

## **Technology Needs Survey, Spring 2008**

### **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 67 responded to this survey. The respondents comprised of 16 faculty and 51 staff. Among the choices for the best method for learning how to use technology, all choices received a favorable response with LSCO provided classes followed by computer seminar(s) being 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 Financial Banner System, SIS, and Banner Human Resource System the one most favored by the respondents was SIS with the Financial Banner System a close second. A majority of the respondents felt that the available hardware, software, and support services were adequate in performing their job responsibilities. With respect to the features available under MyLSCO most of the respondents felt that additional training in the different features will benefit their job performance.

A majority of the respondents agreed the computer center staff were courteous, knowledgeable, helpful, and their services were satisfactory. A majority of the respondents said that the different operations LSC-O exchange e-mail server were easy to perform. 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	2	3.0	3.0	3.0
Strongly Agree	41	61.2	61.2	64.2
Agree	16	23.9	23.9	88.1
Neutral	7	10.4	10.4	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**b) LSCO provided classes**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	58	86.6	86.6	86.6
Agree	3	4.5	4.5	91.0
Neutral	4	6.0	6.0	97.0
Disagree	1	1.5	1.5	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**c) on-line computer classes**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	3	4.5	4.5	4.5
Strongly Agree	26	38.8	38.8	43.3
Agree	28	41.8	41.8	85.1
Neutral	7	10.4	10.4	95.5
Disagree	2	3.0	3.0	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	3	4.5	4.5	4.5
Strongly Agree	22	32.8	32.8	37.3
Agree	21	31.3	31.3	68.7
Neutral	18	26.9	26.9	95.5
Disagree	3	4.5	4.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	1	1.5	1.5	1.5
Strongly Agree	38	56.7	56.7	58.2
Agree	14	20.9	20.9	79.1
Neutral	13	19.4	19.4	98.5
Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	1	1.5	1.5	1.5
Strongly Agree	33	49.3	49.3	50.7
Agree	21	31.3	31.3	82.1
Neutral	11	16.4	16.4	98.5
Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**g) telephone consultants**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	1	1.5	1.5	1.5
Strongly Agree	9	13.4	13.4	14.9
Agree	21	31.3	31.3	46.3
Neutral	28	41.8	41.8	88.1
Disagree	5	7.5	7.5	95.5
Strongly Disagree	3	4.5	4.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	1	1.5	1.5	1.5
Strongly Agree	57	85.1	85.1	86.6
Agree	6	9.0	9.0	95.5
Neutral	3	4.5	4.5	100.0
Total	67	100.0	100.0	

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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	3	4.5	4.5	4.5
Strongly Agree	24	35.8	35.8	40.3
Agree	27	40.3	40.3	80.6
Neutral	11	16.4	16.4	97.0
Strongly Disagree	2	3.0	3.0	100.0
Total	67	100.0	100.0	

**b) Microsoft Access (database)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	2	3.0	3.0	3.0
Strongly Agree	33	49.3	49.3	52.2
Agree	19	28.4	28.4	80.6
Neutral	10	14.9	14.9	95.5
Strongly Disagree	3	4.5	4.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	4	6.0	6.0	6.0
Strongly Agree	24	35.8	35.8	41.8
Agree	27	40.3	40.3	82.1
Neutral	10	14.9	14.9	97.0
Strongly Disagree	2	3.0	3.0	100.0
Total	67	100.0	100.0	

**d) Web browsers (internet)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	4	6.0	6.0	6.0
Strongly Agree	14	20.9	20.9	26.9
Agree	28	41.8	41.8	68.7
Neutral	18	26.9	26.9	95.5
Disagree	1	1.5	1.5	97.0
Strongly Disagree	2	3.0	3.0	100.0
Total	67	100.0	100.0	

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**e) WebCT (courseware)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	20	29.9	29.9	32.8
	Agree	21	31.3	31.3	64.2
	Neutral	15	22.4	22.4	86.6
	Strongly Disagree	9	13.4	13.4	100.0
	Total	67	100.0	100.0	

