

Results of student clickUP Experience survey: July 2007

1) Do you have access to a computer of your own, either at home or at work?	Number of Respondents	Response Ratio
Yes	871	85.31%
No	150	14.69%
0 Respondents Skipped question #1	1021 Responses Total	100.00%
2) If you have access to the internet at home or at work, which is your BEST available type of connectivity?	Number of Respondents	Response Ratio
I do not have computer access from home or work	194	19.00%
Dial up modem (through the telephone system)	176	17.24%
LAN (local area network) (e.g. at work)	76	7.44%
ADSL / ISDN line	348	34.08%
Wireless (e.g. 3G card, iBurst, Sentech etc.)	227	22.23%
0 Respondents Skipped question #2	1021 Responses Total	100.00%
3) If you use university computers, on which campus do you USUALLY access a computer?	Number of Respondents	Response Ratio
Main Campus	891	87.27%
Groenkloof Campus	81	7.93%
Medical Campus	28	2.74%
Onderstepoort	5	0.49%
Mamelodi	16	1.57%
0 Respondents Skipped question #3	1021 Responses Total	100.00%
4) When you need to access a COMPUTER on campus, can you find one available?	Number of Respondents	Response Ratio
Yes, I usually find a computer.	597	58.47%
I find it difficult to find an available computer.	329	32.22%
No, there is never a computer available.	40	3.92%
Not applicable.	55	5.39%
0 Respondents Skipped question #4	1021 Responses Total	100.00%
5) When you need to access a PRINTER on campus, can you find one available?	Number of Respondents	Response Ratio
Yes, a printing facility is usually available.	546	53.48%
I find it difficult to find a printing facility.	309	30.26%

No, I can never find a printing facility.	45	4.41%
Not applicable.	121	11.85%
0 Respondents Skipped question #5	1021 Responses Total	100.00%
6) To what extent did you experience problems with logging in to Student Online Services (SOS) (NOT clickUP)?	Number of Respondents	Response Ratio
None	504	49.36%
Moderate extent	435	42.61%
Extreme extent	82	8.03%
0 Respondents Skipped question #6	1021 Responses Total	100.00%
7) To what extent did you experience problems with navigating and using the materials or tools within your clickUP courses?	Number of Respondents	Response Ratio
None	344	33.69%
Moderate extent	419	41.04%
Extreme extent	258	25.27%
0 Respondents Skipped question #7	1021 Responses Total	100.00%
8) What kind of problems did you experience with the clickUP system? (You may mark more than 1 option.)	Number of Respondents	Response Ratio
I did not experience any significant problems with clickUP	147	14.40%
Slow speed in accessing clickUP / downloading materials from clickUP	692	67.78%
“An unexpected system error has occurred”	639	62.59%
Installing Java	231	22.62%
Uploading assignments	295	28.89%
Submitting quizzes	105	10.28%
0 Respondents Skipped question #8	1021 Responses Total	100.00%
9) How long did it take for technical problems to be solved?	Number of Respondents	Response Ratio
Half a day	350	34.28%
24 hours	225	22.04%
2-6 days	121	11.85%
1 week or longer	62	6.07%
Never solved	263	25.76%
0 Respondents Skipped question #9	1021 Responses Total	100.00%

10) Select your preferred means of ELECTRONIC ACADEMIC communication with lecturers.	Number of Respondents	Response Ratio
ClickUP discussions	377	36.92%
ClickUP course e-mail	329	32.22%
ClickUP chat rooms	46	4.51%
External e-mail / listserv	425	41.63%
SMS messages	217	21.25%
0 Respondents Skipped question #10	1021 Responses Total	100.00%
11) Select your preferred means of ELECTRONIC ACADEMIC communication with your fellow students.	Number of Respondents	Response Ratio
ClickUP discussions	428	41.92%
ClickUP course e-mail	158	15.48%
ClickUP chat rooms	124	12.14%
External e-mail / listserv	311	30.46%
SMS messages	436	42.70%
0 Respondents Skipped question #11	1021 Responses Total	100.00%
12) Web-supported learning helped me to become an independent learner.	Number of Respondents	Response Ratio
Strong Disagree	77	7.54%
Disagree	197	19.29%
Agree	604	59.16%
Strong Agree	143	14.01%
0 Respondents Skipped question #12	1021 Responses Total	100.00%
13) I found web-supported learning to be an enriching learning experience.	Number of Respondents	Response Ratio
Strong Disagree	77	7.54%
Disagree	186	18.22%
Agree	595	58.28%
Strong Agree	163	15.96%
0 Respondents Skipped question #13	1021 Responses Total	100.00%
14) I found the opportunities for 'anywhere; anytime' learning to be convenient.	Number of Respondents	Response Ratio
Strong Disagree	40	3.92%
Disagree	123	12.05%
Agree	582	57.00%

Strong Agree	276	27.03%
0 Respondents Skipped question #14	1021 Responses Total	100.00%
15) Do you have a cell phone and with which service provider?	Number of Respondents	Response Ratio
Vodacom - 082/072	678	66.41%
MTN - 083/073	234	22.92%
Cell C - 084	99	9.70%
I do not have a cell phone	10	0.98%
0 Respondents Skipped question #15	1021 Responses Total	100.00%
16) Is your cell phone able to do the following? (You may mark more than 1 option).	Number of Respondents	Response Ratio
access the internet / email	749	73.36%
play mp3 files	647	63.37%
take photos/videos	837	81.98%
record sound	759	74.34%
send MMSs	838	82.08%
none of the above	122	11.95%
0 Respondents Skipped question #16	1021 Responses Total	100.00%
17) What do you like MOST about your experience of web-supported learning? (Please answer in point form and limit your response to a maximum of 3 points.)	Number of Respondents	Response Ratio
[View Responses]		
492 Respondents Skipped question #17	529 Responses Total	51.81%
18) What do you like LEAST about your experience of web-supported learning? (Please answer in point form and limit your response to a maximum of 3 points.)	Number of Respondents	Response Ratio
[View Responses]		
415 Respondents Skipped question #18	606 Responses Total	59.35%