The Emerging Services Steering Team, a group established by the office of the Chief Information Officer, is looking at ways to develop services that are consistent with how students use technology. We have created a survey designed to explore students’ use of technology and their expectations of online services. We hope to use this information to develop new services and improve existing technology related services.

If you would like to participate in this study, we would ask you to please complete the online questionnaire by April 30 2010. The survey will take approximately 15 minutes to complete. The questionnaire will involve multiple choice type questions, for which you may simply check the appropriate response, as well as an opportunity for you to provide comments. You may choose to skip any question in the survey without penalty, and you may choose to withdraw from the survey entirely at any point.

As thanks for taking the time to complete the survey, you will have the opportunity to enter a draw for one of six prizes. The grand prize is an iPod Touch (8GB), and there are five - ten dollar Chapters gift certificates also available to be won. The survey is being sent to all undergraduate and graduate students, so chances of winning will depend on how many students take the survey. The deadline for responding is Friday, April 30th, 2010.

CONFIDENTIALITY

The survey will be completely anonymous. No personal information will be collected that is associated with survey responses. Students may choose to provide contact information if they would like to be entered in the random draw for a prize. If students choose to provide contact information for the prize draw, this information is collected in a database entirely separate from their survey responses. We may choose to use verbatim quotes from survey responses. All reasonable actions to ensure confidentiality will be taken.

If you have any questions or concerns about the research, please feel free to contact Randy Oldham at (519) 824-4120, ext. 53604 or roldham@uoguelph.ca

RIGHTS OF RESEARCH PARTICIPANTS

This study has been reviewed and received ethics clearance through the University of Guelph Research Ethics Board. If you have questions regarding your rights as a research participant, contact:

Research Ethics Coordinator
University of Guelph
437 University Centre
Guelph, ON N1G 2W1

Telephone: (519) 824-4120, ext. 56606
E-mail: sauld@uoguelph.ca
Fax: (519) 821-5236

Please click on the button below to take the survey. By clicking on the button you are consenting to participant in this research project under the conditions outlined above.

There are 53 questions in this survey

Student Information

Tell us a bit about you

1 Please indicate your sex *

Please choose only one of the following:
2 Please enter your age
Please write your answer here:

3 Please indicate your academic status:
Please choose only one of the following:
- Undergraduate Student
  - Masters Student
  - Doctorate (PhD)

4 Are you a full-time or part-time student?
Please choose only one of the following:
- Full-time
  - Part-time

5 How many semesters have you completed at the University of Guelph?
Please choose only one of the following:
- One Semester
  - Two Semesters
  - Three Semesters
  - Four Semesters
  - Five Semesters
  - Six Semesters
  - Seven Semesters
  - Eight Semesters
  - More than eight semesters
There are 3 semesters total per academic year (fall, winter and summer semesters). Most students attend 2 semesters per year, the fall semester and the winter semester.

6 Do you live on campus in a University of Guelph residence building?
Please choose only one of the following:

- Yes
- No

On campus residences include: MacDonald, Lennox/Addington, Watson, Lambton, Mills, Johnston, East, South.

7 What degree program are you currently registered in?
Please choose only one of the following:

- BA
  - BAS
  - BASc
  - BComm
  - BComp
  - BSAG
  - BSc
  - BSEn
  - BSES
  - MA
  - MAN
  - MBA
  - MEng
  - MLA
  - MSc
  - PhD
  - DVM
  - DVSc

- Other
What major are you currently registered in?

Please write your answer here:

Example: Sociology, Biology, Agricultural Economics, etc
Hardware

9 Do you have a computer for your own personal use?
Please choose only one of the following:

☐ Yes
☐ No

10 Please indicate below which type(s) of computers you have:

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '9 [H1_own]' (Do you have a computer for your own personal use?)

