

Winter 2006
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 questions that the client answered negatively, they were given the opportunity to state their reasoning and suggest improvements.

Note: The entire survey follows this slide

Information Technology 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 data, which is used to improve services for you.

All questions refer to the two fully equipped computer labs: JW 104 and BW 100d.

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 computer available in JCC's computer labs adequate for your educational needs?

Yes No

If you answered "No", what is not adequate about the computer and why? Please be as specific as possible.

4. 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-Service | <input type="checkbox"/> Educator | |

other

4. How would you rate your overall satisfaction with JCC's computer labs?

0 1 2 3 4
(lowest) (highest)

Why?

5. Do you have adequate access to a computer lab when you need it?

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.

9. Which is your primary E-mail account?

10. Do you have a computer in your home?

OYes ONo

11. If Yes, is it a desktop or a notebook computer?

O Desktop O Notebook

12. Do you use a computer in your employment?

OYes ONo

12. Do you use JCC's new wireless services in McDivitt Hall?

OYes ONo

13. 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?

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

OYes ONo

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

0 O 1 O 2 O 3 O 4 O
(lowest) (highest)

Why?

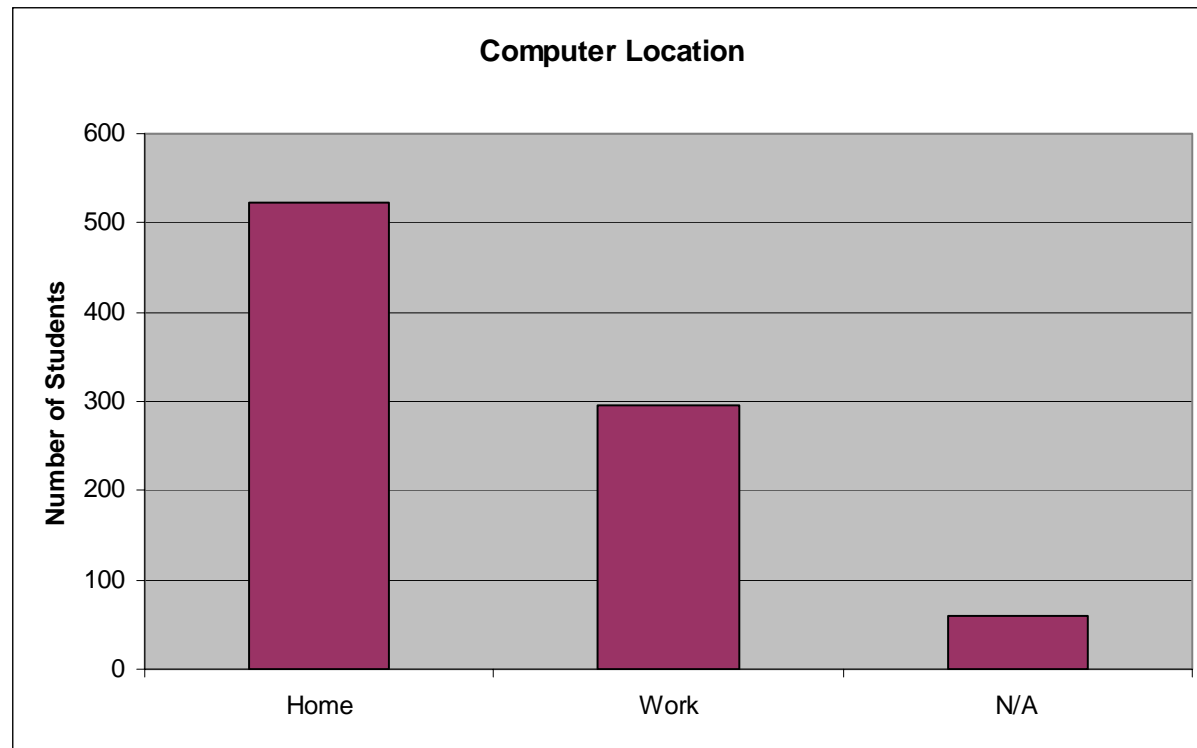
18. How would you rate the technology at JCC overall?

