

## **Technology Needs Survey, Spring 2005**

### **Lamar State College - Orange**

#### Overview:

A Technology Needs Survey was sent out to all faculty, staff, and administrators to gather information on the access and use of technology components, such as hardware, software, teaching aids, and support. The survey was divided into two sections. One section with questions relating to the training, learning and adequacy of available technology resources was asked to all employees. The other section with questions relating to the use of technology in teaching was asked to faculty and staff or administrators with teaching responsibilities.

#### Findings:

Among all the employees on campus only 60 responded to this survey. The respondents comprised of 18 faculty, 33 staff, and nine employees did not indicate their primary area of responsibility. Among the choices for the best method for learning how to use technology, LSCO provided classes followed by help from colleagues were most favorable. Among the choices for receiving training for improving job performance, Office 2000 products, such as Word, Access, Publisher and Outlook were favorable. On the same topic for job improvement, among the three administrative software systems of FRS, SIS, and HRS the one most favored by the respondents was SIS. A majority of the respondents felt that the available hardware, software, and support services were adequate in performing their job responsibilities.

A majority of the respondents agreed the computer center staff were courteous, knowledgeable, helpful, and their services were satisfactory. However, additional hardware can be acquired. The method most often used to submit a computer center work order is by submitting the work order form on the web.

A tabular analysis of each question asked and the comments is attached.

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1) The best method to learn to use technology is through:

**a) computer seminar(s)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	10	16.7	16.7	16.7
	Strongly Agree	3	5.0	5.0	21.7
	Agree	28	46.7	46.7	68.3
	Neutral	13	21.7	21.7	90.0
	Disagree	5	8.3	8.3	98.3
	Strongly Disagree	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**b) LSCO provided classes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	5	8.3	8.3	23.3
	Agree	39	65.0	65.0	88.3
	Neutral	3	5.0	5.0	93.3
	Disagree	3	5.0	5.0	98.3
	Strongly Disagree	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**c) on-line computer classes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	11	18.3	18.3	18.3
	Strongly Agree	1	1.7	1.7	20.0
	Agree	18	30.0	30.0	50.0
	Neutral	17	28.3	28.3	78.3
	Disagree	11	18.3	18.3	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

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**d) self teaching from books, journals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	1	1.7	1.7	16.7
	Agree	14	23.3	23.3	40.0
	Neutral	18	30.0	30.0	70.0
	Disagree	16	26.7	26.7	96.7
	Strongly Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**e) self-teaching from exploring, experimentation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	2	3.3	3.3	18.3
	Agree	21	35.0	35.0	53.3
	Neutral	15	25.0	25.0	78.3
	Disagree	11	18.3	18.3	96.7
	Strongly Disagree	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

**f) help from friends, family, colleagues**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	6	10.0	10.0	10.0
	Strongly Agree	1	1.7	1.7	11.7
	Agree	30	50.0	50.0	61.7
	Neutral	14	23.3	23.3	85.0
	Disagree	7	11.7	11.7	96.7
	Strongly Disagree	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

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**g) telephone consultants**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Agree	3	5.0	5.0	20.0
	Neutral	14	23.3	23.3	43.3
	Disagree	24	40.0	40.0	83.3
	Strongly Disagree	9	15.0	15.0	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**h) on-the-job training**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	8.3	8.3	8.3
	Strongly Agree	7	11.7	11.7	20.0
	Agree	38	63.3	63.3	83.3
	Neutral	6	10.0	10.0	93.3
	Disagree	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

2) My job performance will increase if training is provided for the use of:

**a) Microsoft Word (word processing)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	13.3	13.3	13.3
	Strongly Agree	7	11.7	11.7	25.0
	Agree	22	36.7	36.7	61.7
	Neutral	16	26.7	26.7	88.3
	Disagree	4	6.7	6.7	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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**b) Microsoft Access (database)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	10	16.7	16.7	16.7
	Strongly Agree	5	8.3	8.3	25.0
	Agree	27	45.0	45.0	70.0
	Neutral	13	21.7	21.7	91.7
	Disagree	2	3.3	3.3	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**c) Microsoft Outlook (e-mail)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	8.3	8.3	8.3
	Strongly Agree	4	6.7	6.7	15.0
	Agree	25	41.7	41.7	56.7
	Neutral	20	33.3	33.3	90.0
	Disagree	3	5.0	5.0	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**d) Microsoft Publisher (publication)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	13.3	13.3	13.3
	Strongly Agree	4	6.7	6.7	20.0
	Agree	21	35.0	35.0	55.0
	Neutral	16	26.7	26.7	81.7
	Disagree	7	11.7	11.7	93.3
	Strongly Disagree	2	3.3	3.3	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

