

# Johnson College

## Assessment Day 2020 - Network & Systems Administration (IT)

1 - What is your major?					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing Technology	(1)	4	4.94%	■	
Architectural Drafting & Design	(2)	2	2.47%	■	
Automotive Technology	(3)	5	6.17%	■	
Biomedical Equipment Technology	(4)	3	3.70%	■	
Building & Property Maintenance	(5)	1	1.23%	■	
Carpentry & Cabinetmaking Technology	(6)	9	11.11%	■	
Computer Information Technology	(7)	8	9.88%	■	
Diesel Truck Technology	(8)	3	3.70%	■	
Diesel Preventative Maintenance Technology	(9)	0	0.00%		
Electrical Construction & Maintenance Technology	(10)	7	8.64%	■	
Electronic Engineering Technology	(11)	1	1.23%	■	
Heating, Ventilation & Air Conditioning Technology	(12)	6	7.41%	■	
Heavy Equipment Technology	(13)	0	0.00%		
Logistics & Supply Chain Management	(14)	0	0.00%		
Physical Therapist Assistant	(15)	4	4.94%	■	
Radiologic Technology	(16)	14	17.28%	■	
Veterinary Technology	(17)	11	13.58%	■	
Welding Technology	(18)	3	3.70%	■	
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
81/413 (19.61%)	10.52	5.47			

2 - The Network & Systems Administration (IT Helpdesk) office is located:					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
In Richmond Hall	(1)	1	1.23%	■	
In the Moffat Center	(2)	5	6.17%	■	
In the Woolworth Building	(3)	23	28.40%	■	
In the Bingham Building	(4)	9	11.11%	■	
I don't know	(5)	43	53.09%	■	
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
81/413 (19.61%)	4.09	1.09			

3 - I have used the helpdesk@johnson.edu email.					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Yes	(1)	18	22.50%	■	
No	(2)	45	56.25%	■	
I didn't know there was an email for the helpdesk	(3)	17	21.25%	■	
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
80/413 (19.37%)	1.99	0.67			

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### 4 - I have needed help with (select all that apply):

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Logging into the student portal	(1)	9	11.39%		
Logging into D2L	(2)	20	25.32%		
Changing my password	(3)	20	25.32%		
Setting up my Johnson email on my smartphone	(4)	7	8.86%		
Getting campus alerts via text	(5)	10	12.66%		
Connecting to the Johnson College WiFi	(6)	13	16.46%		
Other	(7)	4	5.06%		
I have not needed help from IT	(8)	37	46.84%		
				0 25 50 75 100	
<b>Response Rate</b>	79/413 (19.13%)				

### 5 - If you selected 'Other' in the previous question, please explain.

Response Rate	8/413 (1.94%)
<ul style="list-style-type: none"> <li>• I have had to reach out to them for being locked out of logging into the computer</li> <li>• N/A</li> <li>• N/A.</li> <li>• CRITICAL ERRORS WERE NEVER FIXED TRIED MANY TO ADDRESS THIS PROBLEM. IT WAS ALL COMPUTERS IN ALL BUILDINGS. VERY FRUSTRATING</li> <li>• my id for cafeteria services</li> <li>• When some d2l thing didnt work on the app</li> <li>• n/a</li> <li>• N/A</li> </ul>	

### 6 - If you have reached out to the Helpdesk, how satisfied were you with the service you received?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	2	3.70%		3.37
Dissatisfied	(2)	0	0.00%		
Satisfied	(3)	28	51.85%		
Very Satisfied	(4)	24	44.44%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
54/413 (13.08%)	3.37	0.68			
<ul style="list-style-type: none"> <li>• I did not reach out to the help desk, but I'm sure they provided great assistance.</li> <li>• Critical errors</li> <li>• The most "major" (technical) issue i had all year involved my D2L password expiring in the middle of a session and getting locked out. I was back into it in under an hour because of tech support. And this was after we had transitioned to strictly online classes. These people were amazing in the middle of a pandemic when everyone in the world was relying on their various devices. I'm beyond grateful for their assistance.</li> <li>• After losing D2L access several times, I messaged them for help asking for the number to the help desk, I was told to reset my password via email except I was locked out of my email also. I literally spent 2 days calling random numbers on the website trying to hunt down someone who could fix the issue. Y'all are useless</li> </ul>					

### 7 - I find D2L to be:

#### Reliable

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	2	2.53%		3.34
Disagree	(2)	5	6.33%		
Agree	(3)	36	45.57%		
Strongly Agree	(4)	36	45.57%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
79/413 (19.13%)	3.34	0.71			

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7 - I find D2L to be:						
Easy to Use						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.50%		<div style="text-align: center;">3.38</div>	
Disagree	(2)	3	3.75%			
Agree	(3)	38	47.50%			
Strongly Agree	(4)	37	46.25%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.38	0.68				

7 - I find D2L to be:						
Easy to Access						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	3.75%		<div style="text-align: center;">3.43</div>	
Disagree	(2)	2	2.50%			
Agree	(3)	33	41.25%			
Strongly Agree	(4)	42	52.50%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.43	0.73				

7 - I find D2L to be:						
I've never used it						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	52	71.23%		<div style="text-align: center;">1.51</div>	
Disagree	(2)	12	16.44%			
Agree	(3)	2	2.74%			
Strongly Agree	(4)	7	9.59%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
73/413 (17.68%)	1.51	0.94				

