

INFORMATION TECHNOLOGY SURVEY

Fall 2005

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Executive Summary

An Information Technology (IT) Survey was administered by e-mail using an online survey tool provided by SurveyMonkey.com to all faculty and staff at Alvin Community College (ACC) in the fall of 2005. The survey was developed by the IT Department and analyzed by the Department of Institutional Effectiveness and Research. Sixty-six individuals responded to the survey. The survey consisted of five sections:

- Computer Usage
- Job Impact
- How Often A Computer Is Used For A Task
- IT Personnel
- Suggestions/Comments

Within each of the sections there was an overwhelmingly positive attitude towards computer use and the services that IT provides. The impact of the computer on an individual's job and their decision making process can be seen within the responses. Highlights from the survey show support directly for the IT Personnel and the services that they provide. The one item that stands out as significant is that 28% of the respondents felt that the current staffing levels were not adequate.

Demographics of Respondents

Gender	# of Respondents	
Female	44	66.67%
Male	22	33.33%
Total	66	100.00%

Job Classification	# of Respondents	
Administrative/Professional	23	34.85%
Full-time Faculty	25	37.88%
Full-time TSCM	9	13.64%
Other	9	13.64%
Total	66	100.01%

Highest Education Completed	# of Respondents	
High School or less	6	9.10%
Associate's Degree	9	13.64%
Bachelor's Degree	7	10.61%
Master's Degree	35	53.03%
Doctorate Degree	9	13.64%
Total	66	100.02%

Sample Population

A total of 66 college employees responded to the survey administered by the IT department, representing 14% of all individuals employed by Alvin Community College. However, the survey was focused on college employees who use computers to perform their jobs. Because of this focus, adjustments were made to preclude individuals categorized under "Other" and those TSCM employees who do not use a computer to carry out their job. Individuals in the "Other" category were not included because many of them only come on campus part-time and they do not have a computer on-campus. With these adjustments, the response rate to the survey increases to 27%, which is an expected response rate on surveys.

Due to the fact that only a proportion of college employees responded to the survey, it needed to be determined if this group of respondents was a representative sample of college employees that use computers for their job. Data were not available regarding the gender and highest education completed of all college employees, so analyses were unable to be conducted to determine if the respondents were a representative sample of the college based on those two categories. However, data were available to find out if the respondents were a representative

sample of the college based on job classification. Again, individuals who do not use or have a computer for their job were not included in these analyses because the survey only focused on individuals who used a computer for their job.

Based on the respondents' job classification, it does not appear that the sample is a complete representation of the college even when adjusted for employees that do not have or use a computer.

The Administrative/Professionals (23 respondents) were overrepresented in the sample, while full-time TSCM (9 respondents) were underrepresented in the sample. The responses from full-time faculty (25 respondents) appear to be a fair representation of that job category.

