Q1 What is your work status?
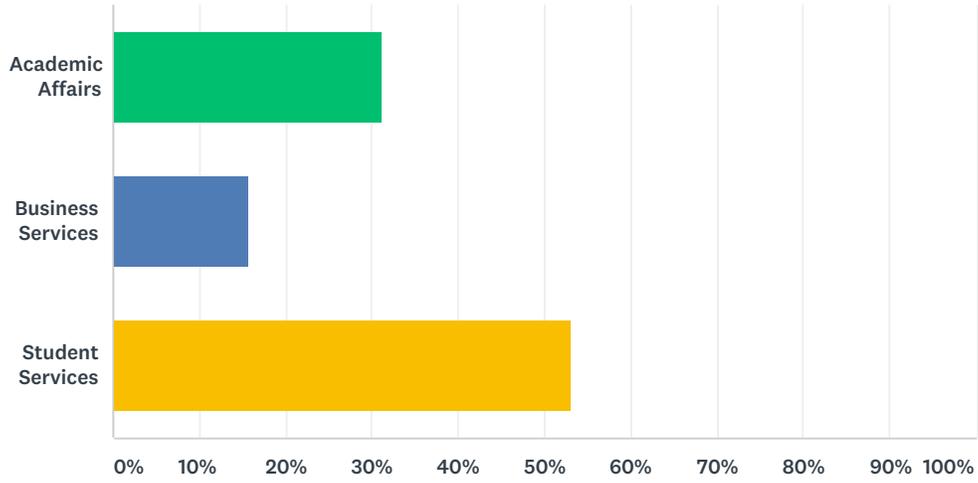
Answered: 64   Skipped: 0
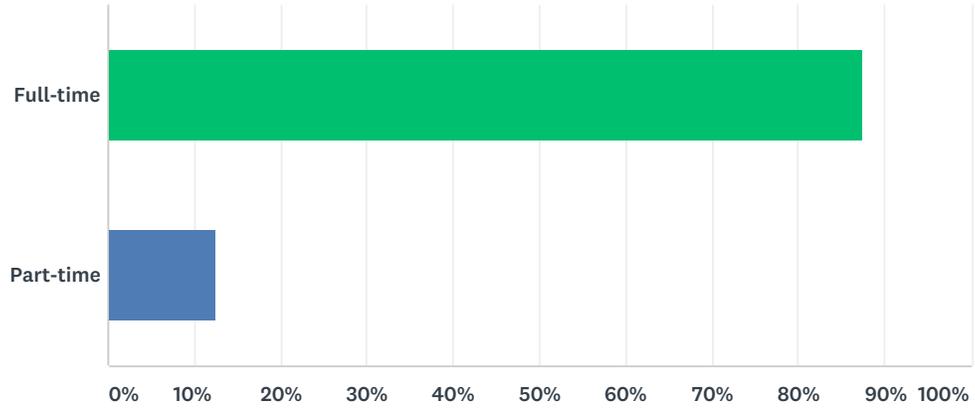
ANSWER CHOICES	RESPONSES	
Full-time	87.50%	56
Part-time	12.50%	8
TOTAL		64

Q2 Select your department

Answered: 64   Skipped: 0

ANSWER CHOICES	RESPONSES	
Academic Affairs	31.25%	20
Business Services	15.63%	10
Student Services	53.13%	34
TOTAL		64

Q3 How satisfied are you with your office computer's performance?

Answered: 56   Skipped: 8
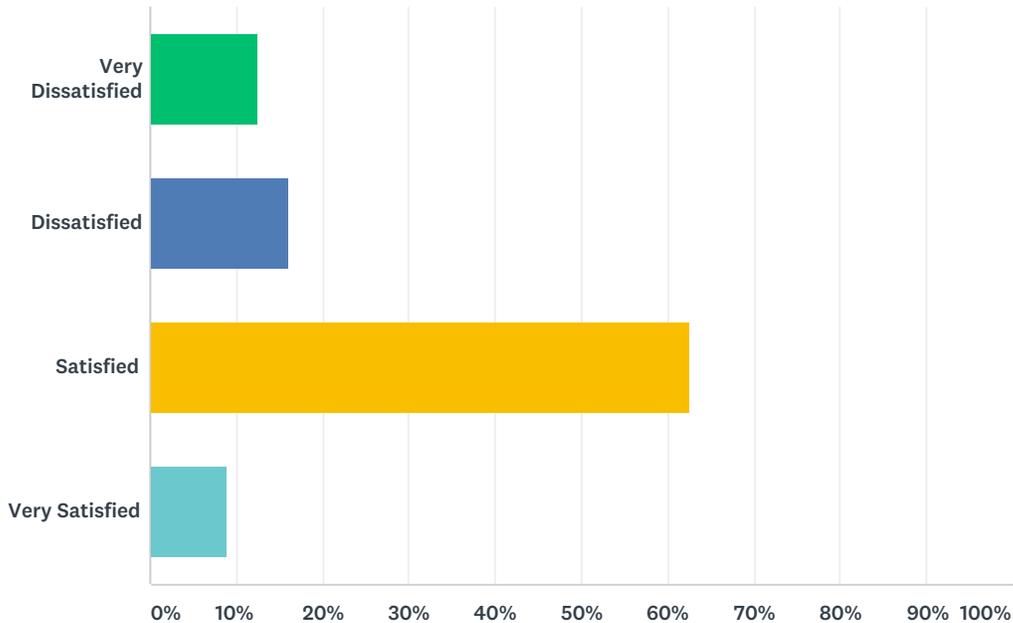
ANSWER CHOICES	RESPONSES	
Very Dissatisfied	12.50%	7
Dissatisfied	16.07%	9
Satisfied	62.50%	35
Very Satisfied	8.93%	5
TOTAL		56

