

Technology at Simmons College

Student Satisfaction with Technology, Spring 2006

Results

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 (2 nd and 4 th floors)	319	39%
Communications Computer Lab (L504A)	16	2%
GSLIS Technology Lab (P213)	137	17%
Language Lab (C311)	2	0%
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	74	9%
Science Center Computer Lab (S251A)	30	4%
SOM Computer Lab or study rooms	31	4%
SSW Computer Lab (P412L)	38	5%
Express web stations (email kiosks)	65	8%
Do not use general access facilities or express web stations	58	7%
Other	42	5%
Total	812	100

Of the 42 who responded "other," the following labs were chosen by two or more students.

Lab location	No. of Responses
Personal computer	11
GSLIS West (Mount Holyoke)	5
S241	4
Simmons offices' computers	3
Commuter lounge and Dix lounge	3
WEBCT	2
Recourse center	2
Online/ simmons.edu:	2

Cross tabulation between facility used most (#1) and enrollment status (#9)

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	213	67	102	32	4	1	319	100
Communications Computer Lab (L504A)	16	100	0	0	0	0	16	100
GSLIS Technology Lab(P213)	1	1	136	99	0	0	137	100
Language Lab (C311)	2	100	0	0	0	0	2	100
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	68	92	6	8	0	0	74	100
Science Center Computer Lab (S251A)	20	67	9	30	1	3	30	100
SOM Computer Lab or study rooms	1	3	29	94	1	3	31	100
SSW Computer Lab (P412L)	1	3	37	97	0	0	38	100
Express web stations (email kiosks)	47	72	17	26	1	2	65	100
I do not use general access facilities or express web stations	14	24	42	72	2	3	58	100
Other	19	45	23	55	0	0	42	100
	402		401		9		812	100

Of the 19 students who chose "other," two listed the GSLIS lab, and one each listed S119, S241, S430, Language Lab, Psychology Lab, P113, Career Resource Center, and Dedham TEC center.

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	12	2%
Disagree	23	3%
Neutral	63	8%
Agree	373	49%
Strongly Agree	283	38%
Total	754	100%

Cross tabulation between Necessary hardware and software (#2) and General access facility used most (#1)

Note: totals do not include students who do not use general access facilities.

<i>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.</i>	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	5	2	5	2	18	6	162	50	129	40	319	100
Communications Computer Lab (L504A)	0	0	0	0	1	6	7	44	8	50	16	100
GSLIS Technology Lab(P213)	2	1	2	1	6	4	56	41	71	52	137	100
Language Lab (C311)	0	0	0	0	1	50	1	50	0	0	2	100
Residence Campus Labs (North, Mesick, Smith, Simmons, or Arnold)	2	3	4	5	10	14	40	54	18	24	74	100
Science Center Computer Lab (S251A)	0	0	1	3	5	17	10	33	14	47	30	100
SOM Computer Lab or study rooms	0	0	1	3	2	7	18	58	10	32	31	100
SSW Computer Lab (P412L)	0		2	5	0		22	58	14	37	38	100
Express web stations (email kiosks)	1	2	7	11	11	17	34	52	12	18	65	100
I do not use general access facilities or express web stations	0	0	0	0	0	0	0	0	0	0	0	100
Other	2	5	1	2	9	21	23	55	7	17	42	100
Total	12		23		63		373		283		754	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)	31	4%
Chemistry (S403)	12	1%
Communications Lab (L505)	58	7%
Computer Science Lab (S241)	25	3%
GSLIS Technology Lab (P213)	106	13%
L402	18	2%
Nursing (S337 or S411)	18	2%
Physics (S409)	10	1%
Psychology Lab (S130)	6	1%
PTRC Lab (P113)	17	2%
SOM Mockler Mobile Laptops	18	2%
S150	12	1%
S251a	33	4%
I have not had any classes in a lab with computers this year	418	51%
Other	30	4%
Total	812	100%

Cross Tabulation between Lab in which most often had classes (#3) in and Enrollment status (#9)

	Undergraduate Student		Graduate Student		Not enrolled at Simmons (just taking a course)		Totals	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Biology (S249)	30	7	1	0	0	0	31	4
Chemistry (S403)	12	3	0	0	0	0	12	2
Communications Lab (L505)	54	13	4	1	0	0	58	7
Computer Science Lab (S241)	25	6	0	0	0	0	25	3
GSLIS Technology Lab (P213)	2	1	103	26	1	11	106	13
L402	17	4	1	0	0	0	18	2
Nursing (S337 or S411)	13	3	4	1	1	11	18	2
Physics (S409)	10	3	0	0	0	0	10	1
Psychology Lab (S130)	6	2	0	0	0	0	6	1
PTRC Lab (P113)	3	1	13	3	1	11	17	2
SOM Mockler Mobile Laptops	0	0	18	5	0	0	18	2
S150	11	3	1	0	0	0	12	2
S251a	32	8	1	0	0	0	33	4
I have not had any classes in a lab with computers this year	169	42	243	61	6	67	418	51
Other	18	4	12	3	0	0	30	4
Total	402	100	401	100	9	100	812	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	7	2%
Disagree	8	2%
Neutral	26	7%
Agree	178	45%
Strongly Agree	174	44%
Total	393	100%

