

Usage and Satisfaction with Online Services and Computer Systems

Reliable and high-quality online services and computers systems are vital to the success of any higher education institution. At Pasadena City College (PCC), responsibilities for web services and computer systems are shared among four campus units: Computing Services, Management Information Services (MIS), Academic Support, and Media Services. The units work collaboratively to ensure students and employees have online services and computer systems to support and enhance learning. In Spring 2006, PCC's Campus Technology Committee conducted a technology survey of its students and employees to: 1) evaluate the effectiveness of its technology and solicit comments on how it can improve; 2) identify the College's technology needs; and 3) set priorities for technology over the next three to five years. A total of 1,193 students, 194 contract faculty, 126 hourly faculty, 182 classified staff, and 31 managers/administrators completed the survey. The survey asked students and employees questions about their usage and satisfaction with online services and computer systems. This issue presents a brief overview and highlights of these findings.

Usage of and Satisfaction with Campus Email

Students and employees were asked to indicate if they used the campus email within the last year. Pegasus is the email employees use on campus. Not surprisingly, individuals who spend more time on campus are more likely to use the campus email, with classified staff more likely to use it (**89.7%**), followed by managers/administrators (**80.0%**), and contract faculty (**77.7%**). Only **15.4%** of the students use the campus email.

The individuals who stated they had used the campus email were also asked to rate their level of satisfaction with it using a five-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, and 5 = Very Satisfied). All employee groups give Pegasus email a satisfaction rating between neutral (3) and satisfied (4). Of all the groups, hourly faculty are the most satisfied (**3.84**) and managers/administrators are the least satisfied (**3.35**) with the campus email.

Below are some findings (see Table 1):

- Most students do not use the campus email, and the few who use it give it a satisfaction rating of **3.53**.
- Of all the employees, hourly faculty are least likely to use the campus email, and the few who use it are the most satisfied with it, giving it the highest satisfaction rating of **3.84**.
- Almost all of the classified staff and managers/administrators use the campus email. While classified staff give the campus email the second highest satisfaction rating of **3.60**, the managers/administrators give it the lowest satisfaction rating of **3.35**.
- **77.7%** of the contract faculty use the campus email, and those who use it give it the second lowest satisfaction rating of **3.46**.

Table 1. Usage and Satisfaction with Campus Email

Campus Email <i>Percentages and Average Responses</i>	Usage	Satisfaction
	%	Average
Students	15.4	3.53
Contract Faculty	77.7	3.46
Hourly Faculty	35.8	3.84
Classified Staff	89.7	3.60
Managers/Administrators	80.0	3.35

Possible Action Implications for the College

- * Why do most students not use PCC's campus email? Are students not using the campus email because they prefer to use their own personal email accounts? PCC collects and updates students' email addresses. However, it does not have a system to send announcements to a large numbers of email recipients in one shot (email blast). An email blast

allows the College to send students time-sensitive announcements such as, reminders to encourage students to register before the end of the semester and to return to school after winter and summer breaks, reminders to apply for graduation, etc.

- * Of all the employees, the managers/administrators report the lowest level of satisfaction with the campus email. What are some possible reasons for this finding? Do the managers/administrators need training? What can the College do to improve this rating?

Usage of and Satisfaction with Web Email and Web Board

Employees were asked to indicate if they used PCC’s web email (email access off campus) and web board within the last year. Overall, the managers/administrators (**65.6%**) are most likely to use the web email, followed by contract faculty (**63.6%**), classified staff (**62.9%**), and hourly faculty (**38.1%**). Most employees, regardless of job classification, do not use the web board.

The individuals who stated they had used the web email and web board were also asked to rate their level of satisfaction with them using a five-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, and 5 = Very Satisfied). The hourly faculty are the most satisfied (**3.93**) and the managers/administrators are the least satisfied (**3.37**) with the web email. The hourly faculty are the most satisfied (**4.33**) and the contract faculty are the least satisfied (**3.53**) with the web board. Below are some findings (see Tables 2 and 3):

- **38.1%** of the hourly faculty use the web email, and those who use it give it the highest satisfaction rating of **3.93**.
- **65.6%** of the managers/administrators use the web email, and those who use it are the least satisfied with it, giving it the lowest satisfaction ratings of **3.37**.
- Only **3.4%** of the hourly faculty use the web board, and the few who use it are the most satisfied with it, giving it the highest satisfaction rating of **4.33**.
- **13.3%** of the contract faculty use the web board, and the few who use it are the least satisfied with it, giving it the lowest rating of **3.53**.

