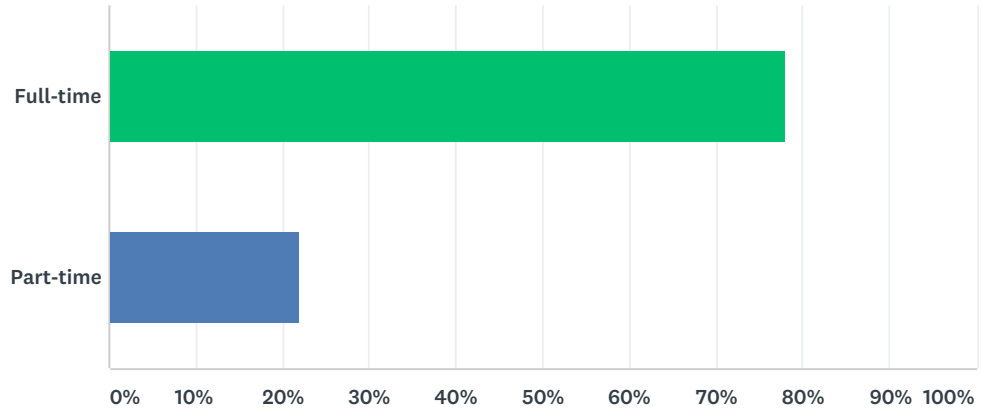


Q1 What is your work status?

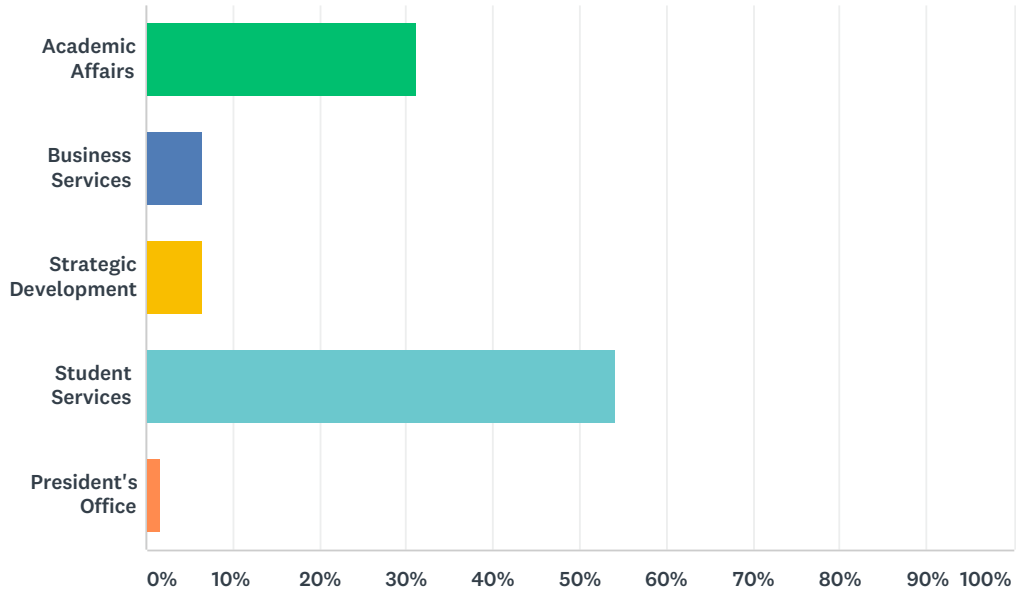
Answered: 64 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full-time	78.13%	50
Part-time	21.88%	14
TOTAL		64

Q2 Select your department

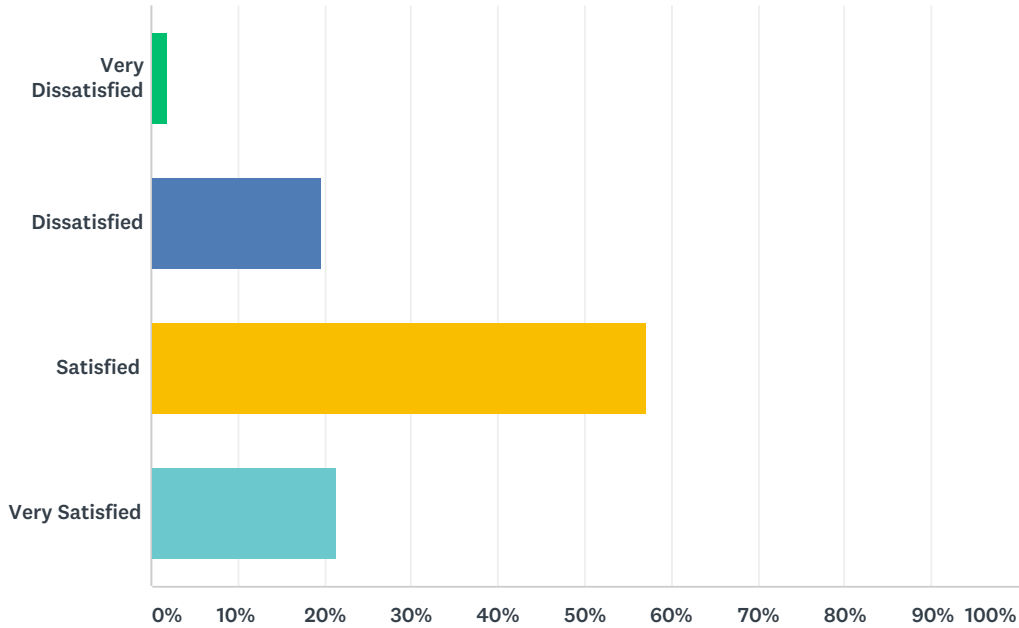
Answered: 61 Skipped: 3



ANSWER CHOICES	RESPONSES	
Academic Affairs	31.15%	19
Business Services	6.56%	4
Strategic Development	6.56%	4
Student Services	54.10%	33
President's Office	1.64%	1
TOTAL		61

