

## **LSC-O Technology Needs Survey, Spring 2003**

### 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 services. The survey is comprised of two sections. The first section, applicable to all employees, has questions relating to the training, learning and adequacy of available technology resources. The second section, applicable to faculty and staff with teaching responsibilities, has questions relating to the use of technology in teaching.

### Findings:

There were 64 respondents to the survey. Among the choices for the best method for learning how to use technology, LSC-O provided training classes followed by on-the-job training were most favorable. Among the choices for receiving training for improving job performance, Office 2000 products, such as Word, Access, 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.

In the portion of the survey relating to technology used by faculty, using the web for different applications, such as on-line tutorials, course materials, and quizzes was most favorable.

### Survey Comments:

- Better security set-up so that "print preview" on I.E.5.5 is an option. Use of the print menu rather than ICON to save paper. Servers need to be WIN 2000 for locking down options. I think Group policies module is there.
- Update to Windows XP. Too many passwords for computer and phone.
- I still feel woefully inadequate in the use of the MacIntosh computer I have and especially in the use of Quark. But I have no idea where to acquire tutoring or instruction.
- Several night instructional classes for phone mail, e-mail, and Web CT should be offered to night instructors that cannot attend day sessions.
- I think the computer center staff ALL do an excellent job and each one has outstanding customer service skills. I'd like to know more about #3.
- Excel training
- Better faculty computers. Increased training for those who need it. Night weekend tech support.
- I would like to see everyone have the same software- I can't always access messages from other people on campus.
- Excel classes-System more user friendly.
- The computer center staff is great, prompt, kind, knowledgeable, and excellent.
- SIS should be updated to an easier windows type environment.
- Printers in our offices should be upgraded.
- I believe someone form computer center needs to be on call on the weekends. When WebCT goes down students can not submit their work. Many complaints about this.

Survey summarization:

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

A. Computer Seminar(s).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	2	3.1	3.1	17.2
	Disagree	8	12.5	12.5	29.7
	Neutral	14	21.9	21.9	51.6
	Agree	21	32.8	32.8	84.4
	Strongly Agree	10	15.6	15.6	100.0
	Total		64	100.0	100.0

B. LSCO provided classes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	4	6.3	6.3	6.3
	Disagree	1	1.6	1.6	7.8
	Neutral	6	9.4	9.4	17.2
	Agree	28	43.8	43.8	60.9
	Strongly Agree	25	39.1	39.1	100.0
	Total		64	100.0	100.0

C. On-line computer classes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	9	14.1	14.1	28.1
	Disagree	12	18.8	18.8	46.9
	Neutral	17	26.6	26.6	73.4
	Agree	16	25.0	25.0	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total		64	100.0	100.0

D. Self teaching from books, journals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	5	7.8	7.8	21.9
	Disagree	11	17.2	17.2	39.1
	Neutral	20	31.3	31.3	70.3
	Agree	15	23.4	23.4	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total		64	100.0	100.0

E. Self-teaching from exploring, experimentation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	7	10.9	10.9	10.9
	Strongly Disagree	4	6.3	6.3	17.2
	Disagree	11	17.2	17.2	34.4
	Neutral	11	17.2	17.2	51.6
	Agree	25	39.1	39.1	90.6
	Strongly Agree	6	9.4	9.4	100.0
	Total		64	100.0	100.0

F. Help from friends, family, colleagues.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	1	1.6	1.6	15.6
	Disagree	9	14.1	14.1	29.7
	Neutral	17	26.6	26.6	56.3
	Agree	24	37.5	37.5	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

G. Telephone consultants.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	11	17.2	17.2	17.2
	Strongly Disagree	10	15.6	15.6	32.8
	Disagree	19	29.7	29.7	62.5
	Neutral	13	20.3	20.3	82.8
	Agree	10	15.6	15.6	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

