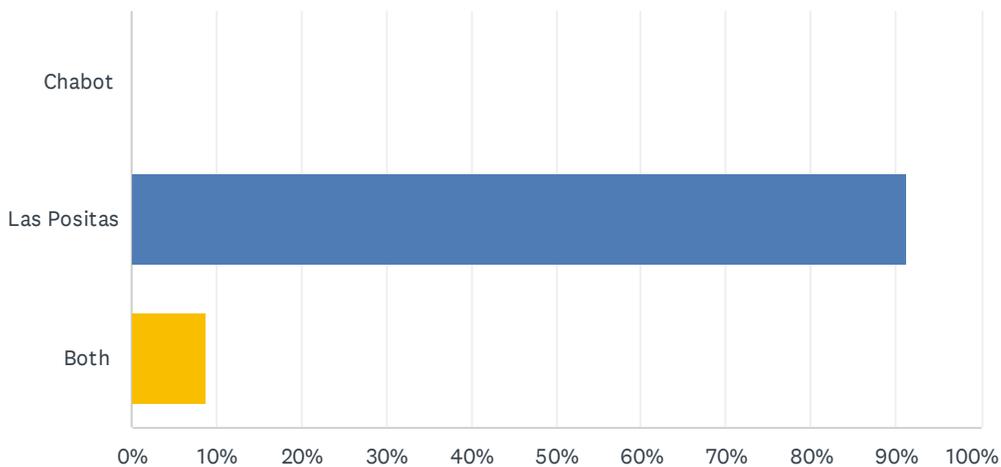


### Q1 For which college do you teach?

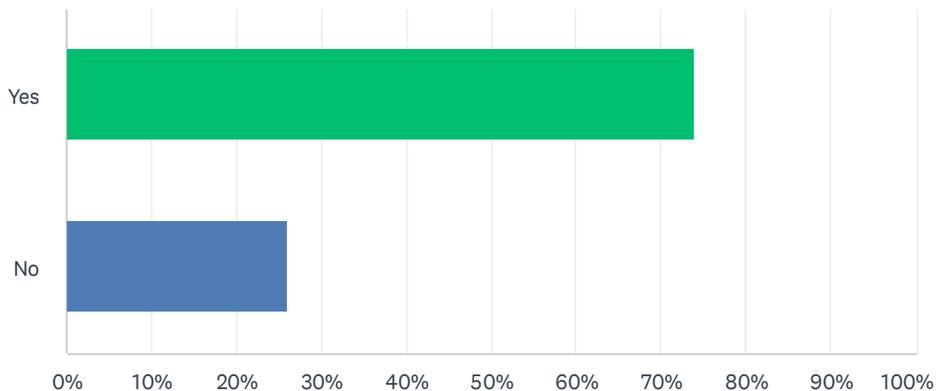
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES
Chabot	0.00% 0
Las Positas	91.30% 21
Both	8.70% 2
<b>TOTAL</b>	<b>23</b>

### Q2 Have you used Pronto with students in Fall 2021?

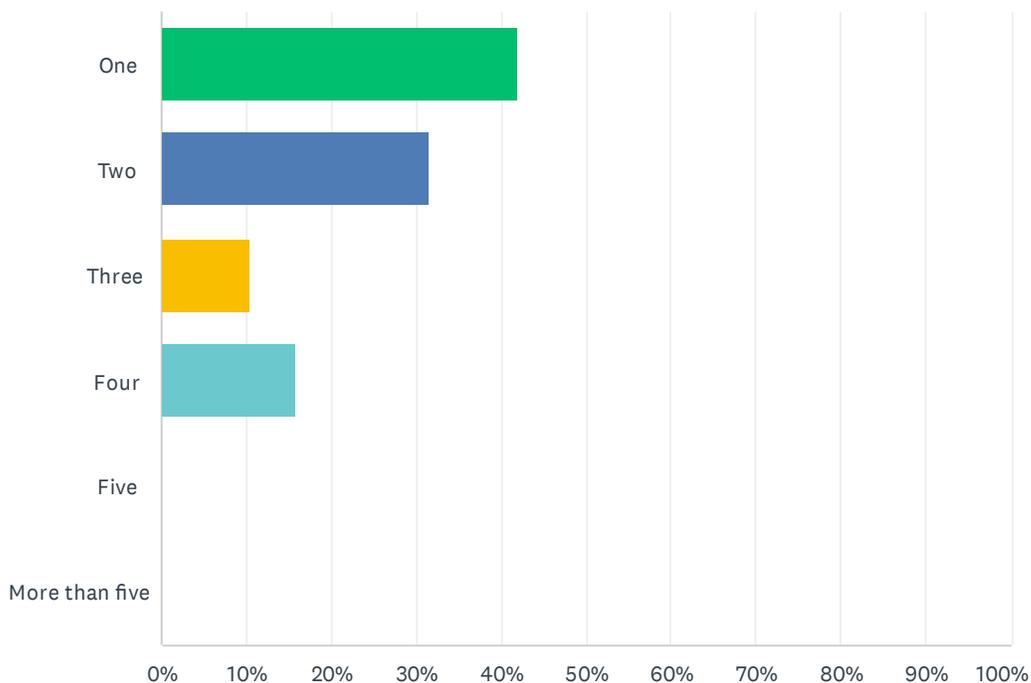
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.91%	17
No	26.09%	6
<b>TOTAL</b>		<b>23</b>

