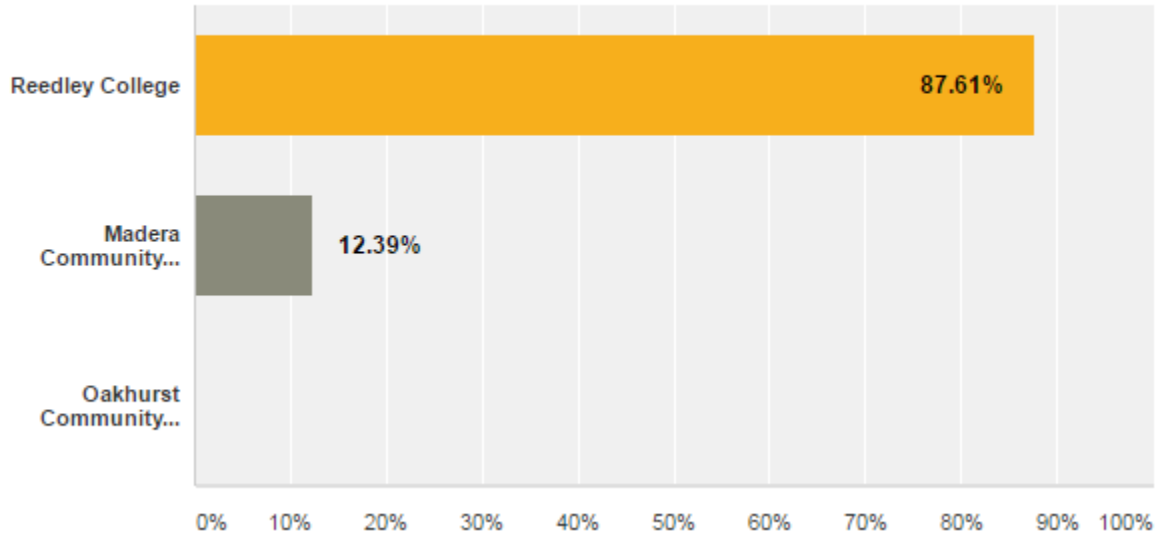# 2017 Technology Employee Survey Response

CAMPUS WIDE SURVEY

College Office of Research and Evaluation
REEDLEY COLLEGE | JUNE 2017

What is your primary location?

Answered: 113   Skipped: 0

Your position?

Answer Choices	Responses	
Adjunct Faculty	**12.39%**	14
Faculty	**45.13%**	51
Certificated non-Instructional	**2.65%**	3
Administrative	**4.42%**	5
Classified	**35.40%**	40
Total		113

For each items, consider how important the item is to you:

—	Very Important—	Somewhat Important—	Not Important—	N/A—	Total—
— Available computers hardware and software help me effectively perform my required duties.	**99.01%** 100	**0.99%** 1	**0.00%** 0	**0.00%** 0	101
— Additional hardware (printers, scanners, etc) are available and sufficient to effectively perform my required duties.	**93.07%** 94	**5.94%** 6	**0.99%** 1	**0.00%** 0	101
— Maintenance of computers and hardware.	**94.06%** 95	**5.94%** 6	**0.00%** 0	**0.00%** 0	101
— Availability of specialty software.	**57.00%** 57	**32.00%** 32	**10.00%** 10	**1.00%** 1	100
— Access to Email/ Internet.	**98.02%** 99	**1.98%** 2	**0.00%** 0	**0.00%** 0	101
— Reliability of the network.	**98.02%** 99	**1.98%** 2	**0.00%** 0	**0.00%** 0	101
— Availability of computer training.	**39.60%** 40	**44.55%** 45	**15.84%** 16	**0.00%** 0	101
— Effectiveness of software training.	**42.00%** 42	**45.00%** 45	**11.00%** 11	**2.00%** 2	100
— Technical knowledge of support staff.	**91.09%** 92	**7.92%** 8	**0.99%** 1	**0.00%** 0	101
— Technology support personnel are available when needed.	**95.05%** 96	**3.96%** 4	**0.99%** 1	**0.00%** 0	101
— Ability of support staff to resolve problems	**96.04%** 97	**3.96%** 4	**0.00%** 0	**0.00%** 0	101
— Web-based service request is convenient.	**69.31%** 70	**26.73%** 27	**3.96%** 4	**0.00%** 0	101
— Response time to web request is reasonable.	**81.00%** 81	**17.00%** 17	**2.00%** 2	**0.00%** 0	100

For each item, how satisfied you are with the item or service.

