

Merged Information Services Organization (MISO) Survey February 2006

In February 2006, Earlham College, along with nineteen other institutions, participated in the Merged Information Services Organizations (MISO) survey administered by Bryn Mawr College. Three survey instruments were used, one for Faculty, one for Staff, and one for Students. Overall, the Earlham community reported a high degree of satisfaction with Information Services's current services and resources.

The summary of the MISO Survey Results below was prepared by Elizabeth "Beth" McMahon in April/May 2006 before she left. It has been edited for format and style but no conclusions reached have been changed. – TK

Service Points and Staff

Our main service points (Library Reference, Library Circulation, Archives, and ECS Help Desk) received very favorable responses for being friendly, reliable, responsive, and knowledgeable. Library Circulation received somewhat lower scores for responsiveness and reliability. Those service points which are more consistently staffed with professionals as opposed to student workers (Archives, Reference, and Help Desk) were consistently rated highly. Support for WebDB/Banner also generally scored well.

Frequently Used Services and Most Important Services

Faculty rated WebDB/Banner, Library Databases, and Access to Online Resources from Off-Campus as the most important IS services. Videoconferencing and Borrowing Laptops or Technology Equipment from ITAM were rated as among the least important services. As might be expected, WebDB/Banner, Accessing Online Resources from Off Campus, and the Library Website were named as the most frequently used services.

Faculty reported low rates of use for newer technologies, such as wikis, blogs, RSS feeds, iPods, and podcasting, for academic purposes. Paper course packs were also infrequently used. The Earlham faculty's frequency of use does not appear to be significantly lower than use at other institutions. Earlham faculty reported a higher rate of use for library research instruction for academic purposes than other institutions.

Staff also considered WebDB/Banner very important and report frequent use. The ECS Help Desk and Computing Information on the IS Website were also rated as more important. The ECS Website and Access to Online Resources from Off-Campus were also named among the most frequently used services. Staff indicated that Moodle, Videoconferencing, and Borrowing Laptops are less important services. ILL, Library Databases, and Borrowing Laptops are the least frequently used services.

Students rated On-Campus Computer Labs, WebDB, and Library Databases as among the most important services. The Library Catalog, and Wireless Access on Campus were also given high scores for importance. Borrowing Technology Equipment, ECS Help Desk, and Library Research Instruction for Academic Classes were reported as less important services to students. The range of scores for questions assessing importance was narrower for Students than for Faculty and Staff, however. (In other words, even the lowest-rated items in the Student survey were still in the Somewhat Important to Important range as opposed to the Not Important to Somewhat Important Range.)

Borrowing Laptops received a high rating (3.5) for importance but a low rating (1.36) for frequency of use. The services most frequently used by students were Moodle, WebDB, and On-Campus Computer Labs. The least frequently used services were Borrowing Technology Equipment from ITAM, ILL, and ECS Help Desk.

Communication

The Earlham community overall reported feeling moderately well-informed about available IS services and issues related to viruses and information security. Faculty and Staff reported feeling well informed about scheduled System Downtime while Students reported feeling less well informed.

Current Skills and Interest in Learning

Faculty described themselves as having high degrees of skill using Email, Library Databases, the Library Catalog, and WebDB/Banner. They report being less-skilled with using Web Editing Software (Dreamweaver), Video Editing Software such as iMovie, and discipline-specific software tools such as ArcGIS and Maple.

Faculty did not report being “Very Interested” in learning more about any listed IS resource or service, but using Classroom Technology, Moodle, and Backing Up Data received the most interest. Faculty on the whole are not interested in learning more about Instant Messaging, Voicemail, or discipline-specific software tools such as ArcGIS and Maple. Bear in mind that the current data cannot be sorted by academic division, so these results reflect the responses of all faculty from all divisions. Faculty expressed more interest in having opportunities to learn through one-on-one instruction than through other means (such as online tutorials or group instruction).

Staff described themselves as having high degrees of skill with Word Processing Software such as MS Word, Email, Voicemail, and Search Engines. They reported lower degrees of skill using Moodle, discipline-specific software tools such as ArcGIS and Maple, Video Editing Software, and the Library Catalog.

Staff are interested in learning more about WebDB/Banner, Backing Up Data, and database and spreadsheet software such as MS Access and Excel. Staff are least

interested in learning more about Video Editing Software such as iMovie, Technology in Classrooms and Meeting Spaces, and Voicemail. Staff expressed interest in opportunities to learn through workshops/group instruction as well as one-on-one instruction.

Students described themselves as having “Expert” or near-expert skills using Search Engines, Word Processing Software, Email, and WebDB/Banner. They also report high degrees of skill using Moodle, Instant Messaging, and Library Databases. Students reported lower levels of skill using discipline-specific software tools such as ArcGIS and Maple, Video Editing Software, and Web Editing Software such as Dreamweaver.

Like Faculty, Students did not report being “Very Interested” in learning more about any listed IS resource or service. Learning more about using Graphics Software such as Photoshop, their Operating Systems, and Backing Up Data received the most interest. Students are also most interested in having opportunities to learn through one-on-one instruction.

Overall Satisfaction

Faculty, Staff, and Students all reported high degrees of overall satisfaction with IS services in general, with Faculty and Staff responses somewhat higher than students’. All groups rated library services, including Library Reference, Library Circulation, and ILL, very highly. Staff also rated Borrowing Library Materials and the ECS Help Desk very highly.

Faculty expressed less satisfaction with Desktop Computer Replacement, Performance and Availability of the Wireless Network on Campus, and Network Speed. Students expressed less satisfaction with the Performance of the Wireless Network on Campus, Network Speed and Stability, and Input Into Computing Decisions.

The following are the detailed results of the survey for undergraduate students and faculty. These were the only groups for which we have sufficient data for meaningful results.

| Original Order of Questions | Faculty Survey Results | | Earlham | | | Earlham's ranking out of 20 | Overall Mean | High Score | Low Score |
|-----------------------------|--------------------------|--|---------|-----|------|-----------------------------|--------------|------------|-----------|
| | | | 126 | | | | | | |
| | 63 | | | | | | | | |
| | 50.0% | | | | | | | | |
| Variable Name | Survey Question and Item | EC MEAN | N | STD | | | | | |
| | | How strongly do you disagree or agree with the following statements? | | | | | | | |
| 50 | DA_CCPS | My classroom computing problems are solved in a timely fashion. | 3.02 | 41 | 0.99 | 19th | 3.36 | 3.78 | 2.34 |
| 45 | DA_CTRA | Computing tools and resources are appropriate for my academic needs. | 3.51 | 61 | 0.81 | 3rd | 3.40 | 3.62 | 2.73 |
| 49 | DA_DCPS | My desktop computing problems are solved in a timely fashion. | 3.13 | 60 | 0.96 | 16th | 3.37 | 3.74 | 3.01 |
| 53 | DA_GCFU | I know how to obtain guidance on copyright and "fair use" issues. | 3.44 | 62 | 0.82 | 1st | 3.09 | 3.44 | 2.69 |
| 48 | DA_HDSMN | The current HelpDesk schedule meets my needs. | 3.33 | 60 | 0.84 | 15th | 3.41 | 3.74 | 2.91 |
| 51 | DA_LACP | I want to learn how to avoid computing problems. | 3.50 | 56 | 0.60 | 4th | 3.40 | 3.58 | 3.13 |
| 46 | DA_LCA | Library collections are appropriate for my academic needs. | 3.31 | 62 | 0.93 | 6th | 3.16 | 3.45 | 2.38 |
| 52 | DA_LSCP | I want to learn how to solve computing problems. | 3.10 | 58 | 0.97 | 19th | 3.25 | 3.43 | 3.04 |
| 47 | DA_LSMN | The current library schedule meets my needs. | 3.83 | 60 | 0.46 | 1st | 3.68 | 3.83 | 3.50 |
| 44 | DA_WSAT | I am willing to have IS employed student workers answer some of my technical-computer questions. | 3.68 | 62 | 0.65 | 1st | 3.48 | 3.68 | 3.05 |
| 81 | DAASC_F | Friendliness of the archives-special collections staff? | 3.95 | 20 | 0.22 | 5th | 3.91 | 3.98 | 3.73 |
| 82 | DAASC_K | Knowledge of the archives-special collections staff? | 3.89 | 19 | 0.46 | 8th | 3.90 | 3.98 | 3.76 |
| 83 | DAASC_RL | Reliability of the archives-special collections staff? | 3.89 | 19 | 0.46 | 9th | 3.89 | 3.98 | 3.71 |
| 84 | DAASC_RS | Responsiveness of the archives-special collections staff? | 4.00 | 19 | 0.00 | 1st | 3.88 | 4.00 | 3.67 |
| 65 | DAERP_F | Friendliness of the Banner/WebDB support staff? | 3.79 | 29 | 0.41 | 8th | 3.70 | 3.90 | 3.47 |
| 66 | DAERP_K | Knowledge of the Banner/WebDB support staff? | 3.62 | 29 | 0.62 | 11th | 3.62 | 3.88 | 3.26 |
| 67 | DAERP_RL | Reliability of the Banner/WebDB support staff? | 3.62 | 29 | 0.56 | 11th | 3.60 | 3.86 | 3.24 |
| 68 | DAERP_RS | Responsiveness of the Banner/WebDB support staff? | 3.53 | 30 | 0.73 | 13th | 3.56 | 3.83 | 3.18 |
| 61 | DAHD_F | Friendliness of the HelpDesk staff? | 3.69 | 59 | 0.70 | 12th | 3.72 | 3.88 | 3.43 |
| 62 | DAHD_K | Knowledge of the HelpDesk staff? | 3.54 | 59 | 0.70 | 7th | 3.46 | 3.72 | 3.02 |
| 0 | DAHD_RL | Reliability of the HelpDesk staff? | 3.43 | 58 | 0.86 | 12th | 3.47 | 3.70 | 3.05 |

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|-----|---------|---|------|----|------|------|------|------|------|
| 64 | DAHD_RS | Responsiveness of the HelpDesk staff? | 3.42 | 59 | 0.86 | 12th | 3.47 | 3.73 | 3.08 |
| 77 | DAIT_F | Friendliness of the instructional technology staff? | 3.79 | 56 | 0.53 | 10th | 3.81 | 3.95 | 3.64 |
| 78 | DAIT_K | Knowledge of the instructional technology staff? | 3.80 | 56 | 0.44 | 4th | 3.74 | 3.84 | 3.46 |
| 79 | DAIT_RL | Reliability of the instructional technology staff? | 3.64 | 56 | 0.64 | 10th | 3.68 | 3.88 | 3.31 |
| 12 | DAIT_RS | Responsiveness of the instructional technology staff? | 3.57 | 56 | 0.68 | 12th | 3.64 | 3.89 | 3.26 |
| 69 | DALC_F | Frriendliness of the library circulation staff? | 3.78 | 58 | 0.53 | 17th | 3.84 | 4.00 | 3.68 |
| 70 | DALC_K | Knowledge of the library circulation staff? | 3.53 | 58 | 0.80 | 19th | 3.74 | 3.89 | 3.52 |
| 71 | DALC_RL | Reliability of the library circulation staff? | 3.64 | 56 | 0.62 | 20th | 3.82 | 3.95 | 3.64 |
| 77 | DALC_RS | Responsiveness of the library circulation staff? | 3.64 | 56 | 0.67 | 20th | 3.82 | 3.97 | 3.64 |
| 73 | DALR_F | Friendliness of the library reference staff? | 3.91 | 53 | 0.45 | 10th | 3.92 | 4.00 | 3.85 |
| 74 | DALR_K | Knowledge of the library reference staff? | 3.91 | 53 | 0.45 | 7th | 3.87 | 3.97 | 3.69 |
| 75 | DALR_RL | Reliability of the library reference staff? | 3.91 | 53 | 0.45 | 8th | 3.90 | 4.00 | 3.73 |
| 76 | DALR_RS | Responsiveness of the library reference staff? | 3.90 | 51 | 0.46 | 9th | 3.89 | 4.00 | 3.76 |
| 85 | DAWS_F | Frriendliness of the Web services staff? | 3.53 | 38 | 0.65 | 7th | 3.69 | 3.85 | 3.53 |
| 86 | DAWS_K | Knowledge of the Web services staff? | 3.53 | 36 | 0.70 | 7th | 3.61 | 3.75 | 3.41 |
| 87 | DAWS_RL | Reliability of the Web services staff? | 3.38 | 37 | 0.83 | 7th | 3.51 | 3.73 | 3.20 |
| 88 | DAWS_RS | Responsiveness of the Web services staff? | 3.30 | 37 | 0.85 | 7th | 3.45 | 3.70 | 3.13 |
| | | | | | | | | | |
| | | How dissatisfied or satisfied are you with the following resources and services? | | | | | | | |
| 111 | DS_AORO | Access to online resources from off-campus | 3.64 | 55 | 0.59 | 4th | 3.43 | 3.72 | 3.17 |
| 101 | DS_AWAC | Availability of wireless access on campus | 2.95 | 42 | 0.85 | 11th | 2.94 | 3.68 | 1.94 |
| 135 | DS_BL | Borrowing laptops | 3.35 | 20 | 0.99 | 10th | 3.41 | 3.80 | 2.84 |
| 121 | DS_BML | Borrowing materials from the library | 3.78 | 60 | 0.49 | 17th | 3.84 | 3.95 | 3.68 |
| 136 | DS_BTE | Borrowing technology equipment | 3.69 | 35 | 0.53 | 3rd | 3.50 | 3.75 | 2.59 |
| 93 | DS_CMS | Moodle | 3.29 | 42 | 0.86 | 11th | 3.30 | 3.68 | 2.85 |
| 103 | DS_CWS | Computing information on the merged organization Web site | 3.63 | 48 | 0.57 | 1st | 3.37 | 3.63 | 2.69 |
| 107 | DS_LWS | Library information on the merged organization Web site | 3.84 | 57 | 0.37 | 3rd | 3.69 | 3.88 | 3.39 |
| 117 | DS_DCR | Desktop computer replacement | 2.96 | 47 | 0.98 | 18th | 3.26 | 3.72 | 2.65 |
| 118 | DS_EMS | E-mail services | 3.66 | 59 | 0.63 | 4th | 3.51 | 3.77 | 3.15 |
| 119 | DS_EMSF | E-mail SPAM filtering | 3.53 | 59 | 0.77 | 2nd | 3.01 | 3.66 | 2.21 |
| 95 | DS_ERP | Banner/WebDB | 3.68 | 57 | 0.57 | 2nd | 3.27 | 3.74 | 2.42 |
| 94 | DS_FPC | HelpDesk | 3.29 | 58 | 0.92 | 13th | 3.37 | 3.61 | 3.00 |
| 131 | DS_ICDA | Your input into computing decisions that affect you | 3.21 | 48 | 0.87 | 3rd | 2.91 | 3.23 | 2.11 |
| 132 | DS_ILDA | Your input into library decisions that affect you | 3.56 | 54 | 0.74 | 1st | 3.17 | 3.56 | 2.92 |
| 104 | DS_ILL | Interlibrary Loan | 3.74 | 57 | 0.52 | 11th | 3.74 | 3.94 | 3.54 |

