Integrated Technology Survey 2012

Respondents:	89 displayed, 89 total	Status:	Open
Launched Date:	06/04/2012	Closed Date:	06/15/2012

1. ITS critical to work

	Response Total	Response Percent	Points	Avg
Very Important (5 Points)	65	73%	325	325
Important (4 Points)	23	26%	92	92
Neutral (3 Points)	1	1%	3	3
Unimportant (2 Points)	0	0%	0	0
Very Unimportant (1 Points)	0	0%	0	0
Not Applicable	0	0%	0	0
Total Respondents	89	100%		
Total Responses	89			
Total Points Earned	420			
Point Average	4.72			
Point Weighted Average	4.72			

2. Technology used

	Response Total	Response Percent	Points	Avg
Office software applications (e.g., word processing) (1 Points)	87	98%	87	87
Datatel/Colleague (1 Points)	63	71%	63	63
Technical computing (e.g., programming, selections) (1 Points)	16	18%	16	16
Web browsing (1 Points)	81	91%	81	81
Data Transfer (FTP) (1 Points)	26	29%	26	26
Voicemail (1 Points)	74	83%	74	74
Email (1 Points)	89	100%	89	89
WebAdvisor (1 Points)	83	93%	83	83
Angel / Moodle or Other Learning Systems (1 Points)	43	48%	43	43
Wireless computing (1 Points)	37	42%	37	37
Computer Classrooms (1 Points)	30	34%	30	30

		Response Total	Response Percent	Points	Avg
Other		11	12%	0	0
Not Applicable		0	0%	0	0
	Total Respondents	89			
	Total Responses	640			
	Total Points Earned	629			
	Point Average	7.07			
	Point Weighted Average	0.98			

3. Use internet to review procedures and documentation

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		13	15%	65	65
Agree (4 Points)		36	40%	144	144
Neutral (3 Points)		20	22%	60	60
Disagree (2 Points)		10	11%	20	20
Strongly Disagree (1 Points)		2	2%	2	2
Not Applicable		8	9%	0	0
	Total Respondents	89	100%		
	Total Responses	89			
	Total Points Earned	291			
	Point Average	3.27			
	Point Weighted Average	3.27			

4. Website Importance

		Response Total	Response Percent	Points	Avg
Very Important (5 Points)		56	63%	280	280
Important (4 Points)		32	36%	128	128
Neutral (3 Points)		1	1%	3	3
Unimportant (2 Points)		0	0%	0	0
Very Unimportant (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0
	Total Respondents	89	100%		
	Total Responses	89			
	Total Points Earned	411			
	Point Average	4.62			
	Point Weighted Average	4.62			

5. Knowledgeable Staff

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		51	59%	255	255
Agree (4 Points)		33	38%	132	132
Neutral (3 Points)		2	2%	6	6
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0
	Total Respondents	86	100%		

	Total Responses	86
	Total Points Earned	393
	Point Average	4.57
	Point Weighted Average	4.57
	(skipped this question)	3

6. Courteous Staff

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		55	64%	275	275
Agree (4 Points)		26	30%	104	104
Neutral (3 Points)		4	5%	12	12
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		1	1%	1	1
Not Applicable		0	0%	0	0
	Total Respondents	86	100%		
	Total Responses	86			
	Total Points Earned	392			
	Point Average	4.56			
	Point Weighted Average	4.56			
	(skipped this question)	3			

7. Timely service provided

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		44	51%	220	220
Agree (4 Points)		34	40%	136	136
Neutral (3 Points)		5	6%	15	15
Disagree (2 Points)		3	3%	6	6
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0
	Total Respondents	86	100%		
	Total Responses	86			
	Total Points Earned	377			
	Point Average	4.38			
	Point Weighted Average	4.38			
	(skipped this question)	3			

8. Complete tasks with acceptable quality

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		52	60%	260	260
Agree (4 Points)		26	30%	104	104
Neutral (3 Points)		6	7%	18	18
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0

	Total Respondents	86	100%
	Total Responses	86	
	Total Points Earned	386	
	Point Average	4.49	
	Point Weighted Average	4.49	
	(skipped this question)	3	