### Q3 If you have used Pronto, with how many classes did you use it?

Answered: 19 Skipped: 4

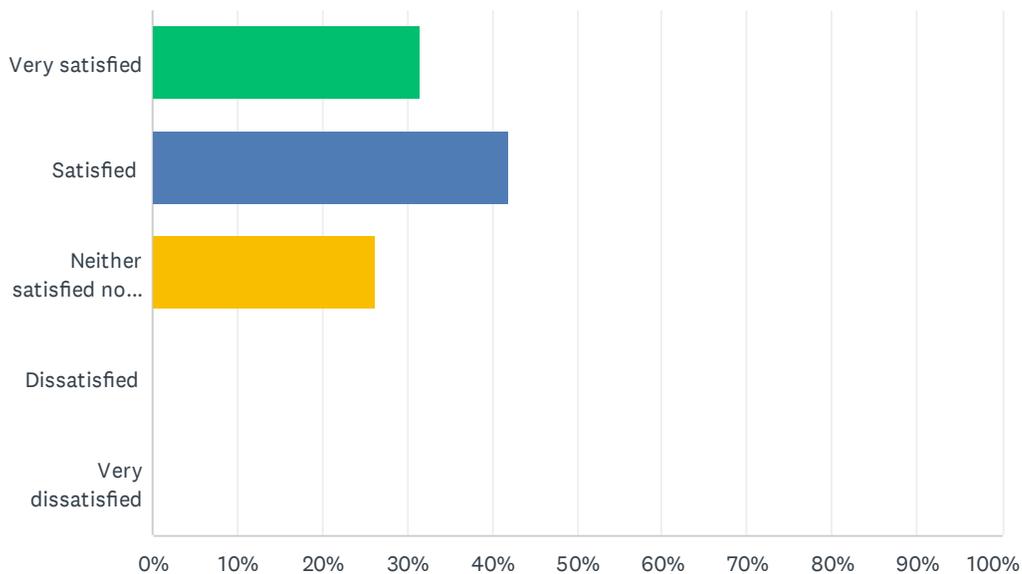


ANSWER CHOICES	RESPONSES	
One	42.11%	8
Two	31.58%	6
Three	10.53%	2
Four	15.79%	3
Five	0.00%	0
More than five	0.00%	0
<b>TOTAL</b>		<b>19</b>