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**e) Web browsers (internet)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	5	8.3	8.3	23.3
	Agree	12	20.0	20.0	43.3
	Neutral	22	36.7	36.7	80.0
	Disagree	9	15.0	15.0	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**f) WebCT (courseware)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	7	11.7	11.7	11.7
	Strongly Agree	5	8.3	8.3	20.0
	Agree	23	38.3	38.3	58.3
	Neutral	16	26.7	26.7	85.0
	Disagree	5	8.3	8.3	93.3
	Strongly Disagree	3	5.0	5.0	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**g) Financial Record System (FRS)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	13.3	13.3	13.3
	Strongly Agree	9	15.0	15.0	28.3
	Agree	16	26.7	26.7	55.0
	Neutral	14	23.3	23.3	78.3
	Disagree	4	6.7	6.7	85.0
	Strongly Disagree	3	5.0	5.0	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

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**h) Human Resource System (HRS)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	10	16.7	16.7	16.7
	Strongly Agree	3	5.0	5.0	21.7
	Agree	8	13.3	13.3	35.0
	Neutral	18	30.0	30.0	65.0
	Disagree	10	16.7	16.7	81.7
	Strongly Disagree	3	5.0	5.0	86.7
	Not Applicable	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

**i) Student Information System (SIS)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	8	13.3	13.3	13.3
	Strongly Agree	10	16.7	16.7	30.0
	Agree	27	45.0	45.0	75.0
	Neutral	10	16.7	16.7	91.7
	Disagree	3	5.0	5.0	96.7
	Strongly Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**j) the Windows environment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	6	10.0	10.0	25.0
	Agree	21	35.0	35.0	60.0
	Neutral	14	23.3	23.3	83.3
	Disagree	7	11.7	11.7	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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**k) the voice mail system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	10	16.7	16.7	16.7
	Strongly Agree	4	6.7	6.7	23.3
	Agree	15	25.0	25.0	48.3
	Neutral	18	30.0	30.0	78.3
	Disagree	10	16.7	16.7	95.0
	Strongly Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

**l) the operation of programmable phones**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	9	15.0	15.0	15.0
	Strongly Agree	2	3.3	3.3	18.3
	Agree	15	25.0	25.0	43.3
	Neutral	20	33.3	33.3	76.7
	Disagree	10	16.7	16.7	93.3
	Strongly Disagree	3	5.0	5.0	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

3) The LSC-O provided dial up internet access is appropriate to conduct business at home.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	5	8.3	8.3	10.0
	Agree	19	31.7	31.7	41.7
	Neutral	16	26.7	26.7	68.3
	Disagree	6	10.0	10.0	78.3
	Strongly Disagree	7	11.7	11.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	



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4) The LSC-O provided computer hardware is adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	6	10.0	10.0	11.7
	Agree	41	68.3	68.3	80.0
	Neutral	7	11.7	11.7	91.7
	Disagree	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

5) The LSC-O provided computer software is adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	5	8.3	8.3	10.0
	Agree	40	66.7	66.7	76.7
	Neutral	6	10.0	10.0	86.7
	Disagree	7	11.7	11.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

6) The LSC-O provided technology is adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	6	10.0	10.0	11.7
	Agree	42	70.0	70.0	81.7
	Neutral	6	10.0	10.0	91.7
	Disagree	4	6.7	6.7	98.3
	Strongly Disagree	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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7) The LSC-O technology support services are adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	8	13.3	13.3	15.0
	Agree	42	70.0	70.0	85.0
	Neutral	7	11.7	11.7	96.7
	Disagree	1	1.7	1.7	98.3
	Strongly Disagree	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