H. On-the-job training.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	6	9.4	9.4	9.4
	Strongly Disagree	1	1.6	1.6	10.9
	Disagree	2	3.1	3.1	14.1
	Neutral	4	6.3	6.3	20.3
	Agree	37	57.8	57.8	78.1
	Strongly Agree	14	21.9	21.9	100.0
	Total	64	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	Not Applicable	13	20.3	20.3	20.3
	Strongly Disagree	3	4.7	4.7	25.0
	Disagree	4	6.3	6.3	31.3
	Neutral	16	25.0	25.0	56.3
	Agree	18	28.1	28.1	84.4
	Strongly Agree	10	15.6	15.6	100.0
	Total	64	100.0	100.0	

B. Microsoft Access (database).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	1	1.6	1.6	15.6
	Disagree	2	3.1	3.1	18.8
	Neutral	16	25.0	25.0	43.8
	Agree	25	39.1	39.1	82.8
	Strongly Agree	11	17.2	17.2	100.0
	Total	64	100.0	100.0	

C. Microsoft Outlook (e-mail).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	13	20.3	20.3	20.3
	Strongly Disagree	2	3.1	3.1	23.4
	Disagree	4	6.3	6.3	29.7
	Neutral	18	28.1	28.1	57.8
	Agree	19	29.7	29.7	87.5
	Strongly Agree	8	12.5	12.5	100.0
	Total	64	100.0	100.0	

D. Microsoft Publisher (publication).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	15	23.4	23.4	23.4
	Strongly Disagree	4	6.3	6.3	29.7
	Disagree	4	6.3	6.3	35.9
	Neutral	14	21.9	21.9	57.8
	Agree	19	29.7	29.7	87.5
	Strongly Agree	8	12.5	12.5	100.0
	Total	64	100.0	100.0	

E. Web browsers (internet).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	16	25.0	25.0	25.0
	Strongly Disagree	6	9.4	9.4	34.4
	Disagree	4	6.3	6.3	40.6
	Neutral	16	25.0	25.0	65.6
	Agree	17	26.6	26.6	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

F. WebCT (courseware).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	18	28.1	28.1	28.1
	Strongly Disagree	3	4.7	4.7	32.8
	Disagree	6	9.4	9.4	42.2
	Neutral	18	28.1	28.1	70.3
	Agree	12	18.8	18.8	89.1
	Strongly Agree	7	10.9	10.9	100.0
	Total	64	100.0	100.0	

G. Financial Record System (FRS).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	14	21.9	21.9	21.9
	Strongly Disagree	2	3.1	3.1	25.0
	Disagree	8	12.5	12.5	37.5
	Neutral	15	23.4	23.4	60.9
	Agree	14	21.9	21.9	82.8
	Strongly Agree	11	17.2	17.2	100.0
	Total	64	100.0	100.0	

H. Human Resource System (HRS).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	20	31.3	31.3	31.3
	Strongly Disagree	2	3.1	3.1	34.4
	Disagree	7	10.9	10.9	45.3
	Neutral	23	35.9	35.9	81.3
	Agree	7	10.9	10.9	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

I. Student Information System (SIS).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	15	23.4	23.4	23.4
	Strongly Disagree	3	4.7	4.7	28.1
	Disagree	4	6.3	6.3	34.4
	Neutral	13	20.3	20.3	54.7
	Agree	16	25.0	25.0	79.7
	Strongly Agree	13	20.3	20.3	100.0
	Total	64	100.0	100.0	

J. The Windows environment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	16	25.0	25.0	25.0
	Strongly Disagree	2	3.1	3.1	28.1
	Disagree	5	7.8	7.8	35.9
	Neutral	18	28.1	28.1	64.1
	Agree	16	25.0	25.0	89.1
	Strongly Agree	7	10.9	10.9	100.0
	Total	64	100.0	100.0	

