Norco College
Technology Committee Meeting
12:50pm-1:50 p.m.
IT 218
Sept. 17, 2015

MINUTES

Present	Absent
Ruth Leal (Co-Chair)	Mark DeAsis (A&R)
Damon Nance (Co-Chair)	Kevin Hayes (ASNC)
Cathy Brotherton (CIS/BEIT)	Ana Molina (Secretary)
Janet Frewing (Math)	Guest
Keith Coleman (DRC)	Shirley McGraw (TSS)
Daniel Lambros (IMC)	Mitzi Sloniger (COMM)
Sandra Martinez (SFS)	
James Finley (CIS/GAM)	
Jefferson Tiangco (DOI)	
Deborah Tompsett-Makin (SBS)	
Christian Castillo (ASNC)	
Ladylyn Dominguez (SBS)	
Kim K. Kamerin (AHWL)	
Emile Bradshaw (Tutorial)	

1.   Call to Order 12:50 p.m.

2.   Consent Calendar- Ruth Leal

     a.   Motion (Kamerin/Finley): Approve minutes from May 21, 2015.
          Approved. No abstentions.

3.   **Committee Business: Damon Nance**

     a.   Member Role & Responsibilities
               Mr. Nance reminded the committee that we have a formal member role
               and responsibility document which is posted on our committee webpage,
               and which details the expectations for all Technology Committee
               members. He emphasized the necessity of being prompt and staying for
               the entire meeting since our meetings are only scheduled for one hour per
               month. He reviewed the option to designate a proxy if a member will be
               absent for an extended period of time. Any and all guests are welcome to
               attend, but we have a decided composition of 7 faculty members, 7 staff, 2
               students, and 2 administrators which must be approved by committee
               vote.

4. **Technology Plan- Ruth Leal**
   a. Subcommittees Report

   Ms. Leal provided an update regarding the subcommittees.

   Goal #1 subcommittee reported that workshops were held in the summer aimed at staff but included faculty called "Learn with Lynda" and had 34 attendees on subjects such as Word 2013, Communication, and Organizing Your Office. These topics were based on the 2014 and 2015 Technology Survey results. A nor-all was sent out to the college to announce that Lynda.com has been renewed for 2015/2016. Once the student accounts are uploaded, there will be a banner ad on the website, social media posts, a student email, and posters & digital signage throughout campus. The subcommittee also announced a new email address for Lynda.com which is lynda@norcocollege.edu.

   Goal #3 subcommittee provided a status update in the 2014 Program Review Technology Requests for reassignment of equipment that it has been completed. 2015 Program Review Technology Requests will be coming soon for the Technology Committee to review and make recommendations to BFPC.

   Goal #4 & 5 subcommittees will meet again to discuss objectives in these goals and report at that time.

   Goal #6 subcommittee has presented to BFPC and ISPC councils the recommendation of Computer Equipment Refresh 2015 which outlines 25 percent of the oldest computer equipment at Norco to be replaced as identified on the annual inventory. This recommendation is in accordance with the *Norco College Replacement of Technology Infrastructure and Equipment Plan*. This recommendation will be placed in the program review for Technology Support Services.

   The Computer Equipment Inventory list, Tech Request Form for purchases & report, and the Technology Total Cost of Ownership document were provided to Technology Support Services for updates and implementation. The Computer Equipment Inventory list will be updated and provided to the Technology Committee at the beginning of each fall and spring semester. The Tech Request Form will be implemented for all purchases of equipment/software. The Technology Total Cost of Ownership will be updated to include estimates for the end user to include in program review/budgeting. In addition, all of the forms have been uploaded to the Technology Committee's Document webpage.

   b. Technology Survey 2015

Goal # 7 subcommittee shared the results of the Technology Survey 2015 for faculty, staff, and students. It was completed by 50 faculty, 48 staff, and 204 students. Discussion proceeded among committee members about the survey responses and the plan to turn them in to objectives for this academic year.

The faculty survey had positive results overall but was noted by committee members that the high percentage of dissatisfaction should not be overlooked. The survey reflected that 31% of faculty are dissatisfied with the performance of college computer (classroom/office) and noted issues such as upgrades needed, mac support, slow computers, outdated software, software updates, and maintenance. 31% of faculty felt classrooms are not equipped with adequate technology and 33% felt that general use classrooms need more technology. The committee discussed tech standards. 31% of faculty state the need for a troubleshooting help desk and noted the need for mac support.

The following were some notable results from the student survey: 39% bring their own computer to school and 38% use computer in the library but noted that they are slow and there are not enough computers, 35% students used Lynda.com, 72% use an external drive/cloud drive to store documents, 32% dissatisfied with the college Wi-Fi, 47% students wish instructor used email more and students mentioned using apps like ClassStatus to inform students of when class is cancelled or other info. (See attached survey results).

5.   **Strategic Plan Assessment Findings #10, 11 & 14 – Damon Nance**

   a. Mr. Nance reminded the committee that it was decided in the spring to look at three assessment findings again in the fall. He asked the committee if they would still like to have further discussion on Strategic Plan Assessment Findings #10, 11 and 14 which are listed on page 11 of the Technology Plan. Planning assumption assessment finding #10 states that "not all academic programs have computers dedicated for their use". The committee agrees to have further discussion regarding the general use classroom technology consistency and standards regarding finding #10. The next one is planning assumption #11 which says that "students have very limited access to printing on campus. The committee decided to further discuss this item as well. The next item is assessment finding #14 which states that "there is no technology help desk for students". The committee members agree to further discuss this item. These items will be placed on future agendas for detailed discussion.

6. **<u>Streaming Equipment Replacement Project - Dan Lambros</u>**

        a. This agenda item will be tabled until the next technology meeting.

8. Next Regular Meeting- October 7, 2015

9. Adjournment 1:50 p.m.

2014 Norco College Annual Program Review Technology Requests - Approved I

Dept.	Request	Justification
COMM	Replacement Computers (desktops) for old laptops	Current computers are not capable of using the current operating systems as they do not have the available memory for requirements or upgrades. Faculty are not able to use their current computers for Adobe pdf, Outlook (email), Excel or Word. Some faculty cannot participate in SLO assessment with their current computers as they cannot read or forward email with student papers attached.
DOI	Monitor only	Current monitor shuts down throughout the day.
LLRC	New Student Computer Stations	Library has reorganized available space to comfortably house eleven additional student computer stations. More library computers are needed to accommodate the average usage of 13,000 logins by students each fall and spring semester.
VPSS	VPSS Dual Monitors & arm mount (2)	This is a new request to support the VPSS and Administrative Assistant IV workstations. 2 @ $478 ea
CJPC	Lenovo 3554-CTO M72h All-In-One w/3year onsite warranty (qty 3)	the CJPC for students to access the Eureka on-line career exploration tool, review current job postings, and work on job résumés. However, most students use these workstations to check financial aid information, apply to the college, and look up information on WebAdvisor. Thus, the equipment gets a great deal of use and should be replaced periodically to ensure

Recommendations by the Technology Committee for Inventory Replacements

Equip Instructional/ Non-Instructional	No.#	Total Cost	Recommendation Comments	Recommendation (High/Medium/Low)
I	5	$0.00 There are ones in storage that could be utilized.	Micro reports that there are computers in inventory that can be utilized for this purpose.	Medium
N	1	$ 300.00	Budgeted. Micro reports that there are monitors in the storage that can be utilized.	Medium
I	11	$ 10,500.00	Mircro reports that there are computers/monitors in storage that can be utilized for this purpose.	Medium
N	2	$ 956.00	Need to confirm that current PC systems can handle dual monitors. Dual monitors can be repurposed from inventory. Dual monitor arm will need to be purchased.	Low
N	3	$3,735.00	Micro reports that there are computers/monitors in storage that can be utilized for this purpose. Significant wear and tear on current computers. Asset tag #041967, 041958, and third does not have district tag.	Medium

| Recommendation Action	Status per Micro
Recommend utilitizing computers in inventory as recommended by Micro.	WO #89566 Replaced computers for Nikki Capps, Kris Anderson, Tami Comstock, Carol Miter. David Mills still needs to be done.
Recommend replacing with monitors in inventory.	WO #88197. Completed 5/22/15
Recommend utilizing computers/monitors in inventory.	Completed
Recommend replace with monitors in inventory and purchase new dual monitor arm mounts.	Completed
Recommend utilizing computers/monitors in storage	Per Dimitrios, request was fulfilled.

Q1 Name of Workshop:

Answered: 15   Skipped: 0

| #	Responses	Date
1	Excel 2013 Tips and Tricks	8/4/2015 1:27 PM
2	Excel	8/4/2015 11:20 AM
3	Excel 2013: Tips and Tricks (Learn with Lynda)	8/4/2015 11:20 AM
4	XCEL 2013 tips	8/4/2015 11:18 AM
5	Excel 2013: Tips and Tricks (Learn with Lynda)	8/4/2015 11:18 AM
6	Outlook 2013	7/22/2015 12:01 PM
7	OUTLOOK	7/21/2015 5:23 PM
8	Outlook 2013	7/21/2015 12:39 PM
9	Learn with Lynda Word 2013 Power Shortcuts	7/14/2015 8:46 AM
10	Word 2013 Power Shortcuts	7/13/2015 8:10 AM
11	Word 2013 Power Shortcuts	7/9/2015 8:13 AM
12	Word 2013 Power Shortcuts	7/9/2015 8:11 AM
13	Word2013 Tips & Tricks	7/9/2015 8:06 AM
14	Learn with Lynda: Word 2013 Power Shortcuts	7/9/2015 7:51 AM
15	Word Shortcuts	7/9/2015 7:23 AM

Q2 What is your classification?

Answered: 15   Skipped: 0
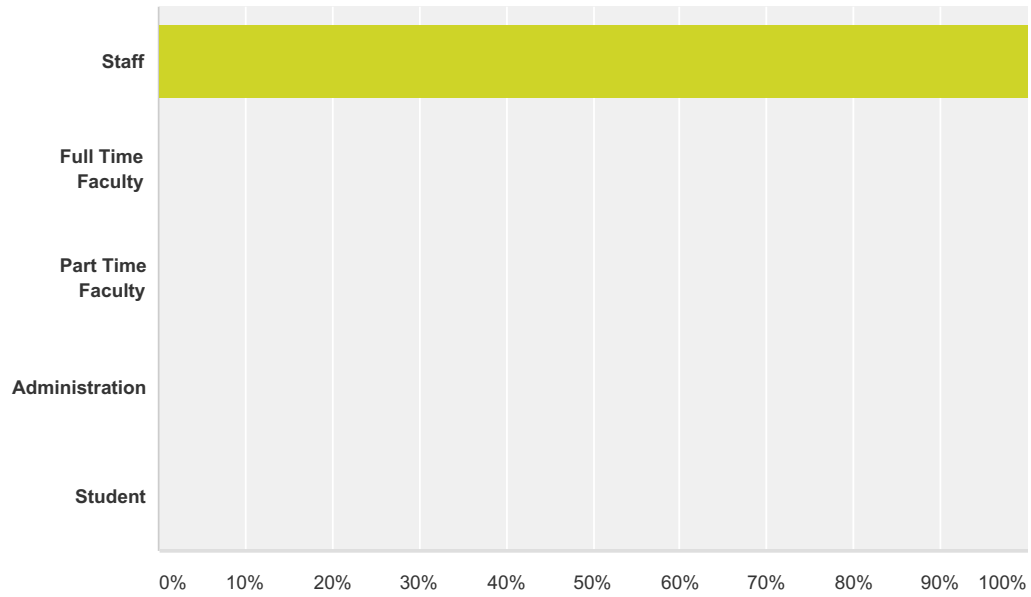
Answer Choices	Responses	
Staff	**100.00%**	15
Full Time Faculty	**0.00%**	0
Part Time Faculty	**0.00%**	0
Administration	**0.00%**	0
Student	**0.00%**	0
Total		**15**

Q3 Please rate your agreement with the following statements

Answered: 15   Skipped: 0
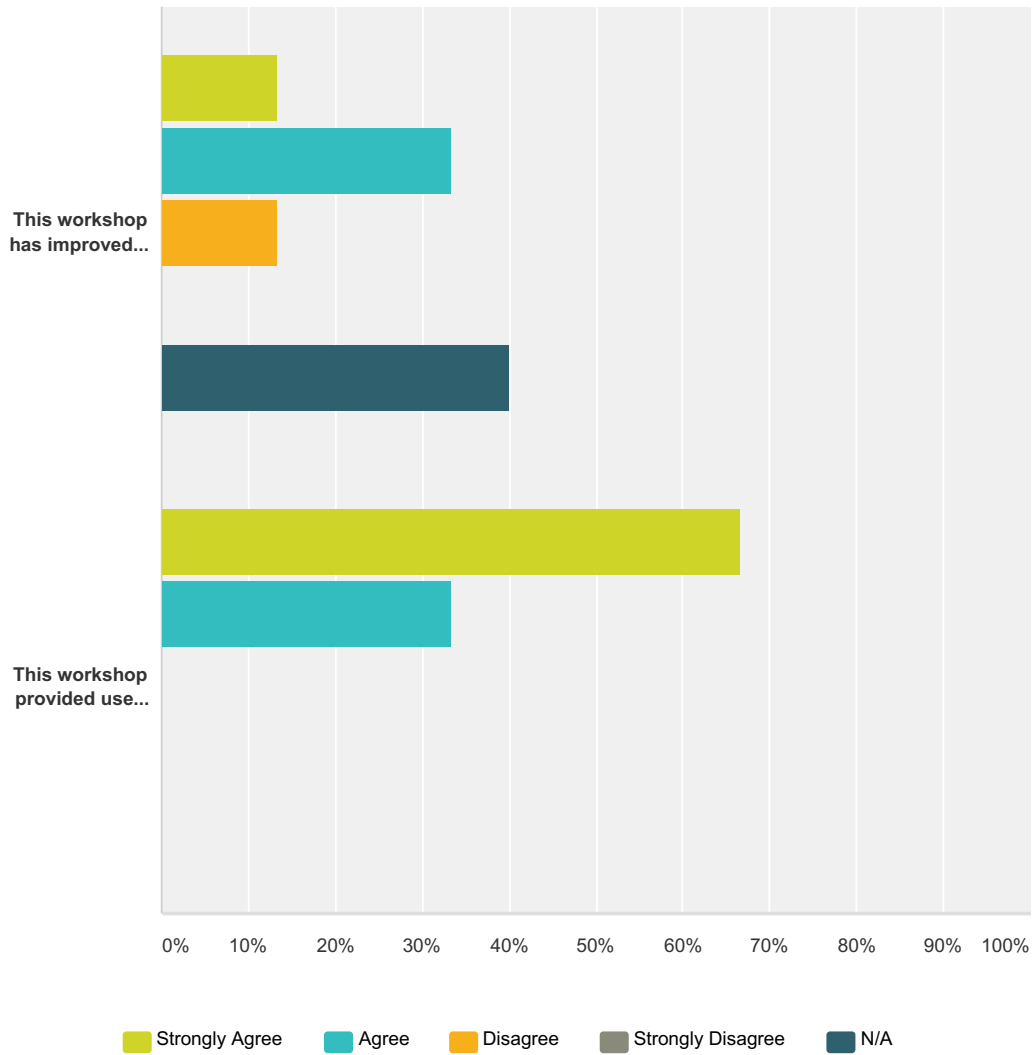
	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total
This workshop has improved my ability to support students in reaching their educational goals	**13.33%** 2	**33.33%** 5	**13.33%** 2	**0.00%** 0	**40.00%** 6	15
This workshop provided useful information	**66.67%** 10	**33.33%** 5	**0.00%** 0	**0.00%** 0	**0.00%** 0	15

Q4 Please rate your satisfaction with:

Answered: 15   Skipped: 0

The usefulness of the works...

The level of the workshop

The presenter

The content of the workshop

The use of technology
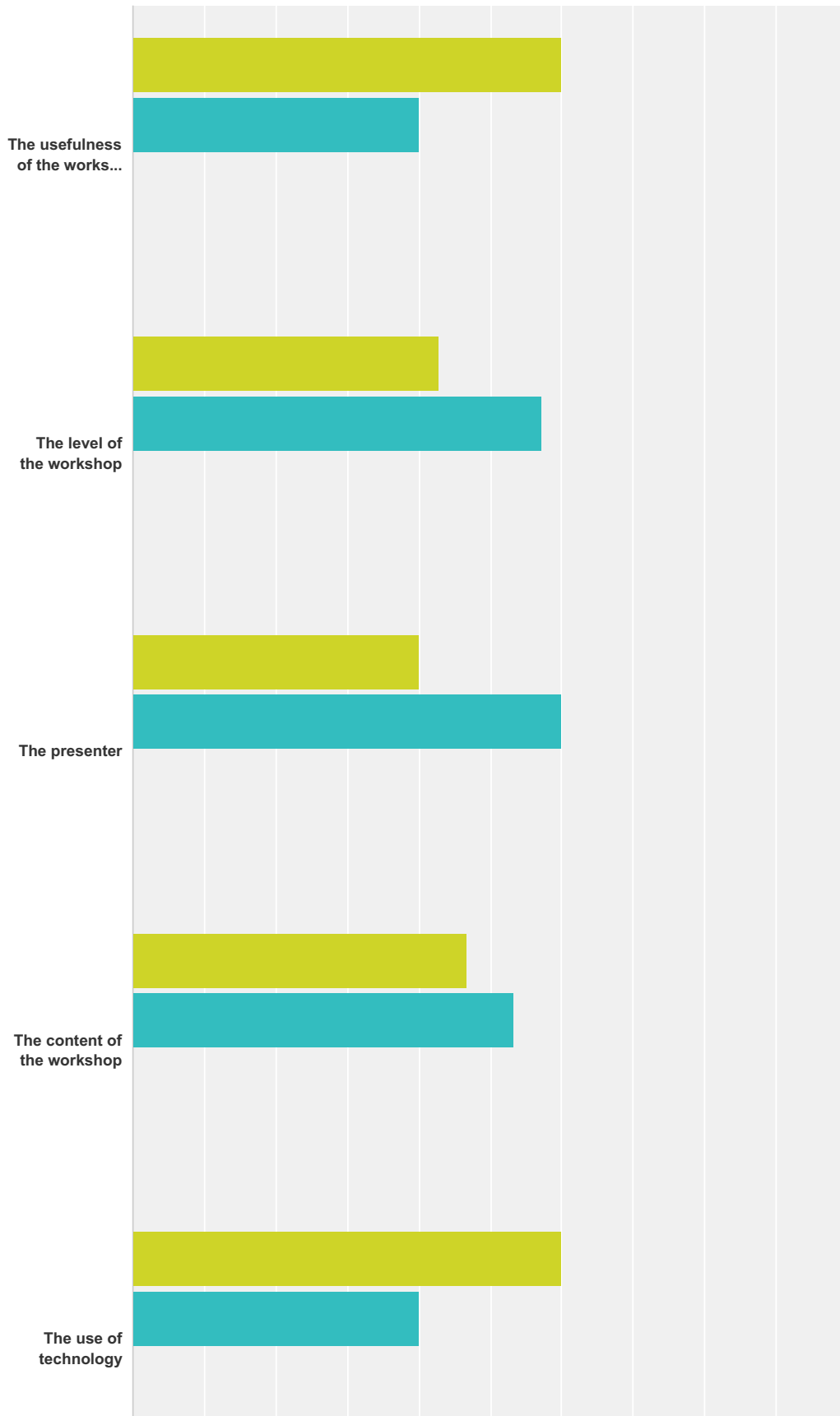
Professional Development Workshop

| | | 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |
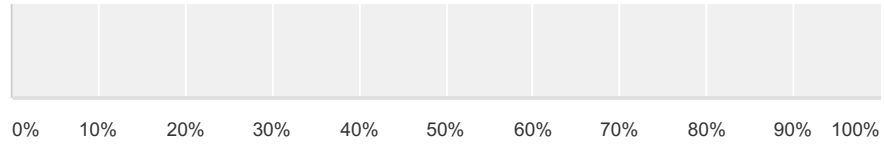
🟩 Very Satisfied 🟦 Satisfied 🟧 Dissatisfied ⬛ Very Dissatisfied

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
The usefulness of the workshop to my job	**60.00%** 9	**40.00%** 6	**0.00%** 0	**0.00%** 0	15
The level of the workshop	**42.86%** 6	**57.14%** 8	**0.00%** 0	**0.00%** 0	14
The presenter	**40.00%** 6	**60.00%** 9	**0.00%** 0	**0.00%** 0	15
The content of the workshop	**46.67%** 7	**53.33%** 8	**0.00%** 0	**0.00%** 0	15
The use of technology	**60.00%** 9	**40.00%** 6	**0.00%** 0	**0.00%** 0	15

Q5 This workshop addressed the following: (check all that apply)

