

Information Technology Services



SUNY ORANGE CC COLLEGE

SUNY Orange IT Assessment Survey

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Department Head Jim Dutcher

Compiled by IT Assessment Committee

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Document Control

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Dept Head	Jim Dutcher

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Preface

The purpose of this document is to publish the results of the Fall 2004 IT Assessment Survey conducted internally among the Faculty, Staff and Students at Orange County Community College.

The Survey was administered using online and paper formats. Eight hundred paper surveys were distributed to the Student population with five hundred and eighteen returned. The Faculty and Staff survey was conducted online with two hundred and twenty-three filled out and submitted. This survey was conducted from October 7, 2004 through October 22, 2004. The Institutional Research Department performed a random selection to ensure an accurate cross-section of our campus population. Both Middletown and Newburgh campuses were surveyed. The survey questions were compiled by the IT Assessment Committee which consisted of the following members: Artur Charukhchyan, Art Ramos, Betsy Gray, Dan Olsen, Lynne Lindh, Maureen Larsen, and Nancy Lewis.



Audience

This document is intended for SUNY Orange County Community College

Your Comments are Welcome

[SUNY Orange County Community College Information Technology Services](#) values and appreciates your comments as a user and reader of this manual. As we write, revise, and evaluate our documentation, your comments are the most valuable input we receive. If you would like to contact us regarding comments and suggestions on future releases of this product/service please use the following address or telephone numbers:

[SUNY Orange County Community College ITS - Helpdesk](#)

Phone: [x4749](#) Email: helpdesk@sunyorange.edu

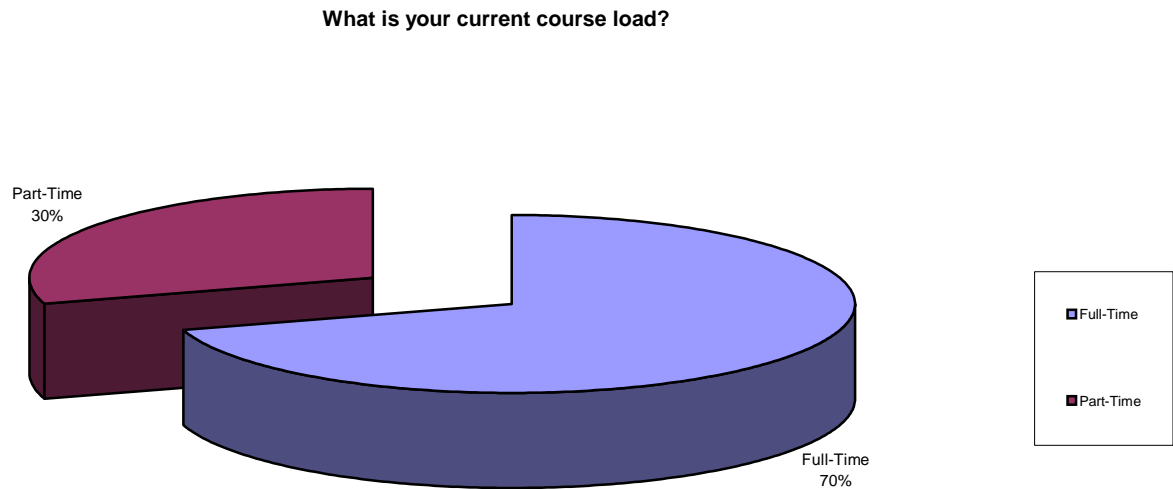
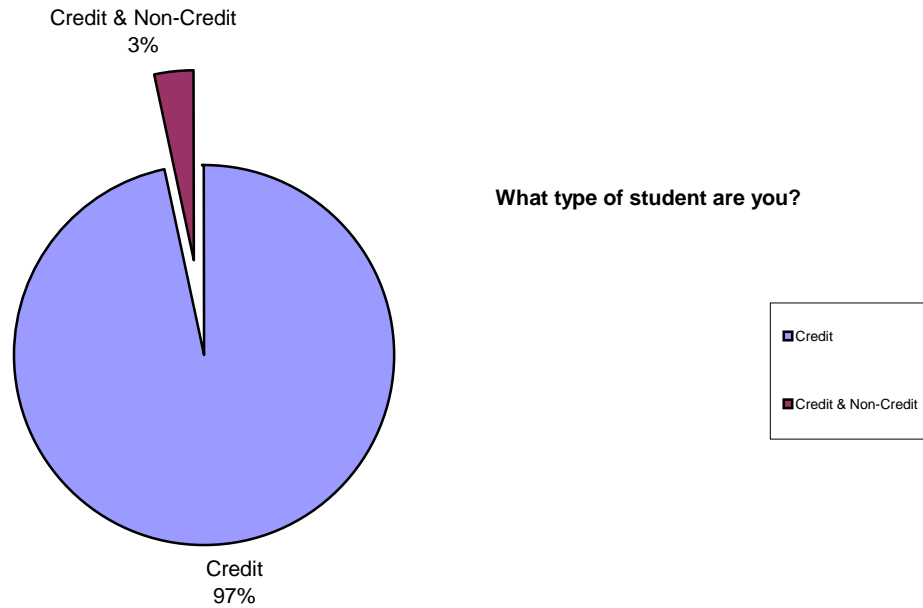


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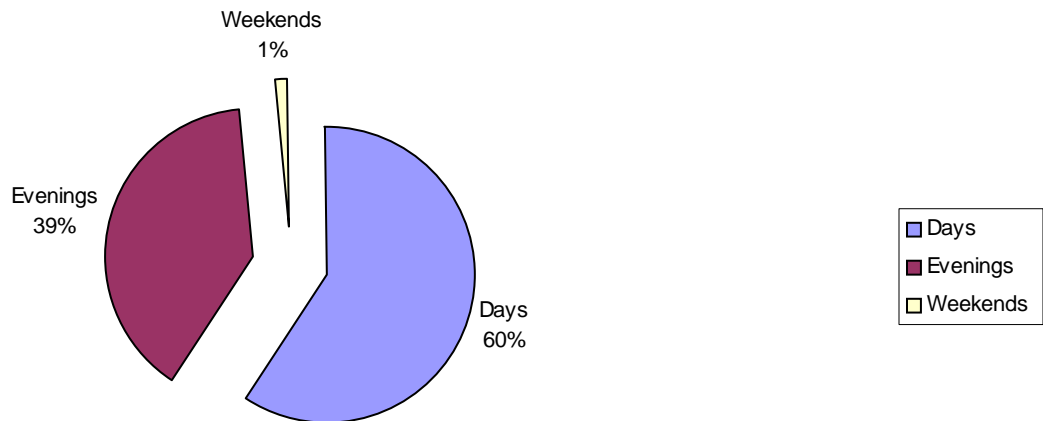


Student Survey - Questions and Results

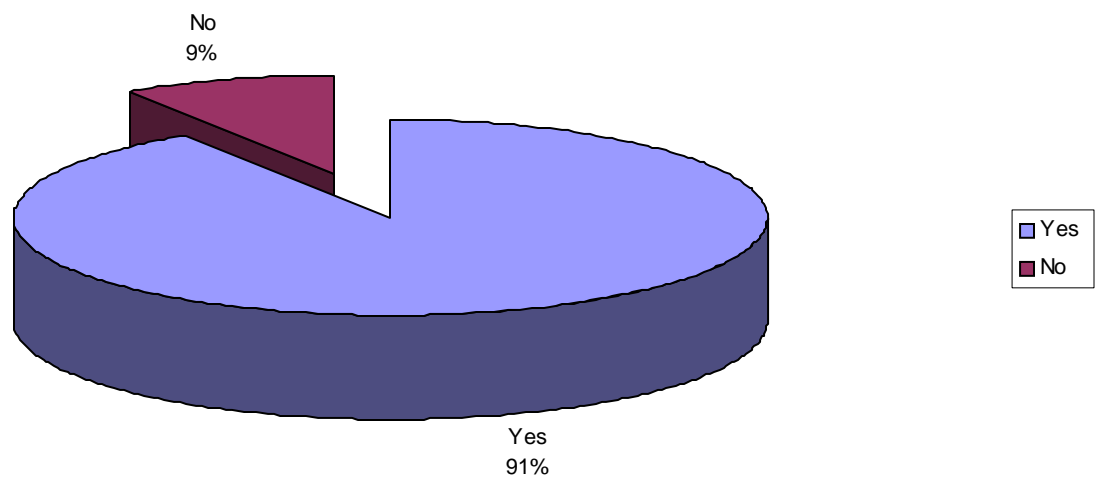




When do you take classes?

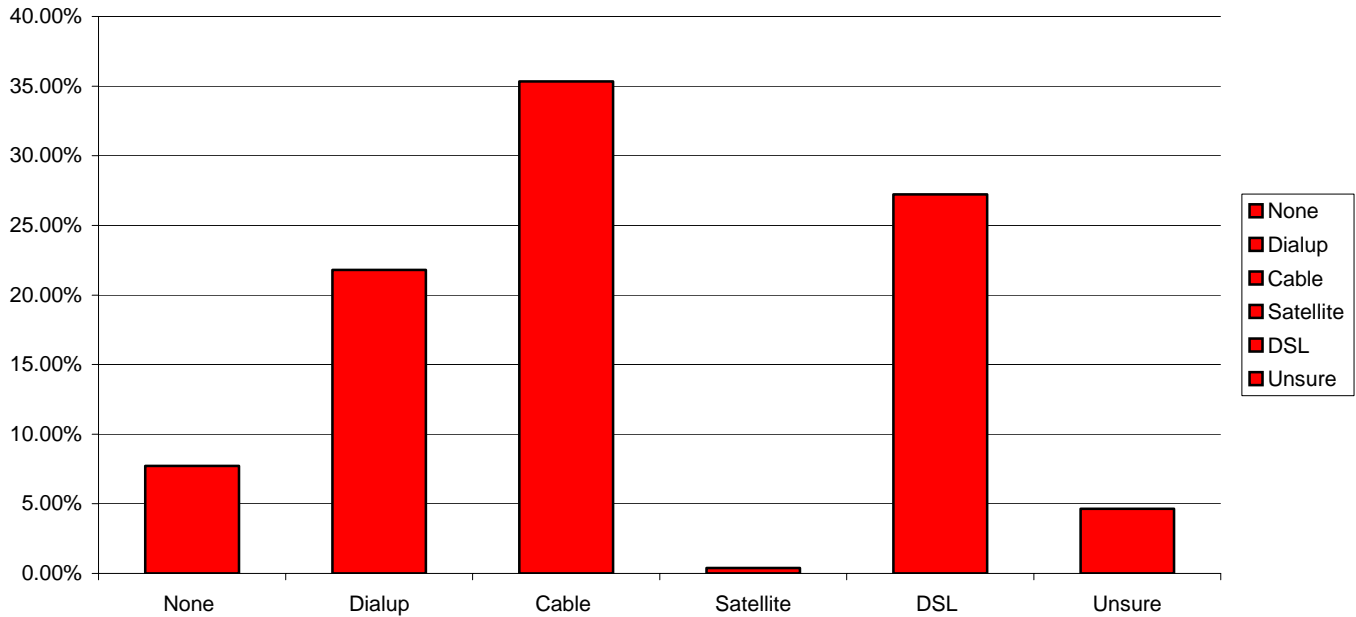


Student Survey - Do you have a home computer with internet access?

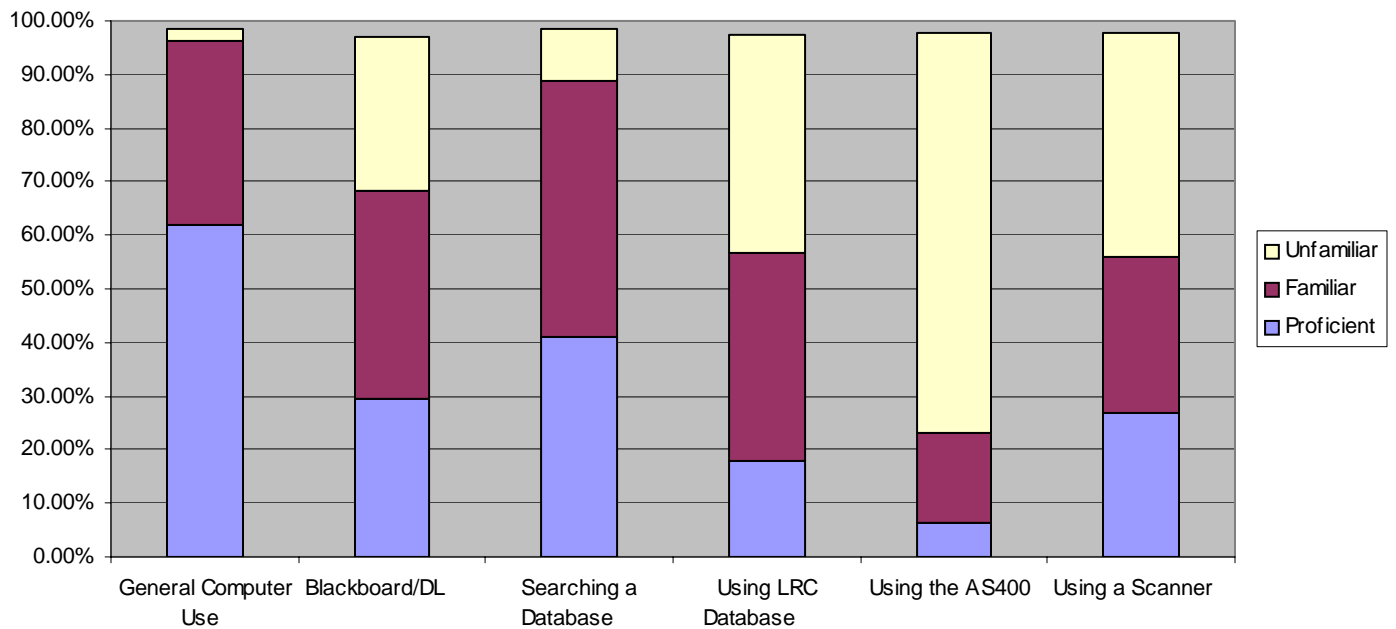




Student Survey - What type of Internet Connection do you have at home?