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|-----|----------|---|------|----|------|------|------|------|------|
| 98 | DS_ITS | Instructional technology support | 3.45 | 53 | 0.77 | 9th | 3.38 | 3.70 | 2.36 |
| 123 | DS_KDCN | Knowing whom to contact for your desktop computing needs | 3.20 | 60 | 0.95 | 15th | 3.32 | 3.61 | 2.93 |
| 124 | DS_KERPN | Knowing whom to contact for your Banner/WebDB needs | 3.10 | 49 | 0.82 | 6th | 2.92 | 3.28 | 2.27 |
| 125 | DS_KITN | Knowing whom to contact for your instructional technology needs | 3.46 | 59 | 0.84 | 6th | 3.33 | 3.59 | 2.75 |
| 126 | DS_KLN | Knowing whom to contact for your library needs | 3.85 | 59 | 0.48 | 1st | 3.68 | 3.85 | 3.44 |
| 105 | DS_LCS | Library Circulation services | 3.78 | 58 | 0.46 | 16th | 3.84 | 3.95 | 3.66 |
| 110 | DS_LIAC | Library research instruction for academic courses | 3.94 | 51 | 0.24 | 1st | 3.64 | 3.94 | 3.27 |
| 109 | DS_LLC | Library Liaison-Contact | 3.91 | 47 | 0.35 | 2nd | 3.77 | 3.93 | 3.55 |
| 106 | DS_LRS | Library Reference services | 3.94 | 51 | 0.24 | 3rd | 3.86 | 3.96 | 3.73 |
| 116 | DS_NSP | Network speed | 2.87 | 60 | 1.07 | 20th | 3.36 | 3.67 | 2.87 |
| 115 | DS_NST | Network stability | 3.37 | 57 | 0.72 | 13th | 3.40 | 3.72 | 2.82 |
| 112 | DS_OCR | Online course reserves | 3.81 | 36 | 0.40 | 1st | 3.55 | 3.81 | 3.29 |
| 108 | DS_OLC | Online Library catalog | 3.69 | 58 | 0.57 | 11th | 3.69 | 3.86 | 3.33 |
| 133 | DS_OCS | Overall computing service | 3.42 | 60 | 0.79 | 12th | 3.40 | 3.66 | 2.75 |
| 134 | DS_OLS | Overall library service | 3.81 | 58 | 0.44 | 5th | 3.74 | 3.89 | 3.55 |
| 102 | DS_PWAC | Performance of wireless access on campus | 2.78 | 41 | 0.99 | 15th | 2.97 | 3.59 | 1.88 |
| 127 | DS_SDCP | Support when you have a desktop computing problem | 3.32 | 57 | 0.83 | 13th | 3.37 | 3.69 | 2.94 |
| 128 | DS_SERPP | Support when you have an Banner/WebDB problem | 3.36 | 36 | 0.68 | 6th | 3.15 | 3.64 | 2.49 |
| 122 | DS_SICP | Status information on computing problems | 3.44 | 59 | 0.79 | 11th | 3.43 | 3.73 | 3.04 |
| 129 | DS_SII | Support for your innovative ideas | 3.23 | 35 | 0.81 | 7th | 3.09 | 3.49 | 2.36 |
| 130 | DS_SSCN | Support for your specialized computing needs | 3.04 | 45 | 1.00 | 13th | 3.06 | 3.46 | 2.19 |
| 97 | DS_STMS | Support for technology in meeting spaces-classrooms | 3.20 | 54 | 0.81 | 12th | 3.27 | 3.71 | 2.15 |
| 100 | DS_TIAC | Technology instruction for academic courses | 3.35 | 46 | 0.77 | 11th | 3.31 | 3.63 | 2.11 |
| 96 | DS_TMS | Technology in meeting spaces-classrooms | 3.04 | 56 | 1.01 | 15th | 3.16 | 3.66 | 1.79 |
| 99 | DS_VC | Video conferencing | 3.40 | 5 | 0.89 | 5th | 3.23 | 3.93 | 2.33 |
| 120 | DS_VP | Virus protection | 3.75 | 56 | 0.55 | 2nd | 3.56 | 3.84 | 3.04 |
| | | | | | | | | | |
| | | How important are these services to you? | | | | | | | |
| 38 | IMP_AORO | Access to online resources from off-campus | 3.68 | 60 | 0.65 | 2nd | 3.54 | 3.72 | 3.22 |
| 41 | IMP_BL | Borrowing laptops | 1.81 | 53 | 0.74 | 9th | 1.82 | 2.09 | 1.52 |
| 42 | IMP_BTE | Borrowing technology equipment | 2.41 | 59 | 1.07 | 6th | 2.41 | 2.93 | 1.75 |
| 21 | IMP_CMS | Course Management System | 2.93 | 58 | 1.12 | 9th | 2.71 | 3.67 | 1.82 |
| 23 | IMP_ERP | Banner/WebDB | 3.81 | 59 | 0.47 | 1st | 3.24 | 3.81 | 1.86 |
| 22 | IMP_FPC | HelpDesk | 3.46 | 59 | 0.82 | 8th | 3.28 | 3.69 | 2.77 |
| 30 | IMP_ILL | Interlibrary Loan | 3.47 | 60 | 0.83 | 8th | 3.32 | 3.71 | 2.40 |
| 26 | IMP_ITS | Instructional technology support | 3.25 | 60 | 0.91 | 1st | 3.02 | 3.25 | 2.61 |

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|-----|----------|---|------|----|------|------|------|------|------|
| 31 | IMP_LCS | Library Circulation services | 3.55 | 60 | 0.72 | 9th | 3.46 | 3.77 | 2.71 |
| 35 | IMP_LDB | Library databases (e.g. LexisNexis, JSTOR) | 3.75 | 60 | 0.57 | 2nd | 3.49 | 3.76 | 2.95 |
| 37 | IMP_LIAC | Library research instruction for academic courses | 3.29 | 59 | 0.85 | 1st | 2.69 | 3.29 | 2.21 |
| 36 | IMP_LLC | Library Liaison-Contact | 3.15 | 59 | 1.00 | 3rd | 2.71 | 3.21 | 2.22 |
| 32 | IMP_LRS | Library Reference services | 3.58 | 60 | 0.70 | 2nd | 3.28 | 3.73 | 2.83 |
| 33 | IMP_LWS | Library information on the merged organization Web site | 3.65 | 60 | 0.66 | 2nd | 3.29 | 3.73 | 2.28 |
| 29 | IMP_CWS | Computing information on the merged organization Web site | 2.77 | 62 | 1.12 | 3rd | 2.43 | 3.69 | 1.78 |
| 39 | IMP_OCR | Online course reserves | 2.95 | 55 | 1.16 | 10th | 2.95 | 3.31 | 2.41 |
| 34 | IMP_OLC | Online Library catalog | 3.68 | 60 | 0.57 | 10th | 3.61 | 3.97 | 2.80 |
| 25 | IMP_STMS | Support for technology in meeting spaces-classrooms | 3.40 | 60 | 0.91 | 6th | 3.29 | 3.52 | 2.98 |
| 28 | IMP_TIAC | Technology instruction for academic courses | 2.90 | 59 | 1.09 | 1st | 2.55 | 2.90 | 2.07 |
| 24 | IMP_TMS | Technology in meeting spaces-classrooms | 3.53 | 60 | 0.85 | 8th | 3.45 | 3.64 | 3.19 |
| 27 | IMP_VC | Video conferencing | 1.21 | 56 | 0.62 | 13th | 1.35 | 1.65 | 1.18 |
| 40 | IMP_WALC | Wireless access to the Internet on campus | 3.09 | 58 | 1.14 | 1st | 2.69 | 3.09 | 2.38 |
| | | | | | | | | | |
| | | How informed do you feel you are about the following? | | | | | | | |
| 55 | INF_ALS | Available library services | 2.95 | 61 | 0.72 | 1st | 2.75 | 2.95 | 2.55 |
| 54 | INF_ATS | Available technology services | 2.48 | 61 | 0.77 | 13th | 2.50 | 2.68 | 2.26 |
| 57 | INF_CVS | Current issues regarding computer viruses and spyware | 2.34 | 61 | 0.81 | 5th | 2.24 | 2.64 | 2.03 |
| 58 | INF_IS | Current issues regarding information security | 2.21 | 61 | 0.73 | 6th | 2.11 | 2.34 | 1.88 |
| 56 | INF_PI | Privacy issues related to technology | 2.43 | 61 | 0.78 | 2nd | 2.21 | 2.48 | 1.98 |
| 59 | INF_SSD | Scheduled system downtime | 2.98 | 61 | 0.83 | 5th | 2.80 | 3.12 | 2.23 |
| | | | | | | | | | |
| | | How interested are you in learning more about the following? | | | | | | | |
| 177 | LRN_BUD | Backing up data | 2.52 | 60 | 1.08 | 2nd | 2.38 | 2.63 | 2.11 |
| 162 | LRN_CMS | Moodle | 2.60 | 60 | 0.94 | 1st | 2.24 | 2.60 | 1.90 |
| 169 | LRN_DB | Database software (e.g. Access, Filemaker) | 1.69 | 61 | 0.98 | 11th | 1.74 | 2.00 | 1.57 |
| 158 | LRN_E | Email | 1.74 | 61 | 0.87 | 19th | 1.87 | 2.10 | 1.64 |
| 161 | LRN_ERP | Banner/WebDB | 1.77 | 60 | 0.95 | 17th | 1.97 | 2.68 | 1.74 |
| 172 | LRN_G | Graphics software (e.g. Photoshop, CorelDraw) | 2.16 | 61 | 1.08 | 12th | 2.16 | 2.33 | 1.92 |
| 175 | LRN_GIS | Spatial analysis-GIS software (e.g. ArcView, Remote Sensing) | 1.52 | 61 | 0.87 | 6th | 1.48 | 1.68 | 1.31 |
| 159 | LRN_IM | Instant Messaging | 1.52 | 61 | 0.87 | 9th | 1.51 | 1.74 | 1.34 |
| 166 | LRN_LDB | Library databases (e.g. LexisNexis, JSTOR) | 2.16 | 61 | 0.93 | 15th | 2.25 | 2.47 | 2.02 |
| 174 | LRN_MS | Math or statistics software (e.g. Mathematica, SPSS) | 1.62 | 61 | 0.95 | 10th | 1.59 | 1.81 | 1.43 |
| 165 | LRN_OLC | Online library catalog | 1.82 | 61 | 0.90 | 20th | 1.99 | 2.26 | 1.82 |

