

STUDENT TECHNOLOGY SURVEY—SPRING 2006

PASADENA CITY COLLEGE

Number of Respondents = 1193

You can influence the future direction of technology at PCC by completing this survey. Your responses will assist PCC in setting priorities for technology over the next three to five years. Your responses are anonymous. Do not write your name on the survey. The results will be presented in summary form only. Thank you for your participation.

Instructions: 1. Use a pen or pencil 2. Erase completely to change 3. Correct marking (●) 4. Wrong markings (○) (X) 5. Answer all the questions

1. **PCC ONLINE SERVICES & OTHER SYSTEMS:** Think about the PCC online services and computer systems that you used within the last year. For each item below, indicate: 1) if you have used it and 2) your degree of satisfaction with it. If you marked “No” for a specific item, go to the next item.

LANCER LINK—ONLINE SERVICES (available on PCC’s website)	Did you Use it?		If you marked “Yes,” indicate your level of satisfaction.					MEANS (1-5)
	(%)(Percentages)		(%)(Percentages)					
	Yes	No	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	
a. Registration/Addds and Drops	86.9	13.1	33.1	44.1	14.0	6.6	2.2	3.99
b. Current class schedule	91.2	8.8	40.7	44.3	11.6	2.7	.7	4.22
c. Update personal information	37.1	62.9	34.1	40.8	20.8	2.7	1.7	4.03
d. Update goal, major and matriculation information	25.6	74.4	27.2	42.4	24.8	4.1	1.4	3.90
e. Assessment results (placement scores)	38.3	61.7	30.5	41.1	18.7	7.6	2.1	3.90
f. All previous semesters’ academic information	71.8	28.2	37.8	43.3	14.2	4.0	.7	4.13
g. Online enrollment verification at Nat. Student Clearinghouse	20.6	79.4	41.0	36.6	14.5	4.4	3.5	4.07
OTHER PCC SYSTEMS OR ONLINE SERVICES								
h. PCC email (campus email)	15.4	84.6	26.3	32.0	19.4	12.6	9.7	3.53
i. F.A.S.T. (telephone registration system)	50.9	49.1	25.3	38.8	21.9	10.1	3.8	3.72
j. Web CT (online classes)	38.8	61.2	39.3	40.6	16.5	2.9	.7	4.15
k. Online Forums (online class and general discussions)	17.4	82.6	35.2	37.2	23.5	3.6	.5	4.03
l. Online Admission Application	31.0	69.0	39.1	41.7	13.9	3.5	1.7	4.13

2. If you marked “Dissatisfied” or “Very Dissatisfied” to any of the items in Question 1, give the letter of the item and explain how it can be improved. (If you need additional space for your comments, use other side of paper.)

RESULTS NOT AVAILABLE

3. What information or function should the college add to the “Lancer Link (online Services)/other Systems” to make them more useful? Please be specific.

RESULTS NOT AVAILABLE

To answer Questions 4 through 7, keep in mind the following definition: A PCC COMPUTER LAB is defined as a lab with multiple computer workstations designed to provide instruction and/or hands-on-experiences.

4. Did you use at least one computer lab within the last year? 75.2%= Yes — Go to Question 5 24.8%=No — Skip to Question 8

5. Which computer lab did you most frequently use within the last year?

RESULTS NOT AVAILABLE Give Location or Room Number

6. Please answer this question as they pertain to your experiences in the PCC computer lab that you most frequently used within the last year. For each item below, indicate: 1) if you have used it and 2) your degree of satisfaction with it. If you marked “No” for a specific item, go to the next item.

	Did you Use it?		If you marked “Yes,” indicate your level of satisfaction.					MEANS (1-5)
	(%)(Percentages)		(5)(Percentages)					
	Yes	No	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	
a. Hardware (e.g., memory, speed, etc.)	60.4	39.6	27.1	44.7	19.3	7.2	1.7	3.88
b. Internet access	86.8	13.2	30.6	44.7	17.6	5.8	1.3	3.98
c. Software	56.5	43.5	32.9	44.5	18.0	3.3	1.2	4.05
d. Technical assistance with computer hardware, software, etc.	41.9	58.1	34.3	37.2	19.8	5.8	2.9	3.94
e. Number of computers	—————>		23.6	42.3	24.3	7.4	2.3	3.77

7. If you marked “Dissatisfied” or “Very Dissatisfied” to any of the items in **Question 6**, give the letter of the item and explain how it can be improved. (If you need additional space for your comments, use other side of paper.)

