

Technology at Simmons College Faculty/Staff Satisfaction Survey, May 2006

In May 2006, Technology surveyed Simmons College faculty and staff about their satisfaction with Technology and technology at the College.

Results

1: 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>	3	1	9	3	26	9	110	38	140	49	288	81%
<i>b. Technology at Simmons is reliable.</i>	11	3	52	15	58	16	157	44	76	22	354	99%
<i>c. The use of technology at Simmons enhances my Simmons work.</i>	4	1	13	4	22	6	126	36	183	53	348	97%

2: 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. I have access to appropriate technology resources to fulfill my Simmons responsibilities (i.e. computers, software, email, media equipment, etc.)</i>	11	3	23	6	33	9	141	40	149	42	357	100%
<i>b. I have access to the technology training I need to fulfill my Simmons responsibilities.</i>	5	1	22	6	42	12	154	44	128	37	351	98%
<i>c.. I can find the information I need about technology on the Simmons web site.</i>	9	3	32	9	99	28	153	44	57	16	350	98%

3: I look for information about technology on the Simmons web site when:

Note: multiple responses were allowed.

	No. of Responses	Response Ratio
<i>a. I want to know where to get help (not urgent)</i>	185	52%
<i>b. I am facing an urgent technical issue</i>	52	15%
<i>c. I am interested in training</i>	192	54%
<i>d. I want to know what services are available to me</i>	169	47%
<i>e. I do not use the web site to find technology information</i>	88	25%
<i>f. Other</i>	20	6

4: 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>	6	2	12	3	30	8	143	41	162	46	353	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>	7	2	46	14	80	23	133	39	76	22	342	96%
<i>c. Technology staff are knowledgeable, accessible, and helpful.</i>	18	5	31	9	59	17	147	41	99	28	354	99%
<i>d. I know how to get help from Technology at Simmons College.</i>	8	2	18	5	28	8	162	46	139	39	355	99%

5: 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>	19	5	41	12	79	23	149	43	58	17	346	99%
<i>b. The Technology Desk in the library meets my needs</i>	4	3	3	2	42	32	55	41	29	22	133	37%
<i>c. Media Services meets my needs.</i>	9	3	17	6	46	15	140	47	87	29	299	84%
<i>d.. Technology training provided by the PTRC meets my needs.</i>	5	1	17	6	69	24	121	42	78	27	290	81%
<i>e. Web Services meets my needs</i>	13	5	22	8	77	29	104	39	53	19	269	75%

6: Rate your agreement with the following statements about the Simmons Learning Management System.

	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. WebCT meets my needs</i>	12	6	18	8	55	25	110	50	25	11	220	63%
<i>b. WebCT Vista meets my needs</i>	13	9	20	14	43	31	48	34	16	12	140	38%

7: 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. Simmons core administrative systems (SOAR, Colleague, and Benefactor) meet my needs.</i>	28	9	48	16	71	24	114	39	36	12	297	83%
<i>b. The Simmons email system meets my needs.</i>	10	3	30	8	40	11	169	48	106	30	355	99%
<i>c. The Simmons file server (department and user network folders) meets my needs.</i>	10	3	20	6	42	13	165	50	94	28	331	93%
<i>d. Internet access at Simmons meets my needs.</i>	2	1	6	2	22	6	157	44	166	47	353	99%

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

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

	No. of responses
Technology staff/technical support	94
Easy to use/fast/consistent/accessible/readily available	35
Teaching & learning: technology in classrooms, enhances teaching/presentations	24
Technology is great/useful/enhances productivity	20
Technology is up-to-date	19
Reliability of systems	16
Workshops/training	13
Specific service (e.g. remote, spam filter, Meeting Maker)	11
Available anytime/anywhere	10
Communications from Technology	10
College's investment/commitment	8
Recent technology improvements/upgrades	5
Web CT/online courses	5
Nothing/blank/criticism	5
Software versions/variety	3
Internet access/speed	3

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

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

	No. of responses
Quality/character/process of technical/technology support	52
Training: more levels/topics available, more hours offered	29
Nothing/not applicable/provided praise	21
Email (junk mail filter, WebMail features, software, campus announcements)	15
User/departmental autonomy (e.g. software installations)	14
Simmons should use more technology to improve efficiency/automate more	11
WebCT (interface, functionality)	10
More staffing/hours of coverage	10
Web site	9
Email quota: increase	8
Datatel/Colleague/Benefactor	7
Classrooms: improve equipment/delivery reliability	6
More Mac support/more Macs	6
Classrooms: more technology	6
Computers/systems: speed/reliability	5
Standardize on Outlook for calendaring and email	5
Expressed desire for a service Technology already provides (e.g. WebMail folders)	4
Software: versions/variety/consistency	4

Increase amount of information/communication from Technology	3
SOAR	3
Technology is not up-to-date /need upgrades	3
Wireless: more	3
Facilities (design of spaces)	3
Laptops: for faculty	3

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

	No. of Responses	Percentage
<i>a. Faculty (including Adjunct)</i>	123	35
<i>b. Staff</i>	219	61
<i>c. Other</i>	15	4
Total	357	100%

Other:

	No. of Responses
Student and staff	4
Faculty	4
Staff	3
Part time faculty	1
Graduate fellow	1
Contractor	1
Dean	1

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

	No. of Responses	Percentage
<i>a. Administrative department (non-academic)</i>	142	40
<i>b. College of Arts & Science</i>	95	27
<i>c. Graduate School of Library and Information Science</i>	36	10
<i>d. School for Health Studies</i>	30	8
<i>e. School of Management</i>	28	8
<i>f. School of Social Work</i>	26	7
Total	357	100%