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|-----|----------|--|------|----|------|------|------|------|------|
| 181 | LRN_SDD | Self-directed with documentation | 2.29 | 59 | 1.02 | 5th | 2.22 | 2.51 | 2.05 |
| 178 | LRN_OOO | One-on-one instruction | 2.88 | 59 | 0.91 | 9th | 2.86 | 3.05 | 2.65 |
| 176 | LRN_OS | Your primary Operating System (e.g. Mac OS, Windows) | 2.00 | 61 | 0.97 | 12th | 2.06 | 2.31 | 1.79 |
| 170 | LRN_PP | Presentation software (e.g. PowerPoint) | 2.13 | 61 | 1.01 | 16th | 2.18 | 2.33 | 2.02 |
| 164 | LRN_SE | Search engines (e.g. Google, Yahoo) | 1.84 | 61 | 0.86 | 17th | 1.95 | 2.16 | 1.79 |
| 168 | LRN_SS | Spreadsheet software (e.g. Excel) | 1.84 | 61 | 0.97 | 14th | 1.91 | 2.12 | 1.74 |
| 163 | LRN_TMS | Technology in meeting spaces-classrooms | 2.67 | 61 | 0.91 | 1st | 2.30 | 2.82 | 1.98 |
| 173 | LRN_V | Spreadsheet software (e.g. Excel) | 1.87 | 61 | 1.10 | 14th | 1.94 | 2.10 | 1.71 |
| 160 | LRN_VM | Voicemail | 1.43 | 61 | 0.78 | 15th | 1.53 | 1.66 | 1.39 |
| 171 | LRN_WA | Web authoring software (e.g. DreamWeaver, Front Page) | 2.28 | 61 | 1.02 | 5th | 2.13 | 2.40 | 1.79 |
| 167 | LRN_WP | Word processing software (e.g. Microsoft Word) | 1.89 | 61 | 0.95 | 5th | 1.86 | 2.06 | 1.73 |
| | | | | | | | | | |
| | | How interested are you in learning new technical or research skills by the following methods? | | | | | | | |
| 180 | LRN_SDOT | Self-directed with online tutorial | 2.24 | 58 | 1.01 | 14th | 2.30 | 2.66 | 2.13 |
| 182 | LRN_TE | Trial and error | 1.97 | 59 | 0.93 | 1st | 1.82 | 1.97 | 1.61 |
| 179 | LRN_WTS | Workshop-Training Session | 2.75 | 59 | 0.73 | 2nd | 2.50 | 2.80 | 2.29 |
| | | | | | | | | | |
| | | Which of the following devices do you personally own? | | | | | | | |
| 230 | OWN_AS | Audio system | 0.57 | 63 | 0.50 | 19th | 0.69 | 0.80 | 0.57 |
| 218 | OWN_DC | Desktop computer | 0.63 | 63 | 0.49 | 16th | 0.68 | 0.78 | 0.53 |
| 225 | OWN_DSC | Digital still camera | 0.59 | 63 | 0.50 | 17th | 0.65 | 0.73 | 0.56 |
| 232 | OWN_DVD | DVD player | 0.79 | 63 | 0.41 | 14th | 0.83 | 0.92 | 0.76 |
| 233 | OWN_DVR | DVR (e.g. Tivo) | 0.13 | 63 | 0.34 | 4th | 0.11 | 0.17 | 0.06 |
| 234 | OWN_FM | Fax Machine | 0.21 | 63 | 0.41 | 14th | 0.27 | 0.38 | 0.16 |
| 219 | OWN_LC | Laptop-Notebook computer | 0.62 | 63 | 0.49 | 12th | 0.66 | 0.79 | 0.43 |
| 220 | OWN_MP | Mobile phone | 0.63 | 63 | 0.49 | 16th | 0.70 | 0.80 | 0.60 |
| 222 | OWN_MP3 | MP3 Player (e.g. iPod, Rio) | 0.17 | 63 | 0.38 | 19th | 0.27 | 0.44 | 0.17 |
| 224 | OWN_P | Printer | 0.84 | 63 | 0.37 | 8th | 0.82 | 0.91 | 0.71 |
| 221 | OWN_PDA | PDA (e.g. PalmPilot ,Blackberry) | 0.14 | 63 | 0.35 | 18th | 0.19 | 0.33 | 0.14 |
| 228 | OWN_R | Radio | 0.90 | 63 | 0.30 | 7th | 0.88 | 1.00 | 0.79 |
| 223 | OWN_S | Scanner | 0.41 | 63 | 0.50 | 15th | 0.45 | 0.52 | 0.35 |
| 229 | OWN_TV | Television | 0.89 | 63 | 0.32 | 10th | 0.88 | 0.98 | 0.79 |
| 226 | OWN_VC | Video camera | 0.27 | 63 | 0.45 | 18th | 0.34 | 0.42 | 0.27 |
| 231 | OWN_VCR | VCR | 0.83 | 63 | 0.38 | 9th | 0.84 | 0.94 | 0.76 |
| 227 | OWN_VGP | Video game player (e.g.Xbox, Playstation 2) | 0.11 | 63 | 0.32 | 7th | 0.11 | 0.20 | 0.05 |

| | | How would you describe your skill level with the following? | | | | | | | |
|-----|----------|--|------|----|------|------|------|------|------|
| 157 | SKL_BUD | Backing up data | 2.82 | 60 | 0.93 | 16th | 2.95 | 3.28 | 2.68 |
| 142 | SKL_CMS | Course management system | 2.52 | 61 | 1.23 | 11th | 2.64 | 3.44 | 1.84 |
| 149 | SKL_DB | Database software (e.g. Access, Filemaker) | 1.89 | 61 | 1.23 | 8th | 1.86 | 2.15 | 1.58 |
| 138 | SKL_E | Email | 3.85 | 61 | 0.65 | 6th | 3.84 | 3.98 | 3.72 |
| 141 | SKL_ERP | Banner/WebDB | 3.28 | 60 | 0.74 | 5th | 2.82 | 3.44 | 1.32 |
| 152 | SKL_G | Graphics software (e.g. Photoshop, CorelDraw) | 2.13 | 60 | 1.13 | 9th | 2.11 | 2.36 | 1.95 |
| 155 | SKL_GIS | Spatial analysis-GIS software (e.g. ArcView, Remote Sensing) | 1.23 | 60 | 0.62 | 14th | 1.26 | 1.35 | 1.19 |
| 139 | SKL_IM | Instant Messaging | 2.02 | 61 | 1.18 | 4th | 1.89 | 2.47 | 1.60 |
| 146 | SKL_LDB | Library databases (e.g. LexisNexis, JSTOR) | 3.41 | 61 | 1.02 | 5th | 3.26 | 3.53 | 2.66 |
| 154 | SKL_MS | Math or statistics software (e.g. Mathematica, SPSS) | 1.82 | 61 | 1.25 | 13th | 1.87 | 2.16 | 1.56 |
| 145 | SKL_OLC | Online library catalog | 3.46 | 61 | 0.91 | 14th | 3.49 | 3.82 | 2.46 |
| 156 | SKL_OS | Your primary Operating System (e.g. Mac OS, Windows) | 3.28 | 61 | 0.84 | 9th | 3.27 | 3.43 | 3.05 |
| 150 | SKL_PP | Presentation software (e.g. PowerPoint) | 2.69 | 61 | 1.25 | 13th | 2.76 | 3.08 | 2.37 |
| 144 | SKL_SE | Search engines (e.g. Google, Yahoo) | 3.69 | 61 | 0.67 | 17th | 3.76 | 3.95 | 3.60 |
| 148 | SKL_SS | Spreadsheet software (e.g. Excel) | 2.95 | 60 | 1.23 | 13th | 2.95 | 3.19 | 2.75 |
| 143 | SKL_TMS | Technology in meeting spaces-classrooms | 2.90 | 61 | 0.91 | 19th | 3.10 | 3.30 | 2.90 |
| 153 | SKL_V | Audio-video editing software (e.g. iMovie, Premiere) | 1.31 | 61 | 0.76 | 20th | 1.49 | 1.62 | 1.31 |
| 140 | SKL_VM | Voicemail | 3.13 | 60 | 0.89 | 16th | 3.30 | 3.50 | 3.13 |
| 151 | SKL_WA | Web authoring software (e.g. DreamWeaver, Front Page) | 1.89 | 61 | 1.11 | 7th | 1.81 | 2.06 | 1.48 |
| 147 | SKL_WP | Word processing software (e.g. Microsoft Word) | 3.77 | 61 | 0.78 | 17th | 3.84 | 3.98 | 3.74 |
| | | | | | | | | | |
| | | Which of the following do you use for academic purposes? | | | | | | | |
| 183 | UAP_A | Animations | 0.14 | 63 | 0.35 | 15th | 0.17 | 0.24 | 0.10 |
| 184 | UAP_B | Blogs | 0.05 | 63 | 0.21 | 15th | 0.07 | 0.11 | 0.01 |
| 185 | UAP_BCD | Burn CDs | 0.48 | 63 | 0.50 | 12th | 0.49 | 0.59 | 0.31 |
| 186 | UAP_BDVD | Burn DVDs | 0.17 | 63 | 0.38 | 18th | 0.23 | 0.32 | 0.16 |
| 187 | UAP_CEP | Classroom electronic polling | 0.05 | 63 | 0.21 | 5th | 0.04 | 0.09 | 0.01 |
| 188 | UAP_CMS | Course Management system | 0.59 | 63 | 0.50 | 9th | 0.52 | 0.93 | 0.13 |
| 189 | UAP_CRO | Course reserves - Online | 0.43 | 63 | 0.50 | 11th | 0.41 | 0.63 | 0.11 |
| 190 | UAP_CRP | Course reserves - Physical (e.g. books, videos) | 0.62 | 63 | 0.49 | 6th | 0.53 | 0.74 | 0.21 |
| 191 | UAP_DA | Digital audio | 0.22 | 63 | 0.42 | 14th | 0.25 | 0.31 | 0.13 |
| 195 | UAP_DB | Discussion Boards | 0.13 | 63 | 0.34 | 13th | 0.16 | 0.26 | 0.05 |
| 192 | UAP_DI | Digital images | 0.41 | 63 | 0.50 | 11th | 0.42 | 0.54 | 0.27 |

| | | | | | | | | | |
|-----|----------|--|------|----|------|------|------|------|------|
| 194 | UAP_DSS | Discipline-specific software | 0.19 | 63 | 0.40 | 17th | 0.25 | 0.38 | 0.16 |
| 193 | UAP_DV | Digital video | 0.21 | 63 | 0.41 | 19th | 0.33 | 0.44 | 0.21 |
| 196 | UAP_E | Email | 0.90 | 63 | 0.30 | 6th | 0.90 | 0.99 | 0.79 |
| 197 | UAP_ICSC | In-class student computer use | 0.27 | 63 | 0.45 | 16th | 0.31 | 0.43 | 0.18 |
| 198 | UAP_IM | Instant messaging-Chat | 0.02 | 63 | 0.13 | 13th | 0.03 | 0.06 | 0.00 |
| 199 | UAP_LRI | Library research instruction | 0.63 | 63 | 0.49 | 1st | 0.40 | 0.63 | 0.25 |
| 200 | UAP_OQ | Online quizzes | 0.08 | 63 | 0.27 | 8th | 0.09 | 0.21 | 0.02 |
| 202 | UAP_PC | Podcasting | 0.03 | 63 | 0.18 | 3rd | 0.02 | 0.05 | 0.00 |
| 201 | UAP_PCP | Paper Course packs | 0.32 | 63 | 0.47 | 4th | 0.23 | 0.44 | 0.02 |
| 203 | UAP_PD | Portable drives (e.g. USB drives, Jump drive) | 0.35 | 63 | 0.48 | 6th | 0.32 | 0.44 | 0.21 |
| 204 | UAP_PMD | Portable media devices (e.g. iPods) | 0.00 | 63 | 0.00 | 19th | 0.07 | 0.15 | 0.00 |
| 205 | UAP_RSS | RSS feeds | 0.05 | 63 | 0.21 | 1st | 0.01 | 0.05 | 0.00 |
| 208 | UAP_SEP | Student electronic portfolios | 0.05 | 63 | 0.21 | 13th | 0.06 | 0.11 | 0.02 |
| 206 | UAP_SIM | Simulations | 0.14 | 63 | 0.35 | 5th | 0.12 | 0.20 | 0.07 |
| 207 | UAP_SL | Slides | 0.32 | 63 | 0.47 | 5th | 0.29 | 0.40 | 0.19 |
| 209 | UAP_SLR | Student library research | 0.71 | 63 | 0.46 | 1st | 0.52 | 0.71 | 0.36 |
| 211 | UAP_ST | Survey tools | 0.06 | 63 | 0.25 | 10th | 0.07 | 0.12 | 0.03 |
| 210 | UAP_SWD | Student Web page development | 0.13 | 63 | 0.34 | 5th | 0.10 | 0.18 | 0.04 |
| 212 | UAP_TEL | Technology-enhanced lectures | 0.48 | 63 | 0.50 | 8th | 0.48 | 0.61 | 0.33 |
| 213 | UAP_TESP | Technology-enhanced student presentations | 0.41 | 63 | 0.50 | 7th | 0.39 | 0.48 | 0.31 |
| 214 | UAP_TI | Technology instruction | 0.22 | 63 | 0.42 | 1st | 0.16 | 0.22 | 0.10 |
| 215 | UAP_VC | Video conferencing | 0.02 | 63 | 0.13 | 10th | 0.03 | 0.06 | 0.00 |
| 216 | UAP_VT | Videotapes | 0.59 | 63 | 0.50 | 1st | 0.47 | 0.59 | 0.32 |
| 217 | UAP_W | Wikis | 0.05 | 63 | 0.21 | 3rd | 0.04 | 0.07 | 0.02 |
| | | | | | | | | | |
| | | Over the course of a semester, on average, how often do you use the following services? | | | | | | | |
| 16 | USE_AORO | Access to online resources from off-campus | 3.62 | 61 | 1.36 | 5th | 3.46 | 3.98 | 2.88 |
| 18 | USE_BL | Borrowing laptops | 1.18 | 61 | 0.43 | 13th | 1.23 | 1.39 | 1.09 |
| 19 | USE_BTE | Borrowing technology equipment | 1.61 | 61 | 0.82 | 6th | 1.61 | 2.22 | 1.21 |
| 1 | USE_CMS | Course Management System | 2.85 | 62 | 1.64 | 11th | 2.91 | 4.56 | 1.78 |
| 3 | USE_ERP | Banner/WebMail | 4.20 | 61 | 0.91 | 1st | 3.16 | 4.20 | 1.45 |
| 2 | USE_FPC | HelpDesk | 2.31 | 62 | 0.74 | 7th | 2.30 | 2.71 | 1.80 |
| 9 | USE_ILL | Interlibrary Loan | 2.15 | 62 | 0.74 | 16th | 2.25 | 2.66 | 1.50 |
| 6 | USE_ITS | Instructional technology support | 2.05 | 59 | 0.78 | 5th | 1.93 | 2.32 | 1.60 |
| 10 | USE_LCS | Library Circulation services | 2.77 | 62 | 0.88 | 15th | 2.86 | 3.22 | 2.12 |

