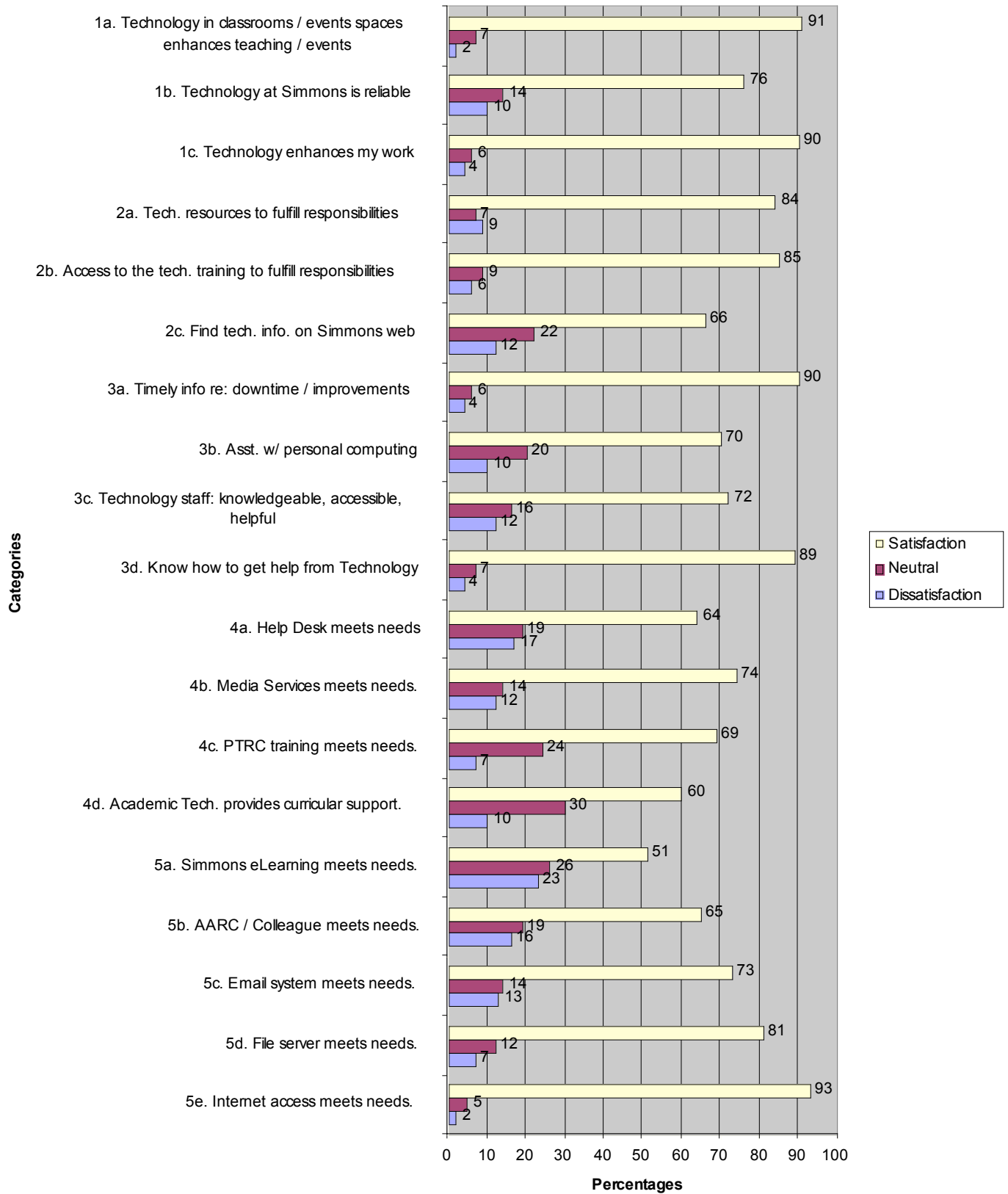


Satisfaction Overview



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 Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % of All Resp. |
| a. The technology available in Simmons classrooms and events spaces enhances my teaching or events. | 2 | 1 | 2 | 1 | 14 | 7 | 67 | 35 | 106 | 56 | 191 | 84 |
| b. Technology at Simmons is reliable. | 5 | 2 | 19 | 8 | 31 | 14 | 96 | 42 | 77 | 34 | 228 | 100 |
| c. The use of technology at Simmons enhances my Simmons work. | 4 | 2 | 5 | 2 | 14 | 6 | 60 | 27 | 140 | 63 | 223 | 98 |

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 Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % of All Resp. |
| a. I have access to appropriate technology resources to fulfill my Simmons responsibilities (i.e. computers, software, email, media equipment, etc.) | 6 | 3 | 13 | 6 | 16 | 7 | 99 | 43 | 94 | 41 | 228 | 100 |
| b. I have access to the technology training I need to fulfill my Simmons responsibilities. | 2 | 1 | 10 | 4 | 21 | 10 | 99 | 44 | 93 | 41 | 225 | 99 |
| c. I can find the information I need about technology on the Simmons web site. | 5 | 3 | 21 | 9 | 50 | 22 | 91 | 41 | 56 | 25 | 223 | 98 |