#	COMMENT	DATE
1	I could use a second monitor	5/24/2018 12:36 PM
2	It's extremely slow, freezes, and sometimes get a matrix looking screen	5/24/2018 9:36 AM
3	wish it had bluetooth	4/30/2018 8:47 AM
4	Satisfied but we still get spam and malware on our computers	4/23/2018 2:13 PM
5	newer but underpowered	3/28/2018 6:52 PM
6	always crashes; runs very slowly	3/28/2018 4:17 PM
7	I don't have access I need to do my job	3/28/2018 3:54 PM
8	runs very slow, and crashes often	3/28/2018 3:37 PM
9	It is slow, even after adding memory.	3/28/2018 2:32 PM
10	Very slow	3/28/2018 2:10 PM

Q4 Are you currently experiencing problems with your computer or is it outdated for your needs?

Answered: 56   Skipped: 8
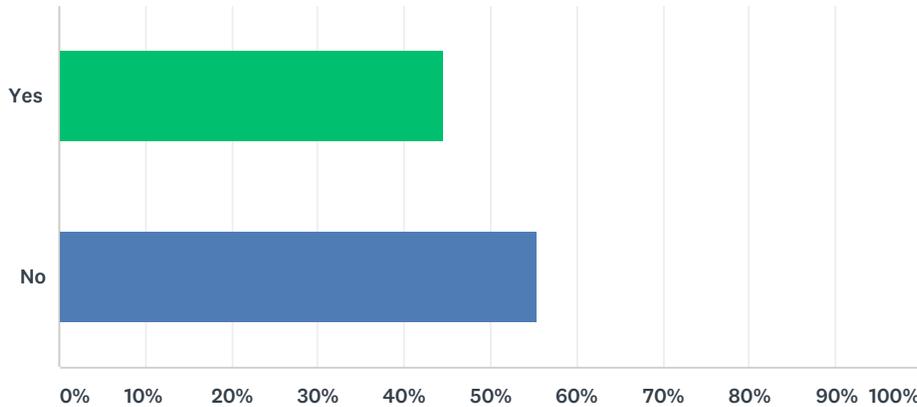
ANSWER CHOICES	RESPONSES	
Yes	44.64%	25
No	55.36%	31
TOTAL		56

#	COMMENT	DATE
1	I have experienced days where slowdown occurs. I am sorting through it as I may have higher output or usage than others.	5/29/2018 10:06 AM
2	Our department has ordered a new computer for me.	5/24/2018 9:47 AM
3	Save all documents to an external drive due to fear of computer crashing	5/24/2018 9:36 AM
4	Network is always slow and my computer is ancient.	5/16/2018 9:10 AM
5	Silverlight is a problem when trying to run Ellucian at times	5/15/2018 9:06 AM
6	OUTDATED	5/15/2018 8:51 AM
7	Yes, but it is slow...not responsive and it freezes	4/23/2018 2:13 PM
8	a bit old but working nor now	4/23/2018 1:02 PM
9	still underpowered	3/28/2018 6:52 PM
10	always crashes; runs very slowly	3/28/2018 4:17 PM
11	runs very slow	3/28/2018 3:37 PM

Q5 How do you store your work documents? (Check all that apply.)

