# ITS Survey Spring 2010

## 1. Which best describes your role at AVC?

| | | Response Percent | Response Count |
|---|---|---|---|
| Full-time Faculty | | 16.3% | 43 |
| Adjunct Faculty | | 8.3% | 22 |
| Administrator | | 4.5% | 12 |
| Classified Staff | | 16.3% | 43 |
| Student/Hourly Worker | | 6.8% | 18 |
| **Student** | | **47.7%** | **126** |
| | | **answered question** | **264** |
| | | **skipped question** | **3** |
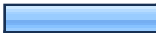
## 2. Does the technology made available to you meet your needs?

| | Yes | Somewhat | No | N/A | Response Count |
|---|---|---|---|---|---|
| Office Computer | **37.9% (94)** | 27.8% (69) | 5.2% (13) | 29.0% (72) | 248 |
| Classroom Computer for Instructor | 36.2% (88) | 16.0% (39) | 8.6% (21) | **39.1% (95)** | 243 |
| Classroom Computer for Students | 34.2% (83) | 15.6% (38) | 11.1% (27) | **39.1% (95)** | 243 |
| Projector | **52.6% (130)** | 17.8% (44) | 4.9% (12) | 24.7% (61) | 247 |
| Classroom Software | **41.9% (103)** | 19.1% (47) | 7.3% (18) | 31.7% (78) | 246 |
| Office Software | **38.4% (94)** | 23.7% (58) | 6.9% (17) | 31.0% (76) | 245 |
| Classroom equipment | **38.0% (93)** | 27.3% (67) | 6.9% (17) | 27.8% (68) | 245 |
| Internet based services for the classroom | **40.7% (100)** | 18.7% (46) | 14.2% (35) | 26.4% (65) | 246 |
| Internet based services for the office | **43.0% (105)** | 17.6% (43) | 5.7% (14) | 33.6% (82) | 244 |
| E-mail | **68.4% (180)** | 21.7% (57) | 8.0% (21) | 1.9% (5) | 263 |
| Telephone | **49.8% (127)** | 20.4% (52) | 7.1% (18) | 22.7% (58) | 255 |
| Voicemail | **48.4% (121)** | 18.0% (45) | 7.2% (18) | 26.4% (66) | 250 |
| | | | | **answered question** | **266** |
| | | | | **skipped question** | **1** |

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

| | Response Count |
|---|---|
| | 116 |
| **answered question** | **116** |
| **skipped question** | **151** |

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

| | | Response Percent | Response Count |
|---|---|---|---|
| Yes | | 22.4% | 58 |
| **No** | | **77.6%** | **201** |
| | | answered question | 259 |
| | | skipped question | 8 |

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

| | Response Count |
|---|---|
| | 59 |
| answered question | 59 |
| skipped question | 208 |

## 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 | 1.5% | 4 |
| Less than 25% | 5.0% | 13 |
| 25% | 3.8% | 10 |
| 50% | 12.6% | 33 |
| 75% | 19.1% | 50 |
| **100%** | **32.1%** | **84** |
| Not Applicable | 26.0% | 68 |
| answered question | | 262 |
| skipped question | | 5 |
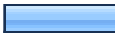
## 7. How frequent is your need for a computer classroom (i.e. a classroom with a computer for every student or for a number of small groups of students)?

|  | Response Percent | Response Count |
|---|---|---|
| Never | 6.8% | 18 |
| Less than 25% | 11.4% | 30 |
| 25% | 7.6% | 20 |
| 50% | 12.5% | 33 |
| 75% | 13.6% | 36 |
| 100% | 16.7% | 44 |
| **Not Applicable** | **31.4%** | **83** |
| answered question | | 264 |
| skipped question | | 3 |

## 8. Please rate the following:

| | Very Poor | Poor | Average | Good | Very Good | Do not use | Response Count |
|---|---|---|---|---|---|---|---|
| myAVC group pages | 2.3% (6) | 10.1% (26) | **25.2% (65)** | 24.8% (64) | 15.5% (40) | 22.1% (57) | 258 |
| myAVC course pages | 2.3% (6) | 6.6% (17) | 17.4% (45) | **29.8% (77)** | 19.8% (51) | 24.0% (62) | 258 |
| myAVC grade submission | 1.2% (3) | 5.0% (13) | 17.0% (44) | 24.7% (64) | 21.2% (55) | **30.9% (80)** | 259 |
| Blackboard course pages | 1.6% (4) | 4.7% (12) | 16.0% (41) | 22.3% (57) | 16.8% (43) | **38.7% (99)** | 256 |
| Accuracy of www.AVC.edu | 1.9% (5) | 7.0% (18) | 24.4% (63) | **39.1% (101)** | 24.0% (62) | 3.5% (9) | 258 |
| Usability of www.AVC.edu | 5.7% (15) | 9.2% (24) | 26.3% (69) | **32.8% (86)** | 23.7% (62) | 2.3% (6) | 262 |
| Usefulness of www.AVC.edu | 3.4% (9) | 5.7% (15) | 25.6% (67) | **34.7% (91)** | 28.6% (75) | 1.9% (5) | 262 |
| | | | | | | **answered question** | 262 |
| | | | | | | **skipped question** | 5 |
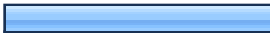
## 9. What do you use your district computer for? (select all that apply)