### Q4 If you used Pronto, how satisfied were you with it?

Answered: 19 Skipped: 4

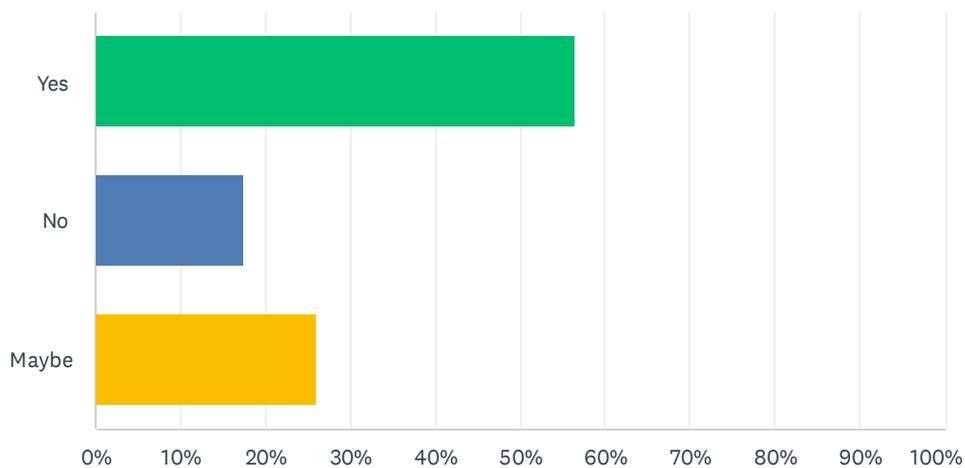
### Pronto usage survey-Fall 2021



ANSWER CHOICES	RESPONSES	
Very satisfied	31.58%	6
Satisfied	42.11%	8
Neither satisfied nor dissatisfied	26.32%	5
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>19</b>

### Q5 Do you plan to use Pronto in the future?

Answered: 23 Skipped: 0



Pronto usage survey-Fall 2021

ANSWER CHOICES	RESPONSES	
Yes	56.52%	13
No	17.39%	4
Maybe	26.09%	6
TOTAL		23

**Q6 Please leave any comments. For example, let us know what worked well, what didn't, how students reacted to it, how it increased interaction, etc.**

Answered: 15 Skipped: 8

#	RESPONSES	DATE
1	Pronto has really increased student outreach to me and increased the speed with which I can respond. As the semester has gone one, students have also begun to connect with one another as well - this aspect for me has been slower but I am glad to see it growing.	12/7/2021 12:29 PM
2	I'm an adjunct instructor and I'm using Pronto with another CC district and I'm not sure if the app supports multiple accounts. This is why I haven't tried it yet at LPC.	12/7/2021 8:53 AM
3	Seems like a waste of money.	12/6/2021 6:29 PM
4	I like using it and some of my students do to. I just couldn't get enough of them to be using it to make it even more useful (i.e. if they aren't all using it I didn't feel like I could use it a lot because I'd be leaving some students out...).	12/6/2021 3:25 PM
5	Had a few students note in a survey that they liked connecting this way, especially for asynchronous classes during Covid.	12/6/2021 2:48 PM
6	The survey requires you to answer questions 3 & 4 even though I have never used Pronto and wanted to skip those questions... When I click done at the bottom it brings me back to question 3 and 4 even though I selected "no" for question 2	12/6/2021 2:42 PM
7	I had a difficult time getting students engaged enough to use it informally. I did not tie it to an assignment.	12/6/2021 2:37 PM
8	Students reacted favorably to it by and large. I used it at the very beginning as an alternate way to contact each other and build community, since the Canvas Inbox can feel too formal and doesn't make a sound in Notifications, as I recall. (And if it can, I don't think that would work in the same way because if a student has Canvas notifications on for more than one thing, they would get notified for all those things in ways that would make the ping/sound less meaningful. I used it to communicate with the class but also to share questions about the syllabus (lots of participation, early in the semester) and have students share extra labor in my labor-based grading class (less participation, later in the semester, not an explicit assignment for points). I think that next time I will do more expectation setting around having students continue to check email and Announcements because I think some students only used Pronto and would miss things.	12/6/2021 2:22 PM
9	Loved that students could connect with each other easier on their own.	12/6/2021 2:19 PM
10	Students haven't used it as much as I expected, but it has come in handy for me to send announcements, pointers and reminders.	12/6/2021 2:04 PM
11	It was super useful at the beginning of the semester when students had many questions just about where stuff was in the course. The students stopped using it to communicate with each other and I started just posting announcements about upcoming days and assignments. It seemed to work okay.	12/6/2021 1:55 PM
12	I only had 1 student use it and I realized Pronto puts me on call 24 hours a day. I can't do that.	12/6/2021 1:49 PM

## Pronto usage survey-Fall 2021

I know I know, set boundaries for yourself. The phone is always with us so ignoring messages is just not something I can feel comfortable doing as a teacher. I will not use it going forward.

13	The students just started using it on their own to ask each other questions that they needed immediate feedback on. Oftentimes other students can reply much quicker than I can!	12/6/2021 1:42 PM
14	I like the idea of it but students were really hesitant to use it. I tried to introduce it, would send out messages, and very few would respond. I might try to lean into it more by assigning it to be used more directly, but as a regular communication app, I was only slightly happy with it.	12/6/2021 1:30 PM
15	While I consider it a convenience, rather than a necessity, being able to receive immediate feedback via direct messaging is much more satisfying and almost an expectation for today's students.	12/6/2021 1:29 PM

Campus Map (</assets/docs/LPC-Campus-Map.pdf>)

Find People (<http://laspositascollege.edu/directory/index.php>)

Faculty & Staff (<http://www.laspositascollege.edu/facultystaff/index.php>)

Student Resource Guide (</resourceguide/index.php>) CLASS-Web (<https://bw11.clpccd.cc.ca.us/>)

Canvas (<http://clpccd.instructure.com/>)

Online Learning (<http://www.laspositascollege.edu/onlinelearning/>)

Library (<http://laspositascollege.edu/library/index.php>) Quick Links ▾



[LPC Zoom Room \(Live Help\) \(/welcomecenter/index.php#zoom\)](/welcomecenter/index.php#zoom): Meet Live with LPC staff for general assistance.

[Learn more about COVID-19 updates and safety measures. \(/spring22/index.php\)](/spring22/index.php)

From our community partner the City of Livermore: Have you provided input on YOUR City Council district lines or community of interest yet? Participate in the redistricting process! (<https://drawlivermore.org/>)

## Web Development @ LPC



Las Positas College (/) > Web Development @ LPC (/web/) > Report



Web Development @ LPC

# LPC Homepage GA Report

## January 1, 2022 to March 3, 2022

- [All Website Data - Top Pages \(/web/assets/docs/report/Analytics%20All%20Web%20Site%20Data%20Pages%2020220101-20220303.pdf\)](/web/assets/docs/report/Analytics%20All%20Web%20Site%20Data%20Pages%2020220101-20220303.pdf)
- [Website Data Exclude Internal IP - Top Pages \(/web/assets/docs/report/Analytics%20Internal%20IP%20Pages%2020220101-20220303.pdf\)](/web/assets/docs/report/Analytics%20Internal%20IP%20Pages%2020220101-20220303.pdf)

## January 1, 2022 to February 3, 2022

- [All Website Data - Top Pages \(/web/assets/docs/report/All%20Web%20Site%20Data.pdf\)](/web/assets/docs/report/All%20Web%20Site%20Data.pdf)
- [Website Data Exclude Internal IP - Top Pages \(/web/assets/docs/report/Internal%20IP%20Site%20Data.pdf\)](/web/assets/docs/report/Internal%20IP%20Site%20Data.pdf)
- [LPC Homepage Click Map - Color - Exclude Internal IP \(/web/assets/docs/report/heatmap-spring2022.png\)](/web/assets/docs/report/heatmap-spring2022.png)
- [Internal IP - Behavior Flow \(/web/assets/docs/report/Internal%20IP%20Behavior%20Flow.pdf\)](/web/assets/docs/report/Internal%20IP%20Behavior%20Flow.pdf)
- [LPC Top 25 Search Queries \(/web/assets/docs/report/Search%20Terms.pdf\)](/web/assets/docs/report/Search%20Terms.pdf)
- [LPC Top 25 External Sites \(/web/assets/docs/report/External%20Links.pdf\)](/web/assets/docs/report/External%20Links.pdf)

## August 11, 2021 to November 30, 2021

- [LPC Homepage Click Map - Percent \(/web/assets/docs/report/lpc-homepage-clicks-percent.png\)](/web/assets/docs/report/lpc-homepage-clicks-percent.png)
- [LPC Homepage Click Map - Color \(/web/assets/docs/report/lpc-homepage-clicks-color.png\)](/web/assets/docs/report/lpc-homepage-clicks-color.png)
- [LPC Homepage Dropdown Menus \(/web/assets/docs/report/lpc-hover-menus.pdf\)](/web/assets/docs/report/lpc-hover-menus.pdf)
- [LPC Top 50 Search Queries \(/web/assets/docs/report/Search%20Terms%2020210811-20211130.pdf\)](/web/assets/docs/report/Search%20Terms%2020210811-20211130.pdf)
- [LPC Top 50 External Sites \(/web/assets/docs/report/Top%20Events%2020210811-20211130.pdf\)](/web/assets/docs/report/Top%20Events%2020210811-20211130.pdf)

