

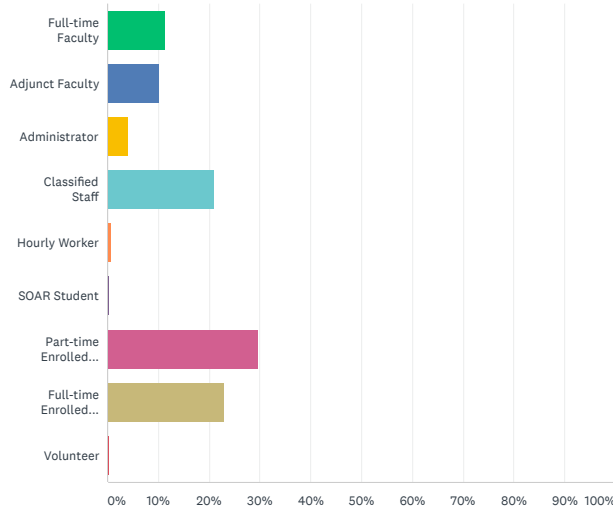


Information Technology Services (ITS) Spring 2019 Survey

Q1

1. Which best describes your role at AVC?

Answered: 330 Skipped: 0



ANSWER CHOICES

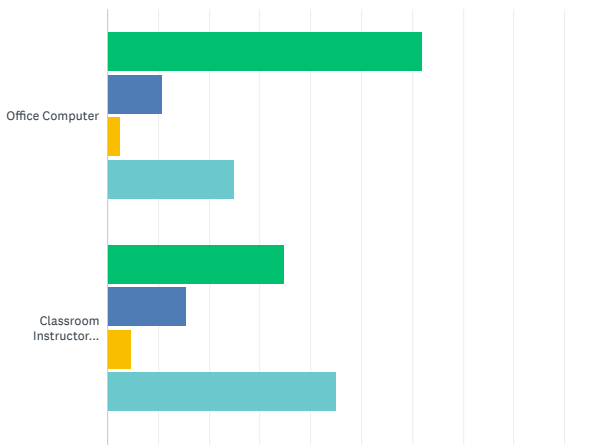
RESPONSES

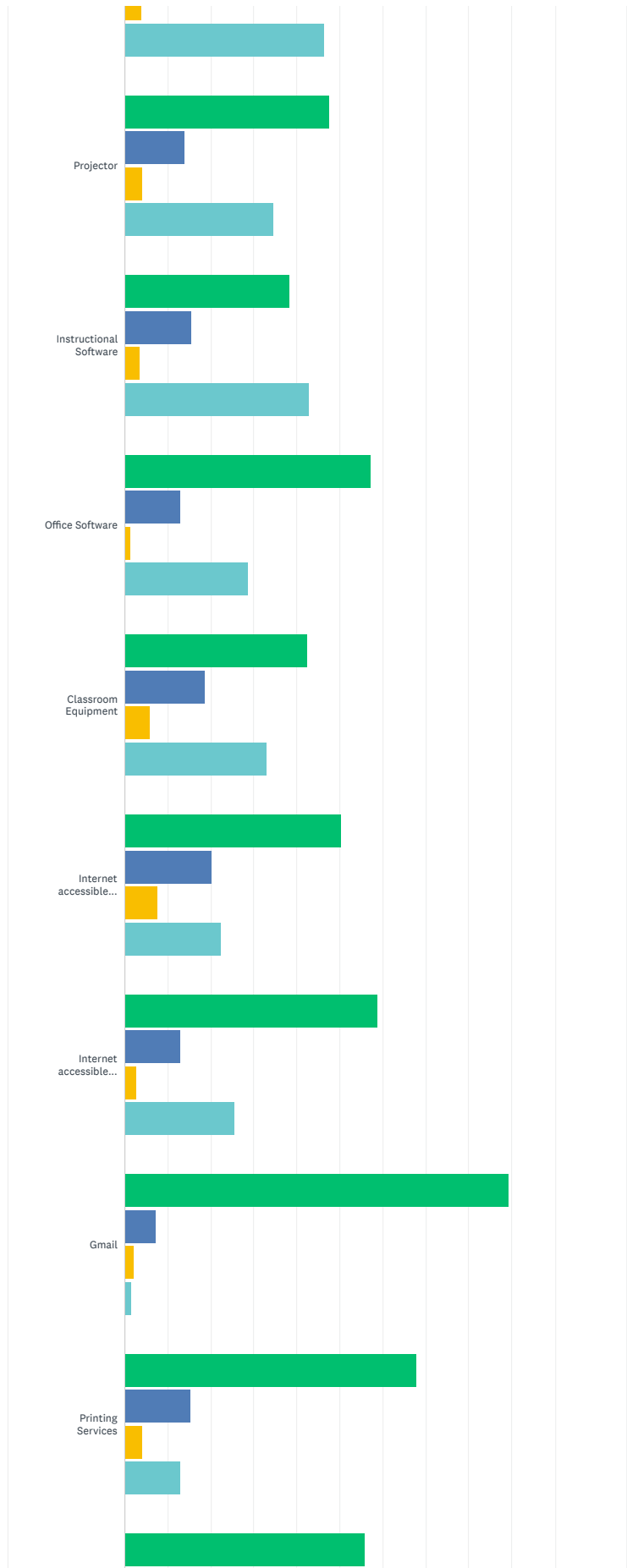
ANSWER CHOICES	RESPONSES	Count
Full-time Faculty	11.21%	37
Adjunct Faculty	10.00%	33
Administrator	3.94%	13
Classified Staff	20.91%	69
Hourly Worker	0.61%	2
SOAR Student	0.30%	1
Part-time Enrolled Student (less than 12 units)	29.70%	98
Full-time Enrolled Student (12 units or more)	23.03%	76
Volunteer	0.30%	1
TOTAL		330