Answered: 55   Skipped: 9
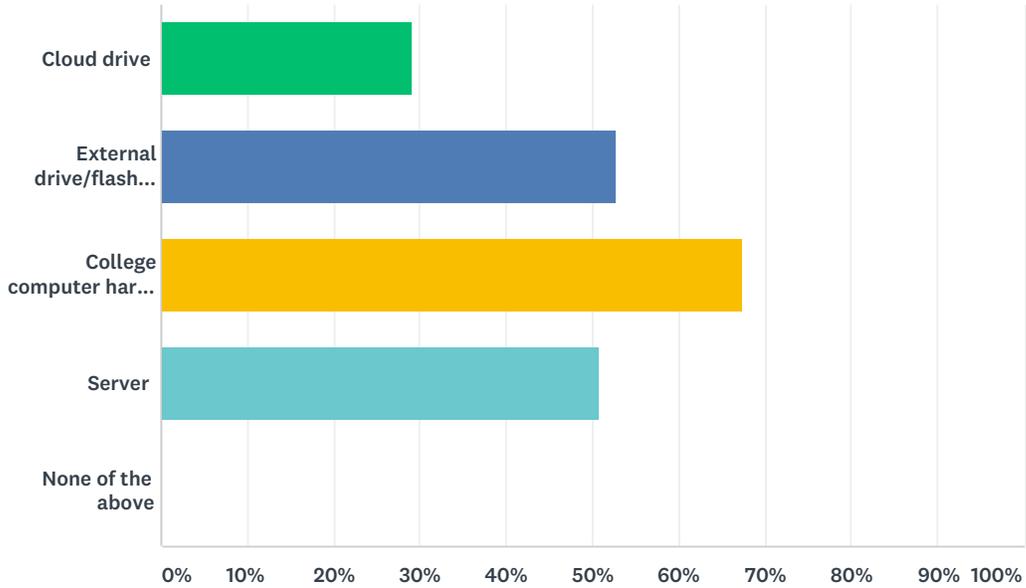
ANSWER CHOICES	RESPONSES	
Cloud drive	29.09%	16
External drive/flash drive	52.73%	29
College computer hard drive	67.27%	37
Server	50.91%	28
None of the above	0.00%	0
Total Respondents: 55		

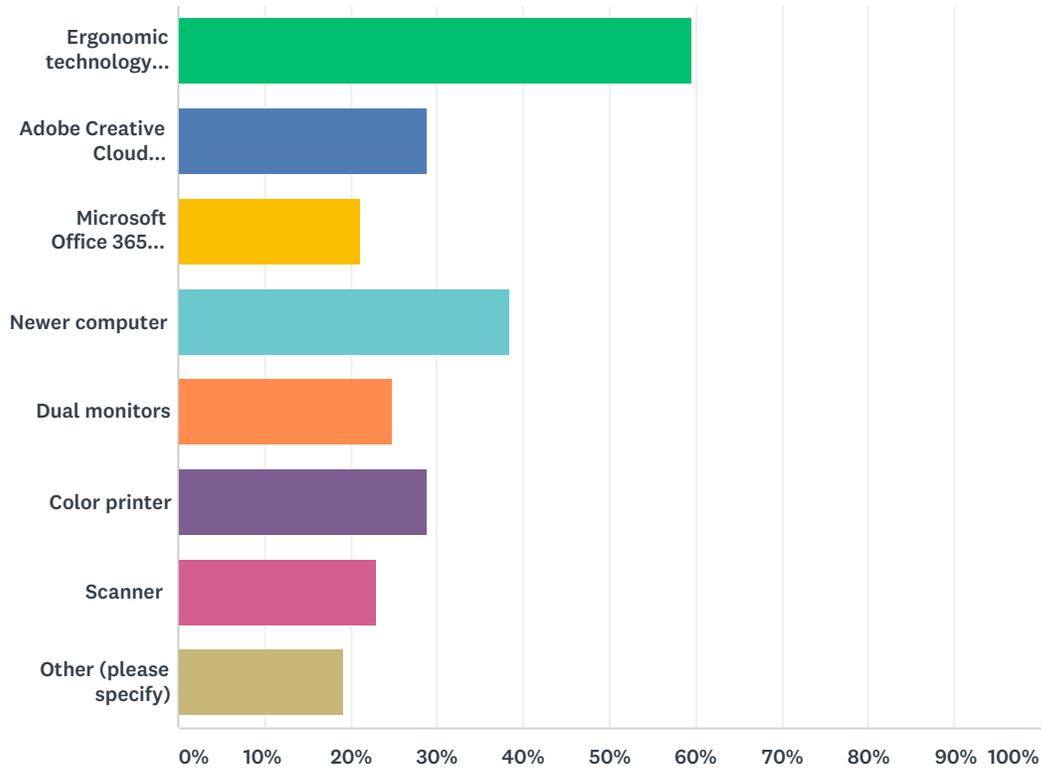# Q6 Is your workstation equipped with all the technology to meet your professional needs?

