

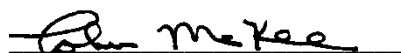
Student IT Services Survey

On behalf of the UH Sugar Land Information Technology Department, I want to thank all the students who responded to the *Student IT Services Survey* in April 2018.

The results of the survey provided the department a great deal of information on student satisfaction with the current IT resources and services, as well as changes that students wanted to see.

We are currently assessing the data provided. The final assessment of that data will be used in the Strategic Planning Process that is currently underway for UH Sugar Land. In addition, the final assessment will help the IT Department target resources to better meet student needs that the survey identified.

Again, thank you for taking time to respond to the survey. Please contact me if you have questions about the survey results or any issues you would like to further discuss.



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CONTACT INFORMATION

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Student IT Services Survey Results

PROCESS SUMMARY

The Information Technology Department conducted a survey of students at UH Sugar Land from April 5-16, 2018. A general announcement about the survey was sent out to 2,107 subscribers on the student listserv. It was also posted on the UH Sugar Land Facebook page and Twitter feed. There were 72 responses for a **3.4%** response rate.

The survey measured student satisfaction with the current IT resources and services, as well as identified new services, or changes to current services, that students wanted to see made.

The survey gathered data in 6 broad response areas:

- ❖ General information, including type of degree sought, UH college affiliation, major area of study, number of semesters completed at UH Sugar Land, and types of technology devices used to do class work.
- ❖ Computing resources, including the technology environment and furniture in the Open Computer Lab, Multimedia Computer Lab, Instructional Computer Labs, and the wireless network.
- ❖ Video conferencing resources, including the technology environment and furniture in the video conference classrooms and conference rooms.
- ❖ General classroom resources, including the computer, audiovisual system, collaboration system, and furniture.
- ❖ IT staff accessibility, types of assistance provided, and professional demeanor.
- ❖ Communication and social media resources, including digital signage, the UH Sugar Land presence on Facebook and Twitter, the social media platforms students participate in, and student interest in participating in a Student Focus Group on social media.

The survey data will be used to:

- provide input into the UH Sugar Land strategic planning process,
- assist the IT Department in reviewing the Department Mission, and,
- guide strategic decisions in allocating resources to current and new services that student's feel is most important to their academic success.

Student IT Services Survey Results

GENERAL INFORMATION

This section of the survey asked general questions on the demographics of the student body at UH Sugar Land. It also asked general questions on the length of time they had been at UH Sugar Land and on the types of technology devices they used.

Question – What type of degree are you seeking?

| Type of Degree Sought | Student Body | Respondents |
|-----------------------|--------------|-------------|
| Bachelors | 84.58% | 83.56% |
| Masters | 7.87% | 12.33% |
| Doctorate | 1.09% | 1.37% |
| Post-Baccalaureate | 6.45% | 2.74% |

Question – What College are you affiliated with?

| College Affiliation | Student Body | Respondents |
|---|--------------|-------------|
| College of Technology | 74.83% | 67.12% |
| College of Nursing | 7.78% | 16.44% |
| College of Education | 11.60% | 13.70% |
| College of Liberal Arts and Social Sciences | 1.43% | 1.37% |
| Graduate College of Social Work | 4.37% | 1.37% |

Question – What is your major area of study?

| Major Area of Study | Student Body | Respondents |
|------------------------------|--------------|-------------|
| Administration & Supervision | 4.82% | 1.37% |
| Biotechnology | 12.28% | 16.44% |
| Construction Management | 8.00% ++ | 4.11% |
| Counseling | 24.70% | 1.37% |
| Digital Media | 10.68% ++ | 13.70% |
| Elementary Education EC-6 | 5.61% | 10.96% |
| Human Resource Development | 2.41% | 4.11% |
| Nursing – Second Degree | 65.44% | 12.33% |

| Major Area of Study | Student Body | Respondents |
|---|--------------|-------------|
| Nursing – Family Nurse Practitioner | 9.64% | 4.11% |
| Organizational Leadership & Supervision | 5.62% ++ | 6.85% |
| Retailing & Consumer Science | 1.23% | 1.37% |
| Social Work | 38.55% | 1.37% |
| Supply Chain and Logistics Technology | 19.75% ++ | 17.81% |
| Technology Project Management | 3.01% | 4.11% |
| Other ** | | |

