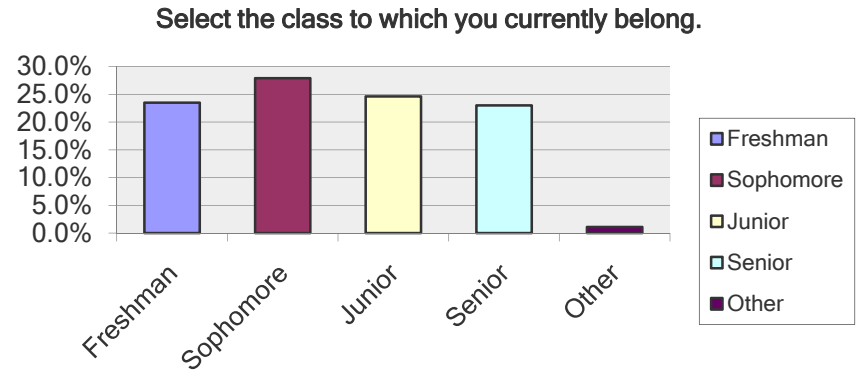


# Laptop Central Student Survey '09-'10

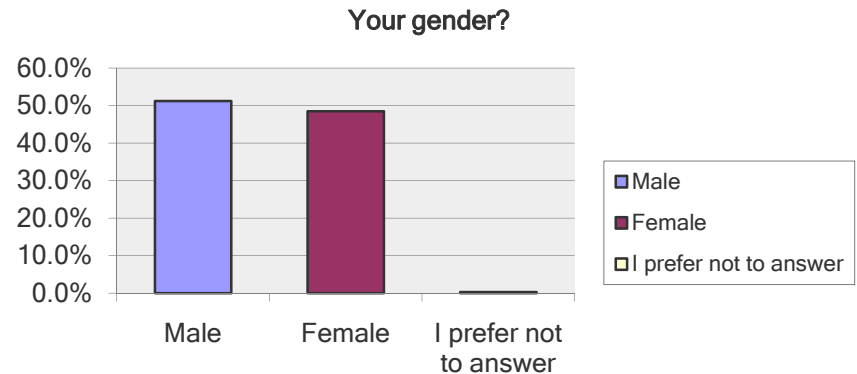
## 1. Select the class to which you currently belong.

Answer Options	Response Percent	Response Count
Freshman	23.5%	178
Sophomore	27.9%	211
Junior	24.6%	186
Senior	23.0%	174
Other	1.1%	8
<i>answered question</i>		<b>757</b>
<i>skipped question</i>		<b>0</b>



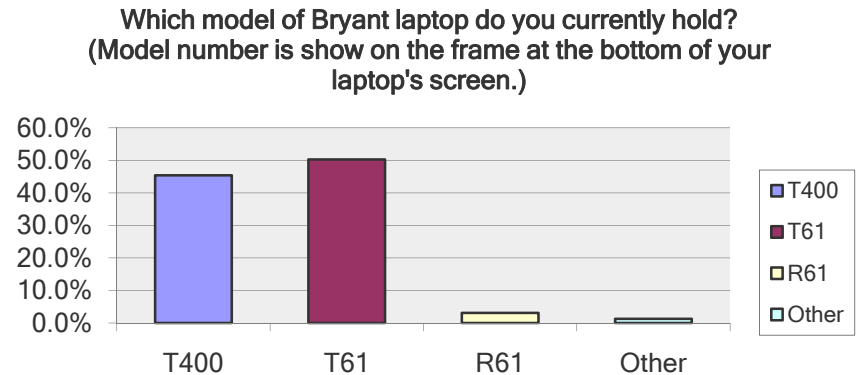
## 2. Your gender?

Answer Options	Response Percent	Response Count
Male	51.2%	385
Female	48.5%	365
I prefer not to answer	0.3%	2
<i>answered question</i>		<b>752</b>
<i>skipped question</i>		<b>5</b>



## 3. Which model of Bryant laptop do you currently hold? (Model number is show on the frame at the bottom of your laptop's screen.)