Answered: 15   Skipped: 0
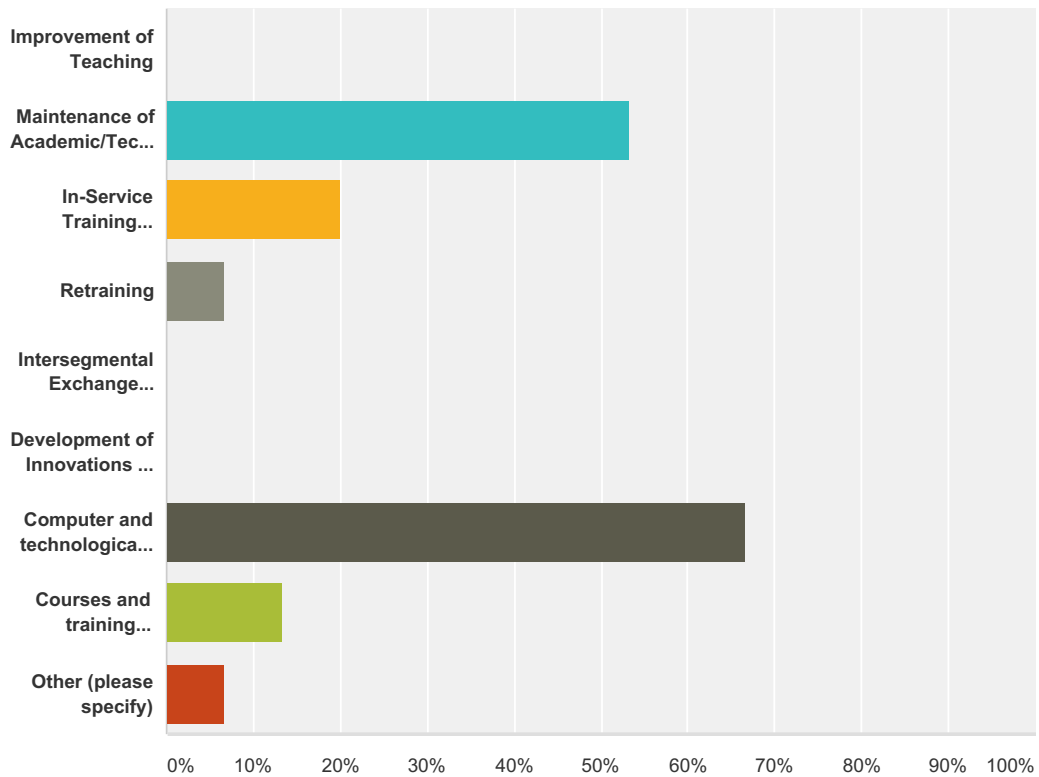
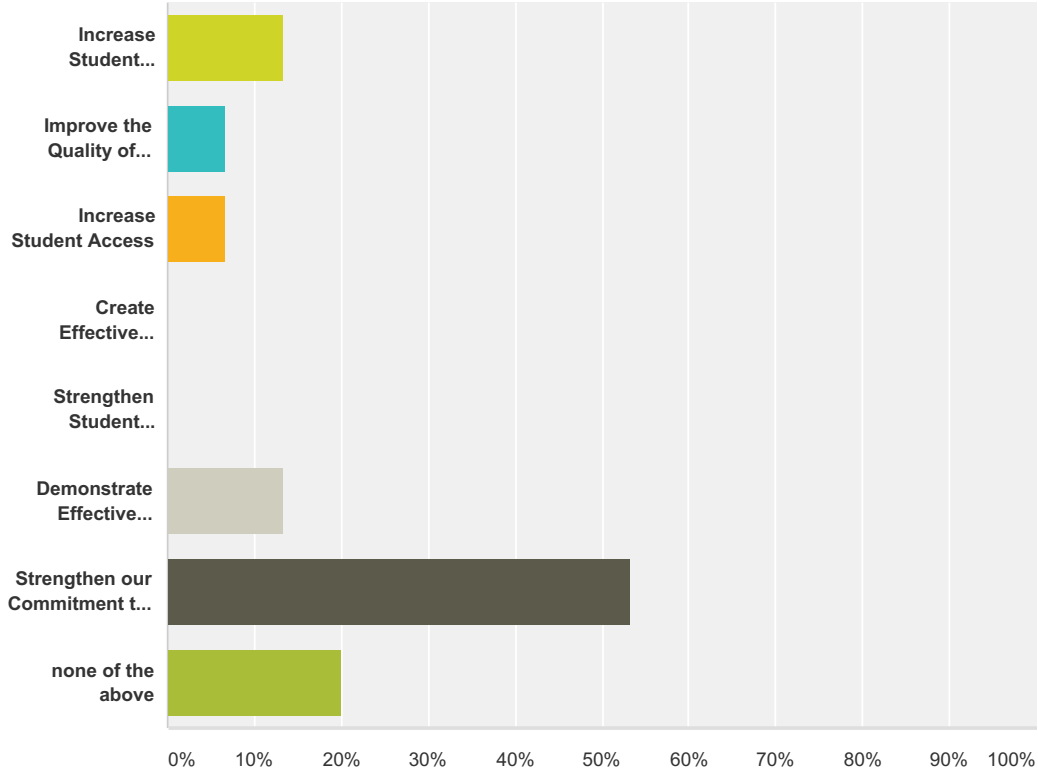| Answer Choices	Responses	
Improvement of Teaching	0.00%	0
Maintenance of Academic/Technical Knowledge and Skills	53.33%	8
In-Service Training (vocational ed and employment prep)	20.00%	3
Retraining	6.67%	1
Intersegmental Exchange Programs	0.00%	0
Development of Innovations in Instructional and administrative techniques and program effectiveness	0.00%	0
Computer and technological proficiency programs	66.67%	10
Courses and training implementing affirmative action and upward mobility programs	13.33%	2
Other (please specify)	6.67%	1
Total Respondents: 15		

#	Other (please specify)	Date
1	...	7/21/2015 12:39 PM

Q6 This workshop applied to the following strategic planning goals: (check all that apply)

Answered: 15   Skipped: 0

Answer Choices	Responses	
Increase Student Achievement and Success	**13.33%**	2
Improve the Quality of Student Life	**6.67%**	1
Increase Student Access	**6.67%**	1
Create Effective Community Partnerships	**0.00%**	0
Strengthen Student Learning	**0.00%**	0
Demonstrate Effective Planning Processes	**13.33%**	2
Strengthen our Commitment to our Employees	**53.33%**	8
none of the above	**20.00%**	3
Total Respondents: 15		

Q7 Do you have any suggestions on how we could improve the above workshop?

Answered: 2   Skipped: 13

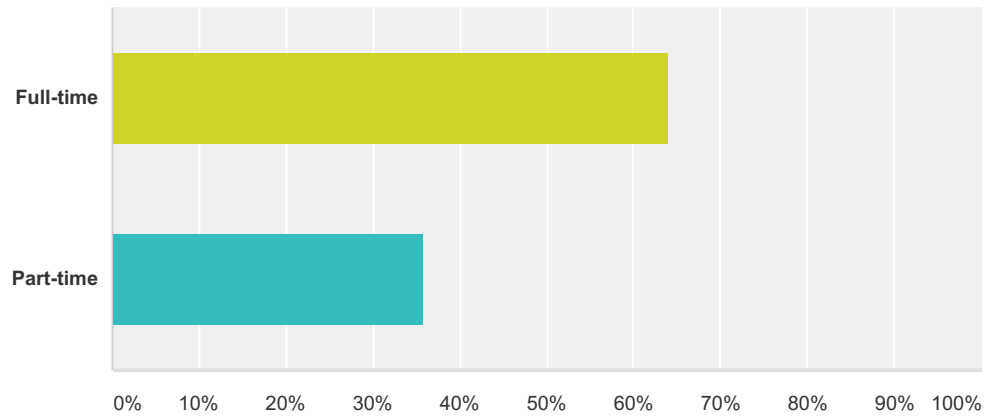| #	Responses	Date
1	none :) was great!	8/4/2015 11:20 AM
2	This was an excellent workshop. The only suggestion I have is that is slowed down. the person next to me is a little slower and was having a hard time keeping up.	7/9/2015 8:11 AM

NORCO
C O L L E G E

77 COMPUTERs Replacement Refresh 2015/2016 - $92,400*

Code	Equipment Type	Purchase Date	Location
C	Computer tower	06/16/03	SSV First Floor
C	Computer	01/11/06	Ref Desk
C	Apple Computer G5	01/11/06	ATEC 212
C	GATEWAY Laptop M460E	01/11/06	IT 200-E
C	Gateway Laptop M460E	01/11/06	IT 200-B
C	Dell Computer DCCY	04/07/06	Tech Room
C	Gateway Computer E6610D	02/21/07	ATEC 221
C	Computer	03/02/07	Tech Room
C	Dell Computer OPTIPLEX 745	04/05/07	Library 220
C	Dell Computer OPTIPLEX 745	04/05/07	Library 220
C	Gateway Computer E6610D	06/18/07	Portable A
C	Dell Tower 755	07/31/08	SSV212 Lobby
C	Dell Computer DCD0	09/11/08	OC 110A
C	Apple a1224 Computer	09/25/08	IT 200-M
C	Computer Apple A1224	09/25/08	IT 200-Q
C	Computer Apple A1224	09/25/08	IT 200-P
C	Apple a1224 Computer	09/25/08	IT 200-H
C	Computer Lenovo 6075CTO	10/14/08	HUM 106 B
C	Lenovo 6075ct0 Computer	10/14/08	IT 200-R
C	Lenovo Computer 9088CT0	11/11/08	CACT 9
C	Lenovo Computer 9088CT0	11/11/08	Portable B 202
C	Computer Lenovo 9088CTO	11/11/08	Theater 207
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 128-A
C	Lenovo CPU PC 6075CTO	12/02/08	Tutorial Desk
C	Lenovo CPU 6075CTO	12/12/08	Assistant Desk (By Emile)
C	Lenovo Computer 6075CTO	12/12/08	ATEC 104
C	Computer Lenovo 6075CTO	12/12/08	ST 201 D
C	Computer Lenovo 6075CTO	12/12/08	HUM 106 A
C	Computer Lenovo 6075CTO	12/12/08	HUM 107
C	Lenovo Computer 6075CT0	01/09/09	IT 200G
C	Apple CPU PC G5	01/09/09	THTR 203
C	Lenovo computer 6075CT0	01/09/09	theatre 202
C	Lenovo Computer 6075CT0	01/09/09	ATEC 213
C	Lenovo 6075ct0 Computer	01/09/09	Port B 209
C	Lenovo 6075ct0 Computer	01/09/09	Port B 207
C	Lenovo Computer 6075CT0	01/09/09	G130
C	Lenovo Computer 6075CT0	01/09/09	G125
C	Lenovo Laptop 7450W6Q	01/23/09	ATEC 213
C	Laptop Lenovo 7450W6Q	01/23/09	IT 200-Q
C	Lenovo CPU PC 7373CT0	05/04/09	LRC Tutorial
C	Lenovo Computer MTM7484	05/22/09	Library 218
C	Lenovo Computer 7484W7J	05/22/09	STEM 106
C	Lenovo Computer 7484W7J	05/22/09	LRC Assessment Counter
C	Lenovo 7484W7J Computer	05/22/09	G126
C	Computer Lenovo 7484W7J	05/22/09	Theater 206
C	Computer Lenovo 6483	06/16/09	Admin Desk
C	Lenovo Computer 6483	06/16/09	SSV107
C	Lenovo Computer 6483	06/16/09	SSV107
C	Lenovo Computer 6483	06/16/09	SSV107
C	Lenovo Computer 6483	06/16/09	CJPC
C	Lenovo 6483 Computer	06/16/09	G127
C	Computer Lenovo 6483	06/16/09	ATEC 216
C	Lenovo Computer 6483	06/16/09	IT 200-I
C	LENOVO Computer 6483	06/16/09	IT 200-A
C	Lenovo Computer 7484W5A	09/24/09	IT 128-A
C	Laptop Macintosh A1286	10/05/09	IT 200-Q
C	Computer Lenovo 4157	11/13/09	ATEC 218
C	Lenovo Compter MTM7484CTO	12/01/09	ATEC 103
C	Lenovo CPU PC 7298CB	12/10/09	Tutorial Desk
C	Lenovo CPU PC MTM7484CTO	02/22/10	Library 220
C	Computer Lenovo MTM7484CTO	02/22/10	Port B 206
C	Computer Lenovo MTM7484CTO	02/22/10	WEQ 9B
C	Lenovo Computer 7484CT0	04/12/10	ATEC 221
C	HP laptop 311	05/03/10	IT 200
C	Lenovo Computer MTM7484WUT	05/30/10	HUM 202
C	Lenovo Computer MTM7484WUT	05/30/10	Library 220
C	Lenovo CPU PC MTM7484WUT	05/30/10	Circ Desk
C	Lenovo Computer MTM7484WUT	05/30/10	Circ Desk
C	Lenovo CPU PC MTM7484WUT	05/30/10	Circ Desk
C	Lenovo CPU PC MTM7484WUT	05/30/10	Circ Desk
C	Lenovo Computer MTM7484WUT	05/30/10	Ref Desk
C	Computer Lenovo MTM7484WUT	05/30/10	HUM 120
C	Computer Lenovo MTM7484WUT	05/30/10	Library 114C
C	Lenovo Computer MTM7484WUT	05/30/10	Library 129

*Estimate only provided by Micro Computer Support
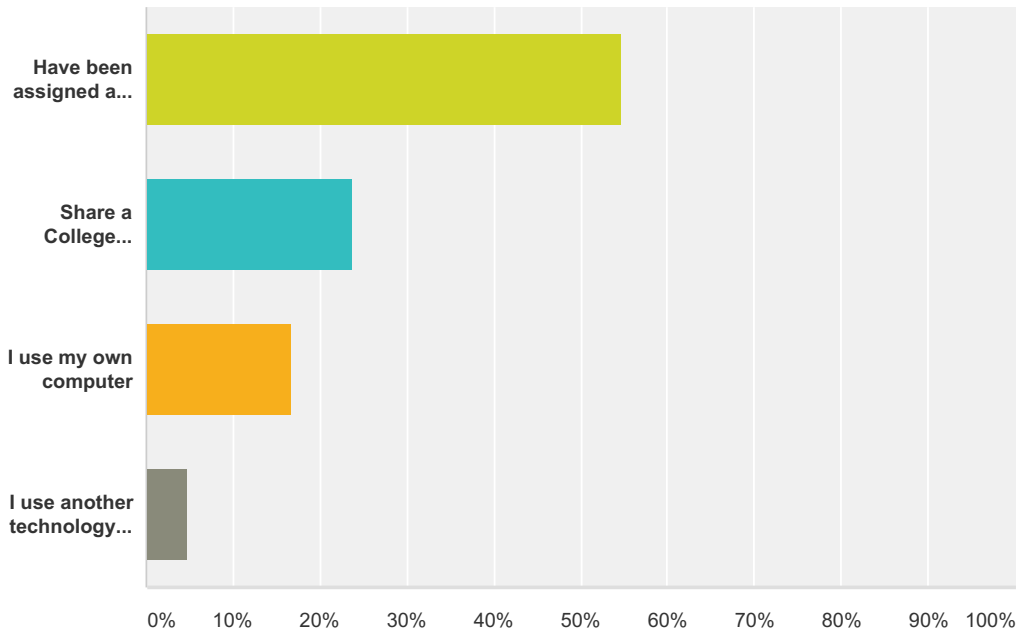
Q1 Are you full-time or part-time?

Answered: 50   Skipped: 0

Answer Choices	Responses	
Full-time	**64.00%**	32
Part-time	**36.00%**	18
Total		**50**

Q2 Which statement best describes your access to a College computer?

Answered: 42   Skipped: 8

Answer Choices	Responses	
Have been assigned a College computer for my exclusive use	**54.76%**	23
Share a College computer with other faculty and/or staff	**23.81%**	10
I use my own computer	**16.67%**	7
I use another technology device such as a tablet	**4.76%**	2
Total		**42**

Q3 How satisfied are you with the performance of the College computer (classroom/office)?

Answered: 42   Skipped: 8
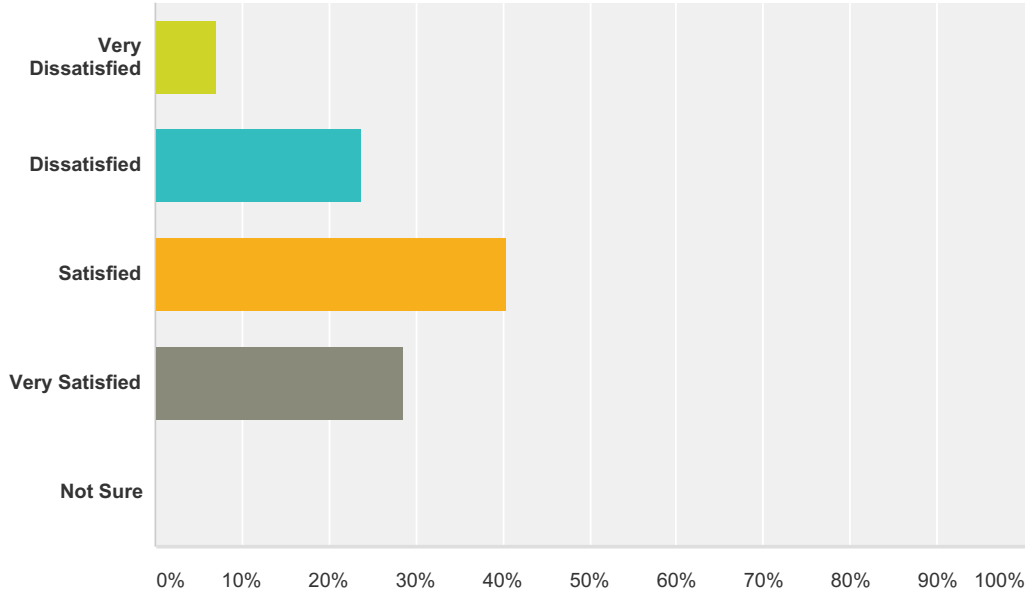
Answer Choices	Responses	
Very Dissatisfied	**7.14%**	3
Dissatisfied	**23.81%**	10
Satisfied	**40.48%**	17
Very Satisfied	**28.57%**	12
Not Sure	**0.00%**	0
Total		42

#	Comment	Date
1	No help with MAC support	6/11/2015 2:21 PM
2	It is sometimes very slow.	5/6/2015 2:31 PM
3	Could use an upgrade.	5/3/2015 3:05 PM
4	My college computer has been sent in for repair once, yet more recently I am beginning to experience problems related to it freezing up and not being able to access task manager for proper shut down. It then runs CHK DSK upon start up.	5/1/2015 11:33 PM
5	outdated and has virus problems. Although, Joel from micro-support has been very helpful. He cleaned what he could, and after I get time to go through and save all my files he will completely wipe clean my computer and we can start over.	5/1/2015 11:52 AM
6	No internet access	4/30/2015 11:03 PM
7	I share few computers with many faculty.	4/30/2015 10:35 PM

8	I mostly interact with a college computer in the classroom context and it has not been the best experience.	4/30/2015 8:57 PM
9	computer fine, printer out dated	4/30/2015 7:59 PM
10	difficult to use and connect to my tablet	4/30/2015 4:13 PM
11	Very slow	4/30/2015 3:39 PM
12	They are not updated. I always have issues playing YouTube in class.	4/30/2015 3:25 PM
13	could use updated softward ie: Windows office	4/30/2015 3:24 PM
14	Software needs to be updated more frequently as certain browsers are out of date, making it hard to play video clips from classroom computers without opening different browsers in the process.	4/30/2015 3:16 PM

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

Answered: 41   Skipped: 9
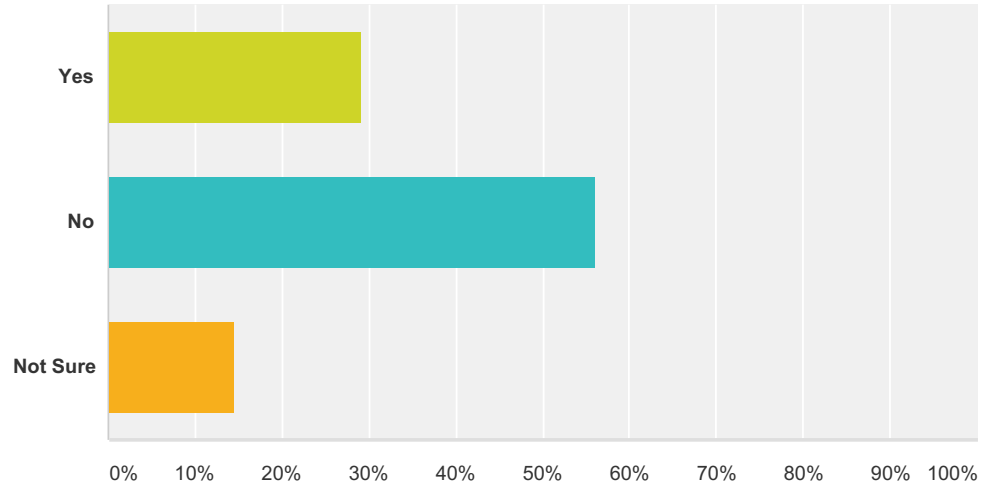
Answer Choices	Responses	
Yes	**29.27%**	12
No	**56.10%**	23
Not Sure	**14.63%**	6
Total		**41**