| | | | | | | | | | |
|----|----------|---|------|----|------|------|------|------|------|
| 14 | USE_LDB | Library databases (e.g. LexisNexis, JSTOR) | 3.45 | 62 | 1.34 | 4th | 3.25 | 3.64 | 2.38 |
| 15 | USE_LLC | Library Liaison-Contact | 2.33 | 61 | 1.03 | 2nd | 1.95 | 2.34 | 1.54 |
| 11 | USE_LRS | Library Reference services | 2.47 | 62 | 0.90 | 4th | 2.33 | 2.65 | 2.04 |
| 8 | USE_CWS | Computing Web site | 2.87 | 61 | 1.62 | 4th | 1.97 | 4.43 | 1.35 |
| 12 | USE_LWS | Library Web site | 3.61 | 61 | 1.29 | 5th | 3.29 | 4.05 | 2.20 |
| 13 | USE_OLC | Online Library catalog | 3.41 | 61 | 1.24 | 13th | 3.55 | 4.22 | 2.23 |
| 5 | USE_STMS | Support for technology in meeting spaces-classrooms | 2.15 | 62 | 0.85 | 6th | 2.13 | 2.49 | 1.91 |
| 4 | USE_TMS | Technology in meeting spaces-classrooms | 3.45 | 60 | 1.16 | 12th | 3.48 | 3.83 | 3.09 |
| 7 | USE_VC | Video conferencing | 1.06 | 62 | 0.25 | 6th | 1.08 | 1.25 | 1.01 |
| 17 | USE_WALC | Wireless access to the Internet on campus | 2.79 | 62 | 1.68 | 1st | 2.07 | 2.89 | 1.35 |
| | | | | | | | | | |
| 60 | DBACKUP | How often do you back up your data? | 2.35 | 62 | 1.17 | 13th | 2.54 | 2.90 | 2.20 |

| Original Order of Questions | Faculty Survey Results - Grouped | | Earlham | | | Earlham's ranking out of 20 | Overall Mean | High Score | Low Score |
|-----------------------------|----------------------------------|---|---------|-----|------|-----------------------------|--------------|------------|-----------|
| | | | 126 | | | | | | |
| Variable Name | Survey Question and Item | EC MEAN | N | STD | | | | | |
| | | | 63 | | | | | | |
| | | | 50.0% | | | | | | |
| | | | | | | | | | |
| | | Satisfaction, Importance, Use | | | | | | | |
| | | Access to online resources from off-campus | | | | | | | |
| 111 | DS_AORO | How dissatisfied or satisfied are you with the following resources and services? | 3.64 | 55 | 0.59 | 4th | 3.43 | 3.72 | 3.17 |
| 38 | IMP_AORO | How important are these services to you? | 3.68 | 60 | 0.65 | 2nd | 3.54 | 3.72 | 3.22 |
| 16 | USE_AORO | Over the course of a semester, on average, how often do you use the following services? | 3.62 | 61 | 1.36 | 5th | 3.46 | 3.98 | 2.88 |
| | | Wireless access to the Internet on campus | | | | | | | |
| 101 | DS_AWAC | How dissatisfied or satisfied are you with the following resources and services? | 2.95 | 42 | 0.85 | 11th | 2.94 | 3.68 | 1.94 |
| 40 | IMP_WALC | How important are these services to you? | 3.09 | 58 | 1.14 | 1st | 2.69 | 3.09 | 2.38 |
| 17 | USE_WALC | Over the course of a semester, on average, how often do you use the following services? | 2.79 | 62 | 1.68 | 1st | 2.07 | 2.89 | 1.35 |
| | | Borrowing laptops | | | | | | | |
| 135 | DS_BL | How dissatisfied or satisfied are you with the following resources and services? | 3.35 | 20 | 0.99 | 10th | 3.41 | 3.80 | 2.84 |
| 41 | IMP_BL | How important are these services to you? | 1.81 | 53 | 0.74 | 9th | 1.82 | 2.09 | 1.52 |
| 18 | USE_BL | Over the course of a semester, on average, how often do you use the following services? | 1.18 | 61 | 0.43 | 13th | 1.23 | 1.39 | 1.09 |
| | | Borrowing materials from the library | | | | | | | |
| 121 | DS_BML | How dissatisfied or satisfied are you with the following resources and services? | 3.78 | 60 | 0.49 | 17th | 3.84 | 3.95 | 3.68 |
| | | Borrowing technology equipment | | | | | | | |
| 136 | DS_BTE | How dissatisfied or satisfied are you with the following resources and services? | 3.69 | 35 | 0.53 | 3rd | 3.50 | 3.75 | 2.59 |

| | | | | | | | | | |
|--|---------|---|------|----|------|------|------|------|------|
| 42 | IMP_BTE | How important are these services to you? | 2.41 | 59 | 1.07 | 6th | 2.41 | 2.93 | 1.75 |
| 19 | USE_BTE | Over the course of a semester, on average, how often do you use the following services? | 1.61 | 61 | 0.82 | 6th | 1.61 | 2.22 | 1.21 |
| Course Management System - Moodle | | | | | | | | | |
| 93 | DS_CMS | How dissatisfied or satisfied are you with the following resources and services? | 3.29 | 42 | 0.86 | 11th | 3.30 | 3.68 | 2.85 |
| 21 | IMP_CMS | How important are these services to you? | 2.93 | 58 | 1.12 | 9th | 2.71 | 3.67 | 1.82 |
| 1 | USE_CMS | Over the course of a semester, on average, how often do you use the following services? | 2.85 | 62 | 1.64 | 11th | 2.91 | 4.56 | 1.78 |
| Computing information on the merged organization Web site | | | | | | | | | |
| 103 | DS_CWS | How dissatisfied or satisfied are you with the following resources and services? | 3.63 | 48 | 0.57 | 1st | 3.37 | 3.63 | 2.69 |
| 29 | IMP_CWS | How important are these services to you? | 2.77 | 62 | 1.12 | 3rd | 2.43 | 3.69 | 1.78 |
| 8 | USE_CWS | Over the course of a semester, on average, how often do you use the following services? | 2.87 | 61 | 1.62 | 4th | 1.97 | 4.43 | 1.35 |
| Library information on the merged organization Web site | | | | | | | | | |
| 107 | DS_LWS | How dissatisfied or satisfied are you with the following resources and services? | 3.84 | 57 | 0.37 | 3rd | 3.69 | 3.88 | 3.39 |
| 33 | IMP_LWS | How important are these services to you? | 3.65 | 60 | 0.66 | 2nd | 3.29 | 3.73 | 2.28 |
| 12 | USE_LWS | Over the course of a semester, on average, how often do you use the following services? | 3.61 | 61 | 1.29 | 5th | 3.29 | 4.05 | 2.20 |
| Desktop computer replacement | | | | | | | | | |
| 117 | DS_DCR | How dissatisfied or satisfied are you with the following resources and services? | 2.96 | 47 | 0.98 | 18th | 3.26 | 3.72 | 2.65 |
| E-mail services | | | | | | | | | |
| 118 | DS_EMS | How dissatisfied or satisfied are you with the following resources and services? | 3.66 | 59 | 0.63 | 4th | 3.51 | 3.77 | 3.15 |
| E-mail SPAM filtering | | | | | | | | | |
| 119 | DS_EMSF | How dissatisfied or satisfied are you with the following resources and services? | 3.53 | 59 | 0.77 | 2nd | 3.01 | 3.66 | 2.21 |
| Banner/WebDB | | | | | | | | | |
| 95 | DS_ERP | How dissatisfied or satisfied are you with the following resources and services? | 3.68 | 57 | 0.57 | 2nd | 3.27 | 3.74 | 2.42 |
| 23 | IMP_ERP | How important are these services to you? | 3.81 | 59 | 0.47 | 1st | 3.24 | 3.81 | 1.86 |
| 3 | USE_ERP | Over the course of a semester, on average, how often do you use the following services? | 4.20 | 61 | 0.91 | 1st | 3.16 | 4.20 | 1.45 |

| | | HelpDesk | | | | | | | |
|-----|---------|---|------|----|------|------|------|------|------|
| 94 | DS_FPC | How dissatisfied or satisfied are you with the following resources and services? | 3.29 | 58 | 0.92 | 13th | 3.37 | 3.61 | 3.00 |
| 22 | IMP_FPC | How important are these services to you? | 3.46 | 59 | 0.82 | 8th | 3.28 | 3.69 | 2.77 |
| 2 | USE_FPC | Over the course of a semester, on average, how often do you use the following services? | 2.31 | 62 | 0.74 | 7th | 2.30 | 2.71 | 1.80 |
| | | Your input into computing decisions that affect you | | | | | | | |
| 131 | DS_ICDA | How dissatisfied or satisfied are you with the following resources and services? | 3.21 | 48 | 0.87 | 3rd | 2.91 | 3.23 | 2.11 |
| | | Your input into library decisions that affect you | | | | | | | |
| 132 | DS_ILDA | How dissatisfied or satisfied are you with the following resources and services? | 3.56 | 54 | 0.74 | 1st | 3.17 | 3.56 | 2.92 |
| | | Interlibrary Loan | | | | | | | |
| 104 | DS_ILL | How dissatisfied or satisfied are you with the following resources and services? | 3.74 | 57 | 0.52 | 11th | 3.74 | 3.94 | 3.54 |
| 30 | IMP_ILL | How important are these services to you? | 3.47 | 60 | 0.83 | 8th | 3.32 | 3.71 | 2.40 |
| 9 | USE_ILL | Over the course of a semester, on average, how often do you use the following services? | 2.15 | 62 | 0.74 | 16th | 2.25 | 2.66 | 1.50 |
| | | Instructional technology support | | | | | | | |
| 98 | DS_ITS | How dissatisfied or satisfied are you with the following resources and services? | 3.45 | 53 | 0.77 | 9th | 3.38 | 3.70 | 2.36 |
| 26 | IMP_ITS | How important are these services to you? | 3.25 | 60 | 0.91 | 1st | 3.02 | 3.25 | 2.61 |
| 6 | USE_ITS | Over the course of a semester, on average, how often do you use the following services? | 2.05 | 59 | 0.78 | 5th | 1.93 | 2.32 | 1.60 |
| | | Knowing whom to contact for your desktop computing needs | | | | | | | |
| 123 | DS_KDCN | How dissatisfied or satisfied are you with the following resources and services? | 3.20 | 60 | 0.95 | 15th | 3.32 | 3.61 | 2.93 |

