Changes in Student Use of Technology at UMass Boston as Measured by the National Survey of Student Engagement (NSSE)
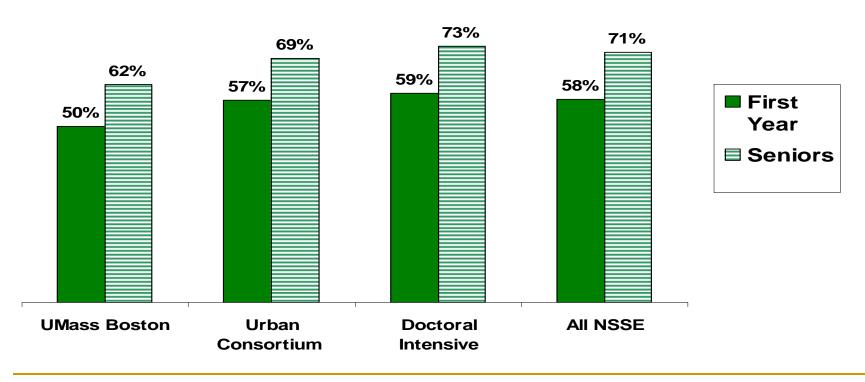
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The National Survey of Student Engagement (NSSE) has been asking questions about student use of technology since its inception in 2000.

- **These questions included:**
  - **How their college education had contributed to their development in using computing and information technology.**
  - **How often an electronic medium was to discuss or complete an assignment.**
  - **How often email was used to communicate with an instructor or other students.**
- **In 2004, a question was added about to what extent the institution emphasized the use of computers in academic work.**
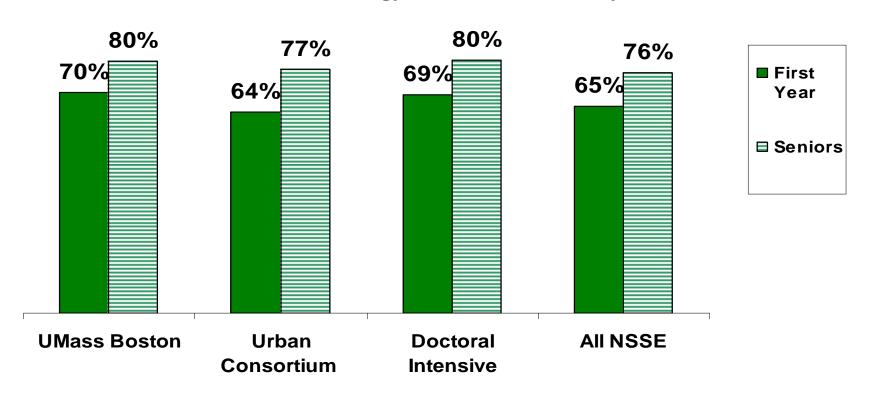
In 2002, UMass Boston First Year Students and Seniors trailed their comparison groups in ratings of how their college education had contributed to their development in using computing and information technology.

Percent Of Respondents Reporting That Their College Experience Contributed To Their Development In Using Computing And Information Technology "Quite A Bit" Or "Very Much"

	First Year	Seniors
UMass Boston	50%	62%
Urban Consortium	57%	69%
Doctoral Intensive	59%	73%
All NSSE	58%	71%

By 2004, this gap had disappeared.

