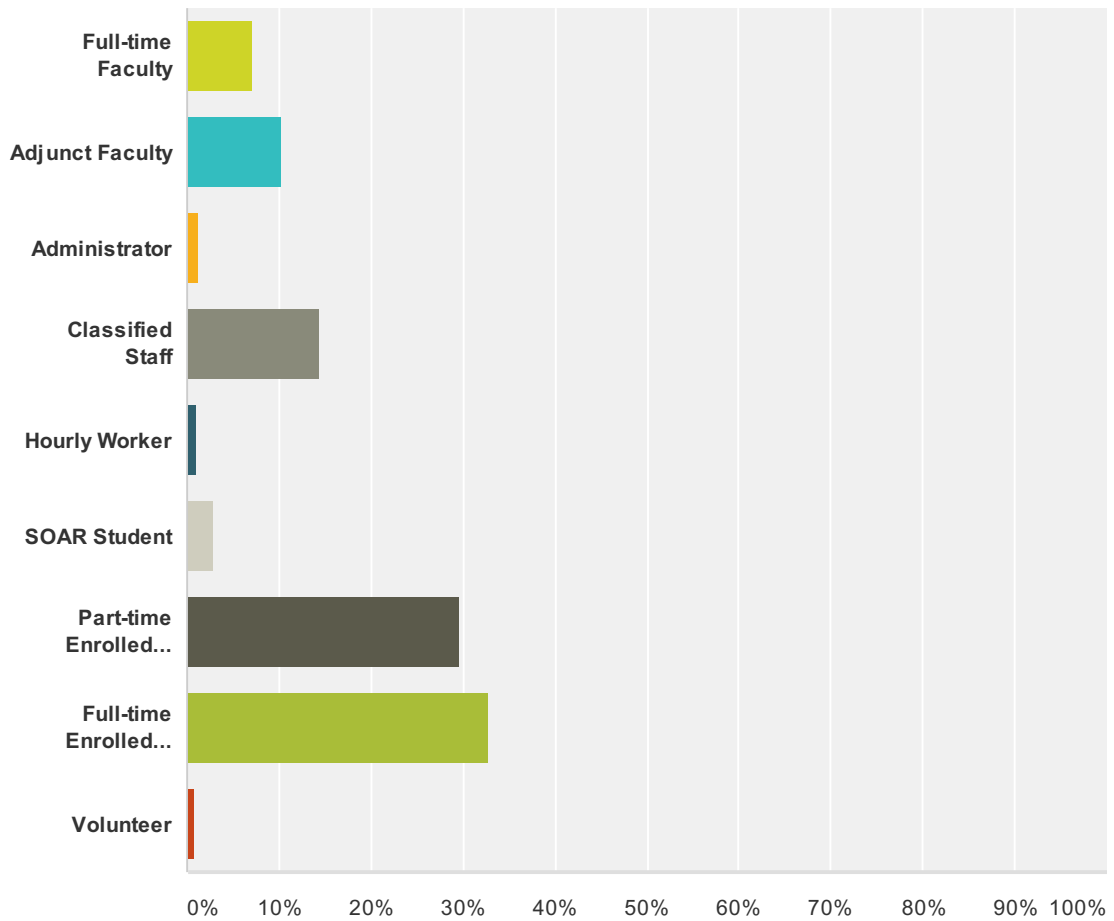


### Q1 Which best describes your role at AVC?

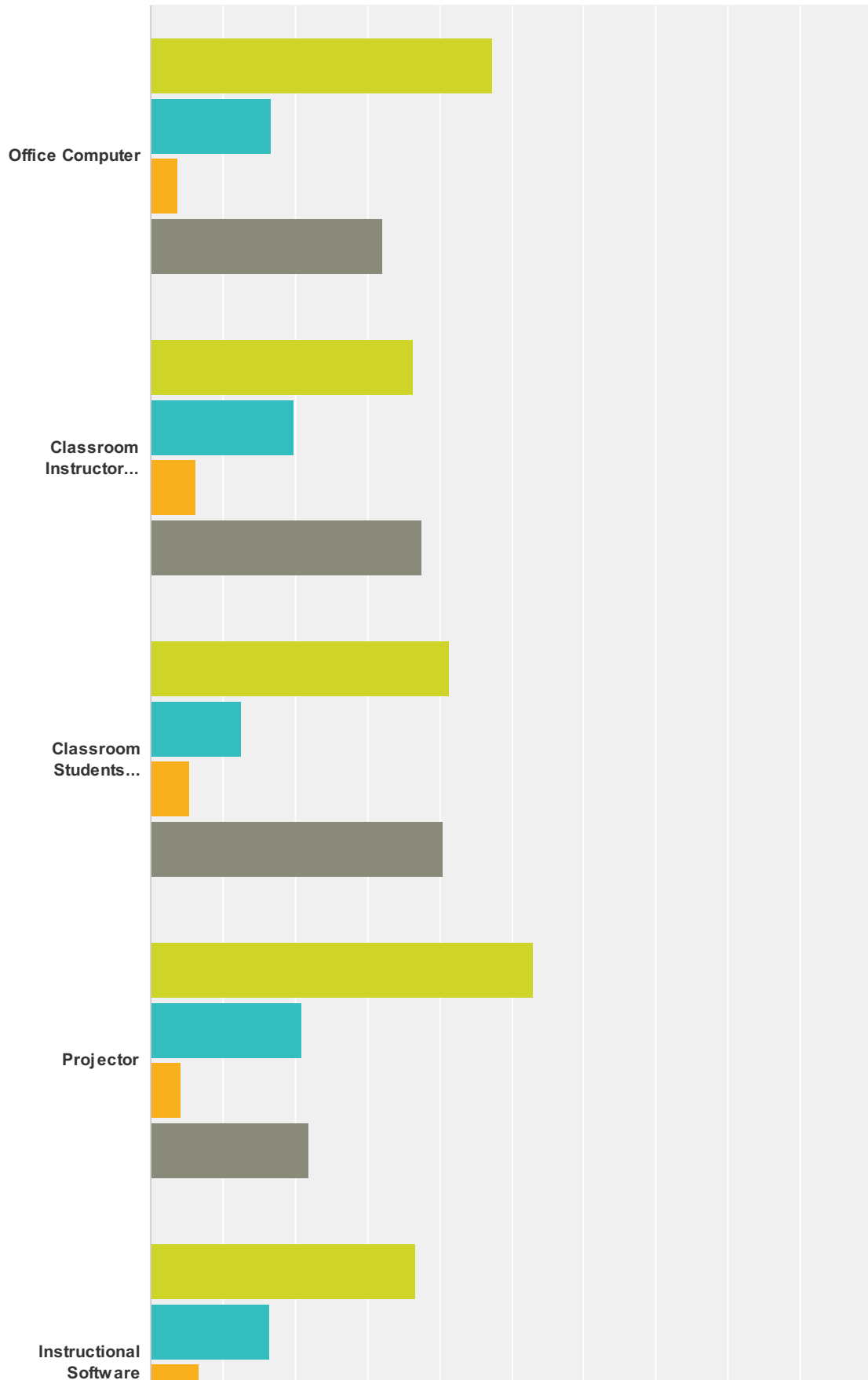
Answered: 384 Skipped: 0



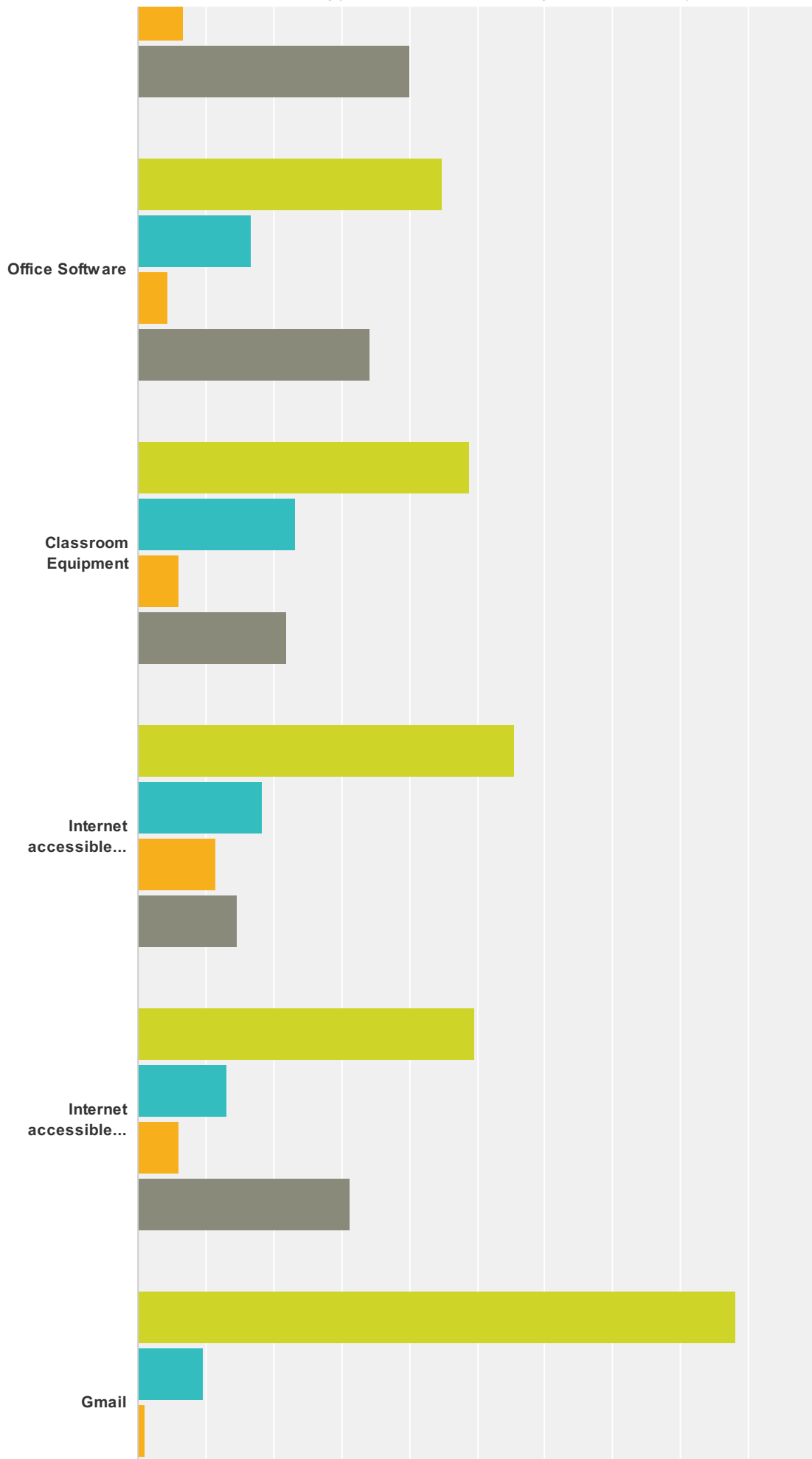
Answer Choices	Responses
Full-time Faculty	7.03% 27
Adjunct Faculty	10.16% 39
Administrator	1.30% 5
Classified Staff	14.32% 55
Hourly Worker	1.04% 4
SOAR Student	2.86% 11
Part-time Enrolled Student (less than 12 units)	29.69% 114
Full-time Enrolled Student (12 units or more)	32.81% 126
Volunteer	0.78% 3
<b>Total</b>	<b>384</b>

