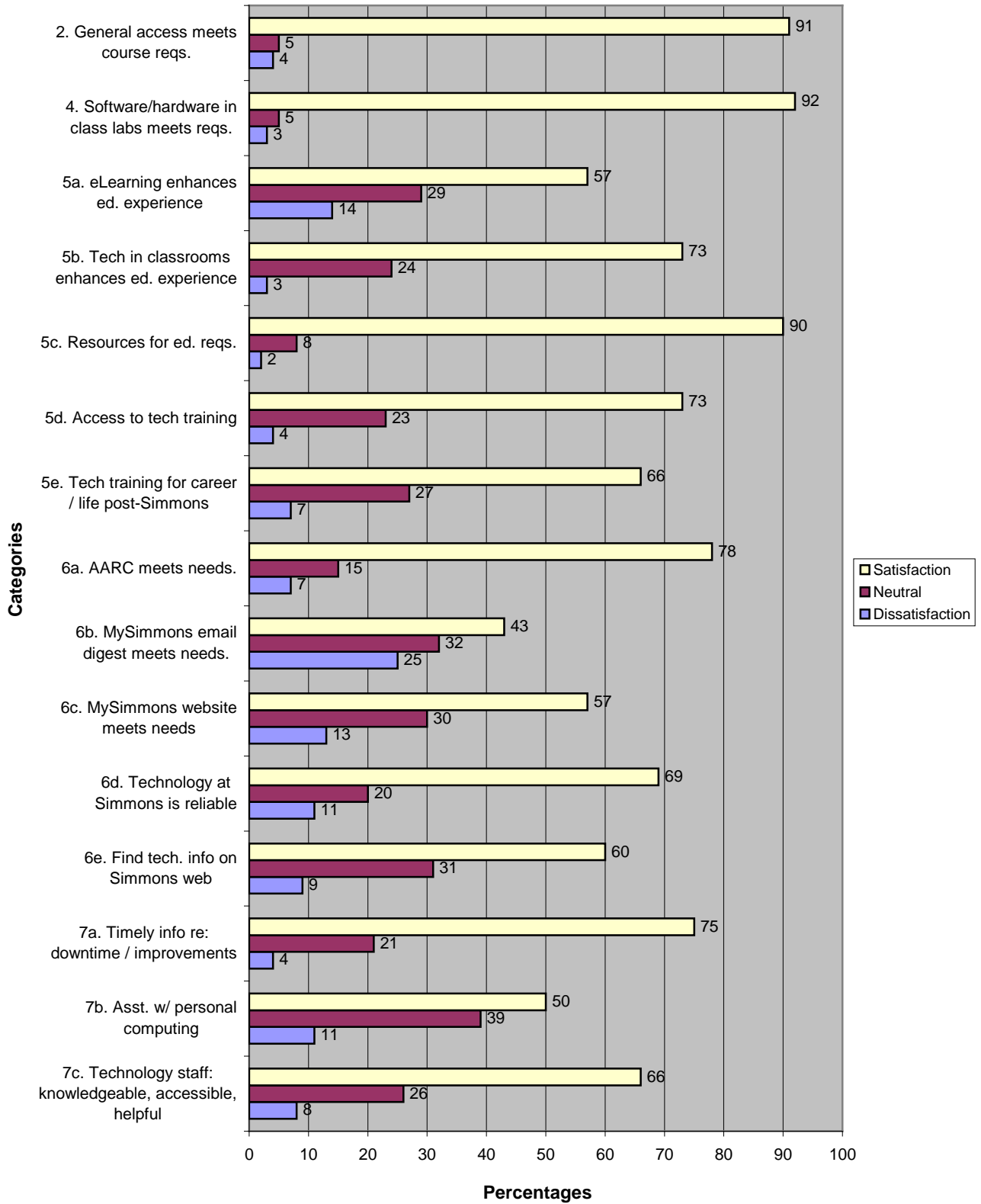


Student Satisfaction with Technology: Overview, Spring 2009



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 st and 2 nd floors)	432	54%
Communications Computer Lab (L320 & L321)	14	2%
GSLIS Technology Lab (P213)	146	18%
Media Viewing and Listening Room (ground floor of Library)	4	1%
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	28	4%
Science Center Computer Lab (S251A)	9	1%
SOM Resource Room (M106) or study rooms	18	2%
SSW Computer Lab (P412L)	22	3%
Express web stations (email kiosks)	50	6%
I do not use general access facilities or Express Web stations	36	5%
Other	34	4%
Total	793	100

Of the 34 who responded "other," the following labs were chosen by two or more students

Location	No. of Responses
GSLIS West (Mt. Holyoke)	18
Home, office or personal computer.	10

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 st and 2 nd floors)	254	59	177	41	1		432	100
Communications Computer Lab (L320 & L321)	13	93	0		1	7	14	100
GSLIS Technology Lab (P213)	0		146	100	0		146	100
Media Viewing and Listening Room (ground floor of Library)	3	75	1	25	0		4	100
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	20	71	8	29	0		28	100
Science Center Computer Lab (S251A)	8	89	1	11	0		9	100
SOM Computer Lab or study rooms	3	17	15	83	0		18	100
SSW Computer Lab (P412L)	0		22	100	0		22	100
Express web stations (email kiosks)	28	56	22	44	0		50	100
I do not use general access facilities or Express Web stations	4	11	31	86	1	3	36	100
Other	5	15	28	82	1	3	34	100
Totals	338		451		4		793	