**f) Financial Banner System**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	27	40.3	40.3	44.8
	Agree	21	31.3	31.3	76.1
	Neutral	7	10.4	10.4	86.6
	Strongly Disagree	9	13.4	13.4	100.0
	Total	67	100.0	100.0	

**g) Banner Human Resource System**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	6.0	6.0	6.0
	Strongly Agree	11	16.4	16.4	22.4
	Agree	30	44.8	44.8	67.2
	Neutral	10	14.9	14.9	82.1
	Strongly Disagree	12	17.9	17.9	100.0
	Total	67	100.0	100.0	

**h) Student Information System (SIS)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	27	40.3	40.3	44.8
	Agree	22	32.8	32.8	77.6
	Neutral	10	14.9	14.9	92.5
	Strongly Disagree	5	7.5	7.5	100.0
	Total	67	100.0	100.0	

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**i) the Windows environment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	17	25.4	25.4	29.9
	Agree	32	47.8	47.8	77.6
	Neutral	12	17.9	17.9	95.5
	Disagree	1	1.5	1.5	97.0
	Strongly Disagree	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**j) the voice mail system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	10	14.9	14.9	19.4
	Agree	39	58.2	58.2	77.6
	Neutral	11	16.4	16.4	94.0
	Disagree	2	3.0	3.0	97.0
	Strongly Disagree	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**k) the operation of programmable phones**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	12	17.9	17.9	22.4
	Agree	36	53.7	53.7	76.1
	Neutral	10	14.9	14.9	91.0
	Strongly Disagree	6	9.0	9.0	100.0
	Total	67	100.0	100.0	

**l) Contribute software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	19	28.4	28.4	32.8
	Agree	25	37.3	37.3	70.1
	Neutral	11	16.4	16.4	86.6
	Disagree	1	1.5	1.5	88.1
	Strongly Disagree	8	11.9	11.9	100.0
	Total	67	100.0	100.0	

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**m) MyLSCO group tools**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	27	40.3	40.3	43.3
	Agree	28	41.8	41.8	85.1
	Neutral	7	10.4	10.4	95.5
	Strongly Disagree	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

**n) My LSCO course tools**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	16	23.9	23.9	26.9
	Agree	32	47.8	47.8	74.6
	Neutral	10	14.9	14.9	89.6
	Strongly Disagree	7	10.4	10.4	100.0
	Total	67	100.0	100.0	

**o) My LSCO general navigation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	23	34.3	34.3	37.3
	Agree	29	43.3	43.3	80.6
	Neutral	10	14.9	14.9	95.5
	Strongly Disagree	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

**p) My LSCO for accessing LSC-O Exchange e-mail**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	24	35.8	35.8	38.8
	Agree	28	41.8	41.8	80.6
	Neutral	10	14.9	14.9	95.5
	Disagree	1	1.5	1.5	97.0
	Strongly Disagree	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

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3) The following services provided by LSC-O are adequate for the performance of my job responsibilities.

**a) Computer hardware**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	58	86.6	86.6	89.6
	Agree	5	7.5	7.5	97.0
	Neutral	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**b) Computer software**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	57	85.1	85.1	88.1
	Agree	3	4.5	4.5	92.5
	Neutral	4	6.0	6.0	98.5
	Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**c) Technology**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	58	86.6	86.6	89.6
	Agree	4	6.0	6.0	95.5
	Neutral	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

**d) Technology support services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	57	85.1	85.1	88.1
	Agree	6	9.0	9.0	97.0
	Neutral	2	3.0	3.0	100.0
	Total	67	100.0	100.0	



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**d) Network resources**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	54	80.6	80.6	85.1
	Agree	7	10.4	10.4	95.5
	Neutral	2	3.0	3.0	98.5
	Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**e) Using MyLSCO to access LSC-O e-mail**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.5	1.5	1.5
	Strongly Agree	42	62.7	62.7	64.2
	Agree	12	17.9	17.9	82.1
	Neutral	8	11.9	11.9	94.0
	Disagree	4	6.0	6.0	100.0
	Total	67	100.0	100.0	

