ITS Survey Fall 2011

SurveyMonkey

1. Which best describes your role at AVC?

		Response Percent	Response Count
Full-time Faculty		11.9%	63
Adjunct Faculty		7.9%	42
Administrator		4.5%	24
Classified Staff		10.9%	58
Student/Hourly Worker		5.6%	30
Student		**59.1%**	**314**
		answered question	531
		skipped question	6
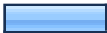
2. Does the technology made available to you meet your needs?

	Yes	Somewhat	No	N/A	Response Count
Office Computer	**42.9% (224)**	21.1% (110)	6.1% (32)	29.9% (156)	522
Classroom Computer for Instructor	33.0% (170)	19.6% (101)	7.0% (36)	**40.4% (208)**	515
Classroom Computer for Students	**38.5% (200)**	16.2% (84)	9.8% (51)	35.5% (184)	519
Projector	**48.1% (248)**	20.3% (105)	5.4% (28)	26.2% (135)	516
Classroom Software	**40.7% (209)**	23.9% (123)	7.8% (40)	27.6% (142)	514
Office Software	**34.7% (178)**	23.8% (122)	8.2% (42)	33.3% (171)	513
Classroom equipment	**41.4% (212)**	25.6% (131)	10.5% (54)	22.5% (115)	512
Internet based services for the classroom	**46.5% (241)**	19.1% (99)	12.9% (67)	21.4% (111)	518
Internet based services for the office	**37.0% (190)**	20.6% (106)	6.0% (31)	36.4% (187)	514
E-mail	**70.0% (369)**	19.2% (101)	7.0% (37)	3.8% (20)	527
Telephone	**47.7% (248)**	18.8% (98)	10.0% (52)	23.5% (122)	520
Voicemail	**46.4% (241)**	14.5% (75)	10.8% (56)	28.3% (147)	519
				answered question	**536**
				skipped question	**1**

3. If some areas of technology don't meet your needs, please explain the deficiency.

	Response Count
	211
answered question	**211**
skipped question	**326**

4. Do you have any technical training needs?

		Response Percent	Response Count
Yes		14.9%	77
No		**85.1%**	**440**
		answered question	517
		skipped question	20

5. If you answered "Yes" to question 4, please explain your technical training needs.

	Response Count
	78
answered question	78
skipped question	459

6. How frequent is your need for a "smart classroom" (i.e. a classroom with a permanent projection device, Internet connection, speakers, and multimedia capabilities)?

		Response Percent	Response Count
Never		5.7%	30
Less than 25%		6.3%	33
25%		4.6%	24
50%		13.0%	68
75%		20.0%	105
100%		**27.9%**	**146**
Not Applicable		22.5%	118
		answered question	524
		skipped question	13

7. How frequent is your need for a computer classroom (i.e. a classroom with a computer for every student or for a number of small groups of students)?

		Response Percent	Response Count
Never		11.3%	60
Less than 25%		15.9%	84
25%		9.5%	50
50%		12.9%	68
75%		7.8%	41
100%		16.8%	89
Not Applicable		**25.9%**	**137**
		answered question	529
		skipped question	8

8. Please rate the following:

	Very Poor	Poor	Average	Good	Very Good	Do not use	Response Count
myAVC group pages	2.5% (13)	5.7% (30)	23.3% (123)	18.4% (97)	21.8% (115)	**28.3% (149)**	527
myAVC course pages	1.5% (8)	4.6% (24)	20.8% (109)	25.1% (132)	**29.9% (157)**	18.1% (95)	525
myAVC grade submission	2.3% (12)	2.5% (13)	16.8% (88)	21.4% (112)	27.9% (146)	**29.2% (153)**	524
Blackboard course pages	1.9% (10)	4.0% (21)	15.5% (81)	21.4% (112)	26.5% (139)	**30.7% (161)**	524
Accuracy of www.AVC.edu	1.9% (10)	5.5% (29)	25.4% (134)	32.1% (169)	**32.4% (171)**	2.7% (14)	527
Usability of www.AVC.edu	3.6% (19)	10.0% (52)	21.3% (111)	**31.4% (164)**	**31.4% (164)**	2.3% (12)	522
Usefulness of www.AVC.edu	2.1% (11)	7.3% (38)	22.8% (119)	28.7% (150)	**37.1% (194)**	2.1% (11)	523
						answered question	**530**
						skipped question	**7**

9. What do you use your district computer for? (select all that apply)

		Response Percent	Response Count
Electronic Mail		74.3%	326
Word Processing		72.2%	317
Internet access		**79.5%**	**349**
Connecting to shared file folders on AVC network		44.4%	195
Database Management		19.4%	85
Spreadsheets		35.3%	155
Desktop Publishing		14.1%	62
Graphics		18.9%	83
Project Management		17.3%	76
Statistical Analysis		10.7%	47
Print to personal printer		39.9%	175
Print to shared departmental printer		41.7%	183
Other		16.9%	74
		answered question	**439**
		skipped question	**98**

10. If you answered "Other" to question 10, please explain.

	Response Count
	54
answered question	**54**
skipped question	**483**

11. Do all staff in your department who need a computer have one?

		Response Percent	Response Count
Yes		32.5%	162
No		9.4%	47
Don't know		**58.0%**	**289**
		answered question	498
		skipped question	39

12. Please estimate the percent of which ITS is meeting the following goals:

	Not at all	Less than 25%	25%	50%	75%	100%	Unknown	Response Count
ITS Operational Outcome 1: Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.	2.4% (12)	3.8% (19)	3.0% (15)	14.2% (71)	16.4% (82)	17.0% (85)	**43.2% (216)**	500
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	2.4% (12)	2.8% (14)	3.8% (19)	7.3% (36)	21.4% (106)	22.6% (112)	**39.6% (196)**	495
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	4.0% (20)	6.6% (33)	5.2% (26)	12.7% (63)	17.3% (86)	18.9% (94)	**35.2% (175)**	497
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	4.7% (23)	4.9% (24)	5.9% (29)	10.1% (50)	12.1% (60)	17.4% (86)	**44.9% (222)**	494
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	4.0% (20)	5.1% (25)	5.3% (26)	9.1% (45)	12.3% (61)	17.8% (88)	**46.5% (230)**	495
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	4.5% (22)	6.4% (31)	6.8% (33)	9.7% (47)	15.9% (77)	14.3% (69)	**42.4% (205)**	484
							answered question	502
							skipped question	35

13. Rank the availability of technical help.

		Response Percent	Response Count
Very Poor		5.9%	30
Poor		11.5%	58
Average		22.7%	115
Good		**27.1%**	**137**
Very Good		16.6%	84
Do not use		16.2%	82
		answered question	506
		skipped question	31

14. What is a reasonable amount of time it should take to hear back from ITS staff after leaving a "Help Call" message?

		Response Percent	Response Count
Within minutes		19.9%	100
Within an hour		29.1%	146
Within several hours		13.3%	67
That same day		**29.7%**	**149**
That same week		8.0%	40
		answered question	502
		skipped question	35

15. What is your overall satisfaction with ITS?

		Response Percent	Response Count
Very Dissatisfied		6.0%	31
Dissatisfied		11.5%	59
Neutral		**37.8%**	**194**
Satisfied		29.4%	151
Very Satisfied		15.2%	78
		answered question	513
		skipped question	24