** Computer Information Systems

++ Includes both undergraduate and post-baccalaureate students

Question – How many semesters have you COMPLETED at UH Sugar Land?

| Semesters Completed | Respondents |
|---------------------|-------------|
| None (First Time) | 28.77% |
| 1 | 12.33% |
| 2 | 24.66% |
| 3 | 16.44% |
| 4 | 12.33% |
| 5 | 1.37% |
| 6 | 1.37% |
| More than 6 | 2.74% |

Question – What devices do you use to do your class work? (Check all that apply)

| Type of Device | Respondents |
|--|-------------|
| Desktop computer at home | 35.62% |
| Desktop computer at work | 10.96% |
| Desktop computer at UH Sugar Land computer lab | 52.05% |
| Personal laptop computer | 84.93% |
| Work laptop computer | 8.22% |
| Mobile phone | 58.90% |
| Mobile device (iPad, Microsoft Surface, Amazon Fire, etc.) | 26.03% |
| Other ** | |

** Digital Media Sugar Land Lab Room 320

** iPad Pro

** UH Sugar Land classroom computer

Question – What is the PRIMARY device you use to do your class work?

| Type of Device | Respondents |
|--|--------------------|
| Desktop computer at home | 16.44% |
| Desktop computer at UH Sugar Land computer lab | 5.48% |
| Personal laptop computer | 69.86% |
| Work laptop computer | 5.48% |
| Mobile device (iPad, Microsoft Surface, Amazon Fire, etc.) | 2.74% |
| Other ** | |

** Desktop computer at UH Main campus


Student IT Services Survey Results

COMPUTING RESOURCES

This section of the survey asked questions on the current computing resources at UH Sugar Land. The areas covered were frequency of use of the computer labs, satisfaction with the technology resources and general environment in the labs, and changes the students want to see made. Students were also asked about frequency of use of any personal laptop and other mobile computing devices (e.g., tablets), as well as their satisfaction with the wireless network.

Question – When you are at UH Sugar Land, how often do you use the Open Computer Lab (AMG 303)?

| Frequency of Use | Respondents |
|------------------|-------------|
| Always | 10.96% |
| Usually | 10.96% |
| Sometimes | 41.10% |
| Never | 36.99% |


 The following question answered only by those who selected “Always”, “Usually”, or “Sometimes”.

Question – The Open Computer Lab’s hours of operation are:

- 7:30 AM – 9:45 PM Monday through Thursday
- 7:30 AM – 7:45 PM Friday
- 9:00 AM – 4:45 PM Saturday

How well do these hours meet your needs?

| Hours Meeting Needs | Respondents |
|-------------------------------|-------------|
| These hours are fine | 86.67% |
| These hours should be changed | 13.33% |

 The following question answered only by those who selected “These hours should be changed”.

Question – Which best describes how the hours should be changed? (Check all that apply)

| Hour Changes | Respondents |
|-----------------------------------|-------------|
| Open earlier on Monday – Thursday | 18.18% |
| Open earlier on Friday | 18.18% |
| Open earlier on Saturday | 4.55% |
| Close later on Monday – Thursday | 36.36% |
| Close later on Friday | 31.82% |
| Close later on Saturday | 27.27% |
| Other ** | |

