

2007 SURVEY		Totals							Mt Vernon Students							External Students							Faculty							Staff																			
		% Change	2007 N=536	M (03-06)	2006 N=583	2005 N=830	2004 N=888	2003 N=327	C 07-M	2007 N=179	M (03-06)	2006 N=182	2005 N=311	2004 N=290	2003 N=124	C 07-M	2007 N=277	M (03-06)	2006 N=300	2005 N=375	2004 N=486	2003 N=109	C 07-M	2007 N=36	M (03-06)	2006 N=58	2005 N=88	2004 N=44	2003 N=35	C 07-M	2007 N=44	M (03-06)	2006 N=43	2005 N=56	2004 N=68	2003 N=59													
TECHNOLOGY																																																	
173	Technology to improve classroom instruction	-0.63%	4.31	4.34	4.59	4.10	4.21	4.47	-0.59%	4.21	4.24	4.60	4.05	4.05	4.24	-0.68%	4.41	4.44	4.57	4.14	4.36	4.69
174	Technology Dept. courtesy	9.42%	5.26	4.80	4.84	4.53	4.79	5.06	11.16%	5.28	4.75	4.97	4.39	4.67	4.97	7.72%	5.23	4.86	4.70	4.67	4.90	5.15
175	Technology Dept. communication	11.53%	5.09	4.56	4.66	4.41	4.52	4.68	12.30%	5.00	4.45	4.71	4.35	4.33	4.42	10.80%	5.18	4.68	4.60	4.46	4.70	4.94
176	Technology Dept. efficiency	5.99%	4.83	4.55	4.83	4.29	4.44	4.66	7.82%	4.72	4.38	4.68	4.20	4.19	4.44	4.28%	4.93	4.73	4.97	4.37	4.69	4.88
177	Technology Dept. supportiveness	8.39%	4.96	4.57	4.74	4.28	4.49	4.79	8.60%	4.86	4.48	4.76	4.20	4.28	4.66	8.19%	5.05	4.67	4.71	4.35	4.70	4.91
178	Technology Dept. quality of service	8.25%	5.01	4.62	4.75	4.36	4.56	4.83	9.17%	4.94	4.53	4.82	4.23	4.39	4.66	7.36%	5.07	4.72	4.68	4.49	4.72	5.00
179	Technology Dept. information availability	8.46%	4.89	4.51	4.75	4.24	4.39	4.67	8.95%	4.78	4.39	4.73	4.19	4.11	4.52	7.99%	5.00	4.63	4.76	4.28	4.66	4.82
180		7.34%	4.90	4.57	4.73	4.31	4.48	4.74	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8.20%	4.83	4.46	4.75	4.23	4.29	4.56	6.53%	4.98	4.67	4.71	4.39	4.68	4.91	
181	Rate the Look and Feel of the BPC Web Site	0.44%	4.54	4.52	4.52	.	.	.	-1.37%	4.31	4.37	4.37	4.52	2.15%	4.76	4.66	4.66	
182	How Easy is it to Navigate the Web Site	-1.66%	4.75	4.83	4.83	.	.	.	-0.21%	4.74	4.75	4.75	-3.05%	4.76	4.91	4.91		
183	How Useful is the content of the BPC Web Site	-1.05%	4.72	4.77	4.77	.	.	.	-1.50%	4.59	4.66	4.66	-0.62%	4.84	4.87	4.87		
184	How Useful is our Current BPC E-mail System	-0.86%	4.59	4.63	4.63	.	.	.	0.00%	4.97	4.97	4.97	-1.87%	4.20	4.28	4.28		
185	Rate the Look and Feel of the BPC CampusWEB	-6.02%	4.53	4.82	4.82	.	.	.	-5.97%	4.41	4.69	4.69	-6.06%	4.65	4.95	4.95		
186	How Easy is it to Navigate the CampusWEB	-5.85%	4.67	4.96	4.96	.	.	.	-5.08%	4.67	4.92	4.92	-6.60%	4.67	5.00	5.00		
187	How Easy is it to use CampusWEB for On-line Course Registration	-4.98%	4.77	5.02	5.02	.	.	.	-3.59%	4.84	5.02	5.02	-6.37%	4.70	5.02	5.02		
188	Rate the Availability of Computer Labs	2.02%	4.55	4.46	4.46	.	.	.	2.91%	4.60	4.47	4.47	1.13%	4.49	4.44	4.44		
189	Rate the Availability of Classrooms with LCD Projectors	-1.90%	4.14	4.22	4.22	.	.	.	-0.70%	4.25	4.28	4.28	-3.13%	4.02	4.15	4.15		
190	Rate the Ease of contacting the Technology Help Desk	-0.12%	4.10	4.10	4.10	.	.	.	1.99%	4.10	4.02	4.02	-2.15%	4.09	4.18	4.18		
191	Rate the responsiveness of the Technology Help Desk to problems you have reported	-2.33%	3.99	4.09	4.09	.	.	.	1.26%	4.02	3.97	3.97	-5.71%	3.96	4.20	4.20		
192	Rate the Friendliness of the Technology Staff	-1.68%	4.39	4.47	4.47	.	.	.	2.96%	4.52	4.39	4.39	-6.17%	4.26	4.54	4.54		
193	Rate the Expertise of the Technology Staff	-3.85%	4.24	4.41	4.41	.	.	.	-1.83%	4.28	4.36	4.36	-5.83%	4.20	4.46	4.46		
194	If Wireless Access were introduced, how likely are you to use it	-3.16%	4.91	5.07	5.07	.	.	.	-2.49%	5.09	5.22	5.22	-3.86%	4.73	4.92	4.92		
195	If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-8.34%	4.12	4.50	4.50	.	.	.	-10.82%	4.12	4.62	4.62	-5.72%	4.12	4.37	4.37		
196		-2.69%	4.47	4.59	4.59	.	.	.	N/A	4.50	4.58	4.58	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-3.59%	4.43	4.60	4.60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
MEAN		-3.04%	4.45	4.58	4.64	4.54	4.57	4.54	-3.93%	4.23	4.39	4.45	4.26	4.36	4.40	-1.07%	4.48	4.52	4.64	4.57	4.55	4.15	-3.91%	4.41	4.59	4.71	4.59	4.59	4.60	-1.50%	4.65	4.71	4.75	4.73	4.78	4.73													