K. The voice mail system.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	15	23.4	23.4	23.4
	Strongly Disagree	3	4.7	4.7	28.1
	Disagree	8	12.5	12.5	40.6
	Neutral	12	18.8	18.8	59.4
	Agree	17	26.6	26.6	85.9
	Strongly Agree	9	14.1	14.1	100.0
	Total	64	100.0	100.0	

L. The operation of programmable phones.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	17	26.6	26.6	26.6
	Strongly Disagree	2	3.1	3.1	29.7
	Disagree	4	6.3	6.3	35.9
	Neutral	18	28.1	28.1	64.1
	Agree	14	21.9	21.9	85.9
	Strongly Agree	9	14.1	14.1	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	4	6.3	6.3	20.3
	Disagree	6	9.4	9.4	29.7
	Neutral	15	23.4	23.4	53.1
	Agree	20	31.3	31.3	84.4
	Strongly Agree	10	15.6	15.6	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	2	3.1	3.1	3.1
	Strongly Disagree	2	3.1	3.1	6.3
	Disagree	9	14.1	14.1	20.3
	Neutral	4	6.3	6.3	26.6
	Agree	37	57.8	57.8	84.4
	Strongly Agree	10	15.6	15.6	100.0
	Total	64	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	Not Applicable	2	3.1	3.1	3.1
	Disagree	4	6.3	6.3	9.4
	Neutral	5	7.8	7.8	17.2
	Agree	39	60.9	60.9	78.1
	Strongly Agree	14	21.9	21.9	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	2	3.1	3.1	3.1
	Disagree	6	9.4	9.4	12.5
	Neutral	5	7.8	7.8	20.3
	Agree	40	62.5	62.5	82.8
	Strongly Agree	11	17.2	17.2	100.0
	Total	64	100.0	100.0	

(7). The LSC-O provided technology support services is adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	2	3.1	3.1	3.1
	Disagree	5	7.8	7.8	10.9
	Neutral	10	15.6	15.6	26.6
	Agree	31	48.4	48.4	75.0
	Strongly Agree	16	25.0	25.0	100.0
	Total	64	100.0	100.0	

(8). The LSC-O provided network resources is adequate for performing my job responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	6	9.4	9.4	9.4
	Disagree	6	9.4	9.4	18.8
	Neutral	7	10.9	10.9	29.7
	Agree	39	60.9	60.9	90.6
	Strongly Agree	6	9.4	9.4	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	8	12.5	12.5	12.5
	Strongly Disagree	4	6.3	6.3	18.8
	Disagree	16	25.0	25.0	43.8
	Neutral	22	34.4	34.4	78.1
	Agree	10	15.6	15.6	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	9	14.1	14.1	14.1
	Strongly Disagree	3	4.7	4.7	18.8
	Disagree	18	28.1	28.1	46.9
	Neutral	19	29.7	29.7	76.6
	Agree	14	21.9	21.9	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

(11). There are no barriers to using applications and media I would like to use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	42	65.6	65.6	65.6
	Strongly Disagree	2	3.1	3.1	68.8
	Disagree	8	12.5	12.5	81.3
	Neutral	4	6.3	6.3	87.5
	Agree	7	10.9	10.9	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

(12). 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	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	2	3.1	3.1	81.3
	Neutral	6	9.4	9.4	90.6
	Agree	5	7.8	7.8	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

B. I do not have necessary skills.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	1	1.6	1.6	76.6
	Disagree	3	4.7	4.7	81.3
	Neutral	3	4.7	4.7	85.9
	Agree	7	10.9	10.9	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

C. I do not have technical support on campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	3	4.7	4.7	79.7
	Disagree	5	7.8	7.8	87.5
	Neutral	5	7.8	7.8	95.3
	Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

D. I do not have on-site support (e.g., classroom, lab).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	4	6.3	6.3	84.4
	Neutral	7	10.9	10.9	95.3
	Agree	2	3.1	3.1	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

