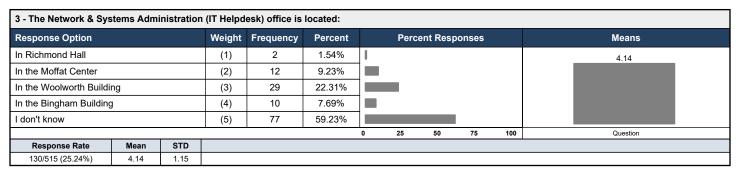
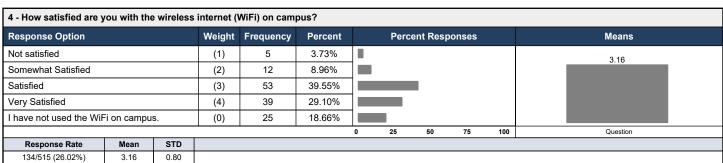
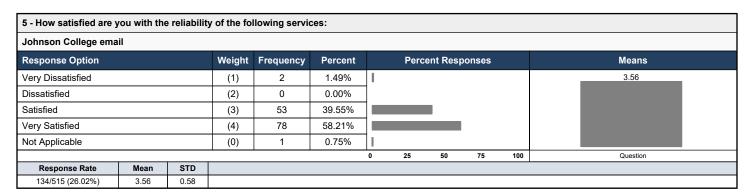
Response Option	Weight	Frequency	Percent	P	ercent Res	ponses	Means
Logging into the student portal	(1)	14	10.45%				
ogging into D2L	(2)	18	13.43%				
Changing my password	(3)	11	8.21%				
Setting up my Johnson email on my smartphone	(4)	3	2.24%	I			
Getting campus alerts via text	(5)	5	3.73%				
Connecting 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%				

2 - If you have reache	d out to the	Helpdesk	, how sat	sfied were yo	ou with the s	ervice	you re	ceived	?		
Response Option			Weight	Frequency	Percent		Per	cent Re	espons	es	Means
Very Dissatisfied			(1)	0	0.00%						3.48
Dissatisfied			(2)	0	0.00%						
Satisfied			(3)	23	17.29%		1				
Very Satisfied			(4)	21	15.79%						
I have not contacted th	e Helpdesk.		(0)	89	66.92%						
						0	25	50	7	5 10	00 Question
Response Rate	Mean	STD									
133/515 (25.83%)	3.48	0.51								-	



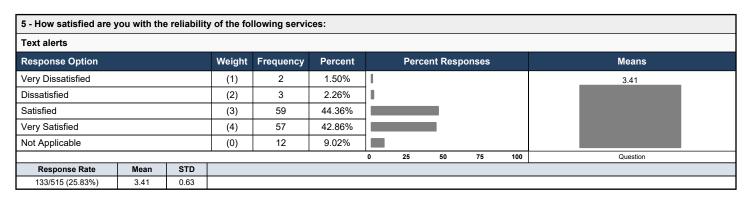


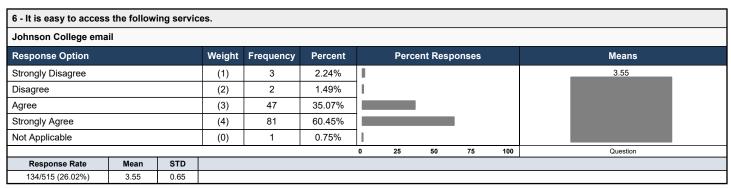


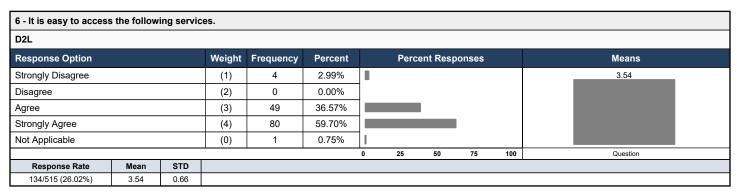
D2L										
Response Option		Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Very Dissatisfied		(1)	2	1.49%	I					3.45
Dissatisfied		(2)	4	2.99%						
Satisfied		(3)	59	44.03%						
Very Satisfied		(4)	68	50.75%						
Not Applicable		(0)	1	0.75%	ı					
					0	25	50	75	100	Question

5 - How satisfied are	you with the	reliability	of the fo	llowing service	es:						
The student portal											
Response Option			Weight	Frequency	Percent		Perc	ent Re	sponses		Means
Very Dissatisfied			(1)	2	1.49%	I					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
Response Rate	Mean	STD									
134/515 (26.02%)	3.31	0.66									