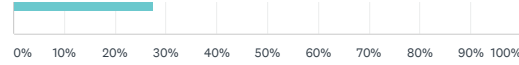
Q2

2. Does the technology available to you on campus meet your needs?

Answered: 330 Skipped: 0







■ Yes
 ■ Somewhat
 ■ No
 ■ N/A

	YES	SOMEWHAT	NO	N/A	TOTAL	WEIGHTED AVERAGE
Office Computer	61.96% 202	10.74% 35	2.45% 8	24.85% 81	326	2.79
Classroom Instructor Computer	34.78% 112	15.53% 50	4.66% 15	45.03% 145	322	2.55
Classroom Students Computer	35.51% 114	14.33% 46	3.74% 12	46.42% 149	321	2.59
Projector	47.53% 154	13.89% 45	4.01% 13	34.57% 112	324	2.67
Instructional Software	38.20% 123	15.53% 50	3.42% 11	42.86% 138	322	2.61
Office Software	57.14% 184	13.04% 42	1.24% 4	28.57% 92	322	2.78
Classroom Equipment	42.41% 137	18.58% 60	5.88% 19	33.13% 107	323	2.55
Internet accessible services in classrooms/labs	50.15% 162	20.12% 65	7.43% 24	22.29% 72	323	2.55
Internet accessible services in office	58.70% 189	13.04% 42	2.80% 9	25.47% 82	322	2.75
Gmail	89.26% 291	7.06% 23	2.15% 7	1.53% 5	326	2.88
Printing Services	67.80% 219	15.17% 49	4.02% 13	13.00% 42	323	2.73
Phone & Vocicemail	55.90% 180	14.29% 46	2.48% 8	27.33% 88	322	2.74

Q3



3. If you answered "No" to any of the above areas of technology, please explain the deficiency:

Answered: 86 Skipped: 244

You should get more up to date equipment to a shame that some high schools have better equipment

5/28/2019 10:52 PM

The Insight program on the computers in room BE 320 are no longer working. It was extremely helpful to view my students computers. I was even able to help someone out using the remote access. (Insight with the Owl) Hope that feature or something similar will be working in the fall. Thanks!

5/28/2019 10:27 PM

It sucks that I have to have a card with money on it or a debit card to print when I could just insert some cents in to be easier.

5/28/2019 10:27 PM

The internet signal is so weak in the Lecture Hall area that I couldn't access any websites

