

Winter 2004  
Open Computer Lab Survey  
Data Report



## The Jackson Community College Information Technology department collects survey data each winter semester based on the following information:

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- What kind of computer the client uses in their homes and workplaces.
- What the open lab is being used for.
- An overall client rating between zero and four, with zero being the lowest rating and four being the highest.
- Whether or not the client's educational needs are adequately met. If not, the client is asked to comment.
- Any suggestions, comments, or general feedback the client may have.
- For all of the questions that the client answered negatively, they were given the opportunity to state their reasoning and suggest improvements on that aspect.

# The Survey – Page 1

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## *Information Technology Open Computer Lab Survey*

This survey is part of an ongoing effort by Information Technology to optimize services.  
Your responses will be considered in assessing student needs.

**We would appreciate your time in completing this computer lab survey. This survey appears each winter semester. Once you complete and submit it, the survey will not appear again until next winter. Thank you for your assistance in gathering this important data, which is used to improve our service for you.**

1. Is the software available in JCC's computer labs adequate for your educational needs?

Yes  No

If you answered "No" what software is inadequate and why? Please be as specific as possible.

2. Is the hardware equipment available in JCC's computer labs adequate for your educational needs?

Yes  No

If you answered "No", what equipment is inadequate and why? Please be as specific as possible.

3. What are your primary uses of the open computer lab? **Check all that apply.**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> science tutorials  | <input type="checkbox"/> database              | <input type="checkbox"/> e-mail         |
| <input type="checkbox"/> math (Maple, etc.) | <input type="checkbox"/> spreadsheet           | <input type="checkbox"/> lab reports    |
| <input type="checkbox"/> word processing    | <input type="checkbox"/> multimedia            | <input type="checkbox"/> graphic design |
| <input type="checkbox"/> desktop publishing | <input type="checkbox"/> classroom assignments | <input type="checkbox"/> web browsing   |
| <input type="checkbox"/> e-Services         | <input type="checkbox"/> Educator              |   |

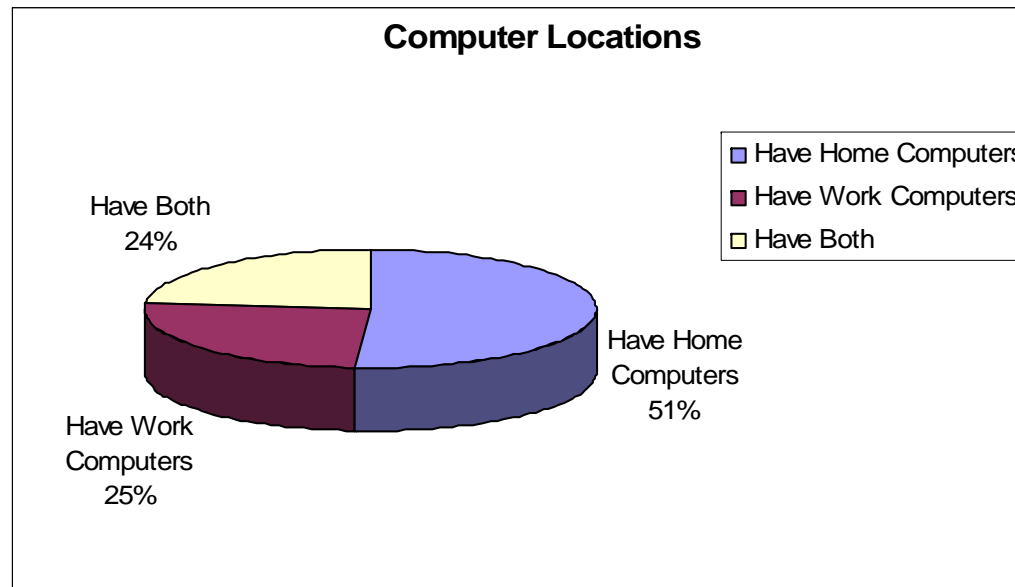
other





# Computer Locations

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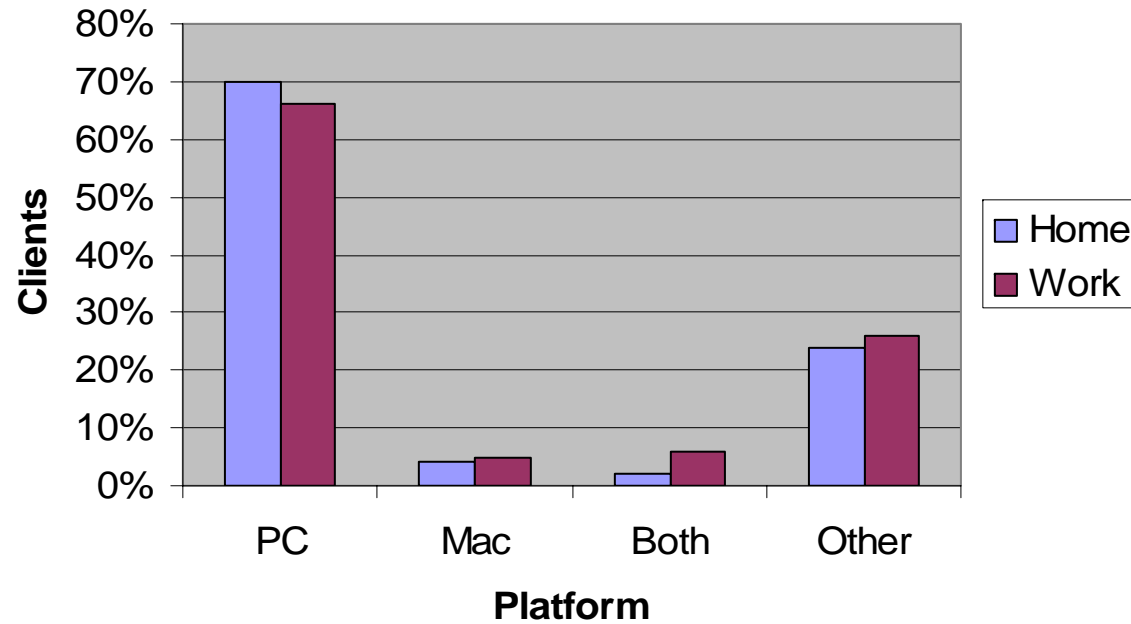


This graph indicates the percentage of clients who use at home, work, or both.