Percent Of Respondents Reporting That Their College Experience Contributed To Their Devlopment In Using Computing And Information Technology "Quite A Bit" Or "Very Much"
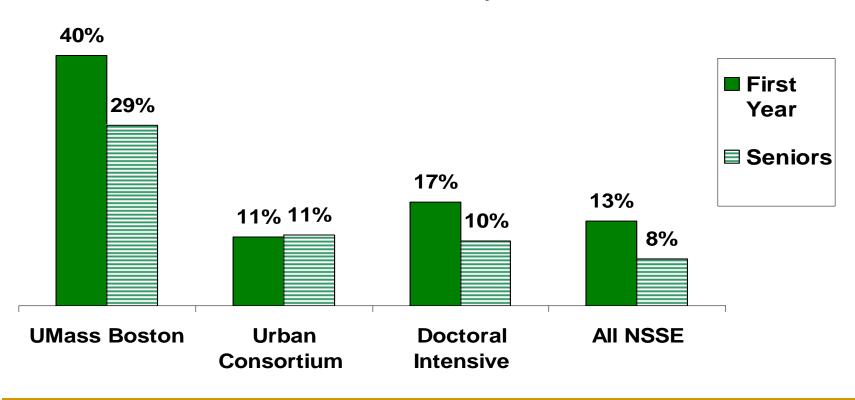
While all of the comparison groups improved their ratings in this area, UMass Boston had the greatest rate of change, by far.

Percent Change from 2002 to 2004 in Percent Of Respondents Reporting That Their College Experience Contributed To Their Development In Using Computing And Information Technology "Quite A Bit" Or "Very Much"
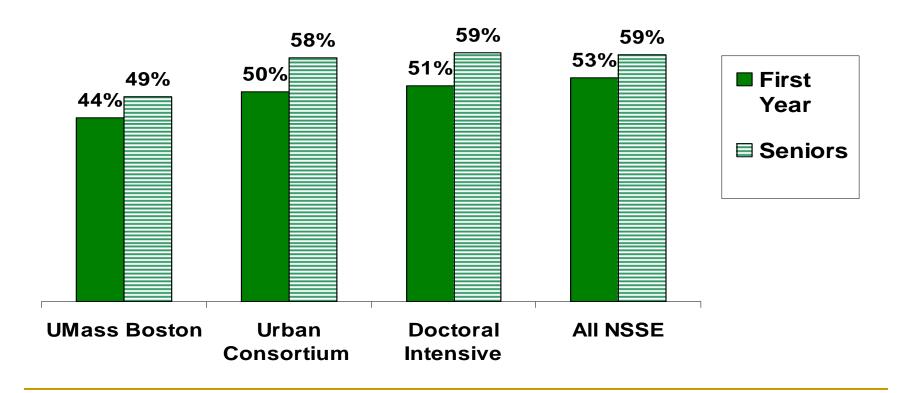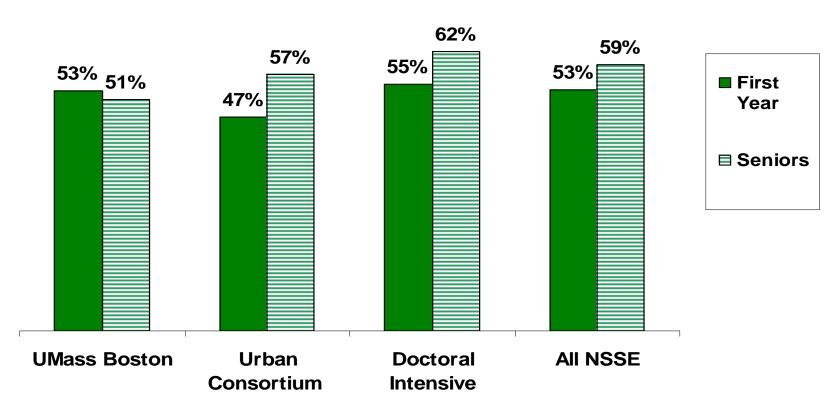
In 2002, UMass Boston First Year Students and Seniors trailed their comparison groups in ratings of how often they used e-media for assignments.

