



# SBCCD District-Wide DETS Survey

SBCCD Distributed Education and Technology Services (DETS) is currently developing a long-range plan based on comprehensive assessment. Your input is important to this effort. We are interested in your opinions about how we can best support your DETS needs.

You will have until 5:00 PM, December 10, 2010 to submit this survey. This Survey will take approximately 20 minutes to complete. You can save your answers and return to this survey from the same computer following the link in your e-mail. If you have any questions about this survey, Please contact Dr. Glen Kuck, DETS Executive Director at (909) 384-4317.

Thank you for taking part in this survey, we value your opinion.

## **At which SBCCD location do you spend most of your time?**

- SBVC
- CHC
- District Offices
- District Annex
- KVCR
- EDCT/PDC
- Big Bear site
- Other

## **What is your primary function in the San Bernardino Community College District?**

- Full-time Faculty
- Part-time Faculty
- Classified
- Confidential
- Manager

**How many years have you been employed at SBCCD? (Please round to the nearest year)**

- This is my first year*
- 2-5 years*
- 6-10 years*
- 11-15 years*
- 16-20 years*
- 21 or more years*

**Regardless of your primary function, are you teaching any classes this semester?**

- Yes*
- No*

**How many classes are you teaching this semester?**

- 1-2
- 3-4
- 5 or more



Availability of web services



Look and feel of college and district websites





Overall responsiveness of technology services



**How often has your work been interrupted, delayed or otherwise disrupted for 15 minutes or more by each of the following problems with district technology?**

	Never	1 time	2-3 times	4-6 times	7-12 times	More than 12 times
Email was unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The internet was unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Another software application I needed was unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A document to which I normally have access was unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on a district or college website to which I normally have access was unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voicemail was unavailable on my phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voicemail was unavailable on a district phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone service was unavailable on my phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone service was unavailable on another district phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless network services were unavailable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please evaluate the amount of detail in the communications you typically receive regarding each of the following:**

	<i>Too little detail</i>	<i>About the right amount of detail</i>	<i>Too much detail</i>	<i>I typically do not receive any communications</i>
Planned system changes or outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unplanned system changes or outages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**What specific improvements, if any, would you recommend in communications about system changes and outages?**



**Please rate your level of satisfaction with training in each of the following technology areas:**

	<i>Not at all Satisfied</i>	<i>Not very Satisfied</i>	<i>Some what Satisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Did Not Use</i>
Distributed Education (e.g., Blackboard, Camtasia Relay, EduStream, iTunesU)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Productivity (e.g., Microsoft Office products, Elumen, Wellness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative Applications (e.g., Datatel, Financial 2000, EduReports, ERIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please indicate whether training was sufficient for each of the following technology areas:**

	<i>Yes</i>	<i>No</i>	<i>Don't know</i>
Distributed Education (e.g., Blackboard, Camtasia Relay, EduStream, iTunesU)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Productivity (e.g., Microsoft Office Products, eLumen, Wellness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative Applications (e.g., Datatel, Financial 2000, EduReports, ERIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**If training was not sufficient, please describe the additional training that is needed:**

**How often have you used each of the following phone features in the last 12 months?**

	<i>Never</i>	<i>1 time</i>	<i>2-3 times</i>	<i>4-6 times</i>	<i>7-12 times</i>	<i>More than 12 times</i>
Call forwarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How often do you feel your primary computer should be replaced?**

- Every 2 years*
- Every 3 years*
- Every 4 years*
- Every 5 years*
- Every 6 years or more*

**How often do you feel the primary computer of each of the following should be replaced?**

	<i>Every 2 years</i>	<i>Every 3 years</i>	<i>Every 4 years</i>	<i>Every 5 years</i>	<i>Every 6 years or more</i>
Faculty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjunct Instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kiosk systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How has the incidence of e-mail spam and viruses changed over the past year?**

1 - *Much more frequent*

2

3 - *About the same*

4

5 - *Much less frequent*

**How has the response to e-mail-related problems such as black listings, lost e-mails, inability to connect to e-mail changed over the past year?**

