

Winter 2005
Open Computer Lab Survey
Data Report



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

- 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

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. Thank you for your assistance in gathering this important data, which is used to improve services 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.

The Survey – Page 3

5. Is access (open times, available seats) to JCC's computer labs adequate?
 Yes No

If you answered "No", please tell us why.

6. Do you receive the assistance you need in JCC's computer labs?
 Yes No

If you answered "No", please explain as specifically as possible.

7. Has the assistance in labs helped you with coursework success at JCC?
 Yes No

If you answered "No", please explain as specifically as possible.

8. Are you satisfied with the environment (heating, lighting, acoustics) in the computer labs?
 Yes No

If you answered "No", please specify the problem and the lab room number.

The Survey – Page 4

If you answered "No", please specify the problem and the lab room number.

9. Which is your primary E-mail account?
10. Do you have a computer in your home?
OYes ONo
11. Do you use a computer in your employment?
OYes ONo
12. Do you use a notebook computer in your home?
OYes ONo
13. Would you use a personal notebook computer for coursework if you were able to hook it up to JCC's network?
OYes ONo
14. Do you use a PDA (Personal Digital Assistant) or a handheld computer for coursework or personal use?
OYes ONo
15. What is your primary use of JCC labs?

The Survey – Page 5

16. Do you think that an introductory training on technology at JCC would be beneficial to you?

Yes No

17. How would you rate the service in the open computer lab?

0 1 2 3 4
(lowest) (highest)

Why?

18. How would you rate the technology at JCC overall?

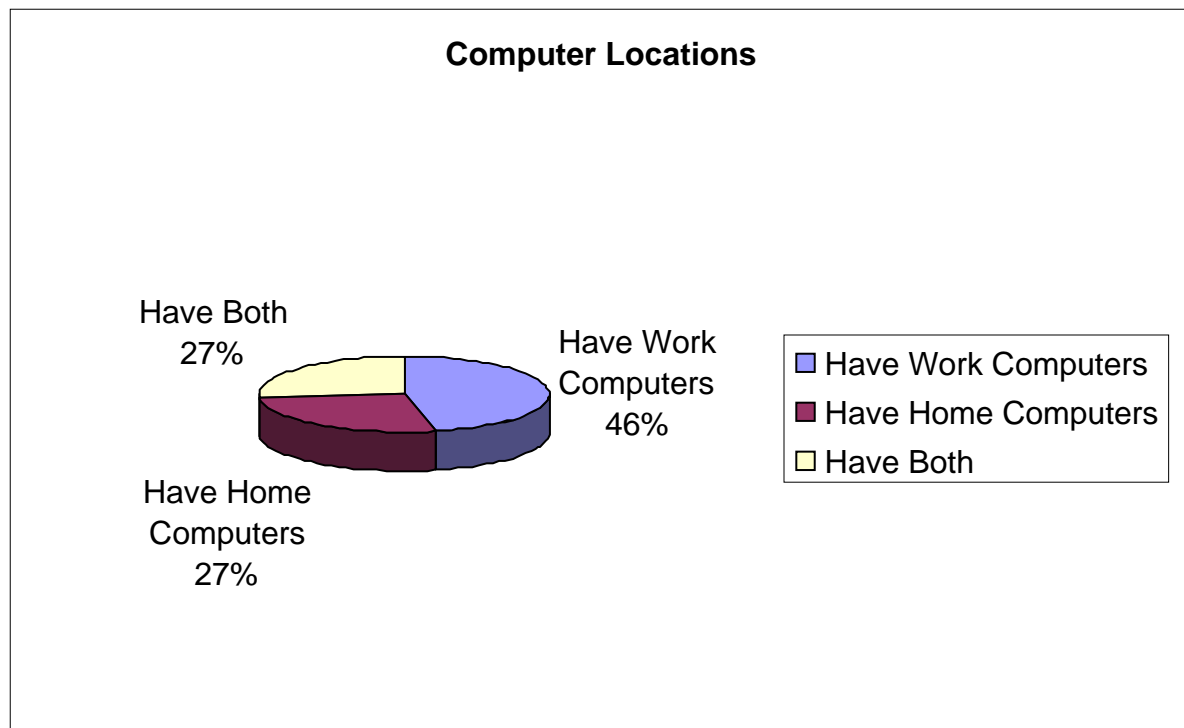
0 1 2 3 4
(lowest) (highest)