Answered: 56   Skipped: 8
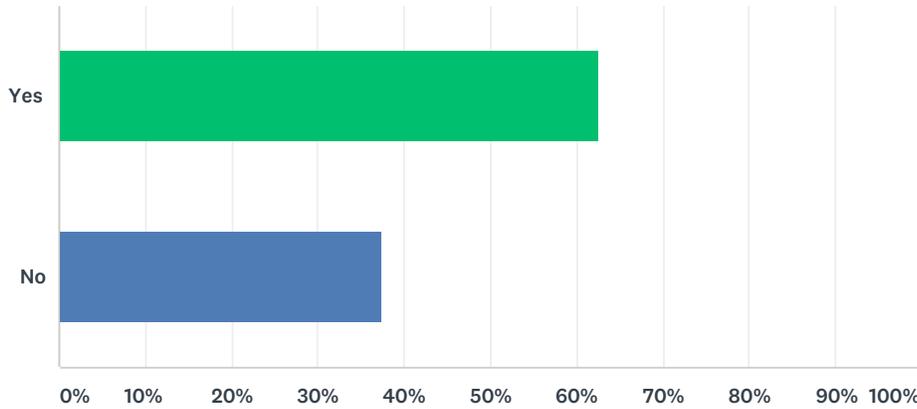
ANSWER CHOICES	RESPONSES	
Yes	62.50%	35
No	37.50%	21
TOTAL		56

Q7 What technology would you like to see implemented for your workstation? (Check all that apply.)

Answered: 52   Skipped: 12

ANSWER CHOICES	RESPONSES	
Ergonomic technology (Sit/Stand desk, ergonomic keyboard/mouse, ergonomic chair, Keyboard tray/Mouse tray, etc.)	59.62%	31
Adobe Creative Cloud (including Acrobat, Illustrator, Photoshop, InDesign, DreamWeaver, Premiere, etc.)	28.85%	15
Microsoft Office 365 (includes Excel, Word, Outlook, PowerPoint, Access, Publisher, OneDrive, Skype, etc.)	21.15%	11
Newer computer	38.46%	20
Dual monitors	25.00%	13
Color printer	28.85%	15
Scanner	23.08%	12
Other (please specify)	19.23%	10
Total Respondents: 52		

| #	OTHER (PLEASE SPECIFY)	DATE
1	The Counseling department has a TV. It's currently not in use because the cable box isn't working. It would be nice to show inspiring content like TedTalks that students can see while they wait to see a counselor. It was suggested that	5/24/2018 12:36 PM
2	Currently have Microsoft Office 10, need Adobe Creative Cloud, current computer is networked to our copier that has a scanner	5/24/2018 9:47 AM
3	na	5/24/2018 9:41 AM

4	earpiece to answer phones	5/15/2018 9:06 AM
5	bluetooth	4/30/2018 8:47 AM
6	prezi	4/23/2018 11:33 AM
7	regular printer/scanner	3/28/2018 4:28 PM
8	location of monitor to be correct for my height	3/28/2018 3:54 PM
9	Current dual monitor is outdated, was given from surplus	3/28/2018 3:37 PM
10	IT keep software updated.	3/28/2018 3:19 PM

Q8 Are the conference rooms equipped with all the technology to meet your meeting needs?

