Technology Needs Survey, Spring 2009
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 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 49 responded to this survey. The respondents comprised of 15 faculty and 34 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 2007 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	7	14.3	14.3	14.3
	Strongly Agree	29	59.2	59.2	73.5
	Agree	12	24.5	24.5	98.0
	Neutral	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

b) LSCO provided classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	42	85.7	85.7	85.7
	Agree	3	6.1	6.1	91.8
	Neutral	2	4.1	4.1	95.9
	Disagree	1	2.0	2.0	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

c) on-line computer classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	18	36.7	36.7	44.9
	Agree	14	28.6	28.6	73.5
	Neutral	8	16.3	16.3	89.8
	Disagree	5	10.2	10.2	100.0
	Total	49	100.0	100.0	

d) self teaching from books, journals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	6.1	6.1	6.1
	Strongly Agree	11	22.4	22.4	28.6
	Agree	17	34.7	34.7	63.3
	Neutral	11	22.4	22.4	85.7
	Disagree	7	14.3	14.3	100.0
	Total	49	100.0	100.0	

e) self-teaching from exploring, experimentation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	26	53.1	53.1	61.2
	Agree	11	22.4	22.4	83.7
	Neutral	6	12.2	12.2	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

f) help from friends, family, colleagues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	6.1	6.1	6.1
	Strongly Agree	25	51.0	51.0	57.1
	Agree	16	32.7	32.7	89.8
	Neutral	3	6.1	6.1	95.9
	Disagree	1	2.0	2.0	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

g) telephone consultants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	6	12.2	12.2	20.4
	Agree	15	30.6	30.6	51.0
	Neutral	19	38.8	38.8	89.8
	Disagree	4	8.2	8.2	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

h) on-the-job training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	38	77.6	77.6	79.6
	Agree	7	14.3	14.3	93.9
	Neutral	3	6.1	6.1	100.0
	Total	49	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	5	10.2	10.2	10.2
	Strongly Agree	22	44.9	44.9	55.1
	Agree	17	34.7	34.7	89.8
	Neutral	4	8.2	8.2	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

b) Microsoft Access (database)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	21	42.9	42.9	51.0
	Agree	15	30.6	30.6	81.6
	Neutral	3	6.1	6.1	87.8
	Disagree	1	2.0	2.0	89.8
	Strongly Disagree	5	10.2	10.2	100.0
	Total	49	100.0	100.0	

c) Microsoft Outlook (e-mail)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	13	26.5	26.5	34.7
	Agree	24	49.0	49.0	83.7
	Neutral	7	14.3	14.3	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

d) Web browsers (internet)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	10.2	10.2	10.2
	Strongly Agree	7	14.3	14.3	24.5
	Agree	27	55.1	55.1	79.6
	Neutral	7	14.3	14.3	93.9
	Disagree	2	4.1	4.1	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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e) WebCT (courseware)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	10.2	10.2	10.2
	Strongly Agree	15	30.6	30.6	40.8
	Agree	18	36.7	36.7	77.6
	Neutral	4	8.2	8.2	85.7
	Strongly Disagree	7	14.3	14.3	100.0
	Total	49	100.0	100.0	

f) Financial Banner System

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	15	30.6	30.6	38.8
	Agree	19	38.8	38.8	77.6
	Neutral	3	6.1	6.1	83.7
	Strongly Disagree	8	16.3	16.3	100.0
	Total	49	100.0	100.0	

g) Banner Human Resource System

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	6	12.2	12.2	12.2
	Strongly Agree	11	22.4	22.4	34.7
	Agree	19	38.8	38.8	73.5
	Neutral	2	4.1	4.1	77.6
	Disagree	1	2.0	2.0	79.6
	Strongly Disagree	10	20.4	20.4	100.0
	Total	49	100.0	100.0	

h) Student Information System (SIS)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	6.1	6.1	6.1
	Strongly Agree	27	55.1	55.1	61.2
	Agree	16	32.7	32.7	93.9
	Strongly Disagree	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

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i) the Windows environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	10.2	10.2	10.2
	Strongly Agree	11	22.4	22.4	32.7
	Agree	22	44.9	44.9	77.6
	Neutral	8	16.3	16.3	93.9
	Disagree	1	2.0	2.0	95.9
	Strongly Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

j) the voice mail system

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	5	10.2	10.2	10.2
	Strongly Agree	13	26.5	26.5	36.7
	Agree	22	44.9	44.9	81.6
	Neutral	8	16.3	16.3	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

k) the operation of programmable phones

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	14	28.6	28.6	36.7
	Agree	21	42.9	42.9	79.6
	Neutral	4	8.2	8.2	87.8
	Disagree	2	4.1	4.1	91.8
	Strongly Disagree	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

l) Omni Update software to update departmental web pages

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	4.1	4.1	4.1
	Strongly Agree	15	30.6	30.6	34.7
	Agree	17	34.7	34.7	69.4
	Neutral	4	8.2	8.2	77.6
	Disagree	1	2.0	2.0	79.6
	Strongly Disagree	10	20.4	20.4	100.0
	Total	49	100.0	100.0	