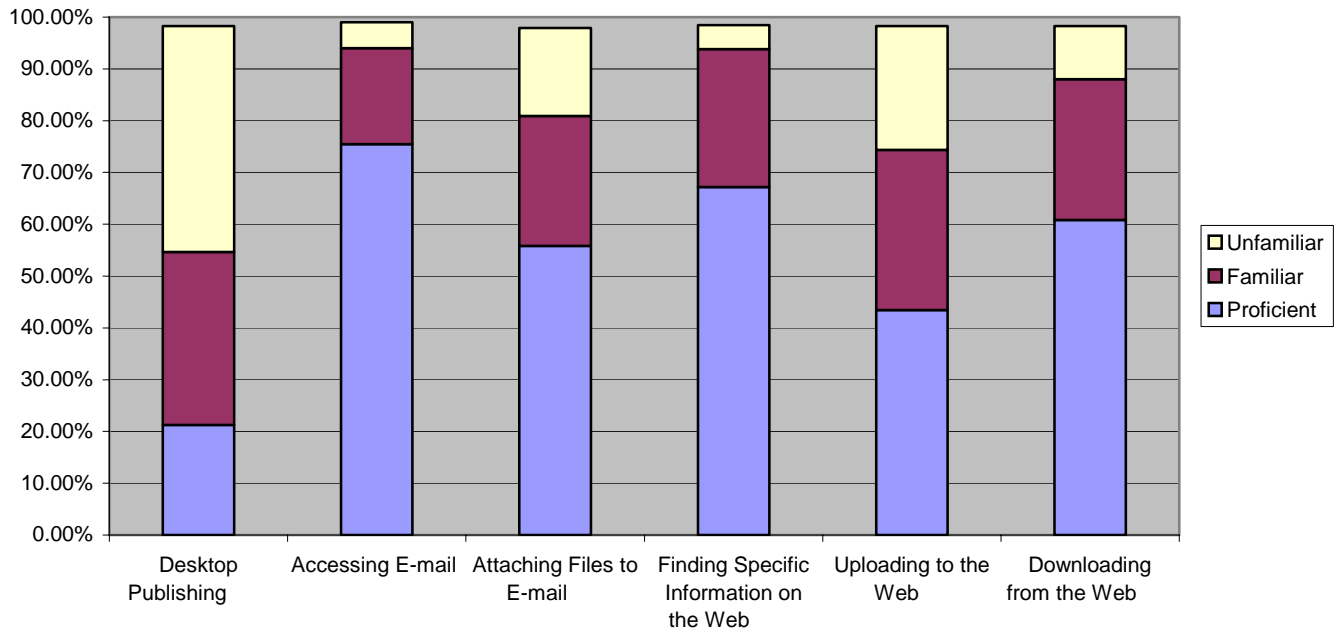


Student Survey - Please rate your current technology skills

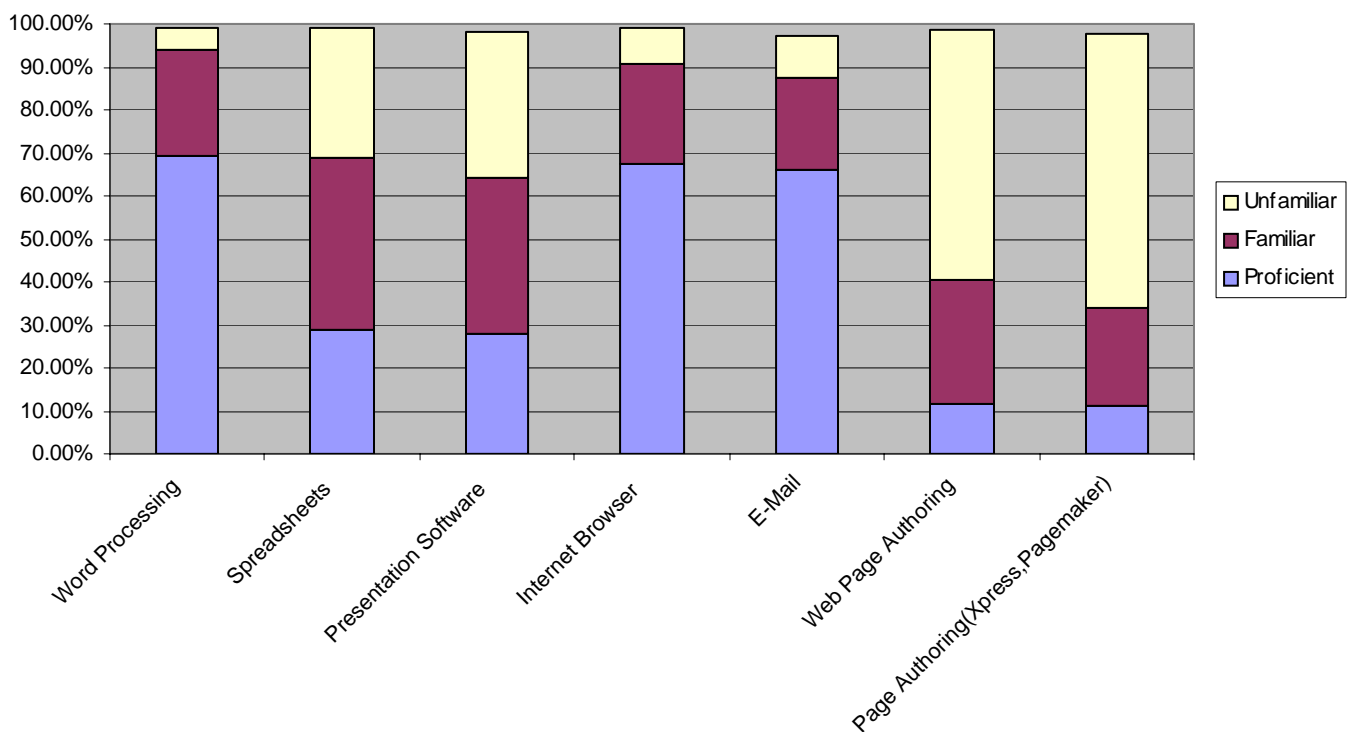




Student Survey - Please rate your current Technology Skills

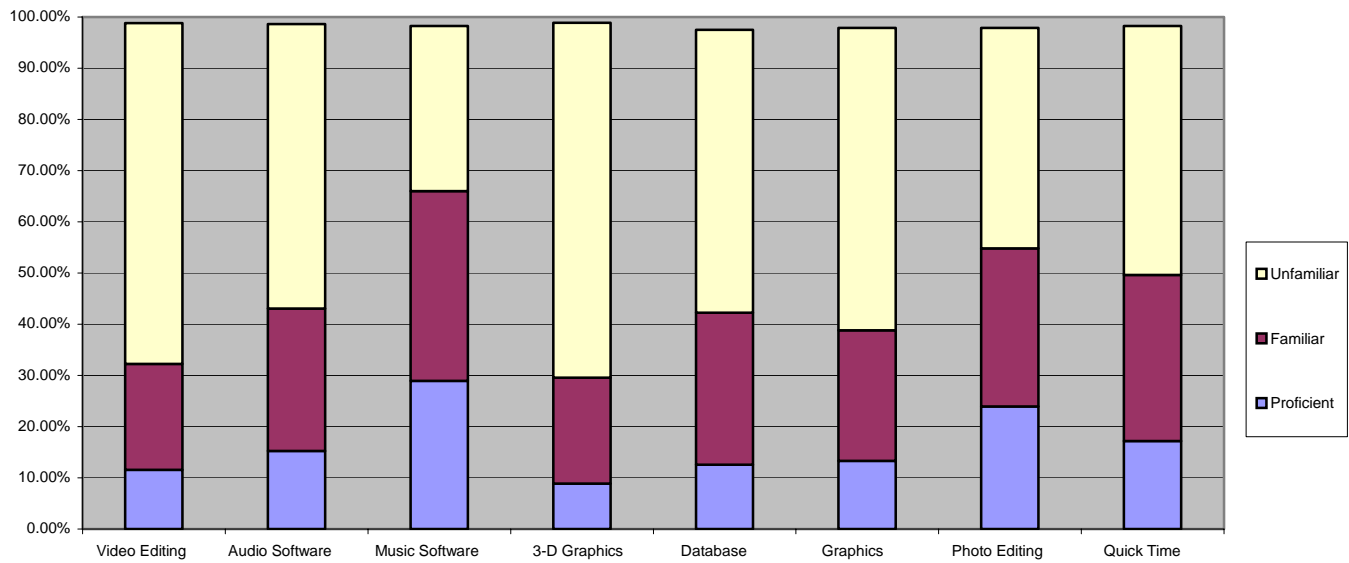


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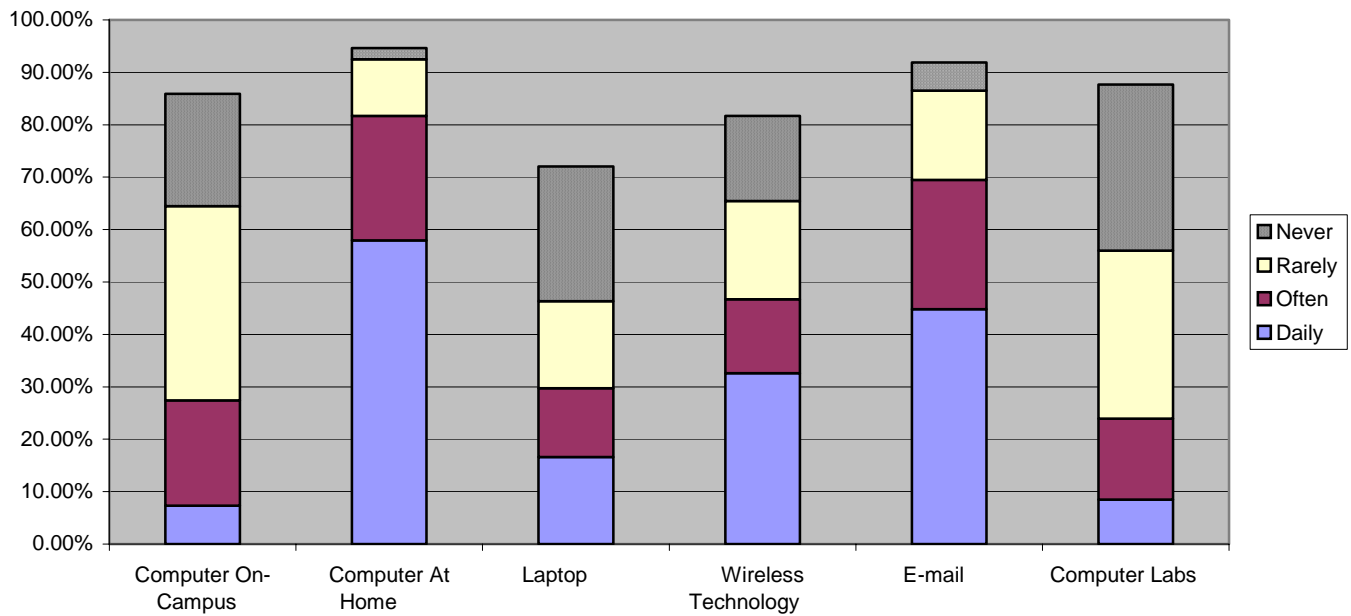




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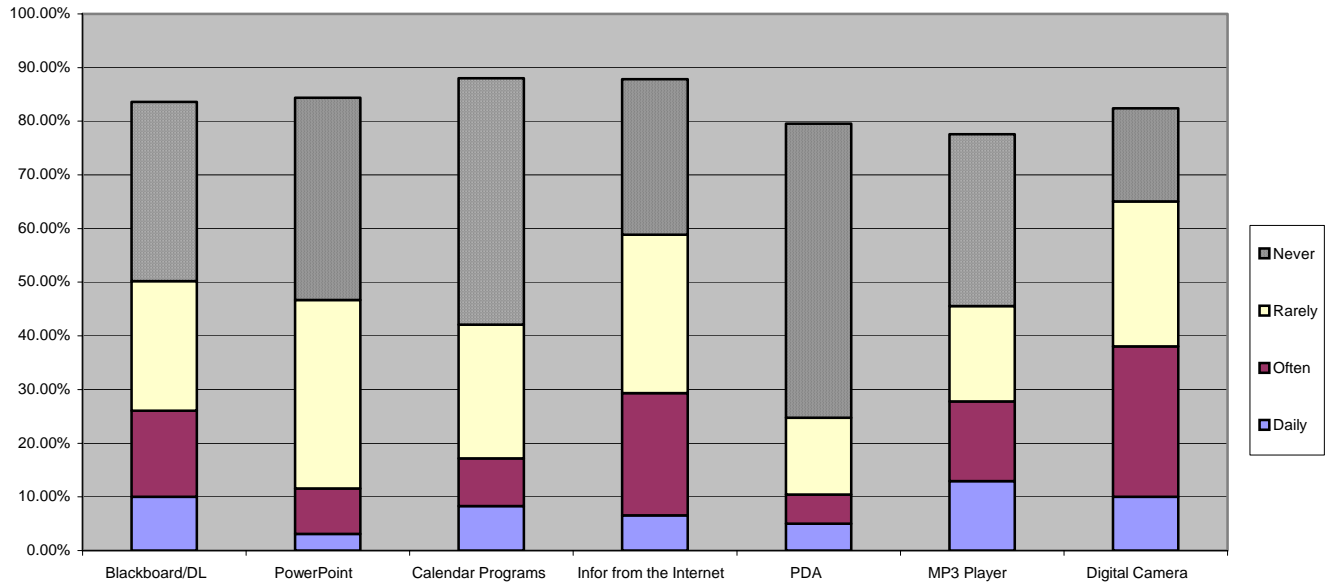


