







1. Which best describes your role at AVC?

		Response Percent	Response Count
Full-time Faculty		12.8%	33
Adjunct Faculty		8.5%	22
Administrator		1.9%	5
Classified Staff		15.1%	39
Student/Hourly Worker		8.1%	21
<b>Student</b>		<b>53.5%</b>	<b>138</b>
<b>answered question</b>			<b>258</b>
<b>skipped question</b>			<b>3</b>



## 2. Does the technology made available to you meet your needs?

	Yes	Somewhat	No	N/A	Rating Count
Office Computer	<b>38.2% (96)</b>	19.9% (50)	9.6% (24)	32.3% (81)	251
Classroom Computer for Instructor	33.3% (82)	18.3% (45)	10.6% (26)	<b>37.8% (93)</b>	246
Classroom Computer for Students	35.6% (90)	13.4% (34)	13.4% (34)	<b>37.5% (95)</b>	253
Projector	<b>47.5% (116)</b>	20.1% (49)	6.1% (15)	26.2% (64)	244
Classroom Software	<b>38.3% (95)</b>	21.4% (53)	13.3% (33)	27.0% (67)	248
Office Software	<b>37.0% (91)</b>	22.0% (54)	8.9% (22)	32.1% (79)	246
Classroom equipment	<b>38.6% (97)</b>	27.9% (70)	8.8% (22)	24.7% (62)	251
Internet based services for the classroom	<b>44.0% (109)</b>	19.0% (47)	15.3% (38)	21.8% (54)	248
Internet based services for the office	<b>43.7% (108)</b>	13.0% (32)	6.5% (16)	36.8% (91)	247
E-mail	<b>70.5% (179)</b>	17.7% (45)	7.9% (20)	3.9% (10)	254
Telephone	<b>46.1% (113)</b>	18.0% (44)	6.9% (17)	29.0% (71)	245
Voicemail	<b>42.5% (102)</b>	16.3% (39)	9.2% (22)	32.1% (77)	240
<b>answered question</b>					<b>260</b>
<b>skipped question</b>					<b>1</b>

## 3. If some areas of technology don't meet your needs, please explain the deficiency.

	Response Count
	134
<b>answered question</b>	<b>134</b>
<b>skipped question</b>	<b>127</b>








#### 4. Do you have any technical training needs?

		Response Percent	Response Count
Yes		17.0%	43
No		83.0%	210
answered question			253
skipped question			8








#### 5. If you answered "Yes" to question 4, please explain your technical training needs.

	Response Count
	46
answered question	46
skipped question	215

**6. How frequent is your need for a "smart classroom" (i.e. a classroom with a permanent projection device, Internet connection, speakers, and multimedia capabilities)?**

		Response Percent	Response Count
Never		5.0%	13
Less than 25%		6.2%	16
25%		4.7%	12
50%		11.2%	29
75%		16.7%	43
<b>100%</b>		<b>31.0%</b>	<b>80</b>
Not Applicable		25.2%	65
<b>answered question</b>			<b>258</b>
<b>skipped question</b>			<b>3</b>














**7. How frequent is your need for a computer classroom (i.e. a classroom with a computer for every student or for a number of small groups of students)?**

		Response Percent	Response Count
Never		9.8%	25
Less than 25%		10.2%	26
25%		7.1%	18
50%		13.4%	34
75%		9.4%	24
100%		19.3%	49
<b>Not Applicable</b>		<b>30.7%</b>	<b>78</b>
<b>answered question</b>			<b>254</b>
<b>skipped question</b>			<b>7</b>

## 8. Please rate the following:

	Very Poor	Poor	Average	Good	Very Good	Do not use	Rating Count
myAVC group pages	5.5% (14)	7.1% (18)	21.6% (55)	21.2% (54)	14.1% (36)	<b>30.6% (78)</b>	255
myAVC course pages	4.0% (10)	3.6% (9)	22.9% (57)	<b>26.9% (67)</b>	24.5% (61)	18.1% (45)	249
myAVC grade submission	3.1% (8)	3.1% (8)	17.6% (45)	22.0% (56)	25.5% (65)	<b>28.6% (73)</b>	255
Blackboard course pages	1.2% (3)	4.3% (11)	16.6% (42)	21.3% (54)	24.5% (62)	<b>32.0% (81)</b>	253
Accuracy of www.AVC.edu	2.0% (5)	6.7% (17)	27.1% (69)	<b>29.8% (76)</b>	29.4% (75)	5.1% (13)	255
Usability of www.AVC.edu	1.6% (4)	10.1% (26)	27.9% (72)	28.3% (73)	<b>29.1% (75)</b>	3.1% (8)	258
Usefulness of www.AVC.edu	1.6% (4)	8.6% (22)	24.2% (62)	28.5% (73)	<b>33.2% (85)</b>	3.9% (10)	256
<b>answered question</b>							<b>259</b>
<b>skipped question</b>							<b>2</b>




