

Miramar College ILC Survey Report Spring 2015

Table 1. Time of Using ILC

Time of using ILC	Frequency	Percent*
Mornings	85	58%
Afternoons	104	71%
Evenings	29	20%

* Percent of total respondents (n=146)

Table 2. Hours of Using ILC Per Week

Hours of use per week	Frequency	Percent*
0-5 hrs	56	38%
6-10 hrs	56	38%
11-15 hrs	24	16%
16 or more hrs	12	8%

* Percent of total respondents (n=146)

Table 3. Days of ILC Use

Days of ILC use	Frequency	Percent*
Monday	129	88%
Tuesday	85	58%
Wednesday	106	73%
Thursday	81	56%
Friday	17	12%

* Percent of total respondents (n=146)

Table 4. Use of ILC Computer Applications

Computer Applications	Frequency	Percent*
Word	134	92%
Excel	21	14%
Access	17	12%
Desktop Publishing	9	6%
PowerPoint	32	22%

* Percent of total respondents (n=146)

Table 5. Reasons for Using ILC

Reason for using the lab	Frequency	Percent*
Computer Class	24	16%
Math Class	23	16%
Internet research	82	56%
Complete assignments for classes	135	93%

* Percent of total respondents (n=146)

Table 6. Satisfaction with Customer Service

Customer Service Areas	Very Dissatisfied (1)		Dissatisfied (2)		Neither Satisfied nor Dissatisfied (3)		Satisfied (4)		Very Satisfied (5)		Total	Mean
Hours of operation	1	1%	7	5%	10	7%	27	18%	101	69%	146	4.51
Noise level	1	1%	7	5%	8	5%	23	16%	107	73%	146	4.56
Helpfulness of staff	0	0%	4	3%	11	8%	23	16%	108	74%	146	4.61
Courtesy of staff	1	1%	3	2%	12	8%	21	14%	109	75%	146	4.60
Workspace	0	0%	5	3%	2	1%	24	16%	115	79%	146	4.71
Ease of entering/exiting	0	0%	1	1%	6	4%	25	17%	114	78%	146	4.73
Overall spirit & appeal of the lab	0	0%	3	2%	6	4%	25	17%	112	77%	146	4.68

Table 7. Satisfaction with Computer and Software

Computer and Software Areas	Very Dissatisfied (1)		Dissatisfied (2)		Neither Satisfied nor Dissatisfied (3)		Satisfied (4)		Very Satisfied (5)		Total	Mean
Computer user friendliness	0	0%	3	2%	1	1%	25	17%	117	80%	146	4.75
Computer login procedure	0	0%	3	2%	3	2%	20	14%	120	82%	146	4.76
Accessing software applications	0	0%	3	2%	4	3%	24	16%	115	79%	146	4.72
Printing	0	0%	3	2%	7	5%	29	20%	107	73%	146	4.64
Copying	0	0%	4	3%	14	10%	28	19%	100	68%	146	4.53
Variety of software	0	0%	1	1%	16	11%	28	19%	101	69%	146	4.57
Online services (e.g., Internet)	1	1%	1	1%	3	2%	24	16%	117	80%	146	4.75

Open-Ended Comments

Students were asked to write any additional comments they would like to add about the ILC.

What did you like best about the ILC services and program?
The noise level is very low and computers run well.
Computer and software areas are very helpful also the workspace is awesome.
Cleaniness and ease of printing
Convenience, easy, quiet environment.
Quieter and more room for yourself
Easy access and I get all my work done.
How quiet it is, this makes it easy to focus. I also find it easier to work in here rather than the library there is less distractions.
Easy access and low noise level.
Adequate amount of computers.
Study space! Library gets way too crowded. Can't get anything done. ILC is great alternative for students who need space.
Quiet
Easily Accessible
There are plenty of computers, so you won't run out when you need one.
Always computers/printers available. Quiet noise level.
The quietness of the lab. Study rooms are usually available.
It has a JAVA IDE so I can do programming work.
Quietness, accessibility and resources
Easy and convenient to just come in and work.
I like the atmosphere and how quiet it is. It helps me stay focused.
Everything, not so noisy as it is upstairs. Assistance when I need help with the scanner. Keep up the good work!
It's more quiet than the library so I'm able to concentrate more.
The staff, it's quiet and the security of my items.
I like the ILC services and programs because I always come there.
Francine has been a big help when it comes to printing things.
The quietness and privacy
I like the computer chairs, they are quite comfy.
The number of computers, and helpful staff. The atmosphere is really good. It's very comfortable.
I'm very grateful for a place like one with none of the distractions.
Printing process is easy and it's a relaxing place to spend time to get work done.
The friendly and helpful staff
Accessibility of lab and their hours of operation. Staff knowledge about computer and their help to the students.
The staff is very helpful and are all polite. The noise level is always down which is great.
I like its calm and peaceful environment.
The availability of computers.

How can the ILC improve its services and program?

Open at 7am, sometimes it is necessary to print things out for an 8am class.

Open early before 8am

Nothing.

Better customer service. We are students paying a lot of money to attend and deserve friendlier help from staff

Be open longer hours on Fridays

the computers but there are separate tables in the study rooms.

Some of the computers display the wrong time +/- 1 hour which was disorienting. I think this may have been fixed though.

Have food and drinks allowed because students study for hours. Have one or two computers in study rooms. Allow food in study rooms.

The main entrance door is a little stiff. Friday close a little later.

Extend closing to 8pm.

Extend the Friday hours a little bit and also allow for people to bring drink and snacks.

Walk around more for those students talking on phones or in open forum.

Update chrome silverlight, Internet Explorer is not as good.

Computer lessons for beginners who are computer illiterate like me.

Let us have green tea.

I don't like the fact that the staff eats in the computer lab because I can smell the food and it is a distraction.

The lab needs to be open more hours, later on Friday and open Saturday.

Be open longer in the summer.

Allowing laptop access to print to printer.

Make cheaper color prints.

I don't think there is anything the ILC needs to improve on. This is always my first choice.

Allow food and drinks please.