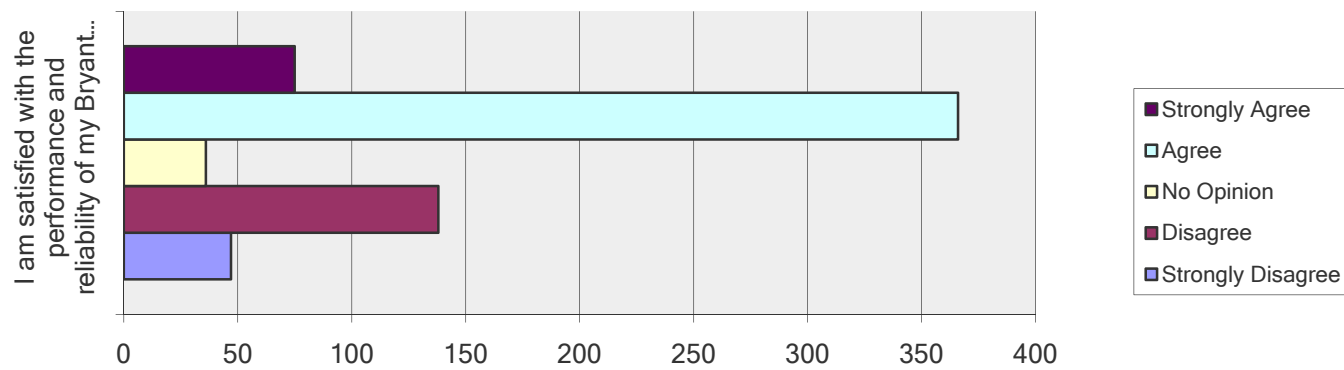
Answer Options	Response Percent	Response Count
T400	45.4%	342
T61	50.3%	379
R61	3.1%	23
Other	1.3%	10
<i>answered question</i>		<b>754</b>
<i>skipped question</i>		<b>3</b>



4. Indicate the level of your agreement with the following statement:

Answer Options	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Response Count
I am satisfied with the performance and reliability of my Bryant laptop.	75	366	36	138	47	662
				<i>answered question</i>		<b>662</b>
				<i>skipped question</i>		<b>95</b>

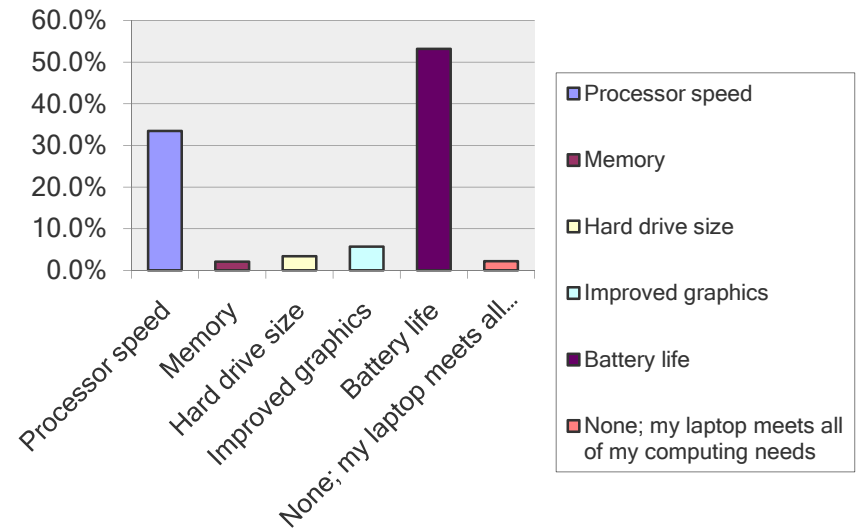
Indicate the level of your agreement with the following statement:



5. If it were possible to improve ONE component or feature of your Bryant laptop, which of the following would you choose?

Answer Options	Response Percent	Response Count
Processor speed	33.5%	228
Memory	2.1%	14
Hard drive size	3.4%	23
Improved graphics	5.7%	39
Battery life	53.2%	362
None; my laptop meets all of my computing needs	2.2%	15
Other (please specify)		59
	<i>answered question</i>	<b>681</b>
	<i>skipped question</i>	<b>76</b>

