Q1 1. Which best describes your role at AVC?

Answered: 374   Skipped: 0
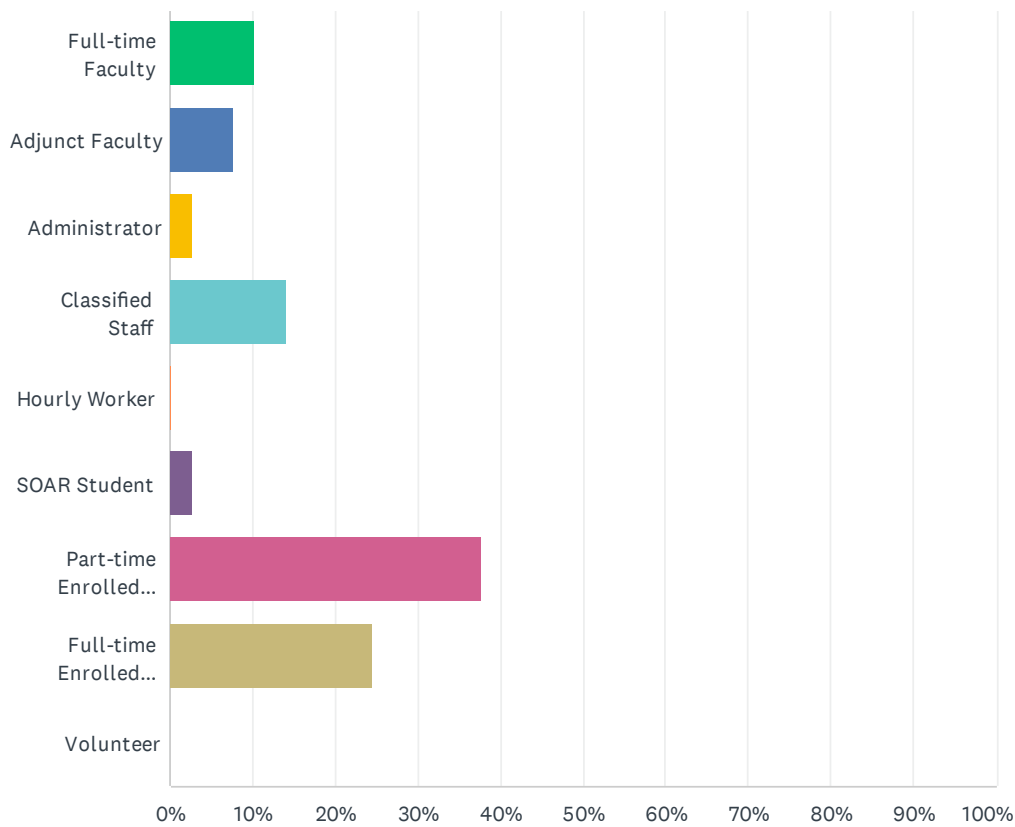

ANSWER CHOICES	RESPONSES	
Full-time Faculty	10.16%	38
Adjunct Faculty	7.75%	29
Administrator	2.67%	10
Classified Staff	14.17%	53
Hourly Worker	0.27%	1
SOAR Student	2.67%	10
Part-time Enrolled Student (less than 12 units)	37.70%	141
Full-time Enrolled Student (12 units or more)	24.60%	92
Volunteer	0.00%	0
TOTAL		374

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

Answered: 374   Skipped: 0
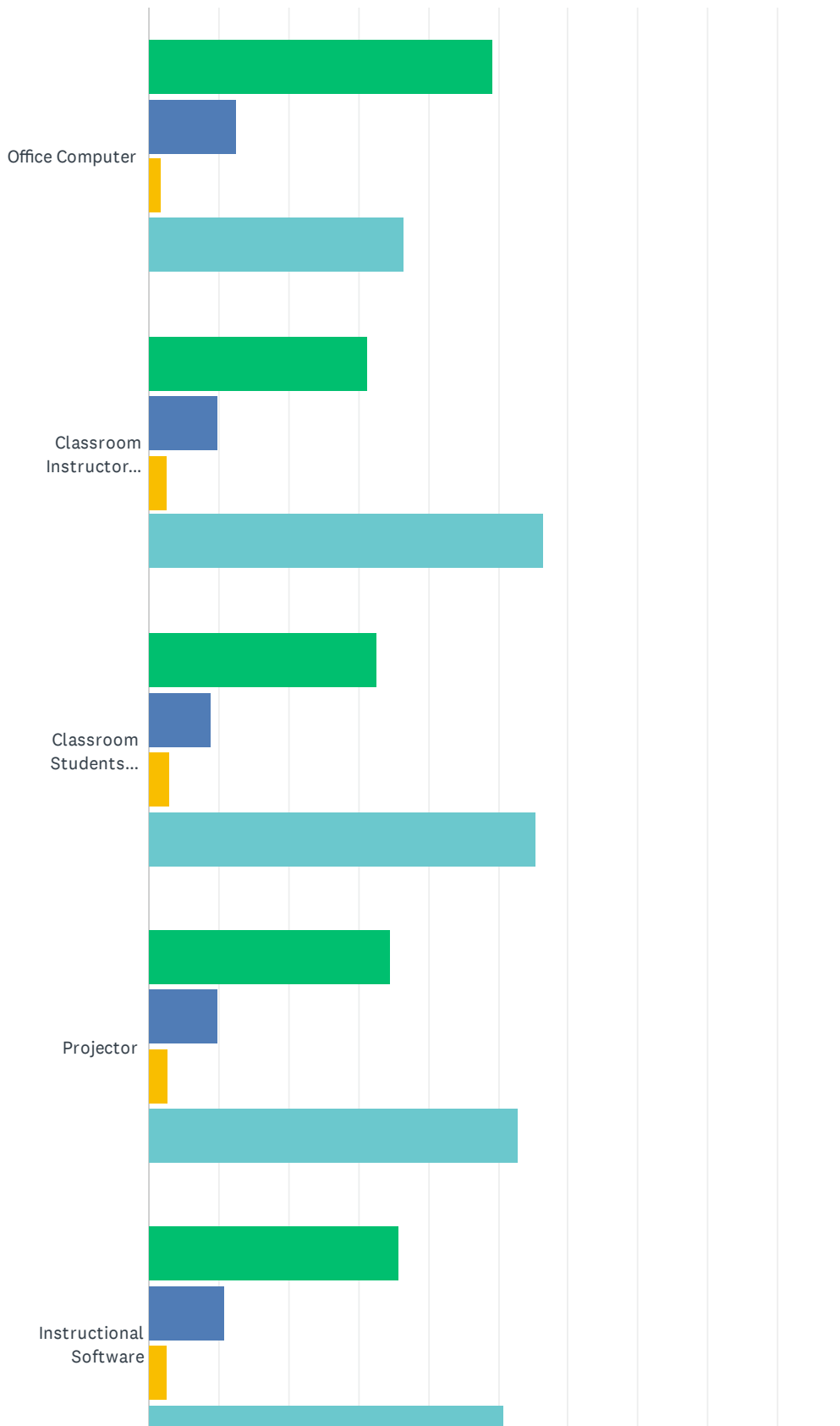
AVC Information Technology Services (ITS) Spring 2021 Survey

