Q1 1. Which best describes your role at AVC?
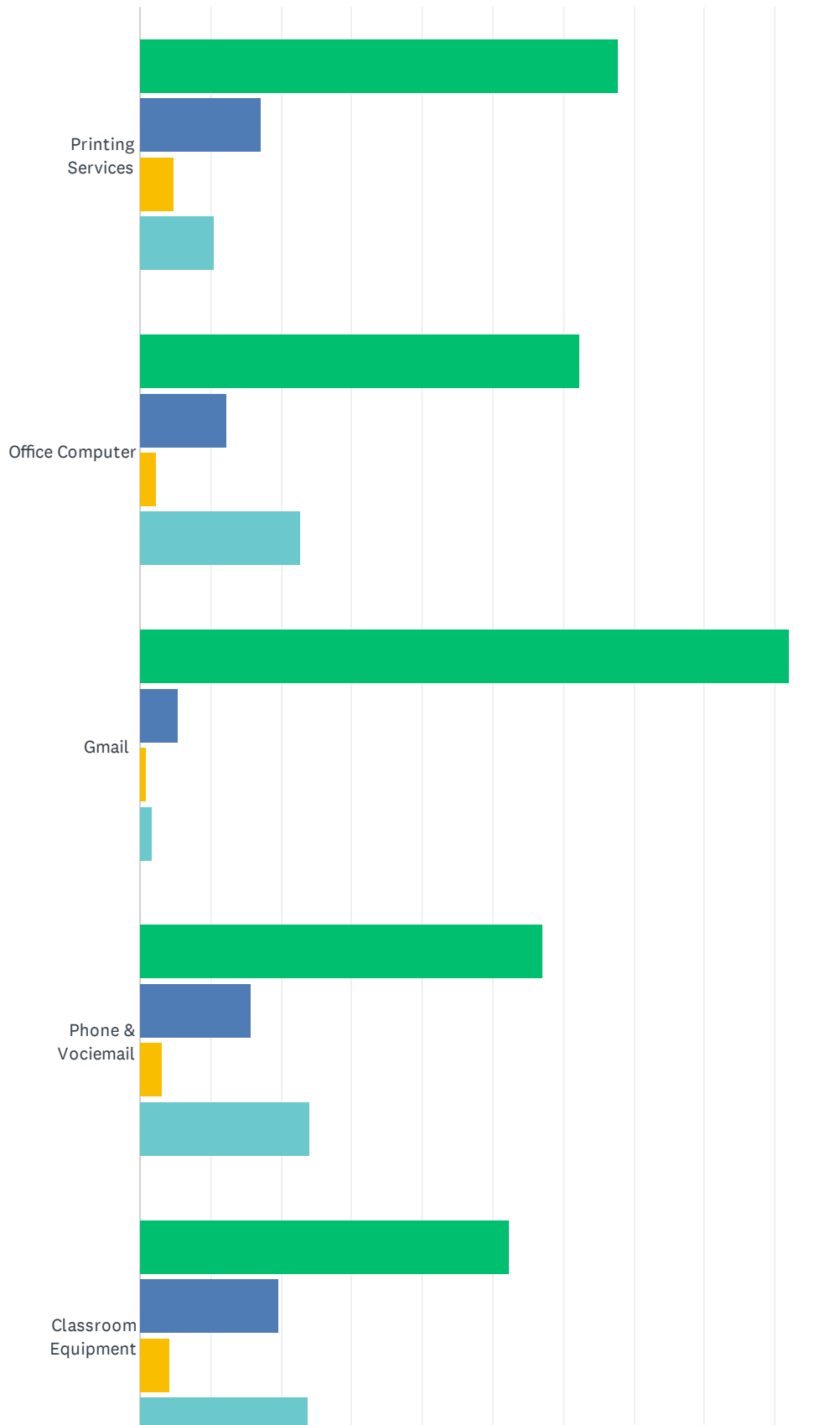
Answered: 562   Skipped: 0
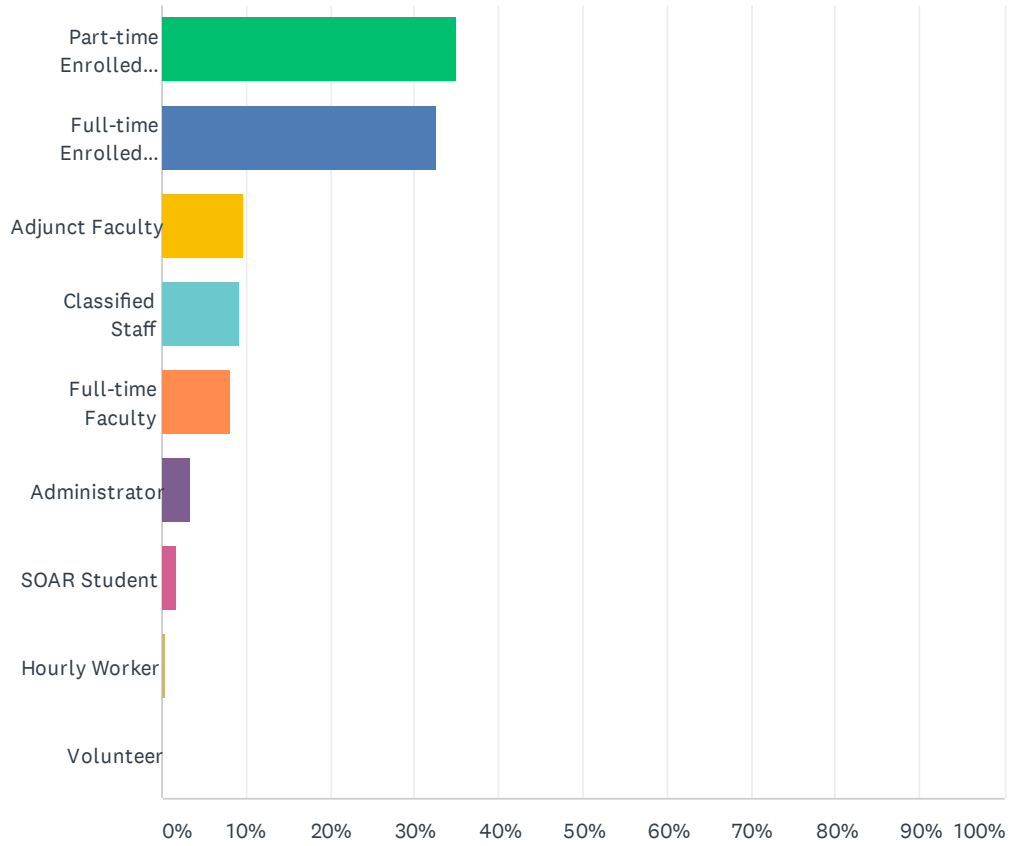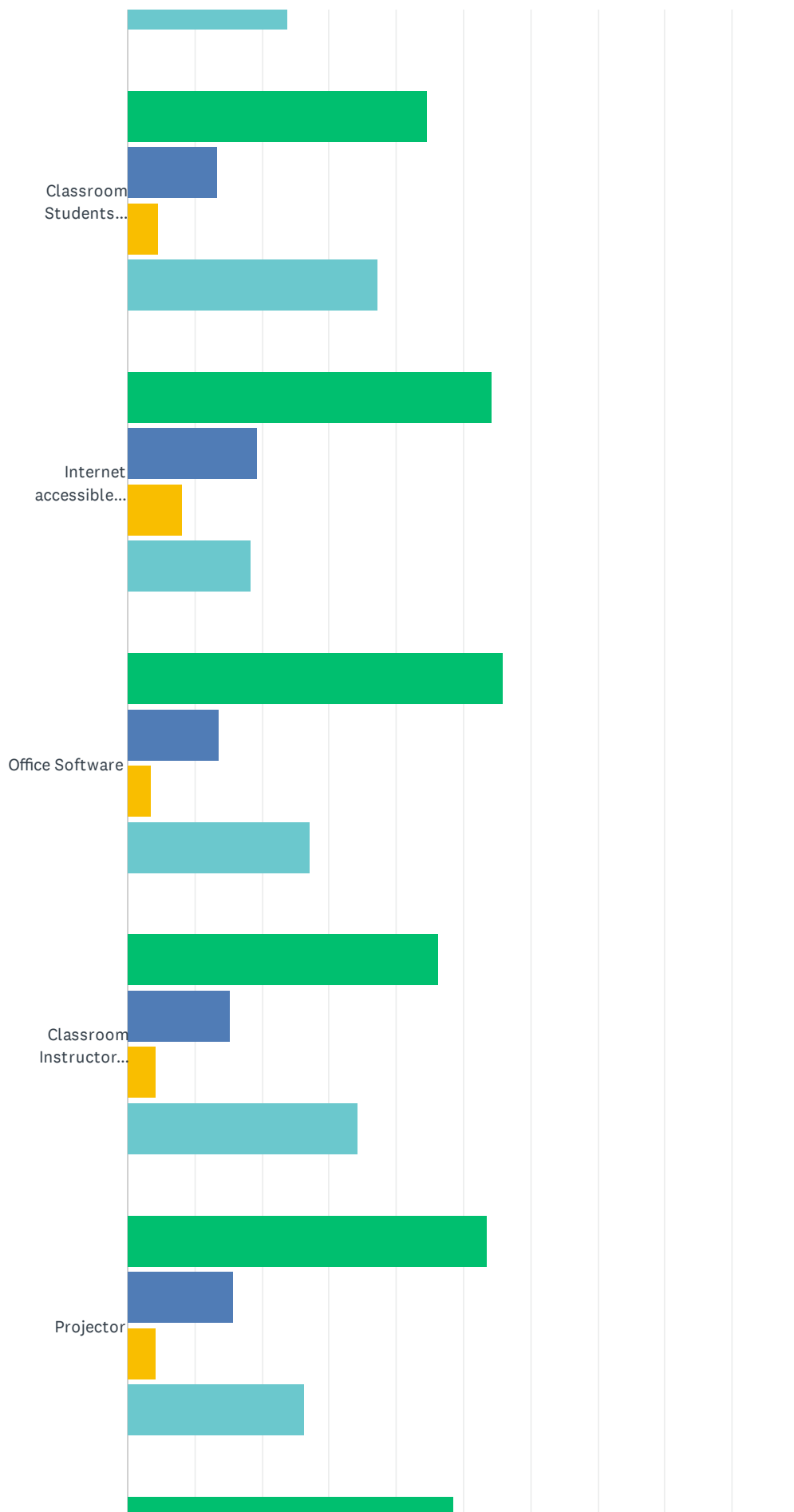

