

CENTRAL OREGON
community college

COCC Online Survey

Technology Planning and Assessment Survey

(Employees, Winter 2009)

COCC appreciates you taking time to respond to this survey. We need your feedback to improve our services and guide information technology plans and investments.


Please fill out all sections as they relate to your position and experiences here at COCC. This survey should take no more than 15 minutes and you will be given the opportunity to enter a **drawing for multiple prizes** at the end of the survey.

This survey includes 5 sections:

- I - About You
- II - Working while Off Campus
- III - Experiences with Technology Services and Support
- IV - Instruction and Student Experiences with Technology
- V - Improving Technology at COCC


Thank you, in advance, for your time!
COCC's Technology Advisory Committee

[Get Started](#)



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SECTION I - About You

(1) Please indicate your primary role at COCC

- Faculty / Instructor
- Administrator
- Classified
- Other

(2) Is your position full-time or part-time?

- full-time
- part-time

(3) How long have you been employed at COCC?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years

(4) What department are you a member of?

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SECTION II - Working while Off Campus

(5) What type of computer do you have at home?

NOTE: If you have more than one computer, answer relative to the one you use most often for COCC related work.

- Macintosh
- Windows XP
- Windows Vista
- None
- Other:

(A) How does this computer connect to the internet?

- Connects to the internet via dial-up modem
- Connects to the internet via a high-speed connection
- Does not have a connection to the internet

(6) How often do you use the following services while off campus?

	Daily	Few times a week	Weekly	Monthly	Rarely	Never
(A) COCC web based email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) Remote Campus Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) Blackboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) Staff Online Services (Banner Web)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences

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SECTION III - Experiences with Technology Services and Support

(7) Please rate your satisfaction with the following Technology Services?

If you don't have experience with something, please select NA for the statement.

	Very High	High	Neutral	Low	Very Low	N/A
(A) Access to the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) Blackboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) Campus wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) College email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) College web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(F) Multimedia rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(G) Computers: classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(H) Computers: drop-in labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(I) Computers: staff/office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(J) Network storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(K) Student and Staff Online Services (Banner Web)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences

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SECTION III - Experiences with Technology Services and Support (continued)

(8) To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) Assistants in computer labs are knowledgeable and friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) I have received adequate training in the technology required to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) I have access to the necessary hardware/software while on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) I am able to easily find required technology service information on COCC's web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) I am familiar with COCC's "Acceptable Use of Information Technology Resources Policy"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences

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SECTION III - Experiences with Technology Services and Support (continued)


(9) To what extent do you agree or disagree with the following statements regarding ITS/Media Help Desk Services?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) When I call the Help desk with an emergency (during normal work hours), someone always answers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) When I leave a message on the Help desk it is always returned within one business day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) I am always contacted regarding my help tickets within one business day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) When I call the Help desk, the staff are courteous, respectful and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) When IT staff come to my desk they are courteous, respectful and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(F) The Help desk staff are always able to solve my problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(G) If the person who answers cannot assist me, he/she always finds someone who can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(H) I find the online Help desk system an effective method of requesting help from ITS/Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(I) I find the online Help desk system an effective method of requesting help from Campus Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences


(10) How often do you use each of the following methods to get help with technology?

	Daily	Few times a week	Weekly	Monthly	Rarely	Never
(A) Submit a Help desk ticket	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) Call the ITS/Media Help desk (x7770)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) Call specific ITS/Media staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) Email specific ITS/Media staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) Contact a NON-ITS/Media staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(F) Online resources (internet, documentation, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Half way point! Don't give up, we need your feedback and opinions!

SECTION IV - Instruction and Student Experiences with Technology


(11) Do you instruct students?

Yes No



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SECTION IV - Instruction and Student Experiences with Technology (continued)

(12) To what extent do you agree or disagree with the following statements regarding Instructional Technology resources?


If you do not have experience with something, please select NA for the statement.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) COCC provides the appropriate multimedia technology for instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) The instructor multimedia equipment is reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) The instructor multimedia equipment is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) The student classroom computers meet instructional needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) Computer lab facilities are comfortable for learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences


(13) Do you teach with Blackboard today or plan to in the near future?

Yes No



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SECTION IV - Instruction and Student Experiences with Technology (continued)

(14) Please answer the below questions regarding Blackboard.

If you do not have experience with something, please select NA for the statement.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) I receive adequate technical support in my use of Blackboard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) Blackboard provides adequate tools for the delivery of course content and materials.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) Blackboard provides an adequate online grade book system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) Blackboard enhances the learning environment of my course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences

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SECTION IV - Instruction and Student Experiences with Technology (continued)

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

Yes No

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SECTION IV - Instruction and Student Experiences with Technology (continued)

(16) To what extent do you agree or disagree with the following statements regarding the use of technology with students?

If you do not have experience with something, please select NA for the statement.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) COCC should increase its investments in technology to further enhance the quality of students' education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) To be successful at COCC, students often require help with their computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) Using technology would/does enhance student learning in my discipline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) There are enough computers available to students on the Bend Campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) There are enough computers available to students on the Redmond Campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(F) Students have access to the required COCC resources while off campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(G) COCC provides an appropriate level of support to assist students with technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(H) Students are easily able to find required technology based service information on COCC's web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share your experiences

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SECTION V - Improving Technology at COCC

To help guide decisions relating to **College investments in technology**, please answer the following.