Percent Of Respondents Who Reported Using An Electronic Medium To Discuss Or Complete An Assignment "Often" Or "Very Often"

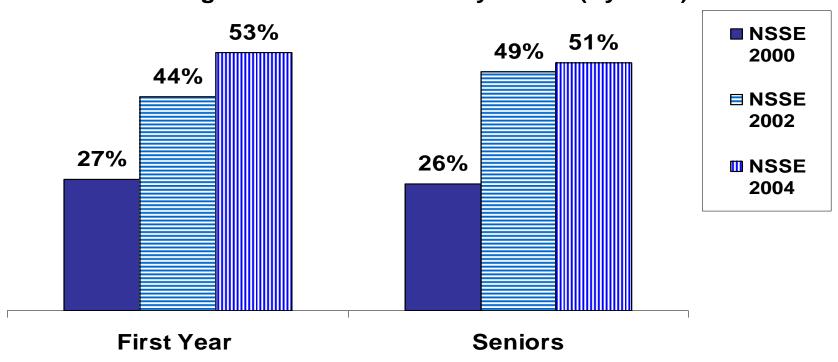|	First Year	Seniors
UMass Boston	44%	49%
Urban Consortium	50%	58%
Doctoral Intensive	51%	59%
All NSSE	53%	59%

By 2004, the gap had disappeared for first year students, but was still present for seniors.

Percent Of Respondents Who Reported Using An Electronic Medium To Discuss Or Complete An Assignment "Often" Or "Very Often"

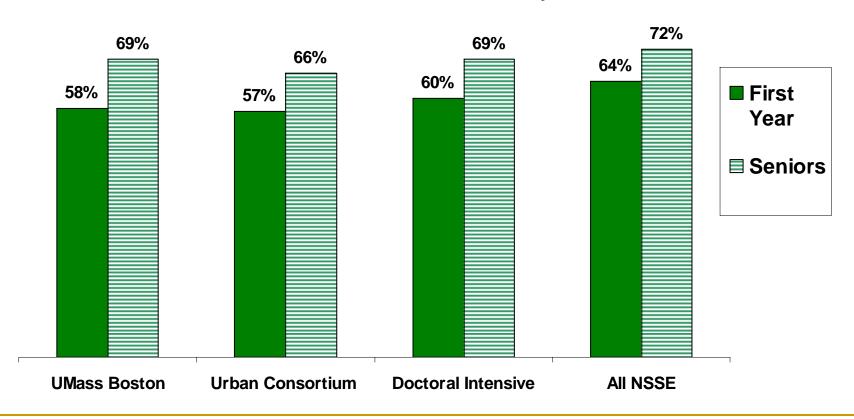|	First Year	Seniors
UMass Boston	53%	51%
Urban Consortium	47%	57%
Doctoral Intensive	55%	62%
All NSSE	53%	59%

However, from NSSE 2000 to NSSE 2004, both UMass Boston groups have effectively doubled the rates of reporting the use of e-media "Often" or "Very Often".

Percent Of Respondents Who Reported Using An Electronic Medium To Discuss Or Complete An Assignment "Often" or "Very Often" (By Year)

First Year
- 27% (NSSE 2000)
- 44% (NSSE 2002)
- 53% (NSSE 2004)

Seniors
- 26% (NSSE 2000)
- 49% (NSSE 2002)
- 51% (NSSE 2004)

Legend:
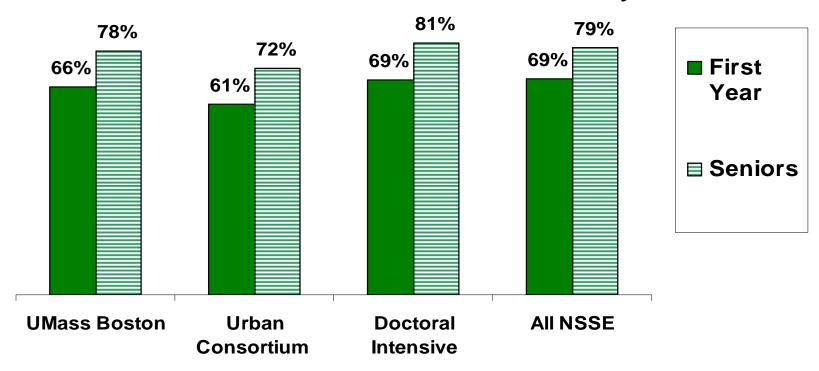- NSSE 2000
- NSSE 2002
- NSSE 2004

In 2002, UMass Boston First Year Students and Seniors reported using email to communicate with instructors about as often as their comparison groups.