## Q2 Does the technology available to you on campus meet your needs?

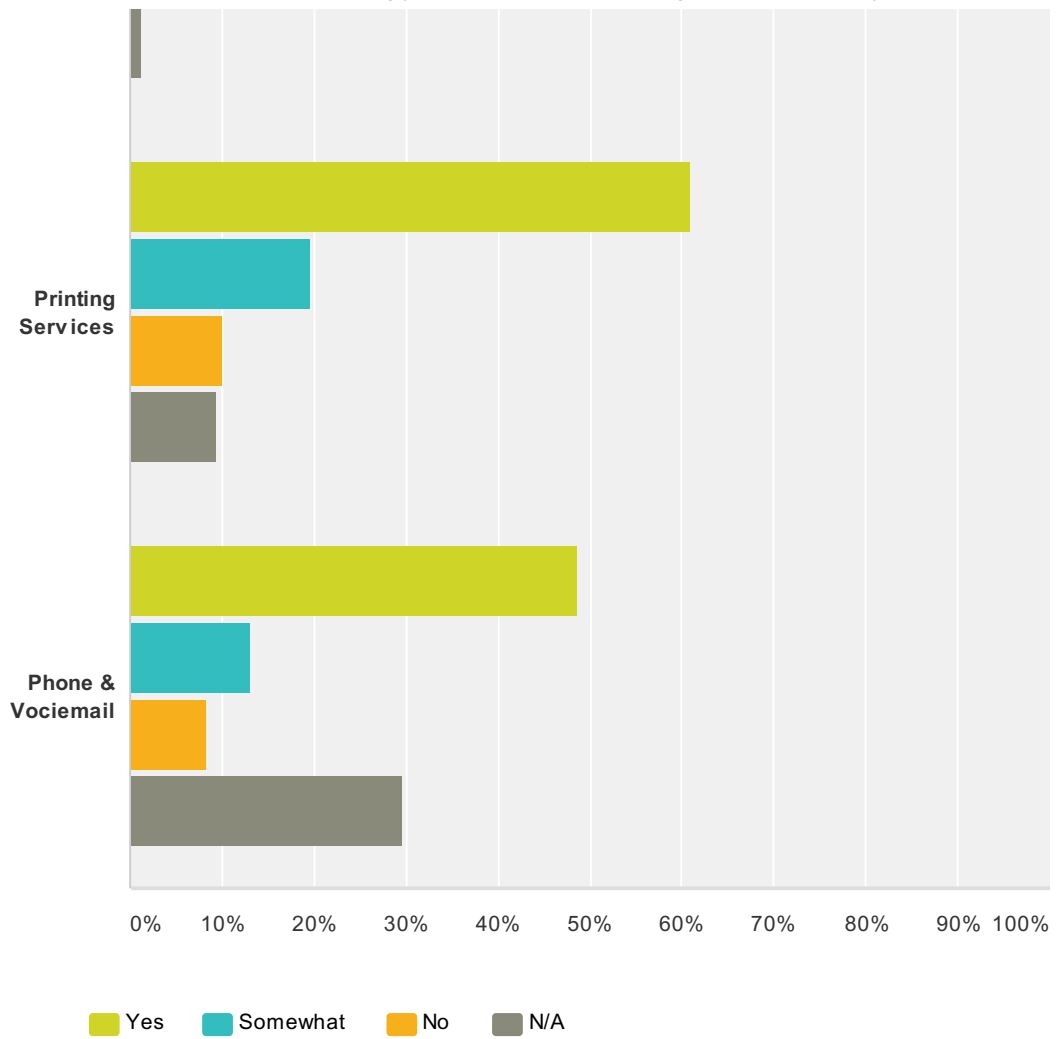
Answered: 383 Skipped: 1



# Information Technology Services -- Spring 2014 Survey



# Information Technology Services -- Spring 2014 Survey



	Yes	Somewhat	No	N/A	Total
Office Computer	47.48% 179	16.71% 63	3.71% 14	32.10% 121	377
Classroom Instructor Computer	36.31% 134	19.78% 73	6.23% 23	37.67% 139	369
Classroom Students Computer	41.42% 152	12.53% 46	5.45% 20	40.60% 149	367
Projector	52.99% 195	20.92% 77	4.08% 15	22.01% 81	368
Instructional Software	36.81% 134	16.48% 60	6.59% 24	40.11% 146	364
Office Software	44.81% 164	16.67% 61	4.37% 16	34.15% 125	366
Classroom Equipment	48.91% 179	23.22% 85	6.01% 22	21.86% 80	366
Internet accessible services in classrooms/labs	55.49% 202	18.41% 67	11.54% 42	14.56% 53	364
Internet accessible services in office	49.59% 182	13.08% 48	5.99% 22	31.34% 115	367
Gmail	88.06% 332	9.55% 36	1.06% 4	1.33% 5	377

## Information Technology Services -- Spring 2014 Survey

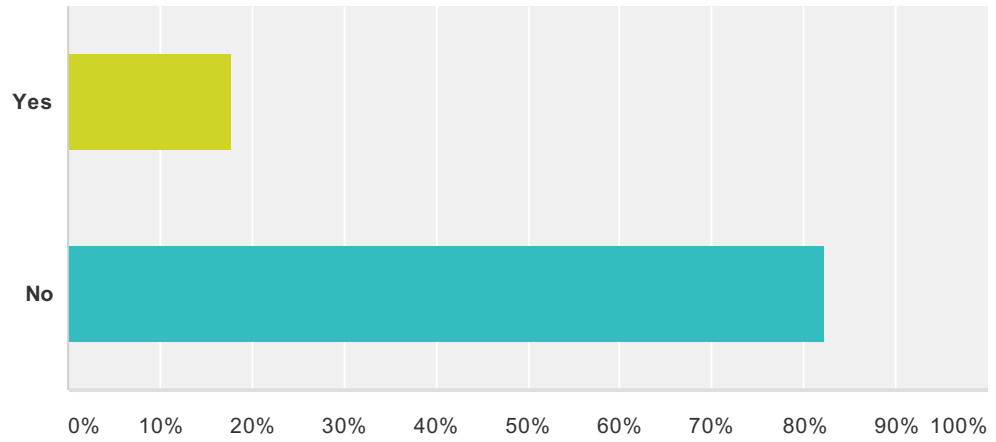
Printing Services	<b>60.92%</b> 226	<b>19.68%</b> 73	<b>9.97%</b> 37	<b>9.43%</b> 35	371
Phone & Vociemail	<b>48.65%</b> 180	<b>13.24%</b> 49	<b>8.38%</b> 31	<b>29.73%</b> 110	370

**Q3 If you answered "No" to any of the above areas of technology, please explain the deficiency:**

Answered: 115 Skipped: 269

### Q4 Do you have technical training needs?

Answered: 384 Skipped: 0



Answer Choices	Responses	
Yes	17.71%	68
No	82.29%	316
<b>Total Text</b>		<b>384</b>

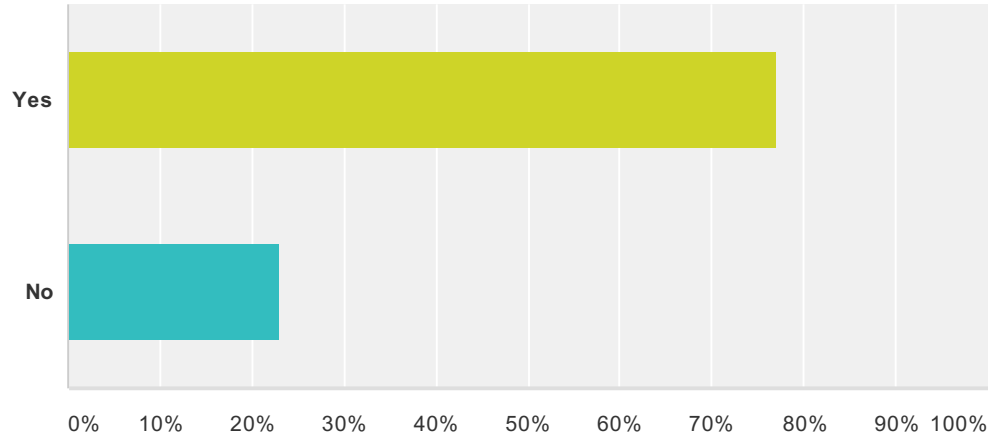
**Q5 If you answered “Yes” to having technical training needs, please explain your needs.**

Answered: 60 Skipped: 324



**Q6 If self-paced online tutorials were available to you on campus for personal & professional skill development, such as Lynda.com, Atomic Learning, or SkillPort, would you utilize them?**