Please choose all that apply:

☐ Desktop
☐ Laptop (A portable computer/notebook/netbook)
☐ Tablet (a special type of laptop with a screen that you can write on and which lacks a physical keyboard)

11 What operating system(s) are on the computer(s) that you own and regularly use?

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '9 [H1_own]' (Do you have a computer for your own personal use?)

Please choose all that apply:

☐ Windows 7 (any edition)
☐ Windows Vista (any edition)
☐ Windows XP
☐ Windows 2000
☐ Windows ME (Millenium Edition)
☐ Windows 98
☐ Windows 95
☐ Mac OS (Apple's Operating System)
☐ Linux (any version)
☐ Other: ____________________________

Check all that apply.
12 You stated that you own a laptop and/or tablet. How frequently do you bring your laptop/tablet to campus?

Only answer this question if the following conditions are met:
* Answer was 'Laptop (A portable computer/notebook/netbook)' or 'Tablet (a special type of laptop with a screen that you can write on and which lacks a physical keyboard' at question '10 [H2_owntyp]' (Please indicate below which type(s) of computers you have:)

Please choose only one of the following:

- Daily
- Several times a week
- Several times a month
- Once a month or less
- Never

If you live in RESIDENCE, please let us know how often you bring your laptop/tablet to a location on campus that is OUTSIDE of your residence building.

13 Why do you rarely/never bring your laptop/tablet to campus?

Only answer this question if the following conditions are met:
* Answer was 'Laptop (A portable computer/notebook/netbook)' or 'Tablet (a special type of laptop with a screen that you can write on and which lacks a physical keyboard' at question '10 [H2_owntyp]' (Please indicate below which type(s) of computers you have:) and Answer was 'Never' at question '12 [H4_lt2c]' (You stated that you own a laptop and/or tablet. How frequently do you bring your laptop/tablet to campus?)

Please write your answer here:

14 Where do you use your laptop/tablet on campus?

Only answer this question if the following conditions are met:
* Answer was 'Laptop (A portable computer/notebook/netbook)' or 'Tablet (a special type of laptop with a screen that you can write on and which lacks a physical keyboard' at question '10 [H2_owntyp]' (Please indicate below which type(s) of computers you have:)

Please choose the appropriate response for each item:
15

Is there somewhere on campus that doesn't have wireless access and you wish it did?

Please write your answer here:

16 Do you own a cellphone or smartphone such as a Blackberry or iPhone?

Please choose only one of the following:

- I own a cellphone
- I own a smartphone (such as a blackberry or iphone)
- I don't own either a cellphone or smartphone

A smartphone is a mobile phone offering advanced capabilities beyond a typical mobile phone, often with computer-like functionality. Examples of smartphones include: Blackberries iPhones Motorola Q Phones Many HTC brand phones Any phone with a "windows start button" in the lower left of the screen

17

Please indicate what model of "Smart Phone" you own and use most regularly:

Only answer this question if the following conditions are met:
° Answer was 'I own a smartphone (such as a blackberry or iphone)' at question '16 [H8_clown]' (Do you own a cellphone or smartphone such as a Blackberry or iPhone?)

Please choose only one of the following:

- Blackberry
A smartphone is a mobile phone offering advanced capabilities beyond a typical mobile phone, often with computer-like functionality. Examples of smartphones include:
- Blackberries
- Apple iPhones
- Motorola Q Phones
- Many HTC brand phones
- Any phone with a "windows start button" in the lower left of the screen

18 How often do you use your cellphone to do the following:

Only answer this question if the following conditions are met:
° Answer was 'I own a cellphone' or 'I own a smartphone (such as a blackberry or iphone)' at question '16 [H8_clown]' (Do you own a cellphone or smartphone such as a Blackberry or iPhone?)

Please choose the appropriate response for each item:

19 Do you own a PDA? (a PalmPilot, Treo, iPAQ...)

Please choose only one of the following:

- Yes
- No
- Not sure
Distance Ed, CourseLink/Desire2Learn and Open Learning/Desire2Learn

The next set of questions deal with distance education at the University of Guelph.

