ACCC STUDENT SURVEY RESULTS REPORT 2018
ABOUT ACCC

The Academic Computing and Communications Center provides central computer support to the UIC campus community. Major services include network, wireless and internet connectivity; Blackboard, computer labs, classrooms, and instructional technology; digital and analog telephony; email, calendar, emergency communications, accounts and passwords, and other IT services, tools and resources.

ACKNOWLEDGEMENTS

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DISCLAIMERS & NOTES

The 2018 ACCC Student Survey metrics are compared with the last previous data available: a combination of three surveys which included the same or similar types of questions. (Please see questions on page 2 of this report).

Only the 2010 Survey included Q3 and Q10. Only the 2011 Survey included Q6. The 2012 Survey was rarely referred to due to its rather low rate of student participation. Only the 2012 TechQual Survey included Q7_Timely, Q7_Understandable, and Q7_Training. Only the 2013 TechQual Survey included Q7_Knowledgeable.
INTRO

From September 20th to October 1st 2018, ACCC conducted a comprehensive 10-question survey from which data was collected and analyzed to produce an extensive internal report. This document is a summary of that report.

This year’s report illustrates information gathered from the responses of 2,887 UIC students, making it our most successful student survey to date. Thanks to the input of UIC students, we identified a number of opportunities to improve your experience with technology resources, tools, and services at UIC.

We present these findings with the aim of fostering collegial dialogue and engagement between ACCC and UIC’s community of students, faculty and staff. In the fewest words, IT Departments can’t function very well without feedback. Therefore, we have provided ways by which we ask you to contact us to share your thoughts, suggestions, or questions related to anything you read in this report.

ACCC surveys are the Department’s primary means of obtaining information and feedback from the UIC community. Survey results are collected and analyzed to identify the most frequently used ACCC services, tech support quality ratings, and current academic technology-related needs.

GOALS

1. To assess recent usage of ACCC services.
2. To evaluate levels of satisfaction with ACCC services and service support.
3. To identify potential improvements to current ACCC services and support.
4. To explore respondent suggestions for new ACCC services.
5. To assess the effectiveness of, and identify opportunities for the improvement of ACCC’s communication with UIC students.
2018 ACCC STUDENT SURVEY ITEMS

Q1. Type of Student (Undergraduate, Graduate, Professional or Non-Degree-Seeking)

Q2. College Affiliation (18 standard response options plus an “All-Other” write-in)

Q3. “What is your understanding of what ACCC does or provides?” (a comment-field)

Q4. “Who do you go to first for IT help?” (6 standard response options plus an “All-Other” write-in)

Q5. “Below is a list of some services ACCC provides. Please mark each service you have used in the last 12 months.” (22 standard response options plus an “All-Other” write-in)

Q6. “Please rate your satisfaction with the ACCC services you used in the last 12 months.” (22 possible services to rate, plus a 23rd to rate an “All-Other” service from Q5 on a scale of 1 to 5)

Q7. “Please tell us about your experience with ACCC staff supporting your use of the following services.” (Students were asked to rate each of four different facets of ACCC staff support on a scale of 1 to 5)

Q8. “What additional services do you wish ACCC provided?” (a comment-field)

Q9. “Overall, how satisfied are you with ACCC as UIC's primary provider of Information Technology and Telecommunications services?” (Students were asked to rate their level of Overall Satisfaction with ACCC on a scale of 1 to 5)

Q10 “What are the best ways for ACCC to communicate information with you about our services? (Check up to 3)” (14 standard response options plus an “All Other” write-in)
Of the 2,887 respondents to the 2018 ACCC Student Survey, a total of 1,921 (67%) identified as Undergraduate Students, 767 (27%) as Graduate Students, 164 (6%) as Professional Students, and 35 (1%) as Non-Degree Seeking Students.
In 2018, the College Liberal Arts takes the lead in number of student survey respondents at 986 (34%), followed by the College of Engineering at 551 (19%) and the College of Business 312 (11%).
In 2018, a total of 2,699 students (93.5% of survey participants) responded in answer to the question: “What is your understanding of what ACCC does or provides?” Of those 2,699 student respondents last year, 972 (36%) were able to recall one or more specific ACCC services.

Based on data from those 972 respondents, the ACCC services students were most likely to recall were: Printing (36.3%), followed by Computer Labs (19.5%), Network/Internet (17.5%), Blackboard (15.7%) and WiFi (12.2%).