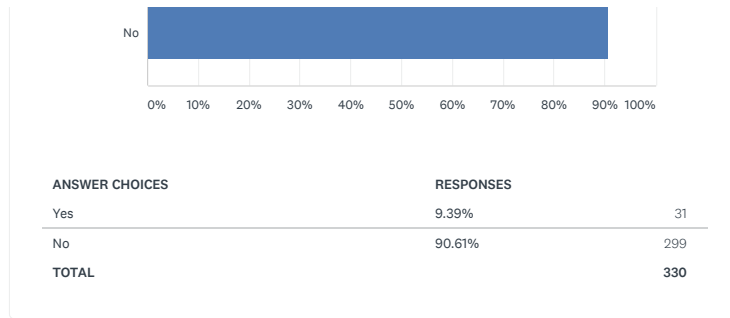
5/28/2019 10:26 PM

Q4



4. Do you have technical training needs?

Answered: 330 Skipped: 0



Q5

5. If you answered “Yes” to having technical training needs, please explain your needs.

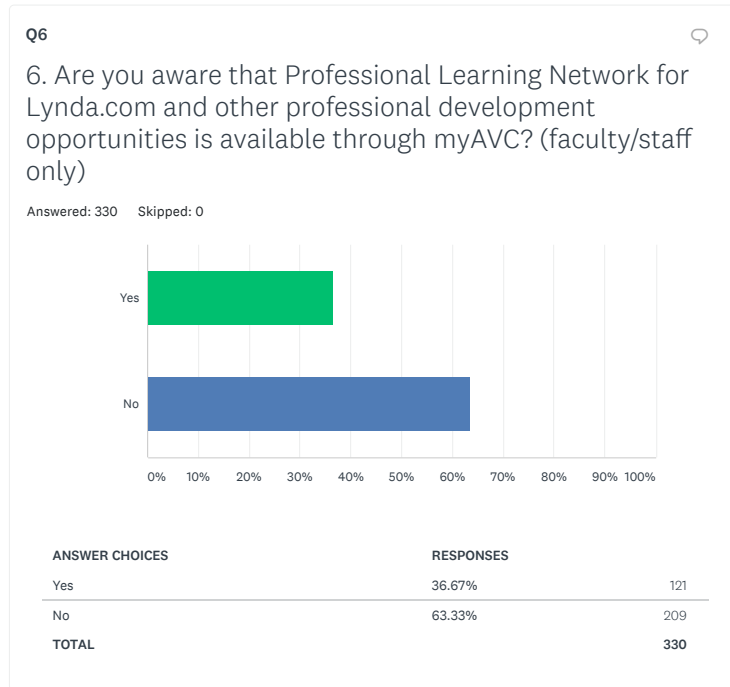
Answered: 33 Skipped: 297

Access to a good computer.
5/29/2019 8:50 PM

CATIA V5 AND/OR CATIA V6
5/29/2019 3:34 PM

Excel and PowerPoint
5/29/2019 1:19 PM

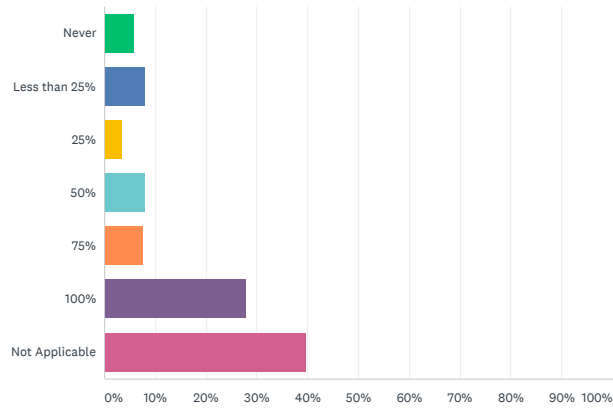
more closed captioning knowledge needed
