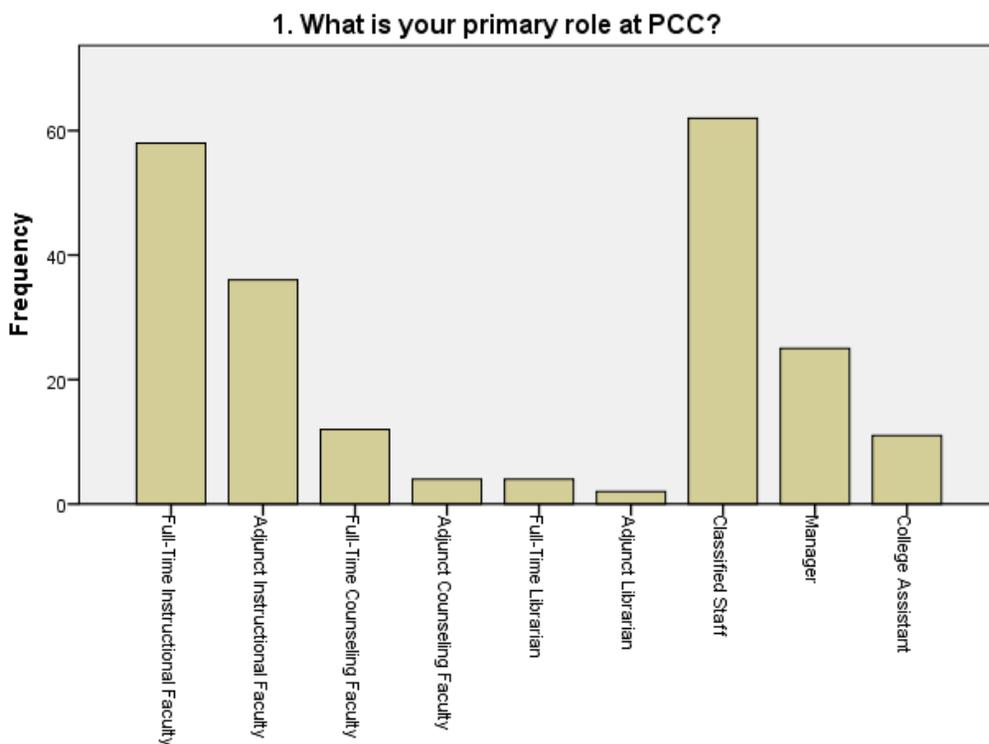
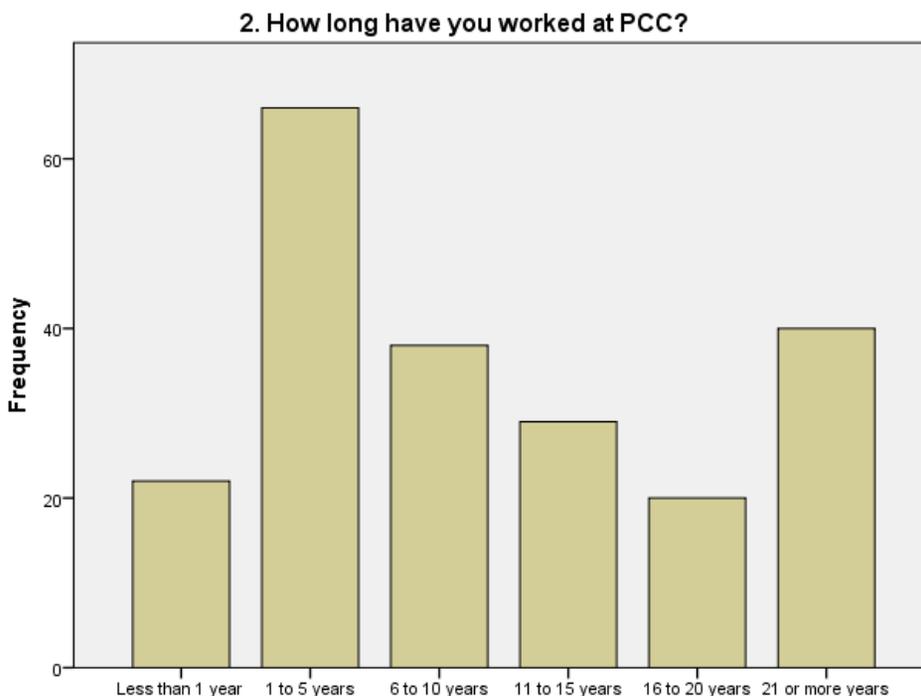


### 1. What is your primary role at PCC?



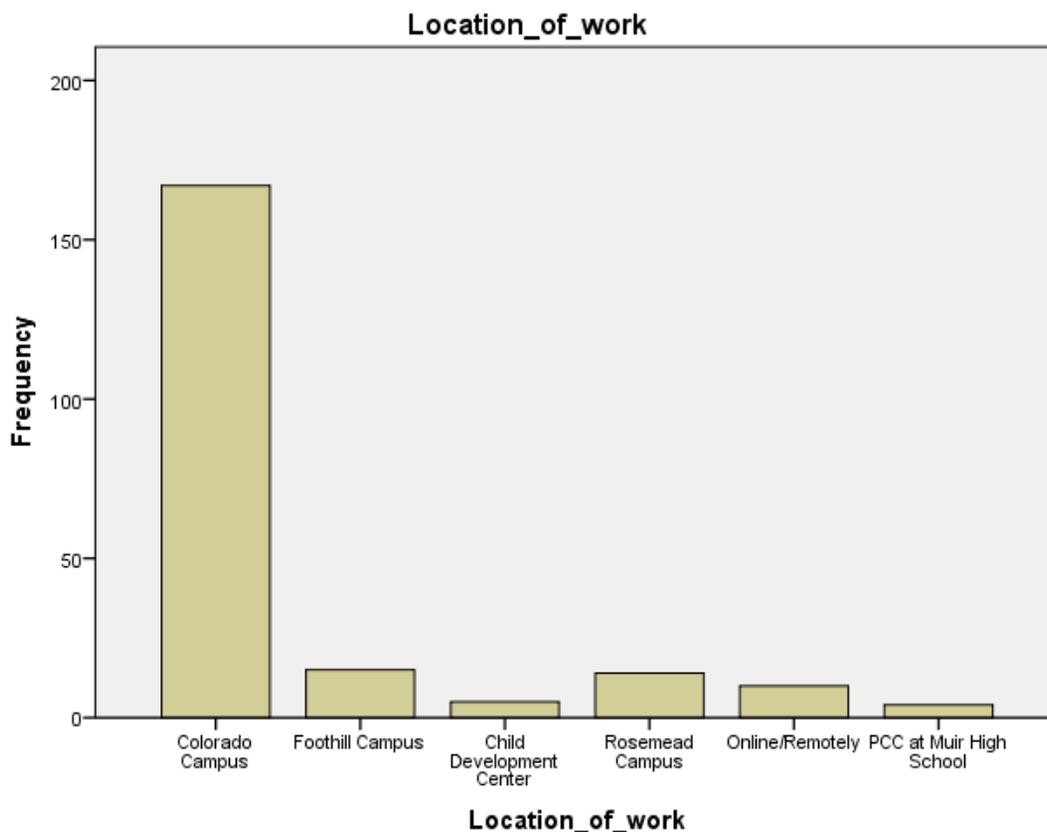
1. What is your primary role at PCC?

### 2. How long have you worked at PCC?

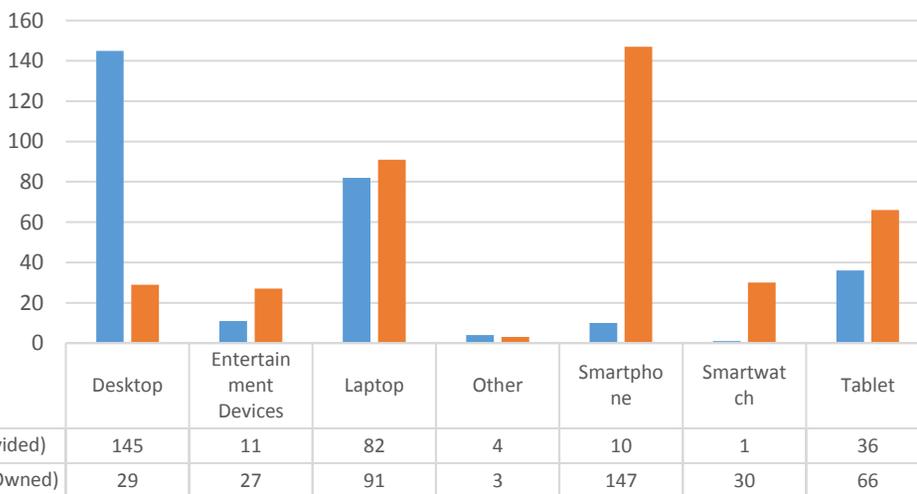


2. How long have you worked at PCC?

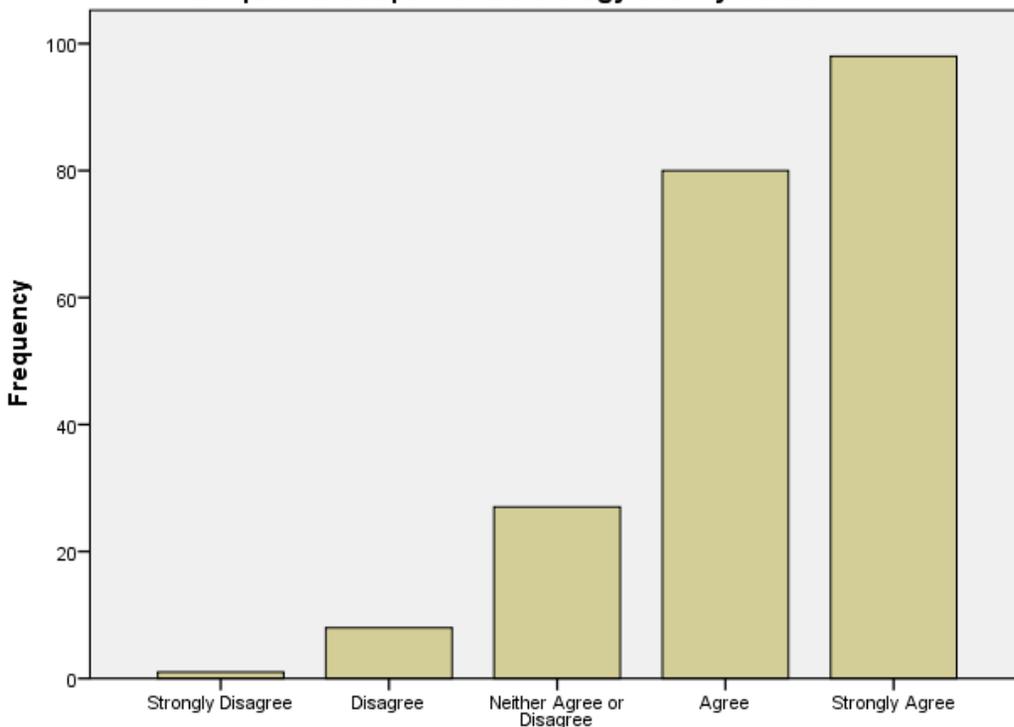
### What is your primary work location?