8 - I find the Student Portal to be:						
Reliable						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	4	5.00%		<div style="text-align: center;">3.26</div>	
Disagree	(2)	4	5.00%			
Agree	(3)	39	48.75%			
Strongly Agree	(4)	33	41.25%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.26	0.78				

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8 - I find the Student Portal to be:						
Easy to Use						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	3.75%		<div style="text-align: center;">3.10</div>	
Disagree	(2)	12	15.00%			
Agree	(3)	39	48.75%			
Strongly Agree	(4)	26	32.50%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.10	0.79				

8 - I find the Student Portal to be:						
Easy to Access						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	3.85%		<div style="text-align: center;">3.24</div>	
Disagree	(2)	6	7.69%			
Agree	(3)	38	48.72%			
Strongly Agree	(4)	31	39.74%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
78/413 (18.89%)	3.24	0.76				

8 - I find the Student Portal to be:						
I've never used it						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	46	63.89%		<div style="text-align: center;">1.60</div>	
Disagree	(2)	16	22.22%			
Agree	(3)	3	4.17%			
Strongly Agree	(4)	7	9.72%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
72/413 (17.43%)	1.60	0.96				

9 - I find the ePortfolio to be:						
Reliable						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	4	6.25%		<div style="text-align: center;">2.98</div>	
Disagree	(2)	10	15.63%			
Agree	(3)	33	51.56%			
Strongly Agree	(4)	17	26.56%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
64/413 (15.5%)	2.98	0.83				

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9 - I find the ePortfolio to be:						
Easy to Use						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	5	7.81%		2.84	
Disagree	(2)	14	21.88%			
Agree	(3)	31	48.44%			
Strongly Agree	(4)	14	21.88%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
64/413 (15.5%)	2.84	0.86				

9 - I find the ePortfolio to be:						
Easy to Access						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	5	7.81%		2.94	
Disagree	(2)	11	17.19%			
Agree	(3)	31	48.44%			
Strongly Agree	(4)	17	26.56%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
64/413 (15.5%)	2.94	0.87				

9 - I find the ePortfolio to be:						
I've never used it						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	19	24.36%		2.56	
Disagree	(2)	19	24.36%			
Agree	(3)	17	21.79%			
Strongly Agree	(4)	23	29.49%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
78/413 (18.89%)	2.56	1.16				

10 - I find the Text Alerts to be:						
Reliable						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	3.85%		3.38	
Disagree	(2)	3	3.85%			
Agree	(3)	33	42.31%			
Strongly Agree	(4)	39	50.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
78/413 (18.89%)	3.38	0.74				

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10 - I find the Text Alerts to be:						
Easy to Use						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.53%		<div style="text-align: center;">3.46</div>	
Disagree	(2)	2	2.53%			
Agree	(3)	33	41.77%			
Strongly Agree	(4)	42	53.16%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
79/413 (19.13%)	3.46	0.68				

10 - I find the Text Alerts to be:						
Easy to Access						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.56%		<div style="text-align: center;">3.44</div>	
Disagree	(2)	2	2.56%			
Agree	(3)	34	43.59%			
Strongly Agree	(4)	40	51.28%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
78/413 (18.89%)	3.44	0.68				

10 - I find the Text Alerts to be:						
I've never used it						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	38	54.29%		<div style="text-align: center;">1.84</div>	
Disagree	(2)	15	21.43%			
Agree	(3)	7	10.00%			
Strongly Agree	(4)	10	14.29%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
70/413 (16.95%)	1.84	1.10				

11 - I find the Johnson College Email to be:						
Reliable						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.50%		<div style="text-align: center;">3.43</div>	
Disagree	(2)	3	3.75%			
Agree	(3)	34	42.50%			
Strongly Agree	(4)	41	51.25%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.43	0.69				

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11 - I find the Johnson College Email to be:						
Easy to Use						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.50%		<div style="text-align: center;">3.43</div>	
Disagree	(2)	2	2.50%			
Agree	(3)	36	45.00%			
Strongly Agree	(4)	40	50.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.43	0.67				

11 - I find the Johnson College Email to be:						
Easy to Access						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	2	2.50%		<div style="text-align: center;">3.44</div>	
Disagree	(2)	1	1.25%			
Agree	(3)	37	46.25%			
Strongly Agree	(4)	40	50.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.44	0.65				

11 - I find the Johnson College Email to be:						
I've never used it						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	44	61.97%		<div style="text-align: center;">1.66</div>	
Disagree	(2)	15	21.13%			
Agree	(3)	4	5.63%			
Strongly Agree	(4)	8	11.27%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
71/413 (17.19%)	1.66	1.01				

12 - How satisfied are you with the wireless internet on campus?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Not satisfied	(1)	4	5.00%		<div style="text-align: center;">3.21</div>	
Somewhat Satisfied	(2)	12	15.00%			
Satisfied	(3)	33	41.25%			
Very Satisfied	(4)	25	31.25%			
I did not use the wireless internet on campus	(5)	6	7.50%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
80/413 (19.37%)	3.21	0.96				

- Didn't work many times
- Always works when I need it, and it's pretty reliable. Could have a larger range for connection, though for parking lot access.
- Could improve the internet
- It's like any other Wi-Fi network: Some days it's great, some days it's not. But for the most part, it's good for what i need.
- Please, for the love of god, stop emailing me about these surveys.
- It could have better connection at certain areas of the campus