Content Drilldown

	All Users
◯	100.00% Pageviews

Jan 15, 2021 - Jan 30, 2021

Explorer

● Pageviews

30,000

20,000

10,000

... Jan 16 Jan 17 Jan 18 Jan 19 Jan 20 Jan 21 Jan 22 Jan 23 Jan 24 Jan 25 Jan 26 Jan 27 Jan 28 Jan 29 Jan 30
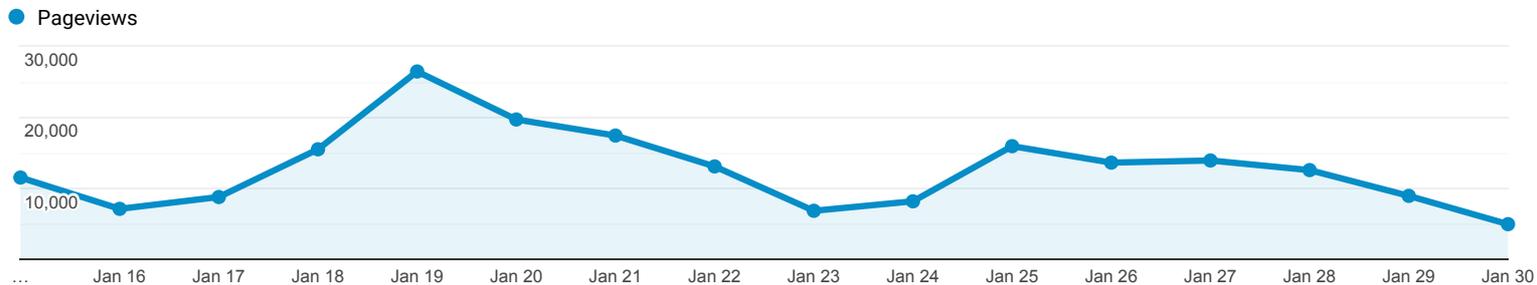
	Page path level 1	Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit
		204,488 % of Total: 100.00% (204,488)	**164,392** % of Total: 100.00% (164,392)	**00:02:32** Avg for View: 00:02:32 (0.00%)	**65.66%** Avg for View: 65.66% (0.00%)	**45.94%** Avg for View: 45.94% (0.00%)
1.	/index.php	**63,528** (31.07%)	50,909 (30.97%)	00:03:57	65.40%	60.76%
2.	/admissions/	**17,842** (8.73%)	14,424 (8.77%)	00:02:27	53.06%	41.80%
3.	/search/	**14,567** (7.12%)	13,526 (8.23%)	00:00:57	45.09%	19.05%
4.	/onlinelearning/	**14,271** (6.98%)	12,378 (7.53%)	00:03:49	78.79%	65.54%
5.	/raw/	**6,594** (3.22%)	5,798 (3.53%)	00:03:42	87.42%	78.07%
6.	/financialaid/	**6,528** (3.19%)	5,241 (3.19%)	00:02:09	53.85%	37.67%
7.	/class-schedule/	**5,463** (2.67%)	4,598 (2.80%)	00:03:30	59.16%	49.39%
8.	/directory/	**5,104** (2.50%)	2,872 (1.75%)	00:00:55	44.77%	11.05%
9.	/programs/	**4,867** (2.38%)	3,081 (1.87%)	00:00:55	37.37%	15.02%
10.	/degrees/	**4,848** (2.37%)	4,024 (2.45%)	00:02:17	65.32%	31.19%

Rows 1 - 10 of 304

Behavior Flow

Jan 15, 2021 - Jan 30, 2021

All Users
100.00% Sessions

Landing Page	Starting pages 94K sessions, 71K drop-offs	1st Interaction 23K sessions, 9K drop-offs	2nd Interaction 14K sessions, 5.7K drop-offs	3rd Interaction 8.3K sessions, 2.8K drop-offs	4th Interaction 5.5K sessions, 1.8K drop-offs

/index.php
49K

/onlinelear...canvas.php
5.3K

/admissions/index.php
2.3K

/raw/lpcraw...nation.php
2K

/class-sche.../index.php
1.3K

...
34K

/index.php
49K

/
9.1K

/onlinelear...canvas.php
5.3K

/admissions/index.php
2.3K

/raw/lpcraw...nation.php
2K

(>100 more pages)
27K

/search/index.php
5.8K

/
2.4K

/index.php
1.4K

/admissions...spring.php
815

/facultysta.../index.php
791

(>100 more pages)
12K

/
2.2K

/index.php
1.5K

/search/index.php
1.1K

/admissions
636

/financialaid
599

(>100 more pages)
8K

/search/index.php
1.2K

/
919

/index.php
824

/degrees
424

/admissions...spring.php
415

(>100 more pages)
4.6K

/
830

/search/index.php
631

/index.php
540

/degrees
271

/admissions
247

(>100 more pages)
3K

© 2021 Google

(>100 more pages)   ✕

Page	Sessions	% of traffic	Drop-off rate
/library/index.php ⧉	760	6.40%	64.6%
/admissions/index.php ⧉	724	6.10%	43.4%
/counseling/index.php ⧉	634	5.34%	57.6%
/admissions/academic-calendar.php ⧉	588	4.95%	7.82%
/onlinelearning/index.php ⧉	526	4.43%	42.6%
/class-schedule/index.php ⧉	445	3.75%	54.6%
/financialaid/index.php ⧉	439	3.70%	24.4%
/spring2021/index.php ⧉	368	3.10%	26.9%
/zoneinfo/index.php ⧉	336	2.83%	58.0%
/class-schedule/catalog.php ⧉	335	2.82%	45.7%
/programs/degrees.php ⧉	333	2.81%	17.7%
/resourceguide/index.php ⧉	309	2.60%	16.2%
/admissions/transcripts.php ⧉	271	2.28%	80.8%
/onlinelearning/canvas.php ⧉	244	2.06%	66.0%
/onlinecollege/index.php ⧉	224	1.89%	35.7%

