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## Results

### Survey 26293

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|                                  |        |
|----------------------------------|--------|
| Number of records in this query: | 95     |
| Total records in survey:         | 892    |
| Percentage of total:             | 10.65% |





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Field summary for D1

Which of the following best describes your primary role at Geneseo?

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Undergraduate Student (U)      | 0     | 0.00%      |
| Graduate Student (G)           | 0     | 0.00%      |
| Faculty (F)                    | 95    | 100.00%    |
| Staff (S)                      | 0     | 0.00%      |
| Emeriti (E)                    | 0     | 0.00%      |
| Other                          | 0     | 0.00%      |
| No answer                      | 0     | 0.00%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for D4

Do you live on-campus?

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Yes (Y)                        | 0     | 0.00%      |
| No (N)                         | 0     | 0.00%      |
| No answer                      | 4     | 4.21%      |
| Not completed or Not displayed | 91    | 95.79%     |



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Field summary for D3

Generally speaking, how comfortable are you with using technology?

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Very comfortable (1)           | 57    | 60.00%     |
| Somewhat comfortable (2)       | 34    | 35.79%     |
| Not very comfortable (3)       | 4     | 4.21%      |
| Not at all comfortable (4)     | 0     | 0.00%      |
| No answer                      | 0     | 0.00%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for D2

Please check all of the following used for your work/studies at Geneseo

| Answer  | Count | Percentage |
|---|-------|------------|
| Geneseo Email (1)   | 93    | 97.89%     |
| Geneseo Wireless (2)  | 84    | 88.42%     |
| Banner/Knightweb (3)  | 76    | 80.00%     |
| myCourses (4)   | 82    | 86.32%     |
| myGeneseo (5)   | 70    | 73.68%     |
| Geneseo Network Printer (6)   | 76    | 80.00%     |
| Campus File Server (\\files) (7)                                      | 57    | 60.00%     |
| Google Apps at Geneseo (e.g. Calendar, Docs, Groups) (8)              | 45    | 47.37%     |
| Creating/Editing Geneseo web pages (Drupal) (9)                       | 30    | 31.58%     |
| College Computer Labs (College Union, South Hall, Library, etc.) (10) | 29    | 30.53%     |
| Digital Media Lab (11)  | 15    | 15.79%     |
| Classroom Technology (e.g. Visualizers, Projection, Smartbox) (12)    | 75    | 78.95%     |
| VPN (13)  | 47    | 49.47%     |
| Other   | 7     | 7.37%      |



## Field summary for CS1(CS4)

How satisfied are you with?  
[Services provided by CIT]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 31    | 32.63%     |
| Very satisfied (s2)            | 41    | 43.16%     |
| Fairly well satisfied (s3)     | 15    | 15.79%     |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 2     | 2.11%      |
| Don't know/Not Applicable (s6) | 1     | 1.05%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for CS1 (CS2)

How satisfied are you with?  
[Your TSP]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 52    | 54.74%     |
| Very satisfied (s2)            | 18    | 18.95%     |
| Fairly well satisfied (s3)     | 6     | 6.32%      |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 2     | 2.11%      |
| Don't know/Not Applicable (s6) | 9     | 9.47%      |
| No answer                      | 4     | 4.21%      |
| Not completed or Not displayed | 0     | 0.00%      |





## Field summary for CS1(CS3)

How satisfied are you with?  
[CIT HelpDesk (x5588)]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 26    | 27.37%     |
| Very satisfied (s2)            | 36    | 37.89%     |
| Fairly well satisfied (s3)     | 19    | 20.00%     |
| Somewhat dissatisfied (s4)     | 5     | 5.26%      |
| Very dissatisfied (s5)         | 2     | 2.11%      |
| Don't know/Not Applicable (s6) | 5     | 5.26%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for CS1 (CS5)

How satisfied are you with?  
[Technology on campus in general]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 18    | 18.95%     |
| Very satisfied (s2)            | 39    | 41.05%     |
| Fairly well satisfied (s3)     | 28    | 29.47%     |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 2     | 2.11%      |
| Don't know/Not Applicable (s6) | 2     | 2.11%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for CS1 (CS6)

How satisfied are you with?  
[Classroom technology]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 19    | 20.00%     |
| Very satisfied (s2)            | 30    | 31.58%     |
| Fairly well satisfied (s3)     | 28    | 29.47%     |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 5     | 5.26%      |
| Don't know/Not Applicable (s6) | 8     | 8.42%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for CS1 (CS7)