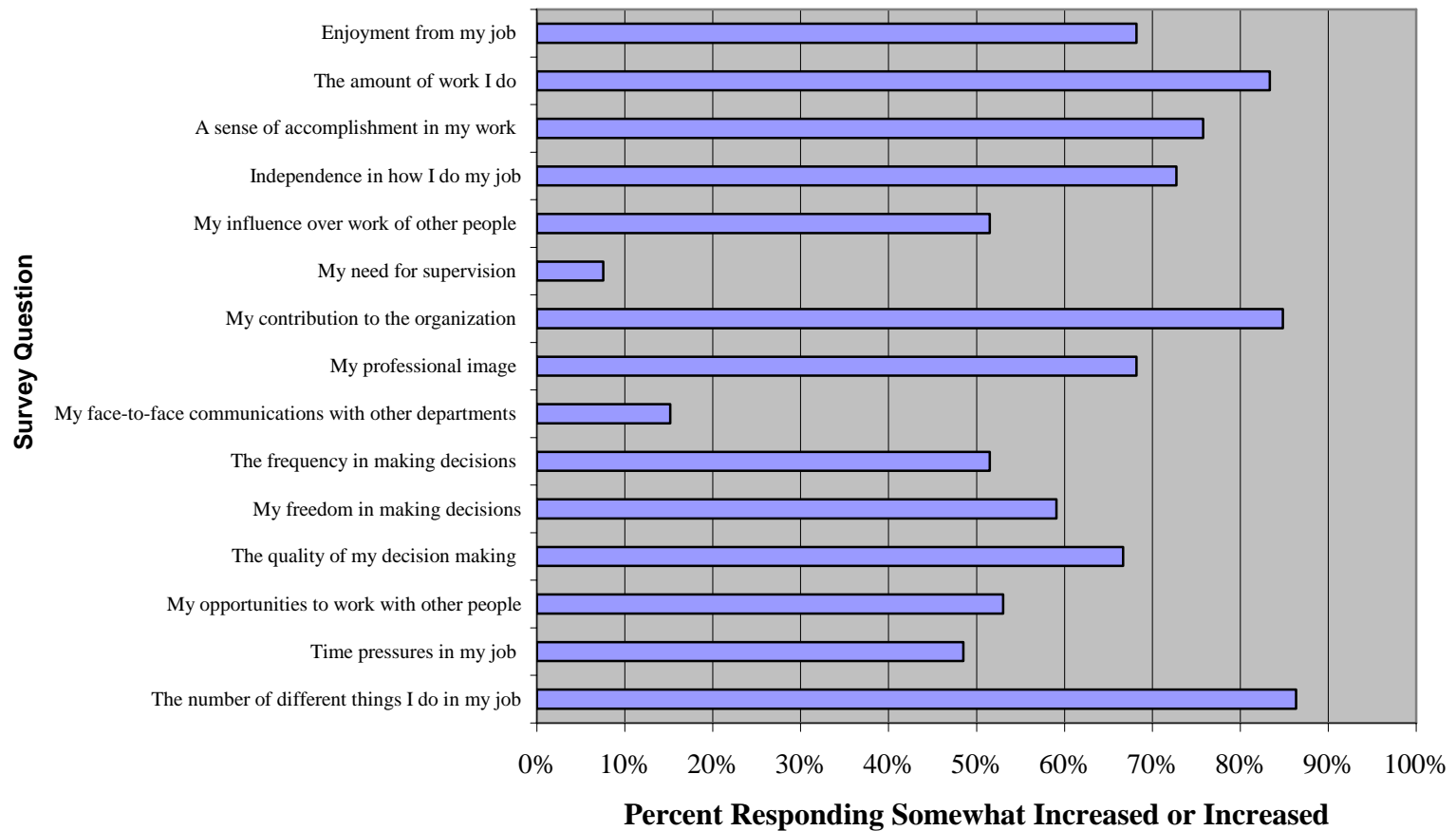
How does this impact the survey? The overrepresentation can mean that the Administrative/Professionals could "weight" the survey to reflect their responses while the full-time TSCM have a smaller "voice" in this survey than their population would indicate. While these two issues complicate the matter, this survey was focused at computer users, especially ones that used the computer for a significant section of their job. These people would be more likely to have issues or opinions about the IT department and as such would be the first to respond to this form of survey.

While this survey does not have a perfect sampling of the target individuals, it is still a good indicator of the attitude and needs of the computer users of the campus. A recommendation for the next survey instrument would be a greater breakdown of job classifications and a directed sampling technique to insure that the survey has a better respondent representation.

Computer Usage

Respondents were asked to complete information on computer use at work and at home. Eighty-five percent (85%) of the respondents stated that they would not be able to perform their job duties at ACC without the aid of a computer. Likewise, 96% of the respondents stated that they have a personal computer in their own home and 77% use a home computer to perform work for ACC. Every respondent said that they currently use a computer to perform their job at ACC.