Channels

| All Users
100.00% Users | | | Jan 15, 2021 - Jan 30, 2021 |

Explorer

Summary

● Users
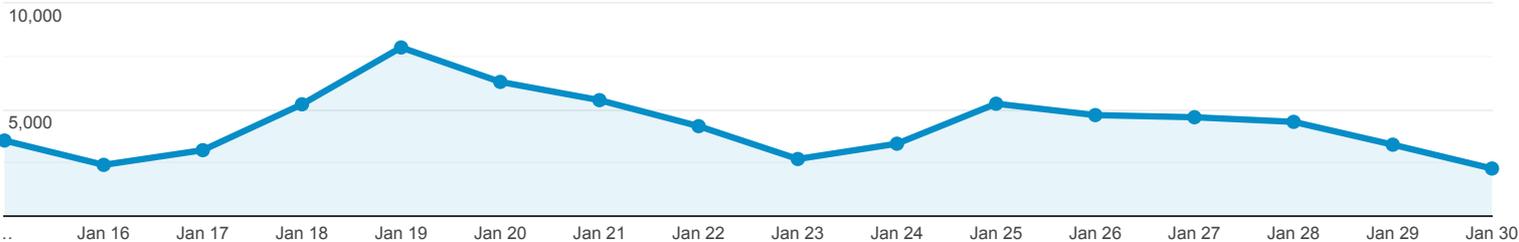
Default Channel Grouping	Acquisition			Behavior			Conversions		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	38,764 % of Total: 100.00% (38,764)	**28,499** % of Total: 100.05% (28,484)	**93,957** % of Total: 100.00% (93,957)	**65.66%** Avg for View: 65.66% (0.00%)	**2.18** Avg for View: 2.18 (0.00%)	**00:02:58** Avg for View: 00:02:58 (0.00%)	**0.00%** Avg for View: 0.00% (0.00%)	**0** % of Total: 0.00% (0)	**$0.00** % of Total: 0.00% ($0.00)
1. Organic Search	**25,054** **(62.51%)**	16,682 (58.54%)	60,263 (64.14%)	64.05%	2.19	00:03:03	0.00%	0 (0.00%)	$0.00 (0.00%)
2. Direct	**13,479** **(33.63%)**	11,049 (38.77%)	28,788 (30.64%)	70.28%	1.97	00:02:27	0.00%	0 (0.00%)	$0.00 (0.00%)
3. Referral	**753** **(1.88%)**	251 (0.88%)	3,427 (3.65%)	51.85%	3.76	00:06:01	0.00%	0 (0.00%)	$0.00 (0.00%)
4. Social	**449** **(1.12%)**	398 (1.40%)	616 (0.66%)	82.79%	1.73	00:02:38	0.00%	0 (0.00%)	$0.00 (0.00%)
5. Paid Search	**338** **(0.84%)**	112 (0.39%)	854 (0.91%)	66.04%	2.02	00:02:53	0.00%	0 (0.00%)	$0.00 (0.00%)
6. Display	**7** **(0.02%)**	7 (0.02%)	9 (0.01%)	100.00%	1.00	00:00:00	0.00%	0 (0.00%)	$0.00 (0.00%)