For more information please contact:

Tim Druley  
*Webmaster*

✉ [lpcweb@laspositascollege.edu](mailto:lpcweb@laspositascollege.edu) (mailto:lpcweb@laspositascollege.edu)

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Livermore, CA 94551  
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Canvas (<https://clpccd.instructure.com/login/canvas>)  
Contact (</feedback.php>)  
Jobs (<https://clpccd.peopleadmin.com/>)  
Parking (</parking/index.php>)  
Employer Services (</careercenter/employer-services.php>)  
Safety & Security (</safety/index.php>)  
Campus Crime Statistics (</safety/documents/clery.pdf>)  
Academic Senate (</gv/academicsenate/agenda.php>)  
Curriculum Committee (</gv/curriculum/minutes.php>)  
Incident Referral Forms (</maxient/index.php>)

Faculty & Staff Email (<https://outlook.office.com>)  
Student Email  
(<https://mail.google.com/a/zonemail.clpccd.edu>)  
The Zone  
(<https://myportal.clpccd.cc.ca.us/cp/home/displaylogin>) |  
CLASS-Web (<https://bw11.clpccd.cc.ca.us/>)  
Student Government (</lpcsg/index.php>)  
Accreditation  
Document Viewers (</disclaimers/viewers.php>)  
(<http://laspositascollege.edu/accreditation/index.php>)  
Title IX (</title-ix/index.php>)  
Accessibility (</disclaimers/accessibility.php>)  
Disclaimers (</disclaimers/index.php>)  
Governing Board Agenda  
(<http://www.clpccd.org/board/BoardMeetingAgenda.php>)  
HEERF Cares Act Reporting (</caresact2020/index.php>)



(<https://www.facebook.com/Las-Positas-College-271570229564419/>)



(<https://twitter.com/LPCOfficial>)



(<https://www.youtube.com/channel/UCg8faFMq-WM-HoiZTfd4OjA>)



(<https://www.instagram.com/laspositascollege/>)

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(<http://www.clpccd.org/>)

7600 Dublin Boulevard, 3rd Floor  
Dublin, CA 94568  
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(<http://www.chabotcollege.edu/>)