**9. What do you use your district computer for? (select all that apply)**

		Response Percent	Response Count
Electronic Mail		74.9%	167
Word Processing		74.4%	166
<b>Internet access</b>		<b>83.4%</b>	<b>186</b>
Connecting to shared file folders on AVC network		48.4%	108
Database Management		19.7%	44
Spreadsheets		40.8%	91
Desktop Publishing		15.7%	35
Graphics		19.7%	44
Project Management		18.8%	42
Statistical Analysis		9.9%	22
Print to personal printer		36.8%	82
Print to shared departmental printer		41.3%	92
Other		14.8%	33
<b>answered question</b>			<b>223</b>
<b>skipped question</b>			<b>38</b>

**10. If you answered "Other" to question 10, please explain.**

	Response Count
	36
<b>answered question</b>	<b>36</b>
<b>skipped question</b>	<b>225</b>

### 11. Do all staff in your department who need a computer have one?







		Response Percent	Response Count
Yes		36.8%	88
No		10.9%	26
Don't know		52.3%	125
answered question			239
skipped question			22

## 12. Please estimate the percent of which ITS is meeting the following goals:




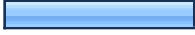

	Not at all	Less than 25%	25%	50%	75%	100%	Unknown	Rating Count
ITS Operational Outcome 1: Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.	1.2% (3)	4.9% (12)	4.9% (12)	10.3% (25)	18.9% (46)	14.8% (36)	<b>44.9%</b> <b>(109)</b>	243
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	0.8% (2)	3.3% (8)	2.5% (6)	10.3% (25)	17.3% (42)	23.5% (57)	<b>42.4%</b> <b>(103)</b>	243
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	3.7% (9)	5.3% (13)	4.5% (11)	11.1% (27)	18.0% (44)	18.0% (44)	<b>39.3%</b> <b>(96)</b>	244
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	2.5% (6)	5.0% (12)	5.8% (14)	8.3% (20)	14.5% (35)	16.1% (39)	<b>47.9%</b> <b>(116)</b>	242
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	2.9% (7)	2.9% (7)	6.7% (16)	8.3% (20)	10.4% (25)	19.2% (46)	<b>49.6%</b> <b>(119)</b>	240
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	3.8% (9)	4.3% (10)	6.0% (14)	11.1% (26)	12.8% (30)	18.7% (44)	<b>43.4%</b> <b>(102)</b>	235
							<b>answered question</b>	<b>245</b>
							<b>skipped question</b>	<b>16</b>








### 13. Rank the availability of technical help.

		Response Percent	Response Count
Very Poor		6.7%	17
Poor		13.4%	34
<b>Average</b>		<b>22.1%</b>	<b>56</b>
Good		21.7%	55
Very Good		19.8%	50
Do not use		16.2%	41
<b>answered question</b>			<b>253</b>
<b>skipped question</b>			<b>8</b>

### 14. What is a reasonable amount of time it should take to hear back from ITS staff after leaving a “Help Call” message?

		Response Percent	Response Count
Within minutes		15.2%	37
<b>Within an hour</b>		<b>32.9%</b>	<b>80</b>
Within several hours		14.4%	35
That same day		28.4%	69
That same week		9.1%	22
<b>answered question</b>			<b>243</b>
<b>skipped question</b>			<b>18</b>

## 15. What is your overall satisfaction with ITS?

		Response Percent	Response Count
Very Dissatisfied		5.5%	14
Dissatisfied		9.4%	24
<b>Neutral</b>		<b>41.3%</b>	<b>105</b>
Satisfied		26.4%	67
Very Satisfied		17.3%	44
<b>answered question</b>			<b>254</b>
<b>skipped question</b>			<b>7</b>