In comparison, the top five services recalled by students in 2010 were: Network/Internet (37%), Computer Labs (34%), (Client Services Office)* Helpdesk (33%), Consulting (19%), and ACCCess Helpdesk (16%).**

In 2018, almost a quarter (24%) of student respondents indicated or implied that they did not know what ACCC does or provides (categorized as “I Don’t Know”), while another 7% left a blank answer and some 3% of students gave a wrong answer, indicating a need for ACCC to bolster its presence at UIC.

* Client Services Office Helpdesk, which was discontinued more than three years ago, had been in some ways similar to C-Stop and ACCCess. ** ACCCess was the predecessor of C-Stop.

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>36.3%</td>
</tr>
<tr>
<td>Computer Labs</td>
<td>19.5%</td>
</tr>
<tr>
<td>Network/Internet</td>
<td>17.5%</td>
</tr>
<tr>
<td>Blackboard</td>
<td>15.7%</td>
</tr>
<tr>
<td>WiFi</td>
<td>12.2%</td>
</tr>
</tbody>
</table>
## TOPIC CODE FREQUENCY
### ALL STUDENTS

<table>
<thead>
<tr>
<th>Q3_Topic_Codes*</th>
<th>Freq</th>
<th>Pct</th>
<th>Q3_Topic_Codes*</th>
<th>Freq</th>
<th>Pct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blank</td>
<td>195</td>
<td>7.0%</td>
<td>Network_Internet_Provider</td>
<td>170</td>
<td>17.5%</td>
</tr>
<tr>
<td>I Don’t Know</td>
<td>682</td>
<td>24.0%</td>
<td>Portal</td>
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<td>2.2%</td>
</tr>
<tr>
<td>Plagiarism</td>
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<td>2.0%</td>
<td>Printing</td>
<td>353</td>
<td>36.3%</td>
</tr>
<tr>
<td>Wrong_Answer</td>
<td>92</td>
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<td>Security</td>
<td>34</td>
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</tr>
<tr>
<td>Confusing</td>
<td>71</td>
<td>2.0%</td>
<td>Software_Assist</td>
<td>103</td>
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</tr>
<tr>
<td>Accounts</td>
<td>76</td>
<td>7.8%</td>
<td>Software_Provider</td>
<td>84</td>
<td>8.6%</td>
</tr>
<tr>
<td>Blackboard_LMS</td>
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<td>15.7%</td>
<td>Software_Other</td>
<td>22</td>
<td>2.3%</td>
</tr>
<tr>
<td>CampusTechComUpdate</td>
<td>22</td>
<td>2.3%</td>
<td>Telecom</td>
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</tr>
<tr>
<td>ClassTech_Support</td>
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<tr>
<td>Computer_Labs</td>
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<td>19.5%</td>
<td>WiFi</td>
<td>119</td>
<td>12.2%</td>
</tr>
<tr>
<td>C_Stop</td>
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<td>2.3%</td>
</tr>
<tr>
<td>Database_Services</td>
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<td>Communications</td>
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<td>Email</td>
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<td>6.5%</td>
<td>Device_Support</td>
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<td>5.7%</td>
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<tr>
<td>Equip_Loan</td>
<td>38</td>
<td>3.9%</td>
<td>Orphan</td>
<td>131</td>
<td>13.5%</td>
</tr>
<tr>
<td>Hardware_Any</td>
<td>37</td>
<td>3.8%</td>
<td>Personal_PC_Assistance</td>
<td>21</td>
<td>2.2%</td>
</tr>
<tr>
<td>HelpDesk</td>
<td>27</td>
<td>2.8%</td>
<td>Software_Free_Discounted</td>
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<td>1.4%</td>
</tr>
<tr>
<td>InternetAccessHelp</td>
<td>100</td>
<td>10.3%</td>
<td>Student_Device_Repair</td>
<td>23</td>
<td>2.4%</td>
</tr>
<tr>
<td>Lecture_Capture_Echo360</td>
<td>10</td>
<td>1.0%</td>
<td>Tech_Retailer</td>
<td>12</td>
<td>1.2%</td>
</tr>
<tr>
<td>Library</td>
<td>21</td>
<td>2.2%</td>
<td>Tech_Support_General</td>
<td>43</td>
<td>4.4%</td>
</tr>
<tr>
<td>Productivity_App</td>
<td>15</td>
<td>1.5%</td>
<td>UIC_Websites</td>
<td>19</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

* Any type of code that received a usage rate of less than 1% (27) of respondents, was not included in this table.
FIRST CONTACT FOR IT ASSISTANCE

For the question “Who do you go to first for IT help?” the most popular first contact for IT assistance across all student respondents was Google and/or YouTube, that is, 45.3% of students said they turn to search engines and video platforms to attempt to solve an IT issue, or learn more on their own.

