

Technology at Simmons College

Student Satisfaction with Technology, Spring 2005

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

Question 1: *Which general access computer facility do you use most often, to complete course assignments, check email, print, etc.?*

Lab Location	No. of Responses	%
Library Information Commons	486	33%
Communications Computer Lab (L504A)	35	2%
GSLIS Technology Lab (P213)	221	15%
Language Lab (C311)	2	0%
Media Production Lab (P108e)	3	0%
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	140	10%
Science Center Computer Lab (S251A)	66	5%
SOM Computer Lab or study rooms	56	4%
SSW Computer Lab (P412L)	119	8%
Express web stations (email kiosks)	116	8%
Do not use general access facilities or express web stations	139	10%
Other	80	5%
<i>Total</i>	1,463	100%

Cross tabulation between facility used most (#1) and enrollment status (#7)

Lab Location	Undergraduate Student		Graduate Student		Not enrolled at Simmons (just taking a course)		Totals	
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%
Library Information Commons	324	22%	159	11%	3	0%	486	33%
Communications Computer Lab (L504A)	33	2%	1	0%	1	0%	35	2%
GSLIS Technology Lab(P213)	9	1%	210	14%	2	0%	221	15%
Language Lab (C311)	2	0%	0	0%	0	0%	2	0%
Media Production Lab (P108e)	1	0%	2	0%	0	0%	3	0%
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	134	9%	6	1%	0	0%	140	10%
Science Center Computer Lab (S251A)	51	4%	15	1%	0	0%	66	5%
SOM Computer Lab or study rooms	3	0%	53	4%	0	0%	56	4%
SSW Computer Lab (P412L)	0	0%	119	8%	0	0%	119	8%
Express web stations (email kiosks)	64	4%	49	4%	3	0%	116	8%
I do not use general access facilities or express web stations	26	2%	109	8%	4	0%	139	10%
Other	29	2%	50	3%	1	0%	80	5%
							1463	100%

Question 2: *The computer lab, general access facility, or express web station I use most has the software and hardware I need to meet my course requirements.*

	No. of Responses	%
Strongly Disagree	27	2%
Disagree	52	4%
Neutral	114	9%
Agree	652	49%
Strongly Agree	477	36%
Total	1,322	100%

Cross tabulation between necessary hardware and software (#2) and facility used most (#1)

	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	%
Library Information Commons	4	1%	14	3%	30	6%	262	54%	176	36%	486	33%
Communications Computer Lab (L504A)	0	0%	2	6%	2	6%	10	28%	21	60%	35	2%
GSLIS Technology Lab(P213)	4	2%	1	1%	12	5%	95	43%	109	49%	221	15%
Language Lab (C311)	0	0%	0	0%	0	0%	1	50%	1	50%	2	0%
Media Production Lab (Pro8e)	0	0%	0	0%	1	33%	0	0%	2	67%	3	0%
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	2	1%	2	1%	11	8%	83	59%	42	30%	140	10%
Science Center Computer Lab (S251A)	2	3%	4	6%	5	8%	35	53%	20	30%	66	5%
SOM Computer Lab or study rooms	0	0%	4	7%	3	5%	28	50%	20	36%	55	4%
SSW Computer Lab (P412L)	4	3%	9	8%	4	3%	56	47%	46	39%	119	8%
Express web stations (email kiosks)	7	6%	13	11%	26	22%	54	47%	15	13%	115	8%
I do not use general access facilities or express web stations	0	0%	0	0%	0	0%	0	0%	0	0%	139	10%
Other	4	5%	3	4%	20	25%	28	35%	25	31%	80	5%
											1,461	100%

Question 3: *In which Technology or departmental lab with computers have you most often had classes this academic year?*

Class	No. of Responses	%
Biology (S249)	41	3%
Chemistry (S403)	31	2%
Communications Lab (L505)	77	5%
Computer Science Lab (S241)	43	3%
GSLIS Technology Lab (P213)	180	12%
L402	41	3%
Nursing (S337 or S411)	39	3%
Physics (S409)	11	1%
Psychology Lab (S130)	13	1%
PTRC Lab (P113)	20	1%
S150	24	2%
S251a	83	6%
I have not had any classes in a lab with computers this year	796	54%
Other	64	4%
Total	1,463	100%

