UNI Computer and Library Satisfaction Survey

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Introduction

This report presents a summary of the University of Northern Iowa (UNI) Computer and Library Satisfaction Survey. This survey was given to all UNI students participating in advanced registration for the Fall 2002 semester (April 9, 2002 – April 26, 2002). Nearly 8,000 students (N=7,989) participated in advanced registration and completed the survey items. The purpose of this report is to provide summary information on the perceptions of UNI students regarding the computer and library services at UNI. It is important to realize that this information provides a summary of responses, and interpretations should only be made after thorough examination.

The UNI Computer and Library Satisfaction Survey has been administered to students for a number of years. The core questions used in the survey have been used consistently since 1997. This survey provides valuable insight into the opinions of the student body at UNI. They utilize the computer services and library facilities at UNI perhaps more than any other group on campus. Therefore, the information obtained from this survey can be used to provide an overview of issues that may need further attention. Figure 1 presents the distribution of respondents by college.

Figure 1. Distribution of Respondents by College
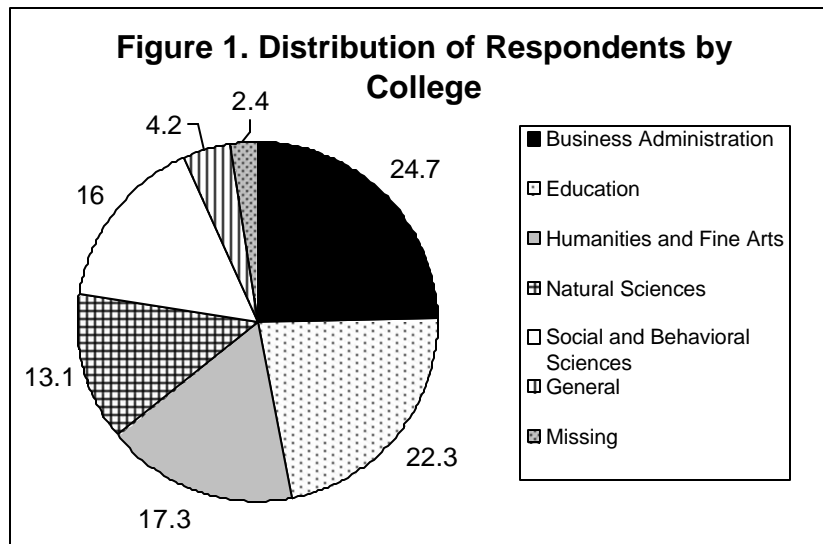
Method

Students were presented with the UNI Computer and Library Satisfaction Survey questions during the Fall 2002 online registration period between April 9, 2002 and April 26, 2002. Respondents were asked to answer a set of two paired questions randomly selected from a list of 20 pairs. Each question was answered by approximately 400 students, except for Item 23. Question 23, which asked students about personal computer ownership, was matched with questions 11 through 20. Item 23 was answered by 4,403 students. Most questions focused on student perceptions of computer and library services offered at UNI. Items ranged from "the library usually has the scholarly journals (periodicals) I need for my studies" to "the UNI computer network is generally accessible after 5 pm from off campus." Several questions were included that focused on childcare needs of UNI students and on other university particulars. These questions were removed from the original data set and were not used in the analysis of this survey. See Appendix A for a complete list of the survey questions.

Respondents were asked to indicate the extent to which they agreed or disagreed to most of the survey statements on a scale from 1 (strongly disagree) to 5 (strongly agree). Some of the items required the student to indicate a yes or no response. All survey responses were recorded and compiled into a master file. The survey responses were sent from Information Technology Services to the Office of Information Management and Analysis and converted to a data file. The data were then analyzed to show patterns of response.

Table 1 presents demographic information for respondents to the UNI Computer and Library Satisfaction Survey by college. For the purposes of this study, demographic information consists of age, sex, marital status, grade level, and residency classification. We were unable to obtain demographic information for some respondents. This missing data is reflected in the decreased total numbers for each category. Throughout the report most percentages were rounded to the nearest one tenth of one percent. Therefore, due to this rounding, the values of some of the tables may not equal exactly 100%.

Table 1. Demographic Characteristics by College													
	Business Administration		Education		Humanities & Fine Arts		Natural Sciences		Social & Behavioral Sciences		General Studies		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sex														
Female	856	43.4	1414	79.3	901	65.3	375	35.7	806	63.2	214	63.7	4566	58.6
Male	1115	56.6	369	20.7	479	34.7	675	64.3	469	36.8	122	36.3	3229	41.4
Total	1971	100	1783	100	1380	100	1050	100	1275	100	336	100	7795	100
Age														
19 or under	224	11.4	189	10.6	144	10.4	104	9.9	133	10.4	133	39.6	927	11.9
20-23	1576	80.0	1327	74.4	1072	77.7	762	72.6	967	75.8	199	59.2	5903	75.7
24-29	113	5.7	171	9.6	111	8.0	119	11.3	117	9.2	3	0.9	634	8.1
30-39	40	2.0	54	3.0	32	2.3	39	3.7	37	2.9	1	0.3	203	2.6
40-55	18	0.9	40	2.2	16	1.2	26	2.5	20	1.6	0	0	120	1.5
Over 55	0	0	2	0.1	5	0.4	0	0	1	0.1	0	0	8	0.1
Total	1971	100	1783	100	1380	100	1050	100	1275	100	336	100	7795	100
Marital Status														
Single	1870	94.9	1605	90.0	1286	93.2	945	90.0	1166	91.5	330	98.2	7202	92.4
Married	46	2.3	96	5.4	51	3.7	40	3.8	51	4.0	4	1.2	288	3.7
Div./Sep.	55	2.8	82	4.6	43	3.1	65	6.2	58	4.5	2	0.6	305	3.9
Total	1971	100	1783	100	1380	100	1050	100	1275	100	336	100	7795	100
Residency														
In-State	1873	95.0	1710	96.0	1284	93.2	994	94.8	1205	94.6	329	97.9	7395	94.9
Out-of-State	98	5.0	71	4.0	94	6.8	55	5.2	69	5.4	7	2.1	394	5.1
Total	1971	100	1781	100	1378	100	1049	100	1274	100	336	100	7789	100
Classification														
Freshman	451	22.9	480	26.9	317	23.0	211	20.1	251	19.7	251	74.7	1961	25.2
Sophomore	503	25.5	442	24.8	348	25.2	268	25.5	334	26.3	78	23.2	1973	25.3
Junior	629	31.9	609	34.2	452	32.8	317	30.2	440	34.6	7	2.1	2454	31.5
Senior	388	19.7	251	14.1	263	19.1	254	24.2	247	19.4	0	0	1403	18.0
Total	1971	100	1782	100	1380	100	1050	100	1272	100	336	100	7791	100

Results

Summary tables and charts of responses to the survey questions show the number and the percent responding to each question. Responses to each question are also presented in summary tables and charts broken down by college. Data for some respondents was unavailable; therefore, some percentages may reflect this missing data.

Subsequent to data analysis of the UNI Computer and Library Satisfaction Survey, certain patterns of response emerged. These survey response sets highlight key issues

of importance for the UNI student body. Certain patterns of response may indicate a need for future examination of these relationships in the university environment. The following list presents some of the key observations of the survey. Please note that agreement is presented in terms of individuals who responded either "agree" or "strongly agree" to the survey items.

- Students feel that they are given adequate support in the use of the library and its resources.
  - Two-thirds of the respondents (66.8%) agree that the Rod Library faculty and staff are generally courteous and helpful.
  - 30.8% of students agree that Rod Library instruction sessions (tours, classes, workshops) are helpful in their academic work; however, most (49.0%) responded neutral to this question. It may be that many students fail to take advantage of this service provided by the library.
  - Half of the respondents (51.7%) indicated that when they ask a librarian for assistance they usually get a useful response.

- Students are generally satisfied with the computer services provided by the Rod Library.
  - Almost sixty percent (58.5%) of students indicated that the Rod Library home page is a valuable resource for finding information on the Internet.
  - Over half of the respondents (54.7%) indicated that they could easily access library resources from outside the library via the university network.
  - 60.5% of students feel that UNISTAR, the Rod Library's online catalog, is a valuable resource for finding books and periodicals in the library.

- As computer use among students in their educational and personal lives increases, their evaluation of the computer services provided by UNI has become a bit more critical than in the past. However, students are generally satisfied with the computer resources at UNI.

- Less than half of the respondents (43.8%) indicated that the VMS VAX email software on the UNI COBRA and VIPER computers generally meets their educational needs. This number has declined over the past few years, down from 67.1% in 1998 and 46.9% in 2000.
  - 44.8% of respondents said that the UNI computer network is usually accessible after 5 pm from off campus.
  - On a positive note, over two-thirds (66.9%) of students agree that computers have been a significant part of their coursework at UNI. This number is up from 64.2% in 2000 and 60.7% in 1999.
  - 64.0% of students indicated that the network and computer resources at UNI are adequate.
  - The majority of students on campus have a personal computer. 85.8% of students indicated that they had a computer available for their personal use. 33.8% of students owned a computer that was less than one year old and 32.3% of students had a computer that was one to three years old.

- The enthusiasm of the student population to use technology and computers has impacted administrative components of the academic experience at UNI.
  - 71.8% of students indicated that since they were able to obtain their grade report via the telephone and the web that it would be acceptable if they were no longer mailed a paper grade report.
  - As students become accustomed to registering for their classes online they appear to be losing interest in the possibility of telephone registration. Only 43.5% of students said they would register for classes via the telephone if this option was made available to them, meaning that the majority of students (56.5%) said they would not utilize this service.

Figure 2. Overall Student Agreement
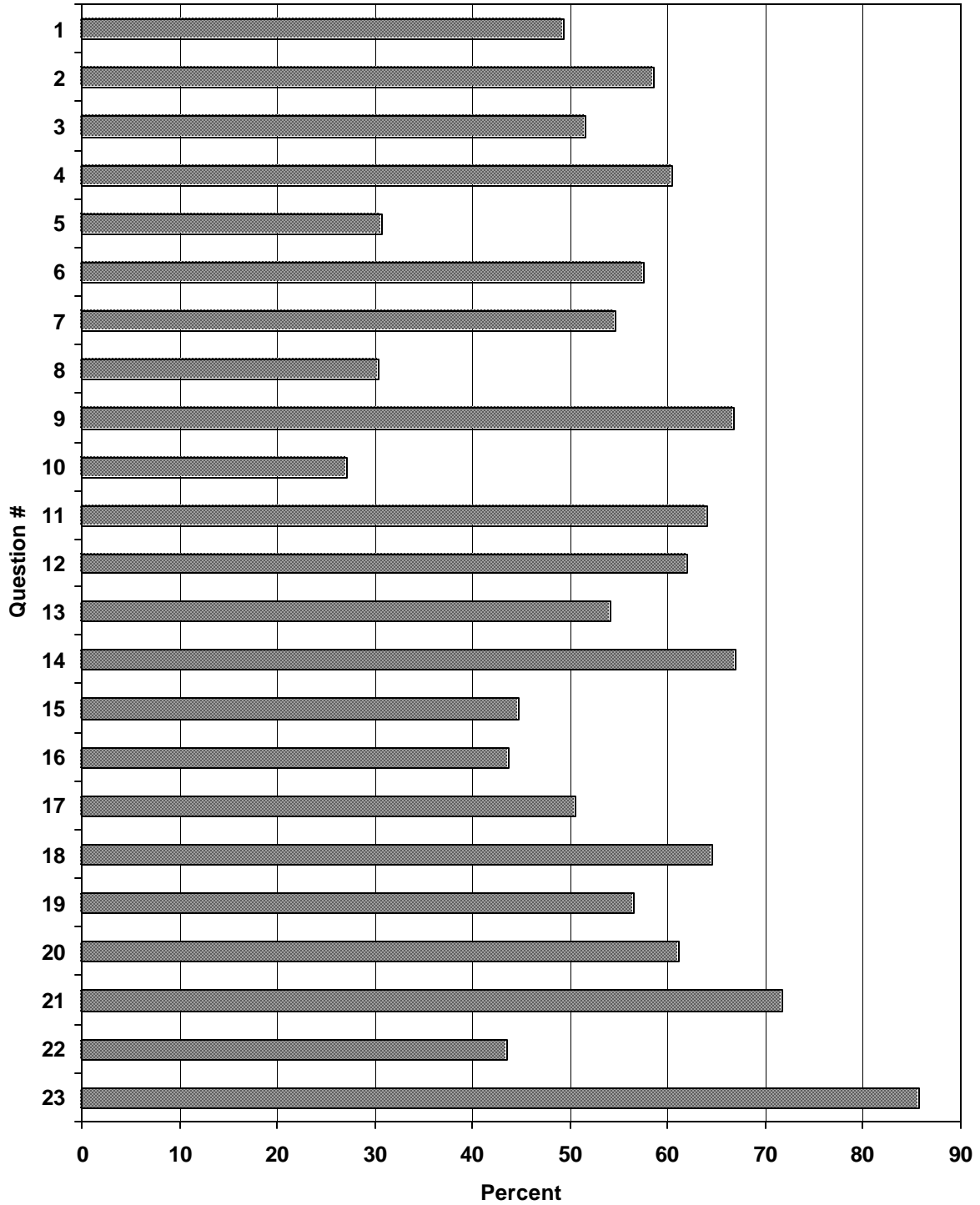
Summary of Responses

Q1. The library usually has the scholarly journals (periodicals) I need for my studies.

	Frequency	Percent
Strongly Disagree	57	14.2
Disagree	20	5.0
Neutral	127	31.6
Agree	162	40.3
Strongly Agree	36	9.0
Total	402	100
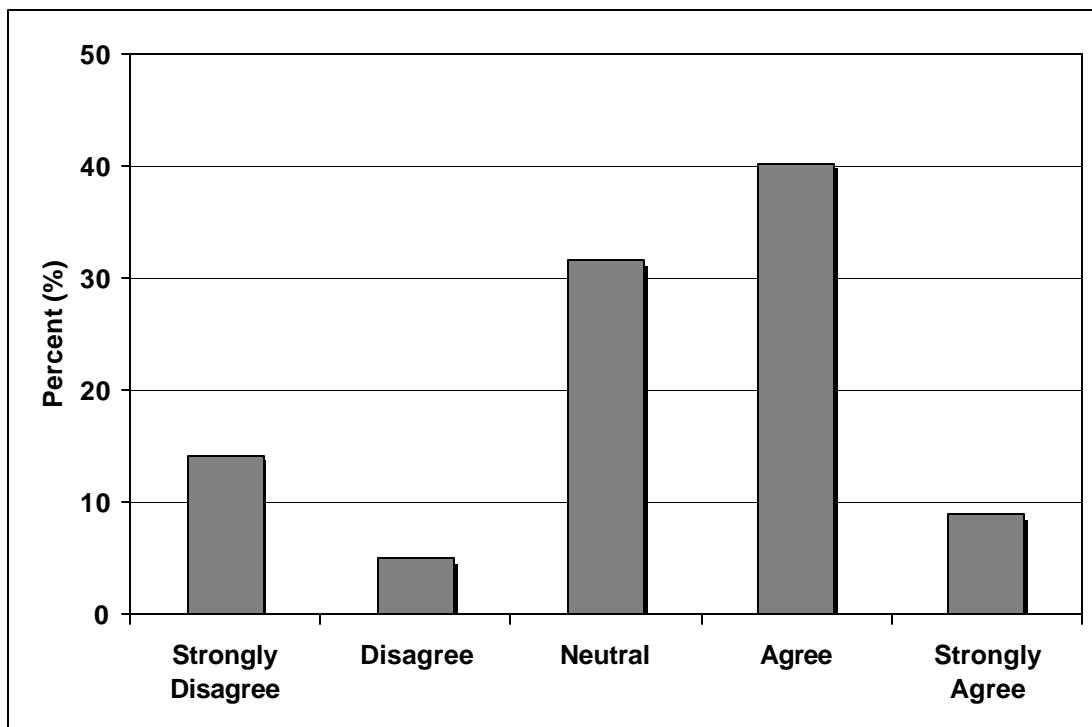
Q2. The Rod Library home page is a valuable resource for finding information on the Internet.

	Frequency	Percent
Strongly Disagree	48	11.9
Disagree	18	4.5
Neutral	101	25.1
Agree	174	43.3
Strongly Agree	61	15.2
Total	402	100
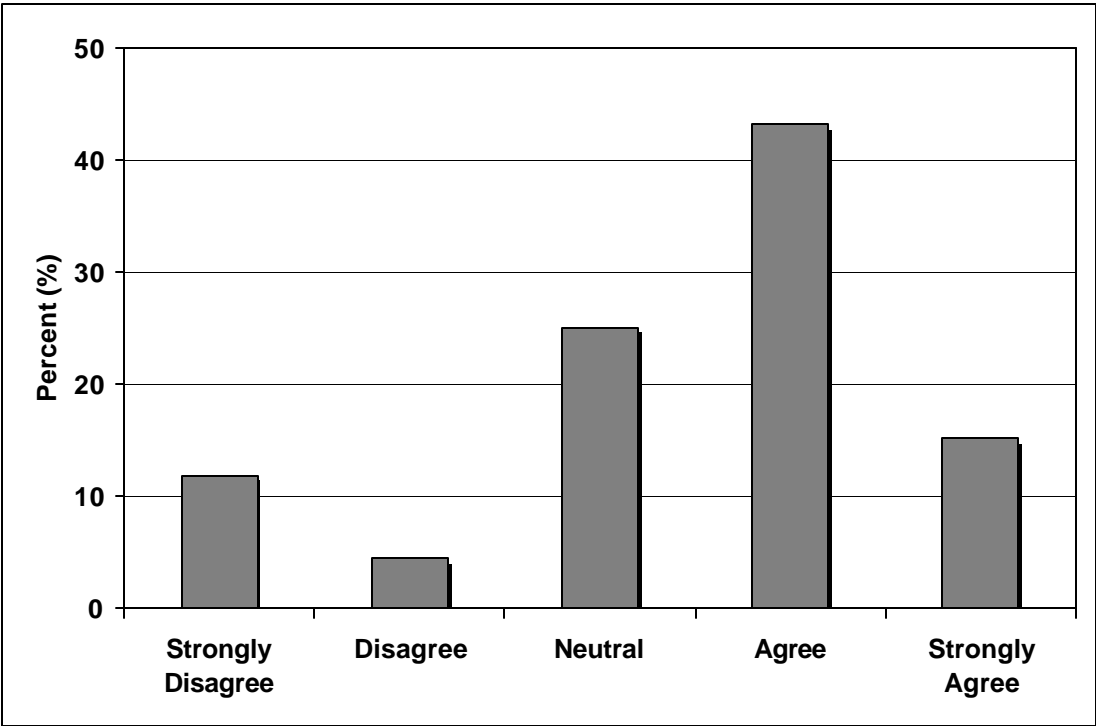
Q3. When I ask a librarian for assistance, I usually get a useful response.