| | | Response Percent | Response Count |
|---|---|---|---|
| Electronic Mail | | 80.9% | 182 |
| Word Processing | | 75.6% | 170 |
| **Internet access** | | **88.4%** | **199** |
| Connecting to shared file folders on AVC network | | 55.1% | 124 |
| Database Management | | 23.6% | 53 |
| Spreadsheets | | 41.8% | 94 |
| Desktop Publishing | | 16.4% | 37 |
| Graphics | | 18.2% | 41 |
| Project Management | | 18.2% | 41 |
| Statistical Analysis | | 14.2% | 32 |
| Print to personal printer | | 41.3% | 93 |
| Print to shared departmental printer | | 49.8% | 112 |
| Other | | 14.7% | 33 |
| | | answered question | 225 |
| | | skipped question | 42 |

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

| | Response Count |
|---|---|
| | 33 |
| answered question | 33 |
| skipped question | 234 |
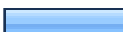
## 11. Do all staff in your department who need a computer have one?

| | | Response Percent | Response Count |
|---|---|---|---|
| Yes | | 39.8% | 97 |
| No | | 7.8% | 19 |
| **Don't know** | | **52.5%** | **128** |
| | | answered question | 244 |
| | | skipped question | 23 |

## 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. | 0.8% (2) | 6.2% (15) | 5.0% (12) | 10.7% (26) | 21.5% (52) | 11.2% (27) | **44.6% (108)** | 242 |
| **ITS Operational Outcome 2:** Facilitate secure access to district computers, information systems, telecommunications and other information technology resources. | 0.8% (2) | 1.7% (4) | 2.1% (5) | 9.5% (23) | 20.3% (49) | 22.8% (55) | **42.7% (103)** | 241 |
| **ITS Operational Outcome 3:** Provide quality technical training and assistance to students, employees, alumni and community members. | 1.7% (4) | 5.4% (13) | 5.0% (12) | 10.4% (25) | 22.8% (55) | 17.8% (43) | **36.9% (89)** | 241 |
| **ITS Operational Outcome 4:** Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs. | 3.8% (9) | 5.0% (12) | 4.2% (10) | 10.5% (25) | 15.1% (36) | 16.3% (39) | **45.2% (108)** | 239 |
| **ITS Operational Outcome 5:** Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources. | 2.9% (7) | 6.7% (16) | 1.7% (4) | 11.3% (27) | 16.0% (38) | 14.3% (34) | **47.1% (112)** | 238 |
| **ITS Operational Outcome 6:** Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services. | 4.2% (10) | 4.6% (11) | 5.5% (13) | 10.5% (25) | 14.3% (34) | 17.2% (41) | **43.7% (104)** | 238 |
| | | | | | | | **answered question** | **242** |
| | | | | | | | **skipped question** | **25** |

## 13. Rank the availability of technical help.

| | | Response Percent | Response Count |
|---|---|---|---|
| Very Poor | | 5.8% | 15 |
| Poor | | 13.8% | 36 |
| **Average** | | **23.8%** | **62** |
| Good | | 16.5% | 43 |
| Very Good | | 22.3% | 58 |
| Do not use | | 17.7% | 46 |
| | | answered question | 260 |
| | | skipped question | 7 |

## 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 | | 13.8% | 34 |
| Within an hour | | 29.3% | 72 |
| Within several hours | | 17.1% | 42 |
| **That same day** | | **30.1%** | **74** |
| That same week | | 9.8% | 24 |
| | | answered question | 246 |
| | | skipped question | 21 |

## 15. What is your overall satisfaction with ITS?

| | | Response Percent | Response Count |
|---|---|---|---|
| Very Dissatisfied | | 6.0% | 15 |
| Dissatisfied | | 12.4% | 31 |
| **Neutral** | | **40.0%** | **100** |
| Satisfied | | 28.4% | 71 |
| Very Satisfied | | 13.2% | 33 |
| | | answered question | 250 |
| | | skipped question | 17 |