How satisfied are you with?  
[Wireless Network]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 19    | 20.00%     |
| Very satisfied (s2)            | 37    | 38.95%     |
| Fairly well satisfied (s3)     | 17    | 17.89%     |
| Somewhat dissatisfied (s4)     | 10    | 10.53%     |
| Very dissatisfied (s5)         | 2     | 2.11%      |
| Don't know/Not Applicable (s6) | 8     | 8.42%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for CS1 (CS8)

How satisfied are you with?  
[Internet service]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 27    | 28.42%     |
| Very satisfied (s2)            | 42    | 44.21%     |
| Fairly well satisfied (s3)     | 14    | 14.74%     |
| Somewhat dissatisfied (s4)     | 8     | 8.42%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't know/Not Applicable (s6) | 2     | 2.11%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for CS1(CS1)

How satisfied are you with?  
[CIT in general]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 26    | 27.37%     |
| Very satisfied (s2)            | 46    | 48.42%     |
| Fairly well satisfied (s3)     | 17    | 17.89%     |
| Somewhat dissatisfied (s4)     | 3     | 3.16%      |
| Very dissatisfied (s5)         | 1     | 1.05%      |
| Don't know/Not Applicable (s6) | 1     | 1.05%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for E1(1)

How frequently do you access your Geneseo email?  
[WebMail]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Several times a day (A)        | 37    | 38.95%     |
| Daily (F)                      | 12    | 12.63%     |
| Weekly (S)                     | 16    | 16.84%     |
| Rarely (R)                     | 16    | 16.84%     |
| Never (N)                      | 6     | 6.32%      |
| Don't Know/Not Applicable (D)  | 3     | 3.16%      |
| No answer                      | 5     | 5.26%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for E1(2)

How frequently do you access your Geneseo email?  
[myGeneseo]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Several times a day (A)        | 21    | 22.11%     |
| Daily (F)                      | 16    | 16.84%     |
| Weekly (S)                     | 18    | 18.95%     |
| Rarely (R)                     | 10    | 10.53%     |
| Never (N)                      | 11    | 11.58%     |
| Don't Know/Not Applicable (D)  | 8     | 8.42%      |
| No answer                      | 11    | 11.58%     |
| Not completed or Not displayed | 0     | 0.00%      |





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Field summary for E1(3)

How frequently do you access your Geneseo email?  
[Thunderbird]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Several times a day (A)        | 35    | 36.84%     |
| Daily (F)                      | 5     | 5.26%      |
| Weekly (S)                     | 0     | 0.00%      |
| Rarely (R)                     | 5     | 5.26%      |
| Never (N)                      | 20    | 21.05%     |
| Don't Know/Not Applicable (D)  | 19    | 20.00%     |
| No answer                      | 11    | 11.58%     |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for E1(4)

How frequently do you access your Geneseo email?  
[MacMail]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Several times a day (A)        | 12    | 12.63%     |
| Daily (F)                      | 1     | 1.05%      |
| Weekly (S)                     | 0     | 0.00%      |
| Rarely (R)                     | 1     | 1.05%      |
| Never (N)                      | 34    | 35.79%     |
| Don't Know/Not Applicable (D)  | 29    | 30.53%     |
| No answer                      | 18    | 18.95%     |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for E1(5)

How frequently do you access your Geneseo email?  
[Mobile Device]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Several times a day (A)        | 17    | 17.89%     |
| Daily (F)                      | 11    | 11.58%     |
| Weekly (S)                     | 2     | 2.11%      |
| Rarely (R)                     | 8     | 8.42%      |
| Never (N)                      | 23    | 24.21%     |
| Don't Know/Not Applicable (D)  | 16    | 16.84%     |
| No answer                      | 18    | 18.95%     |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for E2(1)

How satisfied are you with the following aspects of Geneseo Email services?  
[Ease of use]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Completely Satisfied (s1)      | 31           | 32.63%            |
| Very satisfied (s2)            | 35           | 36.84%            |
| Fairly well satisfied (s3)     | 23           | 24.21%            |
| Somewhat dissatisfied (s4)     | 3            | 3.16%             |
| Very dissatisfied (s5)         | 0            | 0.00%             |
| Don't Know/Not Applicable (s6) | 2            | 2.11%             |
| No answer                      | 1            | 1.05%             |
| Not completed or Not displayed | 0            | 0.00%             |



## Field summary for E2(2)

How satisfied are you with the following aspects of Geneseo Email services?  
[Reliability]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 30    | 31.58%     |
| Very satisfied (s2)            | 36    | 37.89%     |
| Fairly well satisfied (s3)     | 21    | 22.11%     |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (s6) | 2     | 2.11%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for E2(3)