Office Software

Classroom Equipment

Internet accessible…

Internet accessible…

Gmail
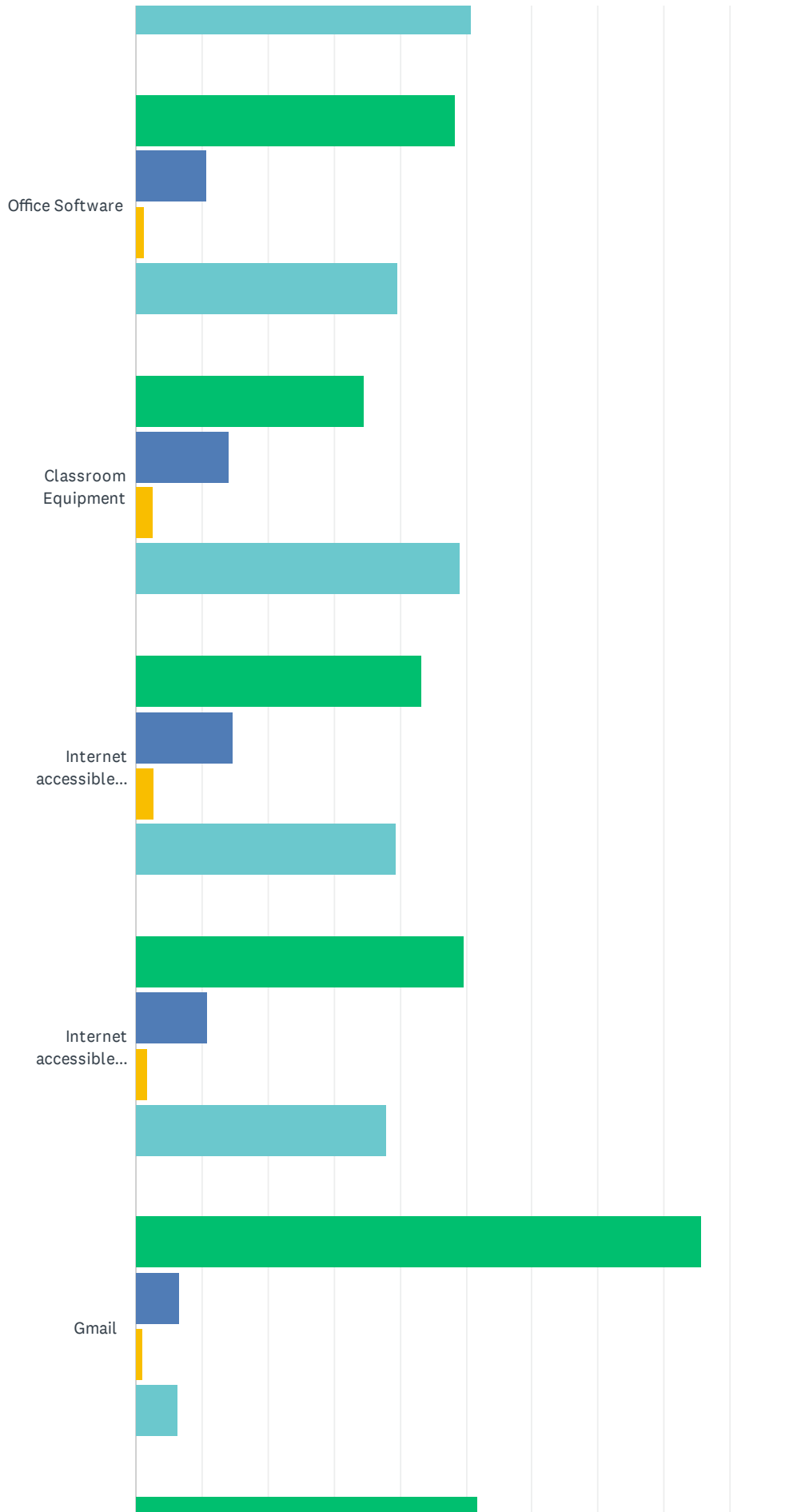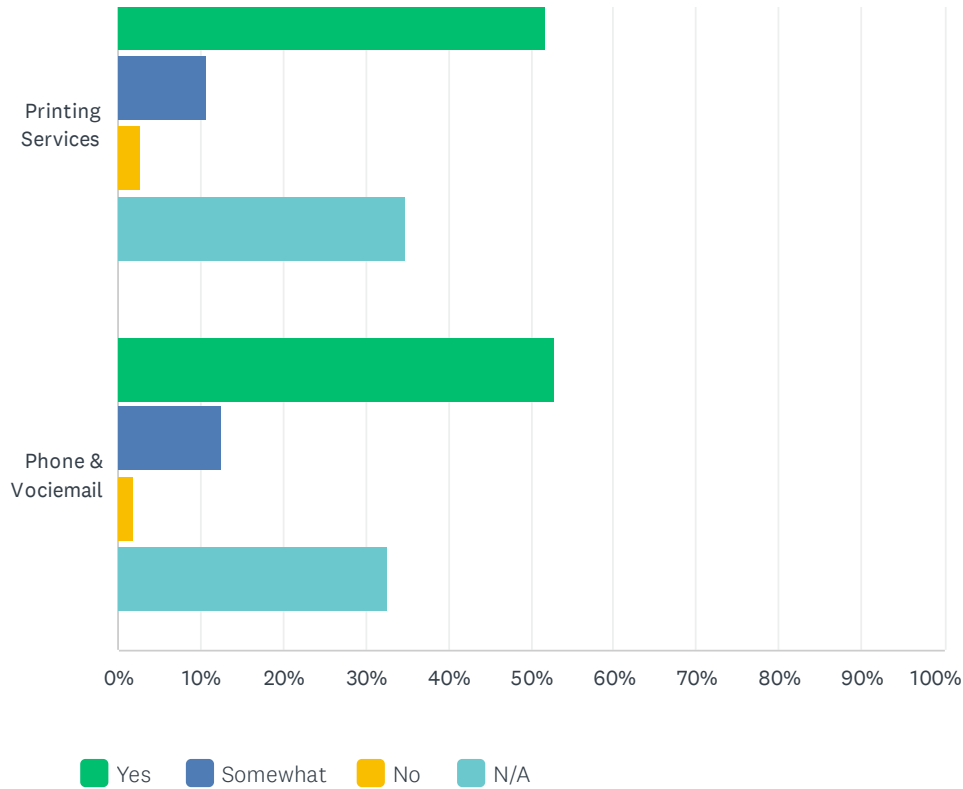
	YES	SOMEWHAT	NO	N/A	TOTAL	WEIGHTED AVERAGE
Office Computer	49.33% 183	12.67% 47	1.62% 6	36.39% 135	371	2.75
Classroom Instructor Computer	31.34% 115	9.81% 36	2.45% 9	56.40% 207	367	2.66
Classroom Students Computer	32.61% 120	8.97% 33	2.99% 11	55.43% 204	368	2.66
Projector	34.60% 127	9.81% 36	2.72% 10	52.86% 194	367	2.68
Instructional Software	35.89% 131	10.96% 40	2.47% 9	50.68% 185	365	2.68
Office Software	48.35% 176	10.71% 39	1.37% 5	39.56% 144	364	2.78
Classroom Equipment	34.52% 126	13.97% 51	2.47% 9	49.04% 179	365	2.63
Internet accessible services in classrooms/labs	43.21% 159	14.67% 54	2.72% 10	39.40% 145	368	2.67
Internet accessible services in office	49.59% 182	10.90% 40	1.63% 6	37.87% 139	367	2.77
Gmail	85.79% 320	6.70% 25	1.07% 4	6.43% 24	373	2.91
Printing Services	51.74% 193	10.72% 40	2.68% 10	34.85% 130	373	2.75
Phone & Vociemail	52.82% 197	12.60% 47	1.88% 7	32.71% 122	373	2.76

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

Answered: 64   Skipped: 310

## Q4 4. Do you have technical training needs?

Answered: 374   Skipped: 0
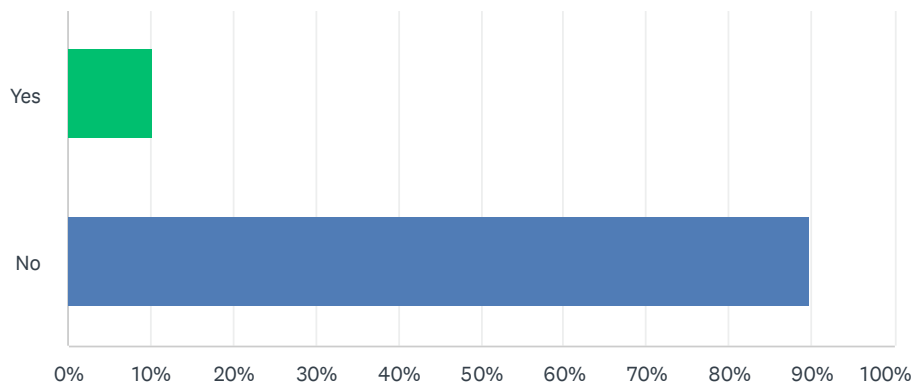
ANSWER CHOICES	RESPONSES	
Yes	10.16%	38
No	89.84%	336
TOTAL		374

Q5 5. If you answered "Yes" to having technical training needs, please explain your needs.

