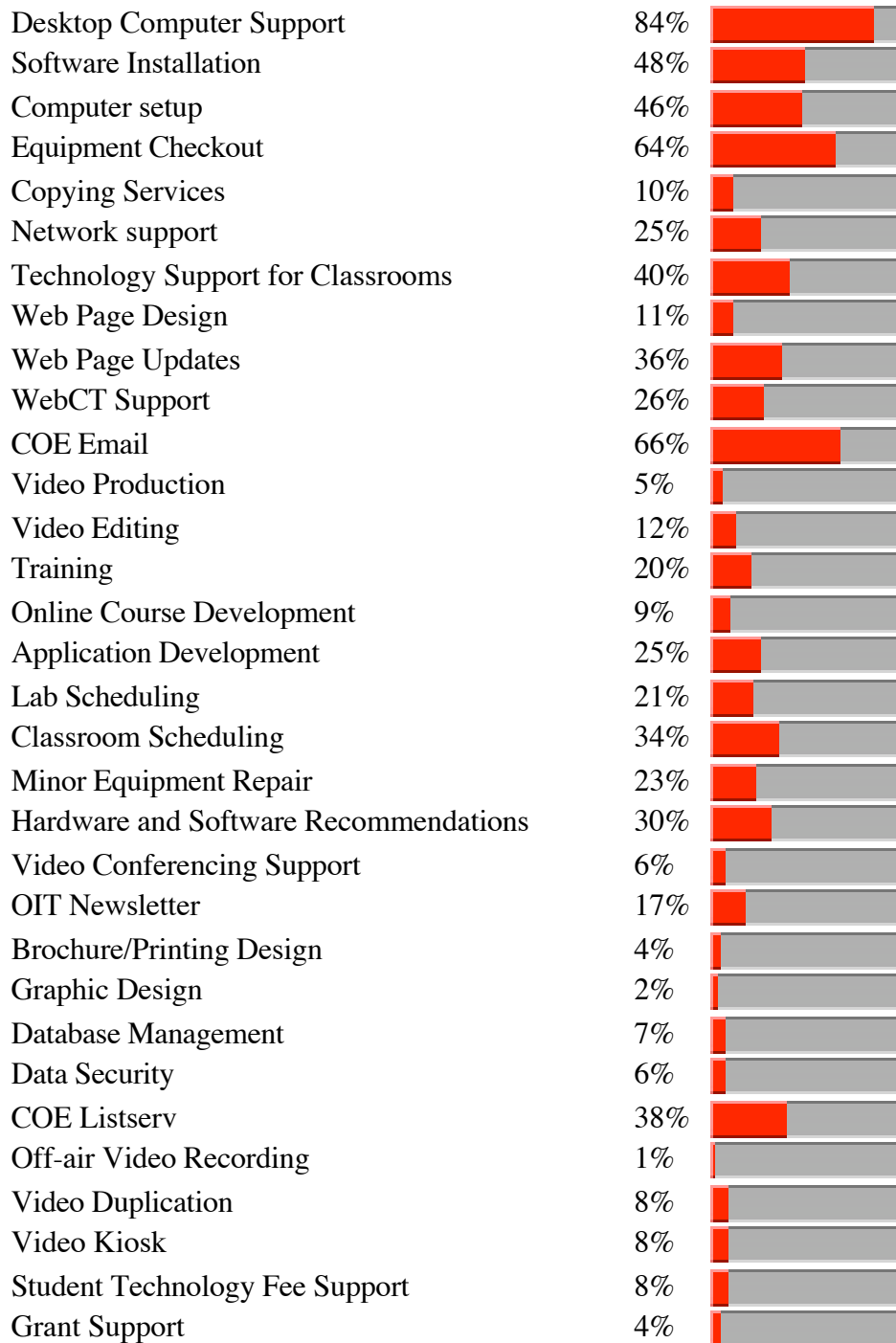


OIT Online Evaluation

Likert scale responses: Surveyed: Location:









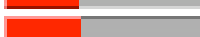


| Variable Label | N | Mean | Std Dev |
|--|----|--------|---------|
| 2a Help Desk: timeliness | 85 | 3.1529 | 0.9323 |
| 2b Help Desk: knowledge | 85 | 3.3764 | 0.6896 |
| 2c Help Desk: professionalism | 85 | 3.4352 | 0.7145 |
| 2d Help Desk: turnaround time | 82 | 3.1341 | 0.9130 |
| 2e Help Desk: classroom support | 57 | 3.2456 | 0.9118 |
| 3a Web: timeliness | 41 | 3.7073 | 0.5587 |
| 3b Web: knowledge | 50 | 3.5200 | 0.6773 |
| 3c Web: professionalism | 55 | 3.6545 | 0.6151 |
| 3d Web: turnaround time | 51 | 3.4705 | 0.8331 |
| 3e Web: scheduling | 31 | 3.4838 | 0.7690 |
| 3f Web: ease of access | 54 | 3.3518 | 0.7808 |
| 3g Web: content | 53 | 3.3207 | 0.7538 |
| 4a Lab: timeliness | 29 | 3.5172 | 0.8709 |
| 4b Lab: knowledge | 29 | 3.5517 | 0.7831 |
| 4c Lab: professionalism | 31 | 3.6451 | 0.7549 |
| 4d Lab: turnaround time | 28 | 3.5000 | 0.7934 |
| 4e Lab: resources | 29 | 3.2758 | 0.7971 |
| 5a Media Svcs: professionalism | 56 | 3.5892 | 0.4964 |
| 5b Media Svcs: knowledge | 54 | 3.3888 | 0.6845 |
| 5c Media Svcs: availability/condiditon | 55 | 3.5090 | 0.5732 |
| 5d Media Svcs: video svcs | 21 | 3.5238 | 0.6796 |
| 5e Media Svcs: viceo conferencing | 16 | 3.5000 | 0.6324 |
| 6a Systems: email | 75 | 3.4266 | 0.8082 |
| 6b Systems: hosting | 39 | 3.3846 | 0.7818 |
| 6c Systems: applications | 44 | 3.0227 | 0.9273 |
| 7a FDI: webct | 29 | 3.5862 | 0.8245 |
| 7b FDI: seminars | 18 | 3.5000 | 0.7859 |
| 7c FDI: knowledge | 31 | 3.6451 | 0.7093 |
| 7d FDI: instr design | 21 | 3.3333 | 0.8563 |
| 7e FDI: timeliness | 24 | 3.5833 | 0.6538 |
| 7f FDI: professionalism | 30 | 3.8333 | 0.3790 |
| 8a Training: software | 45 | 3.0000 | 0.8257 |
| 8b Training: knowledge | 47 | 3.2978 | 0.7493 |
| 8c Training: professionalism | 47 | 3.3617 | 0.8189 |