4) Computer center staff/services:

**a) Computer Center services are satisfactory**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.5	1.5	1.5
	Strongly Agree	60	89.6	89.6	91.0
	Agree	5	7.5	7.5	98.5
	Neutral	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**b) Computer Center staff are courteous**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	1.5	1.5	1.5
	Strongly Agree	62	92.5	92.5	94.0
	Agree	4	6.0	6.0	100.0
	Total	67	100.0	100.0	

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**c) Computer Center staff are knowledgeable**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	57	85.1	85.1	88.1
	Agree	7	10.4	10.4	98.5
	Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**d) Computer Center staff are helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	58	86.6	86.6	89.6
	Agree	7	10.4	10.4	100.0
	Total	67	100.0	100.0	

**e) Switchboard hours are appropriate**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	50	74.6	74.6	77.6
	Agree	12	17.9	17.9	95.5
	Disagree	2	3.0	3.0	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

5) When using MyLSCO to access LSC-O exchange e-mail ([address@lSCO.edu](mailto:address@lSCO.edu)) the following operations are simple to perform:

**a) Searching for an e-mail address**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	28	41.8	41.8	44.8
	Agree	20	29.9	29.9	74.6
	Neutral	11	16.4	16.4	91.0
	Disagree	5	7.5	7.5	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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**b) Accessing my contact list**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	4.5	4.5	4.5
	Strongly Agree	27	40.3	40.3	44.8
	Agree	20	29.9	29.9	74.6
	Neutral	10	14.9	14.9	89.6
	Disagree	6	9.0	9.0	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**c) Searching for a specific e-mail by sender name**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	30	44.8	44.8	47.8
	Agree	21	31.3	31.3	79.1
	Neutral	10	14.9	14.9	94.0
	Disagree	3	4.5	4.5	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**d) Searching for a specific e-mail by date**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	3.0	3.0	3.0
	Strongly Agree	27	40.3	40.3	43.3
	Agree	22	32.8	32.8	76.1
	Neutral	12	17.9	17.9	94.0
	Disagree	3	4.5	4.5	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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**e) Searching for a specific e-mail by subject**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	4	6.0	6.0	6.0
Strongly Agree	25	37.3	37.3	43.3
Agree	21	31.3	31.3	74.6
Neutral	13	19.4	19.4	94.0
Disagree	3	4.5	4.5	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**f) Using the calender**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	2	3.0	3.0	3.0
Strongly Agree	22	32.8	32.8	35.8
Agree	28	41.8	41.8	77.6
Neutral	11	16.4	16.4	94.0
Disagree	3	4.5	4.5	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

6) Using outlook on the desktop to access LSC-O e-mail is necessary for my job responsibilities.

