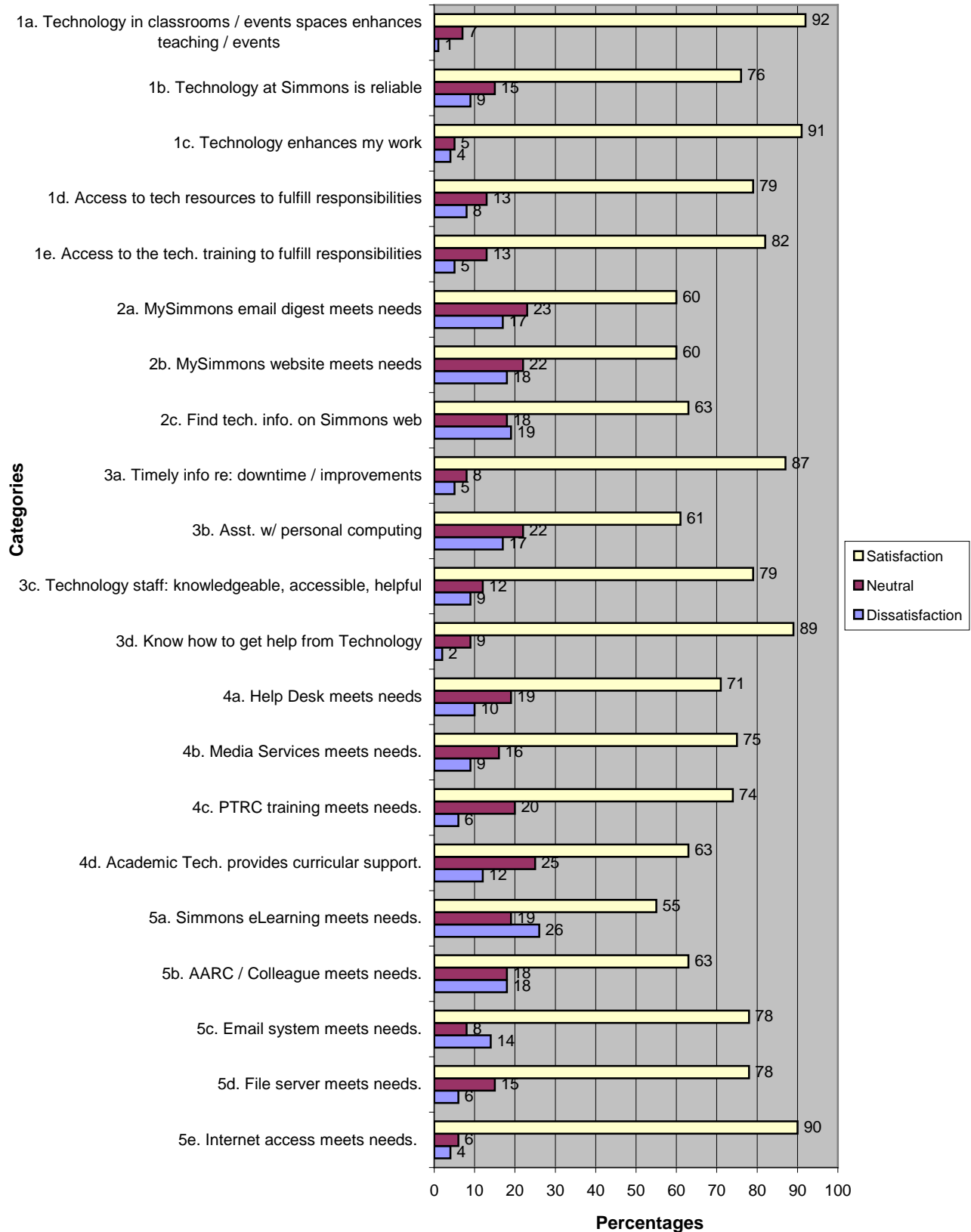


Faculty/Staff Satisfaction with Technology: Overview, Spring 2009



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.	0		3	1	15	7	81	35	129	57	228	83
b. Technology at Simmons is reliable.	5	2	19	7	41	15	127	46	83	30	275	99
c. The use of technology at Simmons enhances my Simmons work.	3	1	8	3	15	5	95	35	153	56	274	99
d. I have access to appropriate technology resources to fulfill my Simmons responsibilities.	9	3	13	5	35	13	90	33	126	46	273	99
e. I have access to the technological training I need to fulfill my Simmons responsibilities	4	2	9	3	35	13	96	37	119	45	263	95

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. The daily MySimmons email digest meets my needs.	15	5	32	12	62	23	102	38	59	22	270	99
b. The MySimmons website meets my needs.	16	6	34	12	60	22	111	41	53	19	274	95
c. I can find the information I need about technology on the Simmons web site.	11	4	40	15	50	18	119	44	52	19	272	99

Cross tabulation between Faculty/Staff association (#8) and MySimmons email digest (#2a).