#	Comment	Date
1	Just in JFK	5/27/2015 4:33 PM
2	outdated	5/19/2015 7:41 AM
3	Outdated	5/7/2015 9:15 AM
4	Slow.	5/3/2015 3:05 PM
5	The problems described above began about 2 weeks ago. Based upon my research, it is possible that I have a problem with my hard drive. I am hoping to connect with Jefferson ASAP	5/1/2015 11:33 PM
6	Computer in my office is very slow. Computers in classrooms are rarely updated and often can't play videos or have other issues.	5/1/2015 2:08 PM
7	see above	5/1/2015 11:52 AM
8	One computer I use has had difficulty connecting to the projector and sound system. One or more of the Internet browsers is also periodically buggy, usually right when I need to demonstrate something to the class.	4/30/2015 8:57 PM
9	computer in the room is outdated	4/30/2015 4:13 PM
10	I have called helpdesk who addressed the issue but my computer still runs slow	4/30/2015 3:39 PM
11	But I love it and I don't want to give it up.	4/30/2015 3:36 PM
12	see above	4/30/2015 3:24 PM

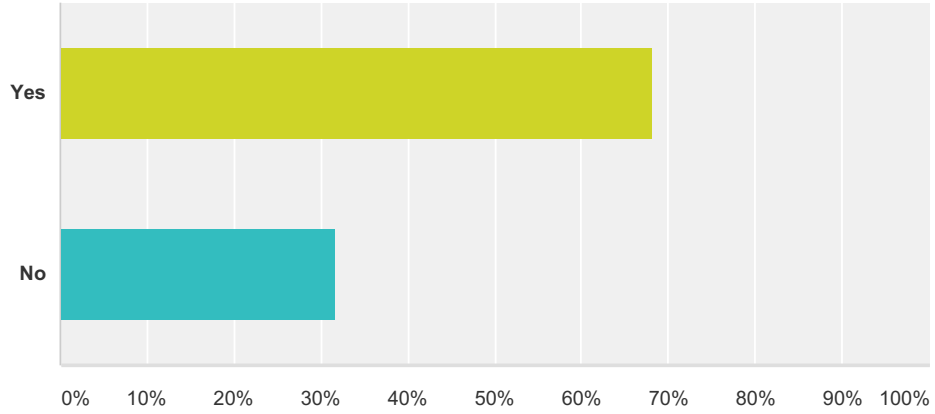## Q5 How do you store your course documents? (Check all that apply)

Answered: 42   Skipped: 8
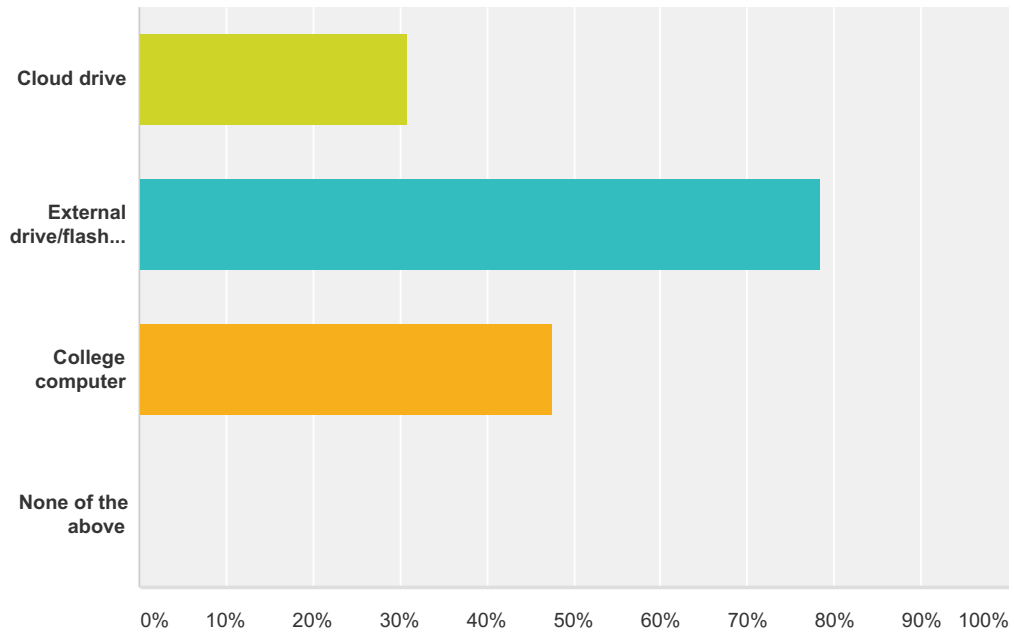
Answer Choices	Responses	
Cloud drive	**30.95%**	13
External drive/flash drive	**78.57%**	33
College computer	**47.62%**	20
None of the above	**0.00%**	0
Total Respondents: 42		

Q6 Is your classroom equipped with adequate technology to fit your teaching needs?

Answered: 41   Skipped: 9

Answer Choices	Responses	
Yes	**68.29%**	28
No	**31.71%**	13
Total		**41**

Q7 Do you require more technology than what a general use classroom provides?

Answered: 42   Skipped: 8
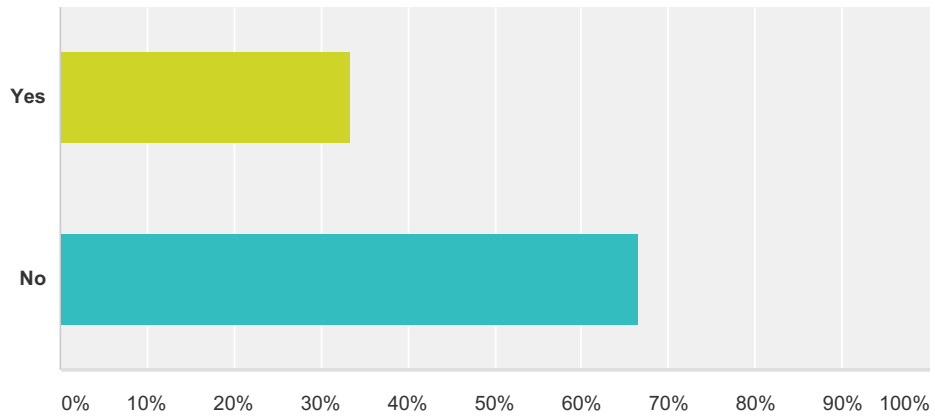
Answer Choices	Responses	
Yes	**33.33%**	14
No	**66.67%**	28
Total		**42**

Q8 What technology would you like to see implemented in the classroom?

Answered: 25   Skipped: 25

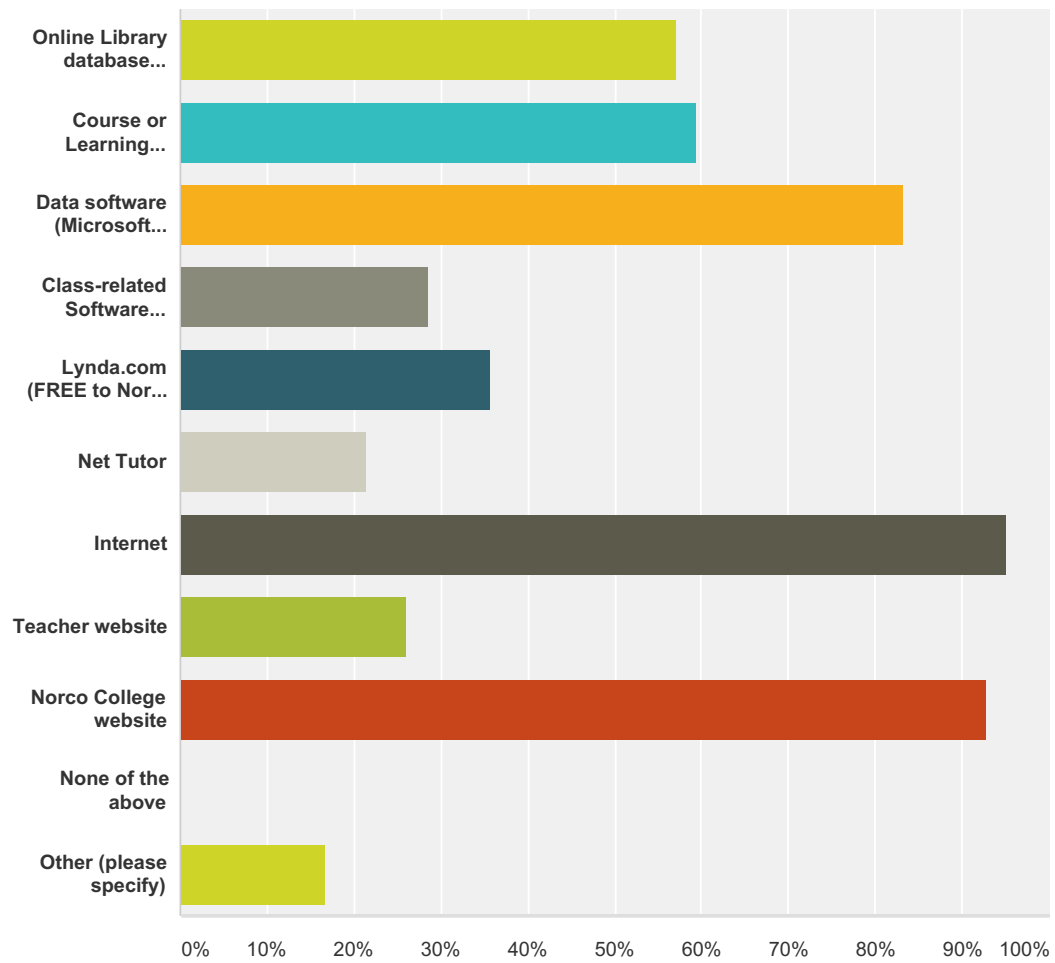| #	Responses	Date
1	BETTER FUNCTIONING SOFTWARE	6/11/2015 2:36 PM
2	More MAC/Ipad support needed	6/11/2015 2:21 PM
3	n/a	6/11/2015 1:11 PM
4	just keep classroom technology up-to-date	5/28/2015 2:16 PM
5	Smart boards	5/27/2015 9:45 PM
6	Theater 101 doesn't have a document reader.	5/27/2015 6:09 PM
7	Blue tooth	5/27/2015 4:33 PM
8	DVD on computer needs cleaning or replacing. Disks skip or are out of synch. This has been an issue for 2 years now.	5/27/2015 4:32 PM
9	Dual Monitors/Dual Projectors Would like to provide students the opportunity to view two visuals- example - PowerPoint slide and a Website (that can be navigated not screen shot) viewed simultaneously	5/27/2015 12:23 PM
10	Please update the computer in ST 108.	5/27/2015 12:09 PM
11	Working WiFii!!!!! Updated and new computer and software programs	5/7/2015 9:15 AM
12	frequent updates to all classroom technology	5/5/2015 4:17 PM
13	wireless for iPad	5/3/2015 3:05 PM
14	An updated computer. The computer in WEQ runs extremely slow. I am not able to embed video within powerpoint presentations. I also experience a number of "glitches" with regard to running Turning Point Technology (clicker technology).	5/1/2015 11:33 PM
15	The classrooms in the ATEC building need to have speakers that are dedicated to the computer/room, rather than small speakers meant for a desk. It is nearly impossible to show videos in class, because students on the other side of the room can't hear. Similarly, the projector screens in ATEC are very small and sometimes located to the far right or left of the room, making it tough to see. The West End Quad classrooms often have issues. The side screens only rarely work. And because of the placement of the projector screen, students can only see the top 1/3 to 1/2 of each lecture slide, unless they are sitting in the front row.	5/1/2015 2:08 PM
16	I teach Reading classes in LIB 110. We have thousands of dollars of books that are unsecured. The "technology" could be as simple as locking bookshelves at eye level, or something more elaborate (expensive) like a system used in libraries. The fact is that books DO go missing every semester.	5/1/2015 11:52 AM
17	Student access to computers in classroom setting	4/30/2015 11:33 PM
18	Access to the internet	4/30/2015 11:03 PM
19	Clickers	4/30/2015 10:54 PM
20	I'd like to see greater access for more students. One of the classrooms I use does have individual computers for students to access which I would prefer for all my English classes, but I'd really just like a reliable tech setup and more responsiveness when I call or email for tech support.	4/30/2015 8:57 PM
21	document camera and or a tablet to record lectures	4/30/2015 4:13 PM
22	ATEC 119 needs to be taken off the books as a useable classroom. No useful technology there. Regularly updated computers that will run Flash.	4/30/2015 4:12 PM
23	I would really like a smart board in HUM 111	4/30/2015 3:36 PM

24	each room varies; overall software is outdated and browsers shouldn't be set to IE, nobody uses that for much. default of chrome or firefox would be more useful. particular problem in ATEC 210 w computer connections and equipment, very awkward to use	4/30/2015 3:24 PM
25	I would like to be sure that all equipment is adequately maintained and quickly serviced when there is a problem. For example, projectors get heavy use and it takes some time and effort to get them serviced or replaced.	4/30/2015 3:16 PM

Q9 What technology do you use or have used? (check all that apply)

Answered: 42   Skipped: 8

Answer Choices	Responses	
Online Library database (e-books, articles, etc.)	**57.14%**	24
Course or Learning Management System (Blackboard)	**59.52%**	25
Data software (Microsoft Office, Google Docs, etc.)	**83.33%**	35
Class-related Software (Photoshop, AutoCad, ProTools, etc)	**28.57%**	12
Lynda.com (FREE to Norco College employees)	**35.71%**	15
Net Tutor	**21.43%**	9
Internet	**95.24%**	40
Teacher website	**26.19%**	11
Norco College website	**92.86%**	39

	None of the above	**0.00%**	0
	Other (please specify)	**16.67%**	7

Total Respondents: 42

#	Other (please specify)	Date
1	prezi.com	5/27/2015 4:33 PM
2	PrepTalk	5/27/2015 12:23 PM
3	projectors, powerpoint	5/6/2015 2:31 PM
4	Engrade and Turning Point Technology	5/1/2015 11:33 PM
5	Youtube.com, DVDs	5/1/2015 2:08 PM
6	The Doc camera!!! Everyday. However, the computer screen in LIB 110 doesn't show what the doc cam is projecting. I've seen the technology work in other classrooms.	5/1/2015 11:52 AM
7	DVD player; doc cam	4/30/2015 4:12 PM

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

Answered: 40   Skipped: 10
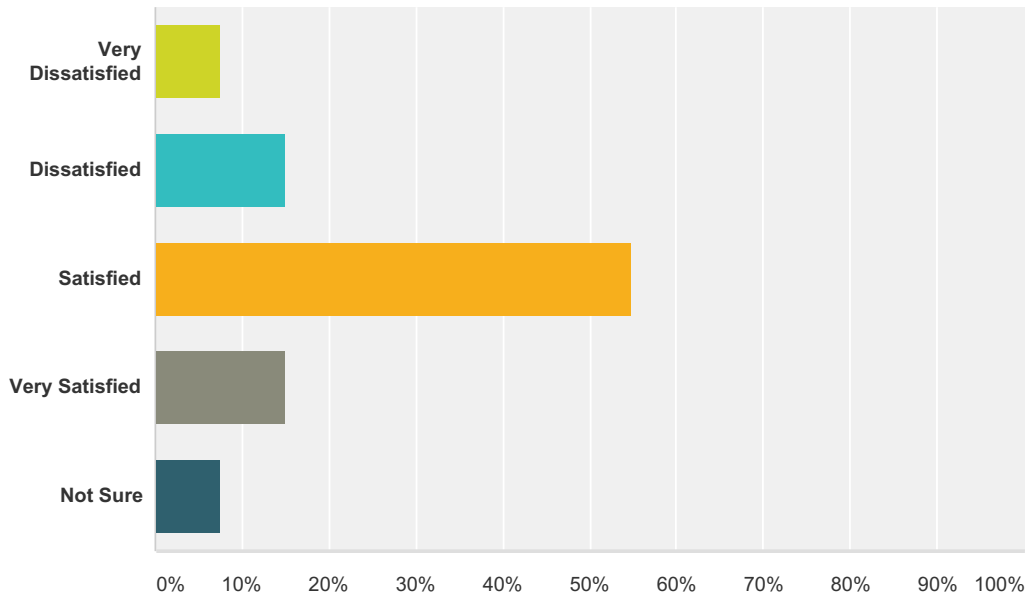
Answer Choices	Responses	
Very Dissatisfied	**7.50%**	3
Dissatisfied	**15.00%**	6
Satisfied	**55.00%**	22
Very Satisfied	**15.00%**	6
Not Sure	**7.50%**	3
Total		**40**

#	Comment	Date
1	Very slow at times	6/11/2015 2:21 PM
2	too slow	5/28/2015 2:16 PM
3	It would be nice to only have to log on once per day, or go through some sort of registration process with my laptop so the network recognized it.	5/27/2015 6:09 PM
4	I have rarely used the college wifi network	5/1/2015 11:33 PM
5	don't use it	5/1/2015 6:09 PM
6	I think it's my fault. I got a new phone and can remember my access code.	5/1/2015 11:52 AM
7	Sometimes access in classrooms is limited	4/30/2015 7:59 PM

Q11 If you use Blackboard for your class, how satisfied are you with the online tutorials about how to use blackboard?
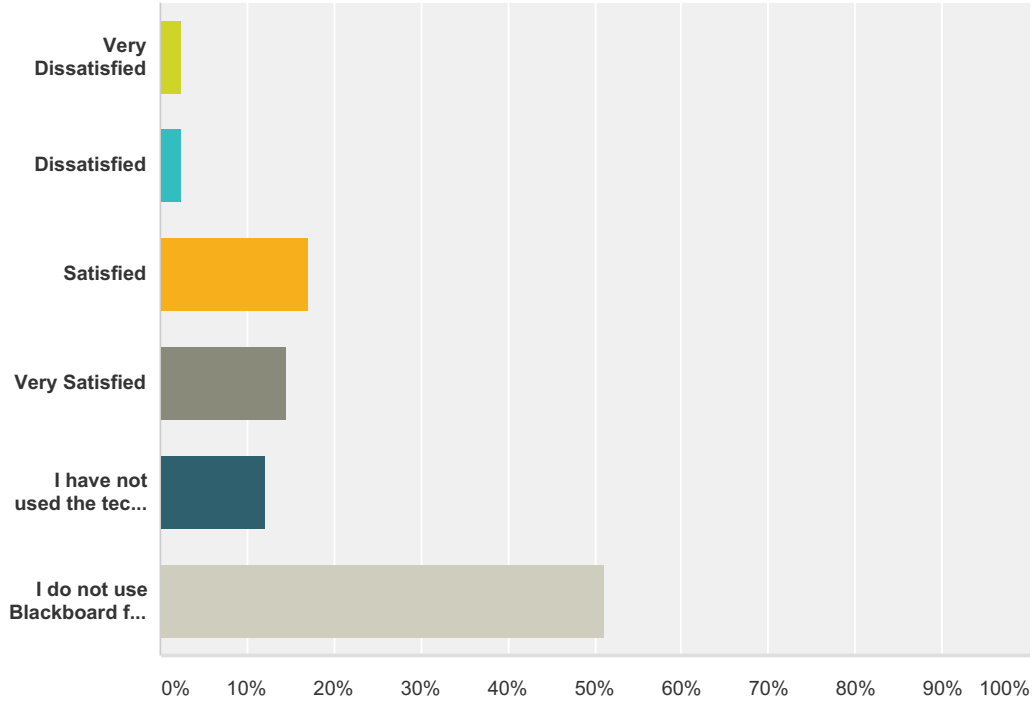
Answered: 40   Skipped: 10
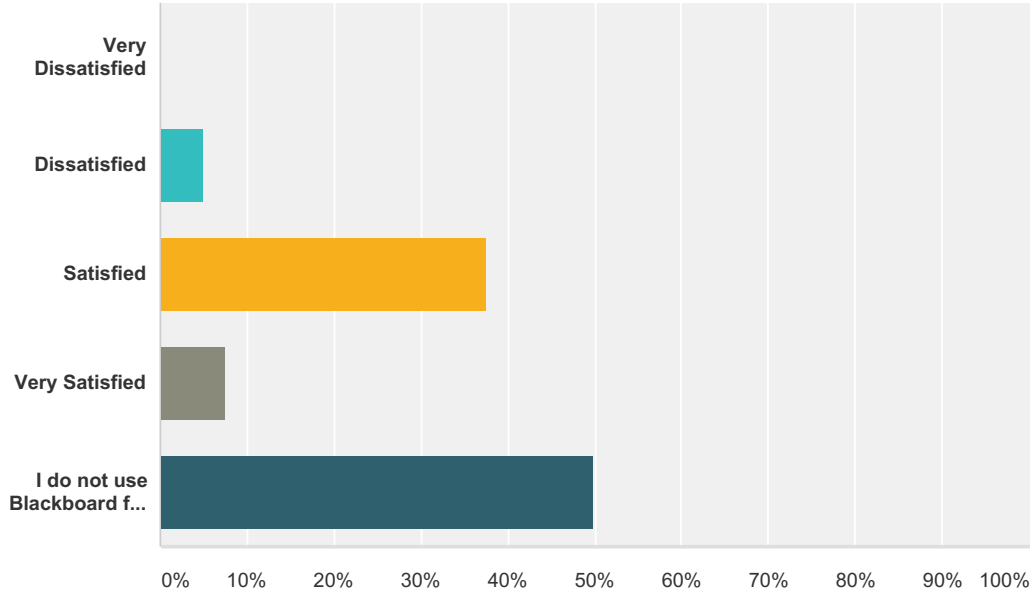
Answer Choices	Responses	
Very Dissatisfied	0.00%	0
Dissatisfied	5.00%	2
Satisfied	37.50%	15
Very Satisfied	7.50%	3
I do not use Blackboard for any of my classes	50.00%	20
Total		40

#	Comment	Date
1	I use Bb at other colleges, but the tutorials available through RCCD are good.	4/30/2015 11:33 PM
2	do not use the tutorials	4/30/2015 7:59 PM

Q12 If you use Blackboard for your class, how satisfied are you with the tech support provided?
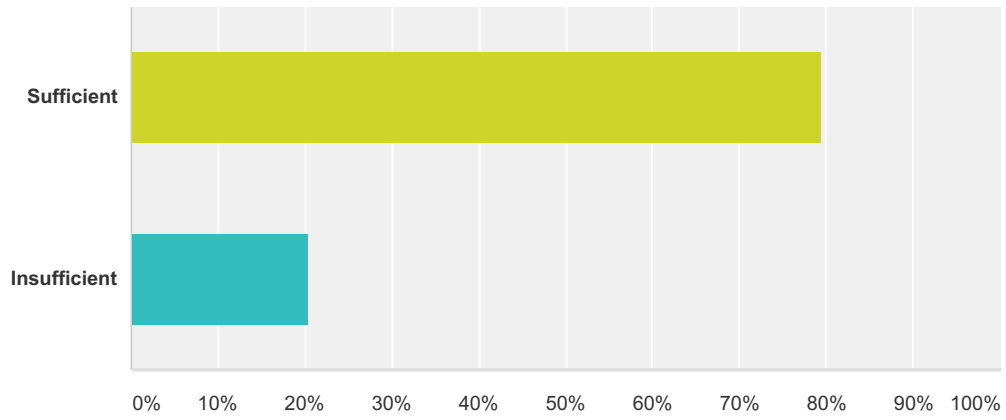
Answered: 41 Skipped: 9

Answer Choices	Responses	
Very Dissatisfied	**2.44%**	1
Dissatisfied	**2.44%**	1
Satisfied	**17.07%**	7
Very Satisfied	**14.63%**	6
I have not used the tech support	**12.20%**	5
I do not use Blackboard for any of my classes	**51.22%**	21
Total		**41**

#	Other (please specify)	Date
	There are no responses.	

Q13 Does Norco College provide sufficient technical support?