| | | | | | | | | | |
|-----|----------|--|------|----|------|------|------|------|------|
| | | Knowing whom to contact for your Banner/WebDB needs | | | | | | | |
| 124 | DS_KERPN | How dissatisfied or satisfied are you with the following resources and services? | 3.10 | 49 | 0.82 | 6th | 2.92 | 3.28 | 2.27 |
| | | | | | | | | | |
| | | Knowing whom to contact for your instructional technology needs | | | | | | | |
| 125 | DS_KITN | How dissatisfied or satisfied are you with the following resources and services? | 3.46 | 59 | 0.84 | 6th | 3.33 | 3.59 | 2.75 |
| | | | | | | | | | |
| | | Knowing whom to contact for your library needs | | | | | | | |
| 126 | DS_KLN | How dissatisfied or satisfied are you with the following resources and services? | 3.85 | 59 | 0.48 | 1st | 3.68 | 3.85 | 3.44 |
| | | | | | | | | | |
| | | Library Circulation services | | | | | | | |
| 105 | DS_LCS | How dissatisfied or satisfied are you with the following resources and services? | 3.78 | 58 | 0.46 | 16th | 3.84 | 3.95 | 3.66 |
| 31 | IMP_LCS | How important are these services to you? | 3.55 | 60 | 0.72 | 9th | 3.46 | 3.77 | 2.71 |
| 10 | USE_LCS | Over the course of a semester, on average, how often do you use the following services? Library Circulation services | 2.77 | 62 | 0.88 | 15th | 2.86 | 3.22 | 2.12 |
| | | | | | | | | | |
| | | Library databases (e.g. LexisNexis, JSTOR) | | | | | | | |
| 35 | IMP_LDB | How important are these services to you? | 3.75 | 60 | 0.57 | 2nd | 3.49 | 3.76 | 2.95 |
| 14 | USE_LDB | Over the course of a semester, on average, how often do you use the following services? | 3.45 | 62 | 1.34 | 4th | 3.25 | 3.64 | 2.38 |
| | | | | | | | | | |
| | | Library research instruction for academic courses | | | | | | | |
| 110 | DS_LIAC | How dissatisfied or satisfied are you with the following resources and services? | 3.94 | 51 | 0.24 | 1st | 3.64 | 3.94 | 3.27 |
| 37 | IMP_LIAC | How important are these services to you? | 3.29 | 59 | 0.85 | 1st | 2.69 | 3.29 | 2.21 |
| | | | | | | | | | |
| | | Library Liaison-Contact | | | | | | | |
| 109 | DS_LLC | How dissatisfied or satisfied are you with the following resources and services? | 3.91 | 47 | 0.35 | 2nd | 3.77 | 3.93 | 3.55 |
| 36 | IMP_LLC | How important are these services to you? | 3.15 | 59 | 1.00 | 3rd | 2.71 | 3.21 | 2.22 |
| 15 | USE_LLC | Over the course of a semester, on average, how often do you use the following services? | 2.33 | 61 | 1.03 | 2nd | 1.95 | 2.34 | 1.54 |
| | | | | | | | | | |
| | | Library Reference services | | | | | | | |
| 106 | DS_LRS | How dissatisfied or satisfied are you with the following resources and services? | 3.94 | 51 | 0.24 | 3rd | 3.86 | 3.96 | 3.73 |
| 32 | IMP_LRS | How important are these services to you? | 3.58 | 60 | 0.70 | 2nd | 3.28 | 3.73 | 2.83 |
| 11 | USE_LRS | Over the course of a semester, on average, how often do you use the following services? | 2.47 | 62 | 0.90 | 4th | 2.33 | 2.65 | 2.04 |

| | | | | | | | | | |
|-----|----------|---|------|----|------|------|------|------|------|
| | | Status information on computing problems | | | | | | | |
| 122 | DS_SICP | How dissatisfied or satisfied are you with the following resources and services? | 3.44 | 59 | 0.79 | 11th | 3.43 | 3.73 | 3.04 |
| | | | | | | | | | |
| | | Support for your innovative ideas | | | | | | | |
| 129 | DS_SII | How dissatisfied or satisfied are you with the following resources and services? | 3.23 | 35 | 0.81 | 7th | 3.09 | 3.49 | 2.36 |
| | | | | | | | | | |
| | | Support for your specialized computing needs | | | | | | | |
| 130 | DS_SSCN | How dissatisfied or satisfied are you with the following resources and services? | 3.04 | 45 | 1.00 | 13th | 3.06 | 3.46 | 2.19 |
| | | | | | | | | | |
| | | Support for technology in meeting spaces-classrooms | | | | | | | |
| 97 | DS_STMS | How dissatisfied or satisfied are you with the following resources and services? | 3.20 | 54 | 0.81 | 12th | 3.27 | 3.71 | 2.15 |
| 25 | IMP_STMS | How important are these services to you? | 3.40 | 60 | 0.91 | 6th | 3.29 | 3.52 | 2.98 |
| 5 | USE_STMS | Over the course of a semester, on average, how often do you use the following services? | 2.15 | 62 | 0.85 | 6th | 2.13 | 2.49 | 1.91 |
| | | | | | | | | | |
| | | Technology instruction for academic courses | | | | | | | |
| 100 | DS_TIAC | How dissatisfied or satisfied are you with the following resources and services? | 3.35 | 46 | 0.77 | 11th | 3.31 | 3.63 | 2.11 |
| 28 | IMP_TIAC | How important are these services to you? | 2.90 | 59 | 1.09 | 1st | 2.55 | 2.90 | 2.07 |
| | | | | | | | | | |
| | | Technology in meeting spaces-classrooms | | | | | | | |
| 96 | DS_TMS | How dissatisfied or satisfied are you with the following resources and services? | 3.04 | 56 | 1.01 | 15th | 3.16 | 3.66 | 1.79 |
| 24 | IMP_TMS | How important are these services to you? | 3.53 | 60 | 0.85 | 8th | 3.45 | 3.64 | 3.19 |
| | | | | | | | | | |
| | | Video conferencing | | | | | | | |
| 99 | DS_VC | How dissatisfied or satisfied are you with the following resources and services? | 3.40 | 5 | 0.89 | 5th | 3.23 | 3.93 | 2.33 |
| 27 | IMP_VC | How important are these services to you? | 1.21 | 56 | 0.62 | 13th | 1.35 | 1.65 | 1.18 |
| 7 | USE_VC | Over the course of a semester, on average, how often do you use the following services? | 1.06 | 62 | 0.25 | 6th | 1.08 | 1.25 | 1.01 |
| | | | | | | | | | |
| | | Virus protection | | | | | | | |
| 120 | DS_VP | How dissatisfied or satisfied are you with the following resources and services? | 3.75 | 56 | 0.55 | 2nd | 3.56 | 3.84 | 3.04 |

| Student Survey Results | | | Earlham | | | Earlham's ranking out of 20 | Overall Mean | High Score | Low Score |
|-----------------------------|---------------|---|---------|-----|------|-----------------------------|--------------|-------------|-------------|
| | | | 696 | | | | | | |
| | | | 220 | | | | | | |
| | | | 31.6% | | | | | | |
| Original Order of Questions | Variable Name | Survey Question and Item | EC MEAN | N | STD | | | | |
| | | How strongly do you disagree or agree with the following statements? | | | | | | | |
| 39 | DA_CTRA | Computing tools and resources are appropriate for my academic needs. | 3.59 | 216 | 0.68 | 18th | 3.68 | 3.78 | 3.56 |
| 43 | DA_GCFU | I know how to obtain guidance on copyright and "fair use" issues. | 2.83 | 203 | 1.01 | 10th | 2.80 | 3.05 | 2.51 |
| 42 | DA_HDSMN | The current HelpDesk schedule meets my needs. | 3.34 | 143 | 0.80 | 10th | 3.33 | 3.59 | 2.93 |
| 40 | DA_LCA | Library collections are appropriate for my academic needs. | 3.54 | 216 | 0.69 | 14th | 3.57 | 3.74 | 3.20 |
| 41 | DA_LSMN | The current library schedule meets my needs. | 3.28 | 214 | 0.91 | 16th | 3.40 | 3.75 | 2.71 |
| 51 | DAHD_F | Friendliness of the HelpDesk staff? | 3.77 | 153 | 0.51 | 3rd | 3.63 | 3.86 | 3.39 |
| 52 | DAHD_K | Knowledge of the HelpDesk staff? | 3.59 | 148 | 0.61 | 5th | 3.46 | 3.75 | 3.10 |
| 53 | DAHD_RL | Reliability of the HelpDesk staff? | 3.38 | 147 | 0.76 | 11th | 3.36 | 3.68 | 2.79 |
| 54 | DAHD_RS | Responsiveness of the HelpDesk staff? | 3.51 | 151 | 0.76 | 6th | 3.40 | 3.71 | 2.85 |
| 55 | DALC_F | Frriendliness of the library circulation staff? | 3.76 | 196 | 0.52 | 4th | 3.68 | 3.81 | 3.48 |
| 56 | DALC_K | Knowledge of the library circulation staff? | 3.48 | 192 | 0.67 | 17th | 3.57 | 3.75 | 3.35 |
| 57 | DALC_RL | Reliability of the library circulation staff? | 3.54 | 191 | 0.65 | 18th | 3.65 | 3.81 | 3.54 |
| 58 | DALC_RS | Responsiveness of the library circulation staff? | 3.61 | 190 | 0.61 | 16th | 3.65 | 3.85 | 3.52 |
| 59 | DALR_F | Friendliness of the library reference staff? | 3.88 | 186 | 0.40 | 2nd | 3.78 | 3.92 | 3.64 |
| 60 | DALR_K | Knowledge of the library reference staff? | 3.90 | 184 | 0.32 | 2nd | 3.77 | 3.91 | 3.61 |
| 61 | DALR_RL | Reliability of the library reference staff? | 3.86 | 180 | 0.36 | 2nd | 3.76 | 3.91 | 3.62 |
| 62 | DALR_RS | Responsiveness of the library reference staff? | 3.89 | 180 | 0.31 | 2nd | 3.77 | 3.91 | 3.63 |
| | | | | | | | | | |
| | | How dissatisfied or satisfied are you with the following resources and services? | | | | | | | |
| 76 | DS_AORO | Access to online resources from off-campus | 3.47 | 177 | 0.76 | 9th | 3.43 | 3.66 | 3.19 |
| 67 | DS_AWAC | Availability of wireless access on campus | 2.21 | 170 | 1.04 | 19th | 2.84 | 3.58 | 2.16 |

| | | | | | | | | | |
|----|----------|---|--------|-----|-------|------|------|------|------|
| 87 | DS_BL | Borrowing Laptops | 7.0896 | 201 | 2.728 | 2nd | 5.76 | 8.05 | 3.44 |
| 89 | DS_BML | Borrowing materials from the library | 3.66 | 180 | 0.61 | 12th | 3.67 | 3.81 | 3.39 |
| 88 | DS_BTE | Borrowing technology equipment | 3.30 | 81 | 0.78 | 16th | 3.46 | 3.64 | 3.13 |
| 63 | DS_CMS | Moodle | 3.30 | 196 | 0.83 | 18th | 3.60 | 3.90 | 3.21 |
| 69 | DS_CWS | Computing information on the merged organization Web site | 3.40 | 155 | 0.72 | 10th | 3.39 | 3.61 | 3.14 |
| 84 | DS_EMS | E-mail services | 3.36 | 199 | 0.85 | 14th | 3.48 | 3.75 | 3.19 |
| 85 | DS_EMSF | E-mail SPAM filtering | 3.34 | 185 | 0.88 | 8th | 3.31 | 3.65 | 2.97 |
| 65 | DS_ERP | Banner/WebDB | 3.66 | 200 | 0.60 | 9th | 3.57 | 3.81 | 3.20 |
| 64 | DS_FPC | HelpDesk | 3.29 | 135 | 0.82 | 14th | 3.35 | 3.64 | 3.02 |
| 91 | DS_ICDA | Your input into computing decisions that affect you | 2.59 | 139 | 1.03 | 19th | 3.01 | 3.23 | 2.59 |
| 92 | DS_ILDA | Your input into library decisions that affect you | 2.82 | 138 | 0.99 | 19th | 3.05 | 3.26 | 2.79 |
| 70 | DS_ILL | Interlibrary Loan | 3.62 | 142 | 0.63 | 6th | 3.56 | 3.76 | 3.27 |
| 71 | DS_LCS | Library Circulation services | 3.66 | 176 | 0.57 | 14th | 3.67 | 3.83 | 3.40 |
| 75 | DS_LIAC | Library research instruction for academic courses | 3.47 | 171 | 0.73 | 8th | 3.44 | 3.57 | 3.21 |
| 72 | DS_LRS | Library Reference services | 3.82 | 183 | 0.39 | 2nd | 3.69 | 3.89 | 3.44 |
| 73 | DS_LWS | Library information on the merged organization Web site | 3.70 | 192 | 0.52 | 5th | 3.63 | 3.80 | 3.39 |
| 83 | DS_NSP | Network speed | 2.05 | 201 | 1.06 | 20th | 3.22 | 3.63 | 2.05 |
| 82 | DS_NST | Network stability | 2.39 | 197 | 1.01 | 20th | 3.15 | 3.64 | 2.39 |
| 77 | DS_OCR | Online course reserves | 3.37 | 184 | 0.79 | 16th | 3.59 | 3.79 | 3.25 |
| 93 | DS_OCS | Overall computing service | 3.09 | 184 | 0.83 | 20th | 3.44 | 3.63 | 3.09 |
| 74 | DS_OLC | Online Library catalog | 3.63 | 185 | 0.60 | 12th | 3.65 | 3.84 | 3.47 |
| 94 | DS_OLS | Overall library service | 3.66 | 198 | 0.54 | 12th | 3.65 | 3.81 | 3.39 |
| 68 | DS_PWAC | Performance of wireless access on campus | 2.11 | 166 | 1.04 | 20th | 2.81 | 3.16 | 2.11 |
| 79 | DS_RHTS | Residence hall (in-room) telephone services | 3.54 | 167 | 0.70 | 10th | 3.47 | 3.77 | 2.98 |
| 90 | DS_SICP | Status information on computing problems | 2.90 | 147 | 0.99 | 20th | 3.28 | 3.46 | 2.90 |
| 66 | DS_TIAC | Technology instruction for academic courses | 3.19 | 159 | 0.83 | 17th | 3.31 | 3.48 | 3.10 |
| 86 | DS_VP | Virus protection | 3.12 | 170 | 0.97 | 18th | 3.35 | 3.57 | 3.12 |
| | | | | | | | | | |
| | | How important are these services to you? | | | | | | | |
| 33 | IMP_AORO | Access to online resources from off-campus | 3.18 | 209 | 0.95 | 10th | 3.14 | 3.59 | 2.89 |
| 30 | IMP_BL | Borrowing Laptops | 3.50 | 218 | 2.987 | 2nd | 2.76 | 4.14 | 1.65 |
| 31 | IMP_BTE | Borrowing technology equipment | 2.22 | 188 | 1.07 | 7th | 2.28 | 2.50 | 2.00 |
| 19 | IMP_CMS | Course Management System | 2.88 | 212 | 1.04 | 13th | 3.15 | 3.92 | 1.99 |
| 23 | IMP_CWS | Computing information on the merged organization Web site | 2.64 | 211 | 1.11 | 4th | 2.32 | 3.46 | 1.61 |
| 21 | IMP_ERP | Banner/WebDB | 3.61 | 216 | 0.67 | 5th | 3.33 | 3.72 | 1.73 |
| 20 | IMP_FPC | Help Desk | 2.42 | 206 | 1.04 | 17th | 2.63 | 3.00 | 2.08 |
| 24 | IMP_ILL | Interlibrary Loan | 2.94 | 203 | 1.01 | 4th | 2.70 | 3.31 | 2.20 |

