

Kenyon Staff

Over the course of a semester, on average, how often do you use the following services?					
	Never	Once or twice a semester	One to three times a month	One to three times a week	More than three times a week
Segue Course Management system	96%	2%	%	1%	1%
	168	4	0	1	2
Helpline	22%	58%	18%	1%	1%
	38	101	32	2	1
Banner (Student, HR, Fiscal systems, and Web pages)	30%	11%	16%	12%	31%
	52	20	27	21	54
Advance (College Relations system)	71%	2%	3%	5%	18%
	125	4	5	9	32
Recruitment Plus (Admissions system)	85%	1%	2%	2%	10%
	148	2	3	4	17
Powerfaids (Financial Aid System)	94%	1%	1%	2%	2%
	164	1	2	4	4
Campus Reports	25%	17%	17%	18%	22%
	44	30	30	32	39
Campus Scheduling (KCEVENTS)	38%	22%	17%	14%	9%
	66	39	29	24	16
Technology in meeting spaces/classrooms	53%	29%	9%	6%	3%
	91	50	16	11	5
Support for technology in meeting spaces/classrooms	60%	29%	6%	2%	3%
	104	50	11	3	6
Computing information on the LBIS Web site	43%	37%	12%	5%	3%
	76	64	21	8	6

Interlibrary Loan	73%	22%	5%	%	1%
	129	39	8	0	1
Library Circulation services	60%	30%	9%	1%	1%
	105	52	16	2	1
Library Reference services	69%	24%	6%	%	%
	122	43	11	0	0
Library information on the LBIS Web site	48%	28%	16%	4%	3%
	85	49	29	7	6
Online Library catalog (Consort)	61%	19%	14%	3%	3%
	107	33	25	6	5
Library databases (e.g. LexisNexis, JSTOR)	75%	10%	9%	3%	3%
	132	17	15	6	5
Borrowing laptops	86%	13%	%	%	1%
	151	23	0	0	1
Borrowing technology equipment (Digital video cameras, projectors, tape recorders, etc.)	63%	33%	3%	1%	%
	112	58	5	2	0
Access to online resources from off-campus	41%	16%	15%	11%	17%
	72	27	26	20	29
Wireless access to the Internet on campus	67%	10%	7%	6%	11%
	118	17	12	10	19
LBIS Web site	33%	37%	19%	5%	6%
	57	64	32	9	11
LBIS Liaison/Contact	22%	29%	31%	9%	8%
	39	51	55	16	14

How important are these services to you?

	Not important	Somewhat important	Important	Very important	Not applicable
Segue Course Management system	49%	2%	1%	1%	47%
	86	4	2	1	82
Helpline	8%	22%	34%	30%	6%
	14	38	58	51	11
Banner (Student, HR, Fiscal systems and Web pages)	14%	10%	17%	46%	14%
	24	17	29	81	24
Advance (College Relations system)	31%	5%	6%	21%	37%
	54	8	10	37	65
Recruitment Plus (Admissions system)	37%	2%	3%	13%	45%
	64	3	6	23	79
Powerfaids (Financial Aid System)	37%	5%	2%	7%	49%
	65	8	4	12	86
Campus Reports	12%	15%	18%	43%	11%
	21	26	32	75	20
Campus Scheduling (KCEVENTS)	14%	18%	16%	35%	18%
	24	31	29	61	31
Technology in meeting spaces/classrooms	18%	17%	18%	27%	20%
	32	30	32	47	35
Support for technology in meeting spaces/classrooms	18%	17%	19%	27%	19%
	32	30	33	47	33
Computing information on the LBIS Web site	19%	24%	28%	14%	15%
	34	42	49	24	27
Interlibrary Loan	32%	17%	14%	13%	24%
	56	30	25	23	42
Library Circulation services	26%	18%	19%	14%	24%
	45	31	34	24	42
Library Reference services	27%	19%	19%	12%	23%
	47	34	33	21	41