ANSWER CHOICES	RESPONSES	
Part-time Enrolled Student (less than 12 units)	34.88%	196
Full-time Enrolled Student (12 units or more)	32.74%	184
Adjunct Faculty	9.61%	54
Classified Staff	9.25%	52
Full-time Faculty	8.19%	46
Administrator	3.38%	19
SOAR Student	1.60%	9
Hourly Worker	0.36%	2
Volunteer	0.00%	0
TOTAL		562

Q2 2. Does the technology available to you on campus meet your needs?

Answered: 562   Skipped: 0

Information Technology Services (ITS)   Spring 2020 Survey

Classroom
Students...

Internet
accessible...

Office Software

Classroom
Instructor...

Projector
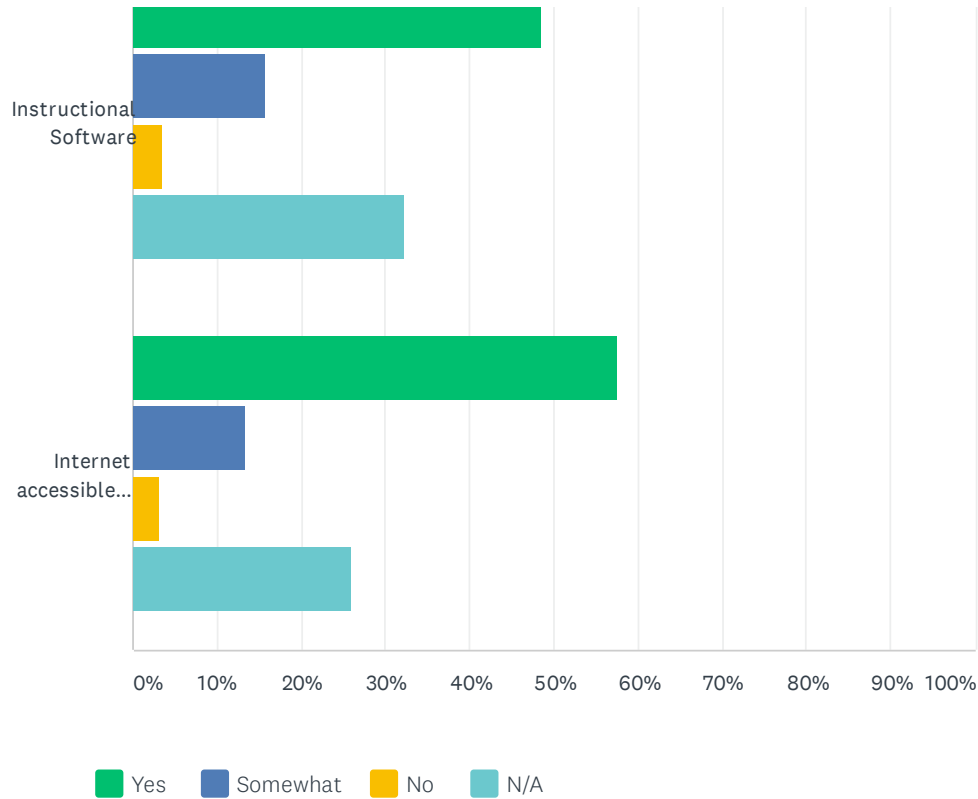
	YES	SOMEWHAT	NO	N/A	TOTAL	WEIGHTED AVERAGE
Printing Services	67.68% 377	17.06% 95	4.85% 27	10.41% 58	557	2.70
Office Computer	62.41% 347	12.41% 69	2.34% 13	22.84% 127	556	2.78
Gmail	92.09% 512	5.40% 30	0.90% 5	1.62% 9	556	2.93
Phone & Vociemail	57.17% 315	15.79% 87	3.09% 17	23.96% 132	551	2.71
Classroom Equipment	52.36% 288	19.64% 108	4.18% 23	23.82% 131	550	2.63
Classroom Students Computer	44.63% 245	13.48% 74	4.55% 25	37.34% 205	549	2.64
Internet accessible services in classrooms/labs	54.10% 297	19.31% 106	8.20% 45	18.40% 101	549	2.56
Office Software	55.84% 306	13.50% 74	3.47% 19	27.19% 149	548	2.72
Classroom Instructor Computer	46.34% 253	15.20% 83	4.21% 23	34.25% 187	546	2.64
Projector	53.58% 292	15.78% 86	4.22% 23	26.42% 144	545	2.67
Instructional Software	48.44% 264	15.78% 86	3.49% 19	32.29% 176	545	2.66
Internet accessible services in office	57.46% 312	13.44% 73	3.13% 17	25.97% 141	543	2.73

Q3 3. If you answered "No" to any of the above areas of technology, please explain the deficiency:

Answered: 114   Skipped: 448
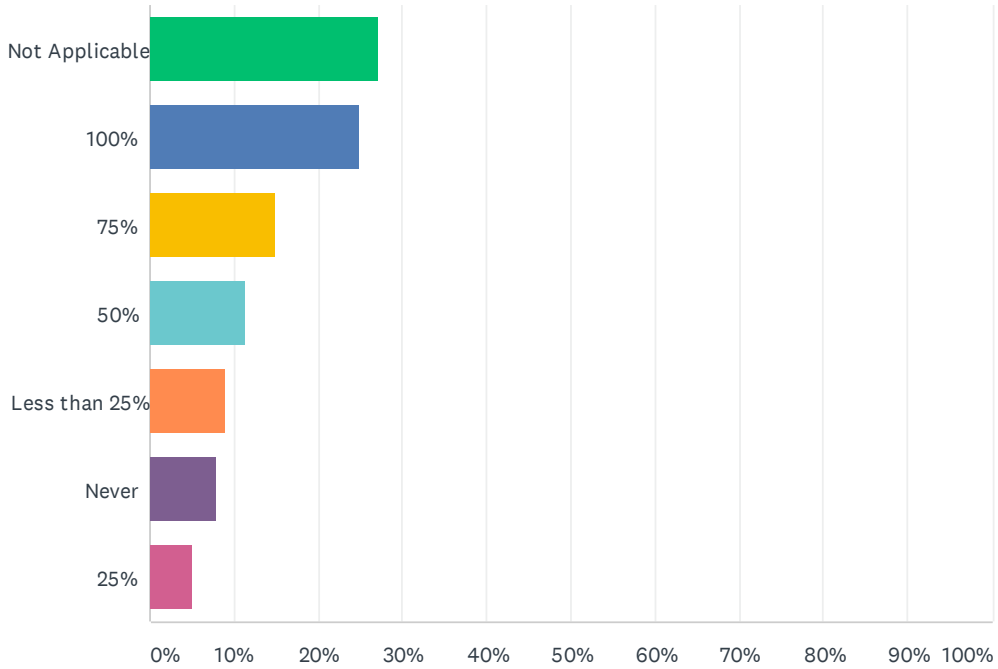
Q4 4. Do you have technical training needs?

