

Southwestern Oregon Community College

Integrated Technology Services - 2008

Respondents: 120 displayed, 120 total

Status: Open

Launched Date: 01/23/2015

Closed Date: 01/30/2015

1. Staff group:

	Response Total	Response Percent	Points	Avg
Faculty (1 Points)	44	37%	44	44
Classified Staff (1 Points)	41	34%	41	41
MASSC/Exempt (1 Points)	32	27%	32	32
Other (1 Points)	3	2%	3	3
Total Respondents		120	100%	
Total Responses		120		
Total Points Earned		120		
Point Average		1		
Point Weighted Average		1		

2. ITS critical to work

	Response Total	Response Percent	Points	Avg
Very Important (5 Points)	84	70%	420	420
Important (4 Points)	25	21%	100	100
Neutral (3 Points)	9	8%	27	27
Unimportant (2 Points)	0	0%	0	0
Very Unimportant (1 Points)	2	2%	2	2
Total Respondents		120	100%	
Total Responses		120		
Total Points Earned		549		
Point Average		4.58		
Point Weighted Average		4.58		

3. Technology used

	Response Total	Response Percent	Points	Avg
Office software applications (e.g., word processing) (1 Points)	115	96%	115	115
Datatel/Colleague (1 Points)	86	72%	86	86
Technical computing (e.g., programming, selections) (1 Points)	18	15%	18	18
Web browsing (1 Points)	98	82%	98	98
Data Transfer (FTP) (1 Points)	23	19%	23	23

Voicemail (1 Points)		86	72%	86	86
Email (1 Points)		120	100%	120	120
WebAdvisor (1 Points)		95	79%	95	95
WebCT/Angel (1 Points)		31	26%	31	31
Wireless computing (1 Points)		42	35%	42	42
Other (1 Points)		12	10%	12	12
Total Respondents		120			
Total Responses		726			
Total Points Earned		726			
Point Average		6.05			
Point Weighted Average		1			
4. Knowledgeable Staff					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		75	64%	375	375
Agree (4 Points)		28	24%	112	112
Neutral (3 Points)		13	11%	39	39
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		117	100%		
Total Responses		117			
Total Points Earned		527			
Point Average		4.5			
Point Weighted Average		4.5			
(skipped this question)		3			
5. Courteous Staff					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		83	71%	415	415
Agree (4 Points)		25	21%	100	100
Neutral (3 Points)		9	8%	27	27
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		117	100%		
Total Responses		117			
Total Points Earned		542			
Point Average		4.63			
Point Weighted Average		4.63			
(skipped this question)		3			
6. Timely service provided					
		Response Total	Response Percent	Points	Avg

Strongly Agree (5 Points)		55	47%	275	275
Agree (4 Points)		45	38%	180	180
Neutral (3 Points)		14	12%	42	42
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		117	100%		
Total Responses			117		
Total Points Earned			502		
Point Average			4.29		
Point Weighted Average			4.29		
(skipped this question)			3		

7. Complete tasks with acceptable quality
















		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		65	56%	325	325
Agree (4 Points)		40	34%	160	160
Neutral (3 Points)		10	9%	30	30
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		117	100%		
Total Responses			117		
Total Points Earned			518		
Point Average			4.43		
Point Weighted Average			4.43		
(skipped this question)			3		

8. Use HelpBox

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		41	35%	205	205
Agree (4 Points)		41	35%	164	164
Neutral (3 Points)		25	21%	75	75
Disagree (2 Points)		6	5%	12	12
Strongly Disagree (1 Points)		4	3%	4	4
Total Respondents		117	100%		
Total Responses			117		
Total Points Earned			460		
Point Average			3.93		
Point Weighted Average			3.93		
(skipped this question)			3		






9. HelpBox is easy to use

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		35	30%	175	175
Agree (4 Points)		34	29%	136	136
Neutral (3 Points)		36	31%	108	108

Disagree (2 Points)		6	5%	12	12
Strongly Disagree (1 Points)		6	5%	6	6
Total Respondents		117	100%		
Total Responses				117	
Total Points Earned				437	
Point Average				3.74	
Point Weighted Average				3.74	
(skipped this question)				3	
10. Equipment meets needs					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		45	39%	225	225
Agree (4 Points)		49	43%	196	196
Neutral (3 Points)		17	15%	51	51
Disagree (2 Points)		3	3%	6	6
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		115	100%		
Total Responses				115	
Total Points Earned				479	
Point Average				4.17	
Point Weighted Average				4.17	
(skipped this question)				5	
11. Software meets needs					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		47	41%	235	235
Agree (4 Points)		57	50%	228	228
Neutral (3 Points)		9	8%	27	27
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		115	100%		
Total Responses				115	
Total Points Earned				494	
Point Average				4.3	
Point Weighted Average				4.3	
(skipped this question)				5	
12. Email and calendar meets needs					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		55	48%	275	275
Agree (4 Points)		45	39%	180	180
Neutral (3 Points)		13	11%	39	39
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		0	0%	0	0