Answered: 46   Skipped: 328

Q6 Are you aware of the link in myAVC to the Vision Resources Center for access to Lynda.com and other professional development resources?
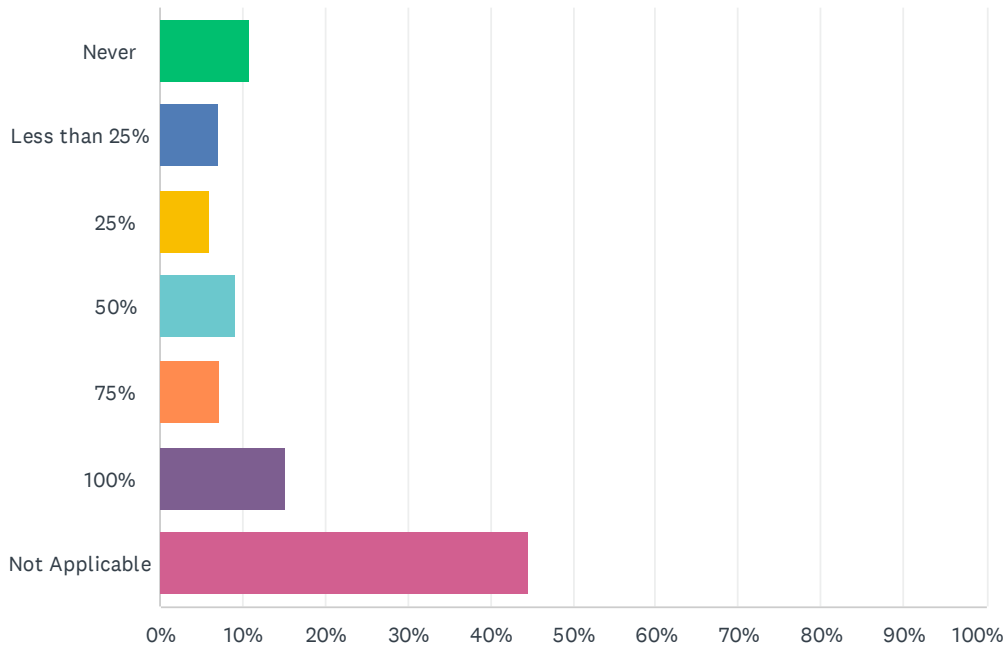
Answered: 374   Skipped: 0
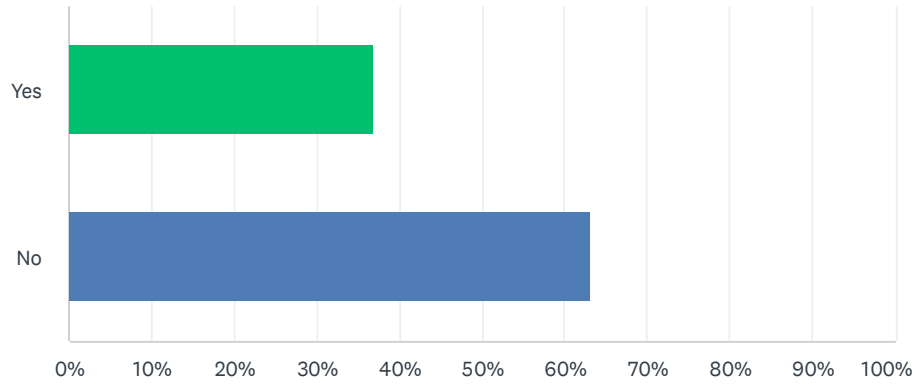
ANSWER CHOICES	RESPONSES	
Yes	36.90%	138
No	63.10%	236
TOTAL		374

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)?
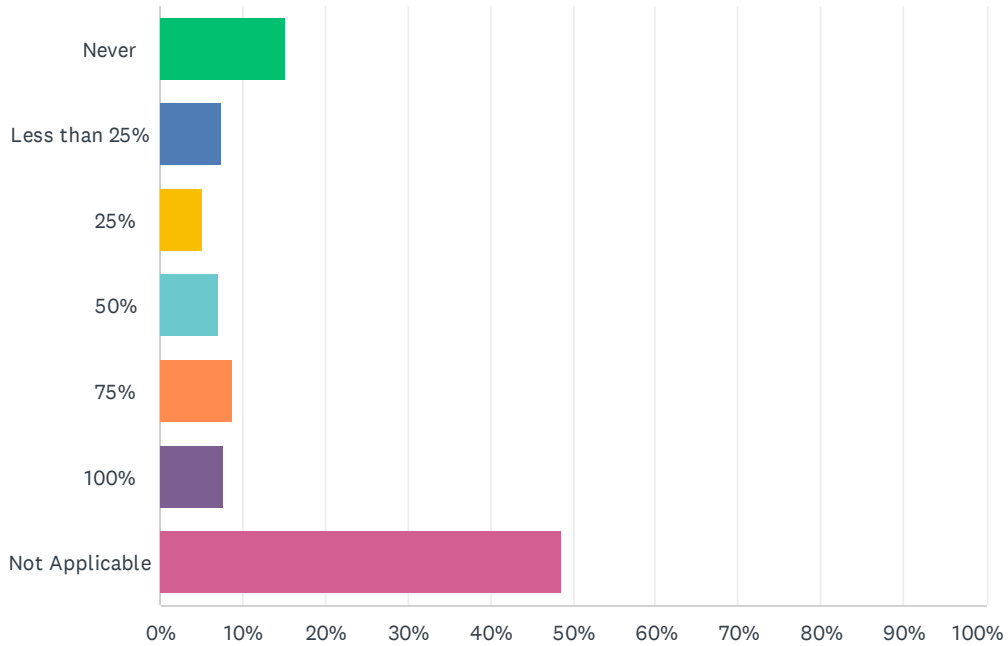
Answered: 374   Skipped: 0

ANSWER CHOICES	RESPONSES	
Never	10.96%	41
Less than 25%	6.95%	26
25%	5.88%	22
50%	9.09%	34
75%	7.22%	27
100%	15.24%	57
Not Applicable	44.65%	167
TOTAL		374

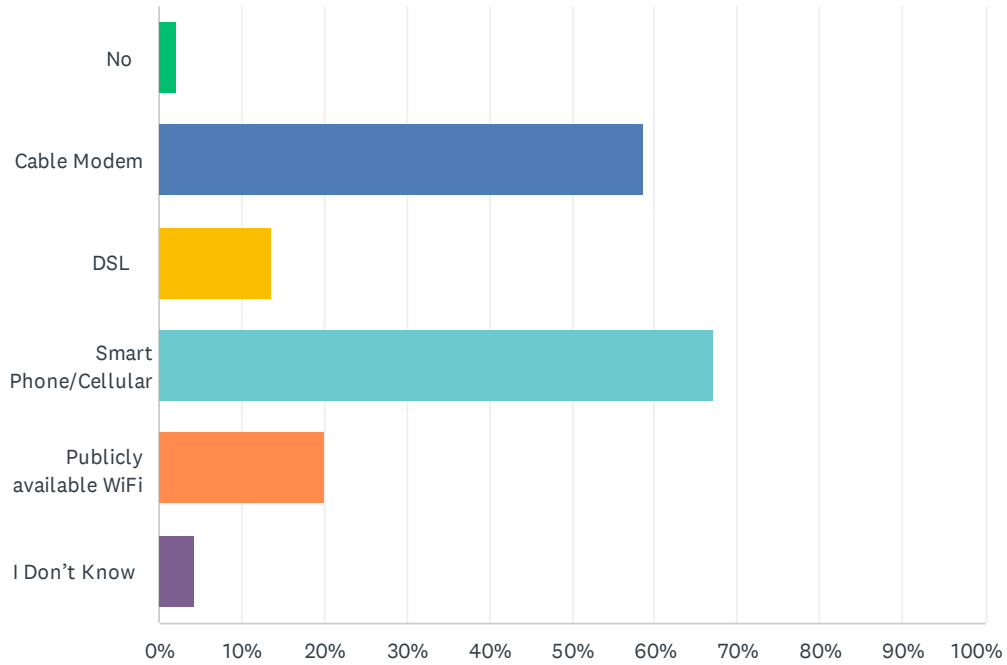# Q8 8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

Answered: 374   Skipped: 0

ANSWER CHOICES	RESPONSES	
Never	15.24%	57
Less than 25%	7.49%	28
25%	5.08%	19
50%	6.95%	26
75%	8.82%	33
100%	7.75%	29
Not Applicable	48.66%	182
TOTAL		374

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

Answered: 374   Skipped: 0

ANSWER CHOICES	RESPONSES	
No	2.14%	8
Cable Modem	58.56%	219
DSL	13.64%	51
Smart Phone/Cellular	67.11%	251
Publicly available WiFi	20.05%	75
I Don't Know	4.28%	16
Total Respondents: 374		

