

## **Carlson School Student Printing Survey**

Fall 2008

The purpose of the Carlson School IT Student Printing Survey was to gather relevant information from Carlson School students regarding printing. In general, Carlson School IT looked to explore a few over-arching questions through the survey tool, such as to how to better manage printing resources, to identify key issues in students' management of their printing needs, and to listen for information on ways to provide better printing experiences for students, given a current CSOM IT need to create a sustainable service environment.

### **Student Survey Goals**

- Determine ways to better manage printing resources
- Identify any gaps in students' printing management
- Listen for information with the intent to provide sustainable printing capabilities and services at the Carlson School

### **Survey Instrument**

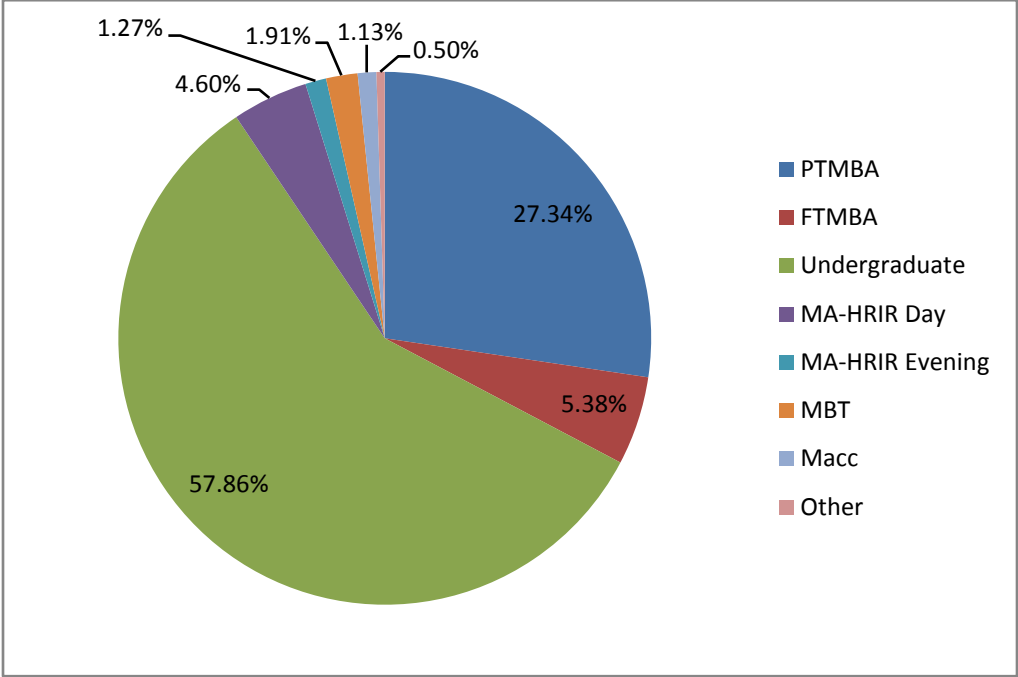
The survey instrument went through a creation and revision process. To start, the survey was built and questions were added. Then, potential faculty were identified to assist in a think-aloud process to receive feedback and comments on the survey questions and design. After the think-alouds, the survey was refined and some questions were added and deleted. With this survey there was a strong need to have the survey delivered and completed with results reported on the student survey before the Christmas 2008 break. This significantly condensed the delivery timeline. Due to time restrictions, follow-up reminders were limited.

To review the survey instrument and original questions asked, click [here](#).

### **Student Survey Results**

To review the overall student survey results, click [here](#).