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

Answered: 56 Skipped: 8

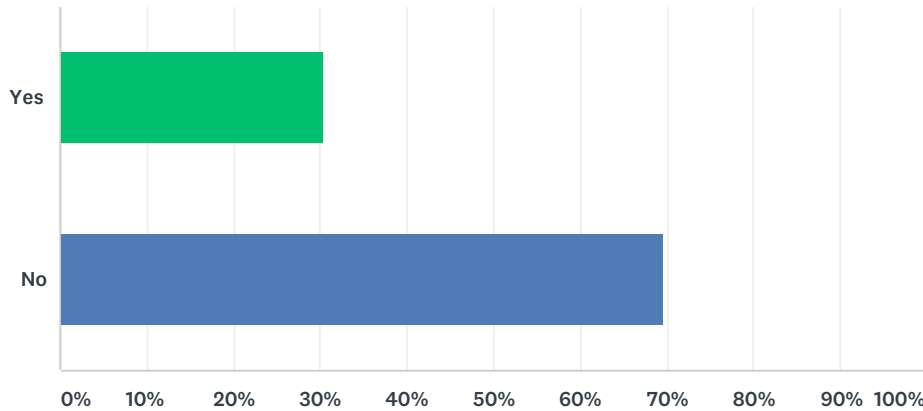


ANSWER CHOICES	RESPONSES
Very Dissatisfied	1.79% 1
Dissatisfied	19.64% 11
Satisfied	57.14% 32
Very Satisfied	21.43% 12
TOTAL	56

#	COMMENT	DATE
1	Extremely slow start up in the morning, often hangs up	5/3/2019 10:53 AM
2	The computer is very slow and my Outlook crashes frequently.	5/3/2019 10:38 AM
3	Computer is always slow	4/29/2019 11:55 AM
4	my company laptop however has very low battery life and am I unable to access student data unless i am on the college server or internet. however I only have access to that while on campus where I have access to the wifi system.	4/29/2019 10:49 AM
5	Excel locks up ALL the time when large SS are being worked on	4/20/2019 9:27 AM
6	Too slow. It's only 2-3 years old. I don't know if it's the computer or the server.	4/19/2019 2:11 PM
7	For the last 2 months my computer has been running extremely slow. All the software programs, the internet based websites that I use to do my job, and sending/receiving emails. The whole operating system is just slow, much slower than usual.	4/19/2019 12:32 PM
8	Screen size good but cpu and hdd performance lacking	4/19/2019 12:01 PM
9	Too slow	4/19/2019 10:11 AM

Q4 Are you currently experiencing problems with your computer or is it outdated for your needs?

Answered: 56 Skipped: 8

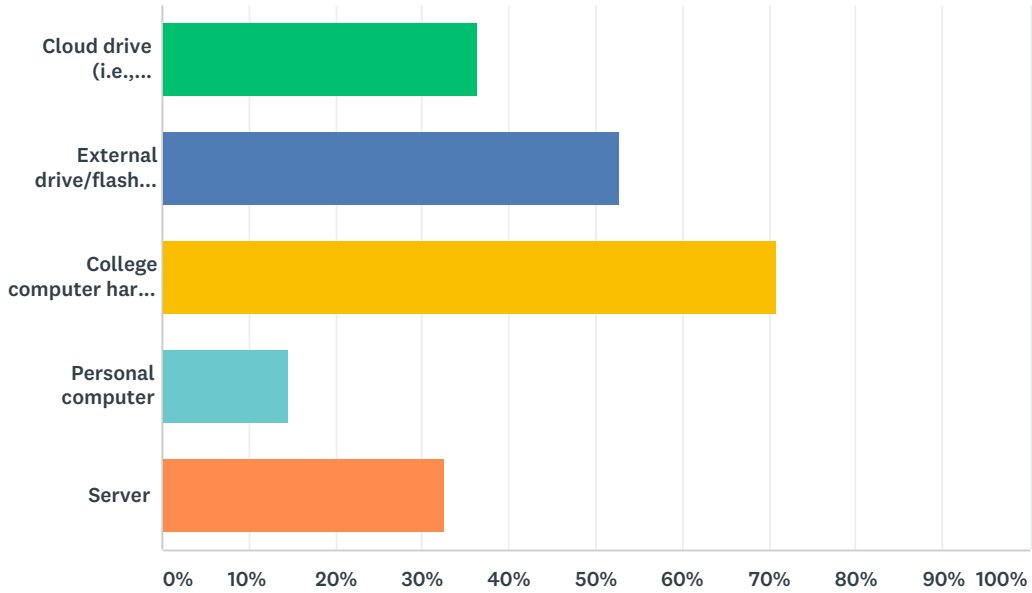


ANSWER CHOICES	RESPONSES	
Yes	30.36%	17
No	69.64%	39
TOTAL		56

#	COMMENT	DATE
1	outdated	5/7/2019 11:11 AM
2	Problems are more often then they should be even with the large amount if things I have running	5/3/2019 10:53 AM
3	The computer runs slowly at times	5/3/2019 10:32 AM
4	Does not have a camera for skype meetings, runs very slow and only 1-2 years old!	4/29/2019 11:45 AM
5	I'm not sure if this is considered a problem but my computer is just slow. It take a while for it to start up and opening programs.	4/29/2019 11:43 AM
6	internet is slow	4/25/2019 8:17 AM
7	Same as above.	4/19/2019 2:11 PM
8	Yes, based on my response on question #3. Extremely slow computer performance.	4/19/2019 12:32 PM
9	frequent freeze-ups for 1 to 5 min	4/19/2019 12:01 PM
10	its not too bad, it could be better it is a I7 3440	4/19/2019 9:20 AM

