

(Luyanda Mnyayi 220037768)

Thank you for participating in this survey. This questionnaire examines how digital tools affect studying and accessing university services among first-year Humanities students at the University of KwaZulu-Natal (UKZN) Howard College. Your replies will provide essential information about how to improve digital access and support for students. The survey should take approximately 10-15 minutes to complete. All responses remain confidential and anonymous. **PLEASE TICK THE APPROPRIATE BOX ☒**

1. How would you rate your ability to use basic digital tools (e.g. word processors, email, Internet browsers)?

- Very well
- Well
- Neutral
- Not too bad
- Very bad

2. How Relevant do you find digital tools to your coursework?

- Very Relevant
- Relevant
- Neutral
- Rarely relevant
- Not relevant at all

3. Do you feel confident using digital tools for your studies?

- Very confident
- Confident
- Neutral
- Not very confident
- Not confident at all

4. Are there any obstacles you face when using digital tools for studying?

- Never
- Rarely
- Sometimes

- Often

- Always

5. How do digital tools impact your ability to complete assignments?

- Very good

- Good

- Acceptable

- Poor

- Very poor

6. How do digital tools influence your overall learning experience?

- Very good

- Good

- Acceptable

- Poor

- Very poor

7. How important is using digital tools for your academic work?

- Very important

- Important

- Neutral

- Unimportant

- Very unimportant

8. Should there be improvements or changes to enhance the use of digital tools at UKZN Howard College?

- Strongly agree

- Agree

- Neither agree or disagree

- Disagree

- Strongly disagree

9. Are you aware of all the student support programmes provided online by the college of humanities for first year students?

- Very aware

- Aware

- Neither aware or unaware

- Unaware

- Very unaware

..... THANK YOU FOR YOUR PARTICIPATION! .....