

**Glendale Community College
IT Program Review Survey of Students
Spring 2009**

Number of student responses: 32

A random sample of 200 students enrolled in classes with computer lab components was asked to participate in the survey via email. The low number of student responses makes the reliability of the survey results questionable, so definite conclusions should not be drawn from the data.

1. How long have you been taking classes at GCC?

Response	Number	Percent
First year	8	25%
1-2 years	15	47%
3 or more years	9	28%
Total	32	100%

2. How often do you use the San Gabriel or San Rafael computer lab at GCC?

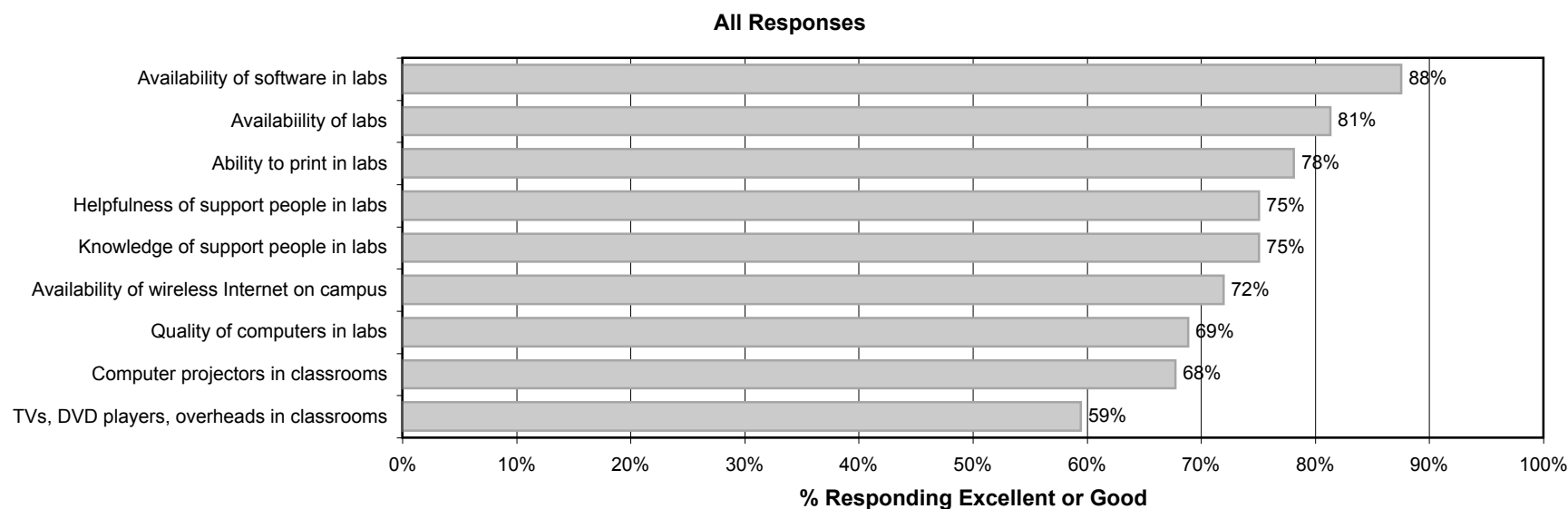
Response	Number	Percent
At least once a day	8	25%
1-2 times per week	10	31%
1-2 times per month	8	25%
1-2 times per semester	3	9%
Very rarely (once a year)	2	6%
Never	1	3%
Total	32	100%

The following items show responses for all students and by student group. Students are divided into first-year students (8 students) and continuing students (24 students). Separately, students are categorized as frequent lab users (1-2 times per week or more frequently, 18 students) and rare lab users (1-2 times per month or less frequently, 14 students).

3. Please rate the quality of technology at GCC in the following areas:

The table shows the percentage of rating each area "excellent" or "good."