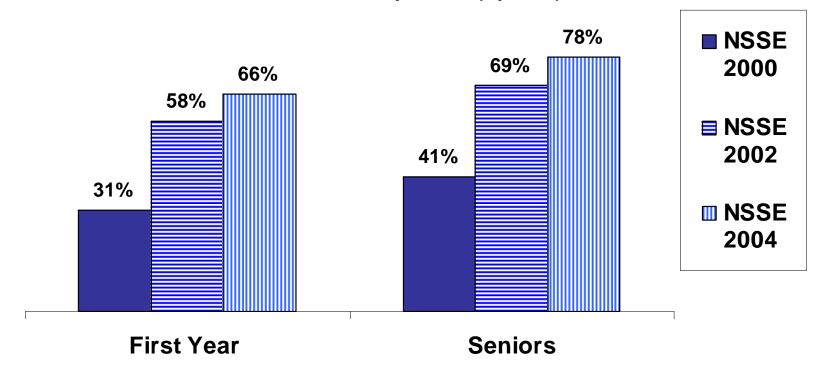Percent Of Respondents Who Reported Using Email To Communicate With An Instructor "Often" or "Very Often"

	First Year	Seniors
UMass Boston	58%	69%
Urban Consortium	57%	66%
Doctoral Intensive	60%	69%
All NSSE	64%	72%

This pattern held true for 2004 also, and all groups improved their ratings over 2002.

Percent Of Respondents Who Reported Using Email To Communicate With An Instructor "Often" or "Very Often"

- First Year
- Seniors

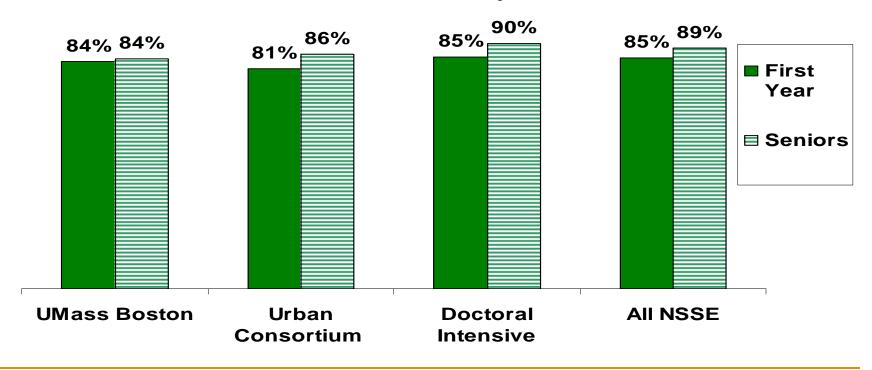|	First Year	Seniors
UMass Boston	66%	78%
Urban Consortium	61%	72%
Doctoral Intensive	69%	81%
All NSSE	69%	79%

From NSSE 2000 to NSSE 2004, both UMass Boston groups have about doubled the rates of reporting the use of email to communicate with instructors "Often" or "Very Often".

Percent Of Respondents Who Reported Using Email To Communicate With An Instructor Or Other Students "Often" Or "Very Often" (By Year)

In 2004, both groups of UMass Boston students felt that UMass Boston emphasized the use of computers in academic work about as much as their colleagues in the comparison groups. For UMass Boston respondents, this was the highest rated of the NSSE "Institutional Environment" questions.

Percent of Respondents Who Reported That Their Institutions Emphasized The Use Of Computers In Academic Work "Quite A Bit" Or "Very Much"

UMass Boston students have markedly increased their ratings of the NSSE technology related questions since NSSE 2000.

In 2000 and again in 2002, concerns were raised that UMass Boston students trailed their colleagues in technology related issues, particularly in the use of email and emedia.

Since then, UMass Boston has instituted a different student email system, and invested significantly in the use of technology on campus, including the hiring of a Chief Information Officer.

NSSE 2004 responses indicate that UMass Boston students have closed most of the gaps between them and their colleagues in the comparison groups, and have demonstrated significant increases on the technology related questions.