** More open labs with dedicated staff

Question – Which best describes your satisfaction with the equipment, furniture, and environment in the Open Computer Lab?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|-----------------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Computers | 33.33% | 52.78% | 5.56% | 5.56% | | 2.78% |
| Black & white printers | 38.89% | 44.44% | 8.33% | | | 8.33% |
| Color printer | 36.11% | 36.11% | 11.11% | | | 16.67% |
| Ease of UniPrint print mgt system | 24.32% | 32.43% | 5.41% | 8.11% | 5.41% | 24.32% |
| Comfort of chair | 27.03% | 45.95% | 10.81% | 8.11% | 5.41% | 2.70% |
| Size of computer desk | 32.43% | 56.76% | | 8.11% | | 2.70% |
| Keyboard & mouse | 33.33% | 41.67% | 11.11% | 5.56% | 2.78% | 5.56% |
| Noise level of other students | 22.22% | 50.00% | 13.89% | 8.33% | 2.78% | 2.78% |
| General neatness & cleanliness | 47.22% | 41.67% | 5.56% | 2.78% | | 2.78% |

Question – Which best describes your satisfaction with the software programs on the computers in the Open Computer Lab?

| Satisfaction Level | Respondents |
|-----------------------------------|-------------|
| Very satisfied | 24.32% |
| Satisfied | 45.95% |
| Neither satisfied or dissatisfied | 21.62% |
| Dissatisfied | 5.41% |
| Very dissatisfied | 2.70% |

Question – Would you like to see any new software programs added to the computers in the Open Computer Lab?

| Add New Software | Respondents |
|------------------|-------------|
| Yes | 43.24% |
| No | 24.32% |
| Do not know | 32.43% |



The following question answered only by those who selected “Yes”.

Question – What new software programs would you like to see added to the computers in the Open Computer Lab?

- Photoshop or any equivalent Illustrator
- Frgr
- 3D modeling, intellij, etc.
- PHStat, Microsoft Project
- Not software but more speedy computers when we turn them on. It takes sooooo long!
- Adobe software, CAD software
- Microsoft Visio, Adobe CC
- Adobe Photoshop
- Visio
- Primavera P6, AutoCAD
- VM software to do secure IT security functions
- Music notation would be nice. Sibelius/Finale.

Question – Would you like to see any changes made to the Open Computer Lab?

| Changes Made | Respondents |
|--------------|-------------|
| Yes | 40.00% |
| No | 31.43% |
| Do not know | 28.57% |



The following question answered only by those who selected “Yes”.

Question – What changes would you like to see made in the Open Computer Lab?

- Maybe add a copy machine
- Go back to previous printing system
- More respectful of other students (noise reduction), more software
- Free printing with limit
- Open earlier
- Free printing
- Separate rooms with white boards for group studying
- Free printing, more printers, better keyboards
- Free printing, cleaner chairs, faster computers
- Make it colder inside
- No more UniPrint. I think it is ridiculous how printing was included in our tuition and all of a sudden, we have to pay for it now and tuition is still the same.
- Scanner
- Students respect quiet signs

Question – Have you ever used the computers in the Multimedia Computer Lab (AMG 305)?

| Used Computers | Respondents |
|----------------|-------------|
| Yes | 19.64% |
| No | 57.14% |
| Do not know | 23.21% |



The following question answered only by those who selected “Yes”.

Question – Which best describes your satisfaction with the equipment, furniture, and environment in the Multimedia Computer Lab?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|----------------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Computers | 40.00% | 20.00% | 20.00% | 10.00% | 10.00% | |
| Black & white printers | 30.00% | 40.00% | 10.00% | | | 20.00% |
| Color printer | 30.00% | 40.00% | 10.00% | | | 20.00% |
| Comfort of chair | 30.00% | 30.00% | 20.00% | 20.00% | | |
| Size of computer desk | 40.00% | 30.00% | | 30.00% | | |
| Keyboard & mouse | 30.00% | 30.00% | 20.00% | 10.00% | 10.00% | |
| Display monitors (front of room) | 30.00% | 40.00% | 10.00% | | 20.00% | |
| Room audio (sound) system | 30.00% | 20.00% | 30.00% | 20.00% | | |
| General neatness & cleanliness | 40.00% | 30.00% | 10.00% | 20.00% | | |

Question – Have you ever used the computers in the Instructional Computer Lab AMG 302?

| Used Computers | Respondents |
|----------------|-------------|
| Yes | 18.18% |
| No | 52.73% |
| Do not know | 29.09% |



The following question answered only by those who selected “Yes”.