	All Respondents	First Year	Continuing	Frequent Users	Rare Users
a. Availability of San Gabriel and San Rafael open computer labs (labs are available during the times you need them)	81%	88%	79%	83%	79%
b. Quality of computers in San Gabriel and San Rafael open computer labs	69%	75%	67%	67%	71%
c. Availability of the software I need in San Gabriel and San Rafael open computer labs	88%	75%	92%	89%	86%
d. Knowledge of support people in San Gabriel and San Rafael open computer labs	75%	50%	83%	78%	71%
e. Helpfulness of support people in San Gabriel and San Rafael computer labs	75%	63%	79%	78%	71%
f. Ability to print documents in San Gabriel and San Rafael open computer labs	78%	75%	79%	89%	64%
g. Availability of wireless Internet access on campus	72%	75%	71%	78%	64%
h. Computer projectors in classrooms	68%	63%	70%	61%	77%
i. TVs, DVD players, overhead projectors in classrooms	59%	50%	63%	56%	64%



4. Do you have Internet access at home?

Response	All Respondents	First Year	Continuing	Frequent Users	Rare Users
No Internet access	16%	13%	17%	22%	7%
Yes - I have dial-up Internet access at home	3%	0%	4%	6%	0%
Yes - I have DSL Internet access at home	47%	38%	50%	28%	71%
Yes - I have Internet access by cable modem at home	13%	13%	13%	17%	7%
Yes - I have Internet access but don't know what kind	22%	38%	17%	28%	14%

5. What kinds of electronic communication do you use? Please mark all that you use.

(Note: Students were solicited to participate in the survey via email, so 100% had to use email or they would not have responded.)

Type	All Respondents	First Year	Continuing	Frequent Users	Rare Users
Email	100%	100%	100%	100%	100%
Text messaging	59%	88%	50%	50%	71%
Social networking sites (MySpace, Facebook, etc.)	47%	63%	42%	39%	57%
Other (please specify)	3%	13%	0%	6%	0%

The only respondent who marked "Other" specified IRC as the other kind of electronic communication.

6. If GCC started to use email as its primary method of communicating with students, would you use it?

Response	All Respondents	First Year	Continuing	Frequent Users	Rare Users
Yes	97%	100%	96%	100%	93%
No	3%	0%	4%	0%	7%

7. What kinds of computers and devices do you own? (Please check all that apply.)

The percentages in the table are percentages of each group indicating that they own the computer/device listed.

	All Respondents	First Year	Continuing	Frequent Users	Rare Users
Desktop computer - Windows Vista	22%	13%	25%	22%	21%
Desktop computer - Windows XP	56%	88%	46%	50%	64%
Desktop computer - Windows (other)	6%	0%	8%	0%	14%
Desktop computer - Macintosh	0%	0%	0%	0%	0%
Desktop computer - Other (e.g., Linux)	3%	13%	0%	0%	6%
Laptop computer - Windows	59%	50%	63%	56%	64%
Laptop computer - Macintosh	9%	0%	13%	11%	7%
Laptop computer - Other (e.g., Linux)	19%	25%	17%	22%	14%
BlackBerry	6%	25%	0%	6%	7%
iPhone	9%	13%	8%	11%	7%
Other Internet-enabled phone	13%	13%	13%	17%	7%
iPod	41%	42%	38%	50%	29%
Other music player	25%	25%	25%	28%	21%

