

MyGateway Student Survey Spring 2006

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Purpose

The ongoing evaluation of technology-enhanced credit courses, making use of the course management tool, MyGateway, documents the experiences of two key stakeholder groups: enrolled students and teaching faculty. The questions and subsequent analyses here identify essential support strategies for faculty who use technology to improve learning experiences for students. Objectives include:

- Documentation of improvements in UMSL students' computing capabilities and sophistication,
- Documentation of the use of MyGateway features by selected faculty in WS 2006, and,
- Demonstration of indicators of optimal teaching and learning interactions between and among faculty and students.

Methodology

The WS 2006 Student MyGateway/ITS Lab Survey (see, appendix 1) was available to all registered students at UM-St. Louis via the MyGateway course management system. All students logging on to the system had access to a survey link. Additionally, students were contacted via campus email and notified of the survey's availability. The evaluation period ran from March 10 through May 5, 2006. Completed surveys by undergraduate and graduate students numbered 1192 Respondents (approximately 10% of the registered students on campus).

Table 1: Respondent's Course of Study (Q1)

Respondent's Course of study	Percentage	Percentage of aggregate enrollments in MGW
Arts and Sciences	31.3%	41.7%
Business Administration	21%	30.9%
Education	16.4%	11.3%
Graduate School	12.7%	.3%
Nursing	7.6%	8.8%
Optometry	.9%	1.7%
Fine Arts and Communications	5.1%	5.2%
Other	4.9%	-

Questions in the MyGateway Student Survey focused on:

- Computing and Internet access
- Engagement in learning activities in MyGateway courses
- Student satisfaction with courses using MyGateway
- Communication between students, and between students and teachers

Computers and Access for Students

Students were asked to indicate the primary computer access and capabilities they had available. Primary Access Location, types of Computer, Primary Access Location, and Type of Internet Connection are the three tables that follow.

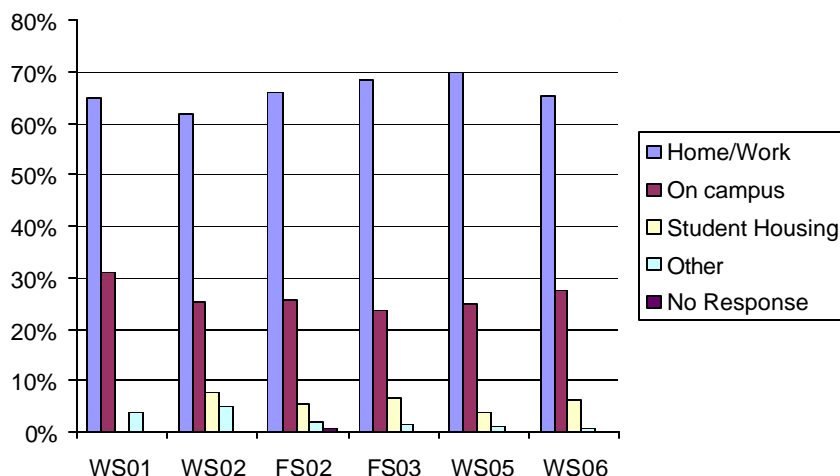
Primary Internet Access Location (Q2)

Table 2: Primary location for accessing the Internet for educational purposes

Primary location for accessing the Internet for educational purposes	Percentage
At Home	56.7%
On Campus (labs, library, MSC, and/or classrooms)	27.6%
At Work	8.7%
Student Housing (Dorms, Meadows, Honors College)	6.4%
Other	.7%

Although nearly two-thirds of student list home or work (65.4%) as their primary location for accessing the internet for educational purposes, this does represent a slight decrease compared to the past three survey periods. This reported decrease may be related to the change in the sampling procedure in the WS 2005 survey. Rather than using a random sample of students in selected courses using MyGateway, the WS 2006 survey was available to all registered students at UM-St. Louis during WS05 academic term. In any case, the approximate ratio of on-campus access versus on-campus access has remained relatively stable for the past six years.

