobile app on their phones (36.76%) or report rarely using the app (29.61%)
- Only 252 students or 15.14% report using the app weekly while only 9.85% report using the app daily
- Results indicate more marketing of the VCU mobile app is needed and/or usefulness of the app to students

Chart: How often do you use the "VCU Mobile" app for accessing university services on your phone?

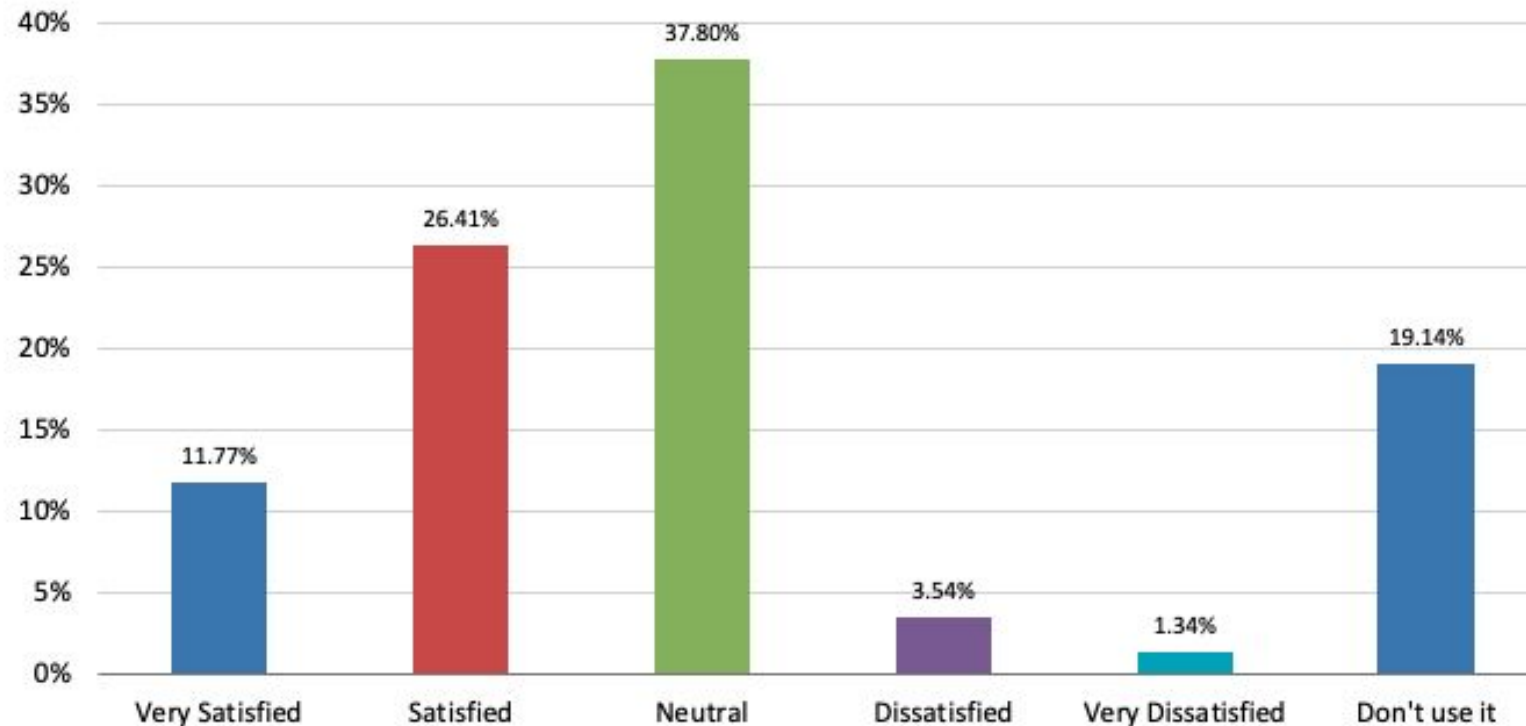


How satisfied are you with the notifications and updates you receive through the "VCU Mobile" app?

Satisfaction of alerts and notifications via the VCU mobile app

- Most significant report they are neutral (37.8%)
- Next 26.41% they are satisfied
- While 19.14% report they do not use it
- Only 1.34% or 14 students report being very dissatisfied with the alerts and notifications from the mobile app

Chart: How satisfied are you with the notifications and updates you receive through the "VCU Mobile" app?



Mean : 3.137 | Confidence Interval @ 95% : [3.040 - 3.233] | Standard Deviation : 1.591 | Standard Error : 0.049

Questions?

Email: itgov@vcu.edu



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