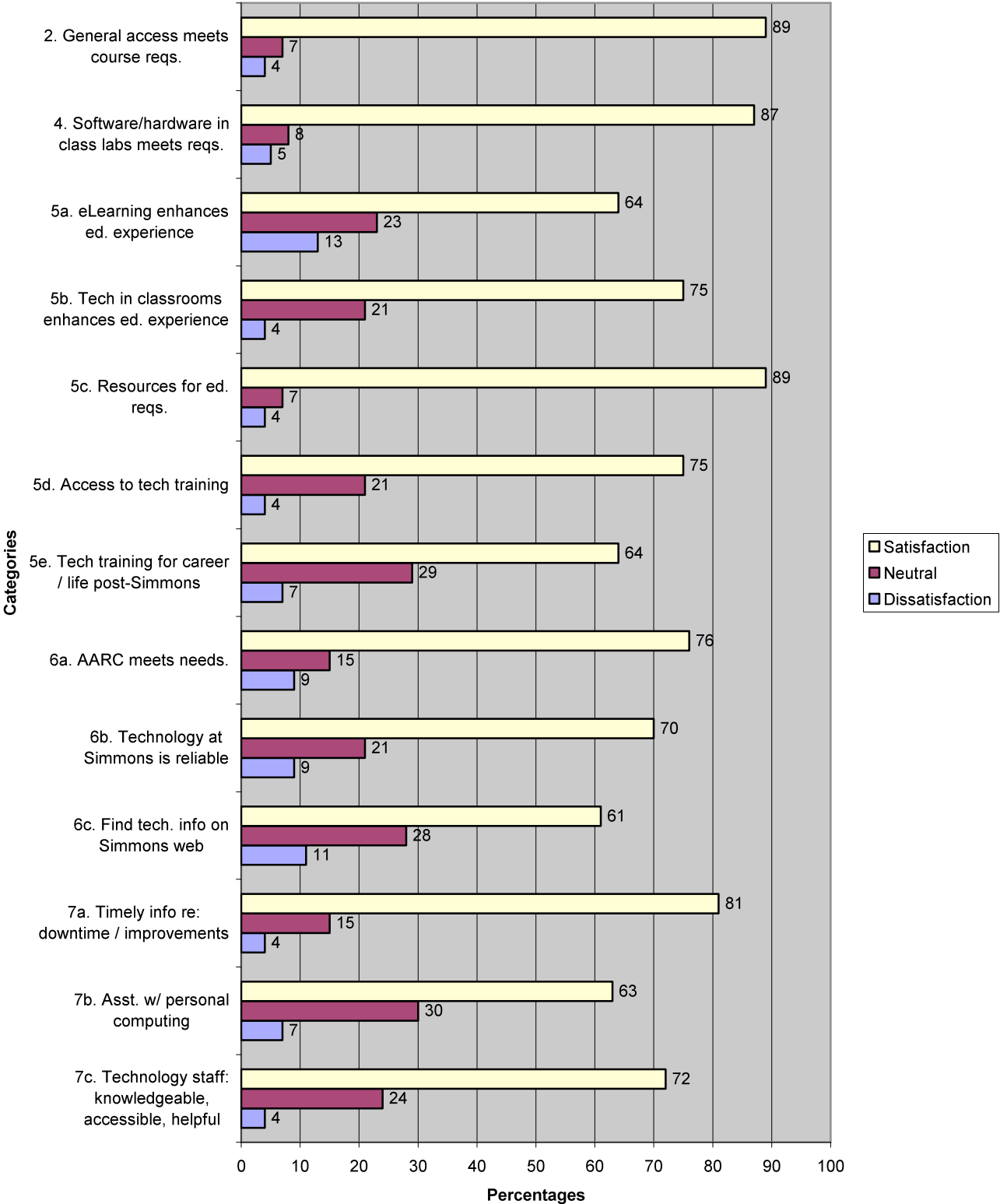


### Satisfaction Overview



## 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	%
Beatley Library Information Commons (ground, 1 <sup>st</sup> and 2 <sup>nd</sup> floors)	377	58%
Communications Computer Lab (L320 & L321)	15	2%
GSLIS Technology Lab (P213)	90	14%
Media Viewing and Listening Room (ground floor of Library)	1	
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	35	5%
Science Center Computer Lab (S251A)	8	1%
SOM Computer Lab or study rooms	15	2%
SSW Computer Lab (P412L)	17	3%
Express web stations (email kiosks)	42	6%
I do not use general access facilities or Express Web stations	34	5%
Other	19	3%
<b>Total</b>	<b>653</b>	<b>100</b>

