

Staff Technology Survey Winter 2009

SECTION I - Demographics of Survey Respondents

(1) Please indicate your primary role at COCC		
	Counts	Percents
	0	100
Faculty / Instructor	110	
Classified	74	
Administrator	61	
Other	11	
Totals	256	

(2) Full-time or part-time		
	Counts	Percents
	0	100
full-time	180	
part-time	74	
Totals	254	

(3) Time employed at COCC		
	Counts	Percents
	0	100
1 to 5 years	87	
11 to 20 years	70	
6 to 10 years	51	
Less than 1 year	35	
More than 20 years	13	
Totals	256	

SECTION II - Working while Off Campus

(5) What type of computer do you have at home?		
	Counts	Percents
		0 100
Windows XP	156	
Windows Vista	50	
Macintosh	36	
None	3	
Other	11	
Totals	256	

(A) Home computer internet		
	Counts	Percents
		0 100
Connects to the internet via a high-speed connection	234	
Connects to the internet via dial-up modem	10	
Does not have a connection to the internet	10	
Totals	254	

6. How often are the following services used while off campus

(A) COCC web based email		
	Counts	Percents
		0 100
Daily	118	
Few times a week	69	
Weekly	21	
Rarely	18	
Monthly	16	
Never	14	
Totals	256	

(B) Remote Campus Desktop		
	Counts	Percents
		0 100
Never	106	
Rarely	44	
Few times a week	41	
Daily	22	
Weekly	20	
Monthly	16	
Totals	249	

(C) Blackboard			(D) Staff Online Services (Banner Web)				
	Counts	Percents			Counts	Percents	
		0	100			0	100
Never	109			Never	58		
Daily	46			Rarely	52		
Few times a week	46			Weekly	48		
Rarely	31			Monthly	48		
Weekly	14			Few times a week	34		
Monthly	2			Daily	11		
Totals	248			Totals	251		

SECTION III - Experiences with Technology Services and Support

7. Satisfaction with the following Technology Services

technology satisfaction	Very High	High	Neutral	Low	Very Low	Not Applicable	Totals	Mean	Mean	
									1	5
Access to the internet	152.0	87.0	12.0	3.0	0.0	2.0	256.0	4.53		
Blackboard	54.0	62.0	24.0	6.0	5.0	104.0	255.0	4.02		
Campus wireless	32.0	59.0	22.0	3.0	5.0	133.0	254.0	3.91		
College email	133.0	102.0	13.0	2.0	2.0	2.0	254.0	4.44		
College web site	95.0	110.0	33.0	10.0	0.0	6.0	254.0	4.17		
Multimedia rooms	37.0	70.0	34.0	10.0	0.0	103.0	254.0	3.89		
Computers: classrooms	34.0	71.0	32.0	15.0	2.0	102.0	256.0	3.78		
Computers: drop-in labs	26.0	44.0	28.0	3.0	1.0	152.0	254.0	3.89		
Computers: staff/office	101.0	93.0	27.0	10.0	2.0	22.0	255.0	4.21		
Network storage	67.0	83.0	48.0	6.0	6.0	42.0	252.0	3.95		
Student and Staff Online Services (Banner Web)	62.0	109.0	46.0	4.0	3.0	30.0	254.0	4.00		

8. Levels of agreement with Technology Services statements

technology statement agreement	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
									1	5
Assistants in computer labs are knowledgeable and friendly	29.0	64.0	25.0	3.0	1.0	133.0	255.0	3.96		
I have received adequate training in the technology required to do my job	49.0	141.0	27.0	24.0	2.0	10.0	253.0	3.87		

[Continuing table]

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
technology statement agreement									1	5
I have access to the necessary hardware/software while on campus	82.0	141.0	9.0	11.0	2.0	8.0	253.0	4.18		
I am able to easily find required technology service information on COCC's web	40.0	125.0	44.0	26.0	2.0	18.0	255.0	3.74		
I am familiar with COCC's "Acceptable Use of Information Technology Resources Policy"	50.0	128.0	35.0	24.0	4.0	14.0	255.0	3.81		

