

Over the course of a semester, on average, how often do you use the following services?

#	Question	Never	Once or twice a semester	One to three times a month	One to three times a week	More than three times a week	Response	Average Value
2	Technology in meeting spaces/classrooms	29.49%	34.19%	20.51%	10.68%	5.13%	234	2.28
3	Support for technology in meeting spaces/classrooms	50.85%	41.03%	6.84%	0.85%	0.43%	234	1.59
4	Web conferencing (e.g. Skype, Adobe Connect, Google Hangout)	49.79%	31.76%	12.02%	2.58%	3.86%	233	1.79
6	Online collaborative software (e.g. Google Drive)	18.26%	6.96%	10.00%	11.30%	53.48%	230	3.75
17	Helpline	7.36%	73.16%	18.18%	1.30%	-	231	2.13
28	Borrowing laptops	85.71%	12.99%	0.43%	-	0.87%	231	1.17
29	Borrowing technology equipment (e.g. digital cameras, video cameras, audio equipment, computer cables)	72.34%	25.96%	-	0.85%	0.85%	235	1.32
35	Access to online resources from off-campus	29.79%	22.13%	20.43%	11.91%	15.74%	235	2.62
36	Banner, MyBanner	12.07%	13.36%	23.28%	21.55%	29.74%	232	3.44
40	LBIS.Kenyon.edu	22.65%	38.46%	25.21%	8.12%	5.56%	234	2.35
46	Copyright and Fair Use support	91.74%	6.96%	0.87%	0.43%	-	230	1.10

How important are these services to you?

#	Question	Not important	Somewhat important	Important	Very important	Response	Average Value
3	Technology in meeting spaces/classrooms	5.94%	13.86%	29.21%	50.99%	202	3.25
4	Support for technology in meeting spaces/classrooms	6.57%	16.67%	33.33%	43.43%	198	3.14
6	Web conferencing (e.g. Skype, Adobe Connect, Google Hangout)	15.66%	25.76%	28.28%	30.30%	198	2.73
8	Online collaborative software (e.g. Google Drive)	3.33%	7.62%	20.00%	69.05%	210	3.55
11	Overall direction of information technology services on campus	1.78%	4.89%	29.78%	63.56%	225	3.55
20	Helpline	0.92%	5.05%	33.49%	60.55%	218	3.54
22	Status information on computing problems	3.27%	16.82%	34.58%	45.33%	214	3.22
23	Support when you have a desktop/laptop computing problem	0.88%	1.77%	15.49%	81.86%	226	3.78
24	The time it takes to resolve your desktop/laptop computing problems	0.88%	1.76%	21.59%	75.77%	227	3.72
25	Departmental printers	3.62%	3.17%	22.62%	70.59%	221	3.60
40	Borrowing laptops	41.14%	33.71%	16.00%	9.14%	175	1.93
41	Borrowing technology equipment (e.g. digital cameras, video cameras, audio equipment, computer cables)	29.12%	29.67%	27.47%	13.74%	182	2.26
43	Performance of wireless access on campus	1.33%	1.78%	13.78%	83.11%	225	3.79
50	Access to online resources from off-campus	3.18%	10.00%	23.18%	63.64%	220	3.47
51	Campus telephone services	7.08%	9.73%	24.78%	58.41%	226	3.35
53	Banner, MyBanner	4.69%	9.86%	20.19%	65.26%	213	3.46
54	Responsiveness to your changing information technology needs	0.89%	5.33%	34.22%	59.56%	225	3.52
55	Support when you have a Banner, MyBanner problem	5.16%	8.92%	24.88%	61.03%	213	3.42
59	LBIS.Kenyon.edu	6.60%	24.06%	30.66%	38.68%	212	3.01
66	Overall LBIS services	0.89%	6.25%	27.68%	65.18%	224	3.57
71	Copyright and Fair Use support	38.29%	32.00%	22.29%	7.43%	175	1.99

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

#	Question	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Response	Average Value
3	Technology in meeting spaces/classrooms	1.16%	2.31%	20.81%	75.72%	173	3.71
4	Support for technology in meeting spaces/classrooms	1.26%	1.89%	18.87%	77.99%	159	3.74
6	Web conferencing (e.g. Skype, Adobe Connect, Google Hangout)	0.74%	2.94%	16.91%	79.41%	136	3.75
8	Online collaborative software (e.g. Google Drive)	-	3.11%	12.44%	84.46%	193	3.81
11	Responsiveness to your changing information technology needs	0.98%	2.93%	18.05%	78.05%	205	3.73
20	Helpline	1.42%	3.32%	18.01%	77.25%	211	3.71
22	Status information on computing problems	0.52%	2.58%	19.59%	77.32%	194	3.74
23	Support when you have a desktop/laptop computing problem	0.94%	0.94%	14.62%	83.49%	212	3.81
24	The time it takes to resolve your desktop/laptop computing problems	1.42%	1.42%	18.87%	78.30%	212	3.74
25	Departmental printers	0.49%	2.44%	15.12%	81.95%	205	3.79
40	Borrowing laptops	-	-	10.98%	89.02%	82	3.89
41	Borrowing technology equipment (e.g. digital cameras, video cameras, audio equipment, computer cables)	-	-	12.24%	87.76%	98	3.88
43	Performance of wireless access on campus	4.11%	7.76%	27.85%	60.27%	219	3.44
50	Access to online resources from off-campus	1.49%	3.48%	19.90%	75.12%	201	3.69
51	Campus telephone services	2.78%	14.35%	27.31%	55.56%	216	3.36
53	Banner, MyBanner	1.02%	2.54%	24.37%	72.08%	197	3.68
54	Overall direction of information technology services on campus	0.96%	2.88%	20.19%	75.96%	208	3.71
55	Support when you have a Banner, MyBanner problem	0.57%	1.72%	14.37%	83.33%	174	3.80
59	LBIS.Kenyon.edu	0.55%	1.66%	15.47%	82.32%	181	3.80
66	Overall LBIS services	0.94%	0.94%	13.68%	84.43%	212	3.82
71	Copyright and Fair Use support	-	-	11.32%	88.68%	53	3.89