Of the 31 who responded "other," the following labs were chosen by two or more students

Location	No. of Responses
GSLIS West (Mt. Holyoke)	9
Home, office or personal computer.	5
Science Center S241A and S430	2

**Cross tabulation between facility used most (#1) and enrollment status (#10)**

General Access 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	%
Beatley Library Information Commons (ground, 1 <sup>st</sup> and 2 <sup>nd</sup> floors)	252	67	121	32	4	1	377	100
Communications Computer Lab (L320 & L321)	13	87	1	7	1	7	15	100
GSLIS Technology Lab (P213)	1	1	88	98	1	1	90	100
Media Viewing and Listening Room (ground floor of Library)	1	100	0		0		1	100
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	32	91	3	9	0		35	100
Science Center Computer Lab (S251A)	7	88	1	12	0		8	100
SOM Computer Lab or study rooms	0		15	100	0		15	100
SSW Computer Lab (P412L)	0		17	100	0		17	100
Express web stations (email kiosks)	18	43	23	55	1	2	42	100
I do not use general access facilities or Express Web stations	4	12	29	85	1	3	34	100
Other	3	16	16	84	0		19	100
<b>Totals</b>	331		314		8		653	

**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	16	2%
Disagree	10	2%
Neutral	42	7%
Agree	261	42%
Strongly Agree	290	47%
Total	619	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>	<b>Strongly Disagree</b>		<b>Disagree</b>		<b>Neutral</b>		<b>Agree</b>		<b>Strongly Agree</b>		<b>Totals</b>	
	<b>No. of Resp.</b>	<b>%</b>	<b>No. of Resp.</b>	<b>%</b>	<b>No. of Resp.</b>	<b>%</b>	<b>No. of Resp.</b>	<b>%</b>	<b>No. of Resp.</b>	<b>%</b>	<b>No. of Resp.</b>	<b>%</b>
Beatley Library Information Commons	10	3	5	1	25	7	141	37	196	52	377	100
Communications Computer Lab (L320 & L321)			1	7	1	7	5	33	8	53	15	100
GSLIS Technology Lab(P213)	2	2	0		0		37	41	51	57	90	100
Media Viewing & Listening Room	0		0		0		1	10	0		1	100
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	0		1	3	2	6	25	71	7	20	35	100
Science Center Computer Lab (S251A)	0		0		2	25	2	25	4	50	8	100
SOM Computer Lab or study rooms	0		0		3	20	7	47	5	33	15	100
SSW Computer Lab (P412L)	0		0		1	6	7	41	9	53	17	100
Express web stations (email kiosks)	2	5	2	5	6	14	25	60	7	16	42	100
I do not use general access facilities or express web stations	0		0		0		0		0		0	
Other	2	11	1	5	2	11	11	57	3	16	19	100
<b>Total</b>	<b>16</b>		<b>10</b>		<b>42</b>		<b>261</b>		<b>290</b>		<b>619</b>	

**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)	21	3%
Chemistry (S430)	19	3%
Communications Lab (L320/L321)	27	4%
Computer Science Lab (S241)	12	2%
GSLIS Technology Lab (P213)	119	18%
L003	21	3%
L012	17	3%
Library Resource Room (L225)	14	2%
Nursing (S337 or S411)	28	4%
Physics (S409)	5	1%
Psychology Lab (S130)	6	1%
PTRC Lab (P113)	8	2%
SOM Mockler Mobile Laptops	10	2%
S150	1	0%
S251a	19	3%
I have not had any classes in a lab with computers this year	308	47%
Other	18	3%
<b>Total</b>	<b>653</b>	<b>100%</b>

Of the 30 who responded "other," the following labs were chosen by two or more students.