Library information on the LBIS Web site	21%	25%	20%	15%	20%
	36	44	34	26	34
Online Library catalog (Consort)	27%	15%	18%	16%	24%
	47	27	32	28	42
Library databases (e.g. LexisNexis, JSTOR)	34%	11%	13%	14%	28%
	59	20	23	25	49
Borrowing laptops	37%	15%	13%	7%	28%
	64	26	23	13	48
Borrowing technology equipment (Digital video cameras, projectors, tape recorders, etc.)	23%	24%	21%	14%	18%
	40	41	36	25	32
Access to online resources from off-campus	14%	14%	20%	37%	15%
	24	25	35	64	27
Wireless access to the Internet on campus	24%	14%	19%	25%	18%
	42	25	33	43	31
LBIS Liaison/Contact	10%	4%	21%	53%	13%
	18	7	36	92	22
LBIS Web site	14%	19%	34%	21%	11%
	25	33	59	37	20
How strongly do you disagree or agree with the following statements?					
	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
I am willing to have LBIS employed student workers answer some of my technical/computer questions.	2%	5%	25%	67%	2%
	3	8	43	117	4
Computing tools and resources are appropriate for my work needs.	1%	3%	24%	70%	3%
	1	6	41	121	5
The current Helpline schedule meets my needs.	2%	6%	21%	59%	12%

	3	11	36	104	21
My desktop computing problems are solved in a timely fashion.	2%	7%	17%	70%	4%
	4	12	30	122	7
My administrative systems problems are solved in a timely fashion.	1%	7%	22%	57%	13%
	2	12	38	99	23
I want to learn how to avoid computing problems.	3%	4%	25%	65%	3%
	5	7	43	114	6
I want to learn how to solve computing problems.	5%	5%	27%	58%	5%
	8	9	47	101	9
I know how to obtain guidance on copyright and "fair use" issues.	18%	19%	22%	17%	25%
	31	34	38	29	43

How informed do you feel you are about the following?

	Not informed at all	Somewhat informed	Informed	Very informed
Available technology services	12%	56%	26%	7%
	21	98	45	12
Available library services	16%	57%	20%	7%
	29	100	35	12
Privacy issues related to technology	32%	48%	16%	5%
	56	84	28	8
Current issues regarding computer viruses and spyware	15%	48%	27%	10%
	26	85	48	17
Current issues regarding information security	21%	49%	20%	10%
	37	85	35	17
Scheduled system downtime	3%	9%	48%	40%
	6	15	84	71

How strongly do you disagree or agree with the following statements with regards to the Helpline staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	1%	%	11%	74%	14%
	2	0	20	129	24
Knowledgeable	1%	3%	29%	54%	14%
	1	5	50	95	24
Reliable	1%	4%	22%	59%	14%
	2	7	39	103	24
Responsive	1%	5%	21%	60%	14%
	1	9	36	104	24

How strongly do you disagree or agree with the following statements with regards to the LBIS Liaison support staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	1%	2%	13%	76%	9%
	2	3	22	133	15
Knowledgeable	1%	%	15%	75%	9%
	1	0	27	132	15
Reliable	1%	3%	15%	73%	8%
	2	6	26	127	14
Responsive	1%	6%	18%	66%	9%
	2	11	32	115	15

How strongly do you disagree or agree with the following statements with regards to the library circulation staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	1%	4%	9%	41%	45%
	2	7	16	71	78
Knowledgeable	%	1%	13%	40%	47%
	0	1	22	69	82
Reliable	%	1%	10%	41%	48%
	0	2	17	71	84
Responsive	1%	1%	13%	39%	47%
	1	1	22	68	81

How strongly do you disagree or agree with the following statements with regards to the library reference staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	1%	%	7%	32%	60%
	1	0	12	56	105
Knowledgeable	%	%	6%	33%	61%
	0	0	10	57	106
Reliable	%	%	6%	33%	61%
	0	0	10	57	107
Responsive	%	%	7%	32%	61%
	0	0	12	56	106