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
1	Blackboard is a poor server for Chinese 101. Additionally, information transmitted to the AVC website is lost or dropped, e.g. my online registration (for enrollment) as well as online registration for classes and/or "waitlists." None of these were logged or recorded and had to be filed physically on paper.	Oct 25, 2011 7:19 PM
2	n/a	Oct 25, 2011 7:06 PM
3	Old equipment, ability to scan and make pdf files.	Oct 25, 2011 6:56 PM
4	In the automotive we are now wireless and each tech need his/her own PC to improve skills and for the knowlage that is needed in the automotive field.	Oct 25, 2011 5:27 PM
5	Just upgrade the speed and reliability.	Oct 25, 2011 11:15 AM
6	i have not5 used the survices as i was told that you dont have my classes this fall and no one to tutor from the IS office so dont know why you want me to fill this out	Oct 25, 2011 10:48 AM
7	projectors and computors for the professors use sometimes arn't working in multiple classrooms, and are hard for them to reach..	Oct 25, 2011 10:42 AM
8	We lack wireless internet connection signals as well as the proper (up to date) equipment to maintain a well perceived technical department.	Oct 25, 2011 10:33 AM
9	upgrade the computers in the classrooms	Oct 25, 2011 9:41 AM
10	FA3 does not have internet or computers in its 3 classrooms. We do have a shared smartcart though. We need hellp and have been asking for years.	Oct 25, 2011 9:26 AM
11	The computers currently in use are so out of date and seem to always be out of order. Why then are there computers just sitting in a room somewhere on campus which should be in use right now.	Oct 25, 2011 8:45 AM
12	i work during the day and have class at night and the compter lab is not available for night students	Oct 25, 2011 8:26 AM
13	I have a class in which there is no Internet connection and when it's available it's really slow	Oct 25, 2011 8:01 AM
14	more time in class labs would really help	Oct 25, 2011 7:49 AM
15	more time in class labs would really help	Oct 25, 2011 7:48 AM
16	n/a	Oct 25, 2011 7:05 AM
17	I AM NOT SURE AT THIS TIME	Oct 24, 2011 9:58 PM
18	The computer and projector in my Sociology class almost never works. We sit while she tries to get it to work but it doesn't.	Oct 24, 2011 9:44 PM
19	In the three years i've been attending AVC every class i've had has had either outdated equipment (that the instuctors barely use becuase of its outdated and useless) or outdated programs that when have diffilculties connecting to the programs offered both in the B.E building computer programs or the learning	Oct 24, 2011 8:45 PM

	center. I've also experinced problems at the library when opening files and trying to create new ones, i mostly never use the library computers becuase of the difficulties of using the outdated programed used there.	
20	the computers in room 324 need to be cleaned out so when us students go to our computer class when can get right on the computers and do our work instead of having to wait 20 minutes for the computers to load .	Oct 24, 2011 7:04 PM
21	class room has no place to store student work on the computer.	Oct 24, 2011 6:40 PM
22	Everytime I have contacted AVC and left a message with my telephone number they never call back also that is if you get to leave a message because the box is full.	Oct 24, 2011 5:58 PM
23	Sometimes Banner won't load.	Oct 24, 2011 5:30 PM
24	Some of the keyboards are really buggy and they just seem old and worn out. Also the WiFi doesn't work. Some students told me they asked the Library help and they told them to call AT&T. I was very surprised and confused because why should we have to call for something that the college controls? I don't understand that and even if we were to call what could we do? Out of everything, I would really like to see the WiFi get fixed because that would help a lot of us students. Especially when we need to do projects online and computer aren't available.	Oct 24, 2011 5:27 PM
25	Not user friendly	Oct 24, 2011 4:29 PM
26	ITS will not support my computer/mobile phone apps for responding to emergencies and work emails/schedules etc.	Oct 24, 2011 4:29 PM
27	not crashing so much	Oct 24, 2011 4:20 PM
28	I'm a PC guy and the forced use of Mac computers in the Arts areas is foolishness. Today, most of the world, even creative people, use PC's. There should be equal representation of computer platforms for all students. Id be far more interested in the forced in-house lab requirements for creative classes if I wasn't required to learn the facets of the Mac computer to make the software work properly.	Oct 24, 2011 3:45 PM
29	most of the time the offices never pick up their phone, you always have to call the welcome center because the message box is full.	Oct 24, 2011 3:42 PM
30	All of the computers in the 3 labs I've used are extremely slow to turn on and load programs. My teachers regularly have computer issues during class. I even had to switch computers during my assessment test due to computer issues. In general, I'm much happier with my $300 home computer than the computers at the school.	Oct 24, 2011 3:34 PM
31	n/a	Oct 24, 2011 3:07 PM
32	Internet goes in and out while using the computer for in class acitivies.	Oct 24, 2011 2:56 PM
33	Projector light bulbs out or other technical difficulties. Instructor PC equipment failure - lack of internet, will not log onto network, monitor not displaying, etc.	Oct 24, 2011 2:47 PM

	Instructors that do not use their voicemail system/telephone numbers. Instructors that INSIST fellow students contact me using the AVC email account and then it is abused.	
34	if you dont really know the program they should have a better explanation on it for example online classes if people dont know were to go then how would they find out if they never took it or dont know were to go	Oct 24, 2011 2:42 PM
35	I am unable to down load teaching tools to my office computer.	Oct 24, 2011 2:40 PM
36	Website scheduling application is childish.	Oct 24, 2011 2:38 PM
37	computer when typing e-mails, disengages and turns itself off after a very short time, and when I am responding to a students problem , or even e-mailing anotoher professor it closes. I have tried 'attaching" or cutting and pasting and if successful at all, encountered great difficulty in doing what I want.	Oct 24, 2011 2:14 PM
38	The e-mail service for students is very slow. It takes a long time for a "Compose a Reply" e-mail to load so that I can reply to an e-mail. This is a significant incovenience for me when I have to correspond to other students, my instructors, and AVC counselors.	Oct 24, 2011 2:13 PM
39	If you leave a voicebox, chances of actually hearing from anyone in the near future is unlikely.	Oct 24, 2011 2:13 PM
40	We had a lot of down time with telephone service this year, and many of the classroom computers are quite slow.	Oct 24, 2011 2:00 PM
41	I have not been able to use the classroom computer or software in any of the classes I have	Oct 24, 2011 1:58 PM
42	I can't access my podcasts for my physiology class when using the computers in the learning center	Oct 24, 2011 1:57 PM
43	The students usually cannot get a hold of instructors by phone. Instructors say they don't get messages. Emails work most of the time. In every class I've been in at the school, we've always had some kind of issue with the projector or classroom computer, whether it be sound quality or no sound at all, light bulbs out, etc.	Oct 24, 2011 1:44 PM
44	Often systems cannot accept internet based websites such as second life, etc. Also I am working between two sites and my email is very buggy as I am not able to retrieve information needed from one site to the next which causes things to slip through.	Oct 24, 2011 1:33 PM
45	learning center- computors frequently dont work properly	Oct 24, 2011 1:29 PM
46	There is no wifi on AVC campus.	Oct 24, 2011 1:20 PM
47	Services to be friendly! Also poor sound for speakers in classrooms!	Oct 24, 2011 1:12 PM
48	none	Oct 24, 2011 1:04 PM
49	We are limited in scheduling by not having a common software solution for	Oct 24, 2011 12:59 PM