Answered: 39   Skipped: 11

Answer Choices	Responses	
Sufficient	**79.49%**	31
Insufficient	**20.51%**	8
Total		**39**

Q14 What would enhance technical support services?

Answered: 32   Skipped: 18
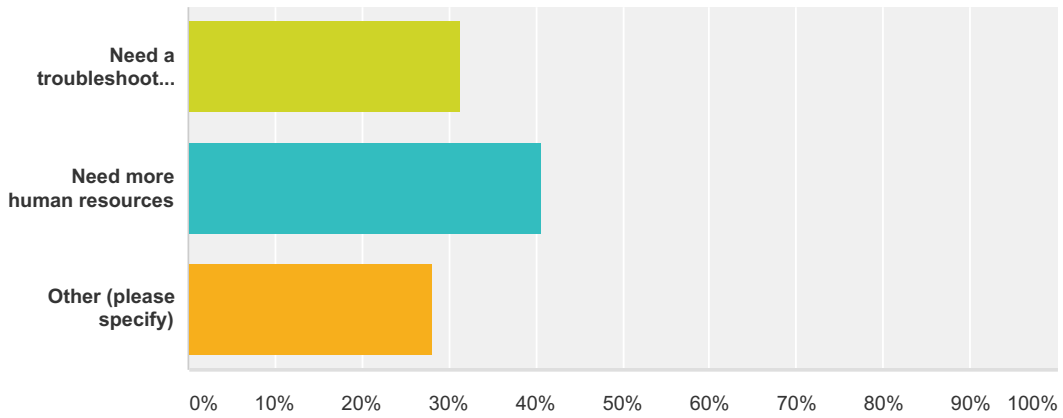
Answer Choices	Responses	
Need a troubleshooting help desk	**31.25%**	10
Need more human resources	**40.63%**	13
Other (please specify)	**28.13%**	9
Total		**32**

#	Other (please specify)	Date
1	MAC/ipad support	6/11/2015 2:22 PM
2	Maybe a chat service for immediate response	6/1/2015 12:37 PM
3	quicker response time	5/28/2015 2:19 PM
4	Not sure .. tech support has been helpful.	5/27/2015 6:11 PM
5	seems good	5/3/2015 3:07 PM
6	Keep Lynda.com!!!	5/1/2015 11:56 AM
7	I'd like to see more follow up. The few times I've called in, I've only ever gotten the voicemail and I have to end up emailing tech support to see if anything was done rather than receiving an update.	4/30/2015 8:59 PM
8	knowing whether to contact IMS or the helpdesk	4/30/2015 4:13 PM
9	We need our projector lamps replaced more frequently	4/30/2015 3:38 PM

Q15 Which technology would you like to implement in your class? (Check all that apply)

Answered: 32   Skipped: 18
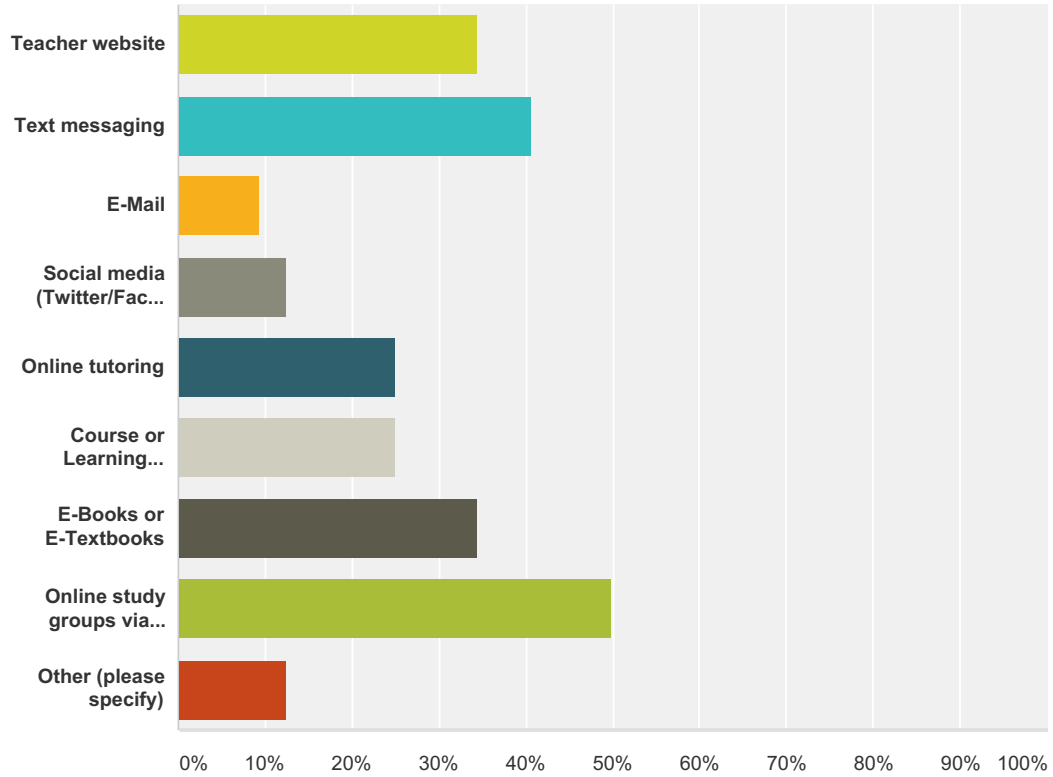
Answer Choices	Responses	
Teacher website	**34.38%**	11
Text messaging	**40.63%**	13
E-Mail	**9.38%**	3
Social media (Twitter/Facebook)	**12.50%**	4
Online tutoring	**25.00%**	8
Course or Learning Management System (Blackboard)	**25.00%**	8
E-Books or E-Textbooks	**34.38%**	11
Online study groups via social studying sites	**50.00%**	16
Other (please specify)	**12.50%**	4
Total Respondents: 32		

#	Other (please specify)	Date
1	already implemented	5/28/2015 2:19 PM

2	none that I can think of	5/1/2015 6:11 PM
3	a college-wide, online gradebook for those of us who do not teach online	5/1/2015 11:56 AM
4	I anticipate using Bb for a web-enhanced course in Fall 2015	4/30/2015 11:41 PM

Q16 What type of technology training have you received within this academic year? (Check all that apply)

Answered: 37   Skipped: 13
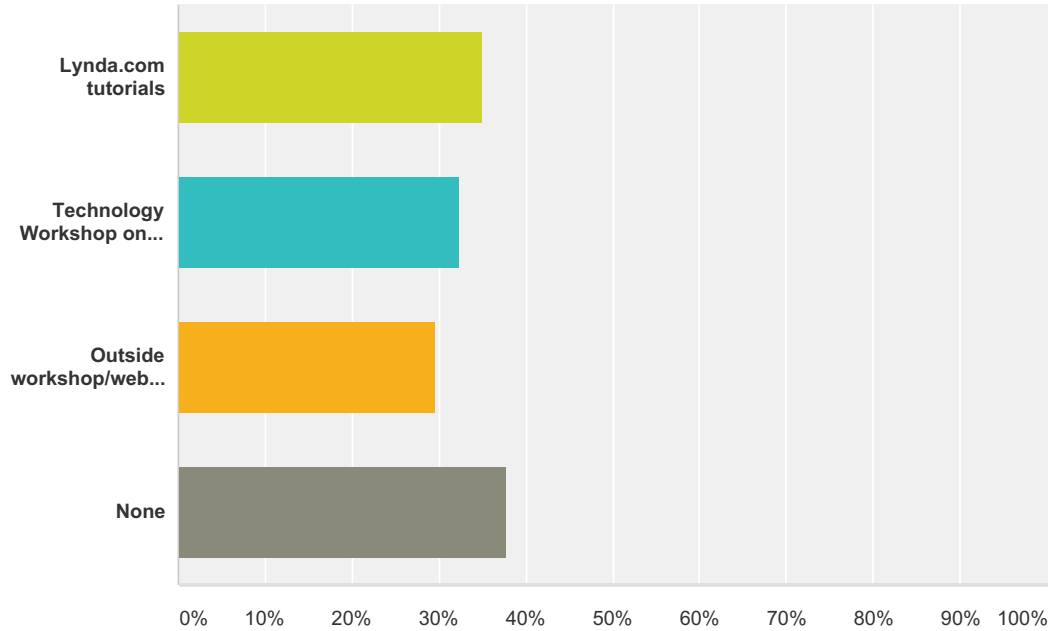
Answer Choices	Responses	
Lynda.com tutorials	**35.14%**	13
Technology Workshop on campus	**32.43%**	12
Outside workshop/webinar	**29.73%**	11
None	**37.84%**	14
Total Respondents: 37		

Q17 What on-campus technology workshop would you be interested in attending?

Answered: 9   Skipped: 41

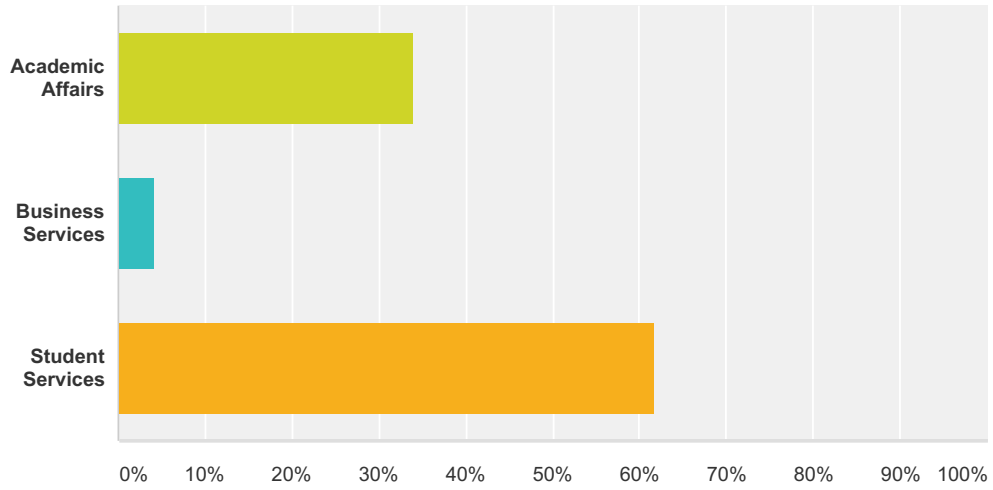| #	Responses	Date
1	ANY THAT FIT MY SCHEDULE	6/11/2015 2:37 PM
2	need more training on the best use of Lynda.com	5/28/2015 2:19 PM
3	I was interested in the workshop on creating an introduction video in Blackboard, but was unable to attend.	5/27/2015 6:11 PM
4	more training on using Lynda.com	5/5/2015 4:18 PM
5	Lynda use of iPad as an in-class tool	5/3/2015 3:07 PM
6	More hands-on Bb trainings in-person	5/2/2015 7:37 PM
7	Something related to flipped classroom	5/1/2015 11:35 PM
8	Windows 8. I have it at home and hate it. Excel An online gradebook system for the whole college. High Schools have them ... why can't we? Continual training for those of us who are "old-school" , but want to use computers to "enhance" their classes.	5/1/2015 11:56 AM
9	I'd like to get to go to one of the Blackboard seminars to learn about some of the more advanced features, but I haven't been able to fit one into my schedule.	4/30/2015 8:59 PM

Q1 What is your work status?

Answered: 48 Skipped: 0
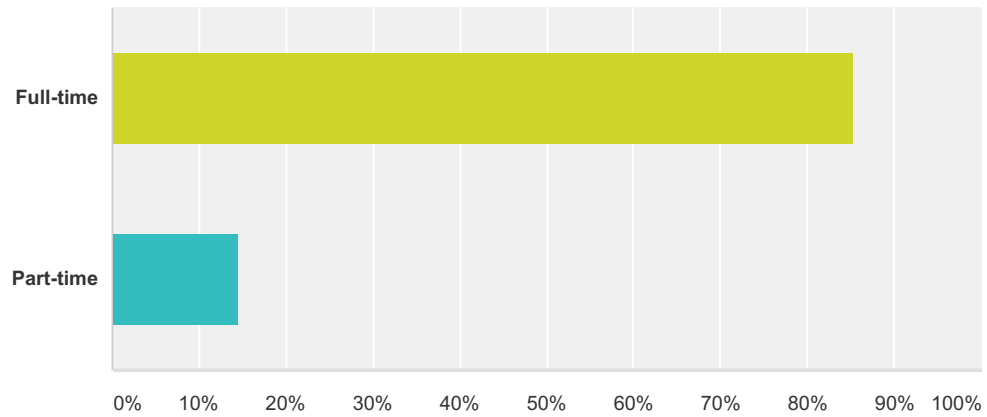
Answer Choices	Responses	
Full-time	**85.42%**	41
Part-time	**14.58%**	7
Total		**48**

1 / 16

Q2 Select your department

Answered: 47 Skipped: 1

Answer Choices	Responses	
Academic Affairs	**34.04%**	16
Business Services	**4.26%**	2
Student Services	**61.70%**	29
Total		**47**

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

Answered: 46   Skipped: 2
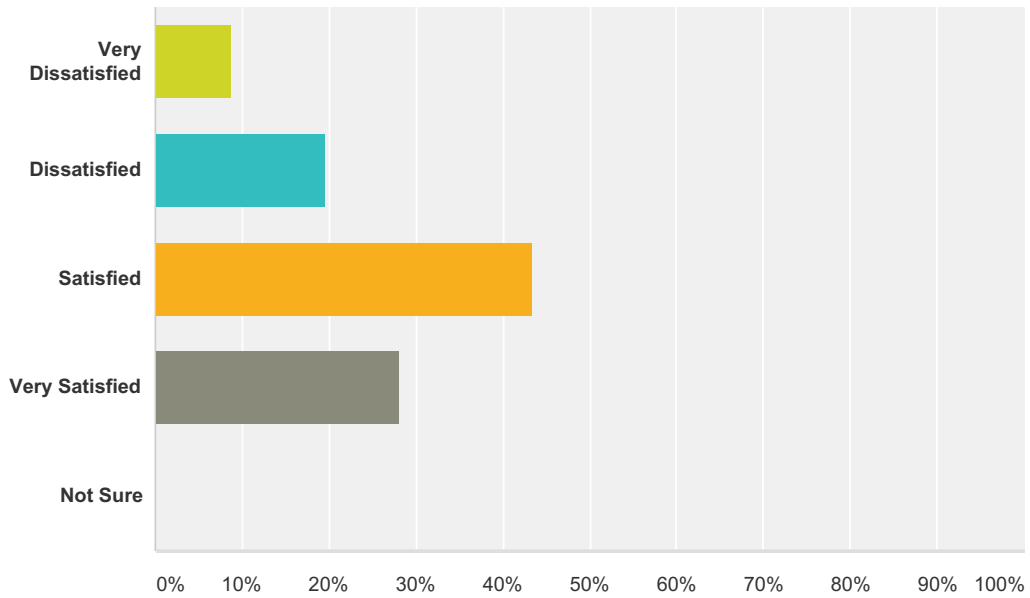
Answer Choices	Responses	
Very Dissatisfied	**8.70%**	4
Dissatisfied	**19.57%**	9
Satisfied	**43.48%**	20
Very Satisfied	**28.26%**	13
Not Sure	**0.00%**	0
Total		46

#	Comment	Date
1	my computer is outdated and there is not enough memory. I think they were purchased in 2008	6/17/2015 12:06 PM
2	My computer is old and has viruses from other users.	6/17/2015 11:40 AM
3	towers are old technology! I would prefer to have an all-in-one up-to-date pc	6/17/2015 11:35 AM
4	Because I just got a new one last week:)	5/27/2015 1:10 PM
5	All in one design saves desk and floor space. HDD performance is a bit slow sometimes, but otherwise great.	4/30/2015 3:55 PM

Q4 Are you currently experiencing problems with your computer or is it outdated for your needs?
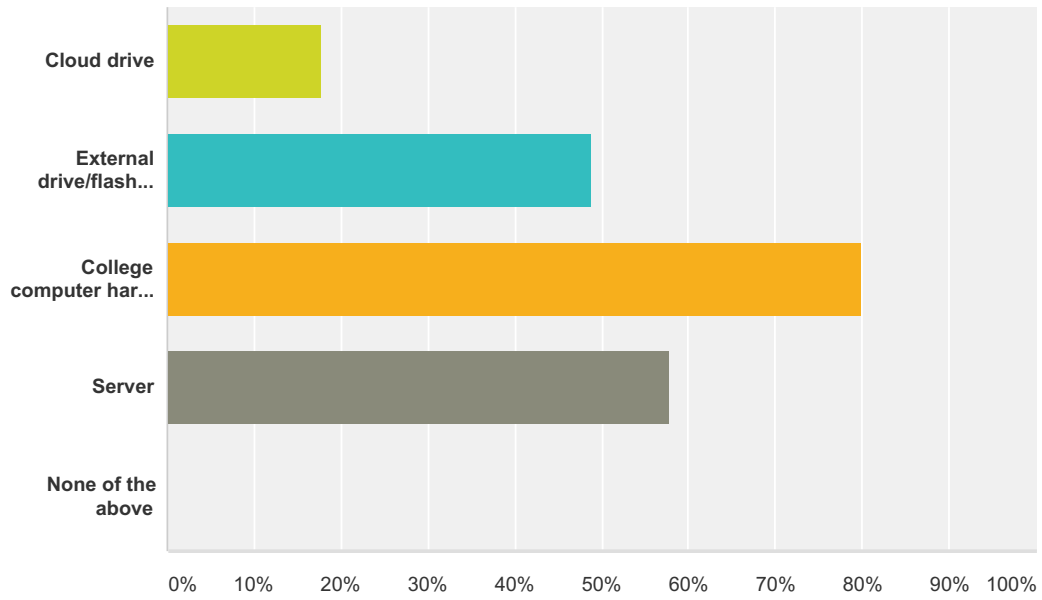
Answered: 46   Skipped: 2
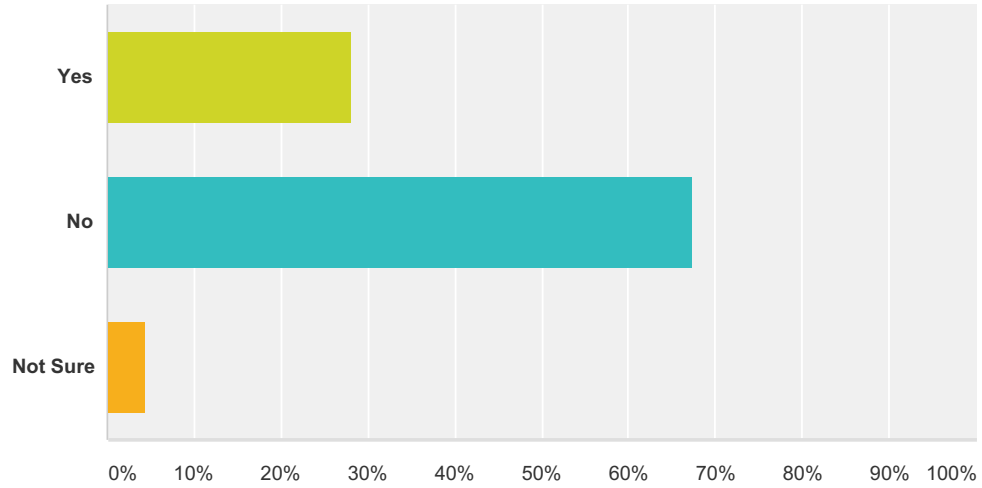
Answer Choices	Responses	
Yes	**28.26%**	13
No	**67.39%**	31
Not Sure	**4.35%**	2
Total		**46**

#	Comment	Date
1	Viruses	6/17/2015 11:40 AM
2	Outdated & sloooowww	6/17/2015 11:35 AM
3	it is 4 years old and it is becomeing slow.	4/30/2015 4:06 PM

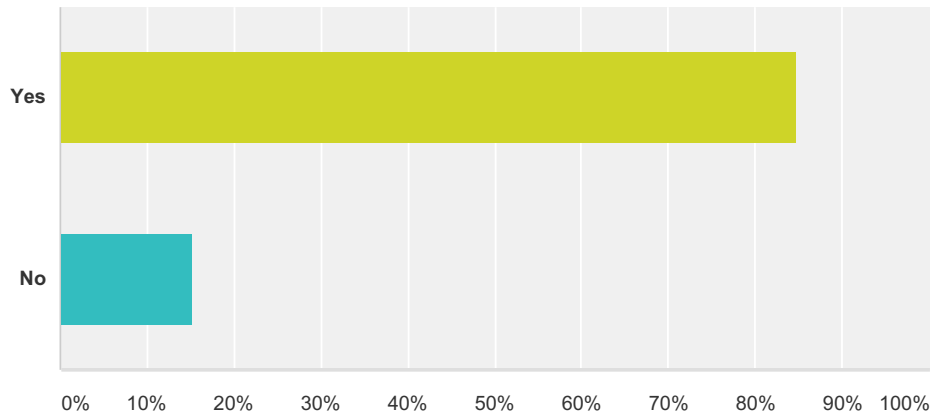## Q5 How do you store your work documents? (Check all that apply)

Answered: 45   Skipped: 3

Answer Choices	Responses	
Cloud drive	**17.78%**	8
External drive/flash drive	**48.89%**	22
College computer hard drive	**80.00%**	36
Server	**57.78%**	26
None of the above	**0.00%**	0
Total Respondents: 45		

Q6 Are your computer needs met with standard office technology?