Answered: 562   Skipped: 0
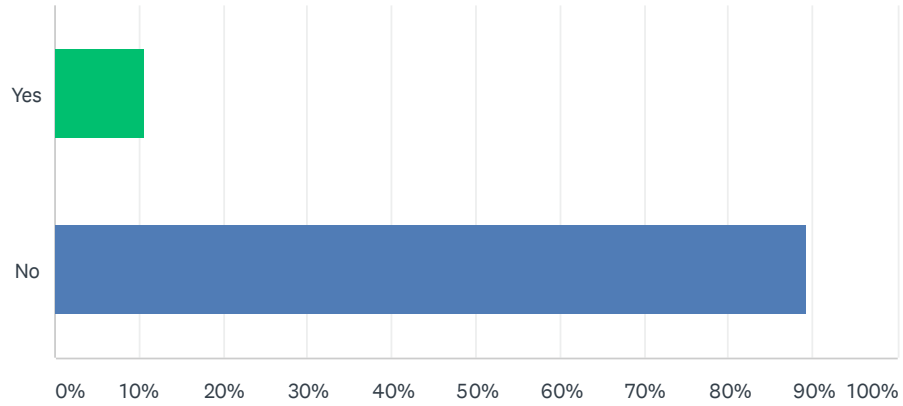
ANSWER CHOICES	RESPONSES	
Yes	10.68%	60
No	89.32%	502
TOTAL		562

Q7 7. How frequently do you have need of a 'Smart Classroom' (i.e., a classroom with instructor's station, projector, internet access, speakers, and multi-media capacity)?
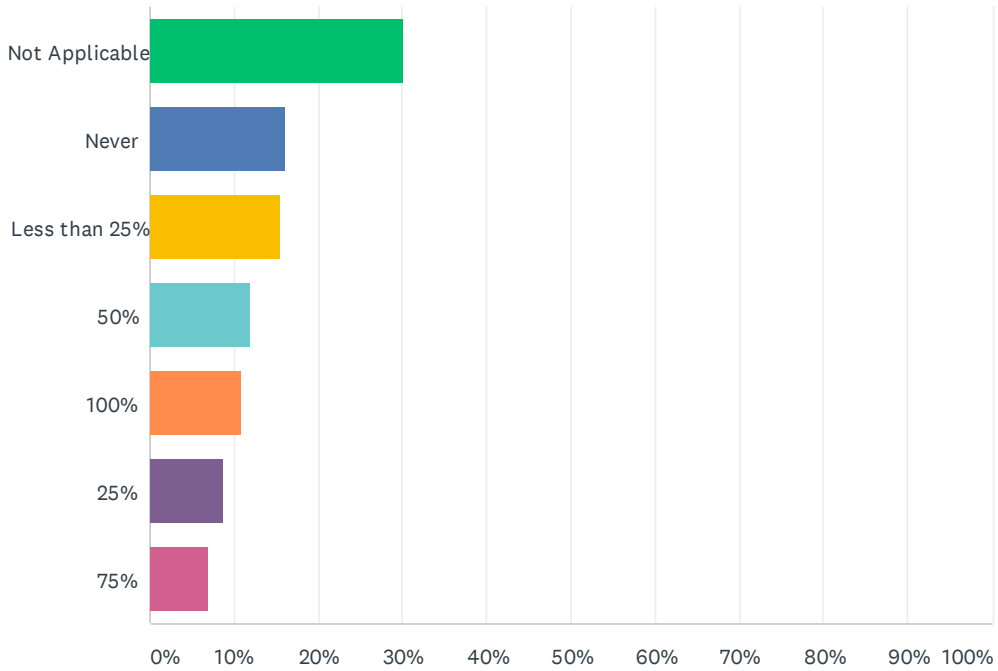
Answered: 562   Skipped: 0

ANSWER CHOICES	RESPONSES	
Not Applicable	27.22%	153
100%	24.91%	140
75%	14.77%	83
50%	11.21%	63
Less than 25%	8.90%	50
Never	8.01%	45
25%	4.98%	28
TOTAL		562

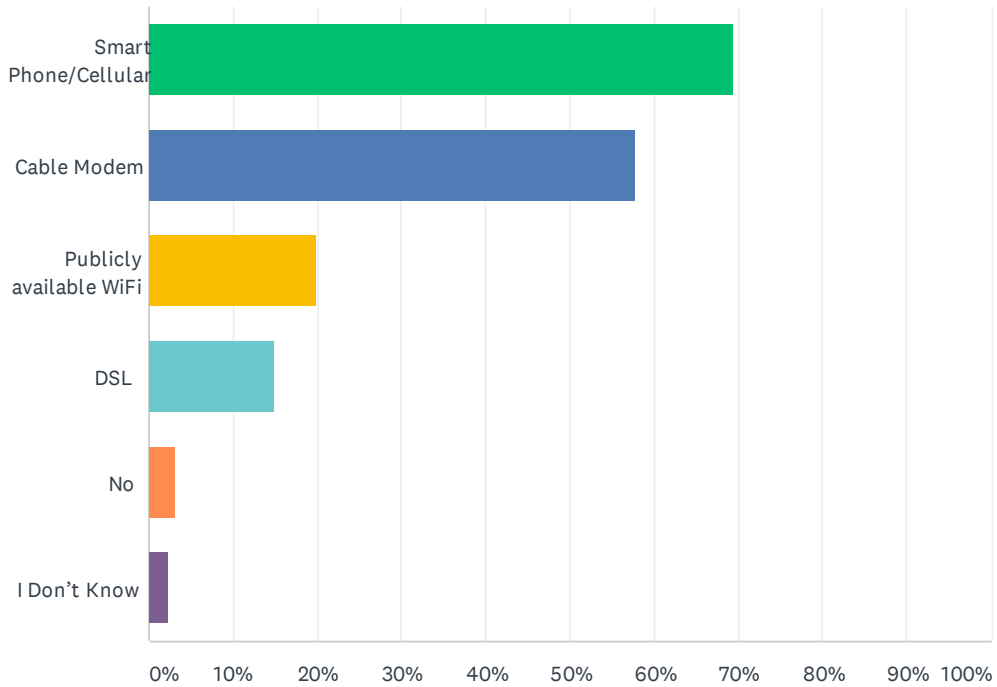# Q8 8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

Answered: 562   Skipped: 0

ANSWER CHOICES	RESPONSES	
Not Applicable	30.07%	169
Never	16.01%	90
Less than 25%	15.48%	87
50%	11.92%	67
100%	10.85%	61
25%	8.72%	49
75%	6.94%	39
TOTAL		562

Q9 9. Do you have internet access off campus? (please check all that apply):

Answered: 562   Skipped: 0

ANSWER CHOICES	RESPONSES	
Smart Phone/Cellular	69.40%	390
Cable Modem	57.65%	324
Publicly available WiFi	19.93%	112
DSL	14.77%	83
No	3.20%	18
I Don't Know	2.31%	13
Total Respondents: 562		

