

DVC Student and Employee Technology Use Surveys 2009

Executive Summary

A technology survey was administered to DVC students and employees between March 3rd and March 12th, 2009. A total of 364 students and 240 employees responded to the survey. The employee survey results were disaggregated by faculty and staff/managers. The purpose of the surveys was to conduct a needs-assessment of commonly used technologies for teaching, learning, communications, research and operations. The results will help inform the priorities of the new Technology Master Plan and the administrative program review and unit plan of Information Technology and Services.

The following table shows those resources which had the highest (90% +) and lowest (<75%) overall satisfaction among students, faculty, and staff-managers.

Students	Faculty	Staff and Managers
90% or more of the respondents were satisfied or very satisfied with the following:		
<ul style="list-style-type: none"> • Advanced Technology Center (95%) • Lab Internet access (94%) • Lab support from staff (92%) • Lab hours of operation (91%) • Computer hardware (91%) • WebCT (90%) • Lab software (90%) • Availability of computers in labs (90%) 	<ul style="list-style-type: none"> • Media checkout (99%) • Media deliveries (97%) • Lab Internet access (94%) • Lab hours of operation (92%) • Office network access (90%) • Staff development computer lab (90%) • Library catalog (ALICE) (90%) 	<ul style="list-style-type: none"> • Media set-up for special events (100%) • P-drive (97%) • S-drive (96%) • Office Internet access (95%) • Staff development computer lab (92%) • Lab Internet access (92%) • Exchange/Outlook (92%) • Outlook Web Access (90%)
Less than 75% of the respondents were satisfied or very satisfied with the following:		
<p>Nothing < 75%. The following <80%:</p> <ul style="list-style-type: none"> • Faculty websites (77%) • Lab printing (76%) • Classroom wireless (76%) 	<ul style="list-style-type: none"> • Office hardware support (74%) • District website* (74%) • Outlook Web Access* (73%) • Laptop hook-up to projector (71%) • Control of projectors sources (70%) • DVC Help Desk (70%) • Computer hardware (67%) • Office software training (66%) • Classroom technology support (66%) • District Intranet* (64%) • Office printer (64%) 	<ul style="list-style-type: none"> • Office printer (74%) • Classroom technology support (73%) • Email storage* (71%) • DVC Help Desk (69%) • Computer replacement cycle (68%) • Datatel* (67%) • DVC website (66%) • Office hardware support (65%) • Office software training (55%)

	<ul style="list-style-type: none"> • Voyager (faculty web pages (63%)) • Classroom network access (63%) • DVC website (62%) • Email storage* (57%) • Wireless (45%) • Computer replacement cycle (44%) • Datatel* (31%) 	
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*District IT items will be communicated accordingly.

The weighted average for satisfied and very satisfied responses was 86% for students, 75% for faculty, and 81% for staff-managers. Based on all the survey results, the following issues will be addressed for technology planning purposes:

- Develop a responsive DVC Help Desk that handles all support requests in a timely manner.
- Request more staff positions for Information and Technology Services.
- Develop consistent computer replacement cycles for all employees.
- Provide comprehensive wireless coverage throughout all locations.
- Provide more training in the use of software applications (e.g., Office, Datatel, Web, etc.) and classroom technologies.
- Provide more email storage for all employees.
- Improve the navigational structure and content of the new website – especially for faculty, staff, and managers.
- Address printer issues in computer labs and offices.
- Encourage all faculty members to post information about their courses online.
- Improve WebAdvisor issues such as slowness, timing out, log-in errors, and continue to work on Datatel improvements.

The results of the survey indicated many other areas that should be considered for technology planning at DVC. These include electronic forms, downloadable lectures, more online courses, better use of computer labs, more software in computer labs, more Macs in open labs, more tech support for classrooms, video editing studio for faculty, digital whiteboards, tablet PCs, smart classrooms, more online support for students, instant communication of class cancellations, high bandwidth network, expanded document imaging, more network applications, better support of network applications, easier methods to access resources from off-campus, and more IT staff. The remainder of this report includes a full description and analysis of the survey results and is posted at <http://www.dvc.edu/technology>.

Survey Administration

This spring semester 2009, two technology surveys were administered – one to DVC/SRC **students** and one to DVC/SRC **employees**. These surveys were developed by the Executive Dean of Information Technology & Services under the advisory of the Technology Committee. The purpose of the surveys was to do a technology use needs-assessment to provide current data for (a) the development of the Technology Master Plan, and, (b) a program review of the Information Technology & Services unit.

The surveys were developed using SurveyMonkey. The link to the employee survey was emailed to all employees at DVC/SRC and the link to the student survey was posted to the DVC website on the afternoon of March 3, 2009 and posted to the SRC website and WebCT announcement page the following day. Both surveys closed at 8:00 a.m. on March 12, 2009. A total of 364 students and 240 employees responded to the survey.