**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

1	i have an apple and the software given is only for other computers. i couldnt do my hw at home	May 4, 2012 5:08 PM
2	My computer is old and cannot run newer versions of Adobe products which would be more productive. I am limping along with old software, but at some point it's going to stop working. Then I will need new hardware and software or I will not be able to do my job.	May 4, 2012 10:48 AM
3	I am coming to the end of my first semester at AVC. As I have been finding out about all the services available, I haven't found a problem with any of it yet!!	May 4, 2012 1:09 AM
4	Calls to campus to contact, or leave a voicemail message for, a person or department results in being connected to a NUMBER vs. an identified entity - unless the person/department is named in the recorded greeting. Without any confirmation that the number reached is actually the intended person/department, a caller will choose the Operator option rather than risk leaving a message at the "unnamed" extension via keypad entry. The Operators are always courteous and do an *outstanding* job. However, the wait in the queue for assistance is quite often unbelievably long due to the heavy call volume. (Access to the Campus Directory is dependent upon being online. Making business calls, whether from a location on or off campus, is not.) It seems one reasonable solution could be to have a name/identity *and* the number, included in the recorded greeting at each extension. Based on simple, step-by-step instructions, it should only take a few minutes for everyone who has an extension to record a greeting that includes their name and extension number to help ensure calls/messages are correctly routed. It would definitely make the keypad-entry option more attractive and reduce the number of calls the Operator has to manage. Thank you for asking.	May 3, 2012 10:57 PM
5	needs to be updated	May 2, 2012 4:28 PM
6	No internet services in the classrooms. Especially in BE 132. NIGHTMARE!!	May 2, 2012 10:12 AM
7	i'm nhot an office worker or teacher, somethings i can't get of hold on	May 1, 2012 4:00 PM
8	startup time is really slow and the sensors are a hassle. I suggest looking for alternatives	Apr 30, 2012 7:24 PM
9	n/a	Apr 30, 2012 4:06 PM
10	Palmdale has had a lot of internet problems. The equipment is outdated	Apr 30, 2012 4:05 PM
11	Computer equipment across campus is generally old and of poor performance. From what I have seen, only some machines have been upgraded to Windows 7, many are still on Windows XP. I guess I would sum up my answer by saying, the technology doesn't meet my needs because much of it is outdated.	Apr 30, 2012 2:00 PM
12	The Podcasts are often not available in a timely basis. The Tuesday lecture podcasts are usually available on Wednesday, which is wonderful. However, the Thursday podcasts are often not available until the following Monday, which is completely unacceptable. It is important to have them available for study over the weekend.	Apr 30, 2012 12:03 PM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

13	Some of the computers cannot read the USB keys	Apr 30, 2012 9:18 AM
14	It would be helpful if there was an internet connection in the classroom.	Apr 30, 2012 8:16 AM
15	we need more computers in classes	Apr 30, 2012 8:15 AM
16	If it is possible have WI-FI open for student or in public for student can have his homework or assignment work.	Apr 30, 2012 12:12 AM
17	Wish we had wifi on campus, it would make it a bit easier to do homework without having to wait for a computer.	Apr 29, 2012 12:33 PM
18	office computer takes a long time to boot up. I could go teach a class and come back before its up. Classroom software/computer does not run videos within powerpoint. not the latest software for office, can't always open attachments from other staff and students.	Apr 28, 2012 9:00 PM
19	The Internet could be faster and the equipment more efficient and up to date.	Apr 28, 2012 2:53 PM
20	campus wide free internet, WiFi.	Apr 28, 2012 2:33 PM
21	Sometimes the internet is slow. It would be nice to have WiFi, though. The student computers tend to restart themselves frequently.	Apr 28, 2012 12:22 AM
22	Some of the computer do not have the software I need to read the screen and it makes it really difficult to perform certain tasks.	Apr 27, 2012 2:25 PM
23	Avc blackboard does not always submit work i have done,therefore missing assignments that the instructor can not fix.	Apr 27, 2012 1:05 AM
24	The Learning Center computers need to be updated with Microsoft Office 2010.	Apr 26, 2012 11:12 PM
25	I think avc need wireless internet. How is it fair that SOAR high school has wireless internet but not the rest of the campus. Also i think its stupid that ITs will not let students use laptops of there own in classrooms.	Apr 26, 2012 6:28 PM
26	They should have computer in the classrooms	Apr 26, 2012 4:37 PM
27	System is slow & cumbersome.	Apr 26, 2012 1:19 PM
28	We need campuswide wi-fi.	Apr 26, 2012 12:59 PM
29	It would take a long time to explain all the issues. Let's start with email: often down, hard to attach files from off campus, once it is archived onto office harddrive no longer can access from off campus, mystery "drops" (messages that never go through), lack of access to formatting when sending an email, no easy way to check spam --- I have a gmail account, and often use that professionally, since I can't risk important messages from colleagues abroad going down the rabbit hole if the avc server is down.	Apr 26, 2012 12:59 PM
30	telephone does not work. IT sent application which only work on Windows computer.	Apr 26, 2012 11:53 AM
31	not within my area of need	Apr 26, 2012 10:43 AM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