Q10 What personal computing devices do you bring to campus? (check all that apply)?
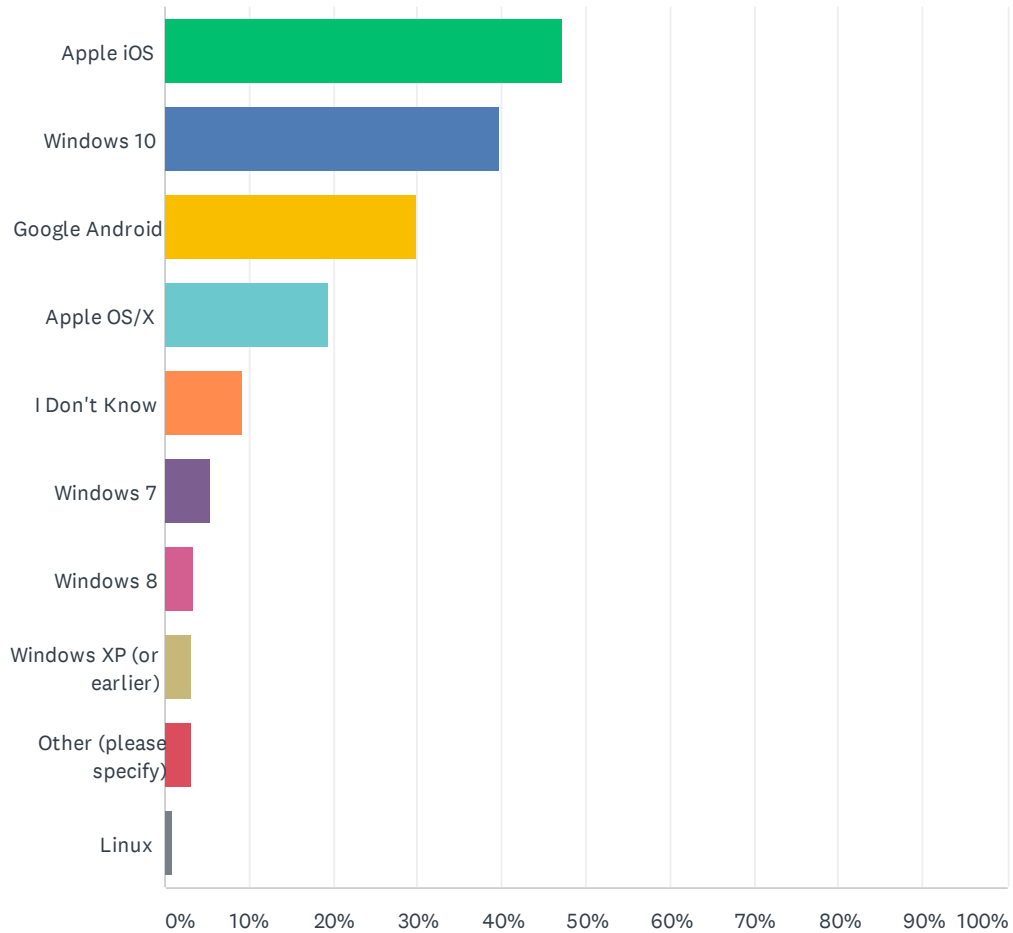
Answered: 555   Skipped: 7
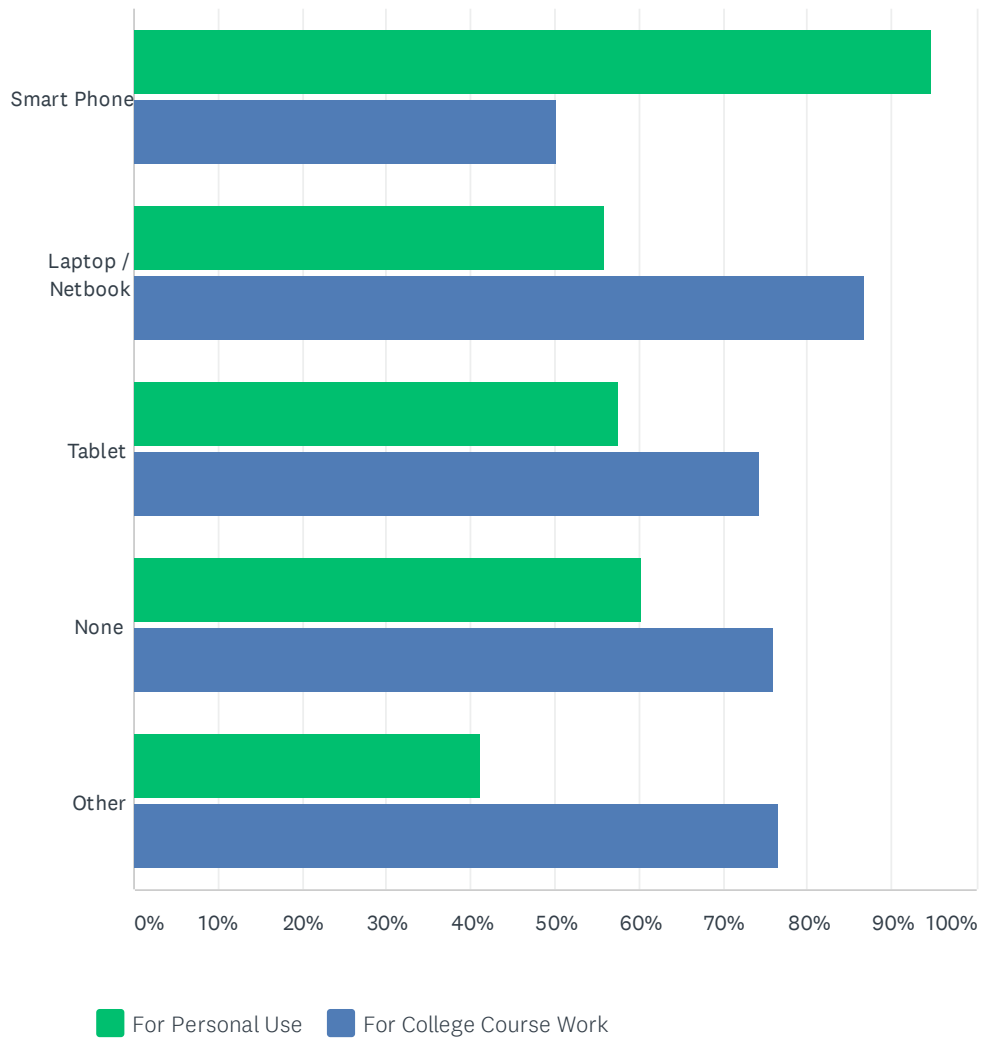
	FOR PERSONAL USE	FOR COLLEGE COURSE WORK	TOTAL RESPONDENTS
Smart Phone	94.76% 488	50.29% 259	515
Laptop / Netbook	55.92% 170	86.84% 264	304
Tablet	57.43% 85	74.32% 110	148
None	60.34% 35	75.86% 44	58
Other	41.18% 7	76.47% 13	17

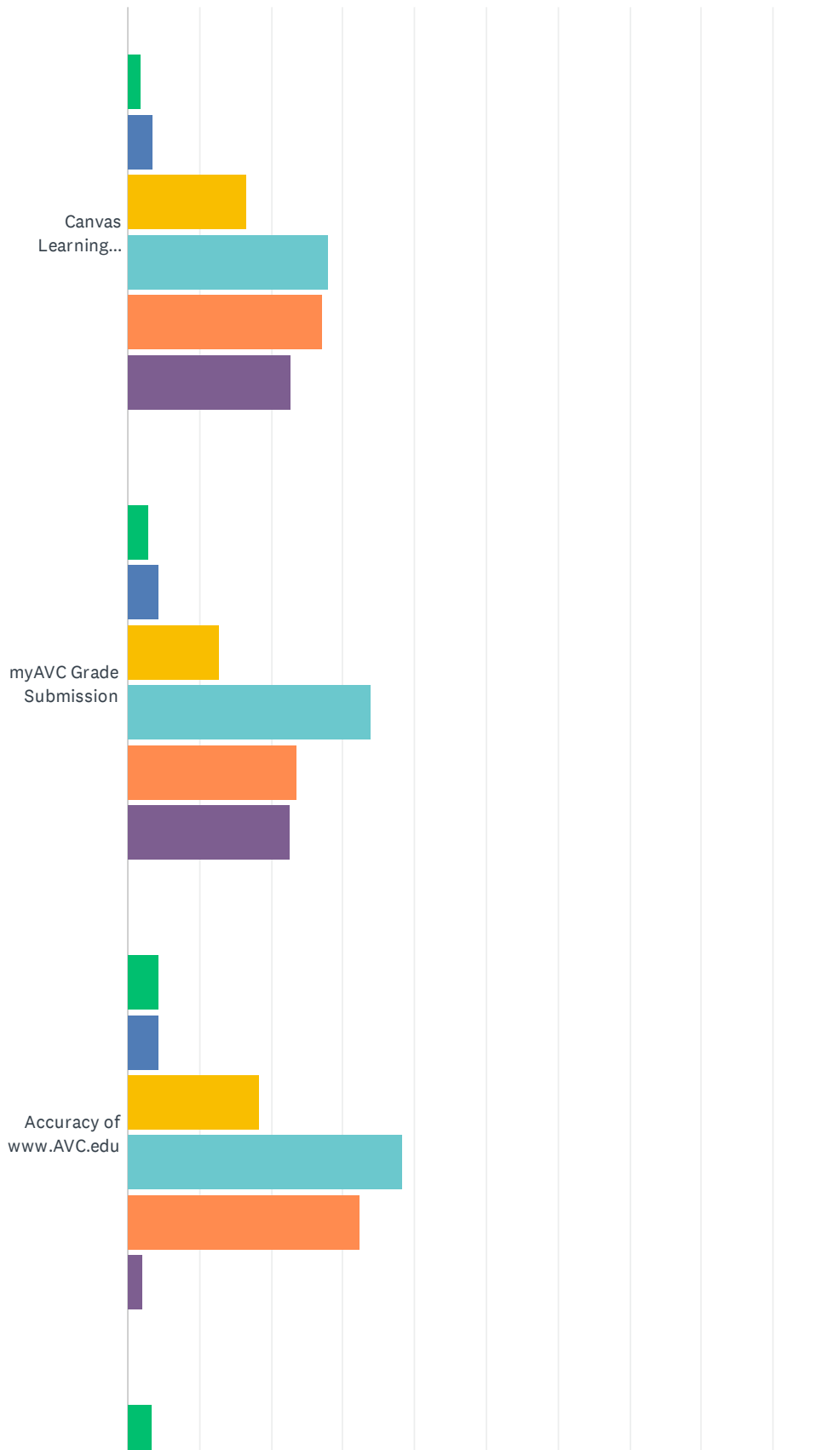# Q11 11. With regard to your personal devices, what operating systems do they use (check all that apply)?