The response rate for this option was comparable for Undergraduate, Graduate and Professional students, ranging from 45.2% to 45.7%.

Secondly, students claimed they are significantly more likely to seek IT assistance from Family or Friends (31.8%) than they are to reach out to ACCC via the Department’s Website (7.1%), Phone/Helpdesk (6.1%), or Professor/Teaching Assistant (3.9%), while 3.2% said they seek assistance directly from Service Vendors.

Survey results show that as their first resource for IT assistance, Graduate Students are more likely to visit accc.uic.edu (9.8%), than Undergraduate Students (6%) and Professional Students (4.9%).

“Who do you go to first for IT help?”

- 45.3% ...GOOGLE/YOUTUBE
- 31.8% ..................FAMILY/FRIENDS
- 7.1% ..................ACCC WEBSITE
- 6.1% ..................PHONE/HELPDESK
- 3.9% ..................PROFESSORS/TAs
Though significantly less respondents said they visit the ACCC website as their first contact for IT assistance, those visiting accc.uic.edu have a higher average Overall Satisfaction rate of 4.5/5, than those respondents who went first to Google/YouTube or to Family/Friends (4.2/5).

Furthermore, subset by college, students from the Graduate College and the School of Public Health were the most likely to first visit the ACCC website for IT assistance (14.9% & 13.3%), while students from the College of Medicine at Chicago were the least likely to first visit the ACCC website for help (3.2%).
ACCC SERVICES USED

Across all student respondents, 2018 survey participants reported using an average of 5.1 ACCC services within the last 12 months, an increase compared to an average of 3.5 ACCC services used in 2011.

Of the total 2,846 students who indicated they had used an ACCC service in 2018, 85% (2,417) said they used Accounts, followed by Email at 60% (1,688) and Cloud Storage at 46% (1,313). The average rating (on a scale of 1 - 5) was 4.24/5 (84.8%) for Accounts, 4.46/5 (89.2%) for Email and 4.23/5 (84.6%) for Cloud Storage.

Services for which ACCC seems to be less known for according to usage rate claims were Web Services, Equipment Loan and Multimedia Streaming at 5%, ONE.UIC (4%), and High Performance (HP) Computing (3%).

According to 2018 data, and compared with 2011, there was a decline in usage of Computer Labs and C-Stop, while an increase in usage of Virtual Private Network (VPN) and Web Conferencing, was noted.

But there were some notable differences between the response options for this service usage question in 2018 versus the options in 2011. For instance, Software Sales and Licensing was a response option in 2011 but not in 2018, and UIC Mobile was a response option in 2018, but not in 2011. So it is not easy to compare “Average Number of Services Used” for all respondents from 2011 with those from 2018.

Reported rates of Blackboard usage fell from 83% to 43%, Computer Labs fell from 49% to 24%, and C-Stop/ACCCess dropped from 32% to 12%, while Email declined from 79% to 60% in 2018, compared with data from 2011. (See footnote below table on next page).

Comparing the ACCC service usage rates of different student subgroups in 2018, Graduate and Professional Students used a slightly higher average number of ACCC services than Undergraduates (5.4, 6 and 5, respectively).

By college, Nursing used the fewest per capita number of services (4.15) and College of Medicine (COM) at Chicago used the most (6.81). Nursing students in 2011 had also reported using fewer than the by college average number of services, so the 2018 metrics for College of Nursing (CON) were not greatly surprising.

However, in 2011, COM Chicago students reported using fewer than the average number of services, and so the COM Chicago usage for 2018 represents a more substantial change from seven years earlier.

<table>
<thead>
<tr>
<th>AVERAGE NUMBER OF ACCC SERVICES USED</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
</tr>
<tr>
<td>2018</td>
</tr>
</tbody>
</table>
PERCENT OF STUDENTS WHO USE ACCC SERVICES

Service*

- Accounts
- Email
- WiFi
- Cloud Storage
- Blackboard
- UIC Mobile
- Productivity Tools
- Computer Labs
- Lecture Capture
- Listserv
- Web Conferencing
- C-Stop
- Training
- Virtual Private Network
- Database Services
- Wired Network
- Antivirus
- Multimedia Streaming
- Website Services
- Equipment Loan
- ONE.UIC
- HP Computing

* Though not necessarily reflected in data derived from this survey, essential services such as Accounts, Wireless Network, and Email are used by everyone at UIC. Optional, value-added services that offer extra functionalities include services such as ONE.UIC and Lynda.com.
RATING OF ACCC SERVICES USED

In 2018, the services that received the highest rating among survey respondents were Email (4.44/5) with a total of 1,075 ratings, C-Stop (4.3/5) with a total of 226 ratings, and Database Services (4.29/5) with a total of 164 ratings.

