

Technology at Simmons College Student Satisfaction Survey, May 2004

In May 2004, Technology surveyed Simmons College students about their satisfaction with Technology and technology at the college.

Question 1: I am

	No. of Responses	%
Undergraduate	289	84%
Graduate		
College of Art & Sciences	5	1%
School of Health Studies	6	2%
School of Library Information Science	2	1%
School of Management	1	0%
School of Social Work	38	11%
Other	4	1%
Total	345	100

Question 2: Which lab do you use most often?

	No. of Responses	%
Beatley (L109)	146	42%
Science Center (S251A)	29	8%
GSLIS (P213)	3	1%
Communications (L504A)	23	7%
Residence campus(Halls: North, Mesick, Smith, Simmons or Arnold)	84	24%
SOM	1	0%
I do not use any labs	31	9%
Other	28	8%
Total	345	100

	Undergraduate		School of Social Work	
	No. of Responses	%	No. of Responses	%
Beatley (L109)	128	44	10	26
Science center (S251A)	24	8	0	0
GSLIS lab (P213)	2	1	0	0
Communications (L504A)	23	8	0	0
Residence campus	83	29	1	3
SOM lab	0	0	0	0
Do not use lab	25	9	6	16
Other	4	1	21	55
Total	289	100	38	100

Other lab	No. of Responses
SSW Lab (P412L)	21
Laptop	2
S241	2
Career Education Center	1
L109	1
L402	1
Total	28

Question 3: Labs and email kiosks have the software and hardware I need to meet my coursework requirements.

	No. of Responses	%
Strongly Agree	70	20
Agree	196	57
Neutral	44	13
Disagree	21	6
Strongly Disagree	4	1
Not Applicable	10	3
Total	345	100

	Undergraduates		School of Social Work	
	No. of Responses	%	No of responses	%
Strongly Agree	54	19	12	31
Agree	166	57	20	53
Neutral	39	14	1	3
Disagree	20	7	1	3
Strongly Disagree	4	1	0	0
Not applicable	6	2	4	10
Total	289	100	38	100

Computer lab		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable	Total
Beatley (L109)	No.	43	78	15	8	1	1	146
	%	30%	53%	10%	5%	1%	1%	100.0
Science Ctr (S251A)	No.	4	20	3	2	0	0	29
	%	14%	69%	10%	7%			100.0
GSLIS (P213)	No.	1	1	1	0	0	0	3
	%	33%	33%	33%				100.0
Comm. (L504A)	No.	5	17	1	0	0	0	23
	%	22%	74%	4%				100.0
Residence campus	No.	5	54	15	7	2	1	84
	%	6%	64%	18%	8%	2%	1%	100.0
SOM	No.	0	1	0	0	0	0	1
	%		100%					100.0
Do not use labs	No.	3	11	7	2	1	7	31
	%	9%	36%	23%	6%	3%	23%	100.0
Other	No.	9	14	2	2	0	1	28
	%	32%	50%	7%	7%		4%	100.0

Question 4: The use of classroom technology at Simmons enhances my educational experience

	No. of Responses	%
Strongly Agree	80	23
Agree	174	50
Neutral	64	19
Disagree	18	6
Strongly Disagree	4	1
Not Applicable	5	1
Total	345	100

	Undergraduates		School of Social Work	
	No of responses	%	No of responses	%
Strongly Agree	65	23	9	24
Agree	148	51	19	50
Neutral	52	18	9	24
Disagree	16	6	1	2
Strongly Disagree	4	1	0	0
Not applicable	4	1	0	0
Total	289	100	38	100

Question 5: I have access to appropriate technology resources to meet my educational requirements (i.e. computers, software, email, media equipment)

	No. of Responses	%
Strongly Agree	105	30
Agree	198	57
Neutral	23	7
Disagree	16	5
Strongly Disagree	3	1
Total	345	100

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	84	29	15	39
Agree	177	61	13	34
Neutral	16	6	4	11
Disagree	9	3	6	16
Strongly Disagree	3	1	0	0
Total	289	100	38	100

Question 6: Technology at Simmons College provides me with timely information regarding system downtime and technology improvements

	No. of Responses	%
Strongly Agree	108	31
Agree	176	51
Neutral	42	12
Disagree	13	4
Strongly Disagree	6	2
<i>Total</i>	<i>345</i>	<i>100</i>

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	85	29	17	45
Agree	147	51	20	53
Neutral	39	14	0	0
Disagree	12	4	1	2
Strongly Disagree	6	2	0	0
<i>Total</i>	<i>289</i>	<i>100</i>	<i>38</i>	<i>100</i>