How Job has Been Impacted by Computers



<u>Question</u>	<u>Decreased</u>	<u>Somewhat Decreased</u>	<u>Not Been Affected</u>	<u>Somewhat Increased</u>	<u>Increased</u>	<u>Total</u>
The number of different things I do in my job has	0%	0%	14%	33%	53%	100%
Time pressures in my job have	2%	18%	32%	23%	26%	100%
My opportunities to work with other people have	3%	9%	35%	26%	27%	100%
The quality of my decision making has	0%	0%	33%	27%	39%	100%
My freedom in making decisions has	2%	0%	39%	30%	29%	100%
The frequency in making decisions has	0%	3%	45%	29%	23%	100%
My face-to-face communications with other departments have	15%	33%	36%	5%	11%	100%
My professional image has	0%	0%	32%	36%	32%	100%
My contribution to the organization has	0%	0%	16%	41%	44%	100%
My need for supervision has	18%	19%	56%	2%	5%	100%
My influence over work of other people has	2%	0%	47%	26%	26%	100%
Independence in how I do my job has	2%	0%	26%	36%	36%	100%
A sense of accomplishment in my work has	2%	6%	17%	33%	42%	100%
The amount of work I do has	0%	2%	15%	27%	56%	100%
Enjoyment from my job has	2%	8%	23%	41%	27%	100%

How Jobs Have Been Impacted By Computers

In recent years, a series of technological advances has created a changing environment within the workplace as many jobs have become more reliant on computers. The responses to this survey demonstrate the impact computers have had on jobs at ACC. On a positive note, the majority of respondents responded that computers have:

- provided them more opportunity to work with other people
- given them more freedom in making decisions
- increased their professional image
- allowed them to contribute more to the organization
- helped them influence the work of other people
- given them more independence in how their job is done
- provided a greater sense of accomplishment in their work
- increased enjoyment from their job

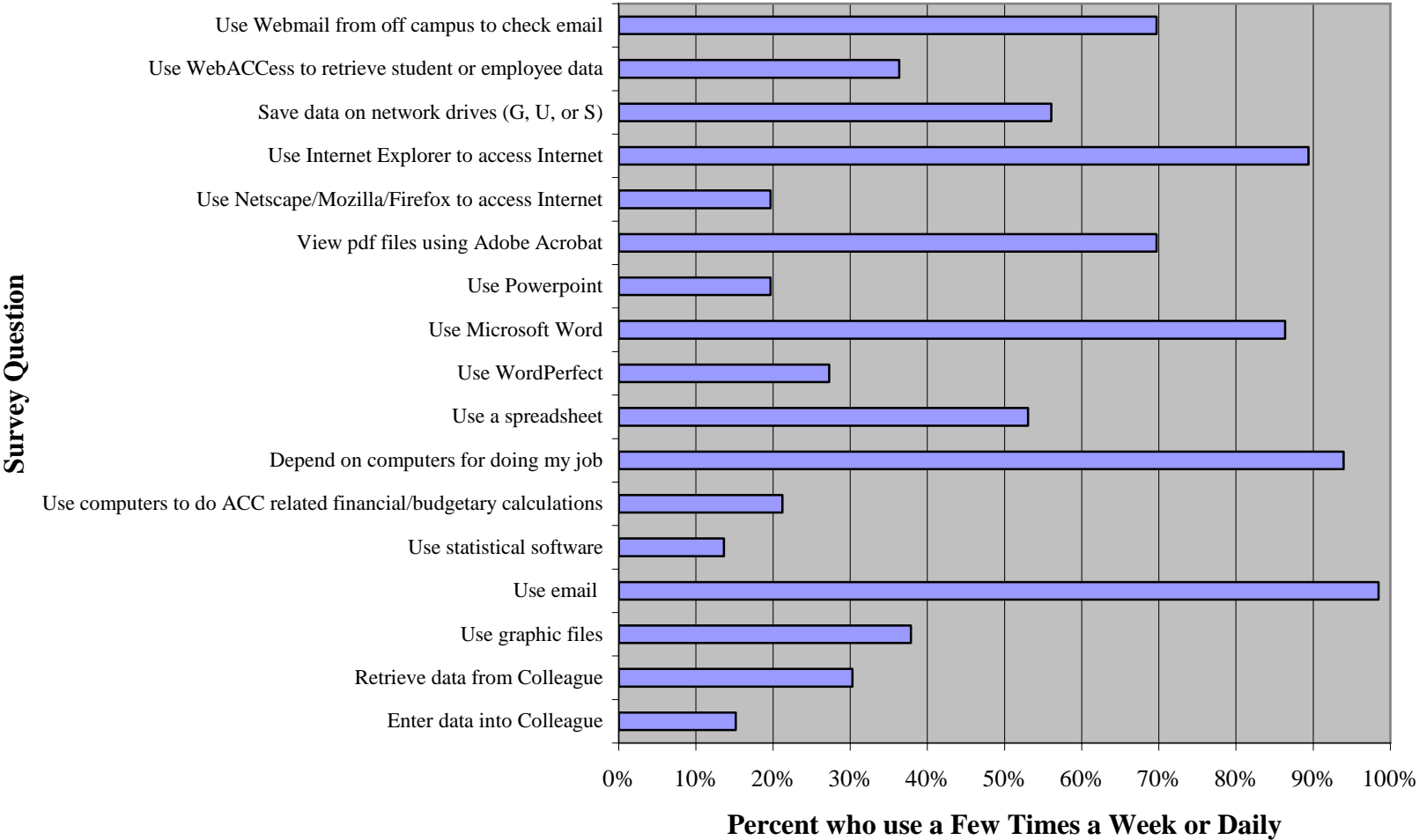
In contrast, the use of computers has also impacted jobs in a negative way. For instance, a large majority indicated that the number of different things they do in their job have either somewhat increased or increased. Also, 48% of respondents answered that their face-to-face communication with other departments has either decreased or somewhat decreased. Furthermore, 83% indicated that the amount of work they do has either increased or somewhat increased.

