

DoIT Classroom Support Survey Results

Spring 2009

The survey was sent to 1,608 faculty. Response rates vary by question.

Please rate how well the classroom equipment worked. (Response rate = 10.5%)		
Excellent	70	41.0%
Very Good	55	33.0%
Good	22	13.0%
Fair	14	8.0%
Poor	8	5.0%
Total	169	

Please rate the effectiveness of the support staff. (Response rate = 10.8%)		
Excellent	96	55.0%
Very Good	23	13.0%
Good	6	3.0%
Fair	3	2.0%
Poor	4	2.0%
N/A	41	24.0%
Total	173	

Please rate the response time of the support staff when you reported a problem. (Response rate = 10.7%)		
Excellent	99	55.0%
Very Good	16	13.0%
Good	5	3.0%
Fair	3	2.0%
Poor	3	2.0%
N/A	46	24.0%
Total	172	

Please rate the overall support you have received. (Response rate = 10.8%)		
Excellent	95	55.0%
Very Good	25	14.0%
Good	9	5.0%
Fair	4	2.0%

Poor	5	3.0%
N/A	35	20.0%
Total	173	

**Division of Instructional Technology
Classroom Support Survey Results
Spring 2009**

Please rate the following:	Total	Excellent	Very Good	Good	Fair	Poor	N/A
How well classroom equipment worked	169	70 41.0%	55 33.0%	22 13.0%	14 8.0%	8 5.0%	0 0.0%
Effectiveness of support staff	173	96 55.0%	23 13.0%	6 3.0%	3 2.0%	4 2.0%	41 24.0%
Response time of support staff when you reported a problem	172	99 55.0%	16 13.0%	5 3.0%	3 2.0%	3 2.0%	46 24.0%
Overall support that you have received	173	95 55.0%	25 14.0%	9 5.0%	4 2.0%	5 3.0%	35 20.0%

The survey was administered to 1,608 faculty with an average response rate of 10.8%. Of those faculty who responded, 87% found the equipment to be in good to excellent working order. Satisfaction with support staff was also high. 71% of faculty found the effectiveness of the support staff and response time to be good to excellent. Overall support received a positive score (good to excellent) of 74%.