19. What changes would you like to see in JCC's Computer Labs?

The Survey – Page 6

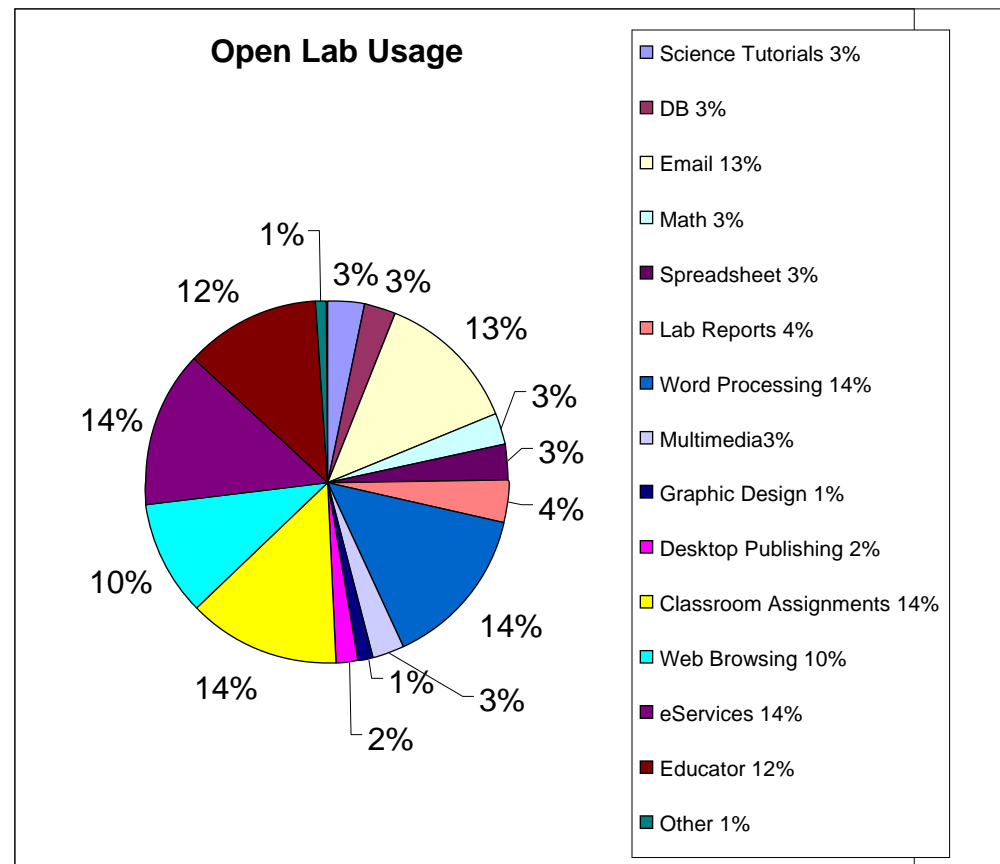
20. What good things would you like to remain in JCC's Computer Labs?

Computer Locations



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

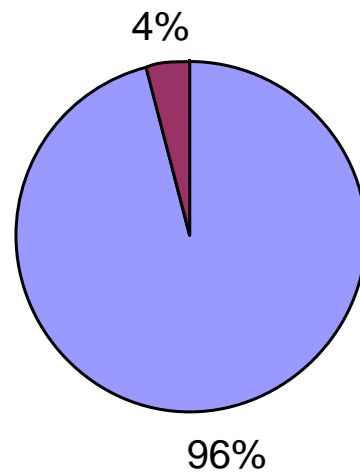
Open Lab Usage



Word processing, email, classroom assignments, e-Services and Educator are utilized the most at 67% in JCC's open computer labs.

