

# **Miramar College ILC Survey Spring 2003**



**Office of Institutional Research and Planning  
San Diego Community College District  
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## **SURVEY SUMMARY**

### **Miramar College ILC Survey Spring 2003**

#### **Introduction**

As part of the college's on-going effort to provide and maintain high quality service to students, Miramar College participated in an evaluation process aimed at assessing student satisfaction with the Independent Learning Center (ILC). In addition, the timing of this effort was prompted by the upcoming college accreditation site visit scheduled for fall 2004. Therefore, in consultation with the Office of Institutional Research and Planning at the San Diego Community College District, Miramar ILC staff developed a short, one-page survey to evaluate student satisfaction with the ILC during the spring 2003 semester.

#### **Instrumentation**

The survey instrument contained 4 parts: (1) *Lab use* – included 4 questions assessing students' use of the ILC and purposes for using. (2) *Satisfaction with customer service*- included 7 questions evaluating student satisfaction with customer services. (3) *Satisfaction with computer and software*- included 7 questions evaluating student satisfaction with ILC computer and software. (4) *Open-Ended Question* – Students were asked to provide comments about ILC. A copy of the survey is provided in Appendix B.

#### **Survey Collection**

As students entered the ILC, they were given a survey and asked to complete it before leaving the ILC. In an effort to obtain honest responses, the surveys were completely anonymous. Completed surveys were dropped in a designated locked box located in the ILC.

Data collection period was from March 31 to June 2, 2003.

#### **Results**

A total of 188 surveys were returned from Miramar College. It should be noted that students were encouraged to complete a survey each time they visited the ILC. Thus, the unit of analysis for this study was the survey response itself and not the individual respondent. Therefore, data may include duplicated records of individual students. Results will be summarized in the order of the survey questions.

Lab Use - see Tables 1 and 2

Table 1: Schedule of Using ILC (n=188)

<b>Time of Using ILC</b>	<b>#</b>	<b>%</b>
Mornings	126	67.0%
Afternoons	112	59.6%
Evenings	57	30.3%
<b>Hours of Use/Week</b>	<b>#</b>	<b>%</b>
0—5	85	45.2%
5—10	74	39.4%
10—15	25	13.3%
15 or more	7	3.7%
<b>Days of Using ILC</b>	<b>#</b>	<b>%</b>
Monday	148	78.7%
Tuesday	119	63.3%
Wednesday	136	72.3%
Thursday	107	56.9%
Friday	43	22.9%
Saturday	33	17.6%

\* % = % of total respondents (n=188)

Table 2: Use of ILC Application/Subjects

<b>Computer Application</b>	<b>#</b>	<b>%</b>
Word	135	71.8%
Excel	42	22.3%
Access	21	11.2%
PowerPoint	21	11.2%
FrontPage	8	4.3%
Desktop Publishing	6	3.2%
Other	74	39.4%
<b>CD's</b>		
American Speech	8	4.3%
Spanish	13	6.9%
Chemistry	9	4.8%
Flight Simulator	4	2.1%
Anthropology	4	2.1%
<b>Reasons for using the web</b>		
Computer classes	47	25.0%
Math 95, 96, & 104	30	16.0%
Internet Research	113	60.1%
Complete assignments for college classes	97	51.6%

\* % = % of total respondents (n=188)

- About 67% of the total respondents used the ILC in the mornings.
- Nearly 40% of the respondents used the ILC for approximately 5-10 hours per week.
- Nearly 79% of the total respondents used the ILC on Mondays. In contrast, 23% used it on Friday.
- Computer application used the most was MS Word (72%), followed by MS Excel (23.%).
- Top reasons for using the web were Internet search and completing assignments for classes.

Satisfaction with Customer Service - see Table 3

Seven customer service areas were listed in this section and students were asked to rate their level of satisfaction based on a scale ranging from 1-least satisfied to 5-most satisfied. Results are summarized below:

Table 3: Satisfaction with Customer Service Area (n=188)

Customer Service Areas	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
1. Hours of operation	186	2.2%	2.2%	11.8%	24.7%	59.1%	4.4
2. Noise level	187	2.7%	3.7%	8.6%	21.9%	63.1%	4.4
3. Helpfulness of staff	186	3.2%	3.2%	14.5%	19.4%	59.7%	4.3
4. Courtesy of staff	186	5.4%	1.1%	10.2%	22.6%	60.8%	4.3
5. Workspace	187	1.6%	2.1%	9.1%	28.9%	58.3%	4.4
6. Ease of entering and exiting the lab	188	1.6%	1.1%	6.4%	25.0%	66.0%	4.5
7. Overall spirit and appeal of the lab	187	1.6%	0.5%	7.5%	31.6%	58.8%	4.5
<b>Average Satisfaction</b>	187	2.6%	2.0%	9.7%	24.9%	60.8%	4.4

- In general, students were very satisfied with ILC customer service.
- The average satisfaction rating for ILC customer service was 4.4.
- Ease of entering and exiting the lab (4.5) and overall spirit and appeal of the lab (4.5) received the highest satisfaction ratings.
- On average, 61% of the respondents rated the ILC customer service as most satisfied (5).