The daily MySimmons email digest meets my needs.	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.
Faculty (including Adjuncts)	11	12	19	20	24	26	21	22	19	20	94	94
Staff	4	2	13	8	36	21	80	47	38	22	171	100
Totals	15		32		60		101		57		265	

Cross tabulation between Faculty/Staff association (#8) and MySimmons website (#2b).

The MySimmons website meets my needs.	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.
Faculty (including Adjuncts)	11	11	14	20	26	27	27	28	20	20	98	98
Staff	5	3	19	11	34	20	81	47	32	19	171	100
Totals	16		33		60		108		52		269	

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.	3	1	11	4	22	8	118	43	119	44	273	99
b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.	5	2	39	15	58	22	103	40	55	21	260	94
c. Technology staff are knowledgeable, accessible, and helpful.	7	3	17	6	34	12	121	44	94	35	273	99
d. I know how to get help from Technology at Simmons College.	2	1	4	1	25	9	115	42	128	47	274	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	20	7	50	19	118	45	70	26	265	96
b. Media Services meets my needs	6	3	14	6	37	16	104	44	74	31	235	85
c. Technology training provided by the PTRC meets my needs	5	2	10	4	47	20	109	45	69	29	240	87
d. Academic Technology provides the curricular support I need	8	5	12	7	41	25	46	29	54	34	161	58

Cross tabulation between Faculty/Staff association (#8) and Academic Technology provides curricular support (#4d).

Academic Technology provides the curricular support I need.	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.
Faculty (including Adjuncts)	6	7	10	11	24	27	23	26	27	30	90	90
Staff	2	3	2	3	17	25	22	33	24	36	67	39
Totals	8		12		41		45		51		157	

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	16	8	33	18	35	19	70	37	34	18	188	68
b. Simmons core administrative systems (AARC and Colleague) meet my needs.	10	4	32	14	42	18	102	44	44	19	230	83
c. The Simmons email system meets my needs.	8	3	31	11	22	8	137	50	75	28	273	99
d. The Simmons file server (department and user network folders) meets my needs.	5	2	11	4	40	15	122	47	81	31	259	94
e. Internet access at Simmons meets my needs.	5	2	6	2	17	6	121	44	126	46	275	99

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

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

	No. of responses
Technology staff/technical support	73
Easy to use/fast/consistent/accessible/readily available/variety	33
Teaching & learning: technology in classrooms, enhances teaching/presentations	17
Technology is up-to-date	16
Anytime/Anywhere	13
Reliability of systems	13
College's commitment/investment towards technology	11
Workshops/training	11
Network/Internet/File Server	10
Computer/labs: available/accessible	6
Communications from Technology	6
Email	5
Software (e.g. versions/variety, antivirus)	4
Borrowing (e.g. laptops/ A/V equipment)	3

Web Site	2
Nothing/ N/A	2
MySimmons Daily Digest / portal	2

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

178 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	34
User/departmental autonomy (e.g. software installations), more Technology/Simmons flexibility/nimbleness (closed decision-making, rigid policies, be more open to innovation)	22
Nothing/not applicable/provided praise	17
Email (Webmail features/speed, quota)	15
Simmons eLearning (interface, functionality, reliability)	15
Increase amount of information/communication from/with Technology	14
Introduce up-to-date technology	13
Simmons should use more technology to improve efficiency/automate more, integrate systems	11
Web site (e.g. improve navigation)	8
Improve software available	7
Training: more specific topics available, offer more hours	7
Datatel/Colleague	6
MySimmons portal / daily digest	6
AARC	5
Economic Impact (e.g. worry about budget cuts)	5
Improve faculty's knowledge of or training about technology	5
Computers/systems: speed/reliability	4
Computer OS (i.e. Windows Vista)	4
Classrooms: more technology, more computer labs	3
Computers: reduce start-up/login time	3
Meeting Maker	3
Computers: more	2
Printers/ing	2

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

	No. of Responses	%
a. Faculty (including Adjunct)	100	36
b. Staff	171	62
c. Other	5	2
Total	276	100

Below are the categories of the 5 individuals who responded as “other”:

Category	No. of Responses
Contractual employee	3
Faculty & Staff	1
Staff & Student	1

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

	No. of Responses	%
a. Administrative department (non-academic)	115	41
b. College of Arts & Science	62	22
c. Graduate School of Library and Information Science	29	11
d. School for Health Studies	17	6
e. School of Management	35	13
f. School of Social Work	18	7
Total	276	100