E. I do not know how to incorporate technology in my class.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	49	76.6	76.6	76.6
	Strongly Disagree	3	4.7	4.7	81.3
	Disagree	4	6.3	6.3	87.5
	Neutral	4	6.3	6.3	93.8
	Agree	3	4.7	4.7	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

F. It is too expensive.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	5	7.8	7.8	85.9
	Neutral	8	12.5	12.5	98.4
	Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

G. I do not know how to get access.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	3	4.7	4.7	79.7
	Disagree	3	4.7	4.7	84.4
	Neutral	5	7.8	7.8	92.2
	Agree	3	4.7	4.7	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

H. I need upgraded hardware.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	5	7.8	7.8	85.9
	Neutral	8	12.5	12.5	98.4
	Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	



I. Technology is not available in my classroom.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	47	73.4	73.4	73.4
	Strongly Disagree	2	3.1	3.1	76.6
	Disagree	3	4.7	4.7	81.3
	Neutral	4	6.3	6.3	87.5
	Agree	5	7.8	7.8	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

J. Applications do not run.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	3	4.7	4.7	79.7
	Disagree	3	4.7	4.7	84.4
	Neutral	7	10.9	10.9	95.3
	Agree	1	1.6	1.6	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

K. Not sure how to use copyrighted material.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	47	73.4	73.4	73.4
	Strongly Disagree	5	7.8	7.8	81.3
	Disagree	6	9.4	9.4	90.6
	Neutral	4	6.3	6.3	96.9
	Agree	1	1.6	1.6	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

L. It is too much trouble.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	4	6.3	6.3	84.4
	Neutral	7	10.9	10.9	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

M. Do not have departmental funds to pay software costs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	2	3.1	3.1	81.3
	Neutral	8	12.5	12.5	93.8
	Agree	3	4.7	4.7	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

N. There is no incentive program (e.g., leave time, financial rewards).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	2	3.1	3.1	75.0
	Disagree	4	6.3	6.3	81.3
	Neutral	5	7.8	7.8	89.1
	Agree	4	6.3	6.3	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

(13). I am better able to use information technology than I was two years ago.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	40	62.5	62.5	62.5
	Disagree	3	4.7	4.7	67.2
	Agree	16	25.0	25.0	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

(14). I am able to access all the LSC-O computer resources I need from my office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	40	62.5	62.5	62.5
	Strongly Disagree	3	4.7	4.7	67.2
	Disagree	6	9.4	9.4	76.6
	Neutral	2	3.1	3.1	79.7
	Agree	9	14.1	14.1	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

(15). I am able to access all the LSC-O computer resources I need from my home.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	40	62.5	62.5	62.5
	Strongly Disagree	7	10.9	10.9	73.4
	Disagree	4	6.3	6.3	79.7
	Neutral	4	6.3	6.3	85.9
	Agree	7	10.9	10.9	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

(16). I have all technological resources I need in the classroom/lab I use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	41	64.1	64.1	64.1
	Strongly Disagree	3	4.7	4.7	68.8
	Disagree	7	10.9	10.9	79.7
	Neutral	5	7.8	7.8	87.5
	Agree	8	12.5	12.5	100.0
	Total	64	100.0	100.0	

(17). In the classroom I use, I need but do not have:

A. Internet access.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	4	6.3	6.3	81.3
	Disagree	3	4.7	4.7	85.9
	Neutral	5	7.8	7.8	93.8
	Agree	2	3.1	3.1	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

B. Network connections.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	49	76.6	76.6	76.6
	Strongly Disagree	4	6.3	6.3	82.8
	Disagree	4	6.3	6.3	89.1
	Neutral	5	7.8	7.8	96.9
	Agree	1	1.6	1.6	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

C. Computer projection capabilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	47	73.4	73.4	73.4
	Strongly Disagree	3	4.7	4.7	78.1
	Disagree	3	4.7	4.7	82.8
	Neutral	4	6.3	6.3	89.1
	Agree	3	4.7	4.7	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

