Johnson College
2021 Assessment Day - IT / Helpdesk

1 - I have needed tech support help with the following (select all that apply):

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Logging into the student portal	(1)	9	9.09%		
Logging into D2L	(2)	13	13.13%		
Changing my password	(3)	15	15.15%		
Setting up my Johnson email on my smartphone	(4)	4	4.04%		
Getting campus alerts via text	(5)	6	6.06%		
Connecting to the Johnson College WiFi	(6)	9	9.09%		
Other	(7)	10	10.10%		
I have not needed help from IT	(8)	65	65.66%		

Response Rate	99/433 (22.86%)

2 - 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)	3	3.00%		3.25
Dissatisfied	(2)	1	1.00%		
Satisfied	(3)	22	22.00%		
Very Satisfied	(4)	18	18.00%		
I have not contacted the Helpdesk.	(0)	56	56.00%		

Response Rate	Mean	STD	
100/433 (23.09%)	3.25	0.81	

• Very very helpful when I was not able to get on to D2L or student portal. Quick responses.
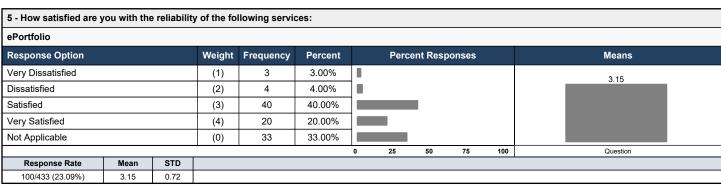
3 - The Network & Systems Administration (IT Helpdesk) office is located:

Response Option	Weight	Frequency	Percent	Percent Responses	Means
In Richmond Hall	(1)	1	1.00%		4.44
In the Moffat Center	(2)	4	4.00%		
In the Woolworth Building	(3)	18	18.00%		
In the Bingham Building	(4)	4	4.00%		
I don't know	(5)	73	73.00%		

Response Rate	Mean	STD	
100/433 (23.09%)	4.44	0.99	

4 - How satisfied are you with the wireless internet (WiFi) on campus?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Not satisfied	(1)	5	5.00%		3.08
Somewhat Satisfied	(2)	7	7.00%		
Satisfied	(3)	37	37.00%		
Very Satisfied	(4)	23	23.00%		
I have not used the WiFi on campus.	(0)	28	28.00%		

Response Rate	Mean	STD	
100/433 (23.09%)	3.08	0.83	

• Wifi drops in some parts of the campus. I have experienced drops in Weaver 104, and sometimes woolworth. But an improvment since last term.

5 - How satisfied are you with the reliability of the following services:

Johnson College email

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	1	1.00%		3.47
Dissatisfied	(2)	1	1.00%		
Satisfied	(3)	47	47.00%		
Very Satisfied	(4)	49	49.00%		
Not Applicable	(0)	2	2.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.47	0.58	

5 - How satisfied are you with the reliability of the following services:

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	5	5.00%		3.35
Dissatisfied	(2)	3	3.00%		
Satisfied	(3)	42	42.00%		
Very Satisfied	(4)	47	47.00%		
Not Applicable	(0)	3	3.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.35	0.78	

5 - How satisfied are you with the reliability of the following services:

The student portal

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	1	1.00%		3.30
Dissatisfied	(2)	5	5.00%		
Satisfied	(3)	54	54.00%		
Very Satisfied	(4)	36	36.00%		
Not Applicable	(0)	4	4.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.30	0.62	

5 - How satisfied are you with the reliability of the following services:

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	3	3.00%		3.15
Dissatisfied	(2)	4	4.00%		
Satisfied	(3)	40	40.00%		
Very Satisfied	(4)	20	20.00%		
Not Applicable	(0)	33	33.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.15	0.72	

5 - How satisfied are you with the reliability of the following services:

Text alerts

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	1	1.01%		3.38
Dissatisfied	(2)	3	3.03%		
Satisfied	(3)	47	47.47%		
Very Satisfied	(4)	40	40.40%		
Not Applicable	(0)	8	8.08%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
99/433 (22.86%)	3.38	0.61	

6 - It is easy to access the following services.

Johnson College email

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	3.00%		3.48
Disagree	(2)	0	0.00%		
Agree	(3)	42	42.00%		
Strongly Agree	(4)	54	54.00%		
Not Applicable	(0)	1	1.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.48	0.66	

6 - It is easy to access the following services.

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	2	2.00%		3.47
Disagree	(2)	4	4.00%		
Agree	(3)	38	38.00%		
Strongly Agree	(4)	55	55.00%		
Not Applicable	(0)	1	1.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.47	0.68	

6 - It is easy to access the following services.

The student portal

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.39
Disagree	(2)	6	6.00%		
Agree	(3)	48	48.00%		
Strongly Agree	(4)	45	45.00%		
Not Applicable	(0)	1	1.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.39	0.60	

6 - It is easy to access the following services.