Answered: 46   Skipped: 2

Answer Choices	Responses	
Yes	**84.78%**	39
No	**15.22%**	7
Total		**46**

Q7 Is your workstation equipped with all the technology to meet your professional needs?

Answered: 46   Skipped: 2
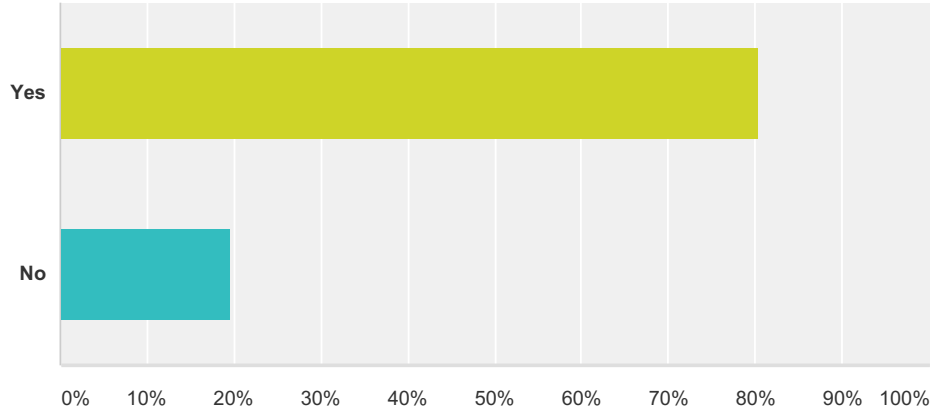
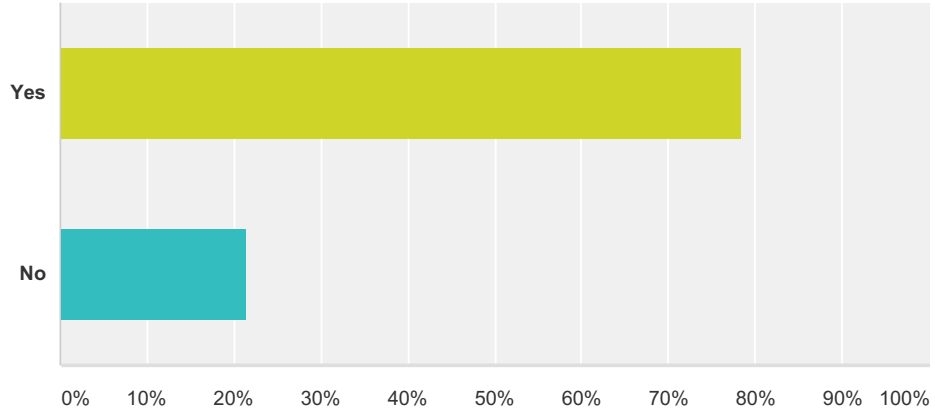| Answer Choices	Responses	
Yes	**80.43%**	37
No	**19.57%**	9
Total		**46**

Q8 What technology would you like to see implemented for your workstation?

Answered: 15   Skipped: 33

#	Responses	Date
1	i have everything I need.	6/18/2015 10:13 AM
2	ergonomic keyboard mouse and chairs. a better set up of equipment, equipment is currently set up because of the location of the power outlets...	6/17/2015 12:06 PM
3	card readers	6/17/2015 11:56 AM
4	Scanner	6/17/2015 11:43 AM
5	PhotoShop	6/17/2015 11:35 AM
6	Dual wide screens, faster processor, more memory	6/15/2015 8:01 AM
7	Keyboard level mouse tray (mouse is on desk)	6/11/2015 1:23 PM
8	Ergonomic assessments	5/27/2015 2:19 PM
9	Adobe Pro	5/27/2015 1:32 PM
10	Massage chair ;)	5/4/2015 10:40 PM
11	Remote access	5/1/2015 9:44 AM
12	I have what I need.	4/30/2015 11:58 PM
13	New computers have been purchased through Program Review and are in the process of being tagged and installed	4/30/2015 3:59 PM
14	I would like to have a color printer in my area. I do have a connection to a color copier in another area.	4/30/2015 3:46 PM
15	scanner	4/30/2015 3:31 PM

Q9 Are the conference rooms equipped with all the technology to meet your meeting needs?

Answered: 42   Skipped: 6

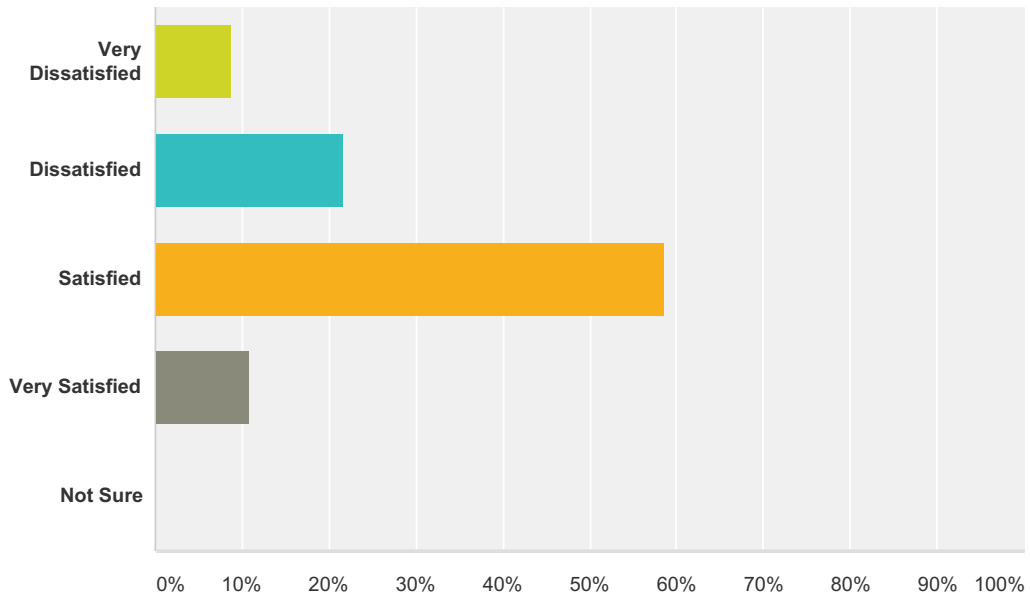| Answer Choices	Responses	
Yes	**78.57%**	33
No	**21.43%**	9
Total		42

Q10 What technology would you like to see implemented in the conference rooms?

Answered: 10   Skipped: 38

#	Responses	Date
1	The conference room at the OC does not have anything.	6/18/2015 10:13 AM
2	Video Conferencing in ALL conference rooms!	6/17/2015 1:31 PM
3	It would be nice to have updated computers in the conference rooms.	6/17/2015 11:40 AM
4	How about consistent technology in the conference rooms? Not all room have the same features.	6/17/2015 11:35 AM
5	Conference telephones	5/4/2015 10:40 PM
6	ST107 - Webinars - System needs to be upgraded and the latest programs need to be on the computer.	5/4/2015 8:41 AM
7	video conference tv/computer/projector capabilities	5/1/2015 12:06 PM
8	More teleconferencing in general.	5/1/2015 9:44 AM
9	Upgraded conference call machines.	4/30/2015 11:58 PM
10	Need to update the software, especially Adobe to be writable in the meeting rooms.	4/30/2015 4:17 PM

Q11 How satisfied are you with the speed/access to the College WiFi network?

Answered: 46   Skipped: 2

Answer Choices	Responses	
Very Dissatisfied	**8.70%**	4
Dissatisfied	**21.74%**	10
Satisfied	**58.70%**	27
Very Satisfied	**10.87%**	5
Not Sure	**0.00%**	0
Total		46

| #	Comment	Date
1	Sometimes it does not work	6/18/2015 10:13 AM
2	Faster, Faster, Faster!!!	6/17/2015 1:31 PM
3	No sign of wifi in the EOPS office	6/17/2015 12:43 PM
4	Some days its really slow.	6/17/2015 11:59 AM
5	The speed and access is typically slow.	6/17/2015 11:40 AM
6	It would be helpful to have wifi available outside of the buildings. We have remote counseling and counselors cannot access wifi on laptops on campus without being in or near a building.	6/17/2015 11:36 AM
7	Do you mean when I can actually get connected?	6/17/2015 11:35 AM
8	Connection to mobile devices seems to be somewhat volatile.	6/15/2015 8:01 AM
9	I have a laptop to that needs access to the wifi.	6/11/2015 5:15 PM
10	I can't connect and when I do, it kicks me off	5/4/2015 2:49 PM

| 11 | It seems very slow | 4/30/2015 3:59 PM |
| 12 | Signal strength is a bit low in admissions and records | 4/30/2015 3:55 PM |

Q12 Does Norco College provide sufficient technical support?
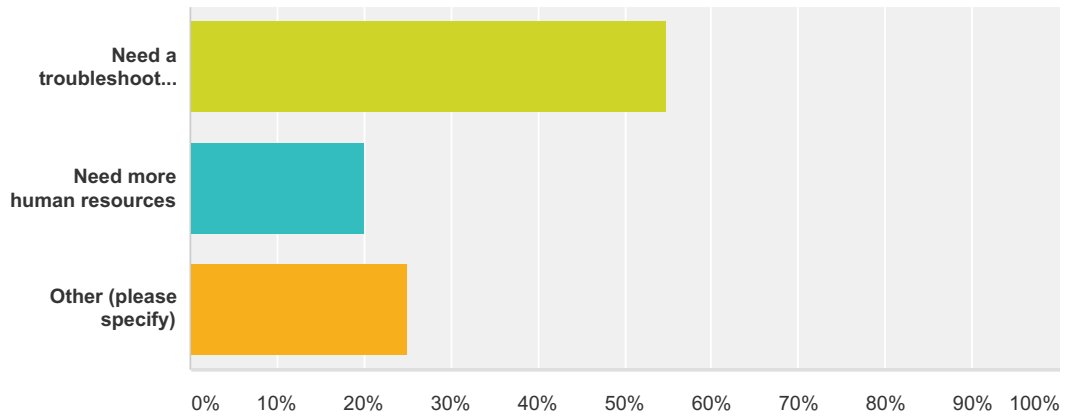
Answered: 45   Skipped: 3
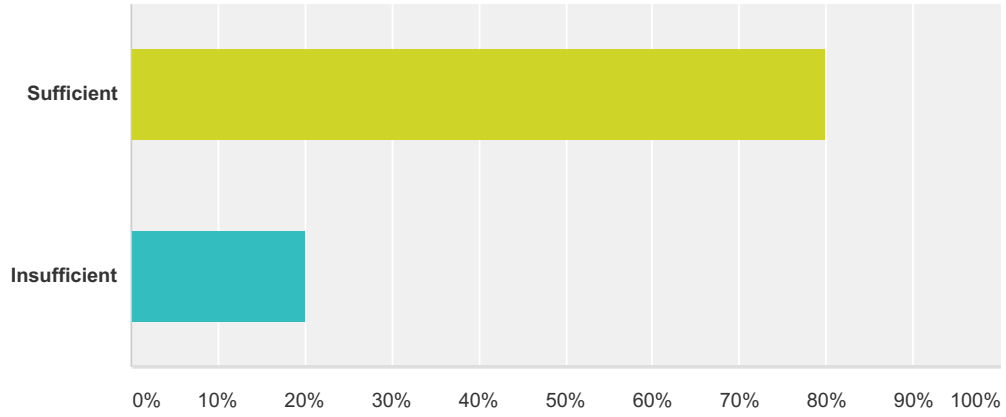
Answer Choices		Responses	
Sufficient		**80.00%**	36
Insufficient		**20.00%**	9
Total			**45**

Q13 What would enhance technical support services?

Answered: 40   Skipped: 8

Answer Choices	Responses	
Need a troubleshooting help desk	**55.00%**	22
Need more human resources	**20.00%**	8
Other (please specify)	**25.00%**	10
Total		**40**

#	Other (please specify)	Date
1	We NEED to have more Apple support on campus!	6/17/2015 1:32 PM
2	Would like to actually reach someone, always get voicemail and rarely get a returned call.	6/17/2015 12:00 PM
3	All of the above and more trainings	6/17/2015 11:36 AM
4	Training for part-time staff, for potential job promotion. Ironically, the district rarely accepts current work experience to suffice the required experience to achieve a promotion. Training should be main available to staff, to make them eligible for promotion into more advanced positions. Especially part-time permanent staff. Promotion should be more encouraged, with less red tape. It should be treated more like transferring to a new position...	6/15/2015 8:09 AM
5	replace the dean of technology	6/11/2015 1:43 PM
6	n/a	6/11/2015 1:23 PM
7	Our own network - not tied to RCC. Our license managers keep failing	5/4/2015 10:44 PM
8	work orders submitted in footprints seem to take a while to complete	4/30/2015 3:56 PM
9	Troubleshooting with a live person would be helpful. Just tell me what I need to do to fix minor problem - I can do it !!!!!	4/30/2015 3:47 PM
10	Both a help desk at each campus and more techs available would be best	4/30/2015 3:46 PM

Q14 What type of technology training have you received within this academic year? (Check all that apply)

Answered: 45   Skipped: 3
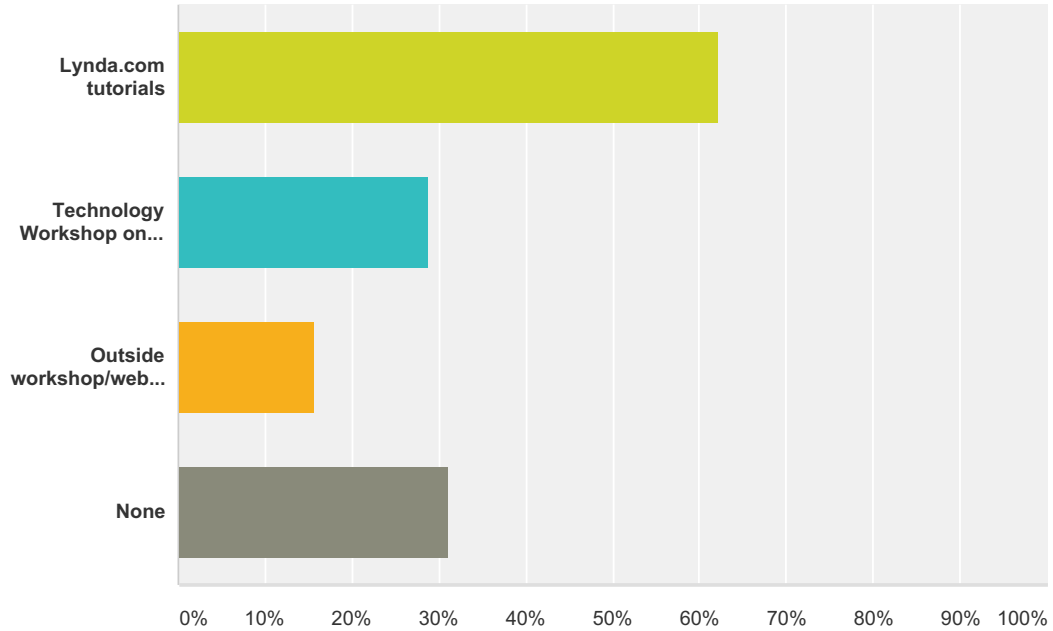
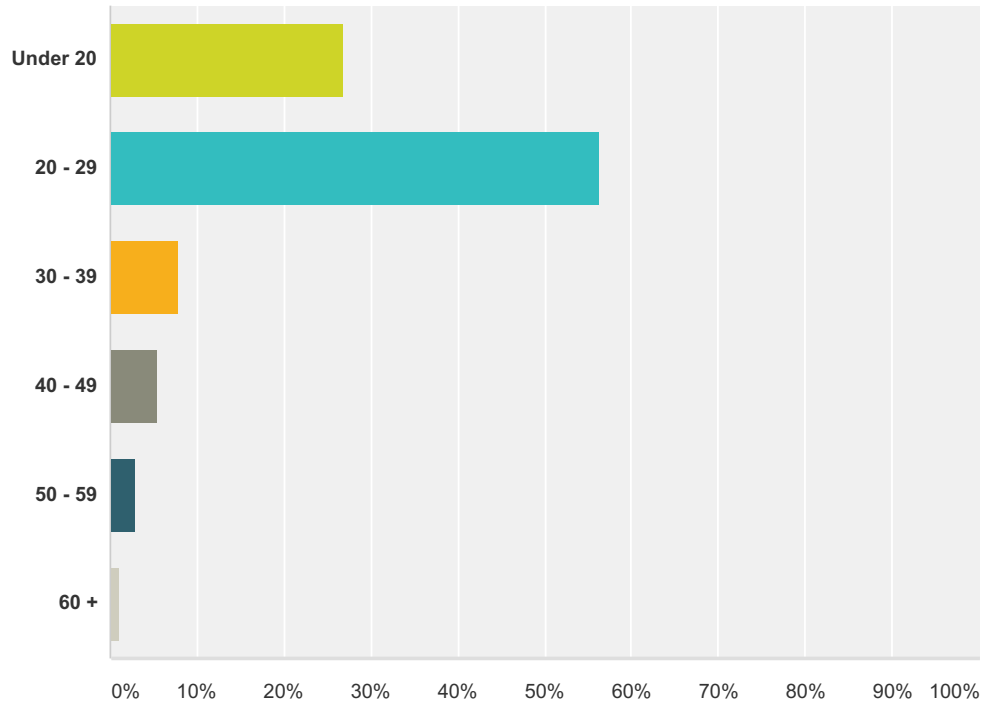| Answer Choices	Responses	
Lynda.com tutorials	**62.22%**	28
Technology Workshop on campus	**28.89%**	13
Outside workshop/webinar	**15.56%**	7
None	**31.11%**	14
Total Respondents: 45		

Q15 What on-campus technology workshop would you be interested in attending?

Answered: 19   Skipped: 29

#	Responses	Date
1	None	6/18/2015 10:17 AM
2	Any workshop available to increase my knowledge of new technologies.	6/17/2015 11:43 AM
3	Photoshop	6/17/2015 11:37 AM
4	Any that involve enhanced or more detailed use of traditional office suites.	6/17/2015 11:36 AM
5	Applications training, even for applications that I don't currently have access to...	6/15/2015 8:09 AM
6	I'm not sure, but I would attend any technology training available.	6/11/2015 1:49 PM
7	Colleague specific training (especially Comm Management)	6/11/2015 1:23 PM
8	More Lynda.com	6/11/2015 12:52 PM
9	None on-campus. Schedule is too busy. I prefer emailed tips, or short videos that can be watched asynchronously.	5/4/2015 10:44 PM
10	training on software and programs related to ellucian, outlook, galaxy, office suit, etc	5/1/2015 12:07 PM
11	Office applications. I like the RCC Tech Tips that their IMC does.	5/1/2015 9:45 AM
12	Datatel Outlook Access	5/1/2015 8:17 AM
13	Use of cloud bases storage safety tips and accessing desktop remotely securely.	4/30/2015 11:58 PM
14	How to use the cloud more effectively; How to use iPad for work	4/30/2015 4:18 PM
15	Some of the classroom in WEQ sometimes the audio does not work or the two side tv screens.	4/30/2015 4:07 PM
16	Colleague training, database reporting, Advanced MS Excel, MS Access.	4/30/2015 3:56 PM
17	More Lynda.com tutorials	4/30/2015 3:46 PM
18	galaxy	4/30/2015 3:39 PM
19	More workshops on basic/fundamental skills such as using Microsoft Office products more efficiently or to their full potential	4/30/2015 3:32 PM

Q1 What is your age?