32	IT support is horrible. IT staff are discourteous. All the equipment on campus is antiquated. How can projector & computers not be working properly & how come support is so poor?	Apr 26, 2012 10:31 AM
33	i am a student so i only use the computers in the lab for homework	Apr 26, 2012 9:58 AM
34	Need longer cords to move IT equipment for ergonomic fit.	Apr 26, 2012 9:30 AM
35	Need longer cords to move IT equipment for ergonomic fit.	Apr 26, 2012 9:30 AM
36	Usually the telephones at AVC are never answered and even if a voicemail is left, you never receive a call back.	Apr 26, 2012 9:14 AM
37	Campus WiFi is desperately needed	Apr 26, 2012 8:57 AM
38	Most of the time the professors don't leave a voice mail just email me, but some professors do not respond via email. The majority of the professors that I have do respond to email.	Apr 26, 2012 8:42 AM
39	Those areas of technology are for instructors. I do not like internet based services for the classroom.	Apr 26, 2012 7:36 AM
40	Some of the computers do not work in my math computer class in the SSV buildings, its hard to do your work when they don't work.	Apr 25, 2012 11:23 PM
41	Can never reach anyone in counseling office and never get a call back.	Apr 25, 2012 10:59 PM
42	Internet in classrooms is not readily available for students, which at other community colleges seems to be a standard, while at ours its viewed as an insult to expect wifi on campus. The student e-mail service, when it works, its awful. By not being able to port it into any other email provider such as Gmail it makes the whole system redundant and almost worthless.	Apr 25, 2012 9:37 PM
43	1) The projector on the "Smart Cart" that I use in the piano room for my Commercial Music Theory class is too old and won't focus properly. The entire cart needs to be updated and/or repaired = connections - AC plug - etc... I always use my own computer laptop for all my courses (for Powerpoint, Audio MP3's etc). The computer hookup in FA4-190 is improperly grounded. When I patch my Mac into the audio and projector systems, I get hum unless I have both the projector and the audio hooked up.	Apr 25, 2012 8:34 PM
44	No wireless to access blackboard or internet resources during lecture; computer and/or projector malfunctions require some instructors to bring in their OWN computers/equipment which is unacceptable; it would be nice to have a few dedicated computers for adjunct nursing faculty to use with internet access.	Apr 25, 2012 8:11 PM
45	PLEASE put in place WiFi on this campus. It is an incredible handicap to not have access. There are ways this can be safely done.	Apr 25, 2012 6:24 PM
46	N/A	Apr 25, 2012 5:23 PM
47	faster computer, updated the email server, ease of knowing when classes are cancelled by text, or email faster.	Apr 25, 2012 5:08 PM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

48	Minor problems with simulation software in TE1-105	Apr 25, 2012 4:34 PM
49	when i leave a voicemail i never get a call back	Apr 25, 2012 4:19 PM
50	APL Computer Lab needs more teachers or substitutes so that it doesn't have to close when a teacher can't make it.	Apr 25, 2012 4:07 PM
51	Still need more basic computer training with changing software. Classroom computers need a good cleaning for the dust.	Apr 25, 2012 3:43 PM
52	I am in a trailer without any connectivity	Apr 25, 2012 3:38 PM
53	WIFI is necessary in todays technology level! school is slacking	Apr 25, 2012 3:04 PM
54	speaker phone would be nice.	Apr 25, 2012 2:50 PM
55	The classroom computer.... the clicker ONLY lets you use powerpoint. I do not have powerpoint, and therefore cannot use the clicker for my presentations. It is very inconvenient and some what excusionary to low income students with very basic computers (which do not include powerpoint).	Apr 25, 2012 2:37 PM
56	from my experience so far. all services that I have used. including computer, printer, tutors, and library have been of great help to me.	Apr 25, 2012 2:26 PM
57	N/a	Apr 25, 2012 2:07 PM
58	In the classroom, I often cannot open Power Points as the computer does not recognize me as a user; in my office, I cannot hold online office hours for my online students as the computer does not support current versions of Java.	Apr 25, 2012 1:53 PM
59	Office computers don't always work up to speed. Email and accessibility is not always what it should be. The computers shutting down is unacceptable. Any time one walks away and the computer goes to sleep one should not have to make sure that everything is saved. One can not always make sure as you may be only walking away for a minute that turns into longer. Files then go offline.	Apr 25, 2012 1:33 PM
60	in my class there is no internet for the computer i lecture with. The computer in my office is outdated and very slow.	Apr 25, 2012 1:22 PM
61	In class, we are sometimes not able to enter certain websites due to restrictions. I understand why this may be, but, I also think that the computers should allow teachers to have access to those certain sites only during class time, for school purposes. Also, the powerpoint projecting machine tends to not work in our class as well. I think if students had what they needed to access, it would facilitate success to an extent. But, I do like some restrictions that are already put in our computers.	Apr 25, 2012 1:22 PM
62	Classroom computers that were updated to Windows 7 lost functionality. The computers need to be replaced with computers that will provide full functionality with the new operating system.	Apr 25, 2012 12:46 PM
63	It would be nice to be able to open instructor resources such as test banks at the college. It looks like we are going to chrome for search. we should discontinue internet explorer.	Apr 25, 2012 12:37 PM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