Answered: 553   Skipped: 9

ANSWER CHOICES	RESPONSES	
Apple iOS	47.38%	262
Windows 10	39.78%	220
Google Android	29.84%	165
Apple OS/X	19.53%	108
I Don't Know	9.22%	51
Windows 7	5.42%	30
Windows 8	3.25%	18
Windows XP (or earlier)	3.07%	17
Other (please specify)	3.07%	17
Linux	0.90%	5
Total Respondents: 553		

Q12 12. Please rate the following services:

Answered: 562   Skipped: 0

Canvas
Learning...

myAVC Grade
Submission

Accuracy of
www.AVC.edu

Information Technology Services (ITS) Spring 2020 Survey

Usefulness of content on...

Usability of www.AVC.edu

myAVC Group Pages

myAVC Course Pages

Information Technology Services (ITS)   Spring 2020 Survey

Legend:
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied
- N/A (I Don't Use This Service)

Categories (y-axis):
- ITS / IMC Help Desk x6535 o...
- Helpdesk.avc.edu or...
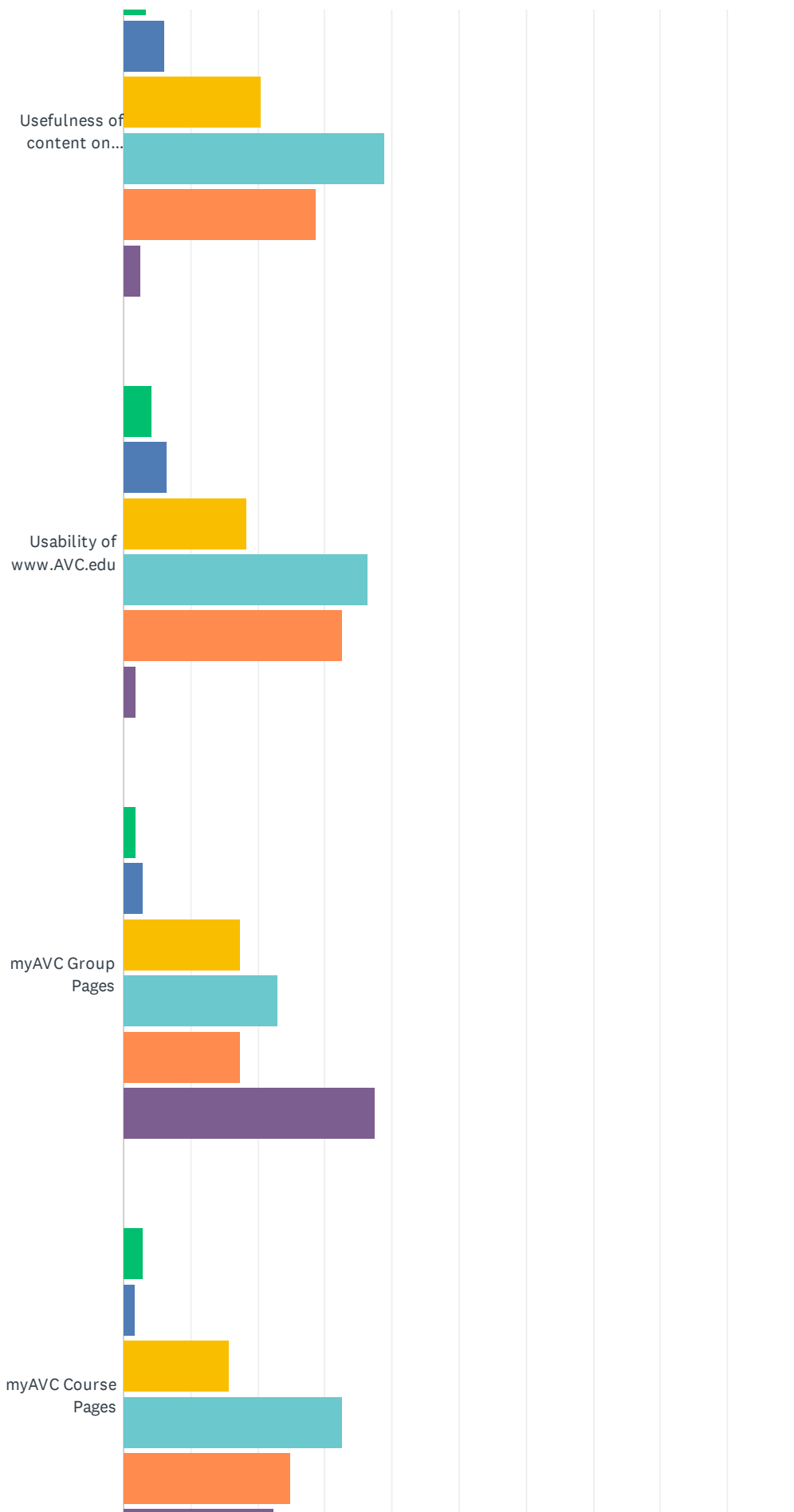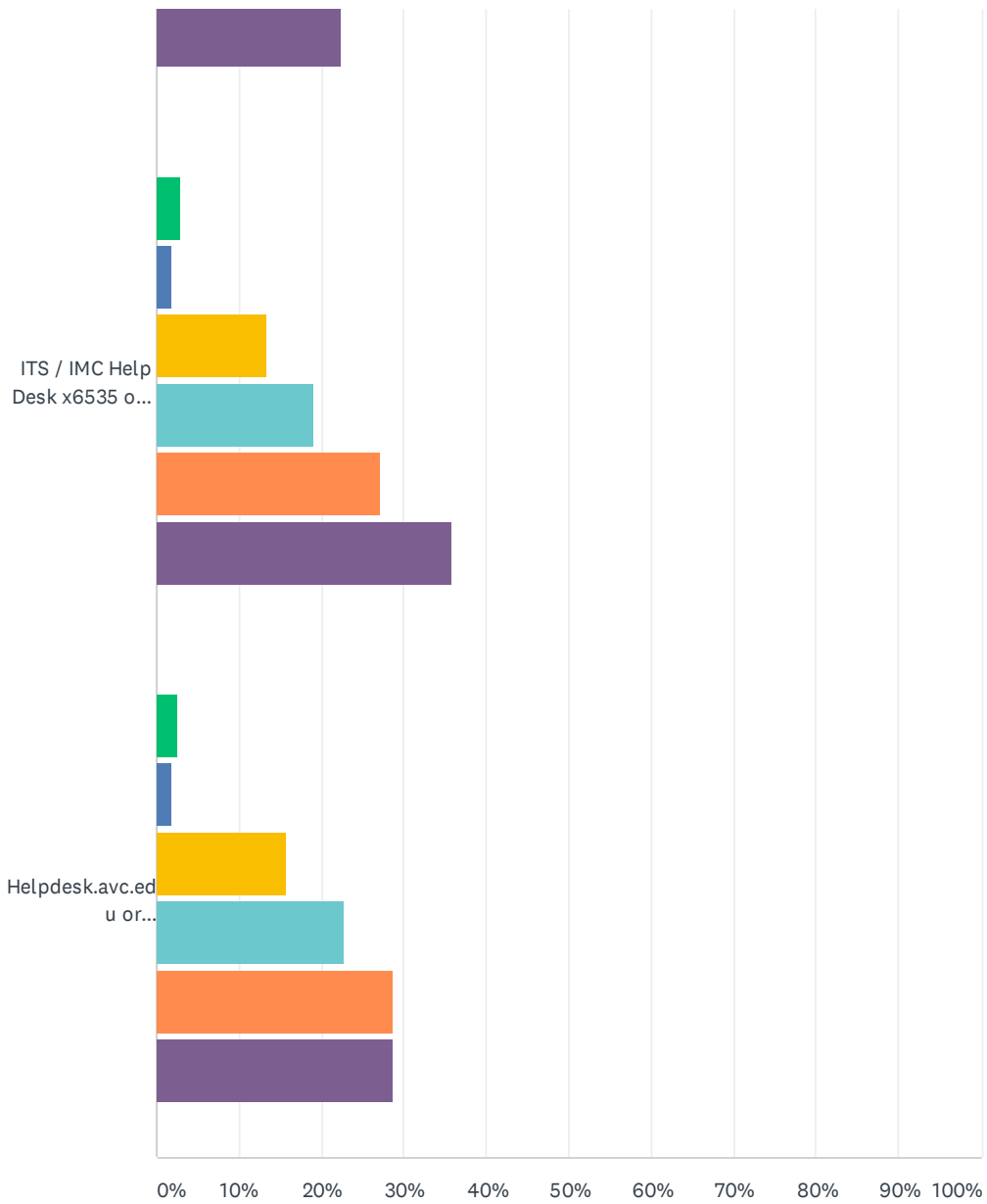
Information Technology Services (ITS)   Spring 2020 Survey