Answered: 204   Skipped: 0

Answer Choices	Responses	
Under 20	**26.96%**	55
20 - 29	**56.37%**	115
30 - 39	**7.84%**	16
40 - 49	**5.39%**	11
50 - 59	**2.94%**	6
60 +	**0.98%**	2
Total Respondents: 204		

Q2 What is your program of study? (Check all that apply.)

Answered: 204   Skipped: 0
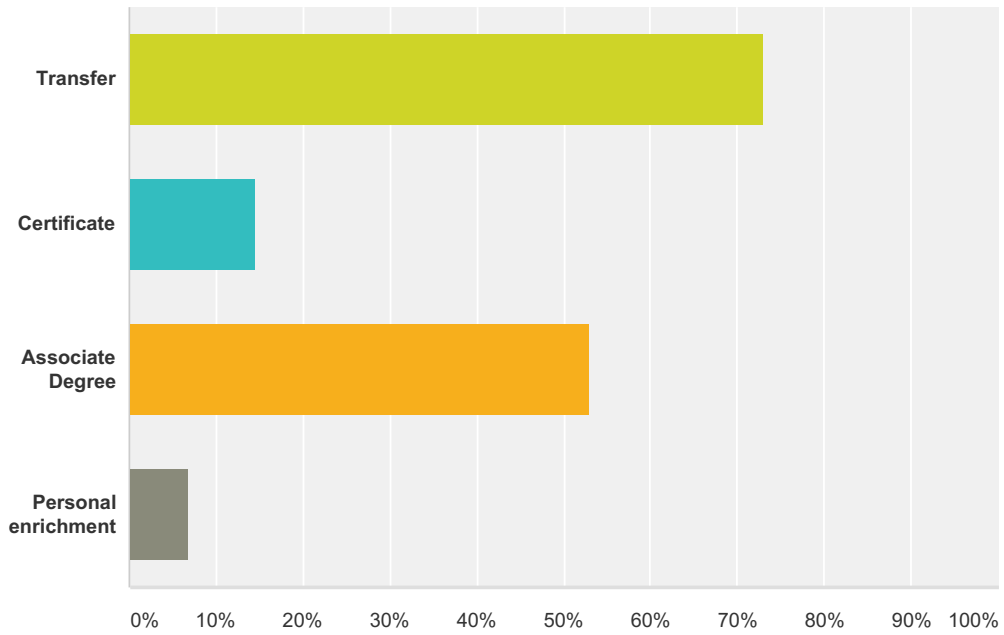
Answer Choices	Responses	
Transfer	**73.04%**	149
Certificate	**14.71%**	30
Associate Degree	**52.94%**	108
Personal enrichment	**6.86%**	14
Total Respondents: 204		

Q3 Are you a full-time (enrolled in 12 or more units) student?

Answered: 204   Skipped: 0
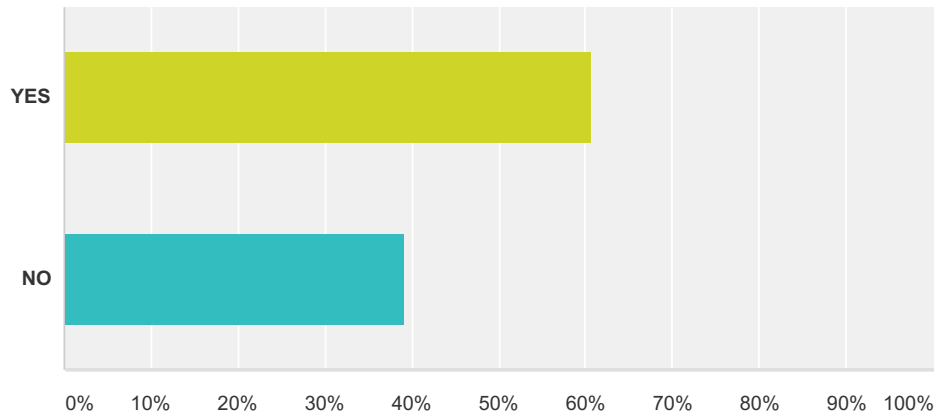
Answer Choices	Responses	
YES	**60.78%**	124
NO	**39.22%**	80
Total		**204**

Q4 What is your access to a computer at home?

Answered: 201   Skipped: 3
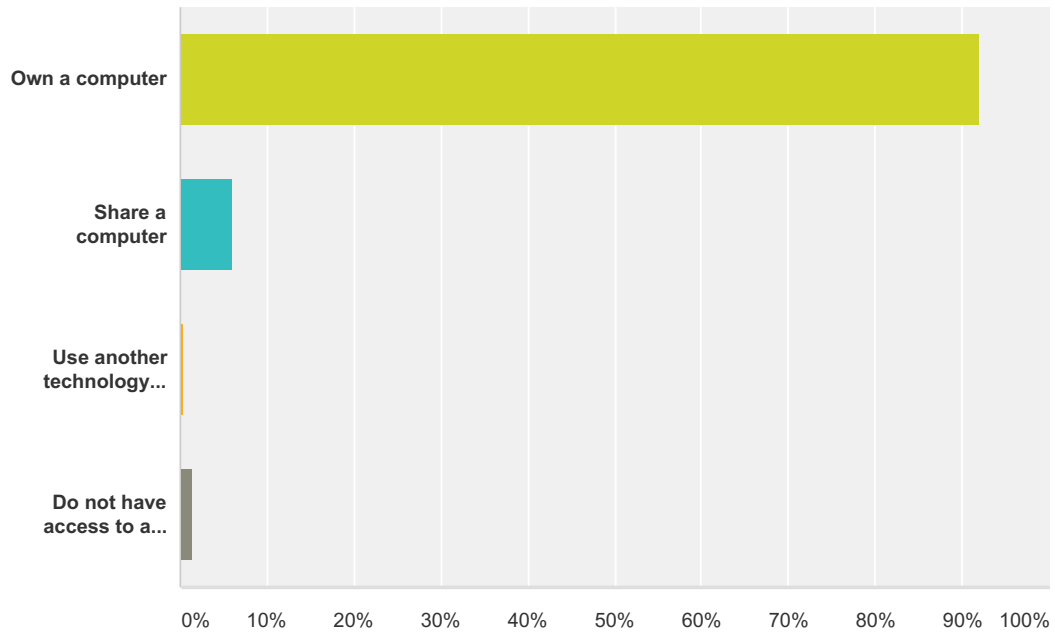
Answer Choices	Responses	
Own a computer	**92.04%**	185
Share a computer	**5.97%**	12
Use another technology device such as a tablet	**0.50%**	1
Do not have access to a computer	**1.49%**	3
Total		**201**

Q5 What technology do you use or have used?

Answered: 200   Skipped: 4
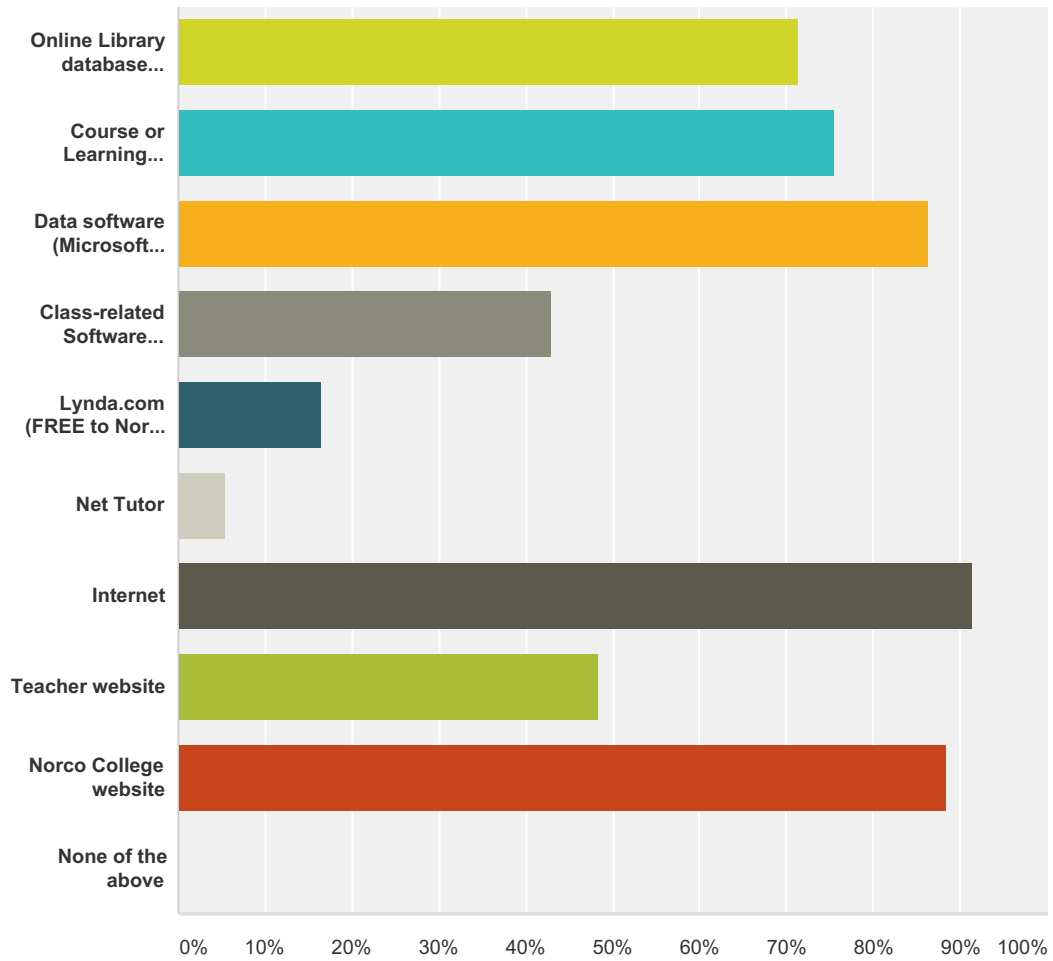
Answer Choices	Responses	
Online Library database (e-books, articles, etc.)	**71.50%**	143
Course or Learning Management System (Blackboard)	**75.50%**	151
Data software (Microsoft Office, Google Docs, etc.)	**86.50%**	173
Class-related Software (Photoshop, AutoCad, ProTools, etc)	**43.00%**	86
Lynda.com (FREE to Norco College students and employees)	**16.50%**	33
Net Tutor	**5.50%**	11
Internet	**91.50%**	183
Teacher website	**48.50%**	97
Norco College website	**88.50%**	177

None of the above	0.00%	0
Total Respondents: 200	6 / 30	

Q6 Which statement best describes your access to a College computer?

Answered: 184   Skipped: 20
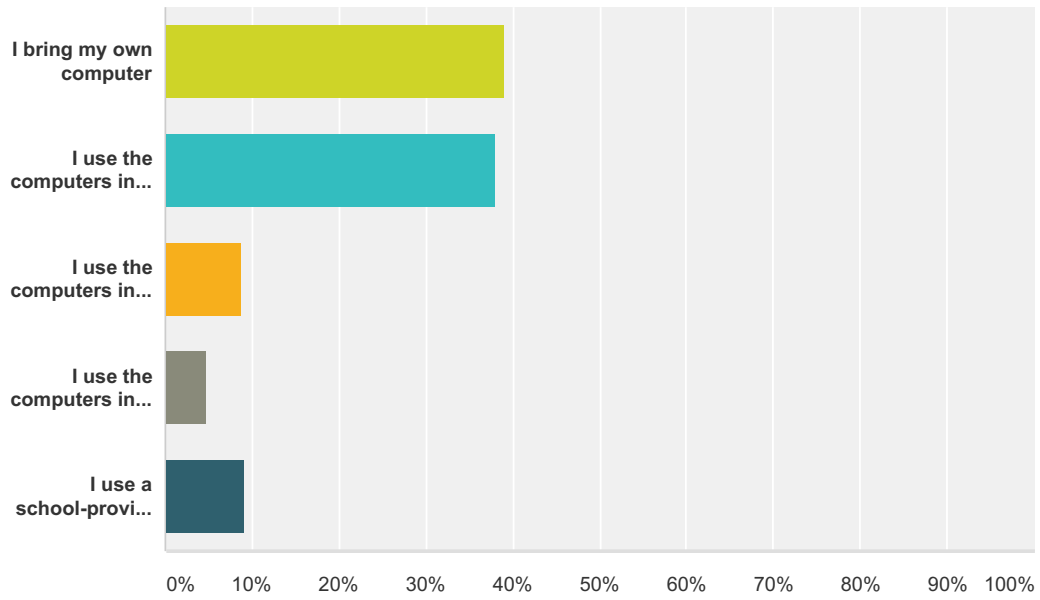
Answer Choices	Responses	
I bring my own computer	**39.13%**	72
I use the computers in the library	**38.04%**	70
I use the computers in the lab	**8.70%**	16
I use the computers in the STEM Center	**4.89%**	9
I use a school-provided computer in the classroom	**9.24%**	17
Total		**184**

Q7 How satisfied are you with the performance of the College's computers?

Answered: 183   Skipped: 21
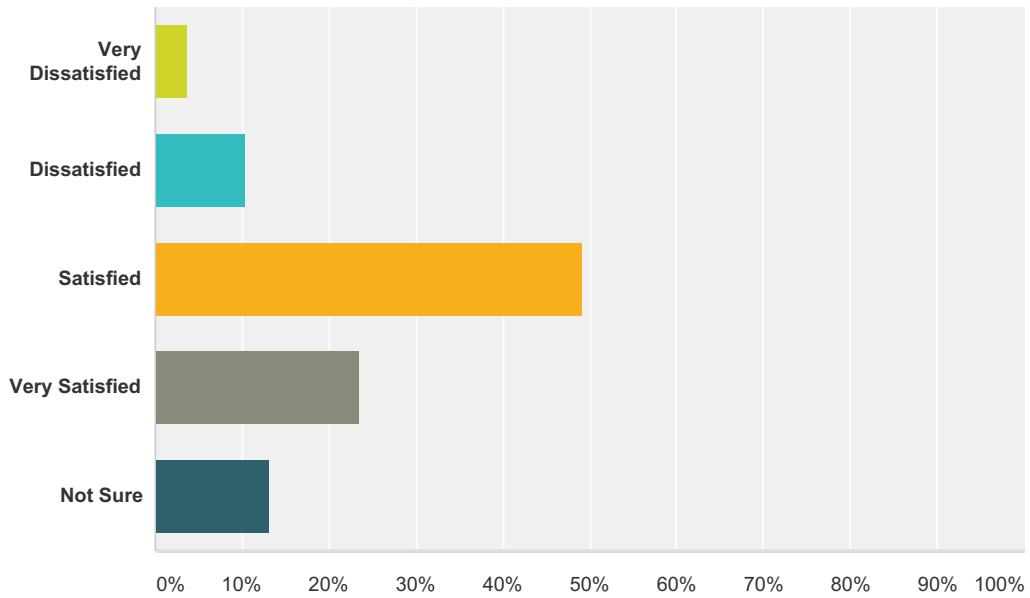
Answer Choices	Responses	
Very Dissatisfied	**3.83%**	7
Dissatisfied	**10.38%**	19
Satisfied	**49.18%**	90
Very Satisfied	**23.50%**	43
Not Sure	**13.11%**	24
Total		**183**

#	Comments	Date
1	I think they are fast.	6/9/2015 9:51 AM
2	I have not used the computers at Norco	5/23/2015 11:15 AM
3	the run a little slow sometimes and doesnt seem like there are enough	5/21/2015 1:02 PM
4	They could be a bit faster, less freezy, but they otherwise are fine.	5/21/2015 6:27 AM
5	Software needs updating and there is access to comps in Asnc office not listed	5/21/2015 3:43 AM
6	n/a	5/18/2015 11:03 AM
7	Please clean the keyboards and mice regularly. They're the dirtiest things at the school.	5/17/2015 8:53 PM
8	I have never needed to use a computer at the college.	5/15/2015 1:27 PM
9	Thanks STEM for the awesome Mac lab :)	5/15/2015 12:22 PM

10	For a low cost (that will be much appreciated by power users) the computers can be upgraded from physical platter disks to SSDs (Solid State Drives). This would vastly improve speed, reduce heat, reduce power used, improve longevity. A samsung 850 Evo 120gb (sufficient for almost all applications especially with Windows 10 coming out later this year which has a dramatically reduced space requirement.) Can be had for around $60, probably less with educational bulk purchase. 250GB for around $100. I just finished setting up a new computer with Windows 10 Preview, Adobe Master Collection, Microsoft Office 2013, and a few other applications for a total of 34 GB used.	5/15/2015 11:14 AM
11	Game lab hours	5/15/2015 10:37 AM
12	Extremely slow.	5/15/2015 9:23 AM
13	There was a number of weeks without Maya and IT is slow at updating and installing new software. Also there has been no way for the audio students in 79F to complete work in class (no working software - ProTools 10)	5/15/2015 12:32 AM
14	Used them for Protools, they were adequate for the task.	5/14/2015 11:51 PM
15	sometimes a little slow.	5/14/2015 11:39 PM
16	The ones in the computer lab could be faster, but the new all-in-one computers with the core i7's in the classroom are exceptional.	5/14/2015 11:10 PM
17	I was unable to access the norco campus wifi on my laptop.	5/14/2015 10:09 PM
18	there way faster than jfks.... the highschool i go to	5/14/2015 7:18 PM
19	They could be a bit better in some other rooms. The internet is the main problem.	5/14/2015 7:12 PM
20	The laptops in the language lab(121) seem a bit old, but I haven't experienced any issues affecting coursework.	5/14/2015 7:03 PM
21	I am a game programmer and the rooms that we find our selves in have computers not up to date with the current programs that we use like unity maya photoshop and so forth	5/14/2015 5:46 PM
22	the library are not up to date and they should really hav AutoCAD and other pro software n them. when I have one of those classes it is sometimes necessar . to access a computer outside the classroom and we cant	5/14/2015 5:00 PM
23	They work fine for the most part but could be better	5/14/2015 4:46 PM
24	There good just old.	5/14/2015 4:29 PM
25	Runs slow	5/14/2015 4:21 PM
26	I have never used a computer at the Norco College campus.	5/14/2015 4:02 PM
27	While nearly every classroom and lab PCs are in operable condition, most of them simply are not powerful enough to handle the intensive workload of software and game development students.	5/14/2015 3:31 PM
28	More Mac computers would be nice	5/14/2015 2:49 PM
29	Computers are old, hard to connect to Internet at home	5/14/2015 2:49 PM
30	keyboards are sometimes dirty and sticky	5/14/2015 2:39 PM
31	The computer lab needs faster computers like the ones in the app tech building.	5/14/2015 2:27 PM
32	Time limit ??	5/14/2015 2:08 PM
33	never use them	5/14/2015 1:50 PM
34	it takes me 20 minutes to load up anything on the internet. It looks like windows 98.	5/6/2015 3:54 PM
35	Slwo sometimes	5/6/2015 2:23 PM
36	I don't really use the computers here unless I couldn't bring my own computer that day.	5/6/2015 1:57 PM
37	some software can be updated (adobe products)	5/6/2015 1:56 PM

Q8 How do you store your assignments?

Answered: 183   Skipped: 21
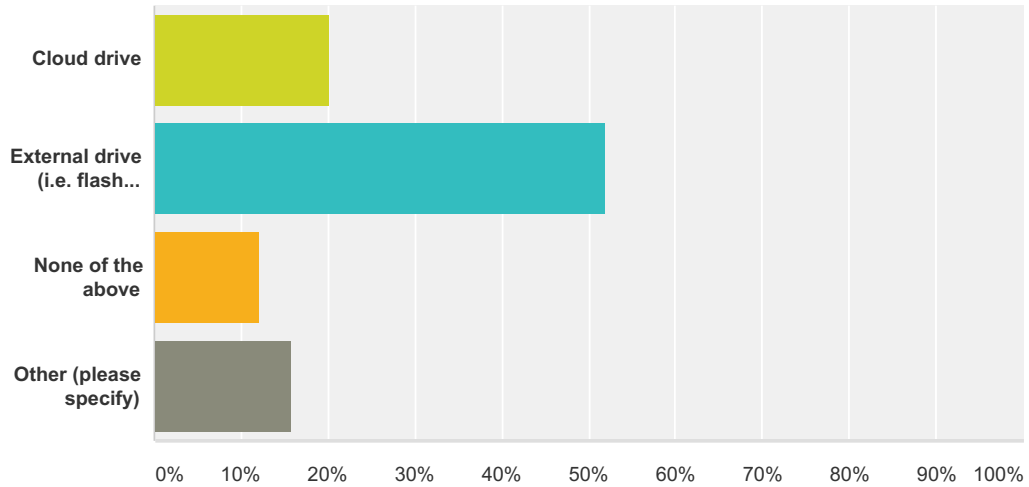
Answer Choices	Responses	
Cloud drive	**20.22%**	37
External drive (i.e. flash drive)	**51.91%**	95
None of the above	**12.02%**	22
Other (please specify)	**15.85%**	29
Total		**183**

#	Other (please specify)	Date
1	dropbox	5/21/2015 1:02 PM
2	Google Drive; save my work on my laptop	5/19/2015 5:01 PM
3	Cloud and flash drive.	5/15/2015 1:48 PM
4	local drive	5/15/2015 10:23 AM
5	My personal computer/ my hard drive	5/15/2015 8:59 AM
6	email	5/15/2015 8:46 AM
7	i email it to myself	5/15/2015 6:22 AM
8	email	5/15/2015 5:44 AM
9	email	5/14/2015 11:39 PM
10	google drive or email document to myself	5/14/2015 10:06 PM
11	internal	5/14/2015 9:34 PM
12	through email	5/14/2015 9:05 PM
13	Email	5/14/2015 9:03 PM
14	email	5/14/2015 7:18 PM
15	Also Google docs	5/14/2015 5:46 PM

16	on my computer in my emails and on flashdrive	5/14/2015 5:00 PM
17	Folder	5/14/2015 4:29 PM
18	Google drive	5/14/2015 4:21 PM
19	Both cloud and external drive	5/14/2015 3:54 PM
20	hard drive of computer	5/14/2015 2:58 PM
21	Email and flash drive	5/14/2015 2:55 PM
22	Email	5/14/2015 2:53 PM
23	Email	5/14/2015 2:33 PM
24	1 & 2 (I use cloud to backup flash drive/vice versa)	5/14/2015 2:27 PM
25	email	5/6/2015 3:54 PM
26	email	5/6/2015 1:51 PM
27	More than one medium: Cloud and External Drive	5/6/2015 1:07 PM
28	One drive	5/6/2015 12:36 PM
29	email it to myself	5/6/2015 12:07 PM

Q9 How frequently do you use a College computer during class?