D. A lapel microphone.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	49	76.6	76.6	76.6
	Strongly Disagree	5	7.8	7.8	84.4
	Disagree	3	4.7	4.7	89.1
	Neutral	5	7.8	7.8	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

E. Electronic pointers.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	49	76.6	76.6	76.6
	Strongly Disagree	5	7.8	7.8	84.4
	Disagree	3	4.7	4.7	89.1
	Neutral	4	6.3	6.3	95.3
	Agree	2	3.1	3.1	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

F. Student computers.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	49	76.6	76.6	76.6
	Strongly Disagree	5	7.8	7.8	84.4
	Disagree	1	1.6	1.6	85.9
	Neutral	4	6.3	6.3	92.2
	Agree	2	3.1	3.1	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

G. An instructor's computer workstation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	5	7.8	7.8	79.7
	Disagree	4	6.3	6.3	85.9
	Neutral	3	4.7	4.7	90.6
	Agree	4	6.3	6.3	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

(18). I have attempted to reserve a multimedia classroom the past year.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	2	3.1	3.1	75.0
	Disagree	5	7.8	7.8	82.8
	Neutral	5	7.8	7.8	90.6
	Agree	3	4.7	4.7	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	44	68.8	68.8	68.8
	Strongly Disagree	2	3.1	3.1	71.9
	Disagree	2	3.1	3.1	75.0
	Neutral	8	12.5	12.5	87.5
	Agree	6	9.4	9.4	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

(20). When using a multimedia classroom I have encountered problems with:

A. The equipment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Disagree	3	4.7	4.7	76.6
	Neutral	6	9.4	9.4	85.9
	Agree	4	6.3	6.3	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

B. The room's physical environment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	1	1.6	1.6	76.6
	Disagree	6	9.4	9.4	85.9
	Neutral	6	9.4	9.4	95.3
	Agree	2	3.1	3.1	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

C. On-site technical support.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	48	75.0	75.0	75.0
	Strongly Disagree	2	3.1	3.1	78.1
	Disagree	4	6.3	6.3	84.4
	Neutral	5	7.8	7.8	92.2
	Agree	3	4.7	4.7	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

(21). I am very familiar with the technology resources on campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	40	62.5	62.5	62.5
	Strongly Disagree	2	3.1	3.1	65.6
	Disagree	7	10.9	10.9	76.6
	Neutral	5	7.8	7.8	84.4
	Agree	8	12.5	12.5	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	39	60.9	60.9	60.9
	Disagree	3	4.7	4.7	65.6
	Neutral	9	14.1	14.1	79.7
	Agree	11	17.2	17.2	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

(23). LSC-O's information technology support is responsive and helpful to my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	39	60.9	60.9	60.9
	Disagree	2	3.1	3.1	64.1
	Neutral	6	9.4	9.4	73.4
	Agree	12	18.8	18.8	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

(24). 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	Not Applicable	43	67.2	67.2	67.2
	Disagree	3	4.7	4.7	71.9
	Neutral	3	4.7	4.7	76.6
	Agree	6	9.4	9.4	85.9
	Strongly Agree	9	14.1	14.1	100.0
	Total	64	100.0	100.0	

B. Use an e-mail list of students in my class.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	44	68.8	68.8	68.8
	Disagree	2	3.1	3.1	71.9
	Neutral	3	4.7	4.7	76.6
	Agree	7	10.9	10.9	87.5
	Strongly Agree	8	12.5	12.5	100.0
	Total	64	100.0	100.0	

C. Use a class electronic bulletin board/forum on the web.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Strongly Disagree	1	1.6	1.6	71.9
	Disagree	3	4.7	4.7	76.6
	Neutral	5	7.8	7.8	84.4
	Agree	3	4.7	4.7	89.1
	Strongly Agree	7	10.9	10.9	100.0
	Total	64	100.0	100.0	