| | **Q3. If some areas of technology don't meet your needs, please explain the deficiency.** | |
|---|---|---|
| 1 | Unable to update my computer due to lack of administrative password. Upon request for help multiple time, no one has responded to emails or voicemails. | May 13, 2010 6:58 PM |
| 2 | no scanning or fax capability | May 10, 2010 5:56 PM |
| 3 | N/A | May 5, 2010 11:50 AM |
| 4 | Upgraded software on computer. When outside sources send me documents and presentations to review, I do not have the correct version of the software to open the files. | Apr 26, 2010 10:31 AM |
| 5 | Takes foreverrrrrrr for computers to boot up in classroom usage. | Apr 24, 2010 3:35 PM |
| 6 | WE NEED WI-FI. With all of the building going on, I hope the plans include the infrastructure for a wireless network. | Apr 21, 2010 10:30 AM |
| 7 | We are always behind the rest of the world, in program updates and equipment. | Apr 20, 2010 11:04 AM |
| 8 | Your software program is very clunky. I would like to see you use a smoother product like Google mail. Getting into your web site is a bit weird with having to go through Sungard. | Apr 19, 2010 2:12 PM |
| 9 | The telephones go down sometimes and the voicemail is choppy and hard to understand. | Apr 19, 2010 11:30 AM |
| 10 | IT problems usually take weeks for IT to respond. | Apr 19, 2010 9:49 AM |
| 11 | Very bad customer service. Calls are never returned. It seems that the staff is careless. When calls are made due to problems, it takes the tech at least a week to come and fix it. Techs are completely careless about faculty needs. | Apr 18, 2010 10:49 PM |
| 12 | All of what I marked above is cumbersome, erratic, or too slow to use. I am a MAC user, and much of what is availoable is slow & frustrating for me. | Apr 18, 2010 8:09 PM |
| 13 | Internet access is too slow, sometimes certain pages do not show up (and yes, they are school related) | Apr 18, 2010 3:38 PM |
| 14 | I have been denied ability to mass email my students on myavc. At times I am unable to mail to individual students as well. At this time, I cannot mail any of my students through myavc. I would like speakers on my office computer. Several days pass between placing a work order with ITS and completion of the work order. M classroom computer does not connect to internet. | Apr 16, 2010 7:42 PM |
| 15 | I don't know how to use them | Apr 15, 2010 8:51 PM |
| 16 | Installing Microsoft Office 2007 in Admission & Records | Apr 15, 2010 12:49 PM |
| 17 | Hunt groups do not allow the necessary flexibility when you want to forward, send to voicemail, etc. With such an advanced system, it doesn't make sense that this component is so rigid. | Apr 15, 2010 10:29 AM |
| 18 | The AVC.edu e-mail system is TERRIBLE. I have never seen so many missed e-mails in my life. I am absolutely frustrated with it. Also there is WAY too much down time with the actual website. | Apr 15, 2010 9:39 AM |

| | Q3. If some areas of technology don't meet your needs, please explain the deficiency. | |
|---|---|---|
| 19 | AVC Email does not allow one to delete an email and then return to the next email-to get back to viewing emails one must click on the Inbox and end up back at the current date, top of the list, instead of at the next email after the deleted one.  Also, email view is limited to 25 at a view instead of scrolling. | Apr 15, 2010 8:49 AM |
| 20 | computers in the labs(open labs and math class labs) are slow and sometimes freeze. also in the open labs, sometimes printer job back up. maybe a few more printers would ease traffic | Apr 14, 2010 10:15 PM |
| 21 | phones are never answered | Apr 14, 2010 8:57 PM |
| 22 | The internet on the computers in the library's classroom are inefficient; many times during a class we were not able to fulfill an assignment or class session due to the poor internet services. | Apr 14, 2010 8:55 PM |
| 23 | email system is down often. | Apr 14, 2010 4:44 PM |
| 24 | NEED online wireless internet access even if it was like $10 a month or something simple instead of having to drive an hour home to use my own computer for an online class or waiting an hour or two or three for an on campus computer to be available & hopefully not be so slow that I can't get the work done before my next class (4 hours between classes). | Apr 14, 2010 2:11 PM |
| 25 | computers slow to boot.  Might be bad computer or bad network config. | Apr 14, 2010 1:22 PM |
| 26 | My issue is the need to have an administrator approve added software programs available from internet sites...however I do understand the reason why ITS wishes to have some control ofver this. | Apr 14, 2010 12:55 PM |
| 27 | I don't know how to use the equipment in my classroom. | Apr 14, 2010 12:19 PM |
| 28 | i have  a problem with the e-mail dosn't fit the outline area that it's in also  the words are to small so i have to find a way to make them readable | Apr 14, 2010 12:11 PM |
| 29 | CLASSROOM COMPTER for INSTRUCTOR DOES NOT ALWAYS WORK. THE MOUSE STOPS AND THE CLASS IS PUT ON HOLD UNTIL IT STARTS WORKING AGAIN. BE243 | Apr 14, 2010 11:31 AM |
| 30 | Sometimes it is a little slow and the software can be updated. | Apr 14, 2010 11:05 AM |
| 31 | In Math 060 with Dr. Ahad we don't have a good system of projector | Apr 14, 2010 10:32 AM |
| 32 | Outdate software and operating systems.  Very slow load times. | Apr 14, 2010 10:10 AM |
| 33 | Computers are old and very slow | Apr 14, 2010 9:39 AM |
| 34 | N/A | Apr 14, 2010 8:41 AM |
| 35 | have been unable to access and unable to make contact with ITS to resolve problem | Apr 14, 2010 8:27 AM |
| 36 | The wi-fi on campus is horrible. | Apr 14, 2010 8:23 AM |
| 37 | All the equipment meets my needs just fine. | Apr 13, 2010 10:55 PM |