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	4	4.00%		
Disagree	(2)	4	4.00%		3.22
Agree	(3)	43	43.00%		
Strongly Agree	(4)	30	30.00%		
Not Applicable	(0)	19	19.00%		Question

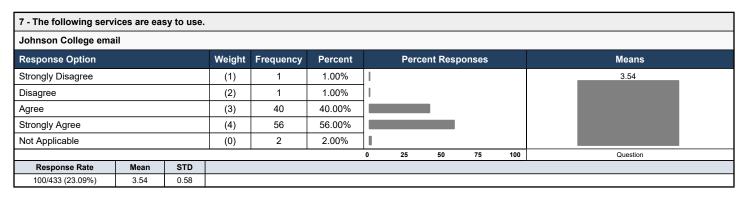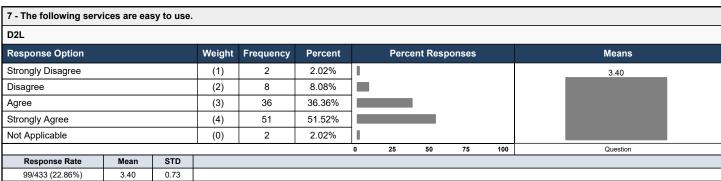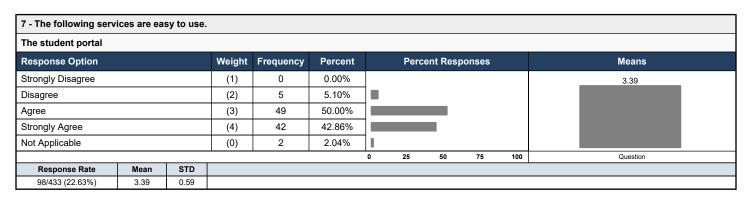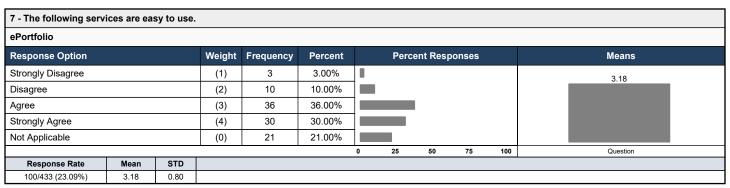| Response Rate	Mean	STD
100/433 (23.09%)	3.22	0.76

6 - It is easy to access the following services.

Text alerts

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	2	2.02%		
Disagree	(2)	1	1.01%		3.43
Agree	(3)	46	46.46%		
Strongly Agree	(4)	45	45.45%		
Not Applicable	(0)	5	5.05%		Question

Response Rate	Mean	STD
99/433 (22.86%)	3.43	0.63

7 - The following services are easy to use.

Johnson College email

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	1	1.00%		
Disagree	(2)	1	1.00%		3.54
Agree	(3)	40	40.00%		
Strongly Agree	(4)	56	56.00%		
Not Applicable	(0)	2	2.00%		Question

Response Rate	Mean	STD
100/433 (23.09%)	3.54	0.58

7 - The following services are easy to use.

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	2	2.02%		
Disagree	(2)	8	8.08%		3.40
Agree	(3)	36	36.36%		
Strongly Agree	(4)	51	51.52%		
Not Applicable	(0)	2	2.02%		Question

Response Rate	Mean	STD
99/433 (22.86%)	3.40	0.73

7 - The following services are easy to use.

The student portal

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.39
Disagree	(2)	5	5.10%		
Agree	(3)	49	50.00%		
Strongly Agree	(4)	42	42.86%		
Not Applicable	(0)	2	2.04%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
98/433 (22.63%)	3.39	0.59	

7 - The following services are easy to use.

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	3.00%		3.18
Disagree	(2)	10	10.00%		
Agree	(3)	36	36.00%		
Strongly Agree	(4)	30	30.00%		
Not Applicable	(0)	21	21.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.18	0.80	

7 - The following services are easy to use.

Text alerts

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.51
Disagree	(2)	1	1.00%		
Agree	(3)	44	44.00%		
Strongly Agree	(4)	48	48.00%		
Not Applicable	(0)	7	7.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
100/433 (23.09%)	3.51	0.52	

8 - Please provide any additional comments you would like to share.

Response Rate	7/433 (1.62%)

• I've actually used D2L more than my Johnson email, although it never hurts to check out my email for any new notifications.

• IT is very helpful.

• Nothing

• N/A

• None

• I have a professor who is not really good and makes things inconvenient on D2L

• I feel scheduling for the student portal is the most important thing that needs to be worked on. I personally had many issues pertaining to it while scheduling my classes this week.

9 - What is your major?					
Response Option	**Weight**	**Frequency**	**Percent**	**Percent Responses**	**Means**
Advanced Manufacturing Technology	(1)	1	1.01%		
Architectural Drafting & Design	(2)	6	6.06%		
Automotive Technology	(3)	4	4.04%		
Biomedical Equipment Technology	(4)	9	9.09%		
Building & Property Maintenance	(5)	0	0.00%		
Carpentry & Cabinetmaking Technology	(6)	8	8.08%		
Computer Information Technology	(7)	7	7.07%		
Diesel Truck Technology	(8)	6	6.06%		
Diesel Preventative Maintenance Technology	(9)	0	0.00%		
Electrical Construction & Maintenance Technology	(10)	12	12.12%		10.41
Electronic Engineering Technology	(11)	4	4.04%		
Heating, Ventilation & Air Conditioning Technology	(12)	8	8.08%		
Heavy Equipment Technology	(13)	0	0.00%		
Logistics & Supply Chain Management	(14)	1	1.01%		
Physical Therapist Assistant	(15)	4	4.04%		
Radiologic Technology	(16)	7	7.07%		
Veterinary Technology	(17)	17	17.17%		
Welding Technology	(18)	5	5.05%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
99/433 (22.86%)	10.41	5.29	