Figure 1: Primary location for accessing the Internet for educational purposes, WS01-06



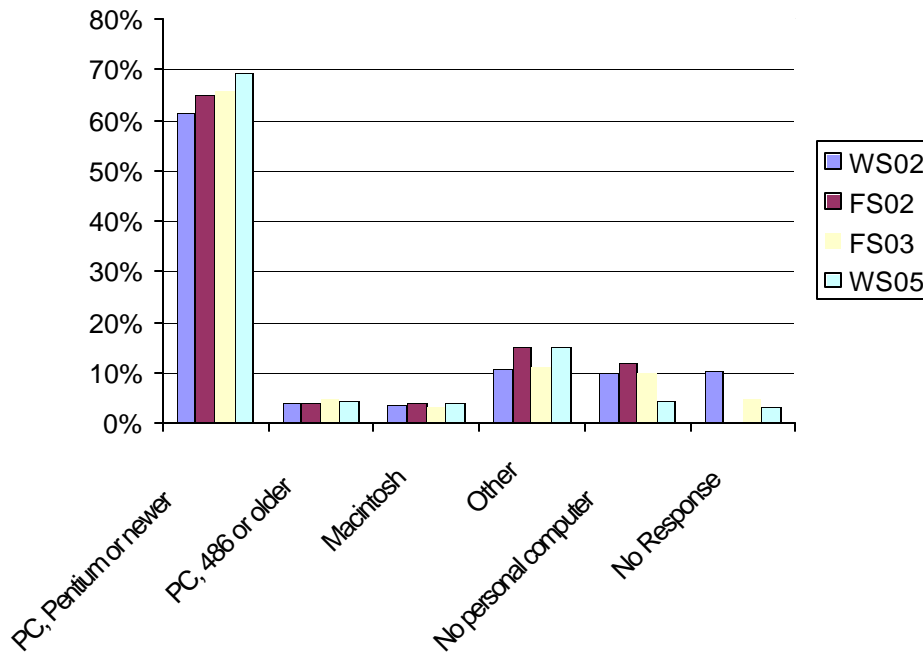
Type of Home Computer Used (Q3)

Table 3: Type of Computer Used at Home

Type of Computer used at Home WS2006	Percentage (multiple responses possible)
Windows desktop PC	67.9%
Windows laptop PC	40%
Mac desktop	3.8%
Mac laptop	3.9%
Other	3.9%
None	2.6%

The survey has been done six times between Winter 2001 and Winter 2006. Throughout this period, an increasing percentage of the respondents have reported owning a computer. Only 2.6% of the students responding to the survey indicated that they did not own a computer. This percentage is down for 4.4% from the winter semester 2005 survey. In 2000, 16.5% of the students surveyed reported not owning a computer. The data in this year's survey reveals that many students own (or have access at home to) multiple computers (desk tops and laptops).

Figure 3: Type of Computer Used at Home, WS02-WS05



Type of Off-Campus Internet Connection (Q5)

Students were asked specifics about the type of Internet connection they access from off-campus: dial-up telephone via modem, dial up with DSL, cable modem, or other. This year we also inquired into students' wireless internet access. Over 25% of our respondents indicated some sort of wireless internet access at home, work, or in other locations.

Table 4: Off-Campus Internet Access

Off-Campus Internet Access	Percentage (multiple responses possible)	Percentage Faculty Responses
Dial-up modem	19% (226)	23%
DSL/Cable Modem	68.6% (818)	69.5%
Work LAN	8.1% (97)	4.3%
Wireless access at home	23.3% (278)	17.4%
Wireless access at work	5% (60)	2.8%
Other wireless access	5% (60)	5.3%
Other Internet Access	2.9% (34)	3.9%

Broadband connections to the Internet (e.g., DSL and cable modems) continue to increase overall. Over three-quarters (76.7%) of the students report some type of broadband internet connection from off-campus (DAL/Cable modem or work LAN) compared to 50.7% in FS03.

Comparisons between students and faculty access show small differences (i.e., faculty relying on dial-up modems to a greater extent and wireless to a lesser extent at home). The gaps are narrowing and illustrate the potential of using broadband applications, such as multi-media and interactive technologies, for learning.

Use of Information Technology Services(Q4)

Students were asked about their use of various ITS facilities in this year's survey. Computer labs and wireless Internet access stand out as the most important services used by students. The low rate of use of the lap-top check-out program at Thomas Jefferson and Ward Barnes Libraries reflects the recent introduction of these programs to the campus.