Contrasting the service ratings from 2011 that *can* be compared with student ratings from 2018, all were slightly to somewhat higher than they were previously (e.g., from as modest an increase as 4.06 from 3.93 for VPN, to as substantial an increase as 4.29 from 3.86 for Equipment Loan).

When aggregating the ratings for all 22 services, Graduate Students in 2018 tended to assign slightly higher ratings (4.25/5) than Undergraduate Students (4.10/5). Whereas, in 2011, there had been almost no difference between Graduate and Undergraduate Students using this same measure.

In 2018, the highest rated services among Graduate Students were Productivity Tools (4.61/5), Email (4.5/5), and Equipment Loan (4.3/5). Among Undergraduate Students, the highest rated services were Email and Productivity Tools (4.44/5) and C-Stop (4.3/5), while for Professional Students, the highest rated services were Wired Network (4.55/5), Productivity Tools (such as Microsoft Excel) (4.5/5) and Antivirus (4.47/5).

AVERAGE ACCC SERVICE RATING BY STUDENT TYPE

<table>
<thead>
<tr>
<th>Rating</th>
<th>Student Type</th>
<th>Number of Services Rated</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.75</td>
<td>ALL UIC STUDENTS</td>
<td>22*</td>
</tr>
<tr>
<td>3.82</td>
<td>GRADUATE STUDENTS</td>
<td>22*</td>
</tr>
<tr>
<td>3.70</td>
<td>UNDERGRADUATE STUDENTS</td>
<td>22*</td>
</tr>
<tr>
<td>3.73</td>
<td>PROFESSIONAL STUDENTS</td>
<td>16*</td>
</tr>
</tbody>
</table>

*AVERAGE NUMBER OF SERVICES RATED
RATING OF ACCC SERVICES:
ALL STUDENT RESPONDENTS
Rating Scale: 1-5

*The Multimedia Q6_rating item was not included until after 1,726 of the 2,898 respondents had already submitted surveys.
For the 2018 Student Survey, 1,777 of the 2,887 total respondents (61.6%) wrote “something” in answer to the question “What additional services do you wish ACCC provided?” And 910 of the 2,887 respondents (31.5%) actually submitted one or more suggestions or requests.

Whereas, of the 561 students who replied to the 2011 survey, 222 participants (39.6%) left “something” in answer to this question. And 194 of those 561 student respondents (34.6%) submitted one or more suggestions or requests.

Of the 2,887 total respondents to the 2018 Student Survey, 1,110 (38%) left this question blank and 887 (30%) indicated that they had no suggestions for improvement.

Among those who submitted specific requests, the suggestions ranged widely (e.g., 25 respondents suggested that ACCC provide tech support through online chat, and 30 participants requested that ACCC provide students with more free or heavily-discounted software relevant to their academic majors).

But in terms of preponderances of suggestions, in 2018, of the 1,777 students who left any form of comment, the most prevalent requests were for Training (8%), for ACCC to Promote its Services More (7%), for Printing (6.5%) and for WiFi (4.5%).

Whereas, in 2011, among the 222 student respondents who had left comments of any type, their most frequent suggestions had pertained to Computer Labs (27%), Wired Network/Bandwidth Allowance (22%), and WiFi (16%). The main report contains tables of metrics related to these 2018 Student Survey suggestions.
ACCC STAFF SUPPORT SATISFACTION

The TechQual questions asked students to rate, on a scale of 1-5, their satisfaction with:

1. the speed with which ACCC staff resolve users’ technical issues.
2. the relevant expertise of staff responsible for answering users’ questions.
3. the comprehensibility of staff’s technical replies to user’s questions.
4. the degree to which students felt that ACCC had provided them with adequate access to information/training as would increase the users’ effectiveness using computing technologies.

In 2018, the average score of all respondents for the first three items ranged between 3.73-3.9/5. Student ratings for the expertise of IT staff responsible for answering their questions increased slightly from 3.8/5 in 2012 to 3.89/5 in 2018, while scores for timeliness of the staff resolving students’ technical issues remained unchanged at 3.8/5.