	Frequency	Percent
Strongly Disagree	68	16.9
Disagree	13	3.2
Neutral	114	28.4
Agree	151	37.6
Strongly Agree	56	13.9
Total	402	100
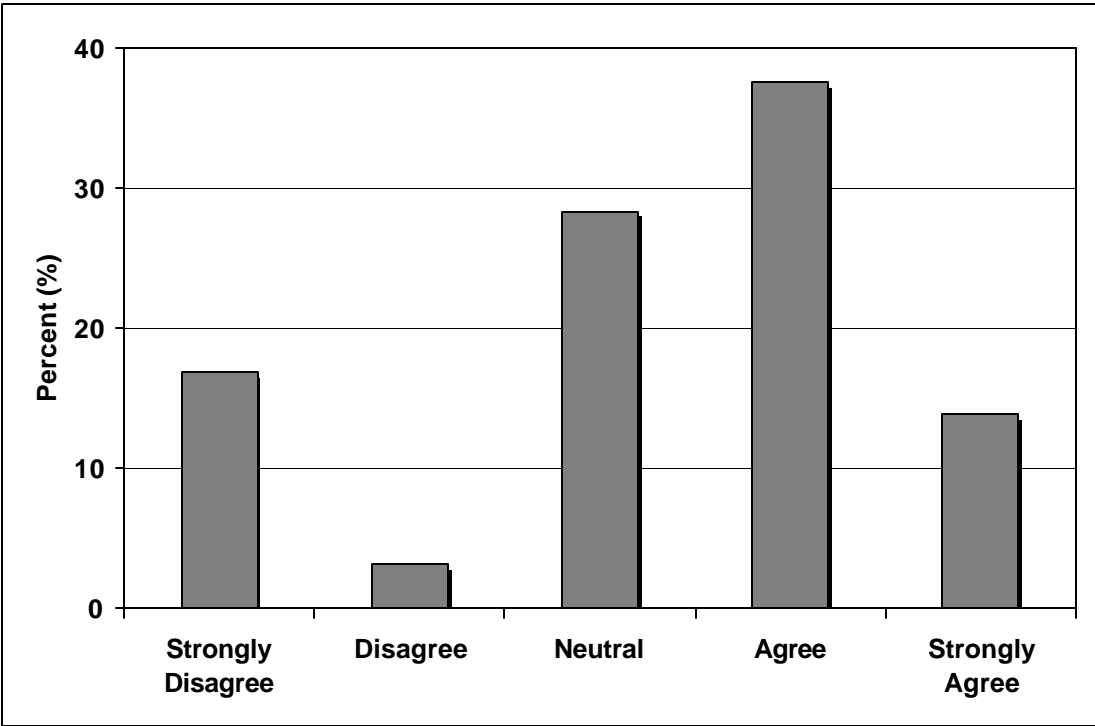
Q4. UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the library.

	Frequency	Percent
Strongly Disagree	52	12.9
Disagree	15	3.7
Neutral	92	22.9
Agree	153	38.1
Strongly Agree	90	22.4
Total	402	100
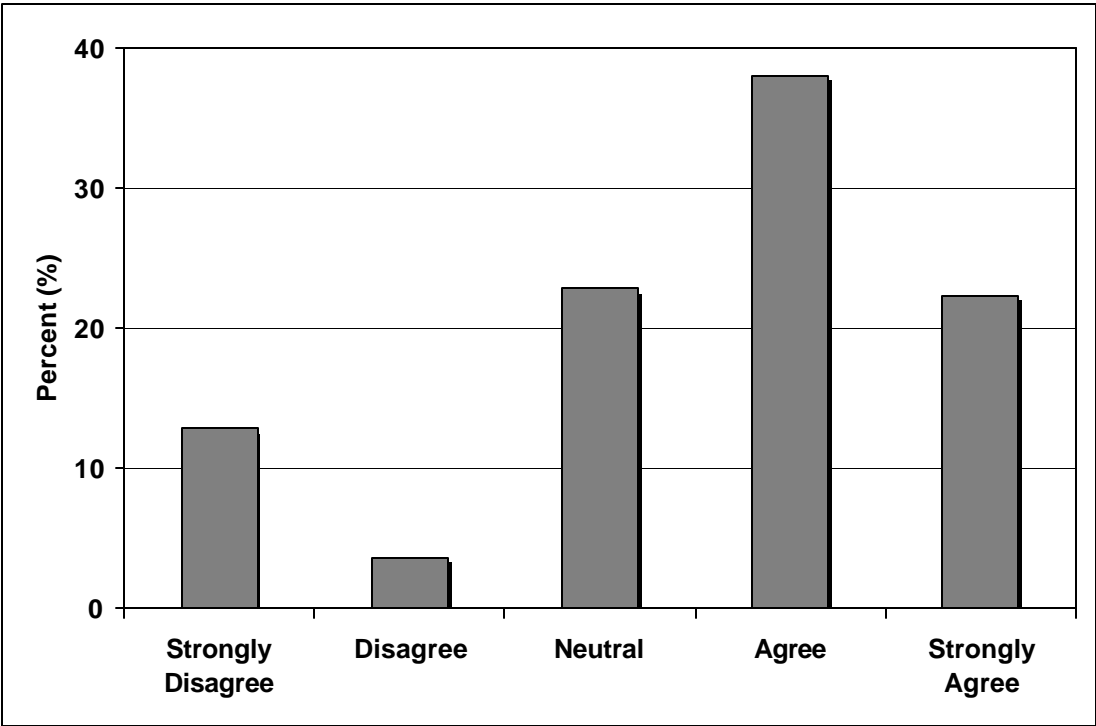
Q5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

	Frequency	Percent
Strongly Disagree	49	12.3
Disagree	32	8.0
Neutral	196	49.0
Agree	109	27.3
Strongly Agree	14	3.5
Total	400	100
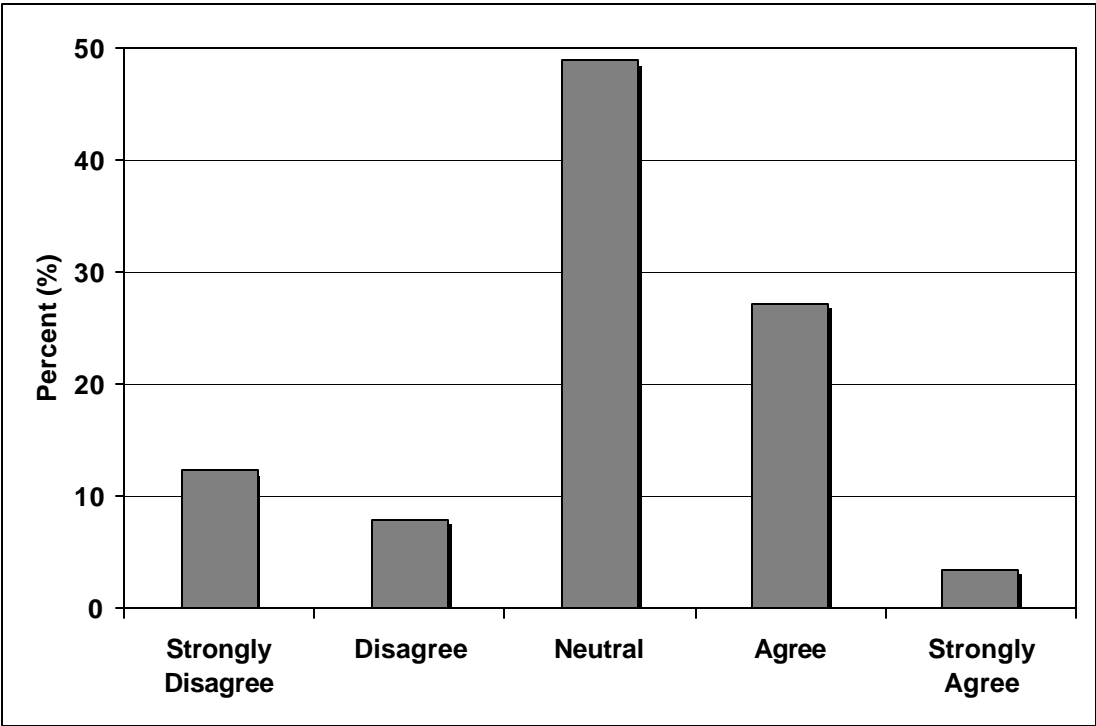
Q6. I am satisfied with the access to computerized databases available through Rod Library.

	Frequency	Percent
Strongly Disagree	38	9.5
Disagree	20	5.0
Neutral	112	28.0
Agree	186	46.5
Strongly Agree	44	11.0
Total	400	100
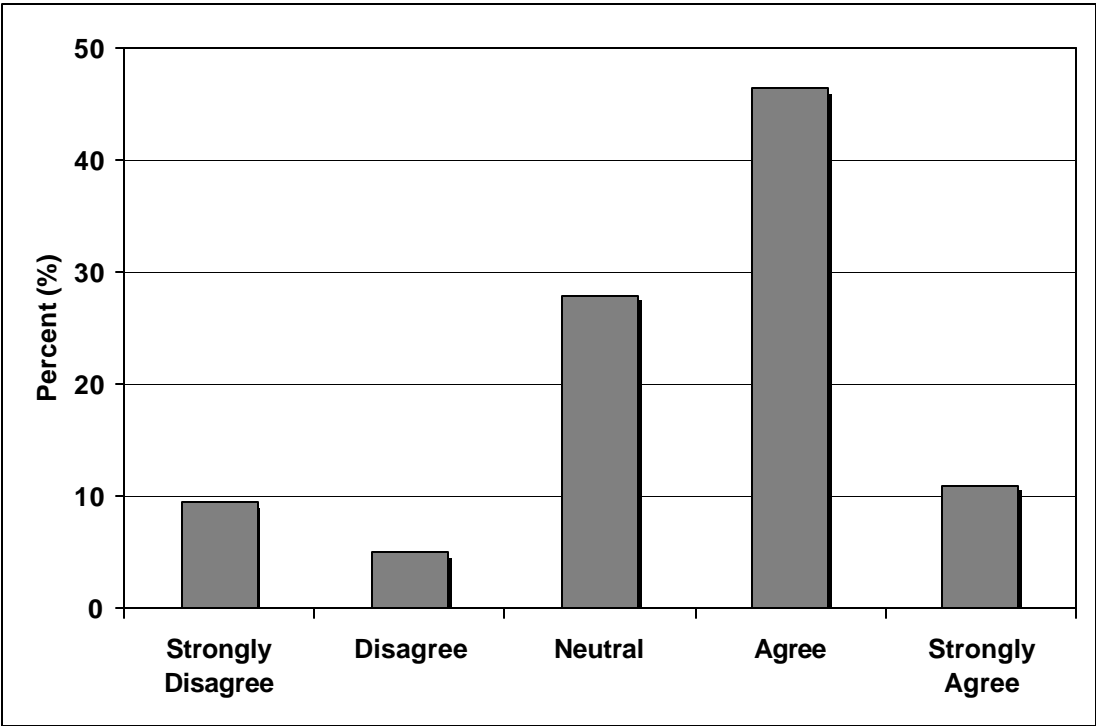
Q7. I can easily access library resources from outside the library via the university network.

	Frequency	Percent
Strongly Disagree	68	17.1
Disagree	32	8.0
Neutral	80	20.1
Agree	159	39.9
Strongly Agree	59	14.8
Total	398	100
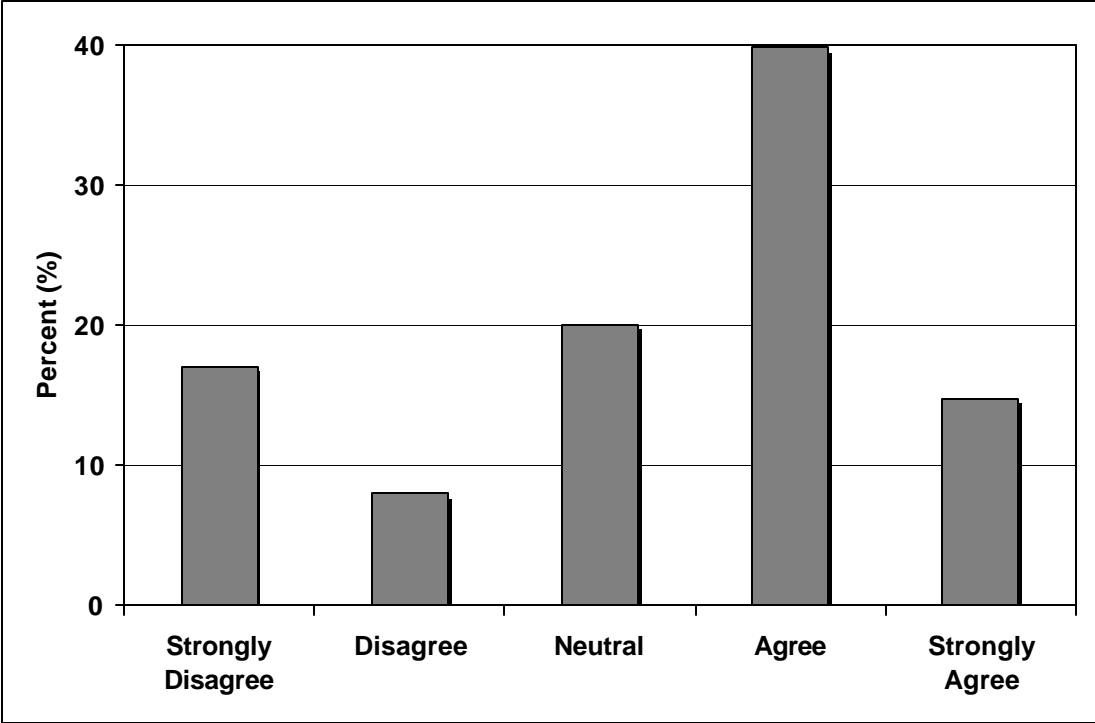
Q8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

	Frequency	Percent
Strongly Disagree	41	10.3
Disagree	13	3.3
Neutral	223	56.0
Agree	91	22.9
Strongly Agree	30	7.5
Total	398	100
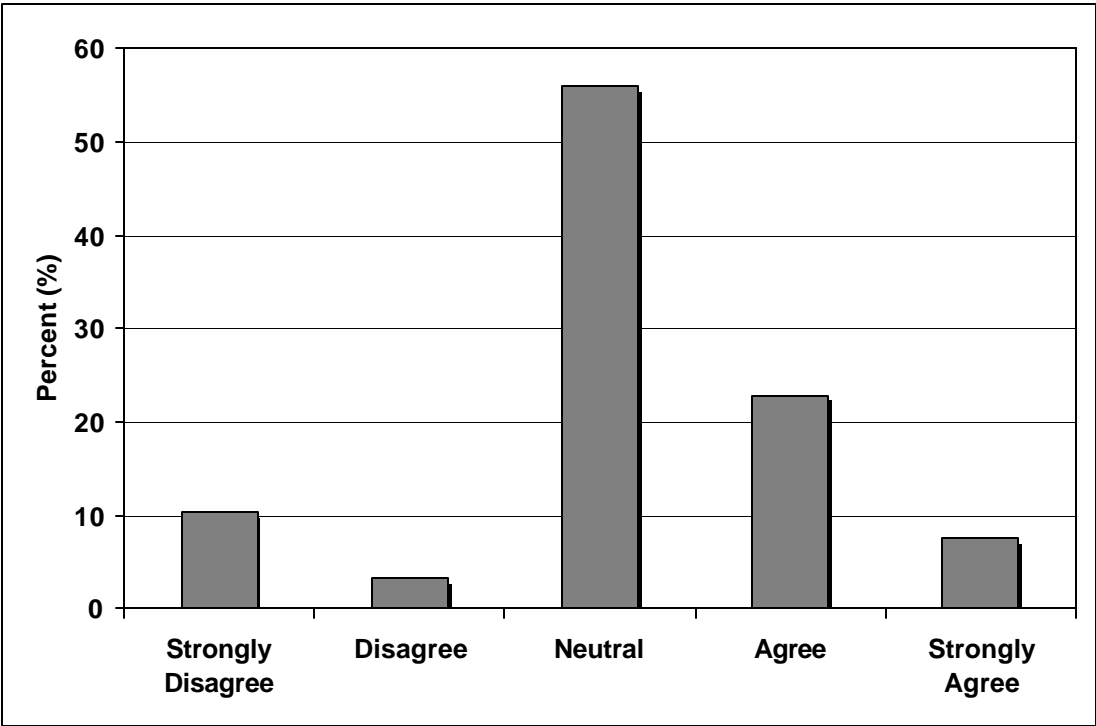
Q9. Rob Library faculty and staff are generally courteous and helpful to me.

	Frequency	Percent
Strongly Disagree	45	11.3
Disagree	7	1.8
Neutral	80	20.2
Agree	198	49.9
Strongly Agree	67	16.9
Total	397	100
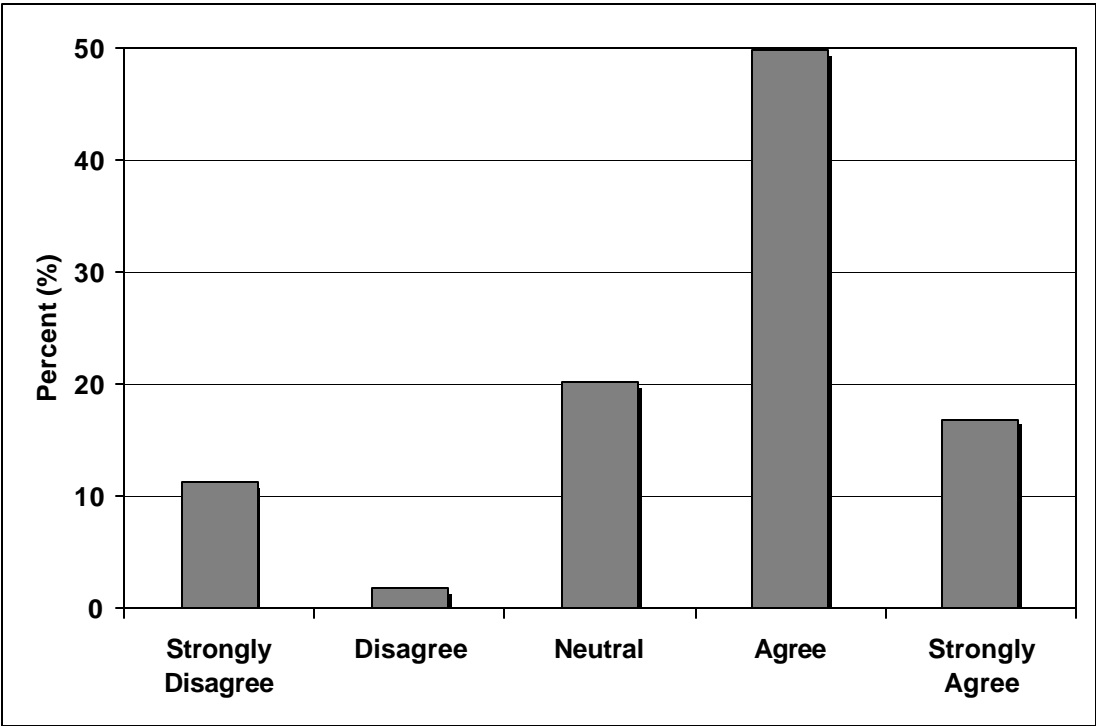
Q10. I have found the government documents in the Rod Library helpful.

