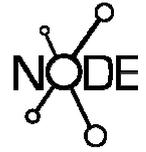


# TechNODE bulletin 2010



## Key Findings from the 2009-10 survey

Students continue to have high expectations about the availability of computers, internet and lecture recordings at UWA  
Suggestions made about loaning network cables, restricting access to social networks and laptop recharge stations

Discussion boards, Facebook and YouTube consolidate their place as the tools most used by UWA First Year students  
Students see discussion boards and podcasts as useful for teaching while Facebook belongs 'outside the classroom'

Although students indicate they benefit from online delivery, they confirm that they prefer face-to-face teaching  
Student comments again warn against using technology 'for the sake of it'

Uptake of less 'mainstream' tools (such as Google Wave, Twitter, RSS, virtual worlds) remains relatively low  
Ownership of devices is approaching saturation — but students care about face-to-face communication and e-skills

## Overview of the NODE survey

The NODE project (Networking Online to Diversify Engagement) now forms part of the Online Student Journey Project which also manages the UWA Students Facebook fan page at [www.facebook.com/UWASudents](http://www.facebook.com/UWASudents)

## New in 2009-10

New sections about online engagement and SISO services were added to the latest survey along with questions about tools that found a place in our vocabulary during 2009 including Twitter, Google Wave, and virtual worlds.

634 First Year students responded to the 2009-10 survey (response rate of 15%).

## Ownership of devices

- 99.7% own a mobile in 2009 (same in 2008 and 2006-07)
- 84% own a laptop in 2009 (up from 72% in 2008 and 57% in 2006-07)
- 75% have a mobile internet device (up from 42% in 2008)

Mobile phone ownership has been close to 100% since this survey began. Laptop ownership is following an upward trend as is ownership of a mobile internet device.

97% access the internet at least once a day

95% have a broadband internet connection at home

## Experiences with emerging technologies

What tools are UWA First Years using? Which tools could complement teaching? What should UWA use to engage students?  
First Year students in 2009 said: First Year students in 2008\* said: First Year students in 2009 said:

- YouTube (97%)
- Facebook (92%)
- Facebook groups/pages (89%)
- Discussion boards (84%)
- IM (80%)
- Wiki (inc Wikipedia) (51%)
- Blogs (50%)
- MySpace (47%)
- Podcasts (44%)
- Google apps (41%)
- Twitter (21%)
- RSS (12%)
- Virtual worlds (6%)
- Google Wave (4.5%)

- Discussion Boards (83%)
- Podcasts (52%)
- Wiki tools (51%)
- YouTube (40%)
- Lists and news alerts (37%)
- Instant messaging (IM) (35%)
- Blogs (24%)
- RSS (23%)
- Facebook (21%)
- MySpace (10%)

\*2008 data used for this question

- Discussion Boards (90%)
- Podcasts (65%)
- Facebook groups/pages (58%)
- YouTube (55%)
- Wikis (48%)
- IM (43%)
- Blogs (42%)
- RSS (39%)
- Google Wave (30%)
- Virtual worlds (16%)
- MySpace (12%)

## Students and UWA ICT infrastructure and services

Students were asked for feedback on the quality, appropriateness and availability of ICT for studying and group work. Questions about the Student Internet Support Office (SISO) were developed in collaboration with ITS and appeared in the 2009-10 survey for the first time.

### Expectations

- 78% think that the internet access on campus is adequate or above expectations.
- 50% thought that wireless internet was adequate or above expectations (23% thought it was poor, 27% didn't know).
- 58% thought that the current IT facilities for group study on campus are adequate or above expectations (16% thought they were poor, 25% didn't know).
- 76% thought that the existing computer labs on campus are adequate or above expectations.
- 64% thought that the shared computing facilities (e.g. in libraries etc) are adequate or above expectations (27% thought they were poor, 9% didn't know).
- 37% thought that compared to other Universities, the computer facilities at UWA are adequate or better (8% thought they were poor in comparison, 54% didn't know).

### SISO

- 53% used SISO services during 2009
- 53.5% thought that SISO met their needs (44% answered n/a to this question and 2.5% thought that SISO was unable to meet their needs )
- 63% thought that SISO staff were knowledgeable and helpful (35% answered n/a to this question and only 2% thought that SISO staff were not helpful or knowledgeable)
- 53% thought that the SISO helpdesks are located in appropriate areas of campus (43% answered n/a to this question and only 4% thought that the SISO helpdesks could be better located).

## Student learning experiences

88% think they have enough access to ICT to do the work required for their course

71% think that ICT helps them better communicate and collaborate with other students

86% like to keep up to date with new tools and technologies

85% use ICT in their free time and for social activities

85% like to use ICT for studying and like it when lecturers use it in their teaching

31% learn better from online resources and teaching than from face-to-face delivery

46% would like to receive training in ICT to improve their study techniques (down from 68% in 2008)

76% expect ICT to be used more as they progress through their course/degree

74% expect to have unrestricted access to websites on UWA student-use computers

95.4% expect ALL of their lectures to be recorded in some way (up from 91% in 2008)

### Other useful resources

- TechNODE bulletin overview document — information on the NODE project and surveys
- The 2009 and 2010 TechNODE bulletins are available from the project website (see below)
- NODE project webpage contains all project documents and contact information

The survey is administered annually by Dr Lisa Cluett and Dr Judy Skene from UWA Student Services.

This bulletin should be referenced as:

Cluett, L.J. & Skene, J. (2010) TechNODE bulletin 2010: an annual synopsis of student access to, experiences with and expectations of ICT at The University of Western Australia.

Available from: [<http://tiny.cc/9uREu> ]

### Contact

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