Answered: 54   Skipped: 10
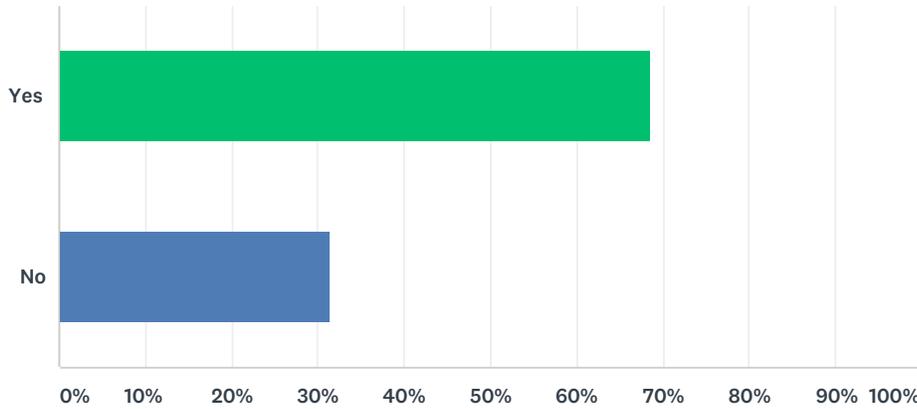
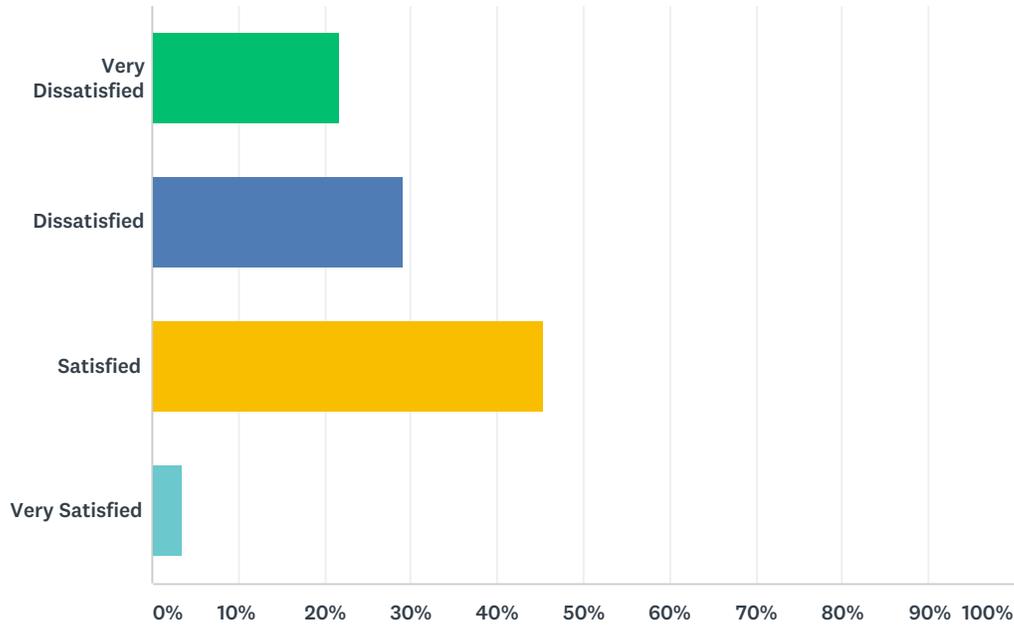| ANSWER CHOICES	RESPONSES	
Yes	68.52%	37
No	31.48%	17
TOTAL		54

Q9 What technology would you like to see implemented in the conference rooms?

Answered: 20   Skipped: 44

#	RESPONSES	DATE
1	A printer would be good to avoid going to another office.	5/24/2018 9:47 AM
2	n/a	5/24/2018 9:41 AM
3	Black and white printers please!! and clickers for presentations :) CSS-217 had one but it went missing :(.	5/15/2018 12:01 PM
4	Current updates. I was not able to present a Prezi presentation because software was not updated to keep up during an interview!	5/15/2018 9:11 AM
5	N/A	4/25/2018 2:58 PM
6	-Newer, faster computers -Adobe Creative Suite	4/24/2018 3:21 PM
7	Some of the conference rooms need new computers. This could have been updated by the time I wrote this, but just a few months ago some of them were still really old.	4/24/2018 5:10 AM
8	We need all new computers in the conference room, especially CS 217 and ST 107.	4/23/2018 1:34 PM
9	Video conference systems that are working and conference phones	4/23/2018 1:02 PM
10	Document Readers	4/23/2018 11:34 AM
11	The technology is there, it's just outdated or tends to lag	4/23/2018 11:33 AM
12	Video conference capabilities in all conference rooms.	3/29/2018 9:08 AM
13	Wireless presentation devices and touch screen displays.	3/29/2018 8:24 AM
14	Video conferencing equipment is only available in 2 conference rooms and with the college having fewer conference rooms there tends to be conflicts with the rooms that have the available technology.	3/29/2018 8:10 AM
15	faster computers	3/28/2018 6:52 PM
16	Wifi that works	3/28/2018 3:54 PM
17	Updated Computers!!! Faster Internet!!! Updated Software (Adobe/MS Office/ETC) Galaxy, UI Web, etc.	3/28/2018 3:41 PM
18	Computers are slow and have a lot of pop ups	3/28/2018 2:38 PM
19	N/A	3/28/2018 2:32 PM
20	A printer/copier	3/28/2018 2:10 PM

Q10 How satisfied are you with the speed/access to the College WiFi network?