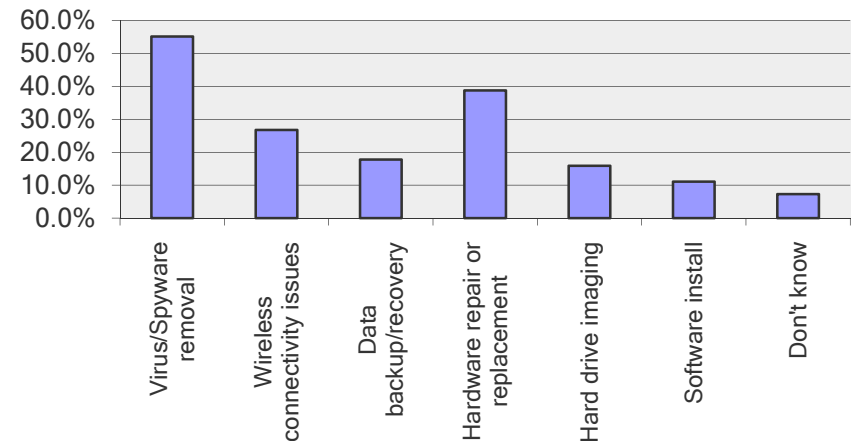
If it were possible to improve ONE component or feature of your Bryant laptop, which of the following would you choose?



6. If you brought your laptop to Laptop Central to be worked on over the past year, what type of service was performed on it? (Check all that apply)

Answer Options	Response Percent	Response Count
Virus/Spyware removal	55.2%	294
Wireless connectivity issues	26.8%	143
Data backup/recovery	17.8%	95
Hardware repair or replacement	38.8%	207
Hard drive imaging	15.9%	85
Hard drive imaging		
Software install	11.1%	59
Don't know	7.3%	39
Other (please specify)		97
	<i>answered question</i>	<b>533</b>
	<i>skipped question</i>	<b>224</b>

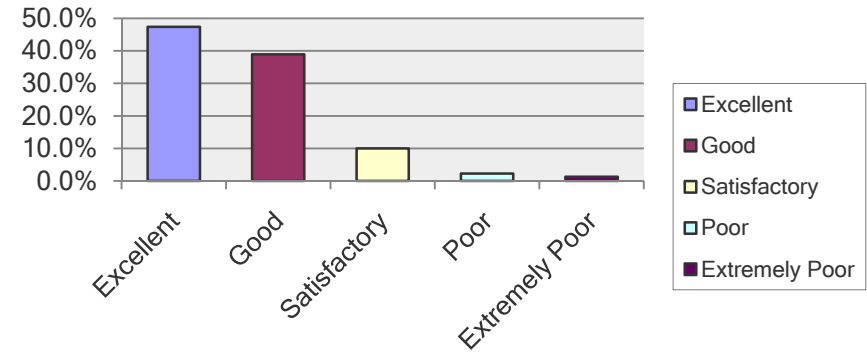
If you brought your laptop to Laptop Central to be worked on over the past year, what type of service was performed on it? (Check all that apply)



**7. How would you rate the quality of repair and service you received at Laptop Central?**

Answer Options	Response Percent	Response Count
Excellent	47.4%	285
Good	38.9%	234
Satisfactory	10.0%	60
Poor	2.3%	14
Extremely Poor	1.3%	8
Other (please specify)		39
	<i>answered question</i>	<b>601</b>
	<i>skipped question</i>	<b>156</b>

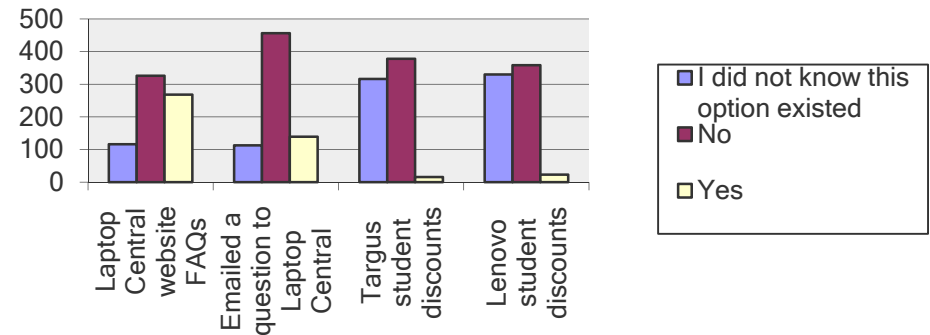
**How would you rate the quality of repair and service you received at Laptop Central?**



**8. During the past year, have you taken advantage of any of the following?**

Answer Options	Yes	No	I did not know this option existed	Response Count
Laptop Central website FAQs	268	326	116	710
Emailed a question to Laptop Central	139	456	113	708
Targus student discounts	16	378	316	710
Lenovo student discounts	23	358	330	711
			<i>answered question</i>	<b>714</b>
			<i>skipped question</i>	<b>43</b>

