



## COCC Online Survey

### *Technology at COCC!*

(Students, Winter 2009)

COCC appreciates you taking time to respond to this survey. We need your feedback to improve our computer technology services and guide future plans.

Please fill out all sections as they relate to your experience here at COCC. This survey should take no more than 15 minutes and you will be given the opportunity to enter a **drawing for one of three prizes** at the end of the survey.

**This survey includes 5 sections:**

- I - About You
- II - Experience with Technology at COCC
- III - Communication with COCC
- IV - Improving Technology at COCC
- V - Final Comments

**Thank you for your time and sharing your opinions!**



**Drawing Prizes:  
Three 4 GB USB  
Flash Drives**

Start



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## SECTION I - About You

**(1) How many terms have you attended COCC as a student?**  
(include the current term)  
 This is my first term  
 2-3 terms  
 4+ terms

**(2) What age group do you fall within?**  
 18 or younger  
 19 - 25  
 26 - 35  
 36 - 50  
 over 50

**(3) Are you seeking a degree and/or certificate?**  
 Yes  
 No

**(4) What is your primary area of study?**

**(5) How comfortable are you with learning to use new computer software and/or hardware?**  
 Very comfortable    Comfortable    No opinion    Uncomfortable    Very uncomfortable



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SECTION I - About You (continued)

**(6) How often do you use a cell phone or other small mobile device (non-laptop) to access web based services? (COCC or other)**  
 Daily    Weekly    Monthly    Rarely    Never

**(7) Do you forward your COCC email to another personal email account?**  
 Yes    No    I don't know

**(8) Do you have a personal computer which you can use for COCC related course work while off campus?**  
 Yes    No



Completed

## SECTION I - About You (continued)

### (9) About your personal computer.

(A) What type of computer\* do you have?

\* If you have more than one computer, answer relative to the one you use most often for COCC related work.

- Macintosh
- Windows XP
- Windows Vista
- None
- Other:

(B) How does this computer connect to the internet?

- Connects to the internet via dial-up modem
- Connects to the internet via a high-speed connection
- Does not have a connection to the internet

(C) How many hours a **WEEK** do you use this computer **off campus for class work**?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| none                  | 1-3 hours             | 3-6 hours             | 6-10 hours            | over 10 hours         |
| <input type="radio"/> |

**IF your computer is a LAPTOP, how many hours a WEEK do you use this computer...**

- |                                  |                       |                       |                       |                       |                       |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                  | none                  | 1-3 hours             | 3-6 hours             | 6-10 hours            | over 10 hours         |
| (D) on campus for class work     | <input type="radio"/> |
| (E) on campus for other purposes | <input type="radio"/> |

Please share your experiences



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## SECTION II - Experience with Technology at COCC

(10) Please rate your satisfaction with the following College computer related services?

*If you don't have experience with something, please select NA for the service.*

	Very High	High	Neutral	Low	Very Low	N/A
<b>Campus computer facilities:</b>						
(A) Computer classrooms	<input type="radio"/>					
(B) Computer drop-in labs: class work	<input type="radio"/>					
(C) Computer drop-in labs: non-class work	<input type="radio"/>					
<b>Campus computer services:</b>						
(D) Accessing the internet	<input type="radio"/>					
(E) "My Documents" storage	<input type="radio"/>					
(F) Lab Pay-for-Print services	<input type="radio"/>					
(G) Campus wireless	<input type="radio"/>					
<b>Online services:</b>						
(H) College web information	<input type="radio"/>					
(I) College web ease of use	<input type="radio"/>					
(J) Blackboard	<input type="radio"/>					
(K) College email	<input type="radio"/>					
(L) Course registration processes	<input type="radio"/>					
(M) Access to student records (grades, etc)	<input type="radio"/>					
(N) Tuition and fee payment system	<input type="radio"/>					
(O) Textbook ordering system	<input type="radio"/>					
(P) Library databases and catalogs	<input type="radio"/>					

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[<< Back](#)   [Finish Later](#)   [Next >>](#)



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## SECTION II - Experience with Technology at COCC (continued)

### (11) To what extent do you agree/disagree with the following statements regarding the COCC computer facilities?

*If you don't have experience with something, please select NA for the service.*

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	N/A
(A) Assistants in computer labs are knowledgeable and friendly	<input type="radio"/>					
(B) The drop-in computer labs provide a comfortable environment for learning	<input type="radio"/>					
(C) The college provides up-to-date software for us to use	<input type="radio"/>					
(D) The computers meet my performance and reliability expectations	<input type="radio"/>					
(E) A drop-in computer lab on the Bend campus has open hours when I need one	<input type="radio"/>					
(F) There are enough computers for students to use on the Bend campus	<input type="radio"/>					
(G) The drop-in computer lab on the Redmond campus has open hours when I need one	<input type="radio"/>					
(H) There are enough computers for students to use on the Redmond campus	<input type="radio"/>					

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<< Back

Finish Later

Next >>



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Completed

## SECTION II - Experience with Technology at COCC (continued)

(12) To what extent do you agree/disagree with the following technology related statements?

