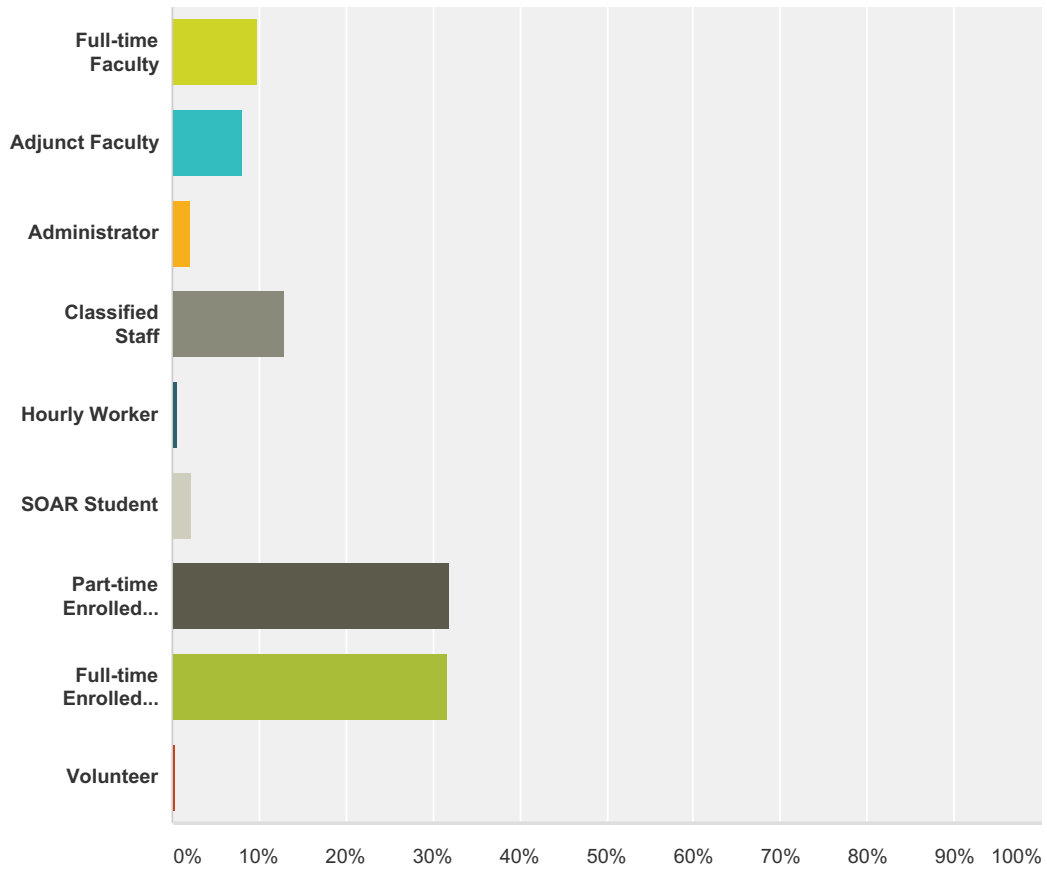## Q1 1. Which best describes your role at AVC?

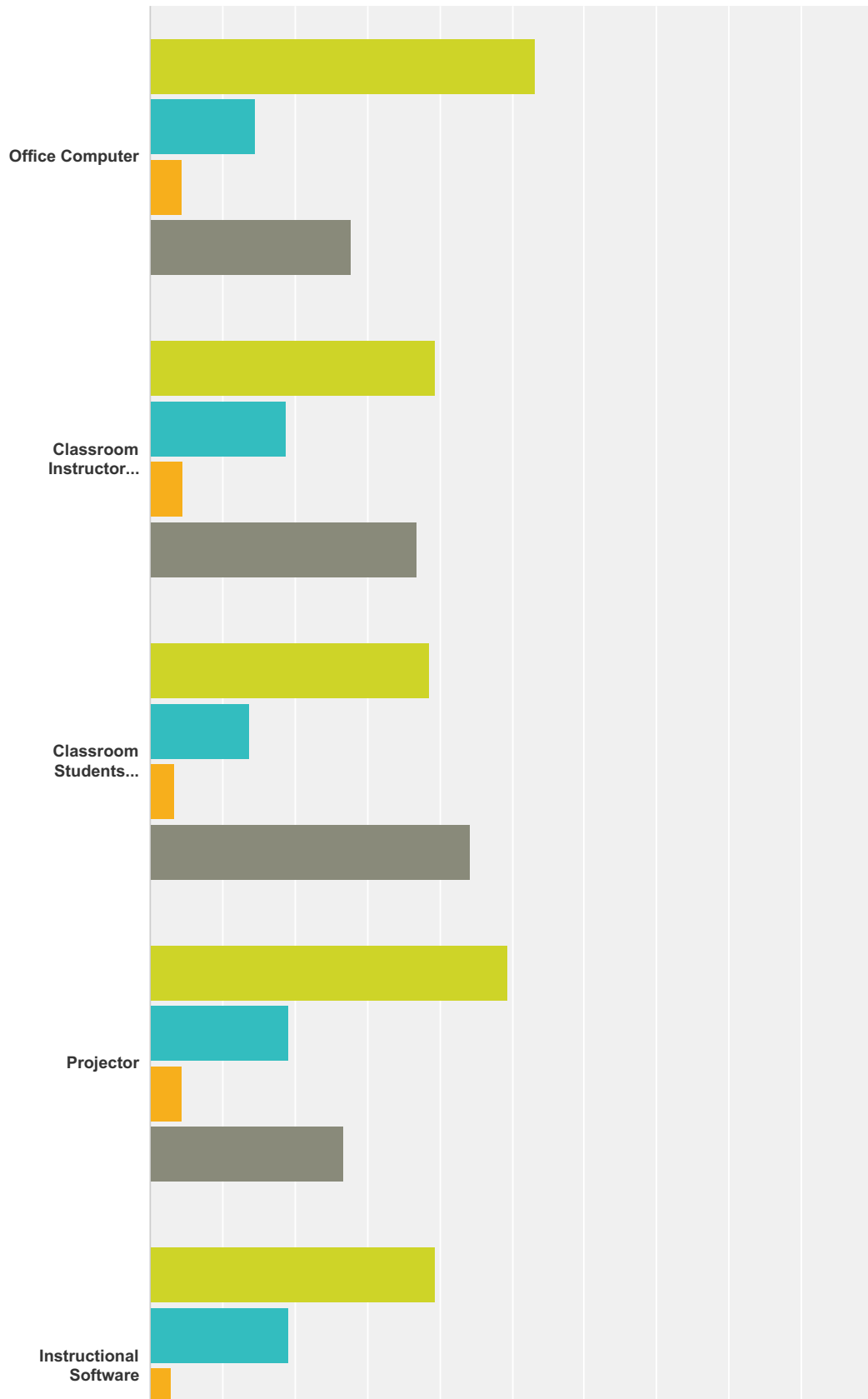**Answered: 502   Skipped: 0**


Answer Choices	Responses	
Full-time Faculty	**9.76%**	49
Adjunct Faculty	**8.17%**	41
Administrator	**2.19%**	11
Classified Staff	**12.95%**	65
Hourly Worker	**0.60%**	3
SOAR Student	**2.39%**	12
Part-time Enrolled Student (less than 12 units)	**31.87%**	160
Full-time Enrolled Student (12 units or more)	**31.67%**	159
Volunteer	**0.40%**	2
Total		**502**

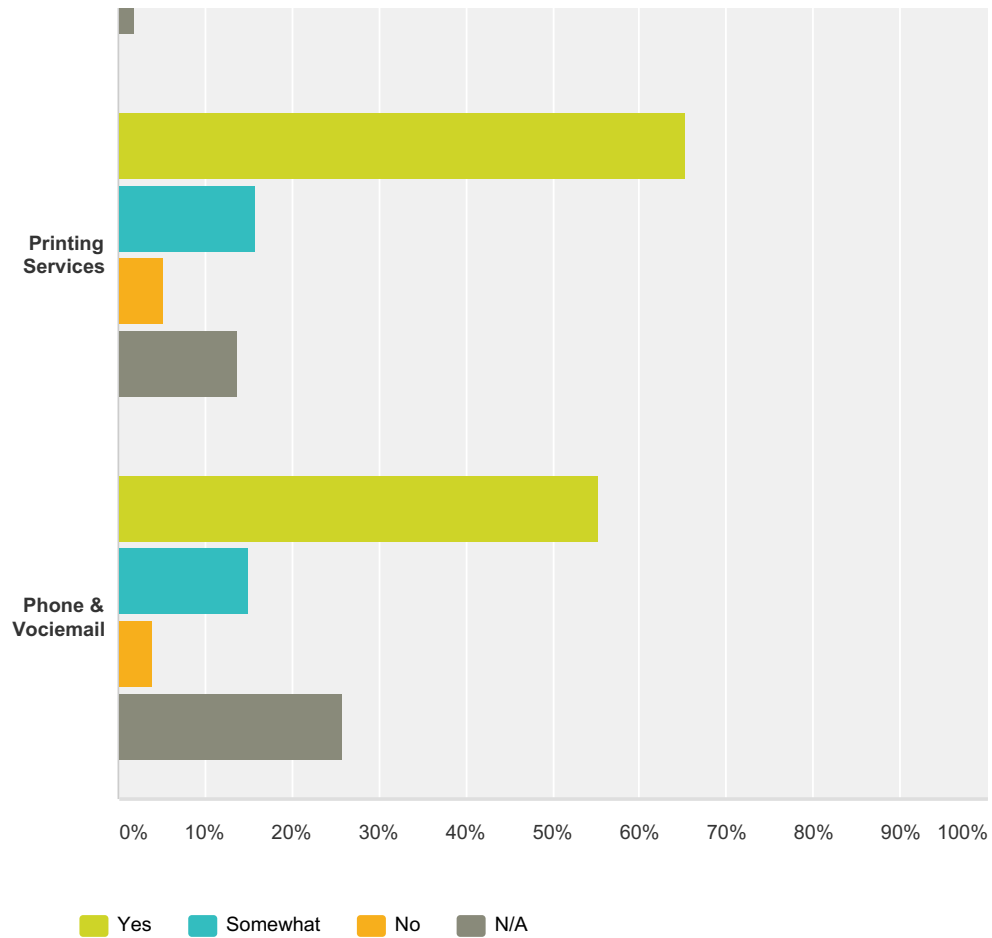## Q2 2. Does the technology available to you on campus meet your needs?

Answered: 497   Skipped: 5

Information Technology Services (ITS) - Spring 2015 Survey

Office Software

Classroom Equipment

Internet accessible...

Internet accessible...

Gmail
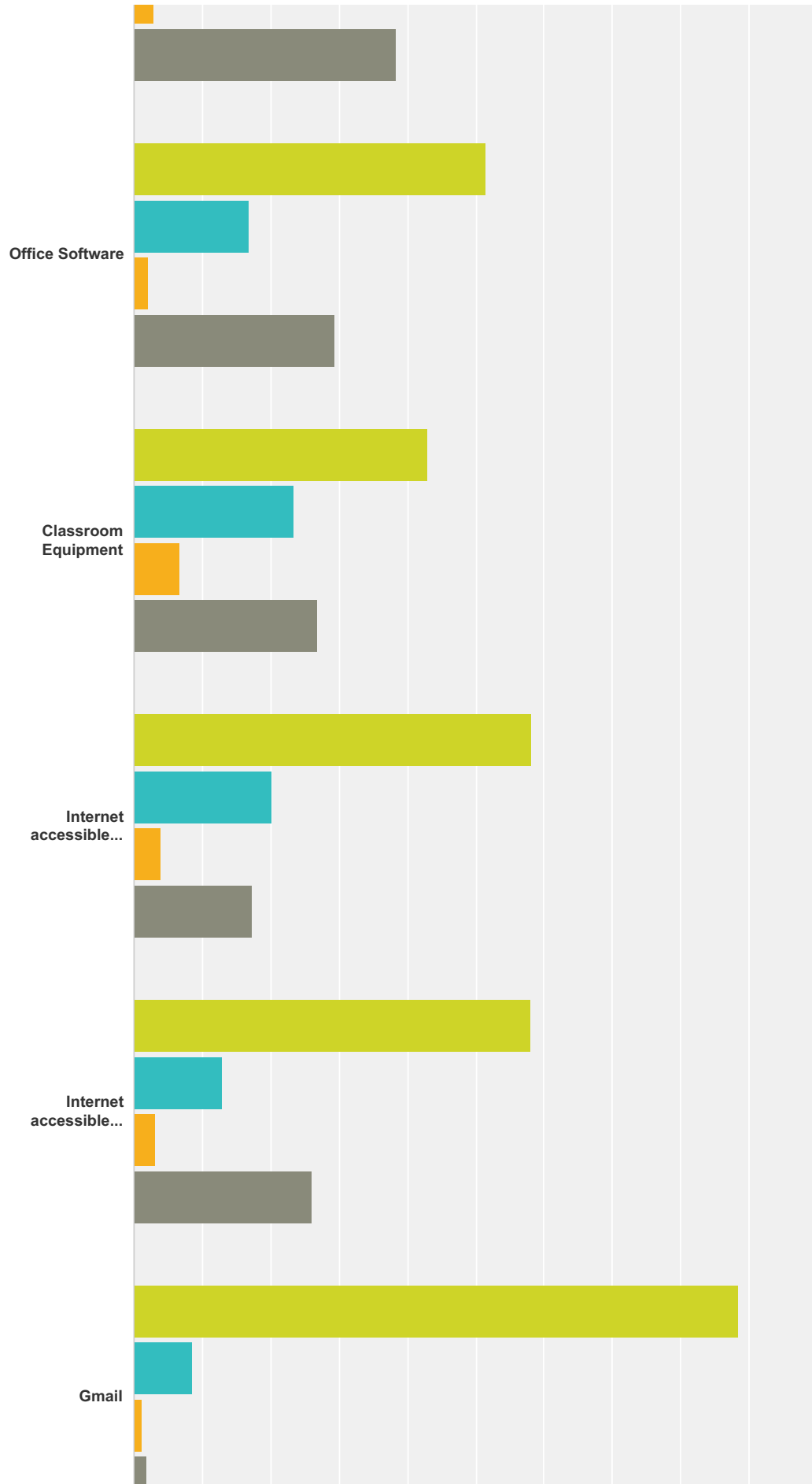
Information Technology Services (ITS) - Spring 2015 Survey

	Yes	Somewhat	No	N/A	Total
Office Computer	**53.27%** 261	**14.69%** 72	**4.29%** 21	**27.76%** 136	490
Classroom Instructor Computer	**39.54%** 189	**18.83%** 90	**4.60%** 22	**37.03%** 177	478
Classroom Students Computer	**38.69%** 183	**13.74%** 65	**3.38%** 16	**44.19%** 209	473
Projector	**49.58%** 237	**19.25%** 92	**4.39%** 21	**26.78%** 128	478
Instructional Software	**39.46%** 189	**19.21%** 92	**2.92%** 14	**38.41%** 184	479
Office Software	**51.59%** 244	**16.91%** 80	**2.11%** 10	**29.39%** 139	473
Classroom Equipment	**43.01%** 203	**23.31%** 110	**6.78%** 32	**26.91%** 127	472
Internet accessible services in classrooms/labs	**58.30%** 281	**20.33%** 98	**3.94%** 19	**17.43%** 84	482
Internet accessible services in office	**57.96%** 284	**12.86%** 63	**3.06%** 15	**26.12%** 128	490
Gmail	**88.44%** 436	**8.52%** 42	**1.22%** 6	**1.83%** 9	493

Printing Services	**65.37%** 319	**15.78%** 77	**5.12%** 25	**13.73%** 67	488
Phone & Vociemail	**55.33%** 270	**14.96%** 73	**3.89%** 19	**25.82%** 126	488

Q3 3. If you answered "No" to any of the above areas of technology, please explain the deficiency:

Answered: 107   Skipped: 395

#	Responses	Date
1	Teachers computer is not for students	5/20/2015 5:17 PM
2	I work primarily off site, so I don't use the campus equipment	5/20/2015 4:48 PM
3	The WiFi is terrible.	5/20/2015 2:48 PM
4	Still seeking a typing software that is compatible to one used in the classroom. We need it to be respected by community organizations who are requesting job applicants to have a Typing Certificate and be adaptable to currently taught course materials (GDP).	5/20/2015 12:27 PM
5	Need more powerful computers for video as well as other types of projects. Also, students are complaining about keyboards needing cleaning. It seems there is no one responsible for this because the keyboards are coated with dirt. Students have complained that this is a health issue.	5/20/2015 11:18 AM
6	I'm not aware of any instructional software	5/19/2015 11:37 PM
7	Java	5/19/2015 10:55 PM
8	Not all programs, which I have authority to use, are installed on my computer.	5/19/2015 10:27 PM
9	Plotters in the CAD Labs are down most of the time...no ink...no paper. Also student computers are not kept up to maximum operation status. Each lab should be on a maintenance schedule prior to each semester to optimize each Lab effectively.	5/19/2015 9:33 PM
10	Many projectors need replacements. Internet is unobtainable in a few buildings	5/19/2015 9:25 PM
11	It is significantly harder to print out documents for my classes. I do not carry any credit cards or a lot of cash on me so when I have to print something out, I would have to wait until I go home to print out documents. It would be easier to print out documents if AVC provided a printing machine that accepts cash.	5/19/2015 9:01 PM
12	There are no classroom computers in classes	5/19/2015 8:05 PM
13	Internet service is spotty.	5/19/2015 7:53 PM
14	As a student who should have free print I the bs computer lab. I kept having problems printing... I reported it twice and just gave up...	5/19/2015 5:51 PM
15	There are no computers in the classroom.	5/19/2015 5:41 PM
16	when ever I need help and go to the office to as for help, they give me a phone number to call, as if it were of of state or silicone valley some where far. when the person I need to speak to is some where there in the office. not good service !!!	5/19/2015 5:07 PM
17	I think the staff can me much more patient and stop being so into using their ability to show favoritism	5/19/2015 4:36 PM
18	out dated computer	5/19/2015 4:04 PM
19	N/A	5/19/2015 4:00 PM
20	part-tmer, no office	5/19/2015 3:42 PM
21	My office computer is over 10 years old and it takes for ever for this computer to turn on, load webpages. It is not very useful and I almost exclusively use my own laptop or home computer.	5/19/2015 3:21 PM
22	I do not have computer in the classroom. I go to Learning Center and Library.	5/19/2015 3:16 PM
23	Internet if hit or miss	5/19/2015 3:13 PM
24	It is difficult to get into contact with anyone, counselors, cashier, etc. The only one I manage to get ahold of sometimes, after a long wait is admissions.	5/19/2015 3:12 PM

25	Projectors in classrooms do not work properly. There's always problem with them. They either don't turn on or don't show the image.	5/19/2015 2:27 PM
26	The internet is very poor. It does not matter where you are. The connection in is poor In all areas.	5/19/2015 2:05 PM
27	The classroom computers and projectors are sometimes unreliable but I have to say, in the last year, it has improved immensely.	5/19/2015 2:04 PM
28	I prefer to use my own computer. It is more reliable and allows me to get more work done at home. I am also a Mac user and do not like Windows machines.	5/19/2015 1:48 PM
29	Outdated technology, faulty projectors.	5/19/2015 1:36 PM
30	can not get internet on your phone.	5/19/2015 1:35 PM
31	N/A	5/19/2015 1:15 PM
32	Most of the keyboards in the Learning Center and the computer labs in the Business buildings do not work properly. When you hit the space bar, they do not respond immediately causing many errors and wasting time to go back and review/correct spacing problems between words. The keyboards are old and worn out even though the monitors may be new. Also, the stacking of e-mails makes it very difficult to locate particular e-mails. The order of stacking e-mails is predicated on the first e-mail to the first person, and then other e-mails related to that person is stacked on top even though that e-mail is to someone else, but related to the subject matter. When accessing AVC e-mail at home, the e-mail cancels unexpectantly without warning, and I lose information. This does not happen in my Verizon e-mails.	5/19/2015 1:13 PM
33	There are always problems with the computer in FA2 132 and we have been unable to get a decent working computer in the adjunct office.	5/19/2015 1:07 PM
34	The computers in the classrooms are extremely slow. They also do not have adequate sound needs. The internet is extremely slow as well. Please update the computers, and by that I mean change them out so they're faster. Perhaps the campus can transition to chrome books. They're fast and easy to update (they update themselves), and since we use gmail as a campus, all the other google products would work as well.	5/19/2015 1:04 PM
35	To old and slow - always seems to be updating itself during boot up for 10+ minutes.	5/19/2015 1:02 PM
36	Old computer, can't handle any additional programs or updates. A NEW ONE IS ON ORDER.	5/19/2015 1:02 PM
37	Internet needs an overhaul in efficiency.	5/19/2015 12:58 PM
38	I prefer emails, so I have a record of requests	5/19/2015 12:52 PM
39	Computer runs painfully slow. I spend hours each week just waiting.	5/19/2015 9:59 AM
40	There is no phone in LS1-124	5/19/2015 6:57 AM
41	Internet is very slow	5/18/2015 10:30 PM
42	In my Geology Class. I attended class in the lecture hall meeting room. At least once or twice a month, the projector needed to be reset but my teacher could not reset it herself because the reset button was in a locked closet. This led to entire class periods sometimes being without use of the projector because the technology staff sometimes did not answer the phone when my instructor called and were slow in responding to the work order once it was placed. The wi-fi cuts in and out throughout campus. We need more printers available in the calworks office. The printer is always crashing in there and it takes awhile for the staff to find out where your documents printed to.	5/18/2015 8:26 PM
43	SSV 173 is NOT a smart classroom. There is a cart with a laptop and very old, very noisy projector, at the BACK of the room. It is cumbersome to walk back and forth to change slides. There is also no remote clicker for remaining in the front of the room to lecture. It's very awkward and noisy. A new projector would be much quieter, and a remote would at least make it manageable.	5/18/2015 11:44 AM
44	I cannot print to the printer I am assigned to in the HS building. Also, the wireless internet is very slow when the students take an exam on Blackboard.	5/18/2015 11:38 AM
45	I want a printer in my office and there is none. I would pay for one. Phone directions needed.	5/18/2015 10:41 AM

| 46	I answered No for Instructional software because of ADA compliance issues; currently, the Learning Center must send students needing closed captioning to the IMC to view videos. Do the majority of classroom computers have closed captioning access? Also, sometimes Internet access in classrooms is "clunky" meaning that it runs very slowly until arriving to my desired Website. My computer in Palmdale has also slowed down, but I understand that the computers there will be replaced this summer.	5/18/2015 8:55 AM
47	The student lap tops in the nursing lab need to be repaired/adjusted frequently because the students not log off after using them.	5/18/2015 8:51 AM
48	For Digital Media Programs, there needs to be updated software that is moving with the industry. Adobe Creative Suite can only go so far, preferably we NEED better WEB DESIGN PROGRAMS.	5/16/2015 1:08 AM
49	Wireless internet is consistently out. We do not have access to a printer in our office and workroom	5/15/2015 7:52 AM
50	Unable to get internet reception on campus... Soooo frustrating, i have AT&T	5/14/2015 6:51 PM
51	Computers are very old. Very slow and freezes often.	5/14/2015 3:44 PM
52	I have limited access as a student	5/14/2015 3:11 PM
53	I feel that AVC technology interferes with my AT&T service.	5/14/2015 1:48 PM
54	I have to buy my own ink for printer.	5/14/2015 1:44 PM
55	The computers in the claims are old, slow, and have compatibility issues. Internet isn't available all over campus& areas where it is available it's very slow& limited. There should be another computer lab at the opposite end of campus, even if it's a smaller computer lab.	5/14/2015 1:19 PM
56	I do not have the need to use the clssroom computer or equipment	5/14/2015 12:50 PM
57	WiFi, although available on campus, is very difficult to use	5/14/2015 12:47 PM
58	we dont really use the instructors computer	5/14/2015 11:56 AM
59	Most are out of focus.	5/14/2015 11:42 AM
60	At the beginning of the semester the phone machine operator had always taken too long to get to the certain areas of interest that I needed, such as admissions and records or counseling. As soon as I got to that certain department, I had always been put on hold for a good sum of time,	5/14/2015 11:42 AM
61	Projectors in BE building need to be replaced.	5/14/2015 11:19 AM
62	The computers in the classroom are so outdated it is unbelievable...I think they need to be on a 3 year refresh like the rest of the corporate world!	5/14/2015 10:13 AM
63	Printing services are often down in our office	5/14/2015 10:00 AM
64	student not teacher	5/14/2015 9:53 AM
65	Unable to run instructional videos from online sites. Computer equipment is not always functioning, and adjuncts working at night have no technical support available when the number is called--particularly at the Palmdale site.	5/14/2015 8:56 AM
66	Office needs to be more quicker.	5/14/2015 8:52 AM
67	Support software for applications do not exist in the classroom, eg quicktime. Classroom computers (Palmdale) are so slow to bootup it almost makes them ineffective.	5/14/2015 8:51 AM
68	Computers,projectors, and speakers in class many times are not working and teachers complain that IT doesn't fix them. Sometimes the lack of functioning equipment is disruptive to our learning process.	5/14/2015 8:41 AM
69	We are currently ordering new equipment, our current equipment is quite old and slow but we are looking forward to the new, faster computers, printers, etc.	5/14/2015 7:58 AM
70	computer freezes, not enough ram, hate gmai and it does not meet the need of the office	5/14/2015 7:58 AM
71	Cellular service is only available to staff with certain carriers (Verizon, in particular). Others have no cell service at all in the HS building.	5/14/2015 7:57 AM
72	The internet availability is awful on campus. There should be a separate wireless with a password available for classified staff.	5/14/2015 7:48 AM
73	Takes time to open	5/14/2015 7:42 AM

74	There have been extended times when myAVC and blackboard were unavailable. This had a negative impact on me keeping me from completing assignments. It took days to fix an entire week.	5/14/2015 7:28 AM
75	The current technology in the classrooms/ labs meets the needs of yesterdays students. Smart white boards, classroom cameras, wireless input devices such as keyboards, wirelss pointers for overheads, student clickers etc would greatly enhance the learning environment. Todays students take notes with a camers rather than copy boardwork. (wireless whiteboard systems like Smart Board or Smart Kapp)	5/14/2015 7:12 AM
76	The computer at the desk in the circulation of the library is very slow and freezes quite frequently.	5/14/2015 7:09 AM
77	Some of the equipment on campus is not very user friendly. Computers are slow and internet doesn't work especially during the busiest times of the year, during registration.	5/14/2015 7:07 AM
78	Printing is not available.	5/14/2015 6:52 AM
79	Never seen the items marked no in classroom to use	5/14/2015 6:42 AM
80	Need better printing resources in the classroom for Digital Media classes. Projector are table mounted and need to be ceiling mounted, always walking in front of the projected image.	5/14/2015 6:27 AM
81	The classroom lights have to be completely OFF so that the projection can be seen. The projectors are of very, very poor quality. No one seems to know how to correctly/completely install Profcast software onto the classroom computers. The document readers in the classrooms do not adjust well for brightness, especially with 3-dimensional objects. This, coupled with the poor projector quality, make them useless. There is no internet accessibility in the science labs.	5/14/2015 6:21 AM
82	Whole semester and the mouse scroll still not working in BE	5/14/2015 5:13 AM
83	The printer in the APL computer lab is absolutely terrible.	5/14/2015 1:05 AM
84	no	5/14/2015 12:44 AM
85	I am never had a printer in my office that has words since I have worked in the school it would be my dream to have a prayer	5/13/2015 10:16 PM
86	The computer in the darkroom and check in software has problems. Furthermore AVC should invest in some slide projectors as some photo classes still show slide film. Lastly canceled classes should be SMSed to students along with auto dialed. Library needs a catalog computer up stairs in the stacks	5/13/2015 9:58 PM
87	Have not been able to get my 30 free copies from ASO.	5/13/2015 9:57 PM
88	In the dance room, our stereo is jammed. Id be nice to have a newer version installed where the music and system sounds better. This department gets left out a lot	5/13/2015 9:32 PM
89	Cost too much	5/13/2015 9:23 PM
90	I don't have an office on either campus, let alone a computer. Fortunately, my husband supports my teaching habit with an excellent computer, software, anti-virus protection, UPS and surge and sometimes Faraday protection, scanner, laser printer (both BW and color) and whatever else I might need.	5/13/2015 9:11 PM
91	i have my own laptop that i carry with me, so i dont really need a classroom computer	5/13/2015 8:47 PM
92	Internet is super slow and on iPhone connects to the network but will not load pages on Internet or update email.	5/13/2015 8:20 PM
93	I have never seen any computers in the classrooms. The printing services are too expensive. The phone and voice mail no one ever calls back when i leave voice mails at the school.	5/13/2015 8:02 PM
94	The Internet is slow and it crashes a lot. Being a full time student we need more accessibility to computers and faster Internet services.	5/13/2015 7:56 PM
95	Internet access is never good anywhere in campus	5/13/2015 7:07 PM
96	my instructors have a hard time with the projectors and other equipment, as it is outdated and not easy to use. My Gmail account has been hard to access at times, and I set it up to forward my mail to another address which it no longer does.	5/13/2015 7:02 PM
97	Campus-wide wifi accessibility is deficient at AVC.	5/13/2015 7:02 PM

98	It would be ideal if each classroom had a devoted computer/projector. Some only have a cart or nothing at all. Some projectors in classroom have brightness levels that are too low and require the lights to be dim. That creates a non-ideal teaching environment. The printer assigned to my office does not have Windows 7 driver (HP has never made on HP LaserJet 1012) so printing from my office laptop is possible but very challenging.	5/13/2015 7:00 PM
99	N/A	5/13/2015 6:50 PM
100	Come in to my Monday 8 am class to find the projector is crashed and has likely been crashed all weekend, but when I cal ITS I'm placed on hold, leave a message, and sometimes still get no help. I can't meet student needs in a 72 person section when I never know if the projector will work. Also, no computers in my lab for either myself or the students.	5/13/2015 6:43 PM
101	In both cases, the amount of time it takes to boot-up and login discourages its use. Additionally, having to continually respond to office recommendations prior to using PowerPoint is most annoying. Also, there are times when I need to install a product that requires local administrative rights and I am denied that capability.	5/13/2015 6:41 PM
102	In my experience I don't really deal with computers in any of my classes and sometimes there's not many visible except ones that the teacher brings for him/herself	5/13/2015 6:41 PM
103	Internet usually don't work in the classrooms	5/13/2015 6:32 PM
104	The WiFi is terrible.	5/13/2015 6:26 PM
105	The projectors that we have in HS building are too dim and we have to turn all the lights off (and even that does not work) when using them. Is there a way to increase their illumination? As for as handling computer questions/needs, the IT has been excellent.	5/13/2015 6:25 PM
106	Low limit on copies is cumbersome.	5/13/2015 6:24 PM
107	At some points on my computer or phone, the avc website or the internet itself goes into an error or does not want to load. The pages during my lectures always half load and makes learning frustrating.	5/13/2015 6:20 PM

Q4 4. Do you have technical training needs?

Answered: 502 Skipped: 0
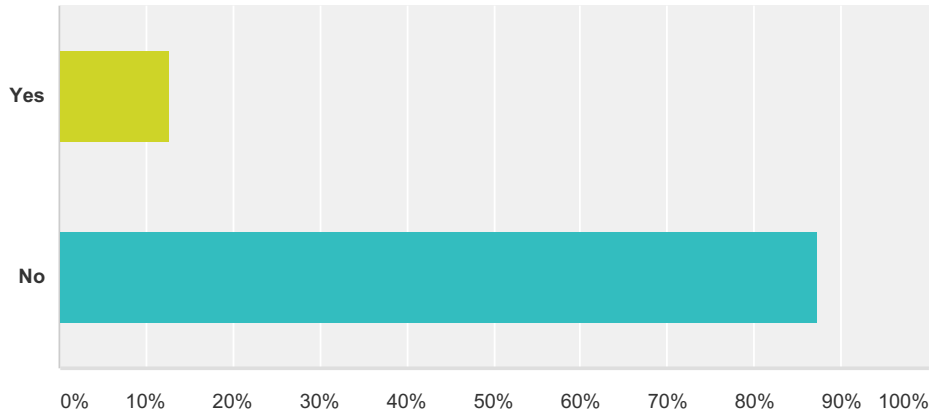
Answer Choices	Responses	
Yes	**12.75%**	64
No	**87.25%**	438
Total		**502**

Q5 5. If you answered "Yes" to having technical training needs, please explain your needs.

