

2023 EDUCAUSE Student Technology Survey Results (251 UF Responses/1,951 National Sample)

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Sections

SECTION 1

Demographics

UF FLORIDA 3

SECTION 2

Technology Services

UF FLORIDA 6

SECTION 3

Course Experiences

UF FLORIDA 13

SECTION 4

Communication Preferences

UF FLORIDA 16

SECTION 5

Disabilities and T&L Accessibility

UF FLORIDA 21

SECTION 6

Belonging

UF FLORIDA 29



SECTION 1



Demographics





Which of the following best describes your class standing during the current academic year?

Class	UF Student Responses (National Comparison Group)
Freshman or first-year student	28% (29%)
Sophomore or second-year student	20% (30%)
Junior or third-year student	22% (18%)
Senior or fourth-year student	20% (11%)
Fifth-year student or beyond	4% (3%)
Other type of undergraduate student	6% (9%)

UF cohort is nicely balanced, whereas the national sample is skewed with fewer upper class respondents.



How many hours a week on average did you work while taking classes during the past 12 month?

Prompt	UF Student Responses (National Comparison Group)
Fewer than 10	24% (14%)
At least 10 but fewer than 20	32% (22%)
At least 20 but fewer than 30	20% (19%)
At least 30 but fewer than 40	7% (17%)
40 or more	17% (26%)
Prefer not to answer	1% (1%)
I don't know	1% (2%)

UF students work less than the national average.



SECTION 2



Technology Services





Overall, how satisfied are you with the technology-related services and supports you receive from your institution?

Prompt	UF Student Responses (National Comparison Group)
Very Satisfied	28% (29%)
Satisfied	52% (39%)
Neutral	12% (20%)
Dissatisfied	7% (5%)
Very Dissatisfied	<1% (5%)
I don't know	1% (1%)

Overall high satisfaction with technology-related services & supports, and higher than national average.



Which of the following best describes your institution's overall approach to using technology for enriching students learning experiences?

My institution is "X" in its adoption and use of technologies for the learning experience.

Prompt	UF Student Responses (National Comparison Group)
My institution is "on the cutting edge" in its adoption and use of technologies for the learning experience.	34% (21%)
My institution is "average" in its adoption and use of technologies for the learning experience.	58% (65%)
My institution is "behind the times" in its adoption and use of technologies for the learning experience.	3% (6%)
I don't know	6% (9%)

Higher perceptions of "cutting edge" than the national average.



Overall, how satisfied are you with your instructors' use of technology to engage you in your coursework?

Prompt	UF Student Responses (National Comparison Group)
Very Satisfied	25% (26%)
Satisfied	57% (47%)
Neutral	13% (19%)
Dissatisfied	3% (4%)
Very Dissatisfied	2% (2%)
I don't know	0% (1%)

Overall high satisfaction with instructors' use of technology, and higher than national average.



Internet

Overall, how satisfied are you with the quality of the Internet service on campus?

Prompt	UF Student Responses (National Comparison Group)
Very Satisfied	10% (21%)
Satisfied	34% (31%)
Neutral	15% (17%)
Dissatisfied	16% (13%)
Very Dissatisfied	4% (6%)
N/A - I don't use Internet on campus	22% (12%)
I don't know	0% (1%)

During a typical school week, how difficult or easy is it for you to get access to a reliable internet connection when you're on campus?

Prompt	UF Student Responses (National Comparison Group)
Very easy	19% (27%)
Easy	43% (35%)
Neutral	23% (22%)
Difficult	14% (12%)
Very difficult	0% (2%)
I don't know	1% (3%)

*The highest free response theme (~25%) to what could be improved was **wifi** (incl. stability/reliability, speed, broader/easier access), especially in the libraries, dorms, and between buildings.*



Which of the following online student success tools are provided by your institution?