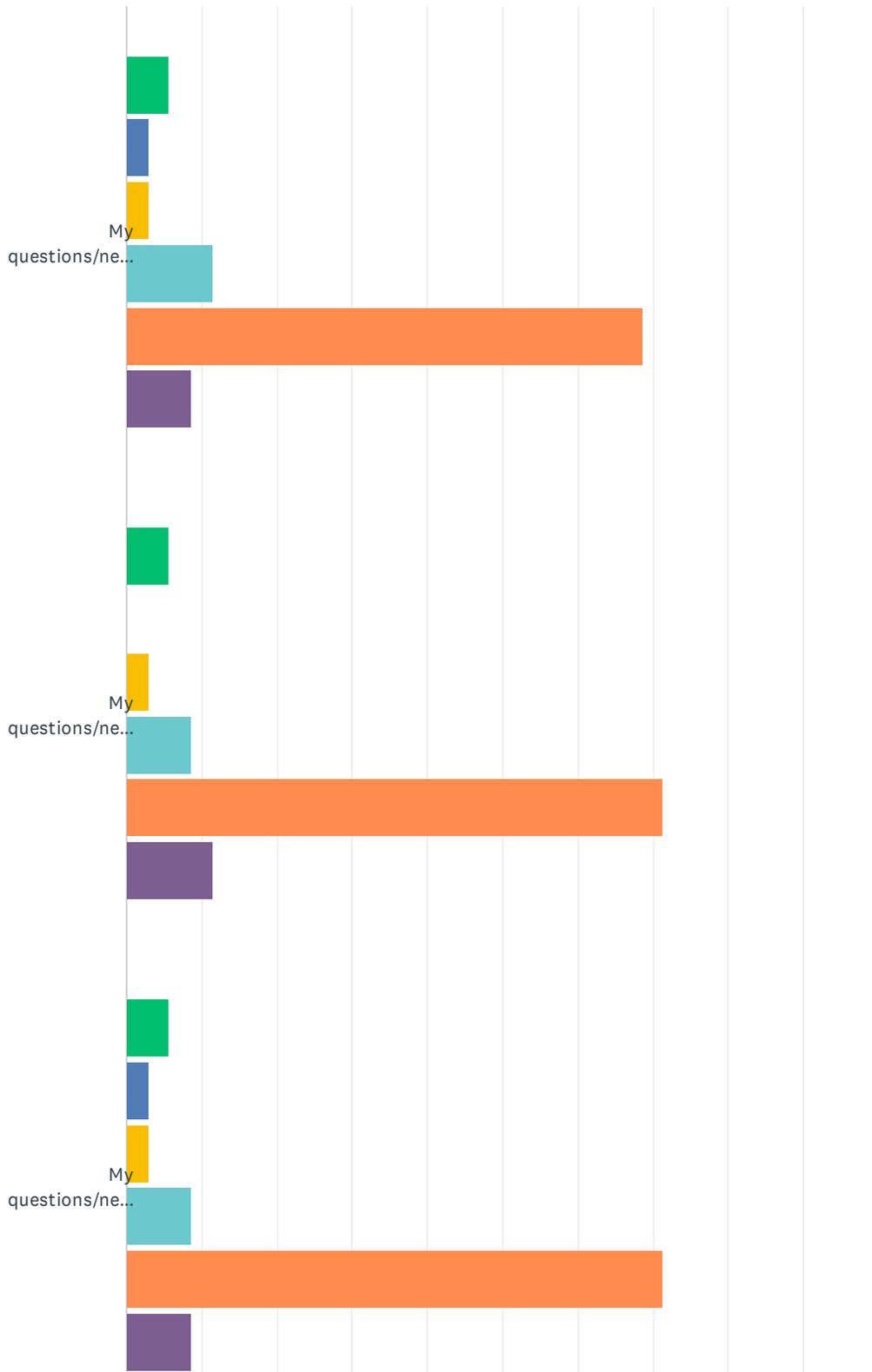
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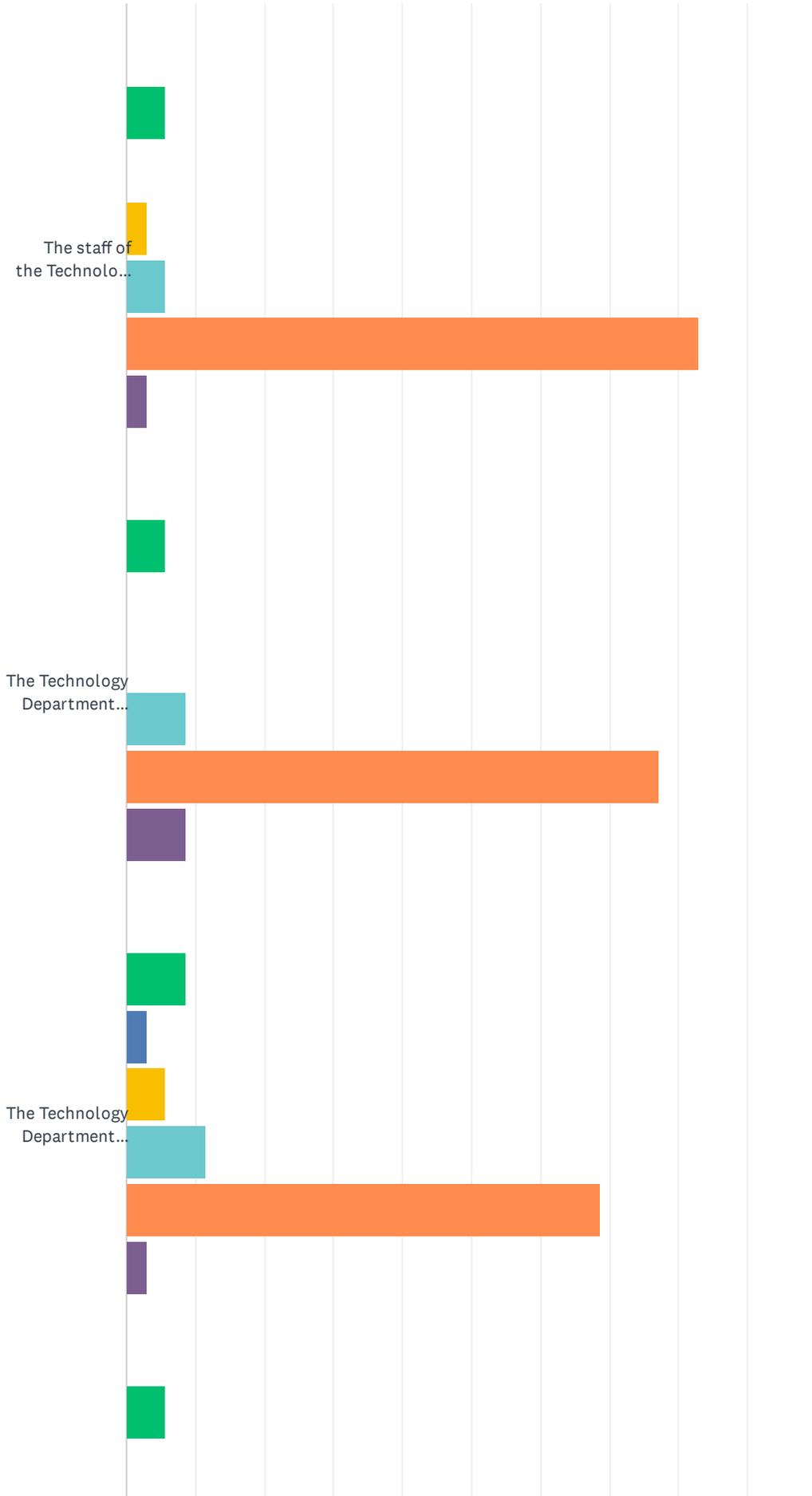
skin=clpccd&account=laspositascollege&site=www&action=de&path=/web/report.pcf) Copyright 2022 Las  
Positas College