9. Level of agreement with ITS/Media Help Desk Services statements

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
ITS/Media Services									1	5
When I call the Help desk with an emergency (during normal work hours), someone always answers	74.0	104.0	12.0	8.0	0.0	56.0	254.0	4.23		
When I leave a message on the Help desk it is always returned within one business day	68.0	81.0	24.0	7.0	1.0	73.0	254.0	4.15		
I am always contacted regarding my help tickets within one business day	50.0	86.0	22.0	43.0	5.0	48.0	254.0	3.65		
When I call the Help desk, the staff are courteous, respectful and professional	106.0	86.0	11.0	4.0	0.0	45.0	252.0	4.42		
When IT staff come to my desk they are courteous, respectful and professional	126.0	79.0	8.0	2.0	0.0	38.0	253.0	4.53		
The Help desk staff are always able to solve my problems	57.0	122.0	18.0	26.0	0.0	31.0	254.0	3.94		
If the person who answers cannot assist me, he/she always finds someone who can	82.0	93.0	19.0	10.0	0.0	46.0	250.0	4.21		
I find the online Help desk system an effective method of requesting help from ITS/Media	80.0	96.0	25.0	11.0	2.0	39.0	253.0	4.13		
I find the online Help desk system an effective method of requesting help from Campus Services	77.0	81.0	24.0	17.0	5.0	47.0	251.0	4.02		

10. Frequency of using the following methods to get help with technology

(A) Submit a Help desk ticket		
	Counts	Percents
		0 100
Rarely	98	
Monthly	78	
Never	42	
Weekly	16	
Few times a week	15	
Daily	5	
Totals	254	

(B) Call the ITS/Media Help desk (x7770)		
	Counts	Percents
		0 100
Rarely	119	
Monthly	66	
Never	38	
Weekly	20	
Few times a week	5	
Daily	4	
Totals	252	

(C) Call specific ITS/Media staff member		
	Counts	Percents
		0 100
Rarely	116	
Monthly	51	
Never	47	
Weekly	22	
Few times a week	10	
Daily	6	
Totals	252	

(D) Email specific ITS/Media staff member		
	Counts	Percents
		0 100
Rarely	110	
Never	56	
Monthly	55	
Weekly	16	
Few times a week	10	
Daily	5	
Totals	252	

(E) Contact a NON-ITS/Media staff member		
	Counts	Percents
		0 100
Rarely	109	
Never	91	
Weekly	17	
Monthly	17	
Daily	9	
Few times a week	8	
Totals	251	

(F) Online resources (internet, documentation, etc)		
	Counts	Percents
		0 100
Rarely	72	
Daily	46	
Monthly	44	
Never	39	
Weekly	26	
Few times a week	24	
Totals	251	

SECTION IV - Instruction and Student Experiences with Technology

(11) Do you instruct students?		
	Counts	Percents
		0 100
Yes	137	
No	119	
Totals	256	

12. Level of agreement with Instructional Technology resources statements

Instructional Technology resources	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
									1	5
COCC provides the appropriate multimedia technology for instruction	30.0	80.0	10.0	6.0	3.0	7.0	136.0	3.99		
The instructor multimedia equipment is reliable	19.0	76.0	12.0	17.0	4.0	9.0	137.0	3.70		
The instructor multimedia equipment is easy to use	22.0	68.0	14.0	17.0	5.0	10.0	136.0	3.67		
The student classroom computers meet instructional needs	27.0	68.0	13.0	9.0	3.0	16.0	136.0	3.89		
Computer lab facilities are comfortable for learning	23.0	47.0	13.0	9.0	0.0	44.0	136.0	3.91		

(13) Do you teach with Blackboard today or plan to in the near future?		
	Counts	Percents
		0 100
Yes	99	
No	38	
Totals	137	

14. Questions regarding Blackboard

Blackboard Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean
									1 5
I receive adequate technical support in my use of Blackboard.	47.0	40.0	3.0	2.0	1.0	6.0	99.0	4.40	
Blackboard provides adequate tools for the delivery of course content and materials.	35.0	49.0	4.0	4.0	0.0	7.0	99.0	4.25	
Blackboard provides an adequate online grade book system.	31.0	37.0	8.0	9.0	2.0	12.0	99.0	3.99	
Blackboard enhances the learning environment of my course.	42.0	40.0	8.0	1.0	0.0	8.0	99.0	4.35	

(15) Do you interact with students and their use of COCC technology on a regular basis?