Cross tabulation between Lab in which most often had classes (#3) and Necessary hardware and software (#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)	0	0	1	3	2	7	19	61	9	29	31	100
Chemistry (S403)	0	0	0	0	2	17	6	50	4	33	12	100
Communications Lab (L505)	0	0	1	2	1	2	29	50	27	46	58	100
Computer Science Lab (S241)	1	4	0	0	1	4	12	48	11	44	25	100
GSLIS Technology Lab (P213)	4	4	1	1	3	3	40	38	58	55	106	100
L402	0	0	0	0	0	0	7	39	11	61	18	100
Nursing (S337 or S411)	0	0	1	6	1	6	12	66	4	22	18	100
Physics (S409)	0	0	0	0	0	0	7	70	3	30	10	100
Psychology Lab (S130)	0	0	0	0	3	50	1	17	2	33	6	100
PTRC Lab (P113)	0	0	0	0	0	0	6	35	11	65	17	100
SOM Mockler Mobile Laptops	0	0	2	11	6	33	7	39	3	17	18	100
S150	0	0	0	0	0	0	7	58	5	42	12	100
S251a	1	3	0	0	2	6	12	36	18	55	33	100
I have not had any classes in a lab with computer this year	0	0	0	0	0	0	0	0	0	0	0	100
Other	1	3	2	7	5	17	13	45	8	28	29	100
Totals:	7	2%	8	2%	26	7%	178	45%	174	44%	393	100%

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

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	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.	7	1%	27	3%	162	20%	421	52%	195	24%
b. I have access to appropriate technology resources to meet my educational requirements (i.e. computers, software, email, media, equipment, etc.)	14	2%	30	4%	86	11%	420	52%	262	32%
c. Technology at Simmons is reliable	26	3%	94	12%	187	23%	381	47%	124	15%
d. I have access to the technology training I need to meet my educational requirements	12	1%	38	5%	164	20%	429	53%	169	21%
e. I can find the information I need about technology on the Simmons web site.	21	3%	66	8%	247	30%	366	45%	112	14%
Total:										

Question 6: Rate your agreement with the following statements about the department called Technology at Simmons College.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	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	10	1%	23	3%	212	15%	407	50%	251	31%
b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.	15	2%	59	7%	221	27%	380	47%	137	17%
c. Technology staff are knowledgeable, accessible, and helpful	17	2%	45	6%	200	25%	375	46%	175	22%

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

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

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	No. of responses
Technology in general: is accessible, easy to use, fast, consistent, available anywhere	188
Computers/labs are: accessible/available/convenient to use	156
Tech support/staff (includes Technology, GSLIS, Library, and other staff)	104
Technology in classes (i.e. curriculum integration)/classroom (i.e. equipment): enhances learning	77
Software: versions/variety available	56
"Up-to-date"/modern/new technology (e.g. flat panel monitors, a/v, and in general)	53
Reliability in general (e.g. of systems/computers/network)	50
WebCT/online courses	40
Communications from Technology/information available about technology	33
Workshops/trainings	30
Don't use technology/off-campus/not sure/not applicable/blank	28
Wireless access	25
Printers: accessible/available	25
Online databases/library databases/online reserves, and remote access to them	22
File server space/remote access to server	19
Ethernet/network: speed/availability/reliability	19
It's free: access, printing, antivirus	15
Residence Halls: labs/Ethernet in rooms	14
Antivirus assistance, self-help clinics	13
Support for/availability of both Macs and PCs	11
Web site	11
Availability of equipment to borrow (e.g. cameras, laptops)	9
Email/webmail	9
SOAR/online course registration	4

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

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

	No. of responses
Computers: make more available, create more labs	143
Nothing/not applicable	129
Printers/printing: increase number of free prints/improve reliability, add double sided & more printers, people print too much/waste paper	99
Tech support: improve quality/increase information about available services & training	49
Training: more topics/more convenient hours	37
Personal computers: increase support/make more self-help information available	35
WebCT: improve interface/speed/functionality	35
Residence campus: reliability of lab computers/printers, add wireless/lab computers	34
Systems/technology in general: improve reliability/availability/speed	33
Faculty: improve technical knowledge/use WebCT more	31
Wireless: increase coverage	30
Computers: improve reliability/speed	26
Facilities (e.g. cramped quarters, noise, cleanliness, create more labs)	24
Expand hours of service/staffing (e.g. general access facilities)	22
Classrooms: improve equipment/delivery reliability, make easier for faculty to use	21
Classes/teaching: integrate more technology	20
Technology: update/upgrade/add more	20
Express web stations/email kiosks: add more/improve	20
Macs: increase number of Macs/improve Mac support	18
Email: improve webmail/fewer campus or Technology email messages	15
PowerPoint: use less/use more effectively	15
Software: more applications/discount for students	13
Simmons/Technology web site: improve design/navigation, update information, add services	12
Web site: Simmons/Technology web site: improve design/navigation, update information, add services	12
Login: too many passwords/too many logins	11
SOAR/registration: speed/ease of use	9
Request for service already provided (Help Desk hours, software)	9
Technology: decrease use, add floppy drives, require less technology training	6
Classrooms: add more technology	4
Library/databases: improve accessibility/variety, put more articles online	3
Borrowing: make more equipment/media available/for longer terms	3
Photocopiers: improve/unite printing & copying costs	3

Question 9: *What is your enrollment status?*

	Number of Responses	Response Ratio
Undergraduate student	402	50%
Graduate student	401	49%
Not enrolled at Simmons (just taking a course)	9	1%
Total	812	100%

Question 10: *Where do you currently live?*

	Number of Responses	Response Ratio
On-campus (Resident Hall Apartment)	271	33%
Off-campus: Beacon Street/Wentworth	26	3%
Off-campus: Commuter	515	63%
Total	812	100%

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

	Number of Responses	Response Ratio
College of Arts & Sciences	54	13%
Graduate School of Library and Information Science	205	51%
School for Health Studies	56	14%
School of Management	36	9%
School of Social Work	50	12%
Total	401	100%