

Default Report

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Q1 - Are you a student or faculty member?

| # | Field       | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|-------------|---------|---------|------|------------|----------|-------|
| 1 | Are you a s | 1       | 3       | 2.07 | 0.88       | 0.78     | 75    |

| # | Answer     | %      | Count |
|---|------------|--------|-------|
| 1 | Student    | 36.00% | 27    |
| 2 | Faculty    | 21.33% | 16    |
| 3 | Non-Facult | 42.67% | 32    |
| 4 | Other      | 0.00%  | 0     |
|   | Total      | 100%   | 75    |

Q2 - What department are you associated with?

| # | Field     | Minimum | Maximum | Mean  | Std Deviat | Variance | Count |
|---|-----------|---------|---------|-------|------------|----------|-------|
| 1 | What depa | 1       | 19      | 12.13 | 5.92       | 35.05    | 75    |

| #  | Answer       | %      | Count |
|----|--------------|--------|-------|
| 1  | Aerospace    | 2.67%  | 2     |
| 2  | Biology & E  | 1.33%  | 1     |
| 3  | Biomedical   | 8.00%  | 6     |
| 4  | Business     | 5.33%  | 4     |
| 5  | Chemical E   | 0.00%  | 0     |
| 6  | Chemistry    | 2.67%  | 2     |
| 7  | Civil Enviro | 5.33%  | 4     |
| 8  | Computer     | 5.33%  | 4     |
| 9  | Electrical & | 2.67%  | 2     |
| 10 | Fire Protec  | 1.33%  | 1     |
| 11 | Humanities   | 14.67% | 11    |
| 12 | Integrative  | 4.00%  | 3     |
| 13 | Mathemati    | 4.00%  | 3     |
| 14 | Mechanica    | 8.00%  | 6     |
| 15 | Physical En  | 0.00%  | 0     |
| 16 | Physics      | 0.00%  | 0     |
| 17 | Robotics Er  | 1.33%  | 1     |
| 18 | Social Scier | 0.00%  | 0     |
| 19 | Other        | 33.33% | 25    |
|    | Total        | 100%   | 75    |

Q3 - How do you learn information best? Please sort the following options from the least to most in ter

| # | Field       | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|-------------|---------|---------|------|------------|----------|-------|
| 1 | Reading te  | 1       | 6       | 2.97 | 1.65       | 2.73     | 71    |
| 2 | Viewing pic | 1       | 6       | 3.01 | 1.17       | 1.37     | 71    |
| 3 | Viewing dia | 1       | 6       | 2.94 | 1.38       | 1.91     | 71    |
| 4 | Watching v  | 1       | 6       | 2.9  | 1.63       | 2.65     | 71    |

|                |   |   |      |      |      |    |
|----------------|---|---|------|------|------|----|
| 5 Watching v   | 1 | 6 | 4.13 | 1.41 | 2    | 71 |
| 6 Listening tc | 1 | 6 | 5.04 | 1.7  | 2.89 | 71 |

| # | Question     | 1      | 2  | 3      | 4  |        |    |        |
|---|--------------|--------|----|--------|----|--------|----|--------|
| 1 | Reading te   | 28.17% | 20 | 16.90% | 12 | 14.08% | 10 | 18.31% |
| 2 | Viewing pic  | 8.45%  | 6  | 25.35% | 18 | 38.03% | 27 | 14.08% |
| 3 | Viewing dia  | 16.90% | 12 | 25.35% | 18 | 22.54% | 16 | 21.13% |
| 4 | Watching v   | 29.58% | 21 | 16.90% | 12 | 14.08% | 10 | 18.31% |
| 5 | Watching v   | 5.63%  | 4  | 12.68% | 9  | 8.45%  | 6  | 23.94% |
| 6 | Listening tc | 11.27% | 8  | 2.82%  | 2  | 2.82%  | 2  | 4.23%  |

Q7 - Are you aware that your university has support articles to help you with technological issues and re

| # | Field      | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|------------|---------|---------|------|------------|----------|-------|
| 1 | Are you aw | 1       | 2       | 1.09 | 0.29       | 0.09     | 74    |

| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 90.54% | 67    |
| 2 | No     | 9.46%  | 7     |
|   | Total  | 100%   | 74    |

Q4 - Is your preferred learning method met by your University's IT support pages?

| # | Field        | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|--------------|---------|---------|------|------------|----------|-------|
| 1 | Is your pref | 1       | 2       | 1.34 | 0.48       | 0.23     | 61    |

| # | Answer | %      | Count |
|---|--------|--------|-------|
| 1 | Yes    | 65.57% | 40    |
| 2 | No     | 34.43% | 21    |
|   | Total  | 100%   | 61    |

Q5 - How would you describe the detail level of your University's IT support pages?

| # | Field     | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|-----------|---------|---------|------|------------|----------|-------|
| 1 | How would | 1       | 3       | 1.7  | 0.49       | 0.24     | 61    |

| # | Answer      | %      | Count |
|---|-------------|--------|-------|
| 1 | Does not su | 31.15% | 19    |
| 2 | Supplies er | 67.21% | 41    |
| 3 | Supplies to | 1.64%  | 1     |
|   | Total       | 100%   | 61    |

Q6 - How would you rate the overall communication level of your university's IT support articles on a sc

| # | Field     | Minimum | Maximum | Mean | Std Deviat | Variance | Count |
|---|-----------|---------|---------|------|------------|----------|-------|
| 1 | How would | 1       | 4       | 1.92 | 0.63       | 0.4      | 61    |

| # | Answer      | %      | Count |
|---|-------------|--------|-------|
| 1 | 4 (Excellen | 22.95% | 14    |
| 2 | 3 (Good)    | 63.93% | 39    |
| 3 | 2 (Bad)     | 11.48% | 7     |

|              |       |    |
|--------------|-------|----|
| 4 1 (Extreme | 1.64% | 1  |
| Total        | 100%  | 61 |



|    | 5      |    | 6      | Total |    |
|----|--------|----|--------|-------|----|
| 13 | 15.49% | 11 | 7.04%  | 5     | 71 |
| 10 | 12.68% | 9  | 1.41%  | 1     | 71 |
| 15 | 9.86%  | 7  | 4.23%  | 3     | 71 |
| 13 | 15.49% | 11 | 5.63%  | 4     | 71 |
| 17 | 35.21% | 25 | 14.08% | 10    | 71 |
| 3  | 11.27% | 8  | 67.61% | 48    | 71 |

requests?

scale of 1-4?