#### 4. Which of the following devices do you use for work?

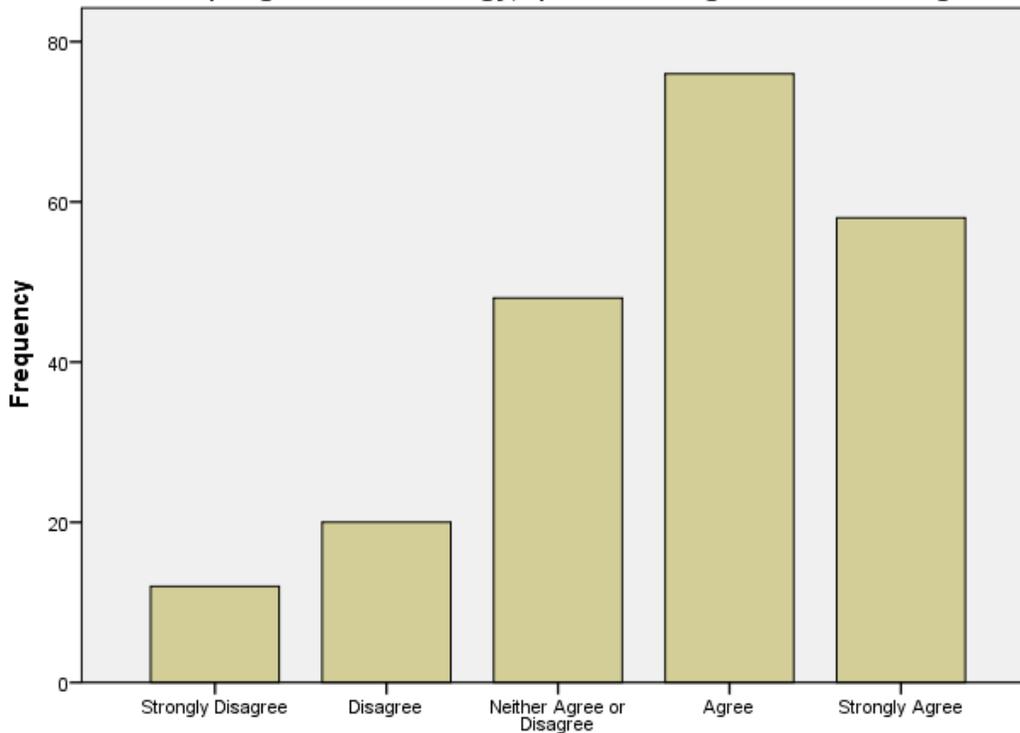


I am quick to adopt new technology into my life/work



I am quick to adopt new technology into my life/work

When adopting a new technology, I prefer training over self-learning



When adopting a new technology, I prefer training over self-learning

**6. Rate your satisfaction with each of the following college technologies ability to meet your needs for work.**

<b>Technologies</b>	<b>N/A</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>
Desktop Computer	34	35	25	107
Laptop Computer	71	15	29	75
Copier	22	40	36	99
Printer	9	44	41	111
Scanner	52	22	29	84
Wireless Internet Access	8	49	47	102
Presentation Equipment	38	23	43	91
Phone	26	18	59	101
Furniture for technology	14	50	77	61
Email	1	21	42	142

## 7. WIFI Problem Areas

- 1 In the VRC, the access is sometimes very slow. And of course during peak periods of usage, such as registration, the system has been unreliable at times, leading to student frustration in registration.
- 2 Lancer Pass and last night in C218!
- 3 1st floor of the C building and bottom floor of the library
- 4 anywhere more than 50 feet away from most buildings.
- 5 Anywhere on campus
- 6 Areas all throughout the Shatford Library.
- 7 As I walk toward parking lots 6 and 7 on Bonnie Street, from the C building east entrance, I begin to lose PCC WiFi access just before I reach the library and its totally gone by the time I get to the parking lot.
- 8 At the Veterans window at the north end of L113. But it does work farther away from the window, so we have to tell student's to move back to the hall to look up whatever it is that they are trying to look up to talk to us about.
- 9 Basement of C building; in particular C 116 & 125.
- 10 Basement of the L building
- 11 building perimeters outside seem to be dead zones.
- 12 C 230 D Sexson Auditorium CA 135 Theater
- 13 C building
- 14 C Building 3rd floor. R Bldg 1st floor. V Bldg 2nd floor. I never know whether I'll have access to the links in my Power Point or how long it will take to load.
- 15 c-270 - Theatre Arts Shop. Bad coverage for cell phones and Wireless
- 16 C-Building, Conference Center, IT Building
- 17 C-building, lower floors
- 18 C217
- 19 C361
- 20 C417 is a location where Wi-Fi access is quite unreliable.
- 21 C417. I can never get on-line there.
- 22 CA 112.
- 23 CA building 2nd floor. Reflecting pool area. IT Building.
- 24 CEC building and offices
- 25 CEC Campus
- 26 CEC campus - I cannot get on Lancerpoint often
- 27 Center for the Arts Lobby
- 28 Chemistry teaching laboratories.
- 29 Currently, I am a part-time employee and tracking my hours via Kronos. When I log on in the morning my computer takes a while to start (up to 4 minutes). Is there anyway to speed up the process? Other times, the internet is super slow. For example, if I'm on PCC's website, sometimes it takes a while for the computer to open the window. How come it's so slow? Also, this may not be related to you guys in IT, but some of the material on PCC's website is not up to date re: program info like names of directors, links that don't open, are a few examples. I've only been working here for a month. This is all my feedback for now. Check in with me in the near future and I'll have more feedback. Thanks again for caring to hear my feedback!
- 30 D building and edges of campus (parking lot areas).
- 31 D20,8 South west corner.
- 32 dont use the wi fi too much
- 33 Downstairs in the L Building - staff lounge. Usually no reception.
- 34 East side of campus..outside building. Quad.
- 35 Entire Sceince Village is not supporting any of our needs, staff or students.
- 36 first floor of c building.
- 37 GM 201, 112, GM hallway, staff locker rooms
- 38 GM Building and outside of the Library and LL Building.
- 39 Honestly, the men's room on the 2nd floor of C. Also walking between buildings (C to CA to V in particular).
- 40 I don't use it
- 41 I don't use wifi much. We have requested hubs installed in the classrooms where we use laptops, that is critical.
- 42 I teach in the 3rd floor classroom in the library. My students, as part of their learning experience, must routinely upload jpeg images, generally less than 2 MB each, to offsite servers that host digital asset management collections. Given that I don't wish to tie up the student labs downstairs with an entire class who need a wired connection, we are forced to go row by row and send one file at a time so that we don't lose images.
- 43 in classrooms in the science village
- 44 In the bathroom, hallways, gym, and sometimes in Robinson stadium (GM area)

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 45 in the C building and R building
- 46 in the classroom equipment not updated regularly
- 47 In the Gym and in the Zone- GM112A
- 48 In the health center the wireless internet is very slow, cannot send emails from smart phone.
- 49 in the Lancer's Pass area.
- 50 In the library, students often point out that the Wi-Fi connection is problematic on the 3rd floor in general, but specifically in the reading rotunda.
- 51 IT215, bottom level of the IT building
- 52 Labs in Science Village
- 53 Lancers pass, E and c building basement
- 54 Library Terrace Forum
- 55 Library Terrace Room
- 56 LL-Building in the ITS area.
- 57 LL150, between W and B building, Parking Lot 7
- 58 most places on campus
- 59 My iPhone will often not work when connected to PCC Wi-Fi (Campus or Staff networks). It will often not send. Disconnecting from the campus Wi-Fi resolves the problems. On other non PCC Wi-Fi networks it works fine. Problem areas: C building, V building There's no Wi-Fi in the Lancers Pass area.
- 60 My office, LOL!
- 61 n/a
- 62 N/A
- 63 No data.
- 64 none
- 65 None
- 66 None. I have never found wireless to be unreliable.
- 67 Not applicable to me, I don't use it since I don't feel that it is secure
- 68 Orientation room on the 3rd floor of the library. My students use the connection to send large image files to an off-site server. We have to meet in the down stairs lab because the connection can't support 20 students sending a couple of jpeg images (less than 2 mb each).
- 69 Outdoors, quad and parking garages
- 70 parking lots at the Colorado campus.
- 71 Pool area, open courtyards
- 72 Quad area, foothill campus
- 73 R bldg
- 74 R building
- 75 R Building 4th and 5th floor
- 76 R507, DH clinic. Frequent loss of WiFi and slow loading for online educational videos
- 77 Reliable in all areas I use it
- 78 Science Village
- 79 Science Village sometimes
- 80 Science Village, SV 6
- 81 Several locations in the Community Education Building on the Foothill campus.
- 82 Slow or unreliable anytime I step out of a building.
- 83 Snack Bar near the Pool; Circadian; Creveling; Outside CA building; Any location on the west side of campus.
- 84 Some Apple users have reported issues connecting to WiFi or having messages go through in the GM building; sporadic coverage. Issue was already addressed by IT recently.
- 85 Sometimes in the classroom which throws off the lecture and instruction unexpectedly. Also, when it is considerably slow which in turn slows down everything.
- 86 Sometimes when I'm between the E and C building (roughly Galway Plaza), the wireless connectivity is not very good. It consistently drops, and I lose wifi connection. The same can be said about the area by Lancer Pass where there are tables.
- 87 staff parking lot on bonnie, tables outside of commissary
- 88 Students often point out that the Wi-Fi signal is unreliable in the library (especially the 3rd floor (in general) - but specifically in the reading rotunda area).
- 89 SV10 is very spotty, and various other location in SV
- 90 Terrace room library.
- 91 The engineering and Technology building. Mac users appear to have more problems than PCC laptops.
- 92 The entire science village, particularly SV33 and 34 (the only rooms I'm familiar with this semester). I teach in SV34 and can't get a connection on my phone.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 93 The entire Z building and the adjacent hallway between the Z building and the R building.
- 94 The Internet is unreliable hroughout the entire Foothill campus.
- 95 The only place is a little weak is in the quad, but once you are in the office is fine.
- 96 The teacher's work "closet" in the fashion lab and the west end of the sewing lab
- 97 V-106 has poor reception, must leave room at times.
- 98 Very slow in the classroom
- 99 Very weak in men's bathroom C-Building Floor 2 Very weak in central courtyard areas
- 100 W building and GM building
- 101 When I was working in D-208 for Test Accommodations, I was very concerned about the wired stability of the computers in that area to provide mandated Test Accommodations, especially for the NURS students. However, they have now moved to the Foothill campus, and I am aware that wireless is the access for NURS exams. I trust that exams are not "going down" with wired/wireless technology. It can be very frustrating for students. In my own office, we appreciate our SARS and paperless system, and it is important -- as much as possible -- that it is secure and does not "go down." Again, my office computer is hard-wired. When I am teaching, I am at a smart podium, and the computer is hard-wired there.
- 102 When in the L-Building, I often don't have great access (have done adjunct counseling there). First floor of the C building is always choppy as well.
- 103 Wifi in the library slows to a crawl at busy times. Granted, it receives very heavy use. Also, I don't understand the staff wifi network. Sometimes it's there, sometimes it isn't (from the library) and it usually disappears after a while if I am using it.
- 104 WiFi is nonexistent in the MPR. It is weak in the bungalows and sometimes in the classrooms on the north side of the building.
- 105 Works in my office. Only place I use it right now.