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

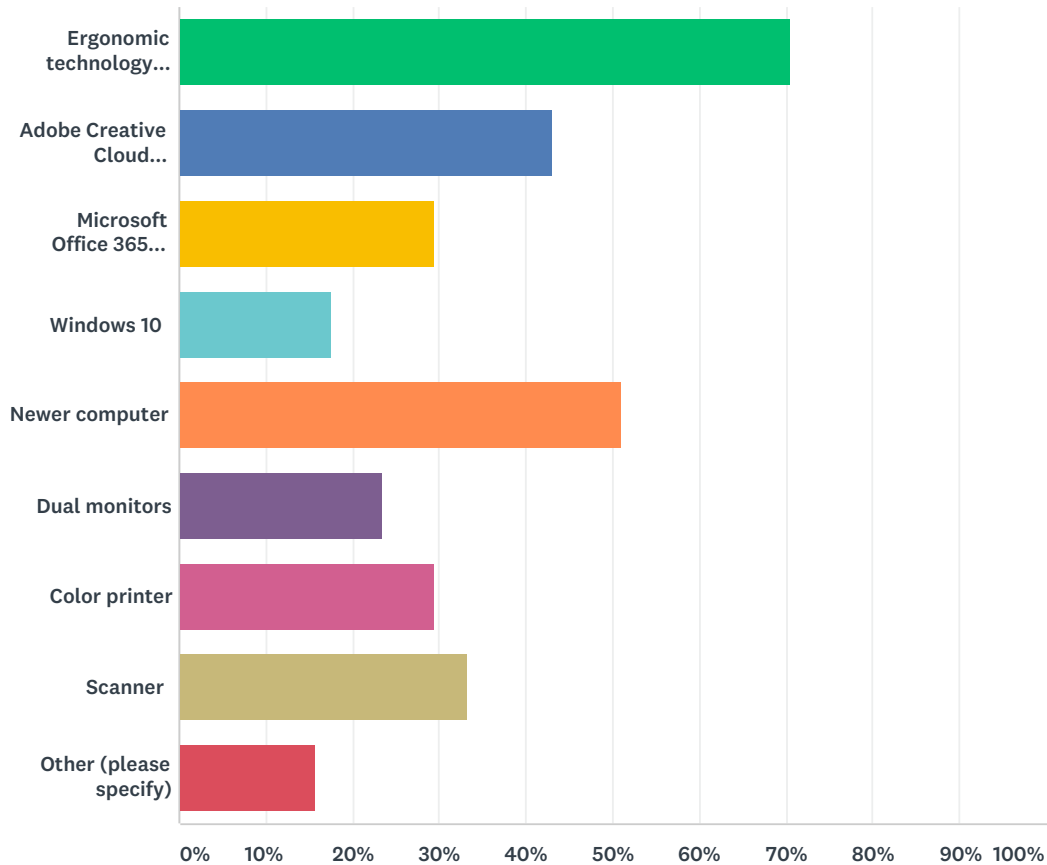
Answered: 55 Skipped: 9



ANSWER CHOICES	RESPONSES	
Cloud drive (i.e., Microsoft OneDrive, Google Docs, iCloud, etc.)	36.36%	20
External drive/flash drive	52.73%	29
College computer hard drive	70.91%	39
Personal computer	14.55%	8
Server	32.73%	18
Total Respondents: 55		

Q6 What technology would you like to see implemented for your workstation? (Check all that apply.)

Answered: 51 Skipped: 13



ANSWER CHOICES	RESPONSES
Ergonomic technology (Sit/Stand desk, ergonomic keyboard/mouse, ergonomic chair, Keyboard tray/Mouse tray, etc.)	70.59% 36
Adobe Creative Cloud (including Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	43.14% 22
Microsoft Office 365 (includes Excel, Word, Outlook, PowerPoint, Publisher, OneDrive, OneNote, Teams, etc.)	29.41% 15
Windows 10	17.65% 9
Newer computer	50.98% 26
Dual monitors	23.53% 12
Color printer	29.41% 15
Scanner	33.33% 17
Other (please specify)	15.69% 8
Total Respondents: 51	

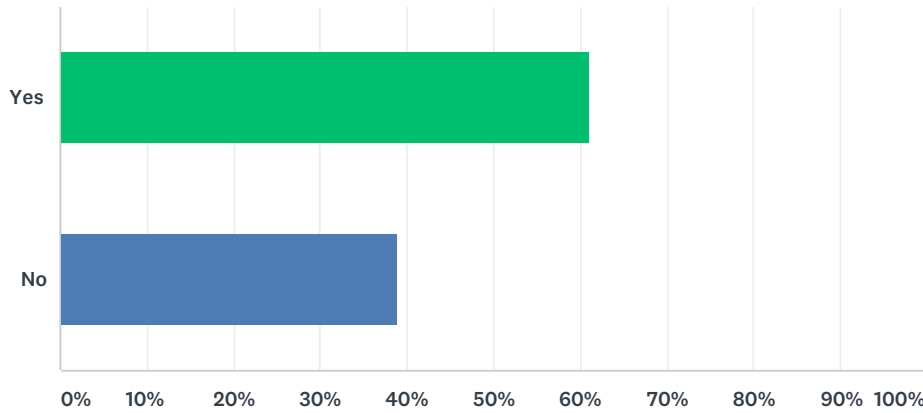
#	OTHER (PLEASE SPECIFY)	DATE
1	Better cord management	5/3/2019 2:56 PM

Technology Survey (Staff) 2019

2	Third Monitor	5/3/2019 10:53 AM
3	none	5/3/2019 10:46 AM
4	n/a	5/3/2019 10:18 AM
5	wireless faxing	4/29/2019 11:45 AM
6	Bigger monitors	4/24/2019 1:34 PM
7	Larger Dual Monitor, i have one but small	4/19/2019 9:31 AM
8	Ergonomic assesments not just buying stuff	4/19/2019 9:20 AM

Q7 Are the conference rooms equipped with all the technology to meet your meeting needs?

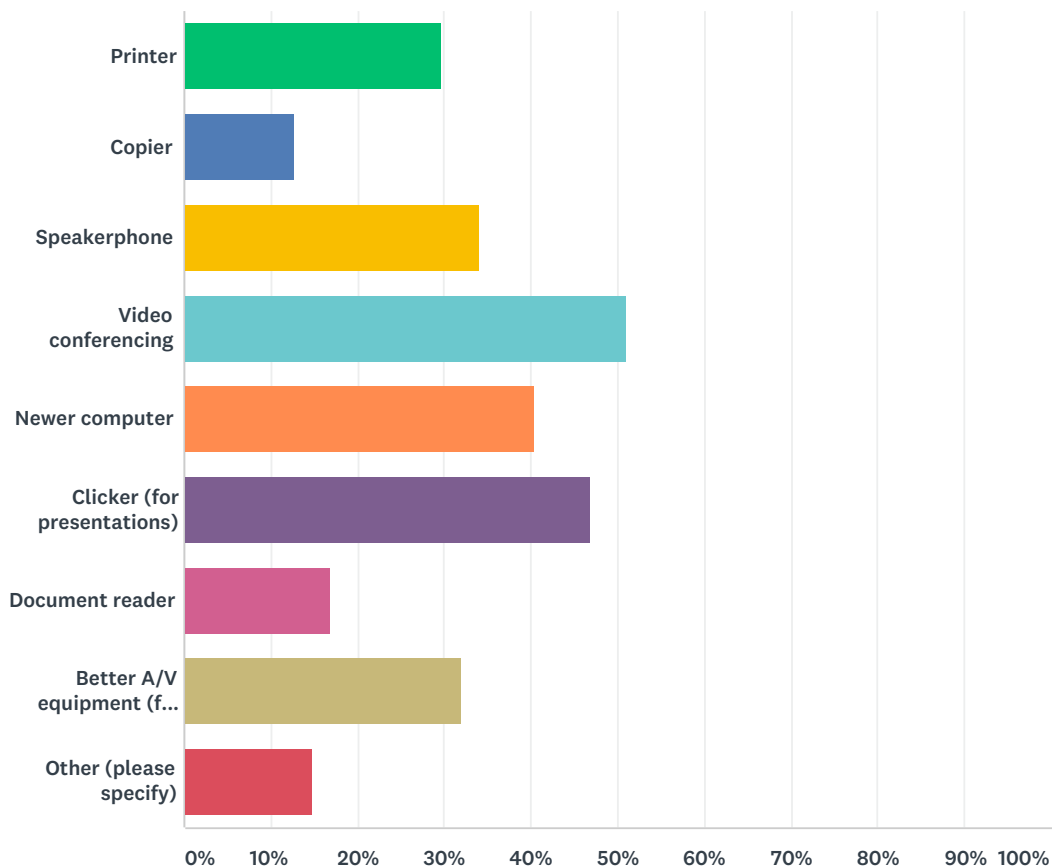
Answered: 54 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	61.11%	33
No	38.89%	21
TOTAL		54

Q8 What technology would you like to see implemented in the conference rooms? (Check all that apply.)