5/29/2019 9:45 AM



Q7



Answered: 330 Skipped: 0

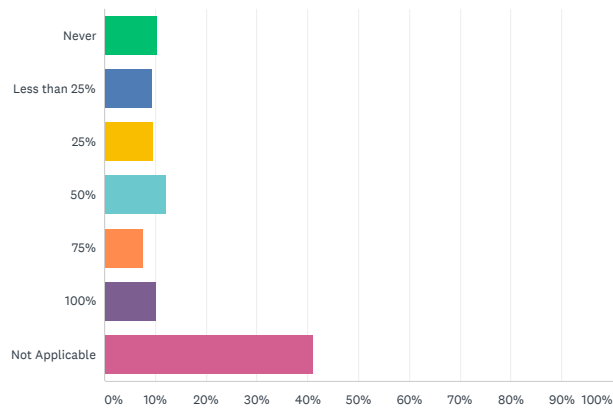


ANSWER CHOICES	RESPONSES	
Never	5.76%	19
Less than 25%	7.88%	26
25%	3.33%	11
50%	7.88%	26
75%	7.58%	25
100%	27.88%	92
Not Applicable	39.70%	131
TOTAL		330

Q8

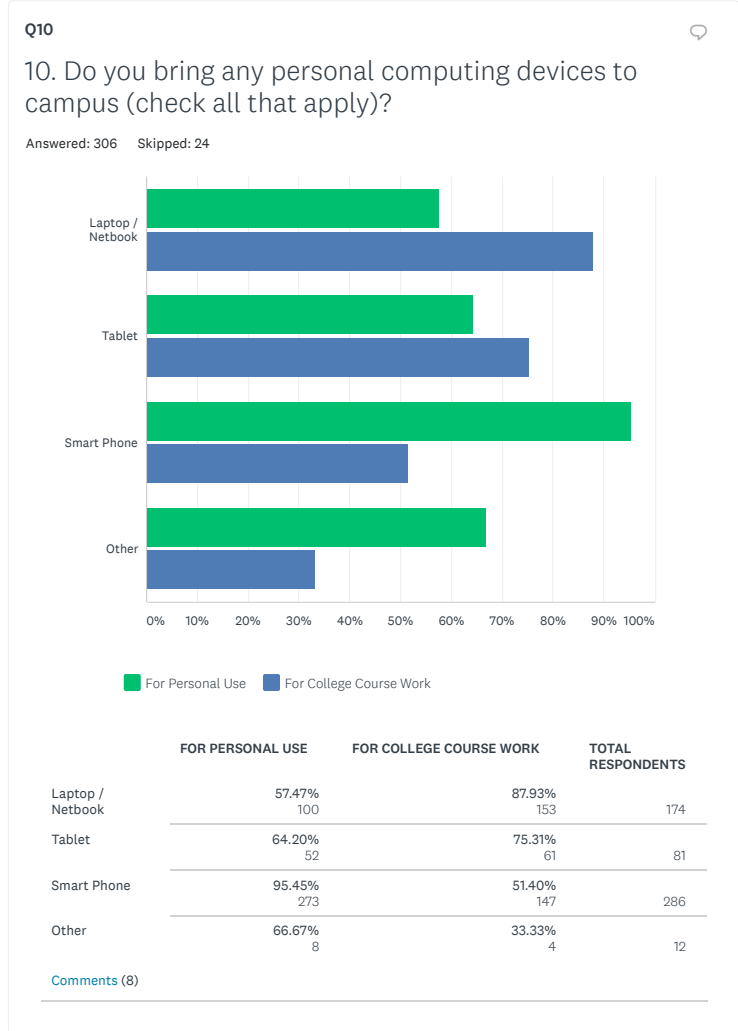
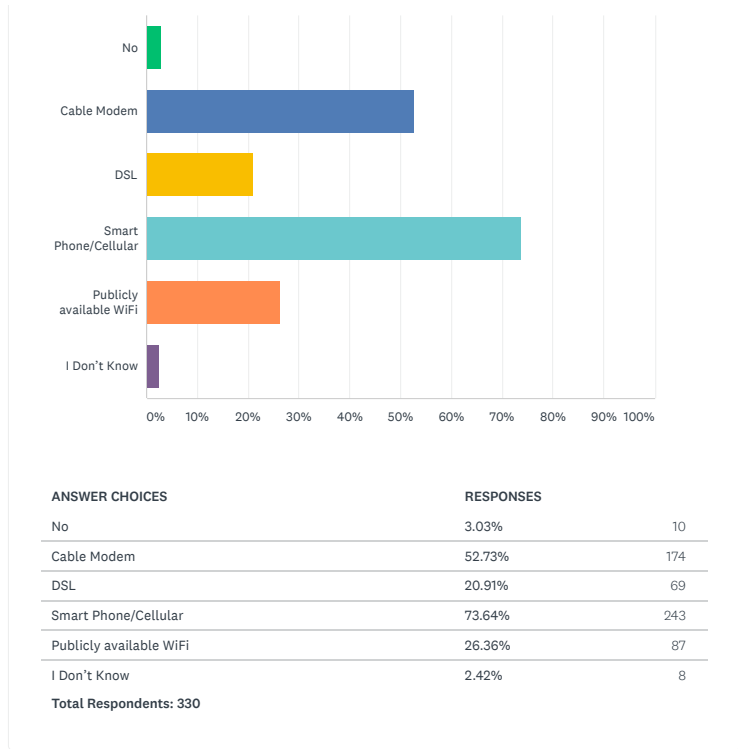
8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	10.30%	34
Less than 25%	9.39%	31
25%	9.70%	32
50%	12.12%	40
75%	7.58%	25
100%	10.00%	33
Not Applicable	40.91%	135
TOTAL		330

