# TechReady.io®

## One click.
## Test everything.

This October, TechReady.io celebrated its one-year anniversary. Now reaching more than 80,000 users around the country and internationally, we are happy to have helped so many students and faculty make sure their technologies are configured properly to use their schools' learning systems. While organizational results may vary, we now have a pretty good understanding of the technology contexts of college-facing users. The following observations represent this top-level perspective from all test data to which you can compare your own TechReady results. We hope you find the following helpful for better understanding this specific technology landscape.

**Most students use Windows, but other OSs are well represented, including mobile.**

While it will surprise no one the majority of students use Windows, our data suggests among colleges users, Windows is less represented than the national average (59% vs. 73%). Students are bringing an array of technologies to class, which can complicate campus support efforts.

Of special interest, 18% of students are using mobile systems as their first choice for taking college courses. For learning environments that are not mobile friendly, this metric should help quantify the need to become so. Indeed, two out of 10 users expect to use smartphones for their courses. Investing in more responsive platforms to support this trend seems justified.

### Operating Systems



| | |
|---|---|
| 0.7 | |
| 5.7 | |
| 9.2 | |
| 8.8 | |
| 58.9 | ■ Windows |
| 16.7 | ■ MacOS |
| | ■ iOS |
| | ■ Android |
| | ■ Chrome |
| | ■ Other |

It is also worth pointing out 6% of students use ChromeOS, which is not generally supported by college IT departments. Please know we have noticed the increased use of Chromebooks in K-12 schools, especially in California. As younger students become familiar with these devices, we would expect greater Chromebook usage in higher education in AY 2019-20.
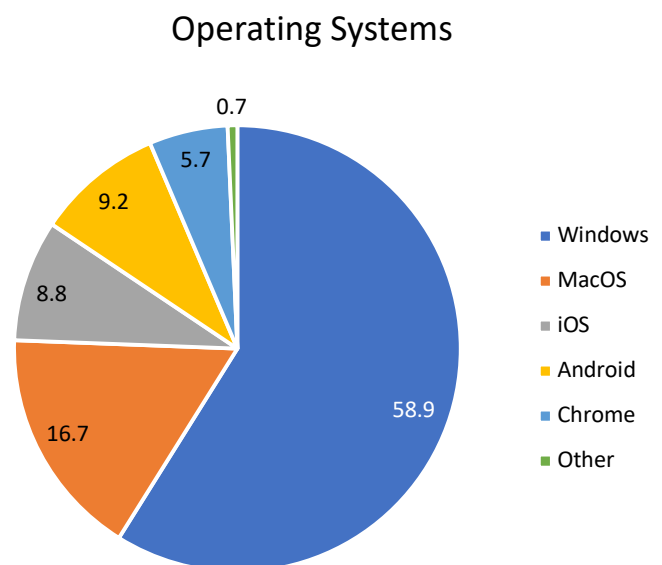
**Among browsers, Chrome is king.**

Another finding from our data, Google Chrome is the top choice among both PC and Mac users. It's simple, fast interface and vast extension libraries make Chrome a compelling choice for users. But while most learning systems support Chrome as well as the other top browsers on our list, details about what *support* means are worth investigating.

## Browsers



- Chrome
- Safari
- Edge
- Firefox
- IE
- Samsung

1.3
7.9
8.3
10.9
13.4
58.4
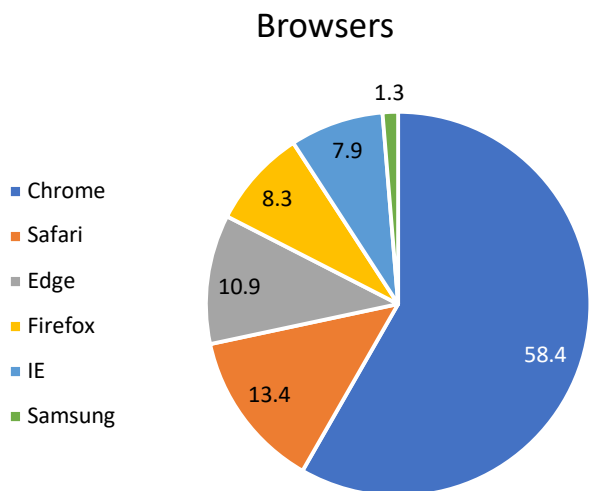
For example, if a learning system or supporting technology requires the use of Flash or Java, system leaders should know 60% of their users could be missing out on some of the course content or certain learning experiences: Chrome simply does not support Flash or Java and cannot be made to do so.

