

# Johnson College

## 2022 Assessment Day - IT (Computers, Help Desk, Email)

### 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)	14	10.45%		
Logging into D2L	(2)	18	13.43%		
Changing my password	(3)	11	8.21%		
Setting up my Johnson email on my smartphone	(4)	3	2.24%		
Getting campus alerts via text	(5)	5	3.73%		
Connecting to the Johnson College WiFi	(6)	11	8.21%		
Other	(7)	9	6.72%		
I have not needed help from IT	(8)	97	72.39%		
				0 25 50 75 100	
<b>Response Rate</b>	134/515 (26.02%)				

### 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)	0	0.00%		3.48
Dissatisfied	(2)	0	0.00%		
Satisfied	(3)	23	17.29%		
Very Satisfied	(4)	21	15.79%		
I have not contacted the Helpdesk.	(0)	89	66.92%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
133/515 (25.83%)	3.48	0.51			

### 3 - The Network & Systems Administration (IT Helpdesk) office is located:

Response Option	Weight	Frequency	Percent	Percent Responses	Means
In Richmond Hall	(1)	2	1.54%		4.14
In the Moffat Center	(2)	12	9.23%		
In the Woolworth Building	(3)	29	22.31%		
In the Bingham Building	(4)	10	7.69%		
I don't know	(5)	77	59.23%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
130/515 (25.24%)	4.14	1.15			

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

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Not satisfied	(1)	5	3.73%		3.16
Somewhat Satisfied	(2)	12	8.96%		
Satisfied	(3)	53	39.55%		
Very Satisfied	(4)	39	29.10%		
I have not used the WiFi on campus.	(0)	25	18.66%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.16	0.80			

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**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)	2	1.49%		3.56
Dissatisfied	(2)	0	0.00%		
Satisfied	(3)	53	39.55%		
Very Satisfied	(4)	78	58.21%		
Not Applicable	(0)	1	0.75%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.56	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)	2	1.49%		3.45
Dissatisfied	(2)	4	2.99%		
Satisfied	(3)	59	44.03%		
Very Satisfied	(4)	68	50.75%		
Not Applicable	(0)	1	0.75%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.45	0.63			

**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)	2	1.49%		3.31
Dissatisfied	(2)	8	5.97%		
Satisfied	(3)	69	51.49%		
Very Satisfied	(4)	52	38.81%		
Not Applicable	(0)	3	2.24%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.31	0.66			

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

**ePortfolio**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	2	1.49%		3.26
Dissatisfied	(2)	4	2.99%		
Satisfied	(3)	57	42.54%		
Very Satisfied	(4)	33	24.63%		
Not Applicable	(0)	38	28.36%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.26	0.64			

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**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)	2	1.50%		3.41
Dissatisfied	(2)	3	2.26%		
Satisfied	(3)	59	44.36%		
Very Satisfied	(4)	57	42.86%		
Not Applicable	(0)	12	9.02%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
133/515 (25.83%)	3.41	0.63			

**6 - It is easy to access the following services.**

**Johnson College email**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	2.24%		3.55
Disagree	(2)	2	1.49%		
Agree	(3)	47	35.07%		
Strongly Agree	(4)	81	60.45%		
Not Applicable	(0)	1	0.75%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.55	0.65			

**6 - It is easy to access the following services.**

**D2L**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	4	2.99%		3.54
Disagree	(2)	0	0.00%		
Agree	(3)	49	36.57%		
Strongly Agree	(4)	80	59.70%		
Not Applicable	(0)	1	0.75%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.54	0.66			

**6 - It is easy to access the following services.**

**The student portal**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	4	3.01%		3.44
Disagree	(2)	3	2.26%		
Agree	(3)	56	42.11%		
Strongly Agree	(4)	68	51.13%		
Not Applicable	(0)	2	1.50%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
133/515 (25.83%)	3.44	0.69			

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**6 - It is easy to access the following services.**

**ePortfolio**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	5	3.73%		3.26
Disagree	(2)	5	3.73%		
Agree	(3)	50	37.31%		
Strongly Agree	(4)	42	31.34%		
Not Applicable	(0)	32	23.88%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
134/515 (26.02%)	3.26	0.77			

**6 - It is easy to access the following services.**

**Text alerts**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	2.27%		3.47
Disagree	(2)	2	1.52%		
Agree	(3)	52	39.39%		
Strongly Agree	(4)	66	50.00%		
Not Applicable	(0)	9	6.82%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
132/515 (25.63%)	3.47	0.66			

**7 - The following services are easy to use.**

**Johnson College email**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	3	2.26%		3.54
Disagree	(2)	1	0.75%		
Agree	(3)	49	36.84%		
Strongly Agree	(4)	78	58.65%		
Not Applicable	(0)	2	1.50%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
133/515 (25.83%)	3.54	0.64			

**7 - The following services are easy to use.**

**D2L**

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	4	3.03%		3.44
Disagree	(2)	3	2.27%		
Agree	(3)	56	42.42%		
Strongly Agree	(4)	68	51.52%		
Not Applicable	(0)	1	0.76%		
				0 25 50 75 100	Question
<b>Response Rate</b>	<b>Mean</b>	<b>STD</b>			
132/515 (25.63%)	3.44	0.69			

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7 - The following services are easy to use.						
The student portal						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	4	2.99%		<p>3.31</p>	
Disagree	(2)	7	5.22%			
Agree	(3)	65	48.51%			
Strongly Agree	(4)	55	41.04%			
Not Applicable	(0)	3	2.24%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
134/515 (26.02%)	3.31	0.71				

7 - The following services are easy to use.						
ePortfolio						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	2.24%		<p>3.23</p>	
Disagree	(2)	6	4.48%			
Agree	(3)	55	41.04%			
Strongly Agree	(4)	35	26.12%			
Not Applicable	(0)	35	26.12%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
134/515 (26.02%)	3.23	0.70				

7 - The following services are easy to use.						
Text alerts						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Strongly Disagree	(1)	3	2.26%		<p>3.43</p>	
Disagree	(2)	3	2.26%			
Agree	(3)	55	41.35%			
Strongly Agree	(4)	61	45.86%			
Not Applicable	(0)	11	8.27%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
133/515 (25.83%)	3.43	0.67				

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8 - What is your major?					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing Technology	(1)	5	3.73%	█	<p>10.05</p>
Architectural Drafting & Design	(2)	3	2.24%	█	
Automotive Technology	(3)	5	3.73%	█	
Biomedical Equipment Technology	(4)	5	3.73%	█	
Building & Property Maintenance	(5)	3	2.24%	█	
Carpentry & Cabinetmaking Technology	(6)	12	8.96%	█	
Computer Information Technology	(7)	18	13.43%	█	
Diesel Truck Technology	(8)	8	5.97%	█	
Diesel Preventative Maintenance Technology	(9)	0	0.00%		
Electrical Construction & Maintenance Technology	(10)	16	11.94%	█	
Electronic Engineering Technology	(11)	3	2.24%	█	
Heating, Ventilation & Air Conditioning Technology	(12)	18	13.43%	█	
Heavy Equipment Technology	(13)	4	2.99%	█	
Logistics & Supply Chain Management	(14)	0	0.00%		
Physical Therapist Assistant	(15)	3	2.24%	█	
Radiologic Technology	(16)	15	11.19%	█	
Veterinary Technology	(17)	10	7.46%	█	
Welding Technology	(18)	6	4.48%	█	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
134/515 (26.02%)	10.05	4.81			