8. What would you do to improve the San Gabriel and/or San Rafael computer labs at GCC?

- Bringing in more advanced and new computers, same as adding more assistance to help and guide students with their research and computer works.
- Nothing.
- I can't think of anything else to improve the San Gabriel and San Rafael computer labs.
- more restrictions as to what the computers are supposed to be used for (kicking out those using computers for email checking, youtube watching, social networking... anything that isn't school oriented, so that more computers are free)
- Have more assistance
- have better monitors which have better lights to it and are easier to see.
- Use of virtual desktops that use operating systems other than Windows to give students a feel for more than Windows. This will make students more knowledgeable about computers and take away the assumption that Windows is only operating system.
- new computers, new dvds
- Provide better monitors. It's difficult to read off of them at times. Quieter, newer keyboards. Most of the keyboards on campus are hard to type with because you need to put alot of pressure for the keys to register.
- I would try to do a faster and easier sign in/out process. Because it usually takes a lot of time specially in busy hours.
- it's ok
- I would change all the old monitors in the San Gabriel computer lab because I often feel dizzy when i use the old monitors and add more RAM on the computers because a lot of times, the computers run slow when I need to open several programs in the same time. Thank you.
- More seats and computer available because sometimes there are no no seats and computer available too many students!
- put more Computers.
- I would change them
- add more computers and software for subjects like Math and science and other subjects so students can access pcs during the free time
- This is actually my first time and I did not encounter any problems. staff were cordial to me . Computer was in workable condition.
- It will be better if the computer labs work longer and more days (especially summers and winters), and have more workers who could help with our homeworks.
- more PRINTERS
- Add more computers.
- printers have problems (often)

9. If you don't use the San Rafael or San Gabriel computer lab at GCC, can you tell us why you don't use them?

- I use computers in both computer labs, same as using my personal computer at home, but sometimes I would require assistance and help to learn or accomplish my work or to do my homeworks.
- I have computer I home. I don't need to use the computer lab.
- I do use them.
- i don't use them sometimes because there aren't any computers that are free.
- i usually use my lap top
- The computers are out of date and slow for most part. I don't want to be harassed by someone that doesn't know what linux is and accuse me of trying to hack something.
- I use the computer lab.
- I have never used San Rafael computer lab because I think San Rafael computer lab is more helpful for me.
- Because I already have my laptop with me in school and then at home I also have my desktop computer and my laptop.
- Because I have Computer at home, and the San Gabriel computers and San Rafael computers are so slow....
- Because they are too old
- i have computer at home, at work...if i need to print something i can do it at home or at work or at my friends house, or at my friends business office...i just don't need it...
- i don't use San Gabriel because they don't admit people that don't have computer or math classes or english, but i need the computer for my art classes and geology and history.
- San Rafael lab is closed on Fridays, I would love to use it on Fridays and Saturdays as well

10. What would you do to improve technology in the classroom at GCC?

- I would install more advanced and energy saving computers or even large screen computers for the instructors, instead of projectors or other old devices. i would purchase computers from companies who would use recycled materials, reduced cost, energy saver, more advanced, secure and reliable and reduce the usage of paper. I will transfer the cost to purchase of books, pencils, papers, and etc... into more electronically advanced and reliable technology and will train the new generation of the students to use and become more familiar with these software, instead the old fashion way. Imight charge also a few bucks at the time of registration to cover the cost of this transfer for the college. We have to become green and more advanced, and where else better than the college to start this process. Thank You
- Nothing.
- I don't know.
- get them checked at least once a month to make sure that they are functioning correctly
- set up more computers
- have the new technology.
- Update to newer systems as you can and make more options available. In this time a college that operates solely on Windows is not a good environment.
- I don't know!
- It is good enough. I wouldnt do anything.
- I think every thing are OK.
- Give donation to GCC and I will tell my classmate to donate too, so that we can improve GCC technology in our classroom. Anyway, we (students)are the one who will have benefits, if the technology in every classroom at GCC will improve. A donation of \$5 - 10 for each student will be a big help to improve the technology in every classroom in GCC
- Make the Computers faster and better... If i had the time the money i would called a technicalness to fix the problems.
- I would change them
- technology in classrooms are great i have never seen such good classes...
- check all the technology every other day for mistakes or disconnections, and clean the computers and put anti viruses because they are slow.
- Some of the classrooms need an over head projector to watch DVDs and movies on as well as view Powerpoint presentations, etc.
- order new printers