We have also seen an increased use of the Samsung browser. While this browser is usually installed on Android smartphones and tablets, Samsung browser can also be installed on smart TVs, which lack the file structure and normal conventions of a desktop or laptop computer. If Samsung appears in a browser test, consider probing further to learn whether the user is planning to use a smart tv for their courses.

**Adequate bandwidth is not guaranteed.**

Though the majority of users have sufficient internet connectivity, our data reveals 15% of students have download speeds slower than 5 Mbps. These speeds may permit students to download lecture notes or participate in discussion forums, but any video streaming could be problematic.

If a school requires the use of video conferencing, webcasts, or video classroom participation, or is considering going HD for content delivery, they should know students in this lowest bandwidth segment will have difficulty participating. Knowing that most adult learners work on courses in the evenings (confirmed in our data), when broadband is notoriously slower, this situation could be frustrating and influence decisions to withdraw.

## Bandwidth



14.7
12.6
58.6
14.2

- > 20 Mbps
- 11-20 Mbps
- 5-10 Mbps
- < 5 Mbps
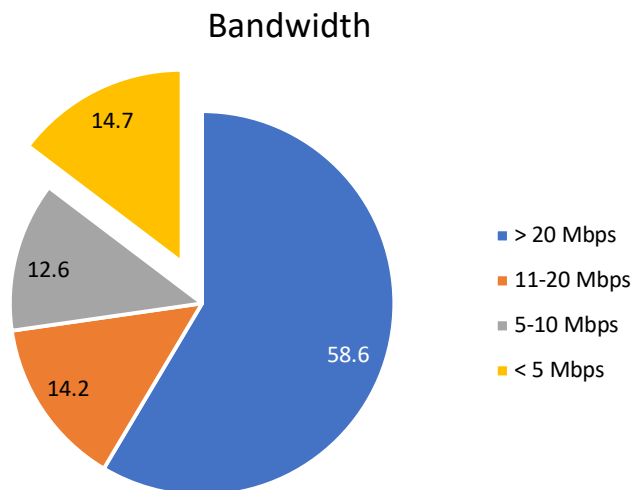
**Big issue: One-third of users simply are not tech ready.**

One feature of TechReady is that organizations define their own pass-fail values, which combine to award an overall score for each test. Our data indicates one third of all user-owned devices have out-of-

date operating systems and browsers (35.7% and 32.8% respectively). Not only are these students missing out on new features that could improve their learning experiences, these outdated systems represent an unnecessary security vulnerability to their organizations. For organizations seeking a patch management solution, consider using TechReady to assist in these efforts.
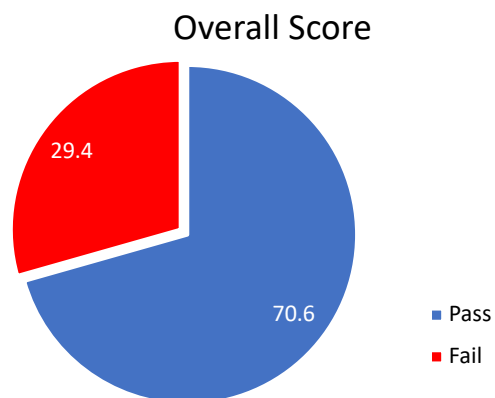
**Overall Score**

More importantly, based on the unique pass–fail values set by each organization, our data reveals 29.4% of user-owned devices fail to meet the overall passing score set by their institutions. To put a finer point on it, one-in-three students are using devices that will not work within their school's learning environment.

**Happily, TechReady.io addresses these issues.**

From the start, our intention has been not only to *detect* problems for students, but to *offer solutions* to any problems our test uncovers. With each result, users are presented clickable links to help resolve any issues detected to make their devices *tech ready*.

System-wide, our data indicates 20% of users applied one or more of these solutions to their devices – subsequent rescans show a higher total score. In each case, users fixed specific problems with their technologies without having to contact the help desk or search a knowledge base for the solution. This is true tier-zero support.

## Takeaways

The above data suggests TechReady.io helps users make sure their technologies meet their organization's specific requirements, but its use can be expanded. Organizations wanting to better leverage TechReady could do so by positioning it as both a *preemptive* and *responsive* solution to improve user readiness, especially for online courses.

- Preemptive uses could include new student/employee orientation, faculty onboarding, or first assignments in on-line courses –this capability is made easier with our addition of LTI integration this year.
- Responsive uses could include adding TechReady tests to the help request process, providing support agents with technical details to reduce total call handling time –an important metric in measuring help desk efficacy.

Perhaps the most important takeaway for us is knowing TechReady.io is fulfilling its purpose by helping organizations improve end-user success, which helps their retention efforts.

Thanks for letting us partner with you this year. Looking forward to the years to come!