Q9

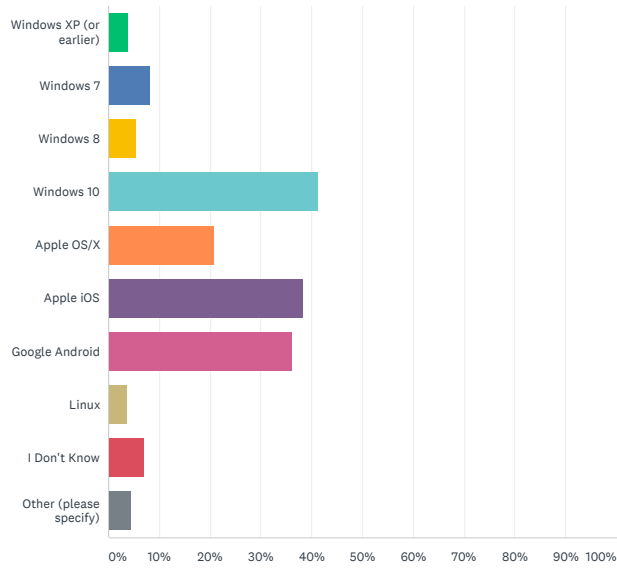




SIGN UP FREE



Answered: 318 Skipped: 12



ANSWER CHOICES

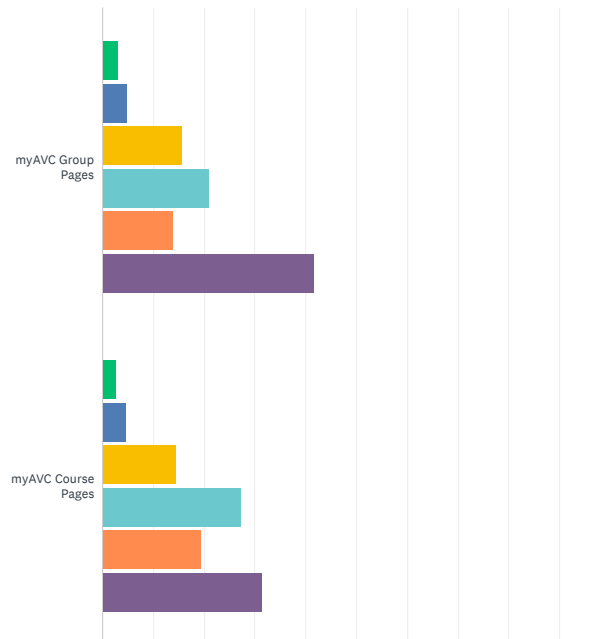
RESPONSES

ANSWER CHOICES	RESPONSES	
Windows XP (or earlier)	3.77%	12
Windows 7	8.18%	26
Windows 8	5.35%	17
Windows 10	41.19%	131
Apple OS/X	20.75%	66
Apple iOS	38.36%	122
Google Android	36.16%	115
Linux	3.46%	11
I Don't Know	6.92%	22
Other (please specify)	4.40%	14
Total Respondents: 318		