For the student survey, 89% (n=324) of the respondents attended class primarily at the Pleasant Hill Campus, 6.6% (n=24) online, 3.3% (n=12) at San Ramon, and 0.8% (n=3) at the Walnut Creek Center. According to the Dean of Research, Planning and Student Outcomes at DVC, for this survey, we should not disaggregate any population of respondents that is less than 35. Therefore, the results of student survey were not separated by location. Over 72% of the student respondents were full-time (n=261), and about 28% were part-time (n=101). For this summary and analysis, full-time and part-time students are grouped together.

For the employee survey, 32.6% (n=78) were full-time faculty, 18.8% (n=45) were part-time faculty, 33.9% (n=81) were permanent classified staff, 4.6% (n=11) were hourly classified staff, 7.9% (n=19) were administrators, and 2.1% (5) were other. For summary and analysis purposes, the full-time faculty and part-time faculty were grouped together and all classified staff and administrators were grouped together.

The student survey featured 6 sets of satisfaction questions regarding the following technology resources:

1. Computer lab resources (availability of computers, ..., wireless)
2. Computer lab operations (hours of operation, ..., support from staff)
3. Web-based applications (WebAdvisor, ..., scholarship application)
4. Classroom technology resources (video projectors, ..., wireless)
5. Support services (media check-out, ..., student support services offered online)
6. Technology enhanced facilities (The Forum, ..., Advanced Technology Center)

There were a total of 31 satisfaction questions. For each question, the response options were (a) very satisfied, (b) satisfied, (c) unsatisfied, (d) very unsatisfied, or, (e) not applicable. Students could also offer comments for each of the 6 question sets.

Students were also asked three open-ended questions:

1. Which computer lab do you use the most?
2. How would you like to use technology resources in the future at DVC? What technology resources would help you to be successful at DVC?
3. (Optional) What else would you like to say about technology resources at DVC?

The employee survey featured 7 sets of satisfaction questions regarding the following technology resources (below). Many of these questions were also asked in the student survey, while other questions were specific to the employee survey. There were a total of 60 satisfaction questions.

1. Classroom technologies (video projector, ..., video tutorials)
2. Computer lab resources (availability of computers, ..., support from staff)
3. Office technologies (computer hardware, ..., hardware support)
4. Web-based applications (WebAdvisor, ..., Voyager)
5. Network resources (Datatel, ..., CCC Confer)
6. Support services (DVC Help Desk, ..., Instructional technology support)
7. Technology-enhanced facilities (The Forum, ..., Advanced Technology Center)

The employee survey included two general opened-ended questions:

1. In the future, how would you like to use technology resources at DVC? What technologies would enable you to be more effective?
2. (Optional) What else would you like to say about technology resources at DVC?

For program review purposes, employees were also asked two additional multiple response questions (these are standard questions for all administrative unit program reviews):

1. Please indicate your level of satisfaction with the services received from Computer and Network Services.
2. Please indicate your level of satisfaction with the services received from Media Services.

The response options for these question sets were (a) exceeded expectations, (b) met expectations, (c) needs improvement, or, (d) not applicable. Finally, the program review portion included the following open-ended questions:

1. Is there anything we could have done better?

2. In what areas did we excel?
3. Additional comments

The program review summary and analysis is not included in this report.

Student Survey Results

The number of student respondents per satisfaction question ranged from 324 to 347. For 25 of the 31 questions, over half of the respondents provided a valid response of very satisfied to very unsatisfied (Set I). For 6 of the questions, more than half of the respondents selected “Not Applicable” (Set II). For the sake of analysis, these 6 questions were separated from the other 25 questions since they were not applicable to over half of the respondents. For the sake of reporting and analysis, the “very satisfied” and “satisfied” responses were combined as “satisfied total”. Similarly, an “unsatisfied total” column was calculated for “unsatisfied” and “very unsatisfied”.

For Set I, the satisfied totals of valid responses ranged from 76% to 95% with a weighted average of **86%**. Students were **most satisfied** with the Advanced Technology Center (95%), Computer lab Internet access (94%), Computer lab staff support (92%), Computer lab hours (91%), computer lab hardware (91%), WebCT (90%), computer lab software (90%), and availability of computers in labs (90%). They were the **least satisfied** with wireless in the classrooms (76%), computer lab printing (76%), and faculty websites (77%). Upon review of the survey by the Technology Committee, we decided to focus on those survey items in which there was 81% or less satisfaction – this would include the DVC website (80%), wireless in computer labs (81%), and WebAdvisor (81%). All of the Set I satisfaction survey responses are reported at the end of this document.

For Set II (<50% response rates), the satisfaction totals ranged from 68% to 93%. The lowest satisfaction average regarded the online Scholarship application (68%) – according to one comment, the application “could have been more clear about how GPA and major info could not be entered by student.” The next lowest question regarded technical support for online classes (77%). According to one comment, it took too long between when the class was added late and when it showed up in WebCT. The third lowest question regarded student support services offered online (78%). According to one comment, “too much info is not available online.” All of the Set II satisfaction survey responses are reported at the end of this document.