Computer Availability Satisfaction Level

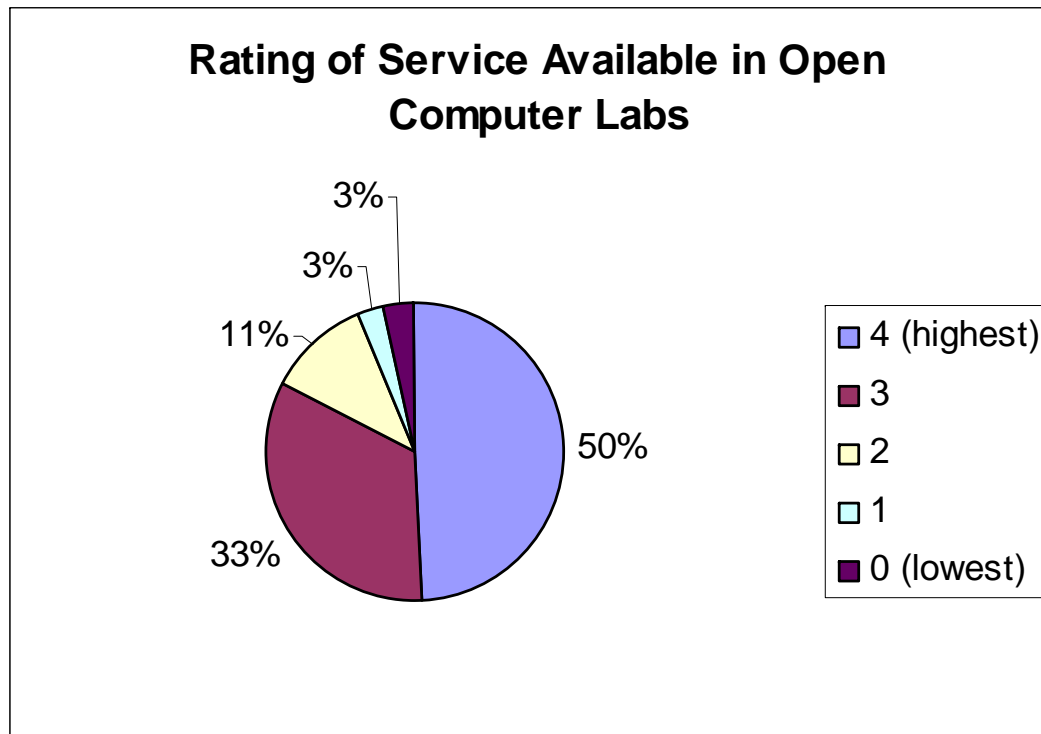
Computer Availability in JCC's Computer Labs Adequate for Educational Needs



- Computer available in JCC's computer labs adequate for educational needs
- Computer available in JCC's computer labs not adequate for educational needs

This graph indicates client satisfaction level with the number of seats provided in JCC's open computer labs.

Service Rating



This survey indicated that 83% of clients experience above average service satisfaction.

In response to the question “What good things would you like to remain in JCC’s computer labs?”

321 respondents

- 112 respondents indicated that everything in the labs is “good”
- 56 respondents indicated help from student consultants should remain
- 11 respondents indicated the hours are good
- 70 respondents indicated the convenience and number of computers available should remain
- 14 respondents complimented the fast computers and the fast internet connection
- 10 respondents indicated the updated hardware/software /good computers is useful
- 18 respondents indicated the quiet atmosphere
- 9 respondents indicated available printing
- 4 respondents indicated the big monitors are nice
- 2 respondents indicated the chairs are good
- 2 respondents indicated the new keyboards should remain
- 2 respondents indicated access to email should remain
- 1 respondent complimented the new mice
- 4 respondents indicated the amount of workspace is helpful
- 2 respondents indicated the scanners are useful
- 1 respondent indicated the headphone jacks should remain
- 3 respondents indicated current cleanliness of the computer labs should be maintained

In response to the question “What changes would you like to see in JCC’s computer labs?” – Page 1

196 respondents

- 40 respondents indicated computer lab hours should increase
[IT Response: Computer lab hours are based on usage data and on available funds.]
- 43 respondents indicated the number of computers should increase
[IT Response: The number of computers available are based on available funds.]
- 1 respondent indicated computer labs should provide newer computers/speed of computers
[IT Response: Lab computers are replaced every three years.]
- 25 respondents indicated print restrictions should cease
[IT Response: Print restrictions are based on data from other educational institutions and on available funds.]
- 1 respondent 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.]
- 3 respondents indicated better chairs
[IT Response: An order for chairs has been placed with the Facilities Department.]
- 3 respondents indicated separate lab for testing
[IT Response: A testing room is being added to Walker Lab during renovations.]
- 1 respondents indicated better climate control

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

- 75 respondents indicated that the labs do not need changes
- 4 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.]

The End

Thank you for your time
and collaboration.