

# De Anza College Office of Institutional Research and Planning

**To:** Joe Moreau, Vice Chancellor of Technology

**From:** Mallory Newell, De Anza Researcher  
Tony Te, Research Assistant

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**Subject:** ePRINTit User Survey

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The ePRINTit User survey was sent to students who used ePRINTit in winter or spring quarter (through May 1) and who were enrolled in spring 2014. The survey was sent on May 19, 2014 and was open for two weeks. The survey was sent to 1,000 users at Foothill and 2,400 users at De Anza. This resulted in 361 total responses for a total response rate of 10.6%. The average response rate for student surveys at both campuses is 5%-8%. Disaggregated by campus, this resulted in 263 responses from De Anza for a response rate of 11% and 98 responses from Foothill/Middlefield for a response rate of 10%.

## Survey Highlights:

- In regards to ePRINTit satisfaction,
  - 63% of respondents were satisfied to very satisfied with the overall experience.
  - 66% of respondents were satisfied to very satisfied with the convenience of location.
  - 55% of respondents were satisfied to very satisfied with the ease of use.
  - 53% of respondents were satisfied to very satisfied with the low cost.
  - 55% of respondents were satisfied to very satisfied with the reliability.
- 56% of respondents use ePRINTit as the primary manner in printing documents for class while another 33% use a printer at home.
- 34% of respondents use a browser on a campus computer to upload a file to their ePRINTit account as the primary way of using the ePRINTit system, followed by 29% who upload documents from home and then print them when they are on campus.
- 67% of respondents have 1-2 upload methods for uploading files to ePRINTit. Of these, the most commonly used methods are: upload files using a campus owned computer in a lab or classroom (67%), upload files when I am at home (47%), and upload files while on campus on my own computer using the college wireless network (45%).
- 42% of respondents rate their most recent experience with the service compared to the first time they used it as the same while 41% stated it was better or much better.
- Respondents are almost evenly split between the print success rate of their documents. 48% of respondents report their documents print successfully all the time while 47% of respondents report their documents print successfully only sometimes.
- 60% of respondents rarely to never require assistance from a staff person or worker while 9% almost always require assistance.
- 68% of respondents use 1-2 tools to complete class assignments. Among these options, 78% are using their own laptop computers and 50% use a desktop computer on campus.
- 88% of respondents typically use a credit card rather than cash to add money to their ePRINTit account.

- 43% of respondents feel the minimum funds required on the ePRINTit account are about right while 57% of respondents are split evenly that it is somewhat high to too high.

**Survey Results:**

1) Regarding the ePRINTit student printing system, how satisfied are you with each of the following:

a) Overall experience using ePRINTit

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Very Satisfied	47	18%	17	18%	64	18%
Satisfied	116	45%	43	44%	159	45%
Dissatisfied	62	24%	21	22%	83	23%
Very Dissatisfied	35	13%	16	16%	51	14%
Total	260	100%	97	100%	357	100%

b) Convenience of location

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Very Satisfied	50	20%	20	21%	70	20%
Satisfied	121	48%	38	40%	159	46%
Dissatisfied	50	20%	24	25%	74	21%
Very Dissatisfied	30	12%	14	15%	44	13%
Don't Know	1	0%	0	0%	1	0%
Total	252	100%	96	100%	348	100%

c) Ease of use

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Very Satisfied	44	17%	13	14%	57	16%
Satisfied	101	40%	35	38%	136	39%
Dissatisfied	55	22%	22	24%	77	22%
Very Dissatisfied	51	20%	23	25%	74	21%
Don't Know	2	1%	0	0%	2	1%
Total	253	100%	93	100%	346	100%

d) Low cost

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Very Satisfied	35	14%	16	17%	51	15%
Satisfied	92	36%	41	43%	133	38%
Dissatisfied	60	24%	20	21%	80	23%
Very Dissatisfied	62	24%	16	17%	78	22%
Don't Know	5	2%	3	3%	8	2%
Total	254	100%	96	100%	350	100%

e) Reliability

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Very Satisfied	34	13%	20	21%	54	16%
Satisfied	102	40%	32	33%	134	39%
Dissatisfied	50	20%	29	30%	79	23%
Very Dissatisfied	59	23%	14	15%	73	21%
Don't Know	7	3%	1	1%	8	2%
Total	252	100%	96	100%	348	100%

2) On which campus do you primarily use ePRINTit?

	Responses	Percent
Foothill	97	27%
De Anza	260	73%
Middlefield	1	0%
Total	358	100%

3) Do you have any suggestions for locations on campus that would be good for the ePRINTit machines?

There were 219 total responses. The summary of the most common suggestions are below, see the Appendix for full responses.

- The ATC, MLC, and computer labs.
- Have more in the library since the current lines are too long due to high demand.
- In the math and science tutoring centers.
- In the Bookstore.
- In the L quad as a central access point for many students walking through campus.
- The cafeteria/dining hall as another popular area for students.
- The Admissions building.
- In general, respondents feel the number of machines seem too few and far apart and the current lines are too long.

