

2022 New Student Computing Survey

This report was compiled based on the data results from the 2022 VCU New Student Computing Survey.

We distribute the annual survey by the independent research firm, QuestionPro, to field confidential responses from first-year VCU students. Their responses provide VCU Technology Services with valuable information to optimize the technology experience for current and future VCU students.

We received 669 completed survey responses for the 2022 survey.

How old is your primary computer?

- **Less than a year old** **34%**
- Two years old 15%
- Four plus years old 15%
- Three years old 12%
- One year old 11%
- Four years old 7%

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

- **Microsoft Windows** **54%**
- Apple Mac OS X 41%
- Other 4%
- Don't know 1%

Did you review the Student Computer Initiative website before purchasing your Computer? (sci.vcu.edu)

- **No** **65%**
- Yes 35%

When experiencing an issue with your computer or mobile device, what support avenue(s) do you use? (Select ALL that apply)

- **Search online** **54%**
- Ask a friend 23%
- VCU IT Support Center 15%
- Visit fixIT at RamTech 8%
- Submit an IT Ticket without contacting ITSC 4%
- Review ts.vcu.edu askIT documentation 4%
- Ask a professor 3%
- Dept. IT Support 2%

What do you use as your primary printing service at VCU?

- **On campus printer using Pharos/OnePrint** **65%**
- Personal home printer 26%
- Third party printer 9%

My smartphone is:

- **Apple iPhone** **93%**
- Android 7%

When on campus at VCU, which wireless network do you use most?

- **VCU SafeNet Wireless** **90%**
- VCU Guest Wireless 4%
- Cell Provider (4G, 5G, LTE) 6%

When I use biometrics, I prefer:

- **Facial Recognition** **61%**
- Fingerprint 39%

Do you use the VCU Mobile app for handheld devices?

- **Yes** **74%**
- No 26%

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

• Canvas	11%
• Navigate	9%
• Dining	8%
• MyVCU	8%
• Rams Connect	8%
• Academic Calendar	7%
• Courses	7%
• RamSafe	6%
• Events	5%
• Library	5%
• Schedule	5%
• Final Exam Schedule	4%
• Athletics	3%
• Printers	3%
• Emergency	2%
• LiveSafe	2%
• Map	2%
• Directory	1%
• Education Abroad	1%
• Facilities Self Service	1%
• News	1%
• Sites	1%
• Change Experience	less than 1%
• RamCam	less than 1%
• Together	less than 1%
• VCU Insider	less than 1%
• Videos	less than 1%

What would you like to see included in VCU Mobile that is not already available?
(Select ALL that apply)

• eServices	19%
• Class Registration	15%
• Course Grades	12%
• Financial Aid Notification	11%
• Athletic Tickets	10%
• Financial Holds	9%
• Alert Notification	6%
• Campus Learning Center	6%
• Elections	
(SGA, Homecoming, etc.)	6%
• Intramural Schedule	3%
• Messages	3%

Have you used the following for online tests?

• Respondus Lockdown Browser	50%
• I don't know	38%
• Other	8%
• Respondus Monitor	4%

How would you prefer VCU notify you of a campus emergency?
(Select your top three)

• Text messaging	29%
• Email	22%
• Instant messaging	15%
• VCU Mobile	15%
• LiveSafe	5%
• VCU Alert webpage	4%
• Public Access System	3%
• Twitter	3%
• Voice telephone call	3%
• VCU website	1%
• Facebook	less than 1%

LinkedIn Learning is an online educational resource loaded with professionally created video training courses. And the best part is LinkedIn Learning is completely FREE for all VCU students.

Have you logged into LinkedIn Learning?

• Unfamiliar with this	38%
• No	36%
• Yes	26%