Answered: 55   Skipped: 9

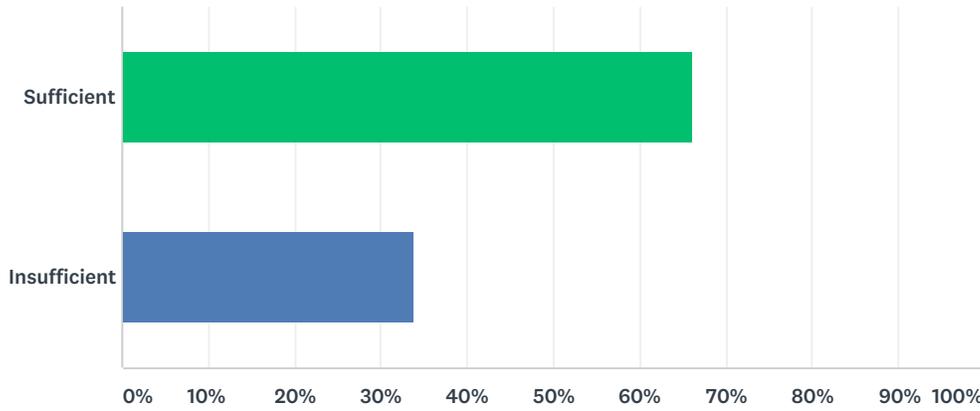| ANSWER CHOICES	RESPONSES	
Very Dissatisfied	21.82%	12
Dissatisfied	29.09%	16
Satisfied	45.45%	25
Very Satisfied	3.64%	2
TOTAL		55

#	COMMENT	DATE
1	Certain areas of the campus are fine, but our office struggles to properly function for our students. I personally do not have problems with any of my devices, but when helping students with a variety of tasks it sometimes is at a standstill or fails to work for them.	5/29/2018 10:06 AM
2	Too slow during peak hours. Need dedicated line for IT/IMC departments.	5/24/2018 1:33 PM
3	Our WiFi definitely needs improvement with speed and access.	5/24/2018 9:47 AM
4	It is slow	5/16/2018 9:10 AM
5	VERY SLOW AT TIMES. MY PEAK USAGE IS THE PEAK TIME FOR STUDENTS REGISTERING FOR CLASSES.	5/15/2018 8:51 AM
6	don't use it because its slow	4/23/2018 2:13 PM
7	The guest wi-fi needs improving.	4/23/2018 1:34 PM
8	sometimes it stops working	4/23/2018 11:33 AM
9	There is a lag	3/29/2018 8:10 AM
10	doesn't always work; runs very slowly	3/28/2018 4:17 PM

11	Never works for students	3/28/2018 3:54 PM
12	Not condusive to efficiency at all!	3/28/2018 3:41 PM
13	AT&T never connects, runs very slow	3/28/2018 3:37 PM
14	Wifi outside of our buildings is not good	3/28/2018 3:21 PM
15	The speed has gotten better, but it still needs improvement.	3/28/2018 2:32 PM

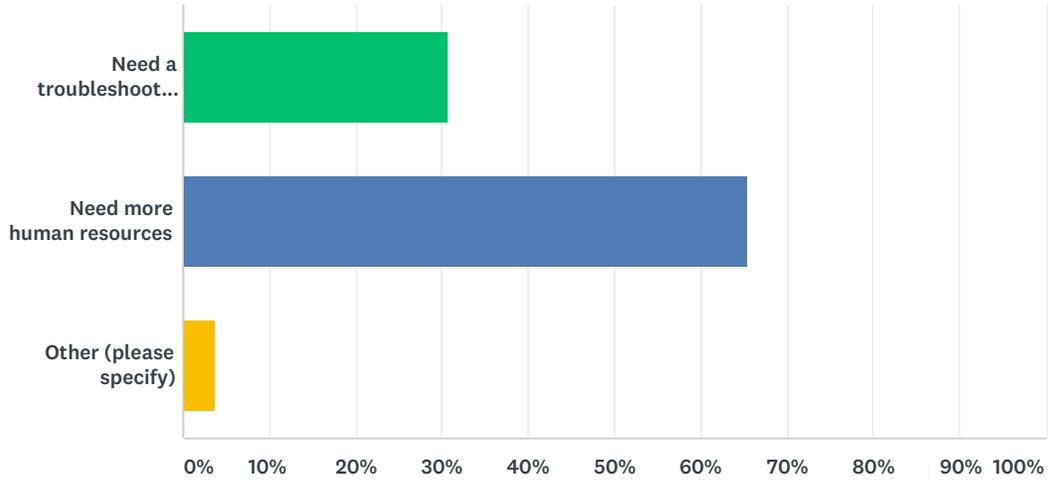# Q11 Does Norco College provide sufficient technical support?

Answered: 53   Skipped: 11

ANSWER CHOICES	RESPONSES	
Sufficient	66.04%	35
Insufficient	33.96%	18
TOTAL		53

Q12 What would enhance technical support services?