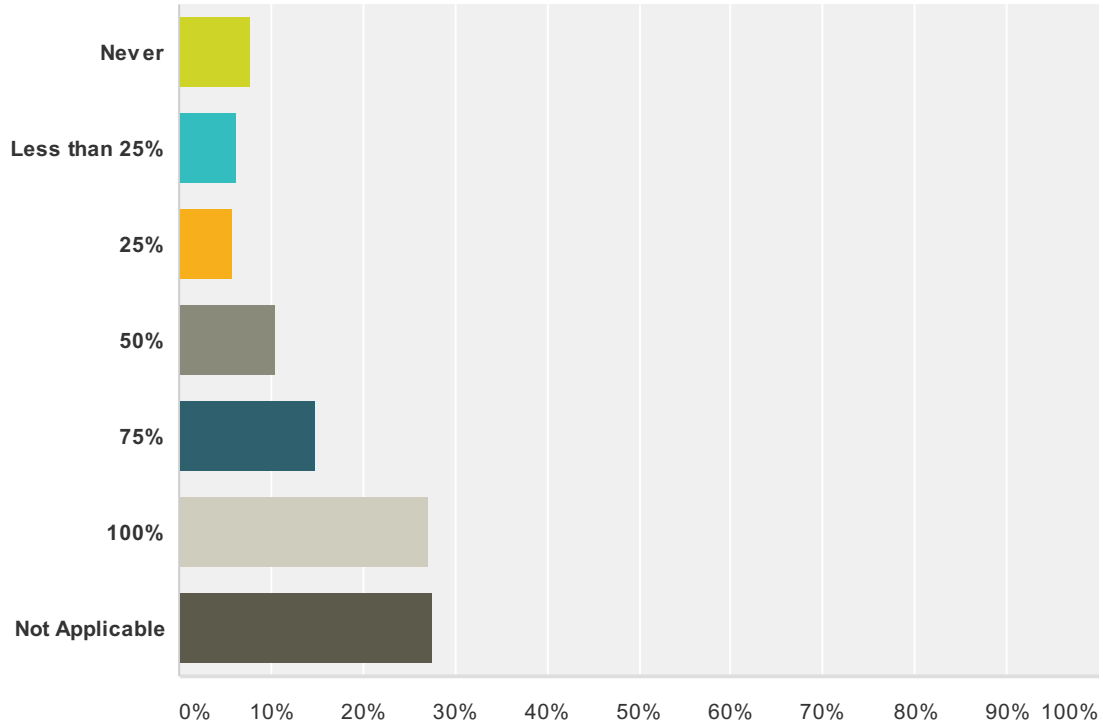
Answered: 371 Skipped: 13



Answer Choices	Responses
Yes	77.09% 286
No	22.91% 85
<b>Total</b>	<b>371</b>

**Q7 How frequently do you have need of a 'Smart Classroom' (i.e., a classroom with instructor's station, projector, internet access, speakers and multi-media capacity)?**

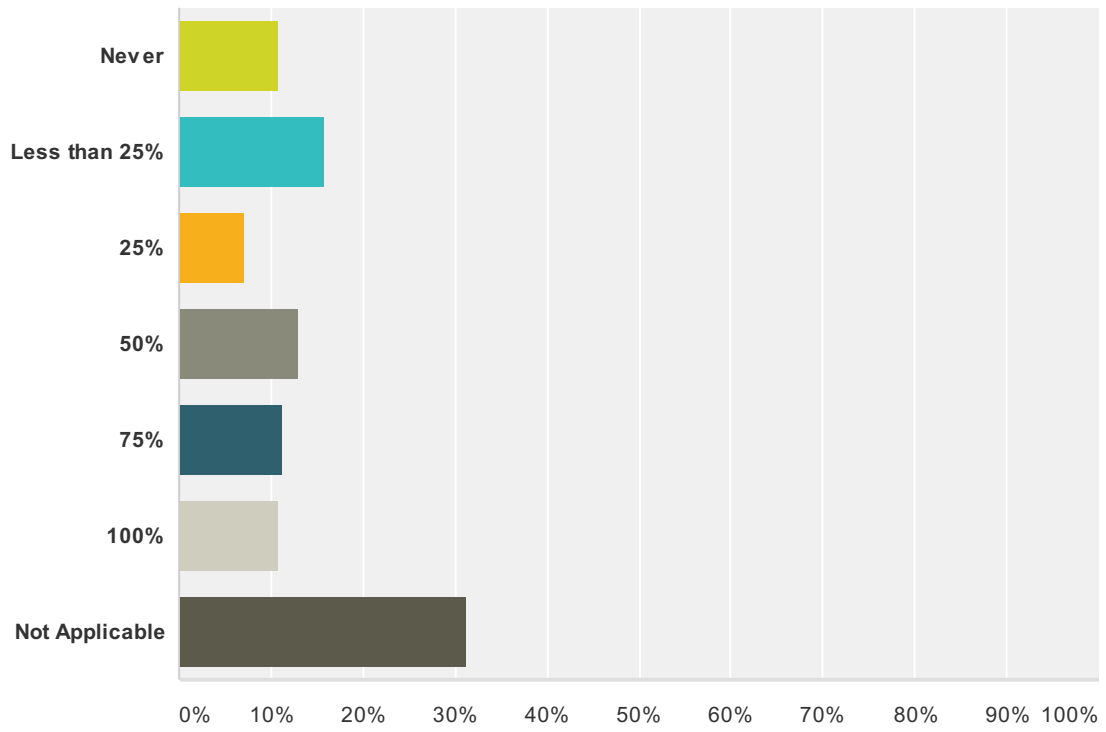
Answered: 371 Skipped: 13



Answer Choices	Responses	
Never	7.82%	29
Less than 25%	6.20%	23
25%	5.93%	22
50%	10.51%	39
75%	14.82%	55
100%	27.22%	101
Not Applicable	27.49%	102
<b>Total</b>		<b>371</b>

### Q8 How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

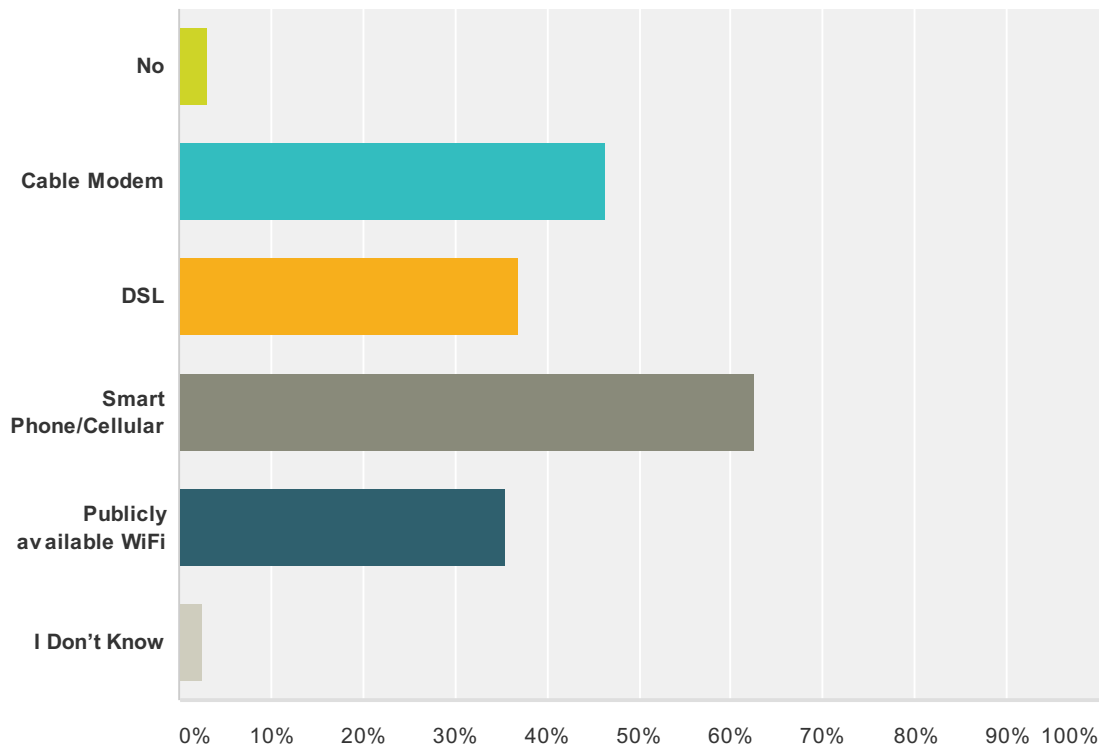
Answered: 371 Skipped: 13



Answer Choices	Responses
Never	10.78% 40
Less than 25%	15.90% 59
25%	7.01% 26
50%	12.94% 48
75%	11.32% 42
100%	10.78% 40
Not Applicable	31.27% 116
<b>Total</b>	<b>371</b>