64	Printing!!!! The current printing systems for students in the library, open computer rooms and Learning Center are ridiculous. Buying a print card for a dollar is ridiculous, because most students will probably forget it or lose it. Furthermore, the card is shaped unusually. It is too long to fit in a wallet, but shorter than other cards. If we could add funds to our IDs we would not need an additional a card. The machines only accept \$1 bills. The machines are normally broken or eats my dollar. A new system needs to be invested in.	Apr 25, 2012 12:34 PM
65	Software for Mathematica was not able to use in office as well as Lab for students.	Apr 25, 2012 12:31 PM
66	Office computer still requires administrator rights to get updates for programs such as adobe. Some webinars require administrator rights to access (I did not know this until the time of the webinar and then missed the presentation). Classrooms in APL better but still have issues with projector at times and speakers (audio) very often. There is no internet access in T503/T502 and classes are held there at times.	Apr 25, 2012 12:29 PM
67	For many years we have had trouble with wireless network connectivity in the lab. It is unreliable.	Apr 25, 2012 12:26 PM
68	The ASO office computers do not have the softwear that i need to properly do my job. Publisher never works (the words print out all jumbled) and the clip art selection is minimul.	Apr 25, 2012 12:16 PM
69	The my avc website is very confusing to me. I still have to ask friends how to register for my classes. And avc needs wifi available for students!!!!!!	Apr 25, 2012 12:09 PM
70	n/a	Apr 25, 2012 12:03 PM
71	none	Apr 25, 2012 11:36 AM
72	The main issue is connectivity and speed with regard to my office computer. The computer is slow on the boot-up and can be overwhelmed if too much is on the screen and slows down. I could also use a little more control over the programs, although I understand why this area is limited.	Apr 25, 2012 11:18 AM
73	I teach in APL 208 which had internet that stopped working. Though I called several times the problem has not been fixed though it has been months since I first reported the problem. I cannot install the texbook support materials on my office computer. I only have Adobe reader but I need Adobe pro which I cannot install myself.	Apr 25, 2012 11:11 AM
74	n/a	Apr 25, 2012 11:04 AM
75	slow internet, sometimes can't open email, internet won't let me visit sites I need to do my job etc	Apr 25, 2012 10:56 AM
76	Needs are met to a minimum, there are so many things that can be better, much better. You know we are about 10 years behind the rest of the world.	Apr 25, 2012 10:50 AM
77	Thin clients are worthless for student usage. I have to install my software every class session on the instructor's computer. Computer is way, way too slow.	Apr 25, 2012 10:35 AM



**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

78	Wireless	Apr 25, 2012 10:28 AM
79	VERY DIRTY CLASSROOMS! OLD EQUIPMENT	Apr 25, 2012 10:28 AM
80	The ASO office and library computers don't have essential programs such as excel and powerpoint. The AVC email is unreliable and unsafe. Many times when I log into my avc on a school computer I have complete access to another person's emails.	Apr 25, 2012 10:24 AM
81	I have been trying to get someone to explain how to get SPSS for years. Now we have a research methods class in sociology and we still don't have this available to use. Yet there are administrative units on this campus that do have it.	Apr 25, 2012 10:12 AM
82	Don't have the based services	Apr 25, 2012 10:07 AM
83	Projectors usually have problems	Apr 25, 2012 10:06 AM
84	Classroom computer TE2-120 is so slow and unresponsive since the system upgrade it is basically useless. It does not read all thumb drives and does not recognize Instructor provided wireless mouse. Software in the classroom is shakey at best to operate and access information. Office software does not allow access to some documents from the college and outside sources due to compatibility. Restrictions on the system does not allow for the necessary free updates to be added to fix the problem. I fully realize the need for security but if the ITS group isnt getting it done then the faculty are dead in the water.	Apr 25, 2012 10:06 AM
85	I have old equipment.	Apr 25, 2012 10:05 AM
86	In my chinese class, the blackboard has several problems within the online homework assignments. It is much better than for my art history which is terrible on my blackboard problems, I am not able to access the power point texts and pictures at all on several computers and it does not work very well on my brand new nook tablet either. although the pictures come up, it isn't letting me zoom in and really observe details like it should. I attempted this on my boyfriend's samsung tablet and it will not let me access the blackboard info on that tablet very well either. On the Vista computers I attempted to access the powerpoint info , it did not allow access either to the power programs but it would allow the blackboard to open. On the chinese learning programs, back to that: I am not the only student from this class that has experienced correct and incorrect answers to go in the system correctly. Also the online homework in different lessons has just stopped and not allowed to procede with the assignment, a red line pops up. Another option to blackboard might be necessary OR at least send in some professional trouble shooters ASAP.	Apr 25, 2012 9:53 AM
87	sometimes the computers , for the teachers do not work	Apr 25, 2012 9:43 AM
88	It is frustrating to not have free wifi on the campus. The only wifi students can use is in the Cafeteria and it cost money. Even if you pay for the service the signal does not reach most of the campus.	Apr 25, 2012 9:36 AM
89	no comment	Apr 25, 2012 9:35 AM
90	Email is not reliable and the online interface for retrieving messages is difficult to	Apr 25, 2012 9:34 AM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