**8. Rate your satisfaction with the following college-provided resources:**

<b>Resource</b>	<b>N/A</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>
Banner (INB)	71	41	73	29
LancerPoint	26	21	74	93
College Website	21	62	74	57
Email	16	15	48	135
Kronos	57	65	53	39
Canvas	67	13	52	82
Smart Classroom	78	17	46	73
SARS	158	12	25	19
Argos	167	4	30	13
WebCMS	132	16	53	13
ATI Filer	174	9	23	8
Nolij	191	1	22	0
Academic Works	180	1	21	12
PARS	179	4	24	7
Cornerstone On Demand	158	11	30	15
Taskstream	144	12	44	14
eLumen	143	27	35	9
TurnItIn	157	3	30	24
CCC Confer	165	1	27	21
RAVE Emergency Alert System	124	7	39	44

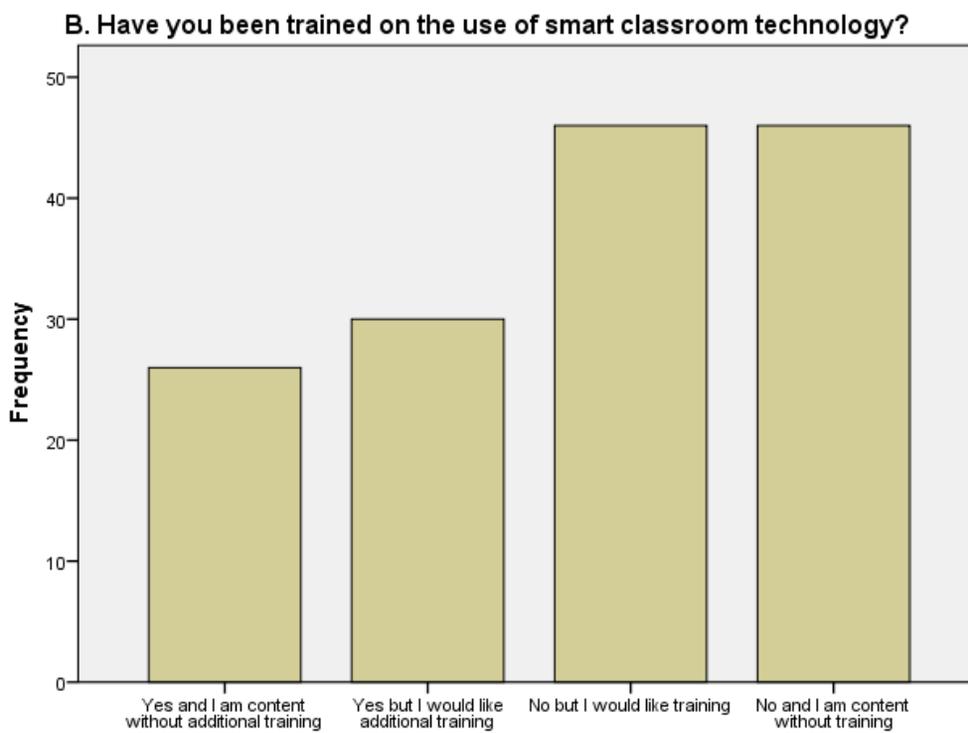
**Additional comments on “Rate your satisfaction with the following college-provided resources”:**

- 1            Having a few computers/laptop (1 or 2/group) in physiology will be helpful. Suggestions: Possible use of 3D printers for anatomical models? Possible use of Virtual Reality with anatomy software.
- 2            I would like to have the option of a larger screen in rooms with a smart board, or a larger smart board.
- 3            Mobimix used through Pathways is a great way to message students by SMS. Other tools for reaching out to (prospective) students -- MailChimp, Facebook, Twitter, Instagram, etc. -- are not really supported or coordinated on campus to the degree that they should be.
- 4            Servers

**8A. Which Elements of the Smart Classroom do you use?**

Element	Respondents
Projector	125
Computer	123
Wireless	91
Laptop Connection	87
Audio Systems	66
Blue-ray/DVD Player	49
Smartboard Features	45
Document Camera	37
Clickers	17
Other	6

**8B. Have you been trained on the use of the smart classroom technology?**



**B. Have you been trained on the use of smart classroom technology?**

**C. What prevented training?**

- 1 Availability
- 2 Did not know of any training taking place
- 3 did not see offer of training
- 4 didn't know it was available
- 5 Didn't know we offered it.
- 6 Didn't need it
- 7 Do not know where or when it is offered
- 8 Do you offer smart classroom training?

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 9 Generally I can self-teach when needed.
- 10 I actually watched some of the videos and that was more than enough
- 11 I can only be on campus for a few hours a week due to being adjunct and needing to teach at multiple schools.
- 12 I can usually figure things out myself as long as they are reasonable intuitive
- 13 I did not know there was training. Sometimes due to my 2 jobs it is difficult to find a time that would work for me in the evenings.
- 14 I didn't know of how to get that training at school
- 15 I do not teach in a "smart" classroom
- 16 I don't know. I've not been aware that there is additional training offered.
- 17 I don't need training.
- 18 I don't teach
- 19 I don't teach classes anymore, so I don't need training.
- 20 I have done training, and co-wrote a grant many years ago to train faculty to use smart classroom technology. I prefer to learn alone, but I am happy to share what I have learned with colleagues and often do so.
- 21 I have not heard about training. Mostly I am good with my ability to use the smart classroom. There are some smartboard features that I would like to know more about.
- 22 I have not seen Smartboard training offered
- 23 I haven't been aware of it and/or it conflicted with other obligations. Also, there's no incentive.
- 24 I just learned it myself by using it. I watched videos.
- 25 I know how to use the equipment
- 26 I was never given the option.
- 27 I was unable to attend the few trainings I have heard about; I have been able to operate the equipment without additional training
- 28 I wasn't aware there was training. Counselors just try to teach each other what they figured out.
- 29 I'm unaware of availability and schedule of training
- 30 I've never seen any training on clickers. As a freeway flier I have little time to attend trainings.
- 31 It has not been offered.
- 32 knowledge of when sessions are held.
- 33 Lack of time
- 34 lack of time and training availability
- 35 limited opportunities that conflict with my schedule
- 36 Little need
- 37 My interest is in advanced functions that would not be covered by most training. E.g. matching color calibration between projector and desktop monitor, or manually updating the list of supported resolutions for the scaler/repeater.
- 38 No convenient training time.
- 39 No opportunity.
- 40 Not aware of availability
- 41 Not being offered the training
- 42 Not flexible scheduling. I have learn on my own before the training takes place.
- 43 Not knowing when training are available
- 44 not needed
- 45 not offered. so used internet videos if needed or figured out on my own.
- 46 nothing, it just wasn't offered
- 47 Reassigned to a smart classroom this term; figured out the essentials but no idea what some of the aforementioned elements are so I guess I need to look into training

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 48 schedule
- 49 schedule conflicts
- 50 Shedule. Online on-demand training will be very useful.
- 51 Students have been most helpful & I was unaware of PCC provided training
- 52 teaching workload
- 53 The only training I saw available was Flexday - all classes were full
- 54 The only training I was aware of is the online video orientation to the smart cart
- 55 There i no smart classroom technology in my clasroom, Z 102
- 56 There is none
- 57 there was no offering.
- 58 There was only an email with file to watch. Hardly a training.
- 59 time
- 60 Time conflicts
- 61 Times are inconvenient and department has never offered
- 62 training has not been offered to classified staff
- 63 Training offered during teaching times, can't miss class.
- 64 Trainings have not been available at the Foothill campus
- 65 unaware there was training
- 66 uninformed
- 67 Unsure. I would like to learn more about the smartboard features..
- 68 Very little training offered
- 69 was not aware of smart classroom training.
- 70 Was not notified of the opportunity
- 71 Was ot aware of any training programs
- 72 We need to know what we can do on it. And how other teachers in our field use it. Not a "training" one acceses on the computer. A training is more than someone who already knows how to use it, showing one how to use it. Anymore than an English teacher is someone who speaks English!
- 73 when trainings were offered I was not teaching lecture course
- 74 without training i have more knowledge than trainers

**9. When you need technical support or assistance for college-related activities, which sources do you typically use?**

<b>Support Type</b>	<b>Respondents</b>
College Helpdesk	167
Peers/Colleagues	125
Online source	75
Division Office Staff	59
Students	32
College Assistants	25
Company/Vendor	23
LancerPoint Help Email	15
Other	10

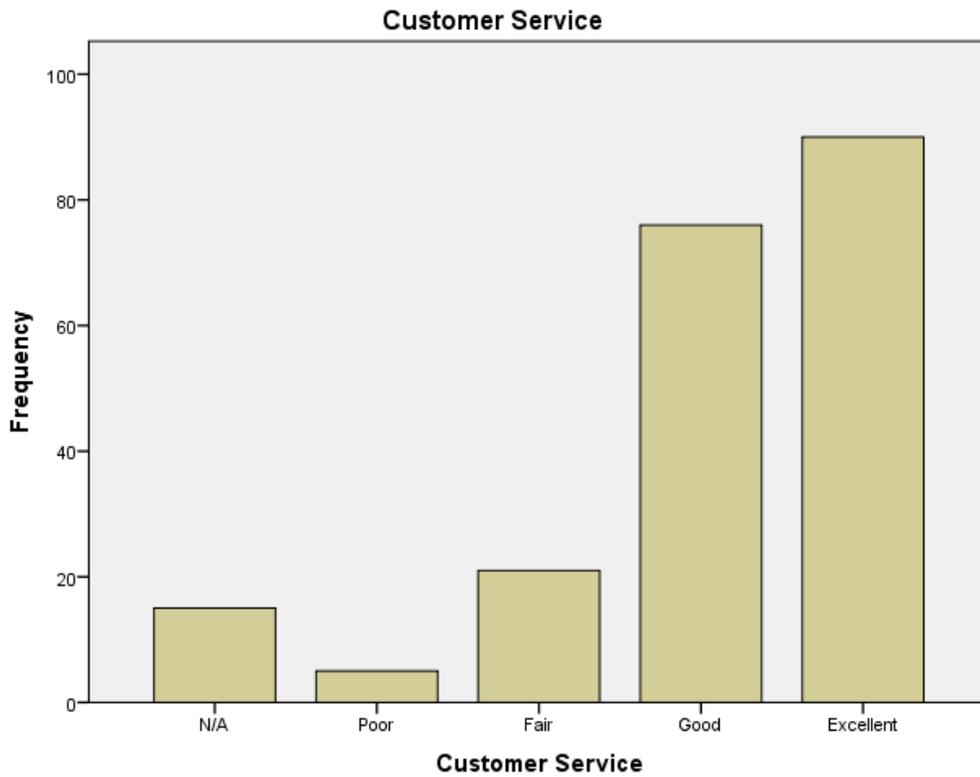
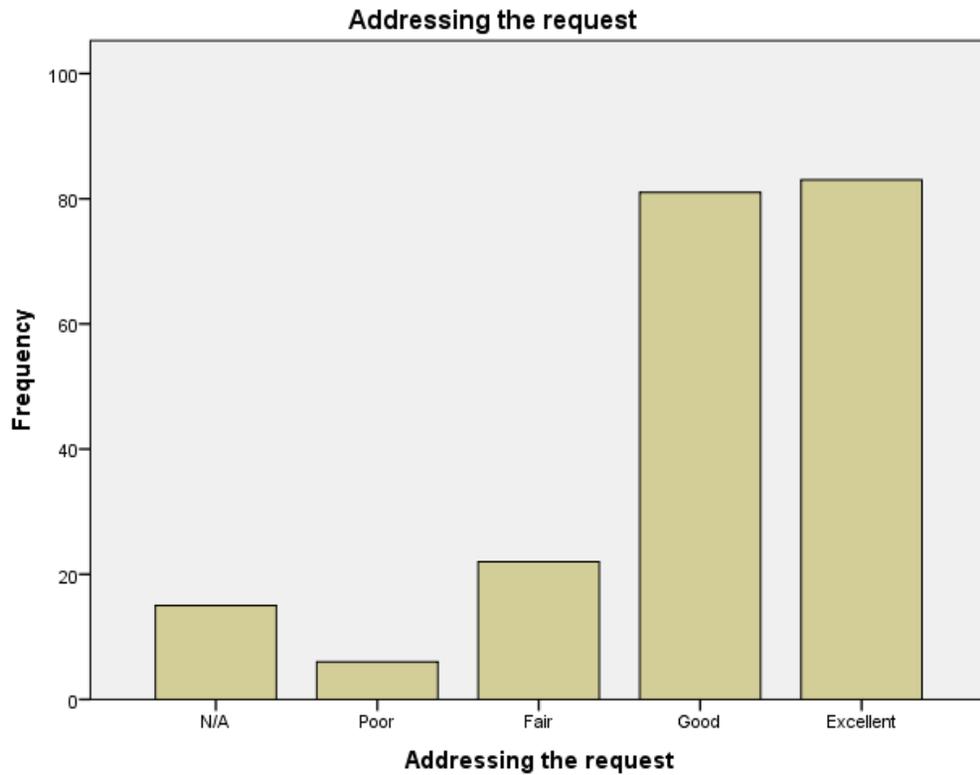
**10. How do you prefer to receive technology training?**

