

**LAWSON STATE COMMUNITY COLLEGE
TECHNOLOGY SURVEY
SURVEY RESULTS**

1. I am a member of

	Faculty	Staff	Administration	Number
April 2006	62.5	26.1	10.2	187
April 2007	61.3	30.2	58.5	203
April 2008	70.9	21.4	7.7	177

2. On average, how often do you contact MIS for computer-related support issues?

	Frequently	Occasionally	Rarely	Never	Number
April 2006	21.6	60.2	14.8	3.4	187
April 2007	21.7	55.7	21.7	0.9	202
April 2008	17.1	45.3	29.1	8.5	177

3. How would you rate the adequacy of support received as related to hardware issues?

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	20.4	45.5	27.3	5.7	1.1	186
April 2007	31.2	52.8	9.4	1.9	4.7	202
April 2008	26.5	46.2	15.4	1.7	10.3	177

4. How would you rate the adequacy of support received as related to software issues?

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	18.3	56.8	13.6	4.5	6.8	187
April 2007	32.9	49.1	12.3	1.9	3.8	201
April 2008	25.6	49.6	12.8	0.9	11.1	177

5. How would you rate the adequacy of support received as related to network issues?

	Excellent	Good	Fair	Poor	Very Poor	Number
April 2006	18.3	56.8	13.6	4.5	6.8	187
April 2007	24.6	52.8	16.0	1.9	4.7	202
April 2008	23.9	49.6	16.1	4.3	6.1	177

6. How quickly have we responded to your requests for assistance? Within:

	30 minutes	1 hour	5 hours	1 day	2 days or more	Number
April 2006	18.2	50.0	20.5	4.5	6.8	185
April 2007	20.8	33.0	8.5	28.3	9.4	201
April 2008	19.7	28.2	9.4	30.5	12.2	176

7. Area MIS staff readily available for general hardware/software questions?

	Always	Usually	Not Usually	Never	Number
April 2006	13.7	22.7	10.2	29.5	187
April 2007	33.0	60.4	6.6	0.0	201
April 2008	29.9	61.5	7.7	0.9	175

8. How would you rate MIS staff with regard to ability to resolve your assistance requests?

	Excellent	Good	Average	Poor	Very Poor	Number
April 2006	21.5	43.2	27.3	8.0	0.0	187
April 2007	36.8	43.4	18.9	0.9	0.0	201
April 2008	34.9	41.9	19.7	2.6	0.9	176

9. Do you have access to the AS400 network?

	Yes	No	Number
April 2006	92.0	8.0	187
April 2007	88.7	11.3	200
April 2008	89.5	10.5	176

10. How satisfied are you with the training offered for AS400?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number
April 2006	18.2	72.7	8.0	1.1	186
April 2007	28.3	66.0	5.7	0.0	199
April 2008	32.4	62.4	4.3	0.9	168

11. How satisfied are you with the software available on the network?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Number
April 2006	9.1	77.3	12.5	1.1	187
April 2007	19.8	68.9	7.5	3.8	199
April 2008	25.5	60.7	11.1	2.6	176

12. How would you rate technological resources available to students?

	Excellent	Good	Average	Poor	Very Poor	Number
April 2006	7.1	52.3	30.7	6.8	3.4	186
April 2007	15.2	46.2	31.1	7.5	0.0	201
April 2008	21.3	46.2	22.2	10.3	0.0	174

13. Compared to similar colleges, how would you rate the technology system at LSCC?

	Much Better	Better	About the same	Worse	Much Worse	Number
April 2006	7.0	12.5	52.3	25.0	3.4	185
April 2007	12.2	23.6	49.1	13.2	1.9	199
April 2008	15.4	26.5	39.3	18.8	0.0	174

14. Have you attended any technology workshops held by LSCC staff during the school year?

	Yes	No	Number
April 2006	80.7	19.3	187
April 2007	84.0	16.0	201
April 2008	78.6	21.4	175

15. Have you received individual training from any LSCC staff members?

	Yes	No	Number
April 2006	62.5	37.5	186
April 2007	57.5	42.5	199
April 2008	57.3	42.47	176

16. How would you rate the adequacy of the training received during the school year?

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	12.4	48.9	28.4	2.3	8.0	187
April 2007	22.7	46.2	21.7	1.9	7.5	200
April 2008	24.8	47.9	20.5	0.0	6.8	176

17. Indicate your opinion of the adequacy of hardware repairs.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	13.7	40.9	22.7	10.2	12.5	186
April 2007	19.8	48.1	15.1	3.8	13.2	200
April 2008	21.4	38.5	19.7	5.1	15.4	177

18. Indicate your opinion of the adequacy of hardware support.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	11.4	43.2	26.1	9.1	10.2	186
April 2007	19.9	52.8	15.1	2.8	9.4	200
April 2008	24.8	41.9	15.4	5.1	12.8	176

19. Indicate your opinion of the adequacy of Internet support.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	11.4	51.1	25.0	6.8	5.7	186
April 2007	25.4	49.1	15.1	4.7	5.7	199
April 2008	29.1	42.7	17.1	2.6	8.5	176

20. Indicate your opinion of the adequacy of Internet training.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	8.0	44.3	17.0	2.3	28.4	186
April 2007	18.0	44.3	16.0	2.8	18.9	200
April 2008	18.8	41.0	12.8	0.9	26.5	176

21. Indicate your opinion of the adequacy of software application support.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	8.0	51.1	18.2	5.7	17.0	185
April 2007	12.3	57.5	11.3	3.8	15.1	199
April 2008	23.1	42.7	10.3	2.6	23.1	173

22. Indicate your opinion of the adequacy of software installation.

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	9.1	52.3	18.2	4.5	15.9	185
April 2007	17.9	55.7	9.4	4.7	12.3	200
April 2008	24.8	43.6	8.5	1.7	21.4	175

23. How would you rate helpdesk procedures?

	Excellent	Good	Fair	Poor	No Opinion	Number
April 2006	10.3	35.2	12.5	3.4	38.6	186
April 2007	17.0	43.4	17.0	6.6	15.1	201
April 2008	19.7	47.0	12.8	8.5	12.0	177