Rows 1 - 6 of 6

All Traffic

| ⭕ | All Users
100.00% Users | | Jan 15, 2021 - Jan 30, 2021 |

Explorer

Summary

● Users
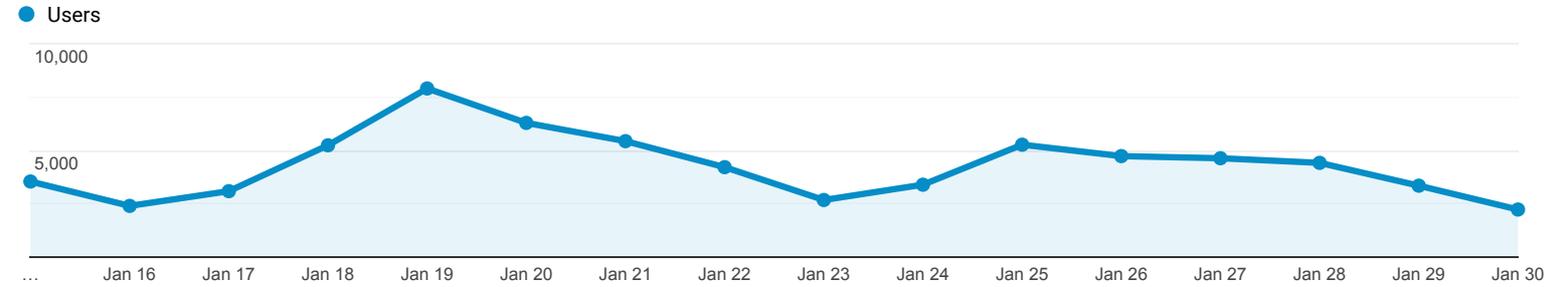
Source / Medium	Acquisition			Behavior			Conversions		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	38,764
% of Total:
100.00%
(38,764)	**28,499**
% of Total:
100.05%
(28,484)	**93,957**
% of Total:
100.00%
(93,957)	**65.66%**
Avg for View:
65.66%
(0.00%)	**2.18**
Avg for View:
2.18
(0.00%)	**00:02:58**
Avg for View:
00:02:58
(0.00%)	**0.00%**
Avg for View:
0.00%
(0.00%)	**0**
% of Total:
0.00%
(0)	**$0.00**
% of Total:
0.00%
($0.00)
1. google / organic	**23,347**
(58.08%)	15,678
(55.01%)	55,227
(58.78%)	63.79%	2.19	00:03:03	0.00%	0
(0.00%)	$0.00
(0.00%)
2. (direct) / (none)	**13,479**
(33.53%)	11,049
(38.77%)	28,788
(30.64%)	70.28%	1.97	00:02:27	0.00%	0
(0.00%)	$0.00
(0.00%)
3. bing / organic	**994**
(2.47%)	511
(1.79%)	3,111
(3.31%)	66.83%	2.23	00:03:32	0.00%	0
(0.00%)	$0.00
(0.00%)
4. yahoo / organic	**599**
(1.49%)	323
(1.13%)	1,508
(1.60%)	65.38%	2.11	00:02:35	0.00%	0
(0.00%)	$0.00
(0.00%)
5. google / cpc	**338**
(0.84%)	112
(0.39%)	854
(0.91%)	66.04%	2.02	00:02:53	0.00%	0
(0.00%)	$0.00
(0.00%)
6. snapchat.com / referral	**303**
(0.75%)	281
(0.99%)	318
(0.34%)	97.17%	1.03	00:00:02	0.00%	0
(0.00%)	$0.00
(0.00%)
7. districtazure.clpccd.org / referral	**139**
(0.35%)	45
(0.16%)	736
(0.78%)	49.05%	3.30	00:06:50	0.00%	0
(0.00%)	$0.00
(0.00%)
8. bw11.clpccd.cc.ca.us:700 / referral	**133**
(0.33%)	5
(0.02%)	561
(0.60%)	62.21%	1.95	00:02:55	0.00%	0
(0.00%)	$0.00
(0.00%)
9. duckduckgo / organic	**104**
(0.26%)	84
(0.29%)	215
(0.23%)	67.91%	2.22	00:01:44	0.00%	0
(0.00%)	$0.00
(0.00%)
10. m.facebook.com / referral	**94**
(0.23%)	89
(0.31%)	103
(0.11%)	88.35%	1.39	00:00:14	0.00%	0
(0.00%)	$0.00
(0.00%)
11. baidu / organic	**73**
(0.18%)	70
(0.25%)	79
(0.08%)	94.94%	1.05	00:00:04	0.00%	0
(0.00%)	$0.00
(0.00%)
12. lpc1.clpccd.cc.ca.us / referral	**51**
(0.13%)	15
(0.05%)	137
(0.15%)	64.96%	2.56	00:03:29	0.00%	0
(0.00%)	$0.00
(0.00%)
13. banner-web.clpccd.cc.ca.us:700 / referral	**47**
(0.12%)	19
(0.07%)	88
(0.09%)	43.18%	3.61	00:06:18	0.00%	0
(0.00%)	$0.00
(0.00%)
14. clpccd.org / referral	**40**
(0.10%)	17
(0.06%)	174
(0.19%)	50.00%	3.22	00:04:58	0.00%	0
(0.00%)	$0.00
(0.00%)
15. a.cms.omniupdate.com / referral	**39**
(0.10%)	0
(0.00%)	655
(0.70%)	40.61%	7.55	00:11:51	0.00%	0
(0.00%)	$0.00
(0.00%)
16. bw10.clpccd.cc.ca.us:700 / referral	**34**
(0.08%)	0
(0.00%)	293
(0.31%)	63.48%	2.64	00:03:43	0.00%	0
(0.00%)	$0.00
(0.00%)
17. ecosia.org / organic	**33**
(0.08%)	14
(0.05%)	120
(0.13%)	68.33%	2.09	00:02:26	0.00%	0
(0.00%)	$0.00
(0.00%)
18. niche.com / referral	**26**
(0.06%)	21
(0.07%)	35
(0.04%)	20.00%	5.37	00:02:57	0.00%	0
(0.00%)	$0.00
(0.00%)

19.	us.search.yahoo.com / referral	**26** **(0.06%)**	14 (0.05%)	60 (0.06%)	76.67%	1.80	00:02:28	0.00%	0 (0.00%)	$0.00 (0.00%)
20.	l.facebook.com / referral	**24** **(0.06%)**	10 (0.04%)	132 (0.14%)	53.03%	3.48	00:11:16	0.00%	0 (0.00%)	$0.00 (0.00%)
21.	support.canvaslms.com / referral	**24** **(0.06%)**	3 (0.01%)	93 (0.10%)	60.22%	2.15	00:02:56	0.00%	0 (0.00%)	$0.00 (0.00%)
22.	chabotcollege.edu / referral	**22** **(0.05%)**	12 (0.04%)	36 (0.04%)	33.33%	4.53	00:02:02	0.00%	0 (0.00%)	$0.00 (0.00%)
23.	curricunet.com / referral	**20** **(0.05%)**	0 (0.00%)	200 (0.21%)	42.00%	3.42	00:08:07	0.00%	0 (0.00%)	$0.00 (0.00%)
24.	instructure.lightning.force.com / referral	**18** **(0.04%)**	18 (0.06%)	21 (0.02%)	71.43%	1.38	00:00:23	0.00%	0 (0.00%)	$0.00 (0.00%)
25.	ca.search.yahoo.com / referral	**12** **(0.03%)**	10 (0.04%)	12 (0.01%)	58.33%	1.75	00:03:46	0.00%	0 (0.00%)	$0.00 (0.00%)