	use.	
91	Server is slow at times. I would like some additional software to manage specific needs in my office.	Apr 25, 2012 9:33 AM
92	many times the voicemail system does not work well for the teachers on campus	Apr 25, 2012 9:28 AM
93	It would be great and just more efficient if all our computers are upgraded to Windows XP, so that we are all comparable. I believe only two of us in the office have Windows XP. In the meantime, we can wait patiently (there's no rush).	Apr 25, 2012 9:25 AM
94	not able to use adobe pdf, has been reinstalled but still having issues, getting another computer soon. Phones need to be updated with headset for mobility and be able to answer and hang up phone from headset. also would like the ability to update programs without having to call and wait for its	Apr 25, 2012 9:25 AM
95	I need more memory for e-mail storage.	Apr 25, 2012 9:21 AM
96	no wifi for students.	Apr 25, 2012 9:18 AM
97	There are some computers in the classroom that 1, the motion detectors have been knocked off and bypassed. 2, Some when started back up a sign comes on that says this computer will shut down and install automatically in x amount of minutes. the student using it might be in the middle of a test and lose all of the info. when it re starts. This happens in room 108 of TE7 as well as the computer lab in TE7. I should have reported it sooner but I did not, sorry. There is also 1 whole row of Computers in the computer lab in TE7 that has not had any power for quite a while. I should have reported it and didn't again, sorry.	Apr 25, 2012 9:05 AM
98	For my POLS 101 class, we had a lot of issues with our projector. My teacher was amazing and worked around it, but otherwise we would've missed out on a lot	Apr 25, 2012 9:03 AM
99	need each classroom to have all services available to instructor	Apr 25, 2012 8:56 AM
100	The software on the office computers aren't the same edition making it difficult to share files / documents. Same with the rest of the campus, i.e. Window 97 vs Windows 2010. My computer is SLOW, SLOW, SLOW.	Apr 25, 2012 8:53 AM
101	There aren't enough programs on the classroom computers (such as microsoft word) for me to use at school. Also, I am not able to access it at all times.	Apr 25, 2012 8:52 AM
102	Sometimes the classroom equipment didn't work or worked but didn't work properly.	Apr 25, 2012 8:49 AM
103	computer software	Apr 25, 2012 8:37 AM
104	student computers need to be upgraded	Apr 25, 2012 8:31 AM
105	none	Apr 25, 2012 8:30 AM
106	I would greatly appreciate wi-fi on campus.	Apr 25, 2012 8:19 AM
107	Behind in Microsot Office; still have 2007.	Apr 25, 2012 8:08 AM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

108	When I'm not able to check email at school i would like to check it from my phone and i cant do that. i'v checked with the phone company and it is the school issue. also there should be computer labs during class to help with students in writing classes.	Apr 25, 2012 8:06 AM
109	do not like the functionality of firefox	Apr 25, 2012 8:05 AM
110	My office computer (laptop), which is now 6 or so years old, needs to be upgraded. It is very slow. For awhile now at the beginning of the semester we have had "deep-freeze-thaw" issues on student computers. (They constantly shut down and restart, which makes it difficult for students to complete work.)	Apr 25, 2012 8:00 AM
111	We need WIFI, and the there should be more working DSS computers; we are no where near our 10% mandated requirement in the classrooms and labs.	Apr 25, 2012 7:59 AM
112	We love our Big Teddybear Geary	Apr 25, 2012 7:56 AM
113	Telephone system is BAD. Fax does not work most of the time.	Apr 25, 2012 7:28 AM
114	Calling the help desk was a waste of time. No help provided.	Apr 25, 2012 7:25 AM
115	1) Our email is HORRIBLE, at least a 20-year-old design. I have worked in corporate America and education for more than 20 years, and this is the worst email system I have ever seen. There is NO reason we should not be migrating to Outlook or something similar, other than an adequate firewall. The attachment process is horrible and slow, everything about this system is outdated and inadequate. 2) We cannot download benign programs for simple applications because they are blocked. 3) No wireless on campus. Why is this? How is this possible? Most campuses are fully wireless everywhere on campus. 4) Telephone: why can't we have handsfree phones, so we can work and talk. There is so much more, but this is a start.	Apr 25, 2012 7:14 AM
116	Classroom equipment is unreliable, especially sound and streaming from online sources. classroom equipment is inconsistent from one room to another, meaning that you must prep differently for the same class in different rooms, have back up plans, and so forth. Need more voicemail capacity, more ability to install appropriate software on the computers.	Apr 25, 2012 6:59 AM
117	There have been far too many failures of e-mail in the last few years. Security breaches aren't noticed by ITS quickly allowing problems to spin out of control. Staff is unavailable evenings and weekends to deal with serious problems/network failures. In the past, staff were called in over weekends to deal with problems. We are receiving less service from ITS than ever before.	Apr 25, 2012 6:53 AM
118	A new laptop would be nice. I'm on the 5th year with this one.	Apr 25, 2012 6:43 AM
119	I would like a Grade Machine Software	Apr 25, 2012 6:34 AM
120	We have classrooms that do not have internet access in APL building. They need it.	Apr 25, 2012 6:28 AM
121	More memory for email.	Apr 25, 2012 6:18 AM
122	knترنت	Apr 25, 2012 6:14 AM