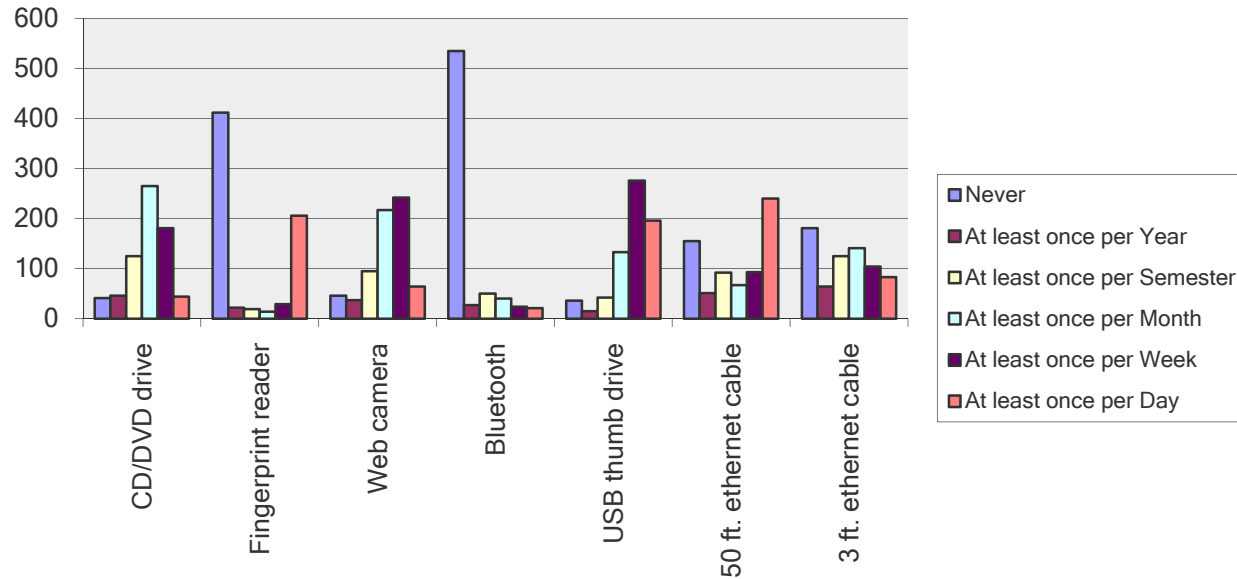
**During the past year, have you taken advantage of any of the following?**



9. Indicate how often you make use of the following laptop features or accessories:

Answer Options	At least once per Day	At least once per Week	At least once per Month	At least once per Semester	At least once per Year	Never	Response Count
CD/DVD drive	44	181	265	125	46	41	702
Fingerprint reader	206	29	14	19	22	412	702
Web camera	64	242	217	95	37	46	701
Bluetooth	21	24	40	50	27	535	697
USB thumb drive	196	276	133	42	15	36	698
50 ft. ethernet cable	240	93	67	92	51	155	698
3 ft. ethernet cable	83	104	141	125	64	181	698
						<i>answered question</i>	<b>704</b>
						<i>skipped question</i>	<b>53</b>

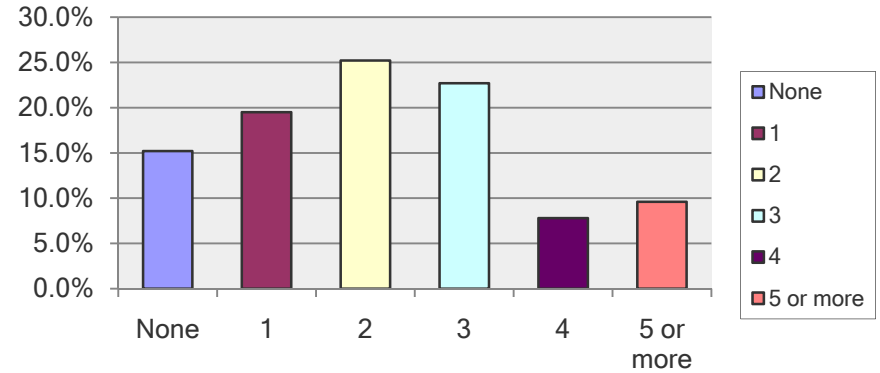
Indicate how often you make use of the following laptop features or accessories:



