

Technology at Simmons College
Faculty/Staff Satisfaction Survey, Spring 2005

In April 2005, Technology surveyed Simmons College faculty and staff about their satisfaction with Technology and technology at the College.

i: Rate your agreement with the following statements about the technology environment at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	% of Total
<i>a. The technology available in Simmons classrooms and events spaces enhances my teaching or events.</i>	6	2%	6	2%	22	10%	98	40%	110	46%	242	79%
<i>b. Technology at Simmons is reliable.</i>	14	4%	35	12%	56	19%	127	42%	69	23%	301	98%
<i>c. The use of technology at Simmons enhances my Simmons work.</i>	8	3%	3	1%	26	9%	96	33%	159	54%	292	95%
<i>d. I have access to appropriate technology resources to fulfill my Simmons responsibilities (i.e. computers, software, email, media equipment, etc.)</i>	10	3%	25	8%	19	6%	109	36%	144	46%	307	100%
<i>e. I have access to the technology training I need to fulfill my Simmons responsibilities.</i>	10	3%	17	6%	36	12%	114	38%	125	41%	302	98%
<i>f. I can find the information I need about technology on the Simmons web site.</i>	5	2%	33	11%	94	31%	108	36%	58	20%	298	97%

2: Rate your agreement with the following statements about the department called Technology at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	% of Total
<i>a. Technology at Simmons College provides me with timely information regarding system downtime and technology improvements.</i>	10	3%	4	1%	16	5%	124	41%	152	50%	306	99%
<i>b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.</i>	8	3%	18	6%	69	23%	131	44%	70	24%	296	96%
<i>c. Technology staff are knowledgeable, accessible, and helpful.</i>	8	3%	19	6%	52	17%	123	40%	102	34%	304	99%
<i>d. I know how to get help from Technology at Simmons College.</i>	7	2%	13	4%	32	11%	133	43%	122	40%	307	100%

3: Please rate your agreement with the following statements about Technology at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	% of Total
<i>a. The Help Desk meets my needs</i>	7	2%	31	10%	66	22%	126	43%	67	23%	297	97%
<i>b. The Technology Desk in the library meets my needs</i>	5	4%	2	2%	46	35%	48	36%	31	23%	132	43%
<i>c. Media Services meets my needs.</i>	8	3%	15	6%	39	15%	116	46%	77	30%	255	83%
<i>d. Technology training provided by the PTRC meets my needs.</i>	8	3%	10	4%	71	28%	105	42%	59	23%	253	82%

4: Rate your agreement with the following statements about services provided by Technology at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	% of Total
<i>a. The Simmons Learning Management System (WebCT) meet my needs.</i>	8	4%	17	9%	52	26%	75	37%	48	24%	200	65%
<i>b. Simmons core administrative systems (SOAR, Colleague, and Benefactor) meet my needs.</i>	9	4%	42	17%	49	19%	112	44%	41	16%	253	82%
<i>c. The Simmons email system meets my needs.</i>	12	4%	27	9%	24	8%	131	43%	111	36%	305	99%
<i>d. The Simmons file server (department and user network folders) meets my needs.</i>	9	3%	9	3%	31	11%	134	49%	93	34%	276	90%
<i>e. Internet access at Simmons meets my needs.</i>	8	3%	8	3%	21	7%	121	39%	147	48%	305	99%

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

199 faculty/staff answered this question. Answers that could be grouped appear in the table below.

	No. of responses
Technology staff/technical support	73
Teaching & learning: technology in classrooms, enhances teaching/presentations	29
Easy to use/fast/consistent/accessible/available	23
Recent technology improvements/upgrades	16
Workshops/training	15
Technology is up-to-date	11
Technology is great/useful/enhances productivity	10
File Server access, including remote access	9
Available anytime/anywhere	8
Communications from Technology	8
Library/ online databases	6
Software versions/variety	6
Reliability of systems	5
Internet access/speed	4
SOAR	4
Web CT/online courses	4
College's investment/commitment	3
Web site	3

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

215 faculty/staff answered this question. Answers that could be grouped appear in the table below.

	No. of responses
Quality of technical/technology support	28
Nothing/not applicable	26
Simmons should use more technology to improve efficiency/automate more	25
Training: more available/ hours offered	18
Increase amount of information/communication from Technology	14
Email (junk mail, software)	10
Expressed desire for a service Technology already provides (e.g. remote)	10
WebCT (interface, functionality)	10
Classrooms: improve equipment reliability	9
SOAR	9
More Mac support/more Macs	8
Software: versions/variety/consistency	7
User/departmental autonomy (e.g. software)	7

installations)	
Computers/equipment: speed/reliability	6
Systems: reliability/availability	6
Technology is not up-to-date /need upgrades	6
Wireless: more	6
Classrooms: more technology	5
Facilities (heat/space)	5
More staffing/hours of coverage	5
Datatel/Colleague/Benefactor	4
Computers: more	3
Faculty: improve technical knowledge	3
Laptops: for faculty	3
Classes: integrate more technology	2
Less technology/training	2
Web site	2
Wireless: protocols/improvements	2

7: Are you a faculty or staff member? (indicate your principal association.)

	No. of Responses	Response Ratio
<i>a. Faculty (including Adjunct)</i>	106	35%
<i>b. Staff</i>	194	63%
<i>c. Other</i>	7	2%
Total	307	100%

8: For which school do you work? (indicate your primary appointment.)

	No. of Responses	Response Ratio
<i>a. Administrative department (non-academic)</i>	135	44%
<i>b. College of Arts & Science</i>	85	28%
<i>c. Graduate School of Library and Information Science</i>	21	7%
<i>d. School for Health Studies</i>	27	9%
<i>e. School of Management</i>	19	6%
<i>f. School of Social Work</i>	20	6%
Total	307	100%