



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?

- 48.0% *SBVC*
- 30.7% *CHC*
- 8.7% *District Offices*
- 9.4% *District Annex*
- 1.6% *KVCR*
- 0.8% *EDCT/PDC*
- 0.0% *Big Bear site*
- 0.8% *Other*

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

- 33.3% *Full-time Faculty*
- 6.3% *Part-time Faculty*
- 41.3% *Classified*
- 2.4% *Confidential*
- 16.7% *Manager*

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

7.1% *This is my first year*

26.8% *2-5 years*

24.4% *6-10 years*

17.3% *11-15 years*

10.2% *16-20 years*

14.2% *21 or more years*

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

35.4% *Yes*

64.6% *No*

How many classes are you teaching this semester?

24.4% 1-2

33.3% 3-4

42.2% 5 or more

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

	<i>Not at All Satisfied</i>	<i>Not Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Did Not Use</i>
Consistency of Help Desk services	11.8%	14.3%	19.3%	27.7%	19.3%	7.6%
Timeliness of the Help Desk services final resolution of your support request(s)	9.5%	11.1%	21.4%	27.8%	22.2%	7.9%
Help Desk Submit a Ticket Online feature	5.6%	5.6%	11.2%	17.6%	17.6%	42.4%
Help Desk Live Chat feature	5.6%	3.2%	4.0%	4.8%	5.6%	76.8%
Help Desk Knowledge Base feature	5.6%	8.7%	10.3%	7.9%	7.9%	59.5%
Courtesy of Deskside Support technicians that have come to your office	0.8%	2.4%	5.7%	20.3%	46.3%	24.4%
Knowledge of the Deskside Support technicians that have come to your office	0.8%	4.8%	6.4%	22.4%	39.2%	26.4%
Feedback or notification you have received about resolution of a reported problem	4.0%	8.8%	22.4%	34.4%	22.4%	8.0%
Availability of documentation for the technology functions you use in your job	7.1%	12.7%	15.9%	23.8%	11.1%	29.4%
Adequacy of documentation for the technology functions you use in your job	7.9%	10.3%	19.8%	23.0%	10.3%	28.6%
Functions and features of your phone	2.4%	9.5%	21.4%	37.3%	23.8%	5.6%
Functions and features of you voicemail	4.1%	6.5%	15.4%	44.7%	23.6%	5.7%
Functions and features of the e-mail system	2.4%	3.2%	15.3%	46.8%	29.8%	2.4%
Functions and features of your primary computer at work	8.1%	13.7%	12.1%	33.9%	28.2%	4.0%
Timeliness of a final resolution of your phone or voicemail issues	5.6%	6.3%	12.7%	30.2%	23.8%	21.4%
Services provided by the Audio Visual Department	3.2%	3.2%	7.2%	14.4%	37.6%	34.4%
Clarity of the process for requesting technology training	4.9%	10.6%	12.2%	20.3%	8.9%	43.1%
Advance notification when technology changes are made	7.1%	13.5%	11.9%	38.9%	15.1%	13.5%
Receiving information about new technologies	7.1%	15.1%	18.3%	31.7%	14.3%	13.5%
Management and support of your departmental or individual website	10.4%	9.6%	15.2%	21.6%	10.4%	32.8%

Availability of web services	5.6%	6.4%	16.8%	30.4%	13.6%	27.2%
Look and feel of college and district websites	8.7%	22.8%	22.8%	36.2%	7.1%	2.4%