| | **Q3. If some areas of technology don't meet your needs, please explain the deficiency.** | |
|---|---|---|
| 38 | i dont have any classes with computer needs | Apr 13, 2010 10:06 PM |
| 39 | email is glitchy and hard to tell if it is working. | Apr 13, 2010 9:48 PM |
| 40 | inconsistant availability from one classroom to the next, and then a classroom's capabilities may change without notice. As in is no longer connected to the intranet and there is no repsonse to repair requests. | Apr 13, 2010 6:58 PM |
| 41 | computers are too old and slow for using virtual technology. Not enough memory. | Apr 13, 2010 6:25 PM |
| 42 | As far as classroom computers go, from what I've seen, most classrooms don't have computers for students. We've had to rely on our phones (and in my case, the phones of my peers) to answer some of the teacher's questions that required in-class access to the internet. | Apr 13, 2010 6:07 PM |
| 43 | There are many classrooms that have issues with either connections or software or there would not be enough help on our offices. ITS takes waaay too long in solve these issues or they just simply ignore it. I do not like the way this is affecting not only our classrooms but our jobs as well. Also, the help deak is very bad too as the staff is always moody and does not fully understand the issues at hand. | Apr 13, 2010 5:59 PM |
| 44 | It is still a challenge to forward phones in our offices to ensure that all lines are answered during absences, lunch hours, etc. in a timely manner. | Apr 13, 2010 5:51 PM |
| 45 | Sometimes the software will not interface after working previously | Apr 13, 2010 5:46 PM |
| 46 | E-mail system is archaic, and calendar associated with it is not practical. There are no reminders, unless sending an E-mail is considered a practical reminder. | Apr 13, 2010 5:22 PM |
| 47 | Administrative rights on office computers, have to make an appointment to install a local desktop printer or scanner or anything if I want to use it. Have to have a paper trail for almost everything. Check out Bakersfield Colleges IT, they are way ahead of us. | Apr 13, 2010 5:15 PM |
| 48 | Easier access to the Internet and other areas such as Youtube, iTunes... | Apr 13, 2010 4:54 PM |
| 49 | Our email service is rudimentary at best. I should be able to respond to my AVC email from a mobile device (my cell phone). There should be absolutely no reason what so ever for our email to go down for hours at a time. If our ITS staff were working in the real world (where they are held accountable for their mistakes and things not working properly) very few of them would still have jobs, especially at the management level. I have worked in private industry, and for the government and I have never experienced such incompetence at the management level as what I have observed over the past several years here at AVC. I also have issues with the size limitations of email attachments. I am unable to attach powerpoint presentations for students because of this limitation. I also feel it should be possible to have a hands-free phone (intercom) so that I can talk on the phone while looking up information on the computer at the same time without trying to hold the phone with my shoulder. Software shouldn't have to be reloaded every time I log on to the instructor's classroom computer. When I log in, it should have the software that I use already in my profile and not have | Apr 13, 2010 4:33 PM |

| | | |
|---|---|---|
| | to be reloaded each time I log in.  I should also be able to use whatever software I deem necessary, without having to go through ITS to get it approved.  ITS should not be restricting what software I use for my classes. Nor should they be restricting my ability to add software to my office computer.  ITS staff are supposed to be here to provide technical service to the faculty and students, not to dictate what software we can and cannot use. | |
| 50 | The software I need in my classroom right now is unavailable becuase of a servr change. PLEASE MAKE CHANGES THAT WILL INTERFERE WITH INSTRUCTION AT THE END OF THE SEMESTER! | Apr 13, 2010 4:31 PM |
| 51 | It is become harder to use our version of word, it is outdated and will not read the newer versions | Apr 13, 2010 4:05 PM |
| 52 | Nothing is Mac compatible. Powerpoint is outdated and is not compatible with video technology embedded in powerpoint presentations. Internet access is not available for laptops within classrooms which is necessary as classroom facilities are not compatible with macintosh software, current powerpoint technology etc... Often the audio compatibility of the classroom technology is either missing or broken. | Apr 13, 2010 3:18 PM |
| 53 | I need SPSS on my office computer. | Apr 13, 2010 3:03 PM |
| 54 | I totally depend on Banner staying "UP" and it stalls/crashes at least twice every single day.  What is up with this???? | Apr 13, 2010 2:47 PM |
| 55 | The necessity for a computer in a computer lab to take 8-10 minutes to boot and login is absolutely ridiculous. Granted the machines may be old, but they are not that old. The inability of ITS to find a solution suggests a much larger problem with the ITS staff. | Apr 13, 2010 2:40 PM |
| 56 | time frame for trouble calls. | Apr 13, 2010 11:11 AM |
| 57 | Need access to updates. For example today, assignments due required Adobe, the latest up date needed to view assigned material was not available on campus computers, nor accessable as we are not alowed to instal. Somehow, updates need to be part of a weekly/biweekly task for ITS, or give classified staff access to update software. | Apr 13, 2010 10:32 AM |
| 58 | the internet is very slow at times. | Apr 13, 2010 10:17 AM |
| 59 | After I log on to MYAVC, I go to my courses and try to send an Email to a fellow student, and it won't let me do it. I will get a pop up telling me that I don't have permission to use that service. | Apr 13, 2010 9:57 AM |
| 60 | myAVC is not very user friendly--especially the calendar | Apr 13, 2010 9:52 AM |
| 61 | I have problems with my email, cannot use the address book when I compose mail, so must type each address each time. | Apr 13, 2010 9:24 AM |
| 62 | When will we get MS 2007?  Especially for test proctoring situations, students need to take their tests on MS Word 2007 and we only have version 2003. | Apr 13, 2010 8:54 AM |
| 63 | Some rooms in APL do not have internet access. This is a deficit for both | Apr 13, 2010 8:44 AM |