Location	No. of Responses
Physical Therapy	5
Mount Holyoke	2

**Cross tabulation between Lab in which most often had classes (#3) in and Enrollment status (#10)**

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	%
Biology (S249)	19	90	2	10	0		21	100
Chemistry (S430)	18	95	0		1	5	19	100
Communications Lab (L320/L321)	27	100	0		0		27	100
Computer Science Lab (S241)	11	92	0		1	12	12	100
GSLIS Technology Lab (P213)	0		119	100	0		119	100
L003	14	67	7	33	0		21	100
Lo12	15	88	2	12	0		17	100
Library Resource Room	12	86	2	14	0		14	100
Nursing (S337 or S411)	18	64	9	32	1	4	28	100
Physics (S409)	5	100	0		0		5	100
Psychology Lab (S130)	6	100	0		0		6	100
PTRC Lab (P113)	1	13	6	75	1	13	8	100
SOM Mockler Mobile Laptops	0		10	100	0		10	100
S150	1	100	0		0		1	100
S251a	19	100	0		0	0	19	100
I have not had any classes in a lab with computers this year	156	51	148	48	4	1	308	100
Other	9	50	9	50	0		18	100
<b>Totals</b>	331		314		8		653	

**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	8	2%
Disagree	11	3%
Neutral	26	8%
Agree	137	40%
Strongly Agree	163	47%
<b>Total</b>	345	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		1		1	19	12	<b>48</b>	7	33	21	100
Chemistry (S430)	0		1	5	1	5	7	37	10	<b>53</b>	19	100
Communications Lab (L320/L321)	0		0		2	8	6	22	19	<b>70</b>	27	100
Computer Science Lab (S241)	1	8	0		1	8	4	33	6	<b>50</b>	12	100
GSLIS Technology Lab (P213)	5	4	1	1	4	3	50	42	59	<b>50</b>	119	100
L003	0		2	10	3	14	9	43	7	<b>33</b>	21	100
L012	0		0		2	12	5	<b>29</b>	10	59	17	100
Library Resource Room (L225)	0		0		1	8	3	<b>21</b>	10	71	14	100
Nursing (S337 or S411)	0		1	3	5	18	15	<b>54</b>	7	25	28	100
Physics (S409)	1	20	0		1	20	2	<b>40</b>	1	20	5	100
Psychology Lab (S130)	0		1	17	1	17	3	<b>50</b>	1	17	6	101
PTRC Lab (P113)	0		0		1	12	2	25	5	<b>63</b>	8	100
SOM Mockler Mobile Laptops	1	10	3	30	1	10	5	<b>50</b>	0		10	100
S150	0		0		0		0		1	<b>100</b>	1	100
S251a	0		0		0		8	42	11	<b>58</b>	19	100
I have not had any classes in a lab with computer this year	0		0		0		0		0		0	
Other	0		1	6	2	11	6	<b>33</b>	9	50	18	100
<b>Totals:</b>	<b>8</b>		<b>11</b>		<b>26</b>		<b>137</b>		<b>163</b>		<b>345</b>	

**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.	%
<b>a.</b> Simmons eLearning enhances my educational experience.	18	3	64	10	156	24	293	45	122	19	653	100
<b>b.</b> The use of classroom technology at Simmons enhances my educational experience.	7	1	19	3	136	21	323	49	168	26	653	100
<b>c.</b> I have access to appropriate technology resources to meet my educational requirements (i.e. computers, software, email, media equipment, etc.)	4	1	20	3	47	7	313	48	269	41	653	100

<p><b>d.</b> I have access to the technology training I need to meet my educational requirements.</p> <p><b>e.</b> Simmons provides me with the technology training and resources that will prepare me for my career and life after Simmons.</p>	4	1	21	3	137	21	340	52	151	23	653	100
	10	2	36	6	191	29	303	46	113	17	653	100

**Question 6: 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.	%
<i>a.</i> AARC, used to obtain information and register for courses, meets my needs	16	2	46	7	97	15	319	49	175	27	653	100
<i>b.</i> Technology at Simmons is reliable.	19	3	37	6	140	21	331	51	126	19	653	100
<i>c.</i> I can find the information I need about technology on the Simmons web site.	8	1	60	9	185	28	292	45	108	17	653	100