How satisfied are you with the following aspects of Geneseo Email services?  
[Features]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 24    | 25.26%     |
| Very satisfied (s2)            | 37    | 38.95%     |
| Fairly well satisfied (s3)     | 17    | 17.89%     |
| Somewhat dissatisfied (s4)     | 8     | 8.42%      |
| Very dissatisfied (s5)         | 3     | 3.16%      |
| Don't Know/Not Applicable (s6) | 5     | 5.26%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for E2(4)

How satisfied are you with the following aspects of Geneseo Email services?  
[Storage space]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 15    | 15.79%     |
| Very satisfied (s2)            | 28    | 29.47%     |
| Fairly well satisfied (s3)     | 17    | 17.89%     |
| Somewhat dissatisfied (s4)     | 15    | 15.79%     |
| Very dissatisfied (s5)         | 9     | 9.47%      |
| Don't Know/Not Applicable (s6) | 8     | 8.42%      |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 0     | 0.00%      |



## Field summary for E2(5)

How satisfied are you with the following aspects of Geneseo Email services?  
[Speed/Reliability]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Completely Satisfied (s1)      | 24           | 25.26%            |
| Very satisfied (s2)            | 40           | 42.11%            |
| Fairly well satisfied (s3)     | 16           | 16.84%            |
| Somewhat dissatisfied (s4)     | 6            | 6.32%             |
| Very dissatisfied (s5)         | 5            | 5.26%             |
| Don't Know/Not Applicable (s6) | 3            | 3.16%             |
| No answer                      | 1            | 1.05%             |
| Not completed or Not displayed | 0            | 0.00%             |





## Field summary for E2(6)

How satisfied are you with the following aspects of Geneseo Email services?  
[Overall]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 22    | 23.16%     |
| Very satisfied (s2)            | 39    | 41.05%     |
| Fairly well satisfied (s3)     | 24    | 25.26%     |
| Somewhat dissatisfied (s4)     | 6     | 6.32%      |
| Very dissatisfied (s5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (s6) | 2     | 2.11%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 0     | 0.00%      |



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Field summary for GS1

Which of the following CIT support communication channels do you follow?

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| Answer               | Count | Percentage |
|----------------------|-------|------------|
| Email (SQ001)        | 84    | 88.42%     |
| NewsBytes (SQ002)    | 28    | 29.47%     |
| CIT Homepage (SQ003) | 27    | 28.42%     |
| Status (SQ004)       | 10    | 10.53%     |
| Facebook (SQ005)     | 6     | 6.32%      |
| Twitter (SQ006)      | 8     | 8.42%      |
| Other                | 2     | 2.11%      |



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Field summary for GS1A

What is the best way for CIT to communicate with you?

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Answer                         | 90    | 94.74%     |
| No answer                      | 4     | 4.21%      |
| Not completed or Not displayed | 1     | 1.05%      |



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Field summary for GS2(1)

How satisfied are you with the following aspects of the CIT HelpDesk?  
[Ability to get through to a person]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (1)       | 31    | 32.63%     |
| Very satisfied (2)             | 36    | 37.89%     |
| Fairly well satisfied (3)      | 17    | 17.89%     |
| Somewhat dissatisfied (4)      | 4     | 4.21%      |
| Very dissatisfied (5)          | 0     | 0.00%      |
| Don't Know/Not Applicable (6)  | 4     | 4.21%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 1     | 1.05%      |



## Field summary for GS2(3)

How satisfied are you with the following aspects of the CIT HelpDesk?  
[Ability to solve a problem]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (1)       | 18    | 18.95%     |
| Very satisfied (2)             | 40    | 42.11%     |
| Fairly well satisfied (3)      | 21    | 22.11%     |
| Somewhat dissatisfied (4)      | 5     | 5.26%      |
| Very dissatisfied (5)          | 3     | 3.16%      |
| Don't Know/Not Applicable (6)  | 5     | 5.26%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 1     | 1.05%      |



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Field summary for GS2(4)

How satisfied are you with the following aspects of the CIT HelpDesk?  
[Problem escalation]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (1)       | 11    | 11.58%     |
| Very satisfied (2)             | 30    | 31.58%     |
| Fairly well satisfied (3)      | 9     | 9.47%      |
| Somewhat dissatisfied (4)      | 3     | 3.16%      |
| Very dissatisfied (5)          | 3     | 3.16%      |
| Don't Know/Not Applicable (6)  | 36    | 37.89%     |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 1     | 1.05%      |