Open Learning, the University of Guelph Distance Education provider, has used Desire2Learn to deliver online courses for over 5 years now.

Teaching Support Services (TSS) has been supplementing traditional in-class courses with online components for more than 5 years. Initially, these online components were delivered via "Blackboard/WebCT". Over the past 2 years, TSS has been transitioning their online learning environment to Desire2Learn.

20 Have you taken a distance education (Open Learning) course at the University of Guelph?

Please choose only one of the following:

☐ Yes
☐ No

Distance Education courses are offered through OPEN LEARNING at the University of Guelph and have the DE designation in WebAdvisor.

21 In general, do you prefer distance education (Open Learning) courses to traditional in-class courses?

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '20 [E1_dsted]' (Have you taken a distance education (Open Learning) course at the University of Guelph?)

Please choose only one of the following:

☐ Yes
☐ No
☐ Not sure

22 What do you like or dislike about distance education (Open Learning) courses at the University of Guelph?

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '20 [E1_dsted]' (Have you taken a distance education (Open Learning) course at the University of Guelph?)

Please write your answer here:
23 Have you ever taken an in-class course at the University of Guelph that included an online component such as Desire2Learn/CourseLink?

Please choose only one of the following:

- Yes
- No
- Not sure

"Courses with an online component" would include those in-class courses which include access to Desire2Learn/CourseLink, MyEconLab, etc.

24 Do you prefer in-class courses that include an online component over courses that are only in-class?

Only answer this question if the following conditions are met:
* Answer was 'Yes' or 'Not sure' at question '23 [E4_d2L]' (Have you ever taken an in-class course at the University of Guelph that included an online component such as Desire2Learn/CourseLink?)

Please choose only one of the following:

- Yes
- No

"Courses with an online component" would include those in-class courses which include access to Desire2Learn/CourseLink, MyEconLab, etc.

25 What do you like or not like about courses that include an online component?

Only answer this question if the following conditions are met:
* Answer was 'Yes' or 'Not sure' at question '23 [E4_d2L]' (Have you ever taken an in-class course at the University of Guelph that included an online component such as Desire2Learn/CourseLink?)

Please write your answer here:

"Courses with an online component" would include those in-class courses which include access to Desire2Learn/CourseLink, MyEconLab, etc.
Online Services

The following set of questions deal with how you use online services such as chatting and online social networks (such as Facebook).

26 Do you use an online chat program such as MSN Messenger (Windows Live Messenger), AIM, ICQ, Facebook chat, GoogleTalk, Gmail chat, etc?

Please choose only one of the following:

- Yes
- No

27 Please select all of the online chat programs that you use regularly:

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '26 [O1_chat]' (Do you use an online chat program such as MSN Messenger (Windows Live Messenger), AIM, ICQ, Facebook chat, GoogleTalk, Gmail chat, etc?)

Please choose all that apply:

- [ ] MSN Messenger/Windows Live Messenger
- [ ] Yahoo Messenger
- [ ] GoogleTalk
- [ ] Gmail chat
- [ ] AOL Instant Messenger (AIM)
- [ ] ICQ
- [ ] Facebook Chat
- [ ] Skype Chat
- [ ] IRC
- [ ] Other: __________

28 How many hours a day are you actively using a chat program?

Only answer this question if the following conditions are met:
° Answer was 'Yes' at question '26 [O1_chat]' (Do you use an online chat program such as MSN Messenger (Windows Live Messenger), AIM, ICQ, Facebook chat, GoogleTalk, Gmail chat, etc?)

Please choose only one of the following:

- [ ] Less than 1 hour a day
- [ ] 1-3 hours a day
- [ ] 4-6 hours a day
- [ ] 7 or more hours a day
29 How often do you use online chat to discuss academic work with friends or classmates?

Only answer this question if the following conditions are met:
* Answer was 'Yes' at question '26 [O1_chat]' (Do you use an online chat program such as MSN Messenger (Windows Live Messenger), AIM, ICQ, Facebook chat, GoogleTalk, Gmail chat, etc?)