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m) MyLSCO group tools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	18	36.7	36.7	44.9
	Agree	22	44.9	44.9	89.8
	Neutral	2	4.1	4.1	93.9
	Disagree	1	2.0	2.0	95.9
	Strongly Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

n) My LSCO course tools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	13	26.5	26.5	34.7
	Agree	19	38.8	38.8	73.5
	Neutral	5	10.2	10.2	83.7
	Disagree	1	2.0	2.0	85.7
	Strongly Disagree	7	14.3	14.3	100.0
	Total	49	100.0	100.0	

o) My LSCO general navigation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	13	26.5	26.5	34.7
	Agree	25	51.0	51.0	85.7
	Neutral	5	10.2	10.2	95.9
	Disagree	1	2.0	2.0	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	4	8.2	8.2	8.2
	Strongly Agree	9	18.4	18.4	26.5
	Agree	29	59.2	59.2	85.7
	Neutral	4	8.2	8.2	93.9
	Disagree	1	2.0	2.0	95.9
	Strongly Disagree	2	4.1	4.1	100.0
	Total	49	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	Strongly Agree	42	85.7	85.7	85.7
	Agree	6	12.2	12.2	98.0
	Neutral	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

b) Computer software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	79.6	79.6	79.6
	Agree	5	10.2	10.2	89.8
	Neutral	4	8.2	8.2	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

c) Technology

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	35	71.4	71.4	71.4
	Agree	10	20.4	20.4	91.8
	Neutral	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

d) Technology support services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	38	77.6	77.6	77.6
	Agree	6	12.2	12.2	89.8
	Neutral	4	8.2	8.2	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

e) Network resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	37	75.5	75.5	75.5
	Agree	9	18.4	18.4	93.9
	Neutral	2	4.1	4.1	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	34	69.4	69.4	69.4
	Agree	8	16.3	16.3	85.7
	Neutral	5	10.2	10.2	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

4) Computer center staff/services:

a) Computer Center services are satisfactory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	44	89.8	89.8	89.8
	Agree	3	6.1	6.1	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

b) Computer Center staff are courteous

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	45	91.8	91.8	91.8
	Agree	3	6.1	6.1	98.0
	Neutral	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

c) Computer Center staff are knowledgeable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	42	85.7	85.7	85.7
	Agree	6	12.2	12.2	98.0
	Neutral	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

d) Computer Center staff are helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	44	89.8	89.8	91.8
	Agree	3	6.1	6.1	98.0
	Neutral	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

e) Switchboard hours are appropriate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	40	81.6	81.6	81.6
	Agree	5	10.2	10.2	91.8
	Neutral	1	2.0	2.0	93.9
	Disagree	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

5) When using MyLSCO to access LSC-O exchange e-mail (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	1	2.0	2.0	2.0
	Strongly Agree	28	57.1	57.1	59.2
	Agree	8	16.3	16.3	75.5
	Neutral	9	18.4	18.4	93.9
	Disagree	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

b) Accessing my contact list

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	24	49.0	49.0	51.0
	Agree	11	22.4	22.4	73.5
	Neutral	9	18.4	18.4	91.8
	Disagree	2	4.1	4.1	95.9
	Strongly Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	23	46.9	46.9	49.0
	Agree	13	26.5	26.5	75.5
	Neutral	8	16.3	16.3	91.8
	Disagree	3	6.1	6.1	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

d) Searching for a specific e-mail by date

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	25	51.0	51.0	53.1
	Agree	17	34.7	34.7	87.8
	Neutral	5	10.2	10.2	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

e) Searching for a specific e-mail by subject

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	4.1	4.1	4.1
	Strongly Agree	21	42.9	42.9	46.9
	Agree	17	34.7	34.7	81.6
	Neutral	6	12.2	12.2	93.9
	Disagree	2	4.1	4.1	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