Table 5: Information technology services used over the past semester

Information Technology services have you used within the past semester	Percentage (multiple responses possible)
Computer Labs	79.4%
Laptop check-out at TJ Library and/or Barnes Library	4.2%
On-Campus Wireless Internet Access	25.1%
Downloaded the free download of Norton Anti-Virus	12.2%
Online Student Technology Guide	10.4%
Instructional Computing Short Courses	4%
None	13.8%

MyGateway Experiences

Students answered a series of questions concerning their use of MyGateway in their classes. Time spent online, usefulness of features, learning, communication and satisfaction with MyGateway were the discrete areas.

Course Work and MyGateway

Students were asked about the time they spent online working on their courses. Over 55% of the students indicated they spend three or more hours a week online doing course work.

Table 6: Time Spent Online for Course Work each Week (Q6)

Time Spent Online for Course Work	Percentage
Less than 1 hour	10.2%
1-3 hours	34%
3-6 hours	31.3%
6-10 hours	15.6%
More than 10 hours	8.8%

To corroborate the increased time spent online, students compared the work among classes using MyGateway frequently and those minimally, or not at all. Again, slightly more than half (55.6%) of the students indicated that they “work more” in courses that use MyGateway as compared to courses that don’t use it or use it to a limited extent.

Table 7: Working in Courses Using MyGateway (Q7)

Do you think you work more or less in classes that use MyGateway, compared to classes that don’t use it, or use it to a limited extent?	Percentage
Much more	23.8%
Somewhat more	31.8%
About the same	36.2%
Somewhat less	6.1%
Much less	2.1%

Useful Features of MyGateway (Q21)

The **communication utilities** in MyGateway, specifically class email and instructor announcements ranked as the most useful features of the system (86.6%). Over the past 6 years, MyGateway has become the primary means through which many (if not most) students receive basic information about their classes and the campus. Next to communication utilities, students (83.3%) indicated having **access to the grades** through MyGateway was also useful. The third most useful feature of the system, listed by 81.4% of the students, was the **availability of documents** related to coursework. Also of note, the **use of online quizzes, exams, and tests** was ranked among the top four features by 54.4% of the students.

Table 8: MyGateway Features Found Most Useful

Which of the following features of MyGateway do you find most useful?	Percentage (multiple responses possible)
Announcements and email	86.6%
Grade Book	83.3%
Text Documents (Syllabus), PowerPoint Presentations, and Web pages (lecture notes, readings, etc.)	81.4%
Online quizzes, exams and tests	54.4%
Discussion Forums	37.7%
Calendar and Tasks	22.9%
Multimedia resources (movies, images, and sounds)	20.1%
Groups	15.4%
Centra and/or Wimba Live Classroom (real-time internet and audio connection, and class presentation recording)	10.2%
Chat and the virtual classroom	9%
Audio tools (voice boards, voice emails, voice direct)*	4.4%
Wikis and Blogs (team sites and journals)*	3.2%

We have seen the use of online tests and quizzes expand over the past few years with the creation of the Online Testing Center on South Campus and improvements in the testing program in MyGateway. Response rates on the usefulness of Centra/Wimba Live Classroom, audio tools, wikis and blogs may reflect the recent additional of these tools and the fact that they are not yet used in many classes.

Learning, Communication, and Satisfaction with MyGateway (Q8-20)

Students ranked the following statements on a seven-point Likert scale (1: strongly agree, 4: neutral, 7: strongly disagree). For all questions (except question 10: "Using *MyGateway* for my course work makes it more likely for me to work in face-to-face groups."), the mean scores indicate perceptions of increased interactions and learning outcomes; the response on question 10 indicated that face-to-face group work is comparable between MyGateway and non-MyGateway courses.