In overview, 1436 of students responded to the survey, 33% of all students invited to take the survey. The following chart provides a breakdown of the student segments from the survey:

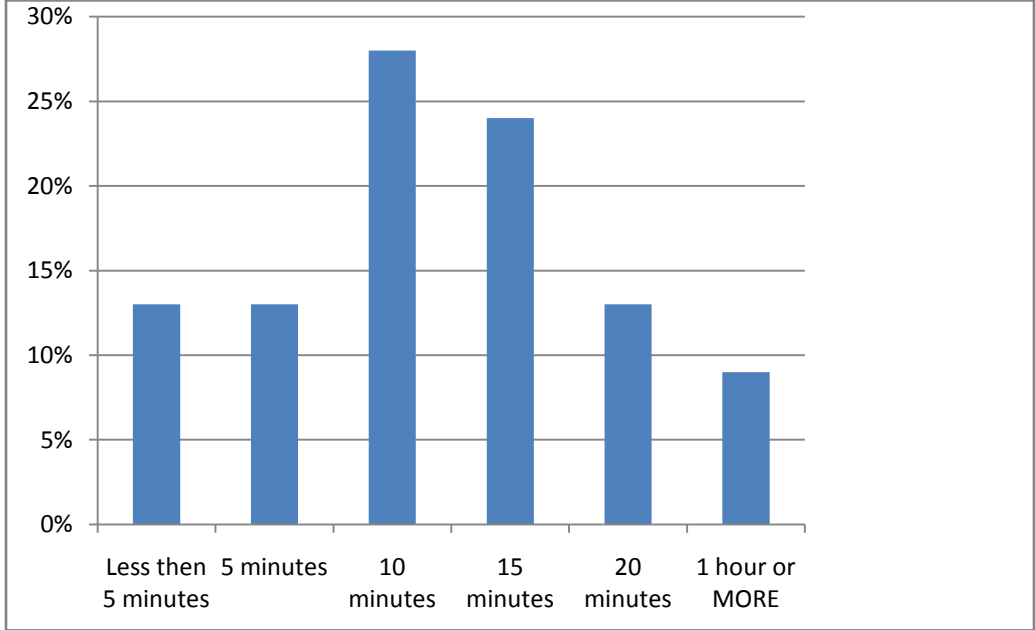


### How many pages students print per week

The majority of students are printing 1-50 pages per week for academic purposes. 36% of students stated they do not print for *personal* purposes, compared to 69% of PTMBA students who do not use printing for personal reasons.

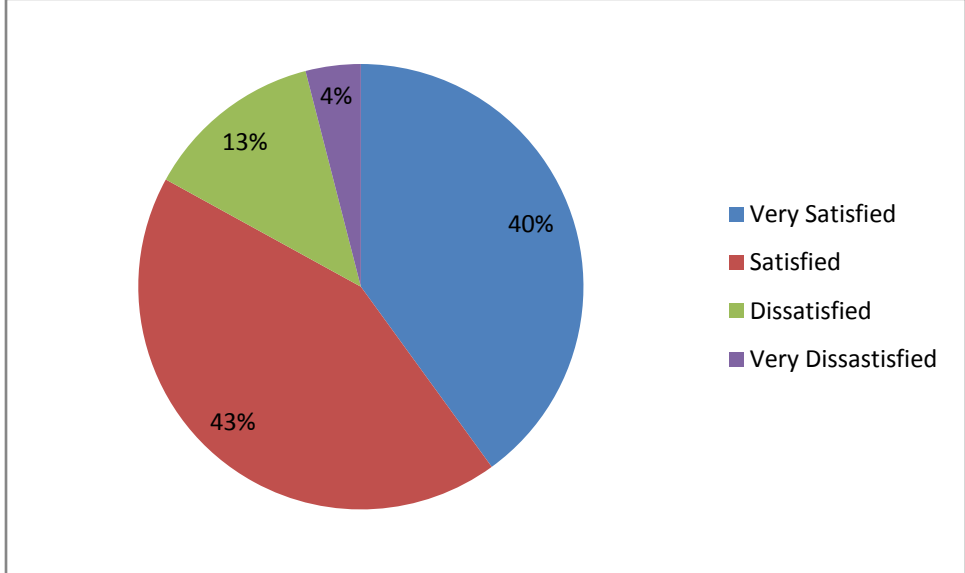
# How much time students allow themselves to print before class

In an effort to understand student-printing behavior a question asked how much time students allow themselves to print before class, the following chart is a breakdown of the responses.