f) Using the calendar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.0	2.0	2.0
	Strongly Agree	19	38.8	38.8	40.8
	Agree	18	36.7	36.7	77.6
	Neutral	6	12.2	12.2	89.8
	Disagree	2	4.1	4.1	93.9
	Strongly Disagree	3	6.1	6.1	100.0
	Total	49	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
Valid	Strongly Agree	40	81.6	81.6	81.6
	Agree	7	14.3	14.3	95.9
	Neutral	1	2.0	2.0	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	2	4.1	4.1	4.1
	By completing a web order forn	44	89.8	89.8	93.9
	by calling the help desk	1	2.0	2.0	95.9
	by calling the switchboard	1	2.0	2.0	98.0
	by calling specific computer staff	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Agree	4	8.2	8.2	73.5
	Neutral	3	6.1	6.1	79.6
	Disagree	7	14.3	14.3	93.9
	Strongly Disagree	3	6.1	6.1	100.0
	Total	49	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
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	11	22.4	22.4	89.8
	Neutral	3	6.1	6.1	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

10) 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	31	63.3	63.3	63.3
	Strongly Agree	4	8.2	8.2	71.4
	Agree	9	18.4	18.4	89.8
	Neutral	2	4.1	4.1	93.9
	Disagree	2	4.1	4.1	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	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
Valid	No Response	31	63.3	63.3	63.3
	Agree	6	12.2	12.2	75.5
	Neutral	4	8.2	8.2	83.7
	Disagree	7	14.3	14.3	98.0
	Strongly Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	1	2.0	2.0	65.3
	Agree	6	12.2	12.2	77.6
	Neutral	1	2.0	2.0	79.6
	Disagree	8	16.3	16.3	95.9
	Strongly Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	1	2.0	2.0	65.3
	Agree	2	4.1	4.1	69.4
	Neutral	4	8.2	8.2	77.6
	Disagree	4	8.2	8.2	85.7
	Strongly Disagree	2	4.1	4.1	89.8
	Not Applicable	5	10.2	10.2	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Strongly Agree	1	2.0	2.0	67.3
	Agree	4	8.2	8.2	75.5
	Neutral	6	12.2	12.2	87.8
	Not Applicable	6	12.2	12.2	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	3	6.1	6.1	69.4
	Agree	7	14.3	14.3	83.7
	Neutral	3	6.1	6.1	89.8
	Disagree	3	6.1	6.1	95.9
	Strongly Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	69.4	69.4	69.4
	Strongly Agree	3	6.1	6.1	75.5
	Agree	5	10.2	10.2	85.7
	Neutral	4	8.2	8.2	93.9
	Disagree	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	67.3	67.3	67.3
	Strongly Agree	6	12.2	12.2	79.6
	Agree	7	14.3	14.3	93.9
	Neutral	1	2.0	2.0	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	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	31	63.3	63.3	63.3
	Strongly Agree	1	2.0	2.0	65.3
	Agree	1	2.0	2.0	67.3
	Neutral	6	12.2	12.2	79.6
	Disagree	3	6.1	6.1	85.7
	Strongly Disagree	3	6.1	6.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

b) I do not have necessary skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	33	67.3	67.3	67.3
	Agree	3	6.1	6.1	73.5
	Neutral	4	8.2	8.2	81.6
	Disagree	2	4.1	4.1	85.7
	Strongly Disagree	3	6.1	6.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

c) I do not have technical support on campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	1	2.0	2.0	65.3
	Agree	4	8.2	8.2	73.5
	Neutral	4	8.2	8.2	81.6
	Disagree	2	4.1	4.1	85.7
	Strongly Disagree	3	6.1	6.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

d) I do not have on-site support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	5	10.2	10.2	77.6
	Neutral	4	8.2	8.2	85.7
	Disagree	2	4.1	4.1	89.8
	Strongly Disagree	1	2.0	2.0	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

e) I do not know how to incorporate technology

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	3	6.1	6.1	69.4
	Neutral	3	6.1	6.1	75.5
	Disagree	4	8.2	8.2	83.7
	Strongly Disagree	4	8.2	8.2	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

f) it is too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	1	2.0	2.0	65.3
	Neutral	5	10.2	10.2	75.5
	Disagree	4	8.2	8.2	83.7
	Strongly Disagree	4	8.2	8.2	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

g) I do not know how to get access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	2	4.1	4.1	67.3
	Neutral	4	8.2	8.2	75.5
	Disagree	6	12.2	12.2	87.8
	Strongly Disagree	2	4.1	4.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