Satisfaction with Computer and Software - see Table 4

Seven computer and software areas were listed in this section and students were asked to rate their level of satisfaction based upon a scale ranging from 1-least satisfied to 5-most satisfied. Results are summarized below:

Table 4: Satisfaction with Computer and Software (n=188)

Computer and Software Areas	total respondents	least satisfied 1	2	3	4	most satisfied 5	average
1. Computer user friendliness	187	1.6%	1.6%	9.1%	24.6%	63.1%	4.5
2. Computer login procedure	188	2.1%	2.1%	9.0%	22.9%	63.8%	4.4
3. Accessing software applications	185	1.6%	1.6%	7.6%	24.3%	64.9%	4.5
4. Printing	176	8.0%	4.5%	17.0%	25.0%	45.5%	4.0
5. Copying	173	7.5%	2.9%	18.5%	26.0%	45.1%	4.0
6. Variety of software available	182	2.7%	4.9%	13.2%	29.7%	49.5%	4.2
7. Online services (i.e., Internet, WebCT)	184	2.2%	0.5%	5.4%	21.7%	70.1%	4.6
<b>Average Satisfaction</b>	182	3.7%	2.6%	11.4%	24.9%	57.4%	4.3

- In general, students were very satisfied with ILC computers and software.
- The average satisfaction rating for ILC computer and software was 4.3.
- Computer user friendliness (4.5), accessing software applications (4.5), and online services (4.6) received the highest satisfaction ratings.

- On average, 57% of the respondents rated the ILC computer and software as most satisfied (5).

Open-Ended Questions (see student comments on page 11-12)

A content analysis was performed to identify themes of student comments. Results are summarized below:

Identified Themes	#
Helpful staff	5
Extend lab open hours	4

# **Appendix A**

## **Survey Results**



**Miramar College ILC Survey - Spring 2003 (n=188)**

**I. Tell us a little about your lab use. Select all that apply.**

1. When do you use the ILC?

Time	#	%
Mornings	126	67.0%
Afternoons	112	59.6%
Evenings	57	30.3%

2. Approximately how many hours per week do you use the ILC?

Hours of Use/Week	#	%
0--5	85	45.2%
5--10	74	39.4%
10--15	25	13.3%
15 or more	7	3.7%

3. What days of the week do you use the ILC?

Days of the Week	#	%
Monday	148	78.7%
Tuesday	119	63.3%
Wednesday	136	72.3%
Thursday	107	56.9%
Friday	43	22.9%
Saturday	33	17.6%

4. What subjects or applications do you use most often?

Computer Application	#	%
Word	135	71.8%
Excel	42	22.3%
Access	21	11.2%
PowerPoint	21	11.2%
FrontPage	8	4.3%
Desktop Publishing	6	3.2%
Other	74	39.4%
<b>CD's</b>		
American Speech	8	4.3%
Spanish	13	6.9%
Chemistry	9	4.8%
Flight Simulator	4	2.1%
Anthropology	4	2.1%
<b>Reasons for using the web</b>		
Computer classes	47	25.0%
Math 95, 96, & 104	30	16.0%
Internet Research	113	60.1%
Complete assignments for college classes	97	51.6%

% = % of all respondents (n=188)

**II. Rank the following customer service areas on a scale of 1 to 5:**

Customer Service Areas	level of satisfaction						average
	total respondents	least satisfied <sup>1</sup>	2	3	4	most satisfied <sup>5</sup>	
1. Hours of operation	186	2.2%	2.2%	11.8%	24.7%	59.1%	<b>4.4</b>
2. Noise level	187	2.7%	3.7%	8.6%	21.9%	63.1%	<b>4.4</b>
3. Helpfulness of staff	186	3.2%	3.2%	14.5%	19.4%	59.7%	<b>4.3</b>
4. Courtesy of staff	186	5.4%	1.1%	10.2%	22.6%	60.8%	<b>4.3</b>
5. Workspace	187	1.6%	2.1%	9.1%	28.9%	58.3%	<b>4.4</b>
6. Ease of entering and exiting the lab	188	1.6%	1.1%	6.4%	25.0%	66.0%	<b>4.5</b>
7. Overall spirit and appeal of the lab	187	1.6%	0.5%	7.5%	31.6%	58.8%	<b>4.5</b>
<b>Average Satisfaction</b>	187	2.6%	2.0%	9.7%	24.9%	60.8%	<b>4.4</b>