Table 9: Learning, Communicating, and Satisfaction with MyGateway

Question	Mean Score	Standard Deviation	Does Not Apply
8. Using <i>MyGateway</i> for my course work makes me more likely to communicate with other students taking this course.	2.61	1.752	116 (9.7%)
9. Using <i>MyGateway</i> for my course work makes me more likely to work in online groups.	3.25	1.882	178 (14.9%)
10. Using <i>MyGateway</i> for my course work makes it more likely for me to work in face-to-face groups.	4.16	1.656	198 (16.6%)
11. Using <i>MyGateway</i> for my course work makes it more likely that I spend additional time studying.	3.30	1.789	141 (11.8%)
12. Using <i>MyGateway</i> for my course work makes it more likely for me to communicate with my instructor.	2.21	1.559	119 (10%)
13. Using <i>MyGateway</i> for my course work helps me do better (learn more).	2.63	1.519	120 (10.1%)
14. I am very satisfied with the courses I take because they use <i>MyGateway</i> .	2.55	1.509	127 (10.7%)
15. Being able to access course grades via <i>MyGateway</i> helps me stay engaged with my course work.	1.71	1.186	126 (10.6%)
16. The online discussions (text and/or audio) in <i>MyGateway</i> make me think more about the course topics.	2.90	1.671	286 (24%)
17. Using <i>MyGateway</i> makes it more likely for me to complete course assignments.	2.62	1.686	138 (11.6%)
18. I would like to have <i>MyGateway</i> used in all my courses.	1.93	1.474	123 (10.3%)
19. I am more likely to take another course at UMSL because it uses <i>MyGateway</i> .	2.96	1.8	174 (14.6%)
20. I am more likely to complete my degree at UMSL because of the advantages of using <i>MyGateway</i> in my courses.	3.20	1.858	168 (14.1%)

Most significantly (and supported by previous studies¹), “Being able to access course grades via *MyGateway* helps me stay engaged with my course work” and “I would like to have *MyGateway* used in all my courses,” rank as being most important to the students responding to the survey.

¹ See previous survey analyses at:
<http://www.umsl.edu/technology/mgwhelp/mgwinformgwinform.html>

The data presented above indicate that use of MyGateway results in higher estimates of learning activity, higher degrees of satisfaction, more student/teacher communication, more student/student communication, and a perception of increased learning outcomes.

Written Comments (Q34):

Three-hundred and three students (303) provided written comments on the survey (25.45% of all respondents). Of these, 95 responses (31.4%) related to MyGateway, Email, and/or other online tools integrated into the course management system (such as Centra and the Online Testing Center).

The following categories (drawn from previous surveys responses and from analysis of current responses) characterize the benefits and problems student report. The number of responses indicated in the tables below total more than 95 since many responses contain two or more specific comments:

Table 10: Benefits of Using MyGateway

Benefits	Number Reporting	Percentage (of those providing comments)
Generally positive ("MyGateway is great!")	41	43.2%
Communication (email, discussion boards, announcements, Centra)	21	22.1%
Convenience, Accessibility, and Reliability	15	15.8%
Viewing and tracking grades	8	8.4%
Accessing Documents and Assignments	7	7.4%
Organization features (personal and course-related)	5	5.3%
Enhances Campus Connection	5	5.3%
Online Testing (ease and flexibility)	5	5.3%

In their own words:

"Much of my coursework in previous years have had no other out-of-class aids such as MyGateway, to help with managing coursework or communicating with professors etc. Not having MyGateway after being spoiled with it, would seem archaic. Its a valuable tool that I do rely on to complete my courses."

"Came back to UMSL because of MyGateway. Love being able to access library at home as I have very limited time."

"I really enjoy using mygateway...it makes me feel connected at all times to my classes and instructors! Thanks"

"I have taken several online courses and am satisfied with the use of My Gateway. I like that I can save money by not having to commute to campus for some of my classes. This is important"

to me with the rising gas prices. I also enjoy being able to do the classwork on my time at home. For certain classes, My Gateway isn't an option, but for the classes I've taken online, it's worked very well for me. I really like that I can see my grades; it helps me keep up with my studies when I can see what my average is and compare that with where I'd like it to be. I also like the announcements page. That's been very helpful when class has been cancelled."

"MyGateway is a great tool to stay connected to what's going on, no matter when I want to check in/have time to check in. With that said, it is not the only reason I'd choose UMSL over a university. I still value the face-to-face contact with classmates and professors, but again, it is enhanced by the communication link MyGateway provides."

Table 11: Problems Associated with using MyGateway

Problems	Number Reporting	Percentage (of those providing comments)
MyGateway not used by instructors	22	23.2%
MyGateway used inconsistently	22	23.2%
Email problems	7	7.4%
Inappropriate use of MyGateway*	6	6.3%
Online courses are a bother, preference for face-to-face instruction	5	5.3%
Navigation problems	5	5.3%
Login and technical difficulties	4	4.2%
Need instruction on use	2	2.1%

*inappropriate use: not enough features used, features used by instructors who didn't understand the system, overuse and reliance on technology rather than "teaching."