Answered: 47 Skipped: 17



ANSWER CHOICES	RESPONSES
Printer	29.79% 14
Copier	12.77% 6
Speakerphone	34.04% 16
Video conferencing	51.06% 24
Newer computer	40.43% 19
Clicker (for presentations)	46.81% 22
Document reader	17.02% 8
Better A/V equipment (for conferences)	31.91% 15
Other (please specify)	14.89% 7
Total Respondents: 47	

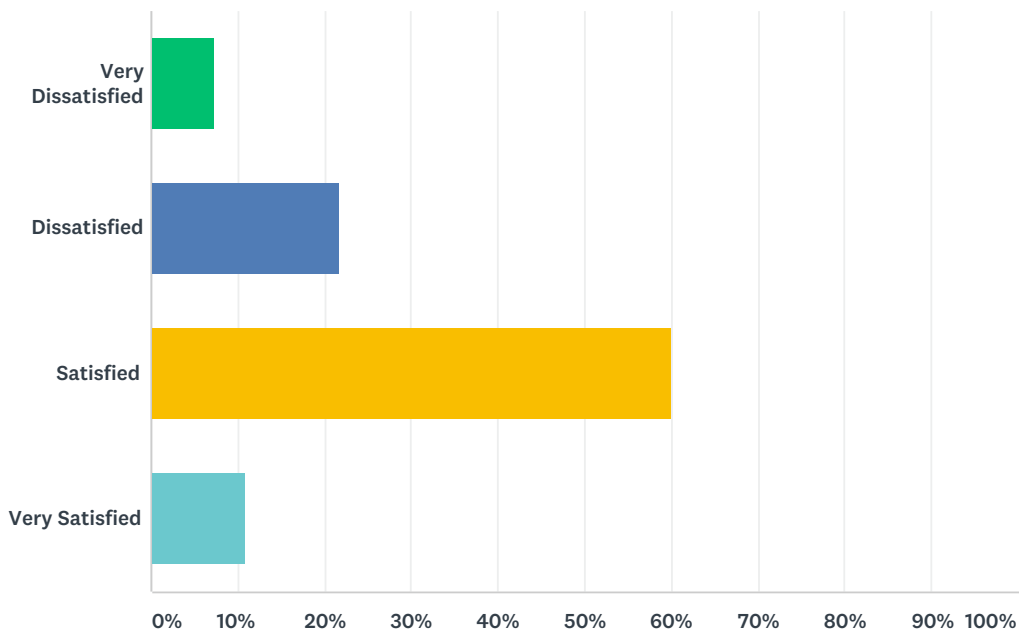
#	OTHER (PLEASE SPECIFY)	DATE
1	New equipment that isn't 10 years old:)	5/3/2019 10:46 AM

Technology Survey (Staff) 2019

2	better seating	5/3/2019 10:28 AM
3	projectors and screens	4/29/2019 11:45 AM
4	The screen for IT 218 is HORRIBLE! It's blurry and hurts the eyes. Been that way for years.	4/24/2019 1:34 PM
5	I think they are working fine	4/20/2019 9:27 AM
6	Speakers that work	4/19/2019 10:11 AM
7	ClickShare wireless presentation system	4/19/2019 9:20 AM

Q9 How satisfied are you with the speed/access to the College WiFi network?

Answered: 55 Skipped: 9

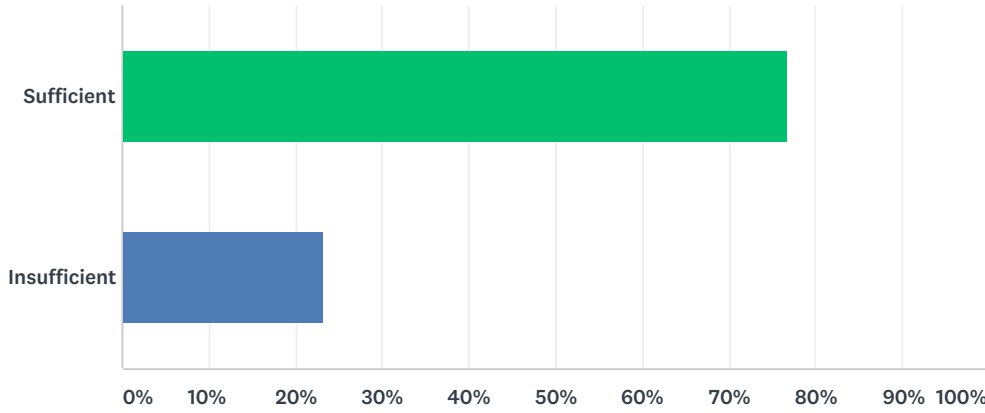


ANSWER CHOICES	RESPONSES
Very Dissatisfied	7.27% 4
Dissatisfied	21.82% 12
Satisfied	60.00% 33
Very Satisfied	10.91% 6
TOTAL	55

#	COMMENT	DATE
1	There are certain pockets within the center that disconnects me from the wifi	5/7/2019 11:11 AM
2	WiFi is not available outside of or away from offices.	5/3/2019 10:38 AM
3	Students have difficulties logging in	5/3/2019 10:32 AM
4	Hard to log in and stay logged in. Runs SLOW	4/29/2019 11:45 AM
5	don't use it.	4/29/2019 11:43 AM
6	We need wi-fi at the soccer field!	4/29/2019 10:38 AM
7	Lately, even WiFi network has been much slower. It takes a long time to access my work emails/calendar on my phone when I'm on campus.	4/19/2019 12:32 PM
8	It is spotty service and drops contacts	4/19/2019 9:31 AM

Q10 Does Norco College provide sufficient technical support?