10. During the past year; how many of your instructors actively made use of laptops in the classroom?

Answer Options	Response Percent	Response Count
None	15.2%	105
1	19.5%	135
2	25.2%	174
3	22.7%	157
4	7.8%	54
5 or more	9.6%	66
	<i>answered question</i>	<b>691</b>
	<i>skipped question</i>	<b>66</b>

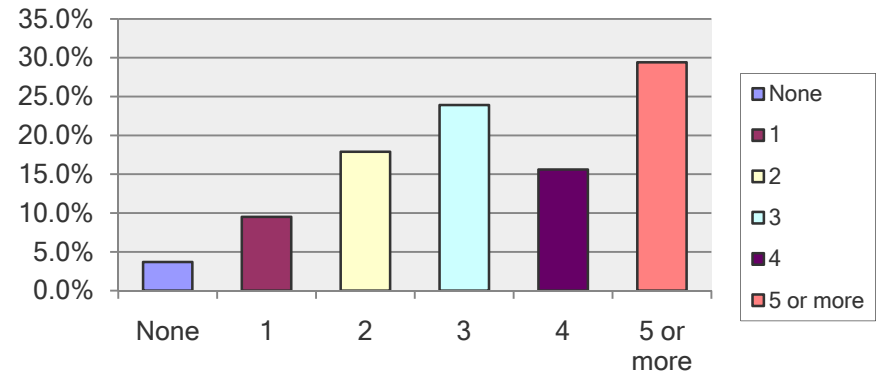
During the past year; how many of your instructors actively made use of laptops in the classroom?



11. During the past year; how many of your instructors did not allow you to use your laptop during class?

Answer Options	Response Percent	Response Count
None	3.7%	26
1	9.5%	66
2	17.9%	124
3	23.9%	166
4	15.6%	108
5 or more	29.4%	204
	<i>answered question</i>	<b>694</b>
	<i>skipped question</i>	<b>63</b>

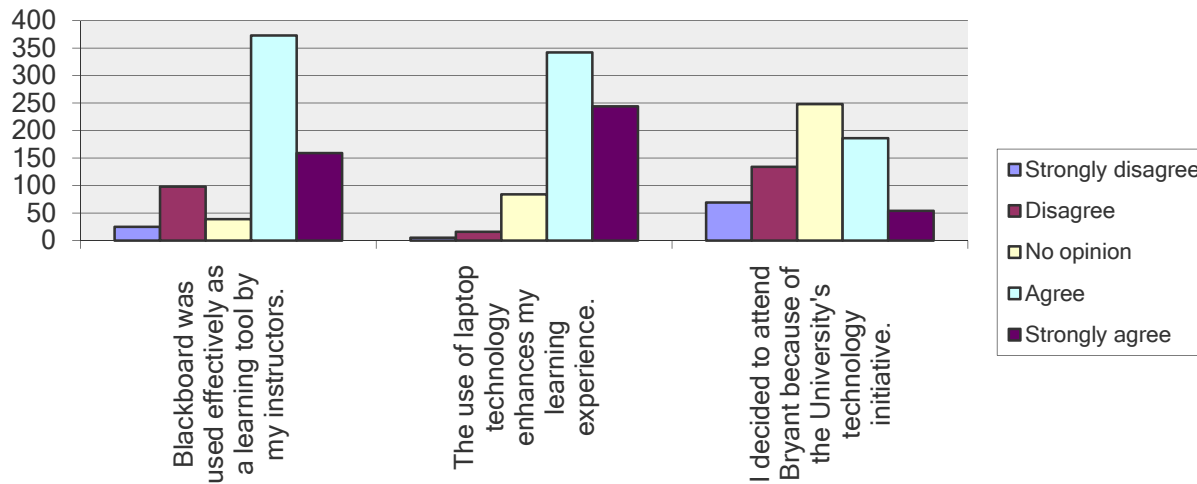
During the past year; how many of your instructors did not allow you to use your laptop during class?