Most interesting, the majority of problems associated with MyGateway had to do with the way the system is used (or not used), rather than with the course management system itself. Students are frustrated by the inconsistent use of MyGateway from instructor to instructor, and by the resistance of their instructors to use the system at all.

In their own words:

"MyGateway is a wonderful program! I think it makes the classroom MUCH more organized. You don't have to worry about falling behind if you miss a class, and I find it VERY helpful when teachers enter the grades, notes, and syllabus onto MyGateway. My only complaint is that the teachers don't use it more!! Thank you for everything, you have done a great job."

"MyGateway seems like an incredibly useful tool, but I've only had one professor really utilize it. My problem with MyGateway has nothing to do with the tool itself, but rather with the professors who don't take advantage of it. If there would be something I would like to see improved with MyGateway, it would have to do with the faculty utilization... and then I could know if there was something I'd like to see improved with the system itself."

"MyGateway is a great tool, but it's use is limited by the inconsistency of use by instructors. Different instructors put similar documents in different folders -- some put assignments in the

Assignments folder, others in the Course Documents folder; no two teachers seem to agree on where to put the Syllabus -- and a limited number use the gradebook feature. This makes documents hard to find, which is especially frustrating when I need to print something during the limited time between classes. Every instructor should use the gradebook! Period. Mandate this, please!"

"I hate MyGateway (sic)! Not only are teachers assigning work in class but now they are doing on days we don't meet as well because of MyGateway. Just because we have the technology, it doesn't mean we have to use it! Teachers are taking advantage of it, assigning more work with the same or less amount of time to complete it. Some students, like myself, who in addition to being a full time student, have a full time job, don't have time to check MyGateway 3 to 4 times a day. Then we get to class and teachers ask if we got their homework assignment that they posted or received (sic) their email about whatever. What ever happened to teachers preparing a syllabus and sticking to that! All MyGateway does is let teachers take advantage of students and students get further behind because they can't check it all the time! Personally, enough of my time is spent at UMSL, then to have UMSL invade my home too is ridiculous! Get rid of it!!!!"

Conclusions

Faculty and students at UM-St. Louis continue to incorporate MyGateway into the learning process. The use of MyGateway has created changes in how students and instructors define their respective roles in the classroom, and online learning components offered via MyGateway continue to exert a positive influence on students' perceptions.

Students persist in requesting most or all MyGateway features be used in all their courses. Depending on the subject matter, integrating more of the MyGateway components would help increase instructor-student interaction and increased interaction among students, according to this and previous student surveys.

The data from the current MyGateway survey lend support to the conclusions reached in the survey analysis of 2001, 2002, 2003, and 2005²; **the more students are exposed to MyGateway, the higher their estimation of its positive effects, and the more likely they are to continue their education at UM-St. Louis. Use of MyGateway results in:**

- Increased reports of learning activities (student engagement)
- Higher levels of student satisfaction with their courses
- More Student communication with their instructors
- More communication between students
- Higher levels of perceived learning outcomes

Student perceptions, attitudes, and behaviors documented in this survey, and the consistency of these findings over the previous four years, highlight MyGateway's contribution to the strategic campus goals of:

- **Recruitment**
- **Retention**
- **Student engagement**
- **Community building**

² See previous survey analyses at:
<http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html>

Implications for the Institution

Inconsistent use of MyGateway: Students have voiced their frustrations about the variety of ways MyGateway is used across the campus for the past several years. They have advocated mandates for its use and standards for types and placement of documents.

Departments could address these suggestions by providing standards for syllabi and MyGateway use. Several departments have already developed standards and these would be excellent sources of information for other units. Identifying faculty innovators willing to consult with their colleagues could be both a recognition program and a way to hasten the adoption of standards.

Student Engagement: MyGateway has been described as an instructional tool, helping keep students engaged throughout their courses. The use of the online grade book, announcements, and course documents have been identified as the tools students most appreciate and expect.

Faculty members have also expressed their expectations for students. Respondents in the faculty MyGateway survey³ report increased expectations of students' responsibility for learning and of participating actively in online discussions. Both groups indicate that communication between and among themselves has increased owing to MyGateway's communication features.