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	2	3.0	3.0	3.0
Strongly Agree	54	80.6	80.6	83.6
Agree	7	10.4	10.4	94.0
Neutral	4	6.0	6.0	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No response	1	1.5	1.5	1.5
By completing a web order form	61	91.0	91.0	92.5
By calling the help desk	2	3.0	3.0	95.5
By sending e-mail to specific computer staff	2	3.0	3.0	98.5
By calling specific computer staff	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	49	73.1	73.1	73.1
Strongly Agree	2	3.0	3.0	76.1
Agree	8	11.9	11.9	88.1
Neutral	2	3.0	3.0	91.0
Disagree	6	9.0	9.0	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	49	73.1	73.1	73.1
Strongly Agree	4	6.0	6.0	79.1
Agree	11	16.4	16.4	95.5
Neutral	2	3.0	3.0	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	50	74.6	74.6	74.6
Strongly Agree	3	4.5	4.5	79.1
Agree	10	14.9	14.9	94.0
Neutral	2	3.0	3.0	97.0
Disagree	2	3.0	3.0	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	2	3.0	3.0	74.6
Agree	8	11.9	11.9	86.6
Neutral	3	4.5	4.5	91.0
Disagree	5	7.5	7.5	98.5
Strongly Disagree	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	4	6.0	6.0	77.6
Agree	7	10.4	10.4	88.1
Neutral	2	3.0	3.0	91.0
Disagree	5	7.5	7.5	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	2	3.0	3.0	74.6
Agree	4	6.0	6.0	80.6
Neutral	7	10.4	10.4	91.0
Disagree	2	3.0	3.0	94.0
Not Applicable	4	6.0	6.0	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	2	3.0	3.0	74.6
Agree	3	4.5	4.5	79.1
Neutral	7	10.4	10.4	89.6
Disagree	2	3.0	3.0	92.5
Not Applicable	5	7.5	7.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	1	1.5	1.5	73.1
Agree	7	10.4	10.4	83.6
Neutral	6	9.0	9.0	92.5
Disagree	4	6.0	6.0	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	2	3.0	3.0	74.6
Agree	9	13.4	13.4	88.1
Neutral	2	3.0	3.0	91.0
Disagree	4	6.0	6.0	97.0
Strongly Disagree	1	1.5	1.5	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
No Response	48	71.6	71.6	71.6
Strongly Agree	13	19.4	19.4	91.0
Agree	2	3.0	3.0	94.0
Neutral	4	6.0	6.0	100.0
Total	67	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	49	73.1	73.1	73.1
Agree	4	6.0	6.0	79.1
Neutral	6	9.0	9.0	88.1
Disagree	4	6.0	6.0	94.0
Strongly Disagree	1	1.5	1.5	95.5
Not Applicable	3	4.5	4.5	100.0
Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	48	71.6	71.6	71.6
Strongly Agree	2	3.0	3.0	74.6
Agree	2	3.0	3.0	77.6
Neutral	6	9.0	9.0	86.6
Disagree	5	7.5	7.5	94.0
Strongly Disagree	1	1.5	1.5	95.5
Not Applicable	3	4.5	4.5	100.0
Total	67	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	48	71.6	71.6	71.6
	Agree	1	1.5	1.5	73.1
	Neutral	6	9.0	9.0	82.1
	Disagree	8	11.9	11.9	94.0
	Strongly Disagree	1	1.5	1.5	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	2	3.0	3.0	74.6
	Neutral	3	4.5	4.5	79.1
	Disagree	10	14.9	14.9	94.0
	Strongly Disagree	1	1.5	1.5	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	2	3.0	3.0	74.6
	Agree	2	3.0	3.0	77.6
	Neutral	2	3.0	3.0	80.6
	Disagree	9	13.4	13.4	94.0
	Strongly Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	



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**f) it is too expensive**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	1	1.5	1.5	73.1
	Neutral	5	7.5	7.5	80.6
	Disagree	8	11.9	11.9	92.5
	Strongly Disagree	2	3.0	3.0	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	2	3.0	3.0	76.1
	Agree	1	1.5	1.5	77.6
	Neutral	4	6.0	6.0	83.6
	Disagree	7	10.4	10.4	94.0
	Strongly Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**h) I need upgraded hardware**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	2	3.0	3.0	74.6
	Neutral	4	6.0	6.0	80.6
	Disagree	10	14.9	14.9	95.5
	Strongly Disagree	2	3.0	3.0	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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**i) technology is not available in my classroom**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	2	3.0	3.0	74.6
	Agree	3	4.5	4.5	79.1
	Neutral	5	7.5	7.5	86.6
	Disagree	7	10.4	10.4	97.0
	Strongly Disagree	1	1.5	1.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**j) applications do not run**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	1	1.5	1.5	74.6
	Agree	3	4.5	4.5	79.1
	Neutral	6	9.0	9.0	88.1
	Disagree	6	9.0	9.0	97.0
	Strongly Disagree	1	1.5	1.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	3	4.5	4.5	76.1
	Neutral	5	7.5	7.5	83.6
	Disagree	8	11.9	11.9	95.5
	Strongly Disagree	2	3.0	3.0	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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**l) it is too much trouble**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	1	1.5	1.5	74.6
	Neutral	5	7.5	7.5	82.1
	Disagree	8	11.9	11.9	94.0
	Strongly Disagree	3	4.5	4.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**m) do not have departmental funds**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	1	1.5	1.5	73.1
	Agree	2	3.0	3.0	76.1
	Neutral	6	9.0	9.0	85.1
	Disagree	5	7.5	7.5	92.5
	Strongly Disagree	2	3.0	3.0	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