### RATINGS OF ACCC STAFF SUPPORT (2012 vs 2018)

<table>
<thead>
<tr>
<th>Q7_Items_2012</th>
<th>Raters</th>
<th>Score</th>
<th>Q7_Items_2018</th>
<th>Raters</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely</td>
<td>365</td>
<td>3.80</td>
<td>Timely</td>
<td>2,776</td>
<td>3.80</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>378</td>
<td>3.80</td>
<td>Knowledgeable</td>
<td>2,752</td>
<td>3.89</td>
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<tr>
<td>Understandable</td>
<td>370</td>
<td>3.84</td>
<td>Understandable</td>
<td>2,762</td>
<td>3.90</td>
</tr>
<tr>
<td>Training</td>
<td>347</td>
<td>3.60</td>
<td>Training</td>
<td>2,756</td>
<td>3.73</td>
</tr>
</tbody>
</table>

Rating Scale: 1-5
OVERALL SATISFACTION

In 2018, the average Overall Satisfaction rating from all student respondents was 4.25/5 (or about 85%), an increase from 3.84/5 (76.8%) in 2011.

Non-Degree Seeking Students gave the highest satisfaction rating at 4.31/5 (86.2%), while the lowest rating of 4.23/5 (84.6%) came from the Undergraduate population. Graduate Students gave an overall satisfaction rating of 4.29/5 (85.8%), and Professional Students gave a rating of 4.24/5 (84.8%).

In comparison, in 2011, Undergraduate Students gave a rating of 3.85/5 (77%) for Overall Satisfaction, while the rating from Graduate Students was 3.82/5 (76.4%) and Professional Students a 3.82/5 (76.4%).

Graduate and Undergraduate rating averages were almost identical for both 2011 and 2018. But, subset by college, in 2018 ratings varied from a low of 4.05/5 (81%) for students from College of Medicine in Chicago and Jane Adams College of Social Work, to a high of 4.42/5 (88.4%) for students from College of Pharmacy.

In comparison, in 2011, ratings subset by college varied from a low of 3.36/5 (67.2%) from students in Jane Adams College of Social Work, to a high of 4.2/5 (84%) from students who had been affiliated with the School of Public Health.
### RATINGS OF OVERALL SATISFACTION WITH ACCC
### BY COLLEGE AFFILIATION

**Rating Scale: 1-5**

<table>
<thead>
<tr>
<th>College</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy</td>
<td></td>
</tr>
<tr>
<td>Graduate College</td>
<td></td>
</tr>
<tr>
<td>Dentistry</td>
<td></td>
</tr>
<tr>
<td>COM Peoria</td>
<td></td>
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<tr>
<td>Education</td>
<td></td>
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<tr>
<td>Engineering</td>
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<tr>
<td>Business</td>
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<td>COM Rockford</td>
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<tr>
<td>Urban Planning</td>
<td></td>
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<td>Liberal Arts</td>
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<td>Applied Health Sciences</td>
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<td>Nursing</td>
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<td>Other</td>
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<td>Public Health</td>
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<tr>
<td>Honors College</td>
<td></td>
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<td>Arts &amp; Architecture</td>
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<td>COM Chicago</td>
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<td>Social Work</td>
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</tbody>
</table>

The chart above provides a visual representation of the satisfaction ratings for various colleges, with a rating scale ranging from 1 to 5.
RATINGS OF OVERALL SATISFACTION WITH ACCC
BY STUDENT TYPE (2018 vs 2011)
Rating Scale: 1-5
As was the case among student survey respondents in 2010, participants in 2018 strongly preferred to receive non-critical communications from ACCC through “Email” or by “Email with a Link.”

Students’ preference for communications through text messages increased from 5% in 2010 to 17% in 2018, and the previously low preference for communications through social media (e.g., Twitter and Facebook) further decreased.
In 2010, students could select any/all 10 of the response options. Whereas, in 2018, students were presented with 14 response options to choose from, but were limited to a maximum of three selections.