Checkbox responses (binary):
















Services used within a year:**Standard Applications:**

| | | |
|----------|-----|---|
| Netscape | 57% |  |
| Outlook | 49% |  |








Lab Applications:

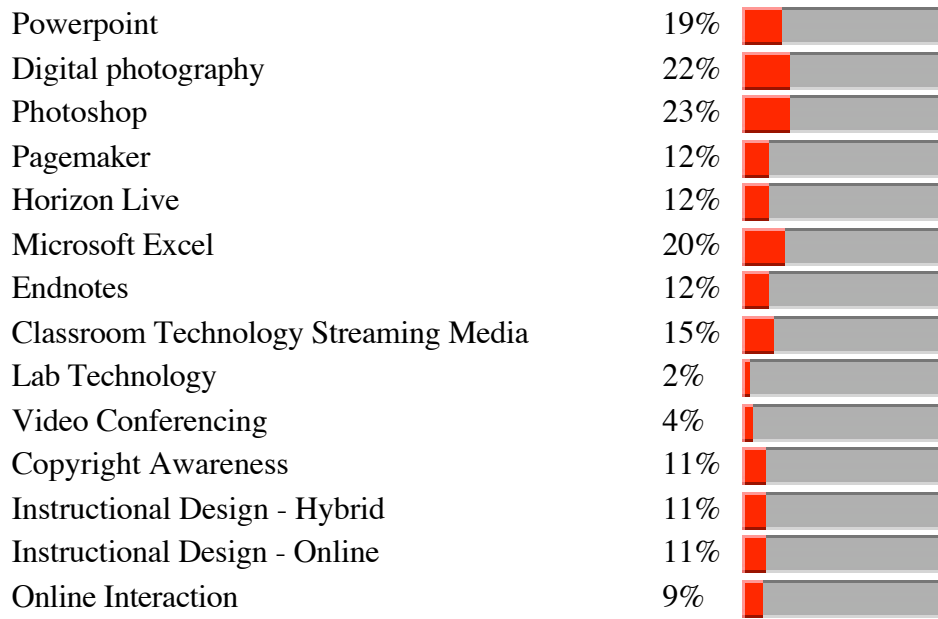
| | | |
|----------------------------|-----|---|
| Microsoft Office | 82% |  |
| Endnotes | 39% |  |
| Virus Protection | 80% |  |
| Internet Explorer | 76% |  |
| Netscape | 61% |  |
| SPSS | 50% |  |
| Photoshop | 53% |  |
| Pagemaker | 36% |  |
| DreamWeaver | 37% |  |
| Frontpage | 17% |  |
| Scanning Software/Stations | 59% |  |

Media Services checkout:

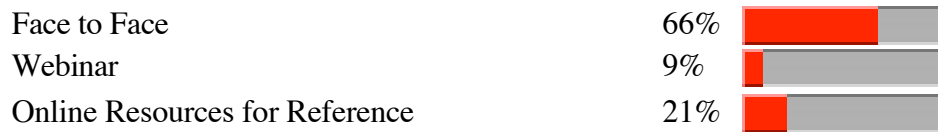
| | | |
|----------------------------|-----|---|
| Laptop | 65% |  |
| Powerbook | 39% |  |
| Digital Camera | 66% |  |
| Tape Recorder | 47% |  |
| Video Cameras | 60% |  |
| Tripod | 45% |  |
| Portable Editing Equipment | 22% |  |
| Microphones | 41% |  |
| Lighting Equipment | 23% |  |
| Videoconferencing Unit | 22% |  |
| Video Projectors | 68% |  |
| Slide Projectors | 33% |  |
| CD Players | 29% |  |
| Disk Drives | 37% |  |
| Transcribers | 37% |  |

Training Requests:

| | | |
|-------------------------|-----|---|
| WebCT 3.8 | 24% |  |
| Microsoft Access | 17% |  |
| Advanced Microsoft Word | 21% |  |
| Video editing | 12% |  |
| Dreamweaver | 19% |  |
| Web page development | 26% |  |
| Video production | 12% |  |



Delivery of training:



Time and Location of training:

