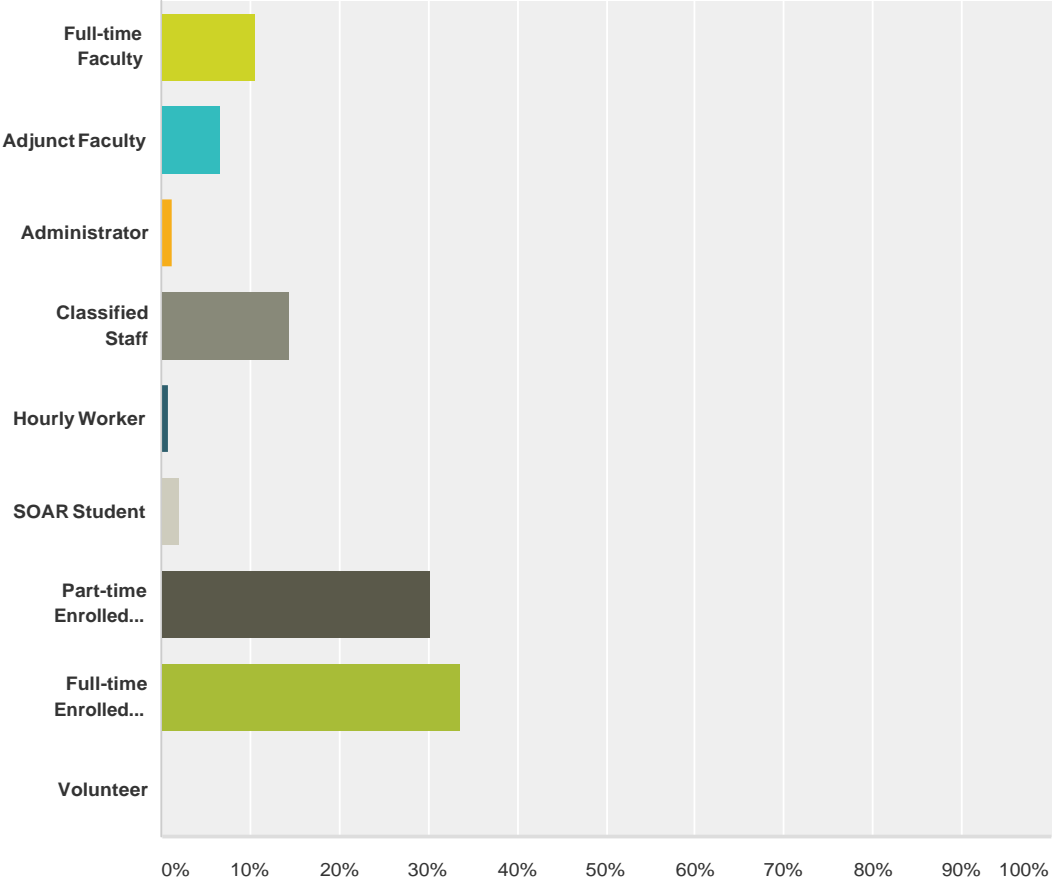


Q1 1. Which best describes your role at AVC?

Answered: 328 Skipped: 0



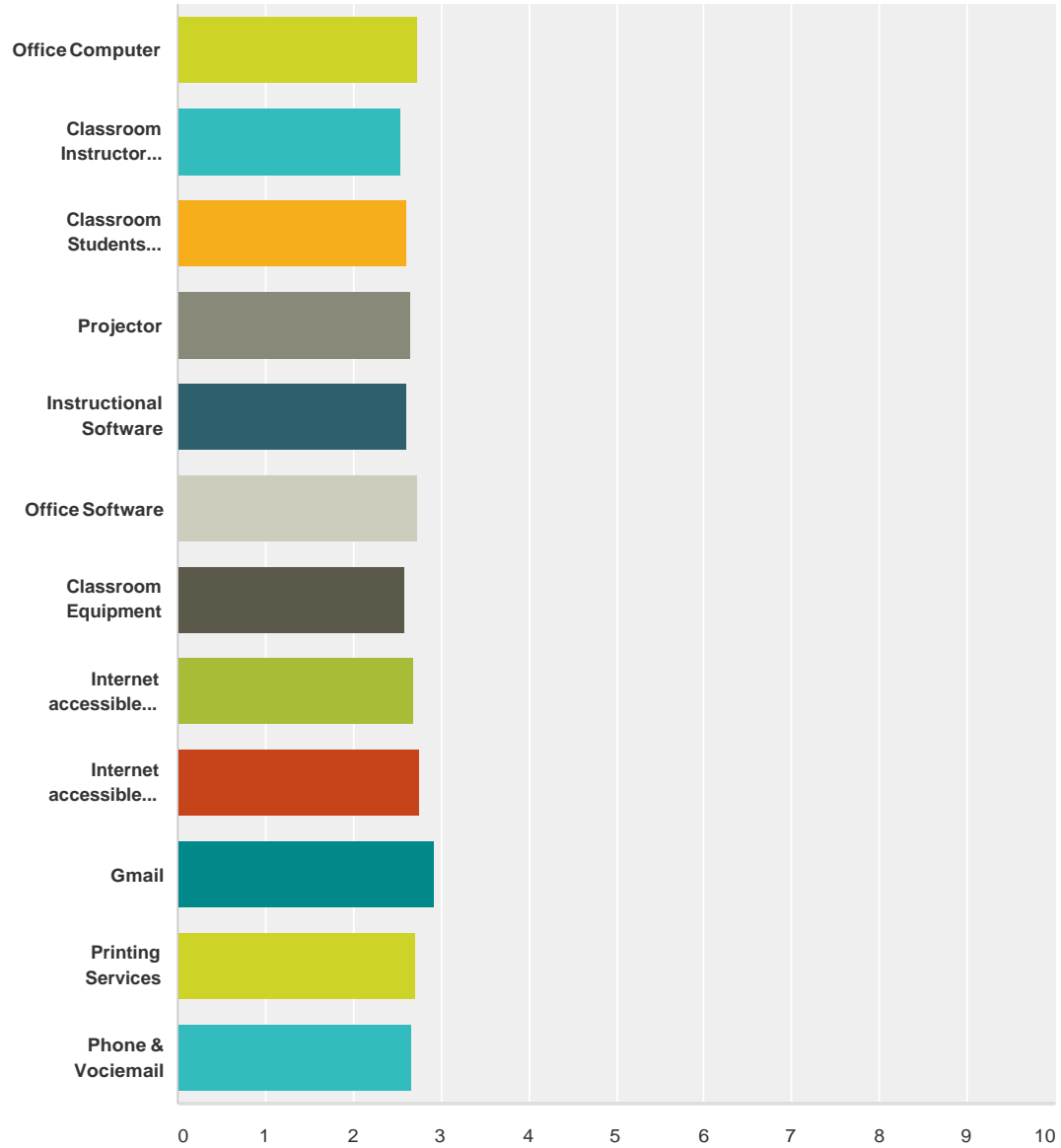
Answer Choices	Responses
Full-time Faculty	10.67% 35
Adjunct Faculty	6.71% 22
Administrator	1.22% 4

Information Technology Services (ITS) Spring 2016 Survey

Classified Staff	14.33%	47
Hourly Worker	0.91%	3
SOAR Student	2.13%	7
Part-time Enrolled Student (less than 12 units)	30.18%	99
Full-time Enrolled Student (12 units or more)	33.54%	110
Volunteer	0.30%	1
Total		328

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

Answered: 327 Skipped: 1



Information Technology Services (ITS) Spring 2016 Survey

	Yes	Somewhat	No	N/A	Total	Weighted Average
Office Computer	58.39% 188	12.73% 41	3.11% 10	25.78% 83	322	2.74
Classroom Instructor Computer	36.65% 118	17.08% 55	4.66% 15	41.61% 134	322	2.55
Classroom Students Computer	40.25% 128	14.47% 46	4.40% 14	40.88% 130	318	2.61
Projector	54.35% 175	13.98% 45	5.90% 19	25.78% 83	322	2.65
Instructional Software	41.30% 133	13.98% 45	4.35% 14	40.37% 130	322	2.62
Office Software	56.07% 180	11.21% 36	3.43% 11	29.28% 94	321	2.74
Classroom Equipment	50.47% 161	21.63% 69	5.02% 16	22.88% 73	319	2.59
Internet accessible services in classrooms/labs	61.68% 198	16.82% 54	4.67% 15	16.82% 54	321	2.69
Internet accessible services in office	58.18% 185	11.32% 36	3.14% 10	27.36% 87	318	2.76
Gmail	91.30% 294	6.21% 20	0.62% 2	1.86% 6	322	2.92
Printing Services	68.42% 221	15.48% 50	4.95% 16	11.15% 36	323	2.71
Phone & Vociemail	52.98% 169	13.79% 44	4.70% 15	28.53% 91	319	2.68

Information Technology Services (ITS) Spring 2016 Survey

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

Answered: 71 Skipped: 257

#	Responses	Date
1	my message storage is full and i don't know how to empty it.	5/13/2016 12:36 PM
2	The wireless internet accessibility is poor in some location of the HS building. During computerized testing the access is slow and sometime students lose connection.	5/13/2016 12:13 PM
3	the business computer lab is the only lab to have quickbooks and it closes early. ALL labs/rooms with computers are dirty. Counters under and around the computers are filthy as well as the computers themselves. The internet freezes and takes forever to load	5/13/2016 11:11 AM
4	The equipment is old and barley works. The school needs everything replaced and updated.	5/13/2016 10:51 AM
5	computers may need to be upgraded as in hardware	5/12/2016 5:37 PM
6	Old computers that are slow. Projectors that are blurry and screens installed too low. Printers that constantly jam and throw error codes. It's bad, really bad. The labs in the BE building need serious work done.	5/12/2016 4:29 PM
7	The projector in my classroom is old and does not show the full definition of the PC or even the full image of the screen (the left side is cut off). I've tried adjustments, but I think the projector or is just old. I think it would be good to replace any projector over 5 years old.	5/12/2016 12:42 PM
8	Internet is always down or slow in the classrooms and the computers suck in the classrooms. They have so many problems and they're so slow	5/12/2016 1:32 AM
9	The wireless signal is spotty in lab His 207	5/11/2016 10:49 PM
10	DID NOT USE	5/11/2016 10:19 PM
11	The printer in my office is so old that it does not have drivers made for Windows 7. As a result, printing is possible but difficult and frustrating.	5/11/2016 8:12 PM
12	In Counseling, we are making phone calls to students and our students are saying that our phone calls read on their phones "BLOCKED ID". Why not identified the college in caller id? I believe that is why they will not answer our calls, even when we leave messages.	5/11/2016 6:45 PM
13	I wish that we had a way to print easily to the Wepa printers especially if we are in a computer class. Like 20 free pages to print if you are in a computer class.	5/11/2016 6:38 PM
14	Classroom printers don't work most of the time. We have to go to the lab to retrieve prints. Format of printers needs to be large size, 17" x 22" would be better.	5/11/2016 5:51 PM
15	Much of the semester, I have had issues with powerpoint locking the computer and having to be reset or completely restarted.	5/11/2016 5:10 PM
16	The bolts that are holding the computer in place in room SSV 173 are covering the USB ports on the right side of the computer. This is extremely frustrating. If the bolt cannot be moved, a multiple USB port connection should be available for use. It's great to have a ceiling projector (finally), however, there is no clicker available. One needs to be provided for optimum use of the equipment.	5/11/2016 12:51 PM
17	Been trying to get a document viewer installed since september	5/11/2016 11:28 AM

Information Technology Services (ITS) Spring 2016 Survey

18	Classroom computer for children broken but are soon being replaced.	5/11/2016 11:03 AM
19	Having to startup or even log into an instructor's computer in the 2nd floor classrooms is just plain ugly, and the podiums are more of a barrier than a help. A stream-lined podium with an in-desk screen would be useful.	5/11/2016 8:57 AM
20	my instructors always have problems with the computer in the classrooms and it takes away time from the class.	5/11/2016 8:55 AM
21	Could be more access to printing	5/11/2016 8:36 AM
22	The Internet service in BE 214 is sketchy. It usually works, but is generally slow.	5/11/2016 8:23 AM
23	Projectors in class rooms work for the most part, but they often stop working during or before class.	5/11/2016 6:01 AM
24	I don't know what those technologies would be of use for	5/11/2016 2:42 AM
25	No access to the Computer/Software necessary to complete assignments.	5/11/2016 12:47 AM
26	Scarce resource	5/10/2016 11:34 PM
27	The Internet service is really slow. Regardless of where someone is.	5/10/2016 11:16 PM
28	The computer in my office is more than 12 years old. Logging in and opening up my e-mail takes 15 minutes. Moving from one website to the next takes another 3 minutes. This make the computer useless to me.	5/10/2016 10:08 PM
29	Projector in class did not work properly (LS111)	5/10/2016 9:40 PM
30	Projector in class did not work properly (LS111)	5/10/2016 9:40 PM
31	Low resolution classroom projectors, very very very outmoded office computer, often very low-end, un-updated classroom computers, no IT support after 8 pm (class runs to 10 pm), no access to color printer, often classroom software (internet, Word) no up to date, no CS Suite in office or classroom. I super duper duper would prefer a Mac in office, not the windows box.	5/10/2016 9:03 PM
32	My classes don't need them	5/10/2016 7:03 PM
33	I am a student in a MGT 212 class and I can't get my 10 pages a day of free printing ...technical error with my account :(... help if you can. 900169882	5/10/2016 6:53 PM
34	I don't ever use my instructors computer	5/10/2016 6:12 PM
35	No one has explained the use of the printer to me even though I have asked several people	5/10/2016 5:30 PM
36	The computers in the APL building are old and outdated. They do not open powerpoints in a sufficient manner. The audio set up is very under par. We need integrated sound capabilities and not just desktop speakers plugged into a laptop.	5/10/2016 5:25 PM
37	Haven't actually started classes yet, might be more useful once I actually start this summer.	5/10/2016 3:39 PM
38	It would be nice to have a service that accepts coins as payment again.	5/10/2016 3:16 PM
39	Does not allow my email to load or send	5/10/2016 3:09 PM
40	Technology is outdated and does not function properly and request for repairs are either met after repeated requests or ignored.	5/10/2016 3:07 PM
41	In Music 107 the equipment is not working	5/10/2016 2:52 PM
42	need more printers and free pages	5/10/2016 2:51 PM
43	Printing, some of the wepa machines break down, & if that happens then all the machines are so far apart. Perhaps having more available & having technicians on hand that can assist with immediate repairs	5/10/2016 2:38 PM

Information Technology Services (ITS) Spring 2016 Survey

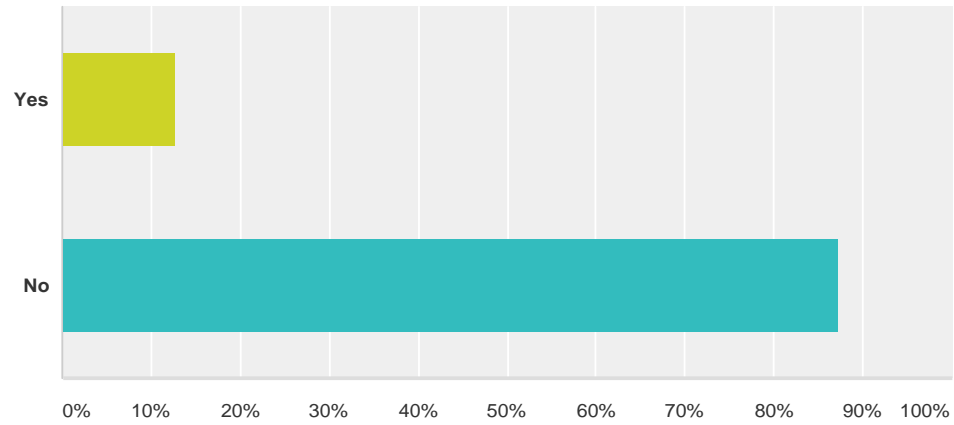
44	Projectors in HS need to have the rooms dark in order to read the projection. Document readers are not placed properly and makes their use that much more difficult. Dealing with these issues take lecture time which is very valuable to the students.	5/10/2016 2:25 PM
45	My office computer is far lacking for required programs I teach in Engineering (MATLAB and Solidworks). Specific disciplines should be offered specific computers and not a generalized basic model. The projectors in my classrooms (APL 204A and B) are sub standard. One is not HD quality so my monitor suffers at a reduced resolution as does my powerpoints. They both are on rolling carts which takes up space and makes a tripping hazard with wires. The actual equipment in the classrooms (APL 204A and B) such as desks are horrible. Our computer desks are very bad as they have hard adjustable platforms that randomly drop causing loud noises and discomfort along with metal brackets below them that are very uncomfortable to the knees. The wiring in these classrooms are plain dangerous. Exposed wiring, holes in the floor, open panels. Very unprofessional. While I do not want any of this to come across as mean, I hope that these issues can be addressed in the future as they do cause issues during class.	5/10/2016 2:19 PM
46	I would like more information or access to the updated xcel and work perfect	5/10/2016 2:09 PM
47	Would like ShoreTel training, an online manual would be sufficient	5/10/2016 2:04 PM
48	N/a	5/10/2016 1:59 PM
49	Educosoft is imperfect and unreliable.	5/10/2016 1:45 PM
50	It is very hard to find a computer lab where I can print something quickly. Either the WEPA system does not accept my card, or the Printer isn't working. There's always some kind of problem	5/10/2016 1:39 PM
51	I like pickled eggs.	5/10/2016 1:36 PM
52	The WiFi should be available in the parking lot	5/10/2016 1:33 PM
53	Projectors are very hard to read when in class. Don't is super small. Even with my glasses it is difficult to read. Teacher can zoom in but only if they aren't working on the work itself. Once they start working on it, the projector won't stay zoomed in.	5/10/2016 1:31 PM
54	The wifi coverage needs to improve. Great in the HS building, and other , but can be lack luster in other places like the parking lot	5/10/2016 1:20 PM
55	I answered "somewhat" and am still providing a comment because there's room to type here: my office computer mostly lets me do what I need to do for my job, but it's slow and prone to requiring reboots to be useful again. The limited amount of memory (4gb) is a problem since I often need several programs open at one time, one of those being Excel with large spreadsheets (a single spreadsheet can bring the computer to a halt without even trying). Potentially adding a wrinkle, I also need SDAViews which I've been told doesn't work in 64 bit Office (I'm assuming a scenario that involves more RAM being installed and using the 64 bit version of Office to actually access said RAM). This may be addressed by getting every data block I need developed in Argos, but to this point that hasn't happened, and the data blocks don't provide what I need. This is an ongoing process to get these squared away--I haven't been able to follow up on these as quickly as I'd like, so it's not like it's ITS's problem entirely. Also, final comment for this area: Gmail/Google Drive allow me to spend less time fiddling with things, so these are working exactly as intended. It's easy to search for mail, and it's easy to share documents and collaborate with others (and I've received positive feedback by doing exactly this).	5/10/2016 1:05 PM
56	All too often, the Extron projectors in the HS building don't work. Bill Carlson and IMC have been working on the overall problem.	5/10/2016 1:05 PM
57	Sometimes connectability is still an issue in the HS labs and occasionally in the classrooms in the HS building.	5/10/2016 1:03 PM
58	I teach psychology while it would be nice for students to have computers in the classroom there is not a real need for it.	5/10/2016 1:00 PM
59	I think we need another printer in the admissions so students that have an 8:00 classes have time to print, & when one or two printers are out of order it is difficult for us to run all over looking for another. And the internet is out a lot in many of the classes I've took over the years but it has improved recently.	5/10/2016 12:56 PM
60	In my current HD 101 class, the remote to the projector does not work and it is inconvenient to our presentations.	5/10/2016 12:56 PM
61	Haven't been able to print emailed file at school	5/10/2016 12:52 PM

Information Technology Services (ITS) Spring 2016 Survey

62	There's a lack of plugs around campus	5/10/2016 12:51 PM
63	As an adjunct I don't have a office computer and a phone to access voicemail.	5/10/2016 12:49 PM
64	the projectors need to be focused every so often because the bulbs get dim and out of focus after a lot of use or they need to replace bulbs at least once a year, from my experience from running 16 mm film projectors through out my school days , or install smart tv / monitors.	5/10/2016 12:48 PM
65	internet connection is spotty in my office and wireless is none existent in my office or anywhere else in the building	5/10/2016 12:47 PM
66	The wifi in my classroom is not strong enough for my computer to connect to the Internet, but as soon as I go outside of the classroom it connects perfectly fine. Super annoying and inconvenient.	5/10/2016 12:46 PM
67	Gmail's functionality is limited. Ideally would like to see the District move towards Outlook.	5/10/2016 12:44 PM
68	Some special software such as matlab would be helpful to have in computers outside the classroom such as in the library or HS computer lab. It can be hard to work on matlab assignments without access to this software outside the classroom.	5/10/2016 12:43 PM
69	For a kinesthetic and visual learner it is more beneficial to use the physical book to help learn better because seeing it and writing makes the information process better	5/10/2016 12:38 PM
70	Computer in my classroom is slower than a 286 in 1985	5/10/2016 12:35 PM
71	Difficult to connect through networks	5/10/2016 12:19 PM

Q4 4. Do you have technical training needs?

Answered: 328 Skipped: 0



Answer Choices	Responses	
Yes	12.80%	42
No	87.20%	286
Total		328

Information Technology Services (ITS) Spring 2016 Survey

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

Answered: 37 Skipped: 291

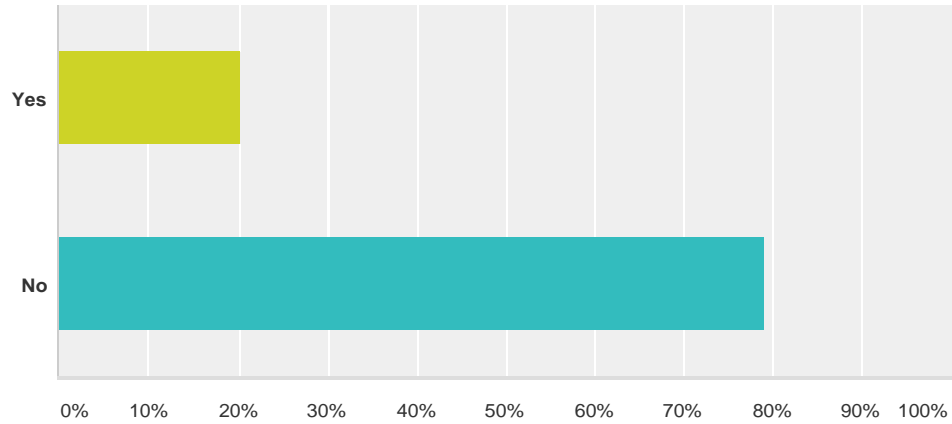
#	Responses	Date
1	Mac	5/13/2016 8:43 PM
2	Blackboard	5/13/2016 5:53 PM
3	I am close to technically illiterate, mostly it is due to lack of use and experience. Greg is great, but probably I need a 'drop in' service area where I can actually TALK to an instructor, since I don't know what I don't know.	5/13/2016 12:36 PM
4	quickbooks and keyboarding class	5/13/2016 11:11 AM
5	I want to learn how to make podcast recordings with a Mac computer	5/12/2016 3:28 PM
6	More blackboard training please	5/12/2016 2:12 PM
7	I have needs but I go to Greg (who is awesome) and he is able to help me.	5/11/2016 8:12 PM
8	When having classroom equipment and the instructional software. As the classroom equipment, I don't know what would that actually provide. Instructional Software is because I am not too familiar with technology.	5/11/2016 3:57 PM
9	More instruction on LMS.	5/11/2016 1:55 PM
10	Better use of Purchase Req system	5/11/2016 12:27 PM
11	Concur, Main Website update, Lynda, how to get antivirus,	5/11/2016 11:44 AM
12	I will need support using new computer monitors/big screens in classrooms at CDC	5/11/2016 11:03 AM
13	I would like there to be a "basic skills" training for Banner software. Ability to learn keyboard shortcuts and be given the knowledge to know what "function" is actually being performed.	5/11/2016 10:46 AM
14	I would like training in Blackboard, Banner Finance and Google	5/11/2016 10:26 AM
15	I took drafting classes for Engineering Technology degree.	5/11/2016 9:56 AM
16	Blackboard	5/11/2016 8:36 AM
17	Always and ITS is always available to help. :)	5/11/2016 7:50 AM
18	Fashion design programs	5/11/2016 1:20 AM
19	I just need to have more training on how to use the computer in general	5/11/2016 12:31 AM
20	learn to speak	5/10/2016 10:25 PM

Information Technology Services (ITS) Spring 2016 Survey

21	Blackboard usage	5/10/2016 9:57 PM
22	I am assuming we're going to Canvas from Blackboard, so then I will need training. Thank you.	5/10/2016 9:03 PM
23	Black board	5/10/2016 8:42 PM
24	I am computer illiterate, but getting better.	5/10/2016 3:33 PM
25	Need support with the new "time" system, and other forms of Banner.	5/10/2016 2:53 PM
26	My certificate degree is technical based	5/10/2016 2:43 PM
27	apparently I am not fully aware of the full workings and complexity of blackboard, specifically as it used in the online class i took this semester.	5/10/2016 2:25 PM
28	Shorter (1 hr) workshops where you are allowed to work on the computer as you learn the material. In other words, workshops with a lot of practice.	5/10/2016 2:25 PM
29	advanced xcel, word and powerpoint	5/10/2016 2:09 PM
30	Shoretel	5/10/2016 2:04 PM
31	Greg is still working with me on Fillable PDF forms to post online (We are having some "glitches".)	5/10/2016 2:02 PM
32	I will need in future.	5/10/2016 1:36 PM
33	Many of the Flex training workshops are during the hours have student appointments.	5/10/2016 1:22 PM
34	Whenever I have a question regarding Blackboard Greg Krynen is always available and helpful.	5/10/2016 1:00 PM
35	we all need to be able to use programs like WORD or EXCEL with ease of performance.	5/10/2016 12:48 PM
36	For managing the webpage for my program	5/10/2016 12:47 PM
37	Excel	5/10/2016 12:36 PM

Q6 6. Are you aware that AVC has licensed Lynda.com for personal and/or professional development? (faculty/staff only)

Answered: 311 Skipped: 17

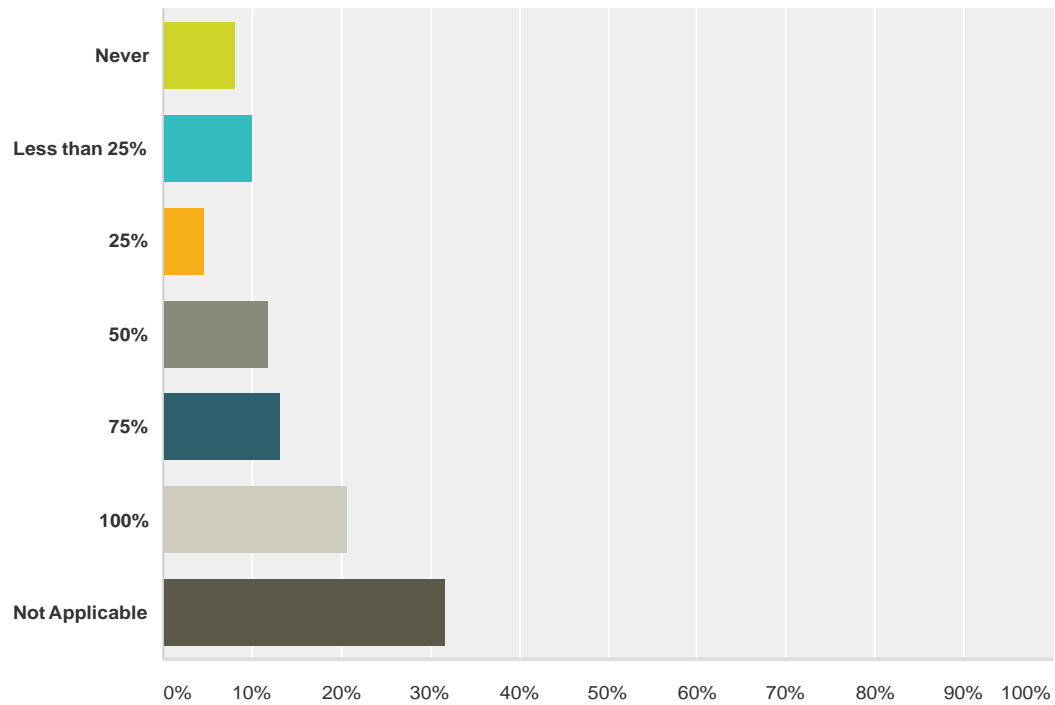


Answer Choices	Responses	
Yes	20.90%	65
No	79.10%	246
Total		311

Information Technology Services (ITS) Spring 2016 Survey

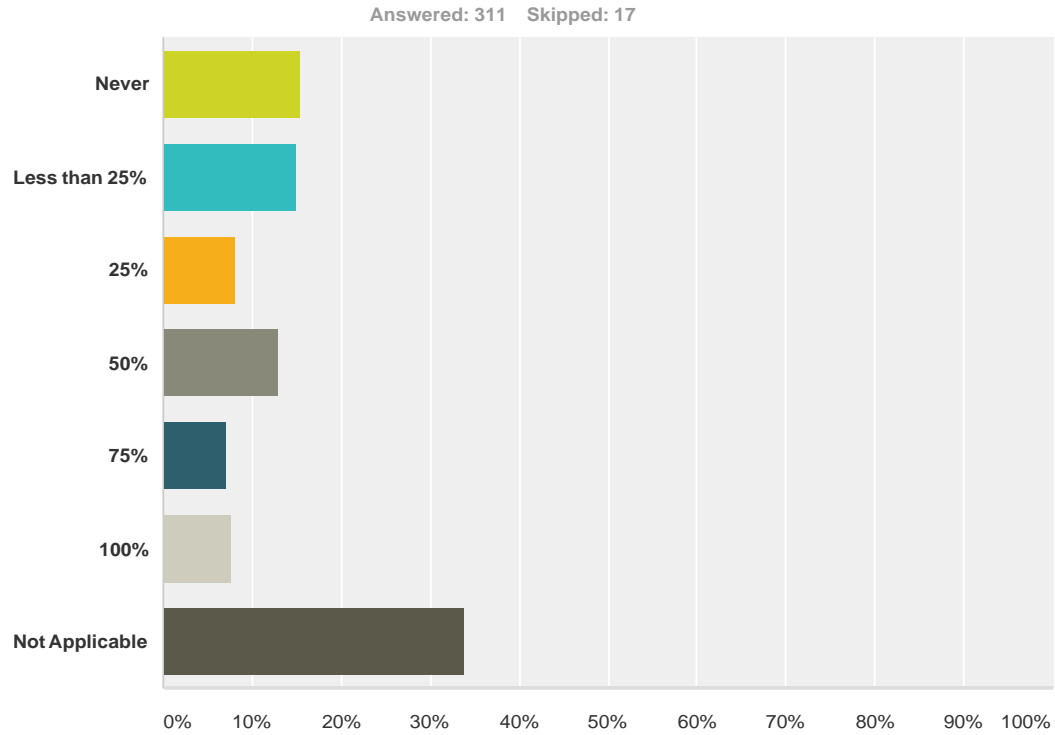
Q7 7. How frequently do you have need of a 'Smart Classroom' (i.e., a classroom with instructor's station, projector, internet access, speakers, and multi-media capacity)?

Answered: 311 Skipped: 17



Answer Choices	Responses	
Never	8.04%	25
Less than 25%	9.97%	31
25%	4.50%	14
50%	11.90%	37
75%	13.18%	41
100%	20.58%	64
Not Applicable	31.83%	99
Total		311

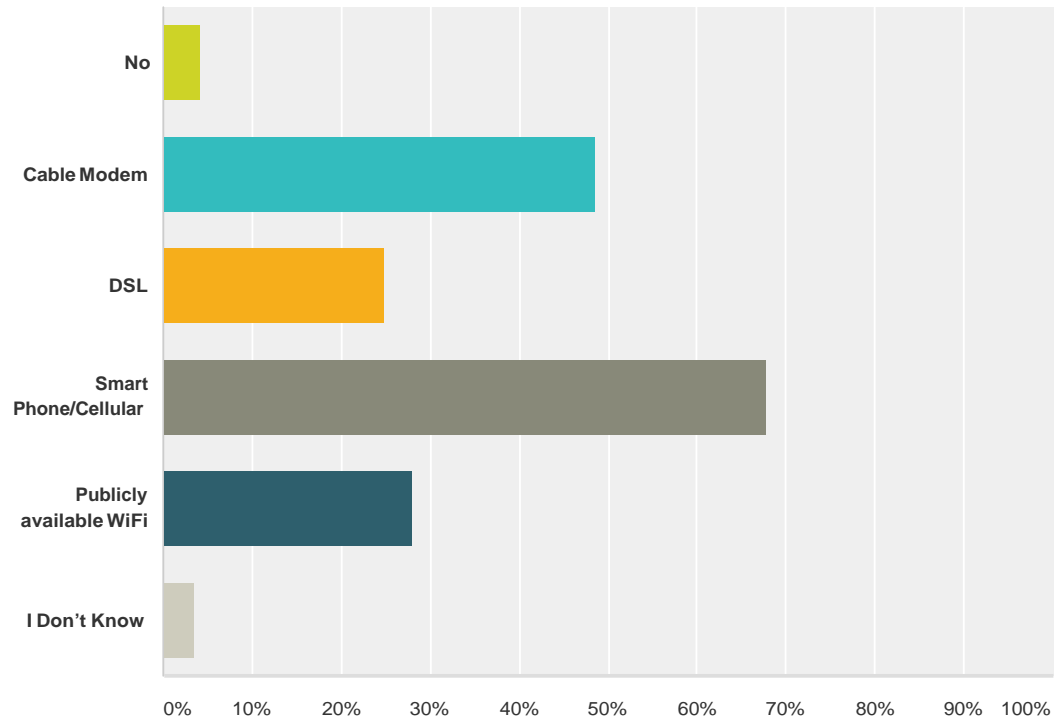
Q8 8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?



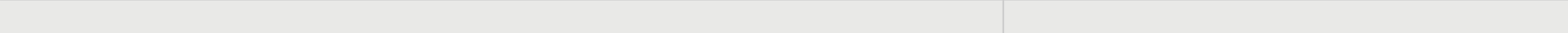
Answer Choices	Responses	
Never	15.43%	48
Less than 25%	15.11%	47
25%	8.04%	25
50%	12.86%	40
75%	7.07%	22
100%	7.72%	24
Not Applicable	33.76%	105
Total		311

Q9 9. Do you have internet access off campus? If so, please select all that apply:

Answered: 311 Skipped: 17

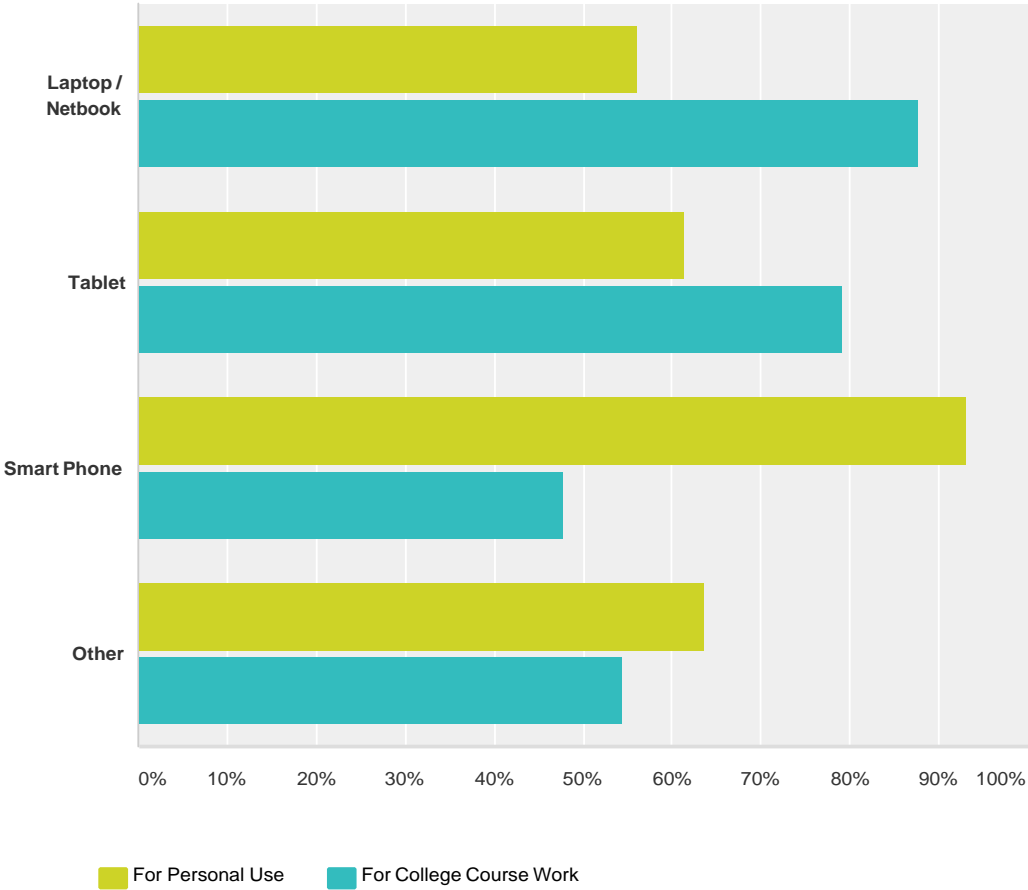


Answer Choices	Responses	
No	4.18%	13
Cable Modem	48.55%	151
DSL	24.76%	77
Smart Phone/Cellular	67.85%	211
Publicly available WiFi	27.97%	87
I Don't Know	3.54%	11



Q10 10. Do you bring any personal computing devices to campus (check all that apply)?

Answered: 291 Skipped: 37



	For Personal Use	For College Course Work	Total Respondents
Laptop / Netbook	56.16% 82	87.67% 128	146

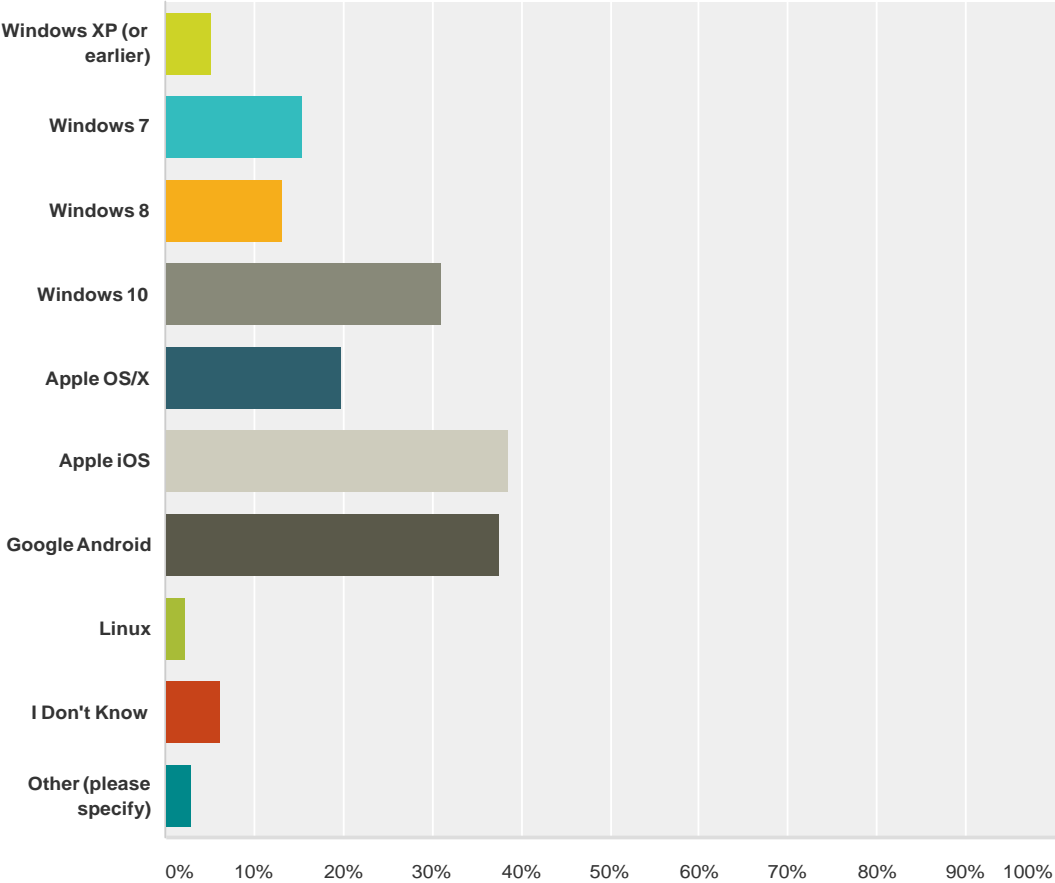
Information Technology Services (ITS) Spring 2016 Survey

Tablet	61.46% 59	79.17% 76	96
Smart Phone	93.01% 253	47.79% 130	272
Other	63.64% 7	54.55% 6	11

#	If you selected Other, please specify:	Date
1	Multi-monitor	5/13/2016 8:47 PM
2	Flip phone	5/13/2016 2:01 PM
3	is "Other " the choice for NO?	5/13/2016 12:39 PM
4	i only use my lap top at home	5/12/2016 8:38 AM
5	I have a Braille Note, and a Victor Reader Stream, but can't use the stream on campus.	5/11/2016 12:58 PM
6	I recieve email on my iPhone/iPad, and research for my department	5/10/2016 3:02 PM
7	Digital camera/tablet to create images for powerpoints	5/10/2016 12:49 PM
8	cell phone	5/10/2016 12:38 PM

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

Answered: 303 Skipped: 25



Answer Choices	Responses
Windows XP (or earlier)	5.28% 16
Windows 7	15.51% 47

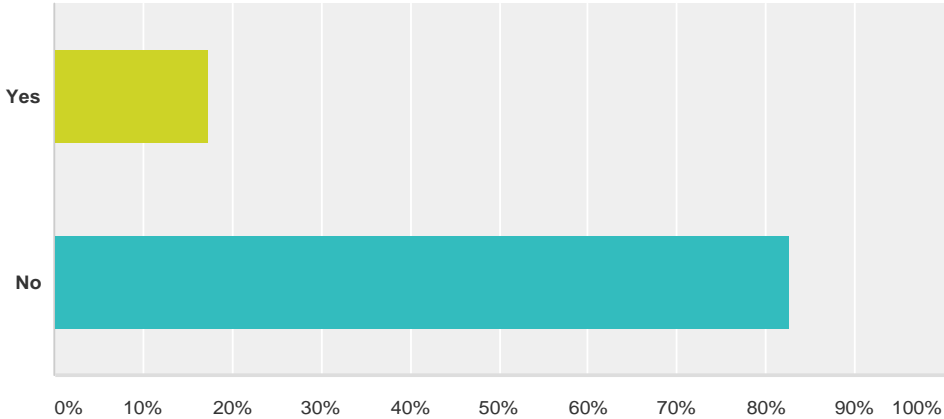
Information Technology Services (ITS) Spring 2016 Survey

Windows 8	13.20%	40
Windows 10	31.02%	94
Apple OS/X	19.80%	60
Apple iOS	38.61%	117
Google Android	37.62%	114
Linux	2.31%	7
I Don't Know	6.27%	19
Other (please specify)	2.97%	9
Total Respondents: 303		

#	Other (please specify)	Date
1	something old (2009)but not sure what windows it is	5/13/2016 12:39 PM
2	Android	5/12/2016 12:19 PM
3	Vista	5/11/2016 9:37 PM
4	Kindle Fire	5/11/2016 6:03 AM
5	Windows Vista	5/10/2016 7:57 PM
6	Chromebook	5/10/2016 7:02 PM
7	Google chromebook	5/10/2016 5:26 PM
8	apple not sure which operating system not he new one	5/10/2016 2:10 PM
9	Samsung	5/10/2016 12:49 PM

**Q12 12. Are you aware that AVC licenses
Antivirus software for employee use on
their personal systems?**

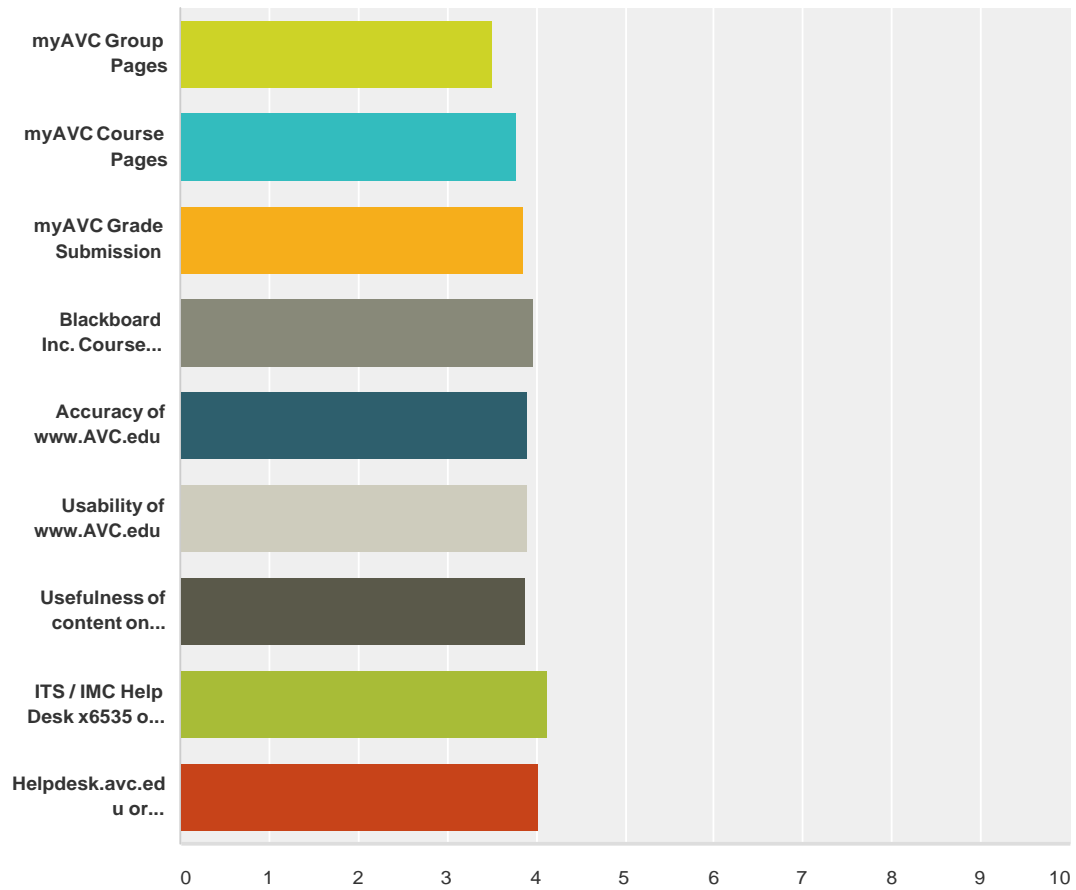
Answered: 311 Skipped: 17



Answer Choices	Responses	
Yes	17.36%	54
No	82.64%	257
Total		311

Q13 13. Please rate the following services:

Answered: 307 Skipped: 21



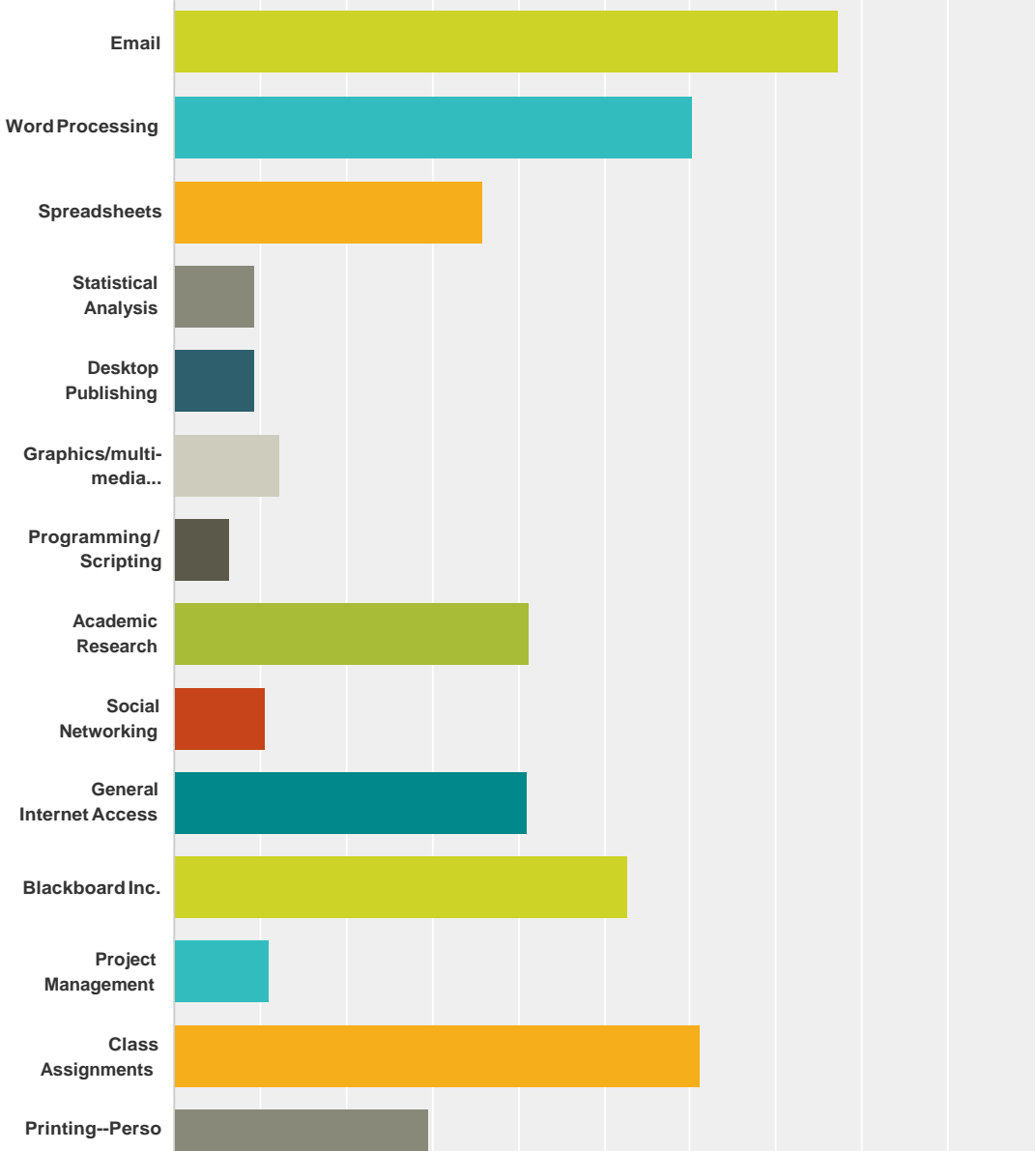
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A (I Don't Use This Service)	Total	Weighted Average
myAVC Group Pages	3.28% 10	4.59% 14	23.61% 72	19.02% 58	12.13% 37	37.38% 114	305	3.51
myAVC Course Pages	3.93% 12	3.93% 12	17.70% 54	33.77% 103	19.34% 59	21.31% 65	305	3.77

Information Technology Services (ITS) Spring 2016 Survey

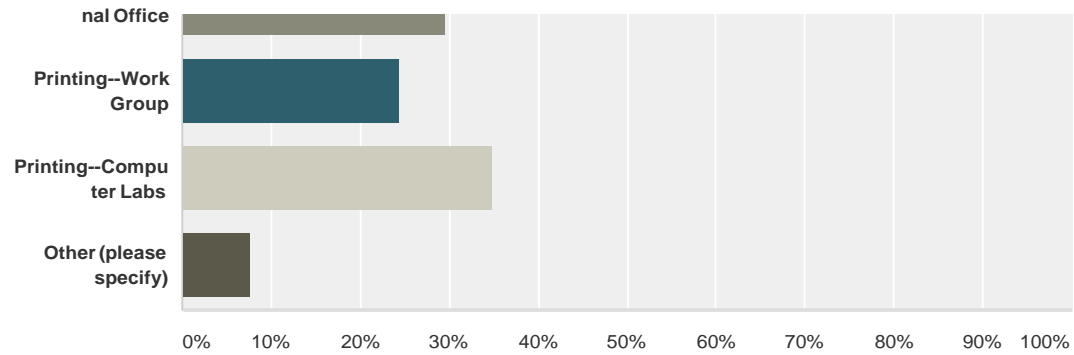
myAVC Grade Submission	2.97% 9	2.31% 7	16.17% 49	27.72% 84	20.13% 61	30.69% 93	303	3.86
Blackboard Inc. Course Pages	1.96% 6	4.58% 14	15.36% 47	28.76% 88	27.12% 83	22.22% 68	306	3.96
Accuracy of www.AVC.edu	3.28% 10	4.59% 14	20.66% 63	36.39% 111	31.48% 96	3.61% 11	305	3.91
Usability of www.AVC.edu	3.59% 11	6.54% 20	16.34% 50	40.52% 124	30.07% 92	2.94% 9	306	3.90
Usefulness of content on www.AVC.edu	3.28% 10	5.25% 16	18.69% 57	40.33% 123	28.85% 88	3.61% 11	305	3.89
ITS / IMC Help Desk x6535 or x6605	0.66% 2	1.64% 5	11.15% 34	20.66% 63	23.93% 73	41.97% 128	305	4.13
Helpdesk.avc.edu or help@avc.edu	2.62% 8	1.31% 4	9.84% 30	21.31% 65	21.97% 67	42.95% 131	305	4.03

Q14 14. How do you use the college's computers (select all that apply)?

Answered: 307 Skipped: 21



Information Technology Services (ITS) Spring 2016 Survey



Answer Choices	Responses	Count
Email	77.20%	237
Word Processing	60.26%	185
Spreadsheets	35.83%	110
Statistical Analysis	9.45%	29
Desktop Publishing	9.45%	29
Graphics/multi-media development	12.38%	38
Programming / Scripting	6.51%	20
Academic Research	41.37%	127
Social Networking	10.75%	33
General Internet Access	41.04%	126
Blackboard Inc.	52.77%	162
Project Management	11.07%	34
Class Assignments	61.24%	188
Printing--Personal Office	29.64%	91
Printing--Work Group	24.43%	75
Printing--Computer Labs	34.85%	107

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Other (please specify)	7.82%	24
Total Respondents: 307		

#	Other (please specify)	Date
1	register for classes and pay fees	5/13/2016 11:18 AM
2	printing classwork	5/12/2016 12:24 PM
3	DO NOT USE	5/11/2016 10:24 PM
4	In class Power points, videos, etc.	5/11/2016 5:13 PM
5	Trello, Quickbooks	5/11/2016 11:47 AM
6	Power point presentation	5/11/2016 9:46 AM
7	I don't use them	5/10/2016 11:41 PM
8	Self study math	5/10/2016 11:37 PM
9	Haven't used the colleges computers	5/10/2016 9:01 PM
10	i dont use them	5/10/2016 7:05 PM
11	None	5/10/2016 3:42 PM
12	None	5/10/2016 3:12 PM
13	Instruction	5/10/2016 2:57 PM
14	I don't use the colleges computers	5/10/2016 2:16 PM
15	Banner, Printing to Network Printer, Archibus, Astra	5/10/2016 2:05 PM
16	Have yet to attend the college, I am just about to enter my first term.	5/10/2016 1:53 PM
17	Use my own	5/10/2016 1:50 PM
18	FAFSA	5/10/2016 1:46 PM
19	archibus work program.	5/10/2016 1:41 PM
20	Banner, Banner, and more Banner.	5/10/2016 1:08 PM
21	Use of PowerPoint in the classroom when the computers work, which is most of the time.	5/10/2016 1:03 PM
22	college paperwork	5/10/2016 12:51 PM
23	Don't use computers.	5/10/2016 12:43 PM
24	None	5/10/2016 12:37 PM

Information Technology Services (ITS) Spring 2016 Survey

Q15 15. If you answered "Other" to "How do you use the college's computers", please explain:

Answered: 24 Skipped: 304

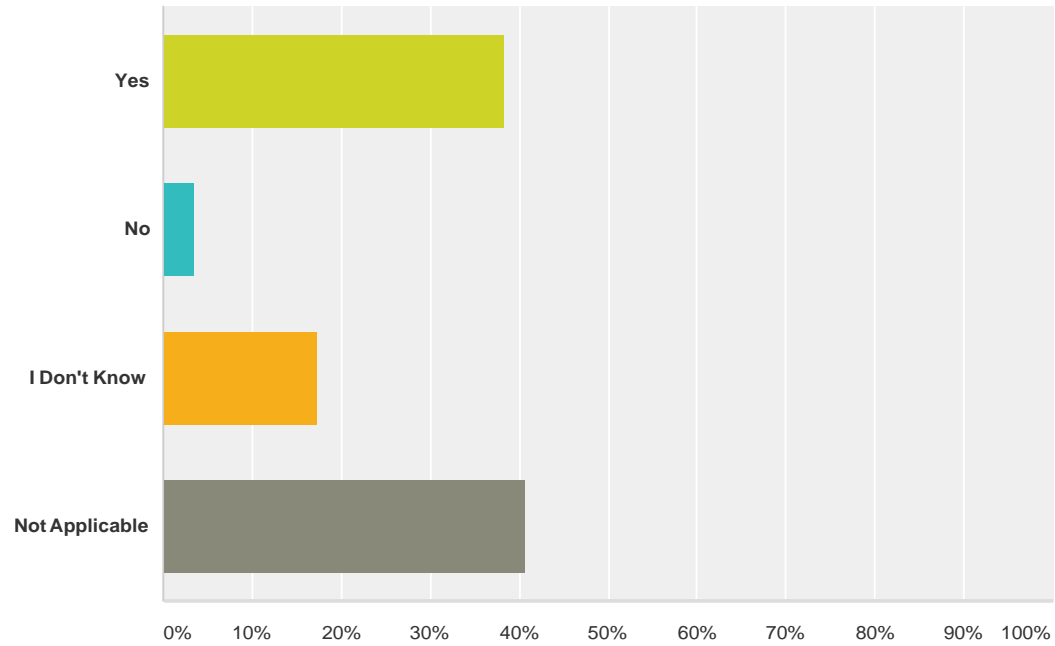
#	Responses	Date
1	register for classes and pay fees	5/13/2016 11:18 AM
2	I use them to pull up and print homework, assignments, and any other school work or school information I need to print.	5/12/2016 12:24 PM
3	DO NOT USE COLLEGE COMPUTER SINCE OWN PERSONAL COMPUTER AT HOME WHICH I USE MOSTLY FOR CLASS WORK AND ASSIGNMENT	5/11/2016 10:24 PM
4	In class Power points, videos, etc.	5/11/2016 5:13 PM
5	Outside Programs specific to my job	5/11/2016 11:47 AM
6	Group or self projects of power point presentation.	5/11/2016 9:46 AM
7	I use my laptop and never the college's computers	5/10/2016 11:41 PM
8	Self study math	5/10/2016 11:37 PM
9	I have my own computer at home so I don't need the school computers	5/10/2016 7:05 PM
10	I haven't used the college's computers.	5/10/2016 3:42 PM
11	I don't use the colleges computers	5/10/2016 3:12 PM
12	As a student, I receive instruction through classroom computers and projectors.	5/10/2016 2:57 PM
13	I don't use the colleges computers	5/10/2016 2:16 PM
14	Banner, Printing to Network Printer, Archibus, Astra	5/10/2016 2:05 PM
15	I have yet to enter my first term at the school.	5/10/2016 1:53 PM
16	I don't use avc computers	5/10/2016 1:50 PM
17	FAFSA	5/10/2016 1:46 PM
18	archibus work program for daily tasks	5/10/2016 1:41 PM
19	As noted above, Banner. Lots and lots of Banner.	5/10/2016 1:08 PM
20	I did.	5/10/2016 1:03 PM
21	see above	5/10/2016 12:51 PM
22	Don't use computers.	5/10/2016 12:43 PM

Information Technology Services (ITS) Spring 2016 Survey

23	I do not use the computers at AVC	5/10/2016 12:37 PM
24	No comments	5/10/2016 12:34 PM

Q16 16. In your office or department and for those who need it, do all employees have access to a computer?

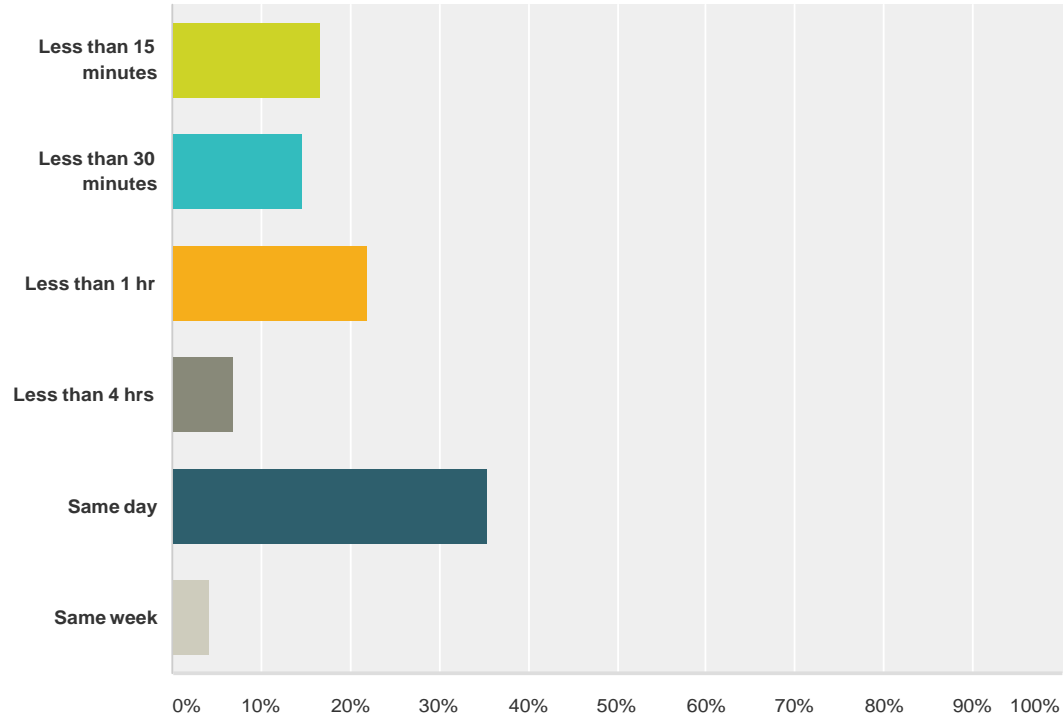
Answered: 287 Skipped: 41



Answer Choices	Responses	
Yes	38.33%	110
No	3.48%	10
I Don't Know	17.42%	50
Not Applicable	40.77%	117
Total		287

Q17 17. 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: 287 Skipped: 41



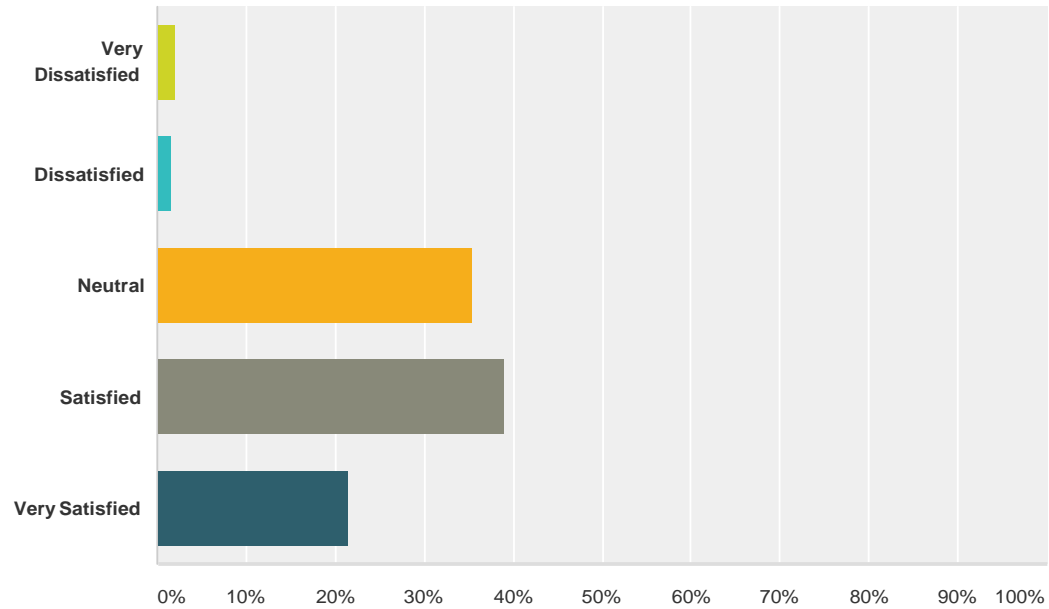
Answer Choices	Responses	Count
Less than 15 minutes	16.72%	48
Less than 30 minutes	14.63%	42
Less than 1 hr	21.95%	63
Less than 4 hrs	6.97%	20

Information Technology Services (ITS) Spring 2016 Survey

Same day	35.54%	102
Same week	4.18%	12
Total		287

Q18 18. What is your overall satisfaction with services from ITS?

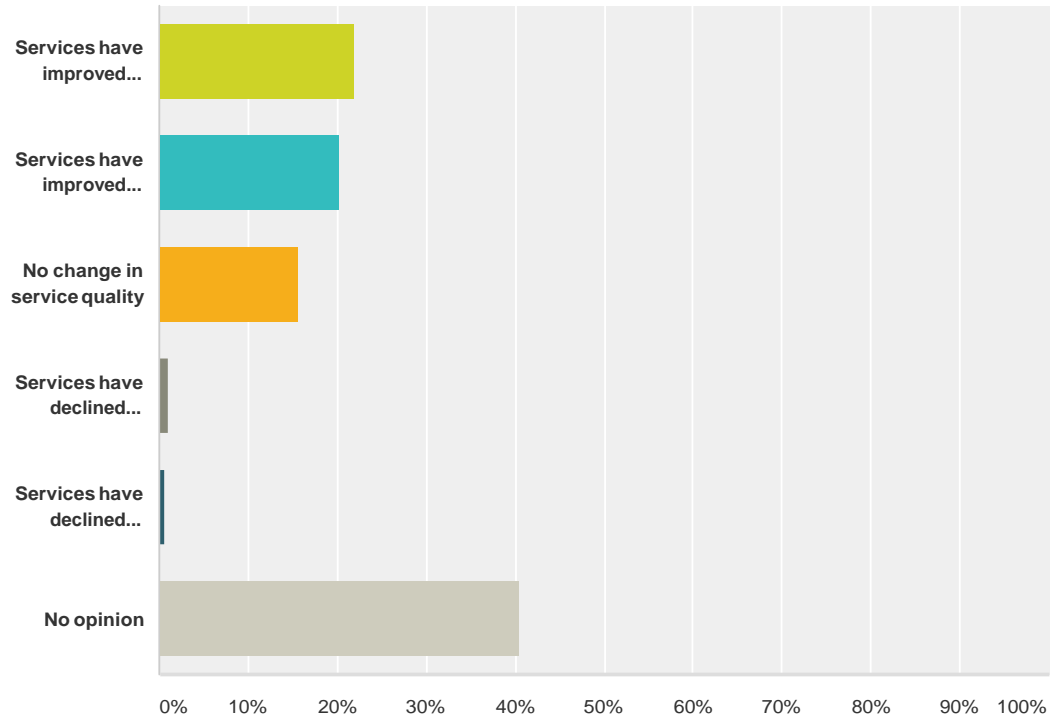
Answered: 287 Skipped: 41



Answer Choices	Responses
Very Dissatisfied	2.09% 6
Dissatisfied	1.74% 5
Neutral	35.54% 102
Satisfied	39.02% 112
Very Satisfied	21.60% 62
Total	287

Q19 19. With regard to overall services delivered by ITS, would you say:

Answered: 287 Skipped: 41



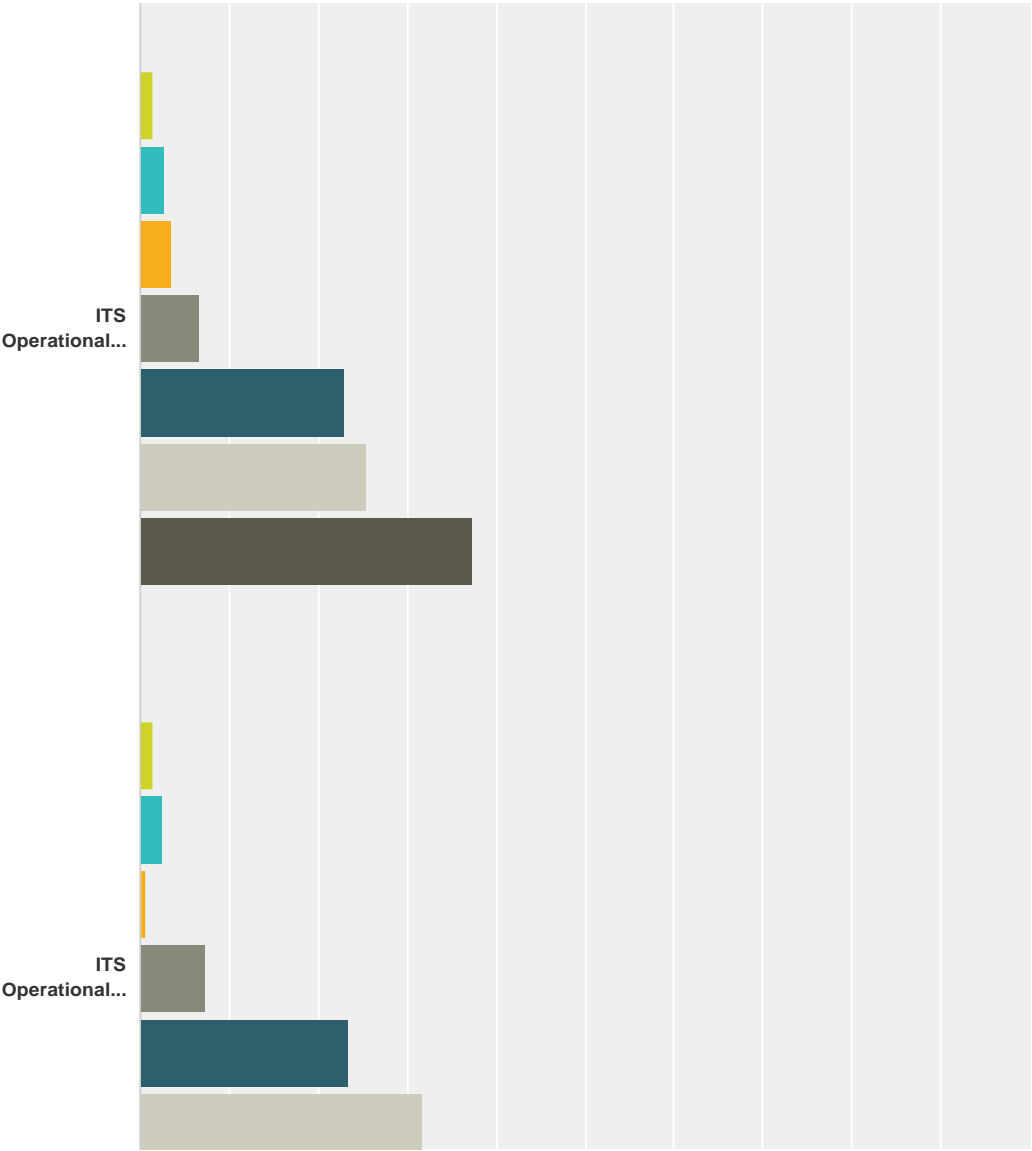
Answer Choices	Responses	Count
Services have improved substantially	21.95%	63
Services have improved marginally	20.21%	58
No change in service quality	15.68%	45
Services have declined marginally	1.05%	3
Services have declined substantially	0.70%	2
No opinion	40.42%	116

Information Technology Services (ITS) Spring 2016 Survey

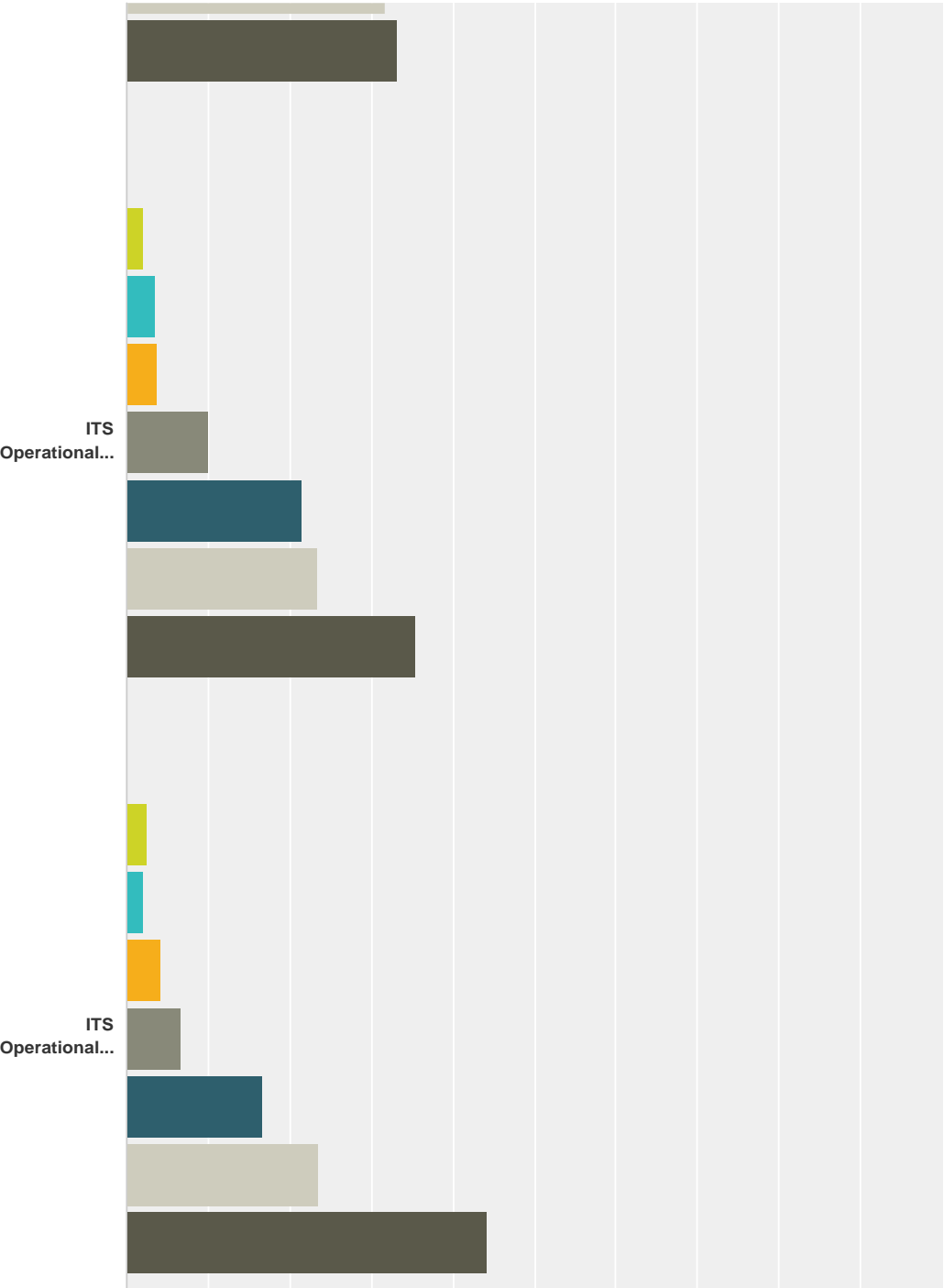
Total		287
#	Additional Comments:	Date
1	response time is GREAT, but my skills in application of their instructions, seem difficult to complete.	5/13/2016 12:46 PM
2	I will say that IT is one of the services that has really improved since the change in leadership. Now if there could be similar improvement for the Business Office and Facilities, I would be really happy,.	5/12/2016 12:54 PM
3	I feel the department has improved. Banner has been on its good behavior so far, no down time, Aye!!!. But as always, there is room for improvement.	5/11/2016 7:01 PM
4	I have not needed ITS recently so cannot assess if any changes.	5/11/2016 4:24 PM
5	Quality continues to be very good. Thanks	5/11/2016 12:41 PM
6	But evening support when entering Purchase Requisitions is necessary	5/11/2016 12:33 PM
7	We miss Rhonda. She was so knowledgeable and would answer the phone to help.	5/11/2016 12:01 PM
8	I have not been at AVC long enough to compare.	5/11/2016 11:24 AM
9	ITS has always been helpful with great service.	5/11/2016 8:11 AM
10	It has been over two months since Mr. Shaw told me that he would get back to me with regards to resolving my issue with the lack of access to a PC with Graphic Design/Media Production software so that I may complete the Myriad of Digital Filmmaking assignment that I have been tasked with on a weekly bases. However, I have heard nothing.	5/11/2016 1:23 AM
11	Sending emails to the classmates from myavc is not possible anymore. This is not helpful because sometimes I need to send an email to the whole class and I can't do that from the avc Gmail account because often I don't know the names of everyone. I wish that service would be back since is very helpful.	5/10/2016 11:47 PM
12	I have never been dissatisfied with ITS	5/10/2016 8:52 PM
13	Thank you for you service.	5/10/2016 8:47 PM
14	I have always had very good service from IT - and find that it has been consistent over the years	5/10/2016 4:55 PM
15	I have a Macbook Pro, and just wish I could view my courses on MyAVC, but I can't. No big deal, but why do MacBook and Windows conflict so often? I cannot do much of my GDP11 homework on MacBook, even though I have Office 365. Hmmm? Rhetorical question. Thanks for all your hard work in keeping 13,000 students plugged in!	5/10/2016 3:43 PM
16	I don't really notice your services.	5/10/2016 3:20 PM
17	Regarding #18, it only applies to upper management. The foot soldiers of ITS are great.	5/10/2016 3:12 PM
18	Gotta LOVE Rick Shaw - awesome job around here and he is personally willing to help when he has time - also Greg Krynen sure has been more professional (still a bit moody sometimes but better).	5/10/2016 2:15 PM
19	Whenever I have called with an issue, staff is very willing to help in the earliest time frame possible. Very happy with the response of ITS staff to assist.	5/10/2016 2:09 PM
20	There should be regular (at least weekly) routine maintenance of the computers in the classroom, not just over the summer. For many instructors this is integral to classroom presentation nowadays. I have had to call several times to have a technician respond to my classroom because the lack of technology is impeding instruction. While I believe that they respond as fast as they can it is often significantly into the classroom time.	5/10/2016 1:07 PM

Q20 20. Please estimate the percent of which you feel ITS is meeting the following goals:

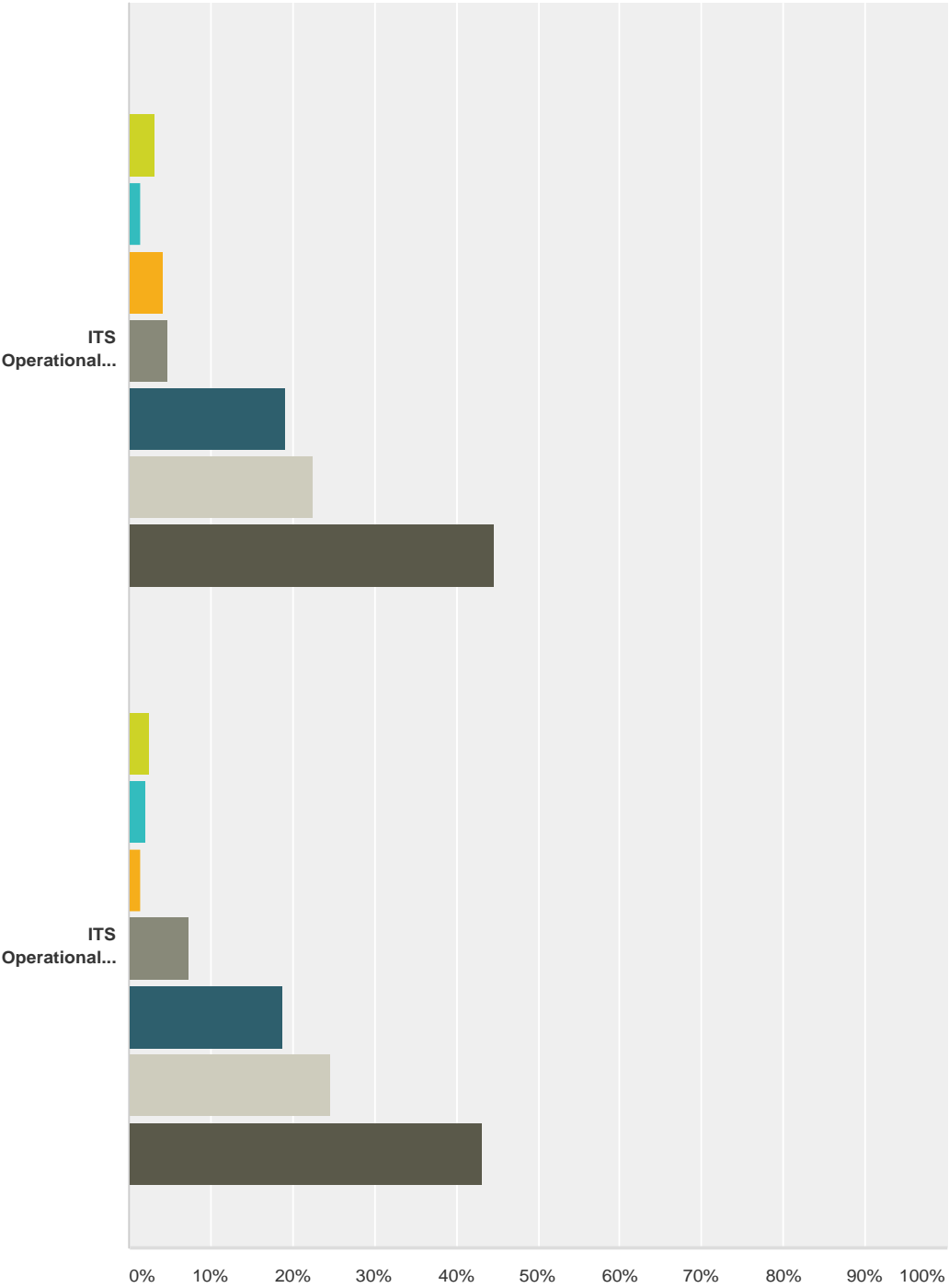
Answered: 287 Skipped: 41



Information Technology Services (ITS) Spring 2016 Survey



Information Technology Services (ITS) Spring 2016 Survey



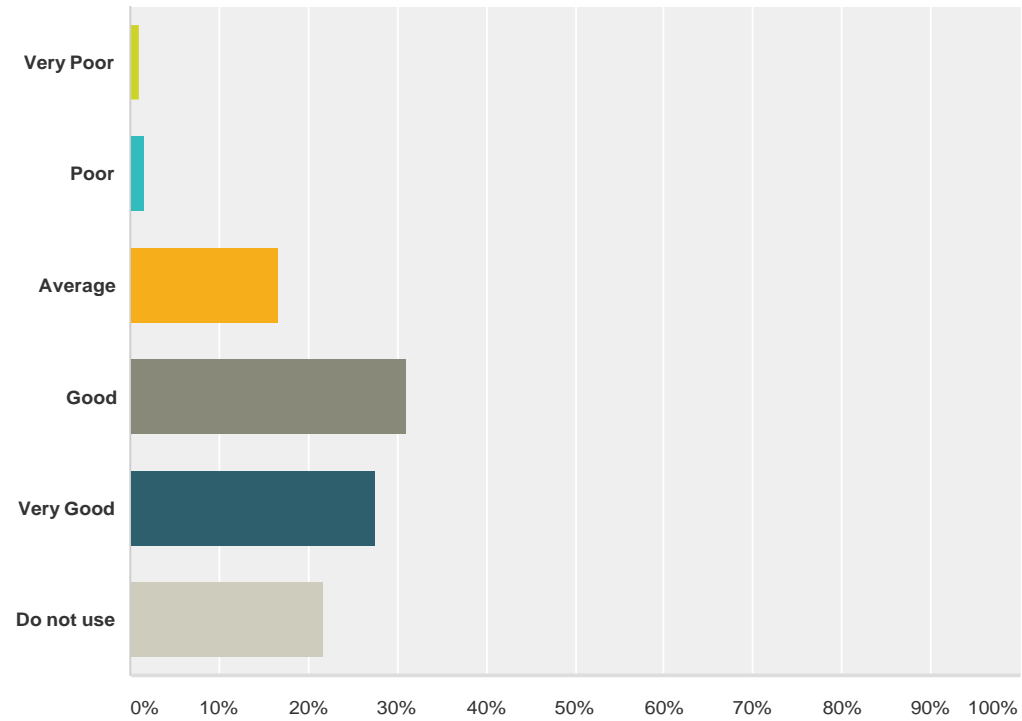
Information Technology Services (ITS) Spring 2016 Survey

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.	1.39% 4	2.79% 8	3.48% 10	6.62% 19	23.00% 66	25.44% 73	37.28% 107	287
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	1.39% 4	2.44% 7	0.70% 2	7.32% 21	23.34% 67	31.71% 91	33.10% 95	287
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	2.09% 6	3.48% 10	3.83% 11	10.10% 29	21.60% 62	23.34% 67	35.54% 102	287
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	2.44% 7	2.09% 6	4.18% 12	6.62% 19	16.72% 48	23.69% 68	44.25% 127	287
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	3.14% 9	1.39% 4	4.18% 12	4.88% 14	19.16% 55	22.65% 65	44.60% 128	287
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	2.44% 7	2.09% 6	1.39% 4	7.32% 21	18.82% 54	24.74% 71	43.21% 124	287

Q21 21. Rank the availability of technical help.

Answered: 286 Skipped: 42



Answer Choices	Responses	
Very Poor	1.05%	3
Poor	1.75%	5
Average	16.78%	48
Good	31.12%	89
Very Good	27.62%	79
Do not use	21.68%	62

Information Technology Services (ITS) Spring 2016 Survey

Total

286

Information Technology Services (ITS) Spring 2016 Survey

Q22 22. Is there anything you would like to share or comment on with regard to technology or support services at AVC?

Answered: 61 Skipped: 267

#	Responses	Date
1	I actually think you guys are doing a very good job, the response time is generally very good, my eval. is basically below par because I really do not know what 'excellent' would be since my needs are low, and my ability to ask for what I need to get up to speed and excellent usage capabilities is impaired by my skill level - not yours.	5/13/2016 12:46 PM
2	no	5/12/2016 9:57 PM
3	thanks to all the services that are provided to the students it helped me a lot I appreciate it and thank you	5/12/2016 9:12 PM
4	We need someone who can respond to computer lab issues DURING a class. When we are teaching and we have technical issues, we need immediate response in order to continue our class.	5/12/2016 4:33 PM
5	I think it would be a good idea of IT would occasionally ask the campus, especially faculty, for ideas for software that is needed. Sometimes, we do not have the actual packages we want, especially those of us who use Macs. I would also like to access the phone system, network drives and other important technology resources from off campus. This could be helped quite a bit by getting a Proxy Server. The lack of one is the primary reason for my 50% ranking on OO #2.	5/12/2016 12:54 PM
6	It is great	5/12/2016 9:44 AM
7	no	5/12/2016 8:42 AM
8	There's an African American woman that helps in the library with the computers, she is very kind and helpful. I wish I knew her name to mention instead of describing her.	5/12/2016 12:28 AM
9	None at the moment.	5/11/2016 11:46 PM
10	NIL	5/11/2016 10:26 PM
11	It department has always proven to be very helpful in a professional manner and usually very quick to respond to my concerns or needs. Has always resolved my issues.	5/11/2016 8:55 PM
12	You guys do a good job.	5/11/2016 8:15 PM
13	I think its good that you have Mr. Rick Lott working in Student Services. It's nice to be able to have a contact name to go to.	5/11/2016 7:01 PM
14	I feel that they do try to help as many as possible.	5/11/2016 6:43 PM
15	I teach online classes and Kapersky is only valid for one computer. I used 2 personal computers for AVC related work, is it possible to get license to have it available for more than one device? thx	5/11/2016 4:24 PM
16	no	5/11/2016 4:24 PM
17	Make sure the internet is fast, no one likes slow internet.	5/11/2016 4:02 PM

Information Technology Services (ITS) Spring 2016 Survey

18	Sometimes it takes too long for a response to a help desk submission. I still have two outstanding from April.	5/11/2016 12:01 PM
19	There are a lot of links within the AVC website that do not redirect to a working webpage. The search function is not user friendly. It will only bring up information for exact spelling. On a positive note: The ITS staff is always bright and cheery when fixing malfunctioning office equipment. They always follow-up with our office after the repairs to make sure everything is still working good.	5/11/2016 11:24 AM
20	In the CDC we are in process of having computers installed and large monitor. I hope that there will be some training on using this new technology - i.e. transferring information form personal computer to large monitor, installing running new children's applications, transferring information from children's computers, teacher computer to large monitor.	5/11/2016 11:11 AM
21	The goals are a bit abstract and hard to understand exactly how they apply to given situations.	5/11/2016 10:30 AM
22	The registration dates page on myAVC doesn't load.	5/11/2016 10:06 AM
23	The ITS department is wonderful!!! Every person is helpful and knowledgeable. They are also very nice people who are always patient with our questions. Rick is very lucky to have such an amazing staff.	5/11/2016 8:11 AM
24	While Speaking with Mr. Shaw regarding the lack of access for Filmmaking Students to Graphic Art PC's, he was extremely rude and persisted to cut me off from explaining my thoughts and suggestions for improving conditions. At one point he told me to "Shut up", and go on to double talk to me about how difficult it would be for him to load Multimedia software onto a single PC outside of APL 205. I attempted to ask Mr. Shaw why there wasn't at least one machine within the Library, or any of the other Student :Learning Centers that contained Media Editing Software, but he continued to cut me off and assert that the College's Educational license suite may not include the particular software program students like myself need. When I attempted to let him know that I had already checked with the Software Manufacturer and that the suite did include the program I needed, that is when I was told to "shut up". I was completely astonished that anyone with his attitude is employed in a place of learning. He seemed to have no concern about myself, or any other student having to choose between spending upwards of \$500 on a software program, or buying groceries, or paying the Rent. Not to mention all the books and mounds of other obligations a full time student like myself have to pay for without the benefit of being able to work full-time and earn a living. In my opinion, Mr. Shaw does not care about the students just so long as he is gets a paycheck and is able to take care of himself.	5/11/2016 1:23 AM
25	The MvAVC is almost no longer accessible to most students. I have tried every web browser and device I have available to me and I can no longer access the PDFs under the MyAVC that teachers post on.	5/10/2016 9:56 PM
26	Faster computers. better computer security service.	5/10/2016 9:42 PM
27	A note regarding this survey. Not all of the questions relating only to professors were clearly delineated, and not all had not applicable options. Also, I don't know if all of the outcomes were designed for professors only, but although I have a Masters degree, and even completed one year of a Post Masters certificate in CCSS (and am no stranger to learning outcomes), the wording was way to technical, as my degrees are not in IT, although I use tech all of the time. But I have been more than satisfied with the tech on campus.	5/10/2016 9:16 PM
28	Tonight I was in a classroom that has no computer to run the ceiling projector. Usually I use a personal laptop (Mac) with a personal connector, with personal speakers if I need to play sound. (I also tonight am using a personal iPad with speaker dock.) I had a guest speaker who had a PC style laptop. We needed an adapter to work with the room's cord that goes to the projector. I called ITS and the person who answered did show up promptly, but we never did get the guest speaker hooked up. The projector / guest computer wouldn't "talk." Finally I used a spare key and let myself into an unused room and we used that room's white box. The thing is, we lost 20 minutes and the college looked like hicks-ville to the guest. Then, in that room (the second one), the projector was so anemic the video clips were washed out to the point even students complained. So while ITS came promptly, in the end, there really was no help to be had.	5/10/2016 9:15 PM
29	the wifi could be better	5/10/2016 8:53 PM
30	I need a low cost internet supplier for a student rate. Do we have such available to students?	5/10/2016 8:52 PM
31	In my knowledge you do good job.	5/10/2016 8:47 PM

Information Technology Services (ITS) Spring 2016 Survey

32	they are good except it may sometimes take a little longer to load and at times it wont load correct	5/10/2016 8:16 PM
33	I have had great support from ITS. I have had a couple issues with my computer and I received assistance the same day or next day. Very helpful.	5/10/2016 7:22 PM
34	Thank you for pervading computers	5/10/2016 7:07 PM
35	Geary Cook is like Batman and his awesome sidekick is Brian Spidell! Always here to save the day!	5/10/2016 5:45 PM
36	no	5/10/2016 5:45 PM
37	Many of the technical issues are in the classrooms with computers and projectors. Sometimes with Blackboard. Most of the computers are slow and freeze constantly and no one has looked at them despite the teacher and student complaints	5/10/2016 5:36 PM
38	Please bring in new equipment into the classrooms ASAP.	5/10/2016 5:29 PM
39	Without question, a knowledgeable and very responsive group - what a pleasure.	5/10/2016 4:55 PM
40	Thank you for all that you all do.	5/10/2016 4:37 PM
41	When financially available, some classroom laptops in APL and LS buildings need replacement.	5/10/2016 4:22 PM
42	Just my stuff above about no access on my MacBook to MyCourses, and the fact I can't do GDP11 Word Documents on my MacBook even though I have Office 365 University on my MacBook. The latter is a GDP problem, though. Not yours.	5/10/2016 3:43 PM
43	None	5/10/2016 3:32 PM
44	I honestly would have provided more useful answers if I could, but these services just aren't that high on my radar.	5/10/2016 3:20 PM
45	IT has been great over the year. We appreciate all of the support and service delivered.	5/10/2016 3:08 PM
46	Would be nice to be able to connect to servers from off campus.	5/10/2016 2:42 PM
47	The Wepa printers continually break down.	5/10/2016 2:36 PM
48	None.	5/10/2016 2:31 PM
49	Overall very pleased with FASTER help services and response!!! LOVE the IT team!	5/10/2016 2:15 PM
50	I would like to see additional training on software such as adobe or other programs which would be beneficial in completing my work.	5/10/2016 2:09 PM
51	It's ok	5/10/2016 2:03 PM
52	Hire some students.	5/10/2016 1:59 PM
53	The Lynda.com subscription and the CollegeBuys.org affiliation are greatly appreciated and allow me to expand my work resources and personal resources. I hope we continue to have these resources available in the future. Generally speaking, I think ITS has good staff who are courteous, helpful, and quick to help and respond when reasonably possible to do so.	5/10/2016 1:14 PM
54	The classrooms in HS need more electrical outlets so students can use their laptops.	5/10/2016 1:07 PM
55	i don't know if this falls into your question or not but it would be nice to be able to commute between sports venues on campus when multiple events are going on, so that family members can be keot up on scores if they have more then one child in different events. (ie basketball game in the gym and a cross country at the stadium .	5/10/2016 1:03 PM
56	I have noticed an improvement in the last few semesters but there is always room for improvement..	5/10/2016 1:03 PM
57	Make the Avc website compatible with up to date browsers.	5/10/2016 12:57 PM

Information Technology Services (ITS) Spring 2016 Survey

58	I want to thanks you ITS staff for your hard support. Congratulations on another great semester. :)	5/10/2016 12:50 PM
59	ITS, over the past few years, has done an excellent job and responding to my trouble calls. Thank you!	5/10/2016 12:46 PM
60	The AVC website really, really needs to be updated. Many of the links either don't work or have no content.	5/10/2016 12:45 PM
61	Thank you . Excellent response and service.	5/10/2016 12:45 PM