### Q9 Do you have internet access off campus? If so, please select all that apply:

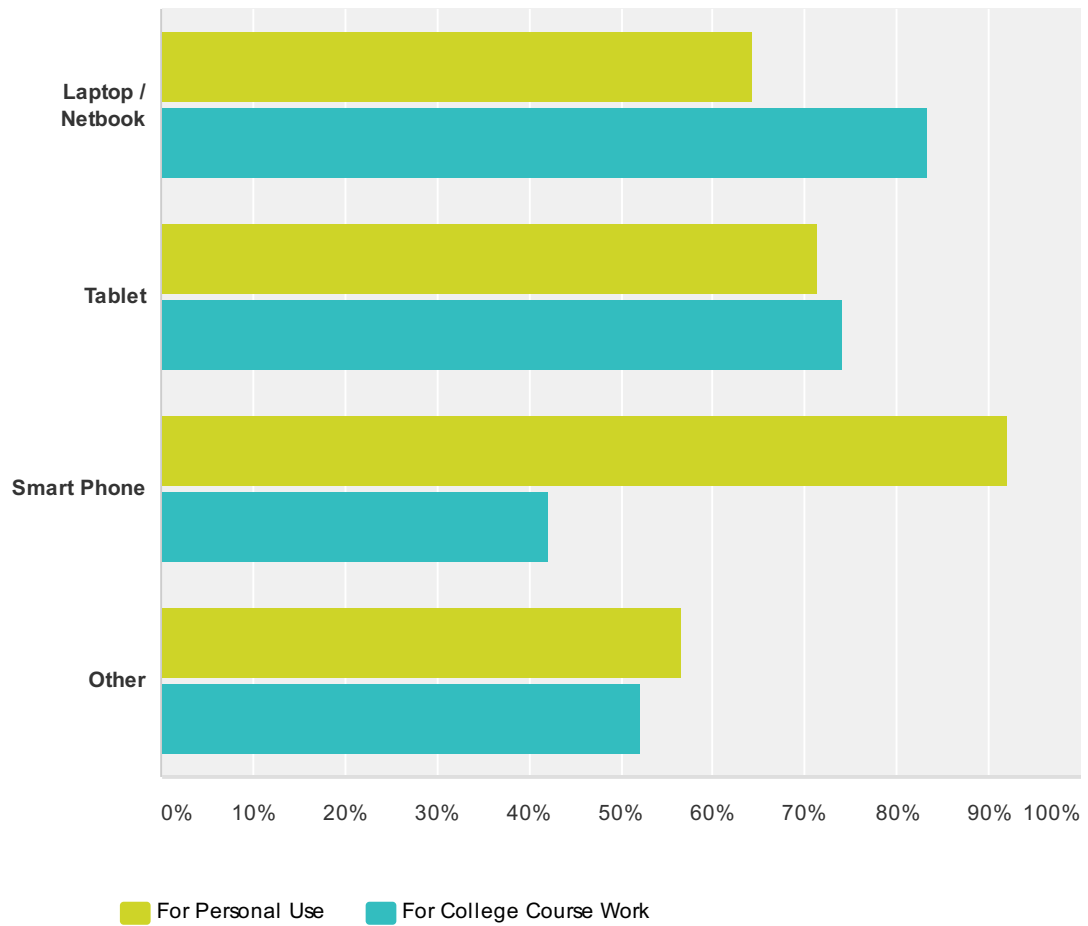
Answered: 371 Skipped: 13



Answer Choices	Responses
No	3.23% 12
Cable Modem	46.36% 172
DSL	36.93% 137
Smart Phone/Cellular	62.53% 232
Publicly available WiFi	35.58% 132
I Don't Know	2.43% 9
<b>Total Respondents: 371</b>	

### Q10 Do you bring any personal computing devices to campus (check all that apply)?

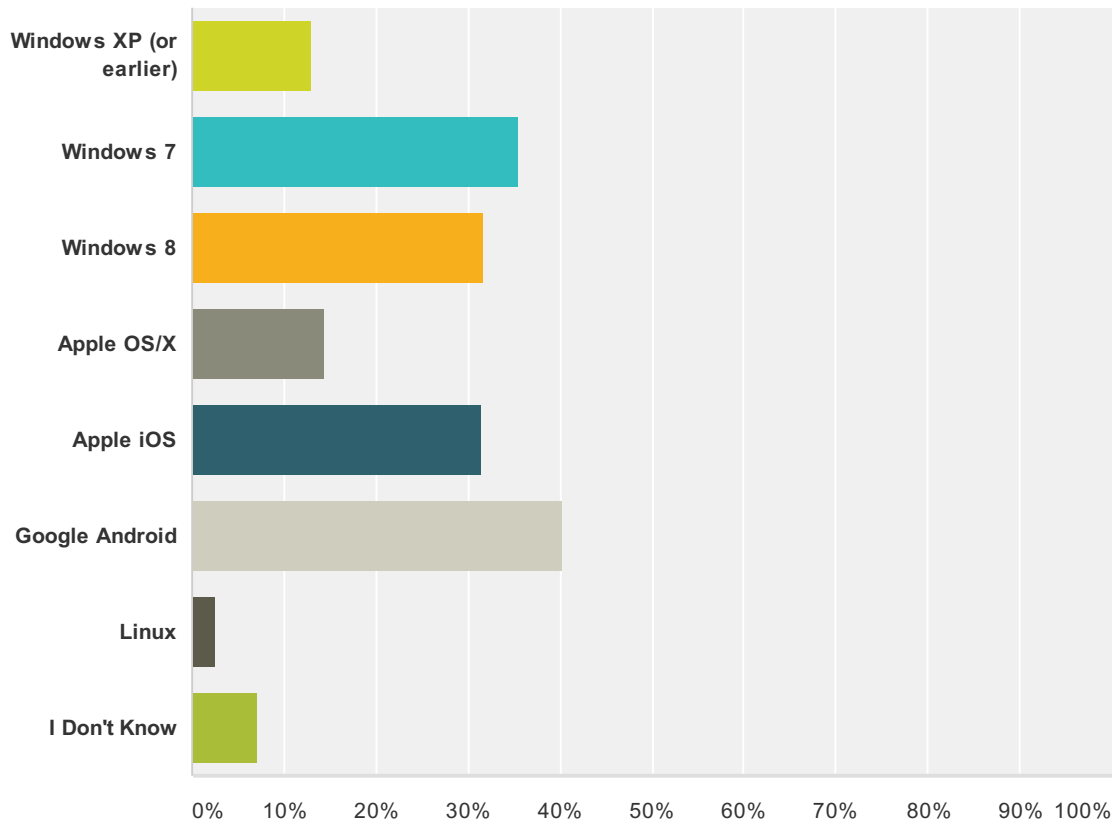
Answered: 330 Skipped: 54



	For Personal Use	For College Course Work	Total Respondents
Laptop / Netbook	<b>64.37%</b> 112	<b>83.33%</b> 145	174
Tablet	<b>71.30%</b> 77	<b>74.07%</b> 80	108
Smart Phone	<b>92.06%</b> 255	<b>42.24%</b> 117	277
Other	<b>56.52%</b> 13	<b>52.17%</b> 12	23

**Q11 With regard to your personal devices, what operating systems do they use (check all that apply)?**

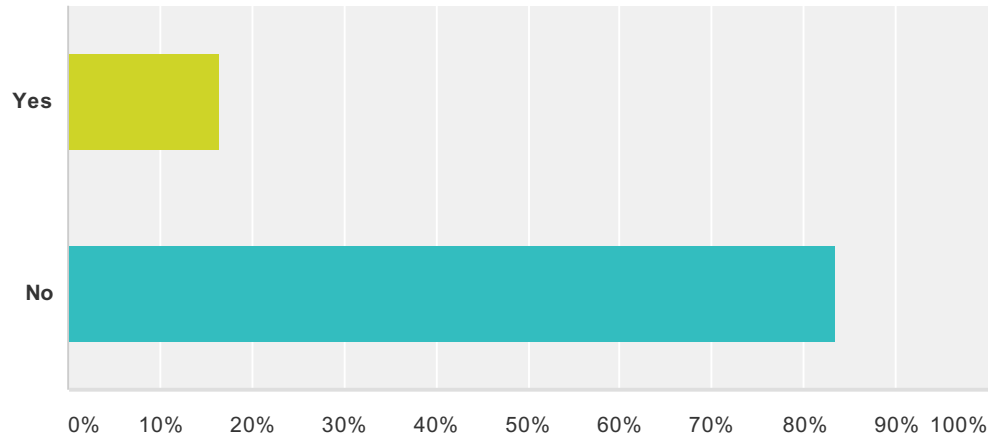
Answered: 355 Skipped: 29



Answer Choices	Responses
Windows XP (or earlier)	12.96% 46
Windows 7	35.49% 126
Windows 8	31.83% 113
Apple OS/X	14.37% 51
Apple iOS	31.55% 112
Google Android	40.28% 143
Linux	2.54% 9
I Don't Know	7.04% 25
<b>Total Respondents: 355</b>	