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

	<i>Not at all responsive</i>	<i>Slightly responsive</i>	<i>Moderately Responsive</i>	<i>Quite responsive</i>	<i>Extremely responsive</i>	<i>Did not need this service</i>
Training in online teaching tools	2.5%	5.7%	13.9%	11.5%	6.6%	59.8%
Other support of the Blackboard course management system	0.8%	6.7%	9.2%	10.8%	9.2%	63.3%
Training in the other technology-related subjects	3.3%	9.8%	14.8%	15.6%	7.4%	49.2%
Fixing reported web services issues	5.1%	5.1%	15.3%	17.8%	6.8%	50.0%
Providing requested new web services	4.1%	6.6%	15.6%	9.8%	6.6%	57.4%
Meeting your web services needs overall	3.3%	8.2%	23.0%	22.1%	13.1%	30.3%
Installation, configuration, and maintenance of the desktop or laptop equipment you use (including computers, printers and scanners)	8.0%	11.2%	14.4%	30.4%	16.0%	20.0%
Support and maintenance of the e-mail system you use (including resolving problems)	4.1%	4.9%	16.3%	37.4%	18.7%	18.7%
Support and maintenance of the SARS departmental calendar system (including resolving problems)	1.6%	3.3%	5.7%	11.5%	4.9%	73.0%
Installation and maintenance of technology-based classroom equipment	7.3%	4.9%	2.4%	13.8%	8.1%	63.4%
Installation and maintenance of technology-based instructional lab equipment	8.1%	3.2%	2.4%	8.1%	4.8%	73.4%
Installation of software in instructional labs	5.6%	2.4%	2.4%	9.7%	7.3%	72.6%
Videoconferencing	3.3%	1.6%	0.0%	4.9%	3.3%	86.9%
Resolving reported computer and network security problems	3.2%	5.6%	7.3%	20.2%	12.9%	50.8%
Purchase and renewal of software licences	7.3%	6.5%	4.0%	10.5%	7.3%	64.5%
Resolving login and password problems	3.3%	7.3%	11.4%	30.9%	26.0%	21.1%
Replacement or upgrade of old computers and peripherals	19.7%	10.7%	10.7%	16.4%	9.8%	32.8%

Overall responsiveness of technology services	3.2%	11.3%	23.4%	33.1%	20.2%	8.9%
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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?

	<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>
Email was unavailable	26.0%	17.3%	35.4%	15.0%	5.5%	0.8%
The internet was unavailable	23.1%	17.9%	33.3%	16.2%	8.5%	0.9%
Another software application I needed was unavailable	52.0%	12.0%	20.8%	5.6%	5.6%	4.0%
A document to which I normally have access was unavailable	64.8%	8.8%	16.0%	4.8%	3.2%	2.4%
Information on a district or college website to which I normally have access was unavailable	56.5%	12.1%	21.8%	6.5%	0.8%	2.4%
Voicemail was unavailable on my phone	52.8%	16.8%	15.2%	8.8%	3.2%	3.2%
Voicemail was unavailable on a district phone	65.9%	12.2%	12.2%	6.5%	1.6%	1.6%
Phone service was unavailable on my phone	49.2%	19.0%	21.4%	7.9%	0.8%	1.6%
Phone service was unavailable on another district phone	67.7%	10.5%	12.9%	6.5%	0.8%	1.6%
Wireless network services were unavailable	53.2%	12.9%	17.7%	5.6%	3.2%	7.3%

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	8.0%	85.6%	2.4%	4.0%
Unplanned system changes or outages	13.7%	78.2%	1.6%	6.5%

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

100.0%

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)	3.3%	1.6%	8.9%	17.1%	10.6%	58.5%
Productivity (e.g., Microsoft Office products, Elumen, Wellness)	5.8%	8.3%	14.0%	30.6%	11.6%	29.8%
Administrative Applications (e.g., Datatel, Financial 2000, EduReports, ERIS)	4.9%	8.2%	15.6%	23.0%	8.2%	40.2%

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)	29.8%	8.9%	61.3%
Productivity (e.g., Microsoft Office Products, eLumen, Wellness)	27.6%	23.6%	48.8%
Administrative Applications (e.g., Datatel, Financial 2000, EduReports, ERIS)	26.8%	26.8%	46.3%

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

100.0%

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	48.8%	8.7%	15.7%	7.1%	7.1%	12.6%
Conference calling	67.7%	6.3%	12.6%	7.1%	3.9%	2.4%