Student Survey - How often do you use the following

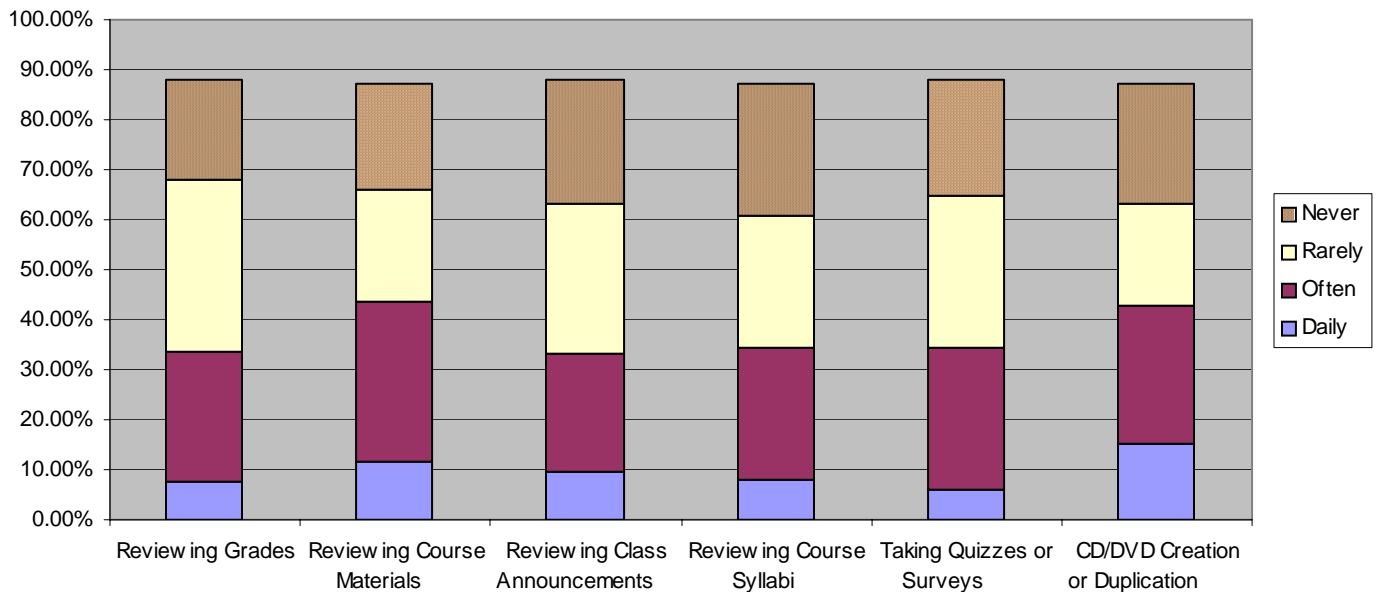




Student Survey - How often do you use the following

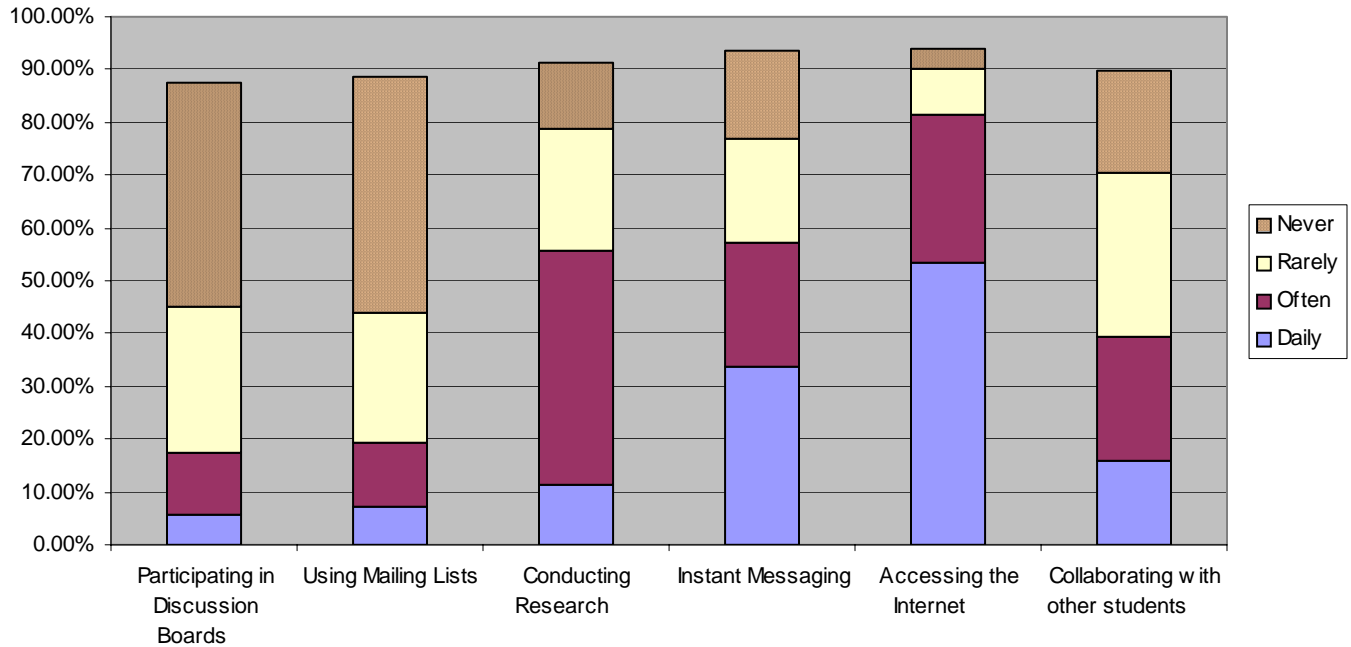


Student Survey - How often do you use the following

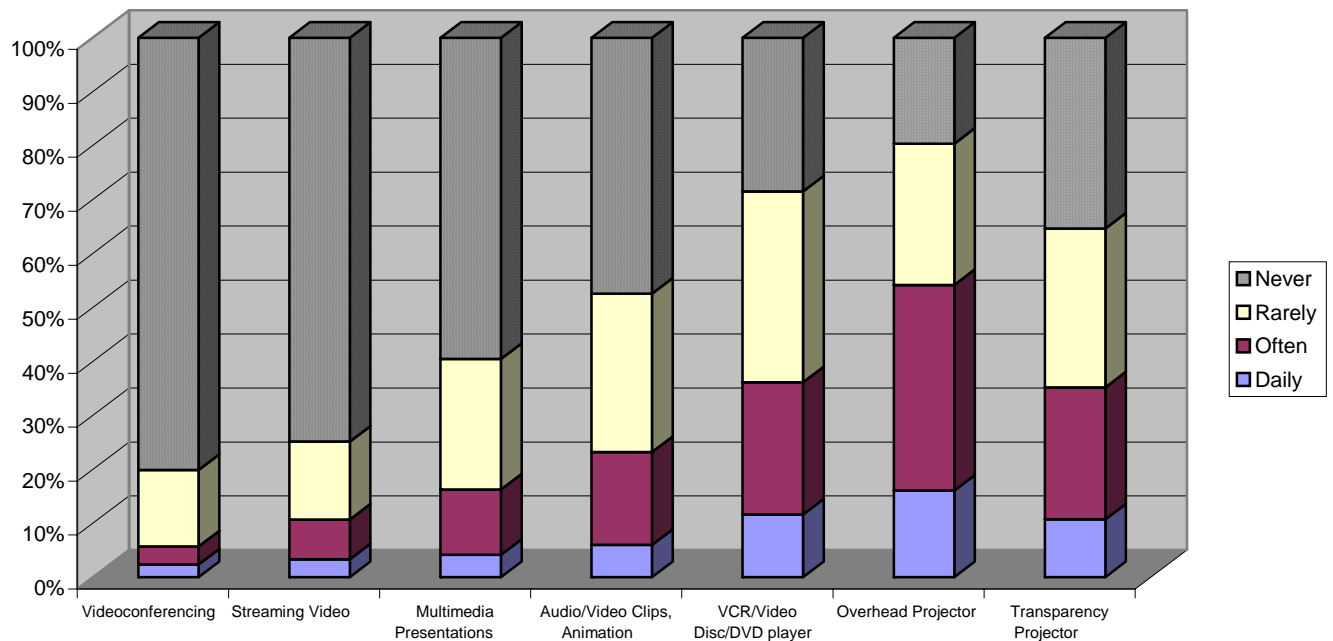




Student Survey - How often do you use the following

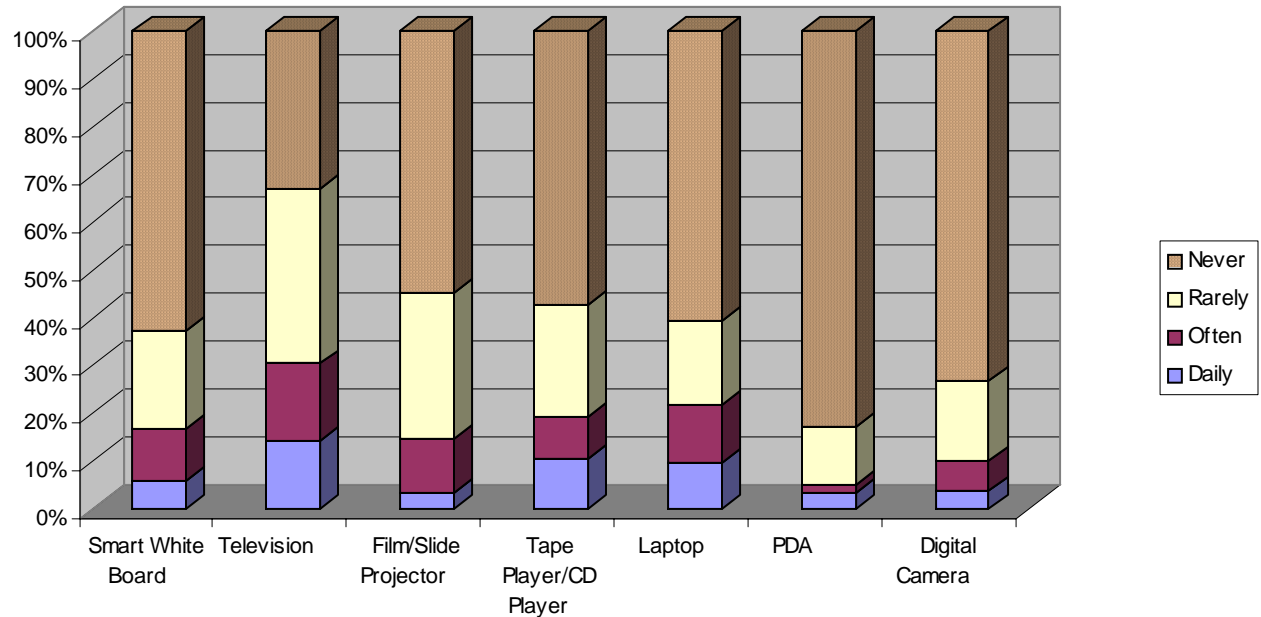


How often do your instructors use the following to supplement learning

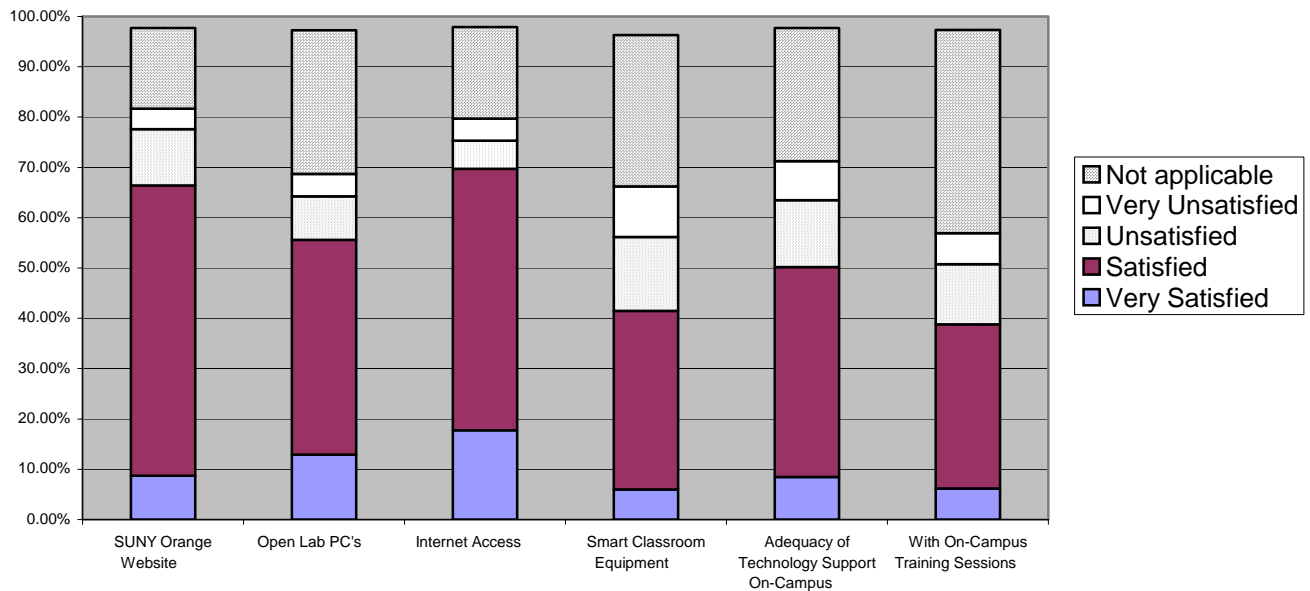




How often do your instructors use the following to supplement your learning

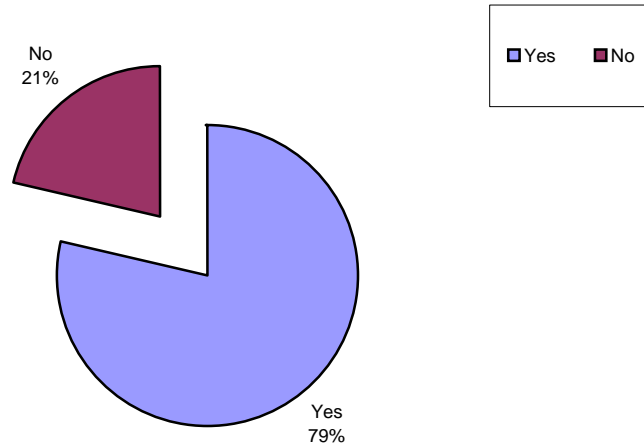


Student Survey - Indicate your level of satisfaction with the following services

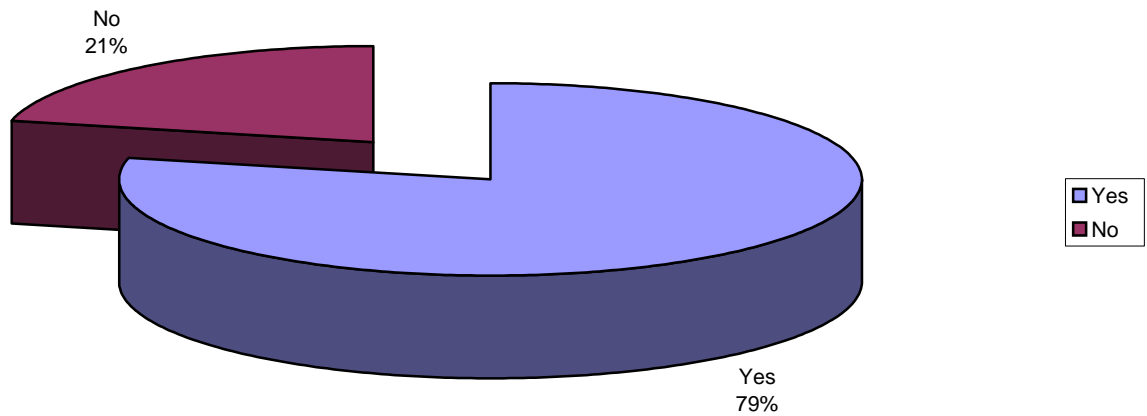




Student Survey - Do you feel the Computer Hardware you use on campus is adequate

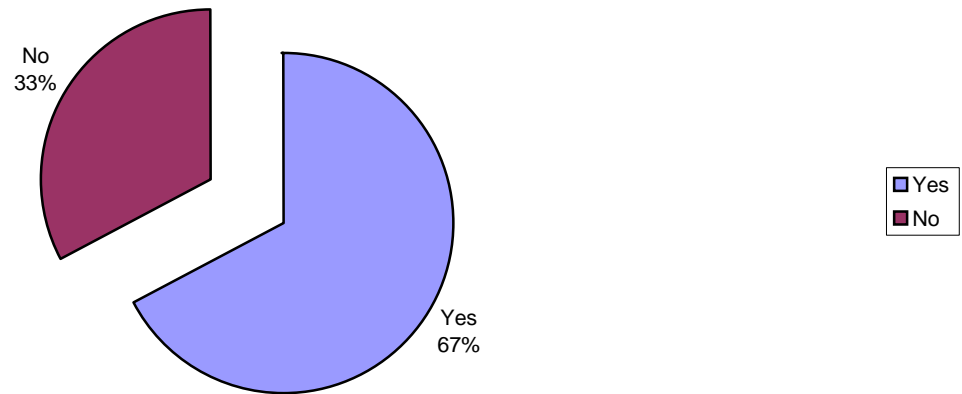


Student Survey - Do you feel the computer software you use on campus is adequate

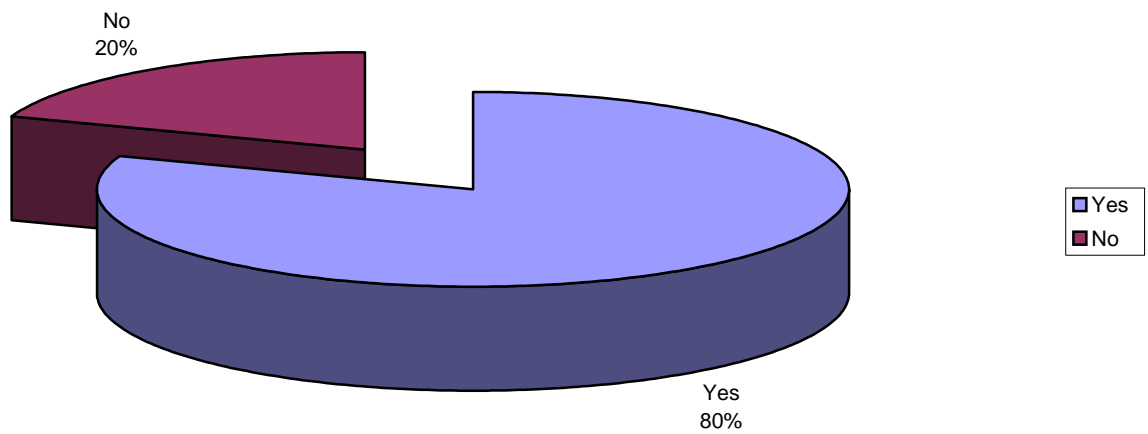




Student Survey - Do you feel the college provides adequate IT support for students

