Miramar College ILC Survey Report
Spring 2016

Table 1. Time of Using ILC

Time of Using ILC	Frequency	Percent *
Mornings	110	41%
Afternoons	105	39%
Evenings	52	19%

* Percent of total respondents (n=183)

Figure 1. Time of Using ILC
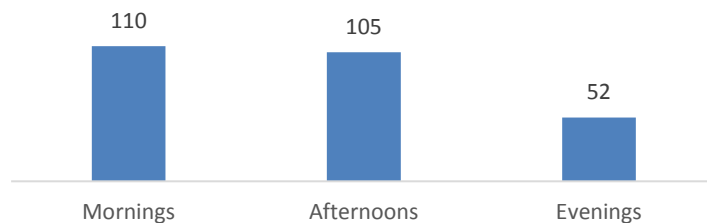
Table 2. Hours of Using ILC Per Week

Hours of Use Per Week	Frequency	Percent*
0-5 hours	94	51%
6-10 hours	57	31%
11-15 hours	21	11%
16 or more hours	11	6%

* Percent of total respondents (n=183)

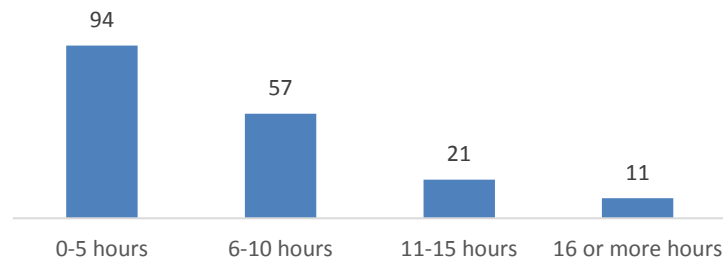Figure 2. Hours of Using ILC Per Week

Table 3. Days of ILC Use

Days of ILC Use	Frequency	Percent*
Monday	127	25%
Tuesday	127	25%
Wednesday	116	23%
Thursday	117	23%
Friday	25	5%

* Percent of total respondents (n=183)

Figure3. Days of ILC Use
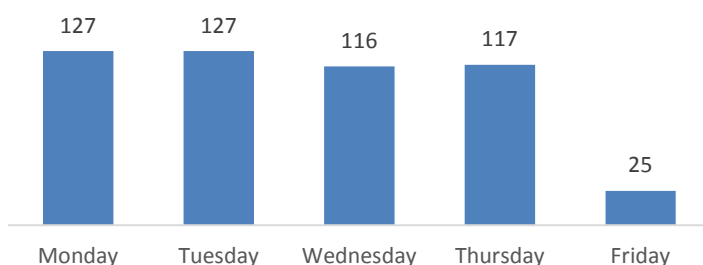
Table 4. Use of ILC Computer Applications

Computer Applications	Frequency	Percent*
Word	170	54%
Excel	43	14%
Access	31	10%
Desktop Publishing	22	7%
PowerPoint	51	16%

* Percent of total respondents (n=183)
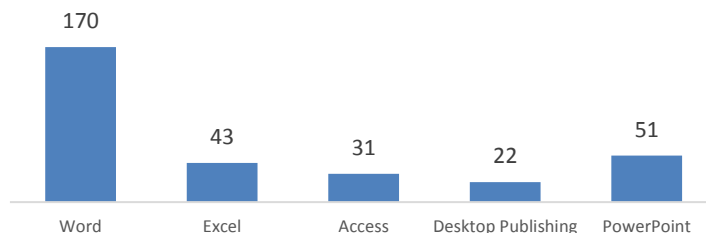
Figure 4. Use of ILC Computer Applications

Table 5. Reasons for Using ILC

Reasons for Using the Lab	Frequency	Percent*
Computer Class	33	11%
Math Class	32	10%
Internet Research	93	30%
Complete Assignments for Classes	156	50%

* Percent of total respondents (n=183)
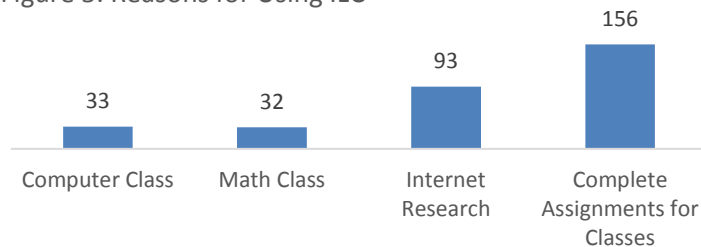
Figure 5. Reasons for Using ILC