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	13	2%
Disagree	15	2%
Neutral	40	5%
Agree	347	46%
Strongly Agree	342	45%
Total	757	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 Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Beatley Library Information Commons	8	2	10	2	19	4	207	48	188	44	432	100
Communications Computer Lab (L320 & L321)	1	7	0		0		4	29	9	64	14	100
GSLIS Technology Lab (P213)	2	1	0		3	2	62	43	79	54	146	100
Media Viewing & Listening Room	0		0		0		1	25	3	75	1	100
Residence Campus Labs (Arnold, Mesick, North, Simmons, or Smith)	2	7	3	11	1	3	12	43	10	36	28	100
Science Center Computer Lab (S251A)	0		1	11	0		3	33	5	56	9	100
SOM Resource Room (M106) or study rooms	0		0		5	28	6	33	7	39	18	100
SSW Computer Lab (P412L)	0		0		1	5	13	59	8	36	22	100
Express web stations (email kiosks)	0		1	2	6	12	28	56	15	30	50	100
I do not use general access facilities or express web stations	0		0		0		0		0		0	
Other	0		0		5	15	11	32	18	53	34	100
Total	13		15		40		347		342		757	

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)	24	3%
Chemistry (S430)	18	2%
Communications Lab (L320/L321)	36	5%
Computer Science Lab (S241)	7	1%
GSLIS Technology Lab (P213)	181	22%
Lo03	29	4%
Lo12	17	3%
Library Resource Room (L225)	18	2%
Nursing (S337 or S411)	23	3%
Physics (S409)	5	1%
Psychology Lab (S130)	4	1%
PTRC Lab (P113)	10	1%
SOM Mockler Mobile Laptops	10	1%
S150	8	1%
S251a	18	2%
I have not had any classes in a lab with computers this year	356	44%
Other	29	4%
Total	793	100%

Of the 29 who responded "other," the following labs were chosen by two or more students.