While computers have impacted respondents in both positive and negative ways, it is worth noting that a good percentage of respondents (ranging from 14%-56%) indicate that their jobs have not been impacted by computers.

Interesting Facts

- ✓ There were no differences in the type of job held by the respondent and how they responded about the impact of computers on their job.
- ✓ Female respondents were more likely to answer that the number of things they do in their job, their professional image, independence in how they do their job and a sense of accomplishment in their work has increased due to the impact of computers, while male respondents were more likely to indicate that those same items had not been affected by computers.

Computer Use



<u>Question</u>	<u>Never</u>	<u>At Least Once a Year</u>	<u>Several Times a Year</u>	<u>Several Times a Month</u>	<u>A Few Times a Week</u>	<u>Daily</u>	<u>Total</u>
Enter data into Colleague	64%	8%	11%	3%	9%	6%	100%
Retrieve data from Colleague	24%	3%	20%	23%	11%	20%	100%
Use graphic files	20%	14%	15%	14%	20%	18%	100%
Use e-mail	0%	0%	2%	0%	6%	92%	100%
Use statistical software	48%	14%	12%	12%	11%	3%	100%
Use computers to do ACC related financial/budgetary calculations	39%	8%	18%	14%	14%	8%	100%
Depend on computers for doing my job	0%	0%	0%	6%	3%	91%	100%
Use a spreadsheet	14%	11%	12%	11%	29%	24%	100%
Use WordPerfect	52%	6%	6%	9%	18%	9%	100%
Use Microsoft Word	2%	0%	2%	11%	20%	67%	100%
Use PowerPoint	26%	11%	27%	17%	9%	11%	100%
View pdf files using Adobe Acrobat	2%	2%	9%	18%	39%	30%	100%
Use Netscape/Mozilla/Firefox to access Internet	47%	12%	11%	11%	9%	11%	100%
Use Internet Explorer to access Internet	2%	0%	0%	9%	9%	80%	100%
Save data on network drives (G,U, or S)	9%	6%	15%	14%	5%	52%	100%
Use WebAccess to retrieve student or employee data	2%	3%	12%	47%	26%	14%	100%
Use Webmail from off campus to check e-mail	12%	3%	2%	14%	26%	44%	100%