How strongly do you disagree or agree with the following statements with regards to the telephone support staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
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Friendly	%	%	8%	68%	24%
	0	0	14	117	42
Knowledgeable	%	1%	17%	58%	24%
	0	2	29	100	42
Reliable	%	1%	12%	63%	24%
	0	1	21	109	42
Responsive	%	1%	15%	59%	25%
	0	1	26	102	43

How strongly do you disagree or agree with the following statements with regards to the archives/special collections staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	1%	%	7%	43%	50%
	1	0	12	75	87
Knowledgeable	%	1%	8%	41%	51%
	0	1	14	71	89
Reliable	1%	1%	6%	41%	51%
	1	2	11	71	89
Responsive	1%	3%	9%	37%	51%
	1	5	15	65	89

How strongly do you disagree or agree with the following statements with regards to the Multimedia services staff?

	Disagree	Somewhat disagree	Somewhat agree	Agree	Not Applicable
Friendly	3%	4%	10%	31%	51%
	5	7	18	55	90

Knowledgeable	1%	2%	11%	35%	51%
	2	3	19	61	90
Reliable	3%	2%	12%	31%	52%
	5	4	21	54	91
Responsive	3%	4%	11%	30%	52%
	5	7	19	53	91

How dissatisfied or satisfied are you with the following resources and services?

	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Not applicable
Segue Course Management system	1%	%	2%	2%	95%
	1	0	3	4	157
Helpline	1%	6%	26%	54%	13%
	1	10	42	89	22
Banner (Student, HR, Fiscal systems, and Web pages)	1%	7%	22%	40%	31%
	2	11	36	66	51
Advance (College Relations system)	%	%	5%	27%	68%
	0	0	8	44	113
Recruitment Plus (Admissions system)	%	1%	4%	10%	85%
	0	1	7	17	139
Powerfaids (Financial Aid System)	%	%	2%	6%	92%
	0	0	4	10	152
Campus Reports	2%	6%	22%	46%	24%
	3	10	37	76	40
Campus Scheduling (KCEVENTS)	1%	7%	24%	37%	31%
	2	11	40	61	52
Kenyon Web Content Management System	2%	5%	15%	24%	53%

	4	8	25	40	87
Technology in meeting spaces/classrooms	1%	2%	25%	34%	39%
	1	3	40	56	63
Support for technology in meeting spaces/classrooms	1%	4%	19%	32%	45%
	1	6	32	52	74
Availability of wireless access on campus	1%	5%	15%	30%	49%
	1	9	25	50	81
Performance of wireless access on campus	1%	4%	17%	22%	55%
	2	7	28	36	90
Computing information on the LBIS Web site	1%	1%	20%	42%	36%
	1	2	34	69	60
Interlibrary Loan	%	%	9%	27%	64%
	0	0	15	45	106
Library Circulation services	1%	%	7%	34%	58%
	1	0	12	56	97
Library Reference services	%	1%	5%	29%	65%
	0	1	9	48	108
Special Collections Services	1%	%	7%	29%	63%
	2	0	11	48	104
Multimedia services	2%	6%	14%	27%	51%
	4	10	23	45	84
Library information on the LBIS Web site	1%	1%	16%	45%	38%
	1	2	26	74	63
Online Library catalog (Consort)	%	%	6%	33%	61%
	0	0	10	54	101
Access to online resources from off-campus	2%	4%	16%	40%	37%
	4	6	27	67	62
LBIS Web site	1%	3%	22%	49%	24%
	2	5	37	81	40