<table>
<thead>
<tr>
<th>Q10_in_2010*</th>
<th>ALL</th>
<th>Pct</th>
<th>Q10_in_2018*</th>
<th>ALL</th>
<th>Pct</th>
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<tbody>
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<td>Number of Respondents</td>
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<td>93%</td>
<td>Number of Respondents</td>
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<td>98%</td>
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<tr>
<td>Email</td>
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<td>67%</td>
<td>Email</td>
<td>2306</td>
<td>82%</td>
</tr>
<tr>
<td>Email_With_Link</td>
<td>166</td>
<td>45%</td>
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</table>

* In 2010, students could select any/all 10 of the response options. Whereas, in 2018, students were presented with 14 response options to choose from, but were limited to a maximum of three selections.
In 2018, a total of 2,699 individuals (or 93.5% of the total survey participants) responded in answer to the question “What is your understanding of what ACCC does or provides?” This was an open-ended question where survey participants were able to type in their response. No multiple-choice options were provided. Each of the 2,699 comments was read and categorized. In comparison, in 2010, a total of 251 individuals (42.4% of the total survey participants) responded to the same question.

While ACCC’s most popular service mentioned was Printing at 36% of respondents, more popular in frequency than the second runner up in services mentioned was our category “I Don’t Know.” That is, a total of 682, or 25% of students responding with something (Blank excluded) for Q3, indicated or implied that they did not know what ACCC does or provides.

Of the 1,777 student respondents who submitted comments to the question “What additional services do you wish ACCC provided?” a total of 126 (7.1%) suggested that ACCC more intensely promote its services.

Of the 126 respondents who asked that ACCC promote its services more, 21 (16.6%) of them claimed that they had been unaware of many of the various services that ACCC provides. And nine of the 126 respondents (7%) specifically suggested that ACCC promote its services during “orientation” for “new students” or “at the beginning of the year.”

“More transparency to what services we get as students. I didn’t realize I got all that stuff.”

“They provide a lot of helpful resources now but people aren’t aware of them.”

“ACCC should market themselves more. I didn’t know they provided all these services/tools!”
Questions for You: Our Readers

ACCC was fortunate to have had almost 3,000 people participate in the 2018 Student Survey - our most successful survey to date in terms of response rate.

It has taken time to analyze all this data, so we are only now starting to evaluate which survey findings ACCC will act upon, and which of those things we will work on first.

Over the next few months, ACCC will be reviewing the detailed feedback gathered and create action plans to address common topics accordingly.

For most of the 22 ACCC services that respondents were asked to rate, the 2018 Student Survey provided enough feedback for ACCC to identify primary issues, as well as the relative importance of each primary issue. However, there are a couple services for which ACCC must have additional feedback from the UIC Community, before we can act upon survey findings.

We are asking if you, who are reading this report, could help ACCC make better decisions regarding two of our services. For each service, we have one question for which we need additional campus feedback.

Please help us help UIC students by replying with your thoughts about one or both of the questions on the following page.

Let’s keep in touch!

CONTACT US

As UIC’s main provider of Information Technology and Telecommunications services, ACCC welcomes questions, comments, ideas and feedback that will help us better understand how to best serve the needs of UIC’s vast community of students, faculty and staff.

Please write to us at consult@uic.edu with any thoughts or questions about the results of this survey.

Your feedback is one of the primary drivers of the decisions we make to best support the UIC Community with IT services, tools and resources.
COMPUTER LABS

The Situation:

Like the IT Departments of other major universities, ACCC has for years maintained Computer Labs all over the UIC campus. And, like many other university IT Departments, the Computer Lab usage rate reported by ACCC’s 2018 Student Survey respondents is lower than the rates of lab usage reported by students who participated in our Annual Surveys from 2012, 2011, and, especially from 2010.

During the last 10 years, the proportion of students who own laptop computers and smartphones has risen to almost 100%. This explains some of the decline in lab usage rates, but there may be other contributing factors. Therefore, ACCC seeks your input to help guide us in our future decisions about UIC Computer Labs.

Our Question to You:

Can you suggest any changes that would make ACCC’s Computer Labs more relevant to students? Or, do you believe it would be more sensible for ACCC to invest less of its (limited) resources on Computer Labs, and use those savings to fund other new or current services?

UIC MOBILE

The Situation:

Just over 35% of the 2018 Student Survey’s respondents indicated that they had used UIC Mobile in the previous year. That makes UIC Mobile our 6th most used service. However, among the 22 ACCC services that students were asked to rate, UIC Mobile received the lowest aggregate score of 3.70/5.

ACCC would like to improve student experience with UIC Mobile. Comments about services such as UIC Mobile greatly help us to identify service issues and solutions to those issues, but we do not have enough feedback from students to guide our decisions for improving UIC Mobile.

Our Question to You:

If you have used UIC Mobile before, could you suggest any changes ACCC could make to improve it? And if you have never used the UIC Mobile app before, could you visit m.uic.edu to see it and give us your opinion?

Please write to us at consult@uic.edu with your feedback.

THANK YOU!