Tools/Resource	UF Student Responses (National Comparison Group)
Guidance about courses you might consider taking in the future (e.g., "other courses you might like" or "we recommend" suggestions)	29% (37%)
Early alerts or digital nudges to assist with timely completion of academic and nonacademic tasks	42% (45%)
Tools that suggest how to improve performance in a course	30% (35%)
Tools that suggest new or different academic resources (e.g., tutoring, skills-building opportunities)	55% (53%)
Tools that provide virtual tutoring through a bot or artificial intelligence	15% (24%)
Self-service referral systems to social or community resources (e.g., volunteer opportunities, food pantry, community events, mental health services)	57% (46%)
Self-service registration tools	67% (55%)
None of the above	7% (8%)

Better communication about student success tools is needed (seems to be some Q confusion too).



Overall Technology Improvement Feedback

- WiFi was the most popular area of concern
- A desire for more hardware checkout options and expanded Help Desk support for hardware was a recurring theme
- Other issues mentioned multiple times but less than 10%:
 - More timely Help Desk support
 - Compatibility issues (e.g., Mac devices, Browsers)
 - Printer issues
 - 3rd Party tool complaints (e.g., Duo)
 - Video streaming issues
 - UF Apps enhancements
 - UF app enhancement
 - Power outlets



SECTION 3



Course Experiences





Thinking of your typical course experience, what is the best way for your instructor to organize students' on-site and online participation in the following "live" activities?

Prompt	UF Student Responses (National Comparison Group)						
	Lecture	Lab/ Interactive	Group activities	Exams	Student presentations	Class Discussions	Office hours
We should all be on-site in the same space	15% (26%)	65% (57%)	52% (46%)	37% (26%)	34% (34%)	35% (37%)	20% (19%)
Some students could participate online while others are on-site in the same space	72% (52%)	25% (26%)	34% (34%)	37% (39%)	48% (42%)	45% (39%)	66% (58%)
We should be all online from our own spaces	12% (18%)	8% (11%)	10% (14%)	23% (28%)	13% (18%)	17% (20%)	13% (18%)
I don't know	1% (5%)	3% (6%)	4% (6%)	4% (7%)	5% (6%)	3% (4%)	2% (6%)



Course Issues Noted in Free Text Responses

- Around 30% of respondents described issues with courses that are in the instructor's domain, not UFIT (e.g., course organization, broken URL links, video recordings, remote proctoring)
- There was also a small contingent concerned with additional course costs and seeking subsidization for required software, printing, and online course materials.



SECTION 4



Communication Preferences





Which one of the following is your preferred method for receiving general information from your institution about campus news and activities?

Prompt	UF Student Responses (National Comparison Group)
Email	74% (60%)
Phone call/voicemail	<1% (1%)
Text message	6% (21%)
Mobile app	2% (4%)
Social media	10% (4%)
Institution webpage	2% (2%)
Learning management system (LMS) (Examples: Canvas, Blackboard, Moodle)	6% (4%)
Paper (Flyers/posters/handouts)	<1% (3%)
Others, please specify	0% (1%)



Which one of the following is your preferred social media platform for receiving general information from your institution about campus news and activities?

Prompt	UF Student Responses (National Comparison Group)
LinkedIn	0% (5%)
Facebook	4% (5%)
Twitter	0% (1%)
Youtube	0% (1%)
Instagram	96% (81%)
Tik Tok	0% (4%)
Others – Write In	0% (4%)



Which one of the following is your preferred method for receiving information *from your instructors* about your courses?

Prompt	UF Student Responses (National Comparison Group)
Email	28% (48%)
Phone call/voicemail	0% (1%)
Text message	2% (9%)
Mobile app	3% (5%)
Social media	0% (1%)
Institution webpage	2% (2%)
Learning management system (LMS) (E.g., Canvas)	63% (32%)
Paper (Flyers/posters/handouts)	0% (1%)
Others, please specify	1% (1%)



Communication Requests

- More communication of resources and tools was the second most popular theme in the free text suggestions.
 - Simplified access to the many web portals/tools was also noted (improved websites, centralization, etc).
 - There was also requests for more trainings.