|    | instructors and students. Also, when we need to give exams to groups of students, we have difficulty reserving quiet rooms where they can take exams (either no availability or we are denied access so that other students can use the facilities). | |
|----|----|----|
| 64 | No voice mail notification capability on the phone...cannot see when I have a message. | Apr 13, 2010 8:32 AM |
| 65 | Classroom computers are too slow to start up and uses up valuable instructional time waiting on computer. | Apr 13, 2010 8:28 AM |
| 66 | It would be great to have speaker phone back.  My job really has needs for it. | Apr 13, 2010 8:16 AM |
| 67 | My technology needs are met to my satisfaction. | Apr 13, 2010 8:05 AM |
| 68 | basic computor software not on pc when set up...pdf reader, flash updates locked out and pc wont play with older version until 'batch' download. | Apr 13, 2010 8:03 AM |
| 69 | The email system has been unrelaiable. | Apr 13, 2010 8:00 AM |
| 70 | We need a better phone for the other desk in our office. | Apr 13, 2010 7:55 AM |
| 71 | Classroom computers are unreliable--and students have begun using their cell phones when the link goes down or when we need a quick look up of info.  If we had wifi, this could become a regular part of every class.  The sound equipment is awful in every classroom I use.  I am fine with my computer service in my office, except it's a little old--so very slow.  I need more voicemail space.  The MyAVC email is difficult to use--i use Mozilla's Thunderbird instead because it files mail and retrieves addresses much more efficiently, but I can't access things I've downloaded onto it from other devices--like my computer at home. | Apr 13, 2010 7:24 AM |
| 72 | Sometimes it seems as though the turn around time to resolve problems is unreasonable. | Apr 13, 2010 7:18 AM |
| 73 | Slow computers, broken systems in some classrooms, email is sometimes not accessible from off campus | Apr 13, 2010 7:15 AM |
| 74 | All my classes are sufficient | Apr 13, 2010 6:44 AM |
| 75 | undependable | Apr 13, 2010 5:06 AM |
| 76 | There should be wireless internet available throughout campus, and especially in the library for free.  There should also be computers on which you can type reports in the library, not just to look things up online. | Apr 12, 2010 10:39 PM |
| 77 | Telephone and voicemail is too difficult to use.  Not all the classrooms in which I teach have computer terminals. | Apr 12, 2010 9:46 PM |
| 78 | smarthinking | Apr 12, 2010 9:04 PM |
| 79 | There is no computer projector in my classroom, nor is there internet access. I use the smart cart, but they are very bad about getting it my classroom on time. I loose class time setting it up every meeting. | Apr 12, 2010 8:56 PM |

| | **Q3. If some areas of technology don't meet your needs, please explain the deficiency.** | |
|---|---|---|
| 80 | Email and MyAvc are down quiet often and there isn't internet everywhere on campus which makes accessing things in class difficult sometimes. Also not enough projectors and not all work properly. | Apr 12, 2010 8:51 PM |
| 81 | email is not reliable enough for online student communication; IT filters email messages not affiliated with AVC so email often is not received | Apr 12, 2010 8:49 PM |
| 82 | Newer software does not work in lecture rooms. Cannot use videos sometimes because the speakers don't work. | Apr 12, 2010 8:27 PM |
| 83 | Cannot view video clips of text publishers in some classrooms because the software is not downloaded Some screens are old or not over dry erase boards so easy to lecture | Apr 12, 2010 8:22 PM |
| 84 | Training on use of power point presentation. Also, how to make my own presentations using power point. | Apr 12, 2010 8:05 PM |
| 85 | I teach in APL 208.  The computer is really old and there is no internet access.  It is also difficult to play sound files from PowerPoint in APL 208 | Apr 12, 2010 7:56 PM |
| 86 | Computers are not always available in class rooms or have internet capability. | Apr 12, 2010 7:53 PM |
| 87 | teachers all admit they don't check their AVC voicemail or telephones, instead they insist students contact them via e-mailing. | Apr 12, 2010 7:48 PM |
| 88 | Wifi | Apr 12, 2010 7:11 PM |
| 89 | need updates | Apr 12, 2010 7:08 PM |
| 90 | Some hardware is a bit faulty.  For instance, a mouse being particularly jumpy. | Apr 12, 2010 7:01 PM |
| 91 | Our web based email is horrible. It has a clunky interface, seems to crash often when I use it at home, and has a frustrating means for me to communicate with students. I would love to see something along the lines of gmail for stability and ease of use.  We also need more storage space. | Apr 12, 2010 6:46 PM |
| 92 | I haven't learned to use them or know where to find them. | Apr 12, 2010 6:46 PM |
| 93 | 1. Computer hardware in inadaquate for operating current software. 2. Most software is obsolete. 3. Operating systems are NOT properly configured for a shared environment. | Apr 12, 2010 6:40 PM |
| 94 | When it takes 10, 15, or even 20 minutes of class time for a computer just to boot up (when it can access the software at all), do you really think the students' "needs are met"? | Apr 12, 2010 6:34 PM |
| 95 | It would be nice to use DVDs on the towers. | Apr 12, 2010 6:28 PM |
| 96 | When one depends on "touchy" classroom equipment such as a document reader that sometimes needs immediate care, there is not always someone available to troubleshoot. | Apr 12, 2010 6:22 PM |
| 97 | Not all rooms we use have internet.  Laptop computers will not play video clips. There are often no speakers for the computers in the trailer classrooms.  I would | Apr 12, 2010 6:19 PM |