3. 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 Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % of All Resp. |
| a. Technology at Simmons College provides me with timely information regarding system downtime and technology improvements. | 2 | 1 | 7 | 3 | 13 | 6 | 92 | 40 | 114 | 50 | 228 | 100 |
| b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer. | 5 | 3 | 16 | 7 | 45 | 20 | 94 | 42 | 62 | 28 | 222 | 97 |
| c. Technology staff are knowledgeable, accessible, and helpful. | 9 | 4 | 18 | 8 | 37 | 16 | 87 | 38 | 77 | 34 | 228 | 100 |
| d. I know how to get help from Technology at Simmons College. | 3 | 1 | 5 | 3 | 16 | 7 | 96 | 42 | 107 | 47 | 227 | 99 |

4. Please rate your agreement with the following statements about Technology 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. | % of Total |
| a. The Help Desk meets my needs | 7 | 3 | 31 | 14 | 43 | 19 | 88 | 40 | 54 | 24 | 223 | 98 |
| b. Media Services meets my needs | 6 | 3 | 18 | 9 | 29 | 15 | 89 | 44 | 59 | 29 | 201 | 88 |
| c. Technology training provided by the PTRC meets my needs | 4 | 2 | 10 | 5 | 47 | 24 | 87 | 44 | 50 | 25 | 198 | 87 |
| d. Academic Technology provides the curricular support I need | 8 | 6 | 6 | 4 | 41 | 30 | 50 | 36 | 33 | 24 | 138 | 61 |

5. 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 Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % | No. of Resp. | % of All Resp. |
| a. Simmons eLearning meets my needs | 17 | 11 | 17 | 11 | 39 | 26 | 58 | 39 | 20 | 13 | 151 | 100 |
| b. Simmons core administrative systems (AARC and Colleague) meet my needs. | 12 | 6 | 18 | 10 | 36 | 19 | 80 | 43 | 40 | 22 | 186 | 66 |
| c. The Simmons email system meets my needs. | 9 | 4 | 21 | 9 | 31 | 14 | 101 | 44 | 66 | 29 | 228 | 100 |
| d. The Simmons file server (department and user network folders) meets my needs. | 5 | 2 | 9 | 4 | 27 | 13 | 107 | 49 | 70 | 32 | 218 | 96 |
| e. Internet access at Simmons meets my needs. | 3 | 1 | 3 | 1 | 11 | 5 | 93 | 41 | 118 | 52 | 228 | 100 |

6. What do you like most about the use of technology at Simmons?

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

| | No. of responses |
|--|------------------|
| Technology staff/technical support | 51 |
| Easy to use/fast/consistent/accessible/readily available/variety | 32 |
| Workshops/training | 23 |
| Classroom: equipment | 15 |
| Technology is up-to-date | 12 |
| Improvements/upgrades in service/services/software/equipment | 9 |
| Internet access/speed | 9 |
| Reliability of systems | 9 |
| College's investment/commitment | 8 |
| Communications from Technology | 8 |
| Specific service (e.g. file server, email, online course system) | 8 |
| Software versions/variety | 7 |
| Available anytime/anywhere | 5 |
| Teaching & learning: technology in classrooms, enhances teaching/presentations | 5 |
| Technology is great/useful/enhances productivity | 4 |
| Services/policies: flexible, open | 4 |
| Nothing | 3 |

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

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

| | No. of responses |
|---|------------------|
| Quality/quantity/character/process of, or policies for, technical/technology support | 42 |
| Training: more specific topics available, more hours offered | 17 |
| Email (Webmail features/speed, quota) | 16 |
| Simmons eLearning (interface, functionality, reliability) | 15 |
| Simmons should use more technology to improve efficiency/automate more, integrate systems | 15 |
| Nothing/not applicable/provided praise | 12 |
| Computers/systems: speed/reliability | 10 |
| Introduce up-to-date technology | 10 |
| Increase resources | 7 |
| Wireless: more | 7 |
| AARC | 6 |
| Datatel/Colleague/Benefactor | 6 |
| User/departmental autonomy (e.g. software installations), more Technology/Simmons flexibility/nimbleness (closed decision-making, rigid policies, be more open to innovation) | 6 |
| Improve software available | 5 |
| File server/Remote Access: increase/improve access | 4 |
| Increase amount of information/communication from/with Technology | 4 |
| More Mac support/more Macs | 4 |
| Web site/offer faculty web pages | 4 |
| Classrooms: more technology, more computer labs | 3 |
| More staffing/hours of coverage | 3 |
| Improve faculty's knowledge of technology | 2 |

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

| | No. of Responses | % |
|--------------------------------|------------------|-----|
| a. Faculty (including Adjunct) | 69 | 30 |
| b. Staff | 151 | 66 |
| c. Other | 8 | 4 |
| Total | 228 | 100 |

Of the 8 who responded "other" the following categories were chosen by two or more faculty and staff

| Category | No. of Responses |
|-----------|------------------|
| Student | 2 |
| COF Staff | 2 |

9. For which school do you work? (Indicate your primary appointment.)

| | No. of Responses | % |
|---|------------------|-----|
| a. Administrative department (non-academic) | 107 | 47 |
| b. College of Arts & Science | 75 | 33 |
| c. Graduate School of Library and Information Science | 13 | 6 |
| d. School for Health Studies | 12 | 5 |
| e. School of Management | 11 | 5 |
| f. School of Social Work | 10 | 4 |
| Total | 228 | 100 |