## Field summary for GS2(6)

How satisfied are you with the following aspects of the CIT HelpDesk?  
[Overall satisfaction]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (1)       | 18    | 18.95%     |
| Very satisfied (2)             | 44    | 46.32%     |
| Fairly well satisfied (3)      | 21    | 22.11%     |
| Somewhat dissatisfied (4)      | 4     | 4.21%      |
| Very dissatisfied (5)          | 1     | 1.05%      |
| Don't Know/Not Applicable (6)  | 4     | 4.21%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 1     | 1.05%      |



## Field summary for GS3(SQ001)

How satisfied are you with the support from your TSP?  
[Timeliness of initial response to your request]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 50    | 52.63%     |
| Very satisfied (A2)            | 21    | 22.11%     |
| Fairly well satisfied (A3)     | 6     | 6.32%      |
| Somewhat dissatisfied (A4)     | 6     | 6.32%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 9     | 9.47%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 1     | 1.05%      |





## Field summary for GS3(SQ002)

How satisfied are you with the support from your TSP?  
[Turnaround time for resolving your problem]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 45    | 47.37%     |
| Very satisfied (A2)            | 20    | 21.05%     |
| Fairly well satisfied (A3)     | 11    | 11.58%     |
| Somewhat dissatisfied (A4)     | 6     | 6.32%      |
| Very dissatisfied (A5)         | 2     | 2.11%      |
| Don't Know/Not Applicable (A6) | 9     | 9.47%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 1     | 1.05%      |



## Field summary for GS3(SQ003)

How satisfied are you with the support from your TSP?  
[Demonstrates knowledge of customer needs and expectations]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 51    | 53.68%     |
| Very satisfied (A2)            | 15    | 15.79%     |
| Fairly well satisfied (A3)     | 11    | 11.58%     |
| Somewhat dissatisfied (A4)     | 5     | 5.26%      |
| Very dissatisfied (A5)         | 2     | 2.11%      |
| Don't Know/Not Applicable (A6) | 9     | 9.47%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 1     | 1.05%      |



## Field summary for GS3(SQ004)

How satisfied are you with the support from your TSP?  
[Communicates effectively]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 51    | 53.68%     |
| Very satisfied (A2)            | 20    | 21.05%     |
| Fairly well satisfied (A3)     | 6     | 6.32%      |
| Somewhat dissatisfied (A4)     | 4     | 4.21%      |
| Very dissatisfied (A5)         | 2     | 2.11%      |
| Don't Know/Not Applicable (A6) | 9     | 9.47%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 1     | 1.05%      |



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Field summary for GS3(SQ005)

How satisfied are you with the support from your TSP?  
[Overall satisfaction]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 52    | 54.74%     |
| Very satisfied (A2)            | 19    | 20.00%     |
| Fairly well satisfied (A3)     | 10    | 10.53%     |
| Somewhat dissatisfied (A4)     | 3     | 3.16%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 8     | 8.42%      |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 1     | 1.05%      |



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Field summary for C1

Do you use Geneseo's Google Calendar to plan and schedule your Geneseo meetings and work?

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Yes (Y)                        | 26    | 27.37%     |
| No (N)                         | 67    | 70.53%     |
| No answer                      | 1     | 1.05%      |
| Not completed or Not displayed | 1     | 1.05%      |



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Field summary for C2(1)

Please rate your satisfaction with the following aspects of Geneseo's Google Calendar.

[Setting up meetings]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 4     | 4.21%      |
| Very satisfied (s2)            | 11    | 11.58%     |
| Fairly well satisfied (s3)     | 4     | 4.21%      |
| Somewhat dissatisfied (s4)     | 4     | 4.21%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (s6) | 3     | 3.16%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 67    | 70.53%     |



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Field summary for C2(2)

Please rate your satisfaction with the following aspects of Geneseo's Google Calendar.

[Sharing calendar with others]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 4     | 4.21%      |
| Very satisfied (s2)            | 12    | 12.63%     |
| Fairly well satisfied (s3)     | 5     | 5.26%      |
| Somewhat dissatisfied (s4)     | 3     | 3.16%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (s6) | 2     | 2.11%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 67    | 70.53%     |



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Field summary for C2(3)

Please rate your satisfaction with the following aspects of Geneseo's Google Calendar.

[Managing other calendars]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 1     | 1.05%      |
| Very satisfied (s2)            | 11    | 11.58%     |
| Fairly well satisfied (s3)     | 3     | 3.16%      |
| Somewhat dissatisfied (s4)     | 1     | 1.05%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (s6) | 10    | 10.53%     |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 67    | 70.53%     |





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Field summary for C2(4)

Please rate your satisfaction with the following aspects of Geneseo's Google Calendar.

