Technology Learning Center

Customer Service Survey Results

Presented by: Israel Caraballo, Campus Director, West TLC
Please select your current status from the following:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Community user</td>
<td>4.8%</td>
<td>5</td>
</tr>
<tr>
<td>b. Tri-C staff member</td>
<td>27.6%</td>
<td>29</td>
</tr>
<tr>
<td>c. Student</td>
<td>48.6%</td>
<td>51</td>
</tr>
<tr>
<td>d. Encore student</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>e. Student and Staff</td>
<td>4.8%</td>
<td>5</td>
</tr>
<tr>
<td>f. Student and Faculty</td>
<td>16.2%</td>
<td>17</td>
</tr>
</tbody>
</table>

answered question: 105
skipped question: 0
How often do you visit the TLC?

- a. Every day  
  response count: 19
- b. Several times a week  
  response count: 47
- c. Every week  
  response count: 12
- d. Several times a month  
  response count: 26

Answered Question – 104
Skipped Question – 1
How comfortable or uncomfortable do you feel with using computer technology?

- Very comfortable: 54.3% (response count: 57)
- Comfortable: 38.1% (response count: 40)
- Uncomfortable: 4.8% (response count: 5)
- Very uncomfortable: 2.9% (response count: 3)

Answered Question – 105
Skipped Question – 0
Approximately how many times during the past month have you asked for assistance from a TLC staff member?

- a. One [34 responses, 30.4%]
- b. Two [15 responses, 19.0%]
- c. Three [6 responses, 7.6%]
- d. More than three [24 responses, 30.4%]

Answered Question – 79
Skipped Question – 26
What have you needed assistance with most often?

- a. Software problems
  - response count: 24
- b. Computer/hardware problems
  - response count: 7
- c. Printer/print management problems
  - response count: 10
- d. Peripheral devices (USB drives, CDs, DVDs, headphones, scanners, etc.)
  - response count: 9
- e. None of the above
  - response count: 31

** Other (please specify): response count: 17

Answered Question – 81
Skipped Question – 24

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Date</th>
<th>Other (please specify):</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apr 12, 2010 5:13 PM</td>
<td>scheduling teaming room in TLC</td>
</tr>
<tr>
<td>2</td>
<td>Apr 13, 2010 12:24 AM</td>
<td>opening classrooms; classroom equipment out of order</td>
</tr>
<tr>
<td>3</td>
<td>Apr 14, 2010 4:05 PM</td>
<td>How to use a Powerpoint feature; printing issues</td>
</tr>
<tr>
<td>4</td>
<td>Apr 14, 2010 5:33 PM</td>
<td>Intermittent questions regarding software idiosyncracies</td>
</tr>
<tr>
<td>5</td>
<td>Apr 14, 2010 9:21 PM</td>
<td>&quot;how to&quot; questions for computer usage &amp; more than one of the options</td>
</tr>
<tr>
<td>6</td>
<td>Apr 17, 2010 5:13 PM</td>
<td>Failing power supplies</td>
</tr>
</tbody>
</table>
Were you aware that the TLC offered workshops at the beginning of the semester?

- Yes: 42.0% (response count: 37)
- No: 58.0% (response count: 51)

Answered Question – 88
Skipped Question – 17
Have you ever had to wait to use a computer in the TLC?

- Yes: 16.1% (response count: 5)
- Yes, to use a Mac: 5.7% (response count: 14)
- Yes, left the TLC because the wait time was too long: 1.1% (response count: 1)
- No, computers have been available: 77.0% (response count: 67)

Answered Question – 87
Skipped Question – 18
5. Have you found the computers in the TLC to be user friendly?

- Yes: 87.5%
- No: 12.5%

Response count: 77
Skipped Question: 17

If no, please explain:

1. Apr 12, 2010 8:15 PM
   It often takes too long to logon.

2. Apr 15, 2010 11:03 PM
   I find a Linux environment more user friendly.

3. Apr 20, 2010 5:23 PM
   They have a bunch of critters.
Have you had technology needs that the TLC has not met?

- Yes: 18 responses
- No: 69 responses

Answered Question – 89
Skipped Question – 16

**If yes, please explain:**

1. **Apr 5, 2010 6:59 PM**
   - Everything I needed is here.

2. **Apr 12, 2010 12:48 PM**
   - No color printing

3. **Apr 14, 2010 7:57 PM**
   - Mostly software. It'd be nice to see Adobe products on PC rather than only Macs

4. **Apr 15, 2010 10:08 PM**
   - Usually the headphones are the biggest downside for me. They are of terrible quality and often broken.

5. **Apr 20, 2010 9:01 PM**
   - Computers too slow to compile kernels and no CUDA support

6. **Apr 24, 2010 7:51 PM**
   - More new scanners
Have you had to wait for assistance from a TLC staff member, and if so, for how long?

