

2013 SPRING COMPUTER LAB SURVEY RESULTS OBSERVATIONS:

- In two weeks' time, we received 172 responses (See attachments)
 - Freshmen 25
 - Sophomores 23
 - Juniors 29
 - Seniors 45
 - Graduates 16
 - Faculty 10
 - Staff 13
 - Community Patrons 0
 - None of the above 2
 - Select 9
- We received 22 "comments" (See attachment)

What do people want? We asked respondents to rank 11 services.

- (All) **STUDENTS' top five** important services:
 - Personal laptop repair/upgrade
 - MS Word help
 - MS PPT help
 - MS Excel help
 - Video editing software
- **FACULTY'S top five** important services:
 - Screen reader software
 - Web design Software
 - Video editing software
 - MS Excel help
 - Transcription equipment/software
- (All) **STUDENTS' five least** important services:
 - MS Access help
 - Transcription equipment/software
 - MS Publisher help
 - Web design software & screen reader software (tied)
- **FACULTY'S six least** important services:
 - Personal laptop repair/upgrade
 - MS Publisher help
 - MS Access help
 - MS Word help
 - MS PPT help

**Does our public know what services are and are not provided at the Carlson Computer Labs?
We asked about 31 services (most are offered...some are not).**

- Reviewing ALL RESPONDENTS' answers...
 - **Majority say YES...we provide:**
 - Color printing (60%)
 - Document scanner (59%)
 - Email help (56%)
 - Duplex printing (47%)
 - Headphones (45%)
 - Android phone Wi-Fi help (36%)
 - iPad Wi-Fi help (44%)
 - iPhone Wi-Fi help (46%)
 - iPod Wi-Fi help (47%)
 - Laptop Wi-Fi help (69%)
 - D2L help (55%)
 - Password reset (51%)
 - **Majority say NO...we do not provide:**
 - None. There were no services that our public overwhelmingly viewed as unavailable.
 - **Majority say "Don't Know" if we provide:**
 - Android tablet Wi-Fi help (41%)
 - MS Publisher brochure help (60%)
 - MS Word brochure help (55%)
 - Help making personal laptop run better (49%)
 - Removal of virus from personal laptop (50%)
 - MS Access homework (59%)
 - MS Excel chart help (55%)
 - MS Excel homework help (58%)
 - MS PPT presentation help (49%)
 - MS Publisher homework help (61%)
 - MS Word homework help (52%)
 - "Other" homework help (47%)
 - Photo editing software (58%)
 - Repair/upgrade of personal laptop (48%)
 - Scan & save documents *for me* service (45%)
 - Screen reader software (58%)
 - Transcription software (63%)
 - Video editing software (55%)
 - Web design software (59%)

What does are public think is not available BUT should be?

- 16-20% of respondents answered *Not Available BUT Should Be to:*
 - Removal of viruses from personal laptop
 - Photo editing software
 - Repaid/upgrade of personal laptop
 - Video editing software
 - Web design software
- 6-10% of respondents answered *Not Available BUT Should Be to:*
 - Color printing
 - Duplex printing
 - Android tablet Wi-Fi help
 - iPad Wi-Fi help
 - Laptop Wi-Fi help
 - MS Publisher brochure help
 - MS Word brochure help
 - D2L help
 - MS Access homework help
 - MS Excel chart help
 - MS Excel homework help
 - MS PPT presentation help
 - MS Publisher homework help
 - MS Word homework
 - "Other" homework help
 - Password reset
- 11-15% of respondents answered *Not Available BUT Should Be to:*
 - Help making personal laptop run better
 - Scan & save *for me* service
 - Screen reader software
 - Transcription software
- 5% or less of respondents answered *Not Available BUT Should Be to:*
 - Document scanner
 - Email help
 - Headphones
 - Android phone Wi-Fi help
 - iPhone Wi-Fi help
 - iPod Wi-Fi help

What does are public think is not needed?

- 21% of respondents answered that the following are *not needed*:
 - Scan & save *for me* service
- 16-20% of respondents answered that the following are *not needed*:
 - Android phone Wi-Fi help
 - iPhone Wi-Fi-help
 - MS Excel chart help
 - “Other” homework help
 - Repair/upgrade of personal laptop
- 11-15% of respondents answered that the following are *not needed*:
 - Email help
 - Headphones
 - Android tablet Wi-Fi help
 - iPad Wi-Fi help
 - iPod Wi-Fi help
 - MS Publisher brochure help
 - MS Word brochure help
 - Help making personal laptop run better
 - Removal of viruses from personal laptop
 - MS Access homework help
 - MS Excel homework Help
 - MS PPT presentation help
 - MS Publisher homework help
 - MS Word homework help
 - Screen reader software
 - Transcription software
 - Web design software
 - Video editing software
- 6-10% of respondents answered that the following are *not needed*:
 - Laptop Wi-Fi help
 - D2L help
 - Password reset
 - Photo editing software
- 5% or less of respondents answered that the following are *Not Needed*:
 - Color printing
 - Document scanner
 - Duplex printing