Answered: 58   Skipped: 444

#	Responses	Date
1	I would like instruction on: The skills lab, the mail-room, the payroll process, submitting any extra worked hours (substituting), blackboard,	5/20/2015 4:48 PM
2	How to report flex attendance.	5/20/2015 2:33 PM
3	Banner, Access, Excel tips more than anything.	5/20/2015 12:27 PM
4	It would be helpful to have training sessions with professionals in the field.	5/20/2015 11:18 AM
5	I need to become more well-versed in PowerPoint, Excel, and Word.	5/20/2015 10:57 AM
6	Software training once in a while.	5/20/2015 7:45 AM
7	Java program	5/19/2015 10:55 PM
8	Training is needed in some of these programs, which I do have on my computer. I need for Adobe Professional and Google Files.	5/19/2015 10:27 PM
9	"needs" is too strong, but my tech training "wants" are gmail calendar, myAVC groups (For example, I see a pre-made group for my dept, and am wondering how we can use this as a file repository for just our group--not the larger division.) and how to check AdAstra for room availability.	5/19/2015 9:19 PM
10	I need frequent help from instructors when I am using the computer.	5/19/2015 6:59 PM
11	alot	5/19/2015 6:42 PM
12	We do need to be updated to 2013	5/19/2015 6:25 PM
13	I was hacked into my avc.edu email account and for days I was going to the office asking for help, one of the students finally offered me help and to set up 2nd security which I had no idea was available to me, or how to set it up or use it. but He took the time to help me. For him , I am grateful. AVC serviced workers have no compassion to help other who are willing to seek education to elevate their standard of living. to many selfish people , with wrong answers or wrong attitudes.I don't see any sign of encouragement from the service department, they would rather turn people away then to find the answers to our questions. lazy student service workers, I found more help in the computer labs, when they saw how I needed help, they came to me and ask to help me. I don't have to beg them for help. Several times I have emailed for help, and all I was given was a www. web site. that was it, no instructions where to click once I got there. I am very disappointed in the service at AVC.	5/19/2015 5:07 PM
14	While needing a tutor in the learning center, the one I had was scheduled with had no Excel 2013 book there was not one given to him by the school, teacher or him having his own. I was a waste of my time money spent on gas and childcare.	5/19/2015 4:36 PM
15	Using new equipment that hasn't been installed, ie., drivers...	5/19/2015 4:30 PM
16	FDRT reports	5/19/2015 4:04 PM
17	N/A	5/19/2015 4:00 PM
18	If the computer break down and I could not access my Gmail or Google for my English class.	5/19/2015 3:16 PM
19	I need some help understanding all of what is available through google. How to create mail lists and use various software. It would be great if the Tech Trainer to give courses on Weave as well.	5/19/2015 3:11 PM
20	access	5/19/2015 3:07 PM
21	Excel, access, adobe professional	5/19/2015 2:25 PM
22	Ongoing for Blackboard, it is new for me.	5/19/2015 2:04 PM

23	Continuous basic computer training	5/19/2015 1:44 PM
24	Tutoring etc	5/19/2015 1:09 PM
25	It would be beneficial for new staff to have banner training.	5/19/2015 1:05 PM
26	Blackboard training. But I'm sure it's available. I just need to find some time to take it.	5/19/2015 1:04 PM
27	Greg's series of classes each year keep me informed and I hope you continue to offer them.	5/19/2015 9:59 AM
28	I would like a training on how to embed utube videos into a powerpoint. The U tube training I wanted to attend was cancelled.	5/18/2015 1:19 PM
29	I lack the $ to buy up to date technology	5/18/2015 12:46 PM
30	It's always good to review MS programs, especially when they software is updated.	5/18/2015 11:44 AM
31	Overall Blackboard use as well as use specific to Turnitin. Other faculty have told me they need training for the latter as well.	5/18/2015 8:55 AM
32	I'm still learning to use blackboard.	5/18/2015 8:51 AM
33	As a DM student, I need to be trained to the level at which other graduates from other school are being taught. A LOT of the teachers in DM are good, but they are forced to teach below industry standards. We're being taught 1990s information in 2015…do you see what's wrong with this picture?	5/16/2015 1:08 AM
34	Computer operator	5/14/2015 8:10 PM
35	Banner Purchase Orders - I need more!!!!!!!!	5/14/2015 4:15 PM
36	For the most part I don't but would like more instruction on the new scheduling program, AdAstra. No handouts have been distributed as of yet.	5/14/2015 1:07 PM
37	n/a	5/14/2015 12:50 PM
38	always like to be more up to date, tech savy	5/14/2015 12:06 PM
39	I have more training in Microsoft office	5/14/2015 11:00 AM
40	Program useage	5/14/2015 10:42 AM
41	Our staff could benefit from more training sessions on Contribute and Marketer software.	5/14/2015 10:00 AM
42	Blackboard remains somewhat of a mystery	5/14/2015 9:23 AM
43	Blackboard training	5/14/2015 8:56 AM
44	I would like training using MS Project.	5/14/2015 7:58 AM
45	Banner finance	5/14/2015 7:57 AM
46	It would be helpful to have a source of reference or training for Shoretel that could be accessed on our own.	5/14/2015 7:46 AM
47	Several of the adjunct in the ACRV program are computer illiterate to say the least. How about some training for them in using the technology we have in the labs for instructional purposes. Perhaps a good idea across campus. Many dinosaurs that dont want to embrace the technology.	5/14/2015 7:12 AM
48	Blackboard	5/14/2015 6:52 AM
49	If there is different user modes in every PC that have complete software used in the class	5/14/2015 5:13 AM
50	no	5/14/2015 12:44 AM
51	Power points construction	5/13/2015 10:16 PM
52	Please train staff and instructors how to us the full lab checkin software	5/13/2015 9:58 PM
53	Word & Excel	5/13/2015 8:11 PM
54	I need to increase my knowledge/skills in regards to Blackboard.	5/13/2015 7:55 PM
55	The current offering of tech training is sufficient.	5/13/2015 7:00 PM
56	N/A	5/13/2015 6:50 PM

| 57 | microsoft office advanced use - excel, ppt, and word docs also how to upload videos to my power points | 5/13/2015 6:44 PM |
| 58 | Some classrooms need better technical devices so the professor is able to teach with the device. | 5/13/2015 6:22 PM |

Q6 6. Are you aware that AVC has licensed Lynda.com for personal and/or professional development? (faculty/staff only)
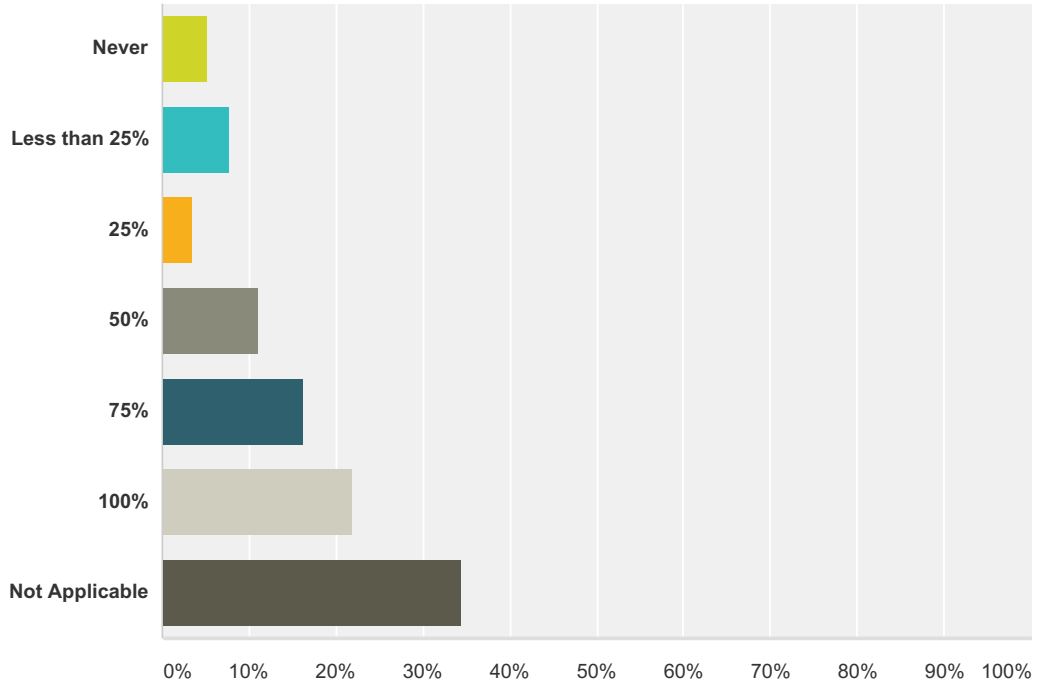
Answered: 482   Skipped: 20
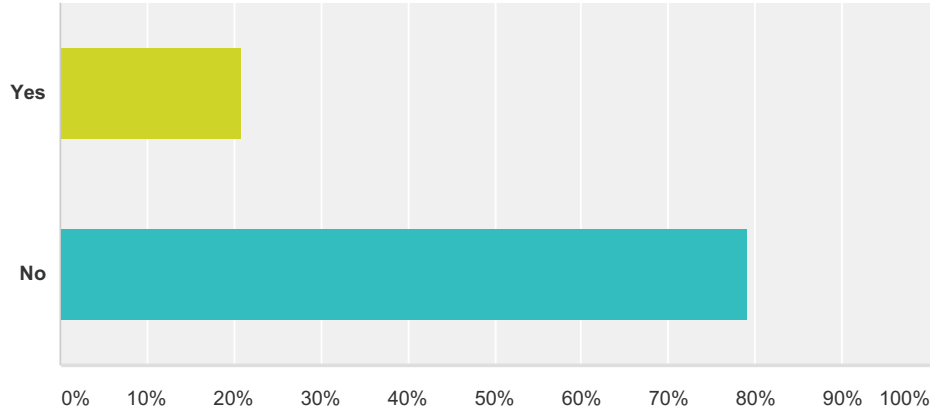
Answer Choices	Responses	
Yes	**20.95%**	101
No	**79.05%**	381
Total		**482**

Q7 7. 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: 482   Skipped: 20

Answer Choices	Responses	
Never	**5.19%**	25
Less than 25%	**7.68%**	37
25%	**3.53%**	17
50%	**11.00%**	53
75%	**16.18%**	78
100%	**21.99%**	106
Not Applicable	**34.44%**	166
Total		**482**

Q8 8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

Answered: 482   Skipped: 20
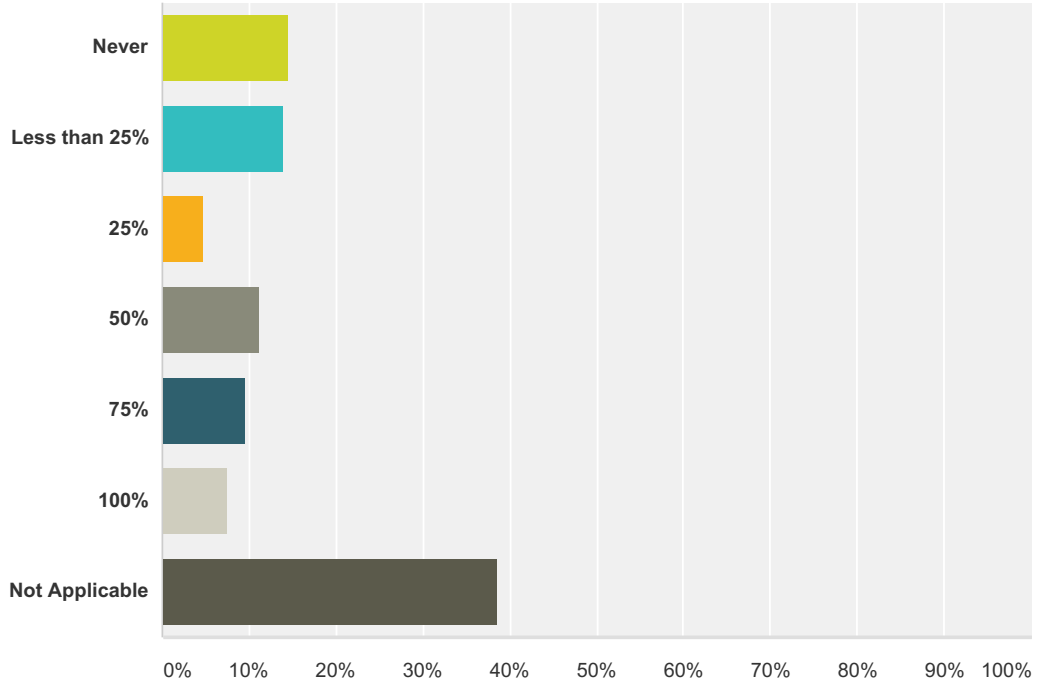
Answer Choices	Responses	
Never	**14.52%**	70
Less than 25%	**13.90%**	67
25%	**4.77%**	23
50%	**11.20%**	54
75%	**9.54%**	46
100%	**7.47%**	36
Not Applicable	**38.59%**	186
Total		482

Q9 9. Do you have internet access off campus? If so, please select all that apply:

Answered: 482   Skipped: 20
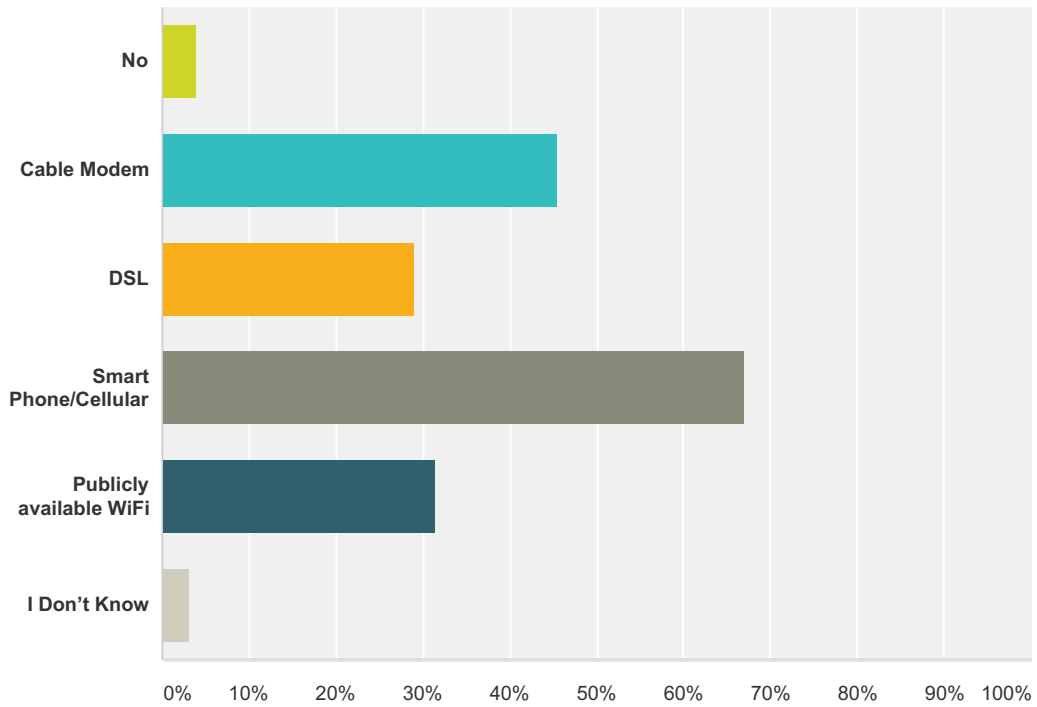
Answer Choices	Responses	
No	**3.94%**	19
Cable Modem	**45.44%**	219
DSL	**29.05%**	140
Smart Phone/Cellular	**67.01%**	323
Publicly available WiFi	**31.54%**	152
I Don't Know	**3.11%**	15
Total Respondents: 482		

Q10 10. Do you bring any personal computing devices to campus (check all that apply)?