	Frequency	Percent
Strongly Disagree	32	8.1
Disagree	14	3.5
Neutral	243	61.2
Agree	81	20.4
Strongly Agree	27	6.8
Total	397	100
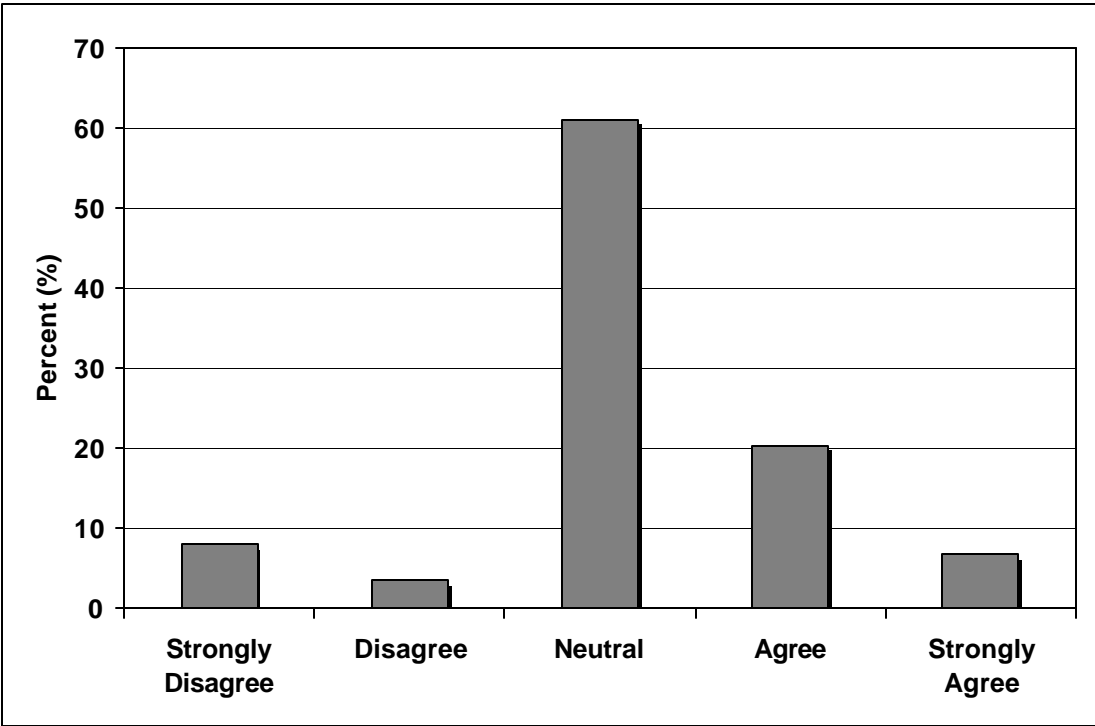
Q11. The network and computer resources at UNI are adequate.

	Frequency	Percent
Strongly Disagree	49	12.2
Disagree	26	6.5
Neutral	70	17.4
Agree	221	55.0
Strongly Agree	36	9.0
Total	402	100
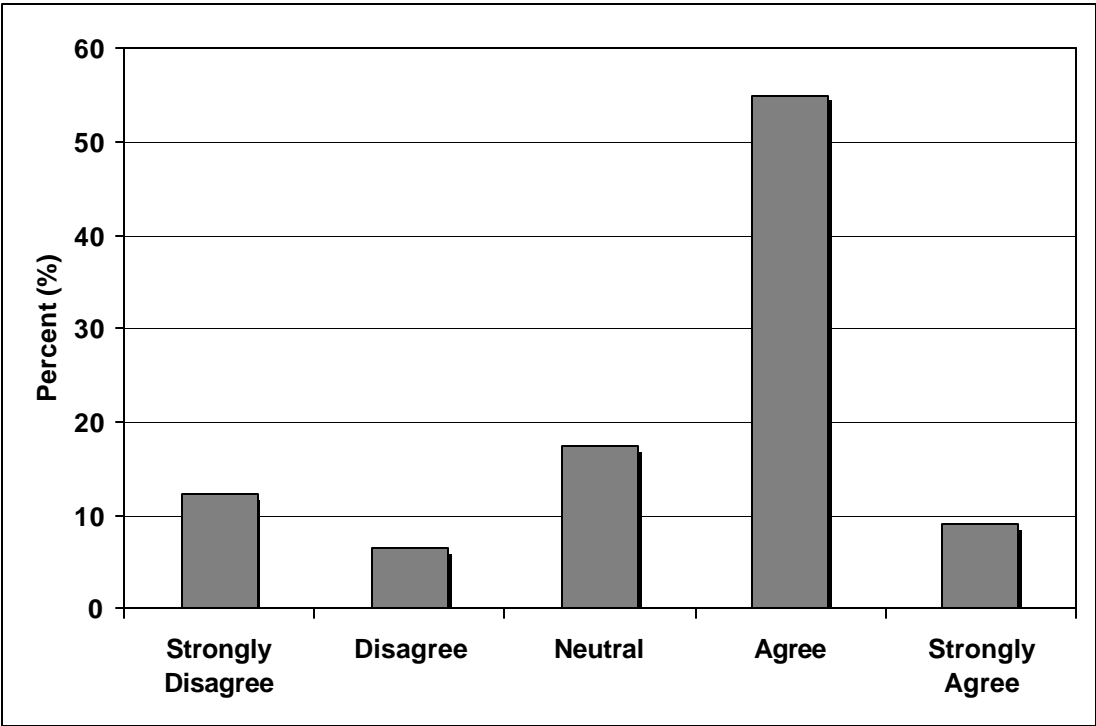
Q12. The UNI computer network is generally accessible between 8 am and 5 pm from ON campus.

	Frequency	Percent
Strongly Disagree	66	16.5
Disagree	20	5.0
Neutral	66	16.5
Agree	167	41.9
Strongly Agree	80	20.1
Total	399	100
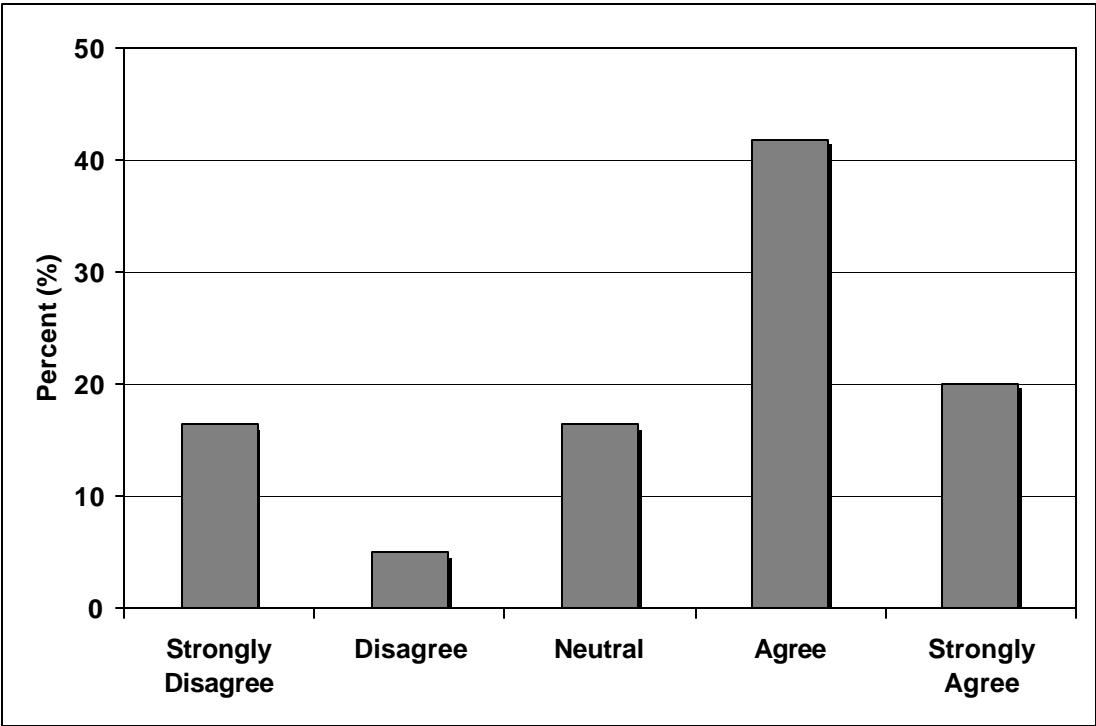
Q13. The UNI computer network is generally accessible between 8 am and 5 pm from OFF campus.

	Frequency	Percent
Strongly Disagree	61	15.1
Disagree	22	5.5
Neutral	102	25.3
Agree	166	41.2
Strongly Agree	52	12.9
Total	403	100
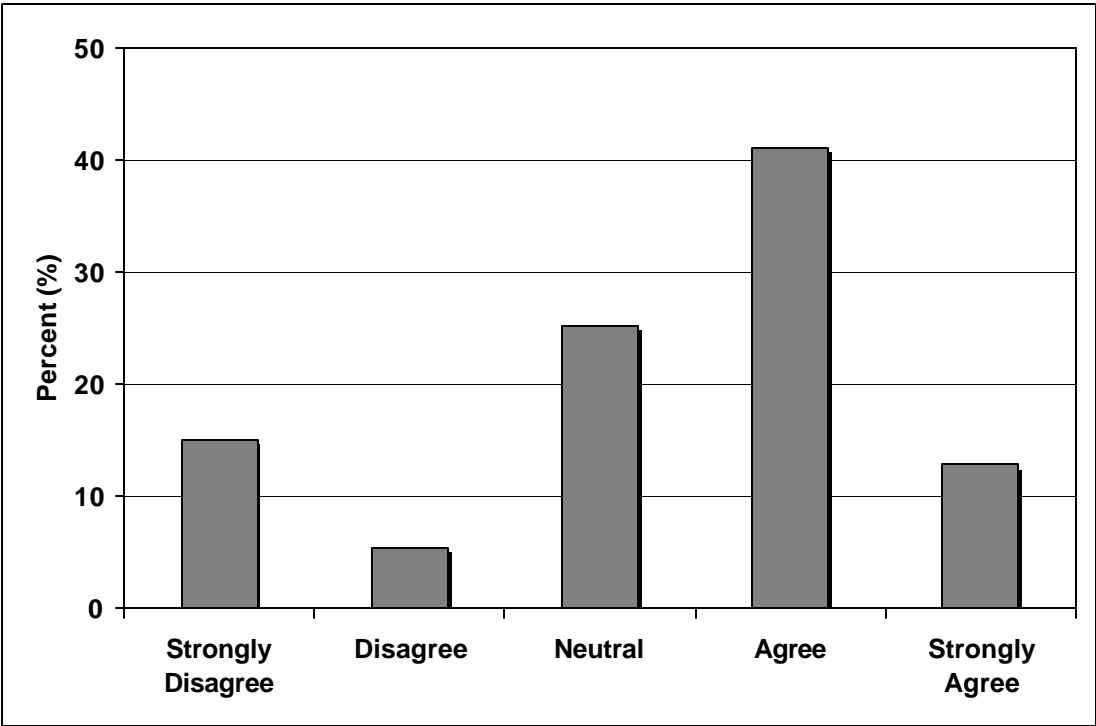
Q14. Computers have been a significant part of my coursework at UNI.

	Frequency	Percent
Strongly Disagree	82	20.4
Disagree	9	2.2
Neutral	42	10.5
Agree	143	35.7
Strongly Agree	125	31.2
Total	401	100
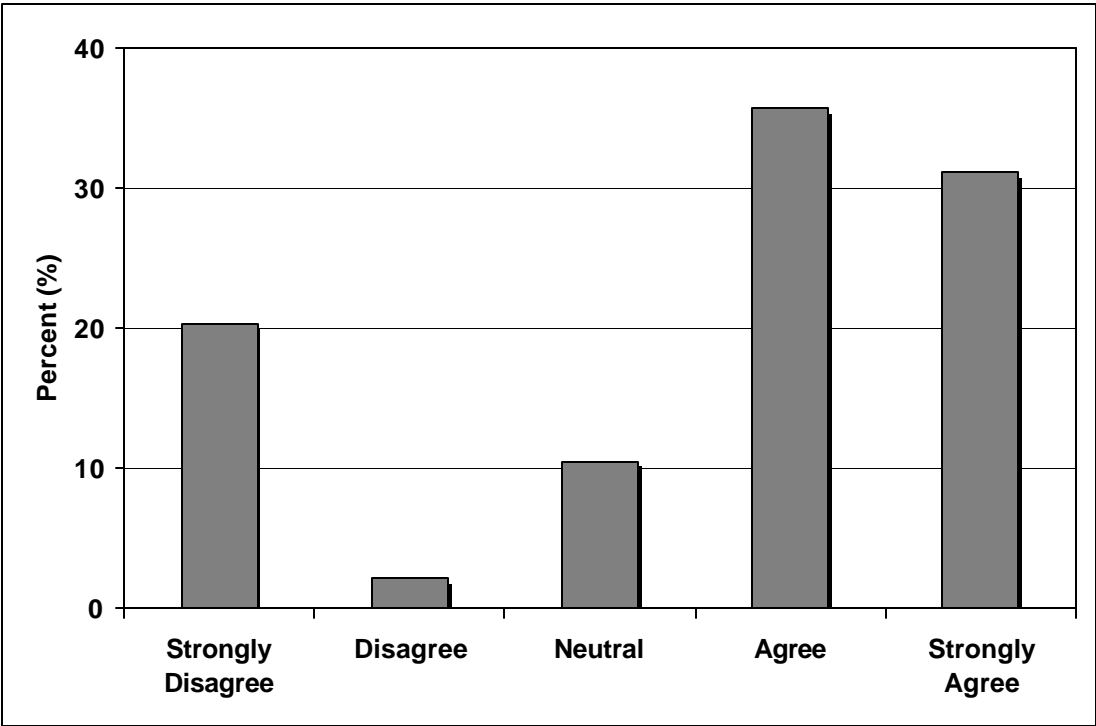
Q15. The UNI computer network is generally accessible after 5 pm from off campus.

	Frequency	Percent
Strongly Disagree	54	13.5
Disagree	27	6.8
Neutral	140	35.0
Agree	144	36.0
Strongly Agree	35	8.8
Total	400	100
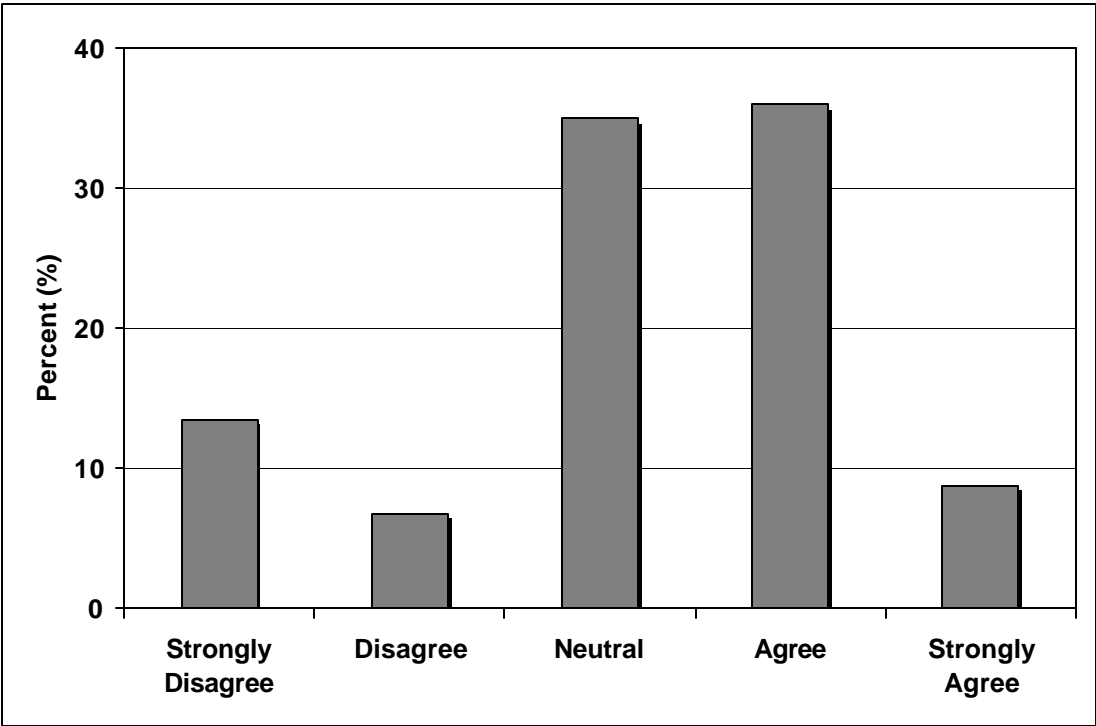
Q16. The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

	Frequency	Percent
Strongly Disagree	34	8.5
Disagree	18	4.5
Neutral	174	43.3
Agree	143	35.6
Strongly Agree	33	8.2
Total	402	100
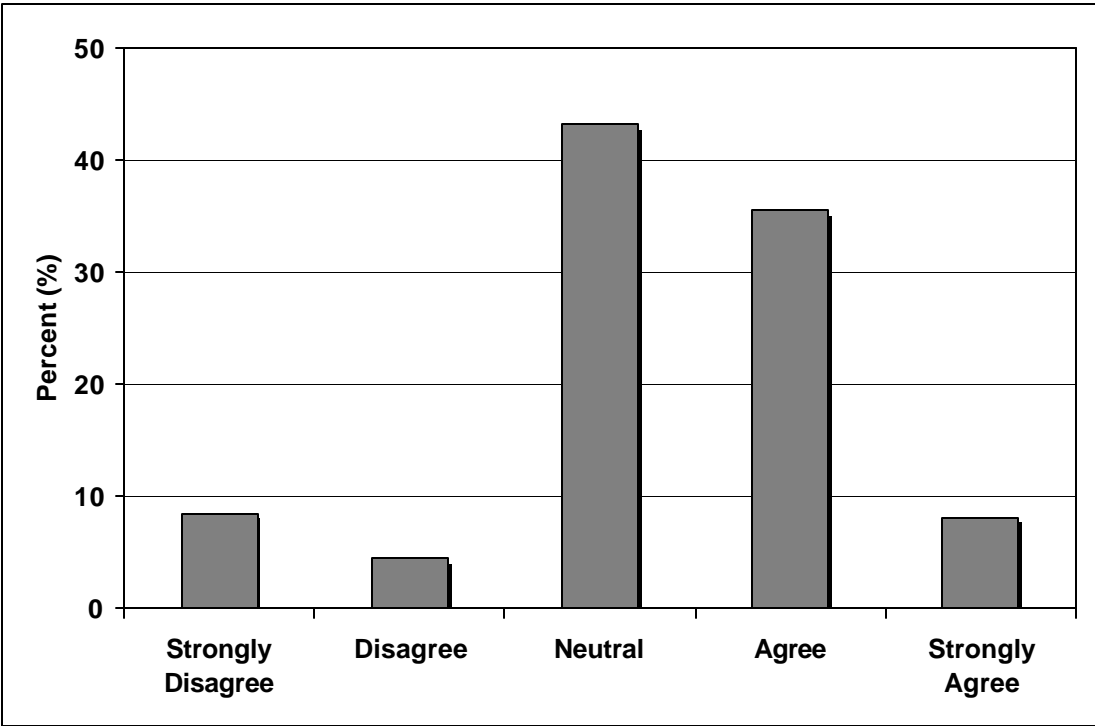
Q17. The training I have received on the use of UNI computers has generally met my educational needs.