Answered: 183   Skipped: 21
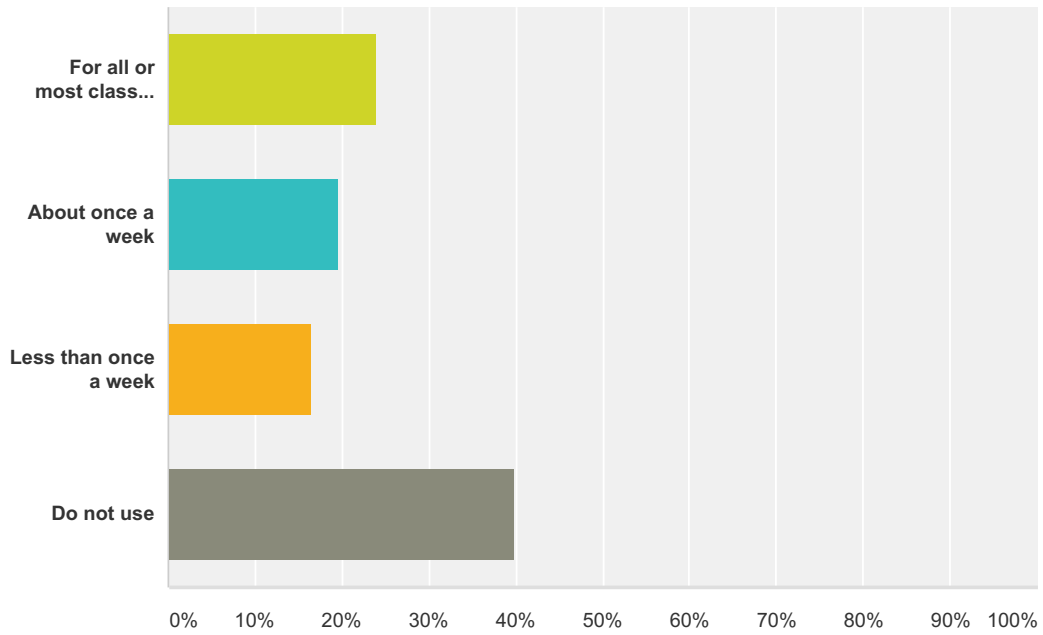
Answer Choices	Responses	
For all or most class sessions	**24.04%**	44
About once a week	**19.67%**	36
Less than once a week	**16.39%**	30
Do not use	**39.89%**	73
Total		**183**

Q10 How satisfied are you with access to a computer at Norco College? (Student computers are available in the Library, LRC, Student Activities, Career Center, and STEM Center.)

Answered: 182   Skipped: 22
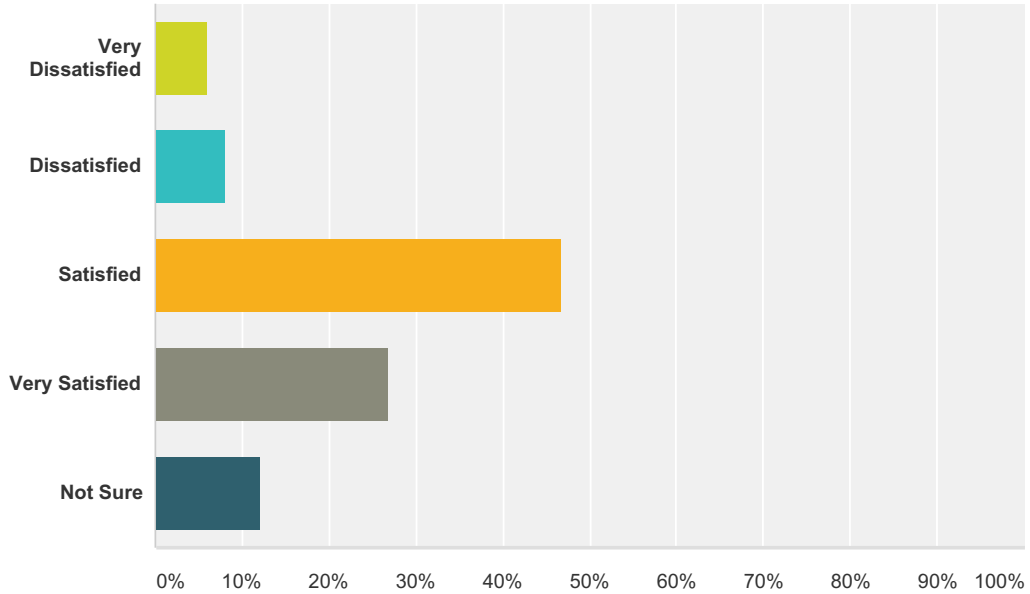
Answer Choices	Responses	
Very Dissatisfied	**6.04%**	11
Dissatisfied	**8.24%**	15
Satisfied	**46.70%**	85
Very Satisfied	**26.92%**	49
Not Sure	**12.09%**	22
Total		**182**

#	Comment	Date
1	I do not come to campus	5/23/2015 11:15 AM
2	I am satisfied, however I believe we should have access to more computers.	5/21/2015 1:14 PM
3	the chairs are uncomfortable	5/21/2015 12:43 PM
4	n/a	5/18/2015 11:03 AM
5	Never needed to use one.	5/15/2015 1:27 PM
6	It's been harder with schedule labs and less open unlocked computers for GAM	5/15/2015 12:32 AM
7	The library computers fill up quickly. It would be nice if there were more available.	5/14/2015 9:01 PM
8	Due to new lab constraints some computers are out of date for current project assignments	5/14/2015 5:46 PM

9	again the pro software city mputer are not available outside class ..this term I only need basic computers but normally I need the upgraded computer software	5/14/2015 5:00 PM
10	I only use them in class	5/14/2015 4:46 PM
11	I rarely use the school computers but I mostly use the wifi for homework	5/14/2015 4:21 PM
12	N/A	5/14/2015 4:02 PM
13	The new LRC 'Closed lab' system is terribly restrictive. Useful machines are frequently going unused.	5/14/2015 3:31 PM
14	So many people are using the computers, it's sometimes difficult to get onto one.	5/14/2015 3:11 PM
15	I purchased a laptop for my Quickbooks class because there weren't enough school computers available for the whole class.	5/14/2015 2:58 PM
16	Not enough	5/14/2015 2:49 PM
17	not enough in library	5/14/2015 1:54 PM
18	Never Use them	5/14/2015 1:50 PM

Q11 How often do you use a college computer in one of the student areas (Student computers are available in the Library, LRC, Student Activities, Career Center, and STEM Center.)?

Answered: 184   Skipped: 20
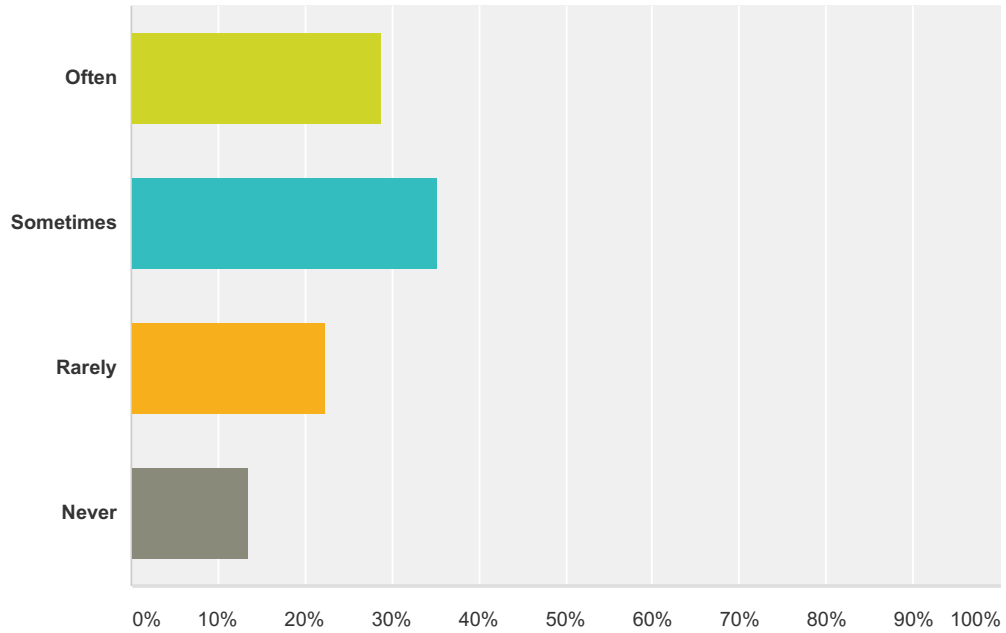
Answer Choices	Responses	
Often	**28.80%**	53
Sometimes	**35.33%**	65
Rarely	**22.28%**	41
Never	**13.59%**	25
Total		**184**

Q12 In your opinion, are there sufficient printing options available on campus?

Answered: 184   Skipped: 20
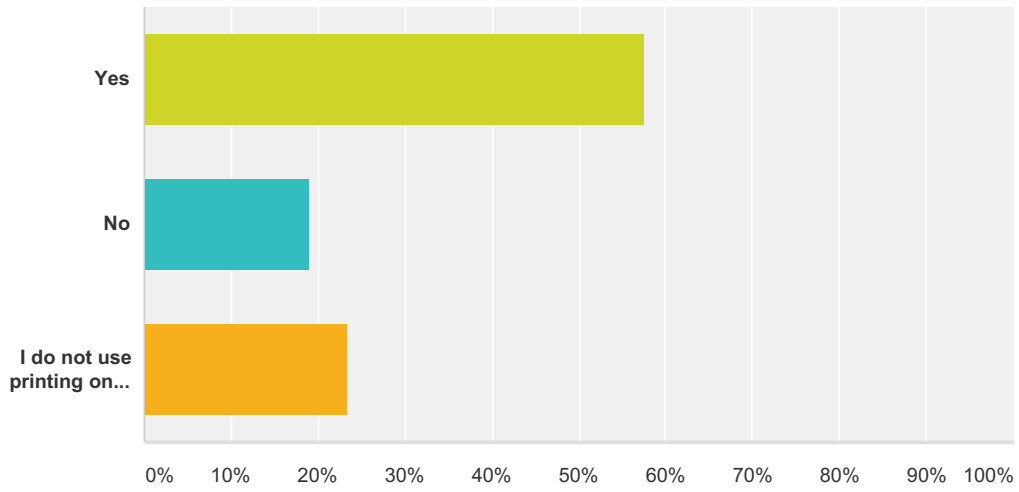
Answer Choices	Responses	
Yes	**57.61%**	106
No	**19.02%**	35
I do not use printing on campus	**23.37%**	43
Total		**184**

Q13 How satisfied are you with the speed/access to the College Wi-Fi network?

Answered: 184   Skipped: 20
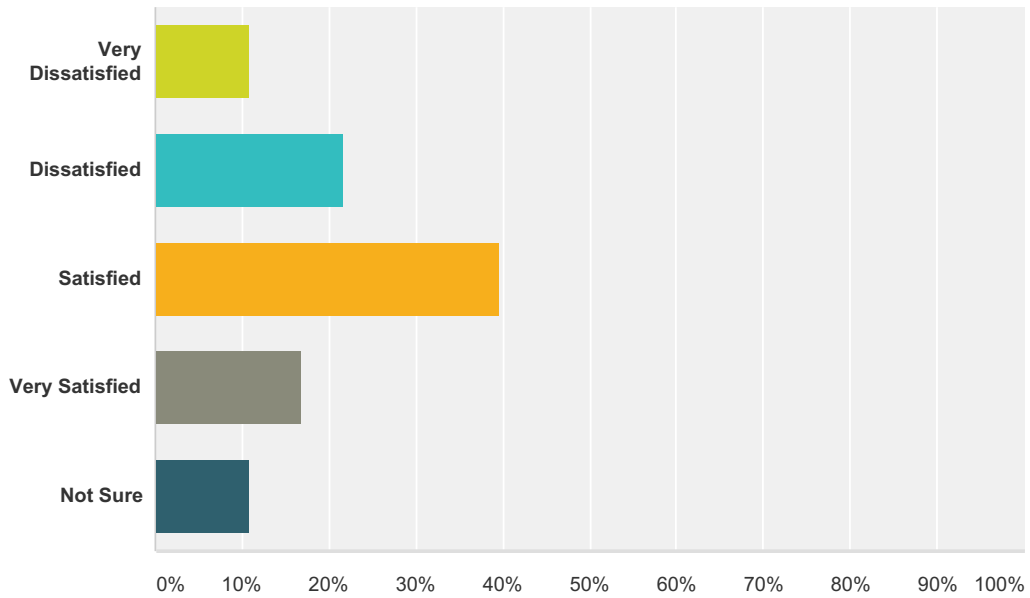
Answer Choices	Responses	
Very Dissatisfied	**10.87%**	20
Dissatisfied	**21.74%**	40
Satisfied	**39.67%**	73
Very Satisfied	**16.85%**	31
Not Sure	**10.87%**	20
Total		**184**

#	Comment	Date
1	I've never used it.	6/9/2015 9:51 AM
2	its too slow	5/21/2015 1:02 PM
3	love the new RCCD_Inet connection, much better than having to log in every few hours	5/20/2015 9:22 AM
4	It is slow and I'm unsatisfied with the idea of having to sign in every time I move to a different location.	5/19/2015 2:19 PM
5	like the access not the speed	5/18/2015 11:18 AM
6	I have trouble accessing to the College WI-FI lately	5/15/2015 11:09 PM
7	too slow and kicks me off	5/15/2015 7:19 PM
8	Difficult to get online via mobile and very slow on all devices.	5/15/2015 1:48 PM
9	Do not use the school wifi.	5/15/2015 1:27 PM
10	I rarely use or depend on the Wifi connections.	5/15/2015 11:14 AM
11	more range would be nice	5/15/2015 10:23 AM

12	It's okay; better than expected but still not great.	5/15/2015 9:23 AM
13	for over a month now the WiFi has not been working what so ever.	5/15/2015 5:44 AM
14	Inet is improving the connect with apple products	5/14/2015 10:06 PM
15	it is slow	5/14/2015 9:34 PM
16	The wifi is good but can be slow to start up, may be my device.	5/14/2015 9:01 PM
17	wifi wont work for me after i sign into guest via email	5/14/2015 7:18 PM
18	It automatically will randomly kick off of wifi and you have to keep putting your email in. This is the case for both the "guest" and "access" wifi	5/14/2015 6:31 PM
19	Get the gamers off the wifi	5/14/2015 5:30 PM
20	It's usually spotty and a pain to access. Login page isn't not optimized for mobile viewing.	5/14/2015 3:34 PM
21	Guest network speeds are WAY too throttled. Please increase the bandwidth for both the guest network and the student network.	5/14/2015 3:31 PM
22	Wifi signal is weak, especially outside	5/14/2015 3:27 PM
23	Could be faster as well as connect automatically rather than needing to log in every ten minutes.	5/14/2015 2:55 PM
24	Very slow, hard to connect, stay connected	5/14/2015 2:49 PM
25	Wi-Fi disconnects every 30 minutes.	5/14/2015 2:49 PM
26	I feel like I have to constantly relogin even before 2 hours	5/14/2015 2:42 PM
27	RCCD INET causes problems when connecting two devices.	5/14/2015 2:39 PM
28	When I connect my laptop it works. then I get to the sign in screen and I type in the information correctly and it accepts it. Then the Internet goes down and I can't connect to any Web page. My laptop has a linux based operating system if that helps debug the issue. It use to work before spring break.	5/14/2015 2:27 PM
29	when you sign in as a guest you ALWAYS get kicked off within 5 min.	5/14/2015 1:50 PM
30	do not know how to connect to our internet.	5/6/2015 3:54 PM
31	hard to sign in, takes 30 minutes	5/6/2015 2:23 PM
32	Meh. It could be better.	5/6/2015 1:57 PM
33	I don't like it, signal is not the best.	5/6/2015 1:13 PM
34	Very fast and reliable, the internet is perfect.	5/6/2015 1:07 PM
35	Isn't reliable in outside areas	4/29/2015 4:58 PM

Q14 If you have taken an online/hybrid course, how satisfied are you with the online tutorials about how to use blackboard and the tech support provided?

Answered: 184   Skipped: 20
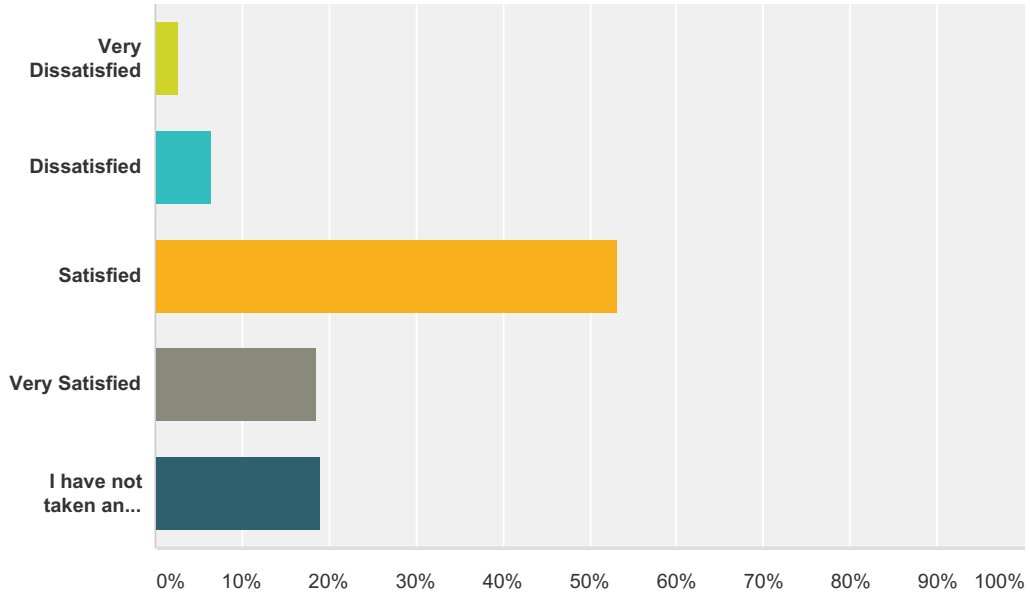
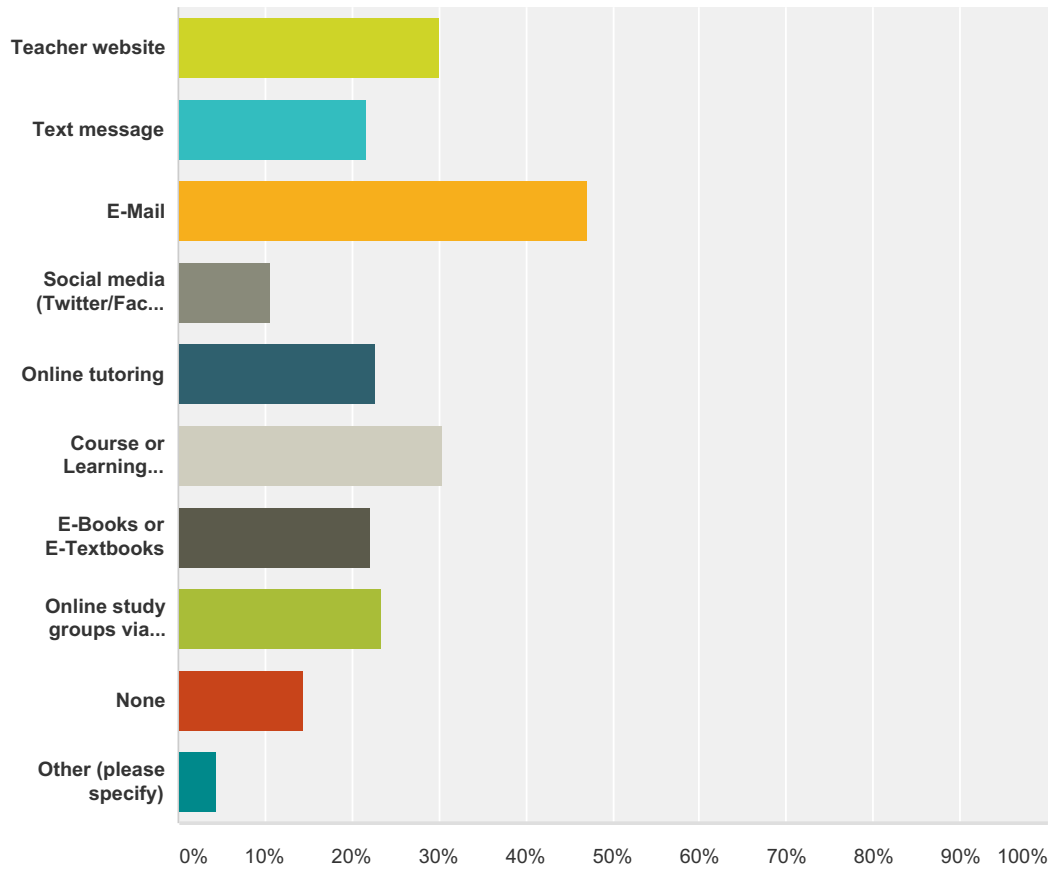| Answer Choices	Responses	
Very Dissatisfied	**2.72%**	5
Dissatisfied	**6.52%**	12
Satisfied	**53.26%**	98
Very Satisfied	**18.48%**	34
I have not taken an online/hybrid course	**19.02%**	35
Total		**184**