D. Use audio/video clips, animation, and slides.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	44	68.8	68.8	68.8
	Disagree	1	1.6	1.6	70.3
	Neutral	5	7.8	7.8	78.1
	Agree	9	14.1	14.1	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

E. Use streaming video.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Disagree	4	6.3	6.3	78.1
	Neutral	10	15.6	15.6	93.8
	Agree	1	1.6	1.6	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

F. Use self paced practice and tests of routine tasks.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	44	68.8	68.8	68.8
	Disagree	2	3.1	3.1	71.9
	Neutral	7	10.9	10.9	82.8
	Agree	6	9.4	9.4	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

G. Use computer simulations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Disagree	3	4.7	4.7	75.0
	Neutral	5	7.8	7.8	82.8
	Agree	7	10.9	10.9	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

H. Use self paced tutorials with audio/video clips.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Strongly Disagree	1	1.6	1.6	71.9
	Disagree	2	3.1	3.1	75.0
	Neutral	4	6.3	6.3	81.3
	Agree	7	10.9	10.9	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

I. Use multimedia presentations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Disagree	1	1.6	1.6	71.9
	Neutral	2	3.1	3.1	75.0
	Agree	11	17.2	17.2	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

J. Use the web to conduct research.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Disagree	2	3.1	3.1	73.4
	Neutral	7	10.9	10.9	84.4
	Agree	5	7.8	7.8	92.2
	Strongly Agree	5	7.8	7.8	100.0
	Total	64	100.0	100.0	

K. Use the web to present work to other people at LSC-O.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	2	3.1	3.1	75.0
	Disagree	2	3.1	3.1	78.1
	Neutral	5	7.8	7.8	85.9
	Agree	7	10.9	10.9	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

L. Use the web to present work to other people around the world.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	2	3.1	3.1	75.0
	Disagree	4	6.3	6.3	81.3
	Neutral	7	10.9	10.9	92.2
	Agree	4	6.3	6.3	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

M. Use the web to conduct simulations or visualizations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	1	1.6	1.6	73.4
	Disagree	4	6.3	6.3	79.7
	Neutral	7	10.9	10.9	90.6
	Agree	4	6.3	6.3	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

N. Use the web to facilitate collaboration with people at LSCO.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	1	1.6	1.6	73.4
	Disagree	2	3.1	3.1	76.6
	Neutral	5	7.8	7.8	84.4
	Agree	7	10.9	10.9	95.3
	Strongly Agree	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

O. Use the web to facilitate collaboration with people around the world.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Strongly Disagree	2	3.1	3.1	75.0
	Disagree	3	4.7	4.7	79.7
	Neutral	6	9.4	9.4	89.1
	Agree	6	9.4	9.4	98.4
	Strongly Agree	1	1.6	1.6	100.0
	Total	64	100.0	100.0	

P. Use the web to gather information via on-line quizzes, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	46	71.9	71.9	71.9
	Disagree	2	3.1	3.1	75.0
	Neutral	7	10.9	10.9	85.9
	Agree	7	10.9	10.9	96.9
	Strongly Agree	2	3.1	3.1	100.0
	Total	64	100.0	100.0	

Q. Use the web for on-line materials and archives.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Disagree	2	3.1	3.1	73.4
	Neutral	5	7.8	7.8	81.3
	Agree	8	12.5	12.5	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	

R. Use the web for on-line course reserves.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Strongly Disagree	1	1.6	1.6	71.9
	Disagree	3	4.7	4.7	76.6
	Neutral	6	9.4	9.4	85.9
	Agree	5	7.8	7.8	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	



S. Use the web for on-line course delivery.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	45	70.3	70.3	70.3
	Strongly Disagree	1	1.6	1.6	71.9
	Disagree	2	3.1	3.1	75.0
	Neutral	7	10.9	10.9	85.9
	Agree	5	7.8	7.8	93.8
	Strongly Agree	4	6.3	6.3	100.0
	Total	64	100.0	100.0	