[Mobile device performance]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 2     | 2.11%      |
| Very satisfied (s2)            | 10    | 10.53%     |
| Fairly well satisfied (s3)     | 1     | 1.05%      |
| Somewhat dissatisfied (s4)     | 1     | 1.05%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (s6) | 12    | 12.63%     |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 67    | 70.53%     |



---

Field summary for C2(5)

Please rate your satisfaction with the following aspects of Geneseo's Google Calendar.

[Google Calendar overall]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (s1)      | 4     | 4.21%      |
| Very satisfied (s2)            | 12    | 12.63%     |
| Fairly well satisfied (s3)     | 8     | 8.42%      |
| Somewhat dissatisfied (s4)     | 2     | 2.11%      |
| Very dissatisfied (s5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (s6) | 0     | 0.00%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 67    | 70.53%     |



---

Field summary for C3

What would increase your satisfaction with calendaring at Geneseo?

---

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Answer                         | 20           | 21.05%            |
| No answer                      | 8            | 8.42%             |
| Not completed or Not displayed | 67           | 70.53%            |



---

Field summary for C4

Why don't you use Geneseo's Google calendar?

---

| Answer  | Count | Percentage |
|---|-------|------------|
| I use another calendar on my computer (SQ001)       | 19    | 20.00%     |
| I use another calendar on my mobile device (SQ002)  | 12    | 12.63%     |
| I use a paper calendar (SQ003)                      | 35    | 36.84%     |
| I wasn't aware of Geneseo's Google calendar (SQ004) | 18    | 18.95%     |
| Not interested (SQ005)                              | 16    | 16.84%     |
| Other   | 12    | 12.63%     |



---

Field summary for M1

Do you use a mobile device for Geneseo work or study?

---

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Yes (Y)                        | 39           | 41.05%            |
| No (N)                         | 53           | 55.79%            |
| No answer                      | 1            | 1.05%             |
| Not completed or Not displayed | 2            | 2.11%             |



---

Field summary for M2(1)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[Android phone]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 12    | 12.63%     |
| Intend to use within six months (2) | 0     | 0.00%      |
| Not intending to use (3)            | 6     | 6.32%      |
| Don't know/Not Applicable (4)       | 7     | 7.37%      |
| No answer                           | 15    | 15.79%     |
| Not completed or Not displayed      | 55    | 57.89%     |



---

Field summary for M2(2)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[Android tablet]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 6     | 6.32%      |
| Intend to use within six months (2) | 0     | 0.00%      |
| Not intending to use (3)            | 8     | 8.42%      |
| Don't know/Not Applicable (4)       | 6     | 6.32%      |
| No answer                           | 20    | 21.05%     |
| Not completed or Not displayed      | 55    | 57.89%     |



---

Field summary for M2(3)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[Blackberry]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 2     | 2.11%      |
| Intend to use within six months (2) | 0     | 0.00%      |
| Not intending to use (3)            | 12    | 12.63%     |
| Don't know/Not Applicable (4)       | 6     | 6.32%      |
| No answer                           | 20    | 21.05%     |
| Not completed or Not displayed      | 55    | 57.89%     |





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Field summary for M2(4)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[iPhone]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 19    | 20.00%     |
| Intend to use within six months (2) | 1     | 1.05%      |
| Not intending to use (3)            | 7     | 7.37%      |
| Don't know/Not Applicable (4)       | 2     | 2.11%      |
| No answer                           | 11    | 11.58%     |
| Not completed or Not displayed      | 55    | 57.89%     |



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Field summary for M2(5)

Which of the following mobile devices do you currently use or intend to use within the next six months?

[iPad]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 7     | 7.37%      |
| Intend to use within six months (2) | 4     | 4.21%      |
| Not intending to use (3)            | 8     | 8.42%      |
| Don't know/Not Applicable (4)       | 6     | 6.32%      |
| No answer                           | 15    | 15.79%     |
| Not completed or Not displayed      | 55    | 57.89%     |



---

Field summary for M2(6)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[iPod Touch]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 4     | 4.21%      |
| Intend to use within six months (2) | 3     | 3.16%      |
| Not intending to use (3)            | 8     | 8.42%      |
| Don't know/Not Applicable (4)       | 5     | 5.26%      |
| No answer                           | 20    | 21.05%     |
| Not completed or Not displayed      | 55    | 57.89%     |



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Field summary for M2(7)

Which of the following mobile devices do you currently use or intend to use within the next six months?