Total Respondents	115	100%
Total Responses	115	
Total Points Earned	498	
Point Average	4.33	
Point Weighted Average	4.33	
(skipped this question)	5	

13. Use internet to review procedures and documentation

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points) 	18	16%	90	90
Agree (4 Points) 	43	37%	172	172
Neutral (3 Points) 	39	34%	117	117
Disagree (2 Points) 	11	10%	22	22
Strongly Disagree (1 Points) 	4	3%	4	4






Total Respondents	115	100%
Total Responses	115	
Total Points Earned	405	
Point Average	3.52	
Point Weighted Average	3.52	
(skipped this question)	5	

14. Network speed is adequate















	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points) 	42	37%	210	210
Agree (4 Points) 	52	45%	208	208
Neutral (3 Points) 	14	12%	42	42
Disagree (2 Points) 	7	6%	14	14
Strongly Disagree (1 Points)	0	0%	0	0















Total Respondents	115	100%
Total Responses	115	
Total Points Earned	474	
Point Average	4.12	
Point Weighted Average	4.12	
(skipped this question)	5	

15. Wireless network meets my needs

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points) 	25	22%	125	125
Agree (4 Points) 	29	25%	116	116
Neutral (3 Points) 	55	48%	165	165
Disagree (2 Points) 	3	3%	6	6
Strongly Disagree (1 Points) 	3	3%	3	3

Total Respondents	115	100%
Total Responses	115	
Total Points Earned	415	

		Point Average	3.61		
		Point Weighted Average	3.61		
		(skipped this question)	5		
16. System availability reliable					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		44	39%	220	220
Agree (4 Points)		55	48%	220	220
Neutral (3 Points)		13	11%	39	39
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		1	1%	1	1
		Total Respondents	114	100%	
		Total Responses	114		
		Total Points Earned	482		
		Point Average	4.23		
		Point Weighted Average	4.23		
		(skipped this question)	6		
17. Programming satisfactorily completed					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		20	18%	100	100
Agree (4 Points)		30	26%	120	120
Neutral (3 Points)		58	51%	174	174
Disagree (2 Points)		4	4%	8	8
Strongly Disagree (1 Points)		2	2%	2	2
		Total Respondents	114	100%	
		Total Responses	114		
		Total Points Earned	404		
		Point Average	3.54		
		Point Weighted Average	3.54		
		(skipped this question)	6		
18. Questions answered in a timely manner					
		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		44	39%	220	220
Agree (4 Points)		54	47%	216	216
Neutral (3 Points)		14	12%	42	42
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		0	0%	0	0
		Total Respondents	114	100%	
		Total Responses	114		
		Total Points Earned	482		
		Point Average	4.23		
		Point Weighted Average	4.23		

		Response Total	Response Percent	Points	Avg
		(skipped this question)		6	
19. Purchasing assistance adequate					
Strongly Agree (5 Points)		33	29%	165	165
Agree (4 Points)		33	29%	132	132
Neutral (3 Points)		43	38%	129	129
Disagree (2 Points)		4	4%	8	8
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		114	100%		
Total Responses		114			
Total Points Earned		435			
Point Average		3.82			
Point Weighted Average		3.82			
		(skipped this question)		6	
20. Websites easy to navigate					
Strongly Agree (5 Points)		32	28%	160	160
Agree (4 Points)		49	43%	196	196
Neutral (3 Points)		17	15%	51	51
Disagree (2 Points)		11	10%	22	22
Strongly Disagree (1 Points)		5	4%	5	5
Total Respondents		114	100%		
Total Responses		114			
Total Points Earned		434			
Point Average		3.81			
Point Weighted Average		3.81			
		(skipped this question)		6	
21. Web pages load quickly					
Strongly Agree (5 Points)		39	34%	195	195
Agree (4 Points)		56	49%	224	224
Neutral (3 Points)		17	15%	51	51
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		1	1%	1	1
Total Respondents		114	100%		
Total Responses		114			
Total Points Earned		473			
Point Average		4.15			
Point Weighted Average		4.15			
		(skipped this question)		6	
22. What Web 2.0 features would you like to see offered for our students on our websites?					

	Total Respondents	14
	(skipped this question)	106
23. Comments:		
	Total Respondents	23
	(skipped this question)	97

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