Question – Which best describes your satisfaction with the equipment, furniture, and environment in Instructional Computer Lab AMG 302?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|-----------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Computers | 33.33% | 33.33% | | 22.22% | | 11.11% |

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|--------------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Black & white printers | 44.44% | 44.44% | | | | 11.11% |
| Color printer | 44.44% | 44.44% | | | | 11.11% |
| Comfort of chair | 44.44% | 33.33% | | | 11.11% | 11.11% |
| Size of computer desk | 33.33% | 44.44% | | | 11.11% | 11.11% |
| Keyboard & mouse | 44.44% | 33.33% | | | 11.11% | 11.11% |
| Projection system | 44.44% | 22.22% | | 11.11% | 11.11% | 11.11% |
| Room audio (sound) system | 33.33% | 44.44% | 11.11% | | | 11.11% |
| General neatness & cleanliness | 33.33% | 44.44% | | 11.11% | | 11.11% |

Question – Have you ever used the computers in the Instructional Computer Lab AMG 306?

| Used Computers | Respondents |
|----------------|-------------|
| Yes | 16.36% |
| No | 58.18% |
| Do not know | 25.45% |

 The following question answered only by those who selected “Yes”.


Question – Which best describes your satisfaction with the equipment, furniture, and environment in Instructional Computer Lab AMG 306?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Computers | 25.00% | 75.00% | | | | |
| Black & white printers | 12.50% | 50.00% | | | | 37.50% |
| Color printer | 12.50 | 50.00% | | | | 37.50% |
| Comfort of chair | 25.00 | 62.50% | | 12.50% | | |

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|--------------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Size of computer desk | 37.50% | 62.50% | | | | |
| Keyboard & mouse | 25.00% | 75.00% | | | | |
| Projection system | 25.00% | 50.00% | 12.50% | 12.50% | | |
| Room audio (sound) system | 25.00% | 50.00% | | | 12.50% | 12.50% |
| General neatness & cleanliness | 37.50% | 62.50% | | | | |

Question – If you have a personal laptop or other mobile computing device (tablet), how often do you use it at UH Sugar Land?

| Frequency of Use | Respondents |
|---|-------------|
| Always | 54.10% |
| Usually | 22.95% |
| Sometimes | 18.03% |
| Never | 3.28% |
| I do not have a personal laptop or other mobile computing device (tablet) | 1.64% |

 The following question answered only by those who selected “Always”, “Usually”, or “Sometimes”.

Question – Which best describes your satisfaction with the speed, stability, ease of connection, and ease of use, of the wireless network at UH Sugar Land?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used wireless network |
|-----------------|----------------|-----------|-----------------------------------|--------------|-------------------|-----------------------------|
| Speed | 41.38% | 37.93% | 12.07% | 3.45% | 3.45% | 1.72% |
| Stability | 42.11% | 38.60% | 8.77% | 3.51% | 5.26% | 1.75% |
| Easy to connect | 42.11% | 43.86% | 3.51% | 8.77% | | 1.75% |
| East to use | 45.61% | 45.61% | 7.02% | | | 1.75% |

Student IT Services Survey Results

VIDEO CONFERENCING RESOURCES

This section of the survey asked questions on the current video conferencing resources at UH Sugar Land. The areas covered were satisfaction with the technology environment and furniture in the videoconference rooms, and changes the students want to see made.

Question – Have you ever been connected to a video conference, or taken a class by video conference, at UH Sugar Land?

| Involved in Video Conference | Respondents |
|------------------------------|-------------|
| Yes | 10.91% |
| No | 83.64% |
| Do not know | 5.45% |



The following question answered only by those who selected “Yes”.