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h) I need upgraded hardware

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Neutral	8	16.3	16.3	83.7
	Disagree	3	6.1	6.1	89.8
	Strongly Disagree	1	2.0	2.0	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

i) technology is not available in my classroom

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	4	8.2	8.2	71.4
	Agree	3	6.1	6.1	77.6
	Neutral	5	10.2	10.2	87.8
	Disagree	2	4.1	4.1	91.8
	Strongly Disagree	1	2.0	2.0	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

j) applications do not run

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	3	6.1	6.1	69.4
	Neutral	5	10.2	10.2	79.6
	Disagree	3	6.1	6.1	85.7
	Strongly Disagree	2	4.1	4.1	89.8
	Not Applicable	5	10.2	10.2	100.0
	Total	49	100.0	100.0	

k) not sure how to use copyrighted material

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Neutral	5	10.2	10.2	75.5
	Disagree	5	10.2	10.2	85.7
	Strongly Disagree	2	4.1	4.1	89.8
	Not Applicable	5	10.2	10.2	100.0
	Total	49	100.0	100.0	

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l) it is too much trouble

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	1	2.0	2.0	69.4
	Neutral	5	10.2	10.2	79.6
	Disagree	4	8.2	8.2	87.8
	Strongly Disagree	3	6.1	6.1	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

m) do not have departmental funds

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	1	2.0	2.0	65.3
	Neutral	6	12.2	12.2	77.6
	Disagree	4	8.2	8.2	85.7
	Strongly Disagree	3	6.1	6.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

n) no incentive program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Strongly Agree	3	6.1	6.1	71.4
	Neutral	6	12.2	12.2	83.7
	Disagree	2	4.1	4.1	87.8
	Strongly Disagree	2	4.1	4.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

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	31	63.3	63.3	63.3
	Strongly Agree	6	12.2	12.2	75.5
	Agree	7	14.3	14.3	89.8
	Disagree	2	4.1	4.1	93.9
	Strongly Disagree	1	2.0	2.0	95.9
	Not Applicable	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

b) room physical environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	3	6.1	6.1	69.4
	Agree	2	4.1	4.1	73.5
	Neutral	2	4.1	4.1	77.6
	Disagree	7	14.3	14.3	91.8
	Strongly Disagree	1	2.0	2.0	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

c) on-site technical support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	4	8.2	8.2	71.4
	Agree	4	8.2	8.2	79.6
	Neutral	1	2.0	2.0	81.6
	Disagree	3	6.1	6.1	87.8
	Strongly Disagree	4	8.2	8.2	95.9
	Not Applicable	2	4.1	4.1	100.0
	Total	49	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	31	63.3	63.3	63.3
	Strongly Agree	5	10.2	10.2	73.5
	Neutral	2	4.1	4.1	77.6
	Disagree	6	12.2	12.2	89.8
	Strongly Disagree	4	8.2	8.2	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

b) internet access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	3	6.1	6.1	69.4
	Neutral	2	4.1	4.1	73.5
	Disagree	6	12.2	12.2	85.7
	Strongly Disagree	6	12.2	12.2	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

c) network connections

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Neutral	4	8.2	8.2	75.5
	Disagree	6	12.2	12.2	87.8
	Strongly Disagree	5	10.2	10.2	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

d) a lapel microphone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	1	2.0	2.0	65.3
	Neutral	6	12.2	12.2	77.6
	Disagree	5	10.2	10.2	87.8
	Strongly Disagree	2	4.1	4.1	91.8
	Not Applicable	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

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e) electronic pointers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Agree	3	6.1	6.1	69.4
	Neutral	4	8.2	8.2	77.6
	Disagree	6	12.2	12.2	89.8
	Strongly Disagree	3	6.1	6.1	95.9
	Not Applicable	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

f) student computers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	1	2.0	2.0	69.4
	Neutral	4	8.2	8.2	77.6
	Disagree	4	8.2	8.2	85.7
	Strongly Disagree	4	8.2	8.2	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

g) instructors computer work station

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	3	6.1	6.1	69.4
	Neutral	3	6.1	6.1	75.5
	Disagree	5	10.2	10.2	85.7
	Strongly Disagree	5	10.2	10.2	95.9
	Not Applicable	2	4.1	4.1	100.0
	Total	49	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	31	63.3	63.3	63.3
	Strongly Agree	6	12.2	12.2	75.5
	Agree	7	14.3	14.3	89.8
	Neutral	3	6.1	6.1	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	8	16.3	16.3	79.6
	Agree	6	12.2	12.2	91.8
	Neutral	2	4.1	4.1	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

c) class electronic forum on the web

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	7	14.3	14.3	77.6
	Agree	4	8.2	8.2	85.7
	Neutral	5	10.2	10.2	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

d) audio-video clips slides

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	9	18.4	18.4	81.6
	Agree	5	10.2	10.2	91.8
	Neutral	2	4.1	4.1	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

e) streaming video

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Strongly Agree	7	14.3	14.3	79.6
	Agree	6	12.2	12.2	91.8
	Neutral	2	4.1	4.1	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