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A (I DON'T USE THIS SERVICE)	TOTAL	WEIGHTED AVERAGE
Canvas Learning Management System	1.79% 10	3.57% 20	16.61% 93	28.04% 157	27.14% 152	22.86% 128	560	3.97
myAVC Grade Submission	2.86% 16	4.47% 25	12.70% 71	33.81% 189	23.61% 132	22.54% 126	559	3.91
Accuracy of www.AVC.edu	4.47% 25	4.29% 24	18.43% 103	38.28% 214	32.38% 181	2.15% 12	559	3.92
Usefulness of content on www.AVC.edu	3.40% 19	6.08% 34	20.57% 115	38.82% 217	28.62% 160	2.50% 14	559	3.85
Usability of www.AVC.edu	4.13% 23	6.46% 36	18.31% 102	36.45% 203	32.68% 182	1.97% 11	557	3.89
myAVC Group Pages	1.98% 11	2.88% 16	17.45% 97	23.02% 128	17.27% 96	37.41% 208	556	3.81
myAVC Course Pages	2.88% 16	1.62% 9	15.65% 87	32.73% 182	24.82% 138	22.30% 124	556	3.97
ITS / IMC Help Desk x6535 or x6605	2.88% 16	1.80% 10	13.31% 74	19.06% 106	27.16% 151	35.79% 199	556	4.03
Helpdesk.avc.edu or help@avc.edu	2.52% 14	1.80% 10	15.68% 87	22.70% 126	28.65% 159	28.65% 159	555	4.03

Q13 13. How do you use the college's computers (select all that apply)?

Answered: 562   Skipped: 0
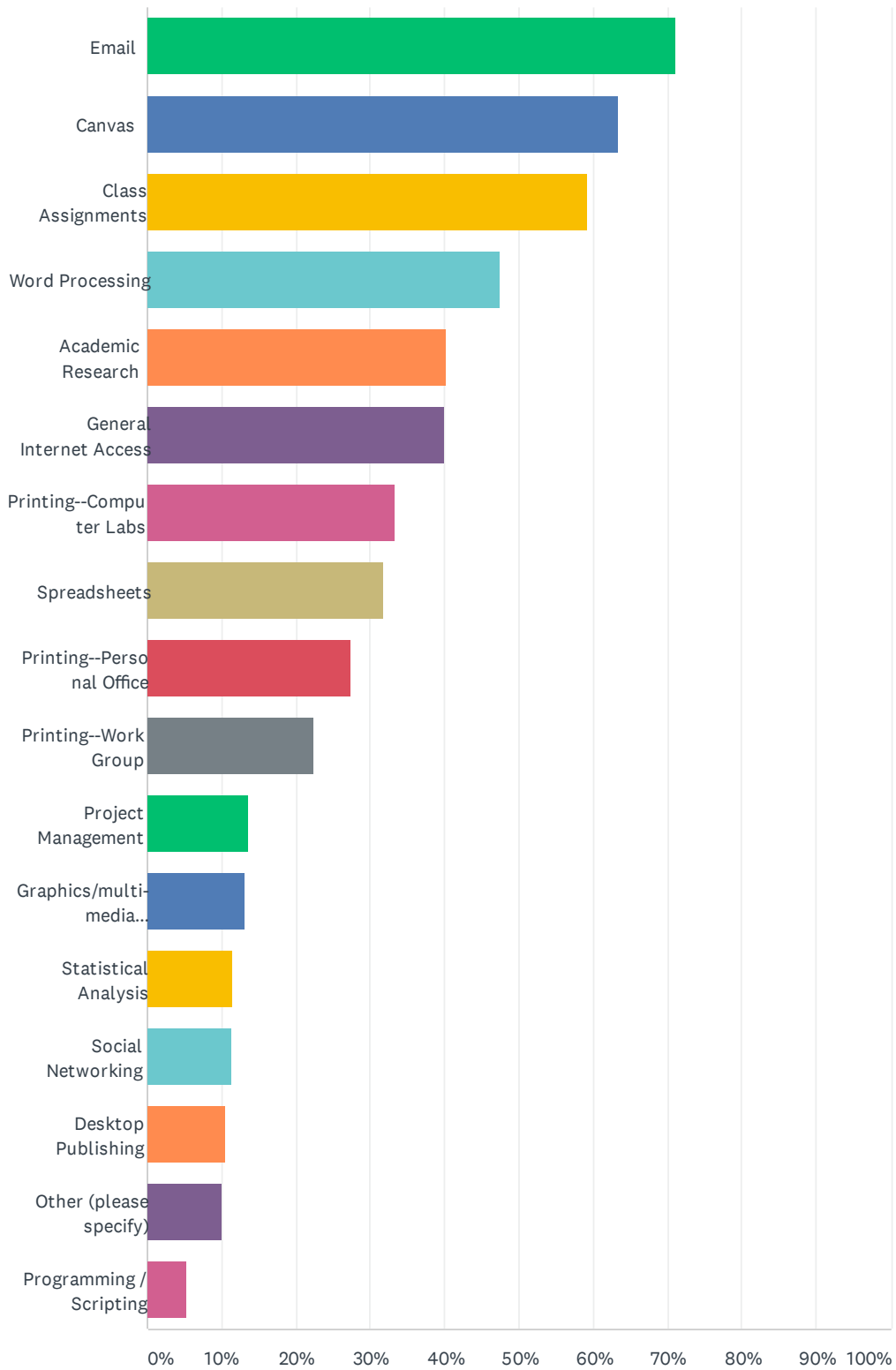
Information Technology Services (ITS)   Spring 2020 Survey

ANSWER CHOICES	RESPONSES	
Email	71.17%	400
Canvas	63.35%	356
Class Assignments	59.25%	333
Word Processing	47.51%	267
Academic Research	40.21%	226
General Internet Access	40.04%	225
Printing--Computer Labs	33.27%	187
Spreadsheets	31.85%	179
Printing--Personal Office	27.40%	154
Printing--Work Group	22.42%	126
Project Management	13.52%	76
Graphics/multi-media development	13.17%	74
Statistical Analysis	11.57%	65
Social Networking	11.39%	64
Desktop Publishing	10.50%	59
Other (please specify)	10.14%	57
Programming / Scripting	5.16%	29
Total Respondents: 562		

