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?
0	SBVC
0	CHC
0	District Offices
0	District Annex
0	KVCR
	EDCT/PDC

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

Full-time Faculty

Big Bear site

- Part-time Faculty
- Classified

Other

- 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?

O 1-2

© 3-4

© 5 or more

For each of the following aspects of technology services, please rate your overall satisfaction:

	Not at All Satis fied		Somew hat Sati sfied	Satisfie d	Very Sa l	Did Not Use
Consistency of Help Desk services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Timeliness of the Help Desk services final resolution of your support request(s)	0	0	0	0	0	<u>•</u>
Help Desk Submit a Ticket Online feature	0	\bigcirc		0	\bigcirc	\bigcirc
Help Desk Live Chat feature	<u>•</u>	\odot	•	<u>•</u>	<u>•</u>	•
Help Desk Knowledge Base feature	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	lacksquare
Courtesy of Deskside Support technicians that have come to your office	•	•	<u>•</u>	•	<u>•</u>	\odot
Knowledge of the Deskside Support technicians that have come to your office	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Feedback or notification you have received about resolution of a reported problem	•	•	<u>•</u>	•	0	<u>•</u>
Availability of documentation for the technology functions you use in your job	0	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Adequacy of documentation for the technology functions you use in your job	0	0	0	0	0	0
Functions and features of your phone	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Functions and features of you voicemail	<u>O</u>	\odot	•	<u>•</u>	<u>•</u>	•
Functions and features of the e-mail system	\bigcirc	\bigcirc		\bigcirc	\bigcirc	\bigcirc
Functions and features of your primary compute at work	r 🕝	0	0	0	0	<u>•</u>
Timeliness of a final resolution of your phone or voicemail issues	0	C	<u>C</u>	0	\bigcirc	\bigcirc
Services provided by the Audio Visual Department	•	•	0	•	0	\odot
Clarity of the process for requesting technology training	(()	\bigcirc	©	\bigcirc	\bigcirc
Advance notification when technology changes are made	•	•	0	•	0	•
Receiving information about new technologies	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Management and support of your departmental or individual website	0	0	0	0	0	<u>•</u>

Availability of web services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Look and feel of college and district websites	<u>•</u>	<u>•</u>	\odot	<u>•</u>	<u>•</u>	•

In each of the following categories, how responsive have technology services been?

	Not at all responsiv e	• •			Extremel y respon sive	
Training in online teaching tools	\bigcirc	\bigcirc	\bigcirc	\bigcirc		\bigcirc
Other support of the Blackboard course management system	0	0	0	0	0	0
Training in the other technology-related subjects	\bigcirc	(\bigcirc	\bigcirc	\bigcirc	\bigcirc
Fixing reported web services issues	\odot	<u>•</u>	\odot	<u>•</u>	<u>•</u>	•
Providing requested new web services	\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc
Meeting your web services needs overal	I 🕥	0	<u>•</u>	0	<u>•</u>	•
Installation, configuration, and maintenance of the desktop or laptop equipment you use (including computers, printers and scanners)	0	lacktriangle	\bigcirc	•	•	0
Support and maintenance of the e-mail system you use (including resolving problems)	•	•	•	•	•	•
Support and maintenance of the SARS departmental calendar system (including resolving problems)	o	\bigcirc	•	\odot	\odot	0
Installation and maintenance of technology-based classroom equipment	0	0	0	0	0	0
Installation and maintenance of technology-based instructional lab equipment	©	\odot	\bigcirc	\bigcirc	<u>(</u>	©
Installation of software in instructional labs	0	•	•	•	<u>•</u>	0
Videoconferencing	\bigcirc	\bigcirc	\bigcirc	0	<u></u>	0
Resolving reported computer and network security problems	0	•	•	0	<u>•</u>	<u>•</u>
Purchase and renewal of software licences	©	<u></u>	\odot	\bigcirc	\bigcirc	\bigcirc
Resolving login and password problems	0	0	<u>•</u>	<u>•</u>	<u>•</u>	•
Replacement or upgrade of old computers and peripherals	©	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\odot

Overall responsiveness of technology			
services			

How often has your work been interrupted, delayed or otherwise disrupted for 1	5
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			\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The internet was unava	ailable		<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>	·
Another software applicunavailable	cation I needed was	5	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	\bigcirc
A document to which I unavailable	normally have acce	ess was	•	•	•	•	•	•
Information on a district normally have access v	_	to which I	\bigcirc	0	0	\bigcirc	<u></u>	\bigcirc
Voicemail was unavaila	able on my phone		<u>•</u>	<u>•</u>	<u>•</u>	•	•	•
Voicemail was unavaila	able on a district ph	one	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0	
Phone service was una	available on my pho	ne	<u>•</u>	<u>O</u>	<u>O</u>	<u>•</u>	<u>•</u>	•
Phone service was una phone	available on anothe	r district	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Wireless network servi	ces were unavailab	le	•	<u>•</u>	•	•	<u>•</u>	•
Please evaluate the regarding each of the		l in the cor	nmunio	cations	you ty	/pically	/ recei	ive
	Too little detail	About the amount of		Too m	uch det	_	receive	do not any cations
Planned system changes or outages	\bigcirc	\bigcirc				C		
Unplanned system changes or outages					0		0	
What specific impro		would you	ı recon	nmend	in con	nmunio	ations	s about

areas: Not Some Not at very S what S Very S Did all Sati atisfie atisfie Satisfi atisfie Not sfied d d ed d Use Distributed Education (e.g., Blackboard, (-) (-) Camtasia Relay, EduStream, iTunesU) Productivity (e.g., Microsoft Office products, (1) Elumen, Wellness) Administrative Applications (e.g., Datatel, (-) (-) Financial 2000, EduReports, ERIS) Please indicate whether training was sufficient for each of the following technology areas: Yes No Don't know Distributed Education (e.g., Blackboard, (0 (Camtasia Relay, EduStream, iTunesU) Productivity (e.g., Microsoft Office Procucts, (1) (-) eLumen, Wellness) Administrative Applications (e.g., Datatel, ((Financial 2000, EduReports, ERIS) If training was *not* sufficient, please describe the additional training that is needed:

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

Call	Never	1 time	2-3 times	4-6 times	7-12 times	More than 12 times		
forwarding	$lue{oldsymbol{\circ}}$	0	0	\bigcirc	\bigcirc			
Conference calling		\bigcirc	\bigcirc	lacktriangle	\bigcirc	\bigcirc		
How often Every 2	-	feel you	r prima	ry compi	uter sho	uld be re	placed?	
© Every 3	-							
© Every 4	•							
© Every 5	years							
© Every 6	years or	more						
How often replaced?	do you	feel the	primary	comput	er of eac	ch of the	following	should be
			Ever y 2 y ears	Ever y 3 y ears	Ever y 4 y ears	Ever y 5 y ears	Ever y 6 y ears or m ore	
Faculty								
Staff			•	0	<u>•</u>	0	0	
			0	0	© ©	<u>O</u>	<u>O</u>	
Administrato	ors							
Administrato Labs	ors		0	•	•	<u></u>	<u>•</u>	
			0	OO	0	OO	OO	
Labs			0	© ©	© ©	OOO	© ©	

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

How has the	e incidence	of e-mail spam	and viru	uses changed over the	e past year?
1 - Much					
more	_	3 - About the	_	5 - Much less	
frequent	2	same	4	frequent	
lacktriangle	\bigcirc		\bigcirc	lacktriangle	
	-		-	ms such as black list	ings, lost e-mails
-	connect to	e-mail changed	over the	•	
1 - Much	2	3 - About the	1	5 - Much	
worse	2	same	4	better	
\odot	\bigcirc	$lue{\mathbb{C}}$		O	
-			oort tech	nician come to your o	ffice in response
to a probler	n you repo	rted?			
Never					
1 time					
2-3 times	_				
© 2 0 timos					
4-6 times	5				
7-12 time	es				
12 or mo	ore times				
		kside Support	technicia	n been able to resolve	e your reported
problem(s)?		0	4	C. Alwaya	
1 - Never	2	3	4	5 - Always	
lacktriangle	\bigcirc	(•)	(•)	(•)	
		rt technician wa nce from other		y unable to resolve yo ans?	ur problem, did
C Yes					
O No					
- 140					
O Don't kno	OW .				
Were you he	elped by ar	onsite technic	ian in a t	imely manner?	
Yes					
○ No					

Ηον	w many times h	ave you c	alled the help des	k to report a p	oroblem?	
0	Never					
	1 time					
	2-3 times					
	4-6 times					
	7-12 times					
	More than 12 time	es				
Wh	en calling the F	lelp Desk,	how many of you	ır calls were a	bandoned?	
	None					
	1 call					
	2-3 calls					
	4-6 calls					
	6 calls or more					
	en calling the F	lelp Desk,	what was the ave	erage length o	f your wait	time?
0	5 minutes					
0	10 minutes					
0	15 minutes					
0	20 minutes					
0	25 minutes					
(30 minutes or lor	nger				
Ηον	w often has the	Help Desi	k been able to res	olve vour repo	orted proble	ems?
	1 - Never	2	3 - Sometimes	4	5 - Always	Did not Use
	\odot	$lue{oldsymbol{\circ}}$		\bigcirc	\bigcirc	\bigcirc
	e last time the H	lelp desk v	was unable to res	olve your prob	olem, did th	ey create a
	Yes					
0	No					
	Don't know/Not A	Applicable				
		, ,				
Ove	_	ur level of	satisfaction with	the Help Desi	k?	
	1 - Not at all satisfied	2	3		4	5 - Completely satisfied
	O	\bigcirc		(\odot	C

○ No					
Please ra	ate the eas	se of using (each of the f	ollowing to	ols:
	1 - Very difficult	2	3	4	5 - Very easy
Sitecore		\odot	0	\bigcirc	O
Frontpag e	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

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

if 'y	es'Please rate how	eas	y it is to use the sma	ırt classroor	ns	
	- Very lifficult 2		3	4 ©	5 - Very easy	Did not use/No opinion
	es'Which of the Fonester? (Please sele		ing technologies hav Ill that apply)	e you <i>actua</i>	lly used in the clas	ssroom this
	Built-in computer		Smart board			
	Laptop computer		PDA			
	LCD projector		MP3 player			
	Student polling systems Document camera Portable touchpad					
	es'Which of the fol nester? (Please sel		ng web resources ha Ill that apply)	ave you <i>actu</i>	ally used in the cla	ass this
	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				
\bigcirc	Somewhat satisfied				
\bigcirc	Satisfied				
\bigcirc	Very satisfied				
\bigcirc	Did not use/No opinion				
if 'yes'Which of the following technologies do you <i>plan</i> to use in the classroom? (Please select all that apply)					
Ш	Built-in Computer		PDA		
	Laptop computer		MP3 player		
	LCD projector		iPhone/iTouch/iPad		
	Student polling systems		DVD		
	Document camera		VCR		
	Portable touchpad		Other		
	Smart board				

olease 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"