| | like to access voicemail via the computer. | |
|---|---|---|
| 98 | they meet | Apr 12, 2010 6:16 PM |
| 99 | The help desk did not answer my trouble call for 3 weeks.  I'm having difficulty uploading files to myavc..it says corrupted files.  The system is very slow at times. | Apr 12, 2010 6:08 PM |
| 100 | Our classroom computers and software are furnished by us under a grant. They do not have access to our computers. Office computer software is furnished by ITS. | Apr 12, 2010 5:44 PM |
| 101 | unable to access the internet in classroom T502, Mondays. | Apr 12, 2010 5:30 PM |
| 102 | I don't feel that AVC is keeping up with today's technology. Currently Windows 7 is the most current Operating System and has been running without any problems. Even though that Windows XP has been around for quite some time, the instructors in the Business Education NEEDS to keep up with what is current. I feel that if they don't like the change, they should not be instructors in the Business department of education. Technology is constantly changing which the instructors need to keep up with! There are a few instructors that I have had and do currently have that is always bashing on ITS and the means of the new technology. This, I feel, is highly unprofessional. | Apr 12, 2010 5:17 PM |
| 103 | online doesn't always work and the phone system is terrible and hard to learn doesn't work for my area | Apr 12, 2010 5:10 PM |
| 104 | Inconsistency with connectivity | Apr 12, 2010 5:06 PM |
| 105 | Technology/Internet is not available in all classrooms. Email is horrible, along with the many periods of down time. Office computers do not have the latest versions of MSOffice, and faculty cannot even update many of their programs because they don't have the "privilege" to do so. Calls to the Help Desk still receive no response even after a weeks worth of calls are made. Not even an acknowledgement.  I do not see that any significant improvements have been made with ITS at all. Learning to cooperate is a two way street, not just a natter of faculty putting up with more poor management and excuses. | Apr 12, 2010 5:00 PM |
| 106 | Half the time various computers are down. They won't turn on or log onto the internet. | Apr 12, 2010 4:48 PM |
| 107 | computers are several years old; RAM is insufficient for many applications; software is several iterations out of date | Apr 12, 2010 4:47 PM |
| 108 | My classroom does not have Internet access. | Apr 12, 2010 4:46 PM |
| 109 | We have a classroom that uses laptops.  Most of the computers have dead batteries so they won't connect to internet.   The instructor computers in the classroom don't always have programs or at least not current version of programs like flash, real player, acrobat reader...They might be there one week and then the next week, there has been an upgrade and now they are no longer accessible...Some of us can get around that by bringing laptop and plugging into projector. | Apr 12, 2010 4:42 PM |

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

| 110 | It would be a smarter implementation of the Deep Freeze program, if it was done AFTER the profile was created instead of before, which slows loading Windows because it has to create the whole profile everytime a user logs in. If you start Deep Freeze after the profile is created, then no changes by the user will be permanent and you get into windows faster. | Apr 12, 2010 4:39 PM |
|---|---|---|
| 111 | I do not use the voicemail because the last time I tried to it did not work. that was three years ago. | Apr 12, 2010 4:38 PM |
| 112 | n/a | Apr 12, 2010 4:37 PM |
| 113 | computer are out dated and slow puttin new software on them doesnt improve the computer it just slows it down more, im taking CA171 and windows 7 is installed on computers that are WAY to old to have it. you can only teach a old dog so many ne tricks before it hurts it self and you have to put it down. | Apr 12, 2010 4:33 PM |
| 114 | The computers run slow, would prefer Outlook over Mozilla Thunderbird for convenience and email use with word and excel. Shortel adds drag time to computer. Takes too long for caller info to populate and it is easy to drop calls when trying to reach another call. | Apr 12, 2010 4:27 PM |
| 115 | The equipment goes out so much that it effects my work, sometimes I cannot work until the problem gets fixed, and that sometimes takes a long time. It feels outdated. | Apr 12, 2010 4:26 PM |
| 116 | I have no computer or projector in my classroom for statistics where I need it. I have asked, but to no avail. | Apr 12, 2010 4:22 PM |