### Q12 Are you aware that AVC has licensed Antivirus software for your personal computers?

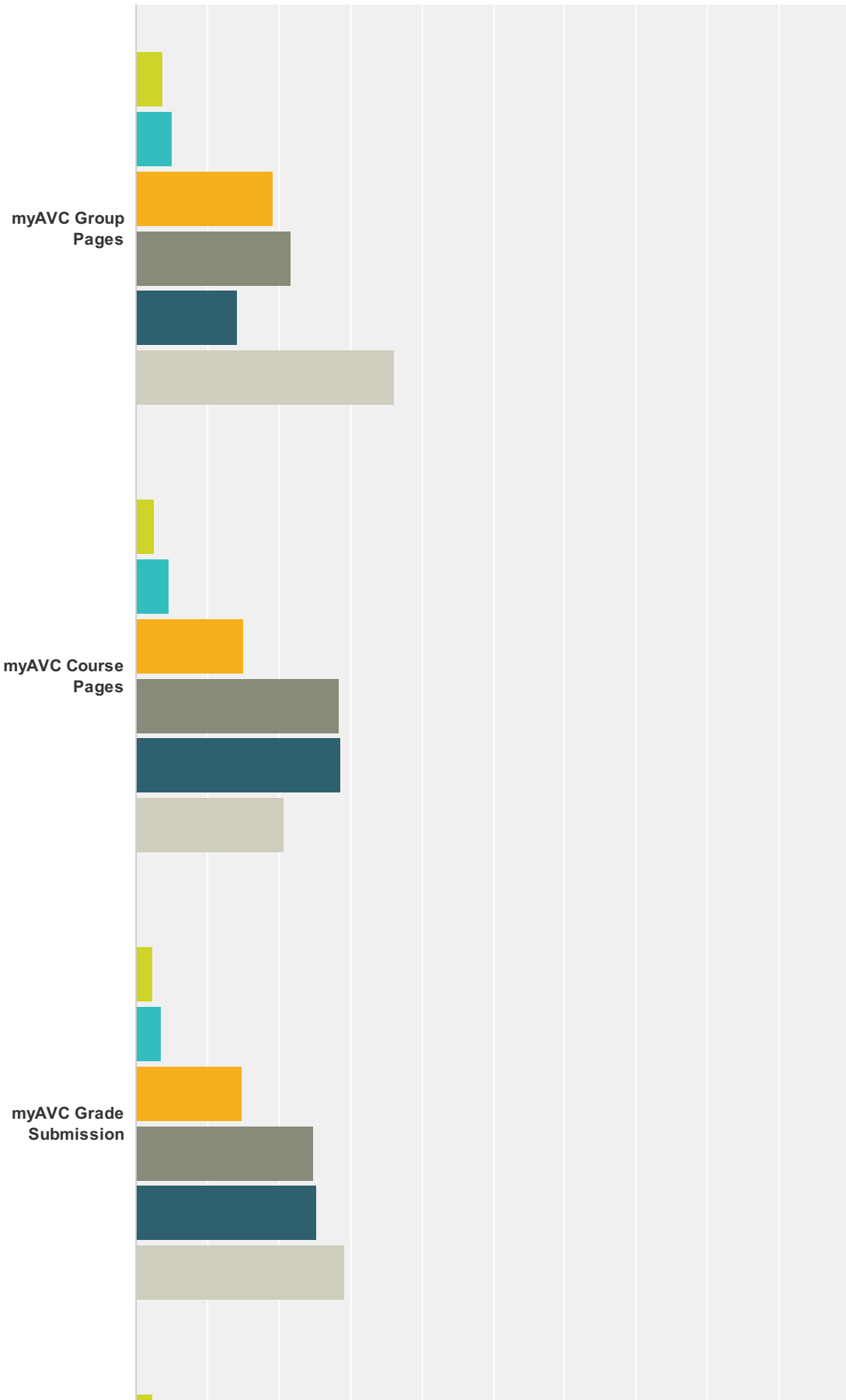
Answered: 371 Skipped: 13



Answer Choices	Responses
Yes	16.44% 61
No	83.56% 310
<b>Total</b>	<b>371</b>

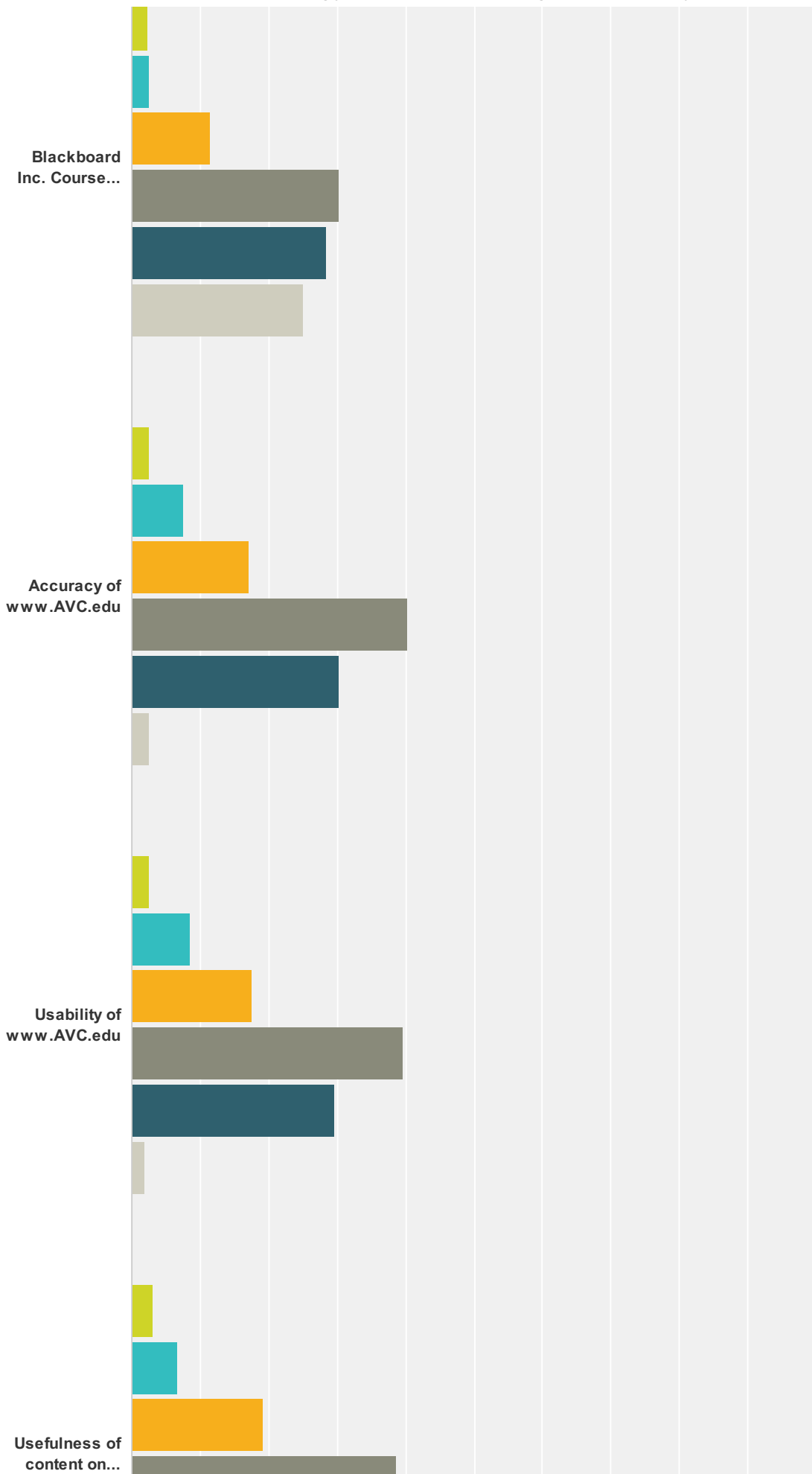
### Q13 Please rate the following services:

Answered: 365 Skipped: 19

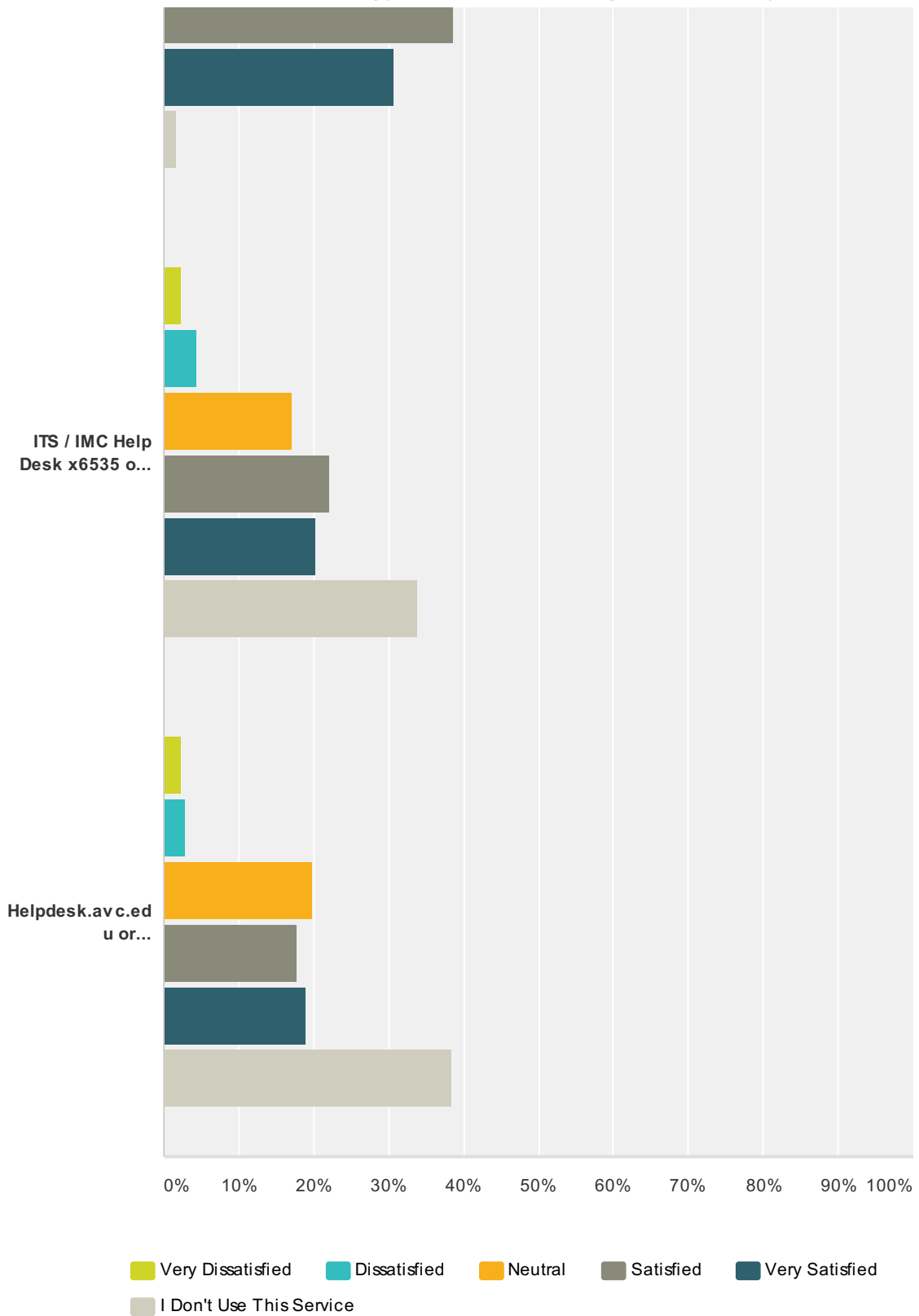




# Information Technology Services -- Spring 2014 Survey



# Information Technology Services -- Spring 2014 Survey



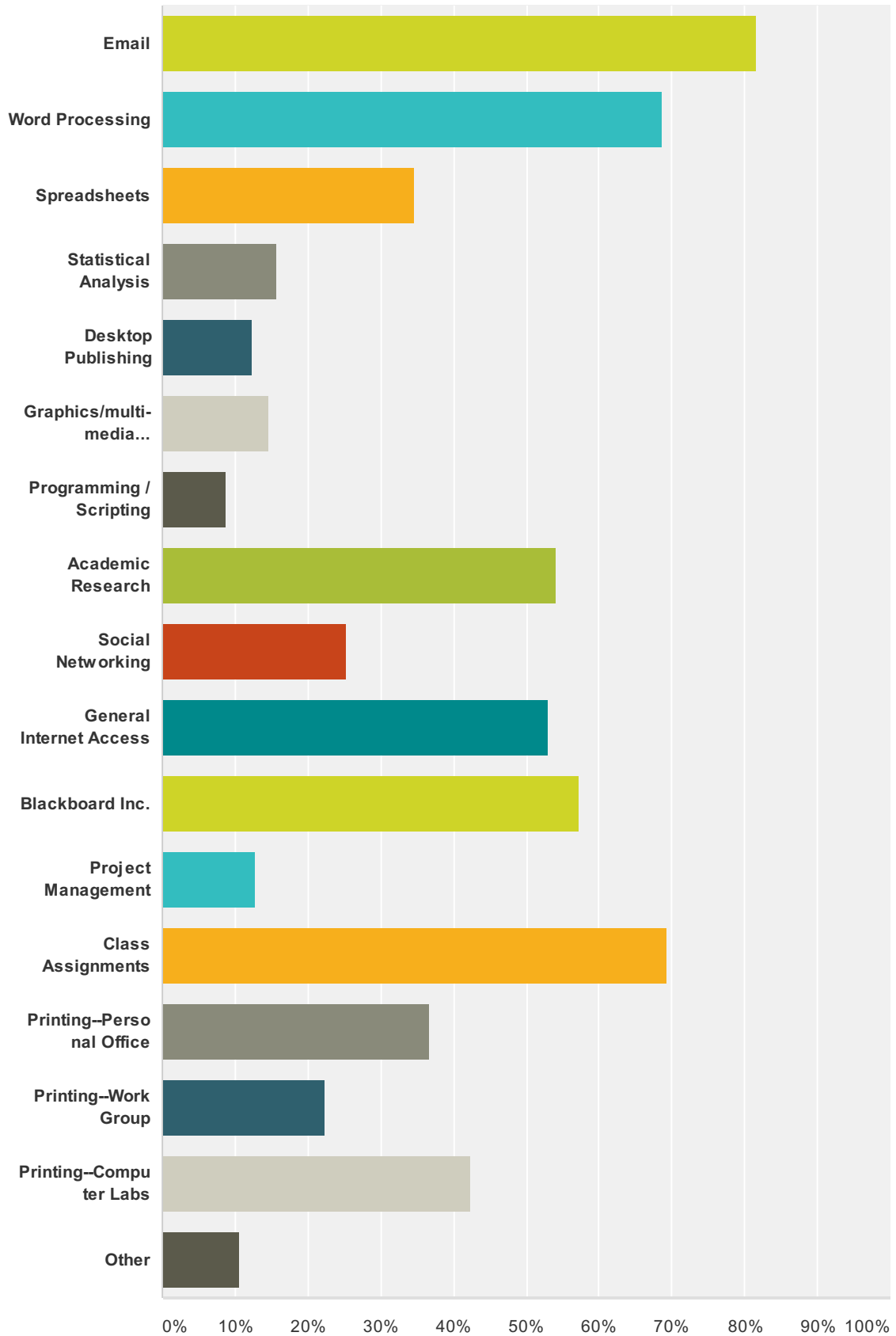
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	I Don't Use This Service	Total
myAVC Group Pages	3.67% 13	5.08% 18	19.21% 68	21.75% 77	14.12% 50	36.16% 128	354
myAVC Course Pages	2.56% 9	4.55% 16	15.06% 53	28.41% 100	28.69% 101	20.74% 73	352
myAVC Grade Submission	2.24% 8	3.64% 12	14.85% 52	24.93% 89	25.21% 90	29.13% 104	357

## Information Technology Services -- Spring 2014 Survey

	0	10	20	30	40	50	60	70
Blackboard Inc. Course Pages	<b>2.23%</b> 8	<b>2.51%</b> 9	<b>11.45%</b> 41	<b>30.17%</b> 108	<b>28.49%</b> 102	<b>25.14%</b> 90		358
Accuracy of www.AVC.edu	<b>2.51%</b> 9	<b>7.54%</b> 27	<b>17.04%</b> 61	<b>40.22%</b> 144	<b>30.17%</b> 108	<b>2.51%</b> 9		358
Usability of www.AVC.edu	<b>2.51%</b> 9	<b>8.66%</b> 31	<b>17.60%</b> 63	<b>39.66%</b> 142	<b>29.61%</b> 106	<b>1.96%</b> 7		358
Usefulness of content on www.AVC.edu	<b>3.06%</b> 11	<b>6.69%</b> 24	<b>19.22%</b> 69	<b>38.72%</b> 139	<b>30.64%</b> 110	<b>1.67%</b> 6		359
ITS / IMC Help Desk x6535 or x6605	<b>2.22%</b> 8	<b>4.43%</b> 16	<b>17.17%</b> 62	<b>22.16%</b> 80	<b>20.22%</b> 73	<b>33.80%</b> 122		361
Helpdesk.avc.edu or help@avc.edu	<b>2.26%</b> 8	<b>2.82%</b> 10	<b>19.77%</b> 70	<b>17.80%</b> 63	<b>18.93%</b> 67	<b>38.42%</b> 136		354

### Q14 How do you use the college's computers (select all that apply)?

Answered: 364 Skipped: 20



## Information Technology Services -- Spring 2014 Survey

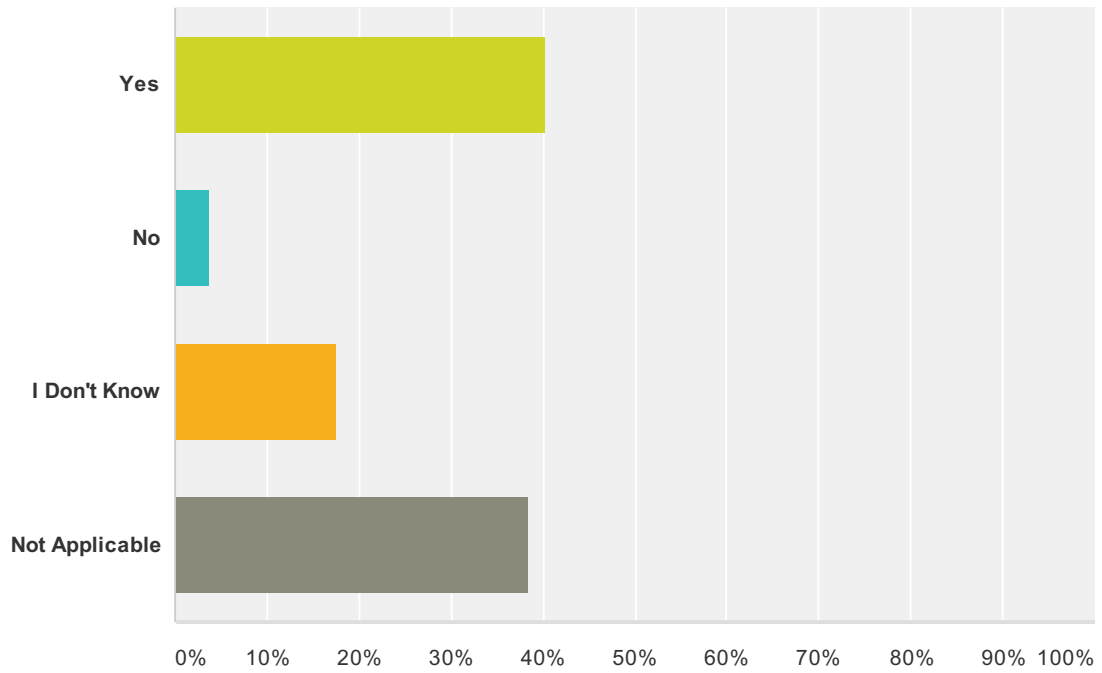
Answer Choices	Responses	
Email	81.59%	297
Word Processing	68.68%	250
Spreadsheets	34.62%	126
Statistical Analysis	15.66%	57
Desktop Publishing	12.36%	45
Graphics/multi-media development	14.56%	53
Programming / Scripting	8.79%	32
Academic Research	54.12%	197
Social Networking	25.27%	92
General Internet Access	53.02%	193
Blackboard Inc.	57.14%	208
Project Management	12.64%	46
Class Assignments	69.23%	252
Printing--Personal Office	36.81%	134
Printing--Work Group	22.25%	81
Printing--Computer Labs	42.31%	154
Other	10.71%	39
<b>Total Respondents: 364</b>		

**Q15 If you answered "Other" to "How do you use the college's computers", please explain:**

Answered: 39 Skipped: 345

### Q16 In your office or department and for those who need it, do all employees have access to a computer?

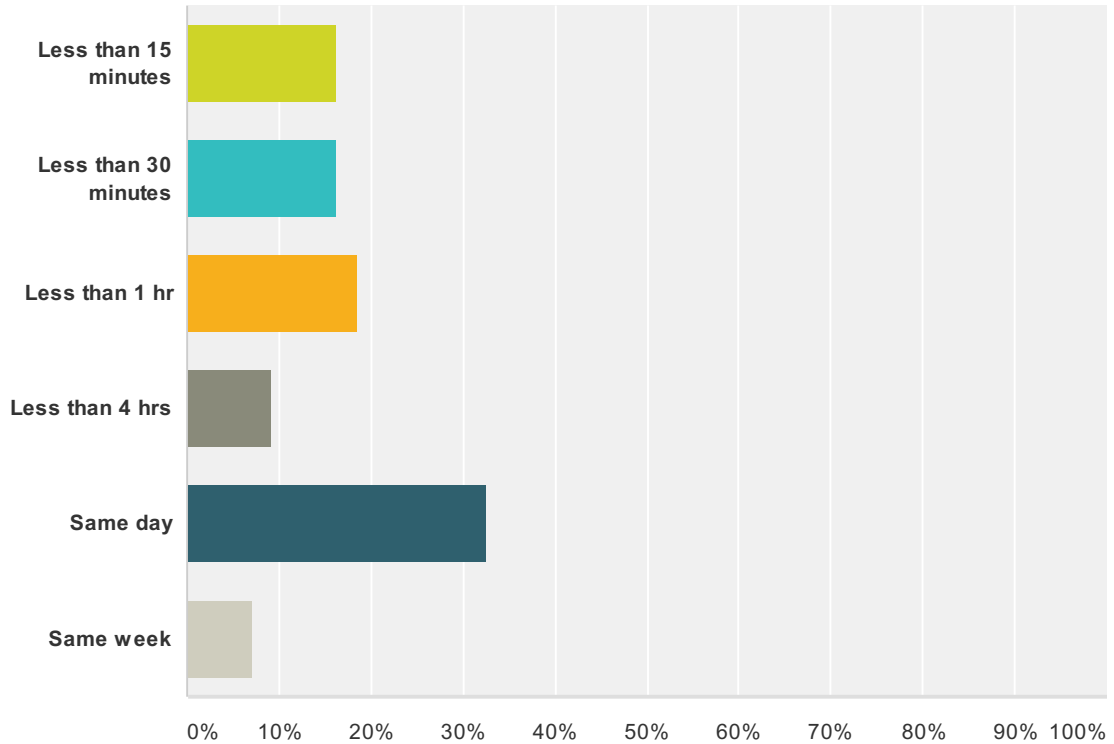
Answered: 338 Skipped: 46



Answer Choices	Responses
Yes	40.24% 136
No	3.85% 13
I Don't Know	17.46% 59
Not Applicable	38.46% 130
<b>Total</b>	<b>338</b>