9. Questions answered in a timely manner

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		49	57%	245	245
Agree (4 Points)		30	35%	120	120
Neutral (3 Points)		4	5%	12	12
Disagree (2 Points)		2	2%	4	4
Strongly Disagree (1 Points)		1	1%	1	1
Not Applicable		0	0%	0	0

	Total Respondents	86	100%
	Total Responses	86	
	Total Points Earned	382	
	Point Average	4.44	
	Point Weighted Average	4.44	
	(skipped this question)	3	

10. Purchasing assistance adequate

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		24	28%	120	120
Agree (4 Points)		23	27%	92	92
Neutral (3 Points)		18	21%	54	54
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		21	24%	0	0

	Total Respondents	86	100%
	Total Responses	86	
	Total Points Earned	266	
	Point Average	3.09	
	Point Weighted Average	3.09	
	(skipped this question)	3	

11. Programming satisfactorily completed

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		15	17%	75	75
Agree (4 Points)		22	26%	88	88
Neutral (3 Points)		18	21%	54	54
Disagree (2 Points)		5	6%	10	10
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		26	30%	0	0

	Total Respondents	86	100%

	Total Responses	86
	Total Points Earned	227
	Point Average	2.64
	Point Weighted Average	2.64
	(skipped this question)	3

12. Equipment meets needs

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		26	30%	130	130
Agree (4 Points)		47	55%	188	188
Neutral (3 Points)		6	7%	18	18
Disagree (2 Points)		5	6%	10	10
Strongly Disagree (1 Points)		2	2%	2	2
Not Applicable		0	0%	0	0
	Total Respondents	86	100%		
	Total Responses	86			
	Total Points Earned	348			
	Point Average	4.05			
	Point Weighted Average	4.05			
	(skipped this question)	3			

13. Software meets needs

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		32	37%	160	160
Agree (4 Points)		46	53%	184	184
Neutral (3 Points)		6	7%	18	18
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		1	1%	1	1
Not Applicable		0	0%	0	0
	Total Respondents	86	100%		
	Total Responses	86			
	Total Points Earned	365			
	Point Average	4.24			
	Point Weighted Average	4.24			
	(skipped this question)	3			

14. Email and calendar meets needs

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		33	38%	165	165
Agree (4 Points)		50	58%	200	200
Neutral (3 Points)		3	3%	9	9
Disagree (2 Points)		0	0%	0	0
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0

Total Respondents	86	100%	
Total Responses	86		
Total Points Earned	374		
Point Average	4.35		
Point Weighted Average	4.35		
(skipped this question)	3		

15. Nework speed is adequate

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	27	31%	135	135
Agree (4 Points)	48	56%	192	192
Neutral (3 Points)	7	8%	21	21
Disagree (2 Points)	3	3%	6	6
Strongly Disagree (1 Points)	1	1%	1	1
Not Applicable	0	0%	0	0

Total Respondents	86	100%
Total Responses	86	
Total Points Earned	355	
Point Average	4.13	
Point Weighted Average	4.13	
(skipped this question)	3	

16. Wireless network meets my needs

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	19	22%	95	95
Agree (4 Points)	36	42%	144	144
Neutral (3 Points)	12	14%	36	36
Disagree (2 Points)	4	5%	8	8
Strongly Disagree (1 Points)	3	3%	3	3
Not Applicable	12	14%	0	0

Total Respondents	86	100%
Total Responses	86	
Total Points Earned	286	
Point Average	3.33	
Point Weighted Average	3.33	
(skipped this question)	3	

17. System availability reliable

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	28	33%	140	140
Agree (4 Points)	50	58%	200	200
Neutral (3 Points)	5	6%	15	15
Disagree (2 Points)	2	2%	4	4
Strongly Disagree (1 Points)	1	1%	1	1
Not Applicable	0	0%	0	0

Total Respondents	86	100%
Total Responses	86	
Total Points Earned	360	
Point Average	4.19	
Point Weighted Average	4.19	
(skipped this question)	3	