	management of employee calendars (with availability finding options like Outlook) as well as a common room scheduler (also possible through outlook)	
50	there is no wireless connection which is needed by laptops and students in classes or throughout campus especially in the library. software is old and needs updates.	Oct 24, 2011 12:58 PM
51	Blackboard.com mobile only is available to VERIZON mobile users and I believe it to be more beneficial if this was made available to all phones. Also there should be made available wireless internet which can be used upon entering our student ID CREATE IT,	Oct 24, 2011 12:43 PM
52	Working with Its is difficult due to its staff being unwilling to help other departments with it issues.	Oct 24, 2011 12:37 PM
53	The power save feature on the instructor's computers can be ridiculous. In the Sat. Intro to Microcomputers class the power save engages every 30 seconds, so a student has to continually move the mouse to keep the screen lit. Can this interval be lengthened? The student computers in that same room are mediocre at best, sometimes getting them to work takes 20 minutes.	Oct 24, 2011 12:34 PM
54	N/A	Oct 24, 2011 12:20 PM
55	na	Oct 24, 2011 12:14 PM
56	Systems run extremely slow.	Oct 24, 2011 12:12 PM
57	Administrative rights are restricted so if we want some software, we have to wait for IT to install it, and that takes a month or more. I bought a computer for my school work so I could load educational software on it and it has been more reliable.	Oct 24, 2011 12:09 PM
58	comments not previously submitted: Students have software that the office staff doesn't have, such as Microsoft Office 2010. Would be nice if everyone were working with the same programs	Oct 24, 2011 11:48 AM
59	I am A student don't apply to me.	Oct 24, 2011 11:46 AM
60	well some of the calls made by avc to my phone are automated and crackely somwtimes interfearing with the message left an reschedualing appointments for the dissabilities department is rough as well. it took me about a month to make an appointment and only a few seconds for my ride to flake so its kinda hard.	Oct 24, 2011 11:45 AM
61	Since there is never a response from voicemail, I never know if the person received my my message or not. Sometimes it can be really important.	Oct 24, 2011 11:44 AM
62	I am taking HD101 which sometimes we use the projector, internet everything what we utilize Mrs. Knapp provide to us the students.	Oct 24, 2011 11:40 AM
63	classroom phone does not work. Several requests to fix. Office and classroom computer is very slow.	Oct 24, 2011 10:49 AM
64	There needs to be more than one open lab with the Accounting software on it. It makes it very difficult to finish all the necessary coursework, when the only	Oct 24, 2011 9:01 AM

	chance we get is during class time.	
65	I'm a new student and dont have the classes ?I need.	Oct 23, 2011 9:35 PM
66	blackboard don't automaticlly correct Grades (sometimes only)	Oct 23, 2011 5:38 PM
67	n/a	Oct 23, 2011 9:02 AM
68	IT needs to work on its response time	Oct 22, 2011 9:23 PM
69	alot of the films, and materials are decades out dated. the lighting in the class puts a glare on reading or writing at the drafting tables. and the book store dosent supply the materials or enough of the materials for the class`s so your able to do the work without having to drive all over the valley looking for everything somewhere else.	Oct 22, 2011 6:38 PM
70	I don't use the voicemail.	Oct 22, 2011 4:35 PM
71	Internet is slow, goes down frequently and does allow the GDP program to follow the current application.	Oct 22, 2011 12:16 PM
72	dont like the way email is handled on the web site	Oct 21, 2011 7:34 PM
73	Need wireless internet.	Oct 21, 2011 10:24 AM
74	Email and Word frequently have problems that delay completion of tasks. Telephone messaging does not work for "Extended Absence" during 2-week vacations so I use "Out of Office".	Oct 21, 2011 9:48 AM
75	Email and Word frequently have problems that delay completion of tasks. Telephone messaging does not work for "Extended Absence" during 2-week vacations so I use "Out of Office".	Oct 21, 2011 9:46 AM
76	Some of the computers were not up and running in the Business Education building the first few weeks of class. Most are available now.	Oct 21, 2011 6:05 AM
77	Course descriptions need to include weather internet access is required. They also need to include any additional fees to use internet services if applicable.	Oct 21, 2011 12:13 AM
78	The incompatibilities among the several versions of MS Office on campus are frustrating. My office computer can't handle the compatibility pack, so if someone sends .x files, I have to ask them to resend as a different version. E-mail would be cool if we could save the emails to a central location rather than an office computer. Email records can be necessary for documentation. Because the Banner program is regularly upgraded, the archive would stay accessible. On the office computer, when my system was upgraded a few years ago, my email archive on Netscape became inaccessible. I started a new archive with Mozilla, but that is no longer functioning properly.	Oct 20, 2011 11:55 PM
79	office & classroom computer are slow, receive too many updates, interrupting my work. Office computer does not have appropriate software and defaults to strange programs when opening documents. Printer doesn't work properly.	Oct 20, 2011 11:54 PM
80	It may be a good idea to have more public phones around for emergencies. I	Oct 20, 2011 11:06 PM

	don't actually know where any are located, but I'm sure some are there.	
81	The speakers are notorious lousy in all the classrooms I use. I have a lot of audio/video content online and on my computer, but it is practically useless because the students can never hear it. Also, I always have to use my own computer instead of the classroom computers because they don't have Asian languages installed on them.	Oct 20, 2011 10:08 PM
82	internet shuts down a lot and email is always having problems.	Oct 20, 2011 10:05 PM
83	Where do I start? My office computer is old enough that it can't be updated with the latest operating systems that allow me to access internet programs. I'm happy that it will finally let me access my AVC email. I couldn't for a year and a half! We have one not so 'smart cart' to share between classrooms. The software on the computer on this cart is also not current. AVC is so sad that our faculty had to write a senate grant just to replace the projector on our shared cart that went out last Spring. It is disgusting that AVC makes its instructors write a grant just to get the equipment they need to deliver their classes. (But then we could always use the slide projector and over-head projector, both of which, ironically, work just fine.) We have not internet access in our classrooms disadvantaging our students from a current and contemporary educational experience. My Mac computer does not let me access my phone like PC users on campus. I do have hope! I think the ITS technicians are working diligently and the new director seems to be competent and sincere in getting AVC's ITS department where it needs to be. I appreciated the phone announcements when email and Banner where down.	Oct 20, 2011 7:49 PM
84	Scores of spam clog up my account, and at times I am unable to receive and / or send out mail. I have been that there is nothing that ITS can do.	Oct 20, 2011 7:48 PM
85	The computers in the OSD office run way to slow.	Oct 20, 2011 4:27 PM
86	Modern software instruction is not available to anyone that has taken a class in old software.	Oct 20, 2011 4:26 PM
87	The help desk never picks up and hasn't returned the last two calls when I left messages. The network is slow and when I leave files on the network share server hard drive, they don't always show up in the same folder on other network computers around campus.	Oct 20, 2011 4:17 PM
88	There have been many issues with the projector, classroom sofware, equipment and internet in the classrooms I attend. When the instructor plans to give a lecture the projector is usually broken and the computer sometimes does not work properly.	Oct 20, 2011 3:47 PM
89	The ASO office doesn't have a scanner or Microsoft Word. We are for the paperless campus initiative.	Oct 20, 2011 3:25 PM
90	Computers do not work. Don't have phones in office. Internet is not reliable.	Oct 20, 2011 2:56 PM
91	I need updates to software periodiocally which impacts my ability to access documents and email. Currently I need an update to Firefox and access to Test generator software. Also, I'd like to see MyAVC Courses have the ability to	Oct 20, 2011 2:19 PM