Location	No. of Responses
Mount Holyoke	9
Physical Therapy	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)	22	92	2	8	0		24	100
Chemistry (S430)	18	100	0		0		18	100
Communications Lab (L320/L321)	35	97	0		1	3	36	100
Computer Science Lab (S241)	5	71	2	29	0		7	100
GSLIS Technology Lab (P213)	1	1	180	99	0		181	100
L003	19	66	9	31	1	3	29	100
L012	15	88	2	12	0		17	100
Library Resource Room	11	61	7	39	0		18	100
Nursing (S337 or S411)	18	78	5	22	0		23	100
Physics (S409)	5	100	0		0		5	100
Psychology Lab (S130)	4	100	0		0		4	100
PTRC Lab (P113)	2	20	8	80	0		10	100
SOM Mockler Mobile Laptops	7	70	3	30	0		10	100
S150	8	100	0		0		8	100
S251a	18	100	0		0	0	18	100
I have not had any classes in a lab with computers this year	139	39	215	60	2	1	356	100
Other	11	38	18	62	0		29	100
Totals	338		451		4		793	

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	4	1%
Disagree	9	2%
Neutral	23	5%
Agree	178	41%
Strongly Agree	223	51%
Total	437	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	4	2	8	12	50	9	38	24	100
Chemistry (S430)	0		1	6	1	6	8	44	8	44	18	100
Communications Lab (L320/L321)	0		0		0		11	31	25	69	36	100
Computer Science Lab (S241)	0		0		0		4	57	3	43	7	100
GSLIS Technology Lab (P213)	2	1	4	2	5	3	72	40	98	54	181	100
L003	0		0		2	7	15	52	12	41	29	100
L012	0		0		1	6	8	47	8	47	17	100
Library Resource Room (L225)	0		0		2	11	7	39	9	50	18	100
Nursing (S337 or S411)	0		2	9	2	9	8	34	11	48	23	100
Physics (S409)	2	40	0		0		1	20	2	40	5	100
Psychology Lab (S130)	0		0		0		1	25	3	75	4	100
PTRC Lab (P113)	0		0		0		3	30	7	70	10	100
SOM Mockler Mobile Laptops	0		1	10	1	10	5	50	3	30	10	100
S150	0		0		0		3	38	5	62	8	100
S251a	0		0		1	6	8	44	9	55	18	100
I have not had any classes in a lab with computer this year	0		0		0		0		0		0	
Other	0		0		6	21	12	41	11	38	29	100
Totals:	4		9		23		178		223		437	

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.	%
a. Simmons eLearning enhances my educational experience.	29	3	79	10	234	30	328	41	123	16	793	100
b. The use of classroom technology at Simmons enhances my educational experience.	6	1	20	3	191	24	379	48	197	24	793	100
c. I have access to appropriate technology resources to meet my educational requirements (i.e. computers, software, email, media equipment, etc.)	1		12	2	61	8	399	50	320	40	793	100
d. I have access to the technology training I need to meet my educational requirements.	3		30	4	185	23	374	47	201	26	793	100
e. Simmons provides me with the technology training and resources that will prepare me for my career and life after Simmons.	12	2	42	5	212	27	381	48	146	18	793	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.	%
a. AARC, used to obtain information and register for courses, meets my needs	10	1	46	6	116	15	414	52	207	26	793	100
b. Daily MySimmons email digest meets my needs.	72	9	127	16	253	32	239	30	102	13	793	100
c. MySimmons website meets my needs.	19	2	82	10	236	30	341	43	115	15	793	100
d. Technology at Simmons is reliable.	13	2	72	9	159	20	397	50	152	19	793	100
e. I can find the information I need about technology on the Simmons web site.	8	1	63	8	246	31	363	46	113	14	793	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.	%
a. Technology at Simmons College provides me with timely information regarding system downtime and technology improvements.	7	1	22	3	170	21	402	51	192	24	793	100
b. Technology at Simmons College provides me with information about guidelines/policies and instructions that help me proactively care for my personal computer.	11	1	79	10	305	39	288	36	110	14	793	100
c. Technology staff are knowledgeable, accessible, and helpful.	9	1	50	6	207	26	333	42	194	25	793	100
d. I know where to go for help with technology when I need it.	7	1	68	9	165	21	359	45	194	25	793	100