How informed do you feel you are about the following?

#	Question	Not informed	Somewhat informed	Informed	Very informed	Response	Average Value
1	Available technology services	7.56%	55.56%	30.22%	6.67%	225	2.36
2	Available library services	10.67%	55.56%	30.22%	3.56%	225	2.27
3	Privacy issues related to technology	18.22%	45.78%	32.89%	3.11%	225	2.21
5	Current issues regarding information security	12.50%	45.09%	37.50%	4.91%	224	2.35
7	Copyright and Fair Use	44.59%	33.78%	16.67%	4.95%	222	1.82
9	Who to contact for your Banner, MyBanner needs	25.11%	37.22%	26.46%	11.21%	223	2.24
11	Who to contact for your copyright and Fair Use needs	59.46%	23.42%	13.06%	4.05%	222	1.62
13	Scheduled system downtime	1.35%	8.52%	51.12%	39.01%	223	3.28

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

#	Question	Disagree	Somewhat disagree	Somewhat agree	Agree	Response	Average Value
1	Friendly	-	1.42%	7.08%	91.51%	212	3.90
2	Knowledgeable	0.47%	5.63%	28.17%	65.73%	213	3.59
3	Reliable	0.47%	5.19%	16.98%	77.36%	212	3.71
4	Responsive	0.94%	2.83%	16.98%	79.25%	212	3.75

How strongly do you disagree or agree with the following statements with regard to the User Services (Event support, classroom technology, and computer support) staff?

#	Question	Disagree	Somewhat disagree	Somewhat agree	Agree	Response	Average Value
1	Friendly	-	1.08%	8.06%	90.86%	186	3.90
2	Knowledgeable	-	2.15%	9.14%	88.71%	186	3.87
3	Reliable	-	3.76%	14.52%	81.72%	186	3.78
4	Responsive	-	3.74%	17.65%	78.61%	187	3.75

How do you use the following tools, if at all?

#	Question	Do not use	Entirely work use	Mostly work use	Equally for work and personal use	Mostly personal use	Entirely personal use	Response	Average Value
3	Cloud document storage (e.g. Box, Dropbox, Google Drive, OneDrive)	12.00%	21.78%	36.89%	25.33%	1.78%	2.22%	225	2.98
4	Data display/visualization (e.g. charts, graphs)	41.07%	20.98%	32.14%	4.46%	0.89%	0.45%	224	4.74
20	Survey tools	38.67%	34.22%	24.00%	1.33%	0.89%	0.89%	225	4.42
29	Media streaming devices (e.g., Roku, Apple TV, Chromecast)	41.78%	6.22%	4.89%	10.22%	23.56%	13.33%	225	5.84

How would you describe your skill level with the following?

#	Question	Have not used	Novice	Basic	Advanced	Expert	Response	Average Value
3	Banner, MyBanner	8.44%	19.56%	52.89%	18.22%	0.89%	225	2.84
6	Technology in meeting spaces/classrooms	19.11%	17.33%	47.56%	14.67%	1.33%	225	2.62
27	Protecting your identity and reputation online	7.11%	16.44%	54.67%	21.33%	0.44%	225	2.92

How interested are you in learning more about the following?

#	Question	Not interested	Somewhat interested	Interested	Very interested	Response	Average Value
3	Banner, MyBanner	20.44%	33.33%	37.78%	8.44%	225	2.34
6	Technology in meeting spaces/classrooms	24.89%	36.00%	29.33%	9.78%	225	2.24
27	Protecting your identity and reputation online	7.56%	23.56%	44.89%	24.00%	225	2.85

What year did you begin at Kenyon College?