	update files for new courses, without having to upload everything.	
92	Office computer is very slow. Can't download programs I need, and can't seem to have them downloaded by IT either. Software is out of date, and again, cannot add newer versions.	Oct 20, 2011 1:52 PM
93	Our biggest problem is inconsistent network access even though we have 2 AP's in the room. The second difficulty is updates being pushed through without warning while students are using the computers in class.	Oct 20, 2011 1:20 PM
94	We use Macs. Buy our own equipment from federal grants. Mac support is poor.	Oct 20, 2011 12:16 PM
95	1) There were several occasions within the last 6-8 months that our Internet email network did not work. Emails I sent and were sent to me were not sent and received until a week or so later. There were communications in those emails that needed immediate response and attention. At this day in age, Internet connection in any organization and business should always be functioning well. I understand if the system or email network is down for a few hours but a few days should not acceptable. 2) The turn around time to get IT assistance to trouble shoot computer and Internet problems in most cases take 2 or more days to get taken care of. 3) The steps and people who need to be contacted to just update department website or add new section into an existing department website is so cumbersome. There should be a much more efficient process and protocol to add sections and information in an existing department website. 4) Technical trainings are in the most part not structured. Simple handout or brief training manual not even available. It takes a few weeks just to get an appointment. A handout or manual for more common technical issues (updating or uploading documents on existing division/department website, etc) should be available online.	Oct 20, 2011 11:57 AM
96	The computers work at times and then not at others. We need the most current updated versions so student presentations can be used such as powerpoint & microsoft, and internet connection to use for class instructioin	Oct 20, 2011 11:33 AM
97	When leaving a message on voicemail the recepient doesn't receive them. I have on a number of occassions left a message and when I called later or came in they said they never got it.	Oct 20, 2011 11:24 AM
98	Instructor Computer / Projector: My Instructors are always having troubles with their computers, projectors, and sound for projector/computer. I am in an Aerospace program and many of the tools need adjusting/replacing due to damage. Internet Services: Blackboard loads slow, Educosoft is confusing with the format answers must be entered, and Ebscohost is getting as bad as Google as far as not turning up good relevant results. Phones are not available, the instructors' voice mail almost never work, and and the E-mail system needs to be simplified and main streamed. Think Gmail, yahoo, msn...	Oct 20, 2011 11:07 AM
99	no return phone calls when calling with a problem, can't always get to websites that I need to use, so I use my home computer, my shoretell has been out since the first of the year	Oct 20, 2011 11:01 AM
100	Telephone services are below par. Calling the school and trying to connect to a specific office is practically impossible, if you are even able to make it through	Oct 20, 2011 10:54 AM

	you have yet to make it through the infinite hold.	
101	the lighting in the lib.study rm 118	Oct 20, 2011 10:43 AM
102	Inconsistency of versions of software across campus are problematic we loose formatting which is essential in making presentations. Same with office software.	Oct 20, 2011 10:35 AM
103	in my art class we share a projector so the instructer has to rush throw things some times or change the lecture to let the other class use it. In math class the projecter keeps randomly turning off.	Oct 20, 2011 10:30 AM
104	When the classroom equipment works, it is fine. However, I can not count on the equipment working. Over 50% of the time there is a problem and it can take over 30 minutes at the beginning of class to remedy it. Frequent issues are the projector not working, black screen on the computer, "unable to find source". Regarding office: inability to upgrade software like adobe reader which hinders access to some web based sites, inability to load software from publishers (I know you are working on this issue). The length of time it takes to fix a problem is also an issue.	Oct 20, 2011 10:22 AM
105	The Computers are outdated to the point where they are defunct (The USB drives on all machines do not work and this is CRITICAL) There is a deficiency in educational software available.	Oct 20, 2011 10:12 AM
106	In a math class that is EDUCOSOFT based, we should have computers in class or we should be able to bring our own in and not have to pay for the network key!	Oct 20, 2011 9:27 AM
107	not all of my classes have on line capabilities, instructor seem to have difficulty with the overhead projection system	Oct 20, 2011 8:42 AM
108	the system as it sits now, wont allow access to a pdf doc if a newer update is available. only IT can update the version. This seems to be true with most software. Whether it is supposed to be this way or not, it is an ongoing issue that becomes frustrating to the user. The computor is not turned "off" and is waiting for update 'pushes' and it only updates windows updates.	Oct 20, 2011 8:28 AM
109	For one, my students have an accounting practical and the lab hours are insufficient. Most of them work so getting in before 7PM is impossible and with no weekend hours I am forced to let them stay late on class night. Second, the computers are extremely slow in booting and running Quickbooks. I know neither of these situations are your fault, but you asked.	Oct 20, 2011 8:16 AM
110	Updated software and older pc stations may not necessarily merge seemlessly.	Oct 20, 2011 7:51 AM
111	I have not been able to have problems fixed. I keep calling the number for help and get no where.	Oct 20, 2011 6:54 AM
112	Wi fi at campus wide. none at the Palmdale campus	Oct 20, 2011 4:27 AM
113	NA	Oct 20, 2011 12:12 AM
114	They are always crashing, or being taken out of my class rooms, where the instructor cannot use them. We loose equipment all the time, and no one brings	Oct 19, 2011 10:48 PM

	it back.	
115	the computers in the classroom are slow and often don't work properly. there is no internet service for the classroom at the child development center.	Oct 19, 2011 10:37 PM
116	If someone in class has a question or answers a question it is VERY hard to hear for those classes that house about 60-80 students. I think there should be mics above so that everyone can hear or the instructor needs to repeat what the person said. The phone service and voicemail for AVC is GOD awful!!!! Customer Service "ain't" what it used to be at all!!!!! Someone is always passing you off until you are going around in circles or they keep you on hold forever or if they don't know they pretend to place you on hold then drop the call and by heavens voicemail is ALWAYS full!!!! Mind you if you leave a message it takes forever for someone to call you back or you DON'T get called back…..just sad…..really sad. Half the time someone tells you to come to the school and when you get all the way there nobody is in the darn office!!! Wasted gas and time!!! Or you get there and the person does not know!! So why in the heck would they instruct you to come to the college and when you get there they don't know….sad…..again just sad!!!	Oct 19, 2011 9:24 PM
117	Not all the computers in the Computer Labs in BE 317 and 320 have USB Removable Flash Drive functionality.	Oct 19, 2011 9:21 PM
118	It is very frustrating as a student when the teacher explains somthing that they will be showing and the computer, projector,or other technology doesn't work.	Oct 19, 2011 9:09 PM
119	1. the email service is unreliable. the instructors might send us an email on a Saturday, pertaining to Monday class, and it turns up in my inbox the following Wednesday. needless to say, the instructors still hold us responsible, even if the whole class doesn't receive the info. this has happened on multiple occasions over the last 2 semesters 2. the system seems very slow and not always user friendly. even this survey required multiple (5-6)clicks over the intended box before my answer registered. I almost didn't complete the survey, but I felt it was important to give feedback.	Oct 19, 2011 8:45 PM
120	The computers are too slow.	Oct 19, 2011 8:45 PM
121	I have to take my computer from one office to another.	Oct 19, 2011 7:30 PM
122	I wish we had Wii Fi for the students	Oct 19, 2011 7:19 PM
123	Software issues. Window 7 is not updated, MicroSoft Word is not updated.	Oct 19, 2011 6:39 PM
124	QuickBooks on ly available in the Accounting Lab which is only staffed by volunteer faculty and only open in scatered times and not open at all on Thursday's.	Oct 19, 2011 6:33 PM
125	IT Department doesn't know what they're doing.	Oct 19, 2011 6:23 PM
126	Desktop > Remote Server = Bad Idea Terminal > Remote server = Good Idea	Oct 19, 2011 6:21 PM
127	Need help in setting up the projector and pc in TE2 130.	Oct 19, 2011 6:11 PM
128	I would like to access test banks for the classes I teach. Our system won't allow	Oct 19, 2011 5:43 PM