**Question 7: 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.	%
<i>a.</i> Technology at Simmons College provides me with timely information regarding system downtime and technology improvements.	4	1	21	3	98	15	345	53	185	28	653	100
<i>b.</i> Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.	8	1	39	6	197	30	296	45	113	17	653	100
<i>c.</i> Technology staff are knowledgeable, accessible, and helpful.	6	1	20	3	157	24	301	46	169	26	653	100

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

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

	<b>No. of responses</b>
Technology in general: is accessible, easy to use, fast, consistent, available anywhere	155
Computers/labs are: accessible/available/convenient & easy to use	97
Tech support/staff (includes Technology, GSLIS, Library, and other staff)	74
Technology in classes (i.e. curriculum integration)/classroom (i.e. equipment): enhances learning	55
Available anywhere/anytime (e.g. from home)	40
Software: versions/variety available	28
Printers: accessible/available, easy to use, double-sided printing	25
Reliability in general (e.g. of systems/computers/network)	24
"Up-to-date"/"cutting edge"/current/new technology (i.e. how technology is used, software, and just in general)	24
Communications from Technology/information available about technology	16
Availability of equipment to borrow (e.g. Info Commons laptops, Media cameras)	15
Express Web Stations	15
File server space/remote access to server	15
Not sure/not applicable, nothing, criticism	14
Support for/availability of both Macs and PCs/ Dual-boot machines	14
Wireless access	14
Workshops/trainings: availability/breadth	12
Express Print Stations	11
Internet access / Simmons network	8
It's free: printing, antivirus & other software, assistance, training, database access	8
Simmons eLearning/online course material	8
AARC/online course registration	7
Online databases/library databases/online reserves, and remote access to them	7
Web site	3
Email/webmail	2

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

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

	<b>No. of responses</b>
Computers: make more available (50 indicated more in the library)	78
Nothing/not applicable	75
Printers/printing: add double sided, color, & more printers (including in more locations), improve reliability/speed	37
Training: more topics/more convenient hours	35
Faculty: improve technical knowledge, use eLearning more/more effectively	34
Simmons eLearning: improve reliability/speed/functionality	32
AARC/registration: improve registration process/ease of use, integrate more data (i.e. financial, course catalog)	31
Tech support: increase available information/advice, improve quality/knowledge, better publicize services	29
Computers: improve reliability/speed	23
Macs: increase number of Macs/improve Mac support	18
Software: more	18
Wireless: increase coverage	18
Residence campus: add wireless/lab computers, reliability of lab computers/printers	12
Web site: Simmons/Technology web site: improve navigation/organization	10
Classrooms: add more technology	9
Remote Access / File Server	8
Email: dislike new version of Webmail, spam	7
Technology: decrease use (particularly of WebCT Vista), fewer info sessions	6
Technology: update/upgrade	6
Borrowing: make more equipment/media available/for longer terms, loan policies	5
Classes/teaching: integrate more technology	5
Express print stations: add more/increase time limit	5
Personal computers: increase support/make more self-help information available	5
Internet access	4
Login: too many passwords/too many logins	4
Macs: less	4
Etiquette: other students should cede computers for academic use	3
Photocopiers: improve/costs	3
Purchase options: improve	3
Request for service already provided (e.g. software, online training)	2
Library/databases: improve reliability, put more articles online	2

**Question 10: What is your enrollment status?**

	<b>No. of Responses</b>	<b>%</b>
Undergraduate student	331	51
Graduate student	314	48
Not enrolled at Simmons (just taking a course)	8	1
<b>Total</b>	653	100

**Question 11: Where do you currently live?**

	<b>No. of Responses</b>	<b>%</b>
On-campus (Resident Hall Apartment)	196	30
Off-campus: Beacon Street/Wentworth	22	3
Off-campus: Commuter	435	67
<b>Total</b>	<b>653</b>	<b>100</b>

**Question 12: I am enrolled in the following graduate school:**

	<b>No. of Responses</b>	<b>%</b>
College of Arts & Sciences	53	17
Graduate School of Library and Information Science	154	49
School for Health Studies	60	19
School of Management	16	5
School of Social Work	31	10
<b>Total</b>	<b>314</b>	<b>100</b>