Rows 1 - 25 of 101
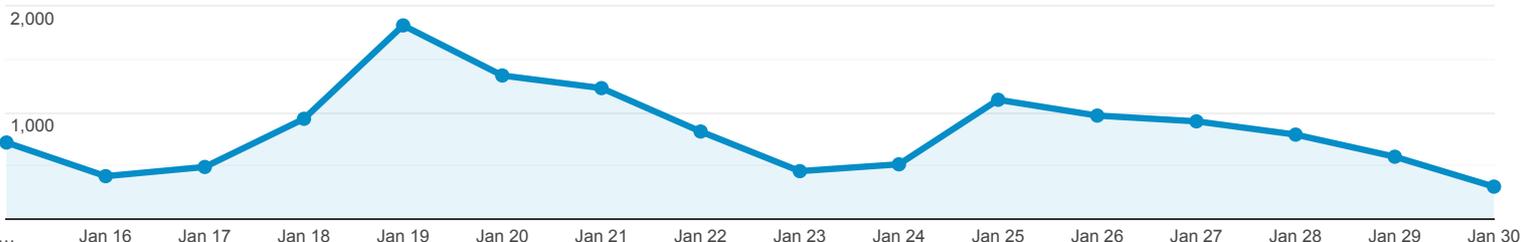
Search Terms

| ◯ | All Users
100.00% Total Unique Searches | | | | Jan 15, 2021 - Jan 30, 2021 |

Explorer

Site Usage

● Total Unique Searches

	Search Term	Total Unique Searches	Results Pageviews / Search	% Search Exits	% Search Refinements	Time after Search	Avg. Search Depth
		13,375
% of Total:
100.00%
(13,375)	**1.08**
Avg for View:
1.08
(0.00%)	**20.59%**
Avg for View:
20.59%
(0.00%)	**27.59%**
Avg for View:
27.59%
(0.00%)	**00:04:03**
Avg for View:
00:04:03
(0.00%)	**1.90**
Avg for View:
1.90
(0.00%)
1.	bookstore	**315**
(2.36%)	1.07	82.54%	4.14%	00:02:01	0.28
2.	counseling	**229**
(1.71%)	1.10	3.93%	20.72%	00:05:13	1.92
3.	Bookstore	**141**
(1.05%)	1.06	86.52%	3.36%	00:00:38	0.13
4.	catalog	**141**
(1.05%)	1.05	14.89%	22.97%	00:07:05	1.73
5.	canvas	**127**
(0.95%)	1.05	11.81%	30.08%	00:03:45	1.51
6.	zonemail	**121**
(0.90%)	1.10	14.88%	13.53%	00:05:15	2.64
7.	transcripts	**116**
(0.87%)	1.04	14.66%	22.31%	00:04:28	1.23
8.	transcript	**82**
(0.61%)	1.10	15.85%	10.00%	00:03:32	1.49
9.	academic calendar	**79**
(0.59%)	1.03	3.80%	14.81%	00:04:48	2.43
10.	book store	**75**
(0.56%)	1.01	81.33%	6.58%	00:01:38	0.25
11.	counselor	**71**
(0.53%)	1.17	12.68%	10.84%	00:02:48	1.63
12.	Counseling	**62**
(0.46%)	1.11	20.97%	10.14%	00:01:55	1.29
13.	computer center	**59**
(0.44%)	1.14	1.69%	16.42%	00:06:44	2.76
14.	igetc	**58**
(0.43%)	1.16	15.52%	34.33%	00:05:40	1.78
15.	Book store	**55**
(0.41%)	1.11	81.82%	8.20%	00:00:52	0.16
16.	calendar	**55**
(0.41%)	1.02	7.27%	28.57%	00:01:40	1.51
17.	Calendar	**50**
(0.37%)	1.06	26.00%	20.75%	00:00:57	1.24
18.	clubs	**50**
(0.37%)	1.10	2.00%	23.64%	00:04:35	4.38
19.	workshop	**45**
(0.34%)	1.51	88.89%	8.82%	00:03:38	0.42
20.	Financial aid	**41**
(0.31%)	1.07	34.15%	9.09%	00:03:13	1.54

|						
21.	spring 2021	**41** (0.31%)	1.02	46.34%	16.67%	00:03:41	1.49
22.	Counselor	**40** (0.30%)	1.08	30.00%	9.30%	00:01:25	0.88
23.	canvas help	**39** (0.29%)	1.13	23.08%	47.73%	00:06:24	1.31
24.	class schedule	**39** (0.29%)	1.10	7.69%	27.91%	00:05:29	1.87
25.	veterans	**39** (0.29%)	1.08	7.69%	16.67%	00:08:34	3.49