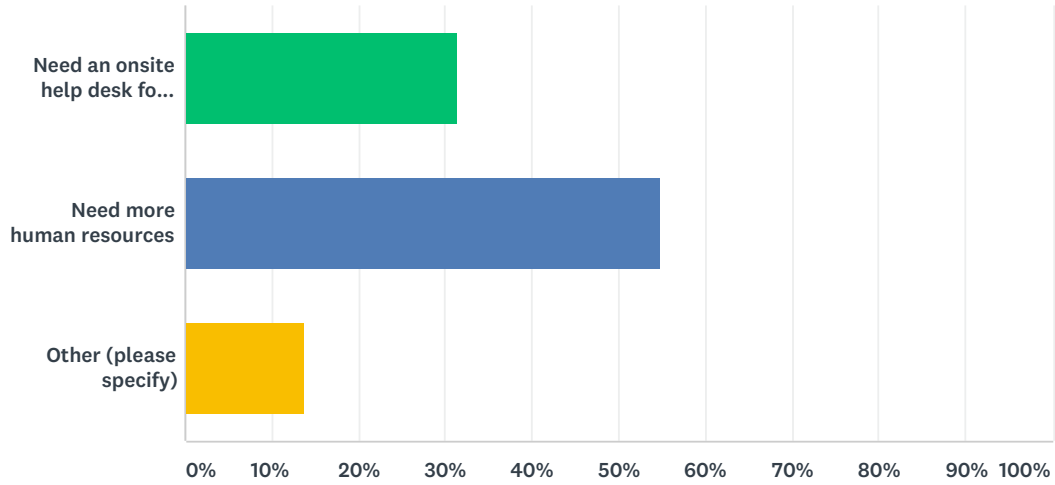
Answered: 56 Skipped: 8



ANSWER CHOICES	RESPONSES	
Sufficient	76.79%	43
Insufficient	23.21%	13
TOTAL		56

Q11 What would enhance technical support services?

Answered: 51 Skipped: 13

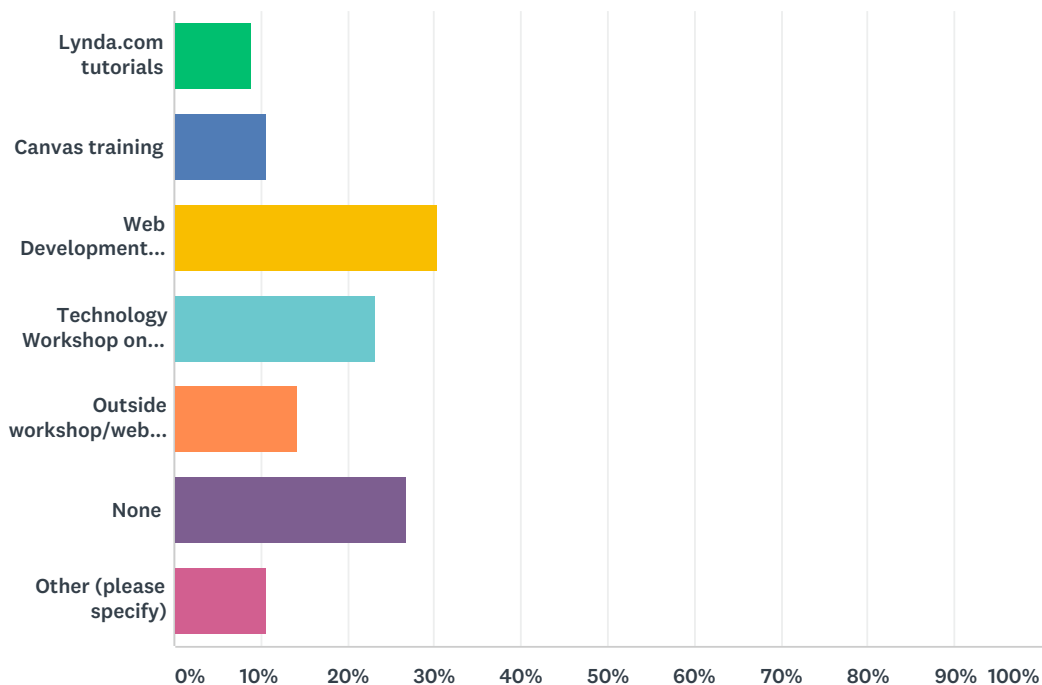


ANSWER CHOICES	RESPONSES
Need an onsite help desk for troubleshooting issues	31.37% 16
Need more human resources	54.90% 28
Other (please specify)	13.73% 7
TOTAL	51

#	OTHER (PLEASE SPECIFY)	DATE
1	no comment.	5/9/2019 9:57 AM
2	Need more people with faster access to issues--perhaps student workers could help with some of the easier things?	5/3/2019 2:57 PM
3	Better catalogue of equipment and software licensing across campus	5/3/2019 10:48 AM
4	Remote access for technicians.	5/3/2019 10:39 AM
5	Need more onsite help desk for troubleshooting issues and more human resources	5/3/2019 10:30 AM
6	need more tech staff!	4/29/2019 11:47 AM
7	Need both-onsite help and more human resources	4/29/2019 11:45 AM

Q12 What type of technology training have you received within this academic year? (Check all that apply.)