	Frequency	Percent
Strongly Disagree	52	13.0
Disagree	27	6.8
Neutral	119	29.8
Agree	167	41.8
Strongly Agree	35	8.8
Total	400	100
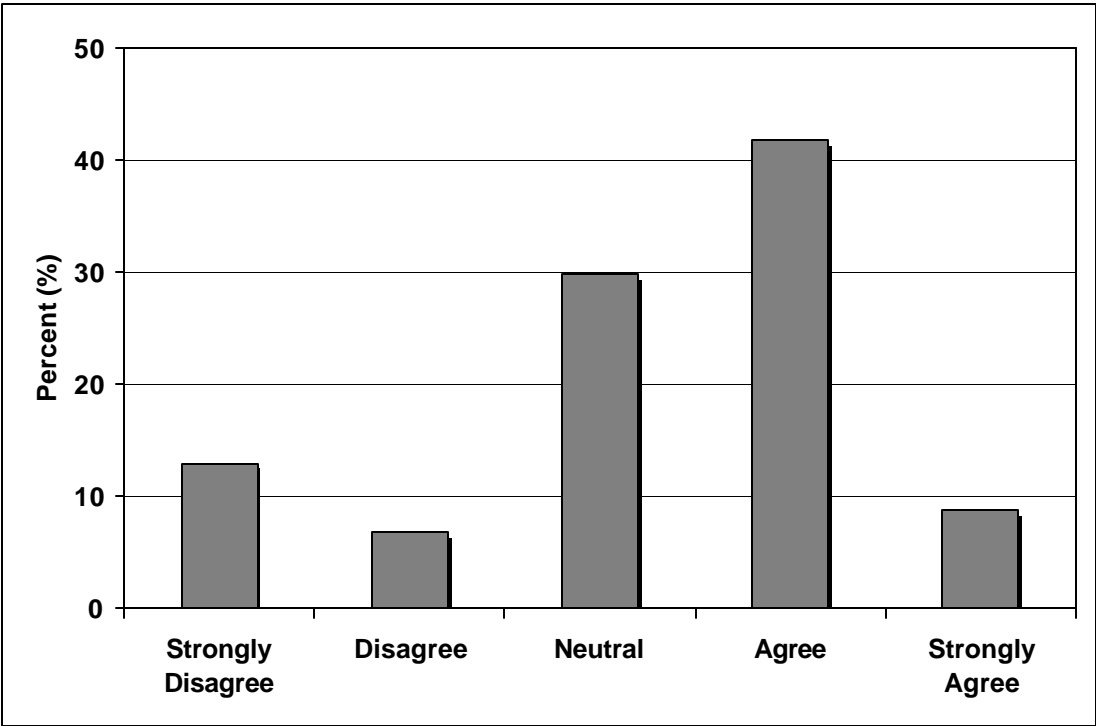
Q18. The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

	Frequency	Percent
Strongly Disagree	57	14.1
Disagree	26	6.5
Neutral	60	14.9
Agree	193	47.9
Strongly Agree	67	16.6
Total	403	100
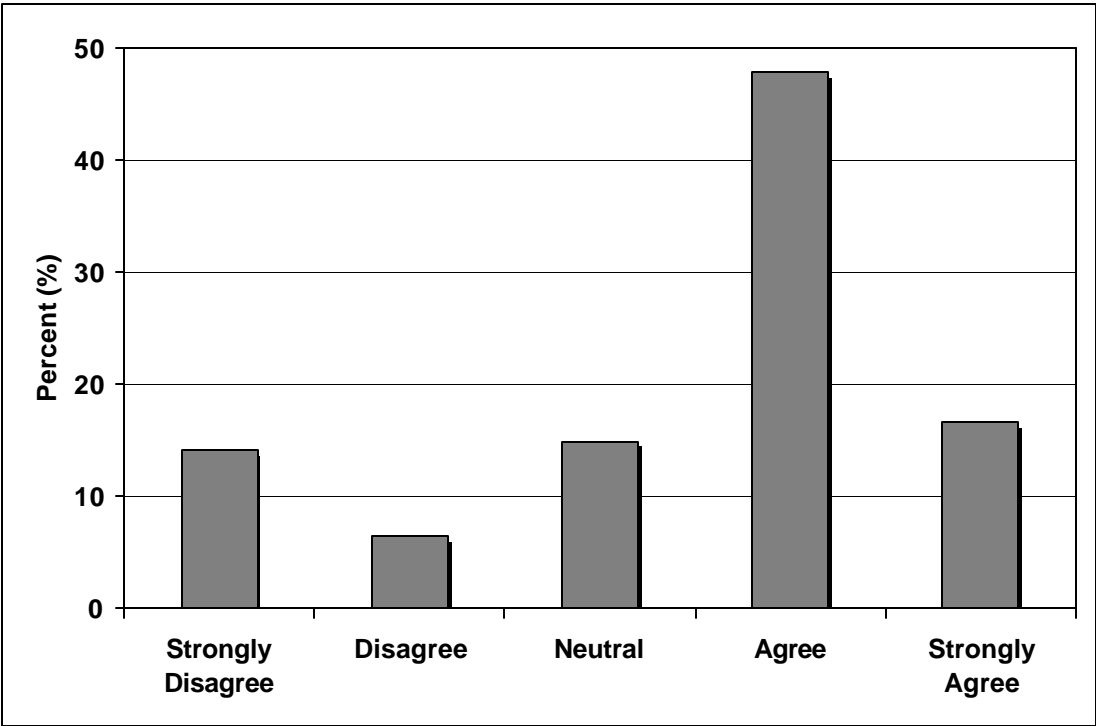
Q19. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

	Frequency	Percent
Strongly Disagree	60	15.2
Disagree	15	3.8
Neutral	97	24.5
Agree	168	42.4
Strongly Agree	56	14.1
Total	396	100
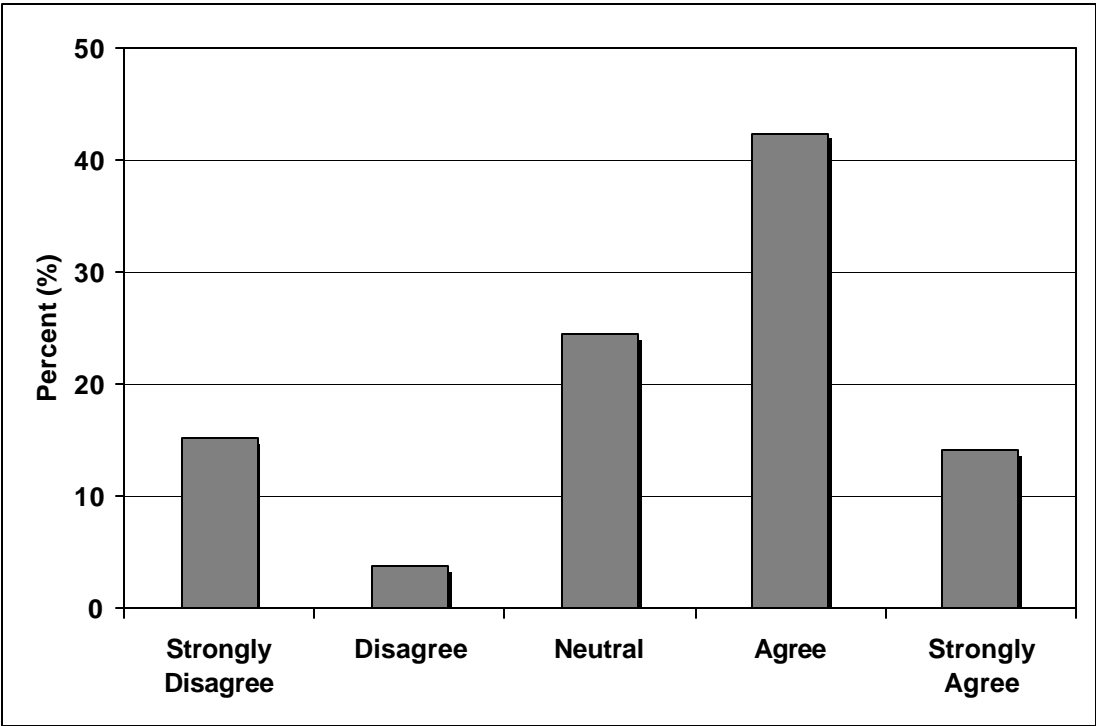
Q20. University email has generally met my needs.

	Frequency	Percent
Strongly Disagree	49	12.3
Disagree	24	6.0
Neutral	83	20.8
Agree	187	46.8
Strongly Agree	57	14.3
Total	400	100
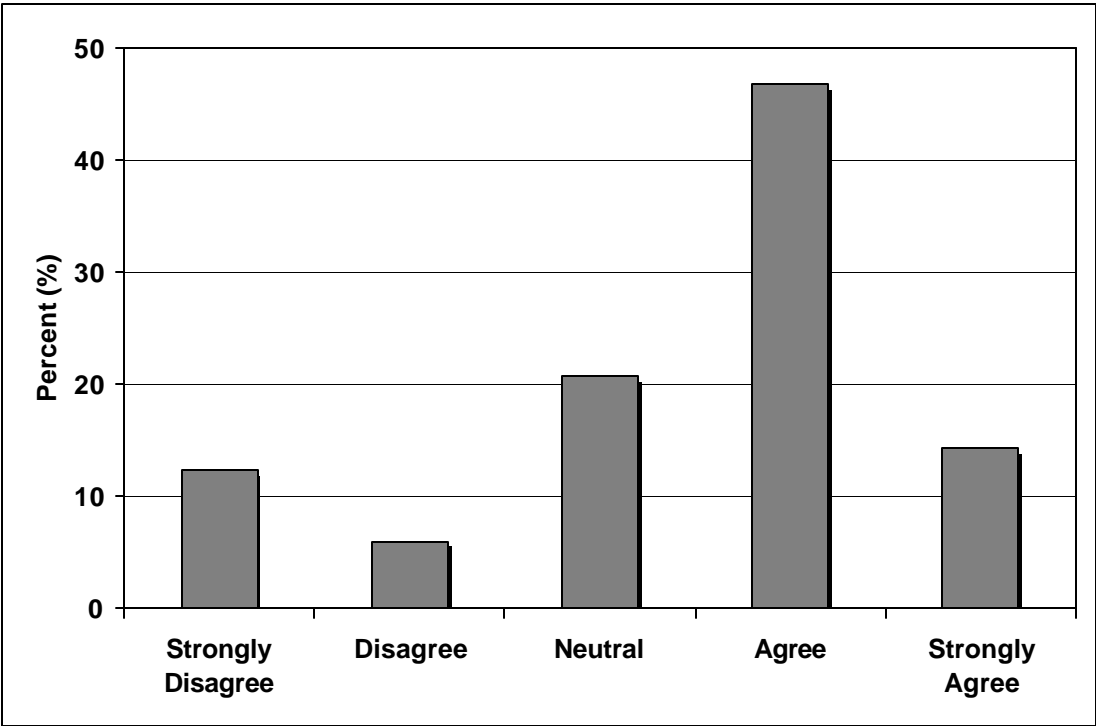
Q21. Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report?

	Frequency	Percent
Yes	287	71.8
No	113	28.3
Total	400	100
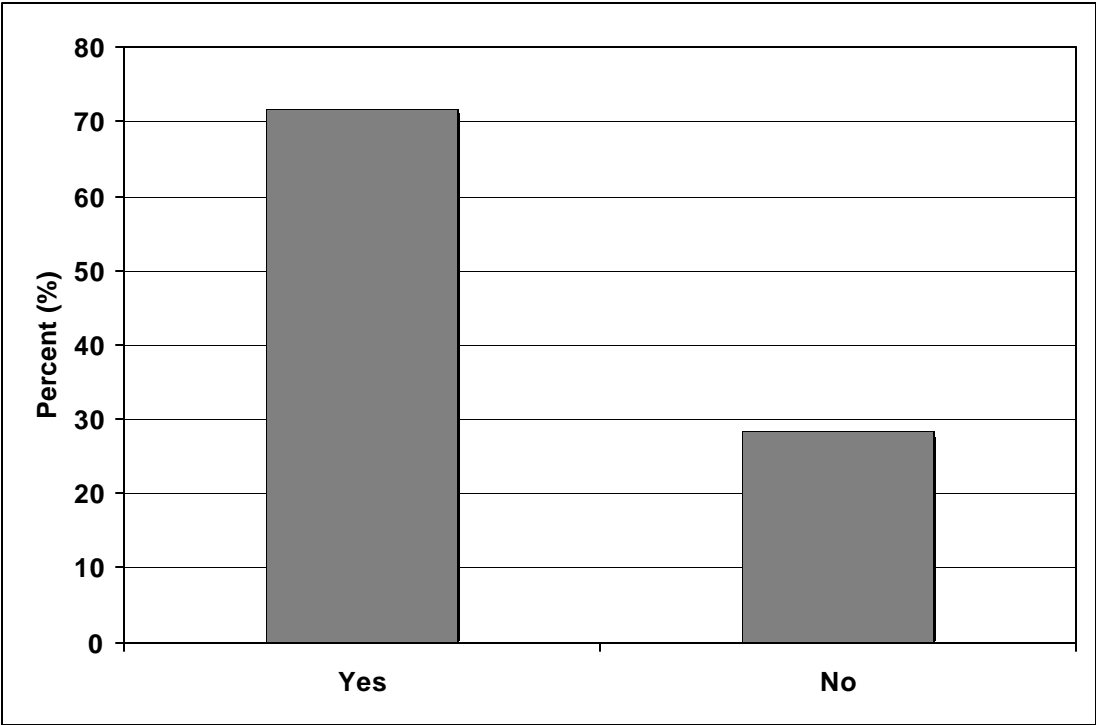
Q22. If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

	Frequency	Percent
Yes	174	43.5
No	226	56.5
Total	400	100
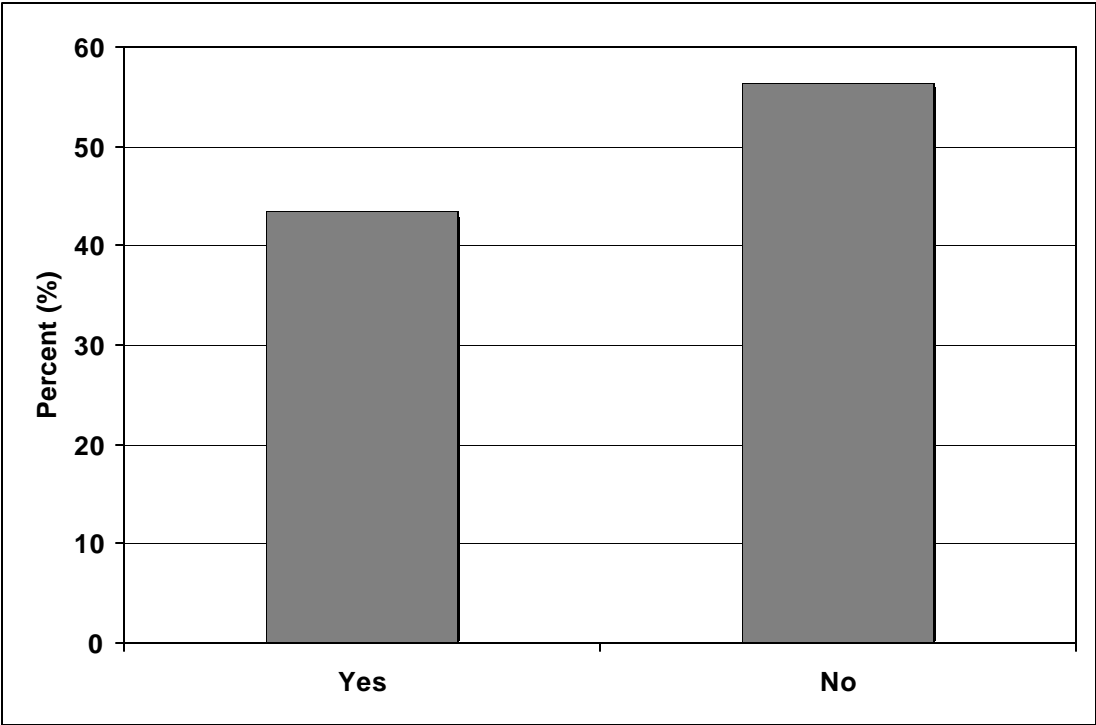
Q23. Do you have a computer for your personal use available during the school year?