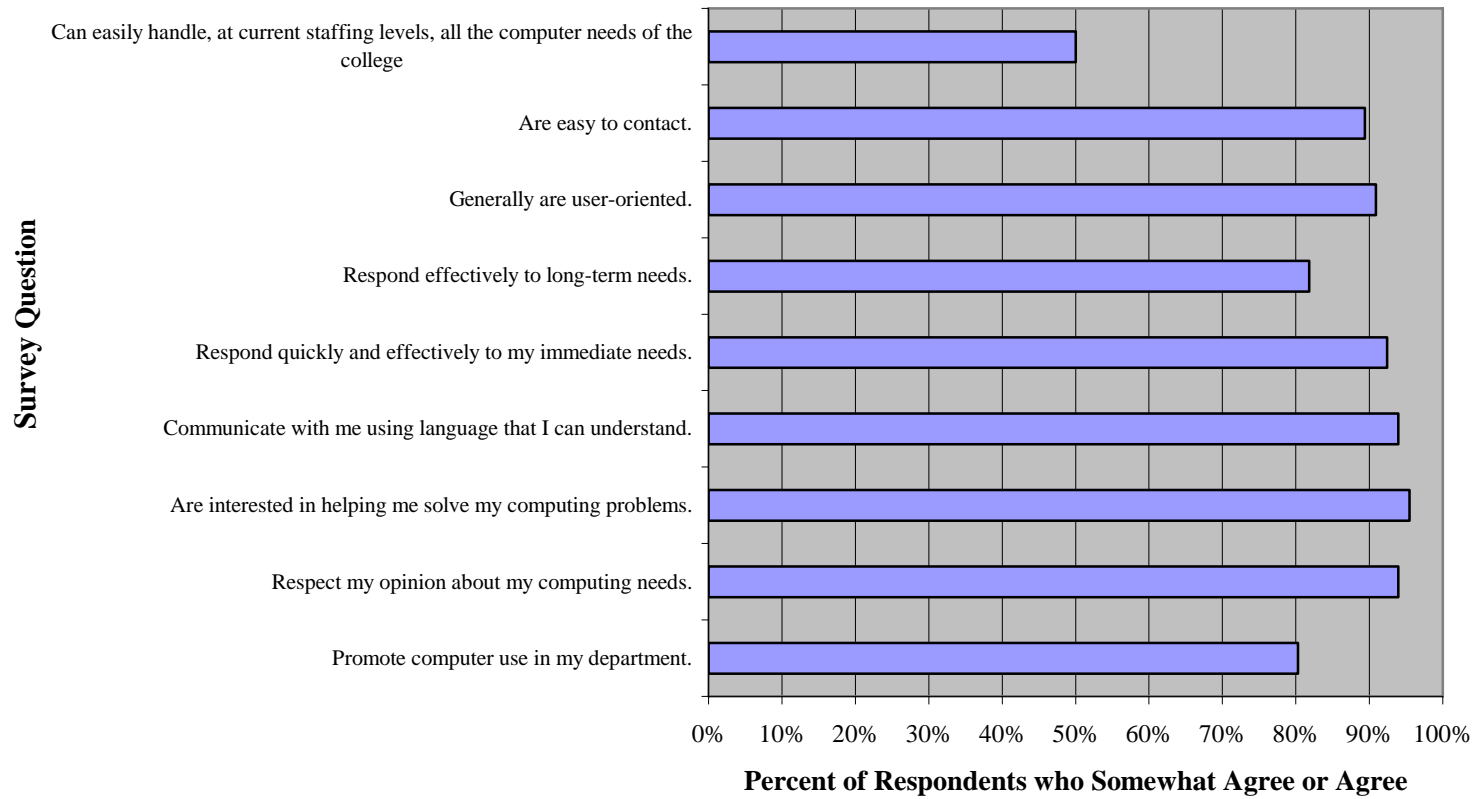
How Often You Use Computers To Do The Following