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

- 24.6% *Every 2 years*
- 31.7% *Every 3 years*
- 28.6% *Every 4 years*
- 9.5% *Every 5 years*
- 5.6% *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	20.2%	37.1%	25.0%	8.1%	9.7%
Staff	21.3%	32.0%	31.1%	10.7%	4.9%
Administrators	23.0%	33.6%	26.2%	9.0%	8.2%
Labs	28.7%	32.0%	25.4%	7.4%	6.6%
Adjunct Instructors	12.9%	25.0%	31.5%	14.5%	16.1%
Classrooms	21.8%	35.5%	30.6%	4.0%	8.1%
Kiosk systems	18.5%	32.8%	29.4%	6.7%	12.6%

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
22.0%	9.8%	47.2%	7.3%	13.8%

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
6.5%	6.5%	54.5%	17.1%	15.4%

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

- 18.1% *Never*
- 14.2% *1 time*
- 45.7% *2-3 times*
- 18.1% *4-6 times*
- 3.1% *7-12 times*
- 0.8% *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
7.4%	8.3%	14.0%	19.8%	50.4%

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

- 53.0% *Yes*
- 9.6% *No*
- 37.4% *Don't know*

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

- 79.3% *Yes*
- 20.7% *No*

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

- 11.1% *Never*
- 7.9% *1 time*
- 34.9% *2-3 times*
- 25.4% *4-6 times*
- 14.3% *7-12 times*
- 6.3% *More than 12 times*

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

- 67.5% *None*
- 12.2% *1 call*
- 16.3% *2-3 calls*
- 2.4% *4-6 calls*
- 1.6% *6 calls or more*

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

- 61.5% *5 minutes*
- 17.1% *10 minutes*
- 9.4% *15 minutes*
- 7.7% *20 minutes*
- 1.7% *25 minutes*
- 2.6% *30 minutes or longer*

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

<i>1 - Never</i>	<i>2</i>	<i>3 - Sometimes</i>	<i>4</i>	<i>5 - Always</i>	<i>Did not Use</i>
13.8%	7.3%	25.2%	21.1%	26.0%	6.5%

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

- 66.7% *Yes*
- 3.3% *No*
- 30.0% *Don't know/Not Applicable*

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

<i>1 - Not at all satisfied</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5 - Completely satisfied</i>
14.4%	18.6%	23.7%	25.4%	17.8%

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

17.2% *Yes*

82.8% *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	21.1%	21.1%	47.4%	10.5%	0.0%
Frontpage	27.3%	27.3%	36.4%	0.0%	9.1%

Please rate how easy it is to use the smart classrooms

<i>1 - Very difficult</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5 - Very easy</i>	<i>Did not use/No opinion</i>
0.0%	4.8%	9.5%	21.4%	35.7%	28.6%

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

- 73.2% *Built-in computer*
- 4.9% *Smart board*
- 53.7% *Laptop computer*
- 7.3% *PDA*
- 82.9% *LCD projector*
- 12.2% *MP3 player*
- 2.4% *Student polling systems*
- 2.4% *iPhone/iTouch/iPad*
- 73.2% *DVD*
- 22.0% *Document camera*
- 53.7% *VCR*
- 0.0% *Portable touchpad*
- 7.3% *Other*

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

- 63.2% *YouTube*
- 13.2% *FaceBook*
- 13.2% *Wikis*
- 2.6% *Twitter*
- 78.9% *Blackboard*
- 18.4% *EduStream*
- 28.9% *Other*

Please rate your satisfaction with the technology provided for you in the classroom

- 9.3% *Not at all satisfied*
- 11.6% *Not very satisfied*
- 23.3% *Somewhat satisfied*
- 37.2% *Satisfied*
- 11.6% *Very satisfied*
- 7.0% *Did not use/No opinion*

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

- | | |
|--------------------------------------|--------------------------------|
| 69.0% <i>Built-in Computer</i> | 7.1% <i>PDA</i> |
| 57.1% <i>Laptop computer</i> | 19.0% <i>MP3 player</i> |
| 81.0% <i>LCD projector</i> | 9.5% <i>iPhone/iTouch/iPad</i> |
| 26.2% <i>Student polling systems</i> | 76.2% <i>DVD</i> |
| 31.0% <i>Document camera</i> | 50.0% <i>VCR</i> |
| 11.9% <i>Portable touchpad</i> | 21.4% <i>Other</i> |
| 19.0% <i>Smart board</i> | |

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

100.0%

**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"