<b>Training Preference</b>	<b>Respondents</b>
Group Training	129
Self-paced training	110
One on one training	97
Other	10

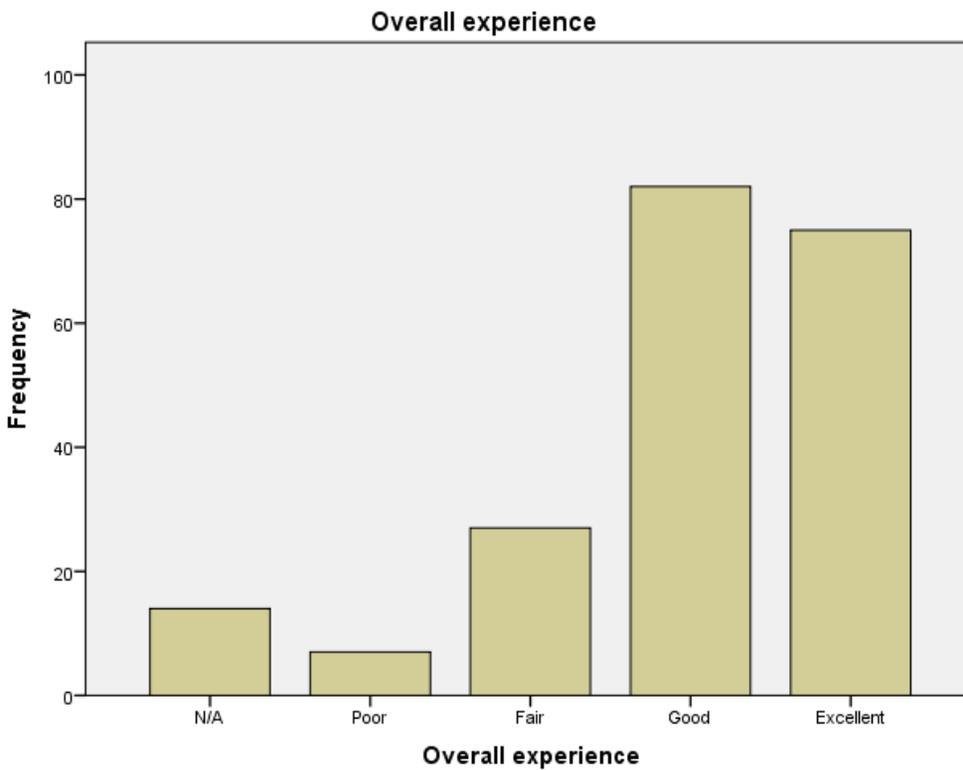
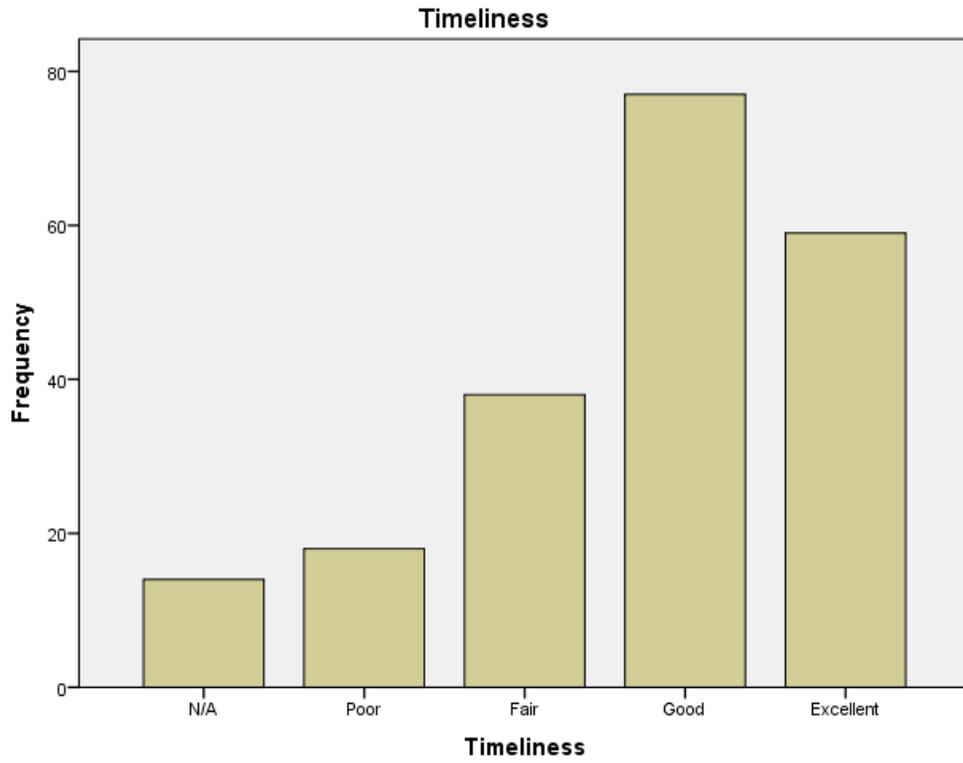
**OTHER:**

- 1 as needed by phone or email. I do not find the help support from our campus sources very helpful because they are usually too basic. The ones that I have gone to that are more advanced are fine, but then the school is unwilling to actually provide the technology that I have gotten trained on, so what's the point?
- 2 group training or one on one
- 3 I like self-paced but if there could be scheduled Q&A sessions or drop-in to respond to questions (the CANVAS model) that would be helpful
- 4 I tend to teach myself
- 5 Learn as I go.
- 6 learning through a long term project with help
- 7 like the videos
- 8 no preference
- 9 Things that are for a wide audience or not complicated could be group training, but things that are specific to certain areas or more detailed should continue into one-on-one.
- 10 Website with instructions that are easy to follow

### 11. HELP DESK EXPERIENCE



# TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY



**12. How do you store your work-related documents?**

<b>Storage</b>	<b>Respondents</b>
Local/on work computer	154
In my email	101
USB drive	87
Paper file	78
In the cloud	75
PCC shared drive	69
Local/on non-work computer	57
External hard drive	34
On a mobile device	26
Other	3

**Other Storage Types Used:**

1. 3/2 inch floppies and flash drives
2. Hard driver of personal computer at home
3. On my home computer

### 13. Paperless Preferences

**I am willing to go paperless in my work at PCC**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
11	31	29	62	73

**I would like to see more efforts to eliminate paper forms**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	12	28	65	97

**I prefer things be done online**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	12	28	65	97

**I am willing to use electronic signatures**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	12	28	65	97

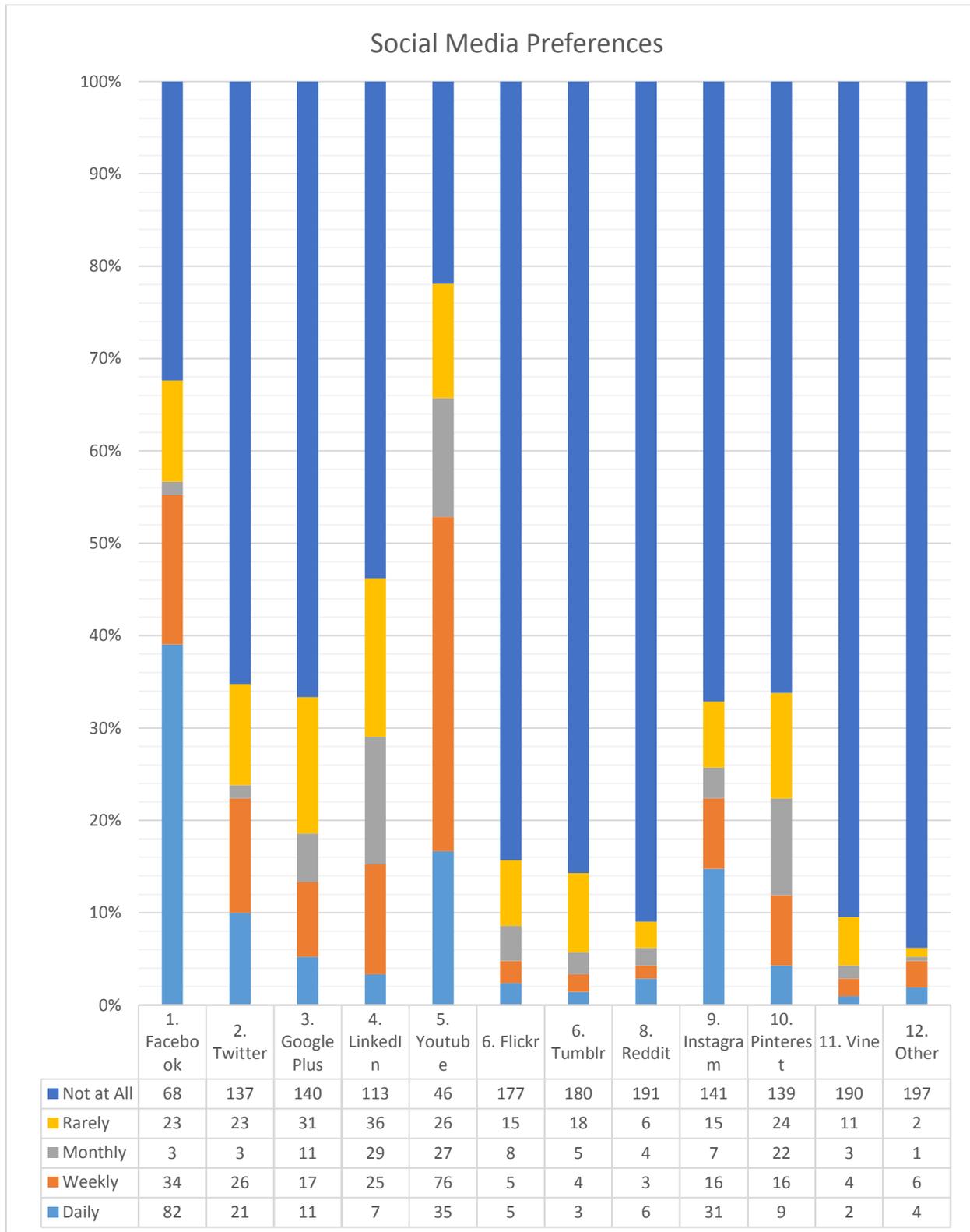
**I prefer digital forms of communication for work**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	12	28	65	97

**I would like to be able to submit printing request digitally to Office Services**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	12	28	65	97

### 14. Social Media Preferences



**15. What technology has the greatest potential to positively impact your work?**

- 1 Faster computers and better technologically trained faculty/staff.
- 2 a decent laptop which adequate storage. The MAC air is not enough
- 3 Banner that is customized to meet the specific needs of the Noncredit Division.
- 4 Workflow automation/ converting business process to electronic processes
- 5 More smart conference rooms
- 6 Computers and wifi.
- 7 remote, wireless access to student info for C-PART related issues
- 8 Canvas
- 9 Internet improvement
- 10 Simple and reliable computers with necessary software for my students to use in class and access after classes.
- 11 Canvas might, but I'm not familiar with it. Need an evening training session so can attend it.
- 12 Paperless forms
- 13 CANVAS
- 14 A good wifi connection.
- 15 computer stack
- 16 hudl
- 17 documentation
- 18 Na
- 19 Improvements to the current online course management system--Canvas--would be very helpful. For example, restoring Canvas's email functions to what they were in early 2015 would greatly improve the functionality of Canvas. Ironing out program incompatibilities between Turnitin and Canvas would also help functionality, as would upgrading the speedgrader capabilities, which are currently quite primitive.
- 20 Three D printing, 3d scanning, cad cam

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

21 This doesn't suggest any one thing, there are many possibilities but no overwhelming one item.

22 PowerPoint and having a faster computer than what we have. dell co,punters in the classroom are horrible especially at CEC

23 I love the convenience of lap tops, though an iPad or even a smart phone would make it even easier to do smaller tasks such as stay up to date with email, Canvas access for grading, and some committee work. However, lack of memory is an issue. I work in video production, which takes up lots of memory, and have a vast collection of documents. More familiarity with tools and techniques to help incorporate social media into my classes - I have FB pages and a YouTube channel but am not adept at fostering student participation with FB (for knowledge sharing) and have difficulty uploading student video projects to YT. A central server to store student video projects rather than record everything to DVD and external hard drives -would probably make it much easier to upload to YT so I don't have to figure out conversions, my office wouldn't be cluttered with DVD's, the work would be available to students for longer if they needed it (HD's fill up quickly) but perhaps most importantly I could initiate true collaboration with colleagues- the editing students could access my footage to use in their classes. Currently I spend hours downloading footage via my lap top to my external HD, then a USB, then uploading it to the computer in the editing suite -for one editing faculty member. All editing faculty should be able to access footage shot by production students. I've been proposing a central server for years but am continually told there's no money for it.