The following table contains sample comments for the *lowest ranked* items in Set I:

Question	Sample Comments
Wireless in the classrooms (76%)	<ul style="list-style-type: none"> • Hard to find wireless access • Bad coverage, add more power outlets in classrooms for laptops • Wireless in classrooms ... tend to stop working often during a single class period • Wireless only works with browsers. Why can't we use AIM, MSN, or Skype?
Computer lab printing (76%)	<ul style="list-style-type: none"> • Printing should not cost money • Need colored printing • Addition of funds to print cards is difficult in any lab other than the main computer lab or the library. • Need more places to be add money to your printing card. • There have been multiple occasions where there has been no printer paper available and no staff available to help.
Faculty websites (77%)	<ul style="list-style-type: none"> • I wish more instructors would create/develop their websites
DVC website (80%)	<ul style="list-style-type: none"> • Three comments about search engine producing poor results • Four comments about the navigation being difficult • Two comments about preferring the old website. • Comments about browser difficulties, dead links, need for more updates, registration date info.
Wireless in computer labs (81%)	<ul style="list-style-type: none"> • Wireless should be more widespread. • Wireless just worked which was great • Need more outlets and access points • The wifi connection for the laptops is a bit annoying, you have to reconnect every time you move somewhere else on campus.
WebAdvisor (81%)	<ul style="list-style-type: none"> • 16 of the 36 comments for web-based applications mentioned WebAdvisor • Comments regarded slowness, difficulty using, issues with browsers, confusing, login errors, dead ends, needs SRC option.

The last two student survey questions were open-ended and asked (a) how would you like to use technology in the future at DVC, and, (b) what else would you like to say about technology resources at DVC. These questions garnered 171 and 61 responses respectively.

As for the future, the students requested the following resources – many of these items, such as wireless, were mentioned more than once in the surveys but only listed once here:

- Better use of computer labs during peak times
- Flash adobe player on all computers
- Ability to check if class is canceled
- More availability on weekends
- More access to digital textbooks

- More online courses and classes
- Mac computers at SRC
- Blue-ray players
- Smart car rental service
- iPhones
- Longer hours in computer center
- More helpful lab aides
- More powerful computers
- Wireless parking lots
- Make everything for students more available
- Up to date software on computers
- Free printing
- Downloadable lectures
- More computers in library
- Crack down on computer abusers in labs
- Wireless throughout campus
- More updates on DVC website
- Require instructors to post basic course summaries, syllabus and calendar online
- All teachers use WebCT/Blackboard on some level
- Webcams for video conferencing between DVC and SRC
- Linux/Unix based computer options
- Cleaner labs
- Better printers
- Podcasts of lectures
- More interactive lectures for online courses
- Availability of purchased software at home on as-needed basis
- Improved mice and keyboards
- More flexible schedule for computer labs
- A computer lab for group projects
- Computer programming tutors
- More value-add stations for print cards
- Color printers
- More art programs like photoshop, illustrator, in-design
- More computer help
- 3d monitors
- More access to Mac computers
- Online textbooks
- Hands-on applications of electrical/mechanical devices
- Programming tutorials
- For finals, keep library open during weekend
- Increase Internet bandwidth

Finally, in response to what else they would like to say about technology, the following items were mentioned at least once:

- A place on campus to insert images or audio
- More wireless
- Need to clean labs, mice, and keyboards
- Appreciate online courses
- Excellent access to computers and online classes
- Noisy labs – need to monitor, better
- Prefer paper
- Help accessing WebCT from home
- Satisfied
- Need larger TVs in LA building

- Need more open source courses
- Need more computers
- Need more video materials for construction program
- Need more Macs
- Students could help to fix things
- Hardware and software is great
- Well organized
- Orientation for students
- Expand wireless to SRC
- Faculty is outstanding. Need more electronics and photovoltaic classes
- MTC is awesome
- As good as universities technologies
- DVC team does a wonderful job of providing and maintaining technology
- Computer lab needs to be up to date
- ATC building is by far the best classrooms on campus
- Good job!

Employee Survey Results

The employee survey results were separated into two groups: Faculty and Staff-managers. The faculty results included full-time and part-time faculty. The Staff-manager results included full-time staff, hourly staff, and managers. For 43 of the 60 questions, over half of the faculty provided valid responses of very satisfied to very unsatisfied (Set III). For 17 of the questions, more than half of the faculty responded “Not Applicable” (Set IV). For 27 of the 60 questions, over half of the staff-managers provided valid responses (Set V). For 33 of the 60 questions, more than half of the staff-managers responded “Not Applicable” (Set VI). For the sake of reporting and analysis, the “very satisfied” and “satisfied” responses were combined as “satisfied total”. Similarly, an “unsatisfied total” column was calculated.

Faculty Survey Results

For Set III, the satisfied totals of valid responses ranged from 31% to 99% with a weighted average of **75%**. Faculty were **most satisfied** with Media checkout (99%), Media deliveries (97%), Internet access (94%), Lab hours of operation (92%), office network access (90%), Staff development computer lab (90%), and the Library catalog (ALICE) (90%). They were **least satisfied** with Datatel (31%), computer replacement cycle (44%), wireless (45%), email storage (57%), DVC website (62%), classroom network access (63%), Voyager faculty web pages (63%), office printer (64%), district Intranet (64%), classroom technology support (64%), office software training (66%), office computer hardware (67%), DVC Help Desk (70%), classroom control of projector sources (70%). All of the Set III satisfaction survey responses are reported at the end of this document.