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
	us to do that.	
129	The email address book is annoying, in that it does not allow for easy or partial searches, it returns too many results... Also the attach feature is only partially shone on the page, so it's a crap and shoot if I've actually hit the attach button and lets not talk about attaching multiple documents. I use myavc to send and receive email, I'm sick of people telling me to just use outlook or some similar program. The program provided just needs to be viewed and work properly.	Oct 19, 2011 5:38 PM
130	On the wish list for at least five years: Ability to prepare, electronically sign and forward forms through the system; i.e., short-term hourly forms, student request forms, FWR's etc. Too many forms get lost in the system and too many calls are received tracking down the forms.	Oct 19, 2011 5:35 PM
131	There have been a few times that the computer in a few a my classes have not worked properly, and when they did there were a few times that it took the maintenance a while to get to the room to get the job done.	Oct 19, 2011 5:18 PM
132	they never work when needed.	Oct 19, 2011 5:07 PM
133	Basically it seems that the school needs to hire more IT professionals instead of just using just one person.	Oct 19, 2011 5:06 PM
134	Computors and software are WAY behind the current technology used in the field.	Oct 19, 2011 4:36 PM
135	The internet/computer systems used by AVC are not able to handle the incoming traffic for online registration. The system either locks up, or crashes, making it impossible to register for classes, even with an appointed time to do it as a repeating student. I've seen this repeatedly, which makes this a disaster to get the classes you need. Please fix this problem!!!! Last semester I had to go through Dr. Fisher to register for my classes.	Oct 19, 2011 4:21 PM
136	My class THA 239 was somehow put into a sheriff training classroom and the network in not the same for the rest on campus so not even the teacher could log in to use the computer. And our theatre class has an inadequate class room when the new theatre has already been completed and we have seen our classroom but never had class in it, it id\s very frustrating.	Oct 19, 2011 4:19 PM
137	Do not have internet access in APL 119 rendering me unable to show info from CD for class to students.	Oct 19, 2011 4:11 PM
138	it would be helpful to have a free wi-fi connection on camous.	Oct 19, 2011 4:06 PM
139	I take a MS Word 2010 class at 8 am and when we go to turn on the computer it takes them so long to boot up and load that on test days its awful. Some people are half way through their exams and the computer is still loading, other than that I have no problems. Its been happening ever since all of the peachtree software was downloaded on the computers.	Oct 19, 2011 3:55 PM
140	One of the deficiency's I see is that the computers in B24 take all most 15mins to boot in the mornings and it kind of slows down the instructor's lectures because of the wait!!	Oct 19, 2011 3:45 PM

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
141	There is no wi-fi on campus. I have no smart phone. I want there to be wi-fi.	Oct 19, 2011 3:42 PM
142	Computer runs to slow.	Oct 19, 2011 3:42 PM
143	Computers and programs are updated often in a short time span. Here it takes years to get anything updated, and to make things worse, you need special permission, approvals and signatures. It actually make me sick just to think about the process we have to go through to get our job done. And if that is not enough, only an ITS person can carry out the download or update. We need new leadership, one that understand how to manage a higher education institution. I will not hold my breath on that wish.	Oct 19, 2011 3:40 PM
144	Not enough people to service the phones and voicemails.	Oct 19, 2011 3:31 PM
145	Office computers are run down.	Oct 19, 2011 3:25 PM
146	We need a more compatible email/calendar solution.	Oct 19, 2011 3:23 PM
147	n/a	Oct 19, 2011 3:12 PM
148	I don't have MIcrosoft 7 and my computer loses files when it sleeps. I have to reboot and I have several versions of my files as a result.	Oct 19, 2011 3:07 PM
149	Students now purchase Office 2010 if they are new students getting a study computer. We barely have Office 2007 installed and this can create issues.	Oct 19, 2011 3:07 PM
150	There is no designated Wi-Fi. And the one that there is from AT&T is not even free. It sucks how I can't even use internet for my laptop.	Oct 19, 2011 2:57 PM
151	Just sad	Oct 19, 2011 2:56 PM
152	Phone not working	Oct 19, 2011 2:49 PM
153	The computers that r used by the instructor never work	Oct 19, 2011 2:30 PM
154	I cannot read my e-mails without Rt click, OPEN. I cannot reply to any campus e-mails. I cannot easily open the internet and get into Blackboard. I just want to go directly to myavc.edu. Instead, I have front-end junk to go through. I cannot easily find the FLEX schedule for the year, nor my contract on-line. Messy, Messy, Messy! Dr. DD Davisson, VAPA	Oct 19, 2011 2:09 PM
155	My office computer is very slow, I am still using the oldest version of MS Word, Windows, the classroom computers do not play video, audio is periodic, projectors don't always work and not all of our nursing classrooms have internet. Whenever I submit a ticket, it is not resolved.	Oct 19, 2011 2:09 PM
156	inflexable, often cannot do video items setup in office in the classroom and visa versa	Oct 19, 2011 1:44 PM
157	We need campus wide WiFi. Students should be able to get online while sitting in the cafeteria, or wherever.	Oct 19, 2011 1:42 PM
158	Our email is a joke. I have never worked at a campus that technology is so far behind and most don't seem interested in improving.	Oct 19, 2011 1:40 PM

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
159	Computers and other equipment are frequently disconnected, or setting have been changed, or they don't work. I do not feel that I have support when these problems arise.	Oct 19, 2011 1:32 PM
160	It is not worth the trouble.	Oct 19, 2011 1:25 PM
161	They are slow and often do not work. When they are down and people are out, no one else can help. We are not progressive with wireless and other types of technology that could help us.	Oct 19, 2011 1:22 PM
162	projector is fuzzy and no screen to shine it on.	Oct 19, 2011 1:10 PM
163	I teach online and my office computer cannot open files sent by some of my students. I have to grade all online work from home.	Oct 19, 2011 12:59 PM
164	The smart box in BE 132 does not have Microsoft Office. I have requested it twice. We have asked several times for the computer in APL 115 to be connected to the internet. I can't attach anything to my avc email, on or off campus.	Oct 19, 2011 12:31 PM
165	Comuter network too slow, phone issues as well. Geary is GREAT!!	Oct 19, 2011 12:27 PM
166	The lack of wireless access often limits the ability of instructors in our division to teach, as well as limits our options for on campus events which often include media or staff from other colleges from effectively performing their duties during said events. I have been to over 20 different schools throughout the state at the community college level and with the exception of El Camino College-Compton Center, they all had at a minimum, wireless access for faculty, staff and students, and many had guest accounts for those visiting the campus.	Oct 19, 2011 12:22 PM
167	projectors in class rooms need to be properly maintained.	Oct 19, 2011 12:20 PM
168	computer is slow to respond, single screen doesn't allow for viewing enough data, windows 7 would be nice to have	Oct 19, 2011 12:19 PM
169	We need wireless, updated software and hardware.	Oct 19, 2011 12:13 PM
170	Reliability	Oct 19, 2011 12:01 PM
171	LS1 108 really needs an updated computer	Oct 19, 2011 11:58 AM
172	I have had my "new" computer since 2006 and it has always had issues with crashing or dumping my e-mail servers or freezing up, losing documents, dumping programs randomly Etc. Etc. In 06, I was told that I must be doing something incorrectly to cause this and nothing would be done. Then (when ITS had the same issues with it) roughly three years ago, I was informed that it would be replaced, and again just yesterday I was informed of that it would be replaced shortly. However, I am still dealing with e-mail issues, freezing up, and the computer not able to shut-down when it's instructed to (it will disregard the command and I'll have to turn off the computer and cold boot it when its used again). This makes my workday unpleasant and unnecessary waste of time.	Oct 19, 2011 11:57 AM
173	The telephone breaks up when holding a conversation. Very frustrating.	Oct 19, 2011 11:56 AM

