Johnson College
2023 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)	2	9.52%		
Logging into D2L	(2)	4	19.05%		
Changing my password	(3)	2	9.52%		
Setting up my Johnson email on my smartphone	(4)	3	14.29%		
Getting campus alerts via text	(5)	2	9.52%		
Connecting to the Johnson College WiFi	(6)	1	4.76%		
Other	(7)	4	19.05%		
I have not needed help from IT	(8)	14	66.67%		

Response Rate	21/21 (100%)

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)	2	9.52%		
Dissatisfied	(2)	0	0.00%		3.00
Satisfied	(3)	4	19.05%		
Very Satisfied	(4)	4	19.05%		
I have not contacted the Helpdesk.	(0)	11	52.38%		

Response Rate	Mean	STD
21/21 (100%)	3.00	1.15

• Computers are outdated and they take forever to start up making them unreliable. Lectures specifically in the vet building, have been delayed because the computer would not load our class PowerPoint.
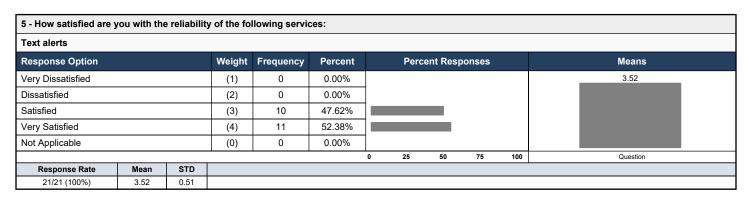
3 - The Network & Systems Administration (IT Helpdesk) office is located:

Response Option	Weight	Frequency	Percent	Percent Responses	Means
In Richmond Hall	(1)	1	4.76%		
In the Moffat Center	(2)	3	14.29%		3.71
In the Woolworth Building	(3)	7	33.33%		
In the Bingham Building	(4)	0	0.00%		
I don't know	(5)	10	47.62%		

Response Rate	Mean	STD
21/21 (100%)	3.71	1.35

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

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Not satisfied	(1)	1	4.76%		
Somewhat Satisfied	(2)	2	9.52%		3.00
Satisfied	(3)	9	42.86%		
Very Satisfied	(4)	4	19.05%		
I have not used the WiFi on campus.	(0)	5	23.81%		

Response Rate	Mean	STD
21/21 (100%)	3.00	0.82

• WiFi is not available on all devices. WiFi prompts for a domain on certain devices when trying to connect.

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)	0	0.00%		3.57
Dissatisfied	(2)	0	0.00%		
Satisfied	(3)	9	42.86%		
Very Satisfied	(4)	12	57.14%		
Not Applicable	(0)	0	0.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.57	0.51	

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

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	0	0.00%		3.38
Dissatisfied	(2)	2	9.52%		
Satisfied	(3)	9	42.86%		
Very Satisfied	(4)	10	47.62%		
Not Applicable	(0)	0	0.00%		
				0 25 50 75 100	Question

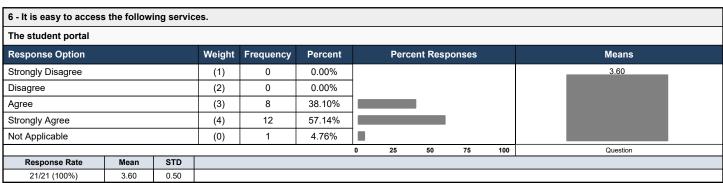| Response Rate	Mean	STD	
21/21 (100%)	3.38	0.67	

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)	0	0.00%		3.40
Dissatisfied	(2)	1	4.76%		
Satisfied	(3)	10	47.62%		
Very Satisfied	(4)	9	42.86%		
Not Applicable	(0)	1	4.76%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.40	0.60	

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

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Dissatisfied	(1)	0	0.00%		3.35
Dissatisfied	(2)	1	4.76%		
Satisfied	(3)	9	42.86%		
Very Satisfied	(4)	7	33.33%		
Not Applicable	(0)	4	19.05%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.35	0.61	

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)	0	0.00%		3.52
Dissatisfied	(2)	0	0.00%		
Satisfied	(3)	10	47.62%		
Very Satisfied	(4)	11	52.38%		
Not Applicable	(0)	0	0.00%		
				0 25 50 75 100	Question

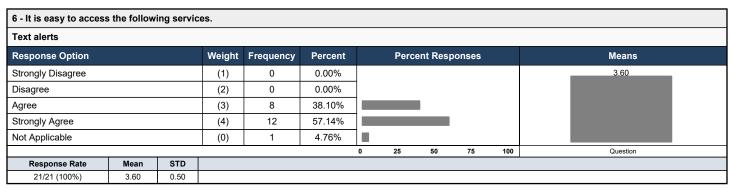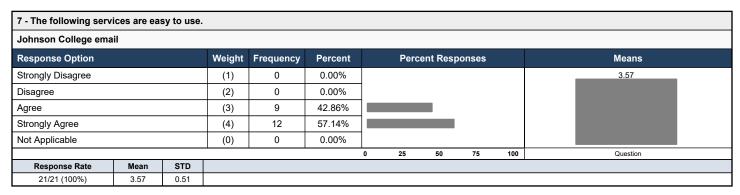| Response Rate	Mean	STD	
21/21 (100%)	3.52	0.51	

6 - It is easy to access the following services.