	Frequency	Percent
Yes, less than 1 year old	1490	33.8
Yes, 1 to less than 3 years	1422	32.3
Yes, 3 to less than 5 years	570	12.9
Yes, five or more years	298	6.8
No	623	14.1
Total	4403	100
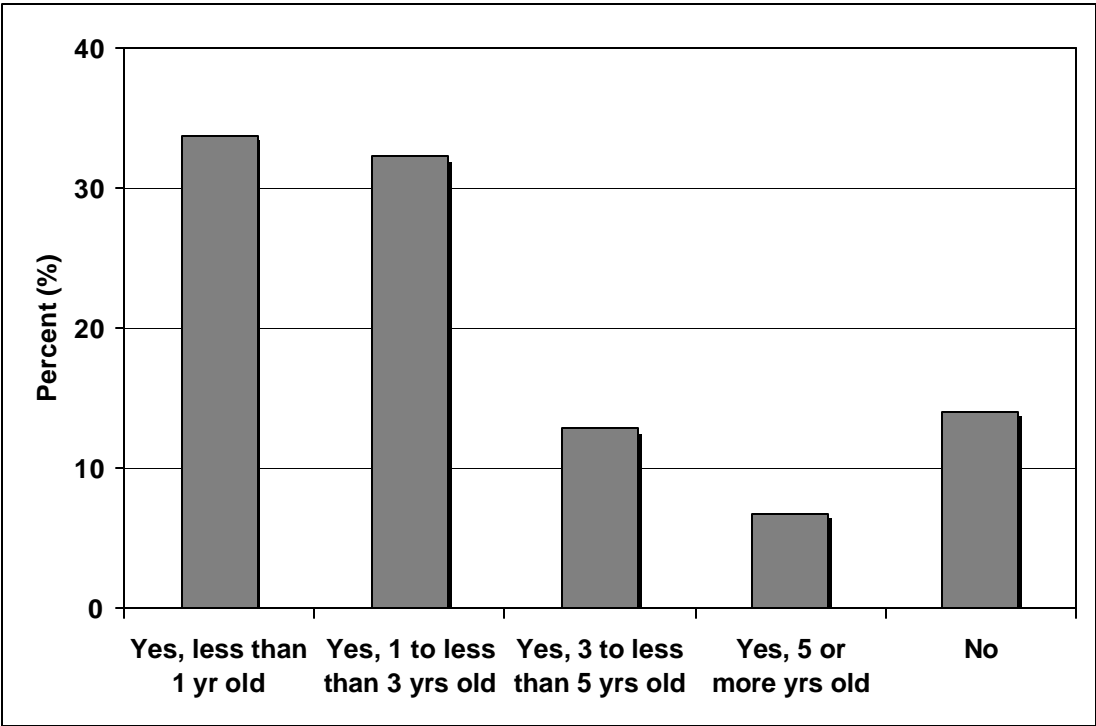
Summary of Responses by College

Q1. The library usually has the scholarly journals (periodicals) I need for my studies.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	16	14.7	6	5.5	37	33.9	45	41.3	5	4.6	109	100
Education	13	14.1	3	3.3	30	32.6	36	39.1	10	10.9	92	100
Humanities & Fine Arts	13	21.3	4	6.6	14	23.0	25	41.0	5	8.2	61	100
Natural Sciences	7	13.0	2	3.7	17	31.5	25	46.3	3	5.6	54	100
Social & Behavioral Sciences	5	8.6	4	6.9	18	31.0	22	37.9	9	15.5	58	100
General Studies	1	6.3	0	0	9	56.3	4	25.0	2	12.5	16	100
Total	55	14.1	19	4.9	125	32.1	157	40.3	34	8.7	390	100
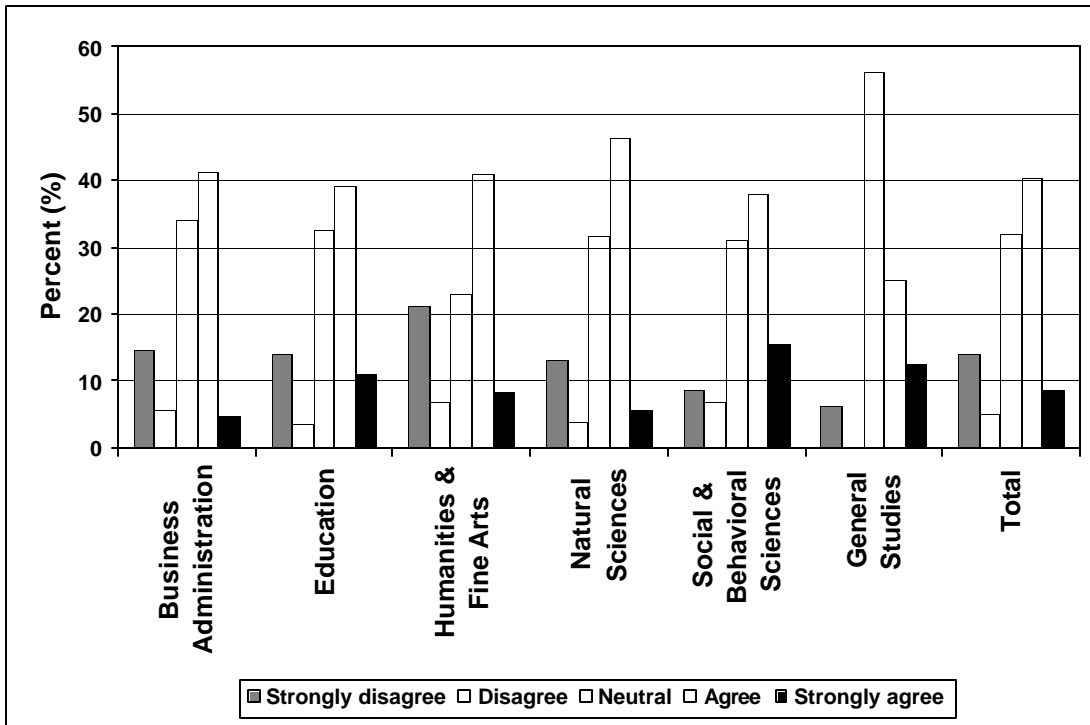
Q2. The Rod Library home page is a valuable resource for finding information on the Internet.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	12	11.0	6	5.5	34	31.2	47	43.1	10	9.2	109	100
Education	15	16.3	2	2.2	23	25.0	40	43.5	12	13.0	92	100
Humanities & Fine Arts	11	18.0	2	3.3	11	18.0	23	37.7	14	23.0	61	100
Natural Sciences	6	11.1	3	5.6	13	24.1	26	48.1	6	11.1	54	100
Social & Behavioral Sciences	3	5.2	3	5.2	10	17.2	29	50.0	13	22.4	58	100
General Studies	1	6.3	2	12.5	6	37.5	5	31.3	2	12.5	16	100
Total	48	12.3	18	4.6	97	24.9	170	43.6	57	14.6	390	100
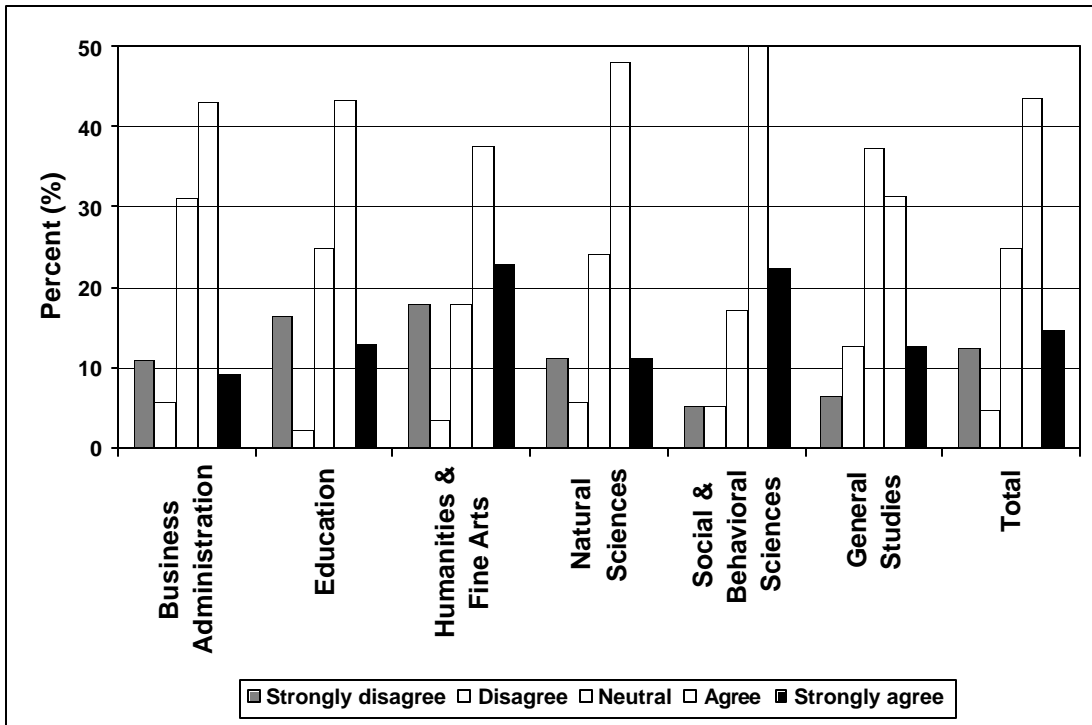
Q3. When I ask a librarian for assistance, I usually get a useful response.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	14	13.9	2	2.0	41	40.6	32	31.7	12	11.9	101	100
Education	14	14.7	3	3.2	22	23.2	43	45.3	13	13.7	95	100
Humanities & Fine Arts	11	16.9	0	0	13	20.0	27	41.5	14	21.5	65	100
Natural Sciences	10	23.3	3	7.0	11	25.6	11	25.6	8	18.6	43	100
Social & Behavioral Sciences	16	25.0	3	4.7	15	23.4	23	35.9	7	10.9	64	100
General Studies	1	5.0	1	5.0	8	40.0	9	45.0	1	5.0	20	100
Total	66	17.0	12	3.1	110	28.4	145	37.4	55	14.2	388	100
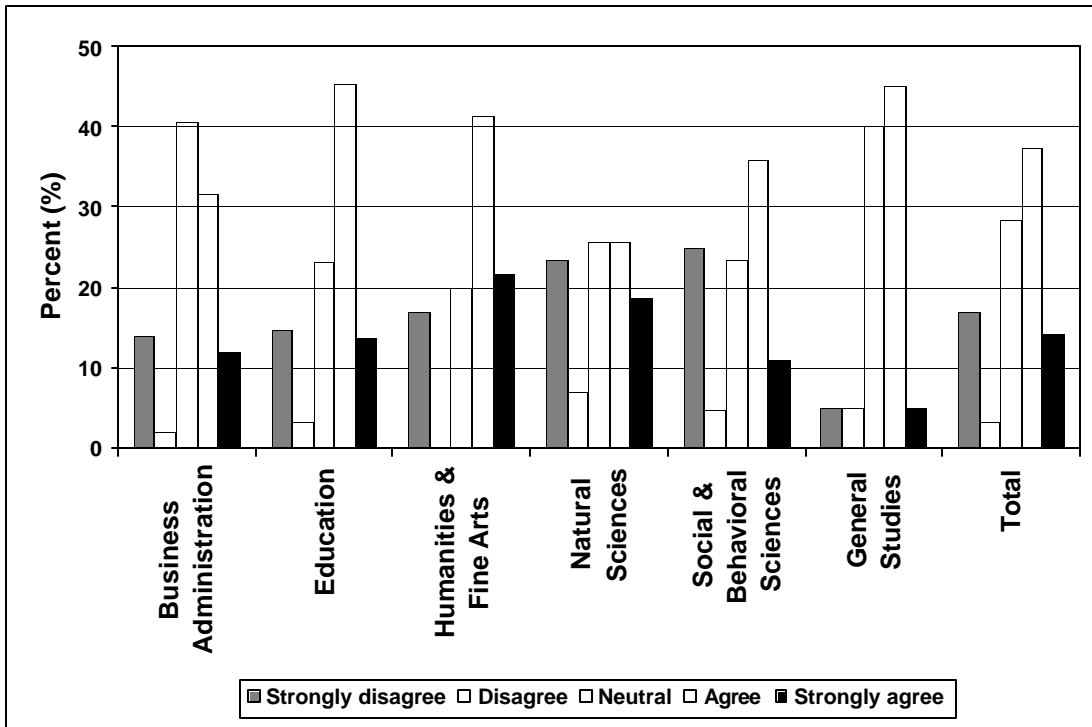
Q4. UNISTAR, Rod Library's online catalog, is a valuable resource for finding books and periodicals in the library.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	13	12.9	5	5.0	32	31.7	36	35.6	15	14.9	101	100
Education	11	11.6	2	2.1	18	18.9	39	41.1	25	26.3	95	100
Humanities & Fine Arts	11	16.9	1	1.5	10	15.4	27	41.5	16	24.6	65	100
Natural Sciences	5	11.6	1	2.3	11	25.6	13	30.2	13	30.2	43	100
Social & Behavioral Sciences	9	14.1	3	4.7	14	21.9	23	35.9	15	23.4	64	100
General Studies	2	10.0	1	5.0	4	20.0	10	50.0	3	15.0	20	100
Total	51	13.1	13	3.4	89	22.9	148	38.1	87	22.4	388	100
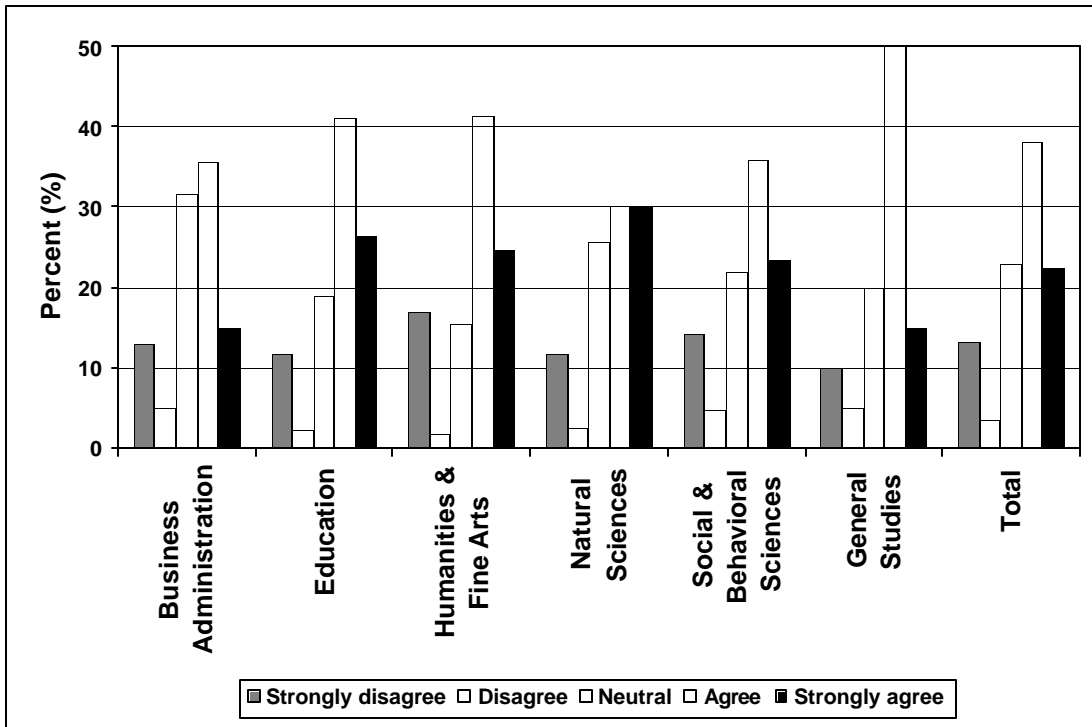
Q5. Rod Library instruction sessions (tours, classes, workshops) have been helpful to me in my academic work.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	12	12.6	8	8.4	48	50.5	25	26.3	2	2.1	95	100
Education	15	16.0	6	6.4	42	44.7	26	27.7	5	5.3	94	100
Humanities & Fine Arts	7	10.1	6	8.7	36	52.2	17	24.6	3	4.3	69	100
Natural Sciences	6	10.7	2	3.6	33	58.9	13	23.2	2	3.6	56	100
Social & Behavioral Sciences	5	8.3	6	10.0	27	45.0	21	35.0	1	1.7	60	100
General Studies	1	7.1	2	14.3	6	42.9	4	28.6	1	7.1	14	100
Total	46	11.9	30	7.7	192	49.5	106	27.3	14	3.6	388	100
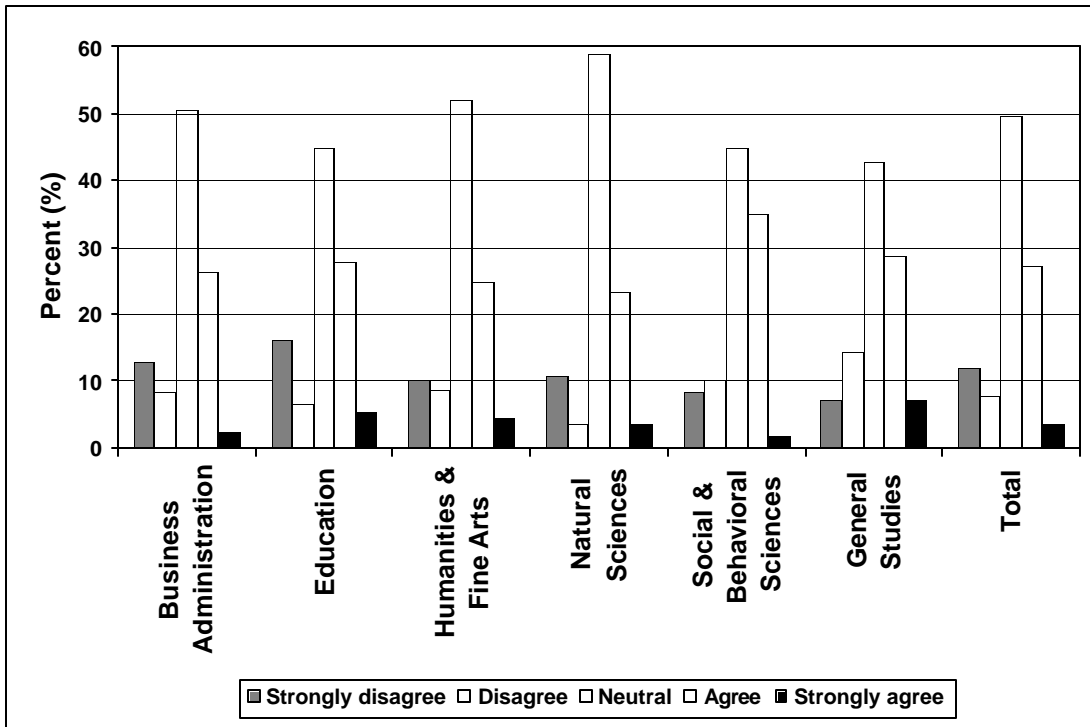
Q6. I am satisfied with the access to computerized databases available through Rod Library.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	5	5.3	4	4.2	30	31.6	50	52.6	6	6.3	95	100
Education	12	12.8	4	4.3	24	25.5	46	48.9	8	8.5	94	100
Humanities & Fine Arts	9	13.0	3	4.3	17	24.6	29	42.0	11	15.9	69	100
Natural Sciences	4	7.1	4	7.1	15	26.8	23	41.1	10	17.9	56	100
Social & Behavioral Sciences	5	8.3	3	5.0	16	26.7	32	53.3	4	6.7	60	100
General Studies	2	14.3	1	7.1	6	42.9	1	7.1	4	28.6	14	100
Total	37	9.5	19	4.9	108	27.8	181	46.6	43	11.1	388	100
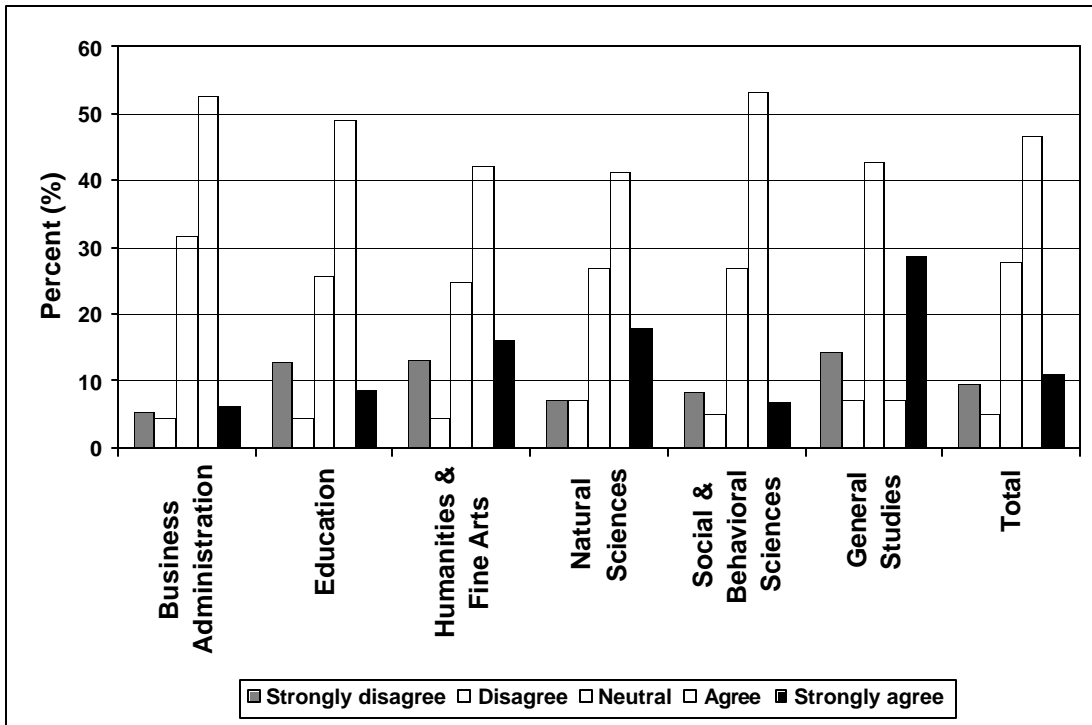
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Q7. I can easily access library resources from outside the library via the university network.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	23	22.1	9	8.7	16	15.4	37	35.6	19	18.3	104	100
Education	17	19.1	5	5.6	16	18.0	43	48.3	8	9.0	89	100
Humanities & Fine Arts	6	10.0	8	13.3	12	20.0	25	41.7	9	15.0	60	100
Natural Sciences	7	11.9	4	6.8	15	25.4	22	37.3	11	18.6	59	100
Social & Behavioral Sciences	12	18.8	5	7.8	16	25.0	23	35.9	8	12.5	64	100
General Studies	3	23.1	0	0	3	23.1	5	38.5	2	15.4	13	100
Total	68	17.5	31	8.0	78	20.1	155	39.8	57	14.7	389	100
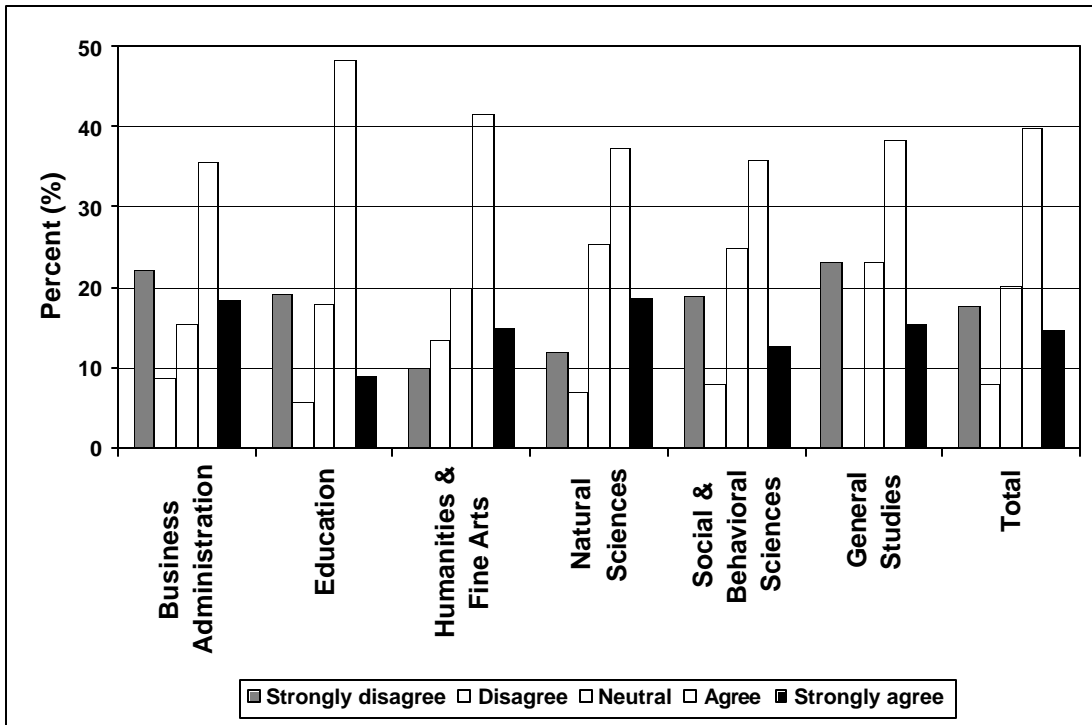
Q8. Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	17	16.3	4	3.8	58	55.8	19	18.3	6	5.8	104	100
Education	10	11.2	4	4.5	43	48.3	28	31.5	4	4.5	89	100
Humanities & Fine Arts	2	3.3	2	3.3	38	63.3	13	21.7	5	8.3	60	100
Natural Sciences	3	5.1	2	3.4	35	59.3	12	20.3	7	11.9	59	100
Social & Behavioral Sciences	9	14.1	1	1.6	38	59.4	12	18.8	4	6.3	64	100
General Studies	0	0	0	0	5	38.5	6	46.2	2	15.4	13	100
Total	41	10.5	13	3.3	217	55.8	90	23.1	28	7.2	389	100
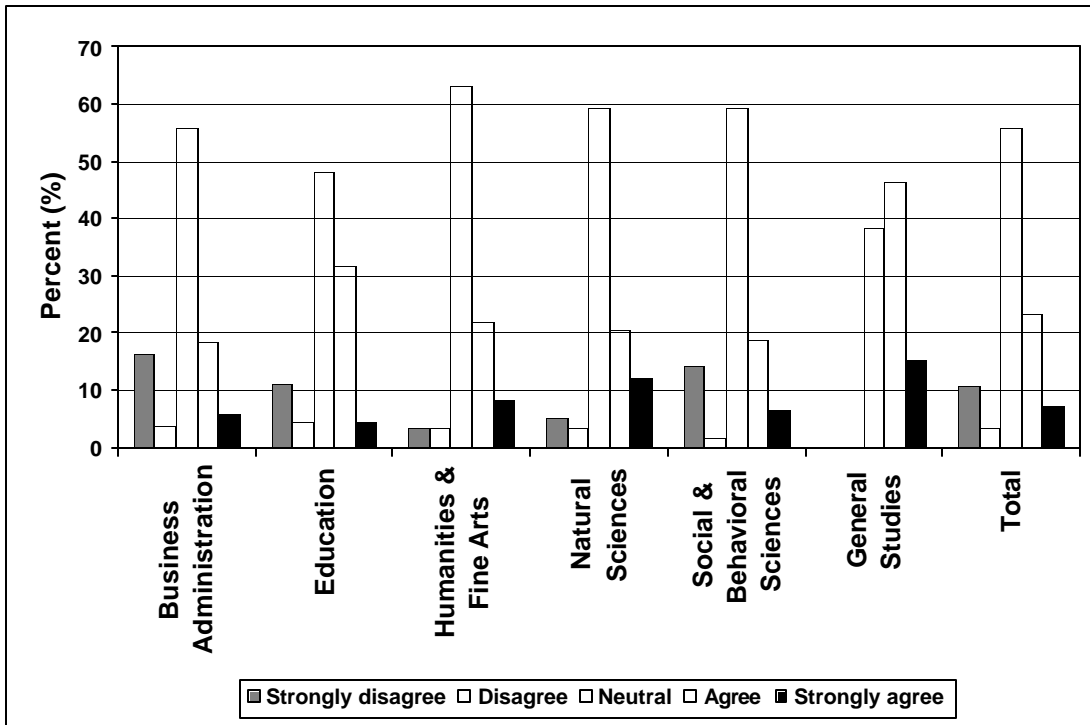
Q9. Rob Library faculty and staff are generally courteous and helpful to me.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	13	12.4	2	1.9	19	18.1	55	52.4	16	15.2	105	100
Education	12	12.2	2	2.0	21	21.4	50	51.0	13	13.3	98	100
Humanities & Fine Arts	8	12.5	1	1.6	8	12.5	31	48.4	16	25.0	64	100
Natural Sciences	5	8.6	1	1.7	16	27.6	31	53.4	5	8.6	58	100
Social & Behavioral Sciences	5	11.1	1	2.2	9	20.0	17	37.8	13	28.9	45	100
General Studies	1	5.3	0	0	7	36.8	8	42.1	3	15.8	19	100
Total	44	11.3	7	1.8	80	20.6	192	49.4	66	17.0	389	100