For Set IV (<50% response rate), the satisfied totals ranged from 36% to 96%. Faculty were the **least satisfied** with SARS TRAK (13% response rate), video tutorials (21% response rate), VPN access (31% response rate), district help desk (43% response rate), and support from student lab aides (36% response rate). All of the Set IV satisfaction survey responses are reported at the end of this document.

The following table contains sample comments for the *lowest ranked* items in Set III:

Question	Sample Comments
Datatel (31%) – District IT	<ul style="list-style-type: none"> • Too inflexible • The interface is a huge improvement but could use more work • No training provided
Computer replacement cycle (44%)	<ul style="list-style-type: none"> • Some computers are outdated • Online instructors need to have computers updated more frequently • Part-time office computers are really old • My laptop is 4 years old and falling apart • Waiting a long time for a new computer
Wireless (45%)	<ul style="list-style-type: none"> • We do not receive good wireless service in Faculty offices • Thanks for getting wireless into our offices • Our building will be getting wireless soon
Email storage (57%) – District IT	<ul style="list-style-type: none"> • Email needs more space • The size limit is very, very small • There is never enough email storage space • Please, please increase our email storage • Email storage is inadequate.
DVC website (62%)	<ul style="list-style-type: none"> • New website seems cumbersome • Finding simple things was difficult • The new website was put up way too early – many of us needed training. • I don't like the new DVC web site, but maybe I need to just get used to it.
Voyager faculty web pages (63%)	<ul style="list-style-type: none"> • Faculty www pages should allow FTP of entire site.
Office printer (64%)	<ul style="list-style-type: none"> • I would like faculty choice between ink jet and laser printer. • Offices should have printers and support them with supplies. • My printer is ancient and barely works.
District Intranet (64%)	<ul style="list-style-type: none"> • No comments
Classroom technology support (64%)	<ul style="list-style-type: none"> • Some staff have been fantastic, others disappointing. • Would like more inservice about technology. • Tech support is spotty; lacks follow through
Office software training	<ul style="list-style-type: none"> • Software training is non-existent

(66%)	
Office computer hardware (67%)	<ul style="list-style-type: none"> • Comments were about need for newer computers and printers
DVC Help Desk (70%)	<ul style="list-style-type: none"> • Does not answer. • Can be very slow. • Need more Mac support. • Great support in staff development and flex time. • A more responsive help desk would really be helpful.
Classroom control of projector sources (70%)	<ul style="list-style-type: none"> • I am unclear what you mean • ATC is great but everywhere else ... ☹ • We should have smart classrooms and document readers readily available

The last two employee survey questions were open-ended and asked (a) how would you like to use technology in the future at DVC, and, (b) what else would you like to say about technology resources at DVC. These questions garnered 47 and 28 responses respectively from the faculty.

As for the future, the faculty requested the following resources – many of these items, such as wireless, were mentioned more than once in the surveys but only listed once here:

- Wireless at SRC
- Make movies of lectures and post online (comply with ADA)
- Stronger wireless in LA building, PE, Art, faculty offices, throughout DVC
- Replace computers
- Better communication with online students
- Help Desk availability all the time
- Careful timing of software updates so as not to interfere with instruction
- Support for Apache server (Virtual Chem Lab)
- Remove unused TVs
- Technology goes way beyond computers – chemistry, dental, engineering, etc.
- Smart classrooms throughout
- Workshop on clickers, snagit, Camtasia
- Dedicated studio devoted to faculty creating videos, etc.
- Run more reports from database
- Systems that speak to one another
- Communicate with students
- More labs like ATC
- Instructional person at SRC
- Digital whiteboard
- Much more software training
- Better computers
- Tablet PC option
- Easier printing for Part-time faculty
- Equation editor in powerpoint
- CCC Confer training
- Improve online courses
- More reliable WebAdvisor

- Better email technology – ability to forward emails to different address
- More tech use in class room
- Better video projection for visual images
- Newer version of Blackboard
- Instructor computers in classroom
- Video streaming through LCD projectors
- More individual graining

Finally, in response to what else they would like to say about technology, the following items were mentioned at least once:

- Training workshops at different hours and days
- Open communication
- Capable personnel
- Support innovation, don't ignore it
- Bookstore video up to date
- Knowledgeable staff with a desire to teach new ideas
- More faculty input on hardware, software, networks, and organization
- Organize the U-drive
- Good job
- Shorter computer replacement cycles
- Thank you
- Aging computers are slow
- Teaching here is better than my other schools
- A broader view of technology to ensure all technologies, including science laboratory, are maintained and fully supported.
- Appreciative of the technology at DVC
- Strong technology resources
- More timely and effective technical support
- Consistent availability of WebAdvisor
- Support Mac users fully
- Better training
- Allow faculty to keep email addresses after they retire

Staff-manager Survey Results

For Set V, the satisfied totals of valid response ranged from 55% to 100% with a weighted average of **81%**. Staff-managers were **most satisfied** with Media set-up for special events (100%), P-drive (97%), S-drive (96%), office Internet access (95%), Staff development computer lab (92%), lab Internet access (92%), Exchange/Outlook (92%), and Outlook Web Access (90%). They were **least satisfied** with office software training (55%), office hardware support (65%), DVC website (66%), Datatel (67%), computer replacement cycle (68%), DVC Help Desk (69%), and Email storage (71%). All of the Set V satisfaction survey responses are reported at the end of this document.