24 CMS- Content Management System, BAS- Building Automation System, and EMS- Energy Management System

25 A computer lab at the CEC for Health Science students. We have to use laptops for every single nursing test which causes scheduling problems and takes a tremendous amount of time each class period. We don't even have a computer room the students using DSPS can use.

26 Having WiFi in the classroom

27 Introduction and implementation of SCCM for management of inventory, deployment and tracking.

28 Desktop

29 Having a reliable network connection is key. having this connection on a computer that doesn't slow me down is even better.

30 laptop / phone w/ headset

31 Improved basic technology in the classrooms. Don't add more bells and whistles that the power users think is trendy when the basics don't work consistently.

32 N/A

33 being able to access and do work remotely from campus.

34 Canvas

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 35 At this point I am not sure. I would love to have some training to see what the choices are and how they can be applied.
- 36 N/A
- 37 N/A
- 38 n/a
- 39 Microsoft Word updates and speed of processing documents
- 40 Cloud-based, integrated technology. Integrated technology is probably more important than having it cloud-based -- I think having systems / software that actually work together in a streamlined, efficient manner would in turn streamline and make work functions more efficient and therefore more effective.
- 41 The network internet and the wifi to stay running all day.
- 42 Desktop computer in my office
- 43 Sustainability (less paper!). Otherwise, just keep up to date on technology.
- 44 Computers in the classroom for student use, particularly at the developmental levels where we are supposedly trying to increase success rates. I don't care whether that's COWS or desktops or what, but my elementary school aged children have better computer access than my PCC students.
- 45 update computers, lectern, LCD projector, etc.
- 46 The Adobe platform software, and "home" web design.
- 47 on-line teaching
- 48 Because I work in online instruction, I think that synchronous tools have the greatest potential to positively impact our work. This would allow for more interaction between faculty, and help faculty interact with students. I would like to see more support of ConferNow on campus, for example. Mobile apps -- for Canvas and other services.
- 49 Staying up to date in classrooms and labs with Software and computer hardware.
- 50 Canvas and eLumen
- 51 Smart boards for instructional use (library labs).
- 52 Dental Record keeping technologies (e.g. EagleSoft, Dentrrix) to be utilized in dental hygiene clinic. If our IT and the companies that provide the software could come to and agreement. In classroom, Smart Classrooms have been great
- 53 I love using Canvas in my classes.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

54 The only technology I really need as of now is my work computer. I would love to be able to access PCC's website like I do from home which is immediate upon clicking on the link.

55 Presentation techniques are what positively impacts my work at PCC. In fact, I don't believe the College One class could be effectively taught without it. So keep up the good work of supporting smart desks and projection and sound ability.

56 Where to start? Open computer labs and computers in those labs capable of running assistive technology software (meaning at least middle of the road computers, unlike the core 2 duos currently in our testing area). - Digital signage with bluetooth beacons for navigation. - Tablets for students using alt media. - Assistive Listening devices in the classrooms properly built into the smart classroom setups. - Installation of already purchased software

57 Kronos I need help please

58 Banner

59 Seamless networking across all office devices, backed by substantial storage for work-related documents. Everything should be accessible all the time from everywhere, with no restrictions on size.

60 Basic technology, as long as it works.

61 Digital forms and virtual interaction

62 none

63 Technology is very powerful. Having the ability to utilize its full potential by making more electronic processes would be helpful.

64 Fast computers. Access to data.

65 Not a technology--improve both the college website and LancerPoint to be more intuitive and user-friendly. Please use student focus groups (especially NEW students who are not familiar with the navigation)

66 Speed on our computers is extremely slow. For interactions with students, it would be social media for activities and canvas for classroom activities

67 eSARS to remotely access my schedule. captioning technology so that ALL instructors and administrations can create and show media compliant with law.

68 Improved wireless internet speed / access /reliability Smart classroom technologies that other departments already have :-(

69 computers, printers and copy machines. I used them everyday. If they are unreliable it does affect my ability to prep work for students.

70 Application containers (virtualized) combined with student-owned equipment (laptops or possibly tablets).

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 71 touch screen so my arm would not hurt so much from clicking.
- 72 Keeping our work computers up-to-date and maintained and having the latest version of MS Office and other software.
- 73 Using the cloud
- 74 25Live getting the technical support it needs from someone at PCC that understands how we use it OR outside vendor hosting it for us so that we can just ask them direct.
- 75 smartboards?
- 76 Desktop not functioning correctly
- 77 My ScanSnap device is immensely helpful to me in my work. I've also used it with our students, scanning a document and emailing it to the student. I'd like to see more of that on our campus.
- 78 N/A
- 79 Newest desktop computers
- 80 Mobile devices and relevant apps
- 81 I think the greatest potential will be to become paperless, and also for students to be able to process forms online, without having to come in on campus and bringing hard copies. Right now we are experiencing a difficult process with minor consent forms, if students could process their forms online without having to come in to campus to turn in the forms, and then we could just access the forms online from banner or lancer point. This will reduce so much paperwork and hours working on processing thousands of forms.
- 82 streamlined operations of Canvas, Lancerpoint, Email, and online duplication request process.
- 83 Google Drive. I use it all the time, for everything!
- 84 The wisdom, attitude and support of your staff...thank you!
- 85 Ability to track documentation, e.g., stipend requests, invoices, requisitions, conference requests, etc.
- 86 My desktop computer, along with a fast internet connectivity helps a lot. There are times when the instructors as well as the dean will request information that they need, and internet connectivity is important. :)
- 87 Electronic Health Record program for the Student Health Services
- 88 The internet has greatly increased the efficiency of my work, however, the speed (or lack there of) of both wired and wireless devices on campus must be greatly improved. Please work on upgrading connectivity speeds.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 89 Support for Canvas --
- 90 Email and Google Docs
- 91 Submitting tests to reprographic services to be printed via email Full knowledge in the use of smart boards.
- 92 copy services same day accommodation and online submission
- 93 Definitely computer technology in regards to Word/document processing for myself.
- 94 reliable, easy-to-use record keeping
- 95 Not sure.
- 96 Software for assessment, curriculum, program review and grades- I'm the assessment coordinator and it's hard to navigate all of the separate systems. They don't talk to one another and it's very frustrating.
- 97 Lately I have been playing with graphing and demonstration software such as DESMOS and Geogebra. There are some really powerful tools out there that have the power to revolutionize the way we teach, if we only had time to really research them.
- 98 things like canvas for communicating with students
- 99 Improved wireless connections.
- 100 Technologies that make it possible for me to work from anywhere. I store content on the shared drive as a 2nd copy because I can't access that drive from home or even the archives room in the library.
- 101 Smart Room, and the ability to use Canvas. Insuring that our radio and television equipment and facilities meet student needs and insure student success.
- 102 internet
- 103 smart classrooms (power point)
- 104 Online forms.
- 105 Desktop computer and printer. Would like a laptop as well to use when I am off-campus providing services to the community.
- 106 It would be great to use more applications of 3D printing for teaching across the sciences
- 107 Degree works. Work ou the bugs! Internet acces
- 108 Workflow would free up a lot of time spent checking information that we can get with a notification.
- 109 The email eliminator

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 110 Internet and the PCC website because I am constantly referring students to our services and helping them find their answers.
- 111 Smart classroom and better desktop computer.
- 112 Cloud storage.
- 113 Learning new ways to utilize existing campus technology will be very helpful.
- 114 Various Camera technology. Better word processing tools. 3D printing, and messaging platforms like Skype for business.
- 115 New wood working machines to work with computer programs.
- 116 Software that accurately can transform PDF drawings to CAD.
- 117 FASTER COMPUTER AND PRINTER!
- 118 My email, scanner, printer and the ability to use graphic programs that I have, or direct someone else to.
- 119 I am not sure
- 120 A networked, color laser printer in my area.
- 121 YouTube channel
- 122 Software upgrades
- 123 Integrate appointment setting software like SARS Grid with Outlook. Our beefing up Outlook for use as a group scheduler.
- 124 Electronic forms with digital signatures
- 125 ?
- 126 Projectors to project powerpoints.
- 127 Computer.
- 128 banner lancerpoint email
- 129 Wifi Computerized lighting and audio control systems Better Outlook support for Mac systems.
- 130 N/A
- 131 Banner, Argos, and Outlooks
- 132 use of smart phones and canvas

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

133 N/A

134 Implementing Banner Work Flow. This would revolutionize the timing when a student receives a response on their request and allow us to track the progress of the request.

135 I would say the copy machine is a big issue for our office in particular due to age so a new one would be amazing

136 updated soft-programs and working functional reliable PCC Website.

137 Unsure.

138 any and everything that's online based and wireless

139 Ability to work remotely accessing my desktop computer.

140 Tracking software, appointment, database, Banner and Lancerpoint, Degree Works

141 desk top computer

142 Online forms

143 I would like collaboration software like Microsoft Sharepoint or Asana to use.

144 Submitting Online to Office Services

145 Canvas.

146 microsoft office certification through online training

147 Making the Fiscal side easier to work with, from inputting requisitions, to seeing balances, budget transfers are a pain. Getting hooked into the rights account access is not done in a timely manner. There are many things that fiscal could do better.

148 Virtual Reality technology. I think there is great potential in this especially for anatomy to view structures of the body or create scenarios in physiology / general biology to utilize for students to learn from. This and Mobile technology since students are using this more and more. I want to learn more about it so I can utilize this to help students learn better.

149 Classroom internet

150 Being able to scan important documents and keep them in a secured shared drive.

151 canvas or google hangouts

152 Not sure...

153 I use the internet daily to research information I'm working on, and as a spell check or thesaurus when I'm writing.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 154 Outside websites where students can practice English on their own.
- 155 New printers! Digital submission of forms & files to office services. Continued support for smart classroom technology and laptops.
- 156 Faster internet speeds, and more reliable connections in the classrooms. Harbeson is very slow. The smart cart screens in Harbeson and C333 are hard to see and have quite a bit of glare.
- 157 Smart boards with document camera
- 158 mobility with ability to access network resources from authenticated mobile devices
- 159 Additional tools for developing content for online courses.
- 160 Computer with up to date software. ALL relevant software to my field.
- 161 Since I had been using the smart board I completely eliminated handouts. My students can have access on canvas to all the documents I show them in class, and this without making any copies. I think it's very good for the environment and also for the students who can easily have access to all the material we are using.
- 162 improve the wireless network
- 163 Smart classroom equipped with all the latest applicable technologies.
- 164 My field is Digital Media, so I need to keep updated with the latest technology trends. Currently, I think there are a lot of pedagogical opportunities in creative apps for the arts. Increase the use of Ipads or Chromebooks in the classroom. For a more specialized and personal teaching area I see a lot of opportunities around VR technology. I think that in general at PCC it is a matter of better UX design of the tools we use. Some tools/environment have better UX design than others (Canvas versus WebCMS for example)
- 165 Wireless internet, iPad
- 166 The smartcarts in the classrooms. I use them every day in my instruction. Canvas is great too.
- 167 I would like to be more comfortable with the Smartclassroom board and overhead projector. I took the training but I need hands on training. It isn't enough to just watch someone point to things or take notes. I have embarrassed myself on a few occasions with the overhead projector and smart board. So I usually project from my laptop or PCC computer documents - and use the DVD player a lot for music and film. I do use UTUBE in the class sometimes for music examples. I need a tutorial or something for CANVAS and lumen. I am starting to use them, but I really have no reference materials.
- 168 Office place computers that are regularly updated
- 169 Smart boards

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

170 I would love to be able to store lecture materials to a Cloud type storage and access this from both at home and in the classroom avoiding the updating and carrying of a flash drive as I do now,

171 Support for creating and hosting instructional videos with captioning

172 SmartSheet, iMeet and ClicData

173 The computers. Although it is somewhat slow at times.

174 Banner

175 n/a

176 Email and other electronics communication

177 Would like to have a better access to a scanner.

178 Shared media storage for our office.

179 Internet

180 Computers at work that are newer and updated.

181 Cloud storage or streaming services. I would like to have the opportunity to share large digital files, like videos, with students. Having them view certain films or clips at home would free up valuable classroom time. Furthermore, it would allow me to use an entire film as part of the curriculum rather than portions of it.