Answered: 56 Skipped: 8

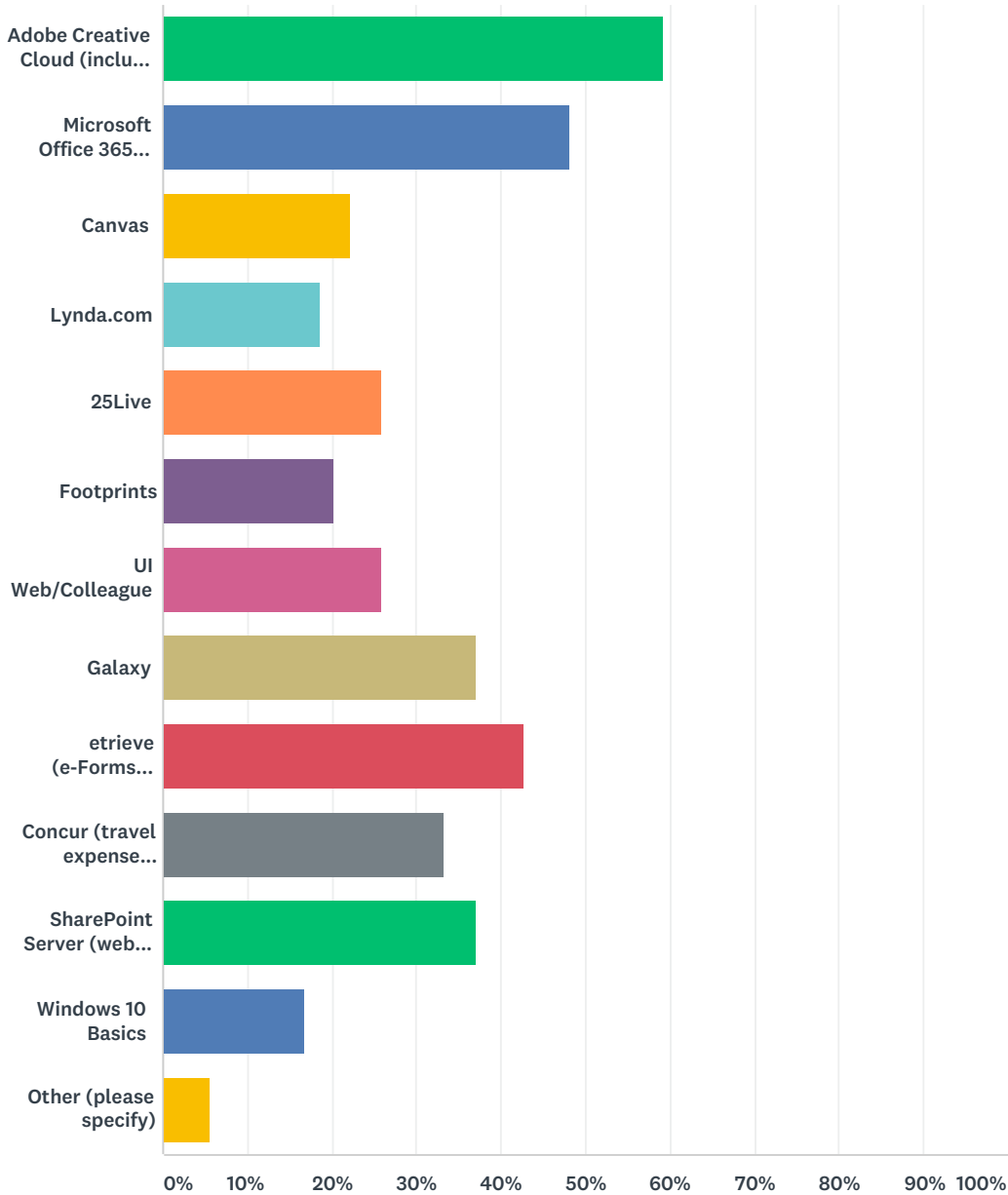


ANSWER CHOICES	RESPONSES
Lynda.com tutorials	8.93% 5
Canvas training	10.71% 6
Web Development training (using SharePoint Server)	30.36% 17
Technology Workshop on campus (i.e., 25Live, Adobe Photoshop, Office 365, etc.)	23.21% 13
Outside workshop/webinar	14.29% 8
None	26.79% 15
Other (please specify)	10.71% 6
Total Respondents: 56	

#	OTHER (PLEASE SPECIFY)	DATE
1	Concour	5/9/2019 9:57 AM
2	Systems trainings (Footprints, Colleagues, etc).	5/3/2019 2:57 PM
3	IMC classroom tutorials.	5/3/2019 10:38 AM
4	Galaxy , SharePoint	4/29/2019 11:47 AM
5	I want to learn InDesign	4/24/2019 1:35 PM
6	etrieve (e-Forms program)	4/19/2019 9:27 AM

Q13 What on-campus technology workshop would you be interested in attending? (Check all that apply.)

Answered: 54 Skipped: 10



ANSWER CHOICES	RESPONSES	
Adobe Creative Cloud (includes Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	59.26%	32
Microsoft Office 365 (includes Excel, Word, Outlook, PowerPoint, Publisher, OneDrive, OneNote, Teams, etc.)	48.15%	26
Canvas	22.22%	12
Lynda.com	18.52%	10
25Live	25.93%	14

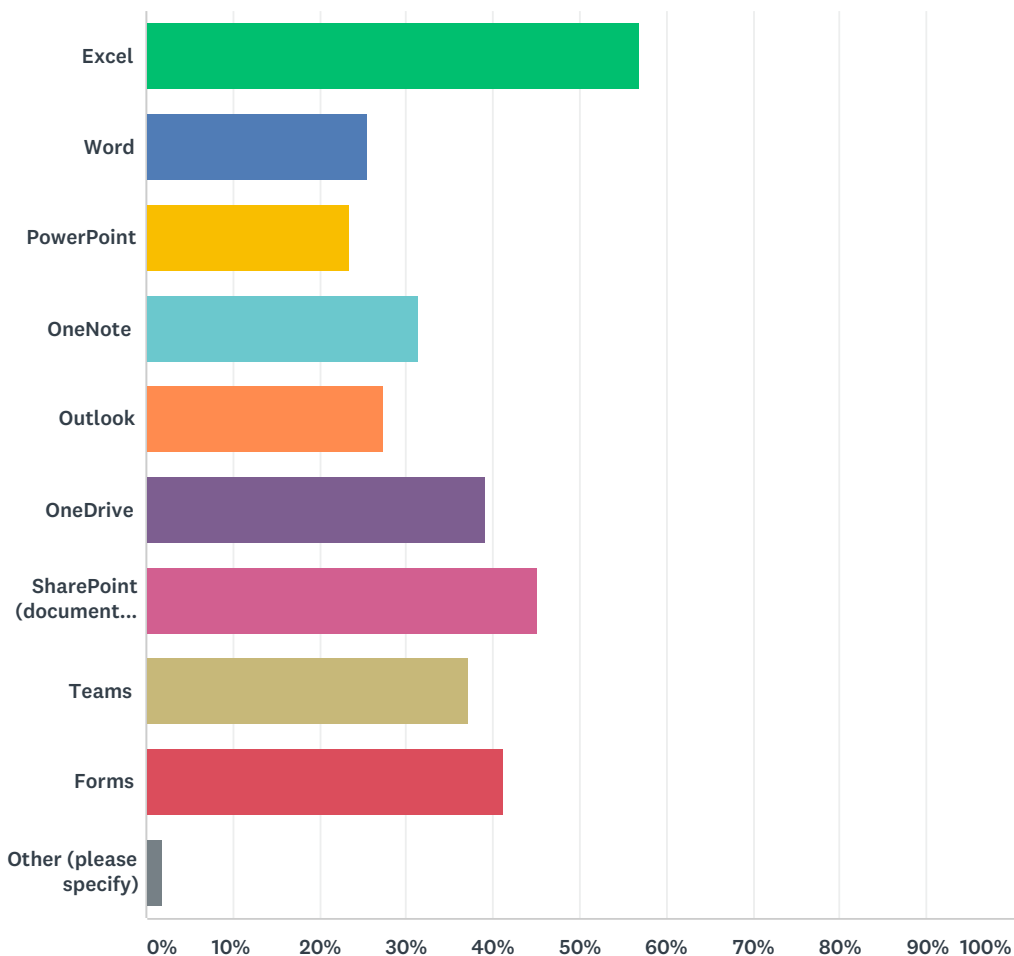
Technology Survey (Staff) 2019

Footprints	20.37%	11
UI Web/Colleague	25.93%	14
Galaxy	37.04%	20
etrieve (e-Forms program)	42.59%	23
Concur (travel expense program)	33.33%	18
SharePoint Server (web development, for editing your department's web pages)	37.04%	20
Windows 10 Basics	16.67%	9
Other (please specify)	5.56%	3
Total Respondents: 54		