0 O 1 O 2 O 3 O 4 O
(lowest) (highest)

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

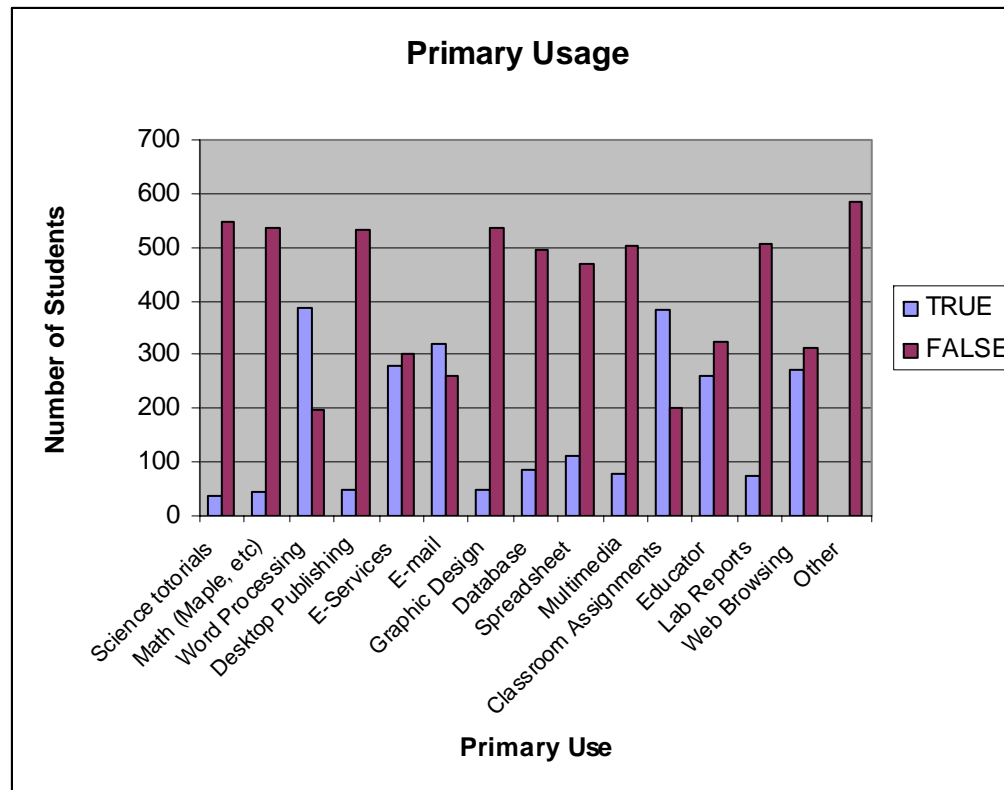
20. What positive things would you like to remain in JCC's Computer Labs?

Computer Locations



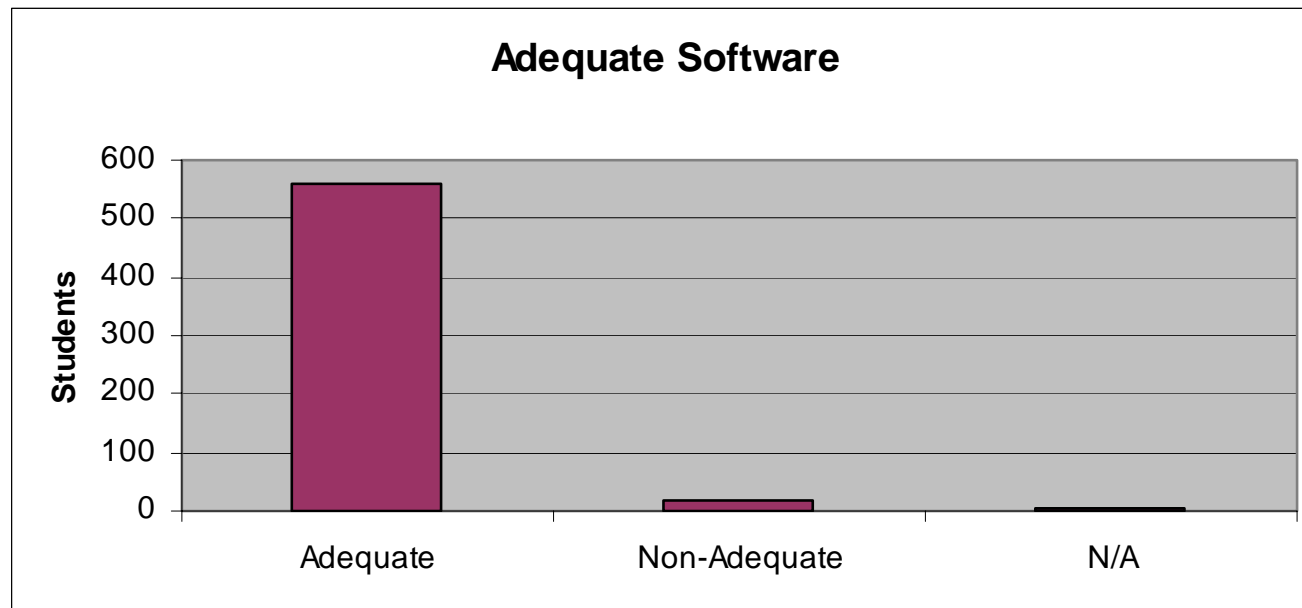
This graph indicates the percentage of clients who use computers at home, at work, and those who indicated Not Applicable.