Answered: 52   Skipped: 12

ANSWER CHOICES	RESPONSES	
Need a troubleshooting help desk	30.77%	16
Need more human resources	65.38%	34
Other (please specify)	3.85%	2
TOTAL		52

#	OTHER (PLEASE SPECIFY)	DATE
1	The people I have worked with in IT are helpful when I do have issues. I try to fix small problems when I can and report larger ones.	5/29/2018 10:08 AM
2	Less district involvement. or more team work among district departments and the local staff	4/23/2018 1:05 PM

# Q13 What type of technology training have you received within this academic year? (Check all that apply.)

Answered: 51   Skipped: 13
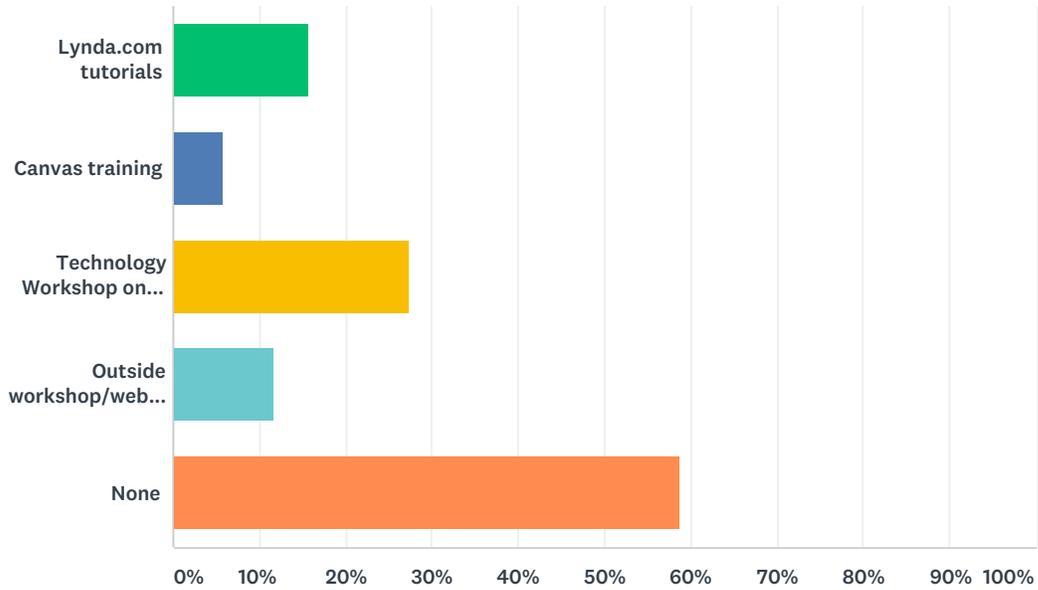
ANSWER CHOICES	RESPONSES	
Lynda.com tutorials	15.69%	8
Canvas training	5.88%	3
Technology Workshop on campus (i.e., 25Live, Adobe Photoshop, Office 365, etc.)	27.45%	14
Outside workshop/webinar	11.76%	6
None	58.82%	30
Total Respondents: 51		

Q14 What on-campus technology workshop would you be interested in attending? (Check all that apply.)

