ABSTRACT: Information and Communications Technology has become an integral part of human’s lives. The development of new technologies presents higher education institutions with opportunities to review their teaching-learning processes. The main challenge faced by institutions of higher learning is how to effectively use opportunities presented by the development of new technologies and how to support students in the use thereof. The perception is that modern-day students often take technology for granted and that they integrate it seamlessly into their everyday lives. An investigation of students’ expectations and experiences with information and communication technology may provide insight into the challenge. This paper will examine types of information and communication technologies used by students at Mafikeng Campus of the North West University, their preferences, identified opportunities and practical support mechanisms.