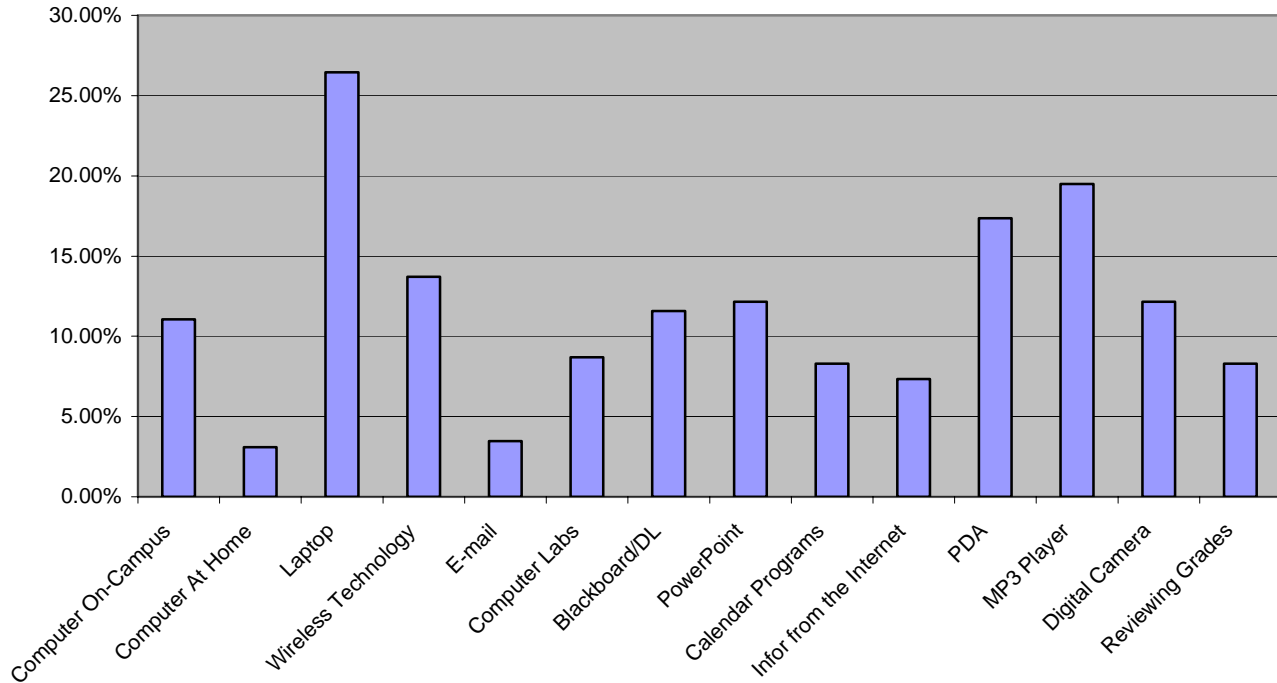


Student Survey - Should the IT department expand its hours of operation to include evenings and weekends

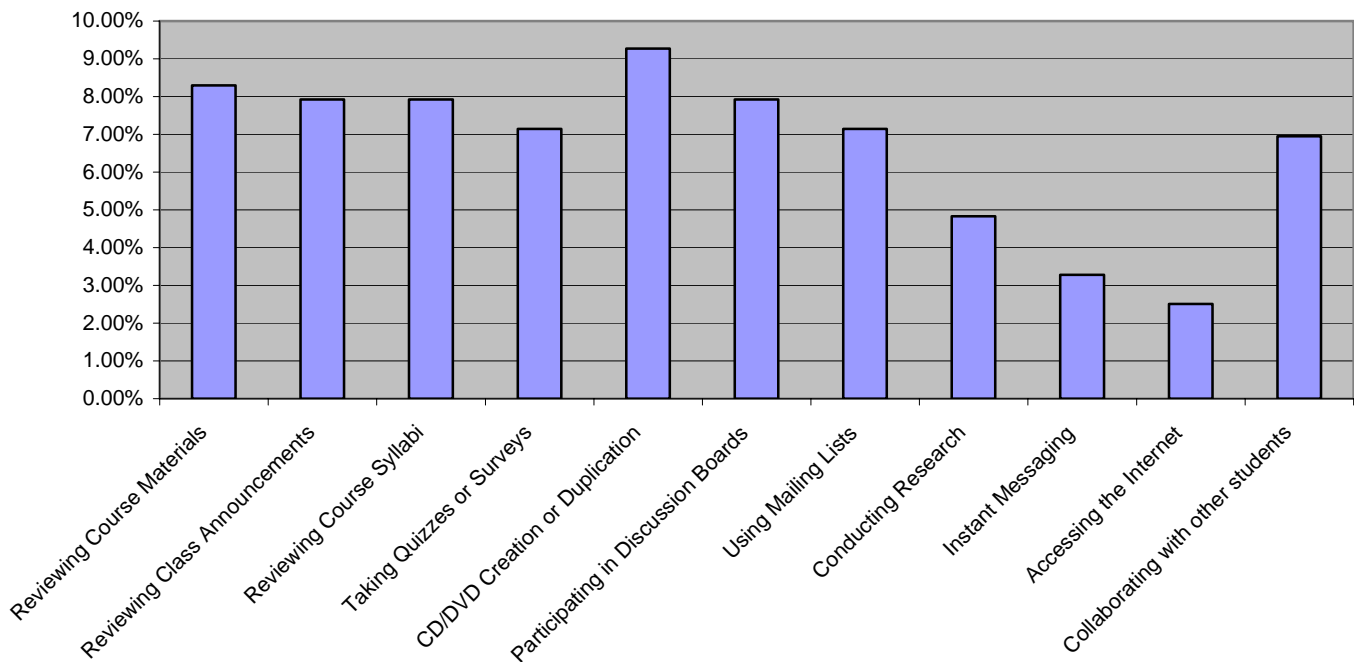




Student Survey - Not currently using but would like to use in the future



Student Survey - Not currently using but would like to use in the future





STUDENT SURVEY RESULTS

Section I - About You

1. What type of student are you?

Credit	95.75%
Credit & Non-Credit	3.28%

2. What is your current Course Load?

Full-Time	70.08%
Part-Time	29.54%

3. When do you take classes?

Days	77.03%
Evenings	51.54%
Weekends	1.93%

4. Do you have a home computer with Internet access?

Yes	90.73%
No	9.07%

5. What type of Internet connection do you have at home?

None	7.72%
Dialup	21.81%
Cable	35.33%
Satellite	0.39%
DSL	27.22%
Unsure	4.63%

Section II - Technology Skills

6. Please rate your current technology skills using the scale below

	Proficient	Familiar	Unfamiliar
General Computer Use	61.78%	34.36%	2.32%
Blackboard/DL	29.54%	38.80%	28.57%
Searching a Database	40.93%	47.88%	9.65%
Using LRC Database	17.76%	39.00%	40.73%
Using the AS400	6.18%	16.99%	74.52%
Using a Scanner	26.83%	29.15%	41.89%
Desktop Publishing	21.24%	33.40%	43.63%
Accessing E-mail	75.48%	18.53%	5.02%
Attaching Files to E-mail	55.79%	25.10%	16.99%
Finding Specific Information on the Web	67.18%	26.64%	4.63%
Uploading to the Web	43.44%	30.89%	23.94%
Downloading from the Web	60.81%	27.22%	10.23%
Word Processing	69.11%	24.90%	4.83%
Spreadsheets	28.96%	39.96%	29.92%



Presentation Software	27.99%	36.10%	34.17%
Internet Browser	67.57%	23.36%	7.92%
E-Mail	66.22%	21.04%	10.04%
Web Page Authoring	11.58%	28.76%	58.30%
Page Authoring(Xpress,Pagemaker)	11.00%	22.78%	64.09%
Video Editing	11.58%	20.66%	66.60%
Audio Software	15.25%	27.80%	55.60%
Music Software	28.96%	37.07%	32.24%
3-D Graphics	8.88%	20.66%	69.31%
Database	12.55%	29.73%	55.21%
Graphics	13.32%	25.48%	59.07%
Photo Editing	23.94%	30.89%	43.05%
Quick Time	17.18%	32.43%	48.65%

Section III - Technology Usage

8. How often do you use the following

	Daily	Often	Rarely	Never
Computer On-Campus	7.34%	20.08%	37.07%	21.43%
Computer At Home	57.92%	23.75%	10.81%	2.12%
Laptop	16.60%	13.13%	16.60%	25.68%
Wireless Technology	32.63%	14.09%	18.73%	16.22%
E-mail	44.79%	24.71%	16.99%	5.41%
Computer Labs	8.49%	15.44%	32.05%	31.66%
Blackboard/DL	10.04%	16.02%	24.13%	33.40%
PowerPoint	3.09%	8.49%	35.14%	37.64%
Calendar Programs	8.30%	8.88%	24.90%	45.95%
Info from the Internet	6.56%	22.78%	29.54%	28.96%
PDA	5.02%	5.41%	14.29%	54.83%
MP3 Player	12.93%	14.86%	17.76%	32.05%
Digital Camera	10.04%	27.99%	27.03%	17.37%
Reviewing Grades	7.72%	26.06%	34.17%	20.08%
Reviewing Course Materials	11.78%	31.66%	22.59%	21.04%
Reviewing Class Announcements	9.46%	23.94%	29.73%	24.71%
Reviewing Course Syllabi	8.11%	26.45%	26.06%	26.45%
Taking Quizzes or Surveys	6.18%	28.38%	30.31%	23.17%
CD/DVD Creation or Duplication	15.06%	27.80%	20.46%	23.94%
Participating in Discussion Boards	5.60%	11.97%	27.61%	42.47%
Using Mailing Lists	7.14%	12.36%	24.52%	44.79%
Conducting Research	11.39%	44.40%	23.17%	12.16%
Instant Messaging	33.59%	23.55%	19.88%	16.41%
Accessing the Internet	53.47%	27.80%	9.07%	3.47%
Collaborating with other students	16.02%	23.36%	31.08%	19.50%

9. How often do instructors use the following to supplement your learning experience

Daily Often Rarely Never



Videoconferencing	2.32%	3.28%	13.90%	78.57%
Streaming Video	3.28%	7.14%	14.09%	72.97%
Multimedia Presentations	4.05%	11.78%	23.55%	57.92%
Audio/Video Clips, Animation	5.79%	16.60%	28.38%	45.75%
VCR/Video Disc/DVD player	11.20%	23.55%	33.98%	27.41%
Overhead Projector	15.64%	37.07%	25.48%	19.11%
Transparency Projector	10.42%	23.75%	28.57%	34.36%
Smart White Board	5.41%	10.42%	19.88%	60.04%
Television	13.71%	15.83%	35.71%	32.24%
Film/Slide Projector	3.09%	11.20%	29.73%	53.28%
Tape Player/CD Player	10.04%	8.69%	22.39%	55.60%
Laptop	9.27%	11.78%	17.37%	58.88%
PDA	3.09%	1.93%	11.58%	80.89%
Digital Camera	3.47%	6.37%	16.22%	72.01%

Section IV - Satisfaction

10. Please indicate your level of

satisfaction with the following services

	Very Satisfied	Satisfied	UnSatisfie d	Very Unsatisfied	Not Applicable
SUNY Orange Website	8.69%	57.72%	11.20%	4.05%	16.02%
Open Lab PC's	12.93%	42.66%	8.69%	4.44%	28.57%
Internet Access	17.76%	51.93%	5.60%	4.44%	18.15%
Smart Classroom Equipment	5.98%	35.52%	14.67%	10.04%	30.12%
Technology Support	8.49%	41.70%	13.32%	7.72%	26.45%
On-Campus Training Sessions	6.18%	32.63%	11.97%	6.18%	40.35%

11. Do you feel the Computer Hardware you use on campus is adequate

Yes	75.87%
No	20.66%

12. Do you feel the Computer Software you use on campus is adequate

Yes	74.52%
No	20.27%

13. Do you feel the College provides adequate IT Support for Students

Yes	64.09%
No	31.27%

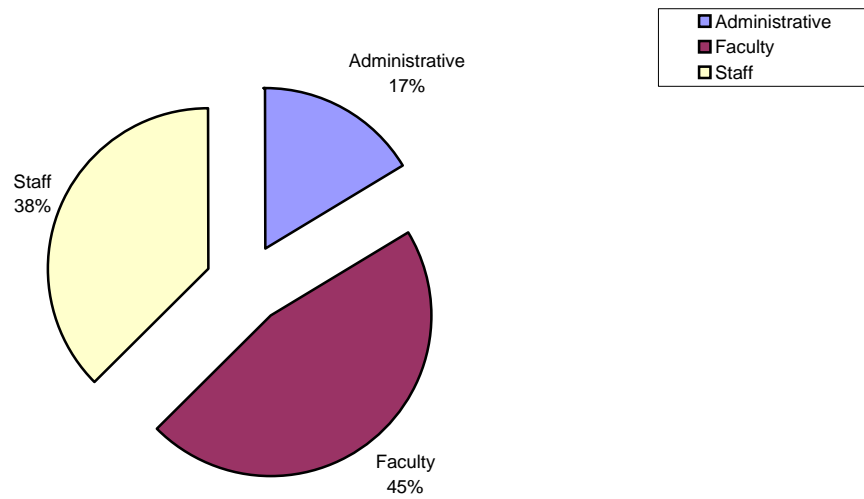
14. Should the IT Department expand its hours to include evenings and weekends