#	OTHER (PLEASE SPECIFY)	DATE
1	Power BI	4/25/2019 7:51 AM
2	S	4/19/2019 10:12 AM
3	Autocad, ArcGIS	4/19/2019 9:27 AM

Q14 Which Office 365 app would you be interested in attending training? (Check all that apply.)

Answered: 51 Skipped: 13



ANSWER CHOICES	RESPONSES	
Excel	56.86%	29
Word	25.49%	13
PowerPoint	23.53%	12
OneNote	31.37%	16
Outlook	27.45%	14
OneDrive	39.22%	20
SharePoint (document sharing/management, not to be confused with SharePoint Server)	45.10%	23
Teams	37.25%	19
Forms	41.18%	21
Other (please specify)	1.96%	1

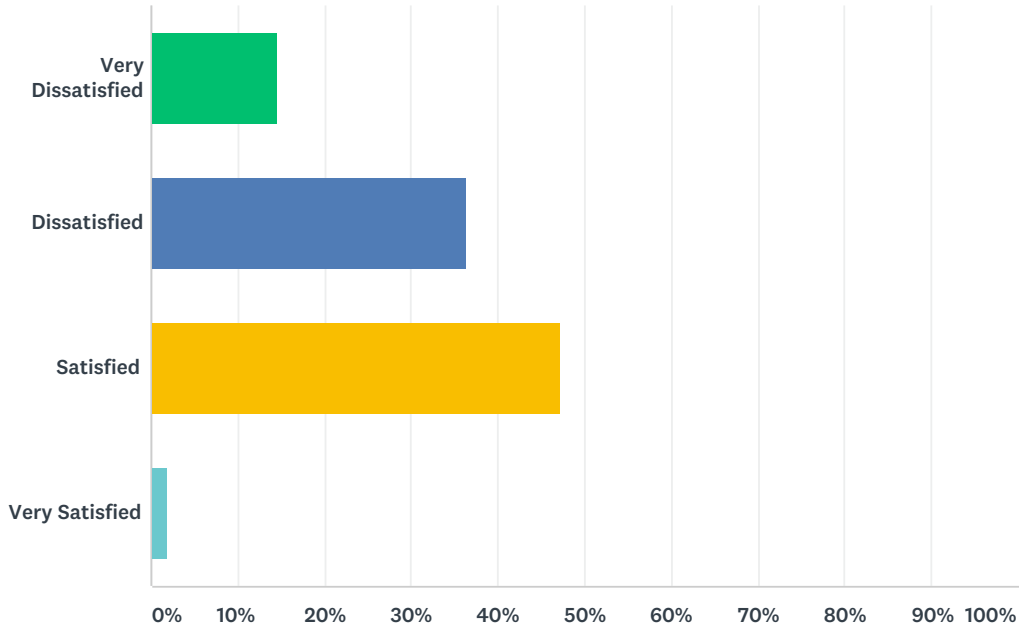
Technology Survey (Staff) 2019

Total Respondents: 51

#	OTHER (PLEASE SPECIFY)	DATE
1	Visio, Project	4/19/2019 9:27 AM

Q15 How satisfied are you with the Norco College website?

Answered: 55 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Dissatisfied	14.55%	8
Dissatisfied	36.36%	20
Satisfied	47.27%	26
Very Satisfied	1.82%	1
TOTAL		55

#	OTHER (PLEASE SPECIFY)	DATE
1	difficult to find departments for external users	5/13/2019 9:43 AM
2	The site is difficult to navigate and there are many dead links.	5/7/2019 11:18 AM
3	It is difficult to navigate and not at all intuitive.	5/3/2019 3:03 PM
4	We lack the freedom to make needed changes on the website and the district does not have enough resources to support our needs--caught in a tough spot. We need our own web team to have an effective website.	5/3/2019 10:51 AM
5	It looks really good, and for the most part I have been able to find what I need.	5/3/2019 10:42 AM
6	It's very frustrating to use when trying to find departments, events, individuals. Pages are outdated. Difficulty in navigating areas/departments/individuals	5/3/2019 10:36 AM
7	Very difficult to find information. The video on the main page makes me dizzy!	5/3/2019 10:24 AM
8	Layout is not user friendly, looks very "busy", Continuous comments from fellow staff and students that new website is worse than previous webpage.	4/30/2019 8:23 AM
9	It is not easy to find things and for me it is very distracting with all the moving images	4/29/2019 11:47 AM
10	Really like the video on the homepage.	4/29/2019 10:40 AM
11	Missing elements and not user friendly	4/24/2019 1:36 PM

Technology Survey (Staff) 2019

12	Can't find anything.	4/24/2019 10:52 AM
13	I think there needs to be an easier way to access faulty/instructors information	4/22/2019 10:09 AM
14	A LOT of the content on the previous website is either obsolete or unnecessarily difficult to find on the new website.	4/19/2019 12:36 PM
15	Needs to be better supported Sharepoint is limited	4/19/2019 9:28 AM

Q16 What changes would you make to enhance the Norco College website?