	Very Satisfied	Somewhat Satisfied	Not Satisfied	N/A	Total
Available computers hardware and software help me effectively perform my required duties.	48.51% 49	38.61% 39	11.88% 12	0.99% 1	101
Additional hardware (printers, scanners, etc) are available and sufficient to effectively perform my required duties.	40.59% 41	42.57% 43	14.85% 15	1.98% 2	101
Maintenance of computers and hardware.	45.54% 46	36.63% 37	17.82% 18	0.00% 0	101
Availability of specialty software.	35.64% 36	34.65% 35	13.86% 14	15.84% 16	101
Access to Email/ Internet.	68.32% 69	26.73% 27	4.95% 5	0.00% 0	101
Reliability of the network.	59.00% 59	33.00% 33	8.00% 8	0.00% 0	100
Availability of computer training.	19.80% 20	39.60% 40	17.82% 18	22.77% 23	101
Effectiveness of software training.	16.83% 17	37.62% 38	12.87% 13	32.67% 33	101
Technical knowledge of support staff.	61.00% 61	30.00% 30	8.00% 8	1.00% 1	100
Technology support personnel are available when needed.	59.41% 60	26.73% 27	13.86% 14	0.00% 0	101
Ability of support staff to resolve problems	56.44% 57	34.65% 35	8.91% 9	0.00% 0	101
Web-based service request is convenient.	54.46% 55	34.65% 35	8.91% 9	1.98% 2	101
Response time to web request is reasonable.	53.47% 54	33.66% 34	12.87% 13	0.00% 0	101

Comments:

Enrique, Fred and Andrew are so helpful!

Thanks

I am still working with out-of-date hardware

Computer labs for students have very slow computers. It negatively impacts the learning in my classes where computer work is being done by the students. Laos, there seems to be a cpmputer failure every week.

Thanks for the help.

Some technicians appear to be more knowledgeable and helpful than others. When I have a good technician assigned to me, then my technology isn't a headache. when an incompetent or disgruntled technician is assigned, the technology becomes a severe headache when it doesn't work correctly.

Technology plays a crucial role in every day processes, which in turns helps us help students, staff and faculty. It should be one of our main priorities as a campus to excel not just in student services, but the things that make us able to do our jobs at the highest level possible.

Would like to have more space available on outlook email.

We need to allow academic professionals to use the tools that they need to be productive. Education is not a one size fits all situation. Tablet computers are here to stay. Give us options.

I think support staff does the best they can with what they have. They go above and beyond most of the time.

Ricardo at Madera Center has been helpful and is a pleasure to work with.

Tech issues seem to be slow to be responded to. I've sent emails and no response for a week.

Technicians at Madera: (formerly) James, Ricardo, and Ramon are absolutely excellent. They work far more than they are paid for and are the multi-task kings! I am really thankful for them. There is a huge need for the copy machine to remain in R1A, the Learning Center. It has no budget attached to it but it is a real need in a growing and evolving supplemental instruction program. I hope the college can keep it here.

I appreciate our computer techs. They are an important part of everything we do.

We need more email storage space.

Admissions is still using Windows 7 - it's past time for an upgrade.

Thanks for soliciting feedback!

Also, it would be great to have a "laundry list" of options of additional software that is available to procure.

Our tech staff are WONDERFUL! They are competent and cordial!

Virtual "computers" are not computers. They are ok everywhere on campus where computer technology is NOT TAUGHT. They are NOT sufficient in labs where computer technology is taught because they are NOT COMPUTERS. (Caps are used because this complaint has been shared numerous times over the past three years.) Other items are marked unsatisfactory because, even though the techs are responsive, professional, and patient, they do not know WHY the virtual computers act the way they do. Why do they lose connection so often? Why to they lock up with various error messages?

The personnel is great. They are very knowledgeable, helpful, and responsive. The only problem is the computers in the lab(s) are not up to par, the computers themselves are old.

The computers in FEM-3 greatly need updating. They are barely serving the students at this point.