Campus telephone services	%	2%	17%	76%	4%
	0	4	29	126	7
Campus telephone support	%	1%	13%	78%	8%
	0	1	21	130	14
Network stability	1%	5%	23%	66%	5%
	1	9	39	109	8
Network speed	2%	5%	23%	66%	5%
	3	8	38	109	8
Desktop computer replacement	4%	8%	25%	50%	13%
	7	14	41	83	21
E-mail services	1%	5%	20%	73%	1%
	2	8	34	121	1
E-mail SPAM filtering	5%	14%	30%	48%	2%
	9	23	50	80	3
Virus protection	1%	1%	14%	80%	4%
	2	1	24	133	6
Borrowing laptops	%	4%	8%	15%	73%
	0	6	13	25	122
Borrowing technology equipment (Digital video cameras, projectors, tape recorders, etc.)	1%	4%	13%	28%	55%
	1	6	21	46	90
Borrowing materials from the library	1%	1%	11%	36%	52%
	1	1	18	59	87
Status information on computing problems	1%	7%	23%	53%	16%
	1	11	38	88	27
Knowing whom to contact for your desktop computing needs	1%	5%	21%	70%	2%
	2	8	35	115	4
Knowing whom to contact for your administrative computing needs	2%	4%	19%	67%	8%
	3	7	32	110	13

Knowing whom to contact for your library needs	1%	5%	18%	43%	33%
	1	9	29	71	54
Support when you have a desktop computing problem	1%	7%	19%	67%	6%
	1	11	32	111	10
Support when you have a administrative computing problem	1%	8%	21%	58%	13%
	1	13	34	94	21
Support for your innovative ideas	4%	6%	12%	27%	51%
	6	10	20	44	84
Support for your specialized computing needs	4%	8%	15%	49%	24%
	6	13	24	81	40
Your input into computing decisions that affect you	7%	8%	16%	41%	28%
	11	14	27	67	46
Your input into library decisions that affect you	4%	6%	13%	21%	56%
	7	10	22	34	92
LBIS Liaison/Contact	2%	3%	17%	66%	12%
	3	5	27	108	20
Overall computing service	1%	4%	22%	70%	2%
	2	7	36	115	4
Overall library service	1%	1%	15%	54%	29%
	1	2	25	89	47

How would you describe your skill level with the following?

	Have not used	Novice	Basic	Advanced	Expert
Email	%	1%	43%	47%	8%
	0	2	72	79	14
Instant Messaging	50%	14%	19%	13%	4%

	84	23	32	22	6
Voicemail	4%	5%	52%	33%	6%
	6	9	87	54	10
Banner (Student, HR, and Fiscal systems)	34%	12%	37%	15%	3%
	55	19	61	24	5
Advance (College Relations system)	67%	5%	14%	12%	2%
	110	8	23	20	4
Recruitment Plus (Admissions system)	83%	2%	6%	6%	3%
	138	3	10	10	5
Powerfaids (Financial Aid System)	92%	1%	3%	2%	2%
	153	1	5	4	4
Campus Reports	21%	19%	42%	16%	3%
	35	31	70	26	5
Campus Scheduling (KCEVENTS)	37%	16%	33%	13%	2%
	61	27	55	21	3
Kenyon Web Content Management System	66%	13%	13%	5%	2%
	110	21	22	9	4
Segue Course Management system	94%	2%	1%	%	3%
	157	4	1	0	5
Technology in meeting spaces/classrooms	46%	20%	26%	5%	3%
	76	34	43	8	5
Search engines (e.g. Google, Yahoo)	2%	7%	44%	37%	11%
	4	11	73	61	18
Online library catalog (Consort)	55%	10%	21%	9%	5%
	90	17	34	14	9
Library databases (e.g. LexisNexis, JSTOR)	67%	8%	14%	7%	4%
	112	13	23	12	6
Word processing software (e.g. Microsoft Word)	3%	3%	42%	44%	8%
	5	5	69	72	14