Q12

12. Please rate the following services:

Answered: 330 Skipped: 0



Share Link

<https://www.surveymonkey.com/re...>

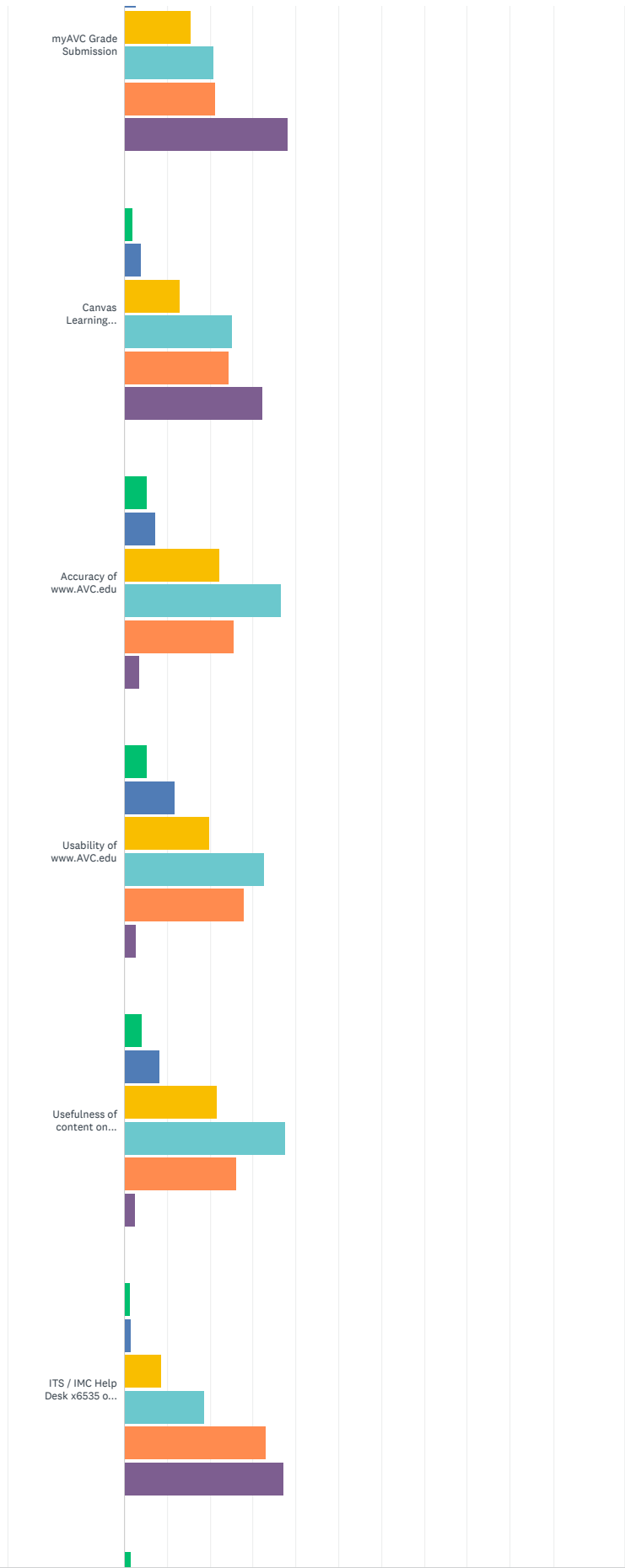
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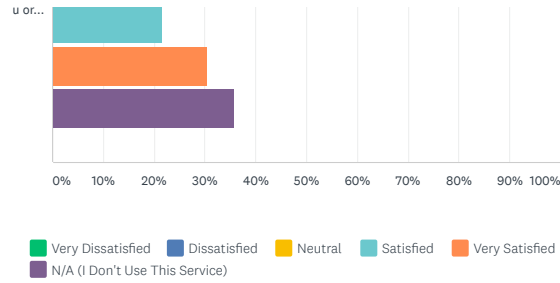
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330 responses





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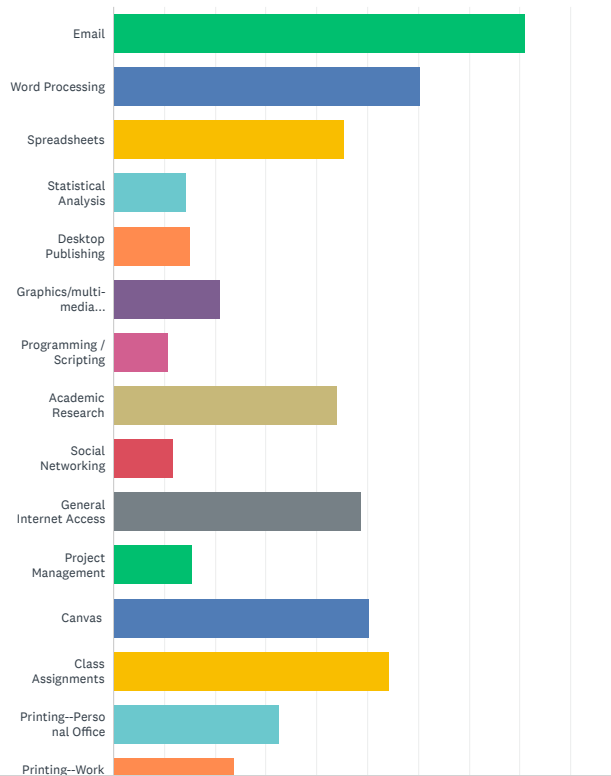