#	Comment	Date
1	Blackboard should be more web-centric; browser friendly and intuitive	6/4/2015 10:58 AM
2	For CIS-1, the Microsoft Office simulation program is the buggiest piece of shit that I have ever used.	5/17/2015 8:53 PM
3	May not be blackboard's fault, but the last online course I had, information and the layout where confusing and extremely disorganized.	5/15/2015 9:23 AM
4	there should be more regulation for cources between teachers online	5/15/2015 6:22 AM
5	its okay i guess.	5/14/2015 11:39 PM
6	never had to use tech support, so it has been smooth	5/14/2015 10:06 PM
7	The tutorials weren't key to my success, the courses tend to be very user friendly in my opinion.	5/14/2015 9:01 PM
8	should be optional	5/14/2015 7:18 PM

9	The online tutorials are very helpful and easy to understand.	5/14/2015 2:49 PM
10	never taking a hybrid class	5/14/2015 1:50 PM
11	need more instructions, maneuvering of the site is confusing	5/6/2015 1:13 PM

Q15 Which technology do you wish your instructor used more? (Check all that apply)

Answered: 180   Skipped: 24

Answer Choices	Responses	
Teacher website	**30.00%**	54
Text message	**21.67%**	39
E-Mail	**47.22%**	85
Social media (Twitter/Facebook)	**10.56%**	19
Online tutoring	**22.78%**	41
Course or Learning Management System (Blackboard)	**30.56%**	55
E-Books or E-Textbooks	**22.22%**	40
Online study groups via social studying sites	**23.33%**	42
None	**14.44%**	26
Other (please specify)	**4.44%**	8
Total Respondents: 180		

#	Other (please specify)	Date
1	My instructor utilized a variety of the technology listed	5/23/2015 11:15 AM
2	Power Point Slides, Mathematica on the computer	5/21/2015 6:27 AM
3	clickers	5/18/2015 4:24 PM
4	the book that we pay 160$ for and never use in the class.....	5/17/2015 11:50 PM
5	Some sort of instant social media that's easy to access like twitter would be extremely useful for last minute class cancellations or reminders.	5/15/2015 9:23 AM
6	ClassStatus	5/15/2015 3:23 AM
7	ClassStatus	5/14/2015 11:11 PM
8	ClassStatus	5/14/2015 1:47 PM

Q16 Which technology do you use to obtain information/news from Norco College? (Check all that apply)

Answered: 183   Skipped: 21
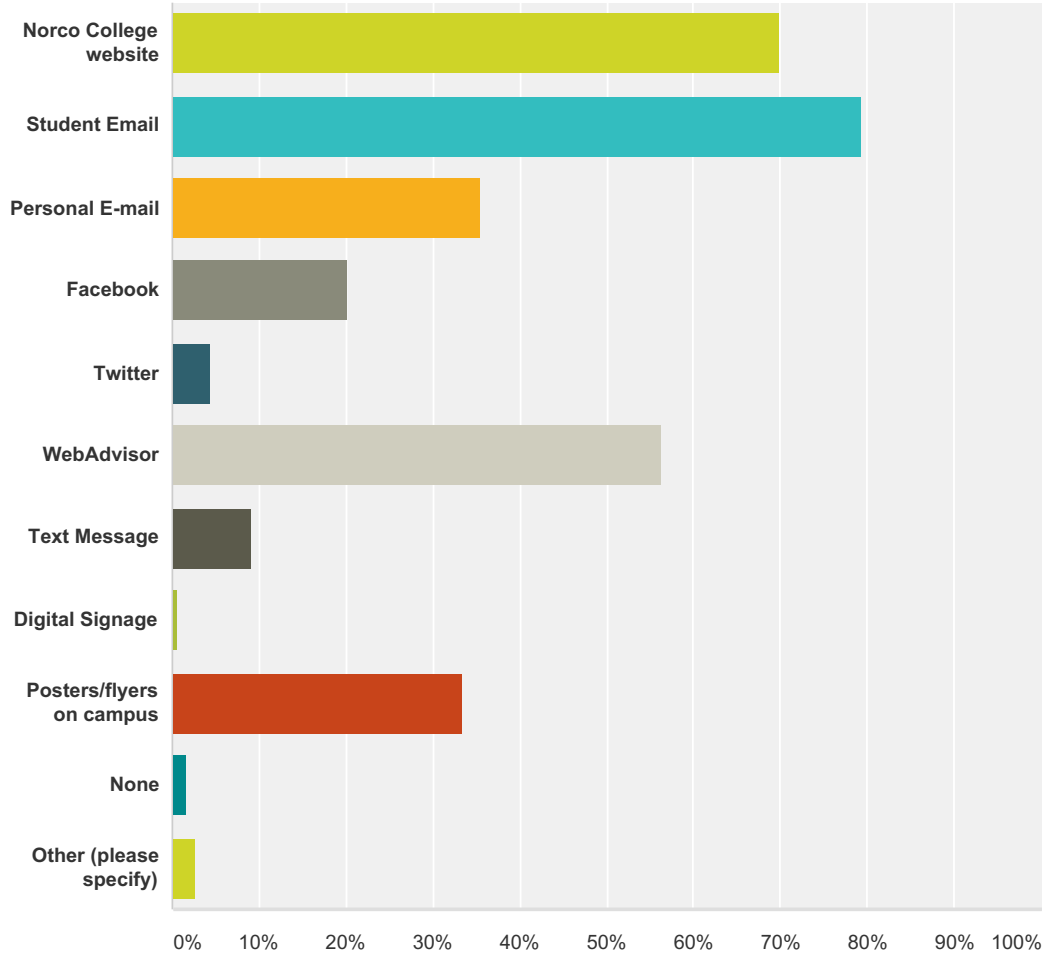
Answer Choices	Responses	
Norco College website	**69.95%**	128
Student Email	**79.23%**	145
Personal E-mail	**35.52%**	65
Facebook	**20.22%**	37
Twitter	**4.37%**	8
WebAdvisor	**56.28%**	103
Text Message	**9.29%**	17
Digital Signage	**0.55%**	1
Posters/flyers on campus	**33.33%**	61

None		**1.64%**	3
Other (please specify)		**2.73%**	5
Total Respondents: 183			

#	Other (please specify)	Date
1	EOPS Application	5/21/2015 2:36 PM
2	i use the website but a lot of the pages are outdated and old so mostly i just get news from word of mouth of flyers/poster	5/20/2015 9:22 AM
3	Blackboard	5/15/2015 11:14 AM
4	People (Students or teachers)	5/6/2015 1:57 PM
5	Friends, generally.	5/6/2015 12:42 PM

Q17 What other technology would you like to see at Norco College?

Answered: 66   Skipped: 138

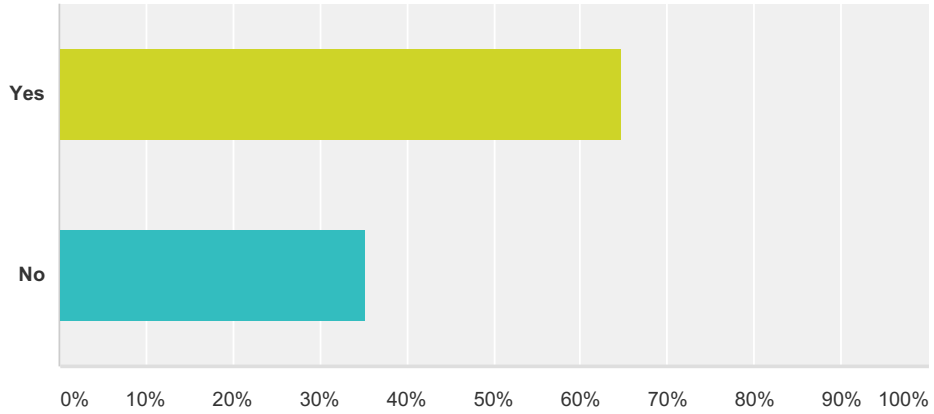| #	Responses	Date
1	It would be nice if the text messaging system was better utilized to advertise club activities, or even if more flyers were posted.	6/11/2015 7:02 PM
2	I feel that the facebook page is not updated as much and there are not enough activities happening on it. If there were then I would have used that for my resources. Overall the college website is really helpful	5/21/2015 1:02 PM
3	vending for scantrons, so when taking night classes you can buy scantrons after the book store or cafeteria closes	5/21/2015 12:54 PM
4	vape	5/21/2015 12:43 PM
5	Tablets	5/21/2015 12:38 PM
6	I think there should be a forum or chat board of some sort for students and teachers to communicate with one another. Mostly for tutoring purposes.	5/21/2015 6:27 AM
7	Honestly the tech is not that bad here, i think it is very good and suits all the needs of the students. Maybe if they could offer free downloads for softwares for students to put on their own computers (ie. microsoft, adobe, chemdraw), so we could have access to them without being on campus. Also, I'd rather we get to chairs and desks in the applied tech and science & tech buildings because those really start to hurt when it's a three hour lecture (just putting this out there).	5/20/2015 9:22 AM
8	More TVs that all students and faculty for studies in video games.	5/19/2015 7:29 PM
9	Being able to rent out tablets or laptops for those who do not have access to those materials.	5/19/2015 9:43 AM
10	more ONLINE TUTORING FOR CLASSES	5/19/2015 8:23 AM
11	More TVs so we can play and study about video games.	5/19/2015 6:43 AM
12	the book more....it need to tay away from non-help to help.	5/17/2015 11:50 PM
13	easier way of communicating and figuring out where we could talk to soccer coach	5/17/2015 7:23 PM
14	More easy access printing that's not in the library	5/15/2015 7:19 PM
15	None	5/15/2015 3:13 PM
16	I would love to see the program "Substance Painter" available for game development students.	5/15/2015 1:48 PM
17	In my opinion everything is more than adequate to get the job done.	5/15/2015 1:27 PM
18	A more conducive lab system for the Gaming Student Lab. Assigned times is fairly restrictive to the collaborative and creative process that is game design. Additionally, getting the required software for a class on the needed computers faster would be very helpful.	5/15/2015 12:12 PM
19	Wacom Drawing Tablets, or Cintiq Drawing Screens for qualified students. :D Methods for students to acquire some of these devices or software for at home use at affordable prices.	5/15/2015 11:14 AM
20	GIGANTIC ELECTRIC DANCE FLOOR.	5/15/2015 10:23 AM
21	I really believe that we should move towards having our text books available at a discount on a tablet for temporary and/or permanent purchase/access.	5/15/2015 8:59 AM
22	Game Consoles	5/15/2015 8:46 AM
23	a massive improvement to the use of web adviser, its very aqward to navigate. it does not seem as though it is well organized and is often down early in the morning 4 and 5 am.	5/15/2015 6:22 AM
24	Alternative message/alert systems such as ClassStatus	5/15/2015 3:23 AM

25	Mostly just more frequent updates to the existing software. Possibly some other game engines (Unreal/ Crytek)	5/15/2015 12:32 AM
26	More parking for STEM center.	5/14/2015 11:10 PM
27	Video cameras in class rooms with a live internet feed so that we may watch our class lecture when absent or taking the same course online.	5/14/2015 10:09 PM
28	Maybe some kind of tablet reader used just for PDF versions of textbooks in the library so that way more students can "check" out a book. I don't know how you would do that without theft, but far far future suggestion. A "mac" workshop might be helpful, some students struggle with accessing windows options such as word documents on mac's (some things I have heard recently from my lab partners).	5/14/2015 10:06 PM
29	It would be nice if laptops were encouraged in class.	5/14/2015 9:01 PM
30	Lol nothing cuz ppl would steal laptops	5/14/2015 7:18 PM
31	Tablets for check out	5/14/2015 6:32 PM
32	Smart board	5/14/2015 6:31 PM
33	I would like to see each student be rented or loaned a tablet that is checked out for those who need to read and or write a paper but do not have a computer available for them to do so. Also a dedicated game room with various consoles and computers for those who need a break. Time limit of 30 min would be preferable.	5/14/2015 5:46 PM
34	don't know	5/14/2015 5:30 PM
35	I think I will like Lynda ...I just haven't had a chance to use it yet	5/14/2015 5:00 PM
36	I'm part of the Game Department and It would be nice to have a few Macs in classes so the game programmers can get experience making apps for apple products.	5/14/2015 4:46 PM
37	iPads	5/14/2015 4:29 PM
38	Probably more wifi and also, the upstairs corral needs to keep tables and chairs available at all times for those who use computers and need to work with them. Also, do not block the inputs, we need to charge our computers and for some, phones which we need on at all times.	5/14/2015 4:21 PM
39	CNC machines	5/14/2015 4:08 PM
40	Higher-end development workstations for GAM students. Optimal specifications would be: i7 4770k or better Nvidia GTX 970 or better 16 GB RAM 240 GB SSD	5/14/2015 3:31 PM
41	Ipads	5/14/2015 3:27 PM
42	Better computer systems and tools for the instructors to use in the classroom.	5/14/2015 3:11 PM
43	Touch screen computers, more Mac computers, better wi-fi,	5/14/2015 2:49 PM
44	Wireless printing	5/14/2015 2:49 PM
45	More computers would be extremely helpful during exams / finals week.	5/14/2015 2:49 PM
46	Cleaner computers and better Wi-Fi management.	5/14/2015 2:39 PM
47	I'd like to see the upstairs corral actually have PLACES TO SIT. It's agonizing for my back and tail bone to sit on the cold laminated floor during breaks between classes. I do my homework and unwind there and it's frustrating that they were taken away.	5/14/2015 2:08 PM
48	Ipads	5/14/2015 2:08 PM
49	Better computers for teachers because when they lecture it slows the whole class down when the teachers computers freezes.. Etc	5/14/2015 1:59 PM
50	Better wifi that lasts longer once you log in	5/14/2015 1:55 PM
51	Anything that would help	5/14/2015 1:50 PM
52	ClassStatus (http://classstatus.co)	5/14/2015 1:47 PM
53	I would like to see newer and updated computers all through out the campus.	5/6/2015 3:54 PM
54	I Macs	5/6/2015 3:03 PM

55	Free color printing!!! More free printing! Free printing for all!	5/6/2015 2:23 PM
56	ipads	5/6/2015 2:11 PM
57	Better access to Wifi	5/6/2015 2:02 PM
58	cant think of any	5/6/2015 1:21 PM
59	socializing site for communication between college students	5/6/2015 1:13 PM
60	At this moment, nothing comes to mind.	5/6/2015 1:07 PM
61	printers	5/6/2015 12:53 PM
62	maybe more printers	5/6/2015 12:52 PM
63	Please bring back the TVs that we used in the student center. The consistent slow removal of technology in the student center feels like you're trying to kick us out.	5/6/2015 12:42 PM
64	i think having new computers would be good. Also better wifi speeds would be nice	5/6/2015 12:42 PM
65	None	4/29/2015 9:21 PM
66	Less restrictions on Library computers. Unable to download templates for Microsoft Word that are often needed. Would also like to see a computer lab that is dedicated to just Internet use located outside the library. That is not just for lab hours.	4/29/2015 4:58 PM

Q18 Are you aware that Norco College provides Lynda.com, an online technology tutorial website, FREE to students? (Video tutorials such as Photoshop, Office, ProTools, etc.)

Answered: 181   Skipped: 23

Answer Choices	Responses	
Yes	**64.64%**	117
No	**35.36%**	64
Total		**181**

Q19 What on-campus technology workshop would you be interested in attending?

Answered: 62   Skipped: 142

#	Responses	Date
1	na	5/23/2015 11:15 AM
2	Lynda because I dont know anything about it and I didnt know it was being offered here They do not advertise as much	5/21/2015 1:03 PM
3	library workshops	5/21/2015 12:54 PM
4	Time Management workshops?	5/21/2015 6:28 AM
5	Lynda.com	5/21/2015 3:43 AM
6	A gaming center.	5/19/2015 7:30 PM
7	stress management	5/19/2015 2:24 PM
8	one that informs more about Lynda.com	5/19/2015 9:44 AM
9	SPANISH TUTORING	5/19/2015 8:23 AM
10	I like online classes, but I would be interested in Photo Shop online classes!	5/18/2015 3:50 PM
11	all	5/17/2015 7:24 PM
12	Microsoft Office products and their transitions (2010 to 2013)	5/17/2015 8:29 AM
13	productivity and time management	5/16/2015 10:52 PM
14	Norco College	5/15/2015 11:09 PM
15	One about how manage your school with a job	5/15/2015 1:53 PM
16	I didn't know the school offered on campus workshops.	5/15/2015 1:29 PM
17	None	5/15/2015 12:23 PM
18	I've often thought about starting or working in a workshop designed to teach students how to plan out purchase and build their own computers for home use. Opposed to buying a store prefab computer you save a large amount of money and meet your exact requirements for the machine. Subsequently you learn how to diagnose and repair problems with your machine. This might make a vast majority of the students more efficient and capable. But I am sorely lacking time to do such a thing.	5/15/2015 11:16 AM
19	N/a	5/15/2015 10:24 AM
20	I don't even know what on-campus technology workshops are available...	5/15/2015 9:24 AM
21	Blackboard and Lynda.com. I also do not understand why there is always a time limit on when a student can sign up for Lynda.com.	5/15/2015 9:00 AM
22	Depends on which ones are available.	5/15/2015 8:47 AM
23	i dont know	5/15/2015 8:46 AM
24	Anything game dev related: so Maya, Unity, Zbrush, Photoshop. Or possibly some that teach us things not taught in class 3DS Max or digital painting	5/15/2015 12:35 AM
25	None	5/15/2015 12:23 AM
26	Building a computer.	5/14/2015 11:12 PM
27	Photoshop, Quickbooks, Peachtree	5/14/2015 10:10 PM
28	As mentioned earlier, "mac" friendly workshops.	5/14/2015 10:07 PM

29	Photoshop... None?	5/14/2015 7:19 PM
30	online tutoring workshops that give you what options are available for you.	5/14/2015 7:18 PM
31	Microsoft visual studio	5/14/2015 6:32 PM
32	All of them	5/14/2015 5:46 PM
33	not sure	5/14/2015 5:30 PM
34	Regarding revit and or auto cad	5/14/2015 5:01 PM
35	More CIS classes	5/14/2015 4:21 PM
36	Solidworks	5/14/2015 4:09 PM
37	Tablets and ipads	5/14/2015 3:27 PM
38	Photoshop, digital systems and network wiring/setup.	5/14/2015 3:13 PM
39	Advanced windows or Mac workshops	5/14/2015 2:51 PM
40	Interview techniques, study sessions.	5/14/2015 2:51 PM
41	Building a computer, cleaning / disassembling an electronic.	5/14/2015 2:40 PM
42	Excel workshop	5/14/2015 1:56 PM
43	Information Systems careers	5/14/2015 1:50 PM
44	None.	5/14/2015 1:47 PM
45	All of them.	5/6/2015 3:54 PM
46	any	5/6/2015 3:04 PM
47	not sure... I don't know a lot	5/6/2015 2:24 PM
48	none	5/6/2015 2:15 PM
49	i dont know	5/6/2015 2:11 PM
50	how to hack	5/6/2015 2:10 PM
51	adobe software tech	5/6/2015 1:56 PM
52	photoshop	5/6/2015 1:21 PM
53	none	5/6/2015 1:13 PM
54	Intro to Game technology, or workshops on updated programming technologies.	5/6/2015 1:07 PM
55	How to use excel?	5/6/2015 12:53 PM
56	how to use excel	5/6/2015 12:53 PM
57	no	5/6/2015 12:46 PM
58	any	5/6/2015 12:43 PM
59	Not sure.	5/6/2015 12:42 PM
60	I would attend free workshops that introduce software used in classes.	5/6/2015 12:29 PM
61	CIS,	5/3/2015 11:40 AM
62	...	4/29/2015 9:21 PM