Table 6. Satisfaction with Customer Service

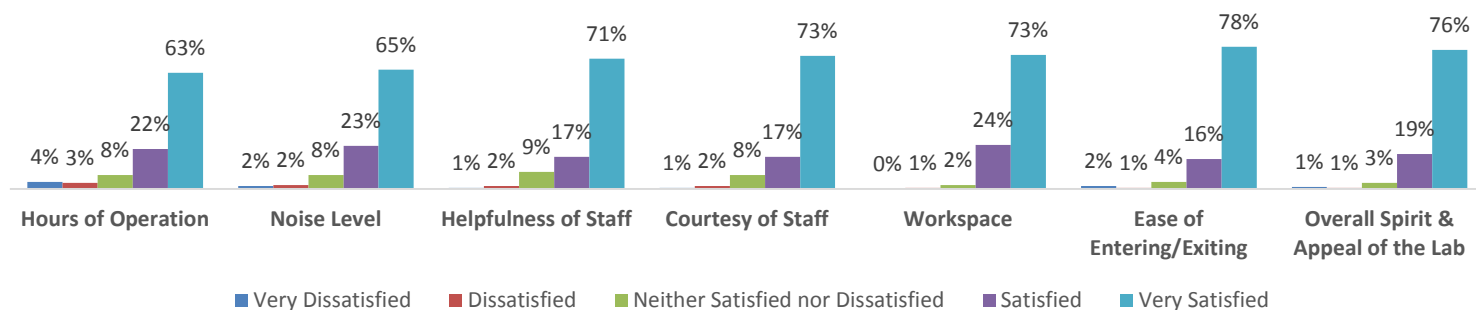| Customer Service Areas	Very Dissatisfied		Dissatisfied		Neither Satisfied nor Dissatisfied		Satisfied		Very Satisfied		Total	Mean
Hours of Operation	7	4%	6	3%	14	8%	40	22%	116	63%	183	4.38
Noise Level	3	2%	4	2%	14	8%	43	23%	119	65%	183	4.48
Helpfulness of Staff	1	1%	3	2%	17	9%	32	17%	130	71%	183	4.57
Courtesy of Staff	1	1%	3	2%	14	8%	32	17%	133	73%	183	4.60
Workspace	0	0%	1	1%	4	2%	44	24%	134	73%	183	4.70
Ease of Entering/Exiting	3	2%	1	1%	7	4%	30	16%	142	78%	183	4.68
Overall Spirit & Appeal of the Lab	2	1%	1	1%	6	3%	35	19%	139	76%	183	4.68

Figure 6. Satisfaction with Customer Service

Table 7. Satisfaction with Computer and Software

Computer and Software Areas	Very Dissatisfied		Dissatisfied		Neither Satisfied nor Dissatisfied		Satisfied		Very Satisfied		Total	Mean
Computer User Friendliness	1	1%	0	0%	10	5%	28	15%	144	79%	183	4.72
Computer Login Procedure	1	1%	1	1%	8	4%	34	19%	139	76%	183	4.69
Accessing Software Applications	1	1%	3	2%	14	8%	35	19%	130	71%	183	4.58
Printing	1	1%	7	4%	20	11%	31	17%	124	68%	183	4.48
Copying	1	1%	3	2%	22	12%	39	21%	118	64%	183	4.48
Variety of Software	3	2%	2	1%	16	9%	42	23%	120	66%	183	4.50
Online Services (e.g., Internet)	1	1%	0	0%	8	4%	23	13%	151	83%	183	4.77

Figure 7. Satisfaction with Computer and Software
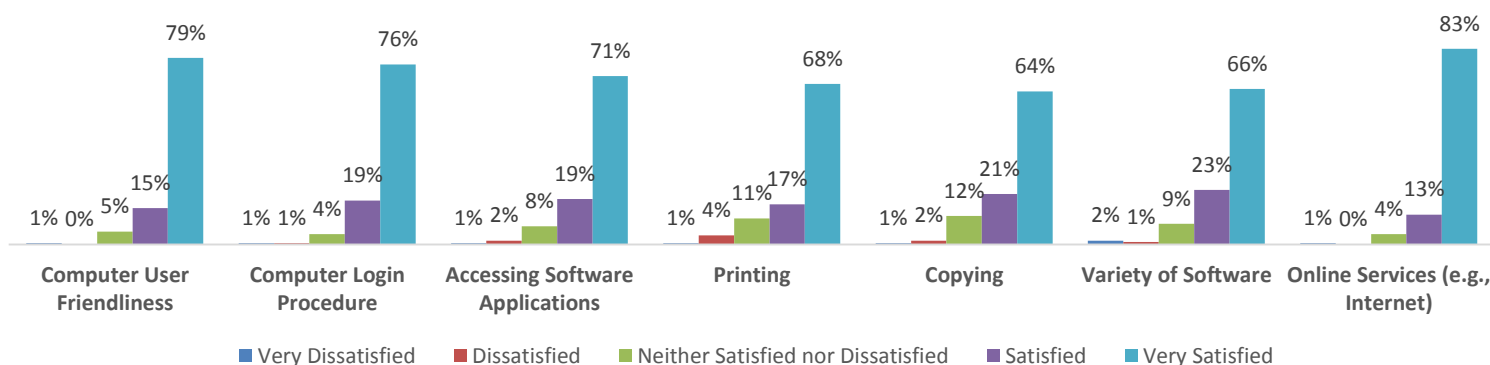
Open Ended Commnents