RESULTS NOT AVAILABLE

8. **TECHNOLOGY PREFERENCES: Which of the following best describes you? Please mark only one.** (%)Percentages

a. I prefer taking classes that use NO technology features.	7.4
b. I prefer taking classes that use LIMITED technology features (e.g., email, limited use of instructor’s website, etc.).	22.6
c. I prefer taking classes that use a MODERATE amount of technology features (e.g., email, some PowerPoint presentations, some online activities, etc.).	40.0
d. I prefer taking classes that use technology features EXTENSIVELY (e.g., email, class lecture notes online, computer activities, a lot of PowerPoint presentations, streaming video or audio, etc.).	25.3
e. I prefer taking classes that are delivered ENTIRELY online (no required face-to-face interactions with instructor).	4.7

9. **FUTURE OF TECHNOLOGY AT PCC: Below is a list of technologies. Please indicate your level of desire in using each of the following items in your studies at PCC. Mark the “N/A” column if you “do not know” what the technology item is.**

	(%)Percentages						MEANS (1-5)
	Very 5	Much	A Lot 4	Somewhat 3	A Little 2	Not at All 1	
a. Online assignments, quizzes, and exams	21.5	16.4	28.9	12.0	13.7	7.6	3.22
b. Online computer grade books (instructors communicate expectations and performance throughout the semester via the web)	27.4	19.2	23.4	10.7	10.3	9.1	3.47
c. Online virtual office hours with instructor where you listen to each other via speakers, ask questions with microphone, and view instructor’s explanation	14.4	12.5	23.0	13.7	24.2	12.1	2.76
d. Online student discussions (for tutoring, group work, etc.)	16.9	16.2	24.2	15.1	17.0	10.6	3.01
e. Online portfolios (collection of student work that exhibits the student's efforts, progress, and achievements)	18.5	18.8	25.3	13.6	13.4	10.5	3.17
f. Online evaluation of courses	26.0	22.4	24.0	10.4	8.3	9.1	3.52
g. Use of presentation software for lectures (e.g., PowerPoint)	21.7	19.4	24.9	13.9	12.0	8.0	3.27
h. Computer-based simulations or exercises (use of computer text, audio, and animation to learn complex concepts)	20.0	20.6	26.6	12.2	12.5	8.1	3.25
i. Self-paced computer learning tutorials	18.6	20.3	24.7	12.4	14.0	10.0	3.19
j. Interactive video conferencing	12.0	11.2	24.5	16.6	21.7	14.1	2.71

10. **What new technology would most improve your studies at PCC? Describe below. Please be specific.**

RESULTS NOT AVAILABLE

11. **Overall, how would you rate your computer skill level?**

17.4%=Excellent 33.0%= Above Average 42.4%= Average 5.7%=Below Average 1.5%=Poor

MEAN
3.59

12. **What is your enrollment status?** 20.3%= First term College Student 79.7%= Continuing

13. **What is your ethnicity?**

34.8%= Asian/Pacific Islander 4.9%= African American/Black 4.7%= Filipino 31.4%= Hispanic
0.4%= Native American 14.7%= White (non-Hispanic) 9.1%= Other_____

14. **Do you have access to a computer off-campus?** 92.5%= Yes — Go to Question 14a 7.5%= No — Skip Questions 14a through 14c

a. **Where do you have access to a computer off-campus? Mark all that apply.**

94.2%= Home 29.3%=Work 25.9%=Elsewhere

b. **How old is your newest off-campus computer?**

31.5%=less than 1 year 47.8%=1 to 3 years 13.6%=4 to 6 years 1.3%=7 to 8 years 1.2%=9 years or more 4.5%=Not sure

c. **What is the primary type of Internet access you use with your off-campus computer?**

15.2%=Dial-up Modem 57.3%=DSL Broadband 22.3%=Cable Modem 1.5%=Satellite 3.7%=I do not have Internet access

If you have any suggestions/comments, please write them on other side of paper.