	Counts	Percents
	0	100
Yes	136	
No	120	
Totals	256	

16. Level of agreement with the use of technology with students statements

Technology w/ Students	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean
									1 5
COCC should increase its investments in technology to further enhance the quality of students' edu	41.0	62.0	19.0	5.0	1.0	5.0	133.0	4.07	
To be successful at COCC, students often require help with their computer skills	70.0	57.0	3.0	2.0	0.0	3.0	135.0	4.48	
Using technology would/does enhance student learning in my discipline	70.0	46.0	9.0	0.0	0.0	9.0	134.0	4.49	
There are enough computers available to students on the Bend Campus	15.0	43.0	24.0	21.0	4.0	28.0	135.0	3.41	
There are enough computers available to students on the Redmond Campus	5.0	19.0	27.0	7.0	1.0	76.0	135.0	3.34	
Students have access to the required COCC resources while off campus	18.0	47.0	27.0	9.0	0.0	32.0	133.0	3.73	

[Continuing table]

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
Technology w/ Students									1	5
COCC provides an appropriate level of support to assist students with technology	13.0	56.0	23.0	17.0	2.0	23.0	134.0	3.55		
Students are easily able to find required technology based service information on COCC's web	14.0	33.0	35.0	17.0	4.0	31.0	134.0	3.35		

SECTION V - Improving Technology at COCC

17. Level of agreement with Improving Technology at COCC statements

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Applicable	Totals	Mean	Mean	
Improve statement agreements									1	5
Access to the Internet from COCC Campuses is critical and should receive further investment to mak	150.0	87.0	14.0	3.0	0.0	0.0	254.0	4.51		
COCC should further invest in technology to support recreational internet use. (non-work/non-instr	24.0	27.0	55.0	93.0	54.0	2.0	255.0	2.50		
COCC should expand help desk hours to include evenings EVEN if this results in slower response tim	20.0	49.0	94.0	71.0	8.0	12.0	254.0	3.01		
Investigating "Green" technologies is essential, even if the changes result in sacrificing some in	58.0	101.0	66.0	15.0	7.0	7.0	254.0	3.76		
COCC should continue to invest in a course management software product (e.g., Blackboard).	98.0	86.0	44.0	4.0	2.0	19.0	253.0	4.17		

Most Important for STUDENTS

(18) Which TWO of the following technology areas are the most important to invest in for STUDENTS?		
	Counts	Percents
	0	100
Increasing access to College software and systems while working off Campus	102	
Increasing the use of Blackboard and other online instructional resources	92	
Increasing drop-in lab hours	73	

[Continuing table]

(18) Which TWO of the following technology areas are the most important to invest in for STUDENTS?		
	Counts	Percents
		0 100
Support for printing from personal computers when being used on COCC campuses	56	
Reducing and/or simplifying the usernames and passwords required by COCC systems	53	
Increasing course work storage limits for email and My Documents	37	
Adding/expanding phone based technology support	33	
Totals	*	

* Note: Multiple answer percentage-count totals not meaningful.

Most Important for INSTRUCTION

(19) Which TWO of the following technology areas are the most important to invest in for INSTRUCTION?		
	Counts	Percents
		0 100
Additional resources to assist with online course development and instruction	68	
Increasing the availability of other instructional technology hardware (e.g., smartboards, document cameras)	67	
Increasing the number of classrooms that have computers for each student (computer classroom)	65	
Staying up-to-date with the latest versions of Microsoft Windows and Office	60	
Increasing the instructional tools available in Blackboard (e.g., outcomes assessment)	59	
Implementing integrated control systems to improve usability of technology in multimedia rooms	57	
Increasing work storage limits for email and "My Documents"	38	
Totals	*	

* Note: Multiple answer percentage-count totals not meaningful.

Most Important for EMPLOYEES

(20) Which TWO of the following technology areas are the most important to invest in for EMPLOYEES?

	Counts	Percents	
		0	100
Increasing access to College software and systems while working off Campus or using COCC's wireless service	117		
Automating business processes through computer based workflow systems (less paper and more automation)	105		
Providing support for home computers when being used for work	74		
Staying up-to-date with the latest versions of Microsoft Windows and Office	62		
Improving online help desk system (ticket system, FAQ)	41		
Reducing and/or simplifying the usernames and passwords required by COCC systems	35		
Implementing secure internal/department only web services	28		
Totals	*		

* Note: Multiple answer percentage-count totals not meaningful.