# Q10 What personal computing devices do you bring to campus? (check all that apply)?

Answered: 362   Skipped: 12

Legend: ■ For Personal Use ■ For College Course Work
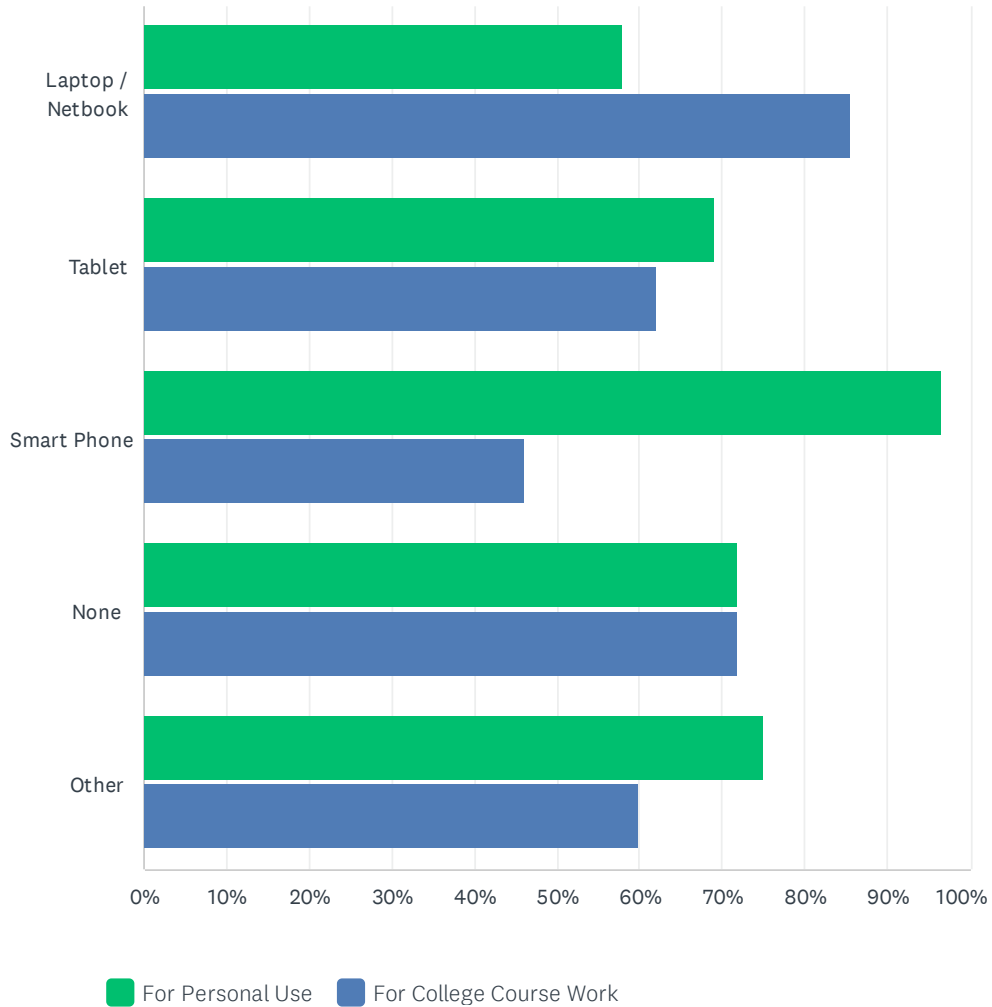
	FOR PERSONAL USE	FOR COLLEGE COURSE WORK	TOTAL RESPONDENTS
Laptop / Netbook	57.94% 124	85.51% 183	214
Tablet	69.00% 69	62.00% 62	100
Smart Phone	96.57% 310	46.11% 148	321
None	71.79% 28	71.79% 28	39
Other	75.00% 15	60.00% 12	20

# Q11 11. With regard to your personal devices, what operating systems do they use (check all that apply)?
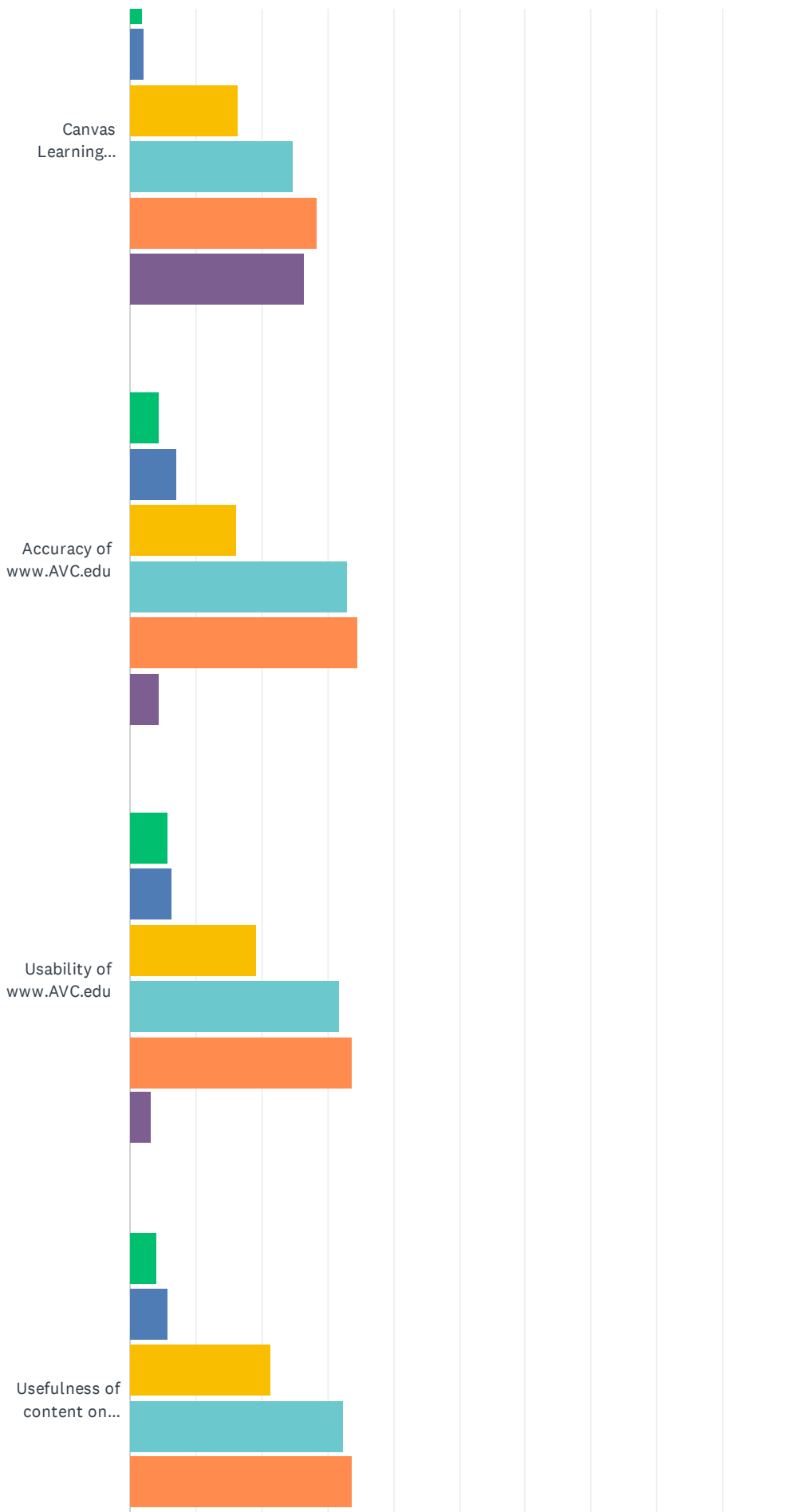
Answered: 363   Skipped: 11
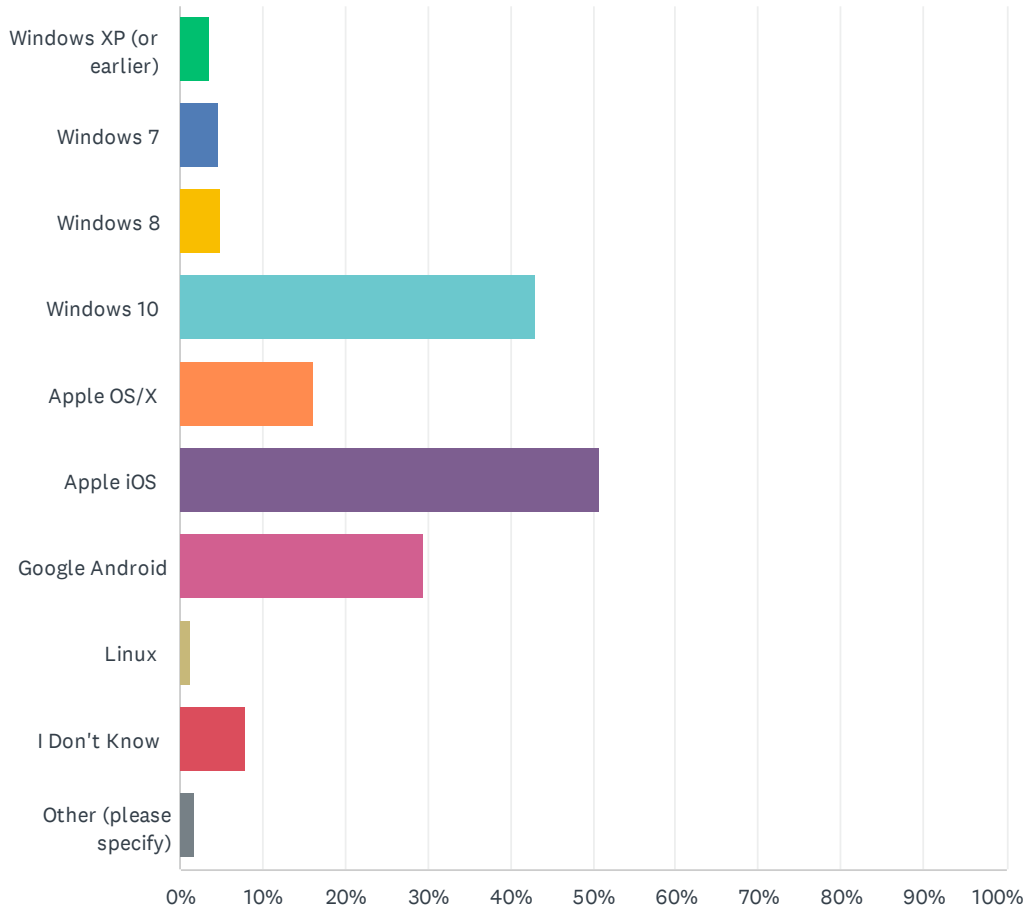
ANSWER CHOICES	RESPONSES	
Windows XP (or earlier)	3.58%	13
Windows 7	4.68%	17
Windows 8	4.96%	18
Windows 10	42.98%	156
Apple OS/X	16.25%	59
Apple iOS	50.69%	184
Google Android	29.48%	107
Linux	1.38%	5
I Don't Know	7.99%	29
Other (please specify)	1.65%	6
Total Respondents: 363		