Answered: 434   Skipped: 68
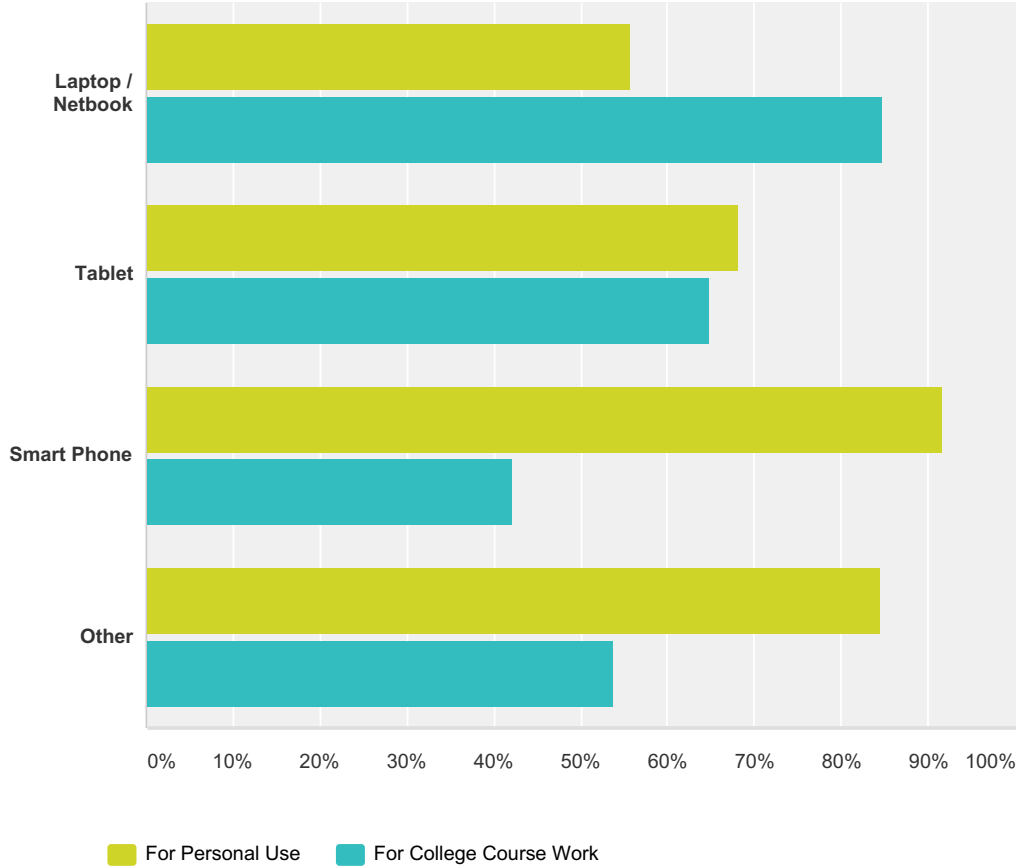
	For Personal Use		For College Course Work		Total Respondents	
Laptop / Netbook	**55.80%**		**84.82%**			
	125		190		224	
Tablet	**68.21%**		**64.90%**			
	103		98		151	
Smart Phone	**91.75%**		**42.27%**			
	356		164		388	
Other	**84.62%**		**53.85%**			
	11		7		13	

#	If you selected Other, please specify:	Date
1	Tablet is an Ipad	5/20/2015 12:31 PM
2	no	5/19/2015 10:57 PM
3	iPad	5/19/2015 9:50 PM
4	The computer in the oda office is out date and when I need to take a test for my ca103 class Ibring it	5/19/2015 5:54 PM
5	Viedophone or Viedo with my laptop doesn't working because it was too slow.	5/19/2015 3:19 PM

6	Faster unit with 2 monitors, Laptop	5/19/2015 1:04 PM
7	none	5/18/2015 12:48 PM
8	none	5/16/2015 12:12 PM
9	computer lab	5/14/2015 11:53 AM
10	Home Computer	5/14/2015 11:01 AM
11	Music player (Zune)	5/14/2015 6:51 AM
12	Darkroom tools	5/13/2015 10:00 PM
13	Kindle	5/13/2015 9:12 PM
14	MP3	5/13/2015 8:38 PM

## Q11 11. With regard to your personal devices, what operating systems do they use (check all that apply)?

Answered: 456   Skipped: 46
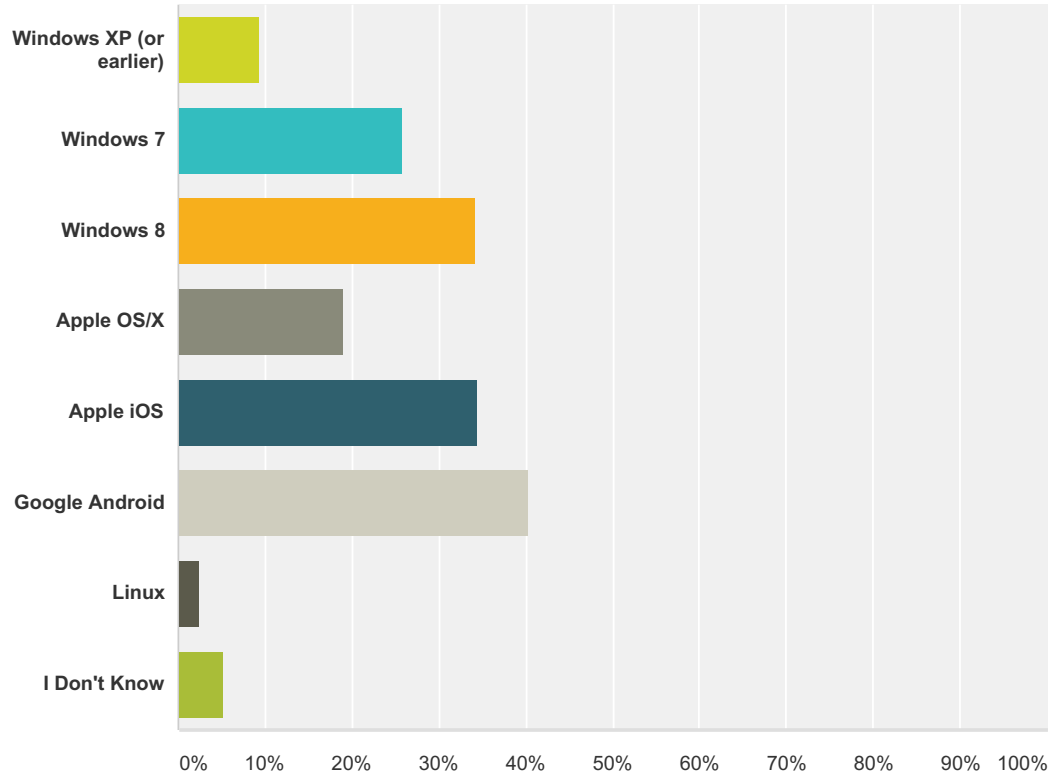
Answer Choices	Responses	
Windows XP (or earlier)	**9.43%**	43
Windows 7	**25.88%**	118
Windows 8	**34.21%**	156
Apple OS/X	**19.08%**	87
Apple iOS	**34.43%**	157
Google Android	**40.35%**	184
Linux	**2.41%**	11
I Don't Know	**5.26%**	24
Total Respondents: 456		

Q12 12. Are you aware that AVC licenses Antivirus software for employee use on their personal systems?
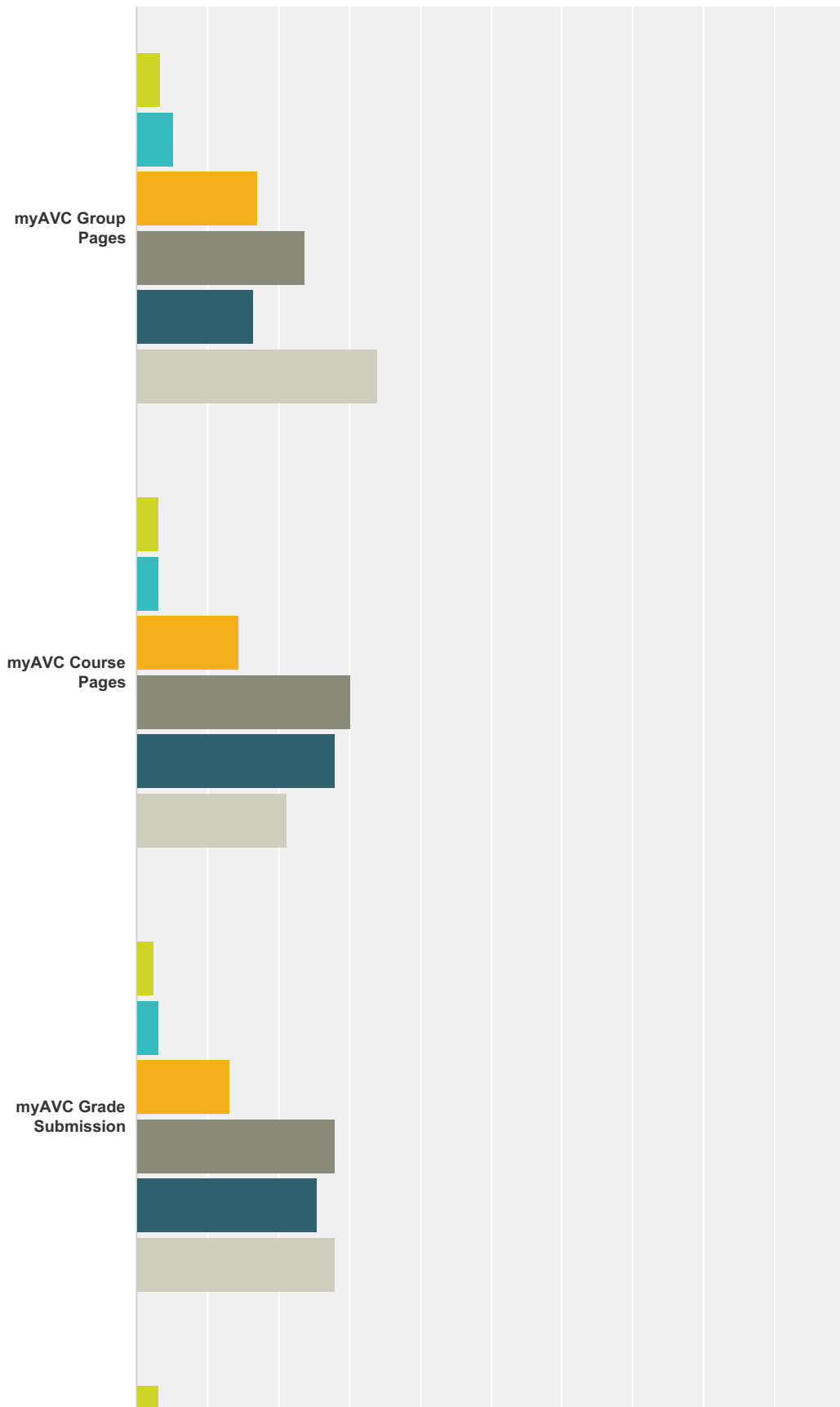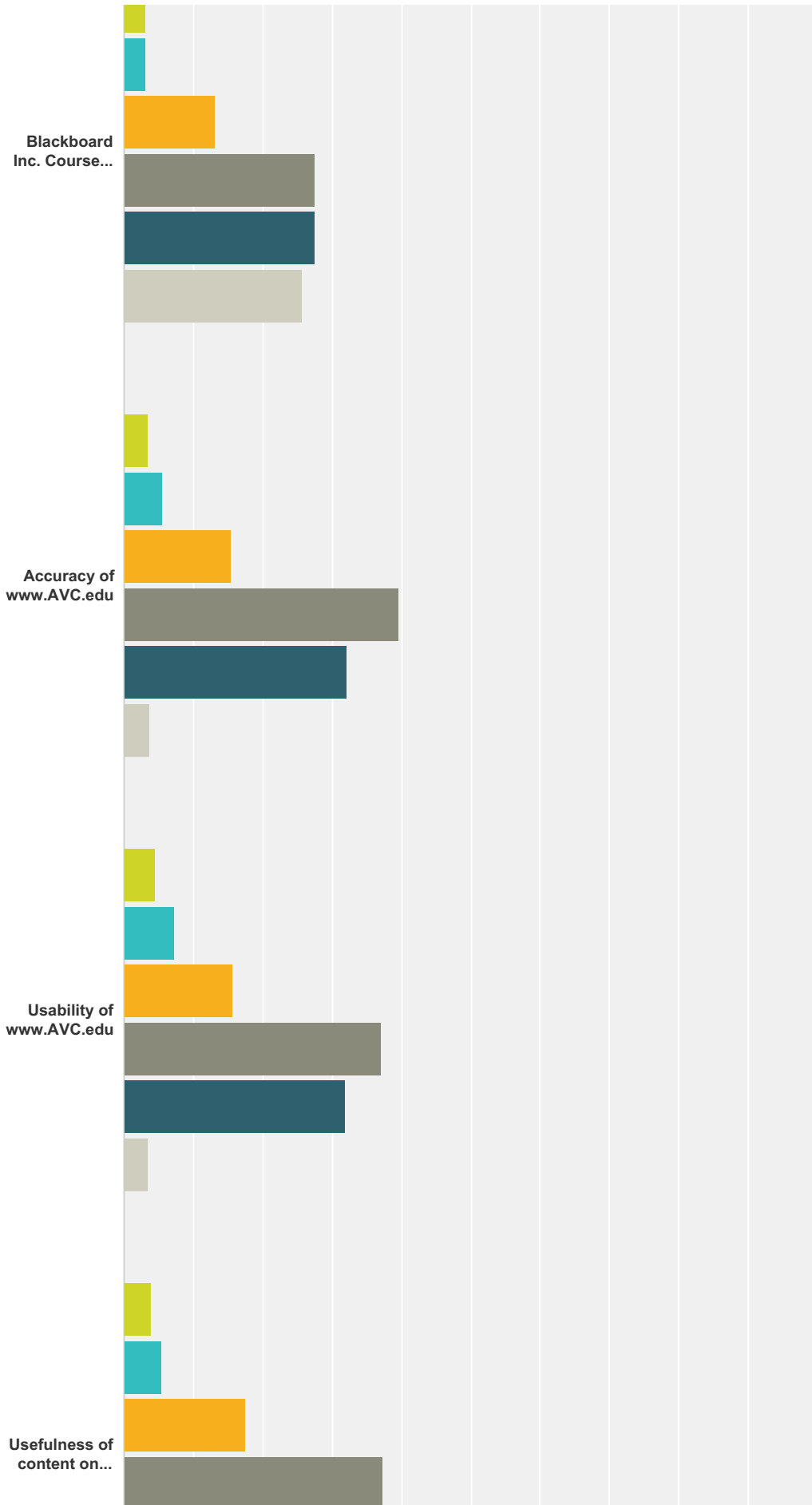
Answered: 482   Skipped: 20
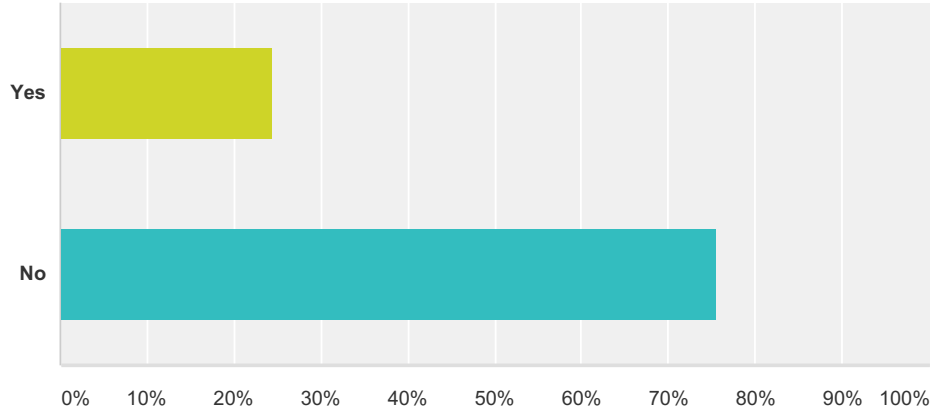
Answer Choices	Responses	
Yes	**24.48%**	118
No	**75.52%**	364
Total		**482**

Q13 13. Please rate the following services:

Answered: 469   Skipped: 33

Blackboard Inc. Course...

Accuracy of www.AVC.edu

Usability of www.AVC.edu

Usefulness of content on...