ANSWER CHOICES	RESPONSES	

Q14 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?
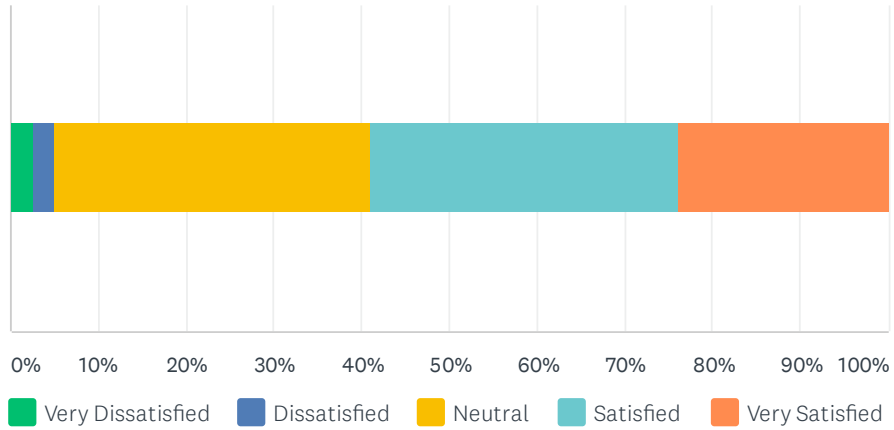
Answered: 562   Skipped: 0
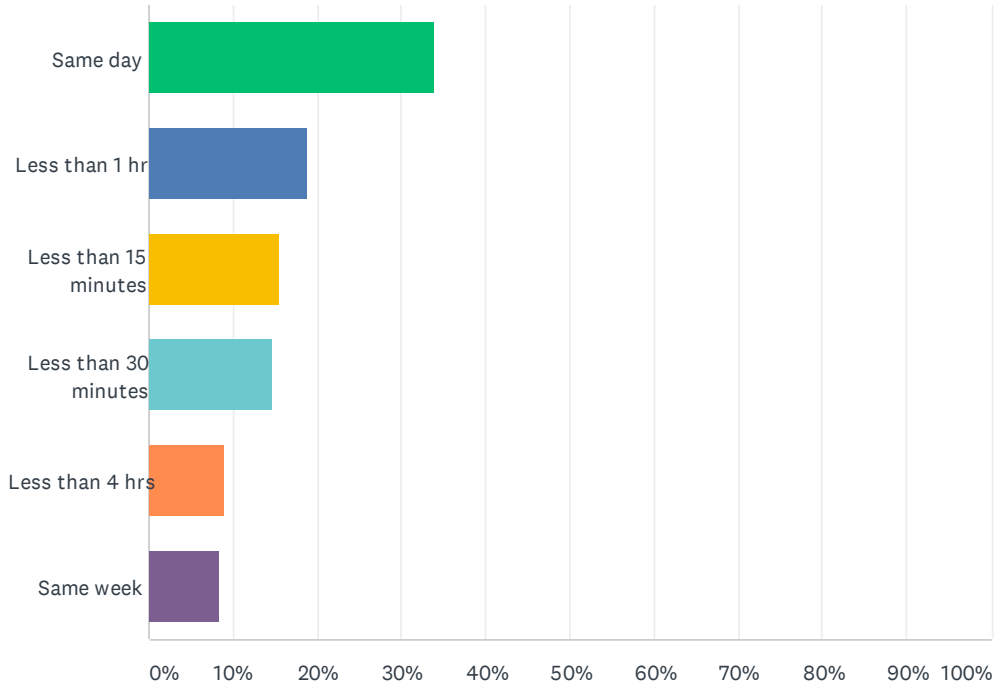
ANSWER CHOICES	RESPONSES	
Same day	33.81%	190
Less than 1 hr	18.86%	106
Less than 15 minutes	15.48%	87
Less than 30 minutes	14.59%	82
Less than 4 hrs	8.90%	50
Same week	8.36%	47
TOTAL		562

Information Technology Services (ITS)   Spring 2020 Survey

Q15 16. What is your overall satisfaction with services from ITS?

Answered: 562   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Dissatisfied	2.67%	15
Dissatisfied	2.31%	13
Neutral	35.94%	202
Satisfied	35.23%	198
Very Satisfied	23.84%	134
TOTAL		562

Q16 17. With regard to overall services delivered by ITS, would you say:
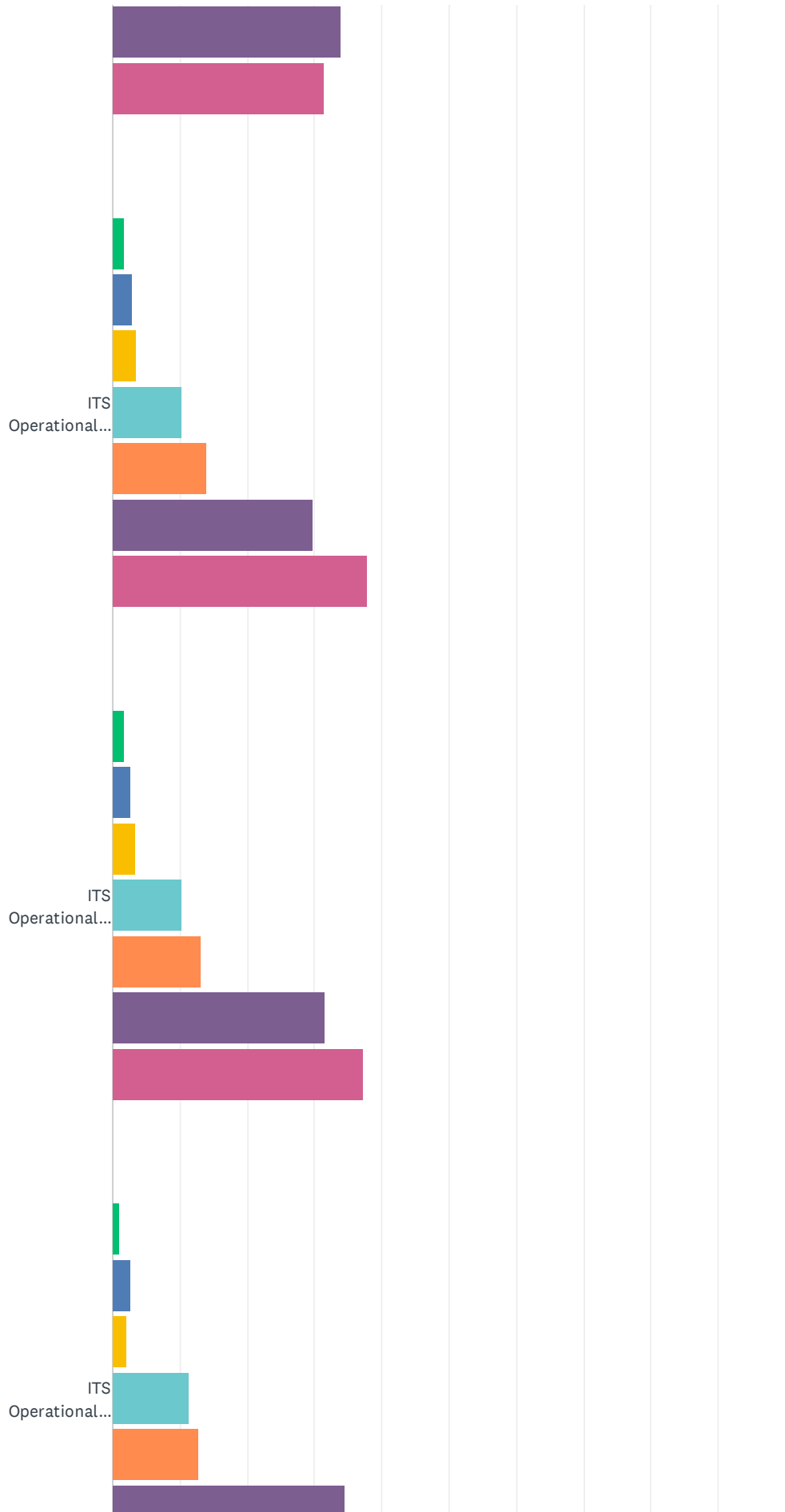
Answered: 562   Skipped: 0
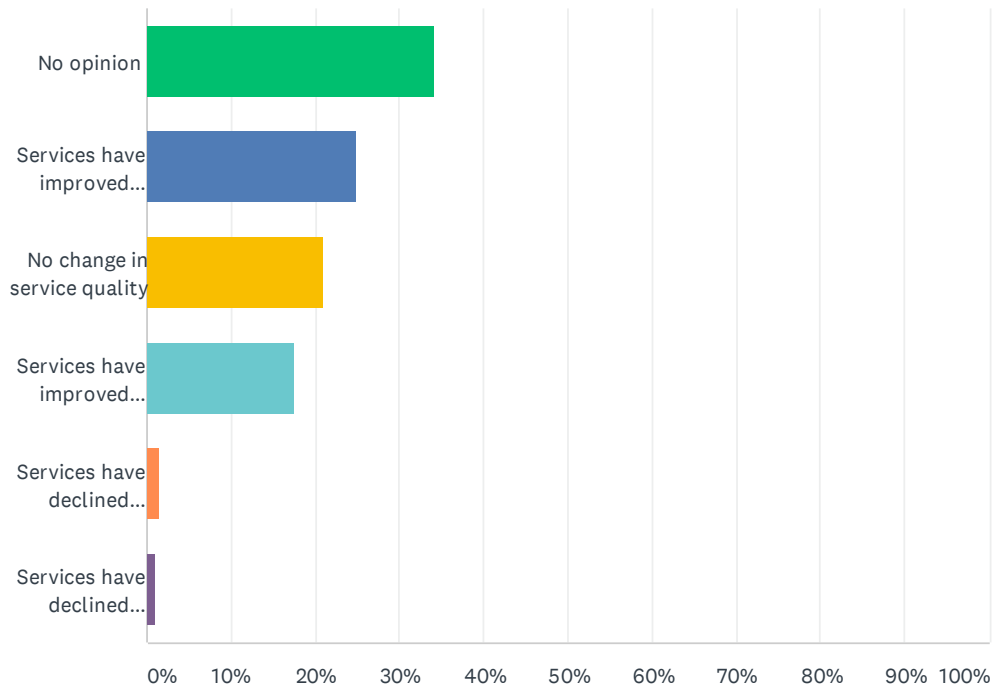
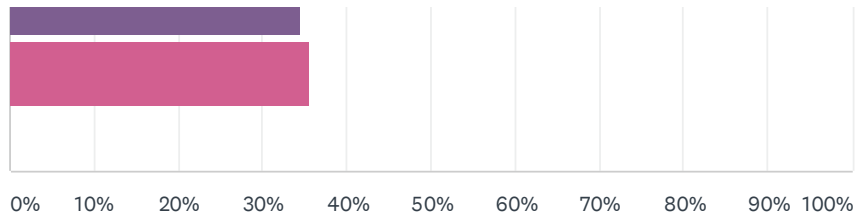| ANSWER CHOICES	RESPONSES	
No opinion	34.16%	192
Services have improved substantially	24.91%	140
No change in service quality	20.82%	117
Services have improved marginally	17.62%	99
Services have declined marginally	1.42%	8
Services have declined substantially	1.07%	6
TOTAL		562