[Kindle]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 13    | 13.68%     |
| Intend to use within six months (2) | 1     | 1.05%      |
| Not intending to use (3)            | 7     | 7.37%      |
| Don't know/Not Applicable (4)       | 3     | 3.16%      |
| No answer                           | 16    | 16.84%     |
| Not completed or Not displayed      | 55    | 57.89%     |



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Field summary for M2(8)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[PalmOS device]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 2     | 2.11%      |
| Intend to use within six months (2) | 0     | 0.00%      |
| Not intending to use (3)            | 13    | 13.68%     |
| Don't know/Not Applicable (4)       | 5     | 5.26%      |
| No answer                           | 20    | 21.05%     |
| Not completed or Not displayed      | 55    | 57.89%     |



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Field summary for M2(9)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[WebOS device]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 1     | 1.05%      |
| Intend to use within six months (2) | 0     | 0.00%      |
| Not intending to use (3)            | 12    | 12.63%     |
| Don't know/Not Applicable (4)       | 6     | 6.32%      |
| No answer                           | 21    | 22.11%     |
| Not completed or Not displayed      | 55    | 57.89%     |



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Field summary for M2(10)

Which of the following mobile devices do you currently use or intend to use within the next six months?  
[Windows Mobile device]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 0     | 0.00%      |
| Intend to use within six months (2) | 1     | 1.05%      |
| Not intending to use (3)            | 12    | 12.63%     |
| Don't know/Not Applicable (4)       | 6     | 6.32%      |
| No answer                           | 21    | 22.11%     |
| Not completed or Not displayed      | 55    | 57.89%     |



---

Field summary for M2 (11)

Which of the following mobile devices do you currently use or intend to use within the next six months?

[Other]

---

| Answer                              | Count | Percentage |
|-------------------------------------|-------|------------|
| Currently Use (1)                   | 2     | 2.11%      |
| Intend to use within six months (2) | 1     | 1.05%      |
| Not intending to use (3)            | 8     | 8.42%      |
| Don't know/Not Applicable (4)       | 8     | 8.42%      |
| No answer                           | 21    | 22.11%     |
| Not completed or Not displayed      | 55    | 57.89%     |





## Field summary for M3

How much time do you spend using a mobile device during a day?

| Answer                             | Count | Percentage |
|------------------------------------|-------|------------|
| Less than 15 minutes a day (3)     | 6     | 6.32%      |
| 15 minutes to 45 minutes a day (4) | 12    | 12.63%     |
| 45 minutes to 90 minutes a day (5) | 11    | 11.58%     |
| More than 90 minutes a day (6)     | 9     | 9.47%      |
| No answer                          | 2     | 2.11%      |
| Not completed or Not displayed     | 55    | 57.89%     |



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Field summary for M4(SQ001)

How satisfied are you with using the following with your mobile device?  
[Email]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 16    | 16.84%     |
| Very satisfied (A2)            | 9     | 9.47%      |
| Fairly well satisfied (A3)     | 9     | 9.47%      |
| Somewhat dissatisfied (A4)     | 1     | 1.05%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 2     | 2.11%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M4(SQ002)

How satisfied are you with using the following with your mobile device?  
[Calendar]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 12    | 12.63%     |
| Very satisfied (A2)            | 7     | 7.37%      |
| Fairly well satisfied (A3)     | 3     | 3.16%      |
| Somewhat dissatisfied (A4)     | 1     | 1.05%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 13    | 13.68%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M4(SQ003)

How satisfied are you with using the following with your mobile device?  
[Class Schedule]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 1     | 1.05%      |
| Very satisfied (A2)            | 0     | 0.00%      |
| Fairly well satisfied (A3)     | 3     | 3.16%      |
| Somewhat dissatisfied (A4)     | 2     | 2.11%      |
| Very dissatisfied (A5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (A6) | 31    | 32.63%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M4(SQ004)

How satisfied are you with using the following with your mobile device?  
[myCourses]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 0     | 0.00%      |
| Very satisfied (A2)            | 0     | 0.00%      |
| Fairly well satisfied (A3)     | 4     | 4.21%      |
| Somewhat dissatisfied (A4)     | 4     | 4.21%      |
| Very dissatisfied (A5)         | 8     | 8.42%      |
| Don't Know/Not Applicable (A6) | 21    | 22.11%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



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Field summary for M4(SQ005)

How satisfied are you with using the following with your mobile device?  
[myGeneseo]