Question 7: Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer

	No. of Responses	%
Strongly Agree	46	13
Agree	158	46
Neutral	114	33
Disagree	22	6
Strongly Disagree	5	1
<i>Total</i>	<i>345</i>	<i>100</i>

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	38	13	4	10
Agree	131	45	18	47
Neutral	94	33	15	40
Disagree	21	7	1	3
Strongly Disagree	5	2	0	0
<i>Total</i>	<i>289</i>	<i>100</i>	<i>38</i>	<i>100</i>

Question 8: Technology staff are knowledgeable, accessible and helpful

	No. of Responses	%
Strongly Agree	51	15
Agree	119	34
Neutral	83	24
Disagree	24	7
Strongly Disagree	14	4
I have not encountered Technology staff	54	16
Total	345	100

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	38	13	10	26
Agree	99	34	13	34
Neutral	72	25	6	16
Disagree	24	8	0	0
Strongly Disagree	14	5	0	0
Has not encountered Tech staff	42	15	9	24
Total	289	100	38	100

Question 9: I have access to technology training I need to meet my educational requirements

	No. of Responses	%
Strongly Agree	51	15
Agree	167	48
Neutral	109	32
Disagree	14	4
Strongly Disagree	4	1
Total	345	100

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	39	14	9	24
Agree	139	48	22	58
Neutral	96	33	6	16
Disagree	12	4	1	2
Strongly Disagree	3	1	0	0
Total	289	100	38	100

Question 10: Technology at Simmons is reliable

	No. of Responses	%
Strongly Agree	25	7
Agree	152	44
Neutral	88	26
Disagree	55	16
Strongly Disagree	25	7
<i>Total</i>	<i>345</i>	<i>100</i>

	Undergraduates		School of Social Work	
	No. of Responses	%	No. of Responses	%
Strongly Agree	22	8	3	8
Agree	116	40	27	71
Neutral	78	27	4	11
Disagree	51	17	2	5
Strongly Disagree	22	8	2	5
<i>Total</i>	<i>289</i>	<i>100</i>	<i>38</i>	<i>100</i>

Question 11: What do you like most about the use of technology at Simmons?

213 students answered “what do you like most about the use of technology at Simmons.” Answers that could be grouped appear in the table below.

	No. of Responses
Labs, library computers, kiosks: availability of computers; ubiquitous computing.	62
Technology staff	19
Technology is integrated into the curriculum	14
WebCT	12
Technology in classrooms	13
Printers: availability	10
Ethernet/Network: speed, availability	9
Residence halls: Ethernet in every room; labs	9
Free antivirus software, Technology virus messages	8
Information about services (Technology communicates well)	7
Software: versions and variety available	6
Wireless	6
Library loaner laptops	5
Library e-reserve system	4
SOAR	3
Being able to borrow equipment (not clear if refers to laptops)	2
Simmons supports Macs and PCs	2
Pottruck Technology Resource Center training	2
Access to the file server	1
Shark card	1
Web Mail	1
Technology is up to date	1

There were a couple of eloquent responses to question 11 about curriculum integration, including:

“It can help make the concept easier to understand by presenting it in a different way, like the use of animation to illustrate a large, complex system. It can also help to reinforce an existing understanding without feeling redundant because different people can explain the same topic in very different ways, which is also good for breaking up the monotony of always listening to one voice.”

Several students made general comments about liking technology at Simmons, such as:

- “I know I have resources if I need them”
- “It isn’t forced on you if you don’t want to use it.”
- “Ease of use”
- “I don’t have something particular that I like about the technology at Simmons, but I’m glad that it is there to use when needed.”
- “The fact that it is always expanding and growing.”
- “Very convenient and easy.”

And a few more pats on the back:

- “. . . I also think that technology does a great job with alerting students/staff about problems and solutions. They are very proactive with computer problems and really try to help students with their needs and protection.”
- “Technology at Simmons is cutting edge with the latest in computers and software maintained by knowledgeable, efficient staff who communicate very effectively.”

Question 12: *If you could change one thing about how technology is used at Simmons, what would it be?*

230 students answered this question. Answers that could be grouped appear in the table below.

	No. of Responses
Computer reliability: kiosks, labs, classrooms.	37
Labs, library computers, kiosks: availability of computers; ubiquitous computing	31
Email	23
Classroom reliability/delivery issues	23
Printing: residence halls, Library labs.	17
Nothing	17
Systems reliability/availability(downtime)	14
Offer more training for faculty/staff; improve faculty/staff skills.	9
Communication	8
Speed of systems	7
Have people use it more	7
More training for students	7
Software types or versions	6
Improve SOAR	6
Quality of technical support	5
More staffing (more people available to assist, or more hours of coverage)	5
More wireless	5
Staffing quantities	4
More loaner laptops	4
More Mac support	3
Customer service	3