# Platform Usage

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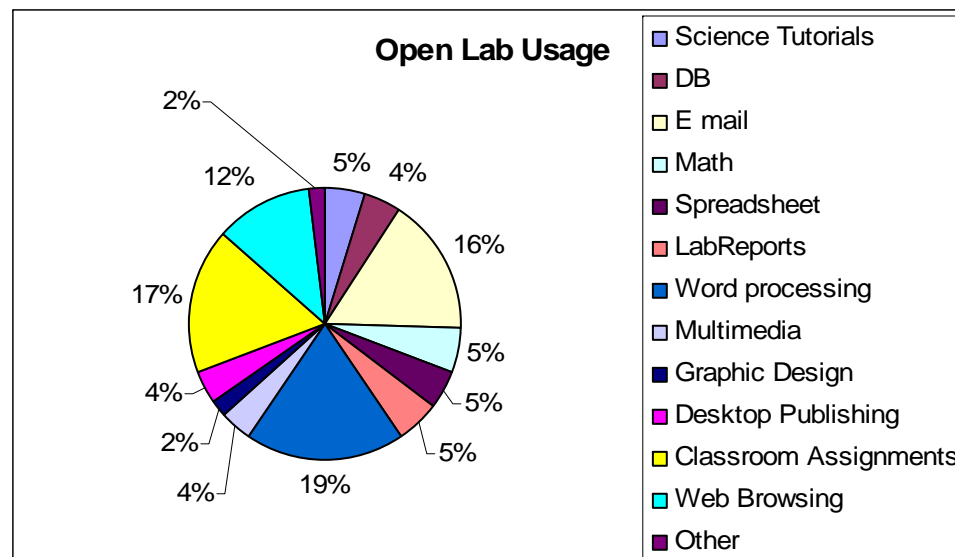
**Platform Usage**



Based on this survey, we can see what platform clients use in their homes and workplaces.

# Open Lab Usage

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Word processing, email, classroom assignments, and web browsing are utilized the most in JCC's open computer labs.

## In response to the question "What good things would you like to remain in JCC's computer labs?"

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### 317 respondents

- 91 respondents indicated help from student consultants
- 50 respondents indicated that everything in the labs was "good"
- 33 respondents indicated the good hours
- 28 respondents indicated the convenience and number of computers available
- 24 respondents indicated the fast computers and the fast internet connection
- 30 respondents indicated the updated hardware/good computers
- 10 respondents indicated the updated software
- 9 respondents indicated the quiet atmosphere
- 8 respondents indicated available printing
- 7 respondents indicated the big monitors
- 7 respondents indicated the general environment
- 5 respondents indicated the good chairs
- 4 respondents indicated the new keyboards
- 2 respondents indicated access to email
- 2 respondents indicated the new mice
- 3 respondents indicated the amount of space
- 2 respondents indicated the scanners
- 1 respondent indicated the headphone jacks
- 1 respondent indicated cleanliness

# In response to the question "What changes would you like to see in JCC's computer labs?" – Page 1

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## 182 respondents

- 54 respondents indicated hours  
[IT Response: Computer lab hours are based on usage data and on available funds.]
- 37 respondents indicated number of computers  
[IT Response: The number of computers are based on available funds.]
- 18 respondents indicated newer computers/speed of computers  
[IT Response: Lab computers are replaced every three years.]
- 15 respondents indicated print restrictions  
[IT Response: Print restrictions are based on data from other educational institutions and on available funds.]
- 10 respondents indicated more or better help  
[IT Response: Training is a continuous component of lab assistance. The most efficient way to address training issues is to contact IT lab management with specific issues so that training can be focused toward an individual/issue/technical component. We will always try to improve.]
- 8 respondents indicated better chairs  
[IT Response: A request for chairs is placed with JCC Facilities Department yearly.]
- 8 respondents indicated better climate control  
[IT Response: Facilities Department has been notified.]

## In response to the question “What changes would you like to see in JCC’s computer labs?” – Page 2

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- 7 respondents indicated ambience (pictures on walls, background music)  
[IT Response: A request was placed to the IT Department.]
- 6 respondents indicated CD burner  
[IT Response: This request is under consideration.]
- 6 respondents indicated noise level from students/student consultants/OE/OE instructors/librarians  
[IT Response: Noise levels are constantly being monitored and any complaint is responded to with seriousness. McDivitt lab is historically problematic with no sound panels and with one room used for multiple purposes.]
- 3 respondents indicated flat screens  
[IT Response: Current displays will be replaced with flat screens over three years.]
- 3 respondents indicated color printing  
[IT Response: Color printing is available by printing to the Solution Center from each lab.]
- 2 respondents indicated ergonomic keyboards  
[IT Response: Ergonomic keyboards are available upon request. Signage will be improved.]
- 2 respondents indicated more space  
[IT Response: Space is limited by funding.]
- 1 respondent indicated diverse hardware/software (Macintosh)
- 1 respondent indicated no charge at registration
- 1 respondent indicated cleanliness

*The End*

Thank you for your time  
and collaboration.