| | **Q5. If you answered "Yes" to question 4, please explain your technical training needs.** | |
|---|---|---|
| 1 | I would like to continue both of my courses but time & schedualing does:nt permit it | May 6, 2010 8:52 AM |
| 2 | on-line courses.... | Apr 22, 2010 3:05 PM |
| 3 | avc-online web site development and use | Apr 20, 2010 11:04 AM |
| 4 | I have lots of need for technical training.  This is why I am going to college. | Apr 19, 2010 2:12 PM |
| 5 | Microsoft Office suite of Word, Excel, Powerpoint. | Apr 19, 2010 9:49 AM |
| 6 | It would be great to have more small group, "hands-on" training made available - at varying hours - for faculty, esp since many of the systems used on camopus are SO different from the private use systems. | Apr 18, 2010 8:09 PM |
| 7 | None at this moment, but when a need arises, it is usually urgent and it takes days to receive the necessary assistance. | Apr 16, 2010 7:42 PM |
| 8 | Apparently we must put our syllabus and all "handout" material on line. I do not know how to do this. I presume this also means we need some kind of a web site for our classes. I don't know how to do this either. | Apr 15, 2010 8:51 PM |
| 9 | taking course work to improve. | Apr 14, 2010 2:20 PM |
| 10 | Been repairing computer for twenty years | Apr 14, 2010 1:22 PM |
| 11 | Blackboard | Apr 14, 2010 12:19 PM |
| 12 | How to access Internet in classroom, how to do PowerPoint. | Apr 14, 2010 12:19 PM |
| 13 | being able to take apart a computer would help remendously | Apr 14, 2010 11:08 AM |
| 14 | N/A | Apr 14, 2010 8:41 AM |
| 15 | More business classes offered | Apr 13, 2010 8:21 PM |
| 16 | No new equipment to learn about | Apr 13, 2010 6:58 PM |
| 17 | more hands on computer use | Apr 13, 2010 6:25 PM |
| 18 | problems with excell, word, blackboard. do we have training dvds we can check out of the IMC? | Apr 13, 2010 6:18 PM |
| 19 | N/A | Apr 13, 2010 6:07 PM |
| 20 | I am capable of solving some software problems on my own but when it come to hardware issues and malfunctioning equipment, I cannot help my fellow workmates. The office relies on me more than ITS because of the slow or lack of response from thier part. | Apr 13, 2010 5:59 PM |
| 21 | A little on the job training and workshops provided here at AVC for us to know how to use the various programs. Banner, Sars, etc | Apr 13, 2010 5:46 PM |
| 22 | Each faculty member should have a campus based webpage they can modify | Apr 13, 2010 5:15 PM |

| | | |
|---|---|---|
| | from their office.  Many of the forms and documents are very difficult to find on the AVC webpage or the myAVC webpage, it's horribly unorganized, training on how the search works, or does it work?? | |
| 23 | The primary training needs are when changes to the systems are made, such as Blackboard, training to show us what will now not work, or what we can now do should be made available as soon as the changes take effect. | Apr 13, 2010 4:33 PM |
| 24 | I need more advanced technology training. Podcasting, video sharing, etc... | Apr 13, 2010 3:18 PM |
| 25 | Basic classes on computer instruction Will plan to attend. | Apr 13, 2010 2:03 PM |
| 26 | I would like to learn more about the excel program!!! | Apr 13, 2010 1:33 PM |
| 27 | My voicemail does not work. I need to have a voicmail somehow. | Apr 13, 2010 1:23 PM |
| 28 | the more hands on learning i recieve in airframe  and powerplant classes the better prepared i will be in my career field | Apr 13, 2010 10:50 AM |
| 29 | I need training for the new server software that we purchased.  I can try to figure out how it works, but I know that I will not figure out how best to use it without additional resources. | Apr 13, 2010 10:47 AM |
| 30 | Unless you are offering? | Apr 13, 2010 10:32 AM |
| 31 | Calendar in myAVC | Apr 13, 2010 9:52 AM |
| 32 | I'm perfect | Apr 13, 2010 9:02 AM |
| 33 | MS Office 2007 | Apr 13, 2010 8:59 AM |
| 34 | Banner training | Apr 13, 2010 8:21 AM |
| 35 | Usually we are left to fend for ourselves.  So any help would be great. | Apr 13, 2010 8:16 AM |
| 36 | Shoretel | Apr 13, 2010 8:05 AM |
| 37 | I need more understanding on how to best use my AVC. | Apr 13, 2010 8:00 AM |
| 38 | Astra, once the system is completely updated and complete training is available. | Apr 13, 2010 7:55 AM |
| 39 | Degree Works | Apr 13, 2010 7:54 AM |
| 40 | Better use of MyAVC, Managing email. | Apr 13, 2010 7:24 AM |
| 41 | I need to try to stay current with the latest software/hardware. | Apr 13, 2010 7:18 AM |
| 42 | NA | Apr 13, 2010 6:44 AM |
| 43 | more technical needs | Apr 12, 2010 10:50 PM |
| 44 | Need more skills on powerpoint development | Apr 12, 2010 8:22 PM |
| 45 | Use of power point presentations. | Apr 12, 2010 8:05 PM |