| | | | | | | | | | |
|-----|----------|---|------|-----|------|------|------|------|------|
| 25 | IMP_LCS | Library Circulation services | 3.02 | 209 | 0.97 | 12th | 3.01 | 3.47 | 2.53 |
| 29 | IMP_LDB | Library databases (e.g. LexisNexis, JSTOR) | 3.53 | 206 | 0.79 | 2nd | 3.29 | 3.55 | 2.77 |
| 32 | IMP_LIAC | Library research instruction for academic courses | 2.38 | 207 | 1.01 | 14th | 2.52 | 2.90 | 2.19 |
| 26 | IMP_LRS | Library Reference services | 3.12 | 210 | 0.88 | 5th | 3.00 | 3.38 | 2.64 |
| 27 | IMP_LWS | Library information on the merged organization Web site | 3.19 | 213 | 0.85 | 10th | 3.00 | 3.38 | 1.90 |
| 36 | IMP_OCCL | On-campus computer labs | 3.68 | 211 | 0.66 | 3rd | 3.50 | 3.75 | 3.10 |
| 34 | IMP_OCR | Online course reserves | 3.00 | 201 | 0.97 | 13th | 3.14 | 3.68 | 2.41 |
| 28 | IMP_OLC | Online Library catalog | 3.31 | 209 | 0.83 | 11th | 3.31 | 3.71 | 2.75 |
| 37 | IMP_RHTS | Residence hall (in-room) telephone service | 3.12 | 198 | 1.06 | 5th | 2.88 | 3.76 | 2.06 |
| 22 | IMP_TIAC | Technology instruction for academic courses | 2.47 | 207 | 0.98 | 9th | 2.45 | 2.91 | 2.11 |
| 35 | IMP_WALC | Wireless access to the Internet on campus | 3.27 | 194 | 1.06 | 13th | 3.27 | 3.73 | 2.77 |
| | | | | | | | | | |
| | | How informed do you feel you are about the following? | | | | | | | |
| 45 | INF_ALS | Available library services | 2.70 | 218 | 0.76 | 2nd | 2.55 | 2.77 | 2.28 |
| 44 | INF_ATS | Available technology services | 2.43 | 218 | 0.75 | 6th | 2.35 | 2.57 | 2.07 |
| 47 | INF_CVS | Current issues regarding computer viruses and spyware | 2.10 | 218 | 0.94 | 12th | 2.17 | 2.38 | 1.95 |
| 48 | INF_IS | Current issues regarding information security | 2.03 | 218 | 0.90 | 12th | 2.06 | 2.26 | 1.84 |
| 46 | INF_PI | Privacy issues related to technology | 2.01 | 218 | 0.88 | 13th | 2.05 | 2.29 | 1.86 |
| 49 | INF_SSD | Scheduled system downtime | 1.97 | 215 | 0.87 | 17th | 2.30 | 2.84 | 1.70 |
| | | | | | | | | | |
| | | How interested are you in learning more about the following? | | | | | | | |
| 130 | LRN_BUD | Backing up data | 2.59 | 195 | 1.06 | 9th | 2.60 | 2.96 | 2.12 |
| 116 | LRN_CMS | Course management system | 1.82 | 196 | 0.97 | 9th | 1.83 | 2.18 | 1.55 |
| 122 | LRN_DB | Database software (e.g. Access, Filemaker) | 2.03 | 195 | 1.10 | 11th | 2.03 | 2.33 | 1.74 |
| 113 | LRN_E | Email | 1.68 | 196 | 0.97 | 14th | 1.72 | 2.18 | 1.46 |
| 115 | LRN_ERP | Banner/WebDB | 1.73 | 196 | 0.97 | 12th | 1.83 | 2.10 | 1.60 |
| 125 | LRN_G | Graphics software (e.g. Photoshop, CorelDraw) | 2.56 | 196 | 1.11 | 4th | 2.43 | 2.85 | 2.11 |
| 128 | LRN_GIS | Spatial analysis-GIS software (e.g. ArcView, Remote Sensing) | 1.75 | 196 | 1.06 | 8th | 1.70 | 1.99 | 1.44 |
| 114 | LRN_IM | Instant Messaging | 1.52 | 196 | 0.86 | 12th | 1.57 | 2.10 | 1.34 |
| 119 | LRN_LDB | Library databases (e.g. LexisNexis, JSTOR) | 2.14 | 196 | 1.03 | 15th | 2.22 | 2.52 | 1.89 |
| 127 | LRN_MS | Math or statistics software (e.g. Mathematica, SPSS) | 1.87 | 196 | 1.05 | 7th | 1.81 | 2.11 | 1.55 |
| 118 | LRN_OLC | Online library catalog | 2.02 | 194 | 0.99 | 11th | 2.04 | 2.33 | 1.72 |
| 129 | LRN_OS | Your primary Operating System (e.g. Mac OS, Windows) | 2.38 | 195 | 1.10 | 5th | 2.26 | 2.61 | 2.03 |
| 123 | LRN_PP | Presentation software (e.g. PowerPoint) | 2.14 | 196 | 1.05 | 12th | 2.17 | 2.54 | 1.81 |
| 117 | LRN_SE | Search engines (e.g. Google, Yahoo) | 1.89 | 196 | 1.01 | 8th | 1.87 | 2.20 | 1.55 |
| 121 | LRN_SS | Spreadsheet software (e.g. Excel) | 2.17 | 194 | 1.08 | 12th | 2.16 | 2.55 | 1.81 |
| 126 | LRN_V | Audio-video editing software (e.g. iMovie, Premiere) | 2.27 | 196 | 1.11 | 10th | 2.27 | 2.60 | 1.94 |

| How would you describe your skill level with the following? | | | | | | | | | |
|---|----------|--|------|-----|------|------|------|------|------|
| 112 | SKL_BUD | Backing up data | 2.63 | 195 | 1.26 | 8th | 2.64 | 3.05 | 2.35 |
| 98 | SKL_CMS | Course management system | 3.58 | 196 | 0.92 | 9th | 3.52 | 3.95 | 2.61 |
| 104 | SKL_DB | Database software (e.g. Access, Filemaker) | 2.05 | 196 | 1.14 | 13th | 2.14 | z | 1.84 |
| 95 | SKL_E | Email | 4.08 | 196 | 0.69 | 14th | 4.12 | 4.21 | 4.01 |
| 97 | SKL_ERP | Banner/WebDB | 3.98 | 195 | 0.73 | 1st | 3.51 | 3.98 | 1.53 |
| 107 | SKL_G | Graphics software (e.g. Photoshop, CorelDraw) | 2.45 | 196 | 1.25 | 9th | 2.44 | 2.64 | 2.27 |
| 110 | SKL_GIS | Spatial analysis-GIS software (e.g. ArcView, Remote Sensing,) | 1.31 | 195 | 0.74 | 15th | 1.41 | 1.74 | 1.23 |
| 96 | SKL_IM | Instant Messaging | 3.74 | 195 | 1.16 | 19th | 4.01 | 4.31 | 3.53 |
| 101 | SKL_LDB | Library databases (e.g. LexisNexis, JSTOR) | 3.49 | 195 | 0.95 | 1st | 3.18 | 3.49 | 2.74 |
| 109 | SKL_MS | Math or statistics software (e.g. Mathematica, SPSS) | 1.93 | 195 | 1.06 | 6th | 1.84 | 2.30 | 1.40 |
| 100 | SKL_OLC | Online library catalog | 3.47 | 196 | 0.94 | 8th | 3.36 | 3.65 | 2.96 |
| 111 | SKL_OS | Your primary Operating System (e.g. Mac OS, Windows) | 3.56 | 195 | 1.05 | 19th | 3.68 | 3.85 | 3.56 |
| 105 | SKL_PP | Presentation software (e.g. PowerPoint) | 3.21 | 195 | 1.06 | 16th | 3.36 | 3.81 | 2.82 |
| 99 | SKL_SE | Search engines (e.g. Google, Yahoo) | 4.09 | 196 | 0.80 | 7th | 4.07 | 4.20 | 3.94 |
| 103 | SKL_SS | Spreadsheet software (e.g. Excel) | 3.23 | 196 | 1.09 | 17th | 3.35 | 3.62 | 3.00 |
| 108 | SKL_V | Audio-video editing software (e.g. iMovie, Premiere) | 1.89 | 195 | 1.13 | 7th | 1.85 | 2.13 | 1.65 |
| 106 | SKL_WA | Web authoring software (e.g. DreamWeaver, Front Page) | 1.95 | 194 | 1.23 | 9th | 1.92 | 2.26 | 1.66 |
| 102 | SKL_WP | Word processing software (e.g. Microsoft Word) | 4.07 | 195 | 0.73 | 13th | 4.10 | 4.21 | 3.94 |
| Which of the following do you use for academic purposes? | | | | | | | | | |
| 136 | UAP_A | Animations | 0.07 | 220 | 0.25 | 9th | 0.07 | 0.13 | 0.04 |
| 137 | UAP_B | Blogs | 0.09 | 220 | 0.29 | 5th | 0.12 | 0.97 | 0.02 |
| 138 | UAP_BCD | Burn CDs | 0.35 | 220 | 0.48 | 6th | 0.32 | 0.41 | 0.08 |
| 139 | UAP_BDVD | Burn DVDs | 0.11 | 220 | 0.32 | 5th | 0.11 | 0.45 | 0.05 |
| 140 | UAP_CEP | Classroom electronic polling | 0.05 | 220 | 0.21 | 13th | 0.06 | 0.14 | 0.02 |
| 141 | UAP_CMS | Course Management system | 0.78 | 220 | 0.42 | 10th | 0.71 | 0.99 | 0.09 |
| 142 | UAP_CRO | Course reserves - Online | 0.42 | 220 | 0.49 | 14th | 0.57 | 0.88 | 0.15 |
| 143 | UAP_CRP | Course reserves - Physical (e.g. books, videos) | 0.57 | 220 | 0.50 | 11th | 0.57 | 0.88 | 0.16 |
| 144 | UAP_DA | Digital audio | 0.21 | 220 | 0.41 | 4th | 0.18 | 0.29 | 0.09 |
| 148 | UAP_DB | Discussion Boards | 0.10 | 220 | 0.30 | 19th | 0.24 | 0.50 | 0.07 |
| 145 | UAP_DI | Digital images | 0.25 | 220 | 0.43 | 8th | 0.23 | 0.31 | 0.17 |
| 147 | UAP_DSS | Discipline-specific software | 0.16 | 220 | 0.37 | 3rd | 0.12 | 0.20 | 0.04 |
| 146 | UAP_DV | Digital video | 0.16 | 220 | 0.37 | 15th | 0.19 | 0.32 | 0.09 |
| 150 | UAP_E | Email | 0.85 | 220 | 0.35 | 15th | 0.88 | 0.98 | 0.70 |
| 151 | UAP_ICSC | In-class student computer use | 0.37 | 220 | 0.48 | 8th | 0.35 | 0.50 | 0.22 |
| 152 | UAP_IM | Instant messaging/Chat | 0.14 | 220 | 0.35 | 20th | 0.28 | 0.48 | 0.14 |