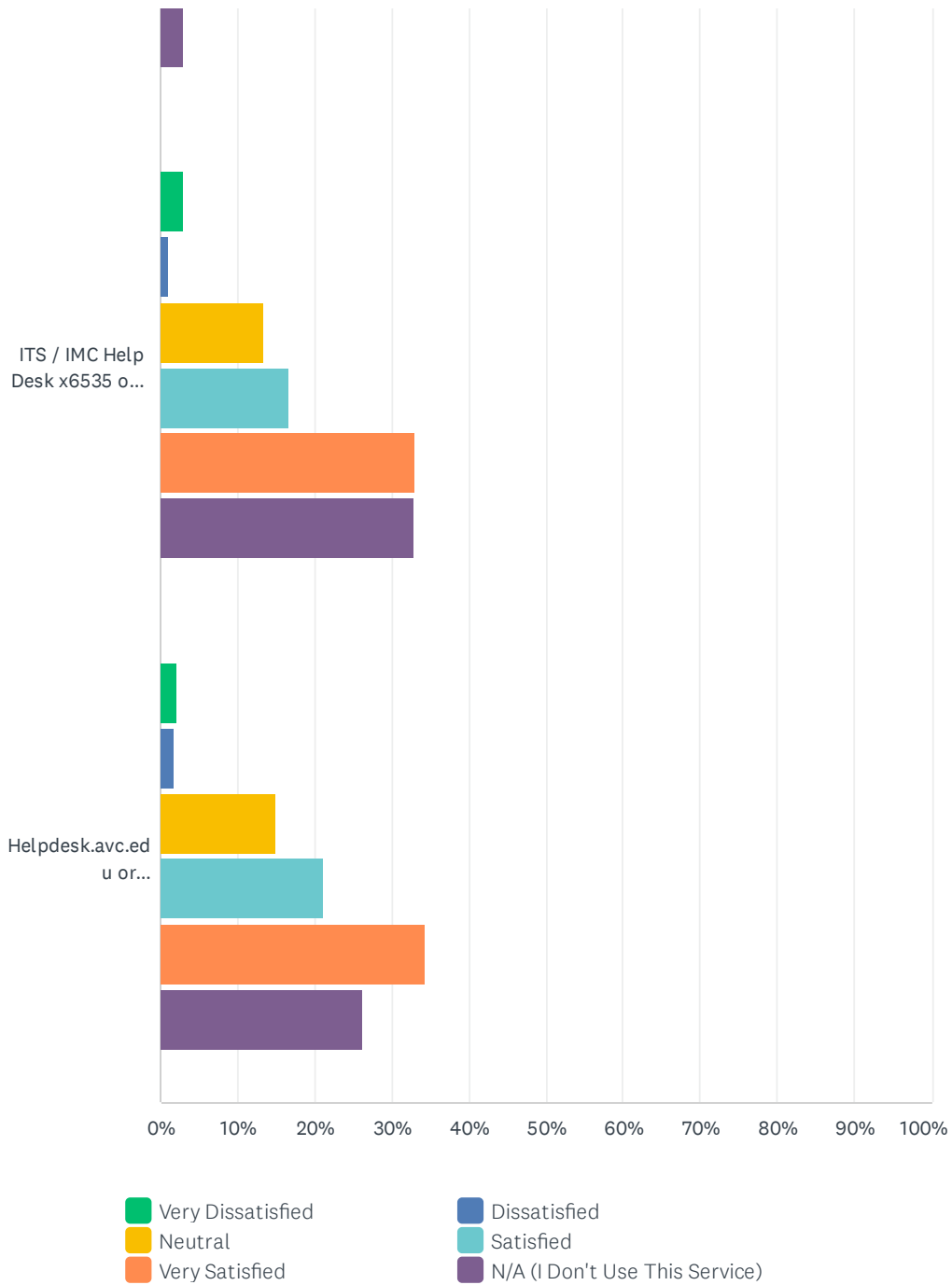## Q12 12. Please rate the following services:

Answered: 374   Skipped: 0
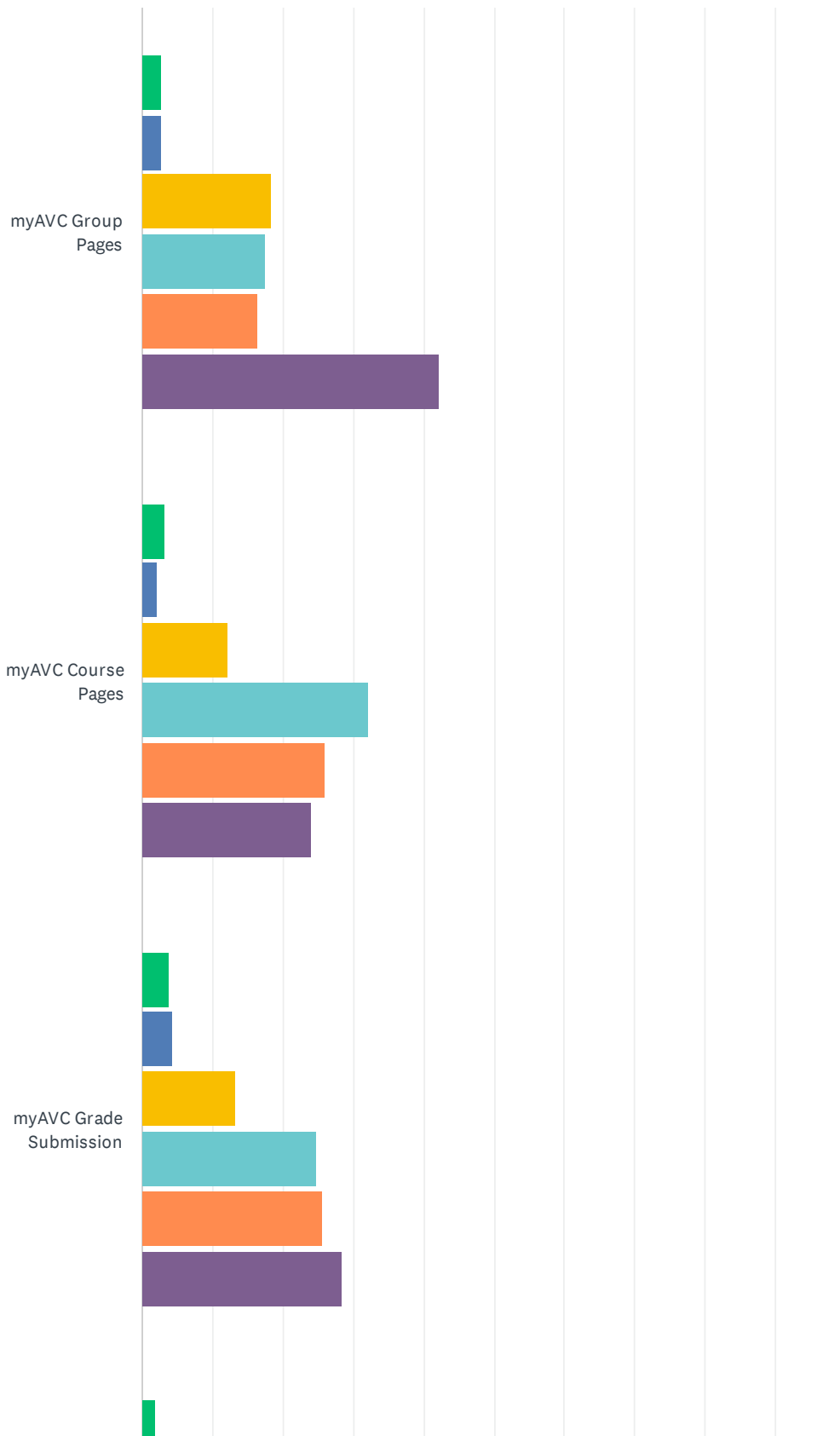
AVC Information Technology Services (ITS) Spring 2021 Survey