#	Answer	Bar	Response	%
-99	Select		0	0.00%
2014	2014	■	14	6.51%
2013	2013	■	10	4.65%
2012	2012	■	10	4.65%
2011	2011	■	10	4.65%
2010	2010	■	5	2.33%
2009	2009	■	7	3.26%
2008	2008	■	3	1.40%
2007	2007	■	6	2.79%
2006	2006	■	9	4.19%
2005	2005	■	8	3.72%
2004	2004		1	0.47%
2003	2003	■	4	1.86%
2002	2002	■	5	2.33%
2001	2001	■	4	1.86%
2000	2000	■	6	2.79%
1999	1999	■	6	2.79%
1998	1998	■	7	3.26%
1997	1997		1	0.47%
1996	1996	■	3	1.40%
1995	1995	■	4	1.86%
1994	1994	■	2	0.93%
1993	1993	■	2	0.93%
1992	1992		1	0.47%
1991	1991		1	0.47%
1990	1990	■	3	1.40%
1989	1989		1	0.47%
1988	1988		1	0.47%
1987	1987	■	3	1.40%
1986	1986	■	2	0.93%
1985	1985	■	2	0.93%
1984	1984	■	4	1.86%
1983	1983		1	0.47%
1982	1982	■	3	1.40%
1981	1981		1	0.47%
1980	1980		1	0.47%
1979	1979		1	0.47%
1978	1978		0	0.00%
1977	1977		0	0.00%
1976	1976		0	0.00%
1975	1975		0	0.00%
1974	1974		0	0.00%
1973	1973		0	0.00%
1972	1972		0	0.00%
1971	1971		1	0.47%
1970	1970		0	0.00%
1969	1969		0	0.00%
1968	1968		0	0.00%
1967	1967		0	0.00%
1966	1966		0	0.00%
1965	1965		0	0.00%

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

#	Answer	Bar	Response	%
1	Yes		200	90.09%
2	No		22	9.91%
	Total		222	100.00%

Which of the following best describes your job?

#	Answer	Bar	Response	%
1	Administrative/Academic support		95	43.38%
2	Service/Facility support		20	9.13%
3	Technical/Professional		44	20.09%
4	Supervisor/Management		60	27.40%
	Total		219	100.00%

Self describe

What is your gender?

#	Answer	Bar	Response	%
1	Female		156	70.59%
2	Male		65	29.41%
3	Self describe		0	0.00%
4	Transgender		0	0.00%
	Total		221	100.00%

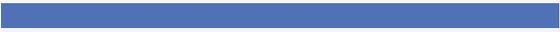
What is your age?

#	Answer	Bar	Response	%
23	24 or younger		3	1.39%
27.5	25-29		15	6.94%
32.5	30-34		19	8.80%
37.5	35-39		23	10.65%
42.5	40-44		23	10.65%
47.5	45-49		31	14.35%
52.5	50-54		32	14.81%
57.5	55-59		40	18.52%
62.5	60-64		23	10.65%
67.5	65-69		4	1.85%
72.5	70-74		3	1.39%
77.5	75 or older		0	0.00%
	Total		216	100.00%

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

#	Answer	Bar	Response	%
1	RACE_W		225	103.69%
	Total		225	100.00%

Are you of Hispanic, Latino, or Spanish origin?

#	Answer	Bar	Response	%
1	Yes		5	2.35%
0	No		208	97.65%
	Total		213	100.00%

Do you have any additional comments or suggestions?

Text Entry

Helpline is the best technology support I have had compared to working for corporations and other small businesses. The staff that handles our technology (Brittany Balo and Aaron Myers are super knowledgeable, friendly and responsive). I would like more support with copyright laws since I scan material for professors. I would like more support with certain software I use like campus reports. Brandon Warga does an excellent job assisting with the telephones. I find the company that handles the changes and updates very slow and not user-friendly.

Weylin Burgett is the best part of LBIS.

Internet speeds and strength of wireless signal both need to be addressed -- across the campus, not just in certain locations.

IT doesn't seem to be a priority at Kenyon. First time final calls to support do not occur. Data center equipment resides where the users want it; vs it residing in a secure, backed up environment like the data center. Technology decisions appear to be determined based on finances (which to every business, that is one element) vs technology needs. Decisions are made in vacuum. Changes are deployed without determining total after hour support or single accountability. System changes occur on an as needed basis vs a scheduled and consistent basis often without support staff on site. Network availability is inconsistent and not very reliable; wifi via the cloud probably not the most consistent option when availability is a concern. Excess of employees are permitted to go around existing technology services vs utilizing them because 'that's the way it has always been'

N/A

More support for Google apps. I came from a Microsoft office campus and have struggled with how to get some of the same functionality without paying for apps or add-ons. These should really be at an institutional level so I know everyone will be able to have the same functions. Also, students should get some basic training in how to use Gmail, Calendar, and Drive. I'm amazed by how many don't know something as simple as how to set the time zone on their calendars!

none

I don't know enough about the various LBIS services to make informed comments. I use MyBanner to log into my personal access pages but that's it. I didn't know we could borrow equipment. There is a lot I don't know about LBIS, and this survey was helpful to show just how much I don't know.

I've had great results with helpline. And Brittany is fantastic!

In comparison to other institutions I've worked at, the HelpLine staff are notably responsive, knowledgeable and friendly. Thank you.

This table has more than 10 rows. [Click here to view all responses.](#)