Spreadsheet software (e.g. Excel)	8%	18%	36%	32%	6%
	14	30	60	53	10
Database software (e.g. Access, Filemaker)	49%	19%	22%	8%	3%
	81	31	37	13	5
Presentation software (e.g. PowerPoint)	34%	23%	28%	11%	5%
	56	38	46	19	8
Web authoring software (e.g. DreamWeaver, Front Page)	66%	17%	7%	6%	4%
	111	28	12	10	6
Graphics software (e.g. Photoshop, CorelDraw)	46%	28%	16%	8%	3%
	76	46	26	13	5
Audio/video editing software (e.g. iMovie, Premiere)	81%	7%	8%	2%	2%
	136	11	14	3	3
Math or statistics software (e.g. Mathematica, SPSS)	87%	8%	1%	1%	3%
	143	13	2	2	5
Spatial analysis/GIS software (e.g. ArcView, Remote Sensing)	92%	4%	2%	%	2%
	153	6	3	0	4
Your primary Operating System (e.g. Mac OS, Windows)	8%	16%	46%	25%	5%
	14	26	77	42	8
Steps to improve desktop/laptop computer performance	21%	31%	35%	10%	4%
	35	51	59	16	6
Backing up data	18%	26%	42%	9%	4%
	30	43	69	14	7

How interested are you in learning more about the following?

	Not interested	Somewhat interested	Interested	Very interested
Email	23%	35%	30%	12%

	37	58	50	19
Instant Messaging	43%	32%	18%	7%
	71	52	30	11
Voicemail	42%	30%	19%	9%
	69	50	31	15
Banner (Student, HR, and Fiscal systems)	31%	26%	23%	20%
	50	42	38	32
Advance (College Relations system)	62%	17%	9%	12%
	101	28	15	20
Recruitment Plus (Admissions system)	75%	11%	7%	6%
	122	18	12	10
Powerfaids (Financial Aid System)	80%	11%	5%	4%
	130	18	8	6
Campus Reports	24%	26%	27%	22%
	40	43	45	37
Campus Scheduling (KCEVENTS)	37%	27%	26%	10%
	61	45	42	16
Kenyon Web Content Management System	45%	28%	15%	13%
	73	45	24	21
Segue Course Management system	84%	10%	3%	2%
	137	17	5	4
Technology in meeting spaces/classrooms	49%	30%	14%	7%
	81	49	23	11
Search engines (e.g. Google, Yahoo)	25%	35%	28%	12%
	42	57	46	20
Online library catalog (Consort)	54%	27%	14%	6%
	88	44	22	9
Library databases (e.g. LexisNexis, JSTOR)	61%	18%	14%	7%
	99	29	23	12

Word processing software (e.g. Microsoft Word)	18%	28%	35%	19%
	30	46	58	31
Spreadsheet software (e.g. Excel)	15%	24%	37%	24%
	25	39	61	39
Database software (e.g. Access, Filemaker)	41%	20%	24%	15%
	67	32	39	25
Presentation software (e.g. PowerPoint)	28%	28%	28%	15%
	46	46	46	25
Web authoring software (e.g. DreamWeaver, Front Page)	39%	26%	20%	15%
	63	42	33	25
Graphics software (e.g. Photoshop, CorelDraw)	35%	22%	24%	20%
	56	35	38	32
Audio/video editing software (e.g. iMovie, Premiere)	53%	21%	16%	11%
	85	33	25	17
Math or statistics software (e.g. Mathematica, SPSS)	79%	10%	5%	6%
	126	16	8	9
Spatial analysis/GIS software (e.g. ArcView, Remote Sensing)	78%	9%	6%	7%
	127	15	9	11
Your primary Operating System (e.g. Mac OS, Windows)	25%	27%	32%	16%
	41	43	51	26
Steps to improve desktop/laptop computer performance	16%	25%	34%	25%
	26	40	55	41
Backing up data	22%	32%	27%	19%
	36	52	44	30

How interested are you in learning new technical or research skills by the following methods?