Please choose only one of the following:

- Several times a day
- Several times a week
- Several times a month
- Once a month or less
- Never

30 How often do you use online chat to communicate with group members about group projects?

Only answer this question if the following conditions are met:
* Answer was 'Yes' at question '26 [O1_chat]' (Do you use an online chat program such as MSN Messenger (Windows Live Messenger), AIM, ICQ, Facebook chat, GoogleTalk, Gmail chat, etc?)

Please choose only one of the following:

- On every project
- On most projects
- On few projects
- Never

31 How often do you participate in online social communities such as Facebook, myspace, Windows Live Spaces?

Please choose only one of the following:

- Several times a day
- Several times a week
- Several times a month
- Once a month or less
- Never
32 How often have you used online social communities for *academic* work?

Only answer this question if the following conditions are met:
- Answer was NOT 'Never' at question '31 [O6_snfrq]' (How often do you participate in online social communities such as Facebook, myspace, Windows Live Spaces?)

Please choose only one of the following:

- On every project
- On most projects
- On few projects
- Never

33 How are you using online social communities in your *academic* work? Provide us your comments here:

Only answer this question if the following conditions are met:
- Answer was 'Once a month or less' or 'Several times a month' or 'Several times a week' or 'Several times a day' at question '31 [O6_snfrq]' (How often do you participate in online social communities such as Facebook, myspace, Windows Live Spaces?)

Please write your answer here:

34 How frequently do you do the following:

Please choose the appropriate response for each item:
### 35 List up to three non-University of Guelph websites that you visit most frequently, other than email websites like Gmail, Hotmail...

Please write your answer(s) here:

1) 

2) 

3) 

### 36 List up to three University of Guelph websites that you visit most frequently, other than Gryphmail, Desire2Learn/Courselink, webadvisor.

Please write your answer(s) here:

1) 

2) 

3) 

### 37 Where is the first place you go to find information and sources for your research assignments?

Please write your answer here:
38 How frequently do you use the following tools to find resources (such as books and journal articles) for research assignments?

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Tool</th>
<th>Always</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primo/Trellis (U of G's Library Catalogue)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
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<tr>
<td>Journal indexes/journal databases (articles link on library webpage)</td>
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<td>□</td>
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<tr>
<td>Online bookstore (e.g. Amazon.com, Chapters.ca)</td>
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<td>Google</td>
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<td>Google Scholar</td>
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<td>Wikipedia</td>
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<tr>
<td>Classmates/friends</td>
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<td>□</td>
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</tr>
<tr>
<td>Course instructor (Professor)</td>
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<td>□</td>
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<tr>
<td>Teaching Assistant (TA)</td>
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<tr>
<td>Library Research Help Desk</td>
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<tr>
<td>Other</td>
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<td>□</td>
</tr>
</tbody>
</table>

39 You chose "other " in the previous question. Please tell us what "other' tool you use to find resources (such as books and journal articles) for research assignments.

Only answer this question if the following conditions are met:
° Answer was ‘Sometimes’ or ‘Always’ or ‘Frequently’ or ‘Rarely’ at question ‘38 [O13_srcfrq]’ (How frequently do you use the following tools to find resources (such as books and journal articles) for research assignments? (Other))

Please write your answer here:

40 Have you ever contributed a review for books, music or movies to a website?

Please choose only one of the following:

☐ Yes
☐ No
For example, have you ever posted a comment about a book you read to an online bookstore such as Amazon.com, or a review about a movie you saw to a movie site such as IMDB.COM?