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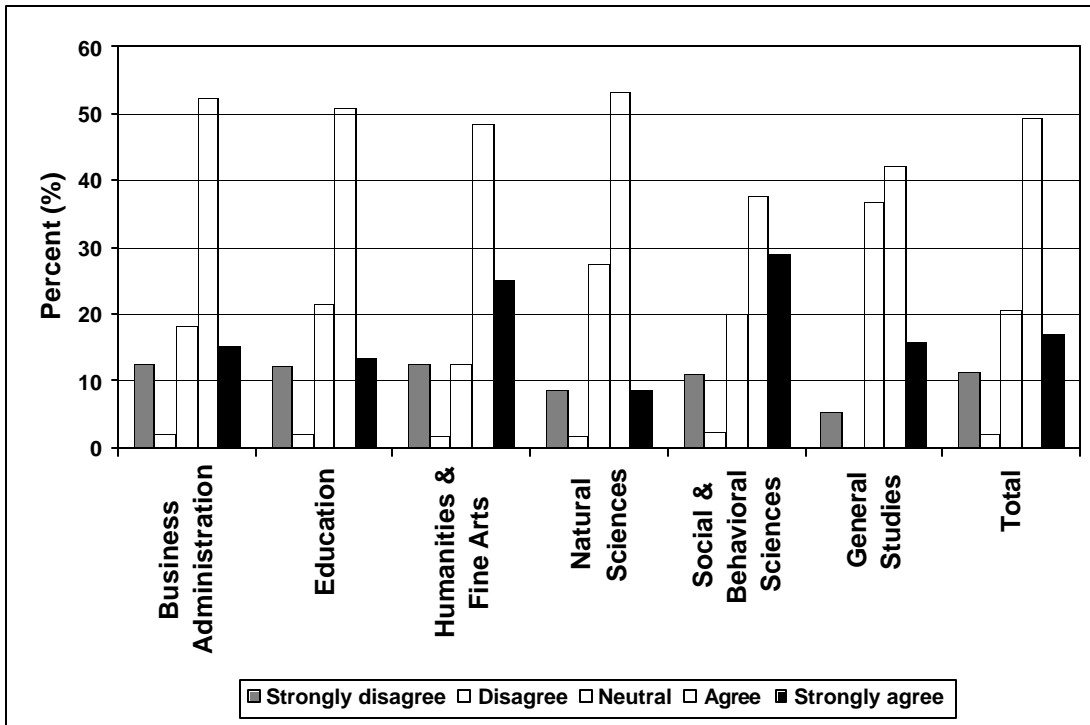
Q10. I have found the government documents in the Rod Library helpful.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	8	7.6	3	2.9	68	64.8	20	19.0	6	5.7	105	100
Education	8	8.2	6	6.1	55	56.1	22	22.4	7	7.1	98	100
Humanities & Fine Arts	4	6.3	0	0	41	64.1	11	17.2	8	12.5	64	100
Natural Sciences	5	8.6	3	5.2	40	69.0	8	13.8	2	3.4	58	100
Social & Behavioral Sciences	5	11.1	1	2.2	23	51.1	12	26.7	4	8.9	45	100
General Studies	1	5.3	1	5.3	11	57.9	6	31.6	0	0	19	100
Total	31	8.0	14	3.6	238	61.2	79	20.3	27	6.9	389	100
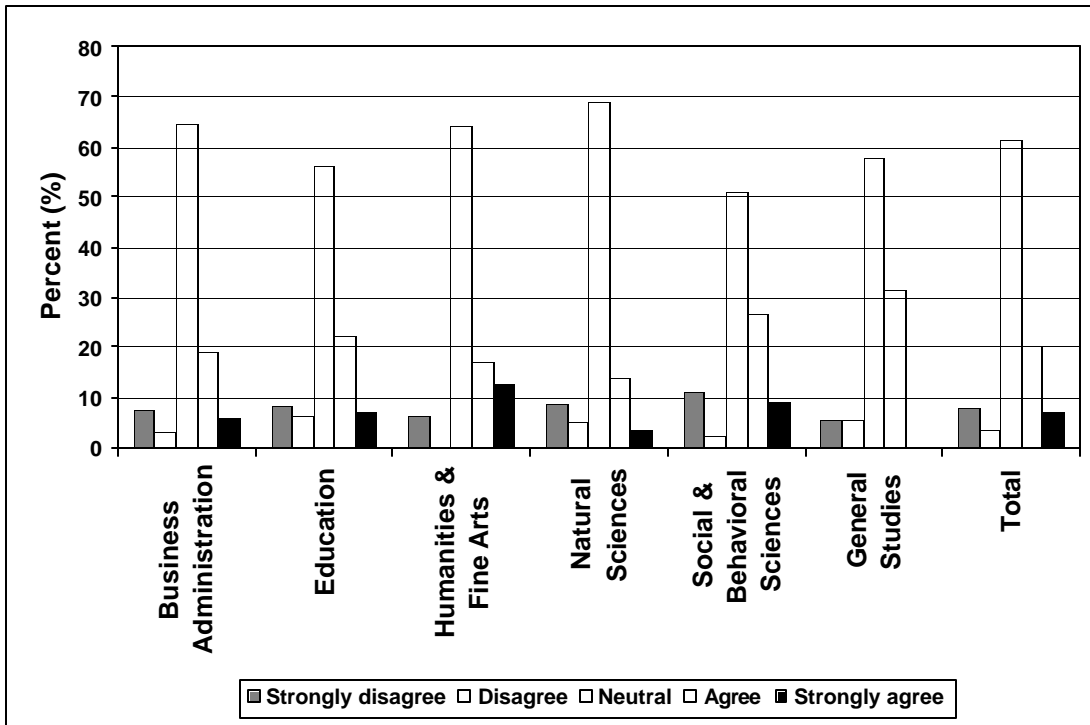
Q11. The network and computer resources at UNI are adequate.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	14	14.0	9	9.0	18	18.0	50	50.0	9	9.0	100	100
Education	8	9.6	4	4.8	16	19.3	48	57.8	7	8.4	83	100
Humanities & Fine Arts	11	14.3	8	10.4	11	14.3	40	51.9	7	9.1	77	100
Natural Sciences	10	21.7	1	2.2	12	26.1	18	39.1	5	10.9	46	100
Social & Behavioral Sciences	4	6.1	2	3.0	9	13.6	44	66.7	7	10.6	66	100
General Studies	0	0	1	4.5	4	18.2	16	72.7	1	4.5	22	100
Total	47	11.9	25	6.3	70	17.8	216	54.8	36	9.1	394	100
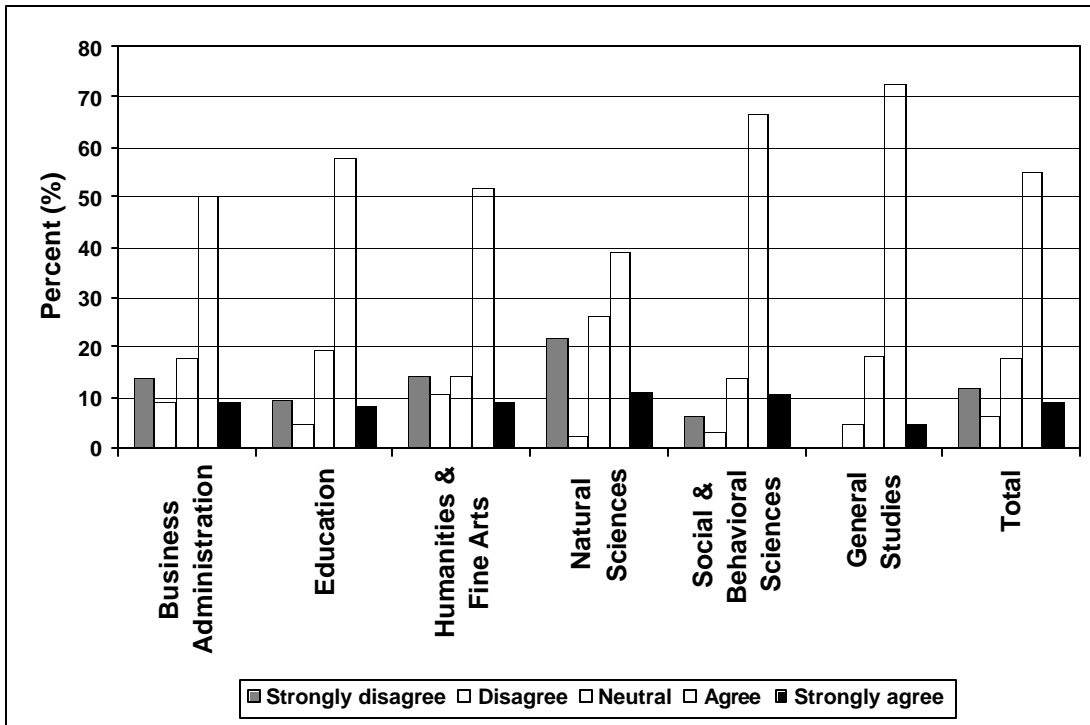
Q12. The UNI computer network is generally accessible between 8 am and 5 pm from ON campus.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	16	17.6	1	1.1	15	16.5	38	41.8	21	23.1	91	100
Education	13	13.1	8	8.1	15	15.2	46	46.5	17	17.2	99	100
Humanities & Fine Arts	13	18.6	3	4.3	11	15.7	27	38.6	16	22.9	70	100
Natural Sciences	12	21.8	4	7.3	9	16.4	20	36.4	10	18.2	55	100
Social & Behavioral Sciences	10	15.6	2	3.1	12	18.8	32	50.0	8	12.5	64	100
General Studies	0	0	1	9.1	4	36.4	3	27.3	3	27.3	11	100
Total	64	16.4	19	4.9	66	16.9	166	42.6	75	19.2	390	100
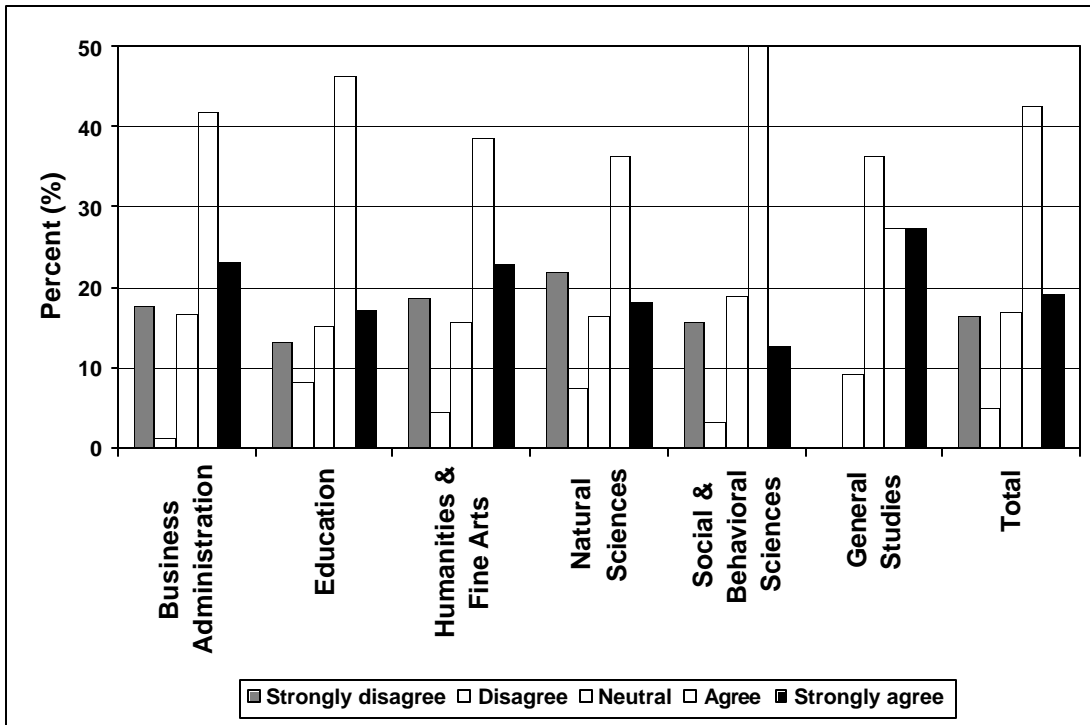
Q13. The UNI computer network is generally accessible between 8 am and 5 pm from OFF campus.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	17	18.1	7	7.4	24	25.5	28	29.8	18	19.1	94	100
Education	16	18.8	6	7.1	17	20.0	37	43.5	9	10.6	85	100
Humanities & Fine Arts	10	13.5	3	4.1	20	27.0	31	41.9	10	13.5	74	100
Natural Sciences	4	9.3	1	2.3	14	32.6	20	46.5	4	9.3	43	100
Social & Behavioral Sciences	10	14.9	4	6.0	16	23.9	27	40.3	10	14.9	67	100
General Studies	2	8.3	1	4.2	8	33.3	13	54.2	0	0	24	100
Total	59	15.2	22	5.7	99	25.6	156	40.3	51	13.2	387	100
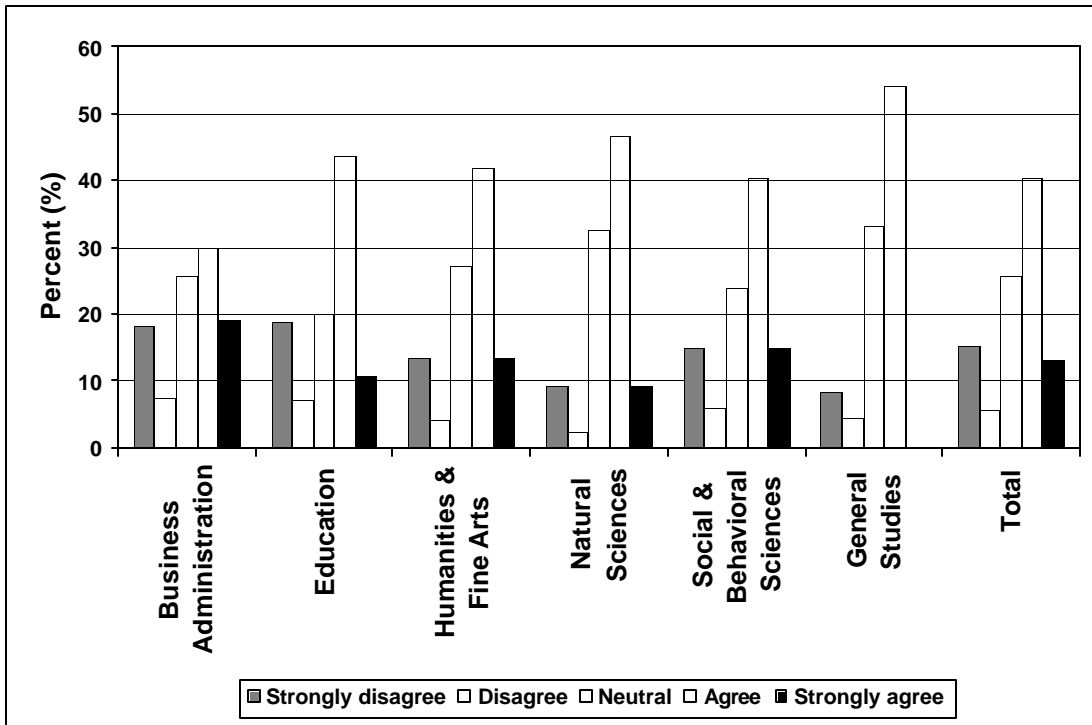
Q14. Computers have been a significant part of my coursework at UNI.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	23	24.0	1	1.0	13	13.5	37	38.5	22	22.9	96	100
Education	27	27.8	4	4.1	9	9.3	22	22.7	35	36.1	97	100
Humanities & Fine Arts	8	10.7	1	1.3	5	6.7	28	37.3	33	44.0	75	100
Natural Sciences	9	18.4	0	0	8	16.3	21	42.9	11	22.4	49	100
Social & Behavioral Sciences	12	18.8	3	4.7	6	9.4	24	37.5	19	29.7	64	100
General Studies	2	20.0	0	0	1	10.0	3	30.0	4	40.0	10	100
Total	81	20.7	9	2.3	42	10.7	135	34.5	124	31.7	391	100
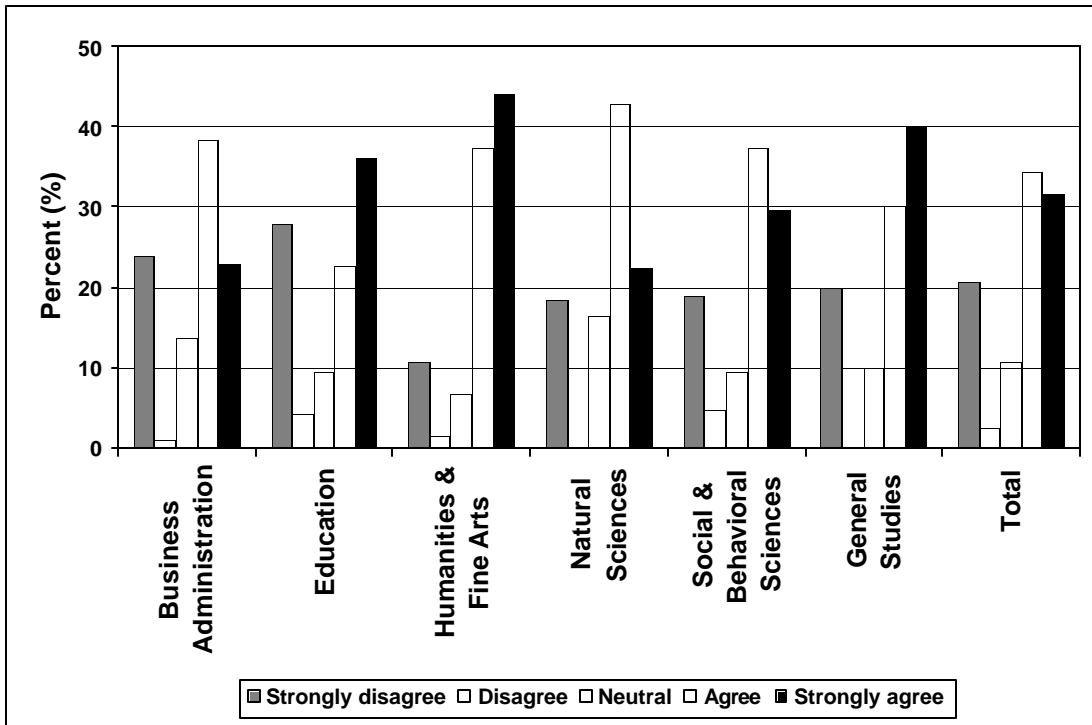
Q15. The UNI computer network is generally accessible after 5 pm from off campus.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	14	12.7	4	3.6	41	37.3	39	35.5	12	10.9	110	100
Education	17	17.5	3	3.1	24	24.7	40	41.2	13	13.4	97	100
Humanities & Fine Arts	8	12.7	6	9.5	26	41.3	19	30.2	4	6.3	63	100
Natural Sciences	5	11.4	4	9.1	19	43.2	14	31.8	2	4.5	44	100
Social & Behavioral Sciences	8	11.8	9	13.2	25	36.8	23	33.8	3	4.4	68	100
General Studies	1	9.1	0	0	5	45.5	4	36.4	1	9.1	11	100
Total	53	13.5	26	6.6	140	35.6	139	35.4	35	8.9	393	100
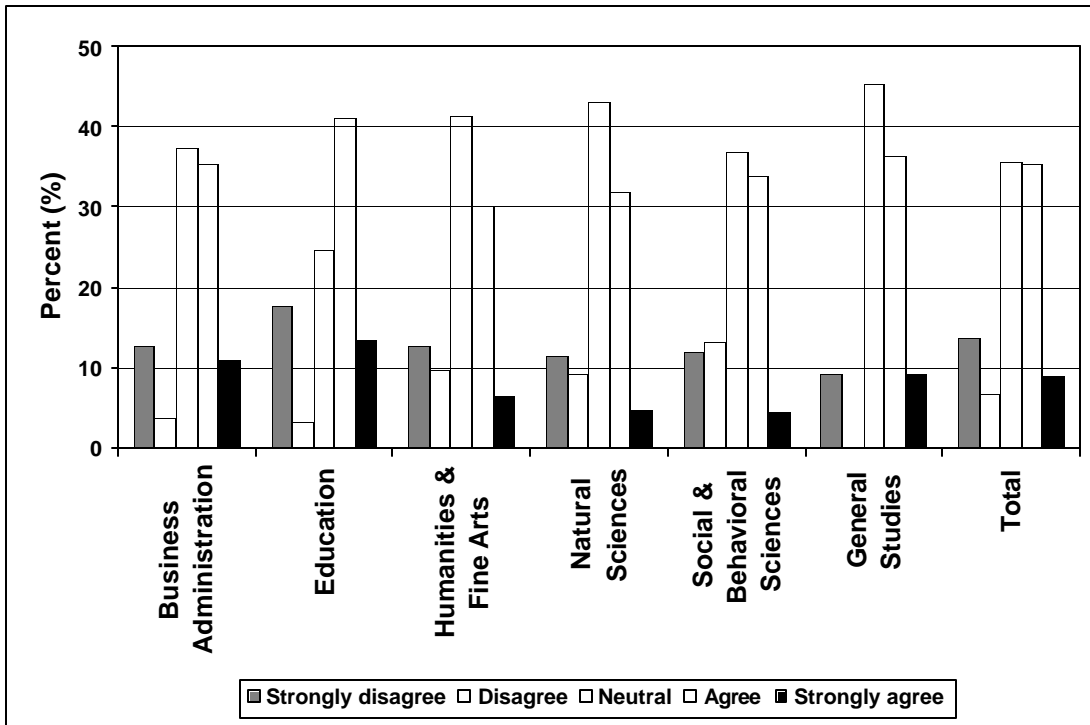
Q16. The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	5	5.9	3	3.5	33	38.8	34	40.0	10	11.8	85	100
Education	7	7.0	8	8.0	38	38.0	42	42.0	5	5.0	100	100
Humanities & Fine Arts	9	13.6	3	4.5	34	51.5	18	27.3	2	3.0	66	100
Natural Sciences	4	7.5	0	0	27	50.9	16	30.2	6	11.3	53	100
Social & Behavioral Sciences	6	7.8	4	5.2	33	42.9	26	33.8	8	10.4	77	100
General Studies	3	20.0	0	0	7	46.7	5	33.3	0	0	15	100
Total	34	8.6	18	4.5	172	43.4	141	35.6	31	7.8	396	100
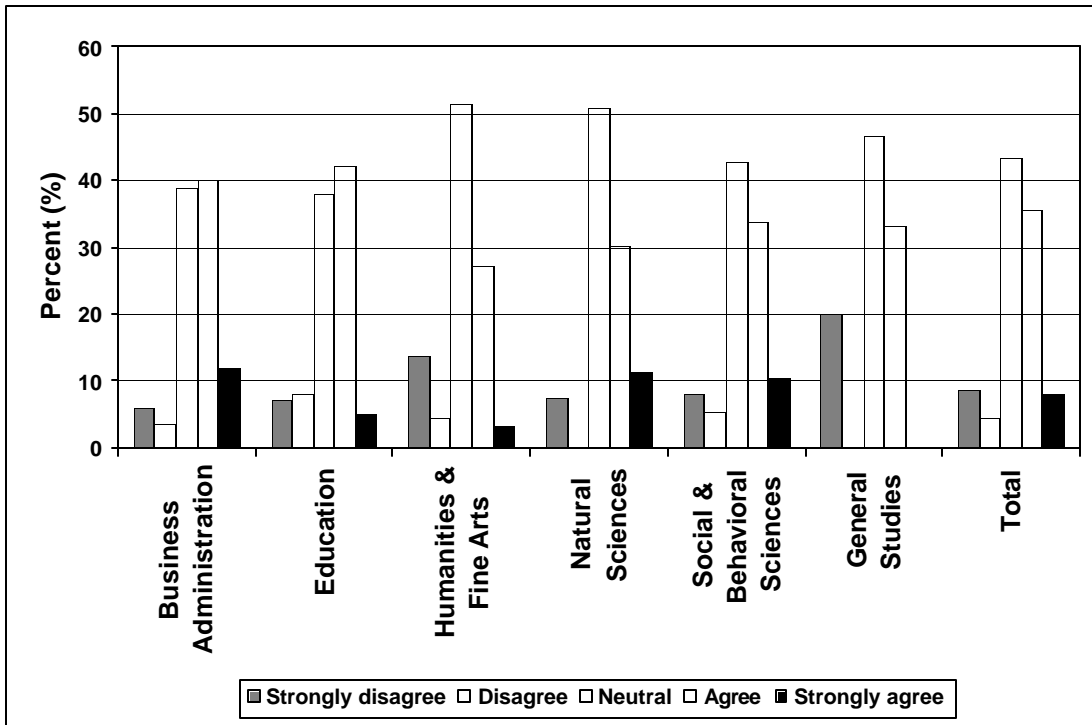
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Q17. The training I have received on the use of UNI computers has generally met my educational needs.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	13	16.5	4	5.1	16	20.3	39	49.4	7	8.9	79	100
Education	16	18.0	5	5.6	29	32.6	31	34.8	8	9.0	89	100
Humanities & Fine Arts	4	5.6	10	13.9	23	31.9	25	34.7	10	13.9	72	100
Natural Sciences	4	7.8	3	5.9	19	37.3	20	39.2	5	9.8	51	100
Social & Behavioral Sciences	13	17.1	3	3.9	20	26.3	35	46.1	5	6.6	76	100
General Studies	2	8.7	1	4.3	8	34.8	12	52.2	0	0	23	100
Total	52	13.3	26	6.7	115	29.5	162	41.5	35	9.0	390	100
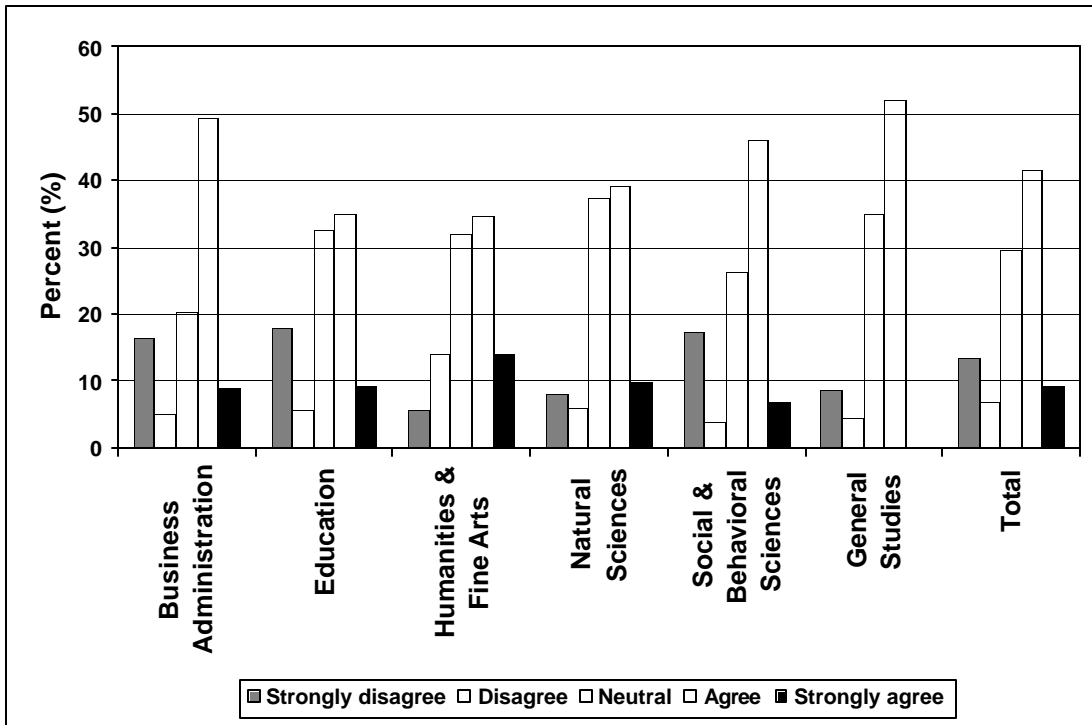
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Q18. The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	12	10.1	12	10.1	25	21.0	53	44.5	17	14.3	119	100
Education	16	19.8	3	3.7	9	11.1	37	45.7	16	19.8	81	100
Humanities & Fine Arts	8	13.8	3	5.2	8	13.8	25	43.1	14	24.1	58	100
Natural Sciences	10	17.2	3	5.2	9	15.5	30	51.7	6	10.3	58	100
Social & Behavioral Sciences	10	15.6	5	7.8	5	7.8	33	51.6	11	17.2	64	100
General Studies	0	0	0	0	3	23.1	8	61.5	2	15.4	13	100
Total	56	14.2	26	6.6	59	15.0	186	47.3	66	16.8	393	100
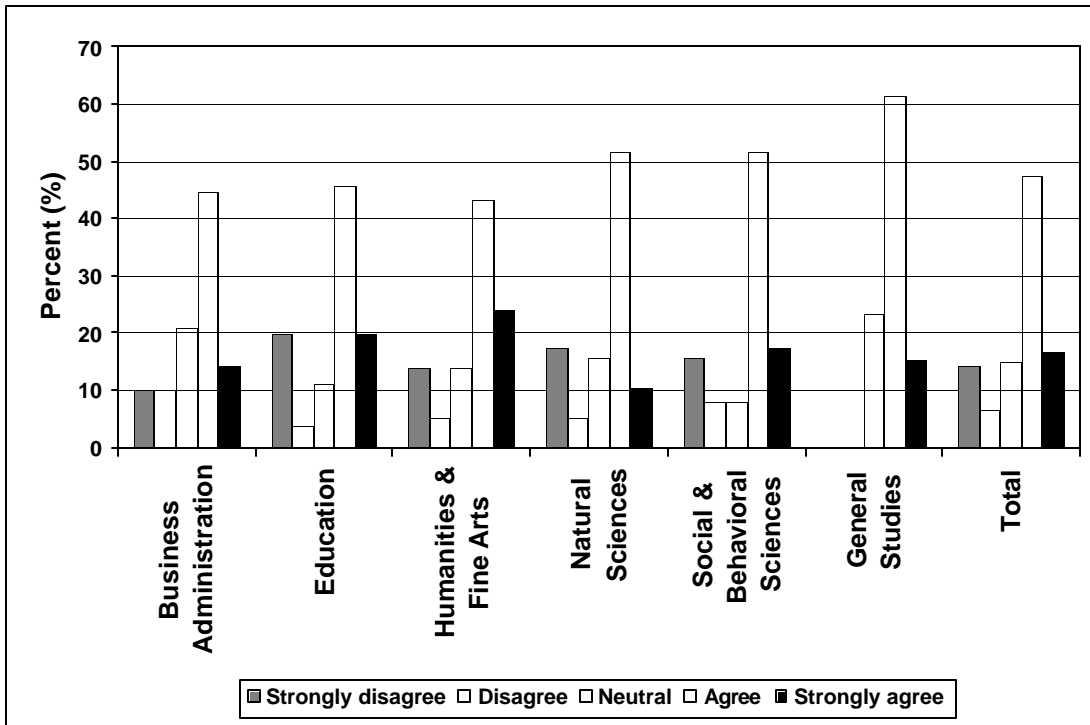
Q19. I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	13	13.0	3	3.0	21	21.0	43	43.0	20	20.0	100	100
Education	12	16.7	2	2.8	14	19.4	29	40.3	15	20.8	72	100
Humanities & Fine Arts	14	17.9	4	5.1	21	26.9	35	44.9	4	5.1	78	100
Natural Sciences	12	17.6	3	4.4	15	22.1	28	41.2	10	14.7	68	100
Social & Behavioral Sciences	8	14.8	2	3.7	17	31.5	23	42.6	4	7.4	54	100
General Studies	1	6.7	1	6.7	7	46.7	5	33.3	1	6.7	15	100
Total	60	15.5	15	3.9	95	24.5	163	42.1	54	14.0	387	100
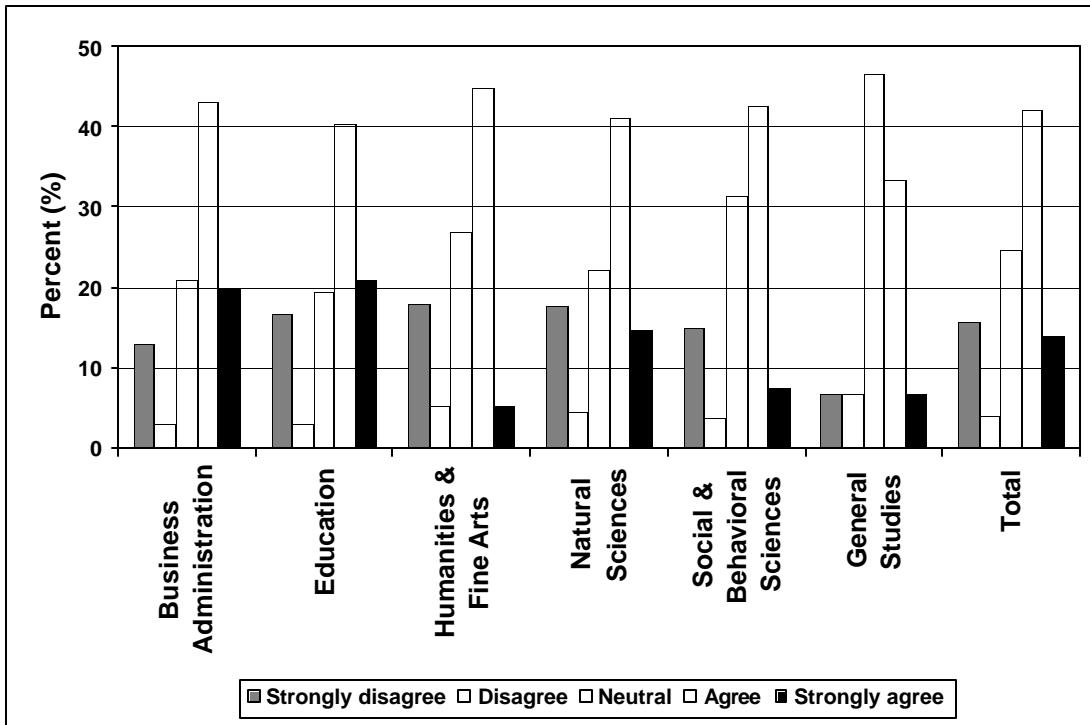
Q20. University email has generally met my needs.