| | | | | | | | | | |
|-----|----------|---|------|-----|------|------|-------------|-------------|-------------|
| 154 | UAP_OQ | Online quizzes | 0.22 | 220 | 0.41 | 11th | 0.24 | 0.51 | 0.07 |
| 156 | UAP_PC | Podcasting | 0.08 | 220 | 0.27 | 1st | 0.02 | 0.08 | 0.00 |
| 155 | UAP_PCP | Paper Course packs | 0.31 | 220 | 0.47 | 10th | 0.32 | 0.69 | 0.06 |
| 157 | UAP_PD | Portable drives (e.g. USB drives, Jump drive) | 0.34 | 220 | 0.47 | 7th | 0.32 | 0.43 | 0.22 |
| 158 | UAP_PMD | Portable media devices (e.g. iPods) | 0.10 | 220 | 0.31 | 7th | 0.09 | 0.14 | 0.06 |
| 159 | UAP_RSS | RSS feeds | 0.03 | 220 | 0.18 | 2nd | 0.02 | 0.05 | 0.00 |
| 149 | UAP_SEP | Electronic portfolios | 0.02 | 220 | 0.13 | 16th | 0.05 | 0.22 | 0.01 |
| 160 | UAP_SIM | Simulations | 0.03 | 220 | 0.18 | 10th | 0.04 | 0.10 | 0.01 |
| 161 | UAP_SL | Slides | 0.23 | 220 | 0.42 | 16th | 0.28 | 0.38 | 0.20 |
| 153 | UAP_SLR | Library research | 0.76 | 220 | 0.43 | 9th | 0.73 | 0.85 | 0.58 |
| 162 | UAP_ST | Survey tools | 0.05 | 220 | 0.23 | 12th | 0.06 | 0.14 | 0.01 |
| 166 | UAP_SWD | Web page development | 0.13 | 220 | 0.33 | 3rd | 0.10 | 0.27 | 0.03 |
| 163 | UAP_TESP | Technology-enhanced presentations | 0.30 | 220 | 0.46 | 1st | 0.24 | 0.30 | 0.16 |
| 164 | UAP_VC | Video conferencing | 0.01 | 220 | 0.12 | 11th | 0.01 | 0.04 | 0.00 |
| 165 | UAP_VT | Videotapes | 0.20 | 220 | 0.40 | 1st | 0.16 | 0.20 | 0.07 |
| 167 | UAP_W | Wikis | 0.18 | 220 | 0.39 | 2nd | 0.09 | 0.19 | 0.03 |
| | | | | | | | | | |
| | | Which of the following do you use for personal purposes? | | | | | | | |
| 168 | UPP_A | Animations | 0.18 | 220 | 0.39 | 2nd | 0.12 | 0.20 | 0.06 |
| 169 | UPP_B | Blogs | 0.32 | 220 | 0.47 | 7th | 0.27 | 0.41 | 0.14 |
| 170 | UPP_BCD | Burn CDs | 0.75 | 220 | 0.44 | 6th | 0.70 | 0.88 | 0.14 |
| 171 | UPP_BDVD | Burn DVDs | 0.31 | 220 | 0.47 | 5th | 0.31 | 0.83 | 0.20 |
| 172 | UPP_CMS | Course Management system (customize for each school) | 0.13 | 220 | 0.33 | 9th | 0.17 | 0.92 | 0.03 |
| 173 | UPP_DA | Digital audio | 0.49 | 220 | 0.50 | 8th | 0.46 | 0.64 | 0.26 |
| 176 | UPP_DB | Discussion Boards | 0.21 | 220 | 0.41 | 3rd | 0.16 | 0.33 | 0.08 |
| 174 | UPP_DI | Digital images | 0.45 | 220 | 0.50 | 16th | 0.49 | 0.64 | 0.29 |
| 175 | UPP_DV | Digital video | 0.41 | 220 | 0.49 | 11th | 0.42 | 0.58 | 0.27 |
| 177 | UPP_E | Email | 0.87 | 220 | 0.33 | 12th | 0.90 | 0.99 | 0.78 |
| 178 | UPP_IM | Instant messaging/Chat | 0.63 | 220 | 0.48 | 18th | 0.78 | 0.93 | 0.58 |
| 180 | UPP_PC | Podcasting | 0.10 | 220 | 0.31 | 6th | 0.09 | 0.14 | 0.05 |
| 181 | UPP_PD | Portable drives (e.g. USB drives, Jump drive) | 0.39 | 220 | 0.49 | 4th | 0.35 | 0.45 | 0.24 |
| 182 | UPP_PMD | Portable media devices (e.g. iPods) | 0.41 | 220 | 0.49 | 14th | 0.42 | 0.53 | 0.24 |
| 183 | UPP_RSS | RSS feeds | 0.09 | 220 | 0.28 | 2nd | 0.05 | 0.14 | 0.01 |
| 184 | UPP_SIM | Simulations | 0.06 | 220 | 0.24 | 3rd | 0.03 | 0.10 | 0.01 |
| 179 | UPP_SLR | Library research | 0.39 | 220 | 0.49 | 4th | 0.33 | 0.56 | 0.18 |
| 185 | UPP_ST | Survey tools | 0.05 | 220 | 0.22 | 5th | 0.04 | 0.07 | 0.02 |
| 189 | UPP_SWD | Web page development | 0.13 | 220 | 0.34 | 9th | 0.12 | 0.17 | 0.06 |

| | | | | | | | | | |
|-----|----------|--|------|-----|-------|------|-------------|-------------|-------------|
| 186 | UPP_TESP | Technology-enhanced presentations | 0.06 | 220 | 0.24 | 12th | 0.06 | 0.09 | 0.03 |
| 187 | UPP_VC | Video conferencing | 0.04 | 220 | 0.20 | 10th | 0.05 | 0.08 | 0.02 |
| 188 | UPP_VT | Videotapes | 0.30 | 220 | 0.46 | 6th | 0.28 | 0.37 | 0.16 |
| 190 | UPP_W | Wikis | 0.19 | 220 | 0.39 | 4th | 0.11 | 0.24 | 0.03 |
| | | | | | | | | | |
| | | Over the course of a semester, on average, how often do you use the following services? | | | | | | | |
| 13 | USE_AORO | Access to online resources from off-campus | 2.51 | 215 | 1.22 | 5th | 2.38 | 3.00 | 2.06 |
| 11 | USE_BL | Borrowing laptops | 1.36 | 218 | 0.756 | 6th | 1.42 | 1.99 | 1.07 |
| 12 | USE_BTE | Borrowing technology equipment | 1.38 | 218 | 0.66 | 6th | 1.38 | 1.54 | 1.24 |
| 1 | USE_CMS | Course Management System | 3.67 | 216 | 1.11 | 10th | 3.74 | 4.95 | 2.22 |
| 4 | USE_CWS | Computing information on the merged organization Web site | 2.80 | 215 | 1.55 | 3rd | 2.06 | 4.45 | 1.26 |
| 3 | USE_ERP | Banner/WebMail | 3.94 | 218 | 0.85 | 1st | 3.03 | 3.94 | 1.43 |
| 2 | USE_FPC | HelpDesk | 1.81 | 217 | 0.83 | 10th | 1.79 | 2.07 | 1.39 |
| 5 | USE_ILL | Interlibrary Loan | 1.81 | 219 | 0.81 | 5th | 1.66 | 2.14 | 1.34 |
| 6 | USE_LCS | Library Circulation services | 2.45 | 215 | 1.01 | 12th | 2.48 | 3.09 | 1.91 |
| 10 | USE_LDB | Library databases (e.g. LexisNexis, JSTOR) | 2.93 | 218 | 0.99 | 8th | 2.81 | 3.26 | 2.41 |
| 7 | USE_LRS | Library Reference services | 2.40 | 219 | 0.91 | 7th | 2.37 | 2.84 | 2.05 |
| 8 | USE_LWS | Library Web site | 3.11 | 219 | 0.99 | 11th | 2.99 | 3.82 | 1.75 |
| 16 | USE_OCCL | On-campus computer labs | 3.79 | 218 | 1.09 | 8th | 3.57 | 4.19 | 2.47 |
| 15 | USE_OCR | Online course reserves | 3.26 | 218 | 1.21 | 8th | 2.99 | 3.69 | 1.65 |
| 9 | USE_OLC | Online Library catalog | 2.97 | 217 | 0.96 | 12th | 3.08 | 3.85 | 2.30 |
| 17 | USE_RHTS | Residence hall (in-room) telephone service | 3.37 | 218 | 1.44 | 6th | 3.06 | 4.67 | 2.10 |
| 14 | USE_WALC | Wireless access to the Internet on campus | 2.73 | 218 | 1.69 | 12th | 2.77 | 3.89 | 2.03 |
| | | | | | | | | | |
| 211 | WIRELESS | If you have your own computer with you, does it have wireless capabilities? | 1.32 | 183 | 0.55 | 7th | 1.32 | 1.56 | 1.16 |
| 50 | DBACKUP | How often do you back up your data? | 1.84 | 218 | 1.02 | 11th | 1.89 | 2.57 | 1.71 |

| Student Survey Results - Grouped | | | Earlham | | | Earlham's ranking out of 20 | | | |
|----------------------------------|---------------|---|---------|-----|-------|-----------------------------|--------------|-------------|-------------|
| | | | 696 | | | | | | |
| | | | 220 | | | | | | |
| | | | 31.6% | | | | | | |
| Original Order of Questions | Variable Name | Survey Question and Item | EC MEAN | N | STD | | Overall Mean | High Score | Low Score |
| | | Satisfaction, Importance, Use | | | | | | | |
| | | Access to online resources from off-campus | | | | | | | |
| 76 | DS_AORO | How dissatisfied or satisfied are you with the following resources and services? | 3.47 | 177 | 0.76 | 9th | 3.43 | 3.66 | 3.19 |
| 33 | IMP_AORO | How important are these services to you? | 3.18 | 209 | 0.95 | 10th | 3.14 | 3.59 | 2.89 |
| 13 | USE_AORO | Over the course of a semester, on average, how often do you use the following services? | 2.51 | 215 | 1.22 | 5th | 2.38 | 3.00 | 2.06 |
| | | Availability of wireless access on campus | | | | | | | |
| 67 | DS_AWAC | How dissatisfied or satisfied are you with the following resources and services? | 2.21 | 170 | 1.04 | 19th | 2.84 | 3.58 | 2.16 |
| 35 | IMP_WALC | How important are these services to you? | 3.27 | 194 | 1.06 | 13th | 3.27 | 3.73 | 2.77 |
| 14 | USE_WALC | Over the course of a semester, on average, how often do you use the following services? | 2.73 | 218 | 1.69 | 12th | 2.77 | 3.89 | 2.03 |
| | | Borrowing Laptops | | | | | | | |
| 87 | DS_BL | How dissatisfied or satisfied are you with the following resources and services? | 7.0896 | 201 | 2.728 | 2nd | 5.76 | 8.05 | 3.44 |
| 30 | IMP_BL | How important are these services to you? | 3.50 | 218 | 2.987 | 2nd | 2.76 | 4.14 | 1.65 |
| 11 | USE_BL | Over the course of a semester, on average, how often do you use the following services? | 1.36 | 218 | 0.756 | 6th | 1.42 | 1.99 | 1.07 |
| | | Borrowing materials from the library | | | | | | | |
| 89 | DS_BML | How dissatisfied or satisfied are you with the following resources and services? | 3.66 | 180 | 0.61 | 12th | 3.67 | 3.81 | 3.39 |

| Borrowing technology equipment | | | | | | | | | |
|--|---------|---|------|-----|------|------|------|------|------|
| 88 | DS_BTE | How dissatisfied or satisfied are you with the following resources and services? | 3.30 | 81 | 0.78 | 16th | 3.46 | 3.64 | 3.13 |
| 31 | IMP_BTE | How important are these services to you? | 2.22 | 188 | 1.07 | 7th | 2.28 | 2.50 | 2.00 |
| 12 | USE_BTE | Over the course of a semester, on average, how often do you use the following services? | 1.38 | 218 | 0.66 | 6th | 1.38 | 1.54 | 1.24 |
| Course Management System - Moodle | | | | | | | | | |
| 63 | DS_CMS | How dissatisfied or satisfied are you with the following resources and services? | 3.30 | 196 | 0.83 | 18th | 3.60 | 3.90 | 3.21 |
| 19 | IMP_CMS | How important are these services to you? | 2.88 | 212 | 1.04 | 13th | 3.15 | 3.92 | 1.99 |
| 1 | USE_CMS | Over the course of a semester, on average, how often do you use the following services? | 3.67 | 216 | 1.11 | 10th | 3.74 | 4.95 | 2.22 |
| Computing information on the merged organization Web site | | | | | | | | | |
| 69 | DS_CWS | How dissatisfied or satisfied are you with the following resources and services? | 3.40 | 155 | 0.72 | 10th | 3.39 | 3.61 | 3.14 |
| 23 | IMP_CWS | How important are these services to you? | 2.64 | 211 | 1.11 | 4th | 2.32 | 3.46 | 1.61 |
| 4 | USE_CWS | Over the course of a semester, on average, how often do you use the following services? | 2.80 | 215 | 1.55 | 3rd | 2.06 | 4.45 | 1.26 |
| E-mail services | | | | | | | | | |
| 84 | DS_EMS | How dissatisfied or satisfied are you with the following resources and services? | 3.36 | 199 | 0.85 | 14th | 3.48 | 3.75 | 3.19 |
| E-mail SPAM filtering | | | | | | | | | |
| 85 | DS_EMSF | How dissatisfied or satisfied are you with the following resources and services? | 3.34 | 185 | 0.88 | 8th | 3.31 | 3.65 | 2.97 |
| Banner/WebDB | | | | | | | | | |
| 65 | DS_ERP | How dissatisfied or satisfied are you with the following resources and services? | 3.66 | 200 | 0.60 | 9th | 3.57 | 3.81 | 3.20 |
| 21 | IMP_ERP | How important are these services to you? | 3.61 | 216 | 0.67 | 5th | 3.33 | 3.72 | 1.73 |
| 3 | USE_ERP | Over the course of a semester, on average, how often do you use the following services? | 3.94 | 218 | 0.85 | 1st | 3.03 | 3.94 | 1.43 |
| HelpDesk | | | | | | | | | |
| 64 | DS_FPC | How dissatisfied or satisfied are you with the following resources and services? | 3.29 | 135 | 0.82 | 14th | 3.35 | 3.64 | 3.02 |
| 20 | IMP_FPC | How important are these services to you? | 2.42 | 206 | 1.04 | 17th | 2.63 | 3.00 | 2.08 |
| 2 | USE_FPC | Over the course of a semester, on average, how often do you use the following services? | 1.81 | 217 | 0.83 | 10th | 1.79 | 2.07 | 1.39 |
| Your input into computing decisions that affect you | | | | | | | | | |
| 91 | DS_ICDA | How dissatisfied or satisfied are you with the following resources and services? | 2.59 | 139 | 1.03 | 19th | 3.01 | 3.23 | 2.59 |
| Your input into library decisions that affect you | | | | | | | | | |
| 92 | DS_ILDA | How dissatisfied or satisfied are you with the following resources and services? | 2.82 | 138 | 0.99 | 19th | 3.05 | 3.26 | 2.79 |