Johnson College email

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.57
Disagree	(2)	0	0.00%		
Agree	(3)	9	42.86%		
Strongly Agree	(4)	12	57.14%		
Not Applicable	(0)	0	0.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.57	0.51	

6 - It is easy to access the following services.

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.52
Disagree	(2)	1	4.76%		
Agree	(3)	8	38.10%		
Strongly Agree	(4)	12	57.14%		
Not Applicable	(0)	0	0.00%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.52	0.60	

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%		3.60
Disagree	(2)	0	0.00%		
Agree	(3)	8	38.10%		
Strongly Agree	(4)	12	57.14%		
Not Applicable	(0)	1	4.76%		
				0 25 50 75 100	Question

Response Rate	Mean	STD	
21/21 (100%)	3.60	0.50	

6 - It is easy to access the following services.

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.56
Disagree	(2)	1	4.76%		
Agree	(3)	6	28.57%		
Strongly Agree	(4)	11	52.38%		
Not Applicable	(0)	3	14.29%		

Response Rate	Mean	STD	
21/21 (100%)	3.56	0.62	

6 - It is easy to access the following services.

Text alerts

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.60
Disagree	(2)	0	0.00%		
Agree	(3)	8	38.10%		
Strongly Agree	(4)	12	57.14%		
Not Applicable	(0)	1	4.76%		

Response Rate	Mean	STD	
21/21 (100%)	3.60	0.50	

7 - The following services are easy to use.

Johnson College email

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.57
Disagree	(2)	0	0.00%		
Agree	(3)	9	42.86%		
Strongly Agree	(4)	12	57.14%		
Not Applicable	(0)	0	0.00%		

Response Rate	Mean	STD	
21/21 (100%)	3.57	0.51	

7 - The following services are easy to use.

D2L

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.33
Disagree	(2)	3	14.29%		
Agree	(3)	8	38.10%		
Strongly Agree	(4)	10	47.62%		
Not Applicable	(0)	0	0.00%		

Response Rate	Mean	STD	
21/21 (100%)	3.33	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%		3.45
Disagree	(2)	1	4.76%		
Agree	(3)	9	42.86%		
Strongly Agree	(4)	10	47.62%		
Not Applicable	(0)	1	4.76%		

Response Rate	Mean	STD	
21/21 (100%)	3.45	0.60	

7 - The following services are easy to use.

ePortfolio

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.44
Disagree	(2)	0	0.00%		
Agree	(3)	10	47.62%		
Strongly Agree	(4)	8	38.10%		
Not Applicable	(0)	3	14.29%		

Response Rate	Mean	STD	
21/21 (100%)	3.44	0.51	

7 - The following services are easy to use.

Text alerts

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Disagree	(1)	0	0.00%		3.55
Disagree	(2)	0	0.00%		
Agree	(3)	9	42.86%		
Strongly Agree	(4)	11	52.38%		
Not Applicable	(0)	1	4.76%		

Response Rate	Mean	STD	
21/21 (100%)	3.55	0.51	

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

Response Rate	2/21 (9.52%)

• Lab computers need some TLC most don't load in / freeze, or are super slow

• The D2L platform is easy to navigate and helpful for classwork.

9 - What is your major?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing Technology	(1)	2	9.52%		
Architectural Drafting & Design	(2)	2	9.52%		
Automotive Technology	(3)	3	14.29%		
Biomedical Equipment Technology	(4)	0	0.00%		
Building & Property Maintenance	(5)	0	0.00%		
Carpentry & Cabinetmaking Technology	(6)	2	9.52%		
Computer Information Technology	(7)	0	0.00%		
Diesel Truck Technology	(8)	0	0.00%		
Diesel Preventative Maintenance Technology	(9)	0	0.00%		
Electrical Construction & Maintenance Technology	(10)	4	19.05%		8.86
Electronic Engineering Technology	(11)	0	0.00%		
Heating, Ventilation & Air Conditioning Technology	(12)	3	14.29%		
Heavy Equipment Technology	(13)	0	0.00%		
Logistics & Supply Chain Management	(14)	0	0.00%		
Physical Therapist Assistant	(15)	0	0.00%		
Radiologic Technology	(16)	3	14.29%		
Veterinary Technology	(17)	1	4.76%		
Welding Technology	(18)	1	4.76%		

Response Rate	Mean	STD
21/21 (100%)	8.86	5.81