Yes	76.45%
No	18.53%

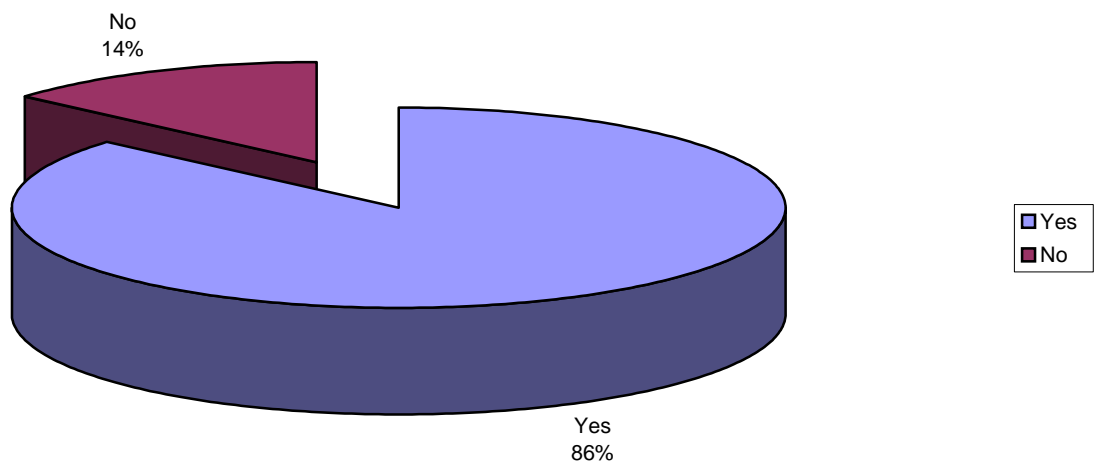


Faculty Staff Survey - Questions and Results

Faculty / Staff - Position

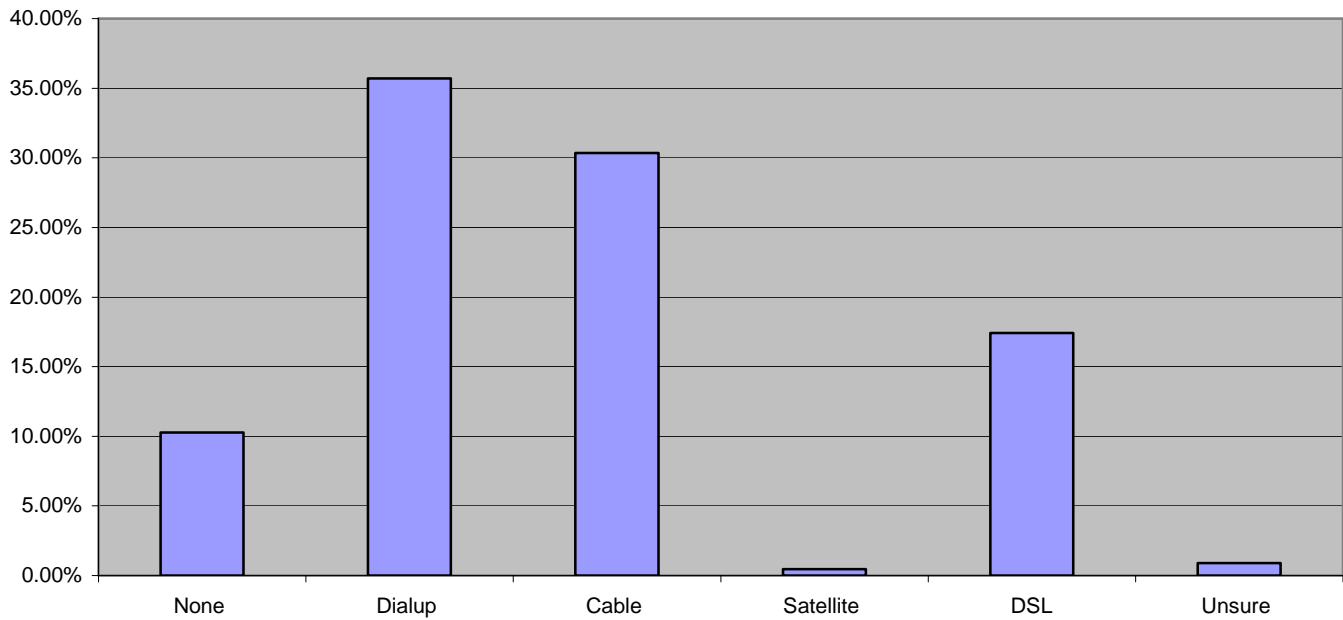


Faculty / Staff - Do you have a home computer with Internet Access

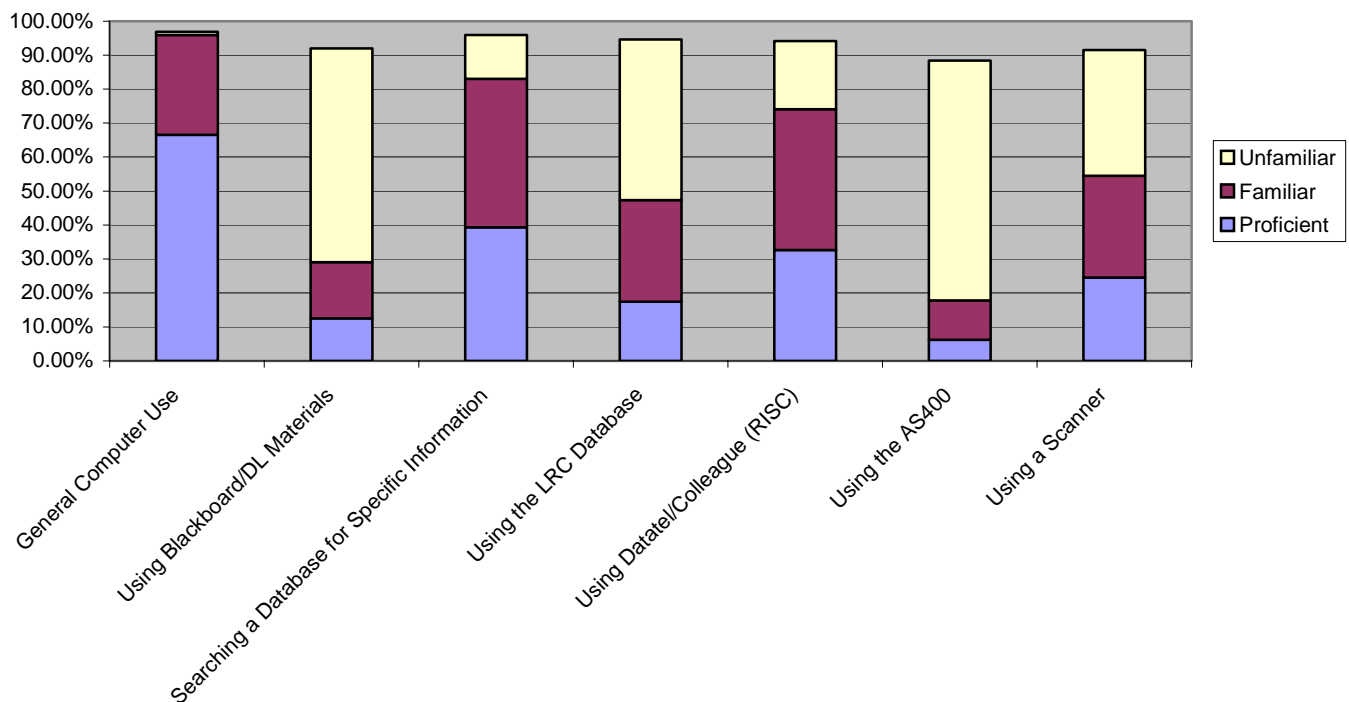




Faculty / Staff - What type of Internet connection do you have at home

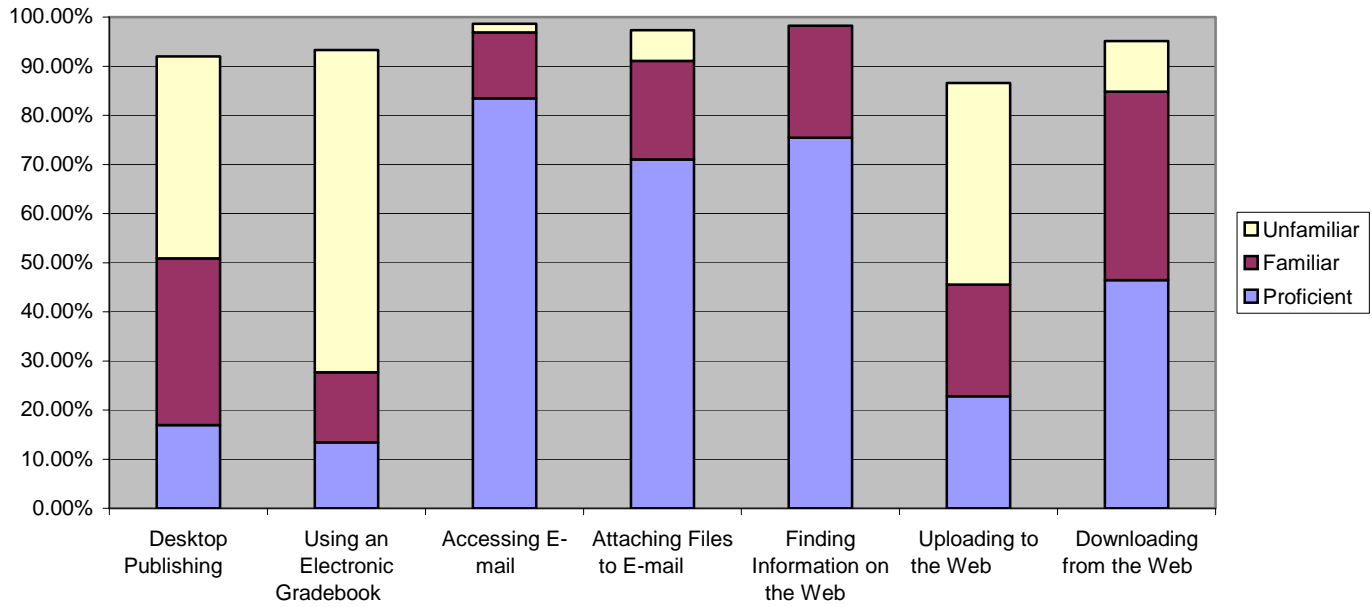


Faculty / Staff - Rate your current technology skills

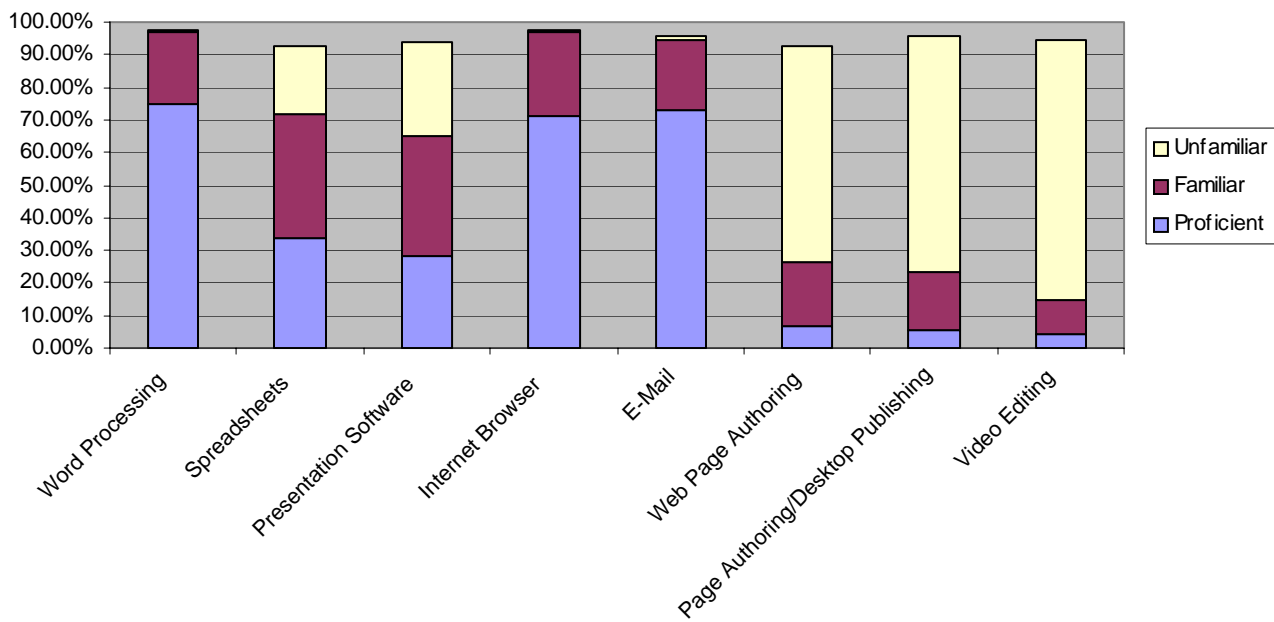




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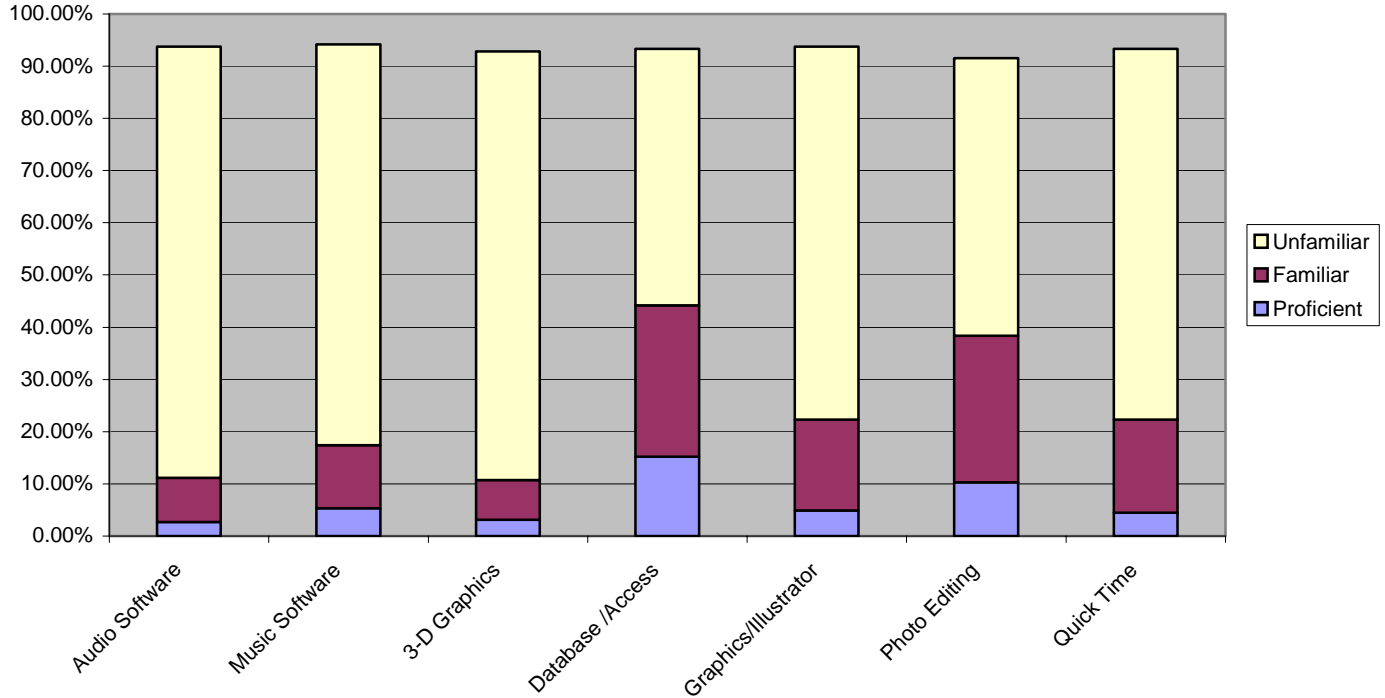


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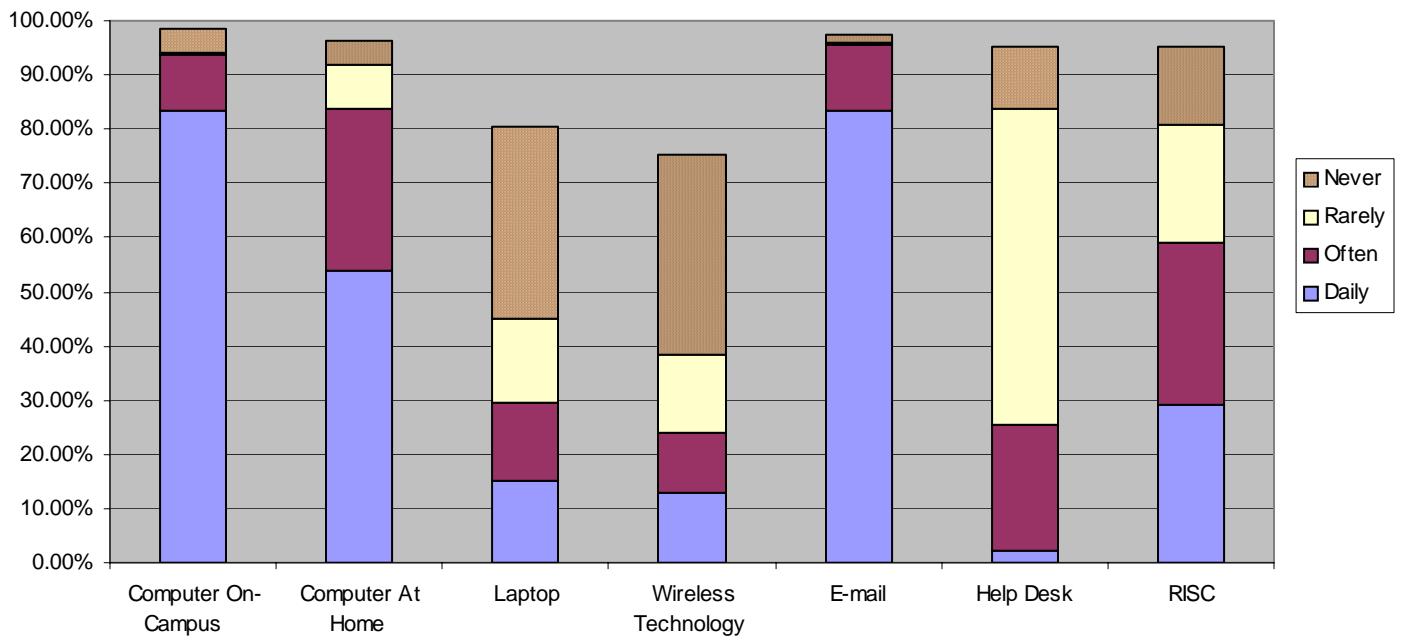




