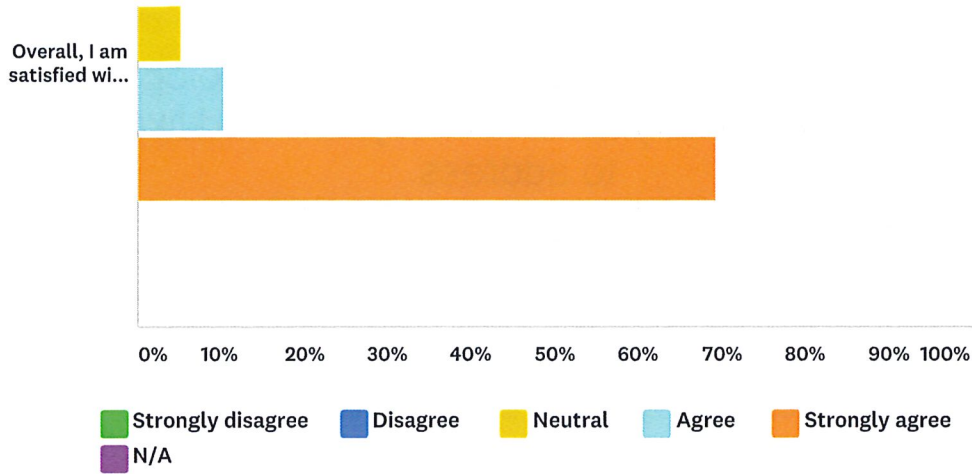


Technology Satisfaction Survey 2018-19



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	15.38% 6	2.56% 1	0.00% 0	12.82% 5	66.67% 26	2.56% 1	39	4.16
My questions/needs were handled in a professional manner.	15.38% 6	0.00% 0	0.00% 0	5.13% 2	76.92% 30	2.56% 1	39	4.32
My questions/needs were handled in a timely manner.	15.38% 6	7.69% 3	5.13% 2	5.13% 2	64.10% 25	2.56% 1	39	3.97
The staff of the Technology Department is knowledgeable and courteous.	15.38% 6	0.00% 0	0.00% 0	7.69% 3	74.36% 29	2.56% 1	39	4.29
The Technology Department provides resources and support that support student learning.	15.38% 6	2.56% 1	0.00% 0	10.26% 4	64.10% 25	7.69% 3	39	4.14
The Technology Department provides necessary technologies that allow me to perform my job effectively.	15.38% 6	2.56% 1	0.00% 0	15.38% 6	66.67% 26	0.00% 0	39	4.15
Overall, I am satisfied with the effectiveness of the Technology Department.	15.38% 6	0.00% 0	5.13% 2	10.26% 4	69.23% 27	0.00% 0	39	4.18

Q2 What improvements can be made to the Technology Department's services? Include any needs you have that you would like the department to address.

Answered: 15 Skipped: 24

#	RESPONSES	DATE
1	Sound in some of the classrooms (speakers) needs to be updated. My lab in 2412 didn't have speakers, so students had to listen carefully and quietly to the speakers on the computer screen instead. Not ideal at all.	5/11/2019 11:26 AM
2	Updated office computers, but I think this is happening.	5/8/2019 9:56 AM
3	I like the on-line service-I think it has allowed requests to be done more efficiently.	5/7/2019 2:06 PM
4	Some day I hope we can increase the number of staff	5/7/2019 12:25 PM
5	Need additional staff for faster response time of technology requests.	5/7/2019 11:39 AM
6	Improve the reliability of the classroom technology within the 1000 building. I have had too many class sessions interrupted as a result of the new technology failing. I even hope not to have future classes within the 1000 building due to this.	5/7/2019 10:33 AM
7	A little more training on the service request system, just so I don't issue tons of requests. :)	5/4/2019 9:17 AM
8	Regarding software updates, such as Java, I am often reluctant to call because it seems like a big chunk of people-power to have to go from computer to computer to install them. I wish some of these could be done without administrator sign-on.	5/3/2019 4:06 PM
9	The library computers are extremely slow and/or non-functioning.	5/3/2019 3:37 PM
10	There are other useful technologies that we have not budgeted for, such as TurnItIn, which is a much better plagiarism tool than VeriCite.	5/3/2019 2:31 PM
11	I find Outlook to be horribly clunky as a required email system. Even very basic functions like scrolling up and down my inbox don't work well. I would highly recommend the district consider upgrading to gmail and/or allow faculty to have their LPC emails forwarded through gmail. I think I would save hours of time every semester!	5/3/2019 2:28 PM
12	Not change student-use computers mid-semester; also more advanced notice before changing computers --disruptive to students and staff in the library when done suddenly, without much warning, especially when not informed as to what software will be removed and also included in new system.	5/3/2019 2:26 PM
13	I was just speaking w/ David today about how much I appreciate the efficiency and skill set of David, Sherman, Christine and Mike S. They all go above and beyond to support Middle College. The CAASPP testing, the high school required assessment, would not have been completed without their support and trouble shooting - much of which was last minute on my part. I have shared with the three Districts the level of support you provide and they have all asked I forward on their gratitude for the support of Middle College!	5/3/2019 1:03 PM
14	LPC IT is wonderful - you guys rock! Thank you for all of your help and support - whether it is for equipment suddenly not working properly - of for shooing flies (!). And special thanks for the walkaround clip-on mic in 2420 and for replacing the projectors so that the slides aren't yellow (makes a big difference :)	5/3/2019 12:09 PM
15	More workshops for new faculty to use and get the most out of available technologies. I have spent most of my first semester teaching working and figuring things out on my own without a sense of knowing who I could turn to, or if help was available at all.	5/3/2019 11:55 AM

Sign In

Technology
Committee

11/4/19

Deirdre Alban

Lord Brandon Ferrer

Meghan Swanson

Bruce Griffin

Stephen Guadagnoli

Elizabeth Verzi

Scott Vigallon

Tim Druley

Andrew (Drew) Patterson

GREG JONES

Kali Rippe

DIANE BRABY

Jared Howard

MOH DAOU

M McQuiston

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