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| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 0     | 0.00%      |
| Very satisfied (A2)            | 1     | 1.05%      |
| Fairly well satisfied (A3)     | 5     | 5.26%      |
| Somewhat dissatisfied (A4)     | 3     | 3.16%      |
| Very dissatisfied (A5)         | 6     | 6.32%      |
| Don't Know/Not Applicable (A6) | 21    | 22.11%     |
| No answer                      | 4     | 4.21%      |
| Not completed or Not displayed | 55    | 57.89%     |



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Field summary for M4(SQ006)

How satisfied are you with using the following with your mobile device?  
[KnightWeb]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 1     | 1.05%      |
| Very satisfied (A2)            | 0     | 0.00%      |
| Fairly well satisfied (A3)     | 5     | 5.26%      |
| Somewhat dissatisfied (A4)     | 3     | 3.16%      |
| Very dissatisfied (A5)         | 4     | 4.21%      |
| Don't Know/Not Applicable (A6) | 24    | 25.26%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M4(SQ007)

How satisfied are you with using the following with your mobile device?  
[Bus Schedule]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 0     | 0.00%      |
| Very satisfied (A2)            | 0     | 0.00%      |
| Fairly well satisfied (A3)     | 0     | 0.00%      |
| Somewhat dissatisfied (A4)     | 0     | 0.00%      |
| Very dissatisfied (A5)         | 0     | 0.00%      |
| Don't Know/Not Applicable (A6) | 33    | 34.74%     |
| No answer                      | 7     | 7.37%      |
| Not completed or Not displayed | 55    | 57.89%     |





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Field summary for M4(SQ008)

How satisfied are you with using the following with your mobile device?  
[Geneseo web pages]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 1     | 1.05%      |
| Very satisfied (A2)            | 3     | 3.16%      |
| Fairly well satisfied (A3)     | 11    | 11.58%     |
| Somewhat dissatisfied (A4)     | 4     | 4.21%      |
| Very dissatisfied (A5)         | 3     | 3.16%      |
| Don't Know/Not Applicable (A6) | 15    | 15.79%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



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Field summary for M4(SQ009)

How satisfied are you with using the following with your mobile device?  
[Campus Map]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 1     | 1.05%      |
| Very satisfied (A2)            | 0     | 0.00%      |
| Fairly well satisfied (A3)     | 4     | 4.21%      |
| Somewhat dissatisfied (A4)     | 0     | 0.00%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 31    | 32.63%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M4(SQ010)

How satisfied are you with using the following with your mobile device?  
[Directory]

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Completely Satisfied (A1)      | 1     | 1.05%      |
| Very satisfied (A2)            | 2     | 2.11%      |
| Fairly well satisfied (A3)     | 7     | 7.37%      |
| Somewhat dissatisfied (A4)     | 2     | 2.11%      |
| Very dissatisfied (A5)         | 1     | 1.05%      |
| Don't Know/Not Applicable (A6) | 24    | 25.26%     |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



---

Field summary for M5(1)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Email]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 28    | 29.47%     |
| Very important (2)             | 4     | 4.21%      |
| Somewhat important (3)         | 3     | 3.16%      |
| Not very important (4)         | 0     | 0.00%      |
| Not important at all (5)       | 2     | 2.11%      |
| Don't Know/Not Applicable (6)  | 1     | 1.05%      |
| No answer                      | 2     | 2.11%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M5(2)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Calendar]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Must have (1)                  | 20           | 21.05%            |
| Very important (2)             | 7            | 7.37%             |
| Somewhat important (3)         | 1            | 1.05%             |
| Not very important (4)         | 2            | 2.11%             |
| Not important at all (5)       | 3            | 3.16%             |
| Don't Know/Not Applicable (6)  | 5            | 5.26%             |
| No answer                      | 2            | 2.11%             |
| Not completed or Not displayed | 55           | 57.89%            |



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Field summary for M5(3)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Class schedules]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 2     | 2.11%      |
| Very important (2)             | 4     | 4.21%      |
| Somewhat important (3)         | 3     | 3.16%      |
| Not very important (4)         | 4     | 4.21%      |
| Not important at all (5)       | 11    | 11.58%     |
| Don't Know/Not Applicable (6)  | 11    | 11.58%     |
| No answer                      | 5     | 5.26%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M5(4)