Faculty / Staff - Rate your current technology skills

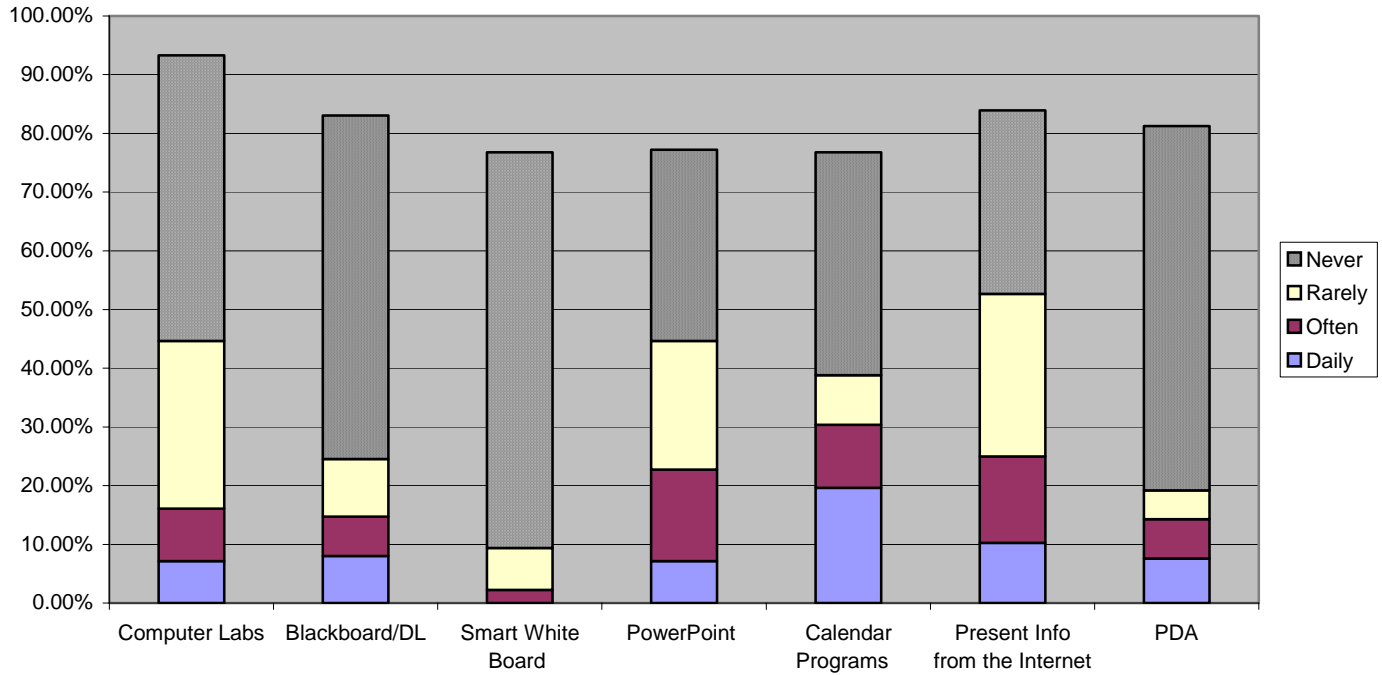


Faculty / Staff - How often do you use the following

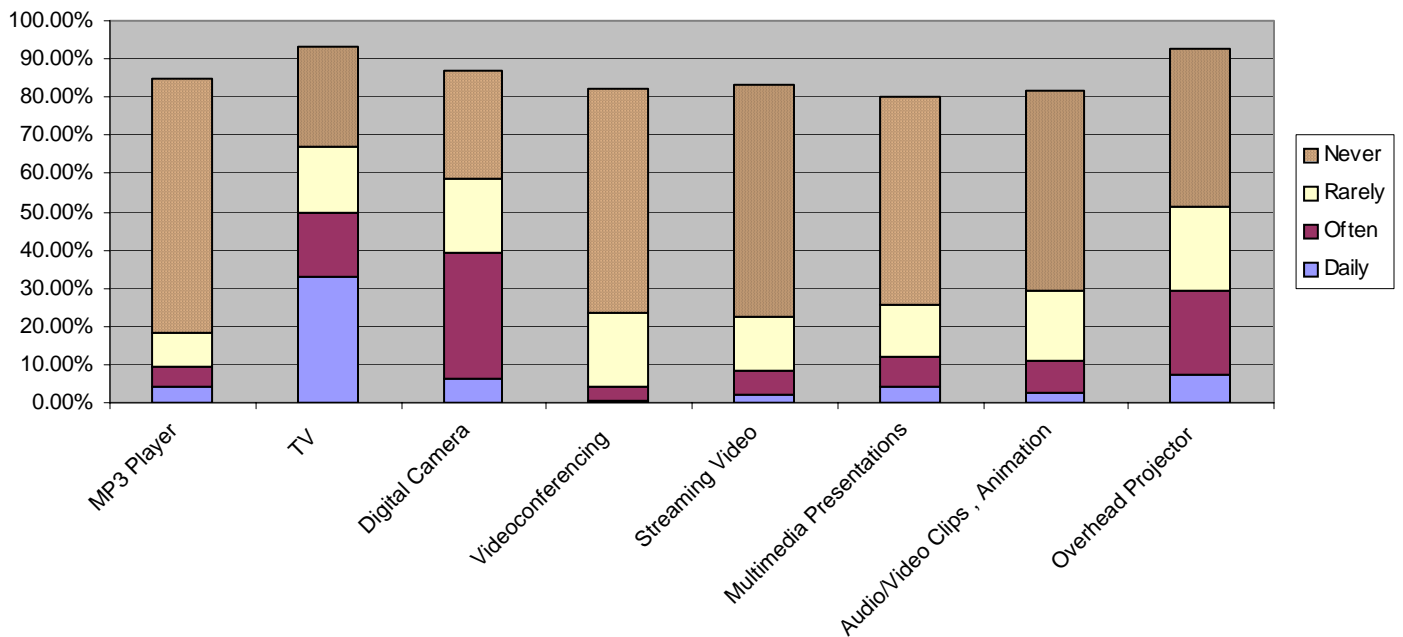




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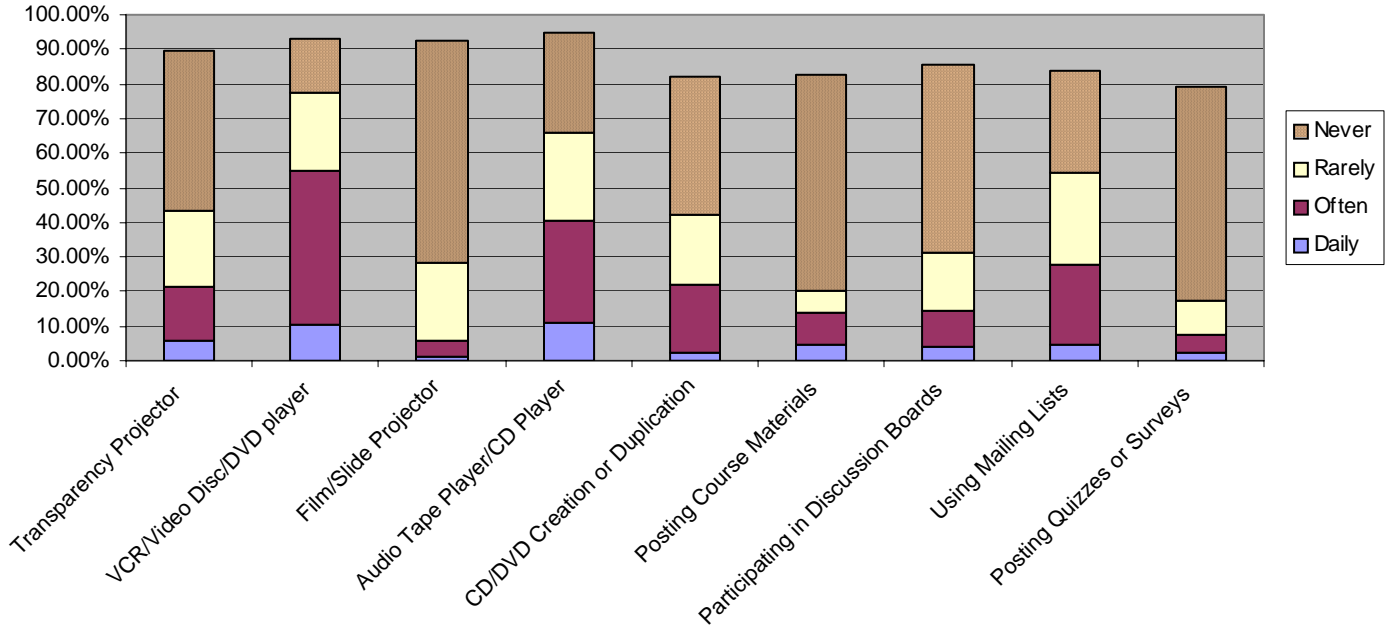


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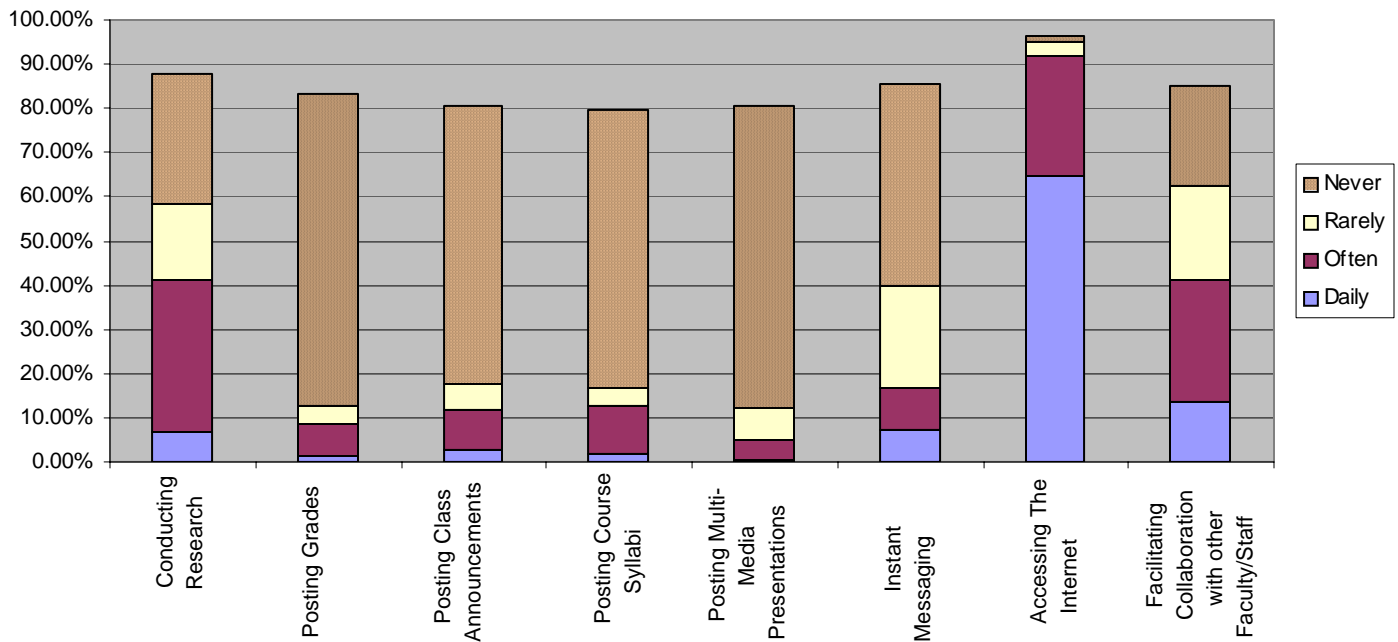




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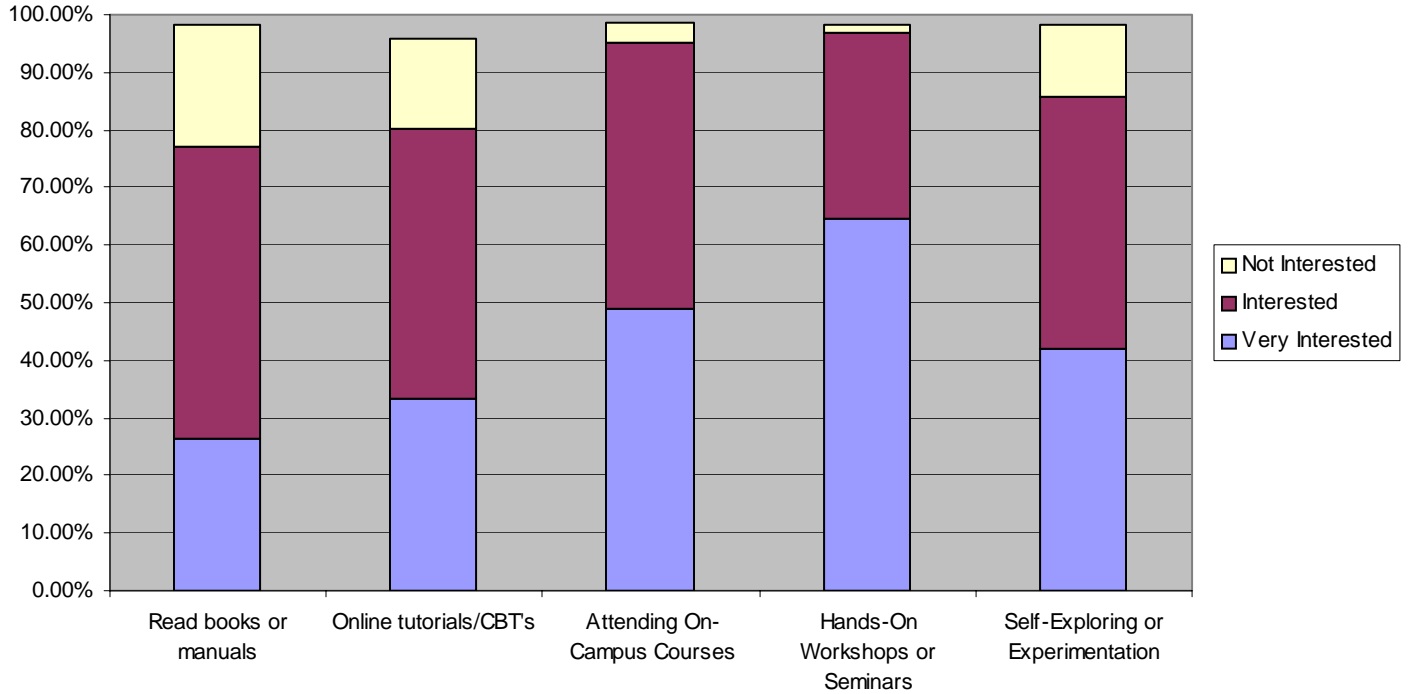


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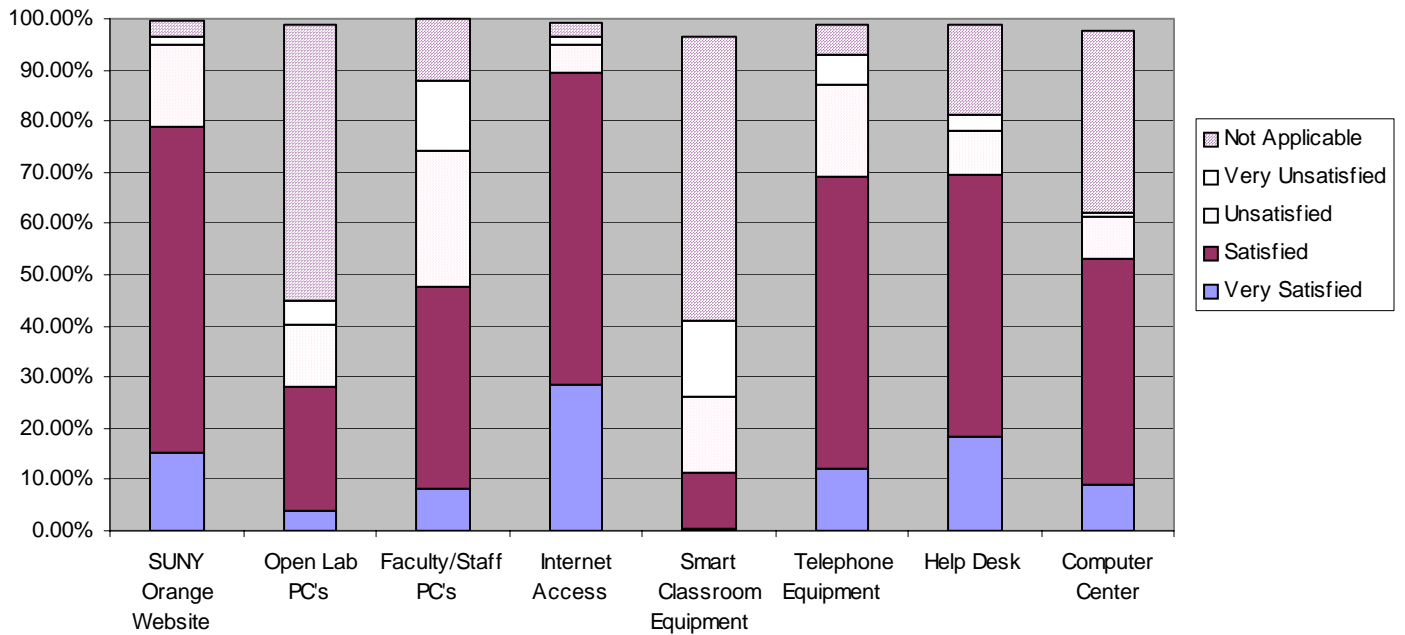