Information Technology Services (ITS) - Spring 2015 Survey

Very Dissatisfied — Dissatisfied — Neutral — Satisfied — Very Satisfied — I Don't Use This Service

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	I Don't Use This Service	Total
myAVC Group Pages	**3.25%** 15	**5.21%** 24	**17.14%** 79	**23.86%** 110	**16.49%** 76	**34.06%** 157	461
myAVC Course Pages	**3.04%** 14	**3.04%** 14	**14.32%** 66	**30.37%** 140	**27.98%** 129	**21.26%** 98	461
myAVC Grade Submission	**2.40%** 11	**3.06%** 14	**13.10%** 60	**27.95%** 128	**25.55%** 117	**27.95%** 128	458

Blackboard Inc. Course Pages	**3.06%** 14	**3.06%** 14	**13.13%** 60	**27.57%** 126	**27.57%** 126	**25.60%** 117	457
Accuracy of www.AVC.edu	**3.48%** 16	**5.65%** 26	**15.43%** 71	**39.57%** 182	**32.17%** 148	**3.70%** 17	460
Usability of www.AVC.edu	**4.56%** 21	**7.38%** 34	**15.62%** 72	**37.09%** 171	**31.89%** 147	**3.47%** 16	461
Usefulness of content on www.AVC.edu	**3.90%** 18	**5.42%** 25	**17.57%** 81	**37.31%** 172	**32.97%** 152	**2.82%** 13	461
ITS / IMC Help Desk x6535 or x6605	**3.25%** 15	**3.46%** 16	**14.29%** 66	**20.13%** 93	**24.46%** 113	**34.42%** 159	462
Helpdesk.avc.edu or help@avc.edu	**3.04%** 14	**1.96%** 9	**15.22%** 70	**20.22%** 93	**22.83%** 105	**36.74%** 169	460

Q14 14. How do you use the college's computers (select all that apply)?

Answered: 469   Skipped: 33
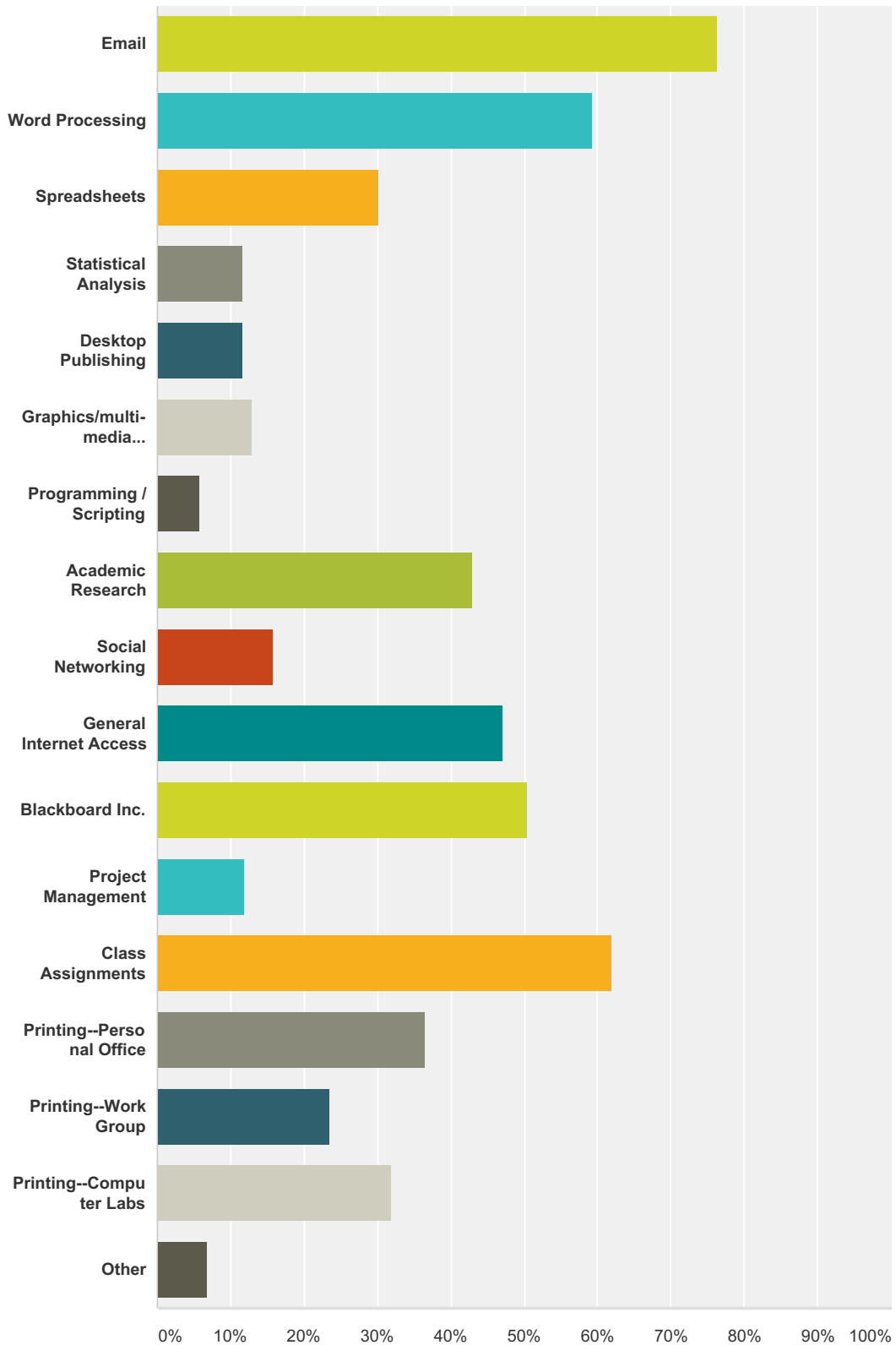
Information Technology Services (ITS) - Spring 2015 Survey

Answer Choices	Responses	
Email	**76.33%**	358
Word Processing	**59.28%**	278
Spreadsheets	**30.28%**	142
Statistical Analysis	**11.73%**	55
Desktop Publishing	**11.73%**	55
Graphics/multi-media development	**13.01%**	61
Programming / Scripting	**5.76%**	27
Academic Research	**43.07%**	202
Social Networking	**15.78%**	74
General Internet Access	**47.12%**	221
Blackboard Inc.	**50.53%**	237
Project Management	**11.94%**	56
Class Assignments	**62.05%**	291
Printing--Personal Office	**36.46%**	171
Printing--Work Group	**23.67%**	111
Printing--Computer Labs	**31.98%**	150
Other	**6.82%**	32
Total Respondents: 469		

Q15 15. If you answered "Other" to "How do you use the college's computers", please explain:

Answered: 32   Skipped: 470

#	Responses	Date
1	I have no access to the school's computers. I use my own computer, generally from home on my own internet connection.	5/20/2015 4:51 PM
2	I don't use the college's computer. The computer lab has like twenty computers crammed into them--it's not very private or friendly.	5/20/2015 2:54 PM
3	research for projects and labor market information.	5/20/2015 12:34 PM
4	BANNER, SARS	5/19/2015 10:30 PM
5	I don't, but your question required an answer.	5/19/2015 7:07 PM
6	Enrollment; applying for financial aid.	5/19/2015 5:45 PM
7	Class lectures and labs	5/19/2015 4:42 PM
8	N/A	5/19/2015 4:08 PM
9	I don't use the college's computers	5/19/2015 3:50 PM
10	To register or add or drop classes.	5/19/2015 2:00 PM
11	N/A	5/19/2015 1:19 PM
12	I don't use it at all.	5/19/2015 1:10 PM
13	I use personal computer not the college's.	5/18/2015 10:34 PM
14	I have not had the opportunity to use college's computers.	5/15/2015 11:16 AM
15	Videos	5/15/2015 7:55 AM
16	I have on line classes	5/14/2015 1:15 PM
17	timesheets	5/14/2015 11:14 AM
18	Gift processing and donor database management, email newsletters	5/14/2015 10:03 AM
19	Banner	5/14/2015 9:09 AM
20	At this time I have not used college's computers, I use my personal computer at home	5/14/2015 9:06 AM
21	PowerPoint lecture presentations	5/14/2015 8:59 AM
22	I'm adjunct, do not have an office and use my home computer of all of college needs. I do have a software application that I would like to use in the classroom, but it needs Quicktime.	5/14/2015 8:58 AM
23	Financial analysis (FDRT)	5/14/2015 8:00 AM
24	Simulation Software for students to include Simu - packages, Wrightsoft Load Calculation software and catalog research for students.	5/14/2015 7:17 AM
25	I never use them	5/14/2015 6:58 AM
26	Lab login and record keeping	5/13/2015 10:02 PM
27	To access software required for class that my personal computer cannot access.	5/13/2015 8:40 PM
28	Job hunting and exploring options for personal and professional development	5/13/2015 8:35 PM
29	I don't use the computers at the college	5/13/2015 7:58 PM

30	I don't use them	5/13/2015 7:40 PM
31	I don't use the college's computers	5/13/2015 7:05 PM
32	I don't.	5/13/2015 6:30 PM

Q16 16. In your office or department and for those who need it, do all employees have access to a computer?

Answered: 437   Skipped: 65
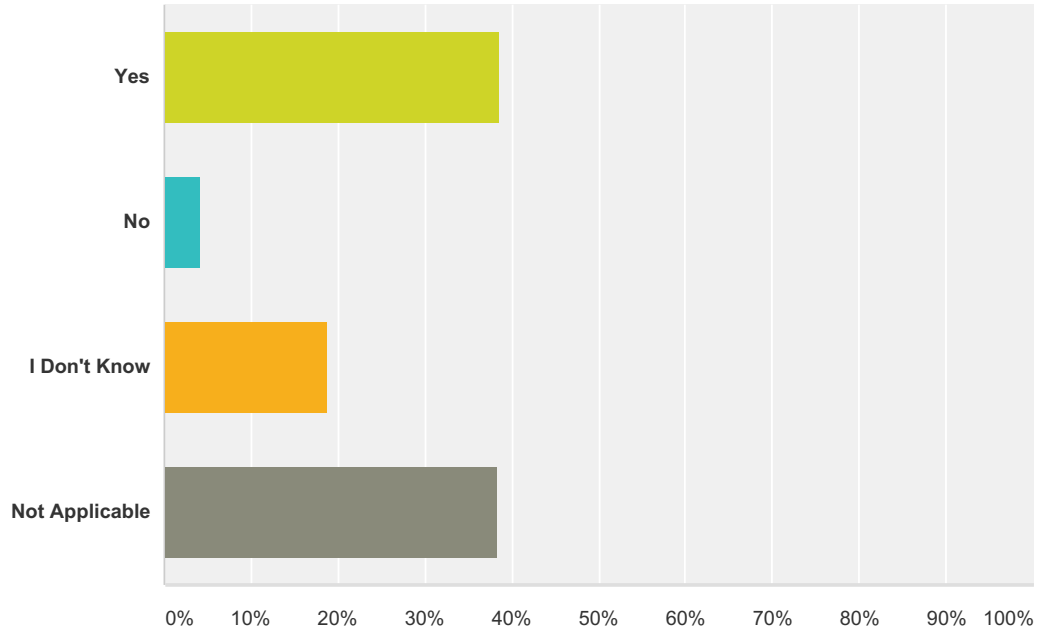
Answer Choices	Responses	
Yes	**38.67%**	169
No	**4.12%**	18
I Don't Know	**18.76%**	82
Not Applicable	**38.44%**	168
Total		**437**

Q17 17. 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: 437 Skipped: 65
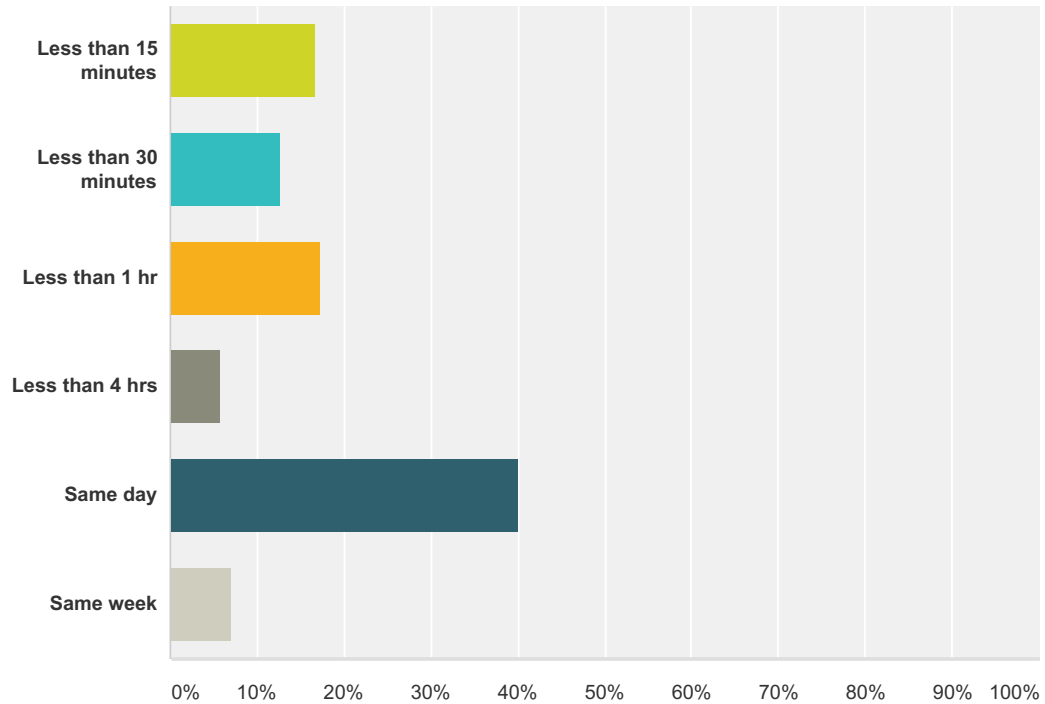
Answer Choices	Responses	
Less than 15 minutes	**16.70%**	73
Less than 30 minutes	**12.81%**	56
Less than 1 hr	**17.39%**	76
Less than 4 hrs	**5.95%**	26
Same day	**40.05%**	175
Same week	**7.09%**	31
Total		**437**

Q18 18. What is your overall satisfaction with services from ITS?

Answered: 437   Skipped: 65
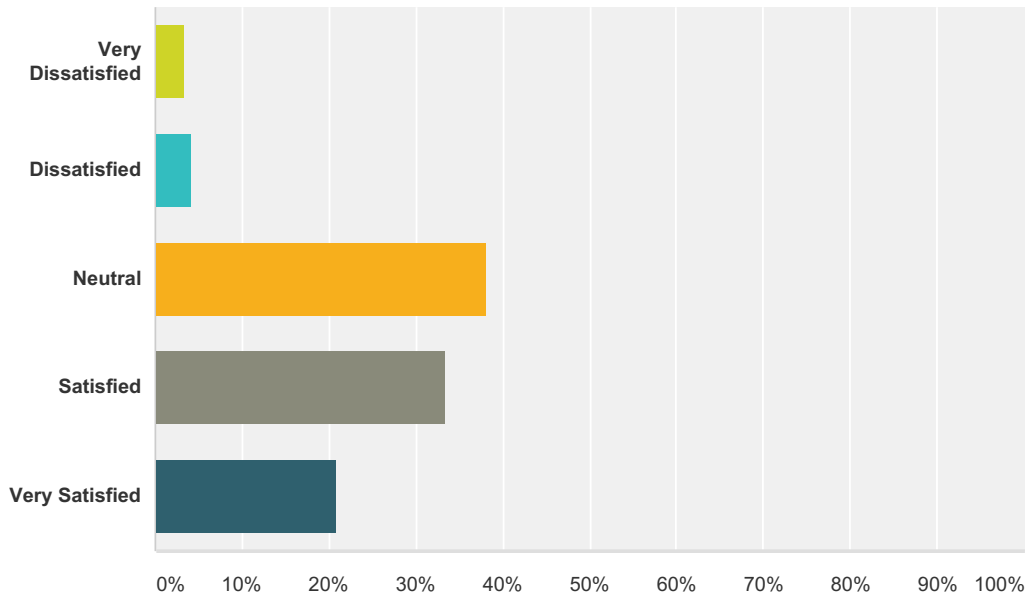
Answer Choices		Responses	
Very Dissatisfied		**3.43%**	15
Dissatisfied		**4.12%**	18
Neutral		**38.22%**	167
Satisfied		**33.41%**	146
Very Satisfied		**20.82%**	91
Total			**437**

Q19 19. With regard to overall services delivered by ITS, would you say:

Answered: 437   Skipped: 65

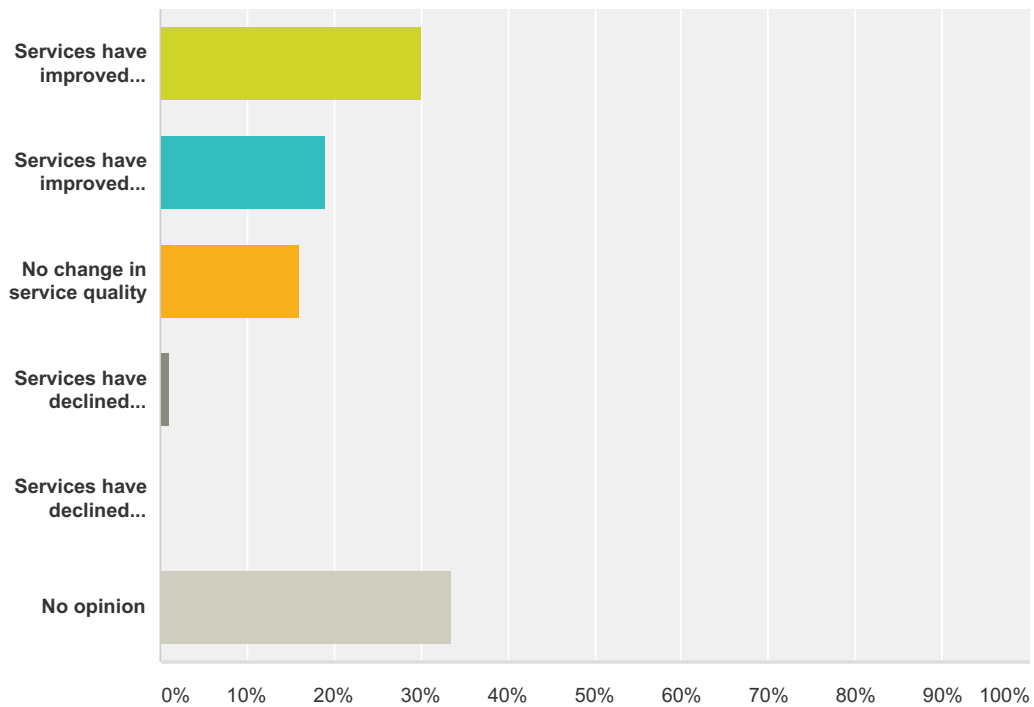| Answer Choices	Responses	
Services have improved substantially	**29.98%**	131
Services have improved marginally	**18.99%**	83
No change in service quality	**16.02%**	70
Services have declined marginally	**1.14%**	5
Services have declined substantially	**0.23%**	1
No opinion	**33.64%**	147
Total		**437**

#	Additional Comments:	Date
1	Service is generally faster than it used to be, which I appreciate. The technicians seem competent and knowledgeable.	5/20/2015 6:27 PM
2	I have never used ITS	5/20/2015 4:54 PM
3	Since Connie Moise and Woody Burns left AVC, I do not hear from other employees that ITS has an attitude of "It's never our fault" or "It's impossible to help you with that problem" or "That's not our job."	5/20/2015 11:13 AM
4	I appreciate the automatic response when I submit a trouble call. And, the techs. and Rhonda have been very responsive when instructors have immediate needs that impact their classes. Good job!	5/20/2015 9:47 AM
5	Compared to years past, at least I am able to talk to a human being on the phone now. I hope it continues.	5/20/2015 7:50 AM

| 6	Never had a service by ITS	5/19/2015 9:46 PM
7	Services and equipment are highly reliable now. Response when there is a problem is much faster.	5/19/2015 9:28 PM
8	Someone should come routinely to check on all the computers, and there should be a training on computer services for all student workers (and faculty). I work in the Learning Center and deal with multiple computer problems that oftentimes don't get addressed. In addition, on the very first day of school last semester, the brand new WEPA printing service was installed, yet we had no training or information whatsoever on how to use it, and our supervisors were in the same situation. We are supposed to help with basic computer problems, yet the only knowledge we have to do so is what we've previously learned.	5/19/2015 8:00 PM
9	I will tell you more after registration. In the past, the system has ran very slowly or even crash.	5/19/2015 7:17 PM
10	Super job ITS! Thanks for all your support!	5/19/2015 4:40 PM
11	There is still someone who is slower than he should be and who forgets requests, but I am hopeful that he will improve with the correct guidance.	5/19/2015 4:38 PM
12	Mike Wilmes had done a great job of bridging the gap between ITS and Adjunct Faculty. Rick Shaw has done a great job empowering his staff to make necessary improvements--ensuring a 21st Century ITS experience.	5/19/2015 4:06 PM
13	Services have improved but having an office computer that is over 10 years old and getting older and older as the years go by is very unsatisfactory.	5/19/2015 3:27 PM
14	I don't really require any help.	5/19/2015 3:15 PM
15	I have noticed big improvements in the last 2-3 years.	5/19/2015 2:07 PM
16	sometimes your staff is very rude on the phone and do not listen to what the problem is	5/19/2015 1:48 PM
17	When calling ITS concerning a problem, the IT technician doesn't have to be so rude and treat people like they are stupid. Most of us just use the software; we are not techs and don't know all the techize language. So, please cut us some slack. The majority of students are not studying computer programming. There was one tech who was so rude, I really had to think whether I should come back on campus to interface with her directly because I doubt she would speak that rudely if I was standing in her presence. I have no problems with the IMC personnel; they are very helpful, but your IT people need to check their attitudes.	5/19/2015 1:23 PM
18	Every time I have contacted the IT group, everyone has been very polite.	5/18/2015 11:04 AM
19	I am confused when I phone the Help Desk and the person who answers tells me the technician should be available that day to take care of the problem, but then he shows up 3-4 days later to address the problem.	5/18/2015 9:11 AM
20	Wish wifi internet for general public use were slightly faster especially in the upload department. Perhaps students could have the option of either paying for faster on campus internet access via wifi, or possibly students could pay more to get access to a separate faster campus wifi network.	5/14/2015 5:00 PM
21	I've never had to use it	5/14/2015 4:06 PM
22	They didn't call back at all when I needed help	5/14/2015 1:27 PM
23	IT is always ready to help and so generous with their time and sharing of knowledge	5/14/2015 12:51 PM
24	Service was always good, and still is.	5/14/2015 11:24 AM
25	The IT help folks are worth their weight in Gold!	5/14/2015 10:18 AM
26	Speed, knowledge, and courteousness of all staff is excellent	5/14/2015 10:10 AM
27	Bill Carlson is GREAT!	5/14/2015 10:07 AM
28	I don't have a standard to compare to at this time.	5/14/2015 9:16 AM
29	I've only had to call 2 times this semester, once I reached an IT associate, the issue was taken care of promptly, locked myself out of account. The last problem I had was trying to reach IT department on Friday when they are closed. This was frustrating as I had to wait until Monday to reach someone.	5/14/2015 9:12 AM
30	The help desk staff is very friendly and helpful	5/14/2015 9:07 AM
31	There must be technical support staff at and for the Palmdale site for the evening classes.	5/14/2015 9:01 AM
32	On #16 I put No simply because we don't have the space in our department for more computers/work stations.	5/14/2015 8:04 AM

33	The follow up regarding the status of a help desk ticket is sometimes slow IF the ticket is related to something other than an every day issue such as password or connection. Also communication related to the department's IT is sometimes non existent.	5/14/2015 8:01 AM
34	I think it's much better than it was about a year ago. I used to have to make several calls before anyone would get back to me.	5/14/2015 7:13 AM
35	No support for the classroom during evening classes. Digital Media classes are on our own in terms of equipment failures during class. We used to have a tech on site (APL) and student aides that were somewhat savvy about equipment and software.	5/14/2015 6:50 AM
36	Supposedly, there is a staff member assigned to our building, who should be available for immediate ITS classroom problems, but this person is never to be found for assistance.	5/14/2015 6:29 AM
37	I am still new to the campus and all of its new technology upgrades.	5/13/2015 10:20 PM
38	Its should add a night time help line or tutorial page to answer tech problems after hours	5/13/2015 10:06 PM
39	Thank you for keeping the DVD player working in my classroom in Palmdale. I hate trying to use the computer for the DVDs.	5/13/2015 9:18 PM
40	Rhonda is very pleasant and very helpful. She makes you feel you are the only caller. Great customer service. Daniel, Mike, and Geary have been quick to resolve issues and make sure things are working okay. Katherine is very accommodating when it comes to helping with any issues regarding MIS or reporting. I feel that everyone in ITS goes out of their way to try to help as quickly as possible. They are professional and offer good customer service. They never make you feel like you are imposing upon them. They are always willing to help. This is appreciated as it helps me be able to get my job done.	5/13/2015 9:07 PM
41	They have been very helpful & sced all my problems whenever I need help.	5/13/2015 8:43 PM
42	NO doubt that since Rick Shaw came on board the services have improved 100000% - ITS is awesome and always responds quickly -- And Stephen Burns is AWESOME - always responds quickly and is helpful and patient. Even Greg Krynen who was at times difficult to work with has improved - sometimes he still has his "moments" but for the most part he has shown huge strides in being professional and helpful.	5/13/2015 6:51 PM
43	Bryan Spidell is about the only customer-focused person I deal with on your staff. Actually, I would also add Mike Wilmes.	5/13/2015 6:48 PM

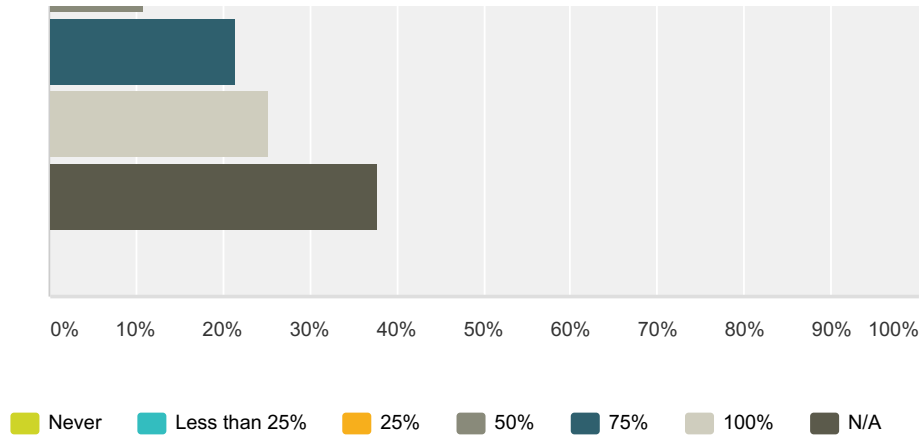## Q20 20. Please estimate the percent of which you feel ITS is meeting the following goals:

Answered: 437   Skipped: 65
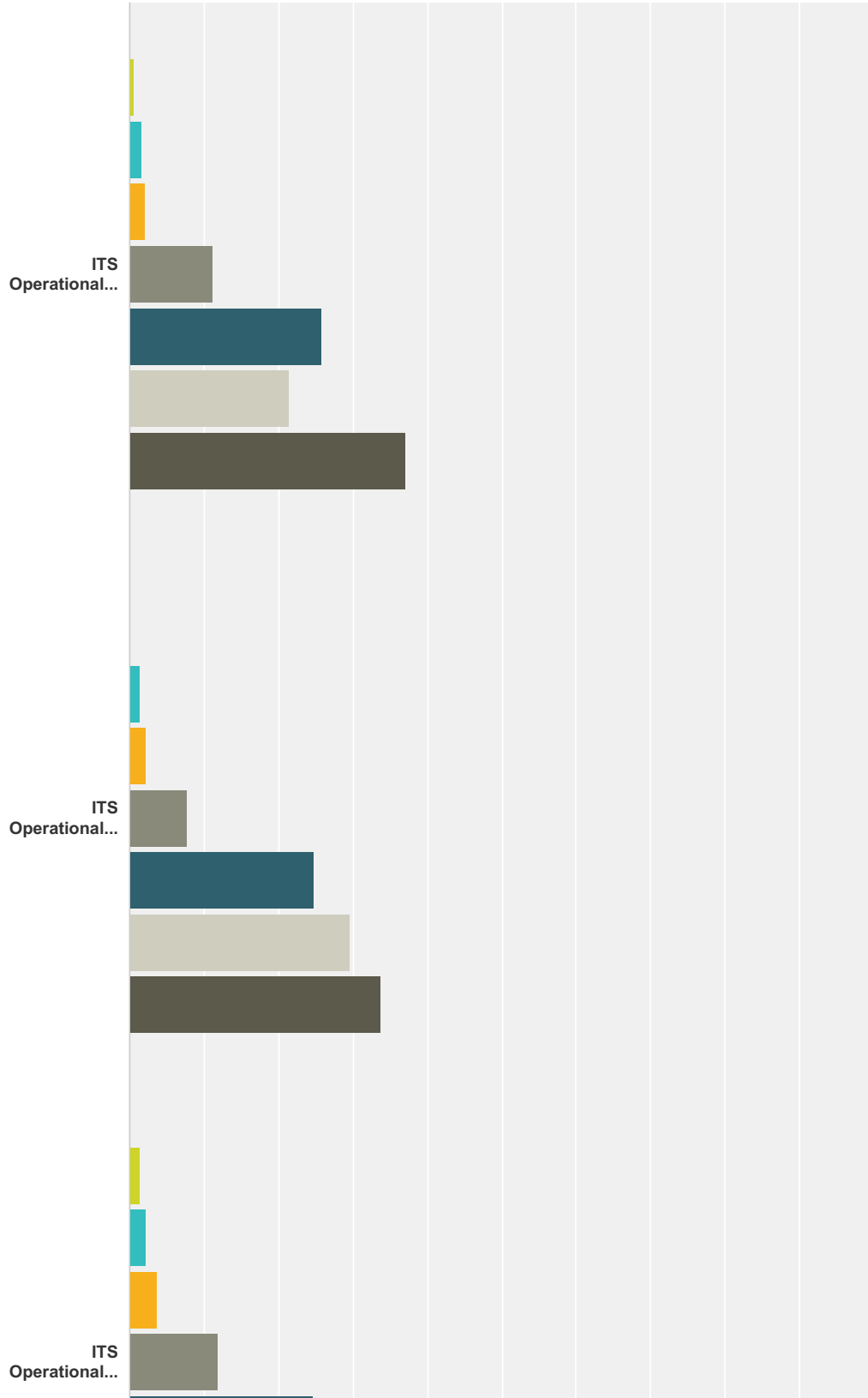
ITS Operational...

ITS Operational...

ITS Operational...

Information Technology Services (ITS) - Spring 2015 Survey
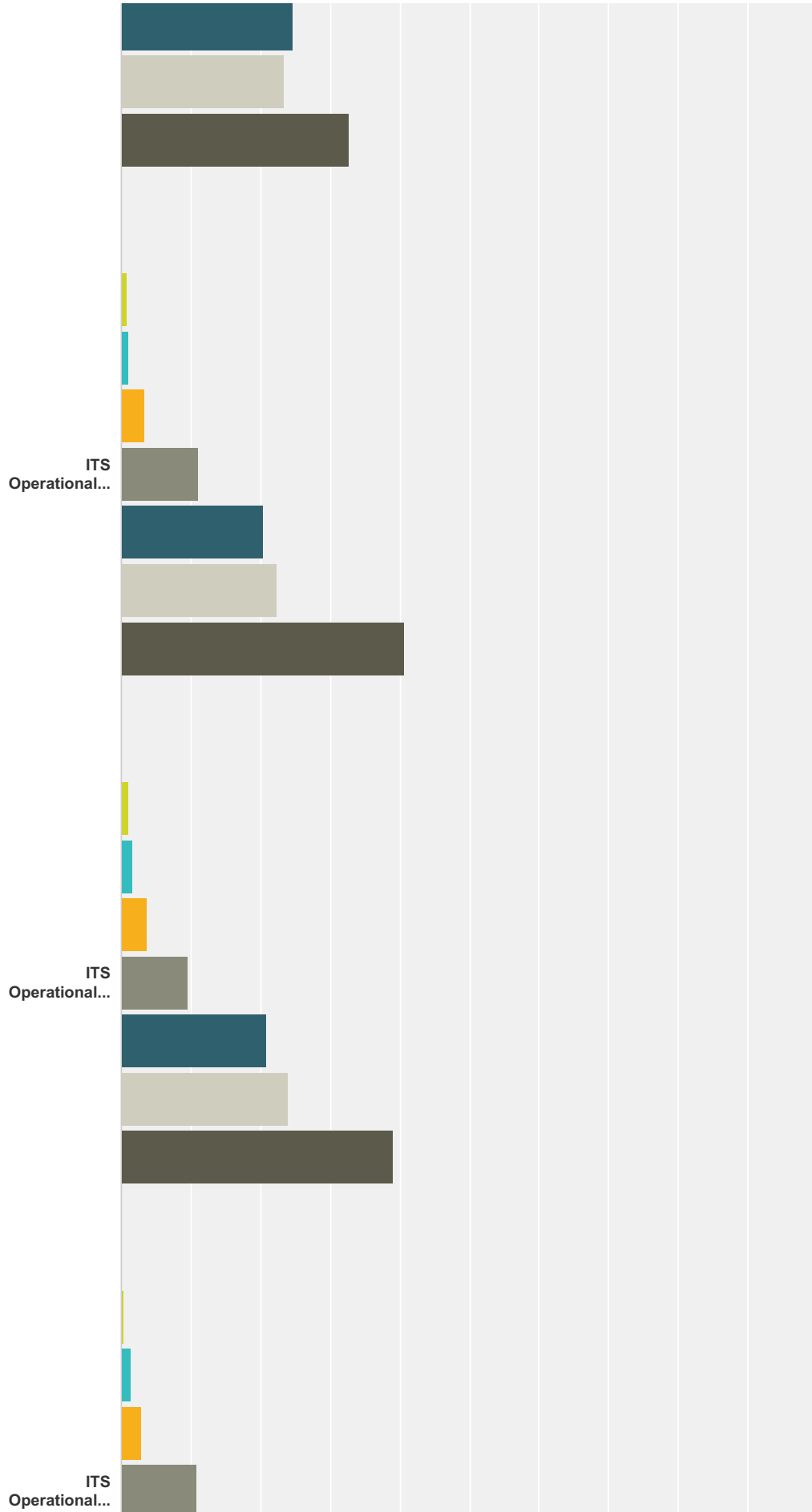
Legend: Never | Less than 25% | 25% | 50% | 75% | 100% | N/A

	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.	**0.69%** 3	**1.60%** 7	**2.06%** 9	**11.21%** 49	**25.86%** 113	**21.51%** 94	**37.07%** 162	437
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	**0.00%** 0	**1.37%** 6	**2.29%** 10	**7.78%** 34	**24.94%** 109	**29.75%** 130	**33.87%** 148	437
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	**1.37%** 6	**2.29%** 10	**3.66%** 16	**11.90%** 52	**24.71%** 108	**23.34%** 102	**32.72%** 143	437
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	**0.92%** 4	**1.14%** 5	**3.43%** 15	**10.98%** 48	**20.37%** 89	**22.43%** 98	**40.73%** 178	437
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	**1.14%** 5	**1.60%** 7	**3.66%** 16	**9.61%** 42	**20.82%** 91	**24.03%** 105	**39.13%** 171	437
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	**0.46%** 2	**1.37%** 6	**2.97%** 13	**10.76%** 47	**21.51%** 94	**25.17%** 110	**37.76%** 165	437

Q21 21. Rank the availability of technical help.