Please rate the importance of having the following available on your smart phone or other mobile device  
[MyCourses]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Must have (1)                  | 8            | 8.42%             |
| Very important (2)             | 9            | 9.47%             |
| Somewhat important (3)         | 6            | 6.32%             |
| Not very important (4)         | 3            | 3.16%             |
| Not important at all (5)       | 5            | 5.26%             |
| Don't Know/Not Applicable (6)  | 7            | 7.37%             |
| No answer                      | 2            | 2.11%             |
| Not completed or Not displayed | 55           | 57.89%            |



---

Field summary for M5(5)

Please rate the importance of having the following available on your smart phone or other mobile device  
[myGeneseo]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 5     | 5.26%      |
| Very important (2)             | 9     | 9.47%      |
| Somewhat important (3)         | 6     | 6.32%      |
| Not very important (4)         | 5     | 5.26%      |
| Not important at all (5)       | 5     | 5.26%      |
| Don't Know/Not Applicable (6)  | 7     | 7.37%      |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |





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Field summary for M5(6)

Please rate the importance of having the following available on your smart phone or other mobile device  
[KnightWeb]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 6     | 6.32%      |
| Very important (2)             | 5     | 5.26%      |
| Somewhat important (3)         | 8     | 8.42%      |
| Not very important (4)         | 4     | 4.21%      |
| Not important at all (5)       | 6     | 6.32%      |
| Don't Know/Not Applicable (6)  | 8     | 8.42%      |
| No answer                      | 3     | 3.16%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M5(7)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Bus schedules]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Must have (1)                  | 1            | 1.05%             |
| Very important (2)             | 3            | 3.16%             |
| Somewhat important (3)         | 0            | 0.00%             |
| Not very important (4)         | 1            | 1.05%             |
| Not important at all (5)       | 10           | 10.53%            |
| Don't Know/Not Applicable (6)  | 20           | 21.05%            |
| No answer                      | 5            | 5.26%             |
| Not completed or Not displayed | 55           | 57.89%            |



---

Field summary for M5(8)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Geneseo web pages]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 9     | 9.47%      |
| Very important (2)             | 5     | 5.26%      |
| Somewhat important (3)         | 8     | 8.42%      |
| Not very important (4)         | 1     | 1.05%      |
| Not important at all (5)       | 5     | 5.26%      |
| Don't Know/Not Applicable (6)  | 8     | 8.42%      |
| No answer                      | 4     | 4.21%      |
| Not completed or Not displayed | 55    | 57.89%     |



---

Field summary for M5(9)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Campus Map]

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Must have (1)                  | 2     | 2.11%      |
| Very important (2)             | 2     | 2.11%      |
| Somewhat important (3)         | 2     | 2.11%      |
| Not very important (4)         | 3     | 3.16%      |
| Not important at all (5)       | 11    | 11.58%     |
| Don't Know/Not Applicable (6)  | 15    | 15.79%     |
| No answer                      | 5     | 5.26%      |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M5(10)

Please rate the importance of having the following available on your smart phone or other mobile device  
[Directory]

| <b>Answer</b>                  | <b>Count</b> | <b>Percentage</b> |
|--------------------------------|--------------|-------------------|
| Must have (1)                  | 5            | 5.26%             |
| Very important (2)             | 6            | 6.32%             |
| Somewhat important (3)         | 6            | 6.32%             |
| Not very important (4)         | 1            | 1.05%             |
| Not important at all (5)       | 7            | 7.37%             |
| Don't Know/Not Applicable (6)  | 11           | 11.58%            |
| No answer                      | 4            | 4.21%             |
| Not completed or Not displayed | 55           | 57.89%            |



---

Field summary for M6

What other resource/service would you like Geneseo to provide for your mobile device?

---

| Answer                         | Count | Percentage |
|--------------------------------|-------|------------|
| Answer                         | 14    | 14.74%     |
| No answer                      | 26    | 27.37%     |
| Not completed or Not displayed | 55    | 57.89%     |



## Field summary for M7

Do you intend to use any of the following mobile devices in the next six months?

| Answer                 | Count | Percentage |
|------------------------|-------|------------|
| Android Phone (SQ001)  | 4     | 4.21%      |
| Android Tablet (SQ002) | 0     | 0.00%      |
| Blackberry (SQ003)     | 1     | 1.05%      |
| iPad (SQ004)           | 4     | 4.21%      |
| iPhone (SQ005)         | 5     | 5.26%      |
| Kindle (SQ006)         | 6     | 6.32%      |
| PalmOS device (SQ007)  | 0     | 0.00%      |
| WebOS device (SQ008)   | 0     | 0.00%      |
| Windows Mobile (SQ009) | 1     | 1.05%      |
| Other                  | 3     | 3.16%      |