Answered: 33 Skipped: 31

#	RESPONSES	DATE
1	Could we add a visible link at the top of the homepage quick links menu bar and name it "Student Resources" we could house quick-find sub-links to various students resources such as the library, LRC, Student Health Center, VRC, Disability Resources Center etc. - These are all very helpful resources for students that could be made very easy to find, this way. Thanks -	5/9/2019 10:27 AM
2	Students have voiced their concern about how difficult it is to navigate the site and find accurate information. Also, when searched through Google the first link that pops up, typically, is a dead link.	5/7/2019 11:18 AM
3	I like the video that plays as soon as you access the website but I don't like the fact that it takes up the entire screen. Please minimize the video window (1/2 the home screen).	5/5/2019 7:52 AM
4	It is currently not easy to navigate and hard to find what you are looking for. Things such as a disjointed faculty and staff directory do not make sense to me. Students are consistently complaining that they cannot find what they are looking for. For example--I took a class during the Fall, and I couldn't for the LIFE of me figure out how to get to Canvas. Even now when I look at the website, I cannot find something that easily directs the students to the distance ed website.	5/3/2019 3:03 PM
5	Front page is not welcoming. Look at Mt SAC's front page and mimic that.	5/3/2019 10:51 AM
6	There are some connection issues with the links between our sister colleges and the District that still need to be addressed.	5/3/2019 10:42 AM
7	The background video is trendy but annoying. It is unnecessary and not as important as a fast and functional website. The video is	5/3/2019 10:42 AM
8	Better directory for staff, faculty, administration. Some of the individuals listed are no longer on our campus or are currently in a different department. An events section to highlight events and find them easily. Scrolling down and scrolling down is annoying when looking for an event. The schools page doesn't identify the faculty mentors or where they are located or their email address or phone numbers. This isn't always shown on the directories either.	5/3/2019 10:36 AM
9	I would have real pictures of students and not stock photos. Also, make it more user-friendly.	5/3/2019 10:35 AM
10	Easy access to MyPortal	5/3/2019 10:28 AM
11	Breakdown of topics/areas to locate information with more ease	5/3/2019 10:24 AM
12	N/A	5/3/2019 10:20 AM
13	The links are not easy to find. There is too much going on.	4/30/2019 10:41 AM
14	Cleaner, less "busy" page layout. Update links and missing information. (I know that is dependent upon departments, but having these conversations with department managers is important for our current and more so, potential students to provide them with this information. We need an accurate and continuously updated campus event calendar. When I want to know about events on campus, the website should be the first place to check, but its not. Staff and students are checking social media pages, or asking around campus, because the website does not do an efficient job at proving that info for staff and students.	4/30/2019 8:23 AM
15	Nothing is linked appropriately. Things are hard to find.	4/29/2019 11:56 AM
16	Not very welcoming. Add more options to the Student Information drop down.	4/29/2019 11:56 AM
17	Meet with individual departments to meet specific needs and develop completed/polished webpages for each.	4/29/2019 10:59 AM
18	Would like to see a class schedule on the main page drop down next to the college catalog.	4/29/2019 10:51 AM
19	The website is a great improvement, but we need resources (time and staff) to make continuous updates to constantly meet needs and make the site more user friendly	4/29/2019 10:46 AM

Technology Survey (Staff) 2019

20	Easier to find navigation for Student Services departments	4/29/2019 10:40 AM
21	Layout, speed to load, ease of use, less large pictures	4/25/2019 7:54 AM
22	Missing elements and not user friendly	4/24/2019 1:36 PM
23	Easier accessibility. As of now, we still have to use the "A-Z" tab in order to find what we are looking for. Simplify tabs like the old Norco College website where we could find a side panel of important links.	4/24/2019 8:43 AM
24	Make employee access through a separate page.	4/22/2019 3:03 PM
25	Horrible to navigate. Super frustrating with the revolving photos that take up most of the website page.	4/22/2019 8:23 AM
26	Take out the huge video on the main page. Take out the grey banner that you can't click out of for the first minute or so. More menus so we don't have to go to the A to Z directory for everything. More college photos and not stock photos.	4/19/2019 2:15 PM
27	Retrieve all of the important information/data that used to be on the old site and place it on the new one. Making it easier to get to different department websites.	4/19/2019 12:36 PM
28	smaller size opening video that tells a story not just a bunch of random videos and the ability to close out starting video to get to the actual web site.	4/19/2019 12:06 PM
29	consistency in department pages. Especially with contact/staff pages. Too many different pages, some very long and having to scroll to find what you're looking for	4/19/2019 10:59 AM
30	Sometimes it's hard for students to find things, easier help access	4/19/2019 10:13 AM
31	I would like to see changes made on the main page. Text should be in front of the video. There should be an 'APPLY NOW' button on the main page. We should have a better menu on the main page, so that we're not always going to 'A-Z'.	4/19/2019 9:31 AM
32	more options for layout and plugins	4/19/2019 9:28 AM
33	The website looks great, but the 'page not found' issue needs to be fixed ASAP. Employees know how to get around that, but students must be frustrated.	4/19/2019 9:26 AM

Q17 Any additional comments/questions about technology resources at Norco College?

Answered: 16 Skipped: 48

#	RESPONSES	DATE
1	I'm very happy with the IT team they are doing an awesome job!!	5/9/2019 10:27 AM
2	I think that everyone in TSS and IMC works really hard, I just don't think we have enough people. I previously worked at a community college where student workers were employed to help with some of the more basic requests such as simple updates, or classroom tech issues, and that ensured that our issues were addressed in a timely manner. Sometimes it could take days for our issues to be resolved, and I feel that is because there is not enough staff.	5/3/2019 3:03 PM
3	My computer is outdated, is the technology refresh plan posted in a place where I can see when I can expect a replacement? Thanks!	5/3/2019 10:42 AM
4	Some classrooms have new technology while others seem to be using surplus equipment. Consistency from classroom to classroom would be nice.	5/3/2019 10:42 AM
5	The search engine is good but it is frustrating to constantly use this to find what you are looking for especially when you are showing a student what and where to find something.	5/3/2019 10:36 AM
6	N/A	5/3/2019 10:35 AM
7	N/A	5/3/2019 10:20 AM
8	We are a great college, with talented students who may be perusing web development or page deign. Get input from them and from fellow staff.	4/30/2019 8:23 AM
9	Having come from UCR, NC is far behind in technology. I was shocked that we have to walk folders around for approval, when there is technology/programs that could make this easier, faster, overall more sufficient.	4/29/2019 12:09 PM
10	You need more staff to offer more training multiple times a day or week :)	4/29/2019 11:56 AM
11	Thank You so much	4/25/2019 8:18 AM
12	Jen and Lenny are very helpful. Misty is a wonderful resource for Galaxy and her training is extremely beneficial.	4/25/2019 7:54 AM
13	For the limited staff, you are all doing a great job.	4/24/2019 1:36 PM
14	Just have it work. Students get frustrated when links don't work or they can't find what they need.	4/24/2019 10:52 AM
15	resources are being improved but ordering low end computers to replace outdated machines are a disservice to all involved.	4/19/2019 12:06 PM
16	We need an additional computer technician. TSS and IMC are overworked.	4/19/2019 9:31 AM