182 As my work is with video, I rely heavily on technology. What help me is the most up-to-date Mac computer with a vast amount of storage space available. Also, up-to-date cameras, switchers, lighting equipment and software and accessories.

183 Strong wireless connectivity. Good laptop and desktop computer.

184 Smartcart

185 Improving LancerPoint and website navigation for students.

186 Digital audio and visual aids by use of playing and projecting music and video on excellent speakers and projection equipment that can work together and separately. Access to internet and social media easily with user-friendly equipment. As well as bluetooth cuing equipment to facilitate to instructor.

187 Fast Internet

188 Internet Access, Wifi, Desktop Computer, SARS, CANVAS, BANNER, EMAIL, GOOGLE DRIVE, DROPBOX

189 I would like to get a tablet or a iPad, which allow me to draw illustrations for my class materials.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

190 better software programs-Banner for Budget and Requisitions so cumbersome; Kronos is not relevant, I need to learn how to do spreadsheets but all need to be accessible.

191 It would be great to have more professionally developed videos for students that are accessible on-line.

192 A newer computer that runs faster without the crashing would be great!

193 Paperless office - reporting, applications, etc.

194 Improvements to the Banner financial system would have the most positive impact on my work and that of the College as a whole.

195 A camera/projection setup that can zoom in on the sewing demonstrations and make it possible for every student to see clearly what is being taught.

196 tablets, smart phones and laptops. utilizing already available tech such as you tube and app like educational interfaces

197 On line forms/electronic signatures

198 The Learning Management System could really improve the quality of my content and teaching.

199 Don't know

**16. Tell us ONE thing that PCC can do with technology to better facilitate or support your role.**

- 1 Make ODS faster.
- 2 get the wifi to work all the time
- 3 ?????
- 4 Provide training and access to utilize district data.
- 5 submissions of forms electronically
- 6 Fix the wifi and speed of the computers
- 7 A permanent loan for an Apple laptop.
- 8 Improve Internet access from desktop computers in the R building.
- 9 Provide IPADS or LapTops to our classified staff
- 10 A lab with fast and reliable computers and software for Math installed. I use technology to teach Math, not for simple computations, but for interactive activities with me and contests of mathematics such as graphs, simulations, and coding. We are teaching the millennium kids who were borne after the 80th. One important characteristics they have in learning is technology driven. However I have been struggling for years for simply getting a computer labs to use on campus. Last fall and this semester, the geology department is gracious enough to let me use their laptops. So my students benefited tremendously both in terms of learning the content and improvement of their test scores, and students' attitudes towards Mathematics and Science. Some of them switched to science majors or add computer science to their goals. Once the science and Math separate, I will loose this precious opportunity of using theses laptops. Even we have a Math resource center, since I am not on the priority list to be given a computer classroom, my summer schedule will be in C building and students have no access to any computers.
- 11 Submit duplication requests online. Right now, it is very inconvenient to have to come to campus during the day (they are only open until 4pm) to submit a request, and then return again to pickup. At least if we submitted online, there would be only 1 trip to pickup.
- 12 Get an institutional Dropbox account
- 13 Workshops
- 14 Wifi. And ditch the motorized projector screens; they break. Just give us the traditional ones and have some spares on hand for when they inevitably break.
- 15 adapters available for guest speakers who don't bring the proper adapter to hook up their Mac laptop to the computer stack.
- 16 better wifi

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 17 DOCUMENTATION - properly formatted, on time and easily available.
- 18 Better wifi in the c building
- 19 Get Canvas to actually upgrade its system rather than turn out superficial aesthetic changes.
- 20 Provide internet wifi service in classroom, at least.
- 21 Smart class rooms in all rooms without interfering with existing black boards
- 22 Bring everything more current
- 23 Provide server mentioned above.
- 24 Consistency, scheduling, inter departmental coordinating, communication, weekly staff meeting, sharing knowledge and greater transparency!
- 25 Provide current computers to the teachers and office staff. Some of our computers are so old it is embarrassing.
- 26 Quit whimsically changing platforms and programs
- 27 Finally get a pay-to-print solution for the student labs.
- 28 N/A
- 29 HR forms for hiring student workers and college assistants should be able to be submitted online. All forms can be formatted to be fillable as well.
- 30 Faster transition for upgrades of old computers
- 31 Improve the basic technology in the classrooms. The white boards are sometimes so dirty student can't see the screen. The lighting in R104 is so bright that the PowerPoint slides can't been seen without sometimes turning off the lights... not a wise technique in night classes. Have the helpdesk available after standard working hours. PCC has classes until 10 p.m. Night faculty are on their own without support.
- 32 N/A
- 33 having an orientation with all new adjunct & full time faculty in our department to go over the classroom, technology, and online instruction. I have been facilitating this and it is not my job. There is no handbook that easily describes this process.
- 34 Link all the different software. WebCMS, Taskstream, eLumen - can there just be one spot to upload assessment reports, program review, etc?
- 35 Provide in person training on various types of software, e.g. Google Docs, Excel, Power Point, etc.
- 36 N/A

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 37 N/A
- 38 n/a
- 39 Get me a color printer
- 40 Re-evaluate the tools used and consider acquiring tools that speak to each other better, or find a tool that can replace the function of existing systems (that can function as a multipurpose platform)
- 41 New desktops for the staff at the Shatford circulation/reference/Research Zone desks. We replace student computers often, but the computers we use to help students at public service desks are rundown.
- 42 Enhance wifi coverage
- 43 Simplify! There are too many different applications in the current system. I only use a few of them (e.g. Banner, Canvas, PARS).
- 44 I think overall there is a huge disconnect between our DE staff and our faculty. This is part of a long history of treating faculty badly, and I don't know what it would take to repair it at this point, but that would be where I would start. DE staff have a long history of being inconsistent and, frankly, disrespectful to faculty expertise and time. We are asked to do projects, and then they are killed. We are given promises that are broken. We do training that we are told to do to get certified, and then the requirements are changed. PCC is so far behind the curve in terms of online resources for students, and it's all because of ridiculous politics of a handful of people on campus who want power more than progress. It's really a shame.
- 45 Update equipment
- 46 Provide periodic updates, so we can turn the computer in and have more recent software installed.
- 47 Give people training!
- 48 Increased wireless access -- not is this an issue for me, but to help students connect with their phones while on campus. If I have an unlimited data plan it's not an issue, but not all of our students do. If a student is on the west side of campus and want to jump online/work on an online class, this lack of access impacts their ability to be successful.
- 49 Consistent Pay-To-Print across campus for students.
- 50 providing us with a working copier in our office would be fantastic!
- 51 Better connectivity (including wired drops, reliable wireless, and power sources) throughout the library. This will enable our students to make better use of technology within the library, but will also allow me to implement desired projects such as LancerCard scanning at service points, and "roaming" reference services at different locations.
- 52 Have more IT techs available.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 53 More training on the smart classroom.
- 54 Hmmmm....I'm very new and so what I need now is a working computer. This one works. It's a lot slower though. The internet is slow. It's also slow to start. Not sure why the slowness. It does take me back to the 90s when all this was new.
- 55 Many teachers (especially more mature ones ) may not be as technically competent with keeping the equipment running and debugging it on the fly. A more "instant" support team to quickly resolve issues would be extremely helpful, and would certainly reduce the stress of dealing with unfamiliar and rapidly changing technology. Remember - the teacher is in the room alone, with 30 students watching judgmentally. :-)
- 56 Order things the first time I request them and give account information. All too often, IT or purchasing up for no good reason. Sometimes until after the part has been discontinued then you have to start over. Fiscal responsibility is good, opening us up to a lawsuit because we are not providing reasonable accommodations, not so much.
- 57 Please give classes on 1. ELUMEN and 2. Kronos
- 58 Regular schedule for upgrading outdated computers, printers, etc.
- 59 Improve WiFi throughout campus. No dead spots, anywhere.
- 60 Make sure things work, that it is up to date and we have the latest versions.
- 61 Camera on the CPU
- 62 none
- 63 They are currently doing a great job! They are always thinking up new ways to help support the college.
- 64 Get HR on banner fully! ;)
- 65 New computers at front counter of the Admissions & Records (A&R) office. Direct receipt of electronic transcripts into Banner. New desk computers in the A&R office. More network scanners in the A&R office.
- 66 create APPs for a variety of services
- 67 implement a quality control process to make sure all media is 508 compliant. Use technology to make this happen.
- 68 Secure funding for maintenance/support
- 69 keep the technology in good running condition .
- 70 Allow division staff and deans to guide technology projects that will support curriculum. Thus far, essentially all campus IT projects support management, and there is no way for academic departments to weigh cost/benefit ratio. For example, a software license like eLumen

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

might cost well into six figures, and amount that might better be used on a more basic database for SLOs and, say, a robotics lab or virtualized lab. Divisions have almost no freedom to innovate with technology unless they happen to align their priorities with CTE, which is both political and not always appropriate.

71 Make information easy for students to find on the website.

72 Training. All this technology is useless if I only know how to use a portion of it or don't know how to use it at all.

73 Provide workshops that support using technology.

74 provide more training on regular basis. There used to be these lunch time/afternoon classes in teh LL building that would last less than 1 hour to train staff and faculty on computer basics like Outlook, Excel, etc. It was great resource for those office staff that are not as comfortable as they should be using these tools. Even though I felt comfortable using these tools I went to some of them and always learned something new that was useful in my daily computer usage/tasks.

75 training on smart technology, how other colleagues use tech, how misc. programs on campus might impact my work

76 speed of computer

77 Offer trainings, please! Technology is always changing, and there is so much to learn. Also, the college must be invested in accessible technology for all of our diverse student and faculty population. We have students who are deaf and blind, and they must have accessible technology, especially for websites. I applaud what Microsoft is doing to create that type of accessibility. Here is the link to the Microsoft training videos.

[https://www.youtube.com/watch?v=hNycrEYQ64Y&list=PLXtHYVsvn\\_b-OyLfCR3M7djOLShKq7sBB](https://www.youtube.com/watch?v=hNycrEYQ64Y&list=PLXtHYVsvn_b-OyLfCR3M7djOLShKq7sBB)

78 N/A

79 Update/replace older equipment in a more timely fashion.

80 create a relevant PCC app that includes an interactive campus map, where each department can update events in the respective buildings/areas.

81 PCC can create easier access to minor consent forms.

82 Enable a tool to submit test/document duplicating online - it is extremely challenging for adjunct faculty teaching after 5pm to submit duplication requests, as the office is closed at 5pm.