Q17 18. Please estimate the percent of which you feel ITS is meeting the following goals:

Answered: 562   Skipped: 0

ITS
Operational…

ITS
Operational…

ITS
Operational…

Information Technology Services (ITS)   Spring 2020 Survey

```
0%  10%  20%  30%  40%  50%  60%  70%  80%  90% 100%
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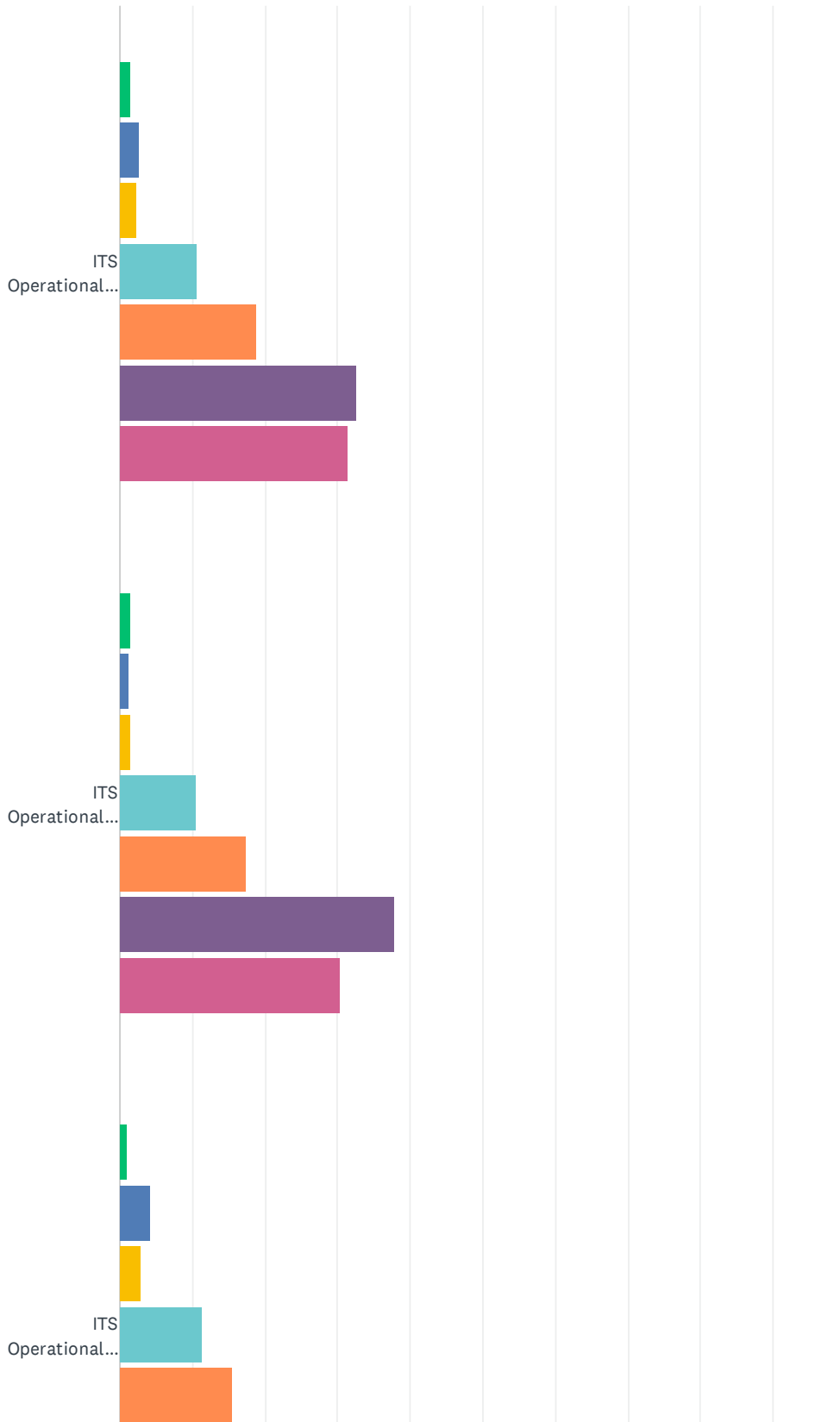
🟩 Never   🟦 < 25%   🟨 25%   🟦 50%   🟧 75%   🟪 100%   🟥 N/A

	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.	1.42% 8	2.67% 15	2.31% 13	10.68% 60	18.86% 106	32.74% 184	31.32% 176	562
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	1.42% 8	1.25% 7	1.42% 8	10.50% 59	17.26% 97	37.90% 213	30.25% 170	562
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	1.07% 6	4.09% 23	2.85% 16	11.39% 64	15.48% 87	33.81% 190	31.32% 176	562
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	1.60% 9	2.85% 16	3.56% 20	10.32% 58	14.06% 79	29.72% 167	37.90% 213	562
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	1.60% 9	2.67% 15	3.38% 19	10.32% 58	13.17% 74	31.67% 178	37.19% 209	562
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	1.07% 6	2.67% 15	2.14% 12	11.21% 63	12.81% 72	34.52% 194	35.59% 200	562

Q18 19. Rank the availability of technical help.

Answered: 557   Skipped: 5
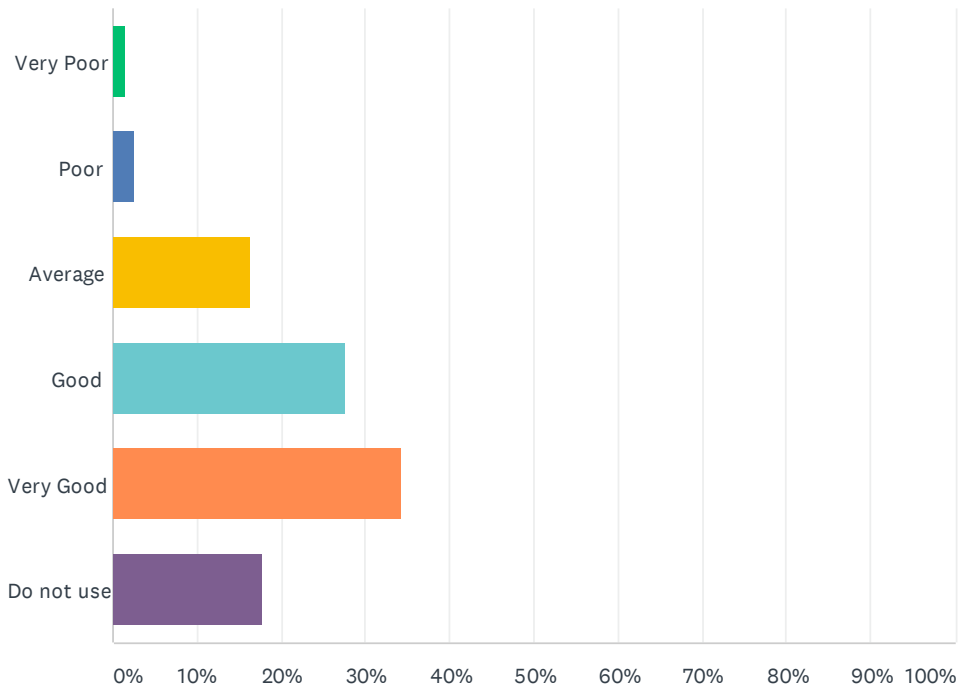
ANSWER CHOICES	RESPONSES	
Very Poor	1.44%	8
Poor	2.51%	14
Average	16.34%	91
Good	27.65%	154
Very Good	34.29%	191
Do not use	17.77%	99
TOTAL		557

Q19 20. Is there anything you would like to share or comment on with regard to technology or support services at AVC?

Answered: 156   Skipped: 406