Workshops for faculty could focus on the instructional considerations and course redesign to make the most of technology (e.g., MyGateway and other software). In addition, providing a campus-wide discussion forum, and involving students in the workshops, could serve to promote the interests of all stakeholders. Students have much to tell the institution about facilitating their learning.

³ See the WS 2006 Faculty MyGateway and TEC Classroom Survey analysis at: <http://www.umsl.edu/technology/mgwhelp/mgwinfo/mgwinfo.html>

University of Missouri-St. Louis

**MyGateway and Instructional Computing Labs Student Survey
Spring 2006**

Please complete the survey based on your experiences with *MyGateway* and campus Computer Labs. Most of the questions ask for one response (based on your priority or primary experience). Your responses are **anonymous**. Your participation is completely voluntary, and you are free to refuse to answer any questions. UM-St. Louis Information Technology Services thanks you for your participation. Your input will be useful in planning student support and developing new technologies.

1. What is your course of study?
 - Arts and Sciences
 - Business Administration
 - Education
 - Graduate School
 - Nursing
 - Optometry
 - Fine Arts and Communications
 - Other

2. What is your **primary** location for accessing the Internet for educational purposes is (*mark only one*)
 - A. On Campus (labs, library, MSC, and/or classrooms)
 - B. Student Housing (Dorms, Meadows, Honors College)
 - C. At Home
 - D. At Work
 - E. Other

3. What kind of computer do you use at home? (check all that apply)
 - A. Windows desk top PC
 - B. Windows laptop PC
 - C. Mac desktop
 - D. Mac laptop
 - E. Other
 - F. None

4. Which Information Technology services have you used within the past semester? (check all that apply)
 - A. Computer Labs
 - B. Laptop check-out at TJ Library and/or Barnes Library
 - C. Wireless Internet access (www.umsl.edu/technology/wireless)
 - D. Downloaded the free download of Norton Anti-Virus (www.umsl.edu/norton)
 - E. Online Student Technology Guide (www.umsl.edu/stg)
 - F. Instructional Computing Short courses (www.umsl.edu/training)
 - G. None

5. If you connect to the Internet from off-campus, what type of Internet connection do you have (select all that apply)?
 - A. Dial-up modem

- B. DSL/Cable Modem
- C. Work LAN
- D. Wireless access at home
- E. Wireless access at work
- F. Other wireless access
- G. Other Internet access

6. How much time did you spend online each week for your course work?

Less than 1 hour	1-3 hours	3-6 hours	6-10 hours	More than 10 hours
A	B	C	D	E

Please answer the following questions concerning the use of MyGateway in your classes here at UM-St. Louis. If you did not have classes that used MyGateway, [click here](#) to go to questions concerning your experiences with Instructional Computing Computer Labs.

7. Do you think you work more or less in classes that use MyGateway, compared to classes that don't use it, or use it to a limited extent?

Much More	Somewhat More	About the same	Somewhat Less	Much Less
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8. Using MyGateway for my course work makes me more likely to communicate with other students taking this course.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

9. Using MyGateway for my course work makes me more likely to work in online groups.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

10. Using MyGateway for my course work makes it more likely for me to work in face-to-face groups.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

11. Using MyGateway for my course work makes it more likely that I spend additional time studying.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

12. Using MyGateway for my course work makes it more likely for me to communicate with my instructor.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

13. Using MyGateway for my course work helps me do better (learn more).

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

14. I am very satisfied with the courses I take because they use MyGateway.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

15. Being able to access course grades via MyGateway helps me stay engaged with my course work.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

16. The online discussions (text and/or audio) in MyGateway make me think more about course topics.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

17. Using MyGateway makes it more likely for me to complete course assignments.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

18. I would like to have MyGateway used in all my courses.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	MyGateway was used in all of my courses

19. I am more likely to take another course at UMSL because it uses MyGateway.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

20. I am more likely to complete my degree at UMSL because of the advantages of using MyGateway in my courses.

A	B	C	D	E	F	G	H
Strongly Agree						Strongly Disagree	Does not Apply

21. Which of the following features of MyGateway do you find most useful (check all that apply)?

- A. Announcements and email
- B. Discussion Forums
- C. Groups
- D. Text Documents (Syllabus), PowerPoint Presentations, and Web pages (lecture notes, readings, etc.)
- E. Multimedia resources (movies, images, and sounds)
- F. Online quizzes, exams and tests
- G. Grade Book
- H. Calendar and Tasks
- I. Chat and the virtual classroom

- J. Centra and/or Wimba Live Classroom (real-time internet and audio connection, and class presentation recording)
- K. Wikis and Blogs (team sites and journals)
- L. Audio tools (voice boards, voice emails, voice direct)

If you used any of the Instructional Computing Computer Labs, please answer questions 22-33. If not, [click here](#) to go to question 34.