As previously mentioned, every respondent said that they use a computer to complete work for ACC and 85% of respondents indicated that they could not perform their job without the use of the computer. Therefore, it is interesting to document the manner and frequency in which ACC faculty and staff use their computers to complete tasks. In examining the responses, it appears that the majority of faculty and staff frequently use their computers to do ‘typical’ tasks, such as, check e-mail, use the Internet, save data on the network drive, use a spreadsheet, use Microsoft Word, or view pdf files. Computers are used less frequently to perform other tasks with WebAccess and Colleague.

Interesting Facts

- ✓ Female respondents use Microsoft Word more often than male respondents.
- ✓ The use of Webmail off-campus occurs more frequently with women respondents.

IT Personnel



<u>Question</u>	<u>Disagree</u>	<u>Somewhat Disagree</u>	<u>No Opinion</u>	<u>Somewhat Agree</u>	<u>Agree</u>	<u>Total</u>
Promote computer use in my department.	3%	2%	15%	15%	65%	100%
Respect my opinion about my computing needs	3%	0%	3%	12%	82%	100%
Are interested in helping me solve my computing problems.	3%	0%	2%	8%	88%	100%
Communicate with me using language that I can understand.	2%	2%	3%	11%	83%	100%
Respond quickly and effectively to my immediate needs.	3%	3%	2%	20%	73%	100%
Respond effectively to long-term needs.	5%	5%	9%	15%	67%	100%
Generally are user-oriented.	3%	3%	3%	8%	83%	100%
Are easy to contact.	3%	6%	2%	30%	59%	100%
Can easily handle, at current staffing levels, all the computer needs of the college.	20%	8%	23%	15%	35%	100%

IT Personnel

Overall, the responses regarding IT Personnel demonstrate that the IT staff is viewed favorably by the campus. The majority of respondents answered somewhat agree or agree with all of the questions except, “Can easily handle, at current staffing levels, all the computer needs of the college.” For this question, 28% responded with somewhat disagree or disagree and 23% did not have an opinion. The responses to this question suggest that almost one-third of the faculty and staff responding to the survey feel that the current staffing level is not sufficient for the needs of the college. Other than that, respondents are satisfied with the IT personnel.

Interesting Facts

- ✓ In response to the IT Personnel questions, men were more likely to respond either “No Opinion” or “Somewhat Agree”, while women were more likely to respond as either “Somewhat Agree” or “Agree.”
- ✓ The responses to questions on IT personnel were similar regardless of job classification and highest degree earned.

Open Ended Responses

Positive Responses

- ✓ Outstanding, considering the size of this campus to the amount of IT workers.
- ✓ Great survey!
- ✓ Those individuals I have contacted for help have always been sensitive to my lack of computer experience and have taught me how to handle future issues independently. I appreciate their kindness and willingness to share their knowledge. A big 'thank you' to Jeff, Patrick, Dena, and the staff at the cyber lab.
- ✓ Over the past few years the college's Informational Technology Department has become significantly more responsive and effective.
- ✓ Response time to problems has increased tremendously over the years. Thank you.
- ✓ They do a great job. I have no complaints.
- ✓ All of the Acc Technology personnel have been very helpful anytime I have needed them for a simple question or problem with my computer. What would we do without them! Many Thanks!!
- ✓ Very good IT team
- ✓ Whenever I have called for help, someone has always been there for me. In fact, the response time has always been very fast -- and very appreciated!
- ✓ You guys do a great job!
- ✓ Fabulous job. You guys are all great!!
- ✓ Everyone I have come in contact with has done an EXCELLENT job! Thank you!
- ✓ Congrats on the 'employee of the quarter'
- ✓ Jason, Jeff, and Juan have been an asset to me. Thank you!
- ✓ The quality of our equipment and infrastructure has improved dramatically in the last few years. Thank you Sulema, for your leadership.
- ✓ Thanks for all you're doing to help me and our ACC dept and family.
- ✓ The Information Technology department staff are always very helpful and knowledgeable.