	Not interested	Somewhat interested	Interested	Very interested
One-on-one instruction	16%	25%	34%	26%
	26	40	55	42
Workshop/Training Session	11%	28%	42%	19%
	18	46	70	32
Self-directed with online tutorial	23%	28%	28%	21%
	38	46	47	34
Self-directed with documentation	23%	29%	28%	20%
	38	47	46	33
Trial and error	43%	37%	15%	5%
	70	61	25	8

Which of the following do you use for work purposes? (Please check all that apply.)

	Count	Percent
Animations	7	4%
Blogs	6	4%
Burn CDs	67	40%
Burn DVDs	26	16%
Segue Course Management system	3	2%
Digital audio	13	8%
Digital images	48	29%
Digital video	21	13%
Discussion Boards	21	13%
Email	164	99%
Instant messaging/Chat	15	9%
Podcasting	6	4%
Portable drives (e.g. USB drives Jump drive)	43	26%
Portable media devices (e.g. iPods)	11	7%
RSS feeds	3	2%
Simulations	1	1%
Slides	20	12%
Survey tools	21	13%
Technology-enhanced presentations	24	14%

Video conferencing	13	8%
Videotapes	23	14%
Web page development	52	31%
Wikis	3	2%
Other (please specify)	6	4%
Total Responses:	166	100%

Other

scanning
mass invitations (e-vites)
CMS
eventually podcasting
BANNER
databases

Which of the following devices do you personally own? (Please check all that apply.)

	Count	Percent
Desktop computer	138	83%
Laptop/Notebook computer	54	32%
Mobile phone	136	81%
PDA (e.g. PalmPilot ,Blackberry)	20	12%
MP3 Player (e.g. iPod, Rio)	46	28%
Scanner	84	50%
Printer	142	85%
Digital still camera	111	66%
Video camera	83	50%
Video game player (e.g.Xbox, Playstation 2)	55	33%
Radio	163	98%
Television	165	99%
Audio system	111	66%
VCR	158	95%
DVD player	155	93%
DVR (e.g. Tivo)	22	13%
Fax Machine	43	26%
Total Responses:	167	100%

What year did you begin at Kenyon College?

	Count	Percent
1976	1	1%
1999	8	5%
1998	11	7%
1993	4	2%

1992	5	3%
1991	3	2%
1990	1	1%
1997	4	2%
1996	7	4%
1995	4	2%
1994	2	1%
1982	3	2%
1983	2	1%
1980	4	2%
1981	3	2%
1986	3	2%
1987	7	4%
1984	4	2%
1985	6	4%
1970	1	1%
1973	1	1%
1979	1	1%
1978	1	1%
1968	1	1%
2000	7	4%
2001	9	5%
2002	9	5%
2003	8	5%
2004	14	8%
2005	18	11%
2006	3	2%
1988	3	2%
1989	5	3%
1975	2	1%
Total Responses:	165	100%

Are you considered a full-time employee of Kenyon College for at least nine months of the current academic year?

	Count	Percent
Yes	150	90%
No	16	10%
Total Responses:	166	100%

Which of the following best describes your job?

	Count	Percent
Administrative/Academic support	97	58%
Service/Facility support	17	10%

Technical/Professional	19	11%
Supervisor/Management	33	20%
Total Responses:	166	100%

What is your gender?

	Count	Percent
Female	123	74%
Male	44	26%
Total Responses:	167	100%

What is your age?

	Count	Percent
24 or younger	4	2%
25-29	11	7%
30-34	11	7%
35-39	19	11%
40-44	31	19%
45-49	29	17%
50-54	32	19%
55-59	23	14%
60-64	5	3%
65 or older	1	1%
Total Responses:	166	100%

What is your race? (Please check all that apply)

	Count	Percent
White	158	96%
Black	4	2%
Latino/a	1	1%
Asian	2	1%
Native American	2	1%
Other	2	1%
Total Responses:	165	100%