8) The LSC-O network resources are adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	6	10.0	10.0	11.7
	Agree	38	63.3	63.3	75.0
	Neutral	11	18.3	18.3	93.3
	Disagree	3	5.0	5.0	98.3
	Strongly Disagree	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

9) Additional hardware technology resources are necessary to perform my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	5.0	5.0	5.0
	Agree	15	25.0	25.0	30.0
	Neutral	21	35.0	35.0	65.0
	Disagree	16	26.7	26.7	91.7
	Strongly Disagree	2	3.3	3.3	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

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10) Additional software technology resources are necessary to perform my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	6	10.0	10.0	10.0
	Agree	13	21.7	21.7	31.7
	Neutral	18	30.0	30.0	61.7
	Disagree	16	26.7	26.7	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

11) Computer center services are satisfactory.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	5.0	5.0	5.0
	Strongly Agree	12	20.0	20.0	25.0
	Agree	38	63.3	63.3	88.3
	Neutral	4	6.7	6.7	95.0
	Disagree	1	1.7	1.7	96.7
	Strongly Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

12) Computer center staff are courteous.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.3	3.3	3.3
	Strongly Agree	14	23.3	23.3	26.7
	Agree	36	60.0	60.0	86.7
	Neutral	6	10.0	10.0	96.7
	Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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13) Computer center staff are knowledgeable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	14	23.3	23.3	25.0
	Agree	35	58.3	58.3	83.3
	Neutral	7	11.7	11.7	95.0
	Disagree	1	1.7	1.7	96.7
	Strongly Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

14) Computer center staff are helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.7	1.7	1.7
	Strongly Agree	15	25.0	25.0	26.7
	Agree	38	63.3	63.3	90.0
	Neutral	4	6.7	6.7	96.7
	Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

15) The switchboard hours are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.3	3.3	3.3
	Strongly Agree	11	18.3	18.3	21.7
	Agree	42	70.0	70.0	91.7
	Neutral	2	3.3	3.3	95.0
	Disagree	2	3.3	3.3	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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16) The method used to submit a computer center work order is:

**a) by completing the web order form**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	18.3	18.3	18.3
	Yes	49	81.7	81.7	100.0
	Total	60	100.0	100.0	

**b) by calling the switchboard**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	91.7	91.7	91.7
	Yes	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**c) by sending e-mail to specific computer staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	88.3	88.3	88.3
	Yes	7	11.7	11.7	100.0
	Total	60	100.0	100.0	

**d) by calling specific computer center staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	80.0	80.0	80.0
	Yes	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

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17) There are no barriers to using the applications and media I would like to use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	2	3.3	3.3	51.7
	Agree	15	25.0	25.0	76.7
	Neutral	9	15.0	15.0	91.7
	Disagree	3	5.0	5.0	96.7
	Strongly Disagree	1	1.7	1.7	98.3
	Not Applicable	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

18) I do not use the applications and media I would like to use because:

**a) I do not have the time**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	5	8.3	8.3	66.7
	Neutral	8	13.3	13.3	80.0
	Disagree	5	8.3	8.3	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**b) I do not have necessary skills**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Strongly Agree	2	3.3	3.3	61.7
	Agree	4	6.7	6.7	68.3
	Neutral	5	8.3	8.3	76.7
	Disagree	7	11.7	11.7	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

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**c) I do not have technical support on campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	36	60.0	60.0	60.0
	Agree	1	1.7	1.7	61.7
	Neutral	6	10.0	10.0	71.7
	Disagree	10	16.7	16.7	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**d) I do not have on-site support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Strongly Agree	1	1.7	1.7	60.0
	Agree	2	3.3	3.3	63.3
	Neutral	8	13.3	13.3	76.7
	Disagree	7	11.7	11.7	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**e) I do not know how to incorporate technology**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Strongly Agree	1	1.7	1.7	60.0
	Agree	2	3.3	3.3	63.3
	Neutral	6	10.0	10.0	73.3
	Disagree	9	15.0	15.0	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

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**f) it is too expensive**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Agree	1	1.7	1.7	60.0
	Neutral	8	13.3	13.3	73.3
	Disagree	8	13.3	13.3	86.7
	Strongly Disagree	2	3.3	3.3	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**g) I do not know how to get access**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Agree	4	6.7	6.7	65.0
	Neutral	6	10.0	10.0	75.0
	Disagree	8	13.3	13.3	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**h) I need upgraded hardware**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Agree	4	6.7	6.7	65.0
	Neutral	8	13.3	13.3	78.3
	Disagree	8	13.3	13.3	91.7
	Strongly Disagree	1	1.7	1.7	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	



