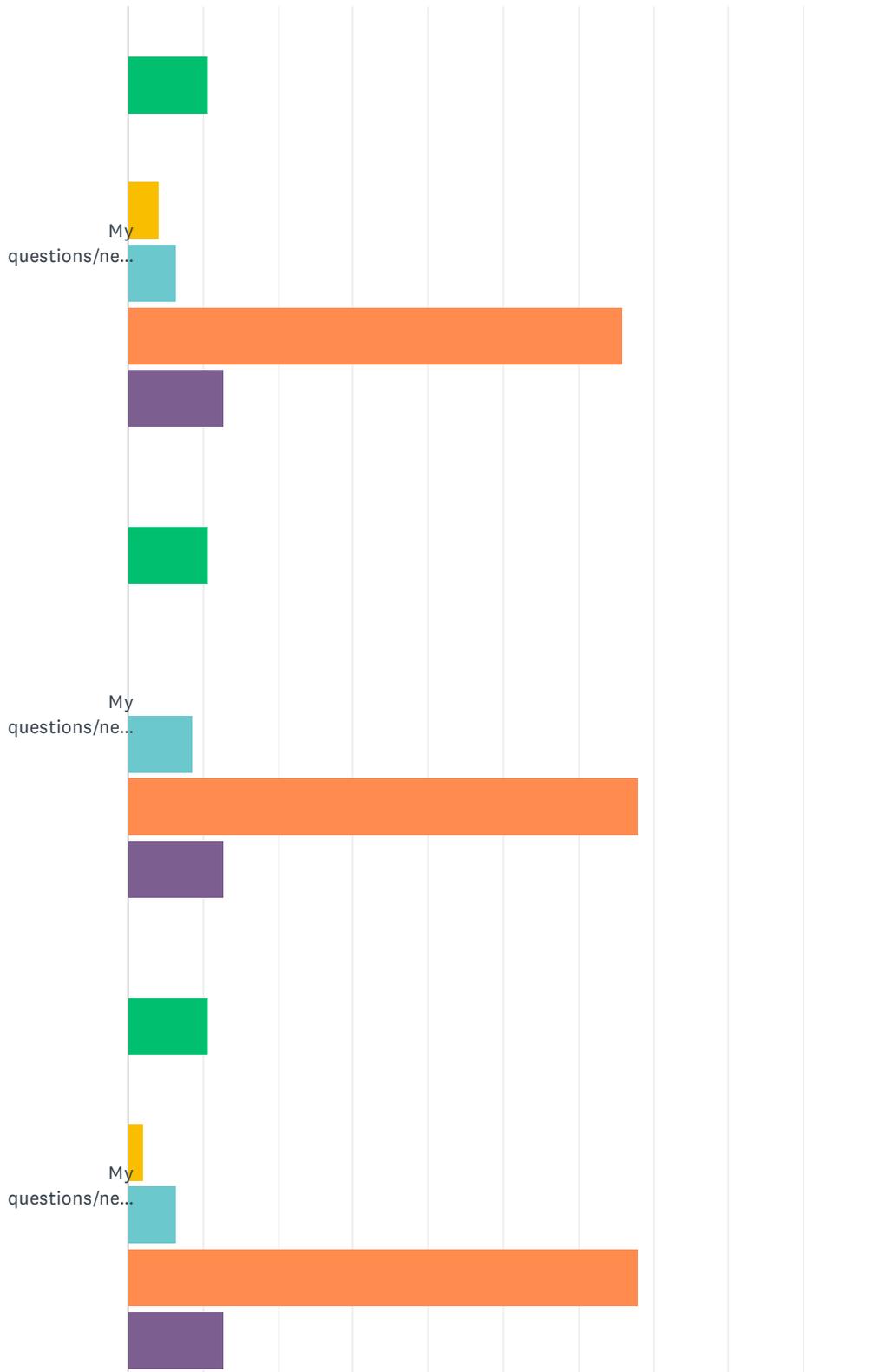
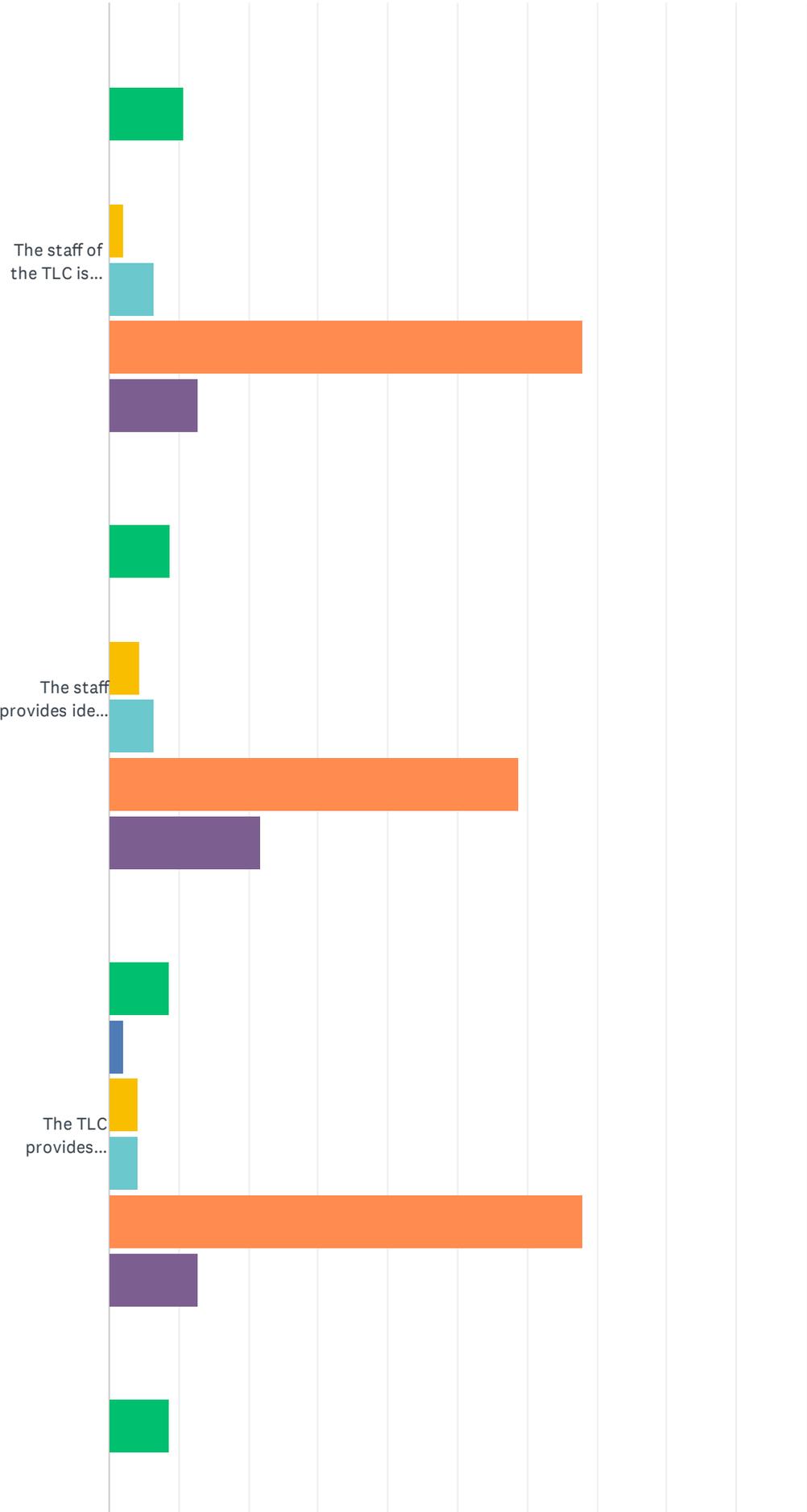


Q3 Thinking about your experience(s) with the Teaching and Learning Center (TLC) over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)

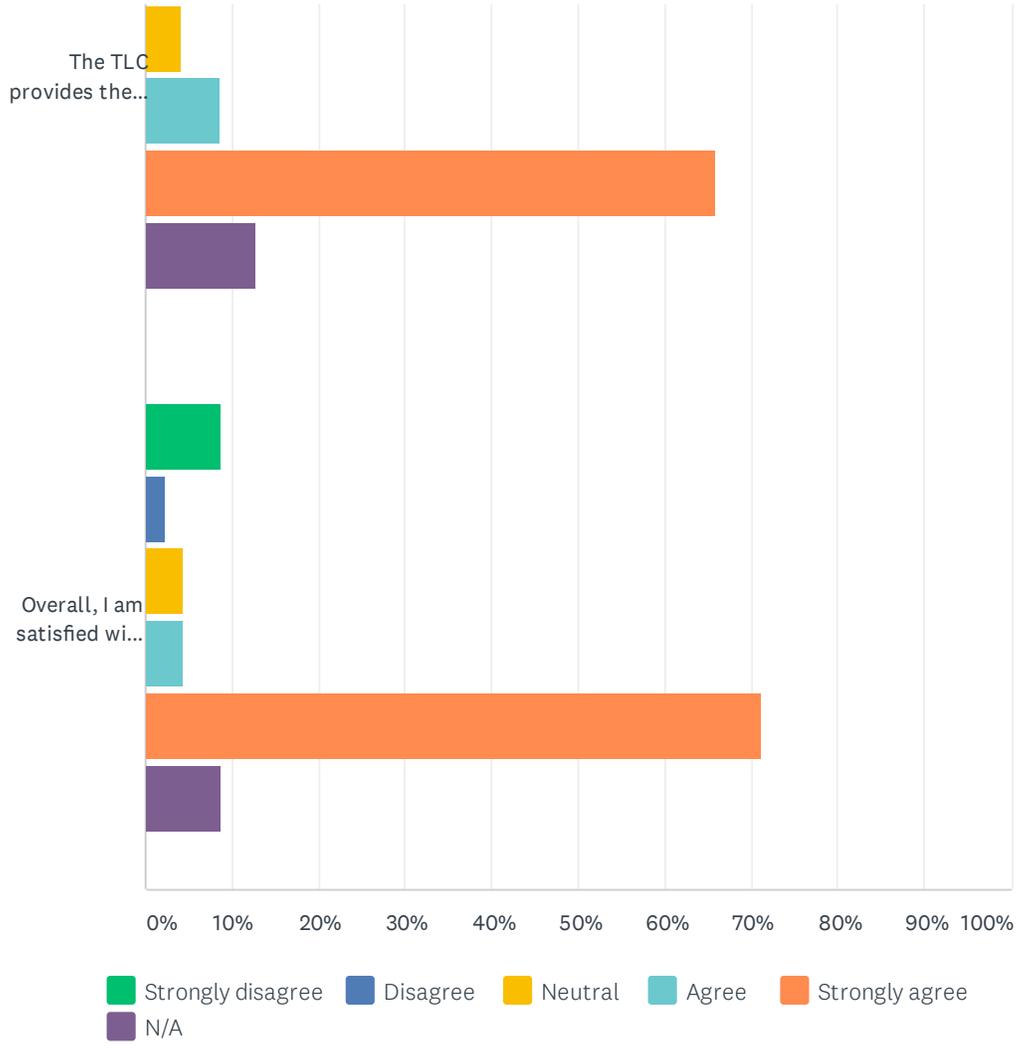
Answered: 47 Skipped: 3



Technology Satisfaction Survey 2019-20



Technology Satisfaction Survey 2019-20



Technology Satisfaction Survey 2019-20

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	10.64% 5	0.00% 0	4.26% 2	6.38% 3	65.96% 31	12.77% 6	47	4.34
My questions/needs were handled in a professional manner.	10.64% 5	0.00% 0	0.00% 0	8.51% 4	68.09% 32	12.77% 6	47	4.41
My questions/needs were handled in a timely manner.	10.64% 5	0.00% 0	2.13% 1	6.38% 3	68.09% 32	12.77% 6	47	4.39
The staff of the TLC is knowledgeable and courteous.	10.64% 5	0.00% 0	2.13% 1	6.38% 3	68.09% 32	12.77% 6	47	4.39
The staff provides ideas that are unique to my situation.	8.70% 4	0.00% 0	4.35% 2	6.52% 3	58.70% 27	21.74% 10	46	4.36
The TLC provides resources and support to enhance student learning.	8.51% 4	2.13% 1	4.26% 2	4.26% 2	68.09% 32	12.77% 6	47	4.39
The TLC provides the necessary instructional technologies that allow me to perform my job effectively.	8.51% 4	0.00% 0	4.26% 2	8.51% 4	65.96% 31	12.77% 6	47	4.41
Overall, I am satisfied with the effectiveness of the Teaching and Learning Center.	8.89% 4	2.22% 1	4.44% 2	4.44% 2	71.11% 32	8.89% 4	45	4.39

Q4 What improvements can be made to the TLC's services? Include any workshops/trainings you would like the TLC to offer in the future.

Answered: 22 Skipped: 28

Technology Satisfaction Survey 2019-20

#	RESPONSES	DATE
1	I have had the opportunity to compare LPC's support with Ohlone, Golden Gate University and USF. Scott and Wanda have developed the best capability of the four. They always reach out and help no matter when in the year it is. I had the opportunity to go through the on-line development program and highly recommend it.	5/14/2020 1:24 PM
2	All have been outstanding in getting LPC online!! Thank you!	5/13/2020 2:18 PM
3	More people/hours/budget to help the overworked and hardworking staff.	5/9/2020 3:30 PM
4	I think the TLC is great! Anytime I have a question, it's answered promptly and creatively. Working with the TLC has improved my teaching!	5/8/2020 4:03 PM
5	The TLC continues to exceed expectations and deliver outstanding support. You have a great team!	5/8/2020 2:28 PM
6	none	5/7/2020 12:34 PM
7	They are so busy that I can't imagine them adding more services unless they have added personnel. I would like to see a training that is about updates and for someone who thinks they know all there is from beginning to intermediate, but there are unique things that are often missed. This might be an added service. We are often too busy to read up on the newest changes and perhaps there is already this service!.	5/7/2020 11:10 AM
8	The TLC does a fantastic job. They probably need another staff member with the increase in online/Canvas use now. Wanda and Scott need to have medals for their work!	5/6/2020 7:11 PM
9	The staff in the TLC work extremely hard to support our faculty and student learning. They need more staff to support their efforts.	5/6/2020 5:47 PM
10	Could use more staff of course as the current crisis has pointed out.	5/6/2020 12:39 PM
11	n/a	5/6/2020 9:37 AM
12	None. We are very fortunate to have the most amazing TLC staff at LPC.	5/6/2020 7:59 AM
13	I think that the TLC is doing GREAT work and responding QUICKLY and FLUIDLY to a challenging semester. Thanks much! I would say that my main handicap is that I cannot respond as quickly as the TLC can; it takes me awhile to get my head around new tools and explore/integrate new technical learning options. BIG KUDOS to Scott and Wanda and (if he's part of the TLC) to Tim. Thanks a million. --Travis White	5/5/2020 10:58 PM
14	Be more simple, focused and to the point ... what is the basic thing we need to accomplish and how do we do it ... some easy-to-follow handouts would be nice too ... bombardments of emails do not help either	5/5/2020 7:55 PM
15	N/A	5/5/2020 7:31 PM
16	Both the TLC and the Tech Department go ABOVE and BEYOND to support everyone no matter the circumstances. I don't know how they find the time but they are not only prompt in their responses, they are friendly, kind, and so knowledgeable! So grateful for Scott, Wanda, Tim, Sherman, Christine and David! I'm sure the rest I don't know are great, too! Thank you for the stellar support!	5/5/2020 7:16 PM
17	We should hire an instructional technology specialist to a permanent FT position.	5/5/2020 5:51 PM
18	I hope they are getting "hazard pay" or some kind of compensation for the increase in demand on their services, nothing would be happening for students or faculty without them, and the immediate response to the overwhelming need was always met with the highest patience, professionalism, and talent. I am not kidding about this.	5/5/2020 5:15 PM
19	In addition to the OCDP training, some Zoom sessions might be helpful.	5/5/2020 5:04 PM
20	I would like to recommend that workshops be hosted on the basic technology that our students need to navigate once enrolled at the college (e.g., Canvas, Zonemail, etc.) to provide college personnel an opportunity to learn of the challenges and opportunities to improve the interface and introduction of such tools.	5/5/2020 4:33 PM
21	Web sites are great out of the TLC, professionally done and quick to respond. The educator(s) for Canvas and other DE classes leave a LOT to be desired. I feel I get a better education by	5/5/2020 4:26 PM

Technology Satisfaction Survey 2019-20

going to other faculty in the computer services area to get my questions answered.

22

clearer and conspicuous instructions or info for help

5/5/2020 4:18 PM