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
174	My computer is very old, still has Microsoft 2003. The students have much more current hardware and software. Since I teach online courses, I believe I should have more updated equipment and software.	Oct 19, 2011 11:52 AM
175	Not Applicable	Oct 19, 2011 11:41 AM
176	Printer stations in computer labs and learning center often broken or not accepting money. Ackward having a company off-campus be in charge of maintaince of the machines. Employees unaware of refund policy when machine eats a dollar bill.	Oct 19, 2011 11:40 AM
177	sofware outdated, cannot read new office documents, Cannot save old emails somedays i have sound on the project, somedays I cannot even get a video or comuter to work show in the classroom	Oct 19, 2011 11:34 AM
178	The My AVC webaccess to email lacks consistency. Unable to access and send attachments from main email account, can only do through access in My Courses section.	Oct 19, 2011 11:34 AM
179	Need updated Word capabilities in order to be on same footing as students...sometimes unable to read documents they send or to utilize their Powerpoint presentations in class unless they know ahead to save them in another version.	Oct 19, 2011 11:34 AM
180	In the Media Area located in the Learning Center, there is a problem with the computers shutting off every 15 minutes or so and it's quite disrupting.	Oct 19, 2011 11:34 AM
181	i do most of my work on my laptop at home	Oct 19, 2011 11:32 AM
182	i hate the oracle virtual box for one	Oct 19, 2011 11:23 AM
183	In my CA 151 class we have to reconfigure our operating systems every single class session because the configuration settings for it are cleared between class sessions.	Oct 19, 2011 11:19 AM
184	when I try to attach a file eve 1kb the window does not open enough to browse ans get it	Oct 19, 2011 11:18 AM
185	Outdated programs don't match what's on the boss's computer; I can't open or view things I receive.	Oct 19, 2011 11:15 AM
186	The hardware/systems in adjunct work areas seem to take an inordinate amount of time to boot, etc. It's gotten better in past 6-months from what used to be a nightmare--surely to avoid at all costs. Would like to see wireless mice, etc. to free up desk space for increased work space.	Oct 19, 2011 11:14 AM
187	need updated computers in the learning center and more help with the use of the computers.	Oct 19, 2011 11:14 AM
188	during registration the school site always slows down and crashes.	Oct 19, 2011 11:13 AM
189	The DVD player in the room where I have Race & Ethnicity doesn't work.	Oct 19, 2011 10:48 AM
190	do not like mozilla; prefer to use outlook; weird to have to use many different	Oct 19, 2011 10:42 AM

	software packages to organize what outlook can do on its own; would prefer a better intranet	
191	Not all classrooms have a projector available (ex. math classrooms in SSV)	Oct 19, 2011 10:39 AM
192	It would be helpful to have MS Office 2007 in the private rooms in Assessments as we have students who take tests in OSD that need to use 2007 (all of the computers are still 2003). Also, am still having problems being able to convert a word document into pdf. I use to be able to just click on the toolbar and be able to do it.	Oct 19, 2011 10:37 AM
193	Serious, lengthy breakdowns in Internet, phone and e-mail service during the last year. Completely unacceptable to have service down for that length of time. It would seem to be an issue with personnel within ITS -- and I don't mean the director, past or present. Some ITS personnel are highly skilled and competent. Others seem to be greatly lacking in the ability to get the job done.	Oct 19, 2011 10:32 AM
194	All open labs should contain software needed for the students to complete projects assigned by the instructor	Oct 19, 2011 10:29 AM
195	Usually at the beginning of each semester the student computers have to be "thawed"(?), and this process takes awhile and is often not done prior to the semester. Also, "updates" are a constant bother as computers repeatedly restart while students are trying to work.	Oct 19, 2011 10:29 AM
196	The office computer in FA3 171 is ancient. The browser and other programs can no longer be updated because of the hardware limitations. Having to log onto myavc.avc.edu to send emails on my school account is time consuming -- why can't we use a third party clients? The projector in FA3 162 was stolen some time ago and never replaced. There is no computer in FA3 162. We need wireless services on campus for students and faculty -- something that just uses the same username and passwords we have been assigned for campus email. Although the campus voicemail system is functional my students never use it, so its a waste. The delay time between them leaving messages and getting a response is too long for them to find it advantageous. Why not get Google Voice numbers (or a similar service) for free that can forward messages and info to adjunct faculty at home? Since I can't depend on the equipment ever working in whatever room I am teaching in I bring my own laptop and speakers with me every day I teach. I am now considering buying my own LCD projector because I am tired of having to depend equipment that never seems to be functioning properly.	Oct 19, 2011 10:24 AM
197	They can't be used as intended. Students do have access to all the programs that we have for them on the computers. As for voice mail mine only works from my work computer I can't pick up the phone and get my messages or from off campus	Oct 19, 2011 10:09 AM
198	Student computer lab computers often do not accept USB flash drives, and are unreliable. For our students who rely on the use of computer lab computers to write college level research papers that can not be completed in one setting, this is unacceptable.	Oct 19, 2011 10:07 AM
199	Regarding classroom equipment, sometimes there are problems with getting	Oct 19, 2011 10:05 AM

	screen image to project, or sound. Most of the time these problems are related to bad wire connections and are fixed by IMC. I usually call IMC because they are far more responsive than ITS. There is always someone to answer the phone, and they get back to me and show up right away. For my personal computer, it is a little slow but it's generally OK lately. In the past I've had problems and ITS has been very slow to respond.	
200	Computers breakdown often and assistance is slow at best. When the computers are down, we cannot serve the students effectively. The software is outdated, when we receive attachments that are .docx we cannot download them and we don't have the administrative authority to download compatibility software. Energy efficiency technology added to computers is very inconvenient for a public service environment.	Oct 19, 2011 10:05 AM
201	Office computer is 7yrs. old. Extremely slow. Circulation Desk computers shut down and break down often. Software is outdated. Microsoft office is from 2003.	Oct 19, 2011 10:03 AM
202	Primarily, the internet is too slow to be used in instruction in any way whatsoever.	Oct 19, 2011 10:02 AM
203	The computers in APL 204A automatically restart every 30 minutes. The computer states that there is a Windows update that has been installed and that the computer needs to restart. The option to postpone the restart is not available. When the computer restarts the same thing happens again. The computer does this in a loop. It makes completing assignments in AutoCAD difficult.	Oct 19, 2011 9:51 AM
204	The acting for the camera class has a light board that the students are told works but the lights won't work on stage through the board so we have to sit in a closet and manually flip circuit brakers for the lights to get them to work.	Oct 19, 2011 9:50 AM
205	Email goes down too often, telephones go down too often. Both of these make us look unprofessional.	Oct 19, 2011 9:49 AM
206	The computer I have is not functioning well and crashes on a daily basis. This however, is not the fault of ITS. I am currently in the process of getting a new one ordered.	Oct 19, 2011 9:47 AM
207	Equipment is not standardized. I have one classroom with no equipment whatsoever. I have another classroom where the speakers don't work, and the laptop takes 10 minutes to boot up. And the software is ancient. Often not compatible with the materials my students bring to class to share. Luckily, I have learned how to disconnect all of the equipment in the white box, use my own or a student's far faster hardware, and reconnect it all when I am done. Further, I have bought myself a set of speakers to use when we watch a movie. Since you didn't allow for any commentary on the questions below, let me say that I realize IT has few resources, and has been unfriendly to faculty needs in the past. It seems to me that the new IT leadership is eager to change these things, so my ratings have nothing to do with that new leadership. Also, I find I get technical help quickly when I ask nicely.	Oct 19, 2011 9:46 AM
208	Computers are out of date and can't load newest software. this is in APL-203 Lab	Oct 19, 2011 9:39 AM