Faculty / Staff - Indicate your level of interest in the following methods of training

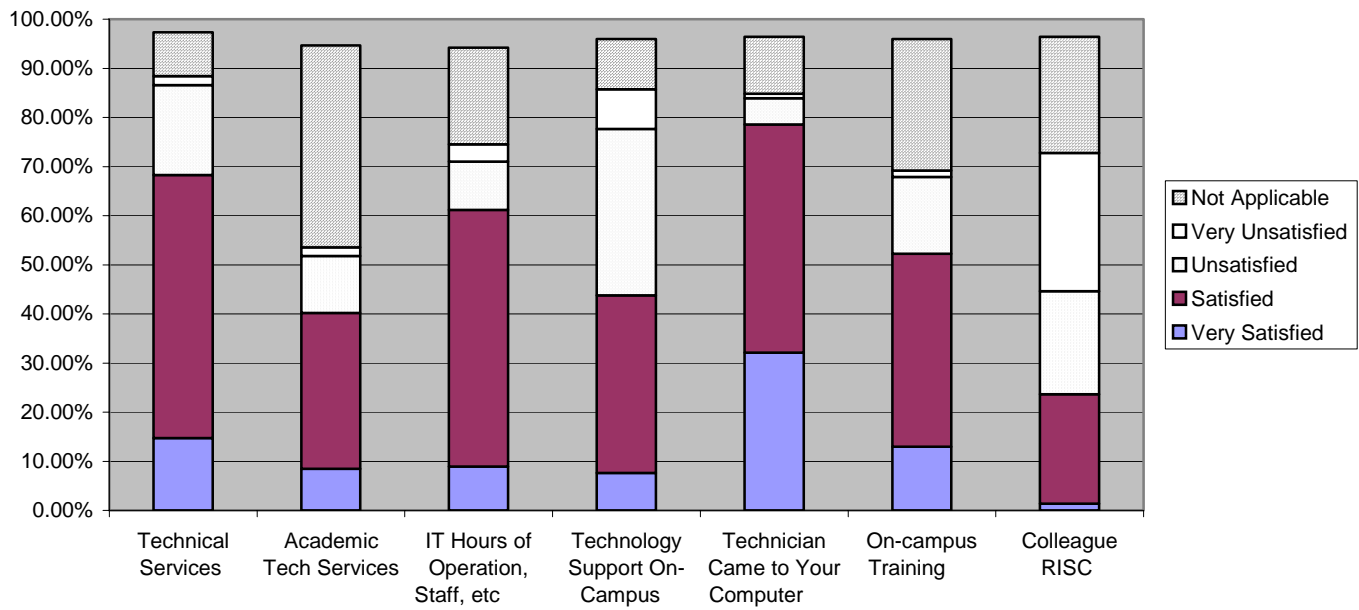


Faculty / Staff - Indicate your level of satisfaction with the following services

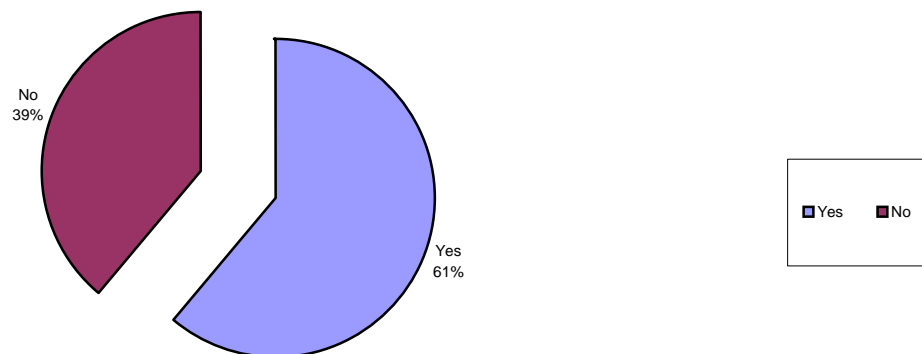




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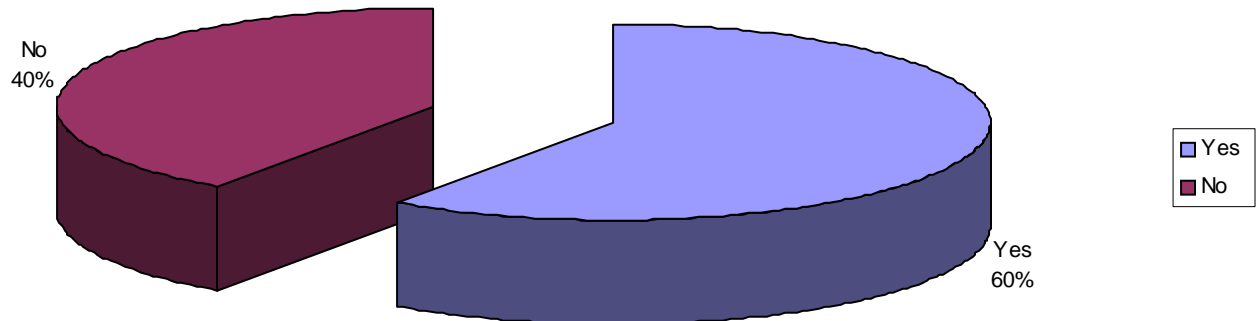


Faculty / Staff - Do you feel the Computer Hardware you use on campus is adequate

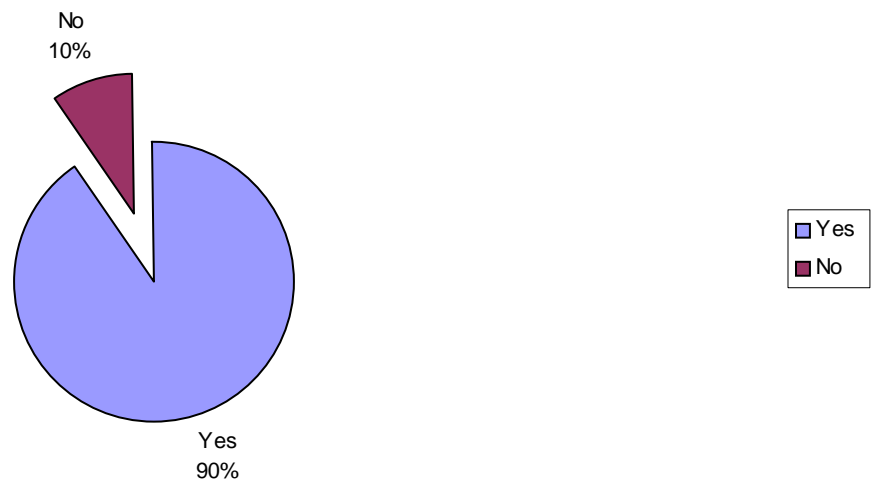




Faculty / Staff - Do you feel the Computer Software you use on campus is adequate

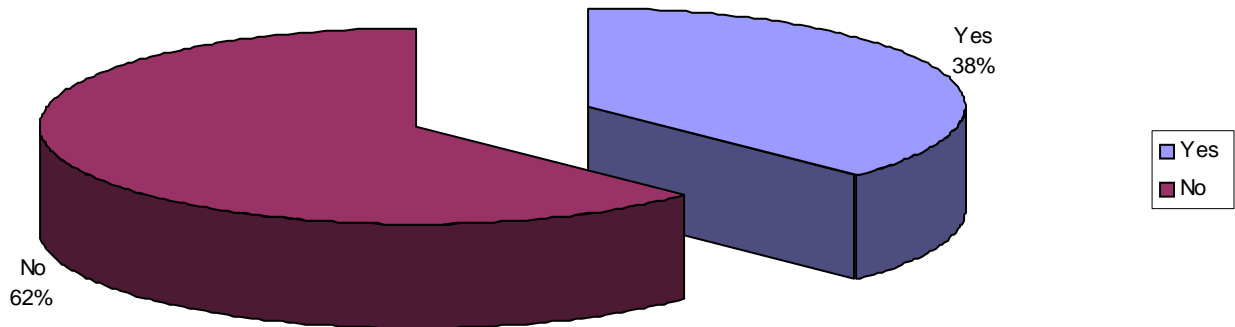


Faculty / Staff - Do you feel the College should provide more IT Support Services for Faculty and Staff

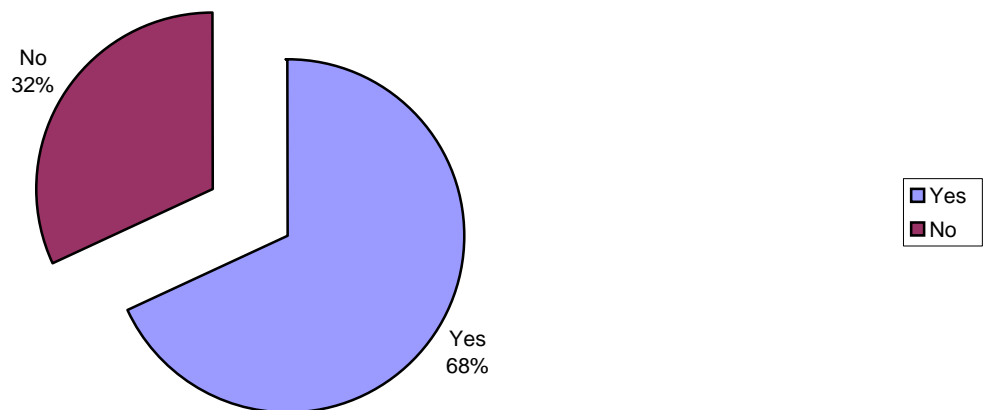




Faculty / Staff - Do you feel the College provides adequate IT support for students

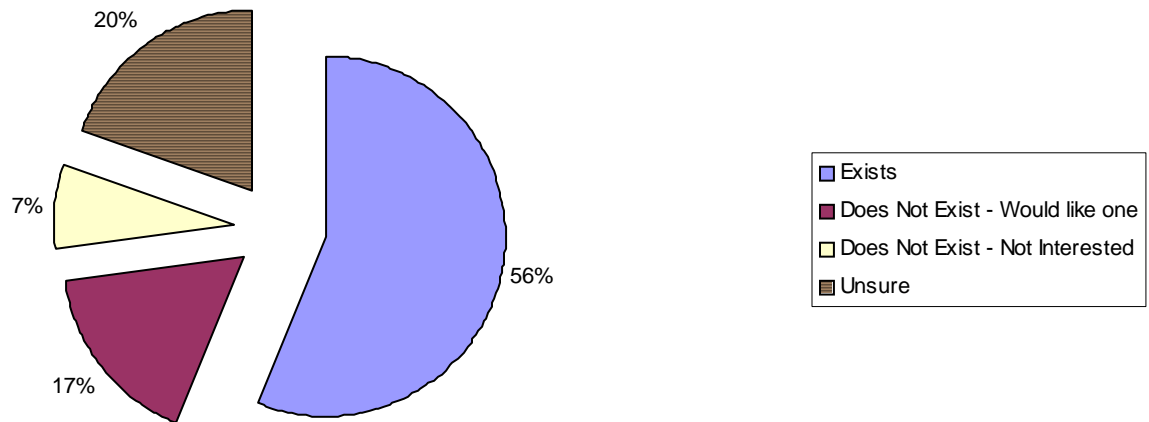


Faculty / Staff - Are you able to use the SUNY Orange website as an aid in performing the functions of your job

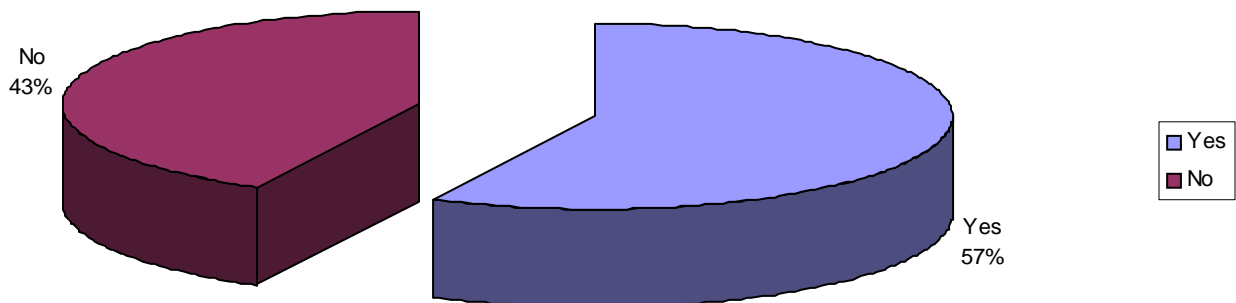




Faculty / Staff - What is the status of your Faculty or Departmental web page

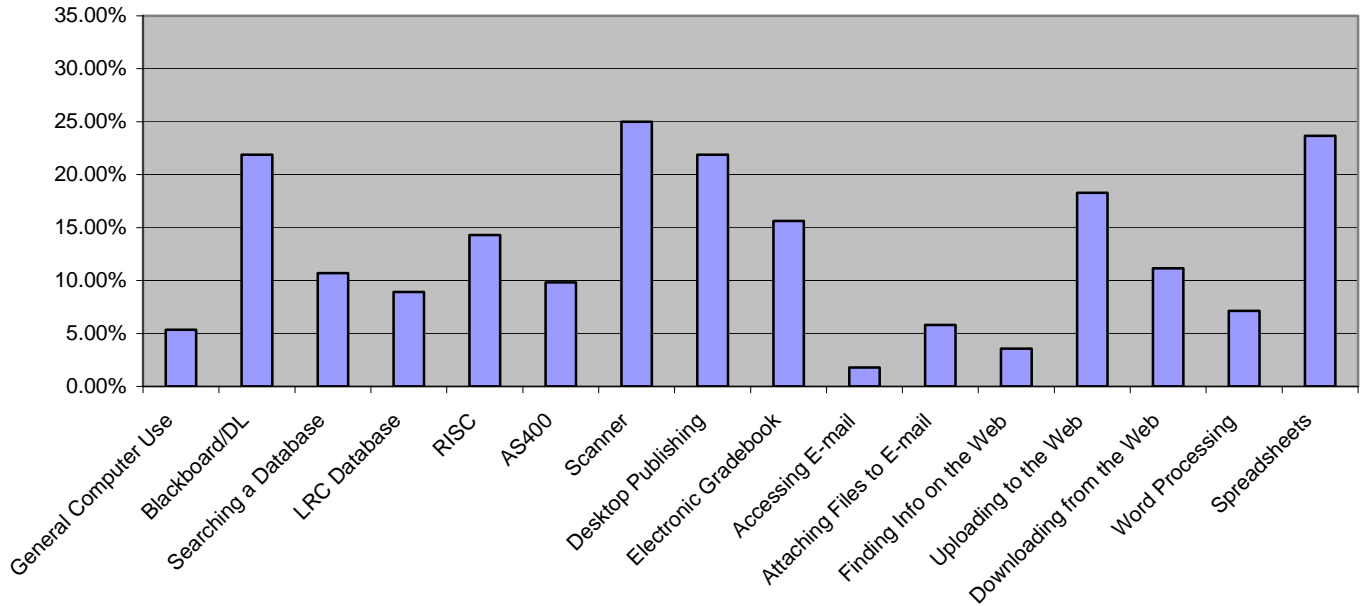


Faculty / Staff - Do you feel the IT Department should expand its hours of operation to include evenings and weekends