For Set VI (<50% response rate), the satisfied totals ranged from 46% to 100%). Staff-managers were **least satisfied** with video tutorials (13% response rate), SARS TRAK (32% response rate), and VPN (23% response rate). All of the Set VI satisfaction survey responses are reported at the end of this document.

The following table contains sample comments for the *lowest ranked* items in Set V:

Question	Sample Comments
Office software training (55%)	<ul style="list-style-type: none"> • Need Microsoft training • What training?
Office hardware support (65%)	<ul style="list-style-type: none"> • Hardware support is OK, not terrible • Response time could be quicker • Responds quickly and effectively • Sometimes tickets are lost • Need more technicians to support the campus
DVC website (66%)	<ul style="list-style-type: none"> • Why was it changed? • It has improved somewhat with the new website • Difficult to navigate and find what I need • Information is lacking
Datatel (67%) – District IT	<ul style="list-style-type: none"> • Clunky UI • It has the information I need • No training to make efficient use of Datatel • Would like to suggest enhancements and resource more support and training
Computer replacement cycle (68%)	<ul style="list-style-type: none"> • Has more to do with economy than DVC • Classified staff are left out of regular upgrade rotation • When a new computer is ordered, should get whole computer...
DVC Help Desk (69%)	<ul style="list-style-type: none"> • Response times can be slow • DVC does not have enough IT staffing to adequately support classroom technology, labs, and offices. • I am generally happy with the help desk • It depends on who picks up the phone • Hire more personnel • Woefully understaffed • Should open before 8 a.m.
Email storage (71%) -- District IT	<ul style="list-style-type: none"> • I have never worked on a campus with such little mailbox storage capacity • I get over limit message on a regular basis • Email storage could be increased

The last two employee survey questions were open-ended and asked (a) how would you like to use technology in the future at DVC, and, (b) what else would you like to say about technology resources at DVC. These questions garnered 33 and 24 responses respectively from the staff and managers.

As for the future, the staff and managers requested the following resources – many of these items, such as wireless, were mentioned more than once in the surveys but only listed once here:

- Workshops on how to use software more efficiently
- Text messaging for short, important messages to students
- Timely response to tech issues
- Second desktop monitor
- More organized and utilized resources (U-drive and district Intranet)
- Friendlier Datatel
- Improve consistent service from technicians
- Campus-wide database for online resources specific to each department
- Schedule training classes based on staff survey
- Online training for staff
- Software classes
- Expand wireless throughout campus
- Office Outlook from off-campus
- Software installations in a timely manner
- Datatel reports
- Improved navigation for DVC website and WebAdvisor
- Create queries for Datatel
- Student campus email
- High bandwidth network availability (video, conferencing, transfers, etc.)
- Facilitate communication/information sharing
- Facilitate data collection and storage
- Datatel resource person at DVC
- More IT staff
- More information about social networking – facebook, myspace, etc.
- Clear plan for computer replacements
- Matrix for counseling staff (document imaging)
- Additional computers for students to use at Info Center and/or Admissions and Records
- Datatel printing at workstation
- Better computers for staff
- More technologies for brain-injuries
- All forms online
- Datatel access from off-campus
- Scheduling software for rooms
- SARS TRAK in all student service areas
- Office 2007 training
- More comprehensive media resource subject coverage

Finally, in response to what else they would like to say about technology, the following items were mentioned at least once:

- More people in IT
- Provide tech solutions to student services paper processing
- Courteous and efficient help
- Ergonomic training
- Link IT to college needs and priorities
- More communication
- Online classes are in demand
- I believe they try hard and are very busy with a number of issues happening on the campus ... appreciate all that they do.
- DVC is definitely well-wired!