Question – Which best describes your satisfaction with the technology environment and furniture in the video conference rooms at UH Sugar Land?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|--|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Instructor computer | 33.33% | 66.67% | | | | |
| Using personal laptop & wireless in room | 33.33% | 50.00% | | | | 16.67% |
| Quality of room monitors or projection | 33.33% | 50.00% | | | | 16.67% |
| Quality of audio (sound) system | 33.33% | 50.00% | | | | 16.67% |
| Comfort of chair | 33.33% | 16.67% | 16.67% | | 16.67% | 16.67% |
| Size of table or desk | 33.33% | 33.33% | | 16.67% | | 16.67% |
| General neatness or cleanliness | 33.33% | 50.00% | | | | 16.67% |

Question – Would you like to see any changes made to the technology environment or furniture in the video conference rooms?

| Changes Made | Respondents |
|---------------------|--------------------|
| Yes | 16.67% |
| No | 33.33% |
| Do not know | 50.00% |



The following question answered only by those who selected "Yes".

Question – What changes would you like to see made to the technology environment or furniture in the video conference rooms?

- The chairs could be better. Sometimes the teacher accidentally mutes the room and I can't hear from home.

Student IT Services Survey Results

GENERAL CLASSROOM RESOURCES

This section of the survey asked questions on the current general classroom resources at UH Sugar Land. The areas covered were satisfaction with the technology environment and furniture in the general classrooms, and changes the students want to see made.

Question – Have you ever taken a class or been in a meeting in the general classrooms at UH Sugar Land?

| Used General Classroom | Respondents |
|------------------------|-------------|
| Yes | 85.19% |
| No | 3.70% |
| Do not know | 11.11% |



The following question answered only by those who selected “Yes”.


Question – Which best describes your satisfaction with the technology environment and furniture in the general classrooms at UH Sugar Land?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|--|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Instructor computer | 27.91% | 60.47% | 6.98% | | 2.33% | 2.33% |
| Using personal laptop & wireless in room | 38.64% | 54.55% | 6.82% | | | |
| Quality of room projection system | 38.64% | 45.45% | 13.64% | 2.27% | | |
| Quality of audio (sound) system | 31.82% | 47.73% | 6.82% | 11.36% | | 2.27% |

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied | Never used |
|---|----------------|-----------|-----------------------------------|--------------|-------------------|------------|
| Using room content collaboration system (ShareLink) | 25.00% | 25.00% | 18.18% | 2.27% | | 29.55% |
| Comfort of chair | 34.09% | 34.09% | 15.91% | 13.64% | 2.27% | |
| Size of table or desk | 36.36% | 38.64% | 4.55% | 15.91% | 4.55% | |
| General neatness or cleanliness | 47.73% | 43.18% | 4.55% | 2.27% | 2.27% | |

Question – Would you like to see any changes made to the technology environment or furniture in the general classrooms?

| Changes Made | Respondents |
|--------------|-------------|
| Yes | 27.27% |
| No | 56.82% |
| Do not know | 15.91% |

 The following question answered only by those who selected “Yes”.

Question – What changes would you like to see made to the technology environment or furniture in the video conference rooms?

- Classrooms are fine but it’s too cold. Even during winter!
- Better working areas that are outside of the classrooms. More areas to plug and charge electronics. A coffee shop.
- Rooms are cramped, and chairs aren’t very comfortable
- Better sound system and projector
- More laptop plugins!
- Better chairs, better lighting
- My classes have had REPEATED issues. In different rooms, with getting the projectors to display the PowerPoints including VERY slow load times.
- Comfier and cleaner chairs
- Chairs and desk size
- All chairs s should be the back mesh chairs, that have better back support. The red and tan chairs are horrible, they bend back way too far, and the back can’t be raised.
- Keep kicking the posts under the conference tables

Student IT Services Survey Results

INFORMATION TECHNOLOGY STAFF

This section of the survey asked questions on the Information Technology staff at UH Sugar Land. The areas covered were accessibility of the IT staff, the types of issues that required assistance from the staff, and their satisfaction with the IT staff's demeanor.