| | | Online course reserves | | | | | | | |
|-----|----------|---|------|-----|------|------|-------------|-------------|-------------|
| 77 | DS_OCR | How dissatisfied or satisfied are you with the following resources and services? | 3.37 | 184 | 0.79 | 16th | 3.59 | 3.79 | 3.25 |
| 34 | IMP_OCR | How important are these services to you? | 3.00 | 201 | 0.97 | 13th | 3.14 | 3.68 | 2.41 |
| 15 | USE_OCR | Over the course of a semester, on average, how often do you use the following services? | 3.26 | 218 | 1.21 | 8th | 2.99 | 3.69 | 1.65 |
| | | Overall computing service | | | | | | | |
| 93 | DS_OCS | How dissatisfied or satisfied are you with the following resources and services? | 3.09 | 184 | 0.83 | 20th | 3.44 | 3.63 | 3.09 |
| | | Online Library catalog | | | | | | | |
| 74 | DS_OLC | How dissatisfied or satisfied are you with the following resources and services? | 3.63 | 185 | 0.60 | 12th | 3.65 | 3.84 | 3.47 |
| 28 | IMP_OLC | How important are these services to you? | 3.31 | 209 | 0.83 | 11th | 3.31 | 3.71 | 2.75 |
| 9 | USE_OLC | Over the course of a semester, on average, how often do you use the following services? | 2.97 | 217 | 0.96 | 12th | 3.08 | 3.85 | 2.30 |
| | | Overall library service | | | | | | | |
| 94 | DS_OLS | How dissatisfied or satisfied are you with the following resources and services? | 3.66 | 198 | 0.54 | 12th | 3.65 | 3.81 | 3.39 |
| | | Performance of wireless access on campus | | | | | | | |
| 68 | DS_PWAC | How dissatisfied or satisfied are you with the following resources and services? | 2.11 | 166 | 1.04 | 20th | 2.81 | 3.16 | 2.11 |
| | | Residence hall (in-room) telephone services | | | | | | | |
| 79 | DS_RHTS | How dissatisfied or satisfied are you with the following resources and services? | 3.54 | 167 | 0.70 | 10th | 3.47 | 3.77 | 2.98 |
| 37 | IMP_RHTS | How important are these services to you? | 3.12 | 198 | 1.06 | 5th | 2.88 | 3.76 | 2.06 |
| 17 | USE_RHTS | Over the course of a semester, on average, how often do you use the following services? | 3.37 | 218 | 1.44 | 6th | 3.06 | 4.67 | 2.10 |
| | | Status information on computing problems | | | | | | | |
| 90 | DS_SICP | How dissatisfied or satisfied are you with the following resources and services? | 2.90 | 147 | 0.99 | 20th | 3.28 | 3.46 | 2.90 |
| | | Technology instruction for academic courses | | | | | | | |
| 66 | DS_TIAC | How dissatisfied or satisfied are you with the following resources and services? | 3.19 | 159 | 0.83 | 17th | 3.31 | 3.48 | 3.10 |
| 22 | IMP_TIAC | How important are these services to you? | 2.47 | 207 | 0.98 | 9th | 2.45 | 2.91 | 2.11 |
| | | Virus protection | | | | | | | |
| 86 | DS_VP | How dissatisfied or satisfied are you with the following resources and services? | 3.12 | 170 | 0.97 | 18th | 3.35 | 3.57 | 3.12 |
| | | Use for academic and personal purposes (Academic is first and personal second.) | | | | | | | |
| 136 | UAP_A | Animations | 0.07 | 220 | 0.25 | 9th | 0.07 | 0.13 | 0.04 |
| 168 | UPP_A | Animations | 0.18 | 220 | 0.39 | 2nd | 0.12 | 0.20 | 0.06 |

| | | | | | | | | | |
|-----|----------|---|------|-----|------|------|-------------|-------------|-------------|
| 137 | UAP_B | Blogs | 0.09 | 220 | 0.29 | 5th | 0.12 | 0.97 | 0.02 |
| 169 | UPP_B | Blogs | 0.32 | 220 | 0.47 | 7th | 0.27 | 0.41 | 0.14 |
| 138 | UAP_BCD | Burn CDs | 0.35 | 220 | 0.48 | 6th | 0.32 | 0.41 | 0.08 |
| 170 | UPP_BCD | Burn CDs | 0.75 | 220 | 0.44 | 6th | 0.70 | 0.88 | 0.14 |
| 139 | UAP_BDVD | Burn DVDs | 0.11 | 220 | 0.32 | 5th | 0.11 | 0.45 | 0.05 |
| 171 | UPP_BDVD | Burn DVDs | 0.31 | 220 | 0.47 | 5th | 0.31 | 0.83 | 0.20 |
| 140 | UAP_CEP | Classroom electronic polling | 0.05 | 220 | 0.21 | 13th | 0.06 | 0.14 | 0.02 |
| 141 | UAP_CMS | Course Management system | 0.78 | 220 | 0.42 | 10th | 0.71 | 0.99 | 0.09 |
| 172 | UPP_CMS | Course Management system | 0.13 | 220 | 0.33 | 9th | 0.17 | 0.92 | 0.03 |
| 142 | UAP_CRO | Course reserves - Online | 0.42 | 220 | 0.49 | 14th | 0.57 | 0.88 | 0.15 |
| 143 | UAP_CRP | Course reserves - Physical (e.g. books, videos) | 0.57 | 220 | 0.50 | 11th | 0.57 | 0.88 | 0.16 |
| 144 | UAP_DA | Digital audio | 0.21 | 220 | 0.41 | 4th | 0.18 | 0.29 | 0.09 |
| 173 | UPP_DA | Digital audio | 0.49 | 220 | 0.50 | 8th | 0.46 | 0.64 | 0.26 |
| 148 | UAP_DB | Discussion Boards | 0.10 | 220 | 0.30 | 19th | 0.24 | 0.50 | 0.07 |
| 176 | UPP_DB | Discussion Boards | 0.21 | 220 | 0.41 | 3rd | 0.16 | 0.33 | 0.08 |
| 145 | UAP_DI | Digital images | 0.25 | 220 | 0.43 | 8th | 0.23 | 0.31 | 0.17 |
| 174 | UPP_DI | Digital images | 0.45 | 220 | 0.50 | 16th | 0.49 | 0.64 | 0.29 |
| 147 | UAP_DSS | Discipline-specific software | 0.16 | 220 | 0.37 | 3rd | 0.12 | 0.20 | 0.04 |
| 146 | UAP_DV | Digital video | 0.16 | 220 | 0.37 | 15th | 0.19 | 0.32 | 0.09 |
| 175 | UPP_DV | Digital video | 0.41 | 220 | 0.49 | 11th | 0.42 | 0.58 | 0.27 |
| 150 | UAP_E | Email | 0.85 | 220 | 0.35 | 15th | 0.88 | 0.98 | 0.70 |
| 177 | UPP_E | Email | 0.87 | 220 | 0.33 | 12th | 0.90 | 0.99 | 0.78 |
| 151 | UAP_ICSC | In-class student computer use | 0.37 | 220 | 0.48 | 8th | 0.35 | 0.50 | 0.22 |
| 152 | UAP_IM | Instant messaging/Chat | 0.14 | 220 | 0.35 | 20th | 0.28 | 0.48 | 0.14 |
| 178 | UPP_IM | Instant messaging/Chat | 0.63 | 220 | 0.48 | 18th | 0.78 | 0.93 | 0.58 |
| 154 | UAP_OQ | Online quizzes | 0.22 | 220 | 0.41 | 11th | 0.24 | 0.51 | 0.07 |
| 156 | UAP_PC | Podcasting | 0.08 | 220 | 0.27 | 1st | 0.02 | 0.08 | 0.00 |
| 180 | UPP_PC | Podcasting | 0.10 | 220 | 0.31 | 6th | 0.09 | 0.14 | 0.05 |

| | | | | | | | | | |
|-----|----------|---|------|-----|------|------|-------------|-------------|-------------|
| 155 | UAP_PCP | Paper Course packs | 0.31 | 220 | 0.47 | 10th | 0.32 | 0.69 | 0.06 |
| 157 | UAP_PD | Portable drives (e.g. USB drives, Jump drive) | 0.34 | 220 | 0.47 | 7th | 0.32 | 0.43 | 0.22 |
| 181 | UPP_PD | Portable drives (e.g. USB drives, Jump drive) | 0.39 | 220 | 0.49 | 4th | 0.35 | 0.45 | 0.24 |
| 158 | UAP_PMD | Portable media devices (e.g. iPods) | 0.10 | 220 | 0.31 | 7th | 0.09 | 0.14 | 0.06 |
| 182 | UPP_PMD | Portable media devices (e.g. iPods) | 0.41 | 220 | 0.49 | 14th | 0.42 | 0.53 | 0.24 |
| 159 | UAP_RSS | RSS feeds | 0.03 | 220 | 0.18 | 2nd | 0.02 | 0.05 | 0.00 |
| 183 | UPP_RSS | RSS feeds | 0.09 | 220 | 0.28 | 2nd | 0.05 | 0.14 | 0.01 |
| 149 | UAP_SEP | Electronic portfolios | 0.02 | 220 | 0.13 | 16th | 0.05 | 0.22 | 0.01 |
| 160 | UAP_SIM | Simulations | 0.03 | 220 | 0.18 | 10th | 0.04 | 0.10 | 0.01 |
| 184 | UPP_SIM | Simulations | 0.06 | 220 | 0.24 | 3rd | 0.03 | 0.10 | 0.01 |
| 161 | UAP_SL | Slides | 0.23 | 220 | 0.42 | 16th | 0.28 | 0.38 | 0.20 |
| 153 | UAP_SLR | Library research | 0.76 | 220 | 0.43 | 9th | 0.73 | 0.85 | 0.58 |
| 179 | UPP_SLR | Library research | 0.39 | 220 | 0.49 | 4th | 0.33 | 0.56 | 0.18 |
| 162 | UAP_ST | Survey tools | 0.05 | 220 | 0.23 | 12th | 0.06 | 0.14 | 0.01 |
| 185 | UPP_ST | Survey tools | 0.05 | 220 | 0.22 | 5th | 0.04 | 0.07 | 0.02 |
| 166 | UAP_SWD | Web page development | 0.13 | 220 | 0.33 | 3rd | 0.10 | 0.27 | 0.03 |
| 189 | UPP_SWD | Web page development | 0.13 | 220 | 0.34 | 9th | 0.12 | 0.17 | 0.06 |
| 163 | UAP_TESP | Technology-enhanced presentations | 0.30 | 220 | 0.46 | 1st | 0.24 | 0.30 | 0.16 |
| 186 | UPP_TESP | Technology-enhanced presentations | 0.06 | 220 | 0.24 | 12th | 0.06 | 0.09 | 0.03 |
| 164 | UAP_VC | Video conferencing | 0.01 | 220 | 0.12 | 11th | 0.01 | 0.04 | 0.00 |
| 187 | UPP_VC | Video conferencing | 0.04 | 220 | 0.20 | 10th | 0.05 | 0.08 | 0.02 |
| 165 | UAP_VT | Videotapes | 0.20 | 220 | 0.40 | 1st | 0.16 | 0.20 | 0.07 |
| 188 | UPP_VT | Videotapes | 0.30 | 220 | 0.46 | 6th | 0.28 | 0.37 | 0.16 |
| 167 | UAP_W | Wikis | 0.18 | 220 | 0.39 | 2nd | 0.09 | 0.19 | 0.03 |
| 190 | UPP_W | Wikis | 0.19 | 220 | 0.39 | 4th | 0.11 | 0.24 | 0.03 |