**n) no incentive program**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	1	1.5	1.5	74.6
	Agree	4	6.0	6.0	80.6
	Neutral	5	7.5	7.5	88.1
	Disagree	4	6.0	6.0	94.0
	Strongly Disagree	3	4.5	4.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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

**a) the equipment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	1	1.5	1.5	74.6
	Agree	6	9.0	9.0	83.6
	Neutral	4	6.0	6.0	89.6
	Disagree	4	6.0	6.0	95.5
	Strongly Disagree	1	1.5	1.5	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**b) room physical environment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	4	6.0	6.0	77.6
	Neutral	7	10.4	10.4	88.1
	Disagree	6	9.0	9.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**c) on-site technical support**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	3	4.5	4.5	76.1
	Neutral	5	7.5	7.5	83.6
	Disagree	7	10.4	10.4	94.0
	Strongly Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

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

**a) computer projection capabilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	2	3.0	3.0	74.6
	Agree	1	1.5	1.5	76.1
	Neutral	4	6.0	6.0	82.1
	Disagree	7	10.4	10.4	92.5
	Strongly Disagree	3	4.5	4.5	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**b) internet access**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	2	3.0	3.0	74.6
	Agree	2	3.0	3.0	77.6
	Neutral	3	4.5	4.5	82.1
	Disagree	8	11.9	11.9	94.0
	Strongly Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**c) network connections**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	2	3.0	3.0	74.6
	Agree	1	1.5	1.5	76.1
	Neutral	4	6.0	6.0	82.1
	Disagree	8	11.9	11.9	94.0
	Strongly Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

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**d) a lapel microphone**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	1	1.5	1.5	73.1
	Neutral	7	10.4	10.4	83.6
	Disagree	3	4.5	4.5	88.1
	Strongly Disagree	1	1.5	1.5	89.6
	Not Applicable	7	10.4	10.4	100.0
	Total	67	100.0	100.0	

**e) electronic pointers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Agree	5	7.5	7.5	79.1
	Neutral	5	7.5	7.5	86.6
	Disagree	2	3.0	3.0	89.6
	Strongly Disagree	1	1.5	1.5	91.0
	Not Applicable	6	9.0	9.0	100.0
	Total	67	100.0	100.0	

**f) student computers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	1	1.5	1.5	73.1
	Agree	3	4.5	4.5	77.6
	Neutral	5	7.5	7.5	85.1
	Disagree	6	9.0	9.0	94.0
	Strongly Disagree	1	1.5	1.5	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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**g) instructors computer work station**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	1	1.5	1.5	73.1
	Agree	2	3.0	3.0	76.1
	Neutral	4	6.0	6.0	82.1
	Disagree	7	10.4	10.4	92.5
	Strongly Disagree	2	3.0	3.0	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

21) 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	48	71.6	71.6	71.6
	Strongly Agree	7	10.4	10.4	82.1
	Agree	6	9.0	9.0	91.0
	Neutral	5	7.5	7.5	98.5
	Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	8	11.9	11.9	83.6
	Agree	5	7.5	7.5	91.0
	Neutral	5	7.5	7.5	98.5
	Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	6	9.0	9.0	80.6
	Agree	3	4.5	4.5	85.1
	Neutral	7	10.4	10.4	95.5
	Disagree	2	3.0	3.0	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**d) audio-video clips slides**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	7	10.4	10.4	82.1
	Agree	7	10.4	10.4	92.5
	Neutral	3	4.5	4.5	97.0
	Disagree	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**e) streaming video**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	49	73.1	73.1	73.1
	Strongly Agree	5	7.5	7.5	80.6
	Agree	7	10.4	10.4	91.0
	Neutral	4	6.0	6.0	97.0
	Disagree	1	1.5	1.5	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	