**III. Rank the following computer and software areas on a scale of 1 to 5:**

Computer and Software Areas	level of satisfaction						average
	total respondents	least satisfied <sup>1</sup>	2	3	4	most satisfied <sup>5</sup>	
1. Computer user friendliness	187	1.6%	1.6%	9.1%	24.6%	63.1%	<b>4.5</b>
2. Computer login procedure	188	2.1%	2.1%	9.0%	22.9%	63.8%	<b>4.4</b>
3. Accessing software applications	185	1.6%	1.6%	7.6%	24.3%	64.9%	<b>4.5</b>
4. Printing	176	8.0%	4.5%	17.0%	25.0%	45.5%	<b>4.0</b>
5. Copying	173	7.5%	2.9%	18.5%	26.0%	45.1%	<b>4.0</b>
6. Variety of software available	182	2.7%	4.9%	13.2%	29.7%	49.5%	<b>4.2</b>
7. Online services (i.e., Internet, WebCT)	184	2.2%	0.5%	5.4%	21.7%	70.1%	<b>4.6</b>
<b>Average Satisfaction</b>	182	3.7%	2.6%	11.4%	24.9%	57.4%	<b>4.3</b>

**IV. Student Comments**

Identified Themes	#
Helpful staff	5
Extend lab open hours	4

\* See Page 9 for comments.

<b>Miramar College ILC Survey Comments</b>
Staff is friendly, helpful, dedicated/great. (n = 4)
Hours - Open earlier, close later, open weekends. (n = 3)
Cheaper/free printing services. (n = 2)
Courtesy and helpfulness is non-existent with the staff. It seems they are always in a bad mood and never want to help. They are always discussing their personal problems and they are loud. I think the staff is completely unprofessional and rude.
Everything is pretty good but sometimes there is a supervisor or staff member giving attitude to students.
I love this place! Fantastic! Advertise!
I prefer to use the computer lab Friday and Saturday afternoons. Everyone is very helpful.
I think the ILC is great. I have long breaks between classes and the ILC is more appealing to me than the library. The library seems too stuffy.
I wish you had international keyboards for those of us with foreign language classes; also, wrist pads to prevent injuries to our wrists.
I would like to see color printing even if I had to pay more.
I'm in a wheelchair and the staff is always helpful with logging me in and out and adapting the computers for me to use.
Overall, the lab has fulfilled my needs. I can come in at anytime of the day when needed. It helps a lot, especially to have Internet access.
Printing. If I could print Japanese, it would be great!
Thank you for the lab. It helps a lot.

# **Appendix B**

## **Survey Instrument**

**SAN DIEGO COMMUNITY COLLEGE DISTRICT**  
**Miramar College ILC Survey-Spring 2003**

Thank you for visiting the college ILC. Please take a few minutes to answer some questions about our services. Your suggestions and opinions are important to us. Do not write your name or ID on the questionnaire. Please drop the completed surveys in the designated box in the ILC. Thanks.

**Instructions:**    **1. Use #2 pencil or blue/black pen**                      **2. Fill in the bubble completely** ●

**I. Tell us a little about your lab use. Select all that apply.**

1. When do you use the ILC?     Mornings                       Afternoons                       Evenings
2. Approximately how many hours per week do you use the ILC?  
 0-5                       5-10                       10-15                       15 or more
3. What days of the week do you use the ILC?  
 Monday                       Tuesday                       Wednesday  
 Thursday                       Friday                       Saturday
4. What subjects or applications do you use most often?  
**Computer Application:**     Word                       Excel                       Access  
 PowerPoint                       FrontPage                       Desktop Publishing  
 Other  
**CDs:**     American Speech                       Spanish                       Chemistry                       Flight Simulator                       Anthropology  
**Reasons for using the lab:**     Computer classes                       Math 95, 96, &104                       Internet Research  
 Complete assignments for college classes, list below:

**II. Rank the following customer service areas on a scale of 1 to 5: 1-least satisfied, 5-most satisfied.**

- |   |                         |                         |                         |                         |                         |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1. Hours of operation                   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 2. Noise level                          | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 3. Helpfulness of staff                 | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 4. Courtesy of staff                    | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5. Workspace                            | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 6. Ease of entering and exiting the lab | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 7. Overall spirit and appeal of the lab | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

**III. Rank the following computer and software areas on a scale of 1 to 5: 1-least satisfied, 5-most satisfied.**

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1. Computer user friendliness              | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 2. Computer login procedure                | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 3. Accessing software applications         | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 4. Printing                                | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5. Copying                                 | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 6. Variety of software available           | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 7. Online services (i.e., Internet, WebCT) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

**PLEASE WRITE ON THE BACK IF YOU HAVE ADDITIONAL COMMENTS. THANKS.**