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SECTION 5



Disabilities and T&L Accessibility





Do you have a disability or impairment?

Prompt	UF Student Responses (National Comparison Group)
Yes	18% (17%)
No	78% (78%)
Prefer not to answer	4% (5%)



Which of the following disabilities or impairments do you have? (Select all that apply)

Prompt	UF Student Responses (National Comparison Group)
A learning disability (e.g., dyslexia)	26% (42%)
A mental health disorder	54% (51%)
A mobility impairment	15% (10%)
A sensory impairment (vision or hearing)	9% (16%)
Another disability or impairment, please specify:	35% (23%)
Prefer not to answer	4% (6%)



Have you registered with your institution accessibility/disability services office?

Prompt	UF Student Responses (National Comparison Group)
Yes, I have registered and been approved for an accommodation(s)	57% (44%)
Yes, I have registered, but my approval is pending	0% (2%)
Yes, I have registered, but my accommodation(s) was not approved	0% (2%)
No, I have not registered	41% (43%)
No, I am not aware that my institution has a disability service office	2% (7%)
Prefer not to answer	0% (3%)



Which of the following, if any, have kept you from registering with your institution accessibility/disability services office? (Select all that apply)

Prompt	UF Student Responses (National Comparison Group)
I am unable to obtain the paperwork required for the application	37% (18%)
I don't have time to complete the application.	16% (22%)
I don't think the disability office has resources that would help me	58% (38%)
I don't think the disability office serves people with my specific disability.	32% (24%)
I have had bad experiences with other disability offices or service	5% (8%)
None of the above	16% (22%)
Prefer not to answer	5% (4%)



Do you require accessible content, accessible technologies, and/or technology accommodations in order to effectively participate in your courses?

Prompt	UF Student Responses (National Comparison Group)
Yes	6% (12%)
No	86% (74%)
Prefer not to answer	2% (4%)
I don't know	6% (10%)



When you require accessible content, assistive technology, and/or technology accommodations for a course, do you typically feel comfortable disclosing that requirement to your instructor?

Prompt	UF Student Responses (National Comparison Group)
Yes	38% (57%)
No	31% (12%)
Sometimes	31% (23%)
I don't know	0% (8%)



Overall, how satisfied are you with the institution's support in providing the accessible content, technologies, and/or accommodations you require?

Prompt	UF Student Responses (National Comparison Group)
Very Satisfied	7% (28%)
Satisfied	50% (41%)
Neutral	21% (20%)
Dissatisfied	14% (4%)
Very Dissatisfied	7% (5%)
I don't know	0% (1%)



SECTION 6



Belonging





Please rate your level of agreement or disagreement with each of the following statements about your institution.

Prompt	UF Student Responses (National Comparison Group)					
	Completely agree	Agree	Neutral	Disagree	Completely disagree	I don't know
I feel comfortable being myself at my institution.	31% (29%)	45% (46%)	15% (18%)	5% (3%)	2% (3%)	2% (1%)
I feel valued by my institution.	7% (3%)	11% (8%)	26% (29%)	39% (38%)	15% (19%)	1% (2%)
I feel like part of the student community at my institution.	4% (5%)	17% (9%)	19% (25%)	39% (39%)	19% (20%)	2% (2%)
I talk regularly with other students about...personal topics.	9% (9%)	23% (20%)	19% (22%)	34% (33%)	14% (15%)	1% (1%)
...institutional/campus topics.	8% (6%)	19% (15%)	13% (22%)	43% (39%)	16% (17%)	1% (2%)
...academic topics.	6% (5%)	12% (10%)	12% (17%)	43% (44%)	26% (23%)	1% (2%)
I can trust and rely on instructors for personal advice.	7% (5%)	15% (12%)	33% (30%)	27% (33%)	15% (17%)	4% (4%)
I receive academic support from my instructors.	2% (2%)	4% (4%)	14% (16%)	54% (49%)	24% (28%)	2% (1%)