

Media Services Staff Survey Spring 2011

Respondents: 64 displayed, 64 total

Status: Closed

Launched Date: N/A

Closed Date: 07/09/2011



1. Have you utilized Media Services in the last year?

		Response Total	Response Percent	Points	Avg
Yes		55	86%	n/a	n/a
No		9	14%	n/a	n/a
Total Respondents		64			



2. Did you check out a laptop from Media Services in 2010-11?

		Response Total	Response Percent	Points	Avg
Yes		19	30%	n/a	n/a
No		45	70%	n/a	n/a
Total Respondents		64			


3. Have you used the multimedia equipment in one or more of the classrooms in the last year?

		Response Total	Response Percent	Points	Avg
Yes		40	62%	n/a	n/a
No		24	38%	n/a	n/a
Total Respondents		64			




4. Have you requested the use of the IPTV system in the last year?




		Response Total	Response Percent	Points	Avg
Yes		24	38%	n/a	n/a
No		40	62%	n/a	n/a
Total Respondents		64			

5. Did you check out or use photography or audio equipment from Media Services in 2010-11?

		Response Total	Response Percent	Points	Avg
Yes		11	17%	n/a	n/a
No		53	83%	n/a	n/a
Total Respondents		64			

6. Was the laptop ready for you when you checked it out?

		Response Total	Response Percent	Points	Avg
When I arrived to pick it up. (5 Points)		16	84%	80	80
Had to wait for assistance from Media Services. (4 Points)		2	11%	8	8
Had to wait no longer than 5 minutes for Media Services to finish preparing the		1	5%	3	3

laptop for checkout. (3 Points)								
I had to find someone from Media Services to help me. (2 Points)								
			0	0%	0	0		
The laptop was not ready and I had to return later to pick it up (longer than 15 minutes) (1 Points)								
			0	0%	0	0		
Total Respondents			19	100%				
Total Responses			19					
Total Points Earned			91					
Point Average			4.79					
Point Weighted Average			4.79					
(skipped this question)			45					
7. Did the laptop have the requested software installed and configured correctly?								
			Response Total	Response Percent	Points	Avg		
Strongly Agree (5 Points)			14	74%	70	70		
Agree (4 Points)			4	21%	16	16		
Neutral (3 Points)			1	5%	3	3		
Disagree (2 Points)			0	0%	0	0		
Strongly Disagree (1 Points)			0	0%	0	0		
Total Respondents			19	100%				
Total Responses			19					
Total Points Earned			89					
Point Average			4.68					
Point Weighted Average			4.68					
(skipped this question)			45					
8. Indicate your experiences related to the following questions:								
	Always (5 Points)	Often (4 Points)	Neutral (3 Points)	Rarely (2 Points)	Never (1 Points)	Response Total	Points	Avg
Did the multimedia equipment work as expected?	58.97% (23)(115pts)	35.9% (14)(56pts)	5.13% (2)(6pts)	0% (0)(0pts)	0% (0)(0pts)	39	177	4.54
At what level did you participate in training or receive instructions on how to use the new multimedia podiums?	7.69% (3)(15pts)	17.95% (7)(28pts)	30.77% (12)(36pts)	20.51% (8)(16pts)	23.08% (9)(9pts)	39	104	2.67
Total Respondents					39			
Total Responses					78			
Total Points Earned					281			

Point Average 3.6

Point Weighted Average 3.6

(skipped this question) 25

9. How well has the IPTV system met your expectations?

	Response Total	Response Percent	Points	Avg
Excellent (5 Points)	8	33%	40	40
Good (4 Points)	12	50%	48	48
Neutral (3 Points)	1	4%	3	3
Fair (2 Points)	2	8%	4	4
Poor (1 Points)	1	4%	1	1
Total Respondents		24	100%	
Total Responses		24		
Total Points Earned		96		
Point Average		4		
Point Weighted Average		4		
(skipped this question)		40		

10. If you checked out equipment (laptop, photography, audio) how would you rate the support provided to you by Media Services staff?




	Response Total	Response Percent	Points	Avg
Excellent (5 Points)	25	71%	125	125
Good (4 Points)	7	20%	28	28
Neutral (3 Points)	3	9%	9	9
Fair (2 Points)	0	0%	0	0
Poor (1 Points)	0	0%	0	0
Total Respondents		35	100%	
Total Responses		35		
Total Points Earned		162		
Point Average		4.63		
Point Weighted Average		2.89		
(skipped this question)		29		

11. How would you rate the support provided to you by Media Services staff if you requested or needed classroom media assistance?




	Response Total	Response Percent	Points	Avg
Excellent (5 Points)	36	78%	180	180
Good (4 Points)	7	15%	28	28
Neutral (3 Points)	3	7%	9	9
Fair (2 Points)	0	0%	0	0
Poor (1 Points)	0	0%	0	0
Total Respondents		46	100%	
Total Responses		46		
Total Points Earned		217		
Point Average		4.72		
Point Weighted Average		3.88		
(skipped this question)		18		

12. Are Media Services staff readily available if you are confronted with a problem?

Response Total Response Percent Points Avg

Strongly Agree (5 Points)		38	69%	190	190
Agree (4 Points)		16	29%	64	64
Neutral (3 Points)		1	2%	3	3
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		55	100%		
Total Responses			55		
Total Points Earned			257		
Point Average			4.67		
Point Weighted Average			4.59		
(skipped this question)			9		

13. If you had a problem with the media equipment and you requested help from the Media Services staff, did they correct the problem in a timely manner?

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		34	68%	170	170
Agree (4 Points)		13	26%	52	52
Neutral (3 Points)		3	6%	9	9
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Total Respondents		50	100%		
Total Responses			50		
Total Points Earned			231		
Point Average			4.62		
Point Weighted Average			4.12		
(skipped this question)			14		

14. What was your overall technology/multimedia experience if your class was located in a multimedia classroom?

Total Respondents	14
(skipped this question)	50







15. What technology would you like to see added in the classrooms?

Total Respondents	7
(skipped this question)	57

16. Other Comments You Would Like to Share:

Total Respondents	20
(skipped this question)	44

17. Please indicate your employment status (choose the status most closely associated to your interactions with Media Services).

		Response Total	Response Percent	Points	Avg
Full-time Faculty		15	28%	n/a	n/a
Part-time Faculty		1	2%	n/a	n/a
Full-time Classified		16	30%	n/a	n/a
Part-time Classified		2	4%	n/a	n/a
Full-time MASSC		19	35%	n/a	n/a
Part-time MASSC		0	0%	n/a	n/a
Other		1	2%	n/a	n/a

Total Respondents	54	100%
(skipped this question)		10

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