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	15	14.4	7	6.7	24	23.1	45	43.3	13	12.5	104	100
Education	9	10.1	4	4.5	14	15.7	46	51.7	16	18.0	89	100
Humanities & Fine Arts	9	13.8	5	7.7	15	23.1	27	41.5	9	13.8	65	100
Natural Sciences	10	19.2	3	5.8	10	19.2	24	46.2	5	9.6	52	100
Social & Behavioral Sciences	5	7.6	4	6.1	15	22.7	31	47.0	11	16.7	66	100
General Studies	1	5.6	1	5.6	3	16.7	11	61.1	2	11.1	18	100
Total	49	12.4	24	6.1	81	20.6	184	46.7	56	14.2	394	100
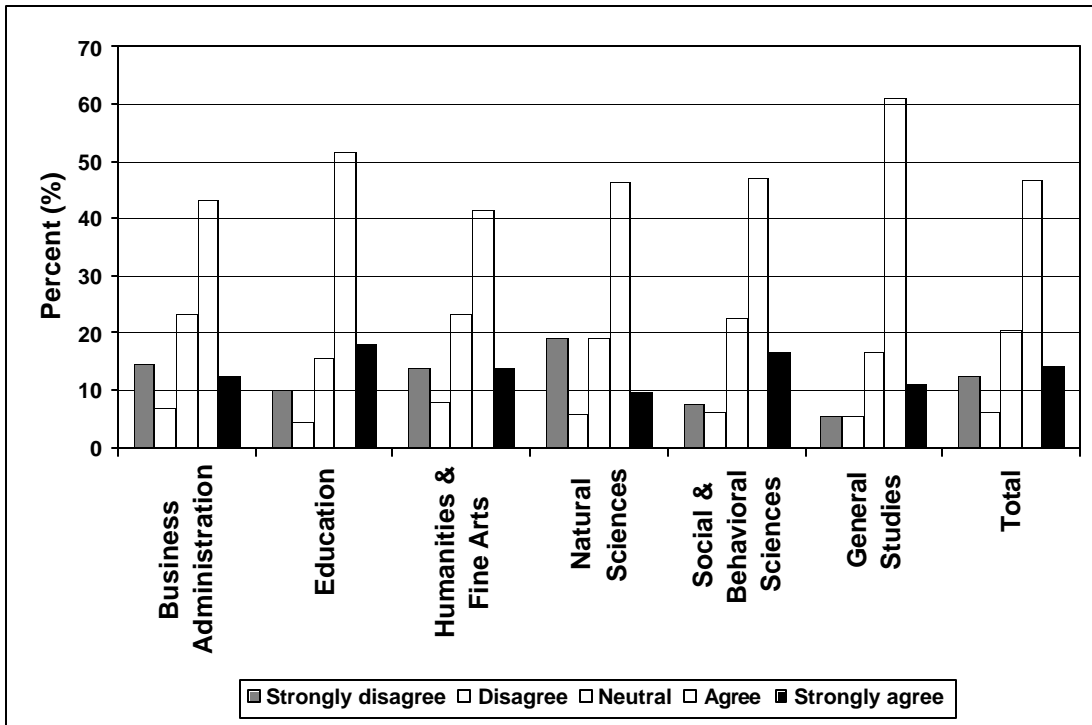
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Q21. Since you may obtain your grade report via the telephone and the web, would it be acceptable if we no longer mailed a grade report?