There is very little communication after submitting a web request.

The college generally does a good job of maintaining computer systems and responding to problems. The current administrator of tech services has always been inadequate as is some of the staff. He is dismissive and does not respond to questions or requests unless directed to do so by someone in a position of authority. Very unsatisfied by his performance and managerial abilities.

I have several computer work orders that are outstanding. Service is not consistent. Leadership is lacking, and possesses poor communication abilities. When problems are identified leadership often ignores or dismisses them. Techs jobs are often done without professionalism. Wires are strung in haphazard ways, cords are everywhere, panduit is installed crooked. Overall I am not satisfied with the performance of the department. The techs are good people who are trying, some do not possess the correct skill set for the job. The director on the other hand is incompetent.

Most problems staff does not have a clear answer, just a work around.

Please hire an additional technician.

Have you utilized the PC Labs?

Answered: 100   Skipped: 13
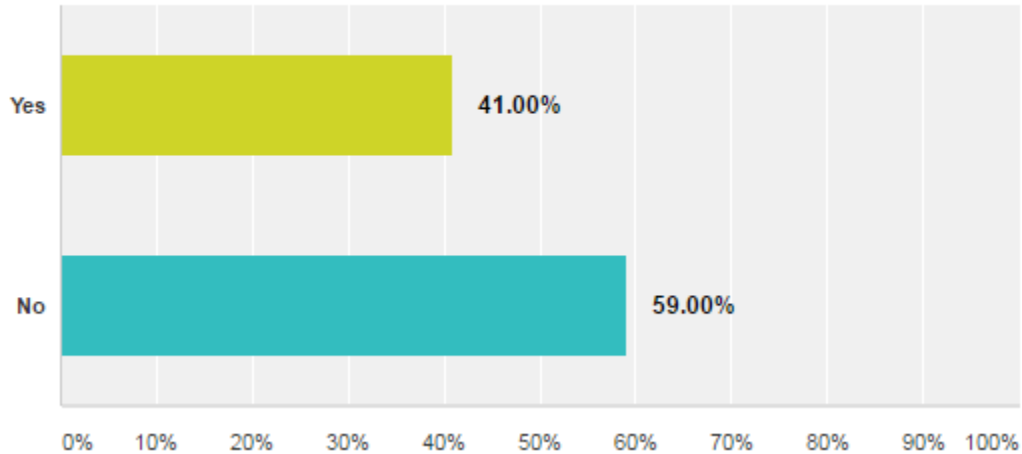
Mark your level of satisfaction using the 5 point scale as noted for PC Labs.

	Extremely Satisfied	Somewhat Satisfied	Dissatisfied	Extremely Dissatisfied	N/A	Total
Computer Hardware	31.71% 13	46.34% 19	12.20% 5	9.76% 4	0.00% 0	41
Computer Software	43.90% 18	46.34% 19	7.32% 3	2.44% 1	0.00% 0	41
Network Connection	48.78% 20	34.15% 14	9.76% 4	7.32% 3	0.00% 0	41
Projector	39.02% 16	48.78% 20	2.44% 1	2.44% 1	7.32% 3	41
Upkeep	32.50% 13	22.50% 9	35.00% 14	7.50% 3	2.50% 1	40
Reliability	34.15% 14	34.15% 14	24.39% 10	7.32% 3	0.00% 0	41
Responsiveness to Requests for Assistance	43.90% 18	34.15% 14	14.63% 6	2.44% 1	4.88% 2	41
Overall Satisfaction with Computer Labs	31.71% 13	51.22% 21	14.63% 6	2.44% 1	0.00% 0	41

Do you use the Help Desk for technical support when you have a technical problem?