Suggestions For Improvement

- More computer technicians are needed.
- Currently our web site is being managed by the IT department. After much discussion with other community colleges nationwide I have found that web sites can be a more effective recruitment tool if managed by people who are knowledgeable of student recruitment, marketing, writing and design, working with IT support.
- The IT department has been arrogant and unfriendly. To me, it feels like their attitude is that the college exists to serve them, and not they exist to serve the needs of the educators.
- Direct programming and technical support for each division (financials, student, etc.) is needed. The needs of each division are different and the institution cannot only rely on a few personnel to meet those general needs in a timely and efficient manner.
- It would be nice to have more departmental training. I think there are services that IT could provide that are very relevant to our department. I love the help sheet given out at workshop.
- Our department needs assistance in setting up a data base.
- The machines in the Computer Science labs should: 1. Have R/W CD drives enabled. 2. Have 'right click' enabled. 3. Be maintained at a more consistent level. 4. Should have the directory structure simplified.
- Need IT help desk person more capable of answering questions rather than referring to one of the IT guys.

Survey Instrument

1. Gender?

Male
Female

2. What is your job classification?

Full-time Faculty
Full-time TSCM
Administrative/Professional
Other (please specify)

3. Highest education completed?

High school or less
Associate Degree
Bachelor's Degree
Master's Degree
Doctorate Degree

4. Can you perform your current job without the aid of computers?

Yes
No

5. Do you have a personal computer in your home?

Yes
No

6. Do you frequently use your PC at home to perform ACC work?

Yes
No
I don't have a PC at home

7. Do you currently use a computer to perform your job while employed at ACC?

Yes (If you answer yes, then complete the survey.)
No (If you answer no, then do not continue. Please exit the survey at the top right.)

8. Please indicate how the following aspects of your job have been impacted by computers.

Decreased	Somewhat Decreased	Not Been Affected	Somewhat Increased	Increased
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- The number of different things I do in my job has
- Time pressures in my job have
- My opportunities to work with other people have
- The quality of my decision making has
- My freedom in making decisions has
- The frequency in making decisions has
- My face-to-face communications with other departments have
- My professional image has
- My contribution to the organization has
- My need for supervision has
- My influence over work of other people has
- Independence in how I do my job has
- A sense of accomplishment in my work has
- The amount of work I do has
- Enjoyment from my job has

9. Please indicate how often you use computers to do the following

Never	At Least Once a Year	Several Times a Year	Several Times a Month	A Few Times a Week	Daily
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- Enter data into Colleague
- Retrieve data from Colleague
- Use graphic files
- Use email
- Use statistical software
- Use computers to do ACC related financial/budgetary calculations
- Depend on computers for doing my job
- Use a spreadsheet
- Use WordPerfect
- Use Microsoft Word
- Use PowerPoint
- View pdf files using Adobe Acrobat
- Use Netscape/Mozilla/Firefox to access Internet
- Use Internet Explorer to access Internet
- Save data on network drives (G, U, or S)
- Use WebACCess to retrieve student or employee data
- Use Webmail from off campus to check email

10. On Information Technology personnel: Please indicate your agreement or disagreement with the following

statements.

Disagree	Somewhat Disagree	Somewhat Agree	Agree	No Opinion
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- Promote computer use in my department.
- Respect my opinion about my computing needs.
- Are interested in helping me solve my computing problems.
- Communicate with me using language that I can understand.
- Respond quickly and effectively to my immediate needs.
- Respond effectively to long-term needs.
- Generally are user-oriented.
- Are easy to contact.
- Can easily handle, at current staffing levels, all the computer needs of the college

11. Comments and/or Suggestions: