

I met with Tim Druley and Wanda Butterly on May 20, 2019, to discuss results of overall TLC satisfaction survey and the TLC workshop/appointment satisfaction survey. There was no VP to which results could be discussed. Discussion points included the following:

Overall TLC satisfactions survey results

- An email was sent to LPC on May 3, soliciting participation in the survey. There were 30 respondents. However, only 21 of those respondents actually answered questions about the TLC. The reason might be that this was the first year that the survey was combined with the Technology Department survey. The Technology Department's services affect everyone on campus, while the TLC affects only those utilizing instructional technologies and updating pages on the college web site.
- Generally speaking, the survey results for the TLC were positive. On the satisfaction matrix, the vast majority of scores were in the Agree and Strongly Agree answer choices. Out of a perfect score of 5, the weighted average of each item ranged from 4.38 to 4.24.
- When rating the effectiveness of the TLC, a weighted average of 4.30 was given.

TLC workshop/appointment satisfaction survey results

- Emails were sent to attendees immediately after their training. Thirteen attendees responded.
- Attendees were asked to rate the effectiveness of their training on a scale from 1-5 with 5 being the highest. Eleven rated a 5, one rated a 4, and one rated a 3. The overall weighted score was 4.77.
- This survey did not include flex day workshops; those were conducted separately by the Professional Development Committee and the Office of Institutional Research.

Action items based on results

1. Because a couple of suggestions centered around marketing to faculty—particularly to new faculty—Canvas announcements will be posted in addition to email announcements that are sent out at the beginning of each semester. Canvas announcements will also be posted monthly. Posters listing available workshops will possibly be created and hung in the TLC.
2. A workshop on Canvas analytics will be added.
3. Drop-in times for Omni help will be added.

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