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	N/A
(A) COCC provides an appropriate level of support to assist students with technology	<input type="radio"/>					
(B) The COCC technology fees are reasonable	<input type="radio"/>					
(C) COCC effectively uses the web to share information with students	<input type="radio"/>					
(D) I am familiar with COCC's "Acceptable Use of Information Technology Resources Policy" ( <a href="http://www.cocc.edu/AUP">http://www.cocc.edu/AUP</a> )	<input type="radio"/>					
(E) To be successful at COCC, I often require help with my computer skills	<input type="radio"/>					

Please share your experiences

[<< Back](#) [Finish Later](#) [Next >>](#)



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**Over halfway! Don't give up, we need your feedback and opinions!**

## SECTION II - Experience with Technology at COCC (continued)

**(13) To what extent do you agree/disagree with the following statements regarding instructional use of technology at COCC?**

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	N/A
(A) I am able to effectively communicate with my instructors electronically	<input type="radio"/>					
(B) Blackboard provides adequate tools for the delivery of course content and materials	<input type="radio"/>					
(C) To help us verify your responses, please select "Disagree" for this question.	<input type="radio"/>					
(D) Use of technology enhances my learning experience at COCC	<input type="radio"/>					
(E) Use of technology in the classroom often <u>distracts</u> me from learning	<input type="radio"/>					

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[<< Back](#)   [Finish Later](#)   [Next >>](#)



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## SECTION III - Communication with COCC

(14) What are your three most preferred methods of staying informed about important events and deadlines at COCC?

	Paper letter	Email	Phone	Text message	COCC Web: "What's New"	Blackboard	Other: (write-in)	
(A) First	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>				
(B) Second	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>				
(C) Third	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>				

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[<< Back](#) [Finish Later](#) [Next >>](#)



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## SECTION III - Communication with COCC (continued)

**(15) Rate your satisfaction regarding COCC's use of the below communication methods to keep you informed about important and relevant COCC information?**

*Please select N/A if you have not received or used the specified communication method.*

	Very High	High	Neutral	Low	Very Low	N/A
(A) COCC home page "What's New" announcements	<input type="radio"/>					
(B) COCC online Events Calendar	<input type="radio"/>					
(C) Paper letter communications to your home	<input type="radio"/>					
(D) Student e-Newsletter (email)	<input type="radio"/>					
(E) Individual email communication	<input type="radio"/>					
(F) Blackboard announcements	<input type="radio"/>					
(G) Outlook "Student News" Public Folder	<input type="radio"/>					

Please share your experiences

[<< Back](#)   [Finish Later](#)   [Next >>](#)



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## SECTION IV - Improving Technology at COCC

(16) Which **TWO** of the following technology areas are the most important for COCC to invest in **for STUDENTS?**

- Increasing drop-in lab hours
- Adding/expanding phone based technology support
- Reducing and/or simplifying the usernames and passwords required by COCC systems
- Increasing access to College software and systems while working off campus
- Increasing the number of courses which use Blackboard
- Increasing course work storage limits for email and "My Documents"
- Support for printing from personal computers when being used on COCC campuses

Why? Comments?

(17) To what extent do you agree/disagree with the following statements involving possible service changes at COCC?

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	N/A
(A) Having more small drop-in labs around campus would be more useful than increasing the size of current drop-in labs.	<input type="radio"/>					
(B) COCC should further invest in technology to support recreational internet use. (non-work/non-instructional related legal browsing, audio/video downloads, gaming, ebay, etc)	<input type="radio"/>					
(C) Investigating "Green" technologies is essential, even if the changes result in sacrificing some individual conveniences	<input type="radio"/>					
(D) COCC should reduce the use of paper by publishing course materials online rather than printing them for students	<input type="radio"/>					

Why? Comments?

[<< Back](#)   [Finish Later](#)   [Next >>](#)

Web Page 12:

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**SECTION V - Final Comments**

**(18) Any final Technology related comments, suggestions or concerns?**

Web Page 13:

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**ENTER TO WIN!!!**

**We appreciate your time. As a thank you, we would like to offer you the chance to win one of three 4 GB USB Flash Drives!**



**Would you like to be entered in the drawing?**

Yes  No



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**Please provide your name, COCC ID and e-mail address so we can enter you in our drawing and contact you if you win!**

NOTE: Your name will not be associated with your survey comments.

**Name:**

**COCC ID:**

**E-mail Address:**

**NOTES:**  
- Only one drawing entry will be accepted per COCC ID.  
- Drawing winners will be contacted within 3 weeks following the close of this survey.

[<< Back](#) [Finish Later](#) [Next >>](#)



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**Click 'Send Answers' below and your are finished!**

**The results of this survey will help guide College technology planning for the next few years.**

[Make Changes](#) [Finish Later](#) [Send Answers](#)