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)
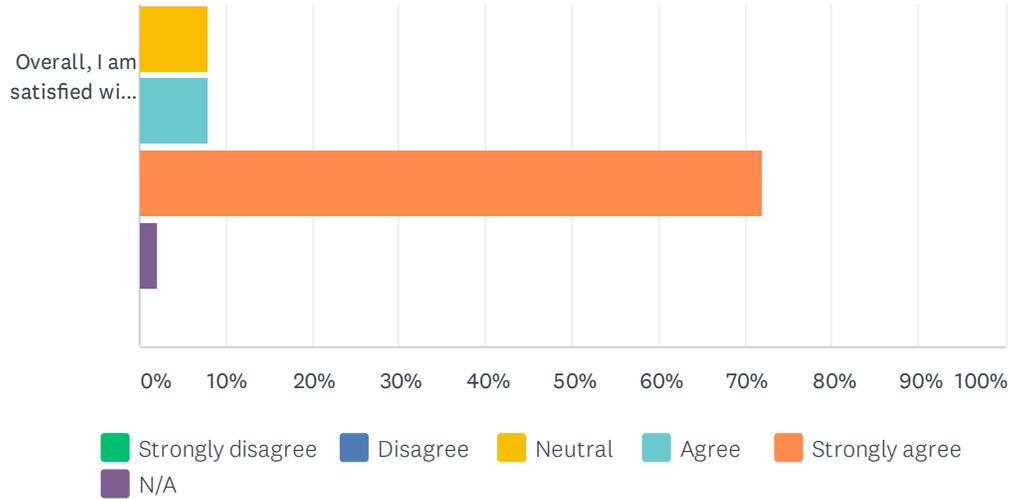
Answered: 50   Skipped: 0