| | **Q5. If you answered "Yes" to question 4, please explain your technical training needs.** | |
|---|---|---|
| 46 | I would like to learn how to embed video in PowerPoint. | Apr 12, 2010 7:56 PM |
| 47 | Needing more advanced levels of training/classes in the Digital Media program, such as with the Photoshop software. | Apr 12, 2010 7:10 PM |
| 48 | COMPUTER SKILLS | Apr 12, 2010 6:46 PM |
| 49 | Despite several attempts, I still can't make Banner work properly. So I'm not using it for anything. If there's a secret to getting it to work properly, I'd love to know it. | Apr 12, 2010 6:34 PM |
| 50 | Learning soft wear and how to use various things. | Apr 12, 2010 6:29 PM |
| 51 | I like to stay current. There are components to Bb that I have not yet used. | Apr 12, 2010 6:28 PM |
| 52 | Ongoing instruction in Blackboard,Word programs, use of equipment as it is added. Social Media training!!! | Apr 12, 2010 6:22 PM |
| 53 | How to use the online server assigned to me.  How to integrate video into Blackboard.  The ability to email from myAVC courses and groups. | Apr 12, 2010 6:19 PM |
| 54 | need to get certified | Apr 12, 2010 6:16 PM |
| 55 | offer classes before an updrade is done so that the user has an opportunity to find out what changes are to be expected.  Advise us shorthand what the changes are. | Apr 12, 2010 6:08 PM |
| 56 | We furnish our own needs. ITS does not have access to our curriculum. | Apr 12, 2010 5:44 PM |
| 57 | The ones I get on the labs | Apr 12, 2010 5:23 PM |
| 58 | A better sound system for the computer. | Apr 12, 2010 4:38 PM |
| 59 | Call Handling | Apr 12, 2010 4:13 PM |

| | **Q10. If you answered "Other" to question 10, please explain.** | |
|---|---|---|
| 1 | do not have a "district" computer | Apr 30, 2010 5:18 PM |
| 2 | Software development. | Apr 26, 2010 11:17 AM |
| 3 | Retreiving my assingments | Apr 19, 2010 2:12 PM |
| 4 | Personal use. | Apr 16, 2010 1:50 AM |
| 5 | research | Apr 15, 2010 6:22 AM |
| 6 | not sure what a district computer is | Apr 14, 2010 10:15 PM |
| 7 | CCC Confer Webinar | Apr 14, 2010 12:31 PM |
| 8 | access to online vendors for patrs for jobs to be done | Apr 14, 2010 12:11 PM |
| 9 | HUH??? FAIL! | Apr 14, 2010 8:41 AM |
| 10 | Class assignments | Apr 13, 2010 8:21 PM |
| 11 | N/A | Apr 13, 2010 6:07 PM |
| 12 | Web page updating, calendar, forms. | Apr 13, 2010 5:51 PM |
| 13 | To access transcripts, grades, other college requirements | Apr 13, 2010 5:46 PM |
| 14 | Power point presentations, misc. projects.... | Apr 13, 2010 5:15 PM |
| 15 | Preparing tests using publisher provided test forms and test bank questions. Preparing homework assignments using specialized software programs. Both of these require me to install software on my computer, which is blocked for most faculty. | Apr 13, 2010 4:33 PM |
| 16 | Wasn't sure if Database Management included Banner... | Apr 13, 2010 2:47 PM |
| 17 | Having the availability of the computer for my class studies has made it easier for me to do my home work and to get the practice needed for my computer and tutoring classes. I will be trying to take an online class for the summer now that I am more comfortable with the computer following my class with Ed. Beyer. He has been wonderful as a professor and has made my return to school much better for me as an older person trying to access the computer. I am a happy student. | Apr 13, 2010 12:01 PM |
| 18 | computer is used for various regulation and procedure type applications | Apr 13, 2010 10:50 AM |
| 19 | Network management | Apr 13, 2010 10:47 AM |
| 20 | Research | Apr 13, 2010 10:32 AM |
| 21 | I don't know what my district computer is. | Apr 13, 2010 9:57 AM |
| 22 | Network Management. | Apr 13, 2010 9:02 AM |
| 23 | I wish to answer about question #13 below: When I get ahold of someone in IT, | Apr 13, 2010 7:24 AM |

| | **Q10. If you answered "Other" to question 10, please explain.** | |
|---|---|---|
| | the service I get is EXCELLENT.  The folks up there are fast and friendly and I usually learn gobs of things when I talk to them or when they come work on my computer.  However, when I call the help desk, the answering service is really screwed up, and I am never sure that I'm leaving a message. Service is faster than it used to be.  I love your staff.  You need more of them. | |
| 24 | Online course. | Apr 12, 2010 9:00 PM |
| 25 | I don't use it for anything because it is a piece of crap. I always bring my personal laptop. | Apr 12, 2010 8:56 PM |
| 26 | Calculations like grades | Apr 12, 2010 8:22 PM |
| 27 | classroom assignments using required programs installed already onto AVC's computers. | Apr 12, 2010 7:48 PM |
| 28 | Software pertaining to the classroom. | Apr 12, 2010 7:10 PM |
| 29 | i DON'T USE IT. | Apr 12, 2010 6:46 PM |
| 30 | I often create a document on my personal computer and then bring it in to use on the office/classroom computer. | Apr 12, 2010 6:28 PM |
| 31 | molecular simulation software data processing | Apr 12, 2010 4:42 PM |
| 32 | this is question 10.... how can i answer other to the same question....another achievement of the AVC staff at work right here. | Apr 12, 2010 4:33 PM |
| 33 | I don't have a "district" computer | Apr 12, 2010 4:22 PM |