# Overall satisfaction with current printing

Overall, the majority of students are satisfied with current printing services.



Of those who responded FT MBA students were least satisfied (37% either dissatisfied or very dissatisfied)

## Laptops for note taking

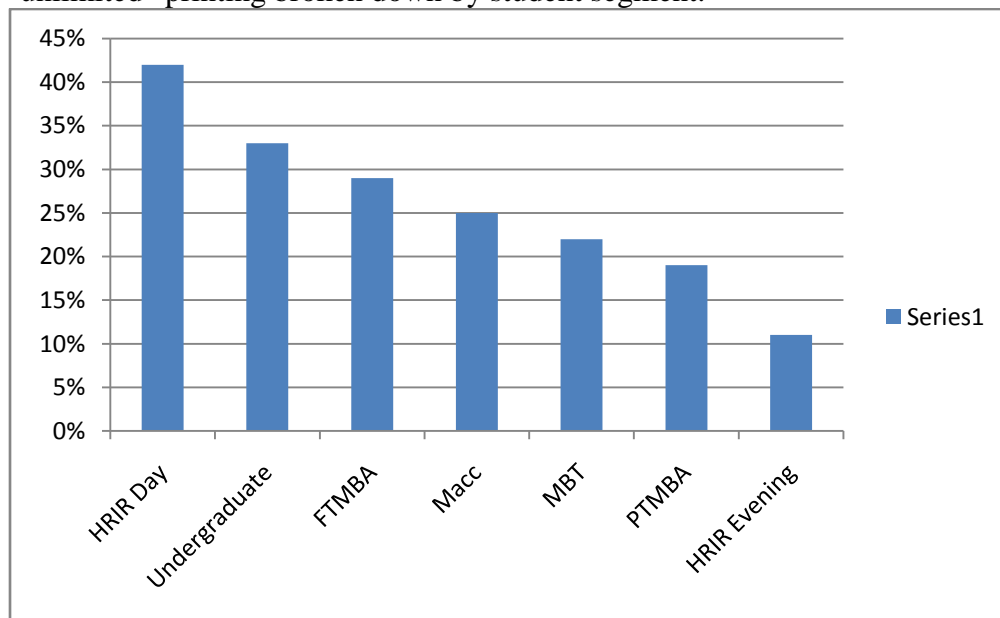
During the development of examining student printing there were a lot of responses and comments from students frustrated about not being able to use laptops in some classes. 31% of respondents prefer using laptops for note-taking over any other method. This suggests in a system where laptops would be allowed in all classes printing would drop significantly.

## Paper Waste and Printing Quotas

92% of students agreed that there is paper waste that occurs in the labs.

71% of students agreed that some type of quota system could be considered in the future (as a way to manage excessive printing). A quota system would allow a certain number of pages to be printed, after the limit is met, students can still print at a nominal cost per page.

The next chart is a further examination of the 29% of students who voted to remain at “unlimited” printing broken down by student segment.



## Wireless Printing:

Approximately half of the students were aware of wireless printing. Of the students who were aware of wireless printing, only around 25% had actually used wireless printing.

Although wireless printing instructions are available on the Carlson IT website, the survey responses indicated that the majority of students who had actually used wireless printing were likely students whose laptops were already pre-configured for wireless printing. This became evident through content analysis, where it was seen that of the FTMBA students who responded to the survey, 90% of these students indicated they had used wireless printing, while in other

student segments actual use of wireless printing was very low. The FTMBA students have a required-laptop where wireless printing is pre-configured on the laptop. It appears that laptops pre-configured for wireless printing increased the likelihood that students had used wireless printing, even though instructions to configure wireless printing are available to students whose machines are not pre-configured.