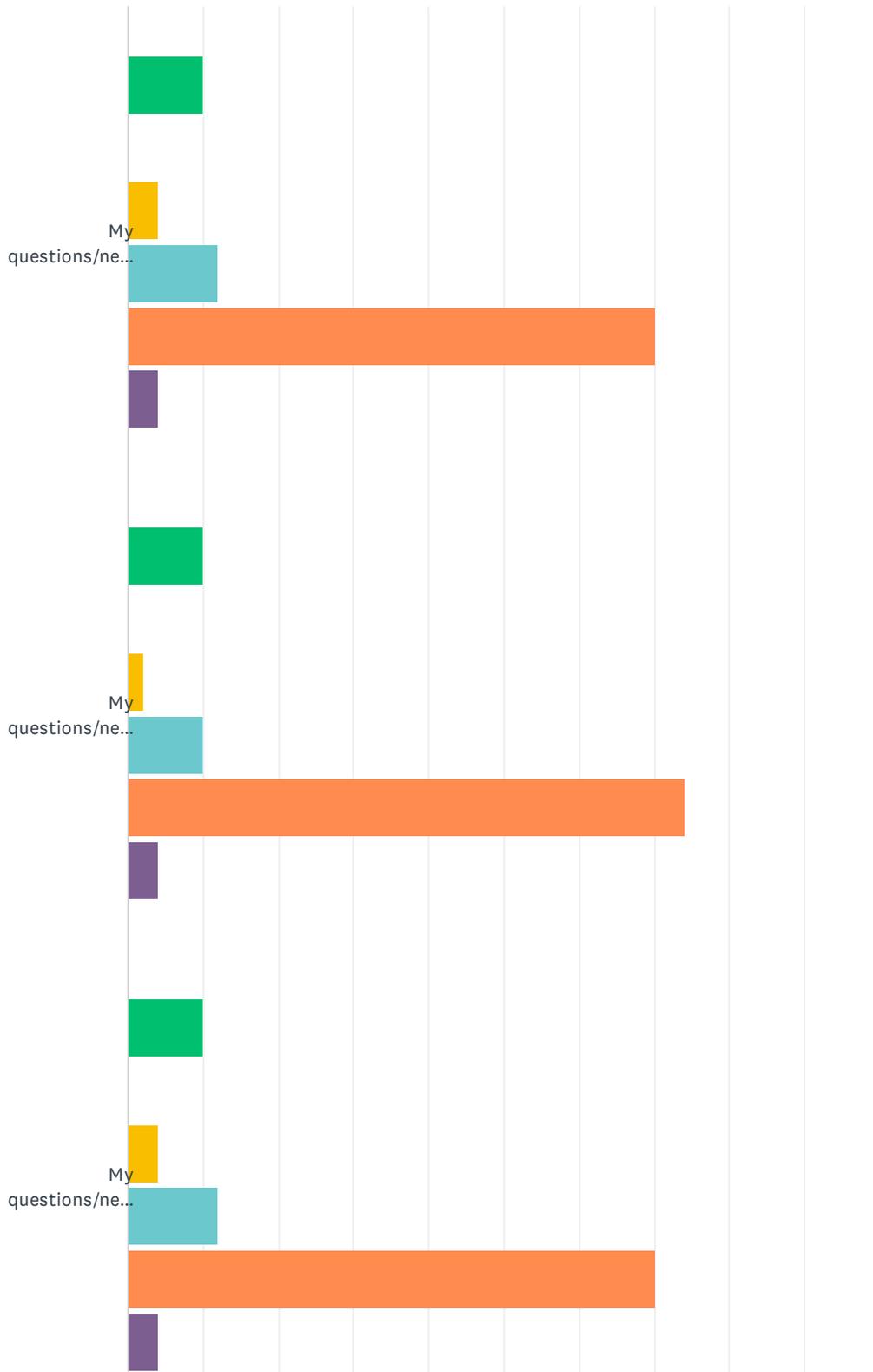
Technology Satisfaction Survey 2019-20
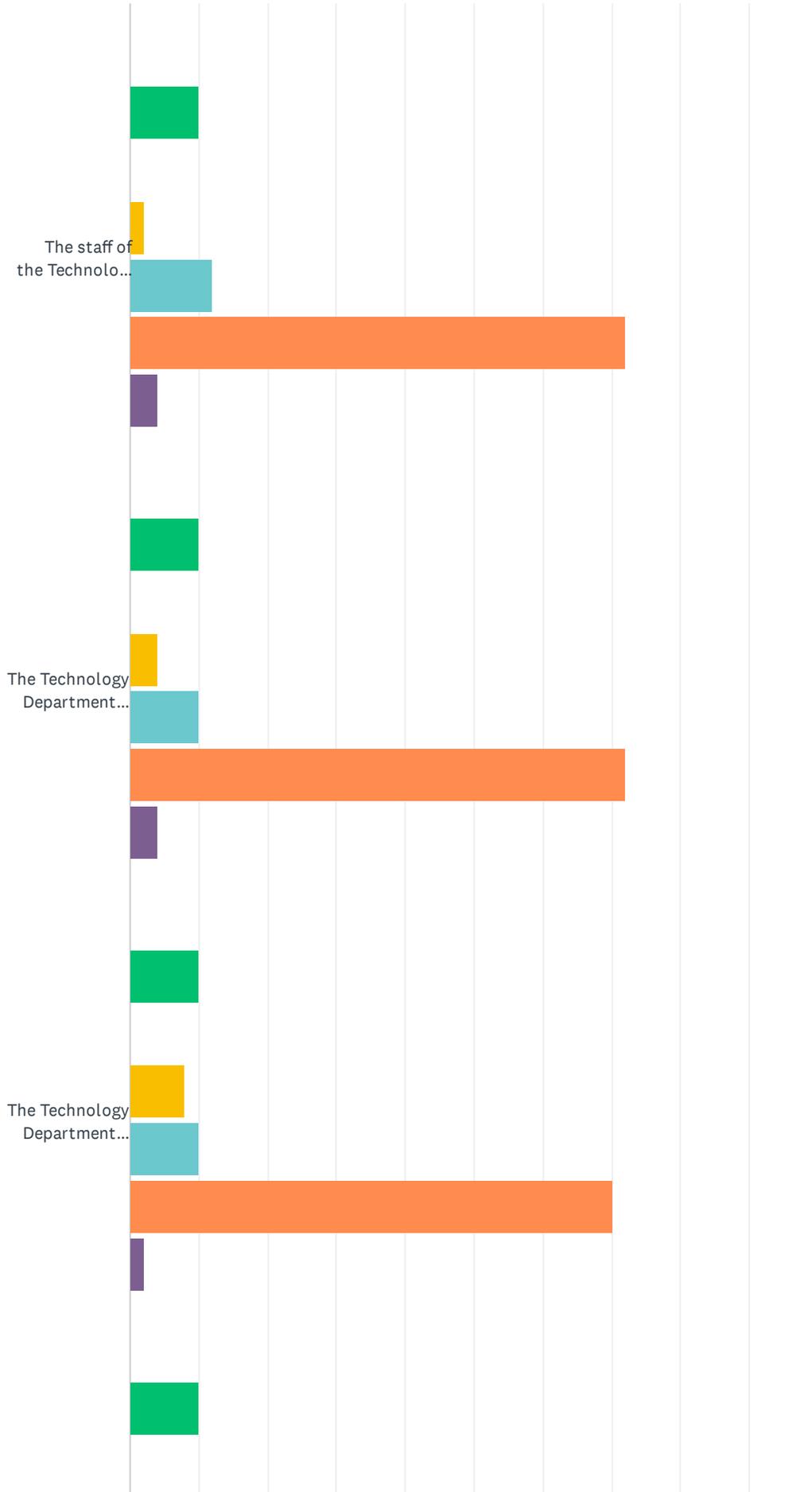
The staff of
the Technolo...