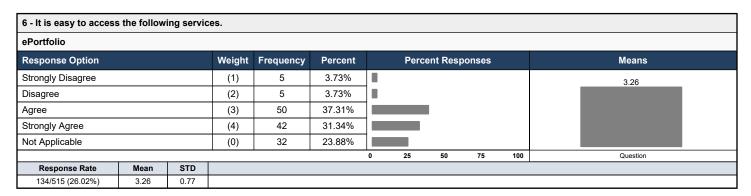
5 - How satisfied are	you with the	reliabilit	y of the fo	llowing service	es:						
ePortfolio											
Response Option			Weight	Frequency	Percent		Per	ent Res	oonses		Means
Very Dissatisfied			(1)	2	1.49%	I					3,26
Dissatisfied			(2)	4	2.99%						
Satisfied			(3)	57	42.54%						
Very Satisfied			(4)	33	24.63%						
Not Applicable			(0)	38	28.36%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
134/515 (26.02%)	3.26	0.64									



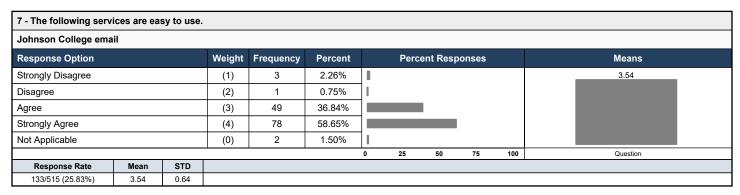




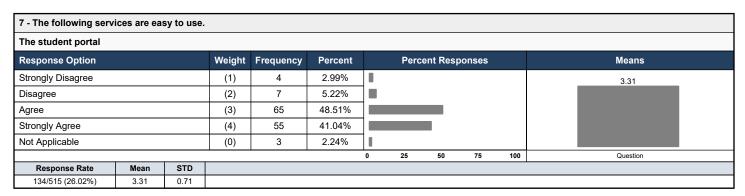
6 - It is easy to acces	s the follow	ng servic	es.								
The student portal											
Response Option			Weight	Frequency	Percent		Perc	ent Res	onses		Means
Strongly Disagree			(1)	4	3.01%						3.44
Disagree			(2)	3	2.26%	ı					
Agree			(3)	56	42.11%						
Strongly Agree			(4)	68	51.13%						
Not Applicable			(0)	2	1.50%	ı					
			1			0	25	50	75	100	Question
Response Rate	Mean	STD								·	
133/515 (25.83%)	3.44	0.69									

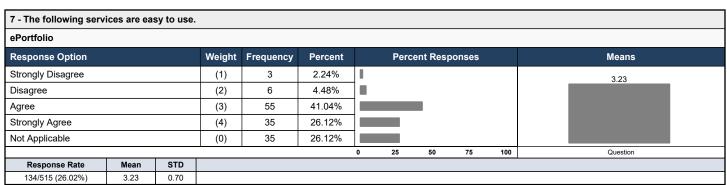


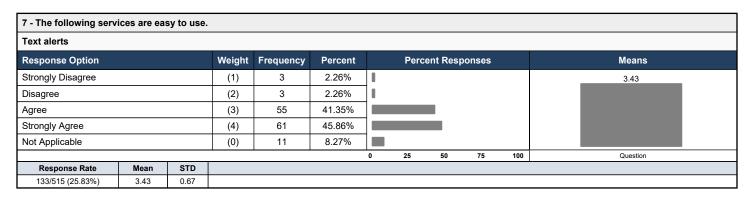
6 - It is easy to acces	s the follow	ing servic	es.								
Text alerts											
Response Option			Weight	Frequency	Percent		Perce	ent Resp	onses		Means
Strongly Disagree			(1)	3	2.27%	I					3.47
Disagree			(2)	2	1.52%	ı					
Agree			(3)	52	39.39%						
Strongly Agree			(4)	66	50.00%						
Not Applicable			(0)	9	6.82%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
132/515 (25.63%)	3.47	0.66									



7 - The following serv	rices are eas	sy to use.									
D2L											
Response Option			Weight	Frequency	Percent		Perc	ent Resp	onses		Means
Strongly Disagree			(1)	4	3.03%						3.44
Disagree			(2)	3	2.27%	ı					
Agree			(3)	56	42.42%						
Strongly Agree			(4)	68	51.52%						
Not Applicable			(0)	1	0.76%	1					
				'		0	25	50	75	100	Question
Response Rate	Mean	STD							·		
132/515 (25.63%)	3.44	0.69									







8 - What is your major?									
Response Option	Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Advanced Manufacturing Technology	(1)	5	3.73%						
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 Technolog	y (9)	0	0.00%						10.05
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									