	Yes		No		Total	
	N	%	N	%	N	%
Business Administration	68	74.7	23	25.3	91	100
Education	59	67.8	28	32.2	87	100
Humanities & Fine Arts	64	77.1	19	22.9	83	100
Natural Sciences	42	66.7	21	33.3	63	100
Social & Behavioral Sciences	37	69.8	16	30.2	53	100
General Studies	10	71.4	4	28.6	14	100
Total	280	71.6	111	28.4	391	100
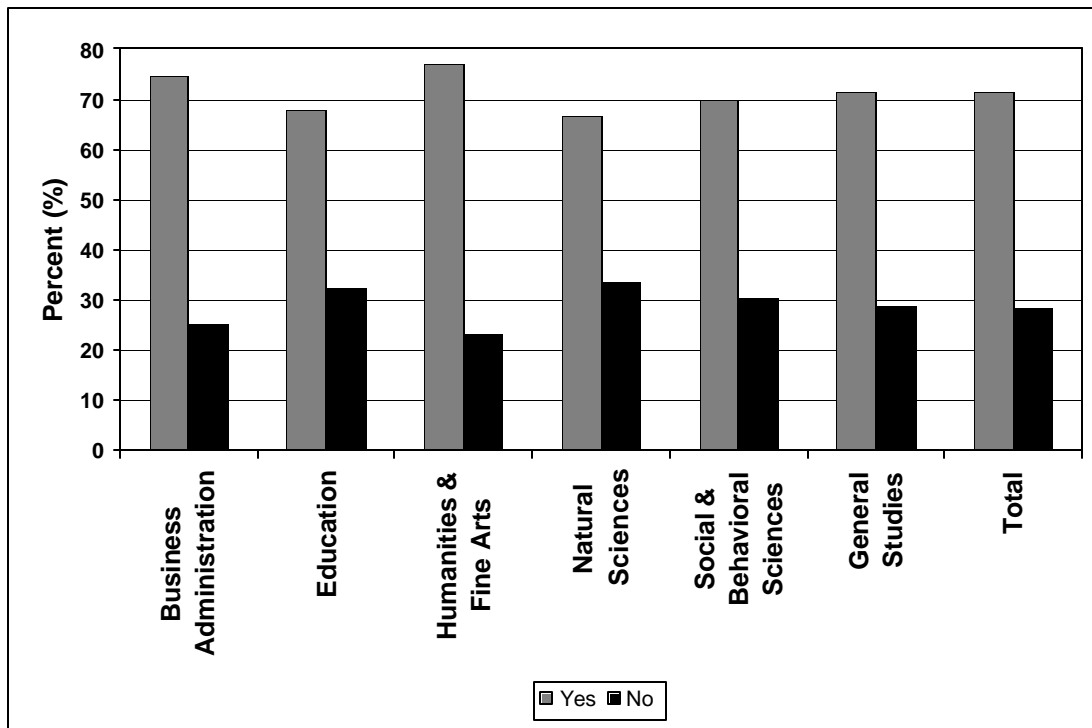
Q22. If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

	Yes		No		Total	
	N	%	N	%	N	%
Business Administration	31	34.1	60	65.9	91	100
Education	43	49.4	44	50.6	87	100
Humanities & Fine Arts	34	41.0	49	59.0	83	100
Natural Sciences	24	38.1	39	61.9	63	100
Social & Behavioral Sciences	32	60.4	21	39.6	53	100
General Studies	6	42.9	8	57.1	14	100
Total	170	43.5	221	56.5	391	100
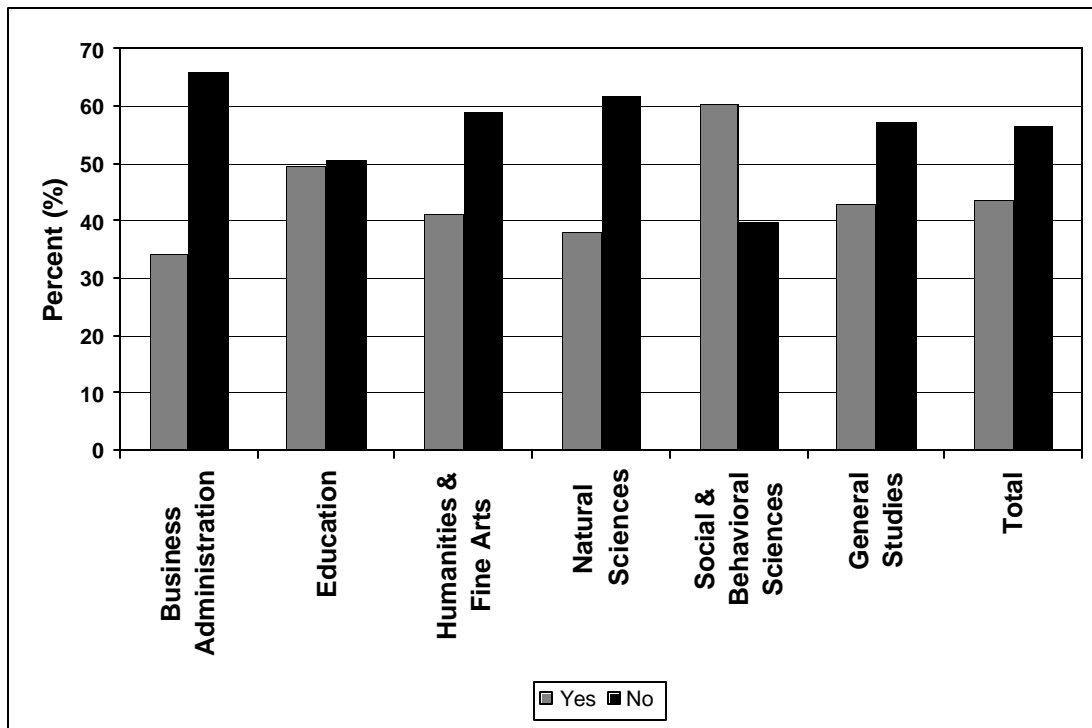
Q23. Do you have a computer for your personal use available during the school year?

	Less than 1 year old		1 to less than 3 years old		3 to less than 5 years old		5 or more years old		No		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Business Administration	357	33.4	387	36.2	128	12.0	65	6.1	131	12.3	1068	100
Education	337	34.1	340	34.4	119	12.0	58	5.9	134	13.6	988	100
Humanities & Fine Arts	258	33.3	214	27.6	107	13.8	59	7.6	136	17.6	774	100
Natural Sciences	185	32.6	193	34.0	82	14.4	37	6.5	71	12.5	568	100
Social & Behavioral Sciences	249	34.1	222	30.4	99	13.6	54	7.4	106	14.5	730	100
General Studies	73	40.8	43	24.0	21	11.7	11	6.1	31	17.3	179	100
Total	1459	33.9	1399	32.5	556	12.9	284	6.6	609	14.1	4307	100

57
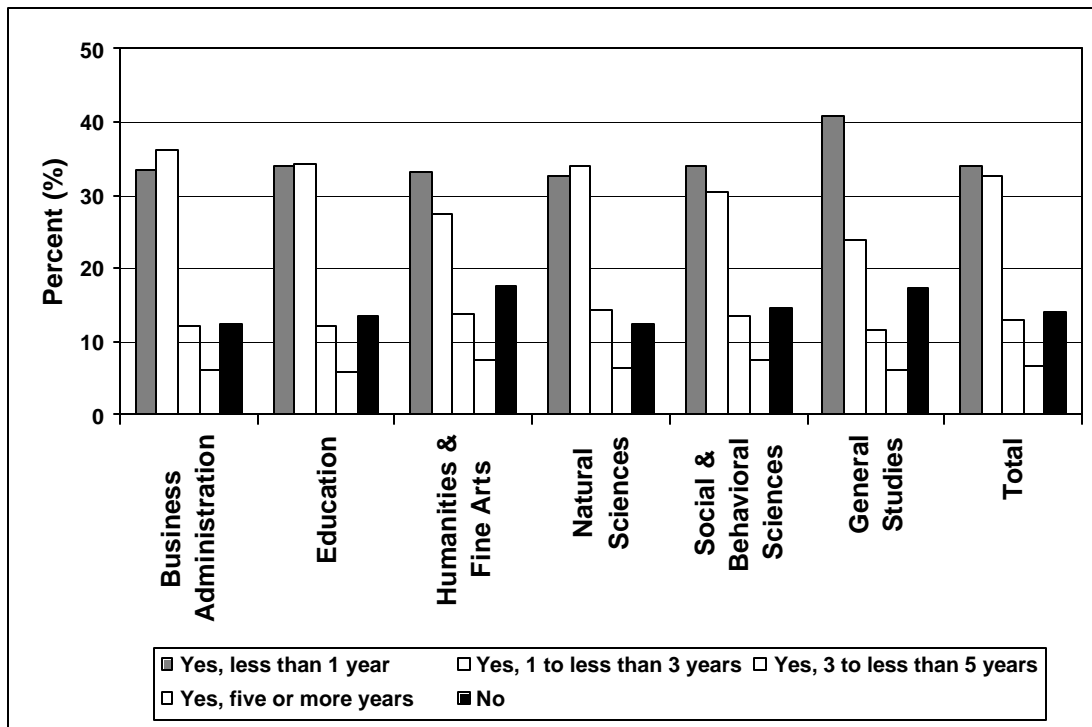
Appendix A:

The UNI Computer and Library Satisfaction Survey

Q1   The library usually has the scholarly journals (periodicals) I need for my studies.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q2   The Rod Library home page is a valuable resource for finding information   on the Internet.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q3   When I ask a librarian for assistance, I usually get a useful response.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q4   UNISTAR, Rod Library's online catalog, is a valuable resource for finding   books and periodicals in the library.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q5   Rod Library instruction sessions (tours, classes, workshops) have been   helpful to me in my academic work.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q6 I am satisfied with the access to computerized databases available through Rod Library.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q7 I can easily access library resources from outside the library via the university network.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q8 Rod Library's inter-library loan service usually permits me to obtain materials from other libraries within two weeks of my placing a request.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q9 Rod Library faculty and staff are generally courteous and helpful to me.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q10 I have found the government documents in the Rod Library helpful.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q11   The network and computer resources at UNI are adequate.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q12   The UNI computer network is generally accessible between 8 am and 5   pm
from ON campus.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q13   The UNI computer network is generally accessible between 8 am and 5   pm
from OFF campus.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q14   Computers have been a significant part of my coursework at UNI.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q15   The UNI computer network is generally accessible after 5 pm from off
        campus.

1   Strongly disagree
2   Disagree
3   Neutral
4   Agree
5   Strongly agree

Q16 The VMS VAX email software on the UNI COBRA and VIPER computers has generally met my educational needs.

1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Q17 The training I have received on the use of UNI computers has generally met my educational needs.

1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Q18 The performance of the UNI World Wide Web (www) connection has been adequate in meeting my educational needs.

1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Q19 I feel I have been exposed to the computer tools necessary for me to use and learn about computing in my chosen profession or field following graduation.

1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Q20 University email has generally met my needs.

1	Strongly disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly agree

Q21   Since you my obtain your grade report via the telephone and the web,   would it be acceptable if we no longer mailed a grade report?

1   Yes
2   No

Q22   If technology existed to allow you to register for classes yourself via the telephone, would you utilize this service?

1   Yes
2   No

Q23   Do you have a computer for your personal use available during the school year?

1   Yes, less than one year old
2   Yes, one to less than three years old
3   Yes, three to less than five years old
4   Yes, five or more years old
5   No