83 Please, help me get my email issues fixed! Also, getting the document cameras working again would be very helpful.

84 Keep up the training

85 Upgrade wifi access/capability

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 86 I think that enhancing our desktops, with faster processors can help, because there are days when I'm accessing Banner/Lancerpoint and it takes a long time for the information to come up on the screen. Having our printers and copiers do scanning will help my instructors become more environmentally aware--the less paper we use, the better.
- 87 Improve wireless network
- 88 Provide printers at individual workstations. Having to walk to and from networked printers, and wait for your specific print job to print can be a real time waster, especially when you work in an environment where some parties print 20-30 page docs, sometimes printing multiple copies at once. A networked high-end color printer for an office is great, adding lower cost printers at individual workstations would improve efficiency.
- 89 Get people in DE support who will actually help us -- respond to emails
- 90 I would appreciate that different systems can run on a variety of platforms so that we don't run into "Java" related issues for installation, etc.
- 91 Train faculty in the use of the smart boards. One of my students said he has NEVER seen a teacher use them fully in his 2 years full time at the school.
- 92 fix things faster and don't just show up and say nothing is wrong and wait for a second complaint.
- 93 Use of audio clips to assist with some of the Banner processes, Excel, etc.
- 94 don't change for change's sake
- 95 I feel well resourced.
- 96 Include me (Melissa Anderson, Chair of the Learning Assessment Committee) and other key technology stakeholders (C&I co-chairs, institutional effectiveness chair, etc.) in the dialogue. I'm okay with making changes to our technology, because I know from experience that we need to be more streamlined and consistent. But that's only going to happen if we do it together and try to be as consistent as possible. Right now I've invested a lot of effort into getting eLumen set up again so I can't afford to just have someone decide for me that it needs to be replaced. However, if I'm part of creating the master plan I can work towards a smooth transition to a better solution if I'm part of the process.
- 97 I find it very difficult to keep up with the latest math educational technology. It would be nice if there was more research, training and support for learning and implementing this technology. But since I am specifically talking about math education related technology, it may be more of a departmental issue. Maybe PCC could have someone whose job it is to keep up on all the latest ways technology is implemented in various departments and find speakers to come in and train individual departments.
- 98 up grade the system
- 99 Increase the staffing in the IT department and reduce the infighting.
- 100 Admittedly I am only on campus two days per week and I'm not a full-time employee so there could just be huge gaps in my understanding of campus technology. However, I've been

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

here for five years now and every time I ask about an institutional repository for digital content, other than when speaking with the library Dean, I get blank stares. All of the digital content that is being created across campus, how is that being managed? Where do faculty store content? Where do administrators store decisions, working papers, etc. How do we move to a paperless environment when we don't seem to have a system for managing the digital content? My office has created thousands of digital images documenting the campus history all of which are sitting on a server for which I'm completely ignorant of the even the backup procedures, let alone long term preservation strategies for those files. Again, it could well be that this is being addressed and I'm just not aware, but given that I've worked on the campus for five years and don't know, this would suggest another sort of problem.

101 I'm pretty happy with PCC effort's to support tech. needs with their ever-shrinking budget.

102 easy access to search engines

103 improve the rolling screens for projectors

104 Do a better job keeping the website available.

105 Replace computers that are old and outdated with new ones not recycled ones from Academic labs. For example, on several occasions Student Affairs has received the computers that the Academic side of the house no longer needs because they purchased new computers. The recycled computers are always breaking down and students suffer from this.

106 Make it easier for students to check-out ipads and laptops across the campus

107 Faster internet, reliable

108 Create a Workflow which would free up a lot of time spent checking information that we can get with a notification.

109 Have more training

110 Improve the website.

111 Update faculty technology.

112 PCC can go with VDI technology for all computers. It will save money and time for everyone. Just provide cloud storage for staff instead of local drive.

113 Please offer more training for faculty and staff.

114 Messaging and other communication platforms.

115 New computer with basic programs.

116 Help me develop an algorithm to evaluate the appropriateness of program growth. I have it on paper but I need a way to take it to meetings and test the data in real time.

117 FASTER COMPUTER AND PRINTER!

118 Fix the dreadful PARS experience.

119 I am not sure

120 Provide my area with a networked, color printer/copier.

121 Provide easy consistent access to presentation method

122 Give better lab for CIS classes

123 Make it possible for all faculty, especially adjunct to have an individual PCC voicemail number for leaving and retrieving messages. This would be tied to some kind of notification system, allowing the recipient to know that they have a message waiting. Maybe something similar to Google Voice. It is difficult to reach adjuncts.

124 Keep the website up to date and make a staff only section that is not accessible to the outside world.

125 ?

126 Increase internet speed.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 127 Personal scanner and printer.
- 128 We need a system that works can work well with all the other systems that we have at PCC.
- 129 Keep our systems current to handle the new technologies used in multimedia presentations.
- 130 N/A
- 131 Remote Desktop support.
- 132 provide more help desk support more quickly
- 133 N/A
- 134 Update employee computers. It took me over an hour for my computer to start up this morning.
- 135 Going paperless would be very helpful
- 136 For techs to be trained on updated technology.
- 137 A debit system so that students can use their student ID's to pay for lab materials in the lab.
- 138 put EVERYTHING online: post-and-fill forms, changing address, viewing paystubs and changing payroll stuff... Look into what Vanderbilt University does. That was the BEST employee platform I ever saw!
- 139 Training, particularly during the summer (or winter) when managers are less busy.
- 140
- 141 have a faster system
- 142 replace Banner and Kronos with better alternatives - or modify these system so they work better for us.
- 143 Equip the library public service desks with updated computers.
- 144 Submitting Online to Office Services
- 145 Figure out a way to have Canvas listen to instructors about changes we request that would help us teach to our students.
- 146 Increase the speed of the computers to increase productivity
- 147 Get an online request system for duplicating. This is a real pain for all the Administrative Assistants in the Divisions because we are having to take orders, print out exams and get them to duplicating for all the weekend people and people who only come once a week. This is a MUST and apparently PCC is the only college around that doesn't offer that to faculty. At least that's what my adjuncts are saying.
- 148 Lack of hardware for students. For physiology, having multiple laptops for those who don't own one will greatly help when doing experiments or lab reports.
- 149 SMART classroom
- 150 Provide timely upgrades to technology in our lab.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 151 integration of online courses with in class activities
- 152 Get more user feedback before they tell us what computers were are getting. We don't appear to have a say in what hardware we get, other than PC or Mac....
- 153 Provide a tablet for me. Otherwise, the technology currently available is very good for my role.
- 154 I'd like to use VoiceThread where students can record their comments and listen to other students in a group discussion.
- 155 1) Digital submission of forms & files to office services. 2) Log-in protected smart classroom computers and/or locked cabinets to avoid misuse (spywear, etc.).
- 156 Faculty are in the situation where technology requests are more like requirements. We need help right away, we can't wait to have computers or classrooms fixed. We just need those on the other side of the phone to understand that.
- 157 Update the projectors to wireless and include cameras for all IT computers in the classrooms.
- 158 offer more training to bring office skills and related support more in line with the technology. allow yearly refresher/update courses for support staff.
- 159 Laptop systems for students so that we can turn any classroom into a lab.
- 160 Helpline needs to follow through on service requests.
- 161 I think it's very important that all the equipment we use work properly. Today I had to reboot the computer twice because it was not opening a word document. Since they changed the computer in R221 it has not been working properly. I called help desk twice, so I am not going to call it anymore. I don't think I should go to my classroom 15 minutes ahead to check that all the documents I need to open work properly.
- 162 update to the latest technology (faster, sharper) and offer one-on-one training
- 163 Support new technology like the cloud and make it available and accessible to the staff/classrooms, etc.
- 164 3. Expand training in accessibility technology tools and best practices beyond text-based pedagogy to include the arts in order to offer more distance education courses in the arts.
- 165 Provide personal iPads for faculty
- 166 Provide more resources for adjunct faculty. Working computers, more printers, more office space with working technology, etc.
- 167 I need help with CANVAS and ELUMEN.
- 168 Provide a central online place for tech resources for systems we would use.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

169 Improve Internet speed

170 Update the Word version in the classroom so that it doesn't reject my formatting that is acceptable to my home version of Word.

171 improve website, but I know that is in the works

172 Workflow development to automate processes

173 To have better technologies for staff and maybe provide each of us a take home work laptops

174 Need up to date printer.

175 n/a

176 Move to a paperless environment

177 Better streaming, greater access to sources for streaming.

178 Increase email storage and come up with a shared media storage and archiving system for our department.

179 better performance on my desktop and in-office (local)printer

180 Provide updated technology on a consistent basis.

181 Install more reliable shades and blinds in the C-building. Some of the shades that I have encountered are inoperable, and the blinds do not block out enough sunlight. These problems make it difficult to use visual media in the classroom effectively.

182 Provide our area with access to shared media storage with a large amount of space.

183 Not sure. Technology has been improving drastically at PCC and I am satisfied with the way we are going.

184 Training at all times and or when PCC update our technology

185 To utilize technology to improve campus process and procedures. We still do a lot of things via paper and I'm not sure if that is because people are not willing to learn the technology. It feels like the college has invested in technology but for some reason it is not being used to it's full potential.

186 Training on the existing equipment and then I can speak more accurately about what is truly needed.

187 1-2 more computer labs for instructor/counselor use for large groups of students

188 Online print requests

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

- 189 I need new versions of softwares installed in my computer such as Adobe products.
- 190 Business practices need to be streamlined: purchasing, timesheets/work record keeping for hourly staff could be improved, hiring -KRONOS could be improved, IT orders could be improved and all need to be accessible.
- 191 Give us more lab computers.
- 192 See above.
- 193 Right now getting and reporting data/information about students, programs, etc. seems to be separated across a number of different offices -- Institutional Effectiveness, ITS, etc. based on where the data is housed and who maintains control of the database. Sometimes it is tricky to navigate the issue of data access (Where do I get what I need?) It would be really helpful to have more integrated solutions to requesting and getting the information that we need for the many reports that we have to produce.
- 194 Increase storage capacity and enable documents and attachments submittals through Banner
- 195 See #15
- 196 show and share successes on campuses of used innovative technology
- 197 On line forms/scanners
- 198 Provide some training for CANVAS.
- 199 More training and consultants
- 200 Technology training Support subscription or license for educational or social media tools.
- 201 Simplify steps in Elumen, Taskstream etc.

## 17. Additional Comments

- 1 Very good. Great job. Thank you.
- 2 I have trouble logging in to canvas and lancerpoint and often have to try 10-20 times total: try 4 times get locked out, try again, etc. I have repeatedly asked for help and no solution is forthcoming. I have received nonsense answers for the problem.
- 3 Training is critical to insure that staff can use the technology well and to maximize its effectiveness.
- 4 Overall great but would be interested in having documents accessible online.
- 5 Jeannine and Carl have been support helpful and supportive; Casey also helped me a lot regarding smart cart support. Thank you.
- 6 I don't think that some areas of technology is very advanced. However overall the effectiveness can be greatly improved to make available for more technology, training, and development. For example, everything we do is uniform for all faculty, including , equipment purchase, software installations, online resources purchased, computer labs availability,... But just like students have different learning style, faculty have their own pedagogy and styles in teaching. over \$100,000 spent on installing cameras for video taping faculty, over \$100,00 spent on Math online tutoring resources which did not even used by faculty. Yet, when a few faculty want to use some technology to develop some online contests with \$400 each licenses, the software were purchased for a couple of years and then no more. Neither the faculty wasted her or his time or he or she had to purchase the software on her own, which is my case. I have developed many project for my students. However my students can not use them because my department does not have \$1,340 to renew 50 licenses. There are so many computer labs, so many laptops floating on campus, many of which were not effectively used and the battery went dead so do the laptops. Yet, faculty who can make use of them have no access. All are reserved by some prioritized list. Often you see the labs were empty with 4 or 5 students in there, however no other students can come in. Don't you think that something is wrong with this picture?
- 7 I have used many online platforms and Canvas is by far the best. PCC email works very well, but it would be nice if it worked fully with Chrome. Generally, I think the technology situation at PCC is excellent. Except the reprographic center. Why can't they take requests by email? I teach at Ventura and Moorpark and at both those schools, the print center takes copy requests by email. This would make my life so much easier and probably reduce costs for the college.
- 8 It is disorganized and inefficient.
- 9 Na
- 10 With respect to teaching the subject matter of my course, access to the internet in the classroom would be helpful. Access to 3D scanning and CAD-CAM would elevate current practice, which for the most, has not advanced beyond 19th Century methods in sculptural practice. Currently, the only available technology is that we can check out a monitor or projector.