Answered: 99   Skipped: 14
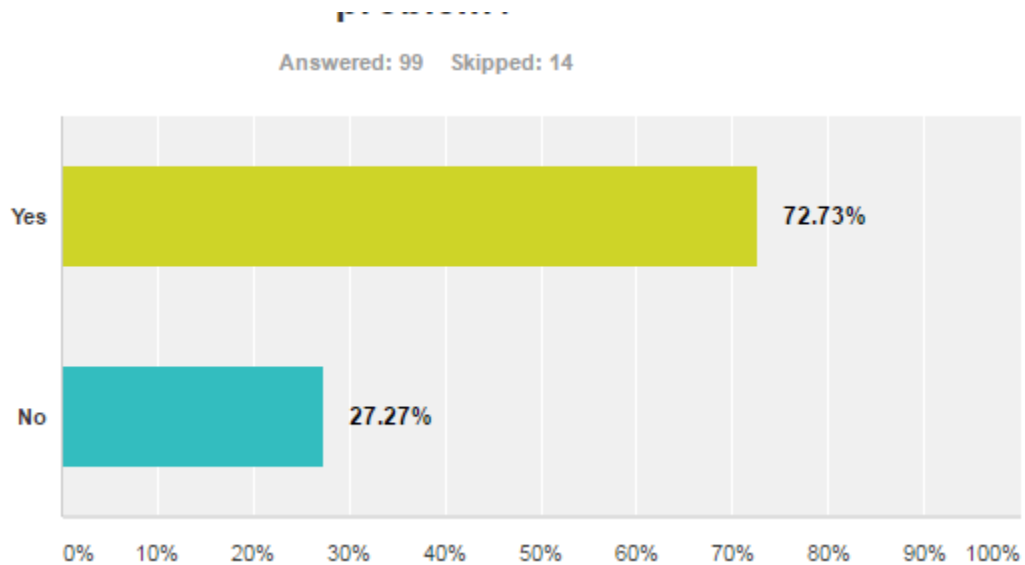
If no, please let us know why you have not used the Help Desk service?

when I have tried in the past on several occasions, no one was available, and when I would get an actual human being on the line, they would say, 'sorry, can't help you, you are not on my list/campus' ....

I did not know there was a help desk. I have been told to ONLY use the online request form.

The first time I used the online request system, it did submit the request.

Not sure which questions to send there.

Usually call if it is a big enough issue.

I have not needed to.

When I've tried the person either can't help or no one answers

havent been aware of this service

Don't know about it.

Ricardo has been available to help when we need it.

It's easier to ask somebody around.

staff answered my question

I usually work directly with the Techs

Didn't know it was available for technical support

I ask the computer techs we have on campus

I have not needed the service.

Haven't needed it!

As a instructor, I contact the IT staff for help.

No training on this

I teach IS, so generally I am able to solve problems without calling the help desk.

Have not needed it.

did not know about it

Didn't know about Help Desk

Please let us know of any training needs in area such as software, equipment or other:

the canvas trainers were not able to help me set up my grade book to work with the way I determine course grades (each student receives from me about 60 grades for the semester, organized in categories, groups, and subgroups, with some groups dropping the lowest score, exempting certain scores, and then all categories being weighted). The trainers said they would get back to me, but never did. I had to figure it out for Canvas on my own (in excel, it is simple; in blackboard, it was not simple, but it was okay-ish). I managed on my own to get canvas to do it, but the set up is ugly and awkward and incomprehensible to many of my students ... so much for grade transparency ...

Periodic review of Canvas and Webadvisor

New Datatel Update and training on managing outlook.

Canvass

NA

Software: Photoshop? Office suite tactics is good - haven't tried the online setup yet.

Teach/train students and employees how to type - at least 25 wpm. Think there's an epidemic of 2 finger typist.

Sql reports

Windows 10, Access Training, SQL Training. How to care for your printers.

It would be nice to see training for Microsoft office every couple of semesters, or when upgrade occur.

People should already be trained for general software & equipment when hired.

We need to automate many of our processes. Scheduling and purchasing are slow and tedious.

Excel

Website updating.

Scheduling some workshops throughout the year would improve faculty skill level and thus reduce the number of small or trivial technology help-desk requests.

We need training on all new software or equipment. It should be offered on a regular bases as technology changes.

Upgraded Word would be helpful.

excel training would be great

Need to upgrade out of Windows 7 and get training for it.

tech staff needs to know how to install specialty software for DSPS because DSPS support personnel will be changing

When we have a Windows or Office update that changes things, a one hour in service would be appreciated.

Instruction on computer data management and related issues would be VERY helpful. If our data is limited, we need to know how to keep things in order.

Workflow, new website

None at this time.

It would be nice to have digitizers in the classrooms.

Scanners, Windows.

Newer computers. faster internet

Software

Microsoft Office