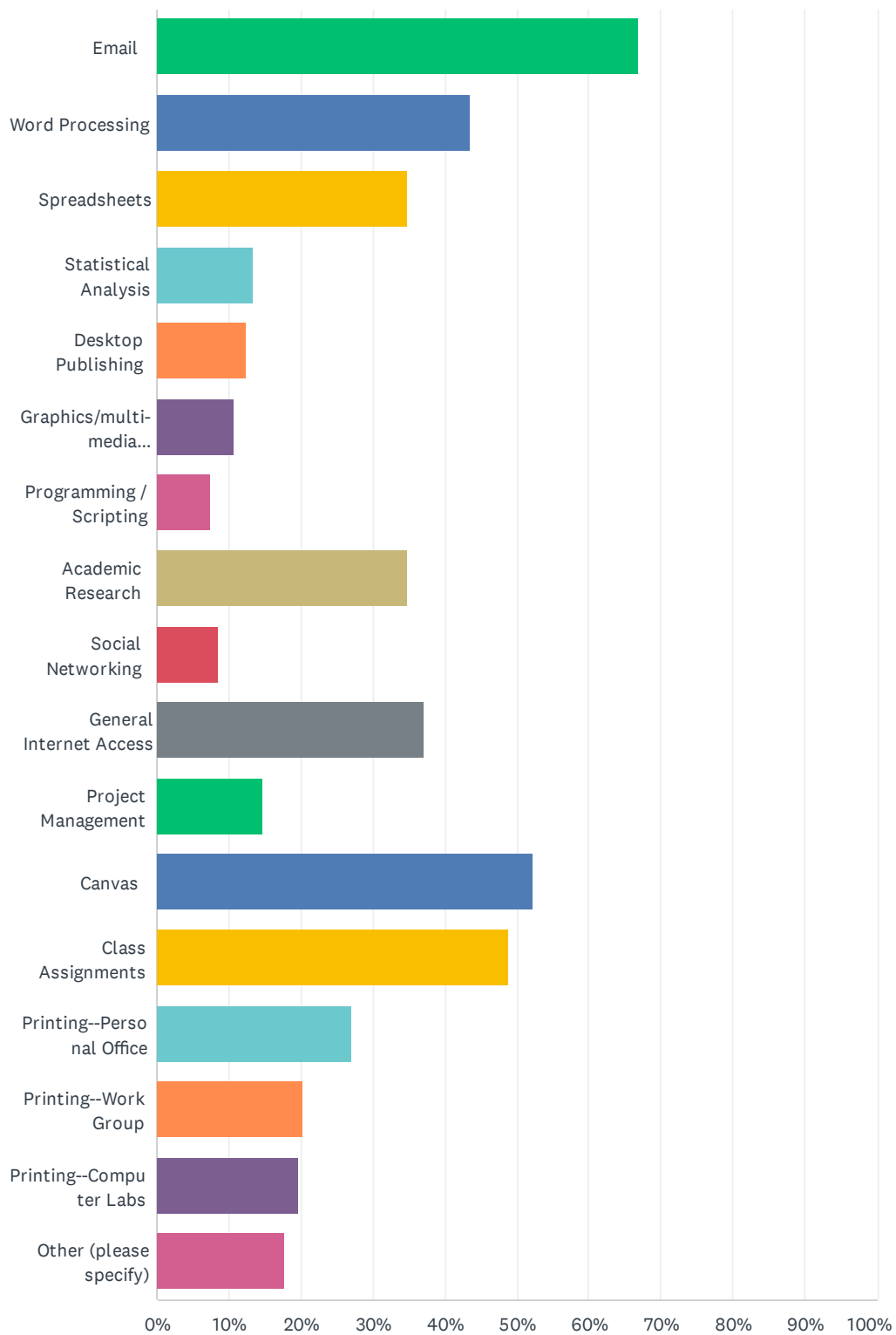# AVC Information Technology Services (ITS) Spring 2021 Survey

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

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A (I DON'T USE THIS SERVICE)	TOTAL	WEIGHTED AVERAGE
myAVC Group Pages	2.70% 10	2.70% 10	18.33% 68	17.52% 65	16.44% 61	42.32% 157	371	3.73
myAVC Course Pages	3.25% 12	2.17% 8	12.20% 45	32.25% 119	26.02% 96	24.12% 89	369	4.00
myAVC Grade Submission	3.80% 14	4.35% 16	13.32% 49	24.73% 91	25.54% 94	28.26% 104	368	3.89
Canvas Learning Management System	1.91% 7	2.18% 8	16.35% 60	24.80% 91	28.34% 104	26.43% 97	367	4.03
Accuracy of www.AVC.edu	4.58% 17	7.01% 26	16.17% 60	33.15% 123	34.50% 128	4.58% 17	371	3.90
Usability of www.AVC.edu	5.66% 21	6.47% 24	19.14% 71	31.81% 118	33.69% 125	3.23% 12	371	3.84
Usefulness of content on www.AVC.edu	4.04% 15	5.66% 21	21.29% 79	32.35% 120	33.69% 125	2.96% 11	371	3.89
ITS / IMC Help Desk x6535 or x6605	2.94% 11	1.07% 4	13.37% 50	16.58% 62	33.16% 124	32.89% 123	374	4.13
Helpdesk.avc.edu or help@avc.edu	2.16% 8	1.62% 6	14.82% 55	21.02% 78	34.23% 127	26.15% 97	371	4.13

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

Answered: 374   Skipped: 0

ANSWER CHOICES	RESPONSES	
Email	66.84%	250
Word Processing	43.58%	163
Spreadsheets	34.76%	130
Statistical Analysis	13.37%	50
Desktop Publishing	12.30%	46
Graphics/multi-media development	10.70%	40
Programming / Scripting	7.49%	28
Academic Research	34.76%	130
Social Networking	8.56%	32
General Internet Access	37.17%	139
Project Management	14.71%	55
Canvas	52.14%	195
Class Assignments	48.93%	183
Printing--Personal Office	27.01%	101
Printing--Work Group	20.32%	76
Printing--Computer Labs	19.52%	73
Other (please specify)	17.65%	66
Total Respondents: 374		