**Technology Needs Survey, Spring 2005**  
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**i) technology is not available in my classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	56.7	56.7	56.7
	Strongly Agree	1	1.7	1.7	58.3
	Agree	6	10.0	10.0	68.3
	Neutral	7	11.7	11.7	80.0
	Disagree	5	8.3	8.3	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**j) applications do not run**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	38	63.3	63.3	63.3
	Agree	2	3.3	3.3	66.7
	Neutral	8	13.3	13.3	80.0
	Disagree	5	8.3	8.3	88.3
	Strongly Disagree	3	5.0	5.0	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**k) not sure how to use copyrighted material**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Agree	4	6.7	6.7	65.0
	Neutral	5	8.3	8.3	73.3
	Disagree	9	15.0	15.0	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**Technology Needs Survey, Spring 2005**  
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**l) it is too much trouble**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	35	58.3	58.3	58.3
	Agree	2	3.3	3.3	61.7
	Neutral	8	13.3	13.3	75.0
	Disagree	9	15.0	15.0	90.0
	Strongly Disagree	2	3.3	3.3	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**m) do not have departmental funds**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	37	61.7	61.7	61.7
	Strongly Agree	1	1.7	1.7	63.3
	Agree	3	5.0	5.0	68.3
	Neutral	9	15.0	15.0	83.3
	Disagree	4	6.7	6.7	90.0
	Strongly Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**n) no incentive program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	6	10.0	10.0	68.3
	Neutral	10	16.7	16.7	85.0
	Disagree	2	3.3	3.3	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

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19) I am better able to use information technology now than I was two years ago.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	28	46.7	46.7	46.7
	Strongly Agree	6	10.0	10.0	56.7
	Agree	16	26.7	26.7	83.3
	Neutral	5	8.3	8.3	91.7
	Disagree	2	3.3	3.3	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

20) I am able to access all the LSC-O computing resources I need form my office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	28	46.7	46.7	46.7
	Strongly Agree	6	10.0	10.0	56.7
	Agree	13	21.7	21.7	78.3
	Neutral	6	10.0	10.0	88.3
	Disagree	5	8.3	8.3	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

21) I am able to access all the LSC-O computing resources I need from my home.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	2	3.3	3.3	51.7
	Agree	8	13.3	13.3	65.0
	Neutral	3	5.0	5.0	70.0
	Disagree	10	16.7	16.7	86.7
	Strongly Disagree	5	8.3	8.3	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

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22) I have all the technological resources in the classroom/lab I use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	2	3.3	3.3	51.7
	Agree	11	18.3	18.3	70.0
	Neutral	8	13.3	13.3	83.3
	Disagree	6	10.0	10.0	93.3
	Strongly Disagree	1	1.7	1.7	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

23) In the classrooms/labs I use, I need but do not have:

**a) internet access**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	56.7	56.7	56.7
	Strongly Agree	1	1.7	1.7	58.3
	Agree	1	1.7	1.7	60.0
	Neutral	8	13.3	13.3	73.3
	Disagree	9	15.0	15.0	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**b) network connections**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	1	1.7	1.7	56.7
	Agree	1	1.7	1.7	58.3
	Neutral	9	15.0	15.0	73.3
	Disagree	9	15.0	15.0	88.3
	Strongly Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

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**c) computer projection capabilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	53.3	53.3	53.3
	Strongly Agree	1	1.7	1.7	55.0
	Agree	4	6.7	6.7	61.7
	Neutral	7	11.7	11.7	73.3
	Disagree	8	13.3	13.3	86.7
	Strongly Disagree	3	5.0	5.0	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**d) a lapel microphone**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Agree	3	5.0	5.0	60.0
	Neutral	11	18.3	18.3	78.3
	Disagree	7	11.7	11.7	90.0
	Strongly Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**e) electronic pointers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Agree	4	6.7	6.7	61.7
	Neutral	10	16.7	16.7	78.3
	Disagree	7	11.7	11.7	90.0
	Strongly Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