The Technology
Department...

The Technology
Department...

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.	10.00% 5	0.00% 0	4.00% 2	12.00% 6	70.00% 35	4.00% 2	50	4.38
My questions/needs were handled in a professional manner.	10.00% 5	0.00% 0	2.00% 1	10.00% 5	74.00% 37	4.00% 2	50	4.44
My questions/needs were handled in a timely manner.	10.00% 5	0.00% 0	4.00% 2	12.00% 6	70.00% 35	4.00% 2	50	4.38
The staff of the Technology Department is knowledgeable and courteous.	10.00% 5	0.00% 0	2.00% 1	12.00% 6	72.00% 36	4.00% 2	50	4.42
The Technology Department provides resources and support that support student learning.	10.00% 5	0.00% 0	4.00% 2	10.00% 5	72.00% 36	4.00% 2	50	4.40
The Technology Department provides necessary technologies that allow me to perform my job effectively.	10.00% 5	0.00% 0	8.00% 4	10.00% 5	70.00% 35	2.00% 1	50	4.33
Overall, I am satisfied with the effectiveness of the Technology Department.	10.00% 5	0.00% 0	8.00% 4	8.00% 4	72.00% 36	2.00% 1	50	4.35

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.
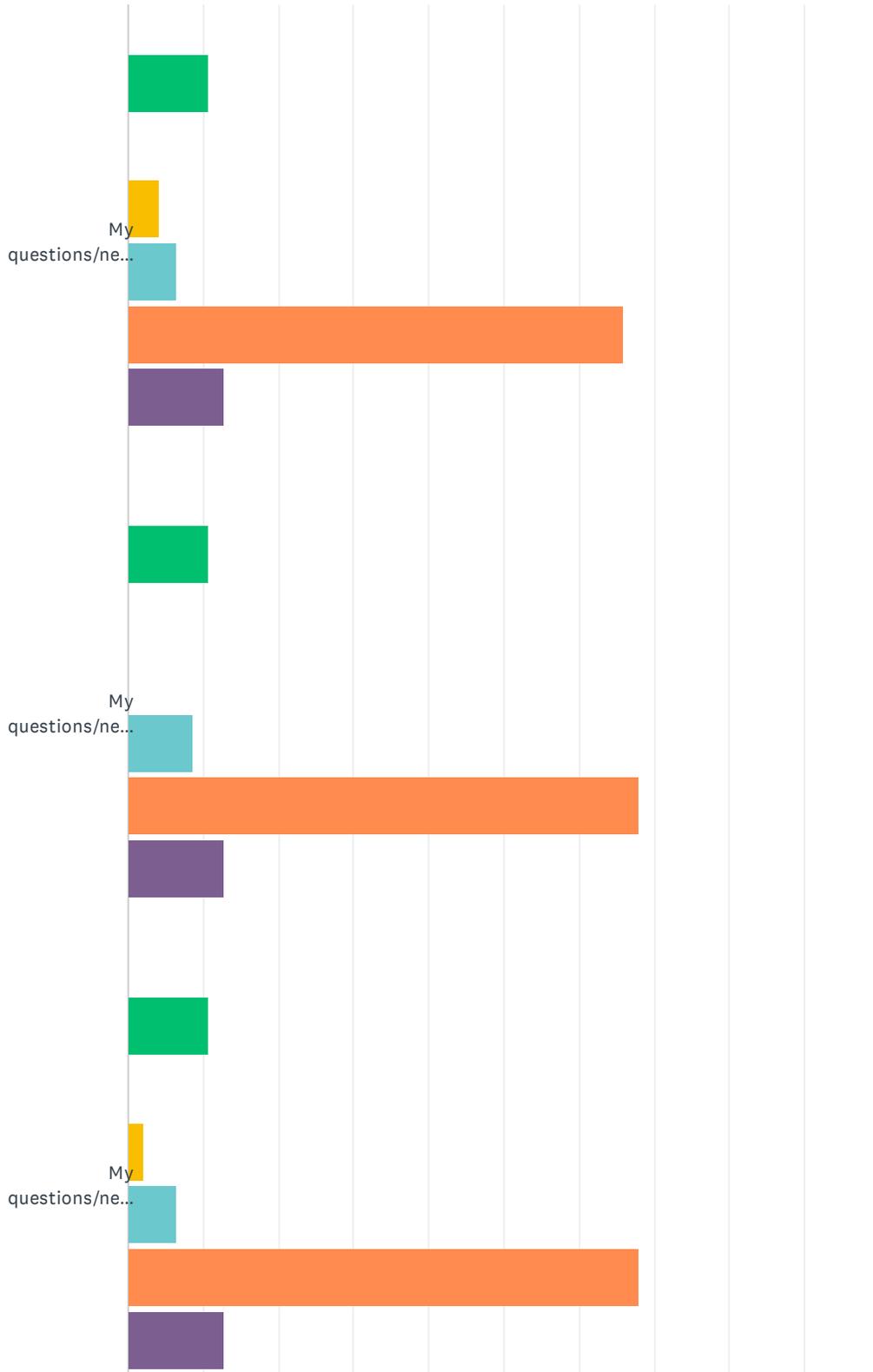
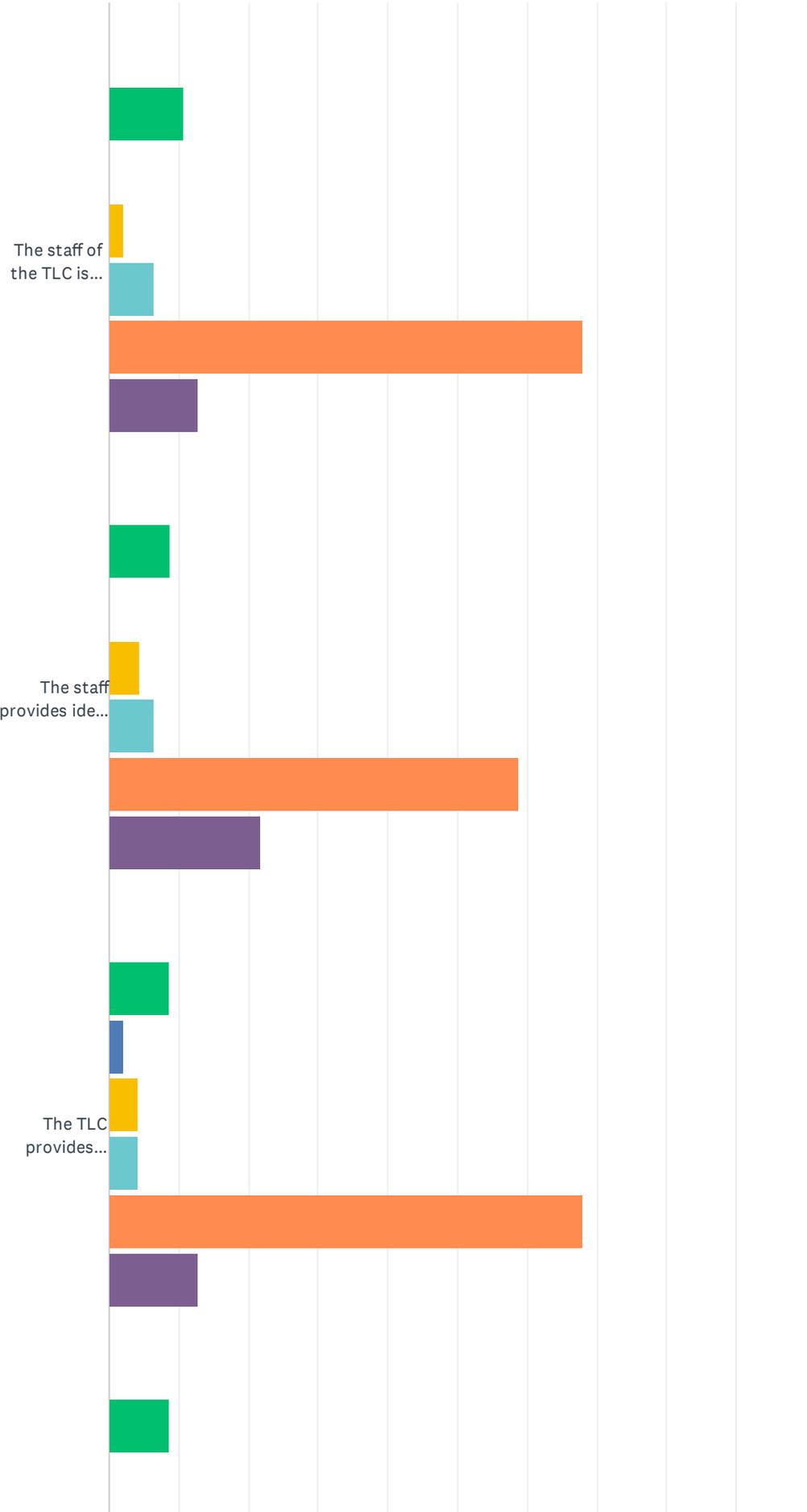Answered: 23   Skipped: 27