Cross Tabulation between (#3) and (#9)

	College of Arts and Science		Graduate School of Library & Information Science		School for Health Studies		School of Management		School of Social Work	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.s	%	No. of Resp.	%	No. of Resp.	%
Biology (S249)	0	0	0	0	4	3%	0	0	0	0
Chemistry (S403)	0	0	0	0	1	1%	0	0	0	0
Communications Lab (L505)	2	2%	0	0	1	1%	0	0	0	0
Computer Science Lab (S241)	1	1%	0	0	3	2%	0	0	0	0
GSLIS Technology Lab (P213)	2	2%	166	54%	0	0	0	0	3	2%
L402	5	4%	12	4%	0	0	0	0	0	0
Nursing (S337 or S411)	0	0	1	0%	12	10%	0	0	0	0
Physics (S409)	0	0	0	0	0	0	0	0	0	0
Psychology Lab (S130)	0	0	0	0	0	0	0	0	1	1%
PTRC Lab (P113)	1	1%	2	1%	2	2%	0	0	7	4%
S150	1	1%	3	1%	2	2%	0	0	0	0
S251a	0	0	0	0	2	2%	0	0	1	1%
I have not had any classes in a lab with computers this year	92	85%	114	37%	89	74%	58	88%	155	90%
Other	5	4%	9	3%	4	3%	8	12%	4	2%
Totals	109	100%	307	100%	120	100%	66	100%	171	100%

Question 4: *The lab with computers where I had class most often this year has the software and hardware needed to meet the requirements of that class.*

	No. of Responses	%
Strongly disagree	9	1%
Disagree	17	3%
Neutral	54	8%
Agree	289	44%
Strongly Agree	295	44%
Total	664	100%

Cross tabulation between (#3) and (#4)

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Biology (S249)	1	2%	0	0%	2	5%	22	54%	16	39%	41	100%
Chemistry (S403)	0	0%	1	3%	4	13%	11	36%	15	48%	31	100%
Communications Lab (L505)	2	3%	0	0%	2	3%	32	42%	40	52%	76	100%
Computer Science Lab (S241)	0	0%	1	2%	4	9%	16	37%	22	51%	43	100%
GSLIS Technology Lab (P213)	4	2%	6	3%	7	4%	77	43%	85	47%	179	100%
L402	0	0%	6	15%	3	7%	16	39%	16	39%	41	100%
Nursing (S337 or S411)	0	0%	0	0%	9	23%	19	49%	11	28%	39	100%
Physics (S409)	0	0%	0	0%	0	0%	7	64%	4	36%	11	100%
Psychology Lab (S130)	0	0%	0	0%	2	15%	8	62%	3	23%	13	100%
PTRC Lab (P113)	0	0%	0	0%	0	0%	8	40%	11	55%	19	100%
S150	0	0%	0	0%	2	8%	9	38%	13	54%	24	100%
S251a	1	1%	1	1%	7	8%	36	43%	38	46%	83	100%
I have not had any classes in a lab with computer this year	0	0%	0	0%	0	0%	0	0%	0	0%	796	100%
Other	1	2%	2	3%	12	19%	28	44%	21	33%	64	100%

Question 5: Rate your agreement with the following statements about the technology environment at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Totals	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
a. The use of classroom technology at Simmons enhances my educational experience.	14	1%	40	3%	218	16%	636	46%	473	34%	1381	94%
b. I have access to appropriate technology resources to meet my educational requirements (i.e. computers, software, email, media, equipment, etc.)	11	1%	63	4%	103	7%	665	46%	606	42%	1448	99%
c. I have access to the technology training I need to meet my educational requirements	19	1%	62	4%	275	20%	603	44%	430	31%	1389	95%
d. I can find the information I need about technology on the Simmons web site.	30	2%	127	9%	383	28%	575	41%	279	20%	1394	95%

Question 6: 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	%
a. Technology at Simmons College provides me with timely information regarding system downtime and technology improvements	16	1%	36	2%	220	16%	646	46%	491	35%	1409	96%
b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.	44	3%	134	10%	390	29%	512	38%	276	20%	1356	93%
c. Technology staff are knowledgeable, accessible, and helpful	34	3%	87	6%	305	23%	575	42%	353	26%	1354	93%

Question 7: *What do you like most about the use of technology at Simmons?*

1,463 students answered this question. Answers that could be grouped appear in the table below.