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?
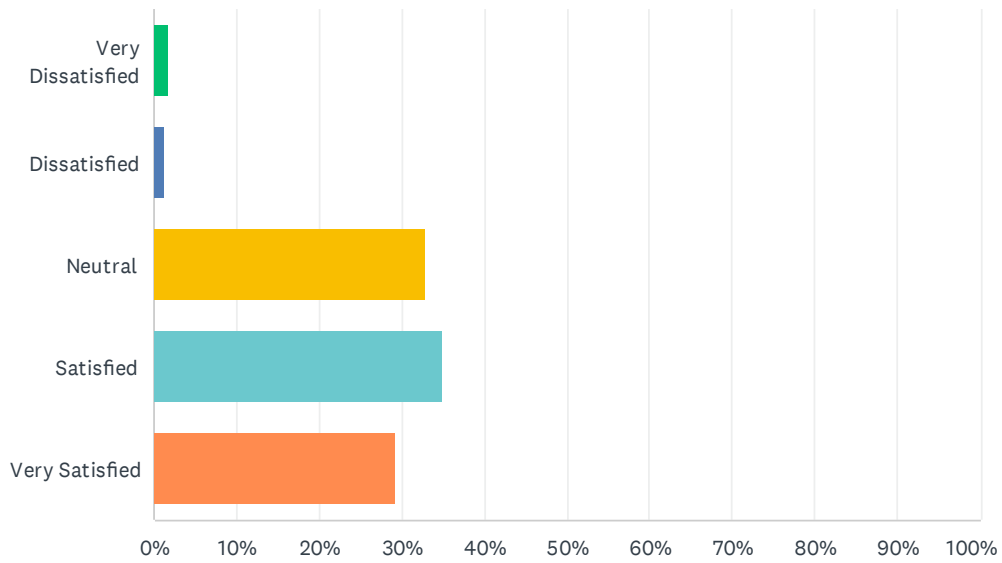
Answered: 374   Skipped: 0
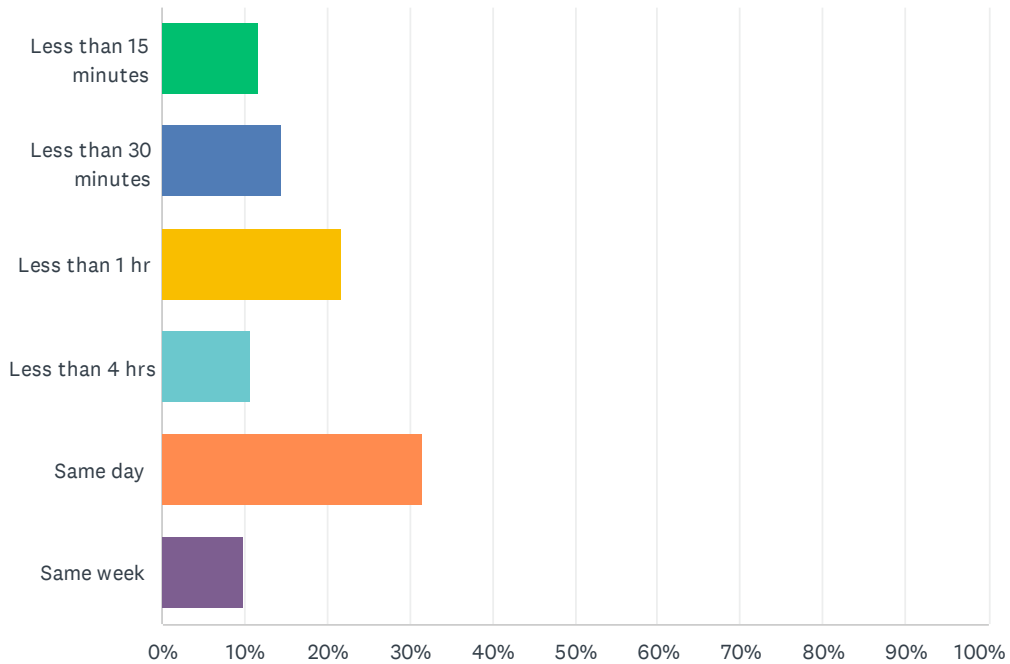
ANSWER CHOICES	RESPONSES	
Less than 15 minutes	11.76%	44
Less than 30 minutes	14.44%	54
Less than 1 hr	21.66%	81
Less than 4 hrs	10.70%	40
Same day	31.55%	118
Same week	9.89%	37
TOTAL		374

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

Answered: 374   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Dissatisfied	1.60%	6
Dissatisfied	1.34%	5
Neutral	32.89%	123
Satisfied	35.03%	131
Very Satisfied	29.14%	109
TOTAL		374

Q16 17. With regard to overall services delivered by ITS, would you say:

Answered: 374   Skipped: 0
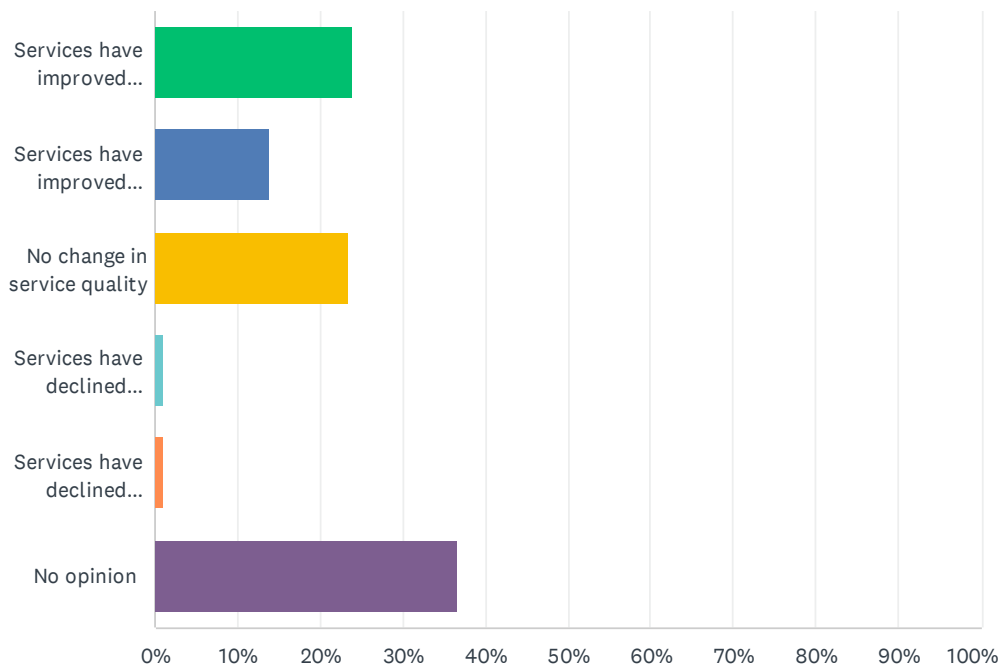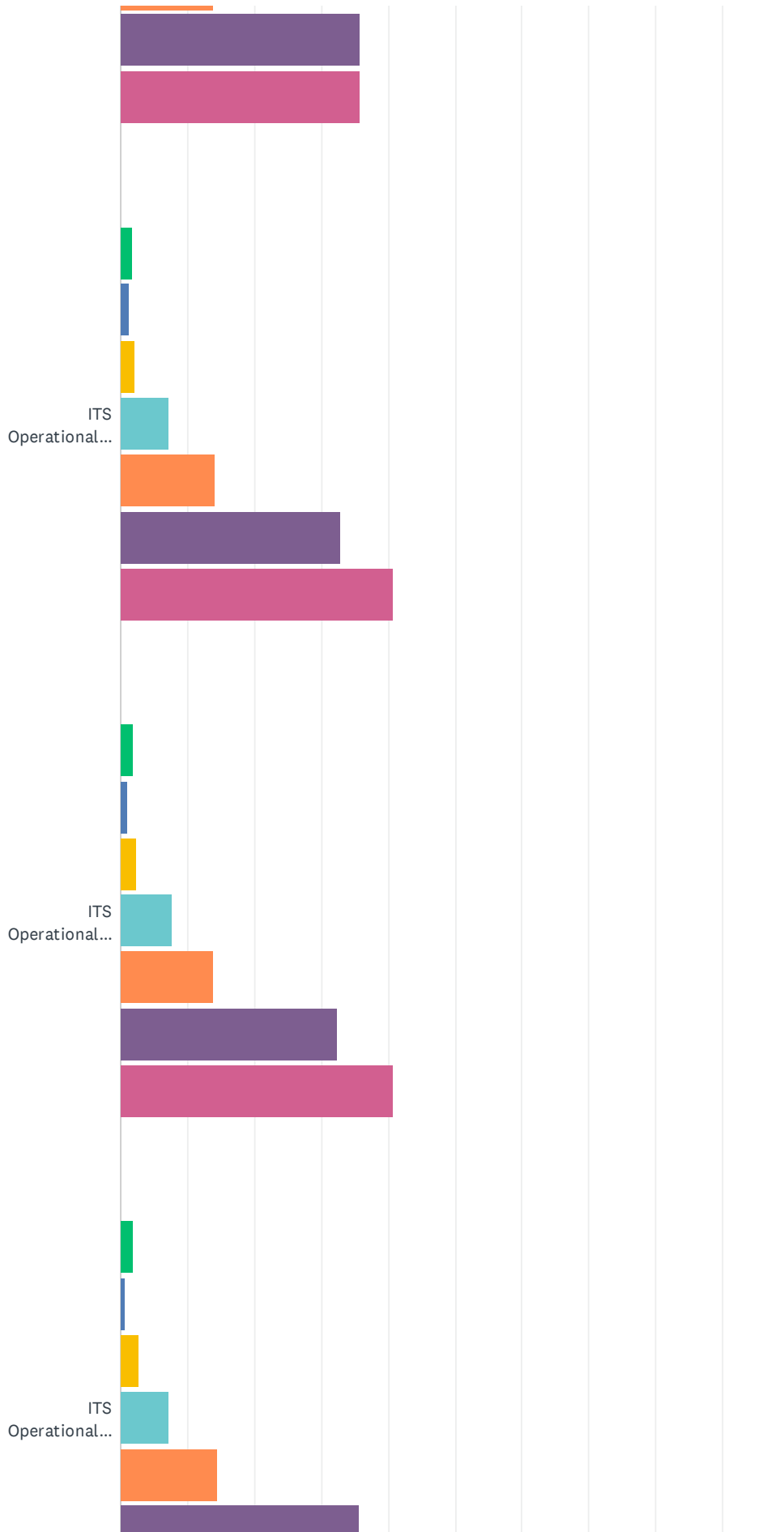