Technology Satisfaction Survey 2019-20

#	RESPONSES	DATE
1	I have actually not used your services since I am teaching on-line this semester. Hope to be on-site for the fall :-)	5/14/2020 1:24 PM
2	Hire more folks into the LPC Technology Department (NOT District personnel) to support growing LPC community.	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	None. They are absolutely stellar. Super responsive. Unbelievable in the time of this Shelter-in-Place order. They have handled everything, resolved problems, supported in every way possible, gone above and beyond for students, faculty, staff, administrators. Outstanding, thank you.	5/7/2020 1:04 PM
5	none	5/7/2020 12:34 PM
6	add more staff-they are busy and work extremely hard	5/7/2020 11:10 AM
7	I don't understand why I have to beg to get my computer set up as an instructor's computer and get access to uploading programs on it every single semester. Just because I am in the back of the Computer Lab doesn't make me a non-instructor.	5/6/2020 7:11 PM
8	I feel very fortunate that we have such hardworking knowledgeable colleagues in the Technology Department. I only wish you had more staff to support the important work you all do as the workload seems to increase year by year.	5/6/2020 5:47 PM
9	They could use a staff increase which is made obvious in the current crisis	5/6/2020 12:39 PM
10	Nothing to add; they are always available, professional, courteous, and extremely knowledgeable and patient. Really happy with the	5/6/2020 11:21 AM
11	Perfect as is!	5/6/2020 9:47 AM
12	n/a	5/6/2020 9:37 AM
13	Maybe more resources (tablets, etc) for faculty to borrow, if the money if there to buy them.	5/6/2020 9:17 AM
14	If possible, I would like to be able to access the Physics Department's files from home without going on campus. I have certainly benifited personally in being able to conduct my classes by receiving lots of help from Sherman and (behind the scenes) others. Many thanks to everyone! --Travis White	5/5/2020 10:58 PM
15	the workshops seemed rushed and disorganized ... too much geek humor which doesn't translate to those of us who are new to much of the technology ... a definite disconnect there	5/5/2020 7:55 PM
16	I'd like CAMTASIA to be in the 1000 bldg part-time professor office or have a site license that would let me use CAMTASIA from home	5/5/2020 7:31 PM
17	update the technology in the older buildings	5/5/2020 6:58 PM
18	Is there any way for our office phone calls to be forwarded to a private number when we are working remotely? Are there additional resources such as computers, monitors, and webcam with built in speakers/mics that we can use remotely? I'm afraid that because I'm using my laptop and built in speakers for audio/microphones all day that the laptop will die very soon. At the end of the day, it gets very hot now.	5/5/2020 5:51 PM
19	Perhaps the Technology Department may want to meet with Student Services entities separately from other entities to learn how to better communicate and collaborate on shared projects or initiatives.	5/5/2020 4:33 PM
20	Old or replaced computers should be taken out of the areas immediately instead of being left for several weeks or months, sitting on the areas of work which could be a safety hazard in the workplace.	5/5/2020 4:25 PM
21	More cloud based services. More self service solutions.	5/5/2020 4:18 PM
22	NONE! They have always went above and beyond with technology service and very quick solutions to difficulties! Thanks so very much!	5/5/2020 4:13 PM
23	It would be great if Wanda Butterly could be converted to permanent full time	5/5/2020 3:30 PM

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

My questions/ne...

My questions/ne...

My questions/ne...

Technology Satisfaction Survey 2019-20

The staff of
the TLC is...

The staff
provides ide...

The TLC
provides...

Technology Satisfaction Survey 2019-20

Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly agree
N/A

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

	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