# Q1 Thinking about your experience(s) with the LPC Technology Department over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)

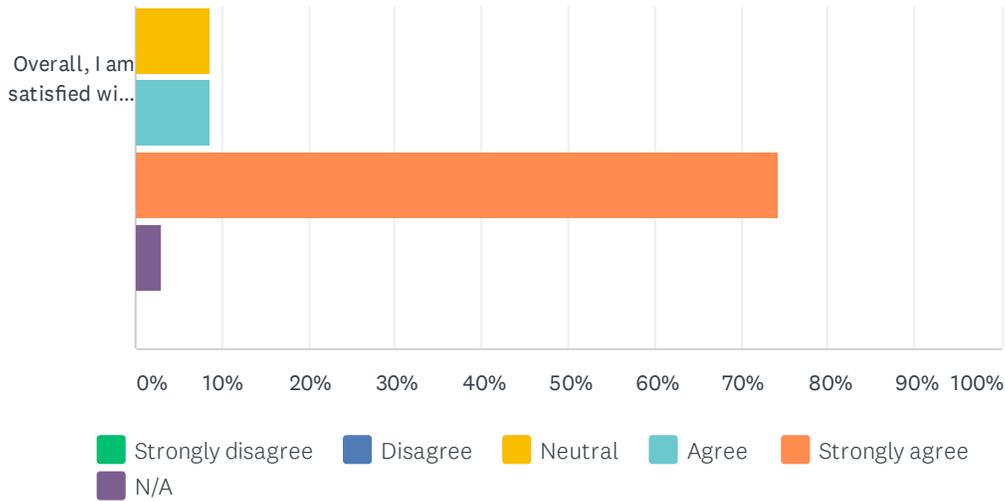
Answered: 35 Skipped: 0



# Technology Satisfaction Survey 2020-21



## Technology Satisfaction Survey 2020-21



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	5.71% 2	2.86% 1	2.86% 1	11.43% 4	68.57% 24	8.57% 3	35	4.47
My questions/needs were handled in a professional manner.	5.71% 2	0.00% 0	2.86% 1	8.57% 3	71.43% 25	11.43% 4	35	4.58
My questions/needs were handled in a timely manner.	5.71% 2	2.86% 1	2.86% 1	8.57% 3	71.43% 25	8.57% 3	35	4.50
The staff of the Technology Department is knowledgeable and courteous.	5.71% 2	0.00% 0	2.86% 1	5.71% 2	82.86% 29	2.86% 1	35	4.65
The Technology Department provides resources and support that support student learning.	5.71% 2	0.00% 0	0.00% 0	8.57% 3	77.14% 27	8.57% 3	35	4.66
The Technology Department provides necessary technologies that allow me to perform my job effectively.	8.57% 3	2.86% 1	5.71% 2	11.43% 4	68.57% 24	2.86% 1	35	4.32
Overall, I am satisfied with the effectiveness of the Technology Department.	5.71% 2	0.00% 0	8.57% 3	8.57% 3	74.29% 26	2.86% 1	35	4.50

**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: 11   Skipped: 24

#	RESPONSES	DATE
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## Technology Satisfaction Survey 2020-21

1	Due to the Covid situation, I haven't hardly been on campus or used the TD services.	5/9/2021 8:31 PM
2	More help with pdfs. I think all of us should have the same software so that we can fill in and sign stuff sent to us.	5/5/2021 10:30 PM
3	Add more staff. They go over and above in helping with issues, but clearly need more people.	5/4/2021 9:57 AM
4	I do not know if this is under Tech Dept's domain but as we have been working remotely for this academic year (2020-21), I have had instances (not all weeks, but sometimes one or twice a week) when my VPN would disconnect and my laptop would need to re-connect to my remote desktop. When this would occur during my meeting with students, I would need to disconnect my VPN, then reconnect it in order to then access my remote desktop. This is challenging when I'm working with a student because then I would need to take a few minutes for my system to be connected before I can assist a student.	5/4/2021 9:38 AM
5	They are doing great with what they have. We need more staff members to meet the demand in their area and respond to the ever changing needs and contexts. They do an amazing job, yet to meet the needs they need more support.	5/3/2021 3:35 PM
6	.	5/3/2021 3:24 PM
7	Bring back Canvas Support 24/7. Animation & graphics subscriptions	5/3/2021 1:56 PM
8	More good staff, fewer poor staff	5/3/2021 1:13 PM
9	This is not a need, but I wanted to share my thoughts about the Dept. The staff are amazing! I may not have always gotten the results I hope for, but the staff goes above and beyond to make things happen. LPC is very lucky to have each and every one of them.	5/3/2021 11:45 AM
10	Thanks for supporting our work in this crazy year! My only wish is that I could get my students to turn to you with technology questions before they turn to me and then I have to spend time re-directing them. I have included all necessary information and links on my syllabus and on my Canvas course, but to no avail.	5/3/2021 11:01 AM
11	Improving AV in older classrooms	5/3/2021 11:00 AM

## Technology Committee

College Council Approved April 23, 2020

### Charge:

The Technology Committee is responsible for:

- Assessing faculty, student, and staff technological needs for Las Positas College;
- Researching and analyzing options for campus-wide technology;
- Reviewing and evaluating resources and additional technology needs as they arise;
- Collaborating with the District ITS regarding District-wide projects and issues;
- Reviewing and making recommendations on LPC Technology Master Plan and relevant District-wide Master Plans;
- Making recommendations for solutions in the following areas:
  - Access
  - Staff development and training
  - Support

The Technology Committee will coordinate with other committees impacted by technology related recommendations.

### **COMMITTEE: TECHNOLOGY COMMITTEE**

**Reporting Relationship:** College Council

**Chairperson:** Selected by committee vote

**Voting Member:** Only in the event of a tie

**Serves on College Council:** Yes

#### **MEMBERS:**

**Voting:** Vice President of Administrative Services

Dean

Faculty Member, A&H

Faculty Member, PATH

Faculty Member, BSSL

Faculty Member, STEM

Faculty Member, Student Services

Librarian

Classified Professional (5)

LPCSG Representative

**Non-Voting:** Instructional Technology Coordinator\*

Manager, College Technology Services\*

Telecommunications Coordinator\*

Webmaster\*

CLPCCD Chief Technology Officer

\*Non-voting college classified may be appointed by the Technology Committee to fill any vacant voting classified professional position

**Term:**

2 years

**Quorum:**

15 Voting Members; Quorum = 8