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**f) student computers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	1	1.7	1.7	56.7
	Agree	1	1.7	1.7	58.3
	Neutral	9	15.0	15.0	73.3
	Disagree	9	15.0	15.0	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**g) instructors computer work station**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	1	1.7	1.7	56.7
	Agree	3	5.0	5.0	61.7
	Neutral	9	15.0	15.0	76.7
	Disagree	8	13.3	13.3	90.0
	Strongly Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

24) I have attempted to reserve a multimedia classroom during the past year.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	1	1.7	1.7	50.0
	Agree	2	3.3	3.3	53.3
	Neutral	3	5.0	5.0	58.3
	Disagree	12	20.0	20.0	78.3
	Strongly Disagree	2	3.3	3.3	81.7
	Not Applicable	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

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25) I am always able to reserve a multimedia classroom with no problems.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	30	50.0	50.0	50.0
	Strongly Agree	2	3.3	3.3	53.3
	Agree	5	8.3	8.3	61.7
	Neutral	7	11.7	11.7	73.3
	Disagree	2	3.3	3.3	76.7
	Strongly Disagree	1	1.7	1.7	78.3
	Not Applicable	13	21.7	21.7	100.0
	Total	60	100.0	100.0	

26) When using a multimedia classroom on campus I have encountered problems with:

**a) the equipment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	30	50.0	50.0	50.0
	Strongly Agree	1	1.7	1.7	51.7
	Agree	6	10.0	10.0	61.7
	Neutral	3	5.0	5.0	66.7
	Disagree	4	6.7	6.7	73.3
	Strongly Disagree	2	3.3	3.3	76.7
	Not Applicable	14	23.3	23.3	100.0
	Total	60	100.0	100.0	

**b) room physical environment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	51.7	51.7	51.7
	Strongly Agree	2	3.3	3.3	55.0
	Agree	1	1.7	1.7	56.7
	Neutral	6	10.0	10.0	66.7
	Disagree	4	6.7	6.7	73.3
	Strongly Disagree	2	3.3	3.3	76.7
	Not Applicable	14	23.3	23.3	100.0
	Total	60	100.0	100.0	

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**c) on-site technical support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	53.3	53.3	53.3
	Strongly Agree	2	3.3	3.3	56.7
	Neutral	4	6.7	6.7	63.3
	Disagree	5	8.3	8.3	71.7
	Strongly Disagree	2	3.3	3.3	75.0
	Not Applicable	15	25.0	25.0	100.0
	Total	60	100.0	100.0	

27) I am very familiar with the information technology resources on campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	30	50.0	50.0	50.0
	Strongly Agree	2	3.3	3.3	53.3
	Agree	9	15.0	15.0	68.3
	Neutral	10	16.7	16.7	85.0
	Disagree	7	11.7	11.7	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

28) LSC-O's information technology resources are adequate for my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	3	5.0	5.0	53.3
	Agree	18	30.0	30.0	83.3
	Neutral	7	11.7	11.7	95.0
	Disagree	1	1.7	1.7	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	



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29) LSC-O's information technology support is responsive to my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	29	48.3	48.3	48.3
	Strongly Agree	5	8.3	8.3	56.7
	Agree	16	26.7	26.7	83.3
	Neutral	8	13.3	13.3	96.7
	Not Applicable	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

30) If I can easily obtain support and service, I will very much want to:

**a) use a web page with course materials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	56.7	56.7	56.7
	Strongly Agree	6	10.0	10.0	66.7
	Agree	10	16.7	16.7	83.3
	Neutral	6	10.0	10.0	93.3
	Disagree	1	1.7	1.7	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

**b) an e-mail list of students in my class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	53.3	53.3	53.3
	Strongly Agree	9	15.0	15.0	68.3
	Agree	10	16.7	16.7	85.0
	Neutral	5	8.3	8.3	93.3
	Disagree	1	1.7	1.7	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

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**c) class electronic forum on the web**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	4	6.7	6.7	61.7
	Agree	9	15.0	15.0	76.7
	Neutral	7	11.7	11.7	88.3
	Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**d) audio-video clips slides**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	6	10.0	10.0	65.0
	Agree	5	8.3	8.3	73.3
	Neutral	9	15.0	15.0	88.3
	Disagree	4	6.7	6.7	95.0
	Not Applicable	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