### 41 List up to 3 websites that you've found most useful for searching for information for assignments:

Please write your answer(s) here:

1) 
2) 
3) 

### 42 List up to 3 websites that you've found most useful for other academic work (i.e. writing papers, managing your time, preparing for tests or exams, etc)

Please write your answer(s) here:

1) 
2) 
3)
Communicating about research

43

Have you asked any of the following people for help on a research assignment? If so, how have you communicated with them? Please check all that apply:

Check any that apply:

<table>
<thead>
<tr>
<th></th>
<th>In Person</th>
<th>E-Mail</th>
<th>Phone</th>
<th>Course-specific Online discussion (through desire2learn...)</th>
<th>Chat (MSN, Google chat...)</th>
<th>Never contacted for research help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Instructor (Professor)</td>
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<td>TA (teaching assistant)</td>
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<tr>
<td>Lab Instructor</td>
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<td>Library Staff</td>
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<td>Family Member</td>
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<td>Learning Commons Peer Helper</td>
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<tr>
<td>Friend or Classmate</td>
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<td>RA (residence assistant) or Res life staff</td>
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<tr>
<td>Other</td>
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</tbody>
</table>

Check all the methods you have used to contact these types of individuals for help on a research assignment.

44 If you choose OTHER in the previous question, who do you consult for research help that was missing in the previous question?

Please write your answer here:
Library Computers

The next set of questions deal with public desktop & laptop computers in the library

45 How often have you used a public desktop computer in the library at the University of Guelph?

Please choose only one of the following:

○ Several times a day
○ Several times a week
○ Several times a month
○ Once a month or less
○ Never

46 How long do you typically have to wait to use a public desktop computer in the Library?

Only answer this question if the following conditions are met:
° Answer was ‘Several times a day’ or ‘Several times a week’ or ‘Several times a month’ or ‘Once a month or less’ at question ‘45 [L1_dtfrq]’ (How often have you used a public desktop computer in the library at the University of Guelph?)

Please choose only one of the following:

○ I never have to wait
○ Less than 2 minutes
○ About 5 minutes
○ Between 5 and 10 minutes
○ Between 10 and 15 minutes
○ Longer than 15 minutes

47 How often have you borrowed a laptop from the library?

Please choose only one of the following:

○ Several times a day
○ Several times a week
○ Several times a month
○ Once a month or less
○ Never
48 How often have you tried to borrow a **laptop** from the library, but found that there weren't any available and had to wait to sign one out?

Only answer this question if the following conditions are met:
* Answer was 'Several times a day' or 'Several times a week' or 'Several times a month' or 'Once a month or less' at question '47 [L3_ltfrq]' (How often have you borrowed a laptop from the library?)

Please choose **only one** of the following:

- I never have to wait
- I rarely have to wait
- I sometimes have to wait
- I often have to wait
- I almost always have to wait

49 How frequently do you need to request a renewal for a **laptop** borrowed from the library because you need it for longer than 2 hours?

Only answer this question if the following conditions are met:
* Answer was 'Several times a day' or 'Several times a week' or 'Several times a month' or 'Once a month or less' at question '47 [L3_ltfrq]' (How often have you borrowed a laptop from the library?)

Please choose **only one** of the following:

- Several times a day
- Several times a week
- Several times a month
- Once a month or less
- Never

50 The ideal **laptop** loan period would be:

Please choose **only one** of the following:

- 2 Hours
- 3 Hours
- 4 Hours
- 8 Hours
- Other
51 When using a Library computer, do you prefer to use a library laptop, or a desktop?

Please choose only one of the following:

○ Laptop

○ Desktop

○ Either... I have no preference.

52

Please tell us why you prefer a library laptop or desktop.

Only answer this question if the following conditions are met:
° Answer was 'Laptop' or 'Desktop' at question '51 [L7 lcprf]' (When using a Library computer, do you prefer to use a library laptop, or a desktop?)

Please write your answer here:
This is the final question... It's an open invitation for you to include any comments on anything technology-related on campus. Wish there were more outlets in classrooms? Do you experience problems with wireless on campus? Wish the computer lab in your department had new computers? Let us know!

Please write your answer here:
Please submit by 30.04.2010 – 00:00
Submit your survey.
Thank you for completing this survey.