Open Lab Usage



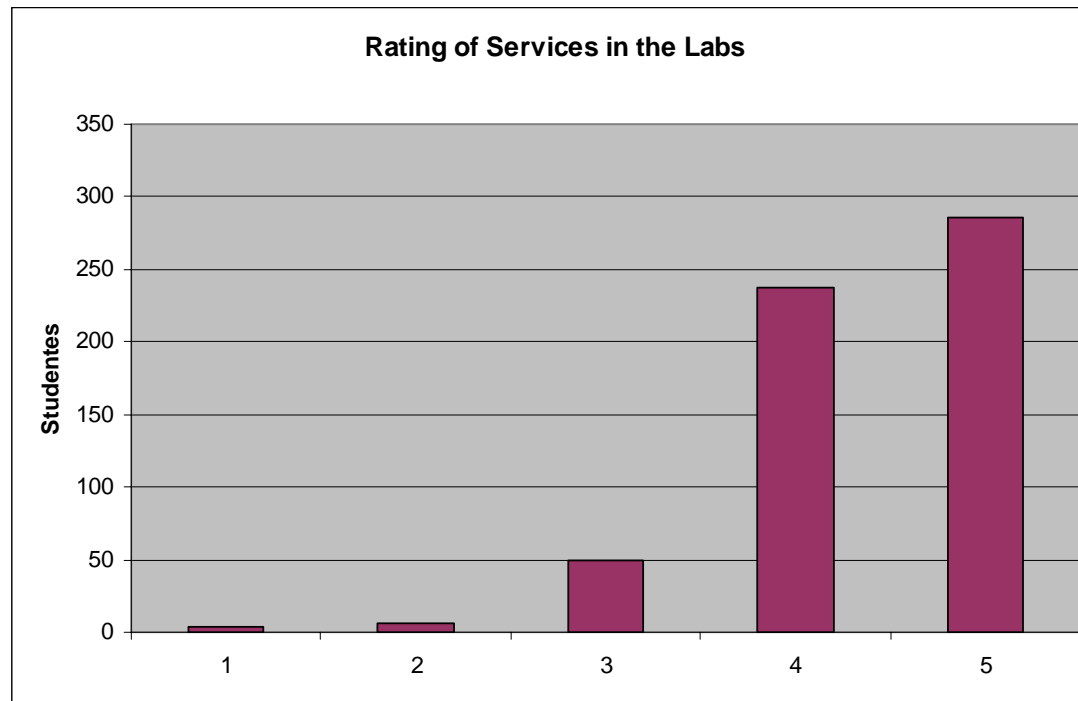
At 67%, word processing, email, classroom assignments, e-Services, and Educator are utilized the most in JCC's open computer labs.

Computer Software Satisfaction Level



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

Service Rating



This graph indicated that 88.8% 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?”

443 respondents

- 170 respondents indicated the availability of computers through out the day is good
- 140 respondents indicated no opinion
- 119 respondents indicated that everything in the labs is “good”
- 113 respondents indicated there is good service and friendly environment
- 26 respondents indicated the hours are good
- 14 respondents complimented the fast computers and the fast internet connection
- 11 respondents indicated they like free printing, headphone jacks and scanners in the labs
- 10 respondents indicated the updated hardware/software /good computers is useful
- 3 respondents indicated they like to have the OEOE teachers in the labs

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

583 respondents

- 84 respondents indicated the number of computers should increase as well as G: space
[IT Response: The number of computers available and G: space allotted are based on available funds. G: space is a current on-going topic of discussion.]
- 81 respondents indicated computer labs should have faster computers
[IT Response: Lab computers are above adequate for applications currently running in the labs.]
- 66 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 (ext 8495) with specific issues and dates so that training can be focused toward an individual/issue/technical component. We will always try to improve.]
- 46 respondents indicated computer lab hours should increase
[IT Response: Computer lab hours are based on usage data and on available funds.]
- 23 respondents indicated print restrictions should cease
[IT Response: Print restrictions are based on data from other educational institutions and on the RUP.]
- 6 respondents indicated better chairs and desks are not wheelchair accessible
[IT Response: Chairs were replaced and all labs have always had at least six wheelchair accessible stations. For special wheelchairs (larger/higher than the norm) contact the Solution Center and we will immediately accommodate accessibility]

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

- 195 respondents indicated that the labs do not need changes
- 45 respondents indicated better climate control, 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.]
- 30 respondents indicated that they would like to have Wireless all throughout campus
[IT Response: Wireless will be available throughout campus per executive decision.]
- 5 respondents indicated that they would like to have instant messaging
[IT Response: IT is currently researching a way to implement instant messaging.]
- 2 respondents indicated they would like to see MAC computers in the labs
[IT Response: IT is currently researching MAC computers to possibly implement on campus.]
- 3 respondents indicated separate lab for testing
[IT Response: A testing room has been added to Walker Lab and the Walker Lab can always be reserved for only testing.]

The End

Thank you for your time
and collaboration.