COMMUNITY TECHNOLOGY CENTER QUESTIONNAIRE

Response Frequencies   N = 5 (56%)

This questionnaire is intended to provide information for outcomes assessment and for future planning of the UWired Community Technology Partnership. Your responses will not be considered individually nor will you be identified in any way. Responses to the survey will be summarized by the UW Office of Educational Assessment. Your response is voluntary and you may leave any question blank

1. What position do you hold at your center?

    1. Director   (1)
    2. Librarian
    3. Technology Resource Person
    4. Lab Coordinator   (4)
    5. Other (specify: _____)

3. What portion of the people who use your center made use of the services of the UWired student?

    1. None
    2. Less than half   (3)
    3. About half
    4. More than half   (1)
    5. All   (1)

2. How would you primarily classify your center?

    1. Resource for all ages   (2)
    2. Primarily elderly access
    3. Resource for young people
    4. Resource for English as second language clients
    5. All of the above   (3)

4. How much do you agree with each of the following statements?

	1 Strongly Disagree	2 Disagree	3 Not Sure	4 Agree	5 Strongly Agree	Mean
Needs:						
a. My center needs network and desktop support.	1	0	0	3	1	3.60
b. Most of my staff needs enhanced technology skills training.	0	1	0	3	1	3.80
c. My staff needs more support than this program offers.	0	1	2	1	1	3.40
d. My staff needs help with teaching technology related classes.	0	1	0	2	2	4.00
Performance:						
d. The UWired student met my goals in this center.	0	0	1	2	2	4.20
e. The UWired student fulfilled my expectations for this center.	0	0	0	3	2	4.40
f. The UWired student has made a positive contribution here.	0	0	1	2	2	4.20
g. The UWired student has met our technology needs at this center.	0	0	0	3	2	4.40
h. The UWired student was an affordable solution to our technology needs.	0	0	1	2	2	4.20
i. The technology skills of the UWired student were exceptional.	0	0	0	5	0	4.00
j. The conduct of the UWired student was always professional.	0	0	0	2	3	4.60
k. The UWired administration was available when necessary.	0	0	3	1	0	3.25
l. The administration of the UWired program was outstanding.	0	0	3	2	0	3.40
Outcomes:						
m. The UWired student helped troubleshoot technology problems.	0	0	0	3	2	4.40
n. The UWired program contributed to our clients' learning.	0	0	1	3	1	4.00
o. The UWired student helped us meet our technology goals.	0	1	1	1	2	3.80
p. Support like this program provides is exactly what our center needs.	0	0	0	2	3	4.60
q. The UWired student helped us meet our instructional needs.	0	1	0	2	2	4.00

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* Totals may equal more than five because of the open-ended response format.

5.   What was the most critical technology or instructional need for which you desired a UWired student?

     (2)   network administration, troubleshooting, and fixing problems

     (3)   teach basic computer skills, class presentations

6.   How well were these needs met by having the UWired student in your center?

     (3)   needs met/problems fixed

     (1)   able to open lab to public on evenings and weekends

     (2)   exceeded expectations

7.   What additional training would you like to see UWired students receive? Would you agree to pay for six hours of technology training for a future student?

     (2)   don't know

     (1)   depends on price

     (1)   customer service training

     (1)   if training directly benefited our program, would pay for 6 hours

     (1)   would expect long-term working relationship, not quarter by quarter

8.   What recommendations for program improvement would you make to the UWired administration?

     (3)   none

     (2)   one semester not enough/ 2 months to know community/had to train student to work with different social group

     (1)   communication with UWired

     (1)   need brochure/flyer to explain role of UWired, the application and hiring process

     (1)   more promotions when positions become available

9.   Other comments:

     (2)   I appreciated the assistance

     (1)   plan event by UWired and employers to honor contribution students made