ANSWER CHOICES	RESPONSES	
Services have improved substantially	23.80%	89
Services have improved marginally	13.90%	52
No change in service quality	23.53%	88
Services have declined marginally	1.07%	4
Services have declined substantially	1.07%	4
No opinion	36.63%	137
TOTAL		374

Q17 18. Please estimate the percent of which you feel ITS is meeting the following goals:
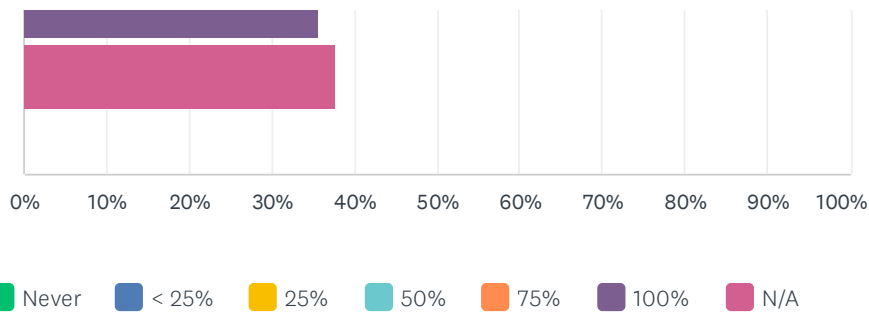
Answered: 374   Skipped: 0
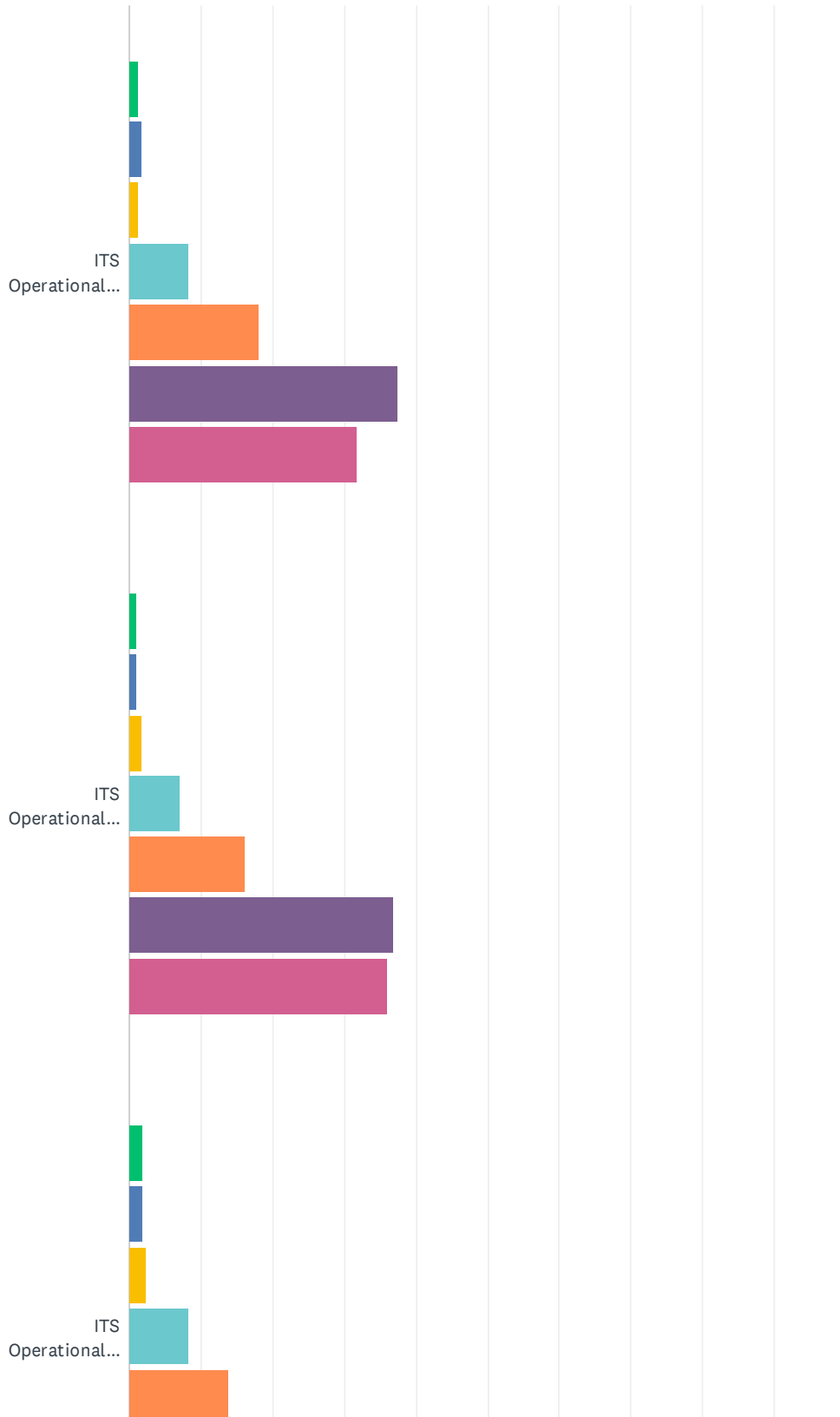
ITS
Operational...

ITS
Operational...

ITS
Operational...

AVC Information Technology Services (ITS) Spring 2021 Survey

ITS
Operational…

ITS
Operational…

ITS
Operational…

Legend: ● 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.	1.34% 5	1.60% 6	1.34% 5	8.29% 31	18.18% 68	37.43% 140	31.82% 119	374
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	1.07% 4	1.07% 4	1.60% 6	6.95% 26	16.31% 61	36.90% 138	36.10% 135	374
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	1.87% 7	1.87% 7	2.41% 9	8.29% 31	13.90% 52	35.83% 134	35.83% 134	374
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	1.60% 6	1.34% 5	2.14% 8	7.22% 27	14.17% 53	32.89% 123	40.64% 152	374
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	1.87% 7	1.07% 4	2.41% 9	7.75% 29	13.90% 52	32.35% 121	40.64% 152	374
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	1.87% 7	0.53% 2	2.67% 10	7.22% 27	14.44% 54	35.56% 133	37.70% 141	374

Q18 19. Rank the availability of technical help.

Answered: 366   Skipped: 8
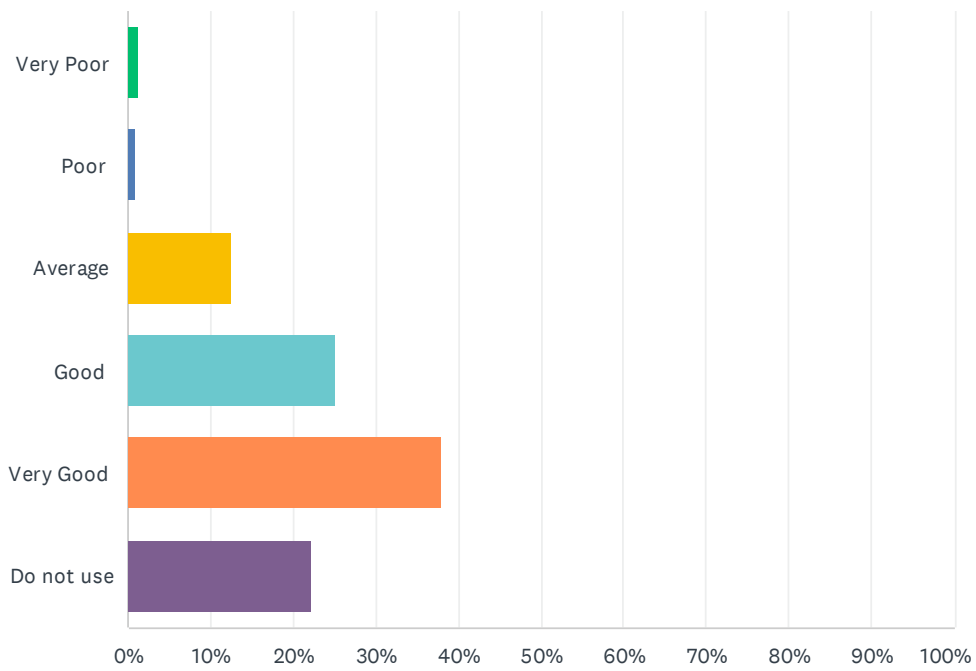
ANSWER CHOICES	RESPONSES	
Very Poor	1.37%	5
Poor	0.82%	3
Average	12.57%	46
Good	25.14%	92
Very Good	37.98%	139
Do not use	22.13%	81
TOTAL		366

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

Answered: 112   Skipped: 262

Q20 Having now completed this survey, if you would like to enter into a drawing for a $50 Amazon Gift Card, please provide your email address here. (Note: all survey responses will be kept anonymous–email addresses are for the purposes of the Gift Card drawing only and will be excluded from survey results):

Answered: 285   Skipped: 89