**Q17 In general, what is a reasonable amount of time it should take to hear back from ITS Support Staff after leaving a routine “Help Call” message?**

Answered: 338 Skipped: 46

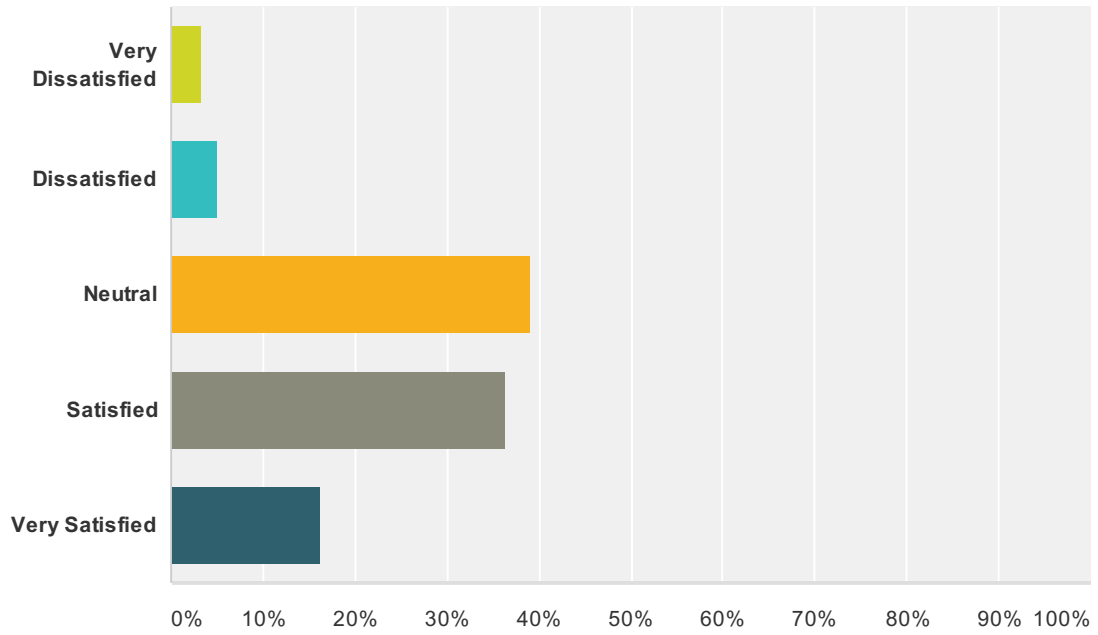


Answer Choices	Responses
Less than 15 minutes	16.27% 55
Less than 30 minutes	16.27% 55
Less than 1 hr	18.64% 63
Less than 4 hrs	9.17% 31
Same day	32.54% 110
Same week	7.10% 24
<b>Total</b>	<b>338</b>



### Q18 What is your overall satisfaction with services from ITS?

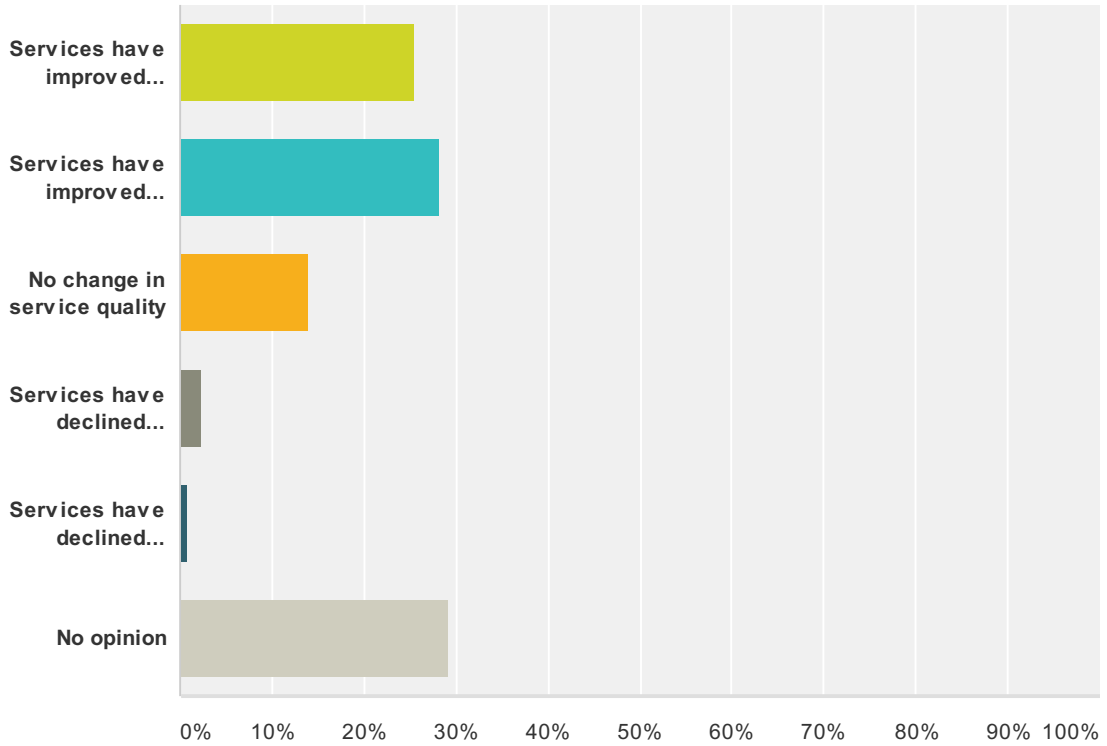
Answered: 338 Skipped: 46



Answer Choices	Responses	
Very Dissatisfied	3.25%	11
Dissatisfied	5.03%	17
Neutral	39.05%	132
Satisfied	36.39%	123
Very Satisfied	16.27%	55
<b>Total</b>		<b>338</b>