**Q3. If some areas of technology don't meet your needs, please explain the deficiency.**

123	The instructor stations n the classroom are pathetic at best. Too often the computers take too long to turn on, the equipment looks like a jumble pile of junk, and the software fails to update properly, or updates in the middle of a lecture.	Apr 25, 2012 6:07 AM
124	BE248 wouldn't let me log in and use the DVD player with the correct name/password. It is an ongoing problem I am told. The email deletion system is abominable. For a while, the phone and message system was off more than on--I don't use it.	Apr 25, 2012 3:51 AM
125	Classroom equipment- so many of the rooms are BURNING hot! the thermostat said 91 degrees for the past two weeks! can we please do something??	Apr 25, 2012 3:23 AM
126	not enough computers for students. outdated software. network slow or not working.	Apr 25, 2012 2:48 AM
127	There isn't voicemail.	Apr 25, 2012 2:45 AM
128	Outdated	Apr 25, 2012 1:43 AM
129	no comment	Apr 25, 2012 12:59 AM
130	calls don't get responded	Apr 25, 2012 12:47 AM
131	I have never been given a username or password to access school computers. The multimedia systems in every class room I have ever been in all need repairs, none of them function 100%.	Apr 25, 2012 12:46 AM
132	MyAVC is unreliable.	Apr 25, 2012 12:31 AM
133	The computer lab hours are not available when I need them. It's difficult to meet lab hour requirements when lab hours are so limited. Lab hour requirements should be decreased or lab hours should be increased.	Apr 25, 2012 12:22 AM
134	Not enough open lab time/days in the darkroom for all the different classes I have.	Apr 25, 2012 12:16 AM



**Q5. If you answered "Yes" to question 4, please explain your technical training needs.**

1	I am always looking to enhance my knowledge of certain applications. So far, I've found the training offered by Greg very useful. Please keep the training coming. It would also be great to be able to have training via CCC Confer in the summer when I'm not on campus.	May 4, 2012 10:48 AM
2	better understanding of the computers and my phone	May 1, 2012 4:00 PM
3	continued shore tel training	May 1, 2012 9:25 AM
4	Blackboard, powerpoint	Apr 30, 2012 8:16 AM
5	could use more Bb training and telephone training.	Apr 28, 2012 9:00 PM
6	R.N.	Apr 28, 2012 2:33 PM
7	N/A	Apr 28, 2012 12:22 AM
8	Blackboard	Apr 27, 2012 5:58 PM
9	To have more knowledge of computers since I work for learning Center	Apr 26, 2012 11:12 PM
10	provide my own	Apr 26, 2012 11:53 AM
11	Word Excel Power Point	Apr 26, 2012 9:30 AM
12	Word Excel Power Point	Apr 26, 2012 9:30 AM
13	I do not know how to do Powerpoint or use it.	Apr 26, 2012 7:00 AM
14	knowing different programs	Apr 25, 2012 8:17 PM
15	Windows 7, Internet Search, Blackboard, MyAVC Navigation	Apr 25, 2012 5:23 PM
16	how to make the projector work to show power point presentations	Apr 25, 2012 3:49 PM
17	See above	Apr 25, 2012 3:43 PM
18	I have to take a computer class for my major (CSUN Geophysics)	Apr 25, 2012 2:37 PM
19	N/a	Apr 25, 2012 2:07 PM
20	sharpen skills on excel, spreadsheet, and powerpoint.	Apr 25, 2012 1:43 PM
21	I think ongoing training should be done on blackboard and the myAVC, especially since we are going to a new version of blackboard. Training for the new version should be done ahead, also for the new email. Training should be offered at repeated at different times. Or maybe survey for topical needs and offer at a time convenient for a group.	Apr 25, 2012 12:37 PM
22	I don't know how to access my voice mail and I have no idea how to use my personal printer.	Apr 25, 2012 12:16 PM
23	Training in blackboard	Apr 25, 2012 12:04 PM