f) self paced practice and tests of routine tasks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	3	6.1	6.1	69.4
	Neutral	12	24.5	24.5	93.9
	Disagree	2	4.1	4.1	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

g) multimedia presentations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	7	14.3	14.3	77.6
	Agree	9	18.4	18.4	95.9
	Neutral	1	2.0	2.0	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

h) web to conduct research

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	6	12.2	12.2	75.5
	Agree	8	16.3	16.3	91.8
	Neutral	2	4.1	4.1	95.9
	Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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i) web to present work to other people at LSCO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	4	8.2	8.2	71.4
	Agree	3	6.1	6.1	77.6
	Neutral	6	12.2	12.2	89.8
	Disagree	3	6.1	6.1	95.9
	Strongly Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	4	8.2	8.2	75.5
	Neutral	4	8.2	8.2	83.7
	Disagree	4	8.2	8.2	91.8
	Strongly Disagree	1	2.0	2.0	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

k) web to conduct simulations or visualizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	7	14.3	14.3	77.6
	Agree	5	10.2	10.2	87.8
	Neutral	4	8.2	8.2	95.9
	Disagree	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

l) facilitate collaboration with people at LSCO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	4	8.2	8.2	71.4
	Agree	6	12.2	12.2	83.7
	Neutral	3	6.1	6.1	89.8
	Disagree	2	4.1	4.1	93.9
	Strongly Disagree	1	2.0	2.0	95.9
	Not Applicable	2	4.1	4.1	100.0
	Total	49	100.0	100.0	

m) facilitate collaboration with people around the world

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	2	4.1	4.1	67.3
	Agree	3	6.1	6.1	73.5
	Neutral	6	12.2	12.2	85.7
	Disagree	3	6.1	6.1	91.8
	Strongly Disagree	1	2.0	2.0	93.9
	Not Applicable	3	6.1	6.1	100.0
	Total	49	100.0	100.0	

n) gather information via on-line quizzes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Strongly Agree	3	6.1	6.1	71.4
	Agree	7	14.3	14.3	85.7
	Neutral	4	8.2	8.2	93.9
	Disagree	1	2.0	2.0	95.9
	Strongly Disagree	1	2.0	2.0	98.0
	Not Applicable	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

o) on-line materials and archives

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	5	10.2	10.2	73.5
	Agree	8	16.3	16.3	89.8
	Neutral	4	8.2	8.2	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

p) on-line course reserves

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	32	65.3	65.3	65.3
	Strongly Agree	5	10.2	10.2	75.5
	Agree	7	14.3	14.3	89.8
	Neutral	4	8.2	8.2	98.0
	Disagree	1	2.0	2.0	100.0
	Total	49	100.0	100.0	

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q) on-line course delivery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	31	63.3	63.3	63.3
	Strongly Agree	7	14.3	14.3	77.6
	Agree	7	14.3	14.3	91.8
	Neutral	4	8.2	8.2	100.0
	Total	49	100.0	100.0	

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Comments:

- We in Continuing Education could use access to student directory information in order to be more effective at marketing and other tasks, such as course and schedule development. Thanks.
- Microsoft Excel need more training.
- Separate or adjacent systems for non-credit courses and its students.
- Computer center staff are always friendly, prompt and wonderfully helpful. I appreciate all they do.
- The Wilson bldg needs equipment. The computer in AC126 is very slow and audio equip doesn't work. The classrooms have different types of equipment and need different operating instructions. Remotes walk away. Podcasting ability for lectures
- The technology is frustrating because something is always out, the sound, the picture, the remote, etc. No two rooms are alike all are different or have quirky things that must be done. All need to be the same!
- During the fall and spring semesters, the switchboard should close no later than 8:00 P.M., Mondays through Thursdays. Few, if any "business" calls are received later in the evenings. Our Computer center personnel are top notch!
- Classroom clickers for quizzes, polls, etc.
- Doing a great job.
- Writing lab
- LSCO is doing a great job keeping up with our needs.
- I want to learn to put a class on-line.
- Some of my comments are because the loss of equipment due to hurricane Ike has not been replaced. The LSC-O IT group does a great job with a very supportive and knowledgeable staff. Thanks Eddie Burns
- Having equipment that works.
- No technology needs. However, LSC-O needs to have computer technicians available after 5:00 p.m. to help with multimedia in classrooms.
- We should place more emphasis in getting more classrooms wired rather than have one or two "model classrooms" that for the most part will be underused/misused.
- The Computer Department that LSCO has is a great asset to this campus. They are knowledgeable and always willing to assist our department in any way. They are the BEST!