12. Select the statement that best describes your level of agreement with the following:

Answer Options	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Response Count
Blackboard was used effectively as a learning tool by my instructors.	159	373	39	98	25	694
The use of laptop technology enhances my learning experience.	244	342	84	16	5	691
I decided to attend Bryant because of the University's technology initiative.	54	186	248	134	69	691
					<i>answered question</i>	<b>694</b>
					<i>skipped question</i>	<b>63</b>

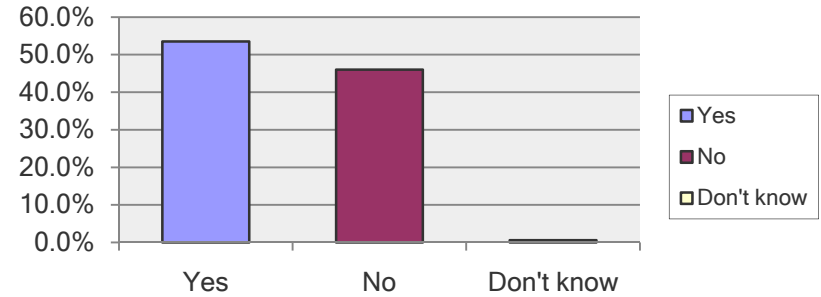
Select the statement that best describes your level of agreement with the following:



13. Do you currently own a mobile phone that has web surfing and email capability?

Answer Options	Response Percent	Response Count
Yes	53.5%	364
No	46.0%	313
Don't know	0.6%	4
	<i>answered question</i>	<b>681</b>
	<i>skipped question</i>	<b>76</b>

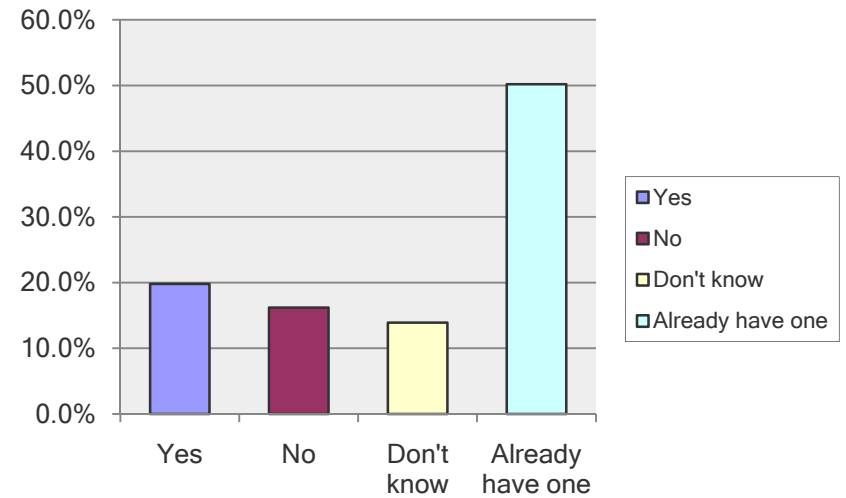
Do you currently own a mobile phone that has web surfing and email capability?



14. If you don't already own one, do you plan to obtain a phone that has web surfing and email capability in the next 12 months?

Answer Options	Response Percent	Response Count
Yes	19.8%	130
No	16.2%	106
Don't know	13.9%	91
Already have one	50.2%	329
	<i>answered question</i>	<b>656</b>
	<i>skipped question</i>	<b>101</b>

If you don't already own one, do you plan to obtain a phone that has web surfing and email capability in the next 12 months?



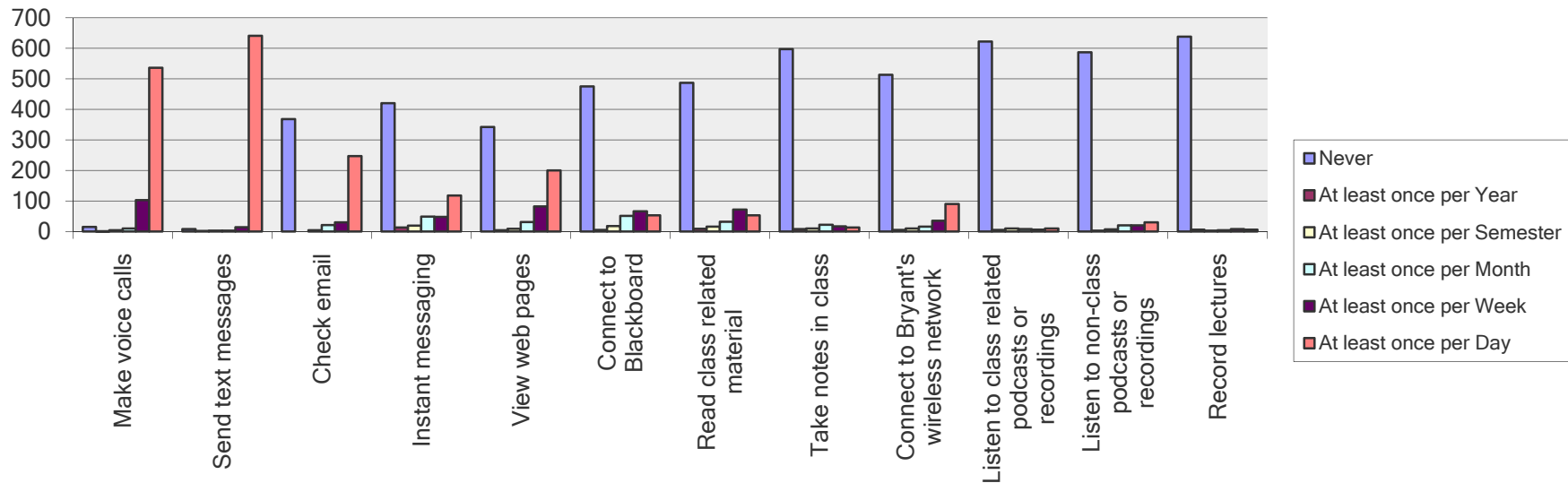
15. How often do you use your mobile phone to:

Answer Options	At least once per Day	At least once per Week	At least once per Month	At least once per Semester	At least once per Year	Never	Response Count
Make voice calls	536	103	10	4	1	15	669
Send text messages	641	14	3	3	2	8	671
Check email	247	30	21	4	0	368	670
Instant messaging	118	48	49	19	13	420	667
View web pages	200	82	31	9	4	342	668
Connect to Blackboard	53	66	51	18	5	475	668
Read class related material	53	72	32	16	9	487	669
Take notes in class	13	17	22	10	8	597	667
Connect to Bryant's wireless network	90	35	16	10	5	513	669
Listen to class related podcasts or recordings	10	6	8	10	5	622	661
Listen to non-class podcasts or recordings	30	20	20	7	3	587	667
Record lectures	6	8	4	3	6	638	665
Other (please specify)							15

*answered question*  
*skipped question*

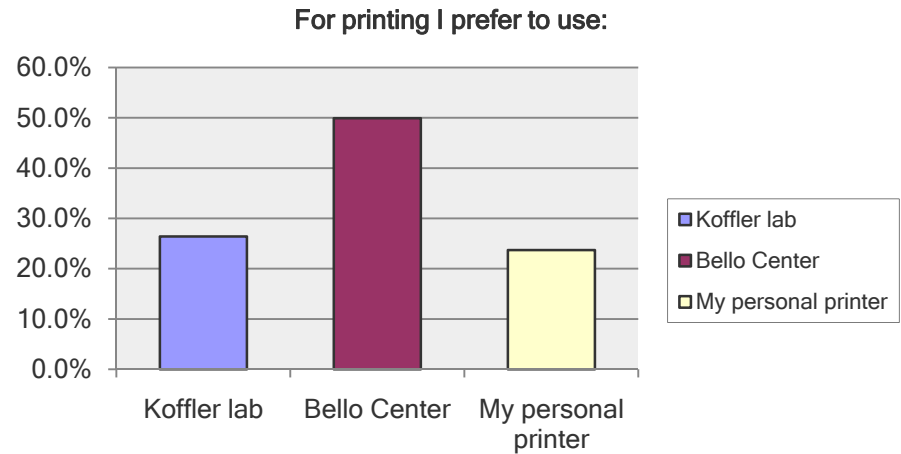
673  
84

How often do you use your mobile phone to:



16. For printing I prefer to use:

Answer Options	Response Percent	Response Count
Koffler lab	26.4%	177
Bello Center	49.9%	335
My personal printer	23.7%	159
Other (please specify)		20
	<i>answered question</i>	<b>671</b>
	<i>skipped question</i>	<b>86</b>



17. Please indicate your level of agreement with the following:

Answer Options	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Response Count
I find the number of computers available for use in the Koffler Lab adequate.	129	304	160	67	14	674
I find the number of computers available for use in the Bello Center adequate.	183	378	55	54	5	675
I find the Print Booth student support staff in the Bello Center friendly and competent.	158	335	123	53	6	675
						<i>answered question</i>
						<b>676</b>
						<i>skipped question</i>
						<b>81</b>

Please indicate your level of agreement with the following:

