

Computer Proficiency and MyNEU Satisfaction

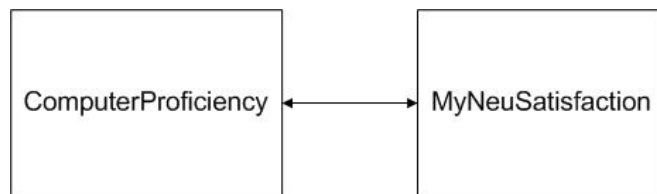
John Doe
Mary Smith

Measurements

- MyNEU Satisfaction Index
 - Email, class registration, layout
- Computer Proficiency Index
 - Comfort, amount of usage, self perception

Hypothesis

- H0: No correlation
- H1: Positive correlation between a Computer Proficiency and satisfaction with myNEU



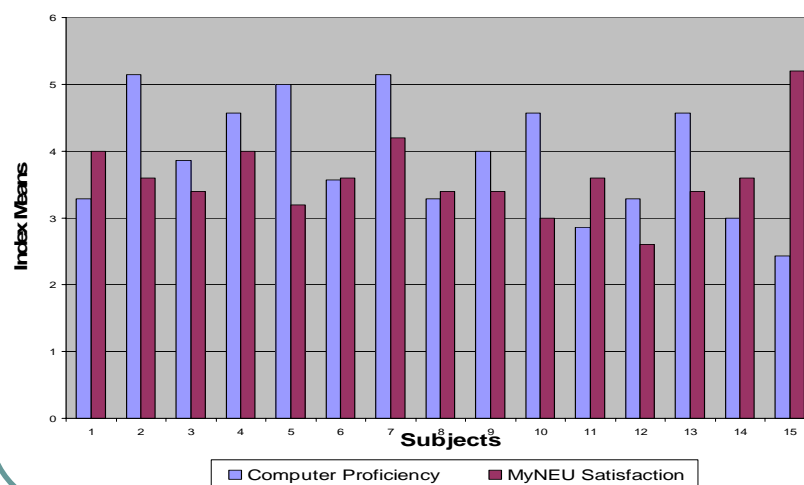
Impact of Study

- Northeastern's IT services department
 - Make MyNEU better
 - Gain better understanding of increasing MyNEU satisfaction
 - Easier to understand for those less computer proficient.
 - Possibly require computer crash course
 - CSC101-Introduction to Internet Studies

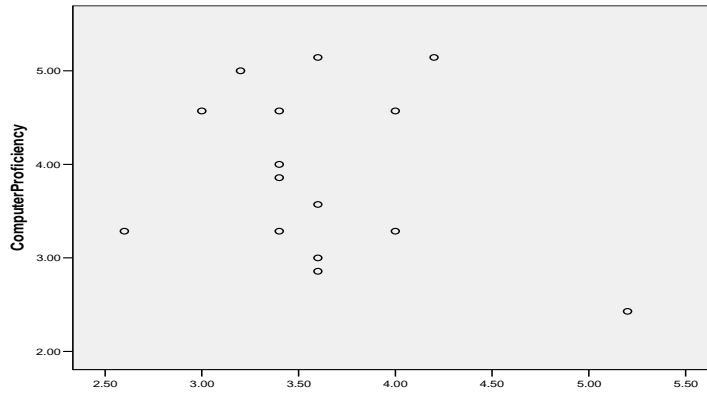
Data Collection

- Two-part Survey
 - Computer Proficiency
 - MyNEU Satisfaction
- Handed out to every 5th student who enters the library
 - Got 15 responses
 - Many weren't interested

Results: Computer Proficiency



Scatterplot



Pearson Results

| | | CP_Mean | NS_Mean |
|----------------|---------------------|---------|---------|
| CP_Mean | Pearson Correlation | 1 | -0.25 |
| | Sig. (2-tailed) | | 0.368 |
| | N | 15 | 15 |
| NS_Mean | Pearson Correlation | -0.25 | 1 |
| | Sig. (2-tailed) | 0.368 | |
| | N | 15 | 15 |

Conclusion

- Our study was inconclusive
- Cannot reject Null Hypothesis
- Due to a slight negative correlation, users who had greater computer knowledge had lower satisfaction with myNEU (although we can't really say this).

Conclusions continued...

- Most survey respondents were male and had a major which would require some computer understanding (IS, Business). Perhaps in increase in study sample size with greater diversity would give us more significant results.
- As a possible explanation for the slightly negative correlation, users with greater computer knowledge have more experience with other (possibly better) email systems such as gmail, aol, and outlook/exchange.

Q&A

- I will be taking questions now.