	Q3. If some areas of technology don't meet your needs, please explain the deficiency.	
209	The APL 203 computer lab macs run very slowly and sometimes shut down without warning.	Oct 19, 2011 9:34 AM
210	Recomend the use of IMAP or POP for myAVC email for faster turnaround on email.	Oct 19, 2011 9:30 AM
211	Computer need to be upgraded, as well as more software licenses; no wifi; project sound is poor.	Oct 19, 2011 9:25 AM

	Q5. If you answered "Yes" to question 4, please explain your technical training needs.	
1	im a hard learner so i need help to understand things.	Oct 25, 2011 7:41 PM
2	n/a	Oct 25, 2011 7:06 PM
3	typing	Oct 25, 2011 6:49 PM
4	I am going into the feild of marine Biology and need technical training	Oct 25, 2011 12:41 PM
5	Wi- Fi	Oct 25, 2011 10:33 AM
6	If the college plans on switching to Word 2007 anytime soon there should be training made available.	Oct 25, 2011 8:45 AM
7	more lab times helps in work experiance	Oct 25, 2011 7:49 AM
8	more lab times helps in work experiance	Oct 25, 2011 7:48 AM
9	AIR CONDITION REFRIGERATION CLASSESS	Oct 24, 2011 9:58 PM
10	How to use the computers programs successfully	Oct 24, 2011 9:47 PM
11	i've taking classes on how to create and use programs from microsoft, and a course in which i've learned how to use a computer properly and its files.	Oct 24, 2011 8:45 PM
12	we need to know about power point	Oct 24, 2011 5:03 PM
13	n/a	Oct 24, 2011 3:07 PM
14	N/A	Oct 24, 2011 2:47 PM
15	I need to learn how to use Blackboard, how to do and make a power point presentation, how to encorporate text book tests, etc. so I don't have to individually grade (spending HOURS) each one. Basically, I am old and illiterate when it comes to internet/computerized education. I would like to learn it all.	Oct 24, 2011 2:14 PM
16	SARS, Word, Excel and all the new Microsoft.	Oct 24, 2011 1:33 PM
17	still have problems operating computors	Oct 24, 2011 1:29 PM
18	FILM FILM FILM OFFER A SPECIAL ONE SEMESTER FILM CLASS OR SOMETHING MANY STUDENTS WOULD PAY FOR THIS. SIMILAR TO THE CLASS WHEN YOU BROUGHT THE CHINESE ACROBAT TO TEACH.	Oct 24, 2011 12:43 PM
19	I need basic training.	Oct 24, 2011 12:41 PM
20	IPOD, MyAVC, online student work and management. Greg Krynan has been particularly helpful here, but his hours were cut.	Oct 24, 2011 12:09 PM
21	n/a	Oct 24, 2011 11:46 AM
22	I need to know about computers because every job is related with the used of computers.	Oct 24, 2011 11:40 AM
23	More blackboard and basic computer operation training.	Oct 24, 2011 10:49 AM

	Q5. If you answered "Yes" to question 4, please explain your technical training needs.	
24	How to use computer and various instructional software that comes with the course text.	Oct 24, 2011 9:27 AM
25	Should be able to meet them in the posted Prof Development courses. Thanks	Oct 24, 2011 6:41 AM
26	continuing educatuon in the water field	Oct 22, 2011 9:59 AM
27	further Linux classes	Oct 21, 2011 7:34 PM
28	We could always use training in office suite software such as Excel, PowerPoint, Word, etc.	Oct 21, 2011 9:48 AM
29	We could always use training in office suite software such as Excel, PowerPoint, Word, etc.	Oct 21, 2011 9:46 AM
30	need computer skill	Oct 21, 2011 7:55 AM
31	Uploading my syllabi to a web site for student use and using "Blackboard" for taking roll and entering grades.	Oct 20, 2011 7:48 PM
32	Greg Krynan is available when I have software questions. Support otherwise is hard to come by.	Oct 20, 2011 4:17 PM
33	I would like to see continued periodic trainings on using Blackboard, Weave and also updated computer software programs. Current scheduled offerings don't work for me.	Oct 20, 2011 2:19 PM
34	im not good at emailing or the blackboard	Oct 20, 2011 1:13 PM
35	microsoft office 2011	Oct 20, 2011 12:21 PM
36	You do not supply graphic design. we buy our own training support.	Oct 20, 2011 12:16 PM
37	Will contact ITS directly for this.	Oct 20, 2011 11:57 AM
38	I take technical training courses now. Although we do have the opportunity for hands on experience, there generally is not much of it. It is mostly classroom book work. Curriculum schedules should be set up so more book work is done at home and hands on training in the class/lab/shop is increased.	Oct 20, 2011 11:07 AM
39	More Basic computer classes	Oct 20, 2011 10:51 AM
40	Need training on how to update our OSD Web page.	Oct 20, 2011 10:42 AM
41	SARS	Oct 20, 2011 10:35 AM
42	I need a tutor or extra help with ASL	Oct 20, 2011 8:42 AM
43	shop related computer clases	Oct 20, 2011 8:39 AM
44	Generic, employee available, online, MS Office, file/pdf management tutorials	Oct 20, 2011 8:28 AM
45	I need help with the group pages on the internet. I also need to learn how to make email groups.	Oct 20, 2011 6:54 AM

	Q5. If you answered "Yes" to question 4, please explain your technical training needs.	
46	to learn more on computers.	Oct 19, 2011 7:48 PM
47	SARS, Banner	Oct 19, 2011 7:30 PM
48	Computer Repair / Networking / Security	Oct 19, 2011 6:23 PM
49	Computer Repair	Oct 19, 2011 6:21 PM
50	We should be alerted and offered training sessions if we can attend them with software upgrdes on the items we commonly use. like Banner, Blackboard or or anything else we are required to use. there should be offered ongoing classes on commonly use items for new people and people who would want an update.	Oct 19, 2011 5:43 PM
51	Digital Media / Computer graphic classes beyond what you already have. You need more advanced Photoshop, Illustrator and InDesign classes.	Oct 19, 2011 4:21 PM
52	We are asked to know about many computer programs and processes, and when you ask where is the manual, you are told by ITS you can not have a copy of it , nor borrow it. Basically you have to figure it out on your own. This is what ITS has done for years. In the classroom when you run into problems, try to get someone on the phone ... they are not even on campus, and if they are, they won't answer the phone. Faculty understand that they are protected by ITS administrators. New leadership is much needed, now.	Oct 19, 2011 3:40 PM
53	All across the technology board.	Oct 19, 2011 3:23 PM
54	Yes, on Blackboard, but I don't think I am going to be around much longer.	Oct 19, 2011 2:09 PM
55	Podcasting, putting video on Blackboard.	Oct 19, 2011 2:09 PM
56	no new technical equipment	Oct 19, 2011 1:44 PM
57	I would like to have training on how to insert a video clip into a PowerPoint presentation.	Oct 19, 2011 1:32 PM
58	Astra	Oct 19, 2011 1:31 PM
59	How to do powerpoint	Oct 19, 2011 1:25 PM
60	I have them on a number of items but have not been successful with the current trainer and his level of understanding of our current software	Oct 19, 2011 1:22 PM
61	train the trainer	Oct 19, 2011 1:10 PM
62	computer ca130 131	Oct 19, 2011 12:20 PM
63	Adobe Professional 07 or 10. Computer was upgraded, however no training to utilize this program.	Oct 19, 2011 11:57 AM
64	Greg provides a wide array of technical training which is very helpful	Oct 19, 2011 11:52 AM
65	email usage	Oct 19, 2011 11:34 AM
66	Adastra, AVConnect, WEAVE,	Oct 19, 2011 11:15 AM