### Q19 With regard to overall services delivered by ITS, would you say:

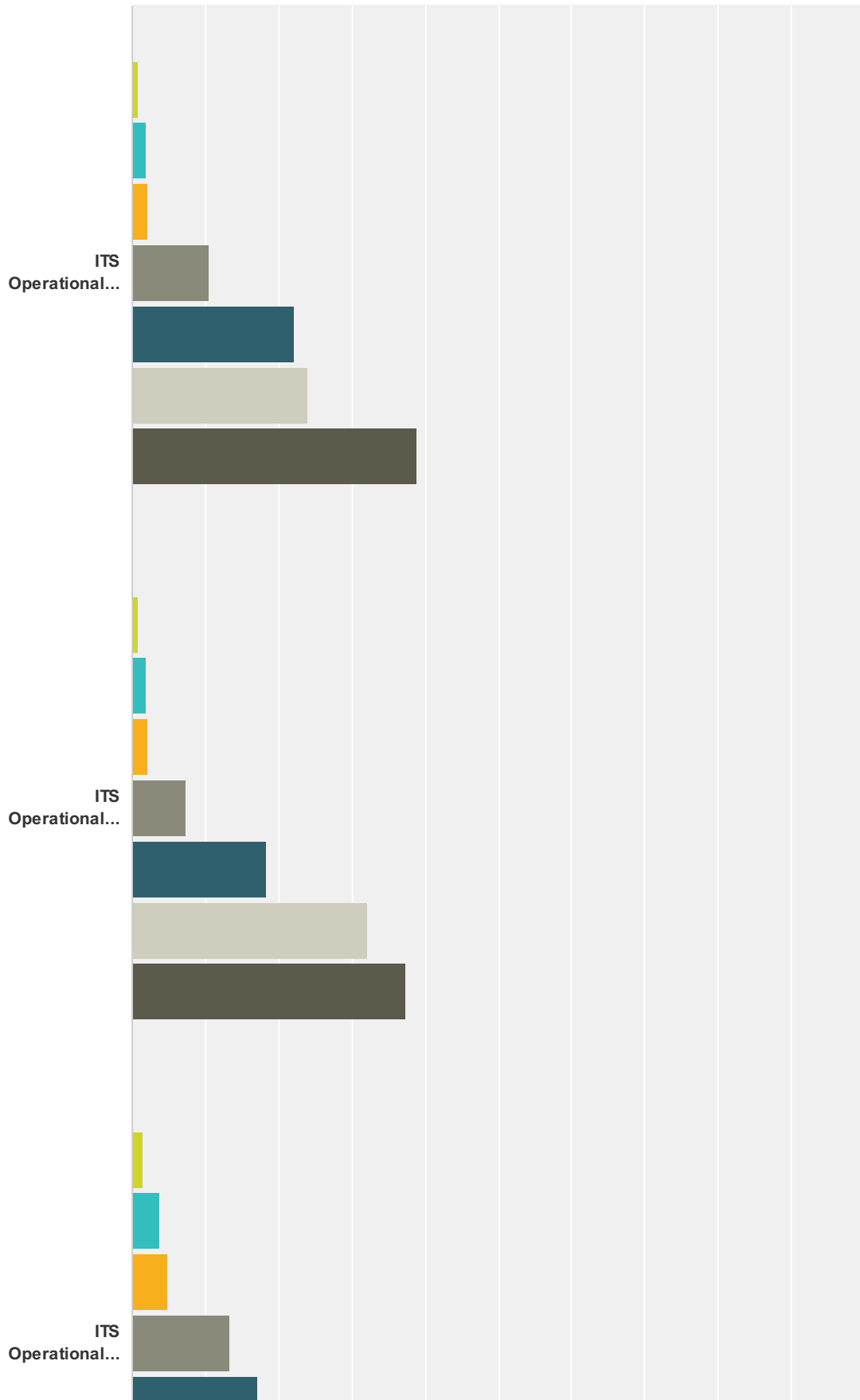
Answered: 338 Skipped: 46



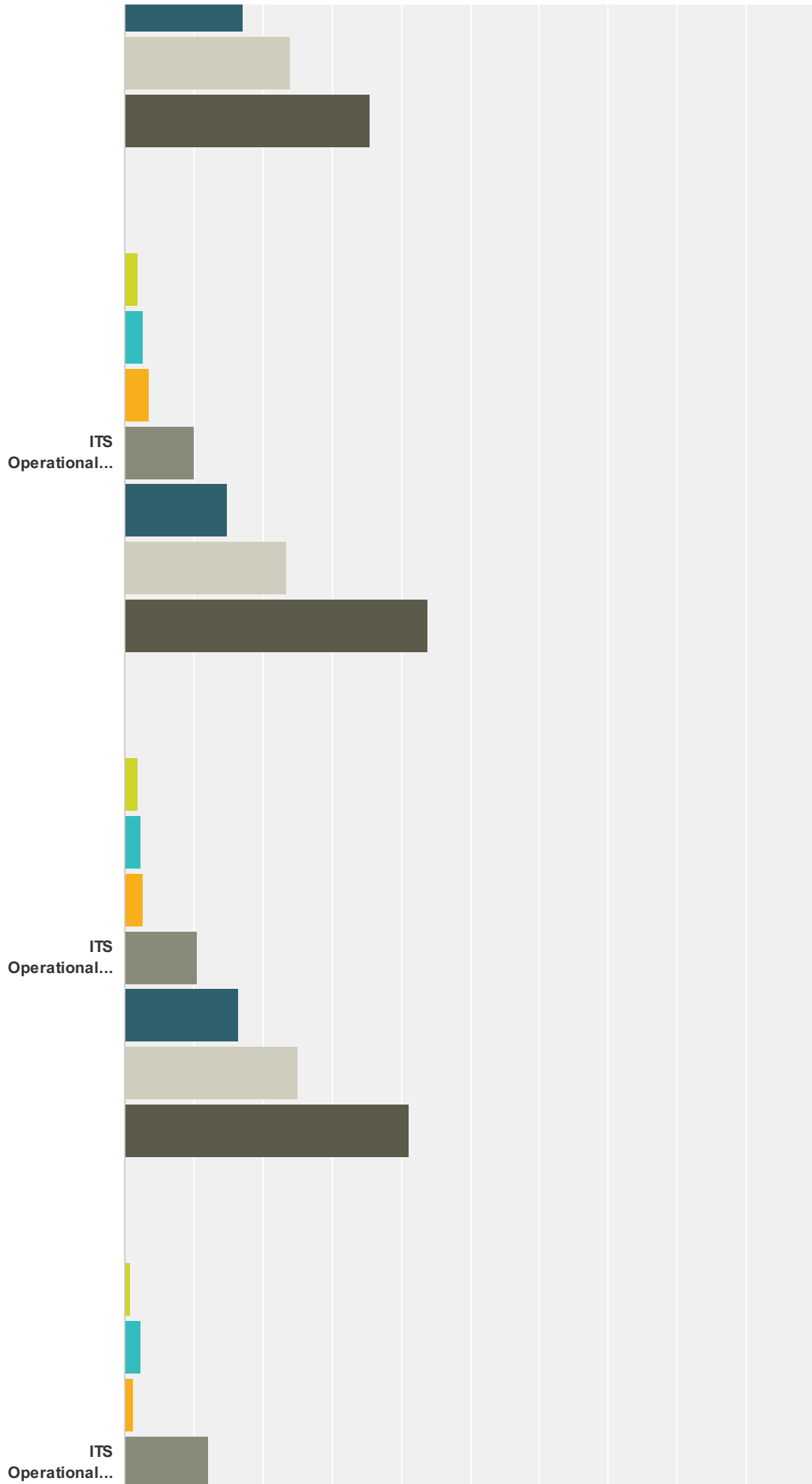
Answer Choices	Responses
Services have improved substantially	25.44% 86
Services have improved marginally	28.11% 95
No change in service quality	13.91% 47
Services have declined marginally	2.37% 8
Services have declined substantially	0.89% 3
No opinion	29.29% 99
<b>Total</b>	<b>338</b>

**Q20 Please estimate the percent of which you feel ITS is meeting the following goals:**

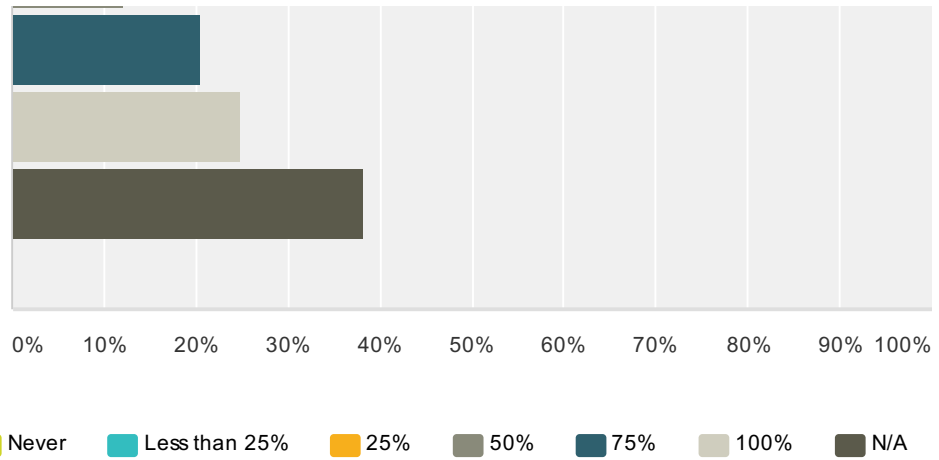
Answered: 338 Skipped: 46



# Information Technology Services -- Spring 2014 Survey



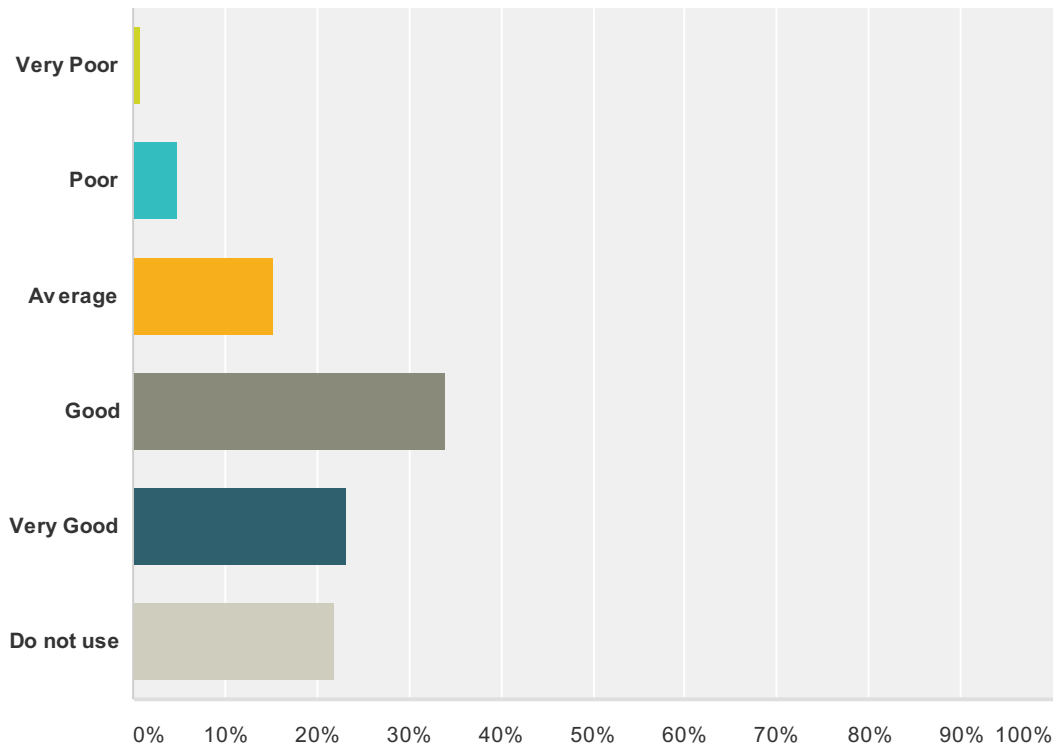
## Information Technology Services -- Spring 2014 Survey



	Never	Less than 25%	25%	50%	75%	100%	N/A	Total
ITS Operational Outcome 1: Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.	0.89% 3	1.78% 6	2.07% 7	10.36% 35	22.19% 75	23.96% 81	38.76% 131	338
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	0.89% 3	1.78% 6	2.07% 7	7.40% 25	18.34% 62	32.25% 109	37.28% 126	338
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	1.48% 5	3.85% 13	4.73% 16	13.31% 45	17.16% 58	23.96% 81	35.50% 120	338
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	1.78% 6	2.66% 9	3.55% 12	10.06% 34	14.79% 50	23.37% 79	43.79% 148	338
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	1.78% 6	2.37% 8	2.66% 9	10.36% 35	16.57% 56	25.15% 85	41.12% 139	338
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	0.89% 3	2.37% 8	1.18% 4	12.13% 41	20.41% 69	24.85% 84	38.17% 129	338

### Q21 Rank the availability of technical help.

Answered: 336 Skipped: 48



Answer Choices	Responses	
Very Poor	0.89%	3
Poor	4.76%	16
Average	15.18%	51
Good	33.93%	114
Very Good	23.21%	78
Do not use	22.02%	74
<b>Total</b>		<b>336</b>

**Q22 Is there anything you would like to share or comment on with regard to technology or support services at AVC?**

Answered: 100 Skipped: 284

**Q23 Thank you for taking the time to respond. Your feedback is very important to us in ITS regarding planning, program review and evaluation, and improvement of our services to all college constituents. Having now completed this survey, if you would like to enter into a drawing for a \$25 American Express Gift Card, please provide your email address here. (Note: all survey responses will be kept anonymous—email addresses are for the purposes of the Gift Card drawing only and will be excluded from survey results):**

Answered: 278 Skipped: 106