22. The consultant in the IC computer lab was courteous, helpful, and positive.

- | | | | | | | | |
|---|----------|---|---|---|---|----------|----------|
| A | B | C | D | E | F | G | H |
| | Strongly | | | | | Strongly | Does not |
| | Agree | | | | | Disagree | Apply |

23. The consultant in the IC computer lab helped answer my computer questions.

- | | | | | | | | |
|---|----------|---|---|---|---|----------|----------|
| A | B | C | D | E | F | G | H |
| | Strongly | | | | | Strongly | Does not |
| | Agree | | | | | Disagree | Apply |

24. The IC computer labs were clean and well organized.

- | | | | | | | | |
|---|----------|---|---|---|---|----------|----------|
| A | B | C | D | E | F | G | H |
| | Strongly | | | | | Strongly | Does not |
| | Agree | | | | | Disagree | Apply |

25. My overall experience was positive in the IC campus computer labs.

- | | | | | | | | |
|---|----------|---|---|---|---|----------|----------|
| A | B | C | D | E | F | G | H |
| | Strongly | | | | | Strongly | Does not |
| | Agree | | | | | Disagree | Apply |

26. Please select the lab location you used the most during this semester.

- SSB 103 (Main Computing Lab)
- SSB 452 (Social Sciences Lab)
- SSB 227
- SSB 409 (Writing Lab)
- SSB 425 (Math Lab)
- BH 232 (Benton Hall Lab)
- TJ 316 (Thomas Jefferson Library Research Commons)
- WEB 100 (Ward E. Barnes Library Research Commons, South Campus)
- TLC (E. Desmond Lee Technology and Learning Center, South Campus)
- Math TLC (UC050)
- Fine Arts 220
- CCB 316 (MathCS Lab)
- Music 105
- Clark 400 (Foreign Language Lab)
- MSC Chatroom
- Honors 308

27. I visit the computer labs on campus for: (check all that apply)

- Accessing MyGateway
- Attending my course using Centra or Horizon Wimba
- Using the applications on the computer for coursework
- Playing games to pass time
- Scanning
- Printing my course related items
- Seeking assistance from lab consultants
- Seeking assistance from designated course tutors

28. What computer platform(s) do you use in the computer labs? (Check all that apply)
- Windows XP
 - Macintosh OSX/UNIX
29. Instructional Computing offer a series of "Short Courses" during the semester and I would like to see the following classes continue to be offered (check all that apply):
- Office Basics (Word, Excel, PowerPoint Session 1 & 2)
 - Software Basics (CD Writing, Photoshop Session 1 & 2)
 - Computer Management (Viruses and Spyware, File Management)
 - Operating Systems Basics (UNIX/Macintosh)
 - Exchange/Outlook (studentmail)
 - MyGateway
 - Instructional Computing Fridays
 - Evening Marathon
 - Did not know these classes were available
30. I learned about Short Courses from:
- A Lab Consultant
 - www.umsl.edu/training
 - Advertising in The Current
 - Advertising on a Bulletin Board
 - Advertising in the Computer Lab
 - MyGateway "Student" tab - Announcements
 - UMSL Wide email
 - Did not know these classes were available
31. Which of these methods do you prefer when accessing your personal UMSL server space while off campus?
- FTP Client
 - FTP via a web browser
 - Telnet
 - Samba Download Utility
 - Other
 - I was not aware of these choices
32. Please select the method you use to answer your questions regarding UMSL's computer resources available to all students?
- Student Online Technology Guide (www.umsl.edu/stg)
 - Student Technology Guide (printed version)
 - Technology Support Center (Lucas Hall 211 ext. 6034)
 - Ask a friend
 - Ask a lab consultant
33. Again this semester, IC Labs are extending closing time in SSB 103 on weekends until 12:00 midnight (April 21st-May 11th) for final's preparation; I plan on taking advantage of those extra hours by visiting that lab during the extended hours:
- Yes
 - No
34. Additional Comments:
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