Answered: 47   Skipped: 17
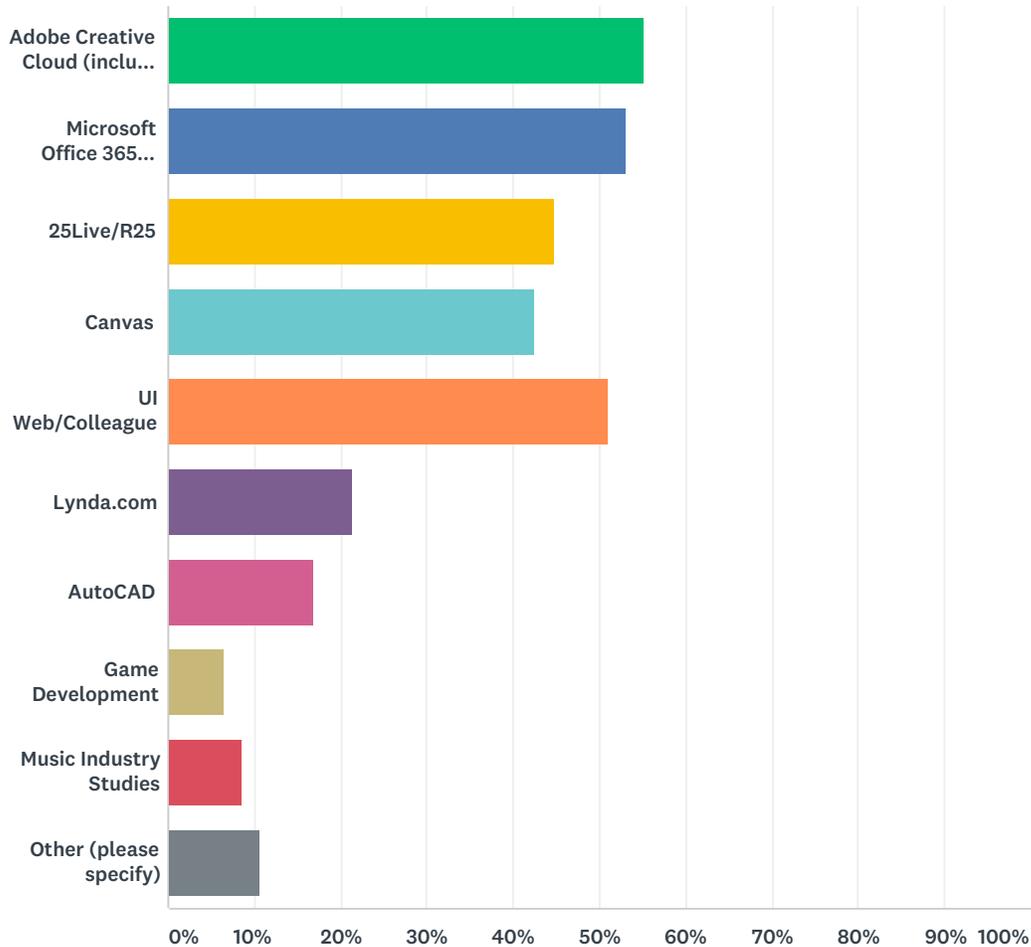
ANSWER CHOICES	RESPONSES	
Adobe Creative Cloud (includes Acrobat, Illustrator, Photoshop, InDesign, DreamWeaver, Premiere, etc.)	55.32%	26
Microsoft Office 365 (includes Excel, Word, Outlook, PowerPoint, Access, Publisher, etc.)	53.19%	25
25Live/R25	44.68%	21
Canvas	42.55%	20
UI Web/Colleague	51.06%	24
Lynda.com	21.28%	10
AutoCAD	17.02%	8
Game Development	6.38%	3
Music Industry Studies	8.51%	4
Other (please specify)	10.64%	5

Total Respondents: 47	

#	OTHER (PLEASE SPECIFY)	DATE
1	even if it is web based	4/23/2018 1:05 PM
2	SARS	4/23/2018 11:35 AM
3	Power BI	3/28/2018 3:54 PM
4	SAS Crystal reporting for data mining	3/28/2018 2:53 PM
5	Galaxy	3/28/2018 2:33 PM

Q15 Any additional comments/questions about technology resources at Norco College?

Answered: 15   Skipped: 49

#	RESPONSES	DATE
1	Getting the technology to be able to transition into electronic timesheets would be great!	5/15/2018 9:17 AM
2	I would like to control of my programs website so that we can update in a timely manner. I was told that managers would have control of their websites, but I have not heard anything about that in a few month.	4/24/2018 5:12 AM
3	We need to get our new website launched!	4/23/2018 1:35 PM
4	Phone system with more options. phones in classrooms	4/23/2018 1:05 PM
5	The current IT staff at Norco do they best they can, but it would be helpful if there were more staff to handle the needs of Norco College. It's embarrassing when I use a conference room or classroom and the technology is not working.	4/23/2018 11:35 AM
6	We need additional technology support staff to help keep up with the growing demand of tech on this campus.	3/29/2018 9:12 AM
7	The biggest problem is the lack of support from Information Technology, which is due to lack of staff.	3/29/2018 8:12 AM
8	The college needs to purchase computers that don't just meet the need of right now they need to have the power to meet tomorrows need also.	3/28/2018 6:56 PM
9	I think it is ridiculous to have to do a Help Desk ticket when someone has input my information incorrectly in colleague.	3/28/2018 3:55 PM
10	Stream line the new employee process. H/R workorders are never processed by IT - Then IT says they didn't put in a separate Network request - Then Network says Oh you have to ask so and so for access - then so and so says Oh H/R didn't put in that request! ARRRRGGGHH!!	3/28/2018 3:43 PM
11	System runs very slow, crashes or freezes at peak times. Need updated technology	3/28/2018 3:39 PM
12	Unfortunately, if training was held on-campus I would not have time to attend due to a heavy workload.	3/28/2018 3:22 PM
13	Hire more permanent full time people.	3/28/2018 2:54 PM
14	The TSS department does an excellent job at providing help to staff, but they are a small group and are overwhelmed with work. They need more help to be able to help faculty and staff in a timely manner.	3/28/2018 2:35 PM
15	None at this time.	3/28/2018 2:33 PM