Answered: 436   Skipped: 66
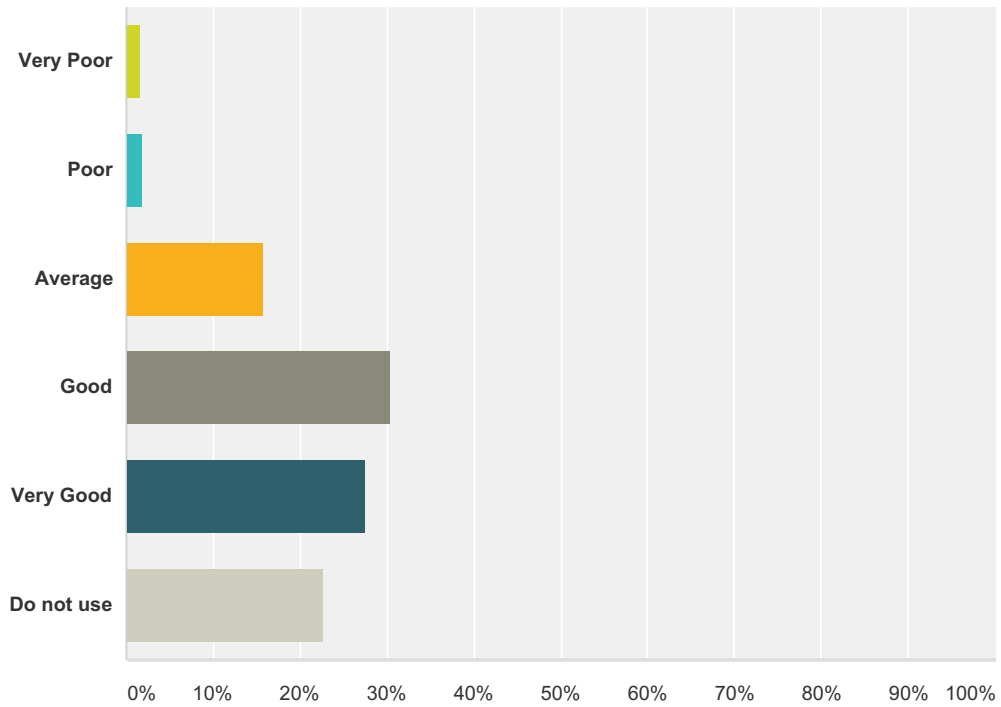
Answer Choices	Responses	
Very Poor	**1.61%**	7
Poor	**1.83%**	8
Average	**15.83%**	69
Good	**30.50%**	133
Very Good	**27.52%**	120
Do not use	**22.71%**	99
Total		**436**

Q22 22. Is there anything you would like to share or comment on with regard to technology or support services at AVC?

Answered: 93   Skipped: 409

#	Responses	Date
1	no	5/21/2015 9:24 AM
2	Maybe more open labs	5/20/2015 9:36 PM
3	Not at this time.	5/20/2015 3:15 PM
4	I really appreciate the accessibility and information available at myavc.edu.	5/20/2015 2:56 PM
5	I am satisfied with all that I have had contact with.	5/20/2015 2:40 PM
6	Technical help is very helpful. They always provide service in an efficient manner. I have had a couple of encounters with Mr. Rick Lott and he is beyond rude. He needs training with customer service.	5/20/2015 12:55 PM
7	Not at this time. Do not utilize that often at this time.	5/20/2015 12:54 PM
8	no	5/20/2015 12:46 PM
9	Keyboards in Photo and DM areas need regular cleaning. Students complain that this is a health issue.	5/20/2015 11:28 AM
10	you guys are amazing at helping others that need it, thank you very much.	5/20/2015 8:50 AM
11	So far so good.	5/20/2015 7:50 AM
12	Java program should be on more than 1 computer in the learning center. None of the computers in the library have java program.	5/19/2015 11:06 PM
13	No	5/19/2015 10:20 PM
14	N/A	5/19/2015 9:38 PM
15	AVC Technology Staff has made technology at AVC easy to use and available for everyone's convenience. I'm happy with the technology that AVC has available to students and this technology will continue to get better and better over time.	5/19/2015 7:32 PM
16	I was introduced to Rick Lott several weeks ago. He has always been there to see how he could solve my computer & printer issues. Today, May 19, 2015, He had successfully solved all of my complaints. Everyone whom I have spoken to are kind, polite and considerate. The department as a whole, has great customer service skills.	5/19/2015 7:17 PM
17	Burton in Palmdale is very helpful and efficient with my requests.	5/19/2015 7:07 PM
18	no	5/19/2015 6:47 PM
19	We need It staff to be respectful, timely, and to know what they are doing	5/19/2015 6:34 PM
20	The financial aid and enrollment pages are tedious to use. The student pages are confusing to navigate.	5/19/2015 5:49 PM
21	Really appreciate Rick Shaw's leadership and the very positive changes in respect to technology. Thanks to Rick and his Team!	5/19/2015 4:40 PM
22	I do believe the college is aware of how unprofessional the customer service is primarily in the ssv building	5/19/2015 4:36 PM
23	In the future, If I have appointment at Learning Center to use computer and the reserve paper on the monitor, so it saves my time because if computer doesn't working and I feel like to waste my time. Also American Sign Language interpreter, tutor , and I need to use a computer. Thank you, Kristiana Smith Student	5/19/2015 3:27 PM
24	The personnel are always easy to work with.	5/19/2015 3:16 PM
25	I would love to know more about Lynda.com, and the anti-virus software for instructors.	5/19/2015 2:43 PM

26	They take to long to fix computers, projectors, etc., and many times we missed classes.	5/19/2015 2:41 PM
27	As a student, I am looking forward to an improved attitude when I have to call for assistance in the future. I realize that stuff happens. I can live with the system going down every now and then, but I have a difficult time dealing with nasty people; they should not be manning technical assistance calls.	5/19/2015 1:23 PM
28	No	5/19/2015 1:18 PM
29	Better internet efficiency.	5/19/2015 1:16 PM
30	Please bring in new technology to the classrooms! We REALLY need it.	5/19/2015 1:07 PM
31	Not at this time.	5/19/2015 12:45 PM
32	I don't have enough info to respond to #20. NA was my best option.	5/19/2015 10:17 AM
33	Would like to be able to access degree works and have it load correctly	5/19/2015 12:07 AM
34	Very good job just please send better help to the 3rd floor BE ....its hot in the labs and uncomfortable.	5/18/2015 12:40 PM
35	I'd like to know you received my help message immediately and then get a estimate for how long it'll be. I once waited for over 4 hours and finally got on my hands and knees and disconnected all of my computer cables to try to re-set the computer. (I learned this from geek squad!)	5/18/2015 11:49 AM
36	Be patient with those of us who do not understand all aspects of technology. How about holding a Flex in which we see the faces of ITS and learn about what each person does within ITS operations?	5/18/2015 9:11 AM
37	I rarely need it	5/16/2015 10:39 AM
38	NA	5/16/2015 7:54 AM
39	No	5/15/2015 1:39 PM
40	There is a marked decline in availability of IMC services and employee morale since falling under the ITS umbrella. Even still there is a giant difference between ITS and IMC service. I am not sure how to answer many of the questions as I don't know if I am answering for one or the other. IMC certainly appears to be less represented, yet mildly addressed. ??????	5/15/2015 9:02 AM
41	The email spam messages are ridiculous. How can a person feel safe with our cyber-world when a new spam/scam email is in our inbox on a regular basis. At times, it deters me from using gmail.	5/15/2015 7:59 AM
42	Everything is good	5/14/2015 9:36 PM
43	na	5/14/2015 9:25 PM
44	Sometimes help calls during classes needs to be quicker.	5/14/2015 8:43 PM
45	The availability of hdmi, and vga cables in the "smart" classrooms for those that use their own laptop/tablet.	5/14/2015 7:20 PM
46	I feel that ITS is doing a wonderful job and their customer service is the best. Everyone is so helpful. Thank you for the job you do for all of us.	5/14/2015 6:04 PM
47	thank you for helping me as a student get the office program i needed for my studies as my home computer did not have that level and i needed to update it so i could complete my homework thank you	5/14/2015 5:17 PM
48	I'm happy that AVC finally has wifi throughout the campus. However, for those of us such as myself that may wish to have slightly faster wifi access, particularly for sending files, an option for this for students would be nice, even if it needs to be paid for by the student wishing to have said faster access.	5/14/2015 5:00 PM
49	No	5/14/2015 4:00 PM
50	ITS is doing much better than in previous years. Training could be improved by distributing handouts/manuals, etc. The biggest gripe I hear is the response time it takes when submitting a trouble call about equipment not working in classrooms. Most faculty rely heavily on this equipment for their lectures.	5/14/2015 1:28 PM
51	nothing thank you.	5/14/2015 12:00 PM
52	Degree Works is slow when working...it is inaccurate...it is unreliable.	5/14/2015 11:58 AM
53	Seems to be constantly improving	5/14/2015 10:50 AM
54	IT help people are phenomenal! I just don't care for the antiquated computers in the classroom	5/14/2015 10:18 AM

55	Most of our concerns stem from the fact that we need more computers for student workers, and faster more updated computers for use with graphic- and data-heavy documents, however we understand this is a budget issue. We're also aware that problems keeping myAVC or AVC.edu pages updated with current information is a data flow concern that relates to staffing. It would be great for the college to look at addressing this with a content management plan. Otherwise, all our interactions with ITS staff have been positive -- they always go above and beyond to help!	5/14/2015 10:10 AM
56	Nope	5/14/2015 10:09 AM
57	Trouble Help Desk is now being answered more promptly - thanks!	5/14/2015 10:07 AM
58	My computer struggles to keep up with the large spreadsheets I routinely use. I've been able to work around this by splitting the sheets into multiple files, but it does add a small layer of complication to my processes. Also, the system in general struggles with the programs I have open. 4GB of RAM is sufficient, but only by technicality. Everything else works well: I have all of the software I need to efficiently perform my work; network (and internet) access is quick and reliable; Gmail (and Google Drive) support and ease my email and collaborative efforts; and I'm able to print what is required by others. I also greatly appreciate ITS and the district's efforts to share software and services at free/discounted rates with employees. This is something that should receive more appreciation from and marketing to employees--I do my best to tell others about the great deals we're able to receive via CollegeBuys and Lynda.	5/14/2015 9:16 AM
59	It would be great to be able to reach someone to unlock or reset a password on Friday or after hours.	5/14/2015 9:12 AM
60	Make sure the 'waitlist ' software is working. It was not at the beginning of Spring 2015 and caused problems with student registration for spring enrollment.	5/14/2015 9:03 AM
61	Thanks IT people for keeping the computers working.	5/14/2015 8:49 AM
62	CAN THE ITS DEPARTMENT ALLOW MORE TIME(PREFERABLY ONE(1) MONTH) FOR THE INSTRUCTORS TO POST THEIR "FINAL GRADES" AT THE END OF EACH SEMESTER ???	5/14/2015 8:21 AM
63	Training on the phone system is still needed by the technician and the staff.	5/14/2015 8:01 AM
64	N/A	5/14/2015 8:00 AM
65	Rhonda who answers the phone is always so pleasant and helpful. She never makes me feel "stupid" for calling in something that is probably very trivial to the techs.	5/14/2015 7:36 AM
66	None	5/14/2015 7:34 AM
67	There is a lot of equipment on campus and I believe ITS is doing a great job with what they are expected to do and with what they have to work with. Good Job!	5/14/2015 7:21 AM
68	Service has improved. Keep on improving.	5/14/2015 7:13 AM
69	No	5/14/2015 6:59 AM
70	We have lost much of the support we had in the classroom during class time (tech on the floor, and student aides in the classroom that had knowledge of the software and hardware). We need to have software updates, technical help with hardware (printers, scanners, tablets, anything we need to connect) available during the class time.	5/14/2015 6:50 AM
71	ITS' Personel very helpful. Web page very useful. Good communication between ITS and departments.	5/14/2015 6:12 AM
72	some of the projectors in the classrooms don't work.	5/14/2015 1:26 AM
73	Yes, I think that the financial Aid staff needs to either learn how to answer the questions properly, according to where they work at. They also need to have a better way to communicate through their offices. I mean talk is cheap and when the dept. of Education, sends you an email stating that you qualify for a certain amount of Aid, then to have fin. aid from the school re qualify you for, a drop in the bucket, compared to what dept. of ed first stated, can be quite nerve racking. I thought that you all, were their to help us not screw us. This is coming from a disabled veteran who has earned his right to be helped and instead you make me feel the opposite, as if it (money) was coming out of your pocket!	5/14/2015 1:19 AM
74	As far as services go, IT does a great job keeping things running. There are various problems with certain systems themselves, but it's not because a lack of maintenance or anything of that sort, rather, it's mostly because of the lack of care from the higher ups in regard to the quality of learning for the students.	5/14/2015 1:11 AM