Question – Which best describes how easily you can contact the IT staff when you need assistance at UH Sugar Land?

| Ease of Contact | Respondents |
|-----------------------------------|-------------|
| Very easily | 19.30% |
| Easily | 12.28% |
| Neither easily or difficult | 8.77% |
| Difficult | 3.51% |
| Very difficult | |
| I have not needed to contact them | 56.14% |



The following 3 questions answered only by those who selected “Very easily”, “Easily”, “Neither easily or difficult”, or “Difficult”.

Question – What types of issue(s) have you requested assistance for from the IT staff at UH Sugar Land? (Check all that apply)

| Type of Issue | Respondents |
|---|-------------|
| Forgot or did not know my user name | 23.81% |
| Forgot my password did not know my password needed to reset my password | 28.57% |
| Account locked out | 19.05% |
| Could not log on to the computer | 19.05% |
| How to use a specific computer program or application | 9.52% |
| Computer not working correctly | 19.05% |
| Printer not working correctly | 14.29% |
| How to use UniPrint print management system | 28.57% |
| Adding funds to my Flex account for printing | 4.76% |
| Did not have or forgot my Cougar Card for printing | 4.76% |
| How to use Blackboard | 9.52% |
| Problem with my portable device (e.g., USB flash drive, DVD, CD, etc.) | 9.52% |

| Type of Issue | Respondents |
|--|-------------|
| Other students too loud in the Open Computer Lab | 4.76% |
| Connecting my laptop to the wireless network | 14.29% |
| Connecting my mobile phone to the wireless network | 4.76% |
| Connecting to the UH VPN (Virtual Private Network) | 4.76% |
| Other ** | |

** Getting a free UH software to properly install

Question – When an IT staff member assisted you at UH Sugar Land, what best describes your level of satisfaction with their professional demeanor?

| | Very satisfied | Satisfied | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied |
|-------------------------|----------------|-----------|-----------------------------------|--------------|-------------------|
| They listened carefully | 69.57% | 21.74% | 8.70% | | |
| They were knowledgeable | 65.22% | 21.74% | 13.04% | | |
| They were responsive | 69.57% | 17.39% | 13.04% | | |
| They were patient | 65.22% | 21.74% | 8.70% | 4.35% | |
| They were courteous | 69.57% | 17.39% | 13.04% | | |
| They were friendly | 69.57% | 17.39% | 13.04% | | |

Question – Which best describes your OVERALL satisfaction with the assistance you have received from the IT staff at UH Sugar Land?

| Satisfaction Level | Respondents |
|-----------------------------------|-------------|
| Very satisfied | 58.33% |
| Satisfied | 29.17% |
| Neither satisfied or dissatisfied | 12.50% |
| Dissatisfied | |
| Very dissatisfied | |

Student IT Services Survey Results

COMMUNICATION AND SOCIAL MEDIA RESOURCES

This section of the survey asked questions on the digital signage at UH Sugar Land, as well as its social media presence. The areas covered were awareness of the digital signs and satisfaction with their content, changes to the type or quality of the sign content, awareness of the students with the UH Sugar Land presence on Facebook and Twitter, and satisfaction with that presence. Students were also asked what social media platforms they used and if they would be interested in participating in a Student Focus Group on social media and the web.

Question – Have you seen the digital signs at the various locations at UH Sugar Land?

| Have Seen Digital Signs | Respondents |
|-------------------------|-------------|
| Yes | 23.08% |
| No | 36.54% |
| Do not know | 40.38% |



The following two questions answered only by those who selected “Yes”.