**Technology Needs Survey, Spring 2008**  
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**f) self paced practice and tests of routine tasks**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	5	7.5	7.5	79.1
	Agree	5	7.5	7.5	86.6
	Neutral	4	6.0	6.0	92.5
	Disagree	3	4.5	4.5	97.0
	Strongly Disagree	1	1.5	1.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**g) multimedia presentations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	5	7.5	7.5	79.1
	Agree	9	13.4	13.4	92.5
	Neutral	4	6.0	6.0	98.5
	Strongly Disagree	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

**h) web to conduct research**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	6	9.0	9.0	80.6
	Agree	6	9.0	9.0	89.6
	Neutral	5	7.5	7.5	97.0
	Disagree	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**Technology Needs Survey, Spring 2008**  
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**i) web to present work to other people at LSCO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	4	6.0	6.0	77.6
	Agree	7	10.4	10.4	88.1
	Neutral	3	4.5	4.5	92.5
	Disagree	2	3.0	3.0	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	3	4.5	4.5	76.1
	Agree	2	3.0	3.0	79.1
	Neutral	8	11.9	11.9	91.0
	Disagree	3	4.5	4.5	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	3	4.5	4.5	76.1
	Agree	5	7.5	7.5	83.6
	Neutral	7	10.4	10.4	94.0
	Disagree	2	3.0	3.0	97.0
	Not Applicable	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

**Technology Needs Survey, Spring 2008**  
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**l) facilitate collaboration with people at LSCO**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	3	4.5	4.5	76.1
	Agree	7	10.4	10.4	86.6
	Neutral	4	6.0	6.0	92.5
	Disagree	2	3.0	3.0	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	3	4.5	4.5	76.1
	Agree	2	3.0	3.0	79.1
	Neutral	8	11.9	11.9	91.0
	Disagree	3	4.5	4.5	95.5
	Not Applicable	3	4.5	4.5	100.0
	Total	67	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	48	71.6	71.6	71.6
	Strongly Agree	4	6.0	6.0	77.6
	Agree	6	9.0	9.0	86.6
	Neutral	7	10.4	10.4	97.0
	Disagree	1	1.5	1.5	98.5
	Not Applicable	1	1.5	1.5	100.0
	Total	67	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	48	71.6	71.6	71.6
Strongly Agree	5	7.5	7.5	79.1
Agree	9	13.4	13.4	92.5
Neutral	4	6.0	6.0	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**p) on-line course reserves**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	49	73.1	73.1	73.1
Strongly Agree	4	6.0	6.0	79.1
Agree	4	6.0	6.0	85.1
Neutral	8	11.9	11.9	97.0
Disagree	1	1.5	1.5	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**q) on-line course delivery**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	49	73.1	73.1	73.1
Strongly Agree	4	6.0	6.0	79.1
Agree	6	9.0	9.0	88.1
Neutral	6	9.0	9.0	97.0
Disagree	1	1.5	1.5	98.5
Not Applicable	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**COMMENTS:**

- Our web site MUST be kept current at all times!!.
- Computer Center staff is always very helpful.
- Training on Argos and having someone who knows how to design reports is essential. Also, I am frequently frustrated by how long it takes to gain necessary access to programs or processes that one needs to complete their job in an efficient manner.
- I would like better streaming in my office and classrooms.
- Composition labs for 1301 and 1302 students
- All of the equipment needs to work.

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- Would like to have outlook back on the desktop. And everyone seems to be moving to Microsoft 2007 and have not even seen this.
- 1. MS Office Version with Training 2. Ability to print straight to copier directly from computer 3. Adobe Applications
- Training...
- I think that our computer department is very knowledgeable and competent. They are doing a great job and always on top of the latest updates and changes for our system. **THEY ARE A GREAT GROUP OF PEOPLE!**
- The switchboard should close no later than 8:00 P.M. for Fall and Spring Semesters and remain flexible for less active periods. Thanks and keep up the good work
- Moving to the most current platform for Web courses.
- Response system for in-class activities.
- I teach an online course and the WebCT that is used is very out of date and should be updated.