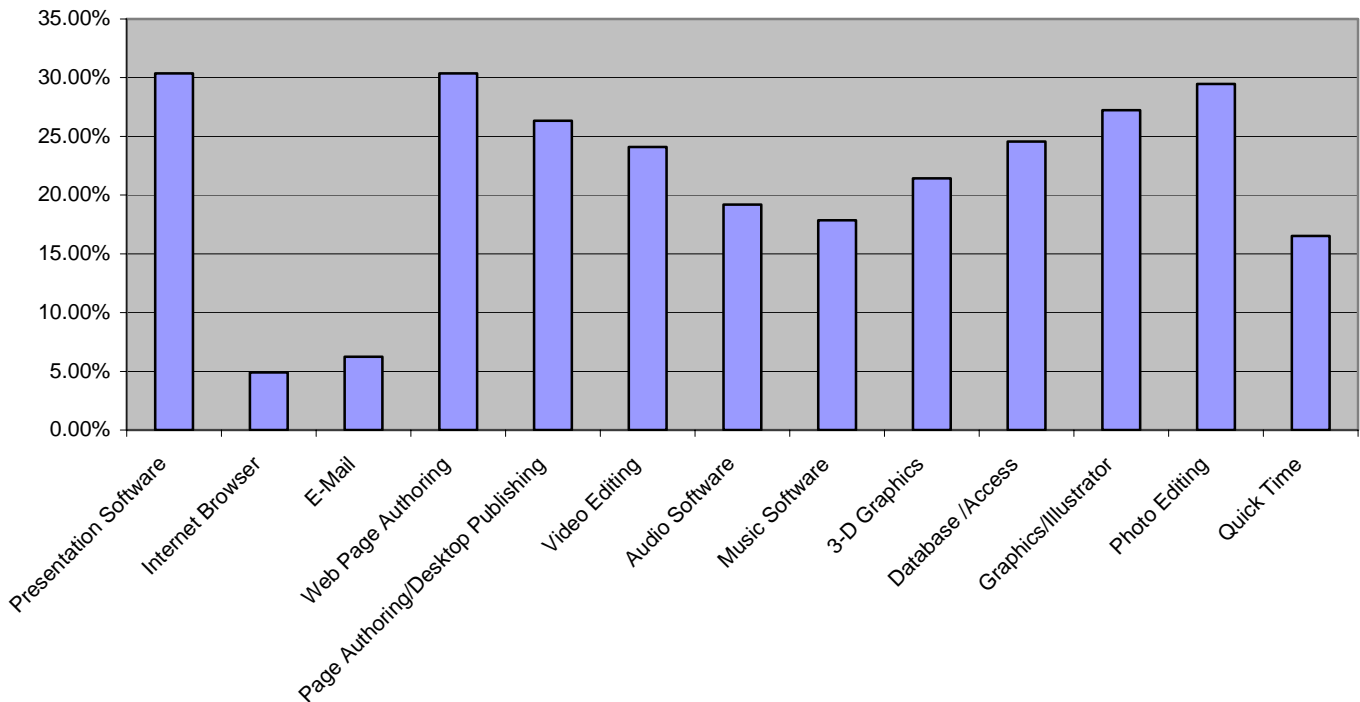




Faculty / Staff - Would like training in the following areas

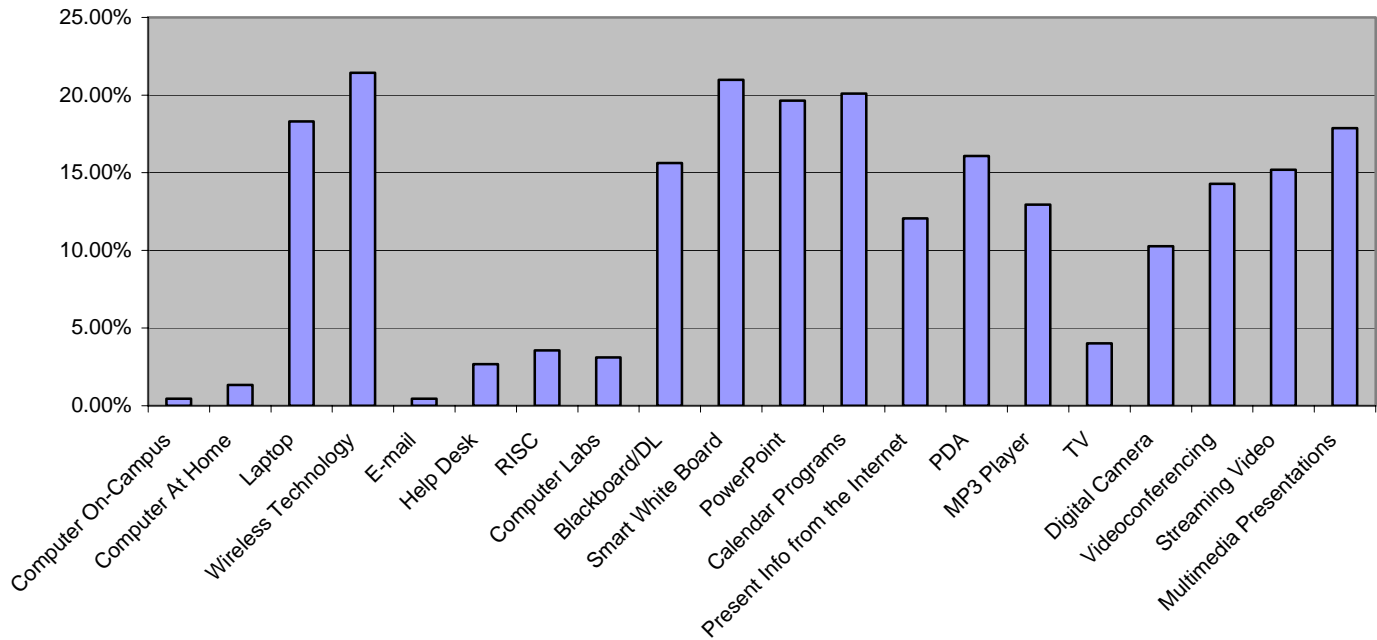


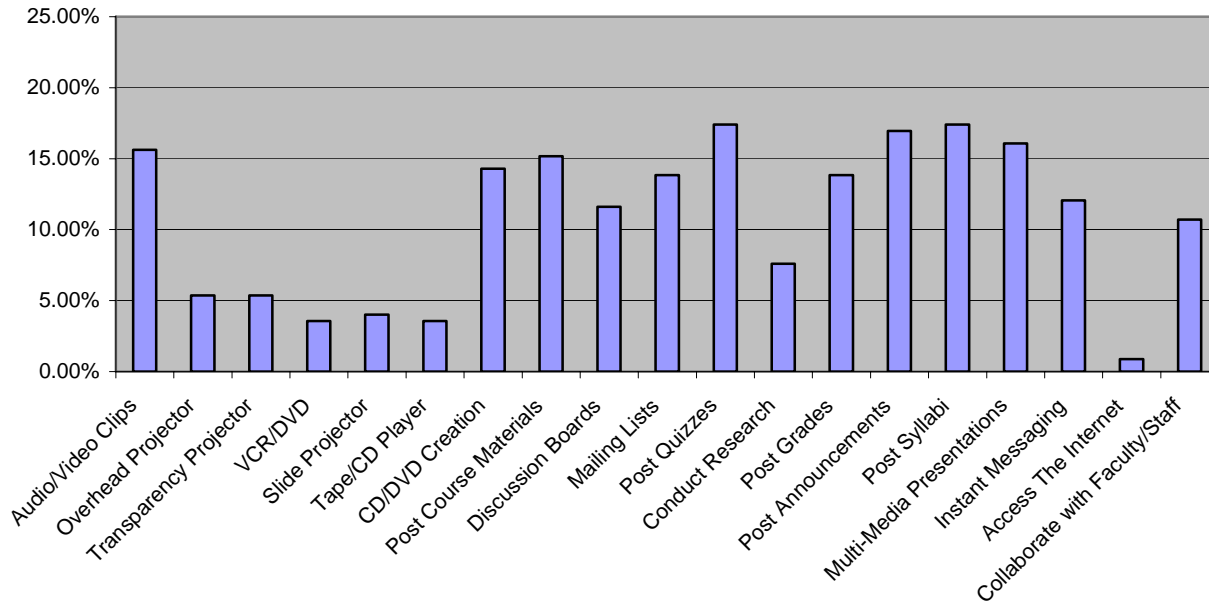
Faculty / Staff - Would like training in the following areas





Faculty / Staff - Not currently using the following but would like to in the future



**Faculty / Staff - Not currently using the following but would like to in the future****SUNY ORANGE FACULTY AND STAFF TECHNOLOGY SURVEY****Section I - About You****1. Position**

Administrative	16.07%
Faculty	44.64%
Staff	36.61%

2. Do you have a home computer with Internet access

Yes	84.38%
No	13.39%

3. What type of Internet connection do you have at home

None	10.27%
Dialup	35.71%
Cable	30.36%
Satellite	0.45%
DSL	17.41%
Unsure	0.89%

Section II - Technology Skills

Please rate your current skills using the scale below.

Proficient Familiar Unfamiliar



General Computer Use	66.52%	29.46%	0.89%
Using Blackboard/DL Materials	12.50%	16.52%	62.95%
Searching a Database for Specific Information	39.29%	43.75%	12.95%
Using the LRC Database	17.41%	29.91%	47.32%
Using Datatel/Colleague (RISC)	32.59%	41.52%	20.09%
Using the AS400	6.25%	11.61%	70.54%
Using a Scanner	24.55%	29.91%	37.05%
Desktop Publishing	16.96%	33.93%	41.07%
Using an Electronic Gradebook	13.39%	14.29%	65.62%
Accessing E-mail	83.48%	13.39%	1.79%
Attaching Files to E-mail	70.98%	20.09%	6.25%
Finding Information on the Web	75.45%	22.77%	0.00%
Uploading to the Web	22.77%	22.77%	41.07%
Downloading from the Web	46.43%	38.39%	10.27%
Word Processing	74.55%	22.32%	0.89%
Spreadsheets	33.93%	37.95%	20.54%
Presentation Software	28.12%	37.05%	28.57%
Internet Browser	70.98%	25.89%	0.89%
E-Mail	73.21%	20.98%	1.34%
Web Page Authoring	6.70%	19.64%	66.07%
Page Authoring/Desktop Publishing	5.80%	17.41%	72.32%
Video Editing	4.02%	10.71%	79.46%
Audio Software	2.68%	8.48%	82.59%
Music Software	5.36%	12.05%	76.79%
3-D Graphics	3.12%	7.59%	82.14%
Database /Access	15.18%	29.02%	49.11%
Graphics/Illustrator	4.91%	17.41%	71.43%
Photo Editing	10.27%	28.12%	53.12%
Quick Time	4.46%	17.86%	70.98%

Section III - Technology Usage

6. How often do you use the following

	Daily	Often	Rarely	Never
Computer On-Campus	83.48%	10.27%	0.45%	4.46%
Computer At Home	54.02%	29.91%	8.04%	4.46%
Laptop	15.18%	14.29%	15.62%	35.27%
Wireless Technology	12.95%	11.16%	14.29%	37.05%
E-mail	83.48%	12.05%	0.45%	1.34%
Help Desk	2.23%	23.21%	58.48%	11.16%
RISC	29.02%	29.91%	21.88%	14.29%
Computer Labs	7.14%	8.93%	28.57%	48.66%
Blackboard/DL	8.04%	6.70%	9.82%	58.48%
Smart White Board	0.00%	2.23%	7.14%	67.41%
PowerPoint	7.14%	15.62%	21.88%	32.59%



Calendar Programs	19.64%	10.71%	8.48%	37.95%
Present Info from the Internet	10.27%	14.73%	27.68%	31.25%
PDA	7.59%	6.70%	4.91%	62.05%
MP3 Player	4.02%	5.36%	8.93%	66.52%
TV	33.04%	16.96%	16.96%	26.34%
Digital Camera	6.25%	33.04%	19.20%	28.57%
Videoconferencing	0.45%	3.57%	19.64%	58.48%
Streaming Video	2.23%	6.25%	14.29%	60.71%
Multimedia Presentations	4.02%	8.04%	13.39%	54.91%
Audio/Video Clips , Animation	2.68%	8.48%	18.30%	52.23%
Overhead Projector	7.59%	21.88%	21.88%	41.52%
Transparency Projector	5.80%	15.62%	21.88%	46.43%
VCR/Video Disc/DVD player	10.27%	44.64%	22.32%	15.62%
Film/Slide Projector	0.89%	4.91%	22.32%	64.29%
Audio Tape Player/CD Player	10.71%	29.91%	25.00%	29.02%
CD/DVD Creation or Duplication	2.23%	19.64%	20.54%	39.73%
Posting Course Materials	4.91%	8.93%	6.25%	62.50%
Participating in Discussion Boards	4.02%	10.27%	16.96%	54.46%
Using Mailing Lists	4.91%	22.77%	26.79%	29.46%
Posting Quizzes or Surveys	2.23%	5.36%	9.82%	62.05%
Conducting Research	6.70%	34.38%	17.41%	29.46%
Posting Grades	1.34%	7.14%	4.02%	70.98%
Posting Class Announcements	2.68%	8.93%	6.25%	62.50%
Posting Course Syllabi	1.79%	10.71%	4.02%	62.95%
Posting Multi-Media Presentations	0.45%	4.46%	7.14%	68.30%
Instant Messaging	7.14%	9.38%	23.21%	45.98%
Accessing The Internet	64.73%	27.23%	3.12%	1.34%
Facilitating Collaboration with other Faculty/Staff	13.39%	27.68%	21.43%	22.77%

Section IV - Training

7. Please indicate your interest in the following methods of training

	Very Interested	Interested	Not Interested
Read books or manuals	26.34%	50.89%	20.98%
Online tutorials/CBT's	33.48%	46.88%	15.62%
Attending On-Campus Courses	49.11%	45.98%	3.57%
Hands-On Workshops or Seminars	64.73%	32.14%	1.34%
Self-Exploring or Experimentation	41.96%	43.75%	12.50%

Section V - Satisfaction

8. Please indicate your level of satisfaction with the following services	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable
SUNY Orange Website	15.18%	63.84%	16.07%	1.34%	3.12%
Open Lab PC's	4.02%	24.11%	12.05%	4.91%	53.57%



Faculty/Staff PC's	8.04%	39.73%	26.34%	13.84%	12.05%
Internet Access	28.57%	60.71%	5.80%	1.34%	2.68%
Smart Classroom Equipment	0.45%	10.71%	15.18%	14.73%	55.36%
Telephone Equipment	12.05%	57.14%	17.86%	5.80%	5.80%
Help Desk	18.30%	51.34%	8.48%	3.12%	17.41%
Computer Center	8.93%	44.20%	8.04%	0.89%	35.71%
Technical Services	14.73%	53.57%	18.30%	1.79%	8.93%
Academic Technical Services	8.48%	31.70%	11.61%	1.79%	41.07%
IT services	8.93%	52.23%	9.82%	3.57%	19.64%
Technology Support	7.59%	36.16%	33.93%	8.04%	10.27%
Technician Came to Solve a Problem	32.14%	46.43%	5.36%	0.89%	11.61%
On-campus Training Sessions	12.95%	39.29%	15.62%	1.34%	26.79%
Datatel / RISC	1.34%	22.32%	20.98%	28.12%	23.66%

9. Do you feel the Hardware you use is adequate for the tasks you perform

Yes	58.93%
No	37.50%

10. Do you feel the Software you use is adequate for the tasks you perform

Yes	56.70%
No	38.39%

11. Do you feel that the College should provide more IT Support Services for Faculty and Staff

Yes	84.82%
No	8.93%

12. Do you feel the College provides adequate IT Support for Students

Yes	29.02%
No	48.21%

13. Are you able to use the SUNY Orange Web Site as an aid in performing the functions of your job

Yes	64.29%
No	30.36%

14. What is the status of your Faculty or Departmental Web Page

Exists	53.57%
Does Not Exist - Would like one	16.07%
Does Not Exist - Not Interested	7.14%
Unsure	18.75%

15. Do you feel the IT Department should expand its hours to include evenings and weekends

Yes	53.57%
No	39.73%



Open and Closed Issues for this Project

Open Issues

ID	Issue	Resolution	Responsibility	Target Date	Impact Date
1					
2					
3					

Closed Issues

ID	Issue	Resolution	Responsibility	Target Date	Impact Date