Question – Which best describes your satisfaction with the type and quality of information that is displayed on the digital signs?


| Satisfaction Level | Respondents |
|-----------------------------------|-------------|
| Very satisfied | 16.67% |
| Satisfied | 58.33% |
| Neither satisfied or dissatisfied | 8.33% |
| Dissatisfied | |
| Very dissatisfied | |
| I do not read the digital signs | 16.67% |

Question – Would you like to see any changes made to the type or quality of information on the digital signs?

| Changes to Digital Signs | Respondents |
|--------------------------|-------------|
| Yes | |
| No | 66.67% |
| Do not know | 33.33% |

Question – Have you seen the UH Sugar Land page on Facebook?

| Have Seen Facebook Page | Respondents |
|--|-------------|
| Yes | 30.77% |
| No | 34.62% |
| I did not know there was a UH Sugar Land Facebook page | 34.62% |


 The following question answered only by those who selected “Yes”.

Question – Which best describes your satisfaction with the UH Sugar Land Facebook page?

| Satisfaction Level | Respondents |
|---|-------------|
| Very satisfied | 25.00% |
| Satisfied | 25.00% |
| Neither satisfied or dissatisfied | 32.25% |
| Dissatisfied | |
| Very dissatisfied | |
| I do not read the UH Sugar Land Facebook page | 18.75% |

Question – Have you seen the UH Sugar Land Twitter feed?

| Have Seen Twitter Feed | Respondents |
|---|-------------|
| Yes | 7.69% |
| No | 46.15% |
| I did not know there was a UH Sugar Land Twitter feed | 46.15% |

 The following question answered only by those who selected “Yes”.

Question – Which best describes your satisfaction with the UH Sugar Land Twitter feed?

| Satisfaction Level | Respondents |
|--|-------------|
| Very satisfied | |
| Satisfied | 75.00% |
| Neither satisfied or dissatisfied | 25.00% |
| Dissatisfied | |
| Very dissatisfied | |
| I do not read the UH Sugar Land Twitter feed | |

Question – What social media platforms do you use? (Check all that apply)

| Social Media Used | Respondents |
|---|--------------------|
| Facebook | 76.92% |
| Twitter | 36.54% |
| Snapchat | 61.54% |
| Instagram | 67.31% |
| YouTube | 69.23% |
| I do not use any social media platforms | 3.85% |
| Other ** | |

** Twitch

** Reddit, Quora

** Tumblr

Question – Would you be interested in participating in a Student Focus Group about social media and the web?

| Interested in Participating | Respondents |
|------------------------------------|--------------------|
| Yes | 15.69% |
| No | 84.31% |

Student IT Services Survey Results

OVERALL SATISFACTION

The final section of the survey asked students about their overall satisfaction with the IT services at UH Sugar Land and any final comments they wanted to make.

Question – Which best describes your OVERALL satisfaction with the Information Technology services at UH Sugar Land?

| Satisfaction Level | Respondents |
|-----------------------------------|-------------|
| Very satisfied | 37.25% |
| Satisfied | 49.02% |
| Neither satisfied or dissatisfied | 9.80% |
| Dissatisfied | 3.92% |
| Very dissatisfied | |

COMMENTS

- The response time of the staff when there is equipment malfunction is EXCELLENT! I think they do a great job.
- Thank you IT for all you do
- Survey is too long
- I love this campus. I usually have to take my classes at the Main campus. But I try to take as many as I can at the Sugar Land campus. Everything is so neat, organized, and easily accessible at this campus.
- I love the fact that parking is free, and I feel safer here due to less crime.
- Great campus
- I didn't know there were computer labs that could be used. I literally thought the library was the only place.
- Great campus! It is very nicely kept and provides me with more than enough tools to complete my work and get a good education.
- My main complaint about going to UH Sugar Land is actually the lack of places to eat after work but before class.
- Need to bring back free printing. This is the least UH Sugar Land can do. It does not have the same resources as the Main campus and feels like a community college.
- The Windows 10 PCs in 320 don't save info to external hard drives.
- Sugar Land computing and IT is always professional, and the computer quality far exceeds the Main campus. I appreciate being able to use high quality equipment at Sugar Land and how there is a Help Desk right in the building.