Web Email <i>Percentages and Average Responses</i>	Usage Satisfaction	
	%	Average
Contract Faculty	63.6	3.70
Hourly Faculty	38.1	3.93
Classified Staff	62.9	3.63
Managers/Administrators	65.6	3.37

Web Board <i>Percentages and Average Responses</i>	Usage Satisfaction	
	%	Average
Contract Faculty	13.3	3.53
Hourly Faculty	3.4	4.33
Classified Staff	8.3	3.62
Managers/Administrators	13.3	3.75

Possible Action Implications for the College

- * Most employees do not use PCC’s web board. Are employees not using the web board because they are not interested in using it or because they do not know it exists? The College should encourage employees to use the web board to discuss Student Learning Outcomes, accreditation, planning, etc.

Student Usage of and Satisfaction with PCC’s Online Services & Computer Systems

Students were asked to indicate if they had used PCC’s online services and computer systems within the last year. Overall, the majority of the students access their current class schedule online, add and drop classes online, and access their previous semesters’ academic information (unofficial student transcript). The individuals who stated they had used the online services and computer systems were also asked to rate their level of satisfaction with them using a five-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, and 5 = Very Satisfied). Students are most satisfied with the online current class schedule and least satisfied with F.A.S.T. (telephone registration system). Below are some findings (see Table 4):

Almost all of the students access their current class schedule, and those who use it are the most satisfied with it, giving it their highest satisfaction rating of **4.22**.

- **38.8%** of the students use WEB CT, and those who use it give it the second highest satisfaction rating of **4.15**.
- **86.9%** of the students add and drop their classes online, and those who use this online service give it the third lowest satisfaction rating of **3.99**, which is a “satisfied” rating.
- About half of the students use F.A.S.T., and those who use it are the least satisfied with it, giving it the lowest satisfaction rating of **3.72**.

Table 4. Student Usage and Satisfaction with Computer Systems

Lancer Link--Online Services <i>Percentages and Average Responses</i>	Usage Satisfaction	
	%	Average
Current class schedule	91.2	4.22
Registration/Adds and Drops	86.9	3.99
All previous semesters' academic information	71.8	4.13
Assessment results (placement scores)	38.3	3.90
Update personal information	37.1	4.03
Update goal, major and matriculation information	25.6	3.90
Online enrollment verification at Nat. Student Clearinghouse	20.6	4.07
Other PCC Systems		
<i>Percentages and Average Responses</i>		
F.A.S.T. (telephone registration system)	50.9	3.72
Web CT (online classes)	38.8	4.15
Online Admission Application	31.0	4.13
Online Forums (online class and general discussions)	17.4	4.03

Possible Action Implications for the College

- * Students are least satisfied with F.A.S.T. Are there things the College can do to improve this rating? Alternatively, with over 86% of the students using online registration, is telephone registration necessary?
- * Most students do not use the Online Forums. Are students not using the Online Forums because they are not interested in using them, they do not know they exist, or faculty do not use them as part of a class assignment?

Faculty Usage of and Satisfaction with PCC’s Online Services & Computer Systems

Faculty were asked to indicate if they had used PCC’s online services and computer systems (Web CMS and WEB CT) within the last year. Overall, the majority of the contract faculty access online information about a class section, look up the status of sections, and access rosters. The majority of the hourly faculty access online information about a class section. The individuals who stated they had used the online services and computer systems were also asked to indicate their level of satisfaction with them using a five-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, and 5 = Very Satisfied). Both contract and hourly faculty report being satisfied with most of the online services and computer systems, with hourly faculty being more satisfied. Below are some findings (see Table 5):

- **59.1%** of the contract faculty and **41.5%** of hourly faculty access a roster for a class section, and those who use this online service are the most satisfied with it, giving it their highest satisfaction ratings of **4.29** and **4.35**, respectively.
- **69.3%** of contract faculty and **59.7%** of the hourly faculty access information about a class section, and both groups are satisfied with it, giving it the satisfaction ratings of **4.20** and **4.26**, respectively.
- **25.7%** of the contract faculty and **10.9%** of the hourly faculty use Web CT, and those who use it give it the second and third lowest satisfaction ratings of **3.58** and **3.82**, respectively.
- **32.8%** of the contract faculty use Web CMS, and those who use it are the least satisfied with it, giving it the lowest satisfaction rating of **3.54**. On the other hand, only **5.1%** of the hourly faculty use Web CMS, and those who use it give it the second highest satisfaction rating of **4.33**.