	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A (I DON'T USE THIS SERVICE)	TOTAL	WEIGHTED AVERAGE
myAVC Group Pages	3.07% 10	4.91% 16	15.64% 51	20.86% 68	13.80% 45	41.72% 136	326	3.64
myAVC Course Pages	2.78% 9	4.63% 15	14.51% 47	27.16% 88	19.44% 63	31.48% 102	324	3.82
myAVC Grade Submission	1.86% 6	2.79% 9	15.48% 50	20.74% 67	21.05% 68	38.08% 123	323	3.91
Canvas Learning Management System	1.84% 6	3.68% 12	12.88% 42	25.15% 82	24.23% 79	32.21% 105	326	3.98
Accuracy of www.AVC.edu	5.18% 17	7.01% 23	22.26% 73	36.59% 120	25.61% 84	3.35% 11	328	3.73
Usability of www.AVC.edu	5.20% 17	11.62% 38	19.88% 65	32.72% 107	27.83% 91	2.75% 9	327	3.68
Usefulness of content on www.AVC.edu	3.96% 13	8.23% 27	21.65% 71	37.50% 123	26.22% 86	2.44% 8	328	3.76
ITS / IMC Help Desk x6535 or x6605	1.22% 4	1.52% 5	8.51% 28	18.54% 61	33.13% 109	37.08% 122	329	4.29
Helpdesk.avc.edu or help@avc.edu	1.52% 5	1.82% 6	9.09% 30	21.52% 71	30.30% 100	35.76% 118	330	4.20

Q13

13. How do you use the college's computers (select all that apply)?

Answered: 330 Skipped: 0



Share Link

<https://www.surveymonkey.com/re...>

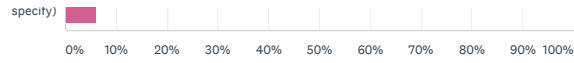
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Share

330 responses



ANSWER CHOICES	RESPONSES	
Email	80.91%	267
Word Processing	60.30%	199
Spreadsheets	45.45%	150
Statistical Analysis	14.24%	47
Desktop Publishing	15.15%	50
Graphics/multi-media development	20.91%	69
Programming / Scripting	10.61%	35
Academic Research	43.94%	145
Social Networking	11.82%	39
General Internet Access	48.79%	161
Project Management	15.45%	51
Canvas	50.30%	166
Class Assignments	54.24%	179
Printing--Personal Office	32.73%	108
Printing--Work Group	23.64%	78
Printing--Computer Labs	28.48%	94
Other (please specify)	Responses 6.06%	20
Total Respondents: 330		

Q14



14. If you answered "Other" to "How do you use the college's computers", please explain:

Answered: 17 Skipped: 313

informing peers of needed research and networking necessary to ensure completion of tasks on hand
5/29/2019 10:04 PM

TEACHING STUDENTS TO LEARN AUTOCAD 2020. BOTH 2D AND 3D
5/29/2019 3:34 PM

Mathlab homework. Readplus
5/29/2019 6:21 AM

I don't use college computers, I use my own computer
5/29/2019 1:09 AM

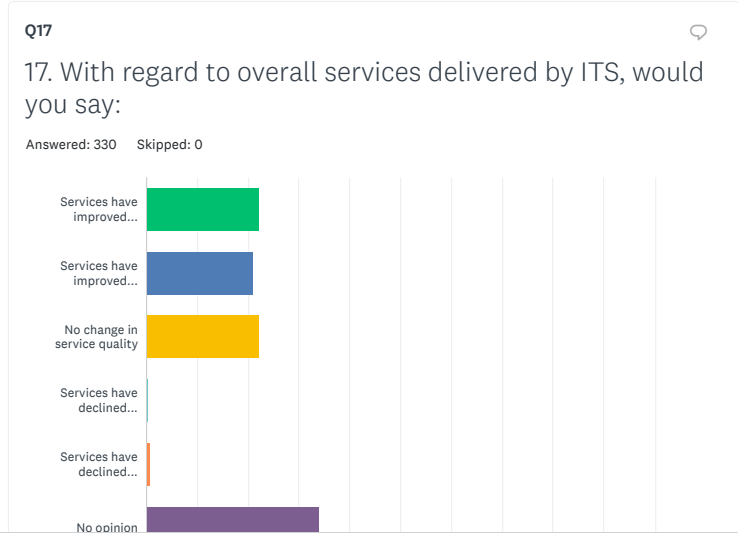
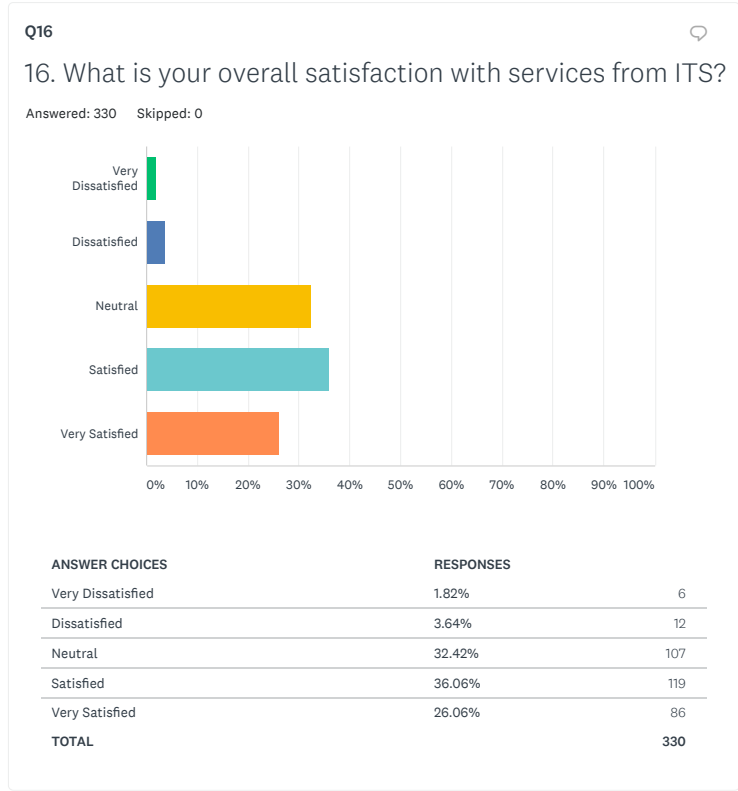
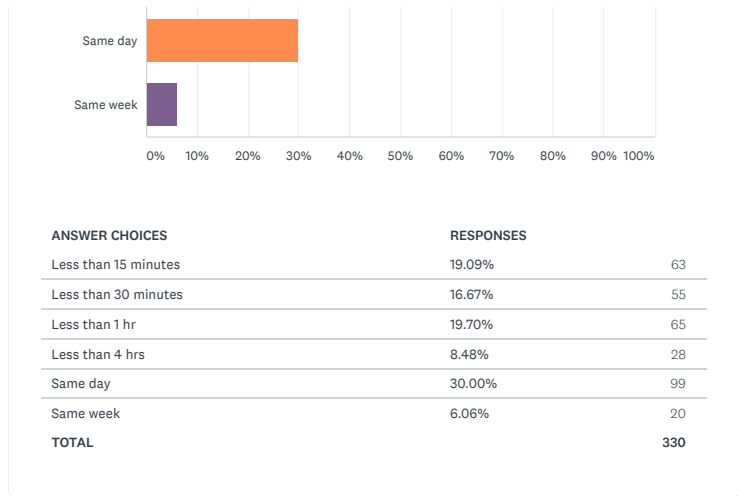
Q15