	Q5. If you answered "Yes" to question 4, please explain your technical training needs.	
67	Would like to learn more about Blackboard or proposed new system to integrate into my Spring courses.	Oct 19, 2011 11:14 AM
68	Trouble-shooting minor issues with classroom computer and projector devices	Oct 19, 2011 11:05 AM
69	I would like to learn more about Access so I could run reports.	Oct 19, 2011 10:37 AM
70	More extensive training for AdAstra. I feel we were just thrown into this program and learning by trial and error.	Oct 19, 2011 10:11 AM
71	I just wanted to comment on the lack of communication between ITS and the campus. When changes are made, there is no warning and there is no discussion with departments regarding how these changes could affect student services. If you are in a department that relies heavily on technology, but you have no ITS professionals on staff, the lack of communication and the "surprise" changes are very disconcerting and result in very low confidence in ITS.	Oct 19, 2011 10:05 AM
72	Access an dAstra	Oct 19, 2011 10:01 AM
73	The film acting class on Friday's needs to know what is going on with that light board so we can work it when it supposedly is functioning correctly. See question 3 for further notes.	Oct 19, 2011 9:50 AM
74	I should say "probably." However, the state of my classroom and office equipment is so ancient, that I have stopped trying to think of new ways to use technology in the classroom.	Oct 19, 2011 9:46 AM
75	Access, Banner table structure, SARS, Banner Pop Sels, Banner e-mail	Oct 19, 2011 9:40 AM
76	When spoolers lock up in all of the DM classrooms a tech must be call to clear spooler. Teacher should be given the log-on and passwords.	Oct 19, 2011 9:39 AM
77	Understanding how computers work and function will help me when I'm at home or on my own. At school such problems can be fixed by teachers/instructors in the lab.	Oct 19, 2011 9:34 AM
78	InDesign, PhotoShop, Illustrator, DreamWeaver	Oct 19, 2011 9:25 AM

	Q10. If you answered "Other" to question 10, please explain.	
1	I have my own that I use all the time for my job at AVC	Oct 25, 2011 5:27 PM
2	Shopping for books.	Oct 25, 2011 11:15 AM
3	have not used the school computers this session	Oct 25, 2011 10:48 AM
4	Networking, Data Discover	Oct 25, 2011 10:33 AM
5	Other stuff such as homework	Oct 25, 2011 7:59 AM
6	I don't use a computer at school except in the learning center for my math lab	Oct 24, 2011 7:57 PM
7	digital photograpy	Oct 24, 2011 4:32 PM
8	dont	Oct 24, 2011 4:00 PM
9	n/a	Oct 24, 2011 3:07 PM
10	don't have a district computer	Oct 24, 2011 2:56 PM
11	N/A	Oct 24, 2011 2:47 PM
12	the department printer, is the general use printer/computer in the BE 'office' space	Oct 24, 2011 2:14 PM
13	I do not use a district computer.	Oct 24, 2011 1:44 PM
14	homework assin.	Oct 24, 2011 1:29 PM
15	I am a student. I do not have use of a district computer.	Oct 24, 2011 1:23 PM
16	RESEARCH	Oct 24, 2011 12:43 PM
17	N/A was not an option	Oct 24, 2011 12:34 PM
18	for an internet class..............	Oct 24, 2011 12:14 PM
19	????	Oct 24, 2011 11:46 AM
20	facebook because our class made a group to help stay connected since we all found out we were inner connected through the site anyways so it works well. plus with the already existing phone number and email for avc and personal, i feel were pretty set on communication except with the staff on campus, especially when were trying to get ahold of a department and put petitions in and no one will take them.	Oct 24, 2011 11:45 AM
21	?	Oct 22, 2011 4:35 PM
22	n/a	Oct 22, 2011 9:59 AM
23	I use my own computer.	Oct 21, 2011 11:10 AM
24	Accounting software and Powerpoint Presentations	Oct 21, 2011 6:05 AM

	Q10. If you answered "Other" to question 10, please explain.	
25	myAVC group pages would be more useful if more folks used them; this isn't an ITS problem. (I would change the rating for that question to "not applicable")	Oct 20, 2011 11:55 PM
26	One in office is down most of the time.	Oct 20, 2011 2:56 PM
27	Not sure what your district computer entails or is refering to. The computer in the student Service center?	Oct 20, 2011 2:51 PM
28	Developing tests for students. (Need test gen software.)	Oct 20, 2011 2:19 PM
29	Connection to OCLC = online database for cataloging of library materials.	Oct 20, 2011 1:52 PM
30	lots of reseach.	Oct 20, 2011 10:43 AM
31	Quickbooks	Oct 20, 2011 8:16 AM
32	I use one is CA103	Oct 20, 2011 6:48 AM
33	class work	Oct 19, 2011 10:41 PM
34	class work	Oct 19, 2011 10:41 PM
35	Homework and some classwork.	Oct 19, 2011 9:21 PM
36	I don't use a District computer. I use my personal computer. I only use the classroom computer to use powerpoint.	Oct 19, 2011 8:09 PM
37	Create powerpoint, post on myavc syllabus, files, blackboard post grades.	Oct 19, 2011 5:43 PM
38	I don't use a district computer.	Oct 19, 2011 5:18 PM
39	Do not have a district computer	Oct 19, 2011 4:11 PM
40	online teaching and assessment.	Oct 19, 2011 3:40 PM
41	I do not have a "District Computer" nor an office.	Oct 19, 2011 2:09 PM
42	Not applicable	Oct 19, 2011 1:25 PM
43	presentations for training purposes	Oct 19, 2011 1:10 PM
44	video editing	Oct 19, 2011 12:22 PM
45	You must mean question 9	Oct 19, 2011 11:52 AM
46	I also have a home office, so I use the office computer for some tasks and the home computer for other tasks. Regarding question #14 below - it depends on where I am. If I am in the classroom, I need support as soon as possible to give my lesson. If I am in the office, then that need is probably not as immediate.	Oct 19, 2011 11:39 AM
47	i do not use a district computer	Oct 19, 2011 11:32 AM
48	PowerPoint presentations	Oct 19, 2011 11:14 AM

	Q10. If you answered "Other" to question 10, please explain.	
49	Do not have a district computer assigned to me.	Oct 19, 2011 11:05 AM
50	What is a district computer? I use the one in the instructor workroom in the BE building.	Oct 19, 2011 11:02 AM
51	I used to use the office computer in FA3 171 to rip/edit and burn music for students. It is so slow and old now that it useless for just about anything.	Oct 19, 2011 10:24 AM
52	I would like to address #8 on "usability of www.AVC.edu : Other schools have a much more user friendly website. Finding things is difficult. For example, on the bottom of the home page, there are numerous important links that are in small dark font, I can barely see them without squinting! I only go to the ORGANIZATIONS tab, so I know where it is located. I don't know what else is listed there because I cannot see it. Plus, there is no reason for all that stuff to be on the bottom. I'm sure students have an even harder time if they want to find campus information.	Oct 19, 2011 10:05 AM
53	Developing training videos	Oct 19, 2011 9:57 AM
54	Devising multimedia presentations for concepts in class. But usually I use my own computer for this and then try to work through compatibility issues on my office and classroom computers.	Oct 19, 2011 9:46 AM