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

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

	No. of responses
Computers: accessible/available/convenient & easy to use	218
Technology in general: is accessible, easy to use, fast, consistent, available anywhere	143
Tech support/staff (includes Technology, GSLIS, Library, and other staff)	109
"Up-to-date"/"cutting edge"/current/new technology (i.e. how technology is used, software, and just in general)	49
Technology in classes (i.e. curriculum integration)/classroom (i.e. equipment): enhances learning	49
Tech/Dept. Labs: well-equipped/accessible/available	46
Software: versions/variety available	46
Computers: Macs available (14 specifically noted dual-boot machines)	38
Available anywhere/anytime (e.g. from home)	28
Ethernet/Network/Internet/File Server	26
Workshops/trainings: availability/breadth	25
Express Web/Print Stations	20
Printers: accessible/available, easy to use, double-sided printing	20
Simmons eLearning/online course material	19
Communications from Technology/information available about technology	16
Availability of equipment to borrow (e.g. Info Commons laptops, Media cameras)	15
Not sure/not applicable, nothing, criticism	13
Online databases/library databases/online reserves, and remote access to them	9
Simmons eLearning/online course material	8
Support for both Mac/PC	8
Technology: preparation for real-world, daily use	7
Web site	7
AARC/online course registration	6
School competencies (e.g. GSLIS TOR, iComps)	5
Antivirus	4

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

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

	No. of responses
Nothing/not applicable	64
Simmons eLearning: improve reliability/speed/functionality (34 from GSLIS)	57
Printers/printing: add double sided, color, & more printers (including in more locations), improve reliability/speed	44
Computers: make more available (20 indicated more in the library)	41
Technology staff: improve quality/knowledge, timeliness of solving issues, more hours of availability	40
AARC/registration: improve registration process/ease of use, integrate more data (i.e. financial, course catalog)	33
Computers: reduce login/start-up time	31
Training: more topics/more convenient hours	30
Computers: improve reliability/speed	28
Faculty: improve technical knowledge, use eLearning more/more effectively	26
Web site: Simmons/Technology web site: improve navigation/organization	25
Computers: Operating Systems (e.g. Vista, add Linux)	23
Tech communication: increase available information/advice, better publicize services	22
Email: version of Webmail	22
Request for service already provided (e.g. software, online training)	22
Ethernet/Network/Internet/File Server	21
MySimmons Daily Digest	21
Classes/teaching: integrate more technology	20
Computers: more Macs	16
Software: more, accessibility	15
Tech: improve reliability/availability/consistency/access/speed	15
Residence campus: add wireless/lab computers, reliability of lab computers/printers	13
School competencies	13
Classrooms: improve equip/delivery reliability, make easy for faculty to use	11
Borrowing: make more equipment/media available/for longer terms, loan policies	10
Integration of systems	10
Classrooms: add more technology	9
Express web/print stations: add more/increase time limit	9
Technology: decrease use (particularly of Simmons eLearning), fewer info sessions	9
Computers: improve/eliminate Dual-boot systems	8
MySimmons portal	8
Photocopiers/scanners: add/improve/costs	7
Library/databases: improve reliability, put more articles online	6
Login: too many passwords/too many logins	5
Purchase options: improve	4
Technology: update/upgrade	4
Macs: less	4
Antivirus	3
Etiquette: other students should cede computers for academic use	3
Photocopiers: improve/costs	3

Question 10: What is your enrollment status?

	No. of Responses	%
Undergraduate student	338	42
Graduate student	451	57
Not enrolled at Simmons (just taking a course)	4	1
Total	793	100

Question 11: Where do you currently live?

	No. of Responses	%
On-campus (Resident Hall Apartment)	213	27
Off-campus: Beacon Street/Wentworth	33	4
Off-campus: Commuter	547	69
Total	793	100

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

	No. of Responses	%
College of Arts & Sciences	49	11
Graduate School of Library and Information Science	264	59
School for Health Studies	53	11
School of Management	21	5
School of Social Work	64	14
Total	451	100