1 - *Much worse*

2

3 - *About the same*

4

5 - *Much better*

**How many times has a Deskside Support technician come to your office in response to a problem you reported?**

- Never*
- 1 time*
- 2-3 times*
- 4-6 times*
- 7-12 times*
- 12 or more times*

**How often has the Deskside Support technician been able to resolve your reported problem(s)?**

1 - *Never*

2

3

4

5 - *Always*

**If the Deskside Support technician was initially unable to resolve your problem, did he or she seek assistance from other technicians?**

- Yes*
- No*
- Don't know*

**Were you helped by an onsite technician in a timely manner?**

- Yes*
- No*

**How many times have you called the help desk to report a problem?**

- Never*
- 1 time*
- 2-3 times*
- 4-6 times*
- 7-12 times*
- More than 12 times*

**When calling the Help Desk, how many of your calls were abandoned?**

- None*
- 1 call*
- 2-3 calls*
- 4-6 calls*
- 6 calls or more*

**When calling the Help Desk, what was the average length of your wait time?**

- 5 minutes*
- 10 minutes*
- 15 minutes*
- 20 minutes*
- 25 minutes*
- 30 minutes or longer*

**How often has the Help Desk been able to resolve your reported problems?**

- 1 - *Never*      2      3 - *Sometimes*      4      5 - *Always*      *Did not Use*
- 

**The last time the Help desk was unable to resolve your problem, did they create a ticket?**

- Yes*
- No*
- Don't know/Not Applicable*

**Overall, what is your level of satisfaction with the Help Desk?**

- 1 - *Not at all satisfied*      2      3      4      5 - *Completely satisfied*
-

**Do you change the content of one or more district or college websites yourself, using a content management system such as Sitecore or FrontPage?**

Yes

No

**Please rate the ease of using each of the following tools:**

	<i>1 - Very difficult</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5 - Very easy</i>
Sitecore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frontpage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

if 'yes'Please rate how easy it is to use the smart classrooms

1 - Very  
difficult

2

3

4

5 - Very  
easy

Did not  
use/No  
opinion

if 'yes'Which of the Following technologies have you *actually* used in the classroom this semester? (Please select all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Built-in computer       | <input type="checkbox"/> Smart board        |
| <input type="checkbox"/> Laptop computer         | <input type="checkbox"/> PDA                |
| <input type="checkbox"/> LCD projector           | <input type="checkbox"/> MP3 player         |
| <input type="checkbox"/> Student polling systems | <input type="checkbox"/> iPhone/iTouch/iPad |
| <input type="checkbox"/> Document camera         | <input type="checkbox"/> DVD                |
| <input type="checkbox"/> Portable touchpad       | <input type="checkbox"/> VCR                |
|  | <input type="checkbox"/> Other              |

if 'yes'Which of the following web resources have you *actually* used in the class this semester? (Please select all that apply)

- YouTube
- FaceBook
- Wikis
- Twitter
- Blackboard
- EduStream
- Other

**if 'yes'**Please rate your satisfaction with the technology provided for you in the classroom

- Not at all satisfied*
- Not very satisfied*
- Somewhat satisfied*
- Satisfied*
- Very satisfied*
- Did not use/No opinion*

**if 'yes'**Which of the following technologies do you *plan* to use in the classroom? (Please select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> <i>Built-in Computer</i>       | <input type="checkbox"/> <i>PDA</i>                |
| <input type="checkbox"/> <i>Laptop computer</i>         | <input type="checkbox"/> <i>MP3 player</i>         |
| <input type="checkbox"/> <i>LCD projector</i>           | <input type="checkbox"/> <i>iPhone/iTouch/iPad</i> |
| <input type="checkbox"/> <i>Student polling systems</i> | <input type="checkbox"/> <i>DVD</i>                |
| <input type="checkbox"/> <i>Document camera</i>         | <input type="checkbox"/> <i>VCR</i>                |
| <input type="checkbox"/> <i>Portable touchpad</i>       | <input type="checkbox"/> <i>Other</i>              |
| <input type="checkbox"/> <i>Smart board</i>             |  |

**If you have any other comments about technology services or about this survey, please enter them here**

**Thank you for taking the time to complete this survey.  
All responses are confidential and anonymous.  
Thank you very much for helping us improve technology services!**

**Please click "Submit"**