All Survey Results

The survey results for all of the questions are provided on the following pages:

STUDENT SURVEY (SET I)	QUESTION: How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Valid Responses	Not Applicable	Total Responses	Percent N/A
TECHNOLOGY-ENHANCED FACILITIES	Advanced Technology Center	95%	5%	230	95	325	29%
COMPUTER LAB RESOURCES	Internet access	94%	6%	308	34	342	10%
COMPUTER LAB OPERATIONS	Support from staff	92%	8%	246	89	335	27%
COMPUTER LAB OPERATIONS	Hours of operation	91%	9%	278	59	337	18%
COMPUTER LAB RESOURCES	Computer hardware	91%	9%	298	48	346	14%
WEB-BASED APPLICATIONS	WebCT	90%	10%	324	11	335	3%
COMPUTER LAB RESOURCES	Computer software	90%	10%	291	51	342	15%
COMPUTER LAB RESOURCES	Availability of computers in labs	90%	10%	299	48	347	14%
COMPUTER LAB OPERATIONS	Cleanliness of computer lab	89%	11%	275	60	335	18%
WEB-BASED APPLICATIONS	Library Catalog (ALICE)	89%	11%	204	130	334	39%
TECHNOLOGY-ENHANCED FACILITIES	Library Open Lab	89%	11%	213	114	327	35%
TECHNOLOGY-ENHANCED FACILITIES	Computer Center	89%	11%	220	107	327	33%
CLASSROOM TECHNOLOGY RESOURCES	Video projector	88%	12%	262	71	333	21%
COMPUTER LAB OPERATIONS	Support from student lab aides	88%	12%	219	116	335	35%
SUPPORT SERVICES	Technical Support in Computer Labs	88%	12%	165	161	326	49%
COMPUTER LAB OPERATIONS	Information about lab hours	87%	13%	270	66	336	20%
CLASSROOM TECHNOLOGY RESOURCES	DVD/VCR player	87%	13%	235	96	331	29%
CLASSROOM TECHNOLOGY RESOURCES	Overhead projector	86%	14%	265	67	332	20%
COMPUTER LAB OPERATIONS	Student conduct in lab	84%	16%	274	64	338	19%
WEB-BASED APPLICATIONS	WebAdvisor	81%	19%	334	2	336	1%
COMPUTER LAB RESOURCES	Wireless (computer labs)	81%	19%	240	100	340	29%
WEB-BASED APPLICATIONS	DVC Website	80%	20%	335	2	337	1%
WEB-BASED APPLICATIONS	Faculty websites	77%	23%	222	113	335	34%
COMPUTER LAB RESOURCES	Printing (computer labs)	76%	24%	268	74	342	22%
CLASSROOM TECHNOLOGY RESOURCES	Wireless (classrooms)	76%	24%	219	111	330	34%

STUDENT SURVEY (SET II)	How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Valid Responses	Not Applicable	Total Responses	Percent N/A
TECHNOLOGY-ENHANCED FACILITIES	Media Center	93%	7%	149	176	325	54%
TECHNOLOGY-ENHANCED FACILITIES	The Forum	91%	9%	150	175	325	54%
SUPPORT SERVICES	Media Check-out	87%	13%	115	211	326	65%
SUPPORT SERVICES	Student Support Services offered Online	78%	22%	161	163	324	50%
SUPPORT SERVICES	Technical Support for Online Classes	77%	23%	151	175	326	54%
WEB-BASED APPLICATIONS	Scholarship Application	68%	32%	145	184	329	56%

FACULTY SURVEY (SET III)	QUESTION: How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Valid Responses	Not Applicable	Total Responses	Percent N/A
SUPPORT SERVICES	Media Checkout	99%	1%	70	40	110	36%
SUPPORT SERVICES	Media Deliveries	97%	3%	66	43	109	39%
COMPUTER LAB RESOURCES	Internet access	94%	6%	82	31	113	27%
COMPUTER LAB RESOURCES	Hours of operation	92%	8%	73	39	112	35%
OFFICE TECHNOLOGIES	Local network access	90%	10%	94	17	111	15%
TECHNOLOGY-ENHANCED FACILITIES	Staff Development Computer Lab	90%	10%	71	37	108	34%
WEB-BASED APPLICATIONS	Library Catalog (ALICE)	90%	10%	69	40	109	37%
COMPUTER LAB RESOURCES	Cleanliness of computer lab	88%	12%	73	40	113	35%
OFFICE TECHNOLOGIES	Internet access	87%	13%	102	9	111	8%
COMPUTER LAB RESOURCES	Availability of computers in labs	87%	13%	77	35	112	31%
COMPUTER LAB RESOURCES	Computer software	86%	14%	79	33	112	29%
COMPUTER LAB RESOURCES	Support from staff	85%	15%	61	49	110	45%
CLASSROOM TECHNOLOGIES	Video projector	83%	17%	93	24	117	21%
COMPUTER LAB RESOURCES	Computer hardware	81%	19%	81	32	113	28%
NETWORK RESOURCES	Exchange/Outlook	81%	19%	80	30	110	27%
CLASSROOM TECHNOLOGIES	DVD/VCR player	81%	19%	84	33	117	28%
OFFICE TECHNOLOGIES	Computer software	81%	19%	94	16	110	15%
COMPUTER LAB RESOURCES	Student conduct in lab	81%	19%	62	50	112	45%
NETWORK RESOURCES	U-Drive	80%	20%	65	43	108	40%
CLASSROOM TECHNOLOGIES	Overhead projector	80%	20%	83	33	116	28%
WEB-BASED APPLICATIONS	WebAdvisor	78%	22%	110	2	112	2%
SUPPORT SERVICES	Instructional Technology Support	77%	23%	82	28	110	25%
WEB-BASED APPLICATIONS	WebCT	77%	23%	77	32	109	29%
COMPUTER LAB RESOURCES	Printing	75%	25%	73	39	112	35%
COMPUTER LAB RESOURCES	Information about lab hours	75%	25%	71	41	112	37%
OFFICE TECHNOLOGIES	Hardware support	74%	26%	81	27	108	25%
WEB-BASED APPLICATIONS	District Website	74%	26%	76	33	109	30%
WEB-BASED APPLICATIONS	Outlook Web Access	73%	27%	92	18	110	16%
CLASSROOM TECHNOLOGIES	Laptop hook-up to projector	71%	29%	89	26	115	23%
CLASSROOM TECHNOLOGIES	Control of projector sources	70%	30%	88	22	110	20%