15. In general, what is a reasonable amount of time it should take to hear back from ITS Support Staff after leaving a routine "Help Call" message?

Answered: 330 Skipped: 0

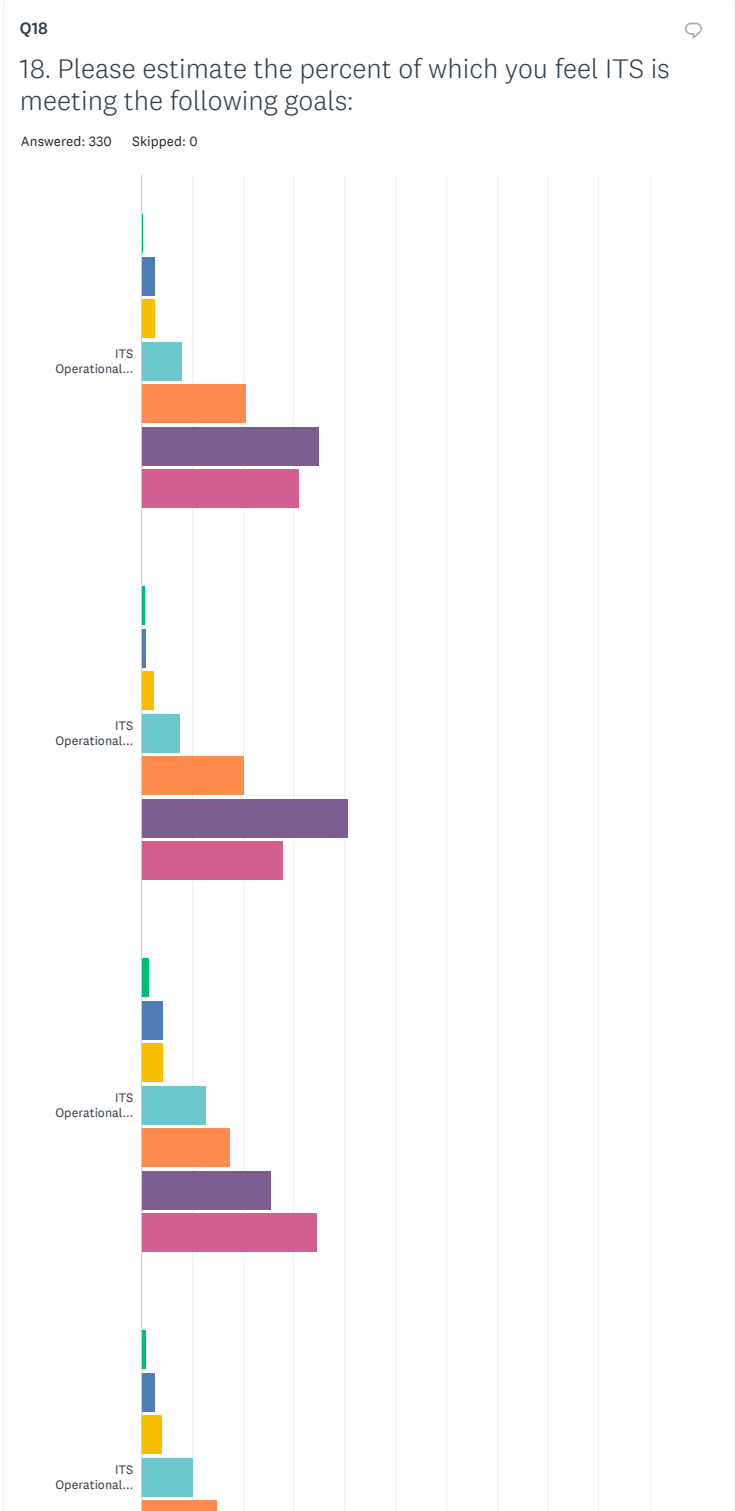


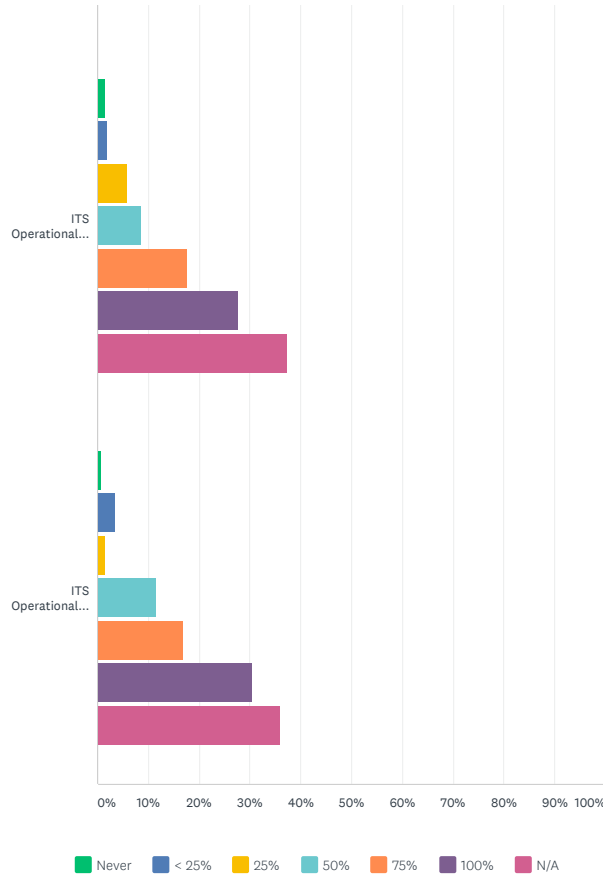




ANSWER CHOICES	RESPONSES	
Services have improved substantially	22.12%	73
Services have improved marginally	20.91%	69
No change in service quality	22.12%	73
Services have declined marginally	0.30%	1
Services have declined substantially	0.61%	2
No opinion	33.94%	112
TOTAL		330

[Comments \(35\)](#)





	NEVER	< 25%	25%	50%	75%	100%	N/A	TOTAL
ITS Operational Outcome 1: Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.	0.30% 1	2.73% 9	2.73% 9	7.88% 26	20.61% 68	34.85% 115	30.91% 102	330
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	0.61% 2	0.91% 3	2.42% 8	7.58% 25	20.00% 66	40.61% 134	27.88% 92	330
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	1.52% 5	4.24% 14	4.24% 14	12.73% 42	17.27% 57	25.45% 84	34.55% 114	330
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	0.91% 3	2.73% 9	3.94% 13	10.00% 33	14.85% 49	26.36% 87	41.21% 136	330
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	1.52% 5	1.82% 6	5.76% 19	8.48% 28	17.58% 58	27.58% 91	37.27% 123	330
ITS Operational Outcome 6: Depend on district	0.61% 2	3.33% 11	1.52% 5	11.52% 38	16.67% 55	30.30% 100	36.06% 119	330

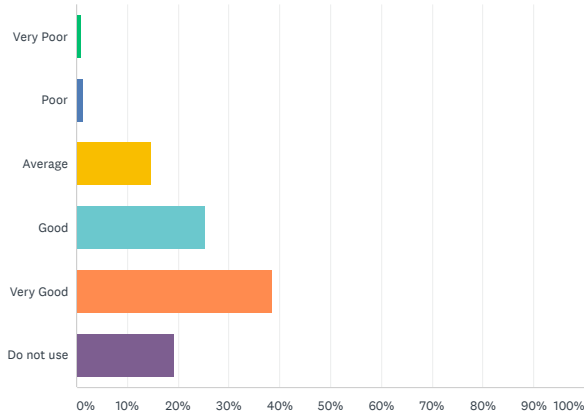


effectiveness in all IT services.

Q19

19. Rank the availability of technical help.

Answered: 327 Skipped: 3



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Very Poor	0.92%	3
Poor	1.22%	4
Average	14.68%	48
Good	25.38%	83
Very Good	38.53%	126
Do not use	19.27%	63
TOTAL		327

Q20

20. Is there anything you would like to share or comment on with regard to technology or support services at AVC?

Answered: 97 Skipped: 233

Overall the services have been great but in some days the wifi service tends to be slower in the bigger buildings such as the Uhazy Building.

5/29/2019 10:42 PM

early morning calls and monday morning calls to ensure a message is received by employers on campus seems to not work so well; maybe more people available for the phones would suffice near the help desk and welcome desk in the student services building

5/29/2019 10:04 PM

I would like quick access to canvas.

5/29/2019 8:50 PM

Many computers are too old or slow to be functional for instructors to use. They often freeze up that take too much time to set up instructional materials.

Q21

Having now completed this survey, if you would like to



SIGN UP FREE



the purposes of the Gift Card drawing only and will be excluded from survey results):

Answered: 232 Skipped: 98

fourcecs@gmail.com 5/29/2019 10:58 PM
cmekhail@avc.edu 5/29/2019 10:42 PM
nrobinson10@avc.edu 5/29/2019 10:04 PM
bniesen1@avc.edu 5/29/2019 8:50 PM

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330 responses