

Results of English clickUP Student Experience Survey: June 2008

1) Do you have access to a computer of your own, either at home or at work?	Number of Respondents	Response Ratio
Yes	640	88.64%
No	82	11.36%
0 Respondents Skipped question #1	722 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	107	14.82%
Dial up modem (through the telephone system)	58	8.03%
LAN (local area network) (e.g. at work)	64	8.86%
ADSL / ISDN line	284	39.34%
Wireless (e.g. 3G card, iBurst, Sentech etc.)	209	28.95%
0 Respondents Skipped question #2	722 Responses Total	100.00%
3) How do you experience the speed of the clickUP system from OFF-campus, i.e. from your home or work?	Number of Respondents	Response Ratio
Unbearably slow	155	21.47%
Moderately slow	275	38.09%
Acceptable	252	34.90%
Fast	40	5.54%
0 Respondents Skipped question #3	722 Responses Total	100.00%
4) If you use university computers, on which campus do you USUALLY access a computer?	Number of Respondents	Response Ratio
Main Campus	645	89.34%
Groenkloof Campus	44	6.09%
Medical Campus	16	2.22%
Onderstepoort	8	1.11%
Mamelodi	9	1.25%
0 Respondents Skipped question #4	722 Responses Total	100.00%
5) 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.	344	47.65%
I find it difficult to find an available computer.	293	40.58%
No, there is never a computer available.	48	6.65%
Not applicable.	37	5.12%
0 Respondents Skipped question #5	722 Responses Total	100.00%

6) 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.	323	44.74%
I find it difficult to find a printing facility.	259	35.87%
No, I can never find a printing facility.	38	5.26%
Not applicable.	102	14.13%
0 Respondents Skipped question #6	722 Responses Total	100.00%
7) To what extent did you experience problems with logging in to Student Online Services (SOS) (NOT clickUP)?	Number of Respondents	Response Ratio
None	331	45.84%
Moderate extent	350	48.48%
Extreme extent	41	5.68%
0 Respondents Skipped question #7	722 Responses Total	100.00%
8) 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	332	45.98%
Moderate extent	315	43.63%
Extreme extent	75	10.39%
0 Respondents Skipped question #8	722 Responses Total	100.00%
9) 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	125	17.31%
Slow speed in accessing clickUP / downloading materials from clickUP	519	71.88%
“An unexpected system error has occurred”	339	46.95%
Installing Java	73	10.11%
Uploading assignments	173	23.96%
Submitting quizzes	107	14.82%
0 Respondents Skipped question #9	722 Responses Total	100.00%
10) How long did it take for technical problems to be solved?	Number of Respondents	Response Ratio
Not applicable	295	40.86%
Half a day	126	17.45%
24 hours	109	15.10%
2-6 days	79	10.94%
1 week or longer	28	3.88%
Never solved	85	11.77%
0 Respondents Skipped question #10	722 Responses Total	100.00%

11) Select your preferred means of ELECTRONIC ACADEMIC communication with lecturers.	Number of Respondents	Response Ratio
ClickUP discussions	235	32.55%
ClickUP course e-mail	251	34.76%
ClickUP chat rooms	37	5.12%
External e-mail / listserv	356	49.31%
SMS messages	159	22.02%
0 Respondents Skipped question #11	722 Responses Total	100.00%
12) Select your preferred means of ELECTRONIC ACADEMIC communication with your fellow students.	Number of Respondents	Response Ratio
ClickUP discussions	301	41.69%
ClickUP course e-mail	117	16.20%
ClickUP chat rooms	95	13.16%
External e-mail / listserv	228	31.58%
SMS messages	321	44.46%
0 Respondents Skipped question #12	722 Responses Total	100.00%
13) Web-supported learning helped me to become an independent learner.	Number of Respondents	Response Ratio
Strong Disagree	55	7.62%
Disagree	121	16.76%
Agree	439	60.80%
Strong Agree	107	14.82%
0 Respondents Skipped question #13	722 Responses Total	100.00%
14) I found web-supported learning to be an enriching learning experience.	Number of Respondents	Response Ratio
Strong Disagree	44	6.09%
Disagree	128	17.73%
Agree	434	60.11%
Strong Agree	116	16.07%
0 Respondents Skipped question #14	722 Responses Total	100.00%
15) I found the opportunities for 'anywhere; anytime' learning to be convenient.	Number of Respondents	Response Ratio
Strong Disagree	28	3.88%
Disagree	81	11.22%
Agree	423	58.59%
Strong Agree	190	26.32%
0 Respondents Skipped question #15	722 Responses Total	100.00%

16) Do you have a cell phone and with which service provider?	Number of Respondents	Response Ratio
Vodacom - 082/072	458	63.43%
MTN - 083/073	168	23.27%
Cell C - 084	69	9.56%
Virgin Mobile	20	2.77%
I do not have a cell phone	7	0.97%
0 Respondents Skipped question #16	722 Responses Total	100.00%
17) 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	577	79.92%
play mp3 files	561	77.70%
take photos/videos	625	86.57%
record sound	586	81.16%
send MMSs	621	86.01%
none of the above	62	8.59%
0 Respondents Skipped question #17	722 Responses Total	100.00%