Table 5. Faculty Usage and Satisfaction with Online Services and Computer Systems

PCC Online Services <i>Percentages and Average Responses</i>	Contract Faculty		Hourly Faculty	
	Usage %	Satisfaction Average	Usage %	Satisfaction Average
Information about a class section	69.3	4.20	59.7	4.26
Status of all sections for a specific course/instructor	60.3	4.21	43.0	4.29
Online roster for a class section	59.1	4.29	41.5	4.35
Student classes for a semester	47.6	4.25	36.7	4.10
Online submission of grades	46.6	4.12	40.0	4.19
Lookup a student's name	41.3	4.03	17.6	4.10
History of classes for a student	37.2	4.22	14.3	4.18
Other PCC Systems				
<i>Percentages and Average Responses</i>				
Web CMS (curriculum development)	32.8	3.54	5.1	4.33
Web CT (online course development)	25.7	3.58	10.9	3.82

Possible Action Implications for the College

- * Contract faculty are least satisfied with Web CT and Web CMS. Are there things the College can do to improve this rating?

Usage of and Satisfaction with PCC Computer Systems

Classified staff and managers/administrators were asked to indicate if they used various computer systems within the last year. Overall, a higher proportion of managers/administrators use more computers systems than do classified staff. The individuals who stated they had used the computer systems were also asked to rate their level of satisfaction with them using a five-point scale (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, and 5 = Very Satisfied). Managers/administrators give higher satisfaction ratings to most of the computer systems than do classified staff. Below are some findings (see Table 6):

- The Student Records Database and ESCAPE are the top two computer systems managers/administrators and classified staff use, with classified staff being more satisfied with them than are managers/administrators.
- EdExpress is computer systems classified staff are least likely to use. This is probably due to the systems being used specifically for processing student financial aid. The few classified staff who use it give it a satisfaction rating of **3.83**.
- Only **8.9%** of the classified staff use the SARS*GRID, and the few who use it are the most satisfied with it, giving it their highest satisfaction rating of **3.93**. Again, the SARS*GRID is a specialized system used in Counseling Services.
- The classified staff are least satisfied with the Budget system and the managers/administrators are least satisfied with ESCAPE, giving the computer systems their lowest satisfaction ratings of **3.17** and **2.95**, respectively.

Table 6. Classified Staff and Managers/Administrators Usage and Satisfaction with Computer Systems

Computer Systems <i>Percentages and Average Responses</i>	Classified Staff		Manager/Admin	
	Usage %	Satisfaction Average	Usage %	Satisfaction Average
Student Records Database (e.g., admissions/records, testing, etc.)	52.4	3.72	60.0	3.35
ESCAPE (e.g., purchasing, requisitioning, etc.)	45.3	3.24	80.0	2.95
PCC HRS (e.g., hourly payroll, staff information, etc.)	17.0	3.48	23.3	3.00
On Time Calendaring (group calendar & scheduling system)	12.9	3.80	23.3	3.57
Finance (accounts payable, accounts receivable, etc.)	11.4	3.58	36.7	3.36
Imaging System (document imaging system)	11.3	3.26	20.7	3.50
Web development tools	11.3	3.83	6.7	3.50
Budget (district budget system)	10.7	3.17	36.7	3.45
Hourly Payroll (payroll for hourly faculty and unclassified staff)	10.0	3.44	*3.4	*4.00
SARS * GRID (appointment and initial service request system)	8.9	3.93	*3.3	*4.00
Safers (scholarships and financial system)	5.3	3.25	*3.3	*4.00
EdExpress (federal aid request and dispersal system)	4.1	3.83	*3.3	*4.00

Note: Results with an asterisk are considered to be unreliable due to low number of responses (fewer than 3).

Possible Action Implications for the College

- * Managers/administrators are not satisfied with ESCAPE. What can the College do to improve this rating? Perhaps the College should ask managers/administrators what is it about ESCAPE that they do not like.