4) How do you print most of your documents for class?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Using ePRINTit	155	60%	45	46%	200	56%
Using my printer at home	81	31%	36	37%	117	33%
Using a printer on campus in the computer lab library or other on-campus location that isn't an ePRINTit station	8	3%	11	11%	19	5%
Using another location or service such as FedEx or a print shop	9	3%	3	3%	12	3%
Other	5	2%	2	2%	7	2%
Total	258	100%	97	100%	355	100%

5) What is the primary way in which you use the ePRINTit system?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Using a browser on a campus computer to upload a file to your ePRINTit account	89	34%	34	35%	123	34%
Upload documents from home and then print them when you are on campus	82	32%	23	24%	105	29%
Print documents from a USB device	43	17%	18	19%	61	17%
Using a browser on your own computer while on campus to upload a file to your ePRINTit account	35	13%	16	16%	51	14%
Using the File to Print feature	9	3%	6	6%	15	4%
Use the APP on my smartphone	2	1%	0	0%	2	1%
HP ePrint						
<b>Total</b>	<b>260</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>357</b>	<b>100%</b>

6) You are able to upload files to your ePRINTit account anywhere you have an Internet connection. Please check all of the following that are true:

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
I upload files to my ePRINTit account using a campus owned computer located in lab or classroom.	166	67%	62	68%	228	67%
I upload files to my ePRINTit account when I am at home	133	53%	27	30%	160	47%
I upload files to my ePRINTit account while on campus using my own computer and the college wireless network	109	44%	43	47%	152	45%
I upload files to my ePRINTit account while on campus using my own computer and my own connection to the Internet (i.e. Verizon MiFi)	44	18%	11	12%	55	16%
I upload files to my ePRINTit account while on campus using my smartphone and the college wireless network	42	17%	12	13%	54	16%
I upload files to my ePRINTit account while I am commuting to school	39	16%	10	11%	49	14%
I upload files to my ePRINTit account while on campus using my smartphone data plan	35	14%	12	13%	47	14%

Question 6 by number of methods selected:

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
1 upload method	107	43%	51	56%	158	46%
2 upload methods	54	22%	19	21%	73	21%
3 upload methods	45	18%	10	11%	55	16%
4 upload methods	21	8%	5	5%	26	8%
7 upload methods	8	3%	4	4%	12	4%
5 upload methods	6	2%	2	2%	8	2%
6 upload methods	8	3%	0	0%	8	2%
Total	249	100%	91	100%	340	100%

7) How would you rate your most recent experience with the service compared to the first time you used it?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Much worse	14	5%	8	8%	22	6%
Somewhat worse	28	11%	13	13%	41	11%
The same	105	40%	44	45%	149	42%
Somewhat better	72	28%	21	22%	93	26%
Much better	41	16%	11	11%	52	15%
Total	260	100%	97	100%	357	100%

8) Do your document(s) print successfully?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
All the time	120	46%	50	52%	170	48%
Sometimes	126	49%	41	42%	167	47%
Rarely	13	5%	6	6%	19	5%
Total	259	100%	97	100%	356	100%

9) Did you require assistance from a staff person or a student worker to help you locate your document or print your document?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
All the time	21	8%	10	10%	31	9%
Sometimes	72	28%	36	37%	108	30%
Rarely	74	29%	20	21%	94	26%
Never	91	35%	31	32%	122	34%
Total	258	100%	97	100%	355	100%

10) What tools do you use on a regular basis to complete your class assignments? Choose all that apply.

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
My own Laptop computer	199	77%	80	82%	279	78%
Desktop computer on campus	131	50%	48	49%	179	50%
Smartphone	78	30%	29	30%	107	30%
Desktop computer at home	73	28%	19	20%	92	26%
My own Tablet computer	41	16%	22	23%	63	18%
College provided Laptop computer	18	7%	8	8%	26	7%
College provided Tablet computer	10	4%	1	1%	11	3%

Question 10 by number of tools selected:

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
1 Tool	99	38%	34	35%	133	37%
2 Tools	81	31%	31	32%	112	31%
3 Tools	44	17%	23	24%	67	19%
4 Tools	25	10%	4	4%	29	8%
5 Tools	10	4%	4	4%	14	4%
6 Tools	0	0%	1	1%	1	0%
7 Tools	1	0%	0	0%	1	0%
Total	260	100%	97	100%	357	100%

11) How do you typically add money to your ePRINTit account?

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Credit card	230	89%	84	87%	314	88%
Cash	28	11%	13	13%	41	12%
Total	258	100%	97	100%	355	100%

12) Do you think the minimum funds required to be put on the ePRINTit account are:

	De Anza		Foothill		Total	
	Responses	Percent	Responses	Percent	Responses	Percent
Too high	66	26%	32	33%	98	28%
Somewhat high	77	30%	24	25%	101	29%
About right	112	43%	40	42%	152	43%
Slightly low	2	1%	0	0%	2	1%
Too low	1	0%	0	0%	1	0%
Total	258	100%	96	100%	354	100%

13) Please provide any suggestions you may have for improving ePRINTit.

There were 207 total responses. The summary of the most common suggestions are included below, please see the appendix for the full results.

- The top suggestions were about lowering the printing cost from \$0.15 per page.
- The other most frequent suggestion was to lower the \$5 minimum required amount since there are many who do not use the printing services that often and are left with too much credit.
- Have a color printing option.
- Allow more printing options in general: being able to print two pages on one sheet, printing only part of a document, and printing directly from a computer rather than uploading a document.
- Allow more access options such as Google docs rather than just the ePRINTit site.
- Make the system more intuitive to use. Current system causes up to 10 minutes wait per printing job either through new users confused by the system, printing job delays, or system error.
- Add more locations to print from and where you can add cash money to the card.