(17) To what extent do you agree or disagree with these statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A
(A) Access to the Internet from COCC Campuses is critical and should receive further investment to make it as reliable as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(B) COCC should further invest in technology to support recreational internet use. (non-work/non-instructional related legal browsing, audio/video downloads, gaming, ebay, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(C) COCC should expand help desk hours to include evenings EVEN if this results in slower response times during core business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(D) Investigating "Green" technologies is essential, even if the changes result in sacrificing some individual conveniences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(E) COCC should continue to invest in a course management software product (e.g., Blackboard).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why? Comments?

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SECTION V - Improving Technology at COCC (continued)

(18) Which **TWO** of the following technology areas are the most important to invest in for STUDENTS?

- Increasing drop-in lab hours
- Adding/expanding phone based technology support
- Reducing and/or simplifying the usernames and passwords required by COCC systems
- Increasing access to College software and systems while working off Campus
- Increasing course work storage limits for email and My Documents
- Increasing the use of Blackboard and other online instructional resources
- Support for printing from personal computers when being used on COCC campuses

Why? Comments?

(19) Which **TWO** of the following technology areas are the most important to invest in for INSTRUCTION?

- Increasing the number of classrooms that have computers for each student (computer classroom)
- Implementing integrated control systems to improve usability of technology in multimedia rooms
- Increasing work storage limits for email and "My Documents"
- Increasing the instructional tools available in Blackboard (e.g., outcomes assessment)
- Increasing the availability of other instructional technology hardware (e.g., smartboards, document cameras)
- Additional resources to assist with online course development and instruction
- Staying up-to-date with the latest versions of Microsoft Windows and Office

Why? Comments?

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

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

Why? Comments?

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Web Page 14:

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(21) Any final comments, suggestions or concerns?

In addition to the topics already discussed, feel free to comment on any aspect of College technology.
(training, network and system maintenance, room reservations, electronic door access, technology related policies, online forms, phones, etc)

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Web Page 15:

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ENTER TO WIN!!!

We appreciate your time. As a thank you, we would like to offer you the chance to win one of the following prizes!

missing image 2009 Employee Tech Survey.jpg

Would you like to be entered in the drawing?

Yes No

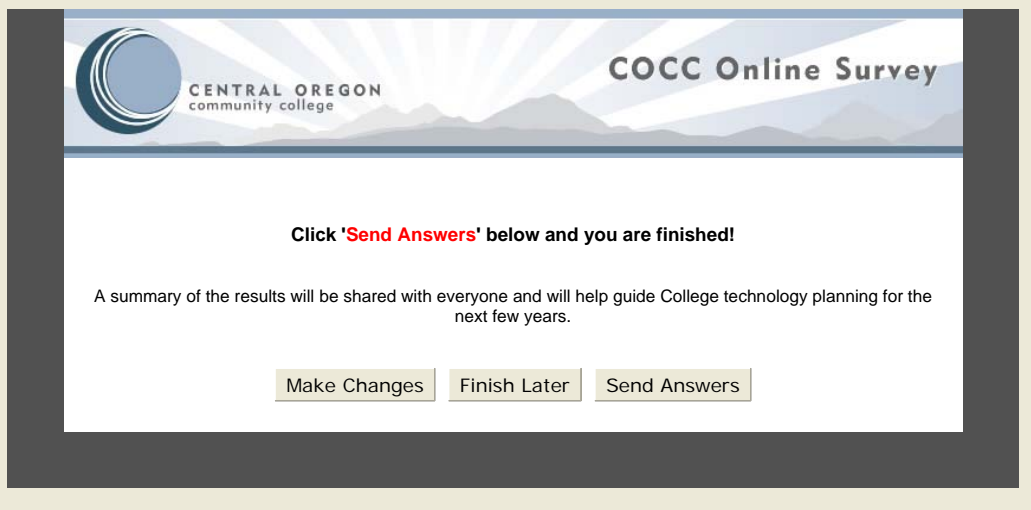
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Web Page 16:



The image shows a web page for a survey. At the top left is the logo for Central Oregon Community College, which consists of three overlapping blue circles. To the right of the logo is the text "CENTRAL OREGON community college". At the top right, the text "COCC Online Survey" is displayed. Below the header is a progress bar labeled "Completed" with a green bar indicating progress. The main content area contains the instruction: "Please provide your name and COCC e-mail address so we can enter you in our drawing and contact you if you win!". Below this are two input fields: "Name:" followed by a text box, and "COCC E-mail Address:" followed by a text box. A note below the fields states: "NOTE: Only one drawing entry will be accepted per COCC email address." At the bottom of the page are three buttons: "<< Back", "Finish Later", and "Next >>".

Web Page 17:



The image shows a web page for a survey. At the top left is the logo for Central Oregon Community College, which consists of three overlapping blue circles. To the right of the logo is the text "CENTRAL OREGON community college". At the top right, the text "COCC Online Survey" is displayed. The main content area contains the instruction: "Click 'Send Answers' below and you are finished!". Below this is a paragraph: "A summary of the results will be shared with everyone and will help guide College technology planning for the next few years." At the bottom of the page are three buttons: "Make Changes", "Finish Later", and "Send Answers".