**e) streaming video**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	3	5.0	5.0	60.0
	Agree	4	6.7	6.7	66.7
	Neutral	8	13.3	13.3	80.0
	Disagree	5	8.3	8.3	88.3
	Not Applicable	7	11.7	11.7	100.0
	Total	60	100.0	100.0	

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**f) self paced practice and tests of routine tasks**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	56.7	56.7	56.7
	Strongly Agree	4	6.7	6.7	63.3
	Agree	6	10.0	10.0	73.3
	Neutral	7	11.7	11.7	85.0
	Disagree	3	5.0	5.0	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**g) computer simulations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	56.7	56.7	56.7
	Strongly Agree	4	6.7	6.7	63.3
	Agree	7	11.7	11.7	75.0
	Neutral	7	11.7	11.7	86.7
	Disagree	2	3.3	3.3	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**h) self paced tutorials**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	4	6.7	6.7	61.7
	Agree	8	13.3	13.3	75.0
	Neutral	7	11.7	11.7	86.7
	Disagree	2	3.3	3.3	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

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**i) multimedia presentations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	53.3	53.3	53.3
	Strongly Agree	6	10.0	10.0	63.3
	Agree	10	16.7	16.7	80.0
	Neutral	6	10.0	10.0	90.0
	Disagree	2	3.3	3.3	93.3
	Not Applicable	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**j) web to conduct research**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	53.3	53.3	53.3
	Strongly Agree	6	10.0	10.0	63.3
	Agree	9	15.0	15.0	78.3
	Neutral	7	11.7	11.7	90.0
	Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**k) web to present work to other people at LSCO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	4	6.7	6.7	61.7
	Agree	5	8.3	8.3	70.0
	Neutral	9	15.0	15.0	85.0
	Disagree	3	5.0	5.0	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

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**l) web to present work to other people around the world**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	3	5.0	5.0	60.0
	Agree	2	3.3	3.3	63.3
	Neutral	7	11.7	11.7	75.0
	Disagree	8	13.3	13.3	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**m) web to conduct simulations or visualizations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	8	13.3	13.3	71.7
	Neutral	8	13.3	13.3	85.0
	Disagree	2	3.3	3.3	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**n) facilitate collaboration with people at LSCO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	11	18.3	18.3	76.7
	Neutral	8	13.3	13.3	90.0
	Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

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**o) facilitate collaboration with people around the world**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	6	10.0	10.0	68.3
	Neutral	7	11.7	11.7	80.0
	Disagree	5	8.3	8.3	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**p) gather information via on-line quizzes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	3	5.0	5.0	60.0
	Agree	11	18.3	18.3	78.3
	Neutral	6	10.0	10.0	88.3
	Disagree	2	3.3	3.3	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

**q) on-line materials and archives**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	3	5.0	5.0	60.0
	Agree	11	18.3	18.3	78.3
	Neutral	7	11.7	11.7	90.0
	Disagree	1	1.7	1.7	91.7
	Not Applicable	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

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**r) on-line course reserves**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	2	3.3	3.3	58.3
	Agree	5	8.3	8.3	66.7
	Neutral	11	18.3	18.3	85.0
	Disagree	3	5.0	5.0	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**s) on-line course delivery**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	55.0	55.0	55.0
	Strongly Agree	5	8.3	8.3	63.3
	Agree	4	6.7	6.7	70.0
	Neutral	9	15.0	15.0	85.0
	Disagree	2	3.3	3.3	88.3
	Strongly Disagree	1	1.7	1.7	90.0
	Not Applicable	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

COMMENTS:

- Need lessons in SIS system.
- Post final exam schedule to web page. Post on-line grader.
- Wireless network connections for faculty or student laptops.
- It would be very helpful to also be allowed to use WordPerfect for word processing jobs. This would save me loads of time spent on converting files.
- I am still upset over the decision to force us to quit using WordPerfect and to use word. I use up a lot of time “un-doing” all of the formatting perks that word “thinks” I need.
- The computer staff is always helpful and their response is excellent. They do a great job.
- Outlook doesn’t work well from home.
- Computer lab for comp. students to write essays in class.