**Q5. If you answered "Yes" to question 4, please explain your technical training needs.**

24	computer skills	Apr 25, 2012 12:03 PM
25	Could use instruction in Windows 7 and MS Word 2010	Apr 25, 2012 11:08 AM
26	na	Apr 25, 2012 11:04 AM
27	The training provided now is way to long and extremely boring. It is basically a blah, blah, blah....type of session. We need actual training, where we practice what we are learning. So, do not ask "why they do not learn?".	Apr 25, 2012 10:50 AM
28	Add'l training on Shoretel. Anne believes we are not using it to its fullest capability.	Apr 25, 2012 10:25 AM
29	Using Access, creating population selections in Banner.	Apr 25, 2012 10:09 AM
30	The lab for computer art has had severly CUT hours. This is counterproductive for my required lab hours to be completed. Please allow Saturdays again. Budget cuts for the art dept. are unreasonably unfair. Try cuts in the overpaid upper faculty and other sensible cuts if cuts are necessary.	Apr 25, 2012 9:53 AM
31	Blackboard. Need workshops for hands-on rather than just demonstrations.	Apr 25, 2012 9:37 AM
32	More advanced Excel training, Access training.	Apr 25, 2012 9:33 AM
33	I am not completely computer savy, and I could use some general training.	Apr 25, 2012 9:05 AM
34	really BASIC computer. I am 67 and need help on some of the most basic uses	Apr 25, 2012 8:56 AM
35	As new systems are installed or updated-training should be provided.	Apr 25, 2012 8:54 AM
36	Banner, Adatastra, web page maintenance	Apr 25, 2012 8:53 AM
37	more updated programs	Apr 25, 2012 8:37 AM
38	SARS	Apr 25, 2012 8:31 AM
39	n/a	Apr 25, 2012 8:30 AM
40	Better SARS training.	Apr 25, 2012 8:22 AM
41	Further training in Office 2010 and creating videos for online education	Apr 25, 2012 8:01 AM
42	Desire to learn more about information technology.	Apr 25, 2012 7:59 AM
43	I have technical training needs, but get them from the High Tech Center in Cupertino, and on-line, but my situation is unique, so I'm satisfied with the training I am able to get; we do need our technical trainer, but not for the needs I have.	Apr 25, 2012 7:59 AM
44	I need help with software.	Apr 25, 2012 6:53 AM
45	some network software operations	Apr 25, 2012 2:48 AM
46	The darkroom needs to be updated with better plumbing so that all the sinks	Apr 25, 2012 12:16 AM

**Q5. If you answered “Yes” to question 4, please explain your technical training needs.**

work so it can be used properly and to it's fullest extent. We pay for the darkroom and we should be able to use it~!





**Q10. If you answered "Other" to question 10, please explain.**

1	n/a	Apr 30, 2012 4:06 PM
2	do not use one.	Apr 30, 2012 4:05 PM
3	watch DVD for preview	Apr 28, 2012 9:00 PM
4	Homework	Apr 28, 2012 12:22 AM
5	As adjunct instructor, I don't have a district provided computer	Apr 27, 2012 5:58 PM
6	We deal in digital visual media. IT is necessary only for server uses.	Apr 26, 2012 11:53 AM
7	Do you mean - question 9 - even your surveys have errors. Come on people.	Apr 26, 2012 10:31 AM
8	i am a student so i only use the computer in the lab or library to do my homework	Apr 26, 2012 9:58 AM
9	Don't have a computer as an adjunct	Apr 25, 2012 8:11 PM
10	That question assumes the assignment of a district computer.	Apr 25, 2012 6:24 PM
11	Management of Department	Apr 25, 2012 5:23 PM
12	Teachers retirement's reports, RAD reports, LLL reports, Labor reports, and Los Angeles county system HRS.	Apr 25, 2012 3:45 PM
13	Students are not given a computer. Sure would be nice : )	Apr 25, 2012 2:37 PM
14	N/a	Apr 25, 2012 2:07 PM
15	Do not use	Apr 25, 2012 10:51 AM
16	online seminars, Webex, online meetings.	Apr 25, 2012 10:50 AM
17	demonstrations for students	Apr 25, 2012 10:35 AM
18	??	Apr 25, 2012 10:06 AM
19	Need to be able to access, load and uses Photoshop and corall draw programs to develop Class presentations and documents	Apr 25, 2012 10:06 AM
20	What is a district computer?	Apr 25, 2012 10:01 AM
21	JCREATOR	Apr 25, 2012 9:53 AM
22	The learning center could use some funding in the math dept. Please heed advise of math dean for this matter.	Apr 25, 2012 9:53 AM
23	Use computer in Palmdale computer lab, because I don't have a computer at home. Need to do homework.	Apr 25, 2012 9:37 AM
24	Interaction with the Pearson My HVAC Lab.	Apr 25, 2012 9:05 AM
25	n/a	Apr 25, 2012 8:30 AM

**Q10. If you answered "Other" to question 10, please explain.**

26	I'm in the Newspaper Production class, so we constantly use our computers to look up material for articles, email contacts, and layout our newspaper on InDesign.	Apr 25, 2012 8:19 AM
27	I don't use it	Apr 25, 2012 8:09 AM
28	Video creation, podcast creation	Apr 25, 2012 8:01 AM
29	I also use the computer to produce braille handouts and books for students	Apr 25, 2012 7:59 AM
30	n/a	Apr 25, 2012 6:47 AM
31	Presentation of Lessons and class demonstrations.	Apr 25, 2012 6:34 AM
32	Webinar access	Apr 25, 2012 6:28 AM
33	I do not use one. Ever.	Apr 25, 2012 3:51 AM
34	preparation of presentations, modeling.	Apr 25, 2012 2:48 AM
35	I don't have one of those.	Apr 25, 2012 12:31 AM
36	Photo edditng in Photoshop5 which needs to be upgraded to photoshop6.	Apr 25, 2012 12:16 AM