11 Nice progress

12 The situation with technical support from electronic maintenance is very poor. My department has lots of very expensive specialized equipment with no one to maintain it or troubleshoot in an emergency. We used to have a broadcast engineer in EM; no replacement was hired after the last one left almost 6 years ago. There's one A/V specialist who tries very hard to accommodate our needs but he serves the entire campus. When our equipment goes down all instruction ceases. We need a person dedicated primarily to our area so such emergencies don't interfere so much with instruction and we need to be able to call that person directly wherever they are on campus instead of having to leave a voicemail in EM.

13 Use it to maximize and optimize efficiency, productivity and accountability.

14 IT has provided us superior support in nursing. We receive help ASAP. They have continually worked on the wifi to get us service at the CEC. Chris and Jason are very willing to help us solve problems. We got smart classrooms in our trailers quickly and it works great. PCC needs to commit more funds and resources to updating computer systems, because zero work gets done if the computers are not working. Sky Net is live.

15 I personally have been satisfied with MY technology. But in some of my labs and a smart classroom, not so much. We too often have issues (for instance CI Track). CI Track is a great source, but too difficult in being able to print out productive reports.

16 Faster transition for upgrades of old computers

17 n/a

18 It's ever-changing! So, thank you.

19 Keep doing what you are doing. Overall, I am satisfied.

20 I would like to see a comparable survey sent to students to get a better sense of their own access to technology. This would be beneficial in terms of trying to develop & create ways in which we can foster their growth using the tools they either have or are comfortable with. Because we are assuming a 5 year life for our computers, it would be nice during the middle of that cycle to provide some form of storage/RAM upgrade as an option to faculty.

21 Access to up-to-date technology remains critical for most students as they advance through their education and into their careers. They need to develop technology aptitudes in a wide variety of areas beyond the specific needs of their subject areas. Supporting them in this skill development with training, updated equipment and high expectations of technological literacy should be a high priority for PCC.

22 We need more support. On previous campuses on which I've worked, each department was assigned 1-2 "HelpDesk" employees to help with our needs.

23 Technology at PCC. Hmm...well, the only experience I have is my desktop and the computers out in the hallway (outside of Admissions). Slowness is a concern. Can you speed it up?

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

24 I do NOT support the usage of the on-line homework ( My Math Tutor) in math classes. Many math students verify that it is difficult in some cases to type in a correct answer in the format the program requires to consider a problem solved correctly. The usage of it allows an instructor to not spend time looking at student papers, and I consider this both lazy and non-supportive of the ability to understand where the students need help. I understand the teacher's love of this, since the school does not pay them for the time spent in examining papers, but this is counterproductive to student understanding of the concepts and techniques.

25 It is extremely difficult to get equipment necessary. There is seemingly nobody responsible for planning technology upgrades and seemingly a lot of money gets wasted. There is a lot of time wasted because ITS seems to not have the grasp of simple IT tools like Ghost. Tools are purchased regardless of whether they make sense. Does it make sense to back up everybody's documents? Maybe. Does it make more sense to provide everyone a dropbox account and save the huge expenses involved in backing up servers that back up a ridiculous amount of data? Probably. A small amount of training for staff and faculty would go a very long way.

26 Please offer these two classes at the CEC if possible and at different times I really need help

27 The helpdesk people are great.

28 N/A

29 The technology needs are great and funding is never enough. More effort to fundraising and grants for this specific need (not to go into the general fund).

30 When I began at PCC, there was a predictable Instructional Equipment budget, an appropriate use of CTE to provide current software to student labs, several grants that provided targeted technology, and several committees to set policy guidelines such as replacement times for hardware, and best practices for distance education. After several budget "crises" and three administrations, we now have an opaque and unreliable system for allocating Instructional Equipment, we have been cut off from CTE funds so that they may pursue projects that make a "big splash," the grants have dried up (without institutional replacement), there is no regular system for purchasing software or supplies, and the committees that once discussed these issues have mostly disbanded after being ignored. I have some hope for the integrated planning process that was begun last year, but it still does not use all the inputs it should, and is not promised to meet the needs that were being met under the original system.

31 It's been worse, so things have improved. We are headed in the right direction.

32 I think the new Management in ITS is doing a great job moving us forward! Keep up the great work! Your hard work and forward thinking ideas are reflected in you improved customer service.

33 equal access for students remains an issue. many students only have phones and do not know basic programs like word or excel

34 I would like to compliment the Help Desk. I think that they do an extraordinary job to answer all requests and give technical service very quickly. Help Desk rocks!

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

35 N/A

36 PCC needs a plan to replace and maintain technology once the equipment is installed. Waiting until the equipment is too old is not conducive to our mission at PCC.

37 Thank you for all that you already do! And thank you for allowing us to contribute feedback.

38 I think technology is very important and PCC has to be up to date. I think having an app will help students find places and services on campus. I think if we could have a screening on campus for different services, then students would be able to access more services and be more successful.

39 Just a comment on my response about going paperless: I don't want to go completely paperless in my work, since that would mean all my assessments would be done online. This isn't right for my students, some of whom have limited online access. I also have concerns about the integrity of online assessments.

40 Establish a system in Banner where it is not necessary to type in every single line item but rather attach a proposal/quote as part of a requisition

41 I think that the school is already doing it's best at improving tech support for its staff, now it is up to our other colleagues to perhaps rise to the occasion and go to seminars and training sessions to learn the technology, because the office staff does not always have the time or the advanced knowledge of our IT staff counterparts.

42 Learning multiple new software packages and being expected to complete your usual work at the same time can be frustrating, especially when there are no implications that the new software will ever be used campus wide. This is especially true when general auditing guidelines and those issued by the Chancellor's Office are not met through the use of the new software packages; thus requiring tasks to be completed twice, to meet the new requests and the mandated requirements.

43 It so improved compared with when I started 6 years ago. The smart rooms are beautiful but I'd like to be able to fully use the technology. I've never been even oriented in it. I'm able to function fine with it but I feel there must be more that I don't know about.

44 New technology can be a plus to be more productive but care needs to be taken so to avoid increased stress due to new work demands. Would like to have access to a program where I can see my most recent class/step/salary information without having to request it from HR.

45 I have been quite happy with my laptop. In fact, I'm answering you now, on that device, from home, at 845pm. I never did this before I got this computer.

46 N/A

47 We absolutely have to have all the stake holders work together.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

48 I am really enjoying the fact that all the classrooms are now smart classrooms. It has changed the way I teach. But I feel there is so much more we can do and should be doing with the software and teaching innovations that are available. Again, support, and training.

49 The humans are GREAT. You guys work really hard helping us cope with our antiquated system. THANK YOU!!!!!!

50 Again, I can't stress enough how concerned I am about the management of the digital content created on the campus.

51 Keep up the good work!

52 new desk top computers

53 Provide managers with a laptop computer so they can perform their jobs in an efficient and effective manner during meetings and for off-campus functions.

54 PCC definitely needs to start from scratch and create a new website.

55 Respond promptly.

56 The process for requesting, ordering and implementing technology is too multi-layered. I should have direct access to the ordering process and be able to track orders as they are made. I have no access to the budget and therefore are unable to make decisions based on priorities.

57 I think the campus needs a more robust data storage facility. Allow remote off site access to shared drives.

58 STOP BUYING BIG EXPENSIVE PROGRAMS JUST BECAUSE PCC HAS MONEY TO SPEND!

59 If something is broken, a team from IT can come in at night, order in, get someone to go for the takeout, eat in the conference room and leave you a note that it now works. It doesn't.

60 Can we PLEASE, PLEASE, PLEASE be able to submit documents electronically to duplicating?!

61 Office hours for staff to learn technology.

62 I have an iMac in my office and while ITS is great at servicing it (upgrading Java, troubleshooting campus software) many campus software programs don't operate well on the OS system. Kronos, Banner, and other Java based software are the greatest with conflicts followed by Outlook (shared calendars).

63 ITS Application team need to be in expertise levels in order to support the functional staffs campus wide. They are NOT READY!

64 overall it is pretty good

65 N/A

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

66 Connect with the Professional Development Committee.

67 Overall I think we have a good IT department. I think much of the software we use has greater potential but we do not have the staff to support it. For example, lancerpoint and SARS, and CI Track.

68 Canvas issues <https://docs.google.com/document/d/16xKBHouut4Rd5rUQiPStizWX-RjP-b1v03MjVFeclb8/edit>

69 We MUST get an online student evaluation system. Talk about a waste of paper and time. People, especially interims and newbies need to ask someone who knows something, before implementing a new procedure or touching one that we have. They do not understand the trickle down effect and if I hear "I didn't know" one more time, I'm going to Scream. If you didn't know than why didn't you ask someone before touching it. I really think we have lost a great deal of critical thinking skills. Evolving is important, but de-evolving is unacceptable.

70 Copies should be electronically ordered. Helpdesk should be much more knowledgeable about Apple products.

71 we need to train more of my colleagues at canvas and open source materials

72 Two of the most important software packages, Banner and Kronos, are clearly based on VERY OLD code. They appear to be from the 1970's, use ridiculous, non-intuitive abbreviations and are limited as to platform (PC-only) and video/Adobe standards. How is it possible that we use software that seems to be built on top of DOS-based code?

73 The tech staff that I've been exposed to were very helpful and courteous with my technology problems, even when I ask stupid questions.

74 It has SIGNIFICANTLY improved in the last 3-4 years. Thank you!

75 More canvas training would be very helpful.

76 I don't think there should be different preferred browsers on the system we use. Canvas work better with chrome, same for WebCms, but the email system doesn't let you attach a document unless you use firefox or explorer.

77 Provide enhanced and timely customer service support.

78 1. Having a budget (for example, to buy new relevant apps for the class Ipads) and planning my instruction accordingly. 2. Teaching the faculty how to use collaborative applications efficiently ( es. Google Docs) 3. Expand training in accessibility technology tools. 4. Expand online class offering. 5. Make sure broken items get repaired or substituted.

79 Include standard Java, Adobe, and Flash updates in the updates.

80 Great strides have been made and I appreciate all that is available. I noticed that classroom systems were upgraded some over the holiday so that I didn't get as many requests for updates while trying to use the system during class time. Thanks for that.

## TECHNOLOGY MASTER PLAN SURVEY RESULTS SUMMARY

81 Implement technology that will assist with processes which can impact the workflow and service to students

82 Making print orders available online should be a priority. This would benefit the adjunct staff immensely as we are not on campus regularly to submit print requests at times that are most convenient for us.

83 One particular challenge is when equipment is sent off campus to be repaired, it can take a long time to be repaired - sometimes months. This is a challenge to work around.

84 I'm teaching offsite campus and some our locations doesn't have the same equipment.

Can we provide the same services, equipment and technology in all our locations? because only like that our students will get the same level of education.

85 Thank you for taking our feedback.

86 I have not been familiar with the Help desk and I will inquire more from them from here on out as a resource for my understanding about my technology questions, needs and functions.

87 more support staff needed to maintain labs and work environments, more staff who have assistive technology backgrounds and experience to help with labs and staff. PCC needs a 504 Coordinator to make sure all are in compliance with the laws.

88 It's improving slowly.

89 The sewing lab has areas that are poorly lit. Better, overall, even lighting will make it easier on students and staff alike if everyone could see regardless of where in the lab one is working.