18. How often do you use the survey software?

		Response Total	Response Percent	Points	Avg
More than twice a year		8	9%	n/a	n/a
One to two times a year		20	23%	n/a	n/a
Never used the software		39	45%	n/a	n/a
Did not know survey software was available		14	16%	n/a	n/a
Would like to use in the future		5	6%	n/a	n/a
	Total Respondents	86	100%		
	(skipped this question)	3			

19. How often do you use the Informer software?

		Response Total	Response Percent	Points	Avg
More than twice a month		6	7%	n/a	n/a
One to two times a month		8	9%	n/a	n/a
Every few months		13	15%	n/a	n/a
Never have used		42	49%	n/a	n/a
Did not know software was available		12	14%	n/a	n/a
Would like to use in the future		5	6%	n/a	n/a
	Total Respondents	86	100%		
	(skipped this question)	3			

20. Websites easy to navigate

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		17	20%	85	85
Agree (4 Points)		49	58%	196	196
Neutral (3 Points)		14	16%	42	42
Disagree (2 Points)		4	5%	8	8
Strongly Disagree (1 Points)		1	1%	1	1
Not Applicable		0	0%	0	0
	Total Respondents	85	100%		
	Total Responses	85			
	Total Points Earned	332			
	Point Average	3.91			
	Point Weighted Average	3.91			
	(skipped this question)	4			

21. Web pages load quickly

		Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)		23	27%	115	115
Agree (4 Points)		56	66%	224	224
Neutral (3 Points)		4	5%	12	12
Disagree (2 Points)		1	1%	2	2
Strongly Disagree (1 Points)		0	0%	0	0
Not Applicable		1	1%	0	0
	Total Respondents	85	100%		
	Total Responses	85			
	Total Points Earned	353			
	Point Average	4.15			
	Point Weighted Average	4.15			
	(skipped this question)	4			

22. Website Importance

		Response Total	Response Percent	Points	Avg
Very Important (5 Points)		48	56%	240	240
Important (4 Points)		32	38%	128	128
Neutral (3 Points)		4	5%	12	12
Unimportant (2 Points)		0	0%	0	0
Very Unimportant (1 Points)		0	0%	0	0
Not Applicable		1	1%	0	0
	Total Respondents	85	100%		
	Total Responses	85			
	Total Points Earned	380			
	Point Average	4.47			
	Point Weighted Average	4.47			
	(skipped this question)	4			

23. Website Information

		Response Total	Response Percent	Points	Avg
Very Important (5 Points)		43	51%	215	215
Important (4 Points)		38	45%	152	152
Neutral (3 Points)		4	5%	12	12
Unimportant (2 Points)		0	0%	0	0
Very Unimportant (1 Points)		0	0%	0	0
Not Applicable		0	0%	0	0
	Total Respondents	85	100%		
	Total Responses	85			
	Total Points Earned	379			
	Point Average	4.46			
	Point Weighted Average	4.46			
	(skipped this question)	4			

24. Website Recruitment

		Response Total	Response Percent	Points	Avg
Very Important (5 Points)		42	49%	210	210
Important (4 Points)		23	27%	92	92
Neutral (3 Points)		10	12%	30	30
Unimportant (2 Points)		1	1%	2	2
Very Unimportant (1 Points)		0	0%	0	0
Not Applicable		9	11%	0	0

Total Respondents	85	100%
Total Responses	85	
Total Points Earned	334	
Point Average	3.93	
Point Weighted Average	3.93	
(skipped this question)	4	

25. What Web 2.0 features would you like to see offered for our students on our websites?

Total Respondents	9
(skipped this question)	80

26. Website Comments:

Total Respondents	15
(skipped this question)	74

27. What types of services would you like to see ITS provide?

Total Respondents	15
(skipped this question)	74

28. What other software or hardware would be beneficial to your job?

Total Respondents	16
(skipped this question)	73

29. What improvements could be made in ITS?

Total Respondents	11
(skipped this question)	78

30. Other Comments:

Total Respondents	13
(skipped this question)	76

31. Indicate your position group.

		Response Total	Response Percent	Points	Avg
Faculty		22	26%	n/a	n/a
Classified Staff		35	41%	n/a	n/a
Exempt/MASSC		28	33%	n/a	n/a
Other		0	0%	n/a	n/a
Total Respondents	85	100%			
(skipped this question)	4				