SUPPORT SERVICES	DVC Help Desk	70%	30%	93	18	111	16%
OFFICE TECHNOLOGIES	Computer hardware	67%	33%	95	18	113	16%
OFFICE TECHNOLOGIES	Software training	66%	34%	74	37	111	33%
CLASSROOM TECHNOLOGIES	Technology support	66%	34%	105	11	116	9%
WEB-BASED APPLICATIONS	District Intranet	64%	36%	61	48	109	44%
OFFICE TECHNOLOGIES	Printer	64%	36%	97	14	111	13%
WEB-BASED APPLICATIONS	Voyager (Faculty web pages)	63%	37%	57	52	109	48%
CLASSROOM TECHNOLOGIES	Network access	63%	37%	100	13	113	12%
WEB-BASED APPLICATIONS	DVC Website	62%	38%	112	0	112	0%
NETWORK RESOURCES	Email Storage	57%	43%	92	18	110	16%
NETWORK RESOURCES	Wireless	45%	55%	76	33	109	30%
OFFICE TECHNOLOGIES	Computer replacement cycle	44%	56%	90	23	113	20%
NETWORK RESOURCES	Datatel	31%	69%	62	48	110	44%

FACULTY SURVEY (SET IV)	QUESTION: How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Applicable Responses	Not Applicable	Total Responses	Percent N/A
SUPPORT SERVICES	Media Set-up for Special Events	96%	4%	45	63	108	58%
TECHNOLOGY-ENHANCED FACILITIES	The Forum	95%	5%	39	71	110	65%
TECHNOLOGY-ENHANCED FACILITIES	Media Center	94%	6%	48	60	108	56%
TECHNOLOGY-ENHANCED FACILITIES	Computer Center	93%	7%	30	75	105	71%
TECHNOLOGY-ENHANCED FACILITIES	Advanced Technology Center	91%	9%	46	60	106	57%
TECHNOLOGY-ENHANCED FACILITIES	Media Conference Room	89%	11%	27	81	108	75%
NETWORK RESOURCES	CCC Confer	88%	13%	16	89	105	85%
NETWORK RESOURCES	S-Drive	88%	13%	40	66	106	62%
NETWORK RESOURCES	P-Drive	86%	14%	42	66	108	61%
WEB-BASED APPLICATIONS	Web Curriculum System (WCS)	84%	16%	50	60	110	55%
WEB-BASED APPLICATIONS	Research Website (internal)	84%	16%	31	75	106	71%
WEB-BASED APPLICATIONS	Student Learning Outcomes (eSLO)	84%	16%	43	66	109	61%
COMPUTER LAB RESOURCES	Support from student lab aides	75%	25%	40	72	112	64%
SUPPORT SERVICES	District Help Desk	66%	34%	47	62	109	57%
NETWORK RESOURCES	VPN Access	52%	48%	33	75	108	69%
CLASSROOM TECHNOLOGIES	Video tutorials for projector usage	48%	52%	23	89	112	79%
NETWORK RESOURCES	SARS TRAK/GRID/ALERT	36%	64%	14	92	106	87%