75	I arrived at AVC in 2012. In the 3 years I have been here, the tech services and avc/myavc page have really gotten better. I do wish that there was a closer tie though between the myavc page and the counseling center. Trips back and forth from a computer to the counseling center have chewed up a lot of my time at AVC. For example, I would say 1 out of 5 students needs a course override each semester and there should be a way of getting that override done through just myavc.com without having to physically meet with a counselor. Lastly, Rick Shaw is doing a great job and is a valuable asset to AVC.	5/13/2015 11:46 PM
76	It would be wonderful to have a printer in my office	5/13/2015 10:24 PM
77	no	5/13/2015 9:28 PM
78	Hope the culture continues to improve. This is the college that kept the Alpha systems in a box for a year because they wouldn't fund deployment and the people to run them. Scandalous!	5/13/2015 9:18 PM
79	I am very happy with ITS and their support.	5/13/2015 9:07 PM
80	I am extremely satisfied with the technology and support services at Antelope Valley College regarding ITS. :)	5/13/2015 8:48 PM
81	Get faster internet in more places on campus and in Palmdale.	5/13/2015 8:32 PM
82	No	5/13/2015 7:41 PM
83	Keep up the good work.	5/13/2015 7:17 PM
84	No	5/13/2015 7:06 PM
85	There should be a cash option for the printing stations, as they charge almost a dollar to print just 1 copy.	5/13/2015 6:55 PM
86	If the main purpose of AVC is to meet student needs, then an instructor calling from a classroom about faulty equipment should not have to wait on hold and should receive top-priority assistance so that the class can keep moving (65 minutes later, someone turned up to reset the projector via the locked cabinet). Alternatively, nobody should leave the projector crashed all weekend so that the Monday am instructor gets an unpleasant surprise. I had one instance this term where I was flippantly told by ITS that "Oh, that's been broken since last week" -- someone could have contacted me to let me know so I could plan my lecture differently. Alternatively, the person who showed up several hours later (after my lecture was over) apparently just reset the projector (via access to the locked equipment cabinet) and it was then fine. Surely someone could have done this the previous week? Another option: if you continue to be understaffed and the projector is going to be broken on at least 3 Mondays each semester, train me to reset it and give me a key to the magic cabinet so I can do it myself.	5/13/2015 6:53 PM
87	No	5/13/2015 6:53 PM
88	LOVE you all - and Ronda at the help desk is AWESOME -- I'm a huge Stephen Burns, Rick Shaw and Rhonda fan !!! Mike Wilmes is great too	5/13/2015 6:51 PM
89	Too many changes appear to be happening without a lot of discussion beforehand.	5/13/2015 6:48 PM
90	The internet service is not working properly and this is necessary for us as students to have reliable service for all of our assignments.	5/13/2015 6:39 PM
91	Regarding question 20, the percentages are limiting. I would have said 85-90% for most questions, but the option was not there.	5/13/2015 6:30 PM
92	No.	5/13/2015 6:29 PM
93	I appreciate the entire IT department's support!! Happy customer	5/13/2015 6:19 PM

Q23 Having now completed this survey, if you would like to enter into a drawing for a $25 Marauder Bookstore 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: 339   Skipped: 163

#	Responses	Date
1	ymolina@avc.edu	5/21/2015 9:24 AM
2	Jmedina35@avc.edu	5/20/2015 9:36 PM
3	lclarke1@avc.edu	5/20/2015 7:15 PM
4	rmartinez90@avc.edu	5/20/2015 7:12 PM
5	wrider1@avc.edu	5/20/2015 6:27 PM
6	dhurlburt@avc.edu	5/20/2015 5:34 PM
7	Shacoyabraggs@gmail.com	5/20/2015 5:21 PM
8	larellano@socal.rr.com	5/20/2015 4:54 PM
9	tquezada1@avc.edu	5/20/2015 4:44 PM
10	sedwards29@avc.edu	5/20/2015 4:17 PM
11	tmichael2@avc.edu	5/20/2015 3:40 PM
12	emaher@avc.edu	5/20/2015 3:15 PM
13	sschroeder5@avc.edu	5/20/2015 2:56 PM
14	Lguardado1@avc.edu	5/20/2015 2:18 PM
15	mboyd@avc.edu	5/20/2015 1:35 PM
16	faviles@avc.edu	5/20/2015 1:30 PM
17	Dianaw-lynn@netzero.net	5/20/2015 12:54 PM
18	asteinberg@avc.edu	5/20/2015 12:46 PM
19	lroberson5@gmail.com	5/20/2015 11:34 AM
20	tcleveland@avc.edu	5/20/2015 11:13 AM
21	alightner@avc.edu	5/20/2015 10:15 AM
22	mmendizabal1@avc.edu	5/20/2015 10:14 AM
23	lbeecroft@avc.edu	5/20/2015 9:56 AM
24	Tmettler@avc.edu	5/20/2015 9:49 AM
25	ccrosby3@avc.edu	5/20/2015 9:47 AM
26	kbrandel@avc.edu	5/20/2015 9:34 AM
27	Jonesforever@msn.com	5/20/2015 9:11 AM

28	smosqueda@avc.edu	5/20/2015 8:50 AM
29	mortiz26@avc.edu	5/20/2015 8:19 AM
30	mparker@avc.edu	5/20/2015 8:04 AM
31	bsalameh@avc.edu	5/20/2015 7:50 AM
32	klopez40@avc.edu	5/20/2015 12:25 AM
33	cperez24@gmail.com	5/20/2015 12:14 AM
34	bmartinez40@avc.edu	5/20/2015 12:13 AM
35	Gbaden@avc.edu	5/19/2015 11:45 PM
36	dthompson33@avc.edu	5/19/2015 11:06 PM
37	rrobles11@avc.edu	5/19/2015 10:50 PM
38	smoody@avc.edu	5/19/2015 10:32 PM
39	lngongangdofang@avc.edu	5/19/2015 10:20 PM
40	Xkang@avc.edu	5/19/2015 10:02 PM
41	mlopezmunoz@avc.edu	5/19/2015 9:46 PM
42	aberganza1@avc.edu	5/19/2015 9:38 PM
43	nbraden@avc.edu	5/19/2015 9:26 PM
44	kshort1@avc.edu	5/19/2015 9:06 PM
45	sraighn@avc.edu	5/19/2015 8:49 PM
46	Scannon4@avc.edu	5/19/2015 8:13 PM
47	ewells2@avc.edu	5/19/2015 8:00 PM
48	mrandall11@avc.edu	5/19/2015 7:32 PM
49	nalfaro2@avc.edu	5/19/2015 7:18 PM
50	nvazquez7@avc.edu	5/19/2015 7:18 PM
51	gpreston@avc.edu	5/19/2015 7:17 PM
52	sheller2@avc.edu	5/19/2015 7:07 PM
53	kvazquez1@avc.edu	5/19/2015 6:57 PM
54	vzito1@avc.edu	5/19/2015 6:50 PM
55	pwalton@avc.edu	5/19/2015 6:48 PM
56	rmartinezlopez@avc.edy	5/19/2015 6:35 PM
57	jclarke8@avc.edu	5/19/2015 6:28 PM
58	gmenchaca@avc.edu	5/19/2015 6:08 PM
59	Carias3@avc.edu	5/19/2015 5:59 PM
60	rsubia@avc.edu	5/19/2015 5:57 PM
61	egriffith1@avc.edu	5/19/2015 5:49 PM
62	ywilson7@avc.edu	5/19/2015 5:25 PM
63	Mjustus1@avc.edu	5/19/2015 5:22 PM
64	elydon1@Gmail.com	5/19/2015 5:12 PM
65	mshehee@avc.edu	5/19/2015 4:46 PM

66	kaguilar8@avc.edu	5/19/2015 4:42 PM
67	llucero@avc.edu	5/19/2015 4:40 PM
68	aarlette@avc.edu	5/19/2015 4:38 PM
69	rcade@avc.edu	5/19/2015 4:36 PM
70	jjimenez44@avc.edu	5/19/2015 4:28 PM
71	Gguizar@avc.edu	5/19/2015 4:21 PM
72	Kjohnson104@avc.edu	5/19/2015 4:20 PM
73	chamilton@avc.edu	5/19/2015 4:06 PM
74	Lcombs1@avc.edu	5/19/2015 3:52 PM
75	mguardado9@avc.edu	5/19/2015 3:46 PM
76	kgalvan@avc.edu	5/19/2015 3:41 PM
77	ksmith17@avc.edu	5/19/2015 3:27 PM
78	kaguilera2@avc.edu	5/19/2015 3:19 PM
79	drumsey@avc.edu	5/19/2015 3:16 PM
80	aalarcon5@avc.edu	5/19/2015 3:15 PM
81	razimianaraki@avc.edu	5/19/2015 3:10 PM
82	kgray5@avc.edu	5/19/2015 3:09 PM
83	chendrix@avc.edu	5/19/2015 3:06 PM
84	chobart@avc.edu	5/19/2015 2:43 PM
85	rchapman4@avc.edu	5/19/2015 2:43 PM
86	mramirez94@avc.edu	5/19/2015 2:41 PM
87	mbell20@avc.edu	5/19/2015 2:40 PM
88	nhernandez31@avc.edu	5/19/2015 2:30 PM
89	ugoff@avc.edu	5/19/2015 2:29 PM
90	cnolf@avc.edu	5/19/2015 2:09 PM
91	ihernandezgoll@avc.edu	5/19/2015 2:09 PM
92	fbalcazarsamanie@avc.edu	5/19/2015 2:02 PM
93	chevyluvn77@gmail.com	5/19/2015 2:01 PM
94	svelez1@avc.edu	5/19/2015 1:56 PM
95	jhunt13@gmail.com	5/19/2015 1:56 PM
96	mmayorgastrong@avc.edu	5/19/2015 1:50 PM
97	jgomez27@avc.edu	5/19/2015 1:50 PM
98	Harias@avc.edu	5/19/2015 1:44 PM
99	lb66_33@hotmail.com	5/19/2015 1:39 PM
100	jmartinez132@avc.edu	5/19/2015 1:31 PM
101	oumeh@avc.edu	5/19/2015 1:31 PM
102	mlathrop2@avc.edu	5/19/2015 1:31 PM
103	mhach@avc.edu	5/19/2015 1:27 PM

104	pquevedo@avc.edu	5/19/2015 1:25 PM
105	ygudiel@avc.edu	5/19/2015 1:23 PM
106	asharp@avc.edu	5/19/2015 1:21 PM
107	cparker26@avc.edu	5/19/2015 1:20 PM
108	Fgibson223@yahoo.com	5/19/2015 1:19 PM
109	ehollis@avc.edu	5/19/2015 1:18 PM
110	aramirez992@yahoo.com	5/19/2015 1:18 PM
111	dteran1@avc.edu	5/19/2015 1:16 PM
112	jjeffery3@avc.edu	5/19/2015 1:13 PM
113	amiller56@avc.edu	5/19/2015 1:12 PM
114	Mnance@avc.edu	5/19/2015 1:12 PM
115	mbryant6@avc.edu	5/19/2015 1:08 PM
116	Jbowen@avc.edu	5/19/2015 1:08 PM
117	jgutierrez59@avc.edu	5/19/2015 1:08 PM
118	kye1215@aol.com	5/19/2015 1:08 PM
119	Jonesd213@yahoo.com	5/19/2015 1:07 PM
120	lromo1@avc.edu	5/19/2015 1:07 PM
121	hmartin14@avc.edu	5/19/2015 1:07 PM
122	Lmartinez69@avc.edu	5/19/2015 1:06 PM
123	Cbarajas7@avc.edu	5/19/2015 1:06 PM
124	mcontreras27@avc.edu	5/19/2015 1:06 PM
125	kyoung27@avc.edu	5/19/2015 1:04 PM
126	achavez50@avc.edu	5/19/2015 12:59 PM
127	gnunez@avc.edu	5/19/2015 12:45 PM
128	tlynskey@avc.edu	5/19/2015 7:01 AM
129	dmyers1@avc.edu	5/19/2015 12:07 AM
130	vhinojosa@avc.edu	5/18/2015 10:36 PM
131	sdeplazes@avc.edu	5/18/2015 5:10 PM
132	msponsler@avc.edu	5/18/2015 3:58 PM
133	msanchez73@avc.gmail	5/18/2015 2:39 PM
134	acosby@avc.edu	5/18/2015 12:40 PM
135	Rfuller@avc.edu	5/18/2015 11:49 AM
136	aalvarez23@avc.edu	5/18/2015 11:04 AM
137	dschmidt1@avc.edu	5/18/2015 10:05 AM
138	dfloreskagan@avc.edu	5/18/2015 9:11 AM
139	anjones@avc.edu	5/18/2015 9:05 AM
140	rmilson@avc.edu	5/17/2015 1:03 PM
141	smosqueda@avc.edu	5/16/2015 10:11 PM

142	ppadillalara@avc.edu	5/16/2015 5:30 PM
143	lwood8@avc.edu	5/16/2015 12:16 PM
144	hobaid@avc.edu	5/16/2015 10:39 AM
145	sjony@avc.edu	5/16/2015 9:26 AM
146	ahemsley@avc.edu	5/15/2015 3:40 PM
147	cbasulto2@avc.edu	5/15/2015 1:05 PM
148	pdevine1@avc.edu	5/15/2015 11:09 AM
149	tcastillejo1@avc.edu	5/15/2015 10:33 AM
150	ccorona2@avc.edu	5/15/2015 7:59 AM
151	tchmura@avc.edu	5/15/2015 3:35 AM
152	samande@avc.edu	5/14/2015 10:51 PM
153	Ssalamanca@avc.edu	5/14/2015 9:36 PM
154	mmoralesangel712@gmail.com	5/14/2015 9:25 PM
155	mafdl@live.com	5/14/2015 9:03 PM
156	Dnavarro12@avc.edu	5/14/2015 9:02 PM
157	dwilliams75@avc.edu	5/14/2015 8:49 PM
158	kshafer2@avc.edu	5/14/2015 8:43 PM
159	NDaniels@avc.edu	5/14/2015 8:14 PM
160	tford15@avc.edu	5/14/2015 7:58 PM
161	amendoza2@avc.edu	5/14/2015 7:20 PM
162	sirotzki@avc.edu	5/14/2015 6:04 PM
163	bconrick@avc.edu	5/14/2015 5:17 PM
164	micenogle@avc.edu	5/14/2015 5:00 PM
165	nblundell@avc.edu	5/14/2015 4:20 PM
166	jazz93bell@yahoo.com	5/14/2015 4:06 PM
167	eric1ruiz17@gmail.com	5/14/2015 4:00 PM
168	jordanplanellas@yahoo.com	5/14/2015 3:50 PM
169	harevalo1@avc.edu	5/14/2015 3:26 PM
170	angellissna@gmail.com	5/14/2015 3:16 PM
171	rosie159@gmail.com	5/14/2015 3:08 PM
172	tonyrose524@yahoo.com	5/14/2015 2:25 PM
173	teh2597@gmail.com	5/14/2015 2:17 PM
174	aescalera3@avc.edu	5/14/2015 2:04 PM
175	uobasi@avc.edu	5/14/2015 1:50 PM
176	imarder@avc.edu	5/14/2015 1:49 PM
177	wcios@avc.edu	5/14/2015 1:28 PM
178	vjudge@avc.edu	5/14/2015 1:27 PM
179	tanyabell01@yahoo.com	5/14/2015 1:24 PM

180	busybeaver77@yahoo.com	5/14/2015 1:24 PM
181	shardison2@avc.edu	5/14/2015 12:39 PM
182	cgarcia4@avc.edu	5/14/2015 12:07 PM
183	yaritza1796.yg@gmail.com	5/14/2015 12:00 PM
184	kfranco1@avc.edu	5/14/2015 11:54 AM
185	thedaybroke@gmail.com	5/14/2015 11:50 AM
186	bahumada@avc.edu	5/14/2015 11:50 AM
187	platero.francisco@yahoo.com	5/14/2015 11:44 AM
188	Kkidd@avc.edu	5/14/2015 11:37 AM
189	dmcmahon@avc.edu	5/14/2015 11:24 AM
190	ryantague84@yahoo.com	5/14/2015 11:16 AM
191	kburdick2@avc.edu	5/14/2015 11:14 AM
192	desked@avc.edu	5/14/2015 11:02 AM
193	cgordon3@avc.edu	5/14/2015 10:50 AM
194	kmartinez18@avc.edu	5/14/2015 10:37 AM
195	Jsernas@avc.edu	5/14/2015 10:35 AM
196	ctorres34@avc.edu	5/14/2015 10:28 AM
197	kvivian@avc.edu	5/14/2015 10:26 AM
198	mclernon.jeannette@gmail.com	5/14/2015 10:20 AM
199	Ckokoska@avc.edu	5/14/2015 10:18 AM
200	rosacastillo35@yahoo.com	5/14/2015 10:18 AM
201	jmartinez136@avc.edu	5/14/2015 10:15 AM
202	bhumann@avc.edu	5/14/2015 10:10 AM
203	fpita1@avc.edu	5/14/2015 10:10 AM
204	Collinjkeermann1993@gmail.com	5/14/2015 10:09 AM
205	skylerscott76@gmail.com	5/14/2015 10:01 AM
206	dcarver@avc.edu	5/14/2015 9:26 AM
207	jguild3@avc.edu	5/14/2015 9:25 AM
208	dsanchez@avc.edu	5/14/2015 9:19 AM
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216	yharvey@avc.edu	5/14/2015 8:49 AM
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243	cballentine@avc.edu	5/14/2015 5:53 AM
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245	martinezjackie789@gmail.com	5/14/2015 1:46 AM
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254	Ymelendreznevare@avc.edu	5/13/2015 11:26 PM
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337	cphillips29@avc.edu	5/13/2015 6:22 PM
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