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?
Accessing the computer-quiet studyroom. There is enough room between computers to open your books. Scanners, lighting.
Quiet space to use computer
Easy to use and avaliable when I need it.
Hours it's open
The ILC is a very helpful program and what I liked best about is that it is always available.
All fo the staff are really helpful specially Forouzan. She is very nice and helpful.
It's a good place to get work done. The most useful applications is word.
Best place to study
Good place to relax or do homework
Accessibiltiy
I think everything is good
It's always there when no one else is.
Great place for students to use for resources.
There's large enough space for everyone to use.
All employees are very kindly and helpful. Everything is organized and clean.
Very friendly staff and easy computer access.
Quietness
The avilability fo computers and workspace.
Overall this is an excellent lab.
The over abundance os space. I know there will always be an open computer that functions properly. It's quiet, and there's a good layout of computers.
Flexible workspace and good computer software.
Everything is good.
I like the staff and how clean and quiet it is in here.
Everything is good.
They are so friendly and helpful.
Employees are really friendly and helpful. They care when students come, and if any questions.
I like the quiet environment, help me focus on my internet research or to do my homework.
It's a clean, quiet space to work on homework assignment on campus.
Employees are really friendly.
The helpfulness and open area
Employees are really friendly and organized. They care when students come.
Super job except for the hours-short Friday's and Saturday's.
Thank you for preparing a good service.
It has everything I need to do my assignments, the resources available are great.
Need open more hours so students can have more time to do homework. Thank you
Everything is good.
Computer usage, and homework help.
A lot of people don't know about it so it's no crowded
It's always open to students to do work.
Very quiet, clean, and easy to access

I can come in here anytime and do my homework or even study.
It is always quiet.
Being able to work in a group environment
It is quiet and a lot of computers are available. It is a comfortable working space so I'm always able to get a lot of work done.
It's there with open space to do homework and lots of open computers.
That its spread open enough that you get your own personal space and the group study rooms are accessible.
I love tha its open late, perfect room temperature, and most of the time quiet.
how helpful the staff is and the rooms you get for private studying
It is a good space to do work without being bothered
I like that it is always available when I need it.
I am very satisfied about ILC computer lab services and programs.
The staff and easy access.
Ease of access, staff help is awesome
It's just a good place to sit down and get work done in.
The people who work here are chill. That helps me relax.
Plenty of space and available computers makes finding a spot very easy.
Access to computers and printing from campus.
It's the only place on campus I can truly get my work done. It's loud in the math lab and they always question which class your there to work on. The library doesn't have enough computer space for people.
Thanks for accommadations. Thanks Van.
Computers
I'm able to come in and find a computer to use with out a problem.
The staff are nice.
More computers than library.
Easy to get to.
I can come here to work on my assignments
Personal space and quiet
I like that the ILC has enough room for all the students that come in for their services. It never feels crowded and is never loud.
The lab is quiet and clean. I appreciate that. I like it a lot better than Mesa's lab because computers are more spread out.
Always available computers
I like how it is very open to everyone and everything is easy to use. It is a perfect place to some to and do some last minute things.
Large variety of programs on computers
Provides all the neccesities for doing homework, both on and offline.
Computers have good services and programs for students.
I'm able to print and use computers. It's a quiet environment that allows me to concentrate.
It is nice and quiet.
It is very quiet and helpful environment to study in.
It's quiet
Its very accessiable
The computers are beyond par with what I expect.
I love the atmosphere. It's quiet and well lit. The tables provide enough space between computers and students and it's not too close to te neighboring computer/student. Much better tha Mesa or City.
Being able to come to a quiet place to study.
I enjoy the ILC's services the most
The help I receive from the staff

It's a quiet environment where I can do work and use computer, print or copy materials that I need.

Constant availability of a computer, helpfulness of staff.

Ease of printing

How cab the ILC improve its services and program?
Maybe open a little later.
Supply headphones to borrow.
Staff can be a bit rude and often takes a while before they make an attempt to help anyone.
There are a few services that I felt can be added for all students convenience.
Study rooms and more color printers accesible.
Extend the hours.
They are doing very well, I can't think of any improvements.
Lower printer prices? Although 10 cents a page is already cheap.
Change hours, earlier and later, everyday! Especially Fridays and weekends!
I wish the lab was open later Monday - Thursday. I'm an evening student and its frustrating to interrupt my studies early. I often go to Mesa lab even though I prefer Miramar.
Make head phones available
Refreshments - water, snacks, etc.
Stay open longer on Friday's
1 or 2 more printers
Nothing - you're doing great!