STAFF-MANAGERS (SET V)	QUESTION: How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Valid Responses	Not Applicable	Total Responses	Percent N/A
SUPPORT SERVICES	Media Set-up for Special Events	100%	0%	47	47	94	50%
NETWORK RESOURCES	P-Drive	97%	3%	74	20	94	21%
NETWORK RESOURCES	S-Drive	96%	4%	71	20	91	22%
OFFICE TECHNOLOGIES	Internet access	95%	5%	94	2	96	2%
TECHNOLOGY-ENHANCED FACILITIES	Staff Development Computer Lab	92%	8%	53	40	93	43%
COMPUTER LAB RESOURCES	Internet access	92%	8%	52	49	100	49%
NETWORK RESOURCES	Exchange/Outlook	92%	8%	90	5	95	5%
WEB-BASED APPLICATIONS	Outlook Web Access	90%	10%	84	10	94	11%
OFFICE TECHNOLOGIES	Local network access	89%	11%	91	5	96	5%
OFFICE TECHNOLOGIES	Computer software	89%	11%	88	7	95	7%
CLASSROOM TECHNOLOGIES	Network access	86%	14%	58	42	100	42%
OFFICE TECHNOLOGIES	Computer hardware	86%	14%	86	9	95	9%
WEB-BASED APPLICATIONS	District Website	86%	14%	90	5	95	5%
NETWORK RESOURCES	U-Drive	85%	15%	80	13	93	14%
SUPPORT SERVICES	District Help Desk	84%	16%	77	17	94	18%
WEB-BASED APPLICATIONS	WebAdvisor	83%	17%	78	16	94	17%
WEB-BASED APPLICATIONS	District Intranet	83%	17%	82	13	95	14%
NETWORK RESOURCES	Wireless	80%	20%	50	45	95	47%
OFFICE TECHNOLOGIES	Printer	74%	26%	90	6	96	6%
CLASSROOM TECHNOLOGIES	Technology support	73%	27%	56	44	100	44%
NETWORK RESOURCES	Email Storage	71%	29%	93	1	94	1%
SUPPORT SERVICES	DVC Help Desk	69%	31%	87	7	94	7%
OFFICE TECHNOLOGIES	Computer replacement cycle	68%	32%	78	17	95	18%
NETWORK RESOURCES	Datatel	67%	33%	75	20	95	21%
WEB-BASED APPLICATIONS	DVC Website	66%	34%	95	1	96	1%
OFFICE TECHNOLOGIES	Hardware support	65%	35%	84	10	94	11%
OFFICE TECHNOLOGIES	Software training	55%	45%	77	18	95	19%

STAFF-MANAGERS (SET VI)	QUESTION: How satisfied are you with the following...	Satisfied Total	Unsatisfied Total	Valid Responses	Not Applicable	Total Responses	Percent N/A
CLASSROOM TECHNOLOGIES	DVD/VCR player	100%	0%	34	67	101	66%
TECHNOLOGY-ENHANCED FACILITIES	Media Conference Room	97%	3%	39	53	92	58%
SUPPORT SERVICES	Media Deliveries	95%	5%	41	53	94	56%
WEB-BASED APPLICATIONS	Library Catalog (ALICE)	95%	5%	40	54	94	57%
TECHNOLOGY-ENHANCED FACILITIES	Advanced Technology Center	95%	5%	39	53	92	58%
SUPPORT SERVICES	Media Checkout	95%	5%	39	55	94	59%
CLASSROOM TECHNOLOGIES	Video projector	94%	6%	34	67	101	66%
TECHNOLOGY-ENHANCED FACILITIES	The Forum	93%	7%	28	64	92	70%
COMPUTER LAB RESOURCES	Support from staff	93%	8%	40	59	98	60%
COMPUTER LAB RESOURCES	Hours of operation	92%	8%	49	51	99	52%
TECHNOLOGY-ENHANCED FACILITIES	Media Center	91%	9%	32	60	92	65%
COMPUTER LAB RESOURCES	Cleanliness of computer lab	90%	10%	49	52	100	52%
COMPUTER LAB RESOURCES	Computer hardware	89%	11%	47	53	99	54%
COMPUTER LAB RESOURCES	Availability of computers in labs	89%	11%	47	54	100	54%
TECHNOLOGY-ENHANCED FACILITIES	Computer Center	89%	11%	28	65	93	70%
COMPUTER LAB RESOURCES	Computer software	88%	13%	48	53	100	53%
CLASSROOM TECHNOLOGIES	Laptop hook-up to projector	87%	13%	39	61	100	61%
CLASSROOM TECHNOLOGIES	Overhead projector	87%	13%	31	68	99	69%
COMPUTER LAB RESOURCES	Support from student lab aides	87%	13%	30	70	99	71%
COMPUTER LAB RESOURCES	Student conduct in lab	86%	14%	37	62	98	63%
COMPUTER LAB RESOURCES	Information about lab hours	84%	16%	45	54	98	55%
NETWORK RESOURCES	CCC Confer	83%	17%	23	70	93	75%
WEB-BASED APPLICATIONS	Student Learning Outcomes (eSLO)	82%	18%	22	73	95	77%
WEB-BASED APPLICATIONS	Web Curriculum System (WCS)	80%	20%	25	69	94	73%
WEB-BASED APPLICATIONS	Research Website (internal)	79%	21%	29	65	94	69%
WEB-BASED APPLICATIONS	WebCT	78%	22%	37	59	96	61%

CLASSROOM TECHNOLOGIES	Control of projector sources	77%	23%	35	64	99	65%
WEB-BASED APPLICATIONS	Voyager (Faculty web pages)	77%	23%	13	80	93	86%
SUPPORT SERVICES	Instructional Technology Support	76%	24%	38	55	93	59%
COMPUTER LAB RESOURCES	Printing	75%	25%	44	57	100	57%
NETWORK RESOURCES	VPN Access	64%	36%	22	72	94	77%
NETWORK RESOURCES	SARS TRAK/GRID/ALERT	57%	43%	30	64	94	68%
CLASSROOM TECHNOLOGIES	Video tutorials for projector usage	46%	54%	13	86	99	87%