1. The consultant in the IC computer lab was courteous, helpful, and positive.  
(1 strongly agree – 7 strongly disagree) 
Average answer is: 2.36

2. The consultant in the IC computer lab helped answer my computer questions.  
(1 strongly agree – 7 strongly disagree) 
Average answer is: 2.39

3. The IC computer labs were clean and well organized.  
(1 strongly agree – 7 strongly disagree) 
Average answer is: 2.01

4. My overall experience was positive in the IC campus computer labs.  
(1 strongly agree – 7 strongly disagree) 
Average answer is: 2.04

5. Please select the lab location you used the most during this semester.  
(Based on 621 Total Responses)

<table>
<thead>
<tr>
<th>Lab Location</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSB 103 (Main Computing Lab)</td>
<td>223</td>
<td>35.91%</td>
</tr>
<tr>
<td>SSB 452 (Social Sciences Lab)</td>
<td>27</td>
<td>4.35%</td>
</tr>
<tr>
<td>SSB 227</td>
<td>12</td>
<td>1.93%</td>
</tr>
<tr>
<td>SSB 409 (Writing Lab)</td>
<td>10</td>
<td>1.61%</td>
</tr>
<tr>
<td>SSB 425 (Math Lab)</td>
<td>15</td>
<td>2.42%</td>
</tr>
<tr>
<td>BH 232 (Benton Hall Lab)</td>
<td>61</td>
<td>9.82%</td>
</tr>
<tr>
<td>TJ 316 (Thomas Jefferson Library Research Commons)</td>
<td>116</td>
<td>18.68%</td>
</tr>
<tr>
<td>WEB 100 (Ward E. Barnes Library Research Commons, South Campus)</td>
<td>43</td>
<td>6.92%</td>
</tr>
<tr>
<td>TLC (E. Desmond Lee Technology and Learning Center, South Campus)</td>
<td>53</td>
<td>8.53%</td>
</tr>
<tr>
<td>Math TLC (UC050)</td>
<td>26</td>
<td>4.19%</td>
</tr>
<tr>
<td>Fine Arts 220</td>
<td>8</td>
<td>1.29%</td>
</tr>
<tr>
<td>CCB 316 (MathCS Lab)</td>
<td>10</td>
<td>1.61%</td>
</tr>
<tr>
<td>Music 105</td>
<td>3</td>
<td>0.48%</td>
</tr>
<tr>
<td>MSC Chatroom</td>
<td>5</td>
<td>0.81%</td>
</tr>
<tr>
<td>Honors 308</td>
<td>9</td>
<td>1.45%</td>
</tr>
</tbody>
</table>
6. I visit the computer labs on campus for: (check all that apply) (1846 Total Responses)

   - Accessing MyGateway  552  29.90%
   - Attending my course using Centra or Horizon Wimba  26  1.41%
   - Using the applications on the computer for coursework  421  22.81%
   - Playing games to pass time  89  4.82%
   - Scanning  114  6.18%
   - Printing my course related items  523  28.33%
   - Seeking assistance from lab consultants  84  4.55%
   - Seeking assistance from designated course tutors  37  2.00%

7. What computer platform(s) do you use in the computer labs?  (Check all that apply) (730 Total Responses)

   - Windows XP  621  85.07%
   - Macintosh OSX/UNIX  109  14.93%

8. Instructional Computing offer a series of "Short Courses" during the semester and I would like to see the following classes continue to be offered  (check all that apply): (1244 Total Responses)

   - Office Basics (Word, Excel, PowerPoint Session 1 & 2)  203  16.32%
   - Software Basics (CD Writing, Photoshop Session 1 & 2)  149  11.98%
   - Computer Management (Viruses and Spyware, File Management)  136  10.93%
   - Operating Systems Basics (UNIX/Macintosh)  97  7.80%
   - Exchange/Outlook (studentmail)  91  7.32%
   - MyGateway  150  12.06%
   - Instructional Computing Fridays  88  7.07%
   - Evening Marathon  65  5.23%
   - Did not know these classes were available  265  21.30%

9. I learned about Short Courses from  (Mark ALL that apply): (903 Total Responses)

   - A Lab Consultant  39  4.32%
   - www.umsl.edu/training  45  4.98%
   - Advertising in The Current  35  3.88%
   - Advertising on a Bulletin Board  80  8.86%
   - Advertising in the Computer Lab  106  11.74%
   - MyGateway "Student" tab - Announcements  146  16.17%
   - UMSL Wide email  173  19.16%
   - Did not know these classes were available  279  30.90%
10. Which of these methods do you prefer when accessing your personal UMSL server space while off campus? (522 Total Responses)

- FTP Client: 38 (7.28%)
- FTP via a web browser: 62 (11.88%)
- Telnet: 14 (2.68%)
- Samba Download Utility: 47 (9.00%)
- Other: 19 (3.64%)
- I was not aware of these choices: 342 (65.52%)

11. Please select any method you use to answer your questions regarding UMSL's computer resources available to all students? (Mark ALL that apply) (871 Total Responses)

- Student Online Technology Guide: 194 (22.27%)
- Student Technology Guide: 27 (3.10%)
- Technology Support Center: 101 (11.60%)
- Ask a friend: 270 (31.00%)
- Ask a lab consultant: 279 (32.03%)

12. Optional Duplex, (2 sided) printing was added this semester to several computer labs, (SSB 103, Benton 232, and the Thomas Jefferson Library Research Commons) in becoming more environmentally friendly and to save storage space for the students. Do you plan on taking advantage of this? (538 Total Responses)

- All of the time: 155 (28.81%)
- Most of the time: 152 (28.25%)
- Some of the time: 178 (33.09%)
- Never: 53 (9.85%)

13. Using comments and suggestions from past student surveys, IC labs extended the open hours to the main computer lab located in SSB 103 on a trial basis. The lab now opens at 7:00am (Monday-Thursday) and closes at 1:00am (Sunday-Thursday). Do you plan on taking advantage of those extra hours, (7:00am-8:00am and 12:00am-1:00am)? (547 Total Responses)

- Yes: 336 (61.43%)
- No: 211 (38.57%)