- No, assistance was immediate
  - response count: 30
- Yes, less than 5 minutes
  - response count: 14
- Yes, between 5 and 10 minutes
  - response count: 5
- Yes, more than 10 minutes
  - response count: 2

Answered Question – 51
Skipped Question – 54
<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff members are courteous and professional.</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>26</td>
<td>43</td>
<td>4.30</td>
<td>79</td>
</tr>
<tr>
<td>Staff members are quick to respond to my need for assistance.</td>
<td>4</td>
<td>2</td>
<td>5</td>
<td>22</td>
<td>46</td>
<td>4.32</td>
<td>79</td>
</tr>
<tr>
<td>Staff members have treated me with respect.</td>
<td>4</td>
<td>2</td>
<td>6</td>
<td>18</td>
<td>49</td>
<td>4.34</td>
<td>79</td>
</tr>
<tr>
<td>TLC staff members are knowledgeable and able to answer my software questions.</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>35</td>
<td>36</td>
<td>4.25</td>
<td>79</td>
</tr>
<tr>
<td>TLC staff members have an excellent level of technical knowledge and ability.</td>
<td>4</td>
<td>0</td>
<td>7</td>
<td>38</td>
<td>30</td>
<td>4.14</td>
<td>79</td>
</tr>
<tr>
<td>TLC staff members are patient.</td>
<td>5</td>
<td>2</td>
<td>6</td>
<td>23</td>
<td>43</td>
<td>4.23</td>
<td>79</td>
</tr>
<tr>
<td>The staff member resolved the issue and explained what they did.</td>
<td>3</td>
<td>2</td>
<td>9</td>
<td>28</td>
<td>37</td>
<td>4.19</td>
<td>79</td>
</tr>
<tr>
<td>The staff member explained the solution to my problem in a way that I could understand.</td>
<td>3</td>
<td>1</td>
<td>9</td>
<td>30</td>
<td>35</td>
<td>4.19</td>
<td>78</td>
</tr>
<tr>
<td>Overall, I am satisfied with the level of assistance from the staff members of the TLC.</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>24</td>
<td>41</td>
<td>4.19</td>
<td>78</td>
</tr>
</tbody>
</table>

answered question 79
skipped question 26
<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was easy to locate and access the TLC.</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>25</td>
<td>47</td>
<td>4.40</td>
<td>80</td>
</tr>
<tr>
<td>The appearance and environment of the TLC is inviting and pleasing.</td>
<td>4</td>
<td>0</td>
<td>10</td>
<td>30</td>
<td>36</td>
<td>4.18</td>
<td>80</td>
</tr>
<tr>
<td>The TLC area is clean and neat.</td>
<td>3</td>
<td>0</td>
<td>7</td>
<td>31</td>
<td>39</td>
<td>4.29</td>
<td>80</td>
</tr>
<tr>
<td>I am comfortable with the tables and chairs when I use the TLC computers.</td>
<td>3</td>
<td>5</td>
<td>11</td>
<td>26</td>
<td>34</td>
<td>4.05</td>
<td>79</td>
</tr>
<tr>
<td>The environment in the TLC helps me focus on my work without distractions.</td>
<td>8</td>
<td>10</td>
<td>16</td>
<td>18</td>
<td>28</td>
<td>3.60</td>
<td>80</td>
</tr>
<tr>
<td>The noise level in the TLC interferes with my ability to do my work.</td>
<td>16</td>
<td>9</td>
<td>19</td>
<td>19</td>
<td>16</td>
<td>3.13</td>
<td>79</td>
</tr>
<tr>
<td>I am satisfied with the resources (computers/software) provided by the TLC.</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>32</td>
<td>28</td>
<td>3.92</td>
<td>78</td>
</tr>
<tr>
<td>I have not had any concerns about my personal safety in the TLC.</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>27</td>
<td>44</td>
<td>4.34</td>
<td>79</td>
</tr>
<tr>
<td>Overall, I am satisfied with the space and working environment in the TLC.</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>33</td>
<td>30</td>
<td>4.04</td>
<td>78</td>
</tr>
</tbody>
</table>
What improvements would you like to see made in the TLC.

- a. Faster computers/network speed
- b. More ergonomic tables and chairs
- c. Areas to allow students to talk as they work together on projects
- d. Other (please explain):

Response count:
- a. Faster computers/network speed: 34
- b. More ergonomic tables and chairs: 16
- c. Areas to allow students to talk as they work together on projects: 33
- d. Other (please explain): 27

Answered Question – 76
Skipped Question – 29
Do you see a need to change the TLC hours of operation?

- a. No
- b. Yes

Answered Question – 80
Skipped Question – 25

** Please explain:

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Date</th>
<th>Please explain:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apr 12, 2010 8:22 PM</td>
<td>More weekend hours.</td>
</tr>
<tr>
<td>2</td>
<td>Apr 13, 2010 11:11 AM</td>
<td>earlier open times</td>
</tr>
<tr>
<td>3</td>
<td>Apr 19, 2010 10:02 PM</td>
<td>Please be open longer hours including Friday nights. Thank you.</td>
</tr>
<tr>
<td>4</td>
<td>Apr 20, 2010 5:31 PM</td>
<td>maybe later weekends in finals</td>
</tr>
<tr>
<td>5</td>
<td>Apr 24, 2010 7:56 PM</td>
<td>I think everything is fine</td>
</tr>
</tbody>
</table>
Would you like to see more Macintosh stations in the TLC?

** Please explain:  response count:  21

- a. No
- b. Yes

response count:  39 response count:  37

Answered Question – 76
Skipped Question – 29

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Date</th>
<th>Please explain:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apr 10, 2010 12:50 PM</td>
<td>I don't use the mac</td>
</tr>
<tr>
<td>2</td>
<td>Apr 13, 2010 12:27 AM</td>
<td>I have walked past and seen 100% utilization of these machines.</td>
</tr>
<tr>
<td>3</td>
<td>Apr 16, 2010 1:15 PM</td>
<td>It would be nice if we could print from Macs, then worry about adding more.</td>
</tr>
<tr>
<td>4</td>
<td>Apr 26, 2010 5:18 PM</td>
<td>Yes, we need more because we should not have to wait to work on our projects!!</td>
</tr>
</tbody>
</table>
Questions???

Thank You,
Israel Caraballo
Assisted by Connie Waddy