	No. of responses
Technology in general: is accessible, easy to use, fast, consistent, available anywhere	410
Computers/labs are: accessible/available/convenient to use	277
Technology in classes (i.e. curriculum integration)/classroom (i.e. equipment): enhances learning	182
Tech support/staff (includes Technology, GSLIS, Library, and other staff)	180
"Up-to-date"/modern/new technology (e.g. flat panel monitors, a/v, and in general)	121
WebCT/online courses	107
Software: versions/variety available	97
Online databases/library databases, and remote access to them	43
File server space/remote access to server	41
It's free: access, printing, antivirus	39
Workshops/trainings	38
Communications from Technology/information available about technology	35
Wireless access	30
Printers: accessible/available	24
Ethernet/network: speed/availability/reliability	23
Availability of equipment to borrow (e.g. cameras, laptops)	19
Reliability in general (e.g. of systems/computers/network)	18
Residence Halls: labs/Ethernet in rooms	18
Support for/availability of both Macs and PCs	18
SOAR/online course registration	14
Email/webmail	12
Web site	9
Antivirus assistance, self-help clinics	6

Question 8: *If you could change one thing about how technology is used at Simmons, what would it be?*

1,463 students answered this question. Answers that could be grouped appear in the table below.

	No. of responses
Nothing/not applicable	225
Computers: make more available	216
Printers/printing: improve reliability/speed, add color/double sided/more printers, people print too much/waste paper	108
Faculty: improve technical knowledge/use WebCT more	83
Tech support: improve quality/increase information about available services/notify when port is turned off	83
Training: more courses/more convenient hours	80
SOAR/registration: speed/ease of use	68
Personal computers: increase support/make more self-help information available	54
Wireless: increase coverage/open more ports	51
Classrooms: improve equipment/delivery reliability	43
Email: improve webmail/fewer campus email messages	35
Login: takes too long/too many passwords/too many logins	35
Systems/technology in general: improve reliability/availability/speed	35
Software: more applications/discount for students	30
Classes/teaching: integrate more technology	28
Macs: increase number of Macs/improve Mac support	25
Technology: update/upgrade	25
PowerPoint: use less/use more effectively	23
Expand hours of service (e.g. laptop checkout, general access facilities)	22
Computers: improve reliability/speed	21
Increase staffing/hours of coverage	21
WebCT: improve interface/speed/functionality	21

Macs: replace with PCs (some probably refer to Express Web Stations, which purposefully lack the MS Office Suite)	20
Facilities (e.g. heat, cramped quarters, cleanliness)	19
Simmons/Technology web site: improve design/navigation, update information, add services	18
Technology: decrease use, add floppy drives, put more in print, require less technology training	18
Library/databases: improve accessibility/variety, put more articles online	15
Borrowing: make more equipment/media available/for longer terms	13
Classrooms: add more technology	12
Express web stations/email kiosks: improve	9
Photocopiers: add more	4

Question 9: *What is your enrollment status?*

	Number of Responses	Response Ratio
Undergraduate student	676	46%
Graduate student	773	53%
Not enrolled at Simmons (just taking a course)	14	1%
Total	1463	100%

Question 10: *Where do you currently live?*

	Number of Responses	Response Ratio
On-campus (Resident Hall Apartment)	482	33%
Off-campus	981	67%
Total	1463	100%

Question 11: *I am enrolled in the following graduate school.*

	Number of Responses	Response Ratio
College of Arts & Sciences	109	14%
Graduate School of Library and Information Science	307	40%
School for Health Studies	120	15.5%
School of Management	66	8.5%
School of Social Work	171	22%
Total	773	100%